City of Cedar Hill 2016 Community Survey
Appendix A: GIS Maps

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Findings Report

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Interpreting the Maps

The maps on the following pages show the mean ratings for several questions by Census Block Group in the City of Cedar Hill.

If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

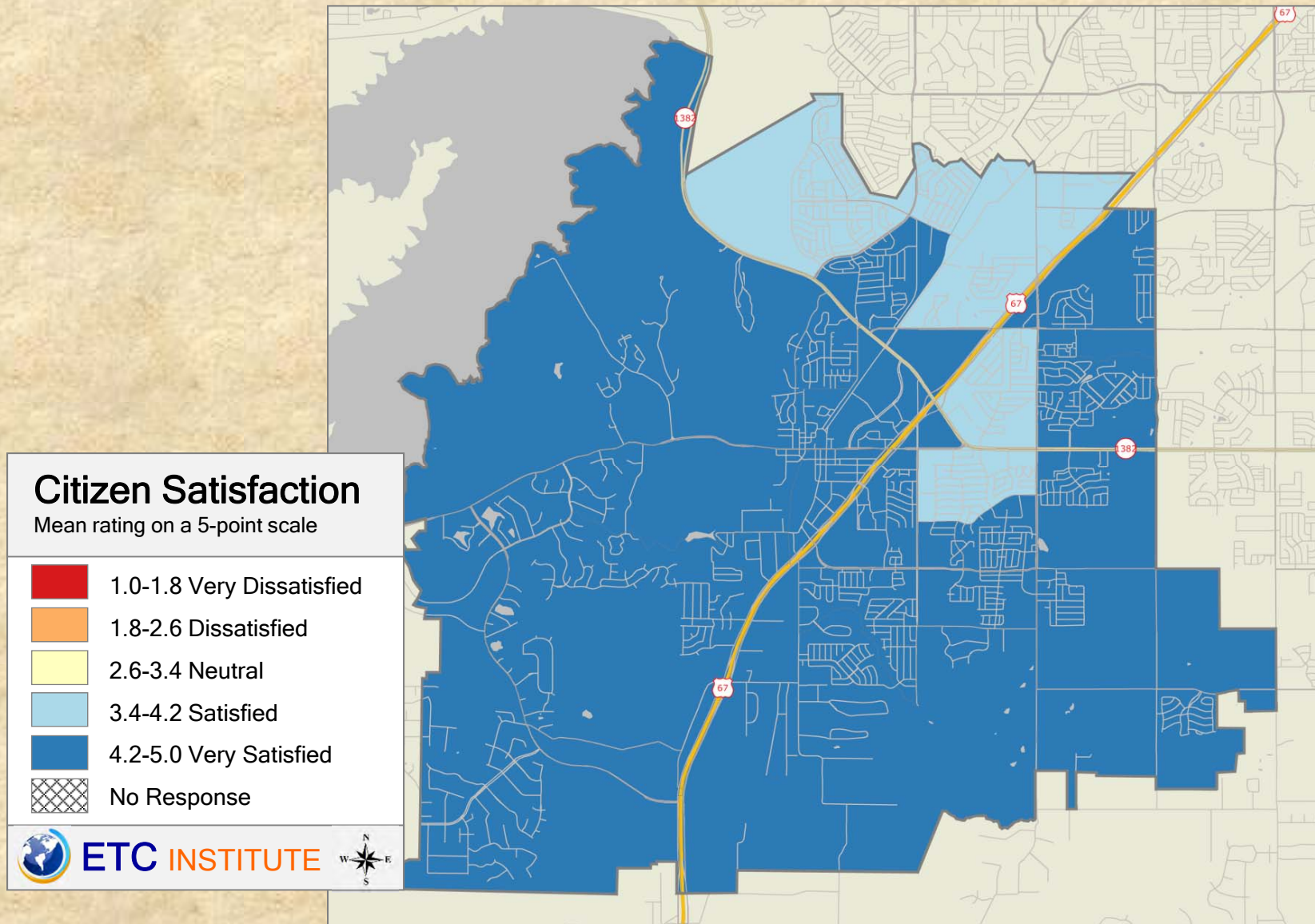When reading the maps, please use the following color scheme as a guide:

- DARK/LIGHT BLUE shades indicate POSITIVE ratings. Shades of blue indicate higher levels of "very satisfied" or "satisfied" responses and higher levels of "very safe" or "safe" responses.

- YELLOW shades indicate NEUTRAL ratings. Shades of yellow generally indicate that residents thought the quality of service delivery is adequate or that residents were neutral about the issue in question.

- RED/ORANGE shades indicate NEGATIVE ratings. Shades of red indicate higher levels of "dissatisfied" or "very dissatisfied" responses and higher levels of "unsafe" or "very unsafe" responses.

Location of Survey Respondents
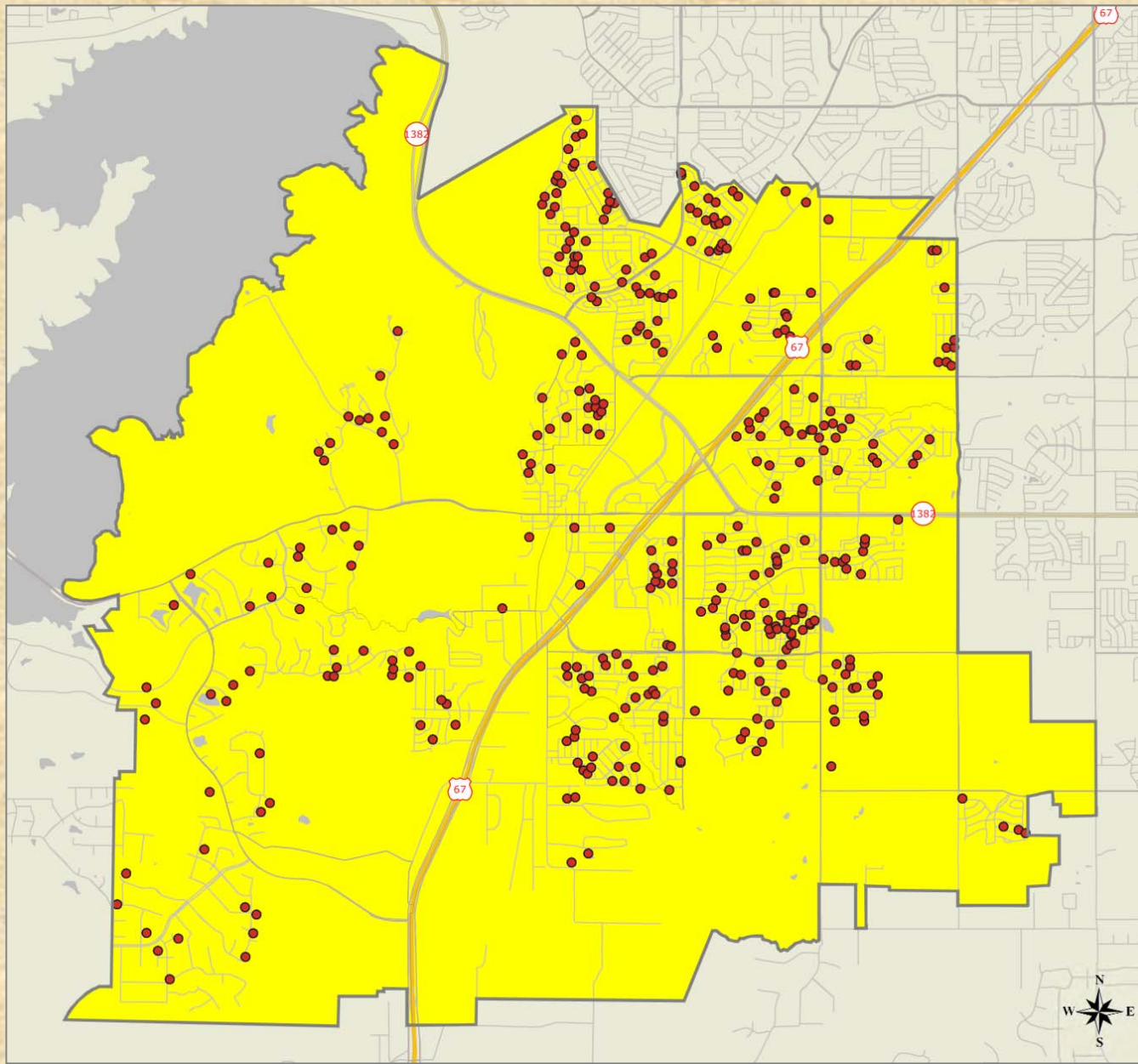
2016 City of Cedar Hill Citizen Satisfaction Survey

