2016 City of Baytown Community Survey

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Submitted to the City of Baytown, Texas
by:
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725 W. Frontier Lane,
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May 2016
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ETC Institute administered a community survey for the City of Baytown during the spring of 2016. The survey is part of the City’s ongoing efforts to involve citizens in long-range planning and improving the quality of City services provided.

A seven-page survey was mailed to a random sample of households in the City of Baytown. The survey was accompanied by a letter from the Mayor, and included a link for residents who preferred to take the survey online. Approximately two weeks after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone. Of the households that received a survey, 406 completed the survey. The results for the random sample of 406 households have a precision of at least +/-5.0% at the 95% level of confidence. There were no statistically significant differences in the results of the survey based on the method of administration (phone vs. mail vs. online).

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

The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons between City services. 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.” The percentage of “don’t know” responses has been included in the tabular data in Section 4 of this report.
This report contains:
- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for most questions on the survey
- benchmarking analysis that shows how the results for Baytown compare to other cities
- importance-satisfaction analysis that identifies potential opportunities for improvement
- tables that show the results for all questions on the survey
- a copy of the survey instrument

**Overall Satisfaction**

Eighty-four percent (84%) of the residents surveyed who had an opinion were “very satisfied” or “satisfied” with fire services in Baytown. Other categories of City services that residents were most satisfied with, based upon the combined percentage of “very satisfied” and “satisfied” responses among respondents who had an opinion, were: emergency medical services (82%), library services (78%), trash, recycling and yard waste services (75%), police services (70%), and parks and recreation programs and facilities (70%). Residents were least satisfied with the flow of traffic/congestion management in Baytown (22%).

**Ratings of Baytown as a Place to Live and Raise Children**

Sixty percent (60%) of the residents surveyed who had an opinion were “very satisfied” or “satisfied” with the City as a place to live; 24% were neutral and 16% were dissatisfied. Just over half (52%) of the residents who had an opinion were “very satisfied” or “satisfied” with Baytown as a place to raise children; 25% were neutral and 23% were dissatisfied.

**Overall Priorities**

The major categories of City services that residents felt were most important for the City to emphasize over the next two years, based upon the percentage of residents who selected the item as one of their top four choices, were:

- Flow of traffic/congestion management (68%)
- Maintenance of City streets (48%)

**Satisfaction with Specific City Services**

- **Public Services.** Residents were generally satisfied with public services in Baytown. The public services with the highest levels of satisfaction, based upon the combined percent of “very satisfied” and “satisfied” responses among respondents who had an opinion, were: residential trash collection services (85%), curbside recycling services (80%) and yardwaste removal services (72%). Among the public services that were assessed, all but one showed significant decreases: drinking water service (-16%), wastewater treatment service (-10%), yardwaste removal services (-9%), and curbside recycling services (-7%). A “significant increase/decrease” is defined as a change of 5% or more since 2015.

There were no increases in satisfaction with public services.
• **Drinking Water Services.** The drinking water services with the highest levels of satisfaction, based upon the combined percent of “very satisfied” and “satisfied” responses among respondents who had an opinion, were: water pressure on a typical day (79%), clarity of tap water (55%), and the color of tap water (55%). The service that residents were least satisfied with was the amount paid for the City’s water (33%). Among the water services that were assessed, there were 5 significant decreases from 2015: City efforts to keep drinking water safe (-12%), color of tap water (-7%), clarity of tap water (-7%), smell of tap water (-6%), and taste of tap water (-6%). There were no increases in satisfaction with drinking water services.

• **Maintenance Services.** The maintenance services with the highest levels of satisfaction, based upon the combined percent of “very satisfied” and “satisfied” responses among respondents who had an opinion, were: the landscaping in median on City streets (60%), mowing/trimming along City streets and public areas (60%), and maintenance of street signs and traffic signals (58%). Residents were least satisfied with the overall maintenance of City streets (38%). The areas of maintenance that residents thought were most important for the City to emphasize over the next two years were: (1) the overall maintenance of City streets and (2) the adequacy of City street lighting. Among the maintenance services that were assessed, there were two significant decreases from 2015. They include: overall maintenance of City streets (-8%) and maintenance of stormwater ditches (-7%). There were no significant increases in satisfaction with maintenance services.

• **Transportation.** The areas of transportation with the highest levels of satisfaction, based upon the combined percent of “very satisfied” and “satisfied” responses among respondents who had an opinion, were: traffic flow in and around neighborhoods (61%) and traffic flow on state highways (47%). Residents were least satisfied with traffic flow on major City streets (9%). Among the transportation issues that were assessed, there was one significant decrease from 2015: availability of public transportation (-6%). There were no significant increases.

• **Code Enforcement.** The areas of code enforcement with the highest levels of satisfaction, based upon the combined percent of “very satisfied” and “satisfied” responses among respondents who had an opinion, were: enforcing sign regulations (38%) and mowing/cutting of weeds on private property (38%). Among the code enforcement issues that were assessed, there were two significant decreases from 2015: enforcing sign regulations (-6%) and enforcing clean-up of debris on private property (-5%). There were no significant increases.

• **Public Safety Services.** The public safety services with the highest levels of satisfaction, based upon the combined percent of “very satisfied” and “satisfied” responses among respondents who had an opinion, were: overall quality of local fire protection (83%), how quickly fire personnel respond to emergencies (81%), how quickly ambulance personnel respond to emergencies (80%), and overall quality of local ambulance service (79%).
The public safety services that residents thought were most important for the City to emphasize over the next two years were: (1) the City’s efforts to prevent crime, (2) overall quality of local police protection, and (3) overall quality of animal control services.

Among the public safety services that were assessed, there were three significant increases from 2015: enforcement of local traffic laws (+10%), overall quality of local police protection (+8%), and overall quality of local fire protection (+7%). There were no significant decreases.

- **Parks and Recreation Services.** The parks and recreation services with the highest levels of satisfaction, based upon the combined percent of “very satisfied” and “satisfied” responses among respondents who had an opinion, were: the appearance and maintenance of City parks (68%), special events sponsored by the City (60%), and the number of City parks (60%). The parks and recreation services that residents thought were most important for the City to emphasize over the next two years were: (1) the number of walking/biking trails, (2) the appearance and maintenance of City parks and (3) senior recreation opportunities. Among the parks and recreation services that were assessed, there were eight significant decreases from 2015: the number of City parks (-10%), the quality of outdoor athletic fields (-10%), special events sponsored by the City (-9%), City aquatics facilities (-9%), the number of walking and biking trails (-7%), senior recreation opportunities (-6%), the City’s adult athletic programs (-6%), and maintenance of City parks (-5%). There were no increases.

- **Parks and Recreation Facilities and Events.** The parks and recreation facilities and events with the highest levels of satisfaction, based upon the combined percent of “very satisfied” and “satisfied” responses among respondents who had an opinion, were: 4th of July Fireworks (77%), Pirates Bay Water Park (71%), 3rd and 4th of July Concerts (71%), and Baytown Nature Center (69%). The parks and recreation facilities and events that residents thought were most important for the City to emphasize over the next two years were: (1) Town Square, (2) Christmas Parade, (3) Pirates Bay Water Park, and (4) Baytown Nature Center.

- **Library Services.** The library services with the highest levels of satisfaction, based upon the combined percent of “very satisfied” and “satisfied” responses among respondents who had an opinion, were: the overall helpfulness of library staff (74%), the overall quality of available materials (72%) and the overall size of the library (69%). The library services that residents thought were most important for the City to emphasize over the next two years were: (1) the overall quality of available materials and (2) the overall quality/quantity of programs for children. Among the library services that were assessed, there were five significant decreases from 2015: overall helpfulness of library staff (-12%), overall size of the library (-12%), overall quality of available materials (-11%), overall quality and quantity of programs for children (10%), and overall quality and quantity of programs for adults (8%). There were no increases.
• **City Communications.** The communication services with the highest levels of satisfaction, based upon the combined percent of “very satisfied” and “satisfied” responses among respondents who had an opinion, were: the City’s citizen newsletter, The Bridge (46%) and the quality of the City’s web page (41%). City efforts to inform on local issues (55%). Residents were least satisfied with the level of public involvement in the budget process (19%). Among the communications items that were assessed, all showed significant decreases from 2015: City efforts to inform on local issues (-17%), availability of information about City programs and services (-17%), the City’s citizen newsletter, The Bridge (-17%), programming on the City’s cable TV channel (-11%), level of public involvement in decision making (-11%), level of public involvement in the budget process (-10%), and the quality of the City’s web page (-9%).

**Other Major Findings**

• **Customer Service.** Of the residents who had interacted with the City during the past year, 74% felt it was “very easy” or “somewhat easy” to contact the person they needed to reach; 24% felt it was “difficult” or “very difficult” and 3% did not know. When asked to indicate the frequency that City employees displayed various behaviors, 71% of residents reported City employees were “always” or “usually” courteous and polite; 58% reported the City employees they interacted with “always” or “usually” gave prompt, accurate and complete answers.

• **The City’s “Ask Baytown” Citizen Request System.** Most (83%) of the residents surveyed were not aware of the City’s “Ask Baytown” citizen request system; 15% of residents were aware of the system and 2% did not know. Four percent (4%) of the residents surveyed indicated they had utilized the City’s “Ask Baytown” system to make a service request or report an issue.

• **Reliability of Various Utilities Not Provided by the City of Baytown.** Ninety-two percent (92%) of the residents surveyed who had an opinion felt their natural gas company was “always” or “usually” reliable. Other utilities that residents indicated were “always” or “usually” reliable included: electric company (91%), cellular phone company (81%), satellite television company (65%), Internet service provider (57%), and cable television company (56%).

• **Perceptions of Safety in the City.** Eighty-two percent (82%) of the residents surveyed who had an opinion felt “very safe” or “safe” in their neighborhood during the day; 13% gave a neutral rating and only 6% felt unsafe in their neighborhood during the day. Sixty-two percent (62%) of the residents surveyed who had an opinion felt “very safe” or “safe” in their neighborhood at night; 22% gave a neutral rating and 16% felt unsafe in their neighborhood at night.

• **Other Communication Findings.** The primary sources where residents received information about City sources, services and events were: the Baytown Sun (49%), the City website (36%), and Facebook, Twitter or other social media (35%).
• **Strategies for Beautifying Baytown.** Most (89%) of the residents surveyed who had an opinion believe fixing broken sidewalks, curbs and streets is “most important” or “somewhat important” in beautifying Baytown. Other strategies that residents felt would have the greatest impact in beautifying the City include: businesses and homeowners maintaining property (78%), piping stormwater ditches (68%), and burying above-ground power lines (63%). The strategy residents considered least important was installing additional “Baytown” monument signs.

### Opportunities for Improvement

In order to help the City identify opportunities for improvement, ETC Institute conducted an Importance-Satisfaction (I-S) Priorities Analysis. This analysis examined the importance that 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 improvements 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.

Based on the results of the Importance-Satisfaction (I-S) Priorities Analysis, ETC Institute recommends the following:

- **Overall Priorities for the City by Major Category.** The first level of 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 two opportunities for improvement over the next two years in order to raise the City’s overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:
  - Flow of traffic and congestion management in Baytown
  - Maintenance of City streets

- **Priorities within Departments/Specific Areas.** The second level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department over the next two years are listed below:
  - **Maintenance:** overall maintenance of City streets, adequacy of City street lighting, cleanliness of City streets/other public areas, and maintenance of sidewalks.
  - **Public Safety:** the City’s efforts to prevent crime, the overall quality of animal control, and the overall quality of local police protection.
  - **Parks and Recreation:** the number of walking and biking trails, senior recreation opportunities, and appearance/maintenance of City parks.
- **Parks and Recreation Facilities and Events**: Town Square

- **Library Services**: none of the library services were identified as “very high” or “high” priorities.
Section 1:  
Charts and Graphs
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 (5)</th>
<th>Satisfied (4)</th>
<th>Neutral (3)</th>
<th>Dissatisfied (1/2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire services</td>
<td>40%</td>
<td>44%</td>
<td>15%</td>
<td></td>
</tr>
<tr>
<td>Emergency medical services</td>
<td>38%</td>
<td>44%</td>
<td>16%</td>
<td></td>
</tr>
<tr>
<td>Library services</td>
<td>40%</td>
<td>38%</td>
<td>20%</td>
<td></td>
</tr>
<tr>
<td>Trash/recycling/yard waste services</td>
<td>26%</td>
<td>49%</td>
<td>13%</td>
<td>12%</td>
</tr>
<tr>
<td>Police services</td>
<td>27%</td>
<td>43%</td>
<td>19%</td>
<td>10%</td>
</tr>
<tr>
<td>Parks and recreation programs and facilities</td>
<td>30%</td>
<td>40%</td>
<td>19%</td>
<td>11%</td>
</tr>
<tr>
<td>Wastewater services</td>
<td>15%</td>
<td>44%</td>
<td>29%</td>
<td>12%</td>
</tr>
<tr>
<td>City's stormwater runoff/stormwater mgmt system</td>
<td>15%</td>
<td>43%</td>
<td>25%</td>
<td>17%</td>
</tr>
<tr>
<td>Customer service you receive from city employees</td>
<td>15%</td>
<td>39%</td>
<td>32%</td>
<td>14%</td>
</tr>
<tr>
<td>Drinking water</td>
<td>15%</td>
<td>37%</td>
<td>25%</td>
<td>23%</td>
</tr>
<tr>
<td>Animal control services</td>
<td>17%</td>
<td>30%</td>
<td>28%</td>
<td>25%</td>
</tr>
<tr>
<td>Effectiveness of city communication w/ the public</td>
<td>10%</td>
<td>34%</td>
<td>33%</td>
<td>24%</td>
</tr>
<tr>
<td>Enforcement of city codes and ordinances</td>
<td>13%</td>
<td>28%</td>
<td>36%</td>
<td>22%</td>
</tr>
<tr>
<td>Maintenance of city streets</td>
<td>7%</td>
<td>31%</td>
<td>24%</td>
<td>38%</td>
</tr>
<tr>
<td>Flow of traffic/congestion management in Baytown</td>
<td>5%</td>
<td>17%</td>
<td>23%</td>
<td>56%</td>
</tr>
</tbody>
</table>

Source: ETC Institute (2016 City of Baytown Community Survey)

Satisfaction With Major Categories of City Services 2013 to 2016

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

Source: ETC Institute (2016 City of Baytown Community Survey)
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

- Flow of traffic/congestion management in Baytown: 68%
- Maintenance of city streets: 48%
- Drinking water: 30%
- Police services: 28%
- Enforcement of city codes and ordinances: 25%
- Animal control services: 22%
- City's stormwater runoff/stormwater mgmt system: 20%
- Effectiveness of city communication w/ the public: 19%
- Parks and recreation programs and facilities: 19%
- Customer service you receive from city employees: 16%
- Waste recycling/yard waste services: 13%
- Emergency medical services: 13%
- Fire services: 9%
- Wastewater services: 8%
- Library services: 5%

Source: ETC Institute (2016 City of Baytown Community Survey)

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

by percentage of respondents (excluding don't knows)

- Quality of your neighborhood
  - Very Satisfied: 18%
  - Satisfied: 42%
  - Neutral: 19%
  - Dissatisfied: 21%

- As a place to live
  - Very Satisfied: 16%
  - Satisfied: 44%
  - Neutral: 24%
  - Dissatisfied: 16%

- Quality of life in the city
  - Very Satisfied: 13%
  - Satisfied: 43%
  - Neutral: 27%
  - Dissatisfied: 17%

- Quality of customer service by city employees
  - Very Satisfied: 13%
  - Satisfied: 43%
  - Neutral: 32%
  - Dissatisfied: 12%

- Quality of new development
  - Very Satisfied: 13%
  - Satisfied: 41%
  - Neutral: 31%
  - Dissatisfied: 16%

- As a place to raise children
  - Very Satisfied: 16%
  - Satisfied: 36%
  - Neutral: 25%
  - Dissatisfied: 23%

- As a place where you would buy next home
  - Very Satisfied: 16%
  - Satisfied: 28%
  - Neutral: 29%
  - Dissatisfied: 28%

- How well the city is planning for growth
  - Very Satisfied: 12%
  - Satisfied: 31%
  - Neutral: 31%
  - Dissatisfied: 27%

- Appearance of the city
  - Very Satisfied: 9%
  - Satisfied: 32%
  - Neutral: 28%
  - Dissatisfied: 31%

- Appearance of residential property
  - Very Satisfied: 7%
  - Satisfied: 32%
  - Neutral: 39%
  - Dissatisfied: 23%

- Appearance of commercial property
  - Very Satisfied: 7%
  - Satisfied: 31%
  - Neutral: 38%
  - Dissatisfied: 23%

- Value received for city taxes & fees
  - Very Satisfied: 7%
  - Satisfied: 31%
  - Neutral: 31%
  - Dissatisfied: 31%

- Quality of downtown Baytown
  - Very Satisfied: 8%
  - Satisfied: 28%
  - Neutral: 35%
  - Dissatisfied: 30%

Source: ETC Institute (2016 City of Baytown Community Survey)
Satisfaction With Items That Influence Perceptions of the City of Baytown - 2013 to 2016
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 your neighborhood
- 2013: 60%
- 2015: 61%
- 2016: 64%

As a place to live
- 2013: 60%
- 2015: 67%
- 2016: 68%

Overall quality of life in the City
- 2013: 56%
- 2015: 50%
- 2016: 62%

As a place to raise children
- 2013: 52%
- 2015: 69%
- 2016: 65%

As a place to buy your next home
- 2013: 44%
- 2015: 48%
- 2016: 52%

Value received for tax dollars/fees
- 2013: 38%
- 2015: 47%
- 2016: 51%

Source: ETC Institute (2016 City of Baytown Community Survey)

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

- 2013: 50%
- 2015: 45%
- 2016: 50%

Source: ETC Institute (2016 City of Baytown Community Survey)
Q4-2. Which department did you contact most recently?

by percentage of respondents who indicated they had interacted with the City during the past year
(multiple selections could be made)

- Public Works: 38%
- Utility Billing: 20%
- Health: 14%
- Public Safety: 12%
- City Hall: 5%
- Planning and Development Services: 4%
- Parks and Recreation: 3%

Source: ETC Institute (2016 City of Baytown Community Survey)

Q4-3. 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

- Very Easy 2016: 52%
- Somewhat Easy: 32%
- Difficult: 10%
- Very Difficult: 4%
- Don’t Know: 2%

2015
- Very Easy: 47%
- Somewhat Easy: 31%
- Difficult: 14%
- Very Difficult: 6%
- Don’t Know: 2%

2013
- Very Easy: 39%
- Somewhat Easy: 35%
- Difficult: 16%
- Very Difficult: 8%
- Don’t Know: 3%

Source: ETC Institute (2016 City of Baytown Community Survey)
Q4-4. 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)

- They were courteous and polite:
  - Always (5): 37%
  - Usually (4): 34%
  - Sometimes (3): 18%
  - Seldom/Never (1/2): 11%

- They gave prompt/accurate/complete answers:
  - Always (5): 29%
  - Usually (4): 29%
  - Sometimes (3): 21%
  - Seldom/Never (1/2): 20%

- Did what they said in a timely manner:
  - Always (5): 30%
  - Usually (4): 26%
  - Sometimes (3): 20%
  - Seldom/Never (1/2): 24%

- Helped resolve issue to your satisfaction:
  - Always (5): 28%
  - Usually (4): 26%
  - Sometimes (3): 14%
  - Seldom/Never (1/2): 33%

Source: ETC Institute (2016 City of Baytown Community Survey)

How often did the employees display the following behaviors? - 2013 to 2016
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)

- They were courteous and polite:
  - 2016: 84%
  - 2015: 85%
  - 2013: 71%

- They gave prompt/accurate/complete answers:
  - 2016: 75%
  - 2015: 70%
  - 2013: 58%

- Did what they said in a timely manner:
  - 2016: 71%
  - 2015: 69%
  - 2013: 54%

- Helped resolve issue to your satisfaction:
  - 2016: 68%
  - 2015: 63%
  - 2013: 54%

Source: ETC Institute (2016 City of Baytown Community Survey)
Q5. Are you aware of the City's “Ask Baytown” citizen request system?

by percentage of respondents

<table>
<thead>
<tr>
<th>Year</th>
<th>Yes</th>
<th>No</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>2%</td>
<td>86%</td>
<td>2%</td>
</tr>
<tr>
<td>2015</td>
<td>18%</td>
<td>81%</td>
<td>2%</td>
</tr>
<tr>
<td>2016</td>
<td>15%</td>
<td>83%</td>
<td>2%</td>
</tr>
</tbody>
</table>

Source: ETC Institute (2016 City of Baytown Community Survey)

Q6. Have you utilized the “Ask Baytown” system to make a service request or report an issue?

by percentage of respondents

<table>
<thead>
<tr>
<th>Year</th>
<th>Yes</th>
<th>No</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>12%</td>
<td>88%</td>
<td>2%</td>
</tr>
<tr>
<td>2015</td>
<td>5%</td>
<td>93%</td>
<td>2%</td>
</tr>
<tr>
<td>2016</td>
<td>4%</td>
<td>96%</td>
<td>2%</td>
</tr>
</tbody>
</table>

Source: ETC Institute (2016 City of Baytown Community Survey)
Q6-2. Did you call (281-420-5311), go online (www.baytown.org), or use our mobile app to make your request?

by percentage of respondents who indicated they had utilized the “Ask Baytown” system

![Pie chart showing usage by year]

Source: ETC Institute (2016 City of Baytown Community Survey)

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Q6-3. Please rate your satisfaction with the “Ask Baytown” system

by percentage of respondents who indicated they had utilized the “Ask Baytown” system

![Pie chart showing satisfaction by year]

Source: ETC Institute (2016 City of Baytown Community Survey)
Q7. Reliability of Various Utilities Not Provided by the City of Baytown
by percentage of respondents (excluding don't knows)

<table>
<thead>
<tr>
<th>Service</th>
<th>Always reliable (5)</th>
<th>Usually reliable (4)</th>
<th>Often reliable (3)</th>
<th>Seldom/never reliable (1/2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Natural gas company</td>
<td>59%</td>
<td>33%</td>
<td>7%</td>
<td></td>
</tr>
<tr>
<td>Electric company</td>
<td>47%</td>
<td>44%</td>
<td>7%</td>
<td></td>
</tr>
<tr>
<td>Cellular phone company</td>
<td>38%</td>
<td>43%</td>
<td>16%</td>
<td>4%</td>
</tr>
<tr>
<td>Satellite television company</td>
<td>22%</td>
<td>43%</td>
<td>22%</td>
<td>12%</td>
</tr>
<tr>
<td>Internet service provider</td>
<td>17%</td>
<td>40%</td>
<td>28%</td>
<td>15%</td>
</tr>
<tr>
<td>Cable television company</td>
<td>17%</td>
<td>39%</td>
<td>27%</td>
<td>17%</td>
</tr>
</tbody>
</table>

Source: ETC Institute (2016 City of Baytown Community Survey)

Q8. Satisfaction with Public Services
by percentage of respondents (excluding don't knows)

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied (5)</th>
<th>Satisfied (4)</th>
<th>Neutral (3)</th>
<th>Dissatisfied (1/2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential trash collection services</td>
<td>40%</td>
<td>45%</td>
<td>7%</td>
<td>8%</td>
</tr>
<tr>
<td>Curbside recycling services</td>
<td>39%</td>
<td>41%</td>
<td>10%</td>
<td>10%</td>
</tr>
<tr>
<td>Yardwaste removal services</td>
<td>29%</td>
<td>43%</td>
<td>16%</td>
<td>12%</td>
</tr>
<tr>
<td>Wastewater (sewer) treatment service</td>
<td>23%</td>
<td>40%</td>
<td>27%</td>
<td>10%</td>
</tr>
<tr>
<td>Drinking water service</td>
<td>18%</td>
<td>37%</td>
<td>26%</td>
<td>20%</td>
</tr>
</tbody>
</table>

Source: ETC Institute (2016 City of Baytown Community Survey)
Satisfaction with Public Services - 2013 to 2016
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

Source: ETC Institute (2016 City of Baytown Community Survey)

Q9. Satisfaction with Drinking Water Service
by percentage of respondents (excluding don't knows)

Source: ETC Institute (2016 City of Baytown Community Survey)
### Satisfaction with Drinking Water Service 2014 to 2016

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

- **Water pressure on a typical day**
  - 2016: 78%
  - 2015: 60%
  - 2014: 53%

- **Color of tap water**
  - 2016: 64%
  - 2015: 62%
  - 2014: 66%

- **Clarity of tap water**
  - 2016: 66%
  - 2015: 66%
  - 2014: 66%

- **City efforts to keep drinking water safe**
  - 2016: 66%
  - 2015: 66%
  - 2014: 66%

- **Smell of tap water**
  - 2016: 63%
  - 2015: 60%
  - 2014: 54%

- **Taste of tap water**
  - 2016: 57%
  - 2015: 55%
  - 2014: 33%

- **Amount paid for the City’s water**
  - 2016: 33%
  - 2015: 33%
  - 2014: 33%

---

### Q10. Satisfaction with Maintenance Services

by percentage of respondents (excluding don't knows)

- **Landscaping in median on city streets**
  - 2016: 16%
  - 2015: 44%
  - 2014: 27%
  - Very Satisfied (5)
  - Dissatisfied (1/2)

- **Mowing/trimming along city streets/public areas**
  - 2016: 13%
  - 2015: 47%
  - 2014: 26%
  - Very Satisfied (5)
  - Dissatisfied (1/2)

- **Maintenance of street signs & traffic signals**
  - 2016: 11%
  - 2015: 47%
  - 2014: 29%
  - Very Satisfied (5)
  - Dissatisfied (1/2)

- **Maintenance of major roadways**
  - 2016: 10%
  - 2015: 45%
  - 2014: 25%
  - Very Satisfied (5)
  - Dissatisfied (1/2)

- **Maintenance of streets in your neighborhood**
  - 2016: 13%
  - 2015: 37%
  - 2014: 22%
  - Very Satisfied (5)
  - Dissatisfied (1/2)

- **Maintenance of curbs/gutters on city streets**
  - 2016: 10%
  - 2015: 39%
  - 2014: 32%
  - Very Satisfied (5)
  - Dissatisfied (1/2)

- **Maintenance of stormwater ditches**
  - 2016: 10%
  - 2015: 37%
  - 2014: 26%
  - Very Satisfied (5)
  - Dissatisfied (1/2)

- **Cleanliness of city streets/other public areas**
  - 2016: 11%
  - 2015: 36%
  - 2014: 32%
  - Very Satisfied (5)
  - Dissatisfied (1/2)

- **Adequacy of city street lighting**
  - 2016: 10%
  - 2015: 37%
  - 2014: 26%
  - Very Satisfied (5)
  - Dissatisfied (1/2)

- **Maintenance of sidewalks in Baytown**
  - 2016: 11%
  - 2015: 32%
  - 2014: 30%
  - Very Satisfied (5)
  - Dissatisfied (1/2)

- **Overall maintenance of city streets**
  - 2016: 6%
  - 2015: 32%
  - 2014: 28%
  - Very Satisfied (5)
  - Dissatisfied (1/2)

---

Source: ETC Institute (2016 City of Baytown Community Survey)
Mowing/trimming along city streets/public areas
Maintenance of streets in your neighborhood
Maintenance of stormwater ditches
Cleanliness of city streets/other public areas
Adequacy of city street lighting
Maintenance of sidewalks in Baytown
Overall maintenance of city streets

Source: ETC Institute (2016 City of Baytown Community Survey)

Q11. 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

Source: ETC Institute (2016 City of Baytown Community Survey)
Q12. Satisfaction with Transportation
by percentage of respondents (excluding don't knows)

Traffic flow in & around your neighborhood
- Very Satisfied: 13%
- Satisfied: 48%
- Neutral: 21%
- Dissatisfied: 19%

Traffic flow on state highways
- Very Satisfied: 8%
- Satisfied: 39%
- Neutral: 20%
- Dissatisfied: 33%

Availability of public transportation
- Very Satisfied: 8%
- Satisfied: 27%
- Neutral: 39%
- Dissatisfied: 26%

