



City of Hutto

Agenda

City Council Work Session

Thursday, February 1, 2024 at 6:00 PM

Executive Conference Room

Hutto City Hall

500 W. Live Oak Street

In accordance with the Texas Open Meetings Act this meeting agenda is posted for public information, continuously, for at least 72 hours prior to the scheduled time of the meeting on the bulletin board located on the exterior wall of the City Hall building at 500 West Live Oak, Hutto, Texas. This meeting agenda is also accessible via the Internet at huttotx.gov

1. CALL SESSION TO ORDER

2. ROLL CALL

3. OTHER BUSINESS

3.1. Presentation of Biennial Community Survey results on City Services & Culture (Allison Strupeck and Robert Heacock)

3.2. Discussion and possible action related to Work Session topics

4. ADJOURNMENT

5. CERTIFICATION

I certify that this notice of the February 1, 2024 Hutto City Council meeting was posted on the City of Hutto website and the City Hall bulletin board of the City of Hutto on January 29, 2024 before 5:00 P.M.


Angela Lewis

The City of Hutto is committed to comply with the Americans Disability Act. The Hutto City Council Chamber is wheelchair accessible. Request for reasonable special accommodations must be made 48 hours prior to the meeting. Please email the City Secretary's office at Angela.Lewis@huttotx.gov or call (512) 759-4839 for assistance.

AGENDA ITEM REPORT

3.1.



To: City Council
Subject: Presentation of Biennial Community Survey results on City Services & Culture (Allison Strupeck and Robert Heacock)
Meeting: Thursday, February 1, 2024
Department: Communications /
Staff Contact:

BACKGROUND INFORMATION:

At tonight's Hutto City Council work session, Robert Heacock, senior project manager for ETC Institute (based on Olathe, Kansas) will present a summary of major findings for the 2024 City Services & Culture Survey here in Hutto. ETC has significant experience conducting similar surveys for cities of all sizes across the United States, including many clients in Texas such as Round Rock, Pflugerville, Plano, Fort Worth, San Antonio and others. This enables ETC to effectively benchmark the Hutto community's opinions compared to other communities.

The Survey Findings Report is available on the City's "Surveys & Input" webpage, as follows: www.HuttoTx.gov/surveys. Likewise, a companion document can be found there illustrating many of the survey findings by geographic area within the City; these maps can be helpful to target staff's outreach to areas of concern.

This is the City of Hutto's second community survey conducted in partnership with ETC. Our initial survey in 2022 stemmed from the shared goal of the City Manager's Office and the Communications Department to strengthen the local **culture of listening**. It also supported the Hutto Diversity & Inclusion Commission's interest in gauging the local climate around diversity issues. It is a biennial survey, meaning we conduct it every other year, and we are contracted to conduct the survey again in 2026 to continue assessing trends and issues in public opinion.

Almost all of the questions in the 2024 survey were repeated from the 2022 version, to enable trend analysis over time. At the request of staff, ETC added a few questions to the 2024 survey on topics such as the potential future construction of new facilities.

The resulting data are considered to be statistically valid, meaning they represent the actual demographics of the Hutto community. The results have a precision of at least +/-4.7% at the 95% level of confidence; this means that **if the survey was administered 100 times, the results would be the same at least 95 of those times**. (On the other hand, surveys on social media or even Hutto POV are considered "pulse" surveys. They don't represent the full scope of public opinion but do provide a rough sense of the opinions of those already engaged with the City's digital content.) With this in mind, **Council and staff are urged to focus on increases/decreases of 5% or more in the**

AGENDA ITEM REPORT

3.1.



2024 survey compared to the 2022 results; changes smaller than that fall within the normal margin of error and aren't considered statistically significant.

The results of the 2022 survey were a key input to the 2023 budget development process by staff and City Council. Likewise, we anticipate these data being highly useful to leadership's ongoing Strategic Planning efforts and budget development, moving forward. Mr. Heacock and I are meeting this week with department heads throughout the organization to present relevant survey results and take staff questions within their operational areas. The City Manager's Office expects all departments to take the survey results into serious consideration when making budgetary requests and operational decisions, among other factors.

SUMMARY OF REQUEST:

STAFF REVIEW:

FISCAL NOTES:

ATTACHMENTS:

1. 2024 REPORT -Hutto City Services & Culture Survey FINAL
2. 2024 MAPS Hutto City Services & Culture Survey FINAL



2024 CITY SERVICES & CULTURE SURVEY

Findings Report

Prepared by
ETC INSTITUTE
OLATHE, KANSAS

Presented to the
CITY OF HUTTO,
TEXAS

JANUARY
2024



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Executive Summary

2024 City of Hutto City Services & Culture Survey

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Purpose

ETC Institute administered a survey to residents of the City of Hutto between November and December of 2023. The purpose of the survey was to gather resident feedback in order to evaluate and improve programs and determine the needs of residents, as well as gauging opinions about the possibility of constructing new facilities in the future. This is the second City Services & Culture Survey ETC Institute has administered for the City of Hutto; the first was conducted in the spring of 2022.

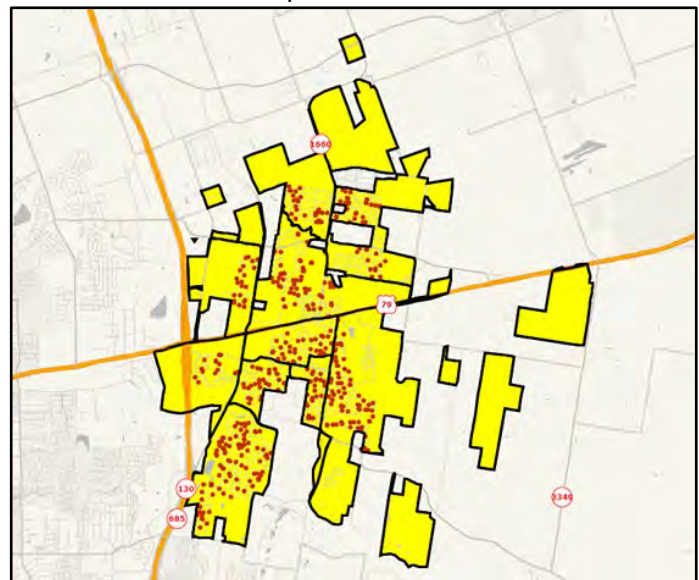
Methodology

The seven-page survey, cover letter and postage-paid return envelope were mailed to a random sample of households in the City of Hutto. The cover letter, which was provided both in English and Spanish, explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. The online survey was also available in Spanish. Ten days after the surveys were mailed, ETC Institute sent follow-up text messages to the households that received the survey to encourage participation. The messages contained a link to the online version of the survey to make it easy for residents to complete the survey. Toward the end of the collection effort, outreach included Facebook ads sent to targeted areas.

To prevent people who were not residents of Hutto from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to obtain completed surveys from at least 400 residents. This goal was met, with a total of 429 residents completing the survey. The overall results for the sample of 429 households have a precision of at least $\pm 4.7\%$ at the 95% level of confidence. For a sample size of 400 households, the margin of error would be $\pm 5.0\%$, meaning that if the survey was administered 100 times, the results would be the same 95 of those times. A sample size of 400 is considered common practice in market research studies.

In order to understand how well services are being delivered in different areas of the City, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of respondents to the resident survey based on the location of their home.



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The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from the City of Hutto with the results from other communities where ETC Institute has conducted a citizen survey. 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 provided in the tabular data section 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.*”

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for all questions on the survey,
- benchmarking data that show how the results for Hutto compare to other communities,
- Importance-Satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument, including English and Spanish cover letters.

Trends Since 2022

In 2024, satisfaction ratings for the City of Hutto stayed the same or improved in 35 of the 101 services assessed. The following areas showed an increase of 5% or more since 2022:

- Outdoor splash pads (+10.8%)
- Friendliness/helpfulness of library staff (+10.0%)
- Tree canopy (+9.4%)
- Special events sponsored by the City (+8.9%)
- Ease of registering for recreation programs (+8.8%)
- Adult athletic programs (+8.2%)
- Fees charged for recreation programs (+8.1%)
- Collaboration with community organizations and businesses (+7.5%)
- Hours at the library (+7.1%)
- Overall experience in Historic Downtown Hutto (+5.7%)

In 2024, satisfaction ratings for the City of Hutto declined in 66 of the 101 services assessed. The following areas showed a decrease of 5% or more since 2022:

- Household hazardous waste disposal service (-5.0%)
- Ratings of the City as a place for single adults to live (-5.1%)
- Parks, trails, and recreation facilities (-5.2%)
- Trash/garbage collection services (-5.5%)

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- Condition of street signs (-5.5%)
- Overall quality of City Library services (-5.8%)
- Ratings of the City for developing a diverse tax base (-6.2%)
- Ratings of the City as a place to retire (-7.1%)
- Current communication regarding City finances (-7.1%)
- Maintenance of sidewalks (-7.3%)
- Wastewater/sanitary sewer services (-7.3%)
- Fees for wastewater/sanitary sewer services (-8.3%)
- Taste of tap water (-8.3%)
- Condition of streets and sidewalks in neighborhoods (-8.4%)
- Smell of tap water (-9.4%)
- Water utility services (-9.8%)
- Flow of traffic on major roads/highways (-10.2%)
- Maintenance of City streets (-11.2%)
- Flow of traffic on City streets (-12.6%)
- Fees for water services (-12.8%)
- Ratings of the City for commitment to becoming/staying financially stable (-15.4%)

Ratings of Quality of Life in the City

Most of the residents surveyed (82%), *who had an opinion*, rated the City of Hutto as “excellent” or “good” as having a sense of community pride. Other areas in which residents rated the City as “excellent” or “good” include: as a place to live (78%), as a place to raise children (76%), and overall experience in Historic Downtown Hutto (65%). Residents gave the lowest ratings to the City for recruiting and retaining quality City staff (21% “excellent” or “good”) and how well the City is managing growth (19% “excellent” or “good”).

Satisfaction With Major 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: solid waste services (72%), overall quality of City Library services (64%), wastewater/sanitary sewer services (58%), and stormwater management and flood control (56%). Residents were least satisfied with flow of traffic on City streets (8% “very satisfied” or “satisfied”) and flow of traffic on major roads/highways (6% “very satisfied” or “satisfied”).

Based on the sum of their top four choices, the City services that residents thought should receive the most emphasis were: 1) flow of traffic on major roads/highways, 2) flow of traffic on City streets, 3) maintenance of City streets, and 4) water utility services.

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Communication Services

Sixty percent (60%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the usefulness of the City’s e-newsletter (Hey Hutto). Other areas in which residents were “very satisfied” or “satisfied” include: the City’s use of official social media account (57%) and the availability of information about City services and programs.

Based on the sum of their top two choices, the communication services that residents thought should receive the most emphasis were: 1) efforts to keep residents informed about local issues and 2) availability of information about City services and programs.

Waste and Utility Services

Eighty-three percent (83%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with trash/garbage collection services; 82% were satisfied with curbside recycling services, and 61% were satisfied with bulky item pick-up services.

Based on the sum of their top three choices, the waste and utility services that residents thought should receive the most emphasis were: 1) fees for water services, 2) fees for wastewater/sanitary sewer services, and 3) the taste of tap water.

Maintenance Services

Seventy-two percent (72%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the condition of street signs in Hutto. Other areas in which residents were “very satisfied” or “satisfied” include: maintenance of City buildings and facilities (72%) and cleanliness of streets and sidewalks (63%).

Based on the sum of their top two choices, the maintenance services that residents thought should receive the most emphasis were: 1) condition of streets and sidewalks in neighborhoods and 2) cleanliness of roadsides.

Police Services

Seventy-eight percent (78%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with police services in the City. Other areas in which residents were “very satisfied” or “satisfied” include: efforts by police to prevent crime (73%), overall police relationship with the community (73%), and Animal Control services (72%).

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Based on the sum of their top three choices, the police services that residents thought should receive the most emphasis were: 1) visibility of police in neighborhoods, 2) efforts by police to prevent crime, and 3) overall police relationship with the community.

Perceptions of Safety

Most of the residents surveyed (95%), *who had an opinion*, felt “very safe” or “safe” in their neighborhood during the day. Other areas in which residents felt “very safe” or “safe” include: overall in Hutto (89%) and in Historic Downtown (89%).

Code Enforcement

Fifty-five percent (55%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the enforcement of the exterior maintenance of commercial/business property; 52% were satisfied with the enforcement of sign regulations, and 48% were satisfied with the enforcement of the clean-up of trash/debris on private property.

Based on the sum of their top two choices, the code enforcement services that residents thought should receive the most emphasis were: 1) condition of streets and sidewalks in neighbor enforcement of the clean-up of trash/debris on private property and 2) enforcement of mowing/cutting of weeds on private property.

Parks and Recreation Facilities

Fifty-six percent (56%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the overall maintenance of City parks. Other areas in which residents were “very satisfied” or “satisfied” include: neighborhood parks (47%) and tree canopy (44%).

Based on the sum of their top three choices, the parks and recreation facilities that residents thought should receive the most emphasis were: 1) quality of walking and biking trails, 2) neighborhood parks, and 3) overall maintenance of City parks.

Parks and Recreation Programs

Fifty-one percent (51%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with special events sponsored by the City. Other areas in which residents were “very satisfied” or “satisfied” include: ease of registering for recreation programs (38%) and youth athletic recreation programs (35%).

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Based on the sum of their top three choices, the parks and recreation programs that residents thought should receive the most emphasis were: 1) youth athletic and recreation programs, 2) special events sponsored by the City, and 3) nature-based programming.

Library Services/Facility

Most of the residents surveyed (85%), *who had an opinion*, were “very satisfied” or “satisfied” with the friendliness/helpfulness of library staff. Other areas in which residents were “very satisfied” or “satisfied” include: availability of computers, printers, and scanners (68%) and children’s collection (66%).

When asked about their satisfaction with the library facility, 78% *who had an opinion* were “very satisfied” or “satisfied” with the location of the facility, and 74% were satisfied with accessibility for people with disabilities.

Support for Funding Aquatic/New Public Facilities

More than two-thirds of the residents surveyed (68%), *who had an opinion*, indicated they are “strongly supportive” or “somewhat supportive” of funding the building of an outdoor community pool for summer use only.

When residents were asked their level of support for funding new public facilities, 72% *who had an opinion* are “strongly supportive” or “somewhat supportive” of funding a new Public Recreation Center, and 66% are supportive of funding a new Public Safety Facility.

Other Findings

- Residents were asked their level of agreement with various statements regarding diversity and inclusion in the City of Hutto. Sixty-seven percent (67%) of residents surveyed, *who had an opinion*, indicated they “strongly agree” or “agree” with the statement, “*The City provides a safe environment for residents of all backgrounds.*” Sixty-two percent (62%), *who had an opinion*, “strongly agree” or “agree” with the statement, “*The City attracts people from diverse backgrounds to live here.*” Additionally, more than half of the residents surveyed (53%), *who had an opinion*, think the City is moving in the right direction in their efforts to make Hutto a diverse and inclusive place to visit, live, and work.
- Sixty-two percent (62%) of the residents surveyed get information about the City from the Community Impact newspaper; 59% use the City’s official Facebook page, 45% use the City eNewsletter (Hey Hutto), and 42% use the City website to get information. *Multiple selections could be made for this question.*

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Based on the sum of their top three choices, the *most preferred* sources of information about City services, news, events, programs, or activities were: 1) the City's official Facebook page, 2) the Community Impact newspaper, and 3) the City website.

- Most of the residents surveyed (84%), *who had an opinion*, indicated it is “very important” or “somewhat important” to members of their household for the City to provide high quality parks and recreation programs and facilities; 10% were “neutral,” and 6% thought it was “somewhat unimportant” or “not important.” When respondents were asked their level of agreement with the statement, “*The City of Hutto parks and recreation programs and facilities are meeting my expectations*,” 44% *who had an opinion* “strongly agreed” or “agreed” with the statement; 33% were “neutral,” 17% “disagreed” and 6% “strongly disagreed.”
- Residents were asked their perceptions of economic growth in various areas. Eighty-three percent (83%) of respondents, *who had an opinion*, felt population growth in the City was happening “much too fast” or “somewhat too fast.” Forty-one percent (41%) thought growth in unskilled jobs was happening at the right pace, and 66% believed that growth in skilled jobs was occurring “somewhat too slow” or “much too slow.”

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How Hutto Compares to Other Communities in Texas

Satisfaction ratings for the City of Hutto **rated above the Texas regional average in 35 of the 58 areas** that were assessed. The City of Hutto rated significantly higher than the Texas regional average (difference of 5% or more) in 30 of these areas. The table below shows how Hutto compares to the Texas regional average:

Service	Hutto	Texas	Difference	Category
Feeling of safety in Downtown	88.8%	54.3%	34.5%	Perceptions of Safety in the Community
As a place to live	77.6%	44.1%	33.5%	Ratings of Quality of Life in the City
Police services	77.6%	44.1%	33.5%	Police Services
Overall feeling of safety in the City	88.9%	58.3%	30.6%	Perceptions of Safety in the Community
Efforts by police to prevent crime	73.4%	44.4%	29.0%	Police Services
Feeling of safety in community parks	72.5%	44.3%	28.2%	Perceptions of Safety in the Community
Feeling of safety in neighborhoods at night	81.7%	56.1%	25.6%	Perceptions of Safety in the Community
Solid waste services	71.7%	46.2%	25.5%	Major Categories of City Services
As a place to raise children	75.9%	53.5%	22.4%	Ratings of Quality of Life in the City
Curbside recycling services	82.1%	59.7%	22.4%	Waste and Utility Services
Police response times for emergencies	71.4%	49.6%	21.8%	Police Services
Animal Control services	71.5%	50.0%	21.5%	Police Services
Police safety education programs	54.7%	33.7%	21.0%	Police Services
Customer service provided by the City	50.4%	29.9%	20.5%	Major Categories of City Services
Feeling of safety in retail areas	83.3%	64.6%	18.7%	Perceptions of Safety in the Community
Enforcement of local traffic laws	62.3%	44.9%	17.4%	Police Services
Feeling of safety in neighborhoods during the day	94.6%	78.5%	16.1%	Perceptions of Safety in the Community
Stormwater management and flood control	56.3%	40.5%	15.8%	Major Categories of City Services
Effectiveness of City communication	42.6%	27.1%	15.5%	Major Categories of City Services
Overall quality of City Library services	63.8%	51.3%	12.5%	Major Categories of City Services
Trash/garbage collection services	82.7%	70.8%	11.9%	Waste and Utility Services
Wastewater/sanitary sewer services	58.2%	46.4%	11.8%	Major Categories of City Services
Visibility of police in neighborhoods	55.1%	44.8%	10.3%	Police Services
City's use of official social media accounts	56.6%	46.9%	9.7%	Communication Services
Bulky item pick-up services	61.1%	53.1%	8.0%	Waste and Utility Services
Cleanliness of streets and sidewalks	62.5%	55.4%	7.1%	Maintenance Services
Visibility of police in commercial and retail areas	53.3%	47.0%	6.3%	Police Services
Enforcement of local codes and ordinances	42.1%	36.0%	6.1%	Major Categories of City Services
Maintenance of City buildings and facilities	61.4%	55.5%	5.9%	Maintenance Services
Usefulness of the City website	53.6%	47.8%	5.8%	Communication Services
Yard waste/leaf/brush pick-up services	59.4%	54.8%	4.6%	Waste and Utility Services
Condition of street signs	71.9%	67.5%	4.4%	Maintenance Services
Enforcement of exterior maintenance of commercial/business property	54.9%	52.9%	2.0%	Code Enforcement
Parks, trails, and recreation facilities	43.6%	42.8%	0.8%	Major Categories of City Services
Maintenance of City streets	26.1%	25.3%	0.8%	Major Categories of City Services
Availability of info about City services/programs	54.9%	55.6%	-0.7%	Communication Services
Efforts to keep residents informed about local issues	48.6%	49.5%	-0.9%	Communication Services
Water utility services	44.3%	45.2%	-0.9%	Major Categories of City Services
Enforcement of sign regulations	52.4%	54.9%	-2.5%	Code Enforcement
Enforcement of clean-up trash/debris on private property	48.2%	51.7%	-3.5%	Code Enforcement
Condition of streets & sidewalks in neighborhoods	49.6%	53.3%	-3.7%	Maintenance Services
Mowing of roadsides	54.3%	59.7%	-5.4%	Maintenance Services
Value received for City taxes and fees	24.8%	30.4%	-5.6%	Ratings of Quality of Life in the City
Household hazardous waste disposal service	36.4%	44.7%	-8.3%	Waste and Utility Services
Water pressure in your home	55.9%	65.3%	-9.4%	Waste and Utility Services
As a place to work	41.7%	51.2%	-9.5%	Ratings of Quality of Life in the City
As a place to retire	45.2%	56.2%	-11.0%	Ratings of Quality of Life in the City
Enforcement of exterior maintenance of residential property	42.4%	54.5%	-12.1%	Code Enforcement
Enforcement of mowing/cutting of weeds on private property	40.1%	52.7%	-12.6%	Code Enforcement
Smell of tap water	37.3%	54.8%	-17.5%	Waste and Utility Services
Taste of tap water	30.9%	51.0%	-20.1%	Waste and Utility Services
As a place to visit	38.4%	58.9%	-20.5%	Ratings of Quality of Life in the City
Fees for wastewater/sanitary sewer services	26.7%	47.5%	-20.8%	Waste and Utility Services
Maintenance of sidewalks	29.7%	50.7%	-21.0%	Major Categories of City Services
Flow of traffic on major roads/highways	6.3%	29.2%	-22.9%	Major Categories of City Services
How well the City is managing growth	19.3%	44.2%	-24.9%	Ratings of Quality of Life in the City
Flow of traffic on City streets	7.8%	32.8%	-25.0%	Major Categories of City Services
Fees for water services	21.9%	49.5%	-27.6%	Waste and Utility Services

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How Hutto Compares to Other Communities Nationally

Satisfaction ratings for the City of Hutto **rated above the national average in 36 of the 58 areas** that were assessed. The City of Hutto rated significantly higher than the national average (difference of 5% or more) in 31 of these areas. The table below shows how Hutto compares to the national average:

Service	Hutto	U.S.	Difference	Category
Feeling of safety in Downtown	88.8%	53.9%	34.9%	Perceptions of Safety in the Community
As a place to live	77.6%	48.5%	29.1%	Ratings of Quality of Life in the City
Curbside recycling services	82.1%	55.6%	26.5%	Waste and Utility Services
Efforts by police to prevent crime	73.4%	48.6%	24.8%	Police Services
Police services	77.6%	53.0%	24.6%	Police Services
Animal Control services	71.5%	48.6%	22.9%	Police Services
Overall feeling of safety in the City	88.9%	66.0%	22.9%	Perceptions of Safety in the Community
Feeling of safety in neighborhoods at night	81.7%	61.4%	20.3%	Perceptions of Safety in the Community
Feeling of safety in retail areas	83.3%	63.7%	19.6%	Perceptions of Safety in the Community
Feeling of safety in community parks	72.5%	54.6%	17.9%	Perceptions of Safety in the Community
Police safety education programs	54.7%	37.2%	17.5%	Police Services
City's use of official social media accounts	56.6%	39.3%	17.3%	Communication Services
Solid waste services	71.7%	55.1%	16.6%	Major Categories of City Services
Police response times for emergencies	71.4%	56.1%	15.3%	Police Services
Trash/garbage collection services	82.7%	67.5%	15.2%	Waste and Utility Services
As a place to raise children	75.9%	61.4%	14.5%	Ratings of Quality of Life in the City
Bulky item pick-up services	61.1%	46.6%	14.5%	Waste and Utility Services
Feeling of safety in neighborhoods during the day	94.6%	81.2%	13.4%	Perceptions of Safety in the Community
Enforcement of local traffic laws	62.3%	49.6%	12.7%	Police Services
Usefulness of the City website	53.6%	42.4%	11.2%	Communication Services
Customer service provided by the City	50.4%	39.4%	11.0%	Major Categories of City Services
Cleanliness of streets and sidewalks	62.5%	53.3%	9.2%	Maintenance Services
Condition of street signs	71.9%	63.1%	8.8%	Maintenance Services
Enforcement of exterior maintenance of commercial/business property	54.9%	46.3%	8.6%	Code Enforcement
Availability of info about City services/programs	54.9%	46.4%	8.5%	Communication Services
Enforcement of sign regulations	52.4%	44.9%	7.5%	Code Enforcement
Stormwater management and flood control	56.3%	49.5%	6.8%	Major Categories of City Services
Effectiveness of City communication	42.6%	36.9%	5.7%	Major Categories of City Services
Yard waste/leaf/brush pick-up services	59.4%	53.8%	5.6%	Waste and Utility Services
Wastewater/sanitary sewer services	58.2%	52.8%	5.4%	Major Categories of City Services
Efforts to keep residents informed about local issues	48.6%	43.3%	5.3%	Communication Services
Enforcement of clean-up trash/debris on private property	48.2%	45.1%	3.1%	Code Enforcement
Visibility of police in commercial and retail areas	53.3%	50.6%	2.7%	Police Services
Enforcement of local codes and ordinances	42.1%	40.1%	2.0%	Major Categories of City Services
Visibility of police in neighborhoods	55.1%	54.1%	1.0%	Police Services
Condition of streets & sidewalks in neighborhoods	49.6%	49.3%	0.3%	Maintenance Services
Overall quality of City Library services	63.8%	63.9%	-0.1%	Major Categories of City Services
Mowing of roadsides	54.3%	55.4%	-1.1%	Maintenance Services
Maintenance of City buildings and facilities	61.4%	63.1%	-1.7%	Maintenance Services
Enforcement of exterior maintenance of residential property	42.4%	44.1%	-1.7%	Code Enforcement
Household hazardous waste disposal service	36.4%	41.2%	-4.8%	Waste and Utility Services
Parks, trails, and recreation facilities	43.6%	49.2%	-5.6%	Major Categories of City Services
Enforcement of mowing/cutting of weeds on private property	40.1%	46.1%	-6.0%	Code Enforcement
As a place to retire	45.2%	51.6%	-6.4%	Ratings of Quality of Life in the City
Water utility services	44.3%	51.9%	-7.6%	Major Categories of City Services
Value received for City taxes and fees	24.8%	32.9%	-8.1%	Ratings of Quality of Life in the City
Water pressure in your home	55.9%	66.2%	-10.3%	Waste and Utility Services
Fees for wastewater/sanitary sewer services	26.7%	38.2%	-11.5%	Waste and Utility Services
Maintenance of City streets	26.1%	40.5%	-14.4%	Major Categories of City Services
As a place to work	41.7%	57.1%	-15.4%	Ratings of Quality of Life in the City
Fees for water services	21.9%	38.1%	-16.2%	Waste and Utility Services
Maintenance of sidewalks	29.7%	46.7%	-17.0%	Major Categories of City Services
As a place to visit	38.4%	57.7%	-19.3%	Ratings of Quality of Life in the City
How well the City is managing growth	19.3%	38.9%	-19.6%	Ratings of Quality of Life in the City
Smell of tap water	37.3%	57.9%	-20.6%	Waste and Utility Services
Taste of tap water	30.9%	59.1%	-28.2%	Waste and Utility Services
Flow of traffic on City streets	7.8%	44.8%	-37.0%	Major Categories of City Services
Flow of traffic on major roads/highways	6.3%	45.2%	-38.9%	Major Categories of City Services

2024 City of Hutto City Services & Culture Survey

Executive Summary



Investment Priorities

Recommended Priorities for the City. In order to help the City identify investment priorities, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance 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. 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.

Overall Priorities for the City by Major Category. This 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 services that are recommended as the top priorities in order to raise the City's overall satisfaction rating are listed below:

- Flow of traffic on major roads/highways (I-S = 0.7702)
- Flow of traffic on City streets (I-S = 0.7413)
- Maintenance of City streets (I-S = 0.3791)

The table on the following page shows the Importance-Satisfaction rating for all 14 major categories of City services that were rated.

2024 City of Hutto City Services & Culture Survey

Executive Summary



Importance-Satisfaction Analysis Ratings

2024 City of Hutto City Services & Culture Survey

Major Categories of Services

Hutto, Texas

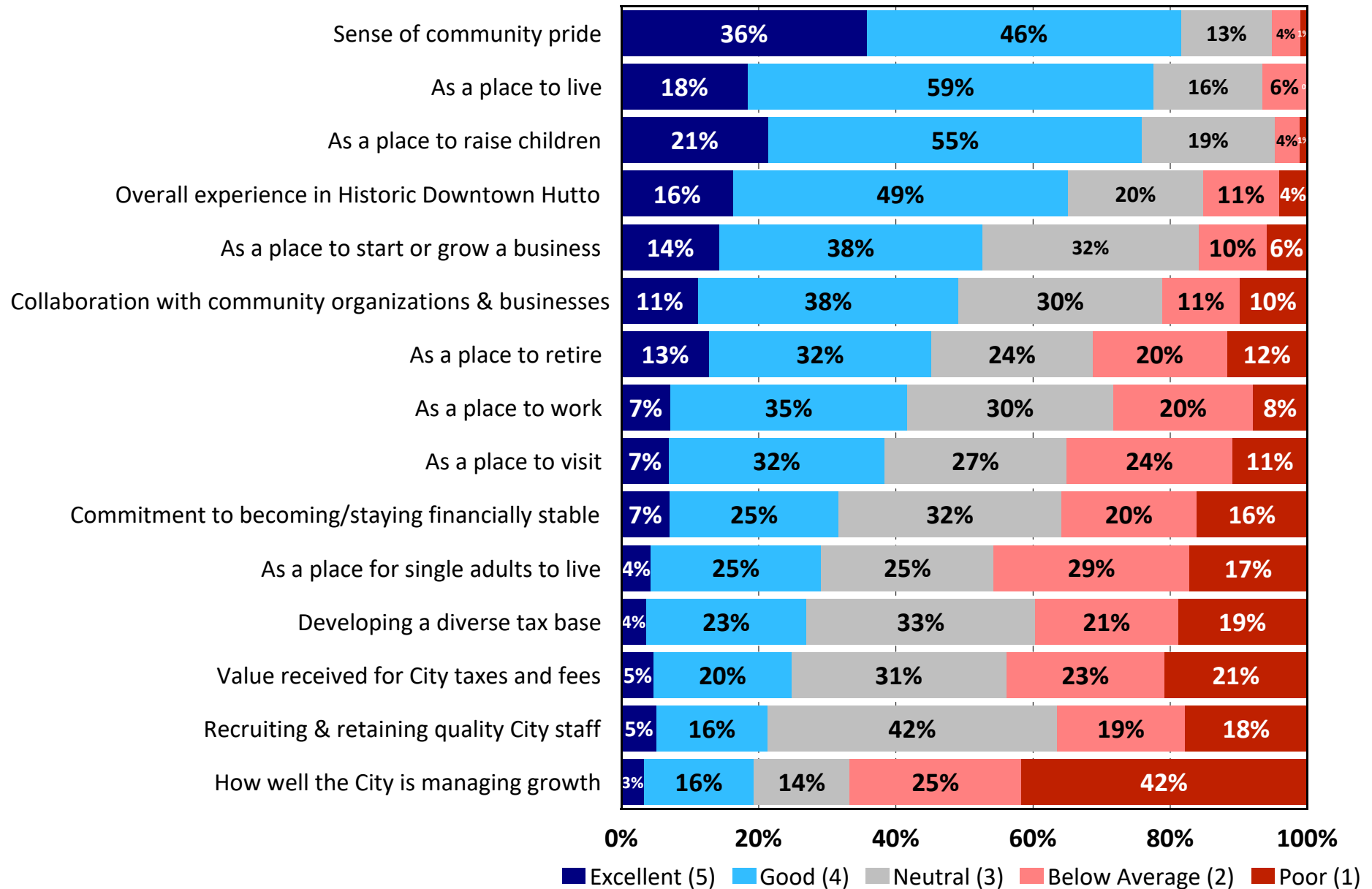
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Flow of traffic on major roads/highways	82.2%	1	6.3%	14	0.7702	1
Flow of traffic on City streets	80.4%	2	7.8%	13	0.7413	2
Maintenance of City streets	51.3%	3	26.1%	12	0.3791	3
High Priority (I-S = 0.10-0.20)						
Water utility services	31.4%	4	44.3%	7	0.1749	4
Parks, trails, and recreation facilities	27.2%	5	43.6%	8	0.1534	5
Effectiveness of City communication	22.5%	6	42.6%	9	0.1292	6
Maintenance of sidewalks	15.8%	8	29.7%	11	0.1111	7
Medium Priority (I-S < 0.10)						
City events and recreational programs	17.0%	7	47.4%	6	0.0894	8
Enforcement of local codes and ordinances	14.7%	9	42.1%	10	0.0851	9
Customer service provided by the City	7.7%	10	50.4%	5	0.0382	10
Wastewater/sanitary sewer services	7.4%	11	58.2%	3	0.0309	11
Stormwater management and flood control	6.5%	13	56.3%	4	0.0284	12
Overall quality of City Library services	5.8%	14	63.8%	2	0.0210	13
Solid waste services	7.0%	12	71.7%	1	0.0198	14



Charts and Graphs

Q1. Ratings of Quality of Life in the City of Hutto

by percentage of respondents (excluding “don't know”)



TRENDS: Ratings of Quality of Life in the City of Hutto

2022 vs. 2024

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

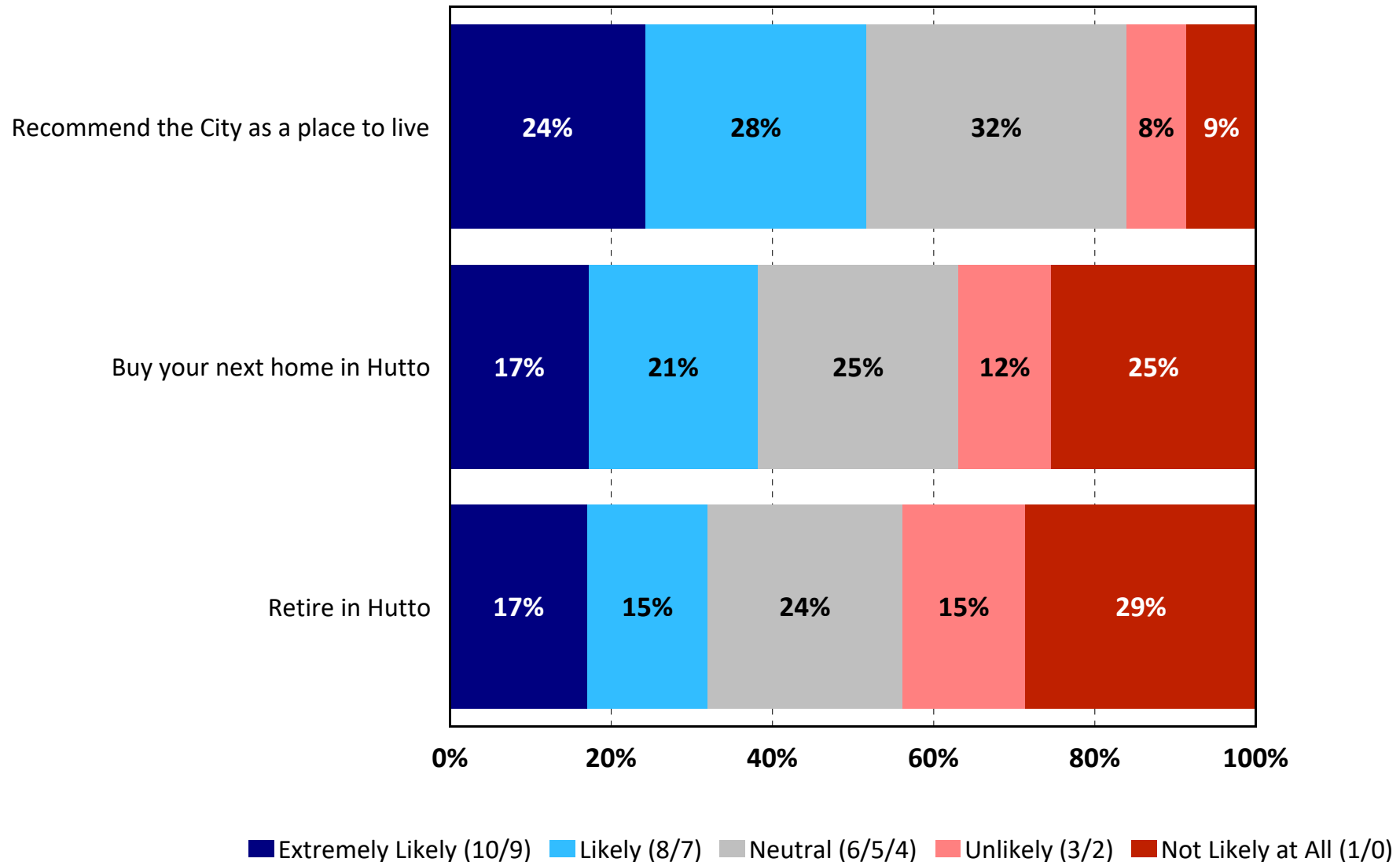


With the survey margin of error being +/- 4.7%, decreases and increases of less than 4.7% from 2022 to 2024 are not statistically significant and should not be interpreted as literal losses or improvements.

■ 2022 ■ 2024

Q2. Likelihood of Recommending the City to Friends, Family, and/or a Colleague in the Following Areas

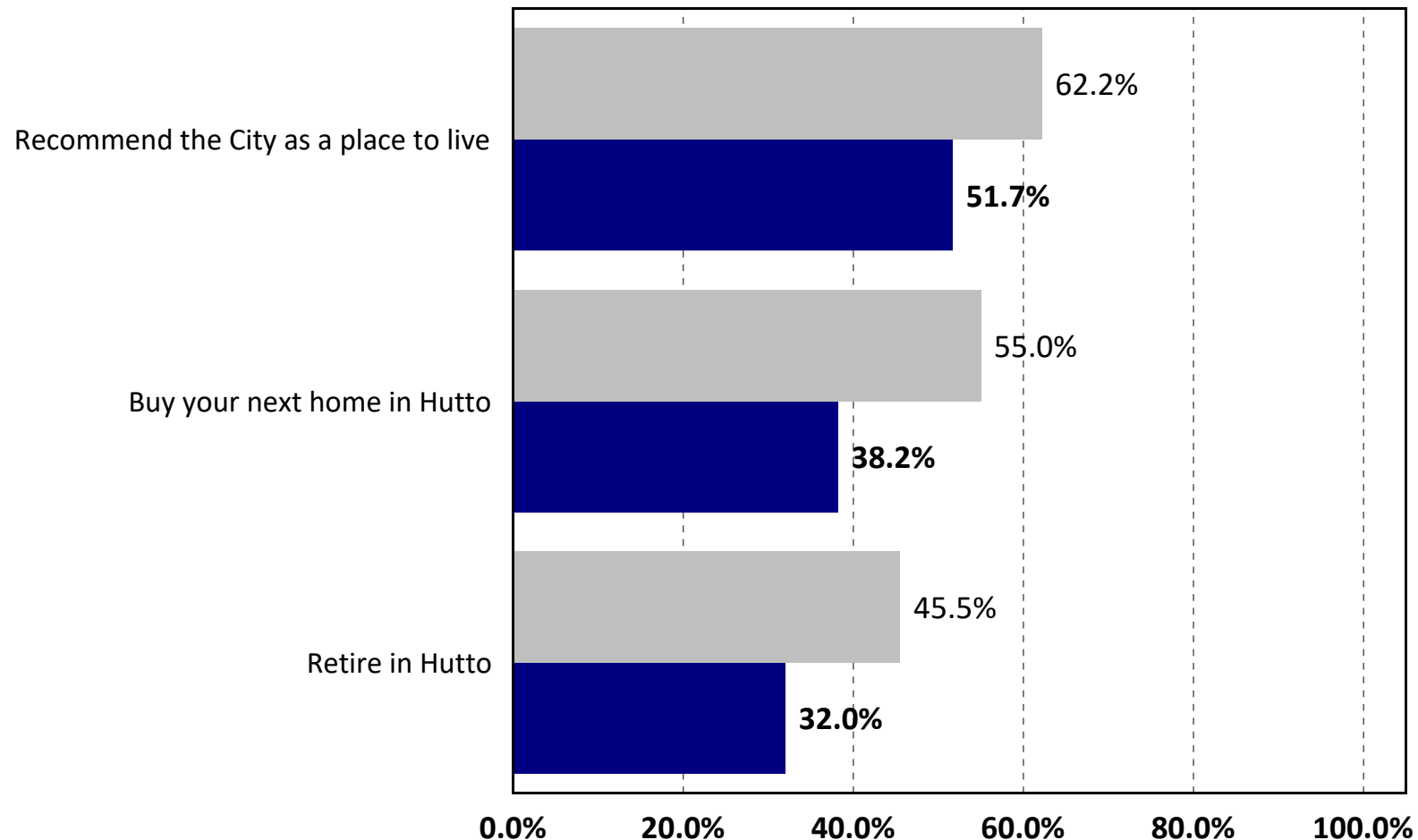
by percentage of respondents (excluding “not provided”)



TRENDS: Likelihood of Recommending the City to Friends, Family, and/or a Colleague in the Following Areas

2022 vs. 2024

by percentage of respondents who were “extremely likely” or “likely” (excluding “not provided”)

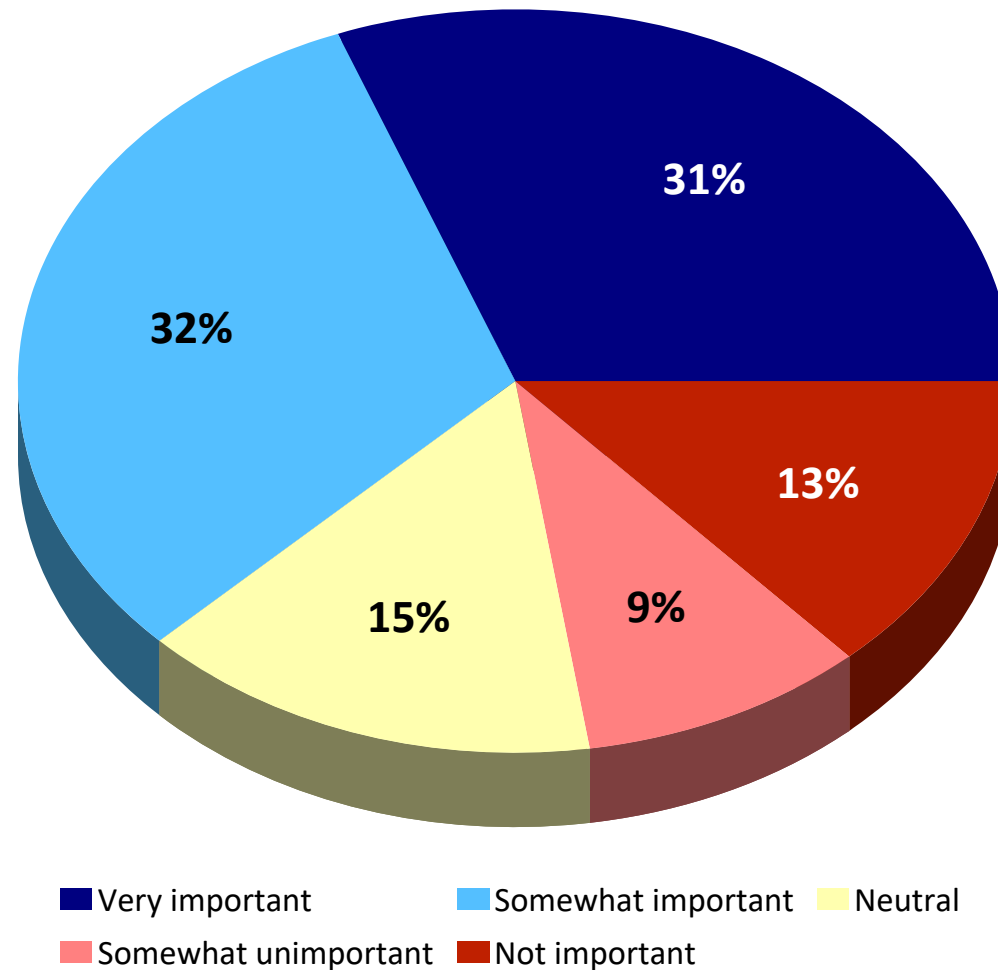


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■ 2022 ■ 2024

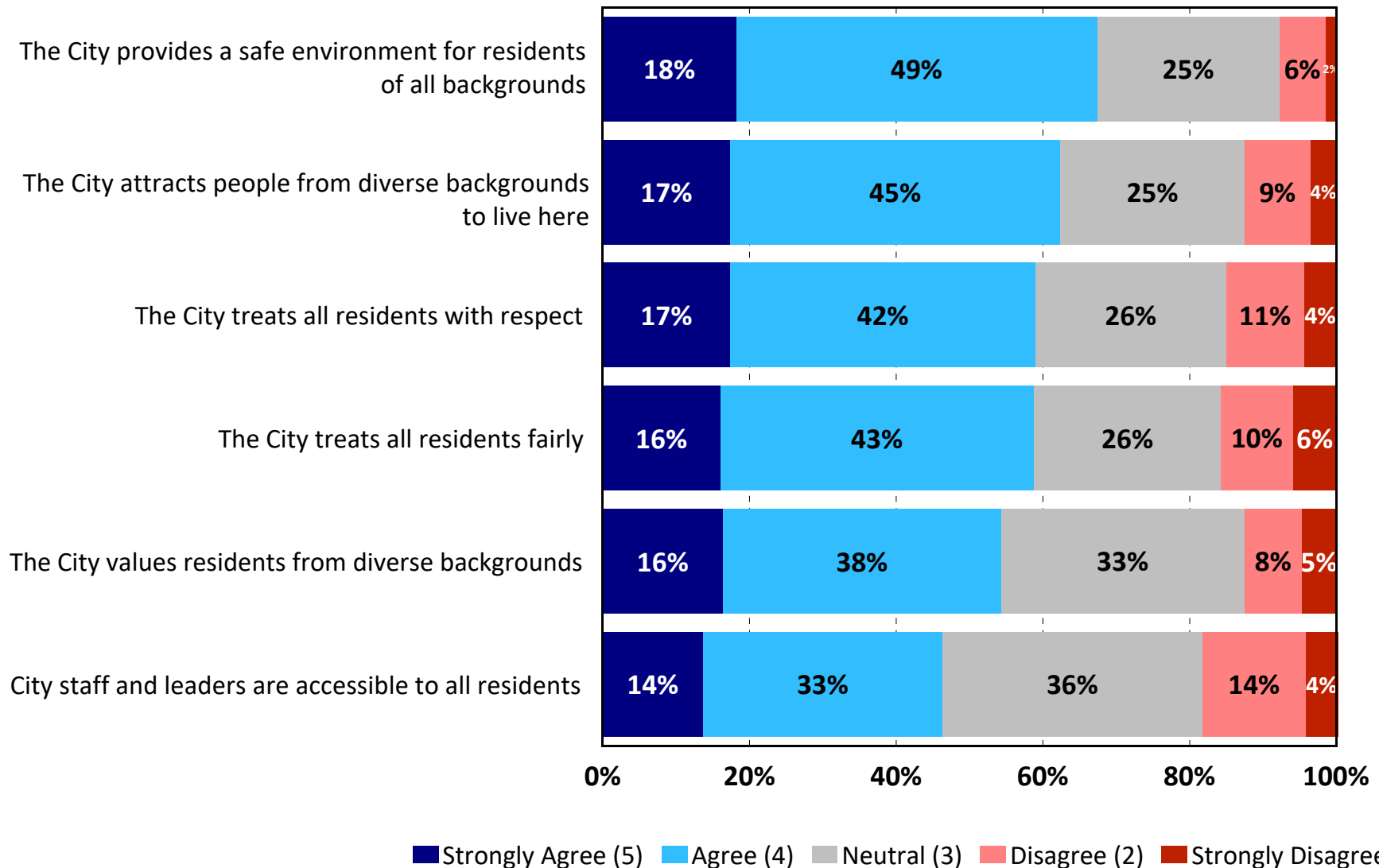
Q3. How important is it to you that Hutto become more attractive and visibly welcoming at entry points and along major corridors?

by percentage of respondents (excluding “not provided”)



Q4. Level of Agreement with the Following Statements Regarding Diversity and Inclusion

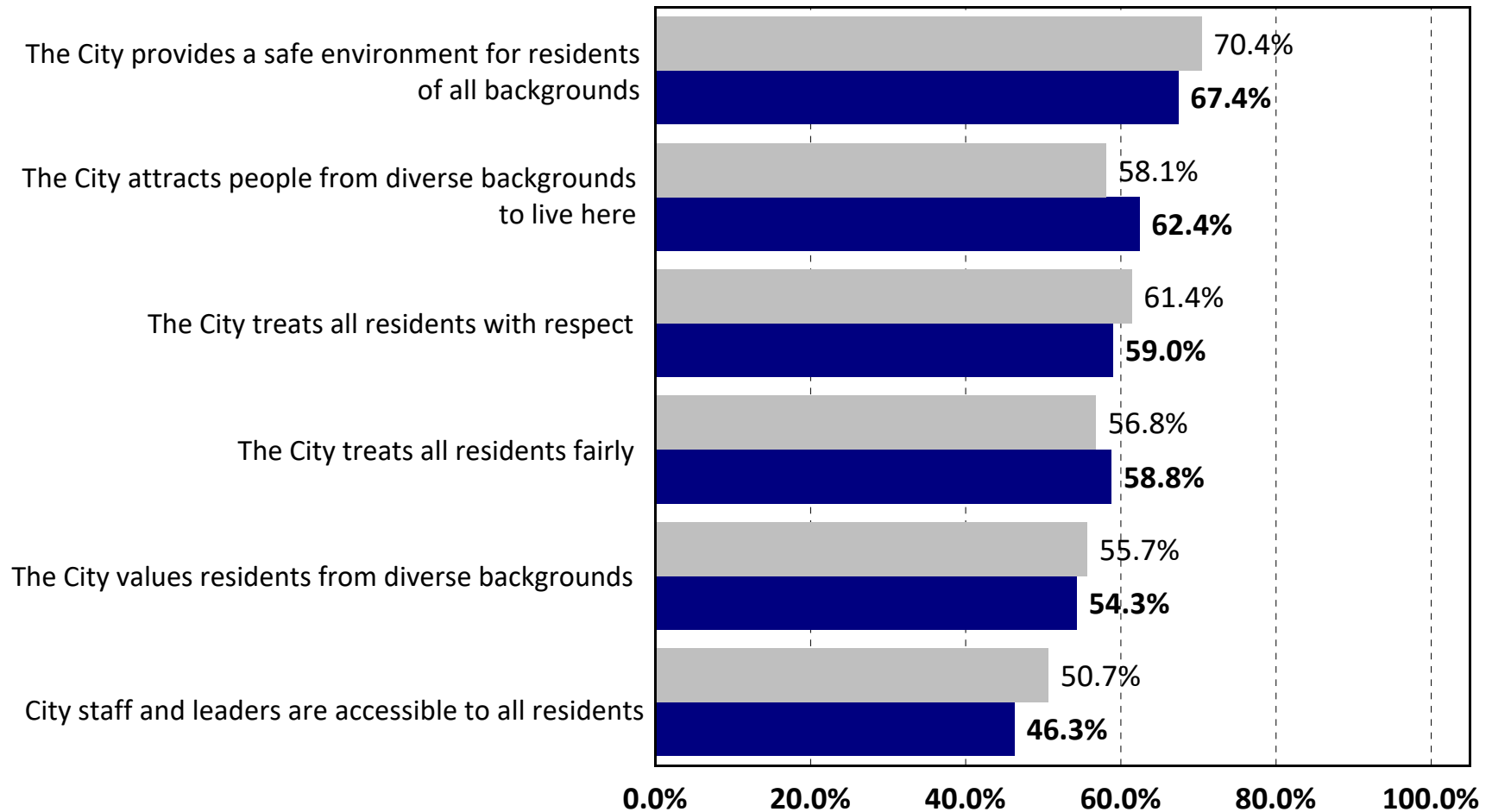
by percentage of respondents (excluding "don't know")



TRENDS: Level of Agreement with the Following Statements Regarding Diversity and Inclusion

2022 vs. 2024

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

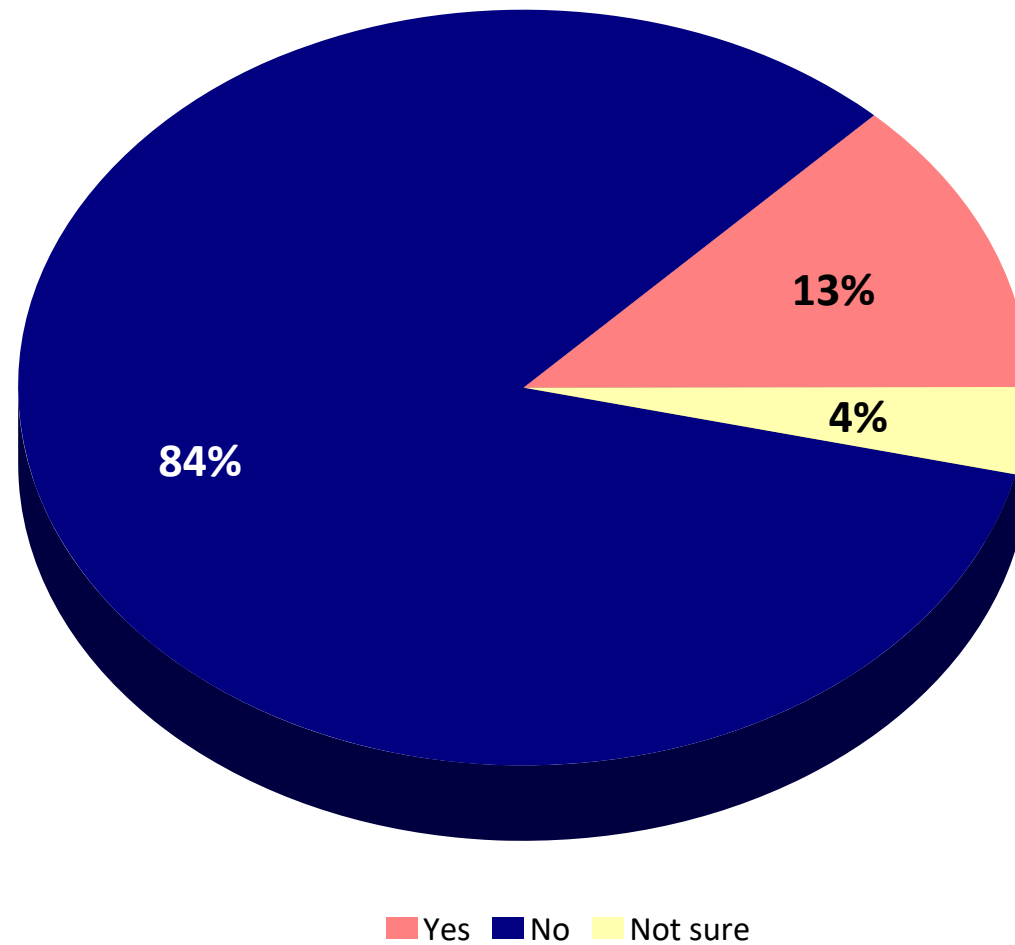


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■ 2022 ■ 2024

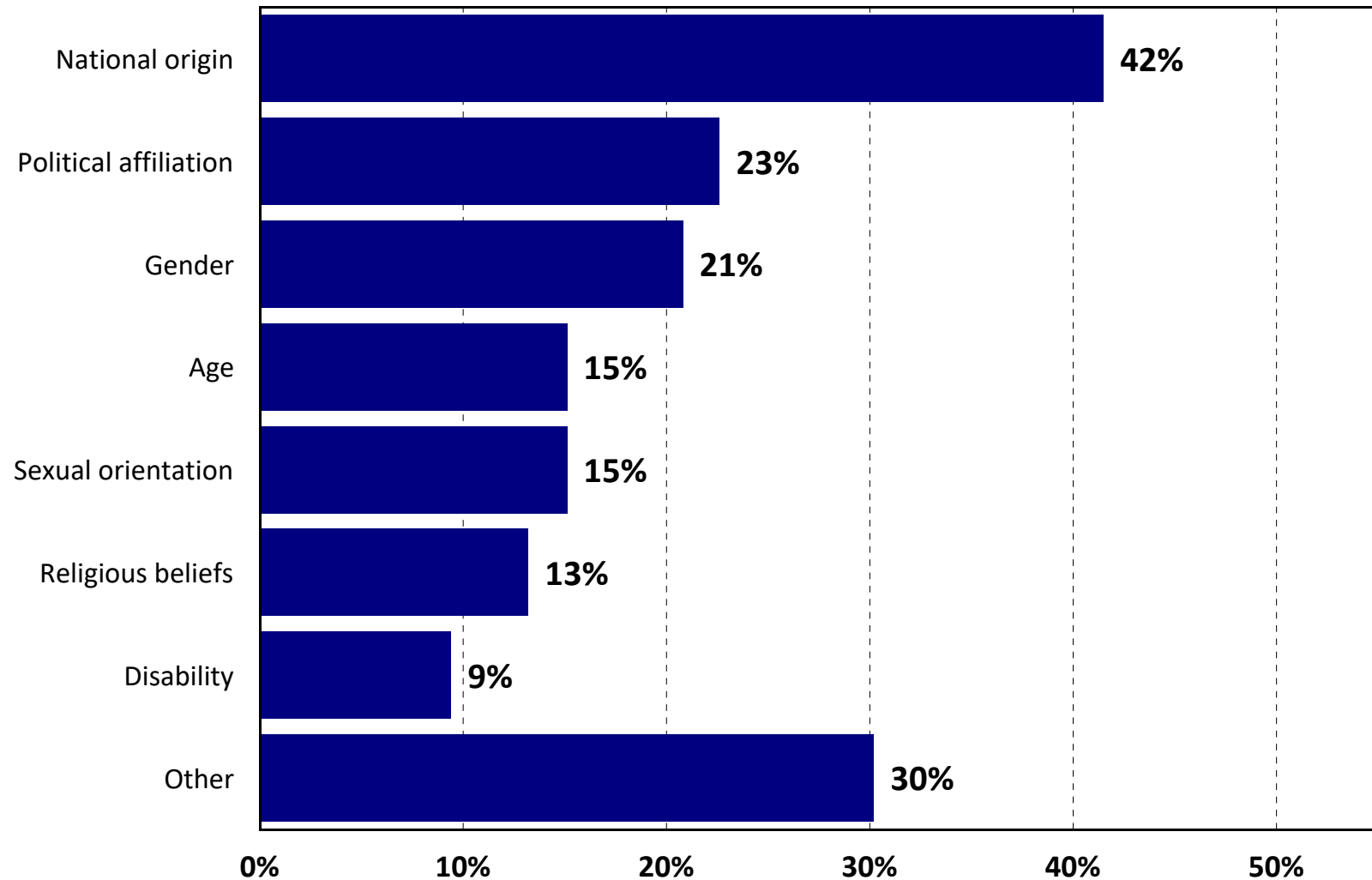
Q5. Have you personally experienced discrimination of any kind in the Hutto community in recent years?

by percentage of respondents (excluding "not provided")



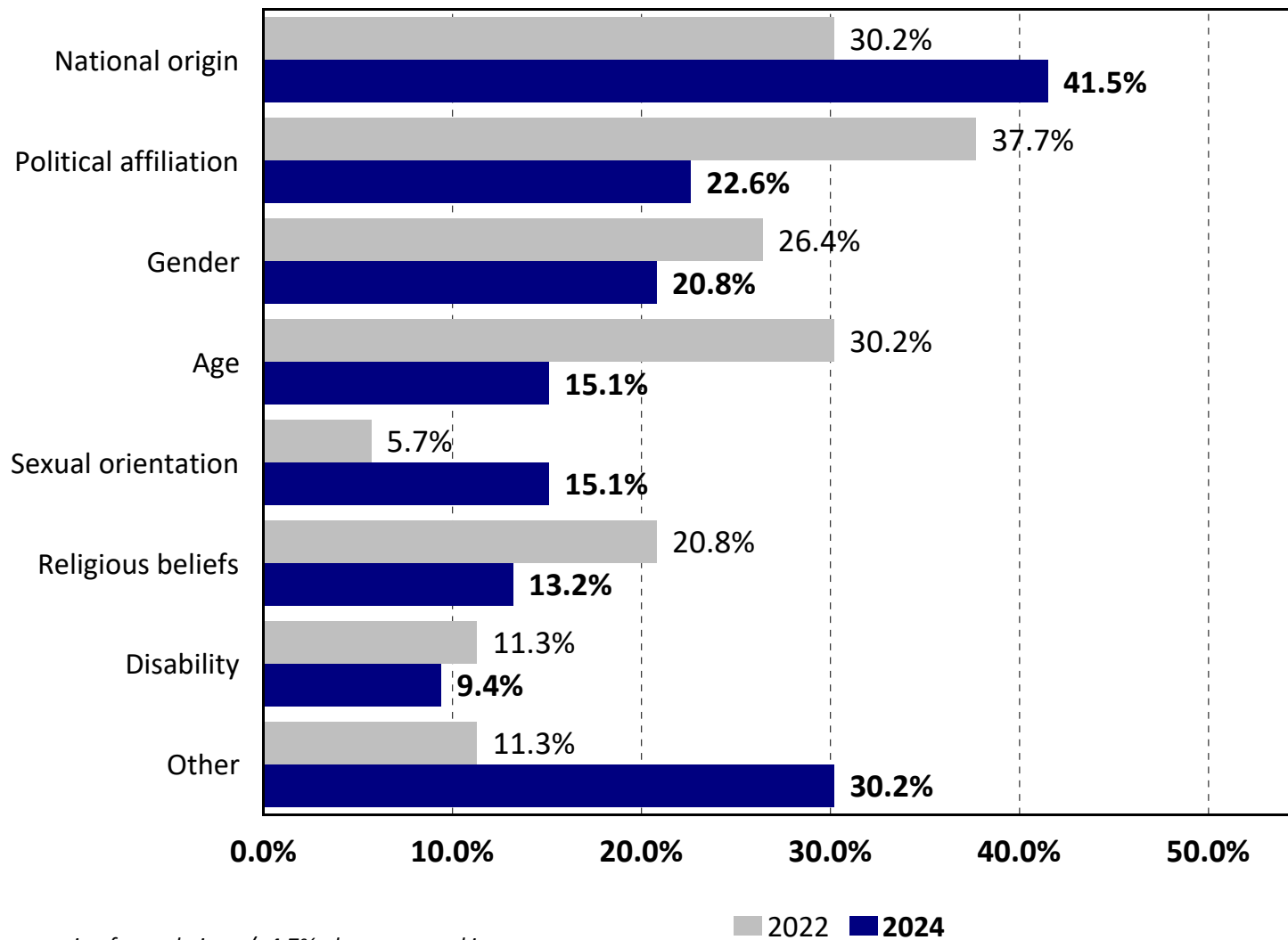
Q5a. If “yes” to Question 5, was it based on any of the criteria below?

by percentage of respondents who answered "yes" to Question 5 (multiple selections could be made)



TRENDS: If “yes” to Question 5, was it based on any of the criteria below? 2022 vs. 2024

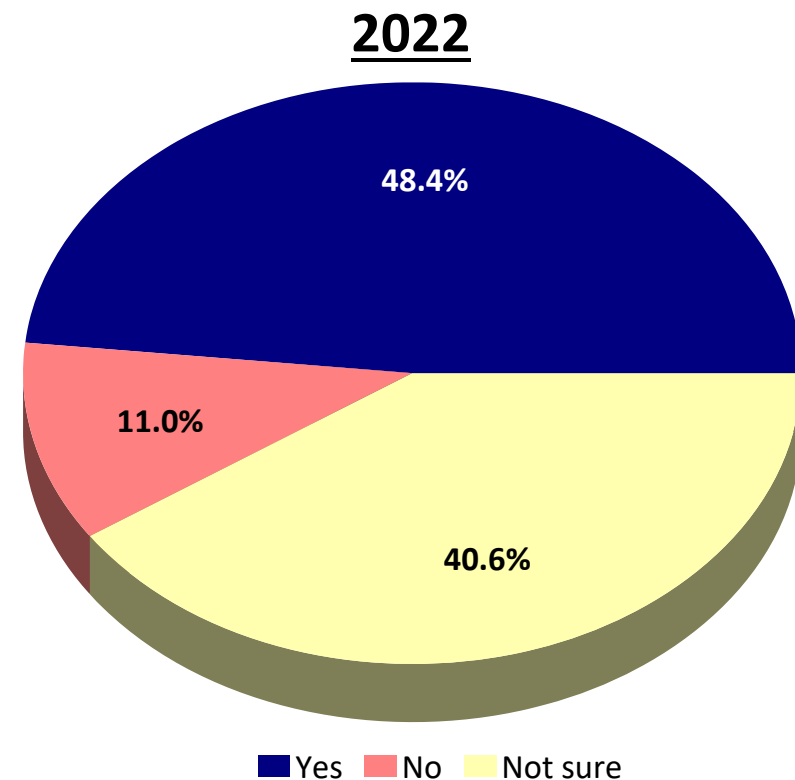
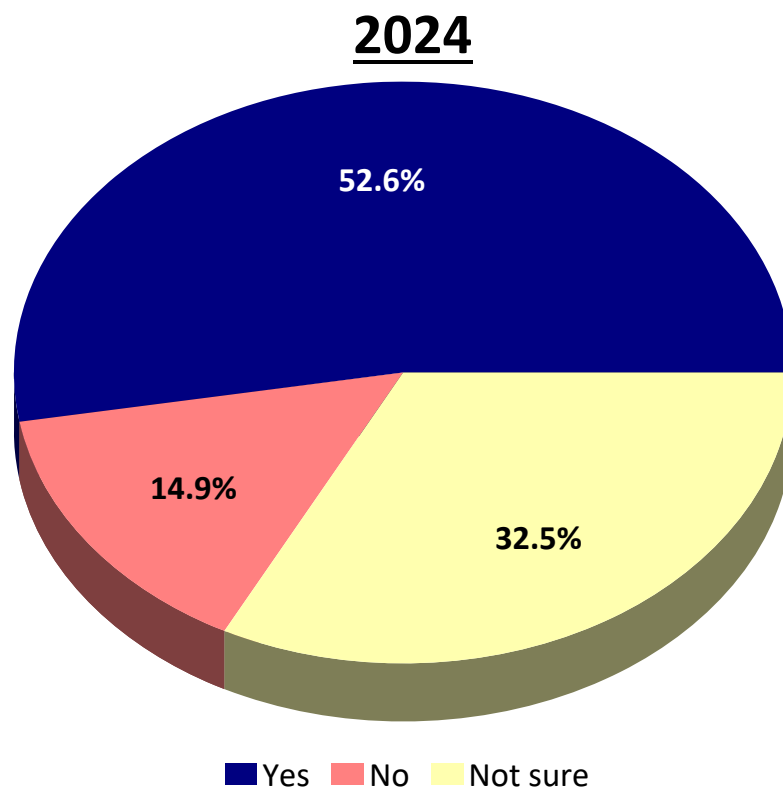
by percentage of respondents who answered "yes" to Question 5 (multiple selections could be made)



With the survey margin of error being +/- 4.7%, decreases and increases of less than 4.7% from 2022 to 2024 are not statistically significant and should not be interpreted as literal losses or improvements.

Q6. Do you think the City is moving in the right direction in their efforts to make the City a diverse and inclusive place to visit, live, and work?

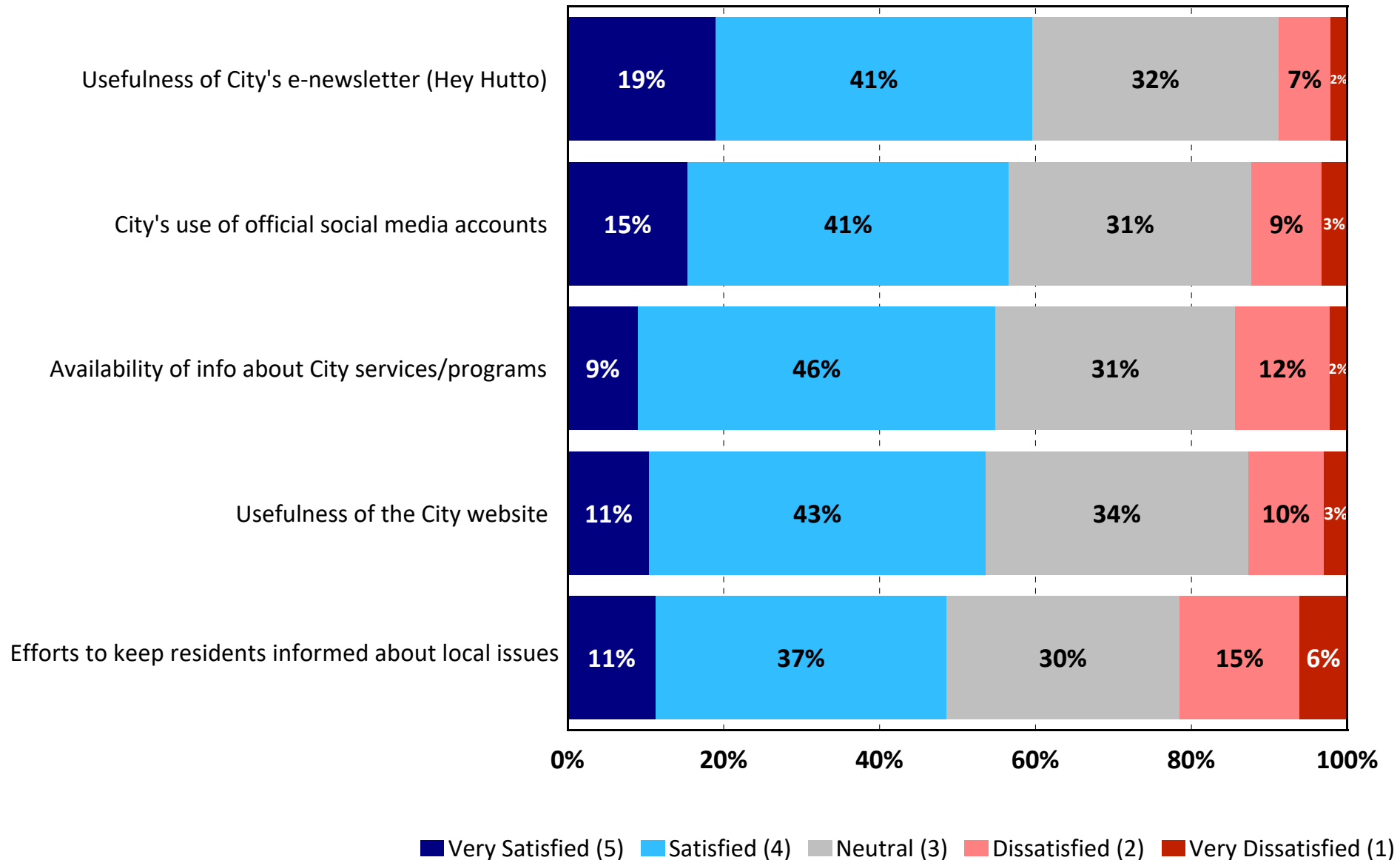
by percentage of respondents (excluding “not provided”)



With the survey margin of error being +/- 4.7%, decreases and increases of less than 4.7% from 2022 to 2024 are not statistically significant and should not be interpreted as literal losses or improvements.

Q7. Satisfaction with Communication Services

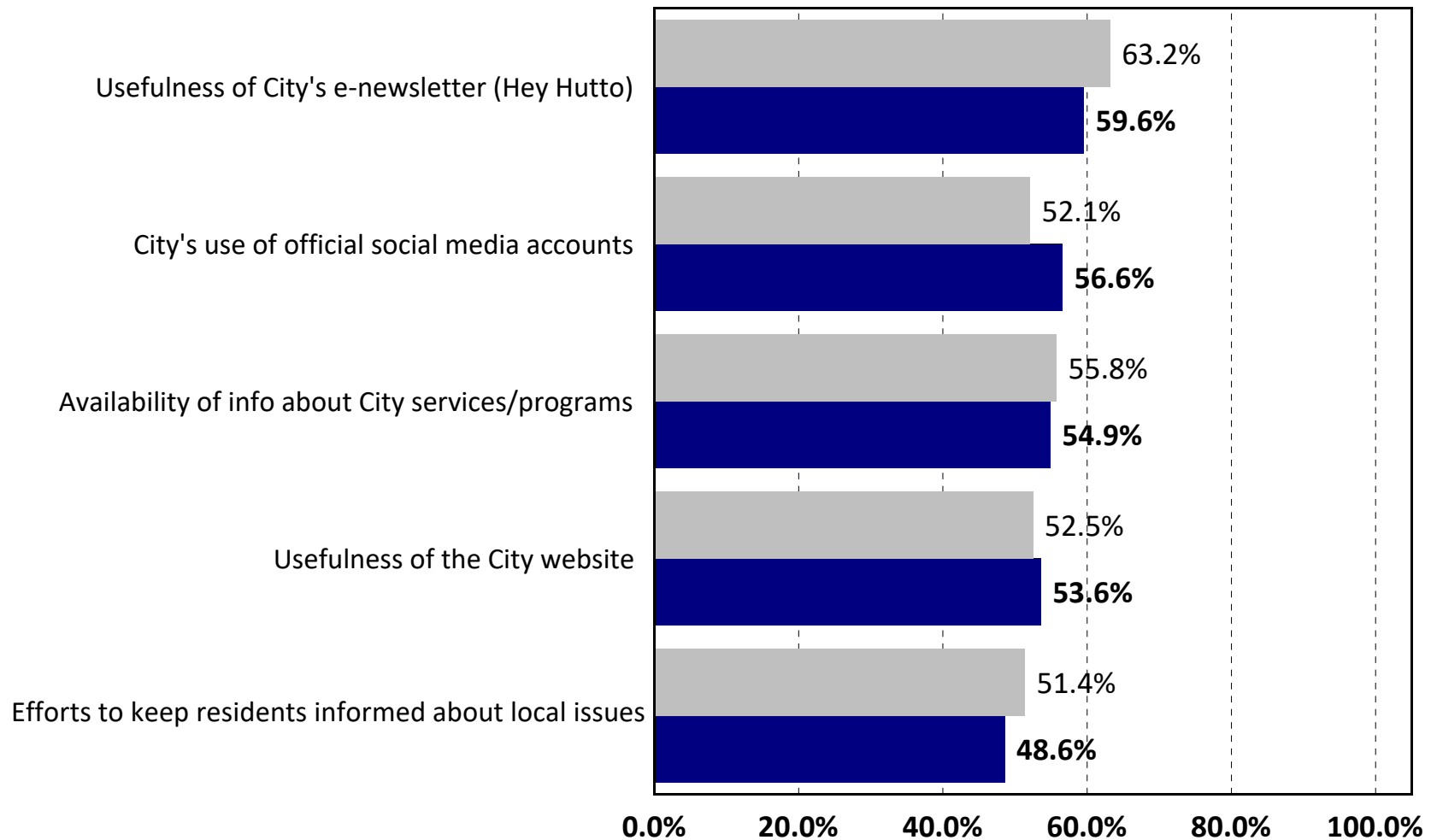
by percentage of respondents (excluding "don't know")



TRENDS: Satisfaction with Communication Services

2022 vs. 2024

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

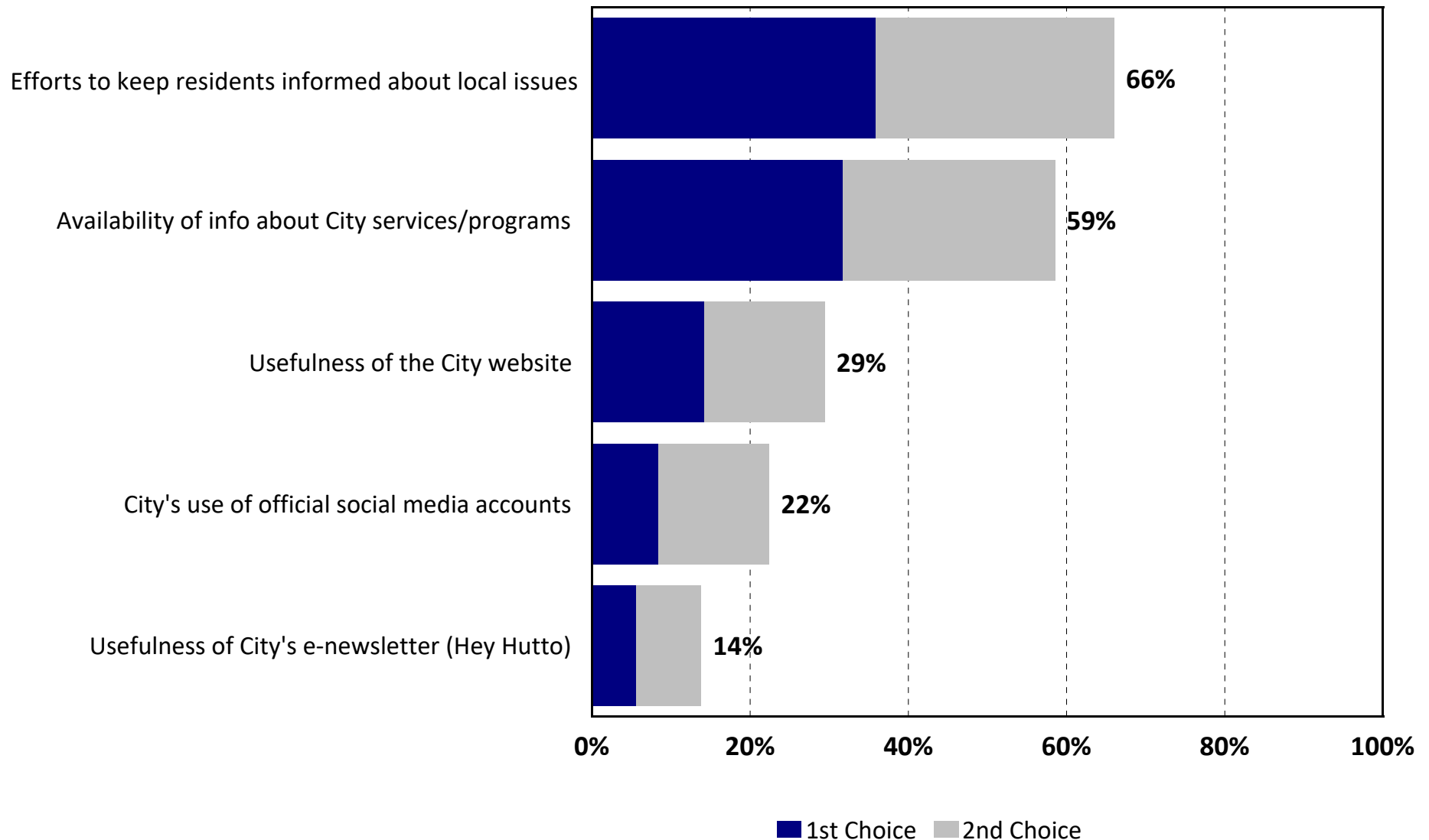


With the survey margin of error being +/- 4.7%, decreases and increases of less than 4.7% from 2022 to 2024 are not statistically significant and should not be interpreted as literal losses or improvements.

■ 2022 ■ 2024

Q8. Communication Services That Should Receive the Most Emphasis From the City

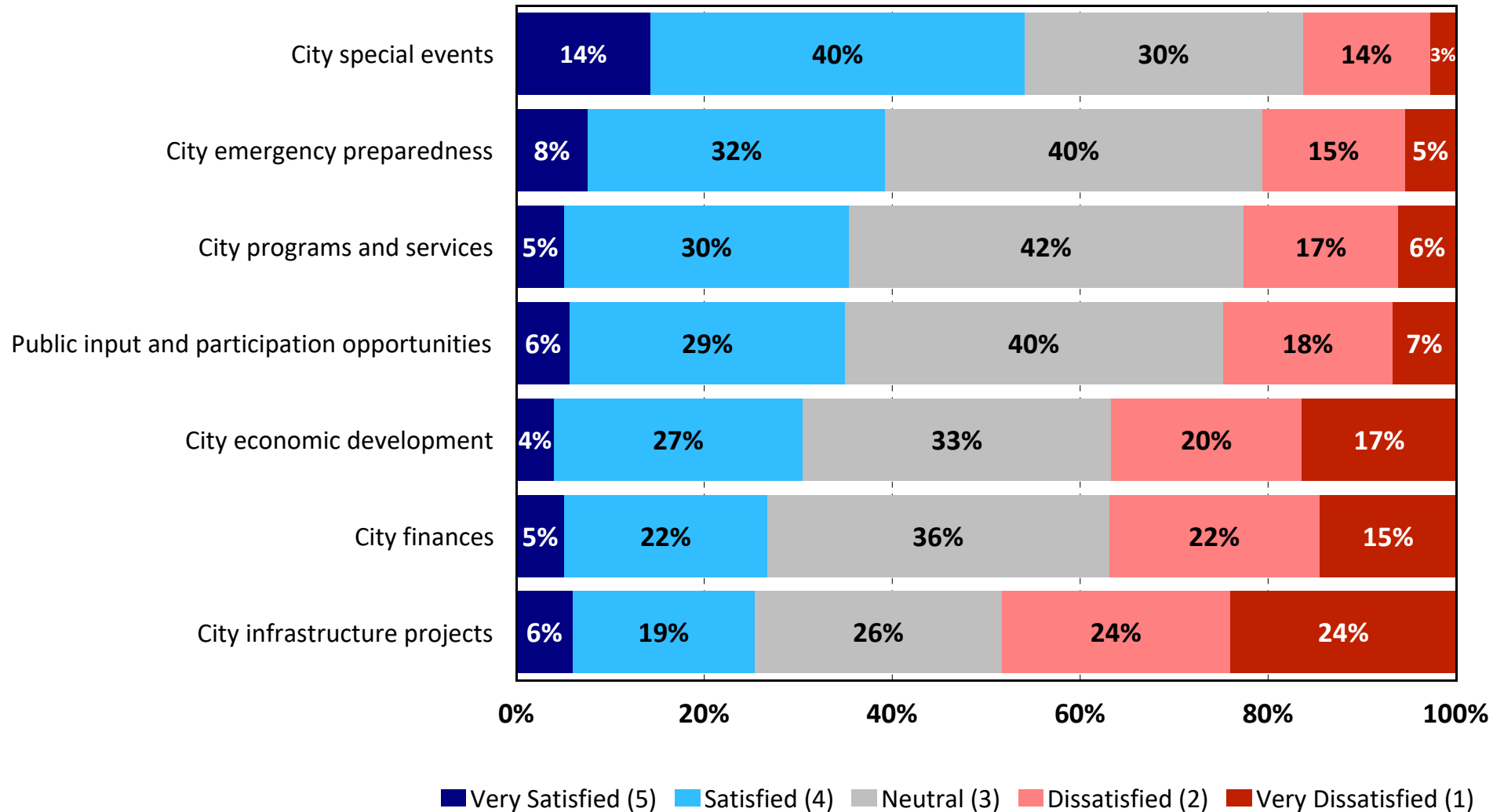
by percentage of respondents who selected the item as one of their top two choices



Q9. Satisfaction with the City's Current Communication

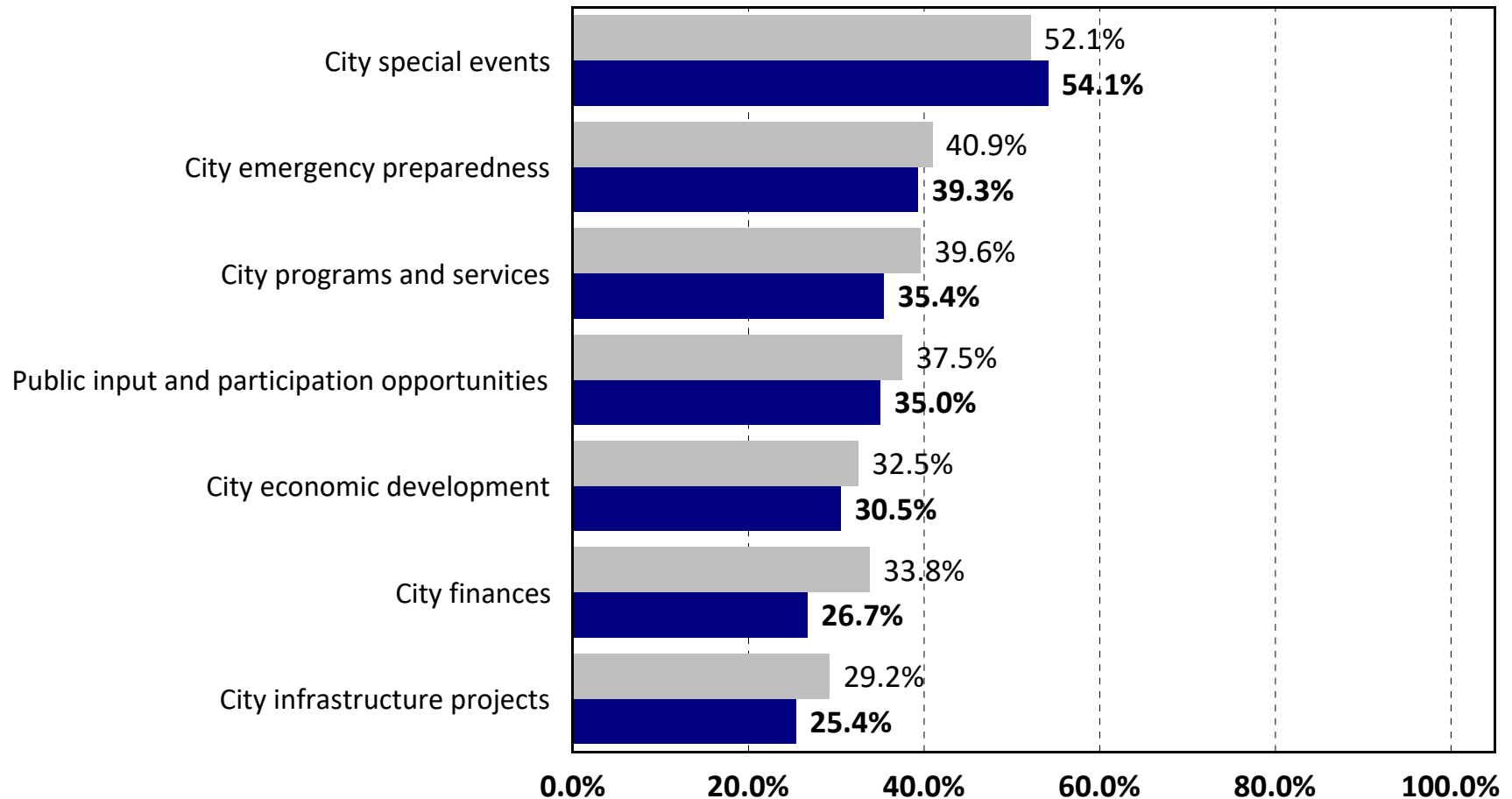
Regarding the Following

by percentage of respondents (excluding "don't know")



TRENDS: Satisfaction with the City's Current Communication Regarding the Following 2022 vs. 2024

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

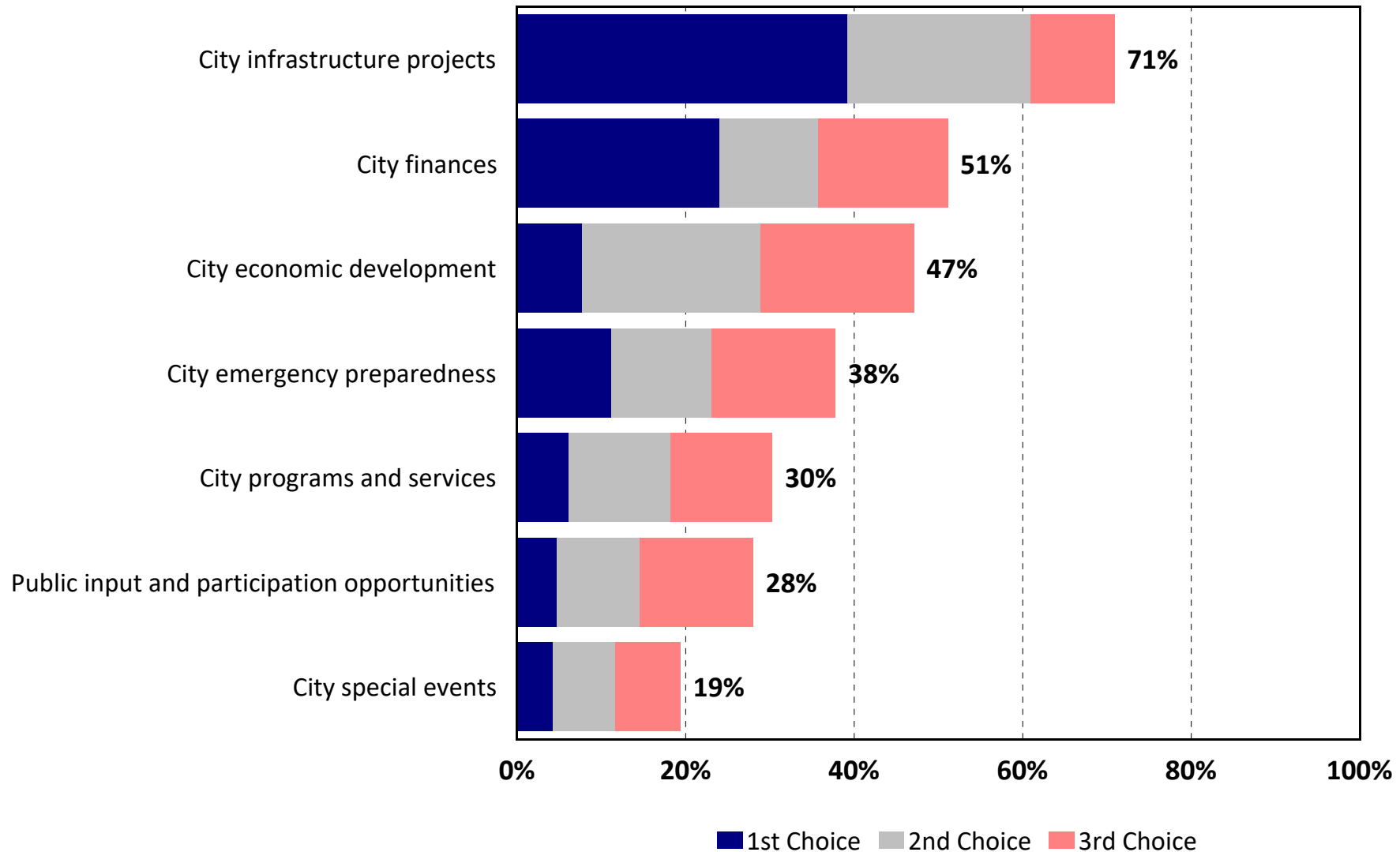


With the survey margin of error being +/- 4.7%, decreases and increases of less than 4.7% from 2022 to 2024 are not statistically significant and should not be interpreted as literal losses or improvements.

■ 2022 ■ 2024

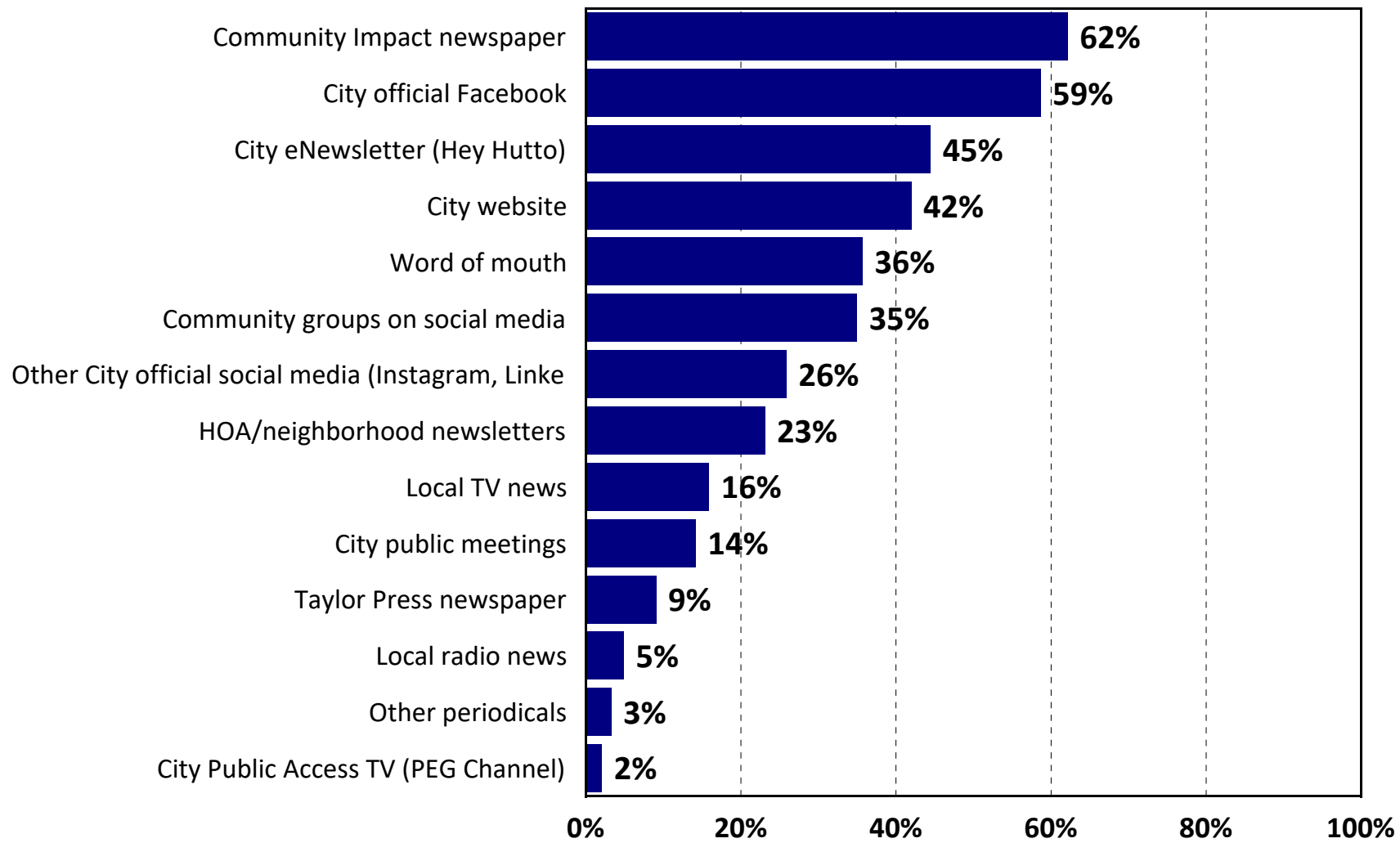
Q9a. Current Communication Items That Should Receive the Most Emphasis From the City

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



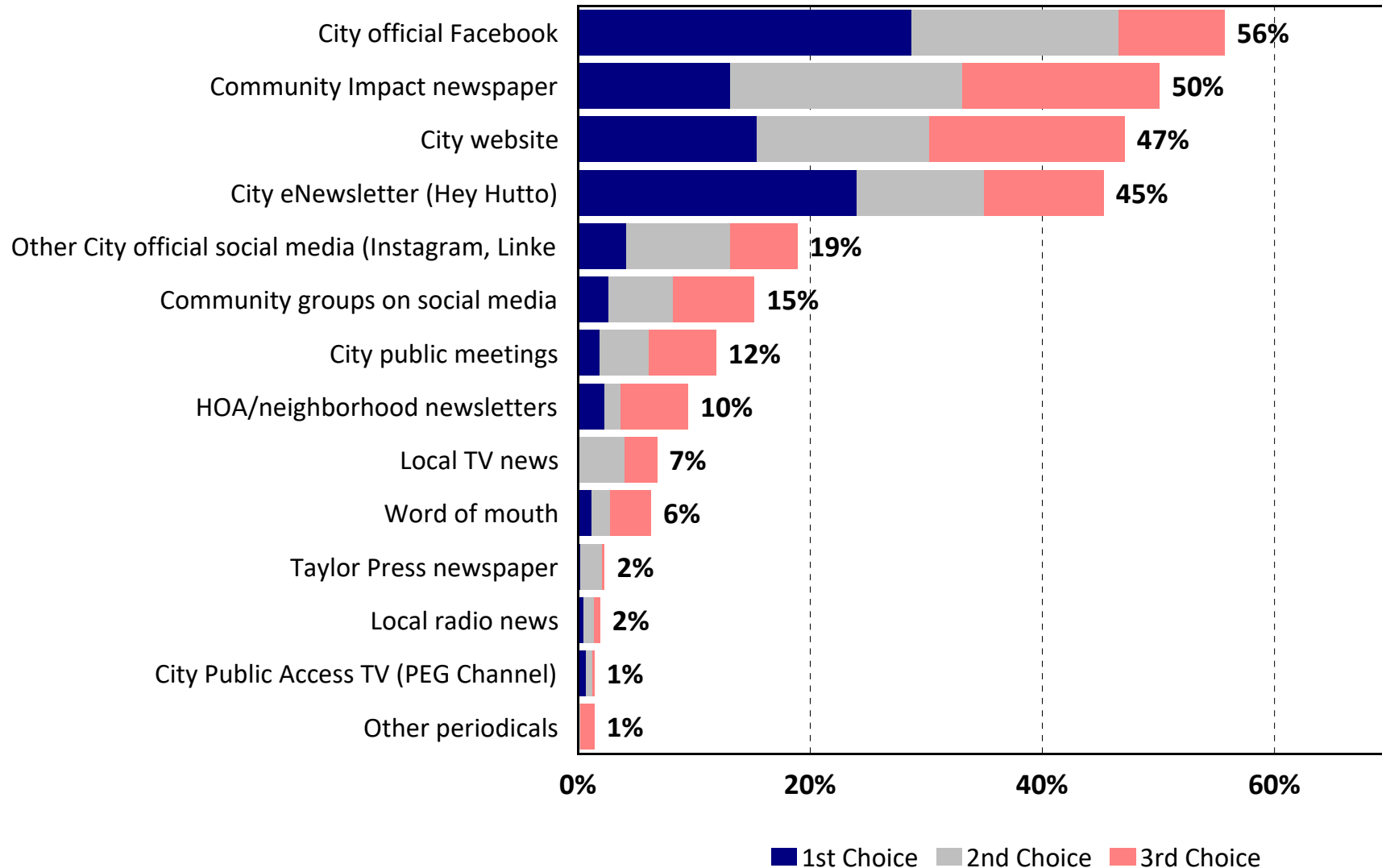
Q10. What sources do you use to get information about the City?

by percentage of respondents (multiple selections could be made)



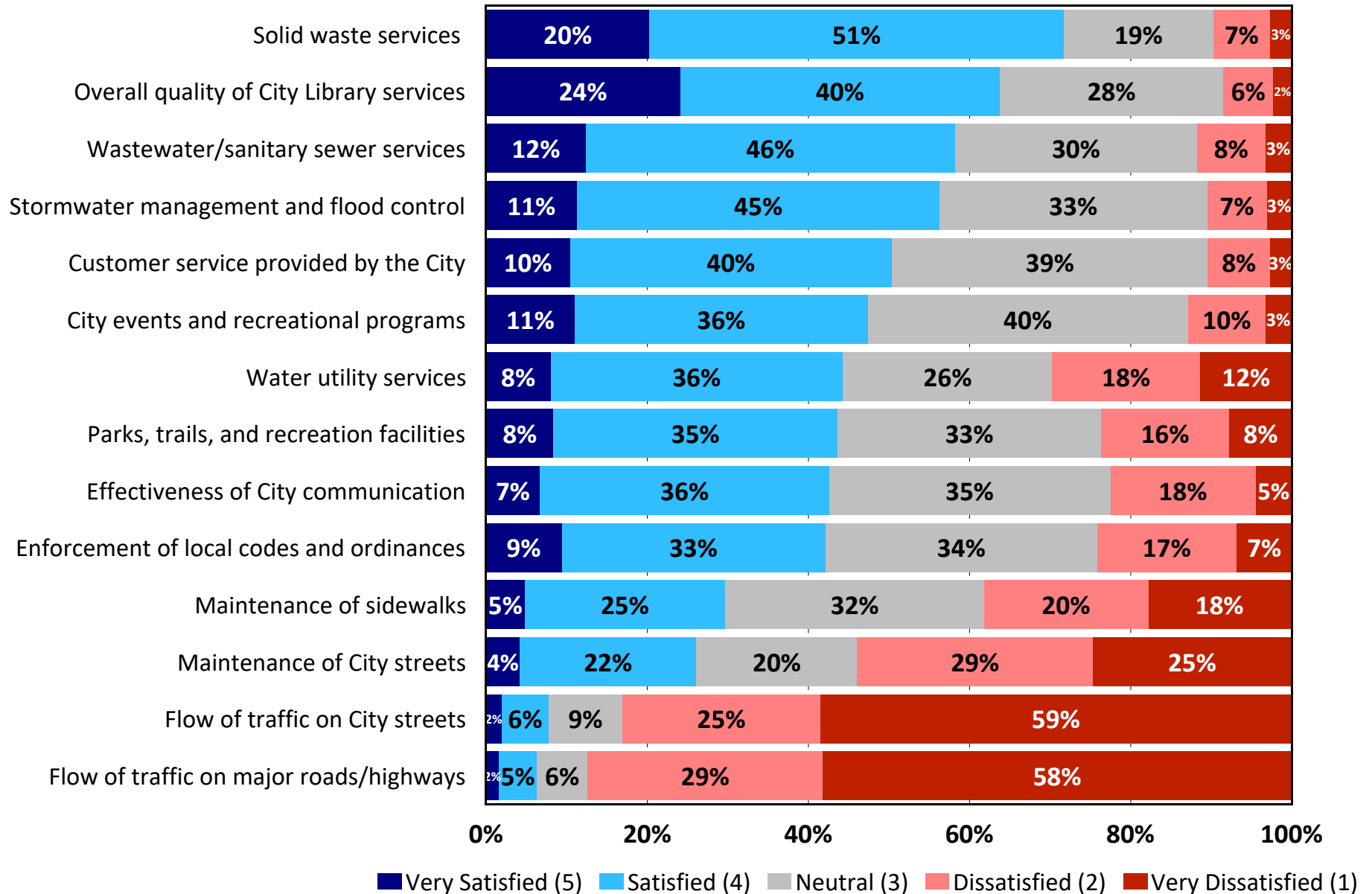
Q11. Most Preferred Sources of Information About City Services, News, Events, Programs, or Activities

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



Q12. Satisfaction with Major Categories of Services

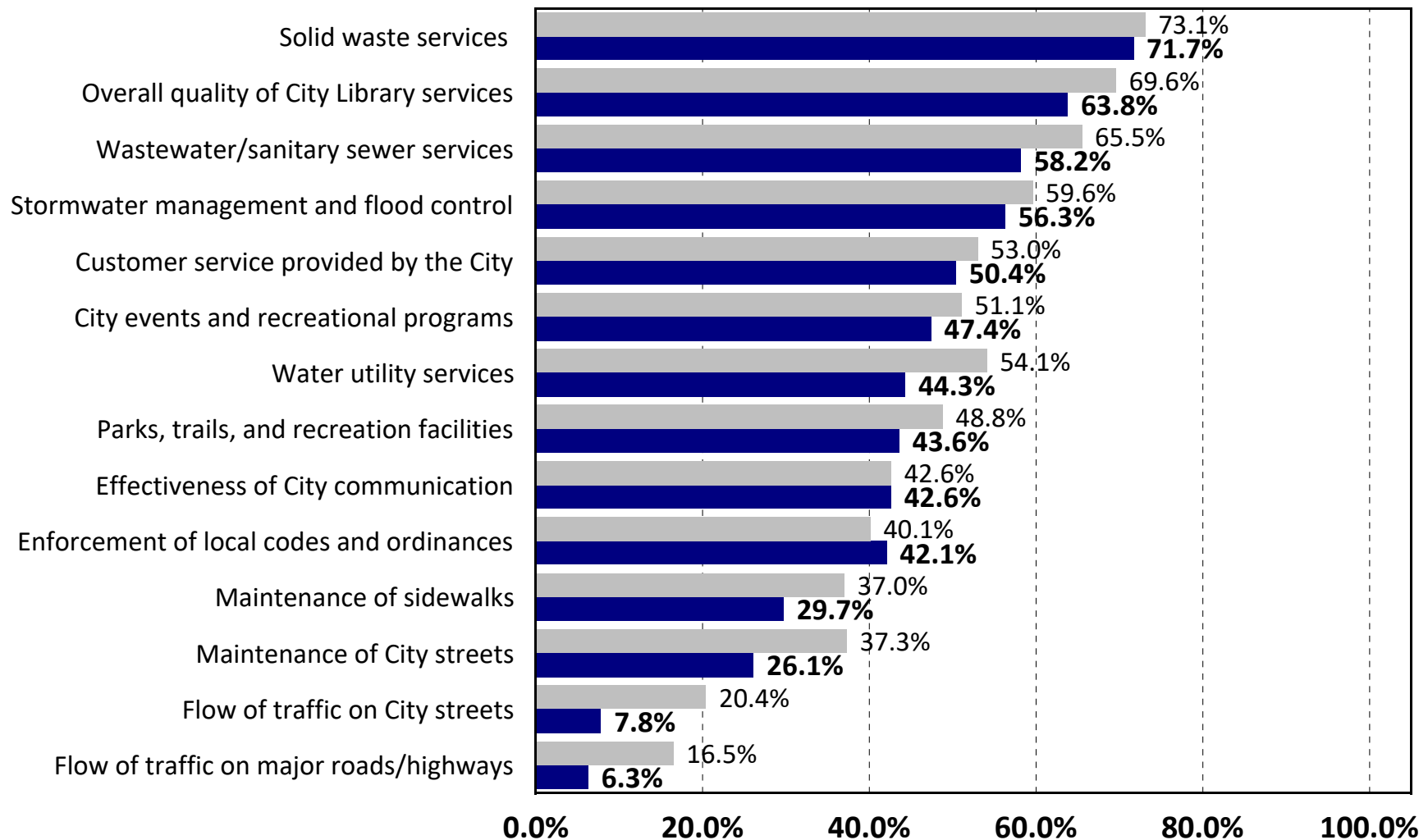
by percentage of respondents (excluding "don't know")



TRENDS: Satisfaction with Major Categories of Services

2022 vs. 2024

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

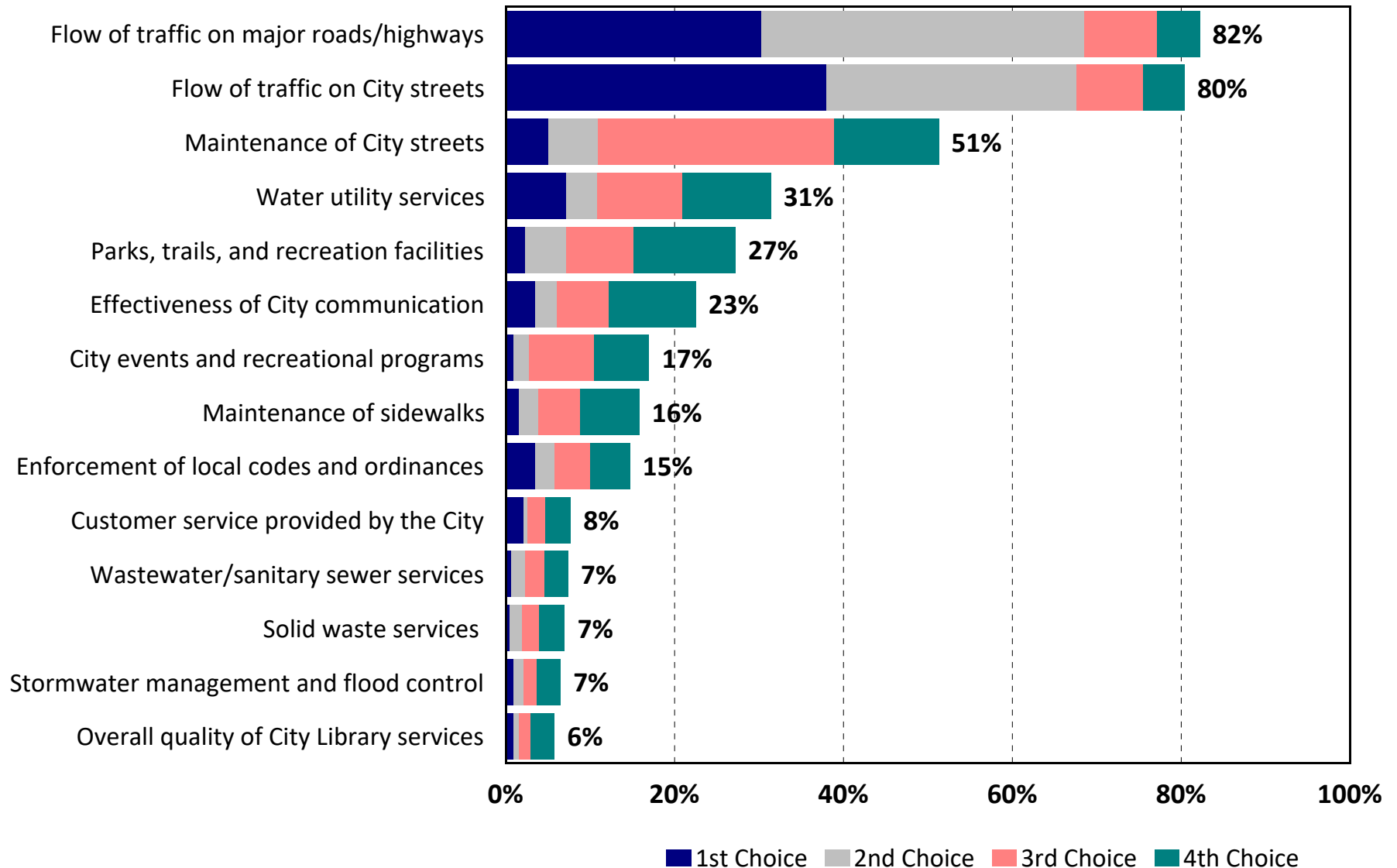


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■ 2022 ■ 2024

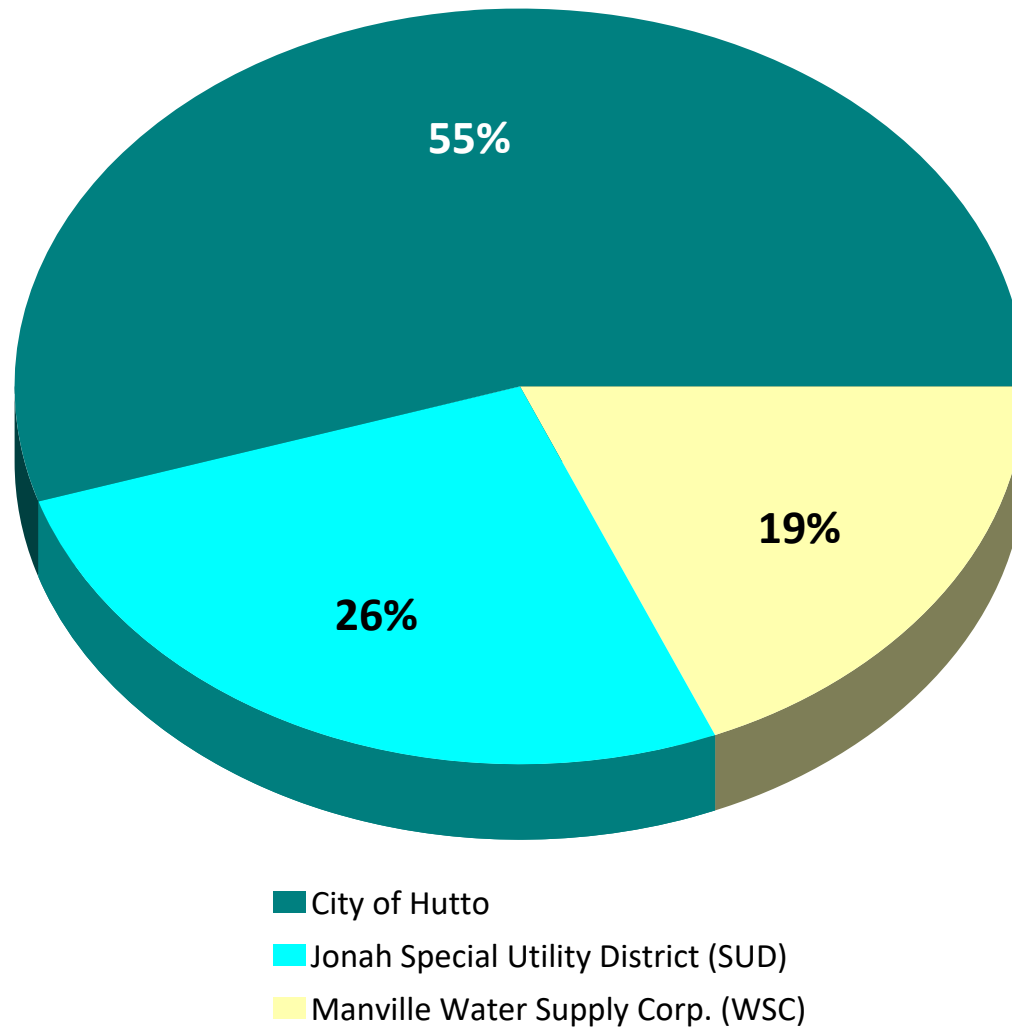
Q13. City Services That Should Receive the Most Emphasis From the City

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



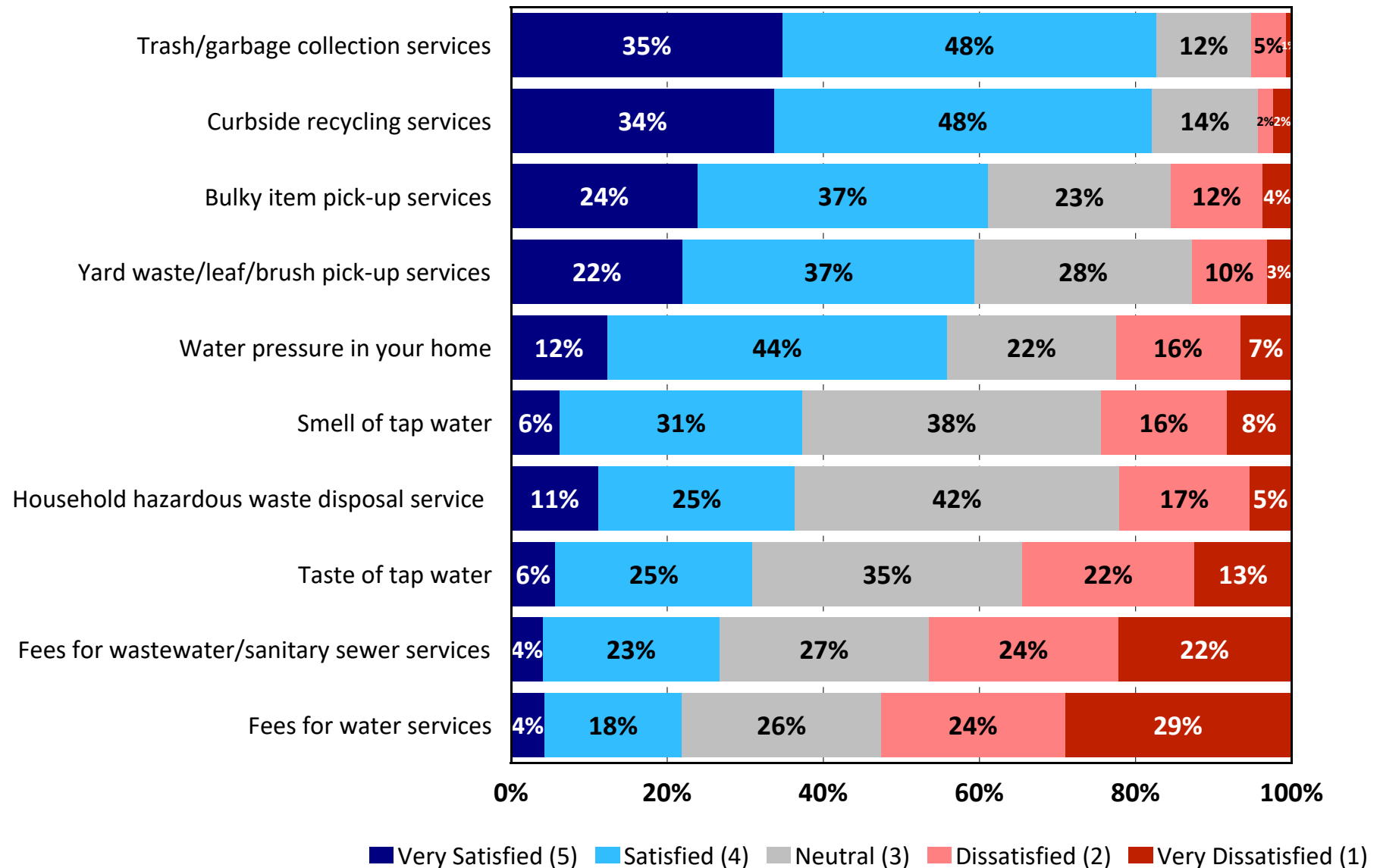
Q14. Who is your water provider?

by percentage of respondents (excluding “not provided”)



Q15. Satisfaction with Waste and Utility Services

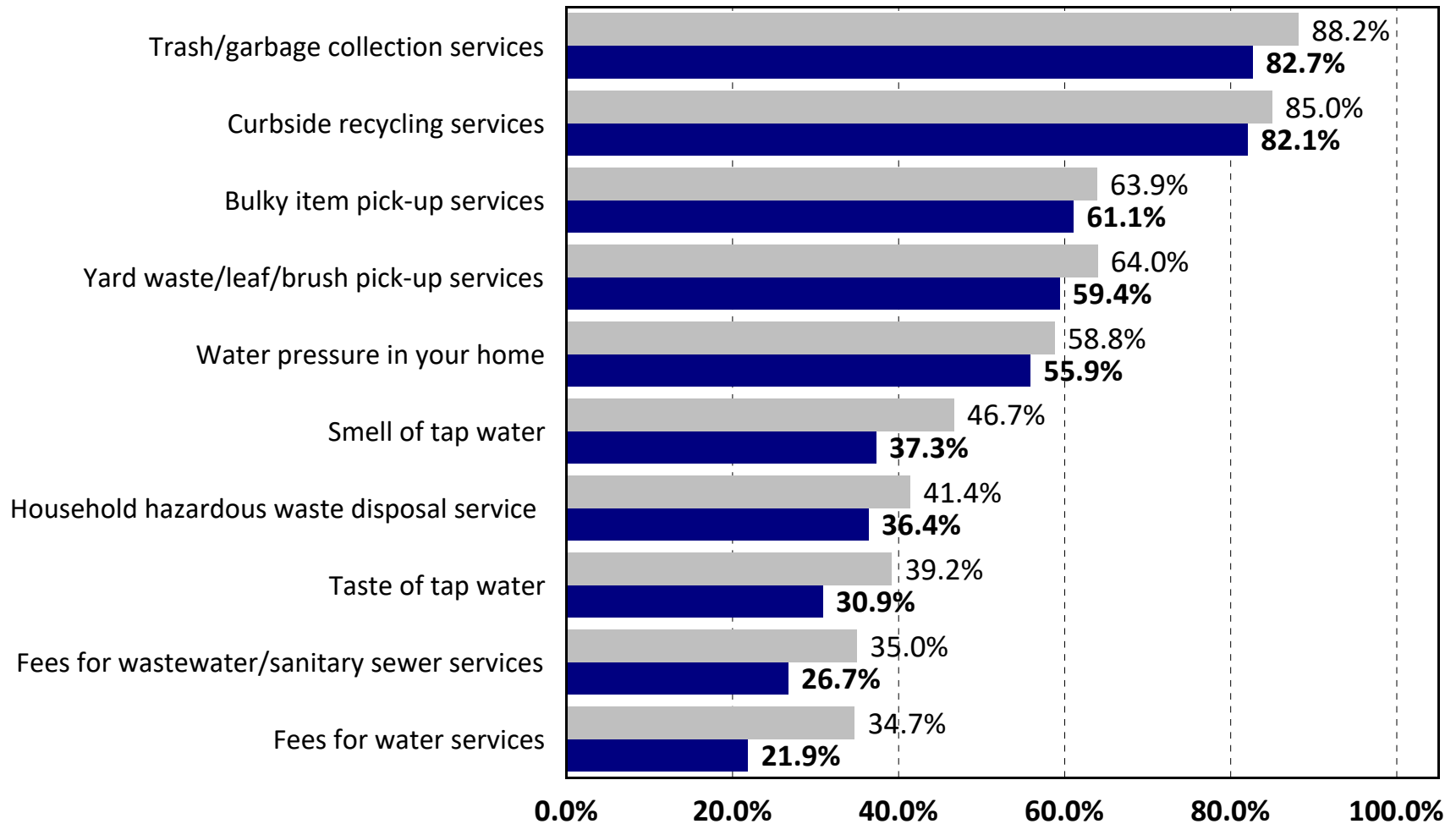
by percentage of respondents (excluding "don't know")



TRENDS: Satisfaction with Waste and Utility Services

2022 vs. 2024

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

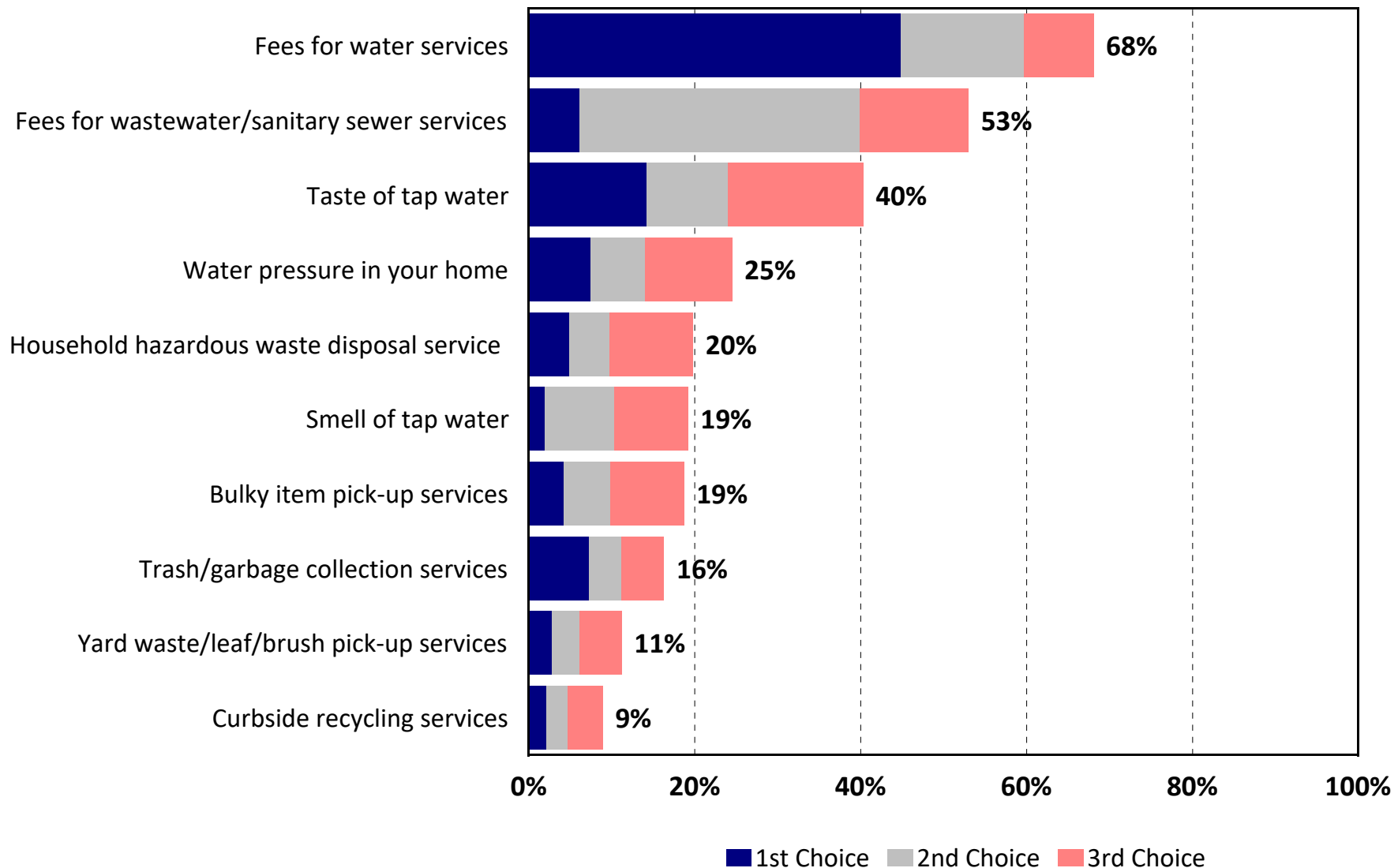


With the survey margin of error being +/- 4.7%, decreases and increases of less than 4.7% from 2022 to 2024 are not statistically significant and should not be interpreted as literal losses or improvements.

