

2021 City of Baytown Community Survey Findings Report

Presented to the City of Baytown,
Texas

August 2021



ETC
INSTITUTE

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Executive Summary

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Executive Summary

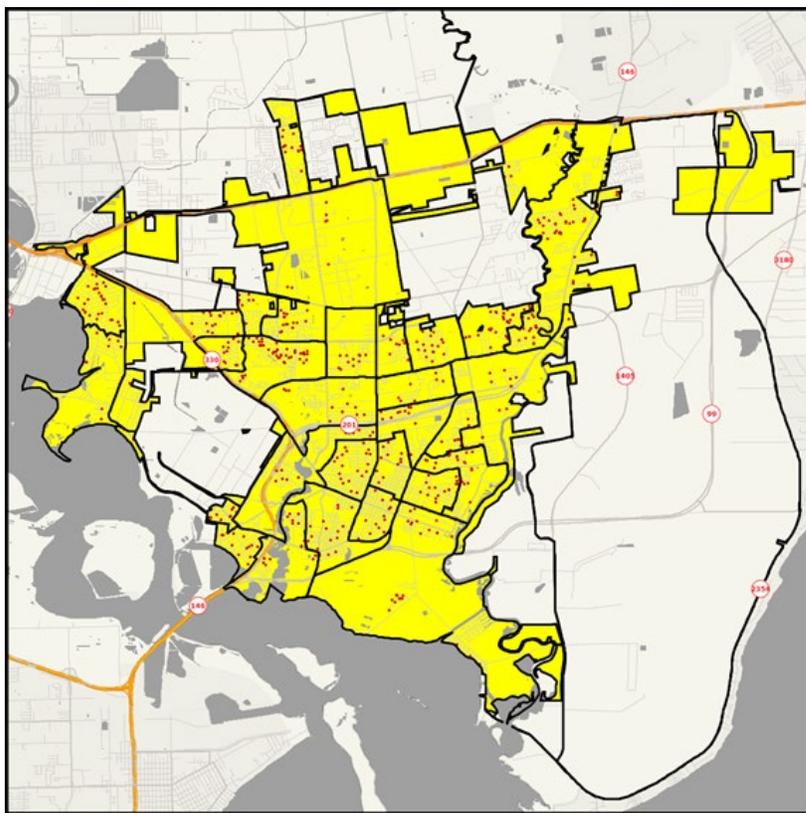


Purpose and Methodology

ETC Institute administered a survey to residents of the City of Baytown during the summer of 2021. The survey is part of the City's ongoing effort to involve citizens in long-range planning and improving the quality of City services. The survey and its responses will allow the City Council and City staff to identify and address many of the opportunities and challenges facing the community.

The six-page survey, cover letter and postage-paid return envelope were mailed to a random sample of households in the City of Baytown. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address; this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

Ten days after the surveys were mailed, ETC Institute sent emails to the households that received the survey to encourage participation. The emails contained a link to the online version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Baytown 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. A total of 607 residents completed the survey. The overall results for the sample of 607 households have a precision of at least $\pm 4.0\%$ at the 95% level of confidence. The map to the right shows the physical distribution of respondents to the 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 Baytown with the results from other communities in ETC Institute’s *DirectionFinder*® database. 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 most questions on the survey,
- benchmarking data that show how the results for Baytown compare to other communities,
- Importance-Satisfaction analysis that determines priority actions for the City to address based on the survey results,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

Overall Perceptions of the City

Sixty-six percent (66%) of the residents surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the overall quality of services provided by the City. Sixty-four percent (64%) of those surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the quality of their neighborhood, and 63% of respondents indicated they were satisfied with Baytown as a place to live.

Overall Satisfaction with City Services

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of fire services (87%), overall quality of emergency medical services (85%), overall quality of library services (84%), and the overall quality of parks and recreation programs and facilities (77%).

Perceptions of Safety

Eighty-three percent (83%) of respondents, *who had an opinion*, indicated they feel either “very safe” or “safe” in their neighborhood during the day. Fifty-nine percent (59%) of residents, *who had an opinion*, indicated they feel either “very safe” or “safe” in their neighborhood at night.

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Satisfaction with Specific City Services

- Maintenance Services.** The highest levels of satisfaction with City maintenance services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality of landscaping in median on city streets (63%), the maintenance of street signs and traffic signals (61%), and the adequacy of city street lighting (56%). The two items respondents indicated should receive the most emphasis over the next two years are: the overall maintenance of City streets and the maintenance of stormwater ditches.
- Public Services.** The highest levels of satisfaction with public services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: residential trash collection services (83%), curbside recycling services (81%), and yardwaste removal services (71%).
- Drinking Water Services.** The highest levels of satisfaction with drinking water services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: water pressure on a typical day (82%), the clarity of tap water (65%), and the color of tap water (64%).
- Transportation.** The highest levels of satisfaction with the City’s transportation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: traffic flow in and around neighborhoods (63%), the availability of sidewalks (45%), and the availability of public transportation (43%).
- Code Enforcement.** The highest levels of satisfaction with the City’s code enforcement services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: enforcing sign regulations (44%) and enforcing clean-up of debris on private property (37%).
- Public Safety Services.** The highest levels of satisfaction with public safety services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of local fire protection (86%), how quickly fire personnel respond to emergencies (83%), and the overall quality of local ambulance service (80%).
- Parks and Recreation.** The highest levels of satisfaction with parks and recreation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the appearance and maintenance of City parks (76%), the number of City parks (70%), and special events sponsored by the City (66%).
- Library Services.** The highest levels of satisfaction with library services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall helpfulness of library staff (79%), the overall size of the library (76%), the overall quality of available materials (75%).

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- **City Communication.** The highest levels of satisfaction with City Communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the City’s efforts to keep you informed on local issues (45%) and the availability of information about City programs and services (44%).
 - The City’s website (41%) and utility bills (40%) are the most used sources of information about City issues, services, and events.

Additional Findings

- Forty-nine percent (49%) of respondents indicated they have interacted with the City during the past year; this is a 6% decrease from 2019. The most contacted department was Public Works. Seventy-five percent (75%) of those who have contacted the City during the past year indicated it was either “very easy” (38%) or “somewhat easy” (37%) to contact the person they needed to reach.
 - According to respondents who have interacted with the City during the past year, most employees were courteous and polite, gave prompt/accurate/complete answers, did what they said they would do in a timely manner, and helped resolve issues to the customer’s satisfaction.
- Thirty percent (30%) of respondents indicated they have experienced a problem or concern with their drinking water during the past year. Taste and smell were among the top concerns.
 - Half (50%) of the respondents who indicated they have experienced a problem are still experiencing issues with their drinking water.
 - Twenty-eight percent (28%) of respondents contacted the City about the problems with their drinking water.
 - Thirty-seven percent (37%) of those who contacted the City about problems with their drinking water indicated the City was able to address their concerns.

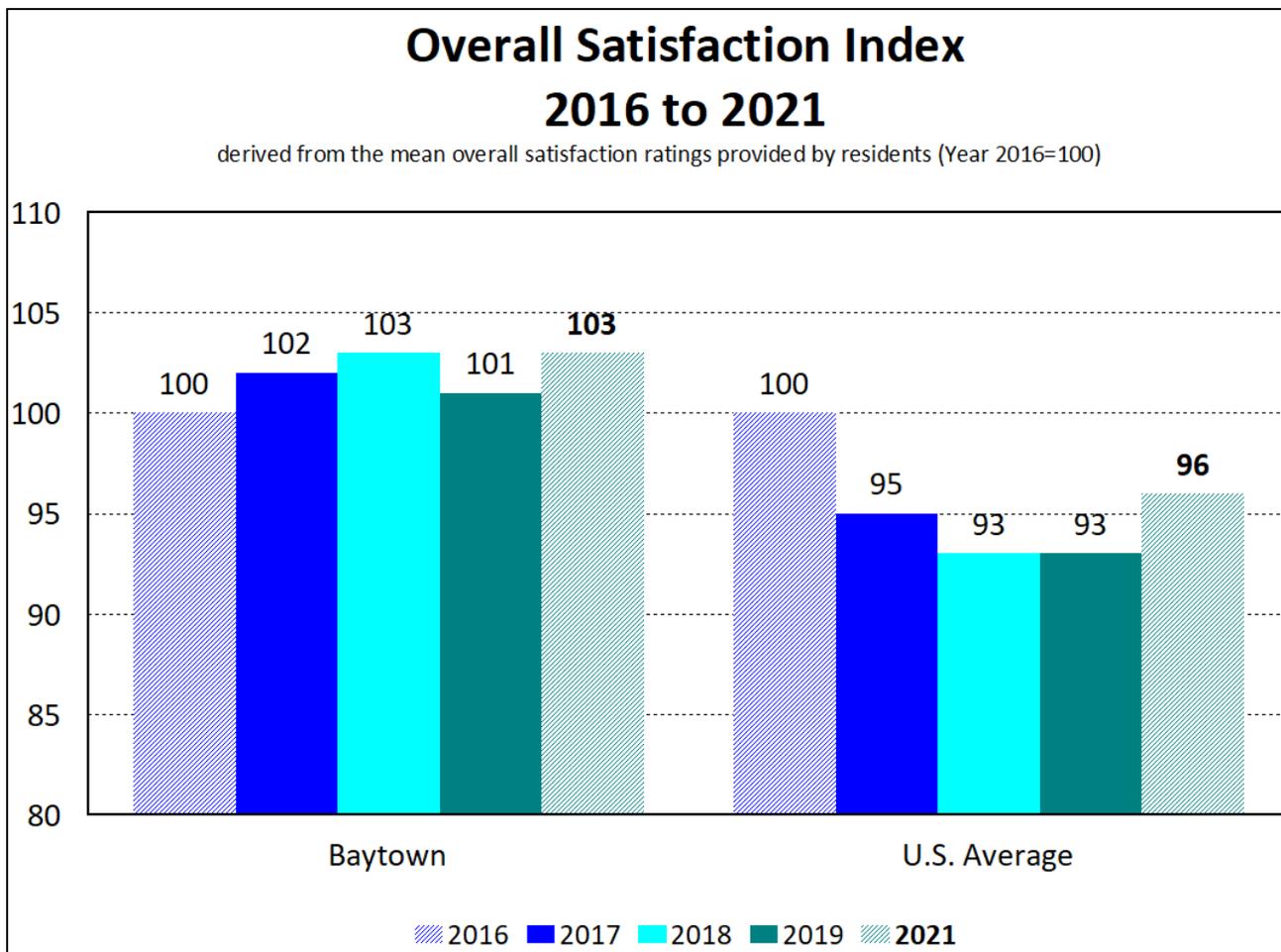
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Trends

To objectively assess the change in satisfaction with City services from 2016 to 2021, ETC Institute developed a Composite Customer Satisfaction Index for the City. The Composite Satisfaction Index is derived from the mean rating given for all major categories of City services that are assessed on the survey. The index is calculated by dividing the mean rating for the current year by the mean rating for the base year (2016) and then multiplying the result by 100.

The chart below shows how the Composite Satisfaction Index for the City of Baytown compares to the U.S. index and how this has changed since 2016. The average for Baytown has increased 2 points since 2019 and is 7 points higher than the U.S. average. Since 2016, Baytown has seen an increase of 3 points, while the U.S. has seen a decrease of 4 points.



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How the City of Baytown Compares to Other Communities Nationally

Satisfaction ratings for the City of Baytown **rated the same as or above the U.S. average in 24 of the 56 areas** that were assessed. The City of Baytown rated significantly higher than the U.S. average (difference of 5% or more) in 17 of these areas. Listed below are the areas where the City of Baytown rated the same or above the U.S. average:

Service	Baytown	U.S.	Difference	Category
Special events sponsored by the city	66%	39%	28%	Parks and Recreation
City aquatics facilities	55%	36%	20%	Parks and Recreation
Parks and recreation programs and facilities	77%	59%	18%	Major Categories of City Services
Mowing/trimming along city streets/public areas	81%	63%	17%	Public Services
Senior recreation opportunities	43%	28%	15%	Parks and Recreation
Library services	84%	74%	11%	Major Categories of City Services
Cleanliness of city streets/other public areas	71%	61%	10%	Public Services
Quality of outdoor athletic fields	62%	53%	9%	Parks and Recreation
Overall quality of local police protection	72%	64%	9%	Public Safety
Maintenance of street signs & traffic signals	83%	75%	9%	Public Services
The city's youth athletic programs	48%	39%	8%	Parks and Recreation
Trash/recycling/yard waste services	76%	68%	8%	Major Categories of City Services
The city's adult athletic programs	42%	34%	8%	Parks and Recreation
Quality of services provided by the city	66%	59%	7%	Perceptions of the City
Customer service provided by city employees	58%	51%	7%	Major Categories of City Services
Fees charged for recreation programs	41%	34%	7%	Parks and Recreation
Quality of the City's indoor recreation facilities	44%	38%	6%	Parks and Recreation
Ease of registering for programs	42%	39%	3%	Parks and Recreation
How quickly fire personnel respond to emergencies	83%	81%	3%	Public Safety
Animal control services	57%	55%	2%	Major Categories of City Services
How quickly police respond to emergencies	67%	65%	2%	Public Safety
Overall quality of local fire protection	86%	85%	1%	Public Safety
Effectiveness of city communication w/ the public	49%	48%	1%	Major Categories of City Services
Enforcement of local traffic laws	60%	60%	0%	Public Safety

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How the City of Baytown Compares to Other Communities Regionally

Satisfaction ratings for The City of Baytown rated the same or above the the Texas average in 39 of the 56 areas that were assessed. The City of Baytown rated significantly higher than this average (difference of 5% or more) in 25 of these areas. Listed below are the areas where the City of Baytown rated the same or above the Texas average:

Service	Baytown	Texas	Difference	Category
Parks and recreation programs and facilities	77%	40%	37%	Major Categories of City Services
Special events sponsored by the city	66%	33%	33%	Parks and Recreation
Library services	84%	53%	32%	Major Categories of City Services
Overall quality of local police protection	72%	44%	28%	Public Safety
Trash/recycling/yard waste services	76%	52%	24%	Major Categories of City Services
Customer service provided by city employees	58%	34%	24%	Major Categories of City Services
Overall quality of local fire protection	86%	63%	23%	Public Safety
Quality of services provided by the city	66%	43%	23%	Perceptions of the City
Effectiveness of city communication w/ the public	49%	28%	22%	Major Categories of City Services
Cleanliness of city streets/other public areas	71%	50%	21%	Public Services
How quickly ambulance respond to emergencies	79%	61%	18%	Public Safety
Mowing/trimming along city streets/public areas	81%	64%	17%	Public Services
Overall quality of local ambulance service	80%	63%	17%	Public Safety
Maintenance of city streets	38%	23%	15%	Major Categories of City Services
Senior recreation opportunities	43%	29%	14%	Parks and Recreation
Adequacy of city street lighting	63%	50%	13%	Public Services
How quickly police respond to emergencies	67%	56%	12%	Public Safety
How quickly fire personnel respond to emergencies	83%	72%	11%	Public Safety
Maintenance of street signs & traffic signals	83%	73%	10%	Public Services
Value received for city taxes & fees	39%	29%	10%	Perceptions of the City
Wastewater services	60%	50%	10%	Major Categories of City Services
Enforcement of local traffic laws	60%	52%	8%	Public Safety
Enforcement of city codes and ordinances	46%	38%	8%	Major Categories of City Services
As a place to live	63%	56%	7%	Perceptions of the City
Animal control services	57%	51%	5%	Major Categories of City Services
The City's efforts to prevent crime	55%	51%	4%	Public Safety
The city's adult athletic programs	42%	39%	3%	Parks and Recreation
Fees charged for recreation programs	41%	38%	3%	Parks and Recreation
City aquatics facilities	55%	53%	2%	Parks and Recreation
The city's youth athletic programs	48%	45%	2%	Parks and Recreation
Quality of the City's indoor recreation facilities	44%	41%	2%	Parks and Recreation
Maintenance of stormwater ditches	39%	36%	2%	Maintenance Services
Feeling of safety in your neighborhood during the day	83%	81%	2%	Perceptions of Safety
Mgmt of stormwater runoff and flood prevention	38%	36%	2%	Major Categories of City Services
Mowing/trimming along city streets/public areas	60%	58%	1%	Maintenance Services
As a place to raise children	55%	54%	1%	Perceptions of the City
Quality of outdoor athletic fields	62%	61%	1%	Parks and Recreation
Cleanliness of city streets/other public areas	53%	53%	0%	Maintenance Services
Feeling of safety in your neighborhood at night	59%	60%	0%	Perceptions of Safety

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Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report.

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 major services that are recommended as the top priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below:

- Overall flow of traffic and congestion management in Baytown (IS Rating=0.3911)
- Overall maintenance of City streets (IS Rating=0.3148)
- Overall management of stormwater runoff and flood prevention (IS Rating=0.2451)
- Overall enforcement of City codes and ordinances (IS Rating=0.1187)

The table on the following page shows the Importance-Satisfaction rating for all 15 major categories of City services that were rated.

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2021 Importance-Satisfaction Rating

City of Baytown

Major Categories of City Services

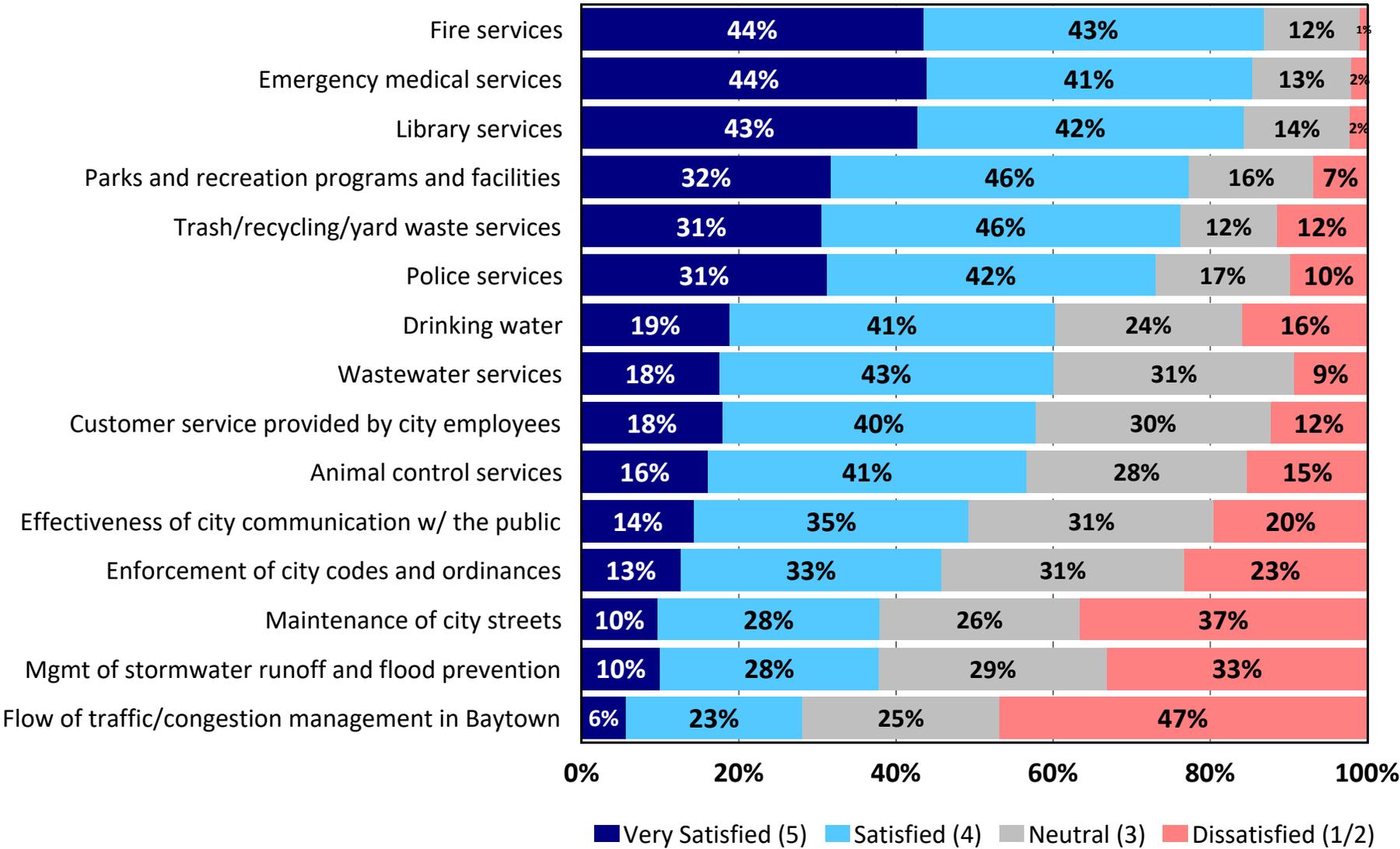
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Flow of traffic/congestion management in Baytown	54%	1	28%	15	0.3911	1
Maintenance of city streets	51%	2	38%	13	0.3148	2
Mgmt of stormwater runoff and flood prevention	39%	3	38%	14	0.2451	3
High Priority (IS .10-.20)						
Enforcement of city codes and ordinances	22%	5	46%	12	0.1187	4
Medium Priority (IS <.10)						
Police services	36%	4	73%	6	0.0975	5
Effectiveness of city communication w/ the public	16%	7	49%	11	0.0791	6
Drinking water	18%	6	60%	7	0.0716	7
Animal control services	12%	10	57%	10	0.0538	8
Customer service provided by city employees	9%	12	58%	9	0.0397	9
Parks and recreation programs and facilities	15%	8	77%	4	0.0338	10
Wastewater services	7%	14	60%	8	0.0271	11
Trash/recycling/yard waste services	8%	13	76%	5	0.0198	12
Fire services	13%	9	87%	1	0.0165	13
Emergency medical services	11%	11	85%	2	0.0165	14
Library services	4%	15	84%	3	0.0055	15



Charts and Graphs:

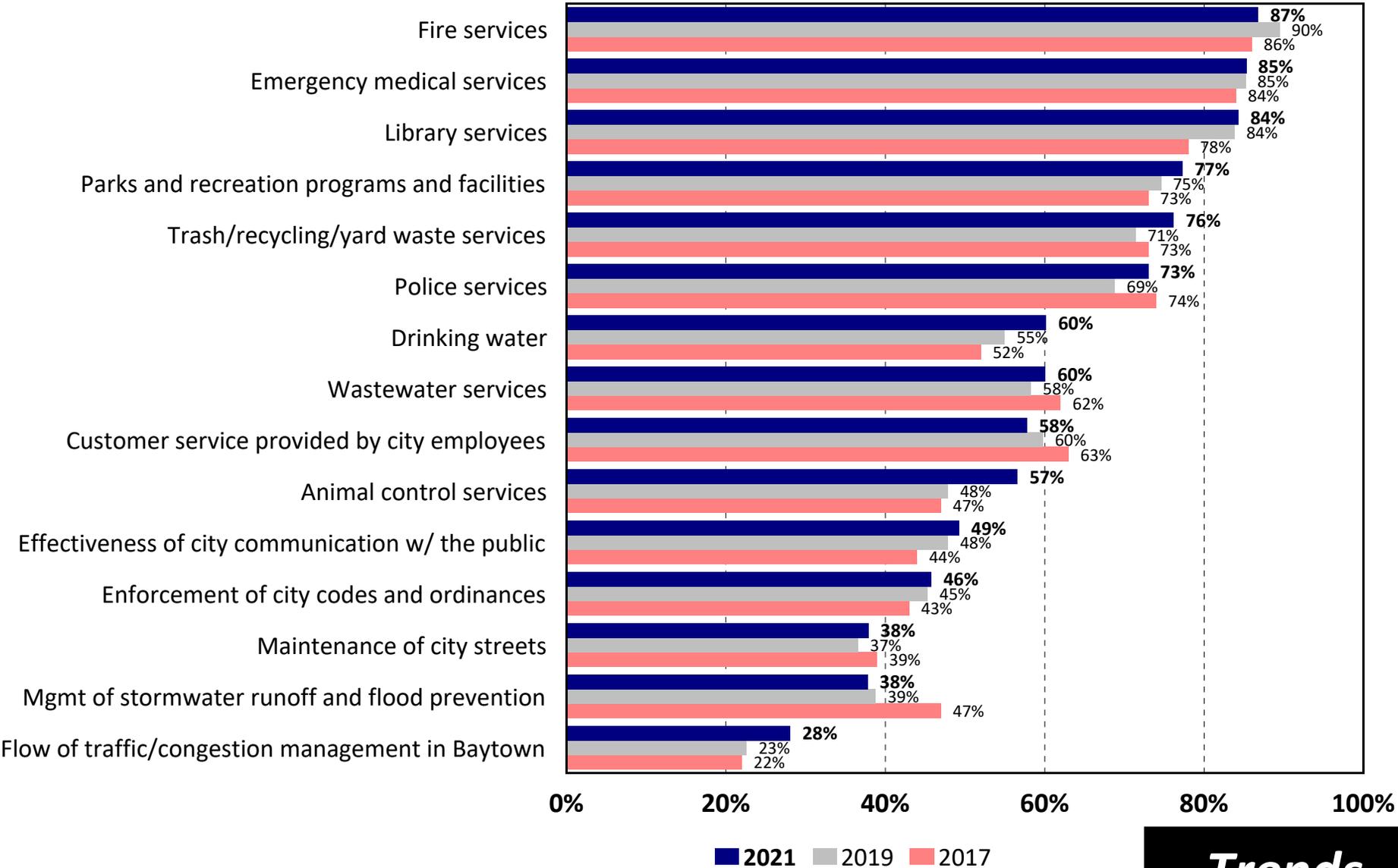
Q1. Satisfaction With Major Categories of City Services

by percentage of respondents (excluding don't knows)



Satisfaction With Major Categories of City Services 2017 to 2021

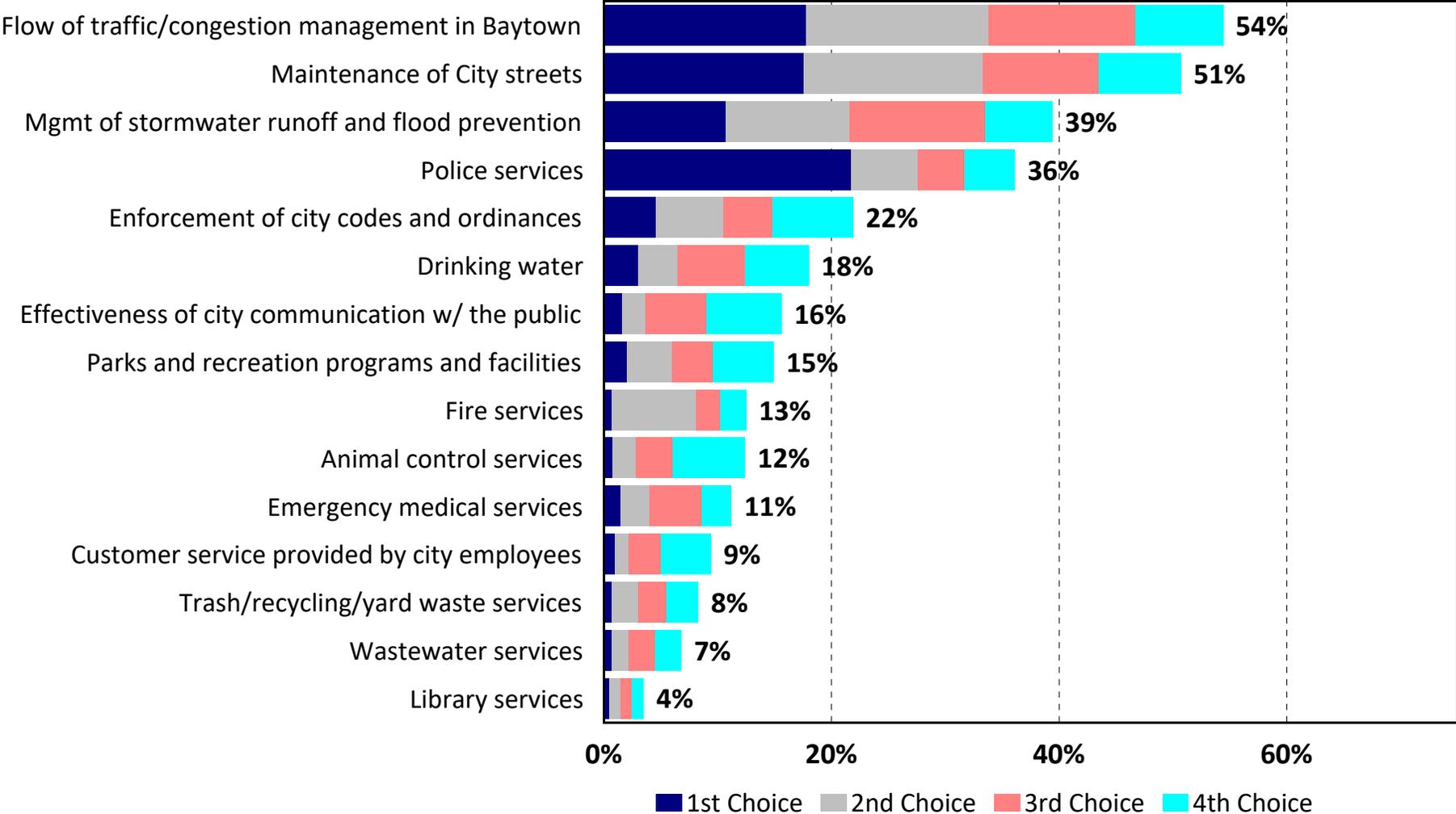
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Trends

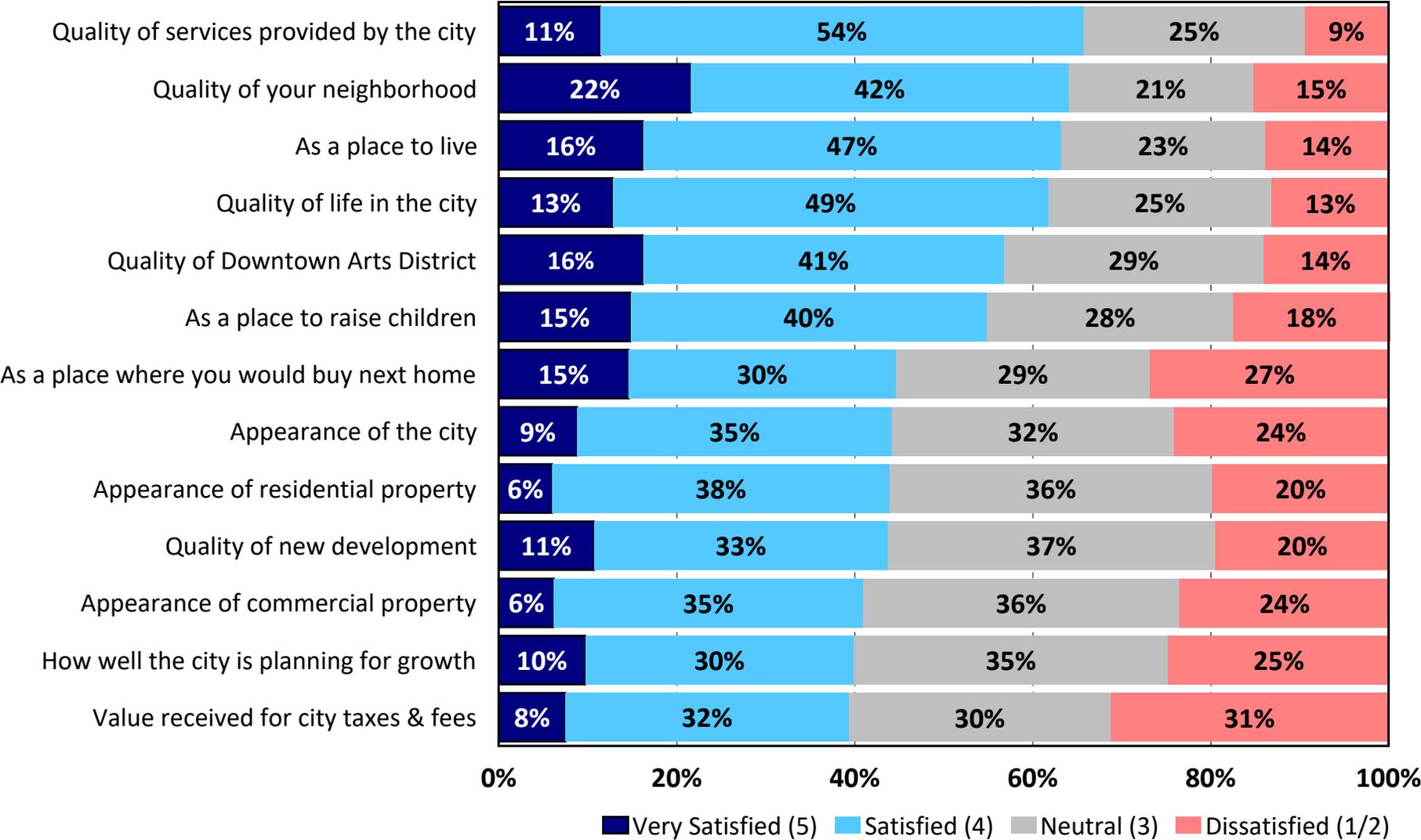
Q2. Major Categories of City Services That Residents Felt Should Receive the Most Emphasis from City Leaders Over the Next Two Years

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



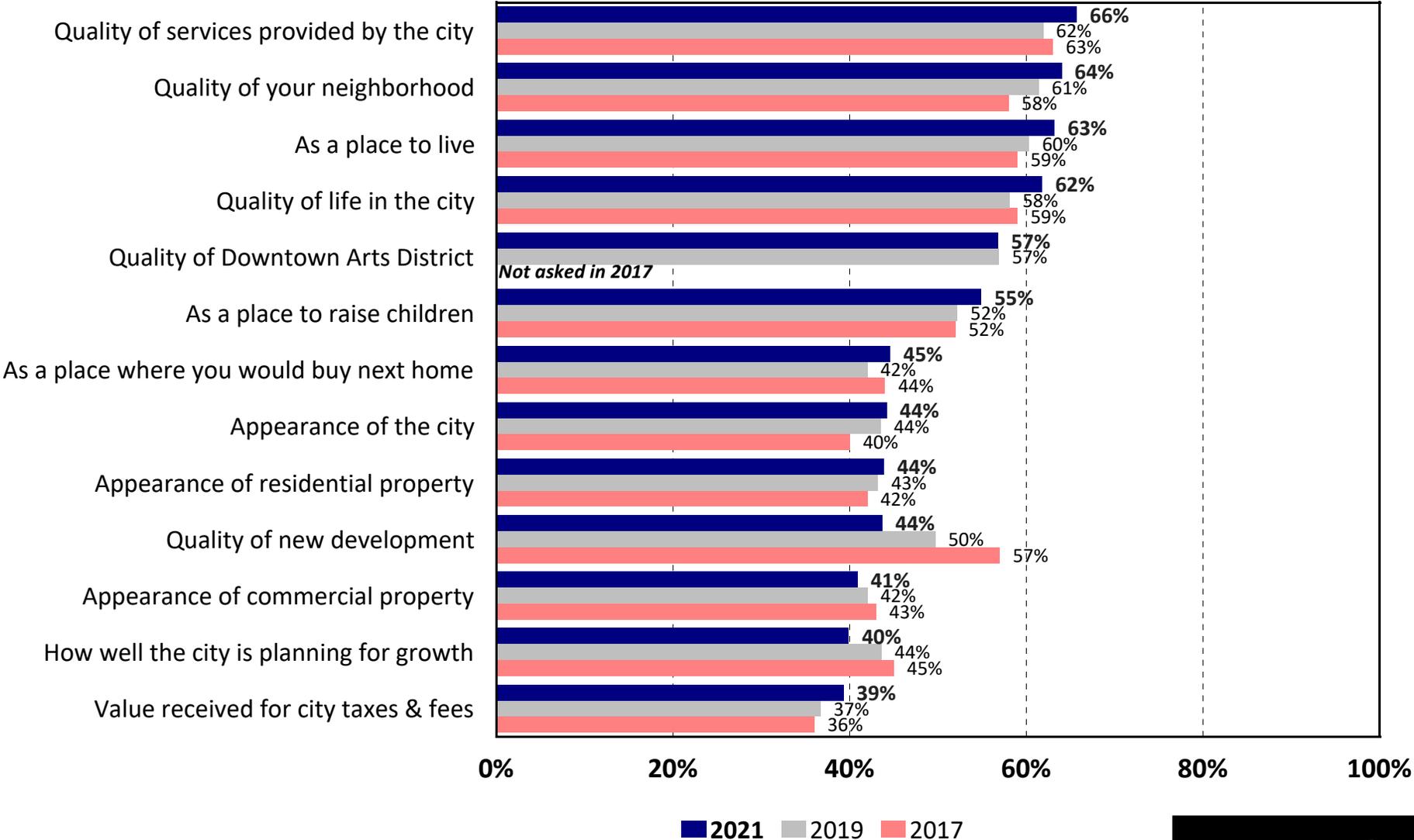
Q3. Satisfaction With Items That Influence Perceptions of the City of Baytown

by percentage of respondents (excluding don't knows)



Satisfaction With Items That Influence Perceptions of the City of Baytown - 2017 to 2021

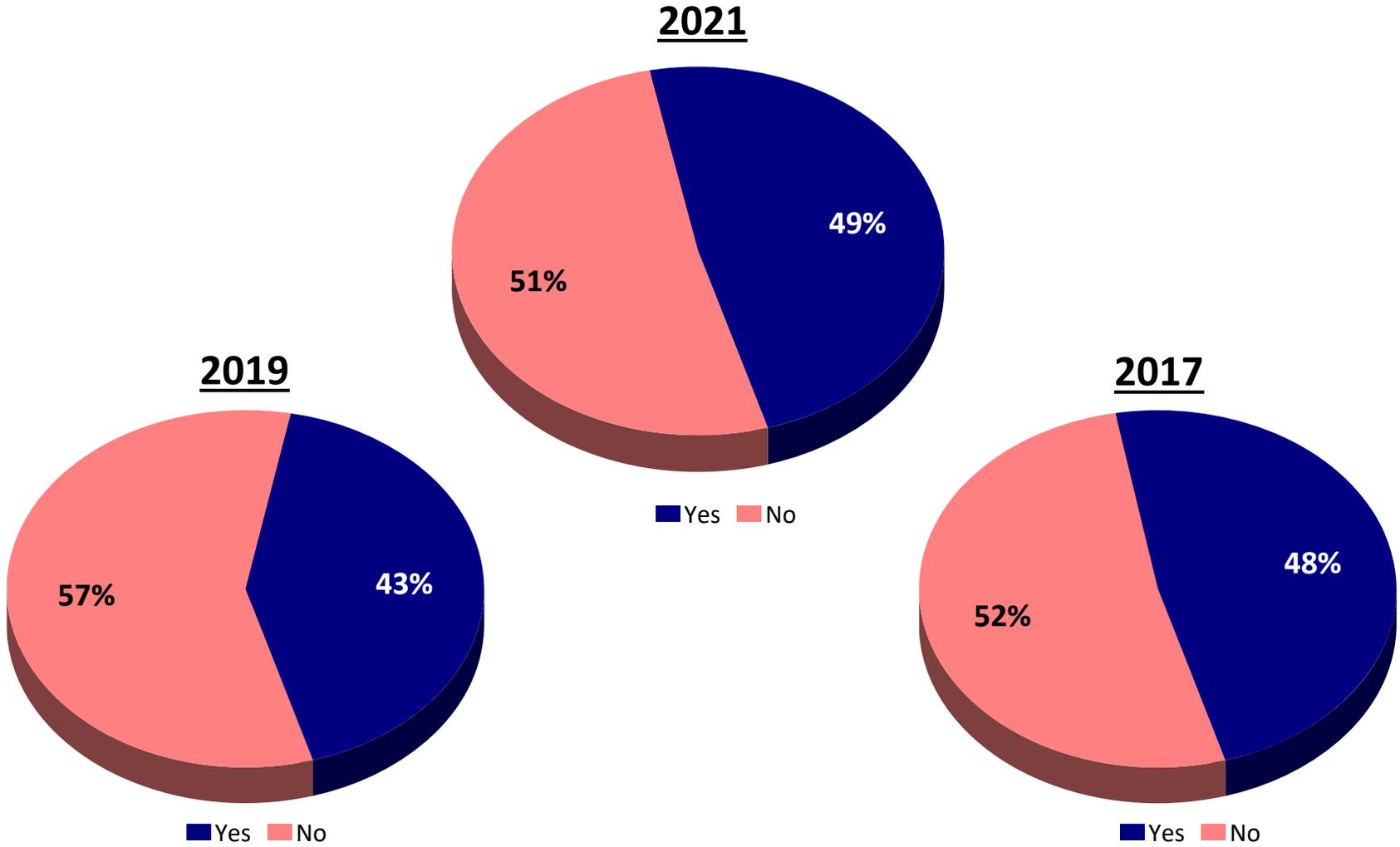
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Trends

Q4. Have you interacted with (call, on-line or visit) the City with a question, problem, or complaint during the past year?