Availability of sidewalks
- Very Satisfied: 7%
- Satisfied: 25%
- Neutral: 35%
- Dissatisfied: 33%

The job city is doing to manage traffic
- Very Satisfied: 5%
- Satisfied: 19%
- Neutral: 36%
- Dissatisfied: 40%

Traffic flow on major city streets
- Very Satisfied: 8%
- Satisfied: 18%
- Neutral: 73%

Source: ETC Institute (2016 City of Baytown Community Survey)

Satisfaction with Transportation
2013 to 2016
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

Availability of public transportation
- 2013: 35%
- 2014: 32%
- 2015: 41%
- 2016: 45%

Availability of sidewalks
- 2013: 32%
- 2014: 31%
- 2015: 38%
- 2016: 39%

Source: ETC Institute (2016 City of Baytown Community Survey)
Q13. Satisfaction with Code Enforcement
by percentage of respondents (excluding don't knows)

- Enforcing sign regulations
  - Very Satisfied (5): 8%
  - Satisfied (4): 30%
  - Neutral (3): 40%
  - Dissatisfied (1/2): 22%

- Mowing/cutting of weeds on private property
  - Very Satisfied (5): 8%
  - Satisfied (4): 31%
  - Neutral (3): 31%
  - Dissatisfied (1/2): 20%

- Efforts to remove abandoned/inoperable vehicles
  - Very Satisfied (5): 7%
  - Satisfied (4): 29%
  - Neutral (3): 33%
  - Dissatisfied (1/2): 22%

- Enforcing clean-up of debris on private property
  - Very Satisfied (5): 7%
  - Satisfied (4): 27%
  - Neutral (3): 32%
  - Dissatisfied (1/2): 32%

- Enforcing cars parked in yards
  - Very Satisfied (5): 6%
  - Satisfied (4): 21%
  - Neutral (3): 30%
  - Dissatisfied (1/2): 43%

Source: ETC Institute (2016 City of Baytown Community Survey)

Satisfaction with Code Enforcement
2013 to 2016
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

- Enforcing sign regulations
  - 2016: 38%
  - 2015: 44%
  - 2013: 53%

- Mowing/cutting of weeds on private property
  - 2016: 48%
  - 2015: 43%
  - 2013: 58%

- Enforcing clean-up of debris on private property
  - 2016: 34%
  - 2015: 39%
  - 2013: 44%

Source: ETC Institute (2016 City of Baytown Community Survey)
Q14. Satisfaction With Public Safety Services
by percentage of respondents (excluding don't knows)

- Overall quality of local fire protection
  - Very Satisfied: 39%
  - Satisfied: 44%
  - Neutral: 15%

- How quickly fire personnel respond to emergencies
  - Very Satisfied: 39%
  - Satisfied: 42%
  - Neutral: 16%

- How quickly ambulance respond to emergencies
  - Very Satisfied: 38%
  - Satisfied: 42%
  - Neutral: 17%

- Overall quality of local ambulance service
  - Very Satisfied: 38%
  - Satisfied: 41%
  - Neutral: 19%

- Overall quality of local police protection
  - Very Satisfied: 29%
  - Satisfied: 41%
  - Neutral: 19%

- How quickly police respond to emergencies
  - Very Satisfied: 26%
  - Satisfied: 40%
  - Neutral: 22%

- Enforcement of local traffic laws
  - Very Satisfied: 20%
  - Satisfied: 44%
  - Neutral: 23%

- The City’s efforts to prevent crime
  - Very Satisfied: 19%
  - Satisfied: 37%
  - Neutral: 29%

- Overall quality of animal control services
  - Very Satisfied: 15%
  - Satisfied: 30%
  - Neutral: 26%

Source: ETC Institute (2016 City of Baytown Community Survey)

Satisfaction With Public Safety Services - 2013 to 2016
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don’t knows)

Source: ETC Institute (2016 City of Baytown Community Survey)
Q15. 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

Source: ETC Institute (2016 City of Baytown Community Survey)

Q16. Perceptions of Safety in Baytown
by percentage of respondents (excluding don't knows)

Source: ETC Institute (2016 City of Baytown Community Survey)
In your neighborhood during the day: 82% in 2016, 78% in 2015, 79% in 2013
In your neighborhood at night: 62% in 2016, 56% in 2015, 61% in 2013
Overall feeling of safety in Baytown: 51% in 2016, 49% in 2015, 56% in 2013
In City parks: 37% in 2016, 36% in 2015, 32% in 2013

Q17. Level of Expectation for Services
by percentage of respondents (excluding don't knows)

- Maintenance of streets & sidewalks: 32% should be much higher, 47% should be a little higher, 19% should stay the same
- Law enforcement: 22% should be much higher, 50% should be a little higher, 26% should stay the same
- Recreation activities: 18% should be much higher, 41% should be a little higher, 39% should stay the same
- Parks & open space: 16% should be much higher, 41% should be a little higher, 42% should stay the same
- Trash, recycling & brush collection: 11% should be much higher, 34% should be a little higher, 54% should stay the same
- Emergency Medical Services: 10% should be much higher, 34% should be a little higher, 56% should stay the same
- Fire protection: 10% should be much higher, 32% should be a little higher, 57% should stay the same
- Library services: 8% should be much higher, 26% should be a little higher, 65% should stay the same

Source: ETC Institute (2016 City of Baytown Community Survey)
Q18. Satisfaction with Parks and Recreation
by percentage of respondents (excluding don’t knows)

Source: ETC Institute (2016 City of Baytown Community Survey)

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied (5)</th>
<th>Satisfied (4)</th>
<th>Neutral (3)</th>
<th>Dissatisfied (1/2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appearance/maintenance of city parks</td>
<td>17%</td>
<td>51%</td>
<td>24%</td>
<td>8%</td>
</tr>
<tr>
<td>Special events sponsored by the city</td>
<td>20%</td>
<td>40%</td>
<td>32%</td>
<td>8%</td>
</tr>
<tr>
<td>Number of city parks</td>
<td>16%</td>
<td>44%</td>
<td>24%</td>
<td>16%</td>
</tr>
<tr>
<td>Quality of outdoor athletic fields</td>
<td>14%</td>
<td>39%</td>
<td>35%</td>
<td>12%</td>
</tr>
<tr>
<td>City aquatics facilities</td>
<td>15%</td>
<td>34%</td>
<td>35%</td>
<td>17%</td>
</tr>
<tr>
<td>Quality of city aquatics programs</td>
<td>16%</td>
<td>32%</td>
<td>38%</td>
<td>15%</td>
</tr>
<tr>
<td>Number of walking and biking trails</td>
<td>13%</td>
<td>33%</td>
<td>29%</td>
<td>25%</td>
</tr>
<tr>
<td>The city’s youth athletic programs</td>
<td>13%</td>
<td>30%</td>
<td>45%</td>
<td>13%</td>
</tr>
<tr>
<td>Ease of registering for programs</td>
<td>11%</td>
<td>31%</td>
<td>48%</td>
<td>11%</td>
</tr>
<tr>
<td>Quality of the City's indoor recreation facilities</td>
<td>10%</td>
<td>30%</td>
<td>44%</td>
<td>17%</td>
</tr>
<tr>
<td>Senior recreation opportunities</td>
<td>12%</td>
<td>26%</td>
<td>42%</td>
<td>10%</td>
</tr>
<tr>
<td>The city’s adult athletic programs</td>
<td>10%</td>
<td>28%</td>
<td>46%</td>
<td>16%</td>
</tr>
<tr>
<td>Fees charged for recreation programs</td>
<td>9%</td>
<td>26%</td>
<td>49%</td>
<td>16%</td>
</tr>
</tbody>
</table>

Source: ETC Institute (2016 City of Baytown Community Survey)
### Q19. 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

![Chart showing emphasis on different services](chart.png)

**Source:** ETC Institute (2016 City of Baytown Community Survey)

### Q20. Satisfaction with Parks and Recreation Facilities and Events

by percentage of respondents (excluding don’t knows)

![Chart showing satisfaction levels](chart2.png)

**Source:** ETC Institute (2016 City of Baytown Community Survey)
Q21. Parks and Recreation Facilities and Events 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

Source: ETC Institute (2016 City of Baytown Community Survey)

Q22. Are you familiar with the location of the City’s Arts, Culture and Entertainment (ACE) District?

by percentage of respondents (excluding don’t knows)

Source: ETC Institute (2016 City of Baytown Community Survey)
Q23. Satisfaction with Library Services
by percentage of respondents (excluding don't knows)

- Overall helpfulness of library staff: 34% Very Satisfied, 40% Satisfied, 22% Neutral, 4% Dissatisfied
- Overall quality of available materials: 27% Very Satisfied, 45% Satisfied, 23% Neutral, 6% Dissatisfied
- Overall size of the library: 28% Very Satisfied, 41% Satisfied, 25% Neutral, 6% Dissatisfied
- Quality & quantity of programs for children: 27% Very Satisfied, 38% Satisfied, 29% Neutral, 6% Dissatisfied
- Overall quality & quantity of e-learning materials: 26% Very Satisfied, 35% Satisfied, 32% Neutral, 8% Dissatisfied
- Overall quality & quantity of programs for teens: 26% Very Satisfied, 34% Satisfied, 34% Neutral, 6% Dissatisfied
- Overall quality & quantity of programs for adults: 24% Very Satisfied, 35% Satisfied, 33% Neutral, 9% Dissatisfied

Source: ETC Institute (2016 City of Baytown Community Survey)

Satisfaction with Library Services
2013 to 2016
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

- Overall helpfulness of library staff: 74% Very Satisfied, 86% Satisfied, 89% Neutral, 8% Dissatisfied
- Overall quality of available materials: 72% Very Satisfied, 83% Satisfied, 87% Neutral, 6% Dissatisfied
- Overall size of the library: 69% Very Satisfied, 81% Satisfied, 84% Neutral, 6% Dissatisfied
- Quality & quantity of programs for children: 65% Very Satisfied, 74% Satisfied, 76% Neutral, 3% Dissatisfied
- Overall quality & quantity of programs for teens: 60% Very Satisfied, 62% Satisfied, 69% Neutral, 6% Dissatisfied
- Overall quality & quantity of programs for adults: 59% Very Satisfied, 67% Satisfied, 73% Neutral, 3% Dissatisfied

Source: ETC Institute (2016 City of Baytown Community Survey)
Q24. 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

Overall quality of available materials 27%
Quality & quantity of programs for children 18%
Overall size of the library 17%
Overall quality & quantity of programs for adults 15%
Overall quality & quantity of programs for teens 11%
Overall quality & quantity of e-learning materials 10%
Overall helpfulness of library staff 8%

Source: ETC Institute (2016 City of Baytown Community Survey)

Q25. Satisfaction with Communications
by percentage of respondents (excluding don't knows)

City's citizen newsletter, The Bridge
Very Satisfied (5) 9% 37%
Satisfied (4) 40% 14%
Neutral (3) 6%
Dissatisfied (1/2) 6%

The quality of the City's web page
Very Satisfied (5) 8% 33%
Satisfied (4) 42% 17%
Neutral (3) 6%
Dissatisfied (1/2) 6%

City efforts to keep you informed on local issues
Very Satisfied (5) 9% 29%
Satisfied (4) 34% 29%
Neutral (3) 6%
Dissatisfied (1/2) 6%

Availability of info about City program/services
Very Satisfied (5) 7% 29%
Satisfied (4) 38% 27%
Neutral (3) 6%
Dissatisfied (1/2) 6%

Programming on City's cable TV channel (BTV 16)
Very Satisfied (5) 7% 23%
Satisfied (4) 51% 18%
Neutral (3) 6%
Dissatisfied (1/2) 6%

Level of public involvement in decision making
Very Satisfied (5) 6% 17%
Satisfied (4) 42% 35%
Neutral (3) 6%
Dissatisfied (1/2) 6%

Level of public involvement in budget process
Very Satisfied (5) 6% 13%
Satisfied (4) 47% 35%
Neutral (3) 6%
Dissatisfied (1/2) 6%

Source: ETC Institute (2016 City of Baytown Community Survey)
Satisfaction with Communications
2013 to 2016
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

City's citizen newsletter
The quality of the City's web page
City efforts to keep you informed on local issues
Availability of info about City program/services
Programming on City's cable TV channel (BTV 16)
Level of public involvement in decision making
Level of public involvement in budget process

Source: ETC Institute (2016 City of Baytown Community Survey)

Q26. 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)

Baytown Sun
City website (www.baytown.org)
Facebook, Twitter or other social media
The Bridge newsletter
Television News
City cable channel (BTV 16)

Source: ETC Institute (2016 City of Baytown Community Survey)
Q27. Which of the following do you currently use at home?

by percentage of respondents (multiple selections could be made)

- Internet: 84%
- E-mail: 82%
- Text Messaging: 73%
- Facebook: 69%
- Comcast Cable Service: 52%
- YouTube: 43%
- Twitter: 11%

Source: ETC Institute (2016 City of Baytown Community Survey)

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Q28. Does your neighborhood have an established neighborhood association?

by percentage of respondents (excluding don't knows)

- Yes: 52%
- No: 48%

Source: ETC Institute (2016 City of Baytown Community Survey)
Q29. Does your neighborhood have a way to communicate with residents?
by percentage of respondents (excluding don't knows)

- Yes: 47%
- No: 53%

Source: ETC Institute (2016 City of Baytown Community Survey)

Q31. Which of the following is the primary reason you go to other cities to shop or dine out?
by percentage of respondents (multiple selections could be made)

- Better selection in other cities: 46%
- Better quality in other cities: 20%
- Perfectly happy shopping/dining in Baytown: 16%
- Just like to go to other places: 10%
- Lower prices in other cities: 4%

Source: ETC Institute (2016 City of Baytown Community Survey)
Q32. Which of the strategies do you believe would have the greatest impact on beautifying Baytown? by percentage of respondents (excluding don’t knows)

- Fixing broken sidewalks/curbs/streets: 62% Most important (1-2), 27% Somewhat important (3-4), 10% Not as important (5-6), 7% Least important (7-8)
- Businesses/homeowners maintaining property: 45% Most important (1-2), 33% Somewhat important (3-4), 15% Not as important (5-6), 7% Least important (7-8)
- Piping stormwater ditches: 35% Most important (1-2), 33% Somewhat important (3-4), 19% Not as important (5-6), 13% Least important (7-8)
- Burying above-ground power lines: 36% Most important (1-2), 27% Somewhat important (3-4), 21% Not as important (5-6), 16% Least important (7-8)
- Implementing additional litter abatement activities: 22% Most important (1-2), 26% Somewhat important (3-4), 31% Not as important (5-6), 20% Least important (7-8)
- Installing additional landscaped medians: 14% Most important (1-2), 30% Somewhat important (3-4), 39% Not as important (5-6), 17% Least important (7-8)
- Installing public art throughout city: 10% Most important (1-2), 16% Somewhat important (3-4), 26% Not as important (5-6), 49% Least important (7-8)
- Installing additional "Baytown" monument signs: 3% Most important (1-2), 8% Somewhat important (3-4), 24% Not as important (5-6), 63% Least important (7-8)

Source: ETC Institute (2016 City of Baytown Community Survey)

Q33. Race/Ethnicity of Respondents by percentage of respondents (multiple responses allowed)

- White: 55%
- Hispanic: 42%
- Black/African American: 15%
- Asian/Pacific Islander: 3%
- American Indian/Eskimo: 1%
- Other: 1%

Source: ETC Institute (2016 City of Baytown Community Survey)
Q34. Age of All Residents in Household
by percentage of persons in household

Ages 10-19
16%

Ages 20-34
16%

Ages 35-54
26%

Ages 55-74
19%

Ages 75+
6%

Under age 10
16%

5 years or less
13%

6-10 years
11%

11-15 years
12%

16-20 years
11%

21-30 years
15%

31+ years
34%

5 years or less
13%

Not provided
4%

Source: ETC Institute (2016 City of Baytown Community Survey)
Q35a. Where did you live prior to moving to Baytown?
by percentage of respondents who have lived in Baytown 5 years or less

- Texas, outside Houston: 25%
- Other Houston area: 37%
- Outside Texas: 25%
- Not provided: 12%

Source: ETC Institute (2016 City of Baytown Community Survey)

Q36. Do you own or rent your current residence?
by percentage of respondents

- Own: 69%
- Rent: 30%
- Not provided: 1%

Source: ETC Institute (2016 City of Baytown Community Survey)
Q37. Do you work in the Baytown area? 

by percentage of respondents

Yes 46%
No 50%
Not provided 4%

Source: ETC Institute (2016 City of Baytown Community Survey)

Q38. Gender of Respondents 

by percentage of respondents

Male 49%
Female 51%

Source: ETC Institute (2016 City of Baytown Community Survey)
Section 2: Benchmarking Analysis
ETC Institute's DirectionFinder program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 210 cities and counties in 43 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from three sources: (1) a national survey that was administered by ETC Institute during the summer of 2015 to a random sample of more than 3,500 residents in the continental United States, (2) a regional survey that was administered to more than 400 residents living in the Southwestern portion of the United States during the summer of 2015 and (3) survey results from 42 medium sized cities (population of 20,000 to 275,000) where the DirectionFinder® survey was administered between January 2012 and December 2015. The Southwest region of the United States includes the states of Texas, Arizona and New Mexico. The 42 communities included in the performance ranges that are shown in this report are listed below:

- Abilene, Texas
- Arlington County, Virginia
- Auburn, Alabama
- Casper, Wyoming
- Chapel Hill, North Carolina
- Columbia, Missouri
- Coral Springs, Florida
- Davenport, Iowa
- Des Moines, Iowa
- Durham, North Carolina
- Fayetteville, North Carolina
- Fort Lauderdale, Florida
- Hallandale Beach, Florida
- Henderson, Nevada
- High Point, North Carolina
- Independence, Missouri
- Indio, California
- Kansas City, Missouri
- Lawrence, Kansas
- Mesa County, Colorado
- Naperville, Illinois
- Newport Beach, California
- Norman, Oklahoma
- Olathe, Kansas
- Overland Park, Kansas
- Panama City, Florida
- Peoria, Arizona
- Plano, Texas
- Provo, Utah
- Pueblo, Colorado
- Round Rock, Texas
- San Marcos, Texas
- Shoreline, Washington
- St. Joseph, Missouri
- Tamarac, Florida
- Tempe Arizona
- Topeka, Kansas
- Vancouver, Washington
- West Des Moines, Iowa
- Wilmington, North Carolina
- Winchester, Virginia
- Yuma, Arizona
Interpreting the Charts

The charts on the following pages provide comparisons for several items that were rated on the survey. The percentages shown reflect the sum of the positive ratings given by respondents excluding “don’t knows.” The two sets of charts are briefly described below:

- On the first set of charts, the blue bars show the results for Baytown, the red bars show the results for the Southwest regional data and the tan bar shows the results of the national survey.
- On the second set of charts, the horizontal bar shows the range of performance among medium size communities in ETC Institute’s DirectionFinder® database with a population between 20,000 and 275,000. The yellow dot on each chart shows the rating for Baytown. The vertical green line shows the average rating for the medium size communities.
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. Southwest 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)

Source: 2016 ETC Institute
As a place to live
Quality of life in the City
As a place to raise children
How well the City is planning for growth
Appearance of the city
Value received for tax dollars/fees

Source: 2016 ETC Institute
Overall Satisfaction with Public Services
Baytown vs. Southwest 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)

Source: 2016 ETC Institute

Overall Satisfaction with City Maintenance
Baytown vs. Southwest 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)

Source: 2016 ETC Institute
Overall Satisfaction with Code Enforcement
Baytown vs. Southwest 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)

<table>
<thead>
<tr>
<th>Category</th>
<th>Baytown</th>
<th>Southwest</th>
<th>U.S.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enforcing sign regulations</td>
<td>38%</td>
<td>53%</td>
<td>55%</td>
</tr>
<tr>
<td>Mowing/cutting of weeds on private property</td>
<td>88%</td>
<td>43%</td>
<td>47%</td>
</tr>
<tr>
<td>Enforcing clean-up of debris on private property</td>
<td>34%</td>
<td>44%</td>
<td>44%</td>
</tr>
</tbody>
</table>

Source: 2016 ETC Institute

Overall Satisfaction with Public Safety Services
Baytown vs. Southwest 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)

<table>
<thead>
<tr>
<th>Category</th>
<th>Baytown</th>
<th>Southwest</th>
<th>U.S.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall quality of local fire protection</td>
<td>83%</td>
<td>97%</td>
<td>90%</td>
</tr>
<tr>
<td>How quickly fire personnel respond to emergencies</td>
<td>81%</td>
<td>81%</td>
<td>84%</td>
</tr>
<tr>
<td>How quickly ambulance respond to emergencies</td>
<td>80%</td>
<td>80%</td>
<td>83%</td>
</tr>
<tr>
<td>Overall quality of local ambulance service</td>
<td>79%</td>
<td>81%</td>
<td>81%</td>
</tr>
<tr>
<td>Overall quality of local police protection</td>
<td>70%</td>
<td>71%</td>
<td>70%</td>
</tr>
<tr>
<td>How quickly police respond to emergencies</td>
<td>66%</td>
<td>69%</td>
<td>68%</td>
</tr>
<tr>
<td>Enforcement of local traffic laws</td>
<td>64%</td>
<td>64%</td>
<td>63%</td>
</tr>
<tr>
<td>The City’s efforts to prevent crime</td>
<td>55%</td>
<td>55%</td>
<td>59%</td>
</tr>
<tr>
<td>Overall quality of animal control</td>
<td>45%</td>
<td>45%</td>
<td>37%</td>
</tr>
</tbody>
</table>

Source: 2016 ETC Institute
Overall Satisfaction with Parks and Recreation
Baytown vs. Southwest 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)

- Appearance/maintenance of city parks: Baytown 68%, Southwest 72%, U.S. 74%
- Number of city parks: Baytown 60%, Southwest 68%, U.S. 70%
- Quality of outdoor athletic fields: Baytown 49%, Southwest 52%, U.S. 69%
- City aquatics facilities: Baytown 53%, Southwest 48%, U.S. 60%
- Number of walking and biking trails: Baytown 46%, Southwest 53%, U.S. 58%
- The city's youth athletic programs: Baytown 69%, Southwest 50%, U.S. 58%
- Ease of registering for programs: Baytown 38%, Southwest 40%, U.S. 50%
- The city's adult athletic programs: Baytown 43%, Southwest 50%, U.S. 59%

Source: 2016 ETC Institute

Overall Satisfaction with Communication
Baytown vs. Southwest 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)

- The quality of the City's web page: Baytown 41%, Southwest 55%, U.S. 58%
- Efforts to keep you informed about local issues: Baytown 88%, Southwest 58%, U.S. 47%
- Availability of info about City program/services: Baytown 36%, Southwest 50%, U.S. 51%
- Programming on City's cable TV channel (BTV 16): Baytown 30%, Southwest 59%, U.S. 59%
- Level of public involvement in decision making: Baytown 23%, Southwest 41%, U.S. 40%

Source: 2016 ETC Institute
## Comparison to a Range of Performance

| Parks and recreation programs and facilities | 48% | 94% | 70% |
| Police services                              | 56% | 93% | 70% |
| Fire services                                | 76% | 94% | 84% |
| Emergency medical services                   | 69% | 94% | 82% |
| Trash/recycling/yard waste services          | 61% | 89% | 75% |
| Customer service received from city employees| 47% | 86% | 54% |
| City's stormwater runoff/stormwater mgmt system | 36% | 84% | 57% |
| Effectiveness of communication with public   | 37% | 81% | 44% |
| Maintenance of city streets/buildings/facilities | 16% | 81% | 38% |
| Enforcement of city codes and ordinances     | 37% | 77% | 41% |
| Flow of traffic and congestion management    | 22% | 72% | 22% |

Overall Satisfaction with Major Categories of City Services - 2016

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

Baytown, TX

Source: 2016 ETC Institute
Satisfaction with Issues that Influence Perceptions of the City - 2016

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

Quality of life in the City
- Baytown, TX: 43% (LOW), 92% (MEAN), 56% (HIGH)

Value received for tax dollars/fees
- Baytown, TX: 22% (LOW), 76% (MEAN), 38% (HIGH)

As a place to raise children
- Baytown, TX: 52% (LOW), 92% (MEAN), 52% (HIGH)

As a place to live
- Baytown, TX: 59% (LOW), 95% (MEAN), 60% (HIGH)

Appearance of the City
- Baytown, TX: 34% (LOW), 88% (MEAN), 41% (HIGH)

How well the City is planning for growth
- Baytown, TX: 18% (LOW), 72% (MEAN), 43% (HIGH)

Source: 2016 ETC Institute

Overall Satisfaction with Customer Service - 2016

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

They were courteous and polite
- Baytown, TX: 69% (LOW), 92% (MEAN), 71% (HIGH)

They gave prompt/accurate/complete answers
- Baytown, TX: 52% (LOW), 85% (MEAN), 58% (HIGH)

Did what they said in a timely manner
- Baytown, TX: 48% (LOW), 83% (MEAN), 56% (HIGH)

Helped resolve issue to your satisfaction
- Baytown, TX: 44% (LOW), 76% (MEAN), 54% (HIGH)

Source: 2016 ETC Institute
Overall Satisfaction with Public Services - 2016
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

- Residential trash collection services: Baytown, TX: 94% (85%)
- Curbside recycling services: Baytown, TX: 89% (80%)
- Yardwaste removal services: Baytown, TX: 88% (72%)
- Wastewater (sewer) treatment service: Baytown, TX: 89% (63%)
- Drinking water service: Baytown, TX: 85% (55%)

Source: 2016 ETC Institute

Overall Satisfaction with City Maintenance - 2016
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

- Cleanliness of city streets/other public areas: Baytown, TX: 89% (47%)
- Mowing & trimming along city streets/public areas: Baytown, TX: 85% (60%)
- Overall maintenance of city streets: Baytown, TX: 83% (38%)
- Adequacy of City street lighting: Baytown, TX: 81% (47%)
- Maintenance of streets in YOUR neighborhood: Baytown, TX: 85% (50%)
- Maintenance of sidewalks in Baytown: Baytown, TX: 83% (43%)

Source: 2016 ETC Institute
Overall Satisfaction with Code Enforcement - 2016
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don’t knows)

- Enforcing clean-up of debris on private property: 28% LOW, 76% MEAN, 34% HIGH
- Enforcing sign regulations: 29% LOW, 68% MEAN, 38% HIGH
- Mowing/cutting of weeds on private property: 27% LOW, 61% MEAN, 38% HIGH

Source: 2016 ETC Institute

Overall Satisfaction with Public Safety Services - 2016
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 ambulance service: 73% LOW, 92% MEAN, 79% HIGH
- How quickly ambulance respond to emergencies: 68% LOW, 65% MEAN, 80% HIGH
- Overall quality of local fire protection: 74% LOW, 94% MEAN, 83% HIGH
- Overall quality of local police protection: 56% LOW, 91% MEAN, 70% HIGH
- How quickly fire personnel respond to emergencies: 78% LOW, 91% MEAN, 81% HIGH
- How quickly police respond to emergencies: 42% LOW, 88% MEAN, 66% HIGH
- The City’s efforts to prevent crime: 41% LOW, 81% MEAN, 56% HIGH
- Enforcement of local traffic laws: 45% LOW, 81% MEAN, 64% HIGH
- Overall quality of animal control: 96% LOW, 72% MEAN, 45% HIGH

Source: 2016 ETC Institute
Overall Satisfaction with Parks and Recreation - 2016

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

**Baytown, TX**

- Appearance/maintenance of city parks: 61% (LOW), 92% (MEAN), 68% (HIGH)
- Number of city parks: 59% (LOW), 91% (MEAN), 60% (HIGH)
- Number of walking and biking trails: 40% (LOW), 86% (MEAN), 46% (HIGH)
- Quality of outdoor athletic fields: 52% (LOW), 84% (MEAN), 53% (HIGH)
- City aquatics facilities: 40% (LOW), 83% (MEAN), 49% (HIGH)
- The city's youth athletic programs: 42% (LOW), 83% (MEAN), 43% (HIGH)
- The city's adult athletic programs: 38% (LOW), 75% (MEAN), 38% (HIGH)
- Ease of registering for programs: 39% (LOW), 79% (MEAN), 42% (HIGH)

Source: 2016 ETC Institute

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Overall Satisfaction with Communication - 2016

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

**Baytown, TX**

- Availability of info about City program/services: 35% (LOW), 83% (MEAN), 36% (HIGH)
- Efforts to keep you informed about local issues: 38% (LOW), 76% (MEAN), 38% (HIGH)
- The quality of the City’s web page: 30% (LOW), 66% (MEAN), 41% (HIGH)
- Programming on City’s cable TV channel (BTV 16): 30% (LOW), 61% (MEAN), 30% (HIGH)
- Level of public involvement in decision making: 22% (LOW), 60% (MEAN), 23% (HIGH)

Source: 2016 ETC Institute
Section 3:
Importance-Satisfaction Analysis
Importance-Satisfaction Analysis
Baytown, Texas

Overview

Today, city officials 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 (IS) 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 rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the most important services for the City to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that 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 that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

Example of the Calculation. Respondents were asked to identify the Major Categories of City services they thought were the most important for City leaders to emphasize over the next two years. Sixty-eight percent (68%) selected the “flow of traffic and congestion management in Baytown” as the most important Major City services for the City to emphasize over the next two years.
With regard to satisfaction, twenty-two percent (22%) of the residents surveyed rated their overall satisfaction with the “flow of traffic and congestion management in Baytown” as a “4” or a “5” on a 5-point scale (where “5” means “very satisfied”). The I-S rating for “flow of traffic and congestion management in Baytown” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 68% was multiplied by 78% (1-0.22). This calculation yielded an I-S rating of 0.5304, which ranked first out of fifteen Major City Services.

