ETC Institute

A National Leader in Market Research for Local Governmental Organizations

...helping City and county governments gather and use survey data to enhance organizational performance for more than 35 years

More than 2,200,000 Persons Surveyed Since 2000 for more than 900 cities in 49 States
Agenda

• Purpose and Methodology
• Bottom Line Upfront
• Major Findings
• Summary
• Questions
Purpose

• To objectively assess satisfaction among residents with the delivery of City services

• To help determine priorities for the community

• To measure trends from previous surveys

• To compare the City’s performance with other communities regionally and nationally
Methodology

• **Survey Description**
  - six-page survey; included many of the same questions that were asked in previous years
  - 7th Community Survey conducted for the City

• **Method of Administration**
  - by mail, online, & phone to a random sample of City residents
  - each survey took approximately 15-20 minutes to complete

• **Sample size:**
  - 601 completed surveys
  - demographics of survey respondents accurately reflects the actual population of the City

• **Confidence level:** 95%

• **Margin of error:** +/- 4% overall
Location of Survey Respondents

Good representation throughout the City
Residents Have a Positive Perception of the City
- 62% are satisfied with the overall quality of City services; only 11% are dissatisfied

Satisfaction Ratings Are Similar to Previous Years

Baytown Rates Higher Than Other Cities in the Overall Quality of City Services
- The City rated 14% above the Texas Average and 12% above the U.S. Average in the overall quality of services provided by the City

Baytown Rates Higher Than Other Cities in Providing Customer Service
- The City rated 18% above the Texas Average and 15% above the U.S. Average in the quality of customer service provided by City employees

Overall Priorities for Improvement:
- Traffic Flow/Congestion Management
- Maintenance of City Streets
- Stormwater Runoff/Flood Prevention
Major Finding #1
Residents Generally Have a Positive Perception of the City
Nearly a 6-1 Ratio of Residents Who Are Satisfied vs. Dissatisfied (62% vs. 11%) with the Overall Quality of Services Provided by the City

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of services provided by the city</td>
<td>12%</td>
<td>50%</td>
<td>27%</td>
<td>11%</td>
</tr>
<tr>
<td>Quality of your neighborhood</td>
<td>18%</td>
<td>43%</td>
<td>21%</td>
<td>18%</td>
</tr>
<tr>
<td>As a place to live</td>
<td>16%</td>
<td>44%</td>
<td>22%</td>
<td>17%</td>
</tr>
<tr>
<td>Quality of life in the city</td>
<td>13%</td>
<td>45%</td>
<td>25%</td>
<td>17%</td>
</tr>
<tr>
<td>Quality of Downtown Arts District</td>
<td>19%</td>
<td>38%</td>
<td>29%</td>
<td>14%</td>
</tr>
<tr>
<td>As a place to raise children</td>
<td>15%</td>
<td>38%</td>
<td>27%</td>
<td>21%</td>
</tr>
<tr>
<td>Quality of new development</td>
<td>12%</td>
<td>38%</td>
<td>29%</td>
<td>21%</td>
</tr>
<tr>
<td>How well the city is planning for growth</td>
<td>11%</td>
<td>33%</td>
<td>30%</td>
<td>26%</td>
</tr>
<tr>
<td>Appearance of the city</td>
<td>8%</td>
<td>36%</td>
<td>29%</td>
<td>27%</td>
</tr>
<tr>
<td>Appearance of residential property</td>
<td>7%</td>
<td>36%</td>
<td>35%</td>
<td>22%</td>
</tr>
<tr>
<td>Appearance of commercial property</td>
<td>8%</td>
<td>34%</td>
<td>35%</td>
<td>23%</td>
</tr>
<tr>
<td>As a place where you would buy next home</td>
<td>14%</td>
<td>28%</td>
<td>29%</td>
<td>29%</td>
</tr>
<tr>
<td>Value received for city taxes &amp; fees</td>
<td>7%</td>
<td>30%</td>
<td>32%</td>
<td>31%</td>
</tr>
</tbody>
</table>

Source: ETC Institute (2019 City of Baytown Community Survey)
### Q1. Satisfaction with Major Categories of City Services

