

**YOLANDA FORD**  
Mayor

**VASHAUNDRA EDWARDS**  
Councilmember at Large Position No. 1

**CHRIS PRESTON**  
Mayor Pro Tem  
Councilmember at Large Position No. 2



**CHERYL STERLING**  
Councilmember District A

**JEFFREY L. BONEY**  
Councilmember District B

**ANTHONY G. MAROULIS**  
Councilmember District C

**FLOYD EMERY**  
Councilmember District D

## **CITY COUNCIL SPECIAL MEETING AGENDA**

Notice is hereby given of a Special City Council Meeting to be held on **Monday, February 3, 2020, at 5:30 p.m.** at: **City Hall, Council Chamber, 2nd Floor**, 1522 Texas Parkway, Missouri City, Texas, 77489, for the purpose of considering the following agenda items. All agenda items are subject to action. The City Council reserves the right to meet in a closed session on any agenda item should the need arise and if applicable pursuant to authorization by Title 5, Chapter 551 of the Texas Government Code.

### **1. CALL TO ORDER**

### **2. DISCUSSION/POSSIBLE ACTION**

- (a) Legislative review presentation.
- (b) Discuss the quarterly investment report for the quarter ending on December 31, 2019.
- (c) Provide an update on the assessment of Lakeshore Harbour Section 5, PID 2.
- (d) Presentation of the proposed 2020 Citizen Survey.

### **3. CLOSED EXECUTIVE SESSION**

*The City Council may go into Executive Session regarding any item posted on the Agenda as authorized by Title 5, Chapter 551 of the Texas Government Code. Notice is hereby given that the City Council may go into Executive Session in accordance with the following provision of the Government Code:*

**Texas Government Code, Section 551.071** – Consultation with attorney to seek or receive legal advice regarding pending or contemplated litigation, a settlement offer, or on a matter in which the duty of the attorney to the City under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with the Texas Open Meetings Act: (i) Metro Contract; and (ii) Authority of the city manager pursuant to the City of Missouri City Charter regarding certain personnel matters.

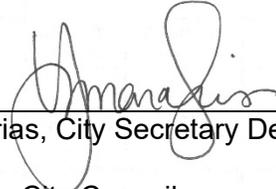
### **4. RECONVENE** into Special Session and consider action, if any, on items discussed in Executive Session.

### **5. ADJOURN**

**In compliance with the Americans with Disabilities Act, the City of Missouri City will provide for reasonable accommodations for persons attending City Council meetings. To better serve you, requests should be received 24 hours prior to the meetings. Please contact Maria Jackson, City Secretary, at 281.403.8686.**

## **CERTIFICATION**

I certify that a copy of the February 3, 2020, agenda of items to be considered by the City Council was posted on the City Hall bulletin board on January 30, 2020, at 4:00 p.m.



\_\_\_\_\_  
Yomara Frias, City Secretary Department

I certify that the attached notice and agenda of items to be considered by the City Council was removed by me from the City Hall bulletin board on the \_\_\_\_ day of \_\_\_\_\_, 2020.

Signed: \_\_\_\_\_

Title: \_\_\_\_\_



**CITY COUNCIL  
AGENDA ITEM COVER MEMO**

February 3, 2020

**To:** Mayor and City Council  
**Agenda Item:** 2(a) Legislative Update  
**Submitted by:** E. Joyce Iyamu, City Attorney

**SYNOPSIS**

On May 27, 2019, the regular session of the 86th Texas Legislature ended. Although the Texas Legislature has adjourned, the legislative process continues. Consultant Karen Kennard of Greenberg Traurig will provide the Council with a legislative update.

**BACKGROUND**

On November 25, 2019, Texas House of Representatives Speaker Dennis Bonnen released interim charges on various issues, including solid waste management and annexation. On October 30, 2019, Lieutenant Governor Dan Patrick released interim charges on various issues, including gang violence and unmanned aerial vehicles.

At least one member of the City Council of the City of Missouri City ("City") asked to receive additional information from the City's legislative consultant at the strategic planning special meeting of the City Council on Saturday, January 4, 2020. As such, the City's legislative consultant, Karen Kennard of the law firm Greenberg Traurig, was invited to provide the Council with a legislative update.

**BUDGET ANALYSIS**

Funds are not being requested at this time.

**SUPPORTING MATERIALS**

None.

**STAFF'S RECOMMENDATION**

Council action is not recommended at this time.

**Director Approval:** E. Joyce Iyamu, City Attorney



## CITY COUNCIL AGENDA ITEM COVER MEMO

February 03, 2020

**To:** Mayor and City Council  
**Agenda Item:** 2(b) Review and acceptance of the Quarterly Investment Report for the Quarter Ended on December 31, 2019  
**Submitted by:** Corrine Hudson, Treasury Manager

### SYNOPSIS

The City's investment policy states that a quarterly investment report shall be submitted and reviewed by the Finance and Services Committee. The report is a summary that provides an analysis of the status of the current investment portfolio and transactions made over the last quarter. The quarterly reports are to be presented to Council for review and acceptance.

### STRATEGIC PLAN 2019 GOALS ADDRESSED

- Maintain a financially sound City

### BACKGROUND

The quarterly investment report for the period ending December 31, 2019 is attached for your review. A few items to note about the December 2019 report is that the portfolio ended the quarter with a yield of 2.31% as compared to the prior quarter yield of 2.45%. The ending portfolio market balance is \$ 116.5 million as compared to the last quarter's ending balance of \$110.9 million. The increase in balance is due to payments of property tax receipts.

### BUDGET/FISCAL ANALYSIS

Investment activities are expected to yield an amount of interest equal to our projected amount.

**Purchasing Review:** N/A  
**Financial/Budget Review:** N/A

*Note:* Compliance with the conflict of interest questionnaire requirements, if applicable, and the interested party disclosure requirements (HB 1295) has been confirmed/is pending within 30-days of this Council action and prior to execution.

### SUPPORTING MATERIALS

1. Quarterly Investment Report for quarter ended on December 31, 2019.

### STAFF'S RECOMMENDATION

Staff recommends City Council accept the Quarterly Investment Report for the quarter ending December 31, 2019.

**Director Approval:** Fatima Uwakwe, Assistant Director of Financial Services  
**City Manager Approval:** Anthony J. Snipes, City Manager



## QUARTERLY INVESTMENT REPORT

**For the Quarter Ended  
December 31, 2019**

**Prepared by  
Valley View Consulting, L.L.C.**

The investment portfolio of Missouri City is in compliance with the Public Funds Investment Act and the Investment Policy and Strategies.

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Allena Portis  
Financial Services Director

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Bill Atkinson  
Assistant City Manager

**Disclaimer:** These reports were compiled using information provided by the City. No procedures were performed to test the accuracy or completeness of this information. The market values included in these reports were obtained by Valley View Consulting, L.L.C. from sources believed to be accurate and represent proprietary valuation. Due to market fluctuations these levels are not necessarily reflective of current liquidation values. Yield calculations are not determined using standard performance formulas, are not representative of total return yields and do not account for investment advisor fees.

## Summary

### Quarter End Results by Investment Category:

Asset Type	September 30, 2019		December 31, 2019		
	Book Value	Market Value	Book Value	Market Value	Ave. Yield
Demand Accounts	\$ 8,371,886	\$ 8,371,886	\$ 10,170,825	\$ 10,170,825	1.50%
Pools/MMA/NOW/MMF	30,370,485	30,370,485	41,418,531	41,418,531	1.82%
Securities/CDS	71,990,335	72,190,580	64,748,748	64,939,855	2.75%
<b>Totals</b>	<b>\$ 110,732,706</b>	<b>\$ 110,932,951</b>	<b>\$ 116,338,105</b>	<b>\$ 116,529,211</b>	

#### Quarter End Average Yield (1)

Total Portfolio	2.31%
Rolling Three Month Treasury	1.60%
Rolling Six Month Treasury	1.78%
TexPool	1.62%

#### Fiscal Year-to-Date Average Yield (2)

Total Portfolio	2.31%
Rolling Three Month Treasury	1.60%
Rolling Six Month Treasury	1.78%
TexPool	1.62%

#### Interest Earnings

Quarterly Interest Income	\$ 669,644	Approximate	Quarterly Bank Fees Offset	N/A
Year-to-date Interest Income	\$ 669,644	Approximate	Year-to-date Bank Fees Offset	N/A

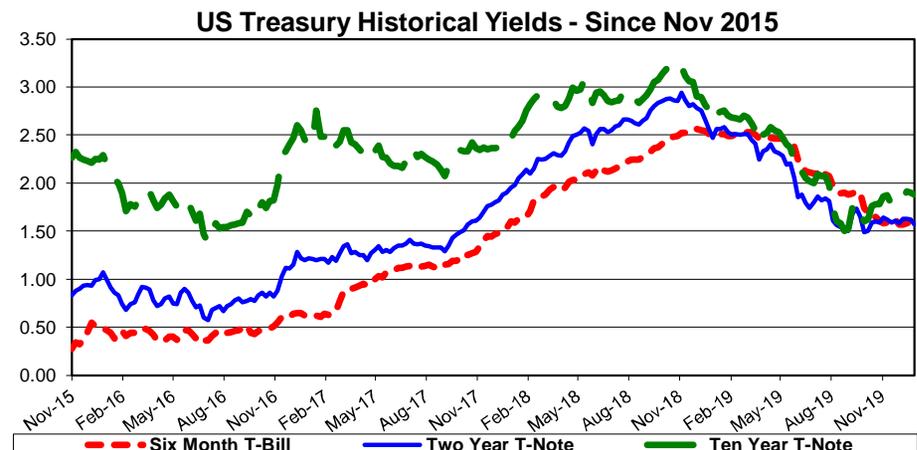
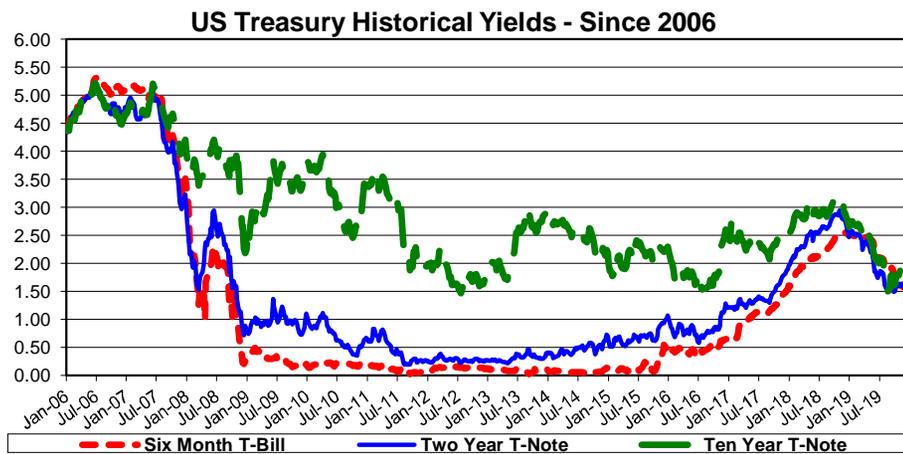
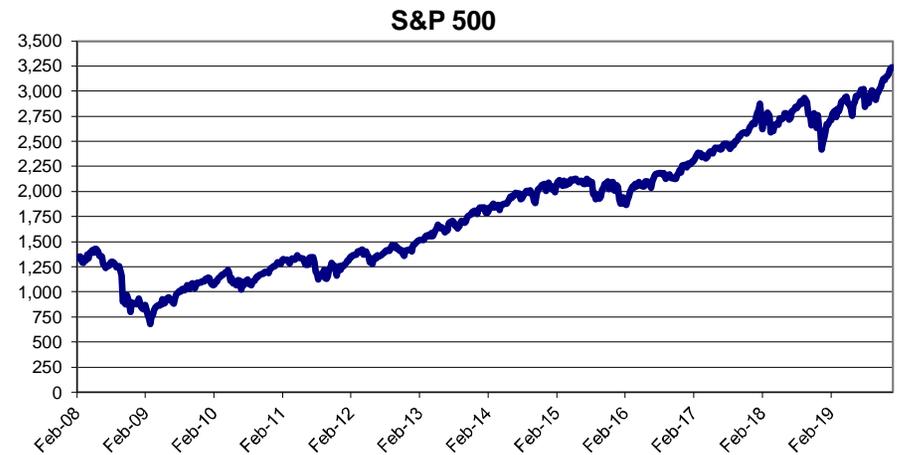
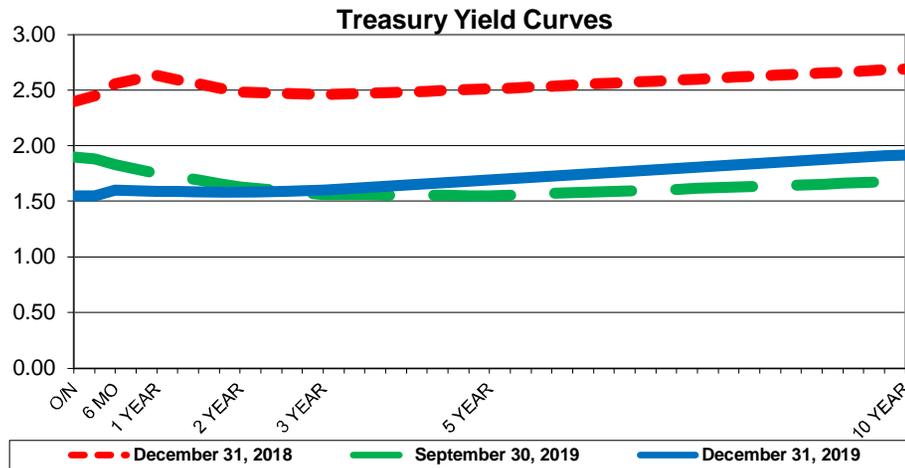
(1) **Current Quarter Average Yield** - based on adjusted book value, realized and unrealized gains/losses and investment advisory fees are not considered. The yield for the reporting month is used for bank, pool, and money market balances.

(2) **Fiscal Year-to-Date Average Yields** calculated using quarter end report yields.

## Economic Overview

12/31/2019

The Federal Open Market Committee (FOMC) held the Fed Funds target range at 1.50% - 1.75% (Effective Fed Funds are trading +/-1.55%). The Futures Market has reduced the probability of additional decreases until late summer/early fall 2020. Middle East turmoil had bumped crude oil over \$60, but it has retreated back below. December Non Farm Payroll rose 145,000 resulting in a three month moving average of 185,000. The Unemployed level remained at 3.5%. The Stock Markets remain at or near historic highs. Consumer spending has improved. Housing shows signs of growth. Overall economic activity remains positive, 3rd Quarter GDP was confirmed at 2.1%. The British are moving forward with Brexit. Several trade agreements are also progressing (China, North America, Japan). The Yield Curve shifted to slightly positive.



## Investment Holdings by Portfolio

December 31, 2019

	Ratings	Coupon/ Discount	Maturity Date	Settlement Date	Face Amount/ Par Value	Book Value	Market Price	Market Value	Life	Yield
<b>Pooled Funds Portfolio</b>										
Wells Fargo Bank Cash		1.50%	01/01/20	12/31/19	\$ 10,170,825	\$ 10,170,825	1.00	\$ 10,170,825	1	1.50%
NexBank MMA		1.82%	01/01/20	12/31/19	5,224,289	5,224,289	1.00	5,224,289	1	1.82%
Wells Fargo Bank MMF	AAAm	0.00%	01/01/20	12/31/19	159,075	159,075	1.00	159,075	1	0.00%
Texas CLASS	AAAm	1.88%	01/01/20	12/31/19	16,215,047	16,215,047	1.00	16,215,047	1	1.88%
TexPool	AAAm	1.62%	01/01/20	12/31/19	3,968,547	3,968,547	1.00	3,968,547	1	1.62%
LOGIC	AAAm	1.82%	01/01/20	12/31/19	15,851,573	15,851,573	1.00	15,851,573	1	1.82%
East West Bank CD		2.71%	02/03/20	02/13/19	5,668,917	5,668,917	100.00	5,668,917	34	2.74%
LegacyTexas Bank CD		2.82%	02/03/20	06/01/18	3,129,587	3,129,587	100.00	3,129,587	34	2.85%
East West Bank CD		2.91%	03/02/20	11/21/18	1,807,570	1,807,570	100.00	1,807,570	62	2.94%
East West Bank CD		2.63%	04/02/20	03/19/19	5,104,839	5,104,839	100.00	5,104,839	93	2.66%
East West Bank CD		2.72%	05/04/20	02/08/19	840,227	840,227	100.00	840,227	125	2.75%
LegacyTexas Bank CD		2.95%	06/01/20	12/03/18	5,149,511	5,149,511	100.00	5,149,511	153	2.99%
East West Bank CD		2.96%	06/01/20	11/21/18	1,550,207	1,550,207	100.00	1,550,207	153	2.99%
LegacyTexas Bank CD		2.38%	06/04/20	06/09/19	5,059,960	5,059,960	100.00	5,059,960	156	2.41%
LegacyTexas Bank CD		2.97%	07/01/20	12/03/18	5,149,702	5,149,702	100.00	5,149,702	183	3.01%
East West Bank CD		2.73%	08/03/20	02/08/19	368,913	368,913	100.00	368,913	216	2.76%
LegacyTexas Bank CD		2.65%	09/02/20	03/20/19	5,100,719	5,100,719	100.00	5,100,719	246	2.68%
Cleveland Tax Revenue Muni	A1/AA+	2.30%	10/01/20	04/09/15	1,610,000	1,610,000	99.88	1,607,988	275	2.30%
LegacyTexas Bank CD		2.38%	10/06/20	06/06/19	5,059,960	5,059,960	100.00	5,059,960	280	2.41%
Port of Corpus Christi Muni	Aa3/A+	2.61%	12/01/20	05/27/15	635,000	636,584	100.46	637,896	336	2.32%
LegacyTexas Bank CD		2.66%	12/02/20	03/20/19	5,101,103	5,101,103	100.00	5,101,103	337	2.69%
LegacyTexas Bank CD		2.38%	03/01/21	06/06/19	5,059,960	5,059,960	100.00	5,059,960	426	2.41%
Veritex Bank CD		1.87%	06/04/21	07/02/19	5,023,567	5,023,567	100.00	5,023,567	521	1.89%
<b>Pooled Funds Portfolio - Sub Total</b>					<b>\$ 113,009,099</b>	<b>\$ 113,010,684</b>		<b>\$ 113,009,983</b>	<b>121</b>	<b>2.22%</b>
									<b>Days</b>	

## Investment Holdings by Portfolio

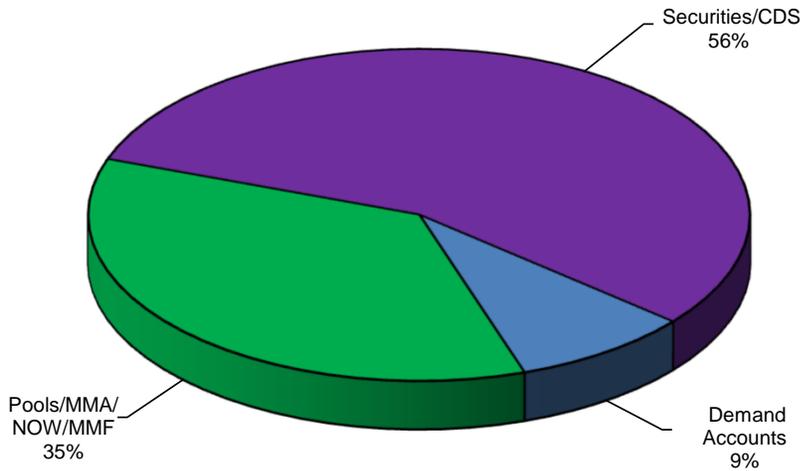
December 31, 2019

	Ratings	Coupon/ Discount	Maturity Date	Settlement Date	Face Amount/ Par Value	Book Value	Market Price	Market Value	Life	Yield
<b>Mortgage Portfolio</b>										
FNMA MBS 4X6	Aaa/AA+	6.00%	12/01/20	09/20/10	786	791	99.94	785	336	5.10%
FHLMC MBS G92	Aaa/AA+	6.00%	06/01/22	10/18/10	583,147	596,489	102.70	598,912	883	4.77%
GNMA MBS MY1	Aaa/AA+	6.00%	07/15/22	04/16/09	173,667	175,913	102.27	177,600	927	5.29%
FNMA MBS MT7	Aaa/AA+	6.00%	06/01/36	06/13/11	376,279	399,321	114.67	431,483	5,997	5.33%
FNMA MBS SS5	Aaa/AA+	6.00%	12/01/36	06/13/11	796,234	859,704	114.65	912,916	6,180	5.15%
FNMA MBS GP3	Aaa/AA+	6.00%	03/01/37	06/13/11	956,497	1,033,116	114.67	1,096,801	6,270	5.14%
FHLMC MBS WA4	Aaa/AA+	6.00%	02/01/38	03/12/12	262,086	262,086	114.74	300,730	6,607	5.19%
<b>Mortgage Portfolio - Sub Total</b>					<b>\$ 3,148,697</b>	<b>\$ 3,327,421</b>		<b>\$ 3,519,228</b>	<b>14</b>	<b>5.11%</b>
									Years	
<b>Total Portfolio</b>					<b>\$ 116,157,797</b>	<b>\$ 116,338,105</b>		<b>\$ 116,529,211</b>	<b>261</b>	<b>2.31%</b>
									0.7 (Years)	
									(1)	(2)

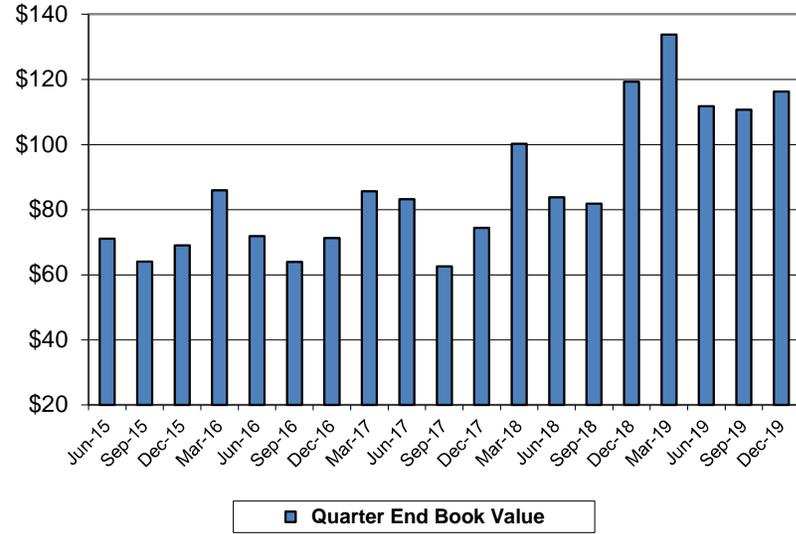
(1) **Weighted average life** - For purposes of calculating weighted average life, bank accounts, pools and money market funds are assumed to have an one day maturity. MBS securities adjusted for minimum anticipated principal amortization.

(2) **Weighted average yield to maturity** - The weighted average yield to maturity is based on adjusted book value, realized and unrealized gains/losses and investment advisory fees are not considered. The yield for the reporting month is used for bank accounts, pools, and money market funds.

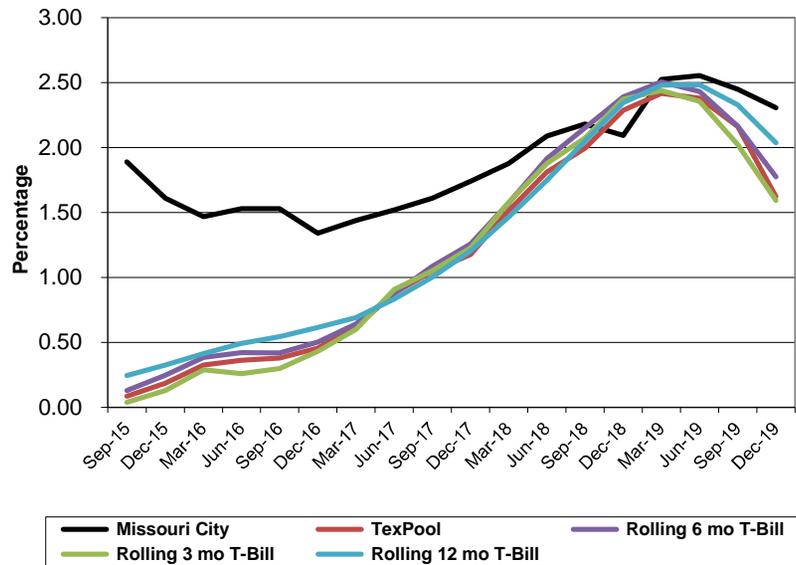
**Portfolio Composition**



**Total Portfolio (Millions)**



**Total Portfolio Performance**



## Book Value Comparison

Description	Coupon/ Discount	Maturity Date	September 30, 2019		Purchases/ Adjustments	Sales/Adjust/ Call/Maturity	December 31, 2019	
			Face Amount/ Par Value	Book Value			Face Amount/ Par Value	Book Value
Wells Fargo Bank Cash	1.50%	01/01/20	\$ 8,371,886	\$ 8,371,886	\$ 1,798,939	\$ –	\$ 10,170,825	\$ 10,170,825
Wells Fargo Bank MMF	0.00%	01/01/20	61,023	61,023	98,052		159,075	159,075
NexBank MMA	1.82%	01/01/20	5,199,258	5,199,258	25,031		5,224,289	5,224,289
Texas CLASS	1.88%	01/01/20	10,404,099	10,404,099	5,810,948		16,215,047	16,215,047
TexPool	1.62%	01/01/20	3,951,215	3,951,215	17,333		3,968,547	3,968,547
LOGIC	1.82%	01/01/20	10,754,890	10,754,890	5,096,683		15,851,573	15,851,573
WV HSG Muni	3.22%	11/01/19	1,000,000	1,001,220		(1,001,220)	–	–
East West Bank CD	2.68%	11/04/19	2,492,091	2,492,091		(2,492,091)	–	–
LegacyTexas Bank CD	2.75%	12/02/19	2,069,981	2,069,981		(2,069,981)	–	–
East West Bank CD	2.86%	12/02/19	1,793,589	1,793,589		(1,793,589)	–	–
East West Bank CD	2.71%	02/03/20	5,630,328	5,630,328	38,589		5,668,917	5,668,917
LegacyTexas Bank CD	2.82%	02/03/20	3,107,687	3,107,687	21,900		3,129,587	3,129,587
East West Bank CD	2.91%	03/02/20	1,794,361	1,794,361	13,209		1,807,570	1,807,570
East West Bank CD	2.63%	04/02/20	5,071,112	5,071,112	33,727		5,104,839	5,104,839
East West Bank CD	2.72%	05/04/20	834,486	834,486	5,741		840,227	840,227
LegacyTexas Bank CD	2.95%	06/01/20	5,111,822	5,111,822	37,689		5,149,511	5,149,511
East West Bank CD	2.96%	06/01/20	1,538,685	1,538,685	11,522		1,550,207	1,550,207
LegacyTexas Bank CD	2.38%	06/04/20	5,030,055	5,030,055	29,906		5,059,960	5,059,960
LegacyTexas Bank CD	2.97%	07/01/20	5,111,758	5,111,758	37,944		5,149,702	5,149,702
East West Bank CD	2.73%	08/03/20	366,383	366,383	2,530		368,913	368,913
LegacyTexas Bank CD	2.65%	09/02/20	5,067,167	5,067,167	33,552		5,100,719	5,100,719
Cleveland Tax Revenue Muni	2.30%	10/01/20	1,610,000	1,610,000			1,610,000	1,610,000
LegacyTexas Bank CD	2.38%	10/06/20	5,030,055	5,030,055	29,906		5,059,960	5,059,960
FNMA MBS 4X6	6.00%	12/01/20	2,342	2,362		(1,571)	786	791
Port of Corpus Christi Muni	2.61%	12/01/20	635,000	637,021		(437)	635,000	636,584
LegacyTexas Bank CD	2.66%	12/02/20	5,067,422	5,067,422	33,680		5,101,103	5,101,103
LegacyTexas Bank CD	2.38%	03/01/21	5,030,055	5,030,055	29,906		5,059,960	5,059,960
Veritex Bank CD	1.87%	06/04/21	5,000,000	5,000,000	23,567		5,023,567	5,023,567
FHLMC MBS G92	6.00%	06/01/22	682,909	700,167		(103,678)	583,147	596,489
GNMA MBS MY1	6.00%	07/15/22	208,943	211,915		(36,002)	173,667	175,913
FNMA MBS MT7	6.00%	06/01/36	392,136	416,519		(17,198)	376,279	399,321
FNMA MBS SS5	6.00%	12/01/36	829,363	896,461		(36,758)	796,234	859,704
FNMA MBS GP3	6.00%	03/01/37	1,012,221	1,094,497		(61,381)	956,497	1,033,116
FHLMC MBS WA4	6.00%	02/01/38	273,137	273,137		(11,051)	262,086	262,086
<b>TOTAL</b>			<b>\$ 110,535,458</b>	<b>\$ 110,732,706</b>	<b>\$ 13,230,353</b>	<b>\$ (7,624,955)</b>	<b>\$ 116,157,797</b>	<b>\$ 116,338,105</b>

## Market Value Comparison

Description	Maturity Date	September 30, 2019			Qtr to Qtr Change	December 31, 2019		
		Face Amount/ Par Value	Market Price	Market Value		Face Amount/ Par Value	Market Price	Market Value
Wells Fargo Bank Cash	01/01/20	\$ 8,371,886	1.00	\$ 8,371,886	\$ 1,798,939	\$ 10,170,825	1.00	\$ 10,170,825
Wells Fargo Bank MMF	01/01/20	61,023	1.00	61,023	98,052	159,075	1.00	159,075
NexBank MMA	01/01/20	5,199,258	1.00	5,199,258	25,031	5,224,289	1.00	5,224,289
Texas CLASS	01/01/20	10,404,099	1.00	10,404,099	5,810,948	16,215,047	1.00	16,215,047
TexPool	01/01/20	3,951,215	1.00	3,951,215	17,333	3,968,547	1.00	3,968,547
LOGIC	01/01/20	10,754,890	1.00	10,754,890	5,096,683	15,851,573	1.00	15,851,573
WV HSG Muni	11/01/19	1,000,000	100.10	1,000,990	(1,000,990)	—	—	—
East West Bank CD	11/04/19	2,492,091	100.00	2,492,091	(2,492,091)	—	—	—
LegacyTexas Bank CD	12/02/19	2,069,981	100.00	2,069,981	(2,069,981)	—	—	—
East West Bank CD	12/02/19	1,793,589	100.00	1,793,589	(1,793,589)	—	—	—
East West Bank CD	02/03/20	5,630,328	100.00	5,630,328	38,589	5,668,917	100.00	5,668,917
LegacyTexas Bank CD	02/03/20	3,107,687	100.00	3,107,687	21,900	3,129,587	100.00	3,129,587
East West Bank CD	03/02/20	1,794,361	100.00	1,794,361	13,209	1,807,570	100.00	1,807,570
East West Bank CD	04/02/20	5,071,112	100.00	5,071,112	33,727	5,104,839	100.00	5,104,839
East West Bank CD	05/04/20	834,486	100.00	834,486	5,741	840,227	100.00	840,227
LegacyTexas Bank CD	06/01/20	5,111,822	100.00	5,111,822	37,689	5,149,511	100.00	5,149,511
East West Bank CD	06/01/20	1,538,685	100.00	1,538,685	11,522	1,550,207	100.00	1,550,207
LegacyTexas Bank CD	06/04/20	5,030,055	100.00	5,030,055	29,906	5,059,960	100.00	5,059,960
LegacyTexas Bank CD	07/01/20	5,111,758	100.00	5,111,758	37,944	5,149,702	100.00	5,149,702
East West Bank CD	08/03/20	366,383	100.00	366,383	2,530	368,913	100.00	368,913
LegacyTexas Bank CD	09/02/20	5,067,167	100.00	5,067,167	33,552	5,100,719	100.00	5,100,719
Cleveland Tax Revenue Muni	10/01/20	1,610,000	99.68	1,604,816	3,172	1,610,000	99.88	1,607,988
LegacyTexas Bank CD	10/06/20	5,030,055	100.00	5,030,055	29,906	5,059,960	100.00	5,059,960
FNMA MBS 4X6	12/01/20	2,342	100.48	2,353	(1,568)	786	99.94	785
Port of Corpus Christi Muni	12/01/20	635,000	100.41	637,623	273	635,000	100.46	637,896
LegacyTexas Bank CD	12/02/20	5,067,422	100.00	5,067,422	33,680	5,101,103	100.00	5,101,103
LegacyTexas Bank CD	03/01/21	5,030,055	100.00	5,030,055	29,906	5,059,960	100.00	5,059,960
Veritex Bank CD	06/04/21	5,000,000	100.00	5,000,000	23,567	5,023,567	100.00	5,023,567
FHLMC MBS G92	06/01/22	682,909	102.92	702,860	(103,948)	583,147	102.70	598,912
GNMA MBS MY1	07/15/22	208,943	102.31	213,765	(36,164)	173,667	102.27	177,600
FNMA MBS MT7	06/01/36	392,136	115.09	451,319	(19,837)	376,279	114.67	431,483
FNMA MBS SS5	12/01/36	829,363	115.06	954,249	(41,333)	796,234	114.65	912,916
FNMA MBS GP3	03/01/37	1,012,221	115.09	1,165,001	(68,200)	956,497	114.67	1,096,801
FHLMC MBS WA4	02/01/38	273,137	113.70	310,568	(9,838)	262,086	114.74	300,730
<b>TOTAL</b>		<b>\$110,535,458</b>		<b>\$ 110,932,951</b>	<b>\$ 5,596,260</b>	<b>\$ 116,157,797</b>		<b>\$ 116,529,211</b>

**Allocation - Book Value**  
**December 31, 2019**

Description	Maturity Date	Investment Total	Pooled Funds	Mortgage Portfolio	2018 GO Bonds	2018B COs
Wells Fargo Bank Cash		\$ 10,170,825	\$ 10,170,825	\$ -	\$ -	\$ -
Wells Fargo Bank MMF		159,075	159,075	-	-	-
NexBank MMA		5,224,289	5,224,289	-	-	-
Texas CLASS		16,215,047	16,215,047	-	-	-
TexPool		3,968,547	3,968,547	-	-	-
LOGIC		15,851,573	5,232,840	-	3,479,705	7,139,027
East West Bank CD	02/03/20	5,668,917	-	-	-	5,668,917
LegacyTexas Bank CD	02/03/20	3,129,587	3,129,587	-	-	-
East West Bank CD	03/02/20	1,807,570	-	-	1,807,570	-
East West Bank CD	04/02/20	5,104,839	5,104,839	-	-	-
East West Bank CD	05/04/20	840,227	-	-	-	840,227
LegacyTexas Bank CD	06/01/20	5,149,511	5,149,511	-	-	-
East West Bank CD	06/01/20	1,550,207	-	-	1,550,207	-
LegacyTexas Bank CD	06/04/20	5,059,960	5,059,960	-	-	-
LegacyTexas Bank CD	07/01/20	5,149,702	5,149,702	-	-	-
East West Bank CD	08/03/20	368,913	-	-	-	368,913
LegacyTexas Bank CD	09/02/20	5,100,719	5,100,719	-	-	-
Cleveland Tax Revenue Muni	10/01/20	1,610,000	1,610,000	-	-	-
LegacyTexas Bank CD	10/06/20	5,059,960	5,059,960	-	-	-
FNMA MBS 4X6	12/01/20	791	-	791	-	-
Port of Corpus Christi Muni	12/01/20	636,584	636,584	-	-	-
LegacyTexas Bank CD	12/02/20	5,101,103	5,101,103	-	-	-
LegacyTexas Bank CD	03/01/21	5,059,960	5,059,960	-	-	-
Veritex Bank CD	06/04/21	5,023,567	5,023,567	-	-	-
FHLMC MBS G92	06/01/22	596,489	-	596,489	-	-
GNMA MBS MY1	07/15/22	175,913	-	175,913	-	-
FNMA MBS MT7	06/01/36	399,321	-	399,321	-	-
FNMA MBS SS5	12/01/36	859,704	-	859,704	-	-
FNMA MBS GP3	03/01/37	1,033,116	-	1,033,116	-	-
FHLMC MBS WA4	02/01/38	262,086	-	262,086	-	-
<b>Totals</b>		<b>\$ 116,338,105</b>	<b>\$ 92,156,118</b>	<b>\$ 3,327,421</b>	<b>\$ 6,837,482</b>	<b>\$ 14,017,084</b>