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 to emphasize over the next two years and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one 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 for the City to emphasize over the next two years.

**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 .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

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

The results for Baytown are provided on the following pages.
### Importance-Satisfaction Rating

#### 2016 City of Baytown Community Survey

**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>68%</td>
<td>1</td>
<td>22%</td>
<td>15</td>
<td>0.5304</td>
<td>1</td>
</tr>
<tr>
<td>Maintenance of city streets</td>
<td>48%</td>
<td>2</td>
<td>38%</td>
<td>14</td>
<td>0.2976</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>Enforcement of city codes and ordinances</td>
<td>25%</td>
<td>5</td>
<td>41%</td>
<td>13</td>
<td>0.1475</td>
<td>3</td>
</tr>
<tr>
<td>Drinking water</td>
<td>30%</td>
<td>3</td>
<td>52%</td>
<td>10</td>
<td>0.1440</td>
<td>4</td>
</tr>
<tr>
<td>Animal control services</td>
<td>22%</td>
<td>6</td>
<td>47%</td>
<td>11</td>
<td>0.1166</td>
<td>5</td>
</tr>
<tr>
<td>Effectiveness of city communication w/ the public</td>
<td>19%</td>
<td>8</td>
<td>44%</td>
<td>12</td>
<td>0.1064</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>City's stormwater runoff/stormwater mgmt system</td>
<td>20%</td>
<td>7</td>
<td>57%</td>
<td>8</td>
<td>0.0860</td>
<td>7</td>
</tr>
<tr>
<td>Police services</td>
<td>28%</td>
<td>4</td>
<td>70%</td>
<td>5</td>
<td>0.0840</td>
<td>8</td>
</tr>
<tr>
<td>Parks and recreation programs and facilities</td>
<td>19%</td>
<td>9</td>
<td>70%</td>
<td>6</td>
<td>0.0570</td>
<td>9</td>
</tr>
<tr>
<td>Customer service you receive from city employees</td>
<td>12%</td>
<td>10</td>
<td>54%</td>
<td>9</td>
<td>0.0552</td>
<td>10</td>
</tr>
<tr>
<td>Trash/recycling/yard waste services</td>
<td>11%</td>
<td>11</td>
<td>75%</td>
<td>4</td>
<td>0.0275</td>
<td>11</td>
</tr>
<tr>
<td>Wastewater services</td>
<td>5%</td>
<td>14</td>
<td>59%</td>
<td>7</td>
<td>0.0265</td>
<td>12</td>
</tr>
<tr>
<td>Emergency medical services</td>
<td>11%</td>
<td>12</td>
<td>82%</td>
<td>2</td>
<td>0.0198</td>
<td>13</td>
</tr>
<tr>
<td>Fire services</td>
<td>9%</td>
<td>13</td>
<td>84%</td>
<td>1</td>
<td>0.0144</td>
<td>14</td>
</tr>
<tr>
<td>Library services</td>
<td>5%</td>
<td>15</td>
<td>78%</td>
<td>3</td>
<td>0.0110</td>
<td>15</td>
</tr>
</tbody>
</table>

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

**Most Important %:**  The "Most Important" percentage represents the sum of the first, second, third, and fourth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

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

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### Importance-Satisfaction Rating
#### 2016 City of Baytown Community Survey

**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>50%</td>
<td>1</td>
<td>38%</td>
<td>11</td>
<td>0.3100</td>
<td>1</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>Adequacy of city street lighting</td>
<td>32%</td>
<td>2</td>
<td>47%</td>
<td>9</td>
<td>0.1696</td>
<td>2</td>
</tr>
<tr>
<td>Cleanliness of city streets/other public areas</td>
<td>28%</td>
<td>3</td>
<td>47%</td>
<td>8</td>
<td>0.1484</td>
<td>3</td>
</tr>
<tr>
<td>Maintenance of sidewalks in Baytown</td>
<td>24%</td>
<td>6</td>
<td>43%</td>
<td>10</td>
<td>0.1368</td>
<td>4</td>
</tr>
<tr>
<td>Maintenance of streets in your neighborhood</td>
<td>26%</td>
<td>4</td>
<td>50%</td>
<td>5</td>
<td>0.1300</td>
<td>5</td>
</tr>
<tr>
<td>Maintenance of stormwater ditches</td>
<td>22%</td>
<td>7</td>
<td>47%</td>
<td>7</td>
<td>0.1166</td>
<td>6</td>
</tr>
<tr>
<td>Maintenance of major roadways</td>
<td>24%</td>
<td>5</td>
<td>55%</td>
<td>4</td>
<td>0.1080</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>Maintenance of street signs &amp; traffic signals</td>
<td>17%</td>
<td>8</td>
<td>58%</td>
<td>3</td>
<td>0.0714</td>
<td>8</td>
</tr>
<tr>
<td>Maintenance of curbs/gutters on city streets</td>
<td>12%</td>
<td>9</td>
<td>49%</td>
<td>6</td>
<td>0.0612</td>
<td>9</td>
</tr>
<tr>
<td>Mowing/trimming along city streets/public areas</td>
<td>11%</td>
<td>10</td>
<td>60%</td>
<td>2</td>
<td>0.0440</td>
<td>10</td>
</tr>
<tr>
<td>Landscaping in median on city streets</td>
<td>9%</td>
<td>11</td>
<td>60%</td>
<td>1</td>
<td>0.0360</td>
<td>11</td>
</tr>
</tbody>
</table>

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

**Most Important %:**
The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

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

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## Importance-Satisfaction Rating

**2016 City of Baytown Community Survey**

**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>Very High Priority <em>(IS &gt; .20)</em></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>54%</td>
<td>1</td>
<td>62%</td>
<td>8</td>
<td>0.2052</td>
<td>1</td>
</tr>
<tr>
<td>High Priority <em>(IS .10-.20)</em></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overall quality of animal control services</td>
<td>34%</td>
<td>3</td>
<td>56%</td>
<td>9</td>
<td>0.1496</td>
<td>2</td>
</tr>
<tr>
<td>Overall quality of local police protection</td>
<td>38%</td>
<td>2</td>
<td>66%</td>
<td>5</td>
<td>0.1292</td>
<td>3</td>
</tr>
<tr>
<td>Medium Priority <em>(IS &lt; .10)</em></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How quickly police respond to emergencies</td>
<td>28%</td>
<td>4</td>
<td>65%</td>
<td>6</td>
<td>0.0980</td>
<td>4</td>
</tr>
<tr>
<td>Enforcement of local traffic laws</td>
<td>25%</td>
<td>5</td>
<td>62%</td>
<td>7</td>
<td>0.0950</td>
<td>5</td>
</tr>
<tr>
<td>Overall quality of local ambulance service</td>
<td>10%</td>
<td>6</td>
<td>76%</td>
<td>4</td>
<td>0.0240</td>
<td>6</td>
</tr>
<tr>
<td>How quickly fire personnel respond to emergencies</td>
<td>9%</td>
<td>7</td>
<td>83%</td>
<td>2</td>
<td>0.0153</td>
<td>7</td>
</tr>
<tr>
<td>How quickly ambulance respond to emergencies</td>
<td>7%</td>
<td>9</td>
<td>80%</td>
<td>3</td>
<td>0.0140</td>
<td>8</td>
</tr>
<tr>
<td>Overall quality of local fire protection</td>
<td>8%</td>
<td>8</td>
<td>84%</td>
<td>1</td>
<td>0.0128</td>
<td>9</td>
</tr>
</tbody>
</table>

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

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

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

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## Importance-Satisfaction Rating

### 2016 City of Baytown Community Survey

#### Parks and Recreation

<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>High Priority (IS .10-.20)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of walking and biking trails</td>
<td>34%</td>
<td>1</td>
<td>46%</td>
<td>7</td>
<td>0.1836</td>
<td>1</td>
</tr>
<tr>
<td>Senior recreation opportunities</td>
<td>21%</td>
<td>3</td>
<td>38%</td>
<td>11</td>
<td>0.1302</td>
<td>2</td>
</tr>
<tr>
<td>Appearance/maintenance of city parks</td>
<td>32%</td>
<td>2</td>
<td>68%</td>
<td>1</td>
<td>0.1024</td>
<td>3</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>Fees charged for recreation programs</td>
<td>13%</td>
<td>7</td>
<td>35%</td>
<td>13</td>
<td>0.0845</td>
<td>4</td>
</tr>
<tr>
<td>Quality of the City's indoor recreation facilities</td>
<td>14%</td>
<td>6</td>
<td>40%</td>
<td>10</td>
<td>0.0840</td>
<td>5</td>
</tr>
<tr>
<td>Number of city parks</td>
<td>19%</td>
<td>4</td>
<td>60%</td>
<td>3</td>
<td>0.0760</td>
<td>6</td>
</tr>
<tr>
<td>The city's adult athletic programs</td>
<td>11%</td>
<td>8</td>
<td>38%</td>
<td>12</td>
<td>0.0682</td>
<td>7</td>
</tr>
<tr>
<td>The city's youth athletic programs</td>
<td>10%</td>
<td>9</td>
<td>43%</td>
<td>8</td>
<td>0.0570</td>
<td>8</td>
</tr>
<tr>
<td>Special events sponsored by the city</td>
<td>14%</td>
<td>5</td>
<td>60%</td>
<td>2</td>
<td>0.0560</td>
<td>9</td>
</tr>
<tr>
<td>City aquatics facilities</td>
<td>8%</td>
<td>10</td>
<td>49%</td>
<td>5</td>
<td>0.0408</td>
<td>10</td>
</tr>
<tr>
<td>Ease of registering for programs</td>
<td>7%</td>
<td>12</td>
<td>42%</td>
<td>9</td>
<td>0.0406</td>
<td>11</td>
</tr>
<tr>
<td>Quality of outdoor athletic fields</td>
<td>7%</td>
<td>11</td>
<td>53%</td>
<td>4</td>
<td>0.0329</td>
<td>12</td>
</tr>
<tr>
<td>Quality of city aquatics programs</td>
<td>6%</td>
<td>13</td>
<td>48%</td>
<td>6</td>
<td>0.0312</td>
<td>13</td>
</tr>
</tbody>
</table>

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

**Most Important %:**
The "Most Important" percentage represents the sum of the first, second and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

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

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# Importance-Satisfaction Rating

## 2016 City of Baytown Community Survey

### Parks and Recreation Facilities and Events

<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>High Priority (IS .10-.20)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Town Square</td>
<td>28%</td>
<td>1</td>
<td>59%</td>
<td>8</td>
<td>0.1148</td>
<td>1</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>Christmas Parade</td>
<td>21%</td>
<td>2</td>
<td>57%</td>
<td>9</td>
<td>0.0903</td>
<td>2</td>
</tr>
<tr>
<td>Goose Creek Trail</td>
<td>16%</td>
<td>8</td>
<td>52%</td>
<td>11</td>
<td>0.0768</td>
<td>3</td>
</tr>
<tr>
<td>Neighborhood Spray Parks</td>
<td>16%</td>
<td>6</td>
<td>59%</td>
<td>7</td>
<td>0.0656</td>
<td>4</td>
</tr>
<tr>
<td>Ice Skating at Town Square</td>
<td>17%</td>
<td>5</td>
<td>62%</td>
<td>6</td>
<td>0.0646</td>
<td>5</td>
</tr>
<tr>
<td>Baytown Nature Center</td>
<td>20%</td>
<td>4</td>
<td>69%</td>
<td>4</td>
<td>0.0620</td>
<td>6</td>
</tr>
<tr>
<td>Pirates Bay Water Park</td>
<td>20%</td>
<td>3</td>
<td>71%</td>
<td>2</td>
<td>0.0580</td>
<td>7</td>
</tr>
<tr>
<td>3rd and 4th of July Concerts</td>
<td>16%</td>
<td>7</td>
<td>71%</td>
<td>3</td>
<td>0.0464</td>
<td>8</td>
</tr>
<tr>
<td>Eddie V. Gray Wetlands Center</td>
<td>13%</td>
<td>10</td>
<td>65%</td>
<td>5</td>
<td>0.0455</td>
<td>9</td>
</tr>
<tr>
<td>Baytown Art Show</td>
<td>8%</td>
<td>11</td>
<td>48%</td>
<td>13</td>
<td>0.0416</td>
<td>10</td>
</tr>
<tr>
<td>Calypso Cove Water Park</td>
<td>8%</td>
<td>12</td>
<td>56%</td>
<td>10</td>
<td>0.0352</td>
<td>11</td>
</tr>
<tr>
<td>Nurture Nature Fest</td>
<td>7%</td>
<td>13</td>
<td>50%</td>
<td>12</td>
<td>0.0350</td>
<td>12</td>
</tr>
<tr>
<td>4th of July Fireworks</td>
<td>14%</td>
<td>9</td>
<td>77%</td>
<td>1</td>
<td>0.0322</td>
<td>13</td>
</tr>
<tr>
<td>Grito Fest</td>
<td>5%</td>
<td>14</td>
<td>47%</td>
<td>14</td>
<td>0.0265</td>
<td>14</td>
</tr>
<tr>
<td>Daddy and Me Dance</td>
<td>3%</td>
<td>15</td>
<td>44%</td>
<td>15</td>
<td>0.0168</td>
<td>15</td>
</tr>
</tbody>
</table>

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

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, third, and fourth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

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Importance-Satisfaction Rating
2016 City of Baytown Community Survey

Library 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>Overall quality of available materials</td>
<td>27%</td>
<td>1</td>
<td>72%</td>
<td>2</td>
<td>0.0756</td>
<td>1</td>
</tr>
<tr>
<td>Quality &amp; quantity of programs for children</td>
<td>18%</td>
<td>2</td>
<td>65%</td>
<td>4</td>
<td>0.0630</td>
<td>2</td>
</tr>
<tr>
<td>Overall quality &amp; quantity of programs for adults</td>
<td>15%</td>
<td>4</td>
<td>59%</td>
<td>7</td>
<td>0.0615</td>
<td>3</td>
</tr>
<tr>
<td>Overall size of the library</td>
<td>17%</td>
<td>3</td>
<td>69%</td>
<td>3</td>
<td>0.0527</td>
<td>4</td>
</tr>
<tr>
<td>Overall quality &amp; quantity of programs for teens</td>
<td>11%</td>
<td>5</td>
<td>60%</td>
<td>6</td>
<td>0.0440</td>
<td>5</td>
</tr>
<tr>
<td>Overall quality &amp; quantity of e-learning materials</td>
<td>10%</td>
<td>6</td>
<td>61%</td>
<td>5</td>
<td>0.0390</td>
<td>6</td>
</tr>
<tr>
<td>Overall helpfulness of library staff</td>
<td>8%</td>
<td>7</td>
<td>74%</td>
<td>1</td>
<td>0.0208</td>
<td>7</td>
</tr>
</tbody>
</table>

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

**Most Important %:**

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**Satisfaction %:**

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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 the City’s 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 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)

mean importance

Exceeded Expectations
lower importance/higher Satisfaction

- Fire services
- Emergency medical services
- Library services
- Trash/recycling/yard waste services
- Parks and recreation programs and facilities

Continued Emphasis
higher importance/higher Satisfaction

- Police services

Less Important
lower importance/lower Satisfaction

- Wastewater services
- City's stormwater runoff/stormwater mgmt system
- Customer service from city employees
- Animal control services
- Effectiveness of city communication w/ the public

Opportunities for Improvement
higher importance/lower Satisfaction

- Drinking water
- Enforcement of city codes and ordinances
- Maintenance of city streets/buildings/facilities
- Flow of traffic/congestion management in Baytown

Importance Rating

Source: ETC Institute (2016)
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)

mean importance

Exceeded Expectations
(Continued Emphasis
lower importance/higher Satisfaction
higher importance/higher Satisfaction

- Maintenance in median on city streets ■
- Mowing/trimming along city streets/public areas ■
- Maintenance of street signs & traffic signals ■
- Maintenance of major roadways ■

Less Important
(Maint. of curbs/gutters on city streets ■
- Maintenance of stormwater ditches ■

- Maintenance of streets in your neighborhood ■
- Adequacy of city street lighting ■
- Cleanliness of city streets/other public areas ■
- Maintenance of sidewalks in Baytown ■
- Overall maintenance of city streets ■

Lower Importance

Opportunities for Improvement
(Continued Emphasis
higher importance/lower Satisfaction
lower importance/lower Satisfaction

- Maintenance in median on city streets ■
- Mowing/trimming along city streets/public areas ■
- Maintenance of street signs & traffic signals ■
- Maintenance of major roadways ■

Source: ETC Institute (2016)
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)

Source: ETC Institute (2016)
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)

mean importance

Exceeded Expectations
lower importance/higher Satisfaction

Special events sponsored by the city
Quality of outdoor athletic fields
City aquatics facilities
Quality of city aquatics programs
The city's youth athletic programs
Ease of registering for programs
Quality of the City's indoor recreation facilities
The city's adult athletic programs
Fees charged for recreation programs

Continued Emphasis
higher importance/higher Satisfaction

Maintenance of city parks
Number of city parks

Less Important
lower importance/lower Satisfaction

Number of walking and biking trails
Senior recreation opportunities

Lower Importance
higher importance/lower Satisfaction

Opportunities for Improvement
higher importance/lower Satisfaction

Higher Importance

Importance Rating

Satisfaction Rating

Source: ETC Institute (2016)
City of Baytown Community Survey
Importance-Satisfaction Assessment Matrix

-Parks and Recreation Facilities & Events-
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

<table>
<thead>
<tr>
<th>Importance Rating</th>
<th>Satisfaction Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lower Importance</td>
<td>lower importance/lower satisfaction</td>
</tr>
<tr>
<td>Less Important</td>
<td>lower importance/lower satisfaction</td>
</tr>
<tr>
<td>Exceeded Expectations</td>
<td>lower importance/higher satisfaction</td>
</tr>
<tr>
<td>Continued Emphasis</td>
<td>higher importance/higher satisfaction</td>
</tr>
</tbody>
</table>

- Exceeded Expectations:
  - 4th of July Fireworks
  - Eddie V. Gray Wetlands Center
- Continued Emphasis:
  - 3rd and 4th of July Concerts
  - Pirates Bay Water Park
  - Baytown Nature Center
  - Ice Skating at Town Square
- Less Important:
  - Calypso Cove Water Park
  - Baytown Art Show
  - Grito Fest
  - Daddy and Me Dance
- Opportunities for Improvement:
  - Neighborhood Spray Parks
  - Christmas Parade
  - Town Square
  - Goose Creek Trail

Source: ETC Institute (2016)
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)

Mean importance

Exceeded Expectations
lower importance/higher Satisfaction

Continued Emphasis
higher importance/higher Satisfaction

Lower Importance
lower importance/lower Satisfaction

Opportunities for Improvement
higher importance/lower Satisfaction

Importance Rating

Satisfaction Rating

Overall helpfulness of library staff
Overall size of the library
Overall quality of available materials
Overall quality & quantity of programs for adults
Overall quality & quantity of programs for children
Overall quality & quantity of e-learning materials
Overall quality & quantity of programs for teens
Overall size of the library

Source: ETC Institute (2016)
Section 4:

Tabular Data
**Q1. MAJOR CATEGORIES OF CITY SERVICES.** Please rate your overall satisfaction with major categories of services provided by the City of Baytown on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=406)

<table>
<thead>
<tr>
<th>Q1. Overall quality of police services</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1-1</td>
<td>26.3%</td>
<td>41.4%</td>
<td>18.4%</td>
<td>6.6%</td>
<td>3.3%</td>
<td>4.0%</td>
</tr>
<tr>
<td>Q1-2</td>
<td>35.8%</td>
<td>39.3%</td>
<td>13.7%</td>
<td>0.8%</td>
<td>0.8%</td>
<td>9.6%</td>
</tr>
<tr>
<td>Q1-3</td>
<td>34.3%</td>
<td>39.6%</td>
<td>14.7%</td>
<td>1.3%</td>
<td>1.0%</td>
<td>9.1%</td>
</tr>
<tr>
<td>Q1-4</td>
<td>12.1%</td>
<td>25.5%</td>
<td>33.0%</td>
<td>14.7%</td>
<td>5.7%</td>
<td>9.0%</td>
</tr>
<tr>
<td>Q1-5</td>
<td>35.3%</td>
<td>34.0%</td>
<td>17.8%</td>
<td>1.5%</td>
<td>0.5%</td>
<td>10.9%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q1-6. Overall quality of parks &amp; recreation programs &amp; facilities</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1-6</td>
<td>28.3%</td>
<td>37.9%</td>
<td>17.7%</td>
<td>7.3%</td>
<td>3.0%</td>
<td>5.8%</td>
</tr>
<tr>
<td>Q1-7</td>
<td>15.4%</td>
<td>27.6%</td>
<td>25.6%</td>
<td>13.4%</td>
<td>9.6%</td>
<td>8.4%</td>
</tr>
<tr>
<td>Q1-8</td>
<td>7.3%</td>
<td>30.6%</td>
<td>23.5%</td>
<td>25.3%</td>
<td>12.4%</td>
<td>0.8%</td>
</tr>
<tr>
<td>Q1-9. Overall management of stormwater runoff &amp; flood prevention</td>
<td>14.0%</td>
<td>41.7%</td>
<td>24.7%</td>
<td>10.9%</td>
<td>5.9%</td>
<td>2.8%</td>
</tr>
<tr>
<td>Q1-10. Overall quality of trash, recycling &amp; yard waste collection services</td>
<td>26.3%</td>
<td>49.1%</td>
<td>12.5%</td>
<td>7.3%</td>
<td>4.3%</td>
<td>0.5%</td>
</tr>
<tr>
<td>Q1-11. Overall quality of drinking water</td>
<td>14.2%</td>
<td>36.0%</td>
<td>24.4%</td>
<td>12.9%</td>
<td>9.6%</td>
<td>2.8%</td>
</tr>
<tr>
<td>Q1-12. Overall quality of wastewater services</td>
<td>14.1%</td>
<td>40.7%</td>
<td>27.4%</td>
<td>6.6%</td>
<td>4.3%</td>
<td>6.9%</td>
</tr>
<tr>
<td>Q1-13. Overall flow of traffic &amp; congestion management</td>
<td>4.5%</td>
<td>16.8%</td>
<td>22.6%</td>
<td>30.9%</td>
<td>23.9%</td>
<td>1.3%</td>
</tr>
<tr>
<td>Q1-14. Overall effectiveness of city communication with public</td>
<td>9.2%</td>
<td>32.1%</td>
<td>30.8%</td>
<td>14.6%</td>
<td>7.9%</td>
<td>5.4%</td>
</tr>
<tr>
<td>Q1-15. Overall quality of customer service provided by city employees</td>
<td>14.6%</td>
<td>37.2%</td>
<td>30.3%</td>
<td>8.7%</td>
<td>4.1%</td>
<td>5.1%</td>
</tr>
</tbody>
</table>
Q1. MAJOR CATEGORIES OF CITY SERVICES. Please rate your overall satisfaction with major categories of services provided by the City of Baytown on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=406)

<table>
<thead>
<tr>
<th>Q1 Item</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1-1. Overall quality of police services</td>
<td>27.4%</td>
<td>43.2%</td>
<td>19.2%</td>
<td>6.8%</td>
<td>3.4%</td>
</tr>
<tr>
<td>Q1-2. Overall quality of fire services</td>
<td>39.6%</td>
<td>43.5%</td>
<td>15.2%</td>
<td>0.8%</td>
<td>0.8%</td>
</tr>
<tr>
<td>Q1-3. Overall quality of emergency medical services</td>
<td>37.7%</td>
<td>43.6%</td>
<td>16.2%</td>
<td>1.4%</td>
<td>1.1%</td>
</tr>
<tr>
<td>Q1-4. Overall enforcement of city codes &amp; ordinances</td>
<td>13.3%</td>
<td>28.0%</td>
<td>36.3%</td>
<td>16.1%</td>
<td>6.2%</td>
</tr>
<tr>
<td>Q1-5. Overall quality of library services</td>
<td>13.9%</td>
<td>38.2%</td>
<td>19.9%</td>
<td>1.7%</td>
<td>0.6%</td>
</tr>
<tr>
<td>Q1-6. Overall quality of parks &amp; recreation programs &amp; facilities</td>
<td>30.0%</td>
<td>40.2%</td>
<td>18.8%</td>
<td>7.8%</td>
<td>3.2%</td>
</tr>
<tr>
<td>Q1-7. Overall quality of animal control services</td>
<td>16.9%</td>
<td>30.1%</td>
<td>27.9%</td>
<td>14.6%</td>
<td>10.5%</td>
</tr>
<tr>
<td>Q1-8. Overall maintenance of city streets</td>
<td>7.4%</td>
<td>30.9%</td>
<td>23.7%</td>
<td>25.5%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Q1-9. Overall management of stormwater runoff &amp; flood prevention</td>
<td>14.4%</td>
<td>42.9%</td>
<td>25.4%</td>
<td>11.3%</td>
<td>6.0%</td>
</tr>
<tr>
<td>Q1-10. Overall quality of trash, recycling &amp; yard waste collection services</td>
<td>26.4%</td>
<td>49.4%</td>
<td>12.6%</td>
<td>7.3%</td>
<td>4.3%</td>
</tr>
<tr>
<td>Q1-11. Overall quality of drinking water</td>
<td>14.6%</td>
<td>37.1%</td>
<td>25.1%</td>
<td>13.3%</td>
<td>9.9%</td>
</tr>
<tr>
<td>Q1-12. Overall quality of wastewater services</td>
<td>15.1%</td>
<td>43.7%</td>
<td>29.4%</td>
<td>7.1%</td>
<td>4.7%</td>
</tr>
<tr>
<td>Q1-13. Overall flow of traffic &amp; congestion management</td>
<td>4.6%</td>
<td>17.0%</td>
<td>22.9%</td>
<td>31.3%</td>
<td>24.2%</td>
</tr>
<tr>
<td>Q1-14. Overall effectiveness of city communication with public</td>
<td>9.8%</td>
<td>33.9%</td>
<td>32.5%</td>
<td>15.4%</td>
<td>8.4%</td>
</tr>
<tr>
<td>Q1-15. Overall quality of customer service provided by city employees</td>
<td>15.4%</td>
<td>39.2%</td>
<td>31.9%</td>
<td>9.2%</td>
<td>4.3%</td>
</tr>
</tbody>
</table>
**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?**

<table>
<thead>
<tr>
<th>Q2. 1st choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall quality of police services</td>
<td>58</td>
<td>14.3 %</td>
</tr>
<tr>
<td>Overall quality of fire services</td>
<td>2</td>
<td>0.5 %</td>
</tr>
<tr>
<td>Overall quality of emergency medical services</td>
<td>8</td>
<td>2.0 %</td>
</tr>
<tr>
<td>Overall enforcement of city codes &amp; ordinances</td>
<td>22</td>
<td>5.4 %</td>
</tr>
<tr>
<td>Overall quality of library services</td>
<td>5</td>
<td>1.2 %</td>
</tr>
<tr>
<td>Overall quality of parks &amp; recreation programs &amp; facilities</td>
<td>13</td>
<td>3.2 %</td>
</tr>
<tr>
<td>Overall quality of animal control services</td>
<td>20</td>
<td>4.9 %</td>
</tr>
<tr>
<td>Overall maintenance of city streets</td>
<td>58</td>
<td>14.3 %</td>
</tr>
<tr>
<td>Overall management of stormwater runoff &amp; flood prevention</td>
<td>6</td>
<td>1.5 %</td>
</tr>
<tr>
<td>Overall quality of trash, recycling &amp; yard waste collection services</td>
<td>3</td>
<td>0.7 %</td>
</tr>
<tr>
<td>Overall quality of drinking water</td>
<td>30</td>
<td>7.4 %</td>
</tr>
<tr>
<td>Overall quality of wastewater services</td>
<td>4</td>
<td>1.0 %</td>
</tr>
<tr>
<td>Overall flow of traffic &amp; congestion management</td>
<td>123</td>
<td>30.3 %</td>
</tr>
<tr>
<td>Overall effectiveness of city communication with public</td>
<td>8</td>
<td>2.0 %</td>
</tr>
<tr>
<td>Overall quality of customer service provided by city employees</td>
<td>3</td>
<td>0.7 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>43</td>
<td>10.6 %</td>
</tr>
<tr>
<td>Total</td>
<td>406</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**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?**

<table>
<thead>
<tr>
<th>Q2. 2nd choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall quality of police services</td>
<td>25</td>
<td>6.2 %</td>
</tr>
<tr>
<td>Overall quality of fire services</td>
<td>19</td>
<td>4.7 %</td>
</tr>
<tr>
<td>Overall quality of emergency medical services</td>
<td>10</td>
<td>2.5 %</td>
</tr>
<tr>
<td>Overall enforcement of city codes &amp; ordinances</td>
<td>27</td>
<td>6.7 %</td>
</tr>
<tr>
<td>Overall quality of library services</td>
<td>3</td>
<td>0.7 %</td>
</tr>
<tr>
<td>Overall quality of parks &amp; recreation programs &amp; facilities</td>
<td>15</td>
<td>3.7 %</td>
</tr>
<tr>
<td>Overall quality of animal control services</td>
<td>25</td>
<td>6.2 %</td>
</tr>
<tr>
<td>Overall maintenance of city streets</td>
<td>65</td>
<td>16.0 %</td>
</tr>
<tr>
<td>Overall management of stormwater runoff &amp; flood prevention</td>
<td>30</td>
<td>7.4 %</td>
</tr>
<tr>
<td>Overall quality of trash, recycling &amp; yard waste collection services</td>
<td>13</td>
<td>3.2 %</td>
</tr>
<tr>
<td>Overall quality of drinking water</td>
<td>25</td>
<td>6.2 %</td>
</tr>
<tr>
<td>Overall quality of wastewater services</td>
<td>3</td>
<td>0.7 %</td>
</tr>
<tr>
<td>Overall flow of traffic &amp; congestion management</td>
<td>69</td>
<td>17.0 %</td>
</tr>
<tr>
<td>Overall effectiveness of city communication with public</td>
<td>13</td>
<td>3.2 %</td>
</tr>
<tr>
<td>Overall quality of customer service provided by city employees</td>
<td>5</td>
<td>1.2 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>59</td>
<td>14.5 %</td>
</tr>
<tr>
<td>Total</td>
<td>406</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>
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?

