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Mayor

JERRY WYATT
Councilmember at Large Position 1

CHRIS PRESTON
Councilmember at Large Position 2



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Mayor Pro Tem
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

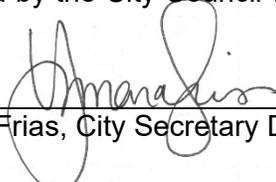
Notice is hereby given of a Special City Council Meeting to be held on **Monday, July 16, 2018**, at **5:30 p.m.** at: **City Hall, Council Conference Room, 2nd Floor, behind the Council Chamber**, 1522 Texas Parkway, Missouri City, Texas, 77489, for the purpose of considering the following agenda items. 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) Presentation of ETC Institute 2018 Missouri City Community Survey.
 - (b) Update on the Development Services plan review and permitting processes.
3. **CLOSED EXECUTIVE SESSION**
The City Council may go into Executive Session regarding any item posted on the Agenda as authorized by Chapter 551 of the Texas Government Code.
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 July 16, 2018, agenda of items to be considered by the City Council was posted on the City Hall bulletin board on July 13, 2018, 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 _____, 2018.

Signed: _____

Title: _____



CITY COUNCIL AGENDA ITEM COVER MEMO

July 16, 2018

To: Mayor and City Council
Agenda Item: 2(a) Presentation on Community Survey by Jason Morado of ETC Institute
Submitted by: Bill Atkinson, Assistant City Manager

SYNOPSIS

The City contracted 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.

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

A six-page survey was mailed to a random sample of households throughout the Missouri City. The mailed survey included a postage paid return envelope and a cover letter. The cover letter explained the purpose of the survey, encouraged residents to return their surveys in the mail, and provided a link to an online survey for those that preferred to fill out the survey online. Those who indicated that they had not returned the survey by mail or completed it online were given the option of completing it by phone. 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%.

The information obtained from the surveys has been put into a presentation to be given by Mr. Jason Morado of the ETC Institute. This information is informative and will assist the City in improving existing programs and services and just as important provide valuable information as it relates to the City's Strategic Plan and the initiatives to be addressed.

SUPPORTING MATERIALS

1. Missouri City 2018 Community Survey Report
2. Missouri City 2018 Appendix A GIS Maps
3. ETC PowerPoint Presentation

STAFF'S RECOMMENDATION

This is a presentation to provide valuable information on community-wide survey results to assist in strategic planning and improvement in city services.

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

Bill Atkinson, Assistant City Manager

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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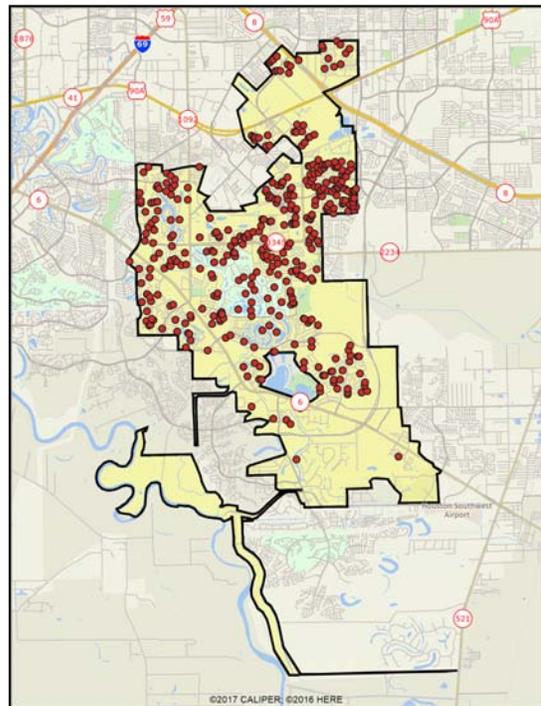
Missouri City 2018 Community Survey Executive Summary Report

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 (61%) 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.

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
<u>Very High Priority (IS >.20)</u>						
Overall maintenance of City streets, sidewalks & infrastructure	46%	1	57%	10	0.2001	1
<u>High Priority (IS .10-.20)</u>						
Overall flow of traffic & congestion management on streets in City of Missouri City	31%	3	60%	7	0.1230	2
<u>Medium Priority (IS <.10)</u>						
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:

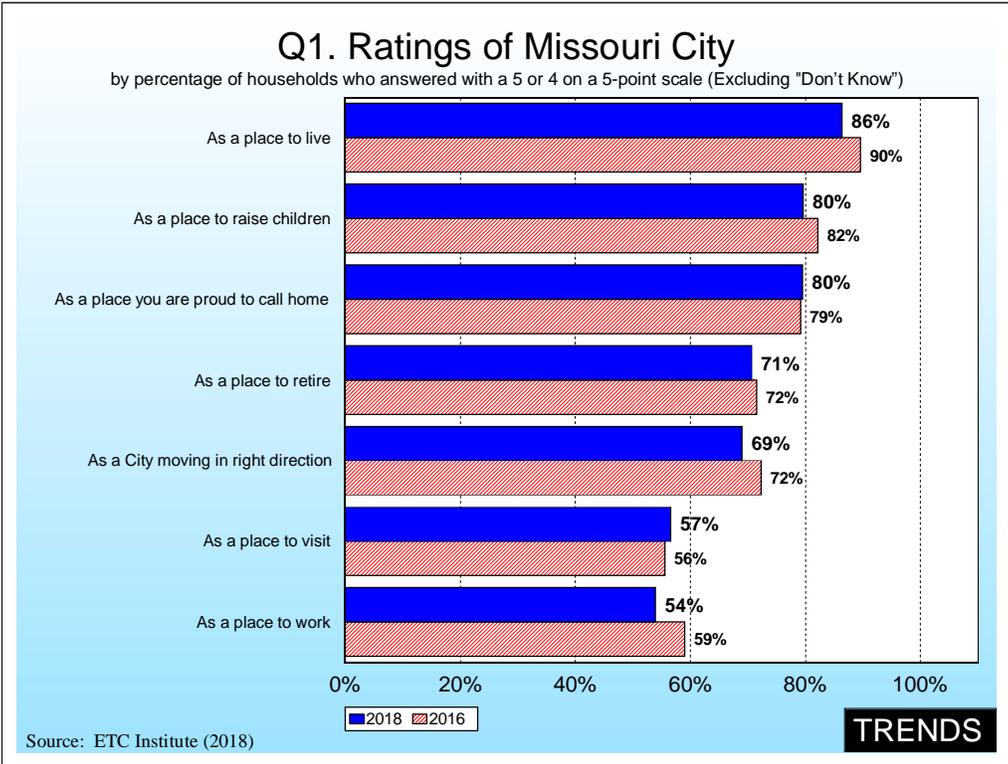
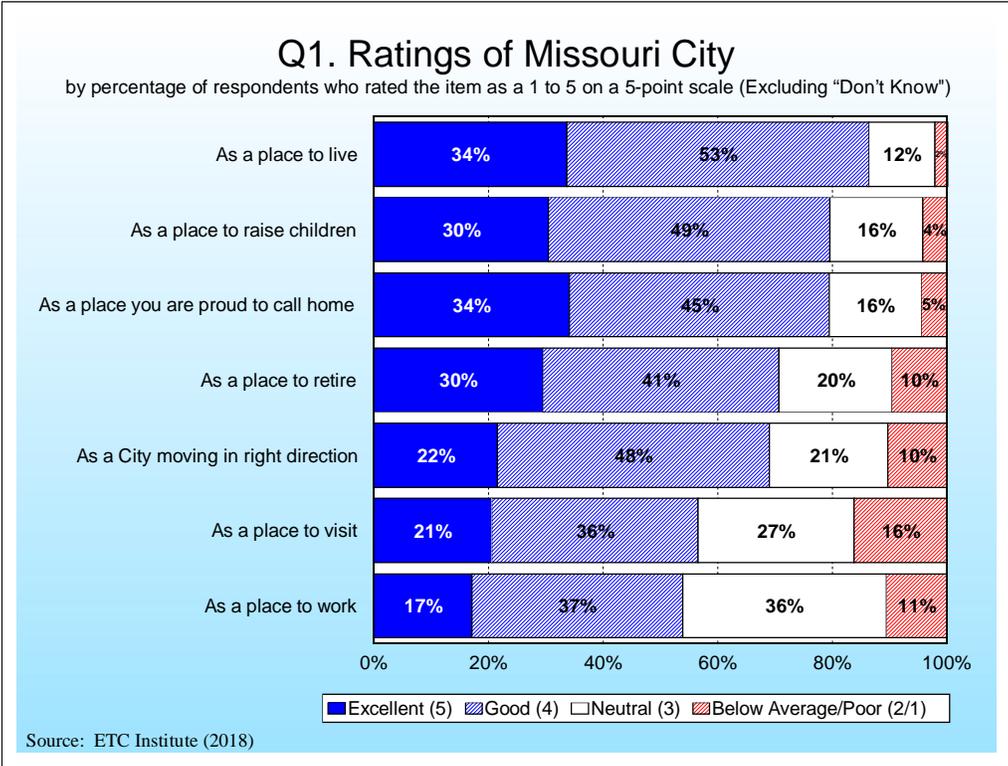
Service	Missouri City	U.S.	Difference	Category
Condition of major streets in Missouri City	70%	50%	20%	Public Works Services
Enforcing clean-up of junk & debris on private property in your community	59%	41%	18%	Code Enforcement
Enforcing mowing & cutting of weeds & grass on private property	58%	41%	17%	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:

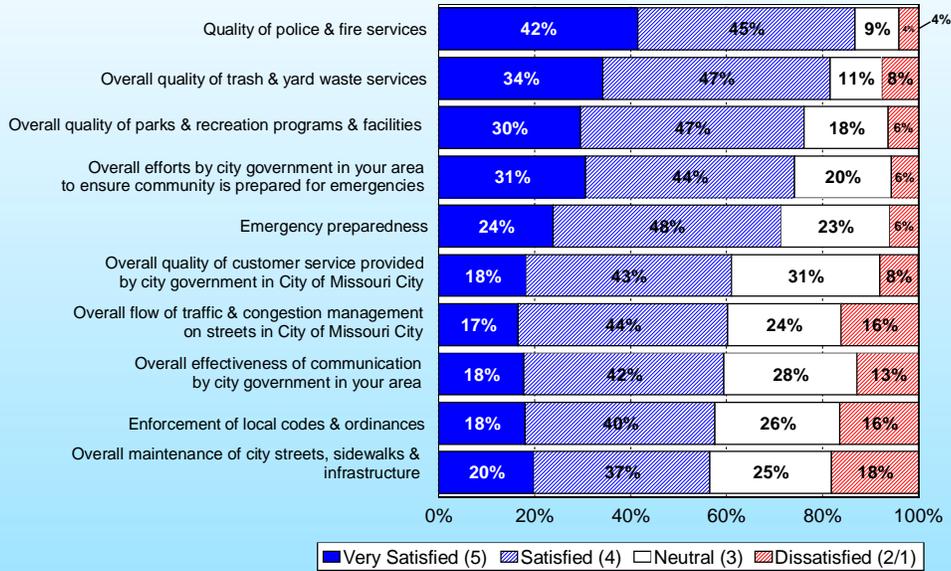
Service	Missouri City	Texas	Difference	Category
Condition of major streets in Missouri City	70%	47%	23%	Public Works Services
Overall quality of trash & yard waste services	82%	59%	23%	Major Categories
Overall quality of City police protection	82%	62%	20%	Police/Fire/EMS Services
Overall quality of parks & 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



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")

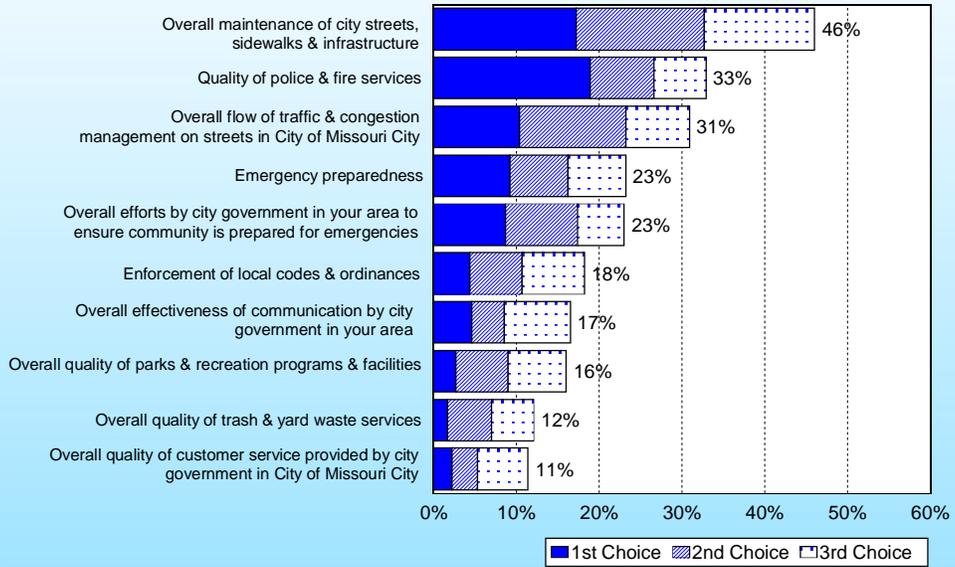


Source: ETC Institute (2018)

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

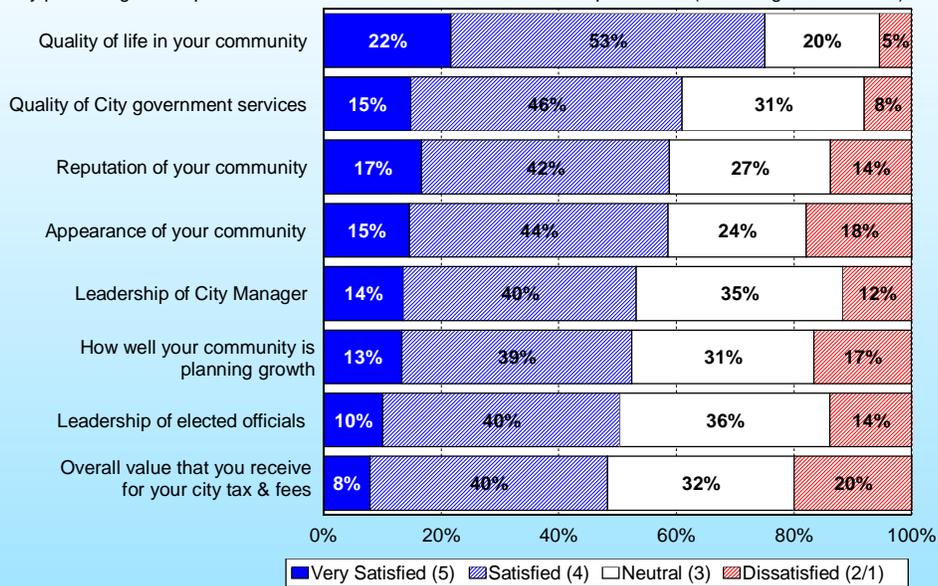
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2018)

Q4. Satisfaction with Items That Influence Perceptions of the City

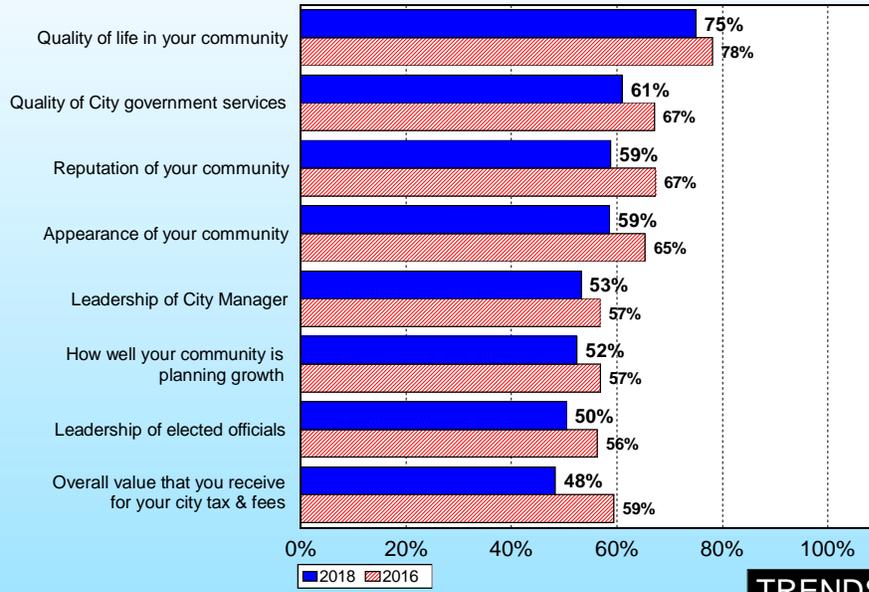
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



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")

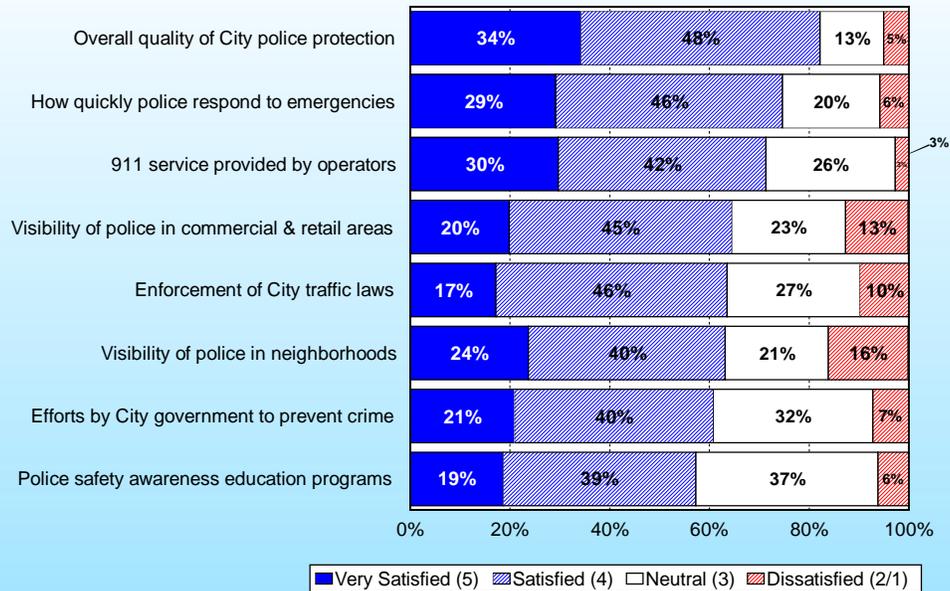


Source: ETC Institute (2018)

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Q5a. Satisfaction with Police Services

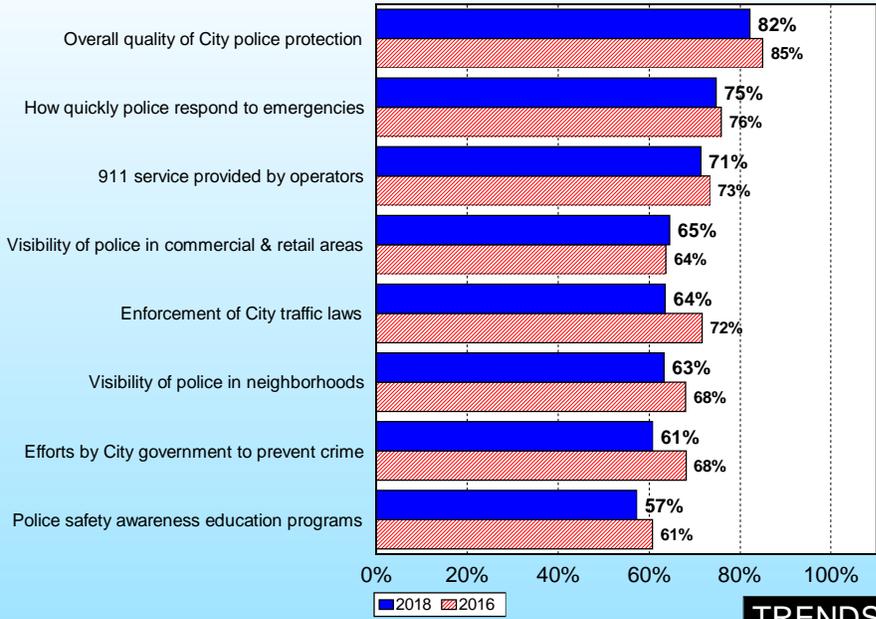
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



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")

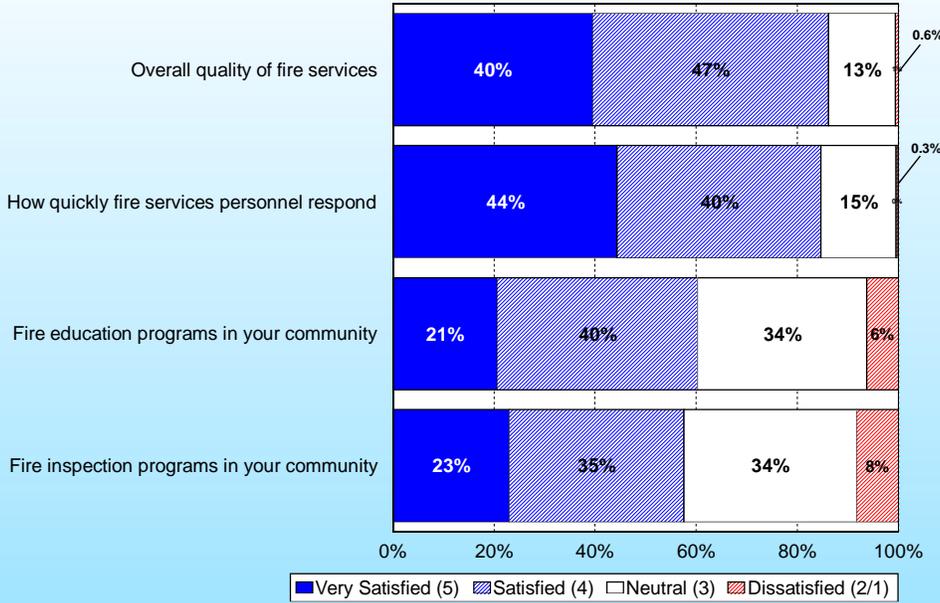


Source: ETC Institute (2018)

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Q5b. Satisfaction with Fire/EMS Services

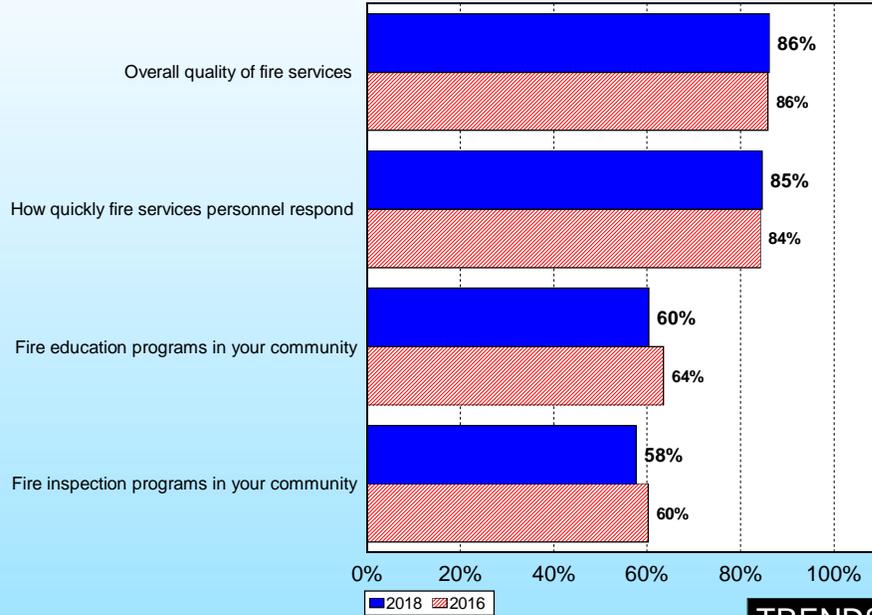
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



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")

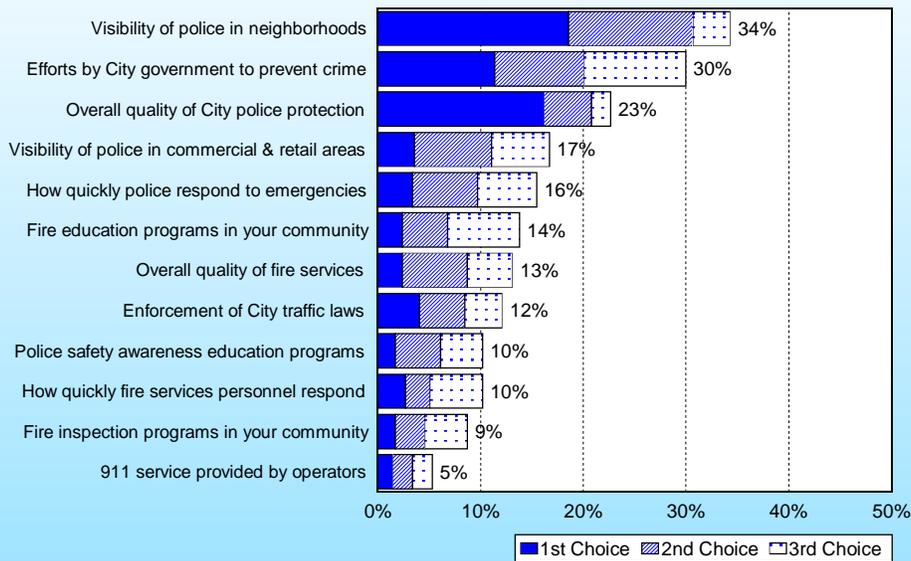


Source: ETC Institute (2018)

TRENDS

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

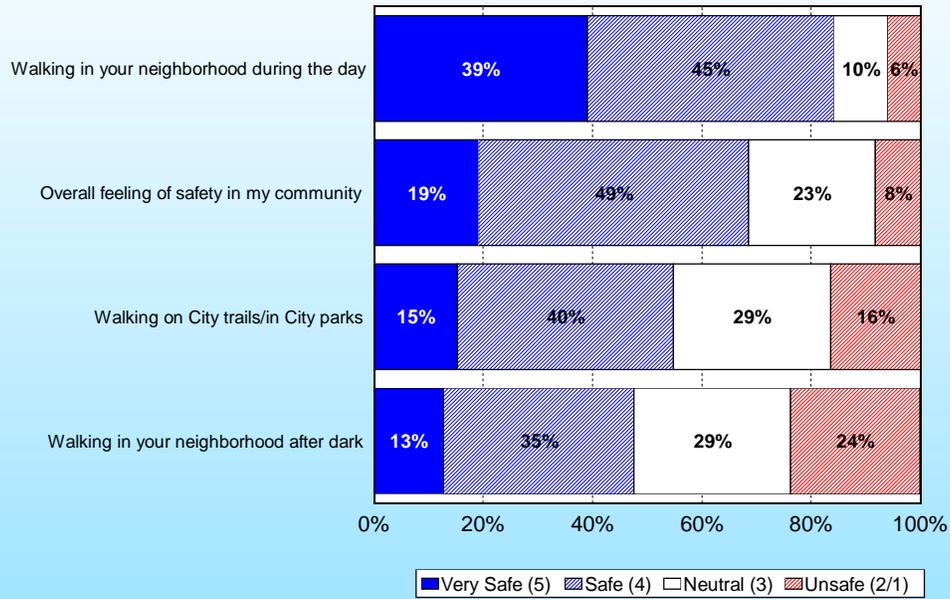
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2018)

Q7. Level of Safety Residents Feel in Various Situations

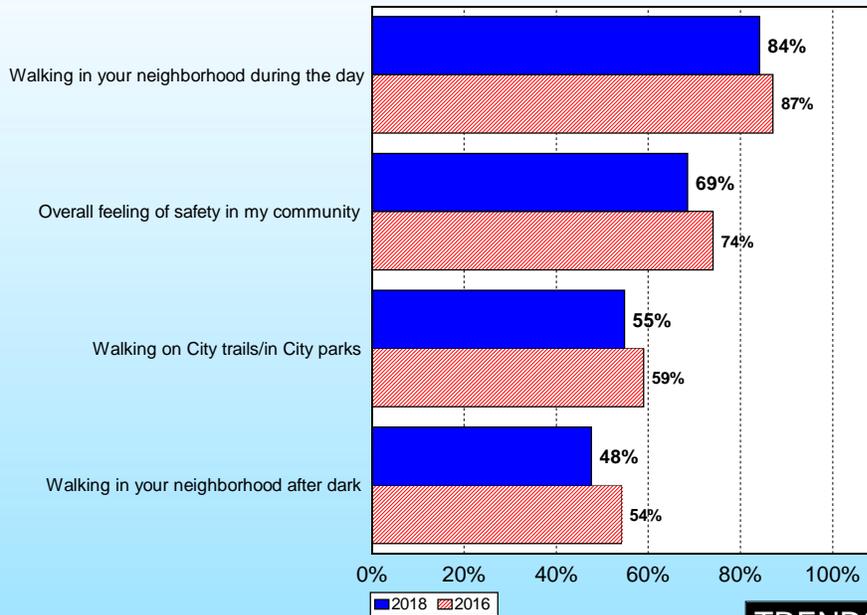
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



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")

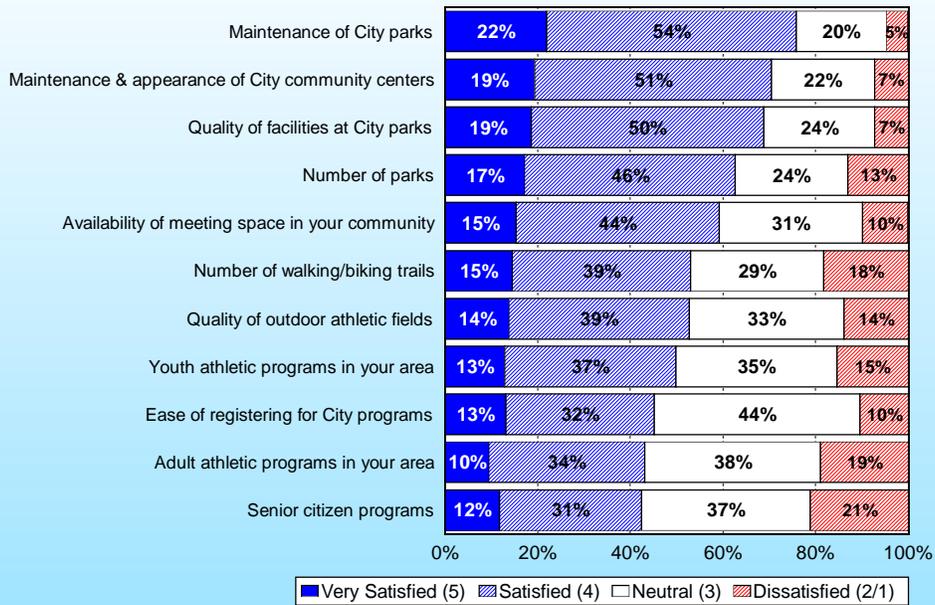


Source: ETC Institute (2018)

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")

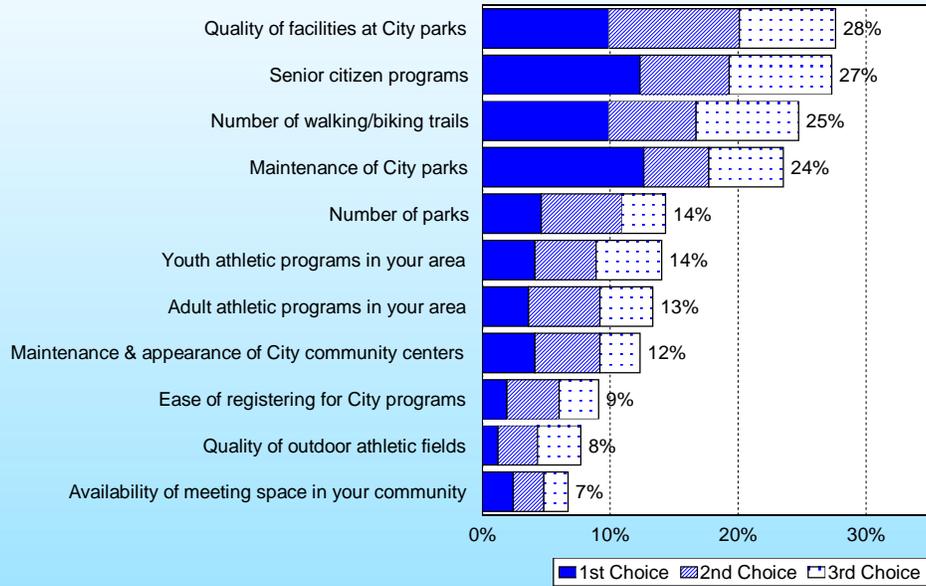


Source: ETC Institute (2018)

TRENDS

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

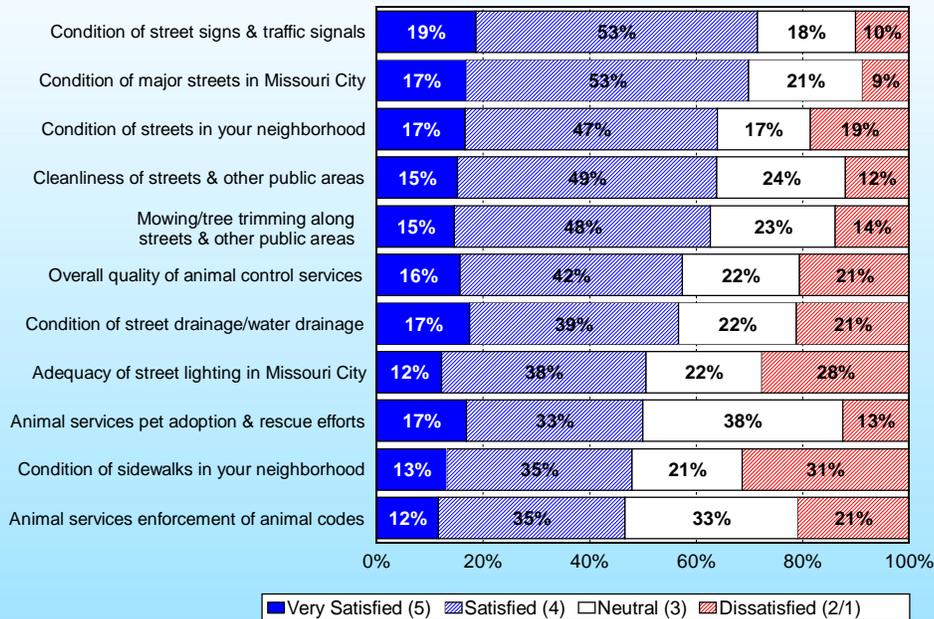
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2018)

Q10. Satisfaction with Public Works Services

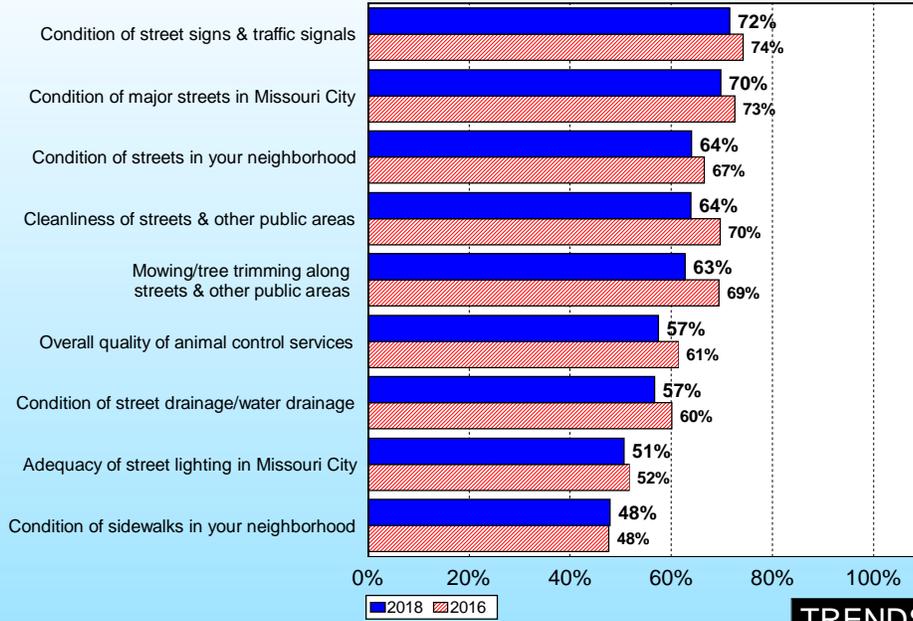
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



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")

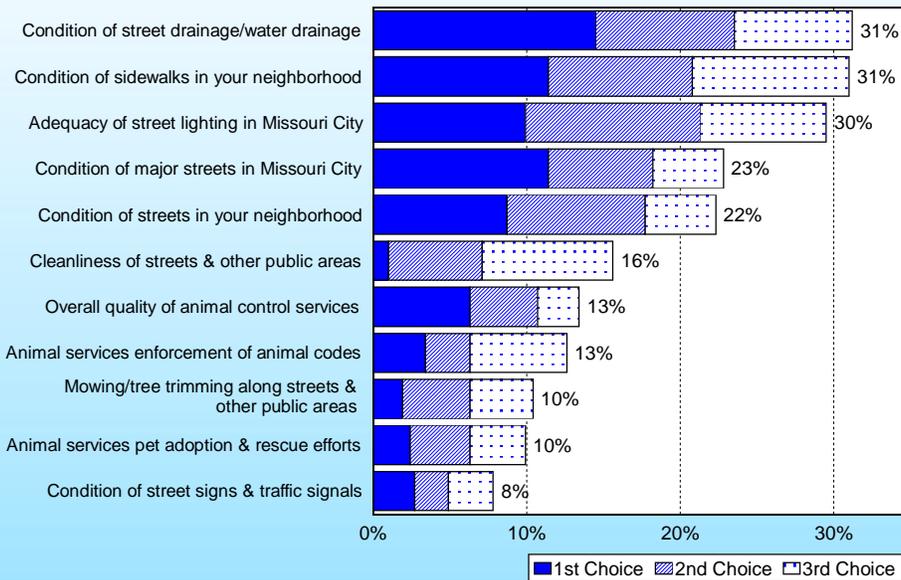


Source: ETC Institute (2018)

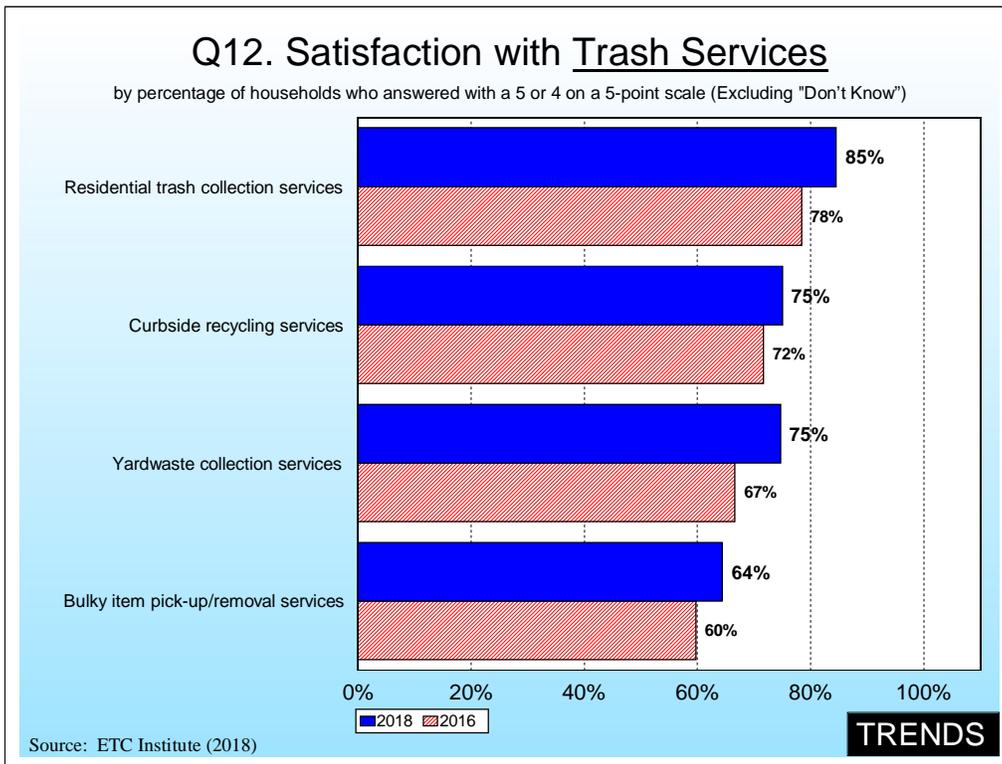
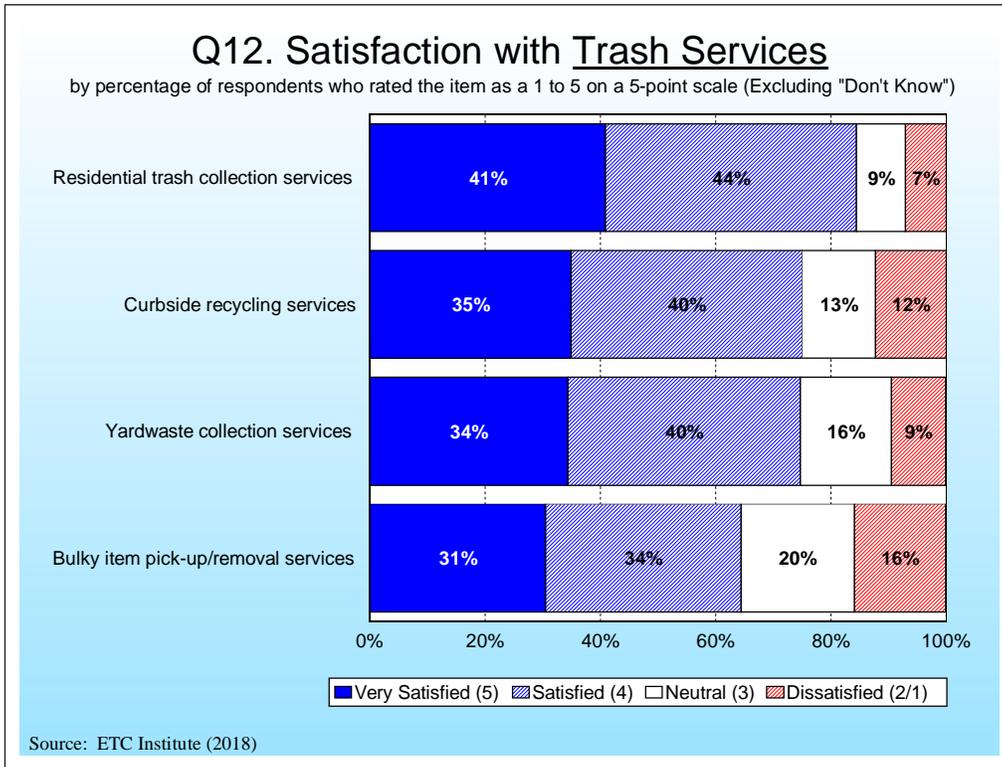
TRENDS

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

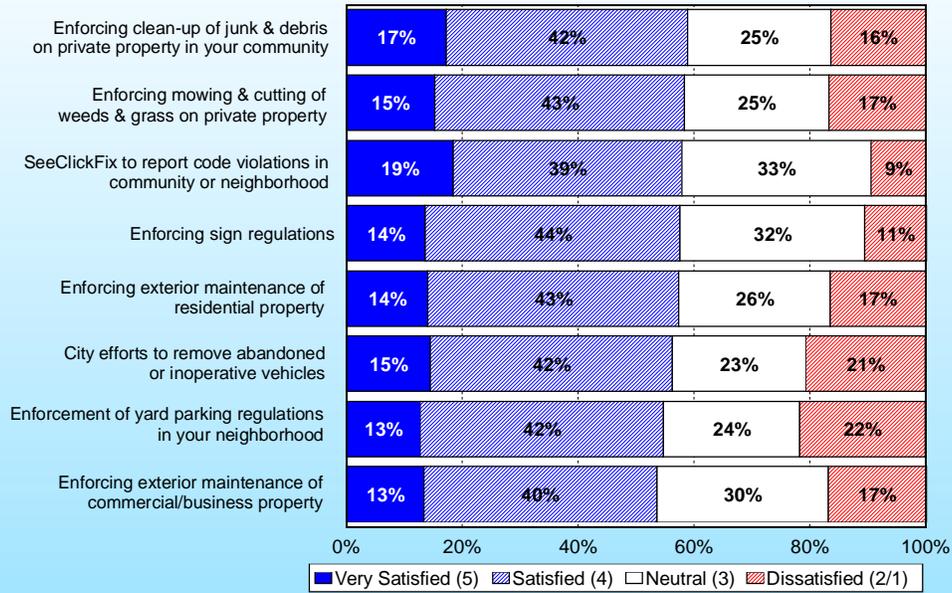


Source: ETC Institute (2018)



Q13. Satisfaction with Code Enforcement

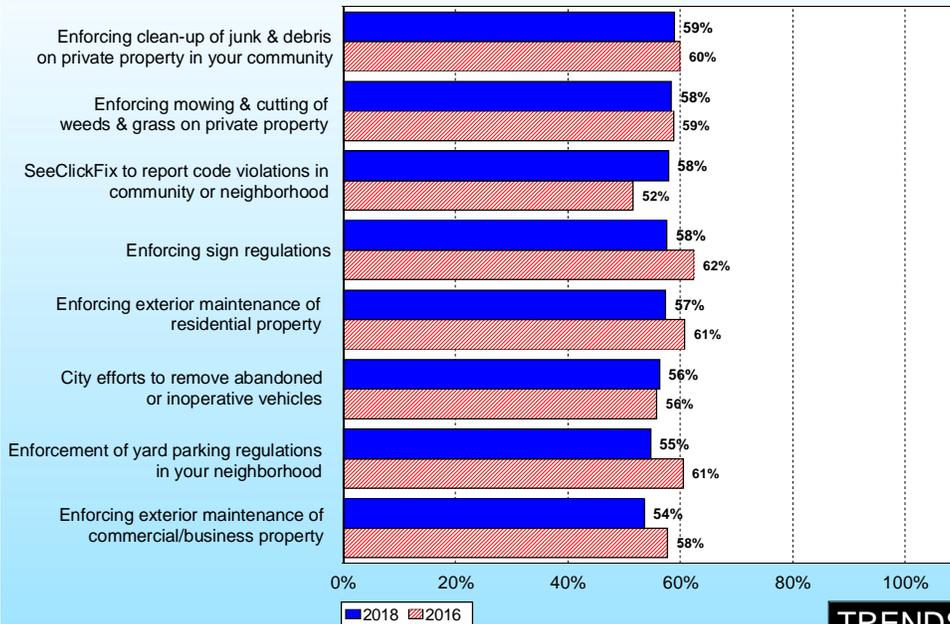
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



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")

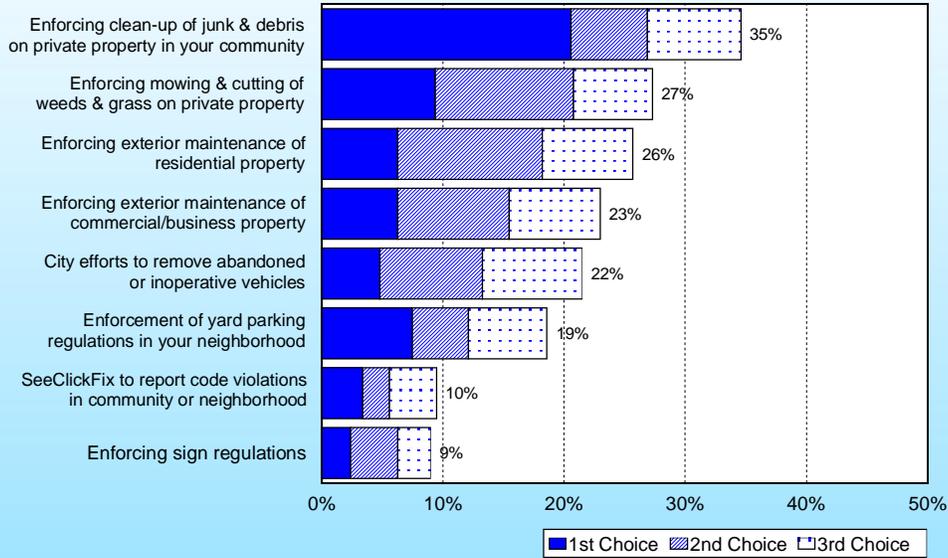


Source: ETC Institute (2018)

TRENDS

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

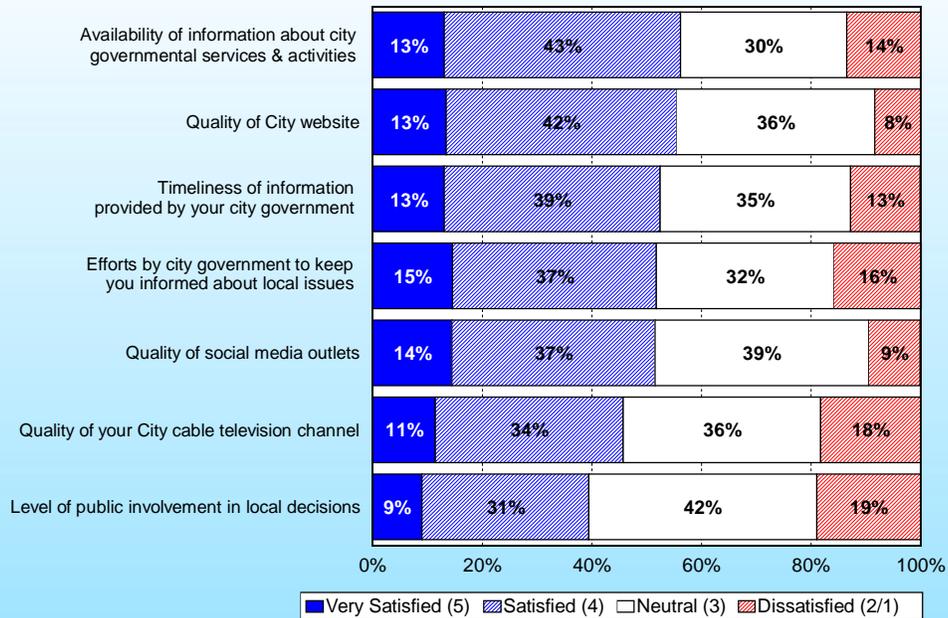
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2018)

Q15. Satisfaction with Public Information Services

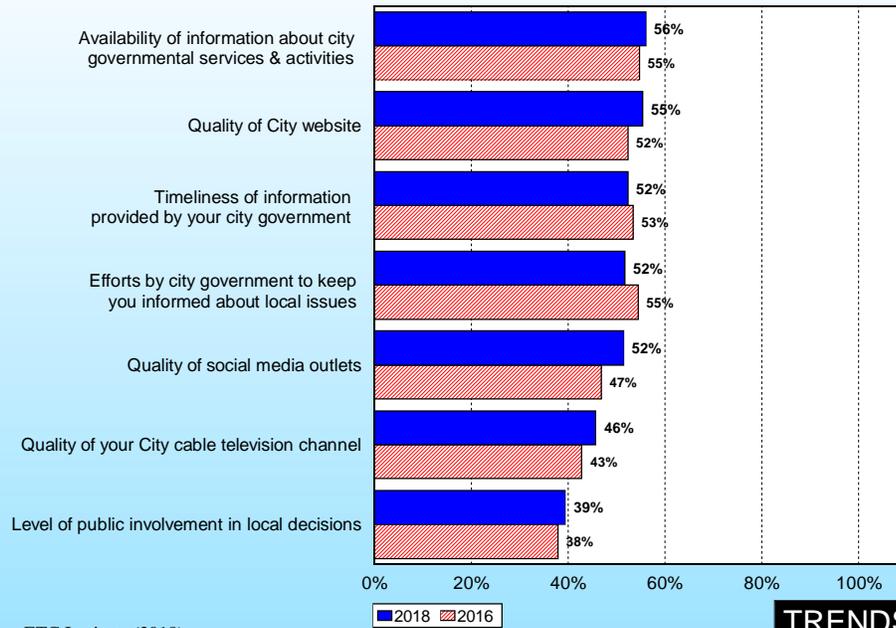
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2018)

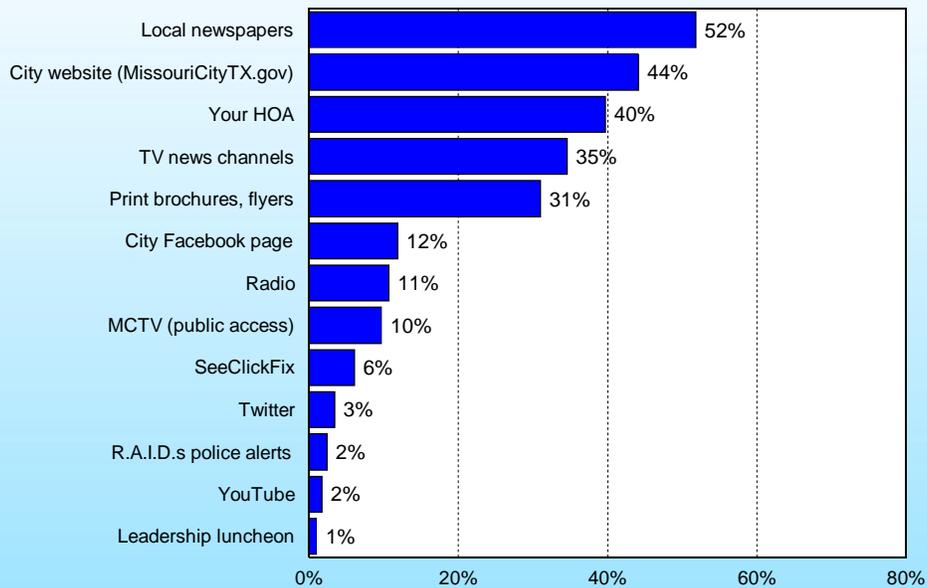
Q15. Satisfaction with Public Information Services

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



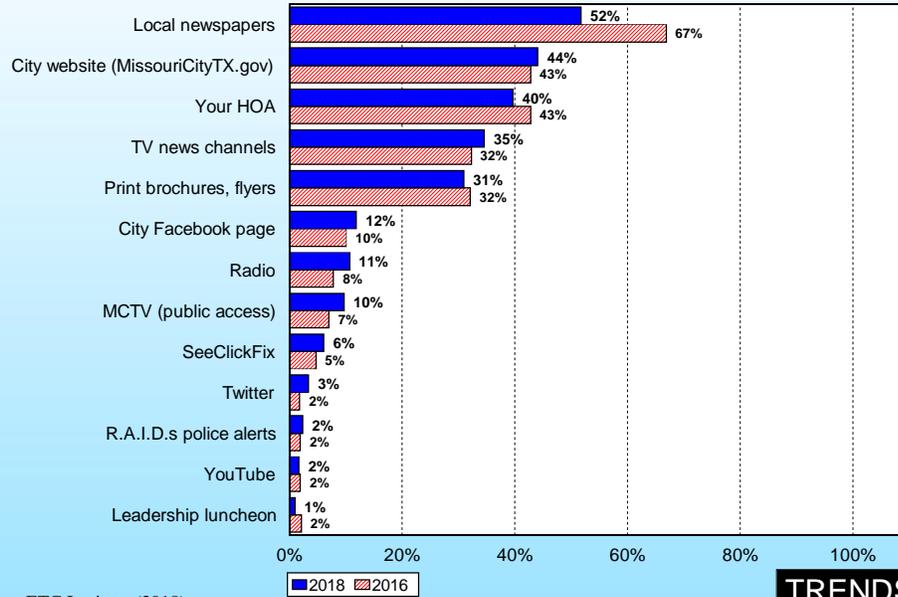
Q17. Sources From Which Respondents Currently Get Information About the City

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)

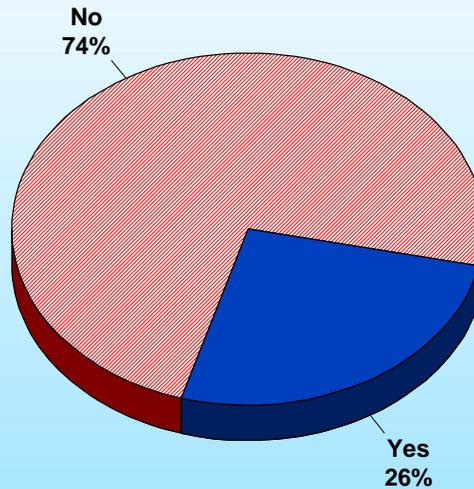


Source: ETC Institute (2018)