Q1-01 Satisfaction with the Overall Quality of Police, Fire, and Emergency Medical 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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2016 City of Cedar Hill Citizen Satisfaction Survey

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

Q1-02 Satisfaction with Overall Quality of City Parks and Recreation Programs and Facilities
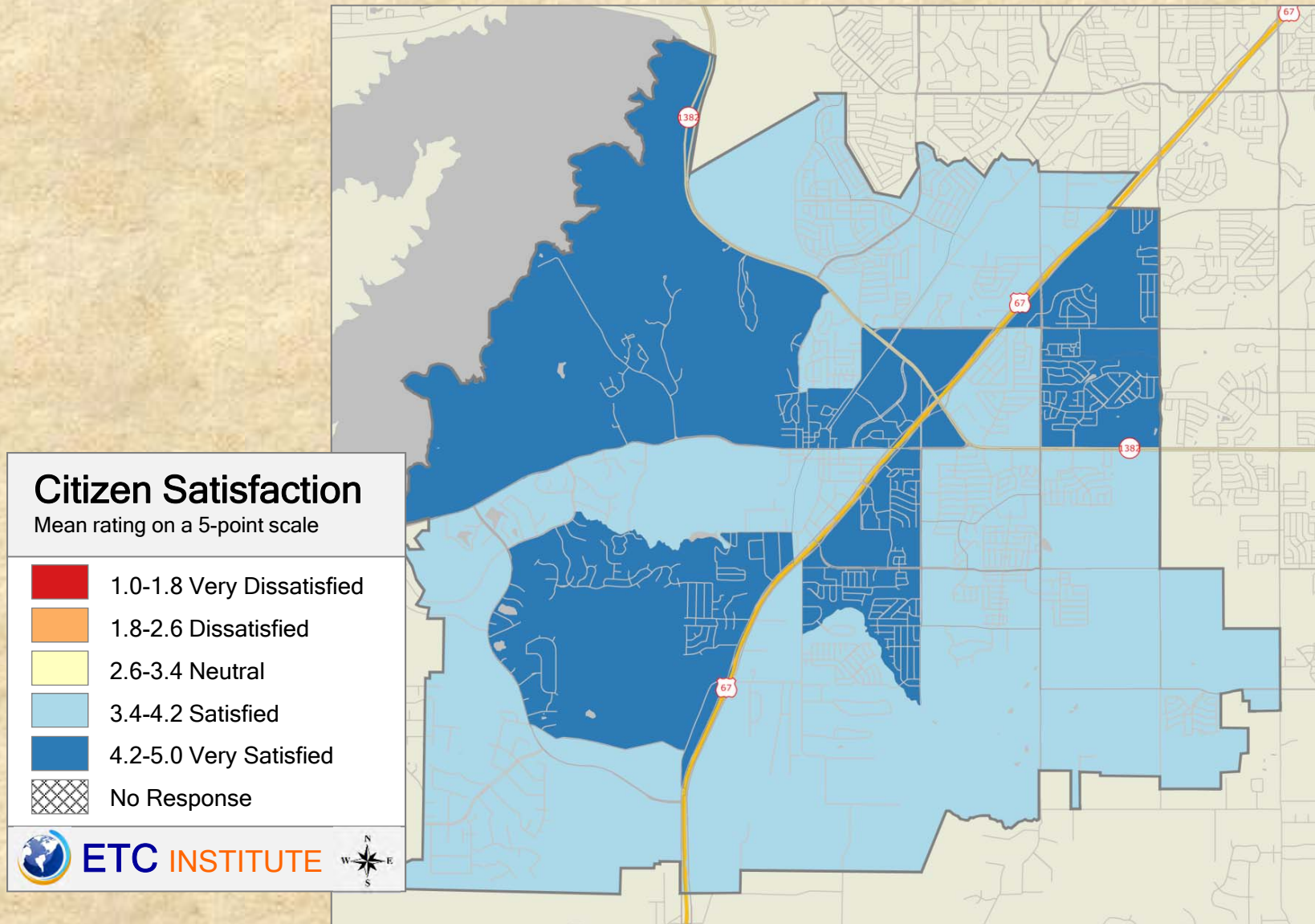
Citizen Satisfaction
Mean rating on a 5-point scale

- 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

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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1-03 Satisfaction with Overall Maintenance of City Streets, Buildings, & 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

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2016 City of Cedar Hill Citizen Satisfaction Survey
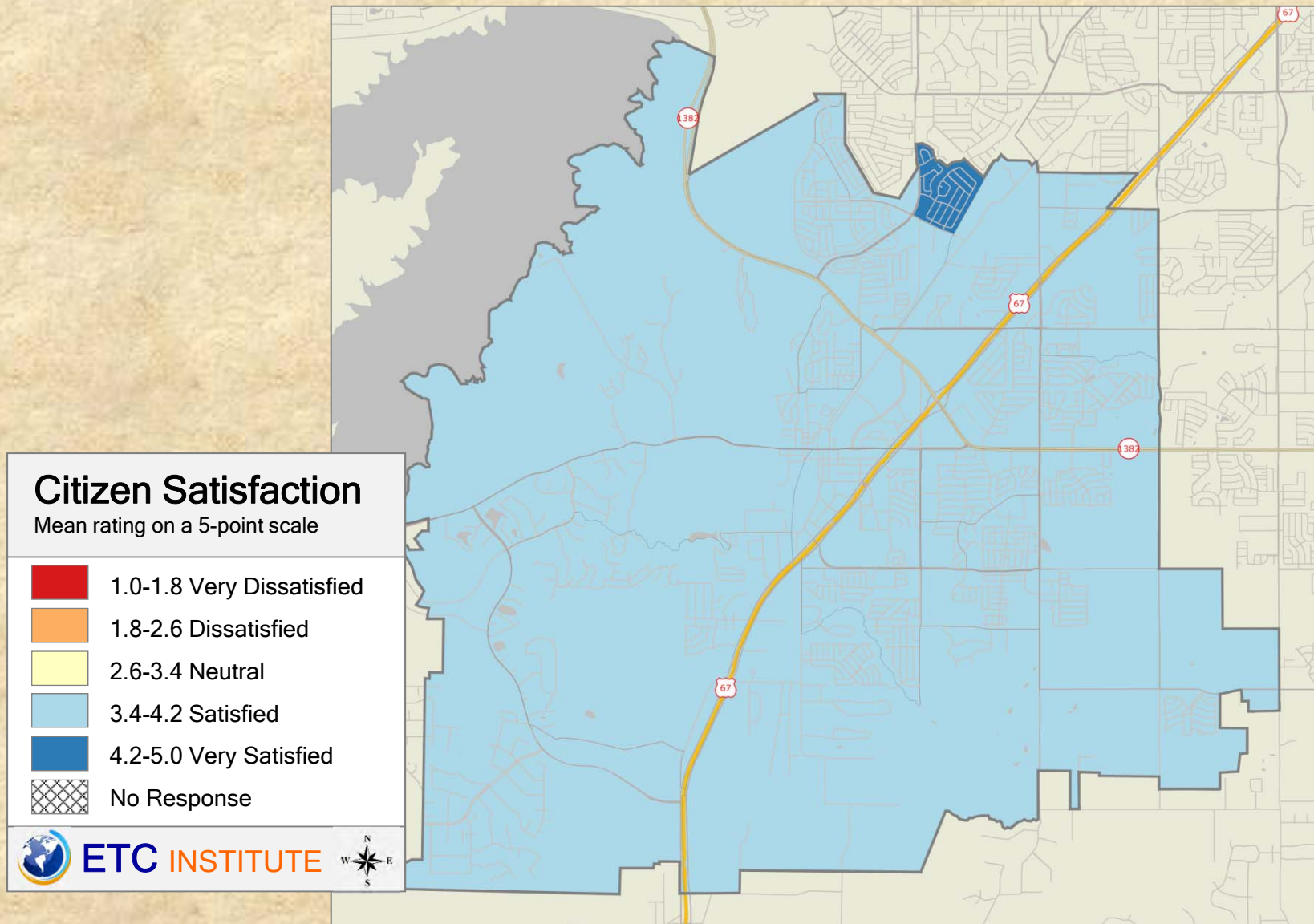Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1-04 Satisfaction with Overall Quality of City Water and Sewer Utilities