<table>
<thead>
<tr>
<th>Q2. 3rd choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall quality of police services</td>
<td>16</td>
<td>3.9 %</td>
</tr>
<tr>
<td>Overall quality of fire services</td>
<td>10</td>
<td>2.5 %</td>
</tr>
<tr>
<td>Overall quality of emergency medical services</td>
<td>15</td>
<td>3.7 %</td>
</tr>
<tr>
<td>Overall enforcement of city codes &amp; ordinances</td>
<td>31</td>
<td>7.6 %</td>
</tr>
<tr>
<td>Overall quality of library services</td>
<td>4</td>
<td>1.0 %</td>
</tr>
<tr>
<td>Overall quality of parks &amp; recreation programs &amp; facilities</td>
<td>24</td>
<td>5.9 %</td>
</tr>
<tr>
<td>Overall quality of animal control services</td>
<td>23</td>
<td>5.7 %</td>
</tr>
<tr>
<td>Overall maintenance of city streets</td>
<td>40</td>
<td>9.9 %</td>
</tr>
<tr>
<td>Overall management of stormwater runoff &amp; flood prevention</td>
<td>22</td>
<td>5.4 %</td>
</tr>
<tr>
<td>Overall quality of trash, recycling &amp; yard waste collection services</td>
<td>10</td>
<td>2.5 %</td>
</tr>
<tr>
<td>Overall quality of drinking water</td>
<td>48</td>
<td>11.8 %</td>
</tr>
<tr>
<td>Overall quality of wastewater services</td>
<td>5</td>
<td>1.2 %</td>
</tr>
<tr>
<td>Overall flow of traffic &amp; congestion management</td>
<td>47</td>
<td>11.6 %</td>
</tr>
<tr>
<td>Overall effectiveness of city communication with public</td>
<td>20</td>
<td>4.9 %</td>
</tr>
<tr>
<td>Overall quality of customer service provided by city employees</td>
<td>13</td>
<td>3.2 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>78</td>
<td>19.2 %</td>
</tr>
<tr>
<td>Total</td>
<td>406</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

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?

<table>
<thead>
<tr>
<th>Q2. 4th choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall quality of police services</td>
<td>16</td>
<td>3.9 %</td>
</tr>
<tr>
<td>Overall quality of fire services</td>
<td>5</td>
<td>1.2 %</td>
</tr>
<tr>
<td>Overall quality of emergency medical services</td>
<td>12</td>
<td>3.0 %</td>
</tr>
<tr>
<td>Overall enforcement of city codes &amp; ordinances</td>
<td>21</td>
<td>5.2 %</td>
</tr>
<tr>
<td>Overall quality of library services</td>
<td>8</td>
<td>2.0 %</td>
</tr>
<tr>
<td>Overall quality of parks &amp; recreation programs &amp; facilities</td>
<td>24</td>
<td>5.9 %</td>
</tr>
<tr>
<td>Overall quality of animal control services</td>
<td>21</td>
<td>5.2 %</td>
</tr>
<tr>
<td>Overall maintenance of city streets</td>
<td>32</td>
<td>7.9 %</td>
</tr>
<tr>
<td>Overall management of stormwater runoff &amp; flood prevention</td>
<td>21</td>
<td>5.2 %</td>
</tr>
<tr>
<td>Overall quality of trash, recycling &amp; yard waste collection services</td>
<td>20</td>
<td>4.9 %</td>
</tr>
<tr>
<td>Overall quality of drinking water</td>
<td>18</td>
<td>4.4 %</td>
</tr>
<tr>
<td>Overall quality of wastewater services</td>
<td>10</td>
<td>2.5 %</td>
</tr>
<tr>
<td>Overall flow of traffic &amp; congestion management</td>
<td>38</td>
<td>9.4 %</td>
</tr>
<tr>
<td>Overall effectiveness of city communication with public</td>
<td>37</td>
<td>9.1 %</td>
</tr>
<tr>
<td>Overall quality of customer service provided by city employees</td>
<td>26</td>
<td>6.4 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>97</td>
<td>23.9 %</td>
</tr>
<tr>
<td>Total</td>
<td>406</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>
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)

<table>
<thead>
<tr>
<th>Q2. Sum of top 4 choices</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall quality of police services</td>
<td>115</td>
<td>28.3 %</td>
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<tr>
<td>Overall quality of fire services</td>
<td>36</td>
<td>8.9 %</td>
</tr>
<tr>
<td>Overall quality of emergency medical services</td>
<td>45</td>
<td>11.1 %</td>
</tr>
<tr>
<td>Overall enforcement of city codes &amp; ordinances</td>
<td>101</td>
<td>24.9 %</td>
</tr>
<tr>
<td>Overall quality of library services</td>
<td>20</td>
<td>4.9 %</td>
</tr>
<tr>
<td>Overall quality of parks &amp; recreation programs &amp; facilities</td>
<td>76</td>
<td>18.7 %</td>
</tr>
<tr>
<td>Overall quality of animal control services</td>
<td>89</td>
<td>21.9 %</td>
</tr>
<tr>
<td>Overall maintenance of city streets</td>
<td>195</td>
<td>48.0 %</td>
</tr>
<tr>
<td>Overall management of stormwater runoff &amp; flood prevention</td>
<td>79</td>
<td>19.5 %</td>
</tr>
<tr>
<td>Overall quality of trash, recycling &amp; yard waste collection services</td>
<td>46</td>
<td>11.3 %</td>
</tr>
<tr>
<td>Overall quality of drinking water</td>
<td>121</td>
<td>29.8 %</td>
</tr>
<tr>
<td>Overall quality of wastewater services</td>
<td>22</td>
<td>5.4 %</td>
</tr>
<tr>
<td>Overall flow of traffic &amp; congestion management</td>
<td>277</td>
<td>68.2 %</td>
</tr>
<tr>
<td>Overall effectiveness of city communication with public</td>
<td>78</td>
<td>19.2 %</td>
</tr>
<tr>
<td>Overall quality of customer service provided by city employees</td>
<td>47</td>
<td>11.6 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>43</td>
<td>10.6 %</td>
</tr>
<tr>
<td>Total</td>
<td>1390</td>
<td></td>
</tr>
</tbody>
</table>
**Q3. PERCEPTIONS OF THE CITY.** Items that may influence your perception of the City of Baytown are listed below. Please indicate how satisfied you are with:

(N=406)

<table>
<thead>
<tr>
<th>Item</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q3-1. Overall quality of customer service provided by city employees</td>
<td>12.7%</td>
<td>41.3%</td>
<td>31.1%</td>
<td>9.9%</td>
<td>1.8%</td>
<td>3.3%</td>
</tr>
<tr>
<td>Q3-2. Overall quality of life in city</td>
<td>13.0%</td>
<td>43.2%</td>
<td>26.6%</td>
<td>13.0%</td>
<td>3.6%</td>
<td>0.5%</td>
</tr>
<tr>
<td>Q3-3. Overall quality of your neighborhood</td>
<td>17.7%</td>
<td>42.2%</td>
<td>18.7%</td>
<td>14.9%</td>
<td>6.1%</td>
<td>0.5%</td>
</tr>
<tr>
<td>Q3-4. Overall value you receive for city taxes &amp; fees</td>
<td>7.1%</td>
<td>29.6%</td>
<td>29.8%</td>
<td>20.4%</td>
<td>9.2%</td>
<td>3.8%</td>
</tr>
<tr>
<td>Q3-5. How well city is planning for growth</td>
<td>10.7%</td>
<td>28.2%</td>
<td>28.0%</td>
<td>16.3%</td>
<td>8.1%</td>
<td>8.7%</td>
</tr>
<tr>
<td>Q3-6. Overall quality of new development</td>
<td>12.3%</td>
<td>38.9%</td>
<td>28.9%</td>
<td>9.0%</td>
<td>5.9%</td>
<td>5.1%</td>
</tr>
<tr>
<td>Q3-7. Overall appearance of city</td>
<td>8.6%</td>
<td>32.2%</td>
<td>27.8%</td>
<td>24.3%</td>
<td>6.8%</td>
<td>0.3%</td>
</tr>
<tr>
<td>Q3-8. Overall appearance of residential property</td>
<td>7.1%</td>
<td>31.5%</td>
<td>38.8%</td>
<td>17.4%</td>
<td>5.0%</td>
<td>0.3%</td>
</tr>
<tr>
<td>Q3-9. Overall appearance of commercial property</td>
<td>7.3%</td>
<td>31.1%</td>
<td>38.1%</td>
<td>18.4%</td>
<td>4.5%</td>
<td>0.5%</td>
</tr>
<tr>
<td>Q3-10. Overall quality of downtown Baytown</td>
<td>7.4%</td>
<td>27.0%</td>
<td>34.2%</td>
<td>19.9%</td>
<td>9.4%</td>
<td>2.0%</td>
</tr>
<tr>
<td>Q3-11. Baytown as a place to live</td>
<td>15.9%</td>
<td>44.2%</td>
<td>23.5%</td>
<td>10.4%</td>
<td>5.8%</td>
<td>0.3%</td>
</tr>
<tr>
<td>Q3-12. Baytown as a place to raise children</td>
<td>15.8%</td>
<td>34.9%</td>
<td>24.2%</td>
<td>15.5%</td>
<td>7.1%</td>
<td>2.5%</td>
</tr>
<tr>
<td>Q3-13. Baytown as a place where you would buy your next home</td>
<td>14.7%</td>
<td>26.6%</td>
<td>27.2%</td>
<td>13.7%</td>
<td>12.9%</td>
<td>4.8%</td>
</tr>
</tbody>
</table>
Q3. PERCEPTIONS OF THE CITY. Items that may influence your perception of the City of Baytown are listed below. Please indicate how satisfied are you with: (without "don't know")

(N=406)

<table>
<thead>
<tr>
<th>Q3-1. Overall quality of customer service provided by city employees</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>13.1%</td>
<td>42.7%</td>
<td>32.2%</td>
<td>10.2%</td>
<td>1.8%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q3-2. Overall quality of life in city</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>13.1%</td>
<td>43.4%</td>
<td>26.7%</td>
<td>13.1%</td>
<td>3.6%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q3-3. Overall quality of your neighborhood</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>17.8%</td>
<td>42.4%</td>
<td>18.8%</td>
<td>15.0%</td>
<td>6.1%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q3-4. Overall value you receive for city taxes &amp; fees</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7.4%</td>
<td>30.8%</td>
<td>31.0%</td>
<td>21.2%</td>
<td>9.5%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q3-5. How well city is planning for growth</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>11.7%</td>
<td>30.9%</td>
<td>30.6%</td>
<td>17.8%</td>
<td>8.9%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q3-6. Overall quality of new development</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>12.9%</td>
<td>41.0%</td>
<td>30.5%</td>
<td>9.4%</td>
<td>6.2%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q3-7. Overall appearance of city</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>8.6%</td>
<td>32.2%</td>
<td>27.9%</td>
<td>24.4%</td>
<td>6.9%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q3-8. Overall appearance of residential property</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7.1%</td>
<td>31.6%</td>
<td>38.9%</td>
<td>17.4%</td>
<td>5.1%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q3-9. Overall appearance of commercial property</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7.4%</td>
<td>31.2%</td>
<td>38.3%</td>
<td>18.5%</td>
<td>4.6%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q3-10. Overall quality of downtown Baytown</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7.6%</td>
<td>27.6%</td>
<td>34.9%</td>
<td>20.3%</td>
<td>9.6%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q3-11. Baytown as a place to live</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>15.9%</td>
<td>44.3%</td>
<td>23.5%</td>
<td>10.4%</td>
<td>5.8%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q3-12. Baytown as a place to raise children</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>16.2%</td>
<td>35.8%</td>
<td>24.8%</td>
<td>15.9%</td>
<td>7.3%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q3-13. Baytown as a place where you would buy your next home</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>15.5%</td>
<td>28.0%</td>
<td>28.5%</td>
<td>14.4%</td>
<td>13.6%</td>
</tr>
</tbody>
</table>
Q4. CUSTOMER SERVICE. Have you interacted with (called, gone online, or visited) the City with a question, problem, or complaint during the past year?

<table>
<thead>
<tr>
<th>Q4. Have you interacted with city during past year</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>202</td>
<td>49.8 %</td>
</tr>
<tr>
<td>No</td>
<td>204</td>
<td>50.2 %</td>
</tr>
<tr>
<td>Total</td>
<td>406</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Q4a. (If YES to Question 4) Which Department did you contact most recently?

<table>
<thead>
<tr>
<th>Q4a. Which department did you contact most recently</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Works (Street Maintenance, Trash, Recycling, Yard Waste, Water, Wastewater)</td>
<td>76</td>
<td>37.6 %</td>
</tr>
<tr>
<td>Public Safety (Police, Fire, EMS)</td>
<td>25</td>
<td>12.4 %</td>
</tr>
<tr>
<td>Parks &amp; Recreation</td>
<td>5</td>
<td>2.5 %</td>
</tr>
<tr>
<td>City Hall (Mayor, City Council, City Manager, City Clerk)</td>
<td>11</td>
<td>5.4 %</td>
</tr>
<tr>
<td>Utility Billing</td>
<td>41</td>
<td>20.3 %</td>
</tr>
<tr>
<td>Planning &amp; Development Services</td>
<td>8</td>
<td>4.0 %</td>
</tr>
<tr>
<td>Health (Code Enforcement, Animal Control, or Stormwater)</td>
<td>29</td>
<td>14.4 %</td>
</tr>
<tr>
<td>Other</td>
<td>7</td>
<td>3.5 %</td>
</tr>
<tr>
<td>Total</td>
<td>202</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Q4a. Other

<table>
<thead>
<tr>
<th>Q4a. Other</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Animal control</td>
<td>2</td>
<td>33.3 %</td>
</tr>
<tr>
<td>Taxes too high</td>
<td>1</td>
<td>16.7 %</td>
</tr>
<tr>
<td>Library</td>
<td>1</td>
<td>16.7 %</td>
</tr>
<tr>
<td>Alarm permits</td>
<td>1</td>
<td>16.7 %</td>
</tr>
<tr>
<td>Sewer</td>
<td>1</td>
<td>16.7 %</td>
</tr>
<tr>
<td>Total</td>
<td>6</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Q4b. (If YES to Question 4) How easy was it to contact the person you needed to reach in the Department you indicated in Question 4a?

<table>
<thead>
<tr>
<th>Q4b. How easy was it to contact the person you needed to reach</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Easy</td>
<td>78</td>
<td>38.6 %</td>
</tr>
<tr>
<td>Somewhat Easy</td>
<td>70</td>
<td>34.7 %</td>
</tr>
<tr>
<td>Difficult</td>
<td>33</td>
<td>16.3 %</td>
</tr>
<tr>
<td>Very Difficult</td>
<td>16</td>
<td>7.9 %</td>
</tr>
<tr>
<td>Don't Know</td>
<td>5</td>
<td>2.5 %</td>
</tr>
<tr>
<td>Total</td>
<td>202</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>
Q4c. (If YES to Question 4) 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 on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (N=202)

Always Usually Sometimes Seldom Never Don't Know

| Q4c-1. They were courteous & polite | 36.9% | 33.8% | 17.7% | 8.6% | 2.5% | 0.5% |
| Q4c-2. They gave prompt, accurate, & complete answers to questions | 29.3% | 28.8% | 21.2% | 13.1% | 7.1% | 0.5% |
| Q4c-3. They did what they said they would do in a timely manner | 28.4% | 24.7% | 18.6% | 13.4% | 9.8% | 5.2% |
| Q4c-4. They helped you resolve your issue to your satisfaction | 26.8% | 25.3% | 13.4% | 13.4% | 18.6% | 2.6% |

WITHOUT DON'T KNOW

Q4c. (If YES to Question 4) 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 on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know") (N=202)

| Q4c-1. They were courteous & polite | 37.1% | 34.0% | 17.8% | 8.6% | 2.5% |
| Q4c-2. They gave prompt, accurate, & complete answers to questions | 29.4% | 28.9% | 21.3% | 13.2% | 7.1% |
| Q4c-3. They did what they said they would do in a timely manner | 29.9% | 26.1% | 19.6% | 14.1% | 10.3% |
| Q4c-4. They helped you resolve your issue to your satisfaction | 27.5% | 25.9% | 13.8% | 13.8% | 19.0% |
Q5. Are you aware of the City's "Ask Baytown" citizen request system?

<table>
<thead>
<tr>
<th>Response</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>61</td>
<td>15.0 %</td>
</tr>
<tr>
<td>No</td>
<td>336</td>
<td>82.8 %</td>
</tr>
<tr>
<td>Don't know</td>
<td>9</td>
<td>2.2 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>406</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

WITHOUT DON'T KNOW

Q5. Are you aware of the City's "Ask Baytown" citizen request system? (without "don't know")

<table>
<thead>
<tr>
<th>Response</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>61</td>
<td>15.4 %</td>
</tr>
<tr>
<td>No</td>
<td>336</td>
<td>84.6 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>397</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Q6. Have you utilized the "Ask Baytown" system to make a service request or report an issue?

<table>
<thead>
<tr>
<th>Response</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>18</td>
<td>4.4 %</td>
</tr>
<tr>
<td>No</td>
<td>388</td>
<td>95.6 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>406</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Q6a. (If YES to Question 6) Did you call (281-420-5311), go online (www.baytown.org), or use our mobile app to make your request?

<table>
<thead>
<tr>
<th>Method</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Called 281-420-5311</td>
<td>7</td>
<td>38.9 %</td>
</tr>
<tr>
<td>Went online to <a href="http://www.baytown.org">www.baytown.org</a></td>
<td>10</td>
<td>55.6 %</td>
</tr>
<tr>
<td>Used mobile app</td>
<td>1</td>
<td>5.6 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>18</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>
Q6b. (If YES to Question 6) Please rate your satisfaction with the "Ask Baytown" system.

<table>
<thead>
<tr>
<th>Q6b. Your satisfaction with &quot;Ask Baytown&quot; system</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>9</td>
<td>50.0 %</td>
</tr>
<tr>
<td>Satisfied</td>
<td>5</td>
<td>27.8 %</td>
</tr>
<tr>
<td>Neutral</td>
<td>1</td>
<td>5.6 %</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>2</td>
<td>11.1 %</td>
</tr>
<tr>
<td>Don't Know</td>
<td>1</td>
<td>5.6 %</td>
</tr>
<tr>
<td>Total</td>
<td>18</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Q6b. (If YES to Question 6) Please rate your satisfaction with the "Ask Baytown" system. (without "don't know")

<table>
<thead>
<tr>
<th>Q6b. Your satisfaction with &quot;Ask Baytown&quot; system</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>9</td>
<td>52.9 %</td>
</tr>
<tr>
<td>Satisfied</td>
<td>5</td>
<td>29.4 %</td>
</tr>
<tr>
<td>Neutral</td>
<td>1</td>
<td>5.9 %</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>2</td>
<td>11.8 %</td>
</tr>
<tr>
<td>Total</td>
<td>17</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>
Q7. UTILITIES. Below is a list of utilities not provided by the City of Baytown. Please rate each item on its reputation for reliability using a scale of 1 to 5, where 5 means "Always Reliable" and 1 means "Never Reliable."

(N=406)

<table>
<thead>
<tr>
<th>Q7-1. Your electric company</th>
<th>Always reliable</th>
<th>Usually reliable</th>
<th>Often reliable</th>
<th>Seldom reliable</th>
<th>Never reliable</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>46.3%</td>
<td>44.1%</td>
<td>7.1%</td>
<td>1.3%</td>
<td>0.8%</td>
<td>0.5%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q7-2. Your natural gas company</th>
<th>Always reliable</th>
<th>Usually reliable</th>
<th>Often reliable</th>
<th>Seldom reliable</th>
<th>Never reliable</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>52.6%</td>
<td>29.4%</td>
<td>6.0%</td>
<td>1.1%</td>
<td>0.5%</td>
<td>10.4%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q7-3. Your cable television company</th>
<th>Always reliable</th>
<th>Usually reliable</th>
<th>Often reliable</th>
<th>Seldom reliable</th>
<th>Never reliable</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>15.0%</td>
<td>35.3%</td>
<td>24.6%</td>
<td>11.9%</td>
<td>3.7%</td>
<td>9.6%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q7-4. Your satellite television company</th>
<th>Always reliable</th>
<th>Usually reliable</th>
<th>Often reliable</th>
<th>Seldom reliable</th>
<th>Never reliable</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>15.8%</td>
<td>30.5%</td>
<td>15.8%</td>
<td>6.7%</td>
<td>2.0%</td>
<td>29.2%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q7-5. Your internet service provider</th>
<th>Always reliable</th>
<th>Usually reliable</th>
<th>Often reliable</th>
<th>Seldom reliable</th>
<th>Never reliable</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>16.8%</td>
<td>39.0%</td>
<td>26.9%</td>
<td>10.9%</td>
<td>4.1%</td>
<td>2.3%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q7-6. Your cellular phone company</th>
<th>Always reliable</th>
<th>Usually reliable</th>
<th>Often reliable</th>
<th>Seldom reliable</th>
<th>Never reliable</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>37.3%</td>
<td>42.6%</td>
<td>15.5%</td>
<td>2.8%</td>
<td>0.8%</td>
<td>1.0%</td>
<td></td>
</tr>
</tbody>
</table>

**WITHOUT DON'T KNOW**

Q7. UTILITIES. Below is a list of utilities not provided by the City of Baytown. Please rate each item on its reputation for reliability using a scale of 1 to 5, where 5 means "Always Reliable" and 1 means "Never Reliable." (without "don't know")

(N=406)

<table>
<thead>
<tr>
<th>Q7-1. Your electric company</th>
<th>Always reliable</th>
<th>Usually reliable</th>
<th>Often reliable</th>
<th>Seldom reliable</th>
<th>Never reliable</th>
</tr>
</thead>
<tbody>
<tr>
<td>46.6%</td>
<td>44.3%</td>
<td>7.1%</td>
<td>1.3%</td>
<td>0.8%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q7-2. Your natural gas company</th>
<th>Always reliable</th>
<th>Usually reliable</th>
<th>Often reliable</th>
<th>Seldom reliable</th>
<th>Never reliable</th>
</tr>
</thead>
<tbody>
<tr>
<td>58.7%</td>
<td>32.8%</td>
<td>6.7%</td>
<td>1.2%</td>
<td>0.6%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q7-3. Your cable television company</th>
<th>Always reliable</th>
<th>Usually reliable</th>
<th>Often reliable</th>
<th>Seldom reliable</th>
<th>Never reliable</th>
</tr>
</thead>
<tbody>
<tr>
<td>16.6%</td>
<td>39.1%</td>
<td>27.2%</td>
<td>13.1%</td>
<td>4.1%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q7-4. Your satellite television company</th>
<th>Always reliable</th>
<th>Usually reliable</th>
<th>Often reliable</th>
<th>Seldom reliable</th>
<th>Never reliable</th>
</tr>
</thead>
<tbody>
<tr>
<td>22.3%</td>
<td>43.1%</td>
<td>22.3%</td>
<td>9.5%</td>
<td>2.8%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q7-5. Your internet service provider</th>
<th>Always reliable</th>
<th>Usually reliable</th>
<th>Often reliable</th>
<th>Seldom reliable</th>
<th>Never reliable</th>
</tr>
</thead>
<tbody>
<tr>
<td>17.2%</td>
<td>39.9%</td>
<td>27.5%</td>
<td>11.1%</td>
<td>4.2%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q7-6. Your cellular phone company</th>
<th>Always reliable</th>
<th>Usually reliable</th>
<th>Often reliable</th>
<th>Seldom reliable</th>
<th>Never reliable</th>
</tr>
</thead>
<tbody>
<tr>
<td>37.7%</td>
<td>43.1%</td>
<td>15.6%</td>
<td>2.8%</td>
<td>0.8%</td>
<td></td>
</tr>
</tbody>
</table>
Q8. PUBLIC SERVICES. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=406)

