



City of Hutto

Agenda

City Council Work Session

Thursday, March 12, 2026 at 6:00 PM

Executive Conference Room – 500 W. Live Oak Street

1. CALL SESSION TO ORDER

2. ROLL CALL

3. OTHER BUSINESS

- 3.1. Presentation of Biennial Community Survey results on City Services & Culture. (David Amsler 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 March 12, 2026 Hutto City Council meeting was posted in accordance with the Texas Open Meetings Act on the City of Hutto website (huttotx.gov) and the City Hall bulletin board (500 W. Live Oak Street) on March 6, 2026 before 5:00 P.M.




Laura Hallmark

The City of Hutto is committed to complying with the Americans with Disabilities Act. The Hutto City Hall is wheelchair accessible. Requests for reasonable special accommodations must be made 48 hours prior to the meeting. Please email the City Secretary's office at CitySecretary@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.
(David Amsler and Robert Heacock)
Meeting: Thursday, March 12, 2026
Department: City Manager /
Staff Contact: David Amsler

ITEM SUMMARY:

FISCAL NOTES:

None at this time.

ATTACHMENTS:

1. 2026 Hutto TX Presentation Community Survey

2026 City of Hutto City Services and Culture Survey Results



March 2026

Presented by:

Robert Heacock, ETC Institute

**Since 2011,
ETC Institute
has surveyed
more than
3,600,000
people for more
than 1,300
government
agencies on 4
continents!**

ETC Institute is the leader in market research for state and local governments. Clients include 29 of the 35 largest cities in the United States.

For more than 40 years, our mission has been to help local governments gather and use survey data to make better decisions.

Agenda



Purpose and Methodology



Topic #1: Satisfaction with Quality of Life & City Services



Topic #2: How Hutto Compares to Other Communities



Topic #3: Short-Term and Long-Term Trends



Topic #4: Priorities for Investment



Topic #5: Other Findings



Summary/Questions

PURPOSE



OBJECTIVELY
ASSESS
SATISFACTION WITH
QUALITY OF LIFE
AND CITY SERVICES
IN THE COMMUNITY



COMPARE THE CITY OF
HUTTO'S
PERFORMANCE TO
OTHER COMMUNITIES
IN THE U.S.



HELP THE CITY
DETERMINE
PRIORITIES FOR
IMPROVEMENT TO
SERVE RESIDENTS
BETTER

Methodology

**ADMINISTERED
BY MAIL AND
ONLINE
BETWEEN DEC.
2025 & JAN. 2026**

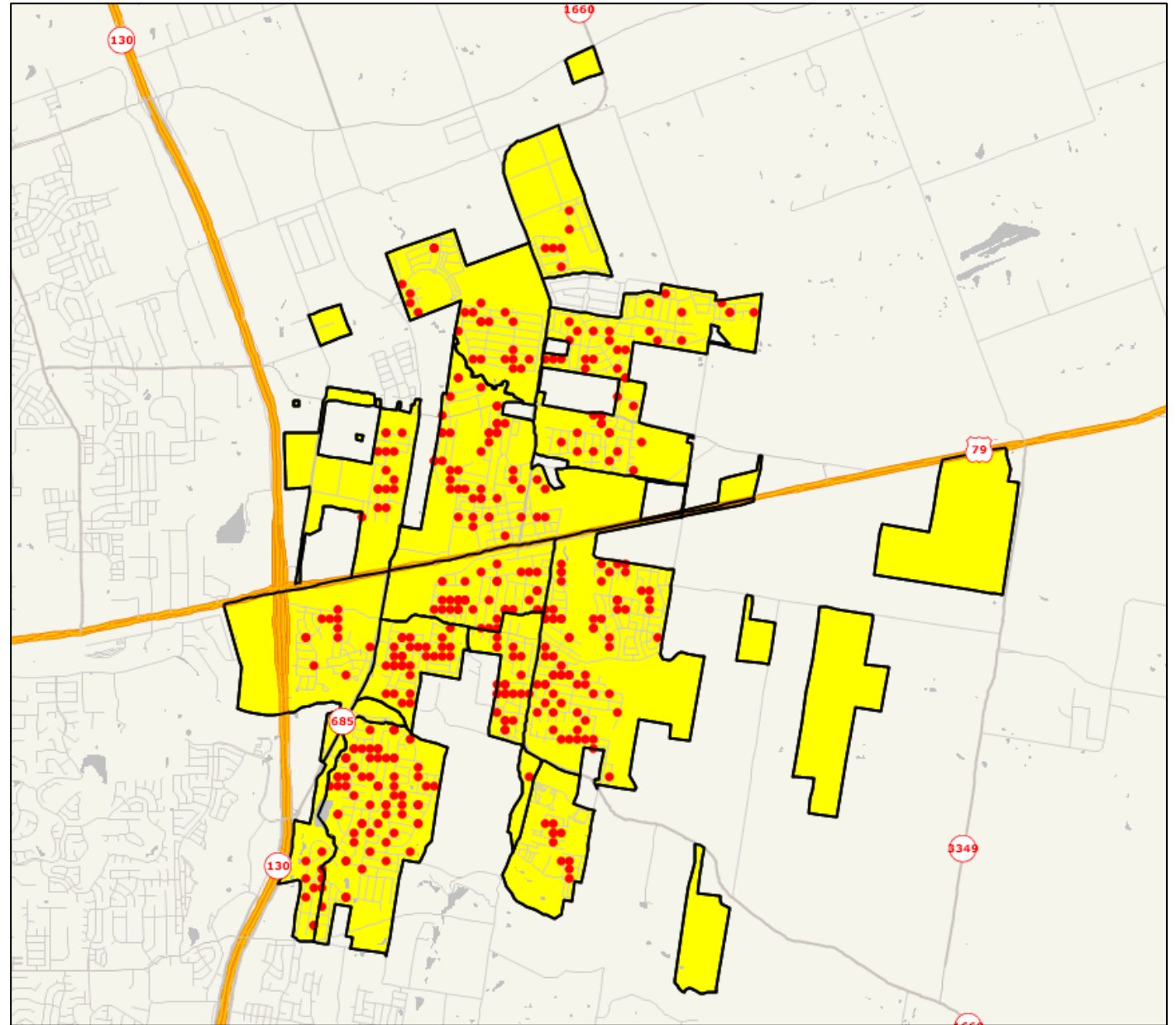
**GOAL OF 400
COMPLETED
SURVEYS**

**A TOTAL OF 402
SURVEYS WERE
COMPLETED**

**95% LEVEL OF
CONFIDENCE
WITH A MARGIN
OF ERROR OF +/-
4.9%**

Location of Survey Respondents

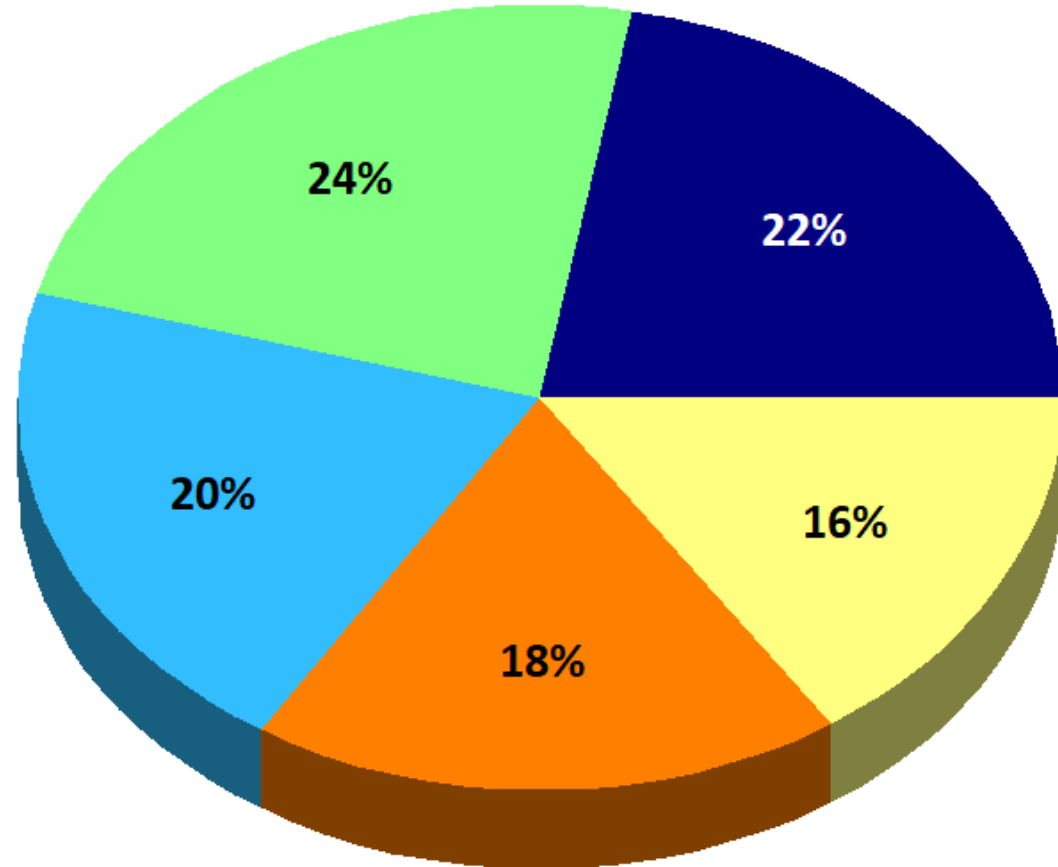
Good representation
by respondent
location



All age groups
were well-
represented

Q25. Demographics: Age of Respondent

by percentage of respondents (excluding "not provided")

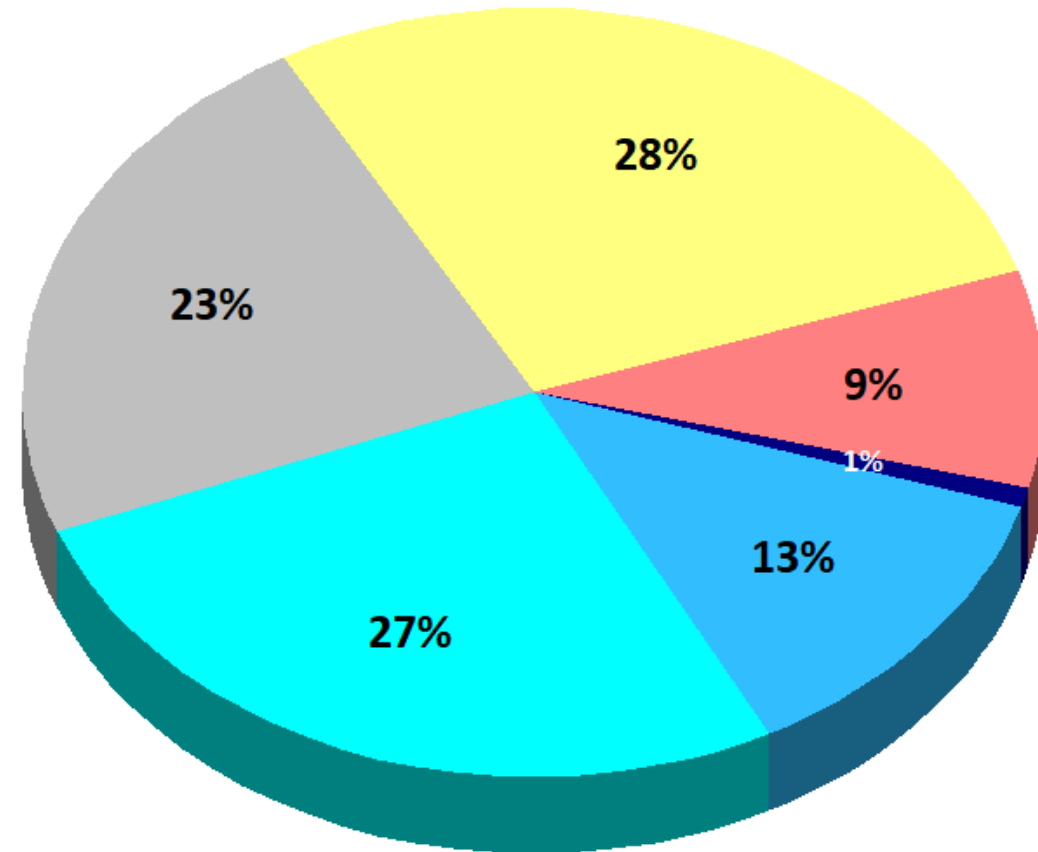


■ Under 35 ■ 35 to 44 ■ 45 to 54 ■ 55 to 64 ■ 65+

Both new and long-term residents were well-represented

Q23. Demographics: How many years have you lived in the City of Hutto?