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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2016 City of Cedar Hill Citizen Satisfaction Survey
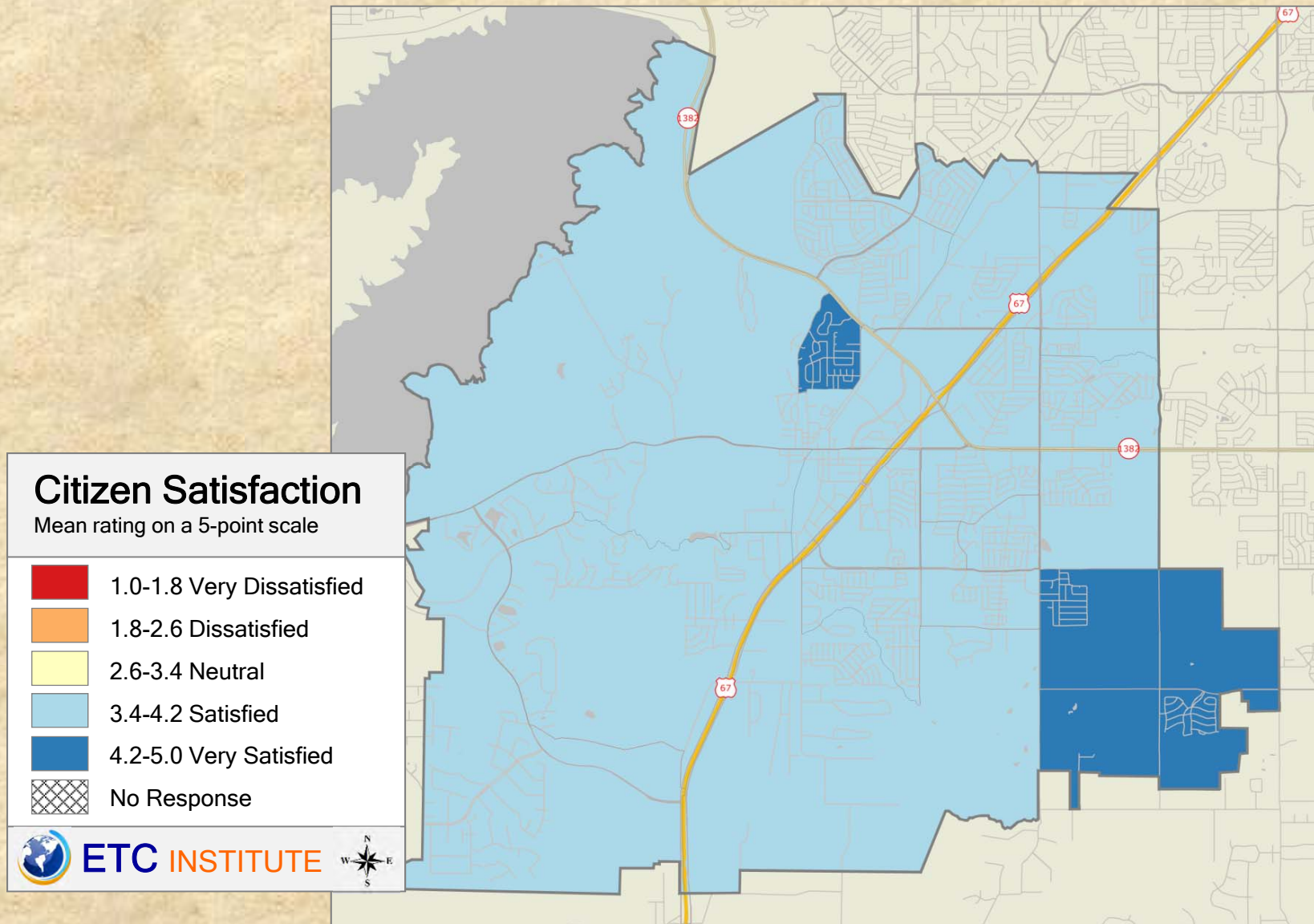Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1-05 Satisfaction with Overall Enforcement of City 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

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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