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q8-1. Residential trash collection services</td>
<td>39.8%</td>
<td>44.3%</td>
<td>7.3%</td>
<td>4.3%</td>
<td>3.3%</td>
<td>1.3%</td>
</tr>
<tr>
<td>Q8-2. Curbside recycling services</td>
<td>37.3%</td>
<td>39.1%</td>
<td>9.6%</td>
<td>4.8%</td>
<td>4.6%</td>
<td>4.6%</td>
</tr>
<tr>
<td>Q8-3. Yard waste removal services</td>
<td>27.3%</td>
<td>40.8%</td>
<td>15.4%</td>
<td>6.8%</td>
<td>4.3%</td>
<td>5.3%</td>
</tr>
<tr>
<td>Q8-4. Wastewater (sewer) treatment service</td>
<td>21.1%</td>
<td>36.2%</td>
<td>24.7%</td>
<td>5.7%</td>
<td>3.9%</td>
<td>8.5%</td>
</tr>
<tr>
<td>Q8-5. Drinking water service</td>
<td>16.9%</td>
<td>35.4%</td>
<td>25.3%</td>
<td>11.1%</td>
<td>7.8%</td>
<td>3.5%</td>
</tr>
</tbody>
</table>

WITHOUT DON'T KNOW

Q8. PUBLIC SERVICES. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=406)

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q8-1. Residential trash collection services</td>
<td>40.3%</td>
<td>44.8%</td>
<td>7.3%</td>
<td>4.3%</td>
<td>3.3%</td>
</tr>
<tr>
<td>Q8-2. Curbside recycling services</td>
<td>39.1%</td>
<td>41.0%</td>
<td>10.1%</td>
<td>5.1%</td>
<td>4.8%</td>
</tr>
<tr>
<td>Q8-3. Yard waste removal services</td>
<td>28.9%</td>
<td>43.0%</td>
<td>16.3%</td>
<td>7.2%</td>
<td>4.5%</td>
</tr>
<tr>
<td>Q8-4. Wastewater (sewer) treatment service</td>
<td>23.0%</td>
<td>39.6%</td>
<td>27.0%</td>
<td>6.2%</td>
<td>4.2%</td>
</tr>
<tr>
<td>Q8-5. Drinking water service</td>
<td>17.5%</td>
<td>36.6%</td>
<td>26.2%</td>
<td>11.5%</td>
<td>8.1%</td>
</tr>
</tbody>
</table>
Q9. DRINKING WATER SERVICE. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of drinking water service provided by the City of Baytown:

(N=406)

<table>
<thead>
<tr>
<th>Q9-1. Water pressure on a typical day</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>29.2%</td>
<td>49.4%</td>
<td>11.5%</td>
<td>6.2%</td>
<td>3.5%</td>
<td>0.2%</td>
</tr>
<tr>
<td>Q9-2. Taste of your tap water</td>
<td>13.6%</td>
<td>32.9%</td>
<td>20.6%</td>
<td>15.8%</td>
<td>11.8%</td>
<td>5.3%</td>
</tr>
<tr>
<td>Q9-3. Color of your tap water</td>
<td>16.4%</td>
<td>37.9%</td>
<td>25.0%</td>
<td>11.4%</td>
<td>8.6%</td>
<td>0.8%</td>
</tr>
<tr>
<td>Q9-4. Smell of your tap water</td>
<td>15.1%</td>
<td>38.2%</td>
<td>25.4%</td>
<td>11.6%</td>
<td>9.0%</td>
<td>0.8%</td>
</tr>
<tr>
<td>Q9-5. Clarity of your tap water (free of particles, not cloudy)</td>
<td>15.1%</td>
<td>39.7%</td>
<td>24.6%</td>
<td>12.8%</td>
<td>7.0%</td>
<td>0.8%</td>
</tr>
<tr>
<td>Q9-6. Amount you pay for city's water</td>
<td>6.5%</td>
<td>25.4%</td>
<td>25.4%</td>
<td>21.4%</td>
<td>18.9%</td>
<td>2.3%</td>
</tr>
<tr>
<td>Q9-7. City efforts to keep your drinking water safe</td>
<td>14.2%</td>
<td>33.2%</td>
<td>24.9%</td>
<td>8.4%</td>
<td>7.1%</td>
<td>12.2%</td>
</tr>
</tbody>
</table>

WITHOUT DON’T KNOW

Q9. DRINKING WATER SERVICE. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of drinking water service provided by the City of Baytown: (without "don't know")

(N=406)

<table>
<thead>
<tr>
<th>Q9-1. Water pressure on a typical day</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>29.3%</td>
<td>49.5%</td>
<td>11.5%</td>
<td>6.3%</td>
<td>3.5%</td>
</tr>
<tr>
<td>Q9-2. Taste of your tap water</td>
<td>14.3%</td>
<td>34.7%</td>
<td>21.8%</td>
<td>16.7%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Q9-3. Color of your tap water</td>
<td>16.5%</td>
<td>38.2%</td>
<td>25.2%</td>
<td>11.5%</td>
<td>8.7%</td>
</tr>
<tr>
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<td>15.2%</td>
<td>38.5%</td>
<td>25.6%</td>
<td>11.6%</td>
<td>9.1%</td>
</tr>
<tr>
<td>Q9-5. Clarity of your tap water (free of particles, not cloudy)</td>
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<td>24.8%</td>
<td>12.9%</td>
<td>7.1%</td>
</tr>
<tr>
<td>Q9-6. Amount you pay for city's water</td>
<td>6.7%</td>
<td>26.0%</td>
<td>26.0%</td>
<td>21.9%</td>
<td>19.3%</td>
</tr>
<tr>
<td>Q9-7. City efforts to keep your drinking water safe</td>
<td>16.2%</td>
<td>37.9%</td>
<td>28.3%</td>
<td>9.5%</td>
<td>8.1%</td>
</tr>
</tbody>
</table>
### Q10. MAINTENANCE SERVICES. How satisfied are you with the following items?

(N=406)

<table>
<thead>
<tr>
<th>Item</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q10-1. Overall maintenance of city streets</td>
<td>6.2%</td>
<td>32.2%</td>
<td>27.9%</td>
<td>24.4%</td>
<td>8.7%</td>
<td>0.5%</td>
</tr>
<tr>
<td>Q10-2. Maintenance of major roadways</td>
<td>9.5%</td>
<td>44.9%</td>
<td>25.2%</td>
<td>15.0%</td>
<td>5.2%</td>
<td>0.2%</td>
</tr>
<tr>
<td>Q10-3. Maintenance of streets in your neighborhood</td>
<td>13.4%</td>
<td>37.3%</td>
<td>22.2%</td>
<td>17.1%</td>
<td>9.8%</td>
<td>0.3%</td>
</tr>
<tr>
<td>Q10-4. Maintenance of sidewalks in Baytown</td>
<td>10.6%</td>
<td>30.7%</td>
<td>29.0%</td>
<td>17.6%</td>
<td>9.3%</td>
<td>2.8%</td>
</tr>
<tr>
<td>Q10-5. Maintenance of street signs &amp; traffic signals</td>
<td>11.3%</td>
<td>46.3%</td>
<td>29.3%</td>
<td>7.8%</td>
<td>5.0%</td>
<td>0.5%</td>
</tr>
<tr>
<td>Q10-6. Maintenance of curbs &amp; gutters on city streets</td>
<td>9.5%</td>
<td>38.2%</td>
<td>31.7%</td>
<td>13.7%</td>
<td>5.0%</td>
<td>2.0%</td>
</tr>
<tr>
<td>Q10-7. Maintenance of stormwater ditches</td>
<td>10.0%</td>
<td>35.8%</td>
<td>31.0%</td>
<td>15.3%</td>
<td>4.8%</td>
<td>3.3%</td>
</tr>
<tr>
<td>Q10-8. Mowing &amp; trimming along city streets &amp; other public areas</td>
<td>12.5%</td>
<td>46.1%</td>
<td>26.2%</td>
<td>9.7%</td>
<td>4.5%</td>
<td>1.0%</td>
</tr>
<tr>
<td>Q10-9. Overall cleanliness of city streets &amp; other public areas</td>
<td>10.5%</td>
<td>36.0%</td>
<td>31.8%</td>
<td>17.5%</td>
<td>3.8%</td>
<td>0.5%</td>
</tr>
<tr>
<td>Q10-10. Adequacy of city street lighting</td>
<td>9.8%</td>
<td>36.5%</td>
<td>26.3%</td>
<td>19.5%</td>
<td>8.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Q10-11. Quality of landscaping in median on city streets</td>
<td>15.7%</td>
<td>43.8%</td>
<td>27.1%</td>
<td>9.5%</td>
<td>3.5%</td>
<td>0.5%</td>
</tr>
</tbody>
</table>
**Q10. MAINTENANCE SERVICES. How satisfied are you with the following items? (without "don't know")**

(N=406)

<table>
<thead>
<tr>
<th>Item</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q10-1. Overall maintenance of city streets</td>
<td>6.3%</td>
<td>32.3%</td>
<td>28.1%</td>
<td>24.6%</td>
<td>8.8%</td>
</tr>
<tr>
<td>Q10-2. Maintenance of major roadways</td>
<td>9.5%</td>
<td>45.0%</td>
<td>25.3%</td>
<td>15.0%</td>
<td>5.3%</td>
</tr>
<tr>
<td>Q10-3. Maintenance of streets in your neighborhood</td>
<td>13.4%</td>
<td>37.4%</td>
<td>22.2%</td>
<td>17.2%</td>
<td>9.8%</td>
</tr>
<tr>
<td>Q10-4. Maintenance of sidewalks in Baytown</td>
<td>10.9%</td>
<td>31.6%</td>
<td>29.8%</td>
<td>18.1%</td>
<td>9.6%</td>
</tr>
<tr>
<td>Q10-5. Maintenance of street signs &amp; traffic signals</td>
<td>11.3%</td>
<td>46.5%</td>
<td>29.4%</td>
<td>7.8%</td>
<td>5.0%</td>
</tr>
<tr>
<td>Q10-6. Maintenance of curbs &amp; gutters on city streets</td>
<td>9.7%</td>
<td>38.9%</td>
<td>32.3%</td>
<td>14.0%</td>
<td>5.1%</td>
</tr>
<tr>
<td>Q10-7. Maintenance of stormwater ditches</td>
<td>10.3%</td>
<td>37.0%</td>
<td>32.0%</td>
<td>15.8%</td>
<td>4.9%</td>
</tr>
<tr>
<td>Q10-8. Mowing &amp; trimming along city streets &amp; other public areas</td>
<td>12.6%</td>
<td>46.6%</td>
<td>26.4%</td>
<td>9.8%</td>
<td>4.5%</td>
</tr>
<tr>
<td>Q10-9. Overall cleanliness of city streets &amp; other public areas</td>
<td>10.6%</td>
<td>36.2%</td>
<td>31.9%</td>
<td>17.6%</td>
<td>3.8%</td>
</tr>
<tr>
<td>Q10-10. Adequacy of city street lighting</td>
<td>9.8%</td>
<td>36.5%</td>
<td>26.3%</td>
<td>19.5%</td>
<td>8.0%</td>
</tr>
<tr>
<td>Q10-11. Quality of landscaping in median on city streets</td>
<td>15.8%</td>
<td>44.0%</td>
<td>27.3%</td>
<td>9.5%</td>
<td>3.5%</td>
</tr>
</tbody>
</table>
Q11. Which THREE of the City Maintenance services listed in Question 10 do you think should receive the most emphasis from City leaders over the next TWO years?

<table>
<thead>
<tr>
<th>Q11 1st choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall maintenance of city streets</td>
<td>120</td>
<td>29.6%</td>
</tr>
<tr>
<td>Maintenance of major roadways</td>
<td>20</td>
<td>4.9%</td>
</tr>
<tr>
<td>Maintenance of streets in your neighborhood</td>
<td>46</td>
<td>11.3%</td>
</tr>
<tr>
<td>Maintenance of sidewalks in Baytown</td>
<td>21</td>
<td>5.2%</td>
</tr>
<tr>
<td>Maintenance of street signs &amp; traffic signals</td>
<td>22</td>
<td>5.4%</td>
</tr>
<tr>
<td>Maintenance of curbs &amp; gutters on city streets</td>
<td>9</td>
<td>2.2%</td>
</tr>
<tr>
<td>Maintenance of stormwater ditches</td>
<td>27</td>
<td>6.7%</td>
</tr>
<tr>
<td>Mowing &amp; trimming along city streets &amp; other public areas</td>
<td>13</td>
<td>3.2%</td>
</tr>
<tr>
<td>Overall cleanliness of city streets &amp; other public areas</td>
<td>31</td>
<td>7.6%</td>
</tr>
<tr>
<td>Adequacy of city street lighting</td>
<td>43</td>
<td>10.6%</td>
</tr>
<tr>
<td>Quality of landscaping in median on city streets</td>
<td>9</td>
<td>2.2%</td>
</tr>
<tr>
<td>None chosen</td>
<td>45</td>
<td>11.1%</td>
</tr>
<tr>
<td>Total</td>
<td>406</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

Q11. Which THREE of the City Maintenance services listed in Question 10 do you think should receive the most emphasis from City leaders over the next TWO years?

<table>
<thead>
<tr>
<th>Q11 2nd choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall maintenance of city streets</td>
<td>47</td>
<td>11.6%</td>
</tr>
<tr>
<td>Maintenance of major roadways</td>
<td>52</td>
<td>12.8%</td>
</tr>
<tr>
<td>Maintenance of streets in your neighborhood</td>
<td>36</td>
<td>8.9%</td>
</tr>
<tr>
<td>Maintenance of sidewalks in Baytown</td>
<td>44</td>
<td>10.8%</td>
</tr>
<tr>
<td>Maintenance of street signs &amp; traffic signals</td>
<td>19</td>
<td>4.7%</td>
</tr>
<tr>
<td>Maintenance of curbs &amp; gutters on city streets</td>
<td>14</td>
<td>3.4%</td>
</tr>
<tr>
<td>Maintenance of stormwater ditches</td>
<td>35</td>
<td>8.6%</td>
</tr>
<tr>
<td>Mowing &amp; trimming along city streets &amp; other public areas</td>
<td>14</td>
<td>3.4%</td>
</tr>
<tr>
<td>Overall cleanliness of city streets &amp; other public areas</td>
<td>30</td>
<td>7.4%</td>
</tr>
<tr>
<td>Adequacy of city street lighting</td>
<td>42</td>
<td>10.3%</td>
</tr>
<tr>
<td>Quality of landscaping in median on city streets</td>
<td>14</td>
<td>3.4%</td>
</tr>
<tr>
<td>None chosen</td>
<td>59</td>
<td>14.5%</td>
</tr>
<tr>
<td>Total</td>
<td>406</td>
<td>100.0%</td>
</tr>
</tbody>
</table>
**Q11. Which THREE of the City Maintenance services listed in Question 10 do you think should receive the most emphasis from City leaders over the next TWO years?**

<table>
<thead>
<tr>
<th>Q11. 3rd choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall maintenance of city streets</td>
<td>37</td>
<td>9.1 %</td>
</tr>
<tr>
<td>Maintenance of major roadways</td>
<td>26</td>
<td>6.4 %</td>
</tr>
<tr>
<td>Maintenance of streets in your neighborhood</td>
<td>23</td>
<td>5.7 %</td>
</tr>
<tr>
<td>Maintenance of sidewalks in Baytown</td>
<td>33</td>
<td>8.1 %</td>
</tr>
<tr>
<td>Maintenance of street signs &amp; traffic signals</td>
<td>28</td>
<td>6.9 %</td>
</tr>
<tr>
<td>Maintenance of curbs &amp; gutters on city streets</td>
<td>27</td>
<td>6.7 %</td>
</tr>
<tr>
<td>Maintenance of stormwater ditches</td>
<td>29</td>
<td>7.1 %</td>
</tr>
<tr>
<td>Mowing &amp; trimming along city streets &amp; other public areas</td>
<td>19</td>
<td>4.7 %</td>
</tr>
<tr>
<td>Overall cleanliness of city streets &amp; other public areas</td>
<td>51</td>
<td>12.6 %</td>
</tr>
<tr>
<td>Adequacy of city street lighting</td>
<td>44</td>
<td>10.8 %</td>
</tr>
<tr>
<td>Quality of landscaping in median on city streets</td>
<td>12</td>
<td>3.0 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>77</td>
<td>19.0 %</td>
</tr>
<tr>
<td>Total</td>
<td>406</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**Q11. Which THREE of the City Maintenance services listed in Question 10 do you think should receive the most emphasis from City leaders over the next TWO years? (top 3)**

<table>
<thead>
<tr>
<th>Q11. Sum of top 3 choices</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall maintenance of city streets</td>
<td>204</td>
<td>50.2 %</td>
</tr>
<tr>
<td>Maintenance of major roadways</td>
<td>98</td>
<td>24.1 %</td>
</tr>
<tr>
<td>Maintenance of streets in your neighborhood</td>
<td>105</td>
<td>25.9 %</td>
</tr>
<tr>
<td>Maintenance of sidewalks in Baytown</td>
<td>98</td>
<td>24.1 %</td>
</tr>
<tr>
<td>Maintenance of street signs &amp; traffic signals</td>
<td>69</td>
<td>17.0 %</td>
</tr>
<tr>
<td>Maintenance of curbs &amp; gutters on city streets</td>
<td>50</td>
<td>12.3 %</td>
</tr>
<tr>
<td>Maintenance of stormwater ditches</td>
<td>91</td>
<td>22.4 %</td>
</tr>
<tr>
<td>Mowing &amp; trimming along city streets &amp; other public areas</td>
<td>46</td>
<td>11.3 %</td>
</tr>
<tr>
<td>Overall cleanliness of city streets &amp; other public areas</td>
<td>112</td>
<td>27.6 %</td>
</tr>
<tr>
<td>Adequacy of city street lighting</td>
<td>129</td>
<td>31.8 %</td>
</tr>
<tr>
<td>Quality of landscaping in median on city streets</td>
<td>35</td>
<td>8.6 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>45</td>
<td>11.1 %</td>
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<tr>
<td>Total</td>
<td>1082</td>
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</tr>
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</table>
### Q12. TRANSPORTATION. How satisfied are you with:

(N=406)

<table>
<thead>
<tr>
<th>Question</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q12-1. Traffic flow on state highways (I-10, SH 146, etc.)</td>
<td>7.6%</td>
<td>39.0%</td>
<td>20.2%</td>
<td>21.2%</td>
<td>11.6%</td>
<td>0.5%</td>
</tr>
<tr>
<td>Q12-2. Traffic flow on major city streets (Garth, N. Main, Rollingbrook, Baker, John Martin, etc.)</td>
<td>1.0%</td>
<td>7.8%</td>
<td>18.4%</td>
<td>39.3%</td>
<td>33.5%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Q12-3. Traffic flow in &amp; around your neighborhood</td>
<td>12.5%</td>
<td>48.1%</td>
<td>20.6%</td>
<td>10.8%</td>
<td>8.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Q12-4. The job city is doing to manage traffic</td>
<td>4.5%</td>
<td>18.4%</td>
<td>33.8%</td>
<td>21.4%</td>
<td>16.9%</td>
<td>5.0%</td>
</tr>
<tr>
<td>Q12-5. Availability of public transportation</td>
<td>6.4%</td>
<td>21.7%</td>
<td>31.3%</td>
<td>10.7%</td>
<td>9.6%</td>
<td>20.3%</td>
</tr>
<tr>
<td>Q12-6. Availability of sidewalks</td>
<td>6.9%</td>
<td>23.5%</td>
<td>33.0%</td>
<td>18.4%</td>
<td>13.0%</td>
<td>5.1%</td>
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### WITHOUT DON’T KNOW

Q12. TRANSPORTATION. How satisfied are you with: (without "don't know")

(N=406)

<table>
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<tr>
<th>Question</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q12-1. Traffic flow on state highways (I-10, SH 146, etc.)</td>
<td>7.6%</td>
<td>39.2%</td>
<td>20.3%</td>
<td>21.3%</td>
<td>11.6%</td>
</tr>
<tr>
<td>Q12-2. Traffic flow on major city streets (Garth, N. Main, Rollingbrook, Baker, John Martin, etc.)</td>
<td>1.0%</td>
<td>7.8%</td>
<td>18.4%</td>
<td>39.3%</td>
<td>33.5%</td>
</tr>
<tr>
<td>Q12-3. Traffic flow in &amp; around your neighborhood</td>
<td>12.5%</td>
<td>48.1%</td>
<td>20.6%</td>
<td>10.8%</td>
<td>8.0%</td>
</tr>
<tr>
<td>Q12-4. The job city is doing to manage traffic</td>
<td>4.8%</td>
<td>19.4%</td>
<td>35.5%</td>
<td>22.5%</td>
<td>17.8%</td>
</tr>
<tr>
<td>Q12-5. Availability of public transportation</td>
<td>8.1%</td>
<td>27.2%</td>
<td>39.3%</td>
<td>13.4%</td>
<td>12.1%</td>
</tr>
<tr>
<td>Q12-6. Availability of sidewalks</td>
<td>7.3%</td>
<td>24.8%</td>
<td>34.8%</td>
<td>19.4%</td>
<td>13.7%</td>
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</tbody>
</table>
**Q13. CODE ENFORCEMENT. How satisfied are you with:**

(N=406)

<table>
<thead>
<tr>
<th>Q13-1. Enforcing clean-up of debris on private property</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6.3%</td>
<td>24.9%</td>
<td>30.4%</td>
<td>21.9%</td>
<td>10.3%</td>
<td>6.3%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q13-2. Enforcing mowing &amp; cutting of weeds on private property</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7.1%</td>
<td>28.0%</td>
<td>29.2%</td>
<td>19.1%</td>
<td>10.8%</td>
<td>5.8%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q13-3. Enforcing sign regulations</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7.3%</td>
<td>27.9%</td>
<td>36.7%</td>
<td>14.3%</td>
<td>5.8%</td>
<td>8.0%</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Q13-4. Enforcing cars parked in yards</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5.5%</td>
<td>19.6%</td>
<td>28.0%</td>
<td>23.7%</td>
<td>15.9%</td>
<td>7.3%</td>
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</table>

<table>
<thead>
<tr>
<th>Q13-5. City efforts to remove abandoned or inoperable vehicles</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6.3%</td>
<td>25.4%</td>
<td>28.6%</td>
<td>15.1%</td>
<td>12.8%</td>
<td>11.8%</td>
</tr>
</tbody>
</table>

**WITHOUT DON’T KNOW**

**Q13. CODE ENFORCEMENT. How satisfied are you with: (without "don't know")**

(N=406)

<table>
<thead>
<tr>
<th>Q13-1. Enforcing clean-up of debris on private property</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>6.7%</td>
<td>26.5%</td>
<td>32.4%</td>
<td>23.3%</td>
<td>11.0%</td>
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<table>
<thead>
<tr>
<th>Q13-2. Enforcing mowing &amp; cutting of weeds on private property</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7.5%</td>
<td>29.7%</td>
<td>31.0%</td>
<td>20.3%</td>
<td>11.5%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q13-3. Enforcing sign regulations</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>7.9%</td>
<td>30.3%</td>
<td>39.9%</td>
<td>15.6%</td>
<td>6.3%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q13-4. Enforcing cars parked in yards</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6.0%</td>
<td>21.2%</td>
<td>30.2%</td>
<td>25.5%</td>
<td>17.1%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q13-5. City efforts to remove abandoned or inoperable vehicles</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7.1%</td>
<td>28.8%</td>
<td>32.5%</td>
<td>17.1%</td>
<td>14.5%</td>
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</tbody>
</table>
### Q14. PUBLIC SAFETY SERVICES. How satisfied are you with:

(N=406)

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q14-1. Overall quality of local police protection</td>
<td>27.7%</td>
<td>39.2%</td>
<td>18.5%</td>
<td>6.5%</td>
<td>4.0%</td>
<td>4.2%</td>
</tr>
<tr>
<td>Q14-2. How quickly police respond to emergencies</td>
<td>23.6%</td>
<td>35.5%</td>
<td>19.3%</td>
<td>5.8%</td>
<td>5.6%</td>
<td>10.2%</td>
</tr>
<tr>
<td>Q14-3. Enforcement of local traffic laws</td>
<td>18.8%</td>
<td>41.4%</td>
<td>21.6%</td>
<td>7.3%</td>
<td>5.3%</td>
<td>5.8%</td>
</tr>
<tr>
<td>Q14-4. City's efforts to prevent crime</td>
<td>17.4%</td>
<td>34.1%</td>
<td>26.5%</td>
<td>8.6%</td>
<td>6.1%</td>
<td>7.3%</td>
</tr>
<tr>
<td>Q14-5. Overall quality of local fire protection</td>
<td>35.2%</td>
<td>39.4%</td>
<td>13.6%</td>
<td>1.5%</td>
<td>0.8%</td>
<td>9.5%</td>
</tr>
<tr>
<td>Q14-6. How quickly fire personnel respond to emergencies</td>
<td>33.4%</td>
<td>35.9%</td>
<td>13.7%</td>
<td>1.3%</td>
<td>1.0%</td>
<td>14.7%</td>
</tr>
<tr>
<td>Q14-7. Overall quality of local ambulance service</td>
<td>33.0%</td>
<td>35.3%</td>
<td>16.1%</td>
<td>0.8%</td>
<td>1.3%</td>
<td>13.6%</td>
</tr>
<tr>
<td>Q14-8. How quickly ambulance personnel respond to emergencies</td>
<td>31.5%</td>
<td>35.0%</td>
<td>14.1%</td>
<td>1.8%</td>
<td>1.3%</td>
<td>16.4%</td>
</tr>
<tr>
<td>Q14-9. Overall quality of animal control services</td>
<td>13.7%</td>
<td>26.9%</td>
<td>23.1%</td>
<td>12.9%</td>
<td>12.2%</td>
<td>11.2%</td>
</tr>
</tbody>
</table>

---

### WITHOUT DON’T KNOW

### Q14. PUBLIC SAFETY SERVICES. How satisfied are you with: (without "don't know")

(N=406)

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q14-1. Overall quality of local police protection</td>
<td>28.9%</td>
<td>40.9%</td>
<td>19.3%</td>
<td>6.8%</td>
<td>4.2%</td>
</tr>
<tr>
<td>Q14-2. How quickly police respond to emergencies</td>
<td>26.3%</td>
<td>39.5%</td>
<td>21.5%</td>
<td>6.5%</td>
<td>6.2%</td>
</tr>
<tr>
<td>Q14-3. Enforcement of local traffic laws</td>
<td>19.9%</td>
<td>43.9%</td>
<td>22.9%</td>
<td>7.7%</td>
<td>5.6%</td>
</tr>
<tr>
<td>Q14-4. City's efforts to prevent crime</td>
<td>18.8%</td>
<td>36.8%</td>
<td>28.6%</td>
<td>9.3%</td>
<td>6.5%</td>
</tr>
<tr>
<td>Q14-5. Overall quality of local fire protection</td>
<td>38.9%</td>
<td>43.6%</td>
<td>15.0%</td>
<td>1.7%</td>
<td>0.8%</td>
</tr>
<tr>
<td>Q14-6. How quickly fire personnel respond to emergencies</td>
<td>39.2%</td>
<td>42.1%</td>
<td>16.0%</td>
<td>1.5%</td>
<td>1.2%</td>
</tr>
<tr>
<td>Q14-7. Overall quality of local ambulance service</td>
<td>38.2%</td>
<td>40.8%</td>
<td>18.7%</td>
<td>0.9%</td>
<td>1.5%</td>
</tr>
<tr>
<td>Q14-8. How quickly ambulance personnel respond to emergencies</td>
<td>37.6%</td>
<td>41.9%</td>
<td>16.8%</td>
<td>2.1%</td>
<td>1.5%</td>
</tr>
<tr>
<td>Q14-9. Overall quality of animal control services</td>
<td>15.4%</td>
<td>30.3%</td>
<td>26.0%</td>
<td>14.6%</td>
<td>13.7%</td>
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</tbody>
</table>
Q15. Which THREE of the Public Safety items listed in Question 14 do you think should receive the most emphasis from City leaders over the next TWO years?