by percentage of respondents (excluding "not provided")

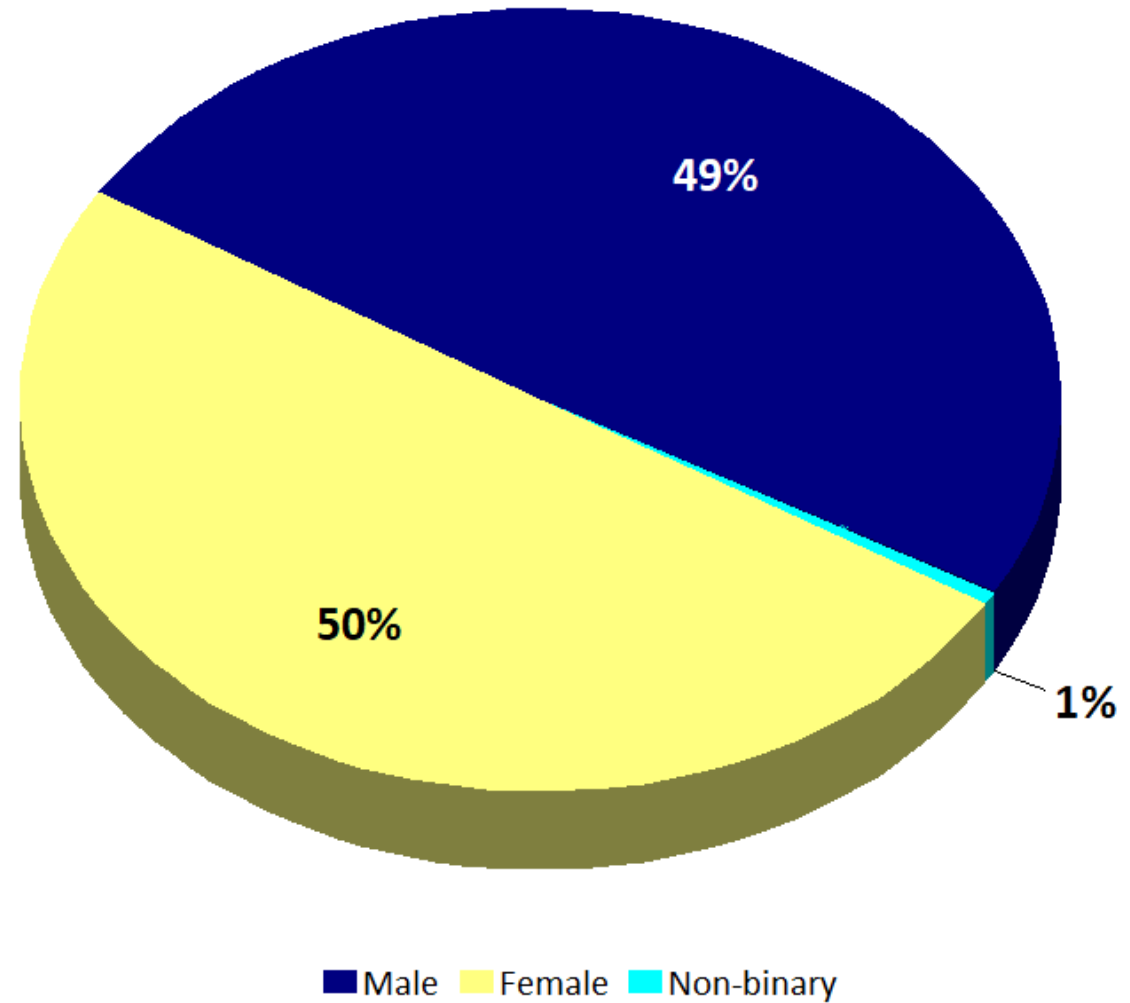


Less than 2 years 2 to 5 years 6 to 10 years 11 to 20 years
21 to 40 years 40+ years

All genders
were
represented

Q26. Demographics: Gender Identity

by percentage of respondents (excluding "not provided")



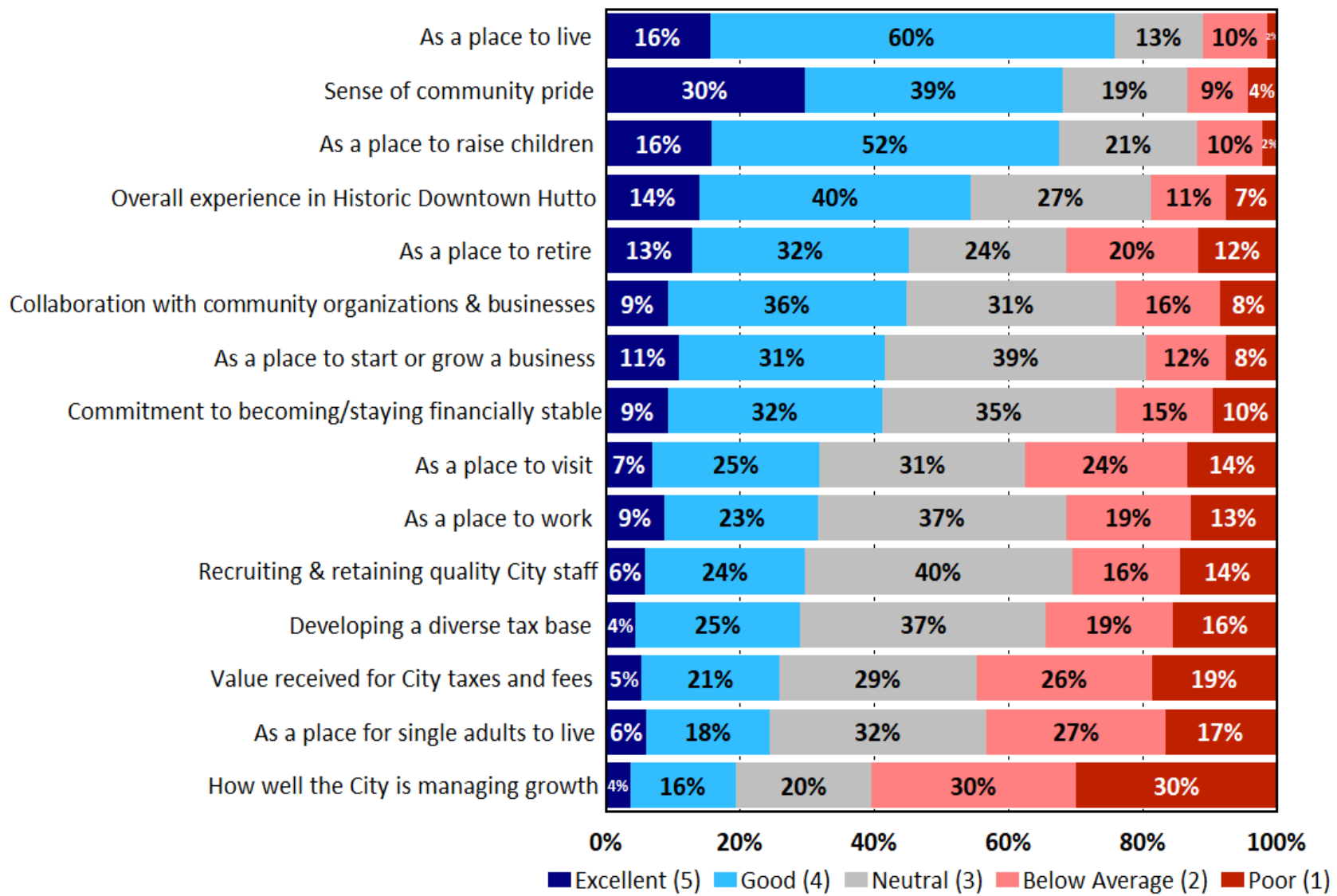
0.8% preferred to self-describe

Topic #1
**Satisfaction with
Quality of Life and
City Services**

Residents gave the City of Hutto generally positive ratings as a place to live, for sense of community pride, and as a place to raise children

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

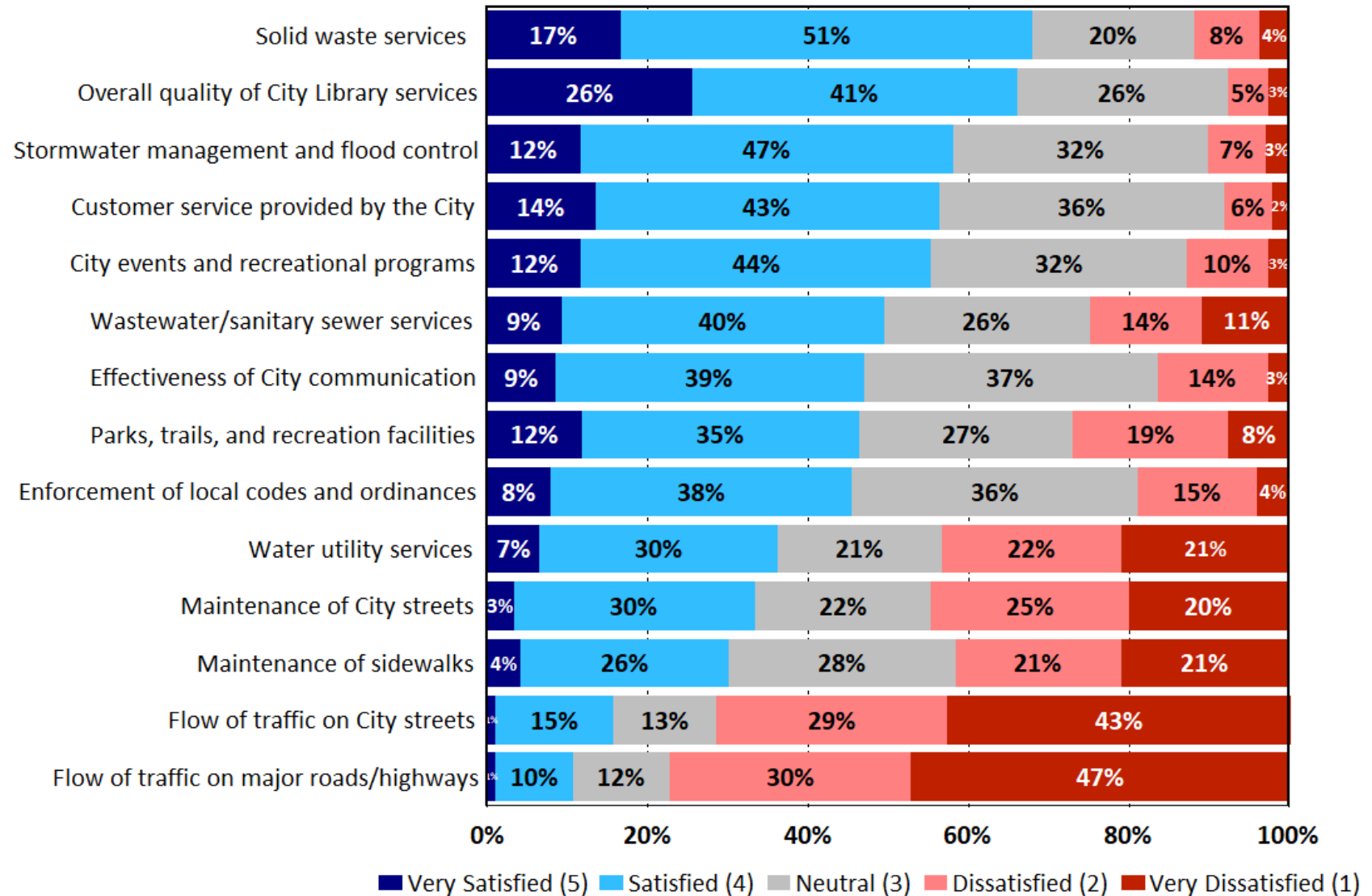
by percentage of respondents (excluding "don't know")