TRENDS

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

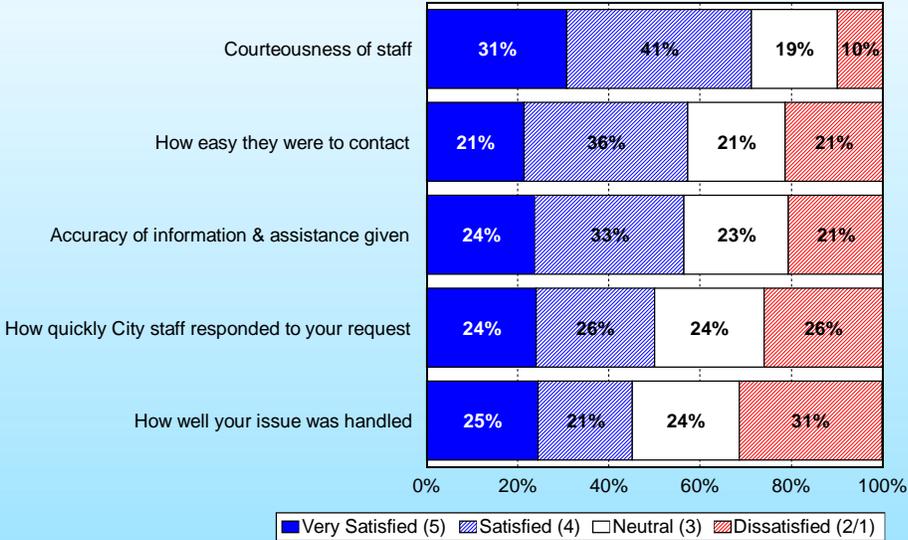
by percentage of respondents



Source: ETC Institute (2018)

Q17a. Satisfaction with Interaction with City Employees

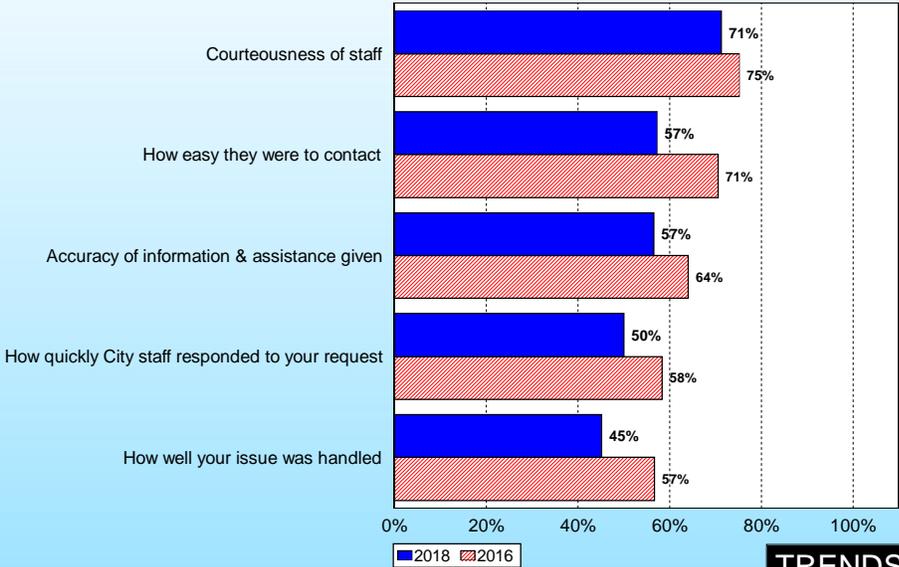
by percentage of respondents who contact the City in the past year and rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



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")

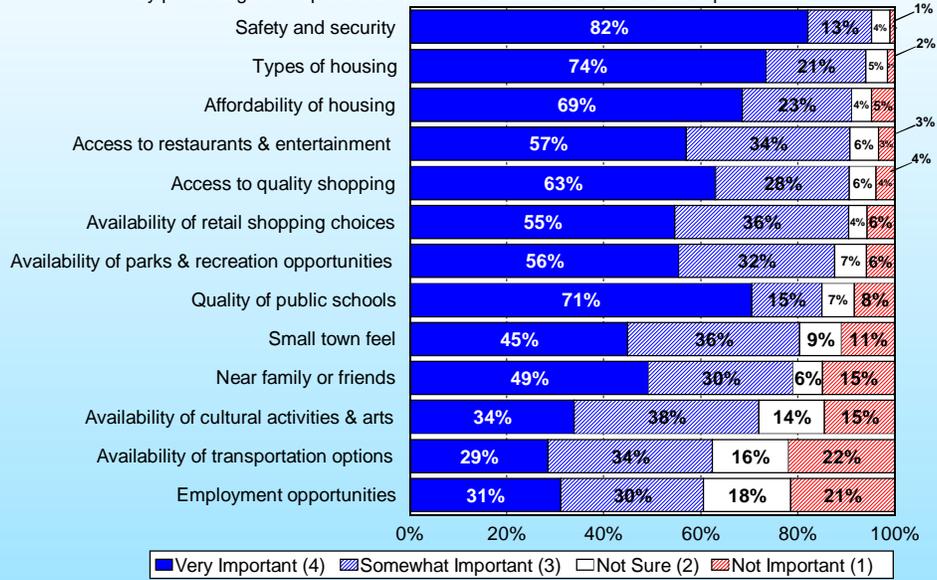


Source: ETC Institute (2018)

TRENDS

Q18. Importance of Various Reasons for Living in Missouri City

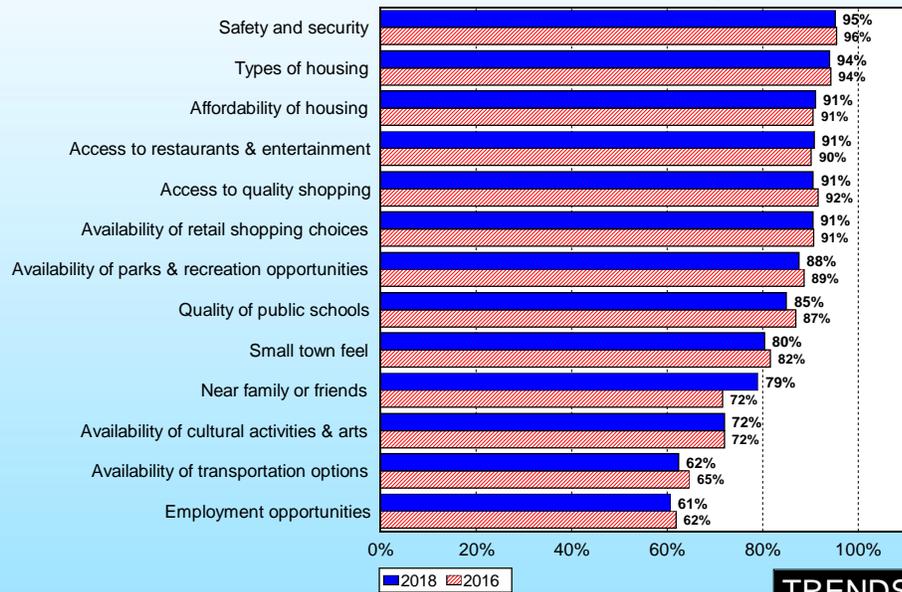
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale



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")

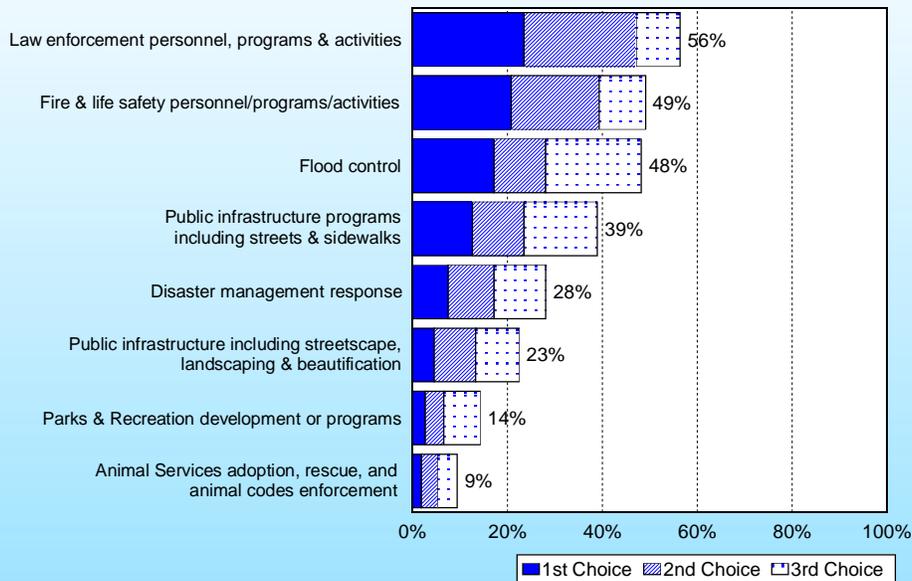


Source: ETC Institute (2018)

TRENDS

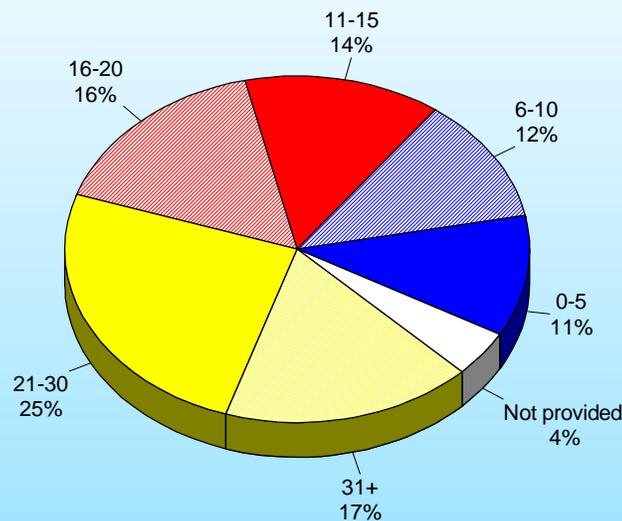
Q22. Which of the Following Services are Most Important

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



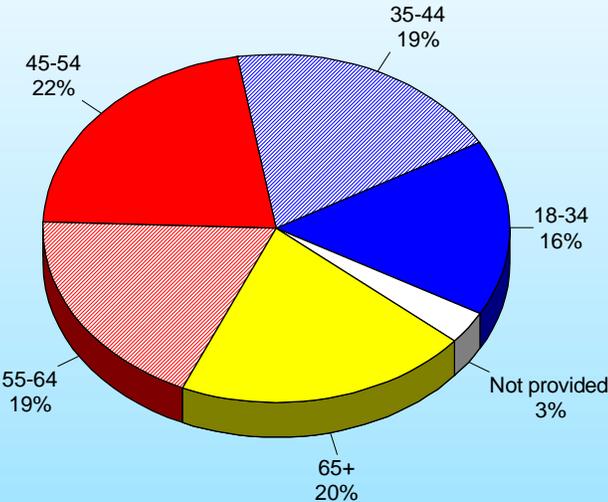
Q24. Demographics: Approximately how many years have you lived in Missouri City?

by percentage of respondents



Q25. Demographics: What is your age?

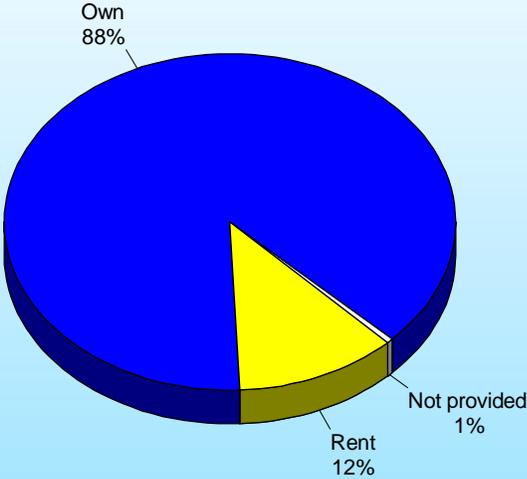
by percentage of respondents



Source: ETC Institute (2018)

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

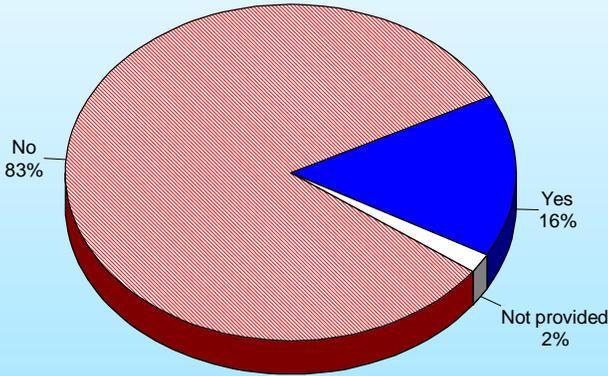
by percentage of respondents



Source: ETC Institute (2018)

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

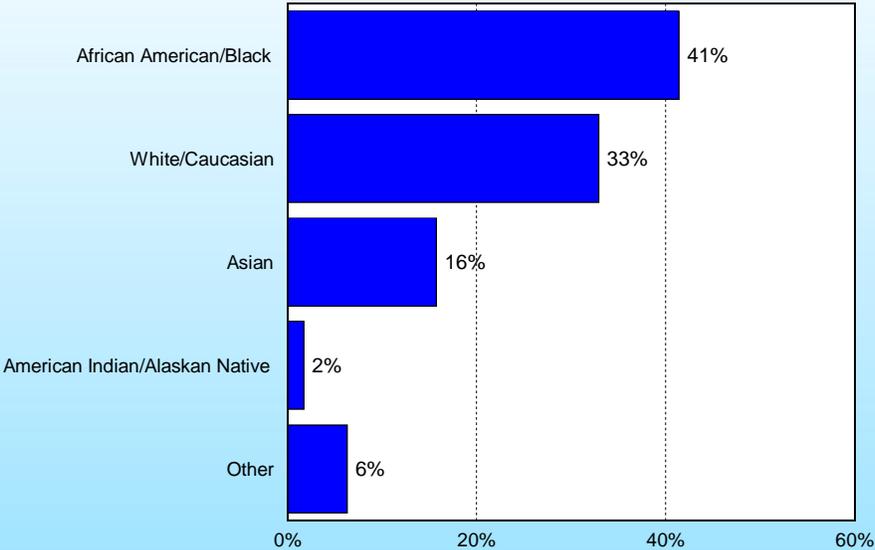
by percentage of respondents



Source: ETC Institute (2018)

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

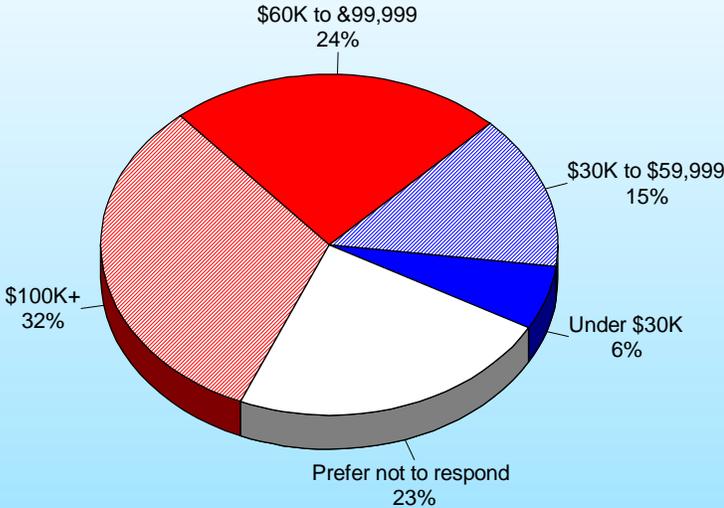
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

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

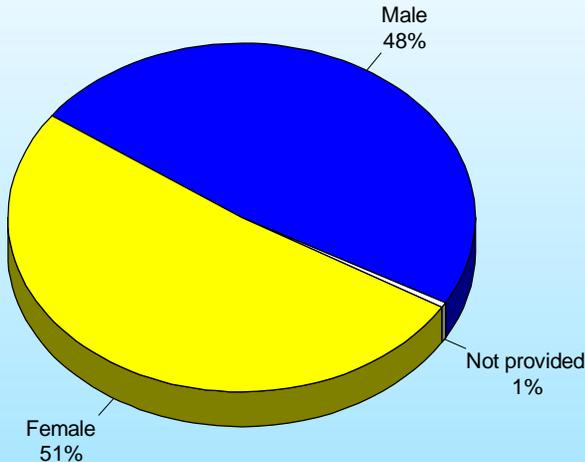
by percentage of respondents



Source: ETC Institute (2018)

Q30. Demographics: Gender

by percentage of respondents



Source: ETC Institute (2018)

Section 2: **Benchmarking Analysis**



Benchmarking Summary Report

City of Missouri City, Texas

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

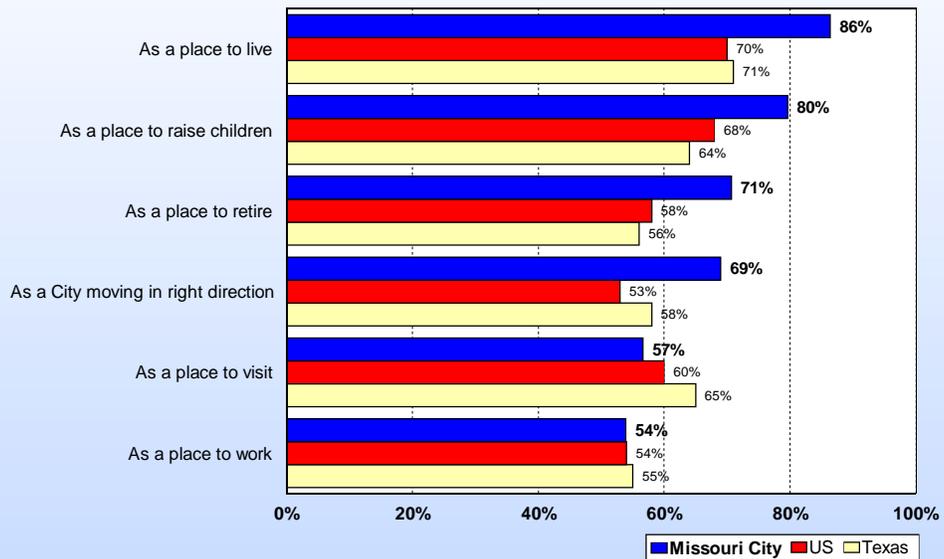
The charts on the following pages show how the overall results for Missouri City compare to the national average and Texas average. Missouri City's ratings are in blue, the U.S. average is in red, and the Texas average is in yellow.

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

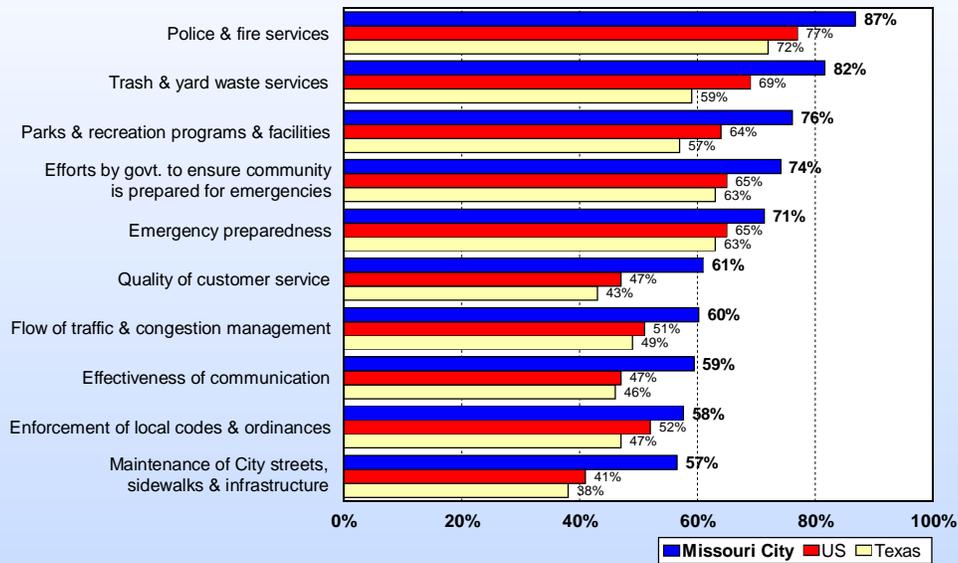
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (Excluding "Don't Know")



Source: 2018 ETC Institute

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

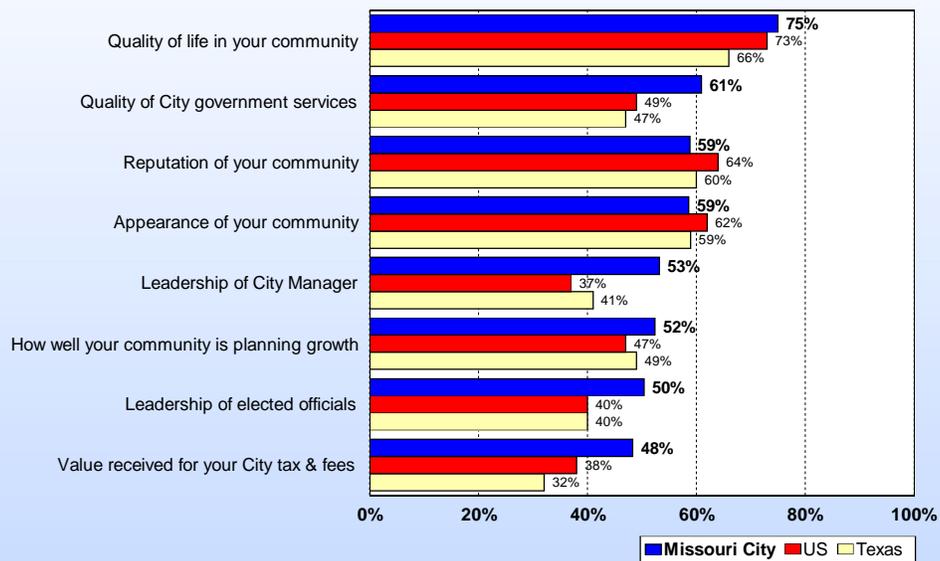
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (Excluding "Don't Know")



Source: 2018 ETC Institute

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

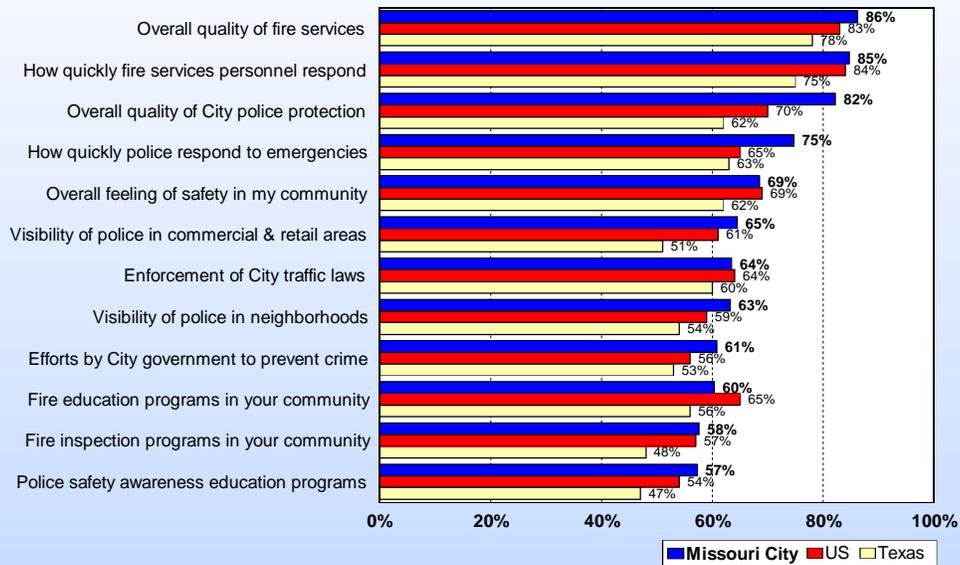
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (Excluding "Don't Know")



Source: 2018 ETC Institute

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

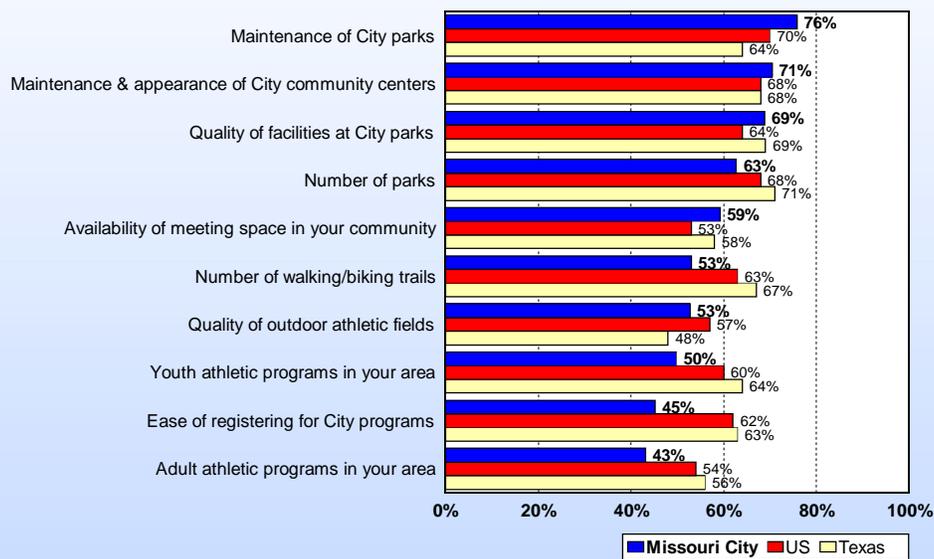
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (Excluding "Don't Know")



Source: 2018 ETC Institute

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

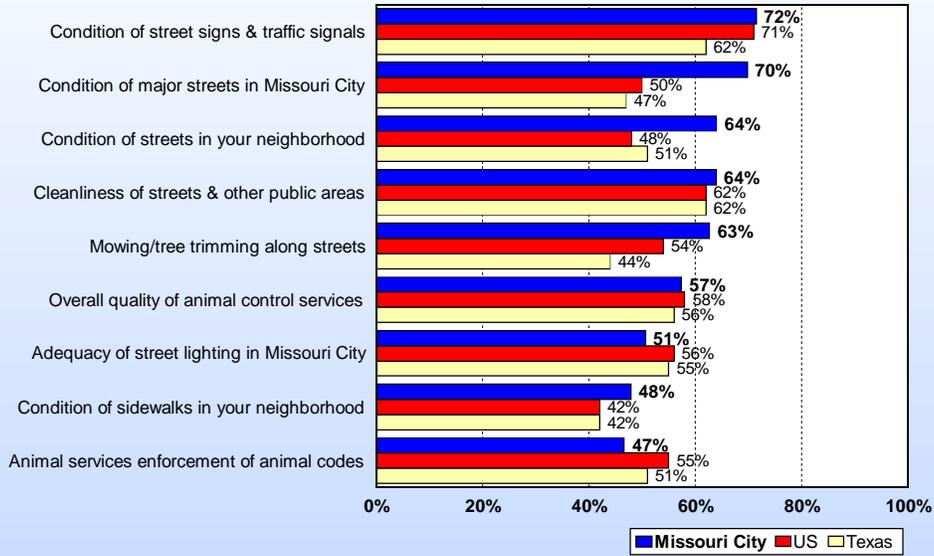
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (Excluding "Don't Know")



Source: 2018 ETC Institute

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

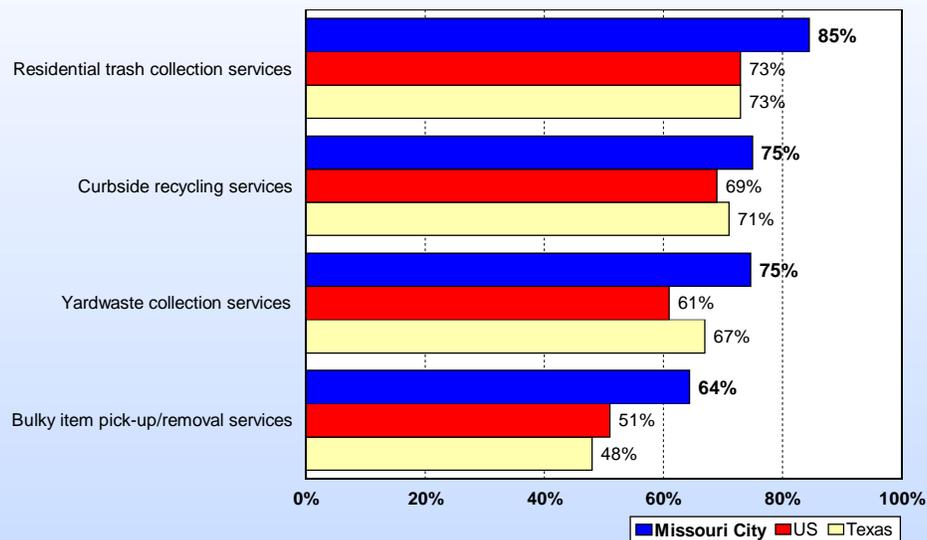
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (Excluding "Don't Know")



Source: 2018 ETC Institute

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

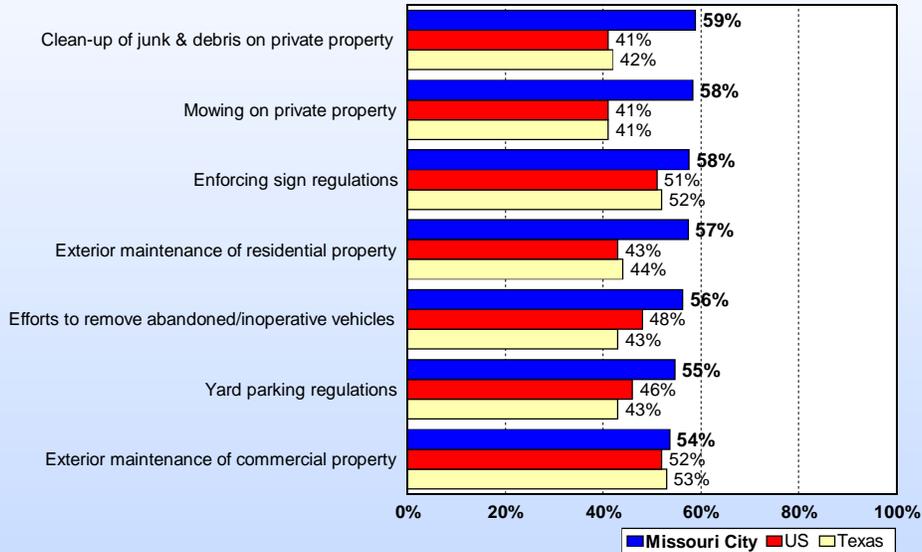
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (Excluding "Don't Know")



Source: 2018 ETC Institute

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

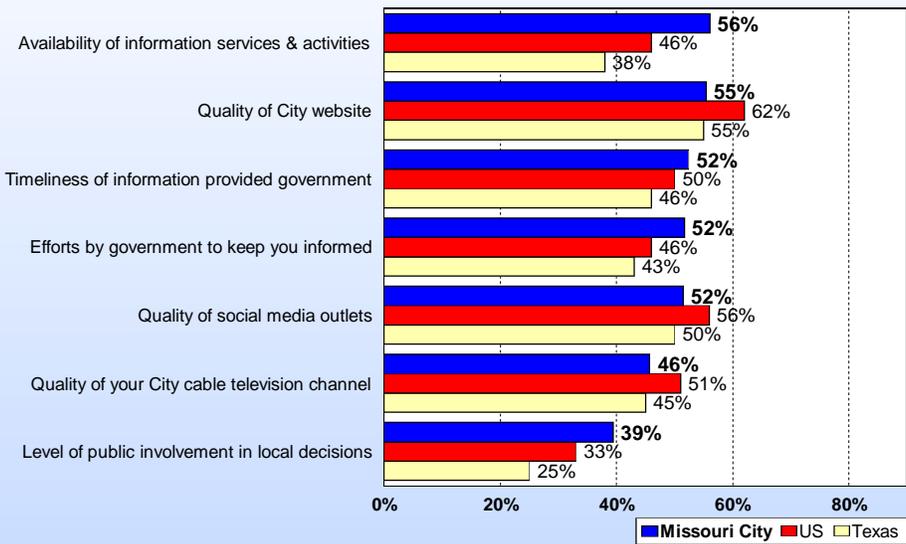
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (Excluding "Don't Know")



Source: 2018 ETC Institute

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

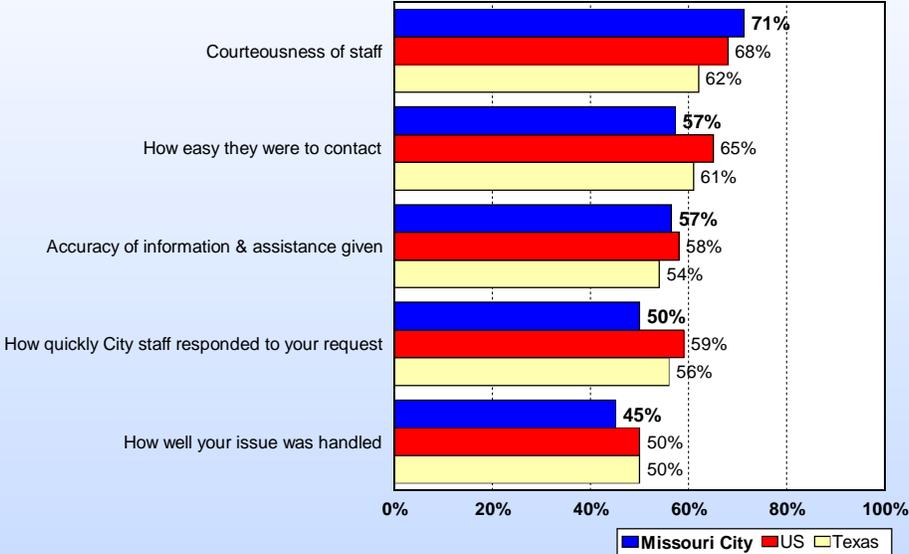
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (Excluding "Don't Know")



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



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
Very High Priority (IS >.20)						
Overall maintenance of City streets, sidewalks & infrastructure	46%	1	57%	10	0.2001	1
High Priority (IS .10-.20)						
Overall flow of traffic & congestion management on streets in City of Missouri City	31%	3	60%	7	0.1230	2
Medium Priority (IS <.10)						
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
High Priority (IS .10-.20)						
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
Medium Priority (IS <.10)						
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
High Priority (IS .10-.20)						
Senior citizen programs	27%	2	42%	11	0.1572	1
Number of walking/biking trails	25%	3	53%	6	0.1161	2
Medium Priority (IS <.10)						
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
High Priority (IS .10-.20)						
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
Medium Priority (IS <.10)						
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
High Priority (IS .10-.20)						
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
Medium Priority (IS <.10)						
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

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?

<u>Q3. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
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	Dissatisfi- ed	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 %
Not provided	18	4.4 %
Total	413	100.0 %

Q25. What is your age?

Q25. Your age

<u>Number</u>	<u>Percent</u>
18-34	16.2 %
35-44	19.4 %
45-54	21.8 %
55-64	19.1 %
65+	20.3 %
Not provided	3.1 %
Total	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



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 | ____(06) Twitter | ____(11) SeeClickFix |
| ____(02) City website (MissouriCityTX.gov) | ____(07) YouTube | ____(12) Print brochures, flyers |
| ____(03) Radio | ____(08) MCTV (public access) | ____(13) Leadership Luncheon |
| ____(04) TV news channels | ____(09) R.A.I.D.s Police alerts | |
| ____(05) City Facebook Page | ____(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?

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

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

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?

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!

Missouri City Community Survey

GIS Maps

...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



Interpreting GIS Maps

Missouri City, Texas

Overview

The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group (CBG).

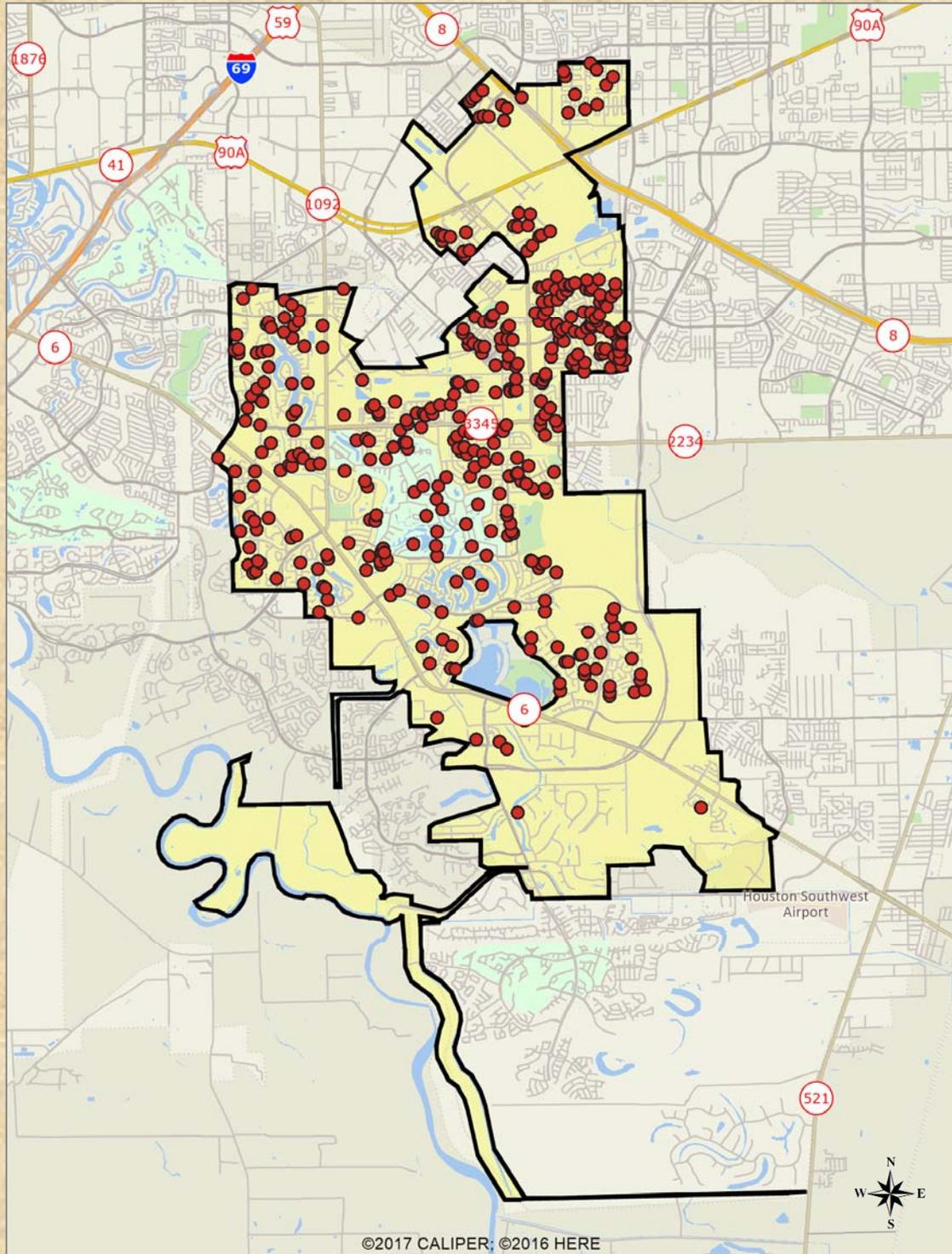
If all census block groups on a map are the same color, the most residents in the community generally feel the same about the issue.

When reading the maps, please use the following color scheme as a guide.

- **Dark/Light Blue** shades indicate **POSITIVE** ratings. Shades of blue generally indicate satisfaction with a service.
- **Off-White** shades indicate **NEUTRAL** ratings. Shades of off-white generally indicate residents thought the quality of service delivery is adequate.
- **Orange/Red** shades indicate **NEGATIVE** ratings. Shades of orange/red generally indicate dissatisfaction with a service.

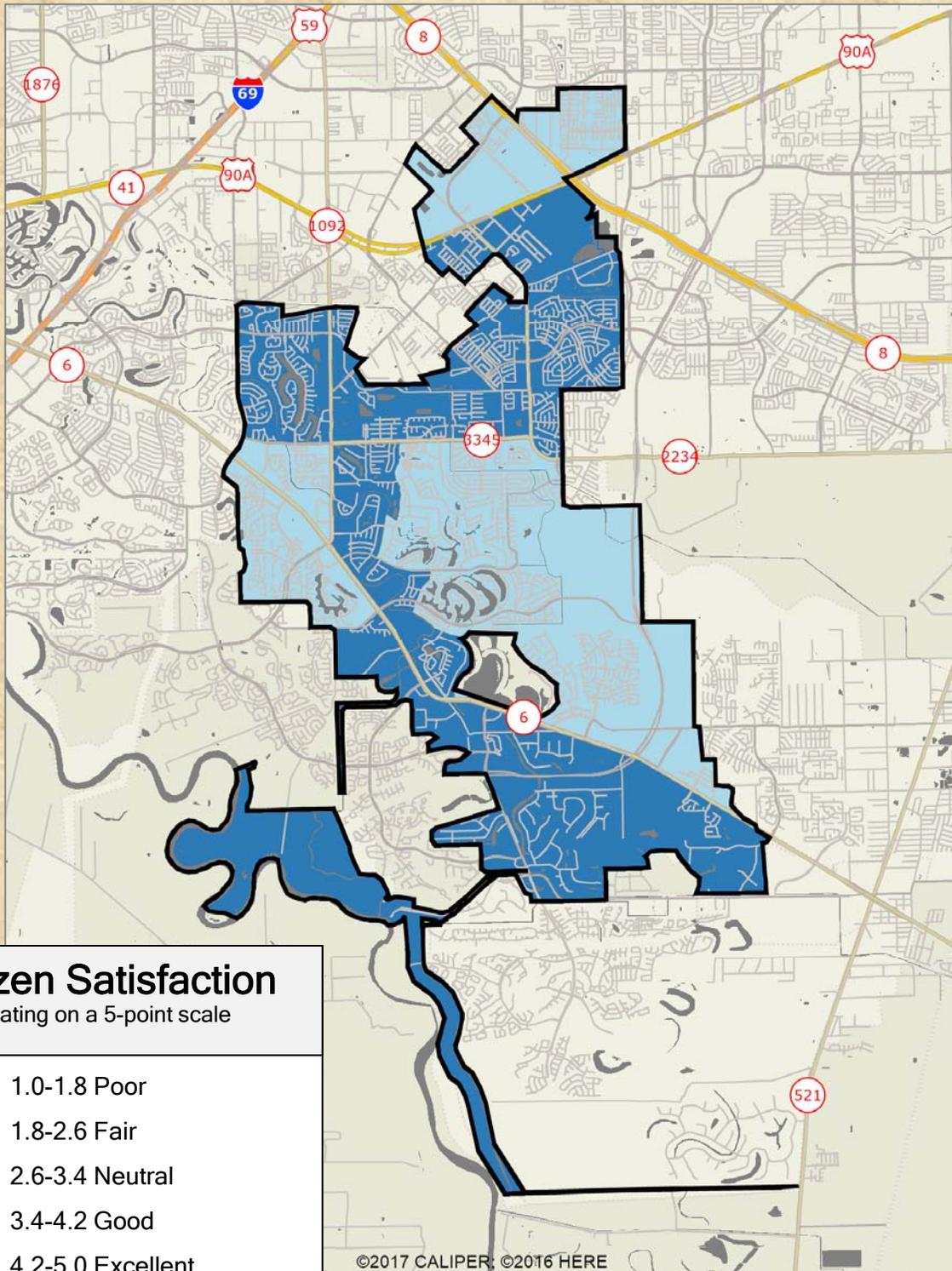
The following pages show how different areas of the community rated various services provided by Missouri City.

Location of Survey Respondents



2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q1.1 Rating Missouri City: As a place to live



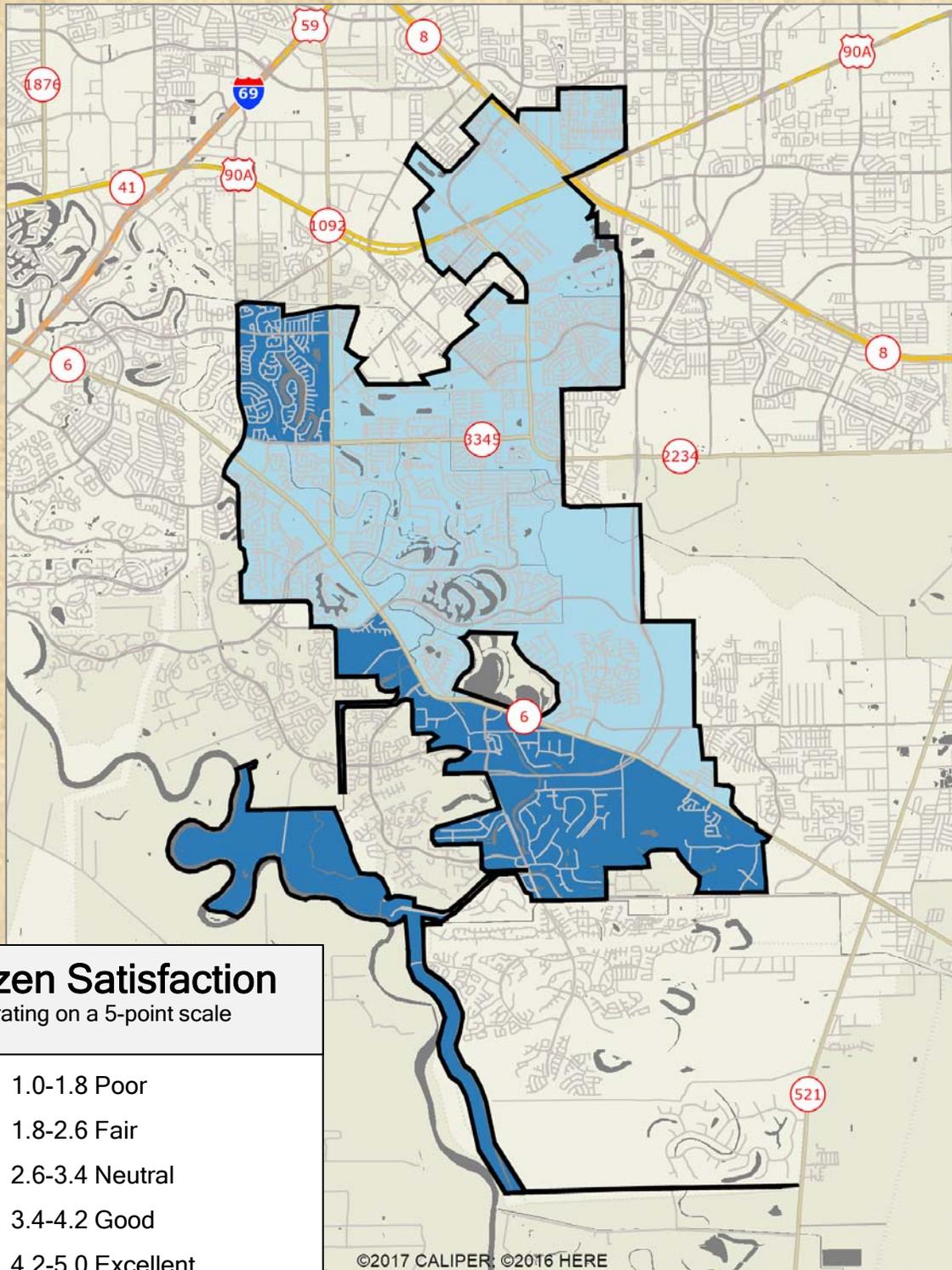
Citizen Satisfaction
Mean rating on a 5-point scale

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

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2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q1.2 Rating Missouri City: As a place to raise children



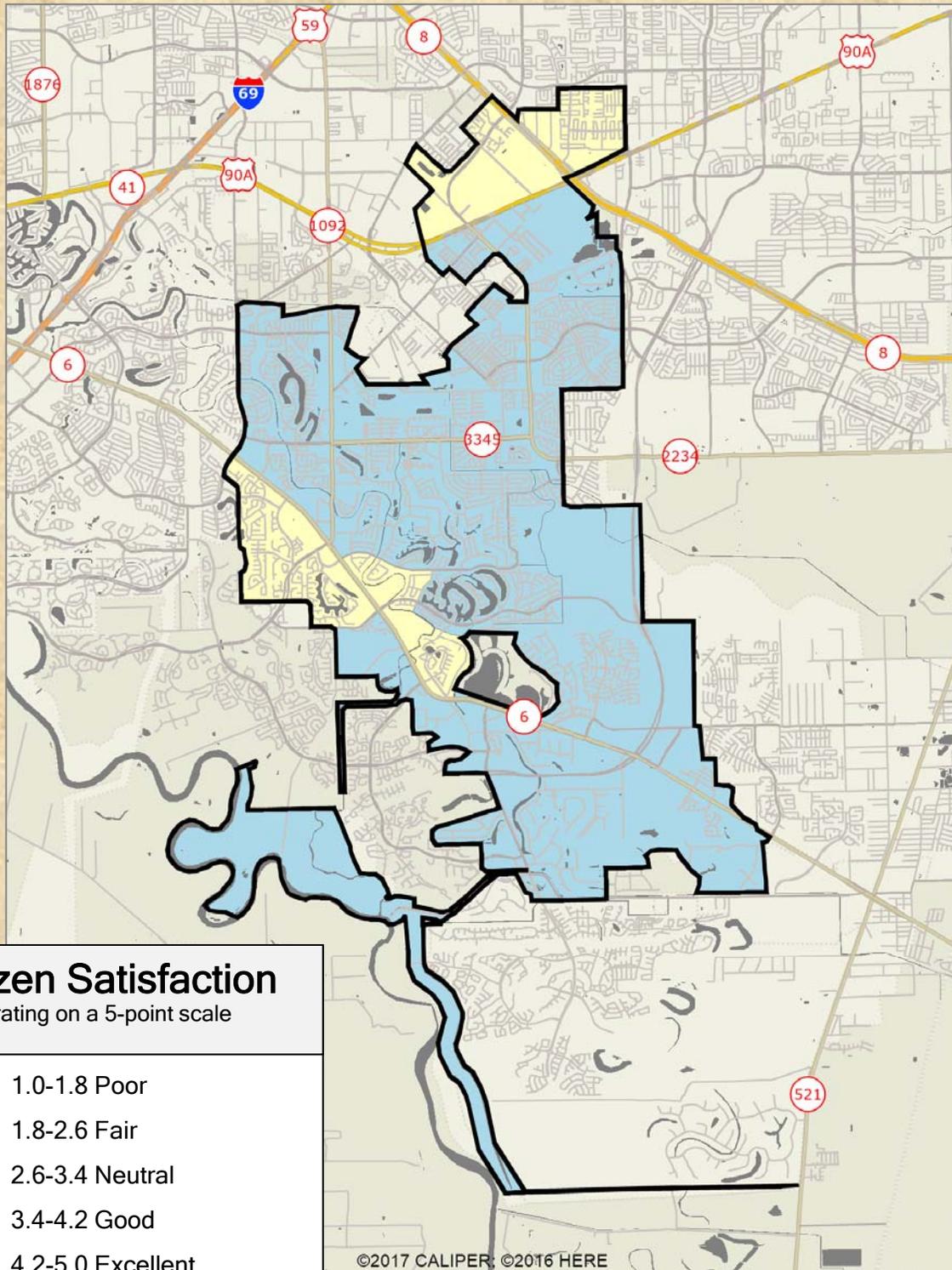
Citizen Satisfaction
Mean rating on a 5-point scale

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

 **ETC INSTITUTE** 

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q1.3 Rating Missouri City: As a place to work



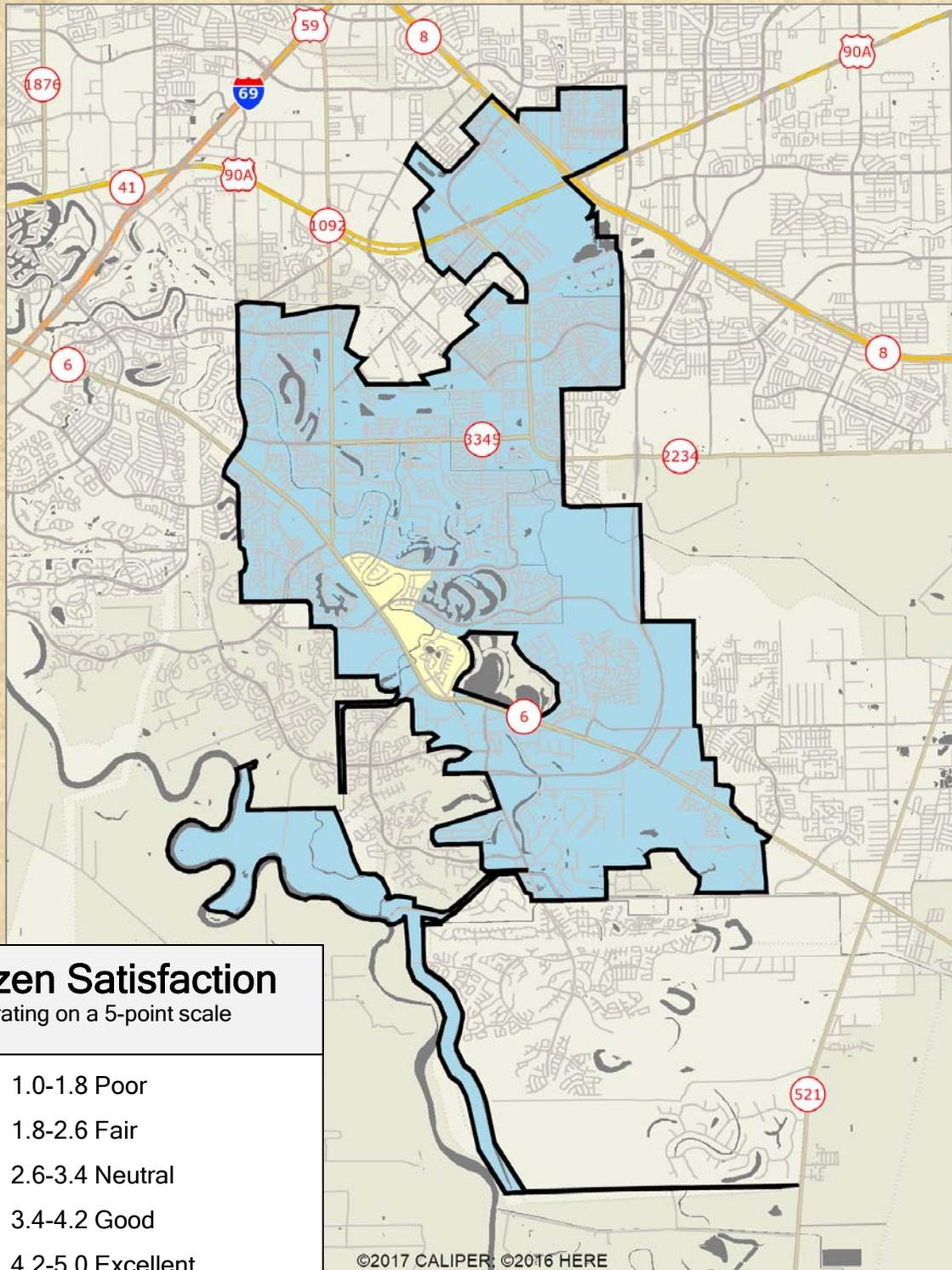
Citizen Satisfaction
Mean rating on a 5-point scale

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

 **ETC INSTITUTE** 

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q1.4 Rating Missouri City: As a place to retire

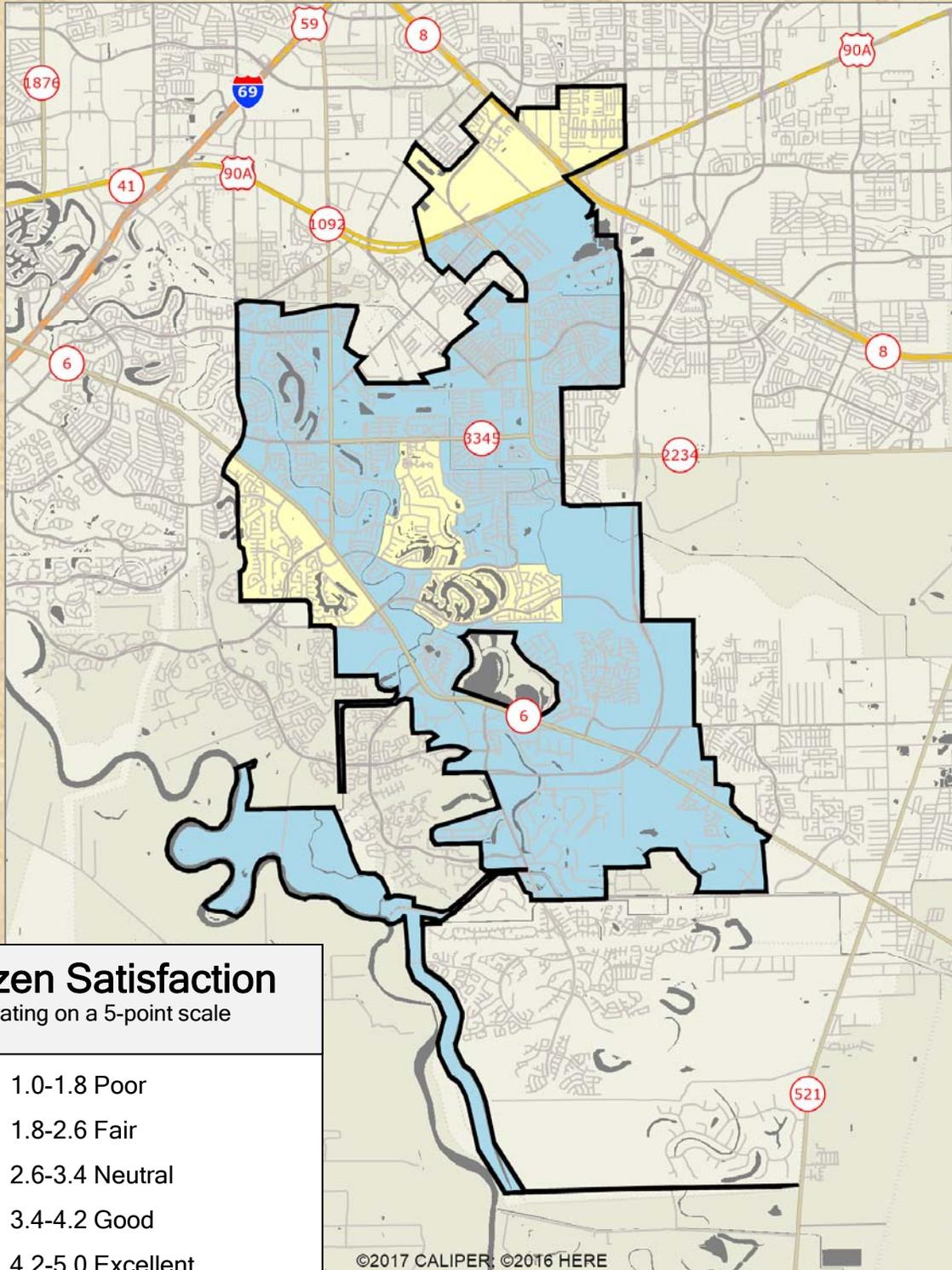


Citizen Satisfaction
Mean rating on a 5-point scale

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

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q1.5 Rating Missouri City: As a place to visit