<table>
<thead>
<tr>
<th>Q15. Top choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
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<tbody>
<tr>
<td>Overall quality of local police protection</td>
<td>76</td>
<td>18.7 %</td>
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<tr>
<td>How quickly police respond to emergencies</td>
<td>44</td>
<td>10.8 %</td>
</tr>
<tr>
<td>Enforcement of local traffic laws</td>
<td>35</td>
<td>8.6 %</td>
</tr>
<tr>
<td>City's efforts to prevent crime</td>
<td>89</td>
<td>21.9 %</td>
</tr>
<tr>
<td>Overall quality of local fire protection</td>
<td>5</td>
<td>1.2 %</td>
</tr>
<tr>
<td>How quickly fire personnel respond to emergencies</td>
<td>6</td>
<td>1.5 %</td>
</tr>
<tr>
<td>Overall quality of local ambulance service</td>
<td>6</td>
<td>1.5 %</td>
</tr>
<tr>
<td>How quickly ambulance personnel respond to emergencies</td>
<td>7</td>
<td>1.7 %</td>
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<td>Overall quality of animal control services</td>
<td>51</td>
<td>12.6 %</td>
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<tr>
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<td>87</td>
<td>21.4 %</td>
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<td>Total</td>
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</table>

Q15. Which THREE of the Public Safety items listed in Question 14 do you think should receive the most emphasis from City leaders over the next TWO years?

<table>
<thead>
<tr>
<th>Q15. 2nd choice</th>
<th>Number</th>
<th>Percent</th>
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<tbody>
<tr>
<td>Overall quality of local police protection</td>
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<td>How quickly police respond to emergencies</td>
<td>46</td>
<td>11.3 %</td>
</tr>
<tr>
<td>Enforcement of local traffic laws</td>
<td>44</td>
<td>10.8 %</td>
</tr>
<tr>
<td>City's efforts to prevent crime</td>
<td>67</td>
<td>16.5 %</td>
</tr>
<tr>
<td>Overall quality of local fire protection</td>
<td>17</td>
<td>4.2 %</td>
</tr>
<tr>
<td>How quickly fire personnel respond to emergencies</td>
<td>13</td>
<td>3.2 %</td>
</tr>
<tr>
<td>Overall quality of local ambulance service</td>
<td>13</td>
<td>3.2 %</td>
</tr>
<tr>
<td>How quickly ambulance personnel respond to emergencies</td>
<td>11</td>
<td>2.7 %</td>
</tr>
<tr>
<td>Overall quality of animal control services</td>
<td>32</td>
<td>7.9 %</td>
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<tr>
<td>None chosen</td>
<td>114</td>
<td>28.1 %</td>
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<tr>
<td>Total</td>
<td>406</td>
<td>100.0 %</td>
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</table>

Q15. Which THREE of the Public Safety items listed in Question 14 do you think should receive the most emphasis from City leaders over the next TWO years?

<table>
<thead>
<tr>
<th>Q15. 3rd choice</th>
<th>Number</th>
<th>Percent</th>
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<tbody>
<tr>
<td>Overall quality of local police protection</td>
<td>31</td>
<td>7.6 %</td>
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<td>How quickly police respond to emergencies</td>
<td>22</td>
<td>5.4 %</td>
</tr>
<tr>
<td>Enforcement of local traffic laws</td>
<td>23</td>
<td>5.7 %</td>
</tr>
<tr>
<td>City's efforts to prevent crime</td>
<td>62</td>
<td>15.3 %</td>
</tr>
<tr>
<td>Overall quality of local fire protection</td>
<td>11</td>
<td>2.7 %</td>
</tr>
<tr>
<td>How quickly fire personnel respond to emergencies</td>
<td>18</td>
<td>4.4 %</td>
</tr>
<tr>
<td>Overall quality of local ambulance service</td>
<td>22</td>
<td>5.4 %</td>
</tr>
<tr>
<td>How quickly ambulance personnel respond to emergencies</td>
<td>12</td>
<td>3.0 %</td>
</tr>
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<td>Overall quality of animal control services</td>
<td>56</td>
<td>13.8 %</td>
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<td>149</td>
<td>36.7 %</td>
</tr>
<tr>
<td>Total</td>
<td>406</td>
<td>100.0 %</td>
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</table>
Q15. Which THREE of the Public Safety items listed in Question 14 do you think should receive the most emphasis from City leaders over the next TWO years? (top 3)

<table>
<thead>
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<th>Item</th>
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<th>Percent</th>
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<td>How quickly police respond to emergencies</td>
<td>112</td>
<td>27.6%</td>
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<td>Enforcement of local traffic laws</td>
<td>102</td>
<td>25.1%</td>
</tr>
<tr>
<td>City's efforts to prevent crime</td>
<td>218</td>
<td>53.7%</td>
</tr>
<tr>
<td>Overall quality of local fire protection</td>
<td>33</td>
<td>8.1%</td>
</tr>
<tr>
<td>How quickly fire personnel respond to emergencies</td>
<td>37</td>
<td>9.1%</td>
</tr>
<tr>
<td>Overall quality of local ambulance service</td>
<td>41</td>
<td>10.1%</td>
</tr>
<tr>
<td>How quickly ambulance personnel respond to emergencies</td>
<td>30</td>
<td>7.4%</td>
</tr>
<tr>
<td>Overall quality of animal control services</td>
<td>139</td>
<td>34.2%</td>
</tr>
<tr>
<td>None chosen</td>
<td>87</td>
<td>21.4%</td>
</tr>
<tr>
<td>Total</td>
<td>955</td>
<td></td>
</tr>
</tbody>
</table>

Q16. PERCEPTION OF SAFETY. How safe do you feel:

(N=406)

<table>
<thead>
<tr>
<th>Setting</th>
<th>Very Safe</th>
<th>Safe</th>
<th>Neutral</th>
<th>Unsafe</th>
<th>Very Unsafe</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q16-1. In your neighborhood during the day</td>
<td>31.4%</td>
<td>49.5%</td>
<td>12.6%</td>
<td>4.7%</td>
<td>1.2%</td>
<td>0.5%</td>
</tr>
<tr>
<td>Q16-2. In your neighborhood at night</td>
<td>14.9%</td>
<td>47.0%</td>
<td>22.0%</td>
<td>11.4%</td>
<td>4.7%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Q16-3. In commercial &amp; retail areas</td>
<td>5.0%</td>
<td>31.1%</td>
<td>36.6%</td>
<td>21.6%</td>
<td>4.5%</td>
<td>1.2%</td>
</tr>
<tr>
<td>Q16-4. In city parks</td>
<td>6.0%</td>
<td>28.1%</td>
<td>33.7%</td>
<td>19.8%</td>
<td>4.8%</td>
<td>7.5%</td>
</tr>
<tr>
<td>Q16-5. Overall feeling of safety in Baytown</td>
<td>7.9%</td>
<td>42.7%</td>
<td>31.5%</td>
<td>13.4%</td>
<td>4.2%</td>
<td>0.2%</td>
</tr>
</tbody>
</table>

WITHOUT DON'T KNOW

Q16. PERCEPTION OF SAFETY. How safe do you feel: (without "don't know")

(N=406)

<table>
<thead>
<tr>
<th>Setting</th>
<th>Very Safe</th>
<th>Safe</th>
<th>Neutral</th>
<th>Unsafe</th>
<th>Very Unsafe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q16-1. In your neighborhood during the day</td>
<td>31.6%</td>
<td>49.8%</td>
<td>12.7%</td>
<td>4.7%</td>
<td>1.2%</td>
</tr>
<tr>
<td>Q16-2. In your neighborhood at night</td>
<td>14.9%</td>
<td>47.0%</td>
<td>22.0%</td>
<td>11.4%</td>
<td>4.7%</td>
</tr>
<tr>
<td>Q16-3. In commercial &amp; retail areas</td>
<td>5.0%</td>
<td>31.5%</td>
<td>37.0%</td>
<td>21.9%</td>
<td>4.5%</td>
</tr>
<tr>
<td>Q16-4. In city parks</td>
<td>6.5%</td>
<td>30.4%</td>
<td>36.4%</td>
<td>21.5%</td>
<td>5.2%</td>
</tr>
<tr>
<td>Q16-5. Overall feeling of safety in Baytown</td>
<td>8.0%</td>
<td>42.8%</td>
<td>31.6%</td>
<td>13.4%</td>
<td>4.2%</td>
</tr>
</tbody>
</table>
Q17. EXPECTATIONS FOR SERVICES. Please indicate how you feel the level of service provided by the City should change in each of the areas listed below:

(N=406)

<table>
<thead>
<tr>
<th>Service</th>
<th>Should Be Much Higher</th>
<th>Should Be A Little Higher</th>
<th>Should Stay The Same</th>
<th>Should Be A Little Lower</th>
<th>Should Be Much Lower</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q17-1. Law Enforcement</td>
<td>21.3%</td>
<td>48.1%</td>
<td>25.6%</td>
<td>0.3%</td>
<td>1.5%</td>
<td>3.3%</td>
</tr>
<tr>
<td>Q17-2. Fire Protection</td>
<td>8.7%</td>
<td>29.2%</td>
<td>52.8%</td>
<td>0.3%</td>
<td>1.0%</td>
<td>7.9%</td>
</tr>
<tr>
<td>Q17-3. Emergency Medical Services</td>
<td>9.0%</td>
<td>30.7%</td>
<td>50.6%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>8.7%</td>
</tr>
<tr>
<td>Q17-4. Parks &amp; Open Space</td>
<td>15.2%</td>
<td>38.7%</td>
<td>39.7%</td>
<td>0.5%</td>
<td>0.8%</td>
<td>5.1%</td>
</tr>
<tr>
<td>Q17-5. Recreation Activities</td>
<td>16.8%</td>
<td>38.6%</td>
<td>37.1%</td>
<td>0.8%</td>
<td>1.0%</td>
<td>5.8%</td>
</tr>
<tr>
<td>Q17-6. Maintenance of Streets &amp; Sidewalks</td>
<td>31.3%</td>
<td>46.6%</td>
<td>18.8%</td>
<td>1.0%</td>
<td>0.5%</td>
<td>1.8%</td>
</tr>
<tr>
<td>Q17-7. Library Services</td>
<td>6.9%</td>
<td>24.1%</td>
<td>59.5%</td>
<td>0.3%</td>
<td>0.5%</td>
<td>8.7%</td>
</tr>
<tr>
<td>Q17-8. Trash, Recycling &amp; Brush Collection</td>
<td>11.1%</td>
<td>33.4%</td>
<td>52.9%</td>
<td>0.5%</td>
<td>0.8%</td>
<td>1.3%</td>
</tr>
</tbody>
</table>

WITHOUT DON'T KNOW

Q17. EXPECTATIONS FOR SERVICES. Please indicate how you feel the level of service provided by the City should change in each of the areas listed below: (without "don't know")

(N=406)

<table>
<thead>
<tr>
<th>Service</th>
<th>Should Be Much Higher</th>
<th>Should Be A Little Higher</th>
<th>Should Stay The Same</th>
<th>Should Be A Little Lower</th>
<th>Should Be Much Lower</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q17-1. Law Enforcement</td>
<td>22.0%</td>
<td>49.7%</td>
<td>26.4%</td>
<td>0.3%</td>
<td>1.6%</td>
</tr>
<tr>
<td>Q17-2. Fire Protection</td>
<td>9.5%</td>
<td>31.8%</td>
<td>57.4%</td>
<td>0.3%</td>
<td>1.1%</td>
</tr>
<tr>
<td>Q17-3. Emergency Medical Services</td>
<td>9.8%</td>
<td>33.6%</td>
<td>55.5%</td>
<td>0.0%</td>
<td>1.1%</td>
</tr>
<tr>
<td>Q17-4. Parks &amp; Open Space</td>
<td>16.0%</td>
<td>40.8%</td>
<td>41.9%</td>
<td>0.5%</td>
<td>0.8%</td>
</tr>
<tr>
<td>Q17-5. Recreation Activities</td>
<td>17.8%</td>
<td>41.0%</td>
<td>39.4%</td>
<td>0.8%</td>
<td>1.1%</td>
</tr>
<tr>
<td>Q17-6. Maintenance of Streets &amp; Sidewalks</td>
<td>31.9%</td>
<td>47.4%</td>
<td>19.2%</td>
<td>1.0%</td>
<td>0.5%</td>
</tr>
<tr>
<td>Q17-7. Library Services</td>
<td>7.6%</td>
<td>26.4%</td>
<td>65.2%</td>
<td>0.3%</td>
<td>0.6%</td>
</tr>
<tr>
<td>Q17-8. Trash, Recycling &amp; Brush Collection</td>
<td>11.3%</td>
<td>33.8%</td>
<td>53.6%</td>
<td>0.5%</td>
<td>0.8%</td>
</tr>
</tbody>
</table>
**Q18. PARKS AND RECREATION. How satisfied are you with:**

(N=406)

<table>
<thead>
<tr>
<th>Q18-1. Appearance &amp; maintenance of city parks</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q18-2. Number of city parks</td>
<td>15.9%</td>
<td>48.9%</td>
<td>23.3%</td>
<td>6.1%</td>
<td>1.8%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Q18-3. Number of walking &amp; biking trails</td>
<td>14.8%</td>
<td>42.0%</td>
<td>23.2%</td>
<td>10.9%</td>
<td>4.1%</td>
<td>5.1%</td>
</tr>
<tr>
<td>Q18-4. City aquatics facilities</td>
<td>12.9%</td>
<td>29.6%</td>
<td>30.7%</td>
<td>9.8%</td>
<td>5.2%</td>
<td>11.9%</td>
</tr>
<tr>
<td>Q18-5. Quality of city aquatics programs</td>
<td>13.0%</td>
<td>26.6%</td>
<td>31.5%</td>
<td>8.3%</td>
<td>4.2%</td>
<td>16.4%</td>
</tr>
<tr>
<td>Q18-6. Quality of outdoor athletic fields</td>
<td>12.6%</td>
<td>34.7%</td>
<td>30.6%</td>
<td>7.7%</td>
<td>3.1%</td>
<td>11.3%</td>
</tr>
<tr>
<td>Q18-7. Senior recreation opportunities</td>
<td>9.5%</td>
<td>20.0%</td>
<td>32.1%</td>
<td>10.3%</td>
<td>4.5%</td>
<td>23.7%</td>
</tr>
<tr>
<td>Q18-8. City's youth athletic programs</td>
<td>10.3%</td>
<td>23.0%</td>
<td>34.9%</td>
<td>7.1%</td>
<td>2.6%</td>
<td>22.0%</td>
</tr>
<tr>
<td>Q18-9. City's adult athletic programs</td>
<td>7.7%</td>
<td>20.7%</td>
<td>34.3%</td>
<td>8.8%</td>
<td>3.2%</td>
<td>25.3%</td>
</tr>
<tr>
<td>Q18-10. Ease of registering for programs</td>
<td>7.8%</td>
<td>21.7%</td>
<td>34.0%</td>
<td>4.8%</td>
<td>2.7%</td>
<td>29.0%</td>
</tr>
<tr>
<td>Q18-11. Fees charged for recreation programs</td>
<td>6.1%</td>
<td>18.8%</td>
<td>35.0%</td>
<td>8.0%</td>
<td>3.4%</td>
<td>28.6%</td>
</tr>
<tr>
<td>Q18-12. Special events sponsored by city (3rd &amp; 4th of July, Grito Fest, Nurture Nature Fest)</td>
<td>17.4%</td>
<td>35.9%</td>
<td>28.1%</td>
<td>5.5%</td>
<td>2.1%</td>
<td>10.9%</td>
</tr>
<tr>
<td>Q18-13. Quality of city's indoor recreation facilities</td>
<td>7.4%</td>
<td>22.6%</td>
<td>33.5%</td>
<td>9.6%</td>
<td>3.5%</td>
<td>23.4%</td>
</tr>
</tbody>
</table>
### WITHOUT DON'T KNOW

**Q18. PARKS AND RECREATION. How satisfied are you with: (without "don't know")**

(N=406)

<table>
<thead>
<tr>
<th>Q18 Item</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q18-1. Appearance &amp; maintenance of city parks</td>
<td>16.6%</td>
<td>50.9%</td>
<td>24.3%</td>
<td>6.3%</td>
<td>1.8%</td>
</tr>
<tr>
<td>Q18-2. Number of city parks</td>
<td>15.5%</td>
<td>44.2%</td>
<td>24.4%</td>
<td>11.5%</td>
<td>4.3%</td>
</tr>
<tr>
<td>Q18-3. Number of walking &amp; biking trails</td>
<td>13.2%</td>
<td>33.3%</td>
<td>28.8%</td>
<td>17.5%</td>
<td>7.3%</td>
</tr>
<tr>
<td>Q18-4. City aquatics facilities</td>
<td>14.6%</td>
<td>33.6%</td>
<td>34.8%</td>
<td>11.1%</td>
<td>5.8%</td>
</tr>
<tr>
<td>Q18-5. Quality of city aquatics programs</td>
<td>15.6%</td>
<td>31.8%</td>
<td>37.7%</td>
<td>10.0%</td>
<td>5.0%</td>
</tr>
<tr>
<td>Q18-6. Quality of outdoor athletic fields</td>
<td>14.2%</td>
<td>39.1%</td>
<td>34.5%</td>
<td>8.7%</td>
<td>3.5%</td>
</tr>
<tr>
<td>Q18-7. Senior recreation opportunities</td>
<td>12.4%</td>
<td>26.2%</td>
<td>42.1%</td>
<td>13.4%</td>
<td>5.9%</td>
</tr>
<tr>
<td>Q18-8. City's youth athletic programs</td>
<td>13.2%</td>
<td>29.5%</td>
<td>44.7%</td>
<td>9.2%</td>
<td>3.4%</td>
</tr>
<tr>
<td>Q18-9. City's adult athletic programs</td>
<td>10.3%</td>
<td>27.8%</td>
<td>45.9%</td>
<td>11.7%</td>
<td>4.3%</td>
</tr>
<tr>
<td>Q18-10. Ease of registering for programs</td>
<td>10.9%</td>
<td>30.6%</td>
<td>47.9%</td>
<td>6.8%</td>
<td>3.8%</td>
</tr>
<tr>
<td>Q18-11. Fees charged for recreation programs</td>
<td>8.6%</td>
<td>26.4%</td>
<td>49.1%</td>
<td>11.2%</td>
<td>4.8%</td>
</tr>
<tr>
<td>Q18-12. Special events sponsored by city (3rd &amp; 4th of July, Grito Fest, Nurture Nature Fest)</td>
<td>19.6%</td>
<td>40.4%</td>
<td>31.6%</td>
<td>6.1%</td>
<td>2.3%</td>
</tr>
<tr>
<td>Q18-13. Quality of city's indoor recreation facilities</td>
<td>9.7%</td>
<td>29.5%</td>
<td>43.8%</td>
<td>12.5%</td>
<td>4.5%</td>
</tr>
</tbody>
</table>
Q19. Which THREE of the Parks and Recreation services listed in Question 18 do you think should receive the most emphasis from City leaders over the next TWO years?

<table>
<thead>
<tr>
<th>Q19. Top choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appearance &amp; maintenance of city parks</td>
<td>76</td>
<td>18.7 %</td>
</tr>
<tr>
<td>Number of city parks</td>
<td>30</td>
<td>7.4 %</td>
</tr>
<tr>
<td>Number of walking &amp; biking trails</td>
<td>56</td>
<td>13.8 %</td>
</tr>
<tr>
<td>City aquatics facilities</td>
<td>16</td>
<td>3.9 %</td>
</tr>
<tr>
<td>Quality of city aquatics programs</td>
<td>3</td>
<td>0.7 %</td>
</tr>
<tr>
<td>Quality of outdoor athletic fields</td>
<td>8</td>
<td>2.0 %</td>
</tr>
<tr>
<td>Senior recreation opportunities</td>
<td>31</td>
<td>7.6 %</td>
</tr>
<tr>
<td>City's youth athletic programs</td>
<td>9</td>
<td>2.2 %</td>
</tr>
<tr>
<td>City's adult athletic programs</td>
<td>7</td>
<td>1.7 %</td>
</tr>
<tr>
<td>Ease of registering for programs</td>
<td>5</td>
<td>1.2 %</td>
</tr>
<tr>
<td>Fees charged for recreation programs</td>
<td>14</td>
<td>3.4 %</td>
</tr>
<tr>
<td>Special events sponsored by city (3rd &amp; 4th of July, Grito Fest, Nurture Nature Fest)</td>
<td>13</td>
<td>3.2 %</td>
</tr>
<tr>
<td>Quality of city's indoor recreation facilities</td>
<td>13</td>
<td>3.2 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>125</td>
<td>30.8 %</td>
</tr>
<tr>
<td>Total</td>
<td>406</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Q19. 2nd choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appearance &amp; maintenance of city parks</td>
<td>30</td>
<td>7.4 %</td>
</tr>
<tr>
<td>Number of city parks</td>
<td>27</td>
<td>6.7 %</td>
</tr>
<tr>
<td>Number of walking &amp; biking trails</td>
<td>49</td>
<td>12.1 %</td>
</tr>
<tr>
<td>City aquatics facilities</td>
<td>13</td>
<td>3.2 %</td>
</tr>
<tr>
<td>Quality of city aquatics programs</td>
<td>10</td>
<td>2.5 %</td>
</tr>
<tr>
<td>Quality of outdoor athletic fields</td>
<td>13</td>
<td>3.2 %</td>
</tr>
<tr>
<td>Senior recreation opportunities</td>
<td>24</td>
<td>5.9 %</td>
</tr>
<tr>
<td>City's youth athletic programs</td>
<td>16</td>
<td>3.9 %</td>
</tr>
<tr>
<td>City's adult athletic programs</td>
<td>20</td>
<td>4.9 %</td>
</tr>
<tr>
<td>Ease of registering for programs</td>
<td>11</td>
<td>2.7 %</td>
</tr>
<tr>
<td>Fees charged for recreation programs</td>
<td>21</td>
<td>5.2 %</td>
</tr>
<tr>
<td>Special events sponsored by city (3rd &amp; 4th of July, Grito Fest, Nurture Nature Fest)</td>
<td>19</td>
<td>4.7 %</td>
</tr>
<tr>
<td>Quality of city's indoor recreation facilities</td>
<td>9</td>
<td>2.2 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>144</td>
<td>35.5 %</td>
</tr>
<tr>
<td>Total</td>
<td>406</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>
**Q19. Which THREE of the Parks and Recreation services listed in Question 18 do you think should receive the most emphasis from City leaders over the next TWO years?**

<table>
<thead>
<tr>
<th>3rd choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appearance &amp; maintenance of city parks</td>
<td>25</td>
<td>6.2 %</td>
</tr>
<tr>
<td>Number of city parks</td>
<td>20</td>
<td>4.9 %</td>
</tr>
<tr>
<td>Number of walking &amp; biking trails</td>
<td>31</td>
<td>7.6 %</td>
</tr>
<tr>
<td>City aquatics facilities</td>
<td>5</td>
<td>1.2 %</td>
</tr>
<tr>
<td>Quality of city aquatics programs</td>
<td>12</td>
<td>3.0 %</td>
</tr>
<tr>
<td>Quality of outdoor athletic fields</td>
<td>6</td>
<td>1.5 %</td>
</tr>
<tr>
<td>Senior recreation opportunities</td>
<td>32</td>
<td>7.9 %</td>
</tr>
<tr>
<td>City's youth athletic programs</td>
<td>16</td>
<td>3.9 %</td>
</tr>
<tr>
<td>City's adult athletic programs</td>
<td>16</td>
<td>3.9 %</td>
</tr>
<tr>
<td>Ease of registering for programs</td>
<td>11</td>
<td>2.7 %</td>
</tr>
<tr>
<td>Fees charged for recreation programs</td>
<td>16</td>
<td>3.9 %</td>
</tr>
<tr>
<td>Special events sponsored by city (3rd &amp; 4th of July, Grito Fest, Nurture Nature Fest)</td>
<td>25</td>
<td>6.2 %</td>
</tr>
<tr>
<td>Quality of city's indoor recreation facilities</td>
<td>33</td>
<td>8.1 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>158</td>
<td>38.9 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>406</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**Q19. Which THREE of the Parks and Recreation services listed in Question 18 do you think should receive the most emphasis from City leaders over the next TWO years? (top 3)**

<table>
<thead>
<tr>
<th>3rd choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appearance &amp; maintenance of city parks</td>
<td>131</td>
<td>32.3 %</td>
</tr>
<tr>
<td>Number of city parks</td>
<td>77</td>
<td>19.0 %</td>
</tr>
<tr>
<td>Number of walking &amp; biking trails</td>
<td>136</td>
<td>33.5 %</td>
</tr>
<tr>
<td>City aquatics facilities</td>
<td>34</td>
<td>8.4 %</td>
</tr>
<tr>
<td>Quality of city aquatics programs</td>
<td>25</td>
<td>6.2 %</td>
</tr>
<tr>
<td>Quality of outdoor athletic fields</td>
<td>27</td>
<td>6.7 %</td>
</tr>
<tr>
<td>Senior recreation opportunities</td>
<td>87</td>
<td>21.4 %</td>
</tr>
<tr>
<td>City's youth athletic programs</td>
<td>41</td>
<td>10.1 %</td>
</tr>
<tr>
<td>City's adult athletic programs</td>
<td>43</td>
<td>10.6 %</td>
</tr>
<tr>
<td>Ease of registering for programs</td>
<td>27</td>
<td>6.7 %</td>
</tr>
<tr>
<td>Fees charged for recreation programs</td>
<td>51</td>
<td>12.6 %</td>
</tr>
<tr>
<td>Special events sponsored by city (3rd &amp; 4th of July, Grito Fest, Nurture Nature Fest)</td>
<td>57</td>
<td>14.0 %</td>
</tr>
<tr>
<td>Quality of city's indoor recreation facilities</td>
<td>55</td>
<td>13.5 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>125</td>
<td>30.8 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>916</td>
<td></td>
</tr>
</tbody>
</table>
Q20. PARKS AND RECREATION FACILITIES AND EVENTS. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following City facilities and special events, if you have attended that facility or special event in the past year:

(N=406)

<table>
<thead>
<tr>
<th>Facility/Event</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q20-1. Pirates Bay Water Park</td>
<td>24.7%</td>
<td>30.1%</td>
<td>17.9%</td>
<td>2.4%</td>
<td>1.6%</td>
<td>23.3%</td>
</tr>
<tr>
<td>Q20-2. Calypso Cove Water Park</td>
<td>15.4%</td>
<td>20.2%</td>
<td>25.0%</td>
<td>0.8%</td>
<td>2.0%</td>
<td>36.5%</td>
</tr>
<tr>
<td>Q20-3. Neighborhood Spray Parks</td>
<td>17.5%</td>
<td>23.8%</td>
<td>24.9%</td>
<td>1.9%</td>
<td>2.5%</td>
<td>29.4%</td>
</tr>
<tr>
<td>Q20-4. Baytown Nature Center</td>
<td>20.6%</td>
<td>35.4%</td>
<td>22.0%</td>
<td>2.2%</td>
<td>1.1%</td>
<td>18.7%</td>
</tr>
<tr>
<td>Q20-5. Eddie V Gray Wetlands Center</td>
<td>17.2%</td>
<td>31.4%</td>
<td>24.3%</td>
<td>1.1%</td>
<td>0.8%</td>
<td>25.1%</td>
</tr>
<tr>
<td>Q20-6. Goose Creek Trail</td>
<td>12.0%</td>
<td>22.6%</td>
<td>29.2%</td>
<td>1.9%</td>
<td>1.7%</td>
<td>32.6%</td>
</tr>
<tr>
<td>Q20-7. 3rd &amp; 4th of July Concerts</td>
<td>22.6%</td>
<td>34.3%</td>
<td>18.3%</td>
<td>3.3%</td>
<td>1.9%</td>
<td>19.6%</td>
</tr>
<tr>
<td>Q20-8. 4th of July Fireworks</td>
<td>25.8%</td>
<td>39.7%</td>
<td>16.3%</td>
<td>1.9%</td>
<td>1.4%</td>
<td>14.9%</td>
</tr>
<tr>
<td>Q20-9. Grito Fest</td>
<td>11.9%</td>
<td>15.6%</td>
<td>28.7%</td>
<td>0.9%</td>
<td>1.7%</td>
<td>41.2%</td>
</tr>
<tr>
<td>Q20-10. Christmas Parade</td>
<td>16.8%</td>
<td>29.1%</td>
<td>25.3%</td>
<td>6.0%</td>
<td>2.7%</td>
<td>20.1%</td>
</tr>
<tr>
<td>Q20-11. Nurture Nature Fest</td>
<td>11.9%</td>
<td>16.7%</td>
<td>27.1%</td>
<td>0.8%</td>
<td>1.4%</td>
<td>42.1%</td>
</tr>
<tr>
<td>Q20-12. Daddy &amp; Me Dance</td>
<td>11.2%</td>
<td>14.9%</td>
<td>30.7%</td>
<td>1.7%</td>
<td>0.9%</td>
<td>40.7%</td>
</tr>
<tr>
<td>Q20-13. Baytown Art Show</td>
<td>11.0%</td>
<td>19.0%</td>
<td>30.6%</td>
<td>0.8%</td>
<td>1.4%</td>
<td>37.1%</td>
</tr>
<tr>
<td>Q20-14. Town Square</td>
<td>18.7%</td>
<td>25.1%</td>
<td>25.1%</td>
<td>4.2%</td>
<td>1.9%</td>
<td>25.1%</td>
</tr>
<tr>
<td>Q20-15. Ice Skating at Town Square</td>
<td>21.3%</td>
<td>23.3%</td>
<td>19.9%</td>
<td>4.4%</td>
<td>3.0%</td>
<td>28.0%</td>
</tr>
</tbody>
</table>
### WITHOUT DON'T KNOW