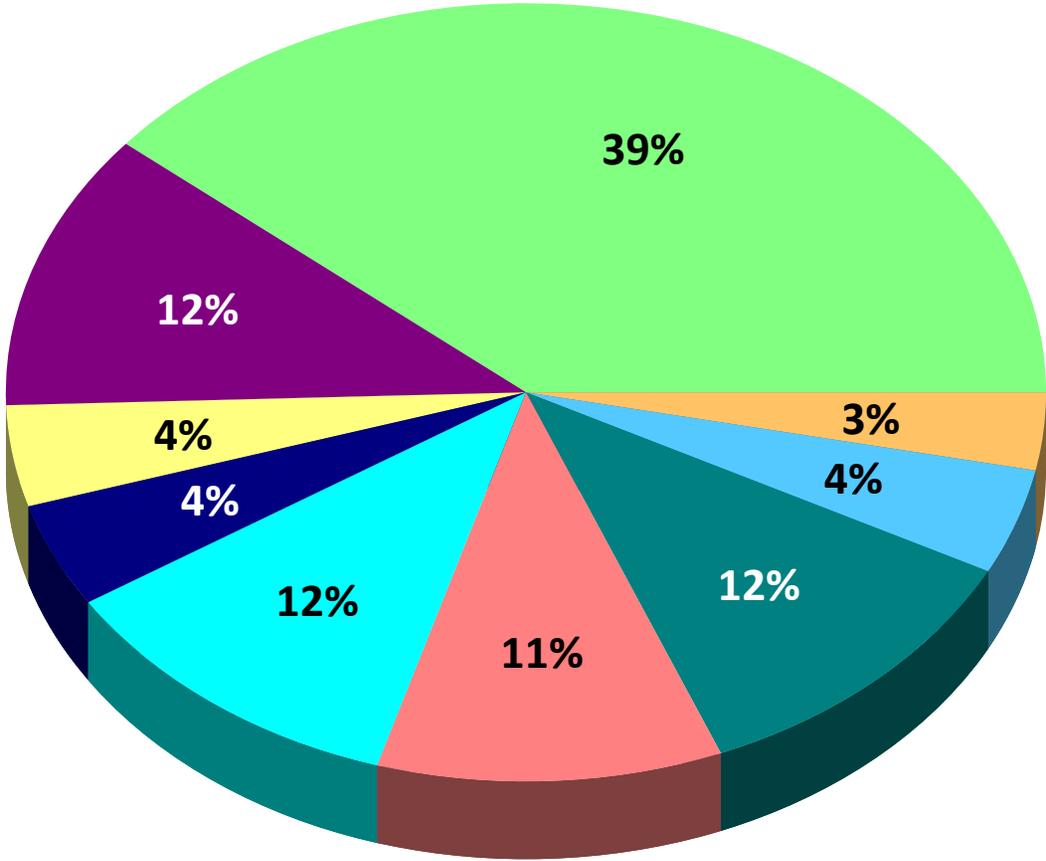
by percentage of respondents



Trends

Q4a. Which department did you contact most recently?

by percentage of respondents who indicated they had interacted with the City during the past year

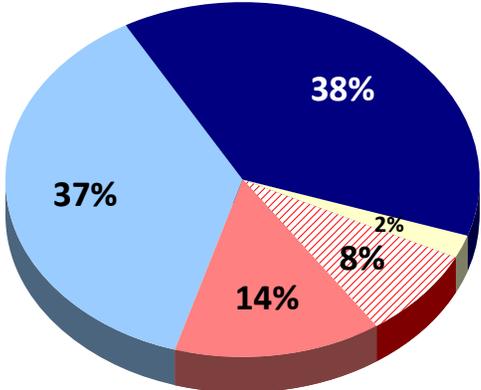


- Public Works
- Public Safety
- Parks & Recreation
- City Hall
- Utility Billing
- Planning & Development Services
- Health
- Other
- Not provided

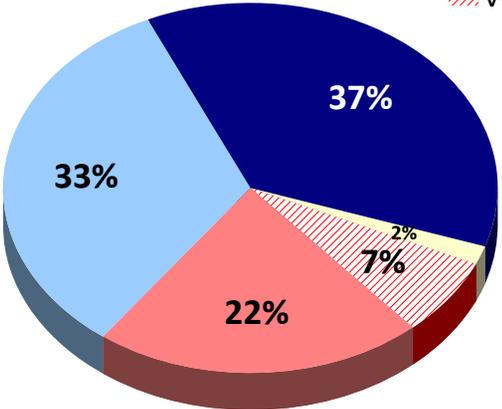
Q4b. How easy was it to contact the person you needed to reach in the Department you listed in Q4a?

by percentage of respondents who indicated they had interacted with the City during the past year

2021

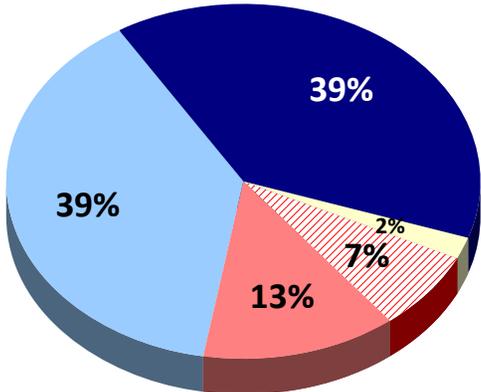


2019



■ Very Easy
 ■ Somewhat Easy
 ■ Difficult
▨ Very Difficult
 ■ Don't Know

2017

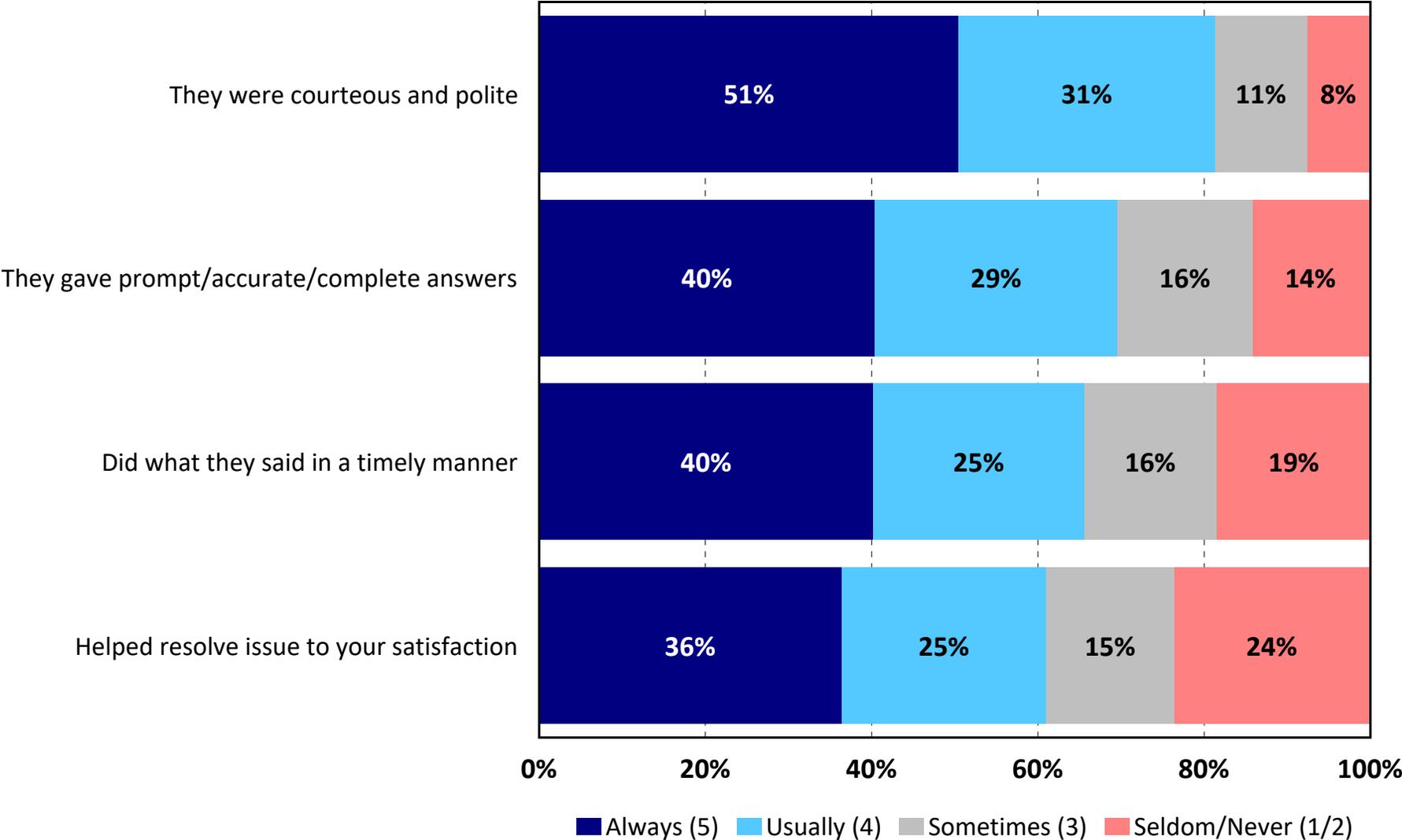


■ Very Easy
 ■ Somewhat Easy
 ■ Difficult
▨ Very Difficult
 ■ Don't Know

Trends

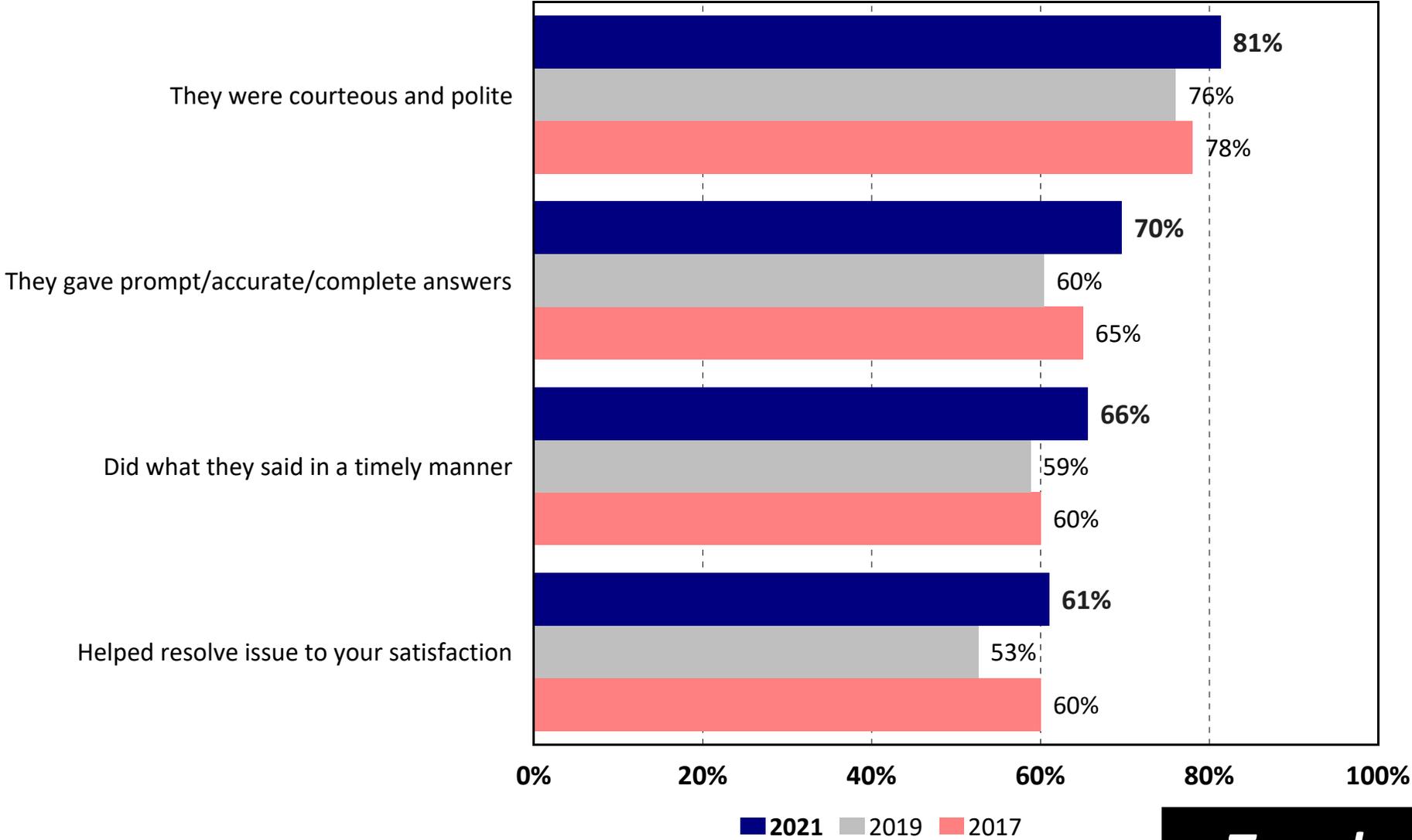
Q4c. How often did the employees display the following behaviors?

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



How often did the employees display the following behaviors? 2017 to 2021

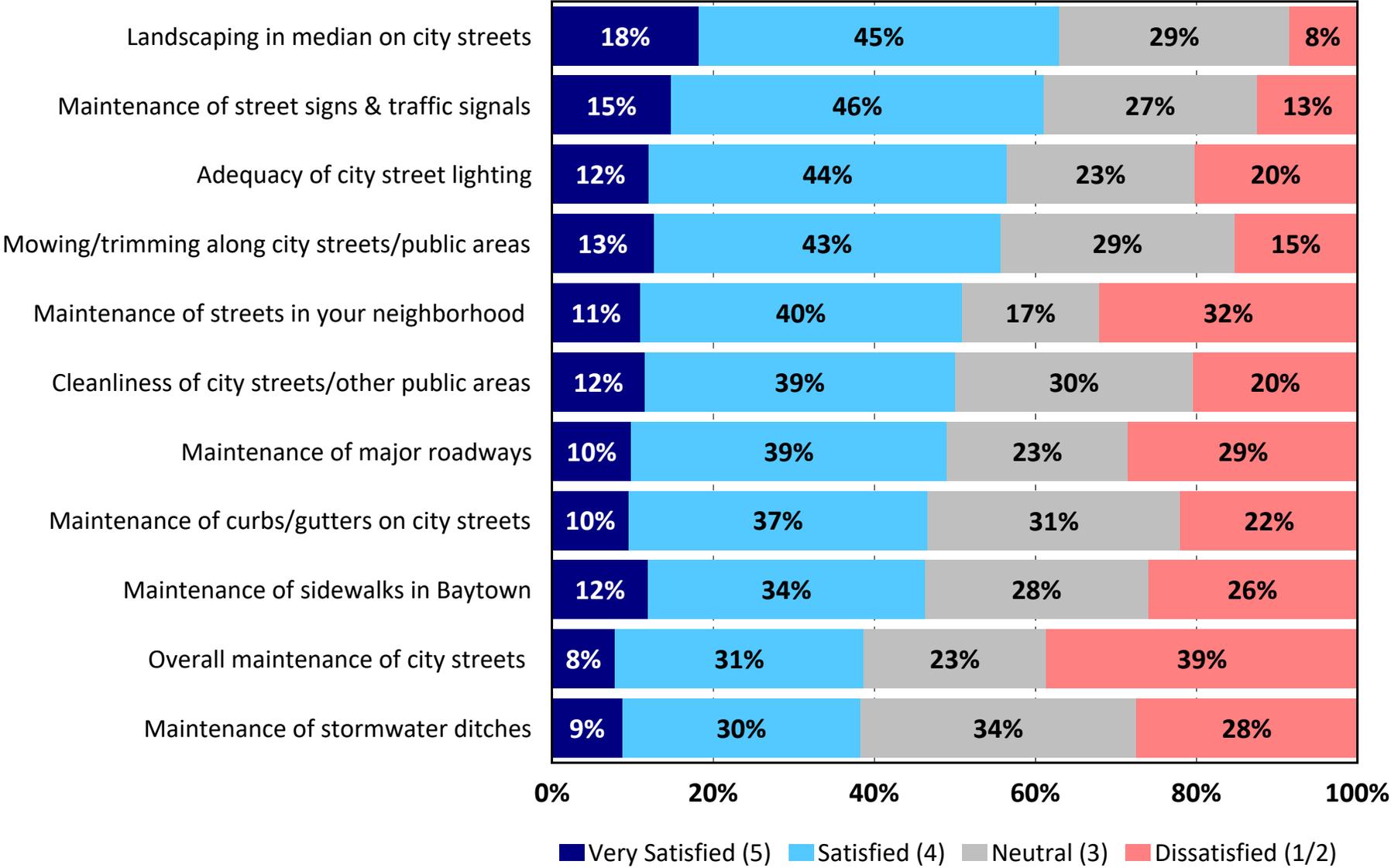
by percentage of respondents who had contacted the City during the past year and rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Trends

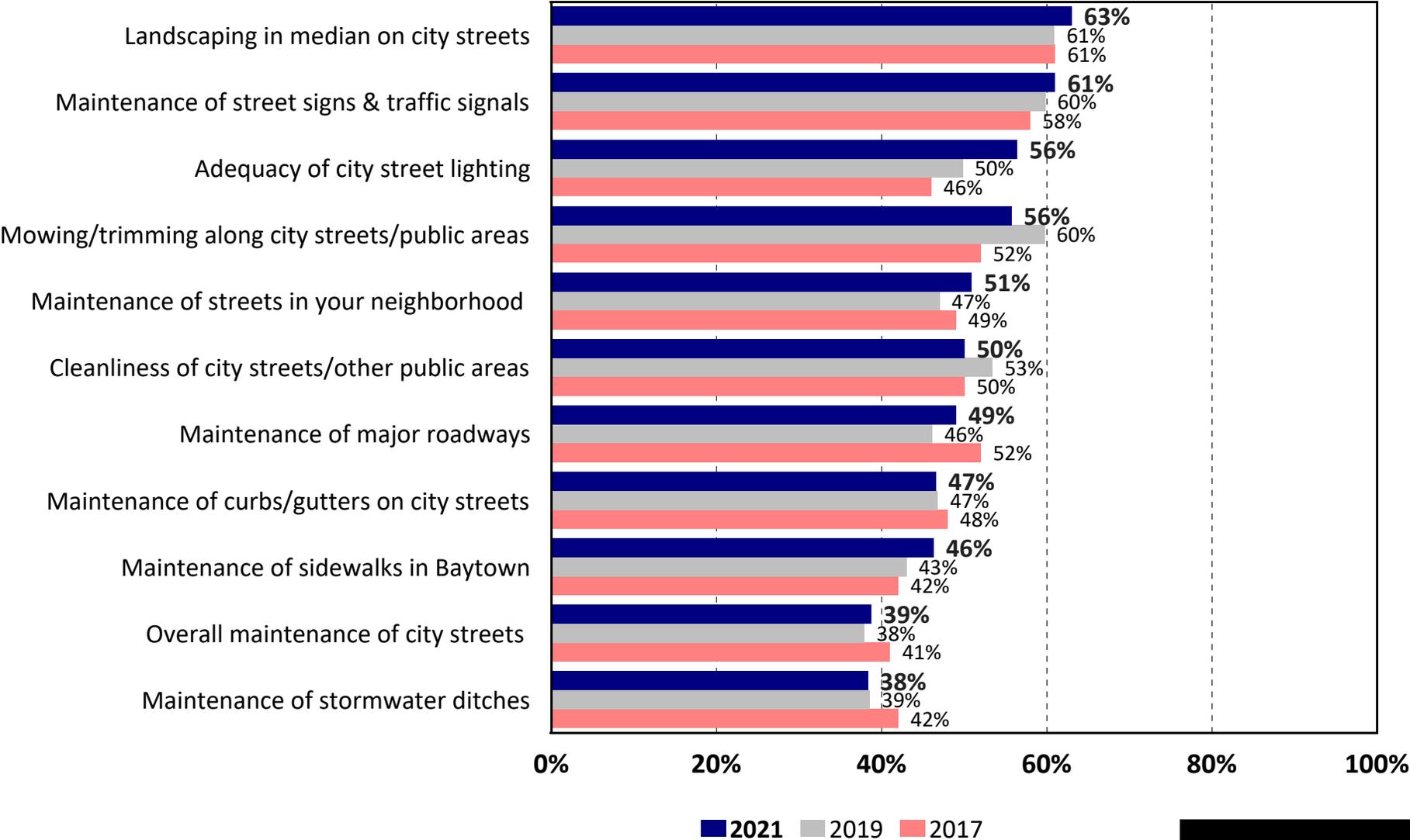
Q5. Satisfaction with Maintenance Services

by percentage of respondents (excluding don't knows)



Satisfaction with Maintenance Services 2017 to 2021

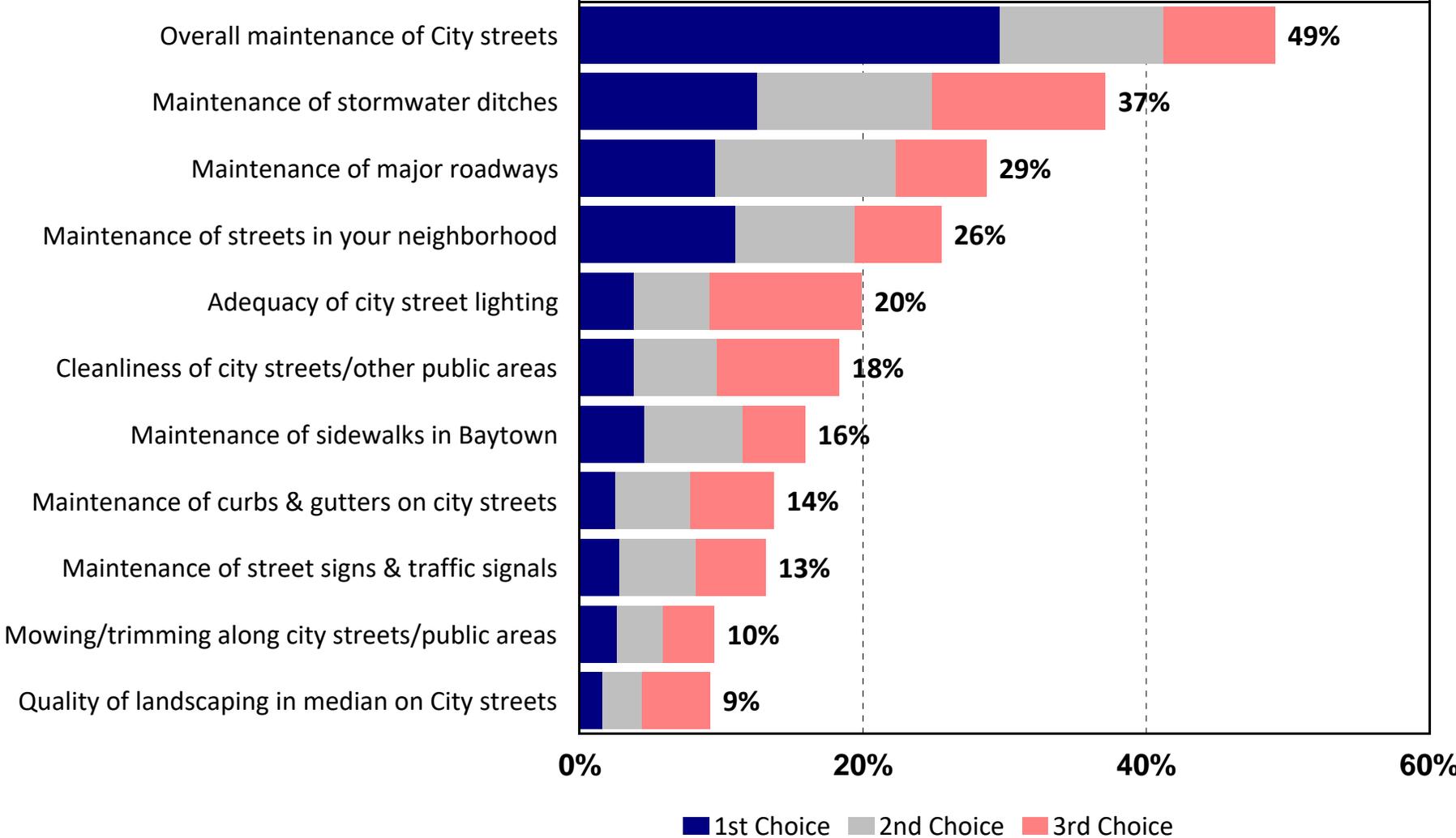
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Trends

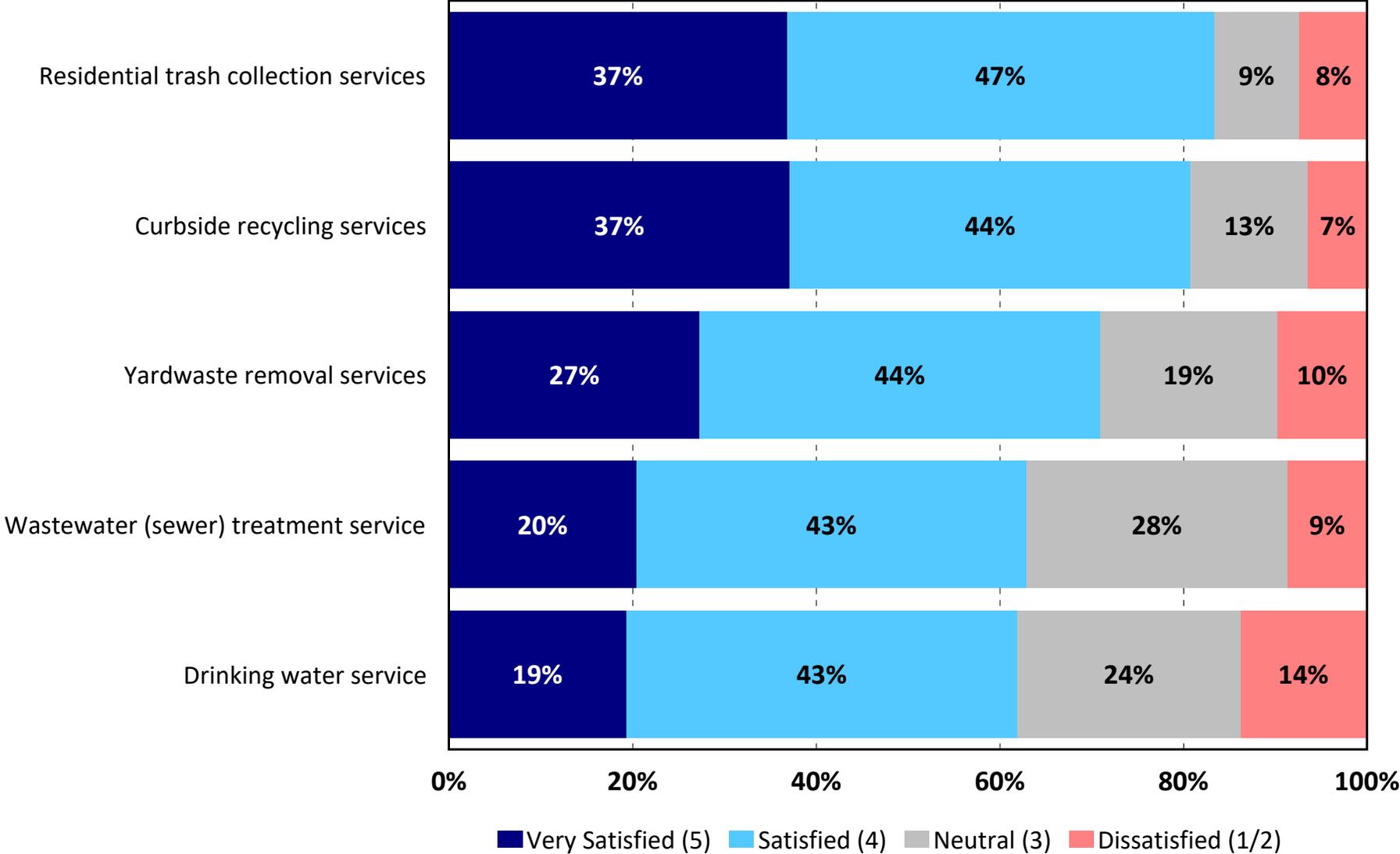
Q6. Maintenance Services That Residents Felt Should Receive the Most Emphasis from City Leaders Over the Next Two Years

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



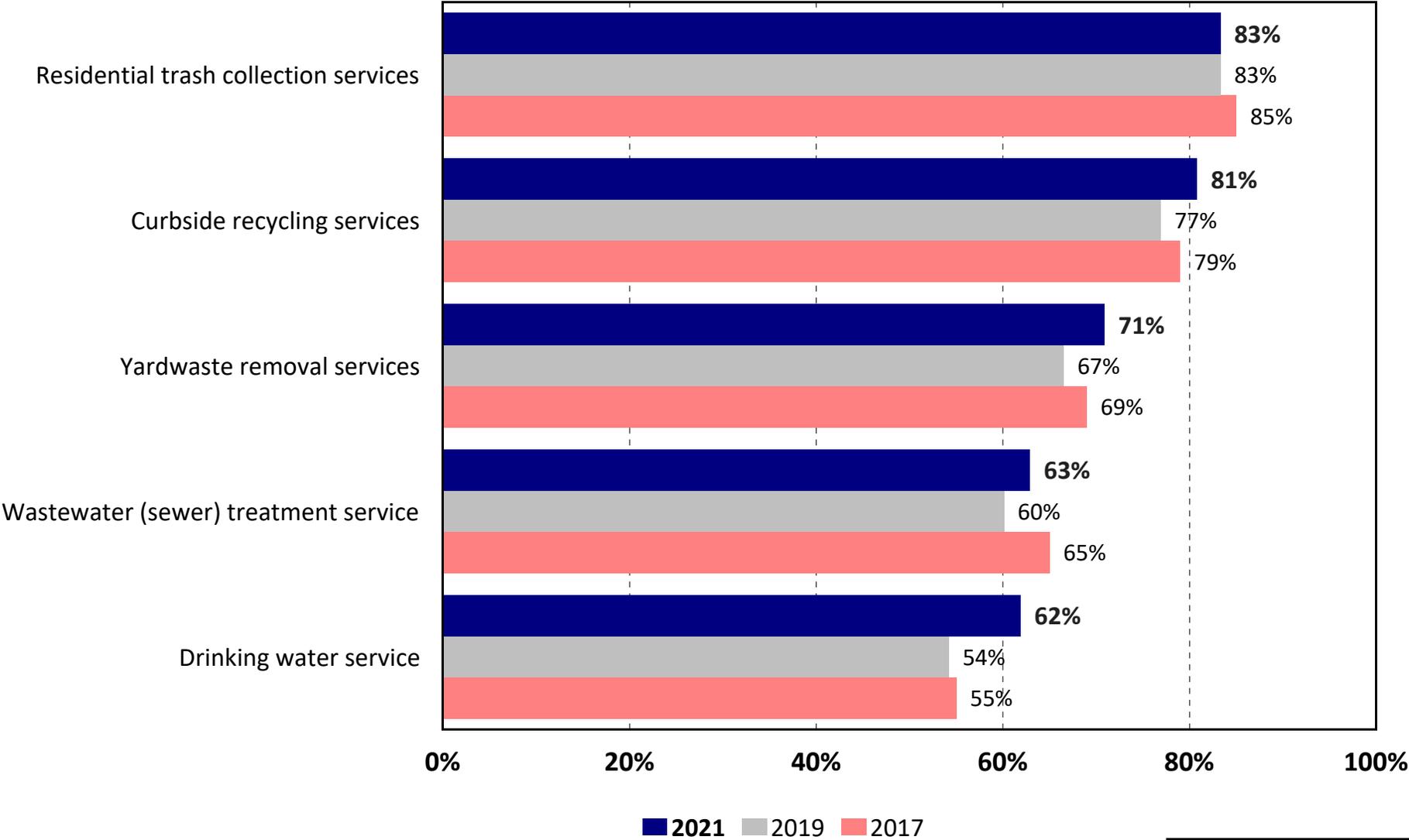
Q7. Satisfaction with Public Services

by percentage of respondents (excluding don't knows)



Satisfaction with Public Services - 2017 to 2021

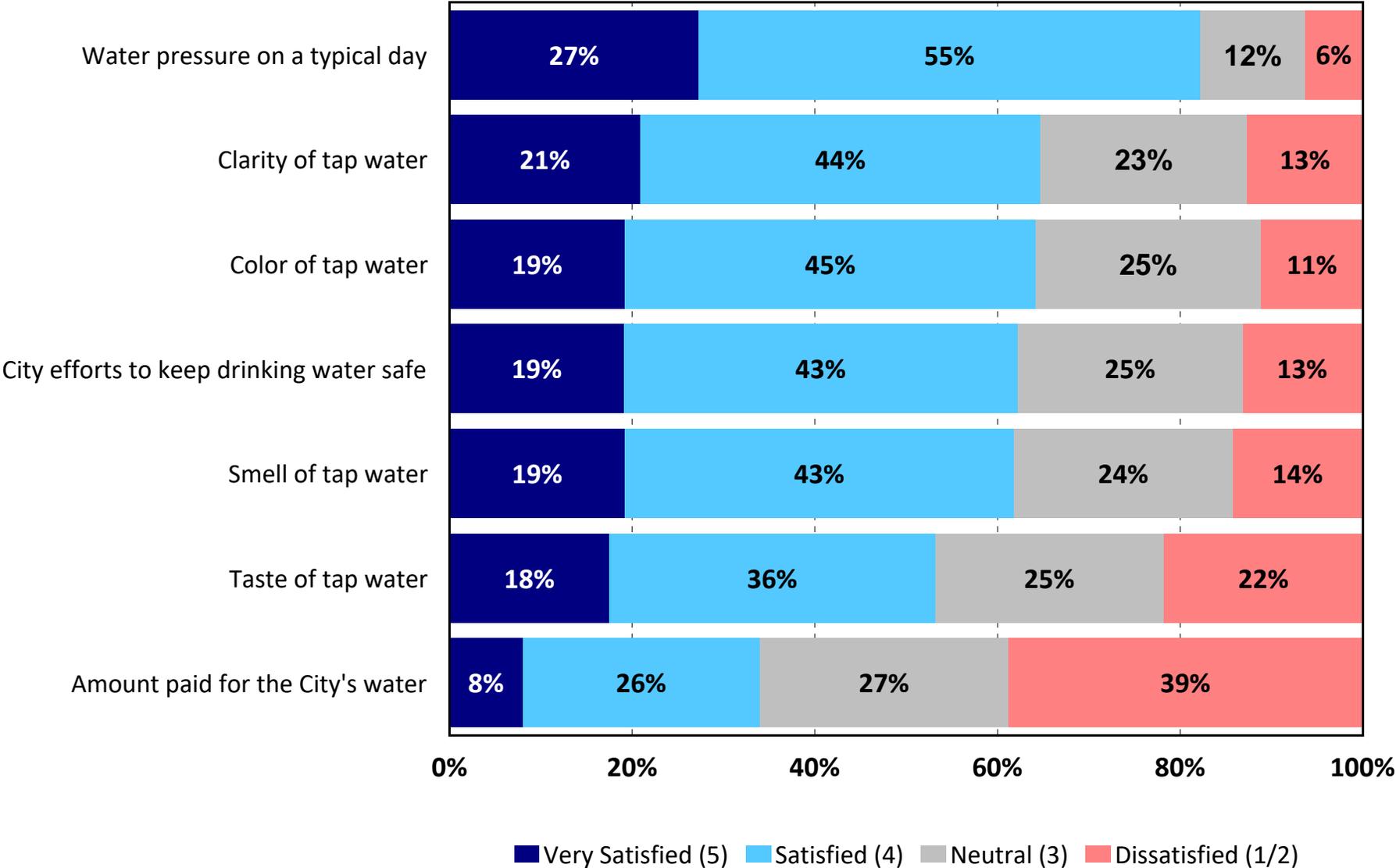
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Trends

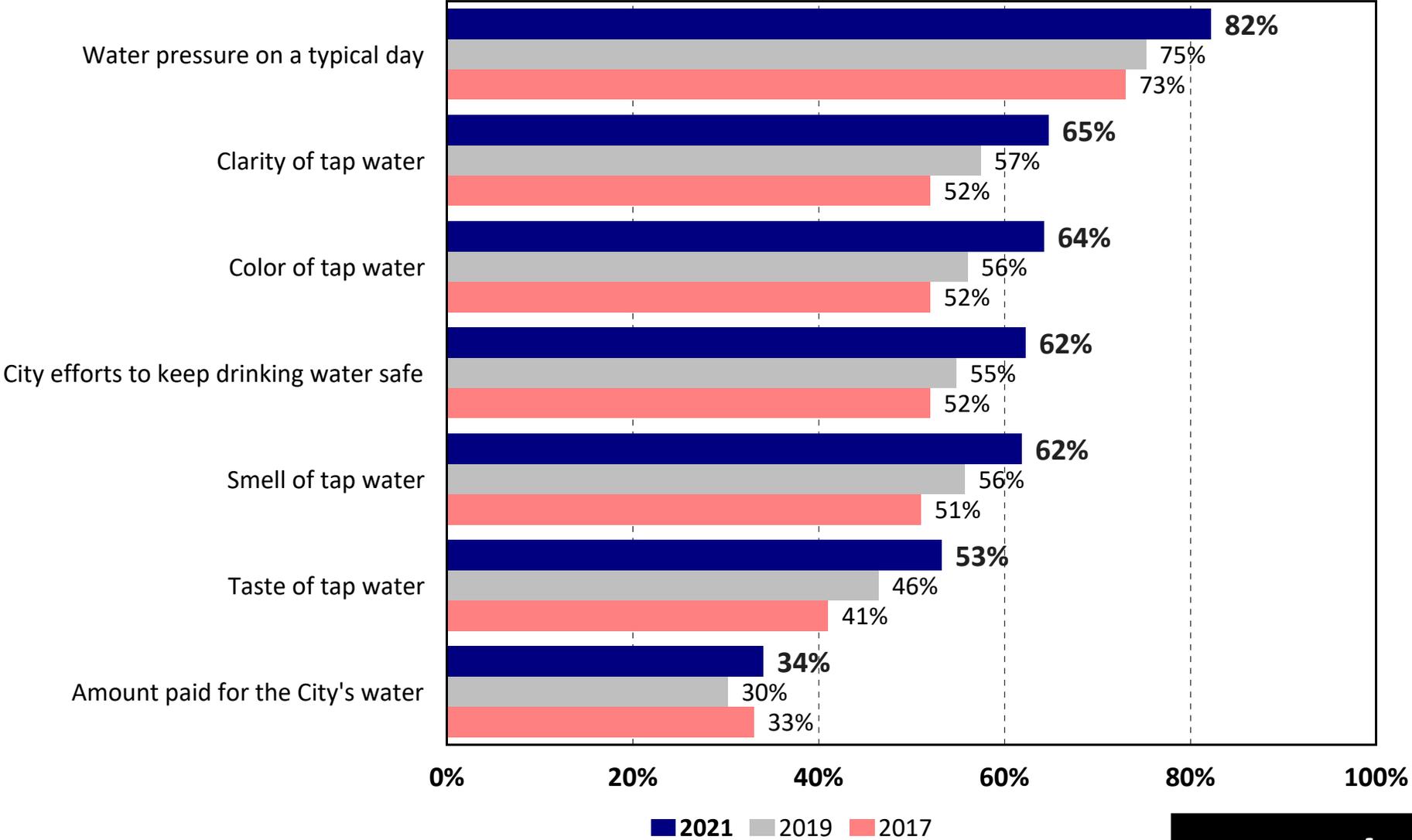
Q8. Satisfaction with Drinking Water Service

by percentage of respondents (excluding don't knows)



Satisfaction with Drinking Water Service 2017 to 2021

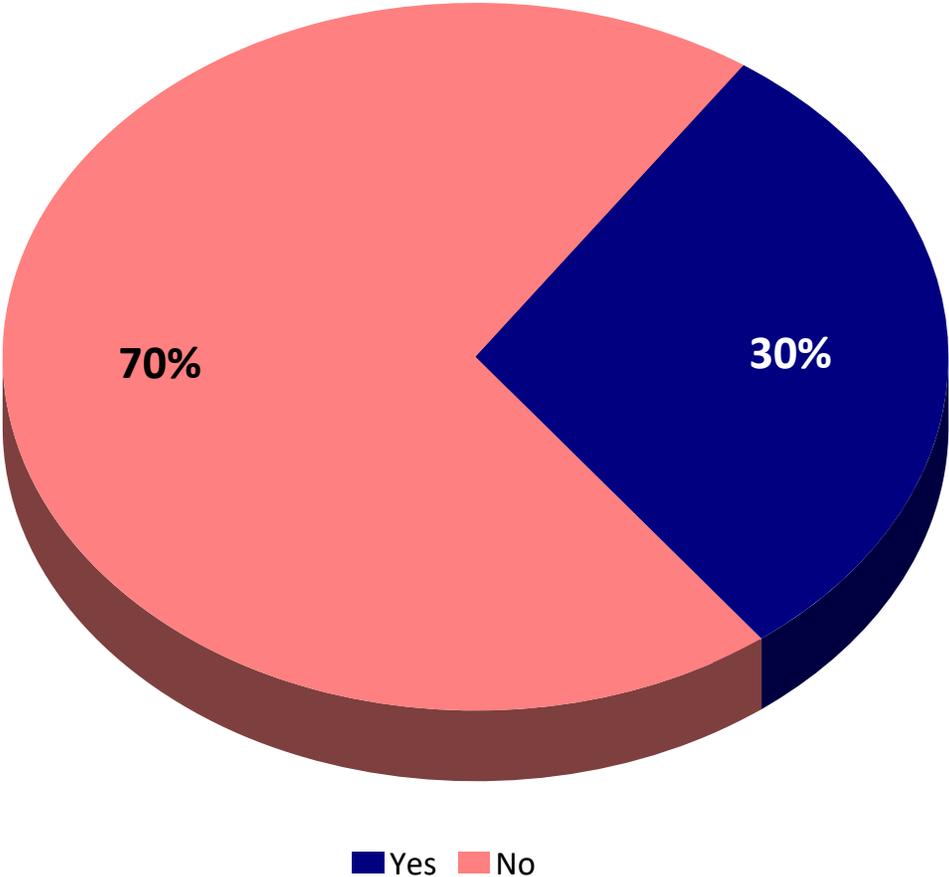
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Trends