Residents are most satisfied with solid waste services, City Library services, and stormwater management and flood control

Q8. Satisfaction with Major Categories of Services

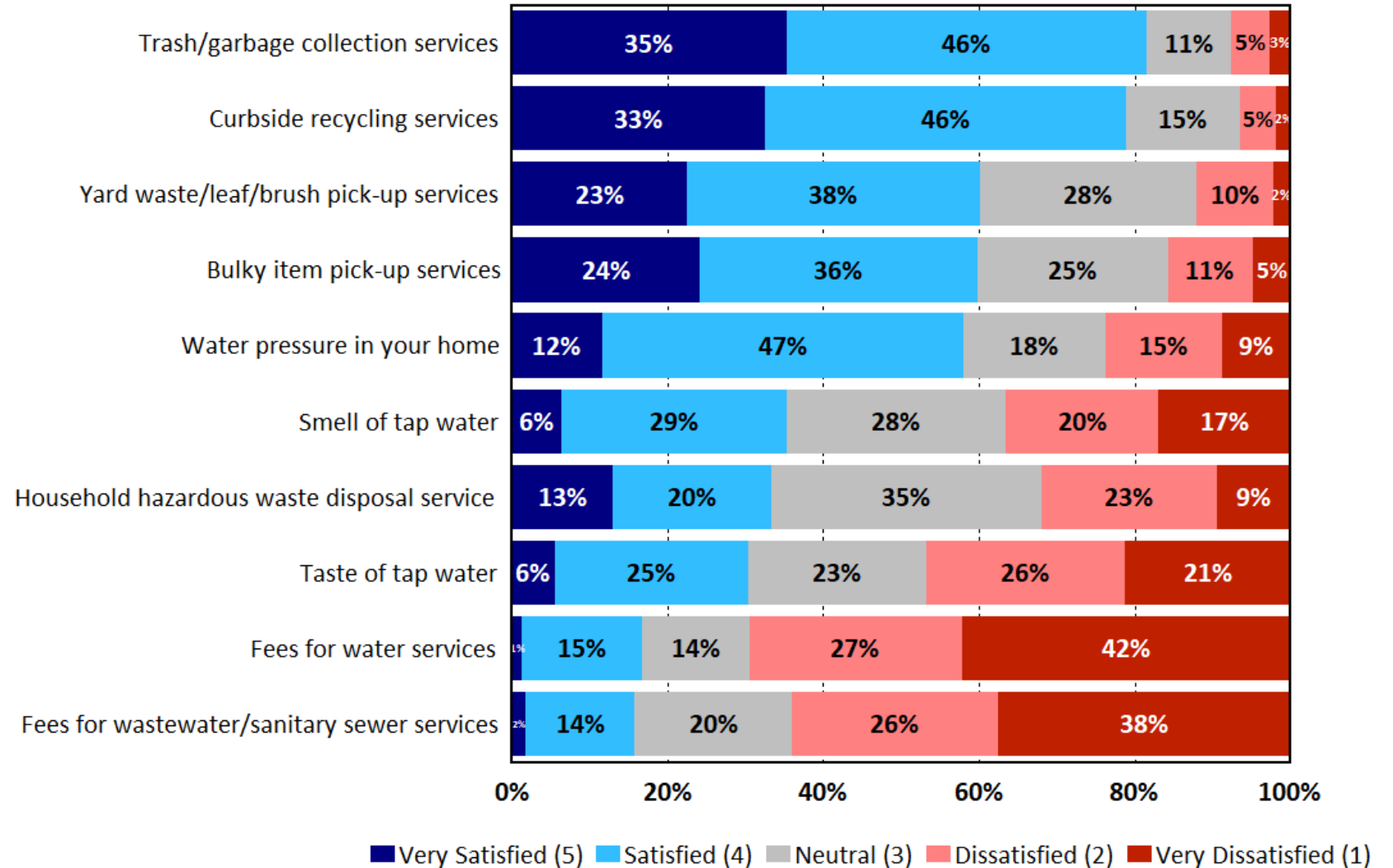
by percentage of respondents (excluding "don't know")



Residents are most satisfied with trash/garbage collection, curbside recycling, and yard waste/leaf/brush pick-up services

Q10. Satisfaction with Waste and Utility Services

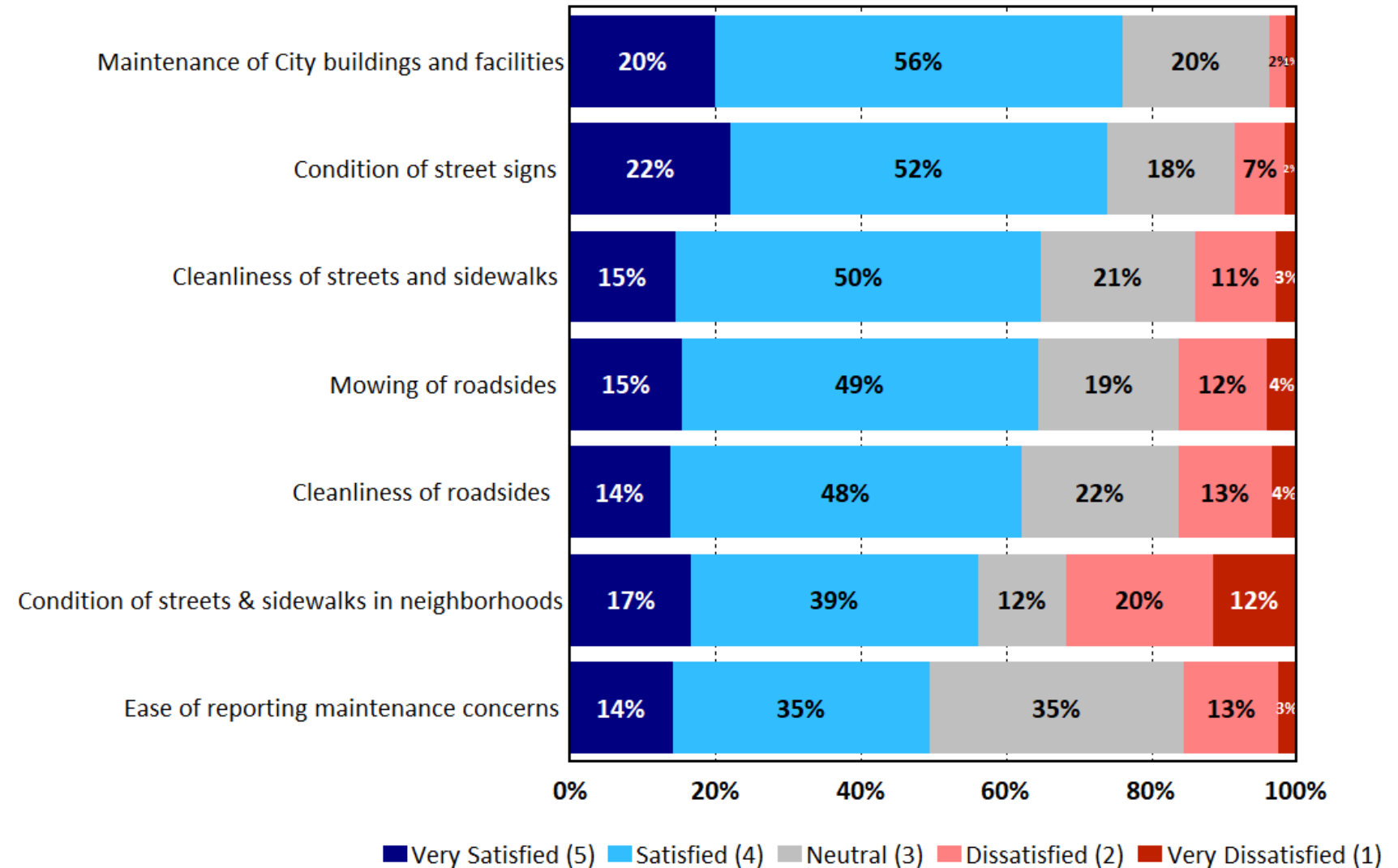
by percentage of respondents (excluding "don't know")



Maintenance of City buildings and facilities and condition of street signs received the highest levels of satisfaction

Q11. Satisfaction with Maintenance Services

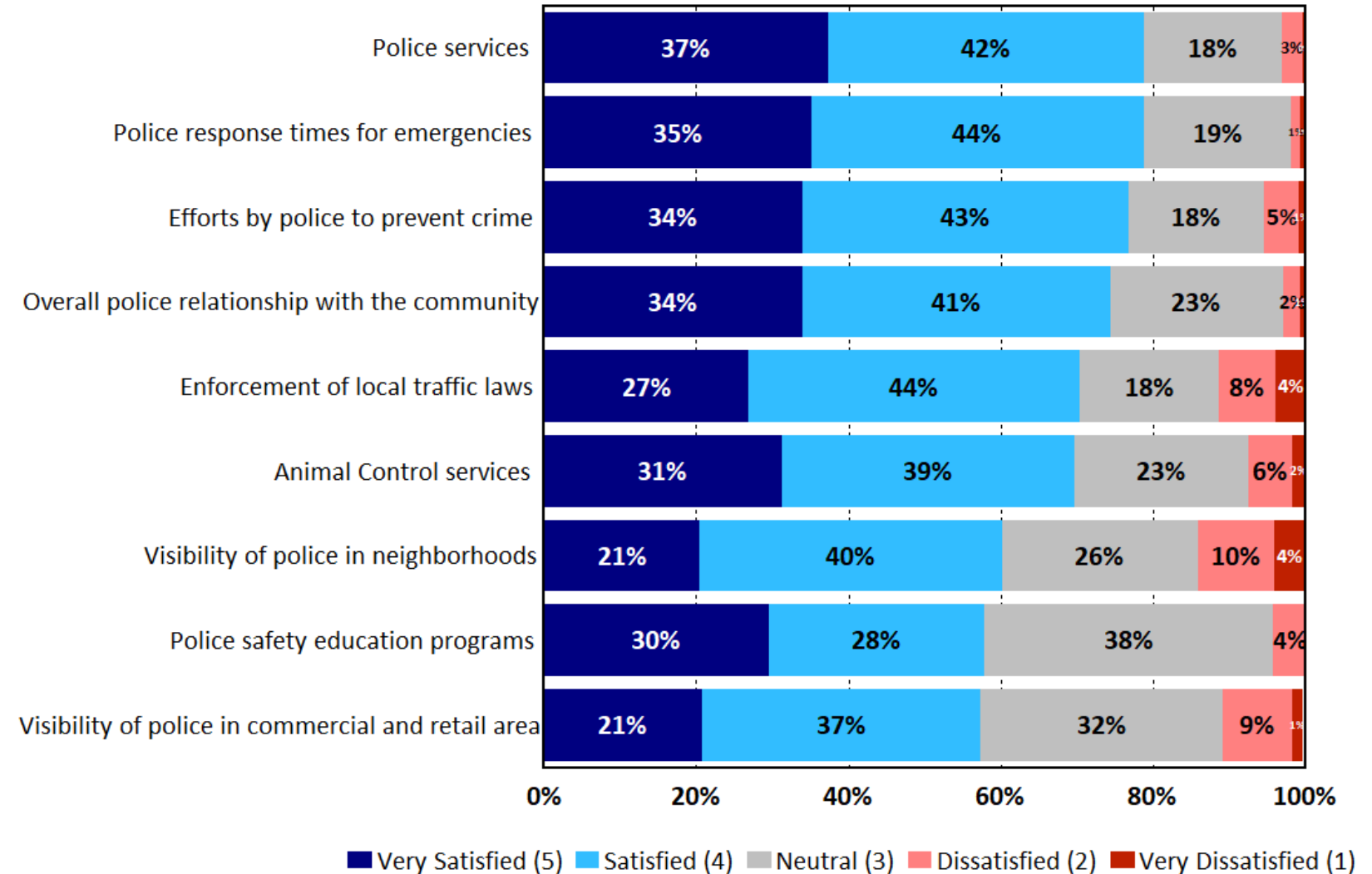
by percentage of respondents (excluding "don't know")