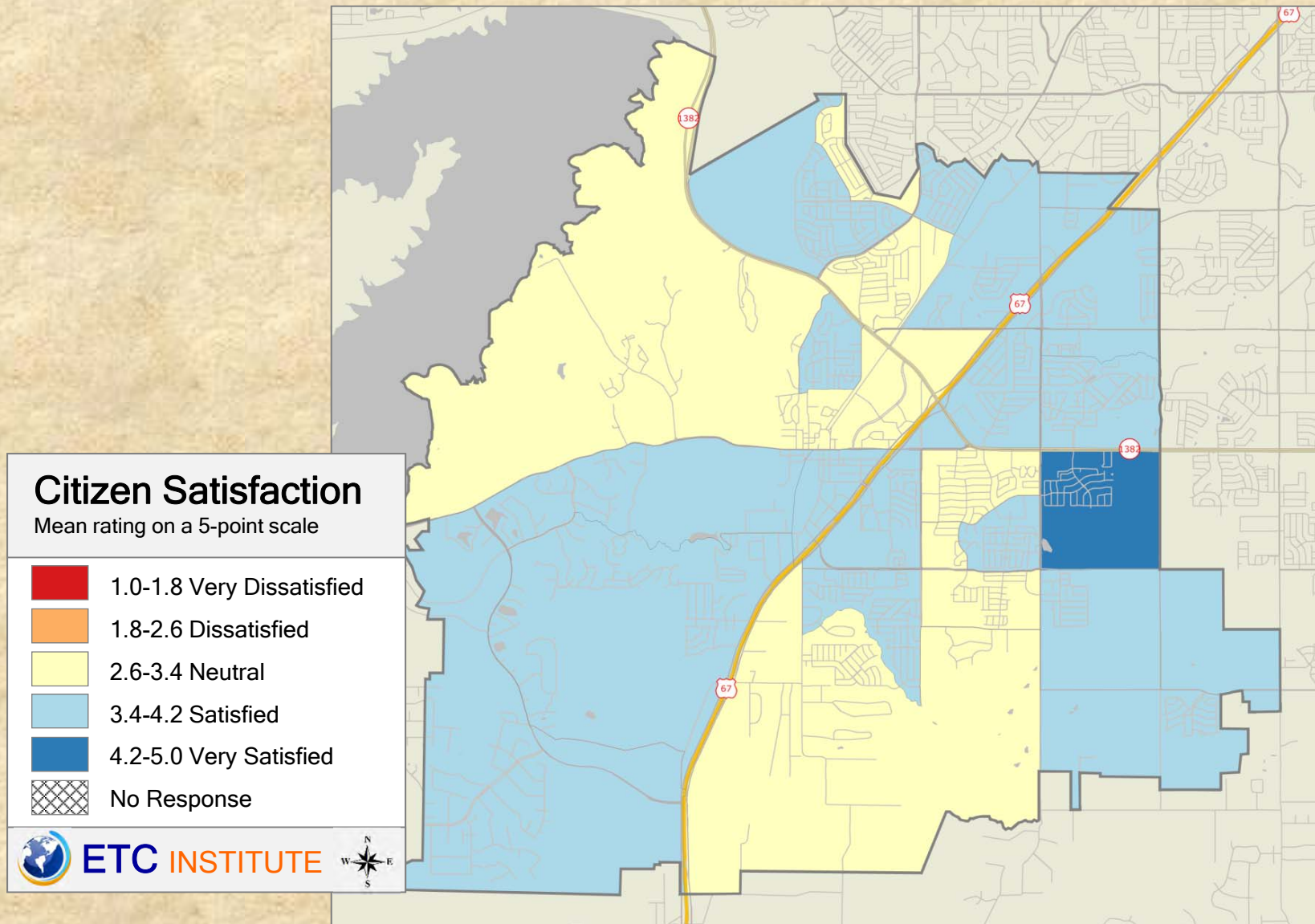# Q1-06 Satisfaction with Overall Quality of Customer Service
You Receive from City Employees

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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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1-07 Satisfaction with Overall Effectiveness of City Communication with the Public

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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2016 City of Cedar Hill Citizen Satisfaction Survey

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

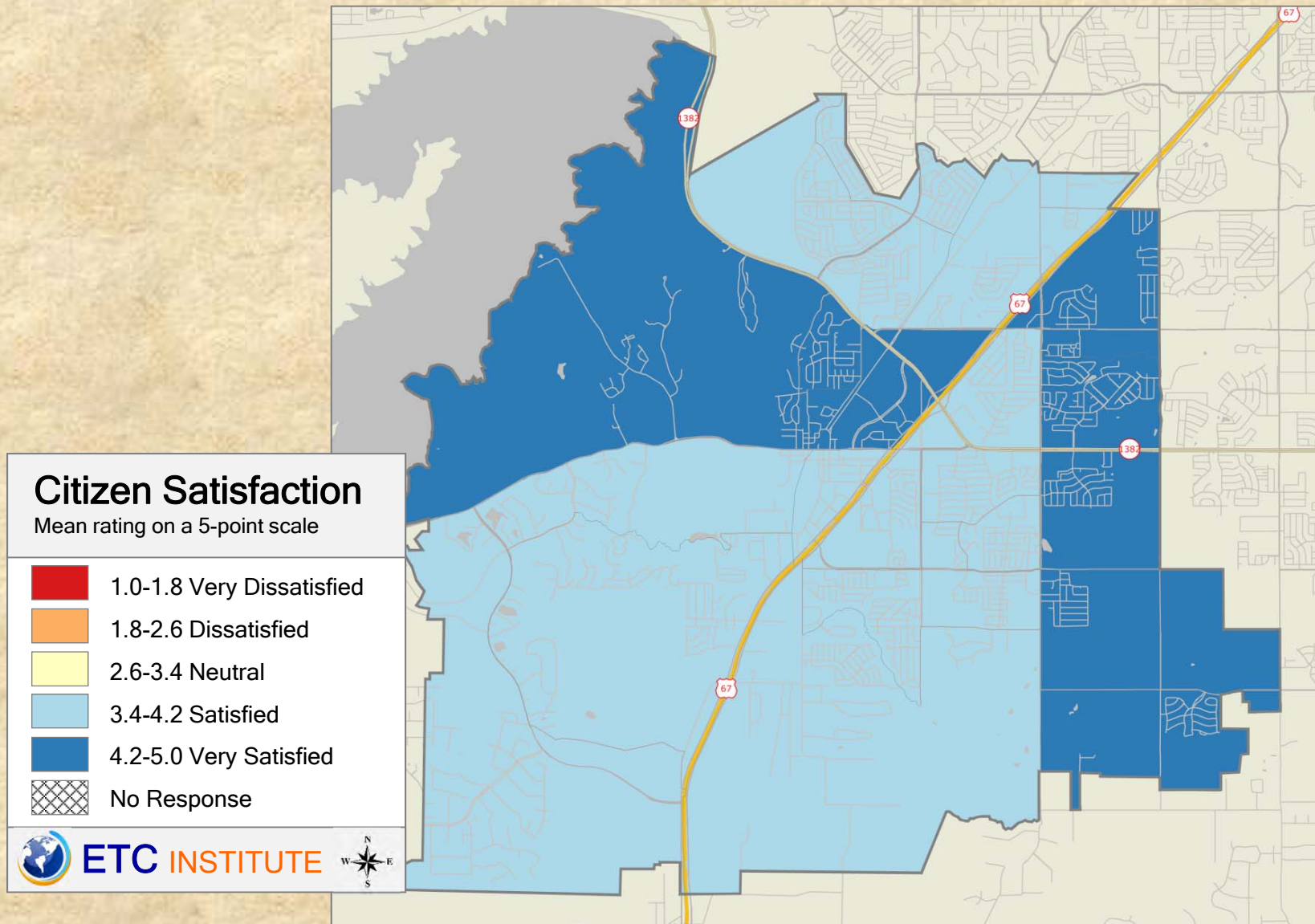# Q1-08 Satisfaction with Overall Quality of the City's Storm Water Runoff/Storm Water Management System