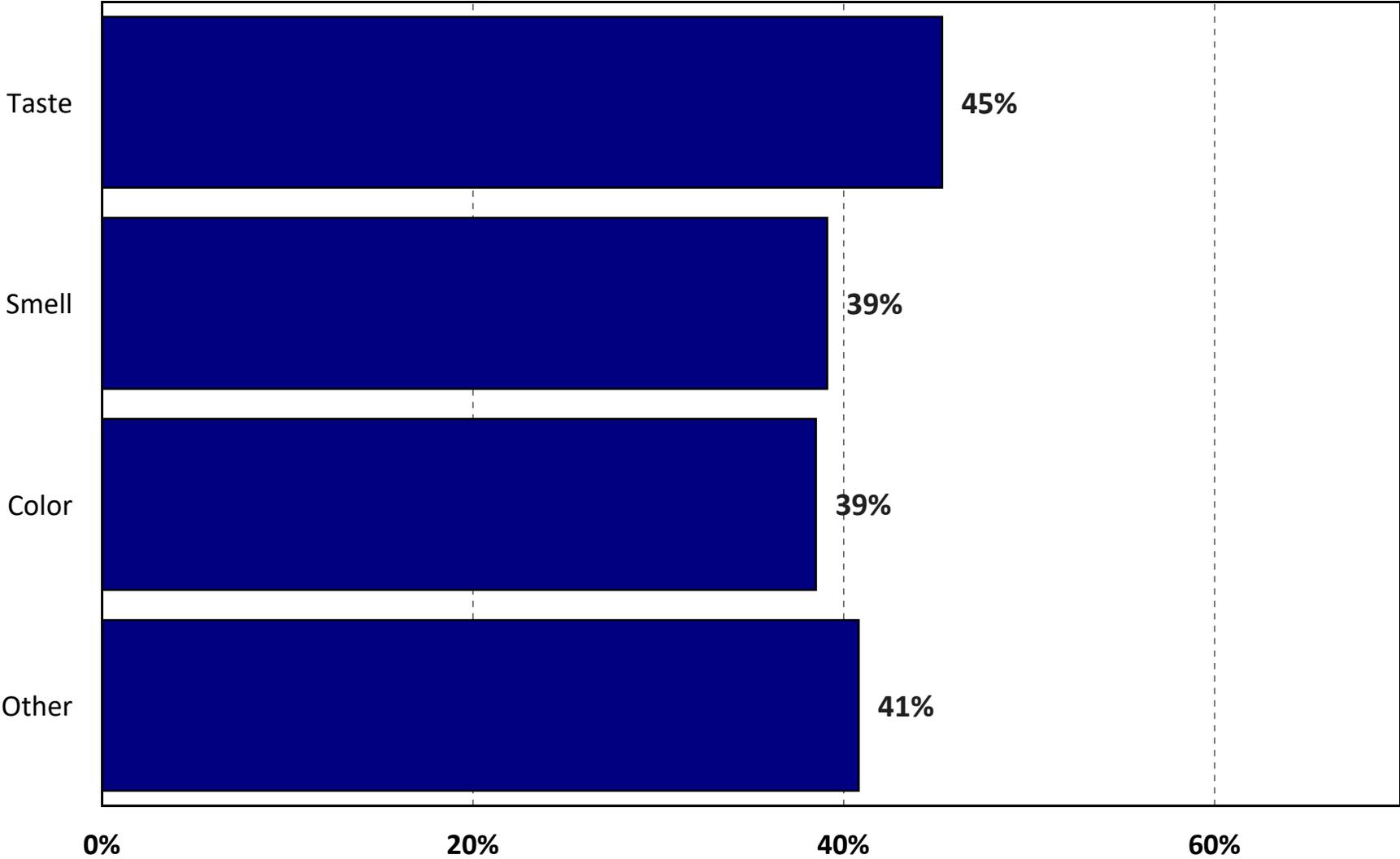
Q9. Have you experienced any problems or concerns with your drinking water during the past year?

by percentage of respondents



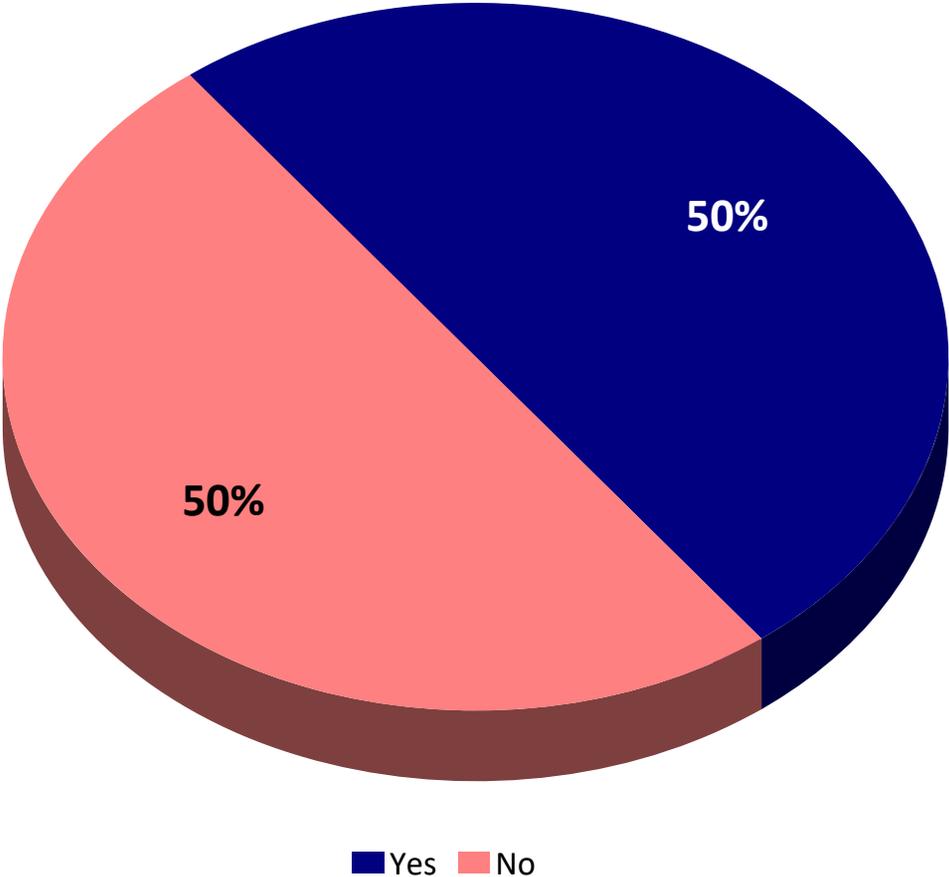
Q9a. Which of the following problems or concerns have you had with your drinking water during the past year?

by percentage of respondents who indicated that they had problems or concerns
(multiple selections could be made)



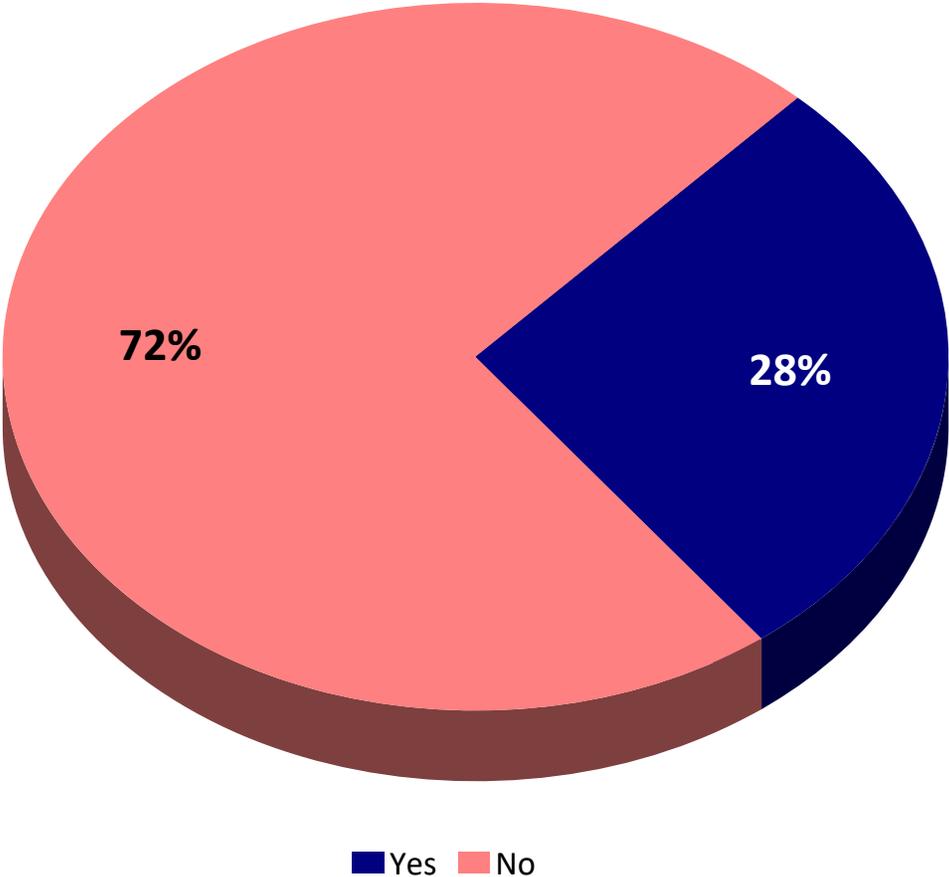
Q9b. Are you still experiencing these issues with your drinking water?

by percentage of respondents who indicated that they had problems or concerns (excluding not provided)



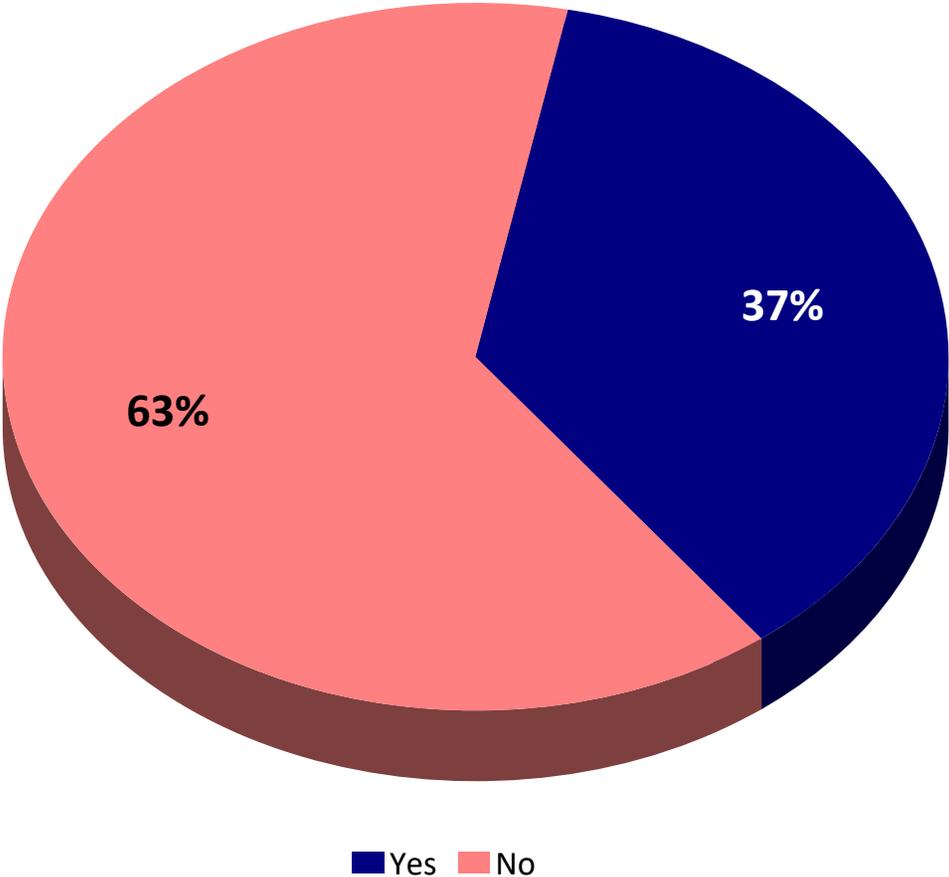
Q9c. Did you contact the City to have these issues addressed?

by percentage of respondents who indicated that they had problems or concerns (excluding not provided)



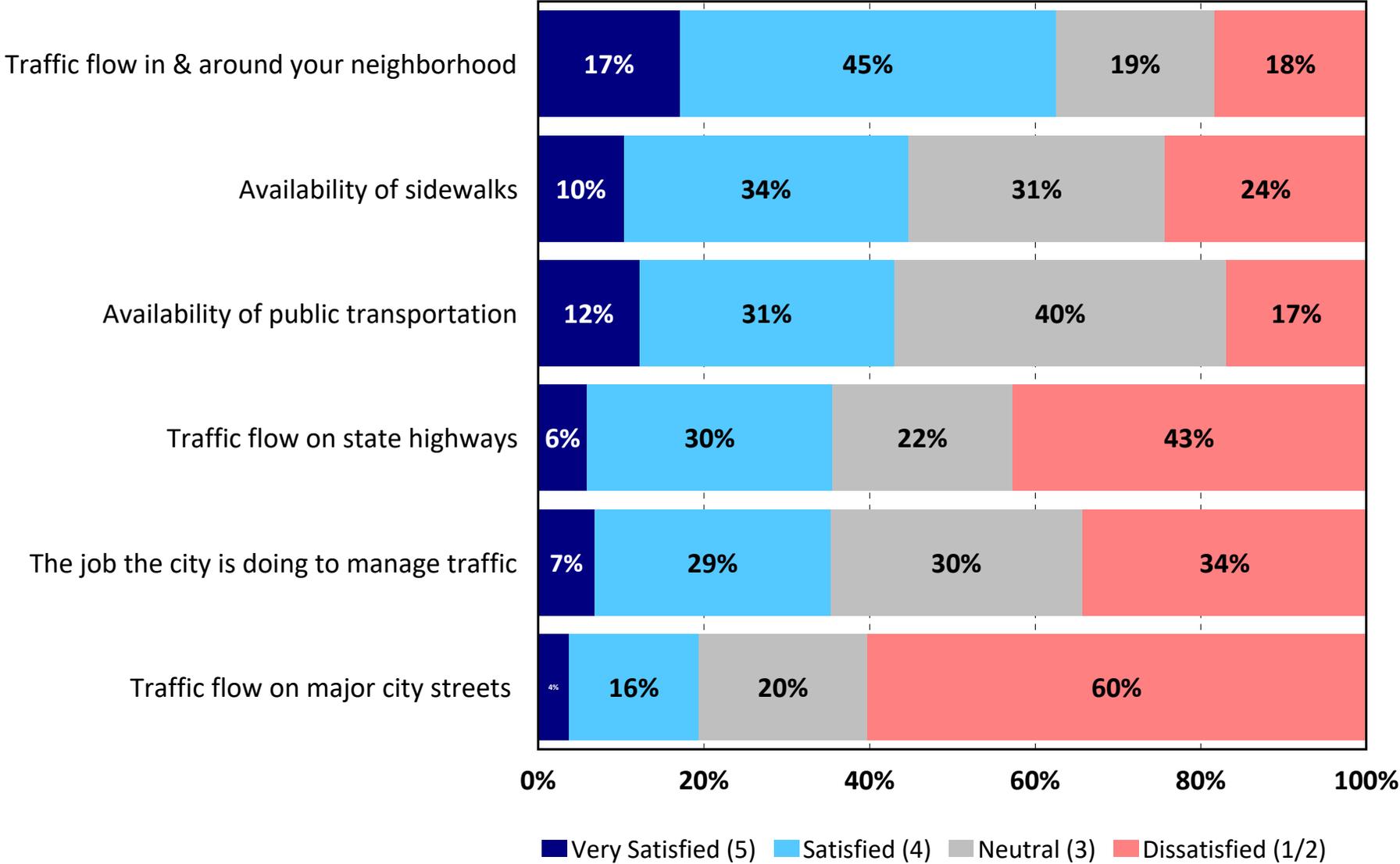
Q9d. Was City able to address your concerns about your drinking water?

by percentage of respondents who indicated that they had problems or concerns (excluding not provided)



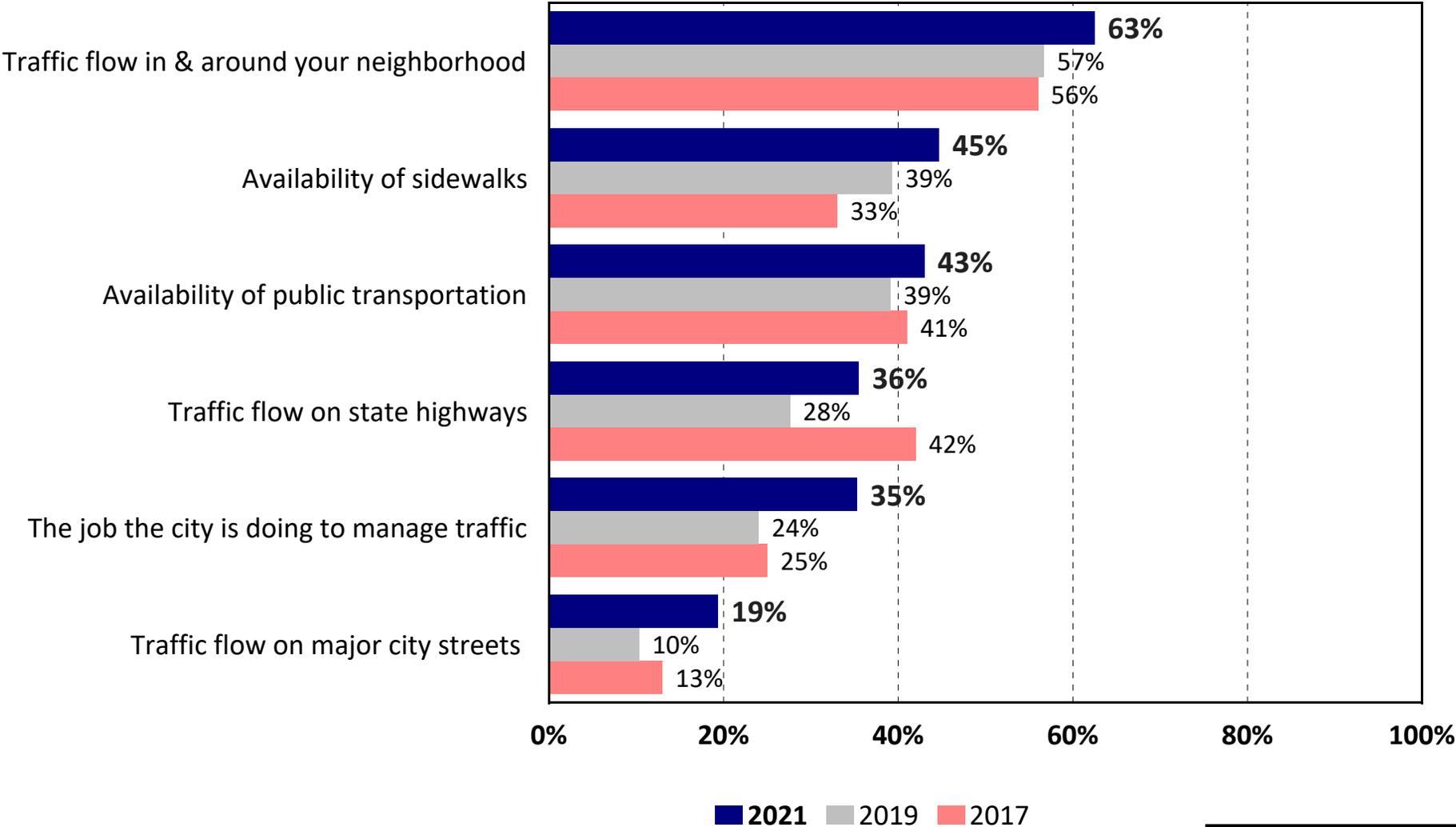
Q10. Satisfaction with Transportation

by percentage of respondents (excluding don't knows)



Satisfaction with Transportation 2017 to 2021

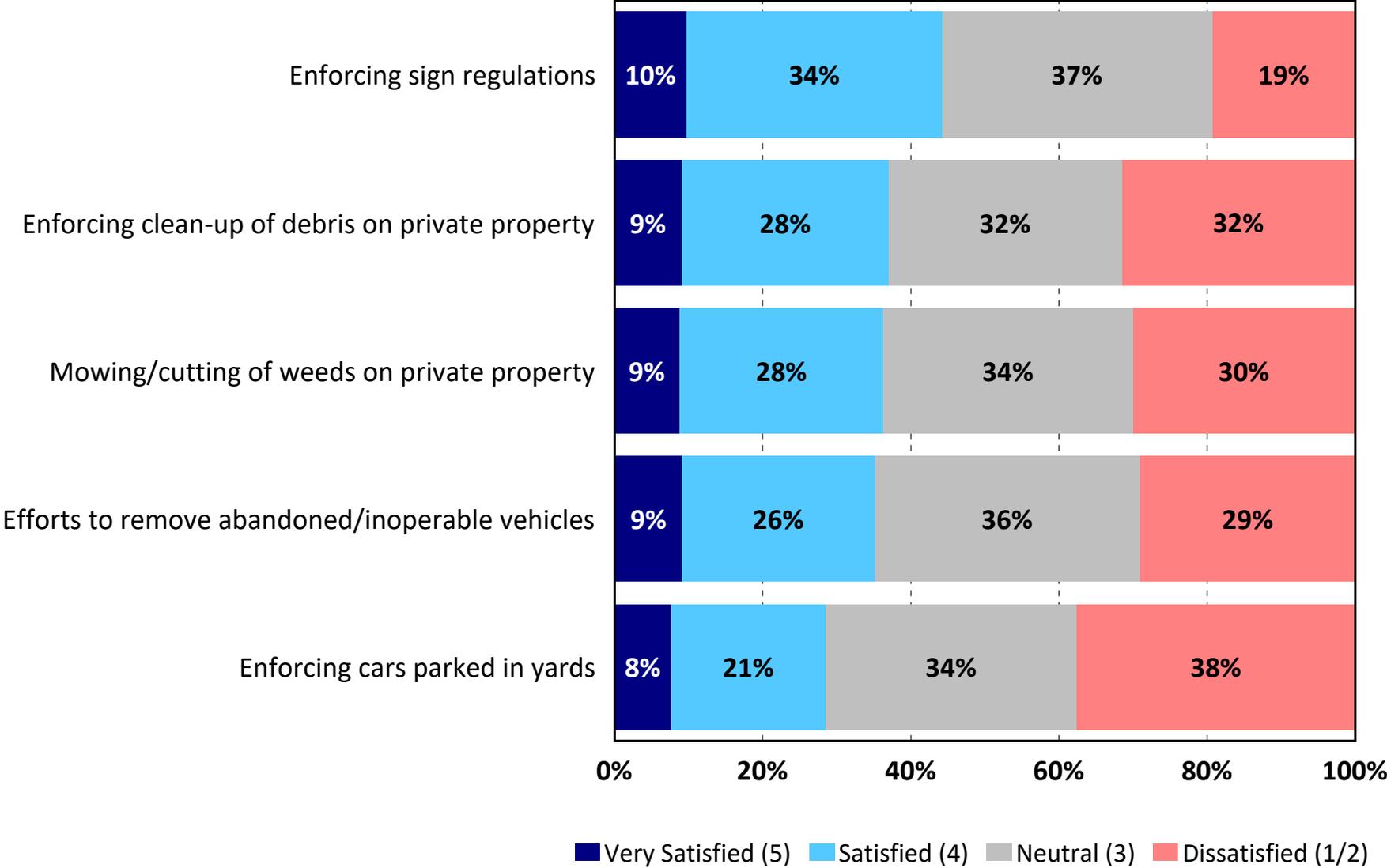
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Trends

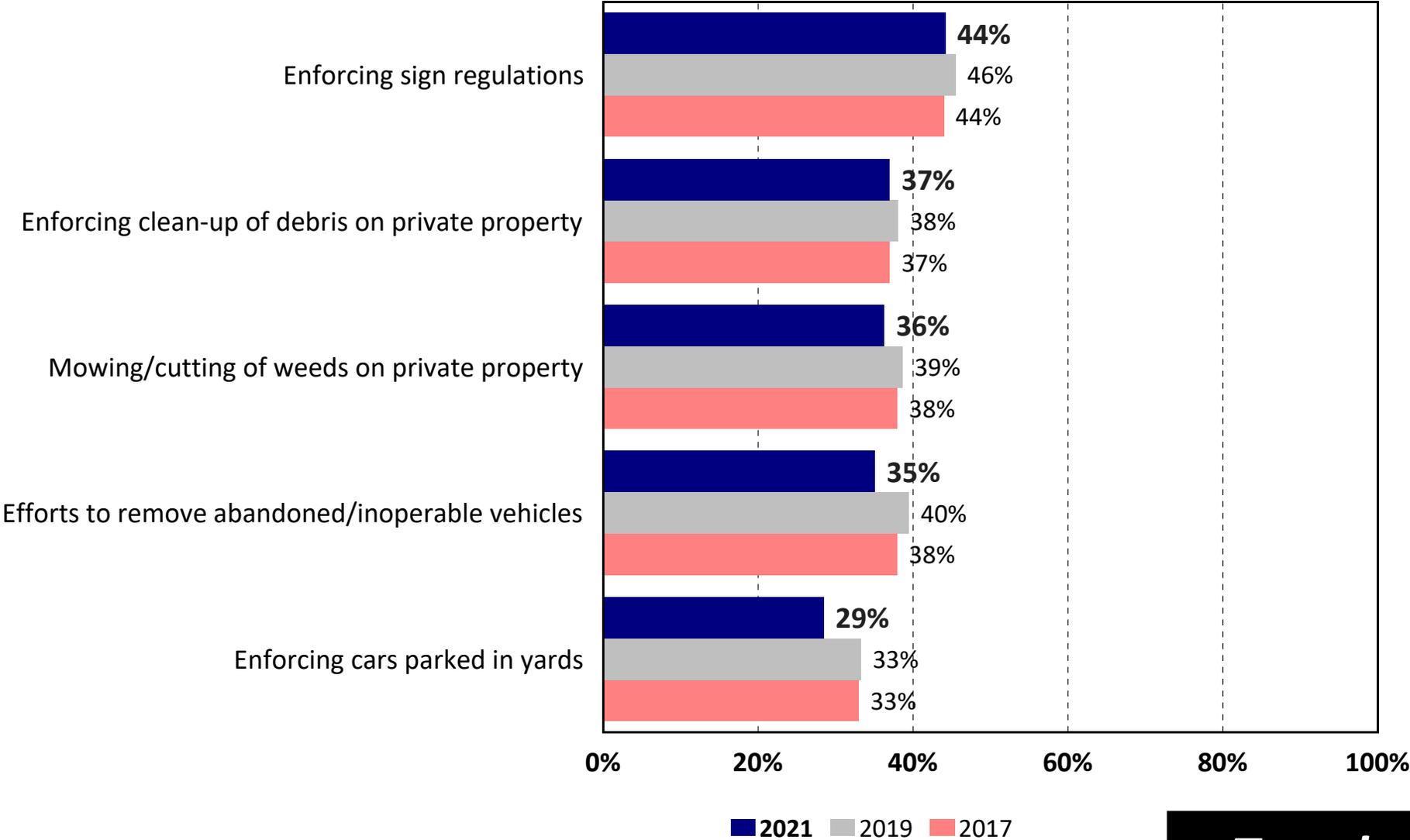
Q11. Satisfaction with Code Enforcement

by percentage of respondents (excluding don't knows)



Satisfaction with Code Enforcement 2017 to 2021

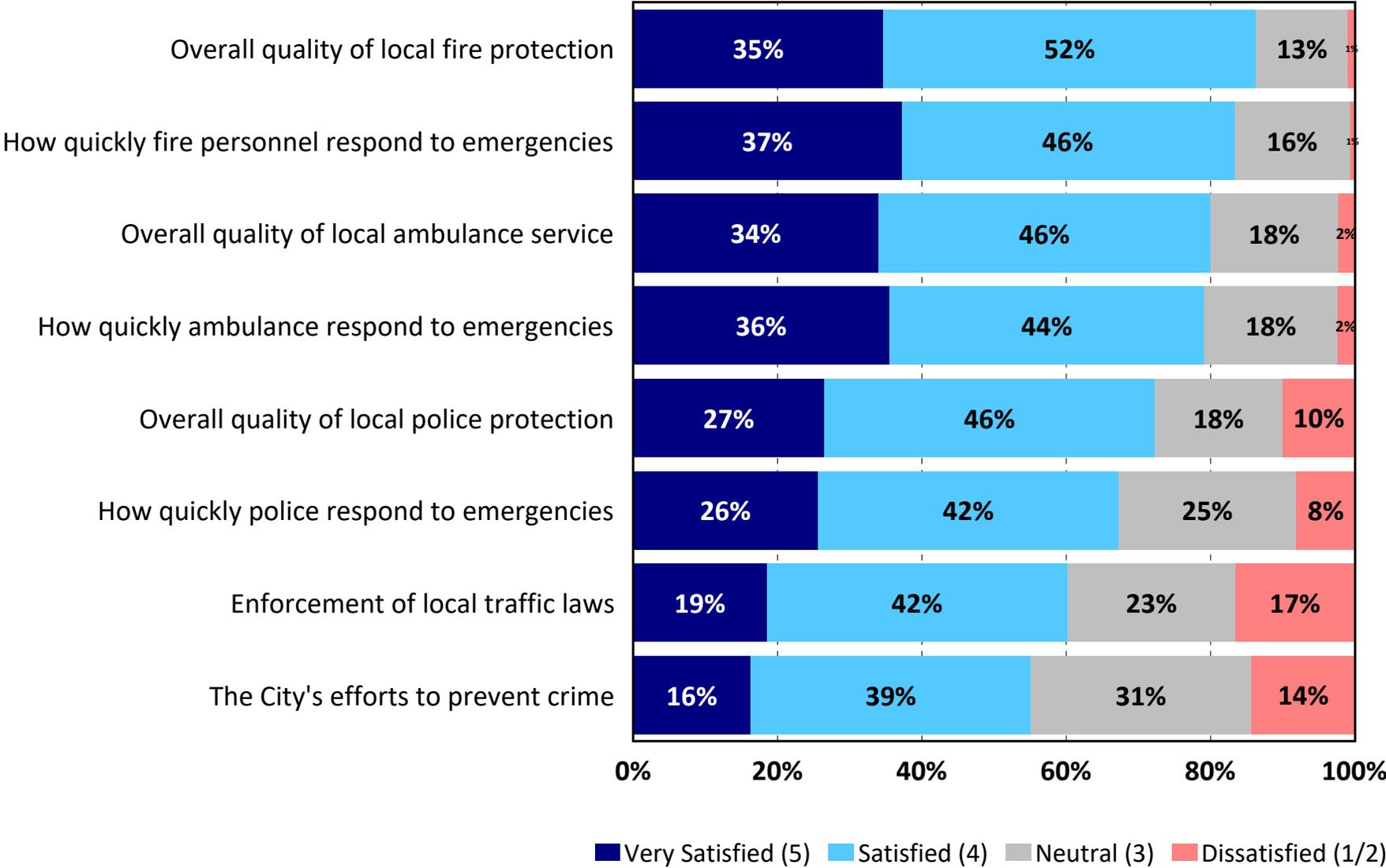
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Trends

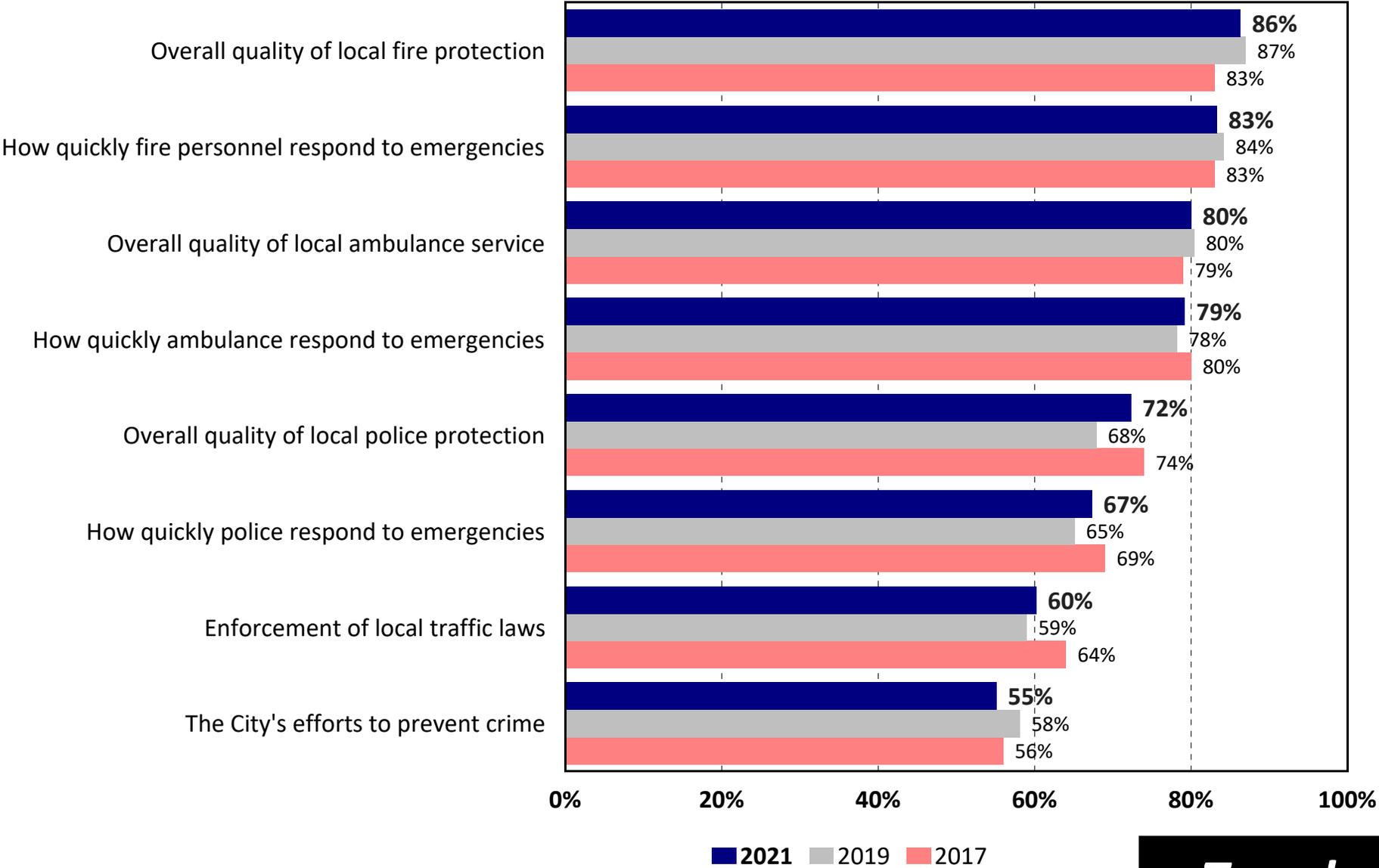
Q12. Satisfaction With Public Safety Services

by percentage of respondents (excluding don't knows)



Satisfaction With Public Safety Services - 2017 to 2021

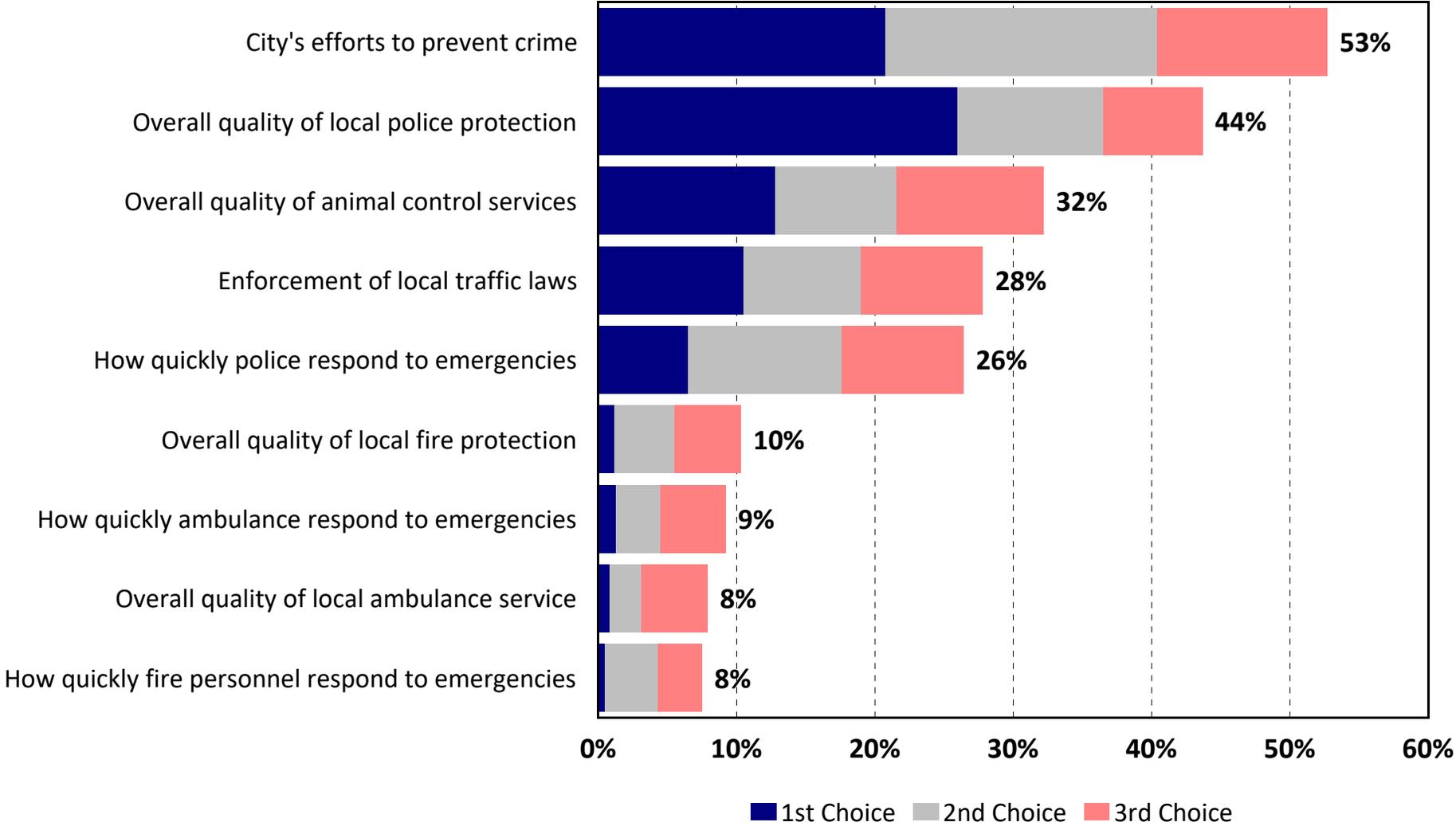
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Trends