**Q20. PARKS AND RECREATION FACILITIES AND EVENTS.** On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following City facilities and special events, if you have attended that facility or special event in the past year: (without "don't know")

(N=406)

<table>
<thead>
<tr>
<th>Facility</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q20-1. Pirates Bay Water Park</td>
<td>32.2%</td>
<td>39.2%</td>
<td>23.3%</td>
<td>3.2%</td>
<td>2.1%</td>
</tr>
<tr>
<td>Q20-2. Calypso Cove Water Park</td>
<td>24.3%</td>
<td>31.9%</td>
<td>39.4%</td>
<td>1.3%</td>
<td>3.1%</td>
</tr>
<tr>
<td>Q20-3. Neighborhood Spray Parks</td>
<td>24.7%</td>
<td>33.7%</td>
<td>35.3%</td>
<td>2.7%</td>
<td>3.5%</td>
</tr>
<tr>
<td>Q20-4. Baytown Nature Center</td>
<td>25.3%</td>
<td>43.6%</td>
<td>27.0%</td>
<td>2.7%</td>
<td>1.4%</td>
</tr>
<tr>
<td>Q20-5. Eddie V Gray Wetlands Center</td>
<td>23.0%</td>
<td>42.0%</td>
<td>32.5%</td>
<td>1.5%</td>
<td>1.1%</td>
</tr>
<tr>
<td>Q20-6. Goose Creek Trail</td>
<td>17.8%</td>
<td>33.5%</td>
<td>43.4%</td>
<td>2.9%</td>
<td>2.5%</td>
</tr>
<tr>
<td>Q20-7. 3rd &amp; 4th of July Concerts</td>
<td>28.1%</td>
<td>42.7%</td>
<td>22.7%</td>
<td>4.1%</td>
<td>2.4%</td>
</tr>
<tr>
<td>Q20-8. 4th of July Fireworks</td>
<td>30.4%</td>
<td>46.6%</td>
<td>19.2%</td>
<td>2.2%</td>
<td>1.6%</td>
</tr>
<tr>
<td>Q20-9. Grito Fest</td>
<td>20.3%</td>
<td>26.6%</td>
<td>48.8%</td>
<td>1.4%</td>
<td>2.9%</td>
</tr>
<tr>
<td>Q20-10. Christmas Parade</td>
<td>21.0%</td>
<td>36.4%</td>
<td>31.6%</td>
<td>7.6%</td>
<td>3.4%</td>
</tr>
<tr>
<td>Q20-11. Nurture Nature Fest</td>
<td>20.5%</td>
<td>28.8%</td>
<td>46.8%</td>
<td>1.5%</td>
<td>2.4%</td>
</tr>
<tr>
<td>Q20-12. Daddy &amp; Me Dance</td>
<td>18.8%</td>
<td>25.1%</td>
<td>51.7%</td>
<td>2.9%</td>
<td>1.4%</td>
</tr>
<tr>
<td>Q20-13. Baytown Art Show</td>
<td>17.6%</td>
<td>30.2%</td>
<td>48.6%</td>
<td>1.4%</td>
<td>2.3%</td>
</tr>
<tr>
<td>Q20-14. Town Square</td>
<td>24.9%</td>
<td>33.5%</td>
<td>33.5%</td>
<td>5.6%</td>
<td>2.6%</td>
</tr>
<tr>
<td>Q20-15. Ice Skating at Town Square</td>
<td>29.6%</td>
<td>32.3%</td>
<td>27.7%</td>
<td>6.2%</td>
<td>4.2%</td>
</tr>
</tbody>
</table>
Q21. Which FOUR of the Facilities and Events listed in Question 20 do you think should receive the most emphasis from City leaders over the next TWO years?

<table>
<thead>
<tr>
<th>Facility/Event</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pirates Bay Water Park</td>
<td>44</td>
<td>10.8%</td>
</tr>
<tr>
<td>Calypso Cove Water Park</td>
<td>6</td>
<td>1.5%</td>
</tr>
<tr>
<td>Neighborhood Spray Parks</td>
<td>27</td>
<td>6.7%</td>
</tr>
<tr>
<td>Baytown Nature Center</td>
<td>25</td>
<td>6.2%</td>
</tr>
<tr>
<td>Eddie V Gray Wetlands Center</td>
<td>7</td>
<td>1.7%</td>
</tr>
<tr>
<td>Goose Creek Trail</td>
<td>13</td>
<td>3.2%</td>
</tr>
<tr>
<td>3rd &amp; 4th of July Concerts</td>
<td>23</td>
<td>5.7%</td>
</tr>
<tr>
<td>4th of July Fireworks</td>
<td>10</td>
<td>2.5%</td>
</tr>
<tr>
<td>Grito Fest</td>
<td>1</td>
<td>0.2%</td>
</tr>
<tr>
<td>Christmas Parade</td>
<td>24</td>
<td>5.9%</td>
</tr>
<tr>
<td>Nurture Nature Fest</td>
<td>4</td>
<td>1.0%</td>
</tr>
<tr>
<td>Daddy &amp; Me Dance</td>
<td>1</td>
<td>0.2%</td>
</tr>
<tr>
<td>Baytown Art Show</td>
<td>3</td>
<td>0.7%</td>
</tr>
<tr>
<td>Town Square</td>
<td>41</td>
<td>10.1%</td>
</tr>
<tr>
<td>Ice Skating at Town Square</td>
<td>15</td>
<td>3.7%</td>
</tr>
<tr>
<td>None chosen</td>
<td>162</td>
<td>39.9%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>406</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

Q21. Which FOUR of the Facilities and Events listed in Question 20 do you think should receive the most emphasis from City leaders over the next TWO years?

<table>
<thead>
<tr>
<th>Facility/Event</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pirates Bay Water Park</td>
<td>13</td>
<td>3.2%</td>
</tr>
<tr>
<td>Calypso Cove Water Park</td>
<td>14</td>
<td>3.4%</td>
</tr>
<tr>
<td>Neighborhood Spray Parks</td>
<td>13</td>
<td>3.2%</td>
</tr>
<tr>
<td>Baytown Nature Center</td>
<td>26</td>
<td>6.4%</td>
</tr>
<tr>
<td>Eddie V Gray Wetlands Center</td>
<td>26</td>
<td>6.4%</td>
</tr>
<tr>
<td>Goose Creek Trail</td>
<td>19</td>
<td>4.7%</td>
</tr>
<tr>
<td>3rd &amp; 4th of July Concerts</td>
<td>14</td>
<td>3.4%</td>
</tr>
<tr>
<td>4th of July Fireworks</td>
<td>20</td>
<td>4.9%</td>
</tr>
<tr>
<td>Grito Fest</td>
<td>4</td>
<td>1.0%</td>
</tr>
<tr>
<td>Christmas Parade</td>
<td>18</td>
<td>4.4%</td>
</tr>
<tr>
<td>Nurture Nature Fest</td>
<td>7</td>
<td>1.7%</td>
</tr>
<tr>
<td>Daddy &amp; Me Dance</td>
<td>8</td>
<td>2.0%</td>
</tr>
<tr>
<td>Baytown Art Show</td>
<td>4</td>
<td>1.0%</td>
</tr>
<tr>
<td>Town Square</td>
<td>19</td>
<td>4.7%</td>
</tr>
<tr>
<td>Ice Skating at Town Square</td>
<td>21</td>
<td>5.2%</td>
</tr>
<tr>
<td>None chosen</td>
<td>180</td>
<td>44.3%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>406</td>
<td>100.0%</td>
</tr>
</tbody>
</table>
Q21. Which FOUR of the Facilities and Events listed in Question 20 do you think should receive the most emphasis from City leaders over the next TWO years?

<table>
<thead>
<tr>
<th>Q21. 3rd choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pirates Bay Water Park</td>
<td>12</td>
<td>3.0 %</td>
</tr>
<tr>
<td>Calypso Cove Water Park</td>
<td>5</td>
<td>1.2 %</td>
</tr>
<tr>
<td>Neighborhood Spray Parks</td>
<td>12</td>
<td>3.0 %</td>
</tr>
<tr>
<td>Baytown Nature Center</td>
<td>14</td>
<td>3.4 %</td>
</tr>
<tr>
<td>Eddie V Gray Wetlands Center</td>
<td>13</td>
<td>3.2 %</td>
</tr>
<tr>
<td>Goose Creek Trail</td>
<td>17</td>
<td>4.2 %</td>
</tr>
<tr>
<td>3rd &amp; 4th of July Concerts</td>
<td>15</td>
<td>3.7 %</td>
</tr>
<tr>
<td>4th of July Fireworks</td>
<td>16</td>
<td>3.9 %</td>
</tr>
<tr>
<td>Grito Fest</td>
<td>10</td>
<td>2.5 %</td>
</tr>
<tr>
<td>Christmas Parade</td>
<td>24</td>
<td>5.9 %</td>
</tr>
<tr>
<td>Nurture Nature Fest</td>
<td>12</td>
<td>3.0 %</td>
</tr>
<tr>
<td>Daddy &amp; Me Dance</td>
<td>2</td>
<td>0.5 %</td>
</tr>
<tr>
<td>Baytown Art Show</td>
<td>14</td>
<td>3.4 %</td>
</tr>
<tr>
<td>Town Square</td>
<td>26</td>
<td>6.4 %</td>
</tr>
<tr>
<td>Ice Skating at Town Square</td>
<td>11</td>
<td>2.7 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>203</td>
<td>50.0 %</td>
</tr>
<tr>
<td>Total</td>
<td>406</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Q21. Which FOUR of the Facilities and Events listed in Question 20 do you think should receive the most emphasis from City leaders over the next TWO years?

<table>
<thead>
<tr>
<th>Q21. 4th choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pirates Bay Water Park</td>
<td>12</td>
<td>3.0 %</td>
</tr>
<tr>
<td>Calypso Cove Water Park</td>
<td>6</td>
<td>1.5 %</td>
</tr>
<tr>
<td>Neighborhood Spray Parks</td>
<td>12</td>
<td>3.0 %</td>
</tr>
<tr>
<td>Baytown Nature Center</td>
<td>16</td>
<td>3.9 %</td>
</tr>
<tr>
<td>Eddie V Gray Wetlands Center</td>
<td>7</td>
<td>1.7 %</td>
</tr>
<tr>
<td>Goose Creek Trail</td>
<td>14</td>
<td>3.4 %</td>
</tr>
<tr>
<td>3rd &amp; 4th of July Concerts</td>
<td>12</td>
<td>3.0 %</td>
</tr>
<tr>
<td>4th of July Fireworks</td>
<td>11</td>
<td>2.7 %</td>
</tr>
<tr>
<td>Grito Fest</td>
<td>6</td>
<td>1.5 %</td>
</tr>
<tr>
<td>Christmas Parade</td>
<td>18</td>
<td>4.4 %</td>
</tr>
<tr>
<td>Nurture Nature Fest</td>
<td>5</td>
<td>1.2 %</td>
</tr>
<tr>
<td>Daddy &amp; Me Dance</td>
<td>3</td>
<td>0.7 %</td>
</tr>
<tr>
<td>Baytown Art Show</td>
<td>13</td>
<td>3.2 %</td>
</tr>
<tr>
<td>Town Square</td>
<td>26</td>
<td>6.4 %</td>
</tr>
<tr>
<td>Ice Skating at Town Square</td>
<td>22</td>
<td>5.4 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>223</td>
<td>54.9 %</td>
</tr>
<tr>
<td>Total</td>
<td>406</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>
Q21. Which FOUR of the Facilities and Events listed in Question 20 do you think should receive the most emphasis from City leaders over the next TWO years? (top 4)

<table>
<thead>
<tr>
<th>Facility and Event</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pirates Bay Water Park</td>
<td>81</td>
<td>20.0 %</td>
</tr>
<tr>
<td>Calypso Cove Water Park</td>
<td>31</td>
<td>7.6 %</td>
</tr>
<tr>
<td>Neighborhood Spray Parks</td>
<td>64</td>
<td>15.8 %</td>
</tr>
<tr>
<td>Baytown Nature Center</td>
<td>81</td>
<td>20.0 %</td>
</tr>
<tr>
<td>Eddie V Gray Wetlands Center</td>
<td>53</td>
<td>13.1 %</td>
</tr>
<tr>
<td>Goose Creek Trail</td>
<td>63</td>
<td>15.5 %</td>
</tr>
<tr>
<td>3rd &amp; 4th of July Concerts</td>
<td>64</td>
<td>15.8 %</td>
</tr>
<tr>
<td>4th of July Fireworks</td>
<td>57</td>
<td>14.0 %</td>
</tr>
<tr>
<td>Grito Fest</td>
<td>21</td>
<td>5.2 %</td>
</tr>
<tr>
<td>Christmas Parade</td>
<td>84</td>
<td>20.7 %</td>
</tr>
<tr>
<td>Nurture Nature Fest</td>
<td>28</td>
<td>6.9 %</td>
</tr>
<tr>
<td>Daddy &amp; Me Dance</td>
<td>14</td>
<td>3.4 %</td>
</tr>
<tr>
<td>Baytown Art Show</td>
<td>34</td>
<td>8.4 %</td>
</tr>
<tr>
<td>Town Square</td>
<td>112</td>
<td>27.6 %</td>
</tr>
<tr>
<td>Ice Skating at Town Square</td>
<td>69</td>
<td>17.0 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>162</td>
<td>39.9 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>1018</td>
<td></td>
</tr>
</tbody>
</table>

Q22. Are you familiar with the location of the City's Arts, Culture and Entertainment (ACE) District?

<table>
<thead>
<tr>
<th>Familiarity with Location</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>109</td>
<td>26.8 %</td>
</tr>
<tr>
<td>No</td>
<td>260</td>
<td>64.0 %</td>
</tr>
<tr>
<td>Don't know</td>
<td>37</td>
<td>9.1 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>406</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

WITHOUT DON'T KNOW

Q22. Are you familiar with the location of the City's Arts, Culture and Entertainment (ACE) District? (without "don't know")

<table>
<thead>
<tr>
<th>Familiarity with Location</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>109</td>
<td>29.5 %</td>
</tr>
<tr>
<td>No</td>
<td>260</td>
<td>70.5 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>369</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>
Q23. LIBRARY SERVICES. How satisfied are you with:

(N=406)

<table>
<thead>
<tr>
<th>Q23-1. Overall quality of available materials</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q23-2. Overall quality &amp; quantity of programs for children</td>
<td>22.7%</td>
<td>38.1%</td>
<td>19.2%</td>
<td>3.7%</td>
<td>1.6%</td>
<td>14.7%</td>
</tr>
<tr>
<td>Q23-3. Overall quality &amp; quantity of programs for teens</td>
<td>19.4%</td>
<td>27.7%</td>
<td>21.2%</td>
<td>3.0%</td>
<td>1.3%</td>
<td>27.4%</td>
</tr>
<tr>
<td>Q23-4. Overall quality &amp; quantity of programs for adults</td>
<td>18.4%</td>
<td>24.1%</td>
<td>23.8%</td>
<td>2.7%</td>
<td>1.1%</td>
<td>30.0%</td>
</tr>
<tr>
<td>Q23-5. Overall quality &amp; quantity of e-learning materials</td>
<td>16.9%</td>
<td>24.7%</td>
<td>23.4%</td>
<td>4.6%</td>
<td>1.9%</td>
<td>28.5%</td>
</tr>
<tr>
<td>Q23-6. Overall helpfulness of library staff</td>
<td>18.1%</td>
<td>24.3%</td>
<td>22.4%</td>
<td>3.2%</td>
<td>2.2%</td>
<td>29.7%</td>
</tr>
<tr>
<td>Q23-7. Overall size of library</td>
<td>23.9%</td>
<td>35.4%</td>
<td>21.8%</td>
<td>3.5%</td>
<td>1.9%</td>
<td>13.6%</td>
</tr>
</tbody>
</table>

WITHOUT DON'T KNOW
Q23. LIBRARY SERVICES. How satisfied are you with: (without "don't know")

(N=406)

<table>
<thead>
<tr>
<th>Q23-1. Overall quality of available materials</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q23-2. Overall quality &amp; quantity of programs for children</td>
<td>26.6%</td>
<td>44.7%</td>
<td>22.5%</td>
<td>4.4%</td>
<td>1.9%</td>
</tr>
<tr>
<td>Q23-3. Overall quality &amp; quantity of programs for teens</td>
<td>26.7%</td>
<td>38.1%</td>
<td>29.3%</td>
<td>4.1%</td>
<td>1.9%</td>
</tr>
<tr>
<td>Q23-4. Overall quality &amp; quantity of programs for adults</td>
<td>26.3%</td>
<td>34.4%</td>
<td>34.0%</td>
<td>3.9%</td>
<td>1.5%</td>
</tr>
<tr>
<td>Q23-5. Overall quality &amp; quantity of e-learning materials</td>
<td>23.7%</td>
<td>34.6%</td>
<td>32.7%</td>
<td>6.4%</td>
<td>2.6%</td>
</tr>
<tr>
<td>Q23-6. Overall helpfulness of library staff</td>
<td>25.8%</td>
<td>34.6%</td>
<td>31.9%</td>
<td>4.6%</td>
<td>3.1%</td>
</tr>
<tr>
<td>Q23-7. Overall size of library</td>
<td>34.0%</td>
<td>39.9%</td>
<td>21.7%</td>
<td>2.8%</td>
<td>1.6%</td>
</tr>
<tr>
<td>Q23-11. Use of mobile devices</td>
<td>27.7%</td>
<td>40.9%</td>
<td>25.2%</td>
<td>4.0%</td>
<td>2.2%</td>
</tr>
</tbody>
</table>
Q24. Which TWO of the Library services listed in Question 23 do you think should receive the most emphasis from City leaders over the next TWO years?

<table>
<thead>
<tr>
<th>Q24. 1st choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall quality of available materials</td>
<td>80</td>
<td>19.7 %</td>
</tr>
<tr>
<td>Overall quality &amp; quantity of programs for children</td>
<td>30</td>
<td>7.4 %</td>
</tr>
<tr>
<td>Overall quality &amp; quantity of programs for teens</td>
<td>22</td>
<td>5.4 %</td>
</tr>
<tr>
<td>Overall quality &amp; quantity of programs for adults</td>
<td>19</td>
<td>4.7 %</td>
</tr>
<tr>
<td>Overall quality &amp; quantity of e-learning materials</td>
<td>18</td>
<td>4.4 %</td>
</tr>
<tr>
<td>Overall helpfulness of library staff</td>
<td>18</td>
<td>4.4 %</td>
</tr>
<tr>
<td>Overall size of library</td>
<td>38</td>
<td>9.4 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>181</td>
<td>44.6 %</td>
</tr>
<tr>
<td>Total</td>
<td>406</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Q24. Which TWO of the Library services listed in Question 23 do you think should receive the most emphasis from City leaders over the next TWO years?

<table>
<thead>
<tr>
<th>Q24. 2nd choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall quality of available materials</td>
<td>31</td>
<td>7.6 %</td>
</tr>
<tr>
<td>Overall quality &amp; quantity of programs for children</td>
<td>44</td>
<td>10.8 %</td>
</tr>
<tr>
<td>Overall quality &amp; quantity of programs for teens</td>
<td>22</td>
<td>5.4 %</td>
</tr>
<tr>
<td>Overall quality &amp; quantity of programs for adults</td>
<td>40</td>
<td>9.9 %</td>
</tr>
<tr>
<td>Overall quality &amp; quantity of e-learning materials</td>
<td>23</td>
<td>5.7 %</td>
</tr>
<tr>
<td>Overall helpfulness of library staff</td>
<td>16</td>
<td>3.9 %</td>
</tr>
<tr>
<td>Overall size of library</td>
<td>29</td>
<td>7.1 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>201</td>
<td>49.5 %</td>
</tr>
<tr>
<td>Total</td>
<td>406</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Q24. Which TWO of the Library services listed in Question 23 do you think should receive the most emphasis from City leaders over the next TWO years? (top 2)

<table>
<thead>
<tr>
<th>Q24. Sum of top 2 choices</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall quality of available materials</td>
<td>111</td>
<td>27.3 %</td>
</tr>
<tr>
<td>Overall quality &amp; quantity of programs for children</td>
<td>74</td>
<td>18.2 %</td>
</tr>
<tr>
<td>Overall quality &amp; quantity of programs for teens</td>
<td>44</td>
<td>10.8 %</td>
</tr>
<tr>
<td>Overall quality &amp; quantity of programs for adults</td>
<td>59</td>
<td>14.5 %</td>
</tr>
<tr>
<td>Overall quality &amp; quantity of e-learning materials</td>
<td>41</td>
<td>10.1 %</td>
</tr>
<tr>
<td>Overall helpfulness of library staff</td>
<td>34</td>
<td>8.4 %</td>
</tr>
<tr>
<td>Overall size of library</td>
<td>67</td>
<td>16.5 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>181</td>
<td>44.6 %</td>
</tr>
<tr>
<td>Total</td>
<td>611</td>
<td></td>
</tr>
</tbody>
</table>
Q25. COMMUNICATIONS. Please rate your satisfaction on 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=406)

<table>
<thead>
<tr>
<th>Aspect</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q25-1. Availability of information about city programs &amp; services</td>
<td>6.8%</td>
<td>26.3%</td>
<td>34.7%</td>
<td>18.7%</td>
<td>5.8%</td>
<td>7.6%</td>
</tr>
<tr>
<td>Q25-2. City efforts to keep you informed about local issues</td>
<td>8.1%</td>
<td>27.2%</td>
<td>31.9%</td>
<td>20.7%</td>
<td>6.3%</td>
<td>5.8%</td>
</tr>
<tr>
<td>Q25-3. Level of public involvement in city decision making</td>
<td>5.6%</td>
<td>15.1%</td>
<td>37.8%</td>
<td>22.0%</td>
<td>9.8%</td>
<td>9.8%</td>
</tr>
<tr>
<td>Q25-4. Level of public involvement in city's budget process</td>
<td>5.3%</td>
<td>11.2%</td>
<td>40.8%</td>
<td>21.3%</td>
<td>9.1%</td>
<td>12.3%</td>
</tr>
<tr>
<td>Q25-5. Quality of programming on city's cable television channel (BTV 16)</td>
<td>5.1%</td>
<td>16.2%</td>
<td>35.9%</td>
<td>9.7%</td>
<td>3.2%</td>
<td>29.7%</td>
</tr>
<tr>
<td>Q25-6. Quality of city's web page</td>
<td>7.3%</td>
<td>29.0%</td>
<td>36.3%</td>
<td>9.9%</td>
<td>4.3%</td>
<td>13.2%</td>
</tr>
<tr>
<td>Q25-7. Quality of city's citizen newsletter, The Bridge</td>
<td>7.8%</td>
<td>32.3%</td>
<td>34.4%</td>
<td>8.1%</td>
<td>4.3%</td>
<td>13.2%</td>
</tr>
</tbody>
</table>

WITHOUT DON'T KNOW
Q25. COMMUNICATIONS. Please rate your satisfaction on 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=406)

<table>
<thead>
<tr>
<th>Aspect</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q25-1. Availability of information about city programs &amp; services</td>
<td>7.4%</td>
<td>28.5%</td>
<td>37.6%</td>
<td>20.2%</td>
<td>6.3%</td>
</tr>
<tr>
<td>Q25-2. City efforts to keep you informed about local issues</td>
<td>8.6%</td>
<td>28.9%</td>
<td>33.9%</td>
<td>21.9%</td>
<td>6.7%</td>
</tr>
<tr>
<td>Q25-3. Level of public involvement in city decision making</td>
<td>6.2%</td>
<td>16.7%</td>
<td>41.9%</td>
<td>24.3%</td>
<td>10.9%</td>
</tr>
<tr>
<td>Q25-4. Level of public involvement in city's budget process</td>
<td>6.1%</td>
<td>12.8%</td>
<td>46.5%</td>
<td>24.3%</td>
<td>10.3%</td>
</tr>
<tr>
<td>Q25-5. Quality of programming on city's cable television channel (BTV 16)</td>
<td>7.3%</td>
<td>23.1%</td>
<td>51.2%</td>
<td>13.8%</td>
<td>4.6%</td>
</tr>
<tr>
<td>Q25-6. Quality of city's web page</td>
<td>8.4%</td>
<td>33.4%</td>
<td>41.8%</td>
<td>11.5%</td>
<td>5.0%</td>
</tr>
<tr>
<td>Q25-7. Quality of city's citizen newsletter, The Bridge</td>
<td>9.0%</td>
<td>37.2%</td>
<td>39.6%</td>
<td>9.3%</td>
<td>5.0%</td>
</tr>
</tbody>
</table>

ETC Institute (2016)
### Q26. Which of the following are your primary sources of information about City issues, services, and events?

<table>
<thead>
<tr>
<th>Source of Information</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Bridge newsletter</td>
<td>136</td>
<td>33.5 %</td>
</tr>
<tr>
<td>City cable channel (BTV 16)</td>
<td>39</td>
<td>9.6 %</td>
</tr>
<tr>
<td>City website (<a href="http://www.baytown.org">www.baytown.org</a>)</td>
<td>147</td>
<td>36.2 %</td>
</tr>
<tr>
<td>Facebook, Twitter, or other social media</td>
<td>140</td>
<td>34.5 %</td>
</tr>
<tr>
<td>Baytown Sun</td>
<td>199</td>
<td>49.0 %</td>
</tr>
<tr>
<td>Television news</td>
<td>119</td>
<td>29.3 %</td>
</tr>
<tr>
<td>Other</td>
<td>32</td>
<td>7.9 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>812</td>
<td></td>
</tr>
</tbody>
</table>

### Q26. Other

<table>
<thead>
<tr>
<th>Source of Information</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>word of mouth</td>
<td>11</td>
<td>39.3 %</td>
</tr>
<tr>
<td>City water bill</td>
<td>4</td>
<td>14.3 %</td>
</tr>
<tr>
<td>other citizens and water bill</td>
<td>1</td>
<td>3.6 %</td>
</tr>
<tr>
<td>internet</td>
<td>1</td>
<td>3.6 %</td>
</tr>
<tr>
<td>Friends and family</td>
<td>1</td>
<td>3.6 %</td>
</tr>
<tr>
<td>James Harmyer</td>
<td>1</td>
<td>3.6 %</td>
</tr>
<tr>
<td>banners and signs</td>
<td>1</td>
<td>3.6 %</td>
</tr>
<tr>
<td>baytownbert.blogspot.com/</td>
<td>1</td>
<td>3.6 %</td>
</tr>
<tr>
<td>Google</td>
<td>1</td>
<td>3.6 %</td>
</tr>
<tr>
<td>spouse</td>
<td>1</td>
<td>3.6 %</td>
</tr>
<tr>
<td>Council members</td>
<td>1</td>
<td>3.6 %</td>
</tr>
<tr>
<td>civic association</td>
<td>1</td>
<td>3.6 %</td>
</tr>
<tr>
<td>neighbors</td>
<td>1</td>
<td>3.6 %</td>
</tr>
<tr>
<td>Baytown Talks</td>
<td>1</td>
<td>3.6 %</td>
</tr>
<tr>
<td>Contact city hall</td>
<td>1</td>
<td>3.6 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>28</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>
Q27. Which of the following do you currently use at home?