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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2016 City of Cedar Hill Citizen Satisfaction Survey
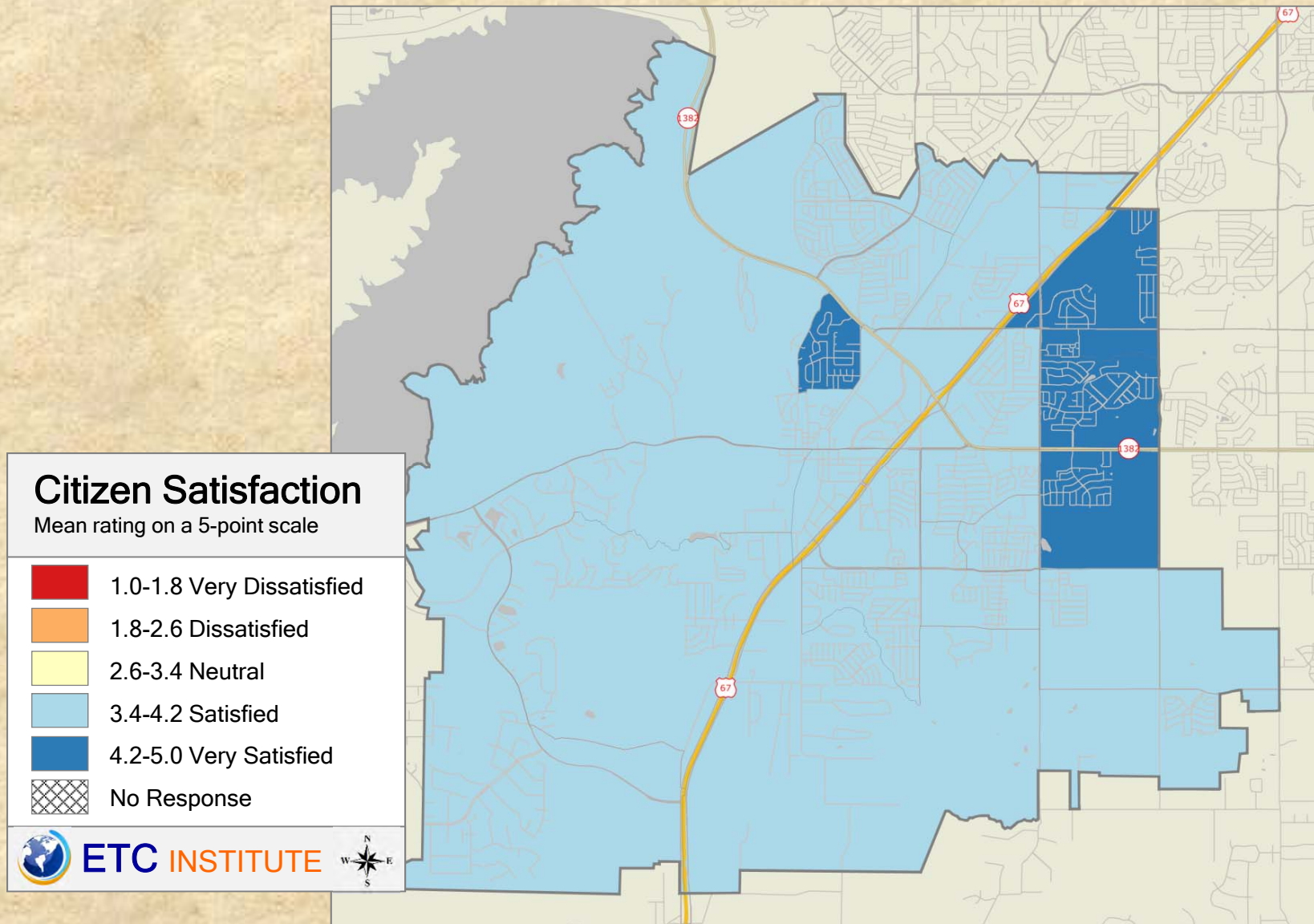Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1-09 Satisfaction with Overall Flow of Traffic and Congestion Management in the 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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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

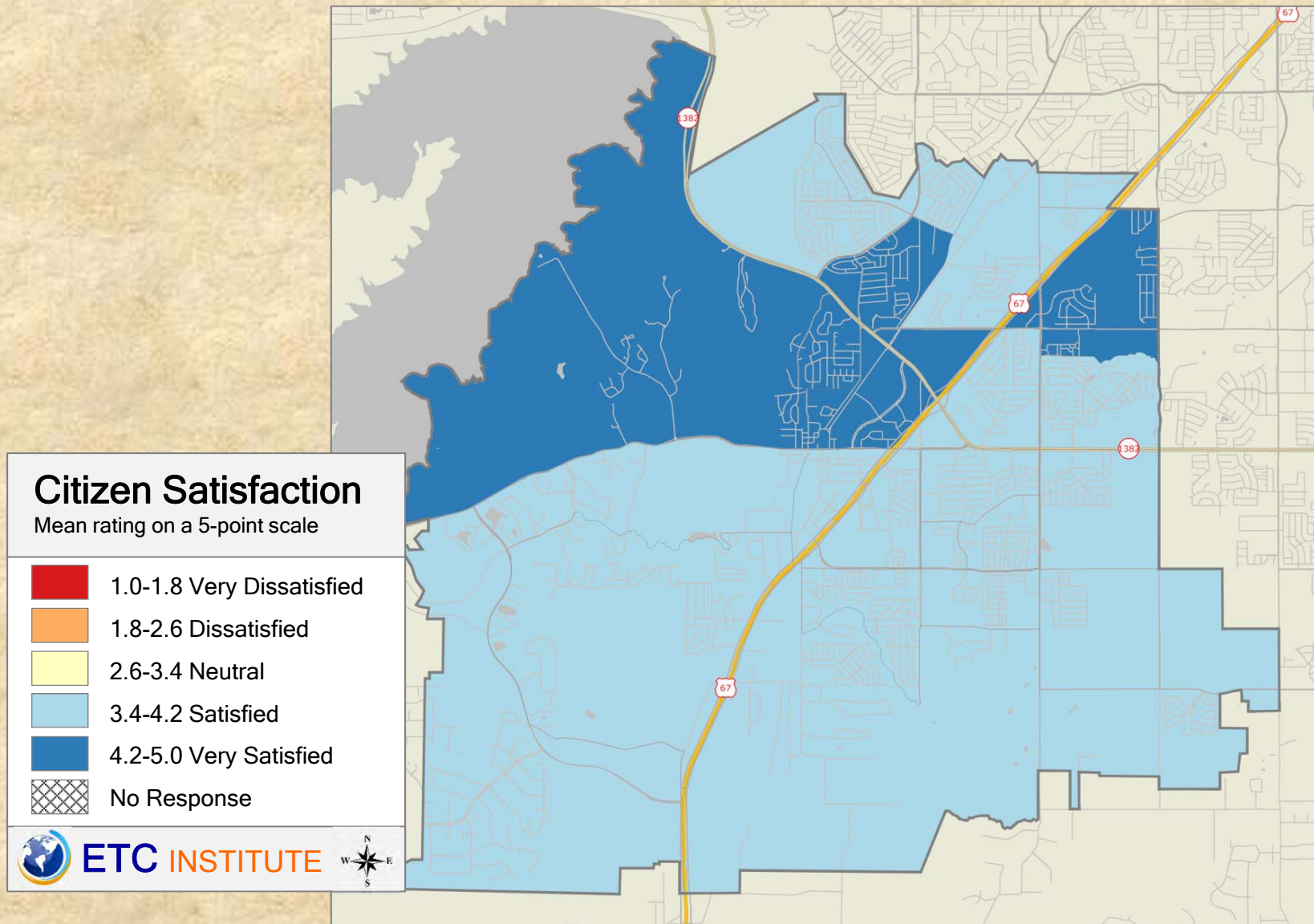# Q3-01 Ratings of Cedar Hill as a Place to Live