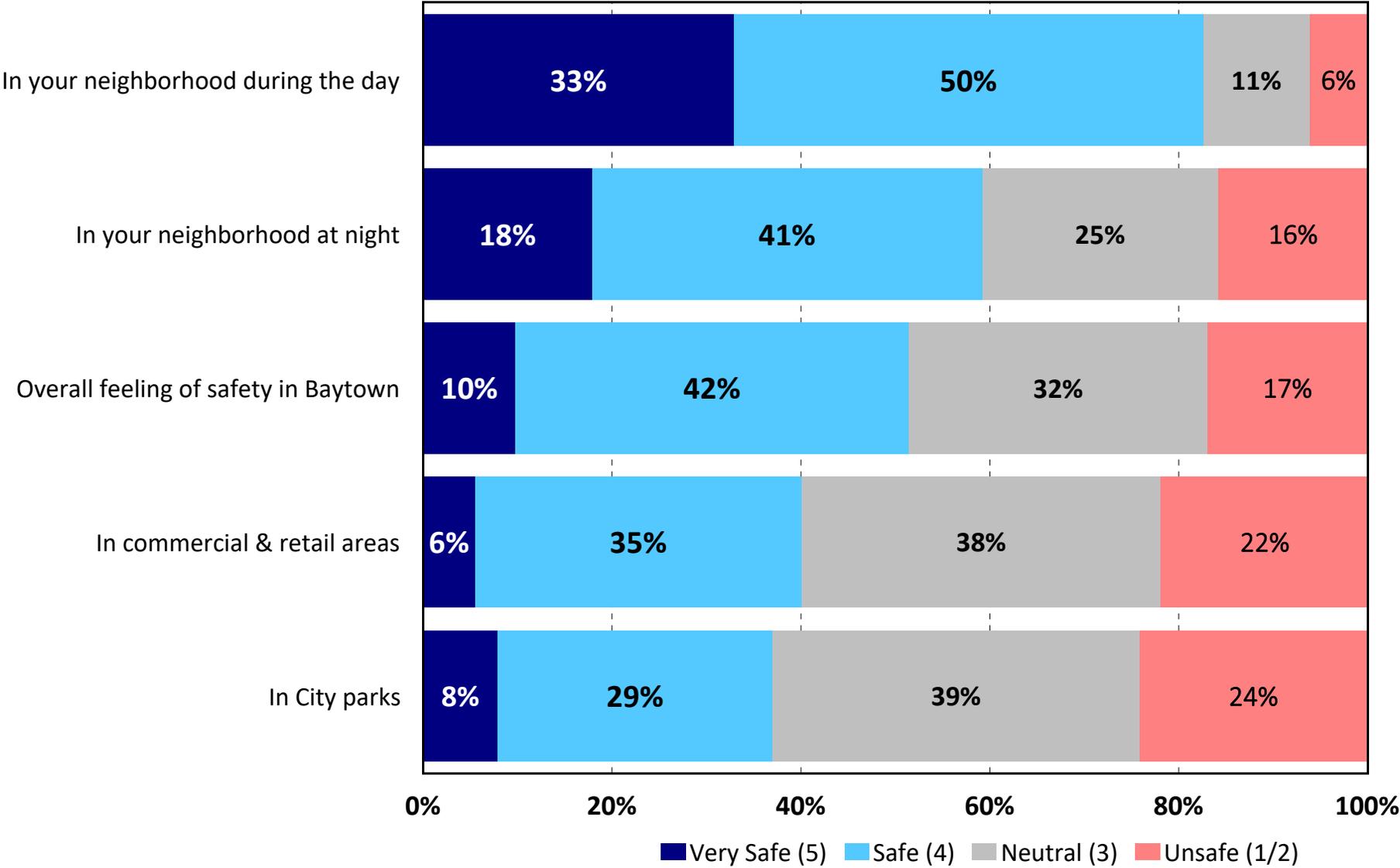
Q13. Public Safety Services That Residents Felt Should Receive the Most Emphasis from City Leaders Over the Next Two Years

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



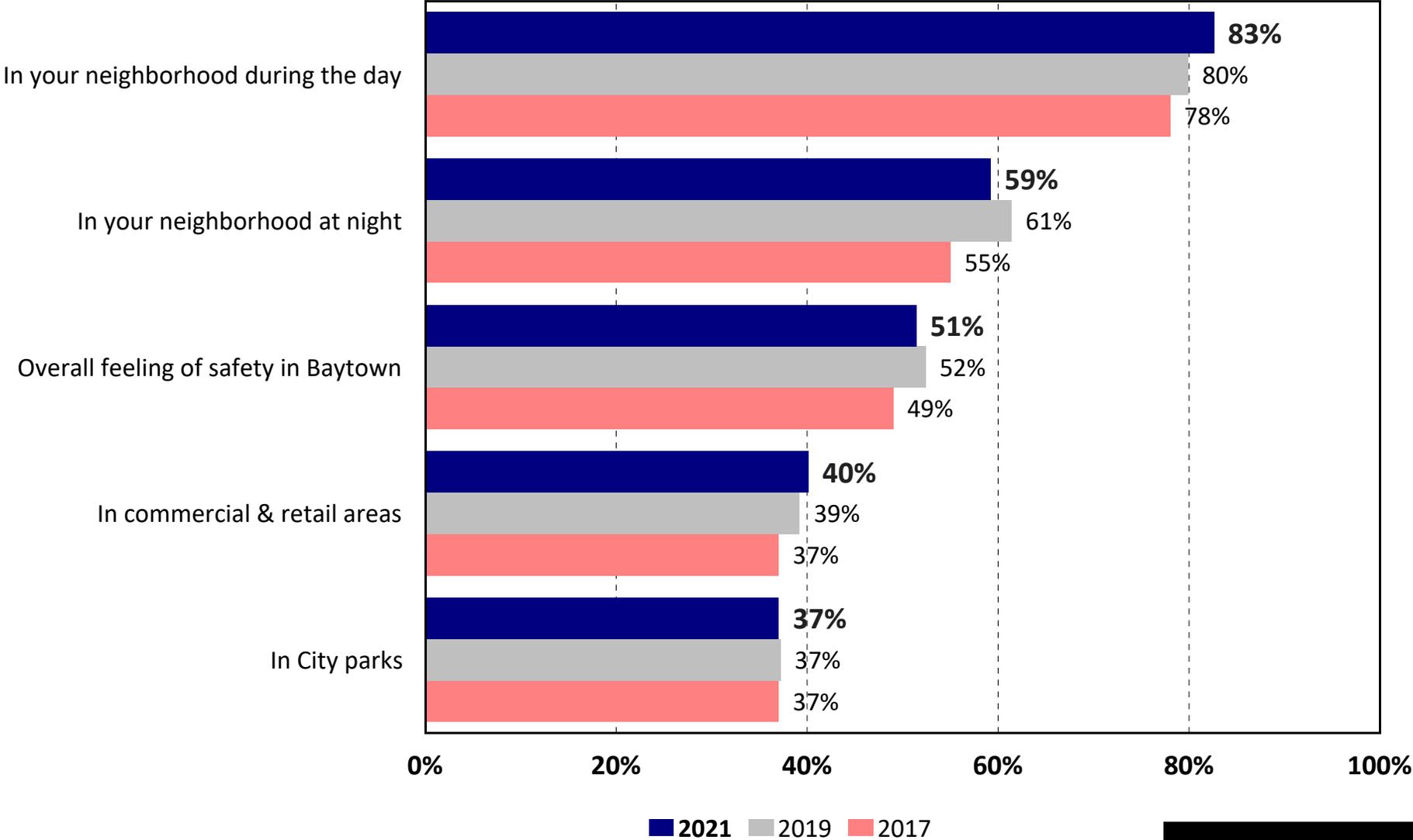
Q14. Perceptions of Safety in Baytown

by percentage of respondents (excluding don't knows)



Perceptions of Safety in Baytown 2017 to 2021

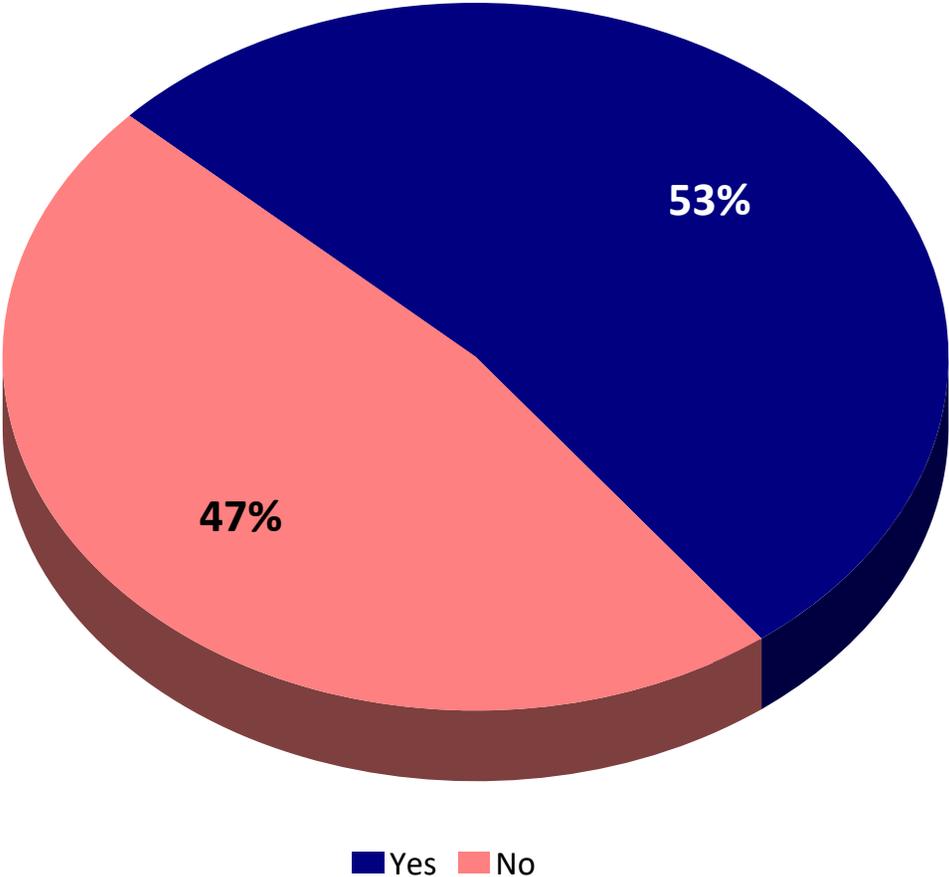
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Trends

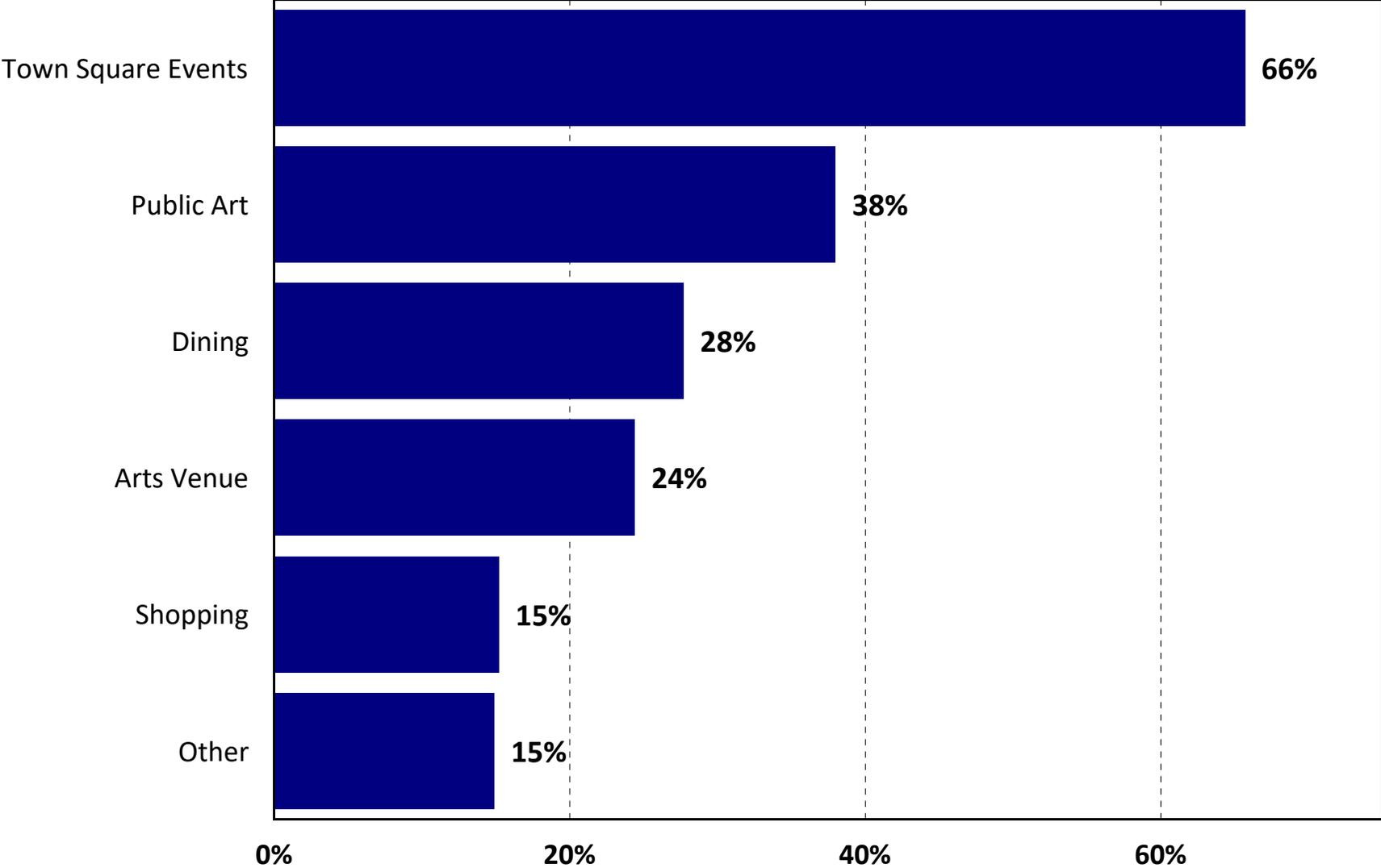
Q15. Have you visited the Downtown Arts District over the past year?

by percentage of respondents



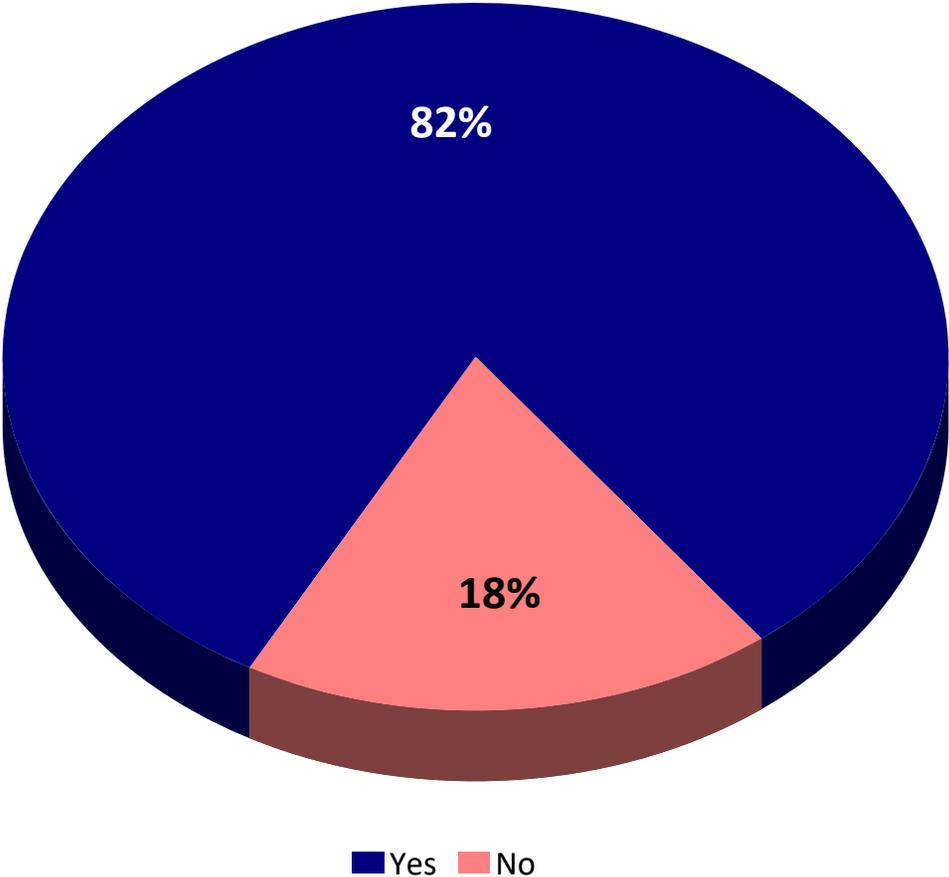
Q15a. Which of the following brought you to the Downtown Arts District?

by percentage of respondents who indicated they had visited the Downtown Arts District over the past year
(multiple selections could be made)



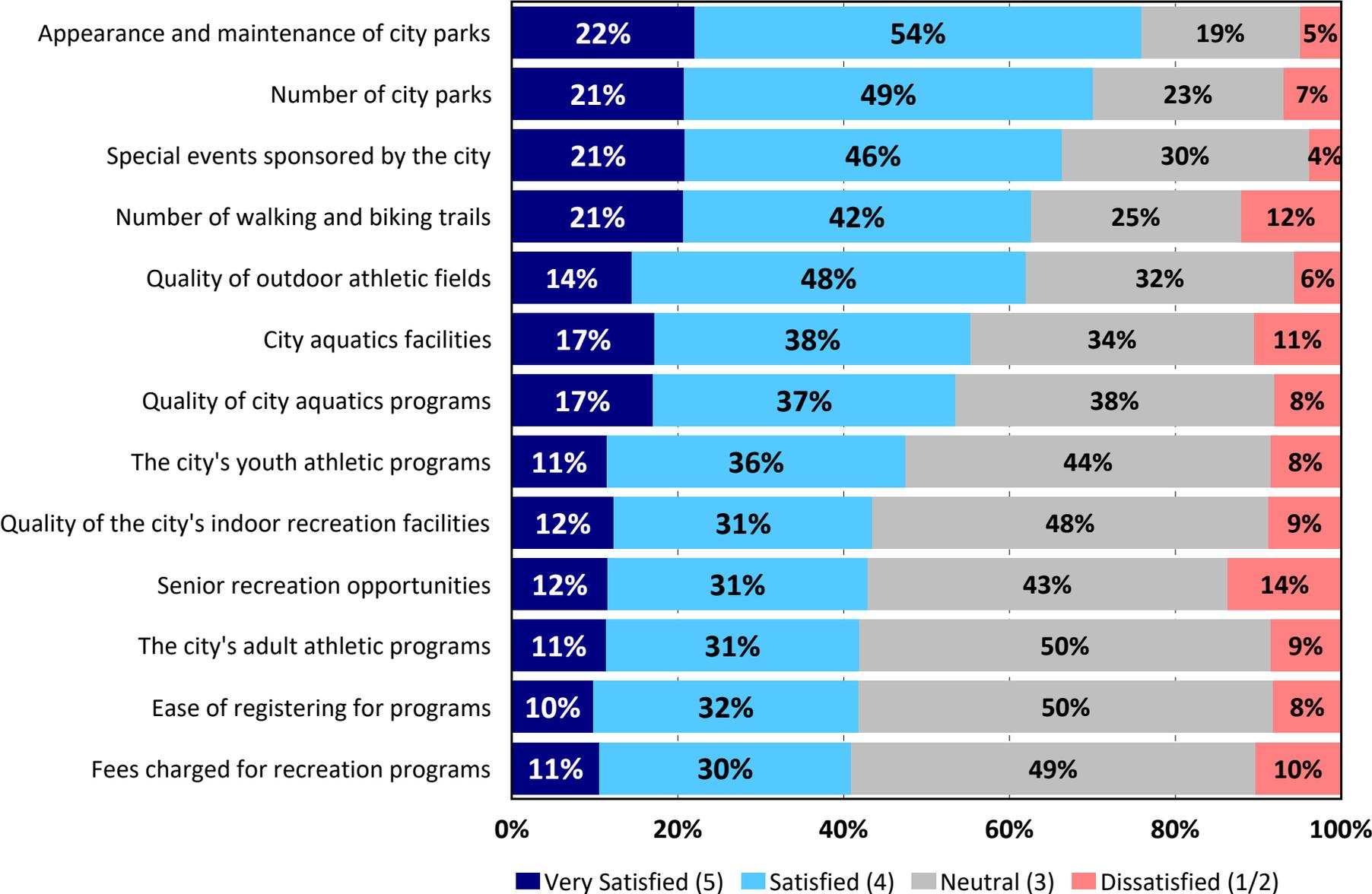
Q15b. Do you know where the Downtown Arts District is located?

by percentage of respondents who answered "no" or "unsure" to Question 15 (excluding not provided)



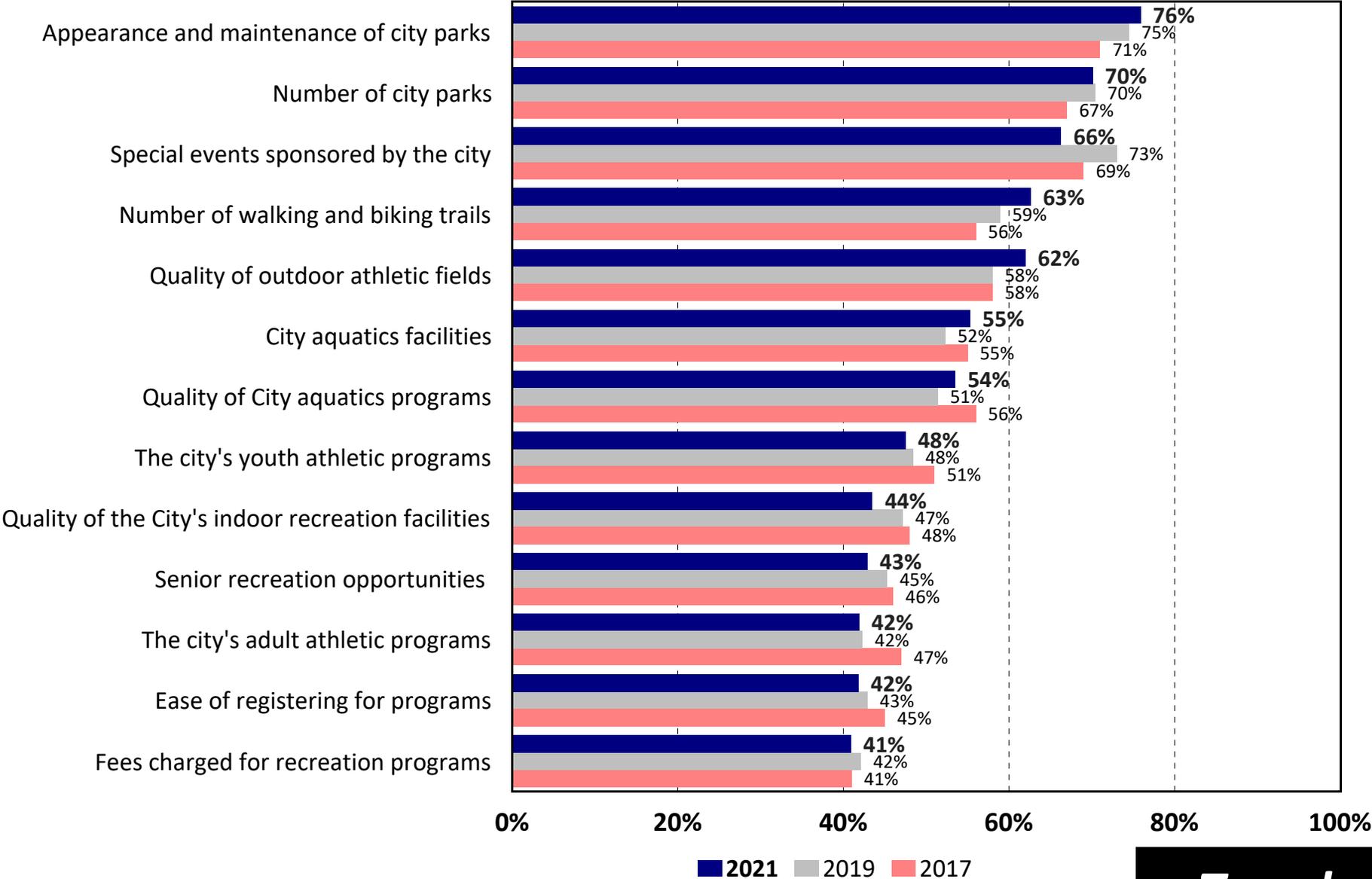
Q16. Satisfaction with Parks and Recreation

by percentage of respondents (excluding don't knows)



Satisfaction with Parks and Recreation - 2017 to 2021

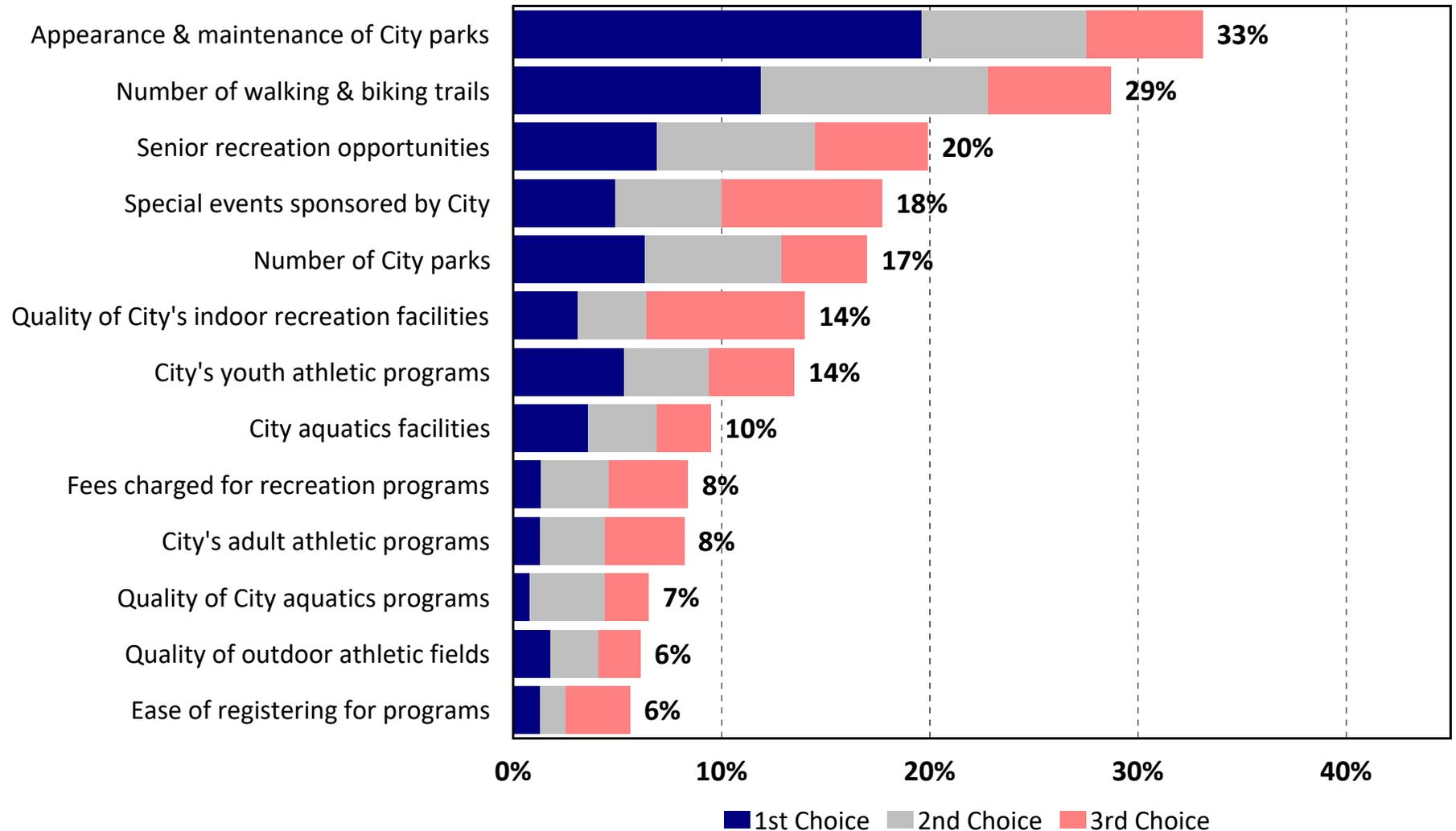
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Trends

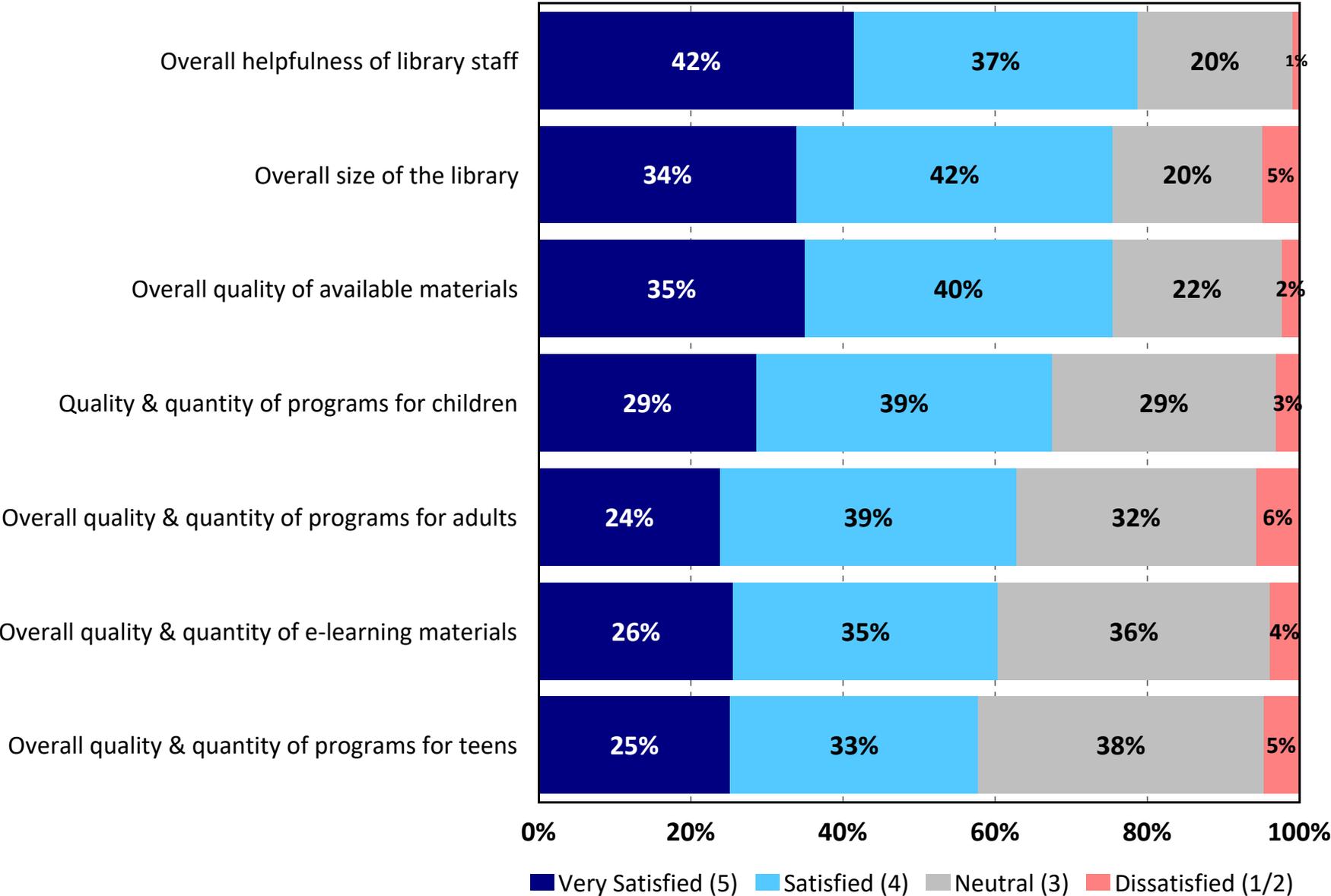
Q17. Parks and Recreation Services That Residents Felt Should Receive the Most Emphasis from City Leaders Over the Next Two Years

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



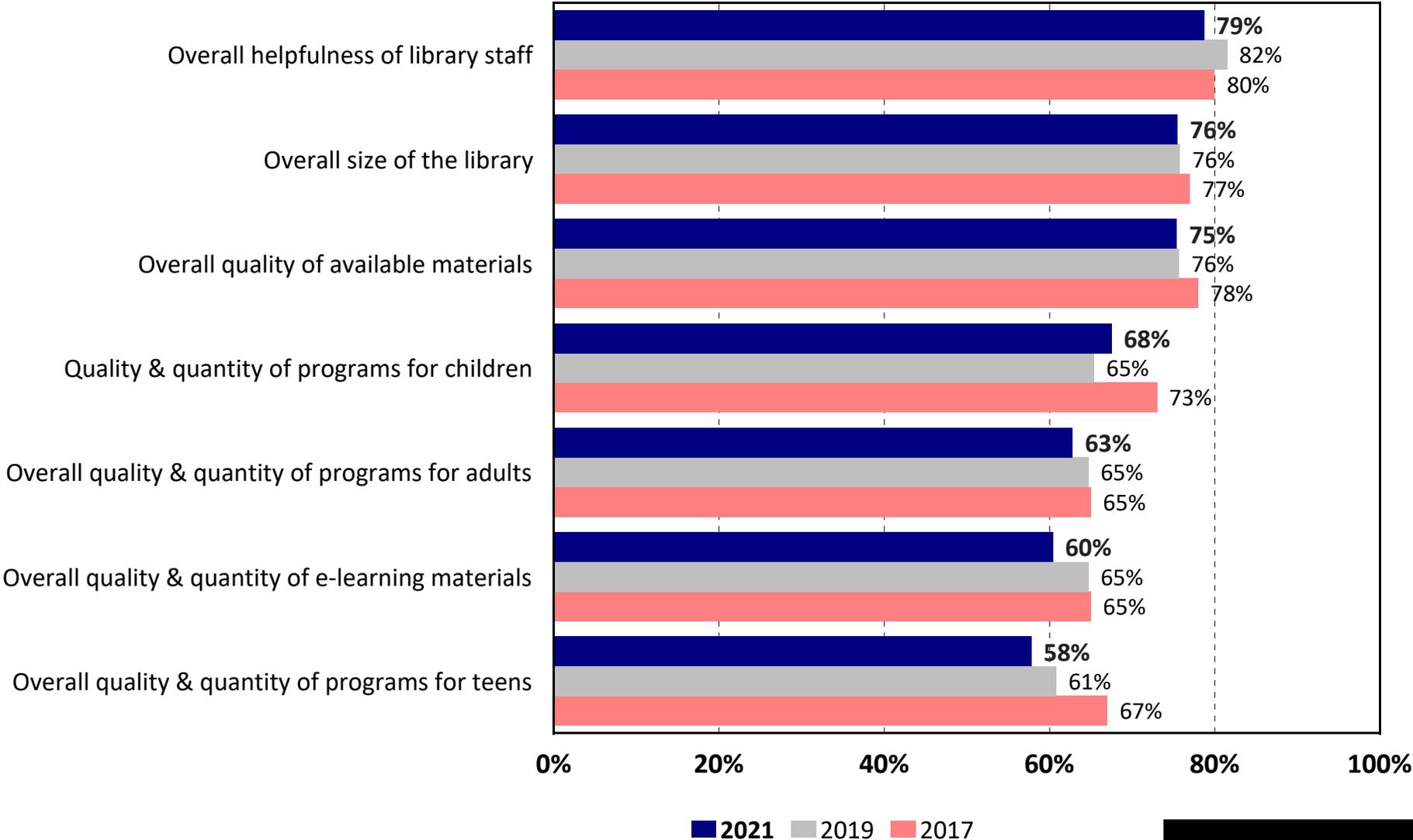
Q18. Satisfaction with Library Services

by percentage of respondents (excluding don't knows)



Satisfaction with Library Services 2017 to 2021

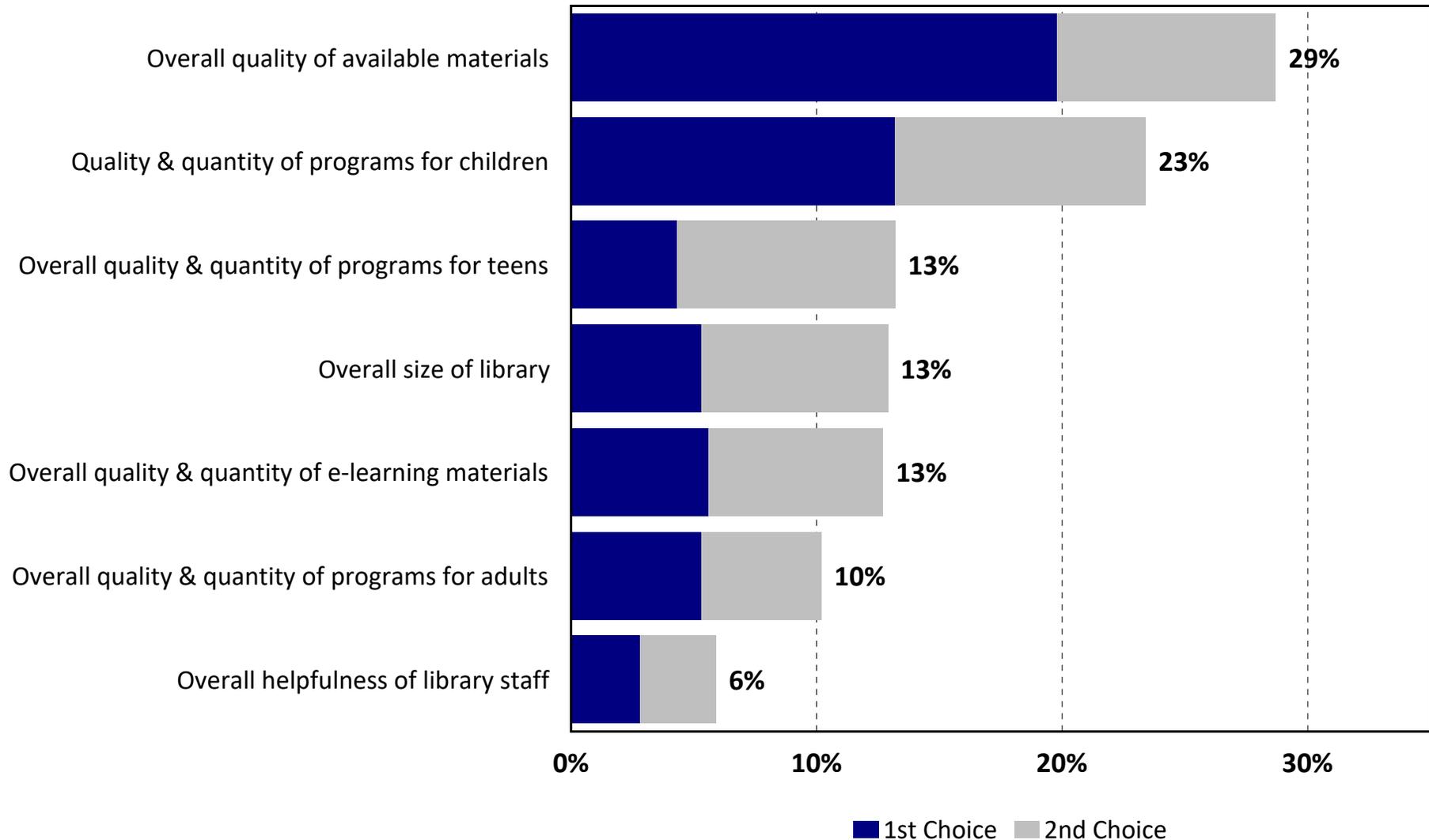
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Trends

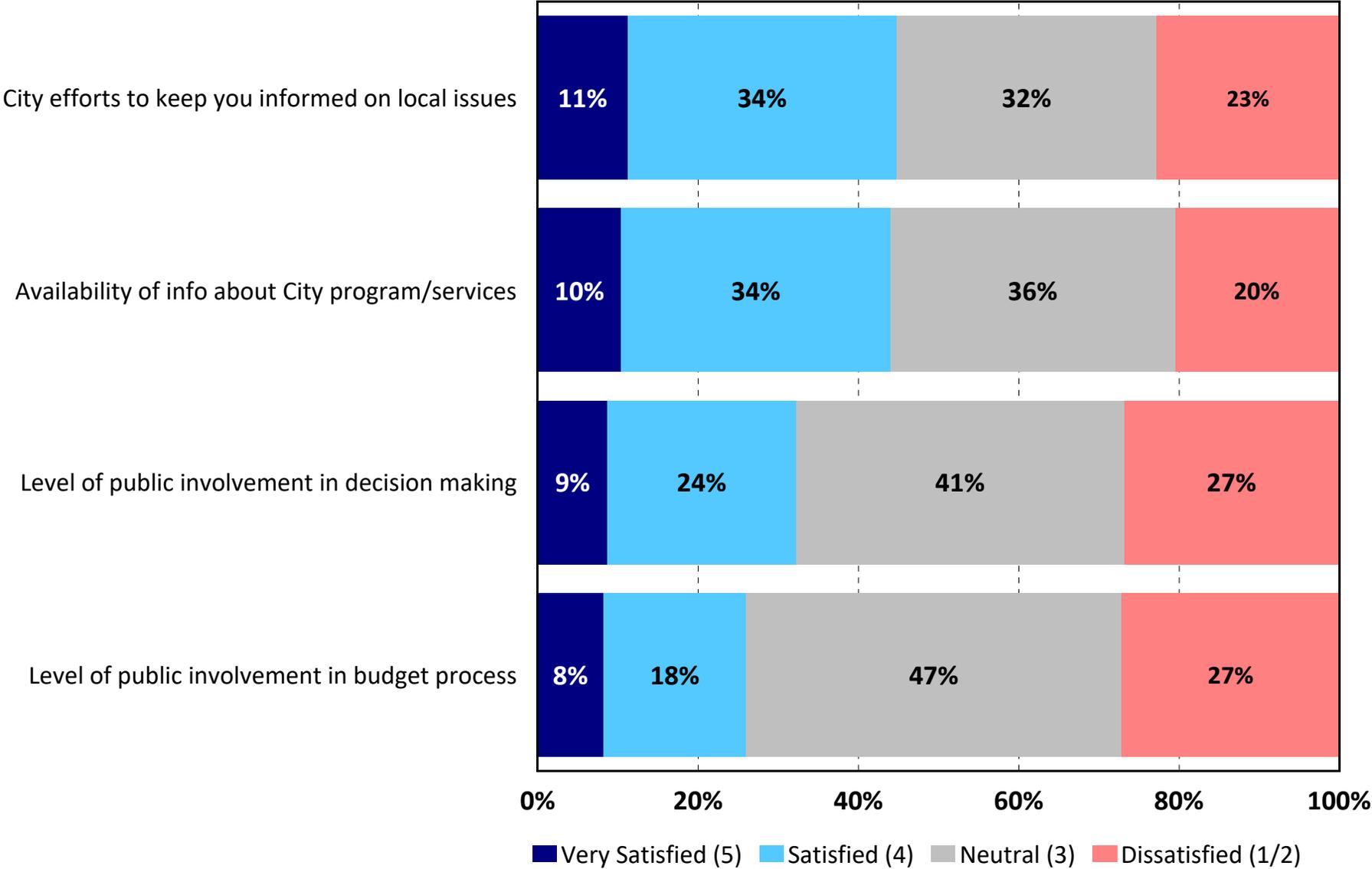
Q19. Library Services That Residents Felt Should Receive the Most Emphasis from City Leaders Over the Next Two Years