■ 2022 ■ 2024

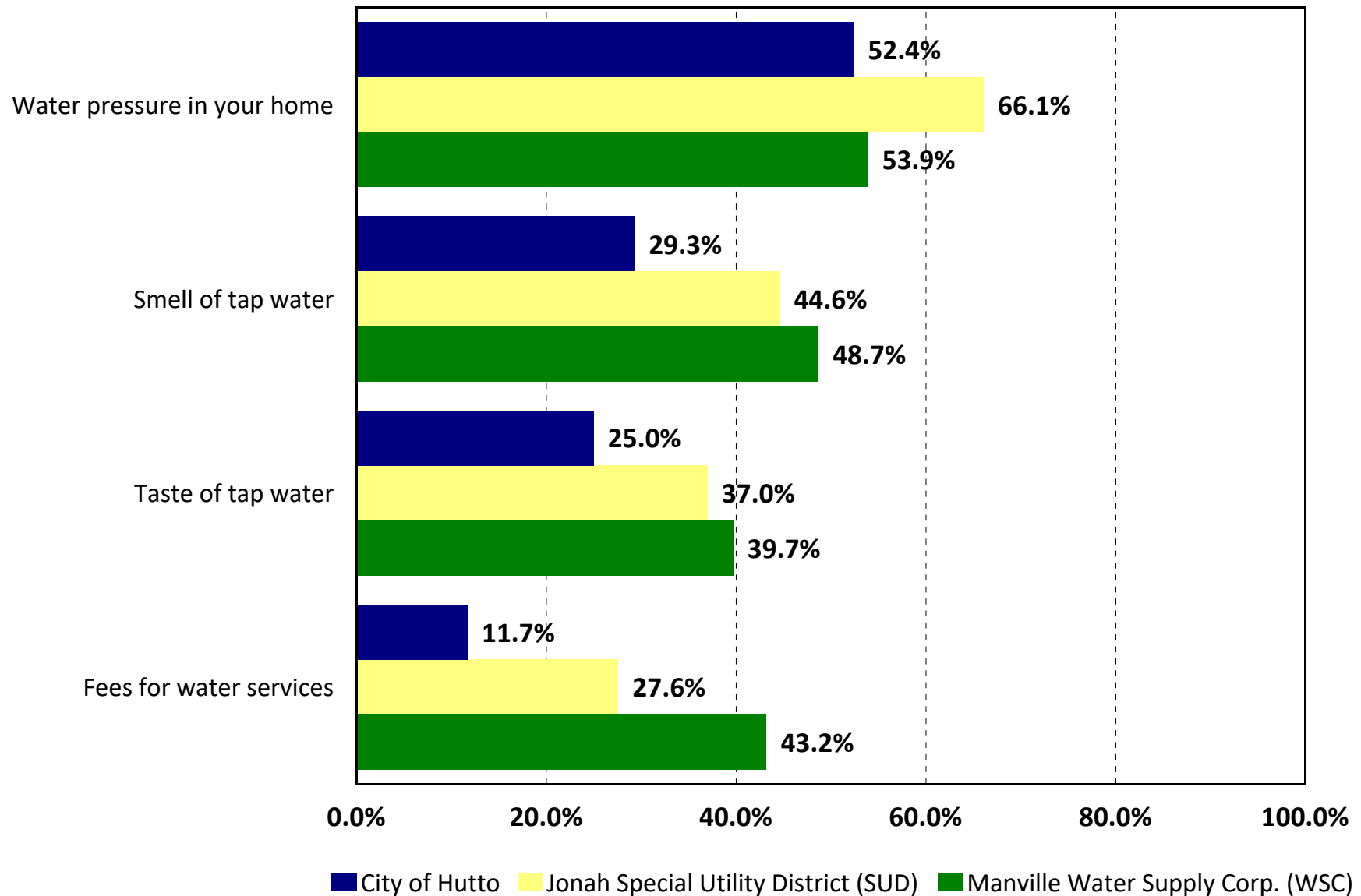
Q16. Waste and Utility Services That Should Receive the Most Emphasis From the City

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



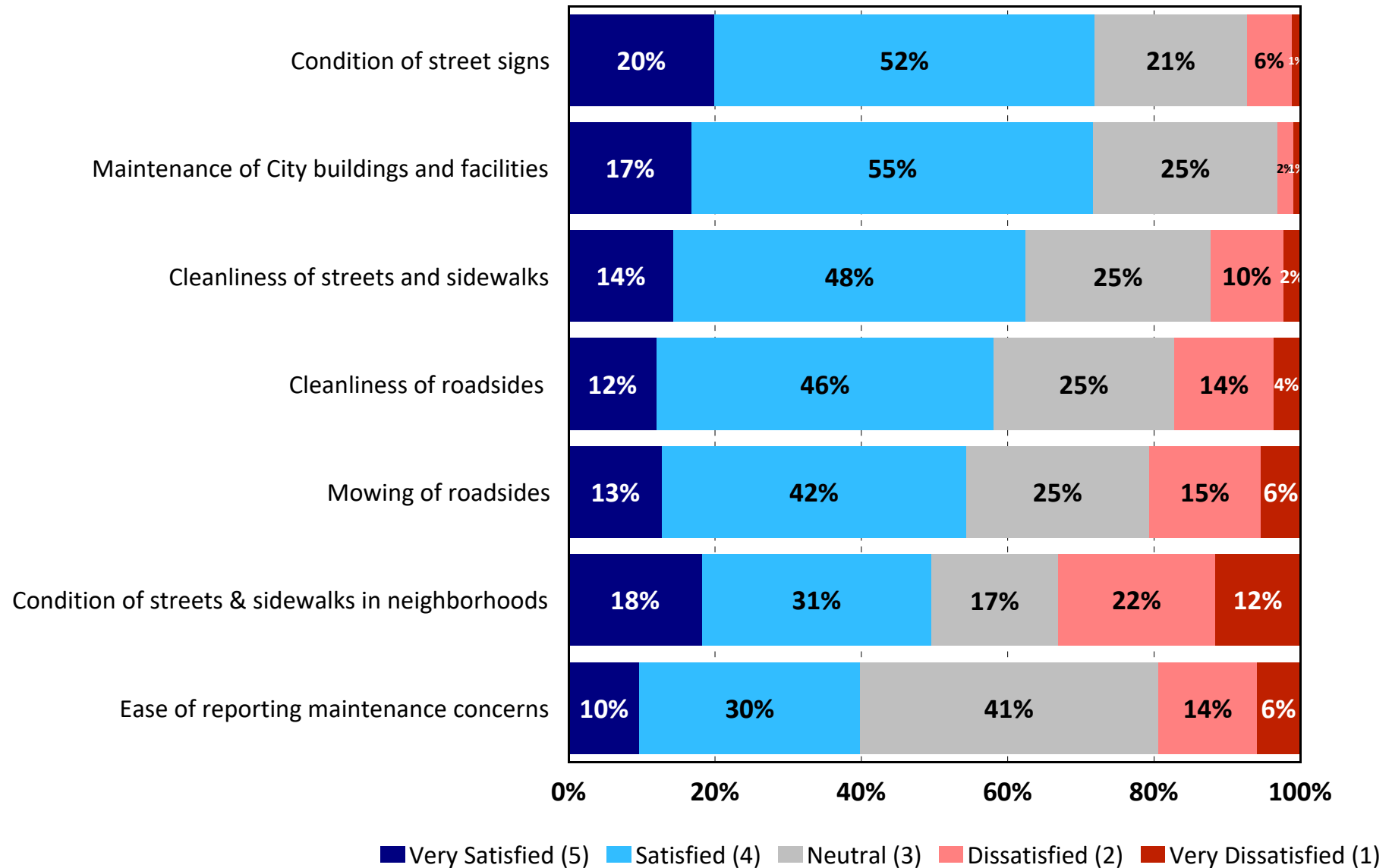
Satisfaction with Water Services by Provider

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



Q17. Satisfaction with Maintenance Services

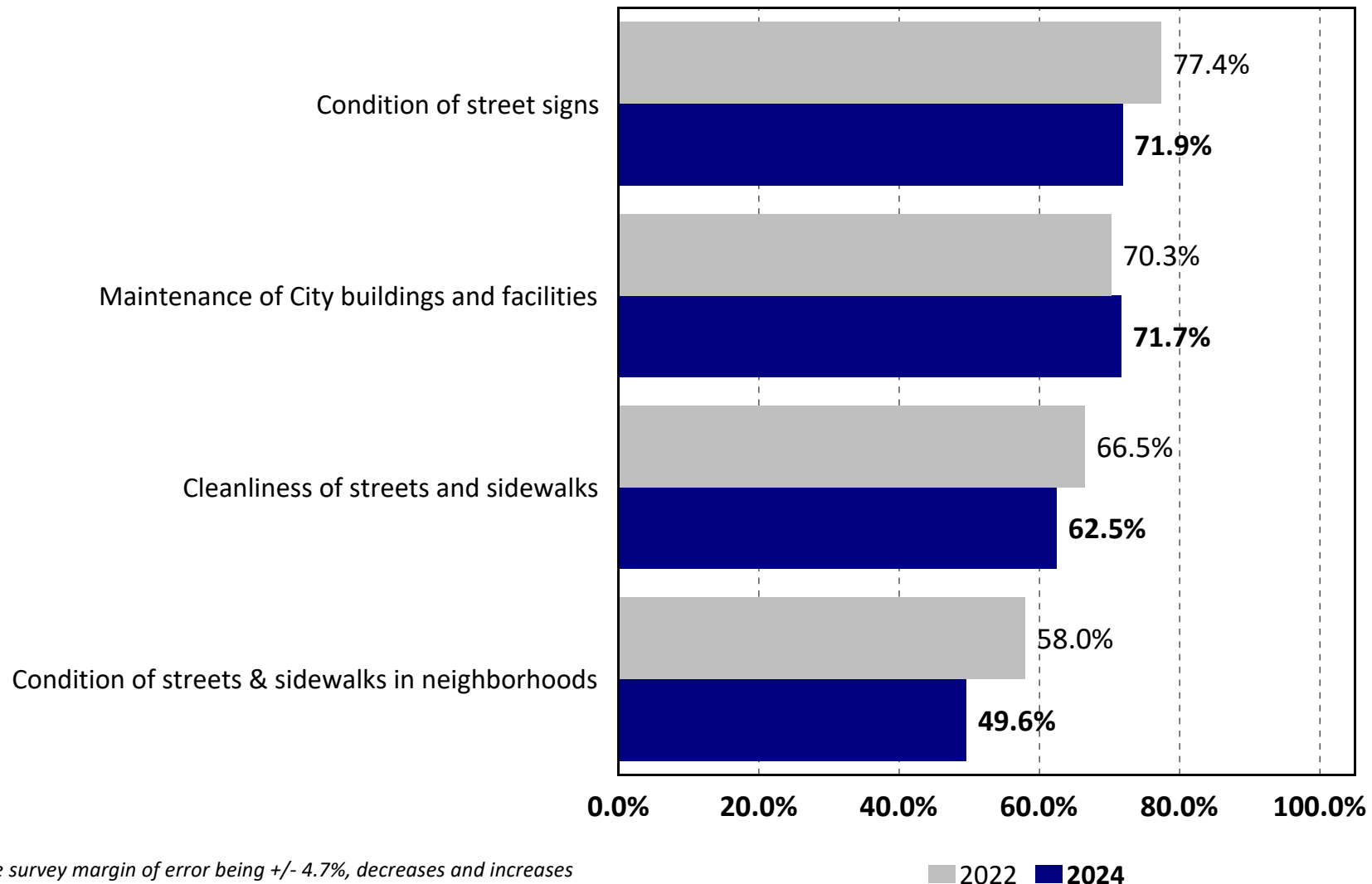
by percentage of respondents (excluding "don't know")



TRENDS: Satisfaction with Maintenance Services

2022 vs. 2024

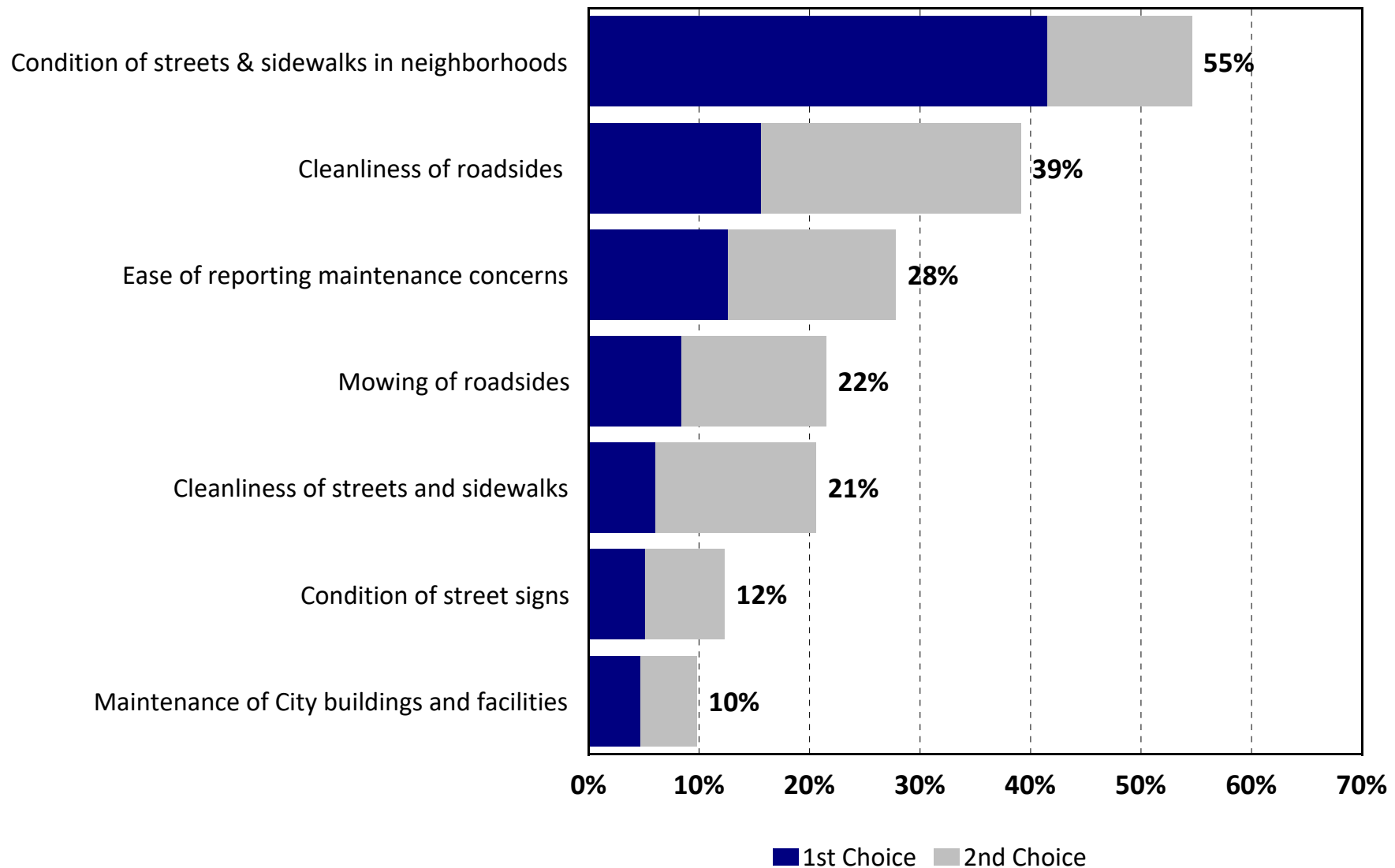
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



With the survey margin of error being +/- 4.7%, decreases and increases of less than 4.7% from 2022 to 2024 are not statistically significant and should not be interpreted as literal losses or improvements.

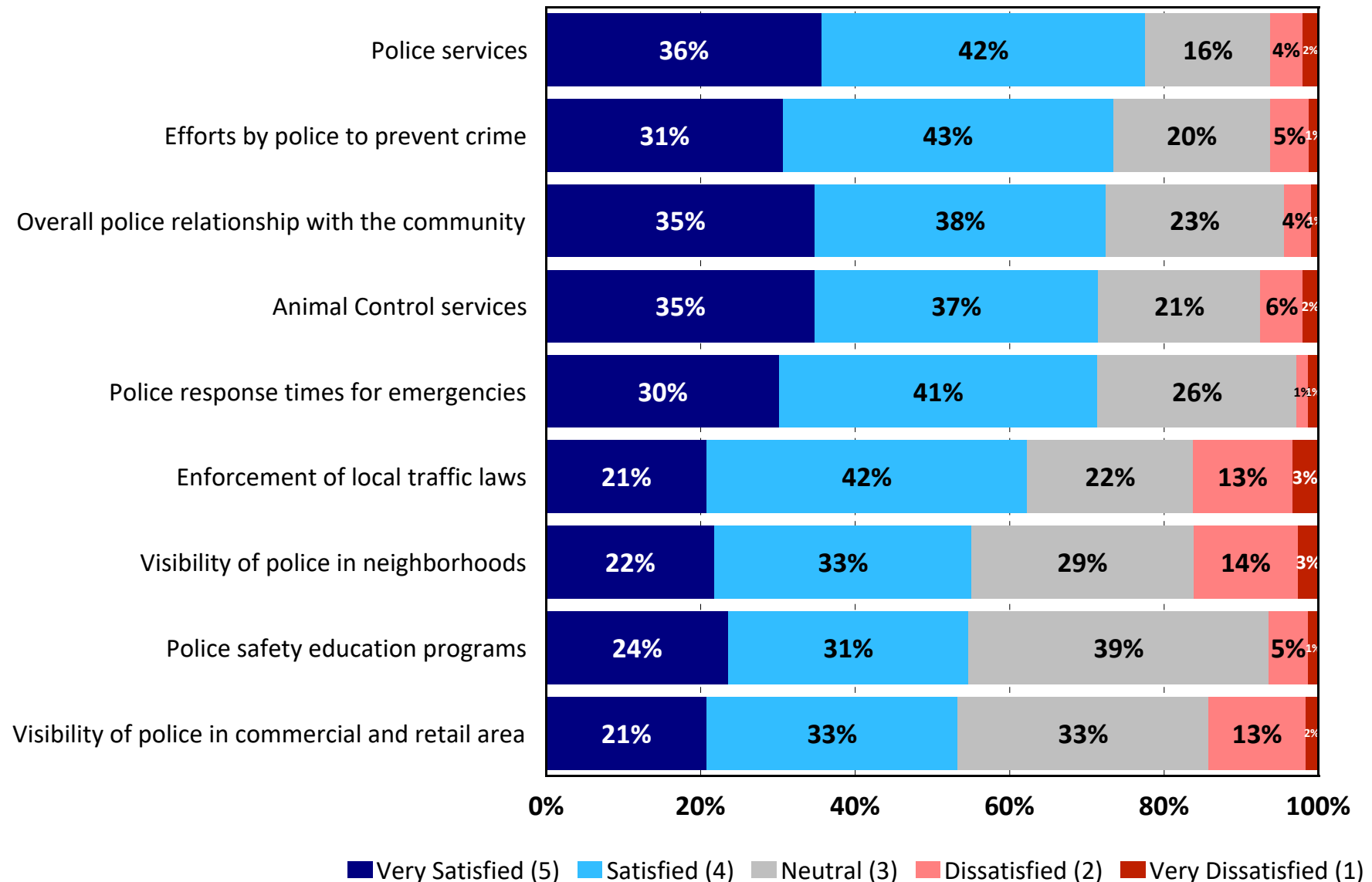
Q18. Maintenance Services That Should Receive the Most Emphasis From the City

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



Q19. Satisfaction with Police Services

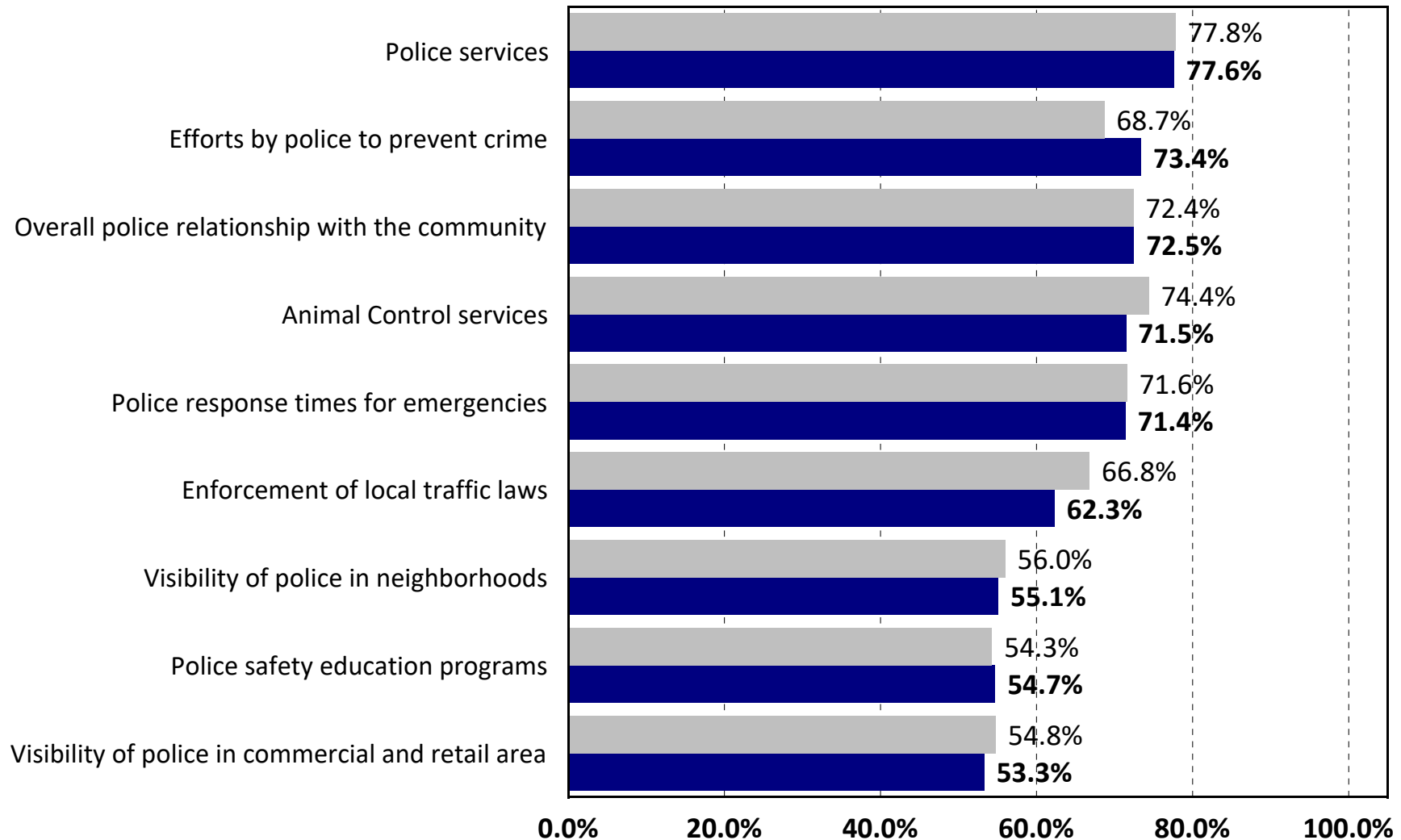
by percentage of respondents (excluding "don't know")



TRENDS: Satisfaction with Police Services

2022 vs. 2024

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

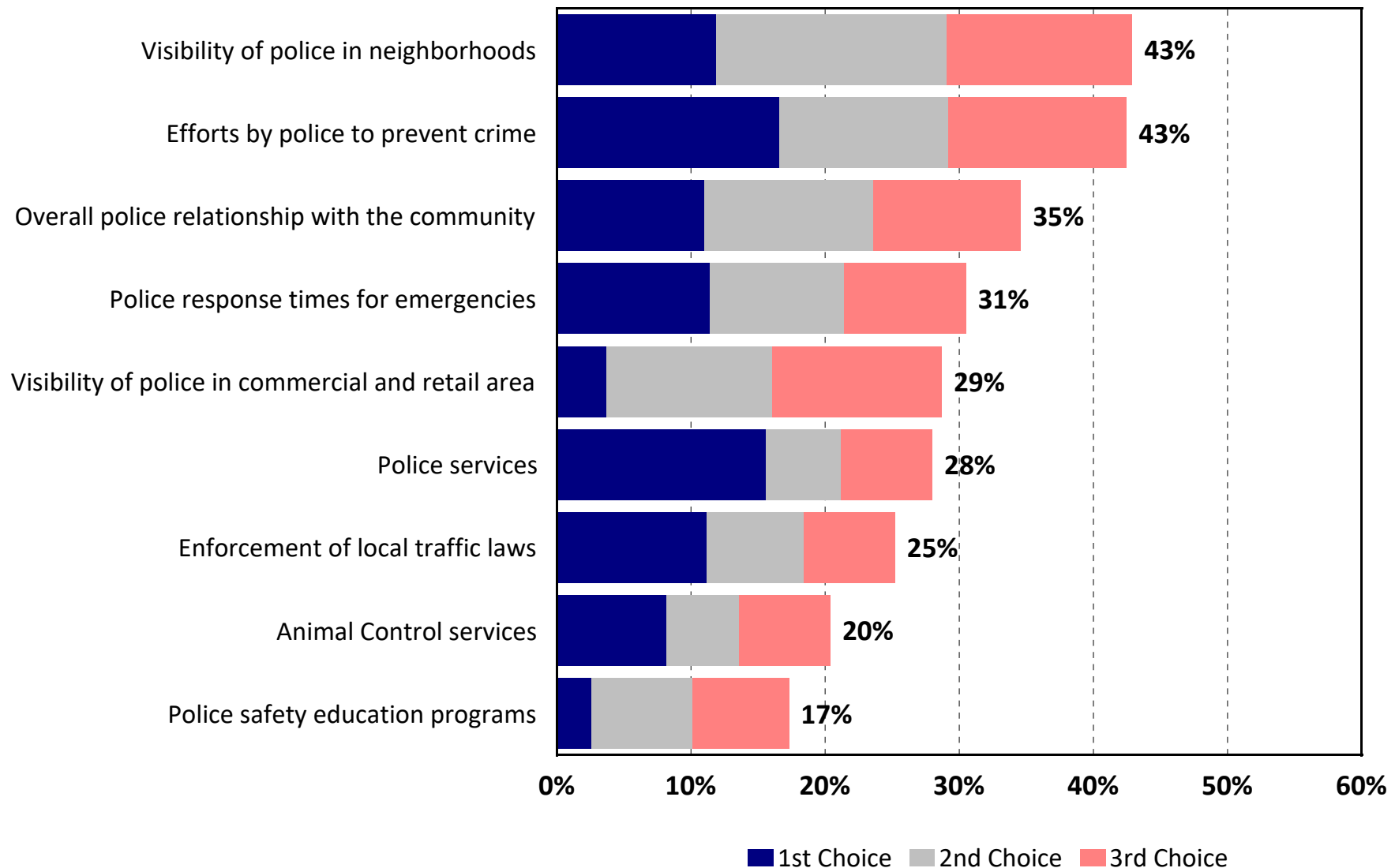


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■ 2022 ■ 2024

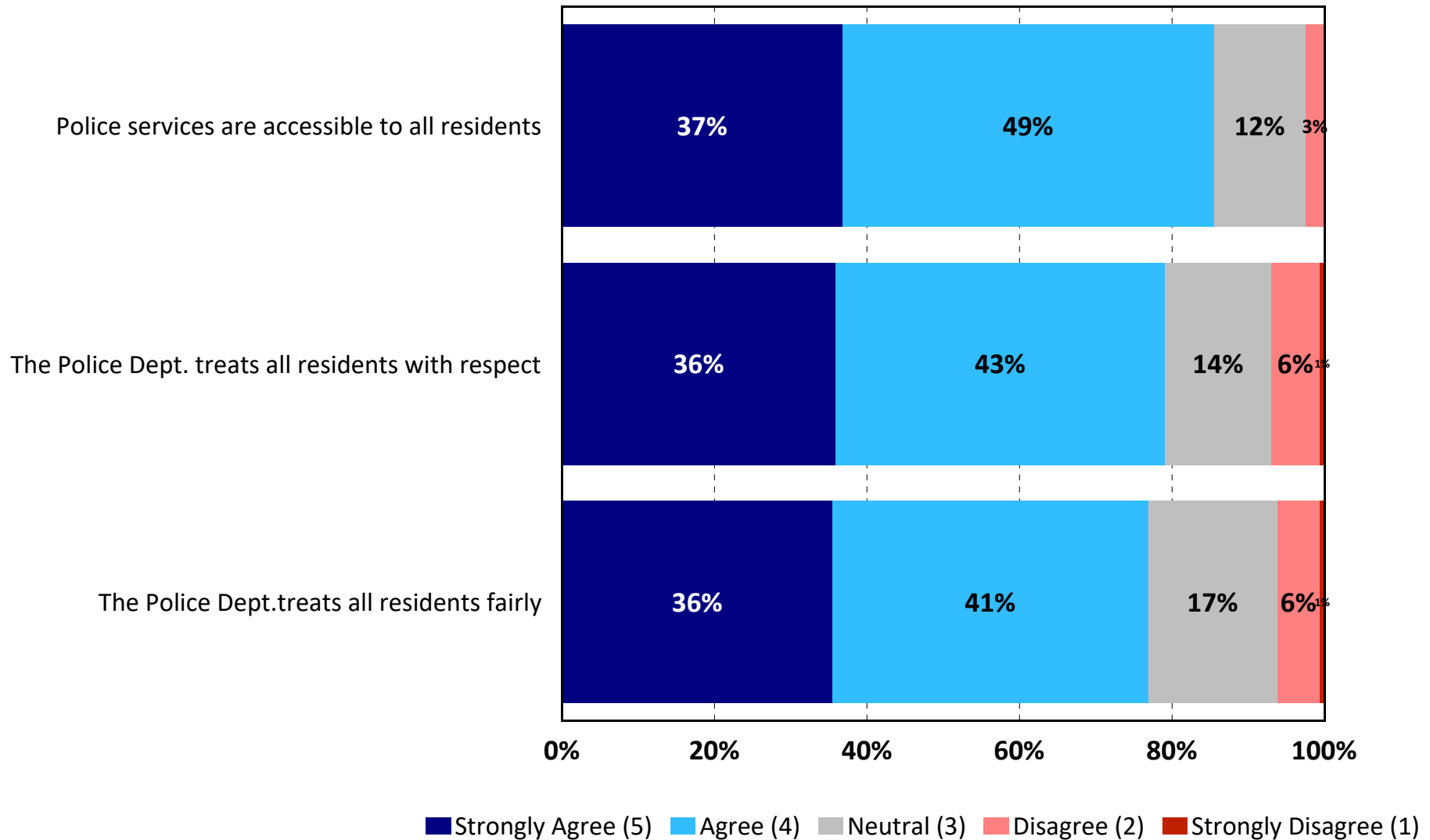
Q20. Police Services That Should Receive the Most Emphasis From the City

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



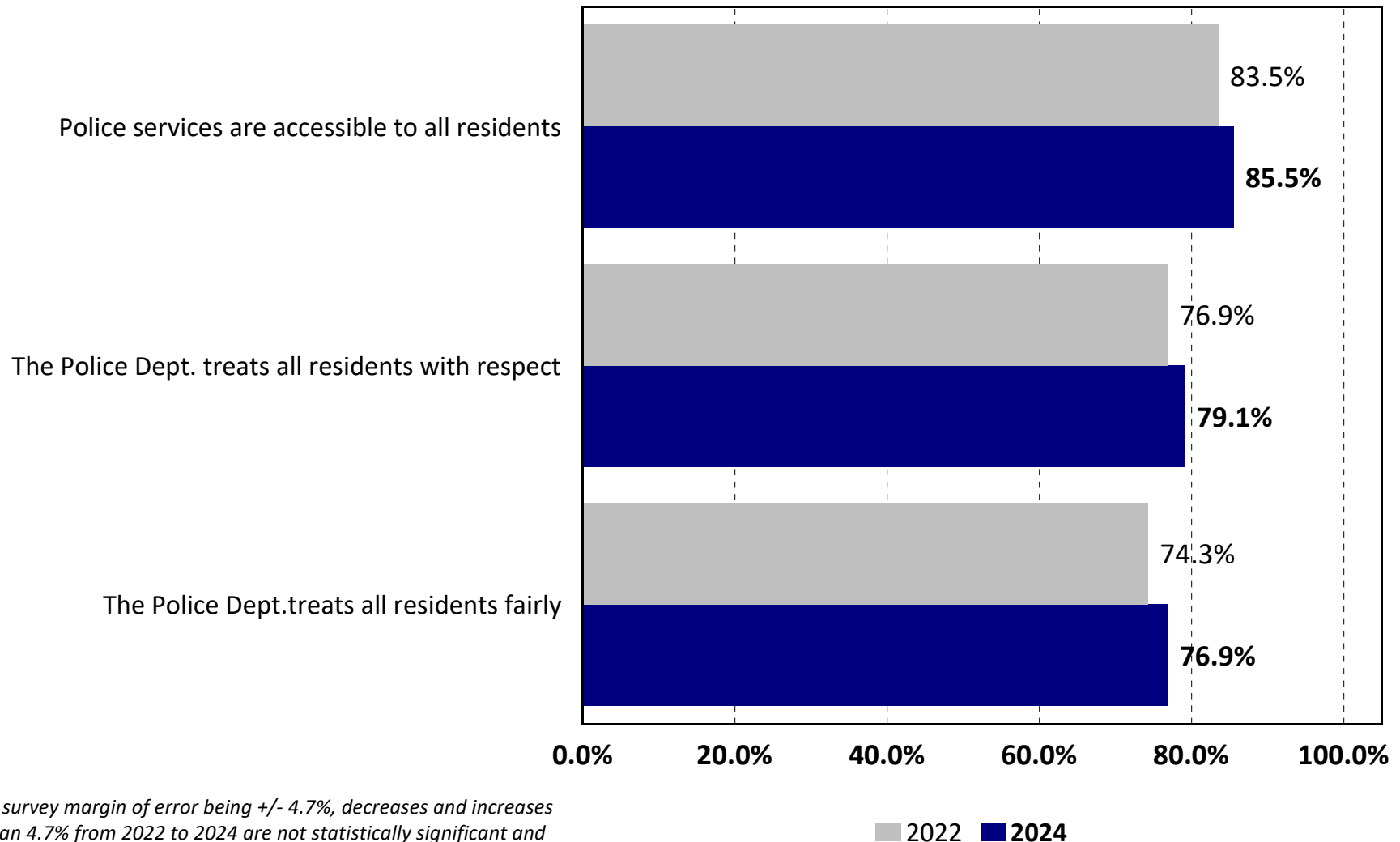
Q21. Agreement with the Following Statements Regarding the Police Department

by percentage of respondents (excluding "don't know")



TRENDS: Agreement with the Following Statements Regarding the Police Department 2022 vs. 2024

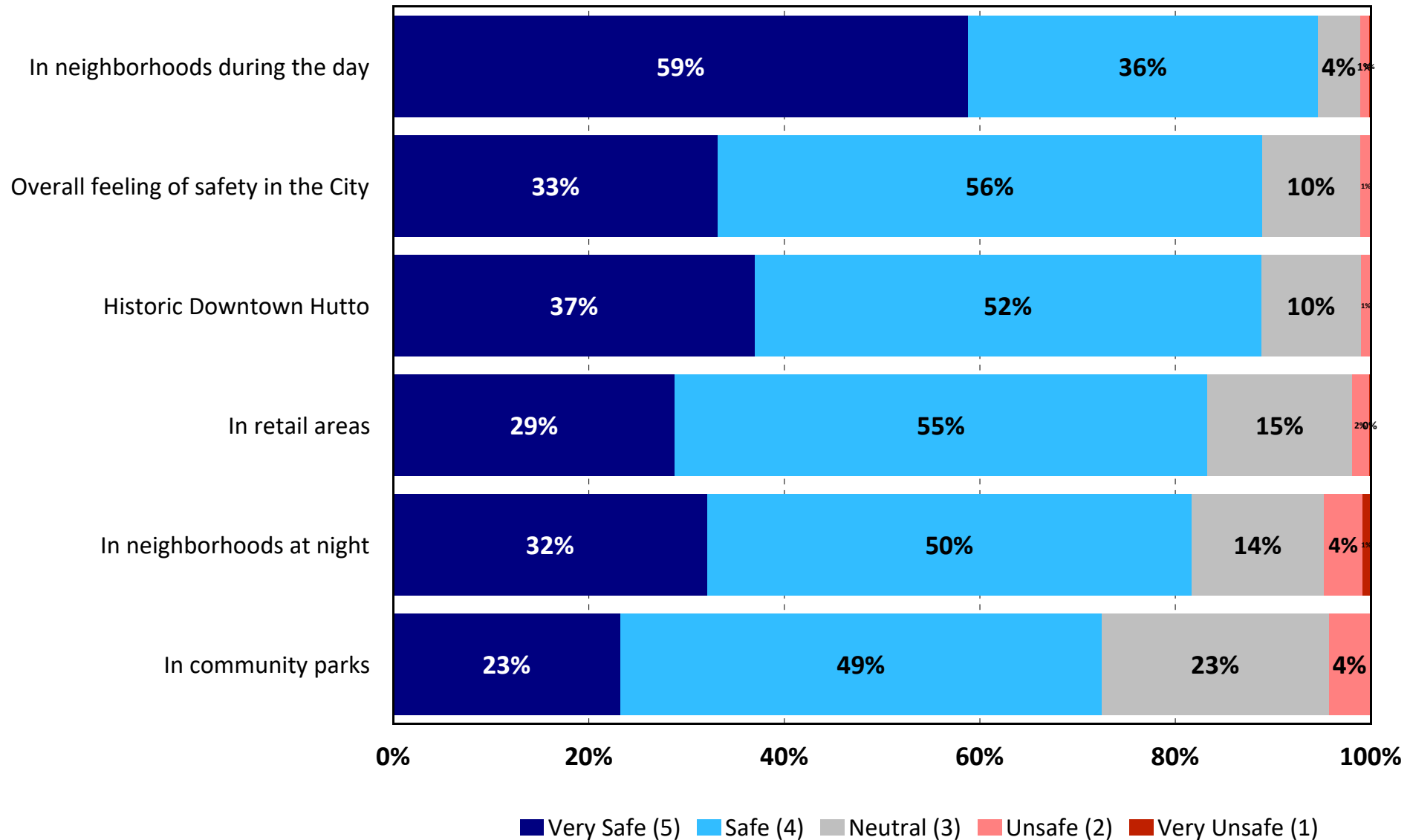
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



With the survey margin of error being +/- 4.7%, decreases and increases of less than 4.7% from 2022 to 2024 are not statistically significant and should not be interpreted as literal losses or improvements.

Q22. Perceptions of Safety

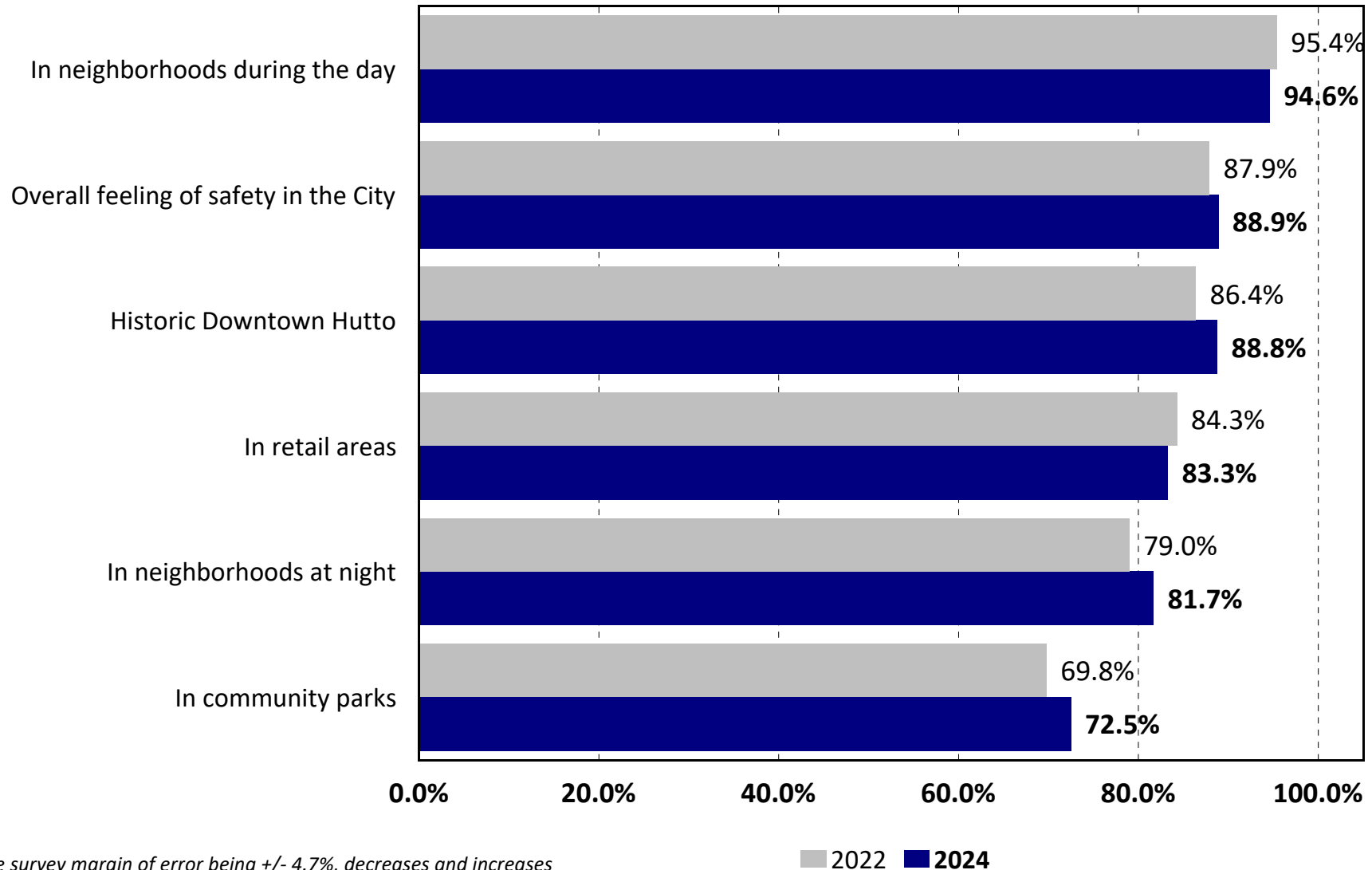
by percentage of respondents (excluding “don't know”)



TRENDS: Perceptions of Safety

2022 vs. 2024

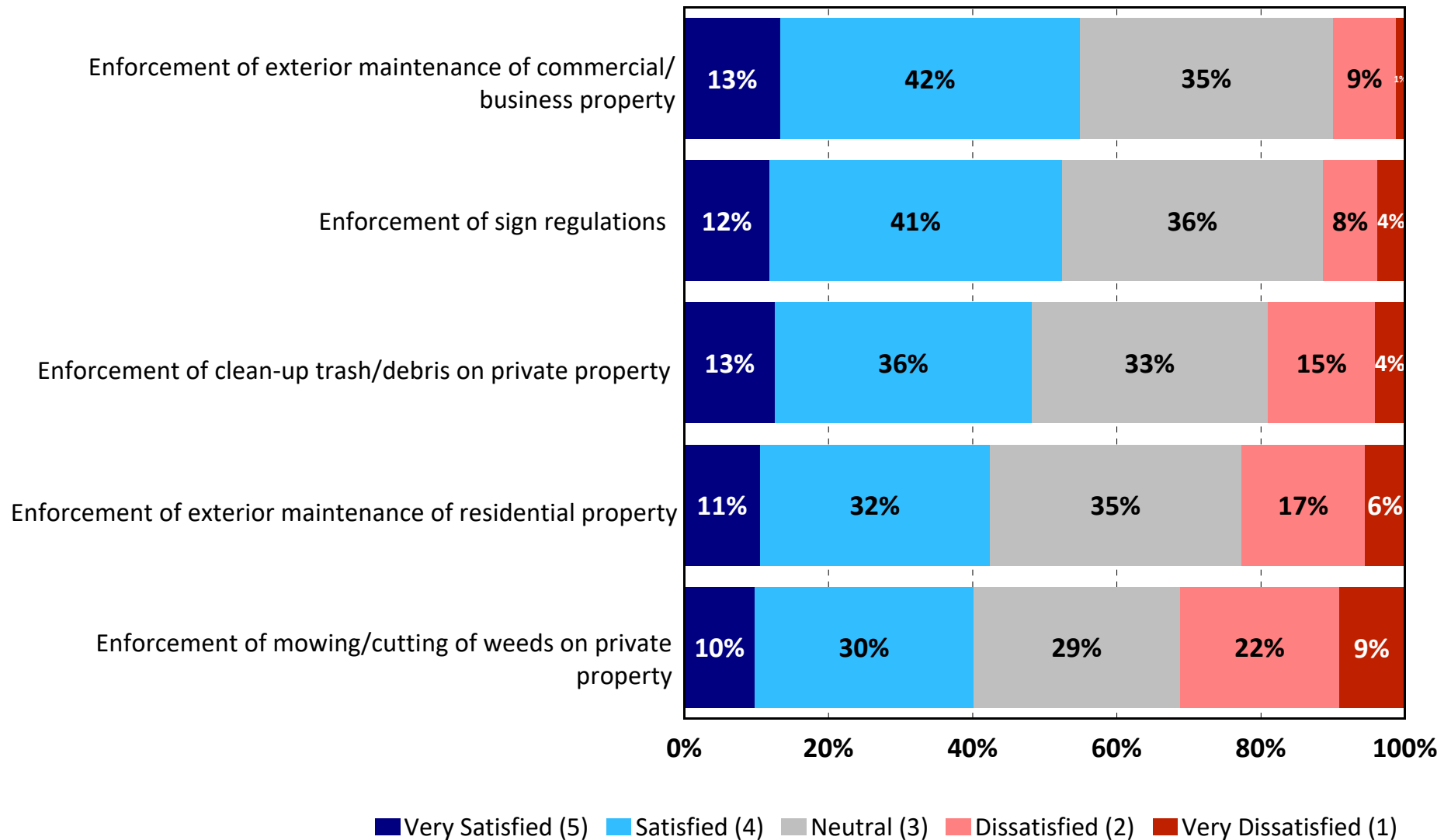
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



With the survey margin of error being +/- 4.7%, decreases and increases of less than 4.7% from 2022 to 2024 are not statistically significant and should not be interpreted as literal losses or improvements.

Q23. Satisfaction with Code Enforcement

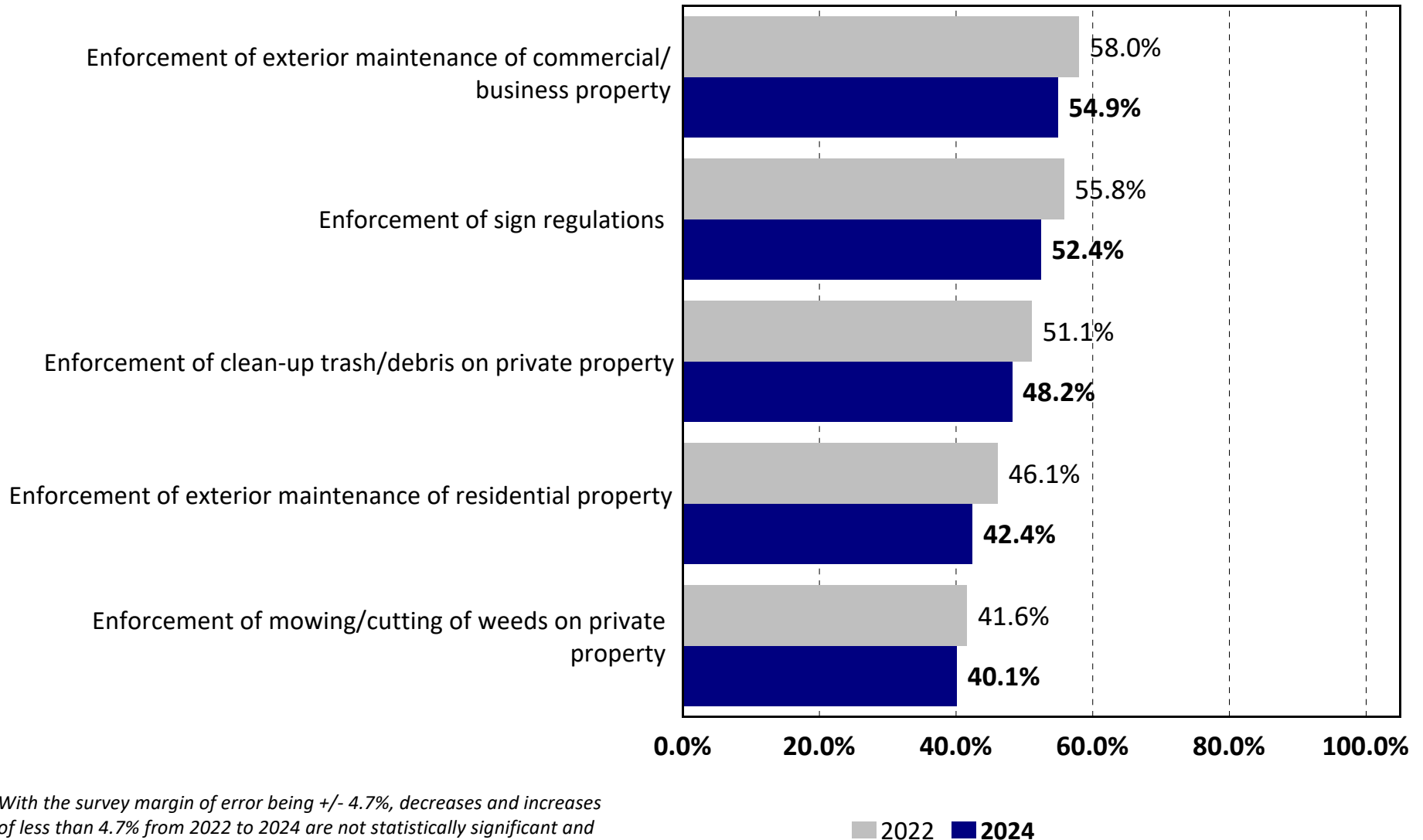
by percentage of respondents (excluding “don't know”)



TRENDS: Satisfaction with Code Enforcement

2022 vs. 2024

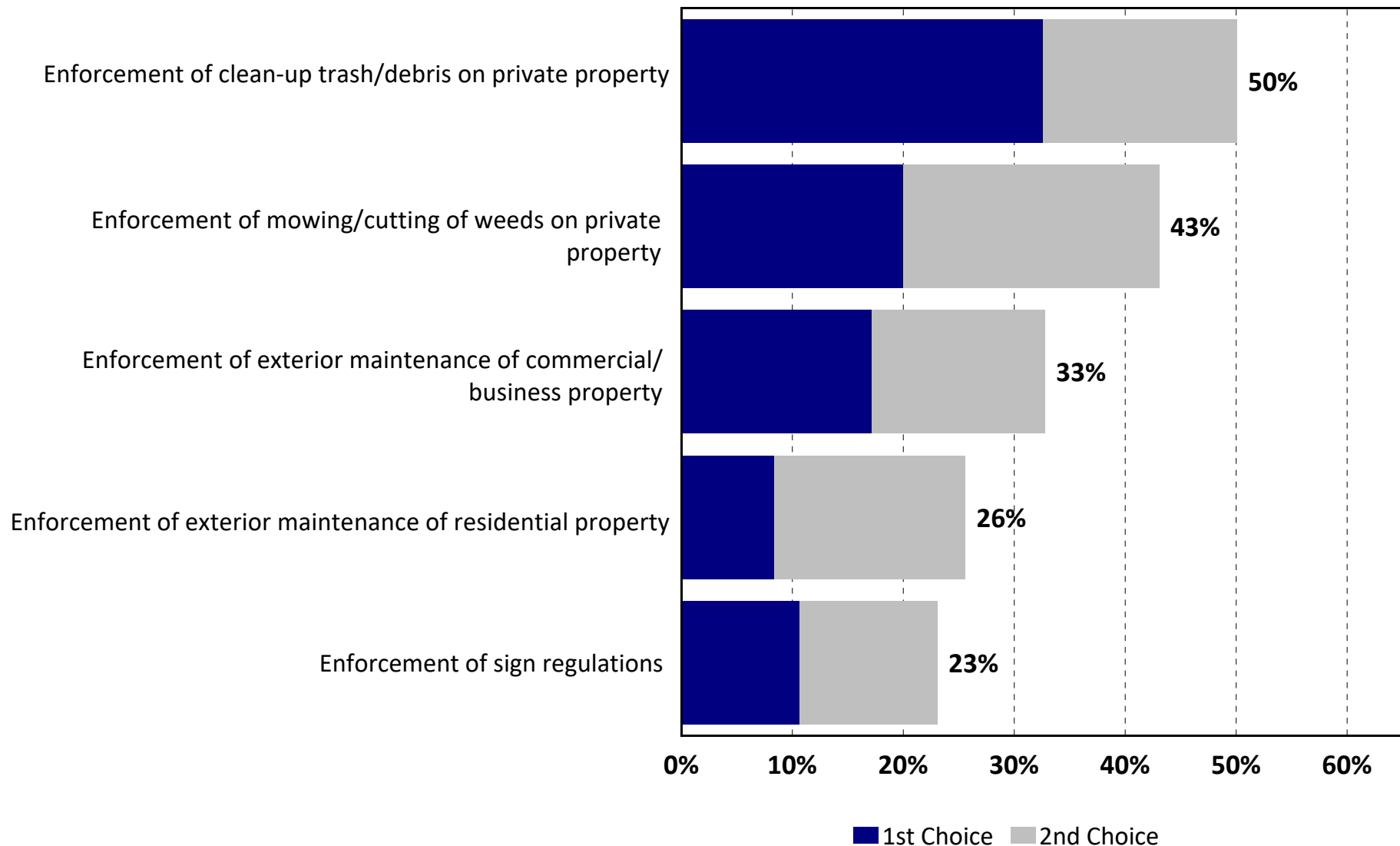
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



With the survey margin of error being +/- 4.7%, decreases and increases of less than 4.7% from 2022 to 2024 are not statistically significant and should not be interpreted as literal losses or improvements.

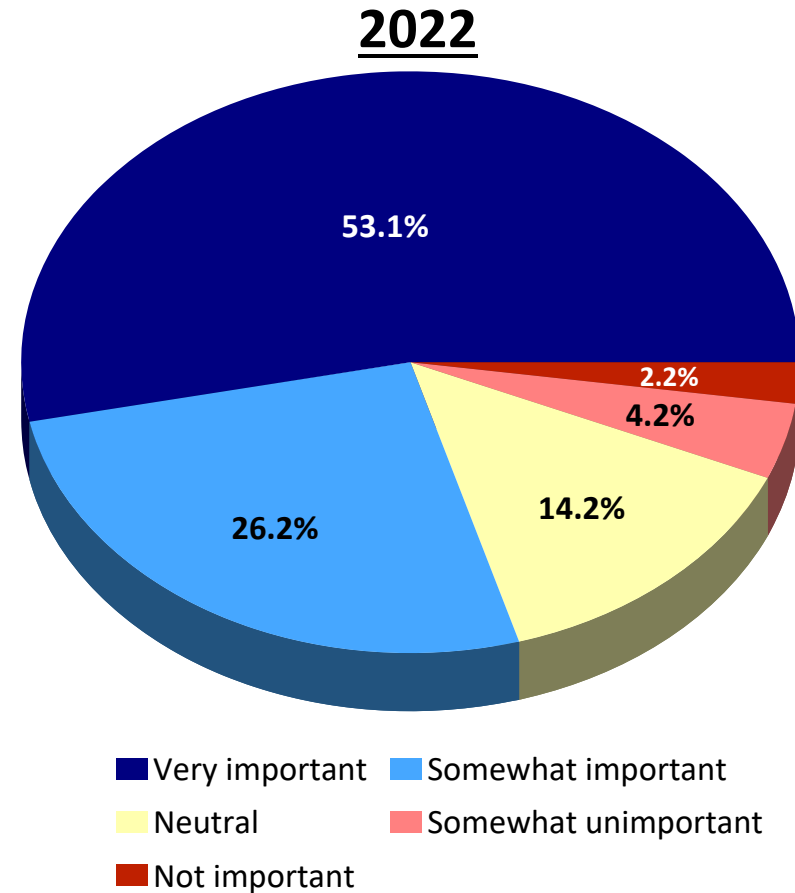
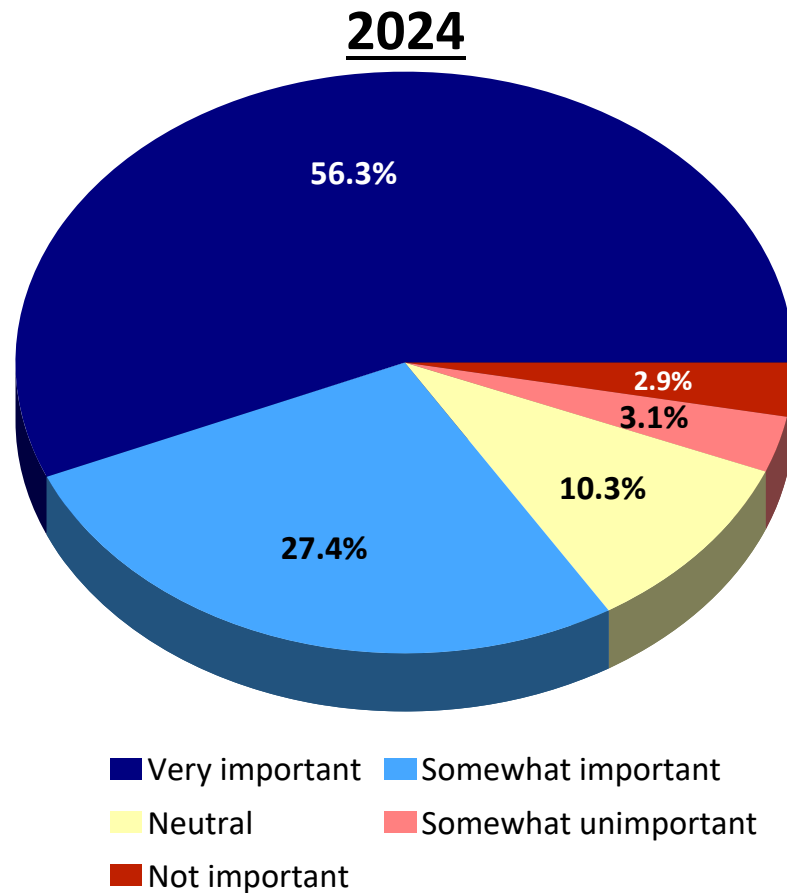
Q24. Code Enforcement Services That Should Receive the Most Emphasis From the City

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



Q25. How important is it to you and members of your household for the City to provide high quality parks and recreation programs and facilities?

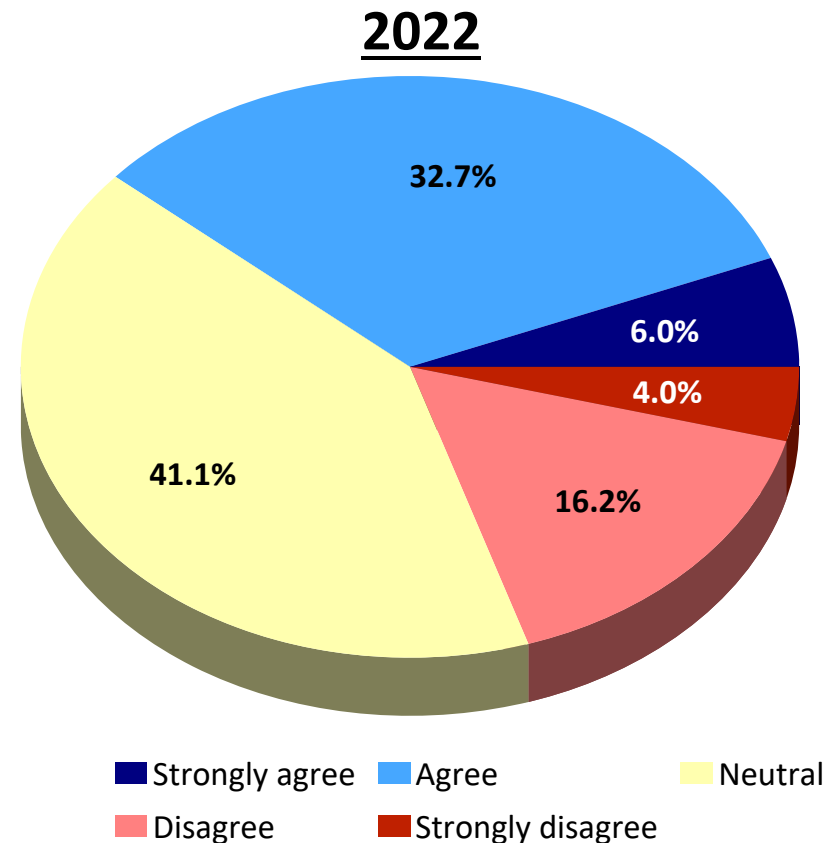
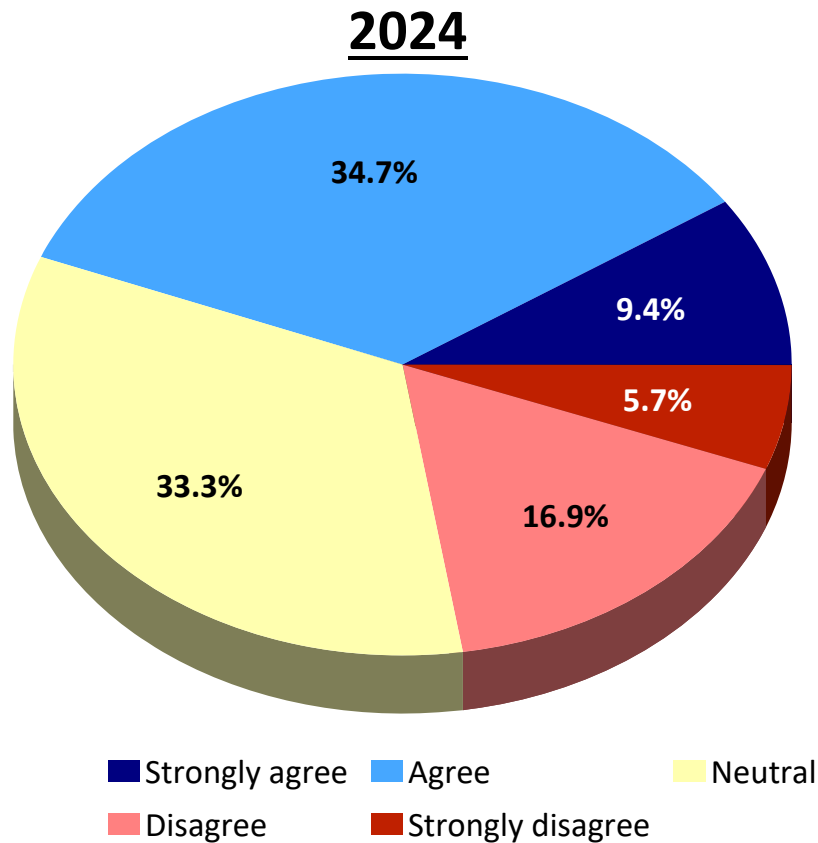
by percentage of respondents (excluding “not provided”)



With the survey margin of error being +/- 4.7%, decreases and increases of less than 4.7% from 2022 to 2024 are not statistically significant and should not be interpreted as literal losses or improvements.

Q26. What is your level of agreement with the following statement: “The City of Hutto parks and recreation programs and facilities are meeting my expectations”?

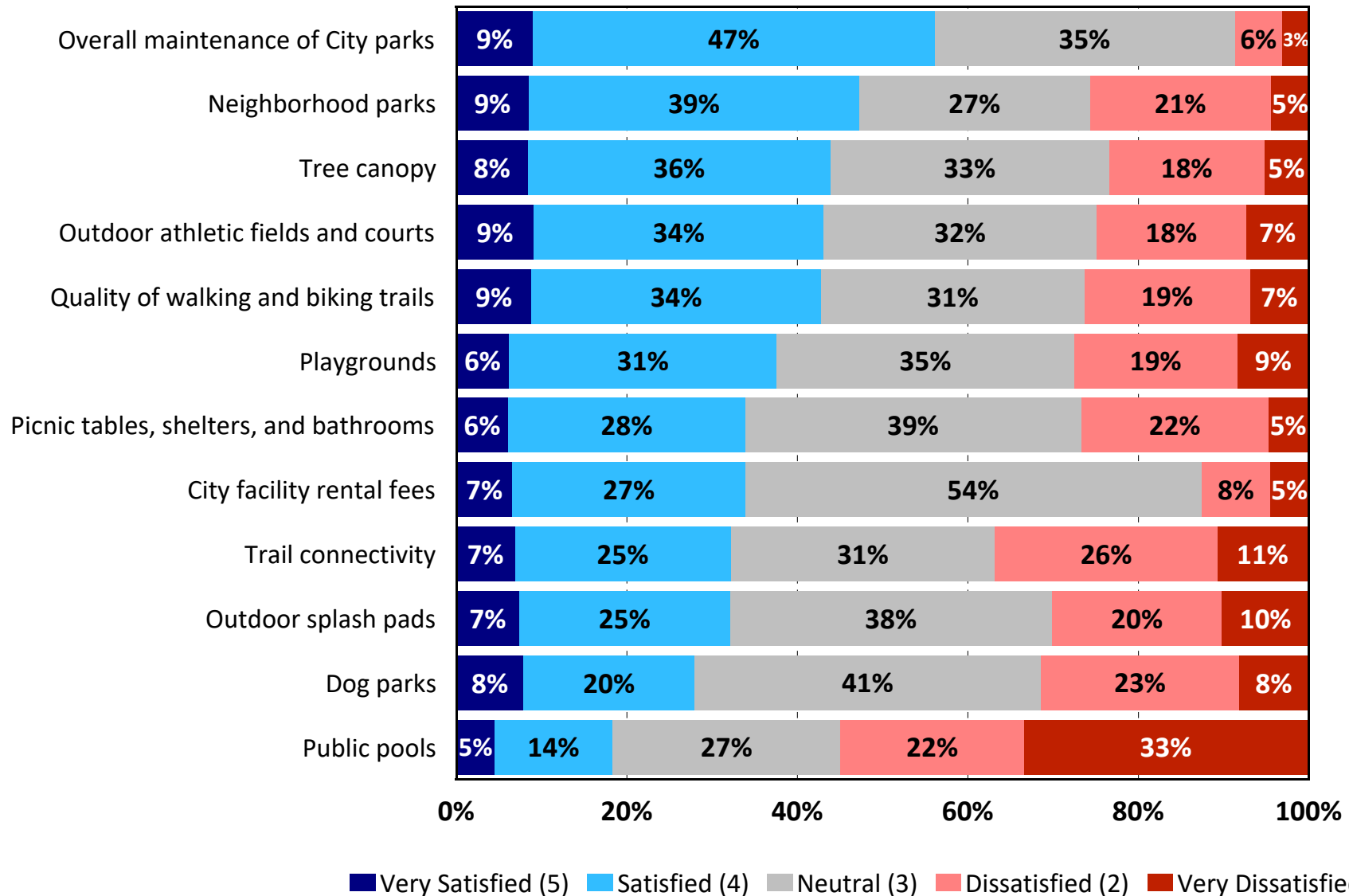
by percentage of respondents (excluding “not provided”)



With the survey margin of error being +/- 4.7%, decreases and increases of less than 4.7% from 2022 to 2024 are not statistically significant and should not be interpreted as literal losses or improvements.

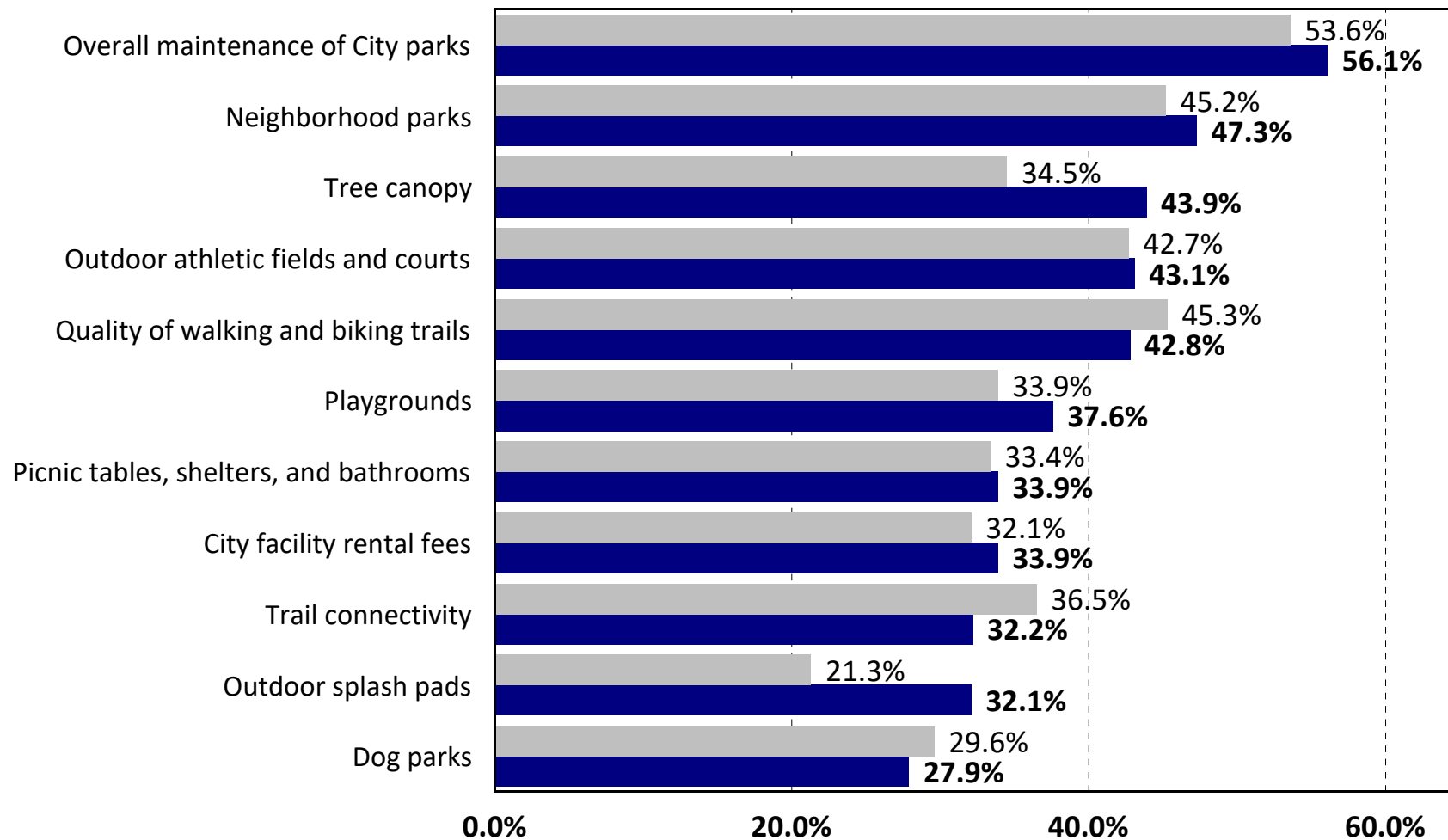
Q27. Satisfaction with the Following Parks and Recreation Facilities

by percentage of respondents (excluding "don't know")



TRENDS: Satisfaction with the Following Parks and Recreation Facilities - 2022 vs. 2024

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

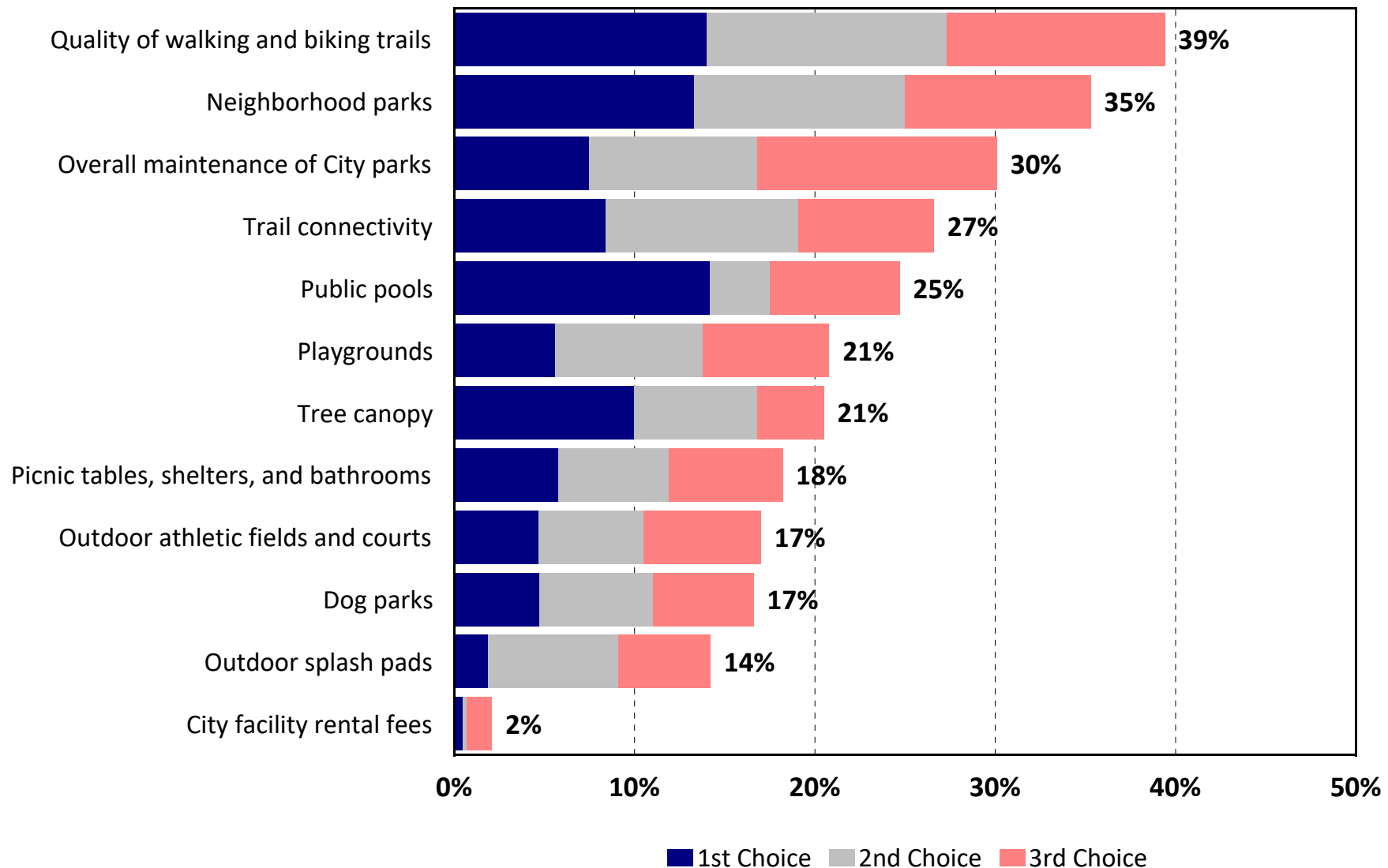


With the survey margin of error being +/- 4.7%, decreases and increases of less than 4.7% from 2022 to 2024 are not statistically significant and should not be interpreted as literal losses or improvements.

■ 2022 ■ 2024

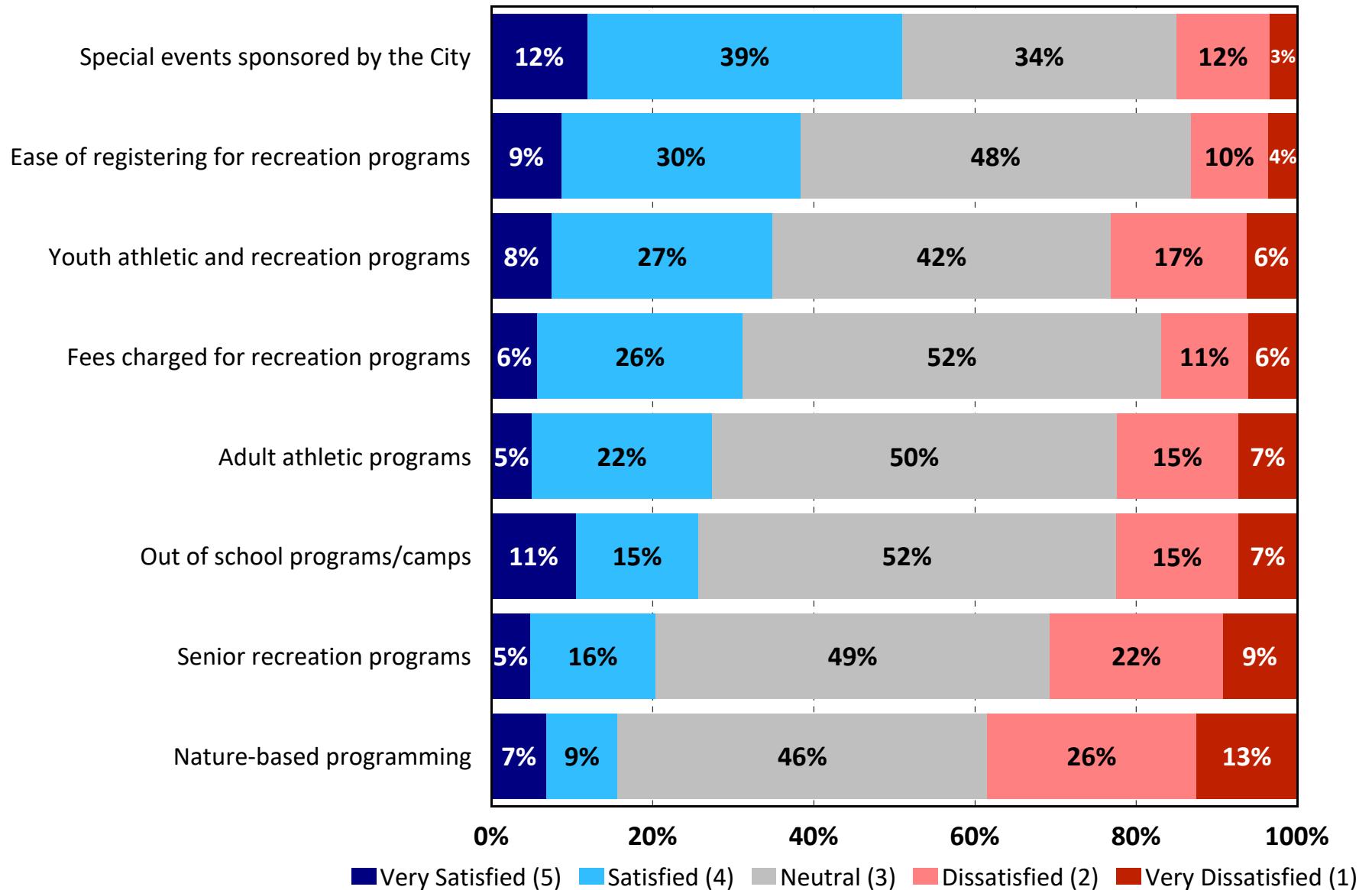
Q28. Parks and Recreation Facilities That Should Receive the Most Emphasis From the City

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



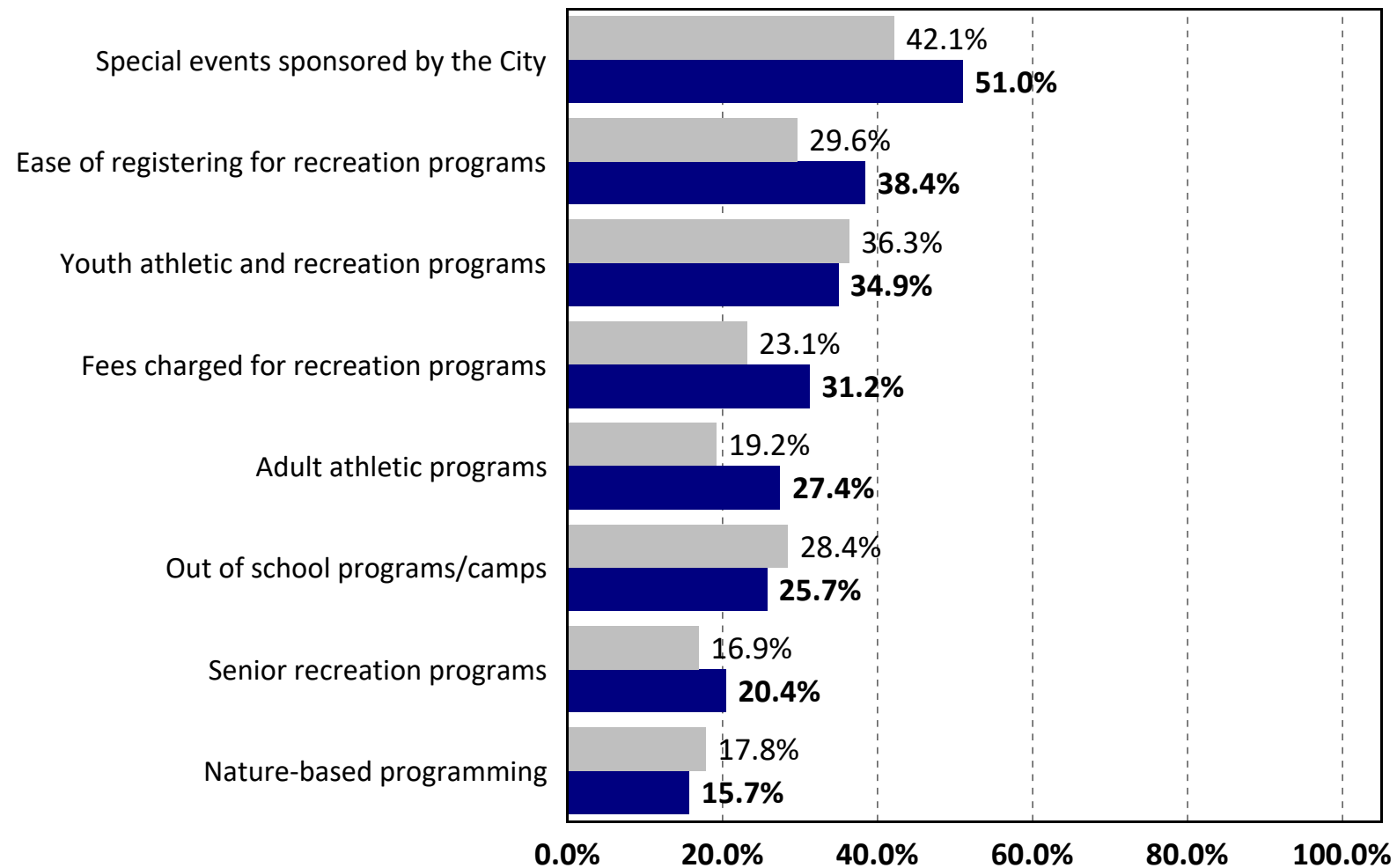
Q29. Satisfaction with the Following Parks and Recreation Programs

by percentage of respondents (excluding "don't know")



TRENDS: Satisfaction with the Following Parks and Recreation Programs - 2022 vs. 2024

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

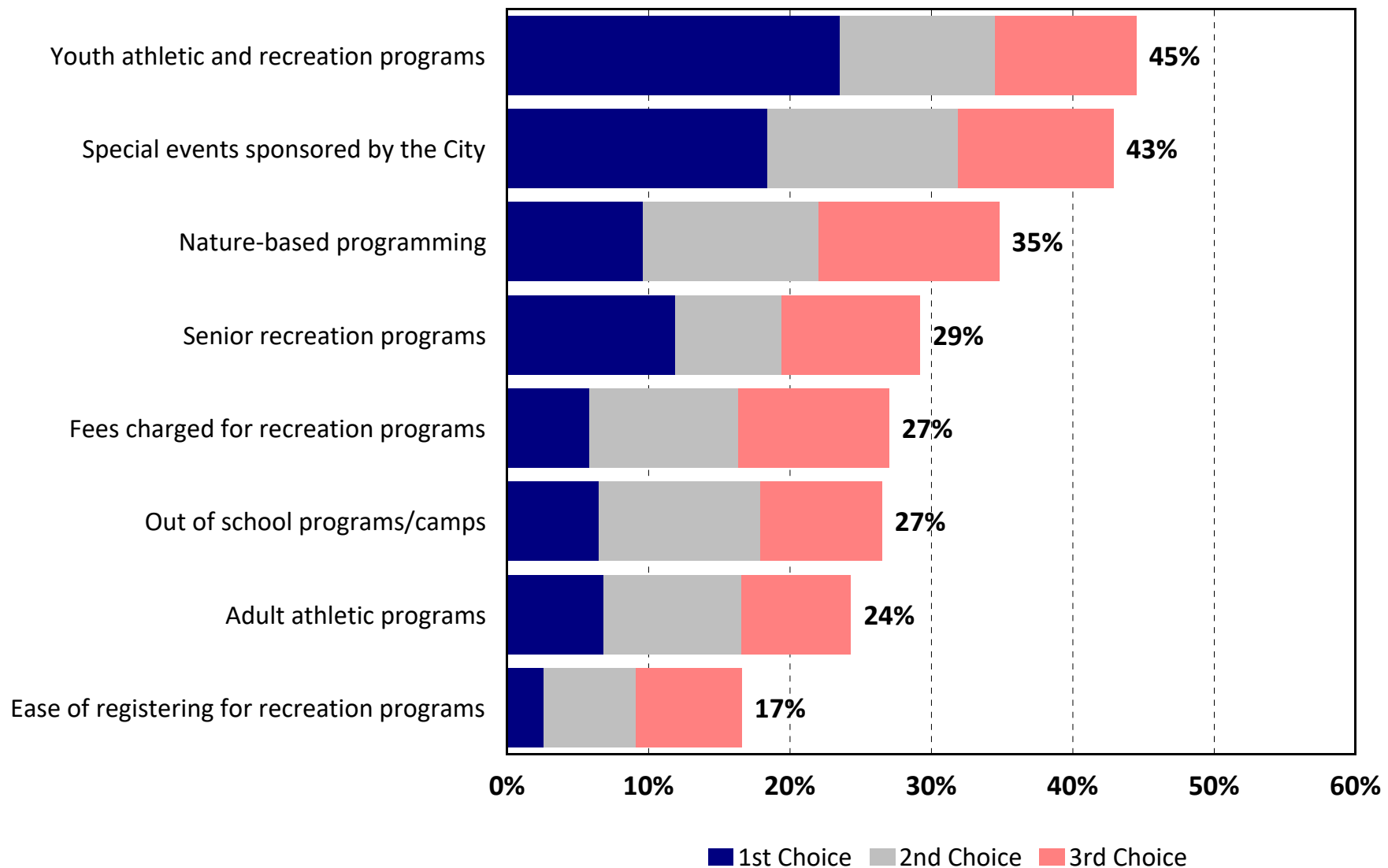


With the survey margin of error being +/- 4.7%, decreases and increases of less than 4.7% from 2022 to 2024 are not statistically significant and should not be interpreted as literal losses or improvements.