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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2016 City of Cedar Hill Citizen Satisfaction Survey
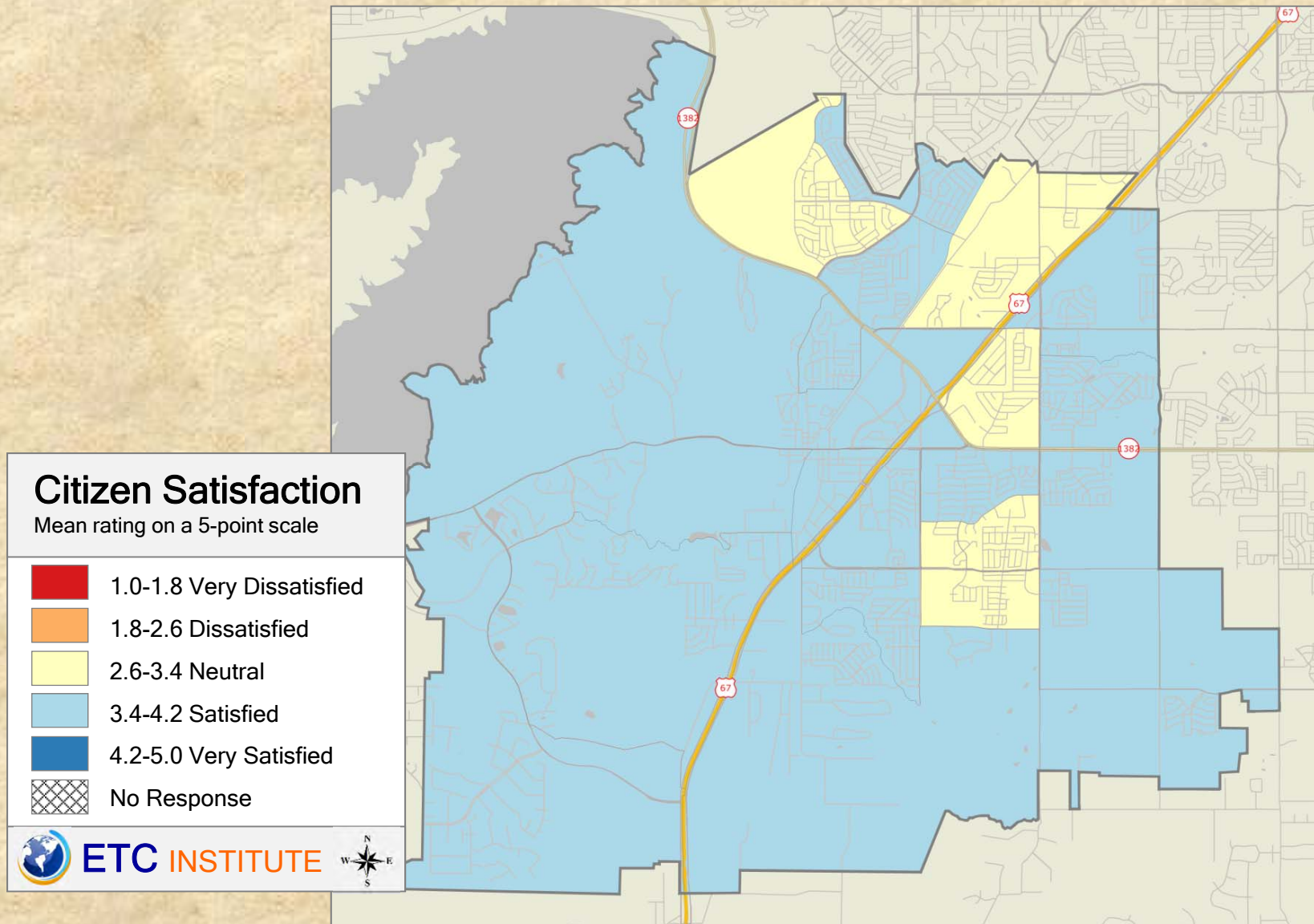Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q3-02 Ratings of Cedar Hill as a Place to Raise Children

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

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

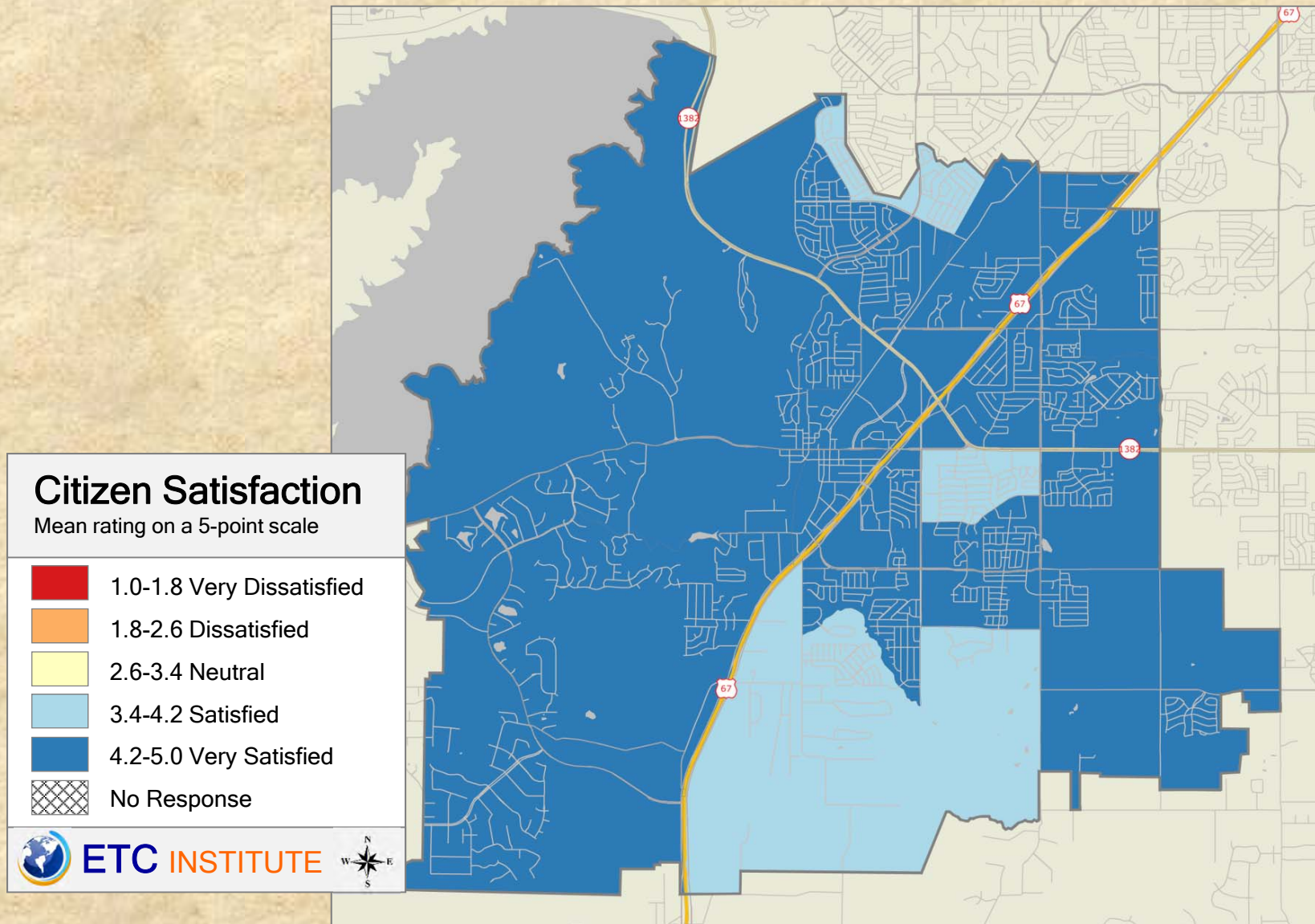# Q3-03 Ratings of Cedar Hill as a Place to Work