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



Q20. Satisfaction with Communication

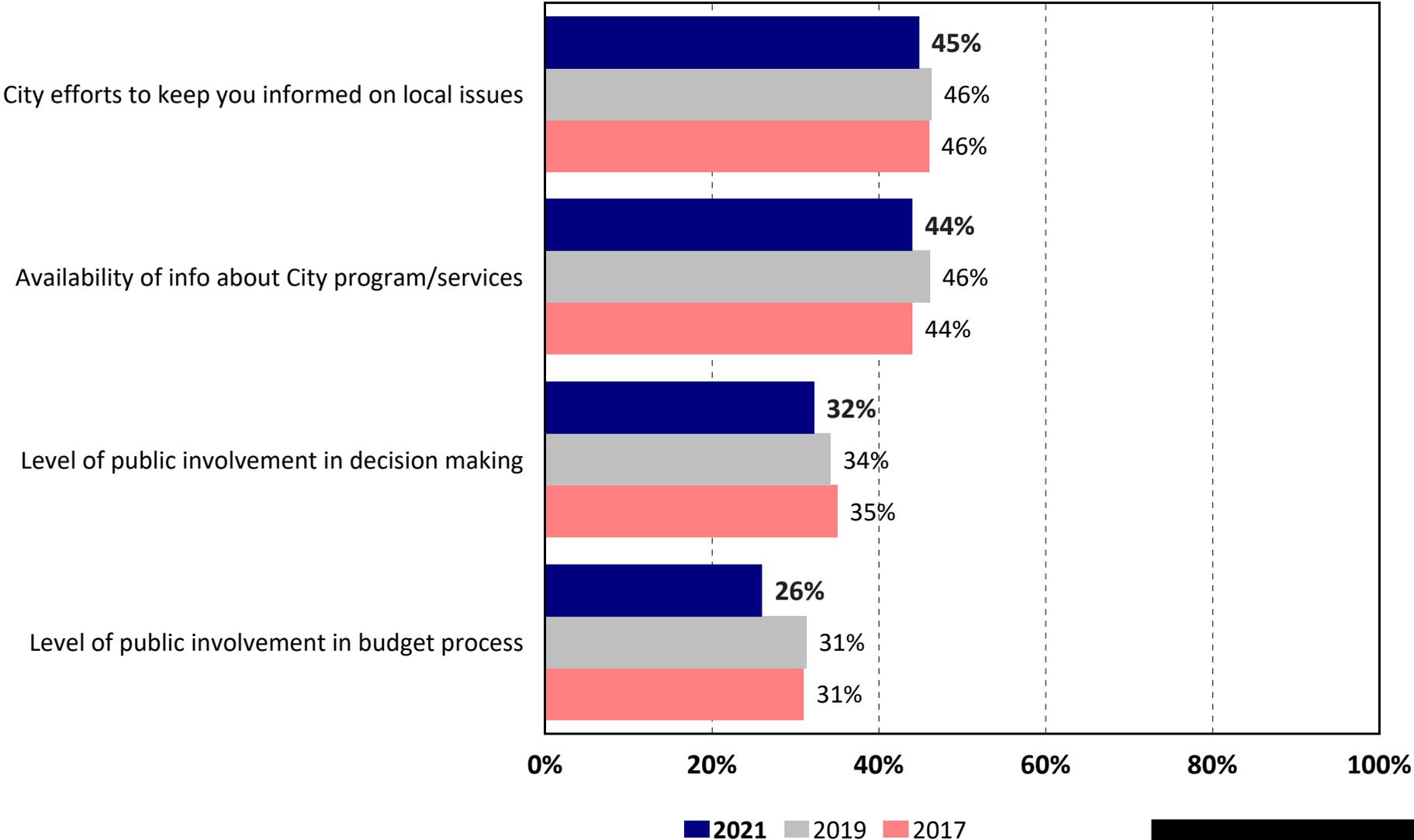
by percentage of respondents (excluding don't knows)



Satisfaction with Communication

2017 to 2021

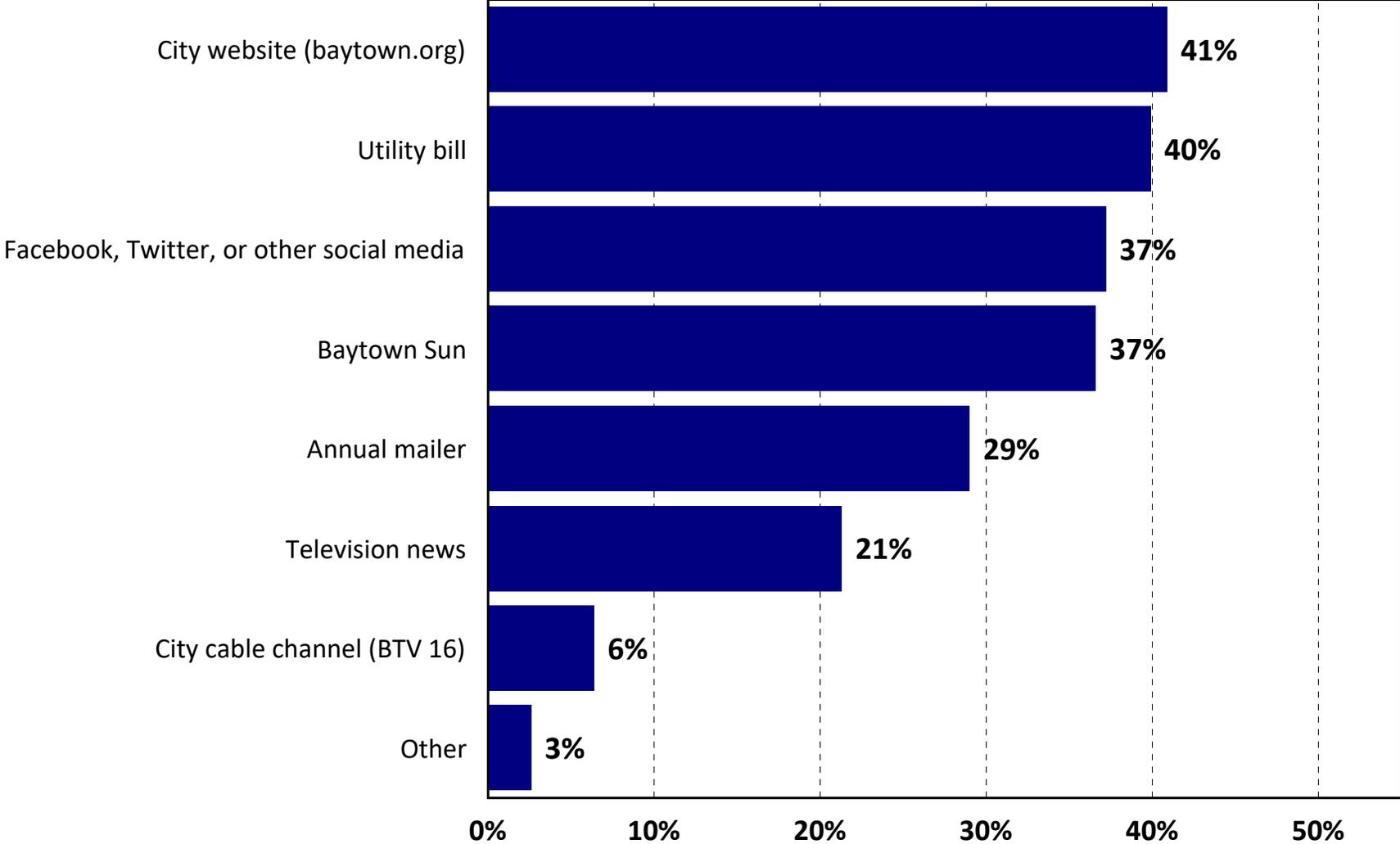
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Trends

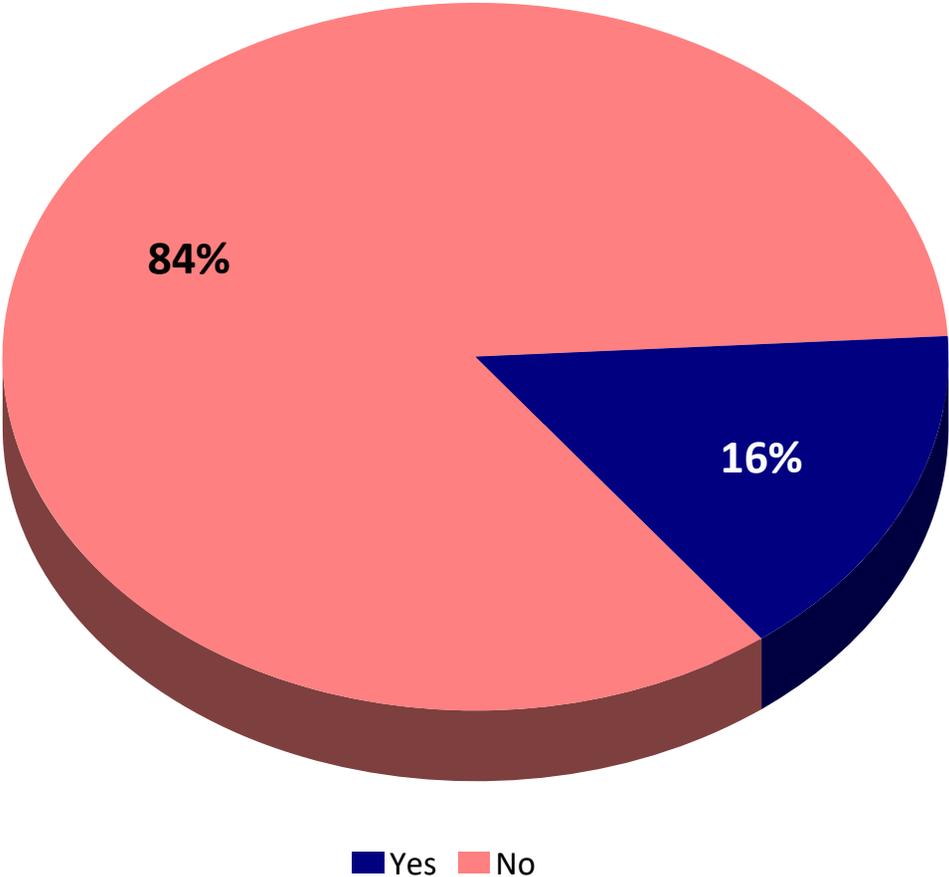
Q21. Which of the following are your primary sources of information about City issues, services, and events?

by percentage of respondents (multiple selections could be made)



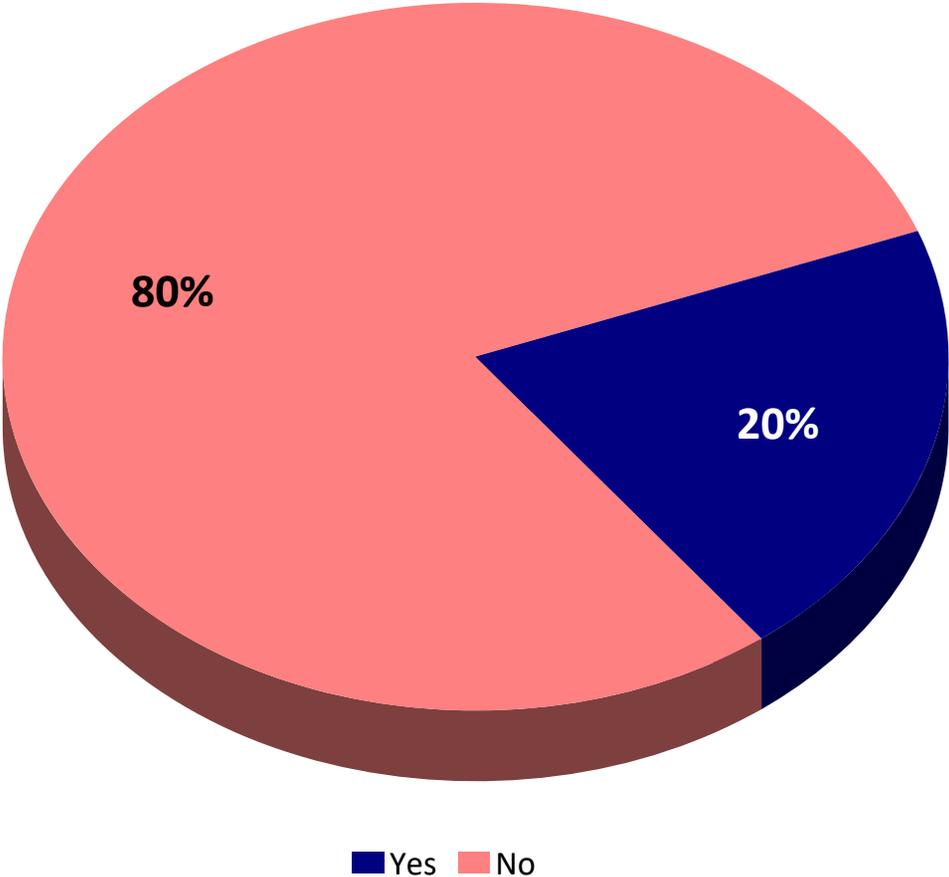
Q22. Have you volunteered in the community over the past 6 months?

by percentage of respondents (excluding not provided)



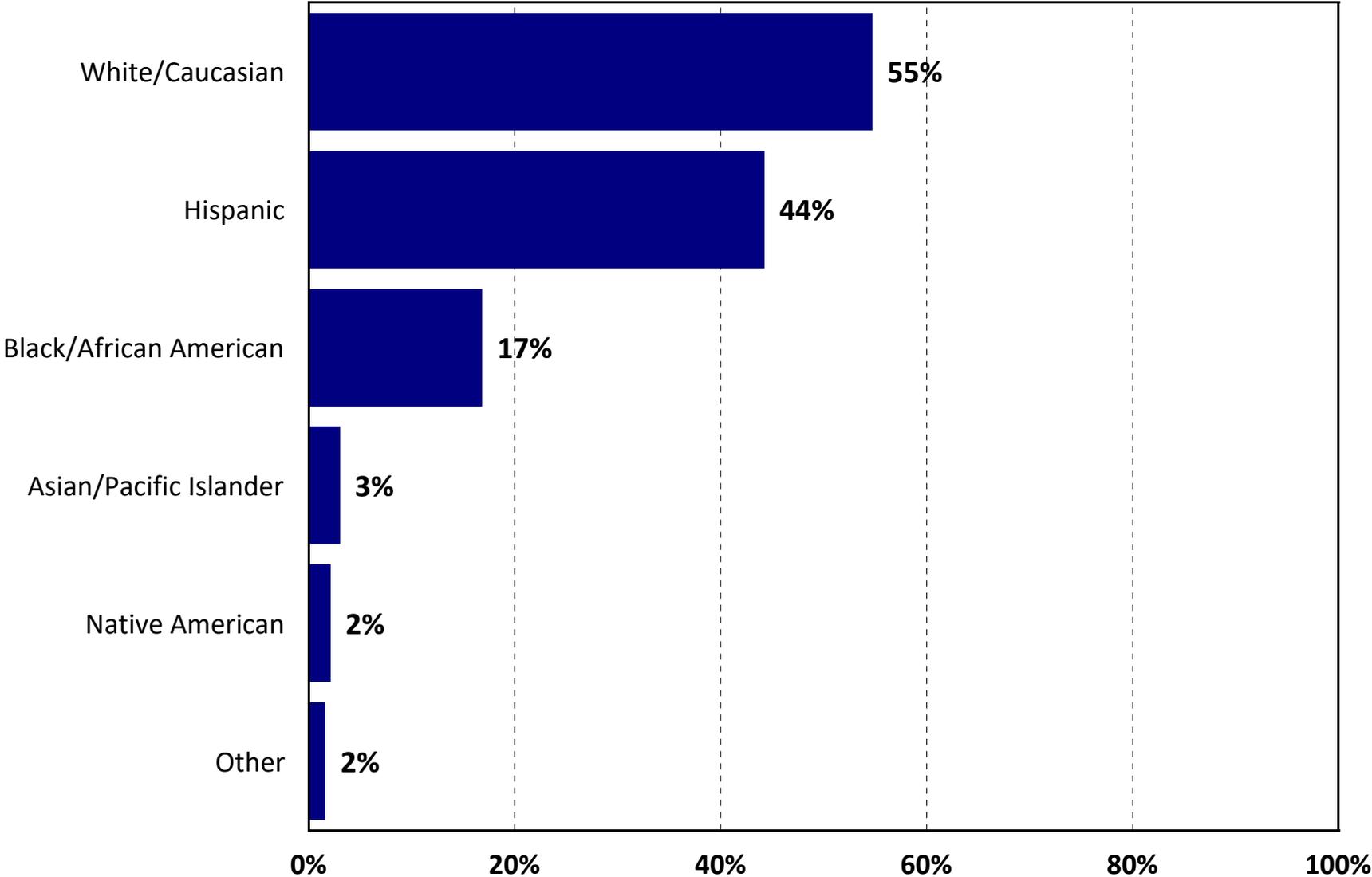
Q23. Are you seeking volunteer opportunities in Baytown?

by percentage of respondents (excluding not provided)



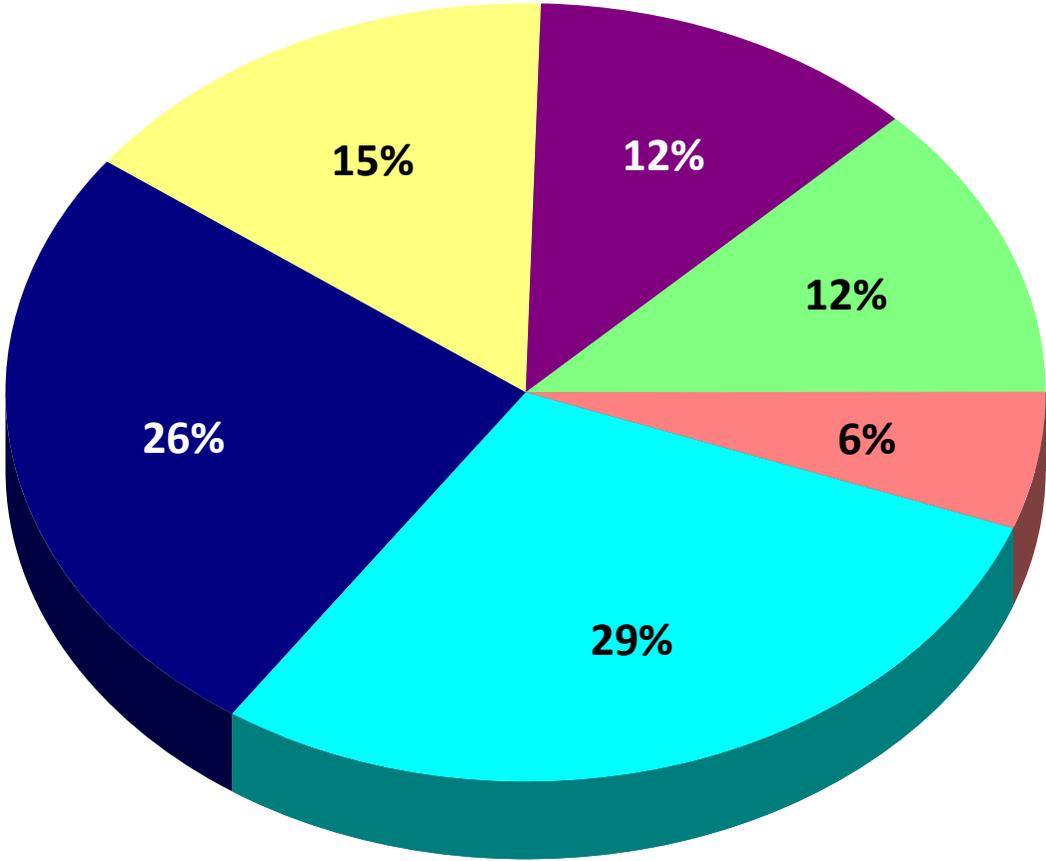
Q24. Race/Ethnicity of Respondents

by percentage of respondents (multiple responses allowed)



Q25. Age of All Residents in Household

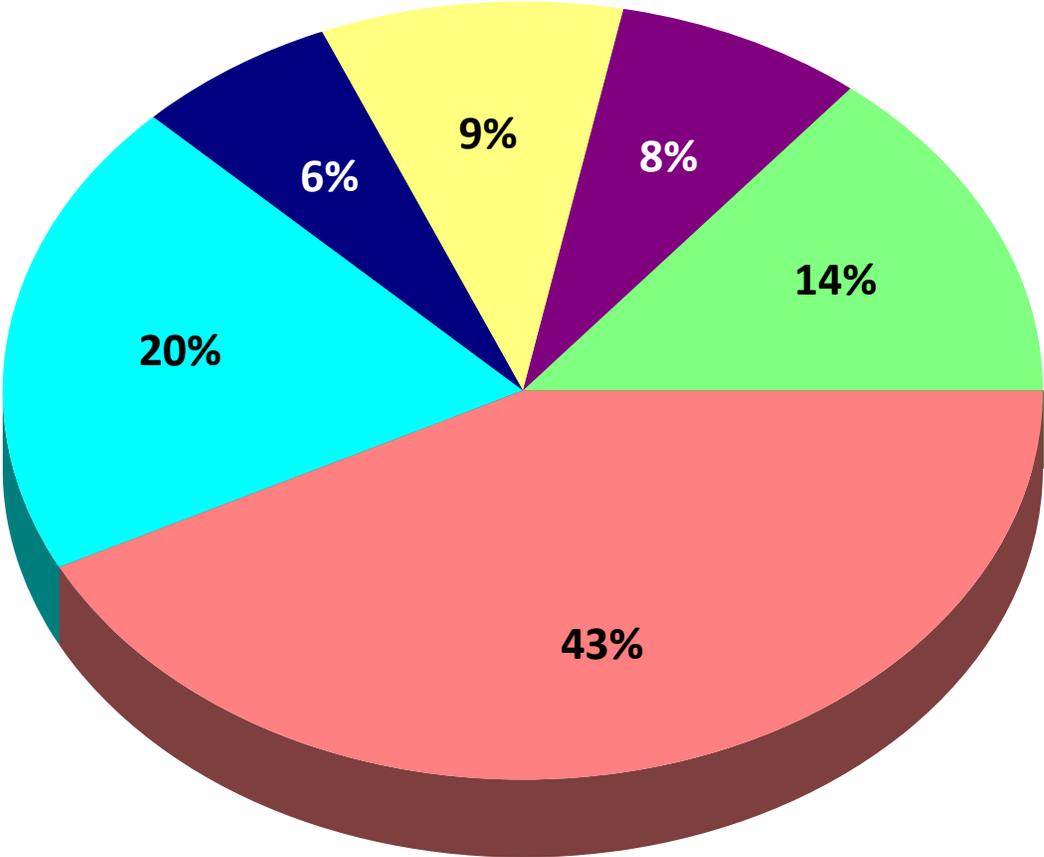
by percentage of persons in household



Under age 10 Ages 10-19 Ages 20-34
Ages 35-54 Ages 55-74 Ages 75+

Q26. Number of Years Residents Have Lived in Baytown

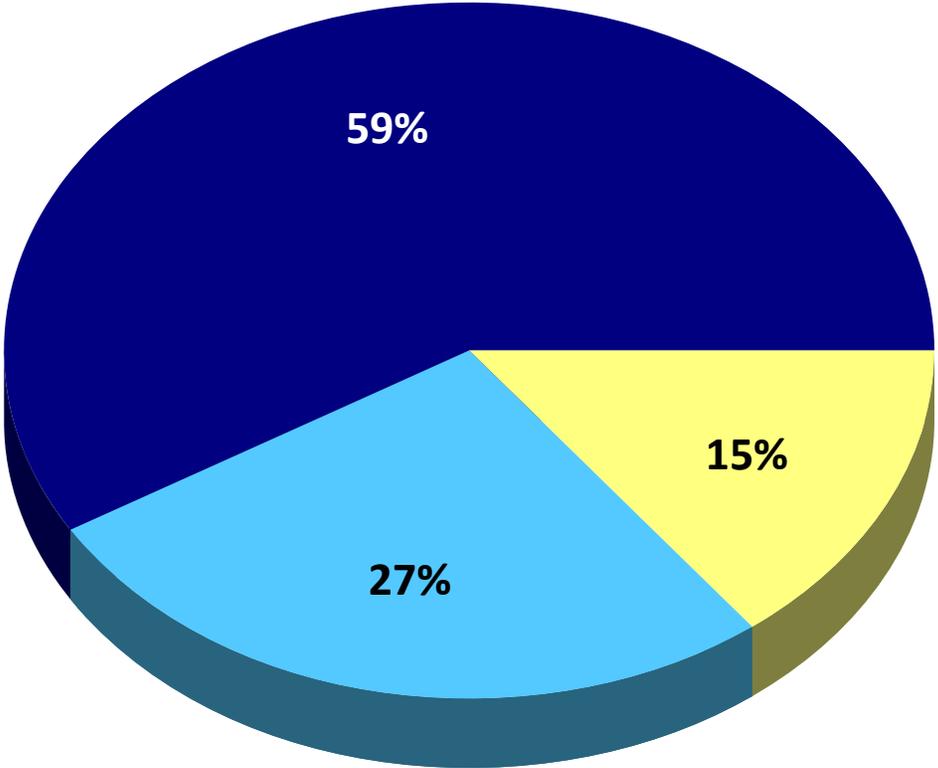
by percentage of respondents (excluding not provided)



Less than 5 years 5-10 years 11-15 years
16-20 years 21-30 years 31+ years

Q26a. If you have lived in Baytown less than 5 years, where did you live prior to moving to Baytown?

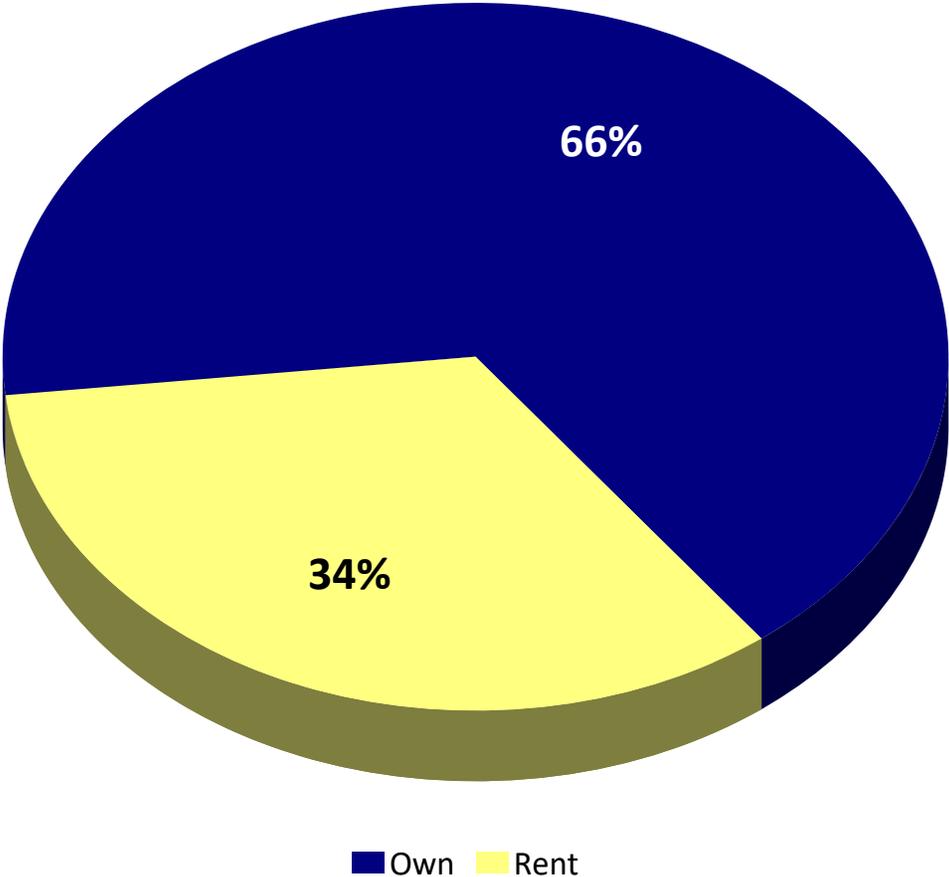
by percentage of respondents



■ Another part of metro Houston area ■ In Texas, but outside of metro Houston area ■ Outside of Texas

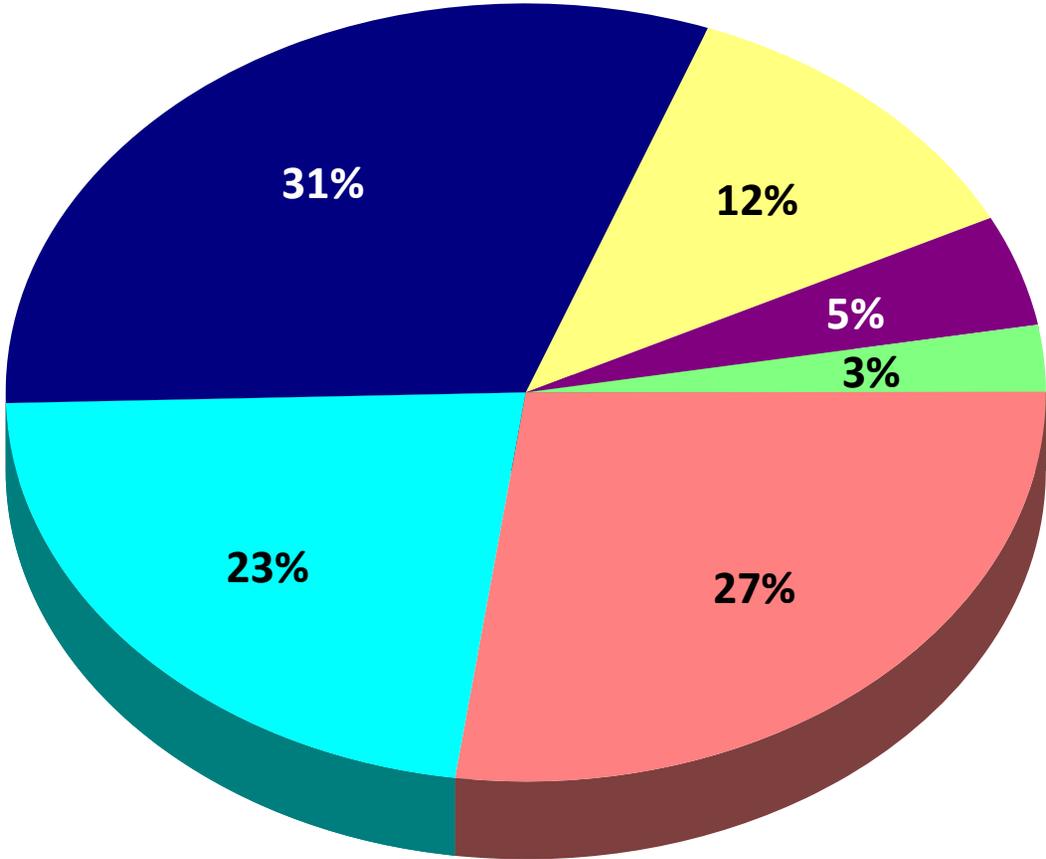
Q27. Do you own or rent your current residence?

by percentage of respondents (excluding not provided)



Q28. In what year was your home built?

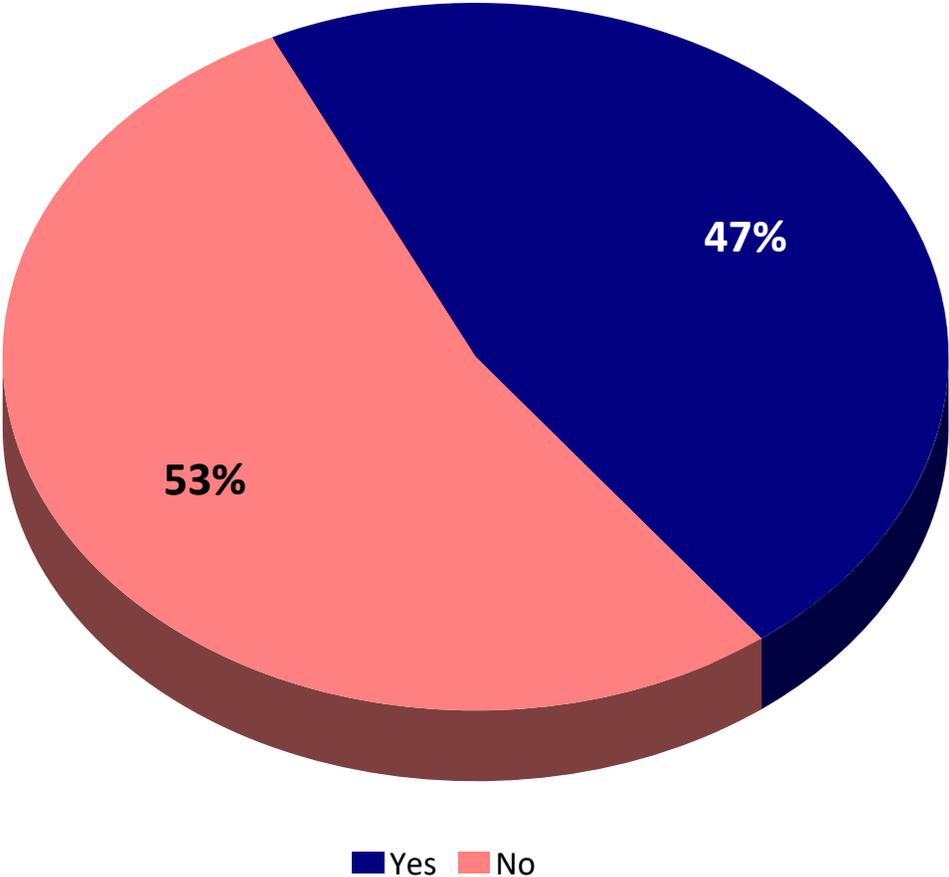
by percentage of respondents (excluding not provided)



Before 1940 1940 to 1949 1950 to 1959
1960 to 1979 1980 to 1999 After 2000

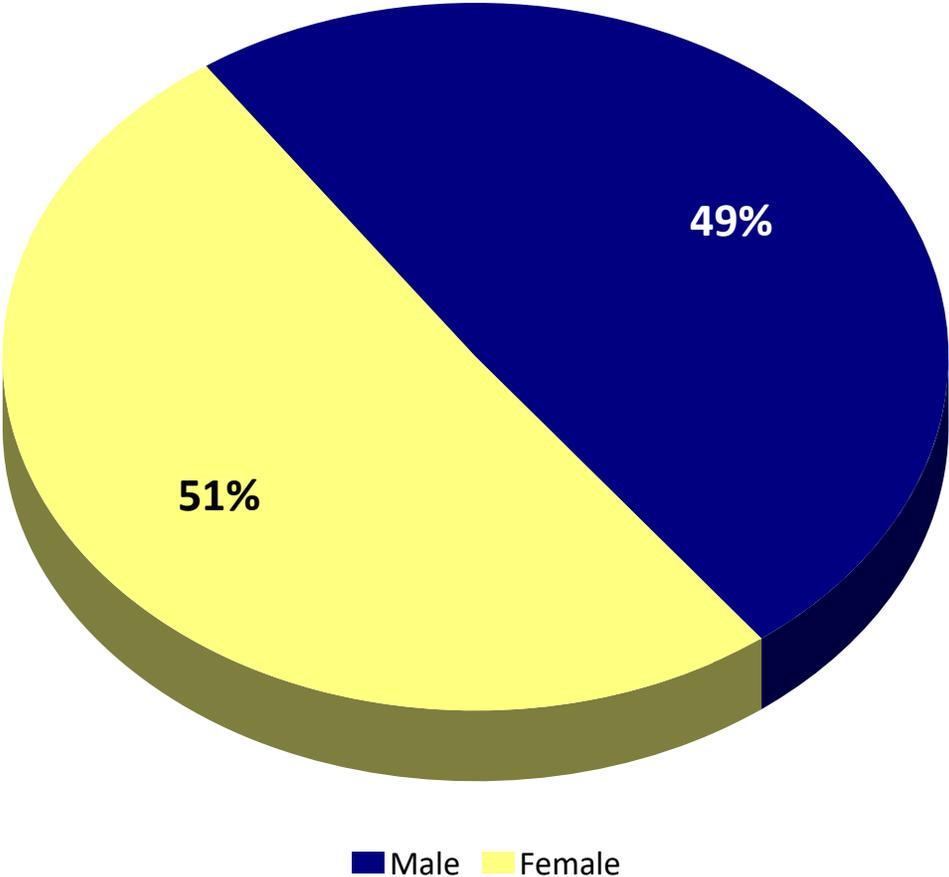
Q29. Do you work in the Baytown area?

by percentage of respondents (excluding not provided)



Q30. Gender of Respondents

by percentage of respondents (excluding not provided)





2

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 of 1999, the survey has been administered in more than 500 communities in 50 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from a national survey that was administered by ETC Institute during the summer of 2020 to a random sample of more than 4,000 residents in the continental United States. The set of charts on the following pages show how the overall results for Baytown compare to the national average, as well as how Baytown compares to the Texas average.

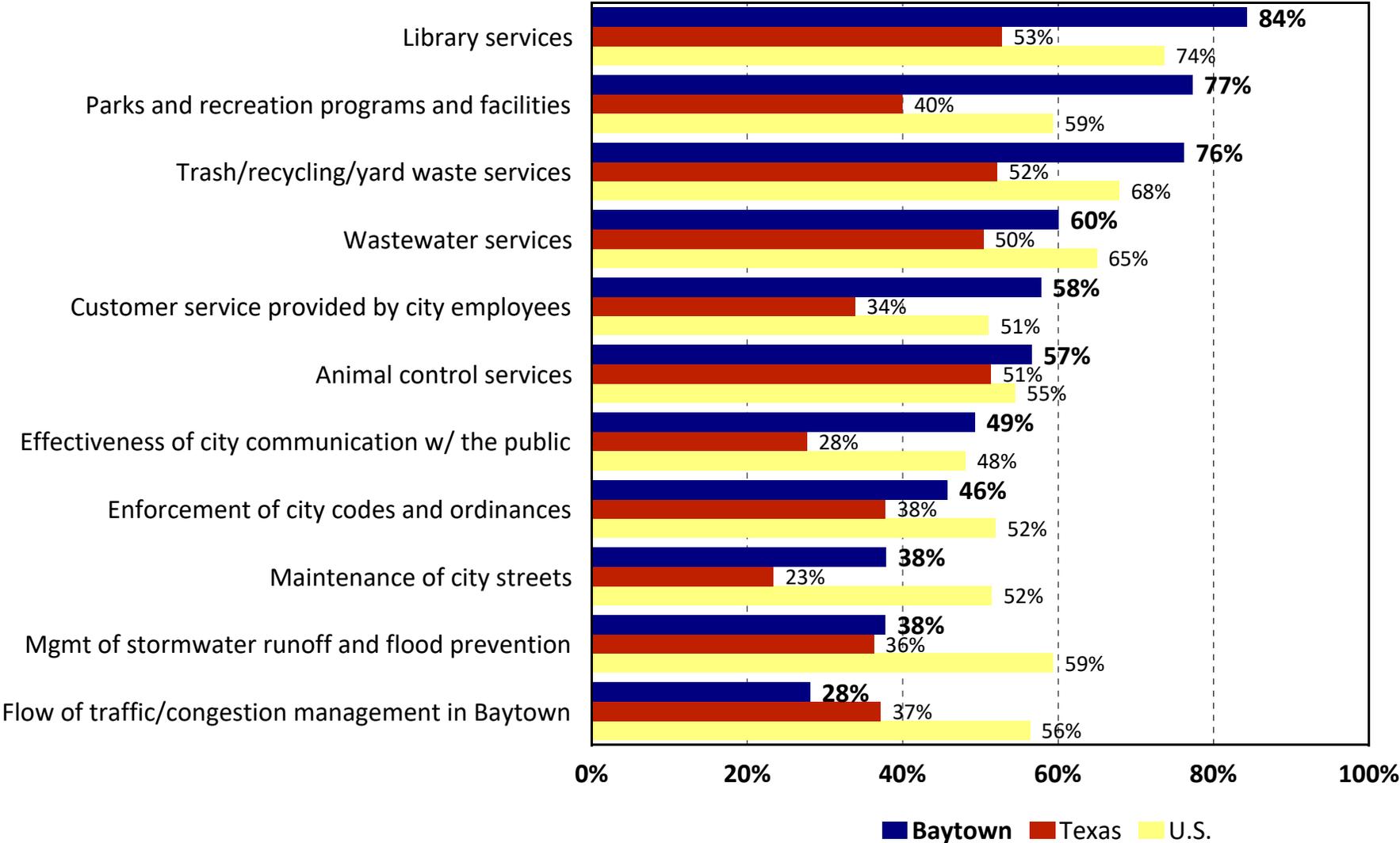
National Benchmarks

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 Baytown is not authorized without written consent from ETC Institute.