## Allocation - Market Value

December 31, 2019

Description	Maturity Date	Investment Total	Pooled Funds	Mortgage Portfolio	2018 GO Bonds	2018B COs
Wells Fargo Bank MMF		\$ 10,170,825	\$ 10,170,825	\$ -	\$ -	\$ -
Wells Fargo Bank MMF		159,075	159,075	-	-	-
NexBank MMA		5,224,289	5,224,289	-	-	-
Texas CLASS		16,215,047	16,215,047	-	-	-
TexPool		3,968,547	3,968,547	-	-	-
LOGIC		15,851,573	5,232,840	-	3,479,705	7,139,027
East West Bank CD	02/03/20	5,668,917	-	-	-	5,668,917
LegacyTexas Bank CD	02/03/20	3,129,587	3,129,587	-	-	-
East West Bank CD	03/02/20	1,807,570	-	-	1,807,570	-
East West Bank CD	04/02/20	5,104,839	5,104,839	-	-	-
East West Bank CD	05/04/20	840,227	-	-	-	840,227
LegacyTexas Bank CD	06/01/20	5,149,511	5,149,511	-	-	-
East West Bank CD	06/01/20	1,550,207	-	-	1,550,207	-
LegacyTexas Bank CD	06/04/20	5,059,960	5,059,960	-	-	-
LegacyTexas Bank CD	07/01/20	5,149,702	5,149,702	-	-	-
East West Bank CD	08/03/20	368,913	-	-	-	368,913
LegacyTexas Bank CD	09/02/20	5,100,719	5,100,719	-	-	-
Cleveland Tax Revenue Muni	10/01/20	1,607,988	1,607,988	-	-	-
LegacyTexas Bank CD	10/06/20	5,059,960	5,059,960	-	-	-
FNMA MBS 4X6	12/01/20	785	-	785	-	-
Port of Corpus Christi Muni	12/01/20	637,896	637,896	-	-	-
LegacyTexas Bank CD	12/02/20	5,101,103	5,101,103	-	-	-
LegacyTexas Bank CD	03/01/21	5,059,960	5,059,960	-	-	-
Veritex Bank CD	06/04/21	5,023,567	5,023,567	-	-	-
FHLMC MBS G92	06/01/22	598,912	-	598,912	-	-
GNMA MBS MY1	07/15/22	177,600	-	177,600	-	-
FNMA MBS MT7	06/01/36	431,483	-	431,483	-	-
FNMA MBS SS5	12/01/36	912,916	-	912,916	-	-
FNMA MBS GP3	03/01/37	1,096,801	-	1,096,801	-	-
FHLMC MBS WA4	02/01/38	300,730	-	300,730	-	-
<b>Totals</b>		<b>\$ 116,529,211</b>	<b>\$ 92,155,416</b>	<b>\$ 3,519,228</b>	<b>\$ 6,837,482</b>	<b>\$ 14,017,084</b>

**Allocation - Book Value  
September 30, 2019**

<b>Description</b>	<b>Maturity Date</b>	<b>Investment Total</b>	<b>Pooled Funds</b>	<b>Mortgage Portfolio</b>	<b>2018 GO Bonds</b>	<b>2018B COs</b>
Wells Fargo Bank Cash		\$ 8,371,886	\$ 8,371,886	\$ -	\$ -	\$ -
Wells Fargo Bank MMF		61,023	61,023	-	-	-
NexBank MMA		5,199,258	5,199,258	-	-	-
Texas CLASS		10,404,099	10,404,099	-	-	-
TexPool		3,951,215	3,951,215	-	-	-
LOGIC		10,754,890	997,161	-	3,463,036	6,294,693
WV HSG Muni	11/01/19	1,001,220	1,001,220	-	-	-
East West Bank CD	11/04/19	2,492,091	-	-	-	2,492,091
LegacyTexas Bank CD	12/02/19	2,069,981	2,069,981	-	-	-
East West Bank CD	12/02/19	1,793,589	-	-	1,793,589	-
East West Bank CD	02/03/20	5,630,328	-	-	-	5,630,328
LegacyTexas Bank CD	02/03/20	3,107,687	3,107,687	-	-	-
East West Bank CD	03/02/20	1,794,361	-	-	1,794,361	-
East West Bank CD	04/02/20	5,071,112	5,071,112	-	-	-
East West Bank CD	05/04/20	834,486	-	-	-	834,486
LegacyTexas Bank CD	06/01/20	5,111,822	5,111,822	-	-	-
East West Bank CD	06/01/20	1,538,685	-	-	1,538,685	-
LegacyTexas Bank CD	06/04/20	5,030,055	5,030,055	-	-	-
LegacyTexas Bank CD	07/01/20	5,111,758	5,111,758	-	-	-
East West Bank CD	08/03/20	366,383	-	-	-	366,383
LegacyTexas Bank CD	09/02/20	5,067,167	5,067,167	-	-	-
Cleveland Tax Revenue Muni	10/01/20	1,610,000	1,610,000	-	-	-
LegacyTexas Bank CD	10/06/20	5,030,055	5,030,055	-	-	-
FNMA MBS 4X6	12/01/20	2,362	-	2,362	-	-
Port of Corpus Christi Muni	12/01/20	637,021	637,021	-	-	-
LegacyTexas Bank CD	12/02/20	5,067,422	5,067,422	-	-	-
LegacyTexas Bank CD	03/01/21	5,030,055	5,030,055	-	-	-
Veritex Bank CD	06/04/21	5,000,000	5,000,000	-	-	-
FHLMC MBS G92	06/01/22	700,167	-	700,167	-	-
GNMA MBS MY1	07/15/22	211,915	-	211,915	-	-
FNMA MBS MT7	06/01/36	416,519	-	416,519	-	-
FNMA MBS SS5	12/01/36	896,461	-	896,461	-	-
FNMA MBS GP3	03/01/37	1,094,497	-	1,094,497	-	-
FHLMC MBS WA4	02/01/38	273,137	-	273,137	-	-
<b>Totals</b>		<b>\$ 110,732,706</b>	<b>\$ 82,929,996</b>	<b>\$ 3,595,059</b>	<b>\$ 8,589,670</b>	<b>\$ 15,617,981</b>

**Allocation - Market Value**  
**September 30, 2019**

Description	Maturity Date	Investment Total	Pooled Funds	Mortgage Portfolio	2018 GO Bonds	2018B COs
Wells Fargo Bank MMF		\$ 8,371,886	\$ 8,371,886	\$ -	\$ -	\$ -
Wells Fargo Bank MMF		61,023	61,023	-	-	-
NexBank MMA		5,199,258	5,199,258	-	-	-
Texas CLASS		10,404,099	10,404,099	-	-	-
TexPool		3,951,215	3,951,215	-	-	-
LOGIC		10,754,890	997,161	-	3,463,036	6,294,693
WV HSG Muni	11/01/19	1,000,990	1,000,990	-	-	-
East West Bank CD	11/04/19	2,492,091	-	-	-	2,492,090.53
LegacyTexas Bank CD	12/02/19	2,069,981	2,069,981	-	-	-
East West Bank CD	12/02/19	1,793,589	-	-	1,793,589	-
East West Bank CD	02/03/20	5,630,328	-	-	-	5,630,327.72
LegacyTexas Bank CD	02/03/20	3,107,687	3,107,687	-	-	-
East West Bank CD	03/02/20	1,794,361	-	-	1,794,361	-
East West Bank CD	04/02/20	5,071,112	5,071,112	-	-	-
East West Bank CD	05/04/20	834,486	-	-	-	834,486.03
LegacyTexas Bank CD	06/01/20	5,111,822	5,111,822	-	-	-
East West Bank CD	06/01/20	1,538,685	-	-	1,538,685	-
LegacyTexas Bank CD	06/04/20	5,030,055	5,030,055	-	-	-
LegacyTexas Bank CD	07/01/20	5,111,758	5,111,758	-	-	-
East West Bank CD	08/03/20	366,383	-	-	-	366,383.31
LegacyTexas Bank CD	09/02/20	5,067,167	5,067,167	-	-	-
Cleveland Tax Revenue Muni	10/01/20	1,604,816	1,604,816	-	-	-
LegacyTexas Bank CD	10/06/20	5,030,055	5,030,055	-	-	-
FNMA MBS 4X6	12/01/20	2,353	-	2,353	-	-
Port of Corpus Christi Muni	12/01/20	637,623	637,623	-	-	-
LegacyTexas Bank CD	12/02/20	5,067,422	5,067,422	-	-	-
LegacyTexas Bank CD	03/01/21	5,030,055	5,030,055	-	-	-
Veritex Bank CD	06/04/21	5,000,000	5,000,000	-	-	-
FHLMC MBS G92	06/01/22	702,860	-	702,860	-	-
GNMA MBS MY1	07/15/22	213,765	-	213,765	-	-
FNMA MBS MT7	06/01/36	451,319	-	451,319	-	-
FNMA MBS SS5	12/01/36	954,249	-	954,249	-	-
FNMA MBS GP3	03/01/37	1,165,001	-	1,165,001	-	-
FHLMC MBS WA4	02/01/38	310,568	-	310,568	-	-
<b>Totals</b>		<b>\$ 110,932,951</b>	<b>\$ 82,925,183</b>	<b>\$ 3,800,117</b>	<b>\$ 8,589,670</b>	<b>\$ 15,617,981</b>



## CITY COUNCIL AGENDA ITEM COVER MEMO

February 3, 2020

**To:** Mayor and City Council  
**Agenda Item:** 2(c) Update of Lakeshore Harbour Section 5, PID No. 2 Assessment Plan  
**Submitted by:** Allena J. Portis, Director of Financial Services

### SYNOPSIS

The purpose of this update is to provide City Council with an overview of the Community Meeting that was held on January 15, 2020 with the property owners of Lakeshore Harbour Subdivision regarding the PID No. 2, City's Public Improvement Districts.

### STRATEGIC PLAN 2019 GOALS ADDRESSED

- Create a great place to live
- Maintain a financially sound City

### BACKGROUND

A public hearing was held for PID No. 2 assessments on November 18, 2019. The updated service and assessment plans were also presented to City Council for approval on November 18, 2019 and no action was taken.

Under Chapter 372 of the Texas Local Government Code (The Code), a Public Improvement District (PID) may be established within the city limits or the extraterritorial jurisdiction of a municipality for the reimbursement of expenses associated with improvement projects in the District. PID No. 2 was created in 2001 to finance improvements in the Lake Shore Harbour subdivision.

#### **Assessments**

As required by the code, the cost of the improvements for each section are apportioned based on the special benefits accruing to the property because of the improvement. The cost of the improvement may be assessed equally per square foot or front foot, according to value or in any other manner that results in imposing equal shares of the cost on property similarly benefitted. After the total costs are determined, the assessment roll is prepared, and after proper notice, adopted by the City Council. The code allows the assessment to be paid in installments with interest. Property owners are able to pay off their PID assessment at any time.

PID No. 2's assessment is a 30-year assessment with payments due annually. The cost of the improvements are allocated equally among the lots in each section. In Section 5, only 53 of 80 lots are being assessed. An assessment roll with the remaining 27 lots was presented to City Council for approval on November 18, 2019; no action was taken.



# Lake Shore Harbour Sec. 5 PID No. 2

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Lake Shore Harbour

**F**requently **A**sked **Q**uestions

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Most questions are derived from the January 15, 2020  
Community Meeting at the Lake Shore Harbour  
Community Center,  
3205 Turtle Beach Ln., Missouri City Texas at  
6:30 PM

**City officials, agents, and staff in attendance:**

Jeffrey L. Boney, Council Member - District B  
Anthony Maroulis, Council Member - District C  
Floyd Emery, Council Member - District D  
Abdi Yassin, Senior VP of Municap, Inc., PID Consultant  
Allena Portis, Director of Financial Services  
Anthony Snipes, City Manager  
Joseph N. Quintal, Assist. City Attorney, PID Coordinator  
E. Joyce Iyamu, City Attorney  
Otis T. Spriggs, Director of Development Services  
Kelly Matte, Community Relations Coordinator



# Public Improvement District (PID) FAQs

January 15, 2020 Community Meeting Presentation Recap

## A Public Improvement District (PID) defined:

Like municipal utility districts (better known as MUD's), a public improvement district (PID) is another form of a special purpose district. PIDs are provided for by Texas Local Government Code, Chapter 372. Chapter 372 authorizes the financing of certain public infrastructure within the PID.

A PID is created and defined by a specific geographic area. Once an area is designated as a PID, that geographic area does not change. The purpose for defining that geographic area is to identify the specific boundary of property that may benefit from the PID.

### 1. What is the purpose of creating a Public Improvement District (PID)?

*The purpose of creating a PID is to undertake an improvement project that confers a special benefit on a definable geographic area.*

### 2. How is the creation of a PID different from other types of special improvement districts such as a Municipal Utility District (MUD)?

*A MUD is created by the legislature or by the Texas Commission on Environmental Quality (TCEQ). A public improvement district may be created by a city after the city receives a petition from a majority of the owners of the property contained within the PID. The party that is responsible for running the PID is the City Council, whereas in a MUD, an independently elected board runs the district.*

### 3. What is the definition of a public improvement?

*A public improvement under the PID law includes, but is not limited to, lighting, sidewalks, streets, water and wastewater facilities, and parks. The authorized public improvements for LSH include paving, water lines, storm sewer, and sanitary sewer lines. LSH's improvements in Section 5 have already been constructed.*

### 4. What are the key benefits of creating a Public Improvement District?

*In accordance with Texas Local Government Code Chapter 372, the key benefit of creating a PID is to provide a specific benefit to the properties within the district. A property owner in a PID can only be asked to pay for the debt that funded the improvements that specifically benefit the property owner's property. When a property owner receives the assessment amount, this represents the property owner's share of the benefits from the public improvement.*

## **5. Does a PID assessment have a term or time limitation?**

*Yes. The date the PID assessment is set, the portion of the benefit that each property owner is paying is calculated, a dollar amount is assigned to it, and the property owner is held to the obligation of the total (\$18,282.15 per lot), and he or she has the option to pay that off over a thirty (30) year period, on day one when the assessment payments begin, or at any time thereafter.*

## **6. How are public improvement costs verified?**

*In the LSH agreement to reimburse the developer, the agreement provides that the cost of public improvements must be verified by a certified public accountant prior to reimbursement.*

## **7. When was Public Improvement District No. 2 (PID No. 2) originally created?**

*PID No. 2 was created in 2001 to provide a mechanism to finance public improvements for the Lake Shore Harbour subdivision, including storm sewer, water lines, sanitary sewers, paving and public landscaping. The cost of these public improvements are to be paid solely through assessment of property owners within the PID.*

## **8. What are the boundaries for PID No. 2, the Lake Shore Harbour (LSH) portion, and how many subdivision sections are included?**

*Lake Shore Harbour covers eight (8) subdivision sections; however most of Lake Shore Harbour Sections 6 & 7 are actually within a MUD. Only six (6) lots in Section 6 are included in PID No. 2.*

### **8a. How many lots are in each section of Lake Shore Harbour PID No. 2, and what are the annual assessment amounts per lot?**

*The table below shows the annual assessment total per lot, per section, total number of lots per section and the first year that assessment payments were initiated for Lake Shore Harbour PID No. 2. Section 8 is the last section under construction and certificates of occupancy are pending. Note that the payments begin the next tax year after which a building certificate of occupancy (C.O.) is issued for the affected properties.*



## 9. Which properties within PID No. 2, Lake Shore Harbour, Section 5 are not currently paying the PID assessment in accordance with the approved assessment plan?

There are 27 properties that are not paying into PID No. 2, that are located within Lake Shore Harbour Section 5. Currently, 53 properties within Section 5 have been assessed and have started making payments. Due to an error on the assessment roll and assessment ordinance for this section, the noted 27 properties were not included in the original assessment ordinance.



## 10. To date, what payments have been reimbursed to the developer for Lake Shore Harbour (LSH) Subdivision under the PID No. 2 Assessment Plan?

The City has reimbursed the developer \$9,688,674.78, with a remaining balance of \$246,278 to be paid. The City issued a total of \$ 7,375,000 in total debt to finance the reimbursement.

## 11. What are the next steps as it relates to PID 2, Lake Shore Harbour, Section 5 and the pending 27 properties that need to be assessed?

A public hearing has occurred in which no action was taken by council. Another public hearing for the 27 properties in Section 5 may be scheduled in February 2020, and Council will be presented a new ordinance adding the 27 properties to the Section 5 assessment roll (to be marked as "New" Assessment: \$18,282.15 per lot, with annual installments of \$1,400.00 - 30 years with interest). This will be consistent with Council's approved assessment plan, which is also scheduled to be updated.

**12. During the Lake Shore Harbour community meeting, why were questions only allowed related to Section 5, when PID No. 2 covers all of the subdivision sections?**

The agenda for the community meeting scheduled for January 15, 2020, was duly posted to discuss PID No. 2, Lake Shore Harbour Section 5 only. Further, the purpose of the meeting was to address questions and concerns regarding the 27 properties in Section 5 that were not included on the initial Section 5 assessment ordinance.

**13. According to City records, the developer has been paid back approximately \$9.7 million; a little over \$200,000 is the balance owed for developing the public infrastructure. What is the other money going to?**

*The City paid the developer by issuing 30-year debt, which has a schedule. The City issued bonds (i.e. a loan) to reimburse the developer. The debt is paid over a 30-year period with interest (i.e. similar to a mortgage payment). Debt payments are made using the assessments.*

**14. Work was completed on the improvements and inspection of work was performed, what is the warranty?**

*Streets and public improvements such as sidewalks are constructed in compliance in accordance with the adopted City Infrastructure Design Manual. They are inspected and placed within a 1-year maintenance period prior to acceptance under city's ownership and maintenance.*

**15. Is a property owner able to claim a tax deduction on a PID?**

*This determination should be referred to the homeowner's tax professional.*

**16. Are the lakes within Lake Shore Harbour a part of the PID assessment?**

*The lakes and open space areas are private amenities subject to the homeowner's association. Such amenities are not covered under the PID.*

*The PID assessments cover only infrastructure projects that are a part of the PID Assessment Plan (i.e paving, waterlines, sanitary sewer lines, storm drainage lines, etc.).*

**17. What is the City's plan moving forward to aide in the disclosure and proper reporting of PID assessments on properties?**

*The City has formed an oversight committee\*\* that will review each PID assessment plan, map the properties and data collection in the GIS Mapping program, review the repayment schedule for each lot on an annual basis, and report to the Fort Bend County Tax Assessor each fall. This will ensure that the previous error of not assessing the 27 properties will not occur in the future.*

*The responsibility of disclosing a property's location within a PID to a buyer is typically the responsibility of the seller (this is governed by a separate property code). The City is not a party*

to, nor in control of that disclosure during a property sales transaction. The City's responsibility arises for the public hearing notification process for assessments.

Property owners should consider reviewing their property's taxing entities on the Fort Bend Central Appraisal District website ([www.fbcad.org](http://www.fbcad.org)). All taxing entities are listed there. For the 27 property owners, they will see the listing of PID No. 2, but will see that \$0 dollars is being assessed to date.

*\*\*PID Oversight Committee comprises of staff members from Development Services, Legal Services, Financial Services, Public Works & Geographical Information Systems, and Administration.*

**18. How does a property owner gain access to documents or agreements between the City and the developer on the public improvement district (PID)?**

Open records requests can be requested online ([www.missouricitytx.gov](http://www.missouricitytx.gov)) through the City's Secretary's office.

*\*Note that all current and recent City Council agendas and supportive documents for Council action and consideration are placed on the City's website for a period of at least two years.*

**19. If the 27 properties within LSH Section 5 that have not been assessed for the past three years, are assessed in 2020, will the property owners have to pay the assessments for the last three years upon the 2020 assessment?**

No. The thirty (30) year time-clock will start after the assessment. The annual \$1,400.00 payment will be due on January 31, 2021. The other 53 properties of Section 5 will have begun their 30-year time clock three (3) years in advance.

*If passed by City Council, the assessment on the 27 properties will be reported late fall of 2020 to the Fort Bend County Tax assessors along with any annual PID assessments due on the tax rolls. Tax bills to be paid in the following year are then mailed to the property owners. Owners may prepay the total balance at any time after the assessment is levied.*

**20. It was observed that the notice of the public hearing did not include details on the total number of properties to be assessed; it only gave the total costs of the improvements at \$1,462,572.00. Why?** *State law requires that the notice shall state the total costs of the improvements, contemplated to be levied into an assessment, and not further detail. The breakdown is explained and discussed during the public hearing.*

**21. What if a LSH property owner were to sell his or her home prior to the 30 year assessment period end date?** *The assessment runs with the property and is not tied to the homeowner. Moreover, the home sale is a private arrangement in regards to disclosure and terms.*

Note: A copy of the meeting presentation was sent to the HOA representatives to be later distributed to the Lake Shore Harbor residents as requested.

PUBLIC IMPROVEMENT DISTRICT 2  
Community Meeting  
January 15, 2020



# Public Improvement Districts

- **Local Government Code 372 authorizes the creation of Public Improvement Districts**
- **A PID is a defined area that is created by City Council action to provide improvements by levying and collecting assessments on property to fund public improvements**
- **Created by the City to fund public improvements**
- **Benefitted properties assessed annually to repay debt used to fund infrastructure**
- **Expires once all debts are paid off**



# PID Creation Process

- **Acceptance of Petition by Landowner**
- **Call Public Hearing by Resolution**
- **Approval by Ordinance**
  - **Creation**
  - **Services and Assessment Plan**
    - Indicates Public Improvements – water, sewer, drainage, etc.
    - Details Assessment Process and Levy
  - **PID Debt Issuance**
  - **Annual Operating Budget**
  - **Annual Assessment Collection**



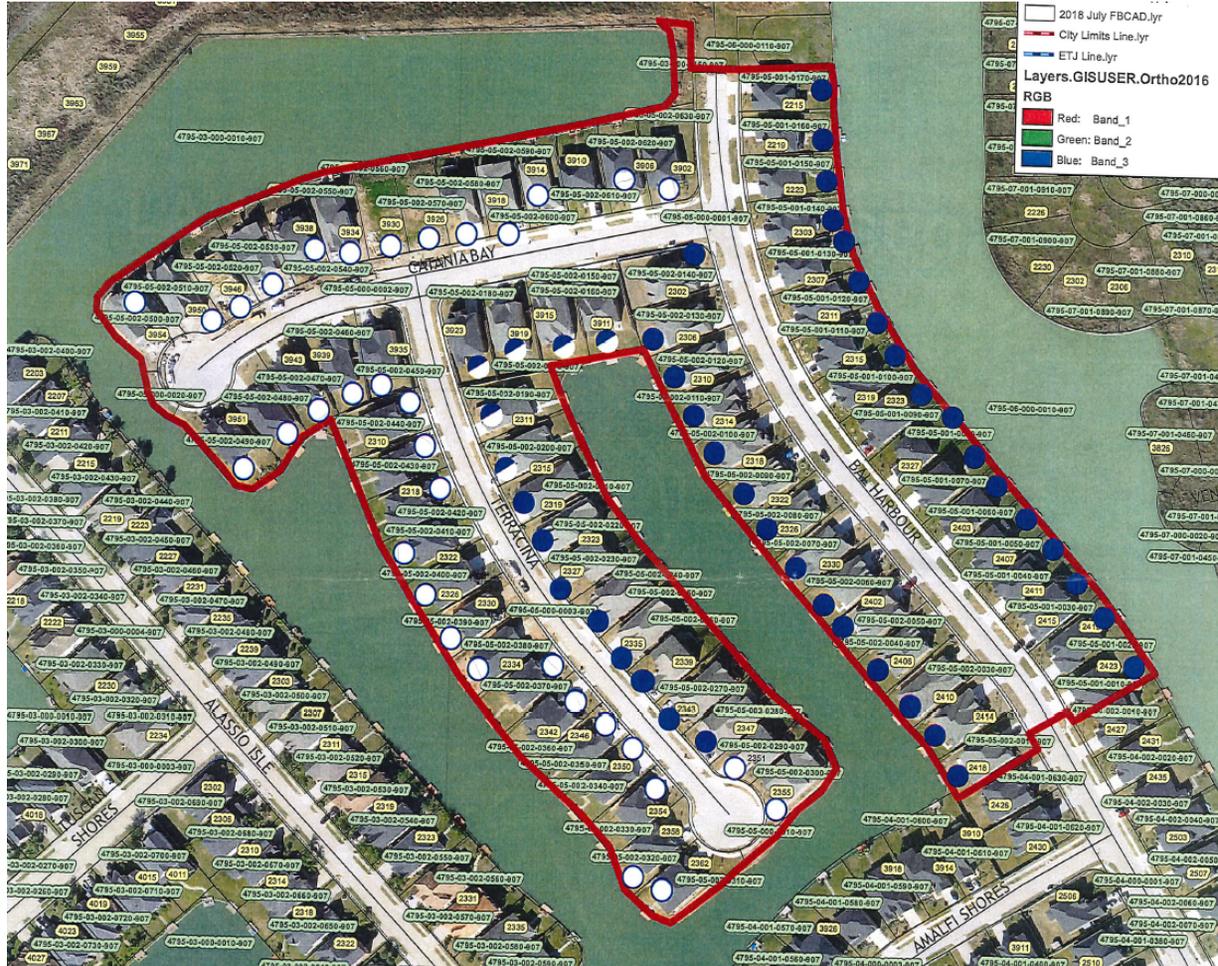
# Public Improvement District No. 2

**PID No. 2 was created in 2001 to provide a mechanism to finance public improvements necessary for the Lakeshore Harbour subdivision including storm sewer, water lines, sanitary sewers, paving and public landscaping. The cost of these public improvements are to be paid solely through assessment of property owners within the PID (R-01-37)**





# PID No. 2 – Lakeshore Harbour



# Public Improvement District No. 2

- **Developer paid \$9,688,674.78 with remaining balance of \$246,278 to be paid**
- **\$ 7,375,000 total debt (CO) issued to finance public improvements**
  - **Certificate of Obligation 2010 A - \$6,235,000**
  - **Certificate of Obligation 2018 B - \$1,140,000**
- **Assessed equally per lot**



# Public Improvement District No. 2

## 2019-2020 Assessments & Tax Year of First Payment

621 units

O-04-17 (1), O-06-22 (2), O-07-32 (3), O-12-15 (4), O-13-30 (5),  
O-15-65 (6), O-18-28 (8)

- Section 1 – 148 units - \$1,148.53 annual assessment/2005
- Section 2 – 86 units - \$1,148.53 annual assessment/2006
- Section 3 – 172 units - \$1,328.93 annual assessment/2008
- Section 4 – 91 units - \$1,400.00 annual assessment/2013
- Section 5\* – 80 units - \$1,400.00 annual assessment/2016
- Section 6 – 6 units - \$781.24 annual assessment/2017
- Section 8 – 38 units - \$2,884.63 annual assessment/(Future CO)

*\*Note: Section 5 – 53 of 80 to be assessed 2019 Tax Year*



# PID No. 2 – Section 5

- **Assessment Roll**

- **Section 5 Original Assessment Roll - September 3, 2013**

- 53 of 80 lots assessed
    - Equal per lot
    - Error – 27 lots not included on the assessment roll

- **Total Cost of Improvements: \$1,462,572**

- **Outstanding Debt**

- **Developer owed: \$246,278**
  - **Certificate of Obligation 2018**
    - Amount Issued: \$1,140,000
    - Proceeds used to pay developer
    - Debt service ends 6/15/2038



# Future Steps

- **Public Hearing for Section 5 – 27 properties**
- **Ordinance for Section 5 assessment roll to include the 27 properties**
  - **27 Properties Added to Roll – marked as “New”**
  - **Assessment: \$18,282.15 per lot**
  - **Annual Installments: \$1,400.00 - 30 years with interest**
  - **Consistent with Council approved Assessment Plan**
- **Adoption of the Service and Assessment Plan Update**





## CITY COUNCIL AGENDA ITEM COVER MEMO

February 3, 2020

**To:** Mayor and City Council  
**Agenda Item:** 2(d) Presentation on Community Survey for 2020  
**Submitted by:** Bill Atkinson, Assistant City Manager

### SYNOPSIS

The City contracted again for 2020 with ETC Institute to conduct a city-wide citizen survey on city services and programs. ETC Institute has conducted over more than 900 cities in 49 states since 2008 with conducting and utilizing citizen surveys to make better decisions. Their surveys allow for cities, such as Missouri City, to benchmark against other cities related to citizen satisfaction with services and programs. They have conducted previous citizen surveys for the City of Missouri City for 2016 and 2018.

### STRATEGIC PLAN 2019 GOALS ADDRESSED

- Create a great place to live
- Maintain a financially sound City
- Grow business investments in Missouri City
- Develop a high performing City team
- Have quality development through buildout

### BACKGROUND

In the next few weeks, a six-page survey will be mailed to a random sample of households throughout the Missouri City. The mailed survey will include a postage paid return envelope and a cover letter. The cover letter will explain the purpose of the survey, encourage residents to return their surveys in the mail, and provide a link to an online survey for those that prefer to fill out the survey online. If residents do not return the survey by mail or complete it online, they will be given the option of completing it by phone. The goal is to receive at least 400 completed surveys from across the city. This goal is set in order to gain a 95% level of confidence or better. To get a statistically valid representation across the city and to understand how well services are being delivered in different areas of the city, ETC geocodes the home address of respondents and is then able to later report on the distribution of respondents throughout the city.

This information will continue to assist the City in improving existing programs and services, and just as important, it will provide valuable information as it relates to the City's Strategic Plan and the initiatives to be addressed. To assist you, I have attached the 2018 survey and the presentation of the findings presented in 2018. This same survey will be used again in order to track this year's feedback to 2018 and 2016 feedback in order to see any trends. Additionally, the feedback will be utilized to help improve existing programs and services as well determine what services citizens may see as needed. Finally, this will be a tool to assist in long-range planning as well as how best to invest city revenues.

One item we have worked with ETC to incorporate is a question regarding your recent work on the 2019 Priorities with Patrick Ibarra. To that end, we have discussed with ETC Institute how an additional question can be developed to get feedback from residents with regard to the six (6) priorities set this year. They will develop a question asking residents to rank the priorities in order of importance to them. This way council can see how well priorities align with citizens. Additionally, we are suggesting an open ended question seeking any priorities that were not listed.

- Beautification
- Economic Development
- Employees
- Fire Department
- Infrastructure
- Partnerships

This item is to discuss with you and get your feedback before the survey goes out to the public in the next few weeks. Once the survey is sent out, residents will have time to answer the surveys and then results of the survey will be presented at a meeting 6 to 8 weeks by ETC Institute at a city council meeting.

### **SUPPORTING MATERIALS**

1. 2018 ETC Institute Survey Instrument
2. 2018 ETC Institute Survey Presentation
3. 2018 ETC Institute Survey Report

### **STAFF'S RECOMMENDATION**

Review the survey instrument and advise of process moving forward.

**Assistant City Manager/  
City Manager Approval:**

**Bill Atkinson, Assistant City Manager**

## Section 5: Survey Instrument

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## 2018 Missouri City Community Survey

Please take a few minutes to complete this resident satisfaction survey. Your input is an important part of the city's on-going effort to involve citizens in long-range planning and decisions.

1. **Perception of The City.** Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor", please rate Missouri City with regard to each of the following.