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
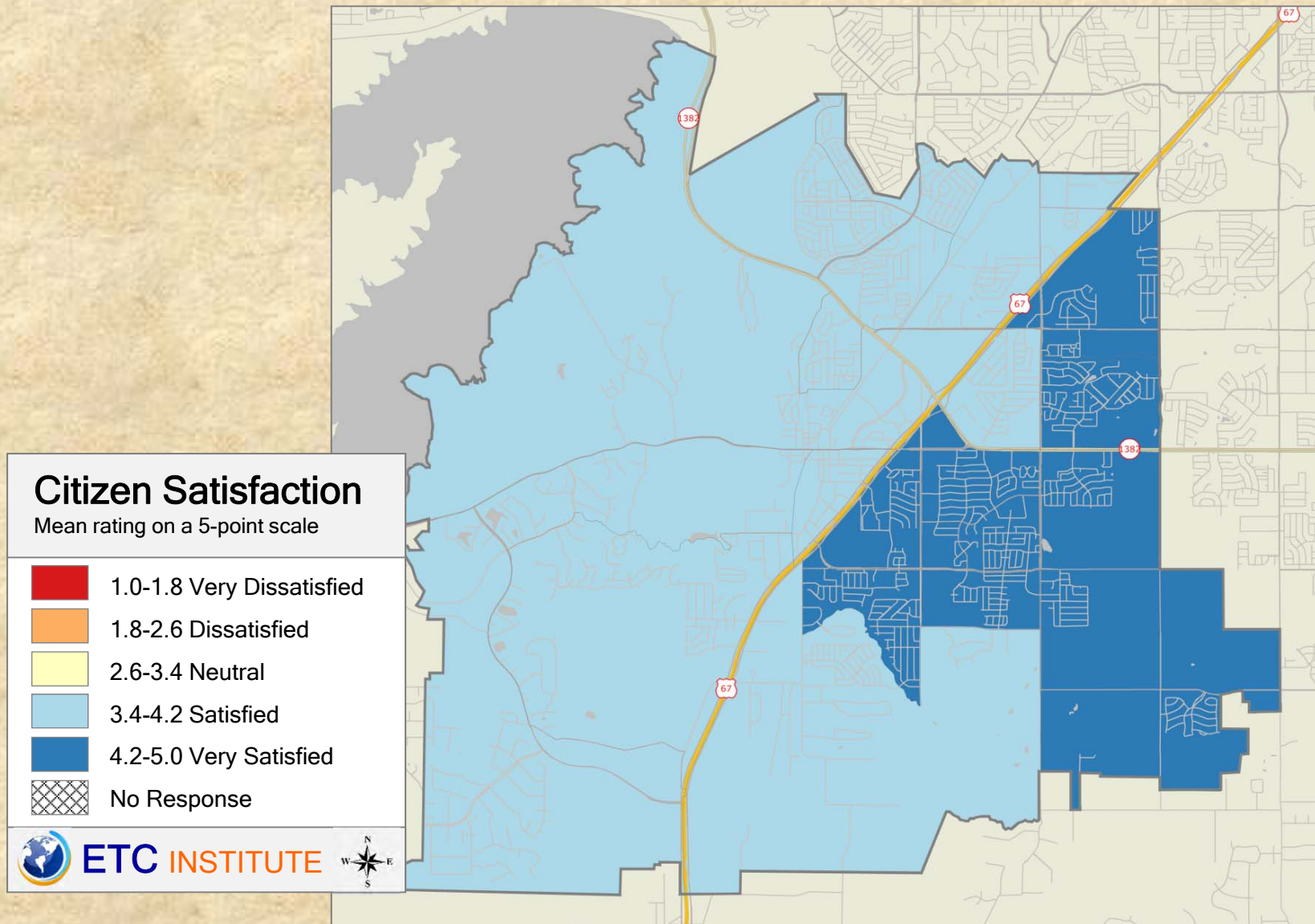- 4.2-5.0 Very Satisfied
- No Response

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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
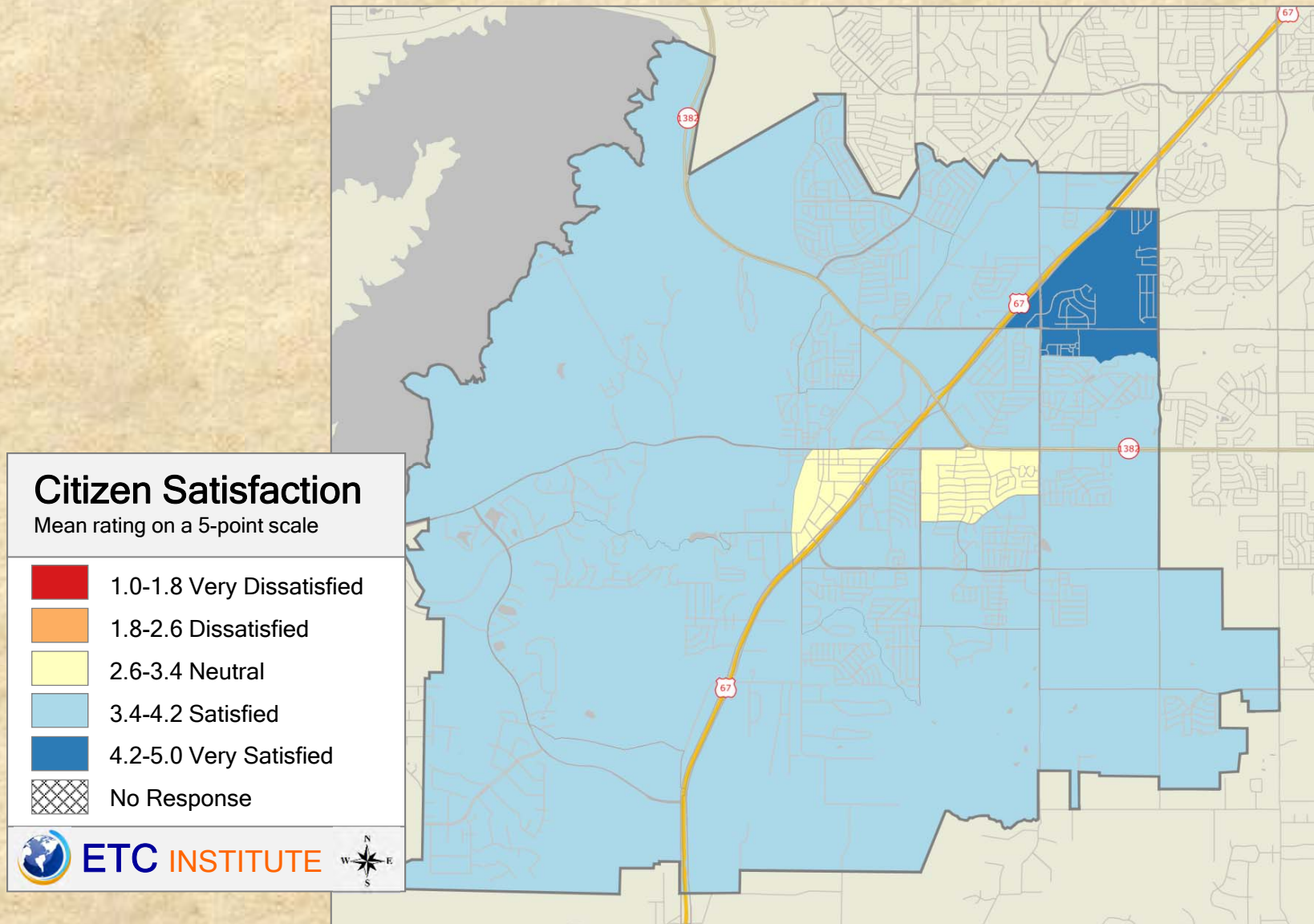
Q3-04 Ratings of Cedar Hill as a Place to Retire

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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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q3-05 Ratings of Overall Image of Cedar Hill