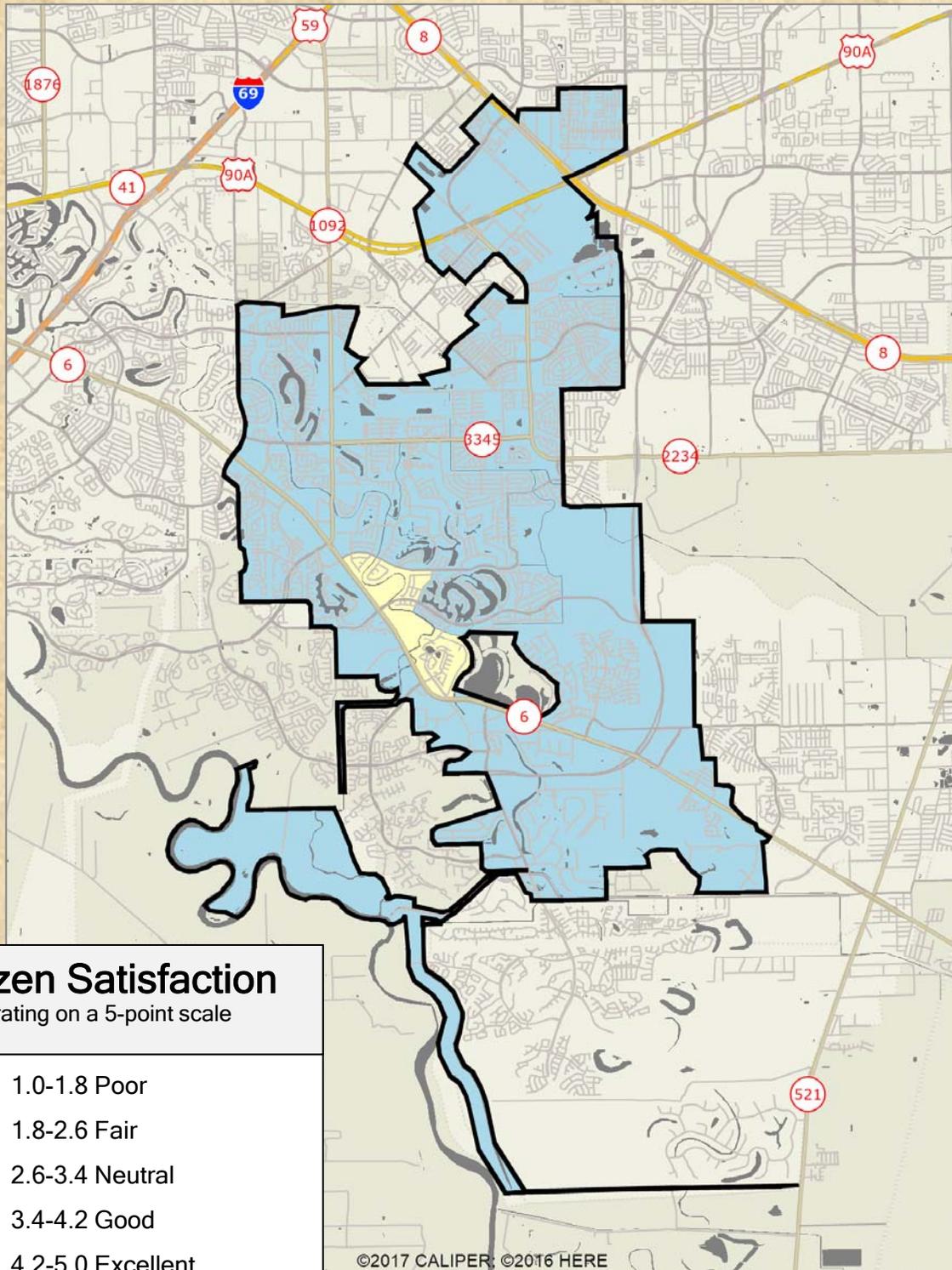
Citizen Satisfaction
Mean rating on a 5-point scale

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

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2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q1.6 Rating Missouri City: As a city moving in the right direction

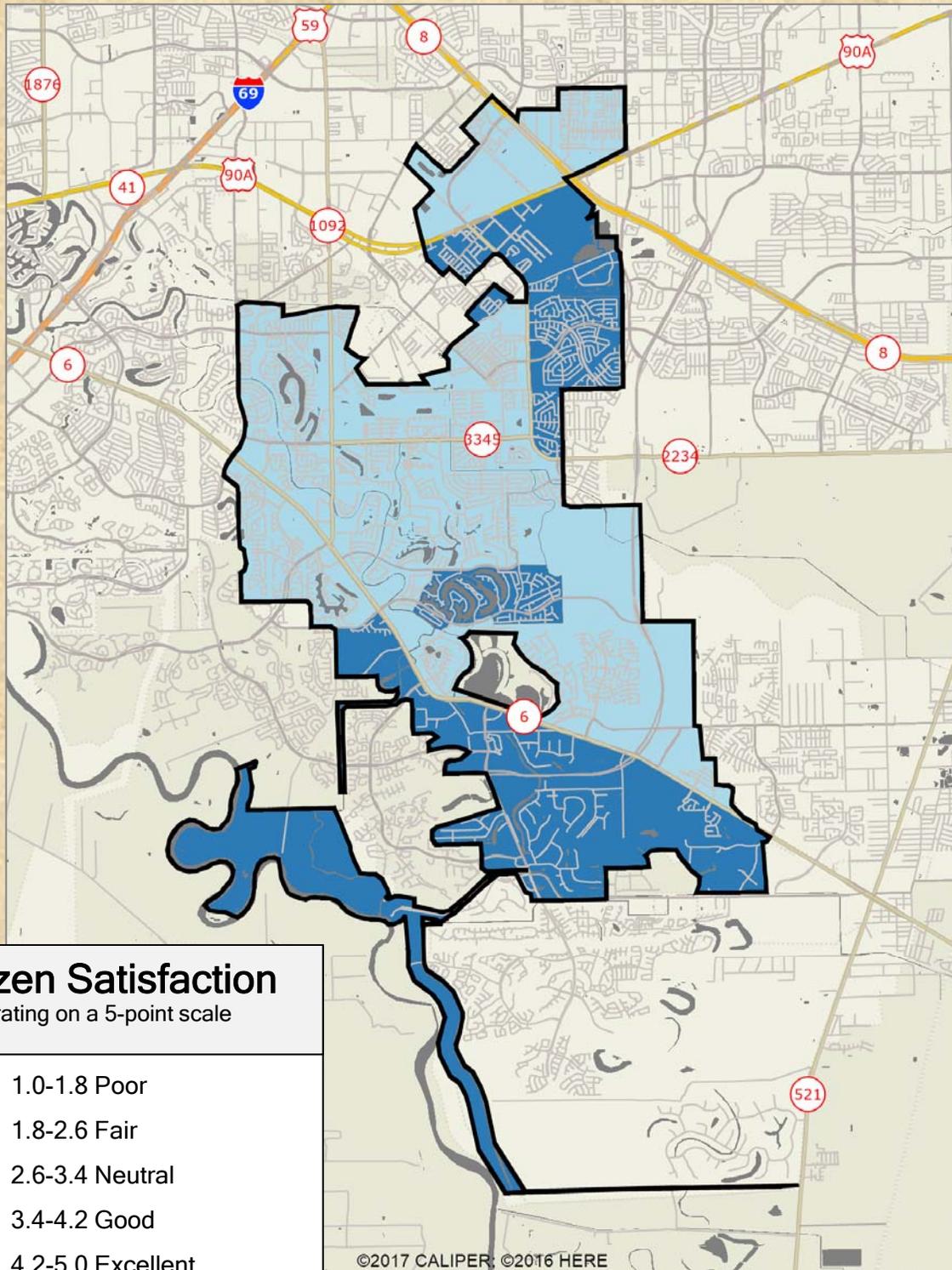


Citizen Satisfaction
Mean rating on a 5-point scale

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

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q1.7 Rating Missouri City: As a place you are proud to call home



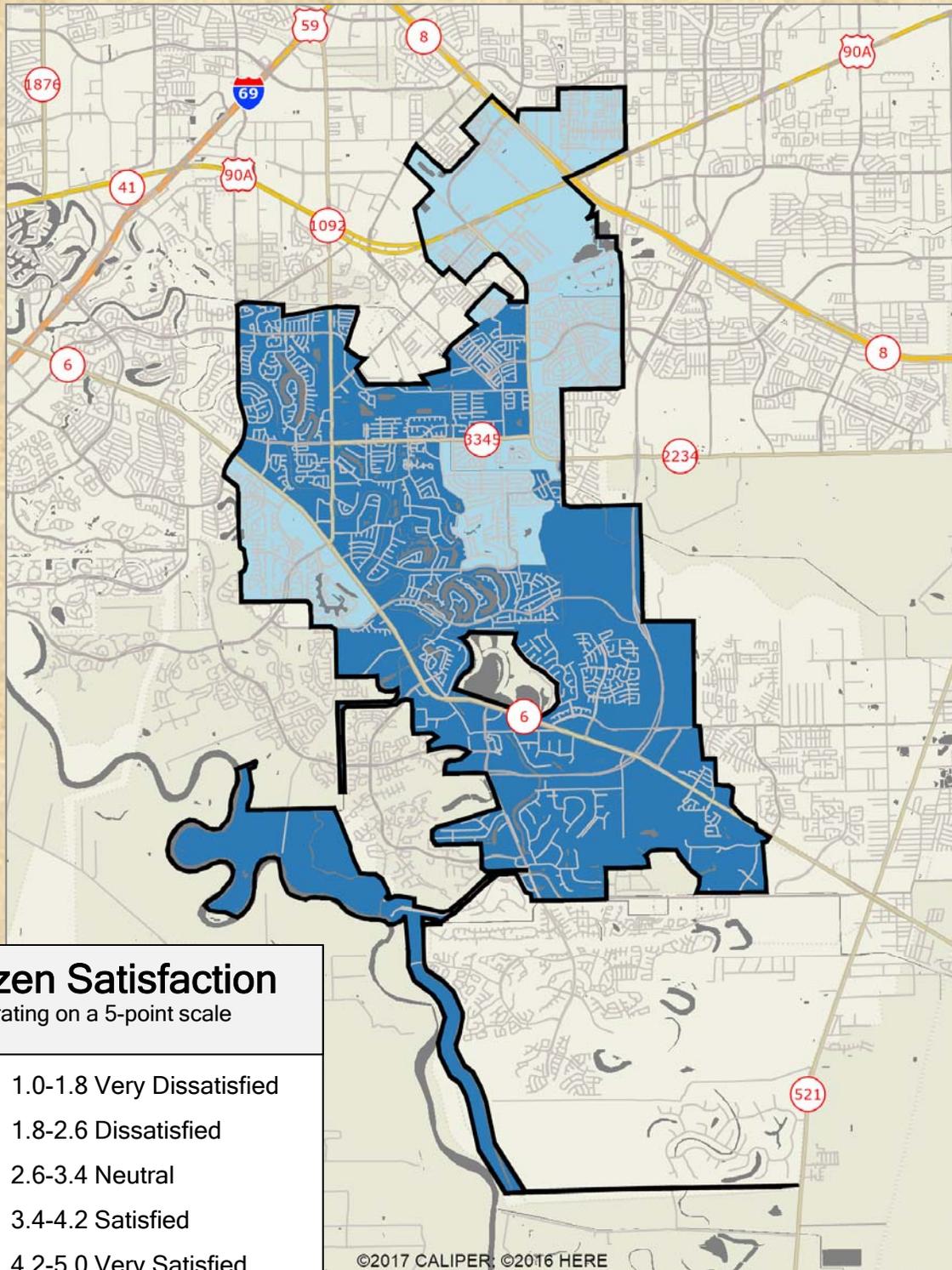
Citizen Satisfaction
Mean rating on a 5-point scale

■	1.0-1.8 Poor
■	1.8-2.6 Fair
■	2.6-3.4 Neutral
■	3.4-4.2 Good
■	4.2-5.0 Excellent
	No Response

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2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q2.1 Satisfaction with: Quality of police and fire services



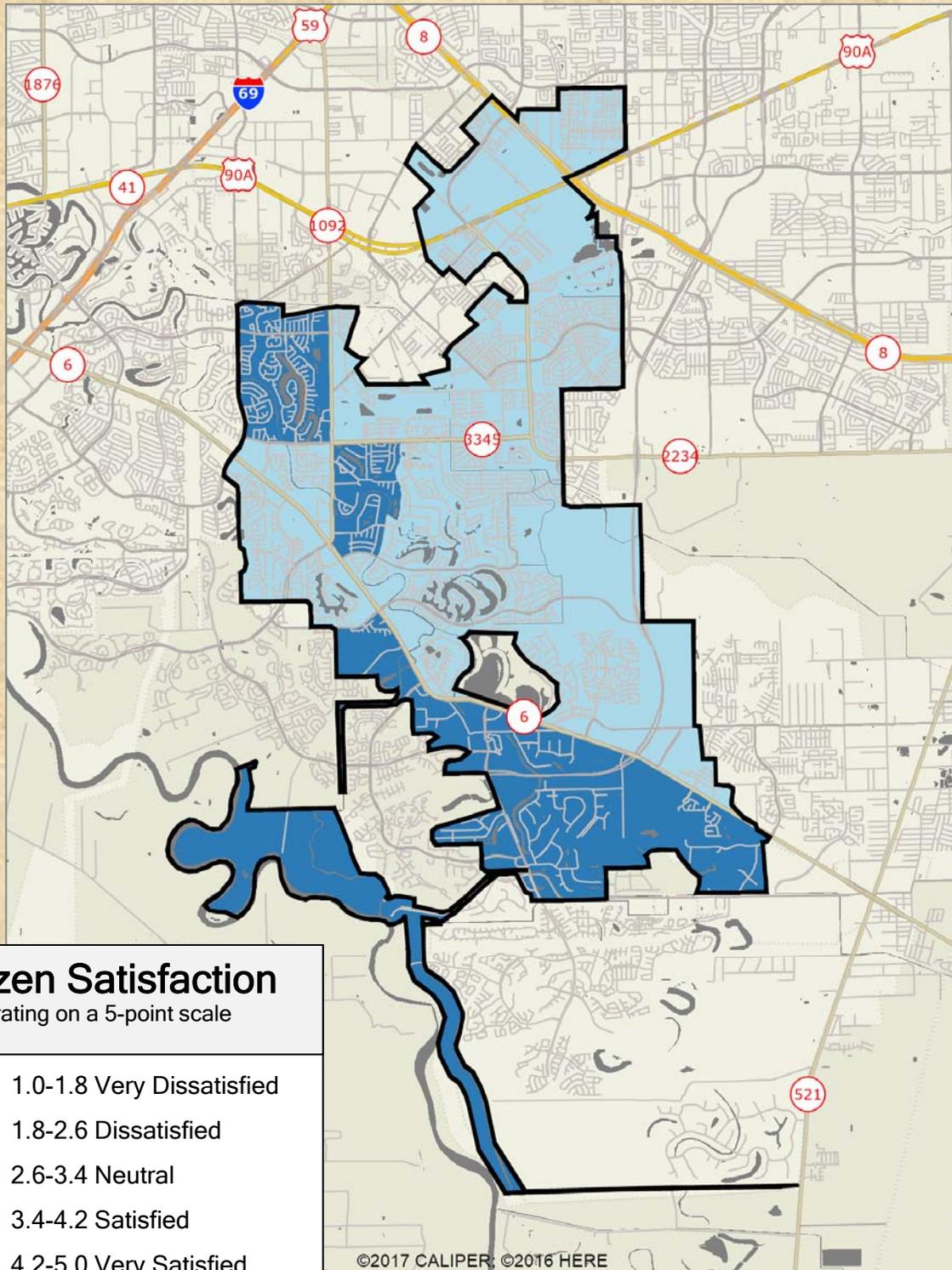
Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

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2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q2.2 Satisfaction with: Overall efforts by city government in your area to ensure the community is prepared for emergencies

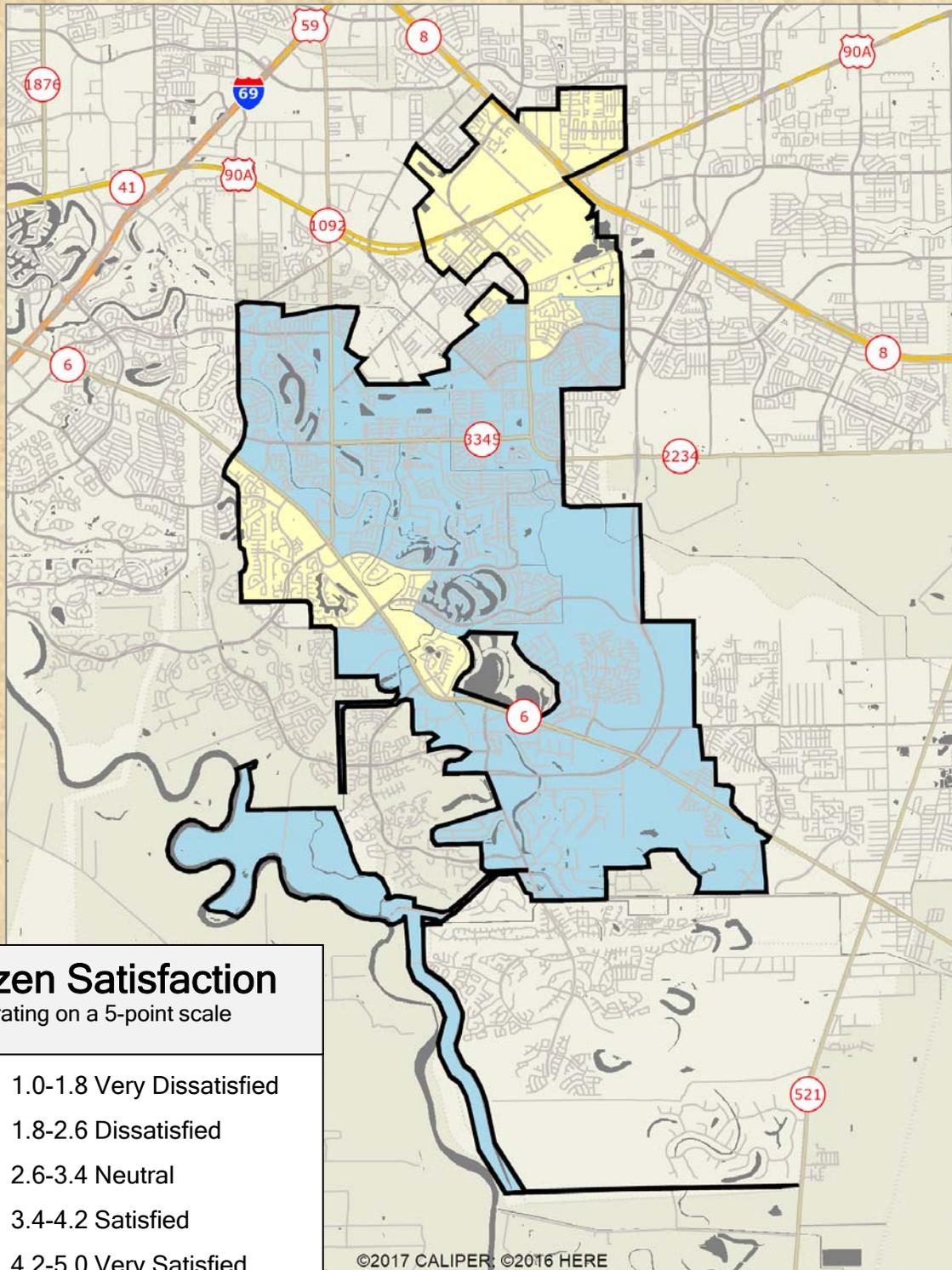


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q2.3 Satisfaction with: Overall maintenance of city streets, sidewalks and infrastructure



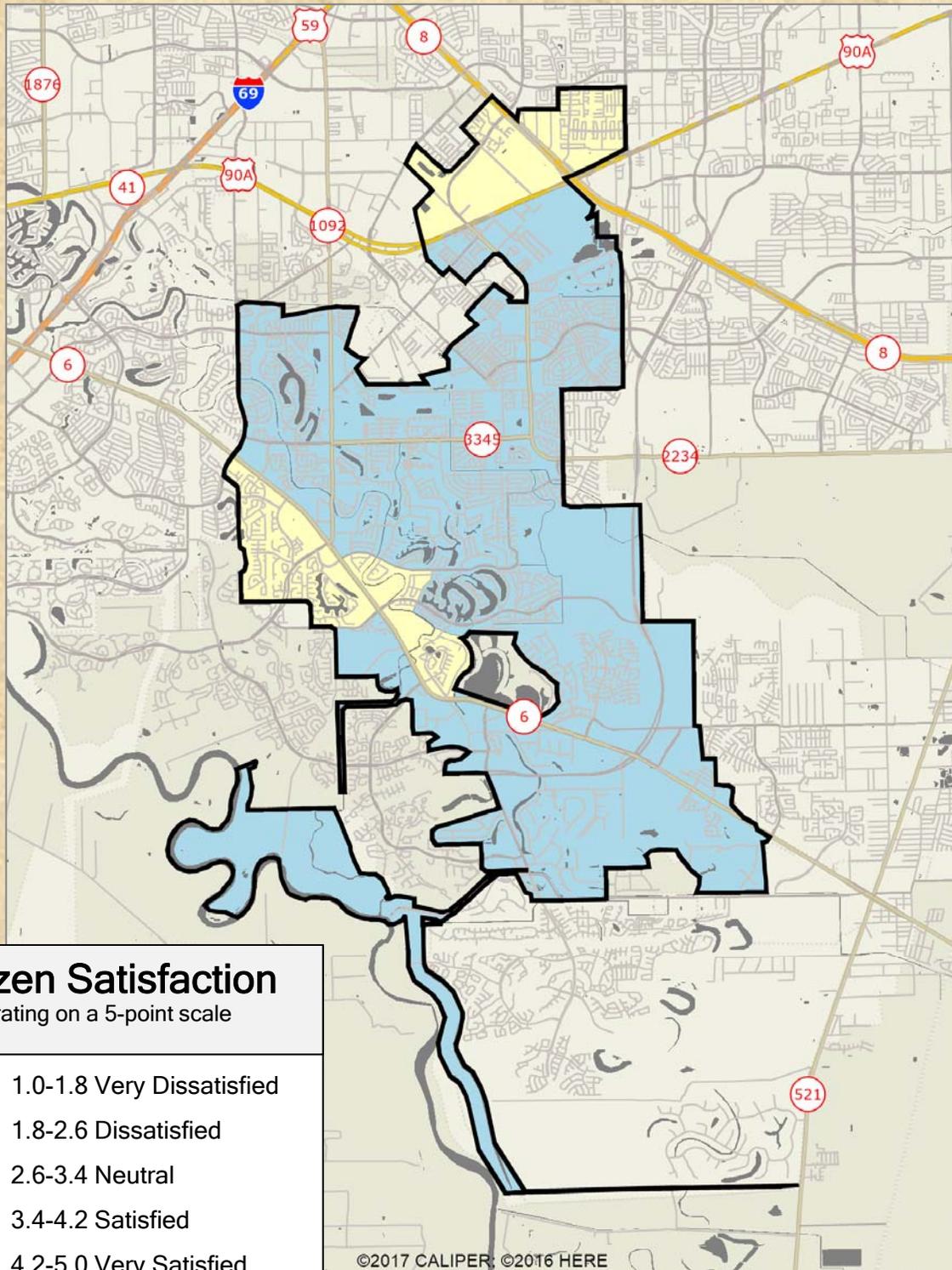
Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

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2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q2.4 Satisfaction with: Overall effectiveness of communication by city government in your area



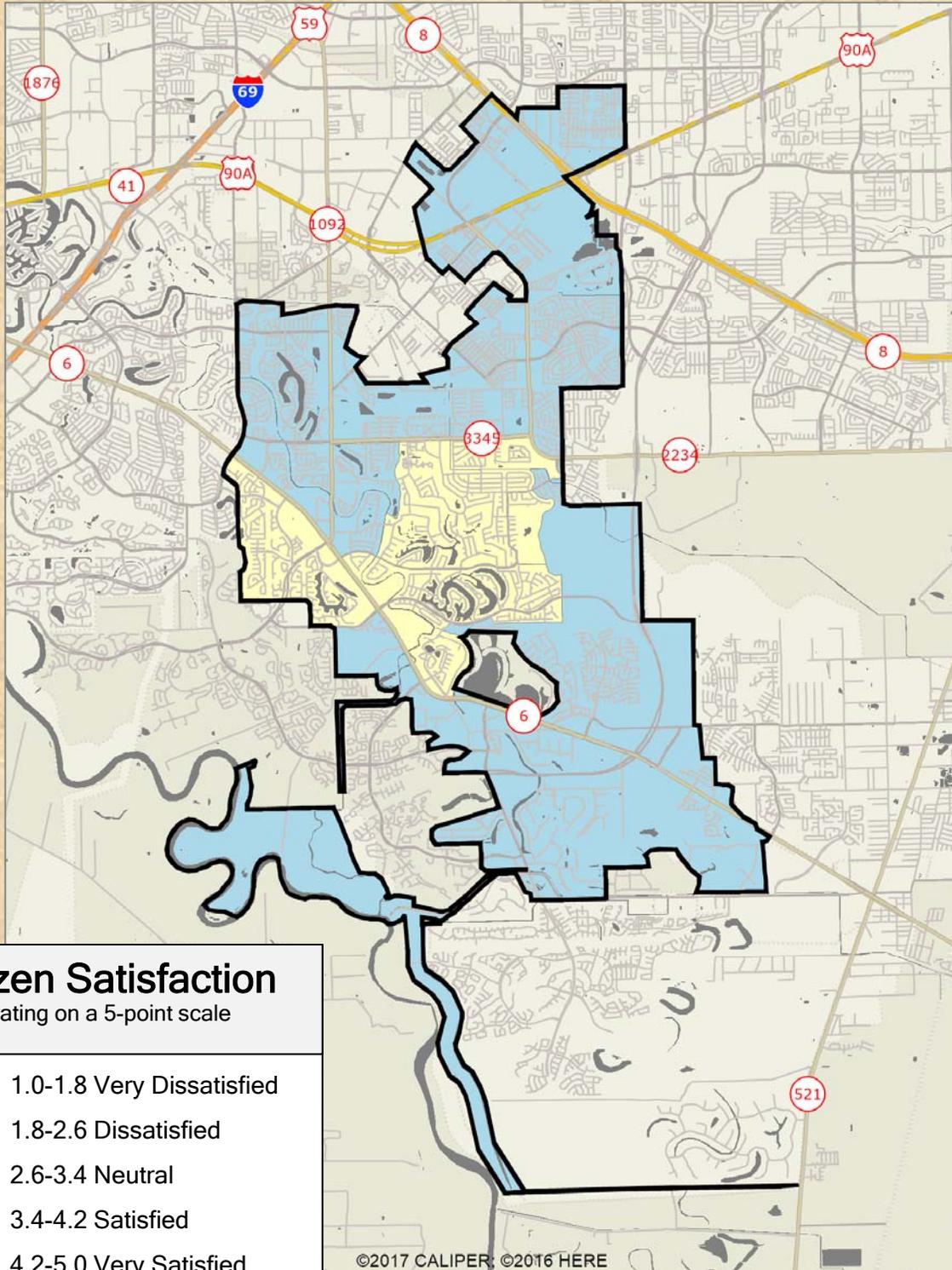
Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

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2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q2.5 Satisfaction with: Overall flow of traffic and congestion management on streets in the City of Missouri City



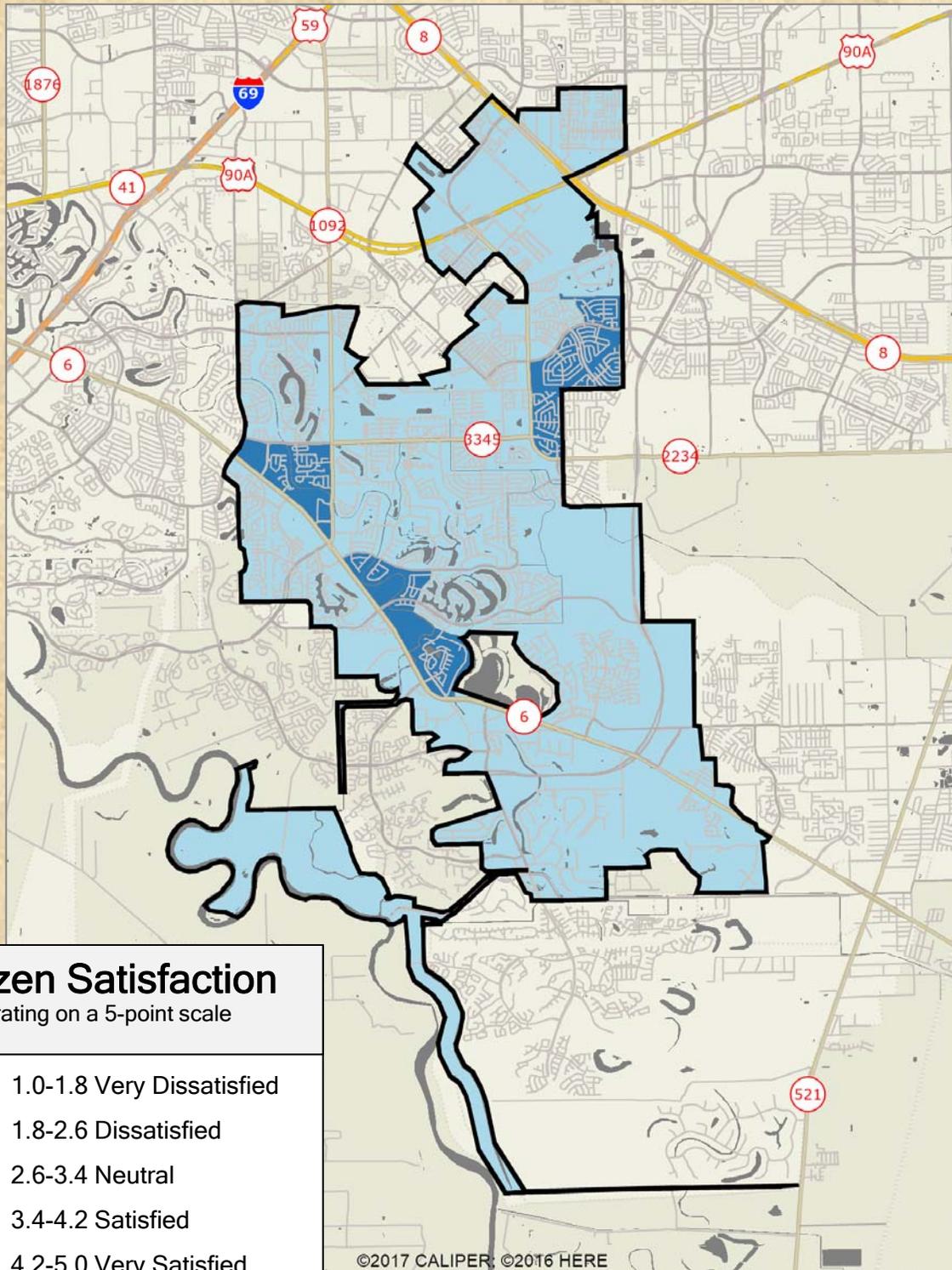
Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

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2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q2.6 Satisfaction with: Overall quality of trash and yard waste services



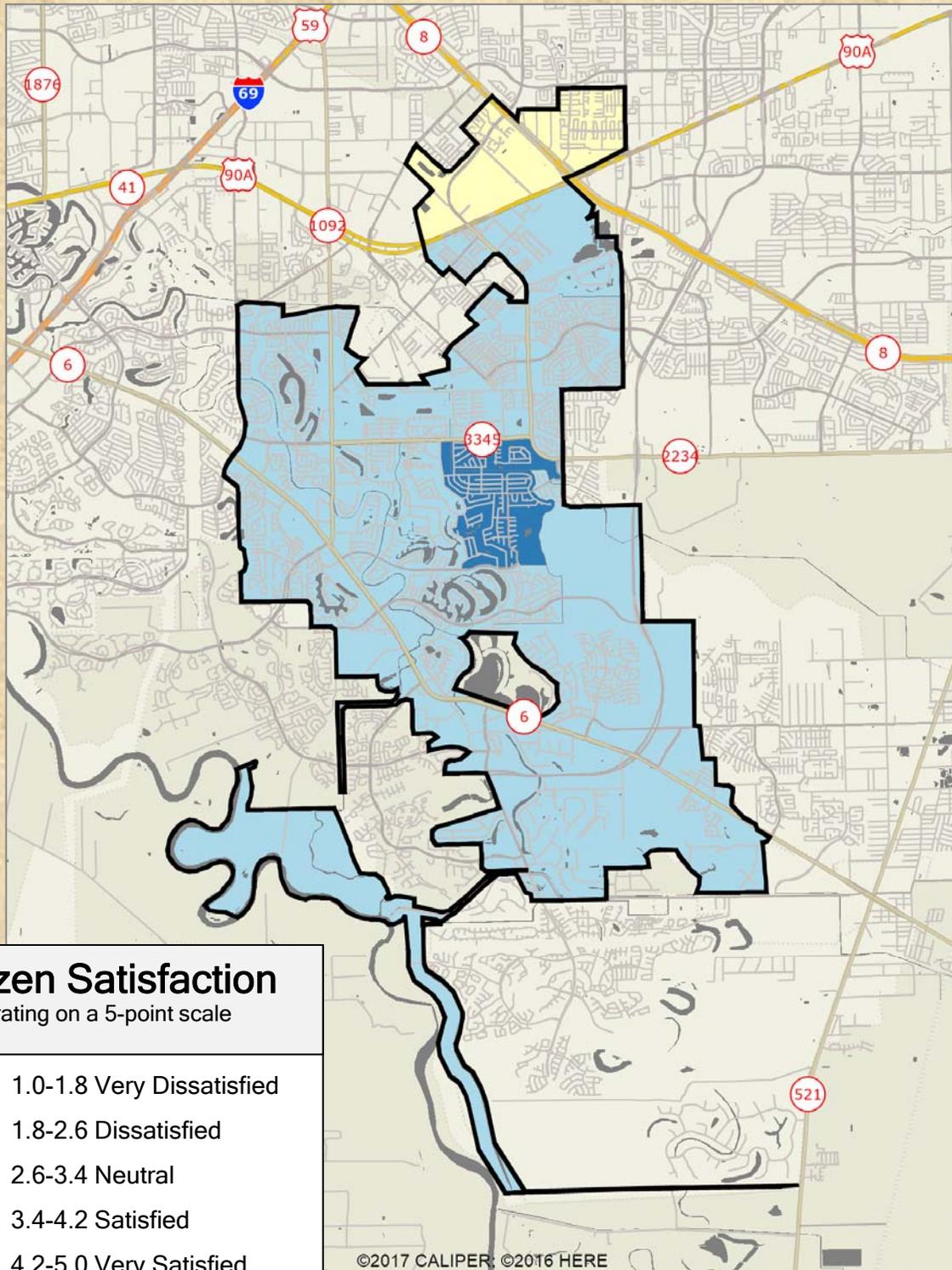
2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

Q2.7 Satisfaction with: Overall quality of parks and recreation programs and facilities

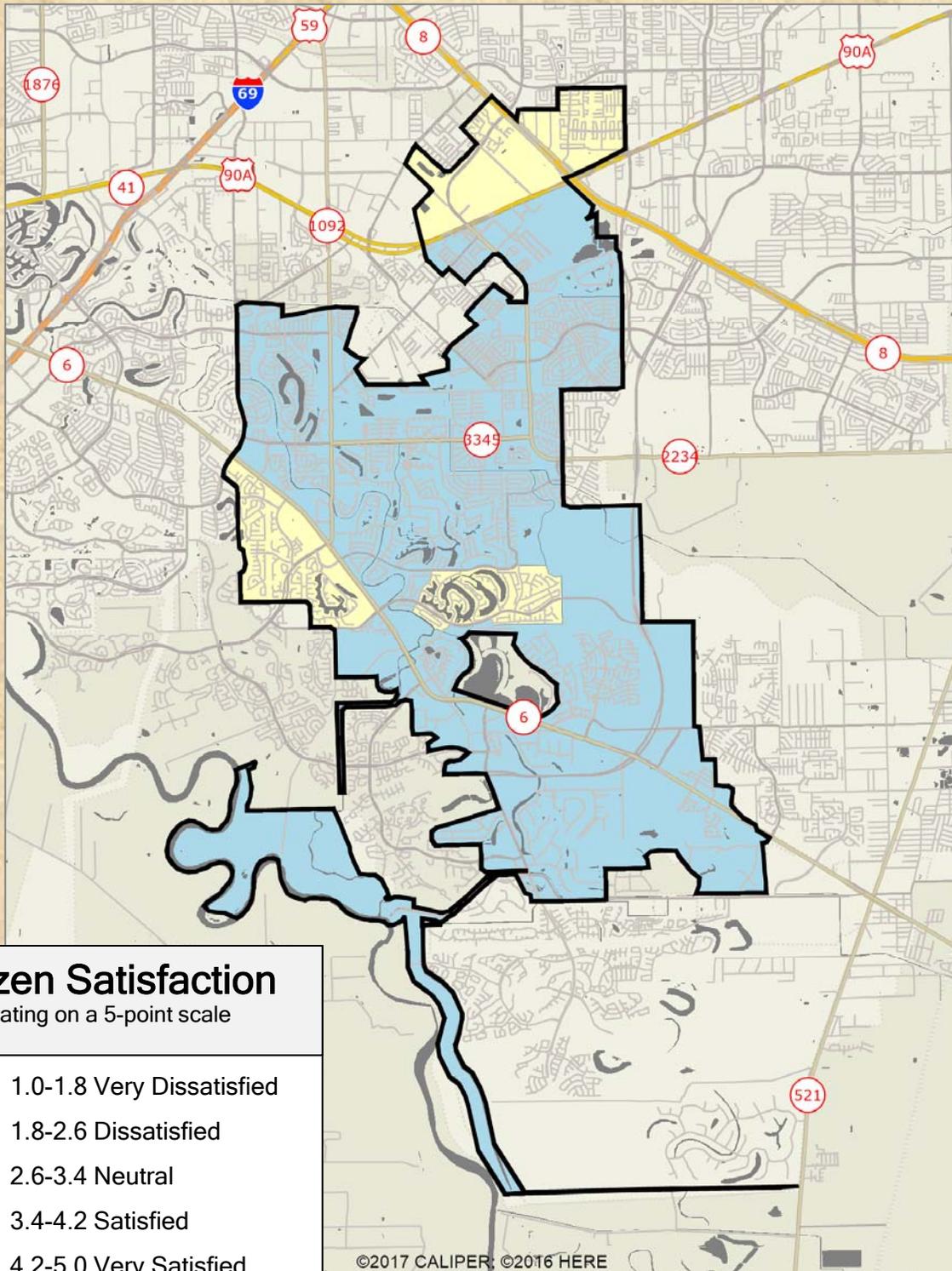


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q2.8 Satisfaction with: Overall quality of customer service provided by city government in the City of Missouri City

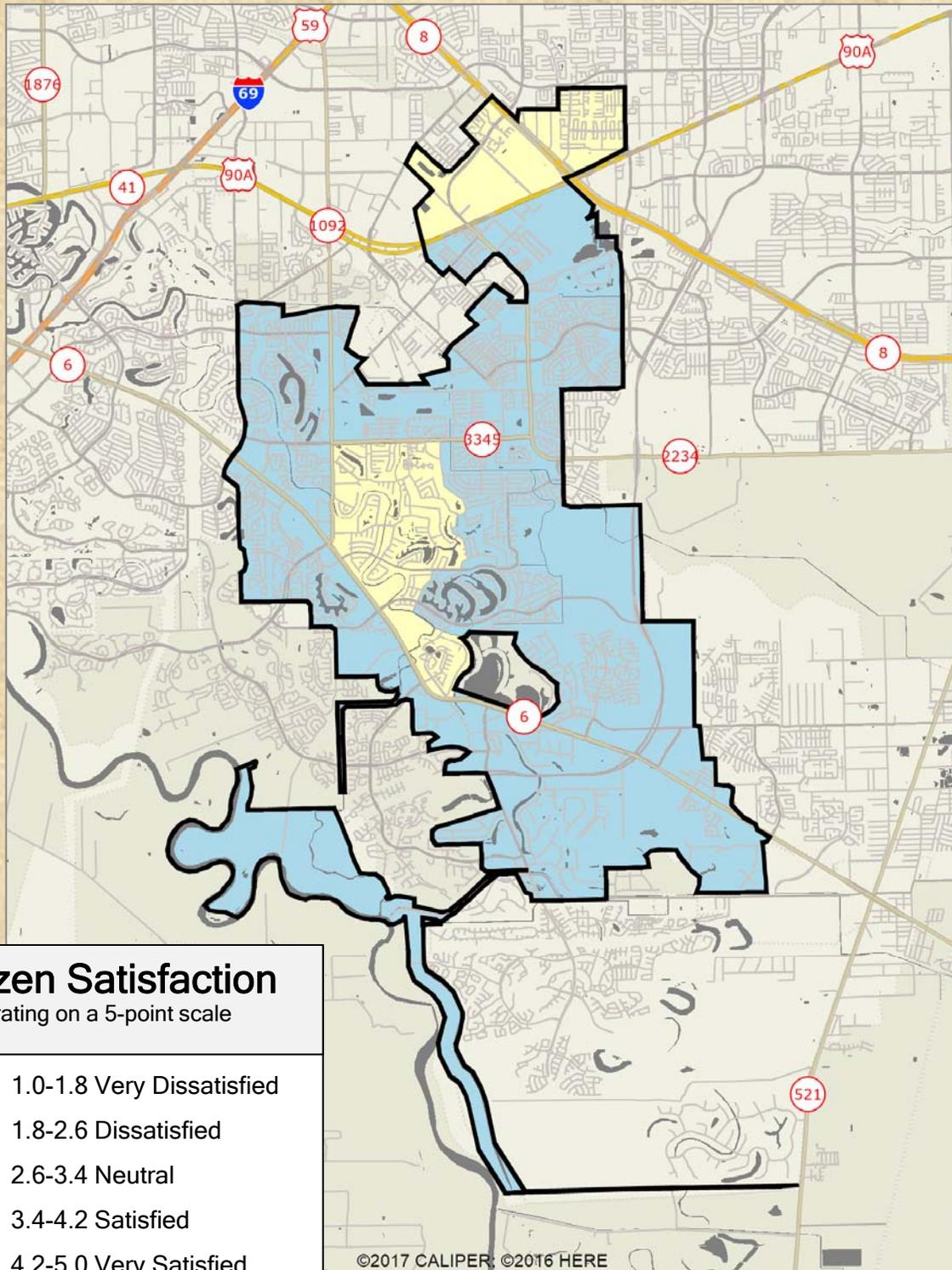


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q2.9 Satisfaction with: Enforcement of local codes and ordinances



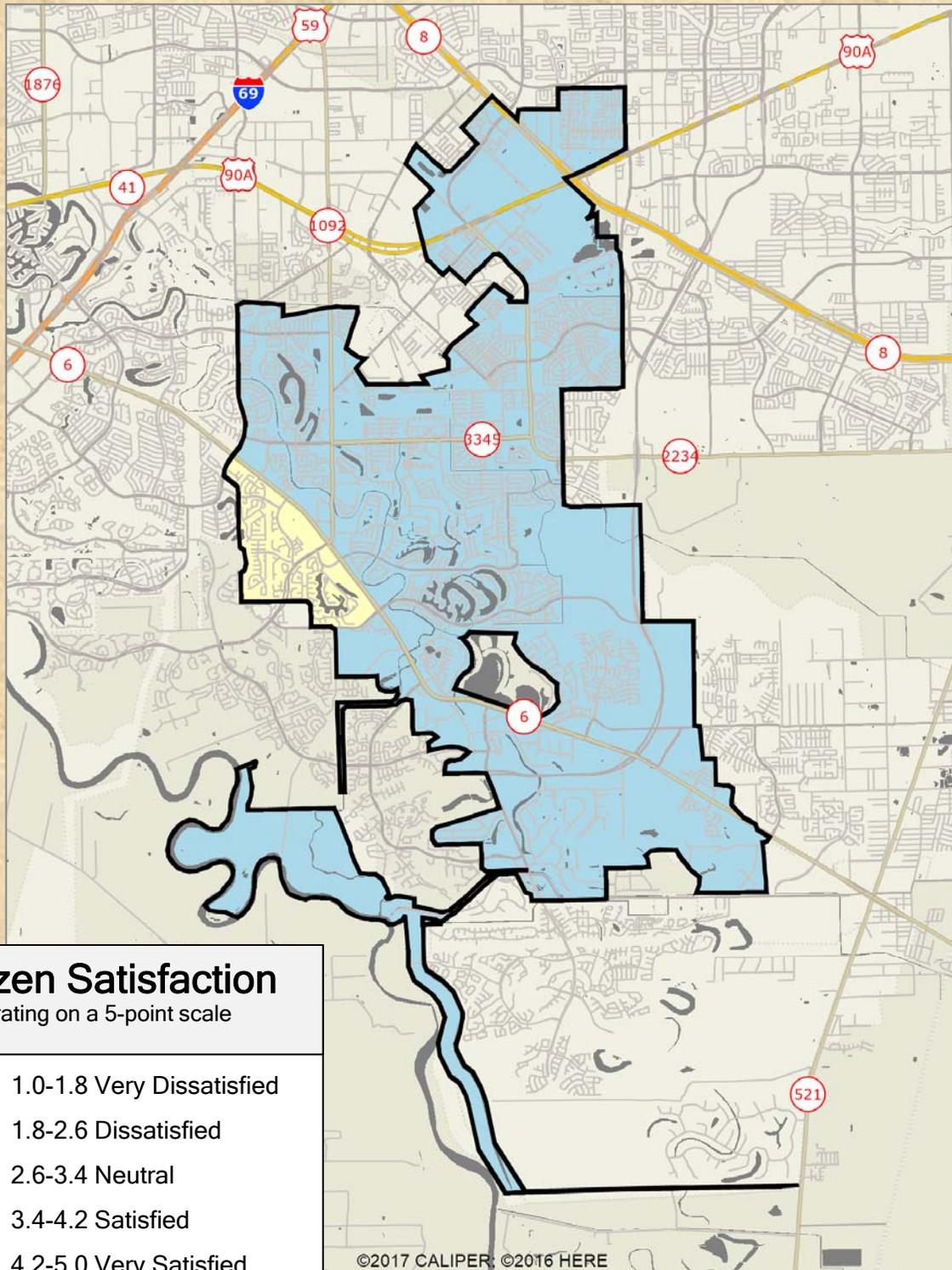
Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q2.10 Satisfaction with: Emergency preparedness



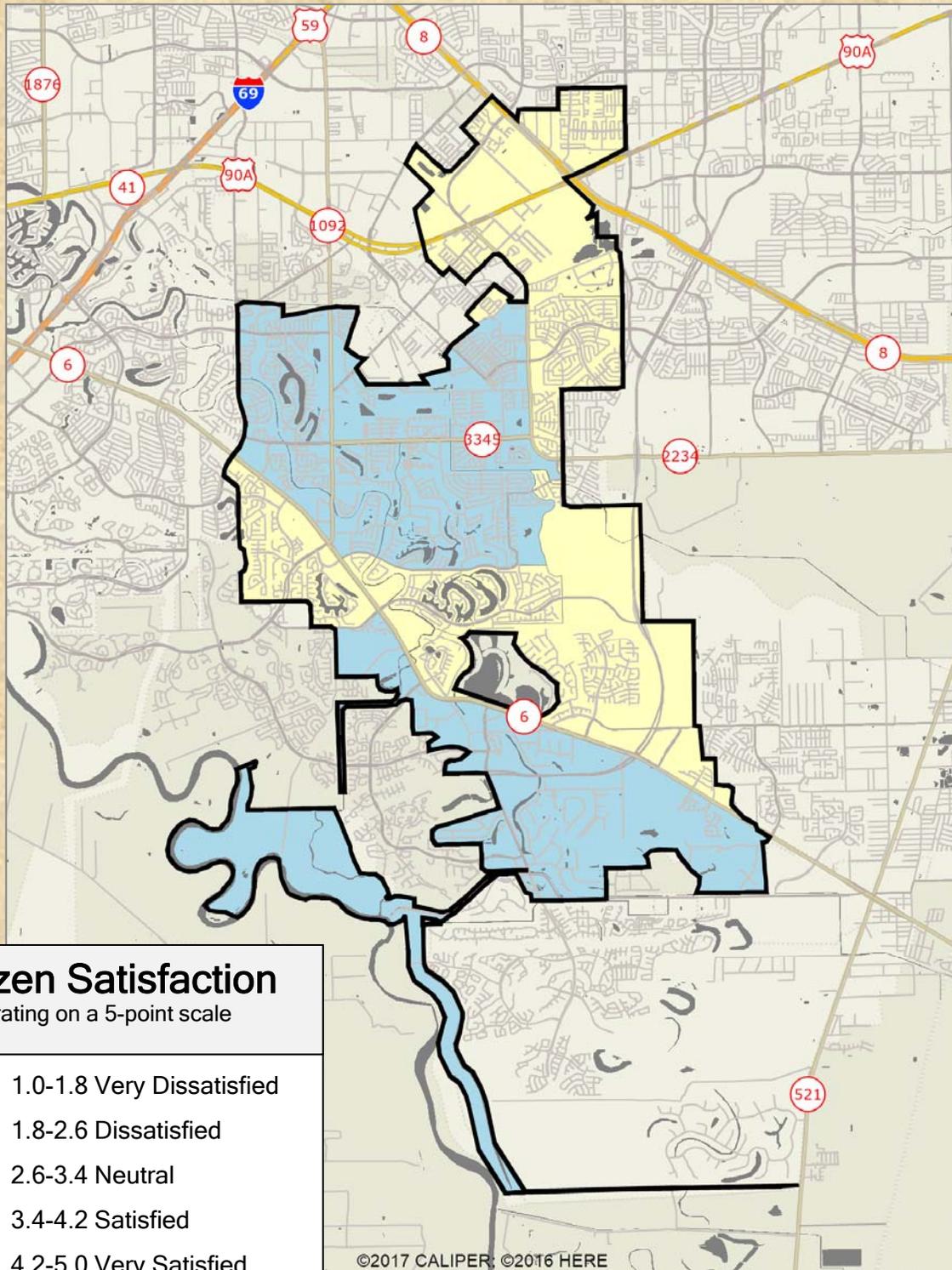
Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

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2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q4.1 Satisfaction with: Overall value that you receive for your city tax dollars and fees

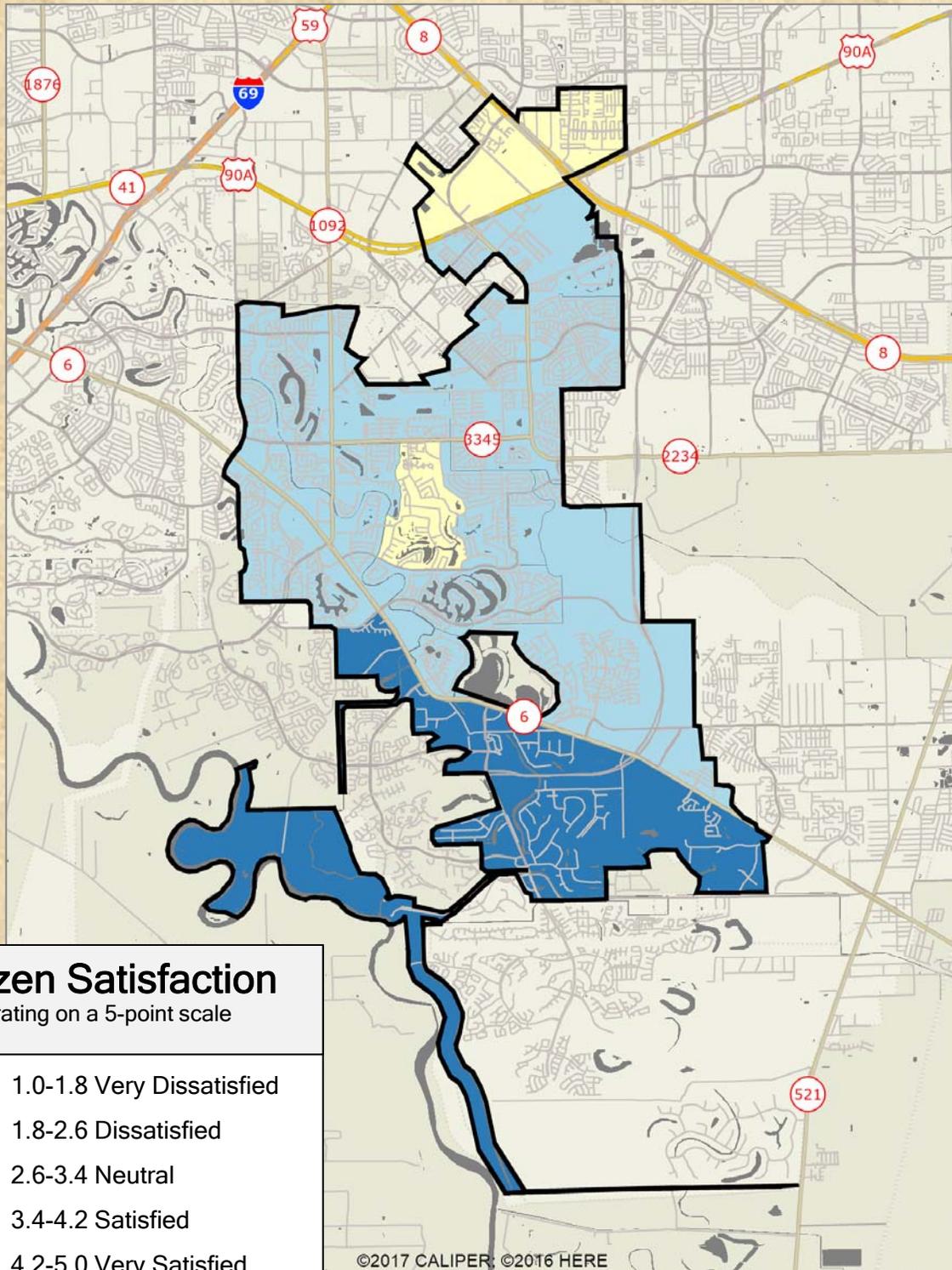


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q4.2 Satisfaction with: Reputation of your community