■ 2022 ■ 2024

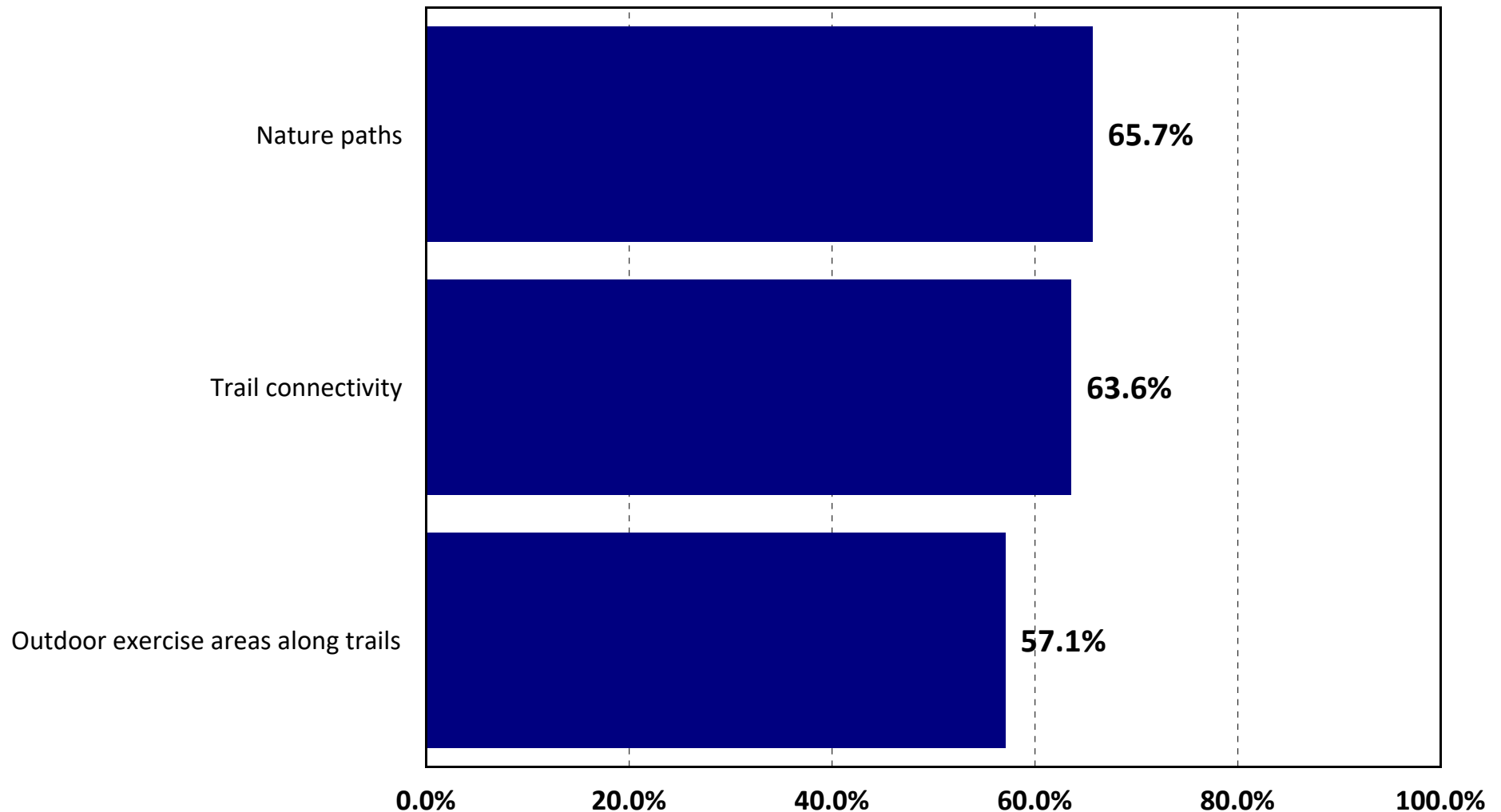
Q30. Parks and Recreation Programs That Should Receive the Most Emphasis From the City

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



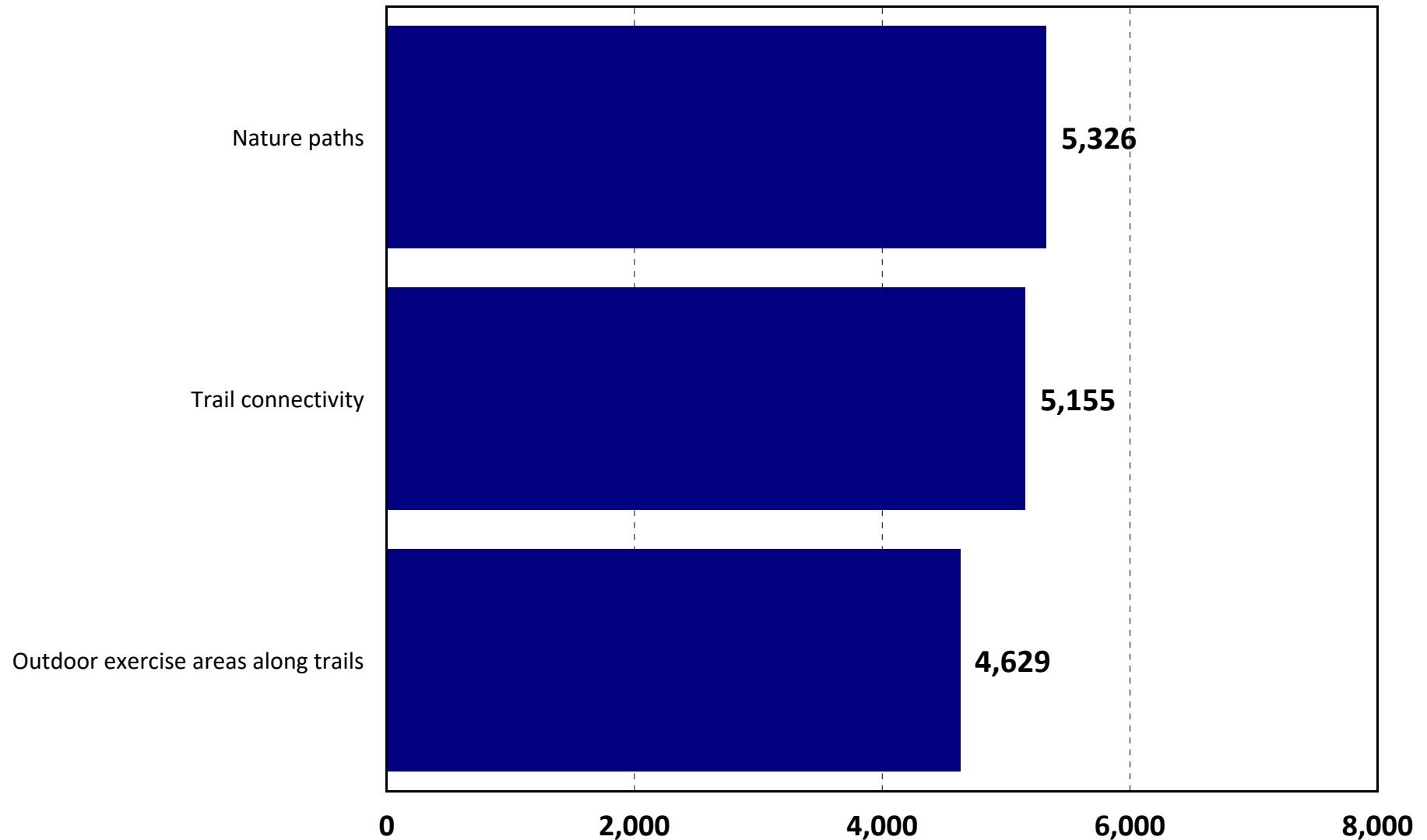
Q31[1]. Do you have a need for the following?

by percentage of respondents (multiple selections could be made)



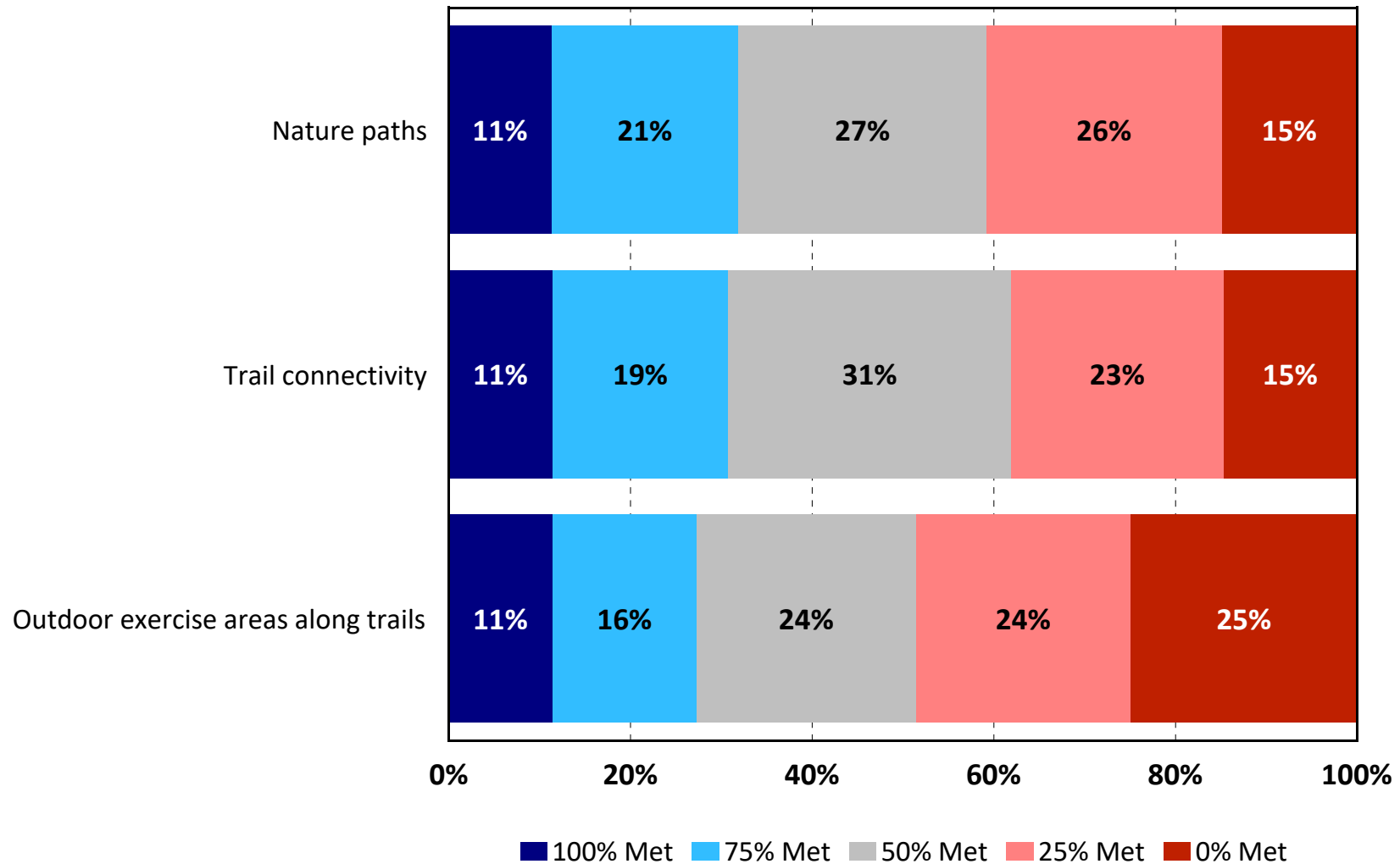
Q31[1]. Estimated Number of Households With a Need for the Following

by number of households, based on 8,106 households in the City of Hutto



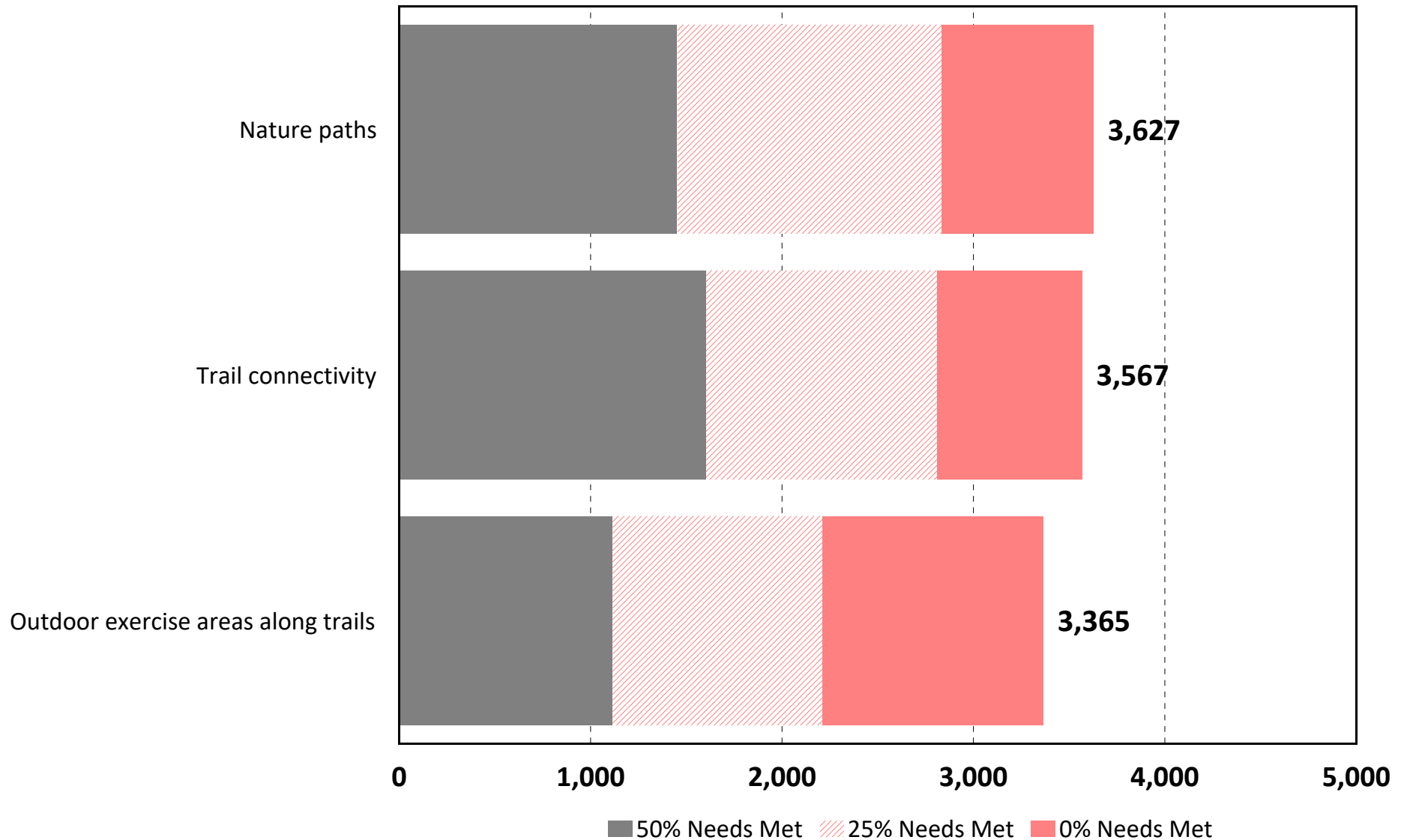
Q31[2]. How Well the Following Are Meeting the Needs of Households

by percentage of respondents (excluding “no need”)



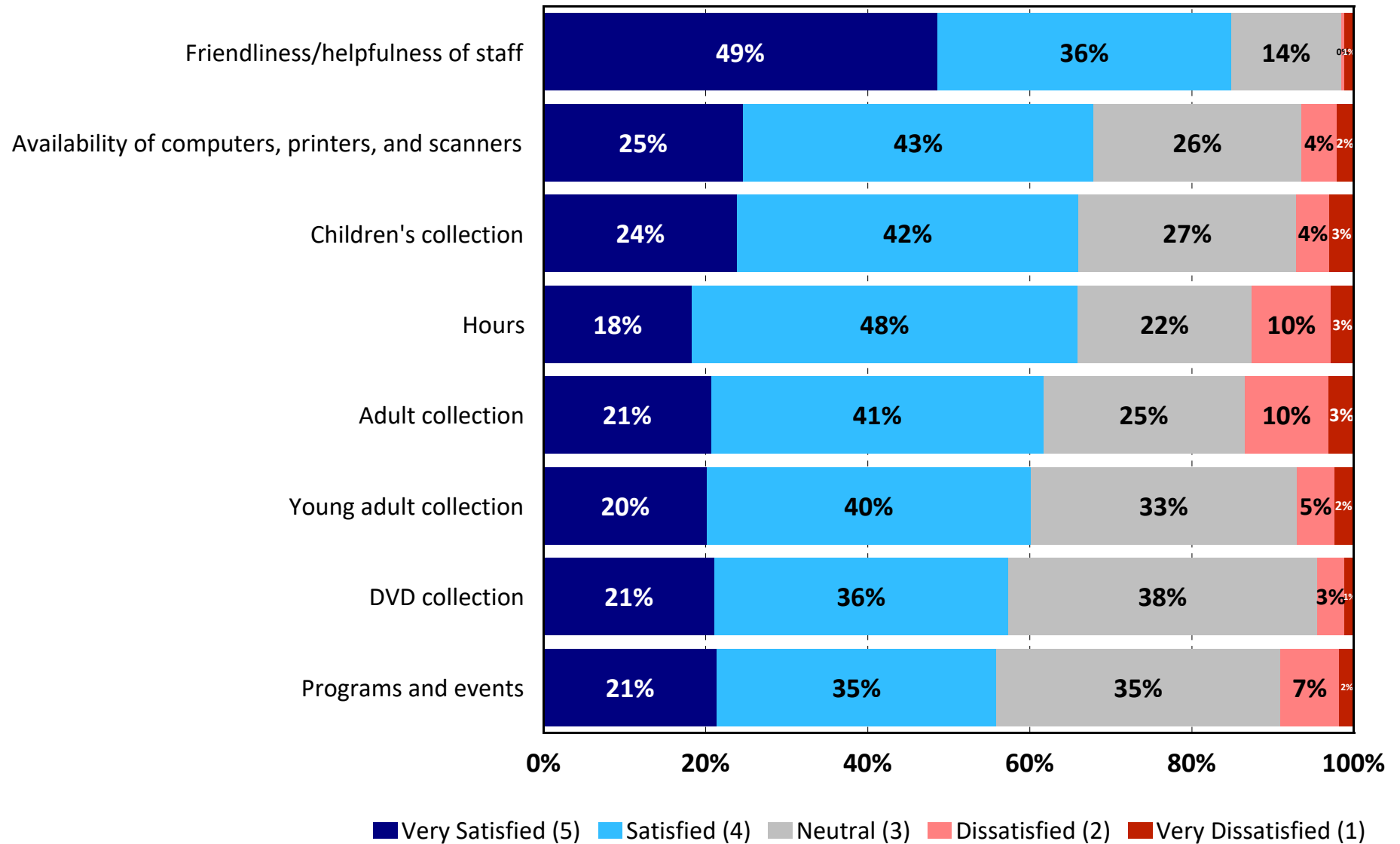
Q31[3]. Estimated Number of Households in Hutto Whose Needs for the Following Are Being Met 50% or Less

by estimated number of households whose needs are being met 50% or less



Q32. Satisfaction with Library Services

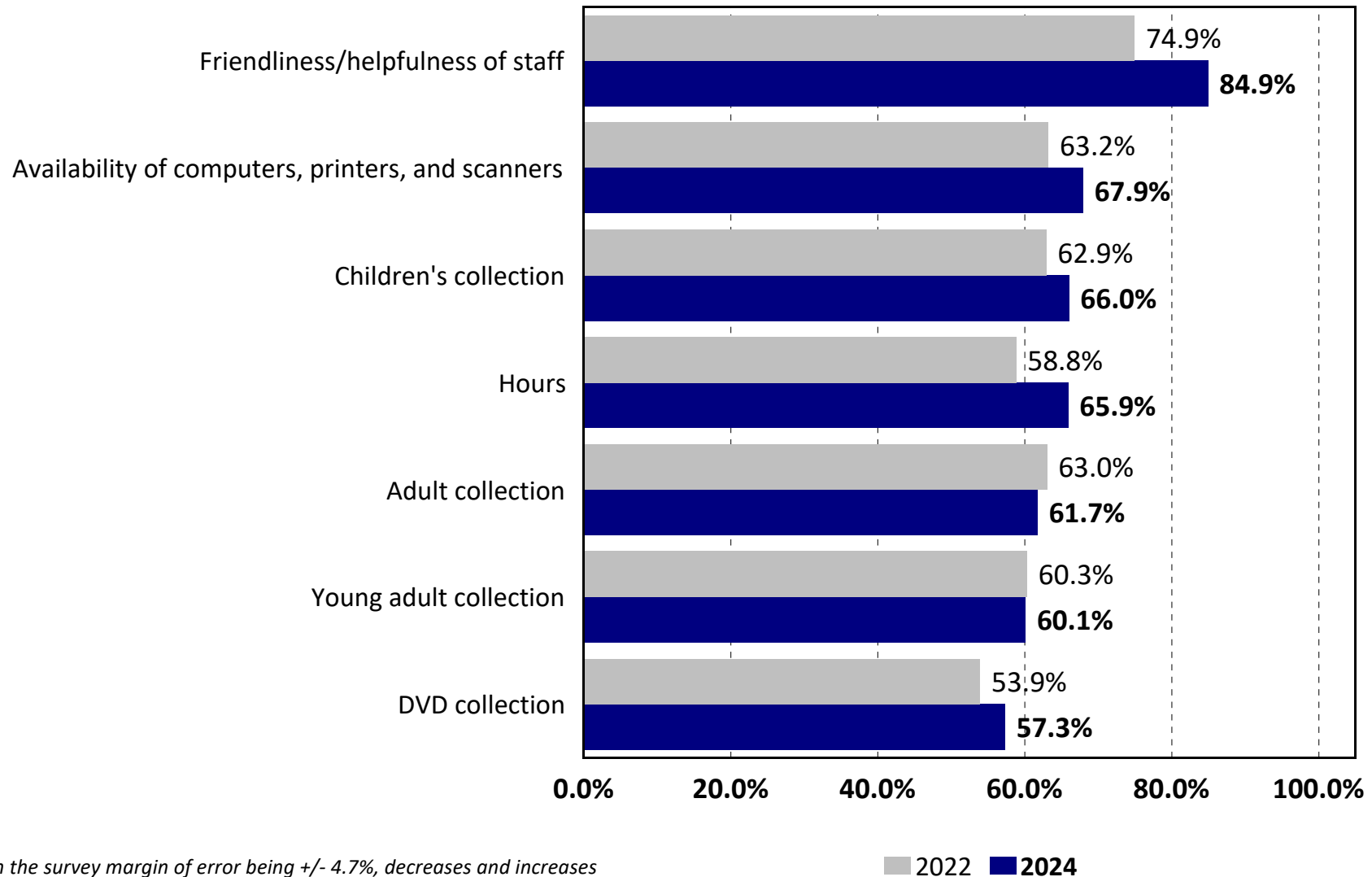
by percentage of respondents (excluding "don't know")



TRENDS: Satisfaction with Library Services

2022 vs. 2024

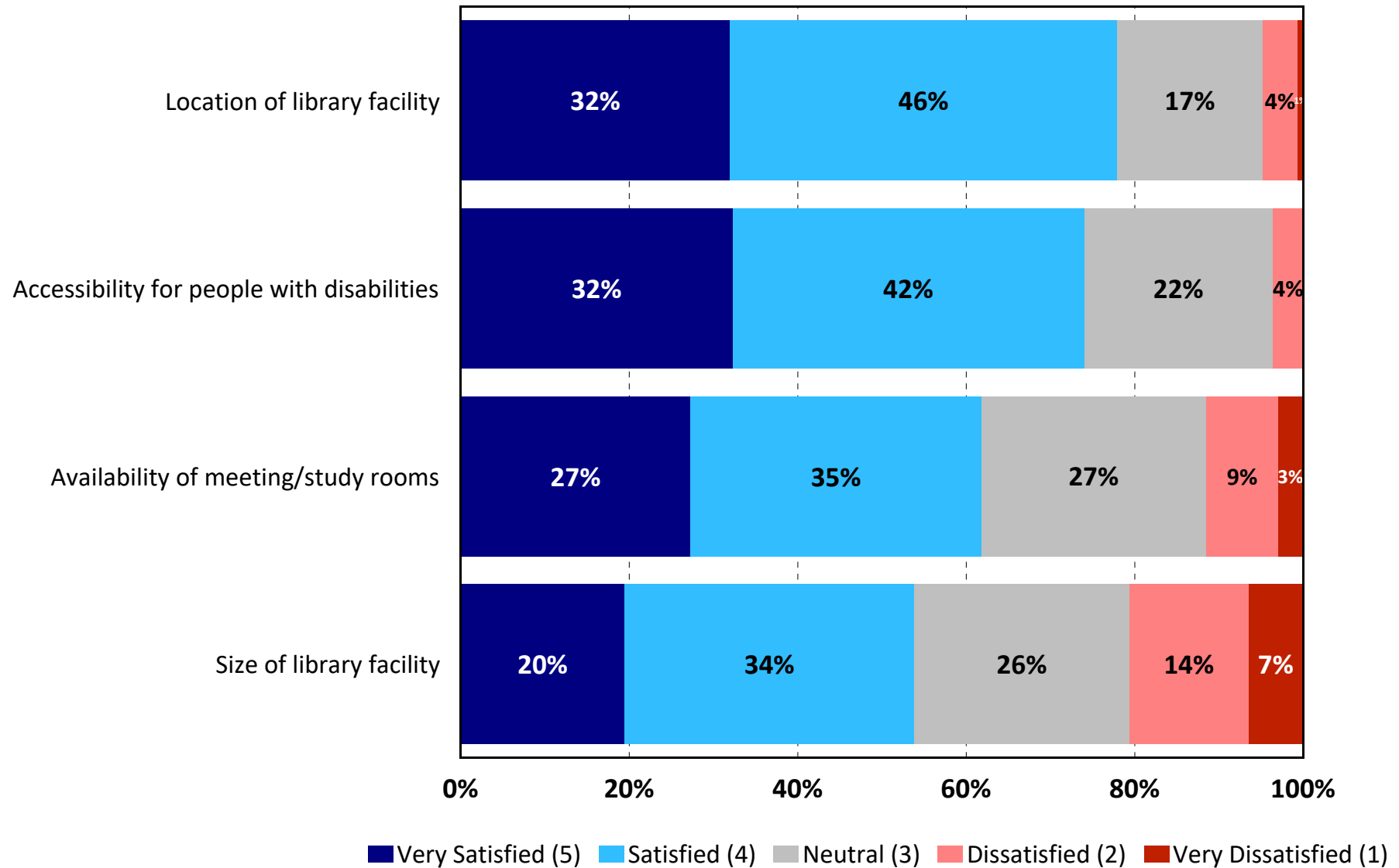
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



With the survey margin of error being +/- 4.7%, decreases and increases of less than 4.7% from 2022 to 2024 are not statistically significant and should not be interpreted as literal losses or improvements.

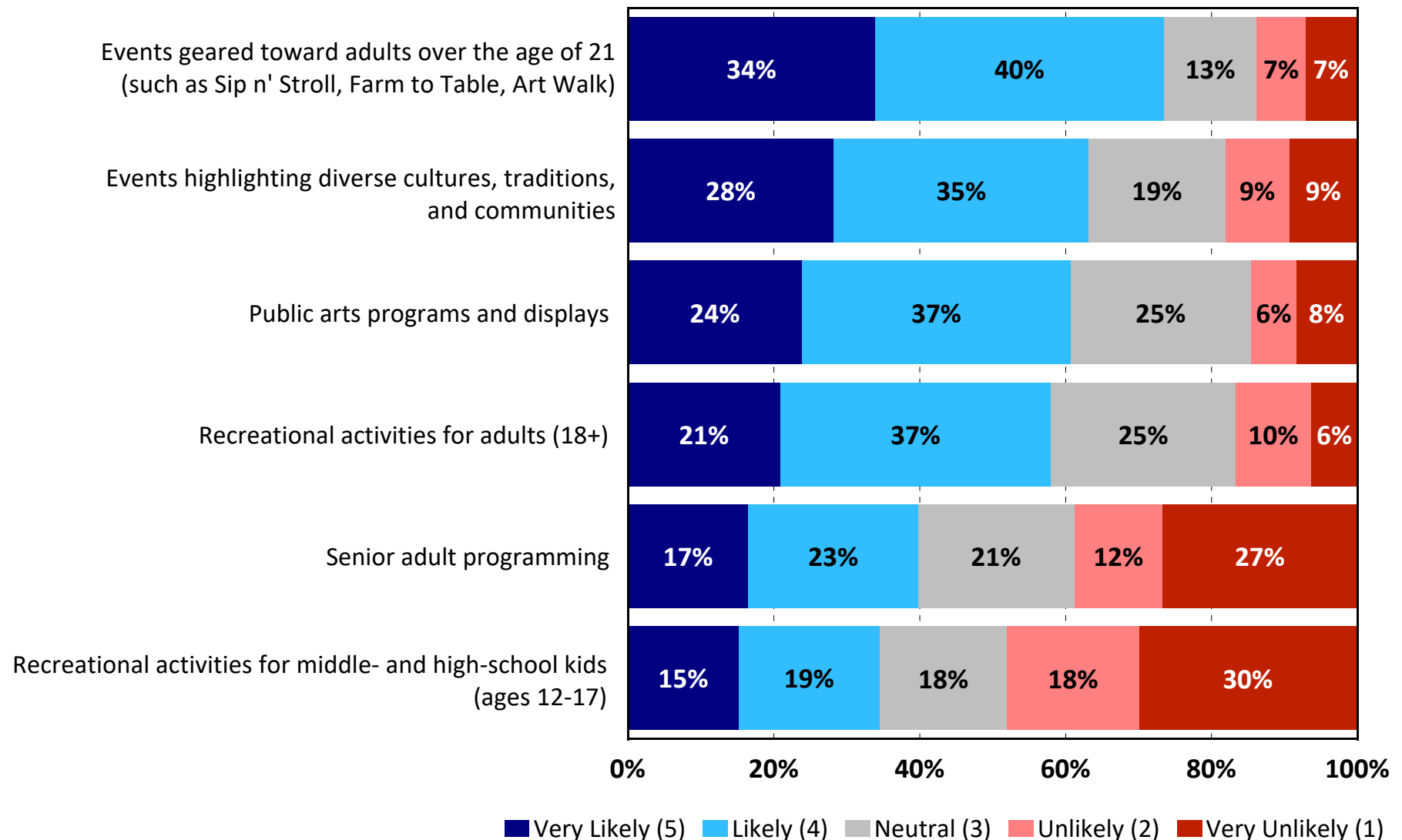
Q33. Satisfaction with the Library Facility

by percentage of respondents (excluding “don't know”)



Q34. Likelihood of Participating in the Following Programs and/or Events

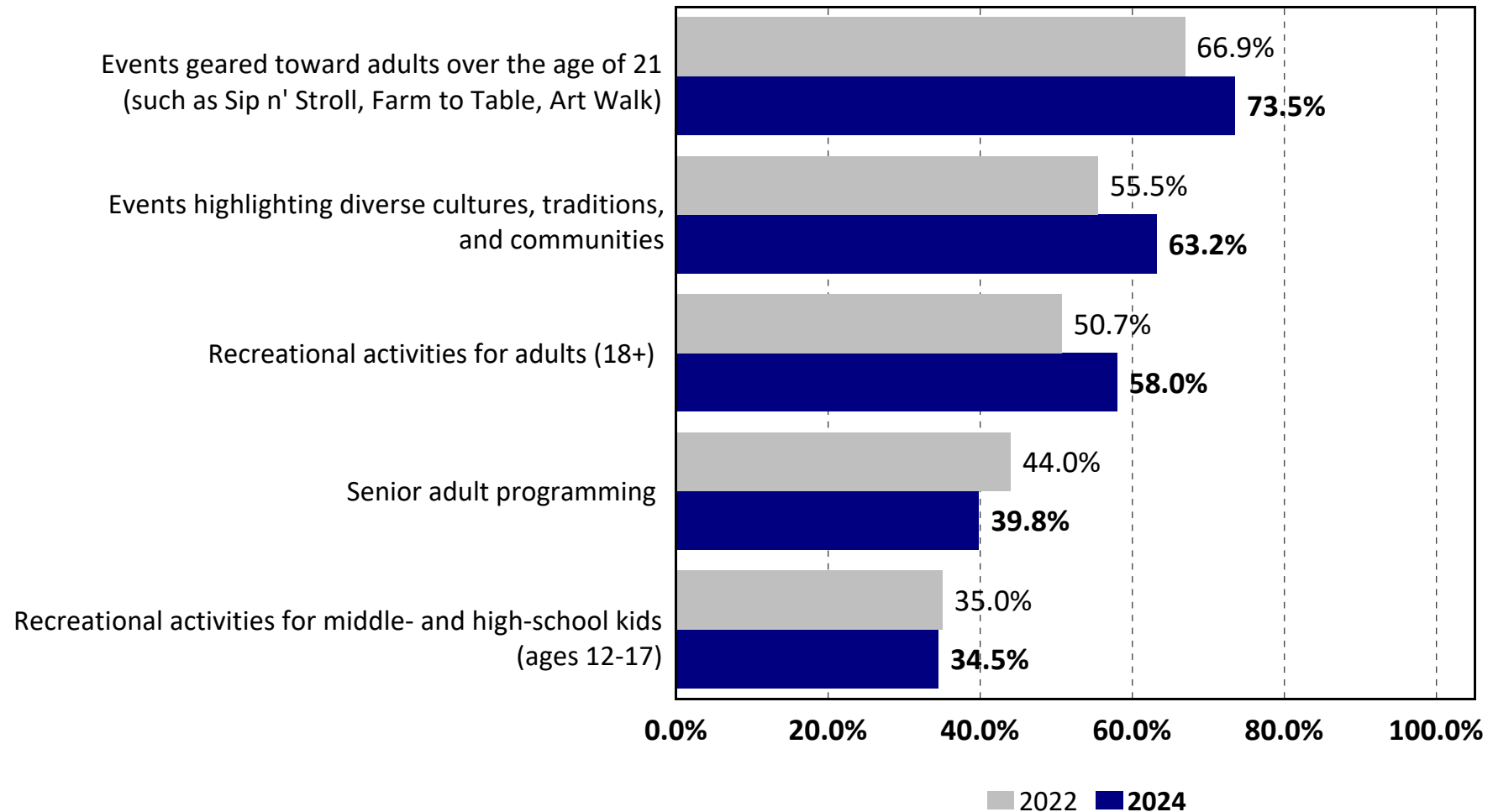
by percentage of respondents (excluding “don’t know”)



TRENDS: Likelihood of Participating in the Following Programs and/or Events

2022 vs. 2024

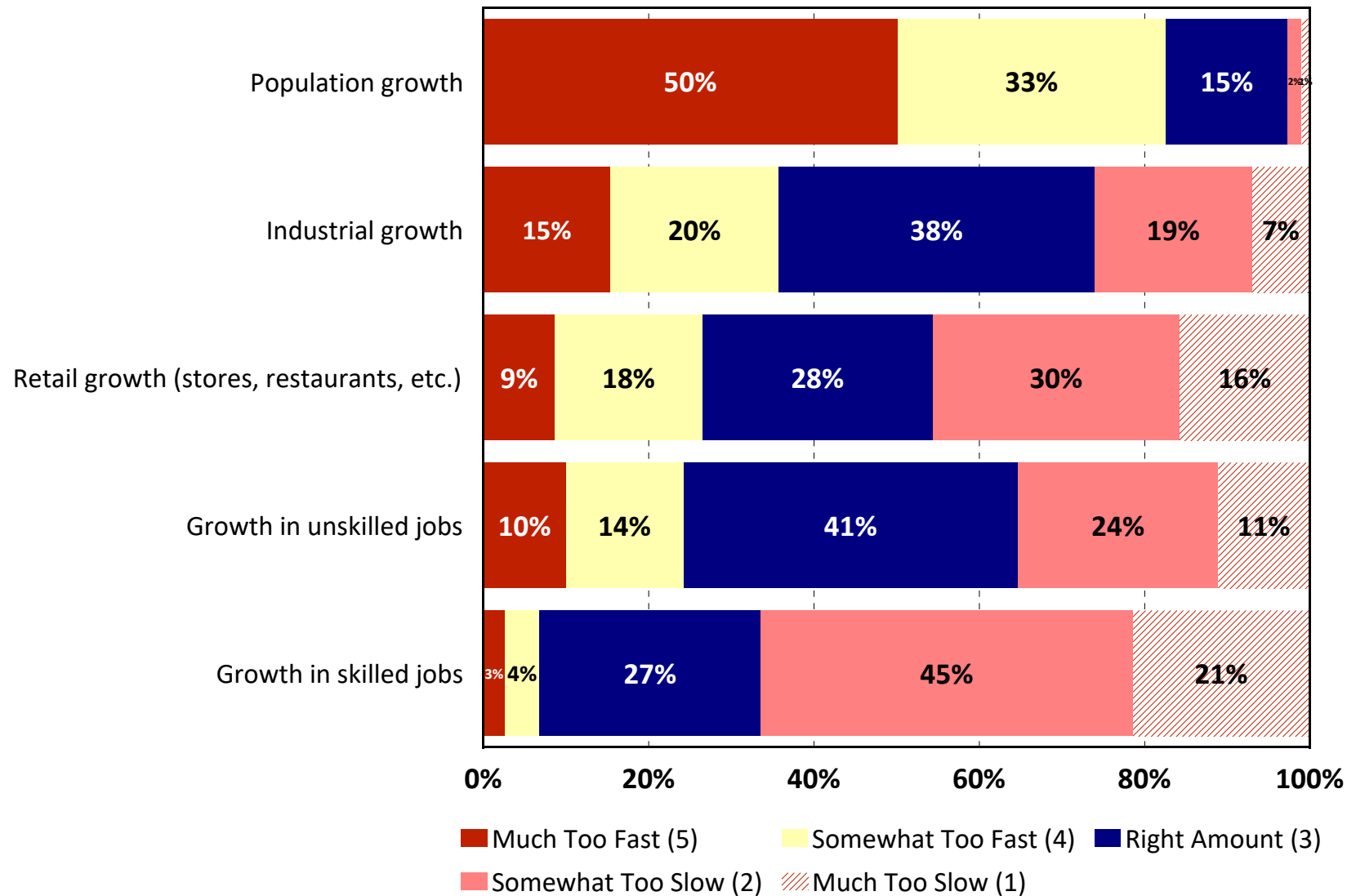
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



With the survey margin of error being +/- 4.7%, decreases and increases of less than 4.7% from 2022 to 2024 are not statistically significant and should not be interpreted as literal losses or improvements.

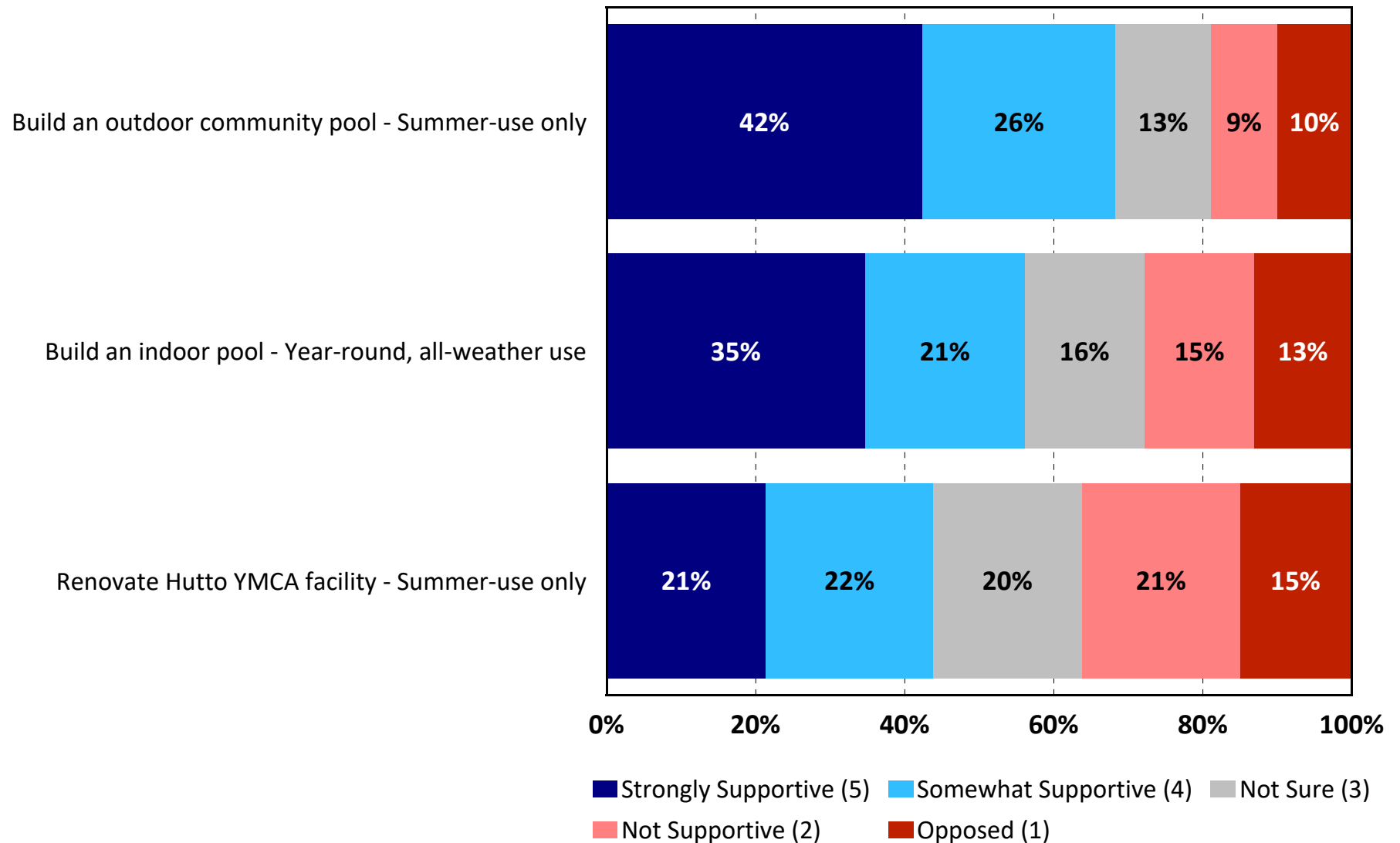
Q35. Perceptions of Economic Growth in the Following Areas

by percentage of respondents (excluding "don't know")



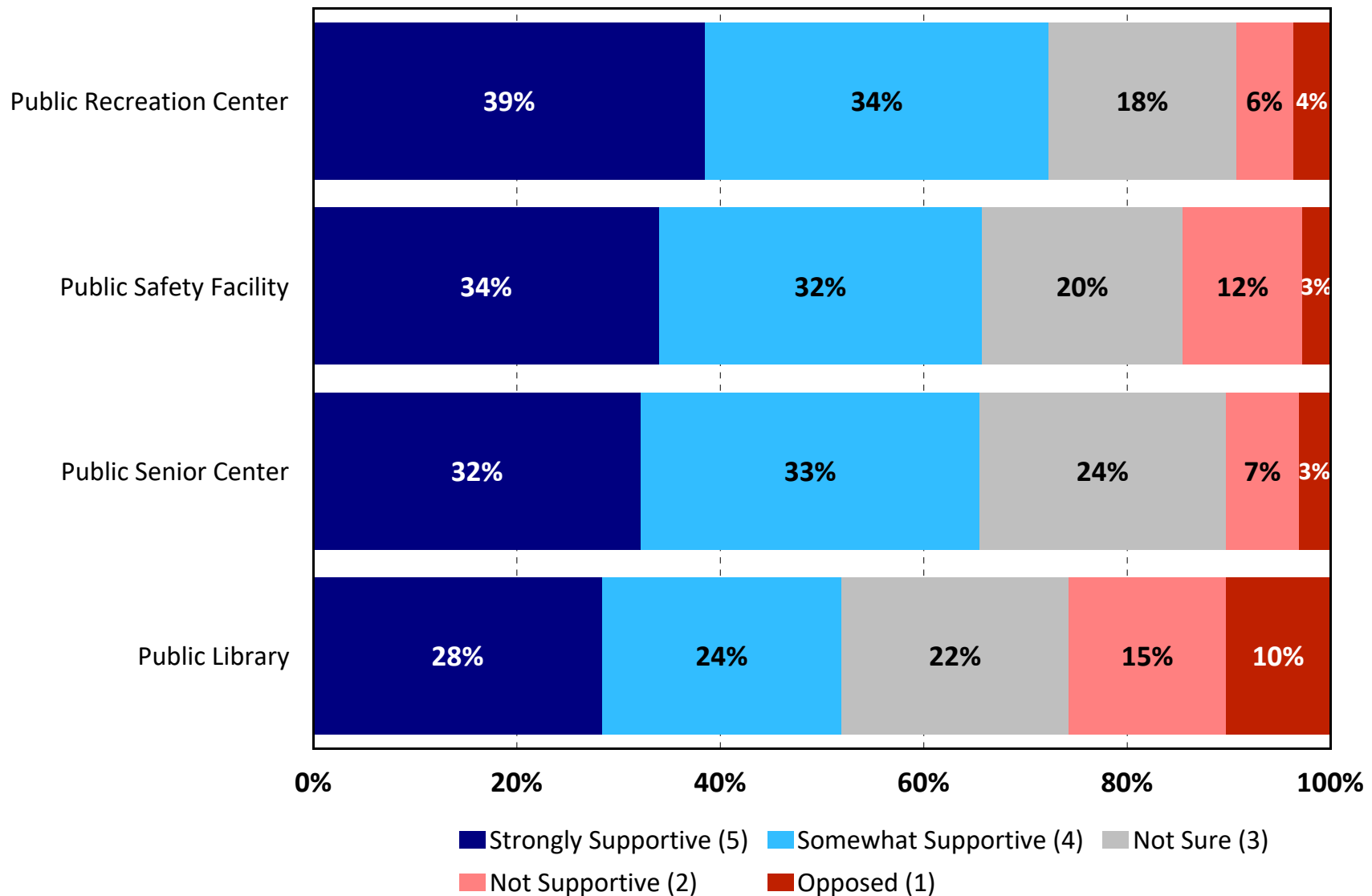
Q36. Level of Support for Funding the Following Aquatic Facilities

by percentage of respondents (excluding “don’t know”)



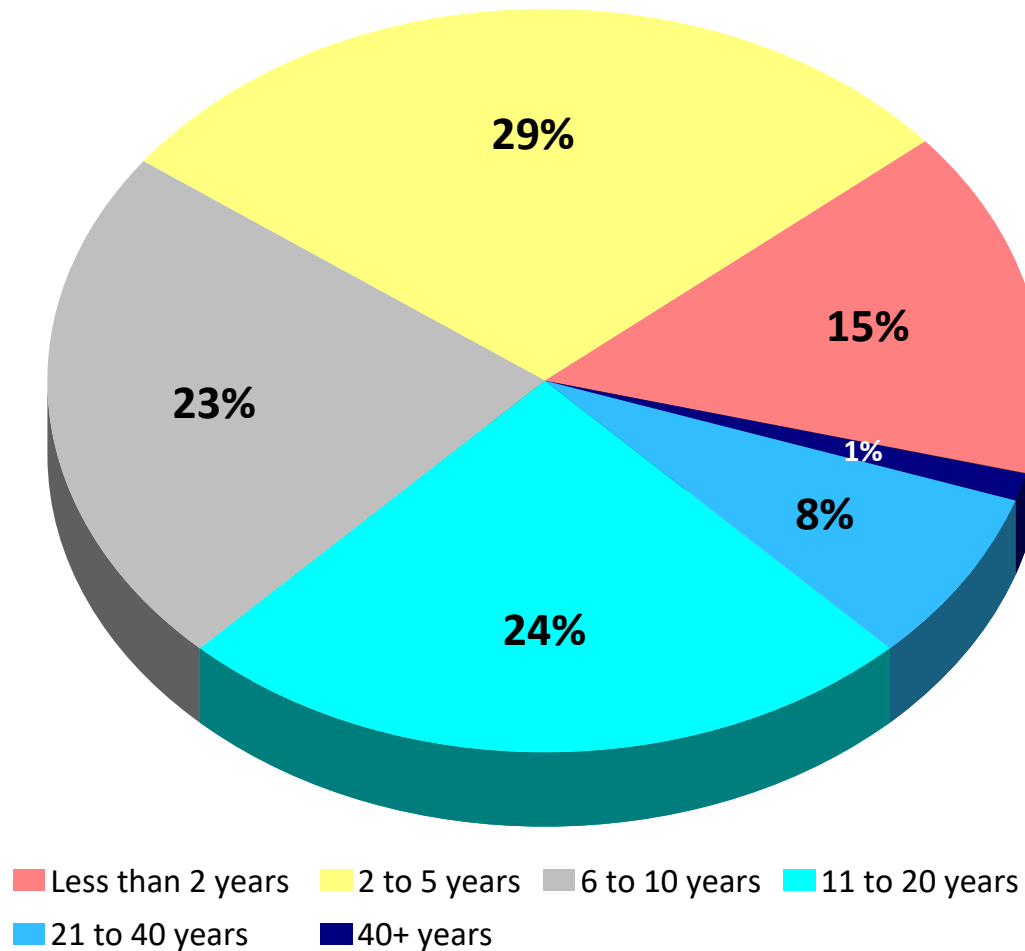
Q37. Level of Support for Funding the Following New Public Facilities

by percentage of respondents (excluding “don’t know”)



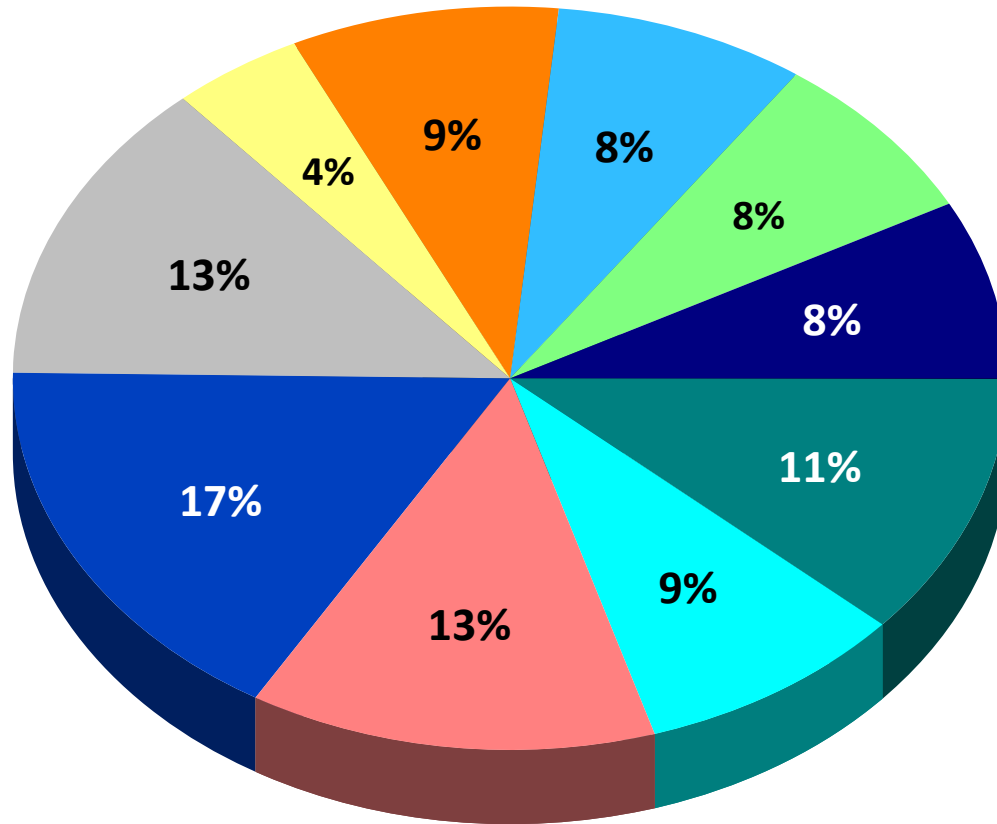
Q38. Demographics: How many years have you lived in the City of Hutto?

by percentage of respondents (excluding “not provided”)



Q39. Demographics: Ages of Household Members

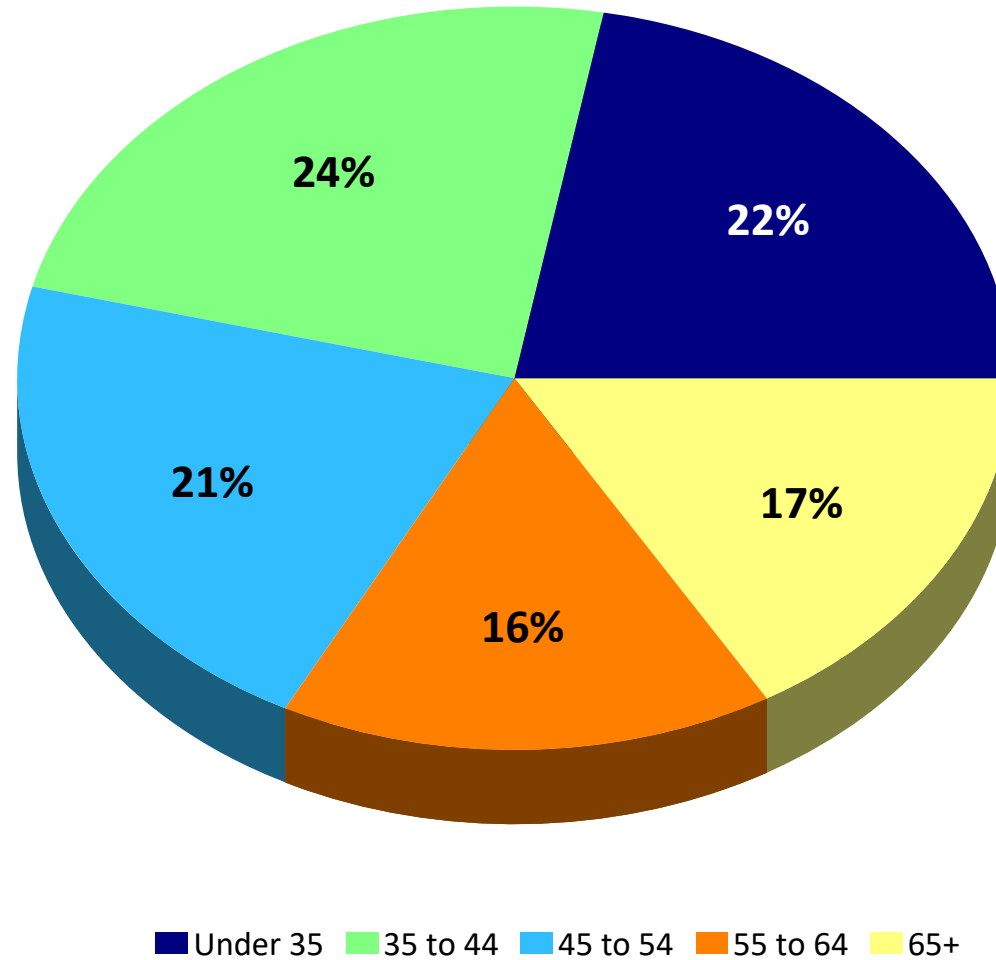
by percentage of persons in the household



■ Under age 5 ■ Ages 5 to 9 ■ Ages 10 to 14 ■ Ages 15 to 19
■ Ages 20 to 24 ■ Ages 25 to 34 ■ Ages 35 to 44 ■ Ages 45 to 54
■ Ages 55 to 64 ■ Ages 65+

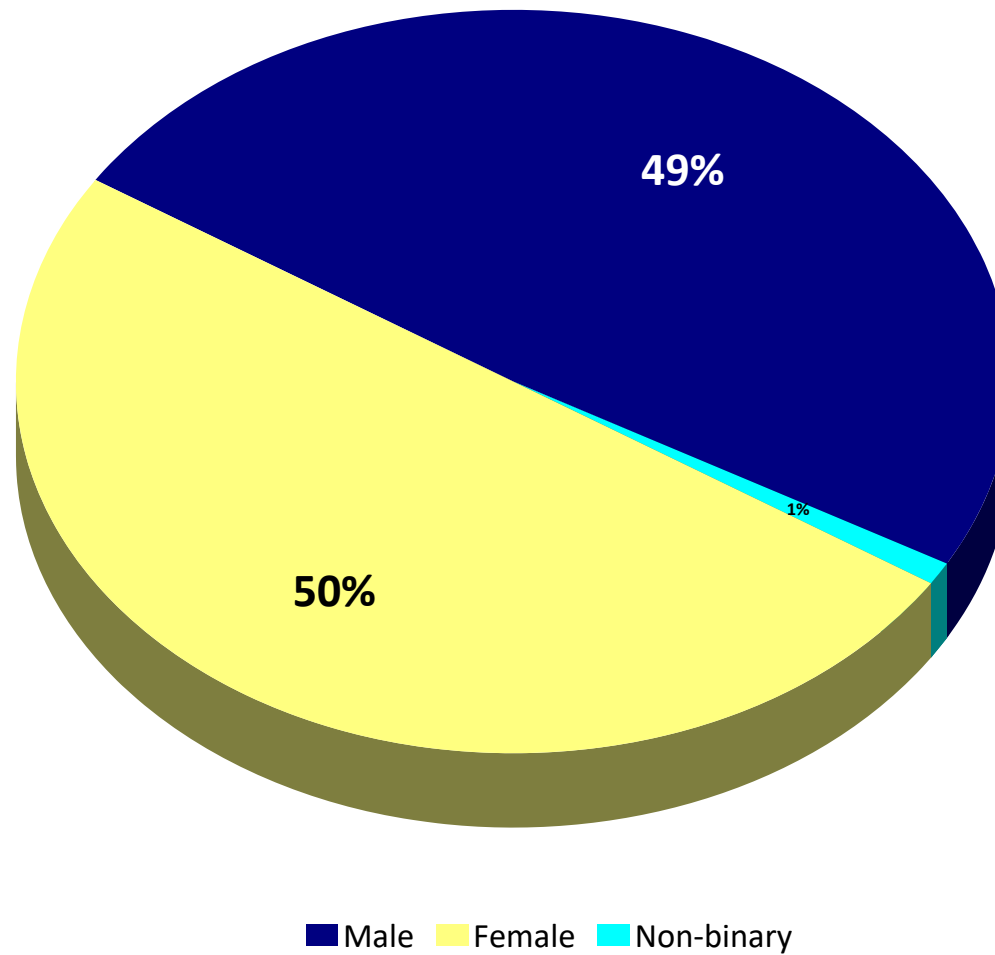
Q40. Demographics: Age of Respondent

by percentage of respondents (excluding “not provided”)



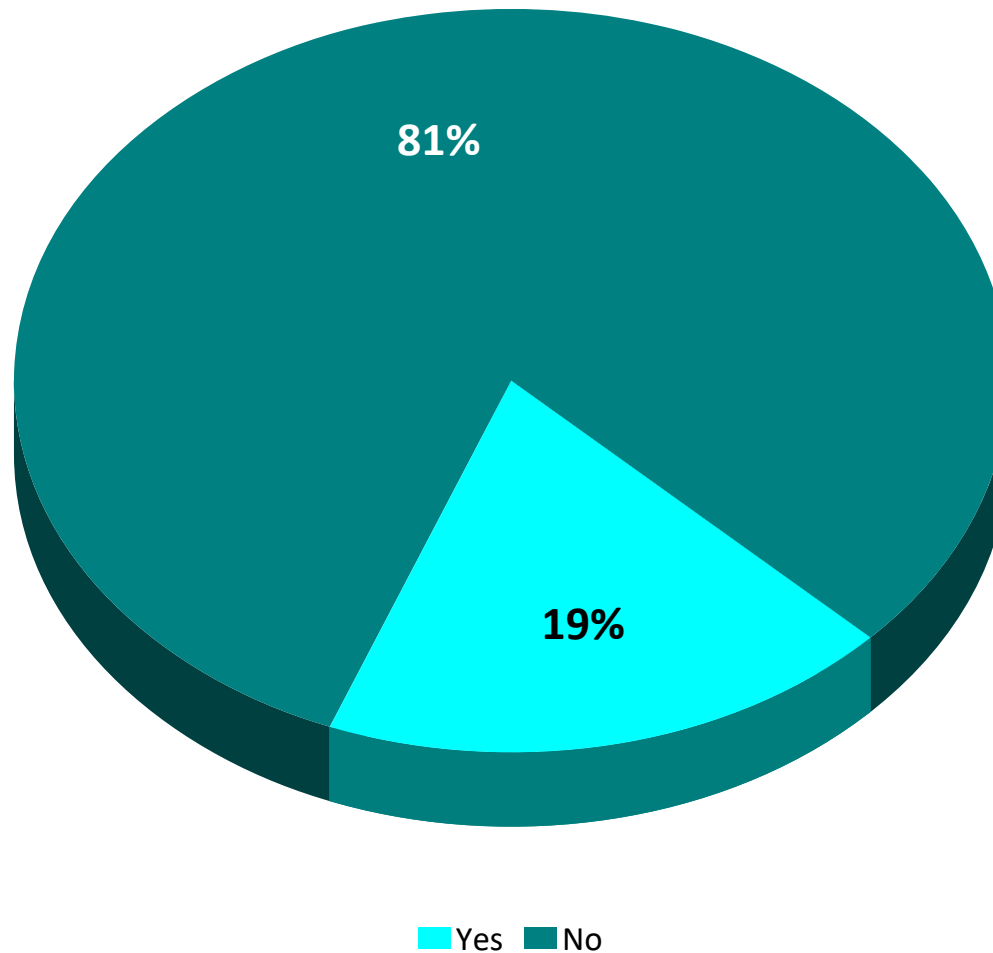
Q41. Demographics: Gender Identity

by percentage of respondents (excluding “not provided”)



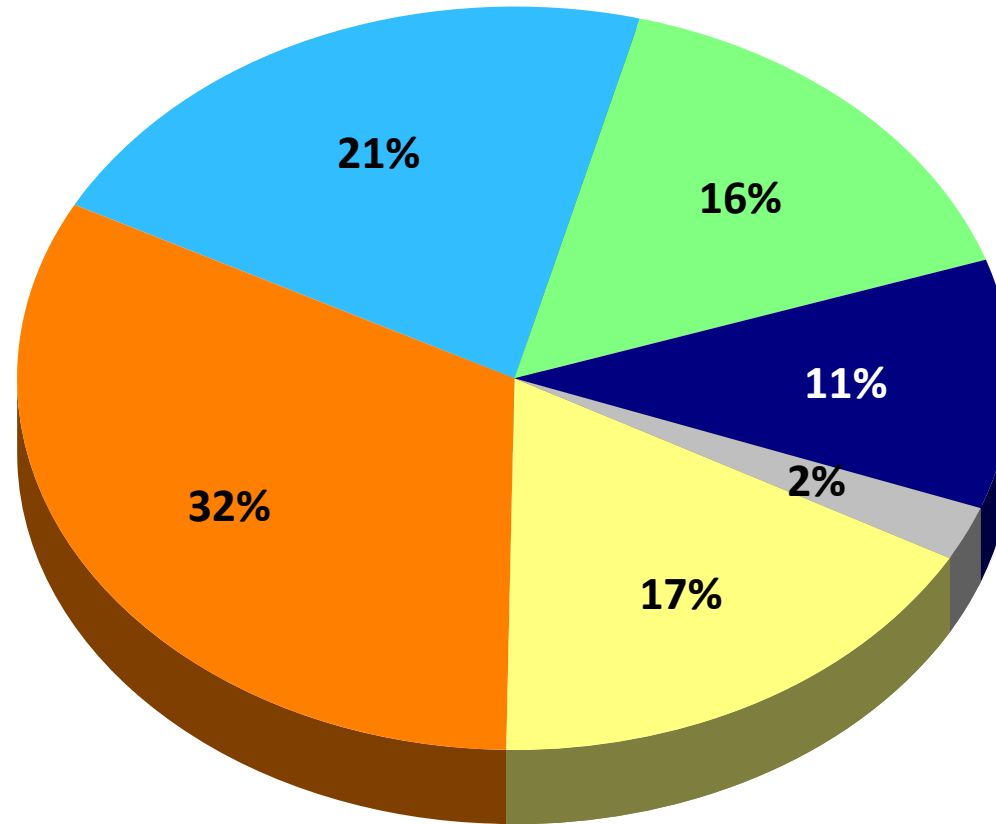
Q42. Demographics: Do you and/or someone in your household have a disability?

by percentage of respondents (excluding “not provided”)



Q43. Demographics: Anticipated Total Household Income for 2024

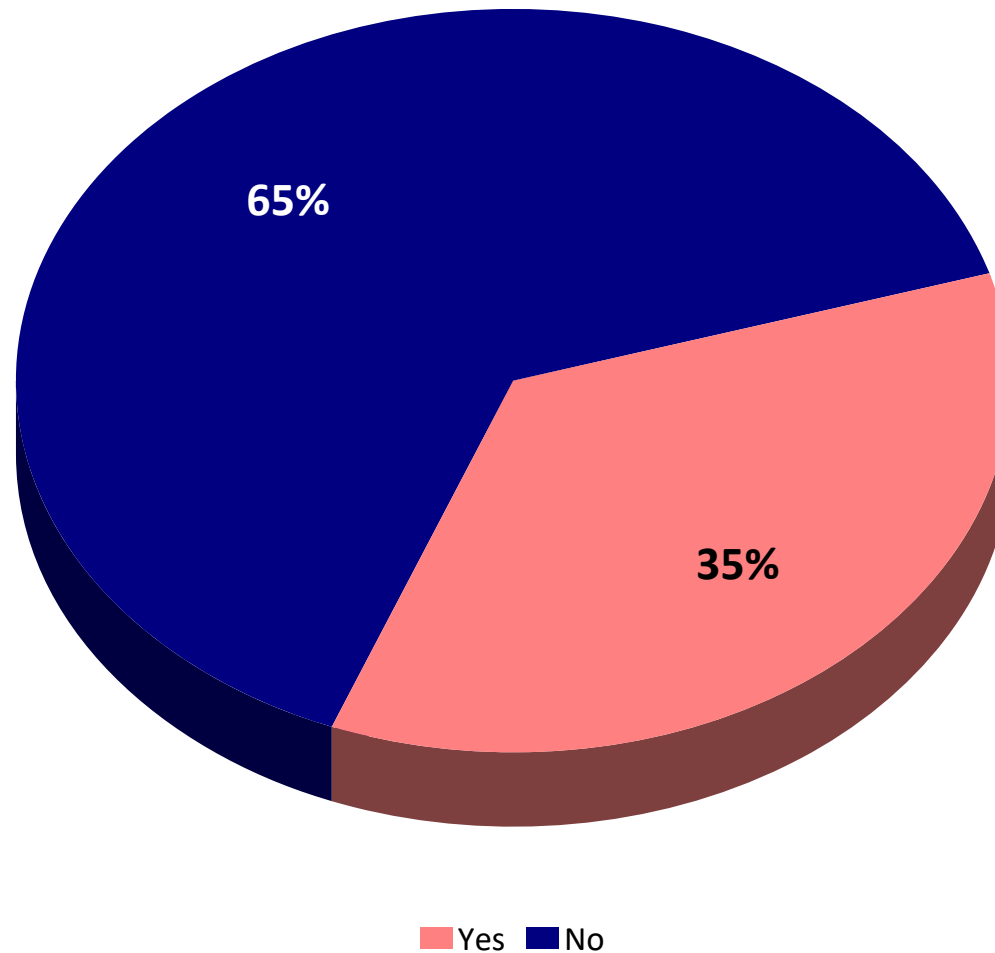
by percentage of respondents (excluding “not provided”)



■ Less than \$49,999
 ■ \$50K-\$74,999
 ■ \$75K-\$99,999
■ \$100K-\$149,999
 ■ \$150K-\$249,999
 ■ \$250K+

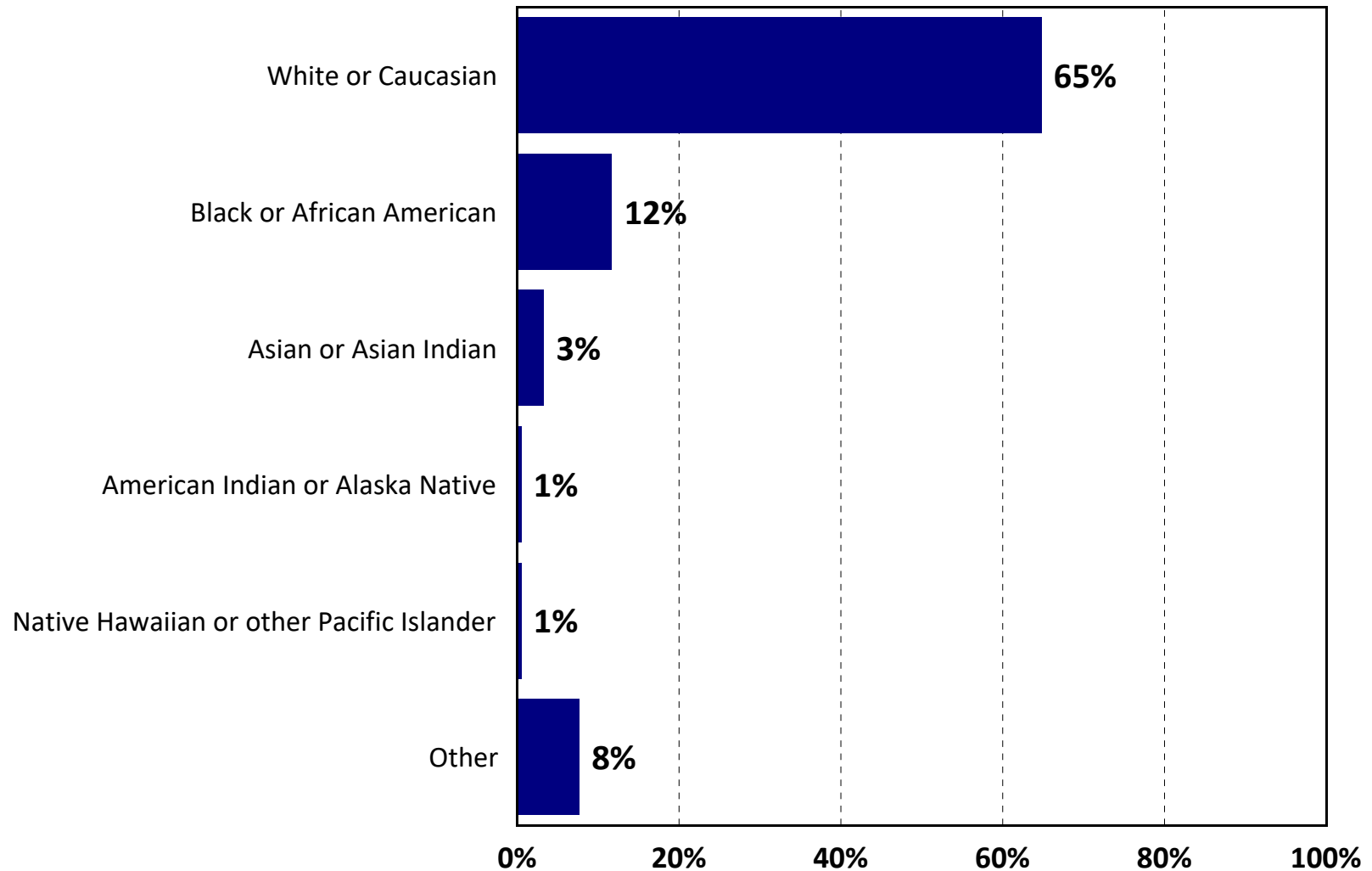
Q44. Demographics: Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry?

by percentage of respondents (excluding “not provided”)



Q45. Demographics: Which of the following best describes your race?

by percentage of respondents (multiple selections could be made)





Benchmarking Analysis

Benchmarking Analysis



Overview

ETC Institute's DirectionFinder® program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 500 cities and counties in 49 states.

This report contains benchmarking data from two sources. The first source is from a national survey that was administered by ETC Institute during the summer of 2023 to a random sample of over 10,000 residents in the continental United States. The second source is from a regional survey administered to a random sample of residents living in Texas during the summer of 2023.

The “U.S. Average” shown in the charts reflects the overall results of ETC Institute’s national survey of more than 10,000 residents; the Texas average shown in the charts reflects the results of the regional survey of residents living in the state of Texas.

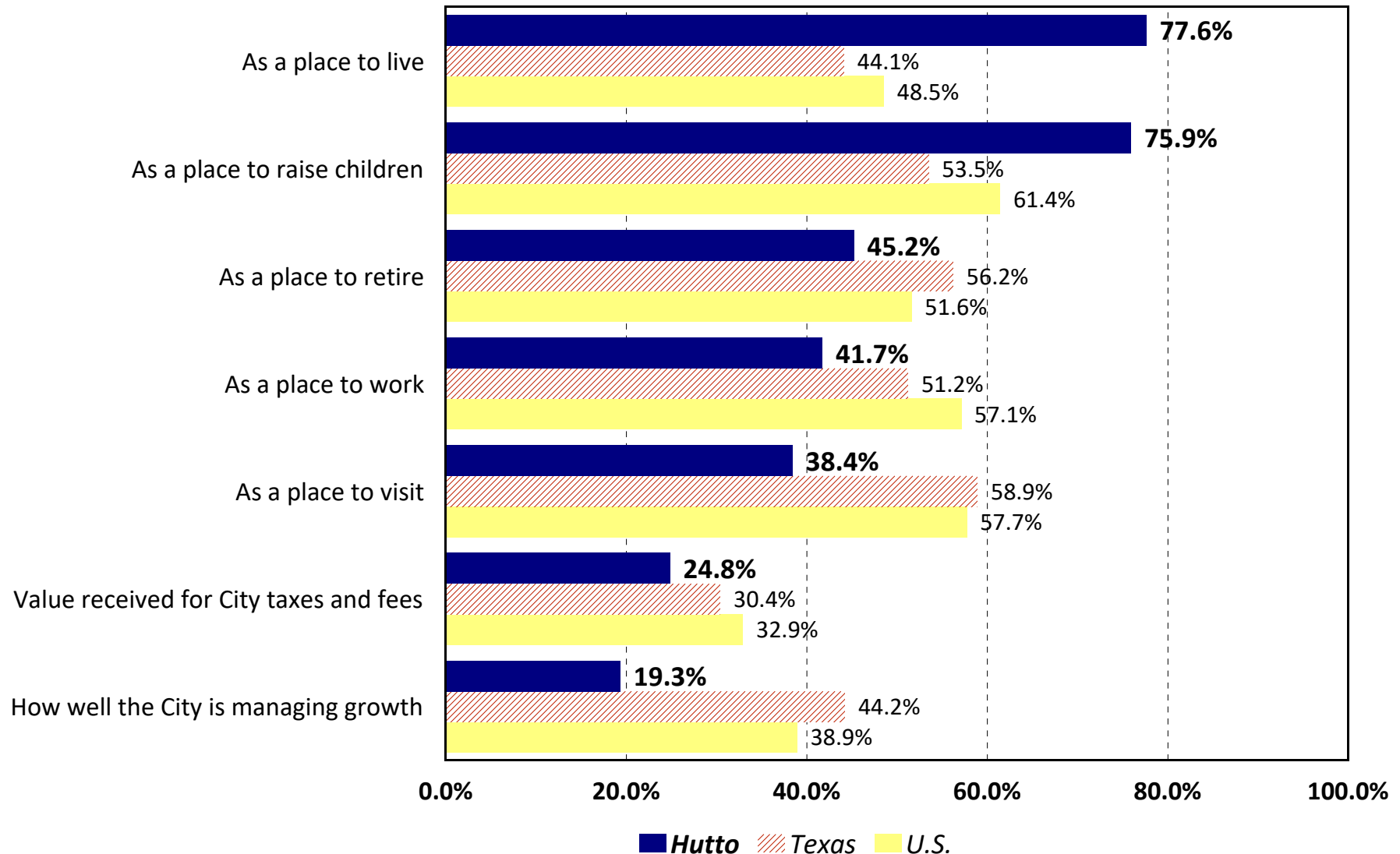
National Benchmarks

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 the City of Hutto, Texas is not authorized without written consent from ETC Institute.

Ratings of Quality of Life in the City

Hutto vs. Texas vs. the U.S.

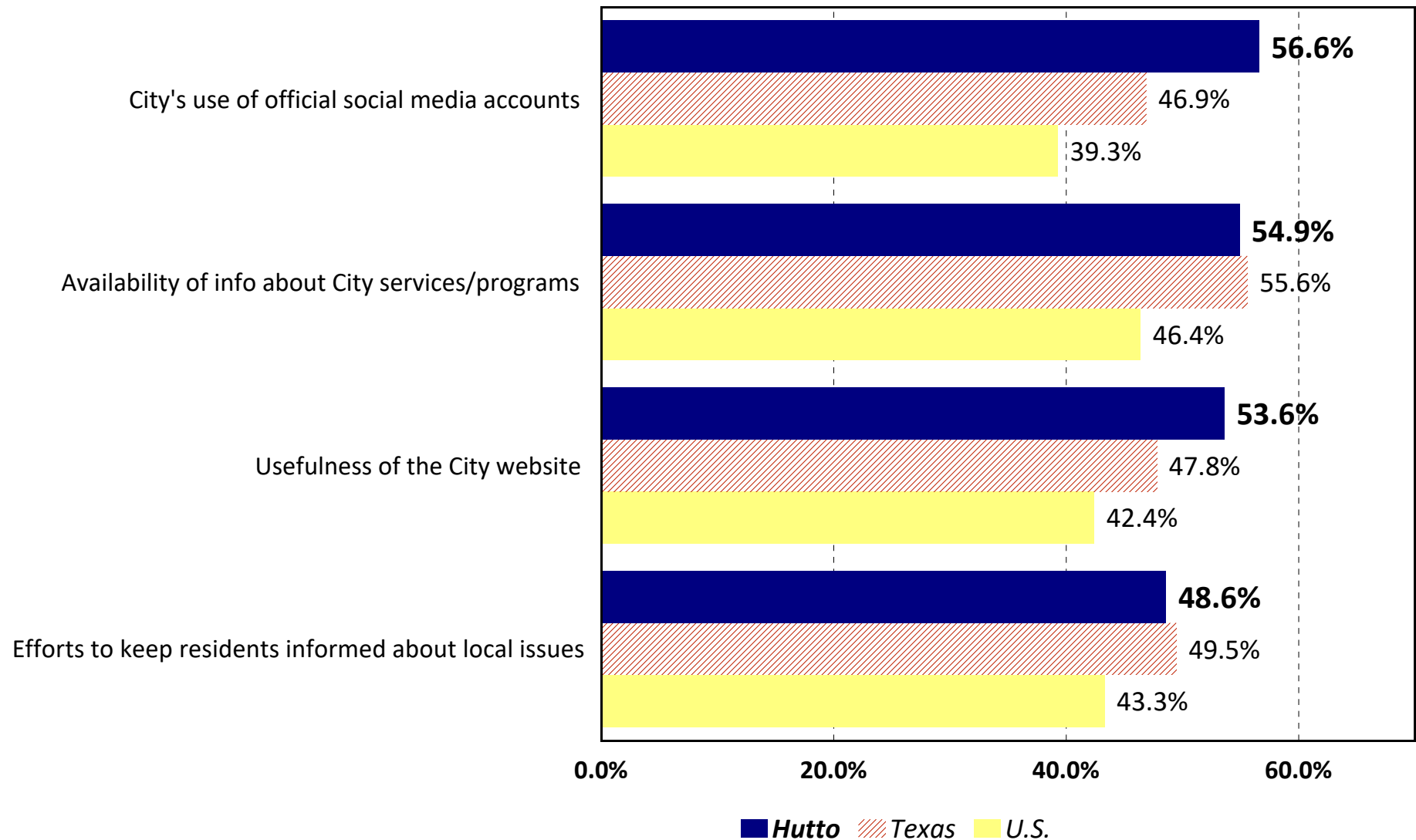
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "excellent" and 1 was "poor" (excluding "don't know")



Satisfaction with Communication Services

Hutto vs. Texas vs. the U.S.

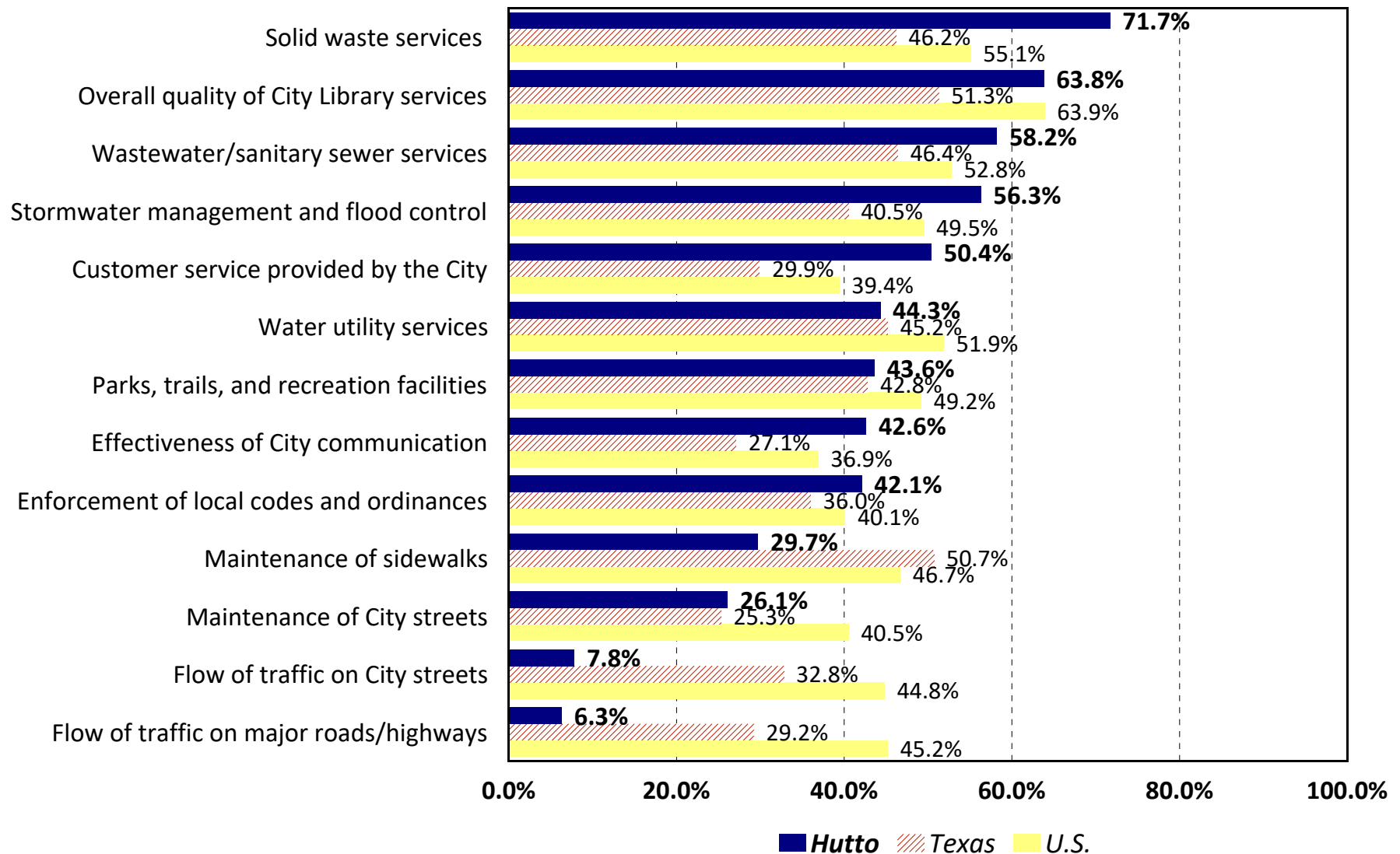
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Satisfaction with Major Categories of City Services

Hutto vs. Texas vs. the U.S.

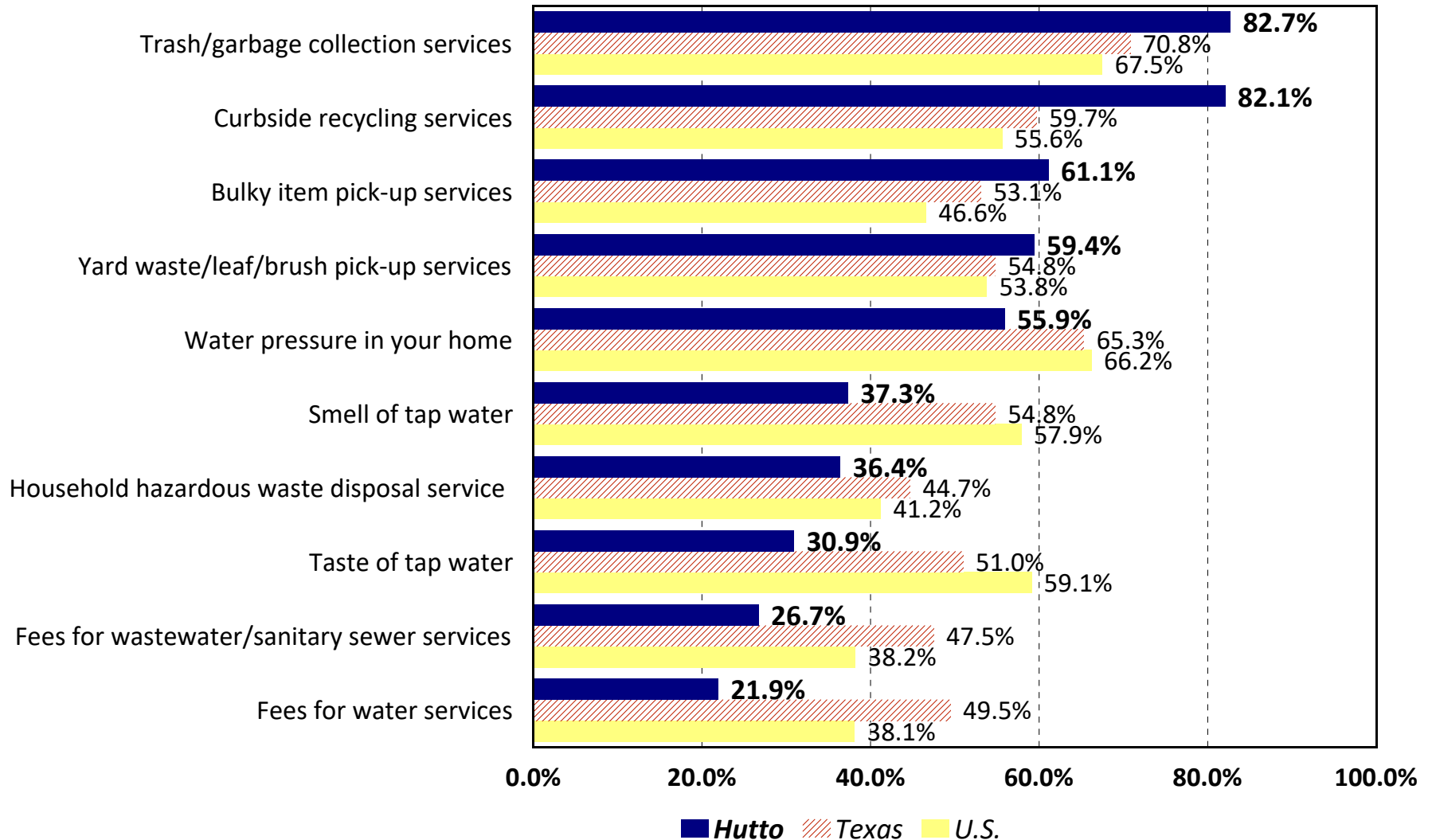
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Satisfaction with Waste and Utility Services

Hutto vs. Texas vs. the U.S.

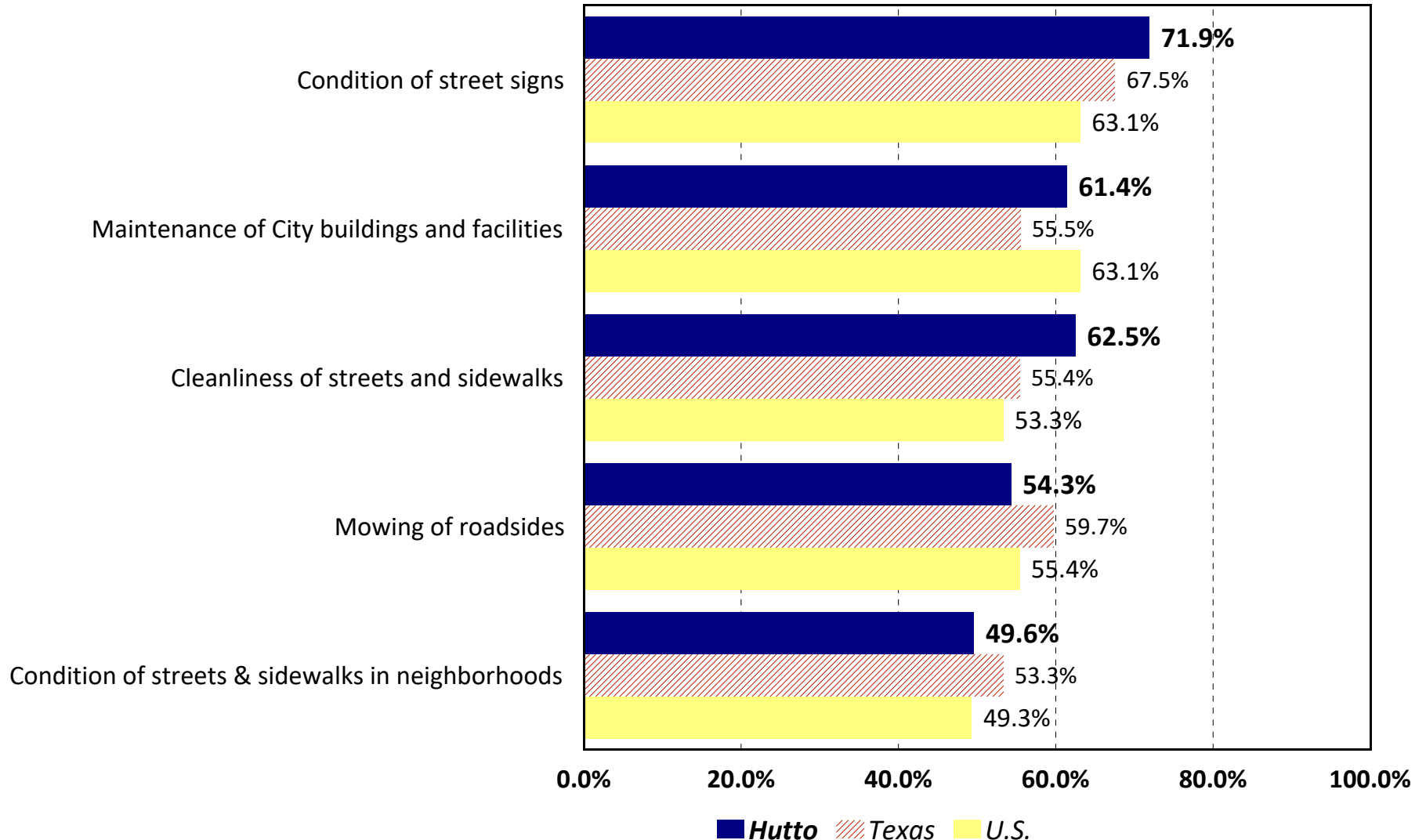
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Satisfaction with Maintenance Services

Hutto vs. Texas vs. the U.S.

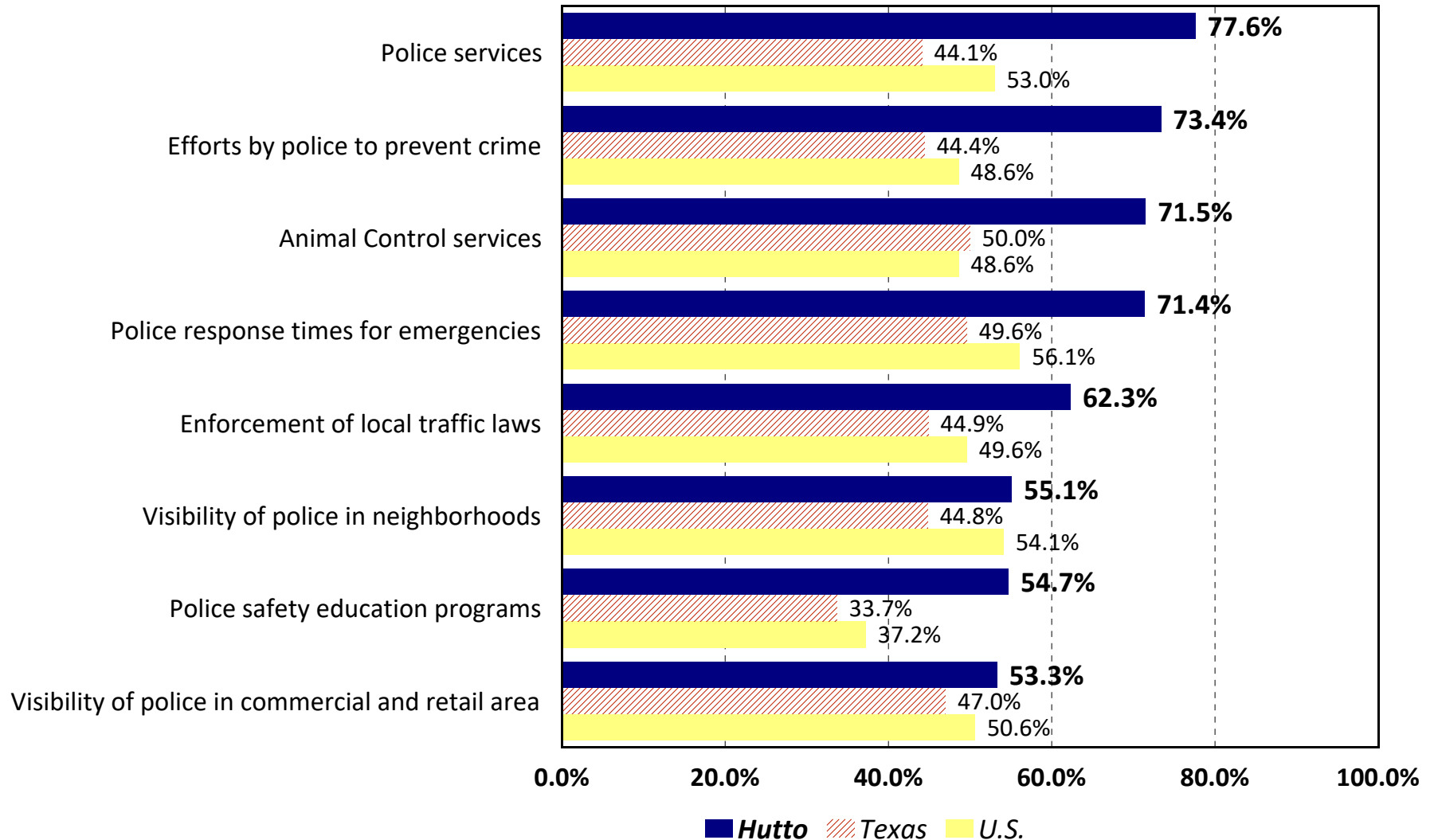
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Satisfaction with Police Services

Hutto vs. Texas vs. the U.S.

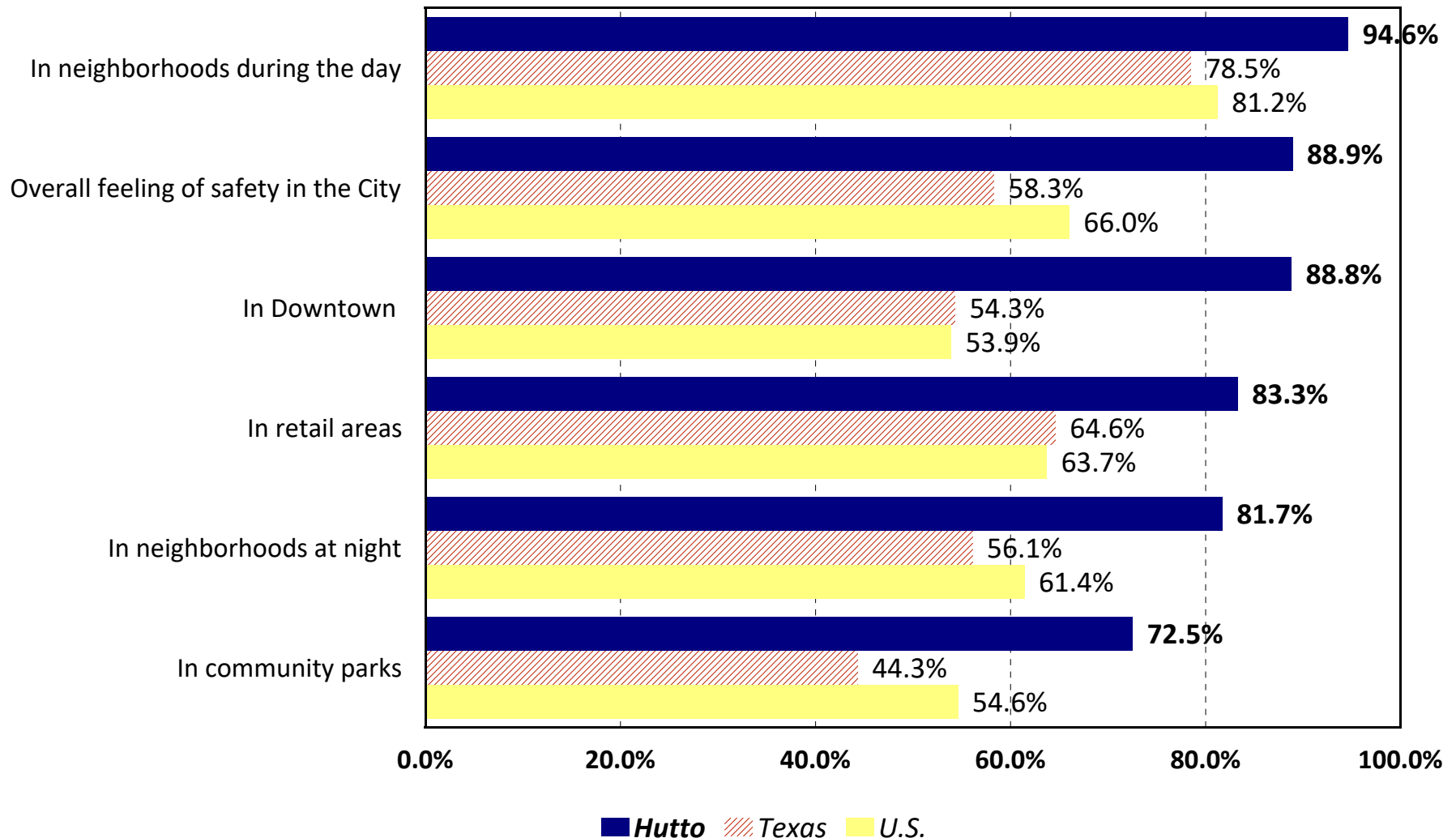
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Perceptions of Safety in the Community

Hutto vs. Texas vs. the U.S.

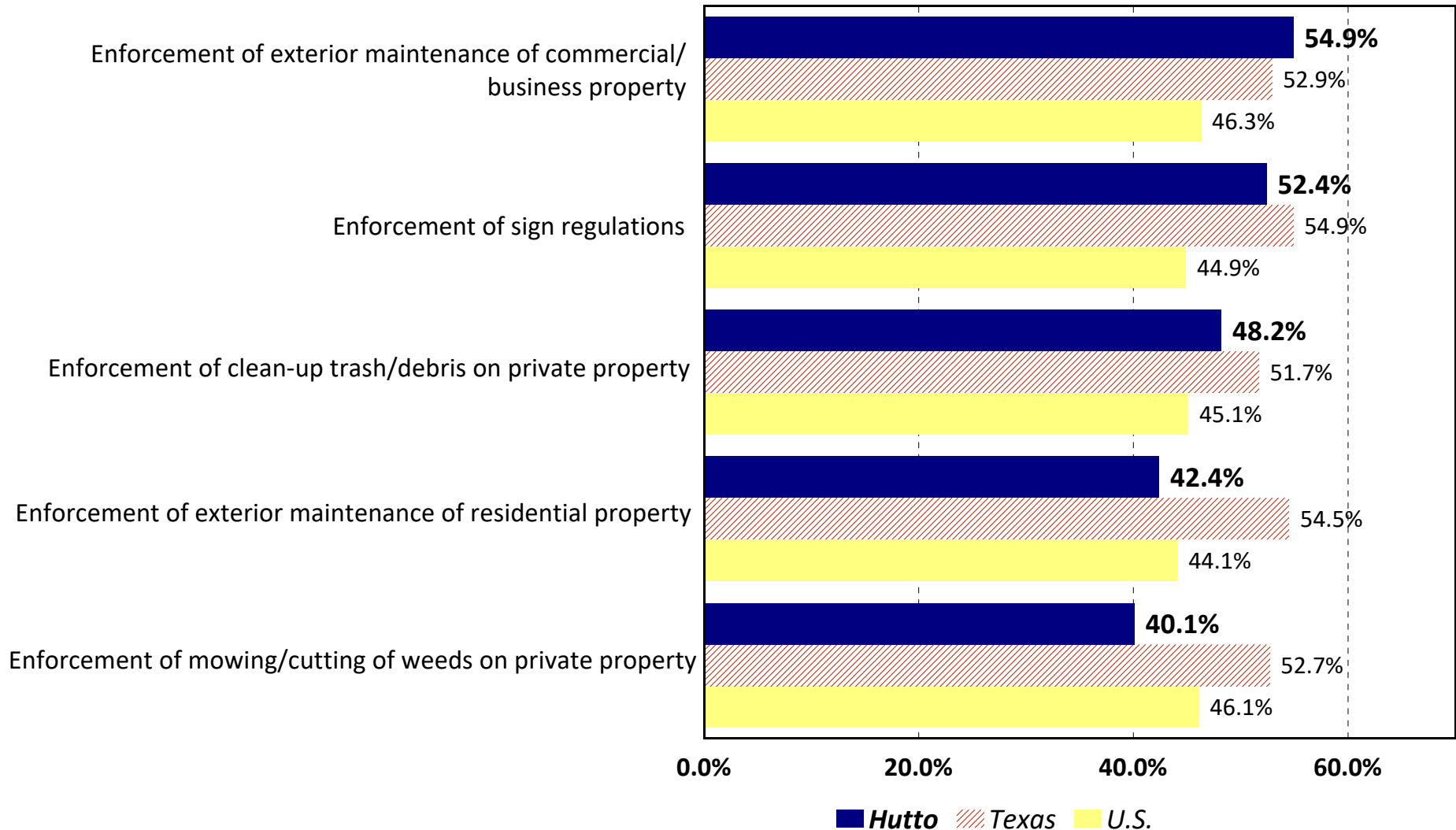
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very safe" and 1 was "very unsafe" (excluding "don't know")



Satisfaction with Code Enforcement

Hutto 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 know")





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, third, and fourth most important services for the City to emphasize. 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 categories of City services that should receive the most emphasis. More than half (51.3%) of the households surveyed selected "*maintenance of City streets*" as one of the most important services for the City to emphasize.

With regard to satisfaction, 26.1% of respondents rated "*maintenance of City streets*" 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, 51.3% was multiplied by 73.9% (1-0.261). This calculation yielded an I-S rating of 0.3791, which ranked third 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. 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 Hutto are provided on the following pages.

Importance-Satisfaction Analysis Ratings

2024 City of Hutto City Services & Culture Survey

Communication

Hutto, Texas

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Efforts to keep residents informed about local issues	66.0%	1	48.6%	5	0.3392	1
Availability of information about City services/programs	58.5%	2	54.9%	3	0.2638	2
High Priority (I-S = 0.10-0.20)						
Usefulness of the City website	29.4%	3	53.6%	4	0.1364	3
Medium Priority (I-S < 0.10)						
City's use of official social media accounts	22.4%	4	56.6%	2	0.0972	4
Usefulness of City's e-newsletter (Hey Hutto)	13.8%	5	59.6%	1	0.0558	5

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 receive the most emphasis from the City.

Satisfaction %:

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

Importance-Satisfaction Analysis Ratings

2024 City of Hutto City Services & Culture Survey

City's Current Communication in Various Areas

Hutto, Texas

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
City infrastructure projects	70.9%	1	25.4%	7	0.5289	1
City finances	51.1%	2	26.7%	6	0.3746	2
City economic development	47.1%	3	30.5%	5	0.3273	3
City emergency preparedness	37.8%	4	39.3%	2	0.2294	4
High Priority (I-S = 0.10-0.20)						
City programs and services	30.3%	5	35.4%	3	0.1957	5
Public input and participation opportunities	28.0%	6	35.0%	4	0.1820	6
Medium Priority (I-S < 0.10)						
City special events	19.4%	7	54.1%	1	0.0890	7

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 receive the most emphasis from the City.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" 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.

Importance-Satisfaction Analysis Ratings

2024 City of Hutto City Services & Culture Survey

Major Categories of Services

Hutto, Texas

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Flow of traffic on major roads/highways	82.2%	1	6.3%	14	0.7702	1
Flow of traffic on City streets	80.4%	2	7.8%	13	0.7413	2
Maintenance of City streets	51.3%	3	26.1%	12	0.3791	3
High Priority (I-S = 0.10-0.20)						
Water utility services	31.4%	4	44.3%	7	0.1749	4
Parks, trails, and recreation facilities	27.2%	5	43.6%	8	0.1534	5
Effectiveness of City communication	22.5%	6	42.6%	9	0.1292	6
Maintenance of sidewalks	15.8%	8	29.7%	11	0.1111	7
Medium Priority (I-S < 0.10)						
City events and recreational programs	17.0%	7	47.4%	6	0.0894	8
Enforcement of local codes and ordinances	14.7%	9	42.1%	10	0.0851	9
Customer service provided by the City	7.7%	10	50.4%	5	0.0382	10
Wastewater/sanitary sewer services	7.4%	11	58.2%	3	0.0309	11
Stormwater management and flood control	6.5%	13	56.3%	4	0.0284	12
Overall quality of City Library services	5.8%	14	63.8%	2	0.0210	13
Solid waste services	7.0%	12	71.7%	1	0.0198	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 receive the most emphasis from the City.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" 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.

Importance-Satisfaction Analysis Ratings

2024 City of Hutto City Services & Culture Survey

Water & Utility Services

Hutto, Texas

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Fees for water services	68.1%	1	21.9%	10	0.5319	1
Fees for wastewater/sanitary sewer services	53.0%	2	26.7%	9	0.3885	2
Taste of tap water	40.3%	3	30.9%	8	0.2785	3
High Priority (I-S = 0.10-0.20)						
Household hazardous waste disposal service	19.8%	5	36.4%	7	0.1259	4
Smell of tap water	19.2%	6	37.3%	6	0.1204	5
Water pressure in your home	24.5%	4	55.9%	5	0.1080	6
Medium Priority (I-S < 0.10)						
Bulky item pick-up services	18.7%	7	61.1%	3	0.0727	7
Yard waste/leaf/brush pick-up services	11.2%	9	59.4%	4	0.0455	8
Trash/garbage collection services	16.3%	8	82.7%	1	0.0282	9
Curbside recycling services	8.9%	10	82.1%	2	0.0159	10

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 receive the most emphasis from the City.

Satisfaction %:

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

Importance-Satisfaction Analysis Ratings

2024 City of Hutto City Services & Culture Survey

Maintenance Services

Hutto, Texas

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Condition of streets & sidewalks in neighborhoods	54.6%	1	49.6%	6	0.2752	1
High Priority (I-S = 0.10-0.20)						
Ease of reporting maintenance concerns	27.8%	3	39.8%	7	0.1674	2
Cleanliness of roadsides	39.1%	2	58.1%	4	0.1638	3
Medium Priority (I-S < 0.10)						
Mowing of roadsides	21.5%	4	54.3%	5	0.0983	4
Cleanliness of streets and sidewalks	20.6%	5	62.5%	3	0.0773	5
Condition of street signs	12.3%	6	71.9%	1	0.0346	6
Maintenance of City buildings and facilities	9.8%	7	71.7%	2	0.0277	7

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 receive the most emphasis from the City.

Satisfaction %:

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

Importance-Satisfaction Analysis Ratings

2024 City of Hutto City Services & Culture Survey

Police Services

Hutto, Texas

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (I-S = 0.10-0.20)						
Visibility of police in neighborhoods	42.9%	1	55.1%	7	0.1926	1
Visibility of police in commercial and retail areas	28.7%	5	53.3%	9	0.1340	2
Efforts by police to prevent crime	42.5%	2	73.4%	2	0.1131	3
Medium Priority (I-S < 0.10)						
Overall police relationship with the community	34.6%	3	72.5%	3	0.0952	4
Enforcement of local traffic laws	25.2%	7	62.3%	6	0.0950	5
Police response times for emergencies	30.5%	4	71.4%	5	0.0872	6
Police safety education programs	17.3%	9	54.7%	8	0.0784	7
Police services	28.0%	6	77.6%	1	0.0627	8
Animal Control services	20.4%	8	71.5%	4	0.0581	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 receive the most emphasis from the City.

Satisfaction %:

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

Importance-Satisfaction Analysis Ratings

2024 City of Hutto City Services & Culture Survey

Code Enforcement Services

Hutto, Texas

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Enforcement of clean-up trash/debris on private property	50.1%	1	48.2%	3	0.2595	1
Enforcement of mowing/cutting of weeds on private property	43.1%	2	40.1%	5	0.2582	2
High Priority (I-S = 0.10-0.20)						
Enforcement of exterior maintenance of commercial/business property	32.8%	3	54.9%	1	0.1479	3
Enforcement of exterior maintenance of residential property	25.6%	4	42.4%	4	0.1475	4
Enforcement of sign regulations	23.1%	5	52.4%	2	0.1100	5

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 receive the most emphasis from the City.

Satisfaction %:

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

Importance-Satisfaction Analysis Ratings

2024 City of Hutto City Services & Culture Survey

Parks and Recreation Facilities

Hutto, Texas

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Quality of walking and biking trails	39.4%	1	42.8%	5	0.2254	1
Public pools	24.7%	5	18.3%	12	0.2018	2
High Priority (I-S = 0.10-0.20)						
Neighborhood parks	35.3%	2	47.3%	2	0.1860	3
Trail connectivity	26.6%	4	32.2%	9	0.1803	4
Overall maintenance of City parks	30.1%	3	56.1%	1	0.1321	5
Playgrounds	20.8%	6	37.6%	6	0.1298	6
Picnic tables, shelters, and bathrooms	18.2%	8	33.9%	7	0.1203	7
Dog parks	16.6%	10	27.9%	11	0.1197	8
Tree canopy	20.5%	7	43.9%	3	0.1150	9
Medium Priority (I-S < 0.10)						
Outdoor athletic fields and courts	17.0%	9	43.1%	4	0.0967	10
Outdoor splash pads	14.2%	11	32.1%	10	0.0964	11
City facility rental fees	2.1%	12	33.9%	8	0.0139	12

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 receive the most emphasis from the City.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" 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.

Importance-Satisfaction Analysis Ratings

2024 City of Hutto City Services & Culture Survey

Parks and Recreation Programs

Hutto, Texas

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Nature-based programming	34.8%	3	15.7%	8	0.2934	1
Youth athletic and recreation programs	44.5%	1	34.9%	3	0.2897	2
Senior recreation programs	29.2%	4	20.4%	7	0.2324	3
Special events sponsored by the City	42.9%	2	51.0%	1	0.2102	4
High Priority (I-S = 0.10-0.20)						
Out of school programs/camps	26.5%	6	25.7%	6	0.1969	5
Fees charged for recreation programs	27.0%	5	31.2%	4	0.1858	6
Adult athletic programs	24.3%	7	27.4%	5	0.1764	7
Ease of registering for recreation programs	16.6%	8	38.4%	2	0.1023	8

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 receive the most emphasis from the City.

Satisfaction %:

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

4

Tabular Data

Q1. Quality of Life. Please rate the City of Hutto...

(N=429)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. As a place to live	18.4%	59.2%	15.9%	6.3%	0.2%	0.0%
Q1-2. As a place to raise children	18.6%	47.6%	16.8%	3.3%	0.9%	12.8%
Q1-3. As a place to retire	11.4%	28.9%	21.0%	17.5%	10.5%	10.7%
Q1-4. As a place to start or grow a business	11.4%	30.5%	25.2%	7.9%	4.7%	20.3%
Q1-5. As a place to visit	6.8%	31.0%	26.1%	23.8%	10.7%	1.6%
Q1-6. As a place to work	5.8%	28.4%	24.7%	16.8%	6.5%	17.7%
Q1-7. As a place for single adults to live	3.3%	18.9%	19.1%	21.7%	13.1%	24.0%
Q1-8. Sense of community pride	35.4%	45.2%	13.1%	4.2%	0.9%	1.2%
Q1-9. Recruiting & retaining quality City staff	3.7%	11.9%	31.0%	13.8%	13.1%	26.6%
Q1-10. How well City is managing growth	3.3%	15.6%	13.8%	24.5%	40.8%	2.1%
Q1-11. Collaboration with community organizations & businesses	9.3%	31.5%	24.7%	9.3%	8.2%	17.0%
Q1-12. Overall experience in Historic Downtown Hutto	15.9%	47.3%	19.1%	10.7%	4.0%	3.0%
Q1-13. Commitment to becoming & staying financially stable	6.1%	21.4%	28.2%	17.2%	14.0%	13.1%
Q1-14. Developing a diverse tax base	3.0%	19.8%	28.2%	17.7%	15.9%	15.4%
Q1-15. Overall value you receive for your City taxes & fees	4.4%	18.9%	29.4%	21.7%	19.6%	6.1%

WITHOUT "DON'T KNOW"**Q1. Quality of Life. Please rate the City of Hutto... (without "don't know")**

(N=429)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. As a place to live	18.4%	59.2%	15.9%	6.3%	0.2%
Q1-2. As a place to raise children	21.4%	54.5%	19.3%	3.7%	1.1%
Q1-3. As a place to retire	12.8%	32.4%	23.5%	19.6%	11.7%
Q1-4. As a place to start or grow a business	14.3%	38.3%	31.6%	9.9%	5.8%
Q1-5. As a place to visit	6.9%	31.5%	26.5%	24.2%	10.9%
Q1-6. As a place to work	7.1%	34.6%	30.0%	20.4%	7.9%
Q1-7. As a place for single adults to live	4.3%	24.8%	25.2%	28.5%	17.2%
Q1-8. Sense of community pride	35.8%	45.8%	13.2%	4.2%	0.9%
Q1-9. Recruiting & retaining quality City staff	5.1%	16.2%	42.2%	18.7%	17.8%
Q1-10. How well City is managing growth	3.3%	16.0%	14.0%	25.0%	41.7%
Q1-11. Collaboration with community organizations & businesses	11.2%	37.9%	29.8%	11.2%	9.8%
Q1-12. Overall experience in Historic Downtown Hutto	16.3%	48.8%	19.7%	11.1%	4.1%
Q1-13. Commitment to becoming & staying financially stable	7.0%	24.7%	32.4%	19.8%	16.1%
Q1-14. Developing a diverse tax base	3.6%	23.4%	33.3%	20.9%	18.7%
Q1-15. Overall value you receive for your City taxes & fees	4.7%	20.1%	31.3%	23.1%	20.8%

Q2. Please rate the likelihood you would recommend the City of Hutto to friends, family, and/or colleague in the following areas, using the scale below where 10 means "Extremely Likely" and 0 means "Not at All Likely."

(N=429)

	Extreme- ly likely	9	8	7	6	5	4	3	2	1	Not at all likely	Not provid- ed
Q2-1. Recommend City as a place to live	14.2%	10.0%	15.6%	11.9%	10.5%	14.7%	7.0%	5.6%	1.9%	3.3%	5.4%	0.0%
Q2-2. Buy your next home in Hutto	11.9%	5.1%	10.5%	10.3%	5.8%	12.8%	6.1%	5.8%	5.6%	4.4%	20.7%	0.9%
Q2-3. Retire in Hutto	13.1%	3.5%	8.4%	6.3%	4.9%	13.8%	4.9%	8.2%	6.8%	4.7%	23.3%	2.3%

WITHOUT "NOT PROVIDED"

Q2. Please rate the likelihood you would recommend the City of Hutto to friends, family, and/or colleague in the following areas, using the scale below where 10 means "Extremely Likely" and 0 means "Not at All Likely." (without "not provided")

(N=429)

	Extreme- ly likely	9	8	7	6	5	4	3	2	1	Not at all likely
Q2-1. Recommend City as a place to live	14.2%	10.0%	15.6%	11.9%	10.5%	14.7%	7.0%	5.6%	1.9%	3.3%	5.4%
Q2-2. Buy your next home in Hutto	12.0%	5.2%	10.6%	10.4%	5.9%	12.9%	6.1%	5.9%	5.6%	4.5%	20.9%
Q2-3. Retire in Hutto	13.4%	3.6%	8.6%	6.4%	5.0%	14.1%	5.0%	8.4%	6.9%	4.8%	23.9%

Q3. How important is it to you that Hutto become more attractive and visibly welcoming at entry points and along major corridors?

Q3. How important is it that Hutto become more attractive & visibly welcoming at entry points & along major corridors

	Number	Percent
Very important	131	30.5 %
Somewhat important	135	31.5 %
Neutral	64	14.9 %
Somewhat unimportant	40	9.3 %
Not important	57	13.3 %
Not provided	2	0.5 %
Total	429	100.0 %

WITHOUT "NOT PROVIDED"

Q3. How important is it to you that Hutto become more attractive and visibly welcoming at entry points and along major corridors? (without "not provided")

Q3. How important is it that Hutto become more attractive & visibly welcoming at entry points & along major corridors

	Number	Percent
Very important	131	30.7 %
Somewhat important	135	31.6 %
Neutral	64	15.0 %
Somewhat unimportant	40	9.4 %
Not important	57	13.3 %
Total	427	100.0 %

Q4. Diversity & Inclusion. Please rate your level of agreement with the following statements.

(N=429)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q4-1. City attracts people from diverse backgrounds to live here	16.3%	42.2%	23.5%	8.4%	3.3%	6.3%
Q4-2. City values residents from diverse backgrounds	14.7%	33.8%	29.6%	7.0%	4.2%	10.7%
Q4-3. City treats all residents fairly	14.0%	37.5%	22.4%	8.6%	5.1%	12.4%
Q4-4. City treats all residents with respect	15.6%	37.3%	23.3%	9.6%	4.0%	10.3%
Q4-5. City staff & leaders are accessible to all residents	11.0%	26.1%	28.4%	11.2%	3.5%	19.8%
Q4-6. City provides a safe environment for residents of all backgrounds	16.6%	44.8%	22.6%	5.6%	1.4%	9.1%

WITHOUT "DON'T KNOW"**Q4. Diversity & Inclusion. Please rate your level of agreement with the following statements. (without "don't know")**

(N=429)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q4-1. City attracts people from diverse backgrounds to live here	17.4%	45.0%	25.1%	9.0%	3.5%
Q4-2. City values residents from diverse backgrounds	16.4%	37.9%	33.2%	7.8%	4.7%
Q4-3. City treats all residents fairly	16.0%	42.8%	25.5%	9.8%	5.9%
Q4-4. City treats all residents with respect	17.4%	41.6%	26.0%	10.6%	4.4%
Q4-5. City staff & leaders are accessible to all residents	13.7%	32.6%	35.5%	14.0%	4.4%
Q4-6. City provides a safe environment for residents of all backgrounds	18.2%	49.2%	24.9%	6.2%	1.5%

Q5. Have you personally experienced discrimination of any kind in the Hutto community in recent years?

Q5. Have you personally experienced discrimination of any kind in Hutto community in recent years	Number	Percent
Yes	53	12.4 %
No	346	80.7 %
Not sure	15	3.5 %
Not provided	15	3.5 %
Total	429	100.0 %

WITHOUT "NOT PROVIDED"**Q5. Have you personally experienced discrimination of any kind in the Hutto community in recent years? (without "not provided")**

Q5. Have you personally experienced discrimination of any kind in Hutto community in recent years	Number	Percent
Yes	53	12.8 %
No	346	83.6 %
Not sure	15	3.6 %
Total	414	100.0 %

Q5a. If "Yes" to Question 5, was it based on any of the criteria below?

Q5a. Was the discrimination based on any criteria below	Number	Percent
Age	8	15.1 %
Gender	11	20.8 %
National origin	22	41.5 %
Religious beliefs	7	13.2 %
Political affiliation	12	22.6 %
Disability	5	9.4 %
Sexual orientation	8	15.1 %
Other	16	30.2 %
Total	89	

Q5a-8. Other

- Disagree with the mayor. He has a whole army to bash you and learn anything they can about you and smear your name around town.
- Monetary Class
- My wife and I were disrespected by the former city manager and mayor.
- Not agreeing with the current mayor and his group of supporters
- Race
- Race
- Race
- Race
- Race
- Skin color
- Special Needs son. Not by city staff, but by neighbors
- SPOUSE
- We moved here from California

Q6. Do you think the City is moving in the right direction in their efforts to make the City a diverse and inclusive place to visit, live, and work?

Q6. Do you think City is moving in the right direction in their efforts to make it a diverse & inclusive place to visit, live, & work

	Number	Percent
Yes	173	50.0 %
No	49	14.2 %
Not sure	107	30.9 %
Not provided	17	4.9 %
Total	346	100.0 %

WITHOUT "NOT PROVIDED"

Q6. Do you think the City is moving in the right direction in their efforts to make the City a diverse and inclusive place to visit, live, and work? (without "not provided")

Q6. Do you think City is moving in the right direction in their efforts to make it a diverse & inclusive place to visit, live, & work

	Number	Percent
Yes	173	52.6 %
No	49	14.9 %
Not sure	107	32.5 %
Total	329	100.0 %

Q7. Communication. Please rate your satisfaction with the following.

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Availability of information about City services & programs	8.6%	43.8%	29.4%	11.7%	2.1%	4.4%
Q7-2. Usefulness of City's eNewsletter (Hey Hutto)	15.2%	32.4%	25.2%	5.4%	1.6%	20.3%
Q7-3. Usefulness of City website	9.6%	39.4%	30.8%	8.9%	2.8%	8.6%
Q7-4. City efforts to keep residents informed about local issues	10.7%	35.4%	28.4%	14.7%	5.8%	4.9%
Q7-5. City's use of official City social media accounts (Facebook, Instagram, LinkedIn, YouTube, etc.)	13.5%	36.1%	27.3%	7.9%	2.8%	12.4%

WITHOUT "DON'T KNOW"**Q7. Communication. Please rate your satisfaction with the following. (without "don't know")**

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Availability of information about City services & programs	9.0%	45.9%	30.7%	12.2%	2.2%
Q7-2. Usefulness of City's eNewsletter (Hey Hutto)	19.0%	40.6%	31.6%	6.7%	2.0%
Q7-3. Usefulness of City website	10.5%	43.1%	33.7%	9.7%	3.1%
Q7-4. City efforts to keep residents informed about local issues	11.3%	37.3%	29.9%	15.4%	6.1%
Q7-5. City's use of official City social media accounts (Facebook, Instagram, LinkedIn, YouTube, etc.)	15.4%	41.2%	31.1%	9.0%	3.2%

Q8. Which TWO of the items listed in Question 7 do you think should receive the MOST EMPHASIS from the City?

Q8. Top choice	Number	Percent
Availability of information about City services & programs	136	31.7 %
Usefulness of City's eNewsletter (Hey Hutto)	24	5.6 %
Usefulness of City website	61	14.2 %
City efforts to keep residents informed about local issues	154	35.9 %
City's use of official City social media accounts (Facebook, Instagram, LinkedIn, YouTube, etc.)	36	8.4 %
None chosen	18	4.2 %
Total	429	100.0 %

Q8. Which TWO of the items listed in Question 7 do you think should receive the MOST EMPHASIS from the City?