How would you rate your city...	Excellent	Good	Neutral	Below Average	Poor	Don't Know
1. As a place to live	5	4	3	2	1	9
2. As a place to raise children	5	4	3	2	1	9
3. As a place to work	5	4	3	2	1	9
4. As a place to retire	5	4	3	2	1	9
5. As a place to visit	5	4	3	2	1	9
6. As a city moving in the right direction	5	4	3	2	1	9
7. As a place you are proud to call home	5	4	3	2	1	9

2. **Please rate each of the following major categories of services provided by Missouri City using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Quality of police and fire services	5	4	3	2	1	9
02. Overall efforts by city government in your area to ensure the community is prepared for emergencies	5	4	3	2	1	9
03. Overall maintenance of city streets, sidewalks and infrastructure	5	4	3	2	1	9
04. Overall effectiveness of communication by city government in your area	5	4	3	2	1	9
05. Overall flow of traffic and congestion management on streets in the City of Missouri City	5	4	3	2	1	9
06. Overall quality of trash and yard waste services	5	4	3	2	1	9
07. Overall quality of parks and recreation programs and facilities	5	4	3	2	1	9
08. Overall quality of customer service provided by city government in the City of Missouri City	5	4	3	2	1	9
09. Enforcement of local codes and ordinances	5	4	3	2	1	9
10. Emergency preparedness	5	4	3	2	1	9

3. **From the list of items in Question 2, which THREE 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 2, or circle "NONE".]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

4. Please rate each of the following items that may influence your perception of the community using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall value that you receive for your city tax dollars and fees	5	4	3	2	1	9
2. Reputation of your community	5	4	3	2	1	9
3. Quality of city government services	5	4	3	2	1	9
4. Quality of life in your community	5	4	3	2	1	9
5. How well your community is planning growth	5	4	3	2	1	9
6. Appearance of your community	5	4	3	2	1	9
7. Leadership of elected officials	5	4	3	2	1	9
8. Leadership of City Manager	5	4	3	2	1	9

- 5a. **Police Services.** Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of city police protection	5	4	3	2	1	9
02. Visibility of police in neighborhoods	5	4	3	2	1	9
03. Visibility of police in commercial and retail areas	5	4	3	2	1	9
04. How quickly police respond to emergencies	5	4	3	2	1	9
05. Efforts by city government to prevent crime	5	4	3	2	1	9
06. Enforcement of city traffic laws	5	4	3	2	1	9
07. Police safety awareness education programs	5	4	3	2	1	9
08. 9-1-1 Service provided by operators	5	4	3	2	1	9

- 5b. **Fire Services/EMS.** Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
09. Overall quality of fire services	5	4	3	2	1	9
10. How quickly fire services personnel respond	5	4	3	2	1	9
11. Fire education programs in your community	5	4	3	2	1	9
12. Fire inspection programs in your community	5	4	3	2	1	9

6. From the list of items in Questions 5a-b, which **THREE** of the major categories of Public Safety 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 Questions 5a-b, or circle "NONE".]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

7. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. Walking in your neighborhood during the day	5	4	3	2	1	9
2. Walking in your neighborhood after dark	5	4	3	2	1	9
3. Walking on city trails/in city parks	5	4	3	2	1	9
4. Overall feeling of safety in my community	5	4	3	2	1	9

8. **Parks and Recreation.** Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Maintenance of city parks	5	4	3	2	1	9
02. Quality of facilities at city parks (e.g. picnic shelters, playgrounds)	5	4	3	2	1	9
03. Number of parks	5	4	3	2	1	9
04. Maintenance and appearance of City community centers	5	4	3	2	1	9
05. Availability of meeting space in your community	5	4	3	2	1	9
06. Number of walking/biking trails	5	4	3	2	1	9
07. Quality of outdoor athletic fields	5	4	3	2	1	9
08. Youth athletic programs in your area	5	4	3	2	1	9
09. Adult athletic programs in your area	5	4	3	2	1	9
10. Senior citizen programs	5	4	3	2	1	9
11. Ease of registering for city programs	5	4	3	2	1	9

9. From the list of items in Question 8, which **THREE** of the major categories of Parks and Recreation 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 8, or circle "NONE".]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

10. **Public Works Services.** Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Condition of major streets in Missouri City	5	4	3	2	1	9
02. Condition of streets in your neighborhood	5	4	3	2	1	9
03. Condition of sidewalks in your neighborhood	5	4	3	2	1	9
04. Condition of street drainage/water drainage	5	4	3	2	1	9
05. Condition of street signs and traffic signals	5	4	3	2	1	9
06. Adequacy of street lighting in Missouri City	5	4	3	2	1	9
07. Mowing/tree trimming along streets and other public areas	5	4	3	2	1	9
08. Cleanliness of streets and other public areas	5	4	3	2	1	9
09. Overall quality of animal control services	5	4	3	2	1	9
10. Animal services pet adoption and rescue efforts	5	4	3	2	1	9
11. Animal services enforcement of animal codes	5	4	3	2	1	9

11. From the list of items in Question 10, which **THREE** of the major categories of Public Works 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 10, or circle "NONE".]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

12. **Trash Services.** Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Residential trash collection services	5	4	3	2	1	9
2. Curbside recycling services	5	4	3	2	1	9
3. Yardwaste collection services	5	4	3	2	1	9
4. Bulky item pick-up/removal services (e.g. old furniture, appliances)	5	4	3	2	1	9

**13. Code Enforcement. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Enforcing the clean-up of junk and debris on private property in your community	5	4	3	2	1	9
2. Enforcing the mowing and cutting of weeds and grass on private property	5	4	3	2	1	9
3. Enforcing the exterior maintenance of residential property	5	4	3	2	1	9
4. Enforcing the exterior maintenance of commercial/business property	5	4	3	2	1	9
5. Enforcing sign regulations	5	4	3	2	1	9
6. Enforcement of yard parking regulations in your neighborhood	5	4	3	2	1	9
7. City efforts to remove abandoned or inoperative vehicles	5	4	3	2	1	9
8. SeeClickFix to report code violations in the community or neighborhood	5	4	3	2	1	9

**14. From the list of items in Question 13, which THREE of the major categories of Code Enforcement 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 13, or circle "NONE".]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

**15. Public Information Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Availability of information about city governmental services and activities	5	4	3	2	1	9
2. Timeliness of information provided by your city government	5	4	3	2	1	9
3. Efforts by city government to keep you informed about local issues	5	4	3	2	1	9
4. The quality of your city cable television channel	5	4	3	2	1	9
5. The quality of the city website	5	4	3	2	1	9
6. The level of public involvement in local decisions	5	4	3	2	1	9
7. Quality of social media outlets (e.g. Facebook, Twitter, Instagram, YouTube)	5	4	3	2	1	9

**16. From which of the following sources do you currently get information about the City of Missouri City? [Check all that apply.]**

- \_\_\_\_(01) Local newspapers
- \_\_\_\_(02) City website (*MissouriCityTX.gov*)
- \_\_\_\_(03) Radio
- \_\_\_\_(04) TV news channels
- \_\_\_\_(05) City Facebook Page
- \_\_\_\_(06) Twitter
- \_\_\_\_(07) YouTube
- \_\_\_\_(08) MCTV (public access)
- \_\_\_\_(09) R.A.I.D.s Police alerts
- \_\_\_\_(10) Your HOA
- \_\_\_\_(11) SeeClickFix
- \_\_\_\_(12) Print brochures, flyers
- \_\_\_\_(13) Leadership Luncheon

**17. Have you called your city government with a question, problem, or complaint during the past year?**

\_\_\_\_(1) Yes [Answer Q17a.]      \_\_\_\_ (2) No [Skip to Q18.]

**17a. Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your satisfaction with the government employees you have contacted with regard to the following.**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. How easy they were to contact	5	4	3	2	1	9
2. Courteousness of staff	5	4	3	2	1	9
3. The accuracy of the information and assistance given	5	4	3	2	1	9
4. How quickly city staff responded to your request	5	4	3	2	1	9
5. How well your issue was handled	5	4	3	2	1	9

**18. Reasons to Live in Missouri City. Several reasons for deciding where to live are listed below. Using a scale of 1 to 4, with 4 being "Very Important" and 1 being "Not Important", please rate how important each reason is to your decision to live in Missouri City.**

Reasons for deciding to live in Missouri City	Very Important	Somewhat Important	Not Sure	Not Important
01. Small town feel	4	3	2	1
02. Quality of public schools	4	3	2	1
03. Employment opportunities	4	3	2	1
04. Types of housing	4	3	2	1
05. Affordability of housing	4	3	2	1
06. Access to quality shopping	4	3	2	1
07. Availability of parks and recreation opportunities	4	3	2	1
08. Near family or friends	4	3	2	1
09. Safety and security	4	3	2	1
10. Availability of transportation options	4	3	2	1
11. Availability of cultural activities and the arts	4	3	2	1
12. Access to restaurants and entertainment	4	3	2	1
13. Availability of retail shopping choices	4	3	2	1

**19. What are the MOST SIGNIFICANT issues facing Missouri City in the next 5 years?**

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**20. What would you consider Missouri City's greatest assets?**

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**21. What is your number one desire for Missouri City?**

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**22. From the services listed below, please indicate which THREE you consider the MOST IMPORTANT. [Write in your answers using the list below, or circle "NONE".]**

1. Fire and life safety personnel, programs and activities
2. Law enforcement personnel, programs and activities
3. Public infrastructure programs including streets and sidewalks
4. Public infrastructure including streetscape, landscaping and beautification
5. Parks and Recreation development or programs
6. Animal Services adoption, rescue and animal codes enforcement
7. Disaster management response
8. Flood control

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

**23. Do you have any additional comments you would like to share?**

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**DEMOGRAPHICS**

**24. Approximately how many years have you lived in Missouri City?** \_\_\_\_ years

**25. What is your age?** \_\_\_\_ years

**26. Do you own or rent your current residence?** \_\_\_\_ (1) Own \_\_\_\_ (2) Rent

**27. Are you or other members of your household of Hispanic or Latino ancestry?**

\_\_\_\_ (1) Yes \_\_\_\_ (2) No

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

- \_\_\_\_ (1) African American/Black                      \_\_\_\_ (4) Asian  
 \_\_\_\_ (2) American Indian/Alaskan Native              \_\_\_\_ (5) Other: \_\_\_\_\_  
 \_\_\_\_ (3) White/Caucasian

**29. Would you say your total household income is...**

- \_\_\_\_ (1) Under \$30,000                      \_\_\_\_ (3) \$60,000 to \$99,999                      \_\_\_\_ (9) Prefer not to respond  
 \_\_\_\_ (2) \$30,000 to \$59,999                      \_\_\_\_ (4) \$100,000 or more

**30. Your gender:** \_\_\_\_ (1) Male \_\_\_\_ (2) Female

**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 and will be used to help guide City improvements, allowing us to serve you better. The information to the right will ONLY be used to help identify the level of satisfaction with City services in your area. Thank you!

# **2018 Community Survey**

## **City of Missouri City, Texas**

Presented by



July 2018

### **ETC Institute**

## **A National Leader in Market Research for Local Governmental Organizations**

...helping City and County governments gather and use survey data to enhance  
organizational performance for more than 30 years



**More than 2,150,000 Persons Surveyed Since 2008  
for more than 900 communities in 49 States**

## **Agenda**

- **Purpose and Methodology**
- **Bottom Line Upfront**
- **Major Findings**
- **Summary**
- **Questions**

3

## **Purpose**

- **To objectively assess satisfaction among residents with the delivery of City services**
- **To help determine priorities for the community**
- **To measure trends from previous survey**
- **To compare the City's performance with other cities regionally and nationally**

4

# Methodology

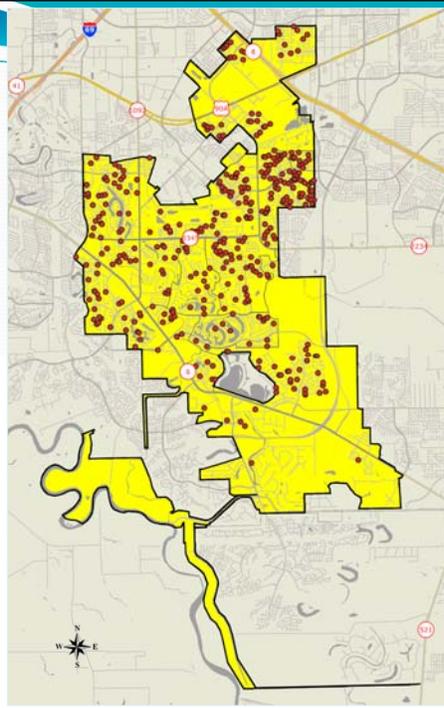
- **Survey Description**
  - ❑ six-page survey; includes many of the same questions asked on previous survey
  - ❑ 2<sup>nd</sup> community survey administered for the City
- **Method of Administration**
  - ❑ by mail, online and phone to random sample of City residents
  - ❑ each survey took approximately 15-20 minutes to complete
- **Sample size:**
  - ❑ 413 surveys completed
  - ❑ demographics of survey respondents accurately reflects the actual population of the City
- **Confidence level:** 95%
- **Margin of error:** +/- 4.8% overall

5

## Location of Survey Respondents

### Missouri City 2018 Community Survey

Good Representation throughout the City



6

## Bottom Line Up Front

- **Residents Have a Positive Perception of the City**
  - ❑ 86% rated the City as an excellent or good place to live; only 2% gave a rating of below average or poor
  - ❑ 80% rated the City as an excellent or good place to raise children; only 4% gave a rating of below average or poor
- **Satisfaction with City Services Is Much Higher in Missouri City Than in Other Communities**
  - ❑ Missouri City rated above the Texas Average in 62 of 78 areas, and above the U.S. Average in 55 of 78 areas
  - ❑ Satisfaction with the Overall Quality of City Services rated 14% above the Texas Average and 12% above the U.S. Average
- **Top Overall Priorities:**
  - ❑ Flow of Traffic and Congestion Management
  - ❑ Maintenance of City Streets, Sidewalks, Infrastructure
  - ❑ Police and Fire Services

7

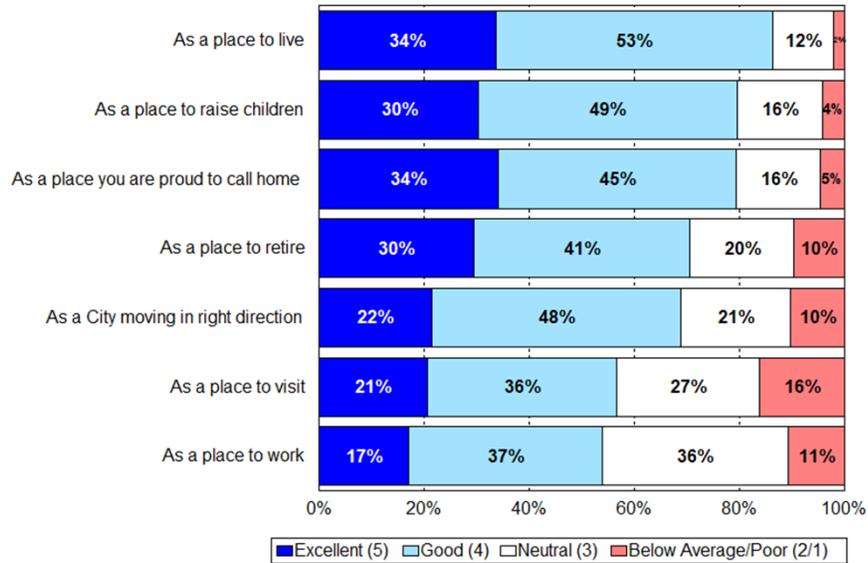
## Major Finding #1

Residents Have a Positive Perception of the City

8

### Q1. Ratings of Missouri City

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")

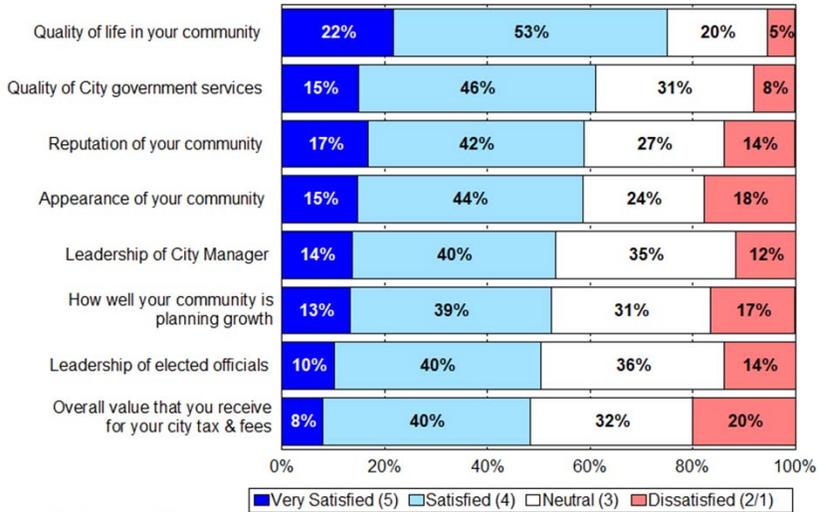


Source: ETC Institute (2018)

**Most Residents Feel the City Is an Excellent or Good Place to Live and Raise Children**

### Q4. Satisfaction with Items That Influence Perceptions of the City

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")

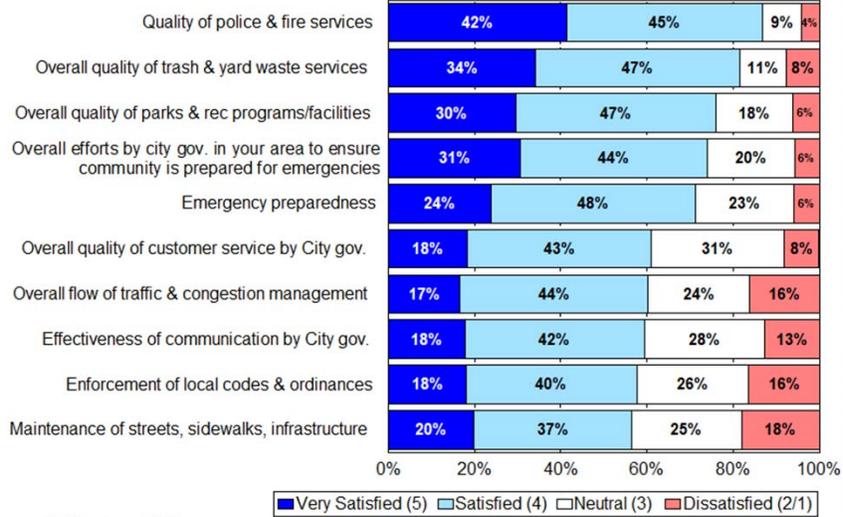


Source: ETC Institute (2018)

**Nearly an 8-1 Ratio of Residents Who Are Satisfied vs. Dissatisfied (61% vs. 8%) with the Overall Quality of Services Provided by the City**

## Q2. Overall Satisfaction with City Services by Major Category

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")

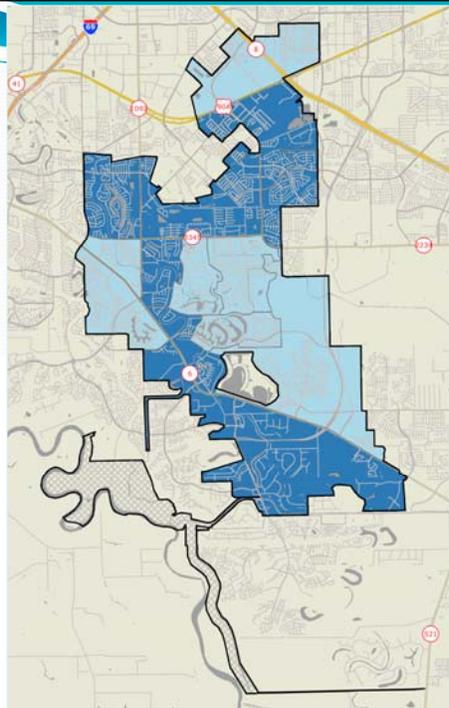
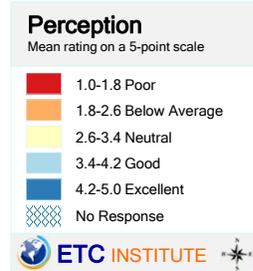


**Less Than 20% of Residents Were Dissatisfied with Any of the Major Categories of City Services**

11

## Rating the City as a Place to Live

**All areas are in BLUE, indicating that residents in ALL areas feel the City is an excellent or good place to live**



12

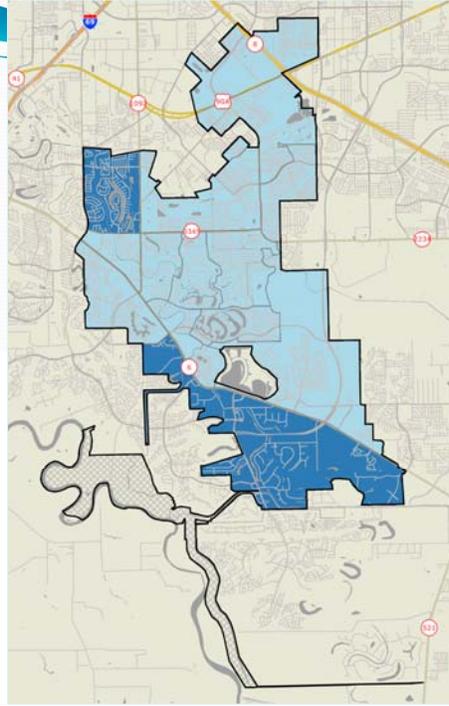
## Rating the City as a Place to Raise Children

All areas are in BLUE, indicating that residents in ALL areas feel the City is an excellent or good place to live

### Perception

Mean rating on a 5-point scale

	1.0-1.8 Poor
	1.8-2.6 Below Average
	2.6-3.4 Neutral
	3.4-4.2 Good
	4.2-5.0 Excellent
	No Response

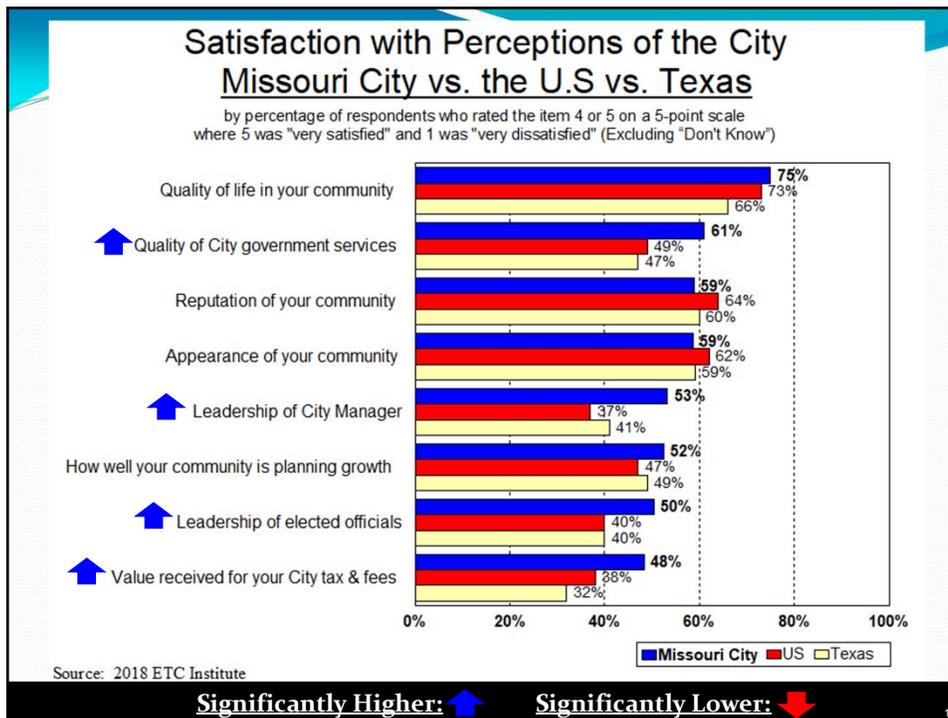
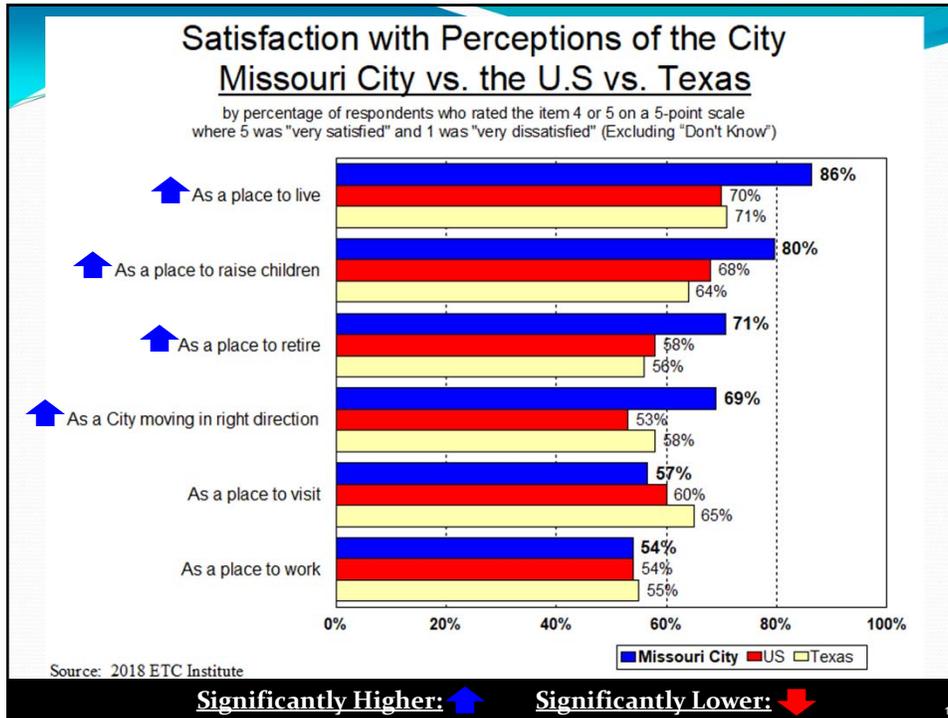


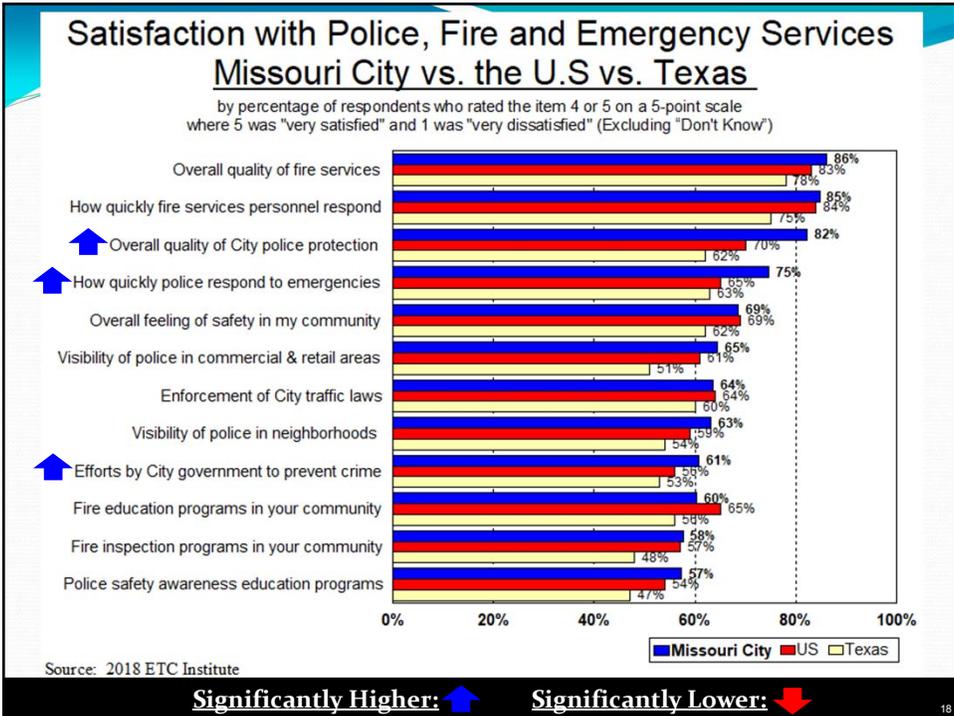
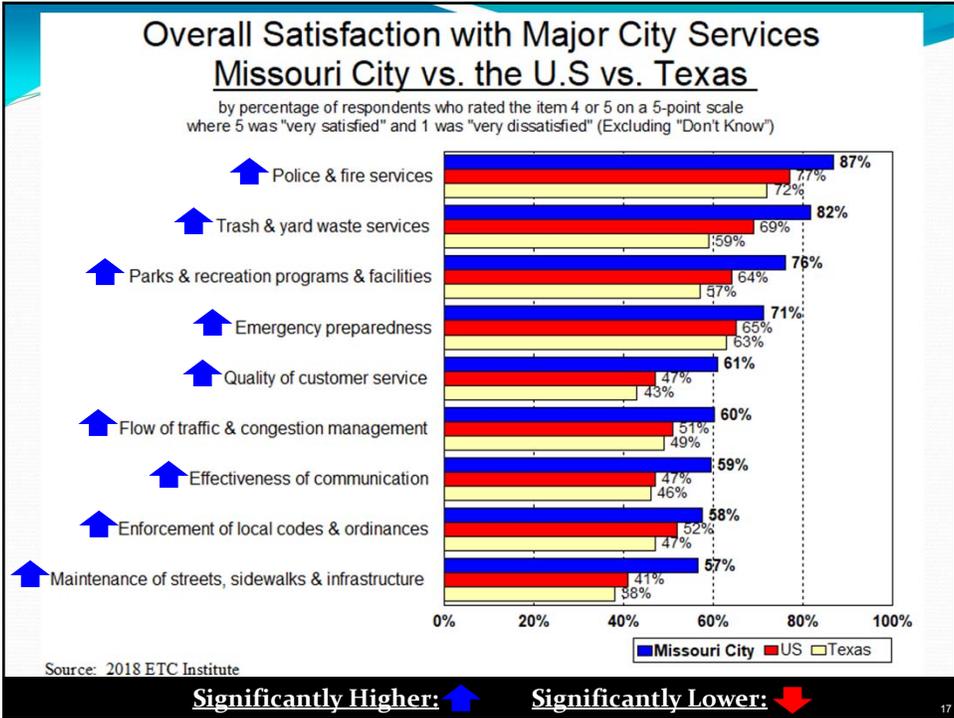
13

## Major Finding #2

Satisfaction with City Services Is Much Higher in Missouri City Than in Other Communities

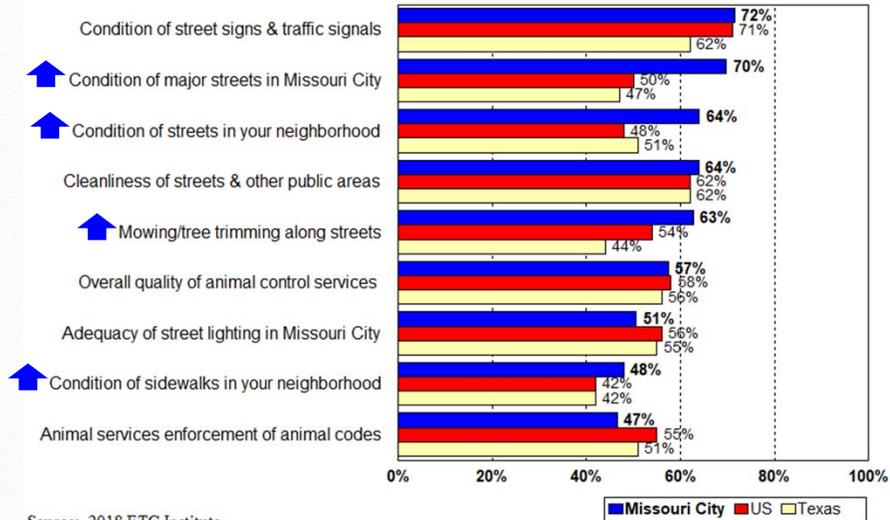
14





## Satisfaction with Maintenance Services Missouri City vs. the U.S vs. Texas

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



Source: 2018 ETC Institute

Significantly Higher: Significantly Lower:

19

## Major Finding #3 Trend Analysis

20

## **Trend Analysis**

### **Notable Increases in Satisfaction Since 2016**

- Overall quality of trash & yard waste services
- SeeClickFix to report code violations
- Bulky item pick-up/removal services
- Quality of social media outlets
- Overall flow of traffic & congestion management

### **Notable Decreases in Satisfaction Since 2016**

- How easy City was to contact
- How well issue was handled
- Enforcement of traffic laws
- Enforcements of local codes and ordinances
- How quickly staff respond to requests

21

## **Major Finding #4**

### **Top Priorities for Investment**

22

### 2018 Importance-Satisfaction Rating Missouri City, Texas Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;20)</b>						
Maintenance of City streets, sidewalks, infrastructure	46%	1	57%	10	0.2001	1
<b>High Priority (IS .10-20)</b>						
Flow of traffic & congestion management	31%	3	60%	7	0.1230	2
<b>Medium Priority (IS &lt;10)</b>						
Enforcement of local codes & ordinances	18%	6	58%	9	0.0772	3
Effectiveness of communication by City gov.	17%	7	59%	8	0.0670	4
Emergency preparedness	23%	4	71%	5	0.0666	5
Overall efforts by City government in your area to ensure community is prepared for emergencies	23%	5	74%	4	0.0596	6
Quality of customer service provided by City gov.	11%	10	61%	6	0.0445	7
Quality of police & fire services	33%	2	87%	1	0.0434	8
Quality of parks & recreation programs & facilities	16%	8	76%	3	0.0382	9
Overall quality of trash & yard waste services	12%	9	82%	2	0.0223	10

**Overall Priorities:**

23

### 2018 Importance-Satisfaction Rating Missouri City, Texas Police, Fire, and EMS Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-20)</b>						
Visibility of police in neighborhoods	34%	1	63%	8	0.1262	1
Efforts by City government to prevent crime	30%	2	61%	9	0.1176	2
<b>Medium Priority (IS &lt;10)</b>						
Visibility of police in commercial & retail areas	17%	4	65%	6	0.0593	3
Fire education programs in your community	14%	6	60%	10	0.0548	4
Enforcement of City traffic laws	12%	8	64%	7	0.0442	5
Police safety awareness education programs	10%	9	57%	12	0.0436	6
Overall quality of City police protection	23%	3	82%	3	0.0404	7
How quickly police respond to emergencies	16%	5	75%	4	0.0392	8
Fire inspection programs in your community	9%	11	58%	11	0.0369	9
Overall quality of fire services	13%	7	86%	1	0.0181	10
How quickly fire services personnel respond	10%	10	85%	2	0.0156	11
911 service provided by operators	5%	12	71%	5	0.0152	12

**Public Safety Priorities:**

24

### 2018 Importance-Satisfaction Rating Missouri City, Texas Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Senior citizen programs	27%	2	42%	11	0.1572	1
Number of walking/biking trails	25%	3	53%	6	0.1161	2
<b>Medium Priority (IS &lt;.10)</b>						
Quality of facilities at City parks	28%	1	69%	3	0.0861	3
Adult athletic programs in your area	13%	7	43%	10	0.0757	4
Youth athletic programs in your area	14%	6	50%	8	0.0703	5
Maintenance of City parks	24%	4	76%	1	0.0569	6
Number of parks	14%	5	63%	4	0.0533	7
Ease of registering for City programs	9%	9	45%	9	0.0499	8
Quality of outdoor athletic fields	8%	10	53%	7	0.0364	9
Maint. & appearance of City community centers	12%	8	71%	2	0.0363	10
Availability of meeting space in your community	7%	11	59%	5	0.0273	11

**Parks and Recreation Priorities:**

25

### 2018 Importance-Satisfaction Rating Missouri City, Texas Public Works Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Condition of sidewalks in your neighborhood	31%	2	48%	3	0.1615	1
Adequacy of street lighting in Missouri City	30%	3	51%	6	0.1457	2
Condition of street drainage/water drainage	31%	1	57%	4	0.1351	3
<b>Medium Priority (IS &lt;.10)</b>						
Condition of streets in your neighborhood	22%	5	64%	2	0.0803	4
Condition of major streets in Missouri City	23%	4	70%	1	0.0689	5
Animal services enforcement of animal codes	13%	8	47%	11	0.0673	6
Overall quality of animal control services	13%	7	57%	9	0.0571	7
Cleanliness of streets & other public areas	16%	6	64%	8	0.0563	8
Animal services pet adoption & rescue efforts	10%	10	50%	10	0.0495	9
Mowing/tree trimming along streets & other public areas	10%	9	63%	7	0.0388	10
Condition of street signs & traffic signals	8%	11	72%	5	0.0222	11

**Public Works Priorities:**

26

### 2018 Importance-Satisfaction Rating Missouri City, Texas Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Enforcing clean-up of junk/debris on private property	35%	1	59%	1	0.1422	1
Enforcing mowing weeds/grass on private property	27%	2	58%	2	0.1136	2
Enforcing exterior maintenance of residential property	26%	3	57%	5	0.1095	3
Enforcing exterior maintenance of business property	23%	4	54%	8	0.1067	4
<b>Medium Priority (IS &lt;.10)</b>						
Efforts to remove abandoned/inoperative vehicles	22%	5	56%	6	0.0940	5
Enforcement of yard parking regulations	19%	6	55%	7	0.0843	6
See ClickFix to report code violations	10%	7	58%	3	0.0400	7
Enforcing sign regulations	9%	8	58%	4	0.0382	8