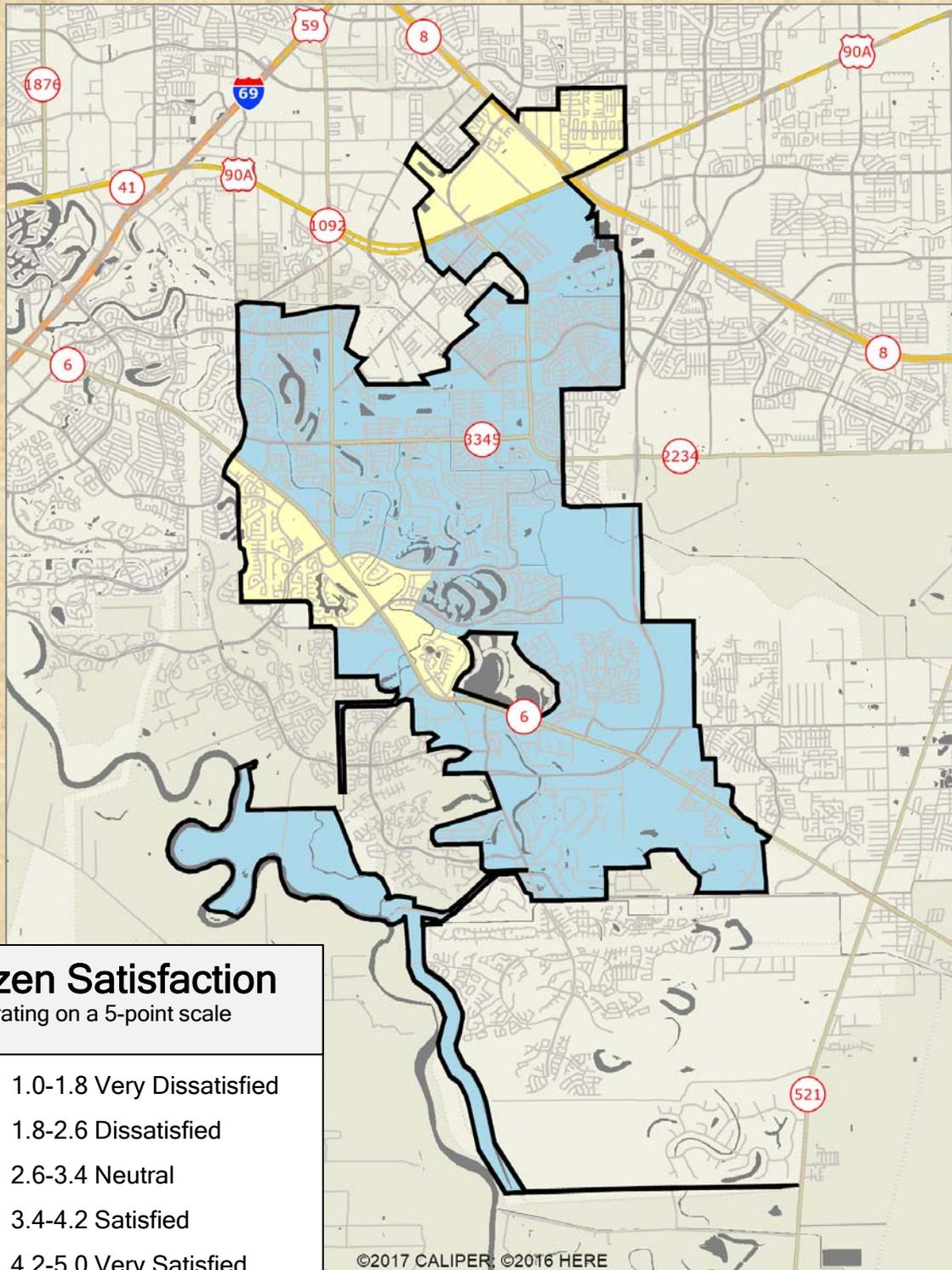
Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

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2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q4.3 Satisfaction with: Quality of city government services

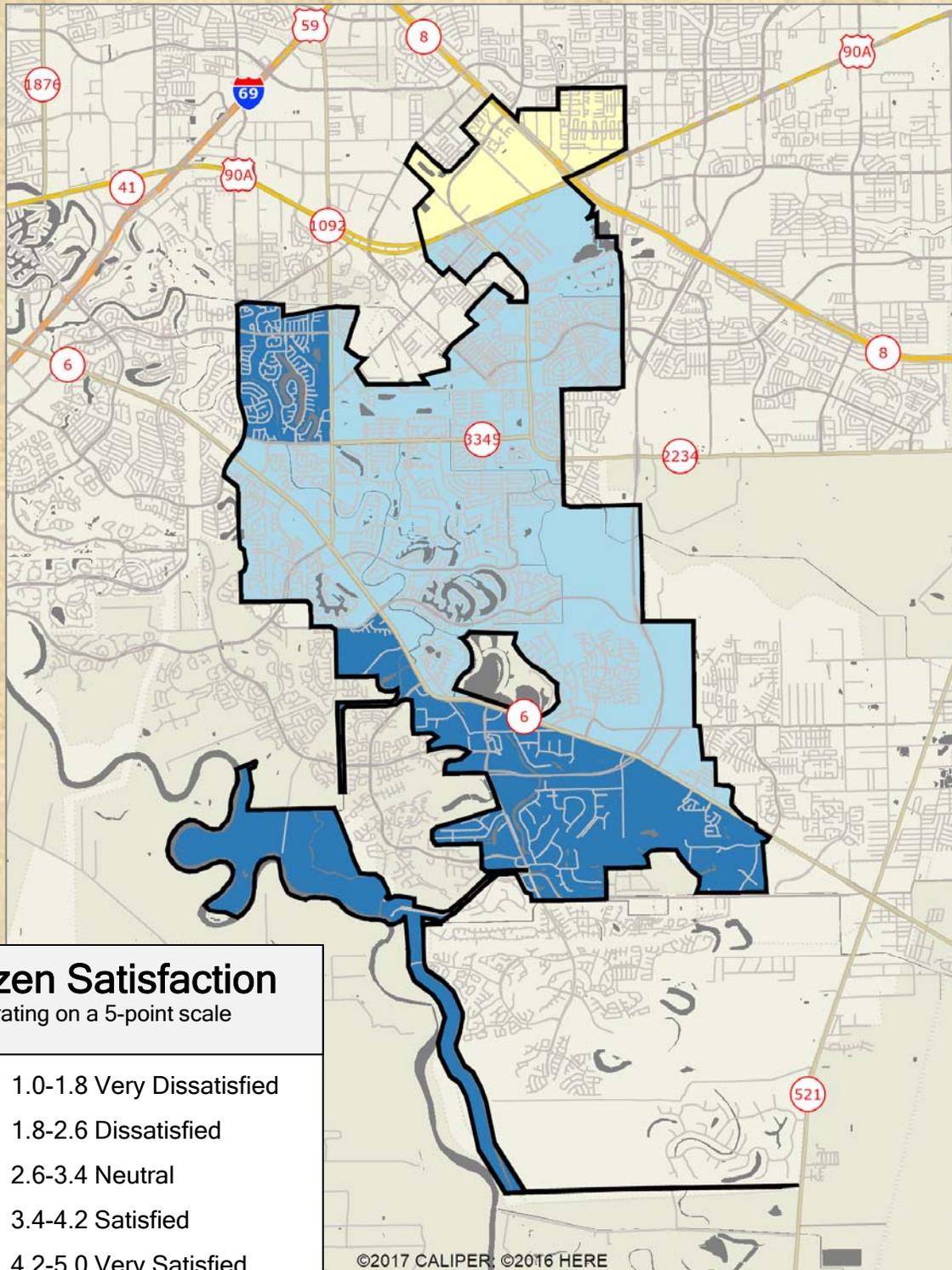


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q4.4 Satisfaction with: Quality of life in your community



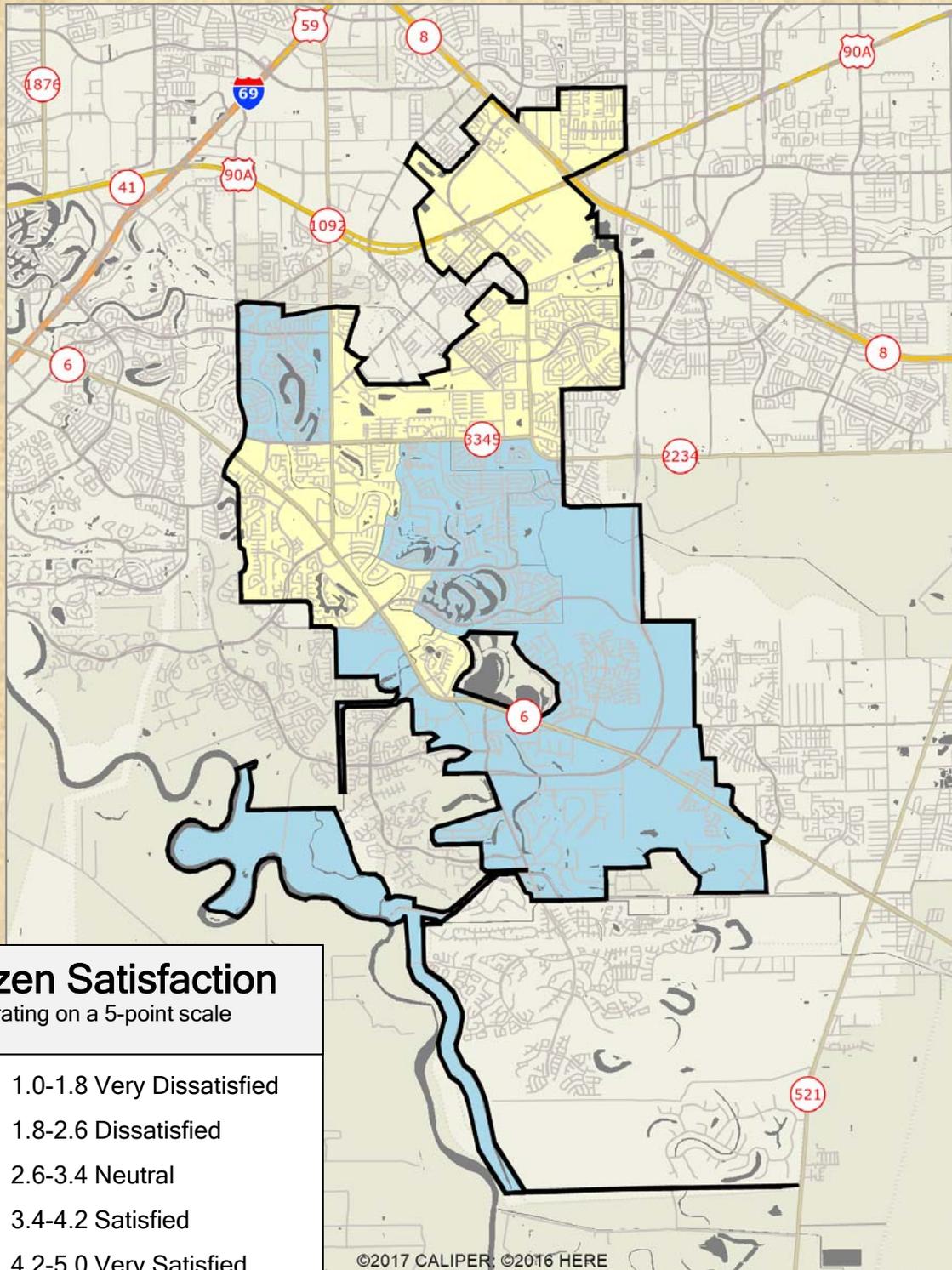
Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q4.5 Satisfaction with: How well your community is planning growth

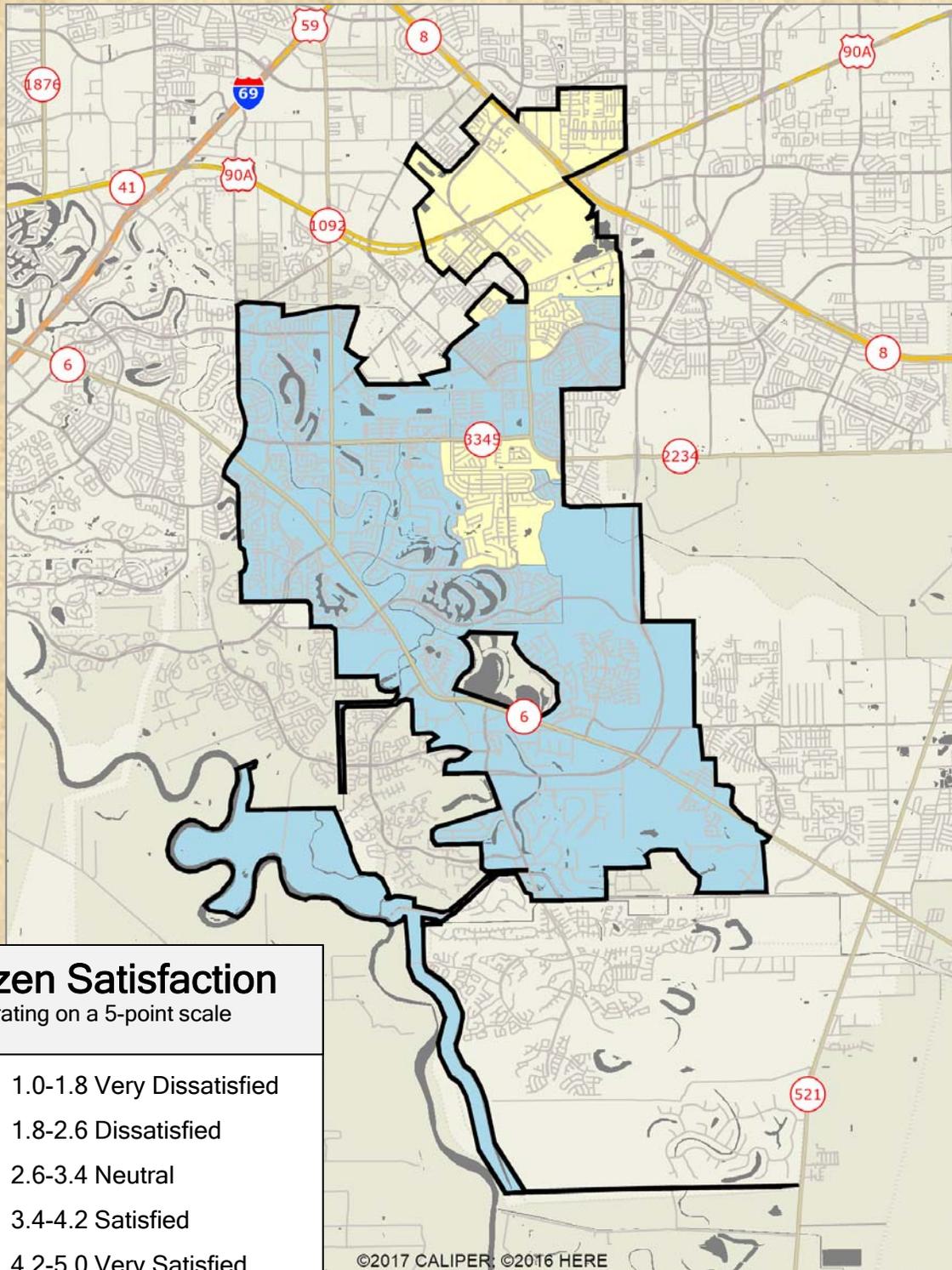


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q4.6 Satisfaction with: Appearance of your community

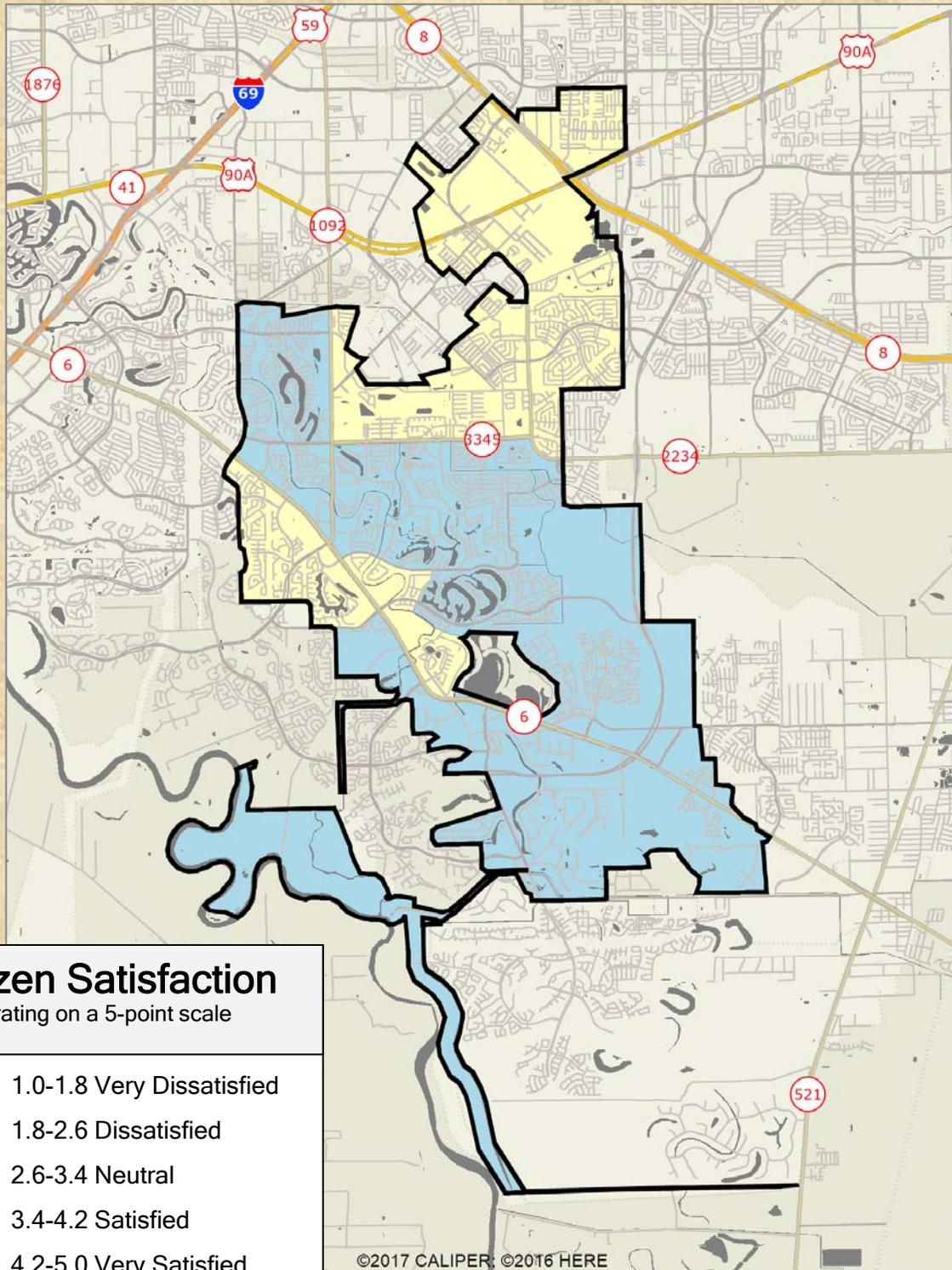


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q4.7 Satisfaction with: Leadership of elected officials



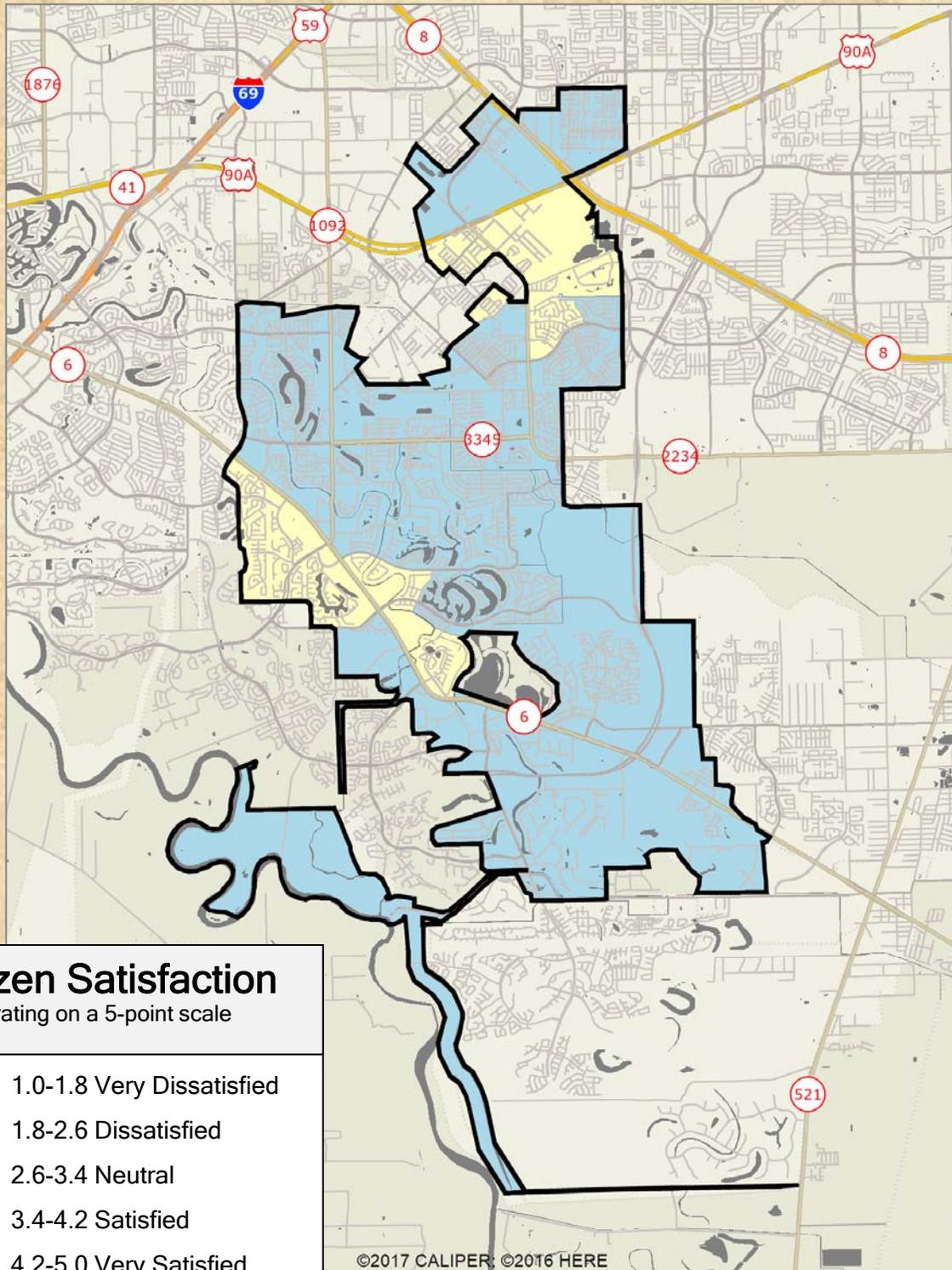
Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

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Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q4.8 Satisfaction with: Leadership of City Manager

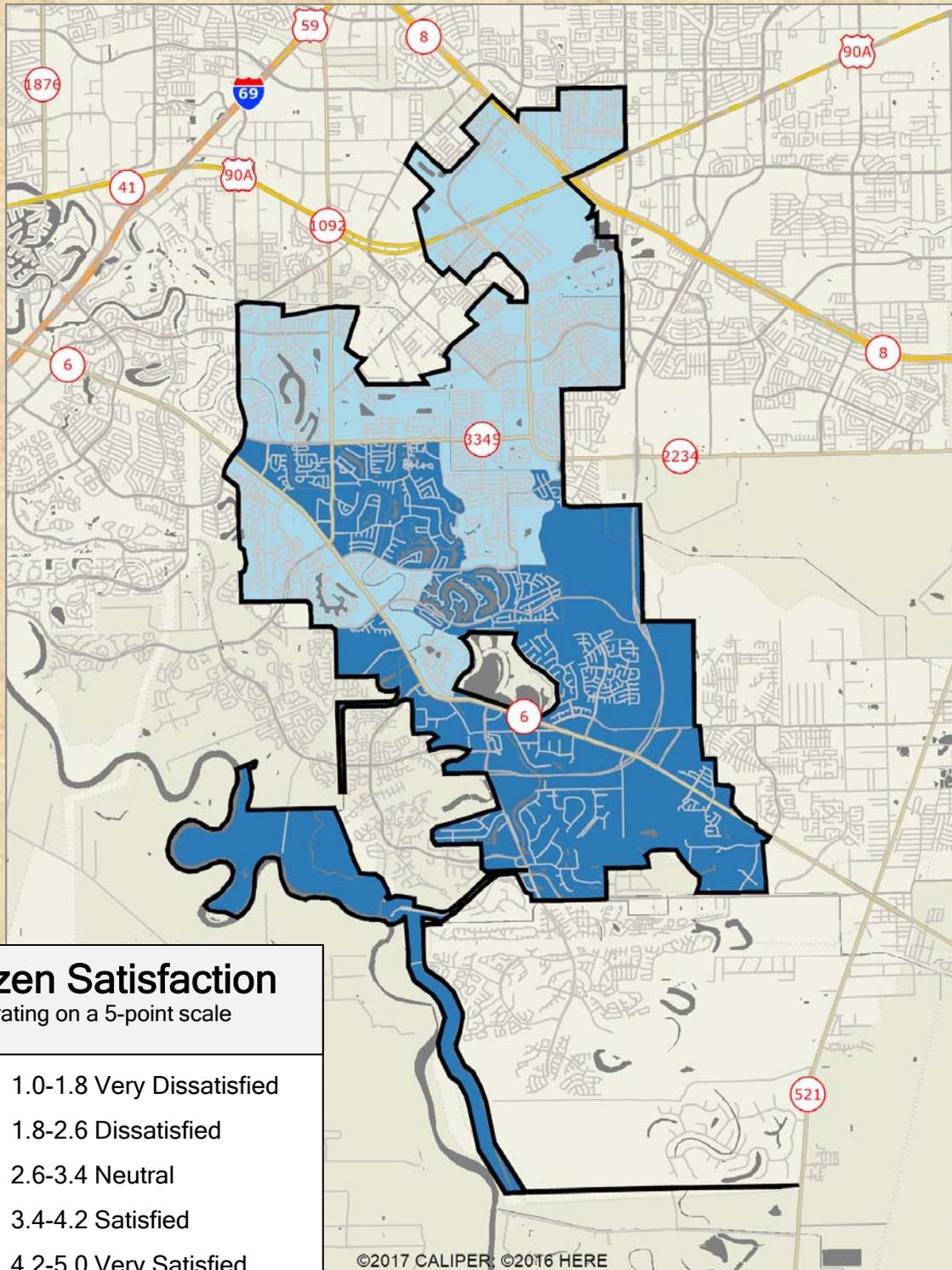


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q5.1 Satisfaction with: Overall quality of city police protection



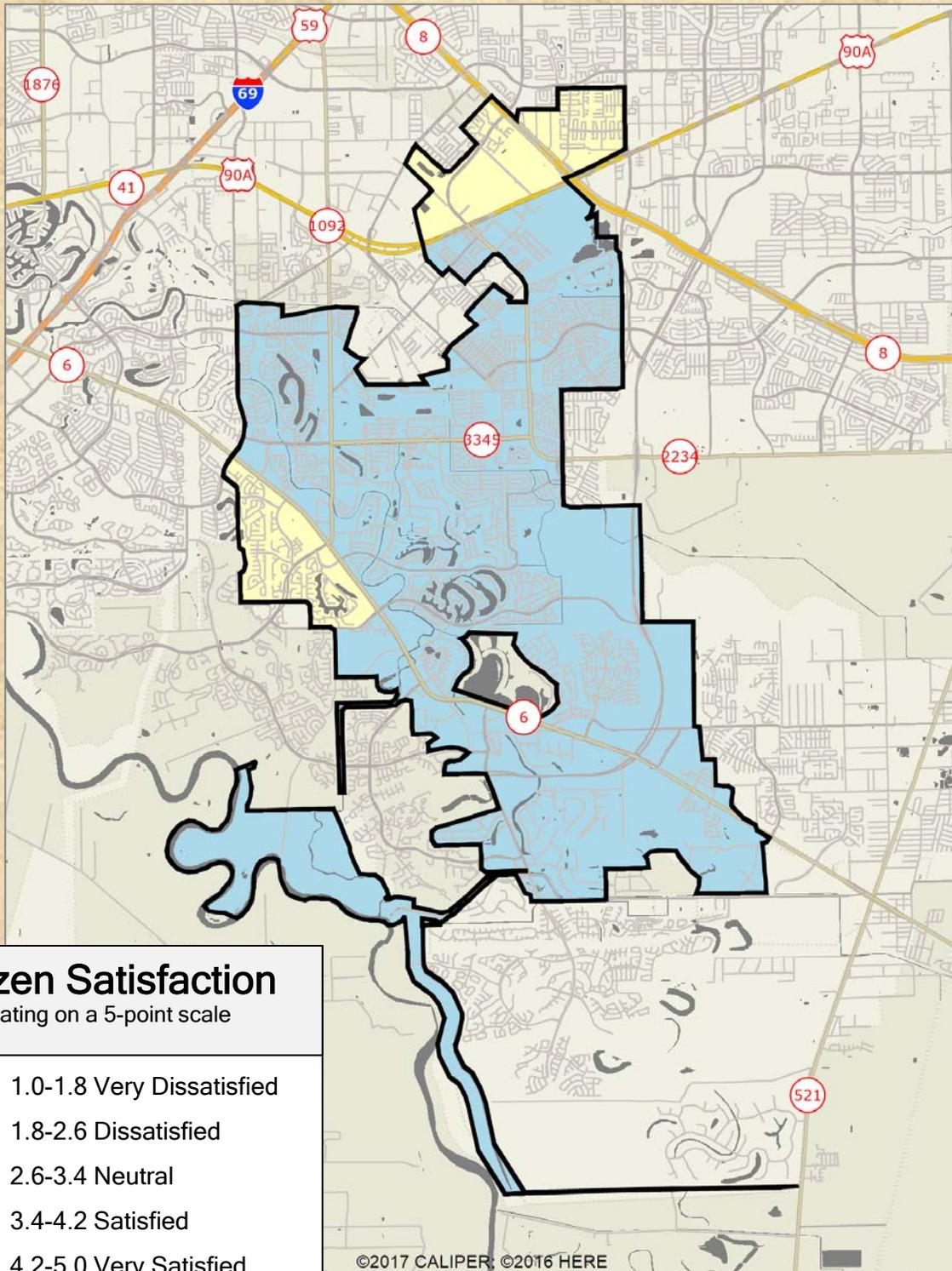
Citizen Satisfaction
Mean rating on a 5-point scale

■	1.0-1.8 Very Dissatisfied
■	1.8-2.6 Dissatisfied
■	2.6-3.4 Neutral
■	3.4-4.2 Satisfied
■	4.2-5.0 Very Satisfied
	No Response

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2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q5.2 Satisfaction with: Visibility of police in neighborhoods

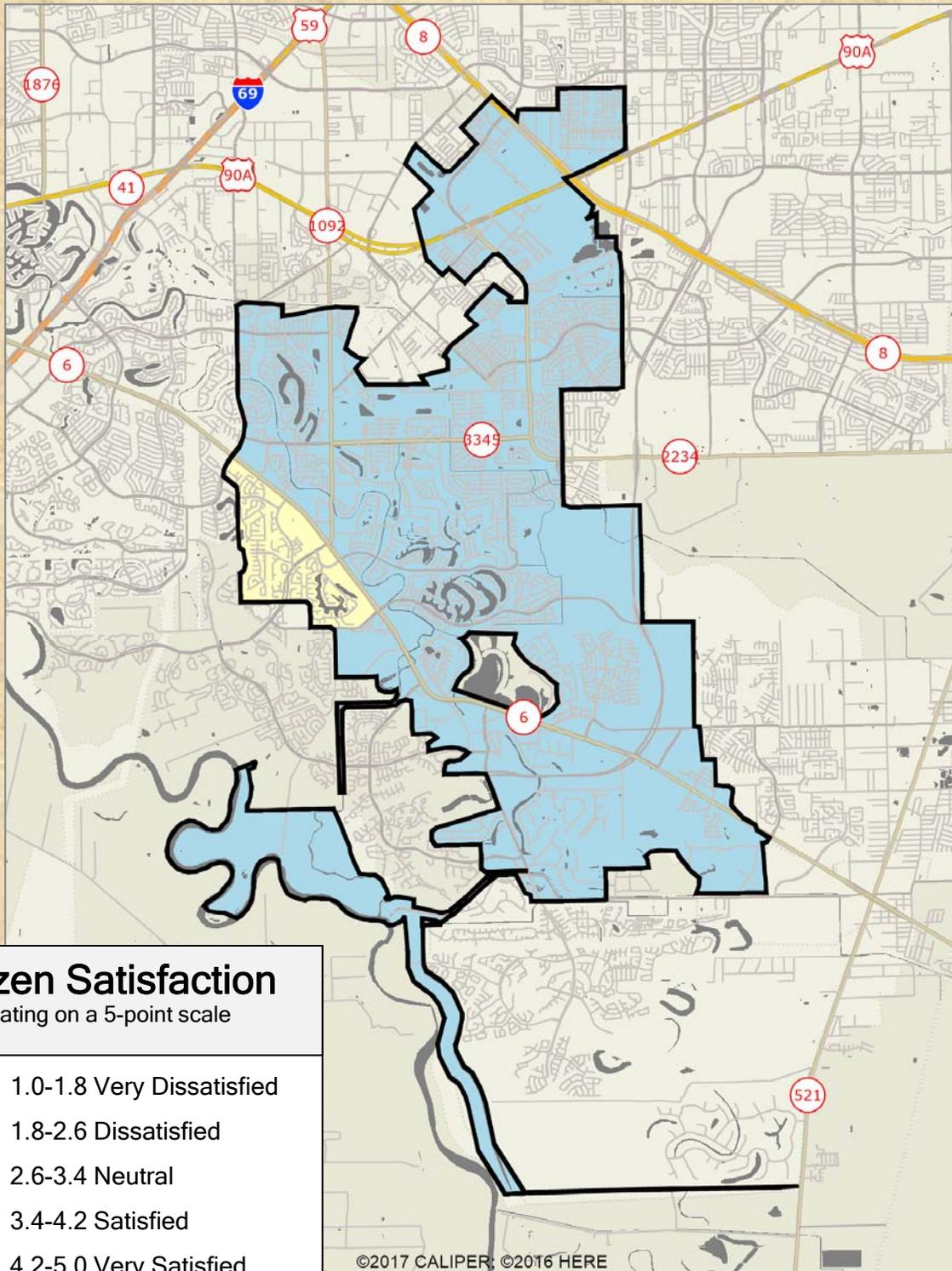


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q5.3 Satisfaction with: Visibility of police in commercial and retail areas



Citizen Satisfaction
Mean rating on a 5-point scale

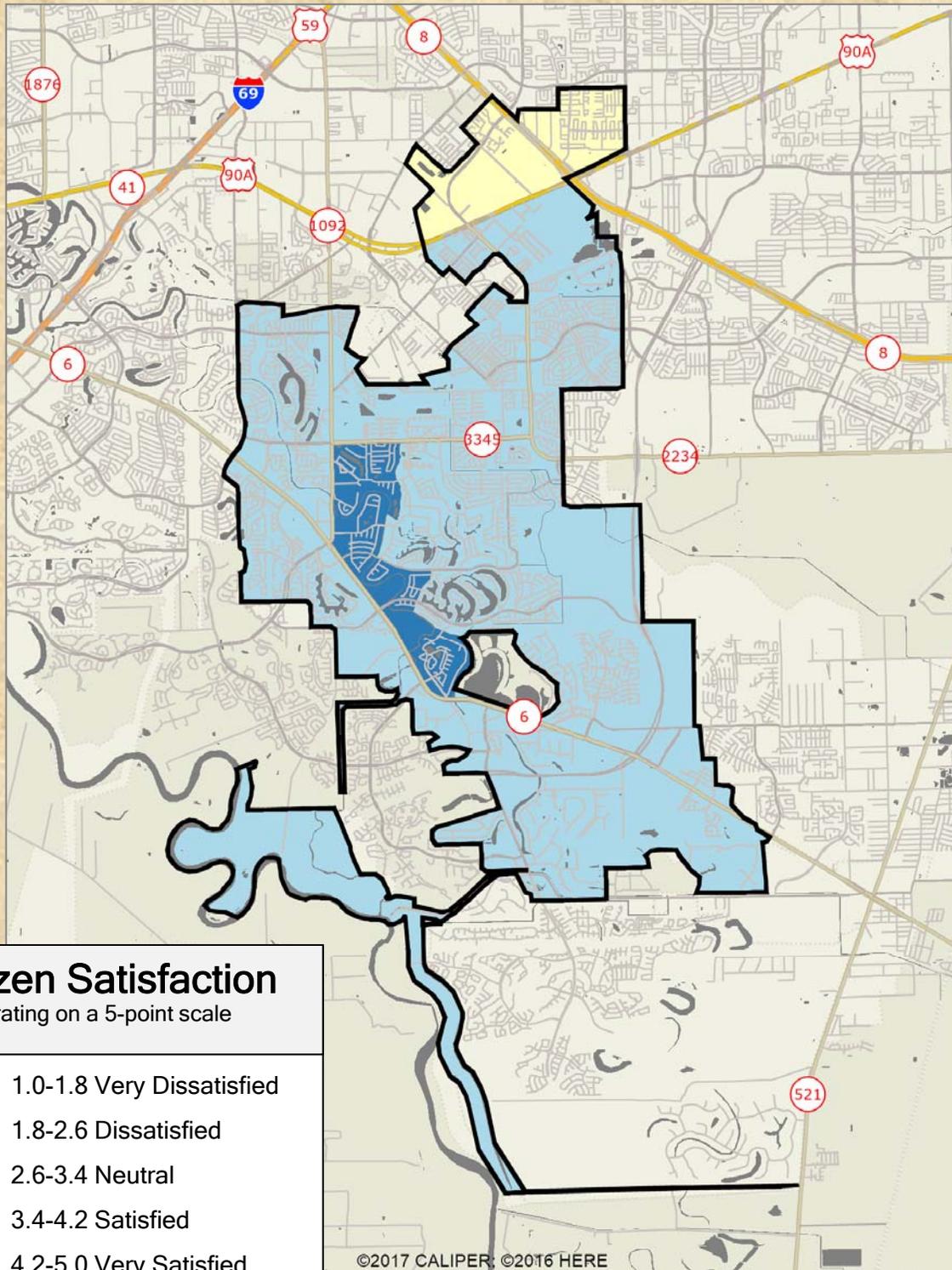
■	1.0-1.8 Very Dissatisfied
■	1.8-2.6 Dissatisfied
■	2.6-3.4 Neutral
■	3.4-4.2 Satisfied
■	4.2-5.0 Very Satisfied
	No Response

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Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q5.4 Satisfaction with: How quickly police respond to emergencies

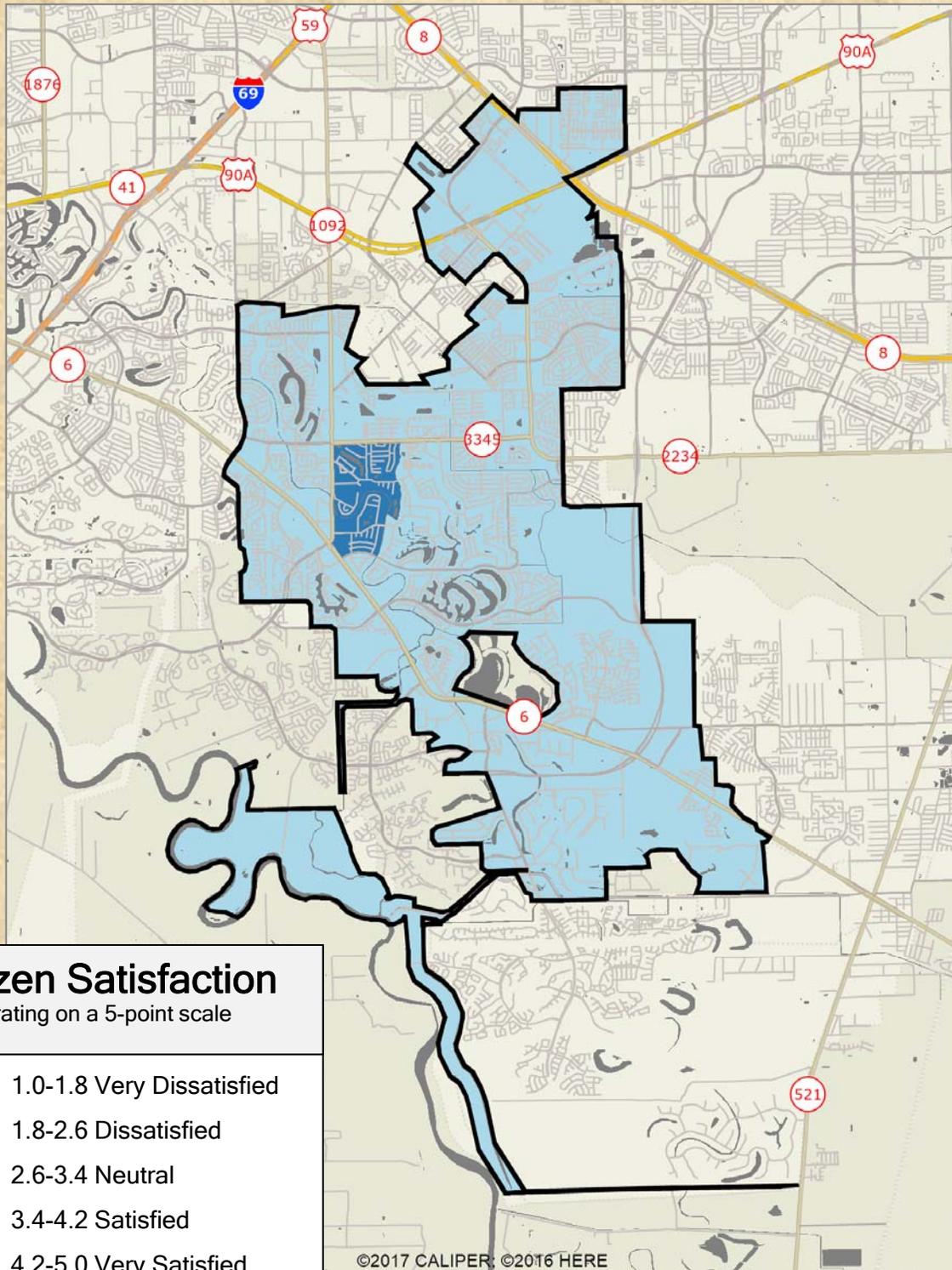


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q5.5 Satisfaction with: Efforts by city government to prevent crime

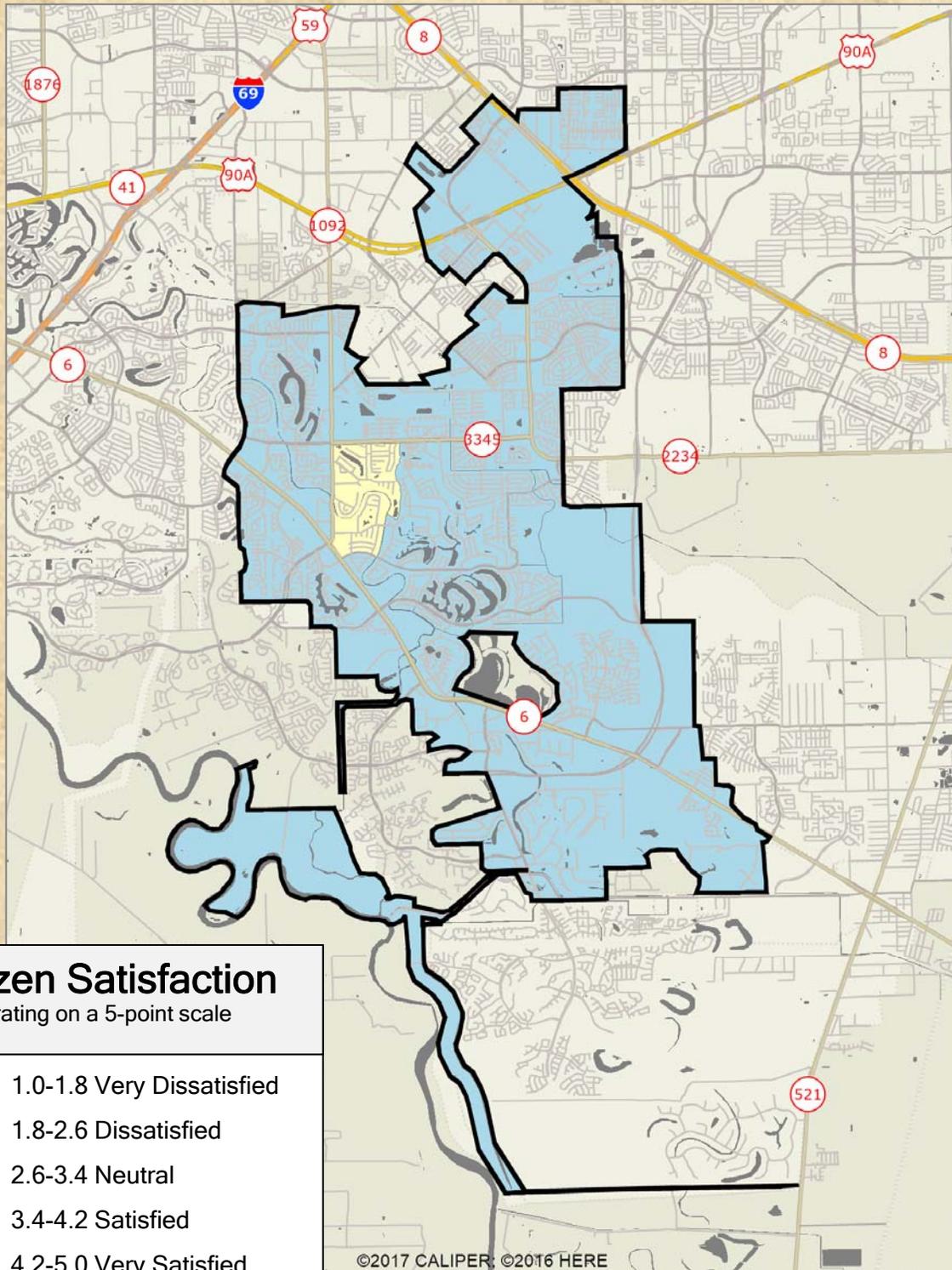


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q5.6 Satisfaction with: Enforcement of city traffic laws

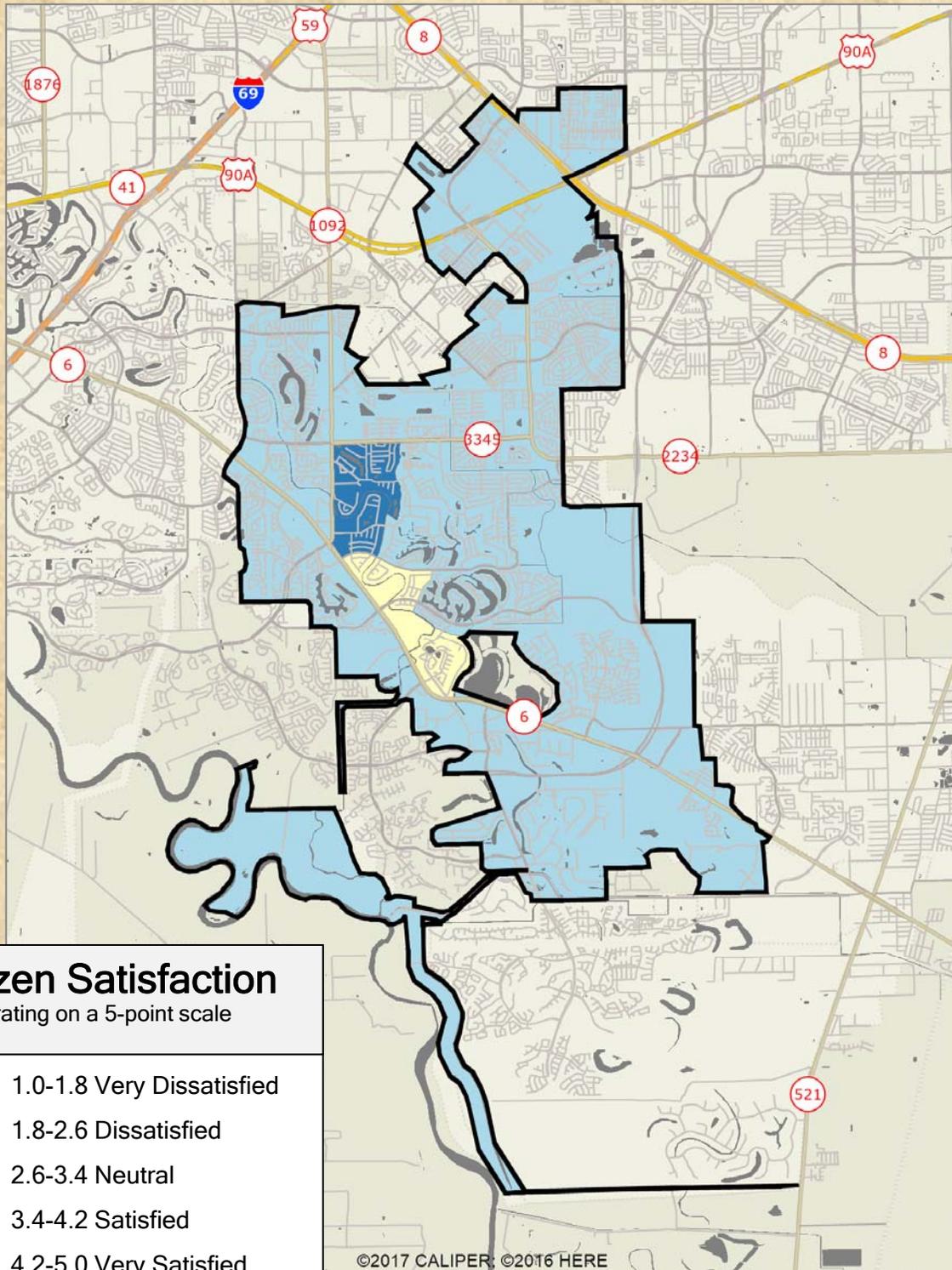


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

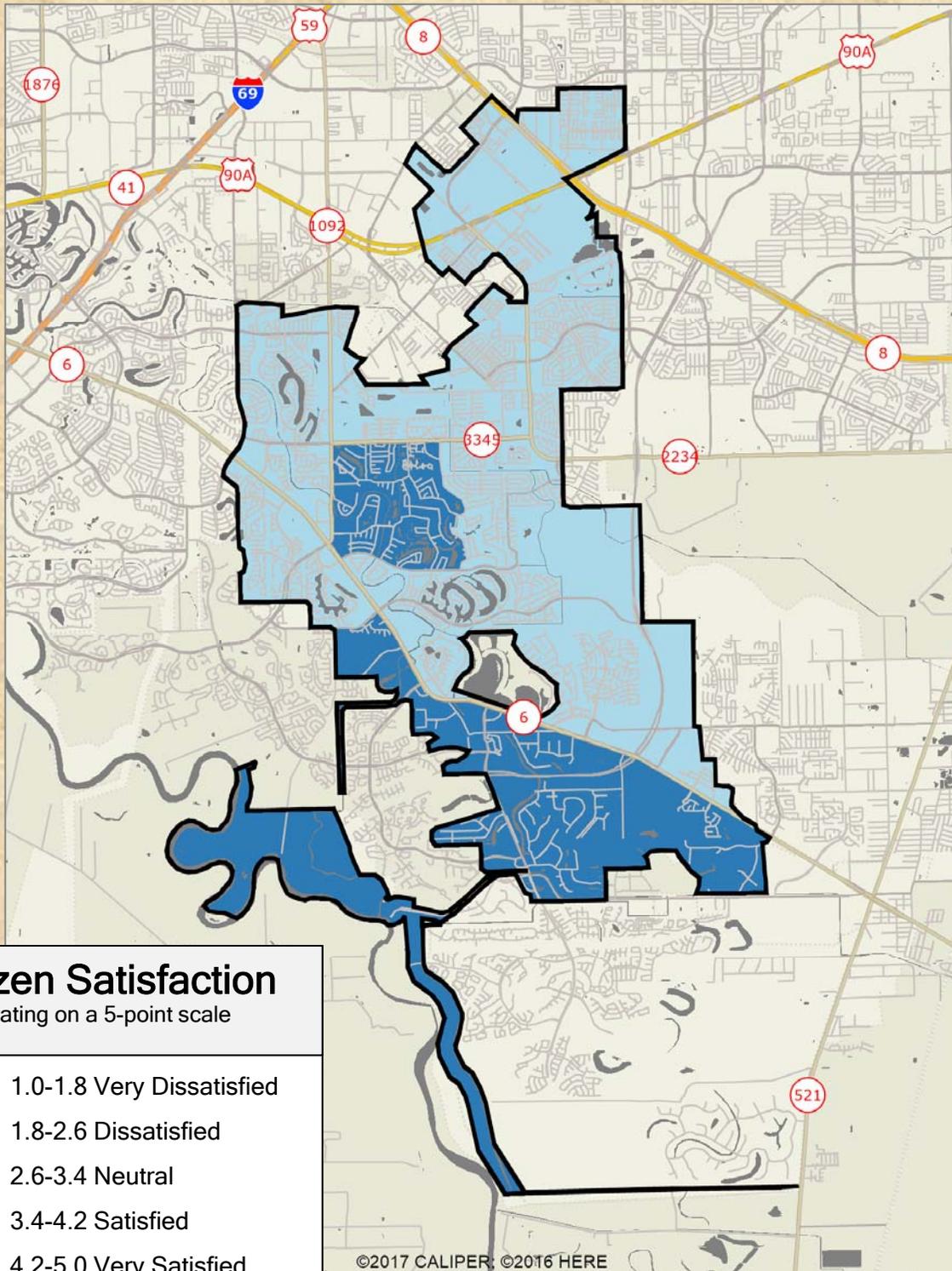
2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q5.7 Satisfaction with: Police safety awareness education programs



2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q5.8 Satisfaction with: 9-1-1 Service provided by operators

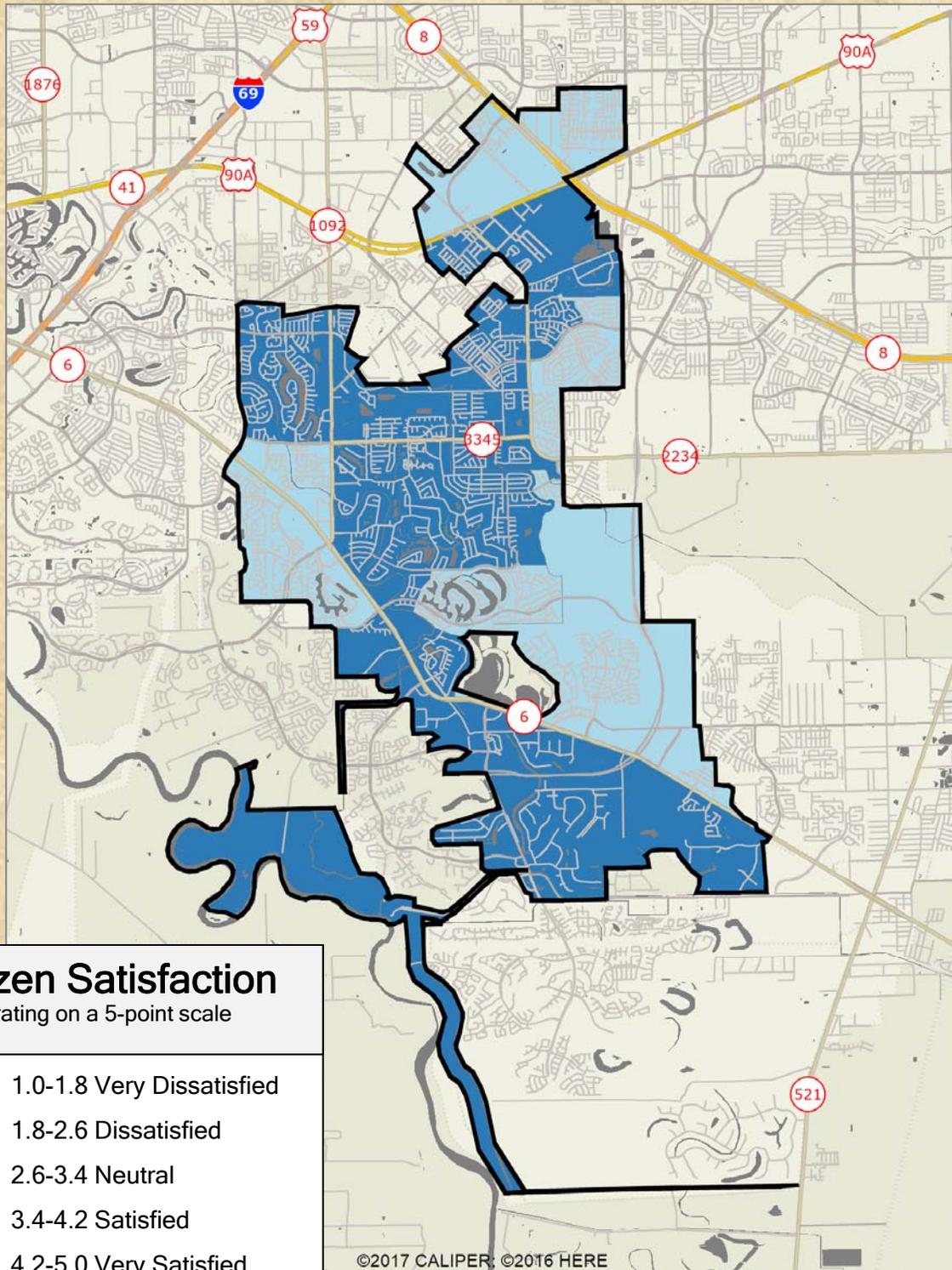


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q5.9 Satisfaction with: Overall quality of fire services