*by percentage of respondents (excluding don’t knows)*

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire services</td>
<td>45%</td>
<td>44%</td>
<td>9%</td>
<td>1%</td>
</tr>
<tr>
<td>Emergency medical services</td>
<td>43%</td>
<td>42%</td>
<td>10%</td>
<td>5%</td>
</tr>
<tr>
<td>Library services</td>
<td>47%</td>
<td>37%</td>
<td>14%</td>
<td>8%</td>
</tr>
<tr>
<td>Parks and recreation programs and facilities</td>
<td>31%</td>
<td>43%</td>
<td>17%</td>
<td>8%</td>
</tr>
<tr>
<td>Trash/recycling/yard waste services</td>
<td>25%</td>
<td>46%</td>
<td>16%</td>
<td>13%</td>
</tr>
<tr>
<td>Police services</td>
<td>30%</td>
<td>39%</td>
<td>16%</td>
<td>16%</td>
</tr>
<tr>
<td>Customer service you receive from city employees</td>
<td>19%</td>
<td>41%</td>
<td>26%</td>
<td>14%</td>
</tr>
<tr>
<td>Wastewater services</td>
<td>15%</td>
<td>44%</td>
<td>28%</td>
<td>14%</td>
</tr>
<tr>
<td>Drinking water</td>
<td>16%</td>
<td>39%</td>
<td>24%</td>
<td>22%</td>
</tr>
<tr>
<td>Animal control services</td>
<td>17%</td>
<td>31%</td>
<td>29%</td>
<td>23%</td>
</tr>
<tr>
<td>Effectiveness of city communication w/ the public</td>
<td>14%</td>
<td>34%</td>
<td>31%</td>
<td>22%</td>
</tr>
<tr>
<td>Enforcement of city codes and ordinances</td>
<td>14%</td>
<td>31%</td>
<td>28%</td>
<td>27%</td>
</tr>
<tr>
<td>Mgmt of stormwater runoff and flood prevention</td>
<td>10%</td>
<td>29%</td>
<td>26%</td>
<td>35%</td>
</tr>
<tr>
<td>Maintenance of city streets</td>
<td>9%</td>
<td>28%</td>
<td>24%</td>
<td>39%</td>
</tr>
<tr>
<td>Flow of traffic/congestion management in Baytown</td>
<td>4%</td>
<td>19%</td>
<td>20%</td>
<td>58%</td>
</tr>
</tbody>
</table>

Source: ETC Institute (2019 City of Baytown Community Survey)

Most Services Receive High Ratings, but There Are Concerns with Traffic Flow, Streets, and Stormwater Runoff/Flood Prevention.
Residents in Most Areas of the City Are Satisfied with the Overall Quality of City Services

Legend
Mean rating on a 5-point scale

1.0-1.79 Very Dissatisfied
1.8-2.59 Dissatisfied
2.6-3.39 Neutral
3.4-4.19 Satisfied
4.2-5.0 Very Satisfied
No Response
Major Finding #2
Trend Analysis
Overall Satisfaction Is Similar to Previous Years, and Remains Higher Than the U.S. Average

Overall Satisfaction Index
2016 to 2019

derived from the mean overall satisfaction ratings provided by residents (Year 2016=100)

Baytown

U.S. Average

Source: ETC Institute (2019)
Satisfaction with Items That Influence Perceptions of the City of Baytown - 2017 to 2019

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

Quality of services provided by the city
- Quality of your neighborhood: 62% in 2019, 63% in 2018, 61% in 2017
- As a place to live: 60% in 2019, 61% in 2018, 60% in 2017
- Quality of life in the city: 58% in 2019, 57% in 2018, 59% in 2017
- As a place to raise children: 52% in 2019, 52% in 2018, 52% in 2017
- Quality of new development: 50% in 2019, 48% in 2018, 57% in 2017
- How well the city is planning for growth: 44% in 2019, 43% in 2018, 45% in 2017
- Appearance of the city: 44% in 2019, 40% in 2018, 40% in 2017
- Appearance of residential property: 43% in 2019, 43% in 2018, 42% in 2017
- Appearance of commercial property: 43% in 2019, 43% in 2018, 42% in 2017
- As a place where you would buy next home: 42% in 2019, 43% in 2018, 43% in 2017
- Value received for city taxes & fees: 37% in 2019, 40% in 2018, 40% in 2017

Source: ETC Institute (2019 City of Baytown Community Survey)

Significant Increases From 2018: 
Significant Decreases From 2018:
Significant Increases From 2018:

- Customer service you receive from city employees
- Wastewater services
- Drinking water
- Enforcement of city codes and ordinances
- Maintenance of city streets

Significant Decreases From 2018:

- Fire services
- Emergency medical services
- Library services
- Parks and recreation programs and facilities
- Trash/recycling/yard waste services
## Satisfaction with Maintenance Services
### 2017 to 2019

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

<table>
<thead>
<tr>
<th>Service</th>
<th>2019</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Landscaping in median on city streets</td>
<td>61%</td>
<td>61%</td>
<td>61%</td>
</tr>
<tr>
<td>Maintenance of street signs &amp; traffic signals</td>
<td>60%</td>
<td>59%</td>
<td>58%</td>
</tr>
<tr>
<td>Mowing/trimming along city streets/public areas</td>
<td>60%</td>
<td>59%</td>
<td>59%</td>
</tr>
<tr>
<td>Cleanliness of city streets/other public areas</td>
<td>50%</td>
<td>50%</td>
<td>53%</td>
</tr>
<tr>
<td>Adequacy of city street lighting</td>
<td>46%</td>
<td>46%</td>
<td>50%</td>
</tr>
<tr>
<td>Maintenance of streets in your neighborhood</td>
<td>47%</td>
<td>49%</td>
<td>50%</td>
</tr>
<tr>
<td>Maintenance of curbs/gutters on city streets</td>
<td>47%</td>
<td>48%</td>
<td>50%</td>
</tr>
<tr>
<td>Maintenance of major roadways</td>
<td>46%</td>
<td>52%</td>
<td>53%</td>
</tr>
<tr>
<td>Maintenance of sidewalks in Baytown</td>
<td>43%</td>
<td>49%</td>
<td>49%</td>
</tr>
<tr>
<td>Maintenance of stormwater ditches</td>
<td>39%</td>
<td>39%</td>
<td>42%</td>
</tr>
<tr>
<td>Overall maintenance of city streets</td>
<td>38%</td>
<td>39%</td>
<td>41%</td>
</tr>
</tbody>
</table>

Source: ETC Institute (2019 City of Baytown Community Survey)

**Significant Increases From 2018:**

**Significant Decreases From 2018:**

- Maintenance of streets in your neighborhood
- Maintenance of curbs/gutters on city streets
- Overall maintenance of city streets
Satisfaction with Public Safety Services - 2017 to 2019
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

- **Overall quality of local fire protection**
  - 2019: 87%
  - 2018: 82%
  - 2017: 83%

- **How quickly fire personnel respond to emergencies**
  - 2019: 84%
  - 2018: 82%
  - 2017: 83%

- **Overall quality of local ambulance service**
  - 2019: 80%
  - 2018: 79%
  - 2017: 80%

- **How quickly ambulance respond to emergencies**
  - 2019: 78%
  - 2018: 79%
  - 2017: 80%

- **Overall quality of local police protection**
  - 2019: 68%
  - 2018: 75%
  - 2017: 74%

- **How quickly police respond to emergencies**
  - 2019: 65%
  - 2018: 69%
  - 2017: 69%

- **Enforcement of local traffic laws**
  - 2019: 59%
  - 2018: 64%
  - 2017: 64%

- **The City's efforts to prevent crime**
  - 2019: 58%
  - 2018: 56%
  - 2017: 63%

- **Overall quality of animal control services**
  - 2019: 47%
  - 2018: 43%
  - 2017: 45%

**Source:** ETC Institute (2019 City of Baytown Community Survey)

**Significant Increases From 2018:**

**Significant Decreases From 2018:**
Satisfaction with Parks and Recreation - 2017 to 2019
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don’t knows)

Appearance and maintenance of city parks

Special events sponsored by the city

Number of city parks

Number of walking and biking trails

Quality of outdoor athletic fields

City aquatics facilities

Quality of City aquatics programs

The city's youth athletic programs

Quality of the City’s indoor recreation facilities

Senior recreation opportunities

Ease of registering for programs

The city's adult athletic programs

Fees charged for recreation programs

Source: ETC Institute (2019 City of Baytown Community Survey)

Significant Increases From 2018: ↑

Significant Decreases From 2018: ↓
Major Finding #3
How Baytown Compares to Other Communities
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)