Q8. 2nd choice	Number	Percent
Availability of information about City services & programs	115	26.8 %
Usefulness of City's eNewsletter (Hey Hutto)	35	8.2 %
Usefulness of City website	65	15.2 %
City efforts to keep residents informed about local issues	129	30.1 %
City's use of official City social media accounts (Facebook, Instagram, LinkedIn, YouTube, etc.)	60	14.0 %
None chosen	25	5.8 %
Total	429	100.0 %

SUM OF TOP 2 CHOICES**Q8. Which TWO of the items listed in Question 7 do you think should receive the MOST EMPHASIS from the City? (top 2)**

Q8. Sum of top 2 choices	Number	Percent
Availability of information about City services & programs	251	58.5 %
Usefulness of City's eNewsletter (Hey Hutto)	59	13.8 %
Usefulness of City website	126	29.4 %
City efforts to keep residents informed about local issues	283	66.0 %
City's use of official City social media accounts (Facebook, Instagram, LinkedIn, YouTube, etc.)	96	22.4 %
None chosen	18	4.2 %
Total	833	

Q9. Please rate your satisfaction with the City's current communication about:

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. City finances	4.4%	18.6%	31.5%	19.3%	12.6%	13.5%
Q9-2. City special events	13.8%	38.2%	28.4%	13.1%	2.6%	4.0%
Q9-3. City infrastructure (Capital Improvement Projects/CIP) projects	5.6%	18.2%	24.7%	22.8%	22.6%	6.1%
Q9-4. City programs & services	4.7%	27.7%	38.5%	15.2%	5.6%	8.4%
Q9-5. City economic development	3.7%	24.7%	30.5%	18.9%	15.4%	6.8%
Q9-6. City emergency preparedness	6.5%	27.3%	34.5%	13.1%	4.7%	14.0%
Q9-7. Public input & participation opportunities	5.1%	26.3%	36.1%	16.3%	6.1%	10.0%

WITHOUT "DON'T KNOW"**Q9. Please rate your satisfaction with the City's current communication about: (without "don't know")**

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. City finances	5.1%	21.6%	36.4%	22.4%	14.6%
Q9-2. City special events	14.3%	39.8%	29.6%	13.6%	2.7%
Q9-3. City infrastructure (Capital Improvement Projects/CIP) projects	6.0%	19.4%	26.3%	24.3%	24.1%
Q9-4. City programs & services	5.1%	30.3%	42.0%	16.5%	6.1%
Q9-5. City economic development	4.0%	26.5%	32.8%	20.3%	16.5%
Q9-6. City emergency preparedness	7.6%	31.7%	40.1%	15.2%	5.4%
Q9-7. Public input & participation opportunities	5.7%	29.3%	40.2%	18.1%	6.7%

Q9a. Which THREE of the items listed in Question 9 do you think should receive the MOST EMPHASIS from the City?

Q9a. Top choice	Number	Percent
City finances	103	24.0 %
City special events	18	4.2 %
City infrastructure (Capital Improvement Projects/CIP) projects	168	39.2 %
City programs & services	26	6.1 %
City economic development	33	7.7 %
City emergency preparedness	48	11.2 %
Public input & participation opportunities	20	4.7 %
None chosen	13	3.0 %
Total	429	100.0 %

Q9a. Which THREE of the items listed in Question 9 do you think should receive the MOST EMPHASIS from the City?

Q9a. 2nd choice	Number	Percent
City finances	50	11.7 %
City special events	32	7.5 %
City infrastructure (Capital Improvement Projects/CIP) projects	93	21.7 %
City programs & services	52	12.1 %
City economic development	91	21.2 %
City emergency preparedness	51	11.9 %
Public input & participation opportunities	42	9.8 %
None chosen	18	4.2 %
Total	429	100.0 %

Q9a. Which THREE of the items listed in Question 9 do you think should receive the MOST EMPHASIS from the City?

Q9a. 3rd choice	Number	Percent
City finances	66	15.4 %
City special events	33	7.7 %
City infrastructure (Capital Improvement Projects/CIP) projects	43	10.0 %
City programs & services	52	12.1 %
City economic development	78	18.2 %
City emergency preparedness	63	14.7 %
Public input & participation opportunities	58	13.5 %
None chosen	36	8.4 %
Total	429	100.0 %

SUM OF TOP 3 CHOICES

Q9a. Which THREE of the items listed in Question 9 do you think should receive the MOST EMPHASIS from the City? (top 3)

Q9a. Sum of top 3 choices	Number	Percent
City finances	219	51.0 %
City special events	83	19.3 %
City infrastructure (Capital Improvement Projects/CIP) projects	304	70.9 %
City programs & services	130	30.3 %
City economic development	202	47.1 %
City emergency preparedness	162	37.8 %
Public input & participation opportunities	120	28.0 %
None chosen	13	3.0 %
Total	1233	

Q10. What information sources do you use to get information about the City?

Q10. What information sources do you use to get information about City

	Number	Percent
City Public Access TV (PEG Channel)	9	2.1 %
City eNewsletter (Hey Hutto)	191	44.5 %
City official Facebook	252	58.7 %
Other City official social media (Instagram, LinkedIn, etc.)	111	25.9 %
City public meetings	61	14.2 %
City website	180	42.0 %
Community Impact newspaper	267	62.2 %
Taylor Press newspaper	39	9.1 %
Other periodicals	14	3.3 %
Local radio news	21	4.9 %
Local TV news	68	15.9 %
Community groups on social media	150	35.0 %
HOA/neighborhood newsletters	99	23.1 %
Word of mouth	153	35.7 %
Other	12	2.8 %
Total	1627	

Q10-15. Other

- Hutto groups on FB
- Mayor Facebook posts
- Mayor Mike Snyder does the best job of keeping us in the loop of what's really going on, and promoting local businesses via Facebook. He's the only one who gives us a forum for feedback without judgement or attitude.
- Mayor Schneider
- Mayor Snyder, who is extremely transparent
- Mayor's Facebook
- Mayor's Facebook
- Mayor's Facebook
- Neighbor
- Posted signs/banners
- Ring doorbell
- The Mayor

Q11. Which THREE information sources listed in Question 10 do you MOST PREFER to use to learn about City services, news, events, programs, or activities?

Q11. Top choice	Number	Percent
City Public Access TV (PEG Channel)	3	0.7 %
City eNewsletter (Hey Hutto)	103	24.0 %
City official Facebook	123	28.7 %
Other City official social media (Instagram, LinkedIn, etc.)	18	4.2 %
City public meetings	8	1.9 %
City website	66	15.4 %
Community Impact newspaper	56	13.1 %
Taylor Press newspaper	1	0.2 %
Local radio news	2	0.5 %
Community groups on social media	11	2.6 %
HOA/neighborhood newsletters	10	2.3 %
Word of mouth	5	1.2 %
Other	2	0.5 %
None chosen	21	4.9 %
Total	429	100.0 %

Q11. Which THREE information sources listed in Question 10 do you MOST PREFER to use to learn about City services, news, events, programs, or activities?

Q11. 2nd choice	Number	Percent
City Public Access TV (PEG Channel)	2	0.5 %
City eNewsletter (Hey Hutto)	47	11.0 %
City official Facebook	77	17.9 %
Other City official social media (Instagram, LinkedIn, etc.)	38	8.9 %
City public meetings	18	4.2 %
City website	64	14.9 %
Community Impact newspaper	86	20.0 %
Taylor Press newspaper	8	1.9 %
Other periodicals	1	0.2 %
Local radio news	4	0.9 %
Local TV news	17	4.0 %
Community groups on social media	24	5.6 %
HOA/neighborhood newsletters	6	1.4 %
Word of mouth	7	1.6 %
None chosen	30	7.0 %
Total	429	100.0 %

Q11. Which THREE information sources listed in Question 10 do you MOST PREFER to use to learn about City services, news, events, programs, or activities?

Q11. 3rd choice	Number	Percent
City Public Access TV (PEG Channel)	1	0.2 %
City eNewsletter (Hey Hutto)	44	10.3 %
City official Facebook	39	9.1 %
Other City official social media (Instagram, LinkedIn, etc.)	25	5.8 %
City public meetings	25	5.8 %
City website	72	16.8 %
Community Impact newspaper	73	17.0 %
Taylor Press newspaper	1	0.2 %
Other periodicals	5	1.2 %
Local radio news	2	0.5 %
Local TV news	12	2.8 %
Community groups on social media	30	7.0 %
HOA/neighborhood newsletters	25	5.8 %
Word of mouth	15	3.5 %
Other	1	0.2 %
None chosen	59	13.8 %

SUM OF TOP 3 CHOICES

Q11. Which THREE information sources listed in Question 10 do you MOST PREFER to use to learn about City services, news, events, programs, or activities? (top 3)

Q11. Sum of top 3 choices	Number	Percent
City Public Access TV (PEG Channel)	6	1.4 %
City eNewsletter (Hey Hutto)	194	45.2 %
City official Facebook	239	55.7 %
Other City official social media (Instagram, LinkedIn, etc.)	81	18.9 %
City public meetings	51	11.9 %
City website	202	47.1 %
Community Impact newspaper	215	50.1 %
Taylor Press newspaper	10	2.3 %
Other periodicals	6	1.4 %
Local radio news	8	1.9 %
Local TV news	29	6.8 %
Community groups on social media	65	15.2 %
HOA/neighborhood newsletters	41	9.6 %
Word of mouth	27	6.3 %
Other	3	0.7 %
None chosen	21	4.9 %
Total	1198	

Q12. Major Categories of Services. Please rate your satisfaction with the following.

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Customer service provided by City	9.1%	35.0%	34.3%	6.8%	2.3%	12.6%
Q12-2. Effectiveness of City communication	6.3%	33.6%	32.6%	16.8%	4.2%	6.5%
Q12-3. Enforcement of local codes & ordinances	8.2%	28.4%	29.4%	14.9%	6.1%	13.1%
Q12-4. Flow of traffic on City streets	1.9%	5.8%	9.1%	24.5%	58.3%	0.5%
Q12-5. Flow of traffic on major roads/highways	1.6%	4.7%	6.3%	29.1%	58.0%	0.2%
Q12-6. Maintenance of sidewalks	4.7%	24.2%	31.2%	19.8%	17.2%	2.8%
Q12-7. Maintenance of City streets	4.2%	21.7%	19.8%	28.9%	24.5%	0.9%
Q12-8. Overall quality of City Library services	17.2%	28.4%	19.8%	4.4%	1.6%	28.4%
Q12-9. City events & recreational programs	10.0%	33.1%	36.1%	8.9%	2.8%	9.1%
Q12-10. Parks, trails, & recreation facilities	7.9%	33.3%	31.0%	14.9%	7.5%	5.4%
Q12-11. Solid waste services (e.g. , trash, yard waste, & recycling)	19.6%	49.7%	17.9%	6.8%	2.6%	3.5%
Q12-12. Stormwater management & flood control	10.3%	41.0%	30.3%	6.8%	2.8%	8.9%
Q12-13. Wastewater/sanitary sewer services	11.4%	42.2%	27.7%	7.7%	3.0%	7.9%
Q12-14. Water utility services	7.5%	33.8%	24.2%	17.0%	10.7%	6.8%

WITHOUT "DON'T KNOW"**Q12. Major Categories of Services. Please rate your satisfaction with the following. (without "don't know")**

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Customer service provided by City	10.4%	40.0%	39.2%	7.7%	2.7%
Q12-2. Effectiveness of City communication	6.7%	35.9%	34.9%	18.0%	4.5%
Q12-3. Enforcement of local codes & ordinances	9.4%	32.7%	33.8%	17.2%	7.0%
Q12-4. Flow of traffic on City streets	1.9%	5.9%	9.1%	24.6%	58.5%
Q12-5. Flow of traffic on major roads/highways	1.6%	4.7%	6.3%	29.2%	58.2%
Q12-6. Maintenance of sidewalks	4.8%	24.9%	32.1%	20.4%	17.7%
Q12-7. Maintenance of City streets	4.2%	21.9%	20.0%	29.2%	24.7%
Q12-8. Overall quality of City Library services	24.1%	39.7%	27.7%	6.2%	2.3%
Q12-9. City events & recreational programs	11.0%	36.4%	39.7%	9.7%	3.1%
Q12-10. Parks, trails, & recreation facilities	8.4%	35.2%	32.8%	15.8%	7.9%
Q12-11. Solid waste services (e.g., trash, yard waste, & recycling)	20.3%	51.4%	18.6%	7.0%	2.7%
Q12-12. Stormwater management & flood control	11.3%	45.0%	33.2%	7.4%	3.1%
Q12-13. Wastewater/sanitary sewer services	12.4%	45.8%	30.1%	8.4%	3.3%
Q12-14. Water utility services	8.0%	36.3%	26.0%	18.3%	11.5%

Q13. Which FOUR of the items listed in Question 12 do you think should receive the MOST EMPHASIS from the City?

Q13. Top choice	Number	Percent
Customer service provided by City	9	2.1 %
Effectiveness of City communication	15	3.5 %
Enforcement of local codes & ordinances	15	3.5 %
Flow of traffic on City streets	163	38.0 %
Flow of traffic on major roads/highways	130	30.3 %
Maintenance of sidewalks	7	1.6 %
Maintenance of City streets	22	5.1 %
Overall quality of City Library services	4	0.9 %
City events & recreational programs	4	0.9 %
Parks, trails, & recreation facilities	10	2.3 %
Solid waste services (e.g., trash, yard waste, & recycling)	2	0.5 %
Stormwater management & flood control	4	0.9 %
Wastewater/sanitary sewer services	3	0.7 %
Water utility services	31	7.2 %
None chosen	10	2.3 %
Total	429	100.0 %

Q13. Which FOUR of the items listed in Question 12 do you think should receive the MOST EMPHASIS from the City?

Q13. 2nd choice	Number	Percent
Customer service provided by City	2	0.5 %
Effectiveness of City communication	11	2.6 %
Enforcement of local codes & ordinances	10	2.3 %
Flow of traffic on City streets	127	29.6 %
Flow of traffic on major roads/highways	164	38.2 %
Maintenance of sidewalks	10	2.3 %
Maintenance of City streets	25	5.8 %
Overall quality of City Library services	3	0.7 %
City events & recreational programs	8	1.9 %
Parks, trails, & recreation facilities	21	4.9 %
Solid waste services (e.g., trash, yard waste, & recycling)	6	1.4 %
Stormwater management & flood control	5	1.2 %
Wastewater/sanitary sewer services	7	1.6 %
Water utility services	16	3.7 %
None chosen	14	3.3 %
Total	429	100.0 %

Q13. Which FOUR of the items listed in Question 12 do you think should receive the MOST EMPHASIS from the City?

Q13. 3rd choice	Number	Percent
Customer service provided by City	9	2.1 %
Effectiveness of City communication	26	6.1 %
Enforcement of local codes & ordinances	18	4.2 %
Flow of traffic on City streets	34	7.9 %
Flow of traffic on major roads/highways	37	8.6 %
Maintenance of sidewalks	21	4.9 %
Maintenance of City streets	120	28.0 %
Overall quality of City Library services	6	1.4 %
City events & recreational programs	33	7.7 %
Parks, trails, & recreation facilities	34	7.9 %
Solid waste services (e.g., trash, yard waste, & recycling)	9	2.1 %
Stormwater management & flood control	7	1.6 %
Wastewater/sanitary sewer services	10	2.3 %
Water utility services	43	10.0 %
None chosen	22	5.1 %
Total	429	100.0 %

Q13. Which FOUR of the items listed in Question 12 do you think should receive the MOST EMPHASIS from the City?

Q13. 4th choice	Number	Percent
Customer service provided by City	13	3.0 %
Effectiveness of City communication	44	10.3 %
Enforcement of local codes & ordinances	20	4.7 %
Flow of traffic on City streets	21	4.9 %
Flow of traffic on major roads/highways	22	5.1 %
Maintenance of sidewalks	30	7.0 %
Maintenance of City streets	53	12.4 %
Overall quality of City Library services	12	2.8 %
City events & recreational programs	28	6.5 %
Parks, trails, & recreation facilities	52	12.1 %
Solid waste services (e.g., trash, yard waste, & recycling)	13	3.0 %
Stormwater management & flood control	12	2.8 %
Wastewater/sanitary sewer services	12	2.8 %
Water utility services	45	10.5 %
None chosen	52	12.1 %
Total	429	100.0 %

SUM OF TOP 4 CHOICES**Q13. Which FOUR of the items listed in Question 12 do you think should receive the MOST EMPHASIS from the City? (top 4)**

Q13. Sum of top 4 choices	Number	Percent
Customer service provided by City	33	7.7 %
Effectiveness of City communication	96	22.4 %
Enforcement of local codes & ordinances	63	14.7 %
Flow of traffic on City streets	345	80.4 %
Flow of traffic on major roads/highways	353	82.3 %
Maintenance of sidewalks	68	15.9 %
Maintenance of City streets	220	51.3 %
Overall quality of City Library services	25	5.8 %
City events & recreational programs	73	17.0 %
Parks, trails, & recreation facilities	117	27.3 %
Solid waste services (e.g., trash, yard waste, & recycling)	30	7.0 %
Stormwater management & flood control	28	6.5 %
Wastewater/sanitary sewer services	32	7.5 %
Water utility services	135	31.5 %
None chosen	10	2.3 %
Total	1628	

Q14. Who is your water provider?

<u>Q14. Who is your water provider</u>	<u>Number</u>	<u>Percent</u>
City of Hutto	224	52.2 %
Jonah Special Utility District (SUD)	108	25.2 %
Manville Water Supply Corp. (WSC)	77	17.9 %
Not provided	20	4.7 %
Total	429	100.0 %

WITHOUT “NOT PROVIDED”**Q14. Who is your water provider? (without "not provided")**

<u>Q14. Who is your water provider</u>	<u>Number</u>	<u>Percent</u>
City of Hutto	224	54.8 %
Jonah Special Utility District (SUD)	108	26.4 %
Manville Water Supply Corp. (WSC)	77	18.8 %
Total	409	100.0 %

Q15. Waste & Utility Services. Please rate your satisfaction with the following.

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Trash/garbage collection services	34.0%	46.9%	11.9%	4.4%	0.7%	2.1%
Q15-2. Curbside recycling services	32.4%	46.6%	13.1%	1.9%	2.3%	3.7%
Q15-3. Bulky item pickup services	19.8%	30.8%	19.3%	9.8%	3.0%	17.2%
Q15-4. Yard waste/leaf/brush pickup services	17.7%	30.1%	22.4%	7.7%	2.6%	19.6%
Q15-5. Household hazardous waste disposal service (for oil, paint, etc.)	7.7%	17.2%	28.4%	11.4%	3.7%	31.5%
Q15-6. Taste of tap water	5.4%	23.8%	32.6%	20.7%	11.9%	5.6%
Q15-7. Smell of tap water	6.1%	29.6%	36.6%	15.4%	7.9%	4.4%
Q15-8. Water pressure in your home	12.1%	42.9%	21.2%	15.6%	6.5%	1.6%
Q15-9. Fees for water services	4.2%	17.0%	24.7%	22.8%	28.0%	3.3%
Q15-10. Fees for wastewater/sanitary sewer services	4.0%	21.7%	25.6%	23.3%	21.2%	4.2%

WITHOUT “DON’T KNOW”**Q15. Waste & Utility Services. Please rate your satisfaction with the following. (without "don't know")**

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Trash/garbage collection services	34.8%	47.9%	12.1%	4.5%	0.7%
Q15-2. Curbside recycling services	33.7%	48.4%	13.6%	1.9%	2.4%
Q15-3. Bulky item pickup services	23.9%	37.2%	23.4%	11.8%	3.7%
Q15-4. Yard waste/leaf/brush pickup services	22.0%	37.4%	27.8%	9.6%	3.2%
Q15-5. Household hazardous waste disposal service (for oil, paint, etc.)	11.2%	25.2%	41.5%	16.7%	5.4%
Q15-6. Taste of tap water	5.7%	25.2%	34.6%	22.0%	12.6%
Q15-7. Smell of tap water	6.3%	31.0%	38.3%	16.1%	8.3%
Q15-8. Water pressure in your home	12.3%	43.6%	21.6%	15.9%	6.6%
Q15-9. Fees for water services	4.3%	17.6%	25.5%	23.6%	28.9%
Q15-10. Fees for wastewater/sanitary sewer services	4.1%	22.6%	26.8%	24.3%	22.1%

Q16. Which THREE of the items listed in Question 15 do you think should receive the MOST EMPHASIS from the City?

<u>Q16. Top choice</u>	<u>Number</u>	<u>Percent</u>
Trash/garbage collection services	31	7.2 %
Curbside recycling services	9	2.1 %
Bulky item pickup services	18	4.2 %
Yard waste/leaf/brush pickup services	12	2.8 %
Household hazardous waste disposal service (for oil, paint, etc.)	21	4.9 %
Taste of tap water	61	14.2 %
Smell of tap water	8	1.9 %
Water pressure in your home	32	7.5 %
Fees for water services	192	44.8 %
Fees for wastewater/sanitary sewer services	26	6.1 %
None chosen	19	4.4 %
Total	429	100.0 %

Q16. Which THREE of the items listed in Question 15 do you think should receive the MOST EMPHASIS from the City?

<u>Q16. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Trash/garbage collection services	17	4.0 %
Curbside recycling services	11	2.6 %
Bulky item pickup services	24	5.6 %
Yard waste/leaf/brush pickup services	14	3.3 %
Household hazardous waste disposal service (for oil, paint, etc.)	21	4.9 %
Taste of tap water	42	9.8 %
Smell of tap water	36	8.4 %
Water pressure in your home	28	6.5 %
Fees for water services	64	14.9 %
Fees for wastewater/sanitary sewer services	145	33.8 %
None chosen	27	6.3 %
Total	429	100.0 %

Q16. Which THREE of the items listed in Question 15 do you think should receive the MOST EMPHASIS from the City?

<u>Q16. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Trash/garbage collection services	22	5.1 %
Curbside recycling services	18	4.2 %
Bulky item pickup services	38	8.9 %
Yard waste/leaf/brush pickup services	22	5.1 %
Household hazardous waste disposal service (for oil, paint, etc.)	43	10.0 %
Taste of tap water	70	16.3 %
Smell of tap water	38	8.9 %
Water pressure in your home	45	10.5 %
Fees for water services	36	8.4 %
Fees for wastewater/sanitary sewer services	56	13.1 %
None chosen	41	9.6 %
Total	429	100.0 %

SUM OF TOP 3 CHOICES

Q16. Which THREE of the items listed in Question 15 do you think should receive the MOST EMPHASIS from the City? (top 3)

<u>Q16. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Trash/garbage collection services	70	16.3 %
Curbside recycling services	38	8.9 %
Bulky item pickup services	80	18.6 %
Yard waste/leaf/brush pickup services	48	11.2 %
Household hazardous waste disposal service (for oil, paint, etc.)	85	19.8 %
Taste of tap water	173	40.3 %
Smell of tap water	82	19.1 %
Water pressure in your home	105	24.5 %
Fees for water services	292	68.1 %
Fees for wastewater/sanitary sewer services	227	52.9 %
None chosen	19	4.4 %
Total	1219	

Q17. Maintenance Services. Please rate your satisfaction with the following.

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Condition of streets & sidewalks in your neighborhood	17.9%	31.0%	17.0%	21.2%	11.4%	1.4%
Q17-2. Condition of street signs	19.6%	51.3%	20.5%	6.1%	1.2%	1.4%
Q17-3. Mowing of roadsides	12.6%	40.8%	24.7%	14.9%	5.4%	1.6%
Q17-4. Cleanliness of roadsides (free of trash, gravel, debris)	11.9%	45.7%	24.5%	13.5%	3.5%	0.9%
Q17-5. Cleanliness of streets & sidewalks	14.0%	47.3%	24.7%	9.8%	2.3%	1.9%
Q17-6. Maintenance of City buildings & facilities	14.9%	48.7%	22.4%	1.9%	0.9%	11.2%
Q17-7. Ease of reporting maintenance concerns	6.5%	20.3%	27.5%	9.1%	4.0%	32.6%

WITHOUT "DON'T KNOW"**Q17. Maintenance Services. Please rate your satisfaction with the following. (without "don't know")**

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Condition of streets & sidewalks in your neighborhood	18.2%	31.4%	17.3%	21.5%	11.6%
Q17-2. Condition of street signs	19.9%	52.0%	20.8%	6.1%	1.2%
Q17-3. Mowing of roadsides	12.8%	41.5%	25.1%	15.2%	5.5%
Q17-4. Cleanliness of roadsides (free of trash, gravel, debris)	12.0%	46.1%	24.7%	13.6%	3.5%
Q17-5. Cleanliness of streets & sidewalks	14.3%	48.2%	25.2%	10.0%	2.4%
Q17-6. Maintenance of City buildings & facilities	16.8%	54.9%	25.2%	2.1%	1.0%
Q17-7. Ease of reporting maintenance concerns	9.7%	30.1%	40.8%	13.5%	5.9%

Q18. Which TWO of the items listed in Question 17 do you think should receive the MOST EMPHASIS from the City?

Q18. Top choice	Number	Percent
Condition of streets & sidewalks in your neighborhood	178	41.5 %
Condition of street signs	22	5.1 %
Mowing of roadsides	36	8.4 %
Cleanliness of roadsides (free of trash, gravel, debris)	67	15.6 %
Cleanliness of streets & sidewalks	26	6.1 %
Maintenance of City buildings & facilities	20	4.7 %
Ease of reporting maintenance concerns	54	12.6 %
None chosen	26	6.1 %
Total	429	100.0 %

Q18. Which TWO of the items listed in Question 17 do you think should receive the MOST EMPHASIS from the City?

Q18. 2nd choice	Number	Percent
Condition of streets & sidewalks in your neighborhood	56	13.1 %
Condition of street signs	31	7.2 %
Mowing of roadsides	56	13.1 %
Cleanliness of roadsides (free of trash, gravel, debris)	101	23.5 %
Cleanliness of streets & sidewalks	62	14.5 %
Maintenance of City buildings & facilities	22	5.1 %
Ease of reporting maintenance concerns	65	15.2 %
None chosen	36	8.4 %
Total	429	100.0 %

SUM OF TOP 2 CHOICES**Q18. Which TWO of the items listed in Question 17 do you think should receive the MOST EMPHASIS from the City? (top 2)**

Q18. Sum of top 2 choices	Number	Percent
Condition of streets & sidewalks in your neighborhood	234	54.5 %
Condition of street signs	53	12.4 %
Mowing of roadsides	92	21.4 %
Cleanliness of roadsides (free of trash, gravel, debris)	168	39.2 %
Cleanliness of streets & sidewalks	88	20.5 %
Maintenance of City buildings & facilities	42	9.8 %
Ease of reporting maintenance concerns	119	27.7 %
None chosen	26	6.1 %
Total	822	

Q19. Police Services. Please rate your satisfaction with the following.

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Police services	32.4%	38.0%	14.7%	3.7%	1.9%	9.3%
Q19-2. Animal control services	29.4%	31.0%	17.7%	4.7%	1.6%	15.6%
Q19-3. Efforts by police to prevent crime	26.3%	36.6%	17.5%	4.2%	1.2%	14.2%
Q19-4. Enforcement of local traffic laws	18.9%	37.8%	19.6%	11.7%	3.0%	9.1%
Q19-5. Police response times for emergencies	20.5%	28.0%	17.5%	0.9%	0.9%	32.2%
Q19-6. Overall police relationship with your community	30.3%	32.9%	20.0%	3.0%	0.9%	12.8%
Q19-7. Police safety education programs	15.4%	20.3%	25.4%	3.3%	0.9%	34.7%
Q19-8. Visibility of police in commercial & retail areas	18.2%	28.4%	28.4%	11.0%	1.4%	12.6%
Q19-9. Visibility of police in neighborhoods	19.8%	30.3%	26.1%	12.4%	2.3%	9.1%

WITHOUT "DON'T KNOW"**Q19. Police Services. Please rate your satisfaction with the following. (without "don't know")**

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Police services	35.7%	41.9%	16.2%	4.1%	2.1%
Q19-2. Animal control services	34.8%	36.7%	21.0%	5.5%	1.9%
Q19-3. Efforts by police to prevent crime	30.7%	42.7%	20.4%	4.9%	1.4%
Q19-4. Enforcement of local traffic laws	20.8%	41.5%	21.5%	12.8%	3.3%
Q19-5. Police response times for emergencies	30.2%	41.2%	25.8%	1.4%	1.4%
Q19-6. Overall police relationship with your community	34.8%	37.7%	23.0%	3.5%	1.1%
Q19-7. Police safety education programs	23.6%	31.1%	38.9%	5.0%	1.4%
Q19-8. Visibility of police in commercial & retail areas	20.8%	32.5%	32.5%	12.5%	1.6%
Q19-9. Visibility of police in neighborhoods	21.8%	33.3%	28.7%	13.6%	2.6%

Q20. Which THREE of the items listed in Question 19 do you think should receive the MOST EMPHASIS from the City?

<u>Q20. Top choice</u>	<u>Number</u>	<u>Percent</u>
Police services	67	15.6 %
Animal control services	35	8.2 %
Efforts by police to prevent crime	71	16.6 %
Enforcement of local traffic laws	48	11.2 %
Police response times for emergencies	49	11.4 %
Overall police relationship with your community	47	11.0 %
Police safety education programs	11	2.6 %
Visibility of police in commercial & retail areas	16	3.7 %
Visibility of police in neighborhoods	51	11.9 %
None chosen	34	7.9 %
Total	429	100.0 %

Q20. Which THREE of the items listed in Question 19 do you think should receive the MOST EMPHASIS from the City?

<u>Q20. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Police services	24	5.6 %
Animal control services	23	5.4 %
Efforts by police to prevent crime	54	12.6 %
Enforcement of local traffic laws	31	7.2 %
Police response times for emergencies	43	10.0 %
Overall police relationship with your community	54	12.6 %
Police safety education programs	32	7.5 %
Visibility of police in commercial & retail areas	53	12.4 %
Visibility of police in neighborhoods	74	17.2 %
None chosen	41	9.6 %
Total	429	100.0 %

Q20. Which THREE of the items listed in Question 19 do you think should receive the MOST EMPHASIS from the City?

<u>Q20. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Police services	29	6.8 %
Animal control services	29	6.8 %
Efforts by police to prevent crime	57	13.3 %
Enforcement of local traffic laws	29	6.8 %
Police response times for emergencies	39	9.1 %
Overall police relationship with your community	47	11.0 %
Police safety education programs	31	7.2 %
Visibility of police in commercial & retail areas	54	12.6 %
Visibility of police in neighborhoods	59	13.8 %
None chosen	55	12.8 %
Total	429	100.0 %

SUM OF TOP 3 CHOICES

Q20. Which THREE of the items listed in Question 19 do you think should receive the MOST EMPHASIS from the City? (top 3)

<u>Q20. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Police services	120	28.0 %
Animal control services	87	20.3 %
Efforts by police to prevent crime	182	42.4 %
Enforcement of local traffic laws	108	25.2 %
Police response times for emergencies	131	30.5 %
Overall police relationship with your community	148	34.5 %
Police safety education programs	74	17.2 %
Visibility of police in commercial & retail areas	123	28.7 %
Visibility of police in neighborhoods	184	42.9 %
None chosen	34	7.9 %
Total	1191	

Q21. Please rate your level of agreement with the following statements.

(N=429)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q21-1. Police Department treats all residents with respect	28.9%	34.7%	11.2%	5.1%	0.5%	19.6%
Q21-2. Police Department treats all residents fairly	28.0%	32.6%	13.3%	4.4%	0.5%	21.2%
Q21-3. Police services are accessible to all residents	30.8%	40.8%	10.0%	2.1%	0.0%	16.3%

WITHOUT "DON'T KNOW"**Q21. Please rate your level of agreement with the following statements. (without "don't know")**

(N=429)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q21-1. Police Department treats all residents with respect	35.9%	43.2%	13.9%	6.4%	0.6%
Q21-2. Police Department treats all residents fairly	35.5%	41.4%	16.9%	5.6%	0.6%
Q21-3. Police services are accessible to all residents	36.8%	48.7%	12.0%	2.5%	0.0%

Q22. How safe do you feel in the following situations?

(N=429)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q22-1. In your neighborhood during the day	57.8%	35.2%	4.2%	0.9%	0.2%	1.6%
Q22-2. In your neighborhood at night	31.5%	48.7%	13.3%	4.0%	0.7%	1.9%
Q22-3. In community parks	20.0%	42.7%	20.0%	3.7%	0.0%	13.5%
Q22-4. In retail areas	27.7%	52.4%	14.2%	1.6%	0.2%	3.7%
Q22-5. Historic Downtown Hutto	35.4%	49.7%	9.8%	0.9%	0.0%	4.2%
Q22-6. Overall feeling of safety in City	32.6%	54.8%	9.8%	1.2%	0.0%	1.6%

WITHOUT "DON'T KNOW"**Q22. How safe do you feel in the following situations? (without "don't know")**

(N=429)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q22-1. In your neighborhood during the day	58.8%	35.8%	4.3%	0.9%	0.2%
Q22-2. In your neighborhood at night	32.1%	49.6%	13.5%	4.0%	0.7%
Q22-3. In community parks	23.2%	49.3%	23.2%	4.3%	0.0%
Q22-4. In retail areas	28.8%	54.5%	14.8%	1.7%	0.2%
Q22-5. Historic Downtown Hutto	37.0%	51.8%	10.2%	1.0%	0.0%
Q22-6. Overall feeling of safety in City	33.2%	55.7%	10.0%	1.2%	0.0%

Q23. Code Enforcement Services. Please rate your satisfaction with the following.

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q23-1. Enforcement of cleanup trash & debris on private property	10.3%	28.9%	26.6%	12.1%	3.3%	18.9%
Q23-2. Enforcement of mowing & cutting of weeds on private property	8.4%	25.9%	24.5%	18.9%	7.7%	14.7%
Q23-3. Enforcement of exterior maintenance of residential property	8.9%	26.8%	29.4%	14.5%	4.7%	15.9%
Q23-4. Enforcement of exterior maintenance of commercial/business property	11.0%	34.3%	28.9%	7.2%	0.9%	17.7%
Q23-5. Enforcement of sign regulations	9.3%	32.2%	28.7%	6.1%	3.0%	20.7%

WITHOUT "DON'T KNOW"**Q23. Code Enforcement Services. Please rate your satisfaction with the following. (without "don't know")**

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23-1. Enforcement of cleanup trash & debris on private property	12.6%	35.6%	32.8%	14.9%	4.0%
Q23-2. Enforcement of mowing & cutting of weeds on private property	9.8%	30.3%	28.7%	22.1%	9.0%
Q23-3. Enforcement of exterior maintenance of residential property	10.5%	31.9%	34.9%	17.2%	5.5%
Q23-4. Enforcement of exterior maintenance of commercial/business property	13.3%	41.6%	35.1%	8.8%	1.1%
Q23-5. Enforcement of sign regulations	11.8%	40.6%	36.2%	7.6%	3.8%

Q24. Which TWO of the items listed in Question 23 do you think should receive the MOST EMPHASIS from the City?

Q24. Top choice	Number	Percent
Enforcement of cleanup trash & debris on private property	140	32.6 %
Enforcement of mowing & cutting of weeds on private property	86	20.0 %
Enforcement of exterior maintenance of residential property	36	8.4 %
Enforcement of exterior maintenance of commercial/business property	74	17.2 %
Enforcement of sign regulations	46	10.7 %
None chosen	47	11.0 %
Total	429	100.0 %

Q24. Which TWO of the items listed in Question 23 do you think should receive the MOST EMPHASIS from the City?

Q24. 2nd choice	Number	Percent
Enforcement of cleanup trash & debris on private property	75	17.5 %
Enforcement of mowing & cutting of weeds on private property	99	23.1 %
Enforcement of exterior maintenance of residential property	74	17.2 %
Enforcement of exterior maintenance of commercial/business property	67	15.6 %
Enforcement of sign regulations	53	12.4 %
None chosen	61	14.2 %
Total	429	100.0 %

SUM OF TOP 2 CHOICES**Q24. Which TWO of the items listed in Question 22 do you think should receive the MOST EMPHASIS from the City? (top 2)**

Q24. Sum of top 2 choices	Number	Percent
Enforcement of cleanup trash & debris on private property	215	50.1 %
Enforcement of mowing & cutting of weeds on private property	185	43.1 %
Enforcement of exterior maintenance of residential property	110	25.6 %
Enforcement of exterior maintenance of commercial/business property	141	32.9 %
Enforcement of sign regulations	99	23.1 %
None chosen	47	11.0 %
Total	797	

Q25. Parks, Recreation, & Trails. How important is it to you and members of your household for the City of Hutto to provide high quality parks and recreation programs and facilities?

Q25. How important is it to your household for City to provide high quality parks & recreation programs & facilities

	Number	Percent
Very important	236	55.0 %
Somewhat important	115	26.8 %
Neutral	43	10.0 %
Somewhat unimportant	13	3.0 %
Not important	12	2.8 %
Not provided	10	2.3 %
Total	429	100.0 %

WITHOUT "NOT PROVIDED"

Q25. Parks, Recreation, & Trails. How important is it to you and members of your household for the City of Hutto to provide high quality parks and recreation programs and facilities? (without "not provided")

Q25. How important is it to your household for City to provide high quality parks & recreation programs & facilities

	Number	Percent
Very important	236	56.3 %
Somewhat important	115	27.4 %
Neutral	43	10.3 %
Somewhat unimportant	13	3.1 %
Not important	12	2.9 %
Total	419	100.0 %

Q26. What is your level of agreement with the following statement: "The City of Hutto parks and recreation programs and facilities are meeting my expectations?"

Q26. City of Hutto parks & recreation programs & facilities are meeting my expectations	Number	Percent
Strongly agree	38	8.9 %
Agree	140	32.6 %
Neutral	134	31.2 %
Disagree	68	15.9 %
Strongly disagree	23	5.4 %
Not provided	26	6.1 %
Total	429	100.0 %

WITHOUT "NOT PROVIDED"

Q26. What is your level of agreement with the following statement: "The City of Hutto parks and recreation programs and facilities are meeting my expectations?" (without "not provided")

Q26. City of Hutto parks & recreation programs & facilities are meeting my expectations	Number	Percent
Strongly agree	38	9.4 %
Agree	140	34.7 %
Neutral	134	33.3 %
Disagree	68	16.9 %
Strongly disagree	23	5.7 %
Total	403	100.0 %

Q27. Facilities. Please rate your satisfaction with the following.

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q27-1. Tree canopy	6.8%	28.7%	26.3%	14.7%	4.2%	19.3%
Q27-2. Neighborhood parks	7.9%	36.1%	25.2%	19.8%	4.2%	6.8%
Q27-3. Dog parks	5.1%	13.1%	26.6%	15.2%	5.4%	34.7%
Q27-4. Quality of walking & biking trails	7.7%	29.8%	27.0%	17.0%	6.1%	12.4%
Q27-5. Trail connectivity	5.6%	20.5%	25.2%	21.2%	8.6%	18.9%
Q27-6. Outdoor athletic fields & courts	7.2%	27.0%	25.4%	14.0%	5.8%	20.5%
Q27-7. Outdoor splash pads	5.4%	17.9%	27.5%	14.5%	7.5%	27.3%
Q27-8. Picnic tables, shelters, & bathrooms	4.9%	22.4%	31.7%	17.7%	3.7%	19.6%
Q27-9. Playgrounds	4.9%	24.9%	27.7%	15.2%	6.8%	20.5%
Q27-10. Overall maintenance of City parks	7.9%	41.5%	31.0%	4.9%	2.8%	11.9%
Q27-11. City facility rental fees	3.0%	12.6%	24.7%	3.7%	2.1%	53.8%
Q27-12. Public pools	2.6%	7.9%	15.4%	12.4%	19.1%	42.7%

WITHOUT “DON’T KNOW”**Q27. Facilities. Please rate your satisfaction with the following. (without "don't know")**

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q27-1. Tree canopy	8.4%	35.5%	32.7%	18.2%	5.2%
Q27-2. Neighborhood parks	8.5%	38.8%	27.0%	21.3%	4.5%
Q27-3. Dog parks	7.9%	20.0%	40.7%	23.2%	8.2%
Q27-4. Quality of walking & biking trails	8.8%	34.0%	30.9%	19.4%	6.9%
Q27-5. Trail connectivity	6.9%	25.3%	31.0%	26.1%	10.6%
Q27-6. Outdoor athletic fields & courts	9.1%	34.0%	32.0%	17.6%	7.3%
Q27-7. Outdoor splash pads	7.4%	24.7%	37.8%	19.9%	10.3%
Q27-8. Picnic tables, shelters, & bathrooms	6.1%	27.8%	39.4%	22.0%	4.6%
Q27-9. Playgrounds	6.2%	31.4%	34.9%	19.1%	8.5%
Q27-10. Overall maintenance of City parks	9.0%	47.1%	35.2%	5.6%	3.2%
Q27-11. City facility rental fees	6.6%	27.3%	53.5%	8.1%	4.5%
Q27-12. Public pools	4.5%	13.8%	26.8%	21.5%	33.3%

Q28. Which THREE of the items listed in Question 27 do you think should receive the MOST EMPHASIS from the City?

<u>Q28. Top choice</u>	<u>Number</u>	<u>Percent</u>
Tree canopy	43	10.0 %
Neighborhood parks	57	13.3 %
Dog parks	20	4.7 %
Quality of walking & biking trails	60	14.0 %
Trail connectivity	36	8.4 %
Outdoor athletic fields & courts	20	4.7 %
Outdoor splash pads	8	1.9 %
Picnic tables, shelters, & bathrooms	25	5.8 %
Playgrounds	24	5.6 %
Overall maintenance of City parks	32	7.5 %
City facility rental fees	2	0.5 %
Public pools	61	14.2 %
None chosen	41	9.6 %
Total	429	100.0 %

Q28. Which THREE of the items listed in Question 27 do you think should receive the MOST EMPHASIS from the City?

<u>Q28. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Tree canopy	29	6.8 %
Neighborhood parks	50	11.7 %
Dog parks	27	6.3 %
Quality of walking & biking trails	57	13.3 %
Trail connectivity	46	10.7 %
Outdoor athletic fields & courts	25	5.8 %
Outdoor splash pads	31	7.2 %
Picnic tables, shelters, & bathrooms	26	6.1 %
Playgrounds	35	8.2 %
Overall maintenance of City parks	40	9.3 %
City facility rental fees	1	0.2 %
Public pools	14	3.3 %
None chosen	48	11.2 %
Total	429	100.0 %

Q28. Which THREE of the items listed in Question 27 do you think should receive the MOST EMPHASIS from the City?

Q28. 3rd choice	Number	Percent
Tree canopy	16	3.7 %
Neighborhood parks	44	10.3 %
Dog parks	24	5.6 %
Quality of walking & biking trails	52	12.1 %
Trail connectivity	32	7.5 %
Outdoor athletic fields & courts	28	6.5 %
Outdoor splash pads	22	5.1 %
Picnic tables, shelters, & bathrooms	27	6.3 %
Playgrounds	30	7.0 %
Overall maintenance of City parks	57	13.3 %
City facility rental fees	6	1.4 %
Public pools	31	7.2 %
None chosen	60	14.0 %
Total	429	100.0 %

SUM OF TOP 3 CHOICES

Q28. Which THREE of the items listed in Question 27 do you think should receive the MOST EMPHASIS from the City? (top 3)

Q28. Sum of top 3 choices	Number	Percent
Tree canopy	88	20.5 %
Neighborhood parks	151	35.2 %
Dog parks	71	16.6 %
Quality of walking & biking trails	169	39.4 %
Trail connectivity	114	26.6 %
Outdoor athletic fields & courts	73	17.0 %
Outdoor splash pads	61	14.2 %
Picnic tables, shelters, & bathrooms	78	18.2 %
Playgrounds	89	20.7 %
Overall maintenance of City parks	129	30.1 %
City facility rental fees	9	2.1 %
Public pools	106	24.7 %
None chosen	41	9.6 %
Total	1179	

Q29. Programs. Please rate your satisfaction with the following.

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q29-1. Youth athletic & recreation programs	4.0%	14.5%	22.1%	8.9%	3.3%	47.3%
Q29-2. Adult athletic programs	2.6%	11.4%	25.6%	7.7%	3.7%	49.0%
Q29-3. Senior recreation programs	2.1%	6.8%	21.2%	9.3%	4.0%	56.6%
Q29-4. Special events sponsored by City	9.3%	30.5%	26.6%	9.1%	2.6%	21.9%
Q29-5. Ease of registering for recreation programs	4.4%	15.2%	24.7%	4.9%	1.9%	49.0%
Q29-6. Fees charged for recreation programs	2.8%	12.6%	25.6%	5.4%	3.0%	50.6%
Q29-7. Out of school programs/ camps (Summer, Spring Break, Winter)	4.7%	6.8%	23.1%	6.8%	3.3%	55.5%
Q29-8. Nature-based programming (camping, archery, gardening, etc.)	3.0%	4.0%	20.5%	11.7%	5.6%	55.2%

WITHOUT "DON'T KNOW"**Q29. Programs. Please rate your satisfaction with the following. (without "don't know")**

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q29-1. Youth athletic & recreation programs	7.5%	27.4%	42.0%	16.8%	6.2%
Q29-2. Adult athletic programs	5.0%	22.4%	50.2%	15.1%	7.3%
Q29-3. Senior recreation programs	4.8%	15.6%	48.9%	21.5%	9.1%
Q29-4. Special events sponsored by City	11.9%	39.1%	34.0%	11.6%	3.3%
Q29-5. Ease of registering for recreation programs	8.7%	29.7%	48.4%	9.6%	3.7%
Q29-6. Fees charged for recreation programs	5.7%	25.5%	51.9%	10.8%	6.1%
Q29-7. Out of school programs/camps (Summer, Spring Break, Winter)	10.5%	15.2%	51.8%	15.2%	7.3%
Q29-8. Nature-based programming (camping, archery, gardening, etc.)	6.8%	8.9%	45.8%	26.0%	12.5%

Q30. Which THREE of the items listed in Question 29 do you think should receive the MOST EMPHASIS from the City?

<u>Q30. Top choice</u>	<u>Number</u>	<u>Percent</u>
Youth athletic & recreation programs	101	23.5 %
Adult athletic programs	29	6.8 %
Senior recreation programs	51	11.9 %
Special events sponsored by City	79	18.4 %
Ease of registering for recreation programs	11	2.6 %
Fees charged for recreation programs	25	5.8 %
Out of school programs/camps (Summer, Spring Break, Winter)	28	6.5 %
Nature-based programming (camping, archery, gardening, etc.)	41	9.6 %
None chosen	64	14.9 %
Total	429	100.0 %

Q30. Which THREE of the items listed in Question 29 do you think should receive the MOST EMPHASIS from the City?

<u>Q30. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Youth athletic & recreation programs	47	11.0 %
Adult athletic programs	42	9.8 %
Senior recreation programs	32	7.5 %
Special events sponsored by City	58	13.5 %
Ease of registering for recreation programs	28	6.5 %
Fees charged for recreation programs	45	10.5 %
Out of school programs/camps (Summer, Spring Break, Winter)	49	11.4 %
Nature-based programming (camping, archery, gardening, etc.)	53	12.4 %
None chosen	75	17.5 %
Total	429	100.0 %

Q30. Which THREE of the items listed in Question 29 do you think should receive the MOST EMPHASIS from the City?

Q30. 3rd choice	Number	Percent
Youth athletic & recreation programs	43	10.0 %
Adult athletic programs	33	7.7 %
Senior recreation programs	42	9.8 %
Special events sponsored by City	47	11.0 %
Ease of registering for recreation programs	32	7.5 %
Fees charged for recreation programs	46	10.7 %
Out of school programs/camps (Summer, Spring Break, Winter)	37	8.6 %
Nature-based programming (camping, archery, gardening, etc.)	55	12.8 %
None chosen	94	21.9 %
Total	429	100.0 %

SUM OF TOP 3 CHOICES

Q30. Which THREE of the items listed in Question 29 do you think should receive the MOST EMPHASIS from the City? (top 3)

Q30. Sum of top 3 choices	Number	Percent
Youth athletic & recreation programs	191	44.5 %
Adult athletic programs	104	24.2 %
Senior recreation programs	125	29.1 %
Special events sponsored by City	184	42.9 %
Ease of registering for recreation programs	71	16.6 %
Fees charged for recreation programs	116	27.0 %
Out of school programs/camps (Summer, Spring Break, Winter)	114	26.6 %
Nature-based programming (camping, archery, gardening, etc.)	149	34.7 %
None chosen	64	14.9 %
Total	1118	

Q31. Please indicate how well your needs are being met for the following.

(N=429)

	100% met	75% met	50% met	25% met	0% met	No need
Q31-1. Trail connectivity	7.2%	12.4%	19.8%	14.9%	9.3%	36.4%
Q31-2. Nature paths	7.5%	13.5%	17.9%	17.0%	9.8%	34.3%
Q31-3. Outdoor exercise areas along trails	6.5%	9.1%	13.8%	13.5%	14.2%	42.9%

WITHOUT "NO NEED"**Q31. Please indicate how well your needs are being met for the following. (without "no need")**

(N=429)

	100% met	75% met	50% met	25% met	0% met
Q31-1. Trail connectivity	11.4%	19.4%	31.1%	23.4%	14.7%
Q31-2. Nature paths	11.3%	20.6%	27.3%	25.9%	14.9%
Q31-3. Outdoor exercise areas along trails	11.4%	15.9%	24.1%	23.7%	24.9%

Q32. Library Services. Please rate your satisfaction with the following.

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q32-1. Adult collection	10.7%	21.2%	12.8%	5.4%	1.6%	48.3%
Q32-2. Availability of computers, printers, & scanners	11.7%	20.5%	12.1%	2.1%	0.9%	52.7%
Q32-3. Children's collection	11.0%	19.3%	12.4%	1.9%	1.4%	54.1%
Q32-4. DVD collection	7.5%	12.8%	13.5%	1.2%	0.5%	64.6%
Q32-5. Friendliness/helpfulness of staff	27.7%	20.7%	7.7%	0.2%	0.7%	42.9%
Q32-6. Hours	10.5%	27.3%	12.4%	5.6%	1.6%	42.7%
Q32-7. Young adult collection	8.2%	16.1%	13.3%	1.9%	0.9%	59.7%
Q32-8. Programs & events	10.3%	16.6%	16.8%	3.5%	0.9%	52.0%

WITHOUT "DON'T KNOW"**Q32. Library Services. Please rate your satisfaction with the following. (without "don't know")**

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q32-1. Adult collection	20.7%	41.0%	24.8%	10.4%	3.2%
Q32-2. Availability of computers, printers, & scanners	24.6%	43.3%	25.6%	4.4%	2.0%
Q32-3. Children's collection	23.9%	42.1%	26.9%	4.1%	3.0%
Q32-4. DVD collection	21.1%	36.2%	38.2%	3.3%	1.3%
Q32-5. Friendliness/helpfulness of staff	48.6%	36.3%	13.5%	0.4%	1.2%
Q32-6. Hours	18.3%	47.6%	21.5%	9.8%	2.8%
Q32-7. Young adult collection	20.2%	39.9%	32.9%	4.6%	2.3%
Q32-8. Programs & events	21.4%	34.5%	35.0%	7.3%	1.9%

Q33. Library Facility. Please rate your satisfaction with the following.

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q33-1. Accessibility for people with disabilities	14.5%	18.6%	10.0%	1.6%	0.0%	55.2%
Q33-2. Availability of meeting/study rooms	10.5%	13.3%	10.3%	3.3%	1.2%	61.5%
Q33-3. Location of library facility	21.9%	31.5%	11.9%	2.8%	0.5%	31.5%
Q33-4. Size of library facility	12.6%	22.1%	16.6%	9.1%	4.2%	35.4%

WITHOUT "DON'T KNOW"**Q33. Library Facility. Please rate your satisfaction with the following. (without "don't know")**

(N=429)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q33-1. Accessibility for people with disabilities	32.3%	41.7%	22.4%	3.6%	0.0%
Q33-2. Availability of meeting/study rooms	27.3%	34.5%	26.7%	8.5%	3.0%
Q33-3. Location of library facility	32.0%	45.9%	17.3%	4.1%	0.7%
Q33-4. Size of library facility	19.5%	34.3%	25.6%	14.1%	6.5%

Q34. As the City builds up staffing and finances, what is the likelihood you or someone in your household would participate in the following programs and/or events?

(N=429)

	Very likely	Likely	Neutral	Unlikely	Very unlikely	Don't know
Q34-1. Events geared toward adults over age of 21 (such as Sip n Stroll, Farm to Table, Art Walk)	30.5%	35.7%	11.4%	6.1%	6.3%	10.0%
Q34-2. Events highlighting diverse cultures, traditions, & communities	25.4%	31.5%	16.8%	7.9%	8.4%	10.0%
Q34-3. Recreational activities for middle & high school kids (ages 12-17)	12.1%	15.4%	14.0%	14.5%	23.8%	20.3%
Q34-4. Recreational activities for adults (18+)	17.7%	31.5%	21.4%	8.9%	5.4%	15.2%
Q34-5. Senior adult programming	12.4%	17.5%	16.1%	9.1%	20.0%	24.9%
Q34-6. Public arts programs & displays	20.3%	31.2%	21.0%	5.4%	7.0%	15.2%

WITHOUT "DON'T KNOW"**Q34. As the City builds up staffing and finances, what is the likelihood you or someone in your household would participate in the following programs and/or events? (without "don't know")**

(N=429)

	Very likely	Likely	Neutral	Unlikely	Very unlikely
Q34-1. Events geared toward adults over age of 21 (such as Sip n Stroll, Farm to Table, Art Walk)	33.9%	39.6%	12.7%	6.7%	7.0%
Q34-2. Events highlighting diverse cultures, traditions, & communities	28.2%	35.0%	18.7%	8.8%	9.3%
Q34-3. Recreational activities for middle & high school kids (ages 12-17)	15.2%	19.3%	17.5%	18.1%	29.8%
Q34-4. Recreational activities for adults (18+)	20.9%	37.1%	25.3%	10.4%	6.3%
Q34-5. Senior adult programming	16.5%	23.3%	21.4%	12.1%	26.7%
Q34-6. Public arts programs & displays	23.9%	36.8%	24.7%	6.3%	8.2%

Q35. Economic Growth. Please rate your perception of the current speed of...

(N=429)

	Much too fast	Somewhat too fast	Right amount	Somewhat too slow	Much too slow	Don't know
Q35-1. Population growth	48.5%	31.5%	14.2%	1.6%	0.9%	3.3%
Q35-2. Retail growth (stores, restaurants, etc.)	8.4%	17.2%	27.0%	28.9%	15.4%	3.0%
Q35-3. Industrial growth	13.8%	18.2%	34.3%	17.0%	6.3%	10.5%
Q35-4. Growth in skilled jobs	1.9%	3.0%	19.6%	32.9%	15.6%	27.0%
Q35-5. Growth in unskilled jobs	6.8%	9.6%	27.3%	16.3%	7.5%	32.6%

WITHOUT "DON'T KNOW"**Q35. Economic Growth. Please rate your perception of the current speed of... (without "don't know")**

(N=429)

	Much too fast	Somewhat too fast	Right amount	Somewhat too slow	Much too slow
Q35-1. Population growth	50.1%	32.5%	14.7%	1.7%	1.0%
Q35-2. Retail growth (stores, restaurants, etc.)	8.7%	17.8%	27.9%	29.8%	15.9%
Q35-3. Industrial growth	15.4%	20.3%	38.3%	19.0%	7.0%
Q35-4. Growth in skilled jobs	2.6%	4.2%	26.8%	45.0%	21.4%
Q35-5. Growth in unskilled jobs	10.0%	14.2%	40.5%	24.2%	11.1%

Q36. Aquatic Facilities. The City of Hutto is considering building a public pool. Please indicate your level of support to fund the following:

(N=429)

	Strongly supportive	Somewhat supportive	Not sure	Not supportive	Opposed
Q36-1. Renovate Hutto YMCA facility- Summer-use only. To include a small outdoor pool, basic facility improvements, & basic play features. Parking will be limited. Approximate cost of \$7 million+	21.4%	22.4%	20.0%	21.2%	14.9%
Q36-2. Build an outdoor community pool- Summer-use only. To include a larger outdoor pool with zero-depth entry, water slides, lazy river, basic play features, concessions, & standard parking. Approximate cost of \$12 million+	42.4%	25.9%	12.8%	8.9%	10.0%
Q36-3. Build an indoor pool-Year-round, all-weather use. To include a diving pool, competition-sized lap swimming lanes, expanded play features, & expanded parking. Approximate cost of \$20 million+	34.7%	21.4%	16.1%	14.7%	13.1%

Q37. New Public Facilities. The City of Hutto is considering whether to fund other types of new facilities. Please indicate your current level of support to build the following:

(N=429)

	Strongly supportive	Somewhat supportive	Not sure	Not supportive	Opposed
Q37-1. Public Safety Facility (Police, Courts, & Emergency Operations)	34.0%	31.7%	19.8%	11.7%	2.8%
Q37-2. Public Library	28.4%	23.5%	22.4%	15.4%	10.3%
Q37-3. Public Recreation Center	38.5%	33.8%	18.4%	5.6%	3.7%
Q37-4. Public Senior Center	32.2%	33.3%	24.2%	7.2%	3.0%

Q38. How many years have you lived in the City of Hutto?

<u>Q38. How many years have you lived in City of Hutto</u>	<u>Number</u>	<u>Percent</u>
Less than 2 years	64	14.9 %
2-5 years	123	28.7 %
6-10 years	97	22.6 %
11-20 years	104	24.2 %
21-40 years	33	7.7 %
40+ years	5	1.2 %
Not provided	3	0.7 %
Total	429	100.0 %

WITHOUT "NOT PROVIDED"**Q38. How many years have you lived in the City of Hutto? (without "not provided")**

<u>Q38. How many years have you lived in City of Hutto</u>	<u>Number</u>	<u>Percent</u>
Less than 2 years	64	15.0 %
2-5 years	123	28.9 %
6-10 years	97	22.8 %
11-20 years	104	24.4 %
21-40 years	33	7.7 %
40+ years	5	1.2 %
Total	426	100.0 %

Q39. Including yourself, how many people in your household are...

	Mean	Sum
number	3.2	1378
Under age 5	0.2	106
Ages 5-9	0.2	105
Ages 10-14	0.3	113
Ages 15-19	0.3	118
Ages 20-24	0.1	60
Ages 25-34	0.4	184
Ages 35-44	0.5	231
Ages 45-54	0.4	180
Ages 55-64	0.3	123
Ages 65-79	0.3	141
Ages 80+	0.0	17

Q40. What is your age?

Q40. Your age	Number	Percent
18-34	95	22.1 %
35-44	102	23.8 %
45-54	91	21.2 %
55-64	68	15.9 %
65+	71	16.6 %
Not provided	2	0.5 %
Total	429	100.0 %

WITHOUT "NOT PROVIDED"**Q40. What is your age? (without "not provided")**

Q40. Your age	Number	Percent
18-34	95	22.2 %
35-44	102	23.9 %
45-54	91	21.3 %
55-64	68	15.9 %
65+	71	16.6 %
Total	427	100.0 %

Q41. Your gender identity:

Q41. Your gender identity	Number	Percent
Male	210	49.0 %
Female	216	50.3 %
Non-binary	2	0.5 %
Not provided	1	0.2 %
Total	429	100.0 %

WITHOUT "NOT PROVIDED"**Q41. Your gender identity: (without "not provided")**

Q41. Your gender identity	Number	Percent
Male	210	49.1 %
Female	216	50.5 %
Non-binary	2	0.5 %
Total	428	100.0 %

Q42. Do you and/or someone in your household have a disability?

Q42. Do you and/or someone in your household have a disability

	Number	Percent
Yes	80	18.6 %
No	347	80.9 %
Not provided	2	0.5 %
Total	429	100.0 %

WITHOUT "NOT PROVIDED"**Q42. Do you and/or someone in your household have a disability? (without "not provided")**

Q42. Do you and/or someone in your household have a disability

	Number	Percent
Yes	80	18.7 %
No	347	81.3 %
Total	427	100.0 %

Q43. What is your anticipated total annual household income for 2023?Q43. Your anticipated total annual household income
for 2023

	Number	Percent
Less than \$49,999	40	9.3 %
\$50K to \$74,999	60	14.0 %
\$75K to \$99,999	80	18.6 %
\$100K to \$149,999	122	28.4 %
\$150K to \$249,999	65	15.2 %
\$250K+	9	2.1 %
Not provided	53	12.4 %
Total	429	100.0 %

WITHOUT "NOT PROVIDED"**Q43. What is your anticipated total annual household income for 2023? (without "not provided")**Q43. Your anticipated total annual household income
for 2023

	Number	Percent
Less than \$49,999	40	10.6 %
\$50K to \$74,999	60	16.0 %
\$75K to \$99,999	80	21.3 %
\$100K to \$149,999	122	32.4 %
\$150K to \$249,999	65	17.3 %
\$250K+	9	2.4 %
Total	376	100.0 %

Q44. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry?Q44. Are you of Hispanic, Spanish, or Latino/a/x
ancestry

	Number	Percent
Yes	150	35.0 %
No	274	63.9 %
Not provided	5	1.2 %
Total	429	100.0 %

WITHOUT "NOT PROVIDED"**Q44. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry? (without "not provided")**Q44. Are you of Hispanic, Spanish, or Latino/a/x
ancestry

	Number	Percent
Yes	150	35.4 %
No	274	64.6 %
Total	424	100.0 %

Q45. Which of the following best describes your race?

Q45. Your race	Number	Percent
Asian or Asian Indian	14	3.3 %
Black or African American	50	11.7 %
American Indian or Alaska Native	2	0.5 %
White or Caucasian	278	64.8 %
Native Hawaiian or other Pacific Islander	2	0.5 %
Other	33	7.7 %
Total	379	

Q45-6. Self-describe your race:

Q45-6. Self-describe your race	Number	Percent
Hispanic	22	66.7 %
Mixed	3	9.1 %
Mexican	3	9.1 %
French/Greek/Puerto Rican	1	3.0 %
Hispanic/Latino	1	3.0 %
Puerto Rican	1	3.0 %
Latino	1	3.0 %
Syrian	1	3.0 %
Total	33	100.0 %



Survey Instrument



Esta carta lo invita a participar en una encuesta importante de la Ciudad de Hutto. Para leer esta carta en español y aprender más, ¡pasa la página por favor!

November 2023

City Services & Culture Survey

Dear City of Hutto Resident,

You've been selected to participate in the **2023-24 City Services & Culture Survey**! The City of Hutto issues this survey every two years to better understand how our growing and diverse community feels about living here.

The Hutto City Council and I believe it is important to ask Hutto residents whether you are currently satisfied with the services being provided. This survey is part of how we decide where to spend money and resources. The results of past surveys have had a strong, direct impact on what we focus on as a City—such as better communication, expanded roads, and enhanced parks. In this year's survey, you'll see questions to get your thoughts about possibly constructing new facilities in the future, such as a community pool or a public safety building.

Within the next two weeks, please return your completed survey, or complete it online. We realize it takes some time to complete, but every question is crucial to answer. Participants are selected at random from various demographic groups, so your response is important to make sure our results are statistically valid and representative. We greatly appreciate your time! **For participating, you will be put into a drawing for a chance to win a \$500 VISA gift card.**

Like our previous community survey, the City of Hutto has the professionals at ETC Institute administering this survey. Since 1982, ETC Institute has served local government organizations and is the leading market research firm in the nation. ****Your responses will remain confidential.****

- Please return your survey in the enclosed postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, Kansas, 66061
- Or, you can complete the survey online at huttosurvey.org
- If you have any questions, please contact Robert Heacock, Senior Project Manager for ETC Institute, at robert.heacock@etcinstitute.com or (816) 813-1011.

We anticipate that survey results will be available and reported to the community in February. Thank you so much for taking the time to provide your valuable input, and happy holidays!

Respectfully,

James Earp
Hutto City Manager

City of Hutto, 500 W. Live Oak St., Hutto TX 78634

www.HuttoSurvey.org



Noviembre de 2023

Estimado residente de la Ciudad de Hutto:

¡Ha sido seleccionado para participar en la **Encuesta de Cultura y Servicios Municipales 2023-2024!** La Ciudad de Hutto publica esta encuesta importante cada dos años para comprender mejor cómo se siente nuestra creciente y diversa comunidad acerca de vivir aquí.

El Concejo Municipal de Hutto y yo creemos que es importante preguntar a los residentes de Hutto si actualmente están satisfechos con los servicios que se brindan. Esta encuesta es parte de cómo decidimos dónde gastar dinero y recursos. Los resultados de encuestas pasadas han tenido un impacto sólido y directo en las cosas en las que nos enfocamos como Ciudad, como una mejor comunicación, carreteras ampliadas y parques mejorados. En la encuesta de este año, verá preguntas para conocer su opinión sobre la posibilidad de construir nuevas instalaciones en el futuro, como una piscina comunitaria o un edificio de seguridad pública.

Le pedimos que devuelva su encuesta respondida, o que la responda en línea, en el término de las próximas dos semanas. Estamos conscientes de que toma tiempo responder esta encuesta; sin embargo, es fundamental responder cada pregunta. Los participantes se seleccionan al azar de varios grupos demográficos, por lo que su respuesta es importante para asegurar que nuestros resultados sean estadísticamente válidos y representativos. ¡Apreciamos mucho su tiempo! **Por participar, se le incluirá en un sorteo donde tendrá la oportunidad de ganar una tarjeta de regalo VISA de \$500.**

Al igual que en nuestra encuesta comunitaria anterior, la Ciudad de Hutto cuenta con los profesionales de ETC Institute para la administración de esta encuesta. Desde 1982, ETC Institute ha estado sirviendo a organizaciones gubernamentales locales y es la empresa de investigación de mercado líder en la nación. ****Sus respuestas serán confidenciales.****

- Devuelva su encuesta en el sobre incluido con franqueo pagado dirigido a ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061. O bien, puede responder la encuesta en línea en huttosurvey.org
- Si tiene alguna pregunta, póngase en contacto con Robert Heacock, gerente sénior de proyectos de ETC Institute, en Robert.heacock@etcinstitute.com o al (816) 813-1011.

Anticipamos que los resultados estarán disponibles y se informarán a la comunidad en febrero. ¡Muchas gracias por tomarse el tiempo para proporcionar su valiosa información, y felices fiestas!

Respetuosamente,

James Earp
Administrador de la Ciudad de Hutto

City of Hutto, 500 W. Live Oak St., Hutto TX 78634
www.HuttoSurvey.org

2024 City of Hutto: City Services & Culture Survey



Please take a few minutes to complete this survey. Your input is an important part of the City's effort to identify and respond to resident concerns. You may complete the survey by filling it out online at HuttoSurvey.org or returning the paper survey in the postage-paid envelope that has been provided.



1. <u>Quality of Life.</u> Please rate the City of Hutto...	Excellent	Good	Neutral	Below Average	Poor	Don't Know
01. As a place to live	5	4	3	2	1	9
02. As a place to raise children	5	4	3	2	1	9
03. As a place to retire	5	4	3	2	1	9
04. As a place to start or grow a business	5	4	3	2	1	9
05. As a place to visit	5	4	3	2	1	9
06. As a place to work	5	4	3	2	1	9
07. As a place for single adults to live	5	4	3	2	1	9
08. Sense of community pride	5	4	3	2	1	9
09. Recruiting and retaining quality City staff	5	4	3	2	1	9
10. How well the City is managing growth	5	4	3	2	1	9
11. Collaboration with community organizations and businesses	5	4	3	2	1	9
12. Overall experience in Historic Downtown Hutto	5	4	3	2	1	9
13. Commitment to becoming and staying financially stable	5	4	3	2	1	9
14. Developing a diverse tax base	5	4	3	2	1	9
15. Overall value you receive for your City taxes and fees	5	4	3	2	1	9

Rate the likelihood you would recommend the City of Hutto to friends, family, and/or colleague in the following areas, using the scale below where 10 means "Extremely Likely" and 0 means "Not at all Likely."	Extremely Likely										Not at all Likely
1. Recommend the City as a place to live	10	9	8	7	6	5	4	3	2	1	0
2. Buy your next home in Hutto	10	9	8	7	6	5	4	3	2	1	0
3. Retire in Hutto	10	9	8	7	6	5	4	3	2	1	0

3. How important is it to you that Hutto become more attractive and visibly welcoming at entry points and along major corridors?

☐ (5) Very Important ☐ (3) Neutral ☐ (1) Not Important
☐ (4) Somewhat Important ☐ (2) Somewhat Unimportant

4. <u>Diversity & Inclusion.</u> Please rate your level of agreement with the following statements:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1. The City attracts people from diverse backgrounds to live here	5	4	3	2	1	9
2. The City values residents from diverse backgrounds	5	4	3	2	1	9
3. The City treats all residents fairly	5	4	3	2	1	9
4. The City treats all residents with respect	5	4	3	2	1	9
5. City staff and leaders are accessible to all residents	5	4	3	2	1	9
6. The City provides a safe environment for residents of all backgrounds	5	4	3	2	1	9

5. Have you personally experienced discrimination of any kind in the Hutto community in recent years?

☐ (1) Yes [Answer Q5a.] ☐ (2) No [Skip to Q6.] ☐ (3) Not Sure [Skip to Q7.]

5a. If "Yes," was it based on any of the below criteria? [Check all that apply.]

☐ (1) Age ☐ (3) National origin ☐ (5) Political affiliation ☐ (7) Sexual orientation
☐ (2) Gender ☐ (4) Religious beliefs ☐ (6) Disability ☐ (8) Other: _____

6. Do you think the City is moving in the right direction in their efforts to make the City a diverse and inclusive place to visit, live, and work?

☐ (1) Yes ☐ (2) No ☐ (3) Not Sure

7. <u>Communication.</u> Please rate your satisfaction with the following.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Availability of information about City services and programs	5	4	3	2	1	9
2.	The usefulness of the City's e-newsletter (Hey Hutto)	5	4	3	2	1	9
3.	The usefulness of the City website	5	4	3	2	1	9
4.	City efforts to keep residents informed about local issues	5	4	3	2	1	9
5.	The City's use of official City social media accounts (Facebook, Instagram, LinkedIn, YouTube, etc.)	5	4	3	2	1	9

8. Which TWO of the items listed in Question 7 do you think should receive the MOST EMPHASIS from the City? *[Write in your answers below using the numbers from the list in Question 7.]*

1st: _____ 2nd: _____

9. Please rate your satisfaction with the City's current communication about:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	City finances	5	4	3	2	1	9
2.	City special events	5	4	3	2	1	9
3.	City infrastructure (Capital Improvement Projects/CIP) projects	5	4	3	2	1	9
4.	City programs and services	5	4	3	2	1	9
5.	City economic development	5	4	3	2	1	9
6.	City emergency preparedness	5	4	3	2	1	9
7.	Public input and participation opportunities	5	4	3	2	1	9

9a. Which THREE of the items listed in Question 9 do you think should receive the MOST EMPHASIS from the City? *[Write in your answers below using the numbers from the list in Question 9.]*

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

10. What information sources do you use to get information about the City? *[Check all that apply.]*

- | | |
|--|--|
| ____ (01) City Public Access TV (PEG Channel) | ____ (09) Other periodicals |
| ____ (02) City e-newsletter (Hey Hutto) | ____ (10) Local radio news |
| ____ (03) City official Facebook | ____ (11) Local TV news |
| ____ (04) Other City official social media (Instagram, LinkedIn, etc.) | ____ (12) Community groups on social media |
| ____ (05) City public meetings | ____ (13) HOA/neighborhood newsletters |
| ____ (06) City website | ____ (14) Word of mouth |
| ____ (07) Community Impact newspaper | ____ (15) Other: _____ |
| ____ (08) Taylor Press newspaper | |

11. Which THREE information sources listed in Question 10 do you MOST PREFER to use to learn about City services, news, events, programs, or activities? *[Write in your answers below using the numbers from the list in Question 10.]*

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

12. <u>Major Categories of Services.</u> Please rate your satisfaction with the following.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Customer service provided by the City	5	4	3	2	1	9
02.	Effectiveness of City communication	5	4	3	2	1	9
03.	Enforcement of local codes and ordinances	5	4	3	2	1	9
04.	Flow of traffic on City streets	5	4	3	2	1	9
05.	Flow of traffic on major roads/highways	5	4	3	2	1	9
06.	Maintenance of sidewalks	5	4	3	2	1	9
07.	Maintenance of City streets	5	4	3	2	1	9
08.	Overall quality of City Library services	5	4	3	2	1	9
09.	City events and recreational programs	5	4	3	2	1	9
10.	Parks, trails, and recreation facilities	5	4	3	2	1	9
11.	Solid waste services (e.g., trash, yard waste, and recycling)	5	4	3	2	1	9
12.	Stormwater management and flood control	5	4	3	2	1	9
13.	Wastewater/sanitary sewer services	5	4	3	2	1	9
14.	Water utility services	5	4	3	2	1	9

13. Which **FOUR** of the items listed in Question 12 on the previous page do you think should receive the **MOST EMPHASIS** from the City? [Write in your answers below using the numbers from the list in Question 12.]

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

14. Who is your water provider?

____(1) City of Hutto ____ (2) Jonah Special Utility District (SUD) ____ (3) Manville Water Supply Corp. (WSC)

15. <u>Waste & Utility Services.</u> Please rate your satisfaction with the following.	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Trash/garbage collection services	5	4	3	2	1	9
02. Curbside recycling services	5	4	3	2	1	9
03. Bulky item pick-up services	5	4	3	2	1	9
04. Yard waste/leaf/brush pick-up services	5	4	3	2	1	9
05. Household hazardous waste disposal service (for oil, paint, etc.)	5	4	3	2	1	9
06. Taste of tap water	5	4	3	2	1	9
07. Smell of tap water	5	4	3	2	1	9
08. Water pressure in your home	5	4	3	2	1	9
09. Fees for water services	5	4	3	2	1	9
10. Fees for wastewater/sanitary sewer services	5	4	3	2	1	9

16. Which **THREE** of the items listed in Question 15 do you think should receive the **MOST EMPHASIS** from the City? [Write in your answers below using the numbers from the list in Question 15.]

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

17. <u>Maintenance Services.</u> Please rate your satisfaction with the following.	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Condition of streets and sidewalks in your neighborhood	5	4	3	2	1	9
2. Condition of street signs	5	4	3	2	1	9
3. Mowing of roadsides	5	4	3	2	1	9
4. Cleanliness of roadsides (free of trash, gravel, debris)	5	4	3	2	1	9
5. Cleanliness of streets and sidewalks	5	4	3	2	1	9
6. Maintenance of City buildings and facilities	5	4	3	2	1	9
7. Ease of reporting maintenance concerns	5	4	3	2	1	9

18. Which **TWO** of the items listed in Question 17 do you think should receive the **MOST EMPHASIS** from the City? [Write in your answers below using the numbers from the list in Question 17.]

1st: _____ 2nd: _____

19. <u>Police Services.</u> Please rate your satisfaction with the following.	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Police services	5	4	3	2	1	9
2. Animal Control services	5	4	3	2	1	9
3. Efforts by police to prevent crime	5	4	3	2	1	9
4. Enforcement of local traffic laws	5	4	3	2	1	9
5. Police response times for emergencies	5	4	3	2	1	9
6. Overall police relationship with your community	5	4	3	2	1	9
7. Police safety education programs	5	4	3	2	1	9
8. Visibility of police in commercial and retail areas	5	4	3	2	1	9
9. Visibility of police in neighborhoods	5	4	3	2	1	9

20. Which **THREE** of the items listed in Question 19 do you think should receive the **MOST EMPHASIS** from the City? [Write in your answers below using the numbers from the list in Question 19.]

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

21. Please rate your level of agreement with the following statements:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	The Police Department treats all residents with respect	5	4	3	2	1	9
2.	The Police Department treats all residents fairly	5	4	3	2	1	9
3.	Police services are accessible to all residents	5	4	3	2	1	9

22. How safe do you feel in the following situations?		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.	In community parks	5	4	3	2	1	9
4.	In retail areas	5	4	3	2	1	9
5.	Historic Downtown Hutto	5	4	3	2	1	9
6.	Overall feeling of safety in the City	5	4	3	2	1	9

23. <u>Code Enforcement</u> Services. Please rate your satisfaction with the following.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Enforcement of clean-up trash and debris on private property	5	4	3	2	1	9
2.	Enforcement of mowing and cutting of weeds on private property	5	4	3	2	1	9
3.	Enforcement of exterior maintenance of residential property	5	4	3	2	1	9
4.	Enforcement of exterior maintenance of commercial/business property	5	4	3	2	1	9
5.	Enforcement of sign regulations	5	4	3	2	1	9

24. Which TWO of the items listed in Question 23 do you think should receive the MOST EMPHASIS from the City? [Write in your answers below using the numbers from the list in Question 23.]

1st: _____ 2nd: _____

25. Parks, Recreation and Trails. How important is it to you and members of your household for the City of Hutto to provide high quality parks and recreation programs and facilities?

____(5) Very Important ____ (3) Neutral ____ (1) Not Important
 ____ (4) Somewhat Important ____ (2) Somewhat Unimportant

26. What is your level of agreement with the following statement: "The City of Hutto parks and recreation programs and facilities are meeting my expectations"?

____(5) Strongly Agree ____ (4) Agree ____ (3) Neutral ____ (2) Disagree ____ (1) Strongly Disagree

27. <u>Facilities</u> . Please rate your satisfaction with the following.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Tree canopy	5	4	3	2	1	9
02.	Neighborhood parks	5	4	3	2	1	9
03.	Dog parks	5	4	3	2	1	9
04.	Quality of walking and biking trails	5	4	3	2	1	9
05.	Trail connectivity	5	4	3	2	1	9
06.	Outdoor athletic fields and courts	5	4	3	2	1	9
07.	Outdoor splash pads	5	4	3	2	1	9
08.	Picnic tables, shelters, and bathrooms	5	4	3	2	1	9
09.	Playgrounds	5	4	3	2	1	9
10.	Overall maintenance of City parks	5	4	3	2	1	9
11.	City facility rental fees	5	4	3	2	1	9
12.	Public pools	5	4	3	2	1	9

28. Which THREE of the items listed in Question 27 do you think should receive the MOST EMPHASIS from the City? [Write in your answers below using the numbers from the list in Question 27.]

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

29. <u>Programs</u> . Please rate your satisfaction with the following.	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Youth athletic and recreation programs	5	4	3	2	1	9
2. Adult athletic programs	5	4	3	2	1	9
3. Senior recreation programs	5	4	3	2	1	9
4. Special events sponsored by the City	5	4	3	2	1	9
5. Ease of registering for recreation programs	5	4	3	2	1	9
6. Fees charged for recreation programs	5	4	3	2	1	9
7. Out of school programs/camps (Summer, Spring Break, Winter)	5	4	3	2	1	9
8. Nature-based programming (camping, archery, gardening, etc.)	5	4	3	2	1	9

30. Which THREE of the items listed in Question 29 do you think should receive the MOST EMPHASIS from the City? [Write in your answers below using the numbers from the list in Question 29.]

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

31. Please indicate how well your needs are being met for the following. If you do not have a need for an item listed, please circle 9 for "No Need."	100% Met	50% Met	75% Met	25% Met	0% Met	No Need
1. Trail connectivity	5	4	3	2	1	9
2. Nature paths	5	4	3	2	1	9
3. Outdoor exercise areas along trails	5	4	3	2	1	9

32. <u>Library Services</u> . Please rate your satisfaction with the following.	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Adult collection	5	4	3	2	1	9
2. Availability of computers, printers, and scanners	5	4	3	2	1	9
3. Children's collection	5	4	3	2	1	9
4. DVD collection	5	4	3	2	1	9
5. Friendliness/helpfulness of staff	5	4	3	2	1	9
6. Hours	5	4	3	2	1	9
7. Young adult collection	5	4	3	2	1	9
8. Programs and events	5	4	3	2	1	9

33. <u>Library Facility</u> . Please rate your satisfaction with the following.	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Accessibility for people with disabilities	5	4	3	2	1	9
2. Availability of meeting/study rooms	5	4	3	2	1	9
3. Location of library facility	5	4	3	2	1	9
4. Size of library facility	5	4	3	2	1	9

34. As the City builds up staffing and finances, what is the likelihood you or someone in your household would participate in the following programs and/or events?	Very Likely	Likely	Neutral	Unlikely	Very Unlikely	Don't Know
1. Events geared toward adults over the age of 21 (such as Sip n' Stroll, Farm to Table, Art Walk)	5	4	3	2	1	9
2. Events highlighting diverse cultures, traditions, and communities	5	4	3	2	1	9
3. Recreational activities for middle- and high-school kids (ages 12-17)	5	4	3	2	1	9
4. Recreational activities for adults (18+)	5	4	3	2	1	9
5. Senior adult programming	5	4	3	2	1	9
6. Public arts programs and displays	5	4	3	2	1	9

35. <u>Economic Growth</u> . Please rate your perception of the current speed of...	Much Too Fast	Somewhat Too Fast	Right Amount	Somewhat Too Slow	Much Too Slow	Don't Know
1. Population growth	5	4	3	2	1	9
2. Retail growth (stores, restaurants, etc.)	5	4	3	2	1	9
3. Industrial growth	5	4	3	2	1	9
4. Growth in skilled jobs	5	4	3	2	1	9
5. Growth in unskilled jobs	5	4	3	2	1	9

36. <u>Aquatic Facilities.</u> The City of Hutto is considering building a public pool. Please indicate your level of support to fund the following:		Strongly Supportive	Somewhat Supportive	Not Sure	Not Supportive	Opposed
1.	Renovate the Hutto YMCA facility - Summer-use only. To include a small outdoor pool, basic facility improvements, and basic play features. Parking will be limited. Approximate cost of \$7 million+	5	4	3	2	1
2.	Build an outdoor community pool - Summer-use only. To include a larger outdoor pool with zero-depth entry, water slides, lazy river, basic play features, concessions, and standard parking. Approximate cost of \$12 million+	5	4	3	2	1
3.	Build an indoor pool - Year-round, all-weather use. To include a diving pool, competition-sized lap swimming lanes, expanded play features, and expanded parking. Approximate cost of \$20 million+	5	4	3	2	1

37. <u>New Public Facilities.</u> The City of Hutto is considering whether to fund other types of new facilities. Please indicate your current level of support to build the following:		Strongly Supportive	Somewhat Supportive	Not Sure	Not Supportive	Opposed
1.	Public Safety Facility (Police, Courts, and Emergency Operations)	5	4	3	2	1
2.	Public Library	5	4	3	2	1
3.	Public Recreation Center	5	4	3	2	1
4.	Public Senior Center	5	4	3	2	1

Demographics

38. How many years have you lived in the City of Hutto?

☐ (1) Less than 2 years ☐ (3) 6-10 years ☐ (5) 21-40 years
☐ (2) 2-5 years ☐ (4) 11-20 years ☐ (6) 40+ years

39. Including yourself, how many people in your household are...

Under age 5: Ages 15-19: Ages 35-44: Ages 65-79:
 Ages 5-9: Ages 20-24: Ages 45-54: Ages 80+:
 Ages 10-14: Ages 25-34: Ages 55-64:

40. What is your age? years

41. Your gender identity:

☐ (1) Male ☐ (2) Female ☐ (3) Non-binary ☐ (4) Prefer to self-describe:

42. Do you and/or someone in your household have a disability? ☐ (1) Yes ☐ (2) No

43. What is your anticipated total annual household income for 2023?

☐ (1) Less than \$49,999 ☐ (3) \$75,000 to \$99,999 ☐ (5) \$150,000 to \$249,999
☐ (2) \$50,000 to \$74,999 ☐ (4) \$100,000 to \$149,999 ☐ (6) \$250,000 or more

44. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry?

☐ (1) Yes ☐ (2) No

45. Which of the following best describes your race? [Check all that apply.]

☐ (01) Asian or Asian Indian ☐ (04) White or Caucasian
☐ (02) Black or African American ☐ (05) Native Hawaiian or other Pacific Islander
☐ (03) American Indian or Alaska Native ☐ (99) Other:

46. **For participating.** If you would like to be entered into a drawing for a chance to win a \$500 VISA gift card, please provide your email and/or phone number to contact you if you are the winner.

ALL of your responses and information will remain confidential and will not be shared with anyone outside of ETC Institute.

Name: _____

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 problems with City services. If your address is not correct, please provide the correct information. Thank you.



2024 CITY SERVICES & CULTURE SURVEY

GIS Maps

Prepared by
ETC INSTITUTE
OLATHE, KANSAS

Presented to the
CITY OF HUTTO,
TEXAS

JANUARY
2024



Interpreting the Maps

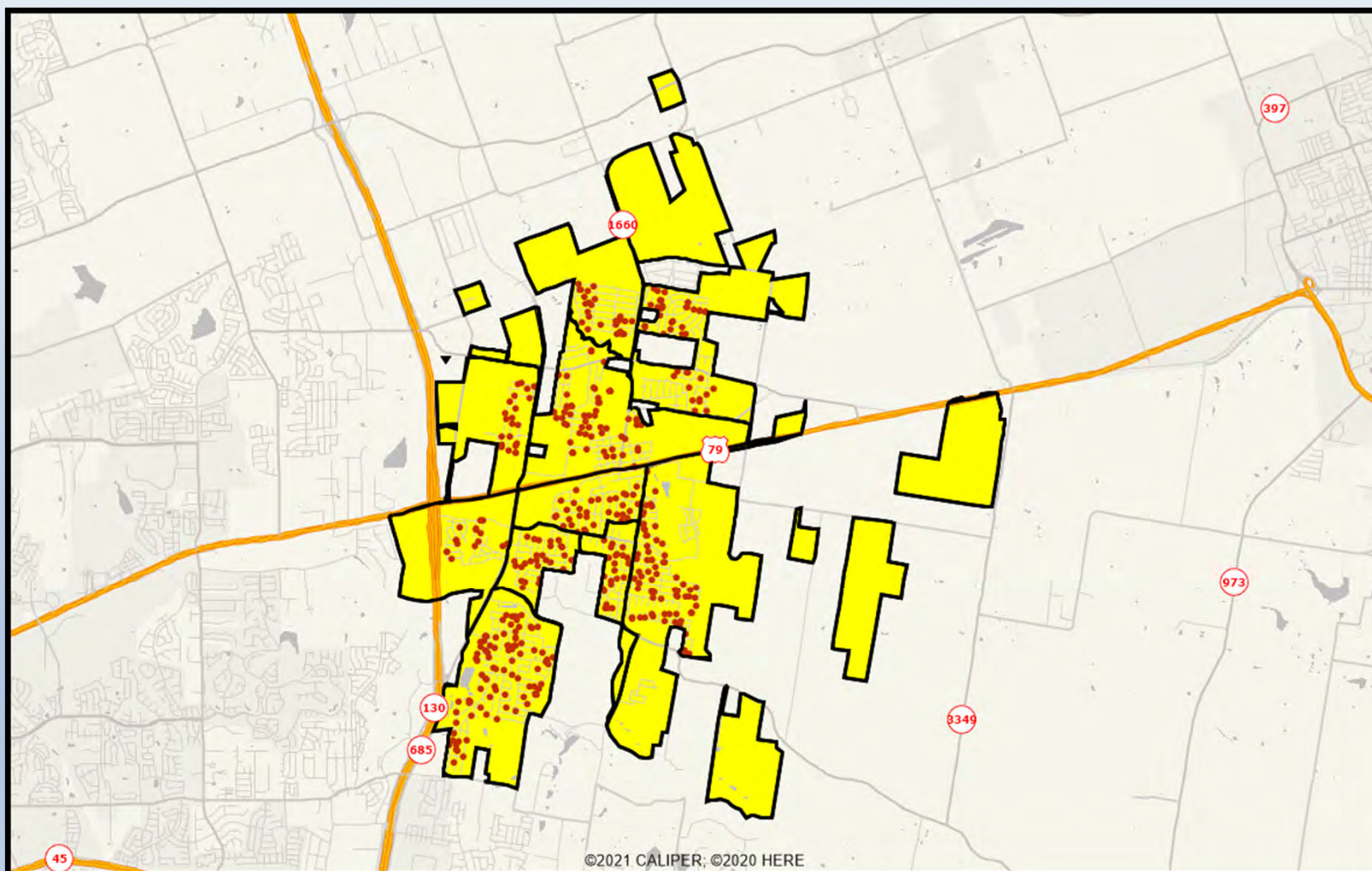
The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

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

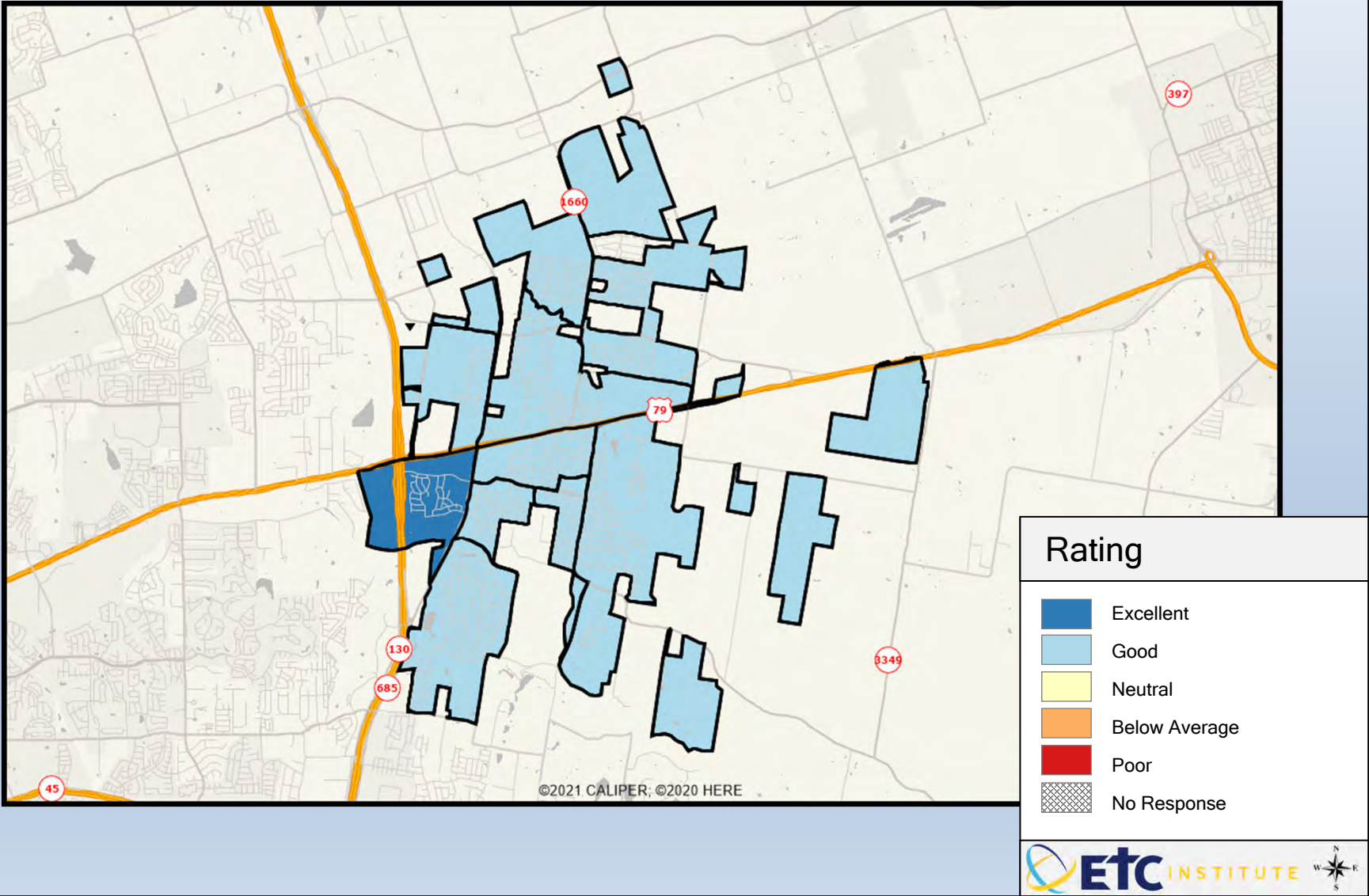
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the 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 Respondents

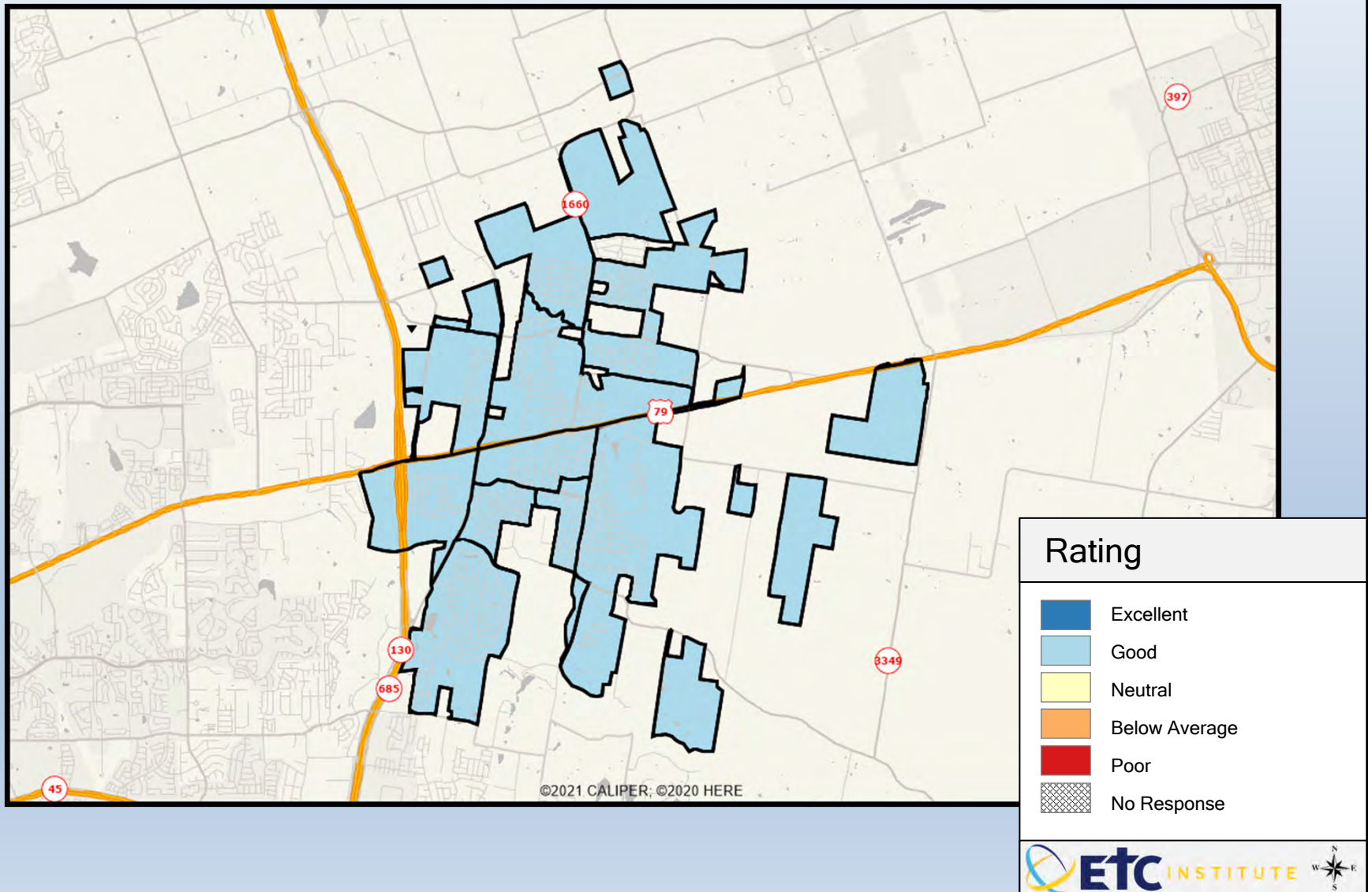
(Boundaries by Census Block)



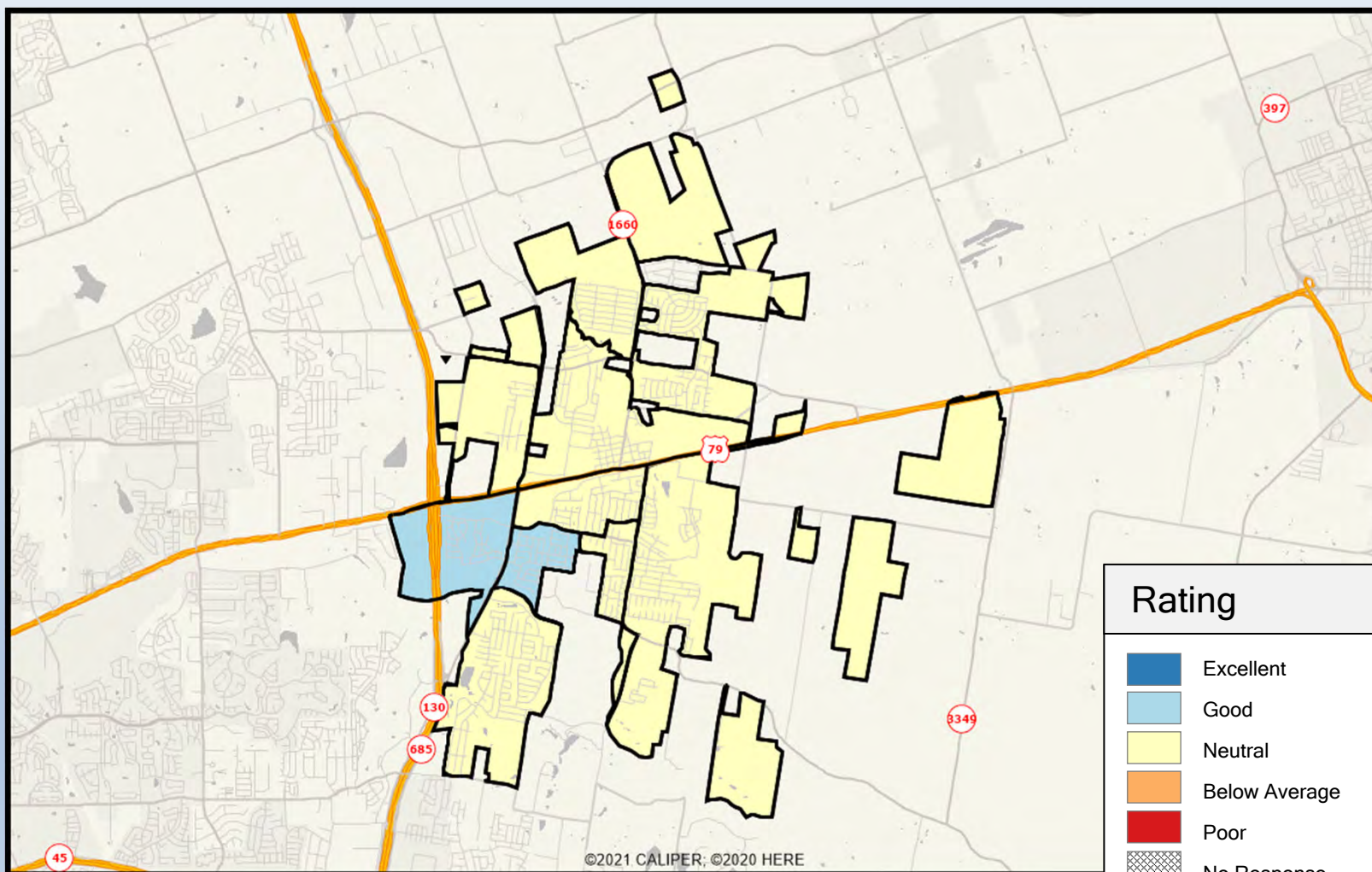
Q1-01. As a place to live



Q1-02. As a place to raise children



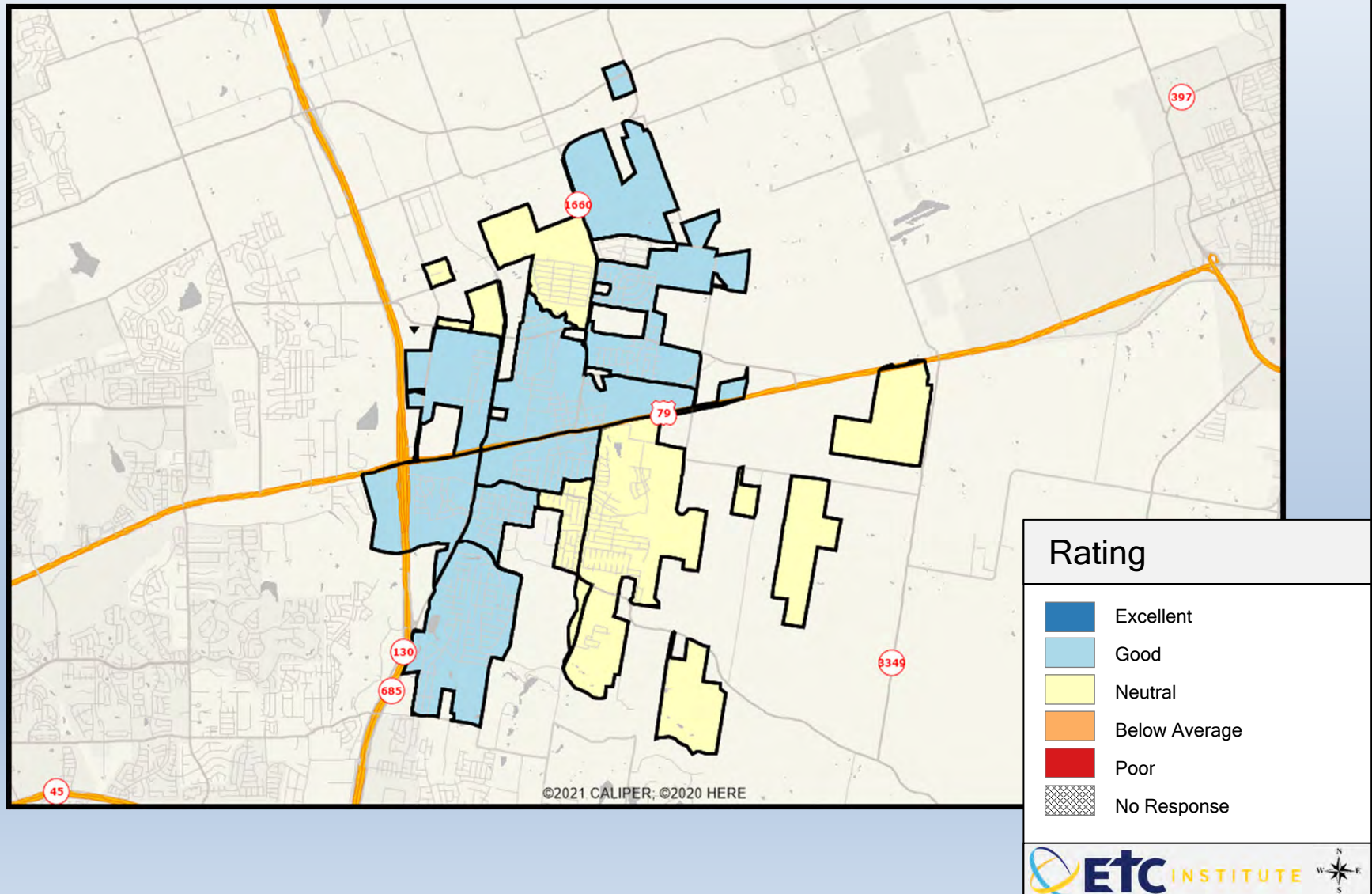
Q1-03. As a place to retire



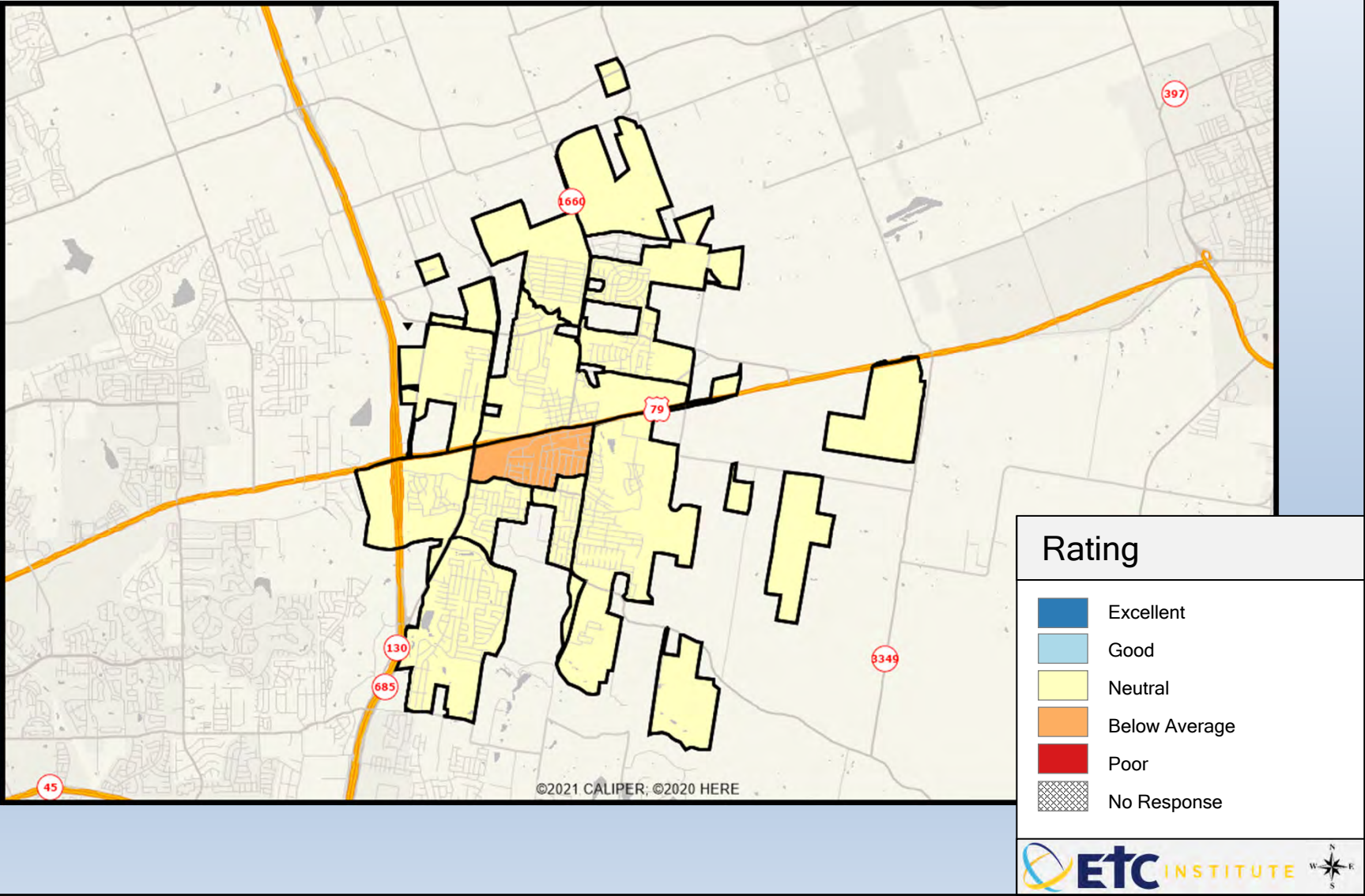
Rating

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response

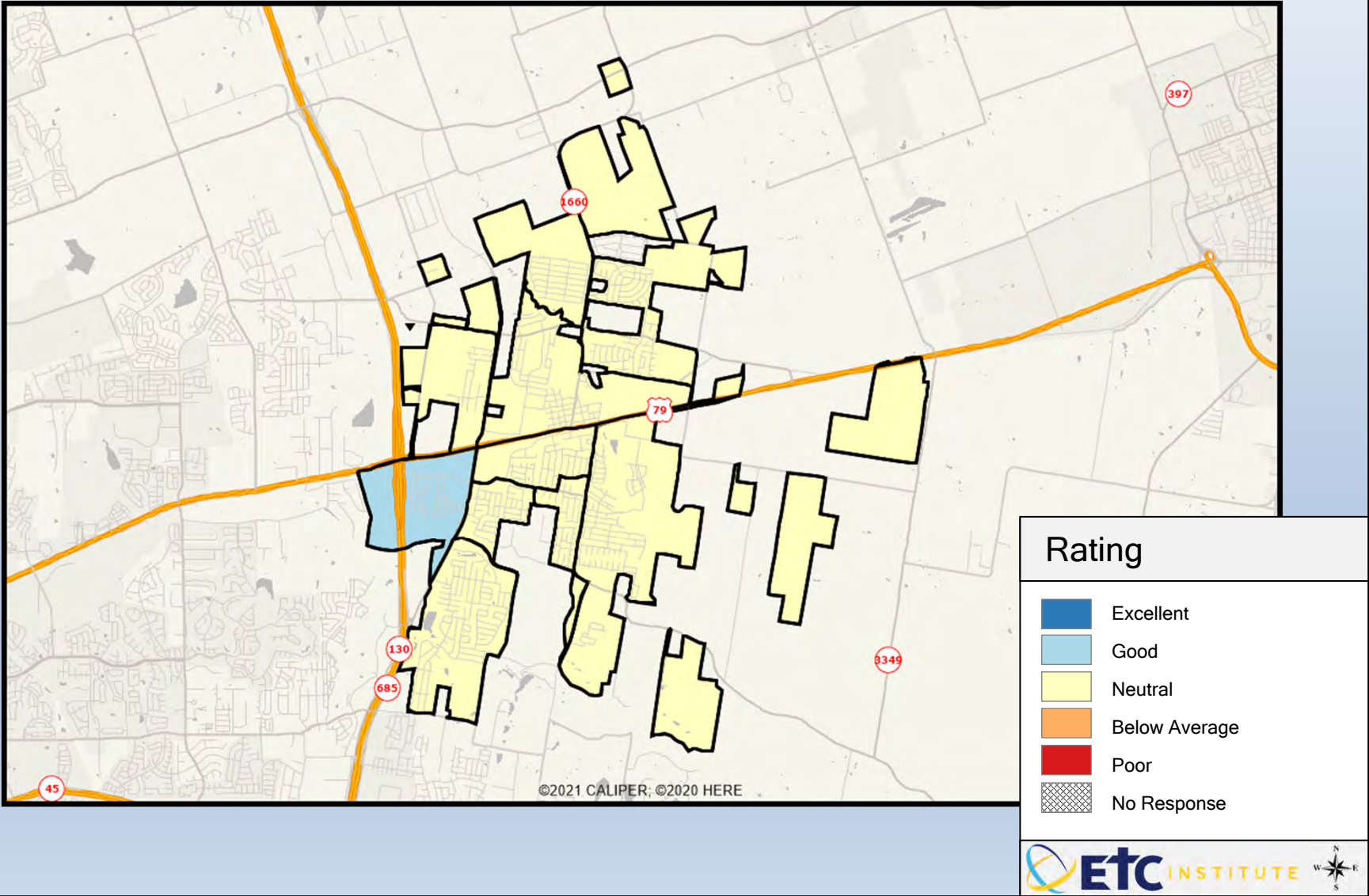
Q1-04. As a place to start or grow a business