<table>
<thead>
<tr>
<th>Q27. What do you currently use at home</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facebook</td>
<td>280</td>
<td>69.0 %</td>
</tr>
<tr>
<td>YouTube</td>
<td>174</td>
<td>42.9 %</td>
</tr>
<tr>
<td>Twitter</td>
<td>46</td>
<td>11.3 %</td>
</tr>
<tr>
<td>Text Messaging</td>
<td>295</td>
<td>72.7 %</td>
</tr>
<tr>
<td>Email</td>
<td>333</td>
<td>82.0 %</td>
</tr>
<tr>
<td>Internet</td>
<td>341</td>
<td>84.0 %</td>
</tr>
<tr>
<td>Comcast Cable Service</td>
<td>211</td>
<td>52.0 %</td>
</tr>
<tr>
<td>Other</td>
<td>37</td>
<td>9.1 %</td>
</tr>
<tr>
<td>None</td>
<td>6</td>
<td>1.5 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1723</strong></td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Q27. Other

<table>
<thead>
<tr>
<th>Q27. Other</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct TV</td>
<td>23</td>
<td>67.6 %</td>
</tr>
<tr>
<td>Satellite TV</td>
<td>3</td>
<td>8.8 %</td>
</tr>
<tr>
<td>Newspaper</td>
<td>1</td>
<td>2.9 %</td>
</tr>
<tr>
<td>Instagram</td>
<td>1</td>
<td>2.9 %</td>
</tr>
<tr>
<td>Cable</td>
<td>1</td>
<td>2.9 %</td>
</tr>
<tr>
<td>Holy Bible</td>
<td>1</td>
<td>2.9 %</td>
</tr>
<tr>
<td>AOL</td>
<td>1</td>
<td>2.9 %</td>
</tr>
<tr>
<td>Dish network</td>
<td>1</td>
<td>2.9 %</td>
</tr>
<tr>
<td>Verizon</td>
<td>1</td>
<td>2.9 %</td>
</tr>
<tr>
<td>neighbors</td>
<td>1</td>
<td>2.9 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>34</strong></td>
<td>100.0 %</td>
</tr>
</tbody>
</table>
Q28. Does your neighborhood have an established neighborhood association?

<table>
<thead>
<tr>
<th></th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>193</td>
<td>47.5 %</td>
</tr>
<tr>
<td>No</td>
<td>175</td>
<td>43.1 %</td>
</tr>
<tr>
<td>Don't know</td>
<td>38</td>
<td>9.4 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>406</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**WITHOUT DON’T KNOW**

Q28. Does your neighborhood have an established neighborhood association? (without "don't know")

<table>
<thead>
<tr>
<th></th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>193</td>
<td>52.4 %</td>
</tr>
<tr>
<td>No</td>
<td>175</td>
<td>47.6 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>368</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Q29. Does your neighborhood have a way to communicate with residents (i.e. social media, website, newsletter)?

<table>
<thead>
<tr>
<th></th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>172</td>
<td>42.4 %</td>
</tr>
<tr>
<td>No</td>
<td>193</td>
<td>47.5 %</td>
</tr>
<tr>
<td>Don't know</td>
<td>41</td>
<td>10.1 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>406</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**WITHOUT DON’T KNOW**

Q29. Does your neighborhood have a way to communicate with residents (i.e. social media, website, newsletter)? (without "don't know")

<table>
<thead>
<tr>
<th></th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>172</td>
<td>47.1 %</td>
</tr>
<tr>
<td>No</td>
<td>193</td>
<td>52.9 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>365</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>
### Q31. Which of the following is the primary reason you go to other cities to shop or dine-out?

<table>
<thead>
<tr>
<th>Reason</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lower prices in other cities</td>
<td>17</td>
<td>4.2 %</td>
</tr>
<tr>
<td>Better quality in other cities</td>
<td>78</td>
<td>19.2 %</td>
</tr>
<tr>
<td>Better selection in other cities</td>
<td>183</td>
<td>45.1 %</td>
</tr>
<tr>
<td>Just like to go to other places</td>
<td>41</td>
<td>10.1 %</td>
</tr>
<tr>
<td>Other</td>
<td>13</td>
<td>3.2 %</td>
</tr>
<tr>
<td>I'm perfectly happy shopping/dining in Baytown</td>
<td>64</td>
<td>15.8 %</td>
</tr>
<tr>
<td>Not provided</td>
<td>10</td>
<td>2.5 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>406</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### WITHOUT NOT PROVIDED

#### Q31. Which of the following is the primary reason you go to other cities to shop or dine-out? (without "not provided")

<table>
<thead>
<tr>
<th>Reason</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lower prices in other cities</td>
<td>17</td>
<td>4.3 %</td>
</tr>
<tr>
<td>Better quality in other cities</td>
<td>78</td>
<td>19.7 %</td>
</tr>
<tr>
<td>Better selection in other cities</td>
<td>183</td>
<td>46.2 %</td>
</tr>
<tr>
<td>Just like to go to other places</td>
<td>41</td>
<td>10.4 %</td>
</tr>
<tr>
<td>Other</td>
<td>13</td>
<td>3.3 %</td>
</tr>
<tr>
<td>I'm perfectly happy shopping/dining in Baytown</td>
<td>64</td>
<td>16.2 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>396</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Q31. Other

<table>
<thead>
<tr>
<th>Reason</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>traffic</td>
<td>2</td>
<td>15.4 %</td>
</tr>
<tr>
<td>I work out of town eat out a lot</td>
<td>1</td>
<td>7.7 %</td>
</tr>
<tr>
<td>movie theatre</td>
<td>1</td>
<td>7.7 %</td>
</tr>
<tr>
<td>Lower prices, better quality, &amp; better selections</td>
<td>1</td>
<td>7.7 %</td>
</tr>
<tr>
<td>Lower Prices and better selections</td>
<td>1</td>
<td>7.7 %</td>
</tr>
<tr>
<td>I travel outside to HEB</td>
<td>1</td>
<td>7.7 %</td>
</tr>
<tr>
<td>better customer service</td>
<td>1</td>
<td>7.7 %</td>
</tr>
<tr>
<td>congestion of Garth Rd</td>
<td>1</td>
<td>7.7 %</td>
</tr>
<tr>
<td>malls</td>
<td>1</td>
<td>7.7 %</td>
</tr>
<tr>
<td>garden nurseries</td>
<td>1</td>
<td>7.7 %</td>
</tr>
<tr>
<td>entertainment</td>
<td>1</td>
<td>7.7 %</td>
</tr>
<tr>
<td>not available in Baytown</td>
<td>1</td>
<td>7.7 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>13</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>
### Q32. Which of the strategies listed below do you believe would have the greatest impact on beautifying Baytown?

(N=406)

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Most important</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>Least important</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q32. Burying above-ground power lines</td>
<td>24.8%</td>
<td>11.5%</td>
<td>15.5%</td>
<td>11.9%</td>
<td>9.7%</td>
<td>10.8%</td>
<td>5.0%</td>
<td>10.8%</td>
</tr>
<tr>
<td>Q32. Piping stormwater ditches</td>
<td>11.6%</td>
<td>23.1%</td>
<td>17.9%</td>
<td>14.6%</td>
<td>11.2%</td>
<td>8.2%</td>
<td>9.3%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Q32. Installing additional landscaped medians</td>
<td>5.0%</td>
<td>9.3%</td>
<td>12.4%</td>
<td>17.8%</td>
<td>18.2%</td>
<td>20.5%</td>
<td>10.1%</td>
<td>6.6%</td>
</tr>
<tr>
<td>Q32. Fixing broken sidewalks, curbs &amp; streets</td>
<td>40.3%</td>
<td>22.0%</td>
<td>16.3%</td>
<td>10.2%</td>
<td>6.4%</td>
<td>3.5%</td>
<td>0.6%</td>
<td>0.6%</td>
</tr>
<tr>
<td>Q32. Businesses &amp; homeowners maintaining their property</td>
<td>23.6%</td>
<td>21.6%</td>
<td>17.9%</td>
<td>15.2%</td>
<td>10.5%</td>
<td>4.4%</td>
<td>3.4%</td>
<td>3.4%</td>
</tr>
<tr>
<td>Q32. Installing additional &quot;Baytown&quot; monument signs</td>
<td>0.8%</td>
<td>4.0%</td>
<td>4.4%</td>
<td>3.6%</td>
<td>10.8%</td>
<td>13.5%</td>
<td>25.9%</td>
<td>37.1%</td>
</tr>
<tr>
<td>Q32. Installing public art throughout city</td>
<td>6.2%</td>
<td>3.9%</td>
<td>6.2%</td>
<td>9.3%</td>
<td>10.5%</td>
<td>15.1%</td>
<td>26.0%</td>
<td>22.9%</td>
</tr>
<tr>
<td>Q32. Implementing additional litter abatement activities</td>
<td>6.7%</td>
<td>15.6%</td>
<td>13.3%</td>
<td>13.0%</td>
<td>16.3%</td>
<td>14.8%</td>
<td>11.5%</td>
<td>8.9%</td>
</tr>
</tbody>
</table>
Q33. Which of the following best describes your race/ethnicity?

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian/Pacific Islander</td>
<td>11</td>
<td>2.7 %</td>
</tr>
<tr>
<td>Black/African American</td>
<td>60</td>
<td>14.8 %</td>
</tr>
<tr>
<td>White</td>
<td>223</td>
<td>54.9 %</td>
</tr>
<tr>
<td>Hispanic</td>
<td>171</td>
<td>42.1 %</td>
</tr>
<tr>
<td>American Indian/Eskimo</td>
<td>3</td>
<td>0.7 %</td>
</tr>
<tr>
<td>Other</td>
<td>3</td>
<td>0.7 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>471</td>
<td></td>
</tr>
</tbody>
</table>

Q33. Other

<table>
<thead>
<tr>
<th>Other</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mexican American</td>
<td>1</td>
<td>33.3 %</td>
</tr>
<tr>
<td>2 or more races</td>
<td>1</td>
<td>33.3 %</td>
</tr>
<tr>
<td>Creole</td>
<td>1</td>
<td>33.3 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>3</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Q34. How many people in your household (counting yourself) are:

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Mean</th>
<th>Sum</th>
</tr>
</thead>
<tbody>
<tr>
<td>number</td>
<td>3.1</td>
<td>1239</td>
</tr>
<tr>
<td>Under age 10</td>
<td>0.5</td>
<td>211</td>
</tr>
<tr>
<td>Ages 10-19</td>
<td>0.5</td>
<td>182</td>
</tr>
<tr>
<td>Ages 20-34</td>
<td>0.5</td>
<td>209</td>
</tr>
<tr>
<td>Ages 35-54</td>
<td>0.8</td>
<td>307</td>
</tr>
<tr>
<td>Ages 55-74</td>
<td>0.6</td>
<td>260</td>
</tr>
<tr>
<td>Ages 75+</td>
<td>0.2</td>
<td>70</td>
</tr>
</tbody>
</table>
Q35. **Approximately how many years have you lived in the City of Baytown?**

<table>
<thead>
<tr>
<th>Q35. How many years have you lived in Baytown</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 or less</td>
<td>51</td>
<td>12.6 %</td>
</tr>
<tr>
<td>6-10 years</td>
<td>45</td>
<td>11.1 %</td>
</tr>
<tr>
<td>11-15 years</td>
<td>50</td>
<td>12.3 %</td>
</tr>
<tr>
<td>16-20 years</td>
<td>46</td>
<td>11.3 %</td>
</tr>
<tr>
<td>21-30 years</td>
<td>62</td>
<td>15.3 %</td>
</tr>
<tr>
<td>31+ years</td>
<td>137</td>
<td>33.7 %</td>
</tr>
<tr>
<td>Not provided</td>
<td>15</td>
<td>3.7 %</td>
</tr>
<tr>
<td>Total</td>
<td>406</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**WITHOUT NOT PROVIDED**

Q35. **Approximately how many years have you lived in the City of Baytown? (without "not provided")**

<table>
<thead>
<tr>
<th>Q35. How many years have you lived in Baytown</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 or less</td>
<td>51</td>
<td>13.0 %</td>
</tr>
<tr>
<td>6-10 years</td>
<td>45</td>
<td>11.5 %</td>
</tr>
<tr>
<td>11-15 years</td>
<td>50</td>
<td>12.8 %</td>
</tr>
<tr>
<td>16-20 years</td>
<td>46</td>
<td>11.8 %</td>
</tr>
<tr>
<td>21-30 years</td>
<td>62</td>
<td>15.9 %</td>
</tr>
<tr>
<td>31+ years</td>
<td>137</td>
<td>35.0 %</td>
</tr>
<tr>
<td>Total</td>
<td>391</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Q35a. **(If you have lived in Baytown less than 5 years:) Where did you live prior to moving to Baytown?**

<table>
<thead>
<tr>
<th>Q35a. Where did you live prior to moving to Baytown</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Another part of metro Houston area</td>
<td>19</td>
<td>37.3 %</td>
</tr>
<tr>
<td>Texas but outside of metro Houston area</td>
<td>13</td>
<td>25.5 %</td>
</tr>
<tr>
<td>Outside Texas</td>
<td>13</td>
<td>25.5 %</td>
</tr>
<tr>
<td>Not provided</td>
<td>6</td>
<td>11.8 %</td>
</tr>
<tr>
<td>Total</td>
<td>51</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**WITHOUT NOT PROVIDED**

Q35a. **(If you have lived in Baytown less than 5 years:) Where did you live prior to moving to Baytown? (without "not provided")**

<table>
<thead>
<tr>
<th>Q35a. Where did you live prior to moving to Baytown</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Another part of metro Houston area</td>
<td>19</td>
<td>42.2 %</td>
</tr>
<tr>
<td>Texas but outside of metro Houston area</td>
<td>13</td>
<td>28.9 %</td>
</tr>
<tr>
<td>Outside Texas</td>
<td>13</td>
<td>28.9 %</td>
</tr>
<tr>
<td>Total</td>
<td>45</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>
### Q36. Do you own or rent your current residence?

<table>
<thead>
<tr>
<th>Q36. Do you own or rent your current residence</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Own</td>
<td>278</td>
<td>68.5 %</td>
</tr>
<tr>
<td>Rent</td>
<td>123</td>
<td>30.3 %</td>
</tr>
<tr>
<td>Not provided</td>
<td>5</td>
<td>1.2 %</td>
</tr>
<tr>
<td>Total</td>
<td>406</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**WITHOUT NOT PROVIDED**

### Q36. Do you own or rent your current residence? (without "not provided")

<table>
<thead>
<tr>
<th>Q36. Do you own or rent your current residence</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Own</td>
<td>278</td>
<td>69.3 %</td>
</tr>
<tr>
<td>Rent</td>
<td>123</td>
<td>30.7 %</td>
</tr>
<tr>
<td>Total</td>
<td>401</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Q37. Do you work in the Baytown area?

<table>
<thead>
<tr>
<th>Q37. Do you work in Baytown area</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>185</td>
<td>45.6 %</td>
</tr>
<tr>
<td>No</td>
<td>203</td>
<td>50.0 %</td>
</tr>
<tr>
<td>Not provided</td>
<td>18</td>
<td>4.4 %</td>
</tr>
<tr>
<td>Total</td>
<td>406</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**WITHOUT NOT PROVIDED**

### Q37. Do you work in the Baytown area? (without "not provided")

<table>
<thead>
<tr>
<th>Q37. Do you work in Baytown area</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>185</td>
<td>47.7 %</td>
</tr>
<tr>
<td>No</td>
<td>203</td>
<td>52.3 %</td>
</tr>
<tr>
<td>Total</td>
<td>388</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Q38. Your gender:

<table>
<thead>
<tr>
<th>Q38. Your gender</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>197</td>
<td>48.5 %</td>
</tr>
<tr>
<td>Female</td>
<td>209</td>
<td>51.5 %</td>
</tr>
<tr>
<td>Total</td>
<td>406</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>
Section 5: Survey Instrument
RE: 2016 DIRECTION FINDER CITIZEN SURVEY

Dear Baytown Resident,

As your Mayor, I’d like to thank you for your continued involvement in and support of the Baytown community. This letter is to request your assistance in helping build an even better Baytown. It’s critical that the City continue to get better and improve the level of services provided to our residents. To make this happen, we need your input!

Enclosed is a survey that asks you to rate your satisfaction with the major services provided by the City of Baytown. In some cases, the survey will also ask you what areas should receive the highest priority by City leaders over the next two years. The survey is seven pages and every question is important. I hope you will take 10-15 minutes to sit down and complete this survey. The time you invest in the survey will influence many of the decisions that will be made about the future of the City. Your responses will allow the City Council and City staff to identify and address many of the opportunities and challenges facing our community.

Please return your completed survey sometime during the next week. You may return it in the enclosed postage-paid envelope. Your responses will remain confidential and results will be calculated by an independent survey company, ETC Institute. ETC Institute was also responsible for randomly selecting the Baytown households that received this survey.

Should you have any questions about the survey, please contact Nick Woolery, Director of Strategic Initiatives, at 281-420-6690, or e-mail survey@baytown.org. City staff will be pleased to answer any questions you may have. You can look for survey results to be presented to the City Council sometime around May and the results will also be posted on the City’s website. You can only complete this survey online at www.BaytownCommunitySurvey.org. Thank you again for helping to make Baytown a better place to live, work and visit!

Best Regards,

Stephen H. DonCarlos
Mayor
2016 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 Nick Woolery at 281-420-6690. Thank you!

1. **MAJOR CATEGORIES OF CITY SERVICES.** Please rate your overall satisfaction with major categories of services provided by the City of Baytown on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied.”

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

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.** Items that may influence your perception of the City of Baytown are listed below. Please indicate how satisfied are you with:

<table>
<thead>
<tr>
<th>How satisfied are you with:</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>01. Overall quality of services provided by the City</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>02. Overall quality of life in the City</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>03. Overall quality of your neighborhood</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>04. Overall value you receive for City taxes and fees</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>05. How well the City is planning for growth</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>06. Overall quality of new development</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>07. Overall appearance of the City</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>08. Overall appearance of residential property</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>09. Overall appearance of commercial property</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>10. Overall quality of downtown Baytown</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>11. Baytown as a place to live</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>12. Baytown as a place to raise children</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>13. Baytown as a place where you would buy your next home</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>
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 Question #4-2 to 4-4.]  
   (2) No [Skip to Question #5.]

4-2. Which Department did you contact most recently? (Choose 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  
   (7) Health (Code Enforcement, Animal Control, or Stormwater)  
   (8) Other: ___________________________

4-3. How easy was it to contact the person you needed to reach in the Department you indicated in Question #4-2?  
   (1) Very Easy  
   (2) Difficult  
   (3) Somewhat Easy  
   (4) Very Difficult  
   (5) Don't know

4-4. 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 on a scale of 1 to 5, where 5 means “Always” and 1 means “Never.”

<table>
<thead>
<tr>
<th>Behavior Description</th>
<th>Always</th>
<th>Usually</th>
<th>Sometimes</th>
<th>Seldom</th>
<th>Never</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>They were courteous and polite</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>They gave prompt, accurate, and complete answers to questions</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>They did what they said they would do in a timely manner</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>They helped you resolve your issue to your satisfaction</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

5. Are you aware of the City’s “Ask Baytown” citizen request system?  
   (1) Yes  
   (2) No

6. Have you utilized the “Ask Baytown” system to make a service request or report an issue?  
   (1) Yes [Answer Questions #6-2 to 6-3.]  
   (2) No [Skip to Question #7.]

6-2. Did you call (281-420-5311), go online (www.baytown.org), or use our mobile app to make your request?  
   (1) Called 281-420-5311  
   (2) Went online to www.baytown.org  
   (3) Used the mobile app

6-3. Please rate your satisfaction with the “Ask Baytown” system.  
   (5) Very Satisfied  
   (3) Neutral  
   (1) Very Dissatisfied  
   (4) Satisfied  
   (2) Dissatisfied  
   (9) Don’t Know

7. **UTILITIES.** Below is a list of utilities not provided by the City of Baytown. Please rate each item on its reputation for reliability using a scale of 1 to 5, where 5 means “Always Reliable” and 1 means “Never Reliable.”

<table>
<thead>
<tr>
<th>Utility:</th>
<th>Always Reliable</th>
<th>Usually Reliable</th>
<th>Often Reliable</th>
<th>Seldom Reliable</th>
<th>Never Reliable</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Your electric company</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>2. Your natural gas company</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>3. Your cable television company</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>4. Your satellite television company</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>5. Your internet service provider</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>6. Your cellular phone company</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>
8. **PUBLIC SERVICES.** For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

<table>
<thead>
<tr>
<th>How satisfied are you with:</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Residential trash collection services</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>2. Curbside recycling services</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>3. Yard waste removal services</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>4. Wastewater (sewer) treatment service</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>5. Drinking water service</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

9. **DRINKING WATER SERVICE.** Please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with the following aspects of drinking water service provided by the City of Baytown:

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

10. **MAINTENANCE SERVICES.**

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

11. Which THREE of the City Maintenance services listed in Question #10 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 #10.]

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

12. **TRANSPORTATION.**

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

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

14. **PUBLIC SAFETY SERVICES.**

<table>
<thead>
<tr>
<th>How satisfied are you with:</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall quality of local police protection</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>2. How quickly police respond to emergencies</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>3. Enforcement of local traffic laws</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>4. The City’s efforts to prevent crime</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>5. Overall quality of local fire protection</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>6. How quickly fire personnel respond to emergencies</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>7. Overall quality of local ambulance service</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>8. How quickly ambulance personnel respond to emergencies</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>9. Overall quality of animal control services</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

15. Which **THREE** of the Public Safety items listed in Question #14 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 #14.]

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

16. **PERCEPTION OF SAFETY.**

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

17. **EXPECTATIONS FOR SERVICES.** Please indicate how you feel the level of service provided by the City should change in each of the areas listed below:

<table>
<thead>
<tr>
<th>Service Area:</th>
<th>Should Be Much Higher</th>
<th>Should Be a Little Higher</th>
<th>Should Stay the Same</th>
<th>Should Be a Little Lower</th>
<th>Should Be Much Lower</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Law Enforcement</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>2. Fire Protection</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>3. Emergency Medical Services</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>4. Parks and Open Space</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>5. Recreation Activities</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>6. Maintenance of Streets and Sidewalks</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>7. Library Services</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>8. Trash, Recycling and Brush Collection</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>
18. PARKS AND RECREATION.

<table>
<thead>
<tr>
<th>How satisfied are you with:</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>01. Appearance and maintenance of city parks</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>02. Number of city parks</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>03. Number of walking and biking trails</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>04. City aquatics facilities</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>05. Quality of City aquatics programs</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>06. Quality of outdoor athletic fields</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>07. Senior recreation opportunities</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>08. The city’s youth athletic programs</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>09. The city’s adult athletic programs</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>10. Ease of registering for programs</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>11. Fees charged for recreation programs</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>12. Special events sponsored by the city (3rd and 4th of July, Grito Fest, Nurture Nature Fest)</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>13. Quality of the City’s indoor recreation facilities</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

19. Which THREE of the Parks and Recreation services listed in Question #18 do you think should receive the most emphasis from City leaders over the next TWO years? [Write-in the letters below using the letters from Question #18.]

1st: ______  2nd: ______  3rd: ______

20. PARKS AND RECREATION FACILITIES AND EVENTS. On a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” please rate your satisfaction with each of the following City facilities and special events, if you have attended that facility or special event in the past year:

<table>
<thead>
<tr>
<th>How satisfied are you with:</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Didn’t Attend</th>
</tr>
</thead>
<tbody>
<tr>
<td>01. Pirates Bay Water Park</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>02. Calypso Cove Water Park</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>03. Neighborhood Spray Parks</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>04. Baytown Nature Center</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>05. Eddie V. Gray Wetlands Center</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>06. Goose Creek Trail</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>07. 3rd and 4th of July Concerts</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>08. 4th of July Fireworks</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>09. Grito Fest</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>10. Christmas Parade</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>11. Nurture Nature Fest</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>12. Daddy and Me Dance</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>13. Baytown Art Show</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>14. Town Square</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>15. Ice Skating at Town Square</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

21. Which FOUR of the Facilities and Events listed in Question #20 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 #20.]

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

22. Are you familiar with the location of the City’s Arts, Culture and Entertainment (ACE) District?  
   _____(1) Yes  _____(2) No
23. **LIBRARY SERVICES.**

<table>
<thead>
<tr>
<th>How satisfied are you with:</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall quality of available materials</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>2. Overall quality &amp; quantity of programs for children</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>3. Overall quality &amp; quantity of programs for teens</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>4. Overall quality &amp; quantity of programs for adults</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>5. Overall quality &amp; quantity of e-learning materials</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>6. Overall helpfulness of library staff</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>7. Overall size of the library</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

24. Which TWO of the Library services listed in Question #23 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 #23.]

1st: ____  2nd: ____

25. **COMMUNICATIONS.** Please rate your satisfaction on 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:

<table>
<thead>
<tr>
<th>How satisfied are you with:</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The availability of information about City programs and services</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>2. City efforts to keep you informed about local issues</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>3. The level of public involvement in city decision making</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>4. The level of public involvement in the City’s budget process</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>5. The quality of programming on the City’s cable television channel (BTV 16)</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>6. The quality of the City’s web page</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>7. The quality of the City’s citizen newsletter, The Bridge</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

26. Which of the following are your primary sources of information about City issues, services, and events? *(Check all that apply.)*

   ____ (1) The Bridge newsletter  ____ (5) Baytown Sun
   ____ (2) City cable channel (BTV 16)  ____ (6) Television news
   ____ (3) City website (www.baytown.org)  ____ (7) Other: _______________________
   ____ (4) Facebook, Twitter, or other social media

27. Which of the following do you currently use at home? *(Check all that apply.)*

   ____ (1) Facebook  ____ (4) Text Messaging  ____ (7) Comcast Cable Service
   ____ (2) YouTube  ____ (5) E-mail  ____ (8) Other: _______________________
   ____ (3) Twitter  ____ (6) Internet  ____ (9) None

28. Does your neighborhood have an established neighborhood association?  ____ (1) Yes  ____ (2) No

29. Does your neighborhood have a way to communicate with residents (i.e. social media, website, newsletter)?

   ____ (1) Yes  ____ (2) No

30. What type of retail store or service that the City does not currently have do you think Baytown needs most?

   ____________________________________________________________
31. Which of the following is the primary reason you go to other cities to shop or dine-out? *(Choose one.)*
   ____ (1) Lower prices in other cities  ____ (4) Just like to go to other places
   ____ (2) Better quality in other cities  ____ (5) Other: _________________________
   ____ (3) Better selection in other cities  ____ (6) I’m perfectly happy shopping/dining in Baytown

32. Which of the strategies listed below do you believe would have the greatest impact on beautifying Baytown? *(Rank the items below from 1-8, with 1 being MOST important to beautifying Baytown and 8 being LEAST important.)*
   ____ Burying above-ground power lines
   ____ Piping stormwater ditches
   ____ Installing additional landscaped medians
   ____ Fixing broken sidewalks, curbs and streets
   ____ Businesses and homeowners maintaining their property
   ____ Installing additional “Baytown” monument signs
   ____ Installing public art throughout the city
   ____ Implementing additional litter abatement activities

DEMographics

33. Which of the following best describes your race/ethnicity? *(Check all that apply.)*
   ____ (1) Asian/Pacific Islander  ____ (3) White  ____ (5) American Indian/Eskimo
   ____ (2) Black/African American  ____ (4) Hispanic  ____ (6) Other: ____________________

34. How many people in your household (counting yourself) are:
   Ages 35-54: ____  Ages 75+: ____

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

   35-2. *(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  ____ (3) Outside Texas
   ____ (2) Texas but outside of the metro Houston area

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

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

38. Your gender:  ____ (1) Male  ____ (2) Female

**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!