**Code Enforcement Priorities:** ←

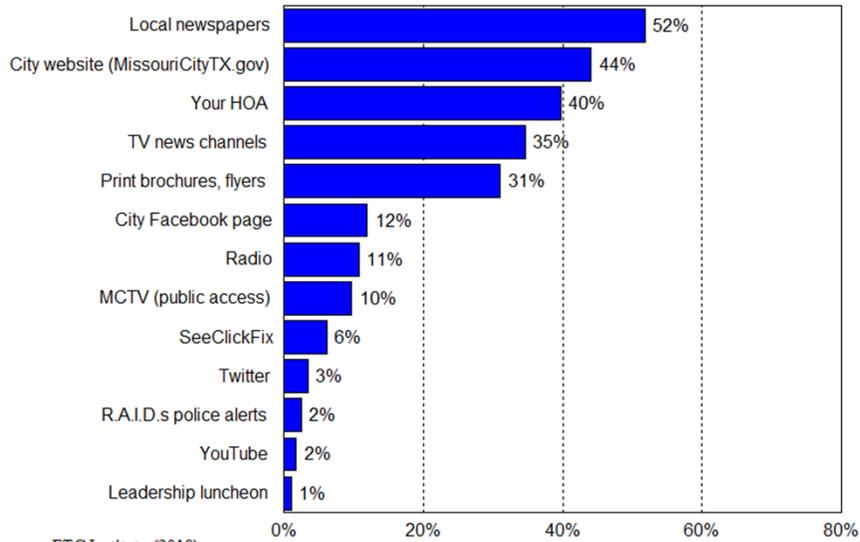
27

# Other Findings

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## Q16. Sources from Which Respondents Currently Get Information About the City

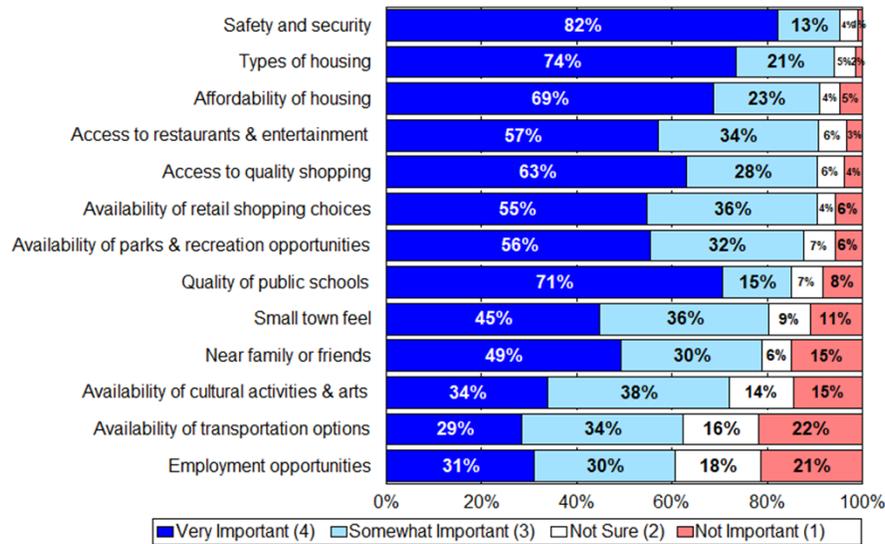
by percentage of respondents (multiple selections could be made)



29

## Q18. Importance of Various Reasons for Living in Missouri City

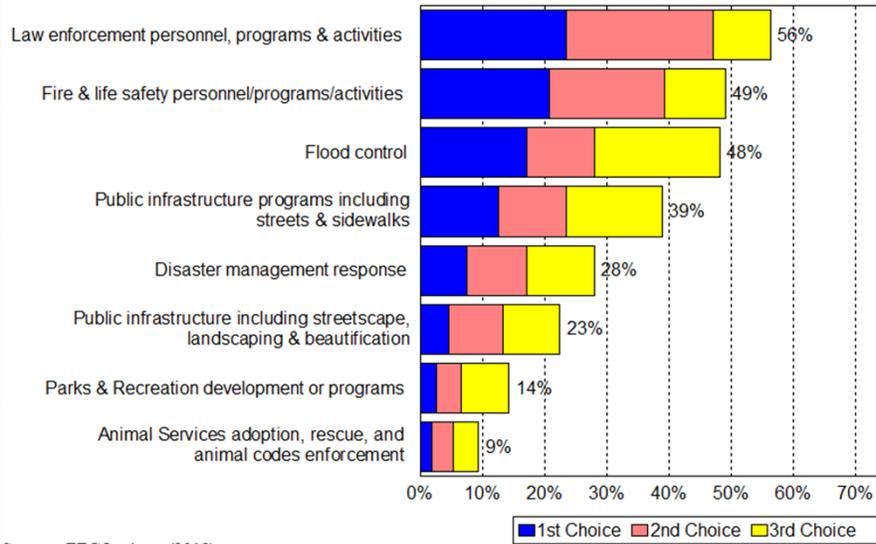
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale



30

## Q22. Which of the Following Services Are Most Important

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



31

## Summary

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## Summary

- **Residents Have a Positive Perception of the City**
  - ❑ 86% rated the City as an excellent or good place to live; only 2% gave a rating of below average or poor
  - ❑ 80% rated the City as an excellent or good place to raise children; only 4% gave a rating of below average or poor
- **Satisfaction with City Services Is Much Higher in Missouri City Than in Other Communities**
  - ❑ Missouri City rated above the Texas Average in 62 of 78 areas, and above the U.S. Average in 55 of 78 areas
  - ❑ Satisfaction with the Overall Quality of City Services rated 14% above the Texas Average and 12% above the U.S. Average
- **Top Overall Priorities:**
  - ❑ Flow of Traffic and Congestion Management
  - ❑ Maintenance of City Streets, Sidewalks, Infrastructure
  - ❑ Police and Fire Services

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# Questions?

## THANK YOU!!

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# Missouri City Community Survey

## Findings Report

*...helping organizations make better decisions since 1982*

# 2018

**Submitted to the City of Missouri City, Texas**

**By:**  
ETC Institute  
725 W. Frontier Lane,  
Olathe, Kansas  
66061

**June 2018**





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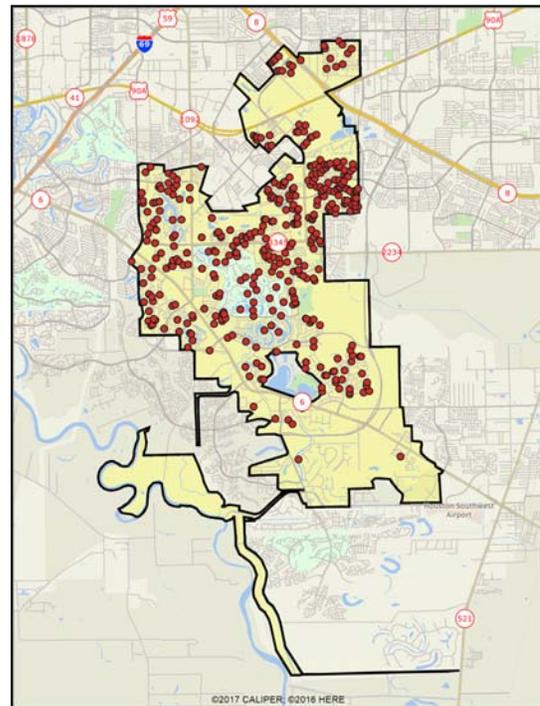
# Missouri City 2018 Community Survey Executive Summary Report

## Overview and Methodology

ETC Institute administered a community survey for Missouri City during the spring of 2018. The survey was administered as part of the City's effort to assess citizen satisfaction with the quality of services. The information gathered from the survey will be used to help the City improve existing programs and services and help determine long-range planning and investment decisions. This is the second survey conducted by ETC Institute for the City of Missouri City, the first was conducted in 2016.

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

Ten days after the surveys were mailed, ETC Institute sent emails and placed phone calls to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Branson from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted.



The goal was to receive at least 400 completed surveys. This goal was accomplished, with a total of 413 households completing a survey. The results for the random sample of 413 households have a 95% level of confidence with a precision of at least +/- 4.8%. To understand how well services are being delivered in different areas of the City, ETC Institute geocoded the home address of respondents to the survey. The map above shows the physical distribution of respondents to the resident survey based on the location of their home.

**Interpretation of “Don’t Know” Responses.** The percentage of “don’t know” responses has been excluded from many of the graphs in this report to assess satisfaction with residents who have used City services and to facilitate valid comparisons with other communities in the benchmarking analysis. Since the number of “don’t know” responses often reflects the utilization and awareness of City services, the percentage of “don’t know” responses have been included in the tabular data in Section 4 of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “who had an opinion.”

This report contains the following:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results of the survey (Section 1)
- benchmarking data that shows how the results for Missouri City compare to residents in other communities (Section 2)
- importance-satisfaction analysis that identifies priorities for investment (Section 3)
- tabular data showing the overall results for all questions on the survey (Section 4)
- a copy of the cover letter and survey instrument (Section 5)
- a separate appendix was created with GIS Maps showing how different areas of the community responded to particular questions

## Overall Perceptions of the City

Most (86%) of the residents surveyed *who had an opinion* indicated Missouri City is an “excellent” or “good” place to live, which is significantly higher than the national average of 70%. Seventy-nine percent (80%) of those surveyed *who had an opinion* indicated Missouri City is an “excellent” or “good” place to raise children, which is also significantly higher than the national average of 68%.

## Overall Satisfaction with City Services

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the overall quality of police and fire services (87%), overall quality of trash and yard waste services (82%, up 8% from 2016), the overall quality of parks and recreation programs and facilities (76%) and the overall efforts by city government in your area to ensure community is prepared for emergencies (74%). Respondents think the overall maintenance of city streets, sidewalk, and infrastructure should receive the most emphasis from city leaders over the next two years.

## Satisfaction with Specific City Services

- **Police Services.** The highest levels of satisfaction with police services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of City police protection (82%), how quickly police respond to emergencies (75%), and the 911 service provided by operators (71%).
- **Fire and EMS Services.** The highest levels of satisfaction with fire and EMS services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of fire services (86%) and how quickly fire services personnel respond (85%).
  - **Most Important Public Safety Services.** The services respondents think should receive the most emphasis over the next two years, based upon the sum of the respondents’ top three choices, were: visibility of police in neighborhoods, the efforts by City government to prevent crime, and the overall quality of City police protection.
- **Parks and Recreation.** The highest levels of satisfaction with parks and recreation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the maintenance of City parks (76%), the maintenance and appearance of community centers (71%), and the quality of facilities at City parks (69%). The services respondents think should receive the most emphasis over the next two years, based upon the sum of the respondents’ top three choices, were: the quality of facilities at City parks, senior citizen programs, number of walking/biking trails, and maintenance of City parks.
- **Public Works Services.** The highest levels of satisfaction with public works services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: condition of street signs and traffic signals (72%), condition of major streets (70%), the condition of streets in neighborhoods (64%), and the cleanliness of streets and other public areas (64%). The services respondents think should receive the most emphasis over the next two years, based upon the sum of the respondents’ top three choices, were: the condition of street drainage/water drainage, the condition of sidewalks in neighborhoods, and the adequacy of street lighting in Missouri City.
- **Trash Services.** The highest levels of satisfaction with trash services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: residential trash collection services (85%, up 7% from 2016), curbside recycling services (75%, up 3% from 2016), yard waste collection services (75%, up 8% from 2016), and bulky item pick-up/removal services (64%, up 4% from 2016).

- **Code Enforcement.** The highest levels of satisfaction with the code enforcement, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: enforcing the clean-up of junk and debris on private property (59%), enforcing the mowing and cutting of weeds and grass on private property (58%), and SeeClickFix to report code violations in communities or neighborhoods (58%, up 6% from 2016.). The services respondents think should receive the most emphasis over the next two years, based upon the sum of the respondents’ top three choices, were: enforcing the clean-up of junk and debris on private property in your community, enforcing the mowing and cutting of weeds and grass on private property, and enforcing the exterior maintenance of residential property.
- **Public Information Services.** The highest levels of satisfaction with public information services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the availability of information about city governmental services and activities (56%), the quality of the City’s website (55%, up 3% from 2016), and the timeliness of information provided by the City (52%).
  - **Sources of Information.** Local newspapers (52%, down 15% from 2016), the City website (44%), local HOAs (40%, down 3% from 2016), TV news channels (35%, up 3% from 2016), and print brochures and flyers (31%) are the most common sources for information about the City.

## Other Findings

- Eighty-four percent (84%) of residents *who had an opinion* feel “very safe” or “safe” walking in their neighborhood during the day; 69% of residents *who had an opinion* feel safe in their community, 55% of residents who had an opinion feel safe walking on city trails and in city parks, and 48% feel safe in their neighborhood after dark.
- Seventy-five percent (75%) of residents who had an opinion were either “very satisfied” or “satisfied” with the quality of life in their community. Sixty-one percent (67%) of residents *who had an opinion* were either “very satisfied” or “satisfied” with the overall quality of city government services, and 59% of residents who had an opinion were either “very satisfied” or “satisfied” with reputation of their community.
- Only 26% of residents have called City with a question, problem or complaint during the past year. Of those who have called the City, 71% were either “very satisfied” or “satisfied” with the courteousness of staff, 57% were either “very satisfied” or “satisfied” with how easy the City was to contact, and 57% were either “very satisfied” or “satisfied” with the accuracy of information and assistance given.
- Residents were asked to rate the top three most important City services. Law enforcement personnel, programs, and activities was the top rated by residents who selected the item as one of their top three choices. Second was fire and life safety personnel, programs, and activities, and third was the flood control provided by the city.

- Ninety-five percent (95%) of residents rated the safety and security of the City as a “very important” or “somewhat important” reason for living in Missouri City. Ninety-four percent (94%) of residents rated the types of housing as a “very important” or “somewhat important” reason for living in Missouri City, and 91% selected affordability of housing as a “very important” or “somewhat important” reason for living in Missouri City.

## Investment Priorities

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

- Overall maintenance of city streets, sidewalks, and infrastructure (IS Rating=0.2001)
- Overall flow of traffic and congestion management on streets (IS Rating=0.1230)

The table below shows the importance-satisfaction rating for all 10 major categories of City services that were rated.

<b>2018 Importance-Satisfaction Rating</b>						
<b>Missouri City, Texas</b>						
<b>Major Categories of City Services</b>						
<b>Category of Service</b>	<b>Most Important %</b>	<b>Most Important Rank</b>	<b>Satisfaction %</b>	<b>Satisfaction Rank</b>	<b>Importance-Satisfaction Rating</b>	<b>I-S Rating Rank</b>
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Overall maintenance of City streets, sidewalks & infrastructure	46%	1	57%	10	0.2001	1
<b><u>High Priority (IS .10-.20)</u></b>						
Overall flow of traffic & congestion management on streets in City of Missouri City	31%	3	60%	7	0.1230	2
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Enforcement of local codes & ordinances	18%	6	58%	9	0.0772	3
Overall effectiveness of communication by City government in your area	17%	7	59%	8	0.0670	4
Emergency preparedness	23%	4	71%	5	0.0666	5
Overall efforts by City government in your area to ensure community is prepared for emergencies	23%	5	74%	4	0.0596	6
Overall quality of customer service provided by City government in City of Missouri City	11%	10	61%	6	0.0445	7
Quality of police & fire services	33%	2	87%	1	0.0434	8
Overall quality of parks & recreation programs & facilities	16%	8	76%	3	0.0382	9
Overall quality of trash & yard waste services	12%	9	82%	2	0.0223	10

## How Missouri City Compares to Other Communities Nationally

Satisfaction ratings for Missouri City rated the same or above the U.S. average in 56 of the 78 areas that were assessed. Missouri City rated significantly higher than the U.S. average (difference of 5% or more) in 42 of these areas. Listed below areas where Missouri City preformed significantly higher than the U.S. average:

Service	Missouri City	U.S.	Difference	Category
Condition of major streets in Missouri City	70%	50%	20%	Public Works Services
Enforcing clean-up of junk & debris on private property in your community	59%	41%	18%	Code Enforcement
Enforcing mowing & cutting of weeds & grass on private property	58%	41%	17%	Code Enforcement
As a place to live	86%	70%	16%	Perceptions of the City
Leadership of City Manager	53%	37%	16%	Perceptions of Community
Condition of streets in your neighborhood	64%	48%	16%	Public Works Services
As a City moving in right direction	69%	53%	16%	Perceptions of the City
Overall maintenance of City streets, sidewalks & infrastructure	57%	41%	16%	Major Categories
Enforcing exterior maintenance of residential property	57%	43%	14%	Code Enforcement
Overall quality of customer service provided by City government	61%	47%	14%	Major Categories
Yardwaste collection services	75%	61%	14%	Trash Services
Bulky item pick-up/removal services	64%	51%	13%	Trash Services
As a place to retire	71%	58%	13%	Perceptions of the City
Overall quality of trash & yard waste services	82%	69%	13%	Major Categories
Overall effectiveness of communication by City government in your area	59%	47%	12%	Major Categories
Overall quality of City police protection	82%	70%	12%	Police/Fire/EMS Services
Overall quality of parks & recreation programs & facilities	76%	64%	12%	Major Categories
Quality of City government services	61%	49%	12%	Perceptions of Community
As a place to raise children	80%	68%	12%	Perceptions of the City
Residential trash collection services	85%	73%	12%	Trash Services
Leadership of elected officials	50%	40%	10%	Perceptions of Community
Overall value that you receive for your City tax & fees	48%	38%	10%	Perceptions of Community
Availability of information about City governmental services & activities	56%	46%	10%	City Communication
Quality of police & fire services	87%	77%	10%	Major Categories
How quickly police respond to emergencies	75%	65%	10%	Police/Fire/EMS Services
Overall flow of traffic & congestion management on streets	60%	51%	9%	Major Categories
Efforts to ensure community is prepared for emergencies	74%	65%	9%	Major Categories
Mowing/tree trimming along streets & other public areas	63%	54%	9%	Public Works Services
Enforcement of yard parking regulations in your neighborhood	55%	46%	9%	Code Enforcement
City efforts to remove abandoned or inoperative vehicles	56%	48%	8%	Code Enforcement
Enforcing sign regulations	58%	51%	7%	Code Enforcement
Level of public involvement in local decisions	39%	33%	6%	City Communication
Emergency preparedness	71%	65%	6%	Major Categories
Availability of meeting space in your community	59%	53%	6%	Parks and Recreation
Curbside recycling services	75%	69%	6%	Trash Services
Condition of sidewalks in your neighborhood	48%	42%	6%	Public Works Services
Maintenance of City parks	76%	70%	6%	Parks and Recreation
Efforts by City government to keep you informed about local issues	52%	46%	6%	City Communication
Enforcement of local codes & ordinances	58%	52%	6%	Major Categories
How well your community is planning growth	52%	47%	5%	Perceptions of Community
Efforts by City government to prevent crime	61%	56%	5%	Police/Fire/EMS Services
Quality of facilities at City parks	69%	64%	5%	Parks and Recreation

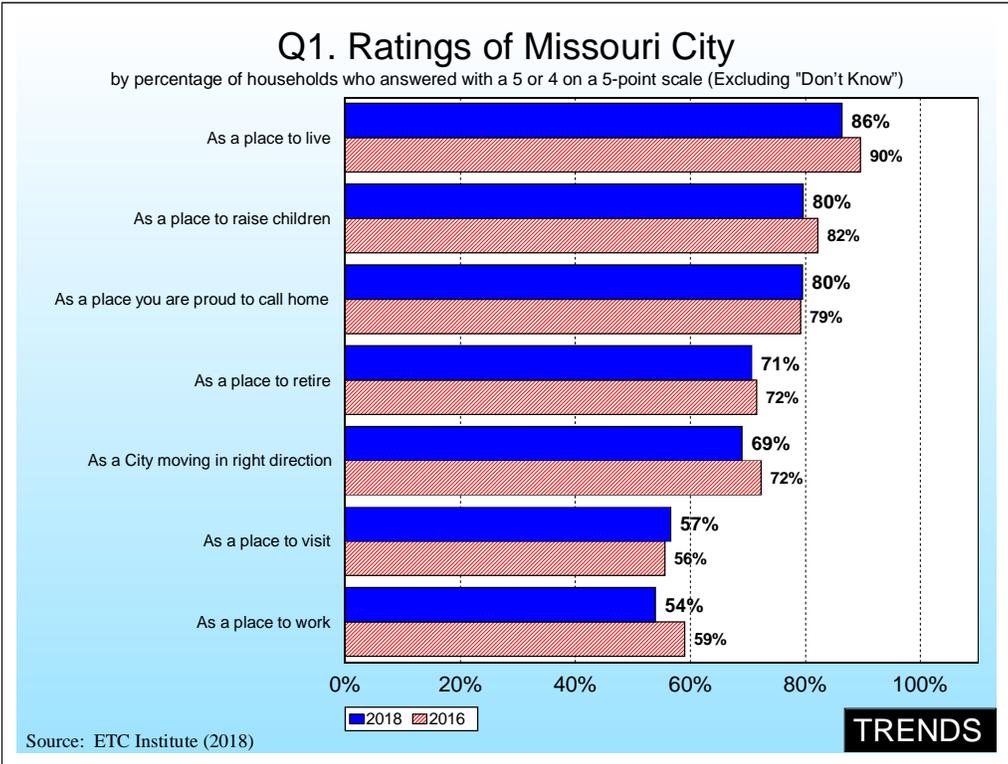
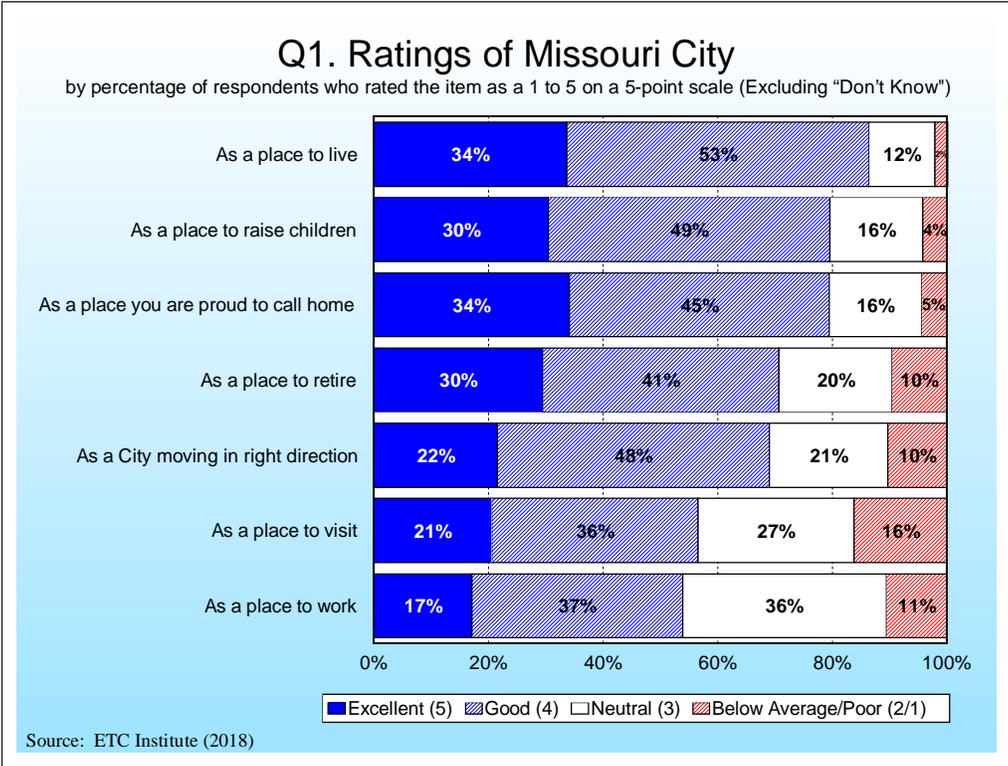
## How the City of Missouri City Compares to The State of Texas

Satisfaction ratings for Missouri City **rated the same or above the Texas average in 65 of the 78 areas** that were assessed. Missouri City rated significantly higher than the Texas average (difference of 5% or more) in 50 of these areas. Listed below areas where Missouri City preformed significantly higher than the Texas average:

Service	Missouri City	Texas	Difference	Category
Condition of major streets in Missouri City	70%	47%	23%	Public Works Services
Overall quality of trash & yard waste services	82%	59%	23%	Major Categories
Overall quality of City police protection	82%	62%	20%	Police/Fire/EMS Services
Overall quality of parks & recreation programs & facilities	76%	57%	19%	Major Categories
Mowing/tree trimming along streets & other public areas	63%	44%	19%	Public Works Services
Overall maintenance of City streets, sidewalks & infrastructure	57%	38%	19%	Major Categories
Availability of info about City governmental services & activities	56%	38%	18%	City Communication
Overall quality of customer service provided	61%	43%	18%	Major Categories
Enforcing mowing & cutting of weeds & grass	58%	41%	17%	Code Enforcement
Enforcing clean-up of junk & debris	59%	42%	17%	Code Enforcement
Bulky item pick-up/removal services	64%	48%	16%	Trash Services
Overall value that you receive for your City tax & fees	48%	32%	16%	Perceptions of Community
As a place to raise children	80%	64%	16%	Perceptions of the City
As a place to live	86%	71%	15%	Perceptions of the City
Quality of police & fire services	87%	72%	15%	Major Categories
As a place to retire	71%	56%	15%	Perceptions of the City
Level of public involvement in local decisions	39%	25%	14%	City Communication
Quality of City government services	61%	47%	14%	Perceptions of Community
Visibility of police in commercial & retail areas	65%	51%	14%	Police/Fire/EMS Services
Enforcing exterior maintenance of residential property	57%	44%	13%	Code Enforcement
Overall effectiveness of communication	59%	46%	13%	Major Categories
City efforts to remove abandoned or inoperative vehicles	56%	43%	13%	Code Enforcement
Condition of streets in your neighborhood	64%	51%	13%	Public Works Services
Leadership of City Manager	53%	41%	12%	Perceptions of Community
Maintenance of City parks	76%	64%	12%	Parks and Recreation
How quickly police respond to emergencies	75%	63%	12%	Police/Fire/EMS Services
Enforcement of yard parking regulations in your neighborhood	55%	43%	12%	Code Enforcement
Residential trash collection services	85%	73%	12%	Trash Services
Overall flow of traffic & congestion management on streets	60%	49%	11%	Major Categories
Efforts to ensure community is prepared for emergencies	74%	63%	11%	Major Categories
As a City moving in right direction	69%	58%	11%	Perceptions of the City
Enforcement of local codes & ordinances	58%	47%	11%	Major Categories
Leadership of elected officials	50%	40%	10%	Perceptions of Community
Police safety awareness education programs	57%	47%	10%	Police/Fire/EMS Services
How quickly fire services personnel respond	85%	75%	10%	Police/Fire/EMS Services
Fire inspection programs in your community	58%	48%	10%	Police/Fire/EMS Services
Condition of street signs & traffic signals	72%	62%	10%	Public Works Services
Courteousness of staff	71%	62%	9%	Customer Service
Visibility of police in neighborhoods	63%	54%	9%	Police/Fire/EMS Services
Quality of life in your community	75%	66%	9%	Perceptions of Community
Efforts by City government to keep you informed about local issues	52%	43%	9%	City Communication
Emergency preparedness	71%	63%	8%	Major Categories
Overall quality of fire services	86%	78%	8%	Police/Fire/EMS Services
Efforts by City government to prevent crime	61%	53%	8%	Police/Fire/EMS Services
Yardwaste collection services	75%	67%	8%	Trash Services
Overall feeling of safety in my community	69%	62%	7%	Police/Fire/EMS Services
Timeliness of information provided by your City government	52%	46%	6%	City Communication
Condition of sidewalks in your neighborhood	48%	42%	6%	Public Works Services
Enforcing sign regulations	58%	52%	6%	Code Enforcement
Quality of outdoor athletic fields	53%	48%	5%	Parks and Recreation

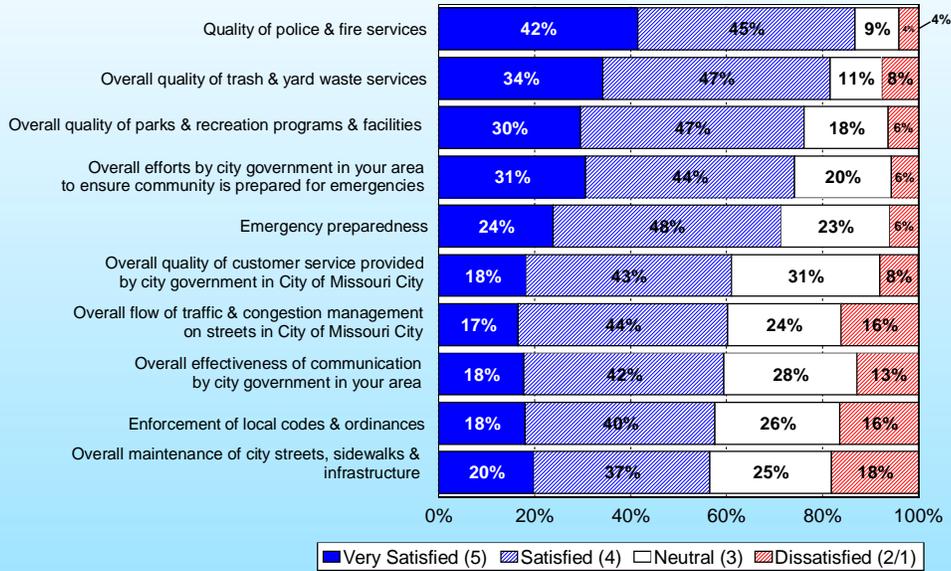
# Section 1: Charts and Graphs

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## Q2. Overall Satisfaction with City Services by Major Category

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2018)

## Q2. Overall Satisfaction with City Services by Major Category

by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")

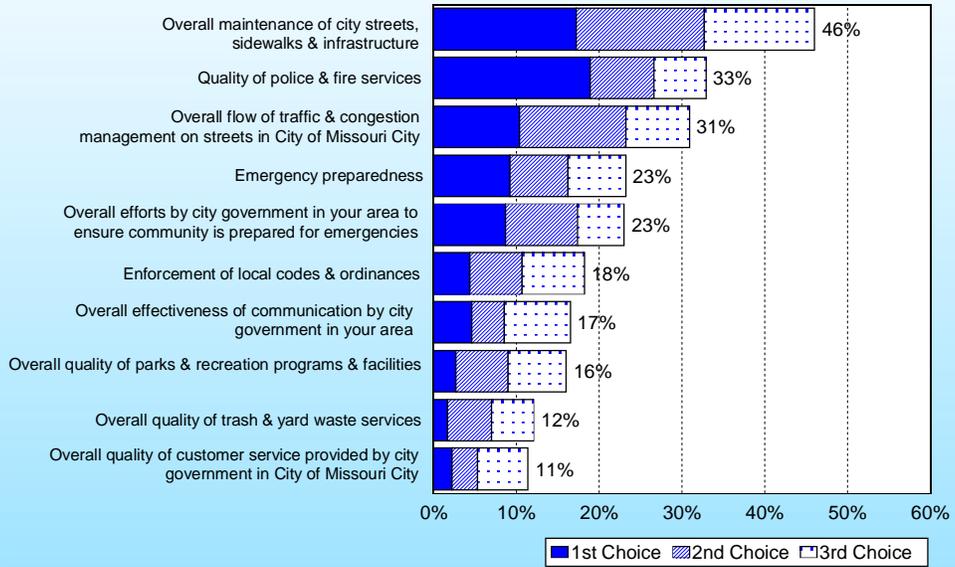


Source: ETC Institute (2018)

**TRENDS**

### Q3. City Services That Should Receive the Most Emphasis Over the Next Two Years by Major Category

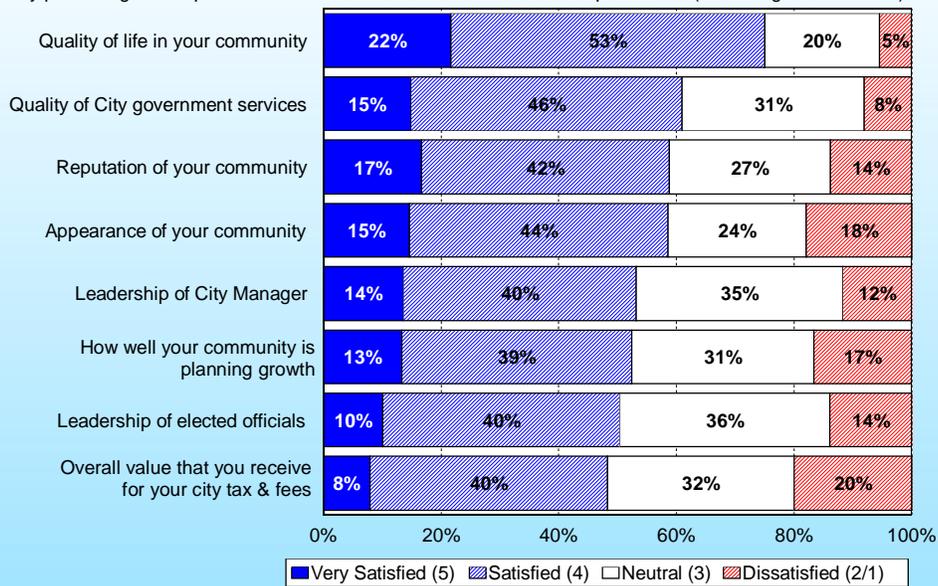
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2018)

### Q4. Satisfaction with Items That Influence Perceptions of the City

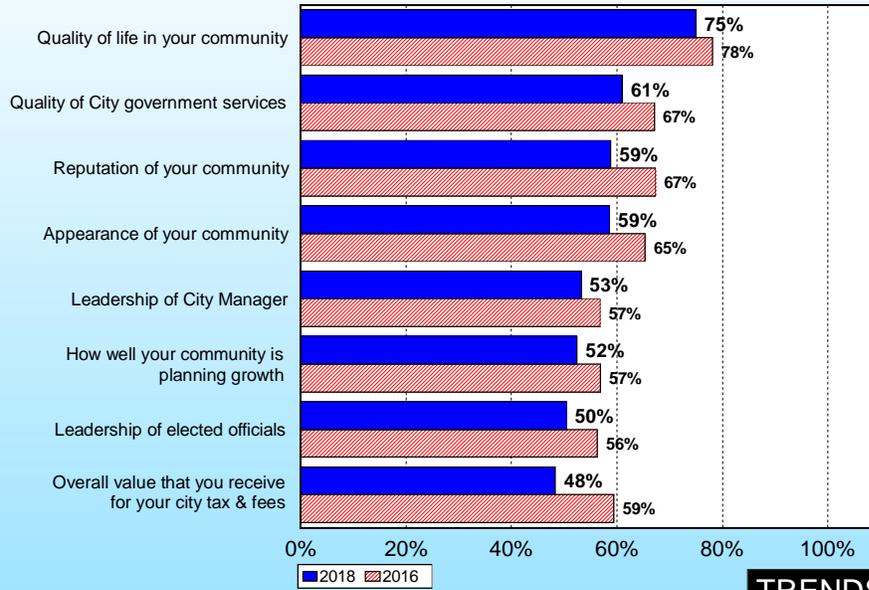
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2018)

### Q4. Satisfaction with Items That Influence Perceptions of the City

by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")