Police services and response times for emergencies received the highest levels of satisfaction

Q12. Satisfaction with Police Services

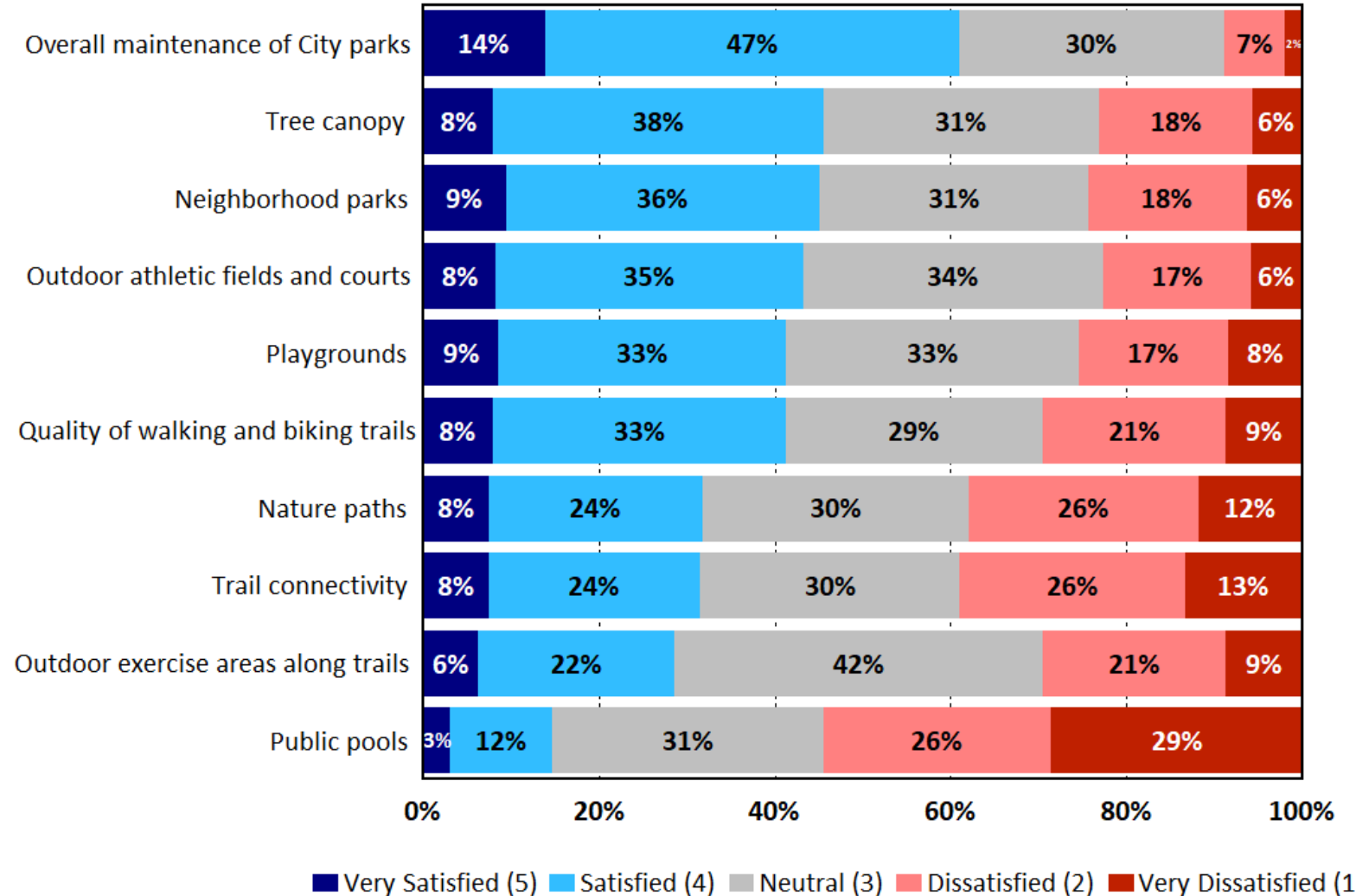
by percentage of respondents (excluding "don't know")



Residents were generally satisfied with the overall maintenance of City parks

Q17. Satisfaction with the Following Parks and Recreation Facilities

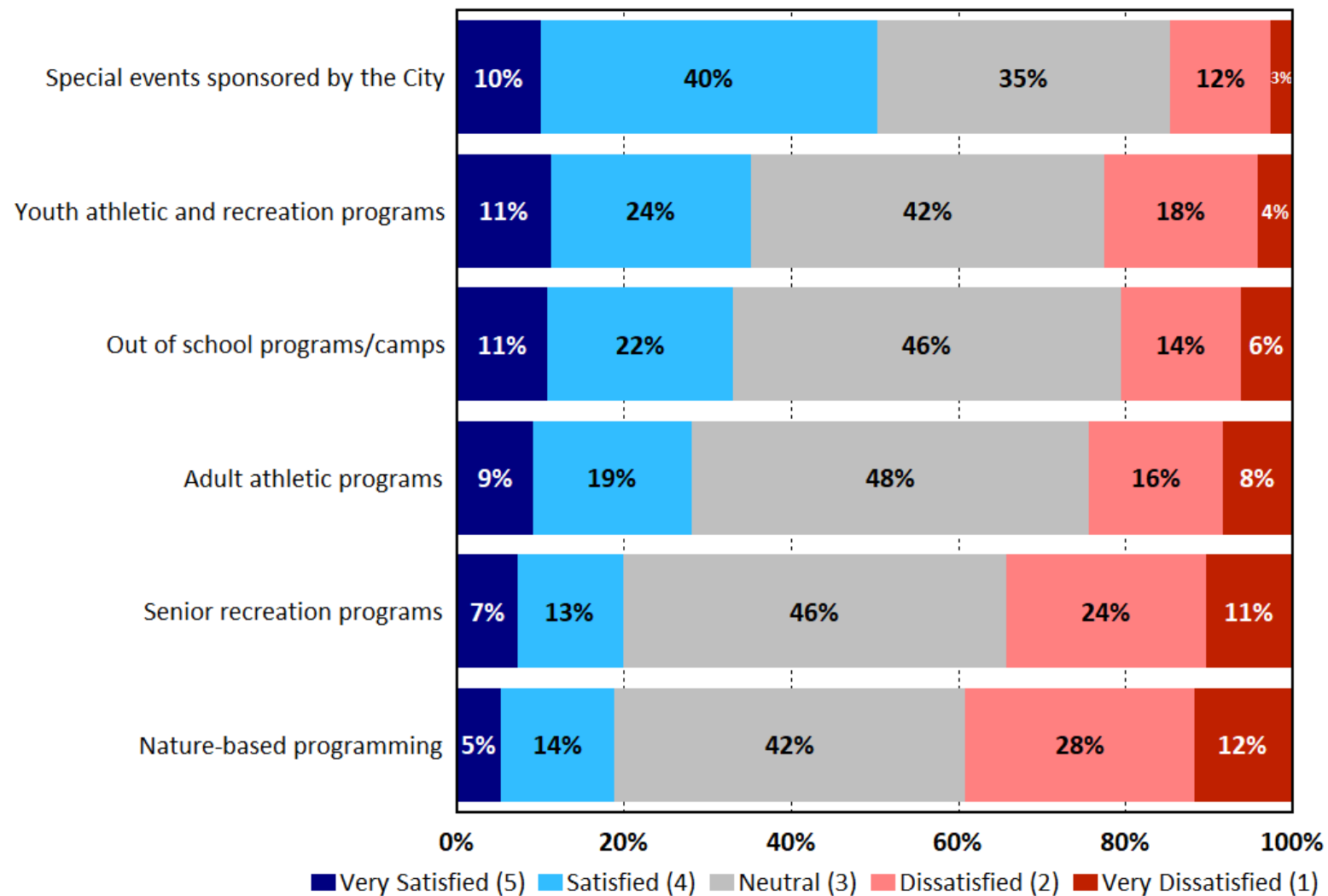
by percentage of respondents (excluding "don't know")



City-sponsored
special events
received the
highest level of
satisfaction for
parks and
recreation
programs

Q18. Satisfaction with the Following Parks and Recreation Programs

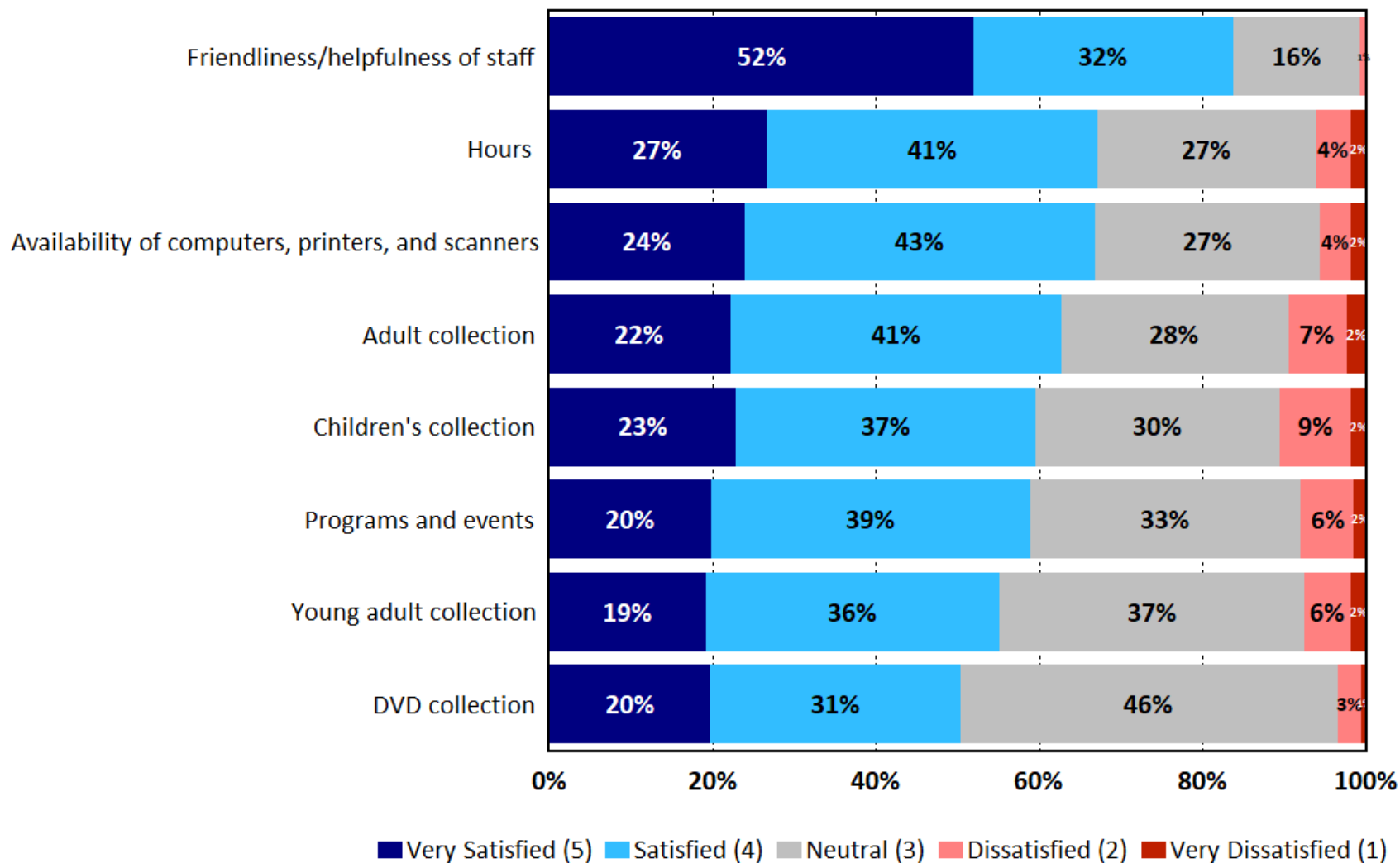
by percentage of respondents (excluding "don't know")



No fewer than half of the residents surveyed were satisfied with aspects of library services