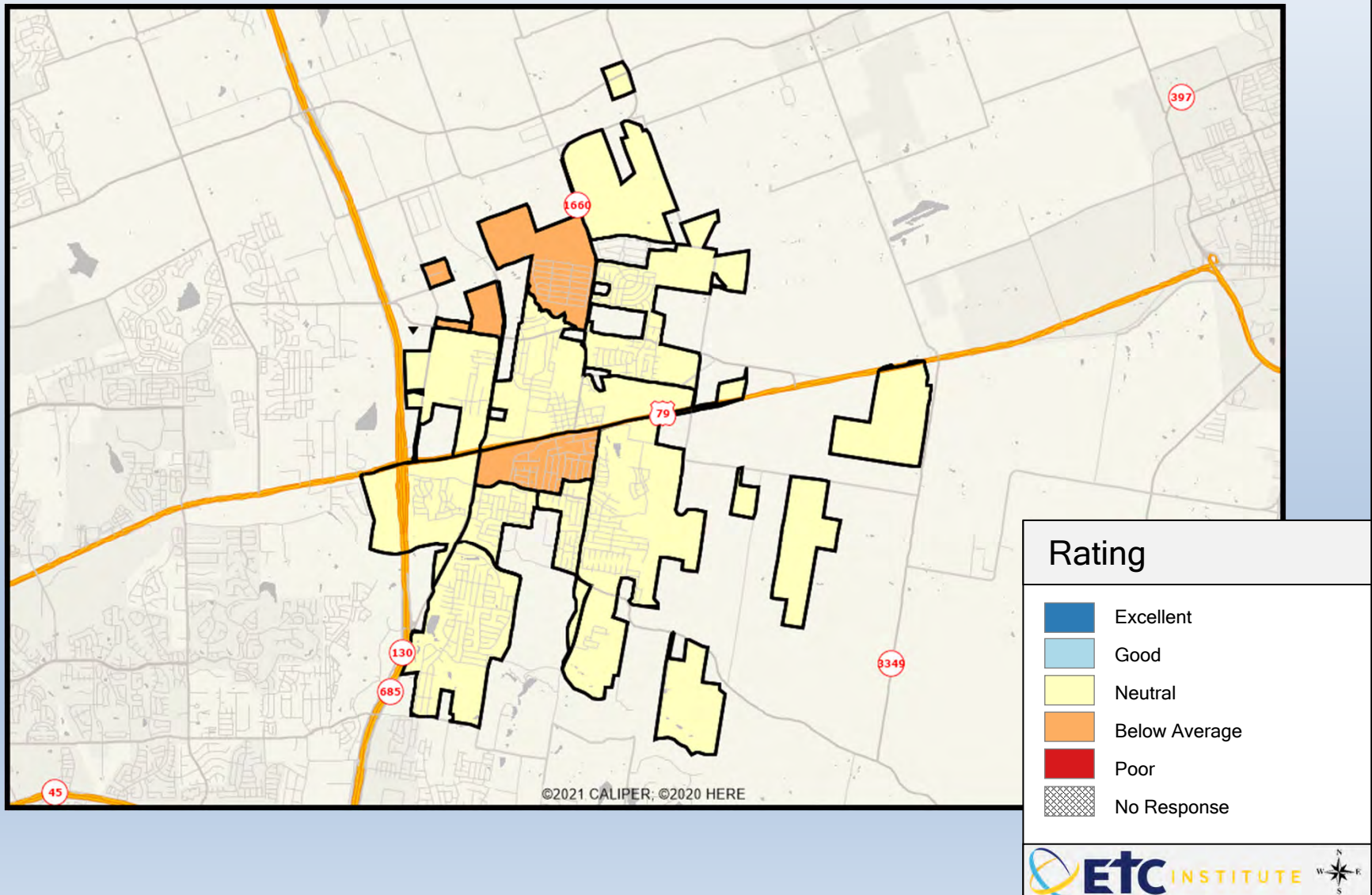
Q1-05. As a place to visit



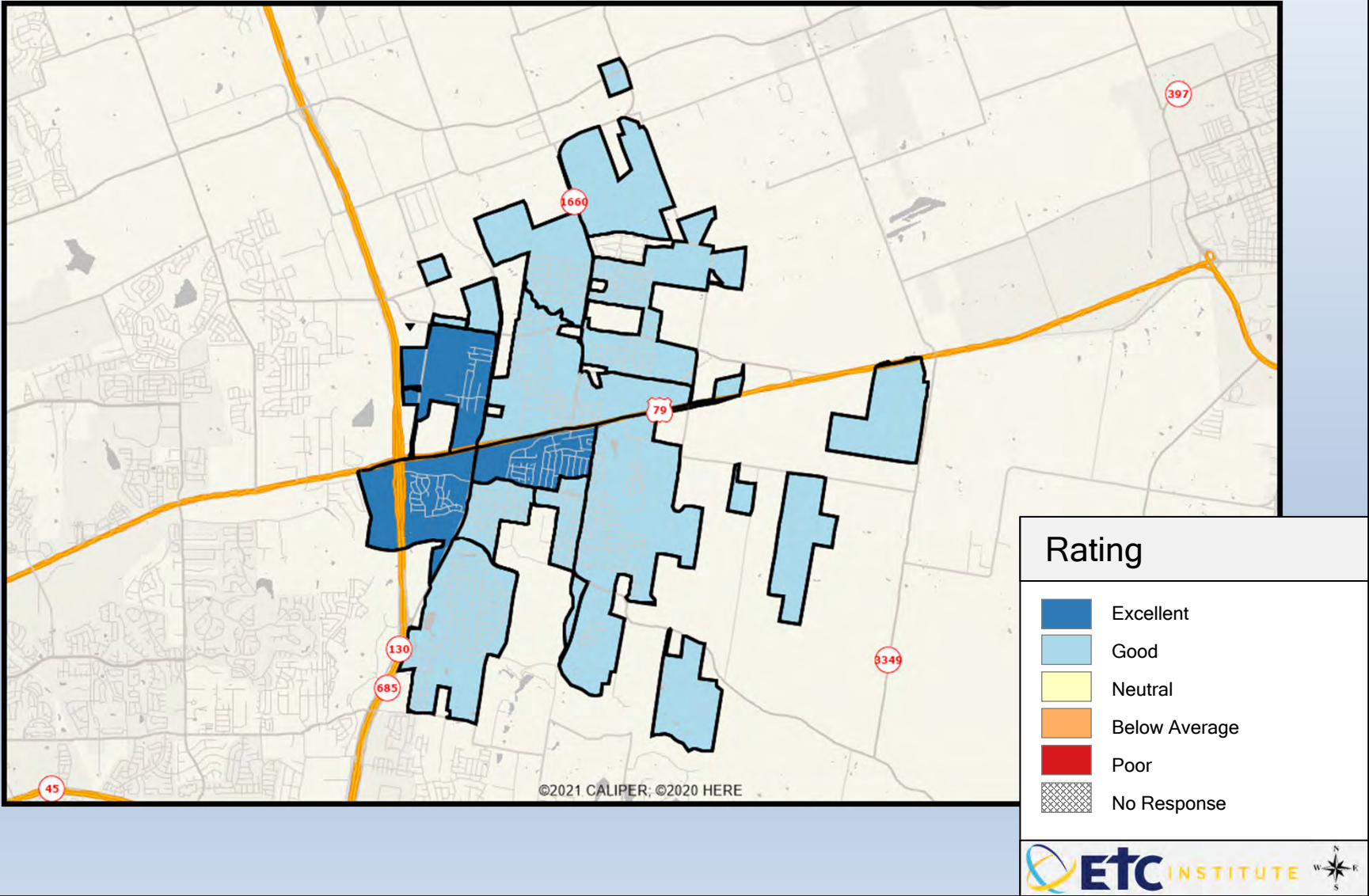
Q1-06. As a place to work



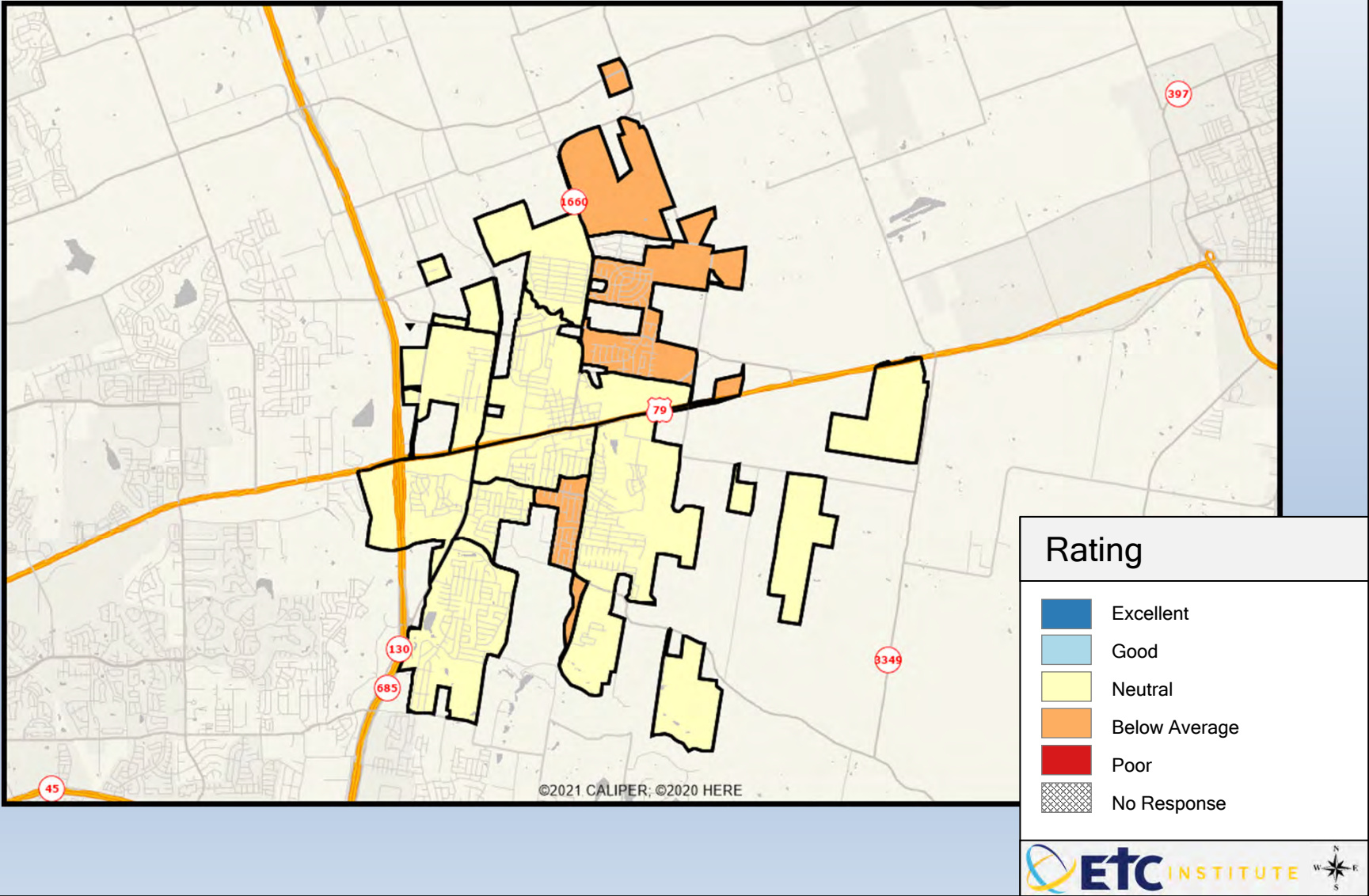
Q1-07. As a place for single adults to live



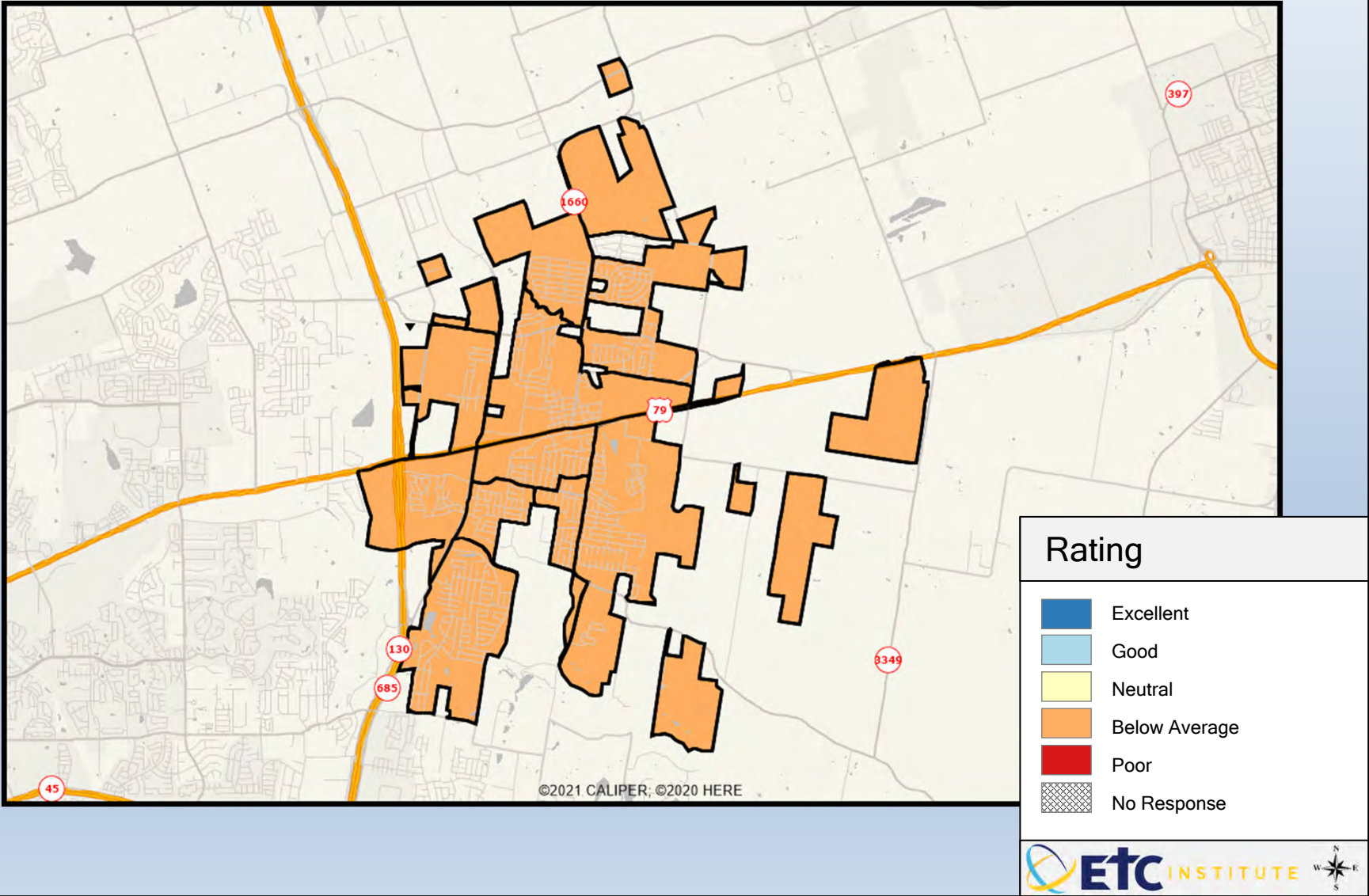
Q1-08. Sense of community pride



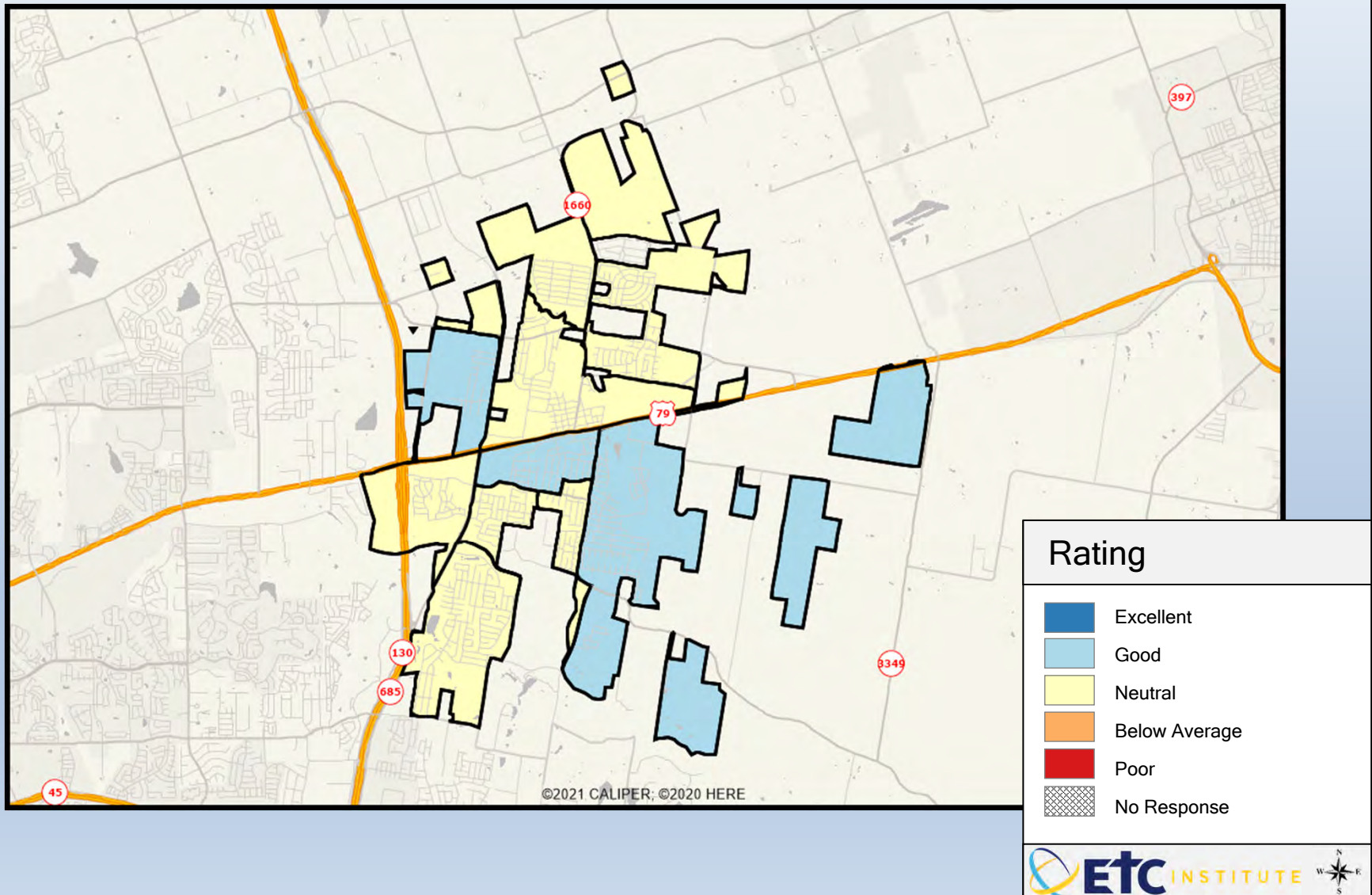
Q1-09. Recruiting and retaining quality City staff



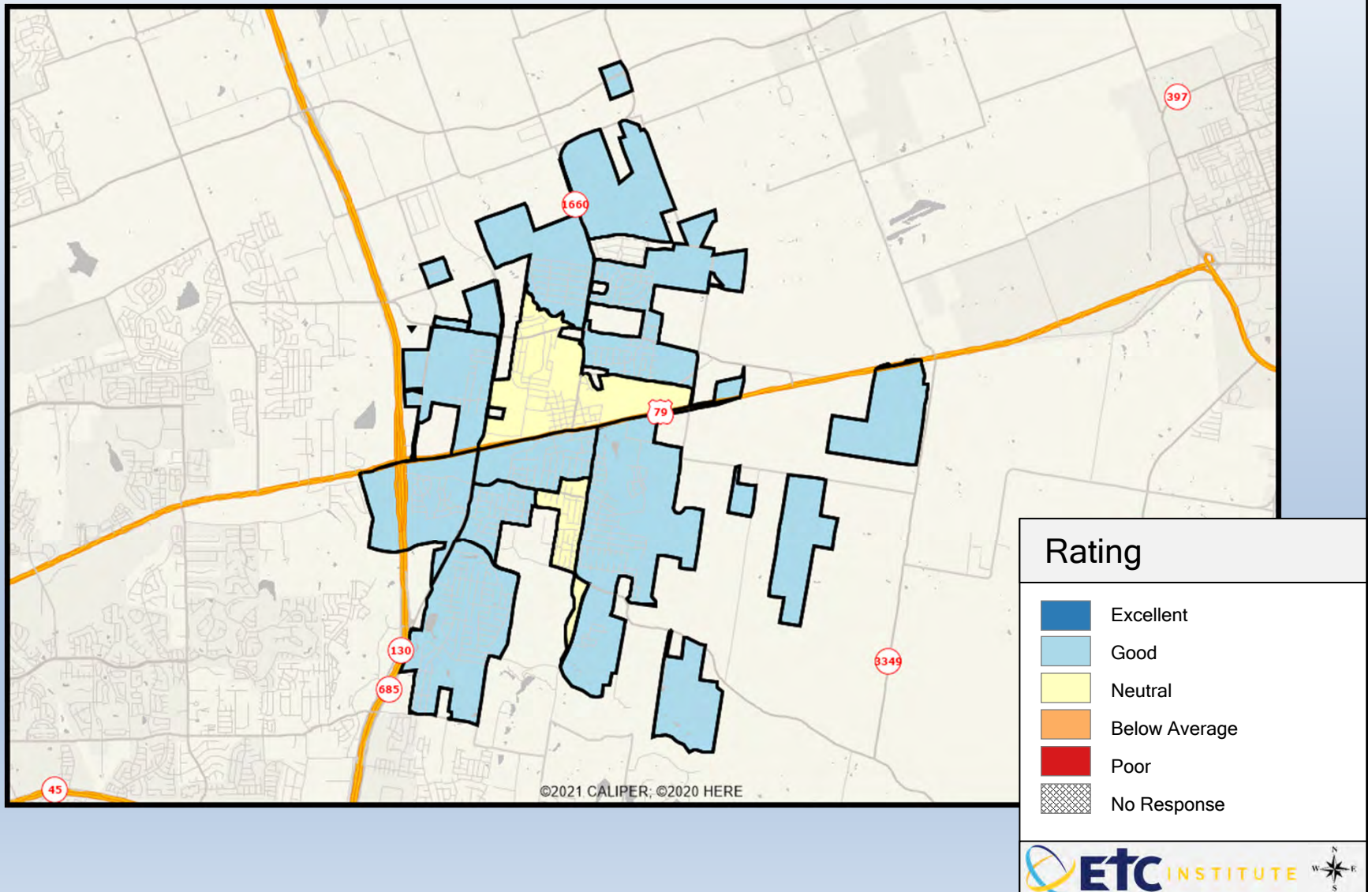
Q1-10. How well the City is managing growth



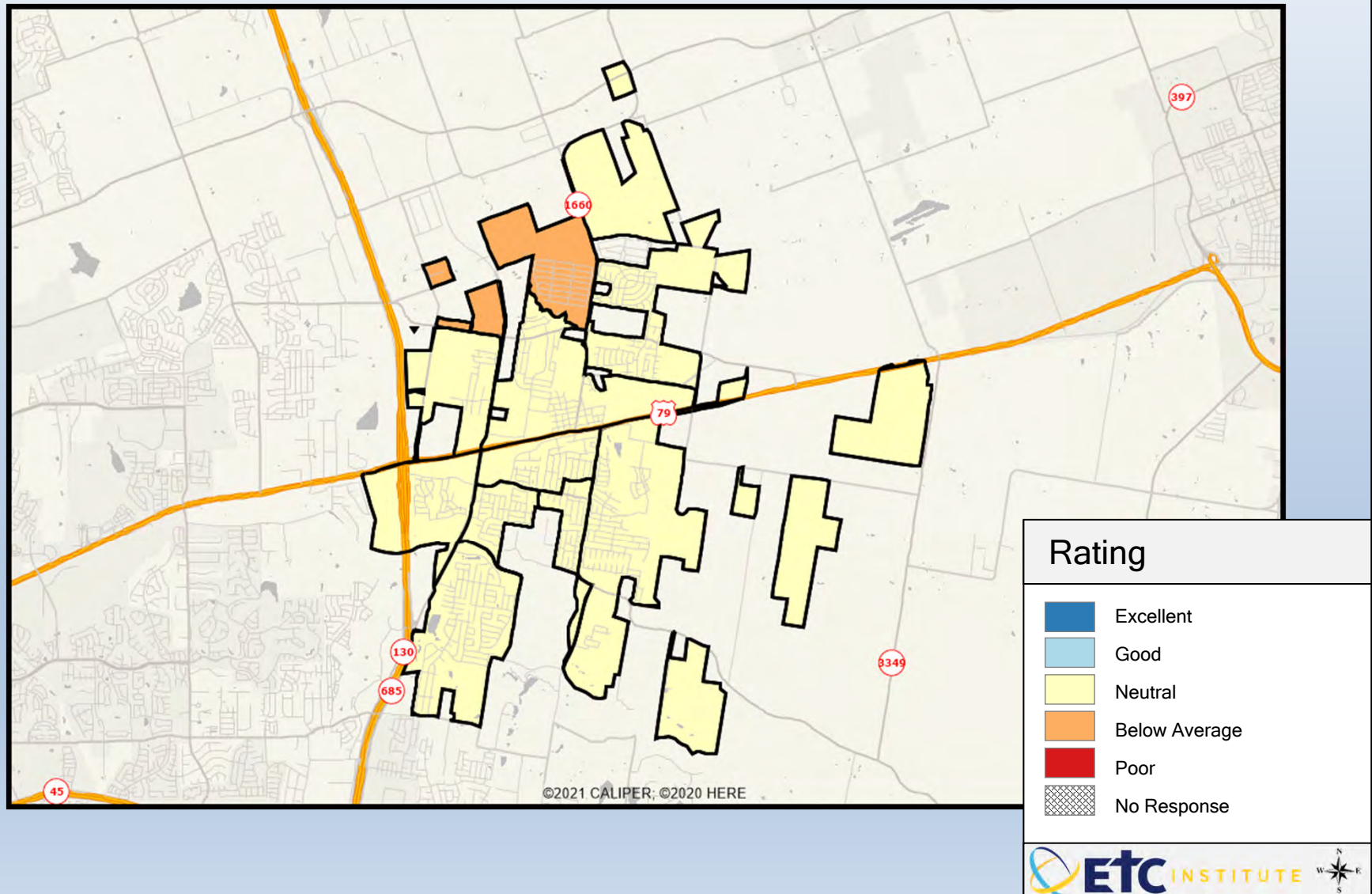
Q1-11. Collaboration with community organizations and businesses



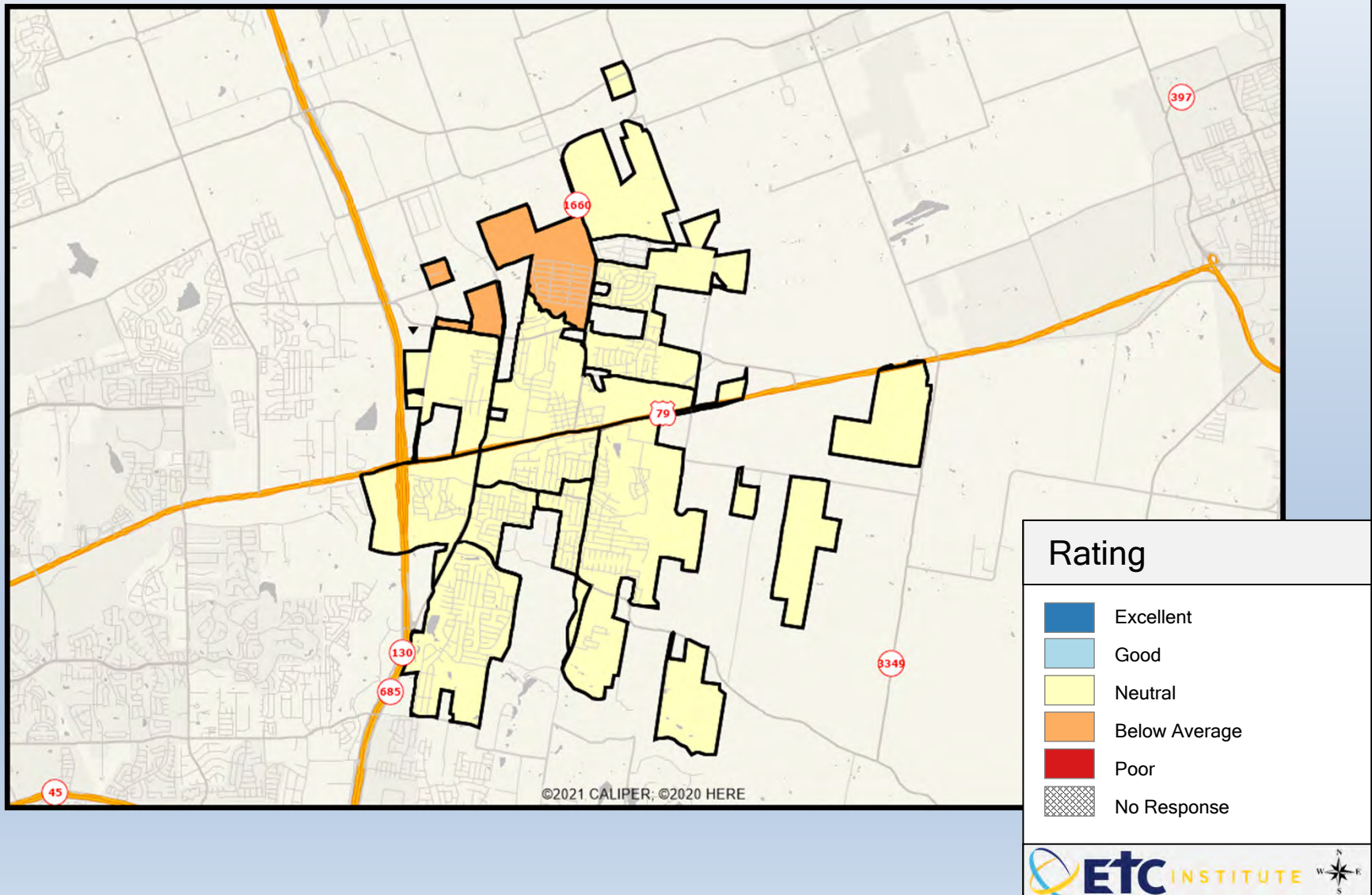
Q1-12. Overall experience in Historic Downtown Hutto



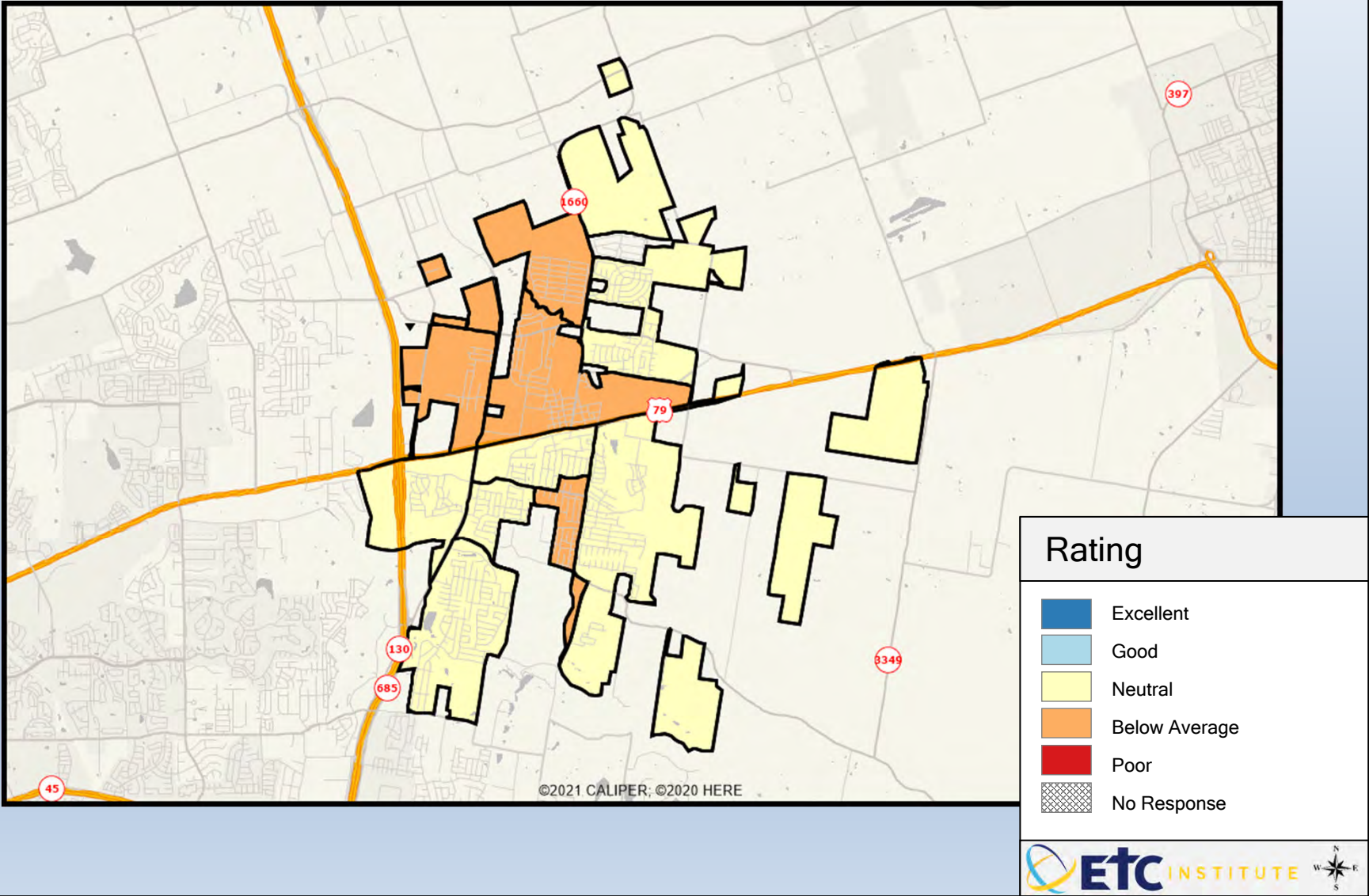
Q1-13. Commitment to becoming and staying financially stable



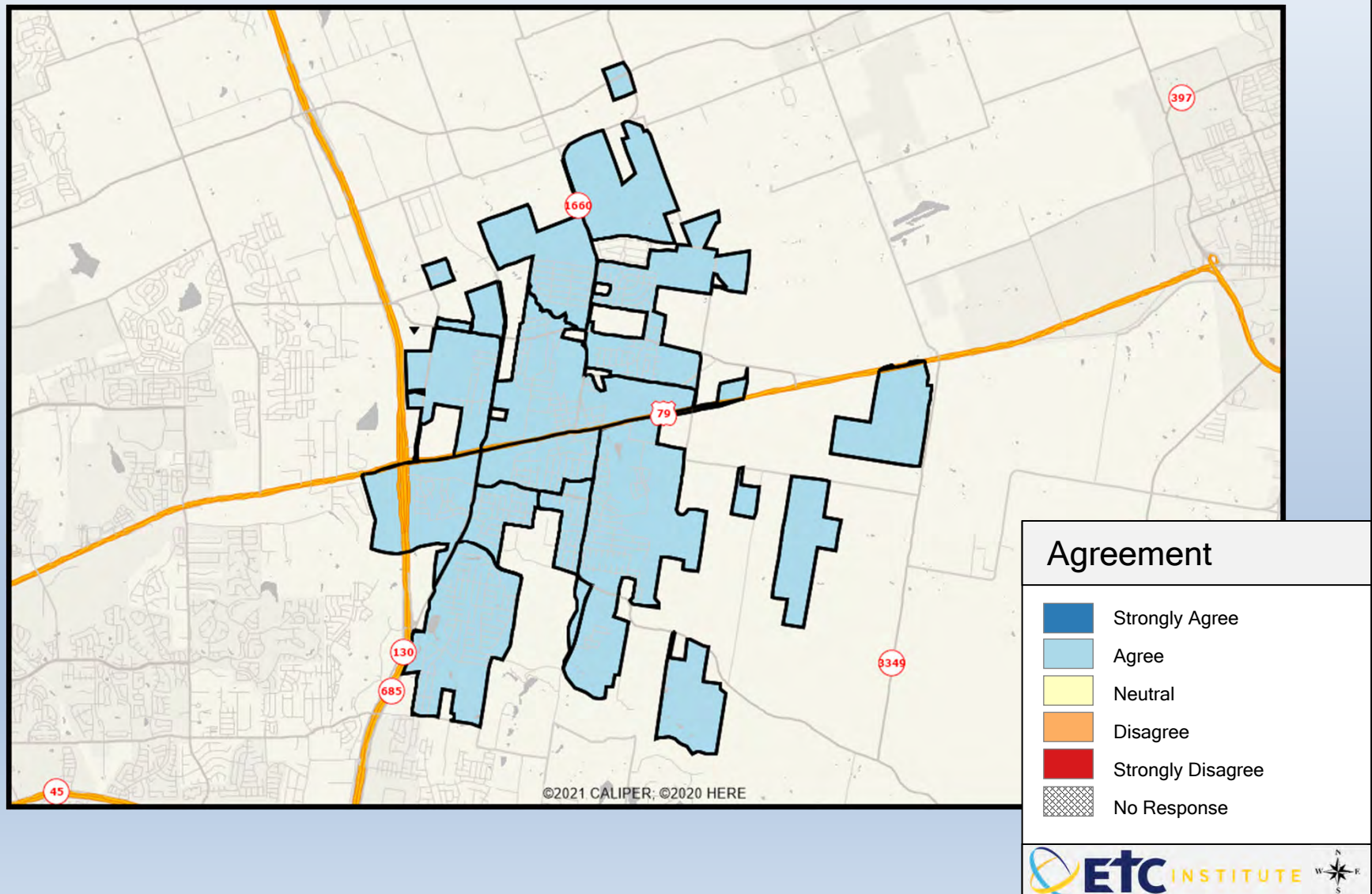
Q1-14. Developing a diverse tax base



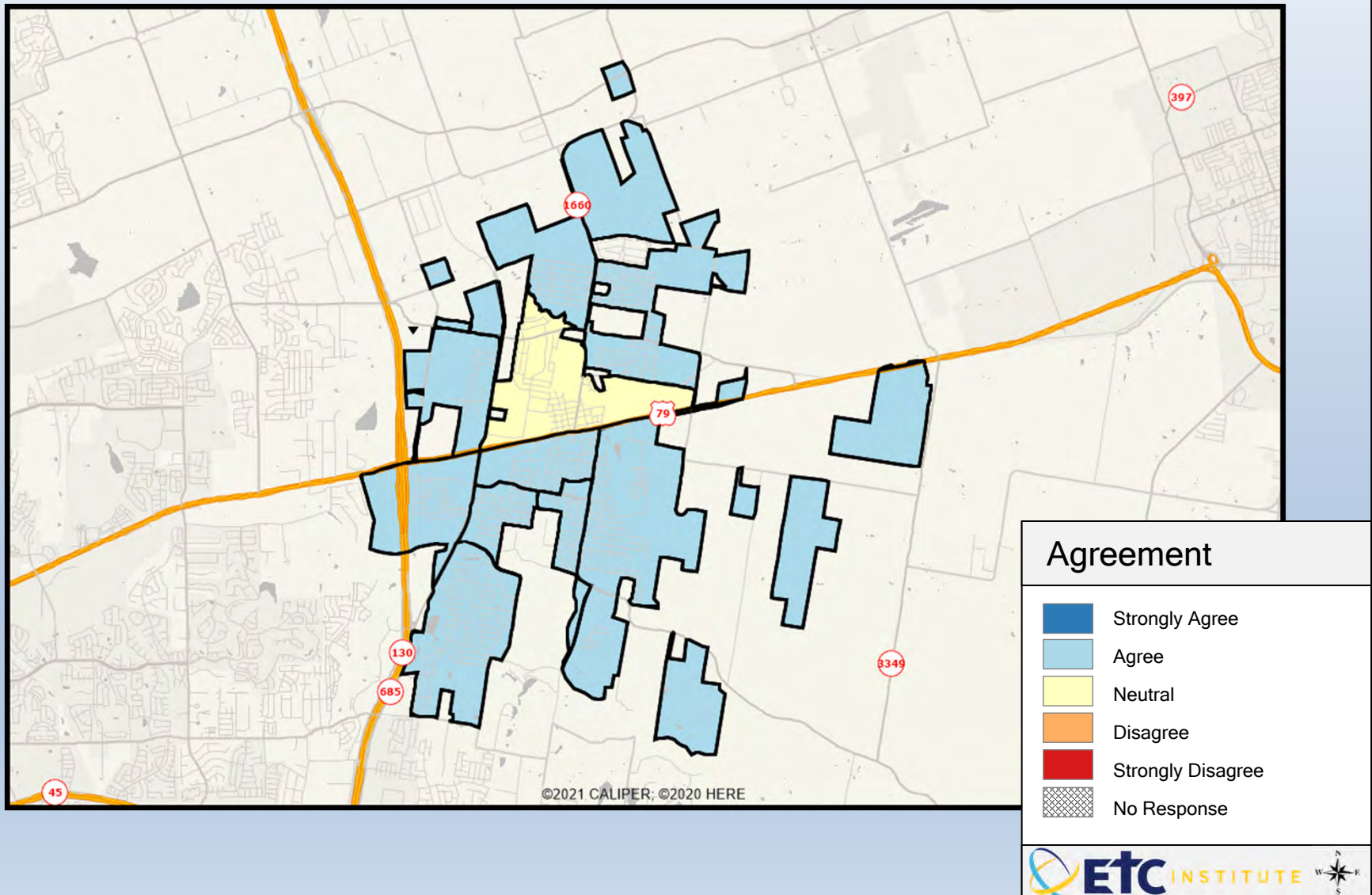
Q1-15. Overall value you receive for your City taxes and fees



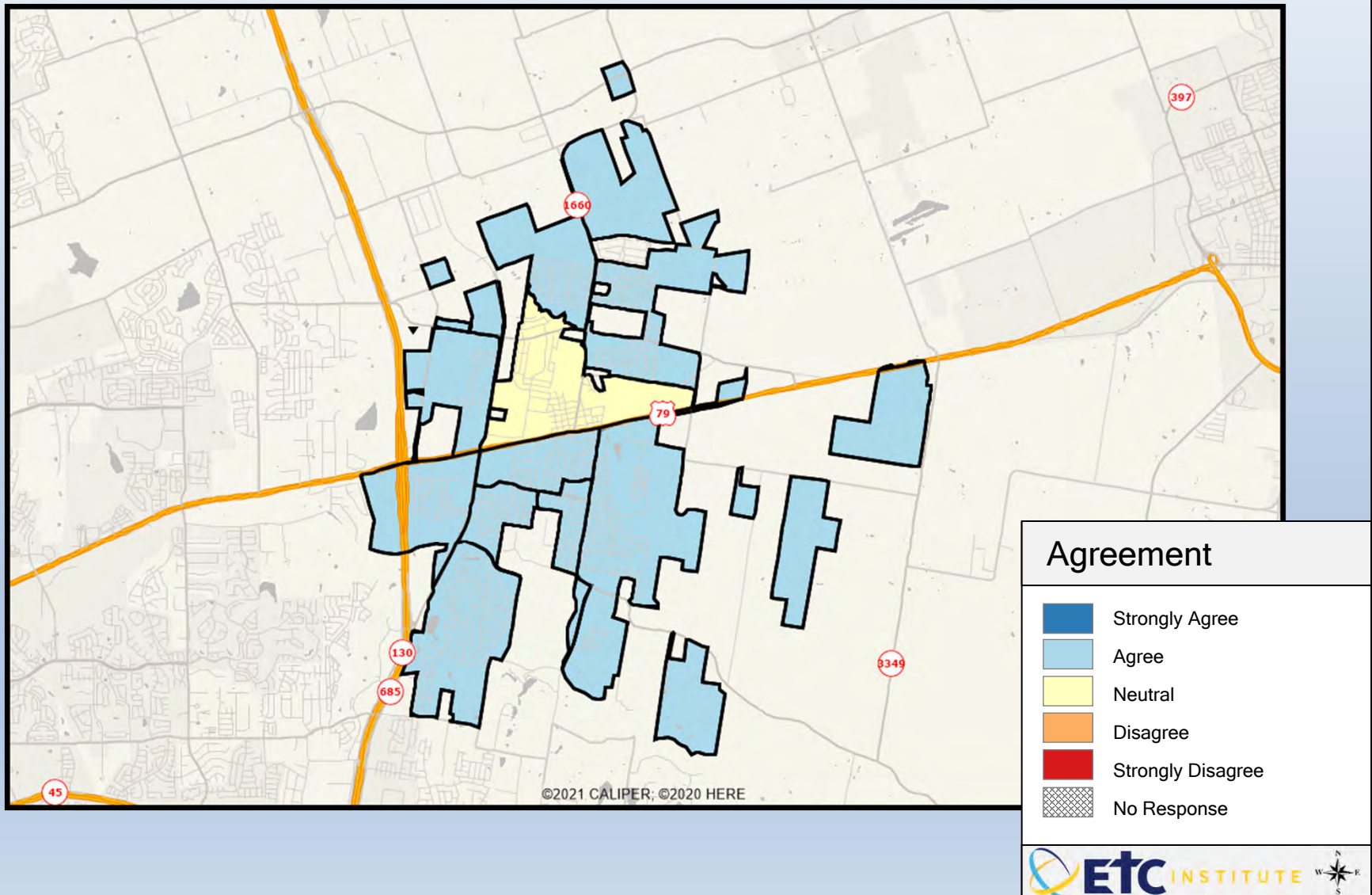
Q4-1. The City attracts people from diverse backgrounds to live here



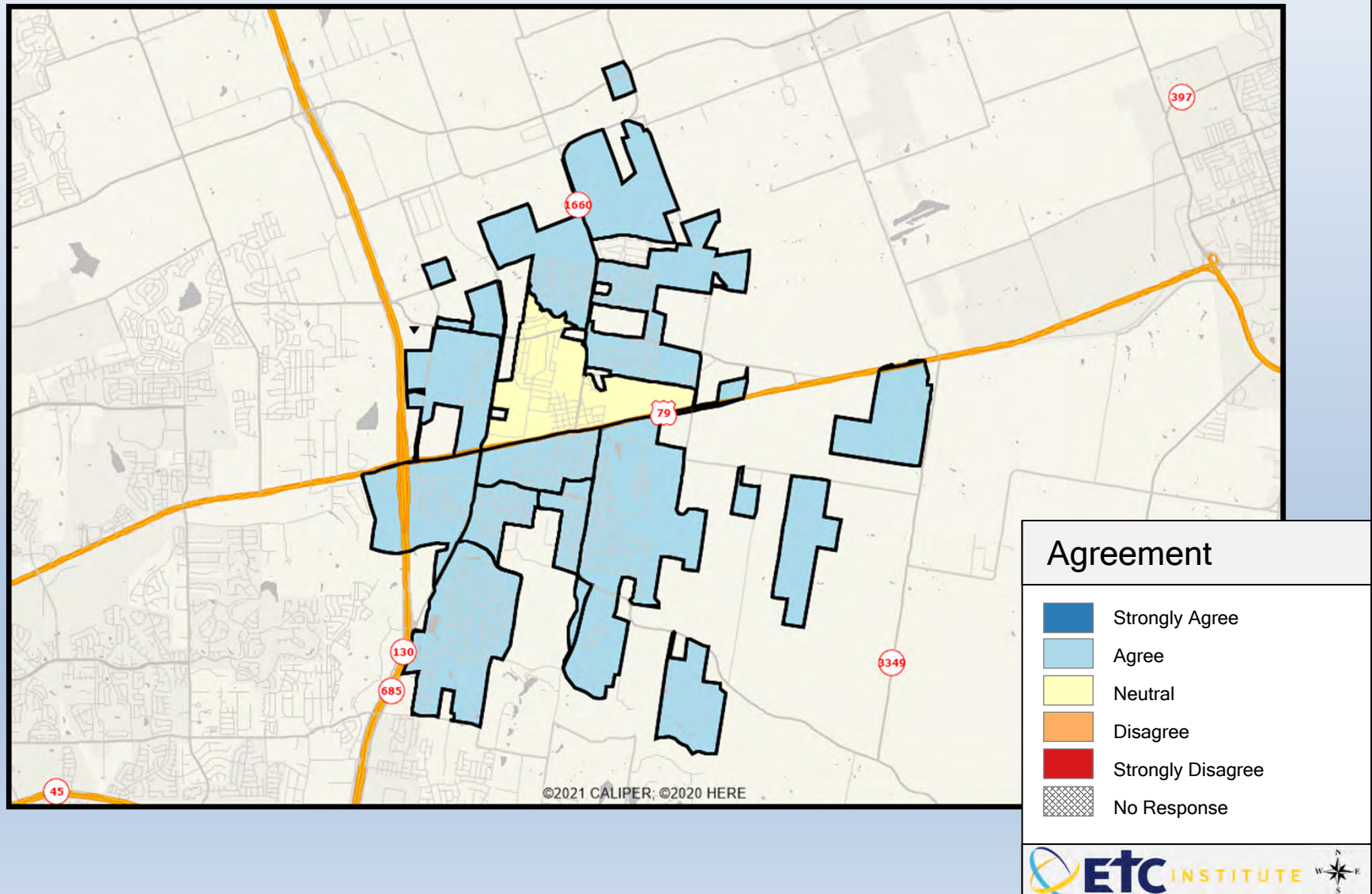
Q4-2. The City values residents from diverse backgrounds



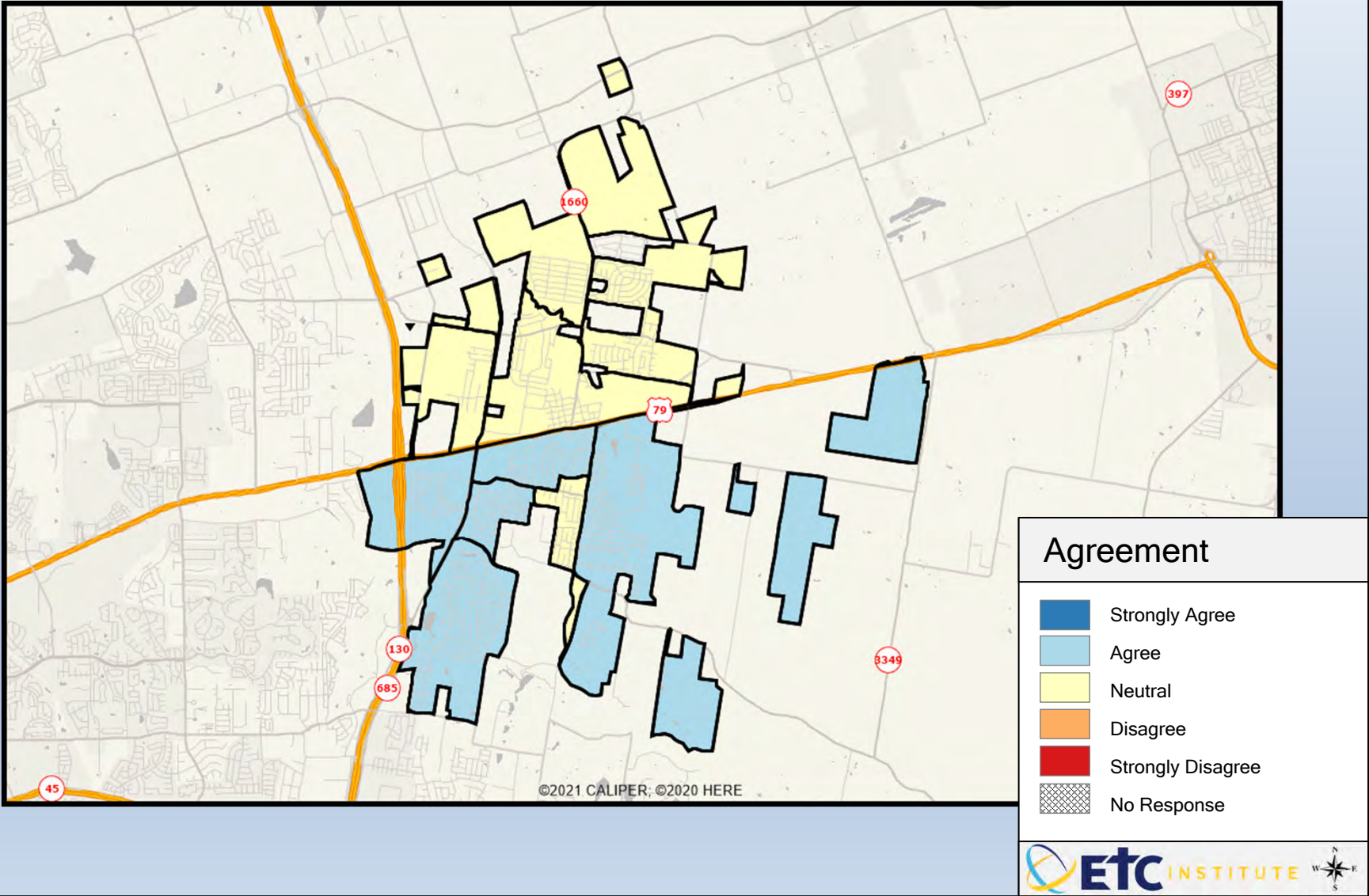
Q4-3. The City treats all residents fairly



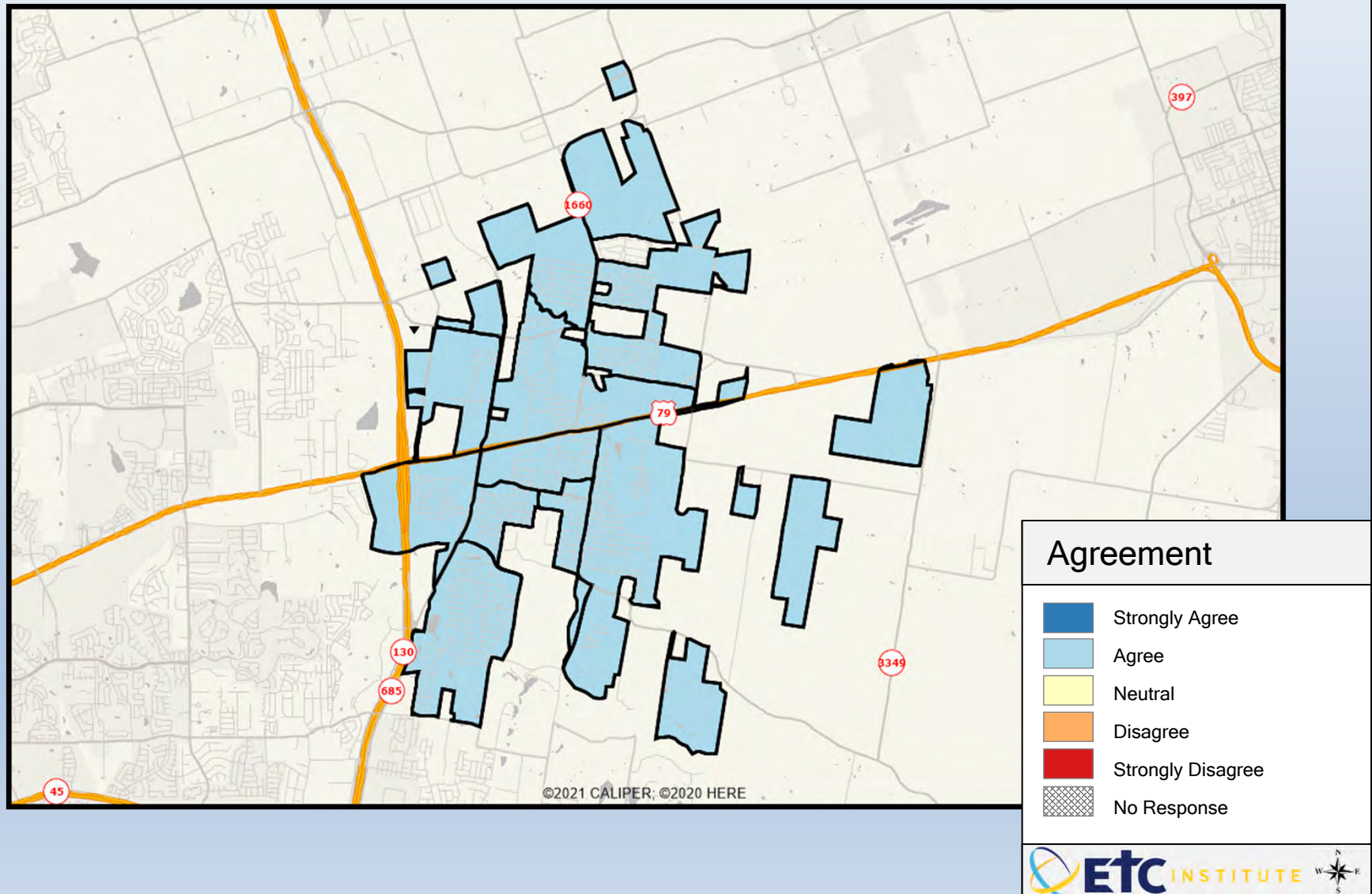
Q4-4. The City treats all residents with respect



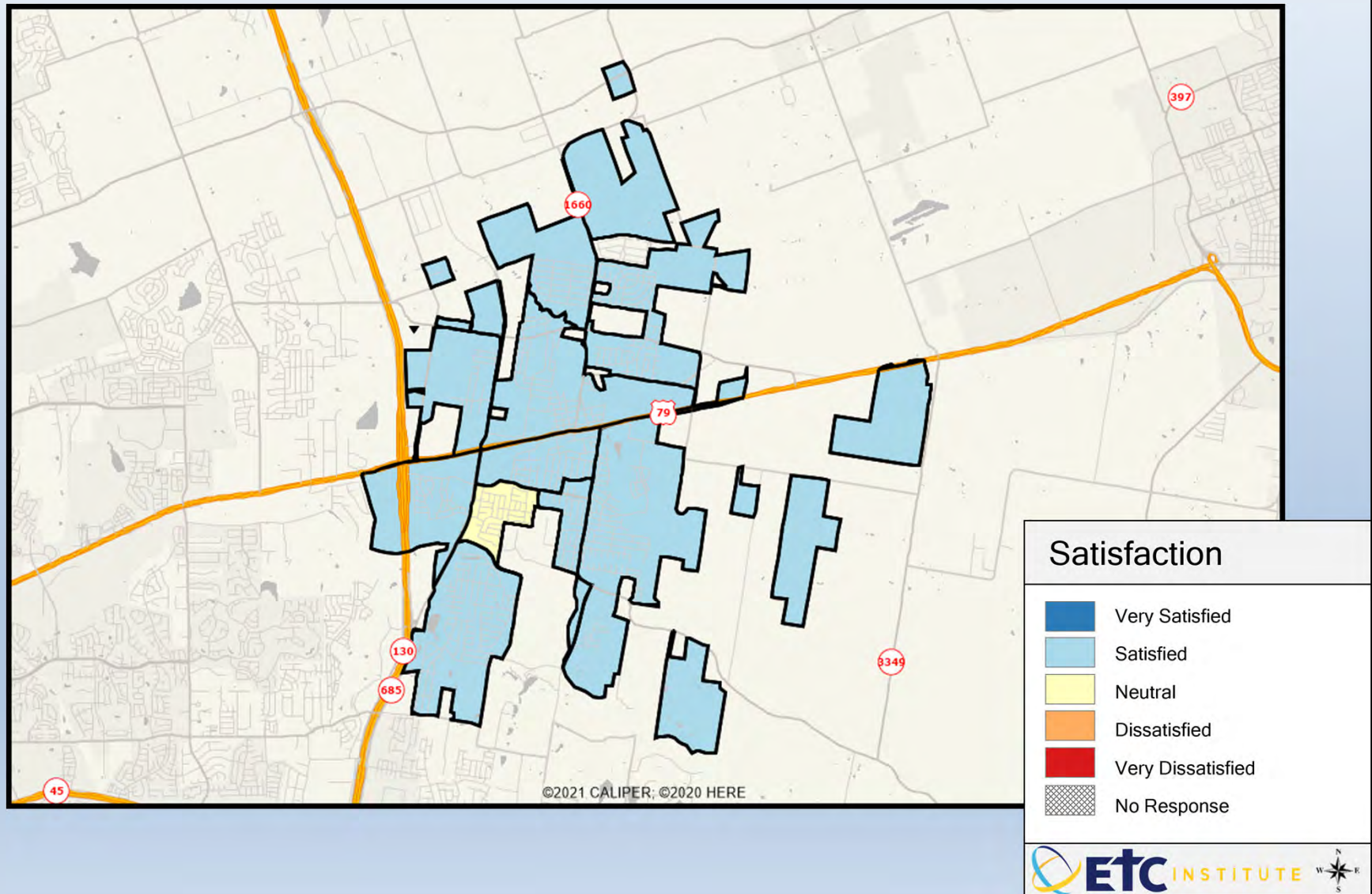
Q4-5. City staff and leaders are accessible to all residents



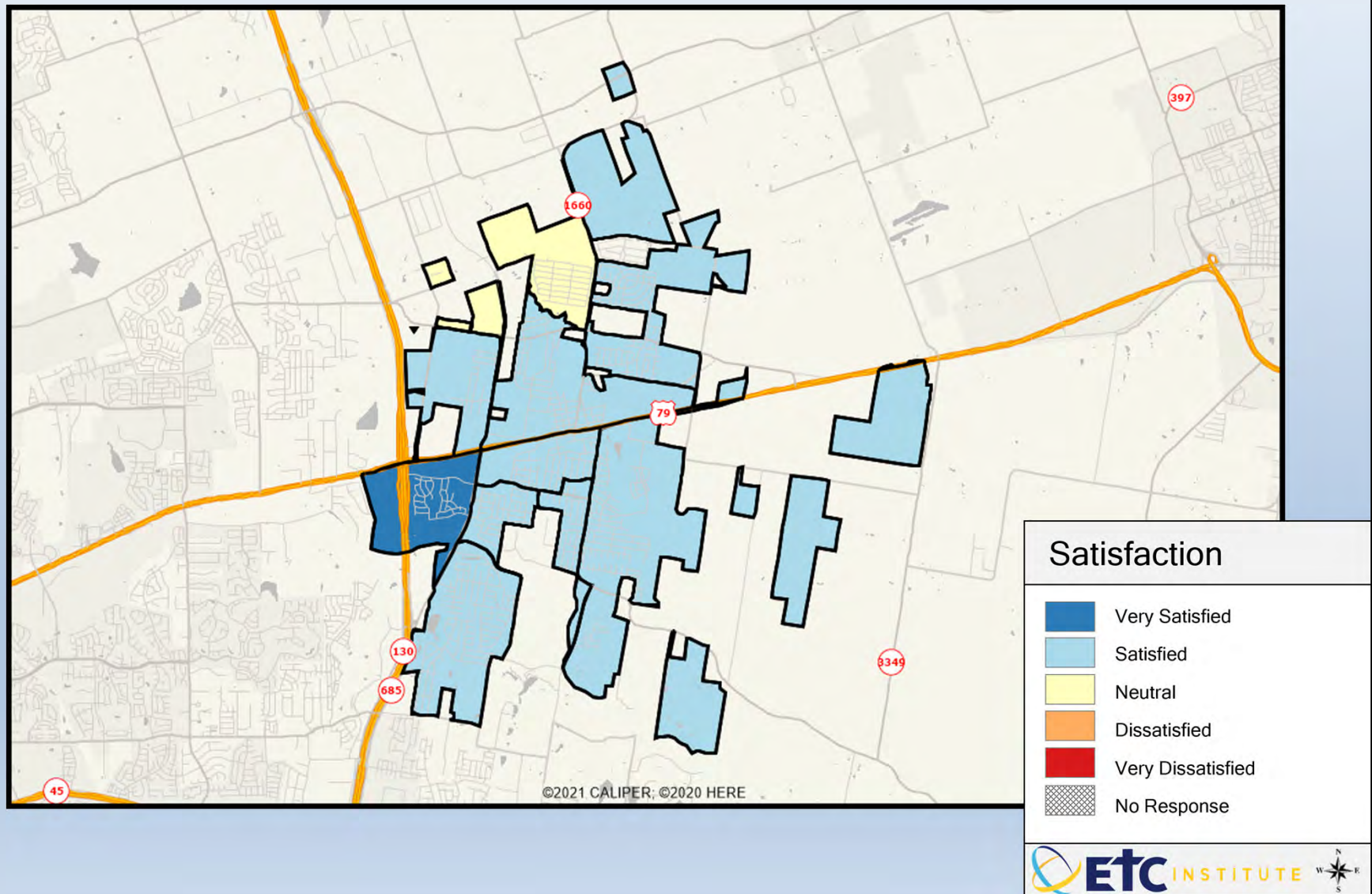
Q4-6. The City provides a safe environment for residents of all backgrounds



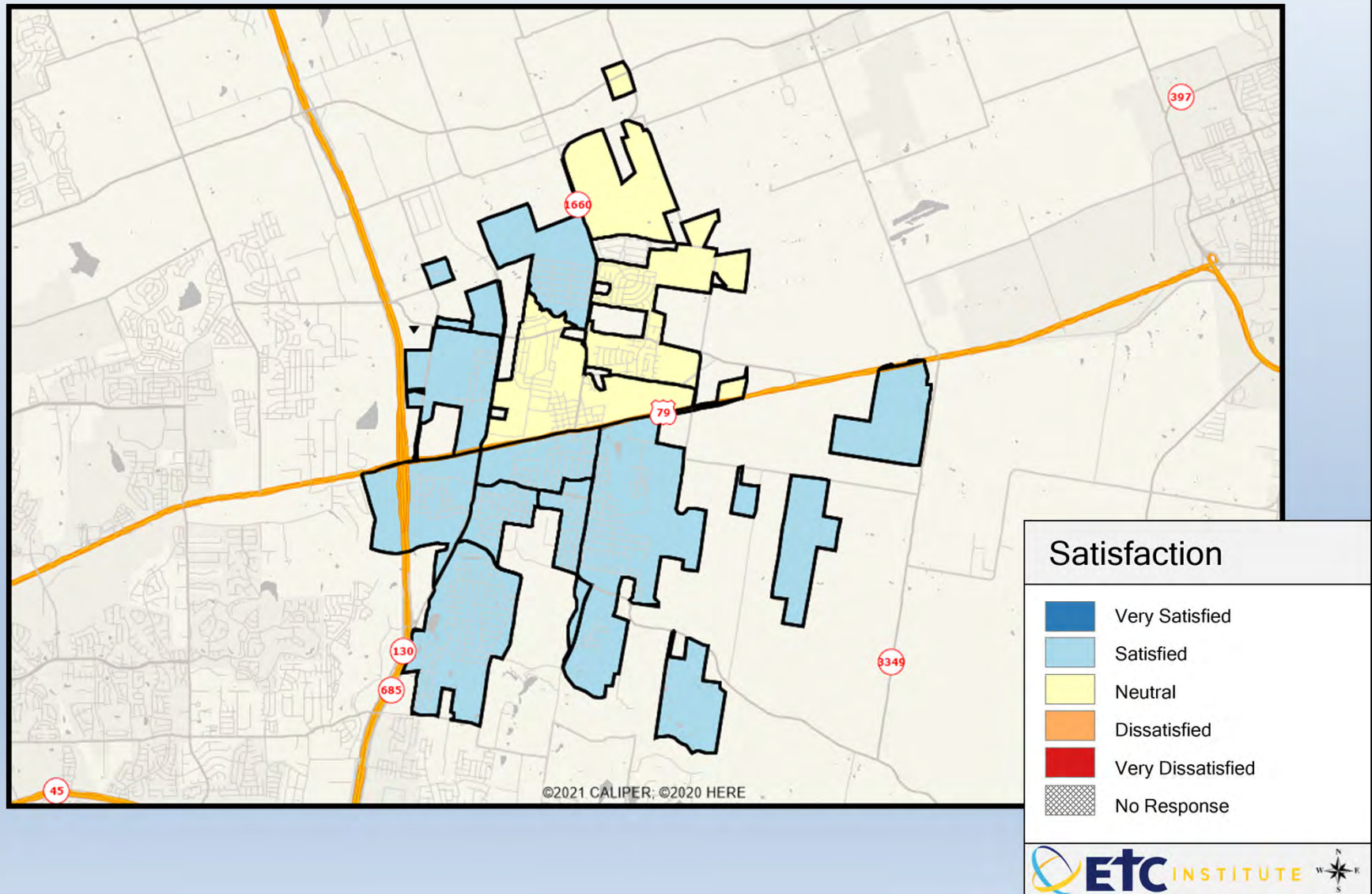
Q7-1. Availability of information about City services and programs



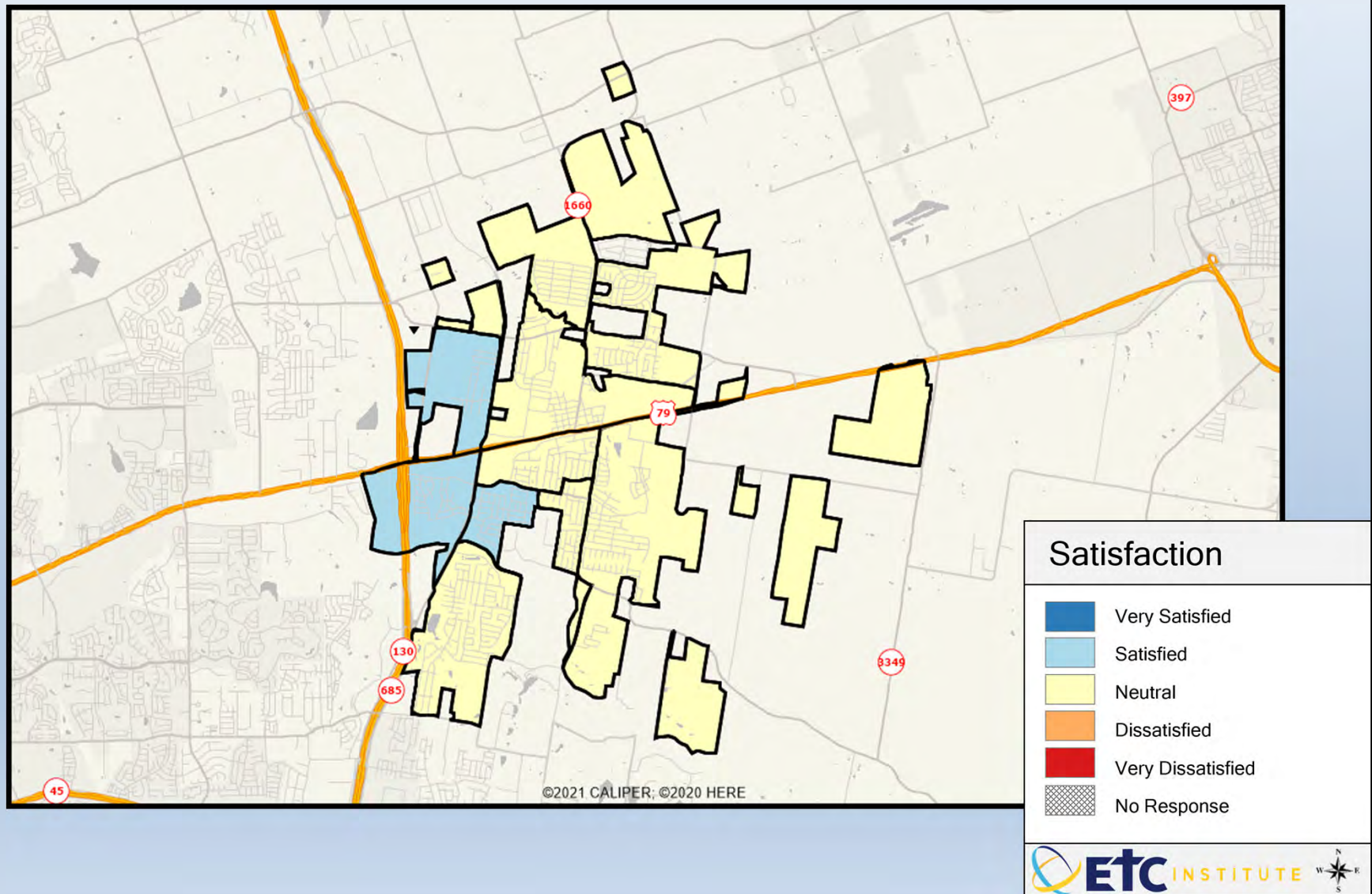
Q7-2. The usefulness of the City's e-newsletter (Hey Hutto)



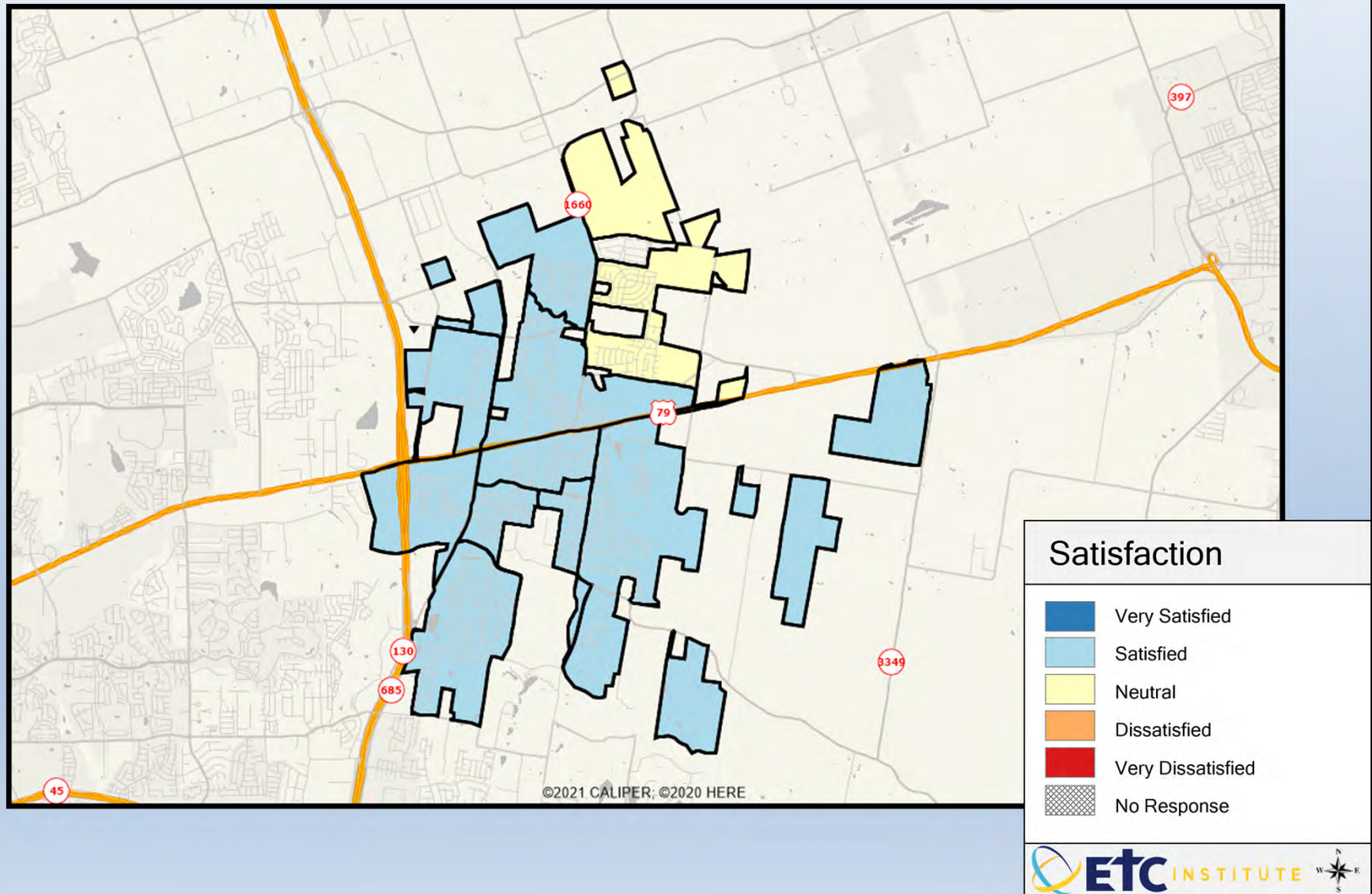
Q7-3. The usefulness of the City website



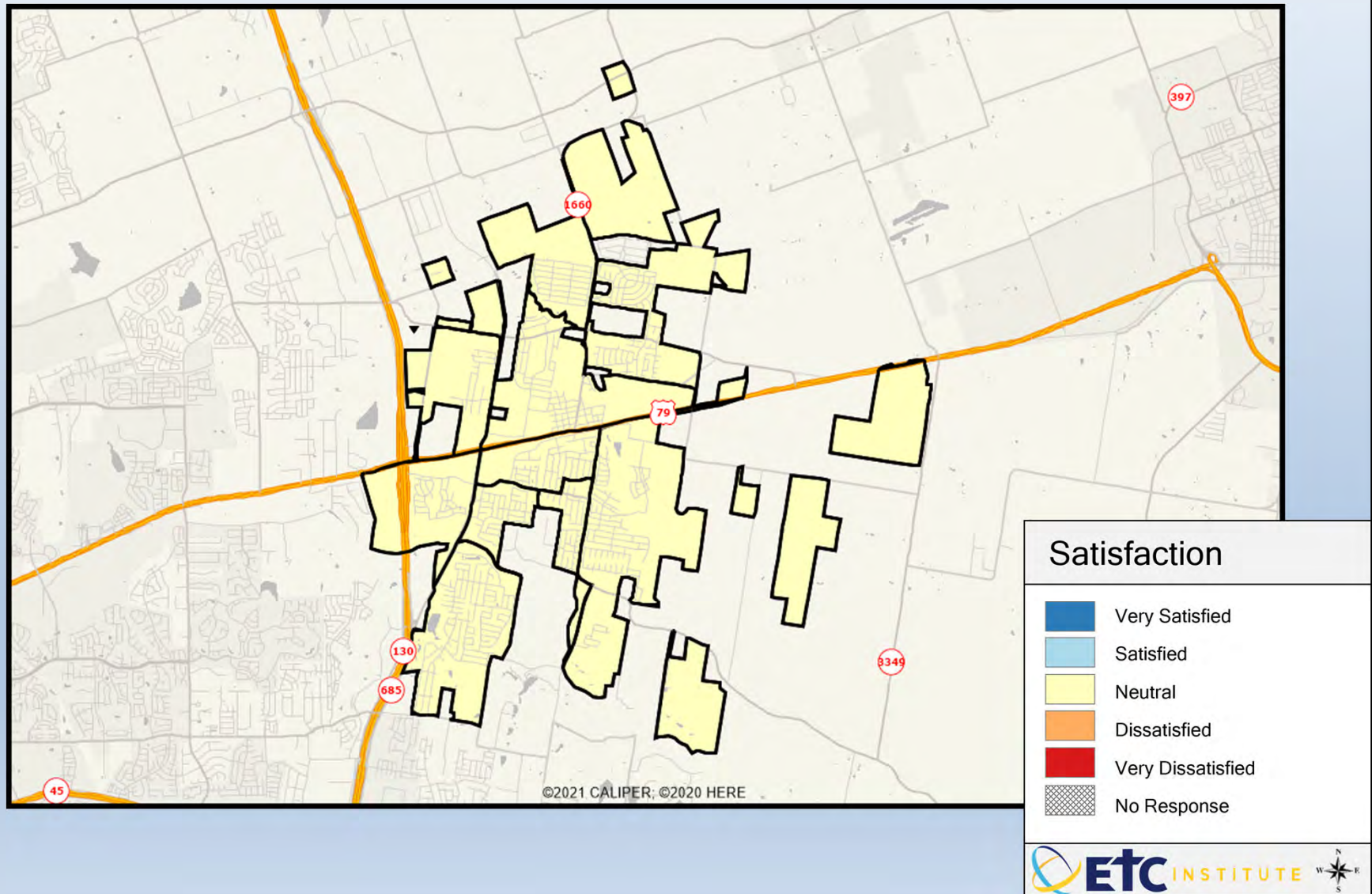
Q7-4. City efforts to keep residents informed about local issues



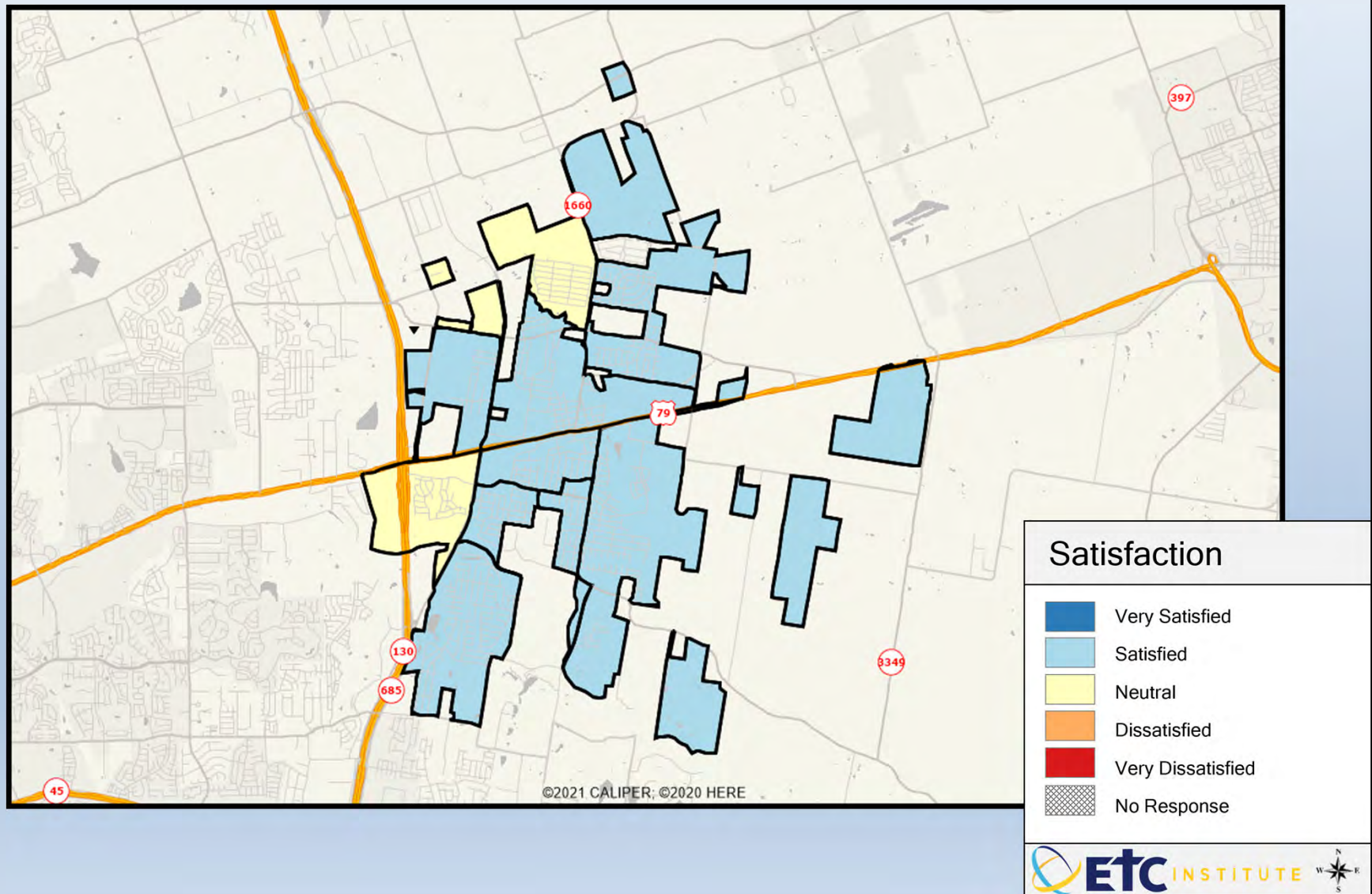
Q7-5. The City's use of official City social media accounts



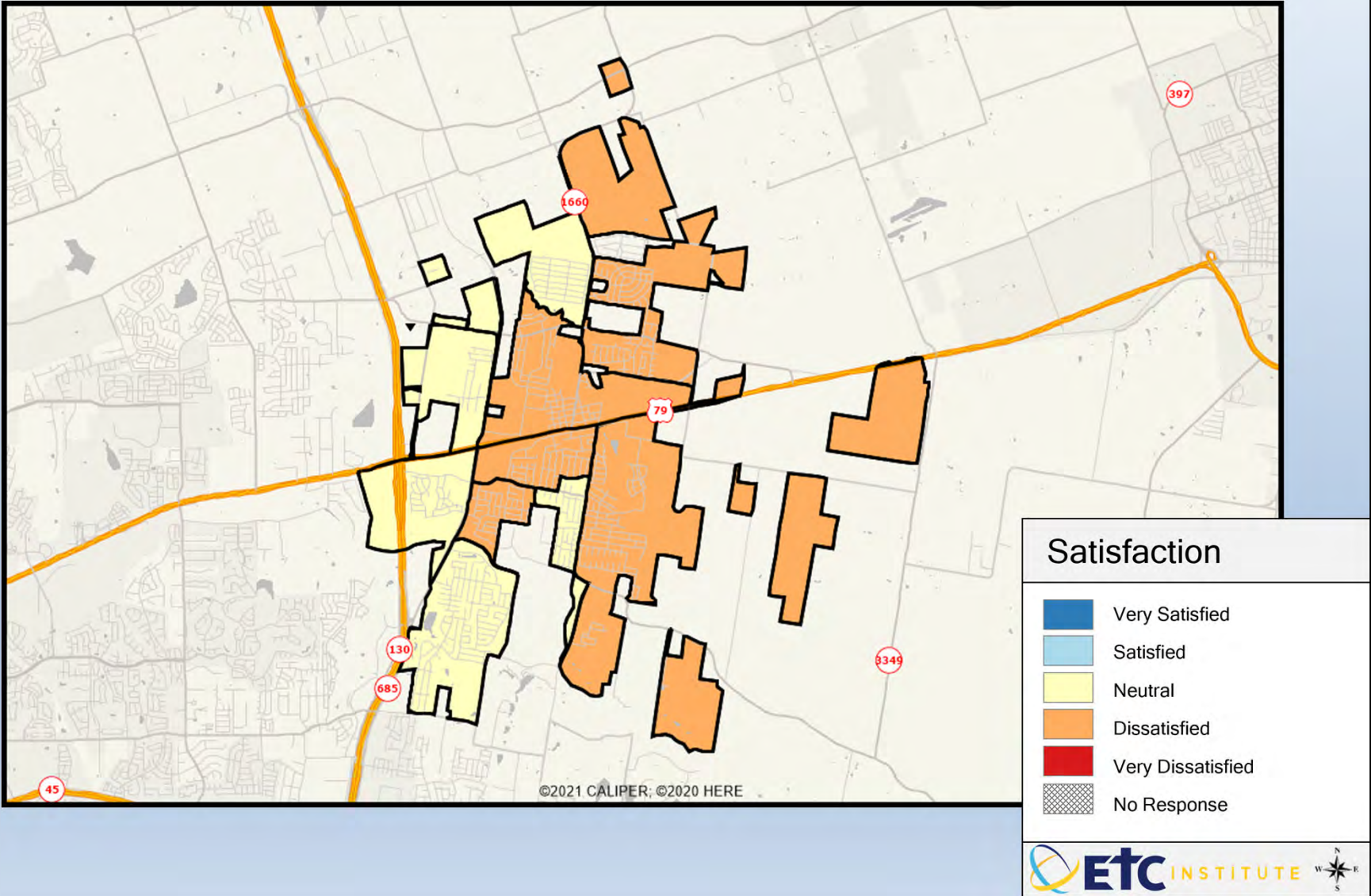
Q9-1. City finances



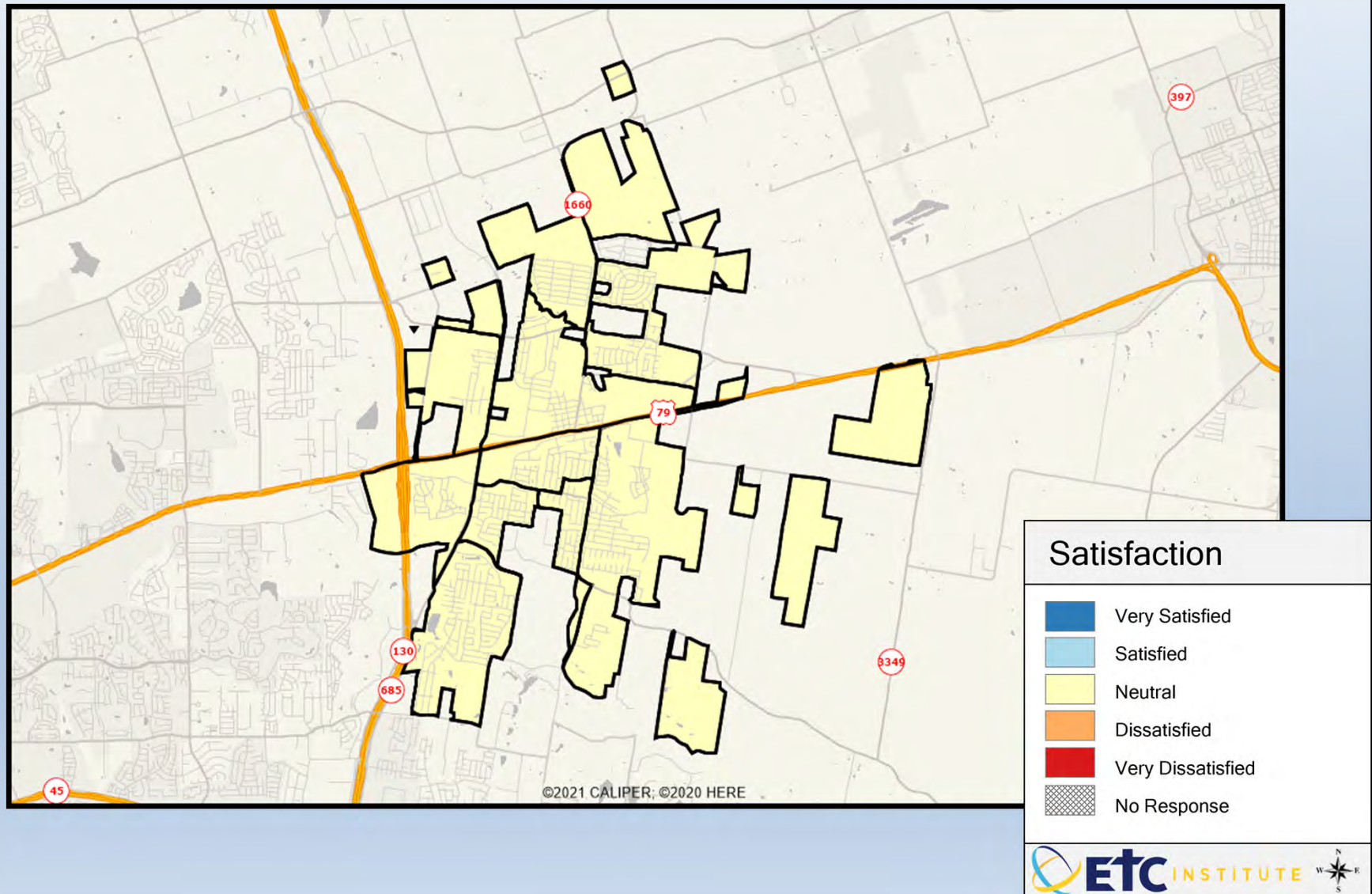
Q9-2. City special events



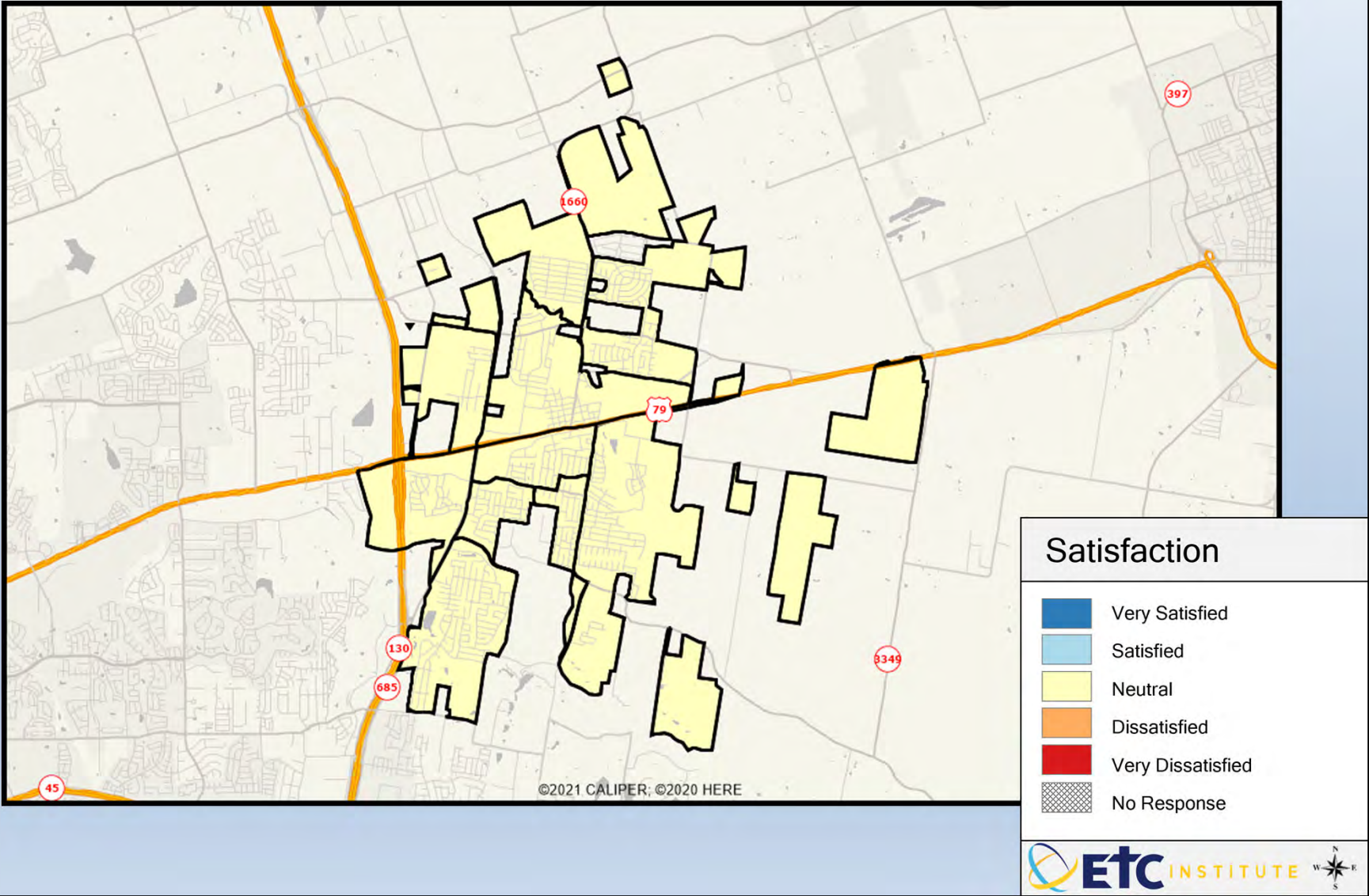
Q9-3. City infrastructure



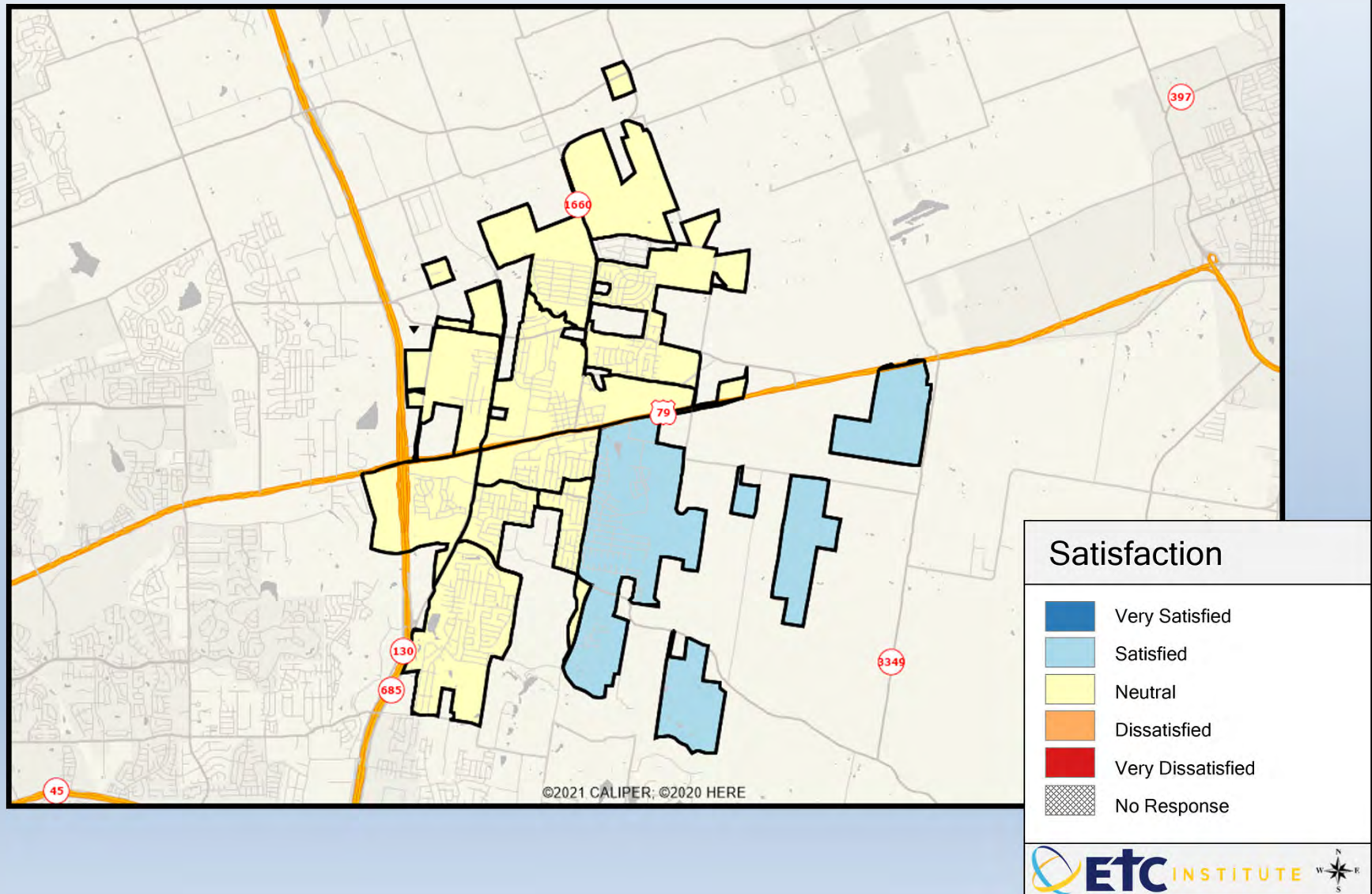
Q9-4. City programs and services



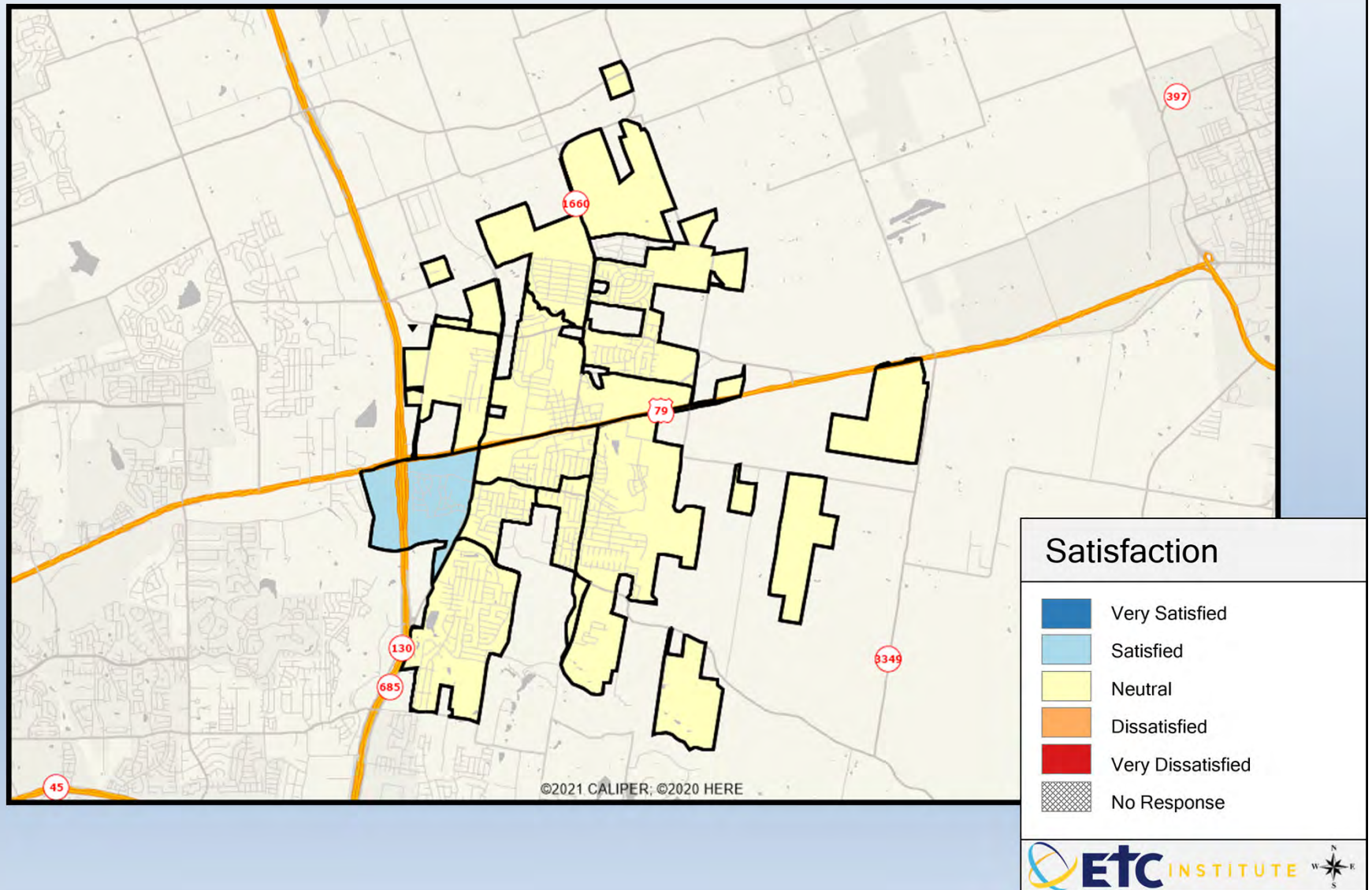
Q9-5. City economic development



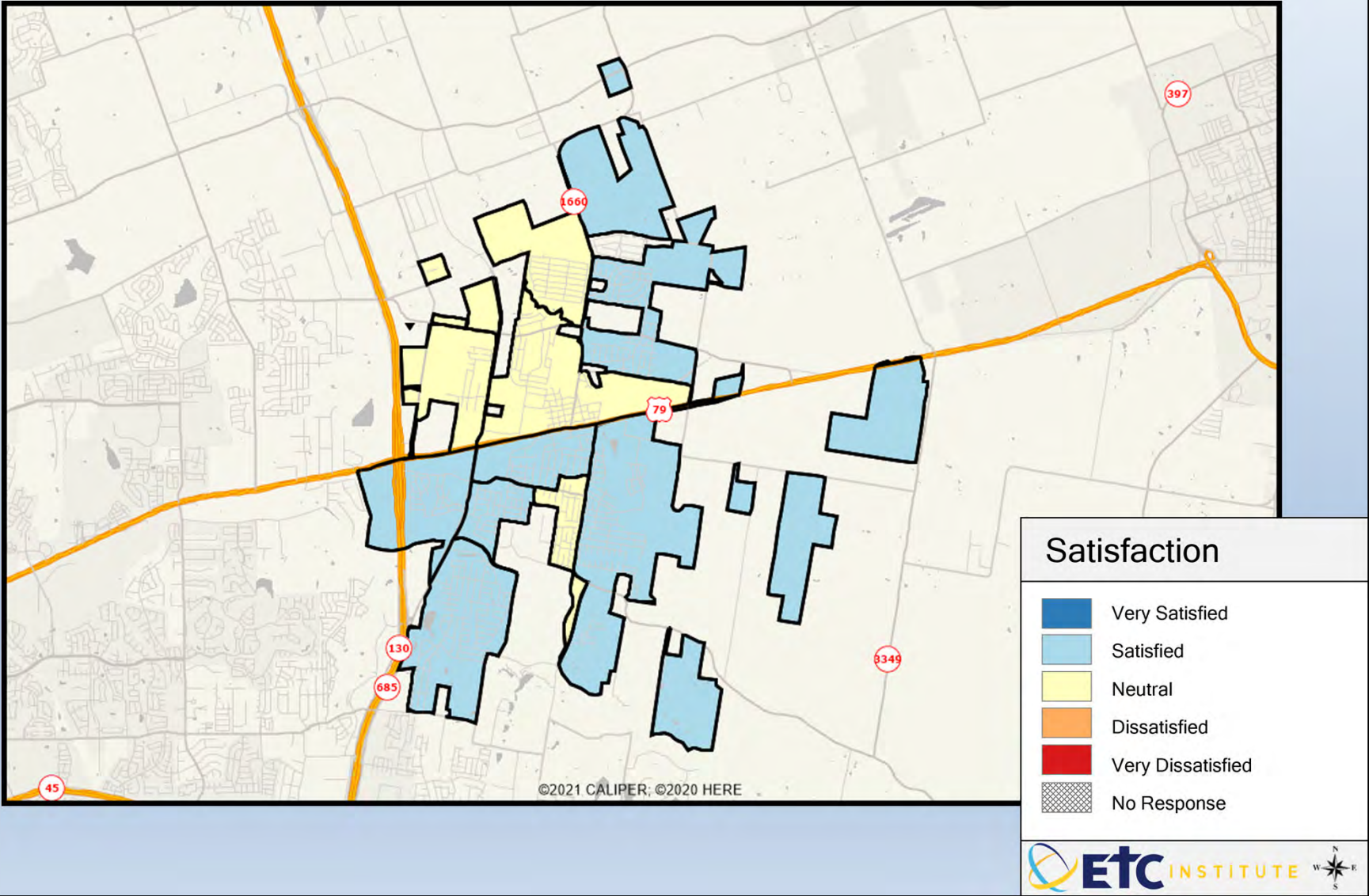
Q9-6. City emergency preparedness



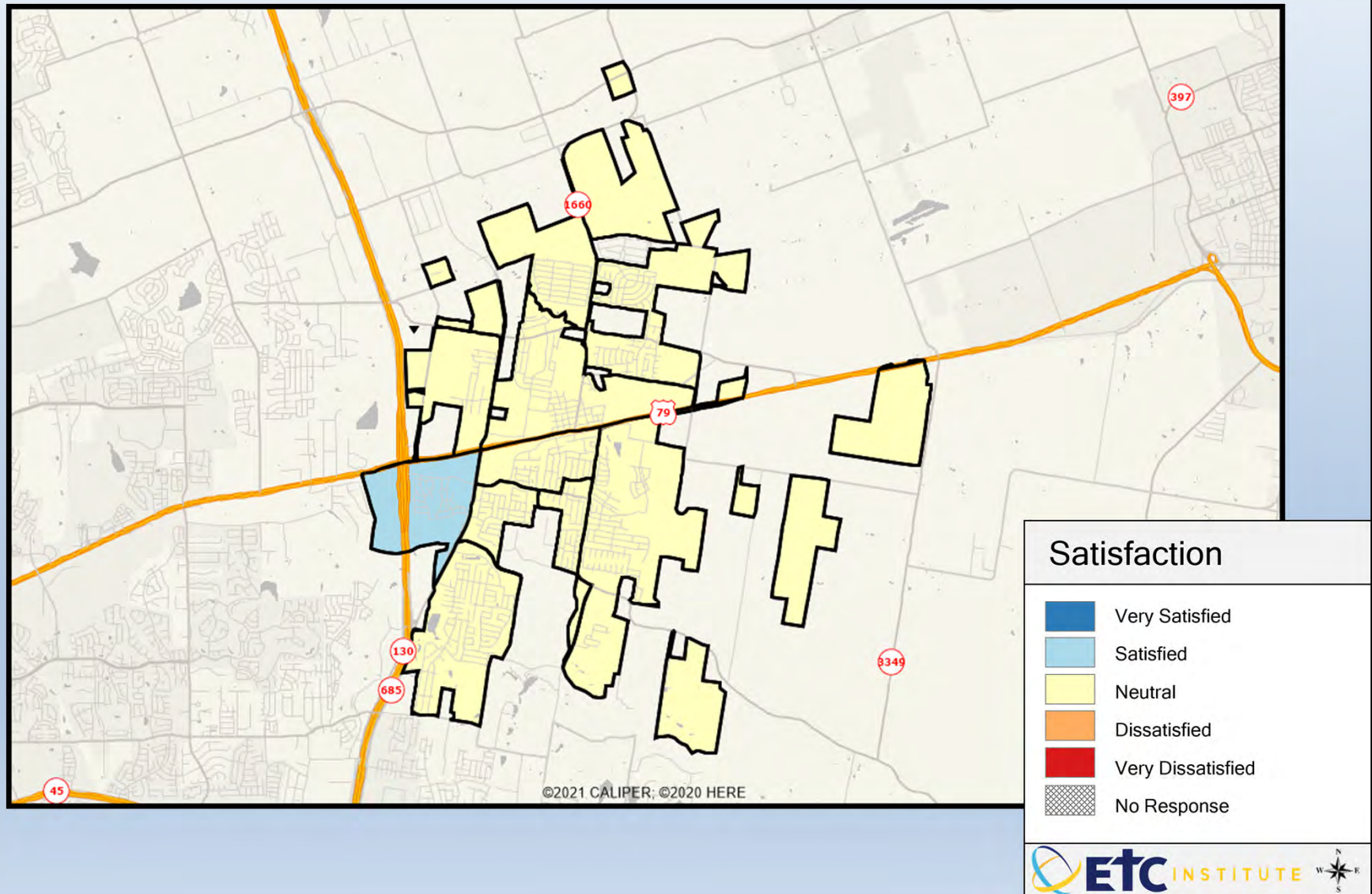
Q9-7. Public input and participation opportunities



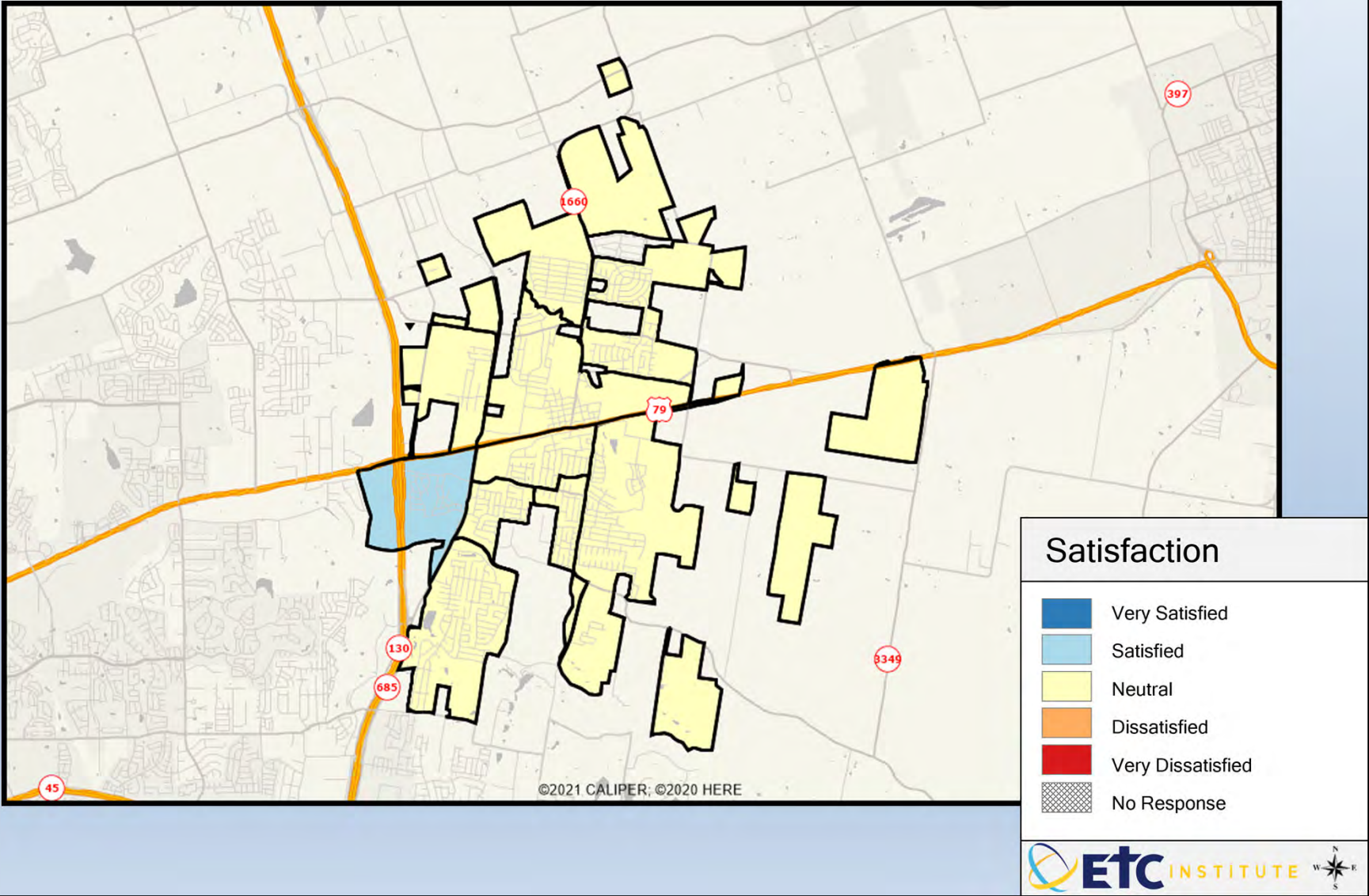
Q12-01. Customer service provided by the City