- **Library services**
  - Baytown: 67%
  - Texas: 74%
  - U.S.: 84%

- **Parks and recreation programs and facilities**
  - Baytown: 59%
  - Texas: 63%
  - U.S.: 75%

- **Trash/recycling/yard waste services**
  - Baytown: 60%
  - Texas: 67%
  - U.S.: 71%

- **Quality of services provided by the city**
  - Baytown: 50%
  - Texas: 62%
  - U.S.: 67%

- **Customer service you receive from city employees**
  - Baytown: 43%
  - Texas: 45%
  - U.S.: 58%

- **Wastewater services**
  - Baytown: 78%
  - Texas: 58%
  - U.S.: 66%

- **Effectiveness of city communication w/ the public**
  - Baytown: 48%
  - Texas: 48%
  - U.S.: 48%

- **Enforcement of city codes and ordinances**
  - Baytown: 45%
  - Texas: 47%
  - U.S.: 54%

- **Mgmt of stormwater runoff and flood prevention**
  - Baytown: 39%
  - Texas: 46%
  - U.S.: 56%

- **Maintenance of city streets**
  - Baytown: 23%
  - Texas: 38%
  - U.S.: 41%

- **Flow of traffic/congestion management in Baytown**
  - Baytown: 50%
  - Texas: 52%
  - U.S.: 52%

Source: 2019 ETC Institute
Overall Satisfaction with Public Safety 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 quality of local fire protection
  - Baytown: 87%, Texas: 80%, U.S.: 83%
  - Significantly Higher: Baytown

- How quickly fire personnel respond to emergencies
  - Baytown: 76%, Texas: 76%, U.S.: 82%

- Overall quality of local ambulance service
  - Baytown: 73%, Texas: 80%, U.S.: 81%

- How quickly ambulance respond to emergencies
  - Baytown: 74%, Texas: 78%, U.S.: 79%

- Overall quality of local police protection
  - Baytown: 68%, Texas: 62%, U.S.: 70%

- How quickly police respond to emergencies
  - Baytown: 65%, Texas: 64%, U.S.: 64%

- Enforcement of local traffic laws
  - Baytown: 59%, Texas: 60%, U.S.: 64%

- The City's efforts to prevent crime
  - Baytown: 58%, Texas: 52%, U.S.: 54%
  - Significantly Lower: Baytown

- Overall quality of animal control services
  - Baytown: 47%, Texas: 58%, U.S.: 58%

Source: 2019 ETC Institute
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)

- Landscaping in median on city streets
  - Baytown: 61%
  - Texas: 52%
  - U.S.: 46%

- Maintenance of street signs & traffic signals
  - Baytown: 60%
  - Texas: 61%
  - U.S.: 61%

- Mowing/trimming along city streets/public areas
  - Baytown: 70%
  - Texas: 60%
  - U.S.: 64%

- Cleanliness of city streets/other public areas
  - Baytown: 64%
  - Texas: 61%
  - U.S.: 61%

- Adequacy of city street lighting
  - Baytown: 50%
  - Texas: 56%
  - U.S.: 57%

- Maintenance of streets in your neighborhood
  - Baytown: 56%
  - Texas: 48%
  - U.S.: 48%

- Maintenance of major roadways
  - Baytown: 48%
  - Texas: 46%
  - U.S.: 46%

- Maintenance of sidewalks in Baytown
  - Baytown: 39%
  - Texas: 46%
  - U.S.: 46%

- Maintenance of stormwater ditches
  - Baytown: 47%
  - Texas: 40%
  - U.S.: 39%

Source: 2019 ETC Institute

Significantly Higher: ↑
Significantly Lower: ↓
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)

- Residential trash collection services: Baytown 83%, Texas 74%, U.S. 75%
- Curbside recycling services: Baytown 77%, Texas 72%, U.S. 70%
- Yardwaste removal services: Baytown 67%, Texas 58%, U.S. 67%
- Wastewater (sewer) treatment service: Baytown 60%, Texas 65%, U.S. 70%

Source: 2019 ETC Institute

Significantly Higher: 🟦
Significantly Lower: 🔴
Overall Satisfaction with Customer Service

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 "always" and 1 was "never" (excluding don't knows)

- They were courteous and polite
  - Baytown: 76%
  - Texas: 60%
  - U.S.: 69%

- They gave prompt/accurate/complete answers
  - Baytown: 59%
  - Texas: 52%
  - U.S.: 58%