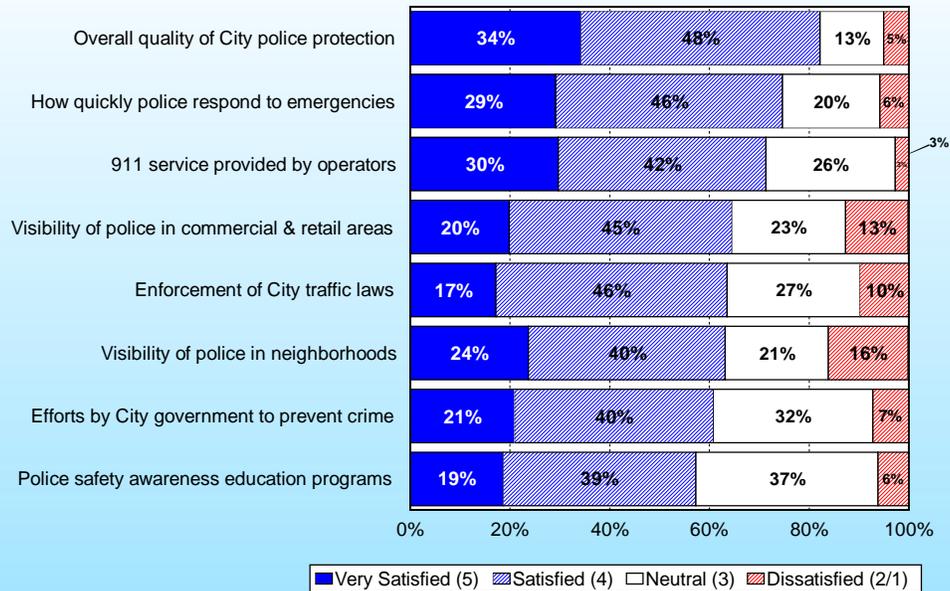


Source: ETC Institute (2018)

**TRENDS**

### Q5a. Satisfaction with Police Services

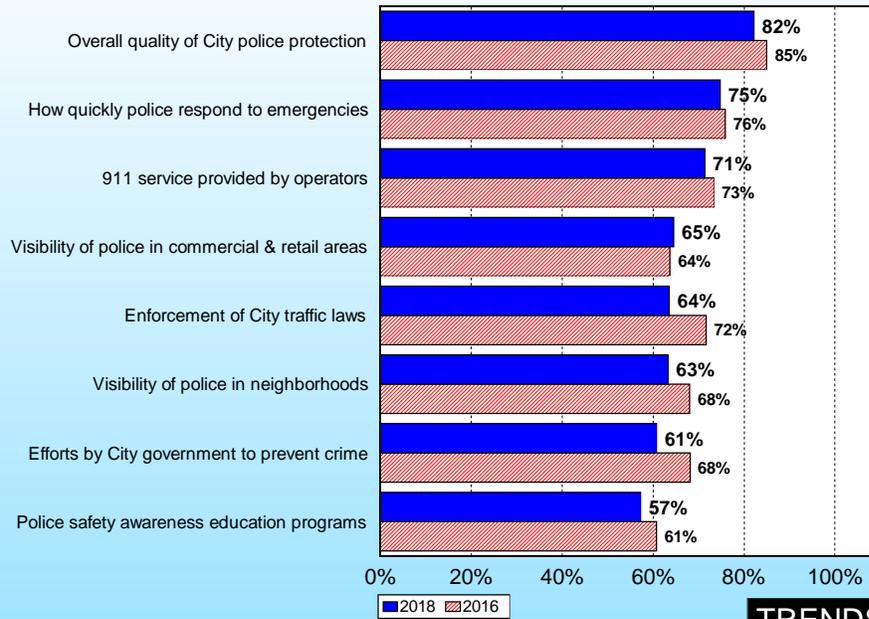
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2018)

### Q5a. Satisfaction with Police Services

by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")

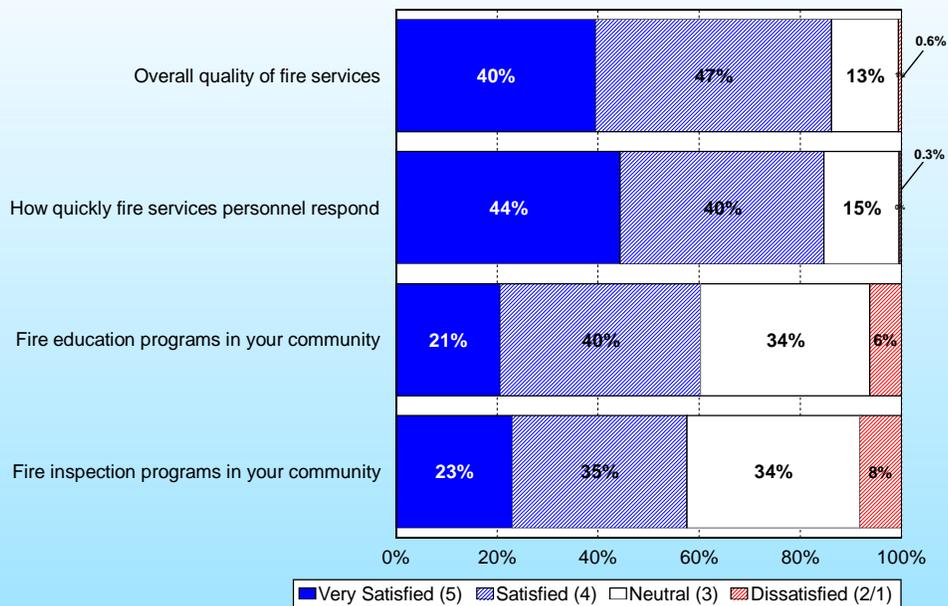


Source: ETC Institute (2018)

**TRENDS**

### Q5b. Satisfaction with Fire/EMS Services

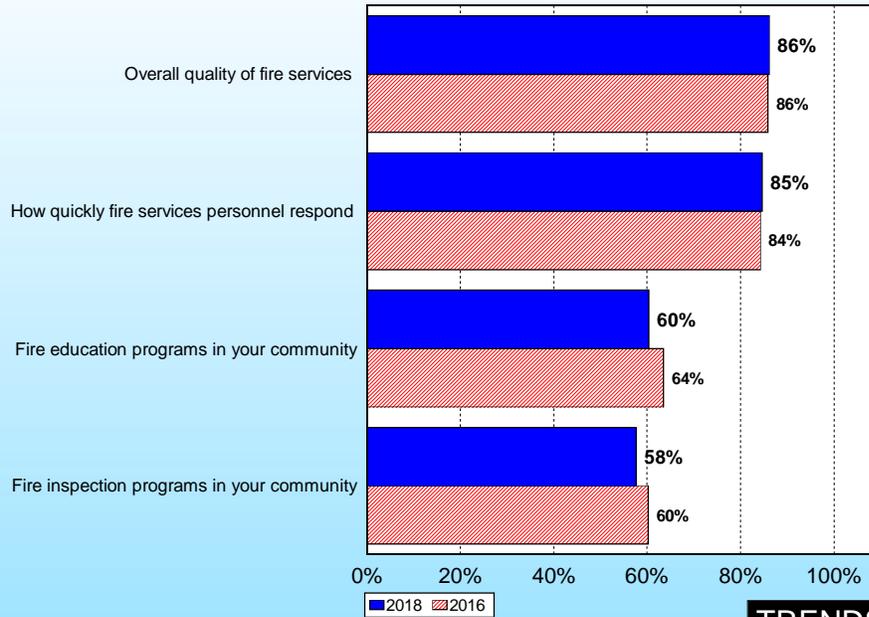
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2018)

### Q5b. Satisfaction with Fire/EMS Services

by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")

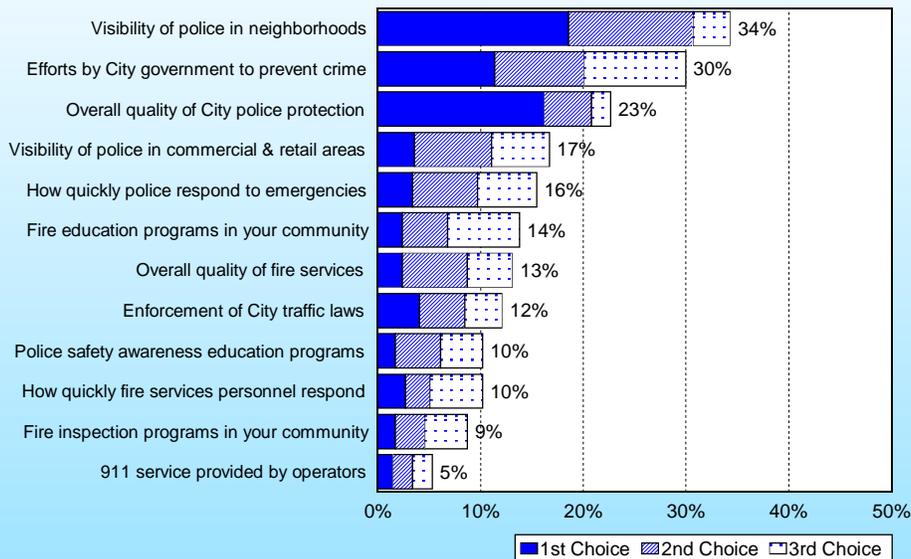


Source: ETC Institute (2018)

**TRENDS**

### Q6. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

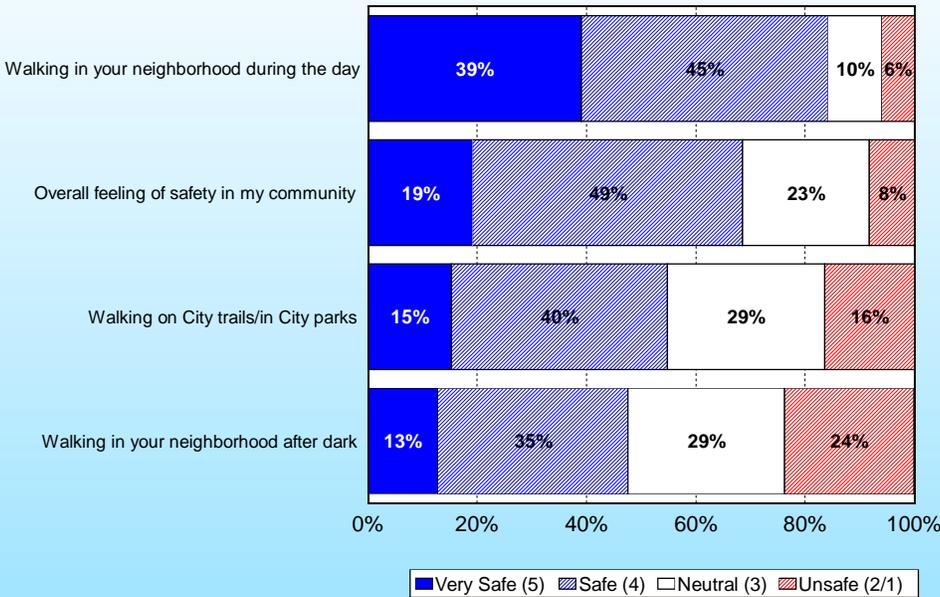
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2018)

### Q7. Level of Safety Residents Feel in Various Situations

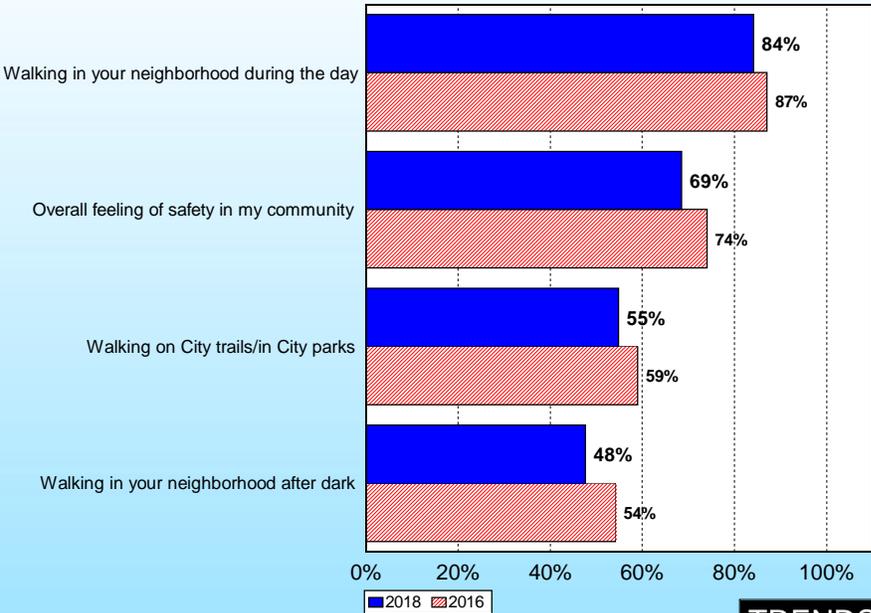
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2018)

### Q7. Level of Safety Residents Feel in Various Situations

by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")

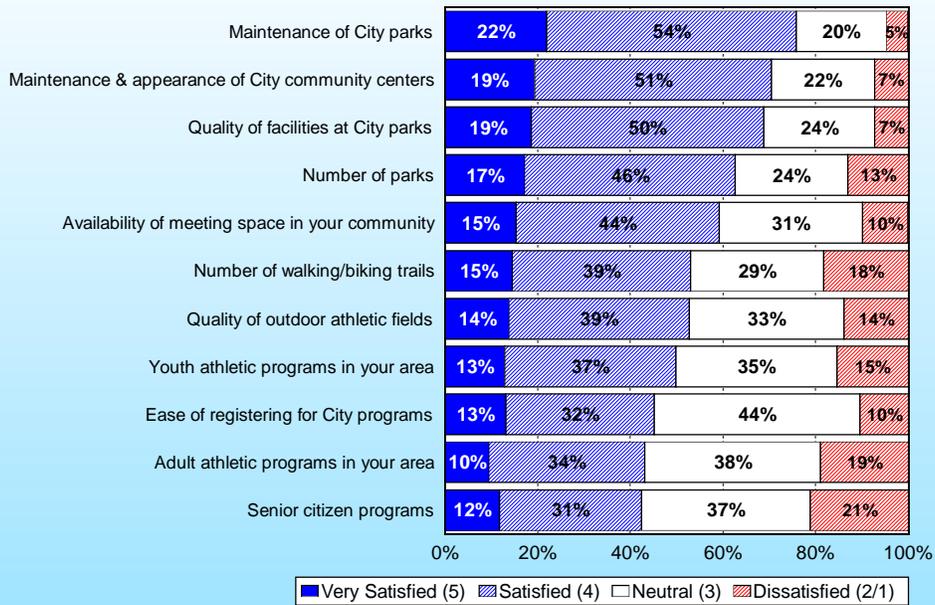


Source: ETC Institute (2018)

**TRENDS**

### Q8. Satisfaction with Parks and Recreation

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2018)

### Q8. Satisfaction with Parks and Recreation

by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")

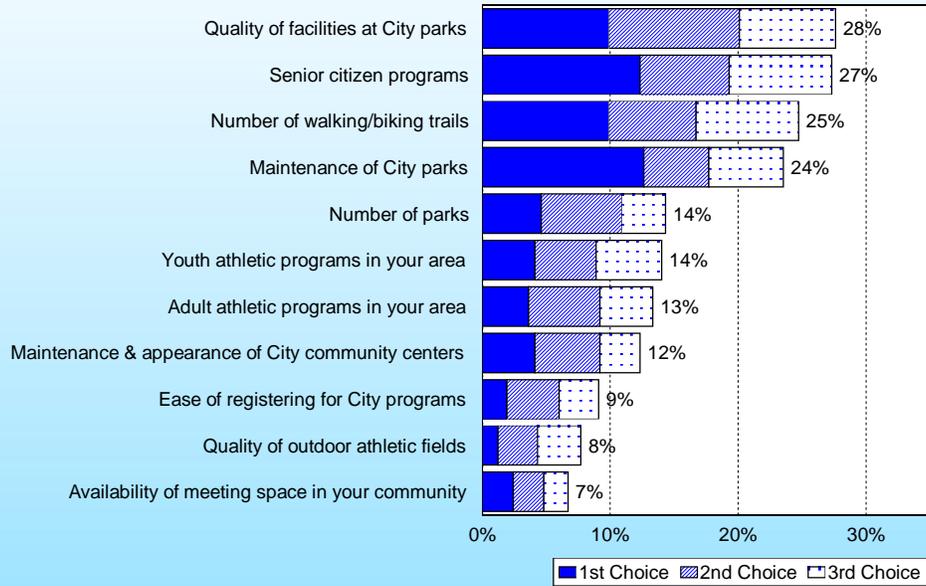


Source: ETC Institute (2018)

**TRENDS**

### Q9. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

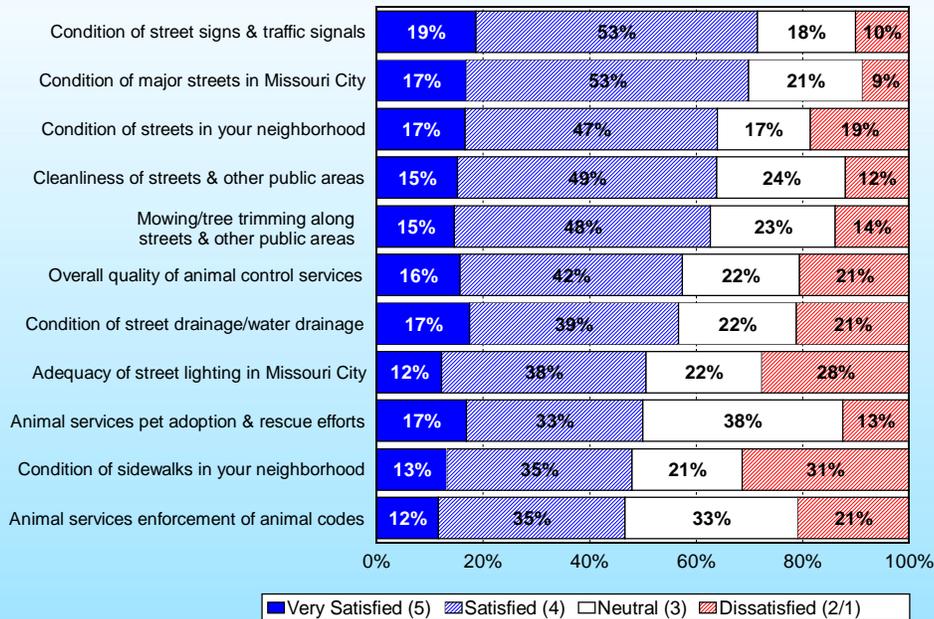
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2018)

### Q10. Satisfaction with Public Works Services

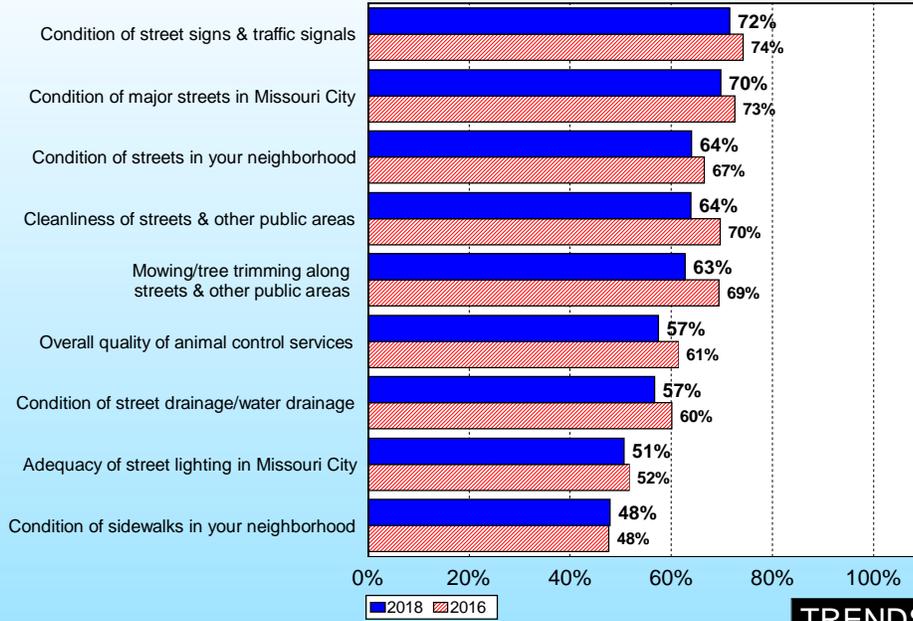
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2018)

### Q10. Satisfaction with Public Works Services

by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")

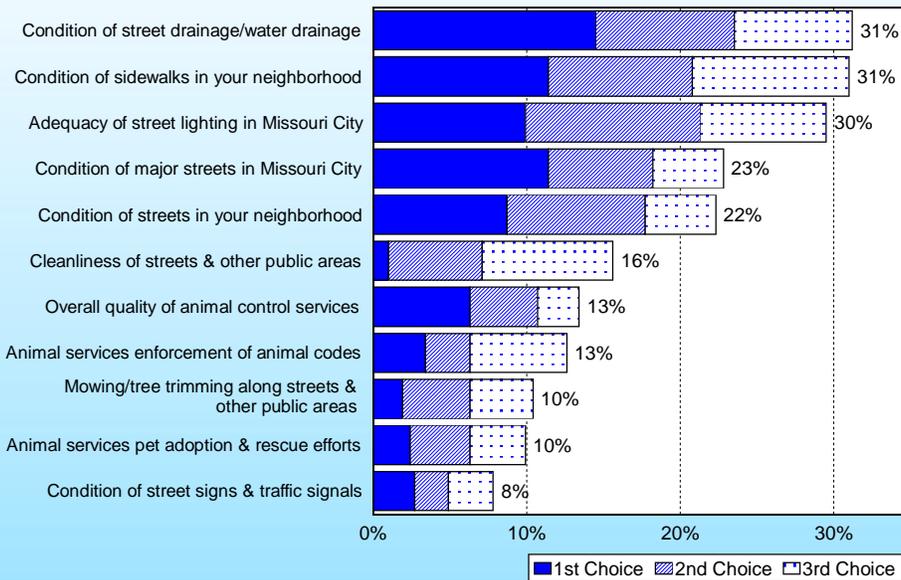


Source: ETC Institute (2018)

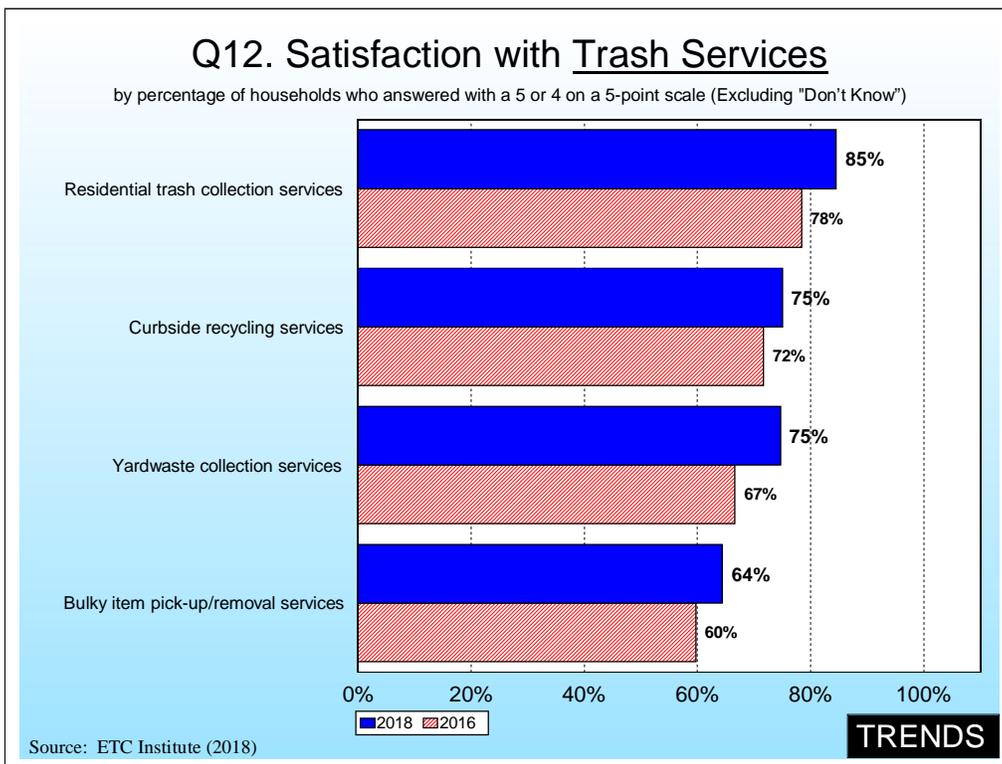
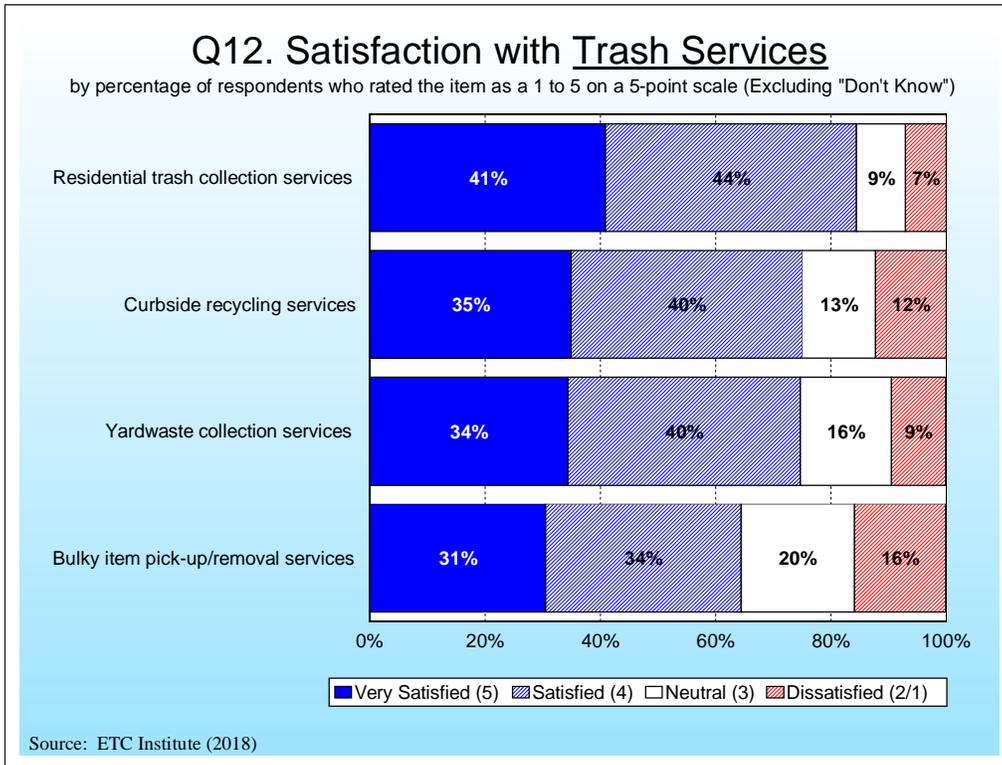
**TRENDS**

### Q11. Public Works Services That Should Receive the Most Emphasis Over the Next Two Years

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

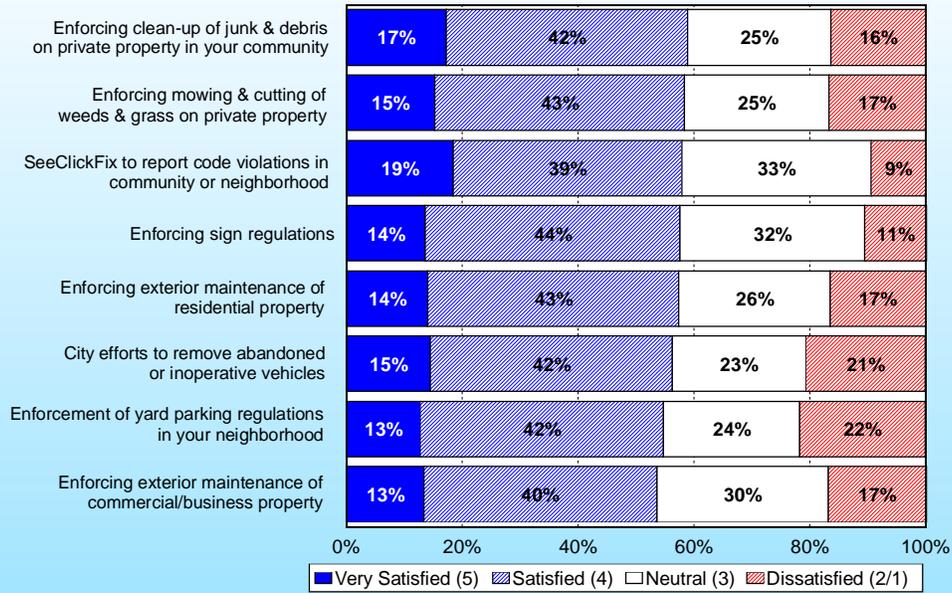


Source: ETC Institute (2018)



### Q13. Satisfaction with Code Enforcement

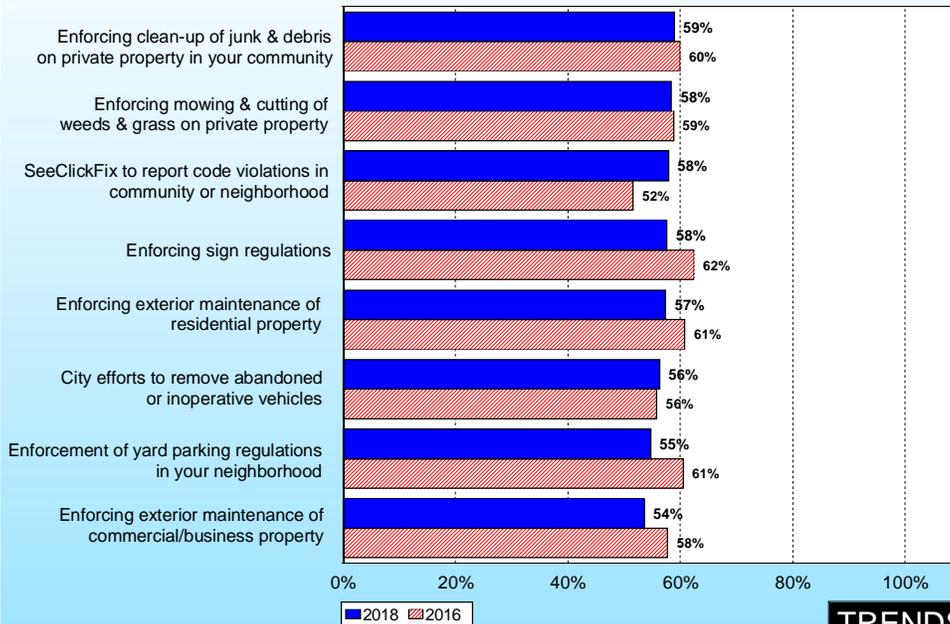
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2018)

### Q13. Satisfaction with Code Enforcement

by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")

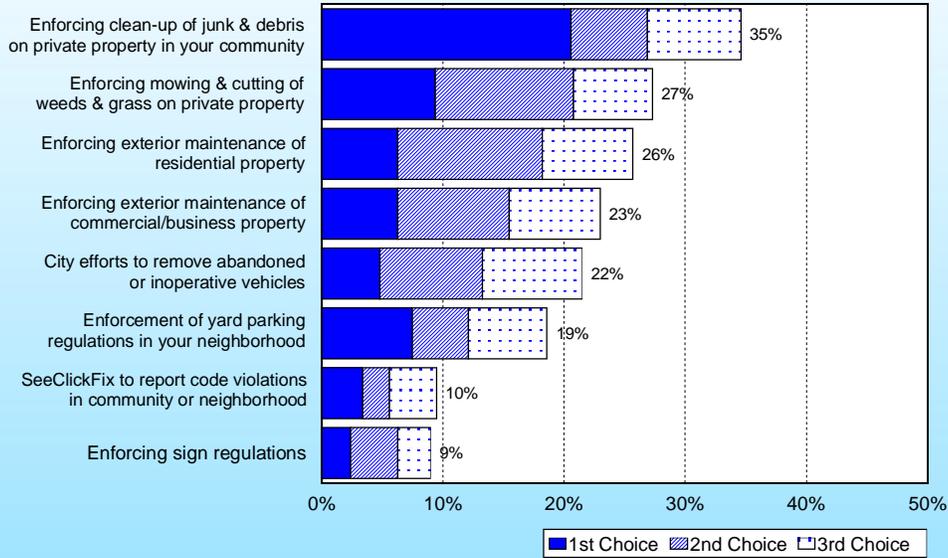


Source: ETC Institute (2018)

**TRENDS**

### Q14. Code Enforcement Services That Should Receive the Most Emphasis Over the Next Two Years

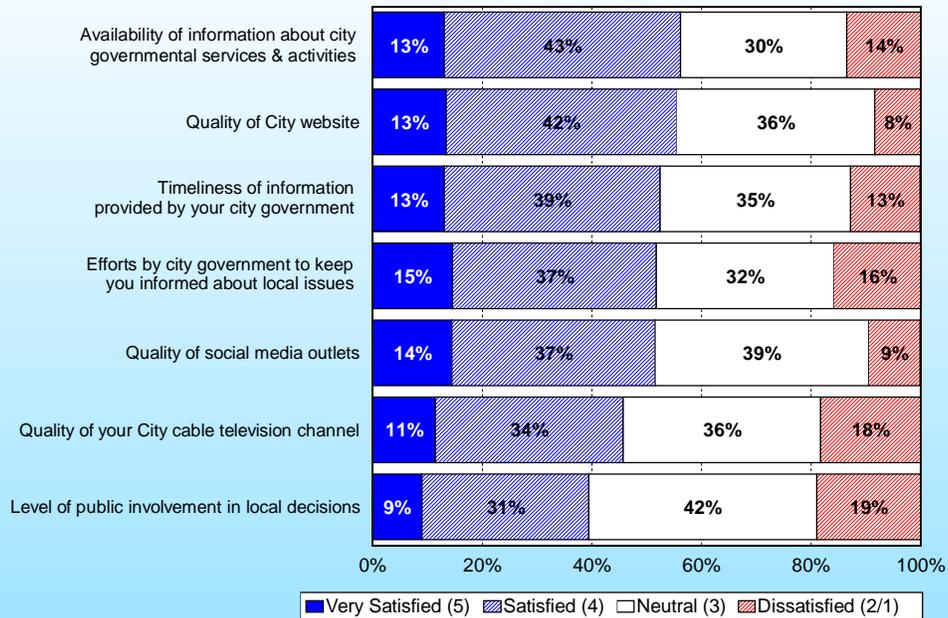
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2018)