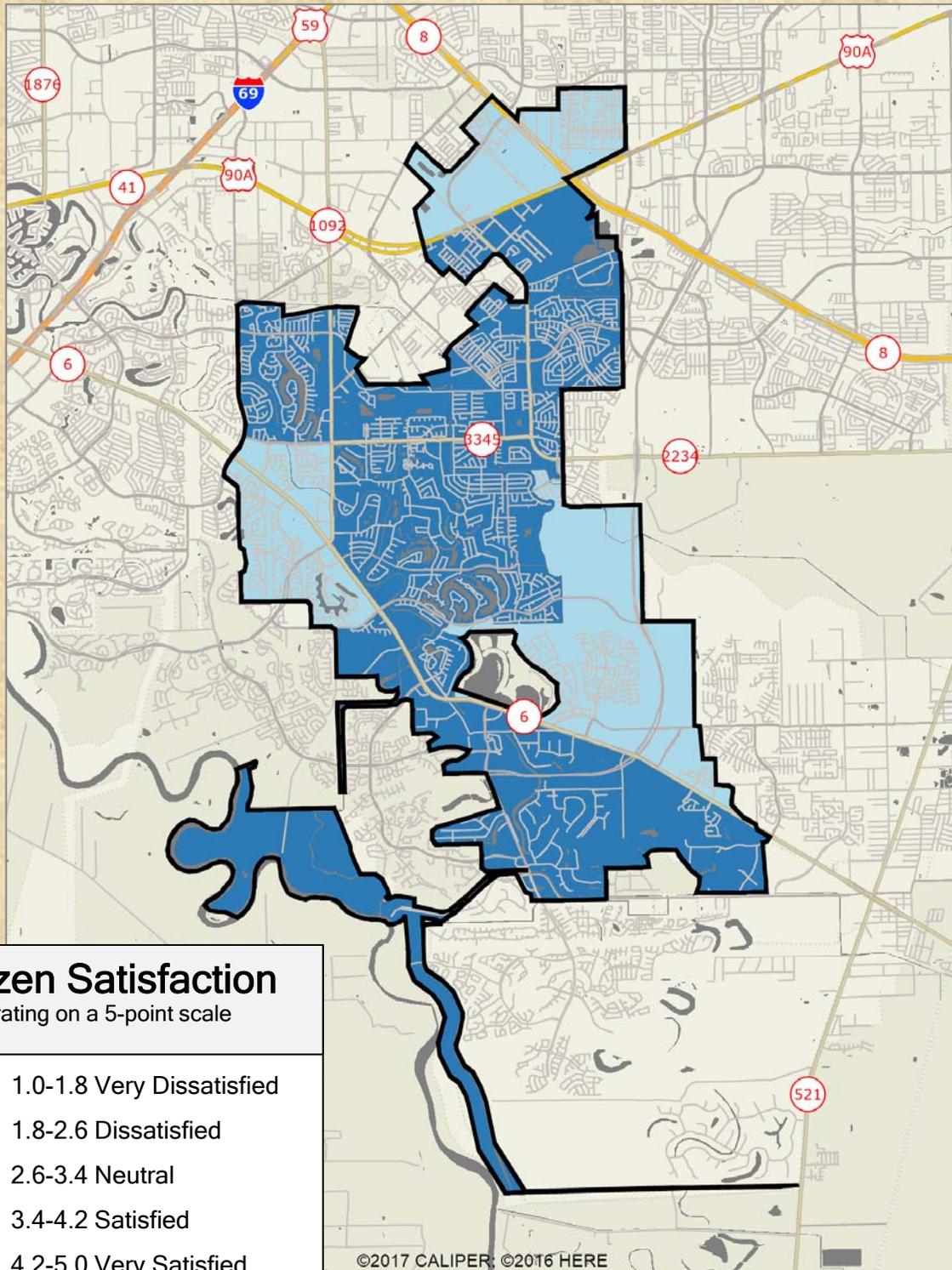
Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

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2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q5.10 Satisfaction with: How quickly fire services personnel respond

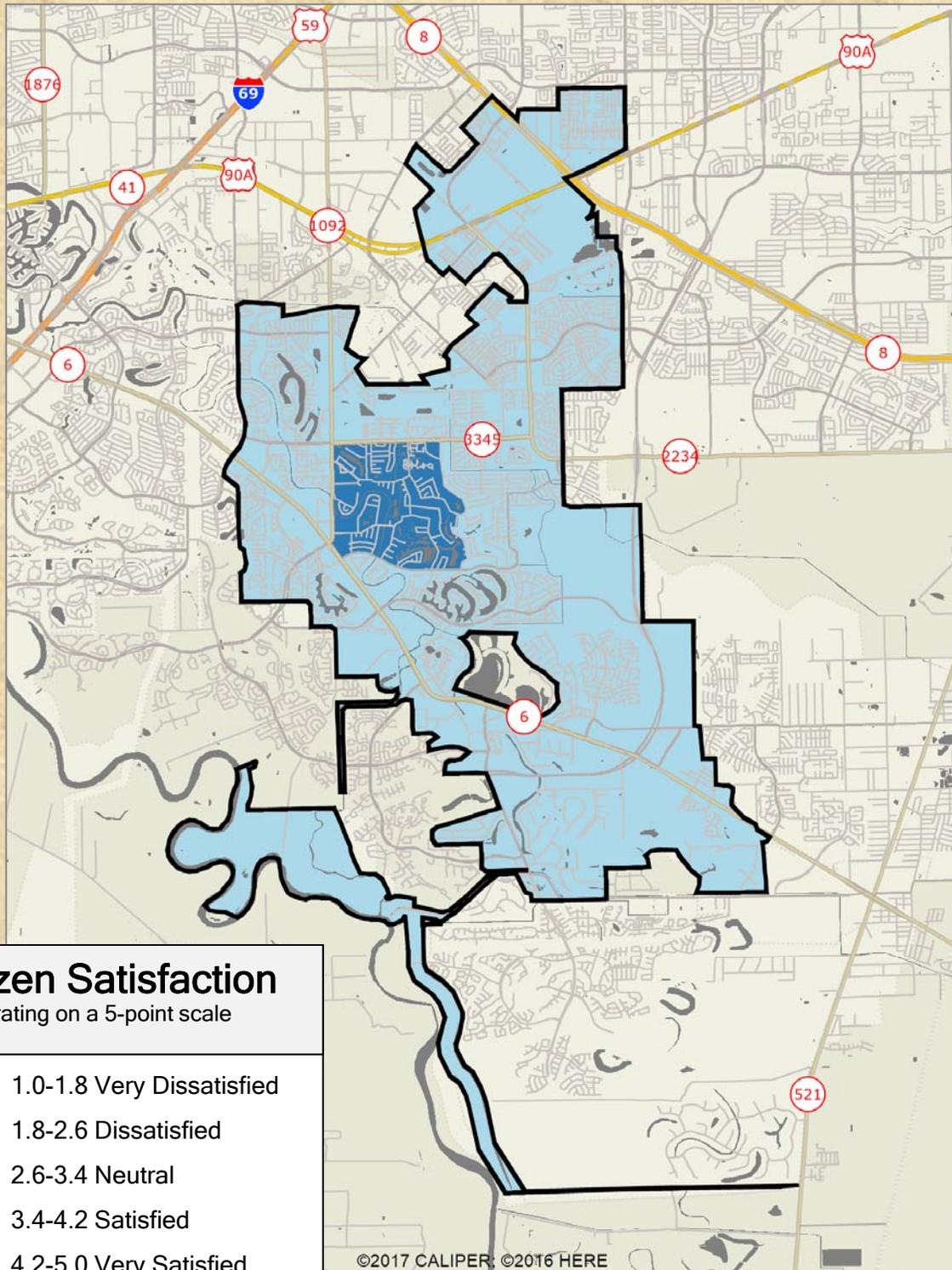


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q5.11 Satisfaction with: Fire education programs in your community

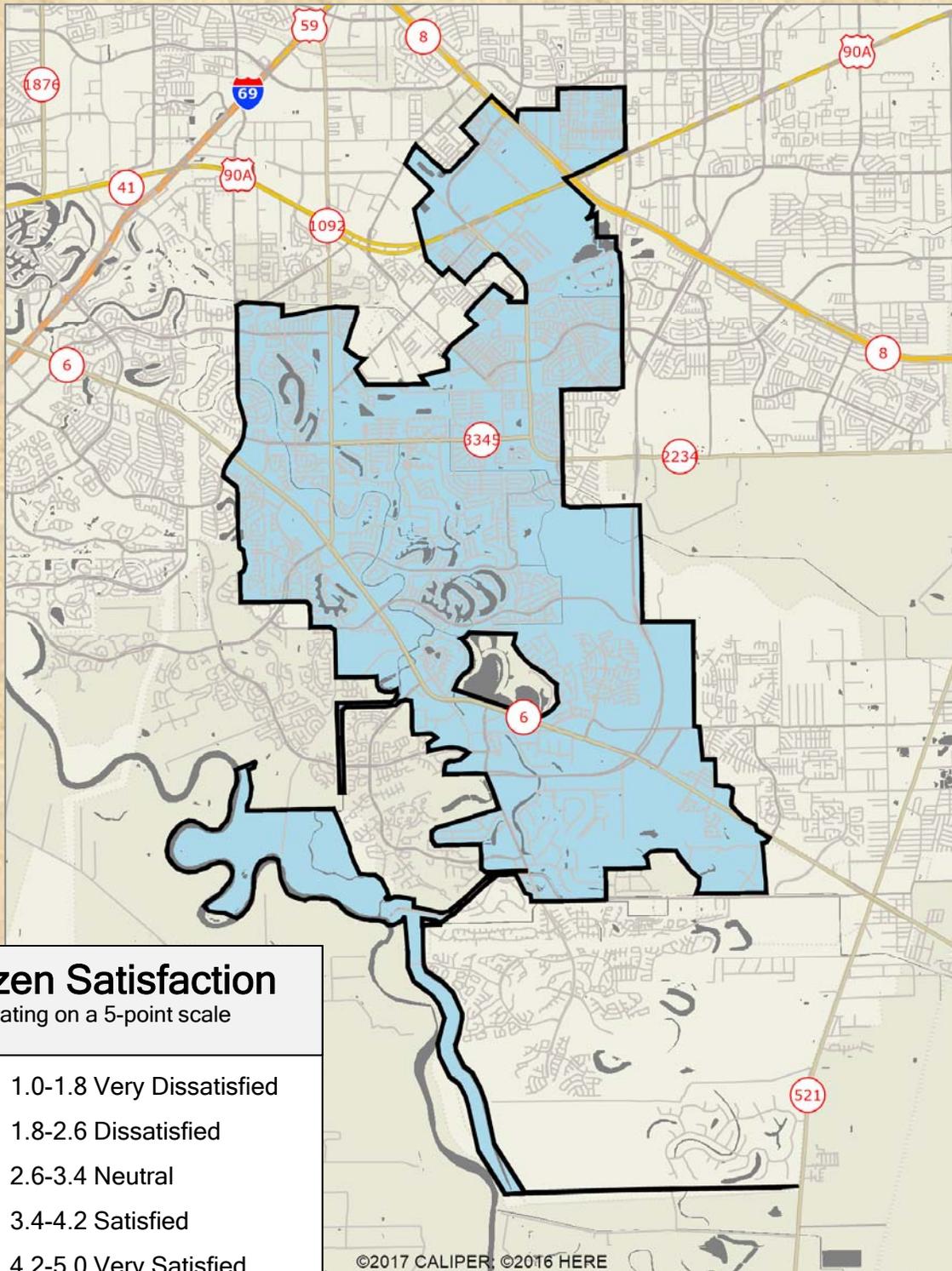


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q5.12 Satisfaction with: Fire inspection programs in your community



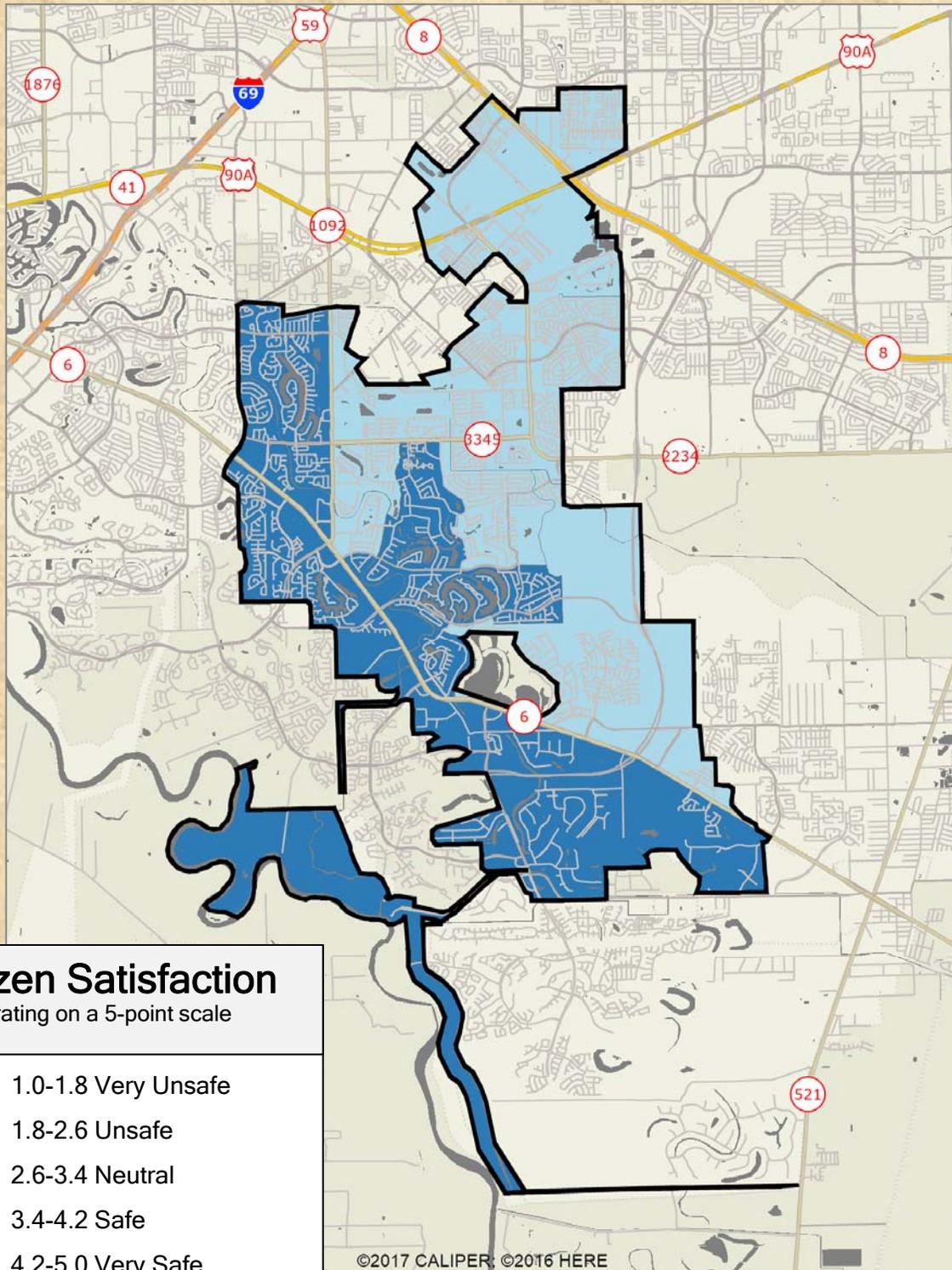
Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

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2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q7.1 Feeling of Safety: Walking in your neighborhood during the day

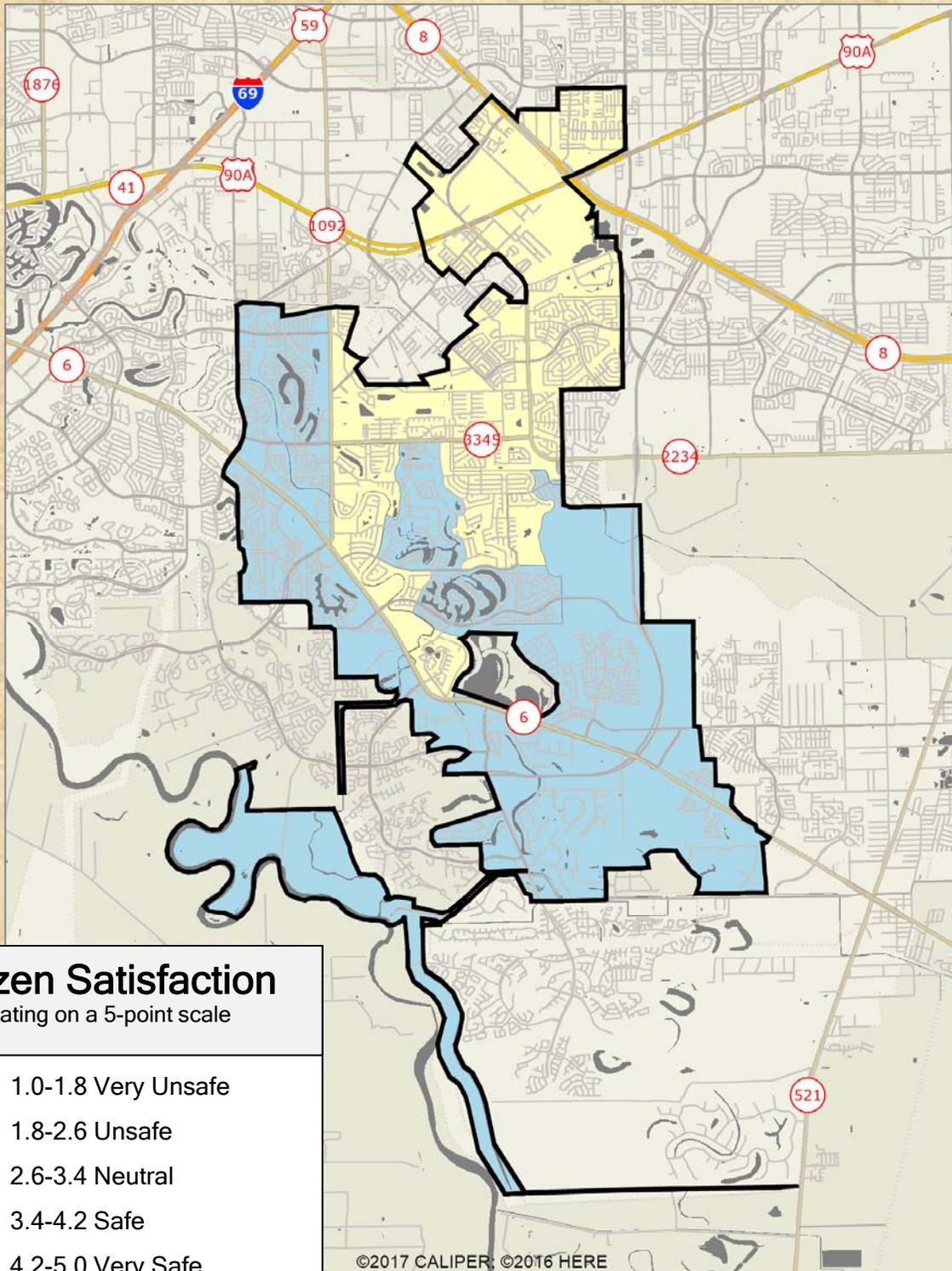


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Unsafe
	1.8-2.6 Unsafe
	2.6-3.4 Neutral
	3.4-4.2 Safe
	4.2-5.0 Very Safe
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q7.2 Feeling of Safety: Walking in your neighborhood after dark

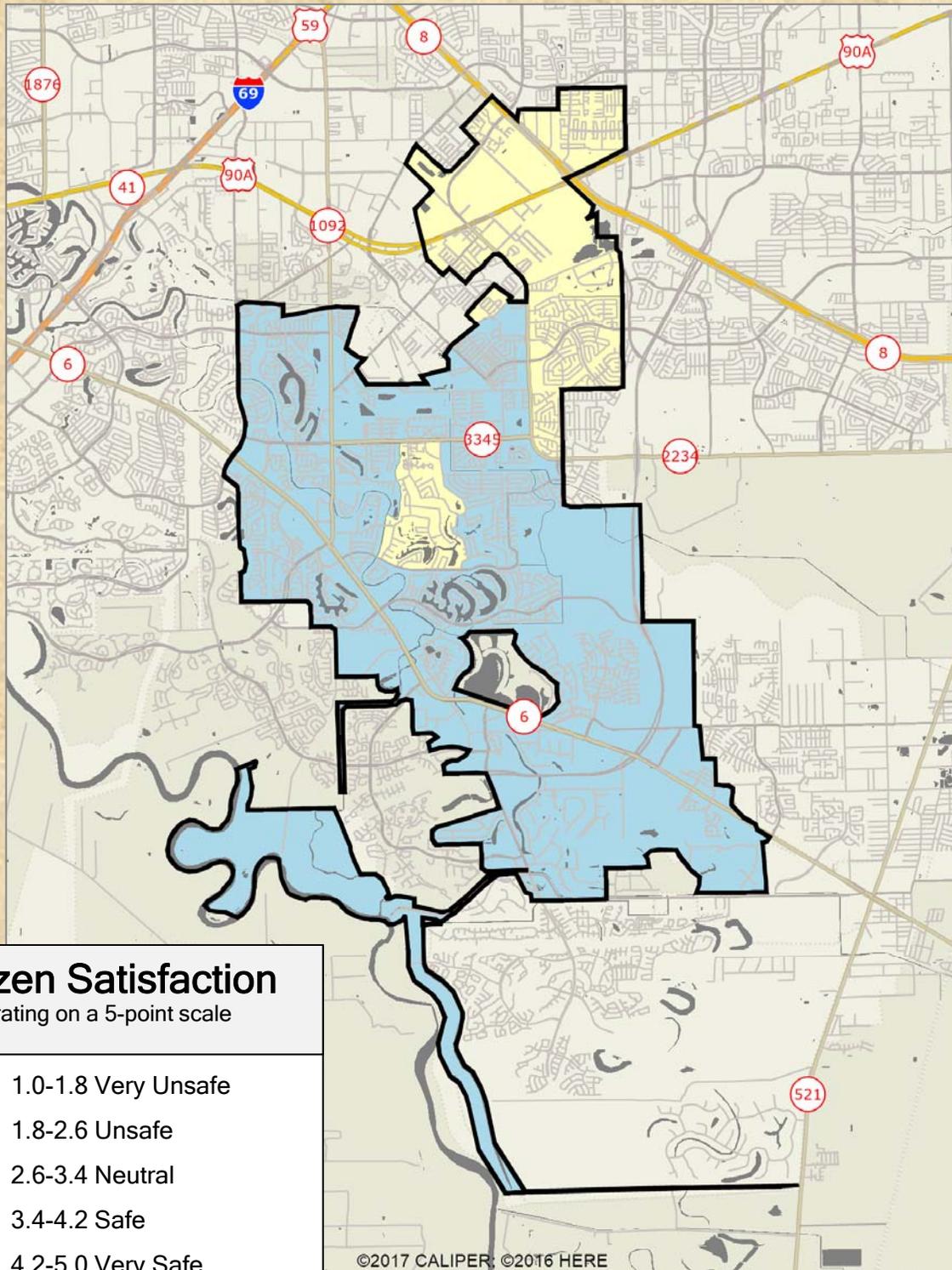


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Unsafe
	1.8-2.6 Unsafe
	2.6-3.4 Neutral
	3.4-4.2 Safe
	4.2-5.0 Very Safe
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q7.3 Feeling of Safety: Walking on city trails/in city parks

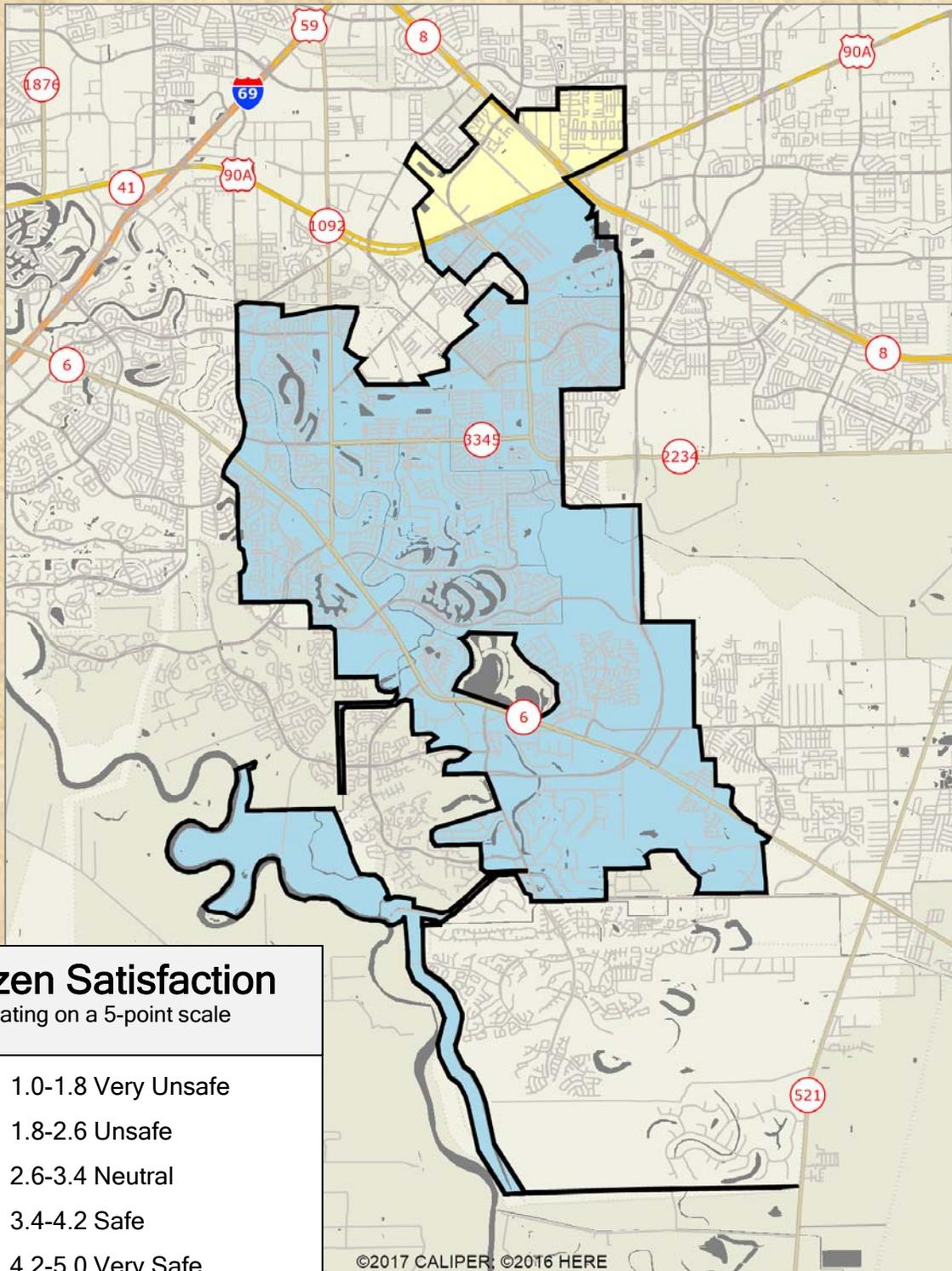


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Unsafe
	1.8-2.6 Unsafe
	2.6-3.4 Neutral
	3.4-4.2 Safe
	4.2-5.0 Very Safe
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q7.4 Feeling of Safety: Overall feeling of safety in my community

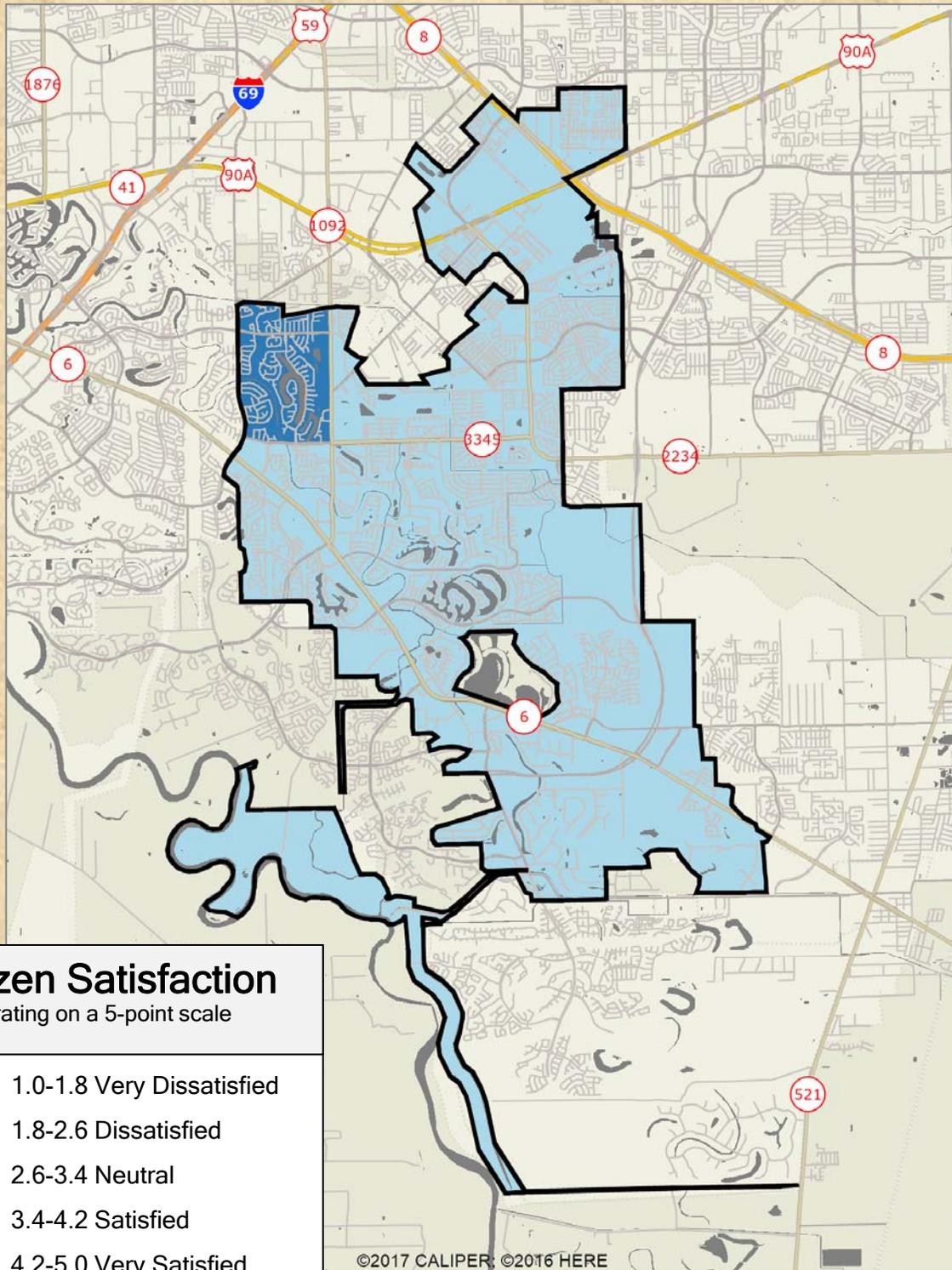


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Unsafe
	1.8-2.6 Unsafe
	2.6-3.4 Neutral
	3.4-4.2 Safe
	4.2-5.0 Very Safe
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q8.1 Satisfaction with: Maintenance of city parks



Citizen Satisfaction

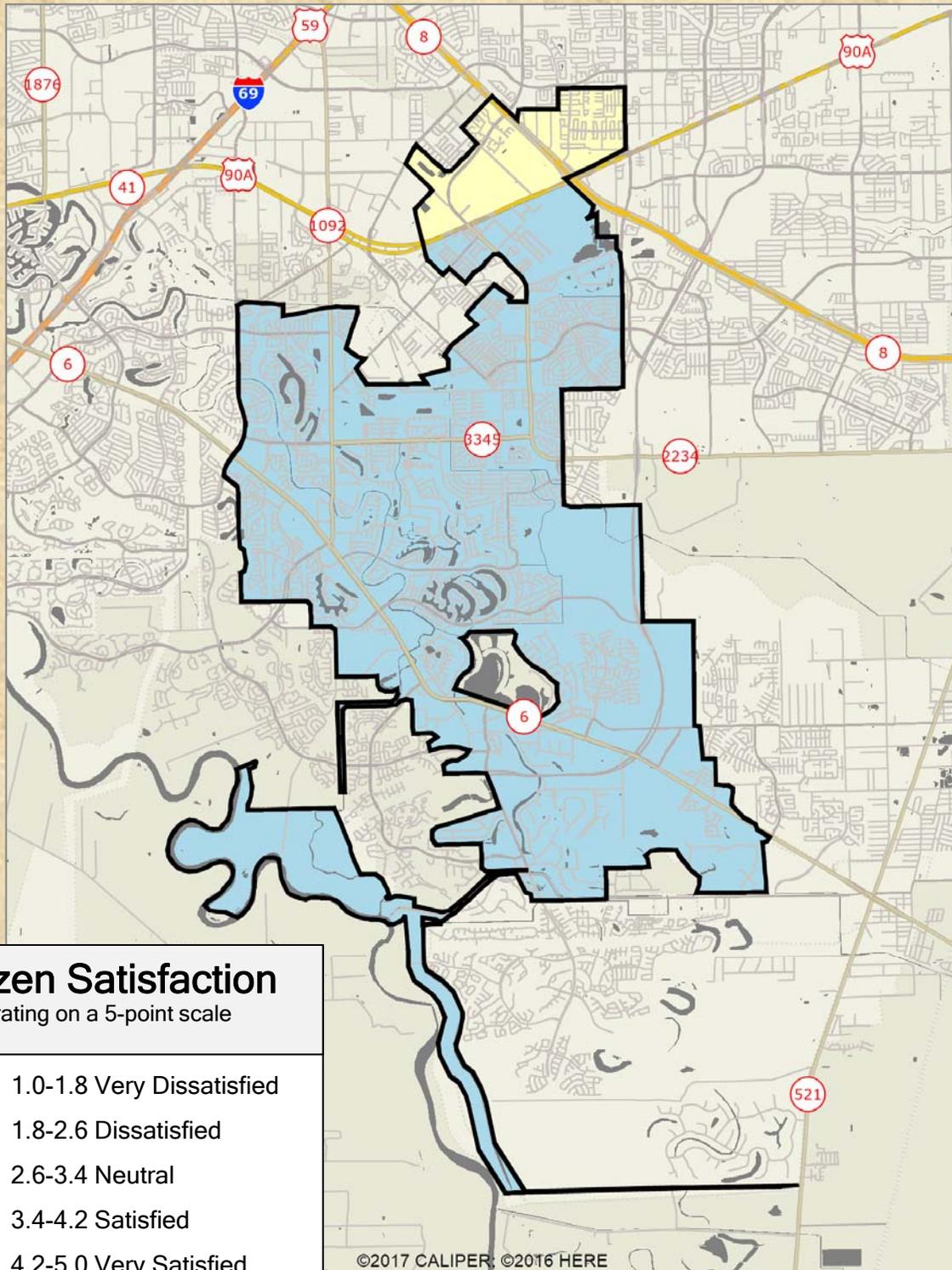
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2018 Missouri City, TX Citizen Survey

Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q8.2 Satisfaction with: Quality of facilities at city parks



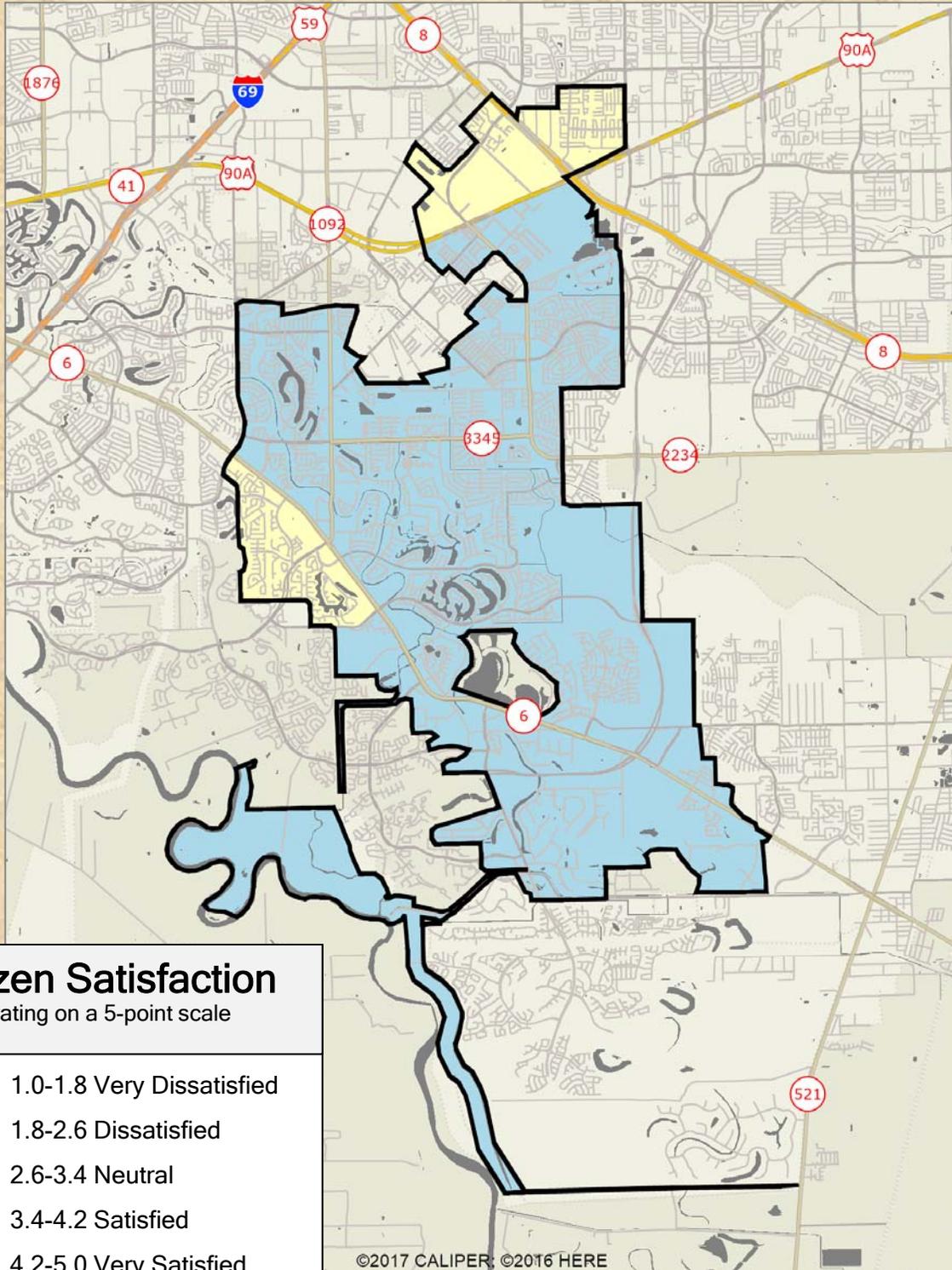
Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

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2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q8.3 Satisfaction with: Number of parks

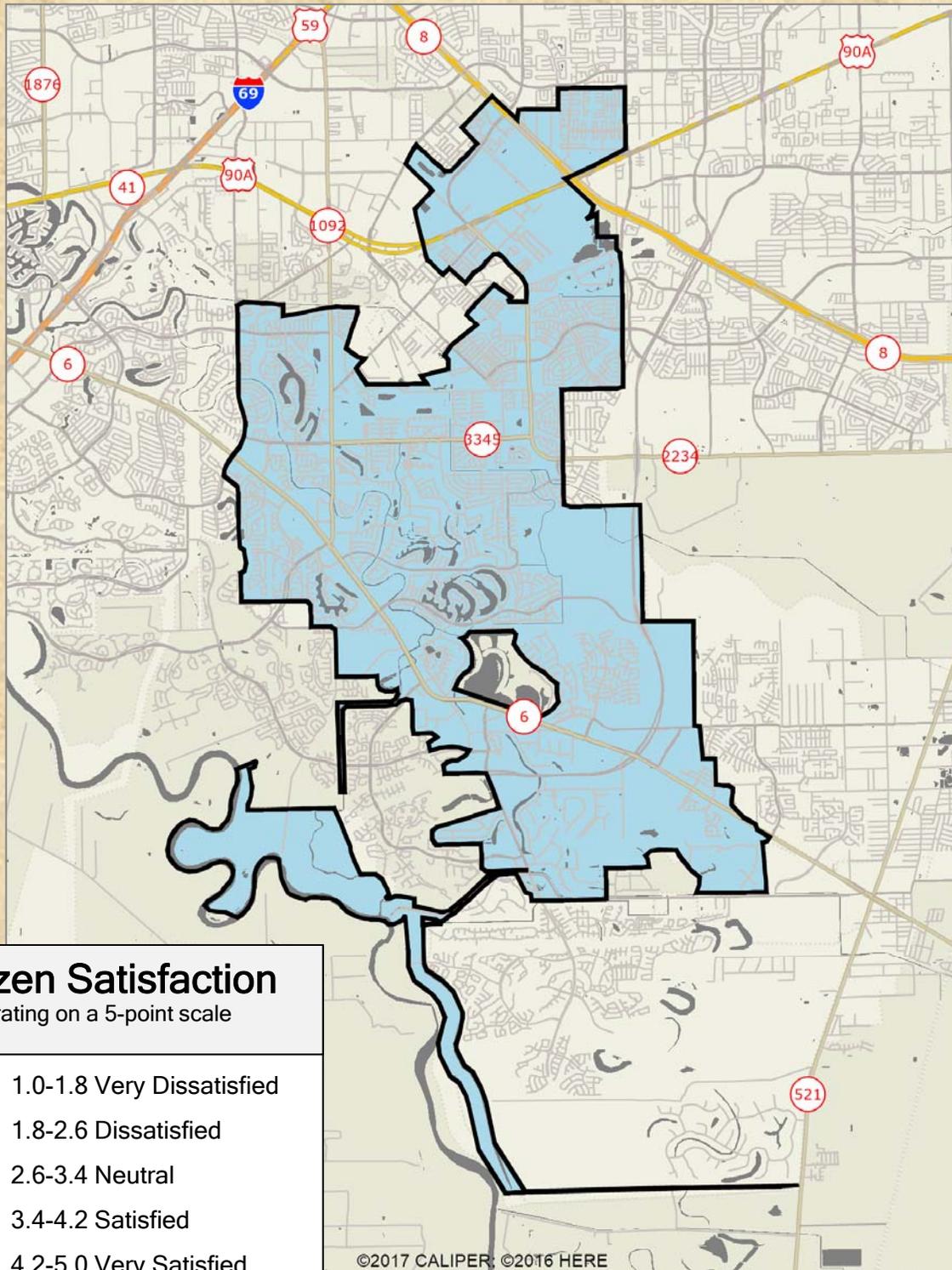


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q8.4 Satisfaction with: Maintenance and appearance of City community centers

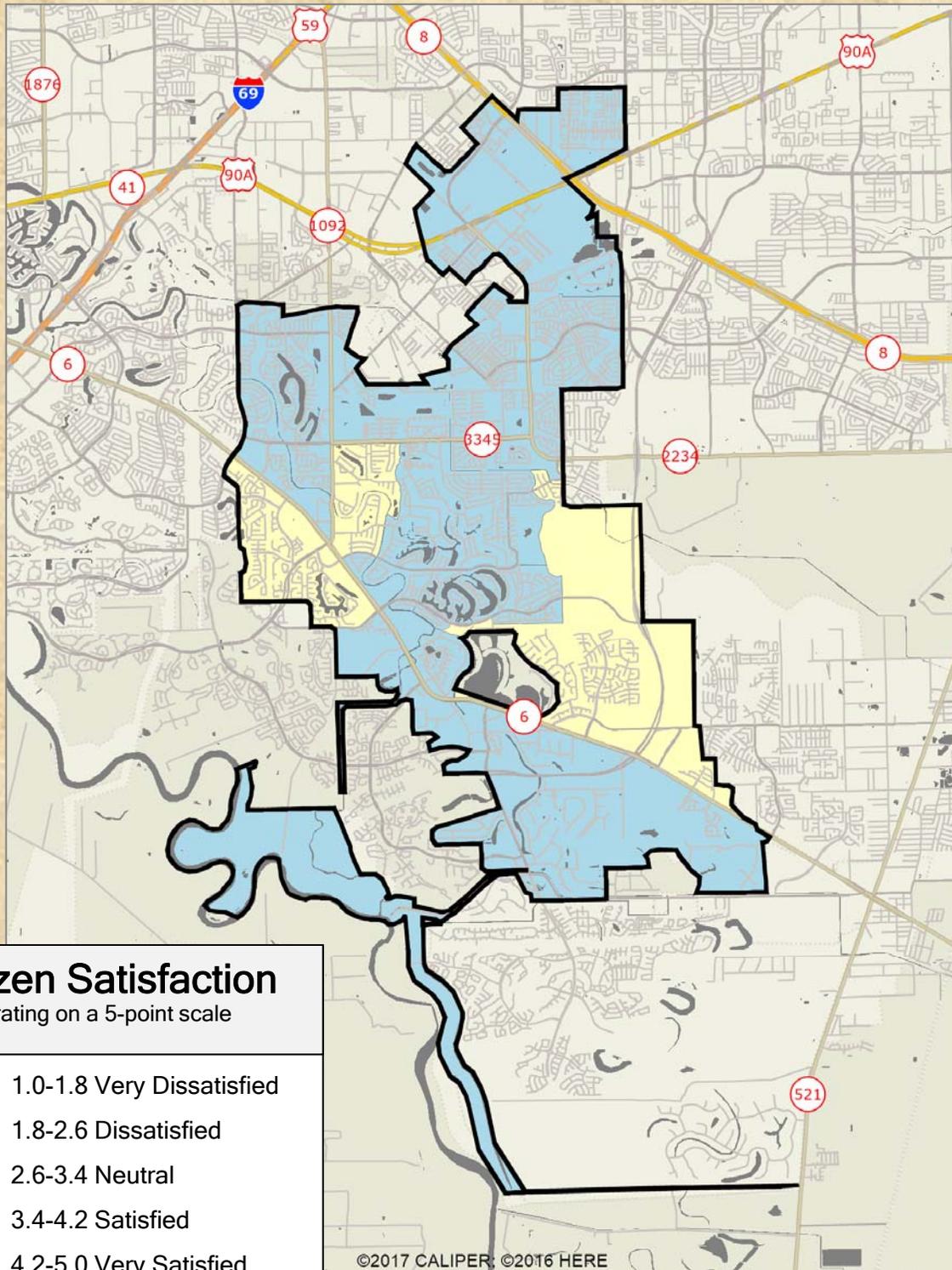


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q8.5 Satisfaction with: Availability of meeting space in your community

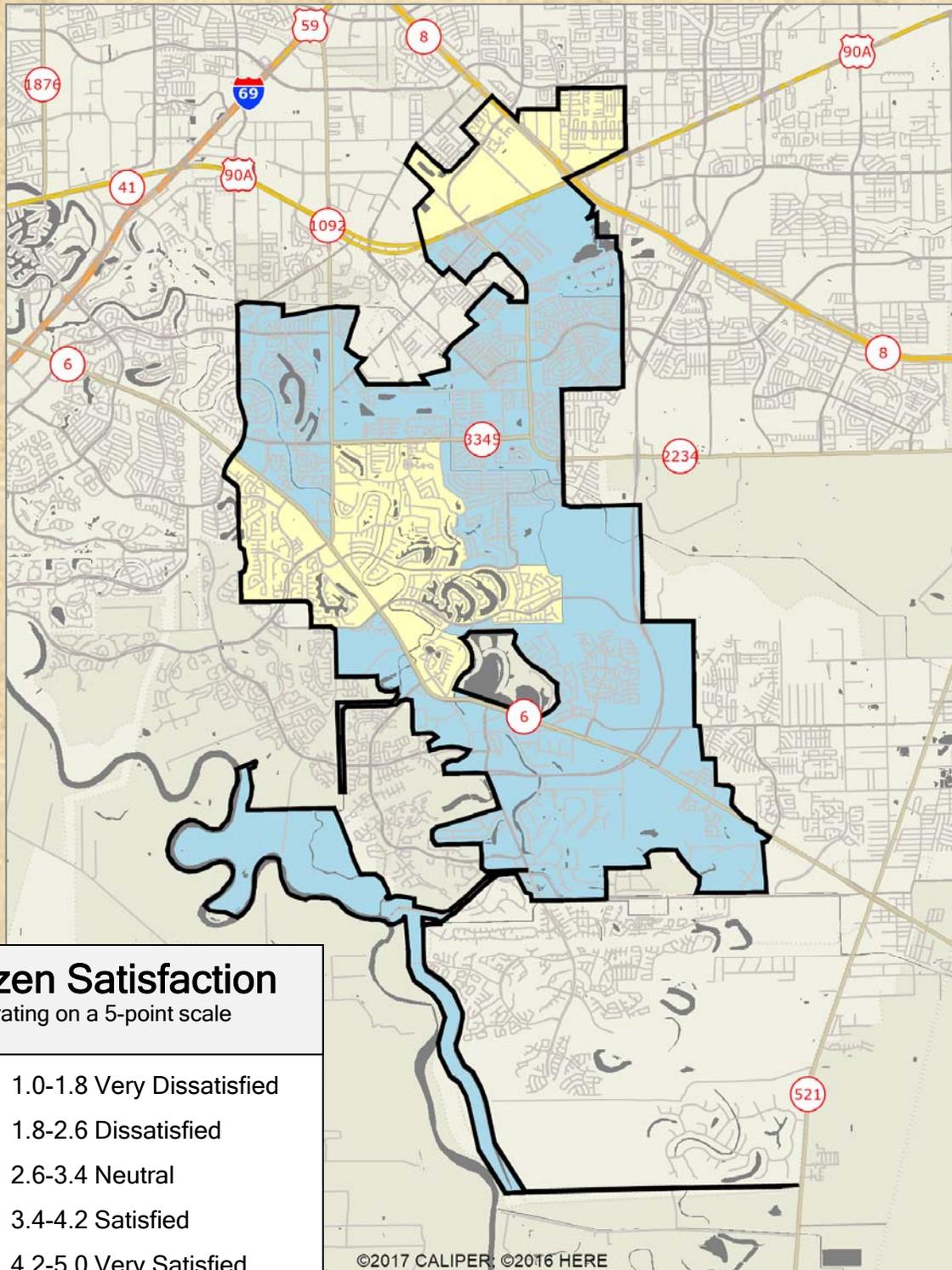


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q8.6 Satisfaction with: Number of walking/biking trails



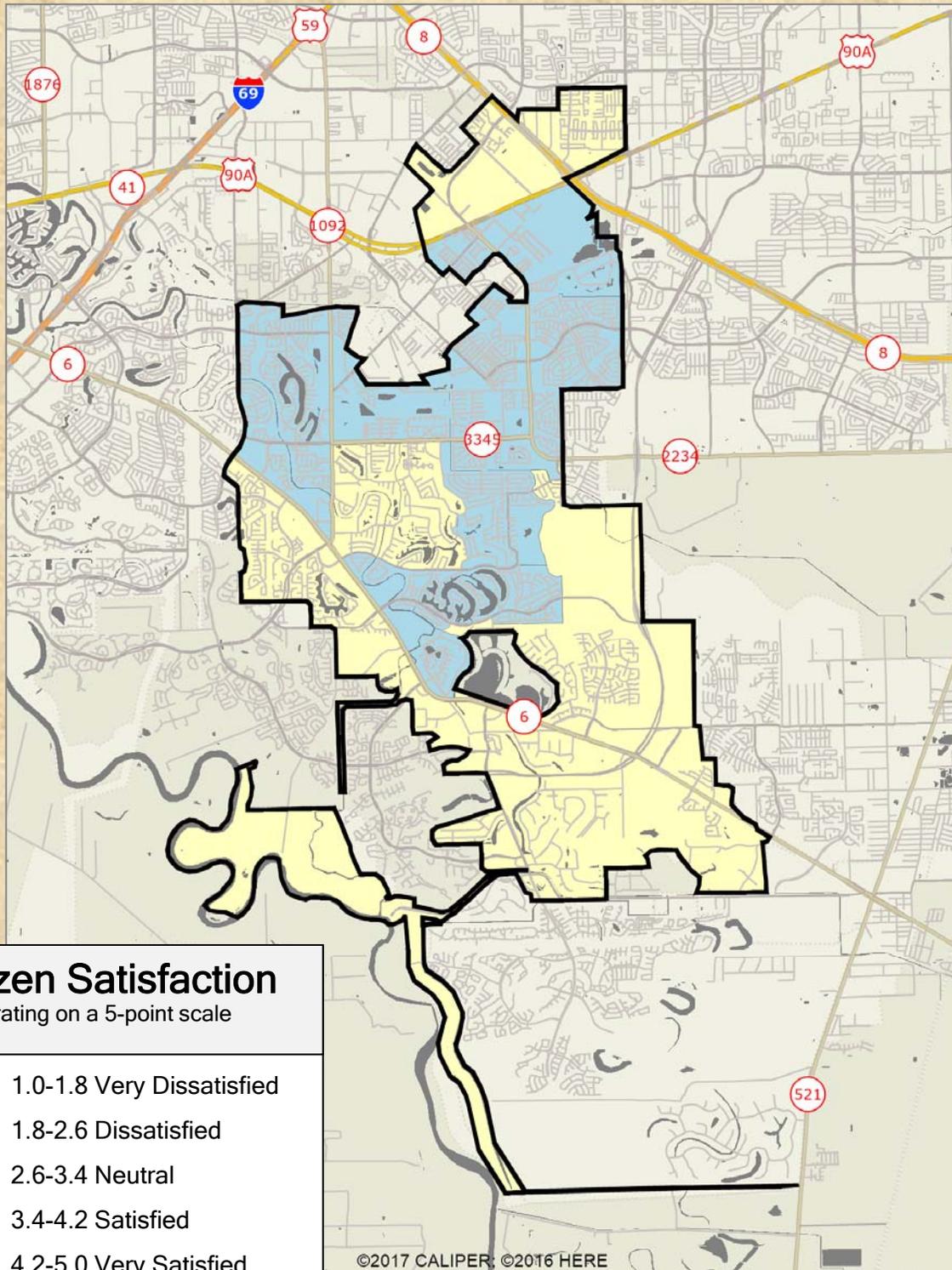
Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q8.7 Satisfaction with: Quality of outdoor athletic fields

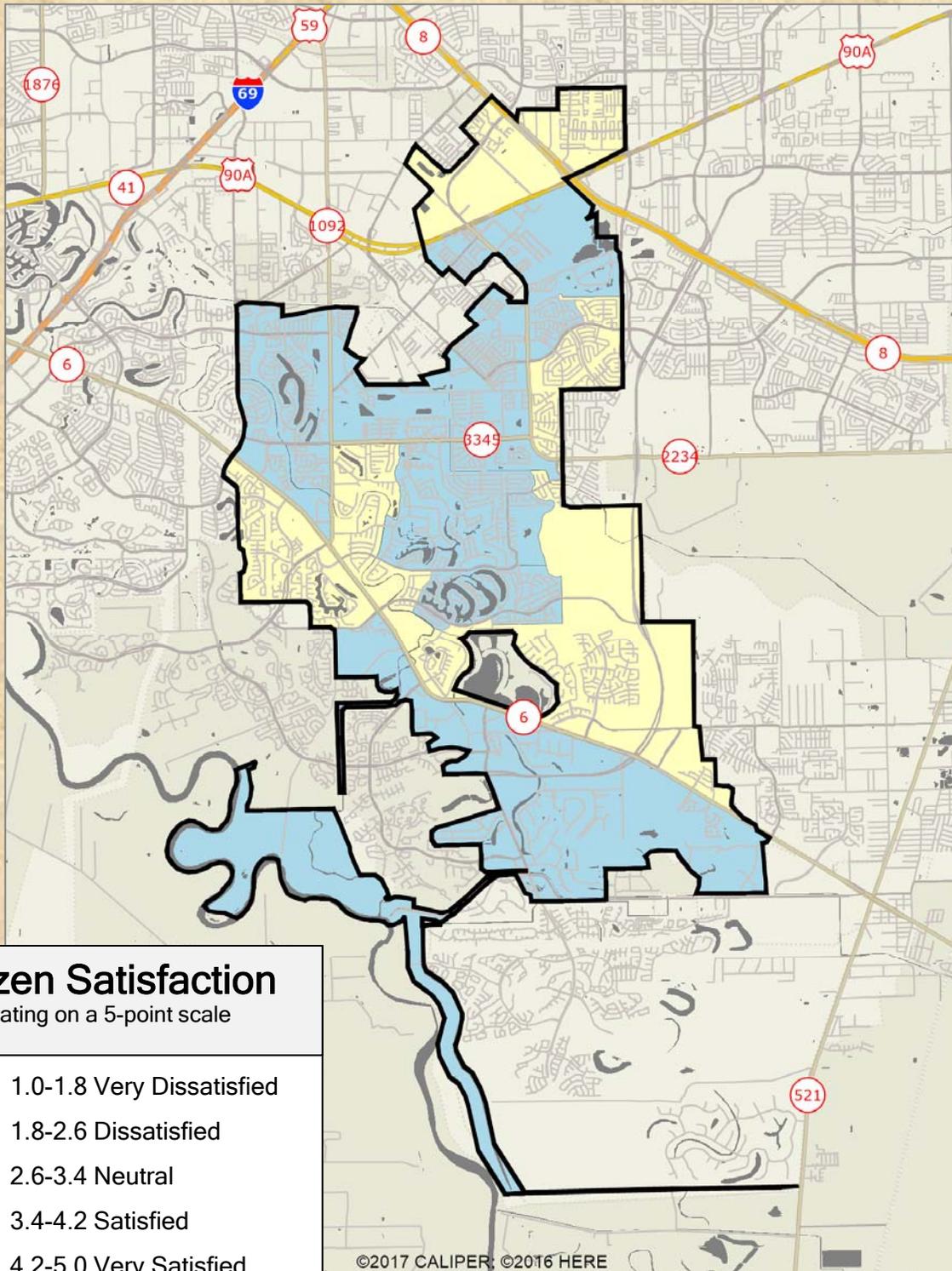


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q8.8 Satisfaction with: Youth athletic programs in your area