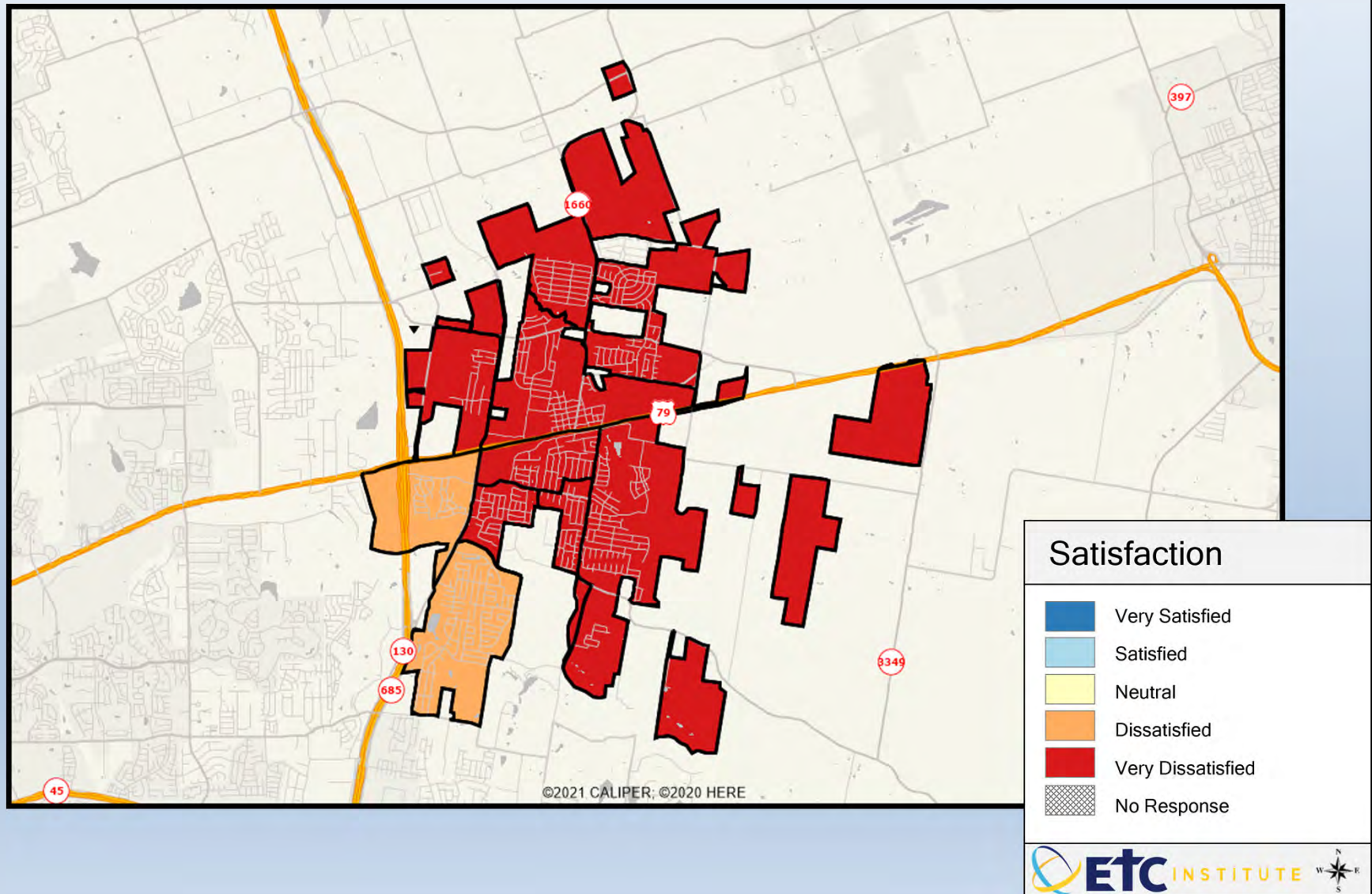
Q12-02. Effectiveness of City communication



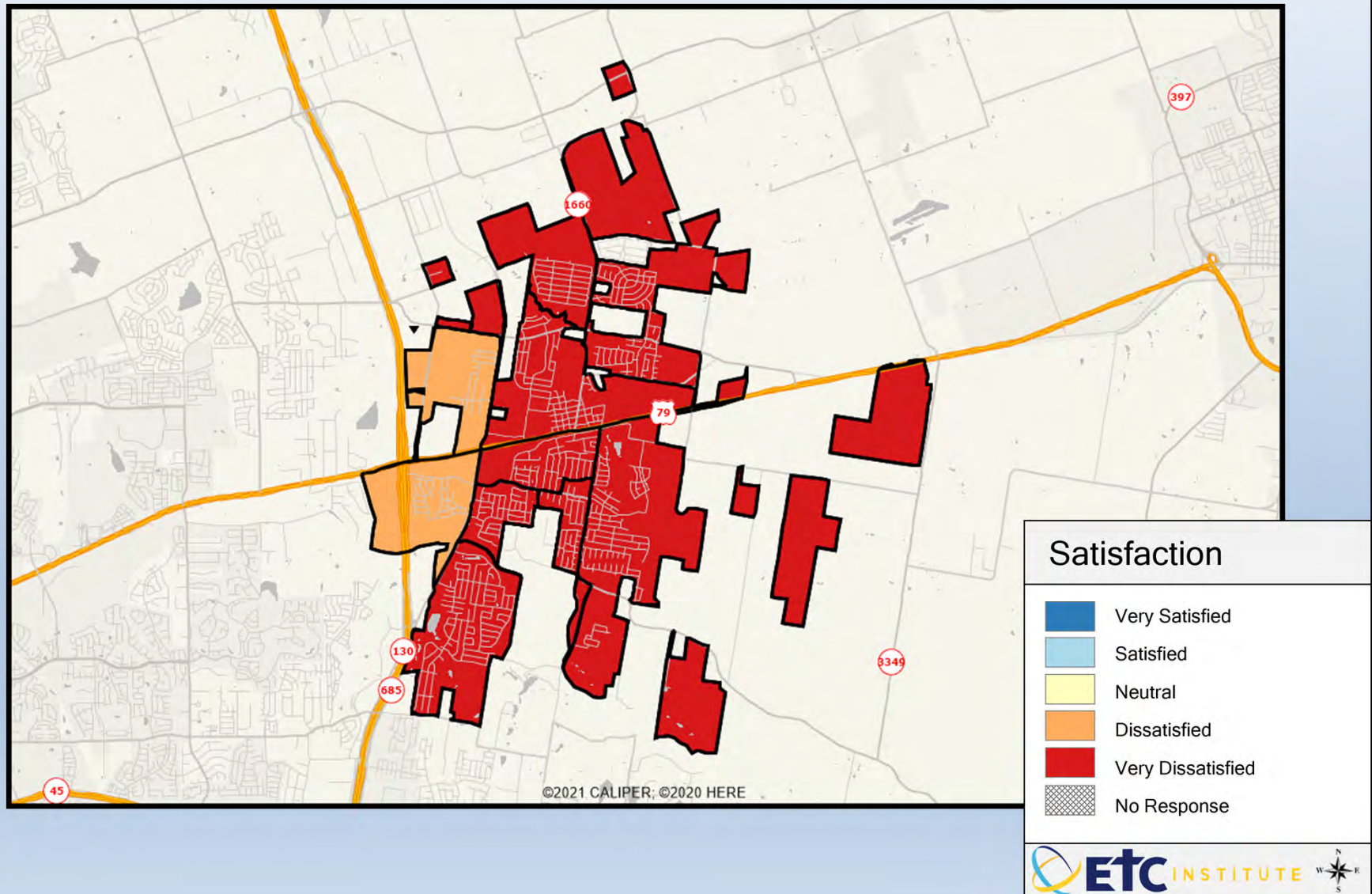
Q12-03. Enforcement of local codes and ordinances



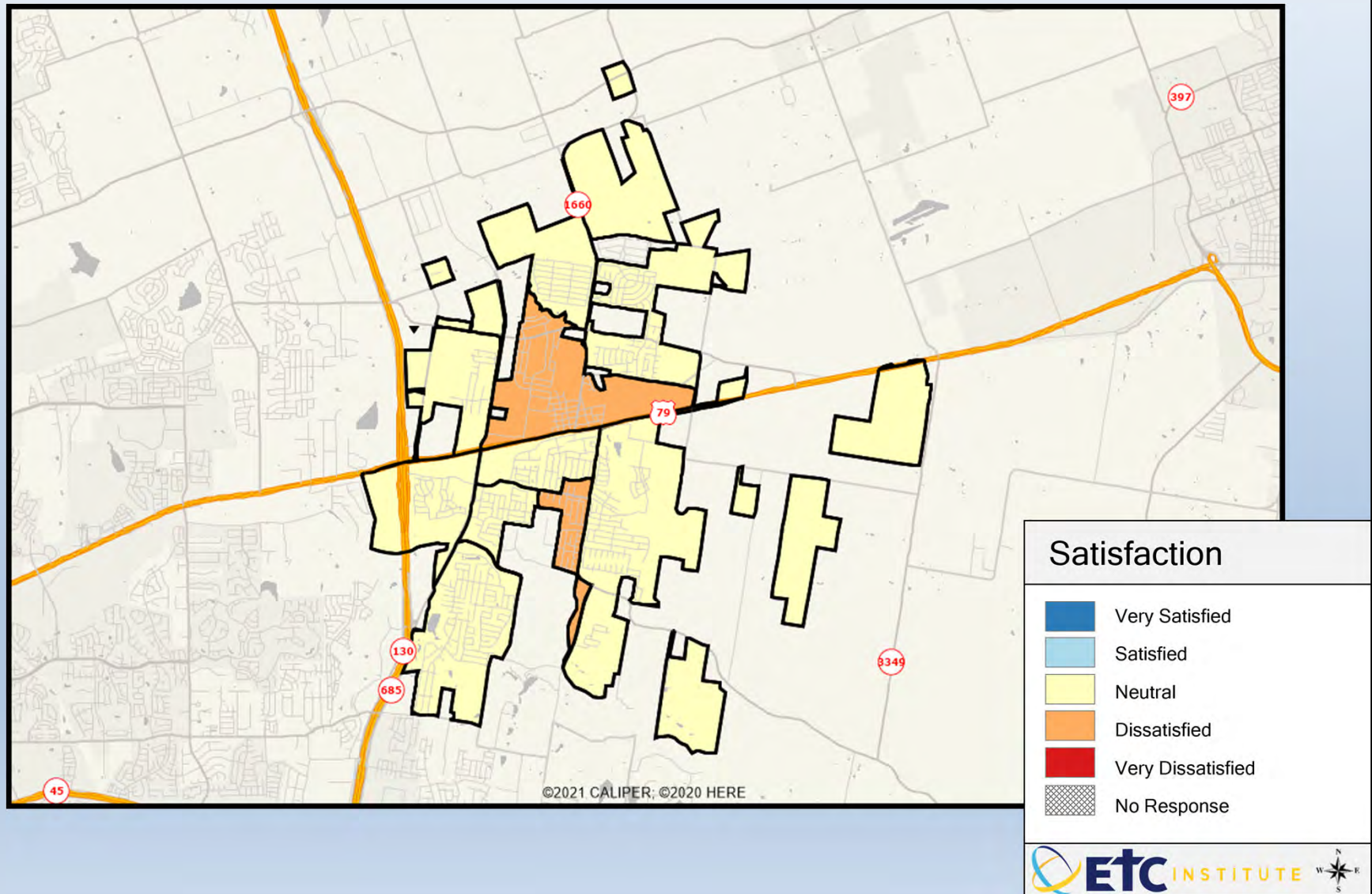
Q12-04. Flow of traffic on City streets



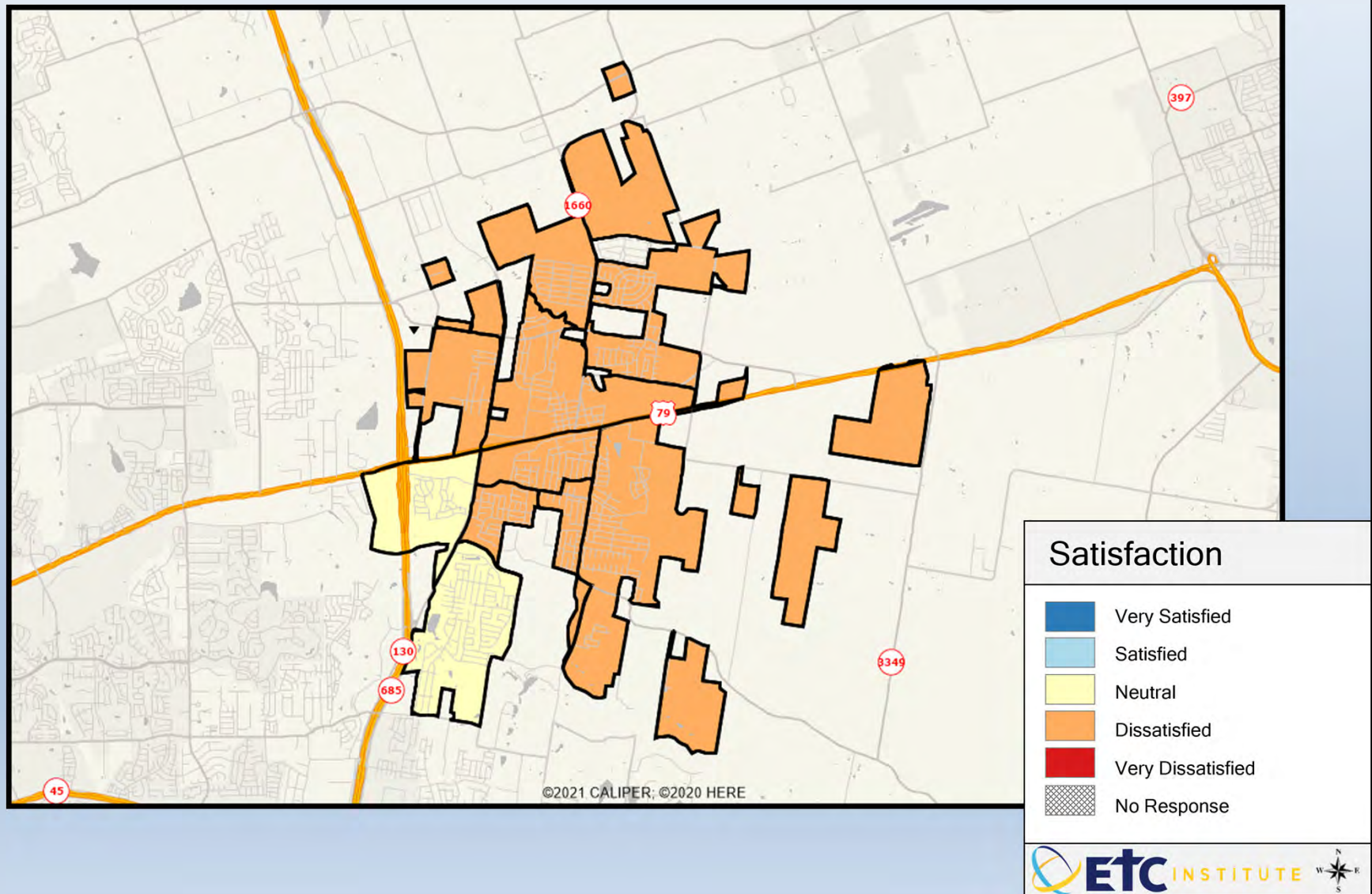
Q12-05. Flow of traffic on major roads and highways



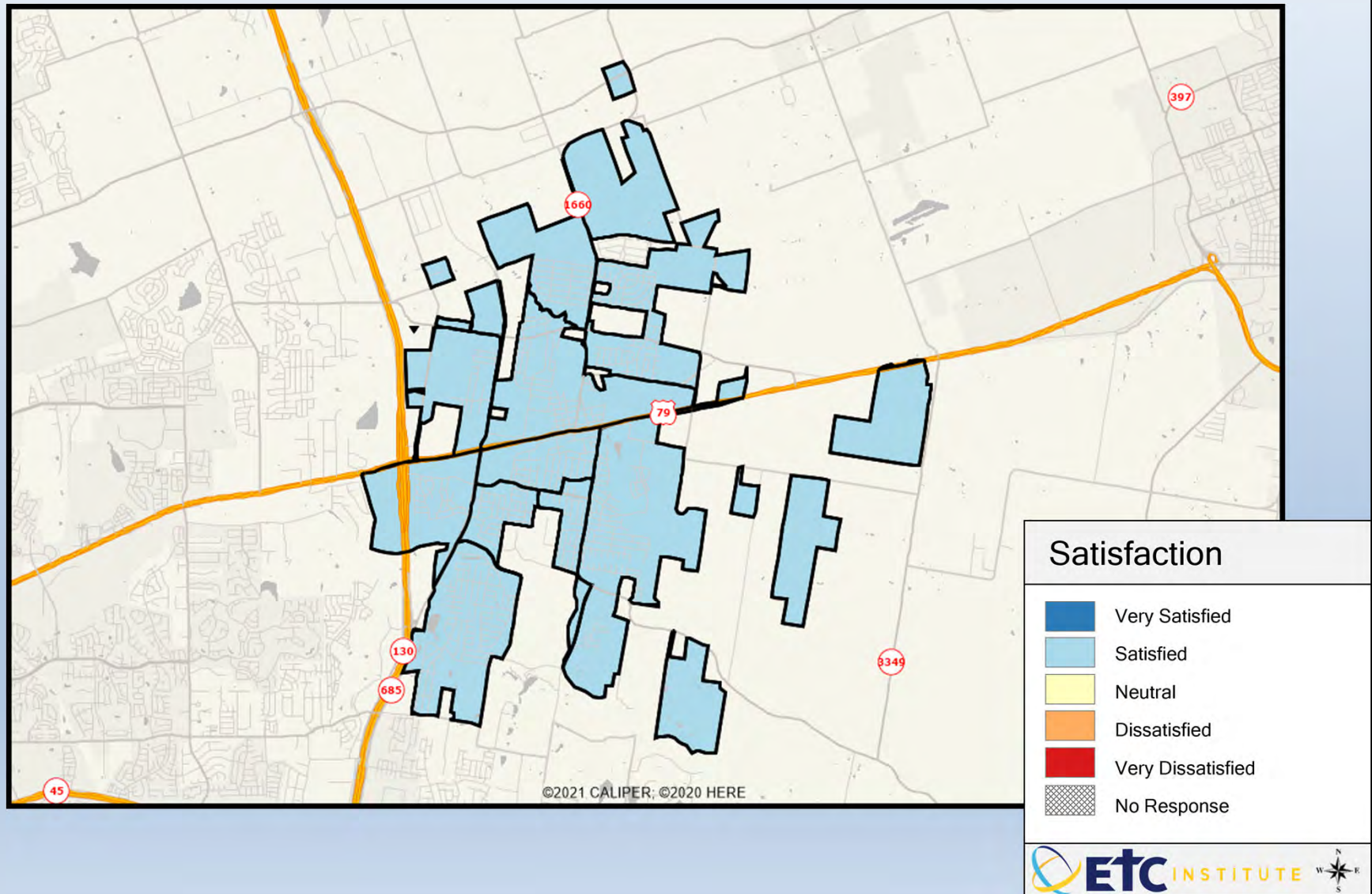
Q12-06. Maintenance of sidewalks



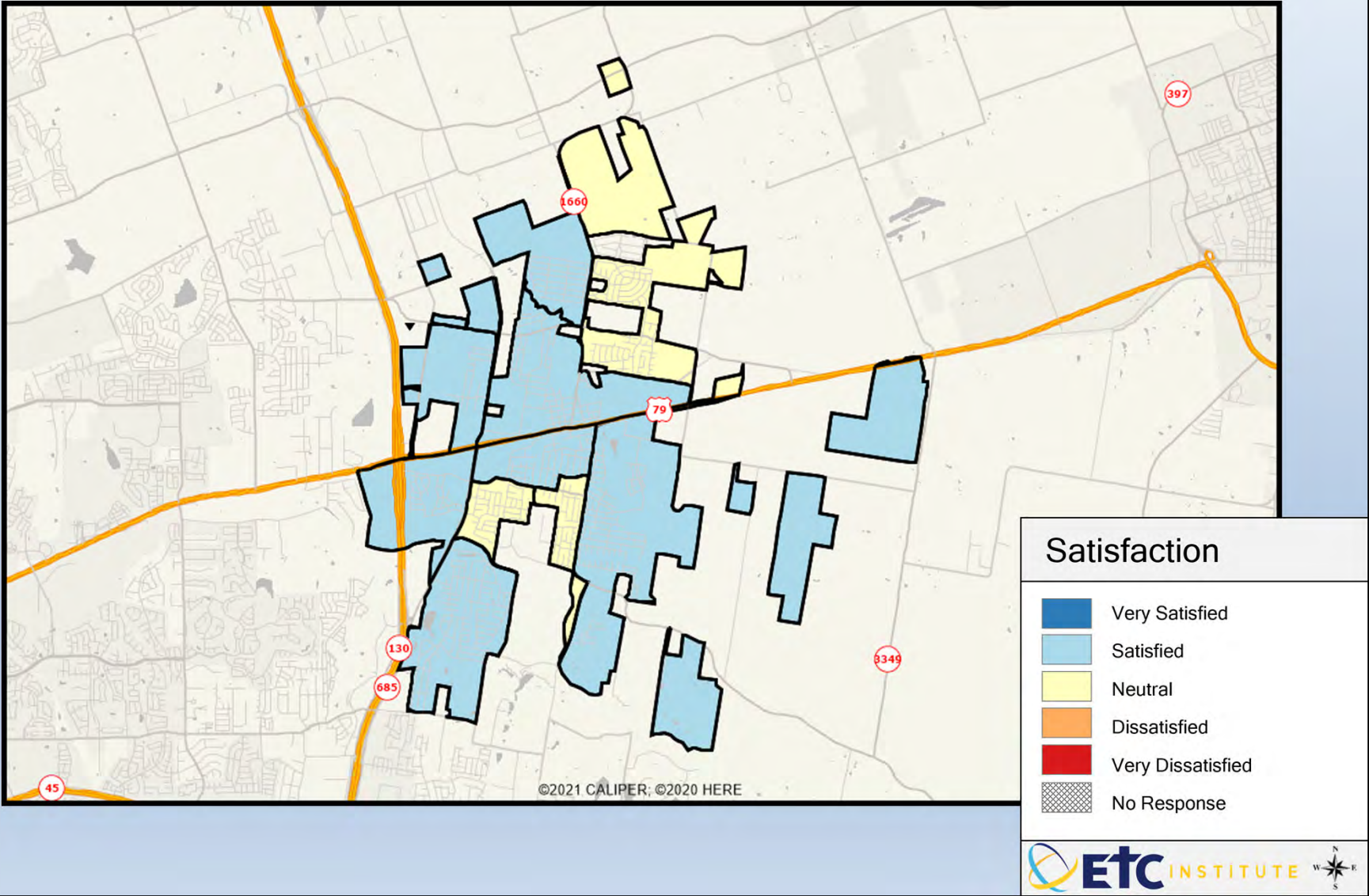
Q12-07. Maintenance of City streets



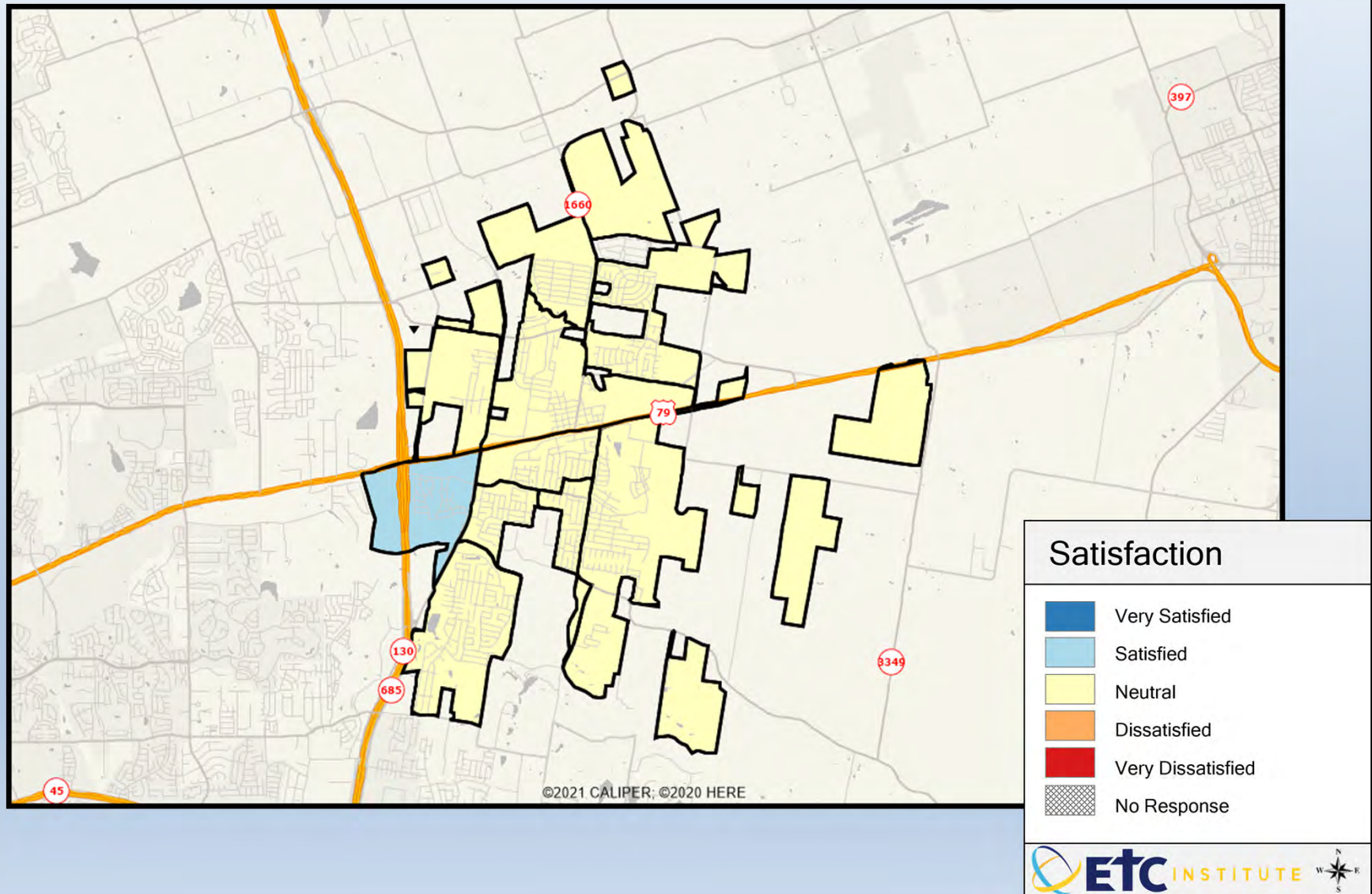
Q12-08. Overall quality of City Library services



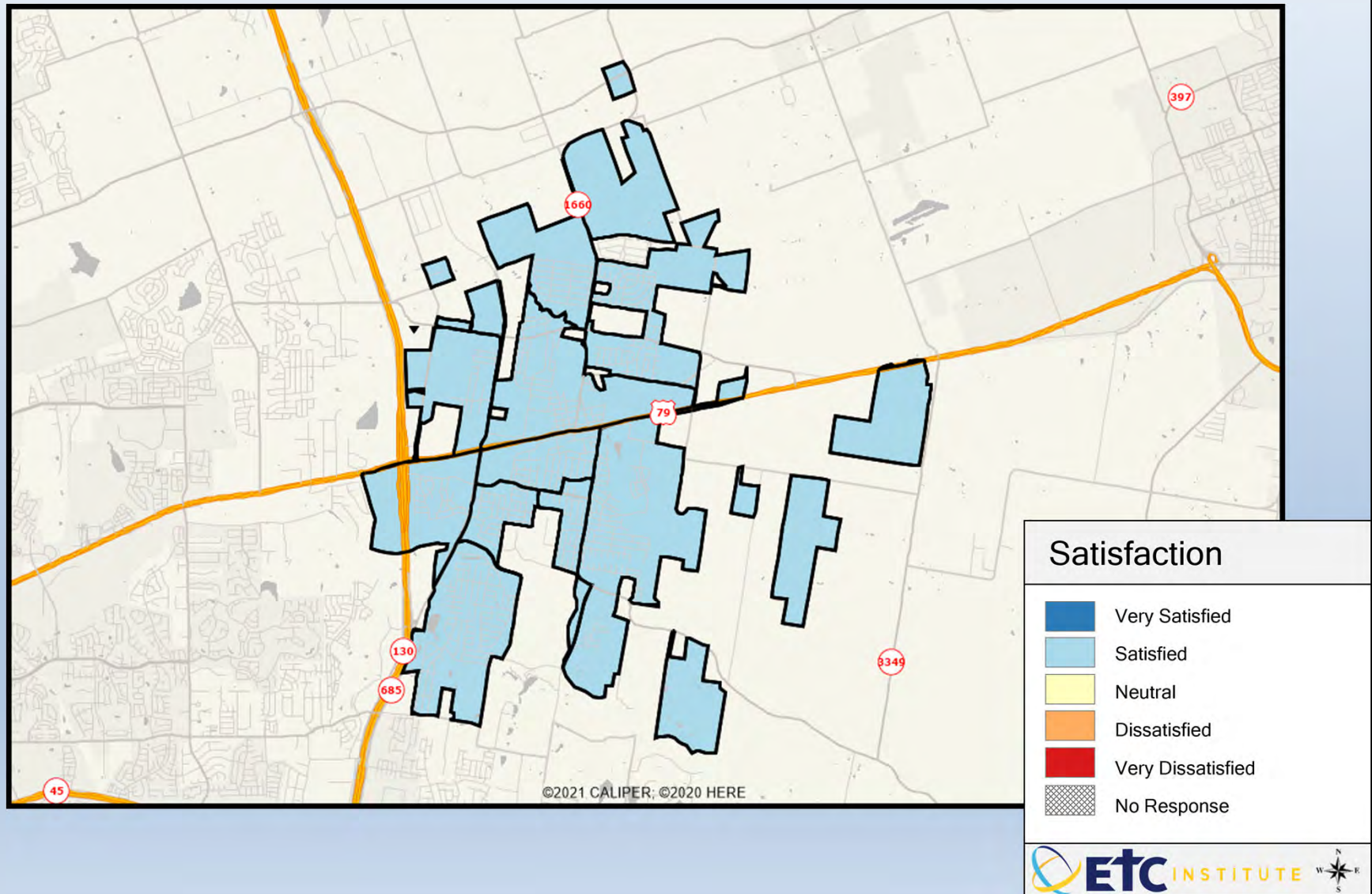
Q12-09. City events and recreational programs



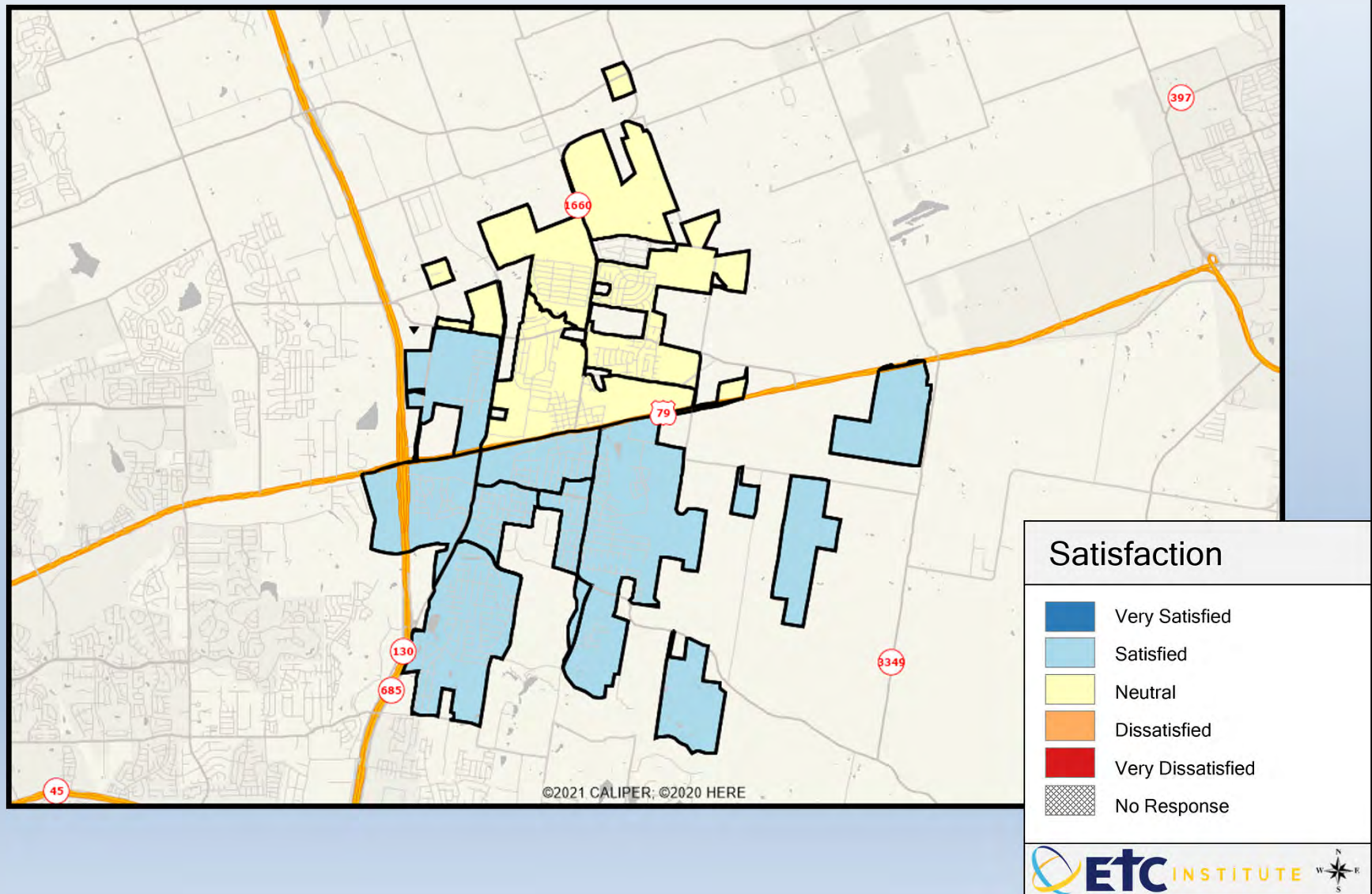
Q12-10. Parks, trails, and recreation facilities



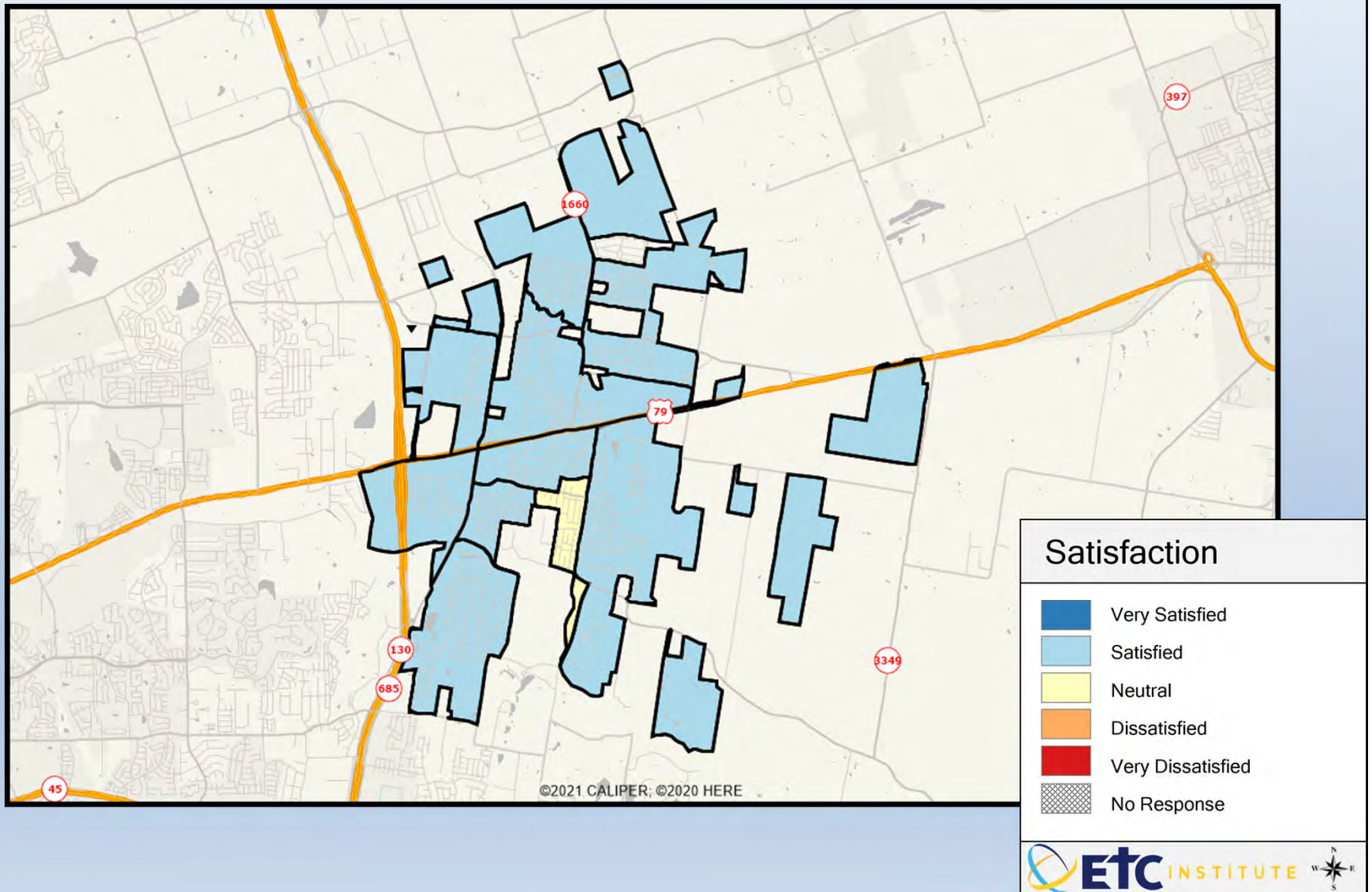
Q12-11. Solid waste services



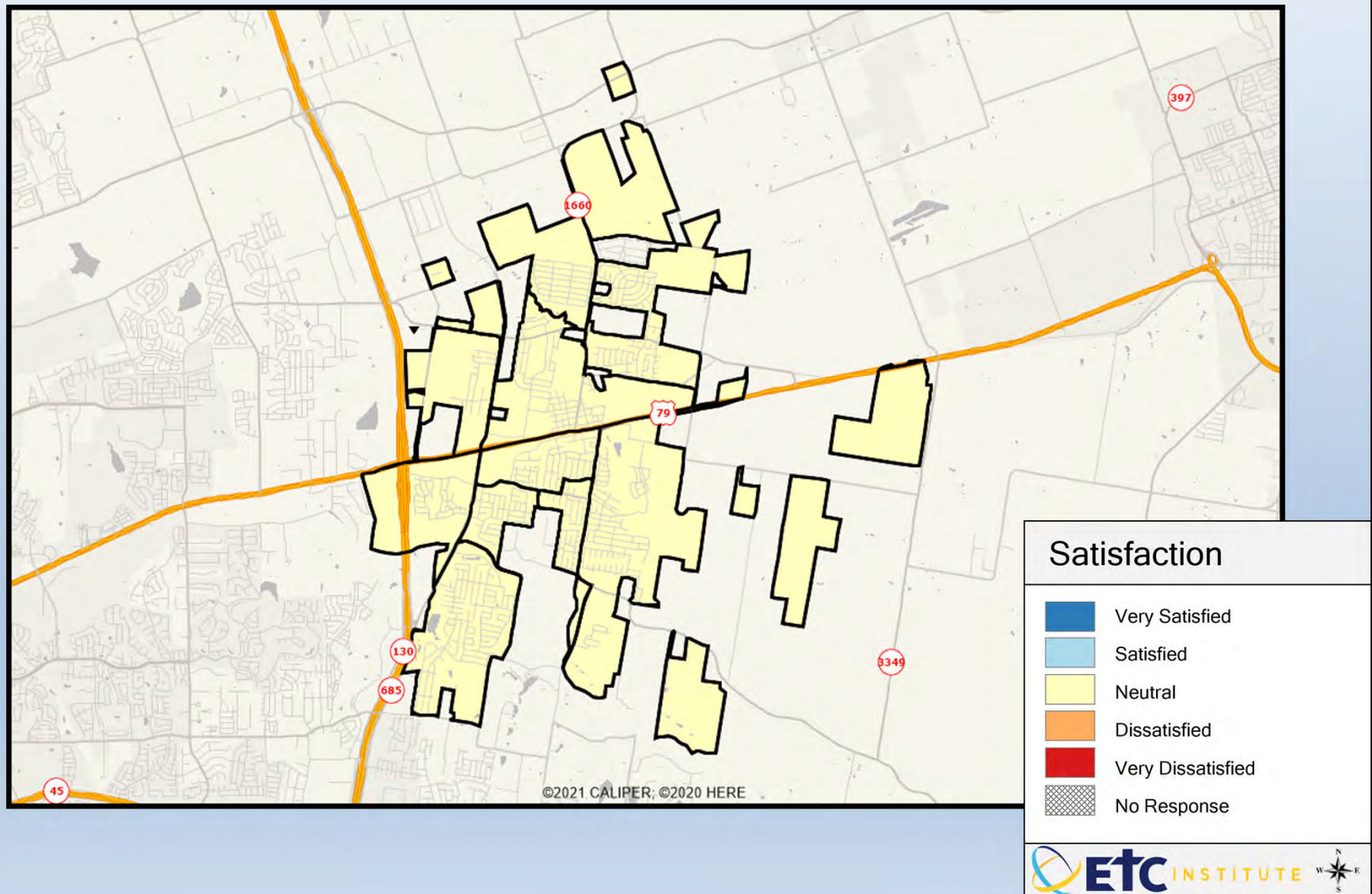
Q12-12. Stormwater management and flood control



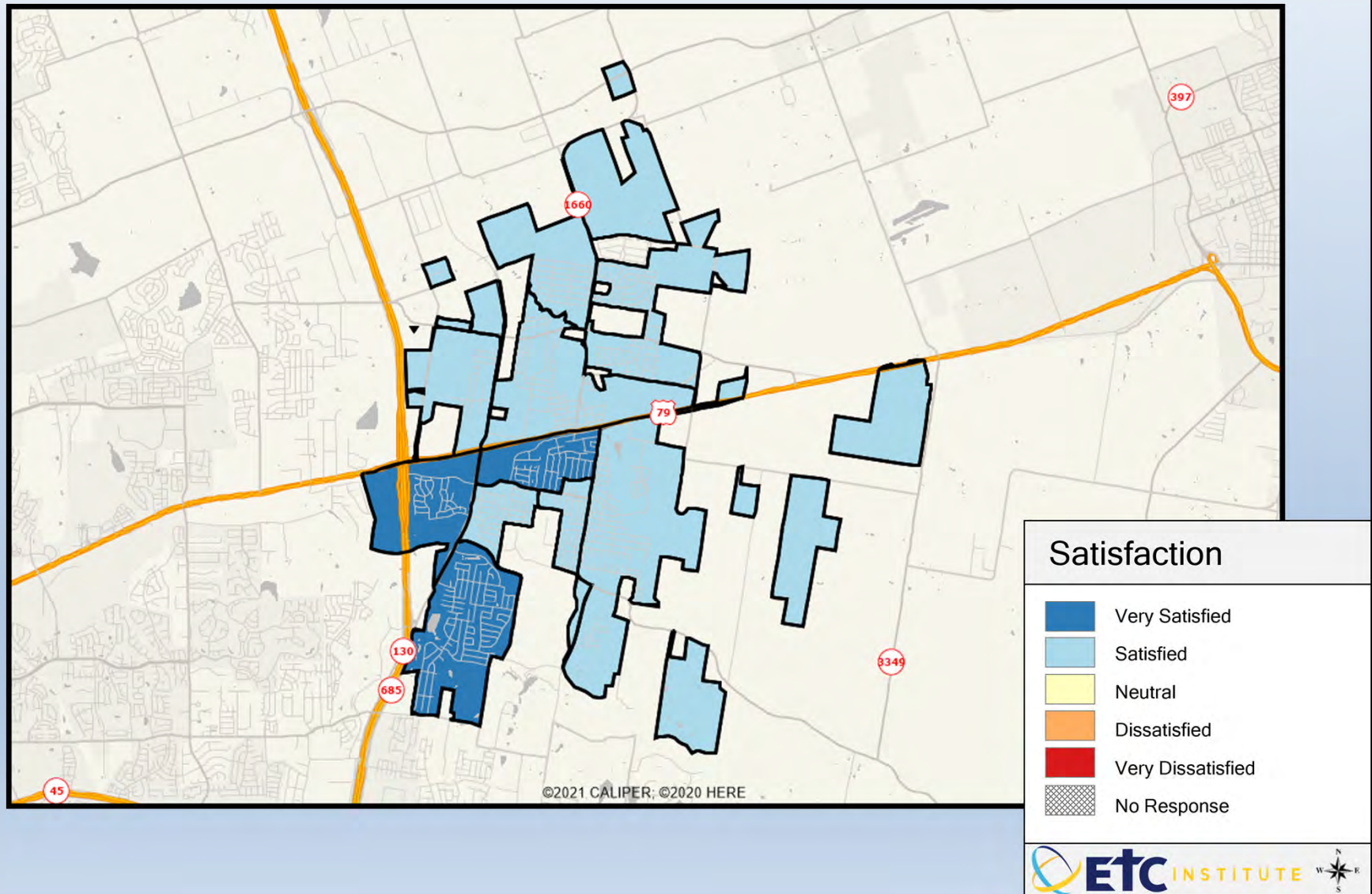
Q12-13. Wastewater and sanitary sewer services



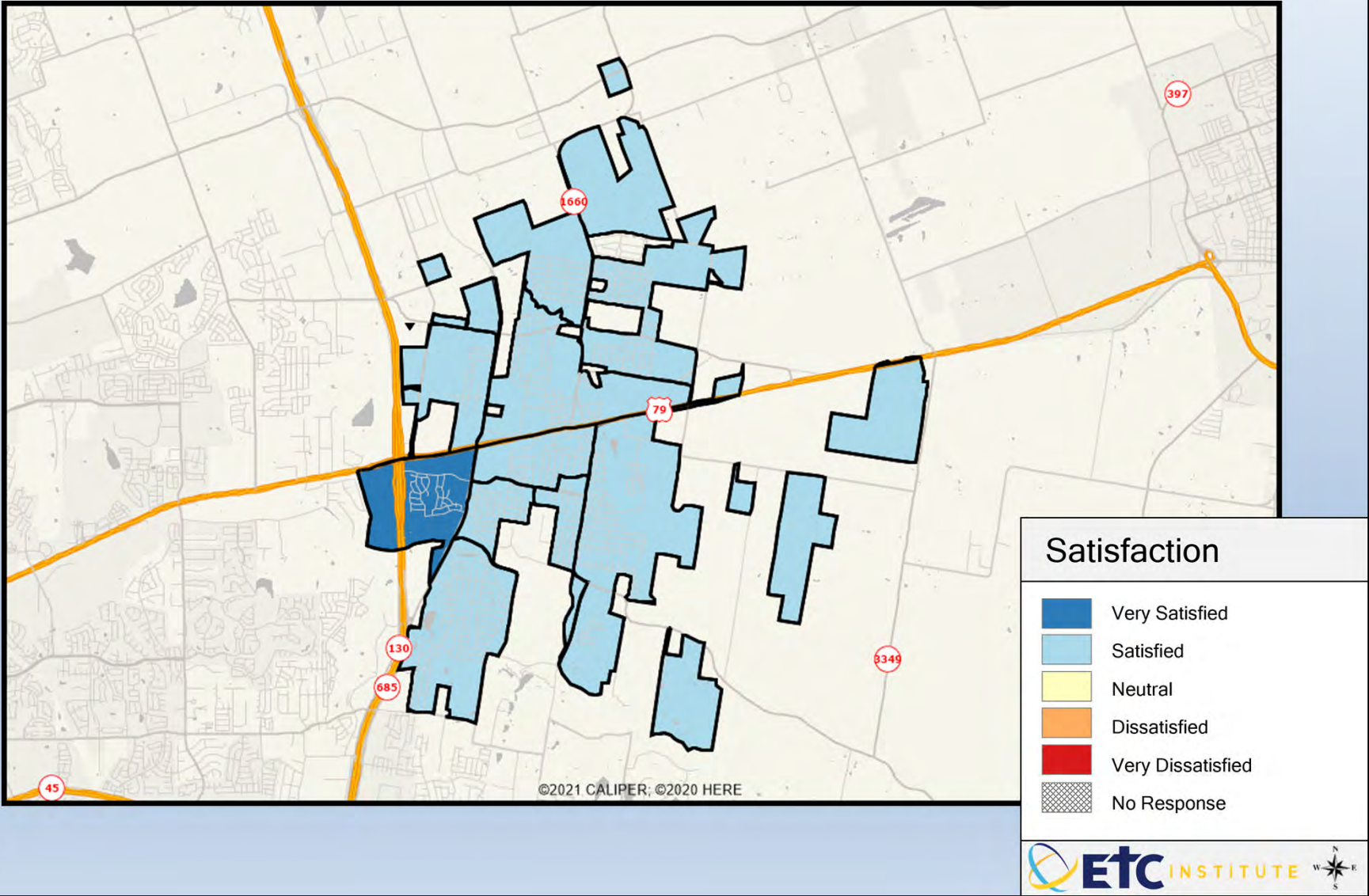
Q12-14. Water utility services



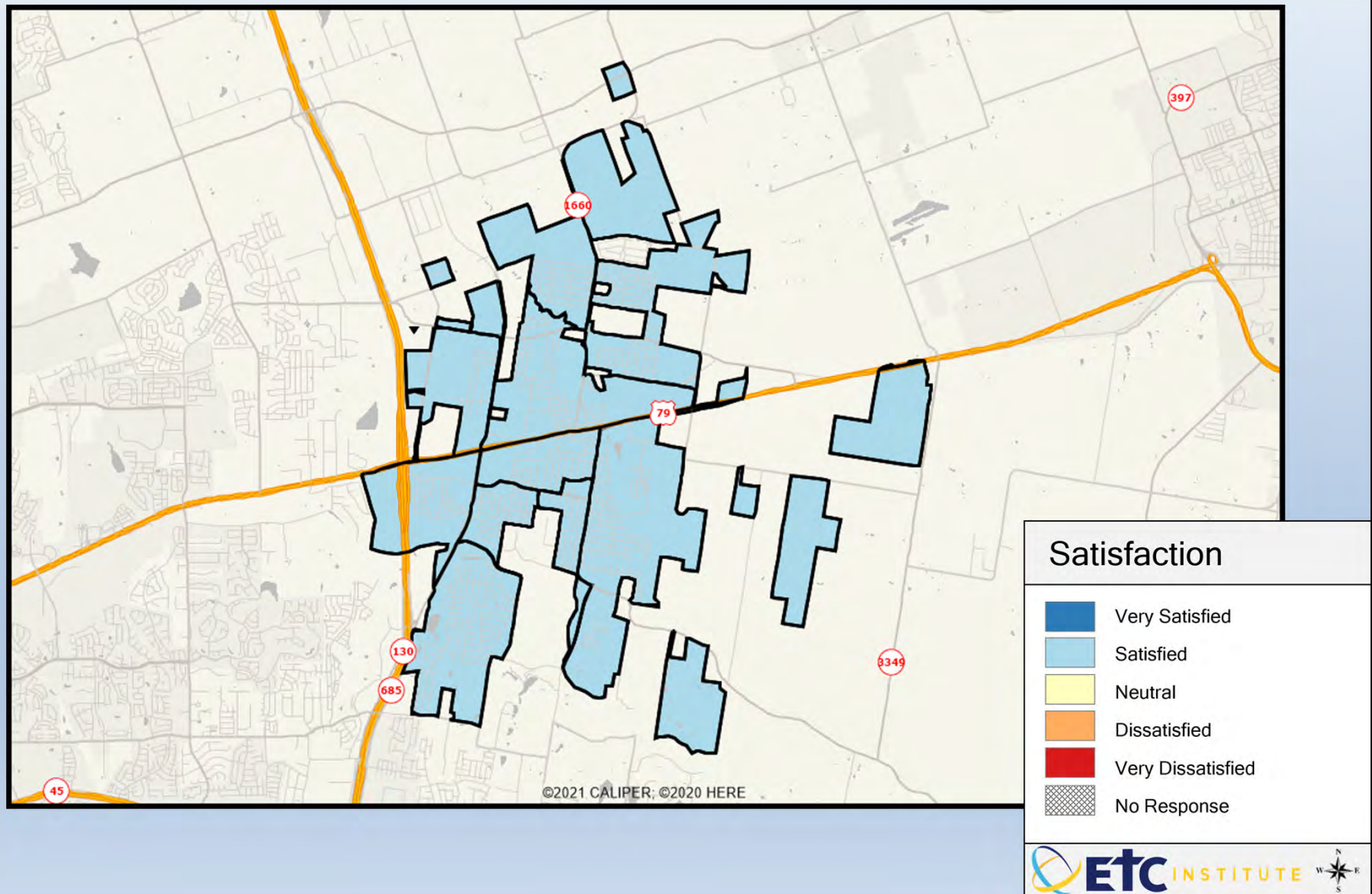
Q15-01. Trash and garbage collection services



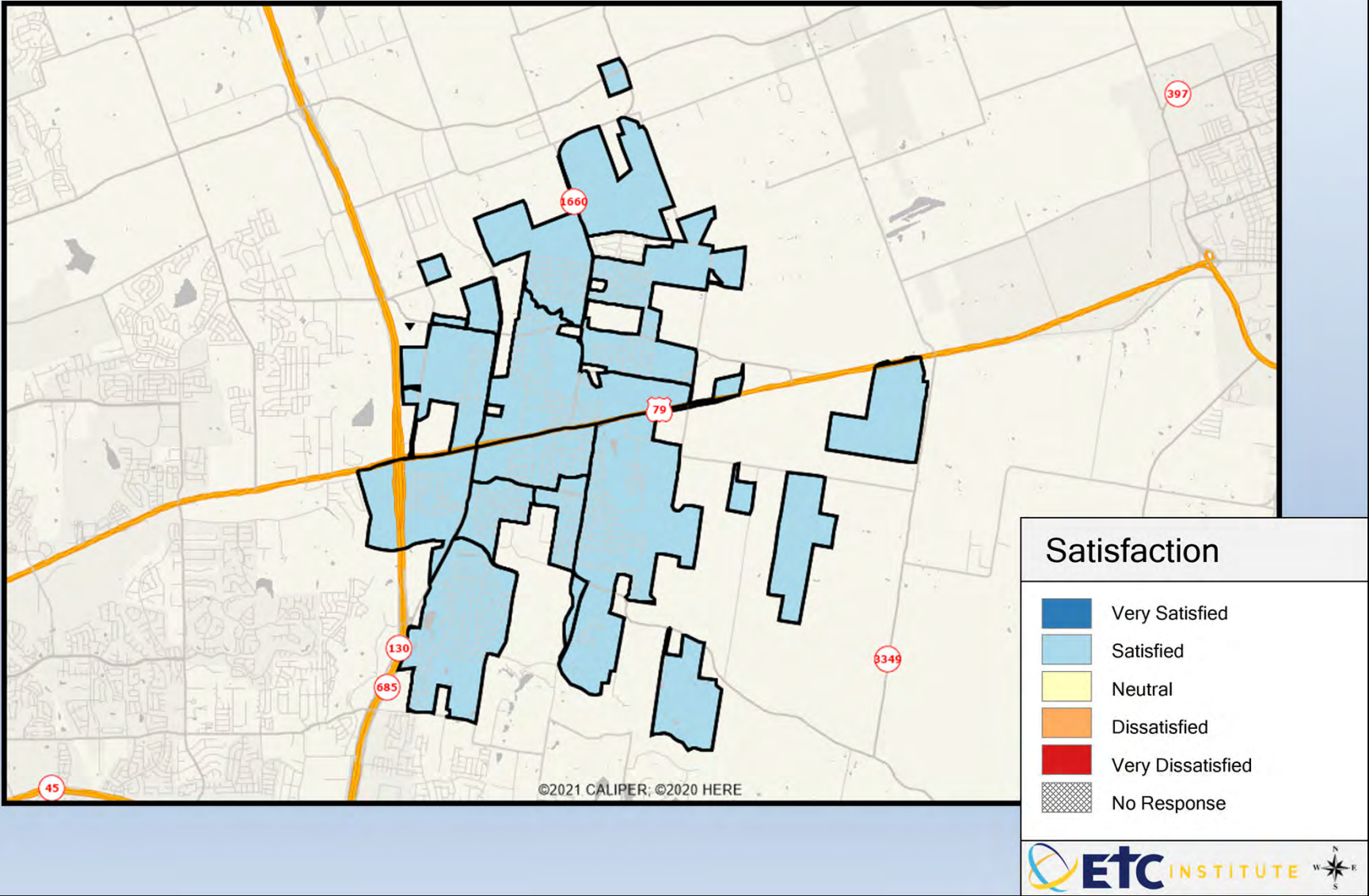
Q15-02. Curbside recycling services



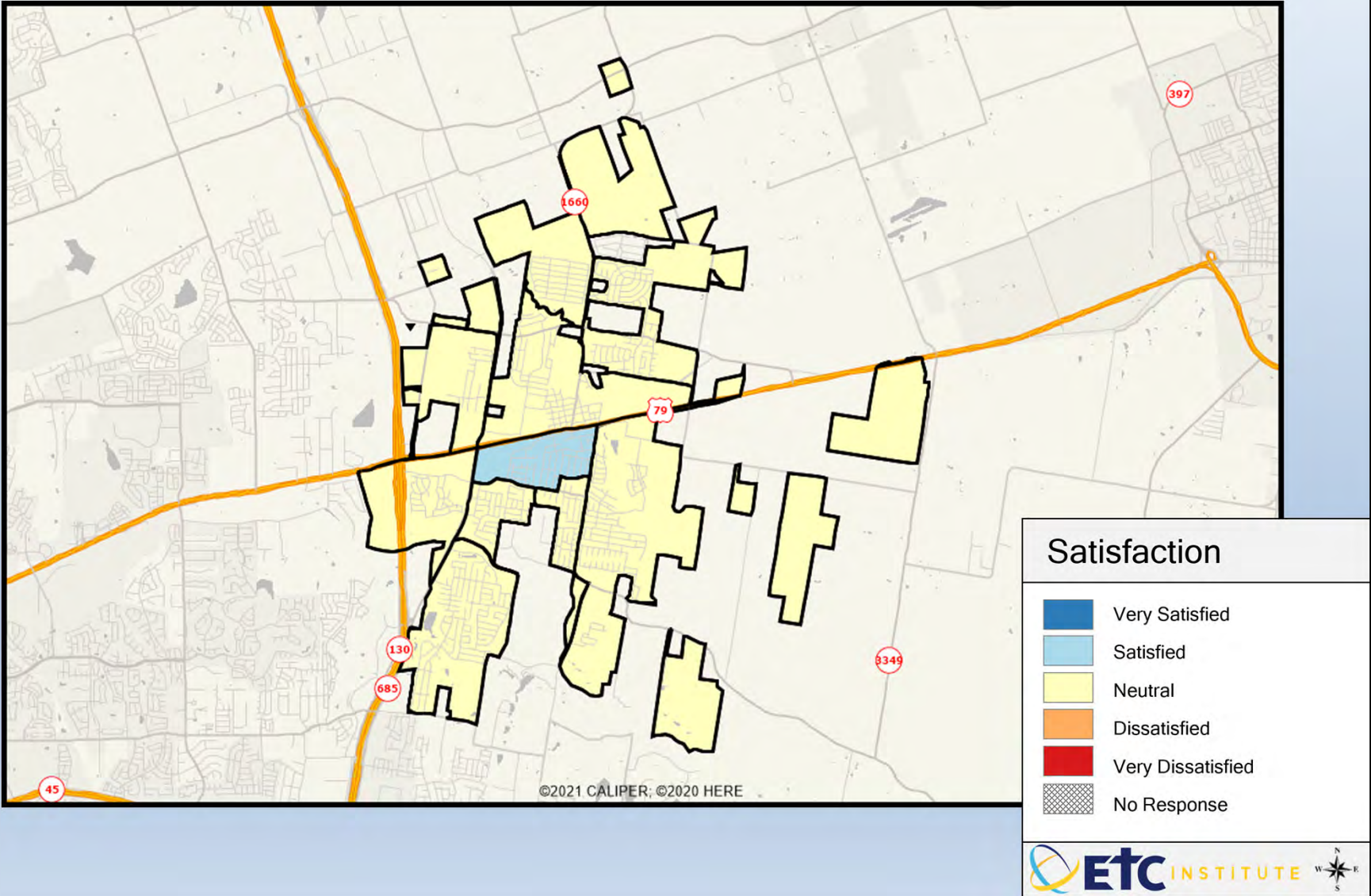
Q15-03. Bulky item pick-up services



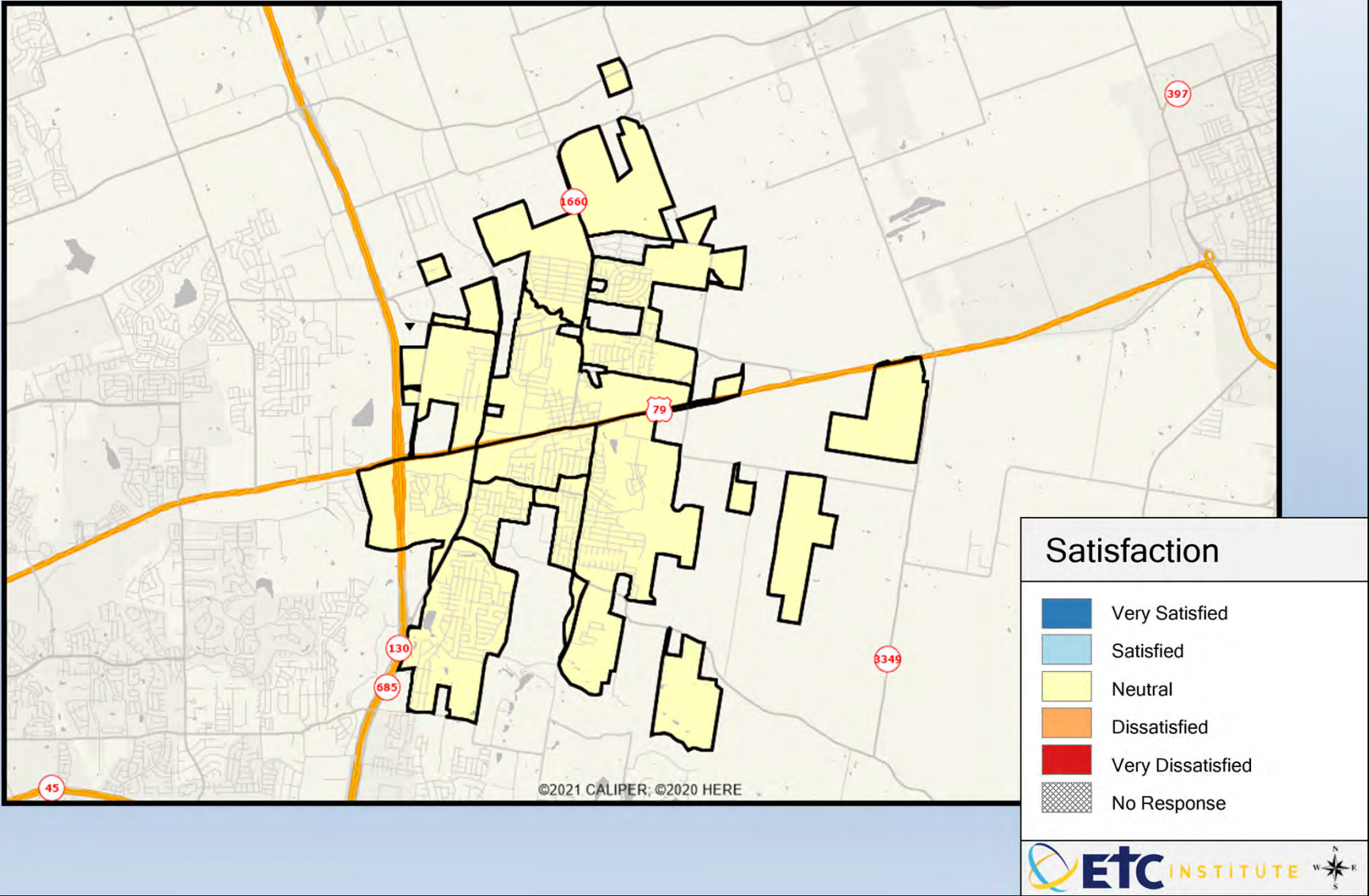
Q15-04. Yard waste, leaf, and brush pick-up services



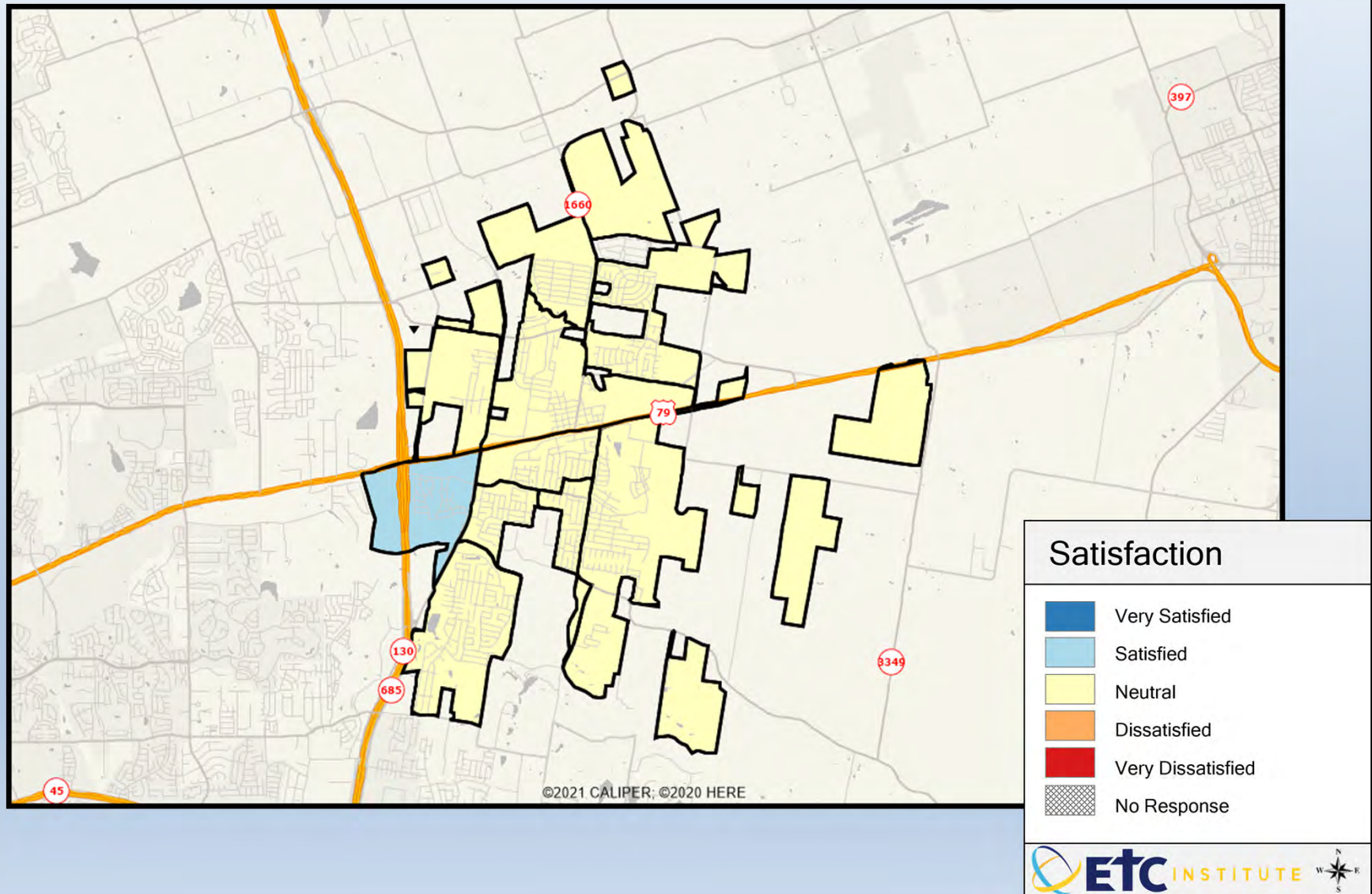
Q15-05. Household hazardous waste disposal service



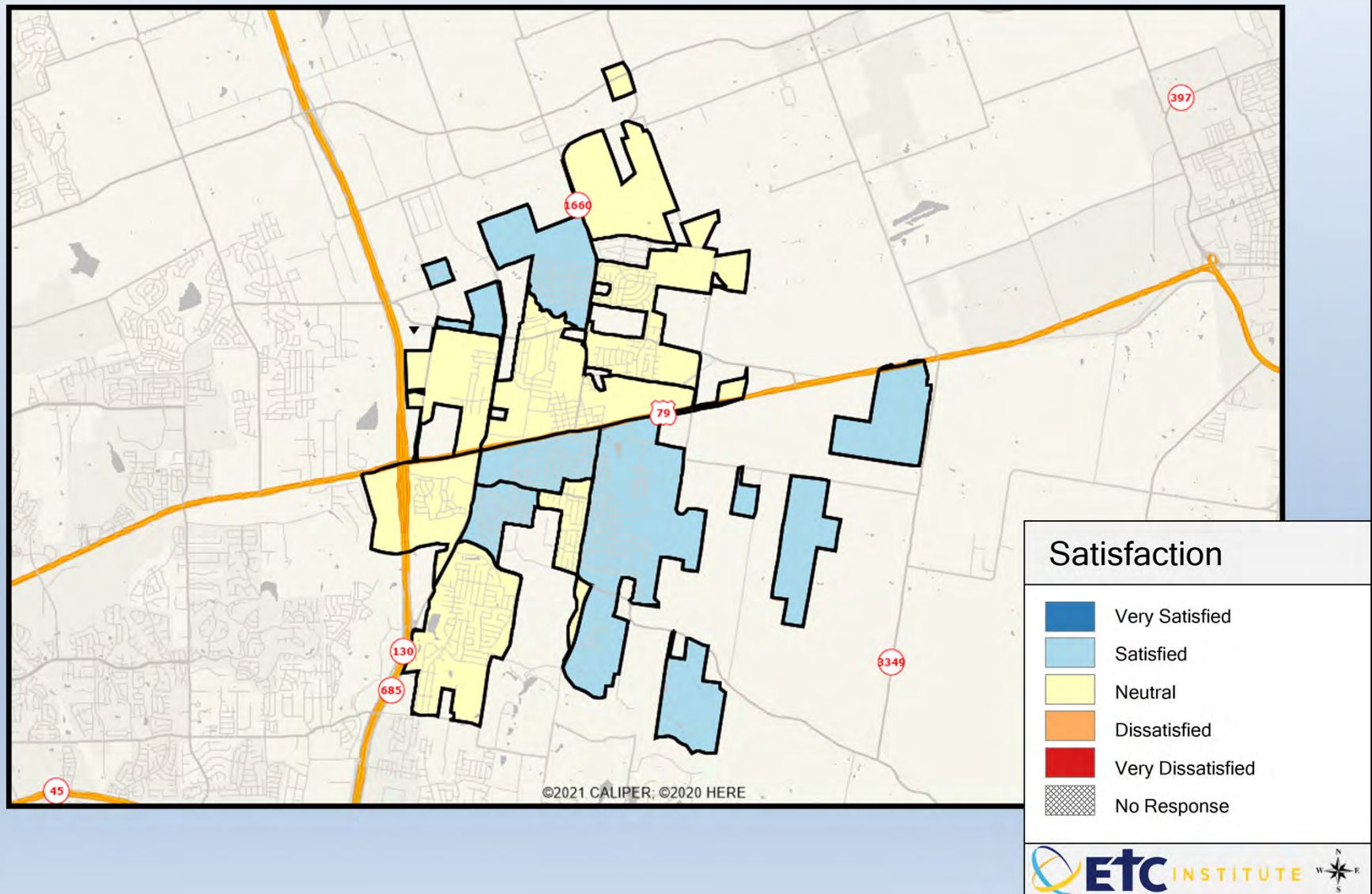
Q15-06. Taste of tap water



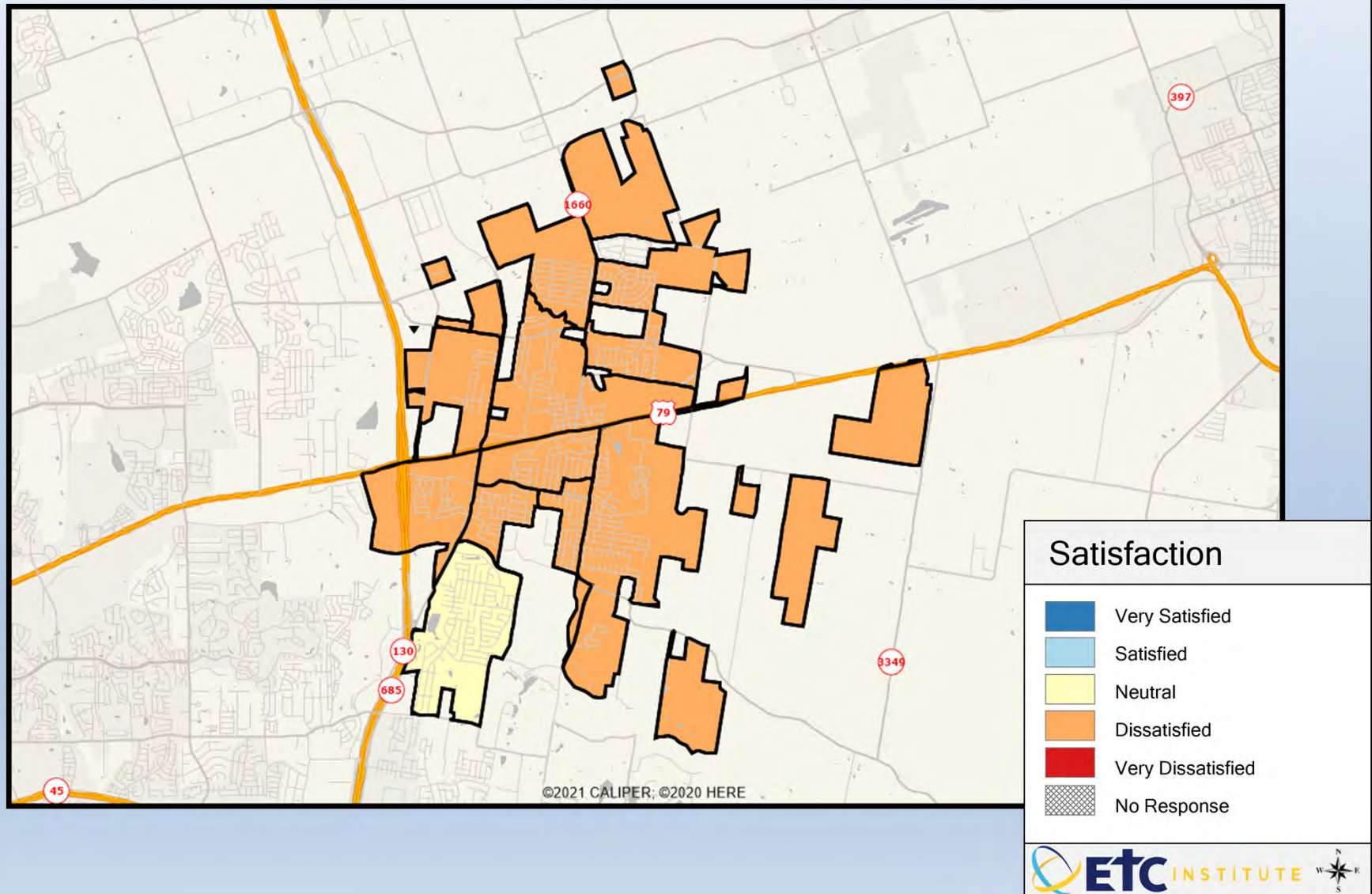
Q15-07. Smell of tap water



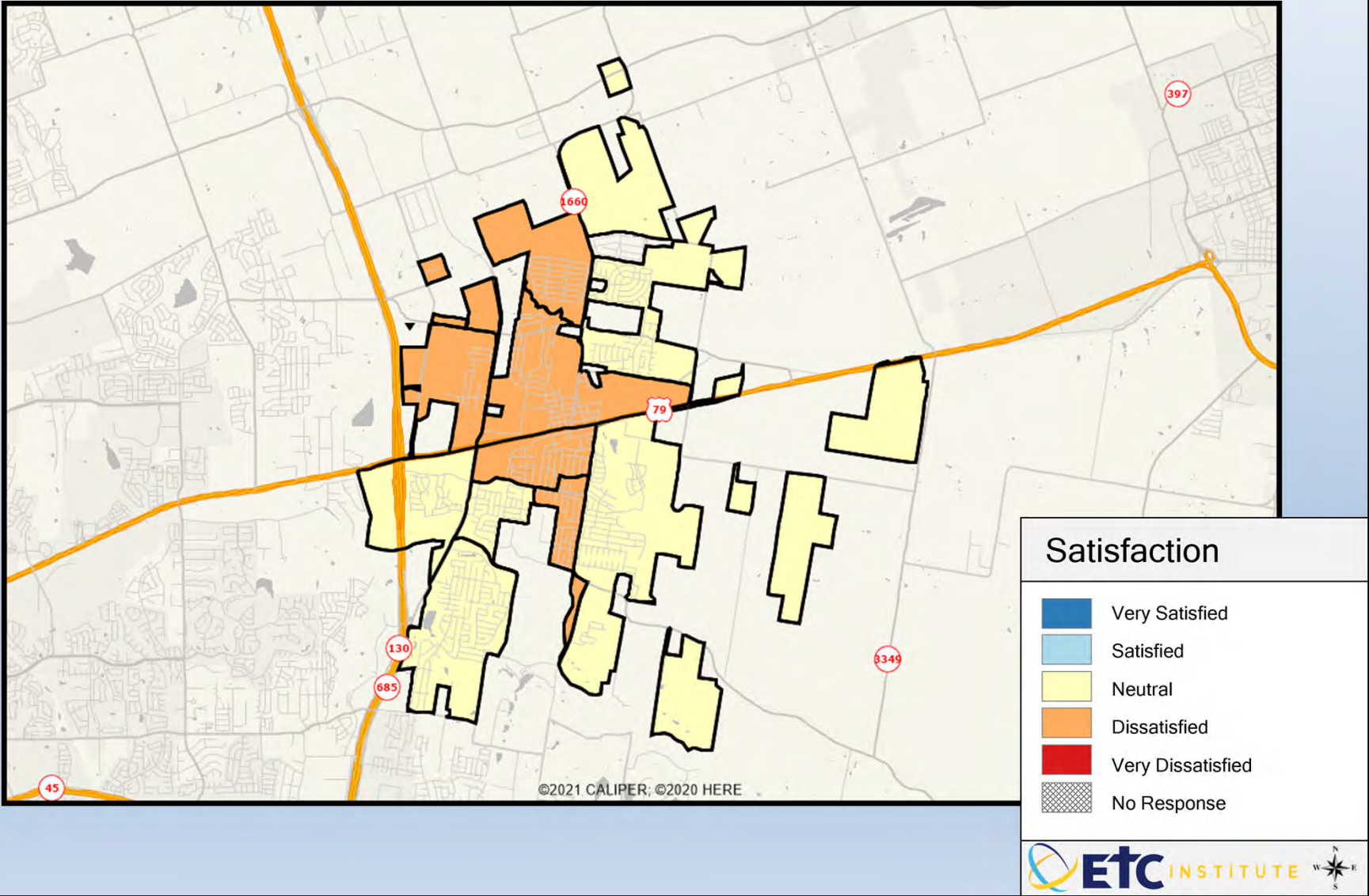
Q15-08. Water pressure in your home



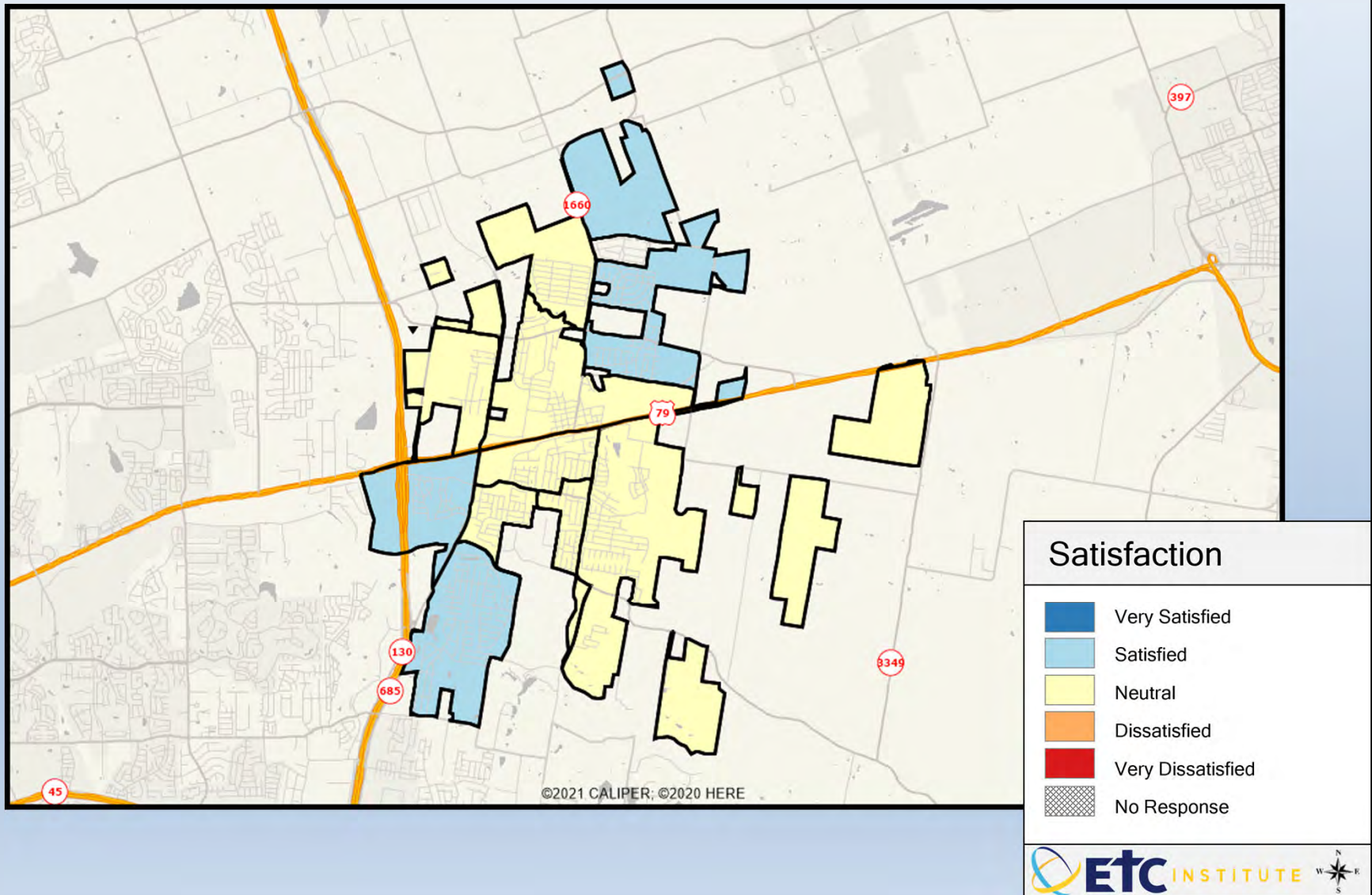
Q15-09. Fees for water services



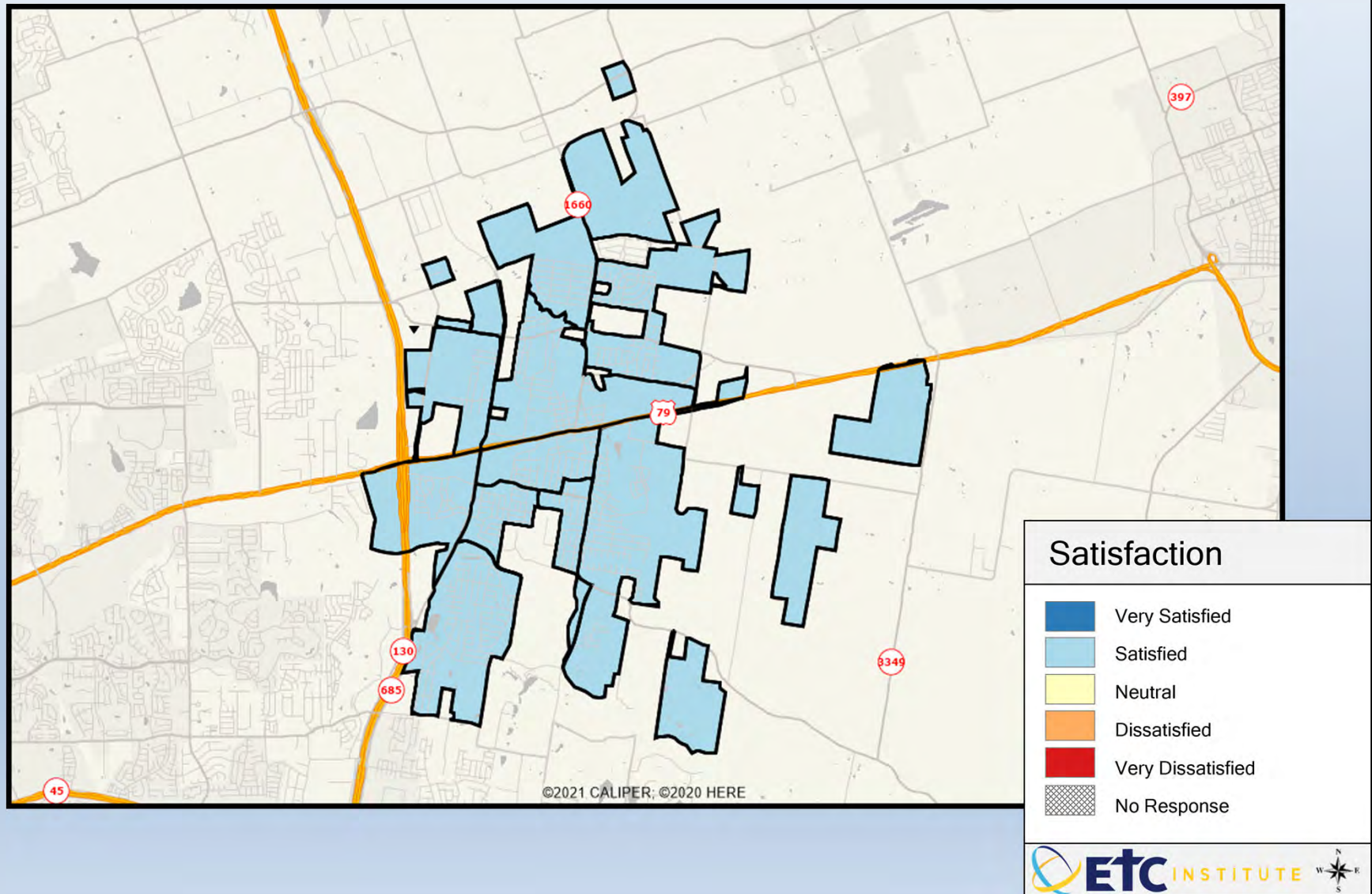
Q15-10. Fees for wastewater and sanitary sewer services



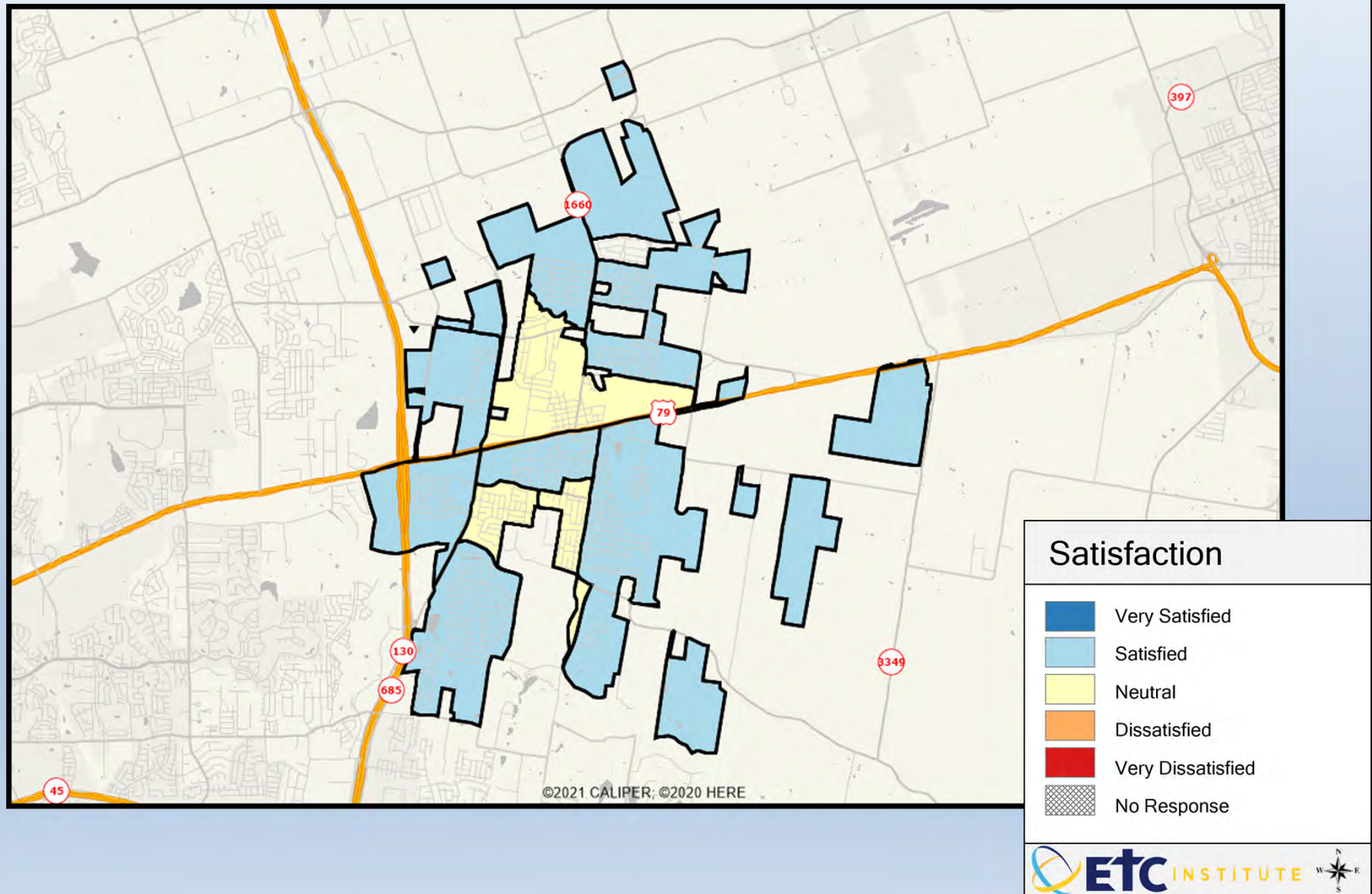
Q17-1. Condition of streets and sidewalks in your neighborhood



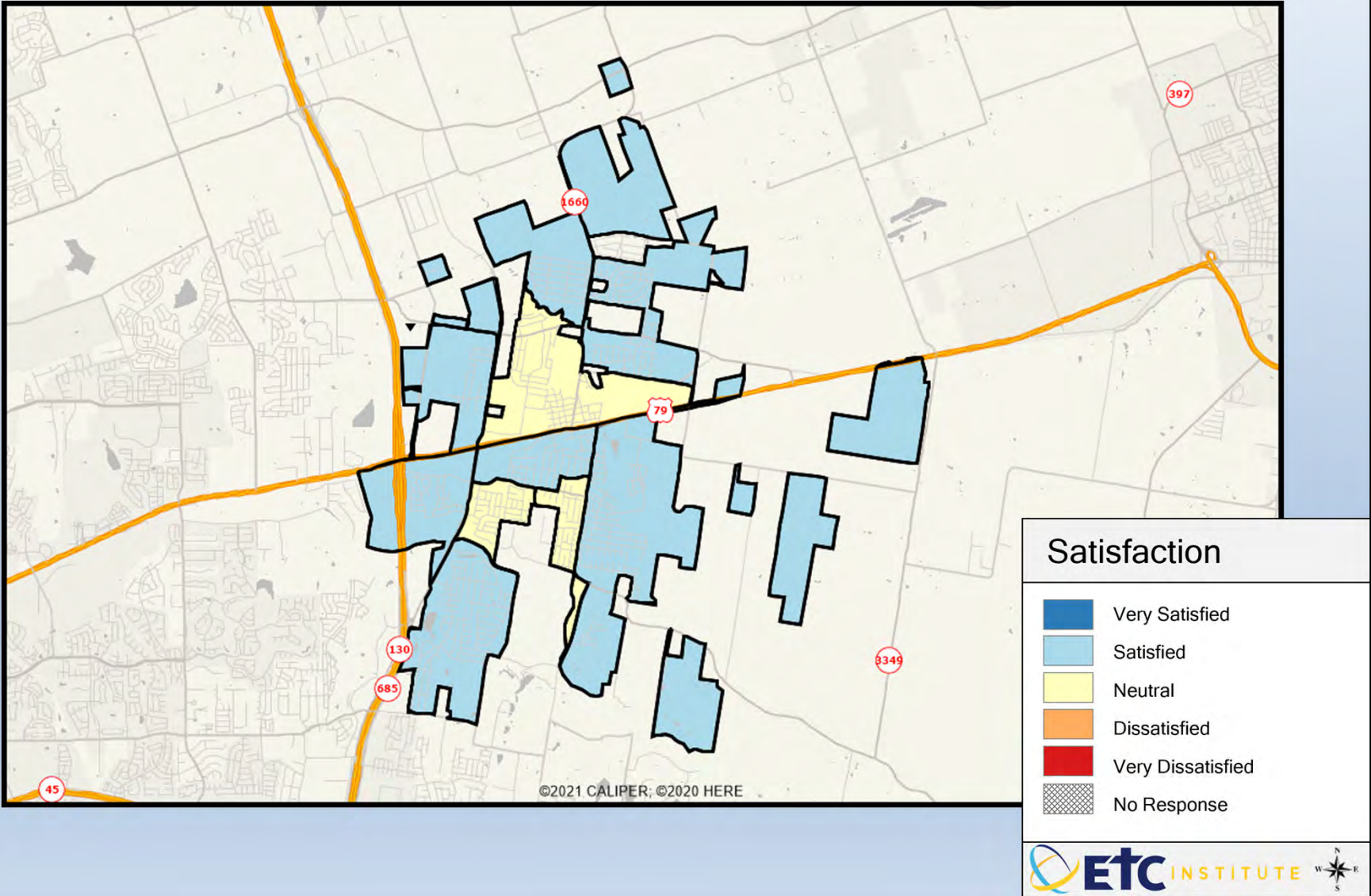
Q17-2. Condition of street signs



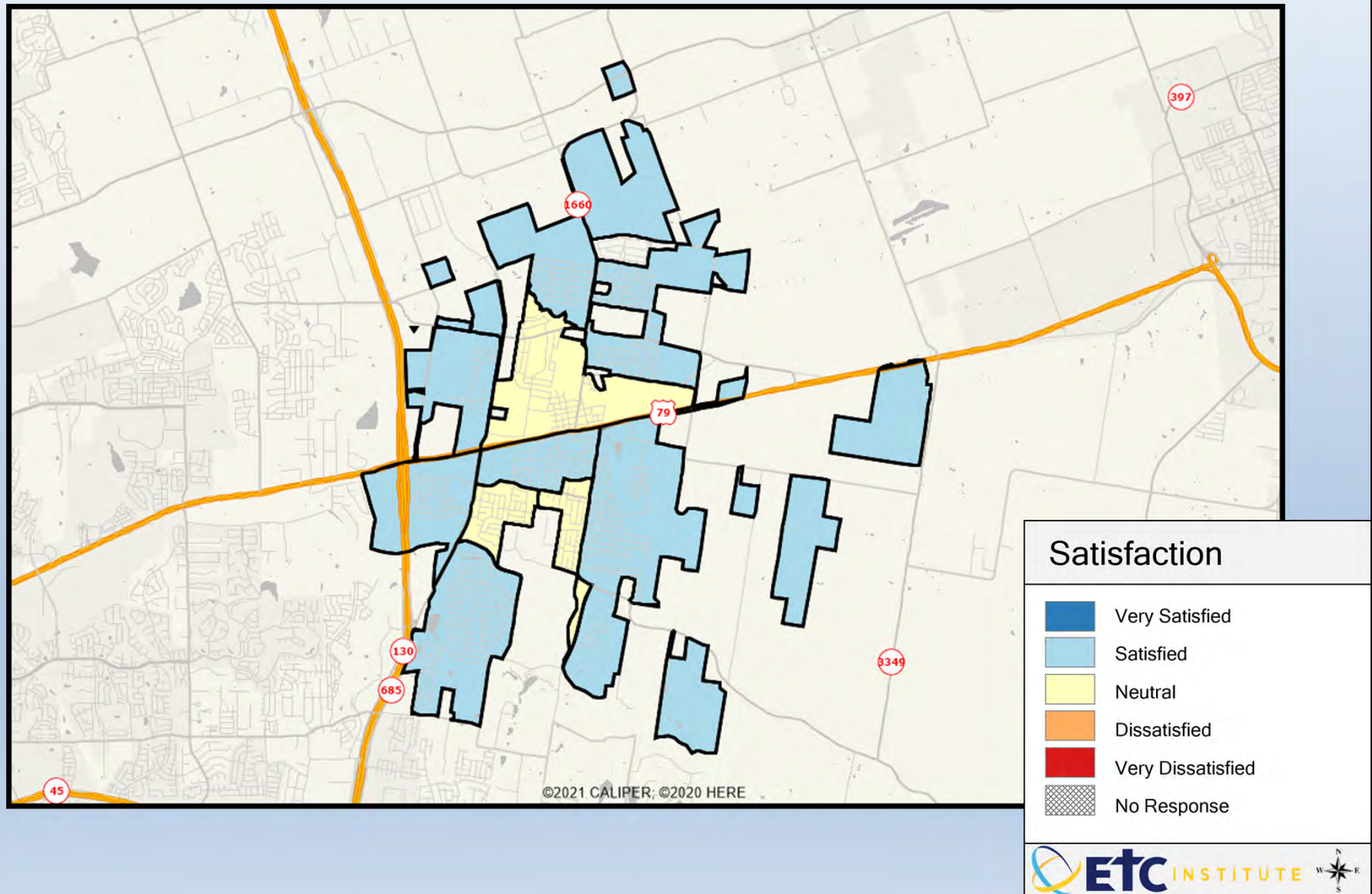
Q17-3. Mowing of roadsides



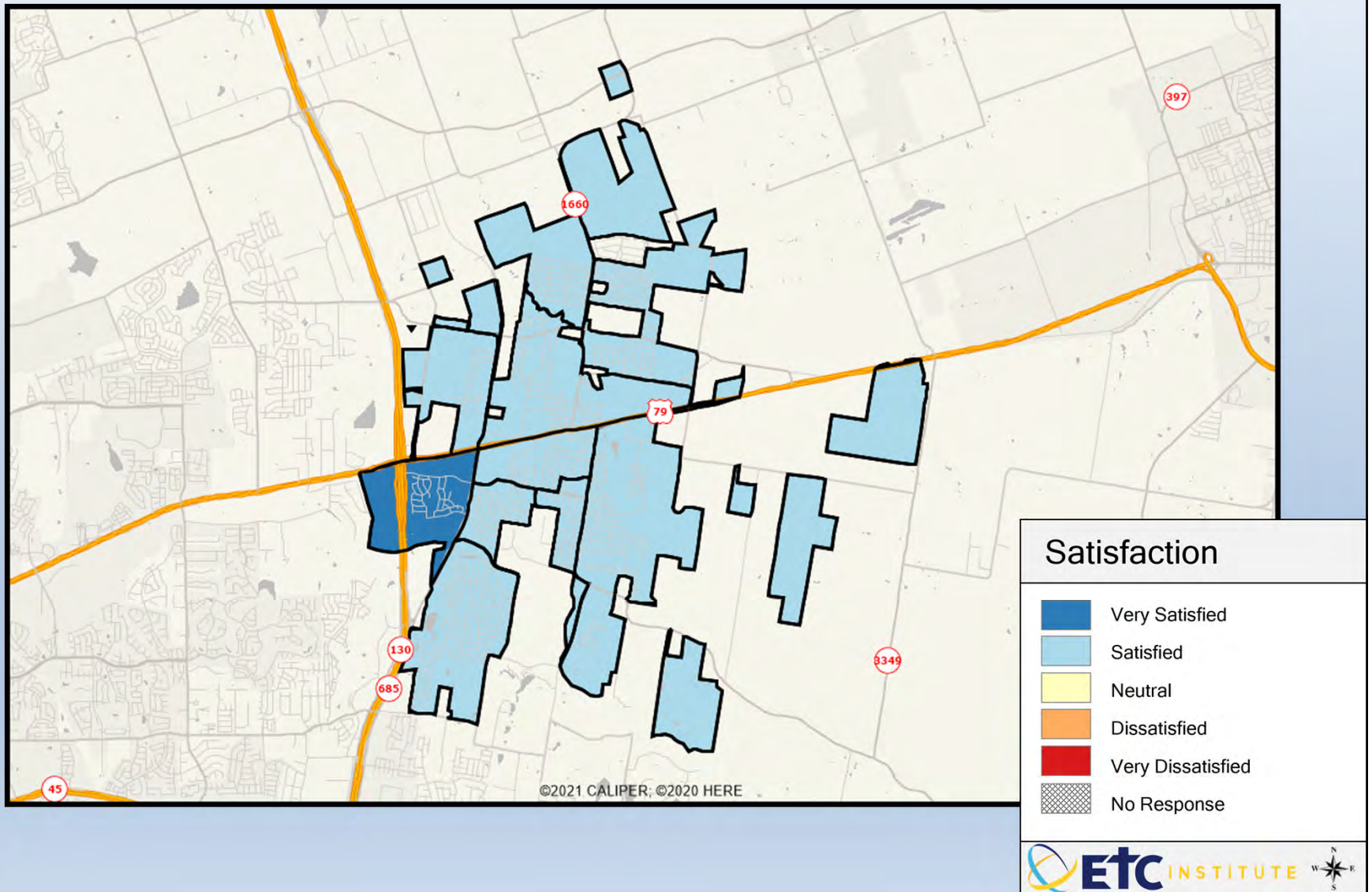
Q17-4. Cleanliness of roadsides



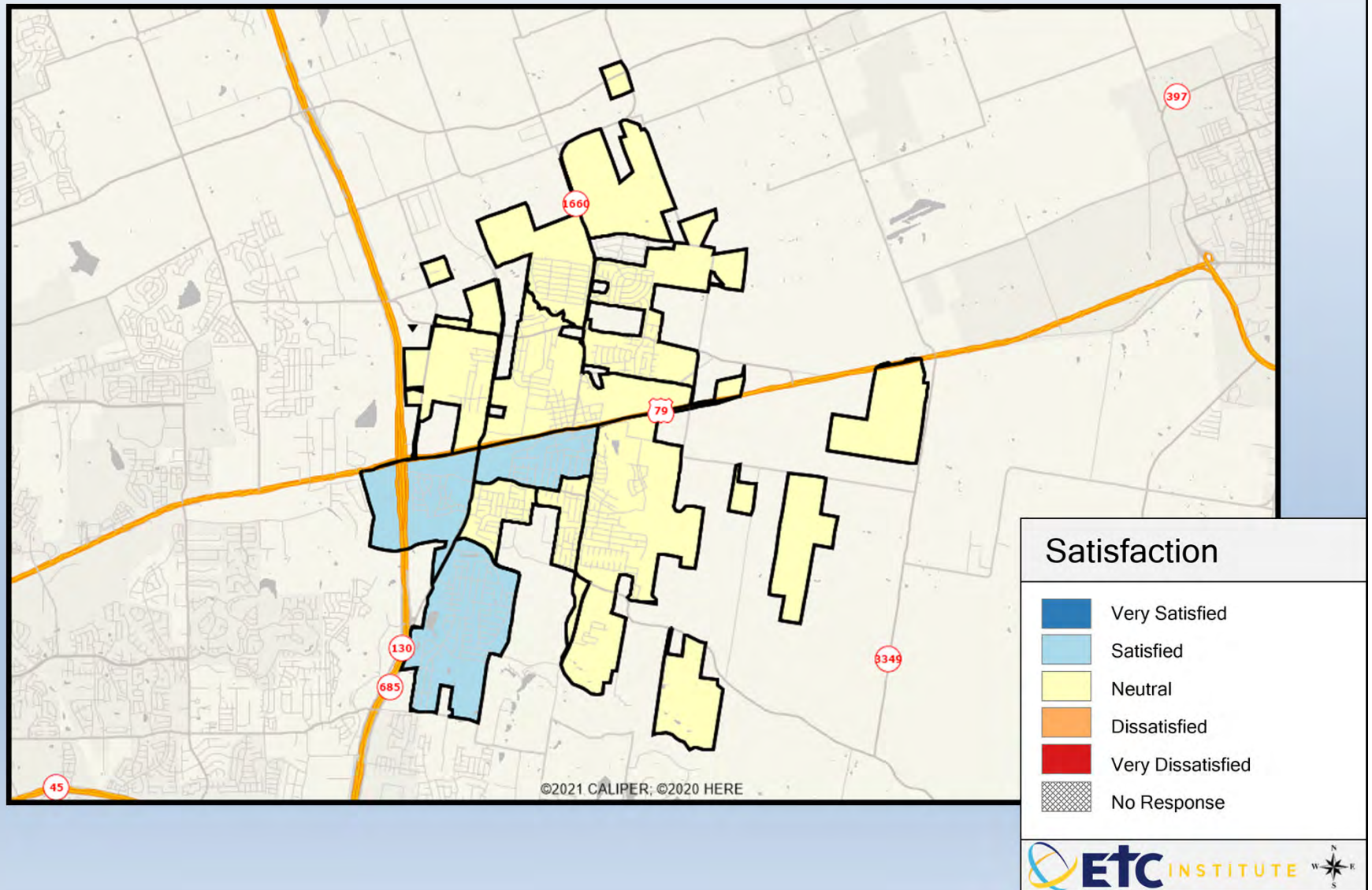
Q17-5. Cleanliness of streets and sidewalks



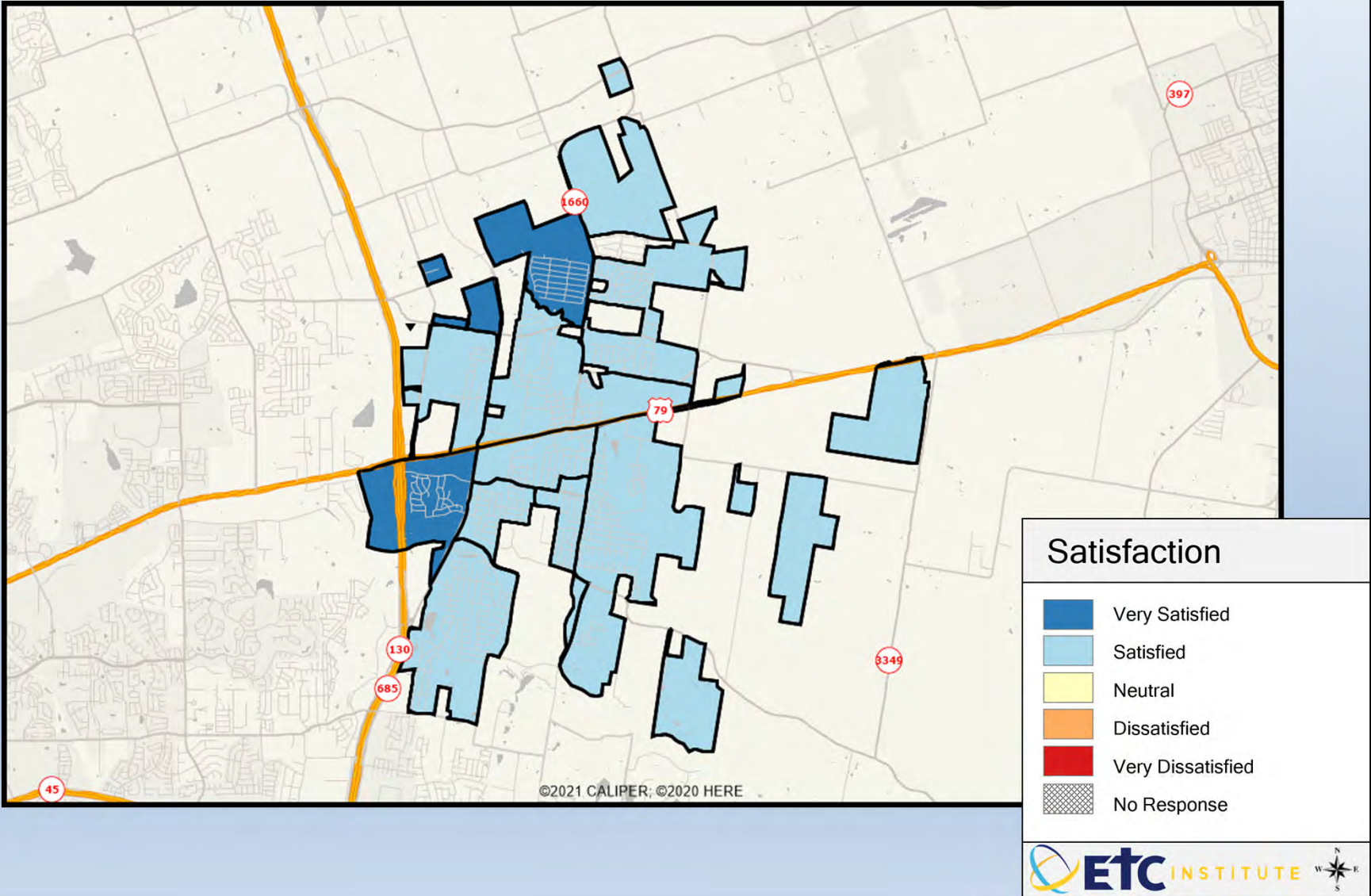
Q17-6. Maintenance of City buildings and facilities