### Q15. Satisfaction with Public Information Services

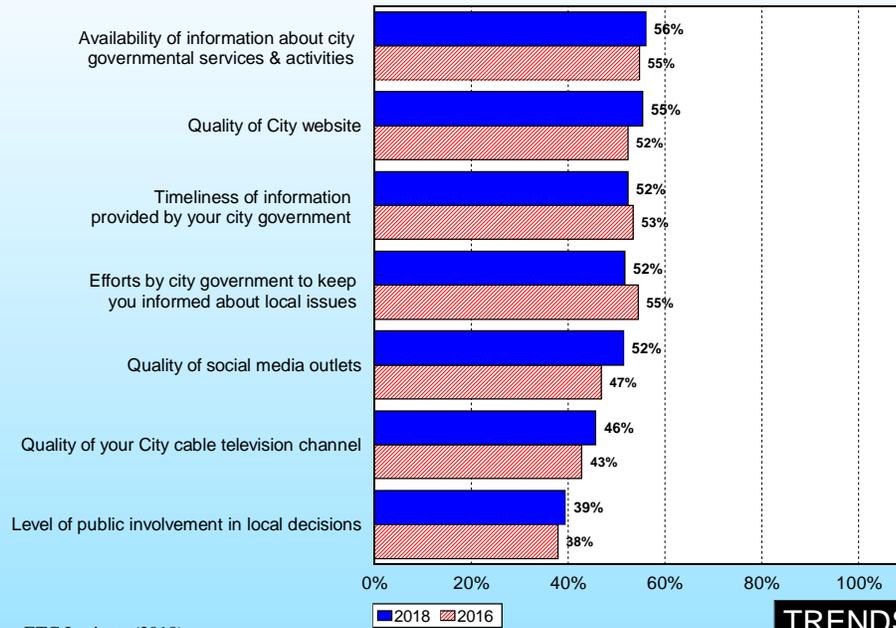
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2018)

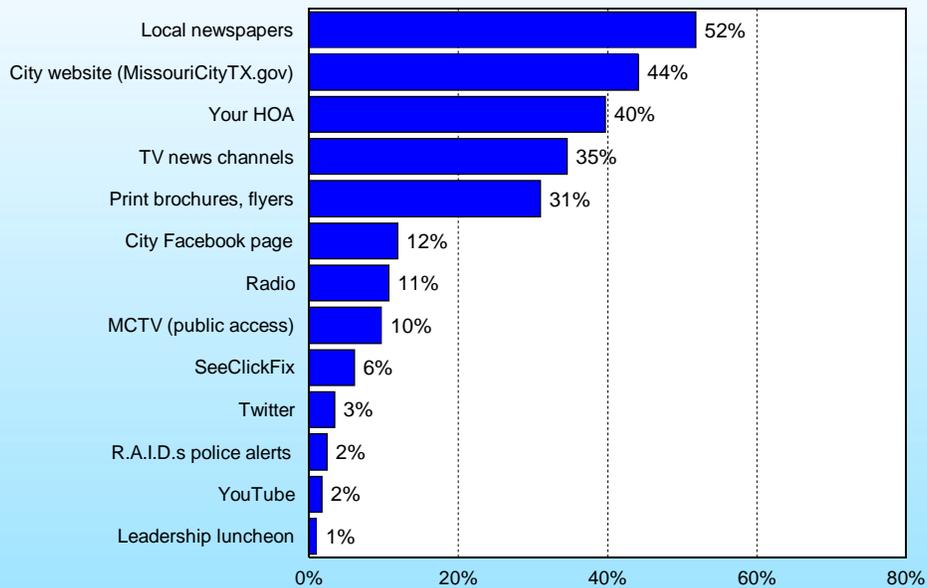
### Q15. Satisfaction with Public Information Services

by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")



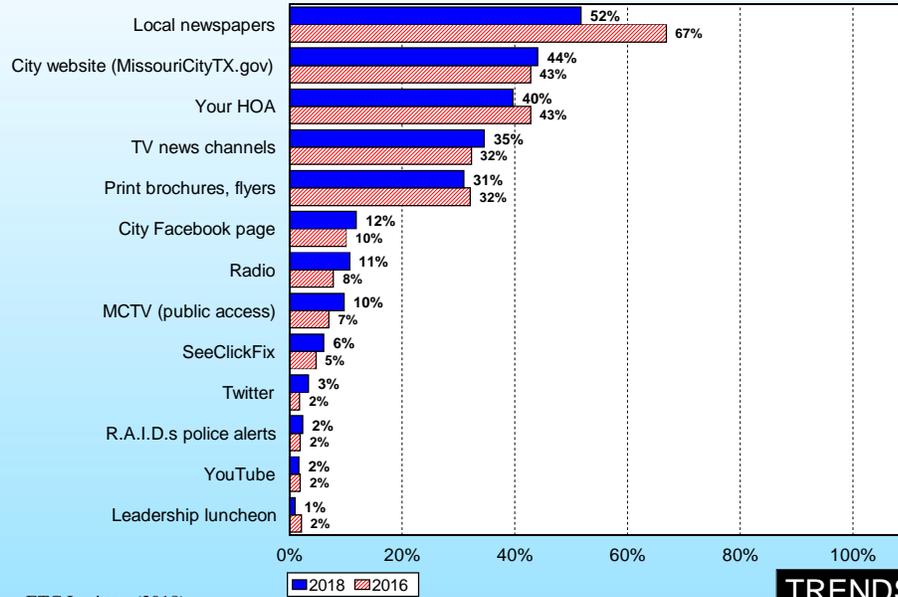
### Q17. Sources From Which Respondents Currently Get Information About the City

by percentage of respondents (multiple selections could be made)



### Q17. Sources From Which Respondents Currently Get Information About the City

by percentage of respondents (multiple selections could be made)

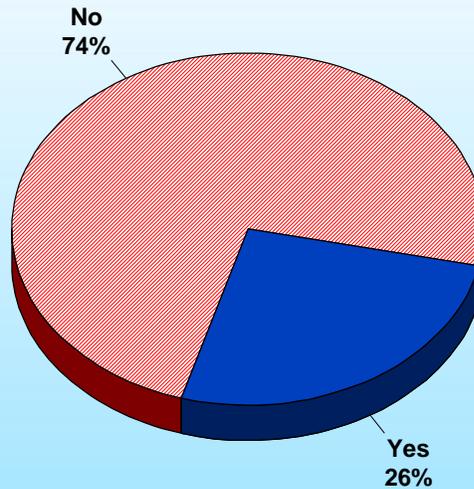


Source: ETC Institute (2018)

**TRENDS**

### Q17. Have you called your city government with a question, problem, or complaint during the past year?

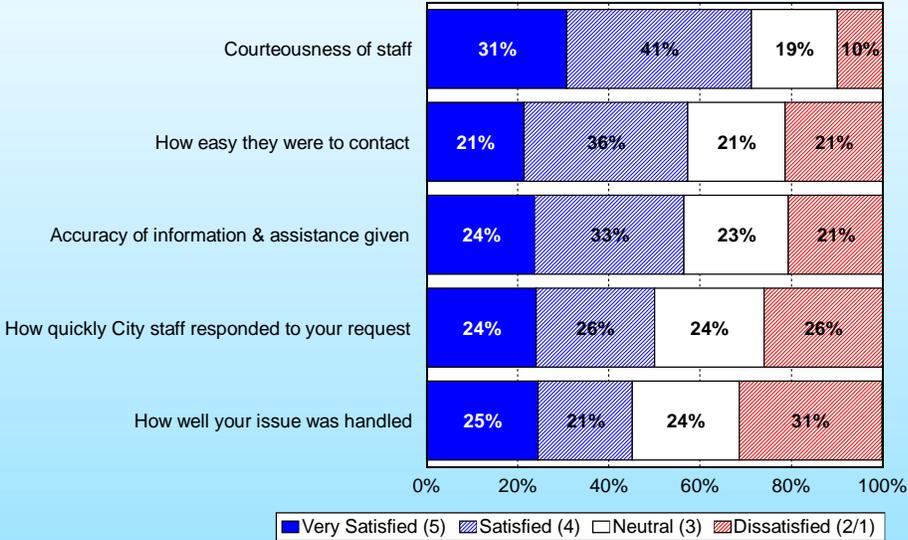
by percentage of respondents



Source: ETC Institute (2018)

### Q17a. Satisfaction with Interaction with City Employees

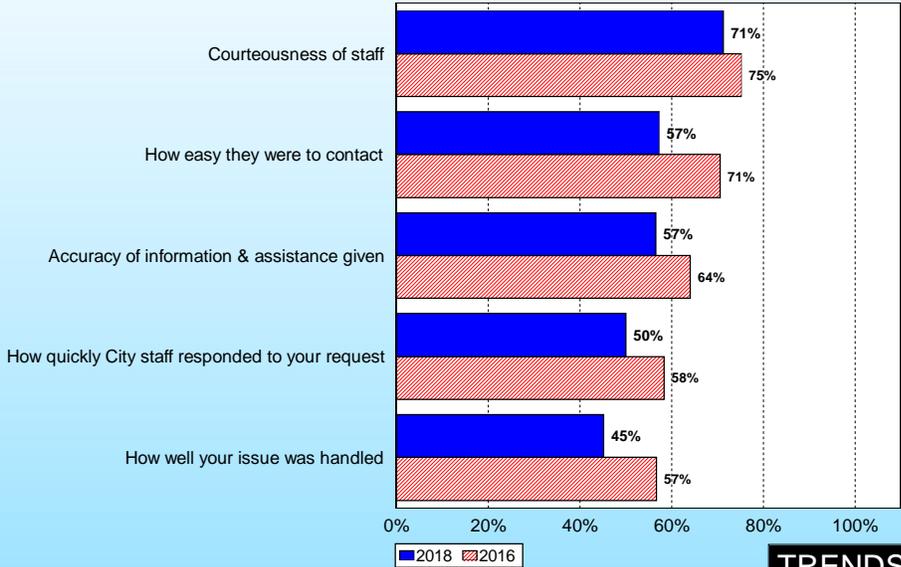
by percentage of respondents who contact the City in the past year and rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2018)

### Q17a. Satisfaction with Interaction with City Employees

by percentage of respondents who contact the City in the past year and answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")

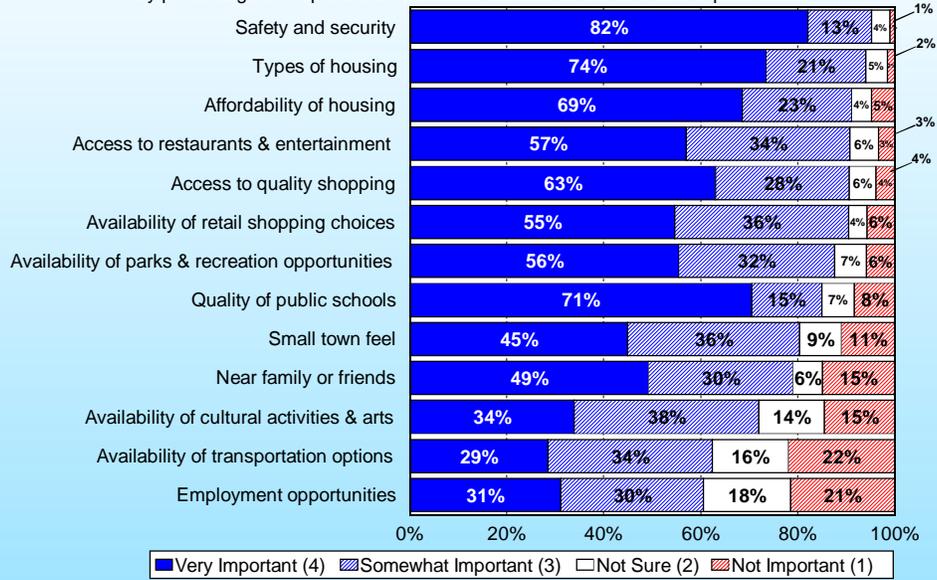


Source: ETC Institute (2018)

**TRENDS**

### Q18. Importance of Various Reasons for Living in Missouri City

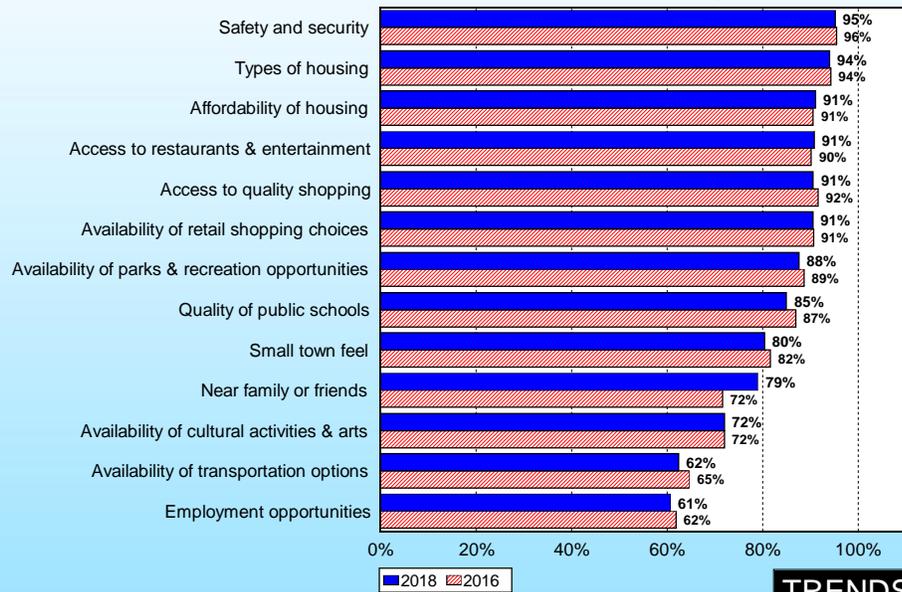
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale



Source: ETC Institute (2018)

### Q18. Importance of Various Reasons for Living in Missouri City

by percentage of respondents who answered with a 4 or 3 on a 4-point scale (Excluding "Don't Know")

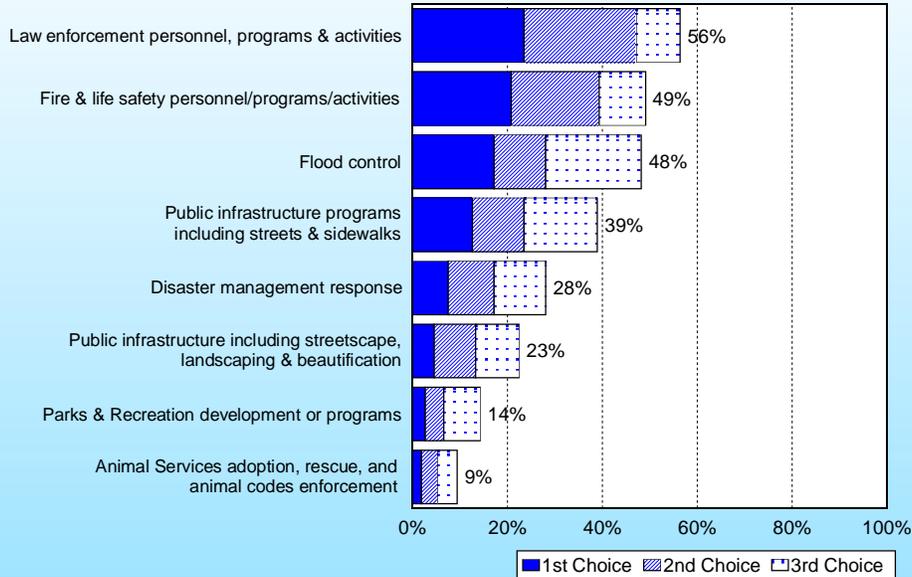


Source: ETC Institute (2018)

**TRENDS**

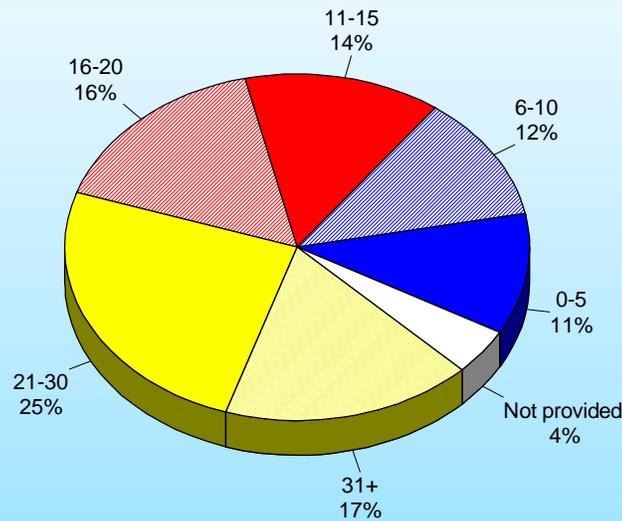
### Q22. Which of the Following Services are Most Important

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



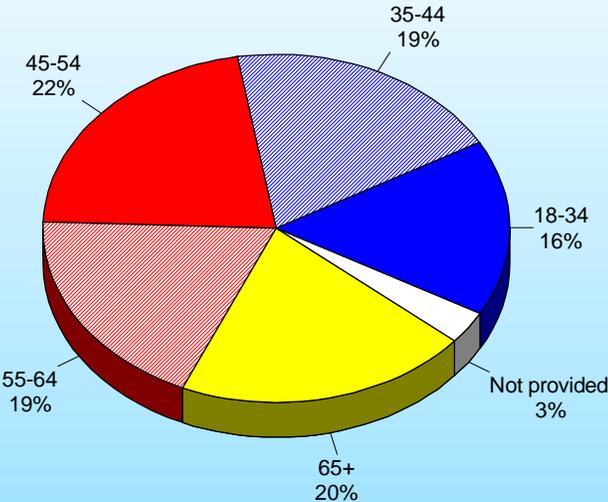
### Q24. Demographics: Approximately how many years have you lived in Missouri City?

by percentage of respondents



### Q25. Demographics: What is your age?

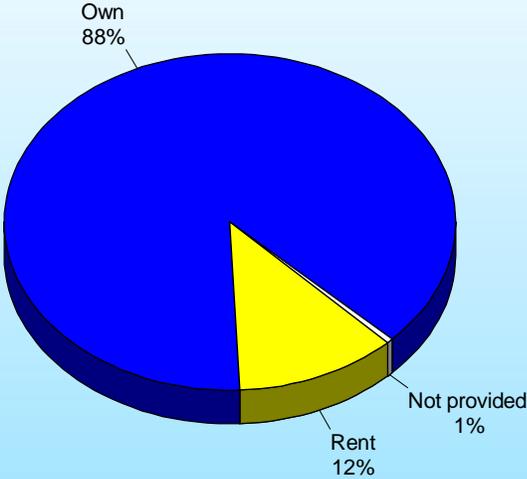
by percentage of respondents



Source: ETC Institute (2018)

### Q26. Demographics: Do you own or rent your current residence?

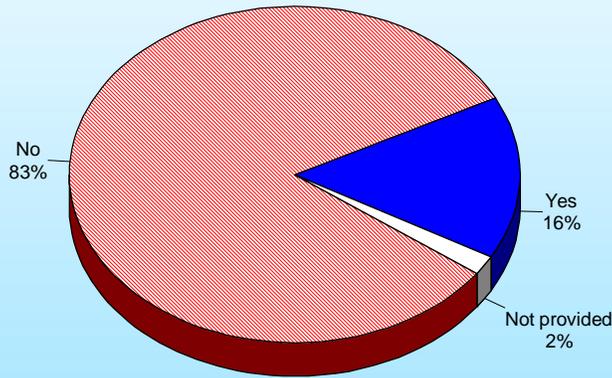
by percentage of respondents



Source: ETC Institute (2018)

### Q27. Demographics: Are you or other members of your household of Hispanic or Latino ancestry?

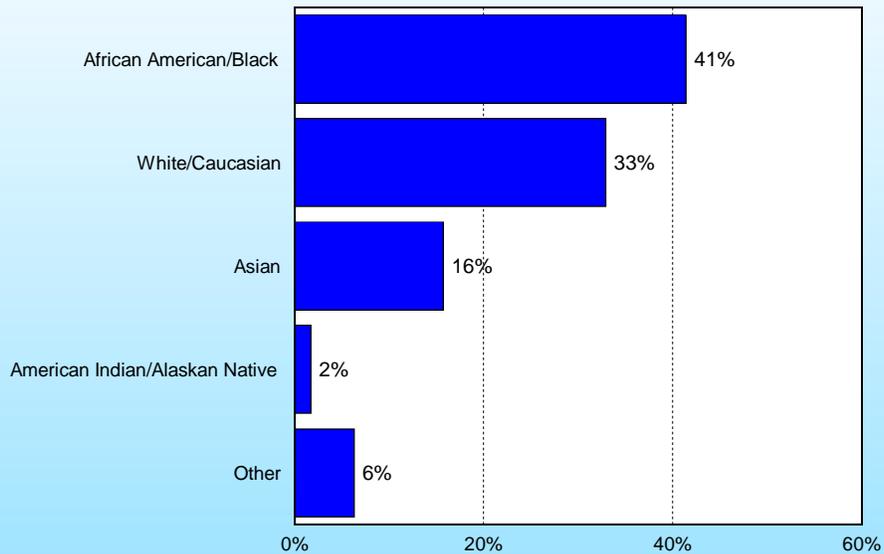
by percentage of respondents



Source: ETC Institute (2018)

### Q28. Demographics: Which of the following best describes your race?

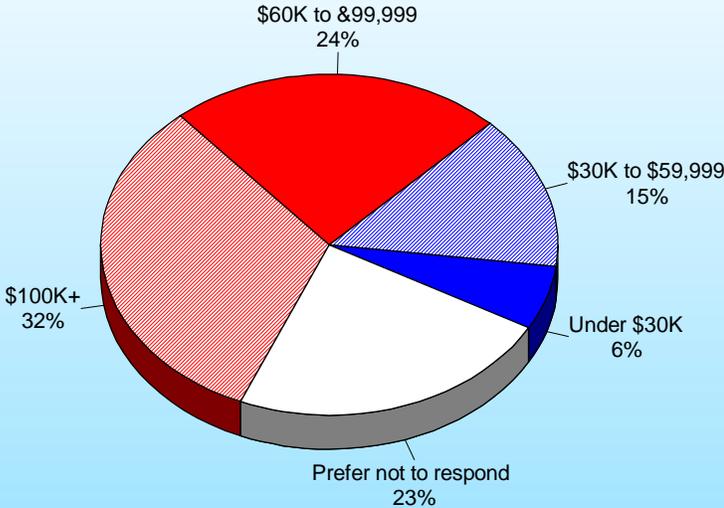
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

### Q29. Demographics: Which of the following best describes your household income?

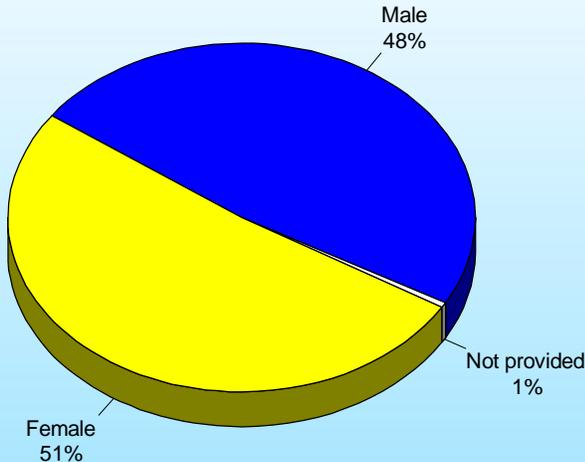
by percentage of respondents



Source: ETC Institute (2018)

### Q30. Demographics: Gender

by percentage of respondents



Source: ETC Institute (2018)

## Section 2: **Benchmarking Analysis**

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# Benchmarking Summary Report

## City of Missouri City, Texas

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### Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 300 cities in 49 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the fall of 2017 to a random sample of more than 4,000 residents across the United States and (2) a state-wide survey administered by ETC Institute in the fall of 2017 to a random sample of more than 300 residents in the State of Texas.

### Interpreting the Charts

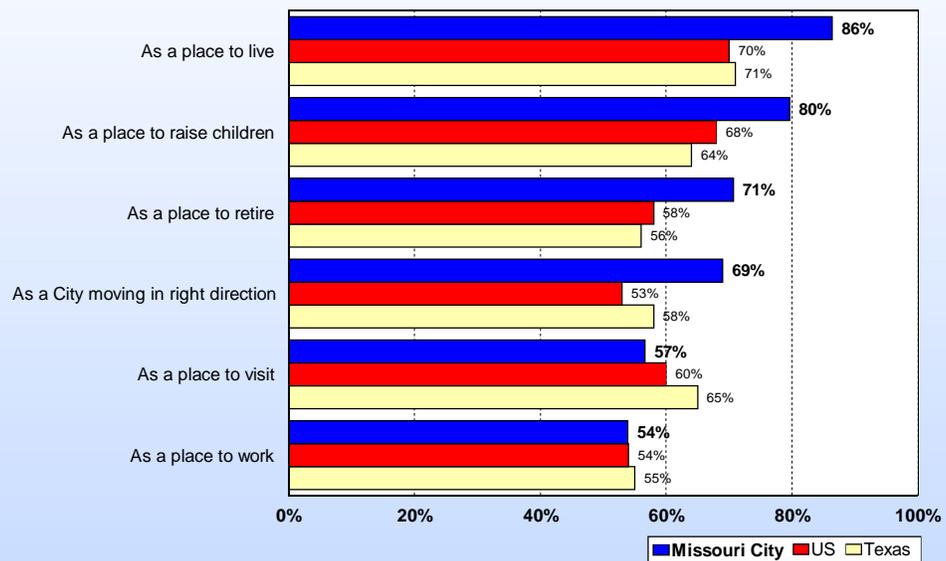
The charts on the following pages show how the overall results for Missouri City compare to the national average and Texas average. Missouri City's ratings are in blue, the U.S. average is in red, and the Texas average is in yellow.

# 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 Missouri City, Texas is not authorized without written consent from ETC Institute.**

## Satisfaction with Perceptions of the City Missouri City vs. the U.S vs. Texas

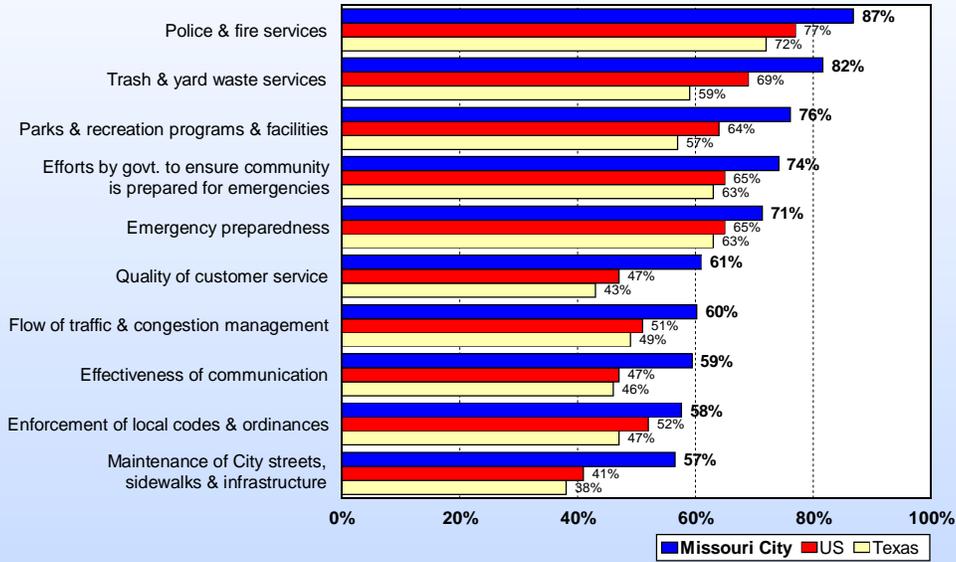
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (Excluding "Don't Know")



Source: 2018 ETC Institute

## Overall Satisfaction with Major City Services Missouri City vs. the U.S vs. Texas

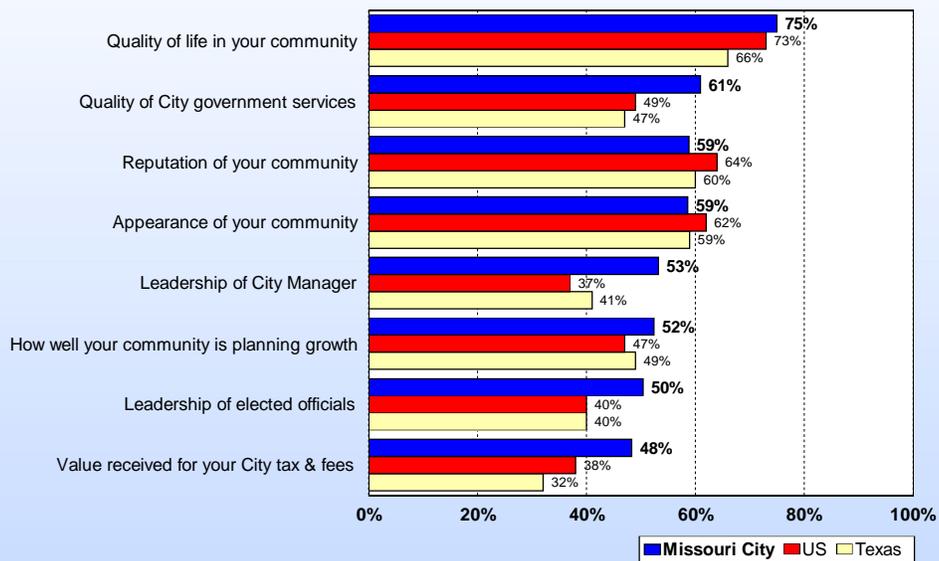
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (Excluding "Don't Know")



Source: 2018 ETC Institute

## Satisfaction with Perceptions of the City Missouri City vs. the U.S vs. Texas

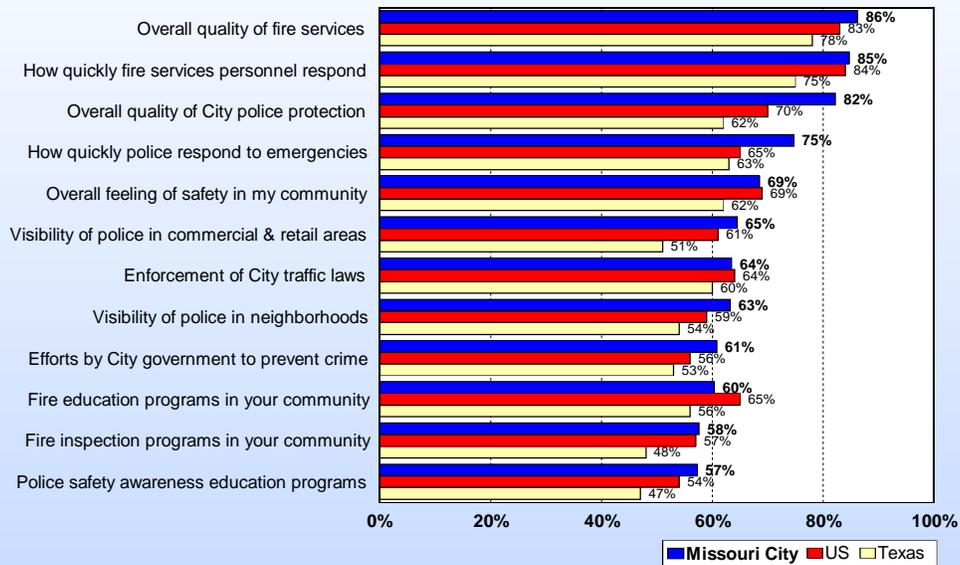
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (Excluding "Don't Know")



Source: 2018 ETC Institute

## Satisfaction with Police, Fire and Emergency Services Missouri City vs. the U.S vs. Texas

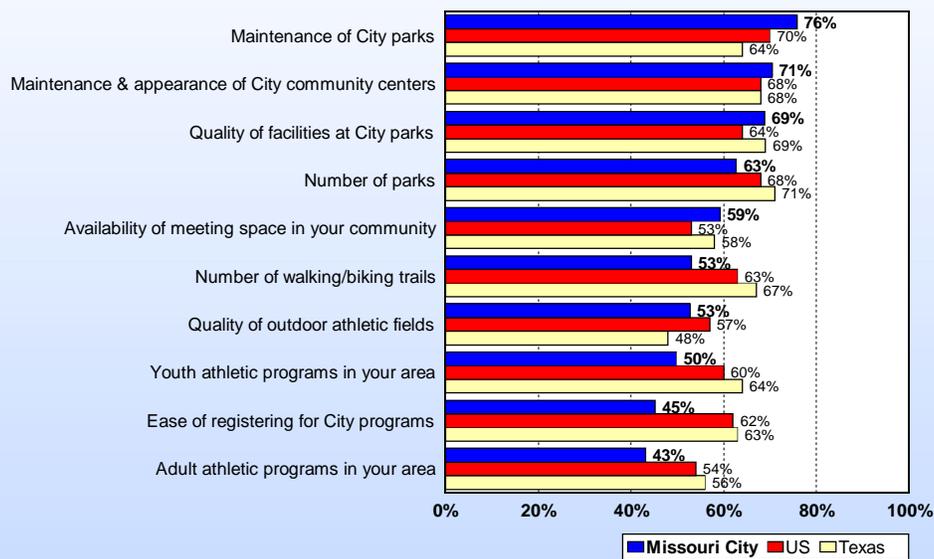
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (Excluding "Don't Know")



Source: 2018 ETC Institute

## Satisfaction with Parks and Recreation Services Missouri City vs. the U.S vs. Texas

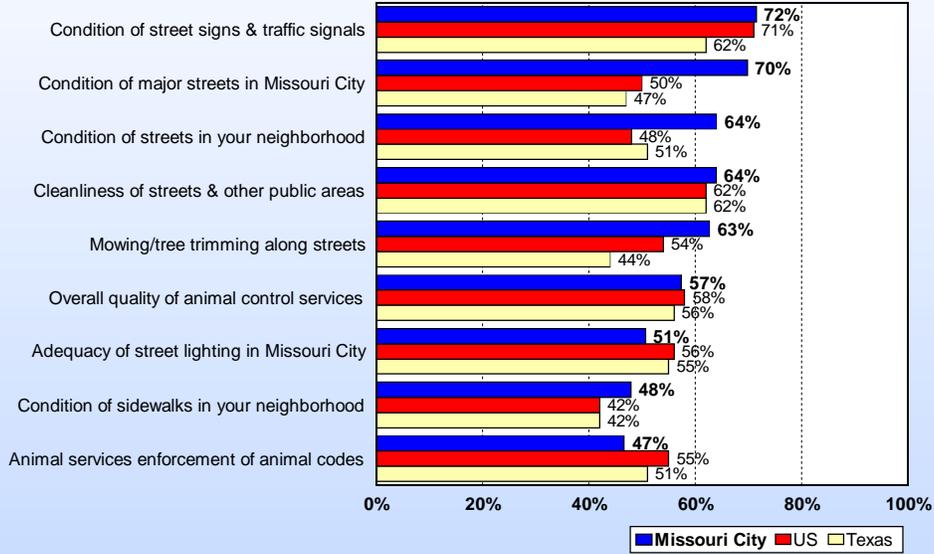
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (Excluding "Don't Know")