Overall Satisfaction with Various City Services

Baytown vs. Texas vs. the U.S.

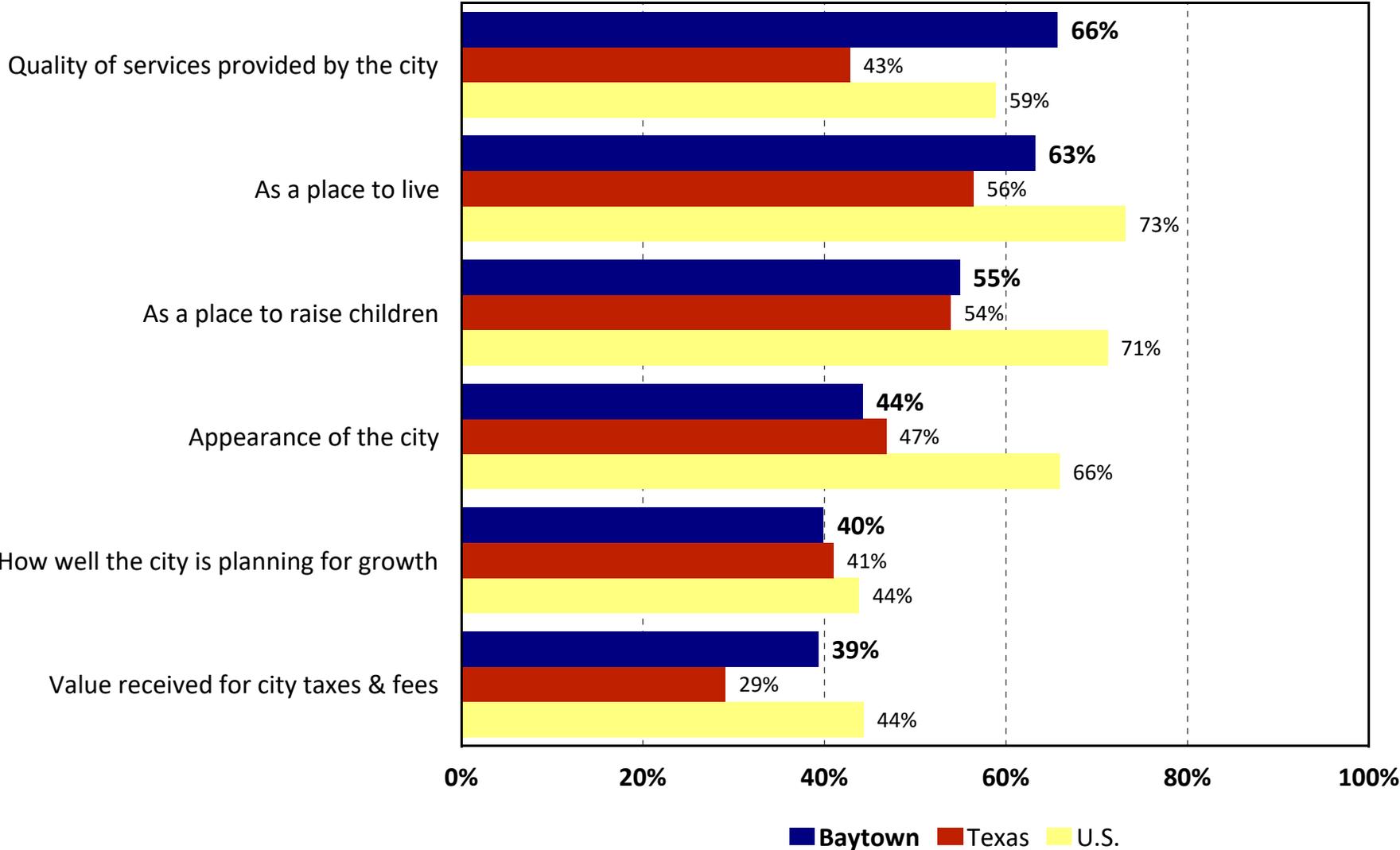
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Issues that Influence Perceptions of the City

Baytown vs. Texas vs. the U.S.

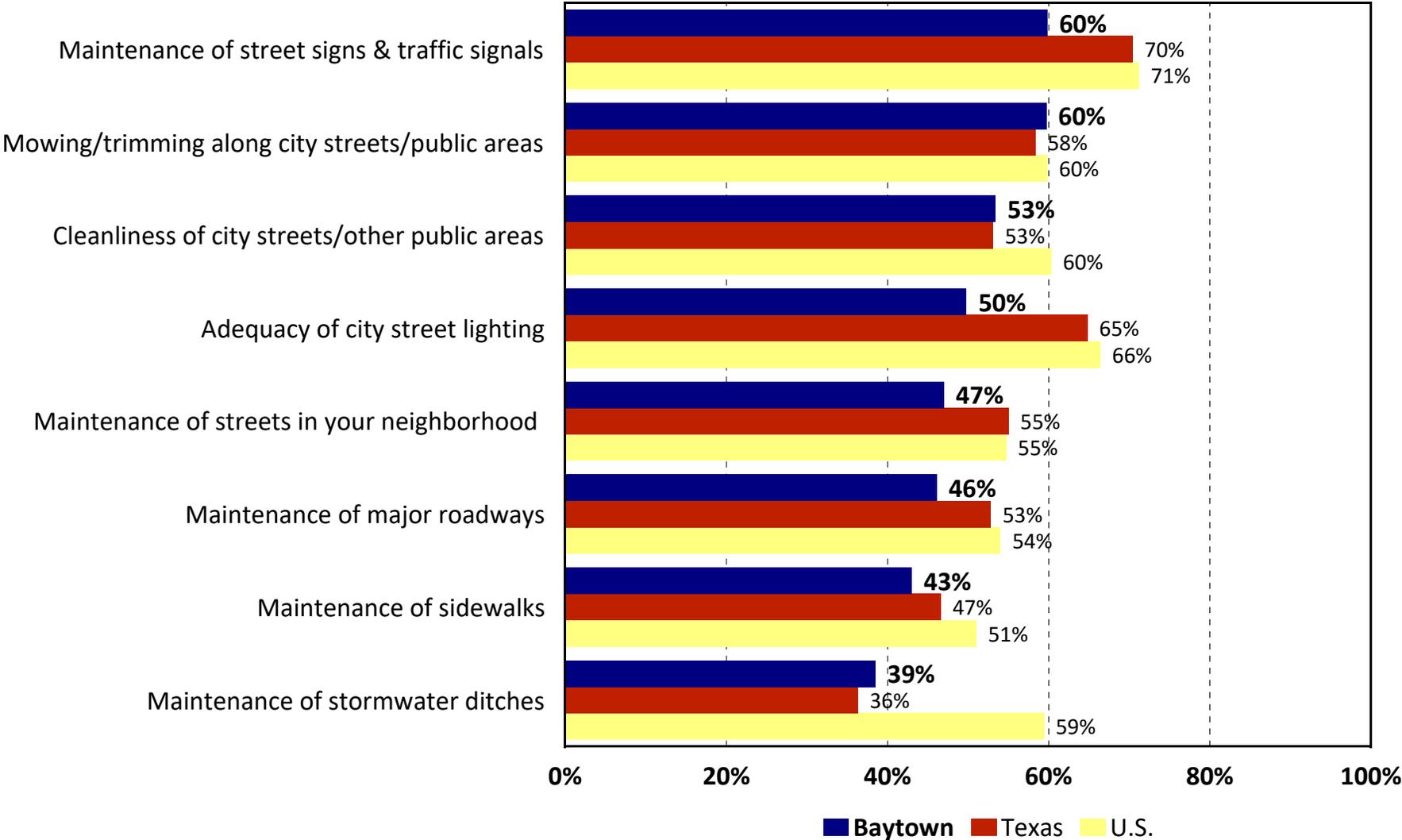
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Maintenance Services

Baytown vs. Texas vs. the U.S.

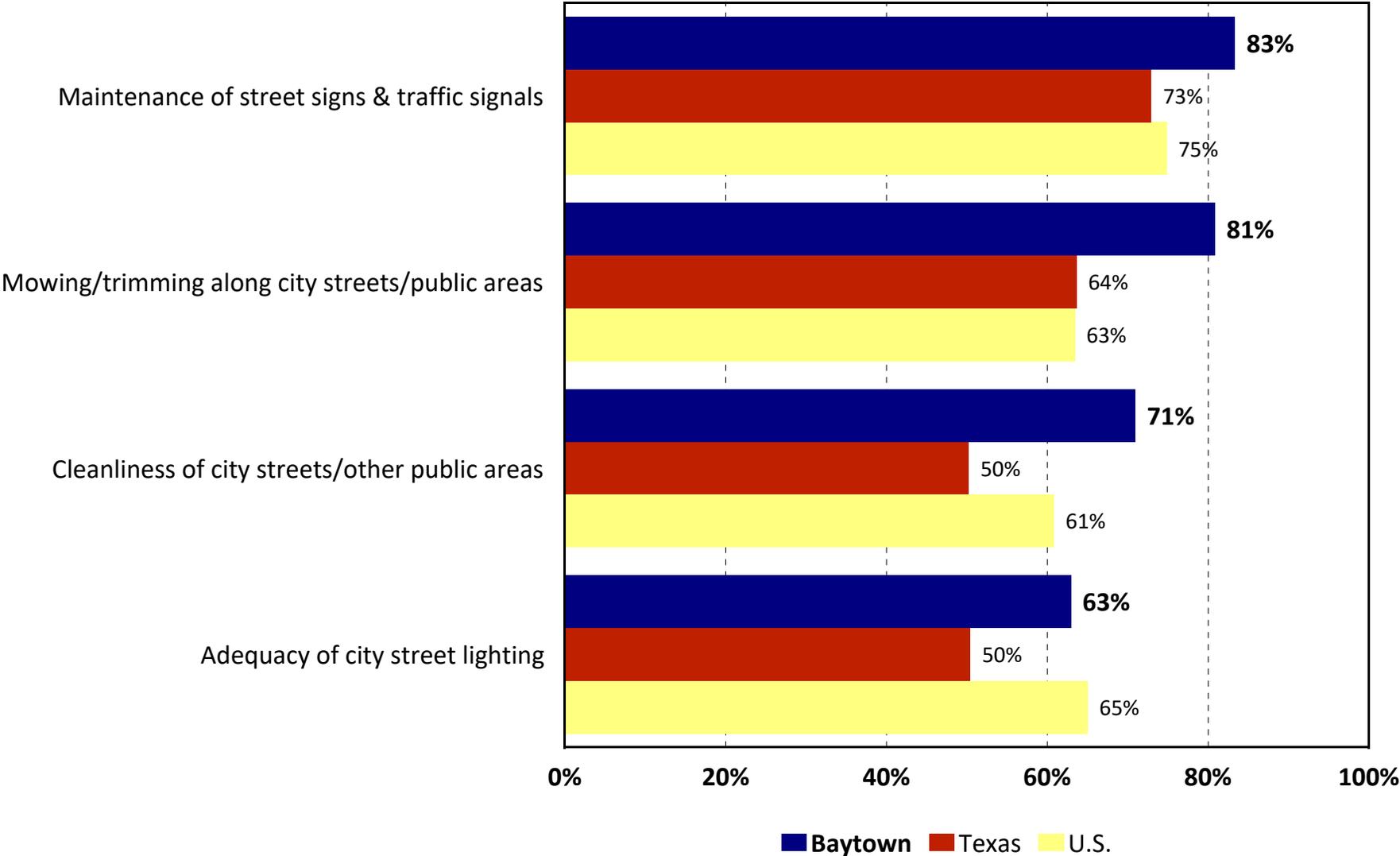
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Public Services

Baytown vs. Texas vs. the U.S.

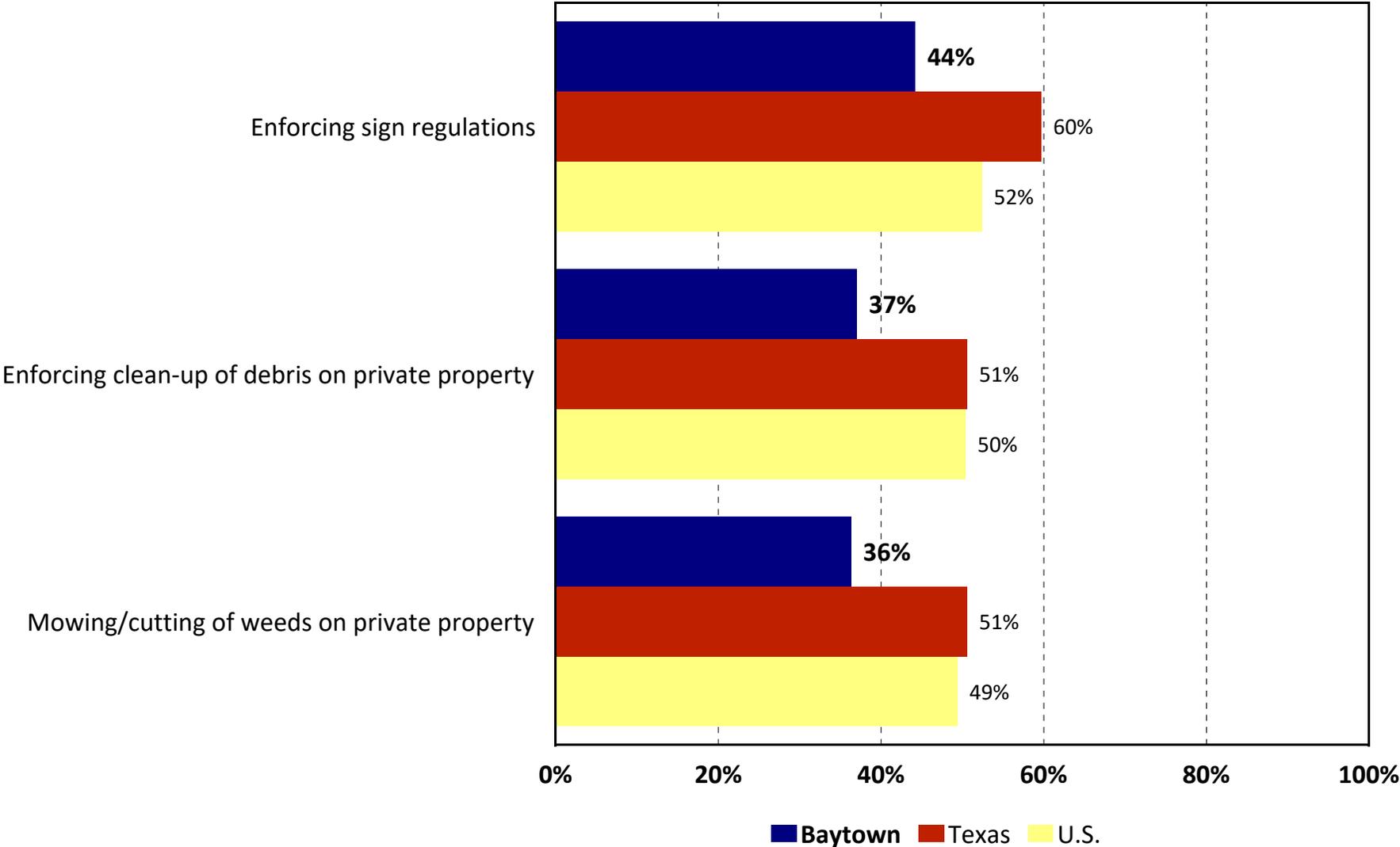
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Code Enforcement

Baytown vs. Texas vs. the U.S.

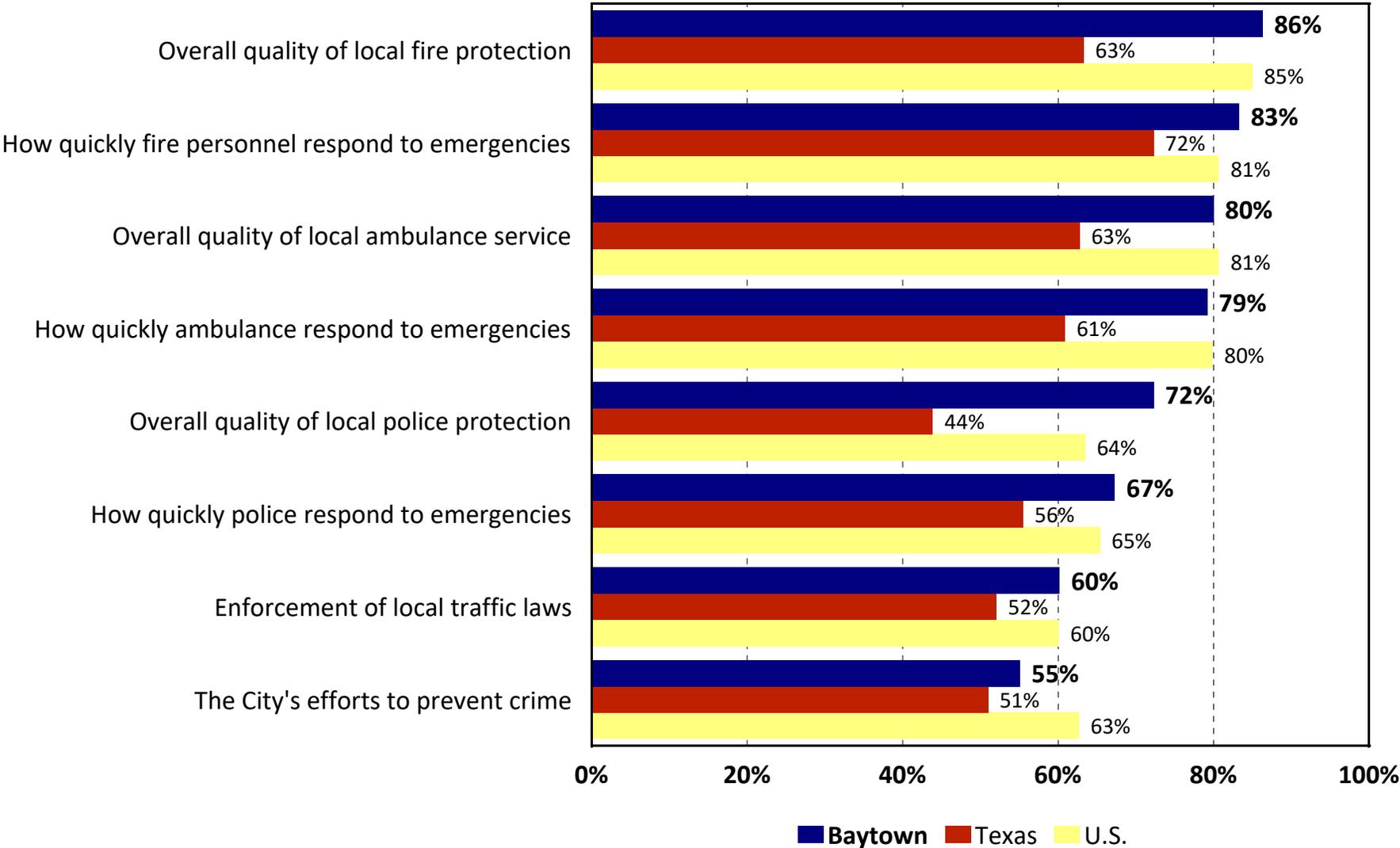
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Public Safety

Baytown vs. Texas vs. the U.S.

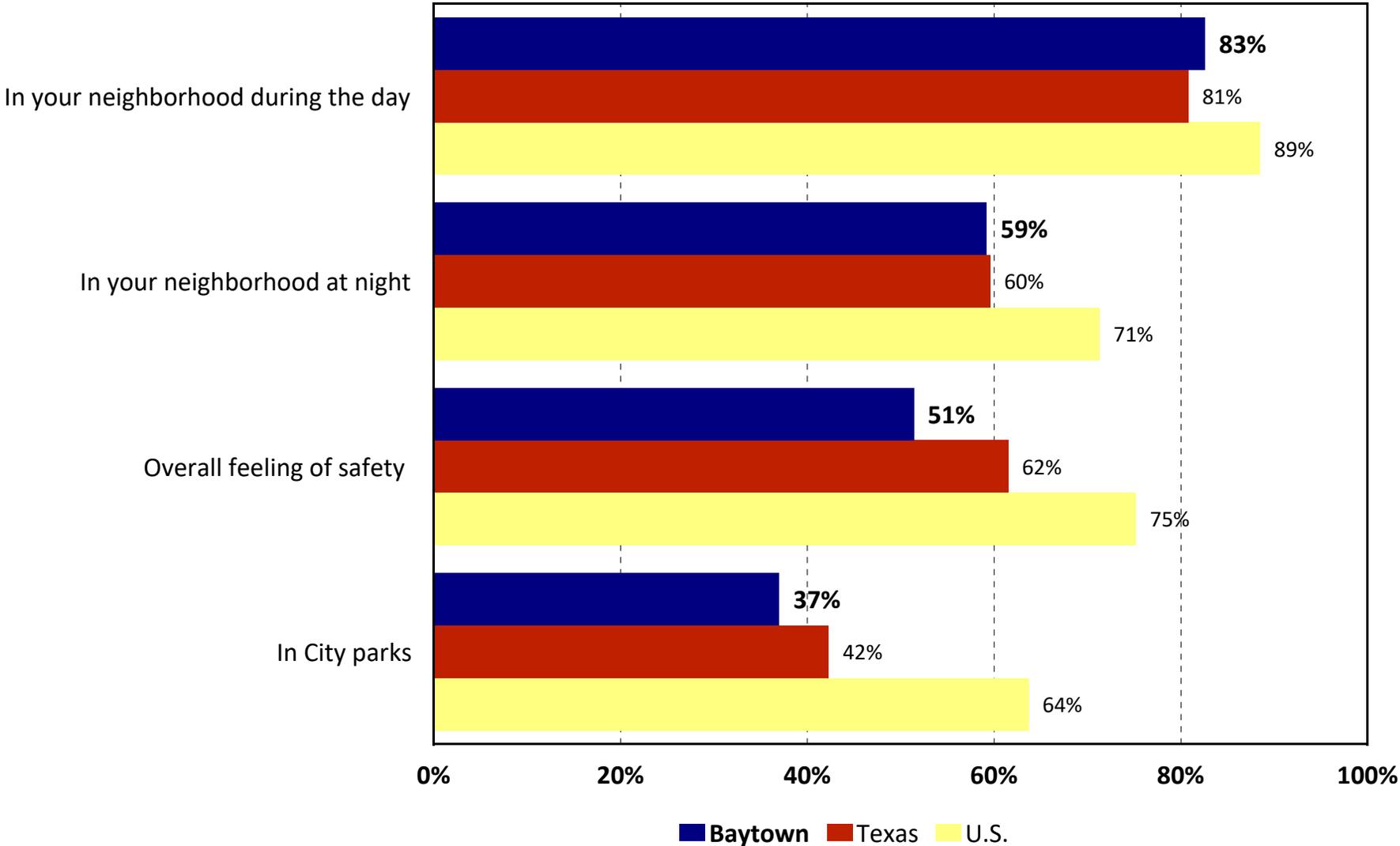
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Perceptions of Safety

Baytown vs. Texas vs. the U.S.

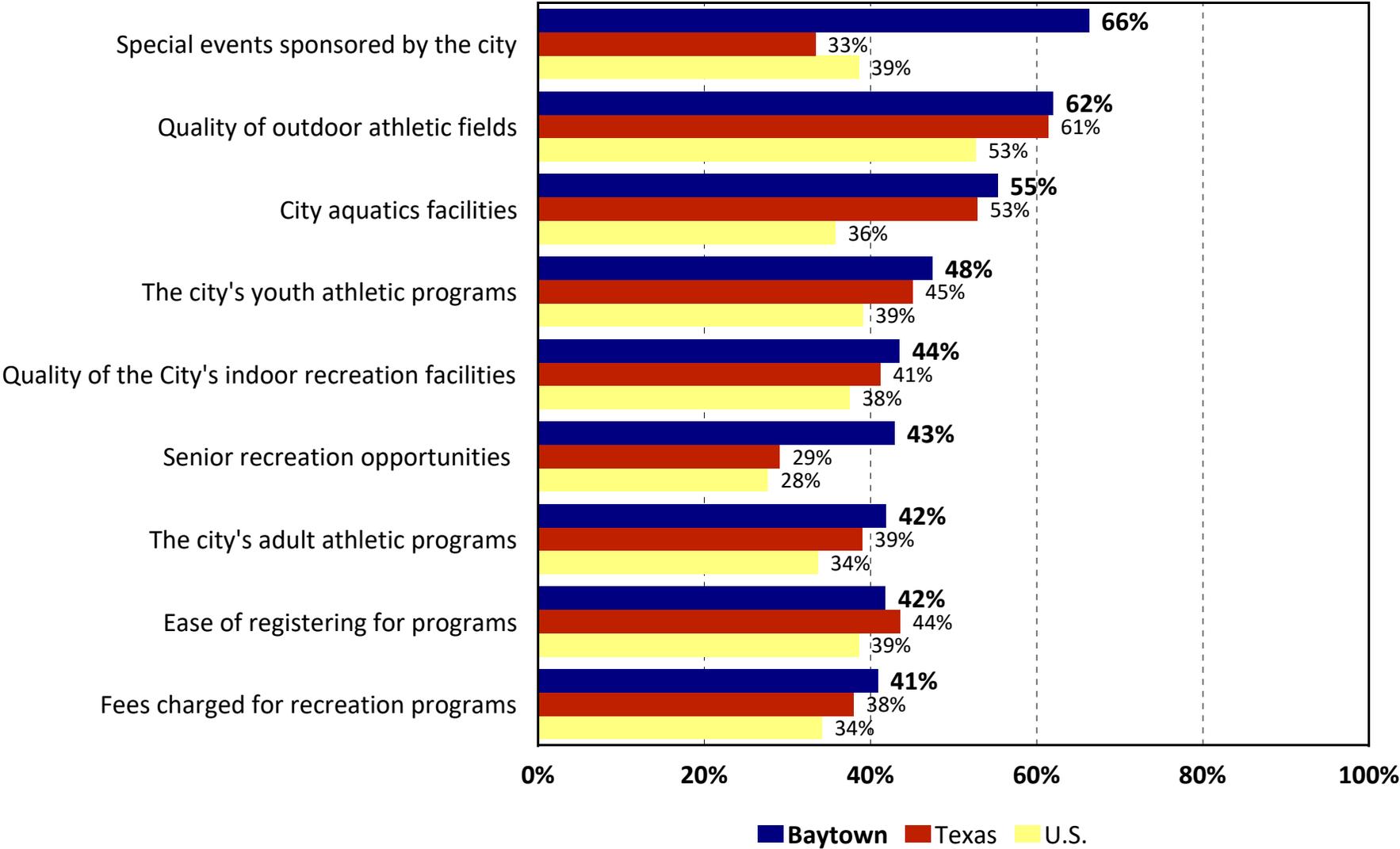
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)



Overall Satisfaction with Parks and Recreation

Baytown vs. Texas vs. the U.S.

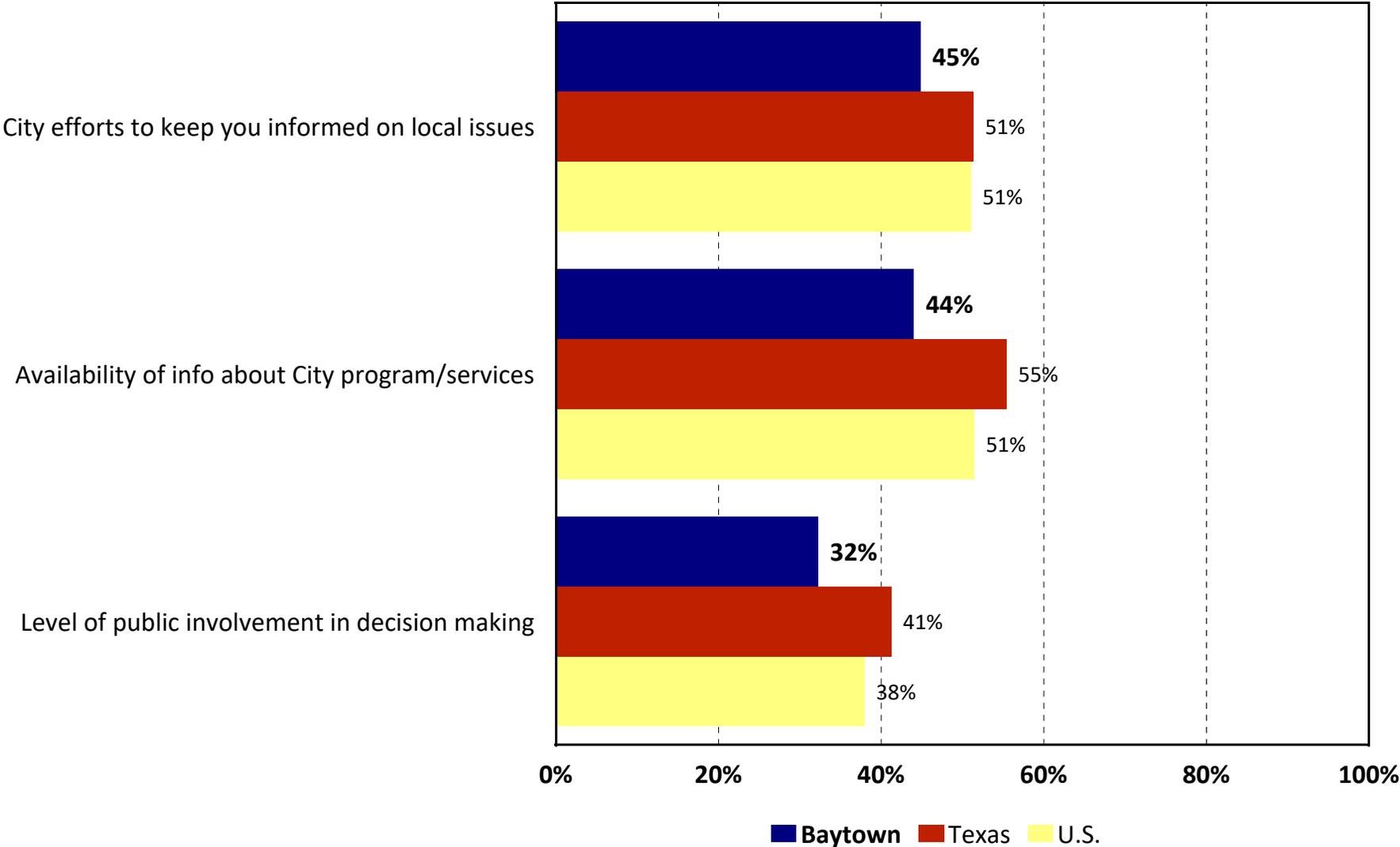
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Communication

Baytown vs. Texas vs. the U.S.

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



A graphic consisting of a dark blue horizontal bar. On the left side of the bar, there is a white circle containing the number '3' in dark blue. To the right of the circle, the text 'Importance-Satisfaction Analysis' is written in white, bold, sans-serif font, with 'Importance-Satisfaction' on the top line and 'Analysis' on the bottom line.

3 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

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

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

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

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

Example of the Calculation

Respondents were asked to identify the major categories of City services that should receive the most emphasis over the next two years. More than half (54.4%) of the respondent households selected "*flow of traffic/congestion management*" as one of the most important services to emphasize over the next two years.

With regard to satisfaction, 28.1% of respondents surveyed rated "*flow of traffic/congestion management*" 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, 54.4% was multiplied by 71.9% (1-0.281). This calculation yielded an I-S rating of 0.3911, which ranked first out of fifteen categories of City services analyzed.

Importance-Satisfaction Analysis



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

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

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

Interpreting the Ratings

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

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

The results for the City of Baytown are provided on the following pages.

2021 Importance-Satisfaction Rating

City of Baytown

Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Flow of traffic/congestion management in Baytown	54%	1	28%	15	0.3911	1
Maintenance of city streets	51%	2	38%	13	0.3148	2
Mgmt of stormwater runoff and flood prevention	39%	3	38%	14	0.2451	3
<u>High Priority (IS .10-.20)</u>						
Enforcement of city codes and ordinances	22%	5	46%	12	0.1187	4
<u>Medium Priority (IS <.10)</u>						
Police services	36%	4	73%	6	0.0975	5
Effectiveness of city communication w/ the public	16%	7	49%	11	0.0791	6
Drinking water	18%	6	60%	7	0.0716	7
Animal control services	12%	10	57%	10	0.0538	8
Customer service provided by city employees	9%	12	58%	9	0.0397	9
Parks and recreation programs and facilities	15%	8	77%	4	0.0338	10
Wastewater services	7%	14	60%	8	0.0271	11
Trash/recycling/yard waste services	8%	13	76%	5	0.0198	12
Fire services	13%	9	87%	1	0.0165	13
Emergency medical services	11%	11	85%	2	0.0165	14
Library services	4%	15	84%	3	0.0055	15

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

Most Important %:

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

Satisfaction %:

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

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2021 Importance-Satisfaction Rating

City of Baytown

Maintenance Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Overall maintenance of city streets	49%	1	39%	10	0.3010	1
Maintenance of stormwater ditches	37%	2	38%	11	0.2289	2
<u>High Priority (IS .10-.20)</u>						
Maintenance of major roadways	29%	3	49%	7	0.1464	3
Maintenance of streets in your neighborhood	26%	4	51%	5	0.1252	4
<u>Medium Priority (IS <.10)</u>						
Cleanliness of city streets/other public areas	18%	6	50%	6	0.0915	5
Adequacy of city street lighting	20%	5	56%	3	0.0868	6
Maintenance of sidewalks in Baytown	16%	7	46%	9	0.0854	7
Maintenance of curbs/gutters on city streets	14%	8	47%	8	0.0732	8
Maintenance of street signs & traffic signals	13%	9	61%	2	0.0511	9
Mowing/trimming along city streets/public areas	10%	10	56%	4	0.0421	10
Landscaping in median on city streets	9%	11	63%	1	0.0340	11

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

Most Important %:

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

Satisfaction %:

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

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2021 Importance-Satisfaction Rating

City of Baytown

Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
The City's efforts to prevent crime	53%	1	55%	8	0.2366	1
<u>High Priority (IS .10-.20)</u>						
Overall quality of local police protection	44%	2	72%	5	0.1210	2
Enforcement of local traffic laws	28%	3	60%	7	0.1106	3
<u>Medium Priority (IS <.10)</u>						
How quickly police respond to emergencies	26%	4	67%	6	0.0863	4
How quickly ambulance respond to emergencies	9%	6	79%	4	0.0191	5
Overall quality of local ambulance service	8%	7	80%	3	0.0158	6
Overall quality of local fire protection	10%	5	86%	1	0.0141	7
How quickly fire personnel respond to emergencies	8%	8	83%	2	0.0125	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 be the City's top priorities.

Satisfaction %:

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

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2021 Importance-Satisfaction Rating

City of Baytown

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Senior recreation opportunities	20%	3	43%	10	0.1136	1
Number of walking and biking trails	29%	2	63%	4	0.1073	2
Medium Priority (IS <.10)						
Appearance and maintenance of city parks	33%	1	76%	1	0.0798	3
Quality of the city's indoor recreation facilities	14%	6	44%	9	0.0791	4
The city's youth athletic programs	14%	7	48%	8	0.0709	5
Special events sponsored by the city	18%	4	66%	3	0.0596	6
Number of city parks	17%	5	70%	2	0.0508	7
Fees charged for recreation programs	8%	9	41%	13	0.0496	8
The city's adult athletic programs	8%	10	42%	11	0.0476	9
City aquatics facilities	10%	8	55%	6	0.0425	10
Ease of registering for programs	6%	13	42%	12	0.0326	11
Quality of city aquatics programs	7%	11	54%	7	0.0302	12
Quality of outdoor athletic fields	6%	12	62%	5	0.0232	13

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

Most Important %:

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

Satisfaction %:

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

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2021 Importance-Satisfaction Rating

City of Baytown

Library Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Quality & quantity of programs for children	23%	2	68%	4	0.0761	1
Quality of available materials	29%	1	75%	3	0.0706	2
Quality & quantity of programs for teens	13%	3	58%	7	0.0557	3
Quality & quantity of e-learning materials	13%	5	60%	6	0.0503	4
Quality & quantity of programs for adults	10%	6	63%	5	0.0379	5
Overall size of the library	13%	4	76%	2	0.0316	6
Helpfulness of library staff	6%	7	79%	1	0.0126	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 be the City's top priorities.

Satisfaction %:

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

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Importance-Satisfaction Analysis



Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction 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. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

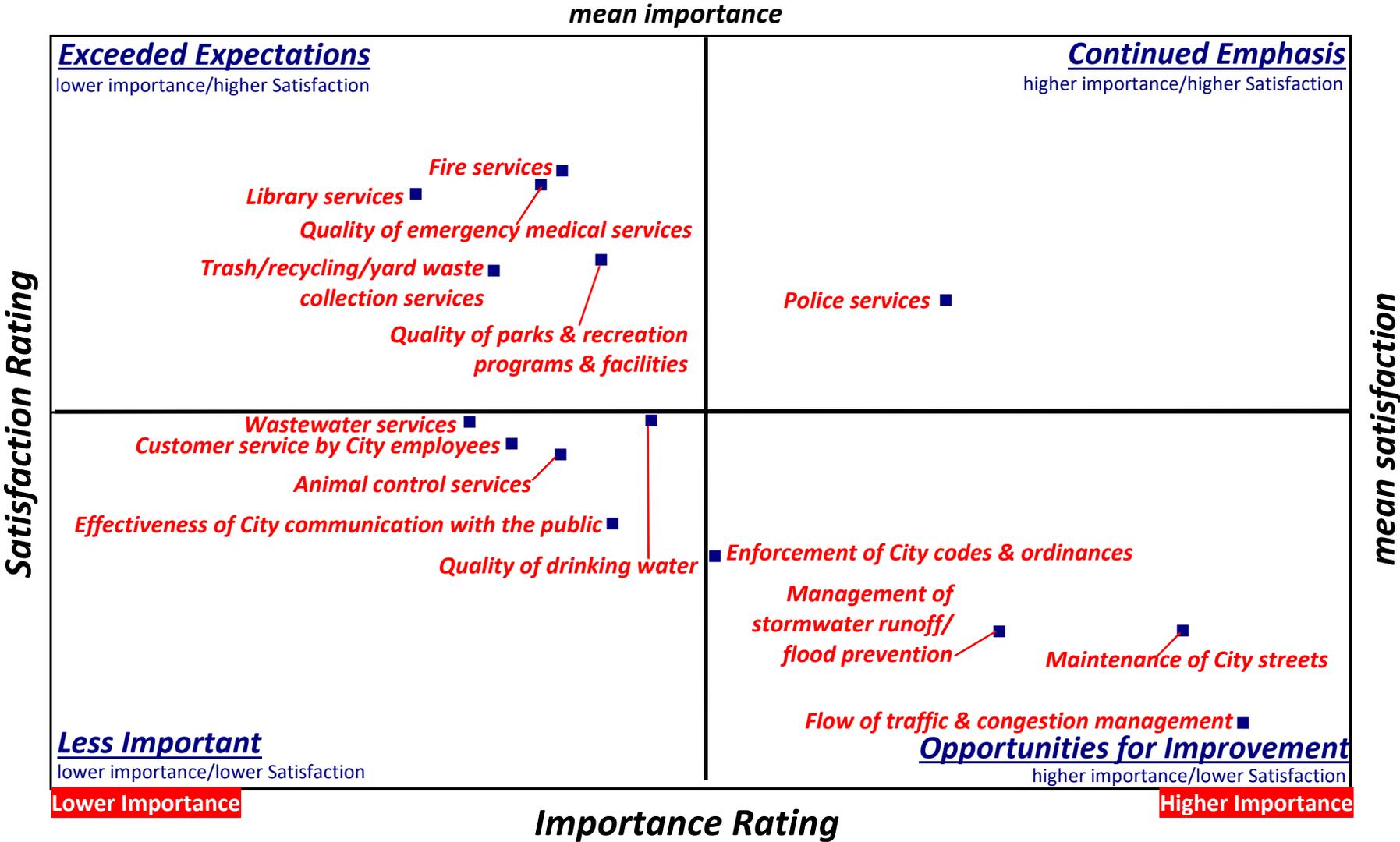
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to its performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for the City of Baytown are provided on the following pages.