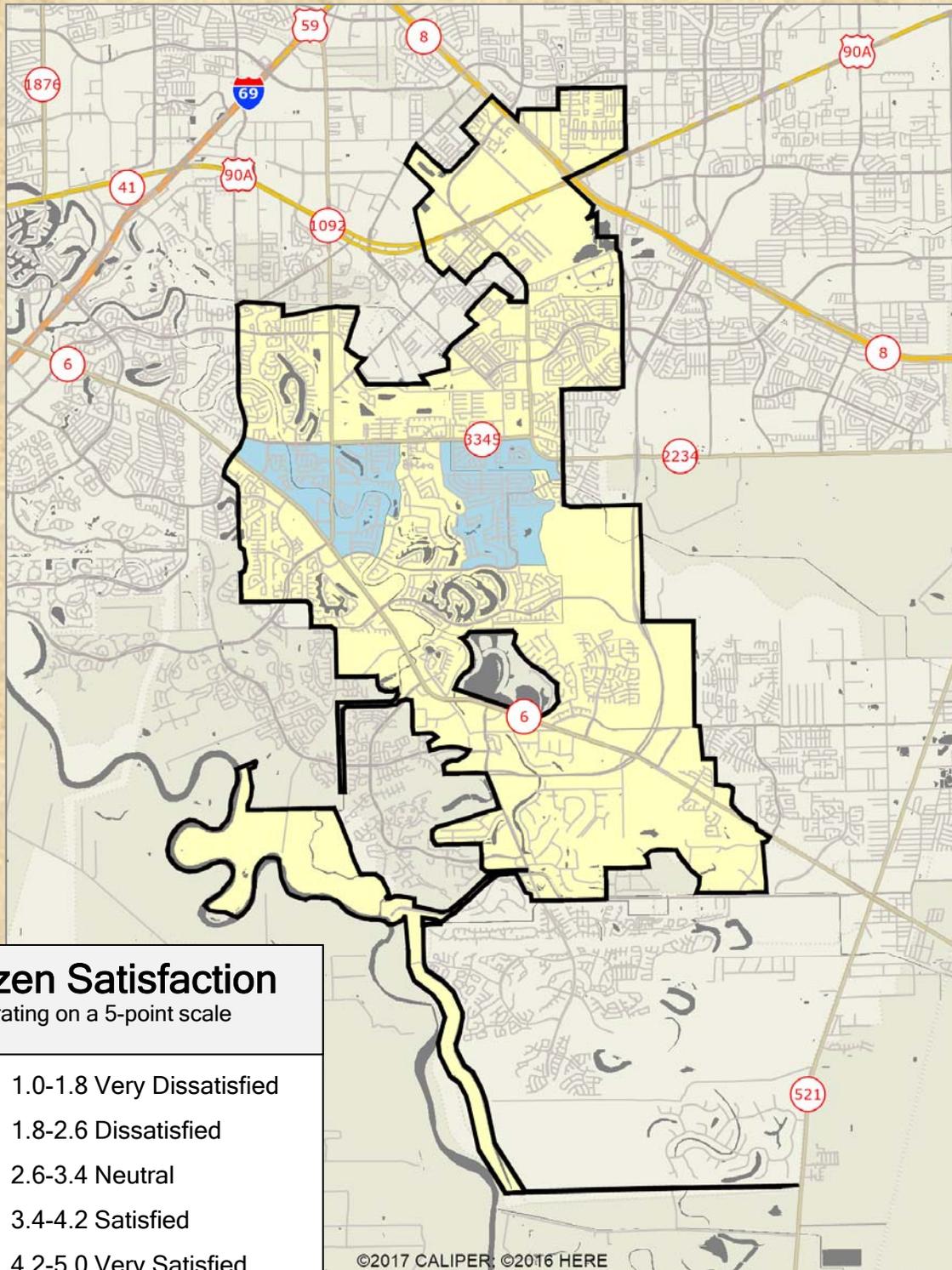
Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q8.9 Satisfaction with: Adult athletic programs in your area

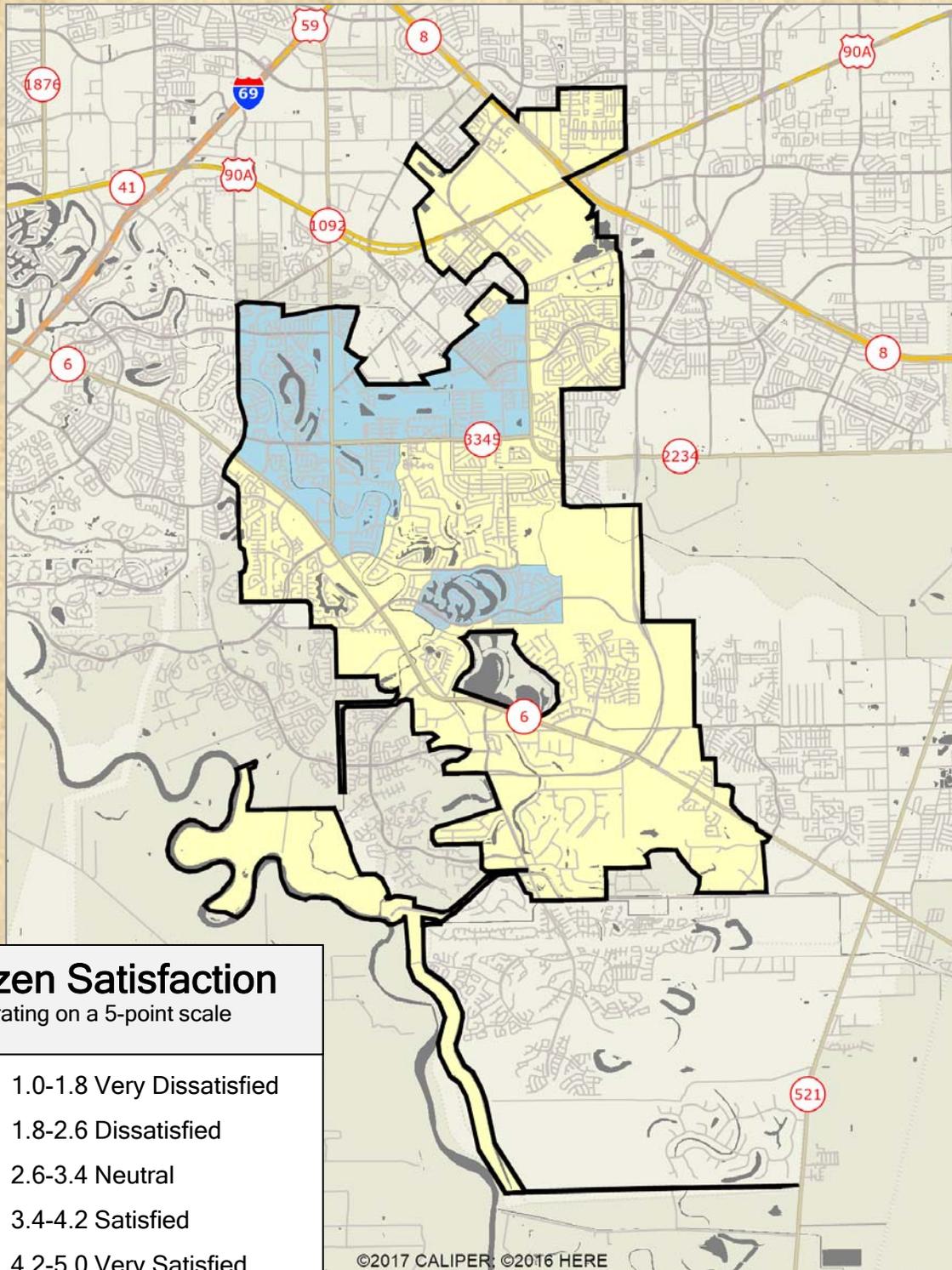


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q8.10 Satisfaction with: Senior citizen programs



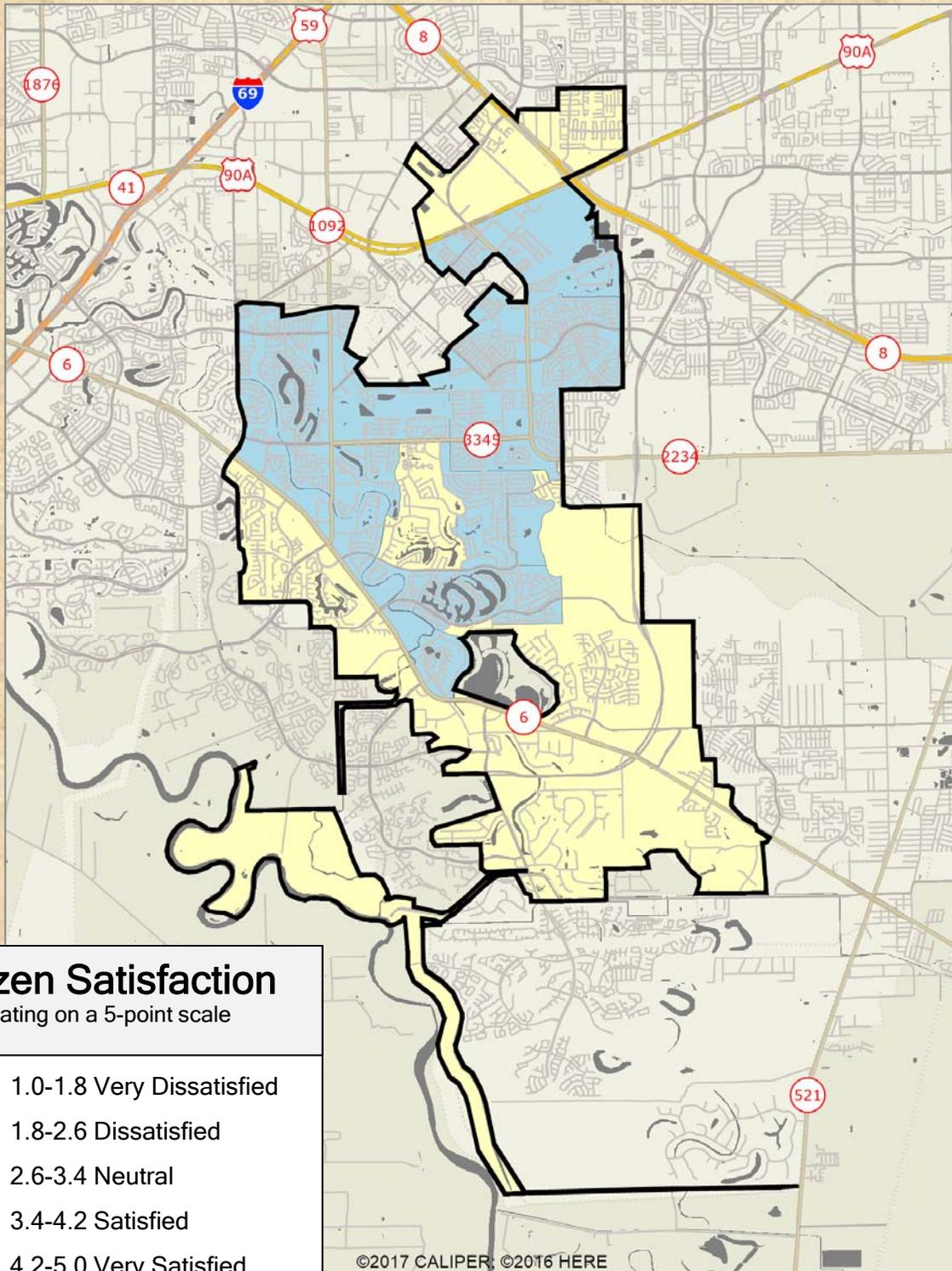
Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

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2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q8.11 Satisfaction with: Ease of registering for city programs

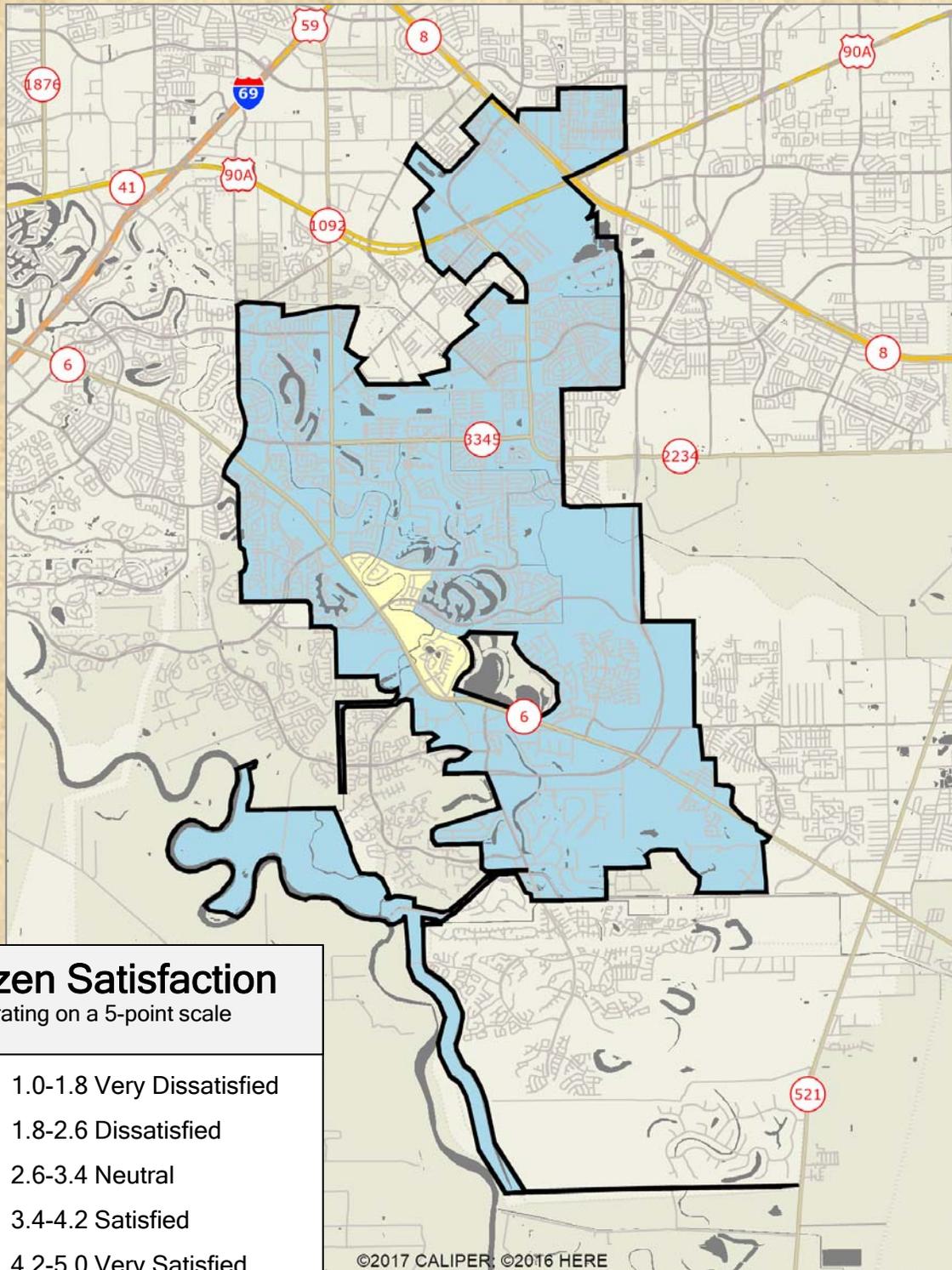


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q10.1 Satisfaction with: Condition of major streets in Missouri City



Citizen Satisfaction
Mean rating on a 5-point scale

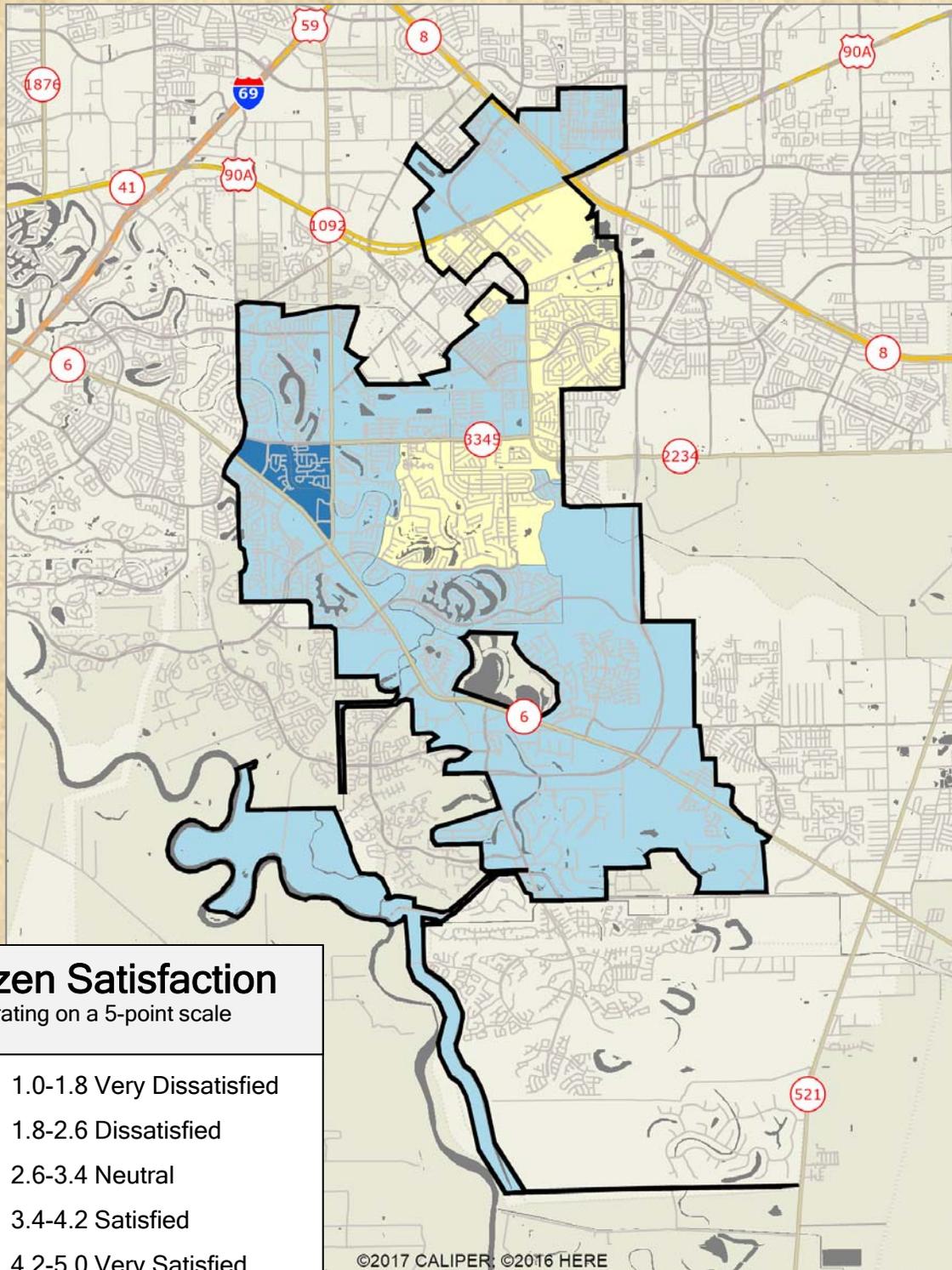
	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

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2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q10.2 Satisfaction with: Condition of streets in your neighborhood



Citizen Satisfaction

Mean rating on a 5-point scale

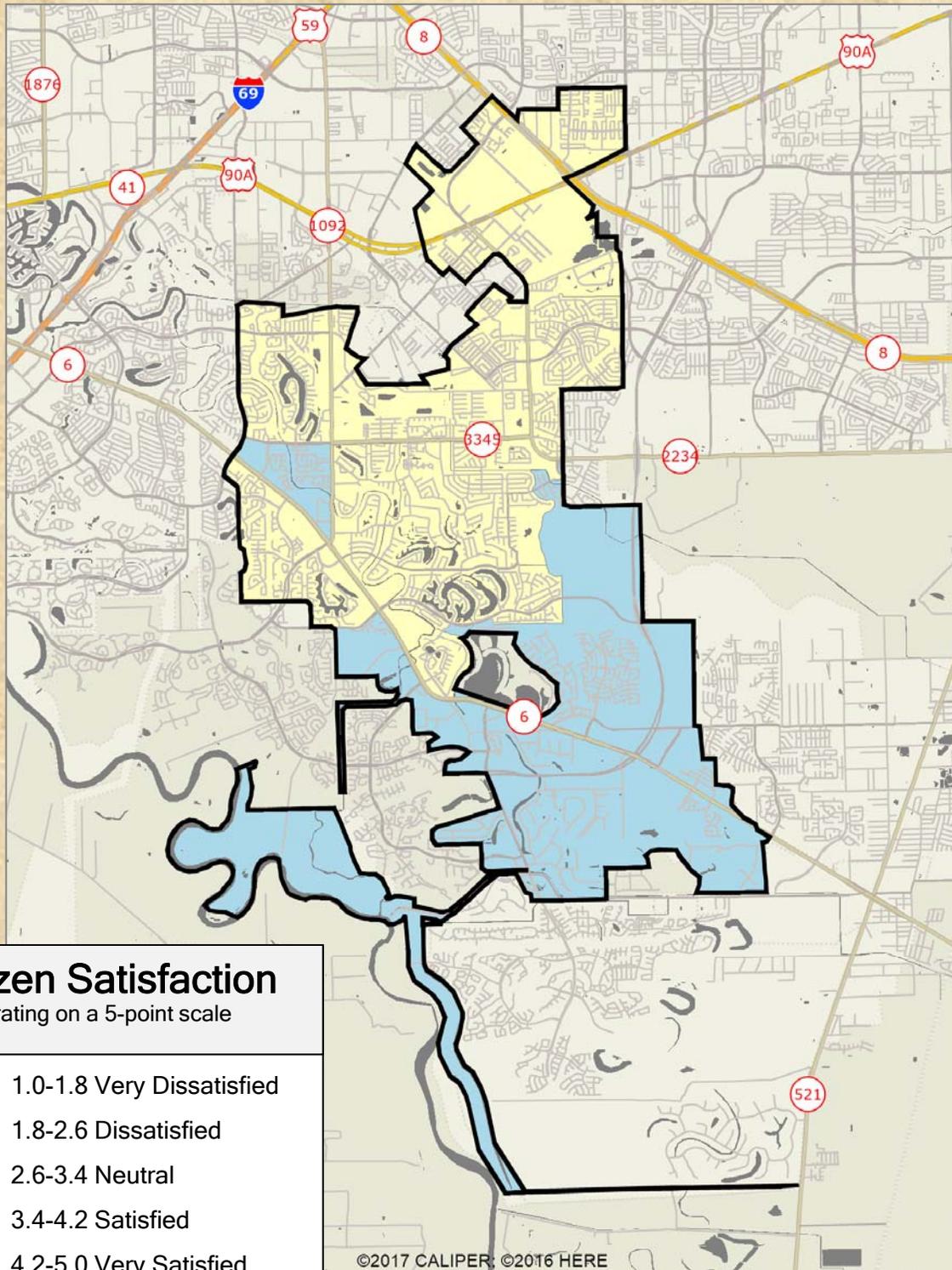
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

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2018 Missouri City, TX Citizen Survey

Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q10.3 Satisfaction with: Condition of sidewalks in your neighborhood



Citizen Satisfaction
Mean rating on a 5-point scale

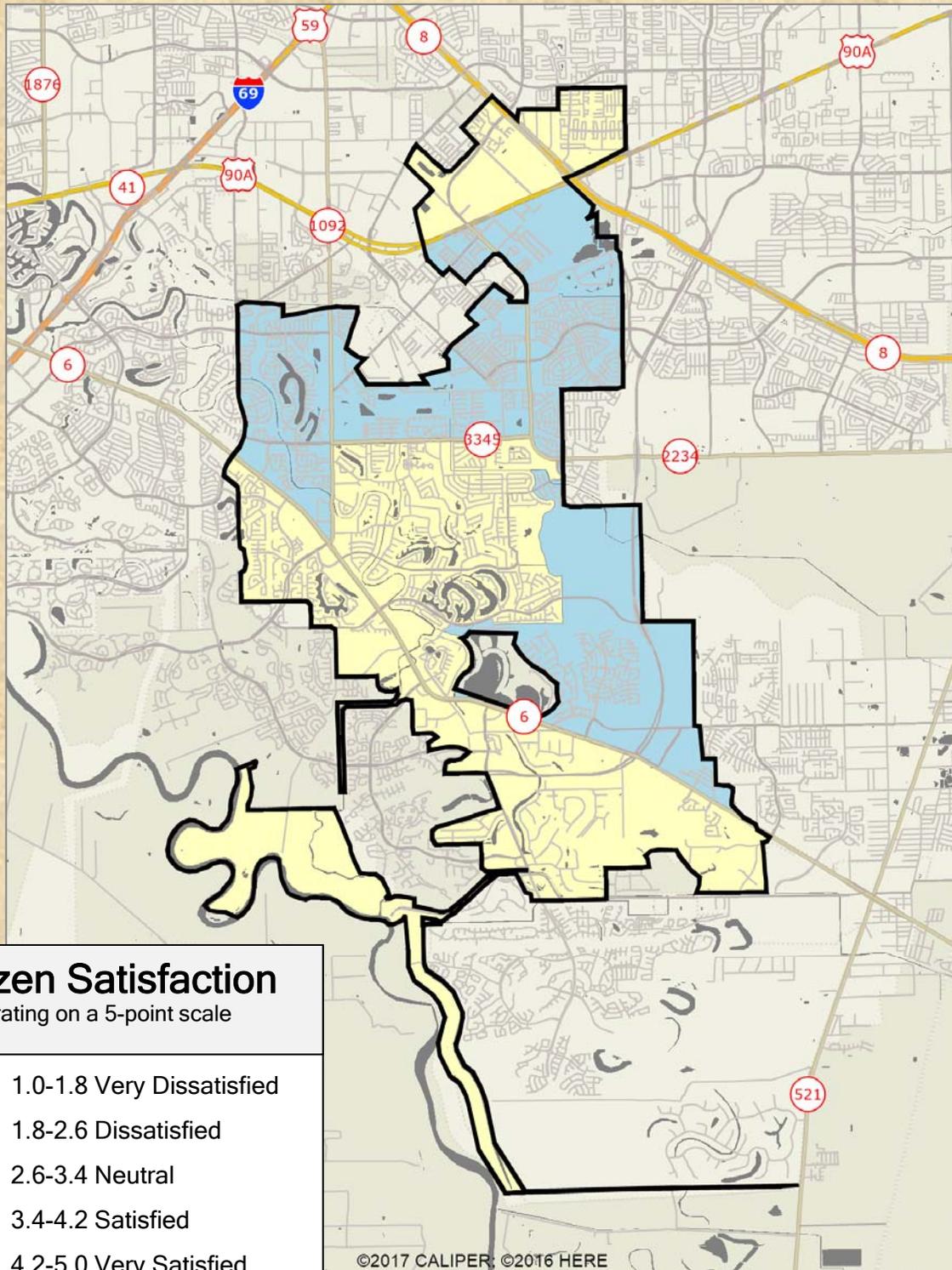
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

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Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q10.4 Satisfaction with: Condition of street drainage/water drainage

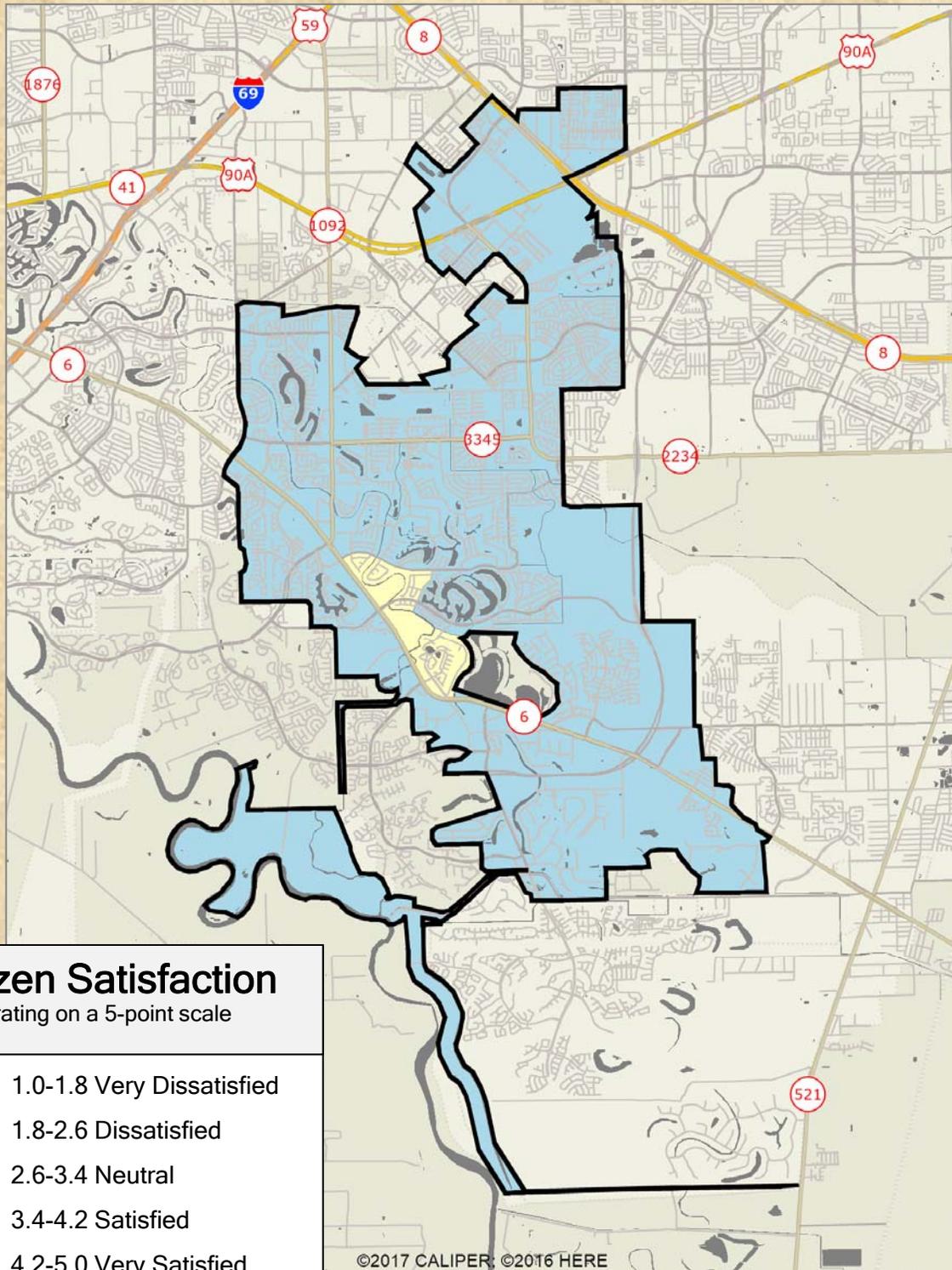


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q10.5 Satisfaction with: Condition of street signs and traffic signals



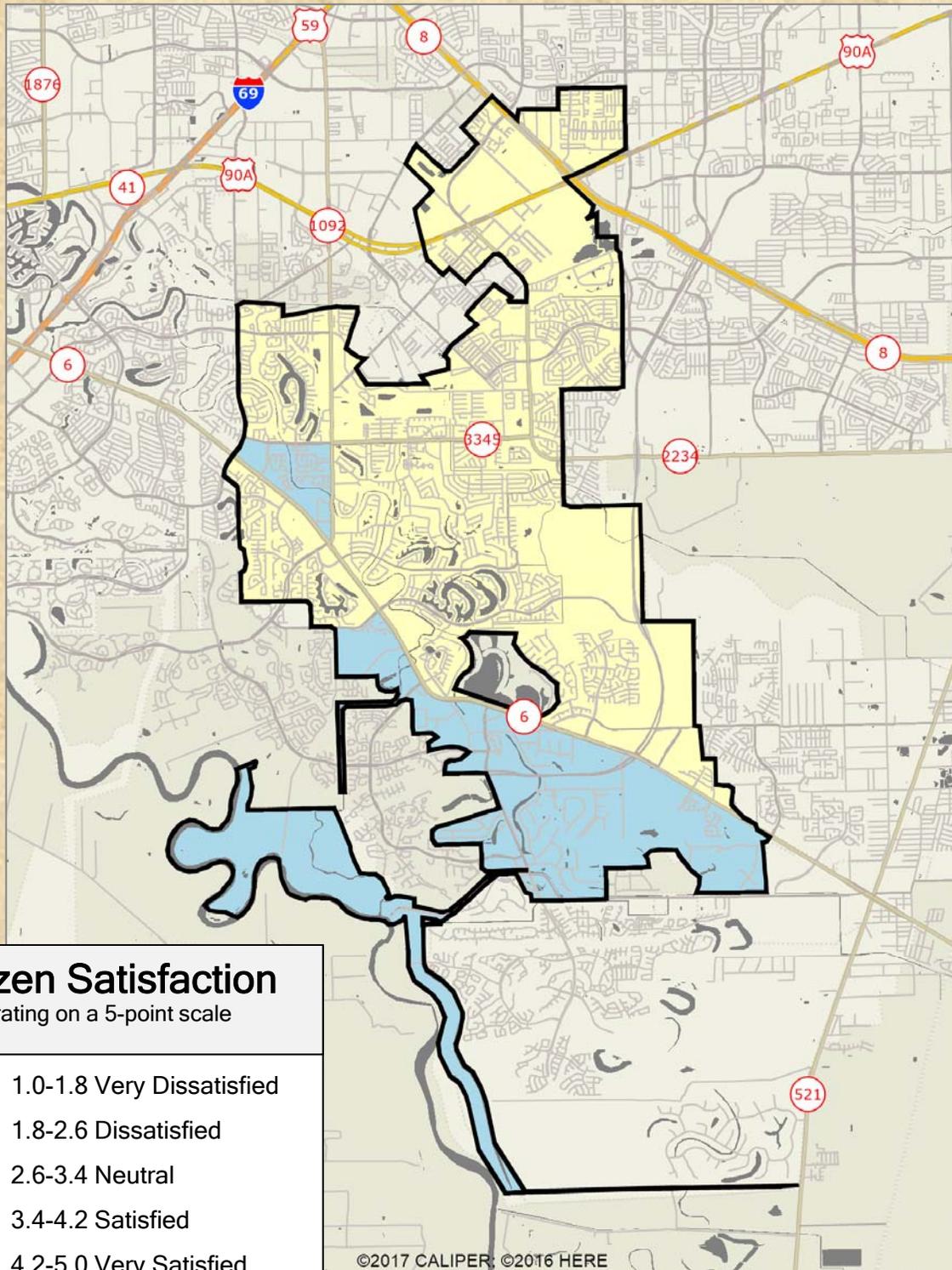
Citizen Satisfaction
Mean rating on a 5-point scale

■	1.0-1.8 Very Dissatisfied
■	1.8-2.6 Dissatisfied
■	2.6-3.4 Neutral
■	3.4-4.2 Satisfied
■	4.2-5.0 Very Satisfied
	No Response

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Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q10.6 Satisfaction with: Adequacy of street lighting in Missouri City



Citizen Satisfaction
Mean rating on a 5-point scale

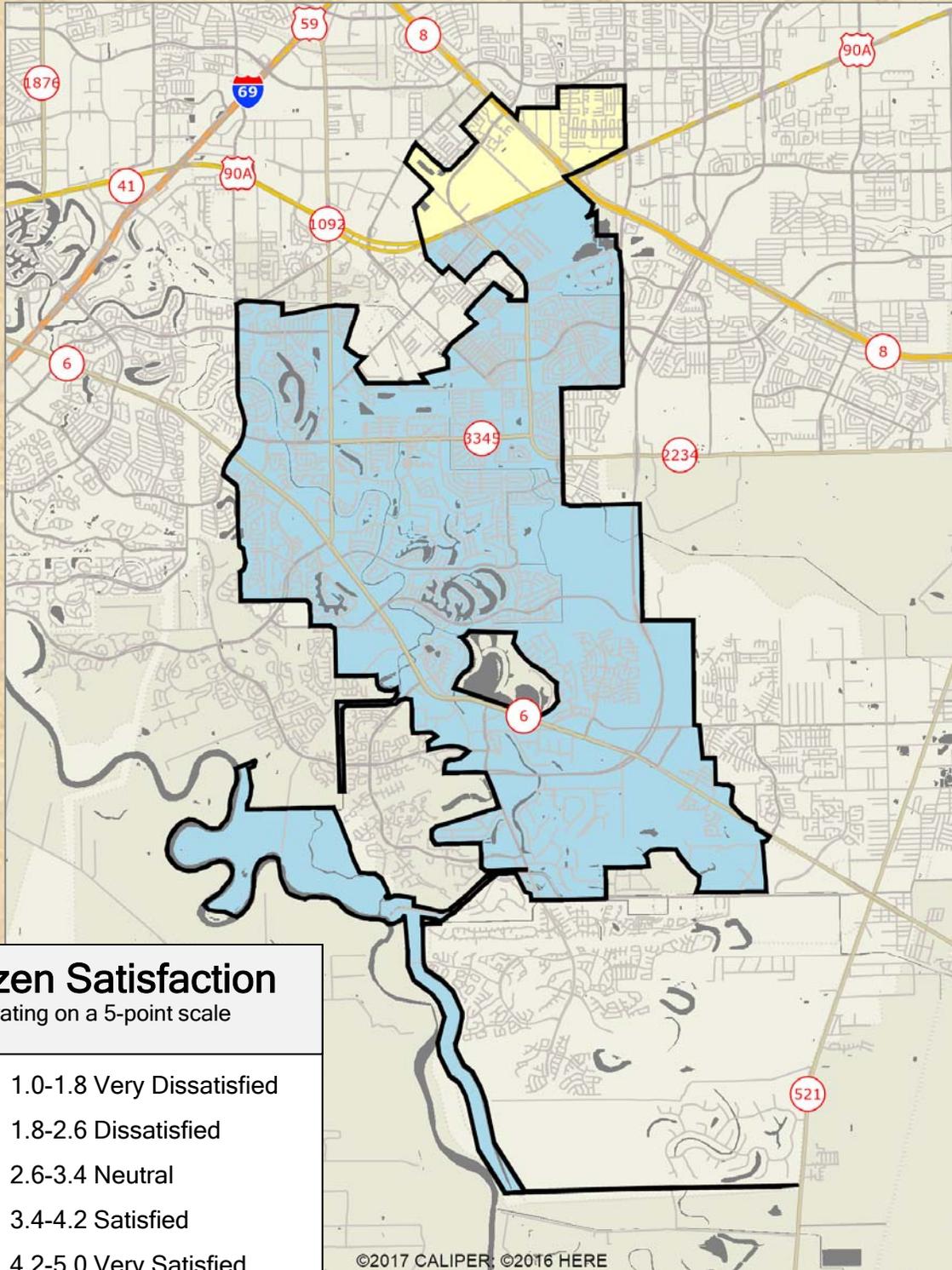
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

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2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q10.7 Satisfaction with: Mowing/tree trimming along streets and other public areas

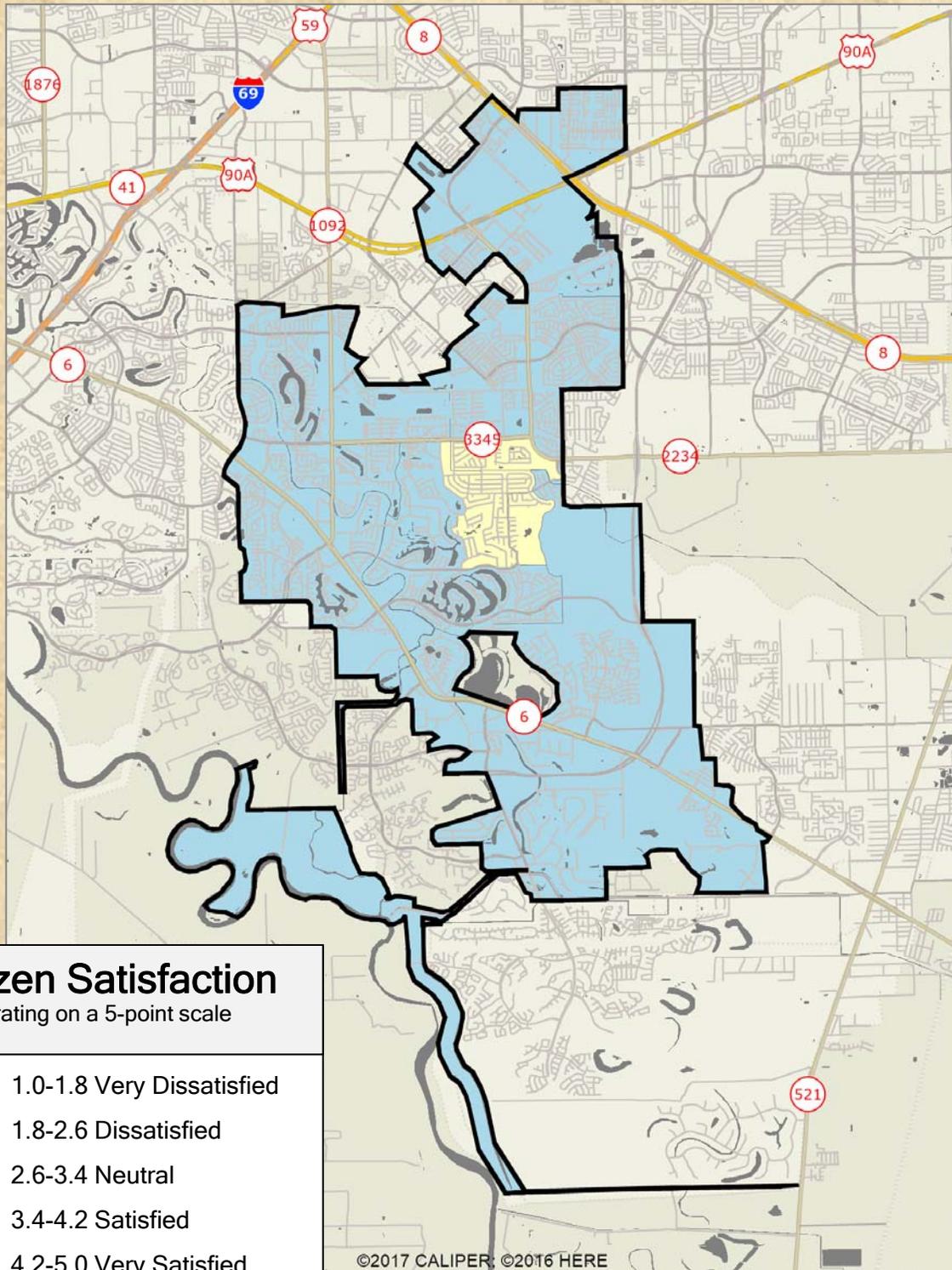


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q10.8 Satisfaction with: Cleanliness of streets and other public areas

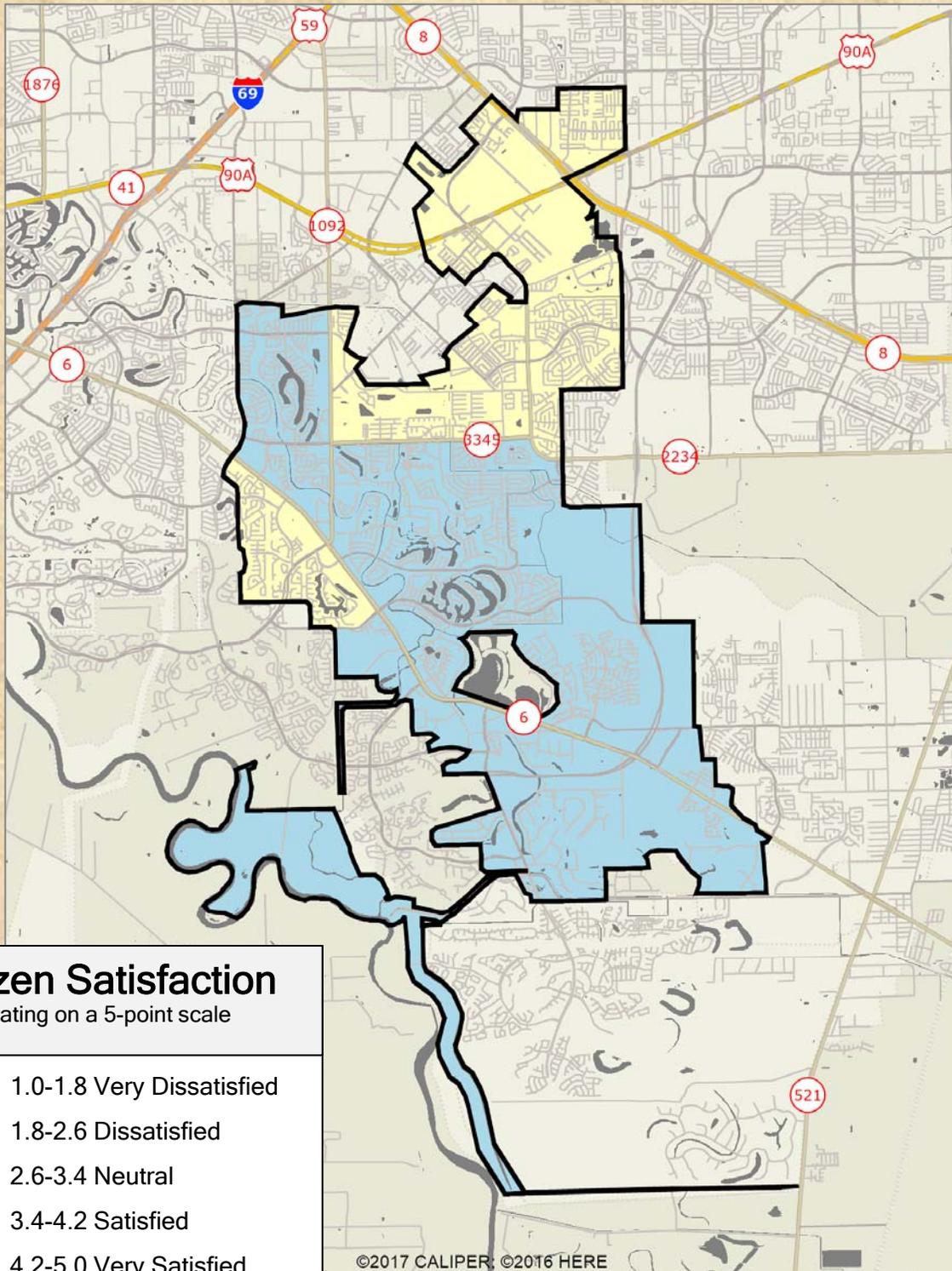


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q10.9 Satisfaction with: Overall quality of animal control services



Citizen Satisfaction
Mean rating on a 5-point scale

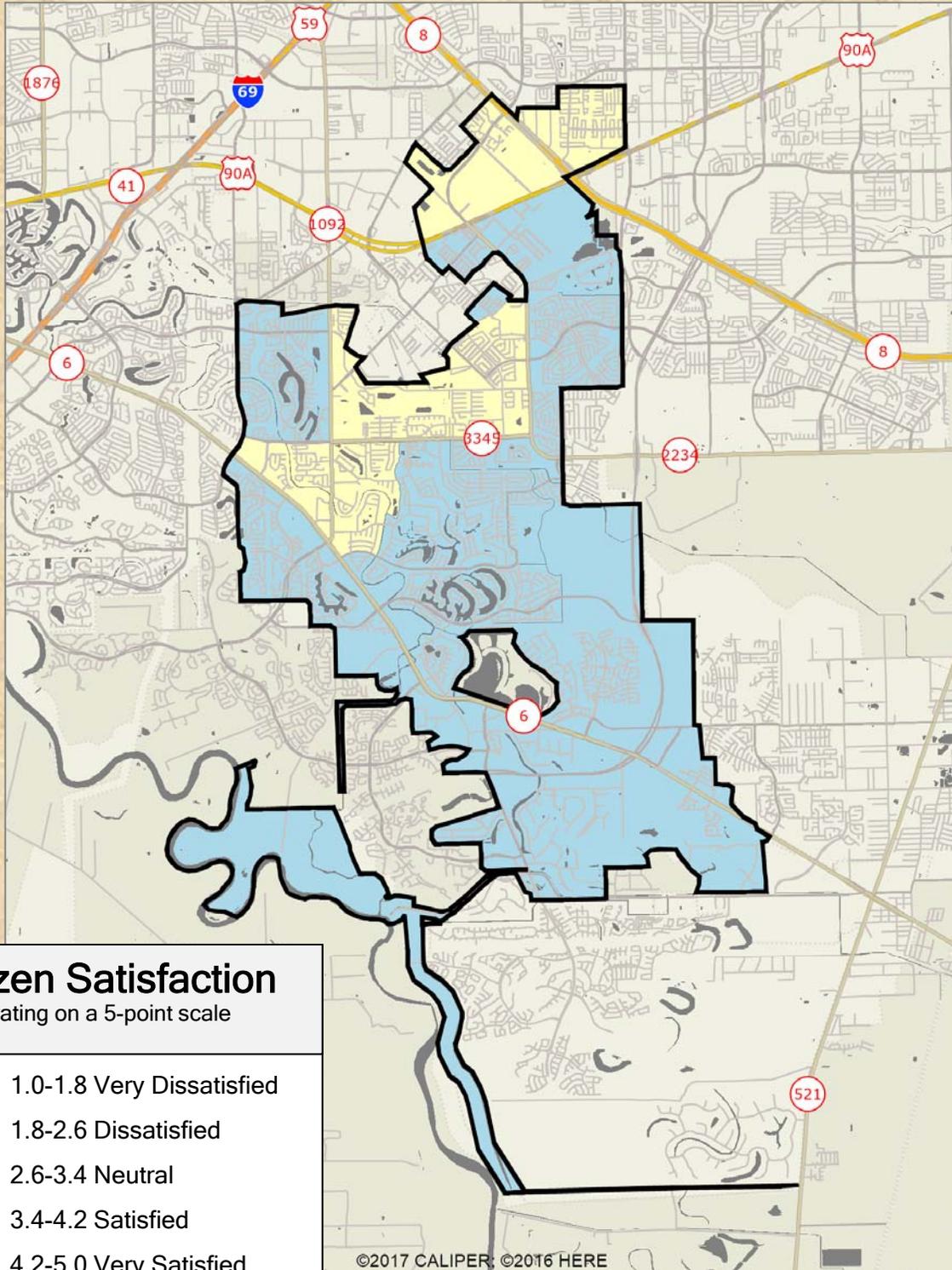
	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

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2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q10.10 Satisfaction with: Animal services pet adoption and rescue efforts



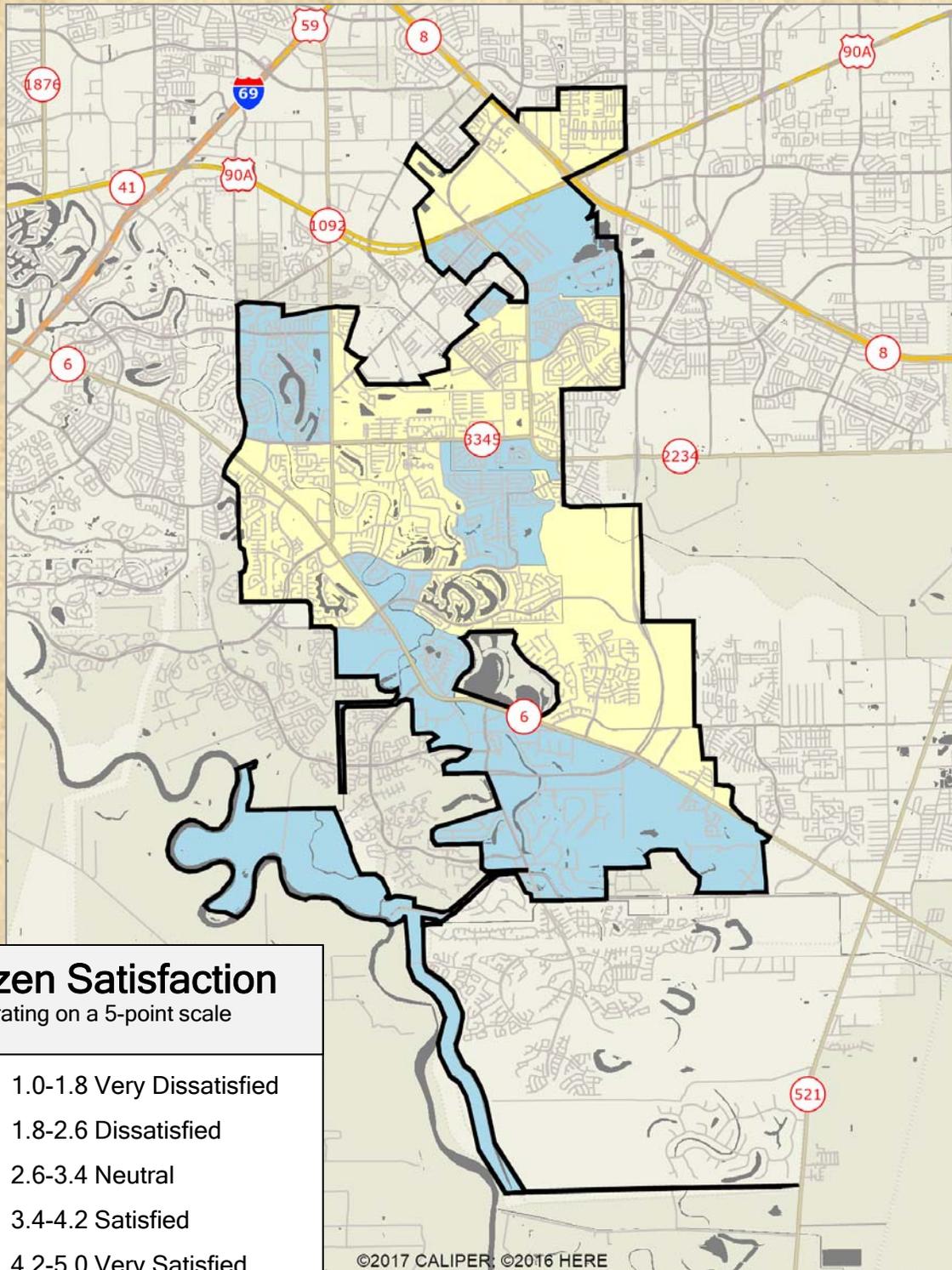
Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q10.11 Satisfaction with: Animal services enforcement of animal codes

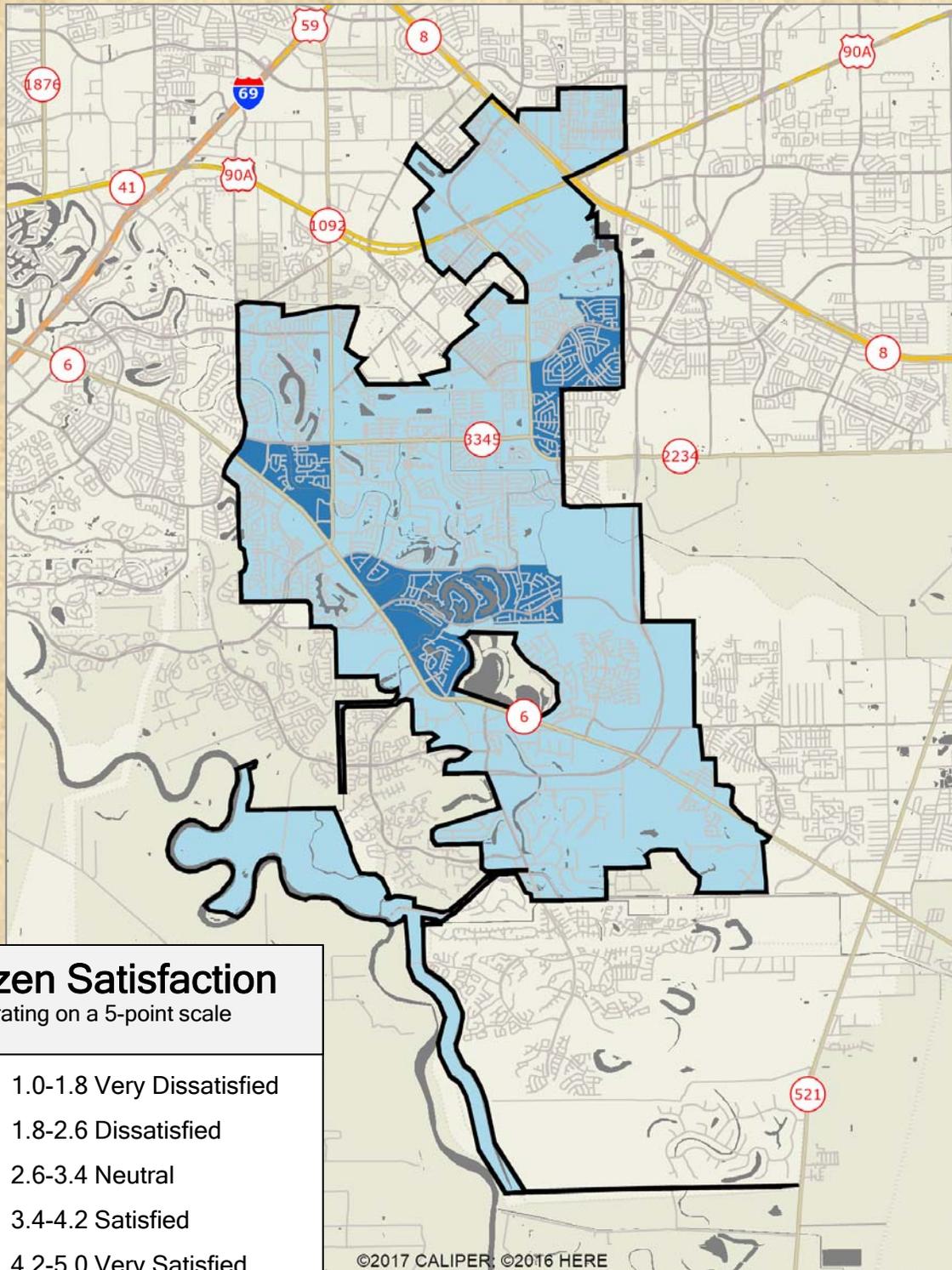


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q12.1 Satisfaction with: Residential trash collection services