Source: 2018 ETC Institute

## Satisfaction with Maintenance Services Missouri City vs. the U.S vs. Texas

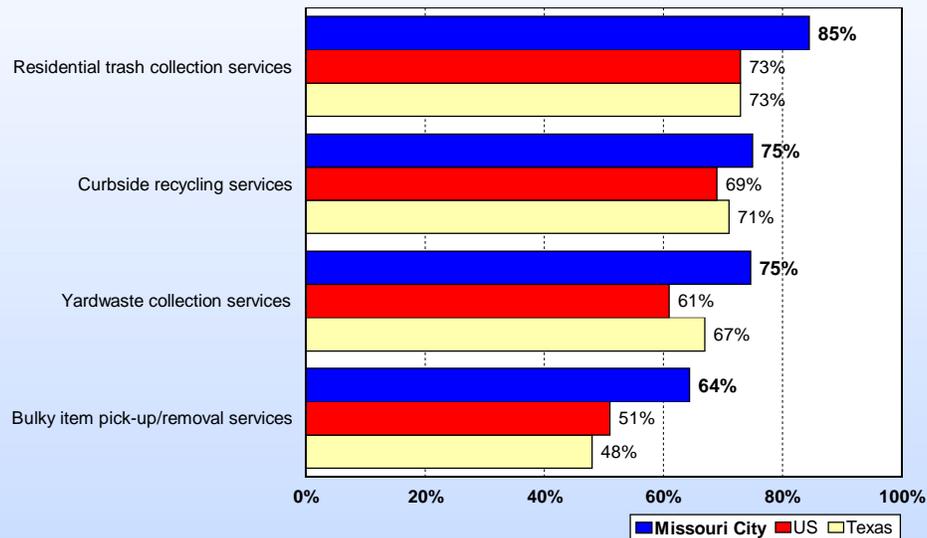
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (Excluding "Don't Know")



Source: 2018 ETC Institute

## Satisfaction with Trash Services Missouri City vs. the U.S vs. Texas

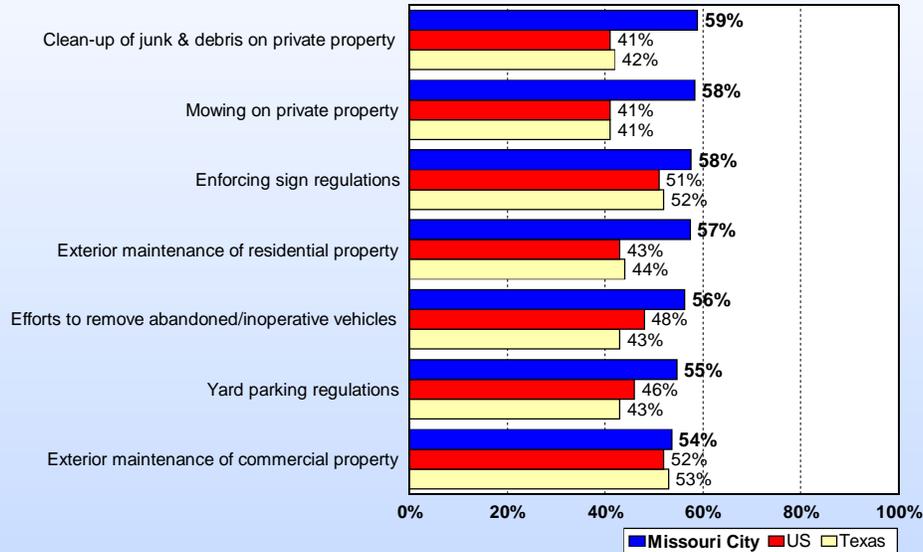
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (Excluding "Don't Know")



Source: 2018 ETC Institute

## Satisfaction with Code Enforcement Missouri City vs. the U.S vs. Texas

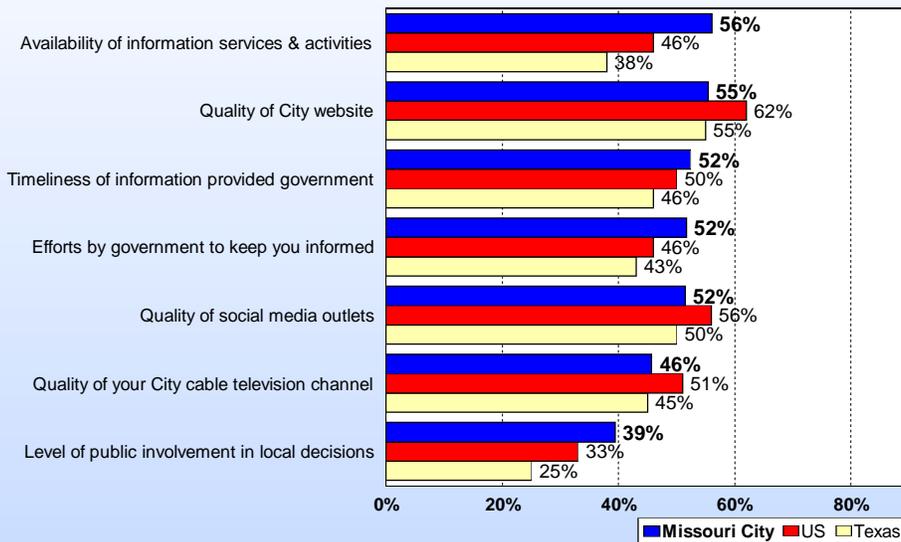
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (Excluding "Don't Know")



Source: 2018 ETC Institute

## Overall Satisfaction with Communication Missouri City vs. the U.S vs. Texas

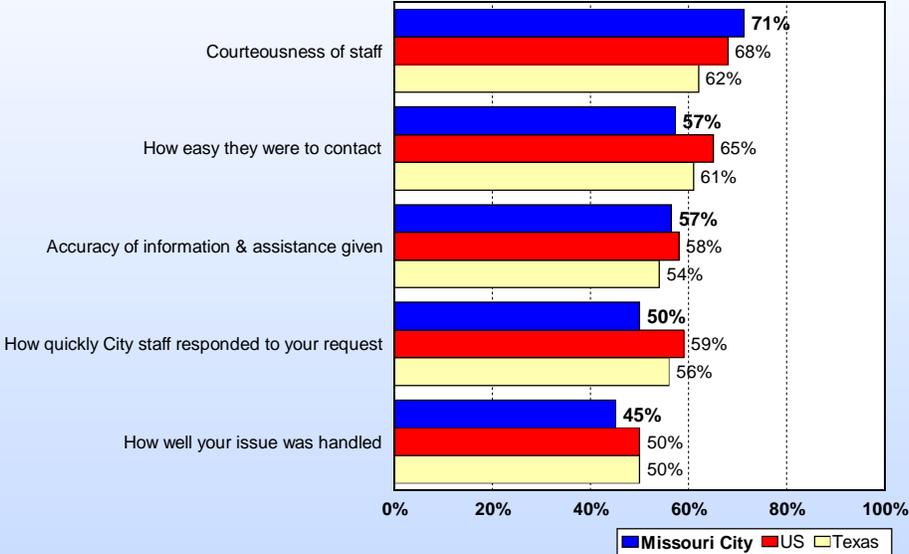
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (Excluding "Don't Know")



Source: 2018 ETC Institute

### Customer Service from City Employees Missouri City vs. the U.S vs. Texas

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



Source: 2018 ETC Institute

**Section 3:**  
**Importance-Satisfaction**  
**Analysis**

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# Importance-Satisfaction Analysis

## City of Missouri City, 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 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.

### Overview

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

**Example of the Calculation:** Respondents were asked to identify the major categories of city services they thought should receive the most emphasis over the next two years. Forty-six percent (46%) of respondents selected *the overall maintenance of City streets, sidewalks and infrastructure* as one of the most important services for the City to provide.

With regard to satisfaction, 57% of respondents surveyed rated the City's overall performance in *the overall maintenance of City streets, sidewalks and infrastructure* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for *the overall maintenance of City streets, sidewalks and infrastructure* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 46% was multiplied by 43% (1-0.57). This calculation yielded an I-S rating of 0.2001 which ranked first out of 10 major service categories.

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 they are positively satisfied with the delivery of the service.



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

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one for 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 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis* ( $IS \geq 0.20$ )
- *Increase Current Emphasis* ( $0.10 \leq IS < 0.20$ )
- *Maintain Current Emphasis* ( $IS < 0.10$ )

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

## 2018 Importance-Satisfaction Rating

### Missouri City, Texas

### Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Overall maintenance of City streets, sidewalks & infrastructure	46%	1	57%	10	0.2001	1
<b>High Priority (IS .10-.20)</b>						
Overall flow of traffic & congestion management on streets in City of Missouri City	31%	3	60%	7	0.1230	2
<b>Medium Priority (IS &lt;.10)</b>						
Enforcement of local codes & ordinances	18%	6	58%	9	0.0772	3
Overall effectiveness of communication by City government in your area	17%	7	59%	8	0.0670	4
Emergency preparedness	23%	4	71%	5	0.0666	5
Overall efforts by City government in your area to ensure community is prepared for emergencies	23%	5	74%	4	0.0596	6
Overall quality of customer service provided by City government in City of Missouri City	11%	10	61%	6	0.0445	7
Quality of police & fire services	33%	2	87%	1	0.0434	8
Overall quality of parks & recreation programs & facilities	16%	8	76%	3	0.0382	9
Overall quality of trash & yard waste services	12%	9	82%	2	0.0223	10

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

**Most Important %:**

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

**Satisfaction %:**

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

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## 2018 Importance-Satisfaction Rating

### Missouri City, Texas

### Police, Fire, and EMS Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Visibility of police in neighborhoods	34%	1	63%	8	0.1262	1
Efforts by City government to prevent crime	30%	2	61%	9	0.1176	2
<b>Medium Priority (IS &lt;.10)</b>						
Visibility of police in commercial & retail areas	17%	4	65%	6	0.0593	3
Fire education programs in your community	14%	6	60%	10	0.0548	4
Enforcement of City traffic laws	12%	8	64%	7	0.0442	5
Police safety awareness education programs	10%	9	57%	12	0.0436	6
Overall quality of City police protection	23%	3	82%	3	0.0404	7
How quickly police respond to emergencies	16%	5	75%	4	0.0392	8
Fire inspection programs in your community	9%	11	58%	11	0.0369	9
Overall quality of fire services	13%	7	86%	1	0.0181	10
How quickly fire services personnel respond	10%	10	85%	2	0.0156	11
911 service provided by operators	5%	12	71%	5	0.0152	12

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

**Most Important %:**

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

**Satisfaction %:**

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

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## 2018 Importance-Satisfaction Rating

### Missouri City, Texas

### Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Senior citizen programs	27%	2	42%	11	0.1572	1
Number of walking/biking trails	25%	3	53%	6	0.1161	2
<b>Medium Priority (IS &lt;.10)</b>						
Quality of facilities at City parks	28%	1	69%	3	0.0861	3
Adult athletic programs in your area	13%	7	43%	10	0.0757	4
Youth athletic programs in your area	14%	6	50%	8	0.0703	5
Maintenance of City parks	24%	4	76%	1	0.0569	6
Number of parks	14%	5	63%	4	0.0533	7
Ease of registering for City programs	9%	9	45%	9	0.0499	8
Quality of outdoor athletic fields	8%	10	53%	7	0.0364	9
Maintenance & appearance of City community centers	12%	8	71%	2	0.0363	10
Availability of meeting space in your community	7%	11	59%	5	0.0273	11

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

**Most Important %:**

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

**Satisfaction %:**

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

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## 2018 Importance-Satisfaction Rating

### Missouri City, Texas

### Public Works Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Condition of sidewalks in your neighborhood	31%	2	48%	3	0.1615	1
Adequacy of street lighting in Missouri City	30%	3	51%	6	0.1457	2
Condition of street drainage/water drainage	31%	1	57%	4	0.1351	3
<b>Medium Priority (IS &lt;.10)</b>						
Condition of streets in your neighborhood	22%	5	64%	2	0.0803	4
Condition of major streets in Missouri City	23%	4	70%	1	0.0689	5
Animal services enforcement of animal codes	13%	8	47%	11	0.0673	6
Overall quality of animal control services	13%	7	57%	9	0.0571	7
Cleanliness of streets & other public areas	16%	6	64%	8	0.0563	8
Animal services pet adoption & rescue efforts	10%	10	50%	10	0.0495	9
Mowing/tree trimming along streets & other public areas	10%	9	63%	7	0.0388	10
Condition of street signs & traffic signals	8%	11	72%	5	0.0222	11

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

**Most Important %:**

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

**Satisfaction %:**

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

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## 2018 Importance-Satisfaction Rating

### Missouri City, Texas

### Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Enforcing clean-up of junk & debris on private property in your community	35%	1	59%	1	0.1422	1
Enforcing mowing & cutting of weeds & grass on private property	27%	2	58%	2	0.1136	2
Enforcing exterior maintenance of residential property	26%	3	57%	5	0.1095	3
Enforcing exterior maintenance of commercial/business property	23%	4	54%	8	0.1067	4
<b>Medium Priority (IS &lt;.10)</b>						
City efforts to remove abandoned or inoperative vehicles	22%	5	56%	6	0.0940	5
Enforcement of yard parking regulations in your neighborhood	19%	6	55%	7	0.0843	6
SeeClickFix to report code violations in community or neighborhood	10%	7	58%	3	0.0400	7
Enforcing sign regulations	9%	8	58%	4	0.0382	8

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

**Most Important %:**

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

**Satisfaction %:**

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

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**Section 4:**  
**Tabular Data**

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**Q1. Perception of The City. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate Missouri City with regard to each of the following.**

(N=413)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. As a place to live	33.4%	52.3%	11.4%	1.7%	0.5%	0.7%
Q1-2. As a place to raise children	26.4%	42.6%	14.0%	3.1%	0.5%	13.3%
Q1-3. As a place to work	13.3%	28.6%	27.6%	6.5%	1.7%	22.3%
Q1-4. As a place to retire	27.6%	38.5%	18.4%	6.5%	2.4%	6.5%
Q1-5. As a place to visit	19.6%	34.4%	25.9%	10.4%	5.1%	4.6%
Q1-6. As a City moving in right direction	20.6%	45.5%	19.9%	7.0%	2.9%	4.1%
Q1-7. As a place you are proud to call home	33.4%	44.6%	15.7%	3.4%	1.0%	1.9%

**WITHOUT DON'T KNOW**

**Q1. Perception of The City. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate Missouri City with regard to each of the following. (without "don't know")**

(N=413)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. As a place to live	33.7%	52.7%	11.5%	1.7%	0.5%
Q1-2. As a place to raise children	30.4%	49.2%	16.2%	3.6%	0.6%
Q1-3. As a place to work	17.1%	36.8%	35.5%	8.4%	2.2%
Q1-4. As a place to retire	29.5%	41.2%	19.7%	7.0%	2.6%
Q1-5. As a place to visit	20.6%	36.0%	27.2%	10.9%	5.3%
Q1-6. As a City moving in right direction	21.5%	47.5%	20.7%	7.3%	3.0%
Q1-7. As a place you are proud to call home	34.1%	45.4%	16.0%	3.5%	1.0%

**Q2. Please rate each of the following major categories of services provided by Missouri City using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=413)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Quality of police & fire services	39.7%	43.3%	8.7%	2.7%	1.2%	4.4%
Q2-2. Overall efforts by City government in your area to ensure community is prepared for emergencies	28.6%	40.7%	18.9%	4.1%	1.2%	6.5%
Q2-3. Overall maintenance of City streets, sidewalks & infrastructure	19.6%	36.3%	25.2%	13.8%	4.1%	1.0%
Q2-4. Overall effectiveness of communication by City government in your area	16.9%	40.0%	26.6%	9.2%	3.1%	4.1%
Q2-5. Overall flow of traffic & congestion management on streets in City of Missouri City	16.2%	43.1%	23.2%	11.6%	4.4%	1.5%
Q2-6. Overall quality of trash & yard waste services	33.9%	47.0%	10.7%	5.6%	1.9%	1.0%
Q2-7. Overall quality of parks & recreation programs & facilities	28.1%	44.3%	16.7%	4.4%	1.7%	4.8%
Q2-8. Overall quality of customer service provided by City government in City of Missouri City	16.0%	37.5%	27.1%	5.3%	1.7%	12.3%
Q2-9. Enforcement of local codes & ordinances	16.7%	36.8%	24.2%	9.7%	5.6%	7.0%
Q2-10. Emergency preparedness	21.1%	42.1%	20.1%	4.4%	1.0%	11.4%

**WITHOUT DON'T KNOW**

**Q2. Please rate each of the following major categories of services provided by Missouri City using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=413)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Quality of police & fire services	41.5%	45.3%	9.1%	2.8%	1.3%
Q2-2. Overall efforts by City government in your area to ensure community is prepared for emergencies	30.6%	43.5%	20.2%	4.4%	1.3%
Q2-3. Overall maintenance of City streets, sidewalks & infrastructure	19.8%	36.7%	25.4%	13.9%	4.2%
Q2-4. Overall effectiveness of communication by City government in your area	17.7%	41.7%	27.8%	9.6%	3.3%
Q2-5. Overall flow of traffic & congestion management on streets in City of Missouri City	16.5%	43.7%	23.6%	11.8%	4.4%
Q2-6. Overall quality of trash & yard waste services	34.2%	47.4%	10.8%	5.6%	2.0%
Q2-7. Overall quality of parks & recreation programs & facilities	29.5%	46.6%	17.6%	4.6%	1.8%
Q2-8. Overall quality of customer service provided by City government in City of Missouri City	18.2%	42.8%	30.9%	6.1%	1.9%
Q2-9. Enforcement of local codes & ordinances	18.0%	39.6%	26.0%	10.4%	6.0%
Q2-10. Emergency preparedness	23.8%	47.5%	22.7%	4.9%	1.1%

**Q3. From the list of items in Question 2, which THREE of the major categories of City services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q3. Top choice	Number	Percent
Quality of police & fire services	78	18.9 %
Overall efforts by City government in your area to ensure community is prepared for emergencies	36	8.7 %
Overall maintenance of City streets, sidewalks & infrastructure	71	17.2 %
Overall effectiveness of communication by City government in your area	19	4.6 %
Overall flow of traffic & congestion management on streets in City of Missouri City	43	10.4 %
Overall quality of trash & yard waste services	7	1.7 %
Overall quality of parks & recreation programs & facilities	11	2.7 %
Overall quality of customer service provided by City government in City of Missouri City	9	2.2 %
Enforcement of local codes & ordinances	18	4.4 %
Emergency preparedness	38	9.2 %
None chosen	83	20.1 %
Total	413	100.0 %

**Q3. From the list of items in Question 2, which THREE of the major categories of City services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q3. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of police & fire services	32	7.7 %
Overall efforts by City government in your area to ensure community is prepared for emergencies	36	8.7 %
Overall maintenance of City streets, sidewalks & infrastructure	64	15.5 %
Overall effectiveness of communication by City government in your area	16	3.9 %
Overall flow of traffic & congestion management on streets in City of Missouri City	53	12.8 %
Overall quality of trash & yard waste services	22	5.3 %
Overall quality of parks & recreation programs & facilities	26	6.3 %
Overall quality of customer service provided by City government in City of Missouri City	13	3.1 %
Enforcement of local codes & ordinances	26	6.3 %
Emergency preparedness	29	7.0 %
None chosen	96	23.2 %
Total	413	100.0 %

**Q3. From the list of items in Question 2, which THREE of the major categories of City services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q3. 3rd choice	Number	Percent
Quality of police & fire services	26	6.3 %
Overall efforts by City government in your area to ensure community is prepared for emergencies	23	5.6 %
Overall maintenance of City streets, sidewalks & infrastructure	55	13.3 %
Overall effectiveness of communication by City government in your area	33	8.0 %
Overall flow of traffic & congestion management on streets in City of Missouri City	32	7.7 %
Overall quality of trash & yard waste services	21	5.1 %
Overall quality of parks & recreation programs & facilities	29	7.0 %
Overall quality of customer service provided by City government in City of Missouri City	25	6.1 %
Enforcement of local codes & ordinances	31	7.5 %
Emergency preparedness	29	7.0 %
None chosen	109	26.4 %
Total	413	100.0 %

**SUM OF TOP 3 CHOICES**

**Q3. From the list of items in Question 2, which THREE of the major categories of City services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

<u>Q3. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Quality of police & fire services	136	32.9 %
Overall efforts by City government in your area to ensure community is prepared for emergencies	95	23.0 %
Overall maintenance of City streets, sidewalks & infrastructure	190	46.0 %
Overall effectiveness of communication by City government in your area	68	16.5 %
Overall flow of traffic & congestion management on streets in City of Missouri City	128	31.0 %
Overall quality of trash & yard waste services	50	12.1 %
Overall quality of parks & recreation programs & facilities	66	16.0 %
Overall quality of customer service provided by City government in City of Missouri City	47	11.4 %
Enforcement of local codes & ordinances	75	18.2 %
Emergency preparedness	96	23.2 %
None chosen	83	20.1 %
Total	1034	

**Q4. Please rate each of the following items that may influence your perception of the community using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=413)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Overall value that you receive for your City tax & fees	7.5%	38.5%	30.3%	14.3%	4.8%	4.6%
Q4-2. Reputation of your community	16.2%	40.9%	26.6%	10.7%	2.7%	2.9%
Q4-3. Quality of City government services	14.0%	43.3%	29.1%	5.6%	1.9%	6.1%
Q4-4. Quality of life in your community	21.3%	52.3%	19.1%	4.4%	1.0%	1.9%
Q4-5. How well your community is planning growth	11.9%	34.9%	27.6%	11.6%	3.1%	10.9%
Q4-6. Appearance of your community	14.3%	43.1%	23.0%	15.0%	2.7%	1.9%
Q4-7. Leadership of elected officials	9.0%	35.8%	31.7%	8.2%	4.1%	11.1%
Q4-8. Leadership of City Manager	11.9%	34.4%	30.5%	7.0%	3.1%	13.1%

**WITHOUT DON'T KNOW**

**Q4. Please rate each of the following items that may influence your perception of the community using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=413)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Overall value that you receive for your City tax & fees	7.9%	40.4%	31.7%	15.0%	5.1%
Q4-2. Reputation of your community	16.7%	42.1%	27.4%	11.0%	2.7%
Q4-3. Quality of City government services	14.9%	46.1%	30.9%	5.9%	2.1%
Q4-4. Quality of life in your community	21.7%	53.3%	19.5%	4.4%	1.0%
Q4-5. How well your community is planning growth	13.3%	39.1%	31.0%	13.0%	3.5%
Q4-6. Appearance of your community	14.6%	44.0%	23.5%	15.3%	2.7%
Q4-7. Leadership of elected officials	10.1%	40.3%	35.7%	9.3%	4.6%
Q4-8. Leadership of City Manager	13.6%	39.6%	35.1%	8.1%	3.6%

**Q5a. Police Services. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=413)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q5a-1. Overall quality of City police protection	32.4%	45.5%	12.1%	3.4%	1.5%	5.1%
Q5a-2. Visibility of police in neighborhoods	23.2%	38.7%	20.3%	12.1%	3.6%	1.9%
Q5a-3. Visibility of police in commercial & retail areas	18.9%	42.6%	21.8%	9.2%	2.9%	4.6%
Q5a-4. How quickly police respond to emergencies	24.2%	37.8%	16.2%	4.4%	0.5%	16.9%
Q5a-5. Efforts by City government to prevent crime	18.4%	35.1%	28.1%	4.8%	1.5%	12.1%
Q5a-6. Enforcement of City traffic laws	16.0%	43.3%	24.9%	6.8%	2.4%	6.5%
Q5a-7. Police safety awareness education programs	14.3%	29.8%	28.1%	3.4%	1.5%	23.0%
Q5a-8. 911 service provided by operators	20.8%	29.3%	18.2%	1.2%	0.7%	29.8%

**WITHOUT DON'T KNOW****Q5a. Police Services. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=413)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5a-1. Overall quality of City police protection	34.2%	48.0%	12.8%	3.6%	1.5%
Q5a-2. Visibility of police in neighborhoods	23.7%	39.5%	20.7%	12.3%	3.7%
Q5a-3. Visibility of police in commercial & retail areas	19.8%	44.7%	22.8%	9.6%	3.0%
Q5a-4. How quickly police respond to emergencies	29.2%	45.5%	19.5%	5.2%	0.6%
Q5a-5. Efforts by City government to prevent crime	20.9%	39.9%	32.0%	5.5%	1.7%
Q5a-6. Enforcement of City traffic laws	17.1%	46.4%	26.7%	7.3%	2.6%
Q5a-7. Police safety awareness education programs	18.6%	38.7%	36.5%	4.4%	1.9%
Q5a-8. 911 service provided by operators	29.7%	41.7%	25.9%	1.7%	1.0%

**Q5b. Fire Services/EMS. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=413)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5b-9. Overall quality of fire services	30.5%	36.1%	10.2%	0.0%	0.5%	22.8%
Q5b-10. How quickly fire services personnel respond	31.7%	28.8%	10.7%	0.0%	0.2%	28.6%
Q5b-11. Fire education programs in your community	13.6%	26.2%	22.0%	3.4%	0.7%	34.1%
Q5b-12. Fire inspection programs in your community	14.3%	21.5%	21.3%	4.6%	0.5%	37.8%

**WITHOUT DON'T KNOW**

**Q5b. Fire Services/EMS. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=413)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5b-9. Overall quality of fire services	39.5%	46.7%	13.2%	0.0%	0.6%
Q5b-10. How quickly fire services personnel respond	44.4%	40.3%	14.9%	0.0%	0.3%
Q5b-11. Fire education programs in your community	20.6%	39.7%	33.5%	5.1%	1.1%
Q5b-12. Fire inspection programs in your community	23.0%	34.6%	34.2%	7.4%	0.8%

**Q6. From the list of items in Questions 5a-b, which THREE of the major categories of Public Safety Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q6. Top choice	Number	Percent
Overall quality of City police protection	67	16.2 %
Visibility of police in neighborhoods	77	18.6 %
Visibility of police in commercial & retail areas	15	3.6 %
How quickly police respond to emergencies	14	3.4 %
Efforts by City government to prevent crime	47	11.4 %
Enforcement of City traffic laws	17	4.1 %
Police safety awareness education programs	7	1.7 %
911 service provided by operators	6	1.5 %
Overall quality of fire services	10	2.4 %
How quickly fire services personnel respond	11	2.7 %
Fire education programs in your community	10	2.4 %
Fire inspection programs in your community	7	1.7 %
None chosen	125	30.3 %
Total	413	100.0 %

**Q6. From the list of items in Questions 5a-b, which THREE of the major categories of Public Safety Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q6. 2nd choice	Number	Percent
Overall quality of City police protection	19	4.6 %
Visibility of police in neighborhoods	50	12.1 %
Visibility of police in commercial & retail areas	31	7.5 %
How quickly police respond to emergencies	26	6.3 %
Efforts by City government to prevent crime	36	8.7 %
Enforcement of City traffic laws	18	4.4 %
Police safety awareness education programs	18	4.4 %
911 service provided by operators	8	1.9 %
Overall quality of fire services	26	6.3 %
How quickly fire services personnel respond	10	2.4 %
Fire education programs in your community	18	4.4 %
Fire inspection programs in your community	12	2.9 %
None chosen	141	34.1 %
Total	413	100.0 %

**Q6. From the list of items in Questions 5a-b, which THREE of the major categories of Public Safety Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q6. 3rd choice	Number	Percent
Overall quality of City police protection	8	1.9 %
Visibility of police in neighborhoods	15	3.6 %
Visibility of police in commercial & retail areas	23	5.6 %
How quickly police respond to emergencies	24	5.8 %
Efforts by City government to prevent crime	41	9.9 %
Enforcement of City traffic laws	15	3.6 %
Police safety awareness education programs	17	4.1 %
911 service provided by operators	8	1.9 %
Overall quality of fire services	18	4.4 %
How quickly fire services personnel respond	21	5.1 %
Fire education programs in your community	29	7.0 %
Fire inspection programs in your community	17	4.1 %
None chosen	177	42.9 %
Total	413	100.0 %

**SUM OF TOP 3 CHOICES**

**Q6. From the list of items in Questions 5a-b, which THREE of the major categories of Public Safety Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

Q6. Top choice	Number	Percent
Overall quality of City police protection	94	22.8 %
Visibility of police in neighborhoods	142	34.4 %
Visibility of police in commercial & retail areas	69	16.7 %
How quickly police respond to emergencies	64	15.5 %
Efforts by City government to prevent crime	124	30.0 %
Enforcement of City traffic laws	50	12.1 %
Police safety awareness education programs	42	10.2 %
911 service provided by operators	22	5.3 %
Overall quality of fire services	54	13.1 %
How quickly fire services personnel respond	42	10.2 %
Fire education programs in your community	57	13.8 %
Fire inspection programs in your community	36	8.7 %
None chosen	125	30.3 %
Total	921	

**Q7. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.**

(N=413)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q7-1. Walking in your neighborhood during the day	38.3%	44.1%	9.7%	3.4%	2.4%	2.2%
Q7-2. Walking in your neighborhood after dark	12.1%	32.9%	27.1%	16.2%	6.3%	5.3%
Q7-3. Walking on City trails/in City parks	13.8%	35.6%	25.9%	11.9%	2.9%	9.9%
Q7-4. Overall feeling of safety in my community	18.9%	48.4%	22.8%	6.5%	1.7%	1.7%

**WITHOUT DON'T KNOW**

**Q7. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")**

(N=413)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q7-1. Walking in your neighborhood during the day	39.1%	45.0%	9.9%	3.5%	2.5%
Q7-2. Walking in your neighborhood after dark	12.8%	34.8%	28.6%	17.1%	6.6%
Q7-3. Walking on City trails/in City parks	15.3%	39.5%	28.8%	13.2%	3.2%
Q7-4. Overall feeling of safety in my community	19.2%	49.3%	23.2%	6.7%	1.7%

**Q8. Parks and Recreation. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=413)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Maintenance of City parks	19.4%	47.5%	17.2%	3.4%	0.7%	11.9%
Q8-2. Quality of facilities at City parks (e.g. picnic shelters, playgrounds)	16.5%	44.1%	21.1%	5.3%	1.0%	12.1%
Q8-3. Number of parks	14.8%	39.0%	20.8%	8.5%	2.7%	14.3%
Q8-4. Maintenance & appearance of City community centers	16.0%	42.4%	18.4%	5.3%	0.7%	17.2%
Q8-5. Availability of meeting space in your community	11.6%	33.4%	23.5%	5.6%	1.9%	24.0%
Q8-6. Number of walking/biking trails	12.3%	32.7%	24.5%	12.3%	3.1%	15.0%
Q8-7. Quality of outdoor athletic fields	10.7%	29.8%	25.7%	8.2%	2.4%	23.2%
Q8-8. Youth athletic programs in your area	8.7%	24.9%	23.5%	7.7%	2.7%	32.4%
Q8-9. Adult athletic programs in your area	6.3%	22.3%	25.2%	8.5%	4.1%	33.7%
Q8-10. Senior citizen programs	7.3%	18.9%	22.5%	9.4%	3.6%	38.3%
Q8-11. Ease of registering for City programs	8.0%	19.4%	26.9%	4.1%	2.2%	39.5%

**WITHOUT DON'T KNOW****Q8. Parks and Recreation. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=413)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Maintenance of City parks	22.0%	53.8%	19.5%	3.8%	0.8%
Q8-2. Quality of facilities at City parks (e.g. picnic shelters, playgrounds)	18.7%	50.1%	24.0%	6.1%	1.1%
Q8-3. Number of parks	17.2%	45.5%	24.3%	9.9%	3.1%
Q8-4. Maintenance & appearance of City community centers	19.3%	51.2%	22.2%	6.4%	0.9%
Q8-5. Availability of meeting space in your community	15.3%	43.9%	30.9%	7.3%	2.5%
Q8-6. Number of walking/biking trails	14.5%	38.5%	28.8%	14.5%	3.7%
Q8-7. Quality of outdoor athletic fields	13.9%	38.8%	33.4%	10.7%	3.2%
Q8-8. Youth athletic programs in your area	12.9%	36.9%	34.8%	11.5%	3.9%
Q8-9. Adult athletic programs in your area	9.5%	33.6%	38.0%	12.8%	6.2%
Q8-10. Senior citizen programs	11.8%	30.6%	36.5%	15.3%	5.9%
Q8-11. Ease of registering for City programs	13.2%	32.0%	44.4%	6.8%	3.6%

**Q9. From the list of items in Question 8, which THREE of the major categories of Parks and Recreation Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q9. Top choice	Number	Percent
Maintenance of City parks	52	12.6 %
Quality of facilities at City parks (e.g. picnic shelters, playgrounds)	41	9.9 %
Number of parks	19	4.6 %
Maintenance & appearance of City community centers	17	4.1 %
Availability of meeting space in your community	10	2.4 %
Number of walking/biking trails	41	9.9 %
Quality of outdoor athletic fields	5	1.2 %
Youth athletic programs in your area	17	4.1 %
Adult athletic programs in your area	15	3.6 %
Senior citizen programs	51	12.3 %
Ease of registering for City programs	8	1.9 %
None chosen	137	33.2 %
Total	413	100.0 %

**Q9. From the list of items in Question 8, which THREE of the major categories of Parks and Recreation Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q9. 2nd choice	Number	Percent
Maintenance of City parks	21	5.1 %
Quality of facilities at City parks (e.g. picnic shelters, playgrounds)	42	10.2 %
Number of parks	26	6.3 %
Maintenance & appearance of City community centers	21	5.1 %
Availability of meeting space in your community	10	2.4 %
Number of walking/biking trails	28	6.8 %
Quality of outdoor athletic fields	13	3.1 %
Youth athletic programs in your area	20	4.8 %
Adult athletic programs in your area	23	5.6 %
Senior citizen programs	29	7.0 %
Ease of registering for City programs	17	4.1 %
None chosen	163	39.5 %
Total	413	100.0 %

**Q9. From the list of items in Question 8, which THREE of the major categories of Parks and Recreation Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q9. 3rd choice	Number	Percent
Maintenance of City parks	24	5.8 %
Quality of facilities at City parks (e.g. picnic shelters, playgrounds)	31	7.5 %
Number of parks	14	3.4 %
Maintenance & appearance of City community centers	13	3.1 %
Availability of meeting space in your community	8	1.9 %
Number of walking/biking trails	33	8.0 %
Quality of outdoor athletic fields	14	3.4 %
Youth athletic programs in your area	21	5.1 %
Adult athletic programs in your area	17	4.1 %
Senior citizen programs	33	8.0 %
Ease of registering for City programs	13	3.1 %
None chosen	192	46.5 %
Total	413	100.0 %

**WITHOUT DON'T KNOW**

**Q9. From the list of items in Question 8, which THREE of the major categories of Parks and Recreation Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

**(top 3)**

Q9. Sum of Top 3 Choices	Number	Percent
Maintenance of City parks	97	23.5 %
Quality of facilities at City parks (e.g. picnic shelters, playgrounds)	114	27.6 %
Number of parks	59	14.3 %
Maintenance & appearance of City community centers	51	12.3 %
Availability of meeting space in your community	28	6.8 %
Number of walking/biking trails	102	24.7 %
Quality of outdoor athletic fields	32	7.7 %
Youth athletic programs in your area	58	14.0 %
Adult athletic programs in your area	55	13.3 %
Senior citizen programs	113	27.4 %
Ease of registering for City programs	38	9.2 %
None chosen	137	33.2 %
Total	884	