City of Baytown Community Survey Importance-Satisfaction Assessment Matrix

-Major Categories of City Services-

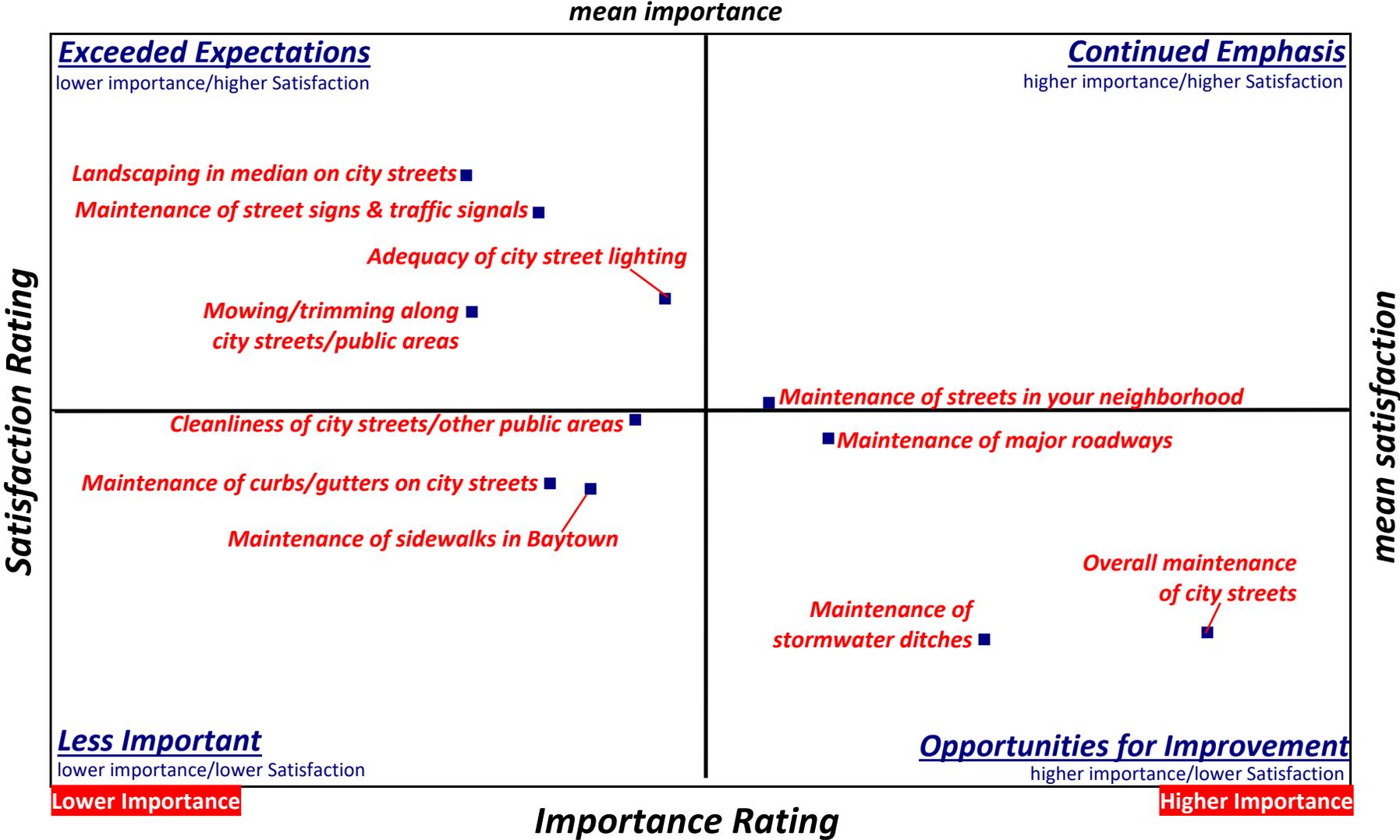
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



City of Baytown Community Survey Importance-Satisfaction Assessment Matrix

-Maintenance Services-

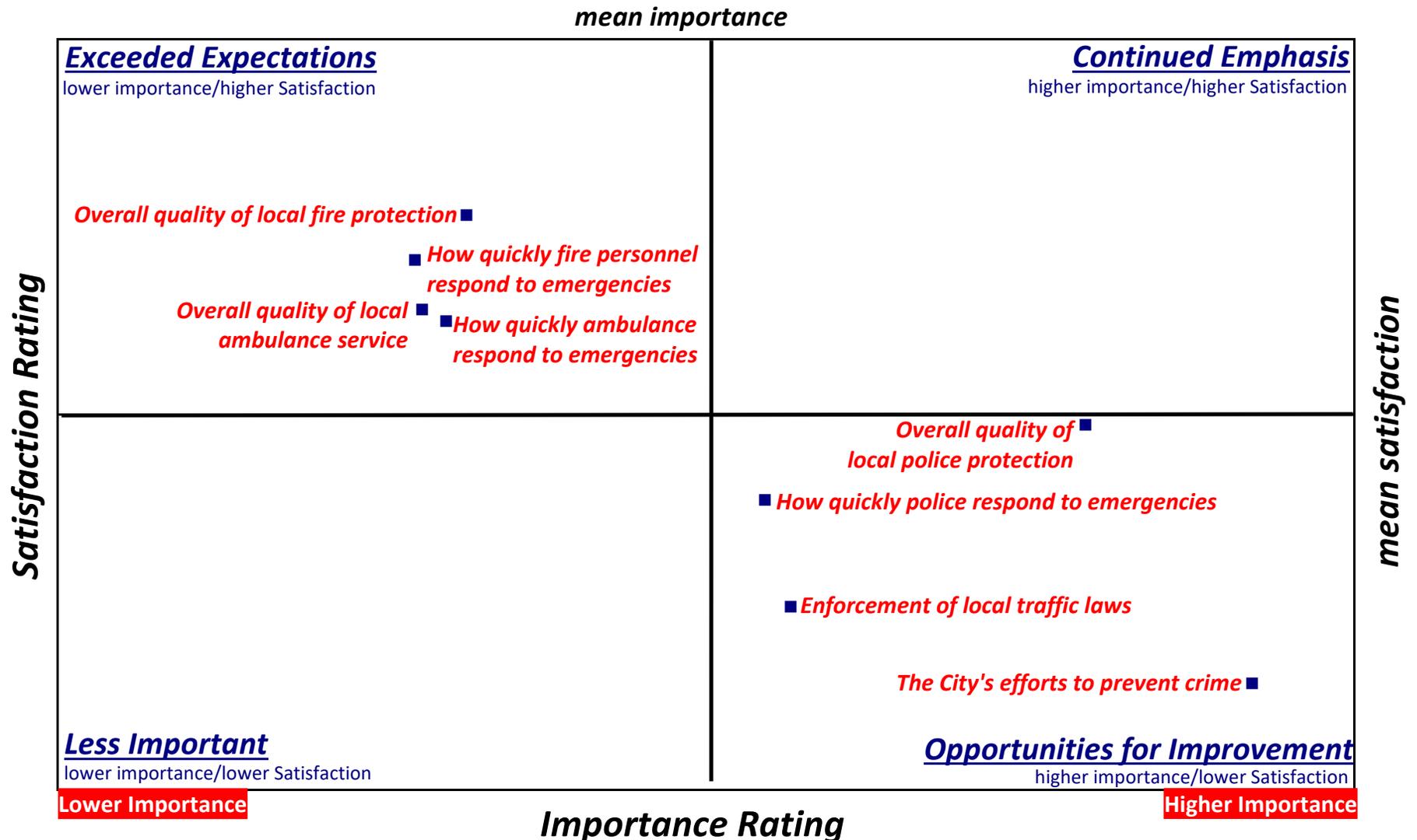
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



City of Baytown Community Survey Importance-Satisfaction Assessment Matrix

-Public Safety Services-

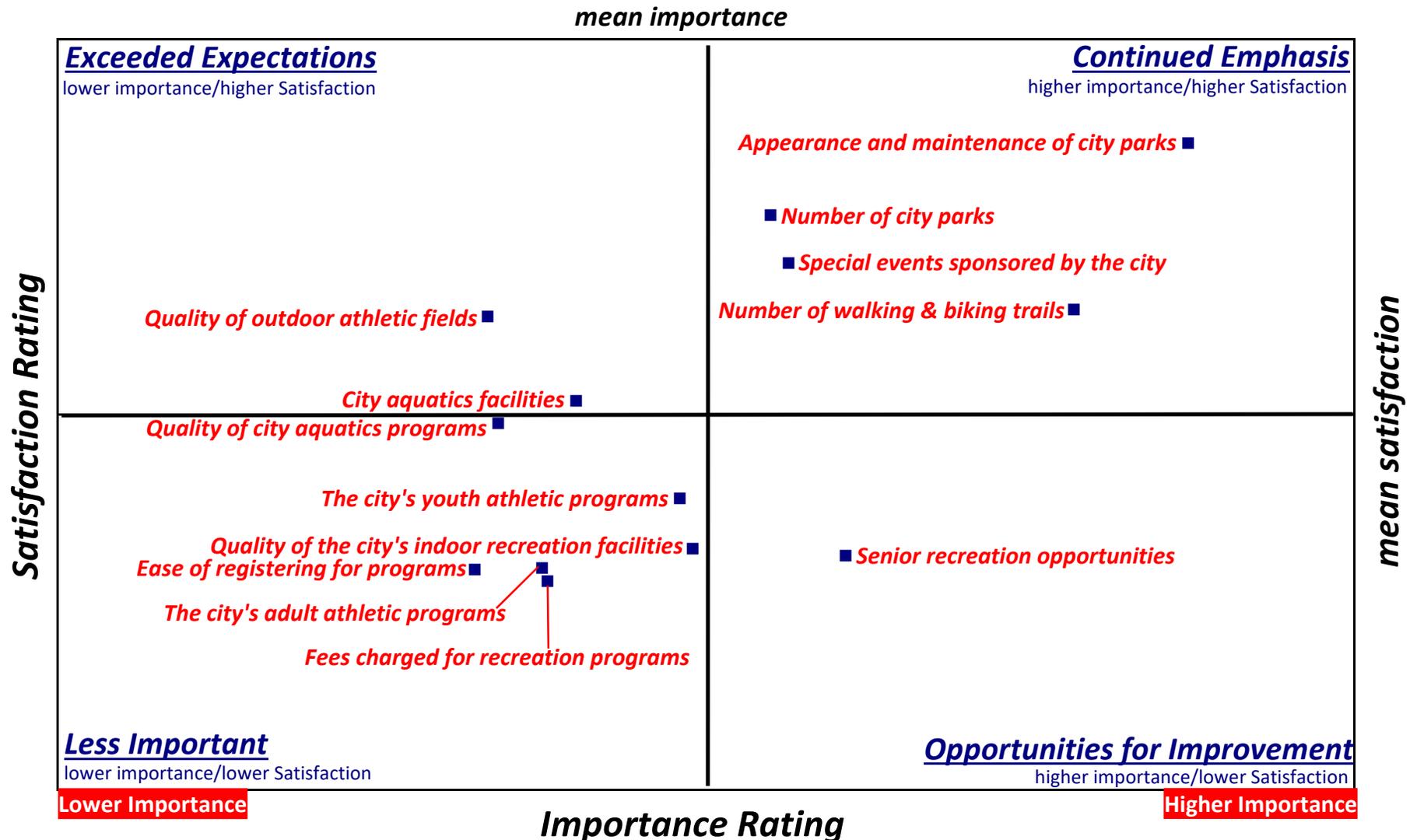
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



City of Baytown Community Survey Importance-Satisfaction Assessment Matrix

-Parks and Recreation-

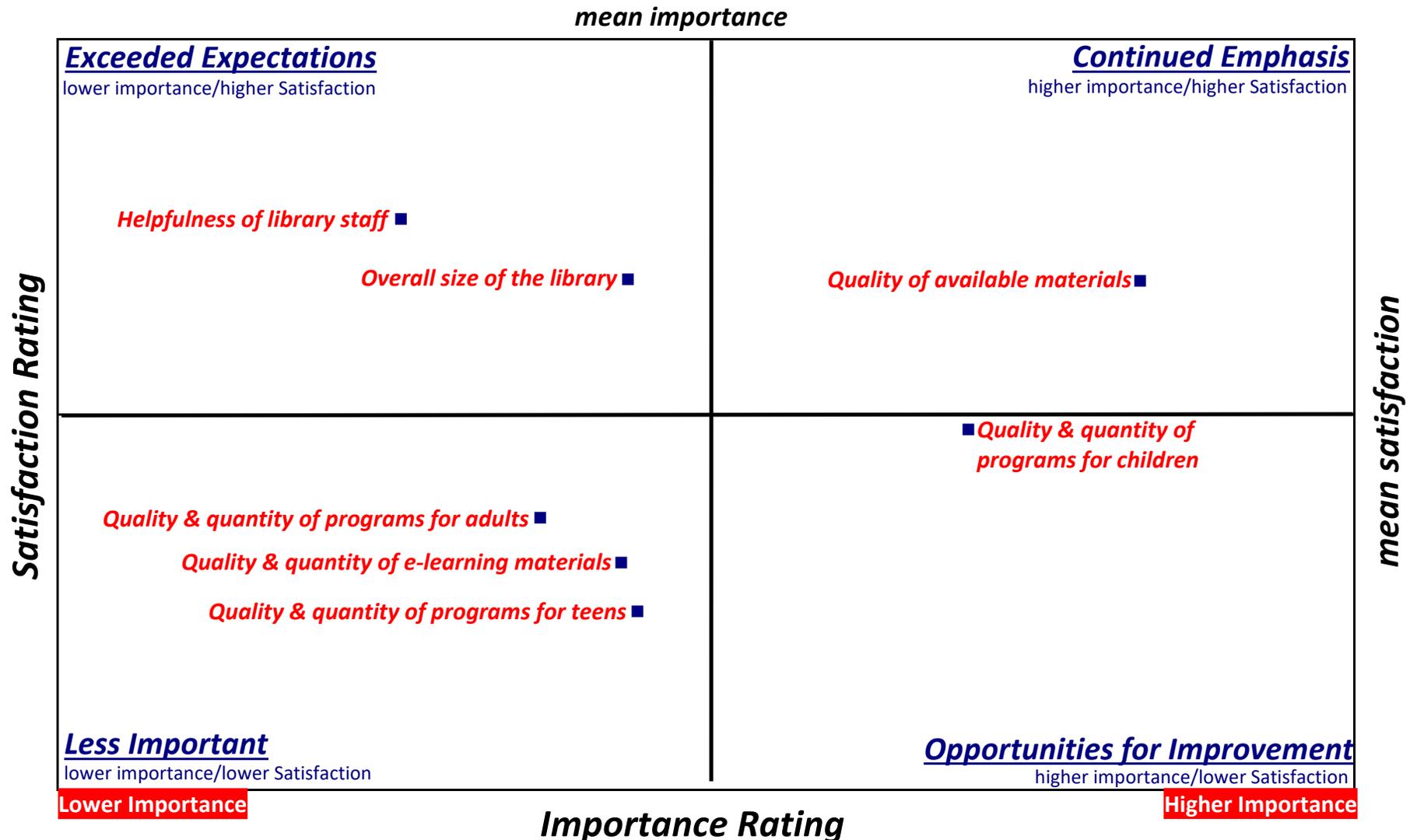
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



City of Baytown Community Survey Importance-Satisfaction Assessment Matrix

-Library Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)





4

Tabular Data

Q1. Major Categories of City Services. Please rate your overall satisfaction with each of the following major categories of services provided by the City of Baytown using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=607)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	Don't know
Q1-1. Overall quality of police services	29.0%	38.9%	16.0%	7.4%	1.6%	7.1%
Q1-2. Overall quality of fire services	38.9%	38.7%	10.9%	0.8%	0.2%	10.5%
Q1-3. Overall quality of emergency medical services	38.2%	36.1%	11.0%	1.6%	0.2%	12.9%
Q1-4. Overall enforcement of City codes & ordinances	11.0%	29.0%	27.0%	13.8%	6.4%	12.7%
Q1-5. Overall quality of library services	33.9%	33.1%	10.7%	1.5%	0.3%	20.4%
Q1-6. Overall quality of parks & recreation programs & facilities	29.3%	42.2%	14.7%	4.4%	1.8%	7.6%
Q1-7. Overall quality of animal control services	14.3%	36.1%	25.0%	9.2%	4.4%	10.9%
Q1-8. Overall maintenance of City streets	9.4%	27.3%	24.7%	21.6%	14.0%	3.0%
Q1-9. Overall management of stormwater runoff & flood prevention	9.6%	26.5%	27.8%	22.6%	9.1%	4.4%
Q1-10. Overall quality of trash, recycling & yard waste collection services	29.8%	44.6%	12.0%	8.1%	3.1%	2.3%
Q1-11. Overall quality of drinking water	17.6%	38.9%	22.4%	10.4%	4.6%	6.1%
Q1-12. Overall quality of wastewater services	15.7%	38.1%	27.3%	5.6%	2.6%	10.7%
Q1-13. Overall flow of traffic & congestion management in Baytown	5.4%	21.7%	24.2%	29.7%	15.5%	3.5%
Q1-14. Overall effectiveness of City communication with the public	13.3%	32.8%	29.2%	12.2%	6.1%	6.4%
Q1-15. Overall quality of customer service provided by City employees	16.1%	35.9%	26.9%	7.2%	3.8%	10.0%

WITHOUT DON'T KNOW

Q1. Major Categories of City Services. Please rate your overall satisfaction with each of the following major categories of services provided by the City of Baytown using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=607)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police services	31.2%	41.8%	17.2%	8.0%	1.8%
Q1-2. Overall quality of fire services	43.5%	43.3%	12.2%	0.9%	0.2%
Q1-3. Overall quality of emergency medical services	43.9%	41.4%	12.7%	1.9%	0.2%
Q1-4. Overall enforcement of City codes & ordinances	12.6%	33.2%	30.9%	15.8%	7.4%
Q1-5. Overall quality of library services	42.7%	41.6%	13.5%	1.9%	0.4%
Q1-6. Overall quality of parks & recreation programs & facilities	31.7%	45.6%	15.9%	4.8%	2.0%
Q1-7. Overall quality of animal control services	16.1%	40.5%	28.1%	10.4%	5.0%
Q1-8. Overall maintenance of City streets	9.7%	28.2%	25.5%	22.2%	14.4%
Q1-9. Overall management of stormwater runoff & flood prevention	10.0%	27.8%	29.1%	23.6%	9.5%
Q1-10. Overall quality of trash, recycling & yard waste collection services	30.5%	45.7%	12.3%	8.3%	3.2%
Q1-11. Overall quality of drinking water	18.8%	41.4%	23.9%	11.1%	4.9%
Q1-12. Overall quality of wastewater services	17.5%	42.6%	30.6%	6.3%	3.0%
Q1-13. Overall flow of traffic & congestion management in Baytown	5.6%	22.5%	25.1%	30.7%	16.0%
Q1-14. Overall effectiveness of City communication with the public	14.3%	35.0%	31.2%	13.0%	6.5%
Q1-15. Overall quality of customer service provided by City employees	17.9%	39.9%	29.9%	8.1%	4.2%

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

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	132	21.7 %
Overall quality of fire services	4	0.7 %
Overall quality of emergency medical services	9	1.5 %
Overall enforcement of City codes & ordinances	28	4.6 %
Overall quality of library services	3	0.5 %
Overall quality of parks & recreation programs & facilities	12	2.0 %
Overall quality of animal control services	5	0.8 %
Overall maintenance of City streets	107	17.6 %
Overall management of stormwater runoff & flood prevention	65	10.7 %
Overall quality of trash, recycling & yard waste collection services	4	0.7 %
Overall quality of drinking water	18	3.0 %
Overall quality of wastewater services	4	0.7 %
Overall flow of traffic & congestion management in Baytown	108	17.8 %
Overall effectiveness of City communication with the public	10	1.6 %
Overall quality of customer service provided by City employees	6	1.0 %
None chosen	92	15.2 %
Total	607	100.0 %

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

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	36	5.9 %
Overall quality of fire services	45	7.4 %
Overall quality of emergency medical services	15	2.5 %
Overall enforcement of City codes & ordinances	36	5.9 %
Overall quality of library services	6	1.0 %
Overall quality of parks & recreation programs & facilities	24	4.0 %
Overall quality of animal control services	12	2.0 %
Overall maintenance of City streets	95	15.7 %
Overall management of stormwater runoff & flood prevention	66	10.9 %
Overall quality of trash, recycling & yard waste collection services	14	2.3 %
Overall quality of drinking water	21	3.5 %
Overall quality of wastewater services	9	1.5 %
Overall flow of traffic & congestion management in Baytown	97	16.0 %
Overall effectiveness of City communication with the public	13	2.1 %
Overall quality of customer service provided by City employees	7	1.2 %
None chosen	111	18.3 %
Total	607	100.0 %

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

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	25	4.1 %
Overall quality of fire services	13	2.1 %
Overall quality of emergency medical services	28	4.6 %
Overall enforcement of City codes & ordinances	26	4.3 %
Overall quality of library services	6	1.0 %
Overall quality of parks & recreation programs & facilities	22	3.6 %
Overall quality of animal control services	20	3.3 %
Overall maintenance of City streets	62	10.2 %
Overall management of stormwater runoff & flood prevention	72	11.9 %
Overall quality of trash, recycling & yard waste collection services	15	2.5 %
Overall quality of drinking water	36	5.9 %
Overall quality of wastewater services	14	2.3 %
Overall flow of traffic & congestion management in Baytown	78	12.9 %
Overall effectiveness of City communication with the public	32	5.3 %
Overall quality of customer service provided by City employees	17	2.8 %
None chosen	141	23.2 %
Total	607	100.0 %

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

<u>Q2. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	27	4.4 %
Overall quality of fire services	14	2.3 %
Overall quality of emergency medical services	16	2.6 %
Overall enforcement of City codes & ordinances	43	7.1 %
Overall quality of library services	6	1.0 %
Overall quality of parks & recreation programs & facilities	32	5.3 %
Overall quality of animal control services	38	6.3 %
Overall maintenance of City streets	44	7.2 %
Overall management of stormwater runoff & flood prevention	36	5.9 %
Overall quality of trash, recycling & yard waste collection services	17	2.8 %
Overall quality of drinking water	34	5.6 %
Overall quality of wastewater services	14	2.3 %
Overall flow of traffic & congestion management in Baytown	47	7.7 %
Overall effectiveness of City communication with the public	40	6.6 %
Overall quality of customer service provided by City employees	27	4.4 %
None chosen	172	28.3 %
Total	607	100.0 %

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

Q2. Sum of Top 4 Choices	Number	Percent
Overall quality of police services	220	36.2 %
Overall quality of fire services	76	12.5 %
Overall quality of emergency medical services	68	11.2 %
Overall enforcement of City codes & ordinances	133	21.9 %
Overall quality of library services	21	3.5 %
Overall quality of parks & recreation programs & facilities	90	14.8 %
Overall quality of animal control services	75	12.4 %
Overall maintenance of City streets	308	50.7 %
Overall management of stormwater runoff & flood prevention	239	39.4 %
Overall quality of trash, recycling & yard waste collection services	50	8.2 %
Overall quality of drinking water	109	18.0 %
Overall quality of wastewater services	41	6.8 %
Overall flow of traffic & congestion management in Baytown	330	54.4 %
Overall effectiveness of City communication with the public	95	15.7 %
Overall quality of customer service provided by City employees	57	9.4 %
None chosen	92	15.2 %
Total	2004	

Q3. Perceptions of The City. Please rate your level of satisfaction with each of the following items that may influence your perception of the City of Baytown.

(N=607)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	Don't know
Q3-1. Overall quality of services provided by City	10.9%	51.7%	23.7%	6.4%	2.5%	4.8%
Q3-2. Overall quality of life in City	12.4%	47.4%	24.2%	10.4%	2.5%	3.1%
Q3-3. Overall quality of your neighborhood	21.1%	41.4%	20.3%	9.9%	4.9%	2.5%
Q3-4. Overall value you receive for City taxes & fees	7.2%	30.6%	28.3%	21.6%	8.4%	3.8%
Q3-5. How well City is planning for growth	8.7%	27.2%	31.8%	14.5%	7.9%	9.9%
Q3-6. Overall quality of new development	9.9%	30.6%	34.1%	12.9%	5.3%	7.2%
Q3-7. Overall appearance of City	8.6%	34.4%	30.8%	17.1%	6.3%	2.8%
Q3-8. Overall appearance of residential property	5.8%	36.2%	34.8%	16.0%	3.0%	4.3%
Q3-9. Overall appearance of commercial property	5.9%	33.3%	34.1%	17.8%	4.8%	4.1%
Q3-10. Overall quality of Downtown Arts District	15.0%	37.6%	26.9%	8.7%	4.3%	7.6%
Q3-11. Baytown as a place to live	15.8%	46.0%	22.4%	9.2%	4.4%	2.1%
Q3-12. Baytown as a place to raise children	13.8%	37.6%	25.9%	10.9%	5.6%	6.3%
Q3-13. Baytown as a place where you would buy your next home	13.5%	27.7%	26.4%	14.7%	10.0%	7.7%

WITHOUT DON'T KNOW**Q3. Perceptions of The City. Please rate your level of satisfaction with each of the following items that may influence your perception of the City of Baytown. (without "don't know")**

(N=607)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of services provided by City	11.4%	54.3%	24.9%	6.7%	2.6%
Q3-2. Overall quality of life in City	12.8%	49.0%	25.0%	10.7%	2.6%
Q3-3. Overall quality of your neighborhood	21.6%	42.4%	20.8%	10.1%	5.1%
Q3-4. Overall value you receive for City taxes & fees	7.5%	31.8%	29.5%	22.4%	8.7%
Q3-5. How well City is planning for growth	9.7%	30.2%	35.3%	16.1%	8.8%
Q3-6. Overall quality of new development	10.7%	33.0%	36.8%	13.9%	5.7%
Q3-7. Overall appearance of City	8.8%	35.4%	31.7%	17.6%	6.4%
Q3-8. Overall appearance of residential property	6.0%	37.9%	36.3%	16.7%	3.1%
Q3-9. Overall appearance of commercial property	6.2%	34.7%	35.6%	18.6%	5.0%
Q3-10. Overall quality of Downtown Arts District	16.2%	40.6%	29.1%	9.4%	4.6%
Q3-11. Baytown as a place to live	16.2%	47.0%	22.9%	9.4%	4.5%
Q3-12. Baytown as a place to raise children	14.8%	40.1%	27.6%	11.6%	6.0%
Q3-13. Baytown as a place where you would buy your next home	14.6%	30.0%	28.6%	15.9%	10.9%

Q4. Customer Service. Have you interacted with (called, gone online, or visited) the City with a question, problem, or complaint during the past year?

Q4. Have you contacted City with a question, problem, or complaint during past year	Number	Percent
Yes	295	48.6 %
No	312	51.4 %
Total	607	100.0 %

Q4a. Which Department did you contact MOST RECENTLY?

Q4a. Which Department did you contact most recently	Number	Percent
Public Works (Street Maintenance, Trash, Recycling, Yard Waste, Water, Wastewater)	115	39.0 %
Public Safety (Police, Fire, EMS)	34	11.5 %
Parks & Recreation	12	4.1 %
City Hall (Mayor, City Council, City Manager, City Clerk)	13	4.4 %
Utility Billing	34	11.5 %
Planning & Development Services (Permits, Inspections, Community Development Programs)	31	10.5 %
Health (Code Enforcement, Animal Control, or Stormwater)	34	11.5 %
Other	13	4.4 %
Not provided	9	3.1 %
Total	295	100.0 %

Q4a-8. Other

<u>Q4a-8. Other</u>	<u>Number</u>	<u>Percent</u>
Animal Control/Baytown Shelter	1	7.7 %
Bee infestation in electric box	1	7.7 %
City app	1	7.7 %
Complain about abandoned building	1	7.7 %
Late hour noisy parties	1	7.7 %
Library	1	7.7 %
Permits	1	7.7 %
Police operations	1	7.7 %
Railroad crossing blockages at E. Cedar Bayou		
Lynchburg at Railroad Dr	1	7.7 %
Sewer	1	7.7 %
Sign permitting	1	7.7 %
Talked to workers about park in Gingercreek	1	7.7 %
Trying to get a job online	1	7.7 %
Total	13	100.0 %

Q4b. How easy was it to contact the person you needed to reach in the department you selected in Question 4a?

Q4b. How easy was it to contact the person you needed to reach	Number	Percent
Very easy	109	38.1 %
Somewhat easy	107	37.4 %
Difficult	40	14.0 %
Very difficult	24	8.4 %
Don't know	6	2.1 %
Total	286	100.0 %

WITHOUT DON'T KNOW

Q4b. How easy was it to contact the person you needed to reach in the department you selected in Question 4a? (without "don't know")

Q4b. How easy was it to contact the person you needed to reach	Number	Percent
Very easy	109	38.9 %
Somewhat easy	107	38.2 %
Difficult	40	14.3 %
Very difficult	24	8.6 %
Total	280	100.0 %

Q4c. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described using a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

(N=286)

	Always	Usually	Someti- mes	Seldom	Never	Don't know
Q4c-1. They were courteous & polite	49.3%	30.1%	10.8%	4.2%	3.1%	2.4%
Q4c-2. They gave prompt, accurate, & complete answers to questions	39.2%	28.3%	15.7%	7.7%	5.9%	3.1%
Q4c-3. They did what they said they would do in a timely manner	37.1%	23.4%	14.7%	8.7%	8.4%	7.7%
Q4c-4. They helped you resolve your issue to your satisfaction	34.6%	23.4%	14.7%	8.7%	13.6%	4.9%

WITHOUT DON'T KNOW

Q4c. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described using a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

(N=286)

	Always	Usually	Sometimes	Seldom	Never
Q4c-1. They were courteous & polite	50.5%	30.8%	11.1%	4.3%	3.2%
Q4c-2. They gave prompt, accurate, & complete answers to questions	40.4%	29.2%	16.2%	7.9%	6.1%
Q4c-3. They did what they said they would do in a timely manner	40.2%	25.4%	15.9%	9.5%	9.1%
Q4c-4. They helped you resolve your issue to your satisfaction	36.4%	24.6%	15.4%	9.2%	14.3%

Q5. Maintenance Services. For each of the items listed below, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=607)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	Don't know
Q5-1. Overall maintenance of City streets	7.6%	30.1%	22.1%	28.3%	9.6%	2.3%
Q5-2. Maintenance of major roadways	9.6%	38.2%	21.9%	19.8%	8.1%	2.5%
Q5-3. Maintenance of streets in your neighborhood	10.5%	38.7%	16.5%	20.1%	11.0%	3.1%
Q5-4. Maintenance of sidewalks in Baytown	11.2%	32.3%	26.0%	16.0%	8.4%	6.1%
Q5-5. Maintenance of street signs & traffic signals	14.3%	44.8%	25.7%	7.7%	4.4%	3.0%
Q5-6. Maintenance of curbs & gutters on City streets	9.1%	35.4%	30.0%	16.6%	4.4%	4.4%
Q5-7. Maintenance of stormwater ditches	8.1%	27.5%	31.8%	18.3%	7.2%	7.1%
Q5-8. Mowing & trimming along City streets & other public areas	12.2%	41.7%	28.0%	11.5%	3.3%	3.3%
Q5-9. Overall cleanliness of City streets & other public areas	11.2%	37.6%	28.8%	15.8%	4.1%	2.5%
Q5-10. Adequacy of City street lighting	11.7%	43.2%	22.7%	15.0%	4.6%	2.8%
Q5-11. Quality of landscaping in median on City streets	17.8%	43.7%	27.8%	5.8%	2.5%	2.5%

WITHOUT DON'T KNOW

Q5. Maintenance Services. For each of the items listed below, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=607)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Overall maintenance of City streets	7.8%	30.9%	22.6%	29.0%	9.8%
Q5-2. Maintenance of major roadways	9.8%	39.2%	22.5%	20.3%	8.3%
Q5-3. Maintenance of streets in your neighborhood	10.9%	40.0%	17.0%	20.7%	11.4%
Q5-4. Maintenance of sidewalks in Baytown	11.9%	34.4%	27.7%	17.0%	8.9%
Q5-5. Maintenance of street signs & traffic signals	14.8%	46.2%	26.5%	8.0%	4.6%
Q5-6. Maintenance of curbs & gutters on City streets	9.5%	37.1%	31.4%	17.4%	4.7%
Q5-7. Maintenance of stormwater ditches	8.7%	29.6%	34.2%	19.7%	7.8%
Q5-8. Mowing & trimming along City streets & other public areas	12.6%	43.1%	29.0%	11.9%	3.4%
Q5-9. Overall cleanliness of City streets & other public areas	11.5%	38.5%	29.6%	16.2%	4.2%
Q5-10. Adequacy of City street lighting	12.0%	44.4%	23.4%	15.4%	4.7%
Q5-11. Quality of landscaping in median on City streets	18.2%	44.8%	28.5%	5.9%	2.5%

Q6. Which THREE of the City maintenance services listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q6. Top choice	Number	Percent
Overall maintenance of City streets	180	29.7 %
Maintenance of major roadways	58	9.6 %
Maintenance of streets in your neighborhood	67	11.0 %
Maintenance of sidewalks in Baytown	28	4.6 %
Maintenance of street signs & traffic signals	17	2.8 %
Maintenance of curbs & gutters on City streets	15	2.5 %
Maintenance of stormwater ditches	76	12.5 %
Mowing & trimming along City streets & other public areas	16	2.6 %
Overall cleanliness of City streets & other public areas	23	3.8 %
Adequacy of City street lighting	23	3.8 %
Quality of landscaping in median on City streets	10	1.6 %
None chosen	94	15.5 %
Total	607	100.0 %

Q6. Which THREE of the City maintenance services listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q6. 2nd choice	Number	Percent
Overall maintenance of City streets	70	11.5 %
Maintenance of major roadways	77	12.7 %
Maintenance of streets in your neighborhood	51	8.4 %
Maintenance of sidewalks in Baytown	42	6.9 %
Maintenance of street signs & traffic signals	33	5.4 %
Maintenance of curbs & gutters on City streets	32	5.3 %
Maintenance of stormwater ditches	75	12.4 %
Mowing & trimming along City streets & other public areas	20	3.3 %
Overall cleanliness of City streets & other public areas	36	5.9 %
Adequacy of City street lighting	33	5.4 %
Quality of landscaping in median on City streets	17	2.8 %
None chosen	121	19.9 %
Total	607	100.0 %

Q6. Which THREE of the City maintenance services listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q6. 3rd choice	Number	Percent
Overall maintenance of City streets	48	7.9 %
Maintenance of major roadways	39	6.4 %
Maintenance of streets in your neighborhood	37	6.1 %
Maintenance of sidewalks in Baytown	27	4.4 %
Maintenance of street signs & traffic signals	30	4.9 %
Maintenance of curbs & gutters on City streets	36	5.9 %
Maintenance of stormwater ditches	74	12.2 %
Mowing & trimming along City streets & other public areas	22	3.6 %
Overall cleanliness of City streets & other public areas	52	8.6 %
Adequacy of City street lighting	65	10.7 %
Quality of landscaping in median on City streets	29	4.8 %
None chosen	148	24.4 %
Total	607	100.0 %

SUM OF TOP 3 CHOICES

Q6. Which THREE of the City maintenance services listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q6. Sum of Top 3 Choices	Number	Percent
Overall maintenance of City streets	298	49.1 %
Maintenance of major roadways	174	28.7 %
Maintenance of streets in your neighborhood	155	25.5 %
Maintenance of sidewalks in Baytown	97	16.0 %
Maintenance of street signs & traffic signals	80	13.2 %
Maintenance of curbs & gutters on City streets	83	13.7 %
Maintenance of stormwater ditches	225	37.1 %
Mowing & trimming along City streets & other public areas	58	9.6 %
Overall cleanliness of City streets & other public areas	111	18.3 %
Adequacy of City street lighting	121	19.9 %
Quality of landscaping in median on City streets	56	9.2 %
None chosen	94	15.5 %
Total	1552	

Q7. Public Services. For each of the items listed below, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=607)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	Don't know
Q7-1. Residential trash collection services	35.9%	45.5%	9.1%	5.4%	1.8%	2.3%
Q7-2. Curbside recycling services	35.3%	41.5%	12.0%	4.1%	2.1%	4.9%
Q7-3. Yard waste removal services	25.7%	41.0%	18.1%	7.4%	1.8%	5.9%
Q7-4. Wastewater (sewer) treatment service	18.6%	38.7%	25.9%	6.1%	1.8%	8.9%
Q7-5. Drinking water service	18.3%	40.4%	23.1%	9.4%	3.6%	5.3%

WITHOUT DON'T KNOW

Q7. Public Services. For each of the items listed below, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=607)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Residential trash collection services	36.8%	46.5%	9.3%	5.6%	1.9%
Q7-2. Curbside recycling services	37.1%	43.7%	12.7%	4.3%	2.3%
Q7-3. Yard waste removal services	27.3%	43.6%	19.3%	7.9%	1.9%
Q7-4. Wastewater (sewer) treatment service	20.4%	42.5%	28.4%	6.7%	2.0%
Q7-5. Drinking water service	19.3%	42.6%	24.3%	9.9%	3.8%

Q8. Drinking Water Service. Please rate your satisfaction with the following aspects of drinking water service provided by the City of Baytown using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=607)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Water pressure on a typical day	26.5%	53.4%	11.2%	5.1%	1.0%	2.8%
Q8-2. Taste of your tap water	15.8%	32.3%	22.6%	13.0%	6.8%	9.6%
Q8-3. Color of your tap water	18.3%	42.8%	23.4%	7.4%	3.3%	4.8%
Q8-4. Smell of your tap water	18.3%	40.5%	22.9%	9.7%	3.8%	4.8%
Q8-5. Clarity of your tap water (free of particles, not cloudy)	19.9%	41.8%	21.6%	9.7%	2.5%	4.4%
Q8-6. Amount you pay for City's water	7.7%	25.0%	26.2%	22.2%	15.2%	3.6%
Q8-7. City efforts to keep your drinking water safe	17.0%	38.2%	21.9%	8.4%	3.1%	11.4%

WITHOUT DON'T KNOW

Q8. Drinking Water Service. Please rate your satisfaction with the following aspects of drinking water service provided by the City of Baytown using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=607)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Water pressure on a typical day	27.3%	54.9%	11.5%	5.3%	1.0%
Q8-2. Taste of your tap water	17.5%	35.7%	25.0%	14.4%	7.5%
Q8-3. Color of your tap water	19.2%	45.0%	24.6%	7.8%	3.5%
Q8-4. Smell of your tap water	19.2%	42.6%	24.0%	10.2%	4.0%
Q8-5. Clarity of your tap water (free of particles, not cloudy)	20.9%	43.8%	22.6%	10.2%	2.6%
Q8-6. Amount you pay for City's water	8.0%	26.0%	27.2%	23.1%	15.7%
Q8-7. City efforts to keep your drinking water safe	19.1%	43.1%	24.7%	9.5%	3.5%

Q9. Have you experienced any problems or concerns with your drinking water during the past year?

Q9. Have you experienced any problems or concerns with your drinking water during past year	Number	Percent
Yes	179	29.5 %
No	414	68.2 %
Not provided	14	2.3 %
Total	607	100.0 %

WITHOUT NOT PROVIDED**Q9. Have you experienced any problems or concerns with your drinking water during the past year? (without "not provided")**

Q9. Have you experienced any problems or concerns with your drinking water during past year	Number	Percent
Yes	179	30.2 %
No	414	69.8 %
Total	593	100.0 %

Q9a. Which of the following problems or concerns have you had with your drinking water during the past year?

Q9a. What problems or concerns have you had with your drinking water during past year	Number	Percent
Taste	81	45.3 %
Color	69	38.5 %
Smell	70	39.1 %
Other	73	40.8 %
Total	293	

Q9b. Are you still experiencing these issues with your drinking water?

Q9b. Are you still experiencing these issues with your drinking water	Number	Percent
Yes	83	46.4 %
No	83	46.4 %
Not provided	13	7.3 %
Total	179	100.0 %

WITHOUT NOT PROVIDED**Q9b. Are you still experiencing these issues with your drinking water? (without "not provided")**

Q9b. Are you still experiencing these issues with your drinking water	Number	Percent
Yes	83	50.0 %
No	83	50.0 %
Total	166	100.0 %

Q9c. Did you contact the City to have these issues addressed?

Q9c. Did you contact City to have these issues addressed	Number	Percent
Yes	49	27.4 %
No	127	70.9 %
Not provided	3	1.7 %
Total	179	100.0 %

WITHOUT NOT PROVIDED**Q9c. Did you contact the City to have these issues addressed? (without "not provided")**

Q9c. Did you contact City to have these issues addressed	Number	Percent
Yes	49	27.8 %
No	127	72.2 %
Total	176	100.0 %

Q9d. Was the City able to address your concerns about your drinking water?