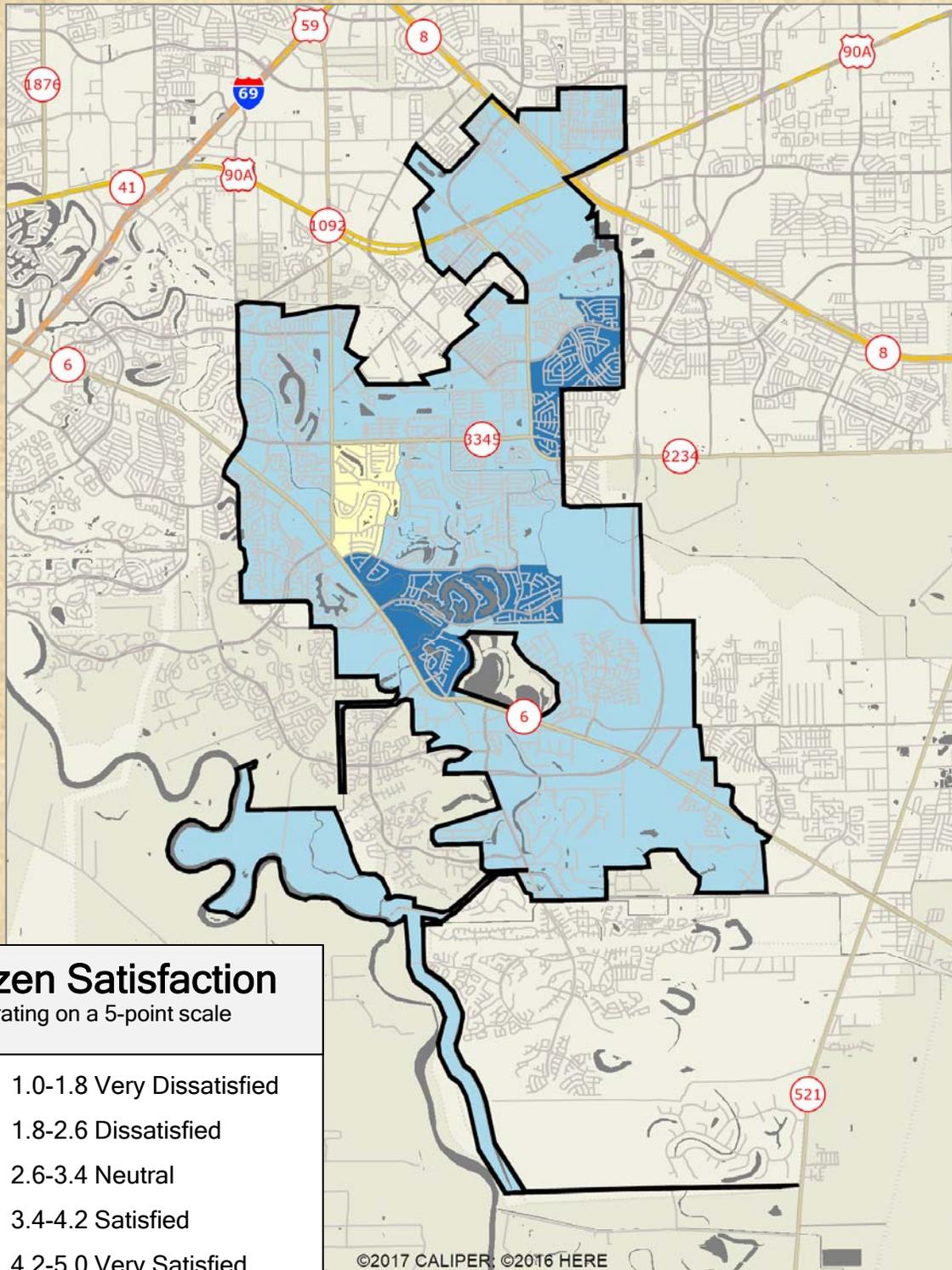


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q12.2 Satisfaction with: Curbside recycling services



Citizen Satisfaction
Mean rating on a 5-point scale

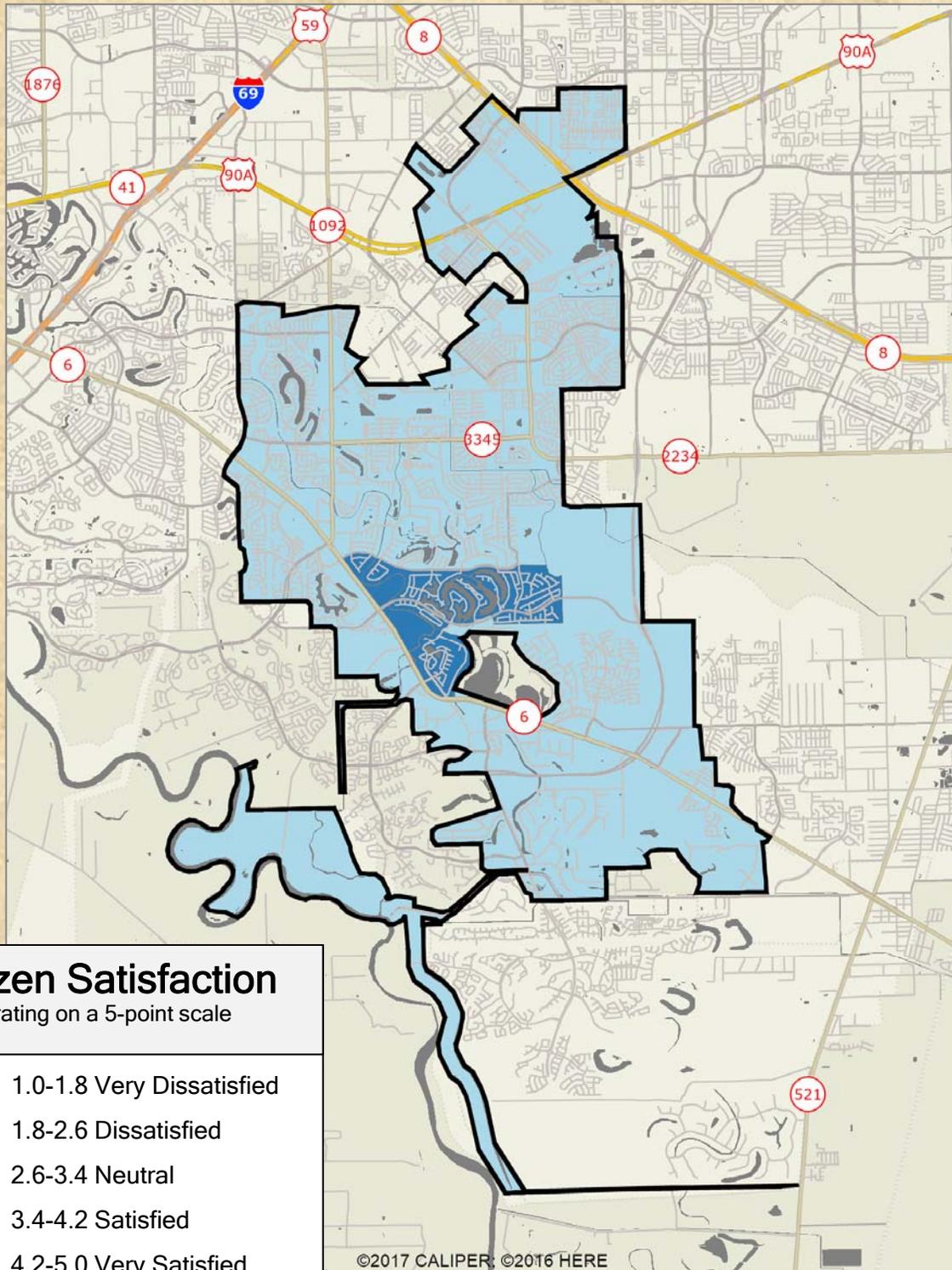
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

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Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q12.3 Satisfaction with: Yardwaste collection services

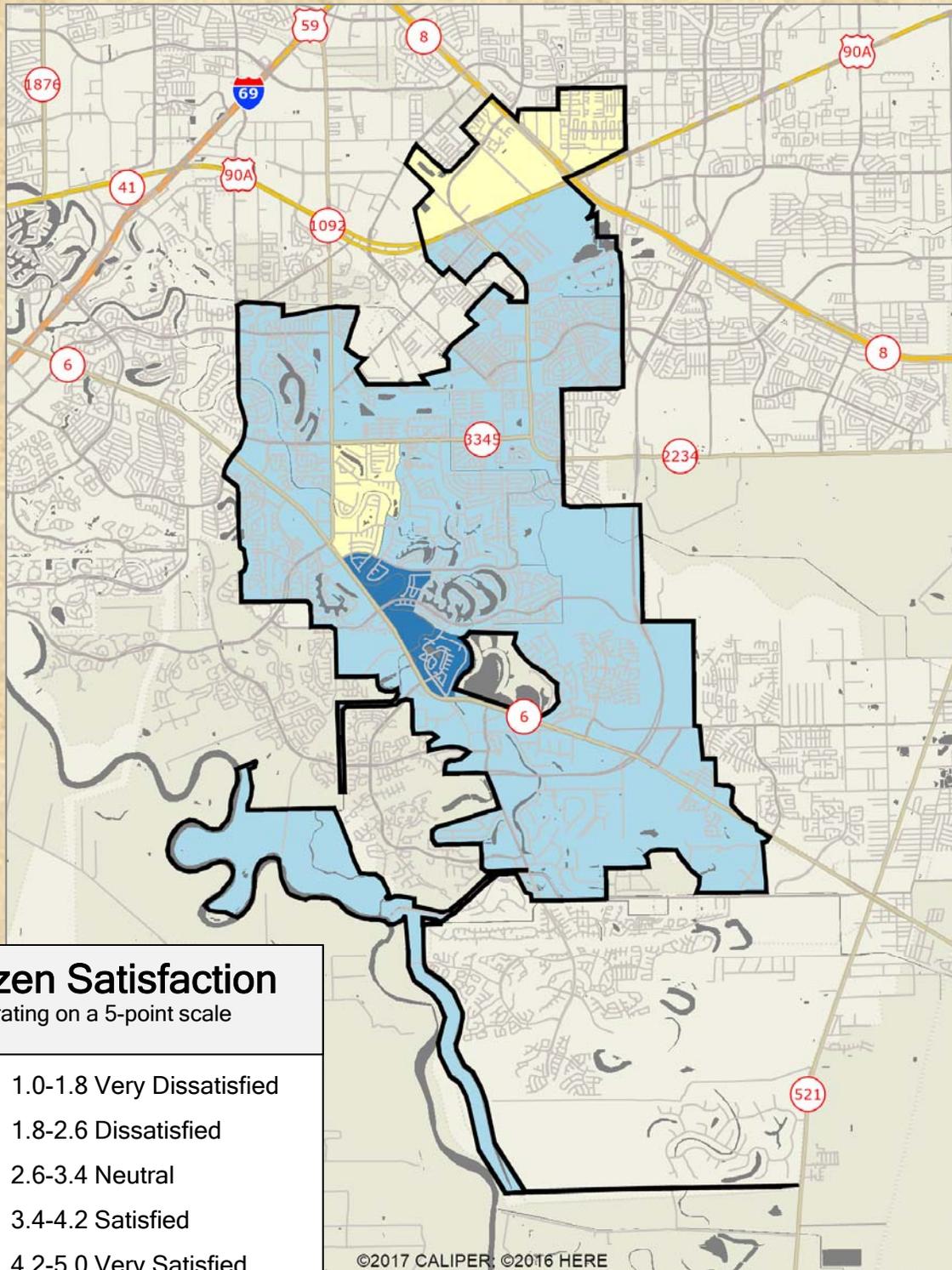


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q12.4 Satisfaction with: Bulky item pick-up/removal services

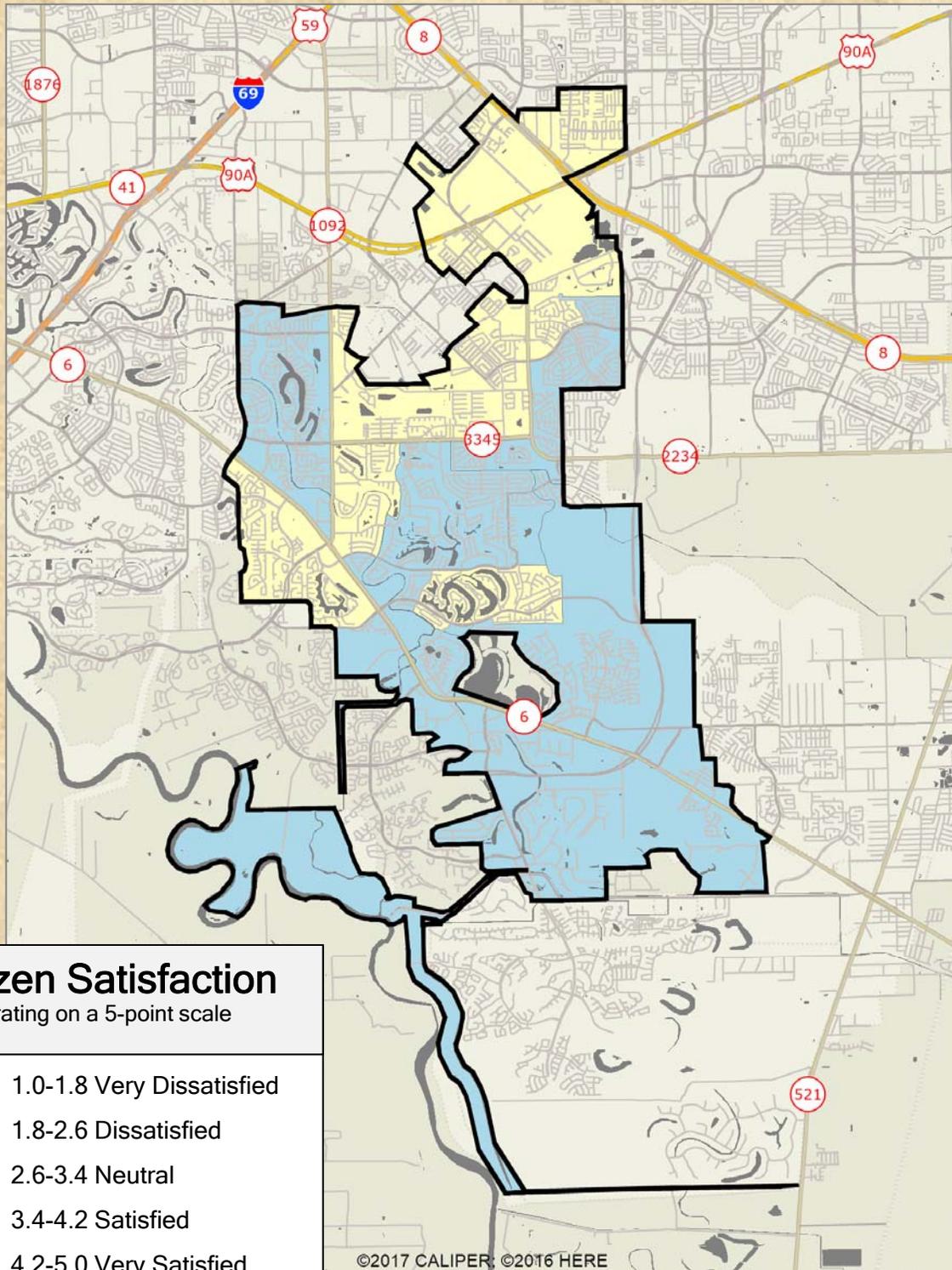


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q13.1 Satisfaction with: Enforcing the clean-up of junk and debris on private property in your community

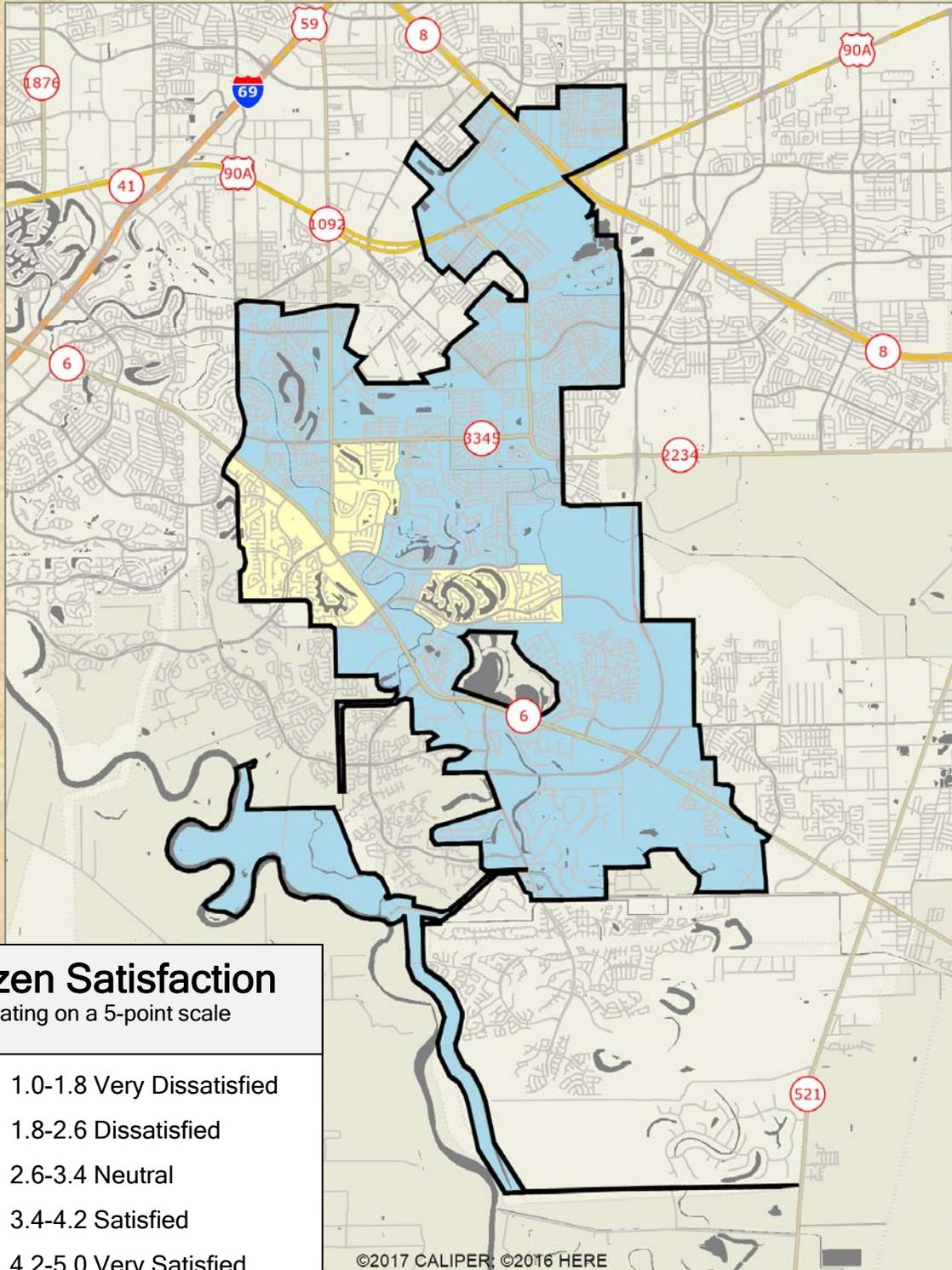


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q13.2 Satisfaction with: Enforcing the mowing and cutting of weeds and grass on private property

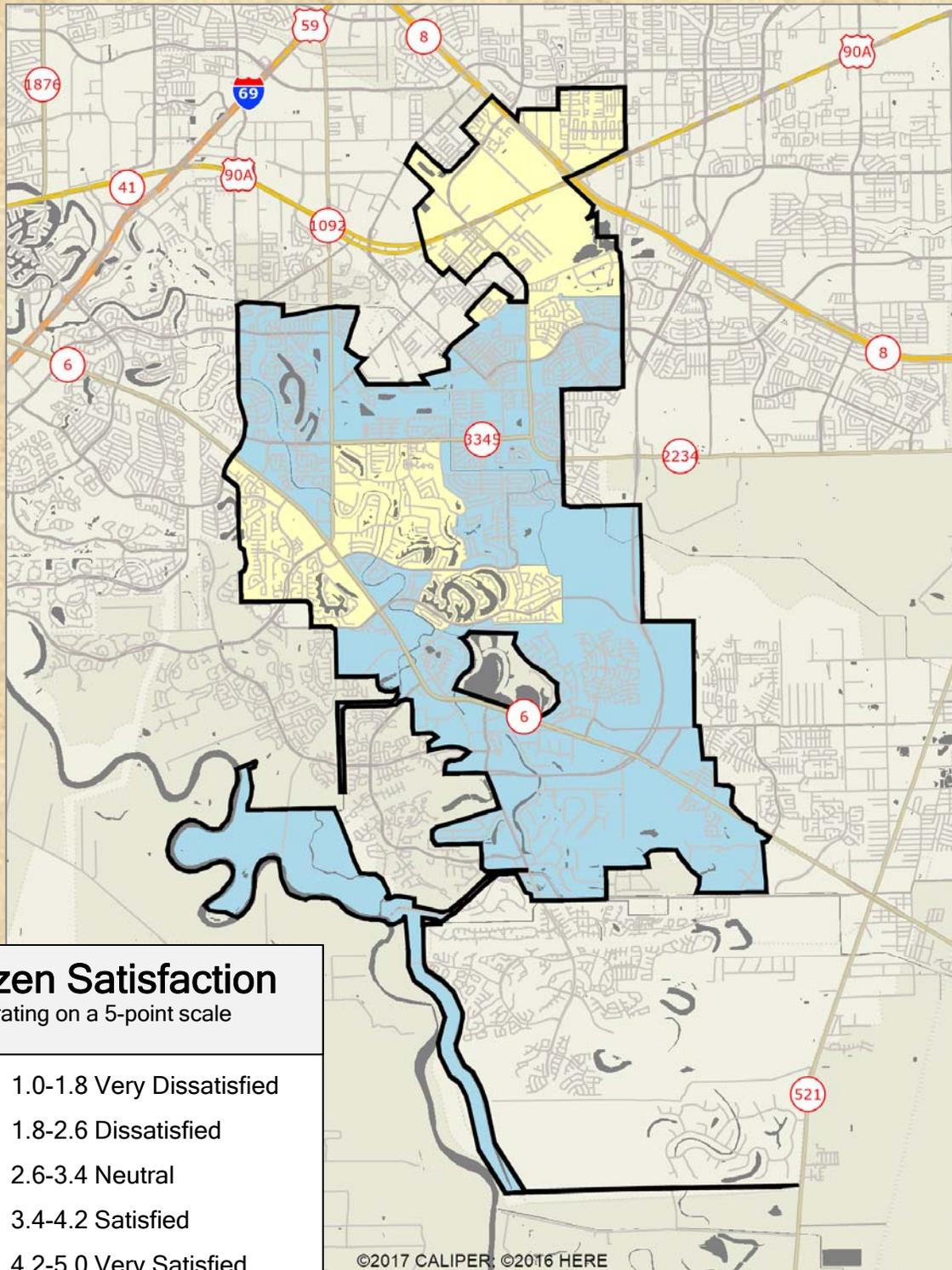


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q13.3 Satisfaction with: Enforcing the exterior maintenance of residential property

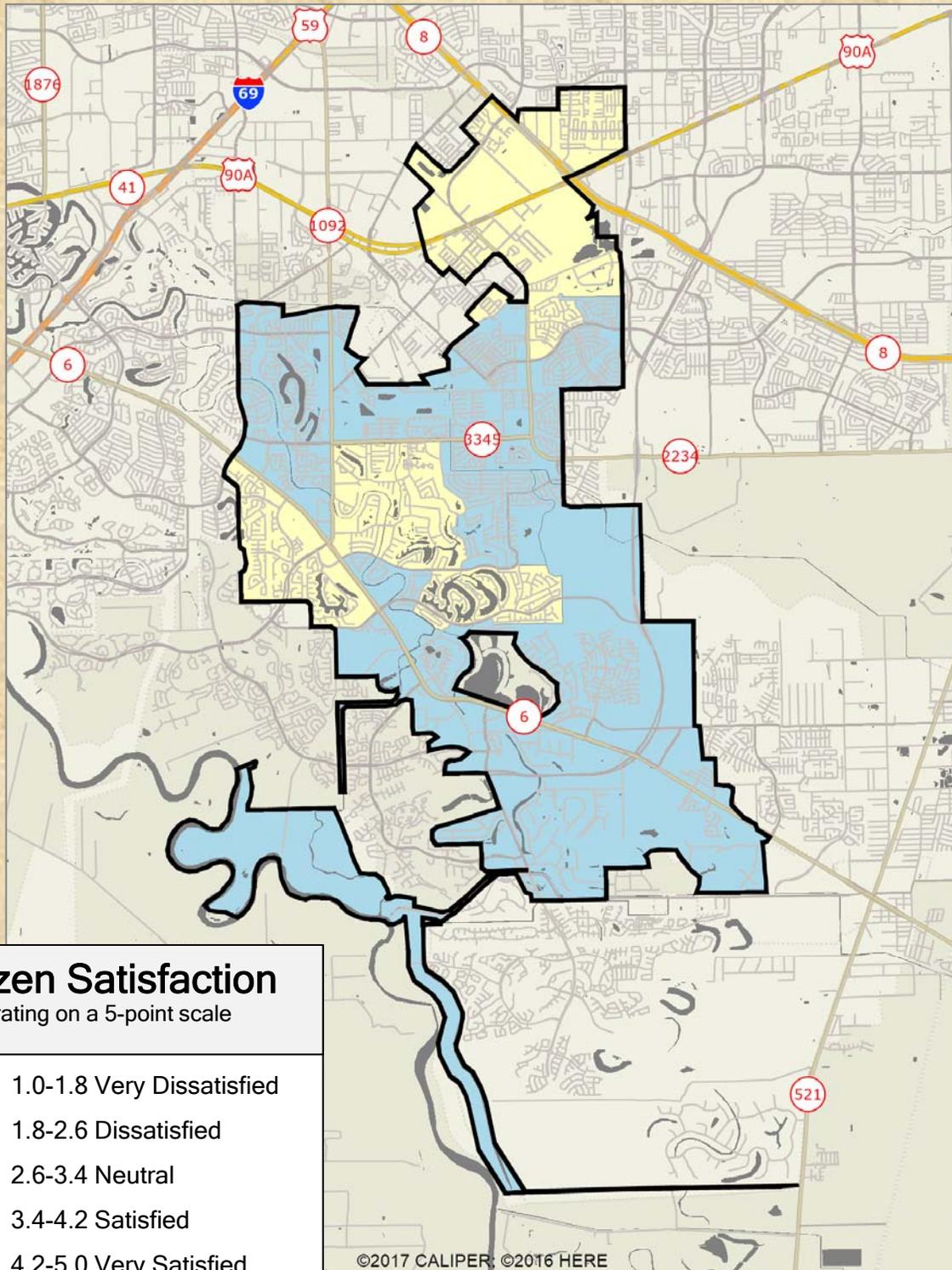


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q13.4 Satisfaction with: Enforcing the exterior maintenance of commercial/business property

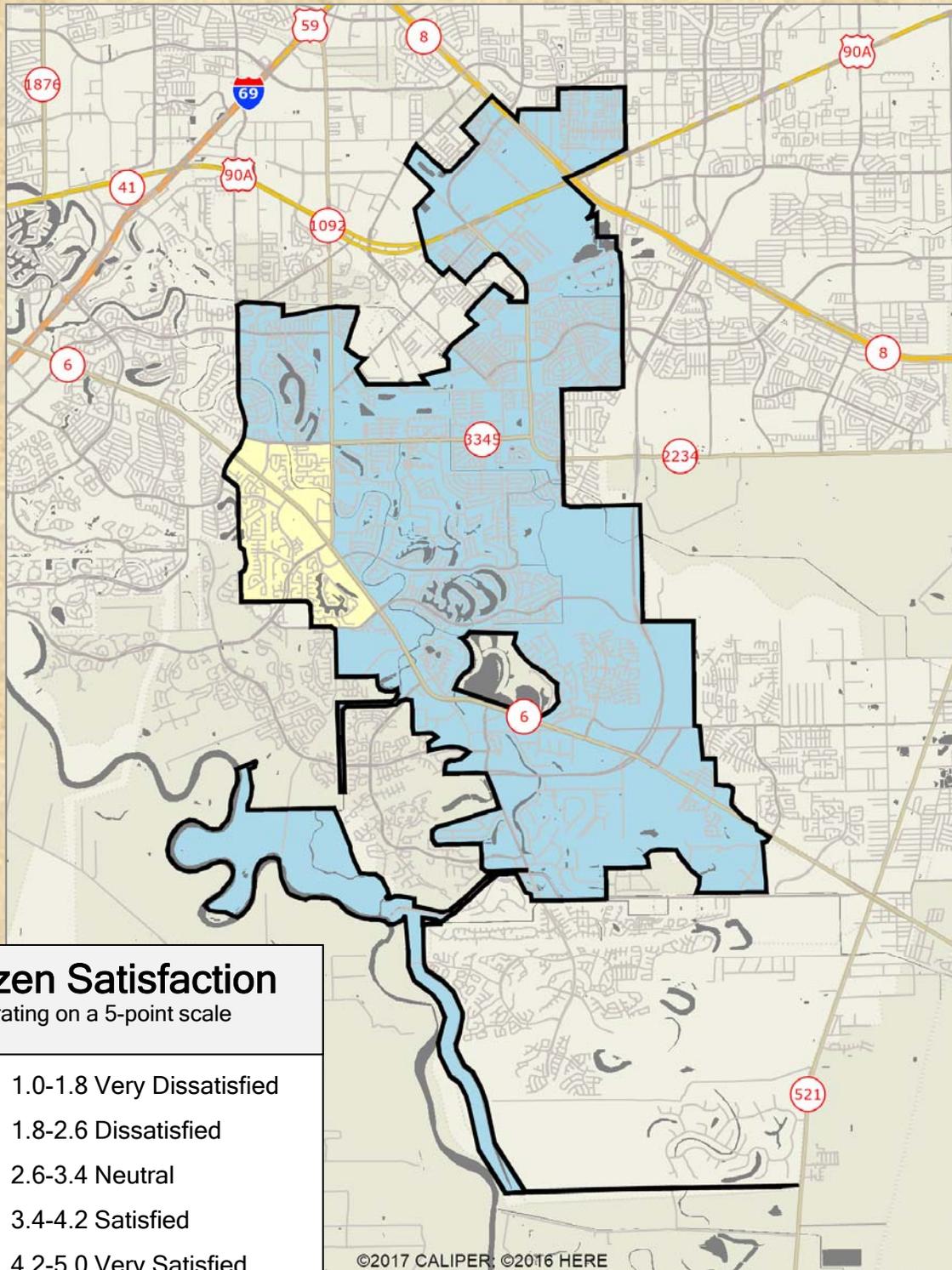


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q13.5 Satisfaction with: Enforcing sign regulations



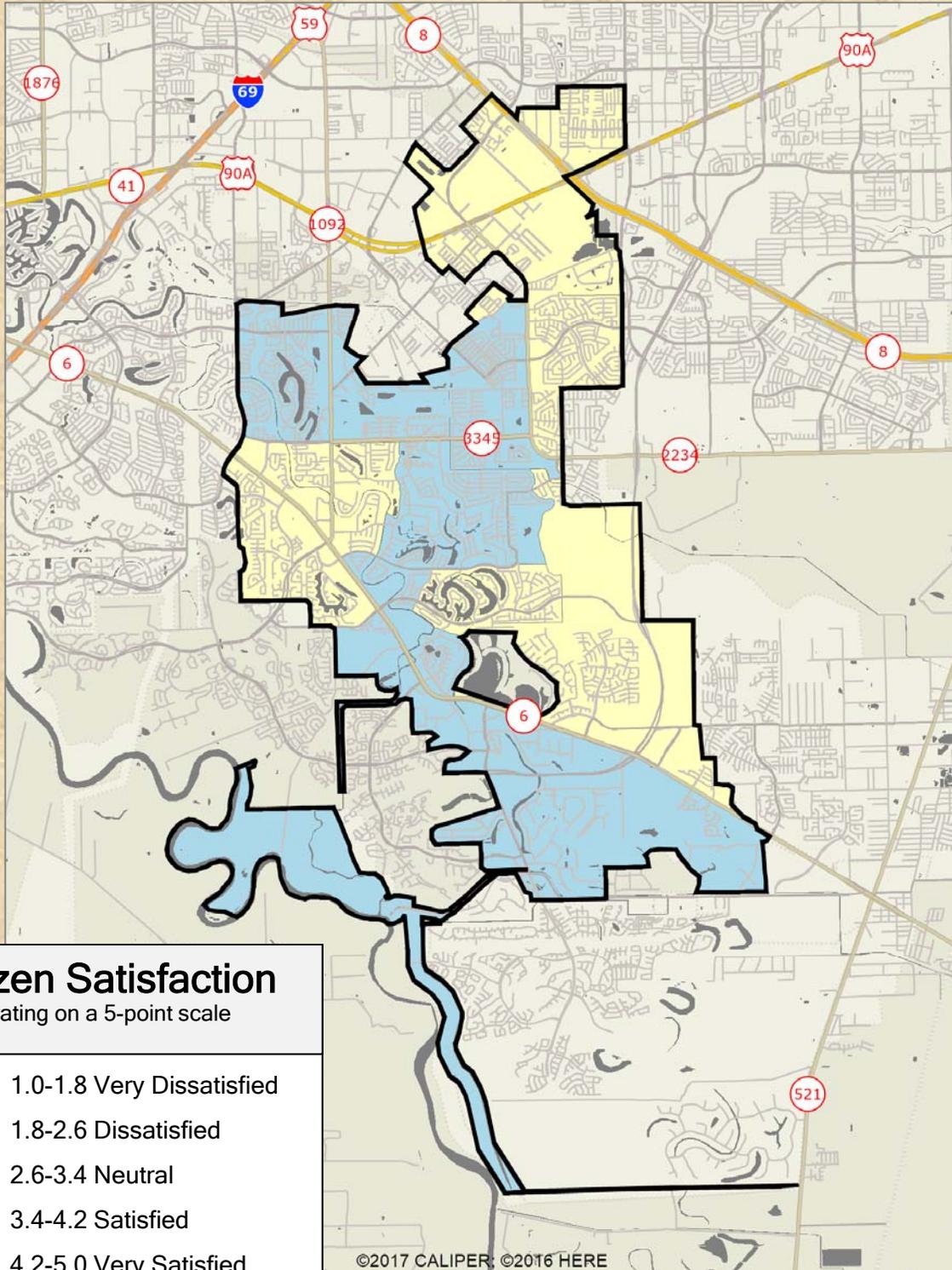
Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

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Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Satisfaction with: Enforcement of yard parking regulations in your neighborhood

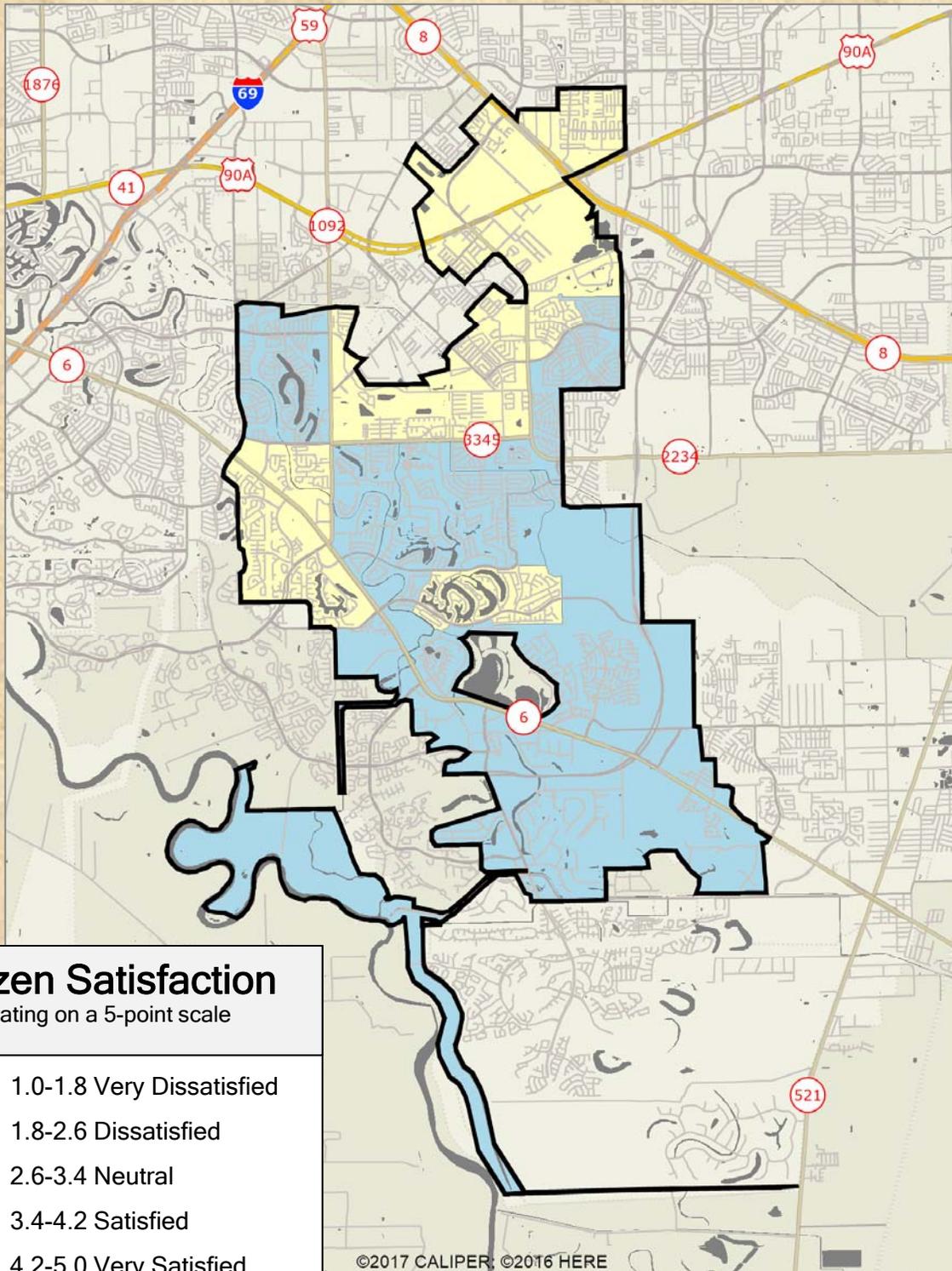


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q13.7 Satisfaction with: City efforts to remove abandoned or inoperative vehicles

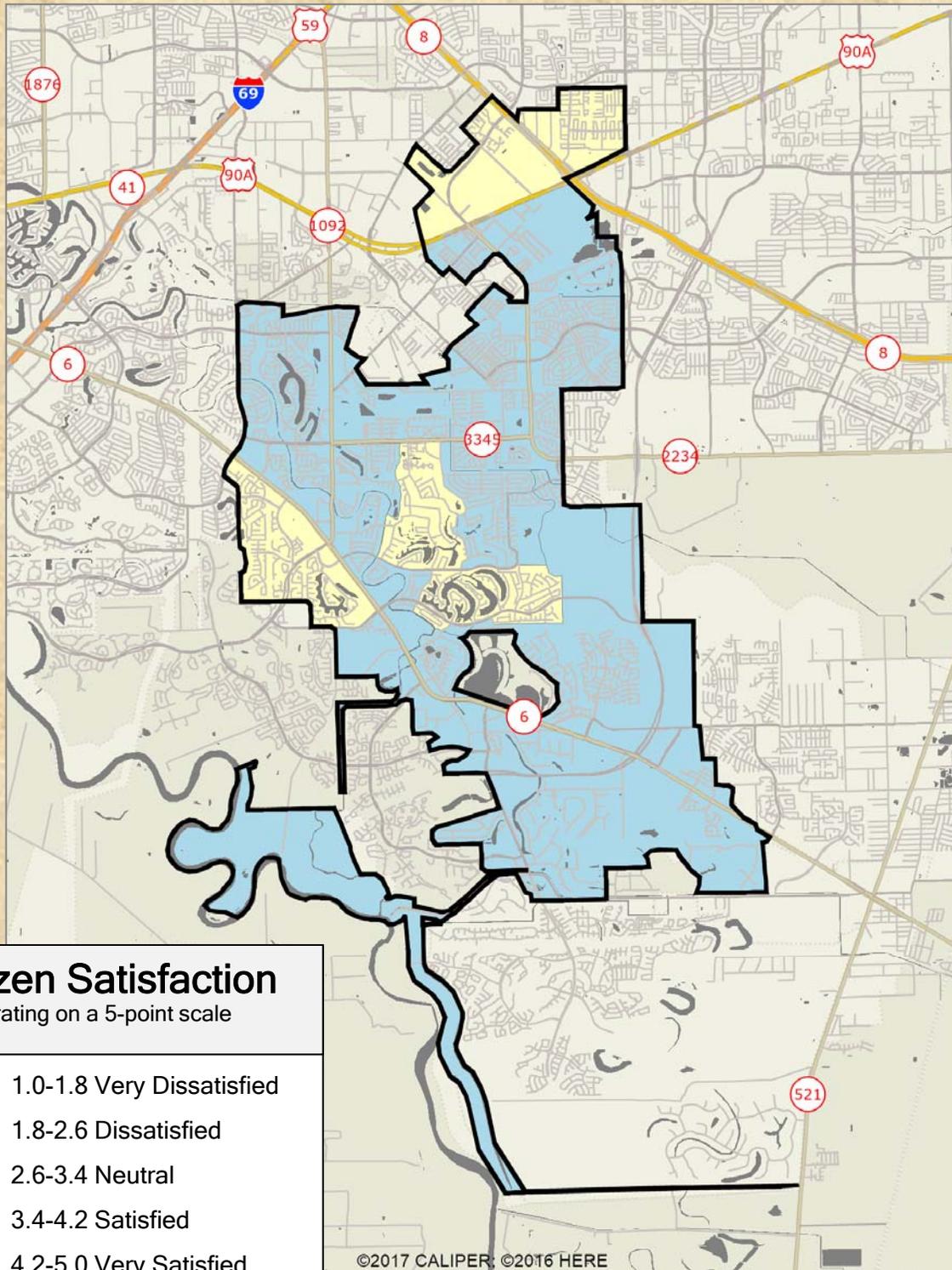


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q13.8 Satisfaction with: SeeClickFix to report code violations in the community or neighborhood

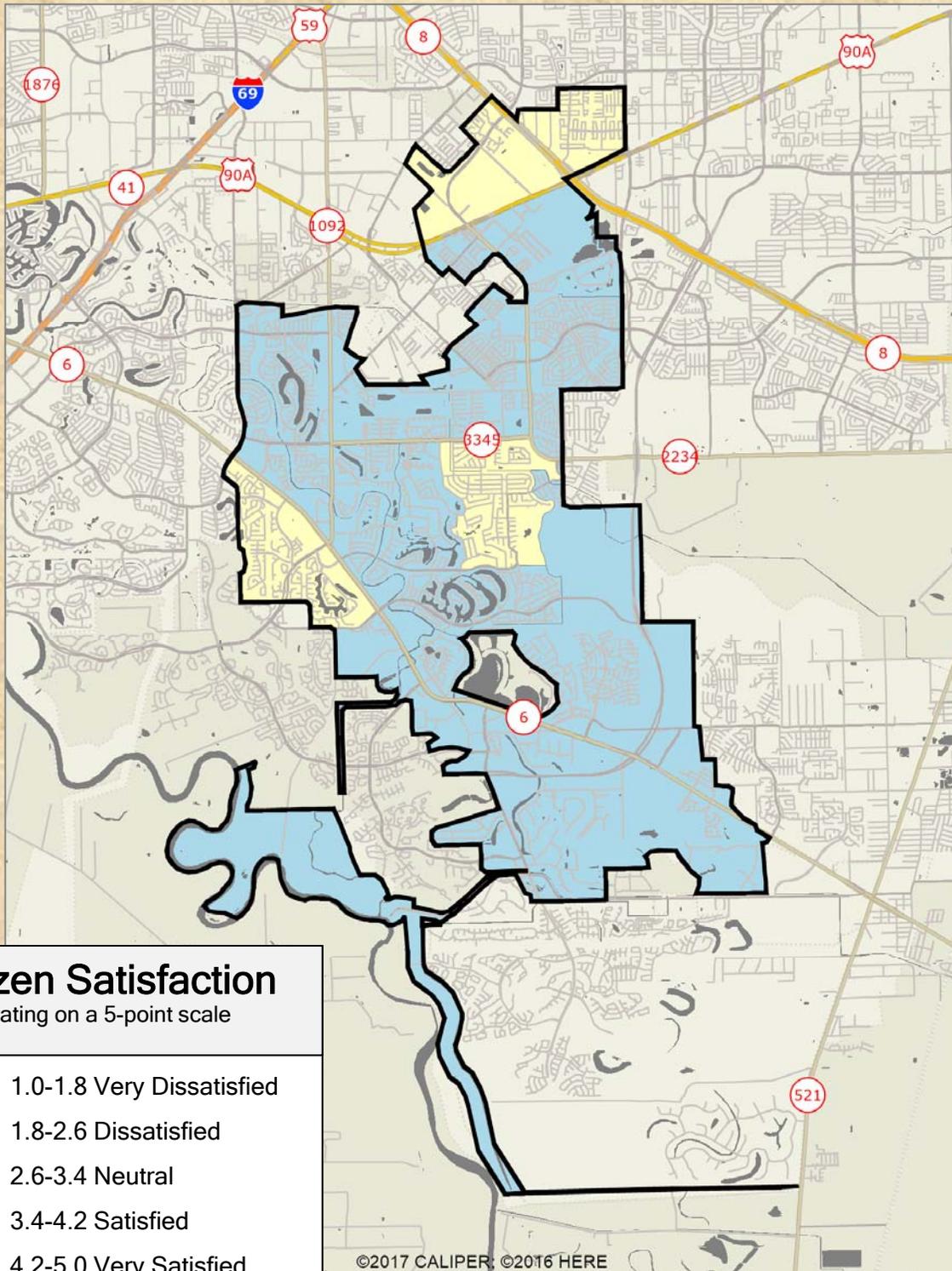


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q15.1 Satisfaction with: Availability of information about city governmental services and activities

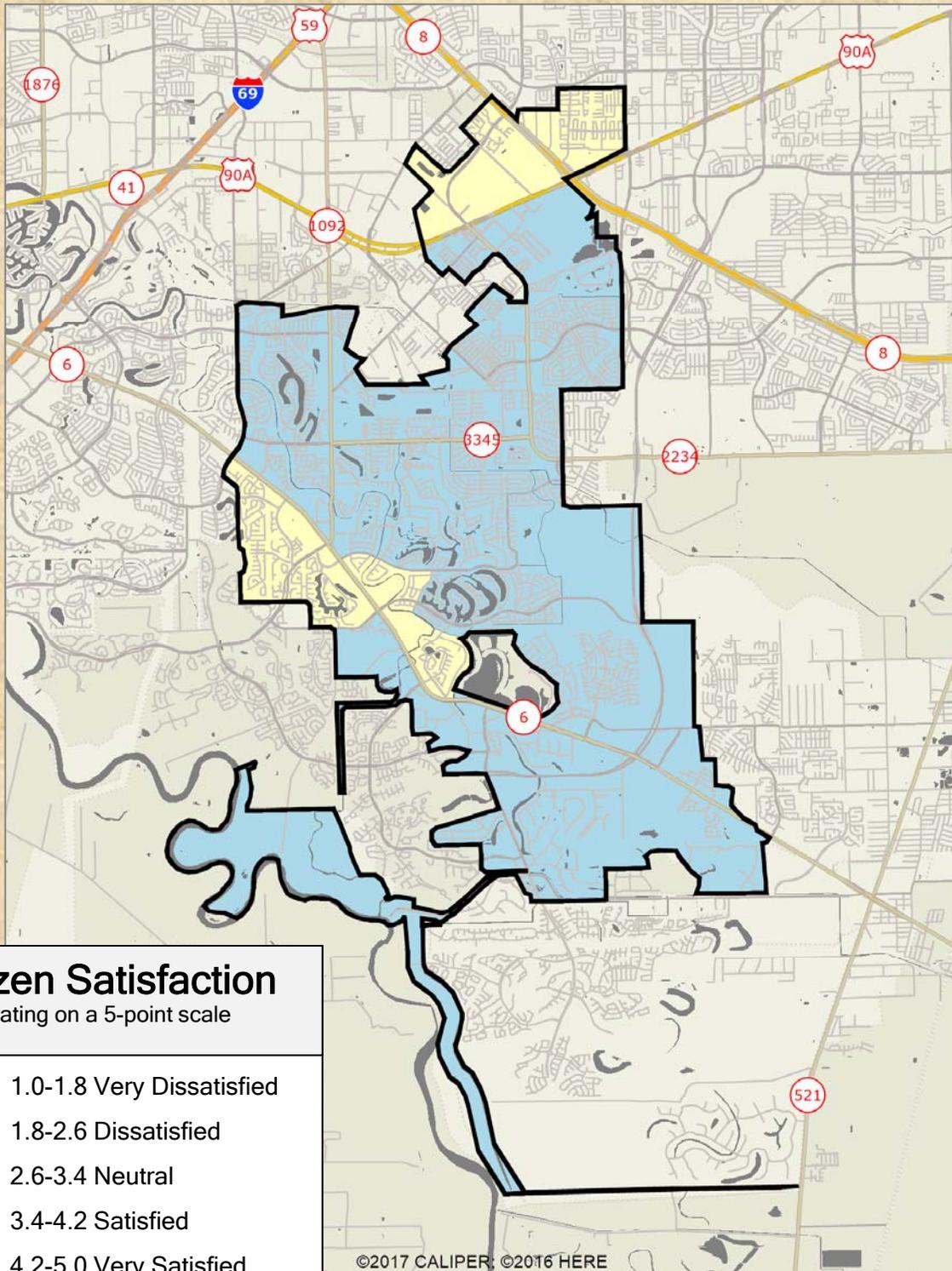


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q15.2 Satisfaction with: Timeliness of information provided by your city government



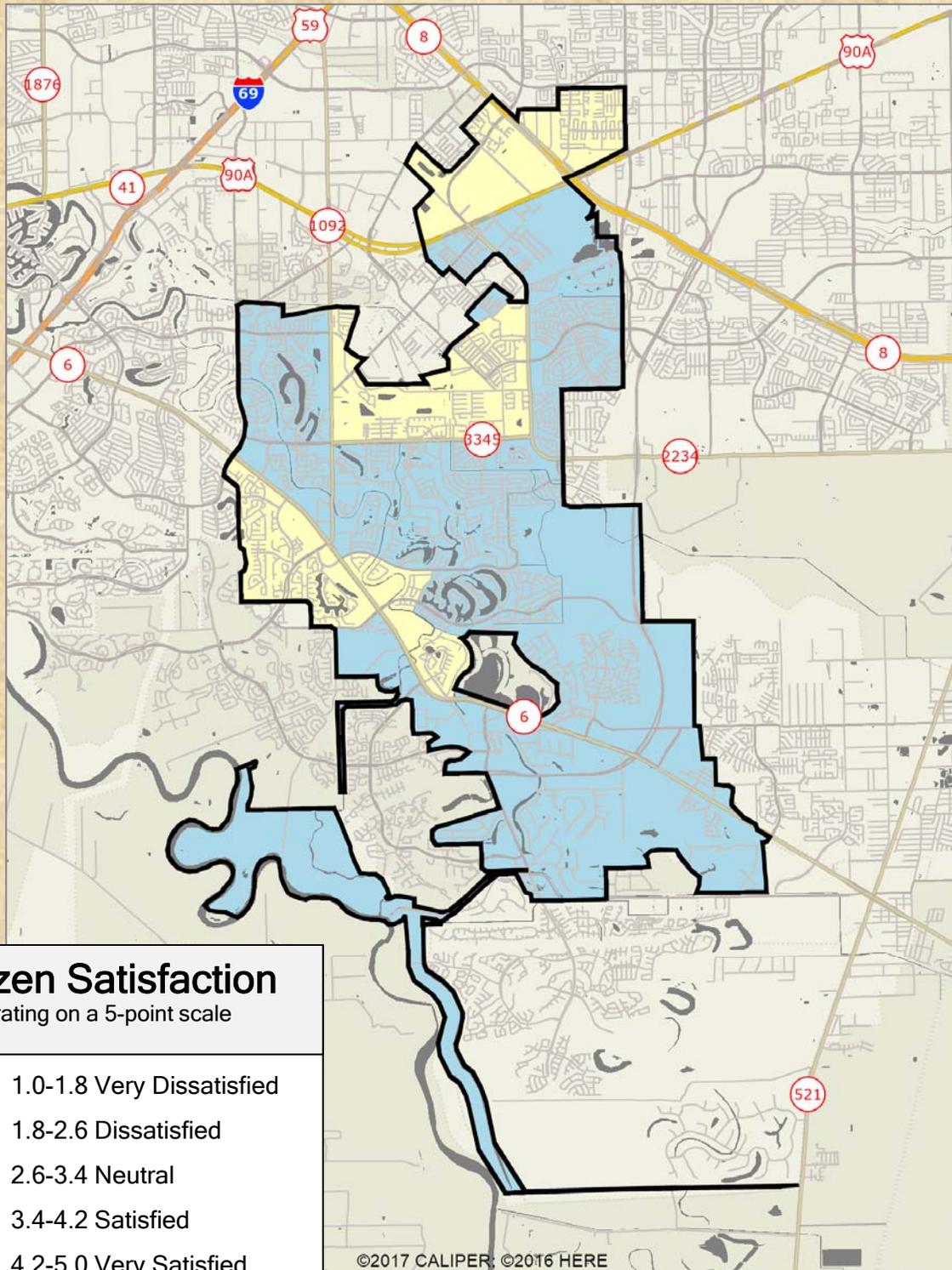
Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q15.3 Satisfaction with: Efforts by city government to keep you informed about local issues