**Q10. Public Works Services. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=413)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Condition of major streets in Missouri City	16.2%	51.1%	20.6%	6.8%	1.7%	3.6%
Q10-2. Condition of streets in your neighborhood	16.2%	46.2%	16.9%	13.8%	4.4%	2.4%
Q10-3. Condition of sidewalks in your neighborhood	12.8%	33.7%	20.1%	21.8%	8.7%	2.9%
Q10-4. Condition of street drainage/water drainage	16.9%	38.3%	21.5%	15.5%	5.1%	2.7%
Q10-5. Condition of street signs & traffic signals	18.2%	51.6%	17.9%	7.7%	2.2%	2.4%
Q10-6. Adequacy of street lighting in Missouri City	11.9%	37.3%	21.1%	17.9%	9.0%	2.9%
Q10-7. Mowing/tree trimming along streets & other public areas	14.0%	46.2%	22.5%	9.4%	3.9%	3.9%
Q10-8. Cleanliness of streets & other public areas	14.5%	46.5%	23.0%	8.0%	3.4%	4.6%
Q10-9. Overall quality of animal control services	13.1%	34.9%	18.4%	9.7%	7.5%	16.5%
Q10-10. Animal services pet adoption & rescue efforts	10.2%	19.9%	22.5%	4.1%	3.4%	40.0%
Q10-11. Animal services enforcement of animal codes	7.7%	23.5%	21.8%	7.5%	6.5%	32.9%

**WITHOUT DON'T KNOW****Q10. Public Works Services. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=413)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Condition of major streets in Missouri City	16.8%	53.0%	21.4%	7.0%	1.8%
Q10-2. Condition of streets in your neighborhood	16.6%	47.4%	17.4%	14.1%	4.5%
Q10-3. Condition of sidewalks in your neighborhood	13.2%	34.7%	20.7%	22.4%	9.0%
Q10-4. Condition of street drainage/water drainage	17.4%	39.3%	22.1%	15.9%	5.2%
Q10-5. Condition of street signs & traffic signals	18.6%	52.9%	18.4%	7.9%	2.2%
Q10-6. Adequacy of street lighting in Missouri City	12.2%	38.4%	21.7%	18.5%	9.2%
Q10-7. Mowing/tree trimming along streets & other public areas	14.6%	48.1%	23.4%	9.8%	4.0%
Q10-8. Cleanliness of streets & other public areas	15.2%	48.7%	24.1%	8.4%	3.6%
Q10-9. Overall quality of animal control services	15.7%	41.7%	22.0%	11.6%	9.0%
Q10-10. Animal services pet adoption & rescue efforts	16.9%	33.1%	37.5%	6.9%	5.6%
Q10-11. Animal services enforcement of animal codes	11.6%	35.0%	32.5%	11.2%	9.7%

**Q11. From the list of items in Question 10, which THREE of the major categories of Public Works Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q11. Top choice	Number	Percent
Condition of major streets in Missouri City	47	11.4 %
Condition of streets in your neighborhood	36	8.7 %
Condition of sidewalks in your neighborhood	47	11.4 %
Condition of street drainage/water drainage	60	14.5 %
Condition of street signs & traffic signals	11	2.7 %
Adequacy of street lighting in Missouri City	41	9.9 %
Mowing/tree trimming along streets & other public areas	8	1.9 %
Cleanliness of streets & other public areas	4	1.0 %
Overall quality of animal control services	26	6.3 %
Animal services pet adoption & rescue efforts	10	2.4 %
Animal services enforcement of animal codes	14	3.4 %
None chosen	109	26.4 %
Total	413	100.0 %

**Q11. From the list of items in Question 10, which THREE of the major categories of Public Works Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q11. 2nd choice	Number	Percent
Condition of major streets in Missouri City	28	6.8 %
Condition of streets in your neighborhood	37	9.0 %
Condition of sidewalks in your neighborhood	39	9.4 %
Condition of street drainage/water drainage	37	9.0 %
Condition of street signs & traffic signals	9	2.2 %
Adequacy of street lighting in Missouri City	47	11.4 %
Mowing/tree trimming along streets & other public areas	18	4.4 %
Cleanliness of streets & other public areas	25	6.1 %
Overall quality of animal control services	18	4.4 %
Animal services pet adoption & rescue efforts	16	3.9 %
Animal services enforcement of animal codes	12	2.9 %
None chosen	127	30.8 %
Total	413	100.0 %

**Q11. From the list of items in Question 10, which THREE of the major categories of Public Works Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q11. 3rd choice	Number	Percent
Condition of major streets in Missouri City	19	4.6 %
Condition of streets in your neighborhood	19	4.6 %
Condition of sidewalks in your neighborhood	42	10.2 %
Condition of street drainage/water drainage	32	7.7 %
Condition of street signs & traffic signals	12	2.9 %
Adequacy of street lighting in Missouri City	34	8.2 %
Mowing/tree trimming along streets & other public areas	17	4.1 %
Cleanliness of streets & other public areas	35	8.5 %
Overall quality of animal control services	11	2.7 %
Animal services pet adoption & rescue efforts	15	3.6 %
Animal services enforcement of animal codes	26	6.3 %
None chosen	151	36.6 %
Total	413	100.0 %

**SUM OF TOP 3 CHOICES**

**Q11. From the list of items in Question 10, which THREE of the major categories of Public Works Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

Q11. Sum of Top 3 Choices	Number	Percent
Condition of major streets in Missouri City	94	22.8 %
Condition of streets in your neighborhood	92	22.3 %
Condition of sidewalks in your neighborhood	128	31.0 %
Condition of street drainage/water drainage	129	31.2 %
Condition of street signs & traffic signals	32	7.7 %
Adequacy of street lighting in Missouri City	122	29.5 %
Mowing/tree trimming along streets & other public areas	43	10.4 %
Cleanliness of streets & other public areas	64	15.5 %
Overall quality of animal control services	55	13.3 %
Animal services pet adoption & rescue efforts	41	9.9 %
Animal services enforcement of animal codes	52	12.6 %
None chosen	109	26.4 %
Total	961	

**Q12. Trash Services. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=413)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Residential trash collection services	39.7%	42.4%	8.2%	3.9%	2.9%	2.9%
Q12-2. Curbside recycling services	32.4%	37.3%	11.9%	8.0%	3.4%	7.0%
Q12-3. Yardwaste collection services	32.7%	38.3%	15.0%	5.8%	3.1%	5.1%
Q12-4. Bulky item pick-up/removal services (e.g. old furniture, appliances)	28.1%	31.2%	18.2%	9.7%	4.8%	8.0%

**WITHOUT DON'T KNOW**

**Q12. Trash Services. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=413)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Residential trash collection services	40.9%	43.6%	8.5%	4.0%	3.0%
Q12-2. Curbside recycling services	34.9%	40.1%	12.8%	8.6%	3.6%
Q12-3. Yardwaste collection services	34.4%	40.3%	15.8%	6.1%	3.3%
Q12-4. Bulky item pick-up/removal services (e.g. old furniture, appliances)	30.5%	33.9%	19.7%	10.5%	5.3%

**Q13. Code Enforcement. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=413)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q13-1. Enforcing clean-up of junk & debris on private property in your community	15.3%	36.8%	21.8%	10.2%	4.4%	11.6%
Q13-2. Enforcing mowing & cutting of weeds & grass on private property	14.0%	39.5%	22.8%	11.6%	3.6%	8.5%
Q13-3. Enforcing exterior maintenance of residential property	13.1%	40.2%	24.2%	11.4%	3.9%	7.3%
Q13-4. Enforcing exterior maintenance of commercial/business property	11.4%	34.1%	25.2%	8.7%	5.6%	15.0%
Q13-5. Enforcing sign regulations	11.1%	36.1%	26.2%	6.3%	2.4%	17.9%
Q13-6. Enforcement of yard parking regulations in your neighborhood	11.1%	36.6%	20.6%	10.7%	8.2%	12.8%
Q13-7. City efforts to remove abandoned or inoperative vehicles	11.6%	33.4%	18.4%	9.7%	6.8%	20.1%
Q13-8. SeeClickFix to report code violations in community or neighborhood	11.4%	24.2%	20.1%	2.9%	2.9%	38.5%

**WITHOUT DON'T KNOW****Q13. Code Enforcement. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=413)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Enforcing clean-up of junk & debris on private property in your community	17.3%	41.6%	24.7%	11.5%	4.9%
Q13-2. Enforcing mowing & cutting of weeds & grass on private property	15.3%	43.1%	24.9%	12.7%	4.0%
Q13-3. Enforcing exterior maintenance of residential property	14.1%	43.3%	26.1%	12.3%	4.2%
Q13-4. Enforcing exterior maintenance of commercial/business property	13.4%	40.2%	29.6%	10.3%	6.6%
Q13-5. Enforcing sign regulations	13.6%	44.0%	31.9%	7.7%	2.9%
Q13-6. Enforcement of yard parking regulations in your neighborhood	12.8%	41.9%	23.6%	12.2%	9.4%
Q13-7. City efforts to remove abandoned or inoperative vehicles	14.5%	41.8%	23.0%	12.1%	8.5%
Q13-8. SeeClickFix to report code violations in community or neighborhood	18.5%	39.4%	32.7%	4.7%	4.7%

**Q14. From the list of items in Question 13, which THREE of the major categories of Code Enforcement Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q14. Top choice	Number	Percent
Enforcing clean-up of junk & debris on private property in your community	85	20.6 %
Enforcing mowing & cutting of weeds & grass on private property	39	9.4 %
Enforcing exterior maintenance of residential property	26	6.3 %
Enforcing exterior maintenance of commercial/business property	26	6.3 %
Enforcing sign regulations	10	2.4 %
Enforcement of yard parking regulations in your neighborhood	31	7.5 %
City efforts to remove abandoned or inoperative vehicles	20	4.8 %
SeeClickFix to report code violations in community or neighborhood	14	3.4 %
None chosen	162	39.2 %
Total	413	100.0 %

**Q14. From the list of items in Question 13, which THREE of the major categories of Code Enforcement Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q14. 2nd choice	Number	Percent
Enforcing clean-up of junk & debris on private property in your community	26	6.3 %
Enforcing mowing & cutting of weeds & grass on private property	47	11.4 %
Enforcing exterior maintenance of residential property	49	11.9 %
Enforcing exterior maintenance of commercial/business property	38	9.2 %
Enforcing sign regulations	16	3.9 %
Enforcement of yard parking regulations in your neighborhood	19	4.6 %
City efforts to remove abandoned or inoperative vehicles	35	8.5 %
SeeClickFix to report code violations in community or neighborhood	9	2.2 %
None chosen	174	42.1 %
Total	413	100.0 %

**Q14. From the list of items in Question 13, which THREE of the major categories of Code Enforcement Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q14. 3rd choice	Number	Percent
Enforcing clean-up of junk & debris on private property in your community	32	7.7 %
Enforcing mowing & cutting of weeds & grass on private property	27	6.5 %
Enforcing exterior maintenance of residential property	31	7.5 %
Enforcing exterior maintenance of commercial/business property	31	7.5 %
Enforcing sign regulations	11	2.7 %
Enforcement of yard parking regulations in your neighborhood	27	6.5 %
City efforts to remove abandoned or inoperative vehicles	34	8.2 %
SeeClickFix to report code violations in community or neighborhood	16	3.9 %
None chosen	204	49.4 %
Total	413	100.0 %

**SUM OF TOP 3 CHOICES**

**Q14. From the list of items in Question 13, which THREE of the major categories of Code Enforcement Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

Q14. Sum of Top 3 Choices	Number	Percent
Enforcing clean-up of junk & debris on private property in your community	143	34.6 %
Enforcing mowing & cutting of weeds & grass on private property	113	27.4 %
Enforcing exterior maintenance of residential property	106	25.7 %
Enforcing exterior maintenance of commercial/business property	95	23.0 %
Enforcing sign regulations	37	9.0 %
Enforcement of yard parking regulations in your neighborhood	77	18.6 %
City efforts to remove abandoned or inoperative vehicles	89	21.5 %
SeeClickFix to report code violations in community or neighborhood	39	9.4 %
None chosen	162	39.2 %
Total	861	

**Q15. Public Information Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=413)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Availability of information about City governmental services & activities	11.1%	37.0%	26.2%	8.7%	2.9%	14.0%
Q15-2. Timeliness of information provided by your City government	11.1%	33.7%	29.8%	8.0%	2.9%	14.5%
Q15-3. Efforts by City government to keep you informed about local issues	12.6%	32.2%	28.1%	9.9%	3.9%	13.3%
Q15-4. Quality of your City cable television channel	8.0%	24.0%	25.2%	6.5%	6.3%	30.0%
Q15-5. Quality of City website	10.4%	32.9%	28.3%	4.1%	2.4%	21.8%
Q15-6. Level of public involvement in local decisions	6.5%	22.5%	30.8%	8.7%	5.3%	26.2%
Q15-7. Quality of social media outlets (e.g. Facebook, Twitter, Instagram, YouTube)	9.2%	23.7%	24.9%	4.1%	1.9%	36.1%

**WITHOUT DON'T KNOW**

**Q15. Public Information Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=413)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Availability of information about City governmental services & activities	13.0%	43.1%	30.4%	10.1%	3.4%
Q15-2. Timeliness of information provided by your City government	13.0%	39.4%	34.8%	9.3%	3.4%
Q15-3. Efforts by City government to keep you informed about local issues	14.5%	37.2%	32.4%	11.5%	4.5%
Q15-4. Quality of your City cable television channel	11.4%	34.3%	36.0%	9.3%	9.0%
Q15-5. Quality of City website	13.3%	42.1%	36.2%	5.3%	3.1%
Q15-6. Level of public involvement in local decisions	8.9%	30.5%	41.6%	11.8%	7.2%
Q15-7. Quality of social media outlets (e.g. Facebook, Twitter, Instagram, YouTube)	14.4%	37.1%	39.0%	6.4%	3.0%

**Q16. From which of the following sources do you currently get information about the City of Missouri City?**

Q16. What sources do you currently get information about City	Number	Percent
Local newspapers	214	51.8 %
City website (MissouriCityTX.gov)	182	44.1 %
Radio	44	10.7 %
TV news channels	143	34.6 %
City Facebook page	49	11.9 %
Twitter	14	3.4 %
YouTube	7	1.7 %
MCTV (public access)	40	9.7 %
R.A.I.D.s police alerts	10	2.4 %
Your HOA	164	39.7 %
SeeClickFix	25	6.1 %
Print brochures, flyers	128	31.0 %
Leadership luncheon	4	1.0 %
Total	1024	

**Q17. Have you called your City government with a question, problem, or complaint during the past year?**

Q17. Have you called your City government with a question, problem, or complaint during past year	Number	Percent
Yes	108	26.2 %
No	305	73.8 %
Total	413	100.0 %

**Q17a. Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the government employees you have contacted with regard to the following.**

(N=108)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17a-1. How easy they were to contact	20.4%	34.3%	20.4%	13.9%	6.5%	4.6%
Q17a-2. Courteousness of staff	28.7%	38.0%	17.6%	6.5%	2.8%	6.5%
Q17a-3. Accuracy of information & assistance given	22.2%	30.6%	21.3%	13.0%	6.5%	6.5%
Q17a-4. How quickly City staff responded to your request	22.2%	24.1%	22.2%	8.3%	15.7%	7.4%
Q17a-5. How well your issue was handled	23.1%	19.4%	22.2%	13.0%	16.7%	5.6%

**WITHOUT DON'T KNOW**

**Q17a. Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the government employees you have contacted with regard to the following. (without "don't know")**

(N=108)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17a-1. How easy they were to contact	21.4%	35.9%	21.4%	14.6%	6.8%
Q17a-2. Courteousness of staff	30.7%	40.6%	18.8%	6.9%	3.0%
Q17a-3. Accuracy of information & assistance given	23.8%	32.7%	22.8%	13.9%	6.9%
Q17a-4. How quickly City staff responded to your request	24.0%	26.0%	24.0%	9.0%	17.0%
Q17a-5. How well your issue was handled	24.5%	20.6%	23.5%	13.7%	17.6%

**Q18. Reasons to Live in Missouri City. Several reasons for deciding where to live are listed below. Using a scale of 1 to 4, with 4 being "Very Important" and 1 being "Not Important," please rate how important each reason is to your decision to live in Missouri City.**

(N=413)

	Very important	Somewhat important	Not sure	Not important	Not provided
Q18-1. Small town feel	42.9%	33.9%	8.2%	10.4%	4.6%
Q18-2. Quality of public schools	66.1%	13.6%	6.3%	7.7%	6.3%
Q18-3. Employment opportunities	28.8%	27.4%	16.7%	19.9%	7.3%
Q18-4. Types of housing	70.5%	19.6%	4.4%	1.5%	4.1%
Q18-5. Affordability of housing	65.6%	21.5%	3.9%	4.6%	4.4%
Q18-6. Access to quality shopping	60.5%	26.4%	5.3%	3.6%	4.1%
Q18-7. Availability of parks & recreation opportunities	52.8%	30.5%	6.3%	5.6%	4.8%
Q18-8. Near family or friends	46.7%	28.3%	5.8%	14.0%	5.1%
Q18-9. Safety and security	78.9%	12.6%	3.6%	1.0%	3.9%
Q18-10. Availability of transportation options	26.9%	32.0%	14.8%	20.6%	5.8%
Q18-11. Availability of cultural activities & arts	31.7%	35.6%	12.6%	13.6%	6.5%
Q18-12. Access to restaurants & entertainment	54.2%	32.2%	5.6%	3.1%	4.8%
Q18-13. Availability of retail shopping choices	51.8%	33.9%	3.6%	5.3%	5.3%

**WITHOUT DON'T KNOW**

**Q18. Reasons to Live in Missouri City. Several reasons for deciding where to live are listed below. Using a scale of 1 to 4, with 4 being "Very Important" and 1 being "Not Important," please rate how important each reason is to your decision to live in Missouri City. (without "not provided")**

(N=413)

	Very important	Somewhat important	Not sure	Not important
Q18-1. Small town feel	44.9%	35.5%	8.6%	10.9%
Q18-2. Quality of public schools	70.5%	14.5%	6.7%	8.3%
Q18-3. Employment opportunities	31.1%	29.5%	18.0%	21.4%
Q18-4. Types of housing	73.5%	20.5%	4.5%	1.5%
Q18-5. Affordability of housing	68.6%	22.5%	4.1%	4.8%
Q18-6. Access to quality shopping	63.1%	27.5%	5.6%	3.8%
Q18-7. Availability of parks & recreation opportunities	55.5%	32.1%	6.6%	5.9%
Q18-8. Near family or friends	49.2%	29.8%	6.1%	14.8%
Q18-9. Safety and security	82.1%	13.1%	3.8%	1.0%
Q18-10. Availability of transportation options	28.5%	33.9%	15.7%	21.9%
Q18-11. Availability of cultural activities & arts	33.9%	38.1%	13.5%	14.5%
Q18-12. Access to restaurants & entertainment	57.0%	33.8%	5.9%	3.3%
Q18-13. Availability of retail shopping choices	54.7%	35.8%	3.8%	5.6%

**Q22. From the services listed below, please indicate which THREE you consider the MOST IMPORTANT.**

<u>Q22. Top choice</u>	<u>Number</u>	<u>Percent</u>
Fire & life safety personnel, programs & activities	86	20.8 %
Law enforcement personnel, programs & activities	97	23.5 %
Public infrastructure programs including streets & sidewalks	52	12.6 %
Public infrastructure including streetscape, landscaping & beautification	19	4.6 %
Parks & Recreation development or programs	11	2.7 %
Animal Services adoption, rescue & animal codes enforcement	8	1.9 %
Disaster management response	31	7.5 %
Flood control	71	17.2 %
None chosen	38	9.2 %
Total	413	100.0 %

**Q22. From the services listed below, please indicate which THREE you consider the MOST IMPORTANT.**

<u>Q22. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Fire & life safety personnel, programs & activities	77	18.6 %
Law enforcement personnel, programs & activities	98	23.7 %
Public infrastructure programs including streets & sidewalks	45	10.9 %
Public infrastructure including streetscape, landscaping & beautification	36	8.7 %
Parks & Recreation development or programs	16	3.9 %
Animal Services adoption, rescue & animal codes enforcement	14	3.4 %
Disaster management response	40	9.7 %
Flood control	45	10.9 %
None chosen	42	10.2 %
Total	413	100.0 %

**Q22. From the services listed below, please indicate which THREE you consider the MOST IMPORTANT.**

<u>Q22. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Fire & life safety personnel, programs & activities	40	9.7 %
Law enforcement personnel, programs & activities	38	9.2 %
Public infrastructure programs including streets & sidewalks	64	15.5 %
Public infrastructure including streetscape, landscaping & beautification	38	9.2 %
Parks & Recreation development or programs	32	7.7 %
Animal Services adoption, rescue & animal codes enforcement	17	4.1 %
Disaster management response	45	10.9 %
Flood control	83	20.1 %
None chosen	56	13.6 %
Total	413	100.0 %

**SUM OF TOP 3 CHOICES**

**Q22. From the services listed below, please indicate which THREE you consider the MOST IMPORTANT. (top 3)**

<u>Q22. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Fire & life safety personnel, programs & activities	203	49.2 %
Law enforcement personnel, programs & activities	233	56.4 %
Public infrastructure programs including streets & sidewalks	161	39.0 %
Public infrastructure including streetscape, landscaping & beautification	93	22.5 %
Parks & Recreation development or programs	59	14.3 %
Animal Services adoption, rescue & animal codes enforcement	39	9.4 %
Disaster management response	116	28.1 %
Flood control	199	48.2 %
None chosen	38	9.2 %
Total	1141	

**Q24. Approximately how many years have you lived in Missouri City?**

Q24. How many years have you lived in Missouri		
<u>City</u>	<u>Number</u>	<u>Percent</u>
0-5	46	11.1 %
6-10	49	11.9 %
11-15	56	13.6 %
16-20	68	16.5 %
21-30	104	25.2 %
31+	72	17.4 %
<u>Not provided</u>	<u>18</u>	<u>4.4 %</u>
Total	413	100.0 %

**Q25. What is your age?**

Q25. Your age		
<u>Number</u>	<u>Percent</u>	
18-34	67	16.2 %
35-44	80	19.4 %
45-54	90	21.8 %
55-64	79	19.1 %
65+	84	20.3 %
<u>Not provided</u>	<u>13</u>	<u>3.1 %</u>
Total	413	100.0 %

**Q26. Do you own or rent your current residence?**

<u>Q26. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	363	87.9 %
Rent	48	11.6 %
Not provided	2	0.5 %
Total	413	100.0 %

**Q27. Are you or other members of your household of Hispanic or Latino ancestry?**

<u>Q27. Are you of Hispanic or Latino ancestry</u>	<u>Number</u>	<u>Percent</u>
Yes	64	15.5 %
No	341	82.6 %
Not provided	8	1.9 %
Total	413	100.0 %

**Q28. Which of the following best describes your race/ethnicity?**

<u>Q28. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
African American/Black	171	41.4 %
American Indian/Alaskan Native	7	1.7 %
White/Caucasian	136	32.9 %
Asian	65	15.7 %
Other	26	6.3 %
Total	405	

**Q28. Other**

<u>Q28. Other</u>	<u>Number</u>	<u>Percent</u>
Asian & Indian	1	3.8 %
Bi-racial	1	3.8 %
European Hispanic	1	3.8 %
Hispanic	11	42.3 %
Indian	1	3.8 %
Latino	4	15.4 %
Mexican	2	7.7 %
Middle Eastern	1	3.8 %
Mixed	2	7.7 %
West Indian	2	7.7 %
Total	26	100.0 %

**Q29. Would you say your total household income is...**

<u>Q29. Your total household income</u>	<u>Number</u>	<u>Percent</u>
Under \$30K	25	6.1 %
\$30K to \$59,999	60	14.5 %
\$60K to &99,999	98	23.7 %
\$100K+	134	32.4 %
Prefer not to respond	96	23.2 %
Total	413	100.0 %

**Q30. Your gender:**

<u>Q30. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	199	48.2 %
Female	212	51.3 %
Not provided	2	0.5 %
Total	413	100.0 %

## Section 5:

# Survey Instrument

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## 2018 Missouri City Community Survey

Please take a few minutes to complete this resident satisfaction survey. Your input is an important part of the city's on-going effort to involve citizens in long-range planning and decisions.

1. **Perception of The City.** Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor", please rate Missouri City with regard to each of the following.

How would you rate your city...	Excellent	Good	Neutral	Below Average	Poor	Don't Know
1. As a place to live	5	4	3	2	1	9
2. As a place to raise children	5	4	3	2	1	9
3. As a place to work	5	4	3	2	1	9
4. As a place to retire	5	4	3	2	1	9
5. As a place to visit	5	4	3	2	1	9
6. As a city moving in the right direction	5	4	3	2	1	9
7. As a place you are proud to call home	5	4	3	2	1	9

2. Please rate each of the following major categories of services provided by Missouri City using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Quality of police and fire services	5	4	3	2	1	9
02. Overall efforts by city government in your area to ensure the community is prepared for emergencies	5	4	3	2	1	9
03. Overall maintenance of city streets, sidewalks and infrastructure	5	4	3	2	1	9
04. Overall effectiveness of communication by city government in your area	5	4	3	2	1	9
05. Overall flow of traffic and congestion management on streets in the City of Missouri City	5	4	3	2	1	9
06. Overall quality of trash and yard waste services	5	4	3	2	1	9
07. Overall quality of parks and recreation programs and facilities	5	4	3	2	1	9
08. Overall quality of customer service provided by city government in the City of Missouri City	5	4	3	2	1	9
09. Enforcement of local codes and ordinances	5	4	3	2	1	9
10. Emergency preparedness	5	4	3	2	1	9

3. From the list of items in Question 2, which **THREE** 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 2, or circle "NONE".]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

4. Please rate each of the following items that may influence your perception of the community using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall value that you receive for your city tax dollars and fees	5	4	3	2	1	9
2. Reputation of your community	5	4	3	2	1	9
3. Quality of city government services	5	4	3	2	1	9
4. Quality of life in your community	5	4	3	2	1	9
5. How well your community is planning growth	5	4	3	2	1	9
6. Appearance of your community	5	4	3	2	1	9
7. Leadership of elected officials	5	4	3	2	1	9
8. Leadership of City Manager	5	4	3	2	1	9

- 5a. **Police Services.** Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of city police protection	5	4	3	2	1	9
02. Visibility of police in neighborhoods	5	4	3	2	1	9
03. Visibility of police in commercial and retail areas	5	4	3	2	1	9
04. How quickly police respond to emergencies	5	4	3	2	1	9
05. Efforts by city government to prevent crime	5	4	3	2	1	9
06. Enforcement of city traffic laws	5	4	3	2	1	9
07. Police safety awareness education programs	5	4	3	2	1	9
08. 9-1-1 Service provided by operators	5	4	3	2	1	9

- 5b. **Fire Services/EMS.** Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
09. Overall quality of fire services	5	4	3	2	1	9
10. How quickly fire services personnel respond	5	4	3	2	1	9
11. Fire education programs in your community	5	4	3	2	1	9
12. Fire inspection programs in your community	5	4	3	2	1	9

6. From the list of items in Questions 5a-b, which **THREE** of the major categories of **Public Safety 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 Questions 5a-b, or circle "NONE".]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

7. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. Walking in your neighborhood during the day	5	4	3	2	1	9
2. Walking in your neighborhood after dark	5	4	3	2	1	9
3. Walking on city trails/in city parks	5	4	3	2	1	9
4. Overall feeling of safety in my community	5	4	3	2	1	9

8. **Parks and Recreation.** Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Maintenance of city parks	5	4	3	2	1	9
02. Quality of facilities at city parks (e.g. picnic shelters, playgrounds)	5	4	3	2	1	9
03. Number of parks	5	4	3	2	1	9
04. Maintenance and appearance of City community centers	5	4	3	2	1	9
05. Availability of meeting space in your community	5	4	3	2	1	9
06. Number of walking/biking trails	5	4	3	2	1	9
07. Quality of outdoor athletic fields	5	4	3	2	1	9
08. Youth athletic programs in your area	5	4	3	2	1	9
09. Adult athletic programs in your area	5	4	3	2	1	9
10. Senior citizen programs	5	4	3	2	1	9
11. Ease of registering for city programs	5	4	3	2	1	9

9. From the list of items in Question 8, which **THREE** of the major categories of Parks and Recreation 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 8, or circle "NONE".]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

10. **Public Works Services.** Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Condition of major streets in Missouri City	5	4	3	2	1	9
02. Condition of streets in your neighborhood	5	4	3	2	1	9
03. Condition of sidewalks in your neighborhood	5	4	3	2	1	9
04. Condition of street drainage/water drainage	5	4	3	2	1	9
05. Condition of street signs and traffic signals	5	4	3	2	1	9
06. Adequacy of street lighting in Missouri City	5	4	3	2	1	9
07. Mowing/tree trimming along streets and other public areas	5	4	3	2	1	9
08. Cleanliness of streets and other public areas	5	4	3	2	1	9
09. Overall quality of animal control services	5	4	3	2	1	9
10. Animal services pet adoption and rescue efforts	5	4	3	2	1	9
11. Animal services enforcement of animal codes	5	4	3	2	1	9

11. From the list of items in Question 10, which **THREE** of the major categories of Public Works 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 10, or circle "NONE".]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

12. **Trash Services.** Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Residential trash collection services	5	4	3	2	1	9
2. Curbside recycling services	5	4	3	2	1	9
3. Yardwaste collection services	5	4	3	2	1	9
4. Bulky item pick-up/removal services (e.g. old furniture, appliances)	5	4	3	2	1	9

**13. Code Enforcement.** Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Enforcing the clean-up of junk and debris on private property in your community	5	4	3	2	1	9
2.	Enforcing the mowing and cutting of weeds and grass on private property	5	4	3	2	1	9
3.	Enforcing the exterior maintenance of residential property	5	4	3	2	1	9
4.	Enforcing the exterior maintenance of commercial/business property	5	4	3	2	1	9
5.	Enforcing sign regulations	5	4	3	2	1	9
6.	Enforcement of yard parking regulations in your neighborhood	5	4	3	2	1	9
7.	City efforts to remove abandoned or inoperative vehicles	5	4	3	2	1	9
8.	SeeClickFix to report code violations in the community or neighborhood	5	4	3	2	1	9

**14. From the list of items in Question 13, which THREE of the major categories of Code Enforcement 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 13, or circle "NONE".]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

**15. Public Information Services.** Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Availability of information about city governmental services and activities	5	4	3	2	1	9
2.	Timeliness of information provided by your city government	5	4	3	2	1	9
3.	Efforts by city government to keep you informed about local issues	5	4	3	2	1	9
4.	The quality of your city cable television channel	5	4	3	2	1	9
5.	The quality of the city website	5	4	3	2	1	9
6.	The level of public involvement in local decisions	5	4	3	2	1	9
7.	Quality of social media outlets (e.g. Facebook, Twitter, Instagram, YouTube)	5	4	3	2	1	9

**16. From which of the following sources do you currently get information about the City of Missouri City? [Check all that apply.]**

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> (01) Local newspapers  | <input type="checkbox"/> (06) Twitter                 | <input type="checkbox"/> (11) SeeClickFix             |
| <input type="checkbox"/> (02) City website ( <a href="http://MissouriCityTX.gov">MissouriCityTX.gov</a> ) | <input type="checkbox"/> (07) YouTube                 | <input type="checkbox"/> (12) Print brochures, flyers |
| <input type="checkbox"/> (03) Radio   | <input type="checkbox"/> (08) MCTV (public access)    | <input type="checkbox"/> (13) Leadership Luncheon     |
| <input type="checkbox"/> (04) TV news channels  | <input type="checkbox"/> (09) R.A.I.D.s Police alerts |   |
| <input type="checkbox"/> (05) City Facebook Page  | <input type="checkbox"/> (10) Your HOA                |   |

**17. Have you called your city government with a question, problem, or complaint during the past year?**

\_\_\_(1) Yes [Answer Q17a.]      \_\_\_(2) No [Skip to Q18.]

**17a. Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your satisfaction with the government employees you have contacted with regard to the following.**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. How easy they were to contact	5	4	3	2	1	9
2. Courteousness of staff	5	4	3	2	1	9
3. The accuracy of the information and assistance given	5	4	3	2	1	9
4. How quickly city staff responded to your request	5	4	3	2	1	9
5. How well your issue was handled	5	4	3	2	1	9

**18. Reasons to Live in Missouri City. Several reasons for deciding where to live are listed below. Using a scale of 1 to 4, with 4 being "Very Important" and 1 being "Not Important", please rate how important each reason is to your decision to live in Missouri City.**

Reasons for deciding to live in Missouri City	Very Important	Somewhat Important	Not Sure	Not Important
01. Small town feel	4	3	2	1
02. Quality of public schools	4	3	2	1
03. Employment opportunities	4	3	2	1
04. Types of housing	4	3	2	1
05. Affordability of housing	4	3	2	1
06. Access to quality shopping	4	3	2	1
07. Availability of parks and recreation opportunities	4	3	2	1
08. Near family or friends	4	3	2	1
09. Safety and security	4	3	2	1
10. Availability of transportation options	4	3	2	1
11. Availability of cultural activities and the arts	4	3	2	1
12. Access to restaurants and entertainment	4	3	2	1
13. Availability of retail shopping choices	4	3	2	1

**19. What are the MOST SIGNIFICANT issues facing Missouri City in the next 5 years?**

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**20. What would you consider Missouri City's greatest assets?**

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**21. What is your number one desire for Missouri City?**

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**22. From the services listed below, please indicate which THREE you consider the MOST IMPORTANT. [Write in your answers using the list below, or circle "NONE".]**

1. Fire and life safety personnel, programs and activities
2. Law enforcement personnel, programs and activities
3. Public infrastructure programs including streets and sidewalks
4. Public infrastructure including streetscape, landscaping and beautification
5. Parks and Recreation development or programs
6. Animal Services adoption, rescue and animal codes enforcement
7. Disaster management response
8. Flood control

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

**23. Do you have any additional comments you would like to share?**

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**DEMOGRAPHICS**

**24. Approximately how many years have you lived in Missouri City?** \_\_\_\_ years

**25. What is your age?** \_\_\_\_ years

**26. Do you own or rent your current residence?** \_\_\_\_ (1) Own \_\_\_\_ (2) Rent

**27. Are you or other members of your household of Hispanic or Latino ancestry?**

\_\_\_\_ (1) Yes \_\_\_\_ (2) No

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

- |   |                       |
|---|-----------------------|
| ____ (1) African American/Black         | ____ (4) Asian        |
| ____ (2) American Indian/Alaskan Native | ____ (5) Other: _____ |
| ____ (3) White/Caucasian                |                       |

**29. Would you say your total household income is...**

- |                               |                               |                                |
|-------------------------------|-------------------------------|--------------------------------|
| ____ (1) Under \$30,000       | ____ (3) \$60,000 to \$99,999 | ____ (9) Prefer not to respond |
| ____ (2) \$30,000 to \$59,999 | ____ (4) \$100,000 or more    |                                |

**30. Your gender:** \_\_\_\_ (1) Male \_\_\_\_ (2) Female

**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 and will be used to help guide City improvements, allowing us to serve you better. The information to the right will ONLY be used to help identify the level of satisfaction with City services in your area. Thank you!