Q19. Satisfaction with Library Services

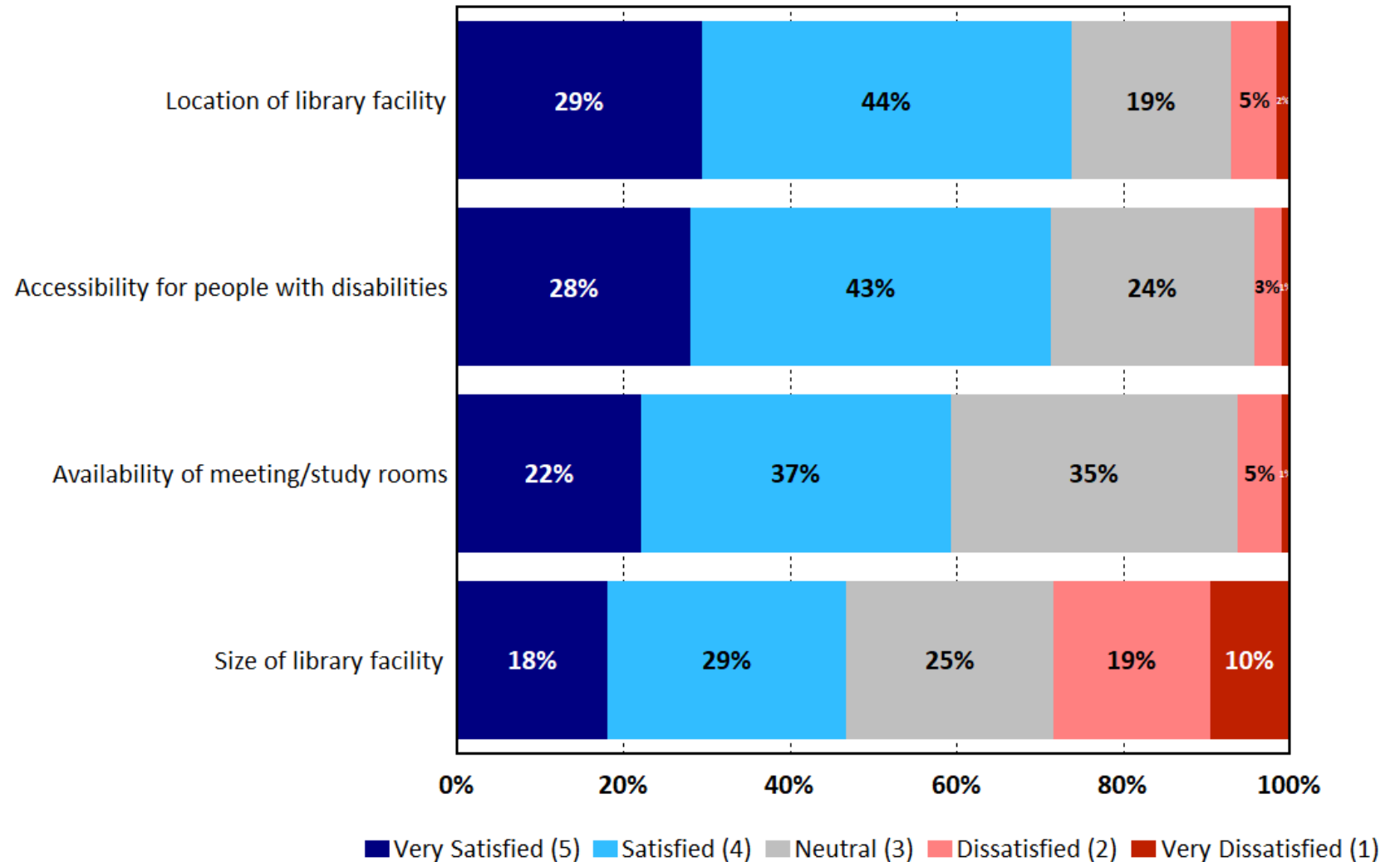
by percentage of respondents (excluding "don't know")



Residents were most satisfied with the location of the library facility and accessibility for people with disabilities

Q20. Satisfaction with the Library Facility

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



Topic #2

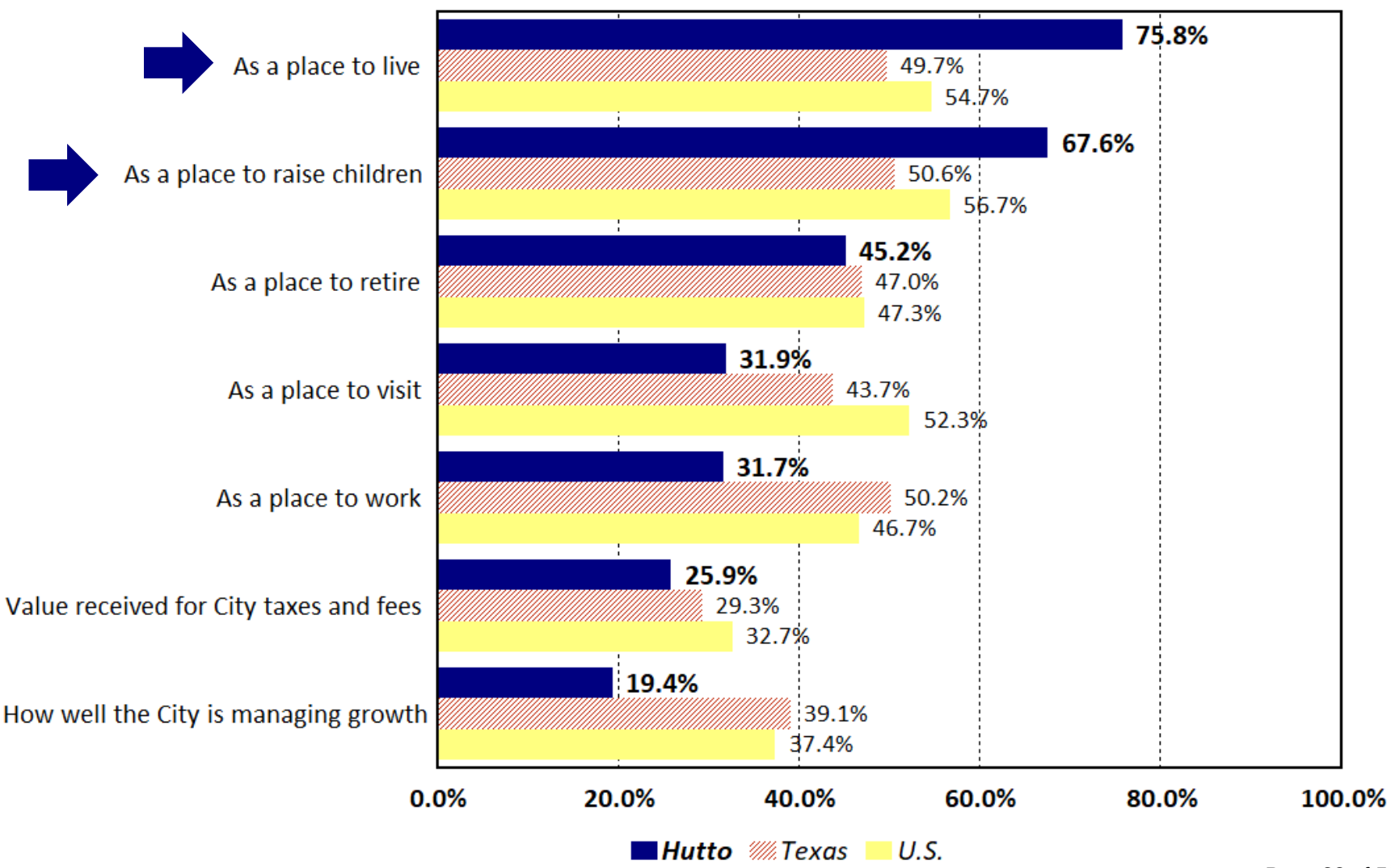
**How the City of
Hutto Compares to
Other Communities**

The City of Hutto rated significantly higher than the Texas and U.S. averages as a place to live and raise children

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")

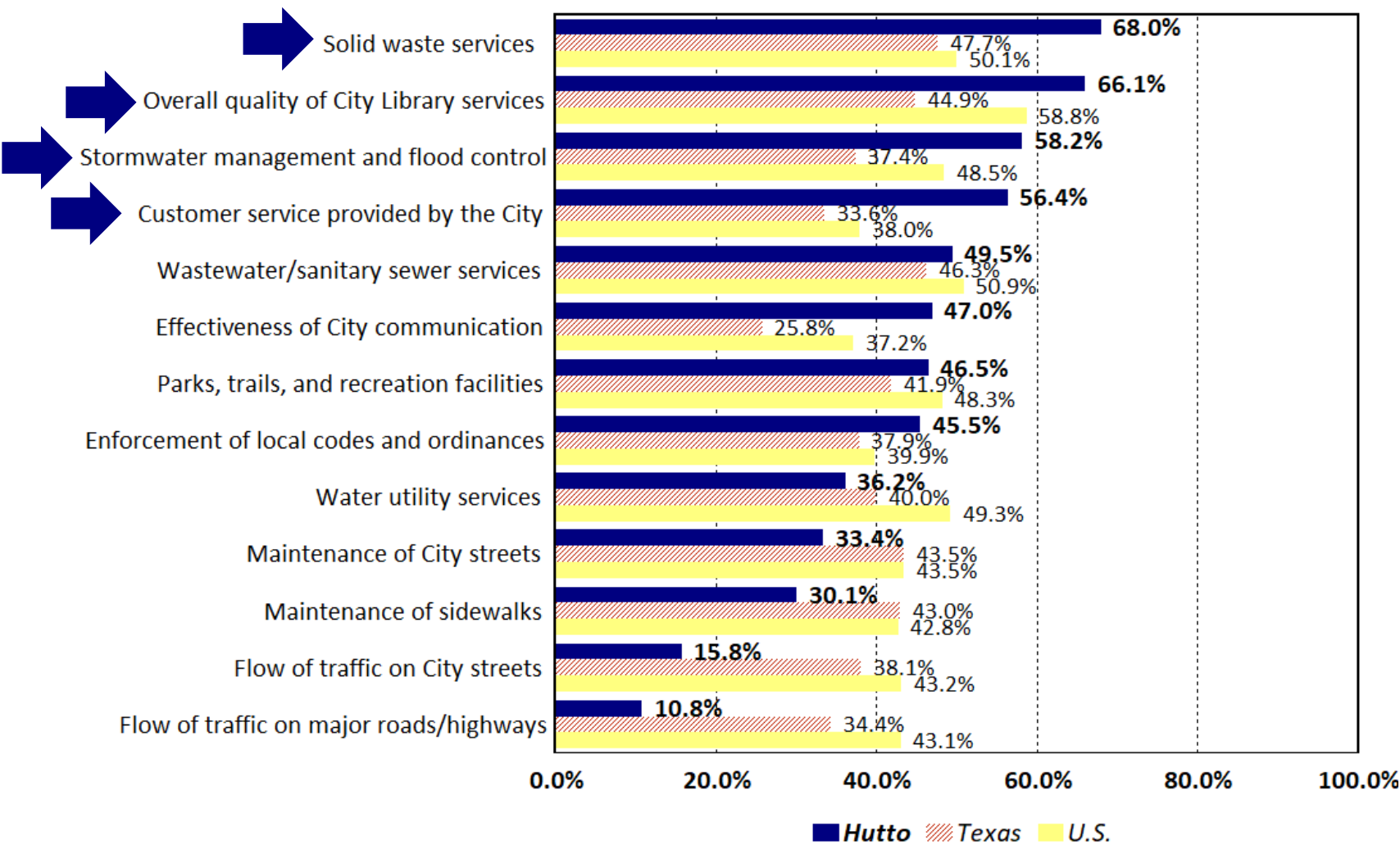


Hutto is setting the standard for solid waste services, library services, stormwater management & flood control, and customer service

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")