- Did what they said in a timely manner
  - Baytown: 53%
  - Texas: 58%
  - U.S.: 60%

- Helped resolve issue to your satisfaction
  - Baytown: 48%
  - Texas: 51%
  - U.S.: 51%

Source: 2019 ETC Institute
Major Finding #4
Priorities for Improvement
## 2019 Importance-Satisfaction Rating
### City of Baytown

### Major Categories of City Services

<table>
<thead>
<tr>
<th>Category of Service</th>
<th>Most Important %</th>
<th>Most Important Rank</th>
<th>Satisfaction %</th>
<th>Satisfaction Rank</th>
<th>Importance-Satisfaction Rating</th>
<th>I-S Rating Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Very High Priority (IS &gt; .20)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Flow of traffic/congestion management in Baytown</td>
<td>60%</td>
<td>1</td>
<td>23%</td>
<td>15</td>
<td>0.4613</td>
<td>1</td>
</tr>
<tr>
<td>Maintenance of city streets</td>
<td>54%</td>
<td>2</td>
<td>37%</td>
<td>14</td>
<td>0.3398</td>
<td>2</td>
</tr>
<tr>
<td>Mgmt of stormwater runoff and flood prevention</td>
<td>40%</td>
<td>3</td>
<td>39%</td>
<td>13</td>
<td>0.2417</td>
<td>3</td>
</tr>
<tr>
<td><strong>High Priority (IS .10-.20)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enforcement of city codes and ordinances</td>
<td>24%</td>
<td>5</td>
<td>45%</td>
<td>12</td>
<td>0.1291</td>
<td>4</td>
</tr>
<tr>
<td>Drinking water</td>
<td>24%</td>
<td>6</td>
<td>55%</td>
<td>9</td>
<td>0.1058</td>
<td>5</td>
</tr>
<tr>
<td>Police services</td>
<td>33%</td>
<td>4</td>
<td>69%</td>
<td>6</td>
<td>0.1023</td>
<td>6</td>
</tr>
<tr>
<td>Animal control services</td>
<td>20%</td>
<td>7</td>
<td>48%</td>
<td>11</td>
<td>0.1021</td>
<td>7</td>
</tr>
<tr>
<td><strong>Medium Priority (IS &lt; .10)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Effectiveness of city communication w/ the public</td>
<td>15%</td>
<td>9</td>
<td>48%</td>
<td>10</td>
<td>0.0776</td>
<td>8</td>
</tr>
<tr>
<td>Parks and recreation programs and facilities</td>
<td>17%</td>
<td>8</td>
<td>75%</td>
<td>4</td>
<td>0.0422</td>
<td>9</td>
</tr>
<tr>
<td>Customer service you receive from city employees</td>
<td>9%</td>
<td>13</td>
<td>60%</td>
<td>7</td>
<td>0.0346</td>
<td>10</td>
</tr>
<tr>
<td>Trash/recycling/yard waste services</td>
<td>11%</td>
<td>10</td>
<td>71%</td>
<td>5</td>
<td>0.0315</td>
<td>11</td>
</tr>
<tr>
<td>Wastewater services</td>
<td>7%</td>
<td>14</td>
<td>58%</td>
<td>8</td>
<td>0.0292</td>
<td>12</td>
</tr>
<tr>
<td>Emergency medical services</td>
<td>11%</td>
<td>11</td>
<td>85%</td>
<td>2</td>
<td>0.0155</td>
<td>13</td>
</tr>
<tr>
<td>Fire services</td>
<td>9%</td>
<td>12</td>
<td>90%</td>
<td>1</td>
<td>0.0099</td>
<td>14</td>
</tr>
<tr>
<td>Library services</td>
<td>3%</td>
<td>15</td>
<td>84%</td>
<td>3</td>
<td>0.0045</td>
<td>15</td>
</tr>
</tbody>
</table>