Q9d. Was City able to address your concerns about your drinking water	Number	Percent
Yes	18	36.7 %
No	31	63.3 %
Total	49	100.0 %

Q10. Transportation. For each of the items listed below, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=607)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Traffic flow on state highways (I-10, SH 146, etc.)	5.8%	28.8%	21.3%	27.7%	13.8%	2.6%
Q10-2. Traffic flow on major City streets (Garth, N. Main, Rollingbrook, Baker, John Martin, etc.)	3.6%	15.5%	19.9%	39.2%	20.1%	1.6%
Q10-3. Traffic flow in & around your neighborhood	16.8%	44.5%	18.8%	11.4%	6.6%	2.0%
Q10-4. The job City is doing to manage traffic	6.4%	27.0%	28.8%	21.4%	11.2%	5.1%
Q10-5. Availability of public transportation	8.4%	21.3%	27.7%	7.4%	4.3%	31.0%
Q10-6. Availability of sidewalks	9.6%	32.0%	28.8%	16.3%	6.3%	7.1%

WITHOUT DON'T KNOW

Q10. Transportation. For each of the items listed below, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=607)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Traffic flow on state highways (I-10, SH 146, etc.)	5.9%	29.6%	21.8%	28.4%	14.2%
Q10-2. Traffic flow on major City streets (Garth, N. Main, Rollingbrook, Baker, John Martin, etc.)	3.7%	15.7%	20.3%	39.9%	20.4%
Q10-3. Traffic flow in & around your neighborhood	17.1%	45.4%	19.2%	11.6%	6.7%
Q10-4. The job City is doing to manage traffic	6.8%	28.5%	30.4%	22.6%	11.8%
Q10-5. Availability of public transportation	12.2%	30.8%	40.1%	10.7%	6.2%
Q10-6. Availability of sidewalks	10.3%	34.4%	31.0%	17.6%	6.7%

Q11. Code Enforcement. For each of the items listed below, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=607)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Enforcing clean-up of debris on private property	8.1%	24.7%	27.8%	20.4%	7.4%	11.5%
Q11-2. Enforcing mowing & cutting of weeds on private property	7.7%	24.2%	29.7%	19.8%	6.6%	12.0%
Q11-3. Enforcing sign regulations	8.4%	29.7%	31.5%	11.7%	4.9%	13.8%
Q11-4. Enforcing cars parked in yards	6.8%	18.3%	29.8%	21.7%	11.4%	12.0%
Q11-5. City efforts to remove abandoned or inoperable vehicles	7.6%	21.4%	29.7%	15.3%	8.6%	17.5%

WITHOUT DON'T KNOW

Q11. Code Enforcement. For each of the items listed below, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=607)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Enforcing clean-up of debris on private property	9.1%	27.9%	31.5%	23.1%	8.4%
Q11-2. Enforcing mowing & cutting of weeds on private property	8.8%	27.5%	33.7%	22.5%	7.5%
Q11-3. Enforcing sign regulations	9.8%	34.4%	36.5%	13.6%	5.7%
Q11-4. Enforcing cars parked in yards	7.7%	20.8%	33.9%	24.7%	12.9%
Q11-5. City efforts to remove abandoned or inoperable vehicles	9.2%	25.9%	35.9%	18.6%	10.4%

Q12. Public Safety Services. For each of the items listed below, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=607)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	Don't know
Q12-1. Overall quality of local police protection	24.7%	42.7%	16.5%	6.9%	2.5%	6.8%
Q12-2. How quickly police respond to emergencies	21.3%	34.6%	20.4%	5.1%	1.6%	17.0%
Q12-3. Enforcement of local traffic laws	16.6%	37.4%	20.9%	9.2%	5.6%	10.2%
Q12-4. City's efforts to prevent crime	14.0%	33.4%	26.4%	7.7%	4.6%	13.8%
Q12-5. Overall quality of local fire protection	30.8%	45.8%	11.4%	0.5%	0.3%	11.2%
Q12-6. How quickly fire personnel respond to emergencies	29.0%	35.9%	12.5%	0.3%	0.2%	22.1%
Q12-7. Overall quality of local ambulance service	26.9%	36.4%	14.0%	1.3%	0.5%	20.9%
Q12-8. How quickly ambulance personnel respond to emergencies	27.0%	33.3%	14.0%	1.0%	0.8%	23.9%

WITHOUT DON'T KNOW

Q12. Public Safety Services. For each of the items listed below, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=607)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Overall quality of local police protection	26.5%	45.8%	17.7%	7.4%	2.7%
Q12-2. How quickly police respond to emergencies	25.6%	41.7%	24.6%	6.2%	2.0%
Q12-3. Enforcement of local traffic laws	18.5%	41.7%	23.3%	10.3%	6.2%
Q12-4. City's efforts to prevent crime	16.3%	38.8%	30.6%	9.0%	5.4%
Q12-5. Overall quality of local fire protection	34.7%	51.6%	12.8%	0.6%	0.4%
Q12-6. How quickly fire personnel respond to emergencies	37.2%	46.1%	16.1%	0.4%	0.2%
Q12-7. Overall quality of local ambulance service	34.0%	46.0%	17.7%	1.7%	0.6%
Q12-8. How quickly ambulance personnel respond to emergencies	35.5%	43.7%	18.4%	1.3%	1.1%

Q13. Which THREE of the public safety items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q13. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	155	25.5 %
How quickly police respond to emergencies	47	7.7 %
Enforcement of local traffic laws	80	13.2 %
City's efforts to prevent crime	139	22.9 %
Overall quality of local fire protection	6	1.0 %
How quickly fire personnel respond to emergencies	3	0.5 %
Overall quality of local ambulance service	7	1.2 %
How quickly ambulance personnel respond to emergencies	18	3.0 %
None chosen	152	25.0 %
Total	607	100.0 %

Q13. Which THREE of the public safety items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q13. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	62	10.2 %
How quickly police respond to emergencies	91	15.0 %
Enforcement of local traffic laws	53	8.7 %
City's efforts to prevent crime	118	19.4 %
Overall quality of local fire protection	24	4.0 %
How quickly fire personnel respond to emergencies	20	3.3 %
Overall quality of local ambulance service	24	4.0 %
How quickly ambulance personnel respond to emergencies	17	2.8 %
None chosen	198	32.6 %
Total	607	100.0 %

Q13. Which THREE of the public safety items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q13. 3rd choice	Number	Percent
Overall quality of local police protection	56	9.2 %
How quickly police respond to emergencies	74	12.2 %
Enforcement of local traffic laws	50	8.2 %
City's efforts to prevent crime	63	10.4 %
Overall quality of local fire protection	40	6.6 %
How quickly fire personnel respond to emergencies	24	4.0 %
Overall quality of local ambulance service	27	4.4 %
How quickly ambulance personnel respond to emergencies	48	7.9 %
None chosen	225	37.1 %
Total	607	100.0 %

SUM OF TOP 3 CHOICES

Q13. Which THREE of the public safety items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q13. Sum of Top 3 Choices	Number	Percent
Overall quality of local police protection	273	45.0 %
How quickly police respond to emergencies	212	34.9 %
Enforcement of local traffic laws	183	30.1 %
City's efforts to prevent crime	320	52.7 %
Overall quality of local fire protection	70	11.5 %
How quickly fire personnel respond to emergencies	47	7.7 %
Overall quality of local ambulance service	58	9.6 %
How quickly ambulance personnel respond to emergencies	83	13.7 %
None chosen	152	25.0 %
Total	1398	

Q14. Perception of Safety. For each of the items listed below, please rate your feeling of safety using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe."

(N=607)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q14-1. In your neighborhood during the day	32.3%	48.8%	11.0%	5.1%	0.8%	2.0%
Q14-2. In your neighborhood at night	17.5%	40.2%	24.4%	11.9%	3.5%	2.6%
Q14-3. In commercial & retail areas	5.1%	32.3%	35.4%	18.0%	2.5%	6.8%
Q14-4. In City parks	6.9%	25.5%	34.1%	17.5%	3.6%	12.4%
Q14-5. Overall feeling of safety in Baytown	9.6%	40.4%	30.8%	14.0%	2.3%	3.0%

WITHOUT DON'T KNOW

Q14. Perception of Safety. For each of the items listed below, please rate your feeling of safety using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe." (without "don't know")

(N=607)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q14-1. In your neighborhood during the day	32.9%	49.7%	11.3%	5.2%	0.8%
Q14-2. In your neighborhood at night	17.9%	41.3%	25.0%	12.2%	3.6%
Q14-3. In commercial & retail areas	5.5%	34.6%	38.0%	19.3%	2.7%
Q14-4. In City parks	7.9%	29.1%	38.9%	19.9%	4.1%
Q14-5. Overall feeling of safety in Baytown	9.8%	41.6%	31.7%	14.4%	2.4%

Q15. Downtown Arts District. Have you visited the Downtown Arts District over the past year?

Q15. Have you visited Downtown Arts District over past year	Number	Percent
Yes	303	49.9 %
No	271	44.6 %
Not provided	33	5.4 %
Total	607	100.0 %

WITHOUT NOT PROVIDED

Q15. Downtown Arts District. Have you visited the Downtown Arts District over the past year? (without "not provided")

Q15. Have you visited Downtown Arts District over past year	Number	Percent
Yes	303	52.8 %
No	271	47.2 %
Total	574	100.0 %

Q15a. Which of the following brought you to the Downtown Arts District?

Q15a. Which following brought you to Downtown Arts District	Number	Percent
Town Square Events (Farmers Market, Arts & Eats Fest, Snow Day, Brown Bag Concert, Easter Egg Hunt, Free Workout Class, etc.)	199	65.7 %
Arts Venue (Lee College Performing Arts Center, Baytown Little Theater, Art League of Baytown, etc.)	74	24.4 %
Dining	84	27.7 %
Shopping	46	15.2 %
Public Art (Murals, Umbrella Alley, Statues, etc.)	115	38.0 %
Other	45	14.9 %
Total	563	

Q15b. Do you know where the Downtown Arts District is located?

Q15b. Do you know where Downtown Arts District is located	Number	Percent
Yes	221	81.5 %
No	49	18.1 %
Not provided	1	0.4 %
Total	271	100.0 %

WITHOUT NOT PROVIDED

Q15b. Do you know where the Downtown Arts District is located? (without "not provided")

Q15b. Do you know where Downtown Arts District is located	Number	Percent
Yes	221	81.9 %
No	49	18.1 %
Total	270	100.0 %

Q16. Parks and Recreation. For each of the items listed below, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=607)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	Don't know
Q16-1. Appearance & maintenance of City parks	20.3%	49.8%	17.6%	3.6%	1.0%	7.7%
Q16-2. Number of City parks	18.5%	44.2%	20.4%	5.4%	0.8%	10.7%
Q16-3. Number of walking & biking trails	18.5%	37.7%	22.7%	9.1%	1.8%	10.2%
Q16-4. City aquatics facilities	13.0%	28.8%	25.9%	6.1%	1.8%	24.4%
Q16-5. Quality of City aquatics programs	11.5%	24.7%	26.0%	3.6%	1.8%	32.3%
Q16-6. Quality of outdoor athletic fields	10.7%	35.4%	24.1%	3.6%	0.7%	25.5%
Q16-7. Senior recreation opportunities	7.4%	20.3%	28.0%	6.8%	2.1%	35.4%
Q16-8. City's youth athletic programs	6.9%	21.9%	26.7%	4.4%	0.7%	39.4%
Q16-9. City's adult athletic programs	6.6%	17.8%	28.8%	4.0%	1.0%	41.8%
Q16-10. Ease of registering for programs	5.4%	17.8%	27.8%	3.1%	1.5%	44.3%
Q16-11. Fees charged for recreation programs	5.9%	17.1%	27.5%	3.6%	2.1%	43.7%
Q16-12. Special events sponsored by City (4th of July, Grito Fest, Farmers Market, Daddy & Me, Town Square Events)	17.3%	37.9%	24.9%	1.8%	1.5%	16.6%
Q16-13. Quality of City's indoor recreation facilities	7.4%	18.8%	28.7%	3.8%	1.5%	39.9%

WITHOUT DON'T KNOW

Q16. Parks and Recreation. For each of the items listed below, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=607)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Appearance & maintenance of City parks	22.0%	53.9%	19.1%	3.9%	1.1%
Q16-2. Number of City parks	20.7%	49.4%	22.9%	6.1%	0.9%
Q16-3. Number of walking & biking trails	20.6%	42.0%	25.3%	10.1%	2.0%
Q16-4. City aquatics facilities	17.2%	38.1%	34.2%	8.1%	2.4%
Q16-5. Quality of City aquatics programs	17.0%	36.5%	38.4%	5.4%	2.7%
Q16-6. Quality of outdoor athletic fields	14.4%	47.6%	32.3%	4.9%	0.9%
Q16-7. Senior recreation opportunities	11.5%	31.4%	43.4%	10.5%	3.3%
Q16-8. City's youth athletic programs	11.4%	36.1%	44.0%	7.3%	1.1%
Q16-9. City's adult athletic programs	11.3%	30.6%	49.6%	6.8%	1.7%
Q16-10. Ease of registering for programs	9.8%	32.0%	50.0%	5.6%	2.7%
Q16-11. Fees charged for recreation programs	10.5%	30.4%	48.8%	6.4%	3.8%
Q16-12. Special events sponsored by City (4th of July, Grito Fest, Farmers Market, Daddy & Me, Town Square Events)	20.8%	45.5%	29.8%	2.2%	1.8%
Q16-13. Quality of City's indoor recreation facilities	12.3%	31.2%	47.7%	6.3%	2.5%

Q17. Which THREE of the Parks and Recreation services listed in Question 16 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q17. Top choice	Number	Percent
Appearance & maintenance of City parks	119	19.6 %
Number of City parks	38	6.3 %
Number of walking & biking trails	72	11.9 %
City aquatics facilities	22	3.6 %
Quality of City aquatics programs	5	0.8 %
Quality of outdoor athletic fields	11	1.8 %
Senior recreation opportunities	42	6.9 %
City's youth athletic programs	32	5.3 %
City's adult athletic programs	8	1.3 %
Ease of registering for programs	8	1.3 %
Fees charged for recreation programs	8	1.3 %
Special events sponsored by City (4th of July, Grito Fest, Farmers Market, Daddy & Me, Town Square Events)	30	4.9 %
Quality of City's indoor recreation facilities	19	3.1 %
None chosen	193	31.8 %
Total	607	100.0 %

Q17. Which THREE of the Parks and Recreation services listed in Question 16 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q17. 2nd choice	Number	Percent
Appearance & maintenance of City parks	48	7.9 %
Number of City parks	40	6.6 %
Number of walking & biking trails	66	10.9 %
City aquatics facilities	20	3.3 %
Quality of City aquatics programs	22	3.6 %
Quality of outdoor athletic fields	14	2.3 %
Senior recreation opportunities	46	7.6 %
City's youth athletic programs	25	4.1 %
City's adult athletic programs	19	3.1 %
Ease of registering for programs	7	1.2 %
Fees charged for recreation programs	20	3.3 %
Special events sponsored by City (4th of July, Grito Fest, Farmers Market, Daddy & Me, Town Square Events)	31	5.1 %
Quality of City's indoor recreation facilities	20	3.3 %
None chosen	229	37.7 %
Total	607	100.0 %

Q17. Which THREE of the Parks and Recreation services listed in Question 16 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q17. 3rd choice	Number	Percent
Appearance & maintenance of City parks	34	5.6 %
Number of City parks	25	4.1 %
Number of walking & biking trails	36	5.9 %
City aquatics facilities	16	2.6 %
Quality of City aquatics programs	13	2.1 %
Quality of outdoor athletic fields	12	2.0 %
Senior recreation opportunities	33	5.4 %
City's youth athletic programs	25	4.1 %
City's adult athletic programs	23	3.8 %
Ease of registering for programs	19	3.1 %
Fees charged for recreation programs	23	3.8 %
Special events sponsored by City (4th of July, Grito Fest, Farmers Market, Daddy & Me, Town Square Events)	47	7.7 %
Quality of City's indoor recreation facilities	46	7.6 %
None chosen	255	42.0 %
Total	607	100.0 %

SUM OF TOP 3 CHOICES

Q17. Which THREE of the Parks and Recreation services listed in Question 16 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q17. Sum of Top 3 Choices	Number	Percent
Appearance & maintenance of City parks	201	33.1 %
Number of City parks	103	17.0 %
Number of walking & biking trails	174	28.7 %
City aquatics facilities	58	9.6 %
Quality of City aquatics programs	40	6.6 %
Quality of outdoor athletic fields	37	6.1 %
Senior recreation opportunities	121	19.9 %
City's youth athletic programs	82	13.5 %
City's adult athletic programs	50	8.2 %
Ease of registering for programs	34	5.6 %
Fees charged for recreation programs	51	8.4 %
Special events sponsored by City (4th of July, Grito Fest, Farmers Market, Daddy & Me, Town Square Events)	108	17.8 %
Quality of City's indoor recreation facilities	85	14.0 %
None chosen	193	31.8 %
Total	1337	

Q18. Library Services. For each of the items listed below, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=607)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Overall quality of available materials	24.5%	28.3%	15.7%	1.2%	0.5%	29.8%
Q18-2. Overall quality & quantity of programs for children	16.8%	22.9%	17.3%	1.2%	0.7%	41.2%
Q18-3. Overall quality & quantity of programs for teens	13.5%	17.5%	20.1%	1.8%	0.7%	46.5%
Q18-4. Overall quality & quantity of programs for adults	13.8%	22.6%	18.3%	1.8%	1.5%	42.0%
Q18-5. Overall quality & quantity of e-learning materials	13.8%	18.8%	19.3%	1.5%	0.7%	46.0%
Q18-6. Overall helpfulness of library staff	28.5%	25.5%	14.0%	0.7%	0.0%	31.3%
Q18-7. Overall size of library	23.9%	29.3%	13.8%	3.1%	0.3%	29.5%

WITHOUT DON'T KNOW

Q18. Library Services. For each of the items listed below, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=607)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Overall quality of available materials	35.0%	40.4%	22.3%	1.6%	0.7%
Q18-2. Overall quality & quantity of programs for children	28.6%	38.9%	29.4%	2.0%	1.1%
Q18-3. Overall quality & quantity of programs for teens	25.2%	32.6%	37.5%	3.4%	1.2%
Q18-4. Overall quality & quantity of programs for adults	23.9%	38.9%	31.5%	3.1%	2.6%
Q18-5. Overall quality & quantity of e-learning materials	25.6%	34.8%	35.7%	2.7%	1.2%
Q18-6. Overall helpfulness of library staff	41.5%	37.2%	20.4%	1.0%	0.0%
Q18-7. Overall size of library	33.9%	41.6%	19.6%	4.4%	0.5%

Q19. Which TWO of the library services listed in Question 18 do you think should receive the most emphasis from City leaders over the next TWO years?

Q19. Top choice	Number	Percent
Overall quality of available materials	120	19.8 %
Overall quality & quantity of programs for children	80	13.2 %
Overall quality & quantity of programs for teens	26	4.3 %
Overall quality & quantity of programs for adults	32	5.3 %
Overall quality & quantity of e-learning materials	34	5.6 %
Overall helpfulness of library staff	17	2.8 %
Overall size of library	32	5.3 %
None chosen	266	43.8 %
Total	607	100.0 %

Q19. Which TWO of the library services listed in Question 18 do you think should receive the most emphasis from City leaders over the next TWO years?

Q19. 2nd choice	Number	Percent
Overall quality of available materials	54	8.9 %
Overall quality & quantity of programs for children	62	10.2 %
Overall quality & quantity of programs for teens	54	8.9 %
Overall quality & quantity of programs for adults	30	4.9 %
Overall quality & quantity of e-learning materials	43	7.1 %
Overall helpfulness of library staff	19	3.1 %
Overall size of library	46	7.6 %
None chosen	299	49.3 %
Total	607	100.0 %

SUM OF TOP 2 CHOICES

Q19. Which TWO of the library services listed in Question 18 do you think should receive the most emphasis from City leaders over the next TWO years? (top 2)

Q19. Sum of Top 2 Choices	Number	Percent
Overall quality of available materials	174	28.7 %
Overall quality & quantity of programs for children	142	23.4 %
Overall quality & quantity of programs for teens	80	13.2 %
Overall quality & quantity of programs for adults	62	10.2 %
Overall quality & quantity of e-learning materials	77	12.7 %
Overall helpfulness of library staff	36	5.9 %
Overall size of library	78	12.9 %
None chosen	266	43.8 %
Total	915	

Q20. Communications. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of communication with regard to the City of Baytown.

(N=607)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. Availability of information about City programs & services	9.1%	29.3%	31.0%	13.0%	4.8%	12.9%
Q20-2. City efforts to keep you informed about local issues	10.0%	30.1%	29.0%	15.3%	5.1%	10.4%
Q20-3. Level of public involvement in City decision making	7.1%	19.3%	33.6%	15.2%	6.8%	18.1%
Q20-4. Level of public involvement in City's budget process	6.3%	13.7%	35.9%	13.5%	7.4%	23.2%

WITHOUT DON'T KNOW

Q20. Communications. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of communication with regard to the City of Baytown. (without "don't know")

(N=607)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Availability of information about City programs & services	10.4%	33.6%	35.5%	14.9%	5.5%
Q20-2. City efforts to keep you informed about local issues	11.2%	33.6%	32.4%	17.1%	5.7%
Q20-3. Level of public involvement in City decision making	8.7%	23.5%	41.0%	18.5%	8.2%
Q20-4. Level of public involvement in City's budget process	8.2%	17.8%	46.8%	17.6%	9.7%

Q21. Which of the following are your PRIMARY SOURCES of information about City issues, services, and events?

Q21. Which following are your primary sources of information about City issues, services, & events

	Number	Percent
Annual mailer	176	29.0 %
City cable channel (BTV 16)	39	6.4 %
City website (baytown.org)	248	40.9 %
Facebook, Twitter, or other social media	226	37.2 %
Baytown Sun	222	36.6 %
Television news	129	21.3 %
Utility bill	242	39.9 %
Other	16	2.6 %
Total	1298	

Q21-8. Other

Q21-8. Other	Number	Percent
City Admin sources	1	6.3 %
City council actually does a post on their private social media	1	6.3 %
Community conversations	1	6.3 %
Council	1	6.3 %
Living here	1	6.3 %
My job	1	6.3 %
Search internet to get information, city's website isn't very helpful	1	6.3 %
Word of mouth	9	56.3 %
Total	16	100.0 %

Q22. Have you volunteered in the community over the past 6 months?

Q22. Have you volunteered in the community over past 6 months	Number	Percent
Yes	94	15.5 %
No	507	83.5 %
Not provided	6	1.0 %
Total	607	100.0 %

WITHOUT NOT PROVIDED**Q22. Have you volunteered in the community over the past 6 months? (without "not provided")**

Q22. Have you volunteered in the community over past 6 months	Number	Percent
Yes	94	15.6 %
No	507	84.4 %
Total	601	100.0 %

Q23. Are you seeking volunteer opportunities in Baytown?

Q23. Are you seeking volunteer opportunities in Baytown	Number	Percent
Yes	121	19.9 %
No	473	77.9 %
Not provided	13	2.1 %
Total	607	100.0 %

WITHOUT NOT PROVIDED**Q23. Are you seeking volunteer opportunities in Baytown? (without "not provided")**

Q23. Are you seeking volunteer opportunities in Baytown	Number	Percent
Yes	121	20.4 %
No	473	79.6 %
Total	594	100.0 %

Q24. Which of the following best describes your race/ethnicity?

Q24. Which following best describes your race/ ethnicity	Number	Percent
Asian/Pacific Islander	18	3.0 %
Black/African American	102	16.8 %
Native American	13	2.1 %
White/Caucasian	332	54.7 %
Hispanic	268	44.2 %
Other	10	1.6 %
Total	743	

Q24-6. Self-describe your race/ethnicity:

Q24-6. Self-describe your race/ethnicity	Number	Percent
Carrib Indian	1	10.0 %
Italian	1	10.0 %
Mexican	4	40.0 %
Mixed	1	10.0 %
More than one	1	10.0 %
Multiple	2	20.0 %
Total	10	100.0 %

Q25. Including yourself, how many people in your household are...

	Mean	Sum
number	2.44	1435
Under age 10	0.30	178
Ages 10-19	0.30	174
Ages 20-34	0.38	221
Ages 35-54	0.63	367
Ages 55-74	0.71	415
Ages 75+	0.14	80

Q26. Approximately how many years have you lived in the City of Baytown?

Q26. How many years have you lived in City of Baytown	Number	Percent
0-4	82	13.5 %
5-10	45	7.4 %
11-15	53	8.7 %
16-20	37	6.1 %
21-30	114	18.8 %
31+	246	40.5 %
Not provided	30	4.9 %
Total	607	100.0 %

WITHOUT NOT PROVIDED**Q26. Approximately how many years have you lived in the City of Baytown? (without "not provided")**

Q26. How many years have you lived in City of Baytown	Number	Percent
0-4	82	14.2 %
5-10	45	7.8 %
11-15	53	9.2 %
16-20	37	6.4 %
21-30	114	19.8 %
31+	246	42.6 %
Total	577	100.0 %

Q26a. If you have lived in Baytown less than 5 years, where did you live prior to moving to Baytown?

Q26a. Where did you live prior to moving to Baytown	Number	Percent
Another part of metro Houston area	48	58.5 %
In Texas, but outside of metro Houston area	22	26.8 %
Outside of Texas	12	14.6 %
Total	82	100.0 %

Q27. Do you own or rent your current residence?

<u>Q27. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	397	65.4 %
Rent	201	33.1 %
Not provided	9	1.5 %
Total	607	100.0 %

WITHOUT NOT PROVIDED**Q27. Do you own or rent your current residence? (without "not provided")**

<u>Q27. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	397	66.4 %
Rent	201	33.6 %
Total	598	100.0 %

Q28. In what year was your home built?

Q28. In what year was your home built	Number	Percent
Before 1940	14	2.3 %
1940-1949	24	4.0 %
1950-1959	63	10.4 %
1960-1979	161	26.5 %
1980-1999	117	19.3 %
After 2000	141	23.2 %
Not provided	87	14.3 %
Total	607	100.0 %

WITHOUT NOT PROVIDED**Q28. In what year was your home built? (without "not provided")**

Q28. In what year was your home built	Number	Percent
Before 1940	14	2.7 %
1940-1949	24	4.6 %
1950-1959	63	12.1 %
1960-1979	161	31.0 %
1980-1999	117	22.5 %
After 2000	141	27.1 %
Total	520	100.0 %

Q29. Do you work in the Baytown area?

<u>Q29. Do you work in Baytown area</u>	<u>Number</u>	<u>Percent</u>
Yes	274	45.1 %
No	313	51.6 %
Not provided	20	3.3 %
Total	607	100.0 %

WITHOUT NOT PROVIDED**Q29. Do you work in the Baytown area? (without "not provided")**

<u>Q29. Do you work in Baytown area</u>	<u>Number</u>	<u>Percent</u>
Yes	274	46.7 %
No	313	53.3 %
Total	587	100.0 %

Q30. Your gender:

<u>Q30. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	297	48.9 %
Female	306	50.4 %
Not provided	4	0.7 %
Total	607	100.0 %

WITHOUT NOT PROVIDED**Q30. Your gender: (without "not provided")**

<u>Q30. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	297	49.3 %
Female	306	50.7 %
Total	603	100.0 %



5

Survey Instrument



CITY OF BAYTOWN

BRANDON CAPETILLO, MAYOR

2401 Market Street • P.O. Box 424
Baytown, Texas 77522-0424
(281) 420-6550 • (281) 420-7176 Fax

RE: 2021 DIRECTION FINDER CITIZEN SURVEY

Dear Baytown Resident,

As your Mayor, I'd like to commend your resilience over the last year. It has been a challenging time for many of us, and we wouldn't have been able to get through it without the community's support. We felt it was important to hear from you as we begin planning for our community's future. The City strives for continuous improvement to be better and enhance the services provided to our residents. What can we do better? What is going well? Let your voice be heard by completing and returning the enclosed survey. Your responses will allow the City Council and City staff to identify and address many of our community's opportunities and challenges.

Enclosed is a survey that should only take about 10 to 15 minutes to complete. Your responses will remain confidential, and the results will be analyzed by ETC Institute, an independent firm specializing in market research for governmental organizations. The final results of the survey will be recorded and presented to City Council.

Please return the completed survey in the enclosed postage-paid envelope within the next week. If you prefer, you can complete the survey online at baytownsurvey.org.

If you have questions about the survey, please contact Brian Moran, Assistant to the City Manager, at 281-420-6690 or e-mail survey@baytown.org. Thank you for helping to make Baytown a better place to live, work and play!

My best,

Brandon Capetillo
Mayor

Si no habla inglés y desea participar en esta encuesta, llame al 1-844-811-0411.



2021 City of Baytown Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to involve citizens in long-range planning and improving the quality of city services. If you have questions, please call Brian Moran at 281-420-6690. If you would like to complete this survey online, you can fill it out at BaytownSurvey.org. Thank you!

1. **Major Categories of City Services.** Please rate your overall satisfaction with each of the following major categories of services provided by the City of Baytown using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of police services	5	4	3	2	1	9
02. Overall quality of fire services	5	4	3	2	1	9
03. Overall quality of emergency medical services	5	4	3	2	1	9
04. Overall enforcement of city codes and ordinances	5	4	3	2	1	9
05. Overall quality of library services	5	4	3	2	1	9
06. Overall quality of parks and recreation programs and facilities	5	4	3	2	1	9
07. Overall quality of animal control services	5	4	3	2	1	9
08. Overall maintenance of city streets	5	4	3	2	1	9
09. Overall management of stormwater runoff and flood prevention	5	4	3	2	1	9
10. Overall quality of trash, recycling and yard waste collection services	5	4	3	2	1	9
11. Overall quality of drinking water	5	4	3	2	1	9
12. Overall quality of wastewater services	5	4	3	2	1	9
13. Overall flow of traffic and congestion management in Baytown	5	4	3	2	1	9
14. Overall effectiveness of city communication with the public	5	4	3	2	1	9
15. Overall quality of customer service provided by City employees	5	4	3	2	1	9

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

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

3. **Perceptions of The City.** Please rate your level of satisfaction with each of the following items that may influence your perception of the City of Baytown.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of services provided by the city	5	4	3	2	1	9
02. Overall quality of life in the city	5	4	3	2	1	9
03. Overall quality of your neighborhood	5	4	3	2	1	9
04. Overall value you receive for city taxes and fees	5	4	3	2	1	9
05. How well the city is planning for growth	5	4	3	2	1	9
06. Overall quality of new development	5	4	3	2	1	9
07. Overall appearance of the city	5	4	3	2	1	9
08. Overall appearance of residential property	5	4	3	2	1	9
09. Overall appearance of commercial property	5	4	3	2	1	9
10. Overall quality of the Downtown Arts District	5	4	3	2	1	9
11. Baytown as a place to live	5	4	3	2	1	9
12. Baytown as a place to raise children	5	4	3	2	1	9
13. Baytown as a place where you would buy your next home	5	4	3	2	1	9

4. Customer Service. Have you interacted with (called, gone online, or visited) the city with a question, problem, or complaint during the past year?

___(1) Yes [Answer Q4a-c.] ___(2) No [Skip to Q5.]

4a. Which Department did you contact MOST RECENTLY? [Choose only one.]

- ___(1) Public Works (Street Maintenance, Trash, Recycling, Yard Waste, Water, Wastewater)
- ___(2) Public Safety (Police, Fire, EMS)
- ___(3) Parks and Recreation
- ___(4) City Hall (Mayor, City Council, City Manager, City Clerk)
- ___(5) Utility Billing
- ___(6) Planning and Development Services (Permits, Inspections, Community Development Programs)
- ___(7) Health (Code Enforcement, Animal Control, or Stormwater)
- ___(8) Other: _____

4b. How easy was it to contact the person you needed to reach in the department you selected in Question 4a?

- ___(1) Very easy ___(3) Difficult ___(9) Don't know
- ___(2) Somewhat easy ___(4) Very difficult

4c. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described using a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

	Always	Usually	Sometimes	Seldom	Never	Don't Know
1. They were courteous and polite	5	4	3	2	1	9
2. They gave prompt, accurate, and complete answers to questions	5	4	3	2	1	9
3. They did what they said they would do in a timely manner	5	4	3	2	1	9
4. They helped you resolve your issue to your satisfaction	5	4	3	2	1	9

5. Maintenance Services. For each of the items listed below, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall maintenance of city streets	5	4	3	2	1	9
02. Maintenance of major roadways	5	4	3	2	1	9
03. Maintenance of streets in your neighborhood	5	4	3	2	1	9
04. Maintenance of sidewalks in Baytown	5	4	3	2	1	9
05. Maintenance of street signs and traffic signals	5	4	3	2	1	9
06. Maintenance of curbs and gutters on city streets	5	4	3	2	1	9
07. Maintenance of stormwater ditches	5	4	3	2	1	9
08. Mowing and trimming along city streets and other public areas	5	4	3	2	1	9
09. Overall cleanliness of city streets and other public areas	5	4	3	2	1	9
10. Adequacy of city street lighting	5	4	3	2	1	9
11. Quality of landscaping in median on city streets	5	4	3	2	1	9

6. Which THREE of the city maintenance services listed in Question 5 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Question 5.]

1st: ___ 2nd: ___ 3rd: ___

7. **Public Services.** For each of the items listed below, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Residential trash collection services	5	4	3	2	1	9
2. Curbside recycling services	5	4	3	2	1	9
3. Yard waste removal services	5	4	3	2	1	9
4. Wastewater (sewer) treatment service	5	4	3	2	1	9
5. Drinking water service	5	4	3	2	1	9

8. **Drinking Water Service.** Please rate your satisfaction with the following aspects of drinking water service provided by the City of Baytown using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Water pressure on a typical day	5	4	3	2	1	9
2. Taste of your tap water	5	4	3	2	1	9
3. Color of your tap water	5	4	3	2	1	9
4. Smell of your tap water	5	4	3	2	1	9
5. Clarity of your tap water (free of particles, not cloudy)	5	4	3	2	1	9
6. The amount you pay for the City's water	5	4	3	2	1	9
7. City efforts to keep your drinking water safe	5	4	3	2	1	9

9. **Have you experienced any problems or concerns with your drinking water during the past year?**

___(1) Yes [Answer Q9a-c.] ___(2) No [Skip to Q10.]

9a. **Which of the following problems or concerns have you had with your drinking water during the past year? [Check all that apply.]**

- ___(1) Taste (Please explain: _____)
- ___(2) Color (Please explain: _____)
- ___(3) Smell (Please explain: _____)
- ___(4) Other (Please explain: _____)

9b. **Are you still experiencing these issues with your drinking water?** ___(1) Yes ___(2) No

9c. **Did you contact the city to have these issues addressed?**

___(1) Yes [Answer Q9d.] ___(2) No [Skip to Q10.]

9d. **Was the city able to address your concerns about your drinking water?**

___(1) Yes ___(2) No

10. **Transportation.** For each of the items listed below, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Traffic flow on state highways (I-10, SH 146, etc.)	5	4	3	2	1	9
2. Traffic flow on major city streets (Garth, N. Main, Rollingbrook, Baker, John Martin, etc.)	5	4	3	2	1	9
3. Traffic flow in and around your neighborhood	5	4	3	2	1	9
4. The job the City is doing to manage traffic	5	4	3	2	1	9
5. Availability of public transportation	5	4	3	2	1	9
6. Availability of sidewalks	5	4	3	2	1	9

11. **Code Enforcement.** For each of the items listed below, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Enforcing the clean-up of debris on private property	5	4	3	2	1	9
2. Enforcing the mowing and cutting of weeds on private property	5	4	3	2	1	9
3. Enforcing sign regulations	5	4	3	2	1	9
4. Enforcing cars parked in yards	5	4	3	2	1	9
5. City efforts to remove abandoned or inoperable vehicles	5	4	3	2	1	9

12. **Public Safety Services.** For each of the items listed below, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of local police protection	5	4	3	2	1	9
2. How quickly police respond to emergencies	5	4	3	2	1	9
3. Enforcement of local traffic laws	5	4	3	2	1	9
4. The City's efforts to prevent crime	5	4	3	2	1	9
5. Overall quality of local fire protection	5	4	3	2	1	9
6. How quickly fire personnel respond to emergencies	5	4	3	2	1	9
7. Overall quality of local ambulance service	5	4	3	2	1	9
8. How quickly ambulance personnel respond to emergencies	5	4	3	2	1	9

13. Which THREE of the public safety services listed in Question 12 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Question 12.]

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

14. **Perception of Safety.** For each of the items listed below, please rate your feeling of safety using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe."

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

15. **Downtown Arts District.** Have you visited the Downtown Arts District over the past year?

____(1) Yes [Answer Q15a.] ____ (2) No [Skip to Q15b.] ____ (3) Unsure [Skip to Q15b.]

15a. Which of the following brought you to the Downtown Arts District? [Check all that apply.]

- | | |
|--|---|
| ____ (1) Town Square Events (Farmers Market, Arts & Eats Fest, Snow Day, Brown Bag Concert, Easter Egg Hunt, Free Workout Class, etc.) | ____ (3) Dining |
| ____ (2) Arts Venue (Lee College Performing Arts Center, Baytown Little Theater, Art League of Baytown, etc.) | ____ (4) Shopping |
| | ____ (5) Public Art (Murals, Umbrella Alley, Statues, etc.) |
| | ____ (6) Other: _____ |

15b. Do you know where the Downtown Arts District is located? ____ (1) Yes ____ (2) No

16. **Parks and Recreation.** For each of the items listed below, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Appearance and maintenance of city parks	5	4	3	2	1	9
02. Number of city parks	5	4	3	2	1	9
03. Number of walking and biking trails	5	4	3	2	1	9
04. City aquatics facilities	5	4	3	2	1	9
05. Quality of city aquatics programs	5	4	3	2	1	9
06. Quality of outdoor athletic fields	5	4	3	2	1	9
07. Senior recreation opportunities	5	4	3	2	1	9
08. The city's youth athletic programs	5	4	3	2	1	9
09. The city's adult athletic programs	5	4	3	2	1	9
10. Ease of registering for programs	5	4	3	2	1	9
11. Fees charged for recreation programs	5	4	3	2	1	9
12. Special events sponsored by the city (4th of July, Grito Fest, Farmers Market, Daddy and Me, Town Square Events)	5	4	3	2	1	9
13. Quality of the city's indoor recreation facilities	5	4	3	2	1	9

17. Which THREE of the Parks and Recreation items listed in Question 16 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Question 16.]

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

18. **Library Services.** For each of the items listed below, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of available materials	5	4	3	2	1	9
2. Overall quality and quantity of programs for children	5	4	3	2	1	9
3. Overall quality and quantity of programs for teens	5	4	3	2	1	9
4. Overall quality and quantity of programs for adults	5	4	3	2	1	9
5. Overall quality and quantity of e-learning materials	5	4	3	2	1	9
6. Overall helpfulness of library staff	5	4	3	2	1	9
7. Overall size of the library	5	4	3	2	1	9

19. Which TWO of the library services listed in Question 18 do you think should receive the most emphasis from city leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Question 18.]

1st: ____ 2nd: ____

20. **Communications.** Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of communication with regard to the City of Baytown.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The availability of information about City programs and services	5	4	3	2	1	9
2. City efforts to keep you informed about local issues	5	4	3	2	1	9
3. The level of public involvement in city decision making	5	4	3	2	1	9
4. The level of public involvement in the City's budget process	5	4	3	2	1	9

21. Which of the following are your PRIMARY SOURCES of information about city issues, services, and events? [Check all that apply.]

- (1) Annual mailer
- (2) City cable channel (BTV 16)
- (3) City website (baytown.org)
- (4) Facebook, Twitter, or other social media
- (5) Baytown Sun
- (6) Television news
- (7) Utility bill
- (8) Other: _____

22. Have you volunteered in the community over the past 6 months? (1) Yes (2) No

23. Are you seeking volunteer opportunities in Baytown? (1) Yes (2) No

Demographics

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

- (01) Asian/Pacific Islander
- (02) Black/African American
- (03) Native American
- (04) White/Caucasian
- (05) Hispanic
- (99) Other: _____

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

- Under age 10: _____
- Ages 10-19: _____
- Ages 20-34: _____
- Ages 35-54: _____
- Ages 55-74: _____
- Ages 75+: _____

26. Approximately how many years have you lived in the City of Baytown? _____ years

26a. If you have lived in Baytown less than 5 years, where did you live prior to moving to Baytown?

- (1) Another part of the metro Houston area
- (2) In Texas, but outside of the metro Houston area
- (3) Outside of Texas

27. Do you own or rent your current residence? (1) Own (2) Rent

28. In what year was your home built? _____

29. Do you work in the Baytown area? (1) Yes (2) No

30. Your gender: (1) Male (2) Female

31. OPTIONAL: If you would like to participate in future on-line surveys, or would be willing to attend focus groups that are sponsored by the City of Baytown, please provide your contact information below.

Name: _____ Phone: _____

Email: _____

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.