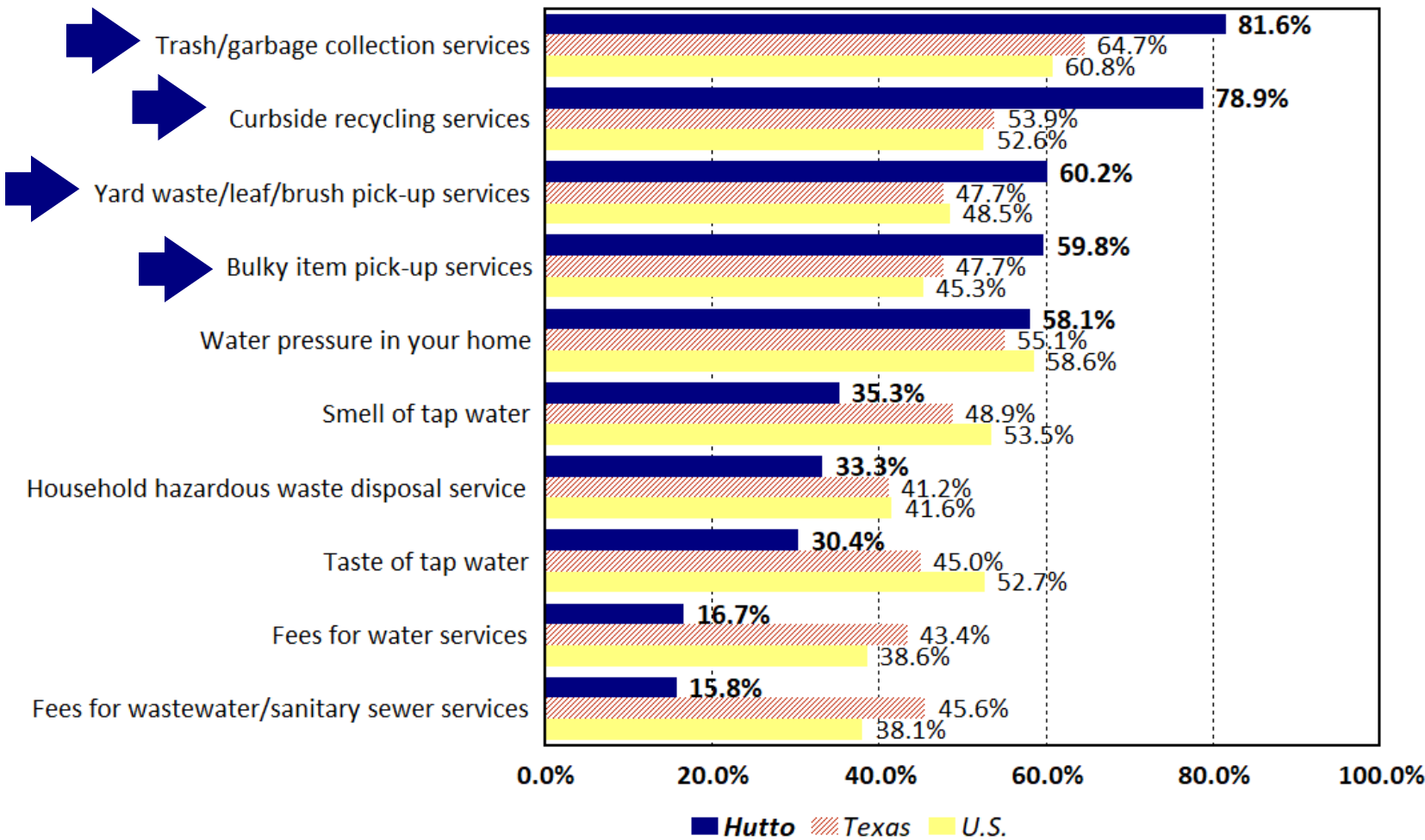


The City rated significantly higher than the Texas and U.S. averages in 4 out of the 10 waste and utility services that were assessed

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")

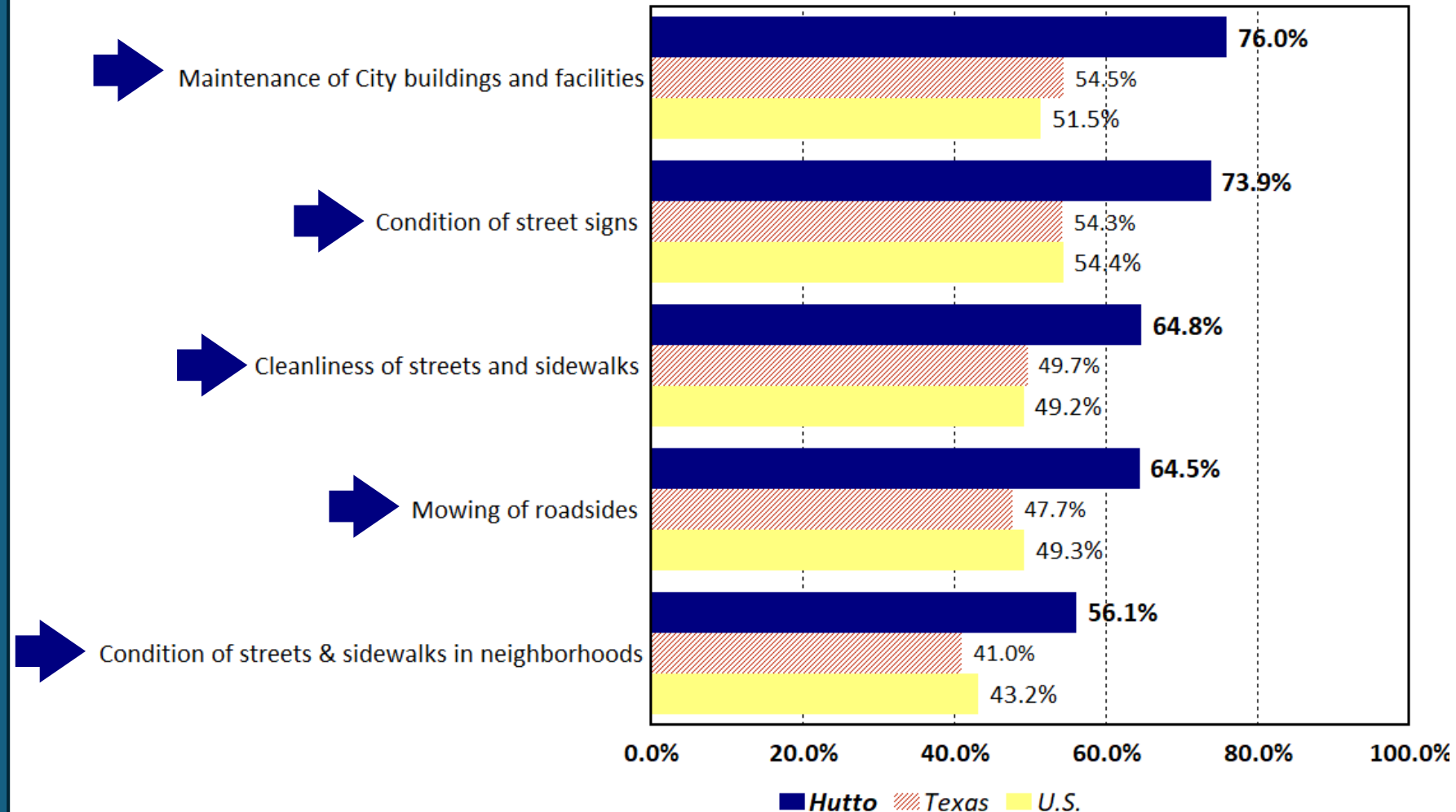


Hutto is setting the standard regionally and nationally in all maintenance services

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")

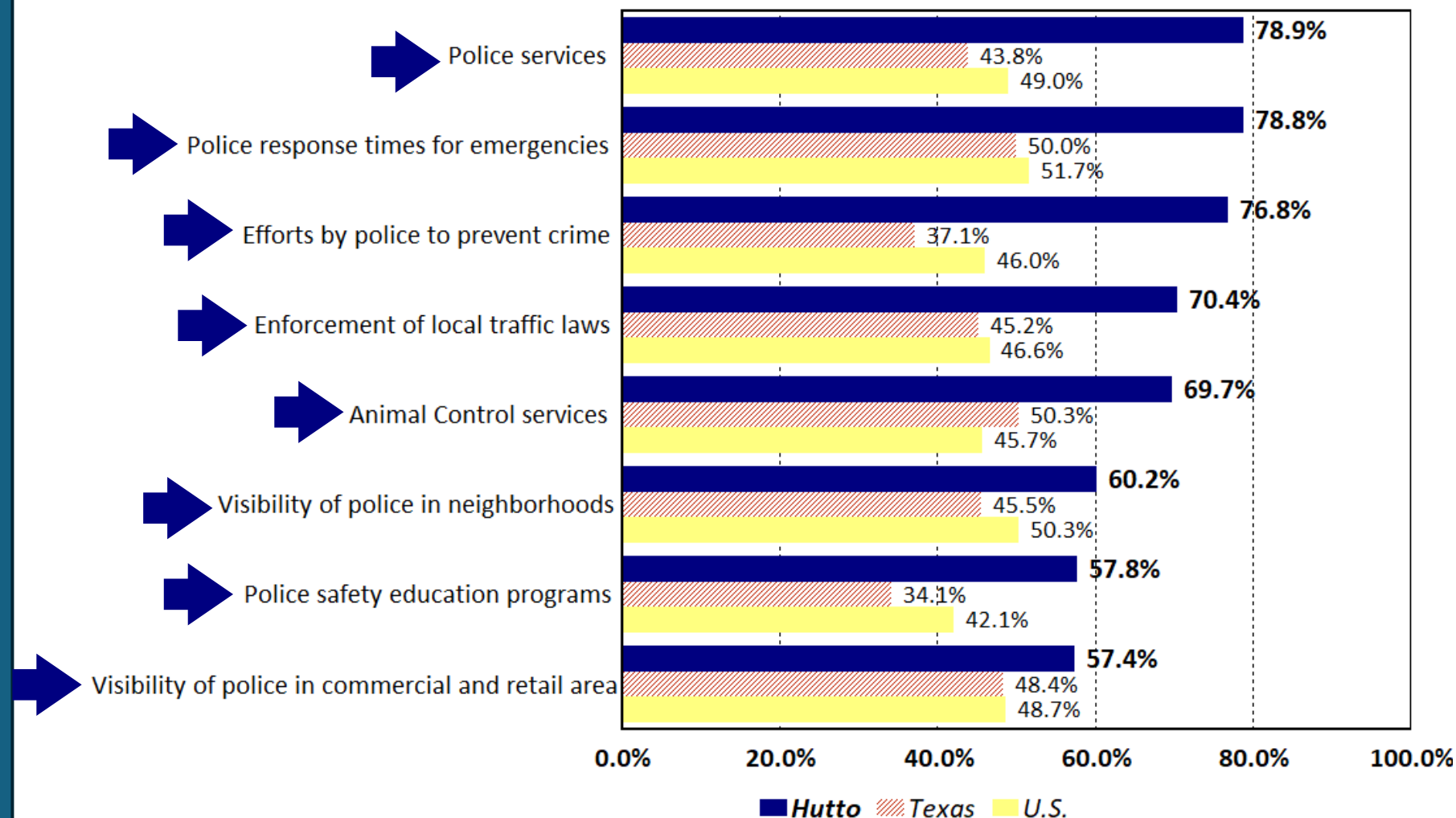


Police services in the City of Hutto were rated significantly higher than the Texas and U.S. averages in all areas that were assessed

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")



Topic #3

**Short-Term and
Long-Term Trends**

SHORT-TERM INCREASES SINCE 2024

54 out of 93 City services stayed the same or showed increases in satisfaction since 2024. The areas showing the greatest increases were:

- ☐ City finances (+12.4%)
- ☐ Mowing of roadsides (+10.2%)
- ☐ Ease of reporting maintenance concerns (+9.7%)
- ☐ Commitment to becoming/staying financially stable (+9.5%)
- ☐ City emergency preparedness (+8.7%)
- ☐ Recruiting and retaining quality City staff (+8.3%)

SHORT-TERM DECREASES SINCE 2024

39 out of 93 City services showed decreases in satisfaction since 2024. The areas showing the greatest decreases were:

- ☐ Wastewater/sanitary sewer services (-8.7%)
- ☐ Hutto as a place to work (-10%)
- ☐ Overall experience in Historic Downtown Hutto (-10.8%)
- ☐ Fees for wastewater/sanitary sewer services (-10.9%)
- ☐ Hutto as a place to start or grow a business (-11.1%)
- ☐ Sense of community pride (-13.5%)

LONG-TERM INCREASES SINCE 2022

32 out of 84 City services showed increases in satisfaction since 2022. The areas showing the greatest increases were:

- ☐ Tree canopy (+11%)
- ☐ Adult athletic programs (+8.9%)
- ☐ Friendliness/helpfulness of library staff (+8.9%)
- ☐ Library hours (+8.4%)
- ☐ Special events sponsored by the City (+8.2%)
- ☐ Efforts by police to prevent crime (+8.1%)

LONG-TERM DECREASES SINCE 2022

52 out of 84 City services showed decreases in satisfaction since 2022. The areas showing the greatest decreases were:

- ☐ Smell of tap water (-11.4%)
- ☐ Hutto as a place to start or grow a business (-12.4%)
- ☐ Wastewater/sanitary sewer services (-16%)
- ☐ Water utility services (-17.9%)
- ☐ Fees for water services (-18%)
- ☐ Fees for wastewater/sanitary sewer services (-19.2%)



Topic #4

Priorities for Investment

Priorities for Major Categories of City Services

Importance-Satisfaction Analysis Ratings 2026 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 (IS >.20)						
Flow of traffic on major roads/highways	74.1%	1	10.8%	14	0.6610	1
Flow of traffic on City streets	64.7%	2	15.8%	13	0.5448	2
Maintenance of City streets	44.1%	3	33.4%	11	0.2937	3
Water utility services	40.5%	4	36.2%	10	0.2584	4
High Priority (IS .10-.20)						
Parks, trails, and recreation facilities	27.7%	5	46.5%	8	0.1482	5
Maintenance of sidewalks	20.8%	6	30.1%	12	0.1454	6
Wastewater/sanitary sewer services	19.9%	7	49.5%	6	0.1005	7
Medium Priority (IS <.10)						
Effectiveness of City communication	17.2%	9	47.0%	7	0.0912	8
City events and recreational programs	17.9%	8	55.4%	5	0.0798	9
Enforcement of local codes and ordinances	14.5%	10	45.5%	9	0.0790	10
Customer service provided by the City	9.2%	12	56.4%	4	0.0401	11
Overall quality of City Library services	9.7%	11	66.1%	2	0.0329	12
Stormwater management and flood control	7.4%	14	58.2%	3	0.0309	13
Solid waste services	7.7%	13	68.0%	1	0.0246	14

Priorities for Communication Services

Importance-Satisfaction Analysis Ratings 2026 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 (IS >.20)						
City infrastructure projects	72.9%	1	33.0%	6	0.4884	1
City economic development	51.4%	2	32.3%	7	0.3480	2
City finances	50.3%	3	39.1%	4	0.3063	3
City programs and services	37.1%	4	38.8%	5	0.2271	4
High Priority (IS .10-.20)						
Public input and participation opportunities	29.4%	6	42.3%	3	0.1696	5
City emergency preparedness	32.6%	5	48.0%	2	0.1695	6
Medium Priority (IS <.10)						
City special events	15.7%	7	60.1%	1	0.0626	7

Priorities for Water & Utility Services

Importance-Satisfaction Analysis Ratings 2026 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 (IS >.20)						
Fees for water services	70.2%	1	16.7%	9	0.5848	1
Fees for wastewater/sanitary sewer services	60.7%	2	15.8%	10	0.5111	2
Taste of tap water	39.0%	3	30.4%	8	0.2714	3
High Priority (IS .10-.20)						
Smell of tap water	24.9%	4	35.3%	6	0.1611	4
Household hazardous waste disposal service	21.6%	6	33.3%	7	0.1441	5
Medium Priority (IS <.10)						
Water pressure in your home	22.9%	5	58.1%	5	0.0960	6
Bulky item pick-up services	15.7%	7	59.8%	4	0.0631	7
Yard waste/leaf/brush pick-up services	8.2%	9	60.2%	3	0.0326	8
Trash/garbage collection services	12.7%	8	81.6%	1	0.0234	9
Curbside recycling services	5.7%	10	78.9%	2	0.0120	10

Priorities for Maintenance Services

Importance-Satisfaction Analysis Ratings 2026 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 (IS >.20)						
Condition of streets & sidewalks in neighborhoods	58.2%	1	56.1%	6	0.2555	1
High Priority (IS .10-.20)						
Cleanliness of roadsides	38.6%	2	62.2%	5	0.1459	2
Ease of reporting maintenance concerns	21.6%	4	49.5%	7	0.1091	3
Medium Priority (IS <.10)						
Cleanliness of streets and sidewalks	23.4%	3	64.8%	3	0.0824	4
Mowing of roadsides	19.6%	5	64.5%	4	0.0696	5
Maintenance of City buildings and facilities	12.7%	6	76.0%	1	0.0305	6
Condition of street signs	10.2%	7	73.9%	2	0.0266	7

Priorities for Police Services

Importance-Satisfaction Analysis Ratings 2026 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 (IS .10-.20)						
Visibility of police in neighborhoods	41.8%	2	60.2%	7	0.1664	1
Visibility of police in commercial and retail areas	30.1%	4	57.4%	9	0.1282	2
Medium Priority (IS <.10)						
Efforts by police to prevent crime	42.2%	1	76.8%	3	0.0979	3
Police safety education programs	19.5%	8	57.8%	8	0.0823	4
Overall police relationship with the community	32.1%	3	74.4%	4	0.0822	5
Enforcement of local traffic laws	25.3%	7	70.4%	5	0.0749	6
Police services	29.4%	5	78.9%	1	0.0620	7
Police response times for emergencies	28.7%	6	78.8%	2	0.0608	8
Animal Control services	17.2%	9	69.7%	6	0.0521	9

Priorities for Code Enforcement Services

Importance-Satisfaction Analysis Ratings 2026 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 (IS >.20)						
Enforcement of clean-up trash/debris on private property	45.1%	1	42.6%	4	0.2589	1
Enforcement of mowing/cutting of weeds on private property	36.0%	2	40.8%	5	0.2131	2
High Priority (IS .10-.20)						
Enforcement of exterior maintenance of commercial/business property	34.6%	3	52.2%	1	0.1654	3
Enforcement of exterior maintenance of residential property	24.9%	4	43.8%	3	0.1399	4
Enforcement of sign regulations	23.7%	5	50.9%	2	0.1164	5

Priorities for Parks and Recreation Facilities

Importance-Satisfaction Analysis Ratings 2026 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 (IS >.20)						
Quality of walking and biking trails	42.7%	1	41.3%	6	0.2506	1
Public pools	29.1%	5	14.7%	10	0.2482	2
Trail connectivity	30.4%	4	31.5%	8	0.2082	3
High Priority (IS .10-.20)						
Nature paths	25.6%	6	31.8%	7	0.1746	4
Neighborhood parks	31.8%	2	45.1%	3	0.1746	5
Playgrounds	23.1%	7	41.3%	5	0.1356	6
Overall maintenance of City parks	30.4%	3	61.0%	1	0.1186	7
Tree canopy	20.4%	8	45.5%	2	0.1112	8
Medium Priority (IS <.10)						
Outdoor athletic fields and courts	17.4%	9	43.3%	4	0.0987	9
Outdoor exercise areas along trails	12.9%	10	28.6%	9	0.0921	10

Priorities for Parks and Recreation Programs

Importance-Satisfaction Analysis Ratings 2026 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 (IS >.20)						
Nature-based programming	43.1%	3	18.8%	6	0.3500	1 
Youth athletic and recreation programs	49.7%	1	35.2%	2	0.3221	2 
Senior recreation programs	39.8%	4	19.9%	5	0.3188	3 
Out of school programs/camps	36.3%	5	33.0%	3	0.2432	4
Adult athletic programs	32.6%	6	28.1%	4	0.2344	5
Special events sponsored by the City	44.0%	2	50.3%	1	0.2187	6



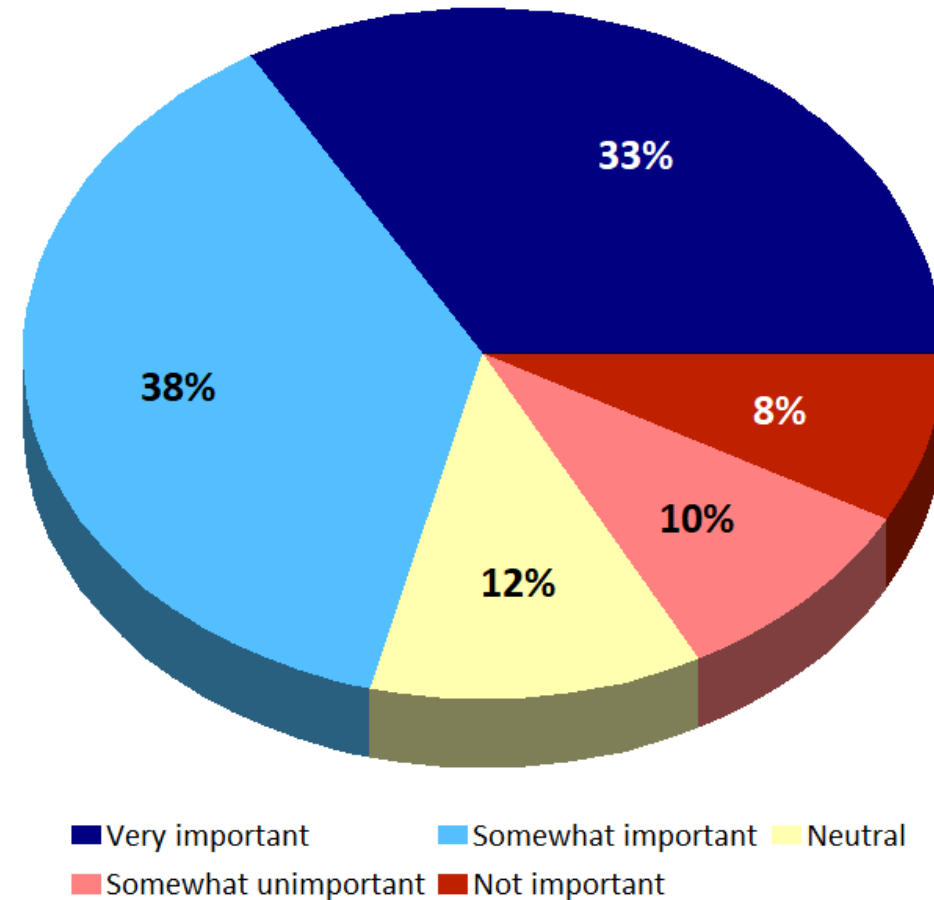
Topic #5

Other Findings

Nearly three-quarters (71%) of residents surveyed think it is important for the City to focus on the appearance & visual appeal of its entry points and major corridors

Q3. How important do you think it is for Hutto to focus on the appearance and visual appeal of its entry points and major corridors?