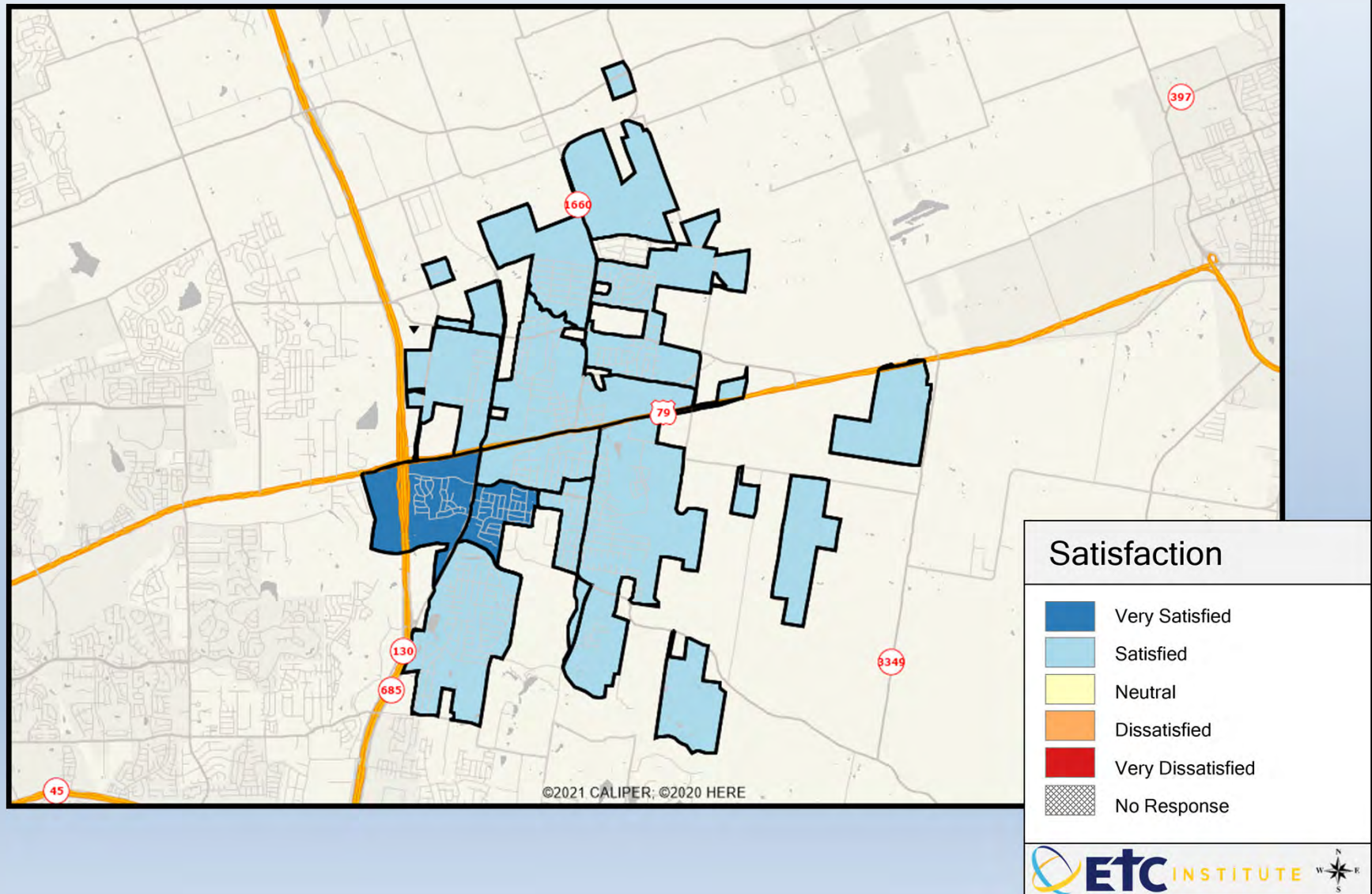
Q17-7. Ease of reporting maintenance concerns



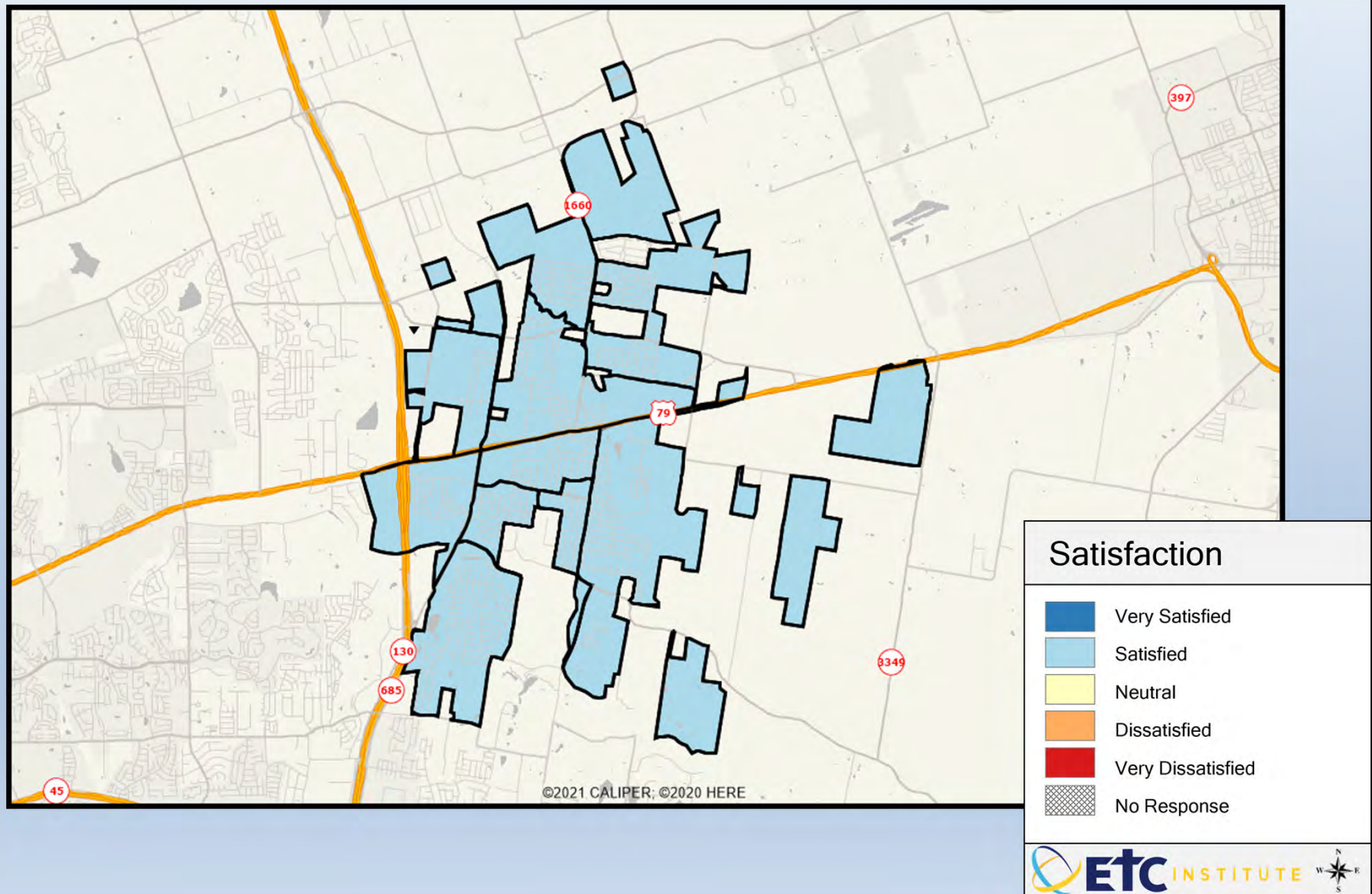
Q19-1. Police services



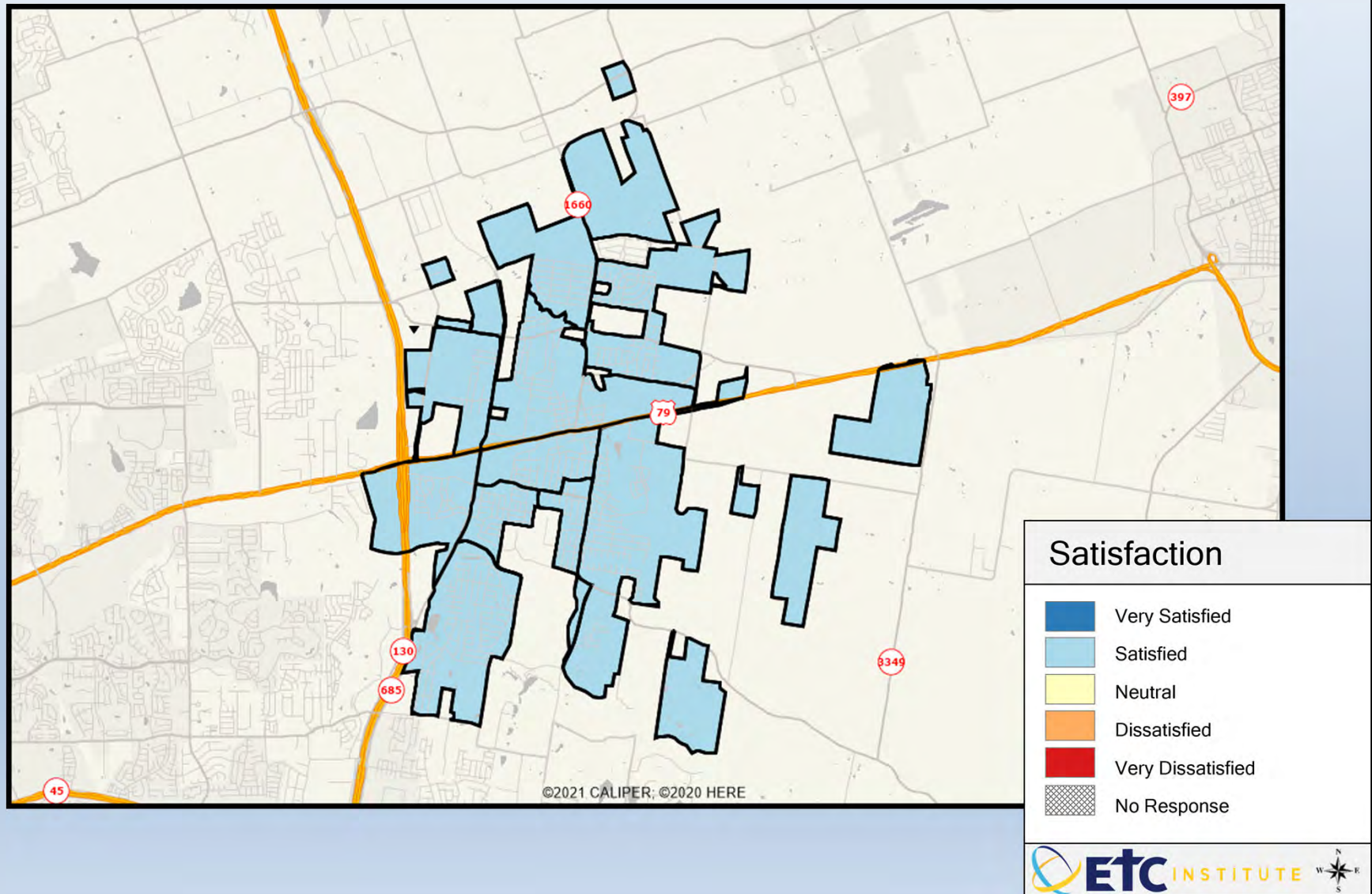
Q19-2. Animal Control services



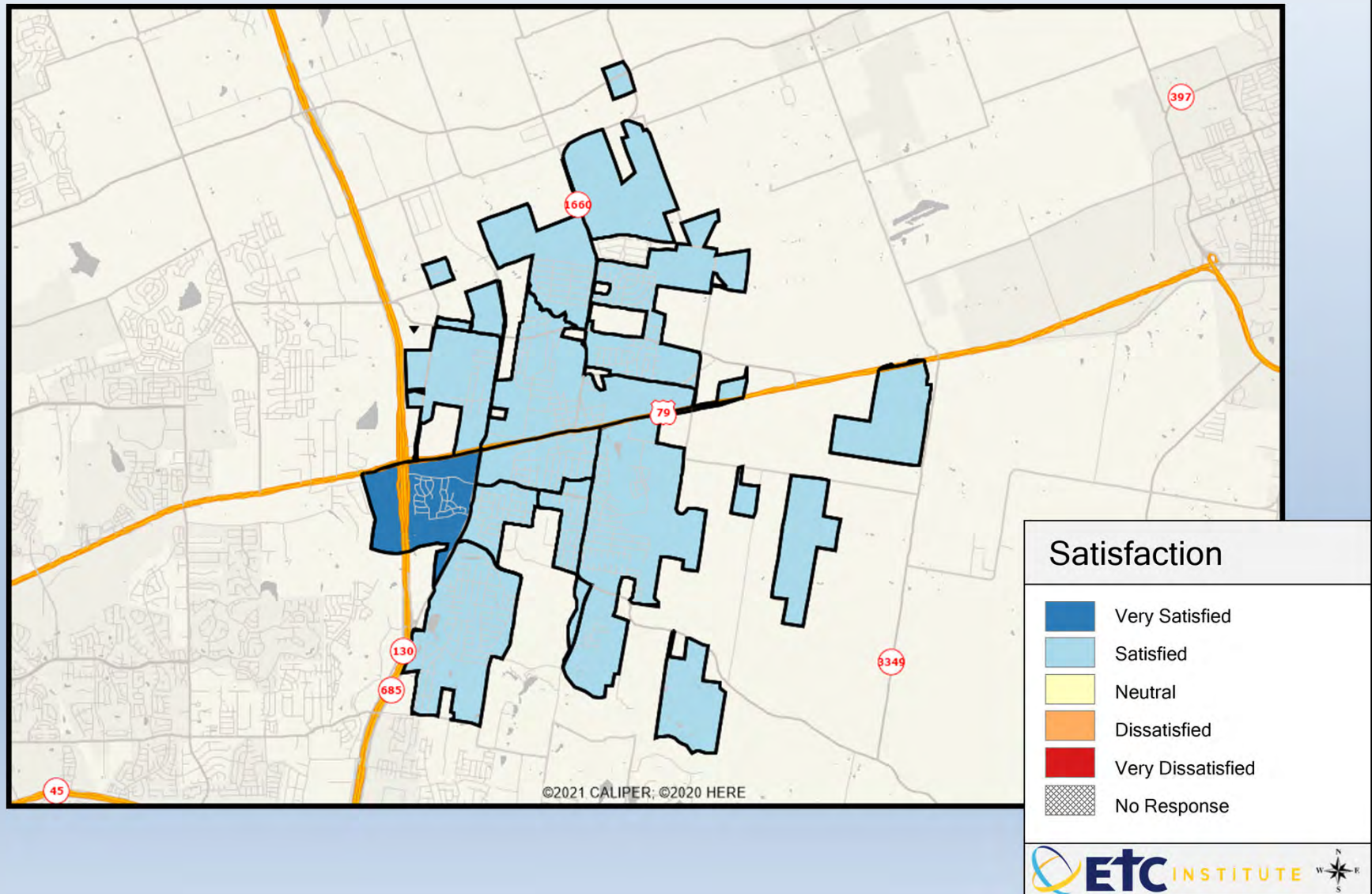
Q19-3. Efforts by police to prevent crime



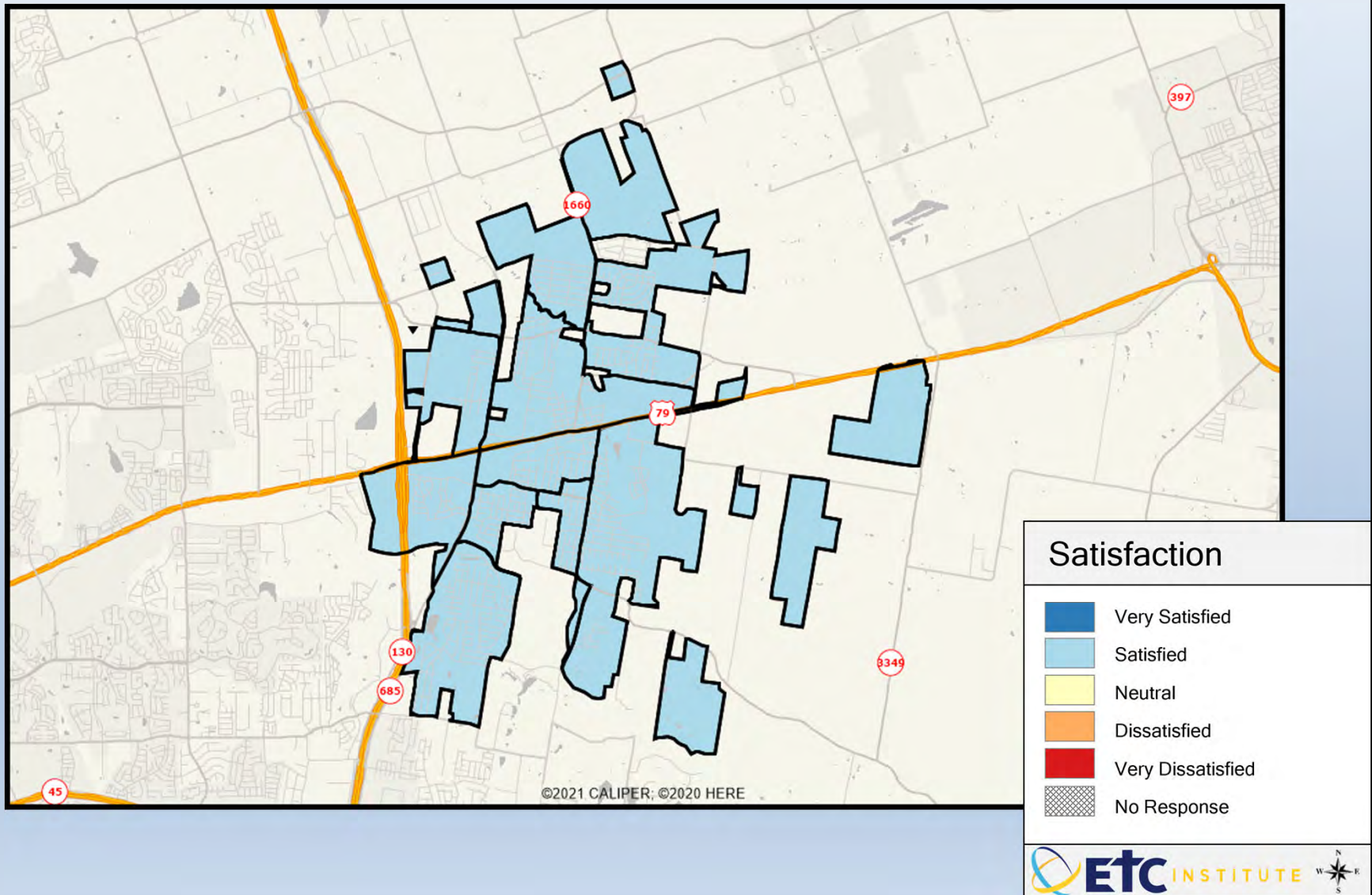
Q19-4. Enforcement of local traffic laws



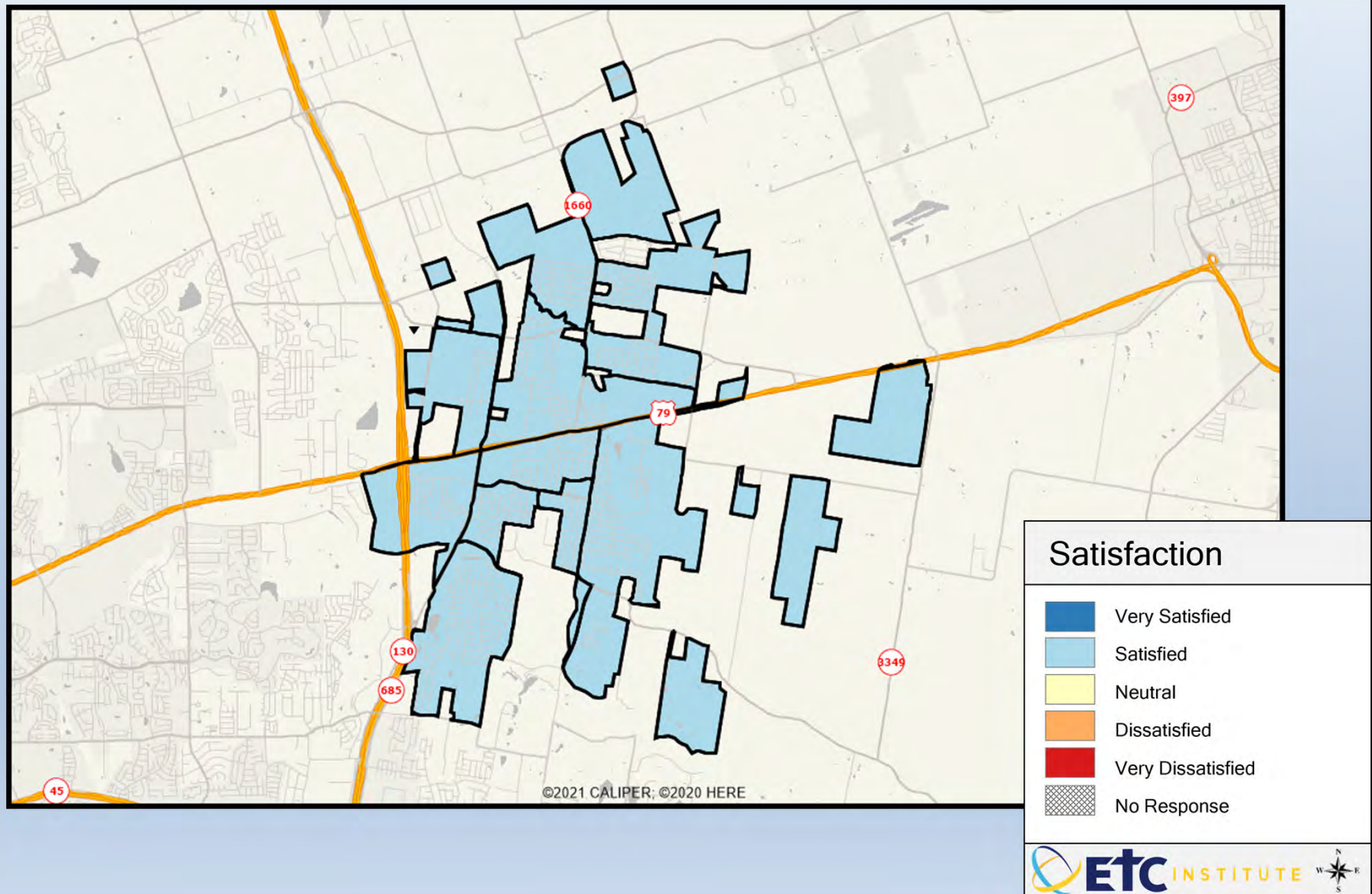
Q19-5. Police response times for emergencies



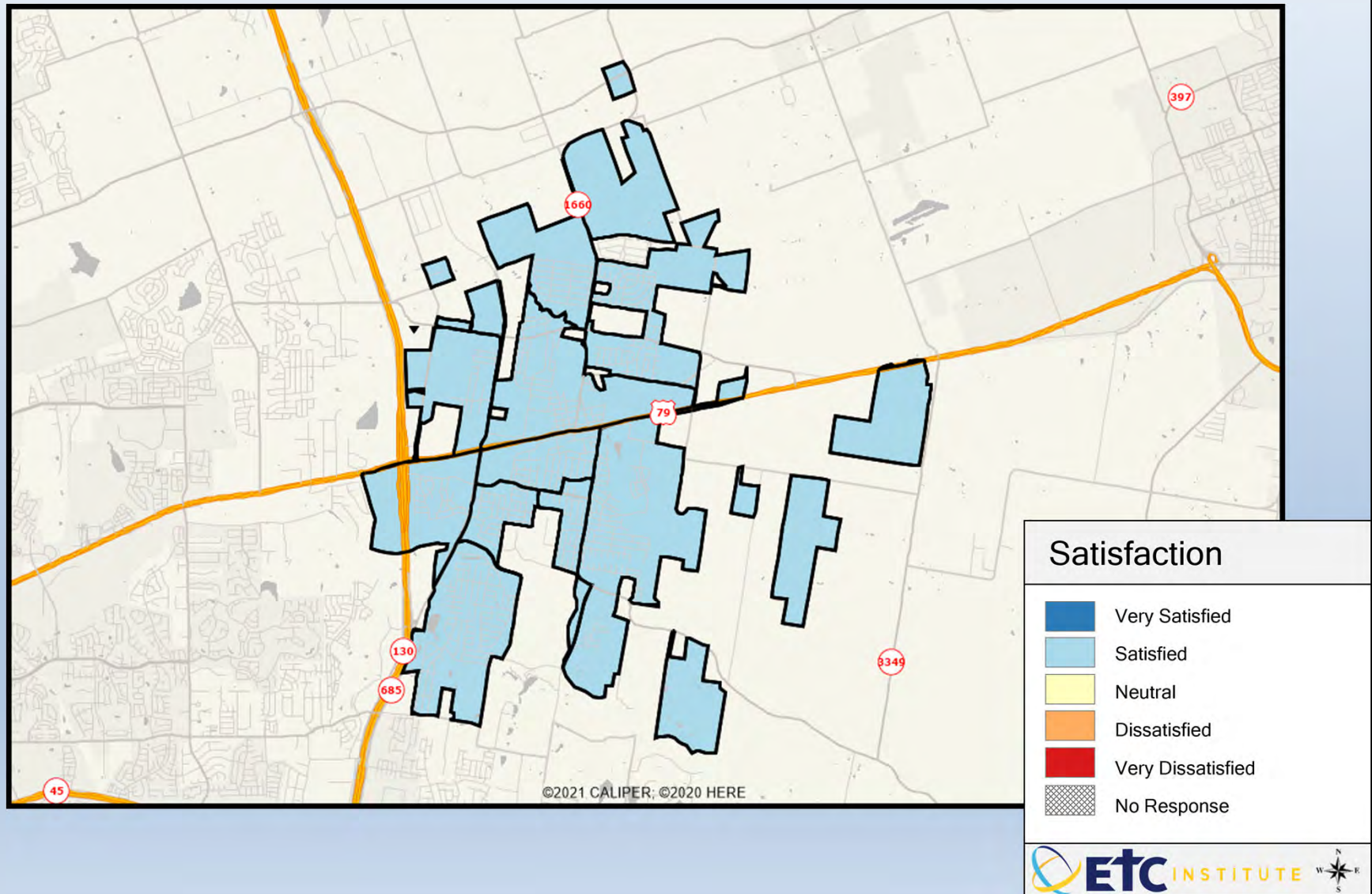
Q19-6. Overall police relationship with your community



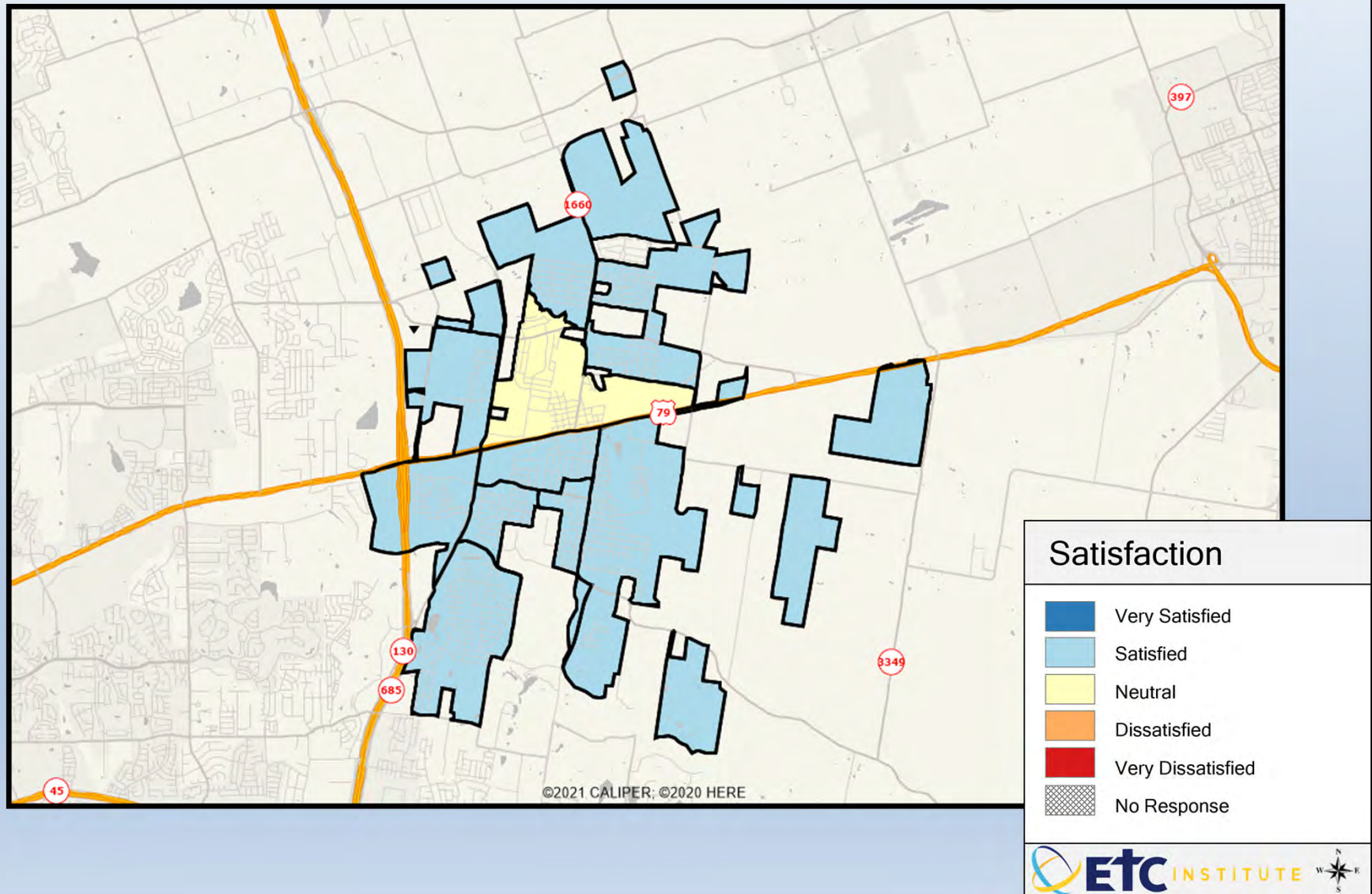
Q19-7. Police safety education programs



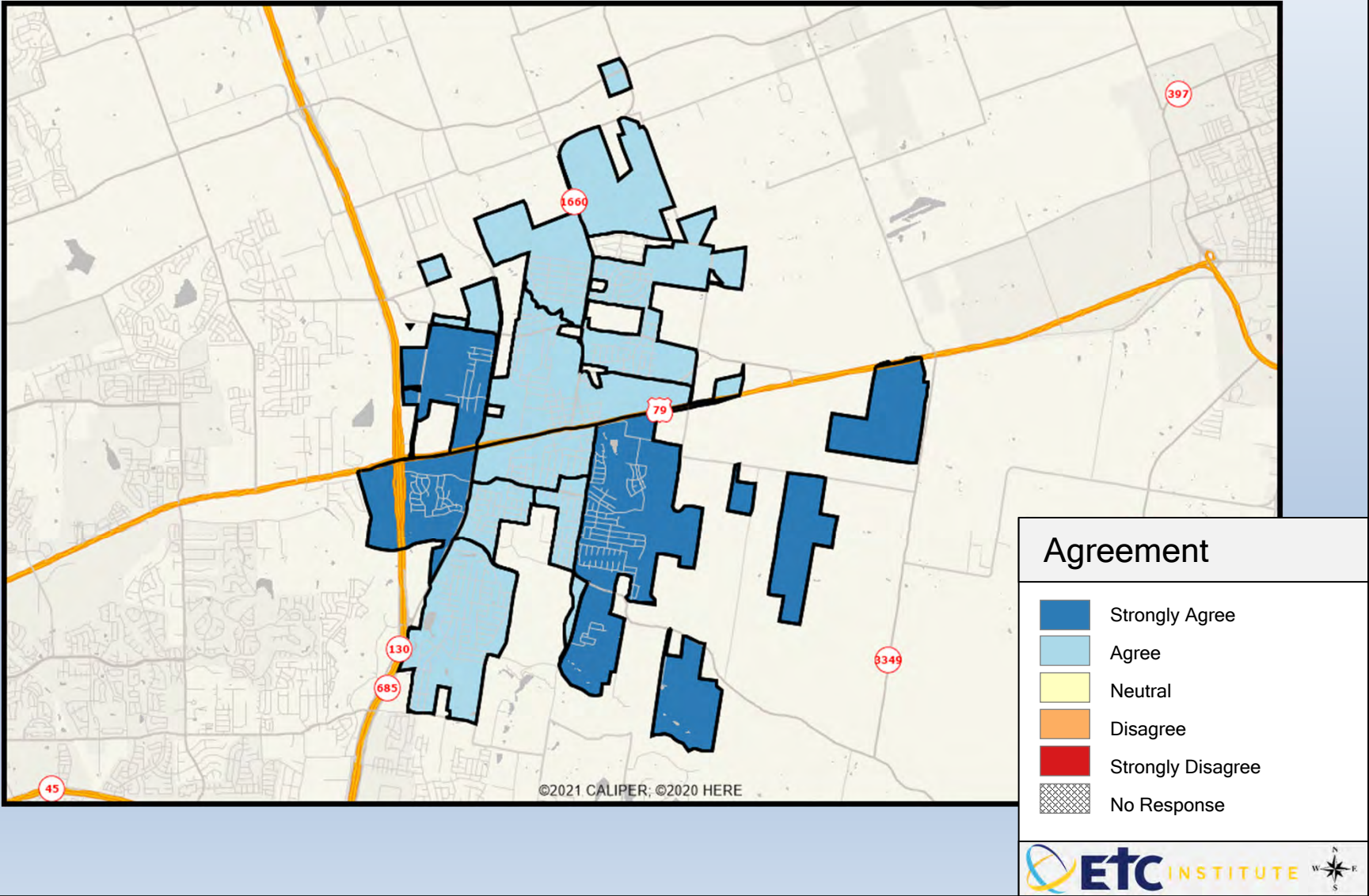
Q19-8. Visibility of police in commercial and retail areas



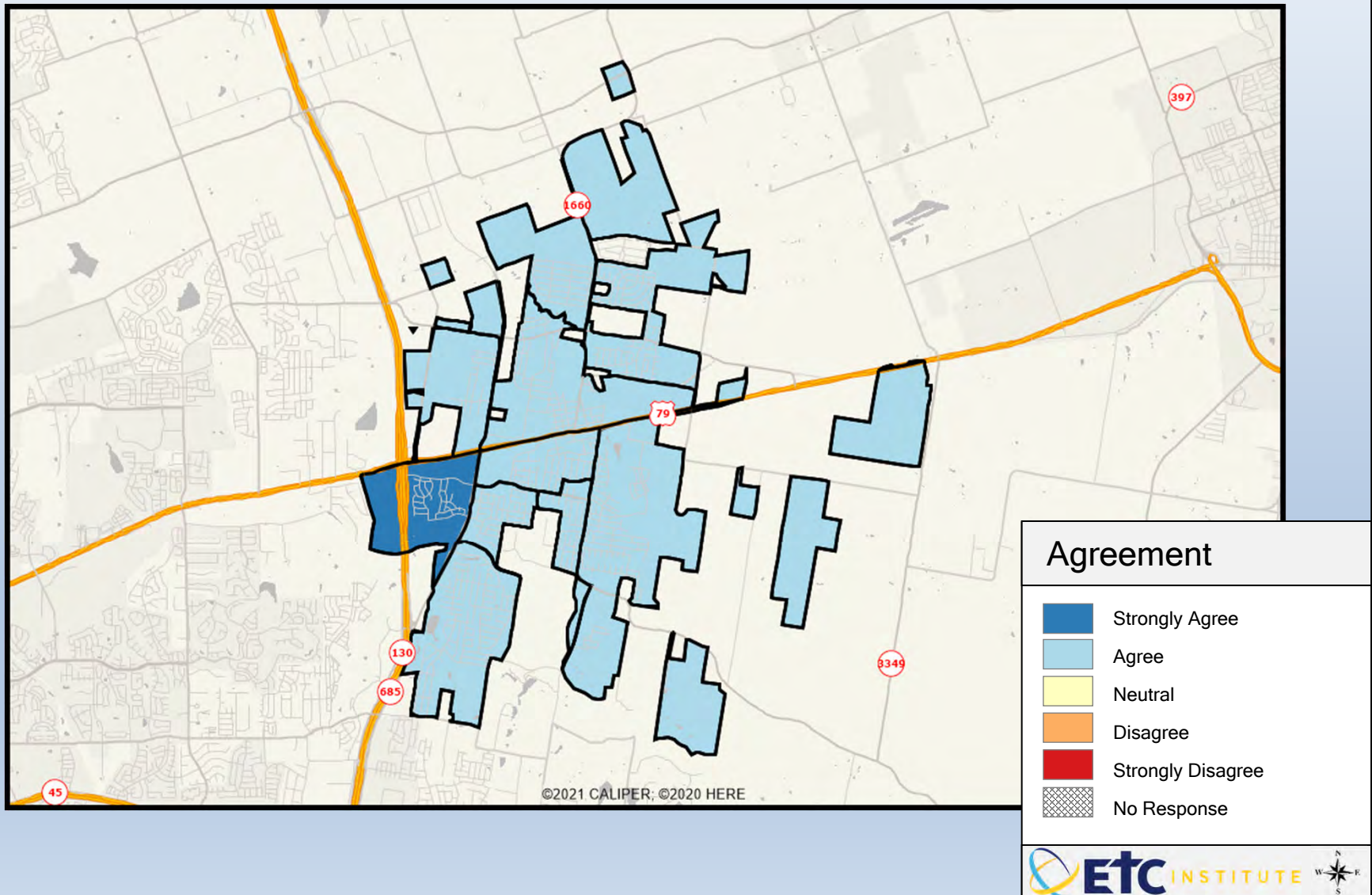
Q19-9. Visibility of police in neighborhoods



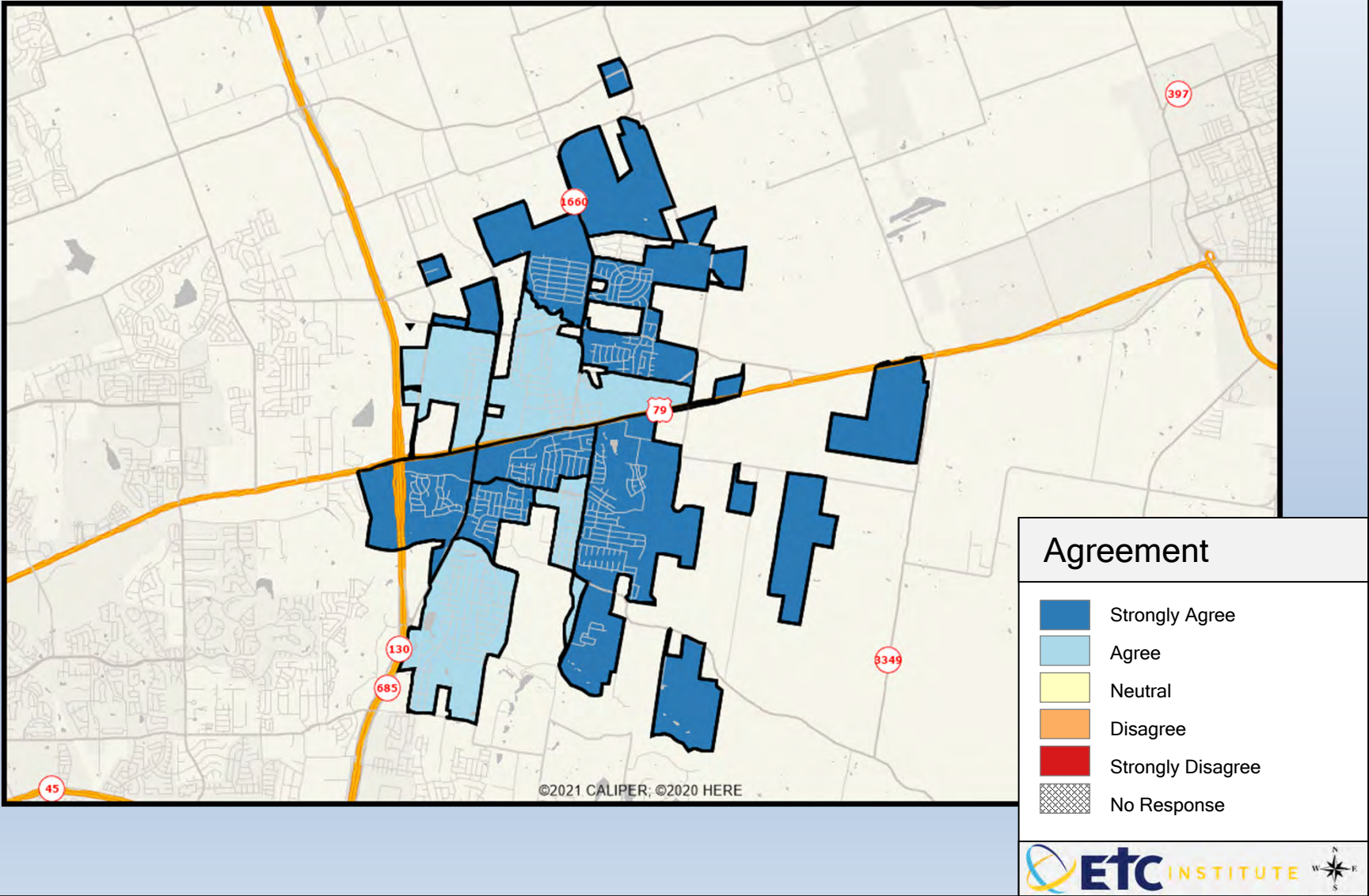
Q21-1. The Police Department treats all residents with respect



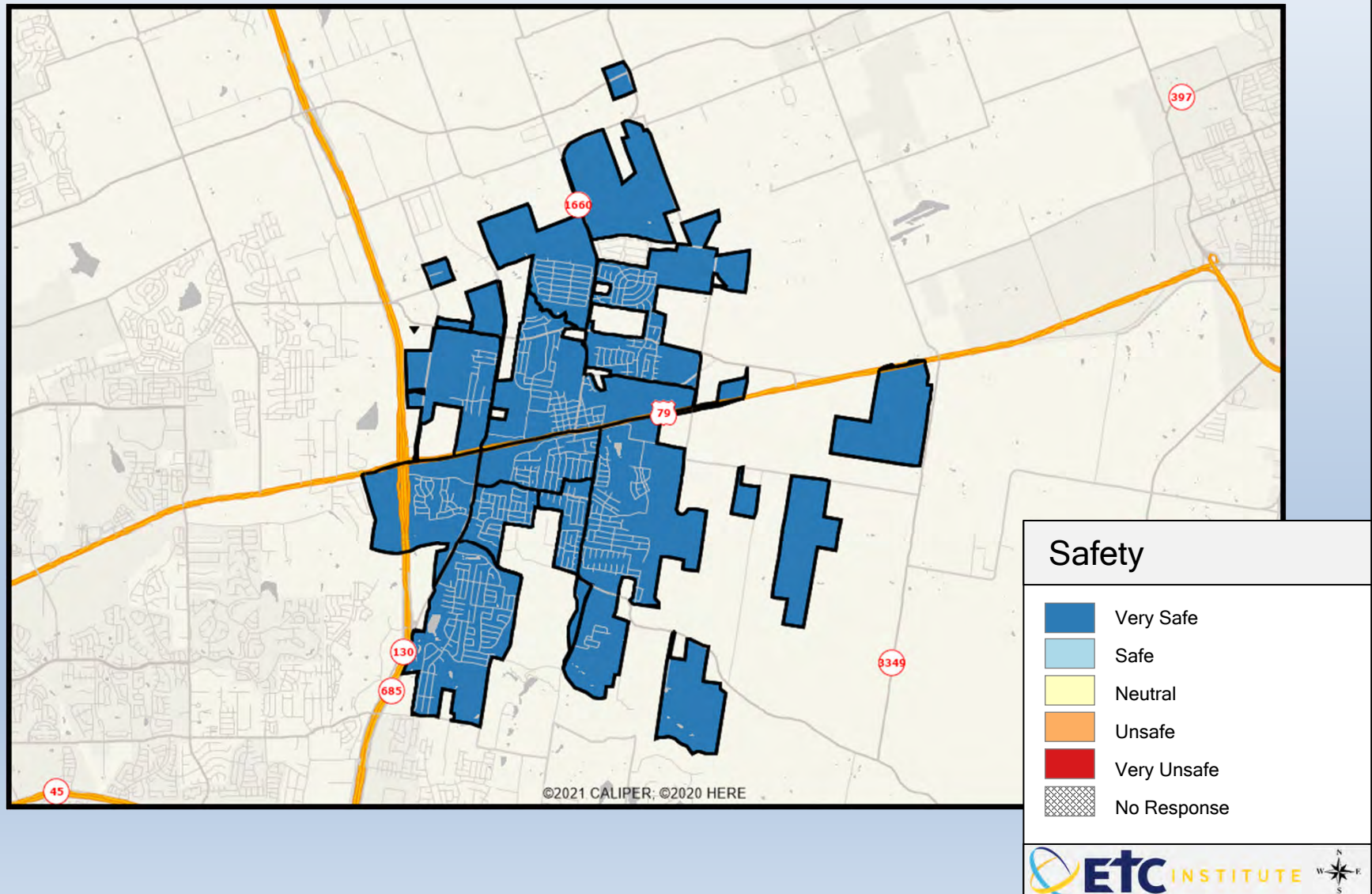
Q21-2. The Police Department treats all residents fairly



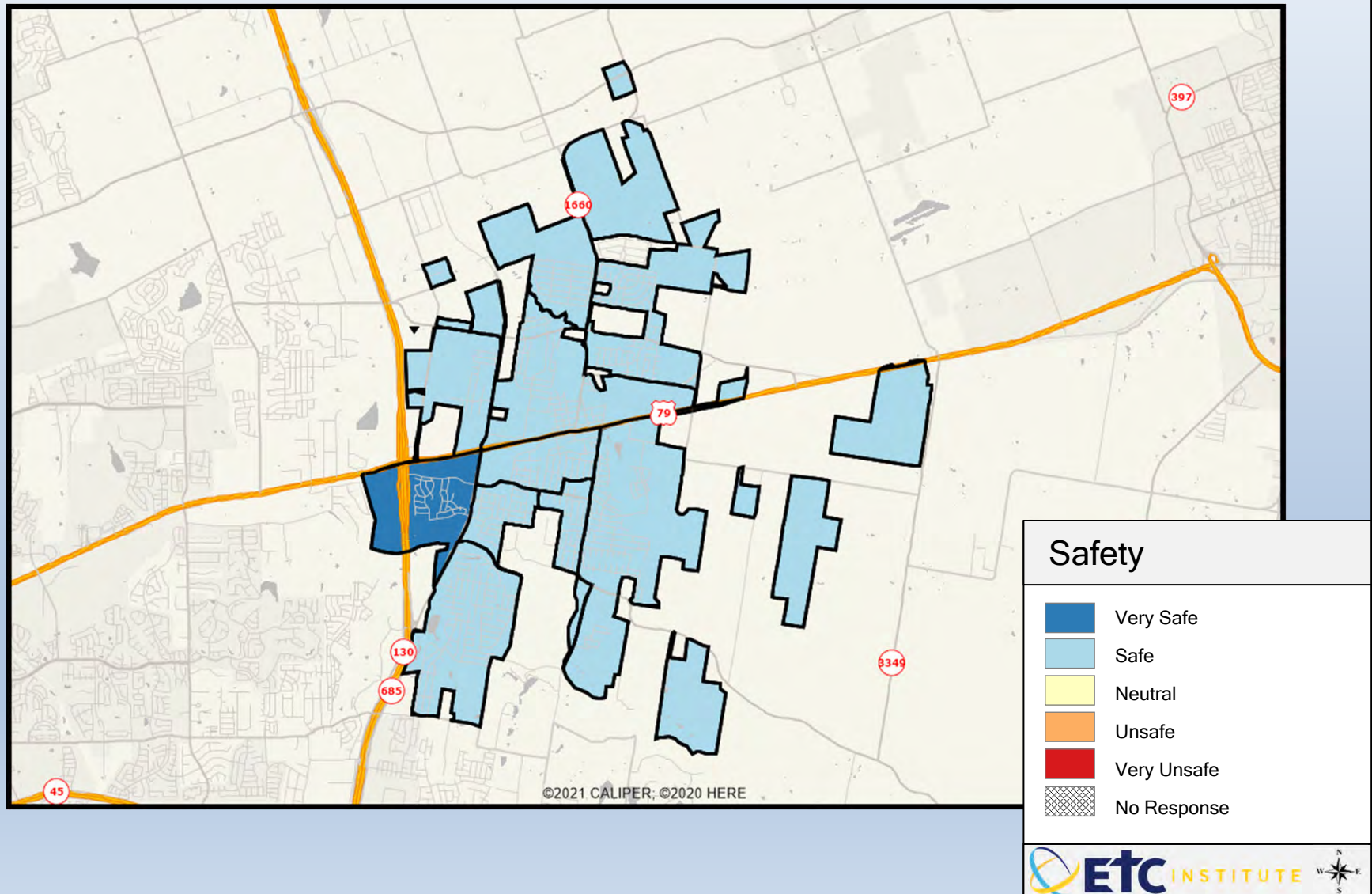
Q21-3. Police services are accessible to all residents



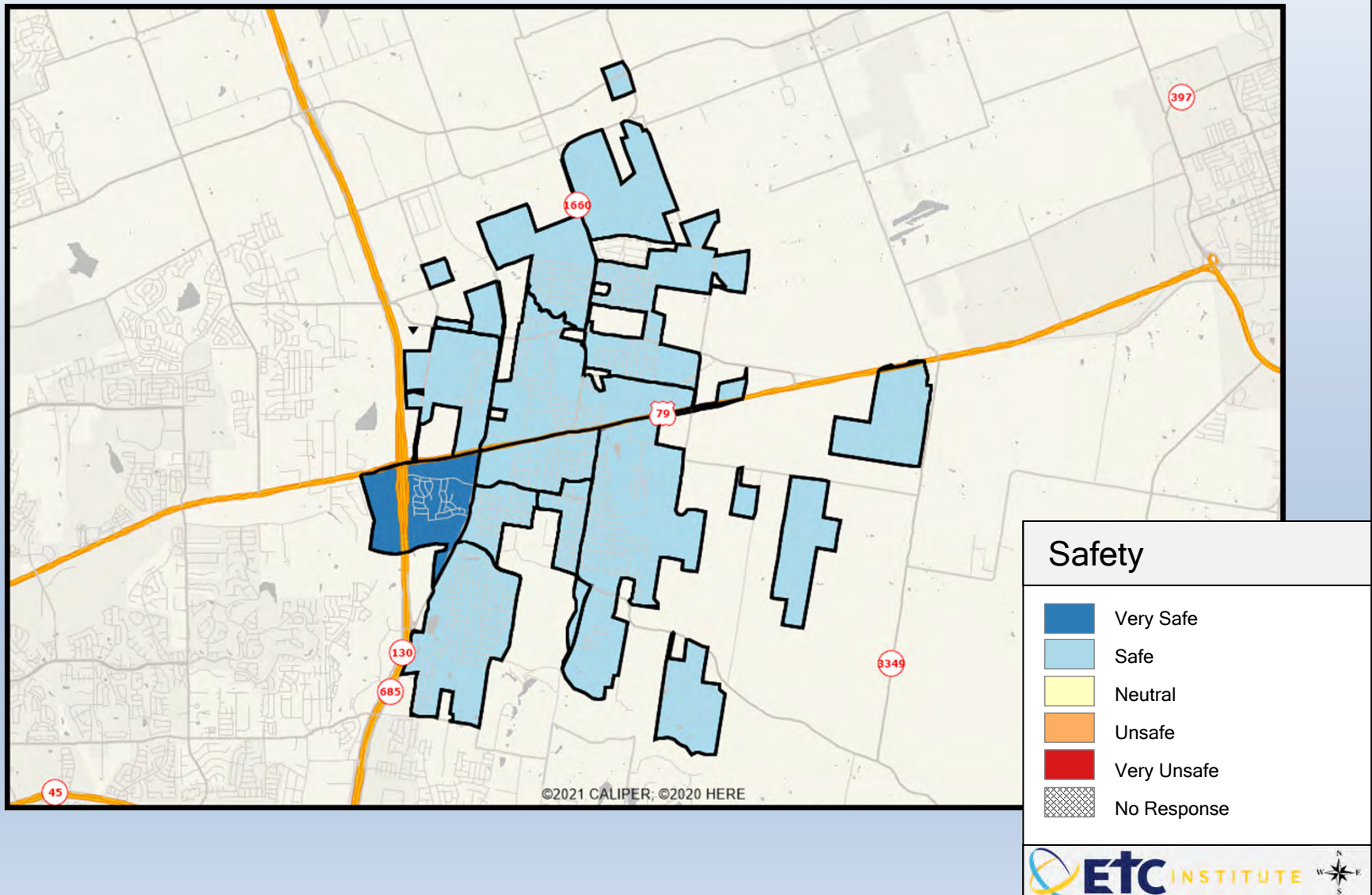
Q22-1. In your neighborhood during the day



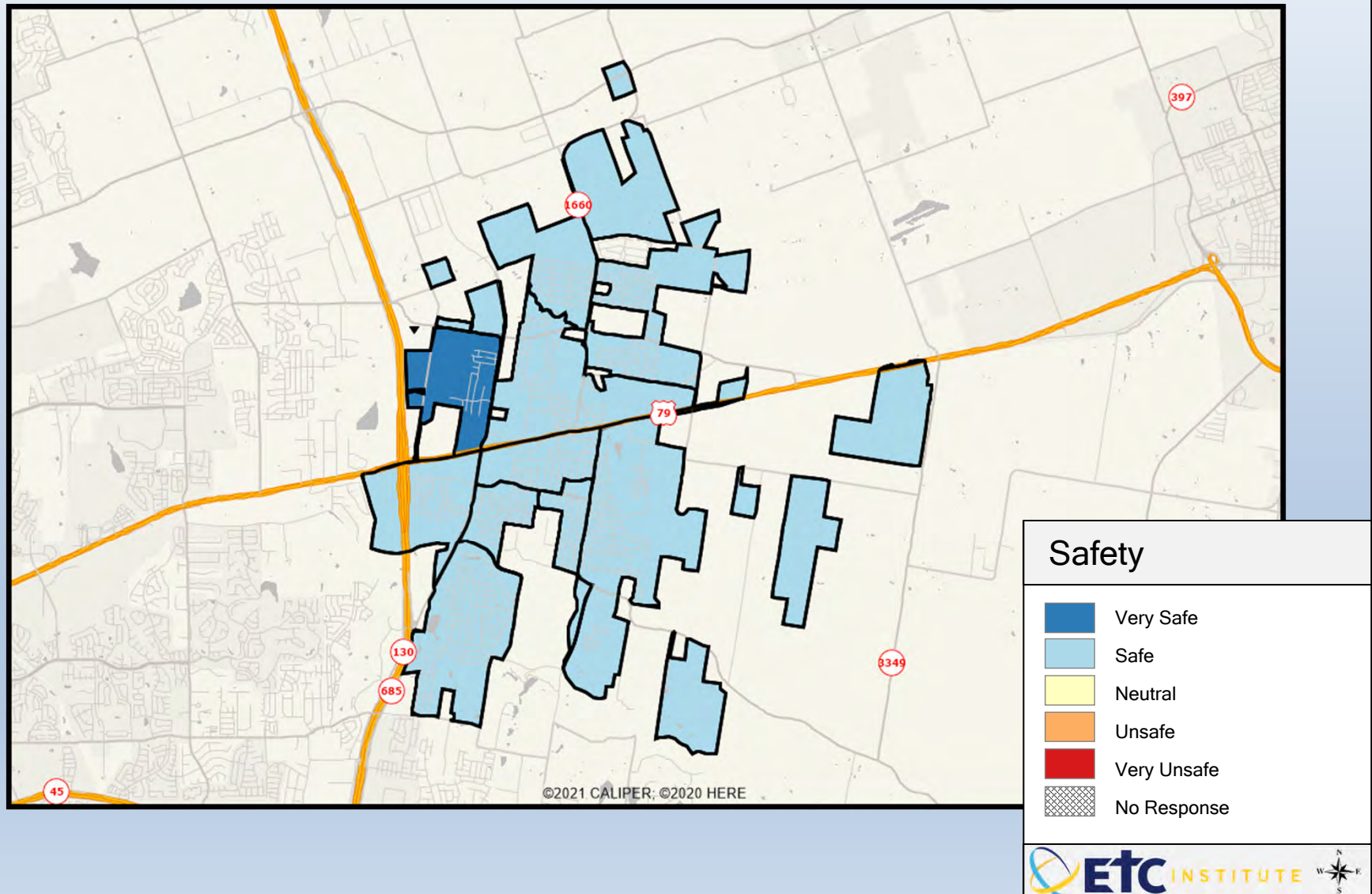
Q22-2. In your neighborhood at night



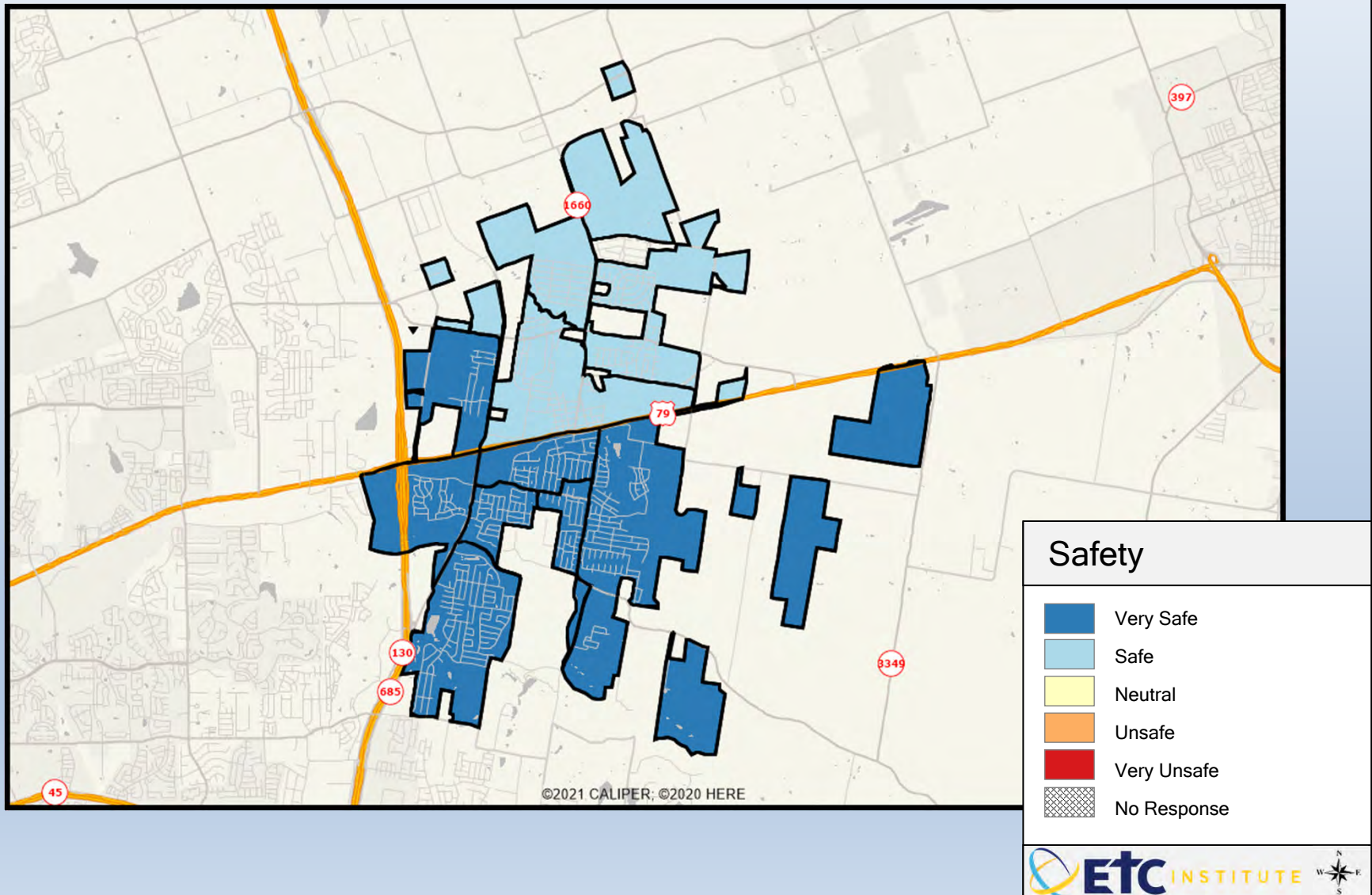
Q22-3. In community parks



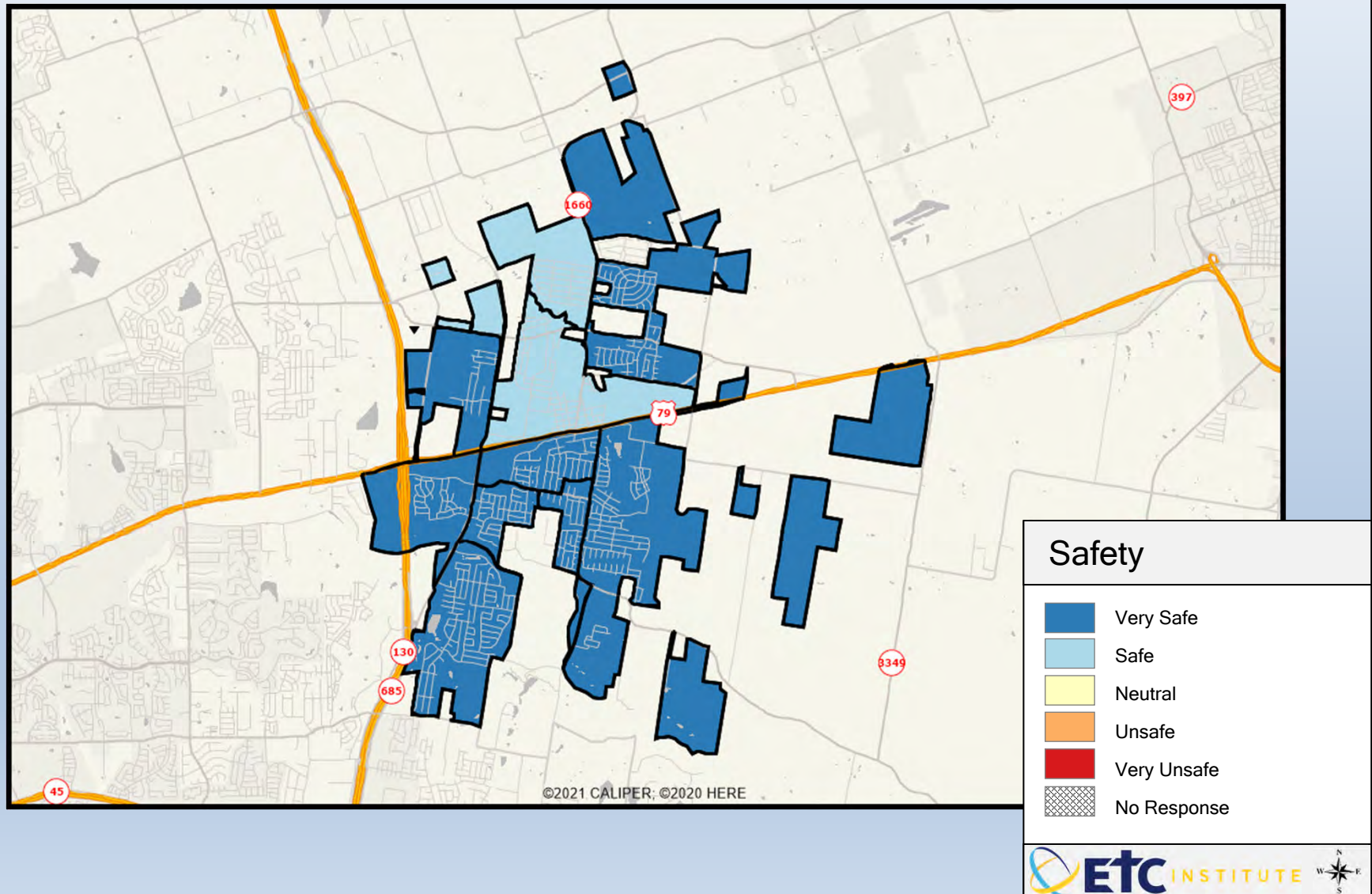
Q22-4. In retail areas



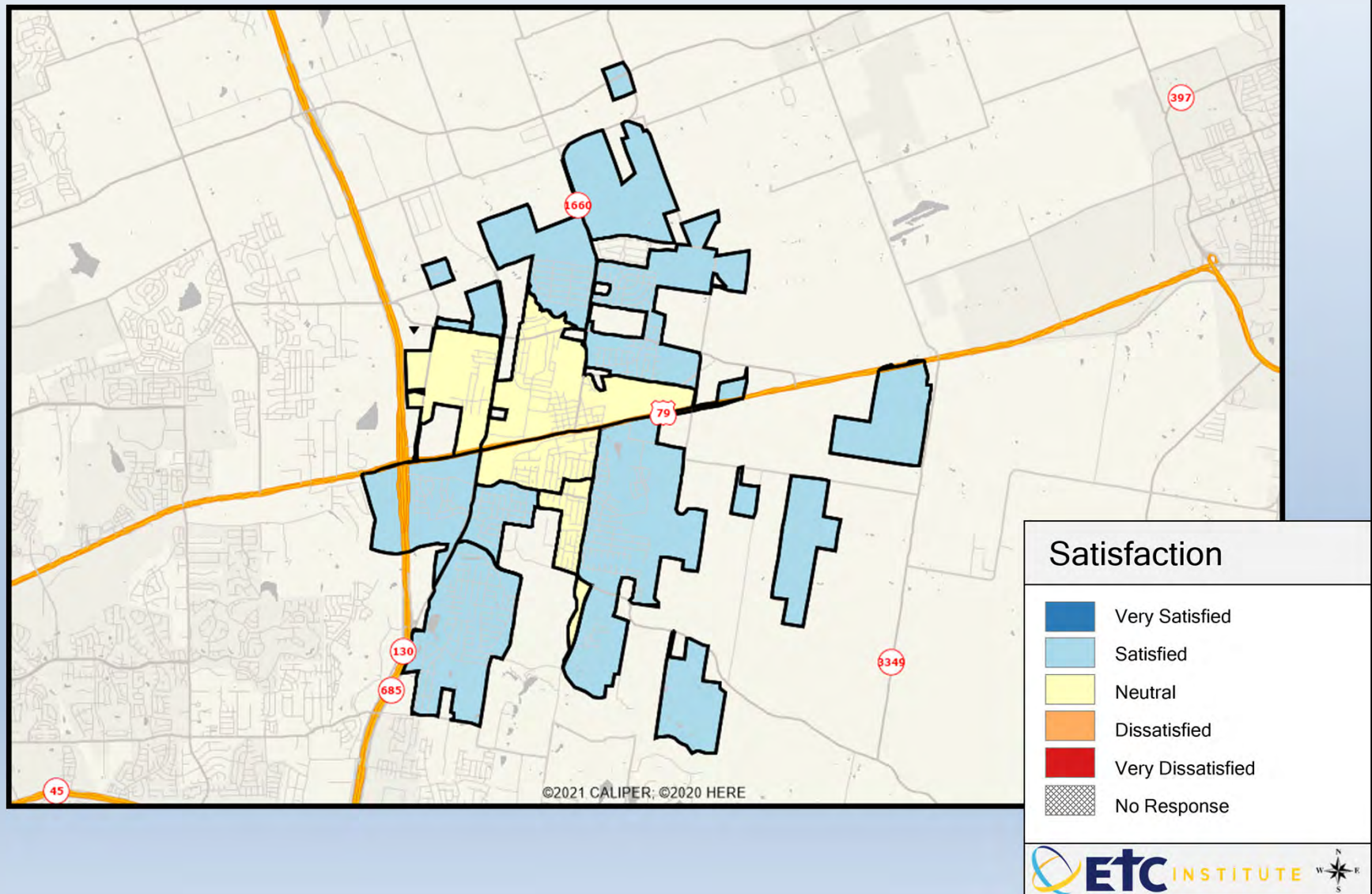
Q22-5. Historic Downtown Hutto



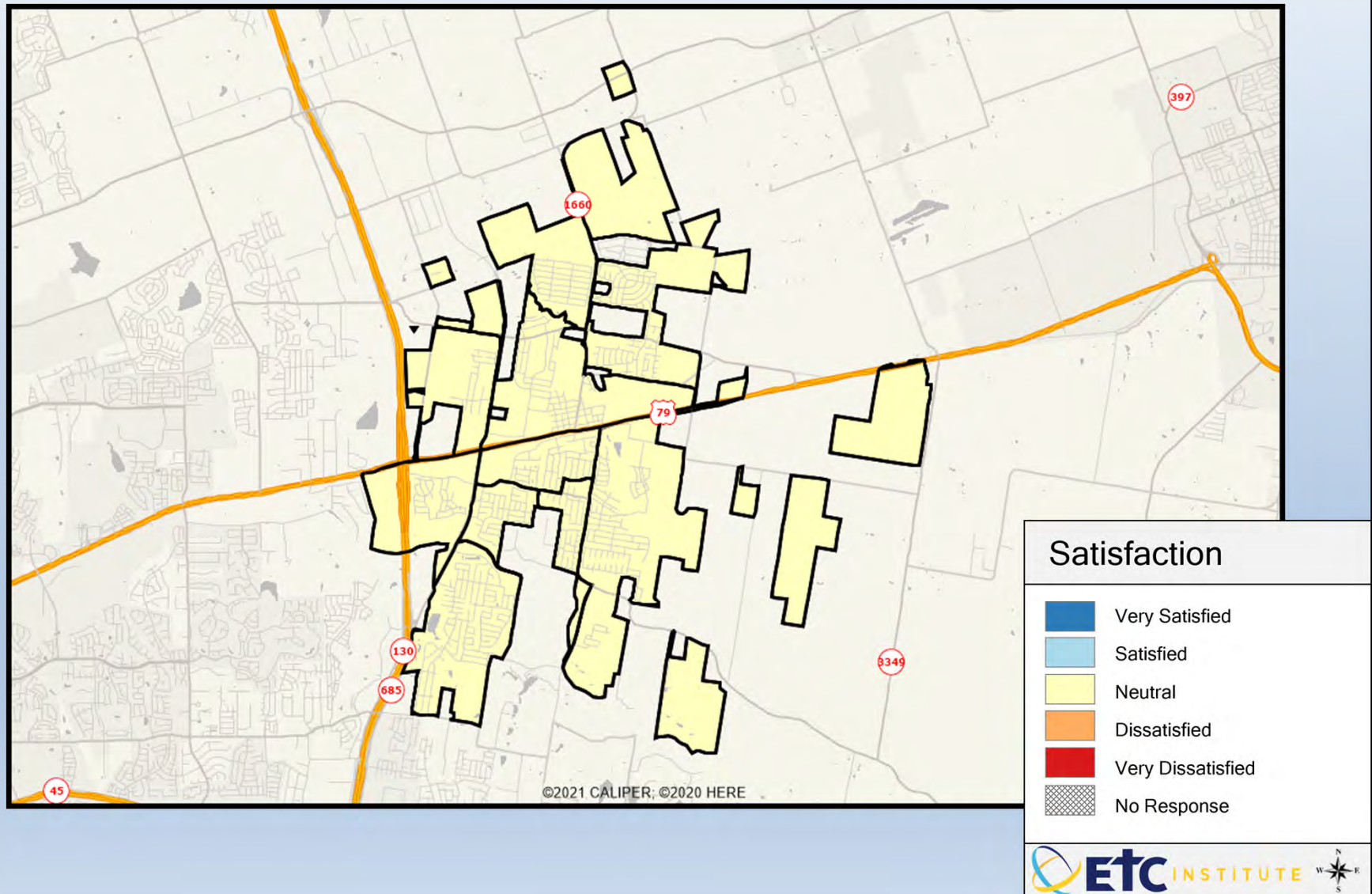
Q22-6. Overall feeling of safety in the City



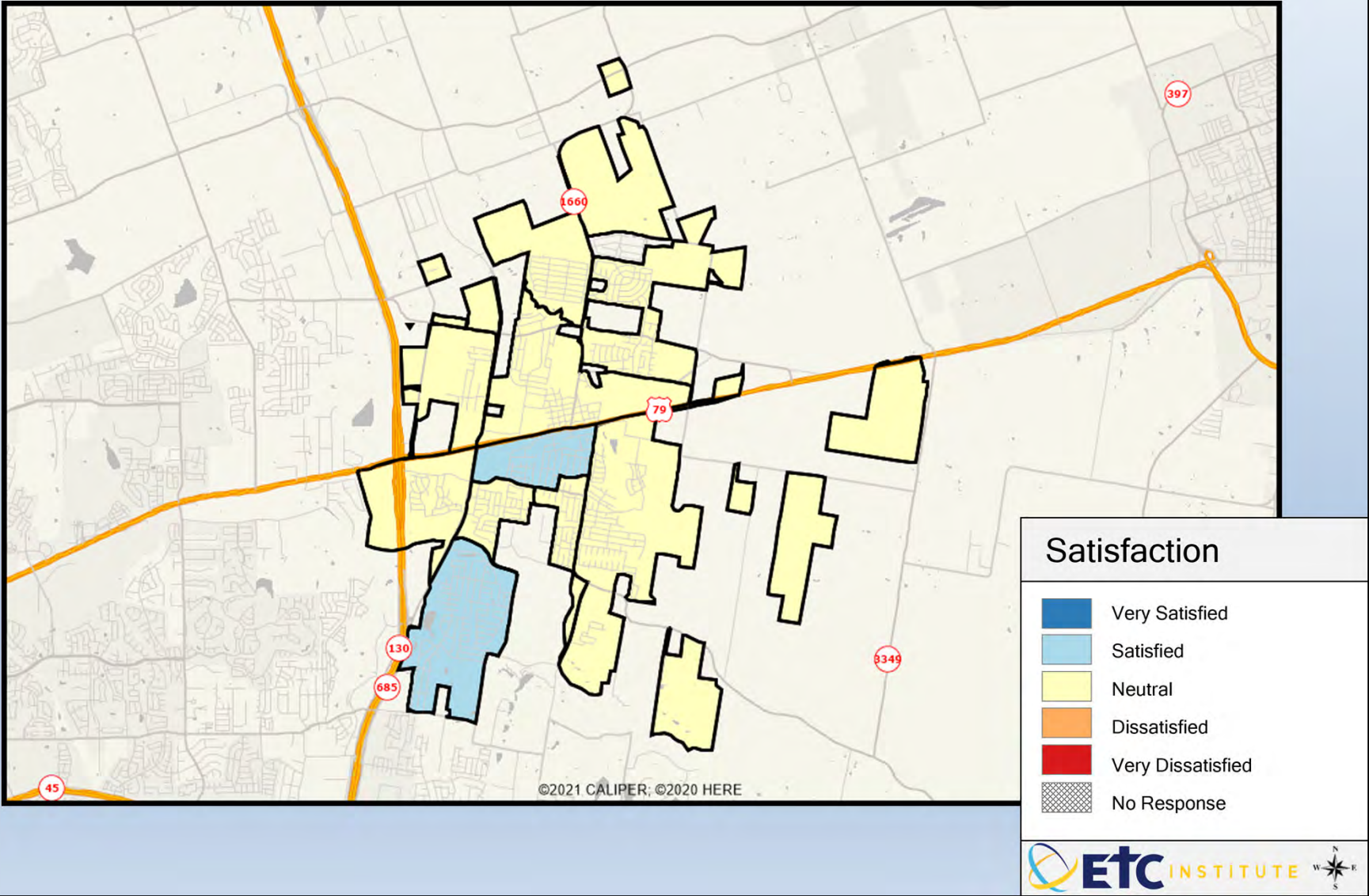
Q23-1. Enforcement of clean-up trash and debris on private property



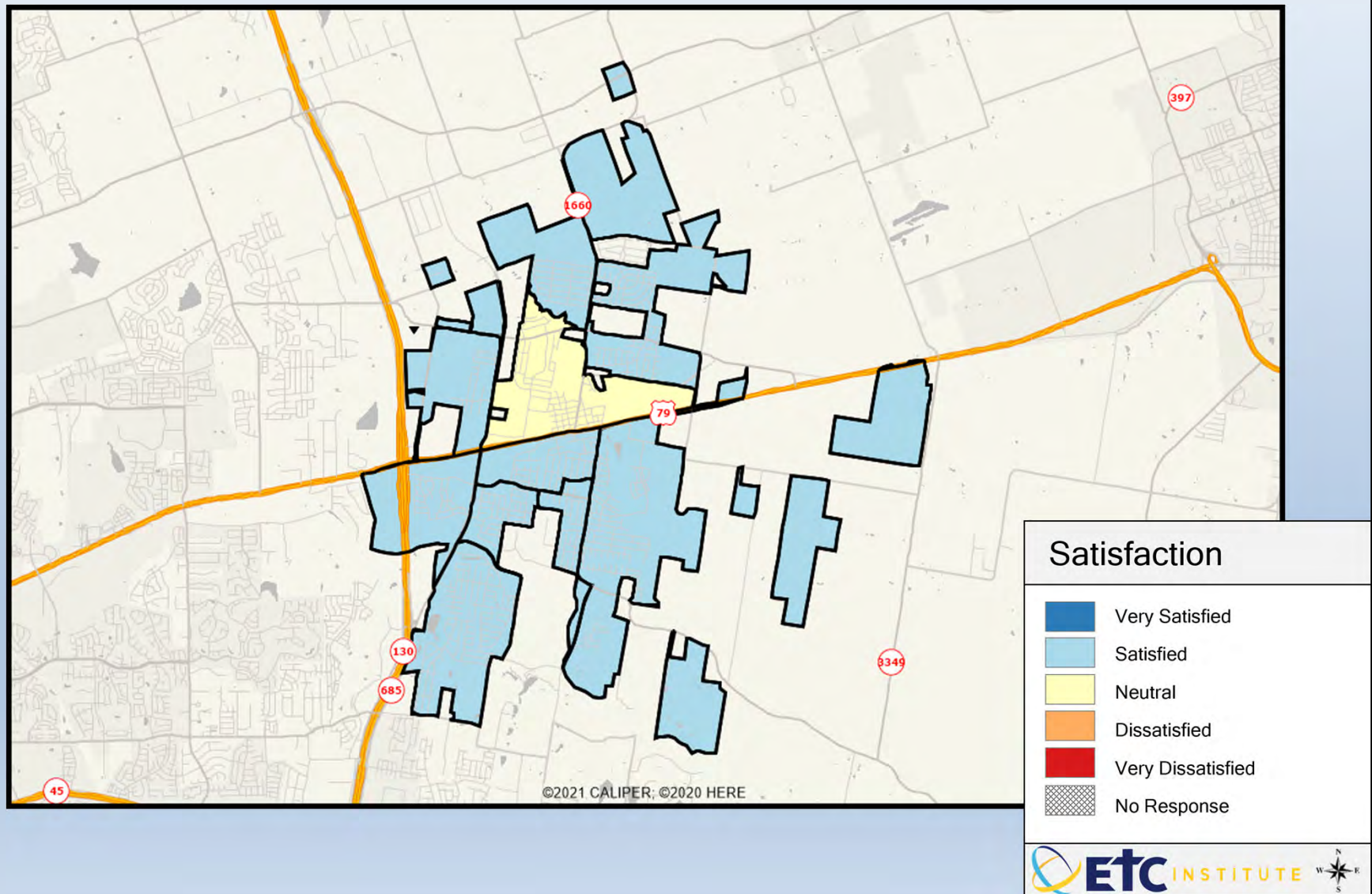
Q23-2. Enforcement of mowing and cutting of weeds on private property



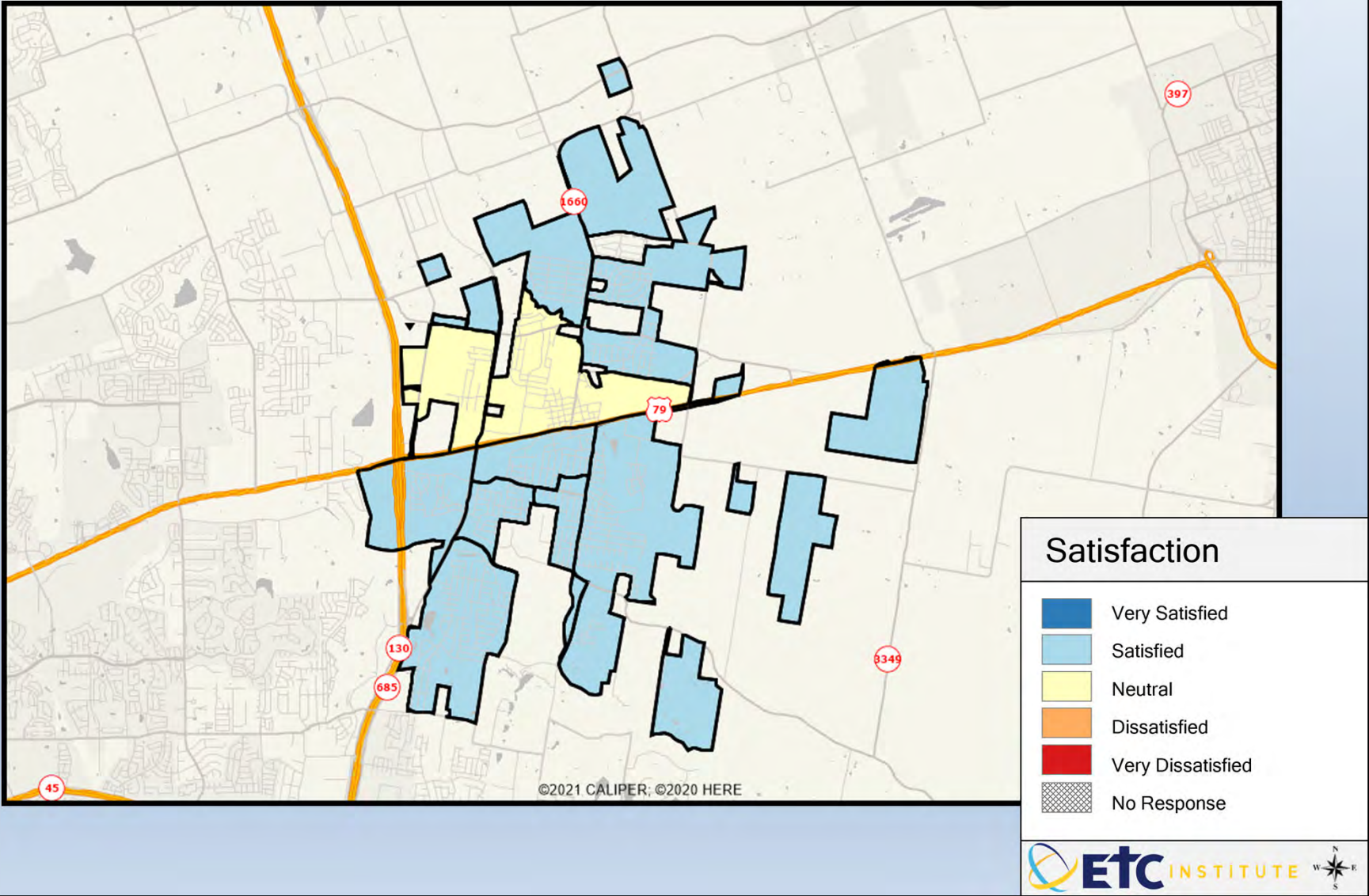
Q23-3. Enforcement of exterior maintenance of residential property



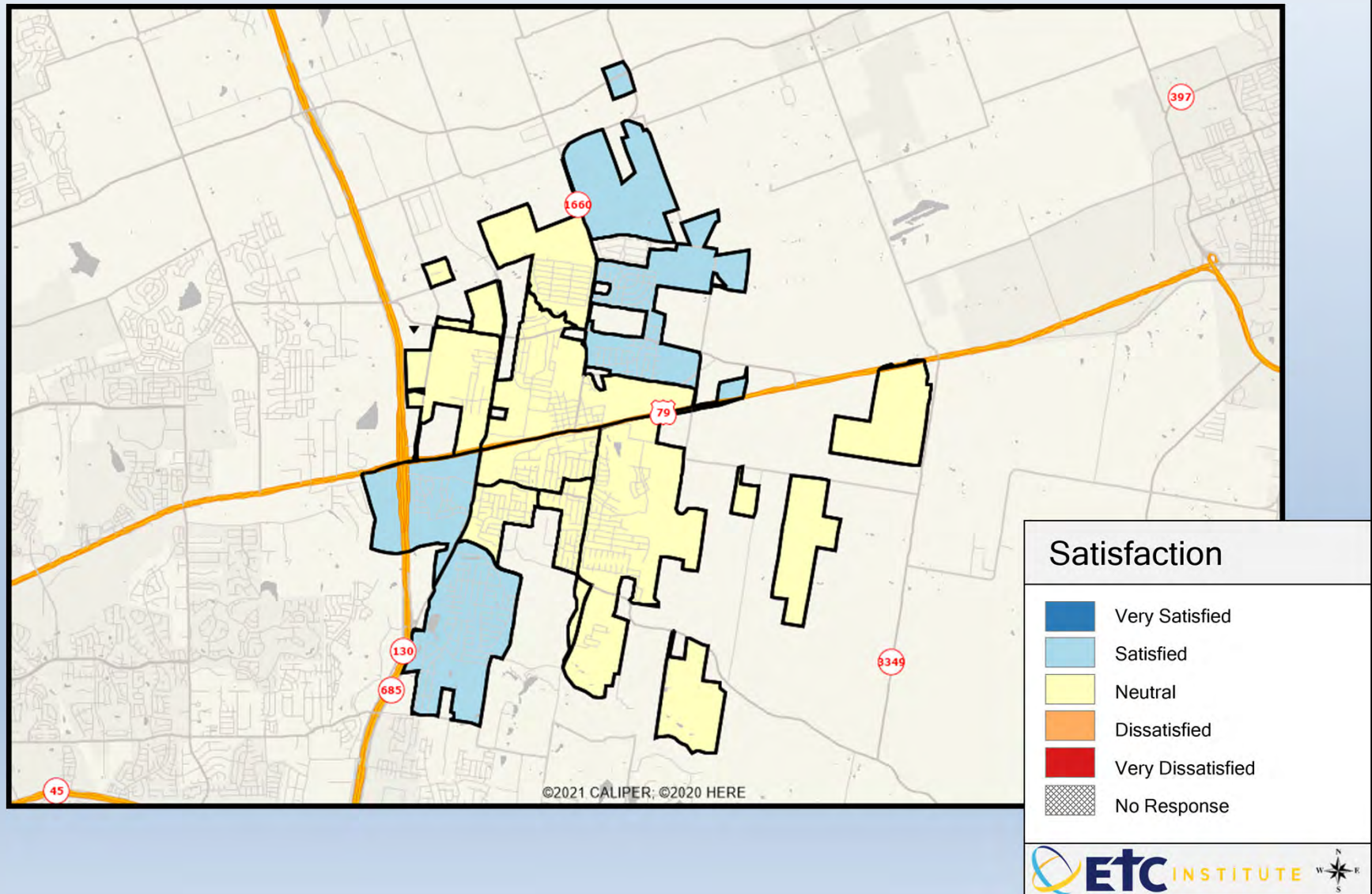
Q23-4. Enforcement of exterior maintenance of commercial and business properties



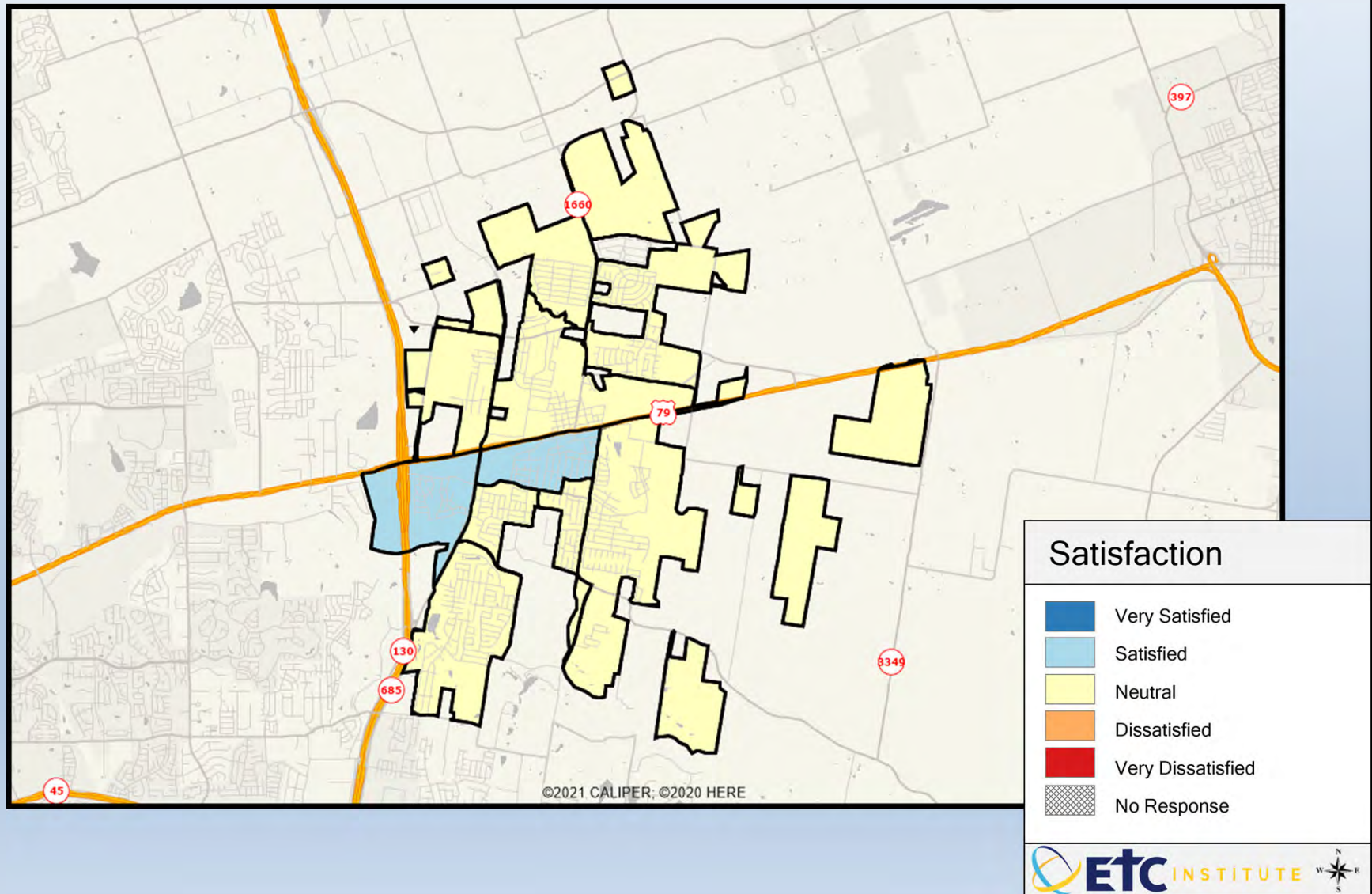
Q23-5. Enforcement of sign regulations



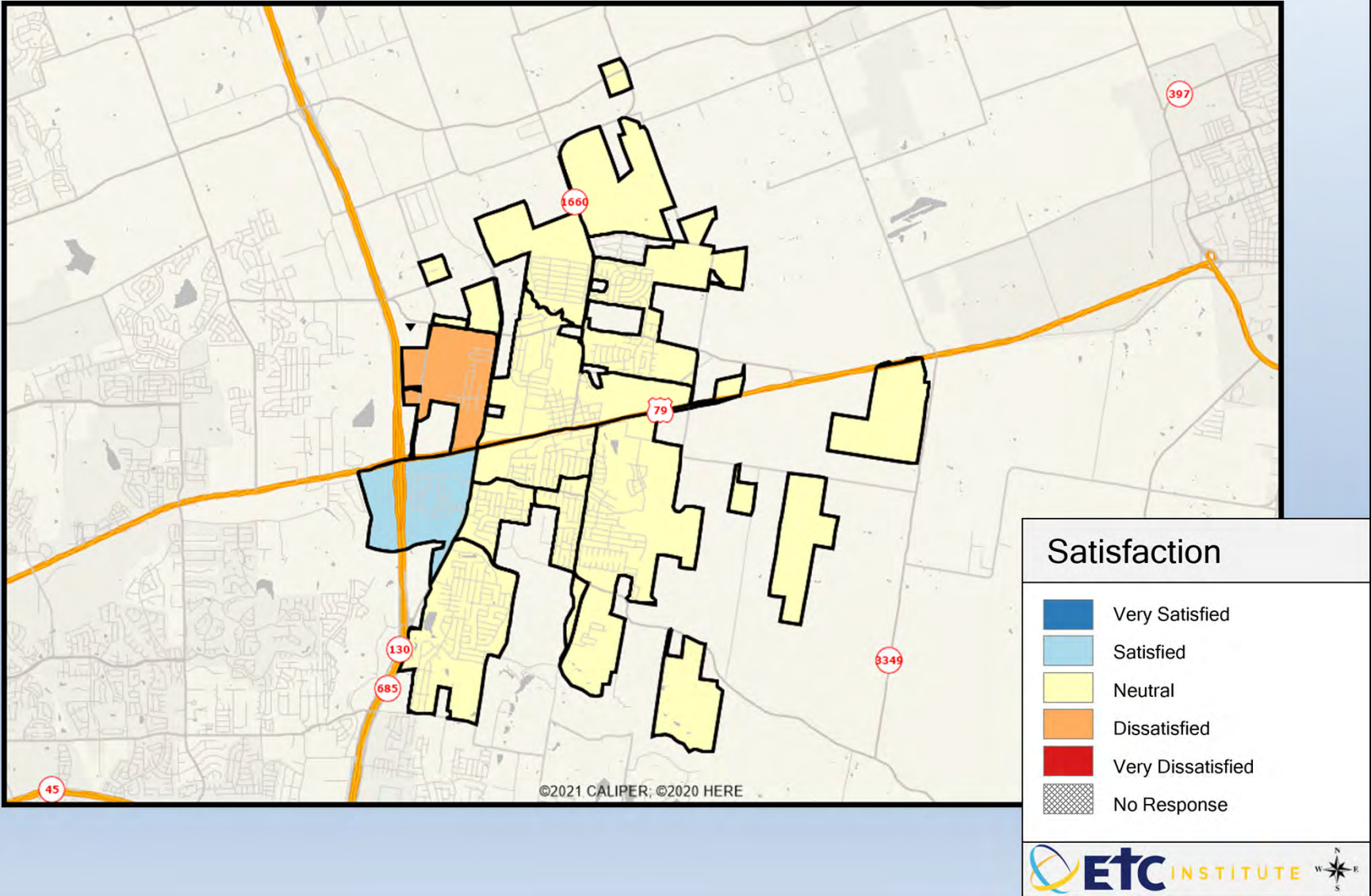
Q27-01. Tree canopy



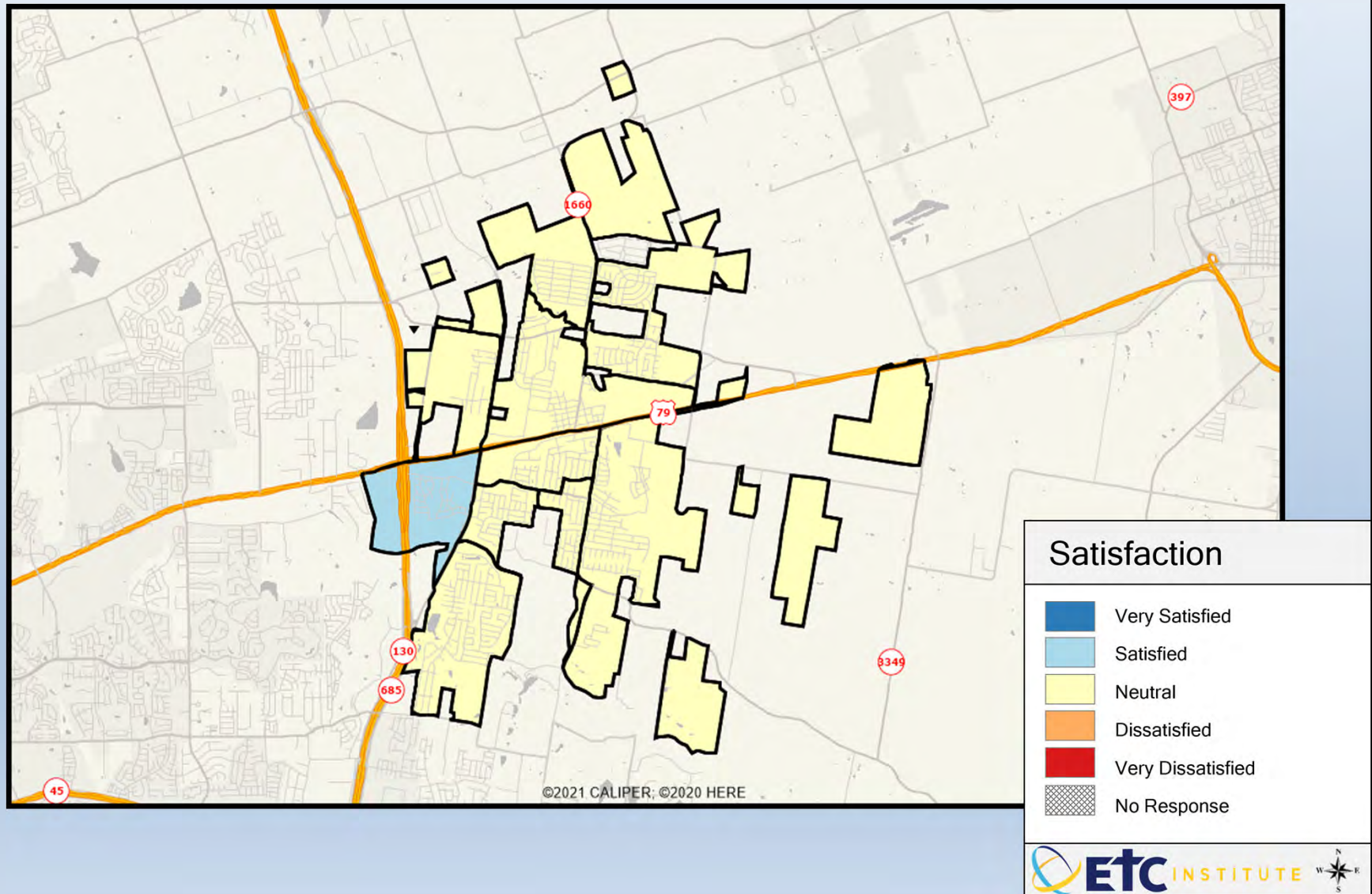
Q27-02. Neighborhood parks



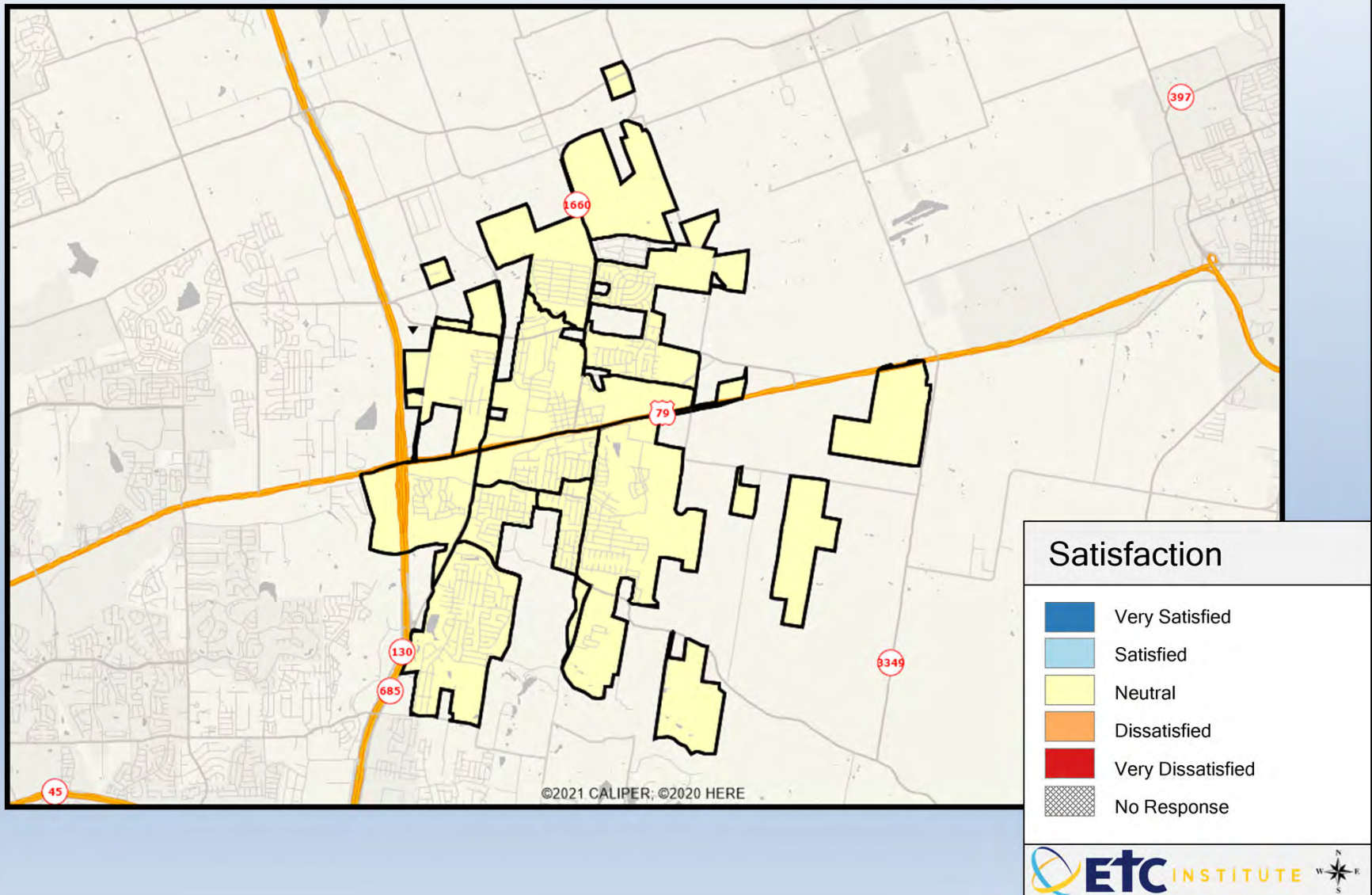
Q27-03. Dog parks



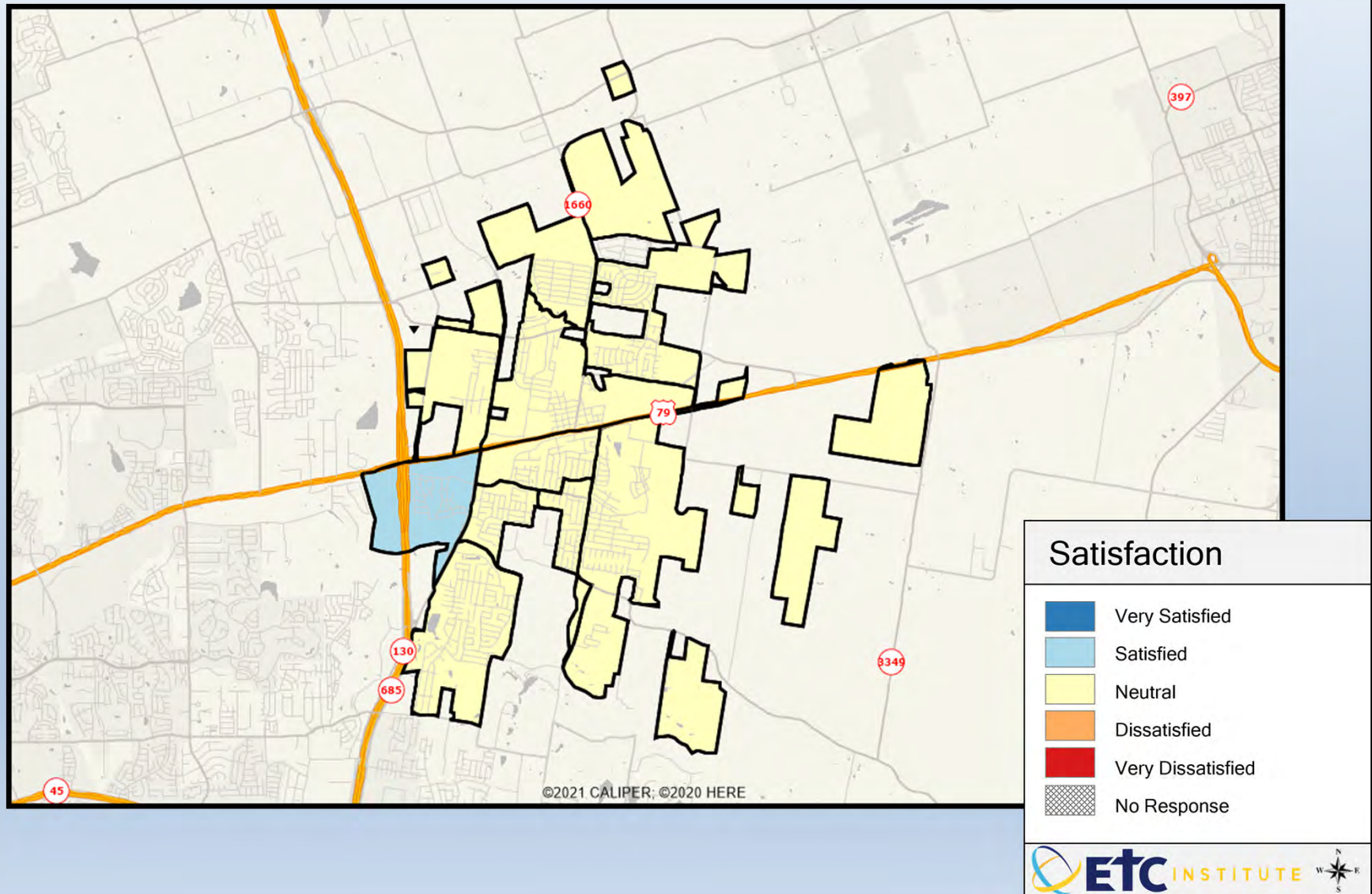
Q27-04. Quality of walking and biking trails



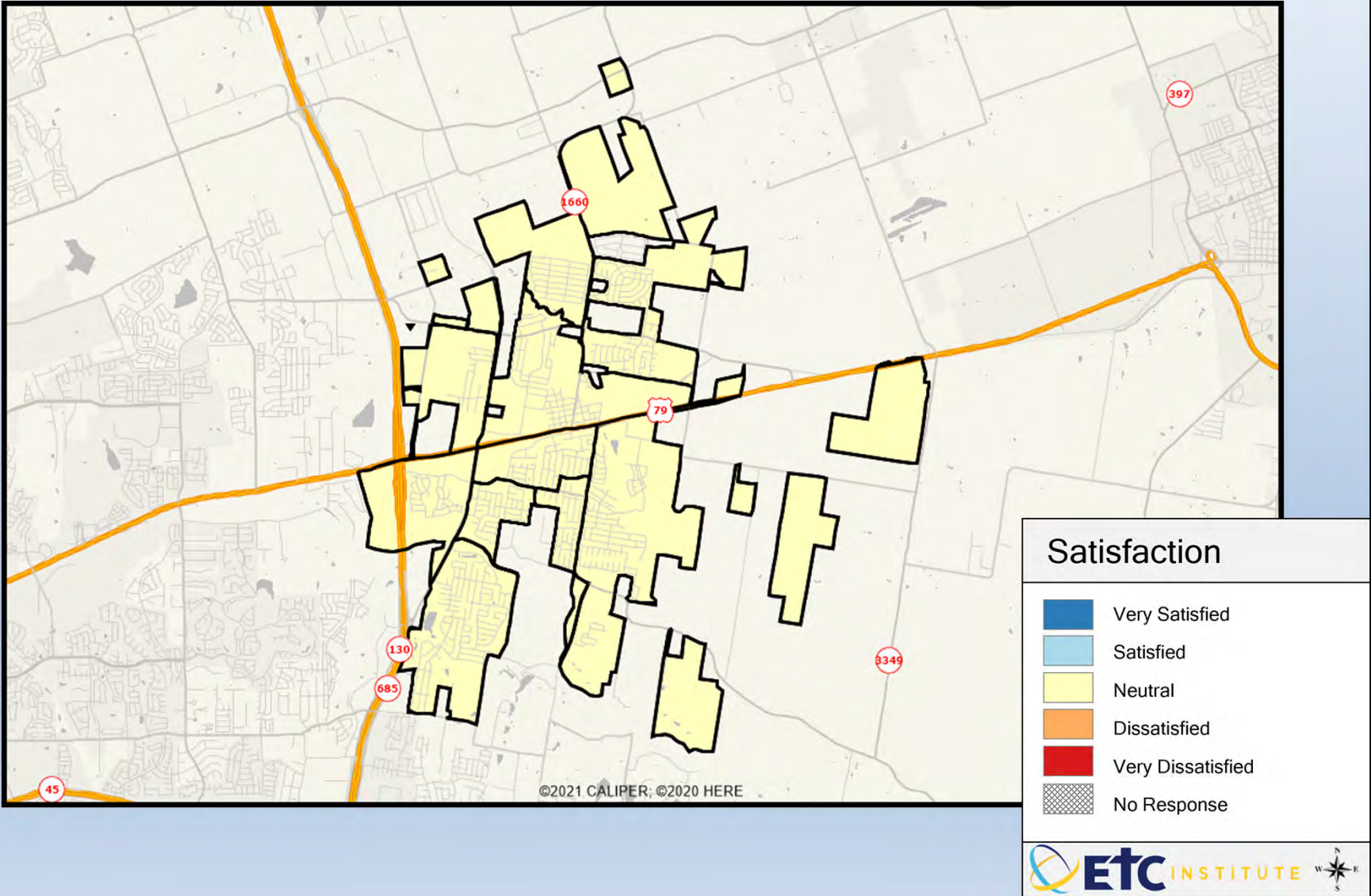
Q27-05. Trail connectivity



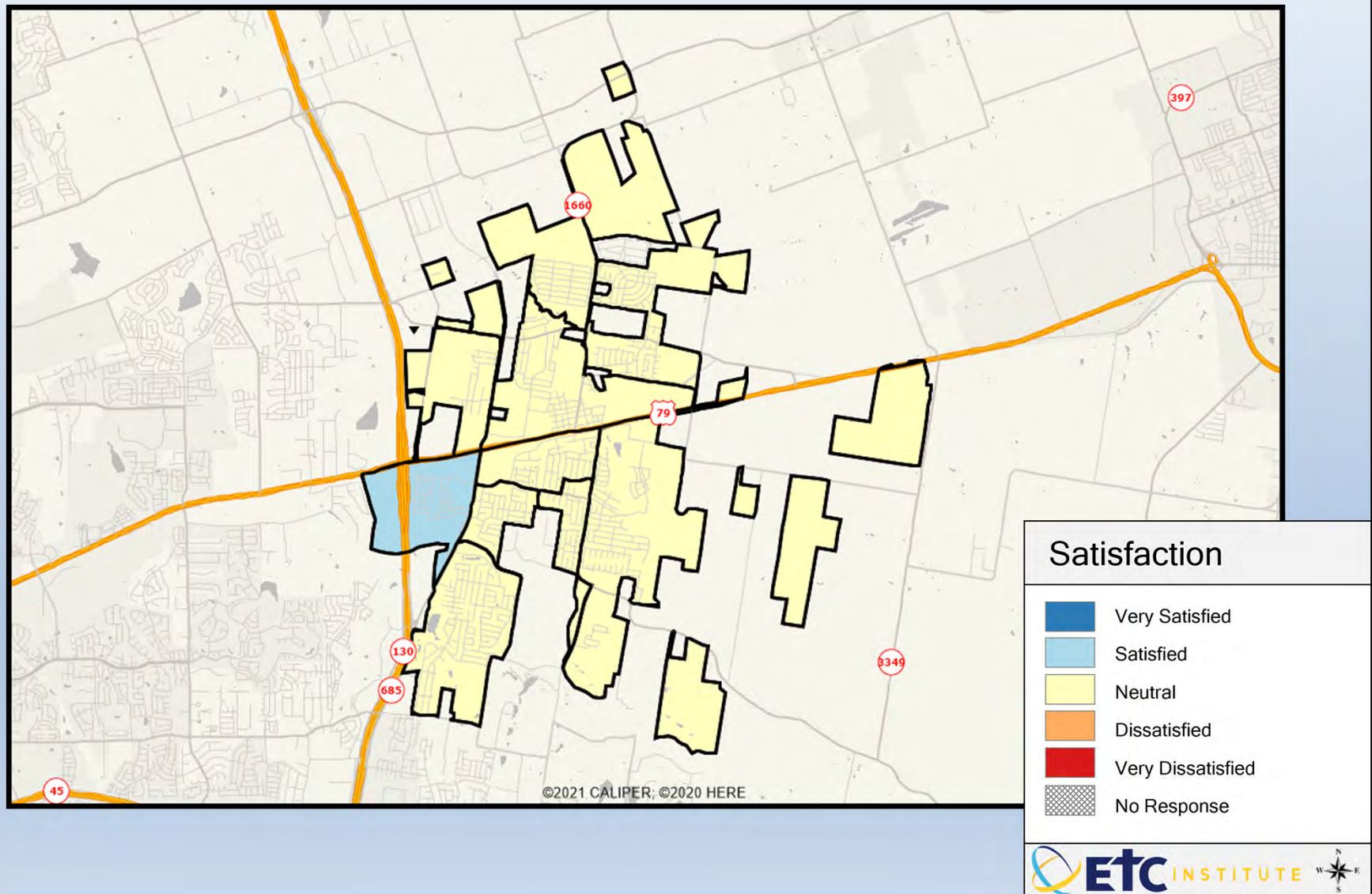
Q27-06. Outdoor athletic fields and courts