### Overall Priorities:
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)

mean importance

<table>
<thead>
<tr>
<th>Exceeded Expectations</th>
<th>Continued Emphasis</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lower Importance/HIGHER Satisfaction</td>
<td>Higher Importance/HIGHER Satisfaction</td>
</tr>
<tr>
<td>Quality of emergency medical services</td>
<td>Fire services</td>
</tr>
<tr>
<td>Library services</td>
<td></td>
</tr>
<tr>
<td>Quality of parks &amp; recreation programs &amp; facilities</td>
<td></td>
</tr>
<tr>
<td>Trash, recycling &amp; yard waste collection services</td>
<td></td>
</tr>
<tr>
<td>Customer service provided by City employees</td>
<td></td>
</tr>
<tr>
<td>Wastewater services</td>
<td></td>
</tr>
<tr>
<td>Effectiveness of City communication with the public</td>
<td></td>
</tr>
<tr>
<td>Animal control services</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Lower Importance/LOWER Satisfaction</td>
<td>Higher Importance/LOWER Satisfaction</td>
</tr>
<tr>
<td>Less Important</td>
<td>Opportunities for Improvement</td>
</tr>
</tbody>
</table>

Source: ETC Institute (2019)
# 2019 Importance-Satisfaction Rating

## City of Baytown Maintenance Services

<table>
<thead>
<tr>
<th>Category of Service</th>
<th>Most Important %</th>
<th>Most Important Rank</th>
<th>Satisfaction %</th>
<th>Satisfaction Rank</th>
<th>Importance-Satisfaction Rating</th>
<th>I-S Rating Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Very High Priority (IS &gt; .20)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overall maintenance of city streets</td>
<td>47%</td>
<td>1</td>
<td>38%</td>
<td>11</td>
<td>0.2925</td>
<td>1</td>
</tr>
<tr>
<td>Maintenance of stormwater ditches</td>
<td>37%</td>
<td>2</td>
<td>39%</td>
<td>10</td>
<td>0.2276</td>
<td>2</td>
</tr>
<tr>
<td><strong>High Priority (IS .10-.20)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance of major roadways</td>
<td>27%</td>
<td>3</td>
<td>46%</td>
<td>8</td>
<td>0.1428</td>
<td>3</td>
</tr>
<tr>
<td>Maintenance of streets in your neighborhood</td>
<td>25%</td>
<td>5</td>
<td>47%</td>
<td>6</td>
<td>0.1330</td>
<td>4</td>
</tr>
<tr>
<td>Adequacy of city street lighting</td>
<td>26%</td>
<td>4</td>
<td>50%</td>
<td>5</td>
<td>0.1295</td>
<td>5</td>
</tr>
<tr>
<td>Cleanliness of city streets/other public areas</td>
<td>22%</td>
<td>6</td>
<td>53%</td>
<td>4</td>
<td>0.1002</td>
<td>6</td>
</tr>
<tr>
<td><strong>Medium Priority (IS &lt; .10)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance of sidewalks in Baytown</td>
<td>16%</td>
<td>7</td>
<td>43%</td>
<td>9</td>
<td>0.0912</td>
<td>7</td>
</tr>
<tr>
<td>Maintenance of curbs/gutters on city streets</td>
<td>16%</td>
<td>8</td>
<td>47%</td>
<td>7</td>
<td>0.0830</td>
<td>8</td>
</tr>
<tr>
<td>Maintenance of street signs &amp; traffic signals</td>
<td>13%</td>
<td>9</td>
<td>60%</td>
<td>2</td>
<td>0.0523</td>
<td>9</td>
</tr>
<tr>
<td>Mowing/trimming along city streets/public areas</td>
<td>9%</td>
<td>10</td>
<td>60%</td>
<td>3</td>
<td>0.0379</td>
<td>10</td>
</tr>
<tr>
<td>Landscaping in median on city streets</td>
<td>8%</td>
<td>11</td>
<td>61%</td>
<td>1</td>
<td>0.0317</td>
<td>11</td>
</tr>
</tbody>
</table>