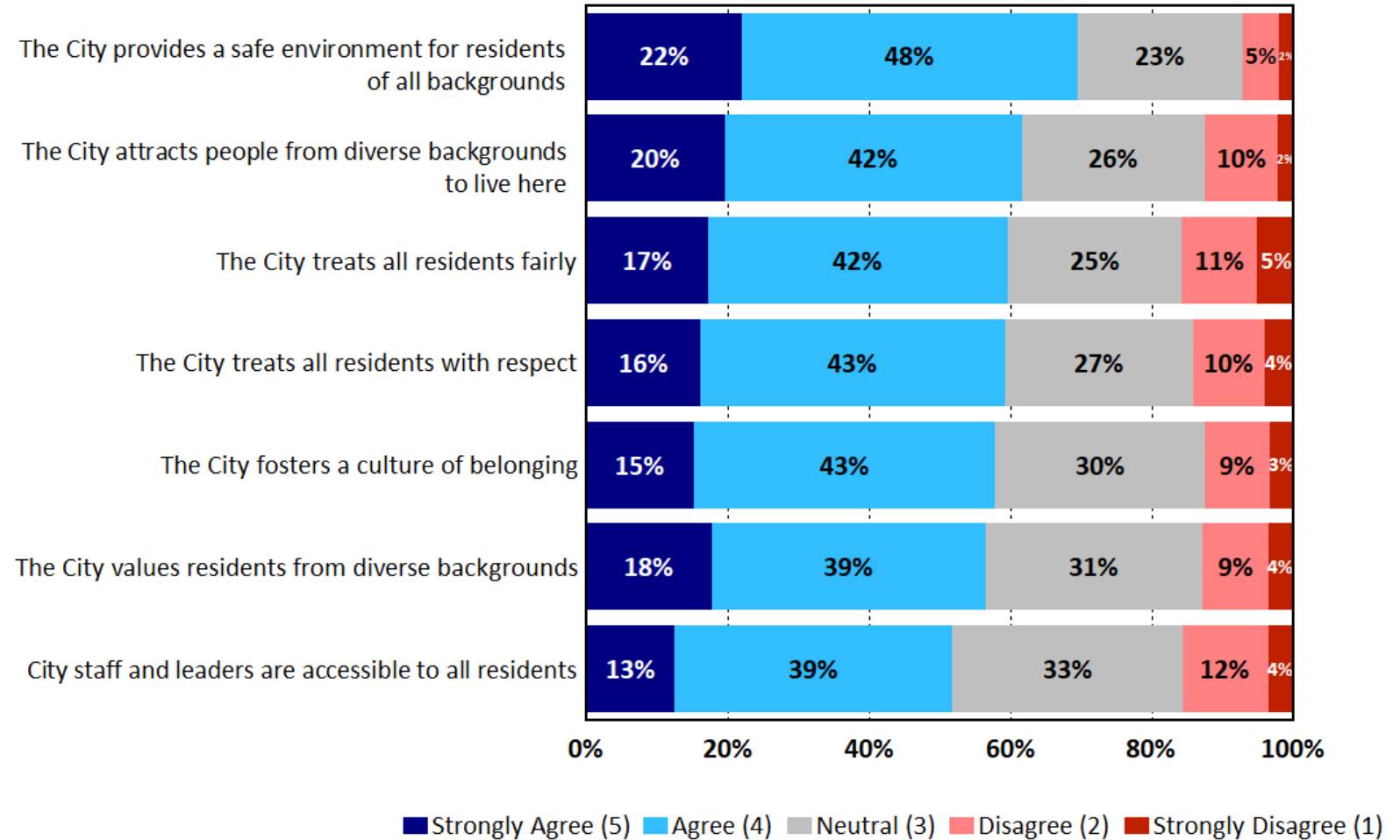
by percentage of respondents (excluding "not provided")



The majority of residents surveyed agree with various statements regarding diversity and inclusion in the City

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

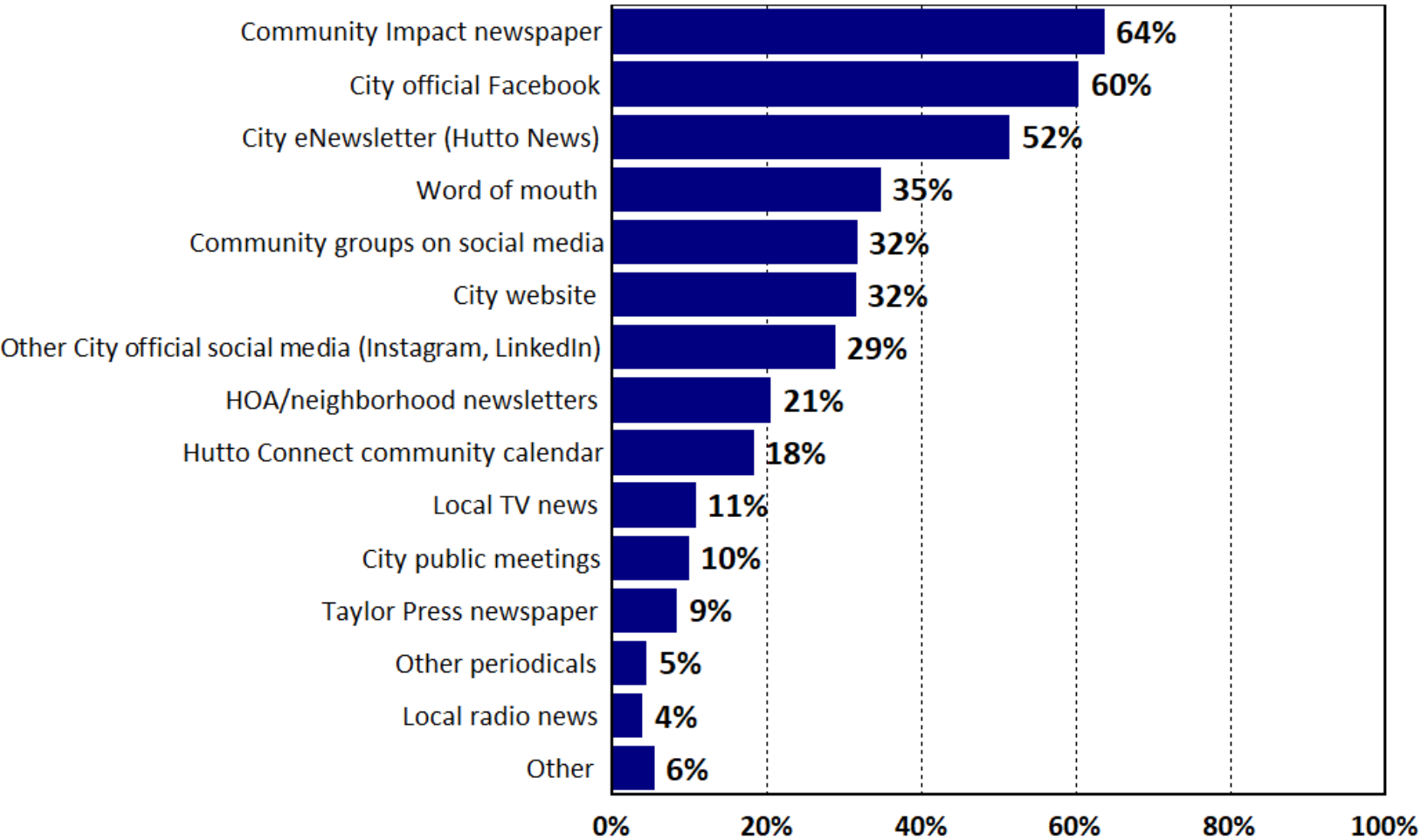
by percentage of respondents (excluding "don't know")



The sources used most to get information about the City are the Community Impact newspaper, Facebook, and the City eNewsletter (Hutto News)

Q7. What sources do you use to get information about the City?

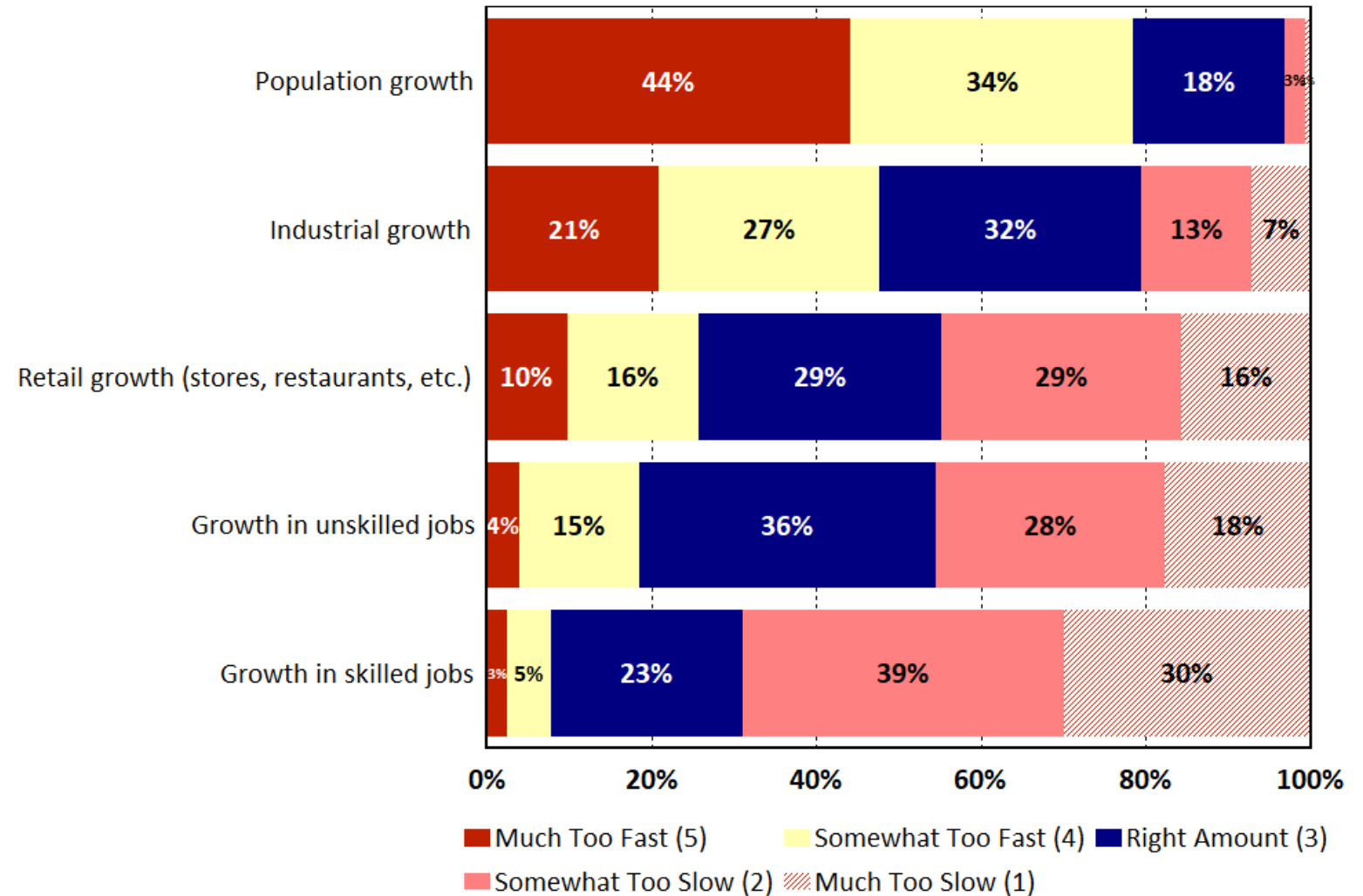
by percentage of respondents (multiple selections could be made)



Residents believe the pace of population growth in Hutto is occurring too fast, while the pace of growth in skilled jobs is occurring too slowly

Q21. Perceptions of Economic Growth in the Following Areas

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



Summary

- **Residents are generally satisfied with quality of life and City services in Hutto**
 - Residents gave the City of Hutto “excellent” and “good” ratings as a place to live (76%), for sense of community pride (68%), and as a place to raise children (68%)
 - The major categories of City services that residents were most satisfied with were: solid waste services (68%), library services (66%), and stormwater management and flood control (58%)
- **Hutto rated significantly higher than the Texas and U.S. averages in several categories of City services that were assessed**
 - The City is setting the standard regionally and nationally for solid waste services, library services, stormwater management & flood control, and customer service

Summary (cont.)

- The City of Hutto rated significantly higher than the Texas and U.S. averages as a place to live and raise children
- **Satisfaction with 54 out of 93 areas assessed in 2026 stayed the same or showed increases compared to the 2024 results**
 - The largest increases include: City finances (+12.4%), mowing of roadsides (+10.2%), ease of reporting maintenance concerns (+9.7%), and commitment to becoming/staying financially stable (+9.5%)
- **Priorities for Investment - Major Categories of City Services**
 - Flow of traffic on major roads/highways
 - Flow of traffic on City streets
 - Maintenance of City streets
 - Water utility services

Questions?

THANK YOU

AGENDA ITEM REPORT

3.2.



To: City Council
Subject: Discussion and possible action related to Work Session topics.
Meeting: Thursday, March 12, 2026
Department: City Council /
Staff Contact:

ITEM SUMMARY:

FISCAL NOTES:

ATTACHMENTS:

None