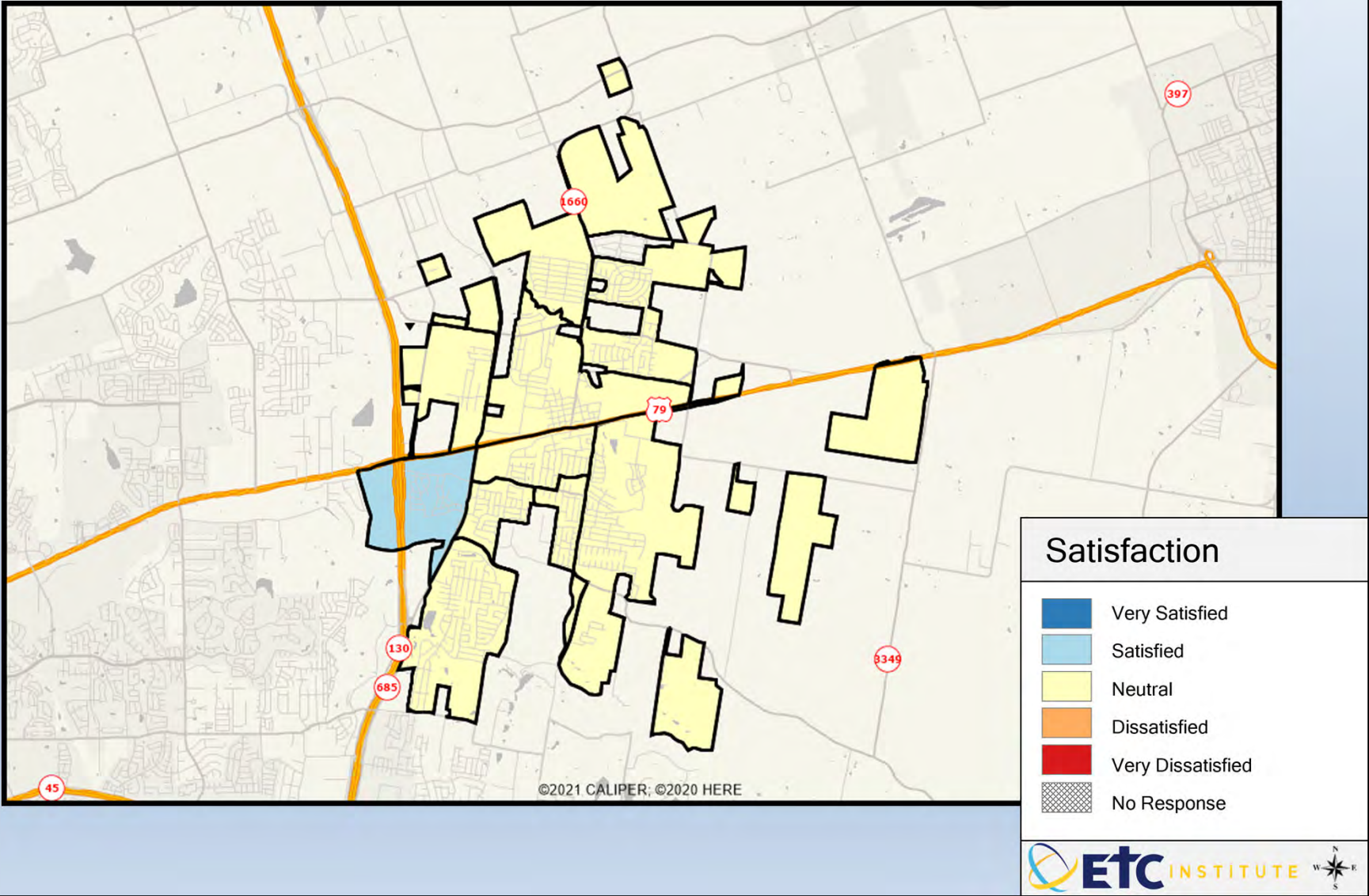
Q27-07. Outdoor splash pads



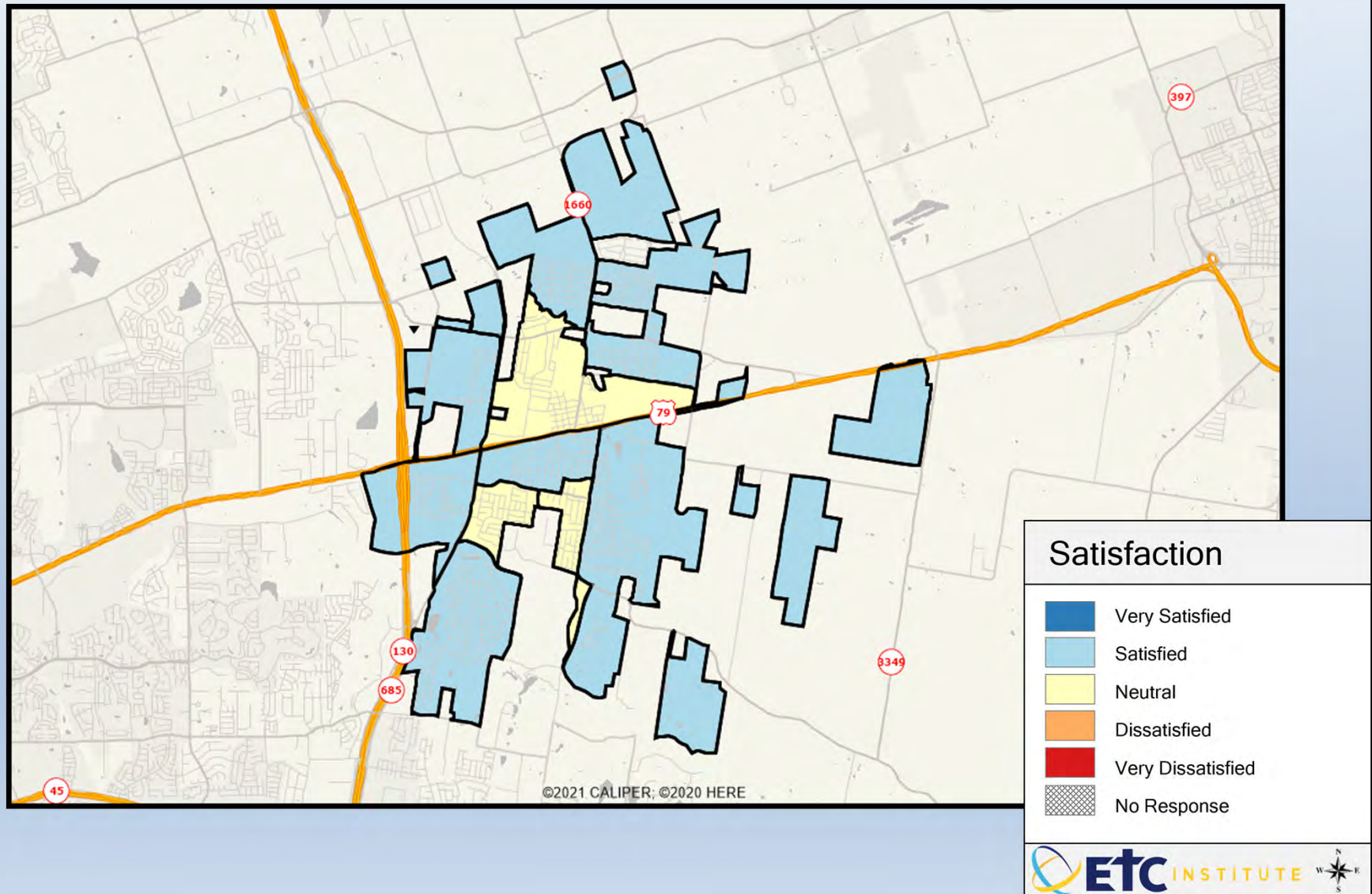
Q27-08. Picnic tables, shelters, and bathrooms



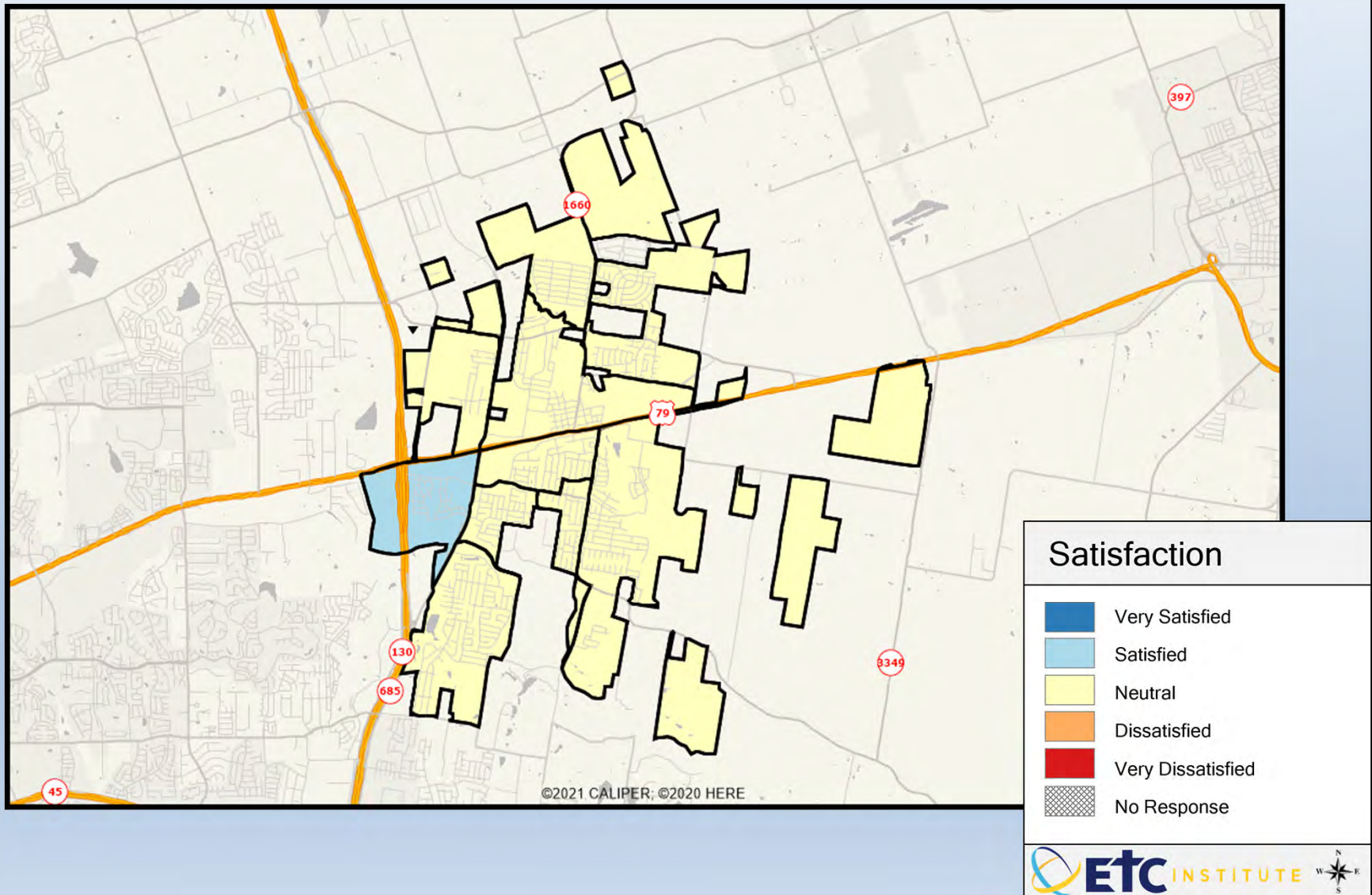
Q27-09. Playgrounds



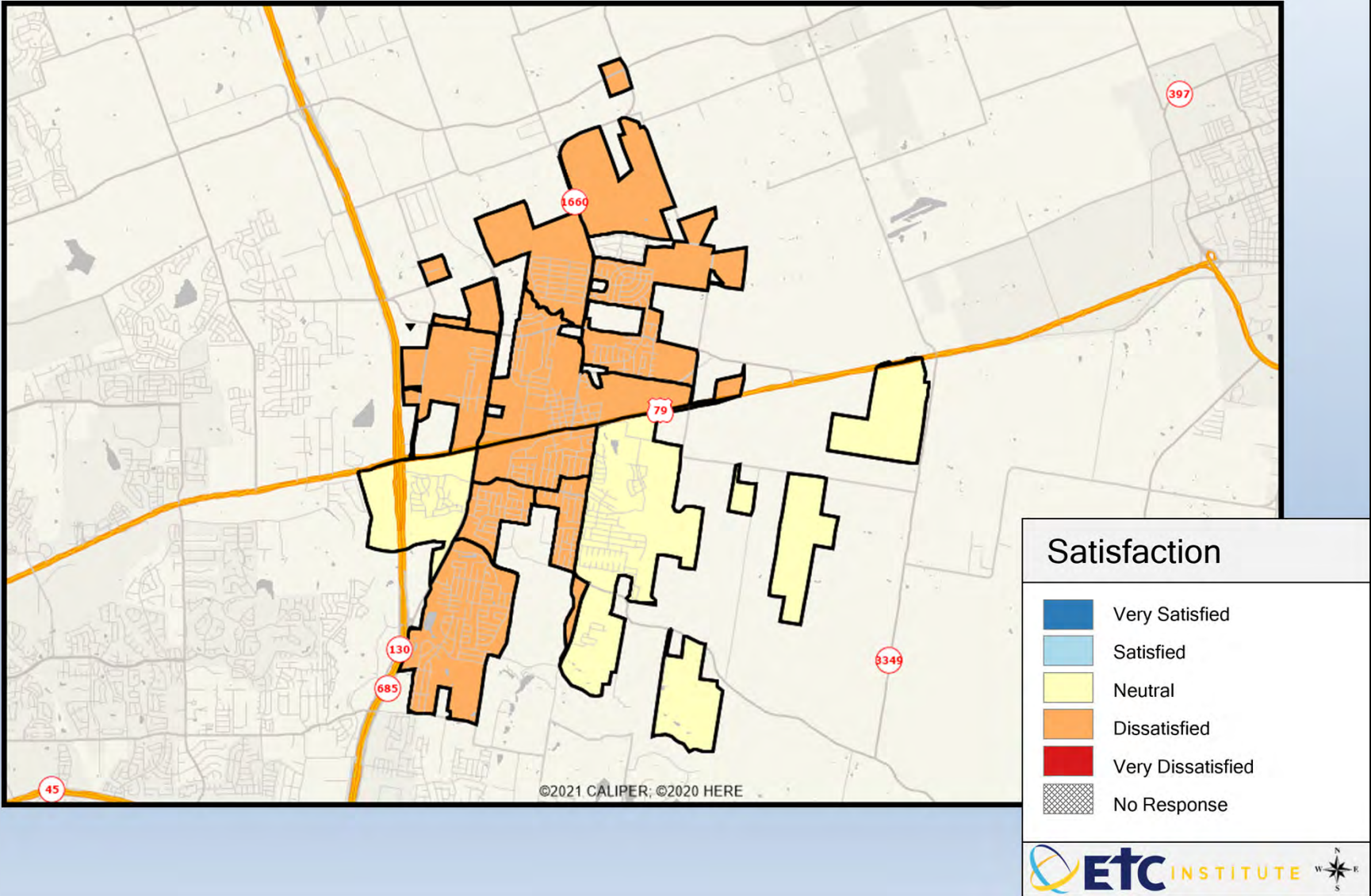
Q27-10. Overall maintenance of City parks



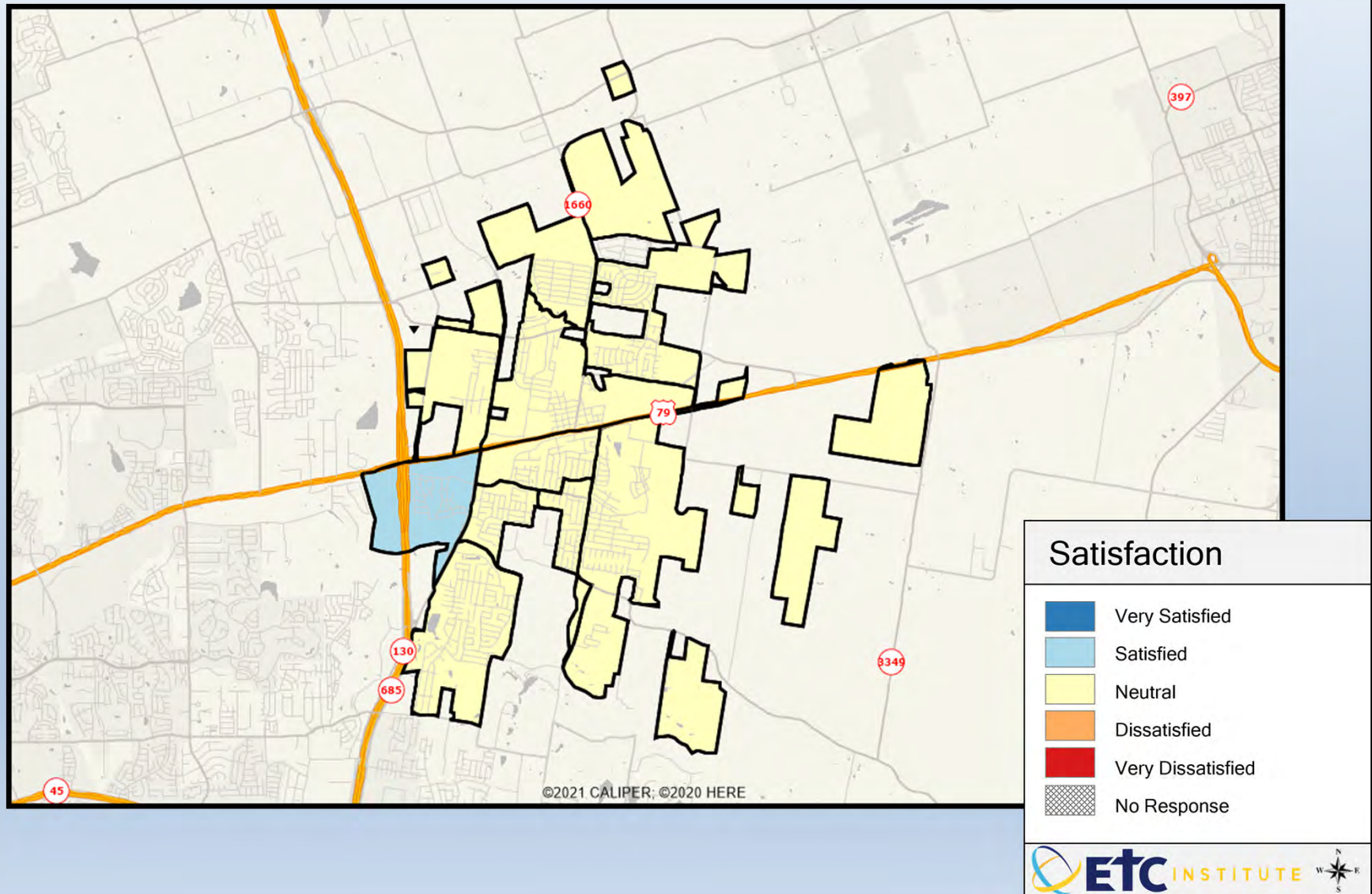
Q27-11. City facility rental fees



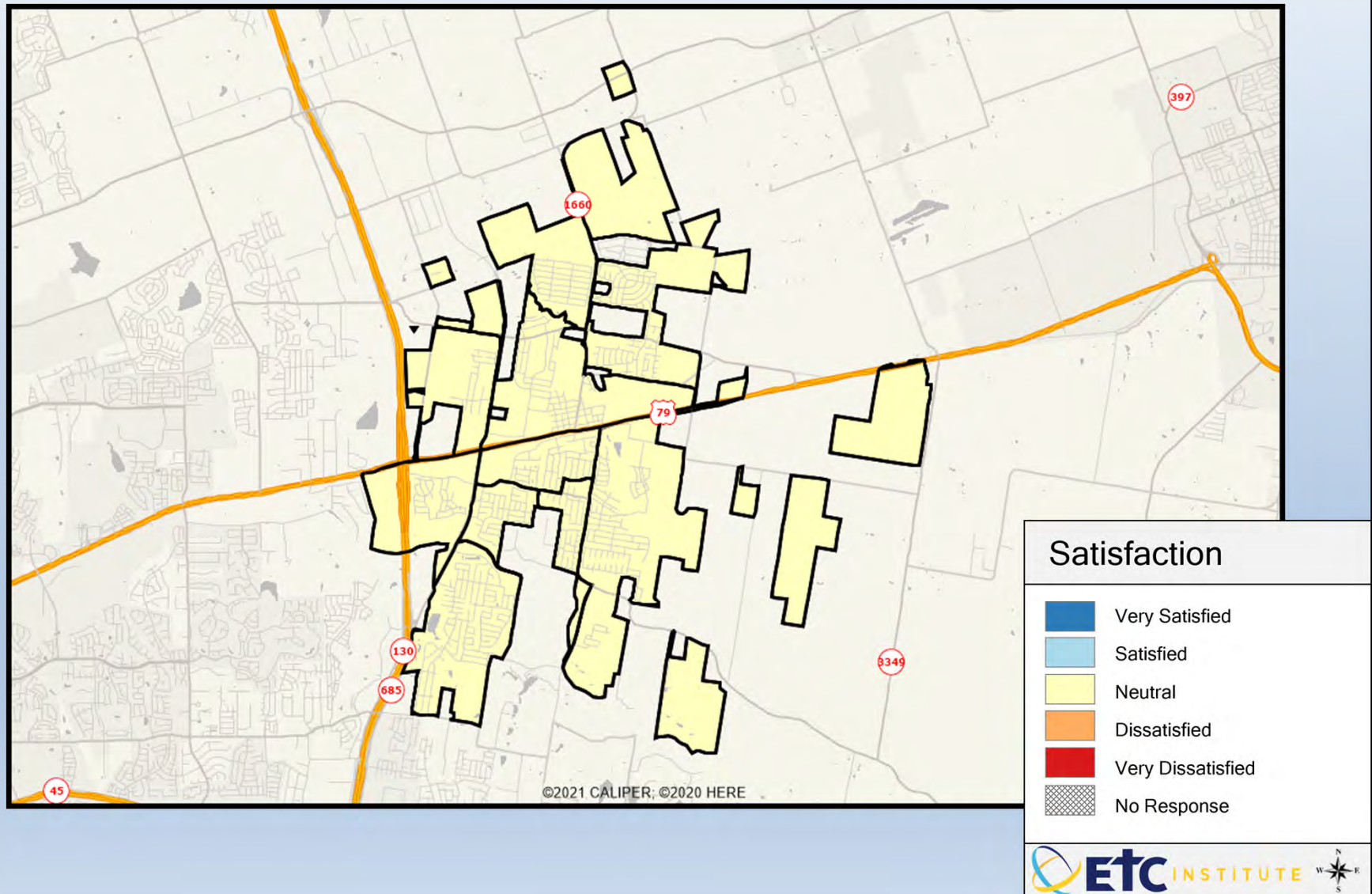
Q27-12. Public pools



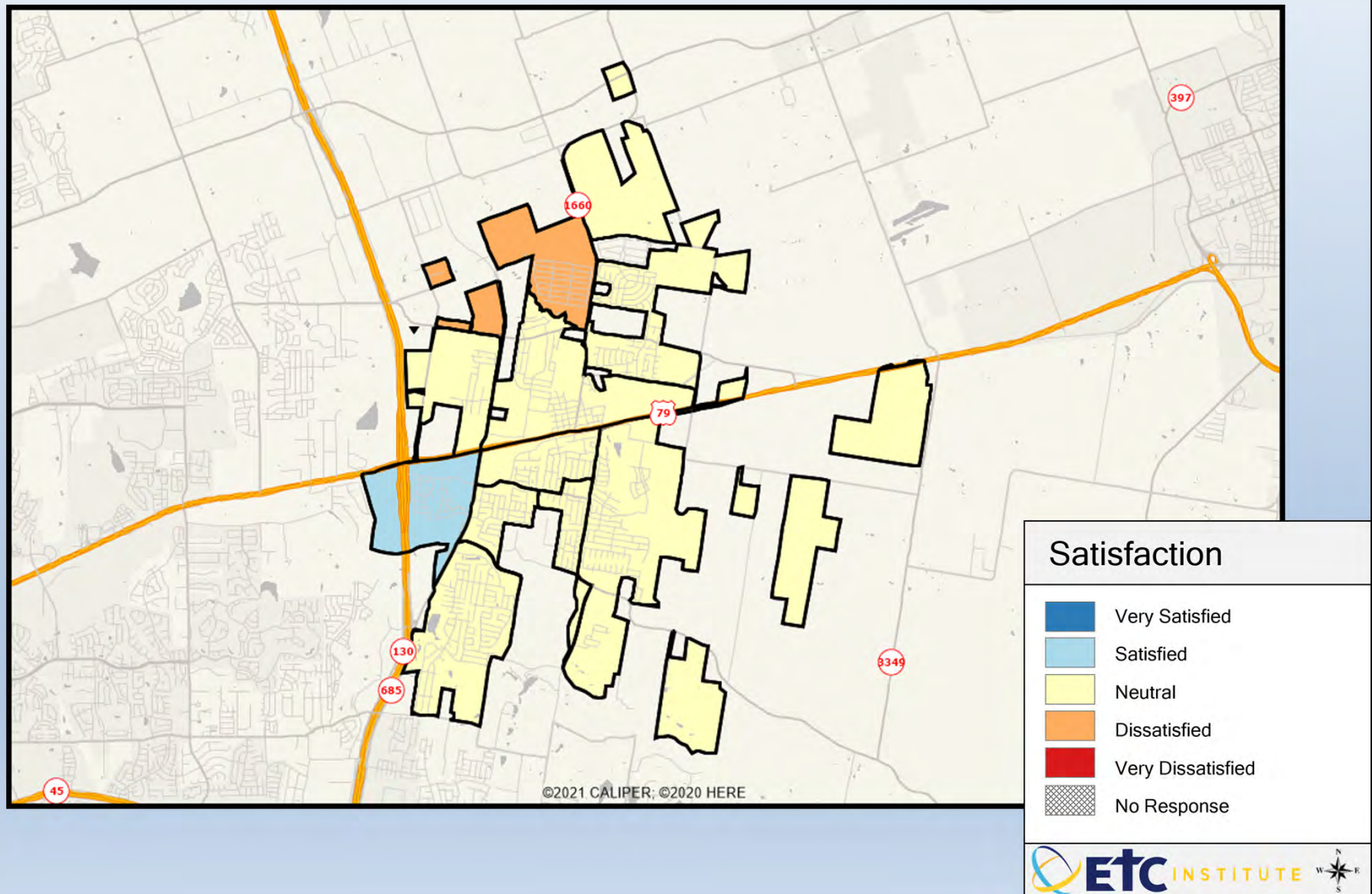
Q29-1. Youth athletic and recreation programs



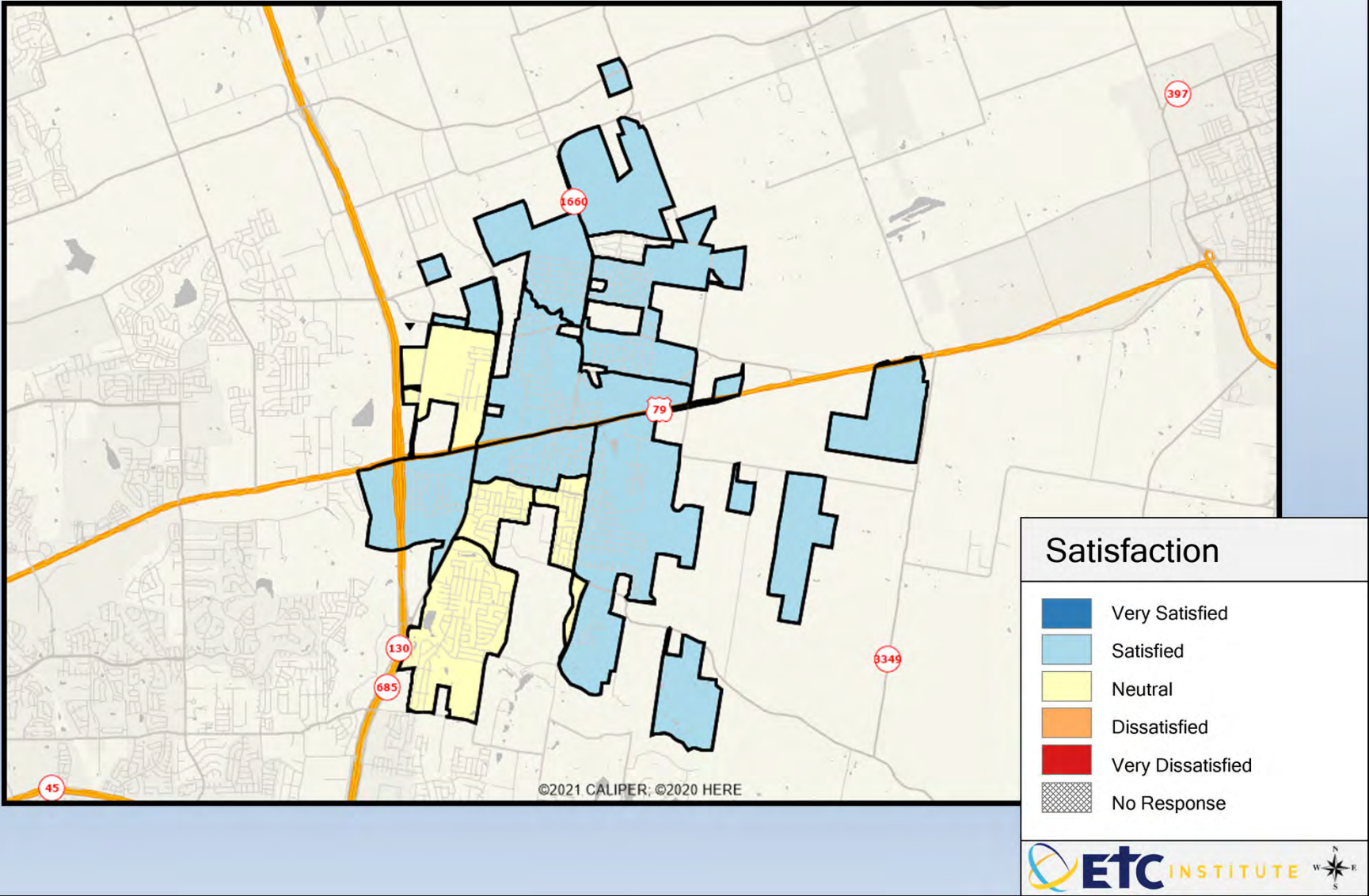
Q29-2. Adult athletic programs



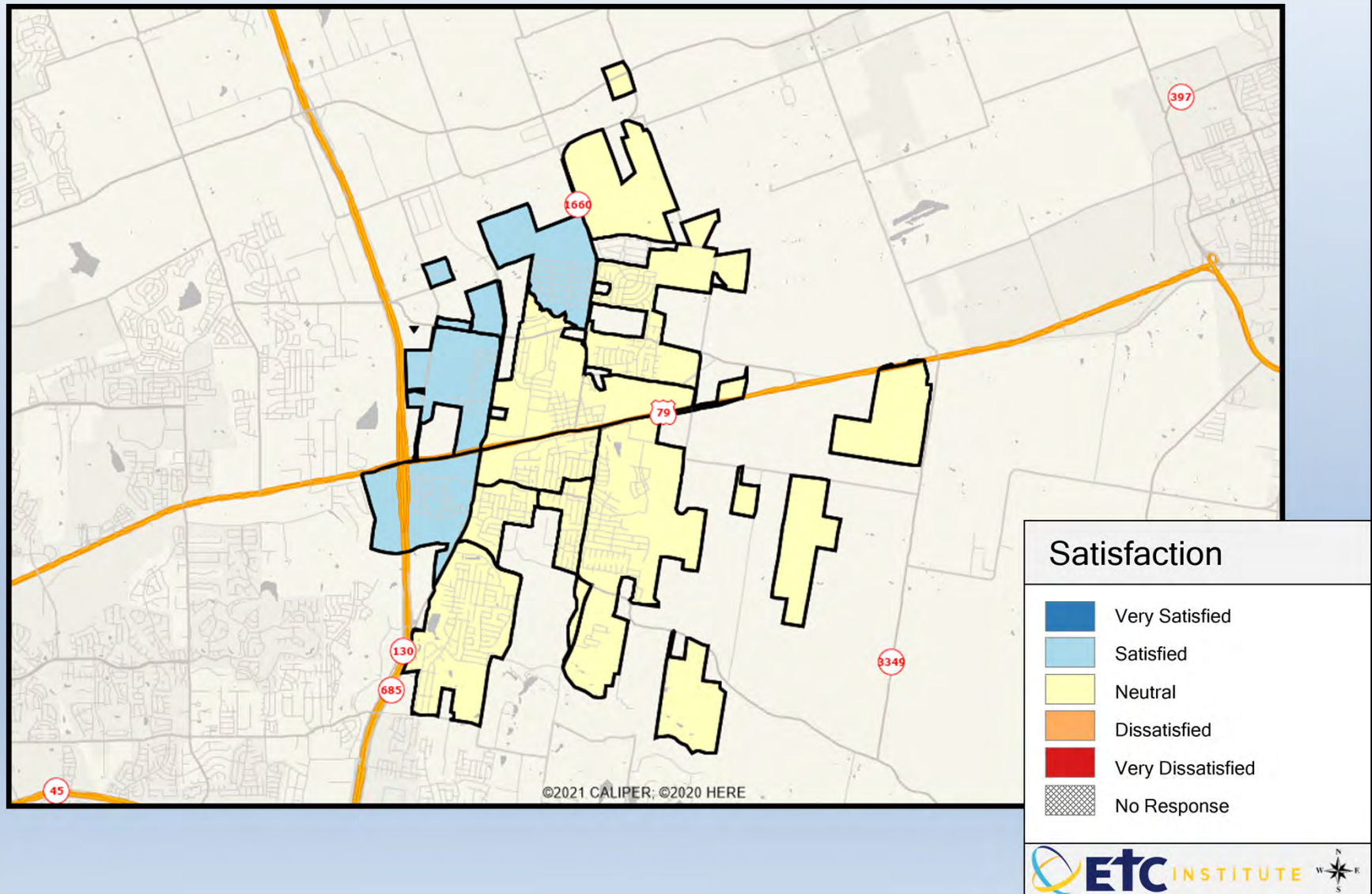
Q29-3. Senior recreation programs



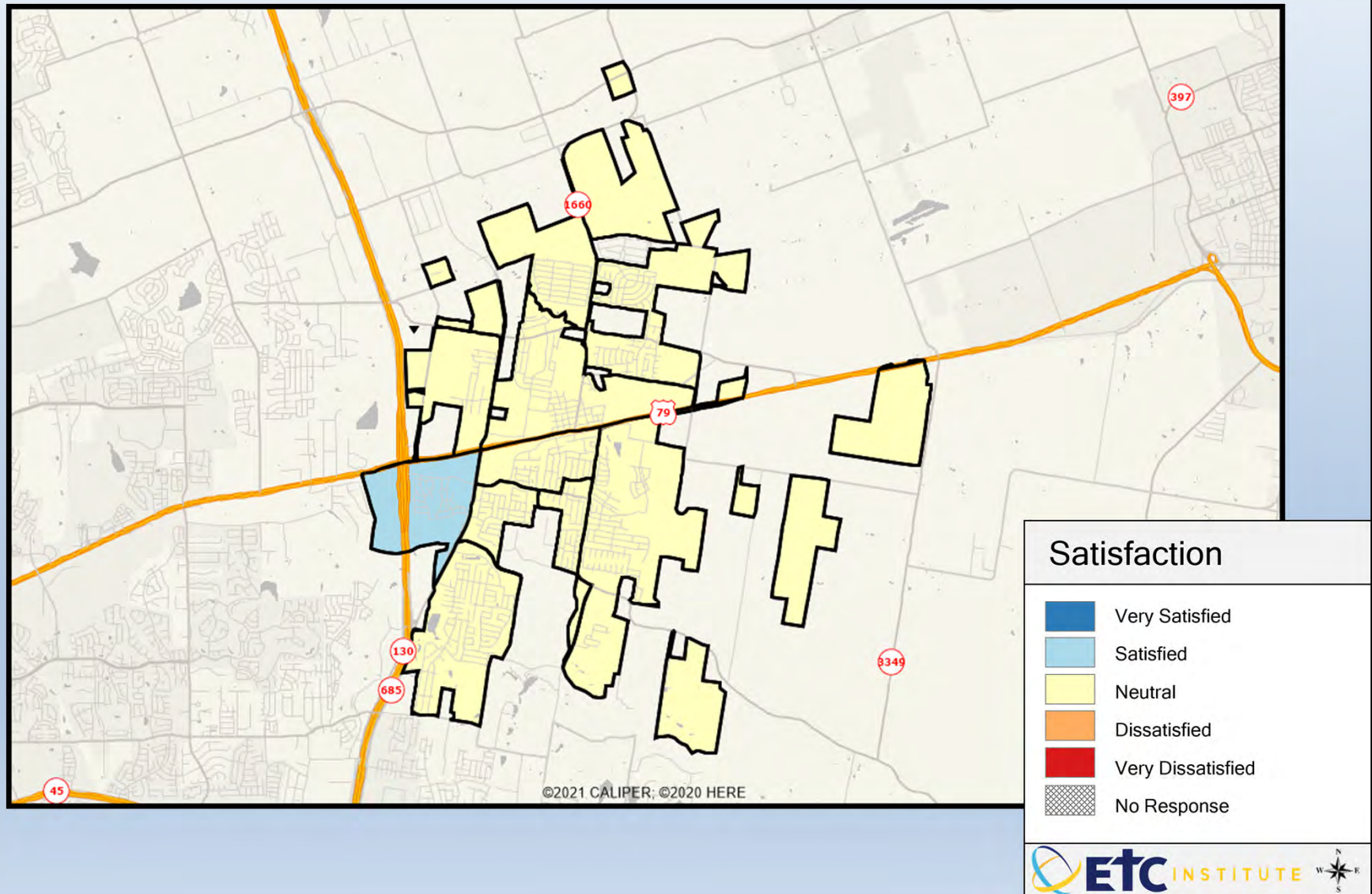
Q29-4. Special events sponsored by the City



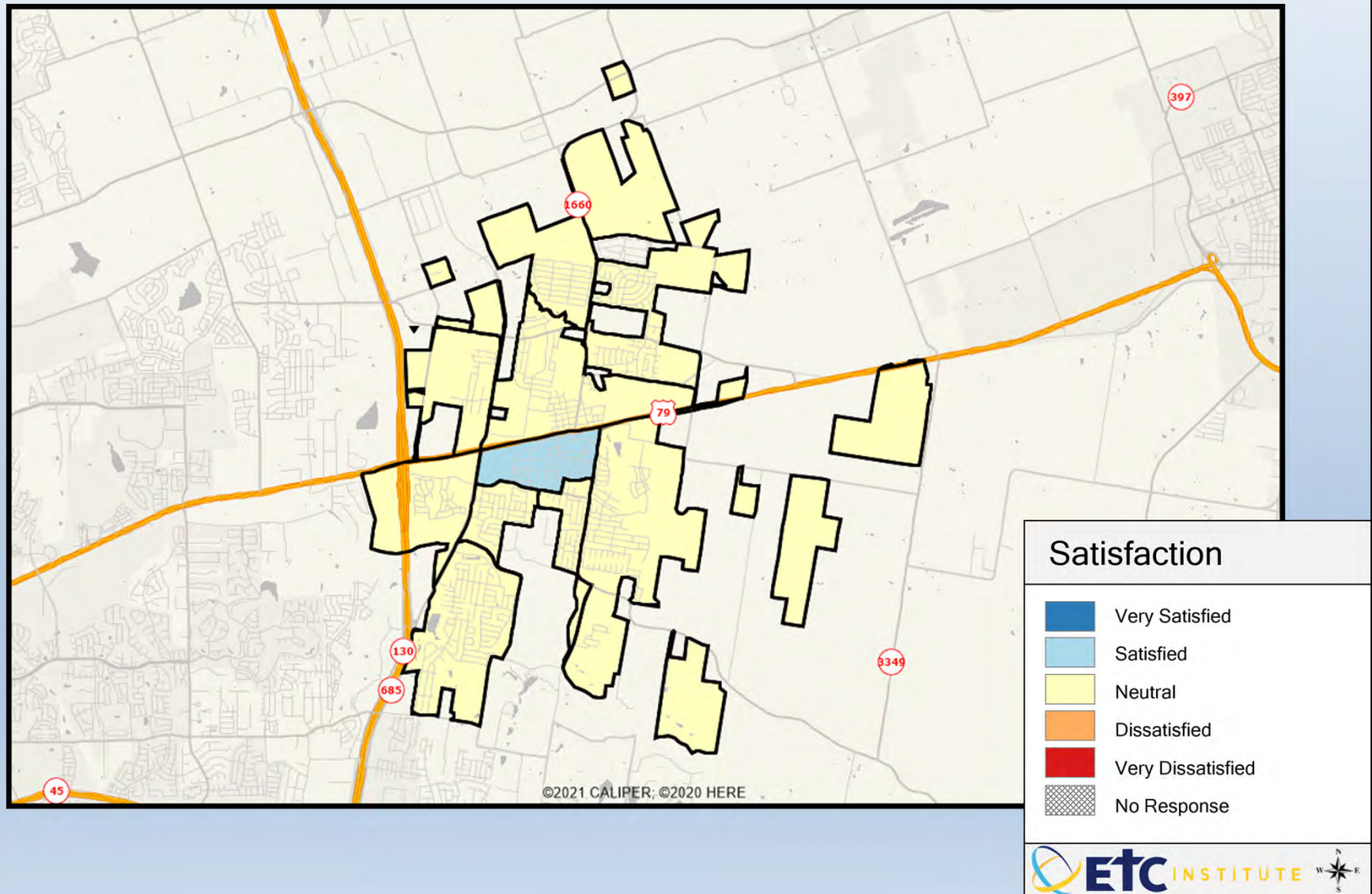
Q29-5. Ease of registering for recreation programs



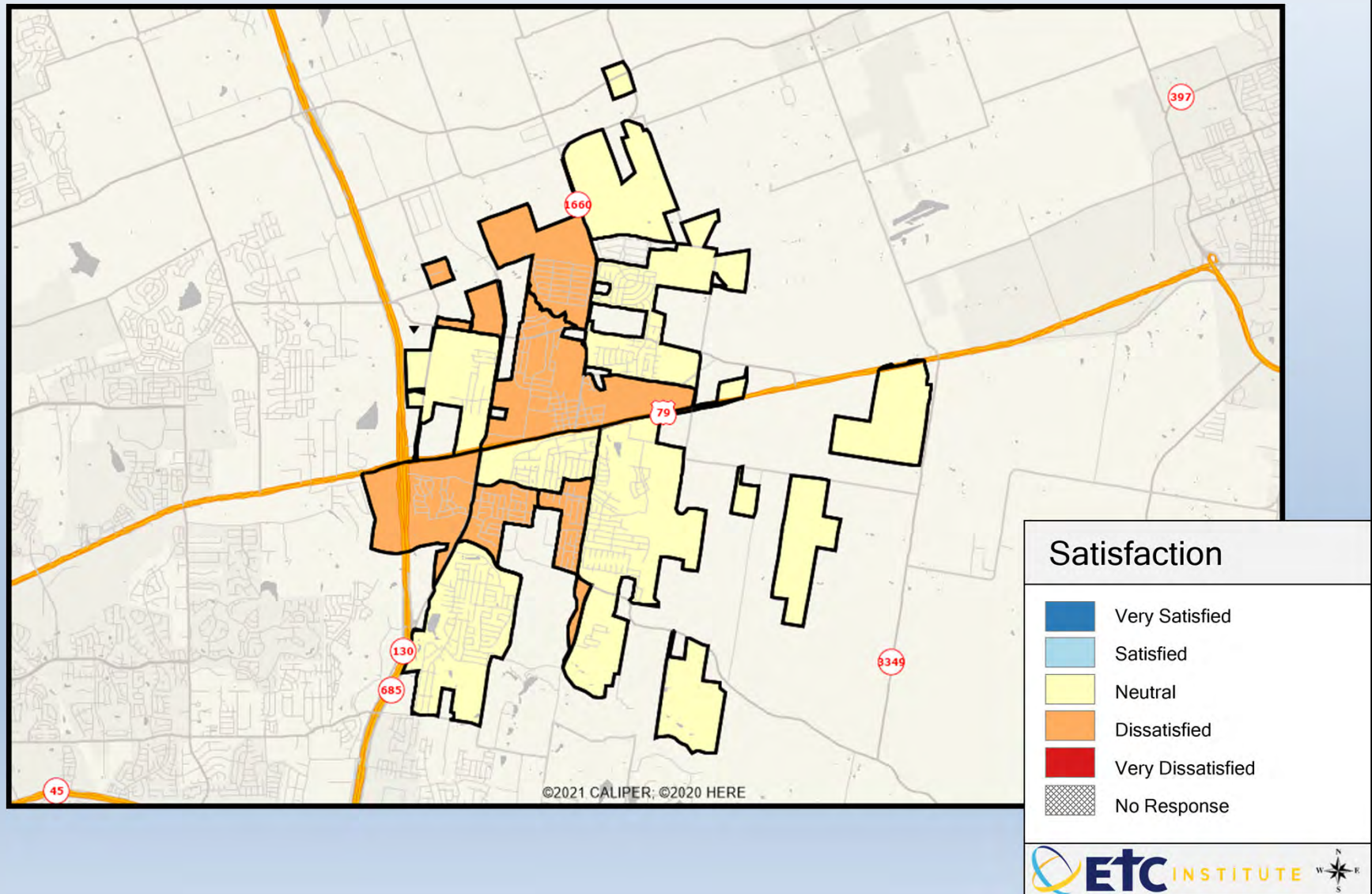
Q29-6. Fees charged for recreation programs



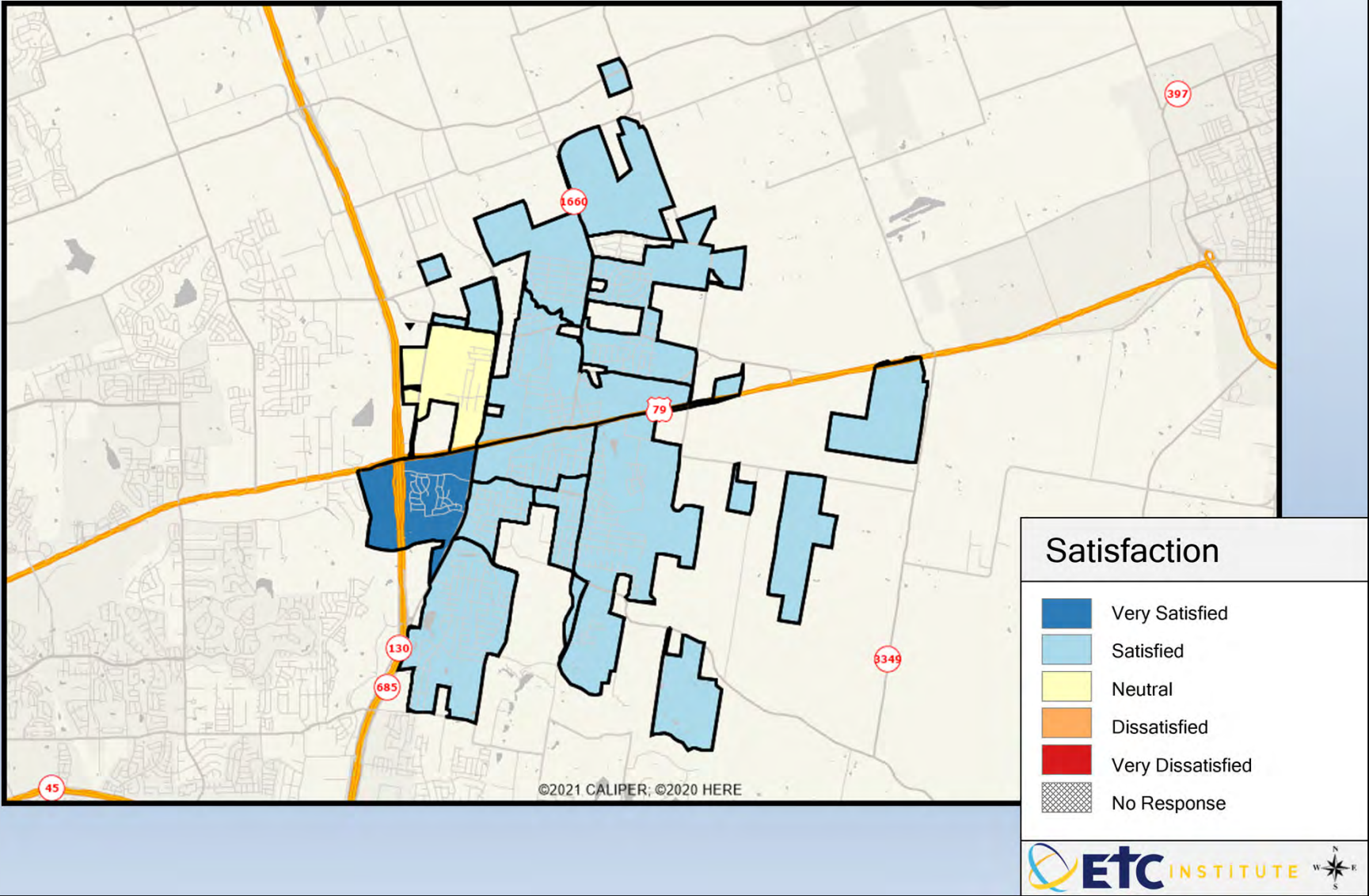
Q29-7. Out of school programs and camps



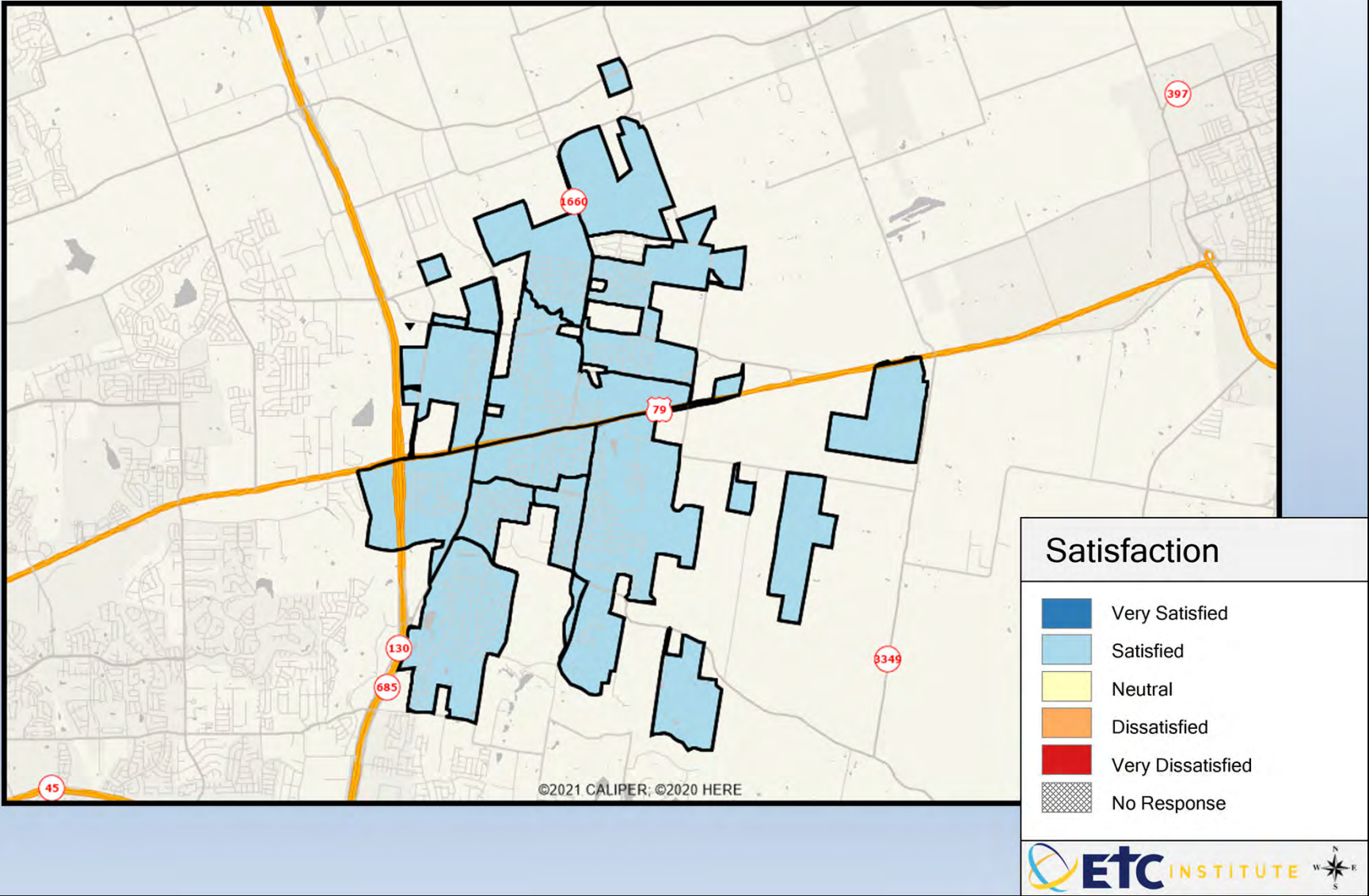
Q29-8. Nature-based programming



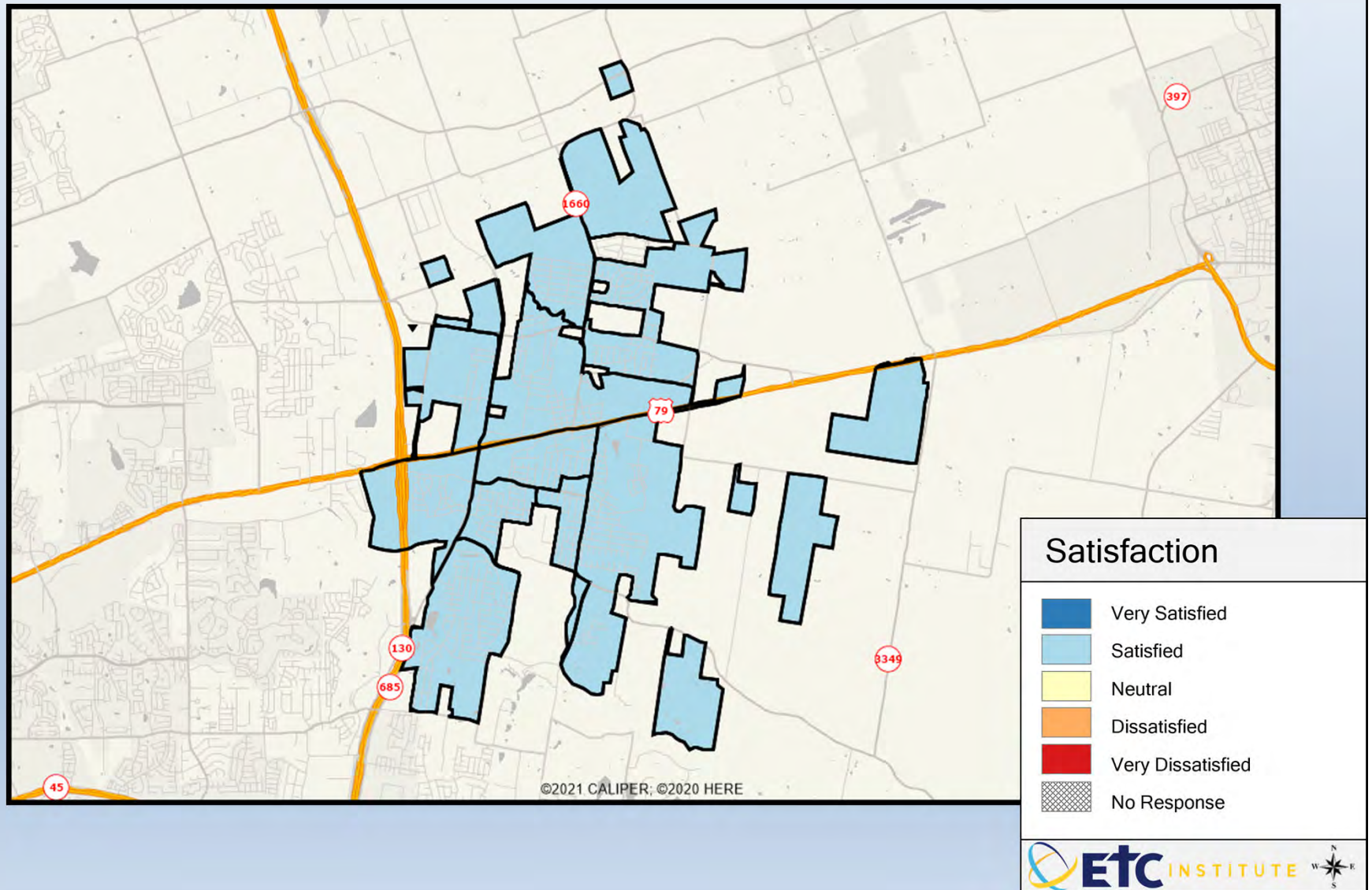
Q32-1. Adult collection



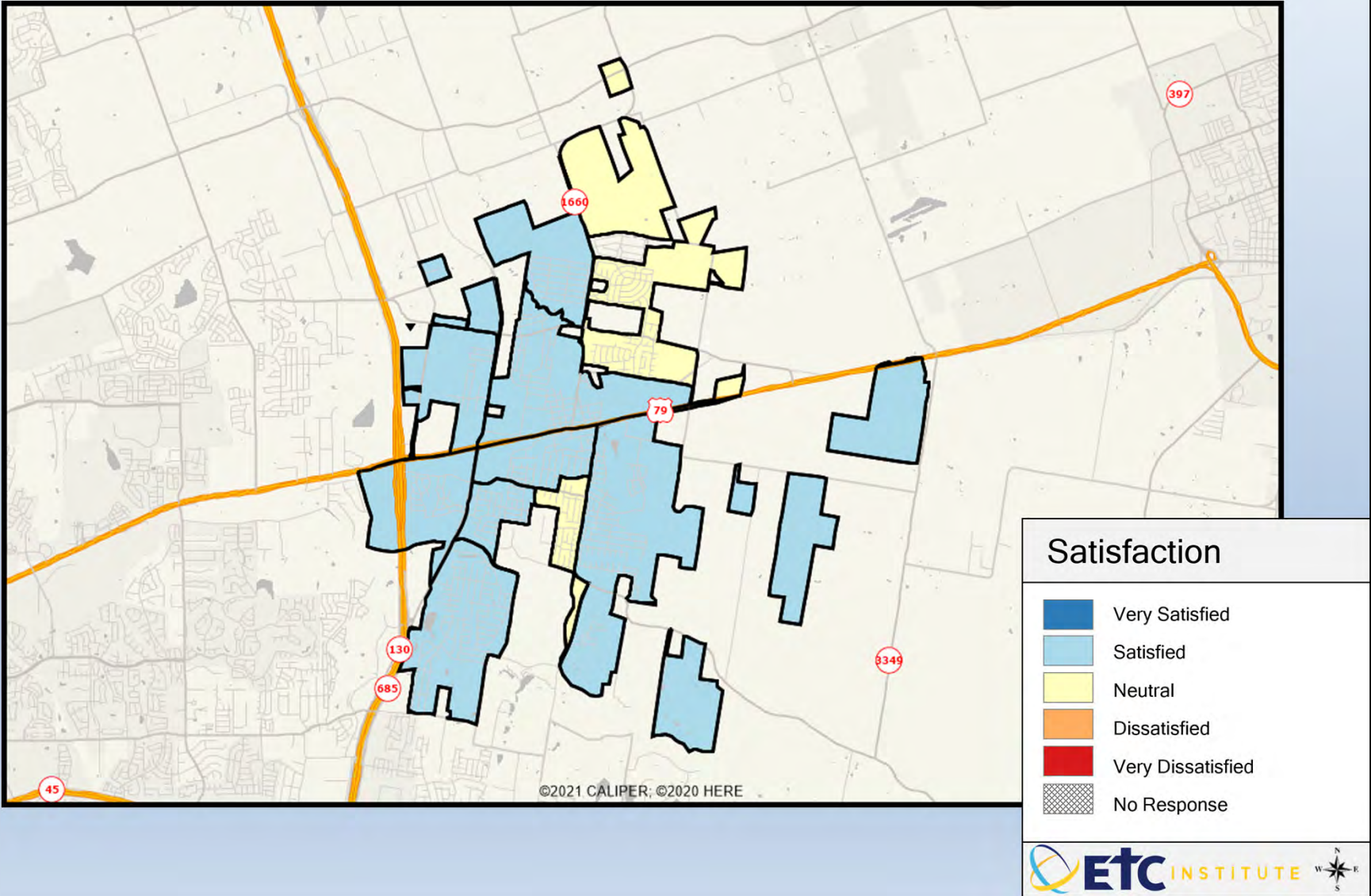
Q32-2. Availability of computers, printers, and scanners



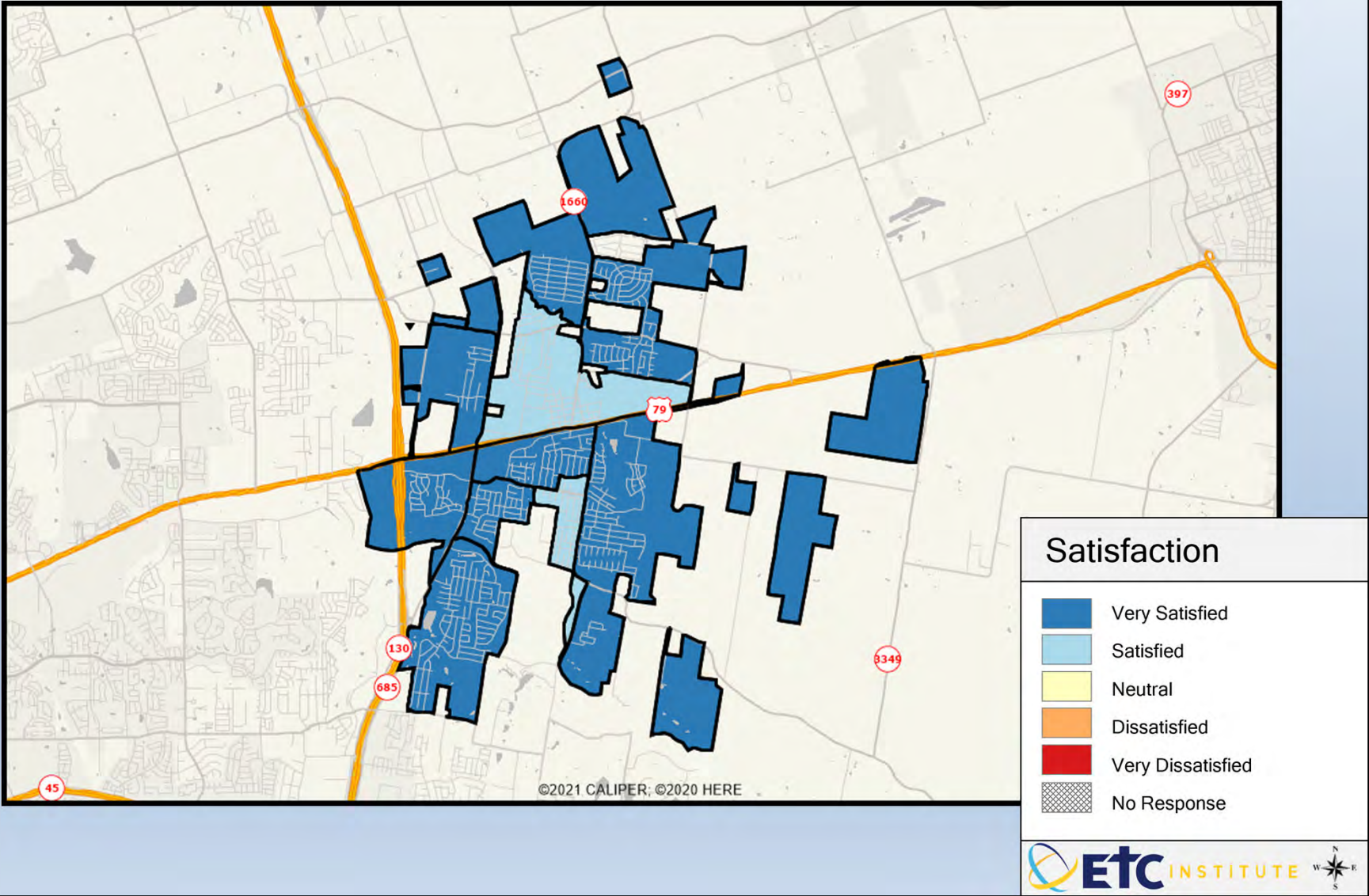
Q32-3. Children's collection



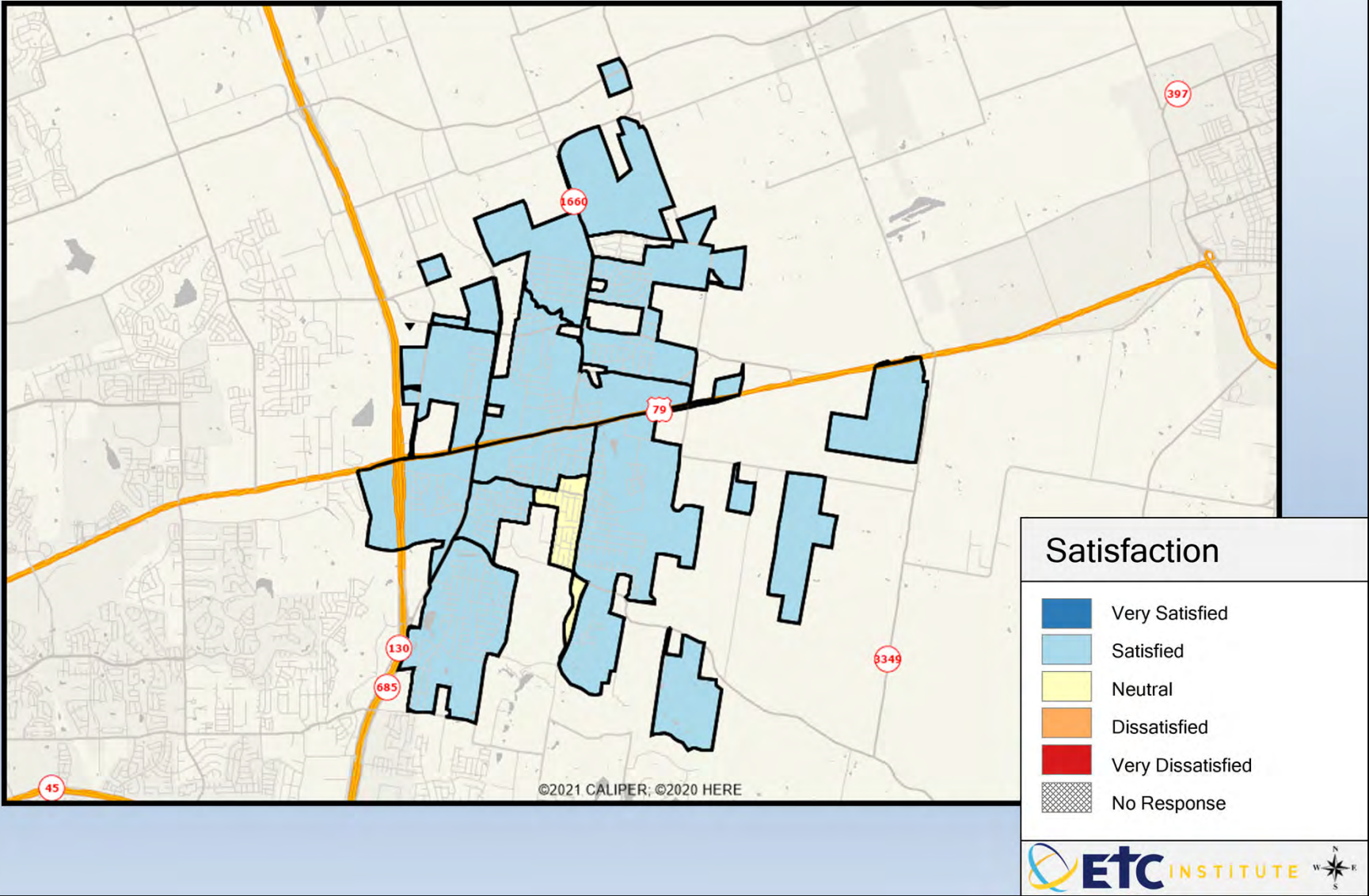
Q32-4. DVD collection



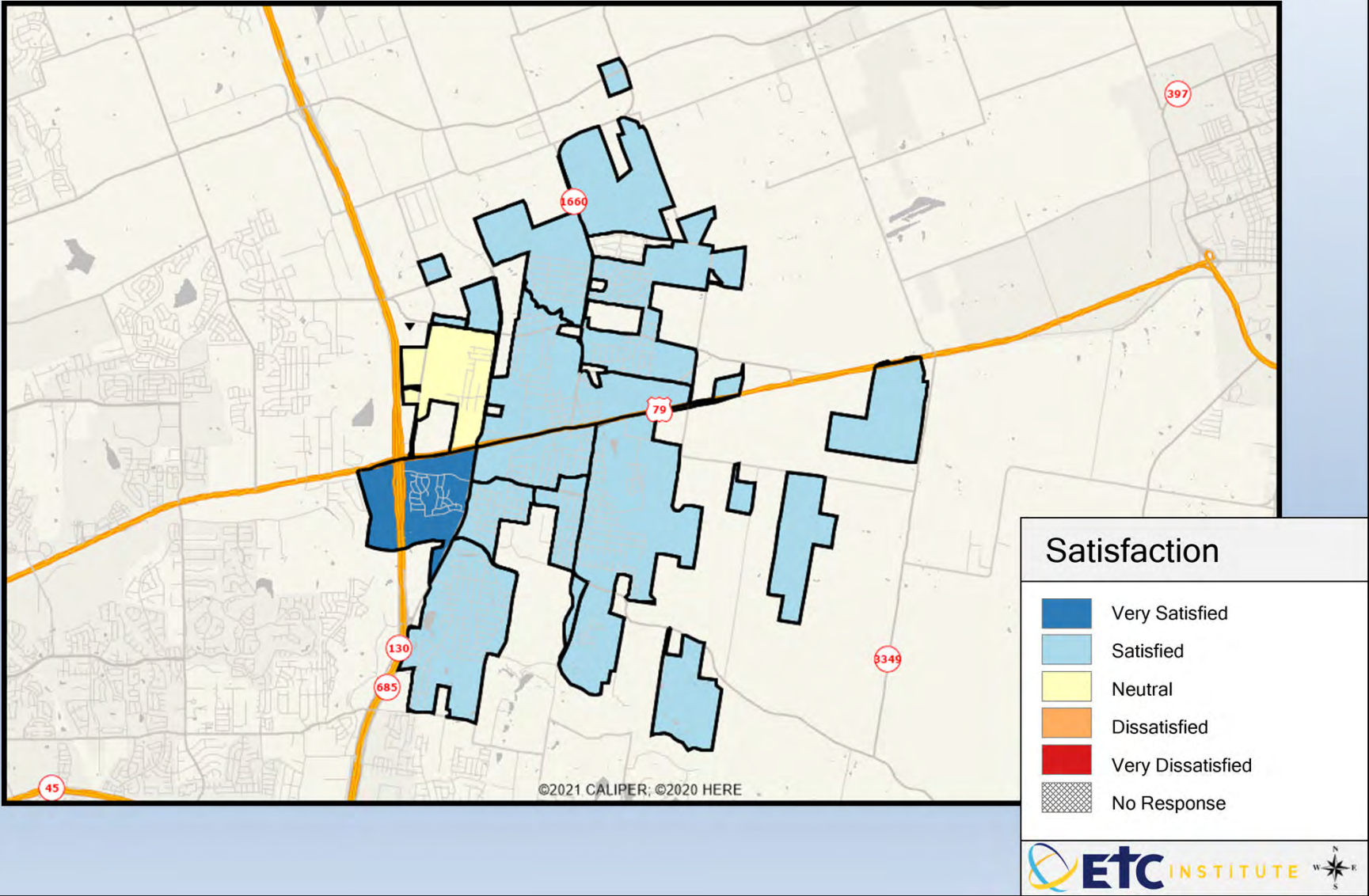
Q32-5. Friendliness and helpfulness of staff



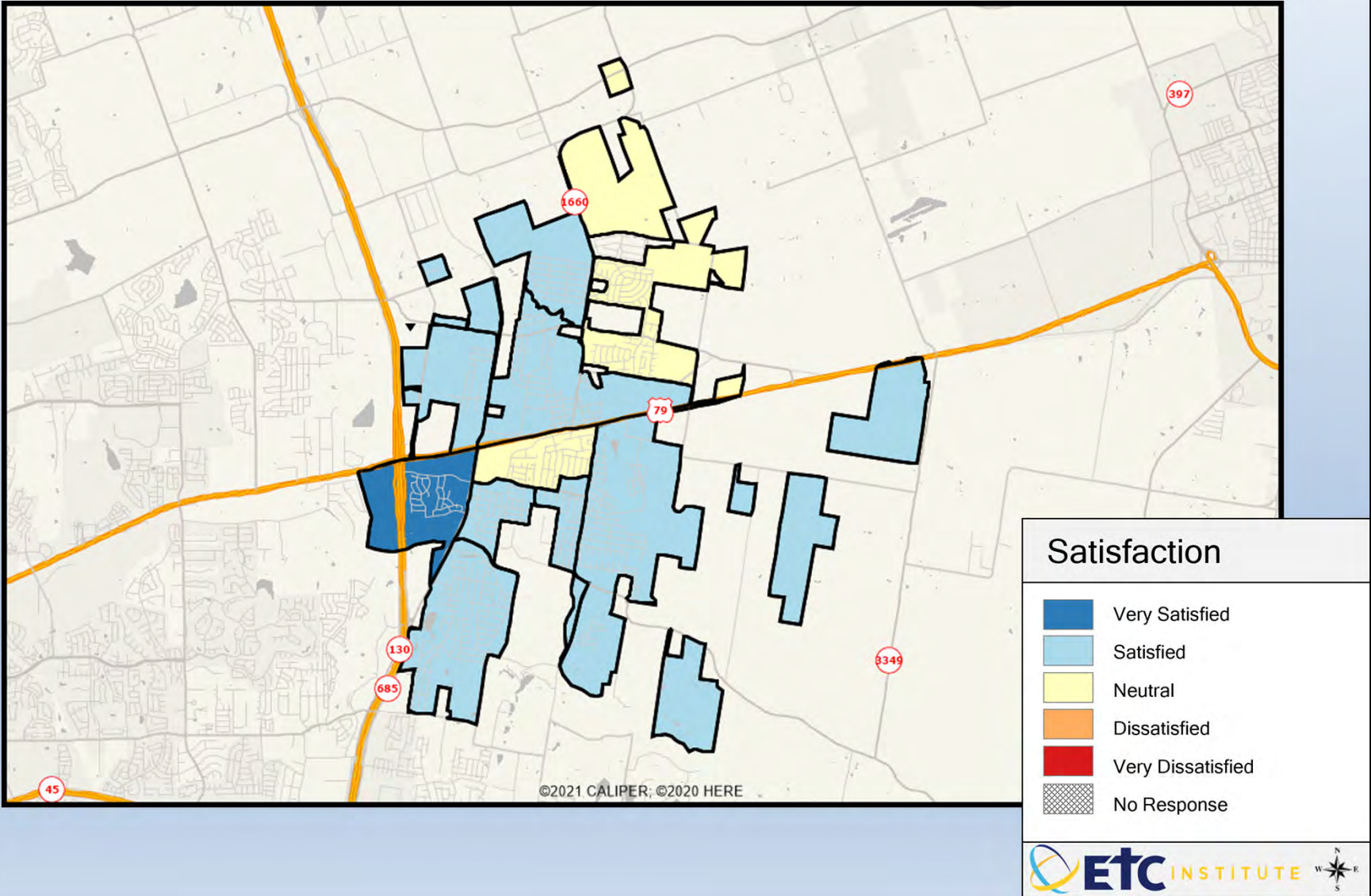
Q32-6. Hours



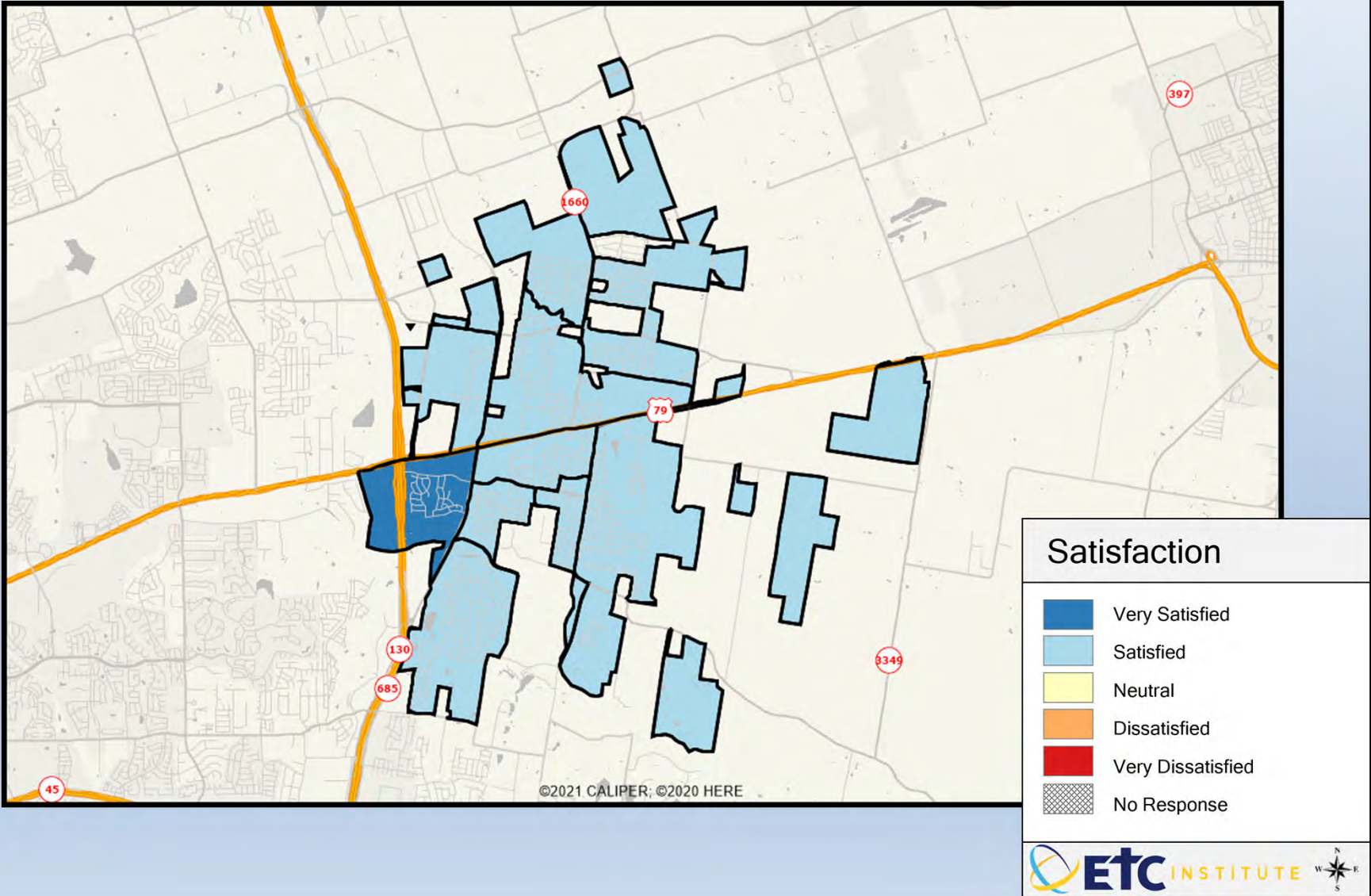
Q32-7. Young adult collection



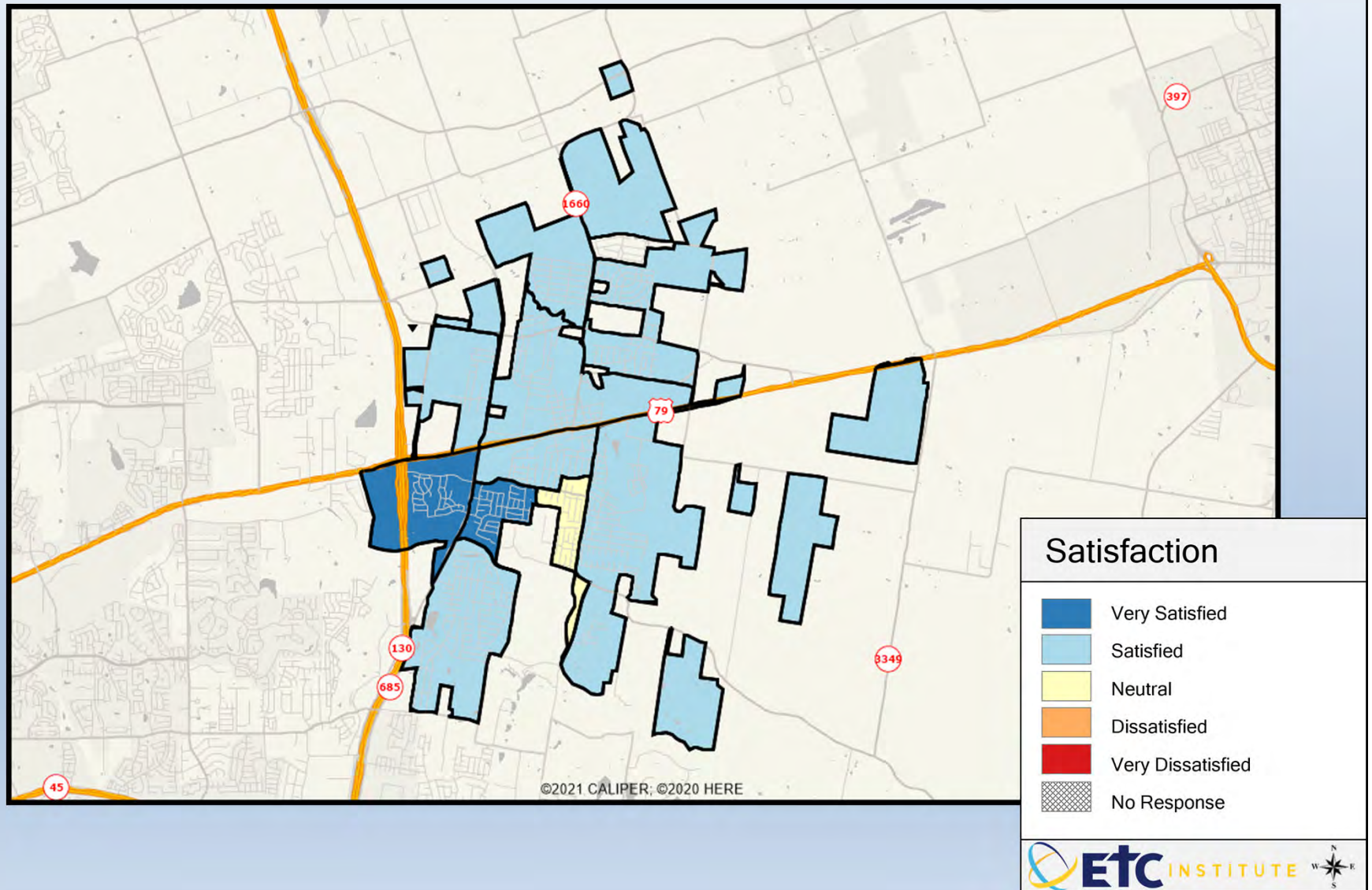
Q32-8. Programs and events



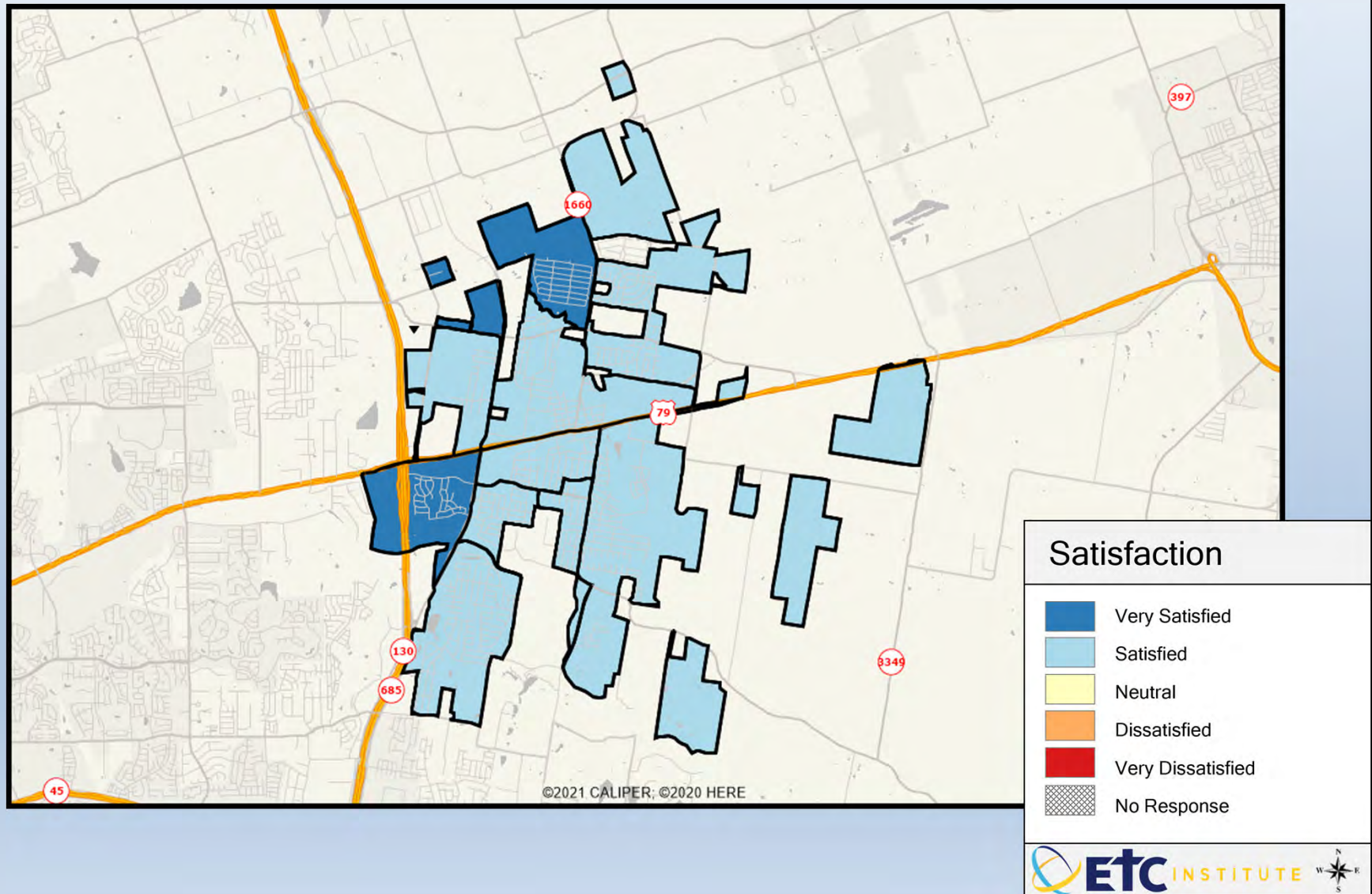
Q33-1. Accessibility for people with disabilities



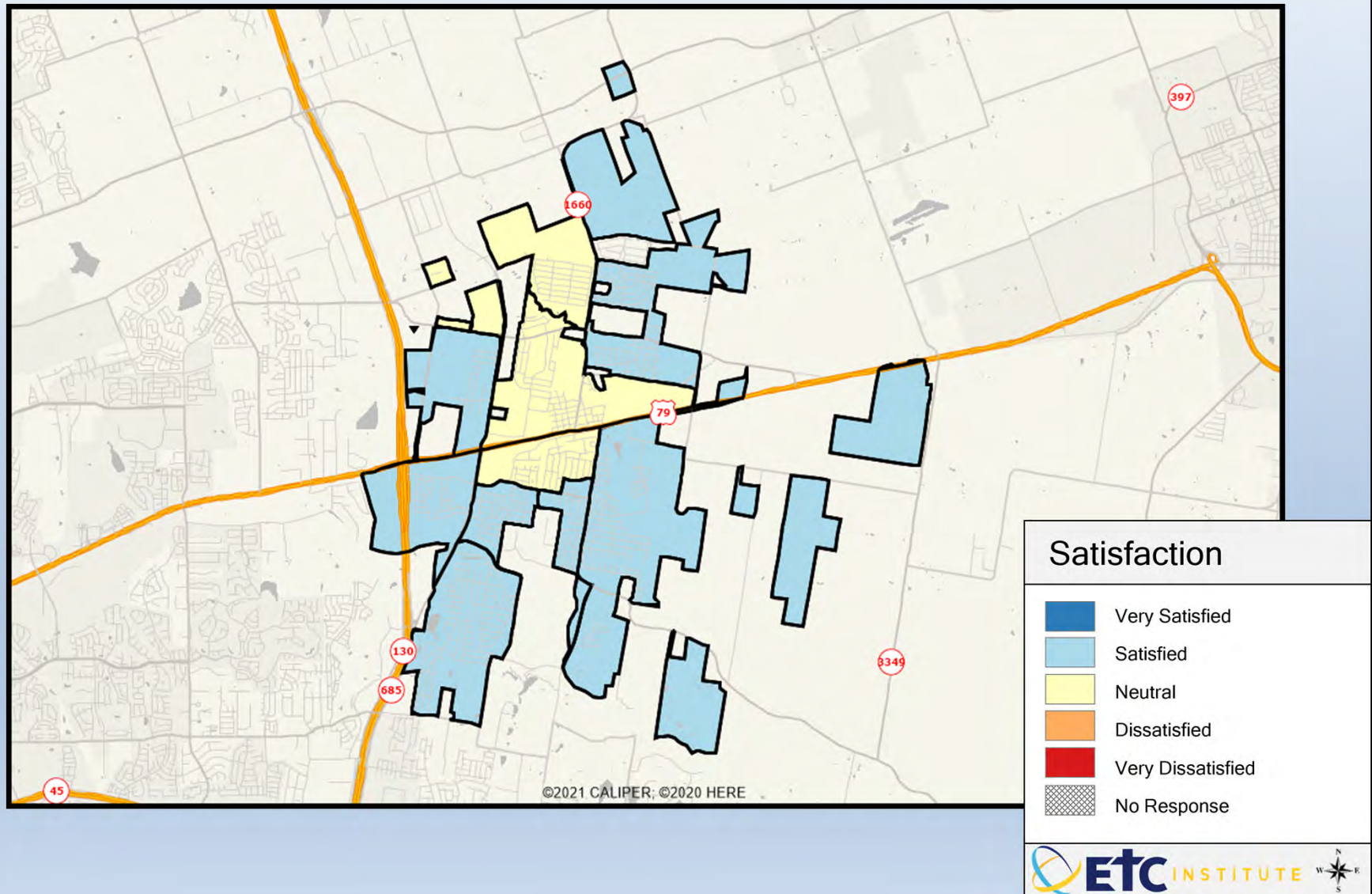
Q33-2. Availability of meeting and study rooms



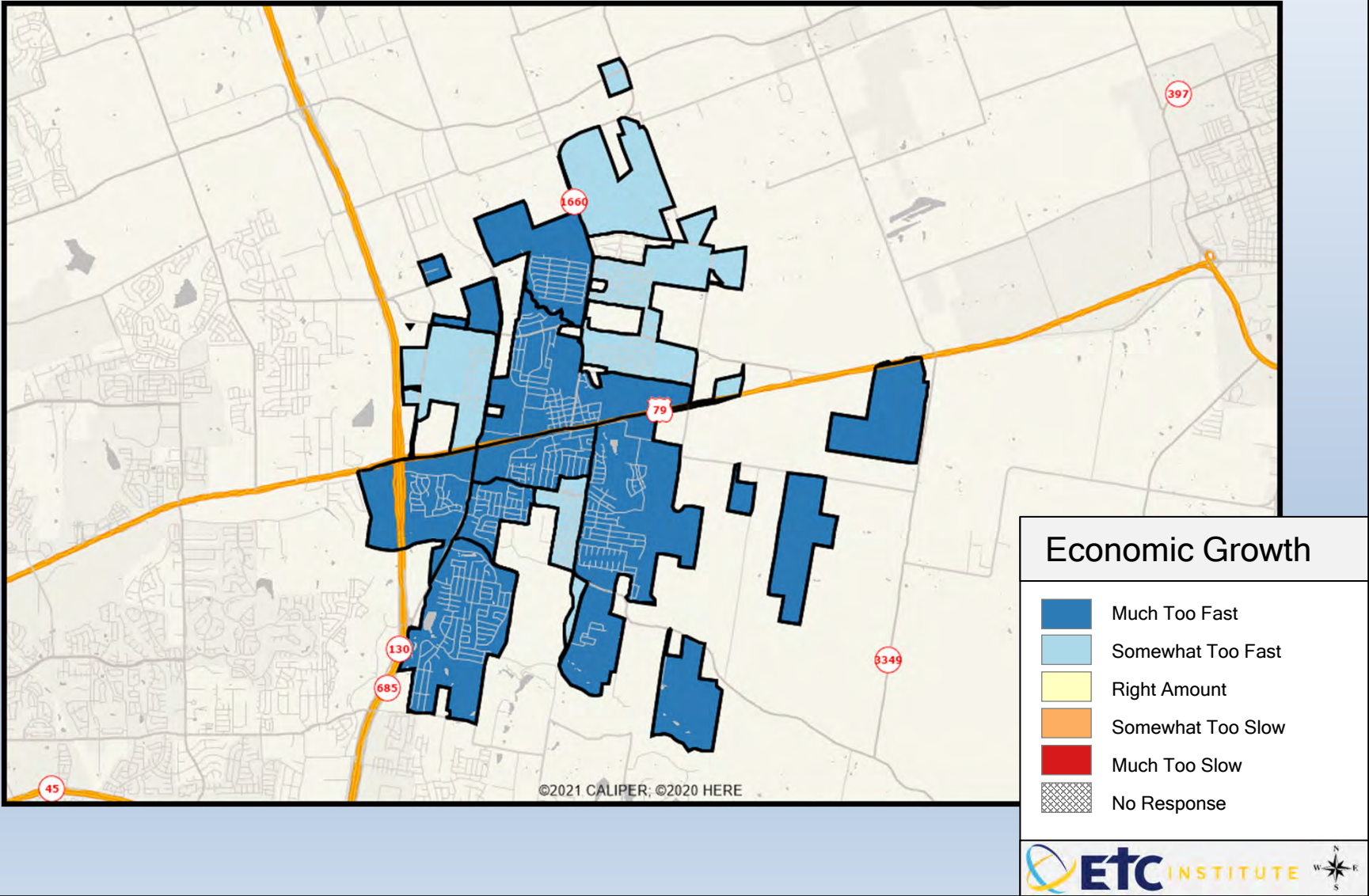
Q33-3. Location of library facility



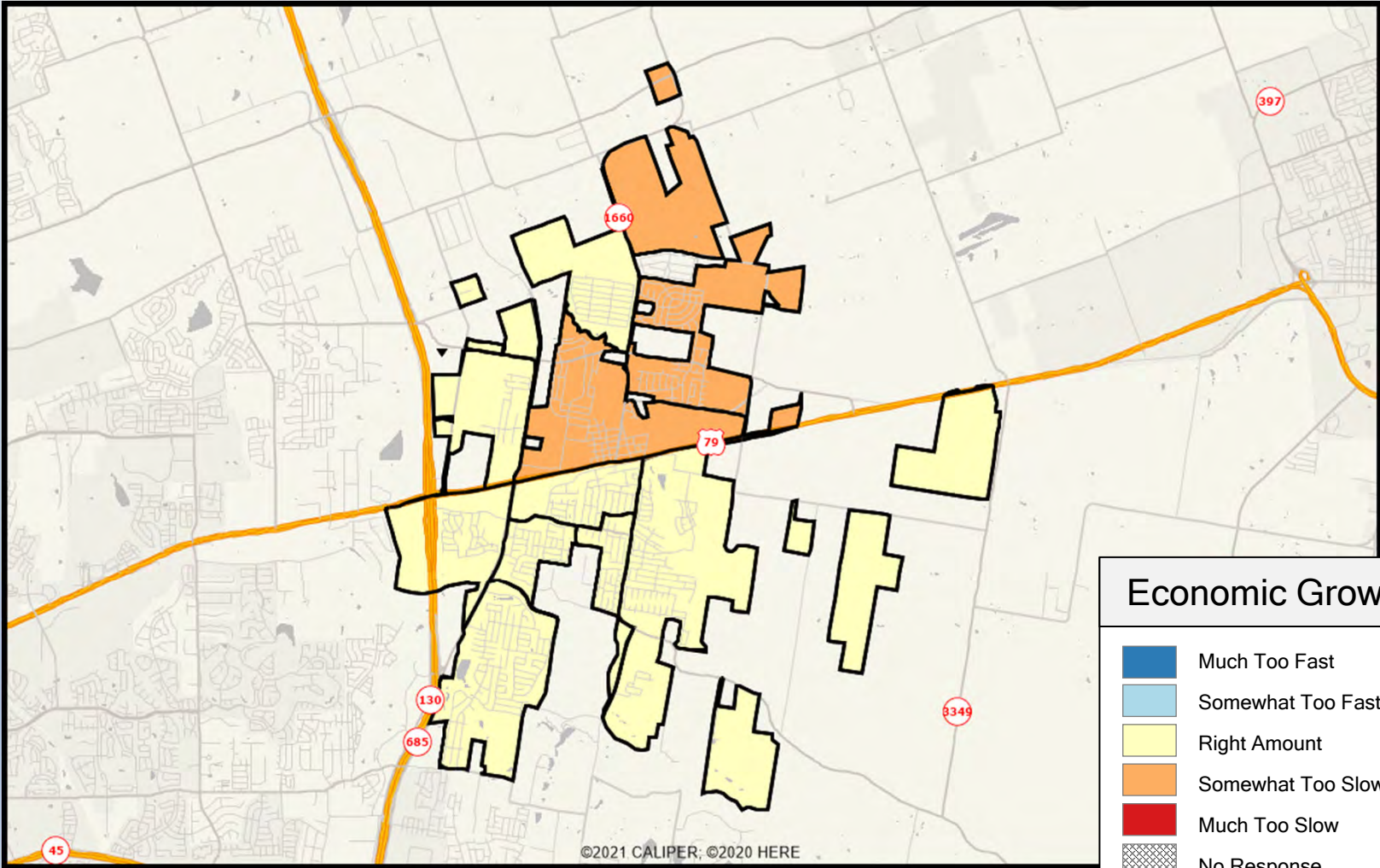
Q33-4. Size of library facility



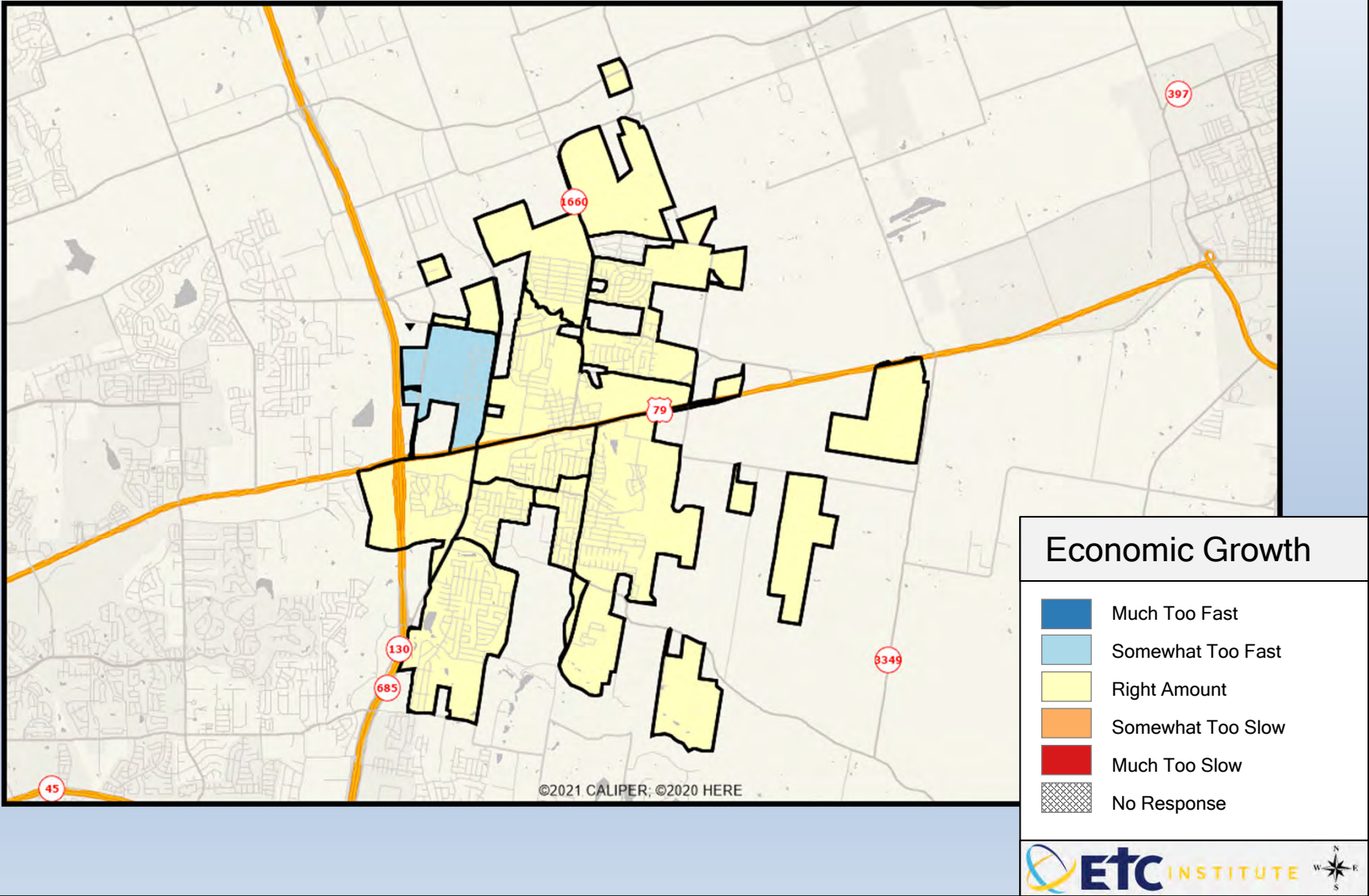
Q35-1. Population growth



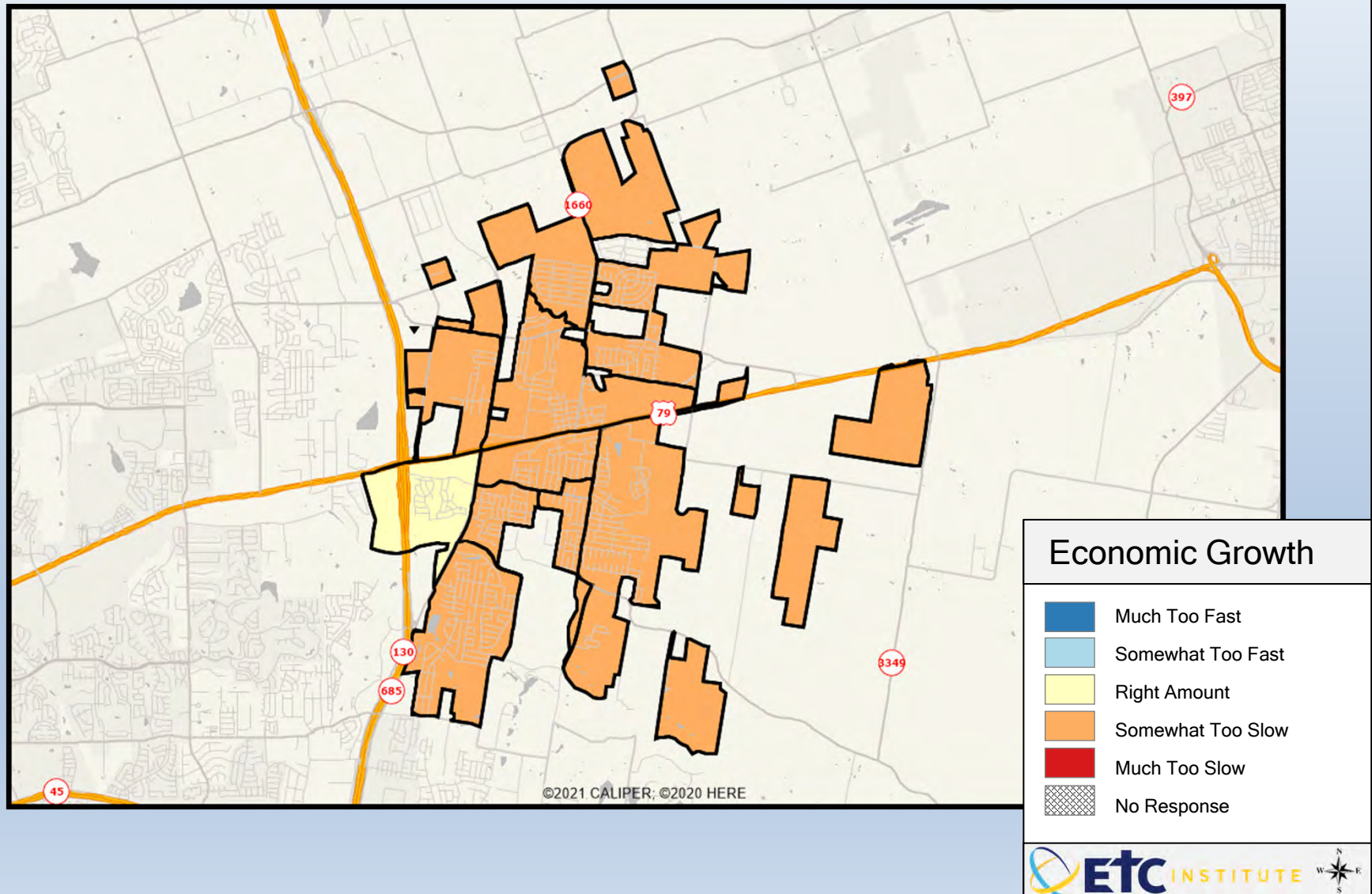
Q35-2. Retail growth



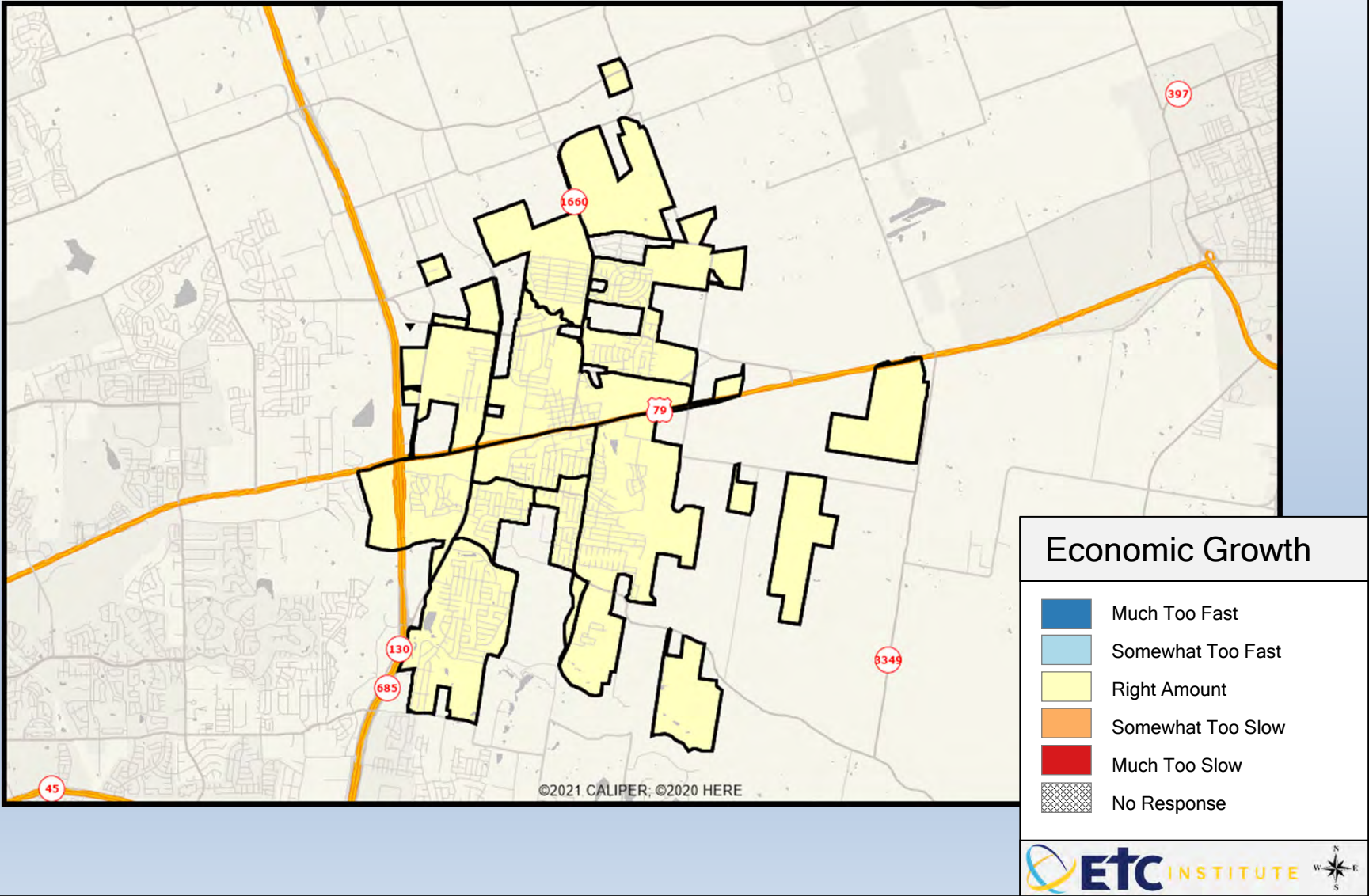
Q35-3. Industrial growth



Q35-4. Growth in skilled jobs



Q35-5. Growth in unskilled jobs



AGENDA ITEM REPORT

3.2.



To: City Council
Subject: Discussion and possible action related to Work Session topics
Meeting: Thursday, February 1, 2024
Department: City Council /
Staff Contact:

BACKGROUND INFORMATION:

SUMMARY OF REQUEST:

STAFF REVIEW:

FISCAL NOTES:

ATTACHMENTS:

None