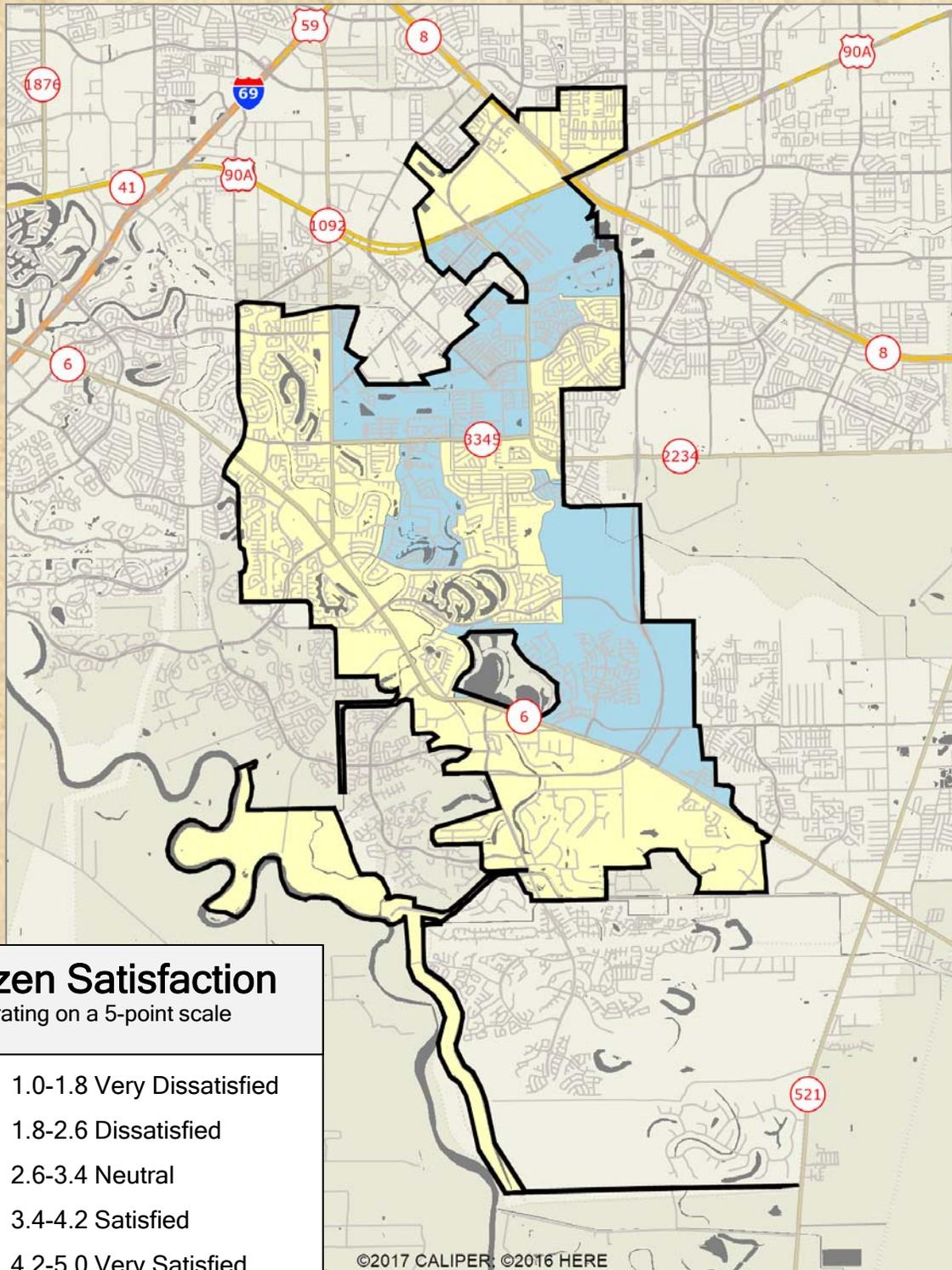


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q15.4 Satisfaction with: The quality of your city cable television channel

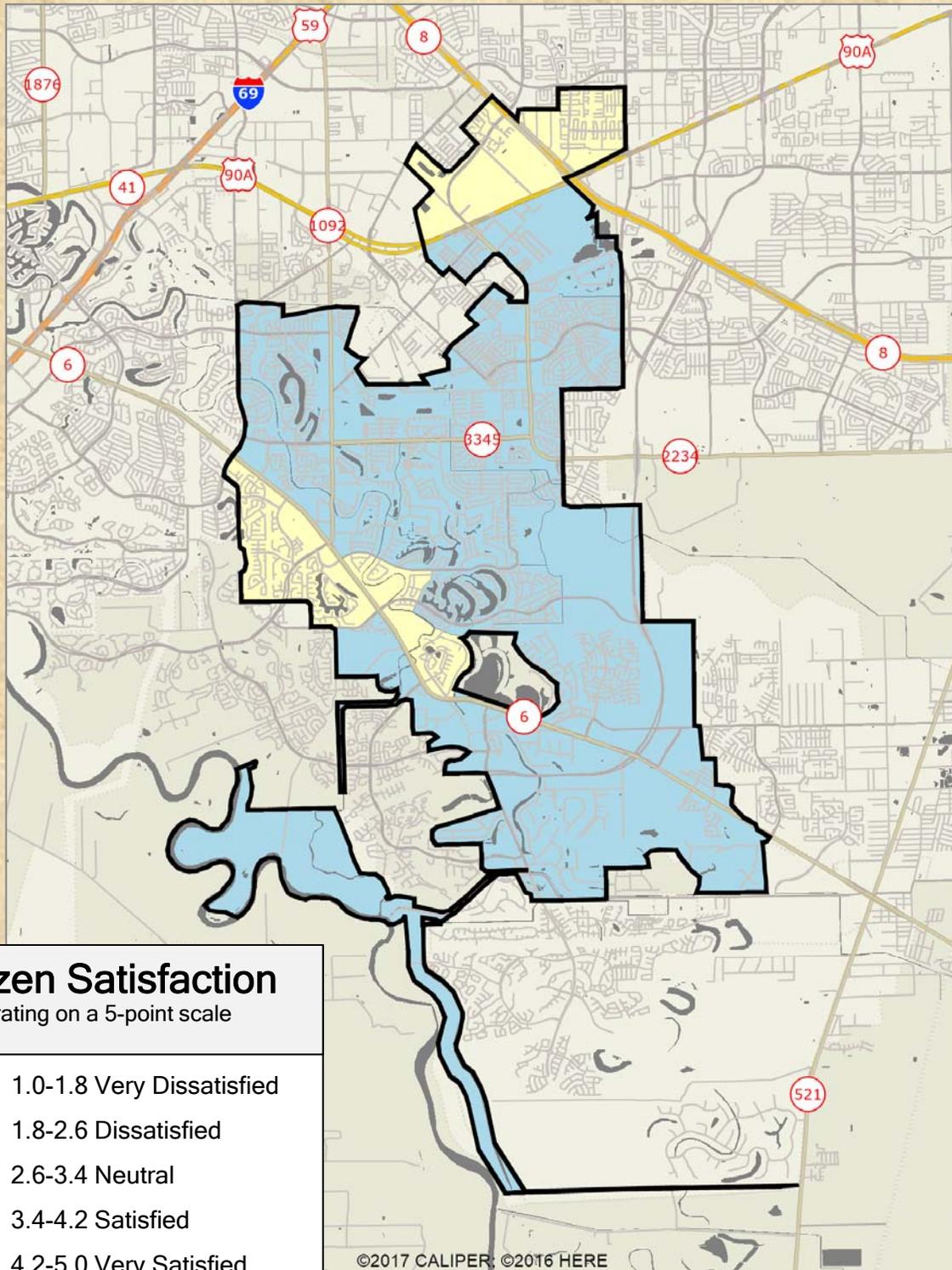


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q15.5 Satisfaction with: The quality of the city website



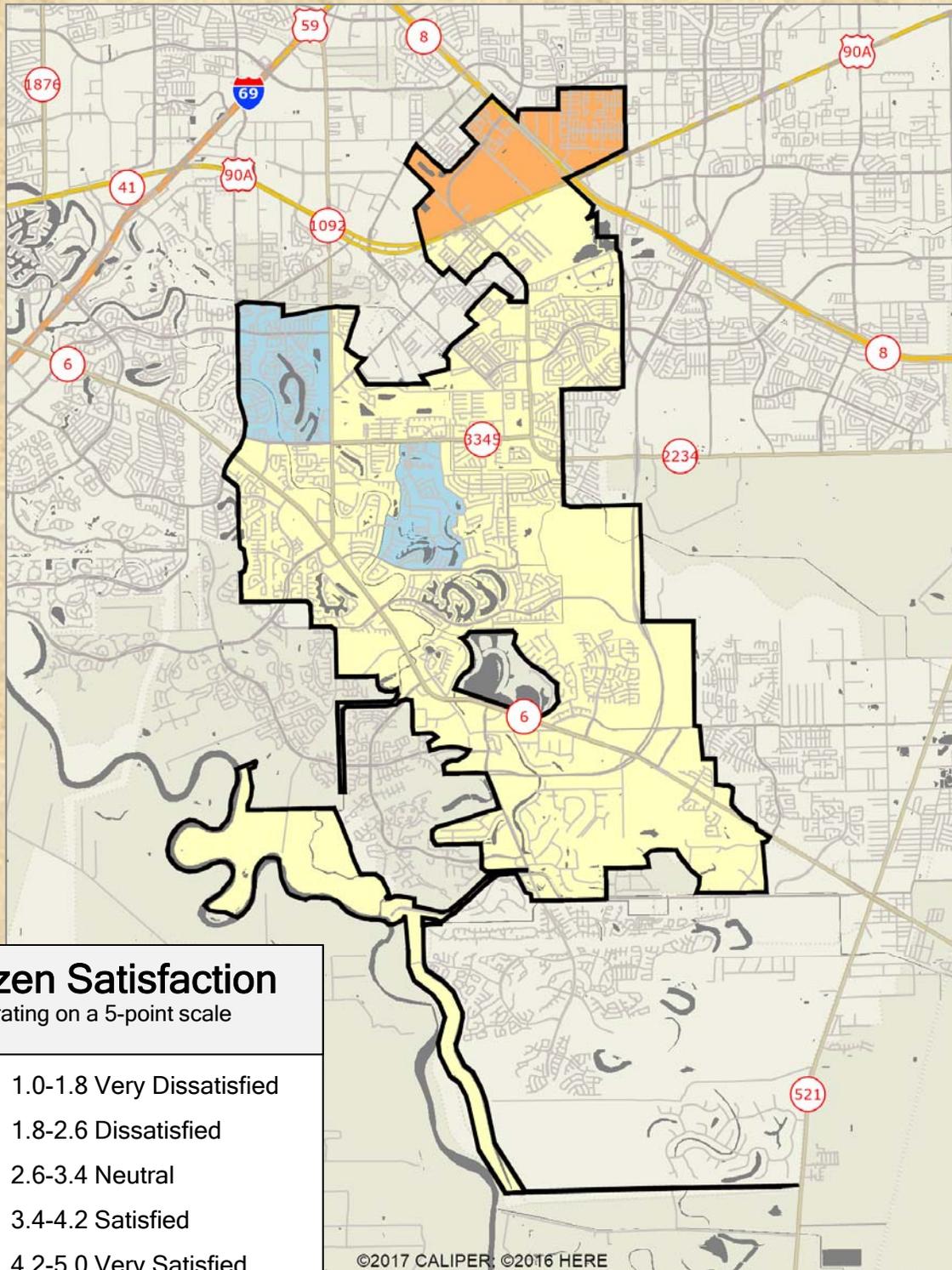
Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

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2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q15.6 Satisfaction with: The level of public involvement in local decisions

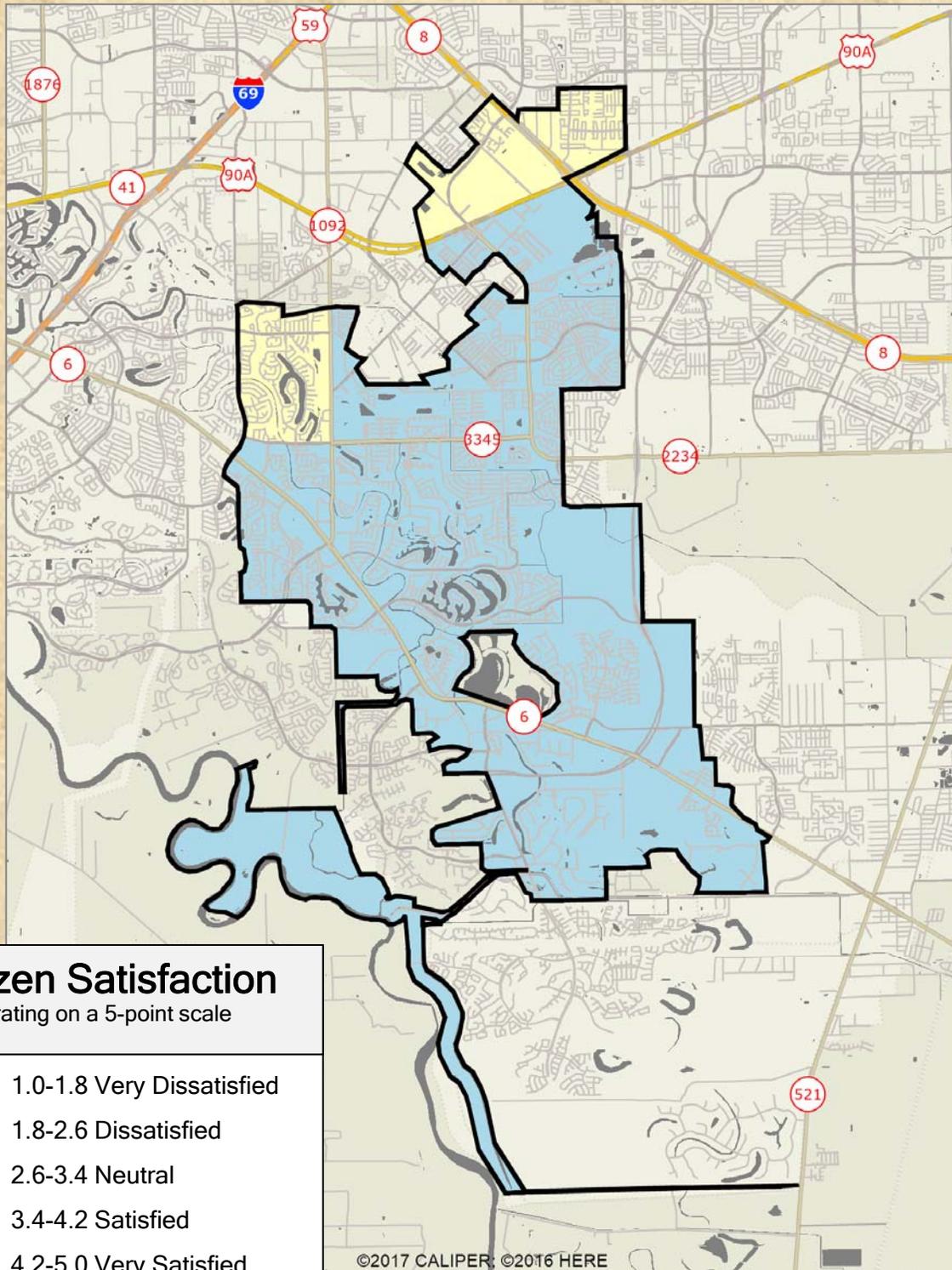


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q15.7 Satisfaction with: Quality of social media outlets

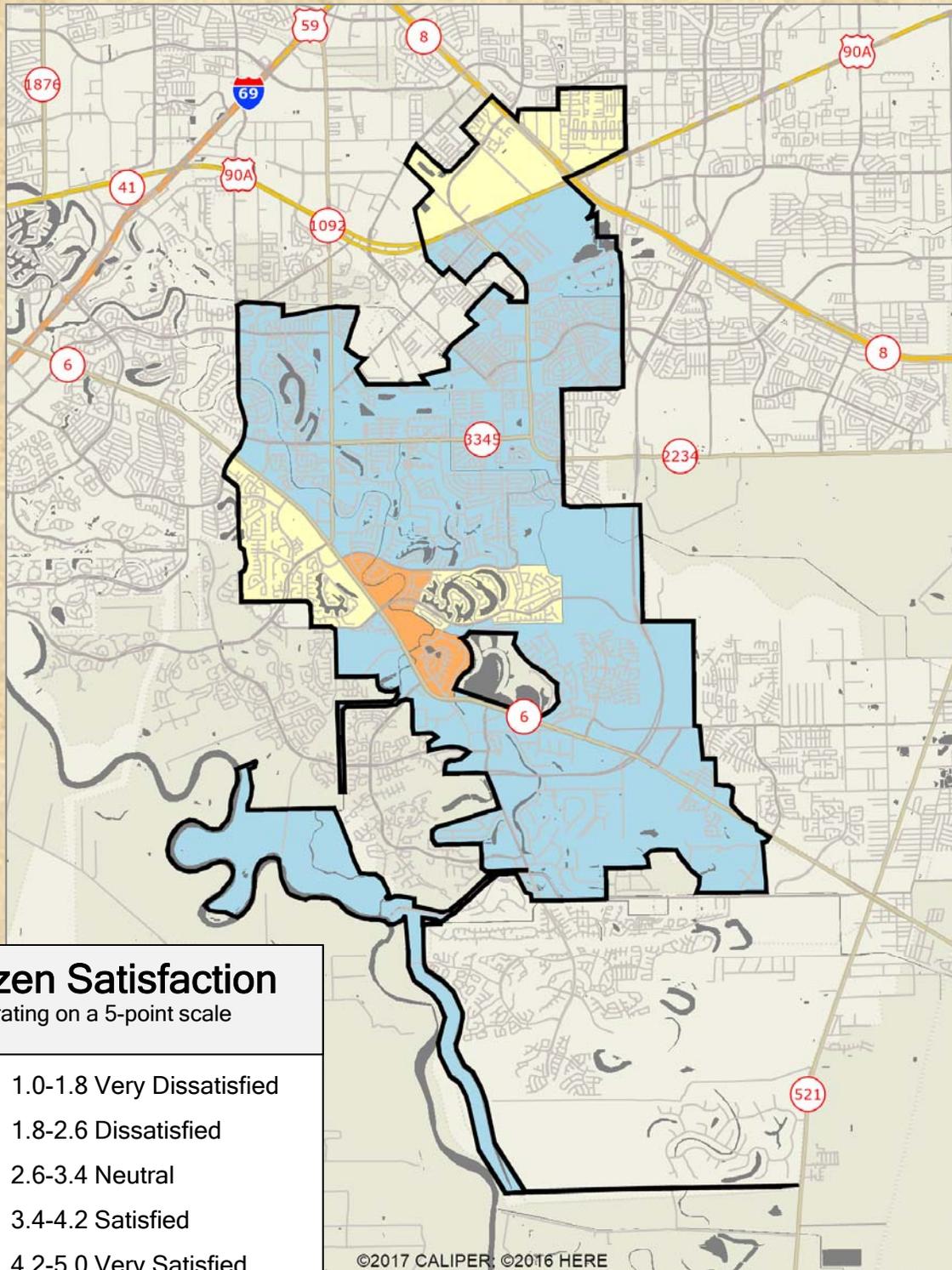


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q17a.1 Satisfaction with: How easy they were to contact



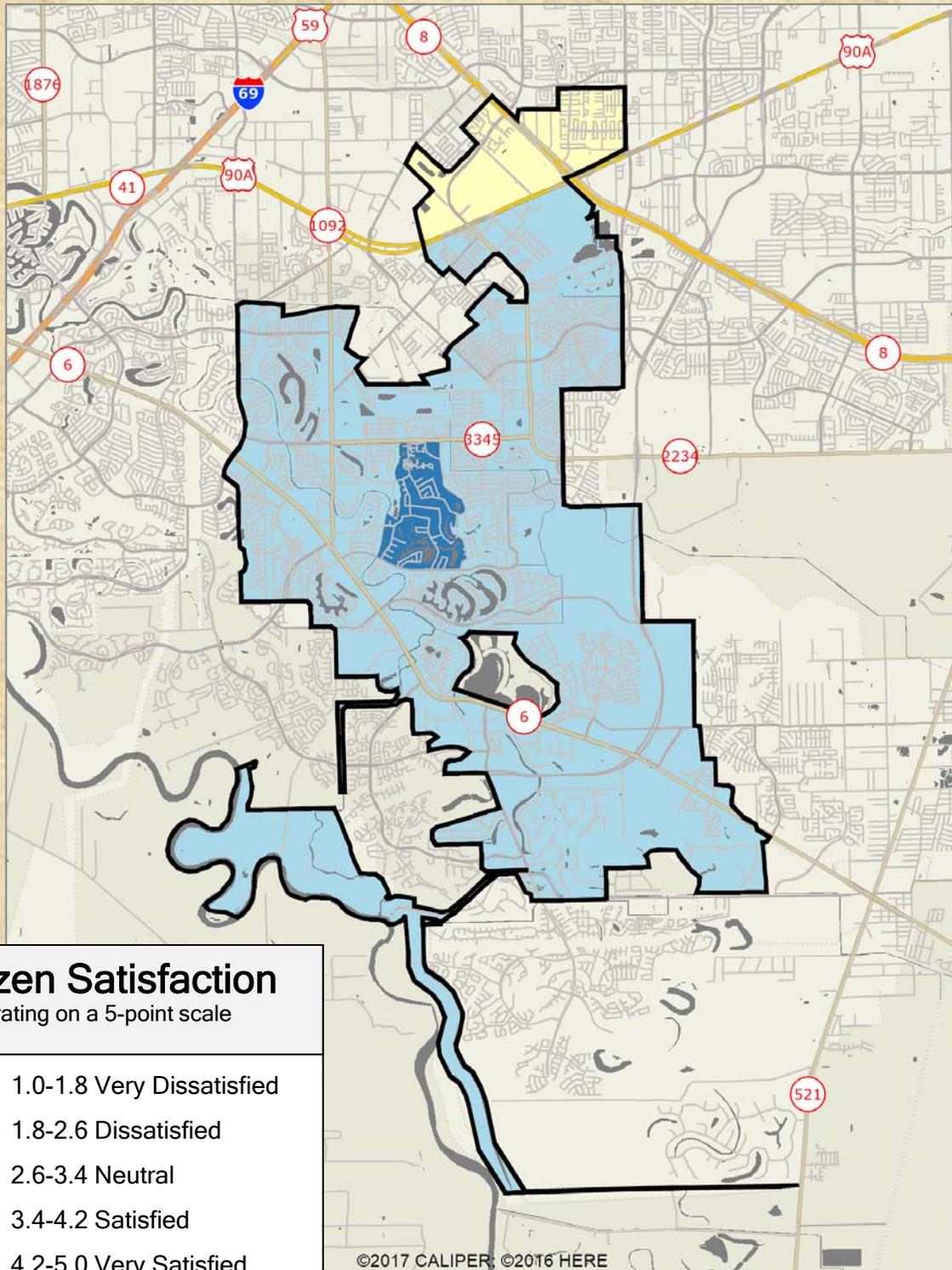
Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q17a.2 Satisfaction with: Courteousness of staff

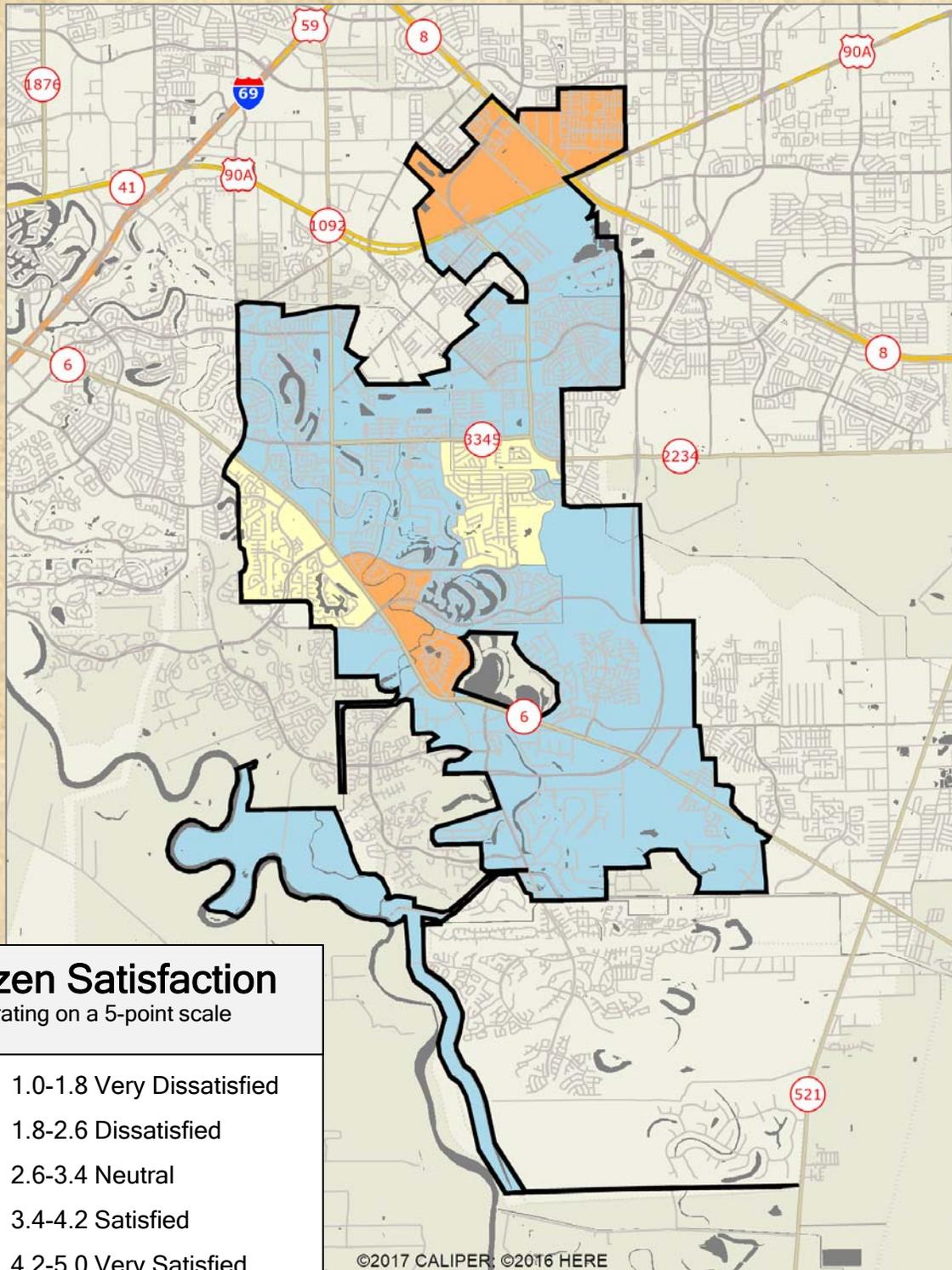


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q17a.3 Satisfaction with: The accuracy of the information and assistance given



Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

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2018 Missouri City, TX Citizen Survey

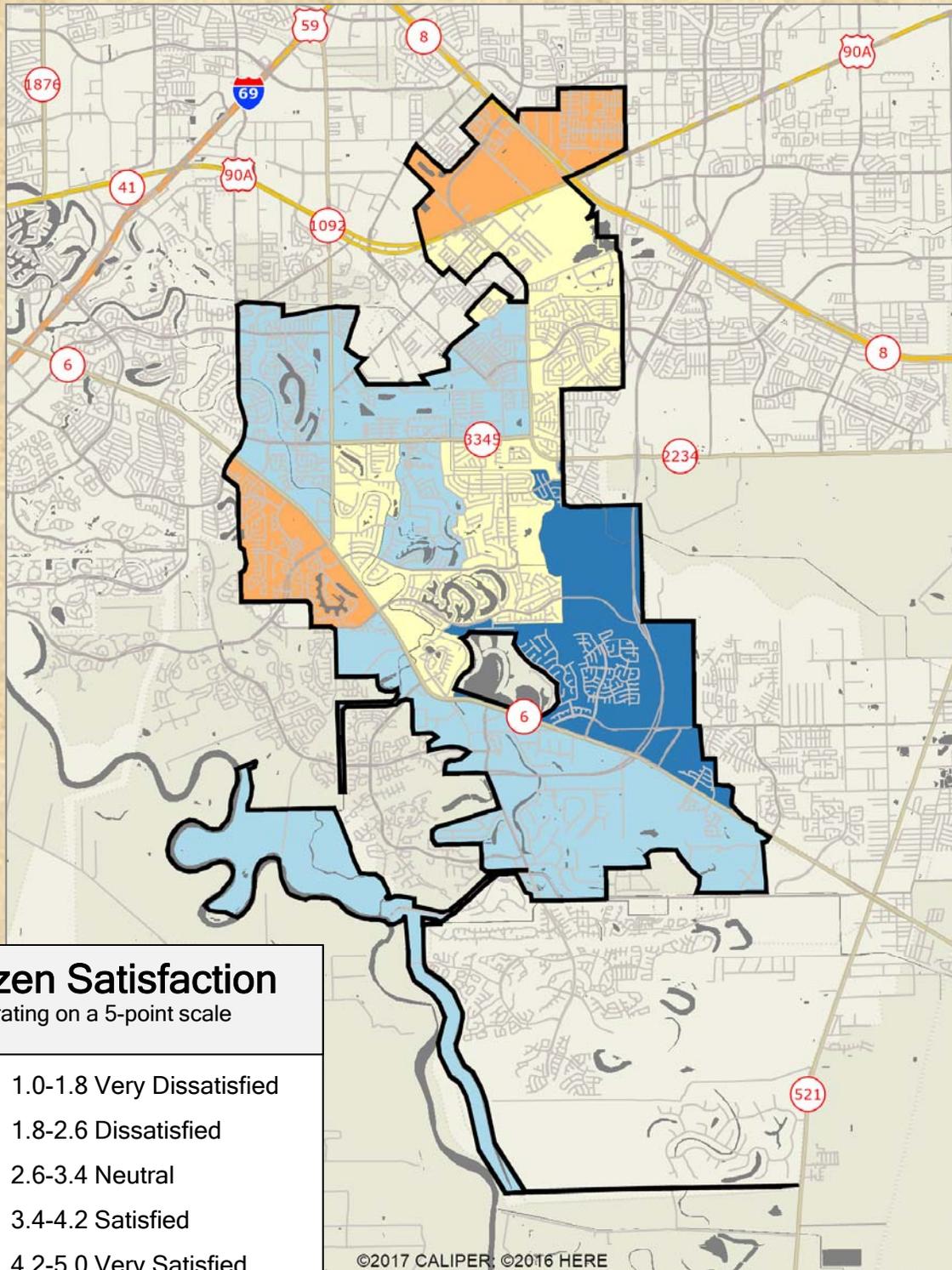
Shading reflects the mean rating for all respondents by CBG* (merged as needed)



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Q17a.4 Satisfaction with: How quickly city staff responded to your request

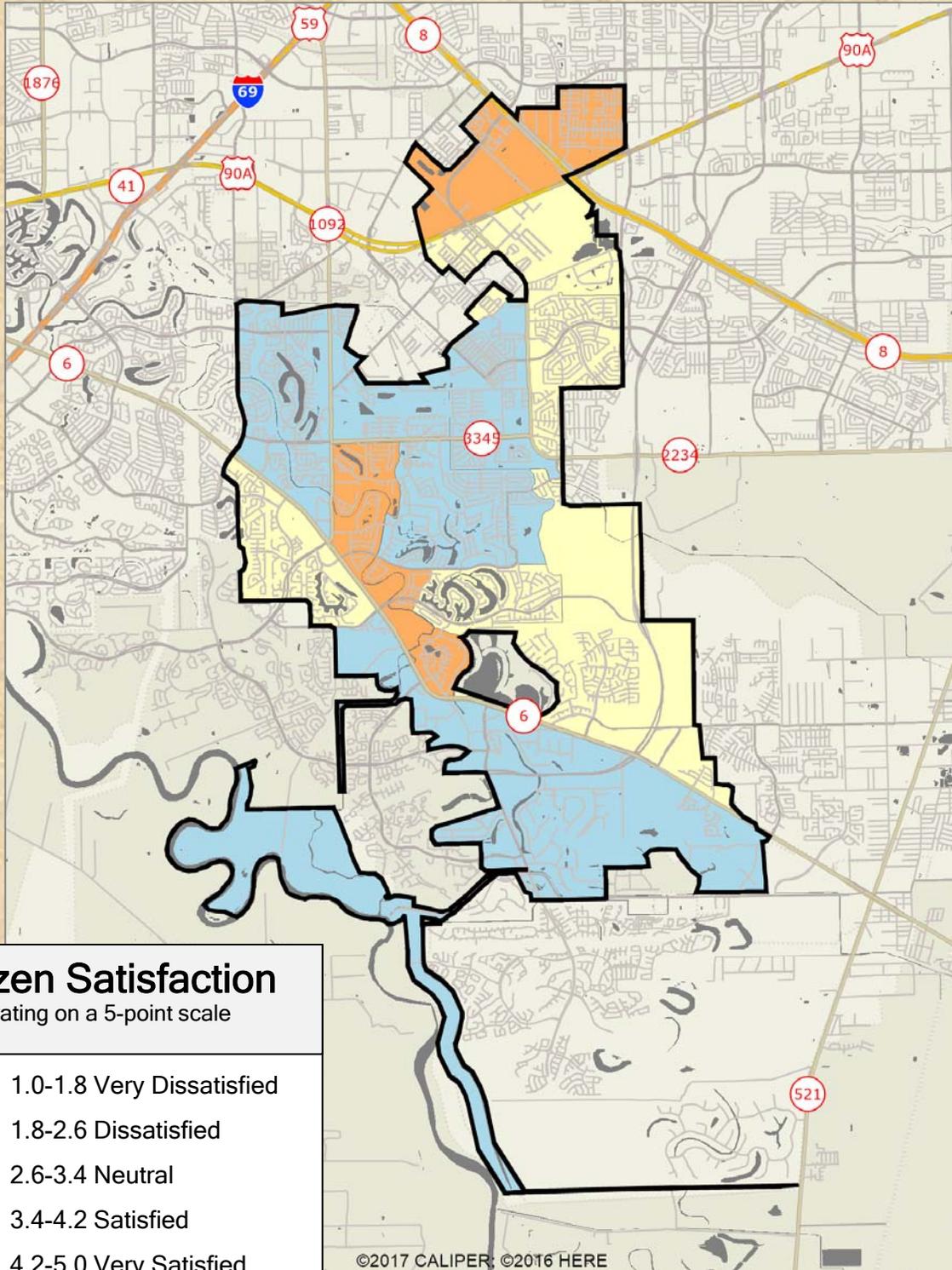


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

Q17a.5 Satisfaction with: How well your issue was handled



Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

2018 Missouri City, TX Citizen Survey
Shading reflects the mean rating for all respondents by CBG* (merged as needed)

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

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

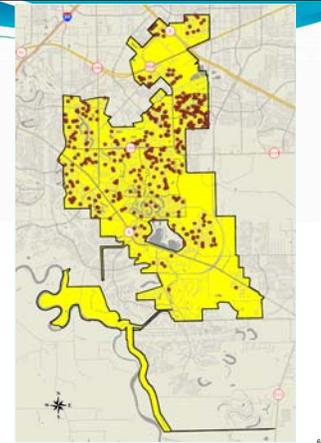
Methodology

- **Survey Description**
 - ❑ six-page survey; includes many of the same questions asked on previous survey
 - ❑ 2nd 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

Location of Survey Respondents

Missouri City 2018 Community Survey

Good Representation throughout the City

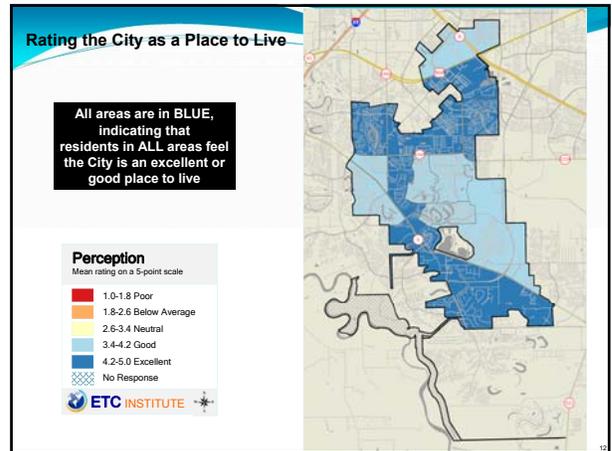
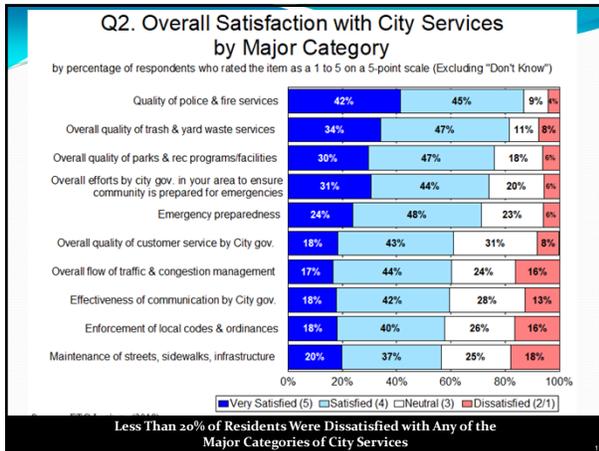
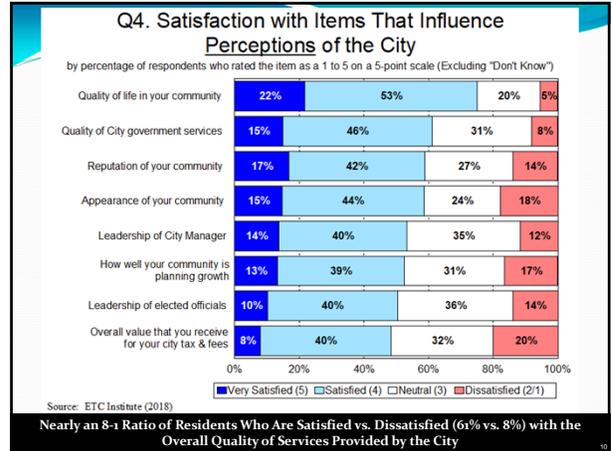
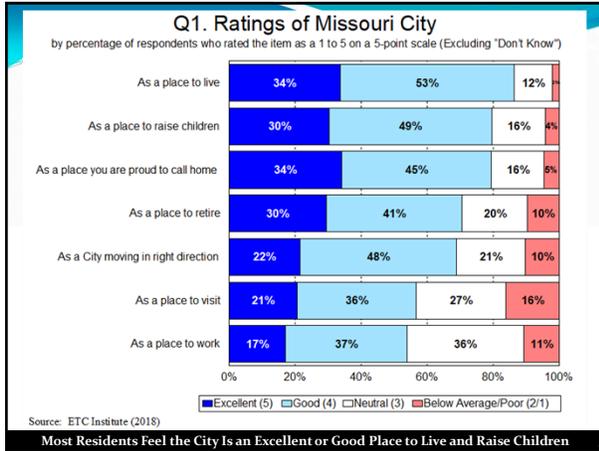


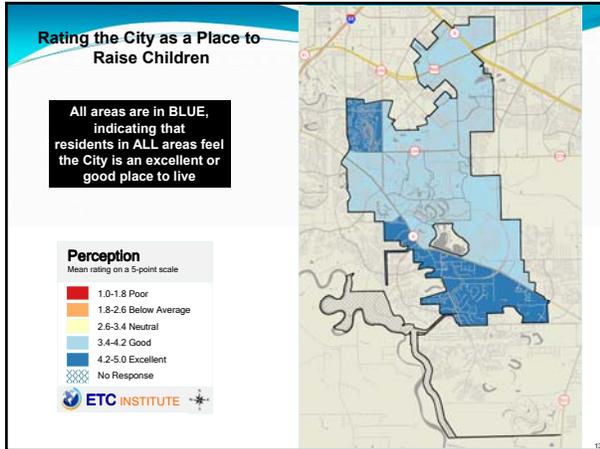
Bottom Line Up Front

- **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

Major Finding #1

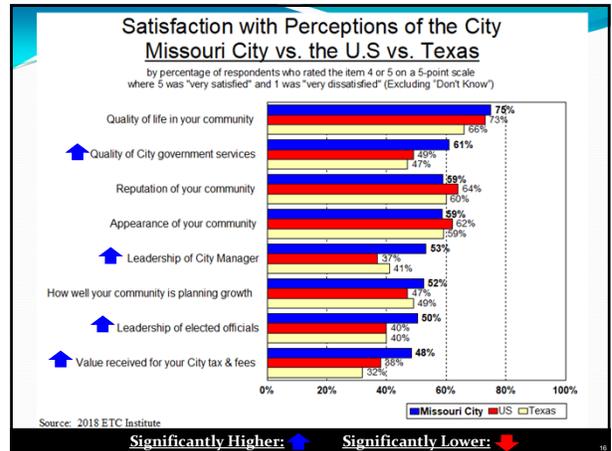
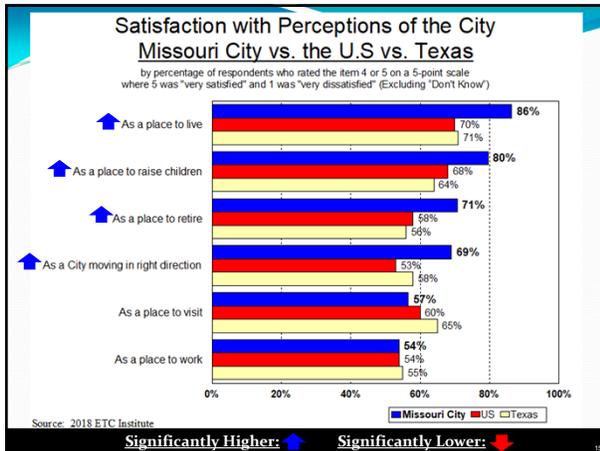
Residents Have a Positive Perception of the City

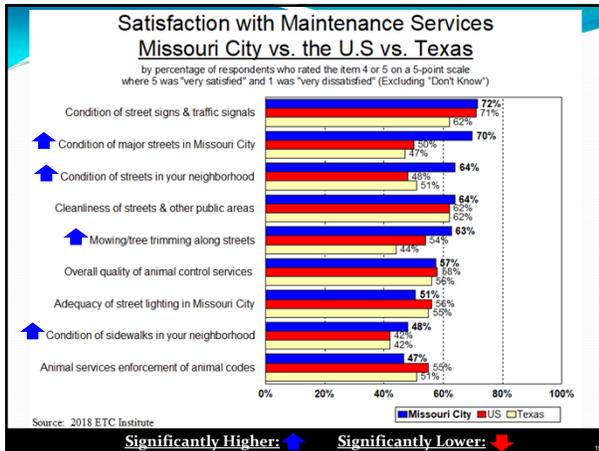
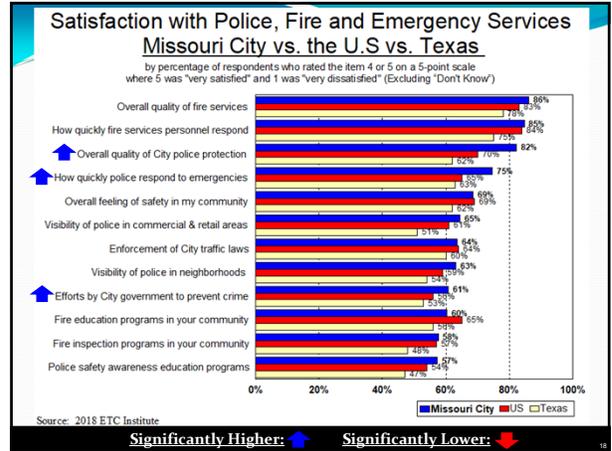
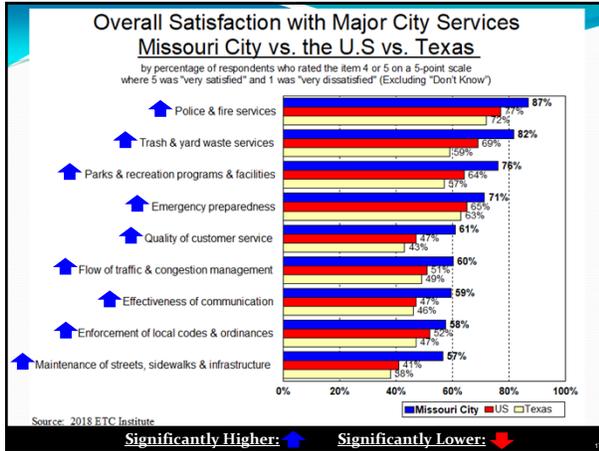




Major Finding #2

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





Major Finding #3
Trend Analysis

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

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Major Finding #4

Top Priorities for Investment

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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
Very High Priority (IS > 20)						
Maintenance of City streets, sidewalks, infrastructure	46%	1	57%	10	0.2001	1
High Priority (IS 10-20)						
Flow of traffic & congestion management	31%	3	60%	7	0.1230	2
Medium Priority (IS < 10)						
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: ←

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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
High Priority (IS 10-20)						
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
Medium Priority (IS < 10)						
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: ←

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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
High Priority (IS 10-20)						
Senior citizen programs	27%	2	42%	11	0.1572	1
Number of walking/biking trails	25%	3	53%	6	0.1161	2
Medium Priority (IS < 10)						
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: ←

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
High Priority (IS 10-20)						
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
Medium Priority (IS < 10)						
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

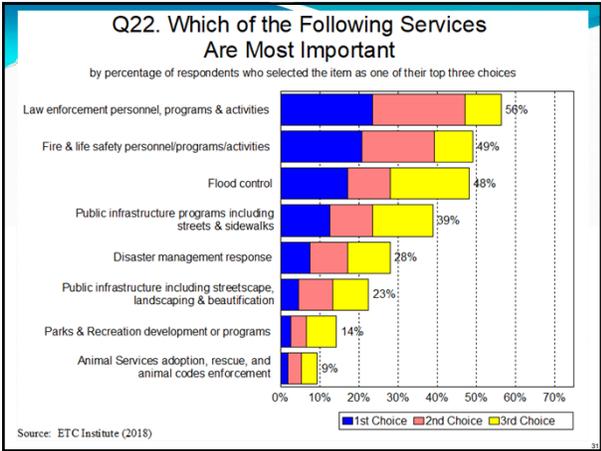
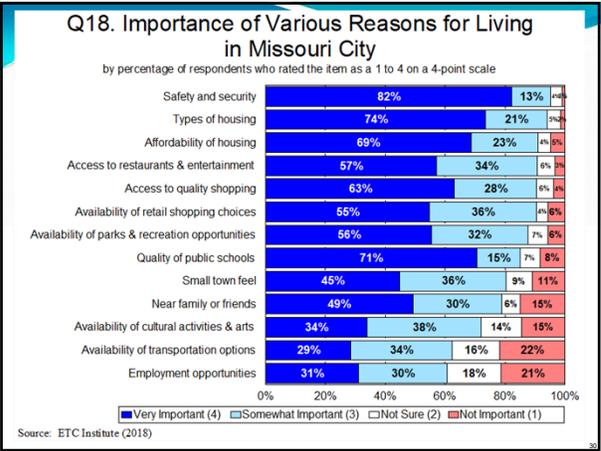
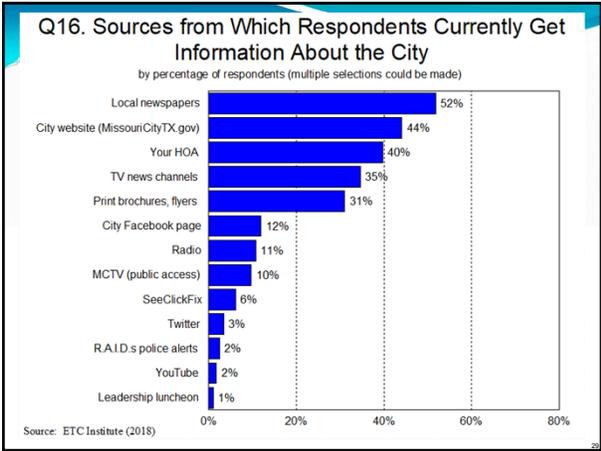
Public Works Priorities: ←

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
High Priority (IS 10-20)						
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	28%	3	57%	5	0.1095	3
Enforcing exterior maintenance of business property	23%	4	54%	8	0.1067	4
Medium Priority (IS < 10)						
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: ←

Other Findings



Summary

- **Residents Have a Positive Perception of the City**
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 - ❑ Police and Fire Services

Questions?

THANK YOU!!



**CITY COUNCIL
AGENDA ITEM COVER MEMO**

July 16, 2018

To: Mayor and City Council
Agenda Item: 2(b) Consider and discuss the Development Services Department/ Plan Review Update.
Submitted by: Otis T. Spriggs, Director of Development Services

SYNOPSIS

The Development Services Department hopes to provide Council with an overview and status of the Development review and approval process, and discuss measures we are pursuing to simplify and streamline review cycles.

Missouri City has seen a vast amount of development and redevelopment activity as of recent. Recent Economic Development reports have highlighted some of that activity, such as the following:

Recently Opened:

- Family Dollar (12620 Fondren Rd)
- Starbucks (1321 FM 1092)
- Take 5 Oil (1405 FM 1092 & 9626 Hwy 6)
- Kiddie Academy (3811 Raoul Wallenberg Ln)
- Capone's Pizza (3434 FM 1092, Ste 300)
- The Lot (3823 FM 1092, Ste B)
- Chik-fil-A (9130 Hwy 6)
- IHOP (9220 Hwy 6)
- Jack in the Box (9310 Hwy 6)

Various business at Sienna Christus Retail Center (9340 Hwy 6) including NOLA Poboy's (Ste 100); T-Mobile (Ste 170); GNC (Ste 200); Davita Dialysis (Ste 400); Sienna Flooring & Moore (Ste 700).

Various business at Silver Ridge Shopping Center (4340 Sienna Pkwy) including Bean Here Coffee (Ste 100); Sienna Cryo (Ste 106); Green Oaks Cleaners (Ste 108); Faith Hanson Salon (Ste 110); F45 Training (Ste 114).

New Development in Progress:

- POCAS International - Lakeview Business Park (711 Buffalo Run)
- Wilbanks & Associates, Inc. headquarters – Lakeview Business Park (735 Buffalo Run)
- Liberty Ridge (Housing development off of Staffordshire)
- Fairfield Inn & Suites (3533 FM 1092)
- Tang City Plaza, Bldg C (4899 Hwy 6)
- Holiday Inn & Suites (5007 Hwy 6)
- Rivergate Shopping Center (5422 Hwy 6)
- The Shops at Pebble Creek (7022 Hwy 6)
- River Pointe Church (7057 Knights Ct)
- Olympia Gymnasium (7100 Knights Court)
- Sienna Ranch Shopping Center (6118 Sienna Ranch Rd)

- Harvest Natural Market (4603 Sienna Pkwy)
- The Shops at Sienna Parkway (9101 Sienna Crossing Dr)
- Lupe Tortilla (9211 Hwy 6)
- Shoppes at Plantation Crossing (9502 Hwy 6)
- Dana Y Center (9612 Hwy 6)
- Parks Edge (Housing development off of Lake Olympia Pkwy)
- Dry Creek Village (Housing development off of Fort Bend Toll Road)
- BlueWave Express Car Wash (10120 Hwy 6)

Other Announced Projects:

- Ingco Business Park (13255 Stafford Rd, Bldg 1; 13419 Pike Rd, Bldg 2; 13427 Pike Rd, Bldg 3)
- Mundial Development (1511-1535 Industrial Dr)
- C Store Retail Building (2202 Texas Pkwy)
- Retail Center on Texas Parkway (Former Sonic location) (3003 Texas Pkwy)
- Gala at Texas Parkway & Jubilee at Texas Parkway (Senior housing projects on Texas Parkway) (3102 & 3302 Texas Pkwy)
- The Learning Experience (3451 FM 1092)
- Hat Creek Burger (5414 Hwy 6)
- Fort Bend Dental (3717 Township Ln)
- Knights Court Office Park (7070 Knights Ct)
- Regions Bank (9129 Hwy 6)

The City's targeted economic development efforts have also had a successful year. Among the City's successes are six new projects that have already been approved and have begun the development process, such as:

- Best Buy's \$85 million new investment in a 550,000 SF distribution at Beltway 8 and US 90A (636 Hwy 90A)
- Ridge Development's new 475,000 SF speculative warehouse project (611 S. Cravens Rd)
- Nature's Best new ~65,000 processing facility (521 Hwy 90A, Ste 190)
- Comcast's new 35,000 SF service center (551 Buffalo Lakes Dr)
- Warren Valve's new ~200,000 SF warehouse and distribution center in Lakeview Business Park (14923 Fairway Pines Dr)
- Phillips Edison's \$600,000 update to Quail Valley Shopping Center (2601 Cartwright Rd).

With so many moving parts, the development review process challenges our resources at a great extent, due to the fact that there are so many other components of the Planning process from a day-to-day operational standpoint. In addition, to date there over 33 pending review projects, which involve multiple disciplines, such as Engineering, Fire, Building, Health as well as Planning, in concurrence with applicable outside agencies. Other routine reviews and cases outside of commercial reviews totaled over 1,200 reviews this year, which cover plats, pre-development inquiries, rezoning's, special zoning cases etc.

In efforts to overcome the current "crunch", administrative leaders are seeking out a short-term solution to aide in maintaining current review deadlines.

Below are permit totals to date:

Permit Activity to Date:

Building Permits: 5,713 permits were issued thus far this fiscal year (530 permits in were issued in to-date) with an estimated \$51,385,443.62 in project value (to-date), with \$290,476,749.34 in project

value for the fiscal year to date; and, **\$323,927.54** was collected in permit fees (to-date); and **\$1,525,467.98** in fees were collected year to date.

Alarm Permits: A total of **971** alarm payments were processed (to-date), with fees collected of **\$37,661.50** (to-date), and fees totaling **\$379,922.75** collected in alarm payments this fiscal year.

Permit Totals:

Month	Number of Permits by Month	Number of Permits by Month (YTD)	Estimated Value by Month	Estimated Value (YTD)	Permit Fees Collected	Permit Fees Collected (YTD)
July	500	500	\$12,814,245.00	\$6,989,762.00	\$107,049.98	\$107,049.98
August	442	1,461	\$9,851,851.00	\$16,841,613.00	\$57,313.13	\$164,363.11
September	379	2,098	\$10,214,960.00	\$27,056,573.00	\$76,941.33	\$241,304.44
October	563	2,661	\$42,697,623.00	\$69,754,196.00	\$162,807.30	\$404,111.74
November	489	3,150	\$10,910,341.00	\$80,664,537.00	\$140,828.36	\$544,940.10
December	385	3,535	\$25,881,219.00	\$106,545,756.00	\$100,067.64	\$645,007.74
January	413	3,948	\$20,548,892.00	\$127,094,648.00	\$151,622.10	\$796,629.84
February	492	4,440	\$35,366,251.00	\$191,771,493.00	\$161,689.59	\$958,319.43
March	276	4,716	\$9,754,471.91	\$201,525,964.91	\$50,678.98	\$1,008,998.41
April	376	5,092	\$21,815,277.54	\$223,341,242.45	\$91,590.30	\$1,100,588.71
May	270	5,362	\$15,750,063.27	\$239,091,305.72	\$100,951.73	\$1,201,540.44
June/July	530	5,713	\$51,385,443.62	\$290,476,749.34	\$323,927.54	\$1,525,467.98

With the noted short-term solution, we are currently evaluating a contractual professional plan reviewer to aide with the commercial plan reviews in the department, as well as a consulting firm.

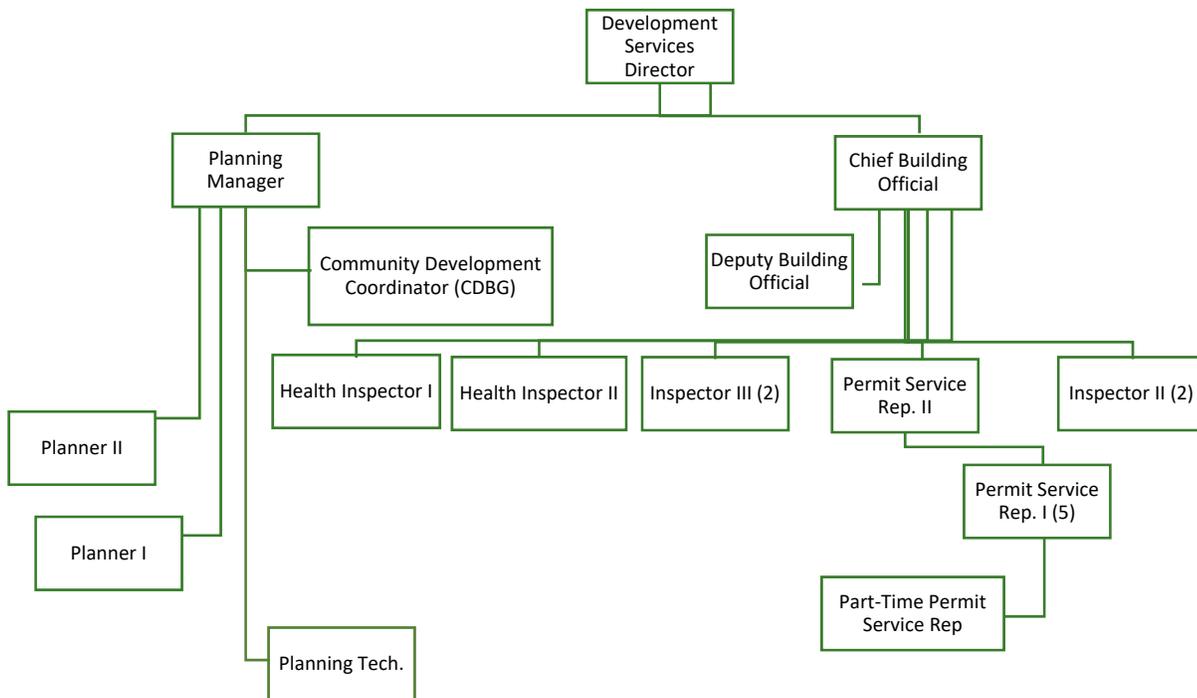
Administrating has also recently selected a third-party reviewer to evaluate the development review process to do a complete analysis of our process flow and provide a strategic plan for streamlining the review process. This will also involve the local developers, engineers and architects who will contribute in deriving process improvement measures. The results of the study will be presented next fiscal year.

STRATEGIC PLAN 2019 GOALS ADDRESSED

- Create a great place to live

BACKGROUND

Below is the Development Services current staffing/organization flow chart:



BUDGET/FISCAL ANALYSIS

Purchasing Review: N/A

Financial/Budget Review: No funds are requested at this time. This is a discussion item.

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. See Synopsis Above.

STAFF'S RECOMMENDATION

Staff recommends that City Council conduct a discussion regarding the Development Services Department/ Plan Review Process Update.

Director Approval: Otis T. Spriggs, AICP, Director, Development Services

Assistant City Manager/ Approval: Scott R. Elmer, P.E.