**Maintenance Priorities:**

- Overall maintenance of city streets (47% importance, 38% satisfaction, I-S Rating = 0.2925, Rank 1)
- Maintenance of stormwater ditches (37% importance, 39% satisfaction, I-S Rating = 0.2276, Rank 2)
- Maintenance of major roadways (27% importance, 46% satisfaction, I-S Rating = 0.1428, Rank 3)
- Maintenance of streets in your neighborhood (25% importance, 47% satisfaction, I-S Rating = 0.1330, Rank 4)
- Adequacy of city street lighting (26% importance, 50% satisfaction, I-S Rating = 0.1295, Rank 5)
- Cleanliness of city streets/other public areas (22% importance, 53% satisfaction, I-S Rating = 0.1002, Rank 6)
- Maintenance of sidewalks in Baytown (16% importance, 43% satisfaction, I-S Rating = 0.0912, Rank 7)
- Maintenance of curbs/gutters on city streets (16% importance, 47% satisfaction, I-S Rating = 0.0830, Rank 8)
- Maintenance of street signs & traffic signals (13% importance, 60% satisfaction, I-S Rating = 0.0523, Rank 9)
- Mowing/trimming along city streets/public areas (9% importance, 60% satisfaction, I-S Rating = 0.0379, Rank 10)
- Landscaping in median on city streets (8% importance, 61% satisfaction, I-S Rating = 0.0317, Rank 11)
## 2019 Importance-Satisfaction Rating
### City of Baytown
### Public Safety Services

<table>
<thead>
<tr>
<th>Category of Service</th>
<th>Most Important %</th>
<th>Most Important Rank</th>
<th>Satisfaction %</th>
<th>Satisfaction Rank</th>
<th>Importance-Satisfaction Rating</th>
<th>I-S Rating Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Very High Priority (IS &gt; .20)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The City's efforts to prevent crime</td>
<td>53%</td>
<td>1</td>
<td>58%</td>
<td>8</td>
<td>0.2208</td>
<td>1</td>
</tr>
<tr>
<td><strong>High Priority (IS 0.10 - 0.20)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overall quality of animal control services</td>
<td>32%</td>
<td>3</td>
<td>47%</td>
<td>9</td>
<td>0.1719</td>
<td>2</td>
</tr>
<tr>
<td>Overall quality of local police protection</td>
<td>44%</td>
<td>2</td>
<td>68%</td>
<td>5</td>
<td>0.1403</td>
<td>3</td>
</tr>
<tr>
<td>Enforcement of local traffic laws</td>
<td>28%</td>
<td>4</td>
<td>59%</td>
<td>7</td>
<td>0.1140</td>
<td>4</td>
</tr>
<tr>
<td><strong>Medium Priority (IS &lt; 0.10)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How quickly police respond to emergencies</td>
<td>26%</td>
<td>5</td>
<td>65%</td>
<td>6</td>
<td>0.0921</td>
<td>5</td>
</tr>
<tr>
<td>How quickly ambulance respond to emergencies</td>
<td>9%</td>
<td>7</td>
<td>78%</td>
<td>4</td>
<td>0.0201</td>
<td>6</td>
</tr>
<tr>
<td>Overall quality of local ambulance service</td>
<td>8%</td>
<td>8</td>
<td>80%</td>
<td>3</td>
<td>0.0155</td>
<td>7</td>
</tr>
<tr>
<td>Overall quality of local fire protection</td>
<td>10%</td>
<td>6</td>
<td>87%</td>
<td>1</td>
<td>0.0134</td>
<td>8</td>
</tr>
<tr>
<td>How quickly fire personnel respond to emergencies</td>
<td>8%</td>
<td>9</td>
<td>84%</td>
<td>2</td>
<td>0.0119</td>
<td>9</td>
</tr>
</tbody>
</table>

**Public Safety Priorities:**

1. The City's efforts to prevent crime
2. Overall quality of animal control services
3. Overall quality of local police protection
4. Enforcement of local traffic laws
5. How quickly police respond to emergencies
6. How quickly ambulance respond to emergencies
7. Overall quality of local ambulance service
8. Overall quality of local fire protection
9. How quickly fire personnel respond to emergencies
Summary
Summary

• Residents Have a Positive Perception of the City
  - 62% are satisfied with the overall quality of City services; only 11% are dissatisfied

• Satisfaction Ratings Are Similar to Previous Years

• Baytown Rates Higher Than Other Cities in the Overall Quality of City Services
  - The City rated 14% above the Texas average and 12% above the U.S. Average in the overall quality of services provided by the City

• Baytown Rates Higher Than Other Cities in Providing Customer Service
  - The City rated 18% above the Texas average and 15% above the U.S. Average in the quality of customer service provided by City employees

• Overall Priorities for Improvement:
  - Traffic Flow/Congestion Management
  - Maintenance of City Streets
  - Stormwater Runoff/Flood Prevention
Questions?

THANK YOU!!