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
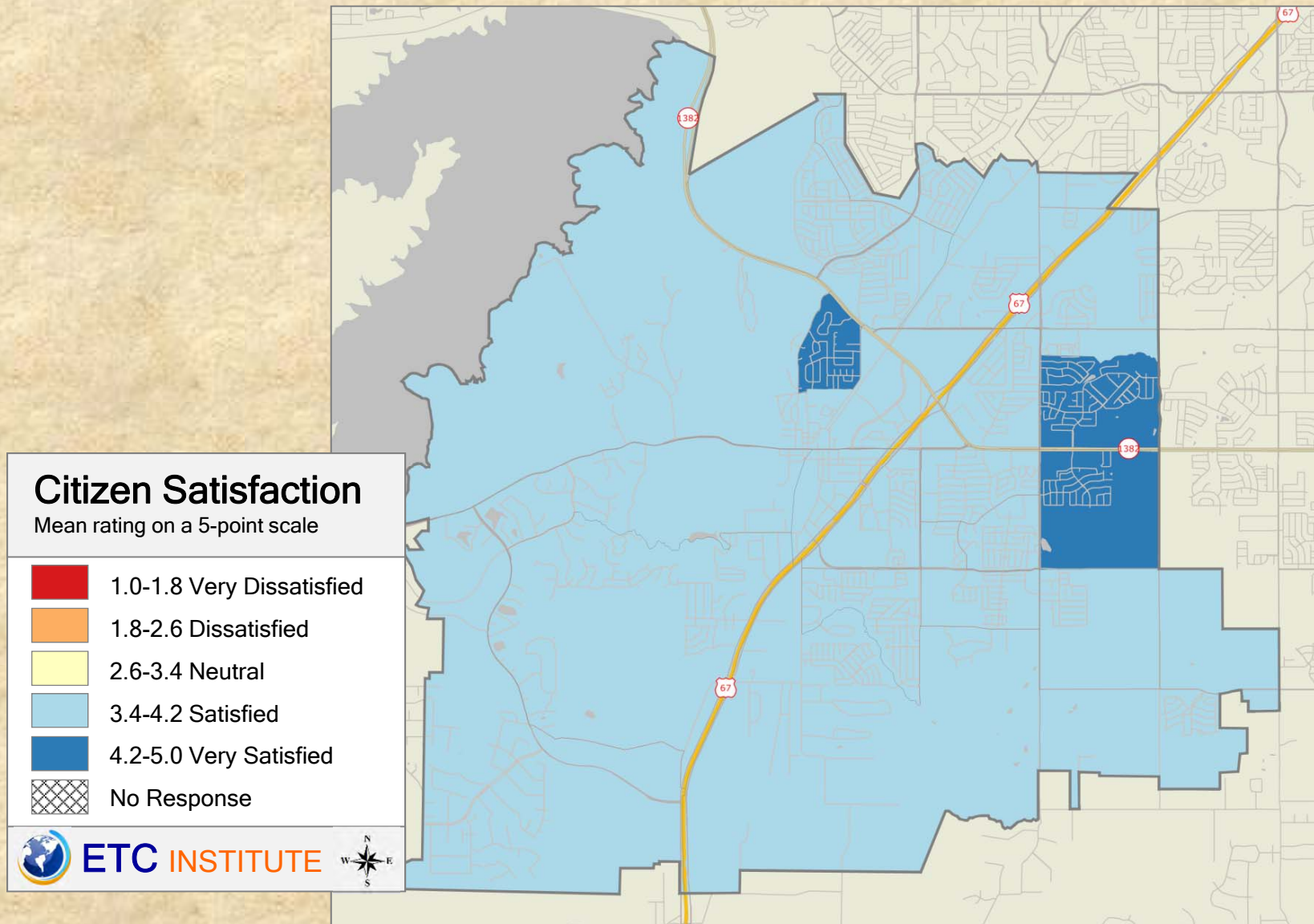- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q3-06 Ratings of Overall Quality of Life in Cedar Hill

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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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q3-07 Ratings of Variety of Activities for Families in the Community
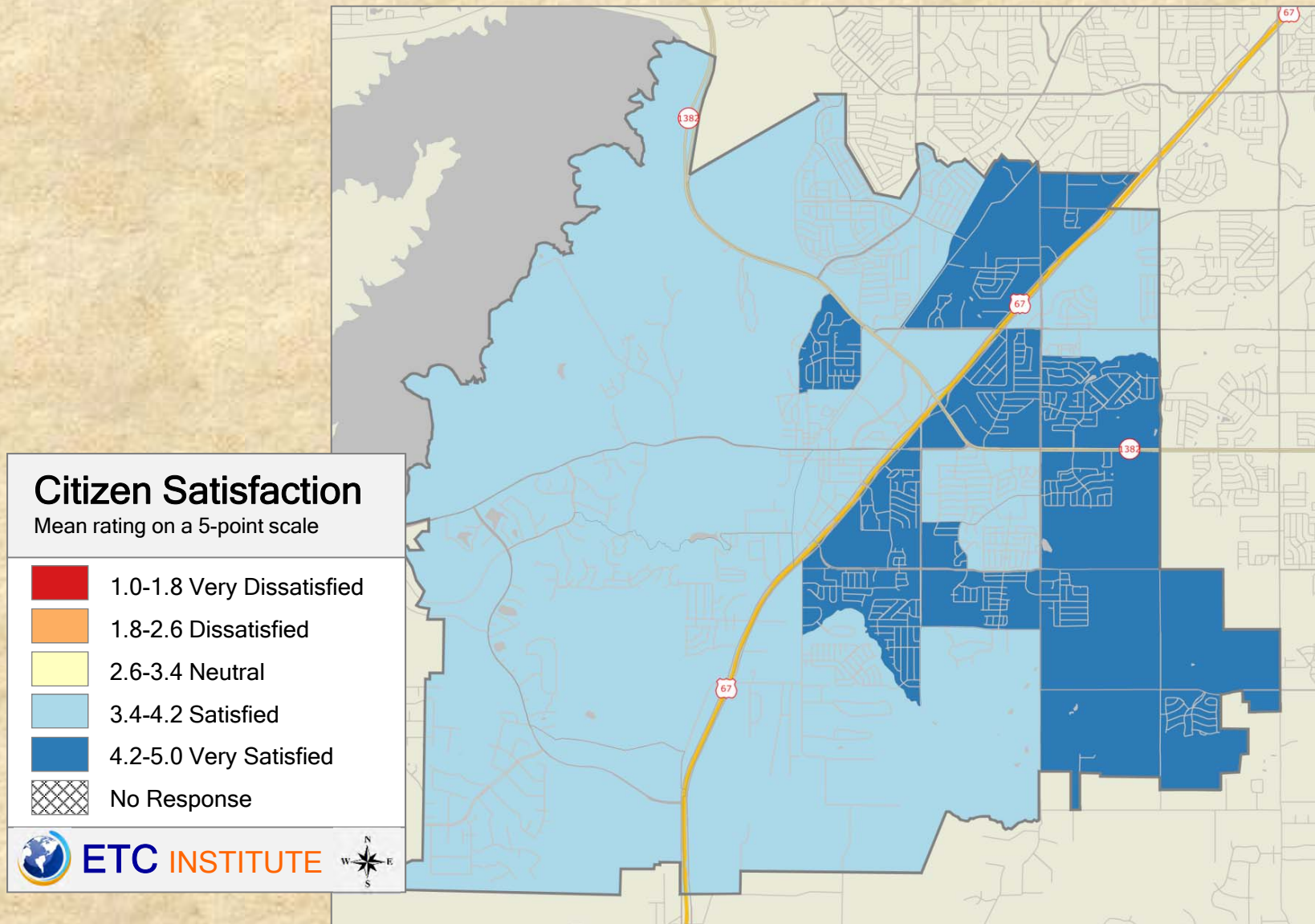

Citizen Satisfaction
Mean rating on a 5-point scale

- 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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2016 City of Cedar Hill Citizen Satisfaction Survey
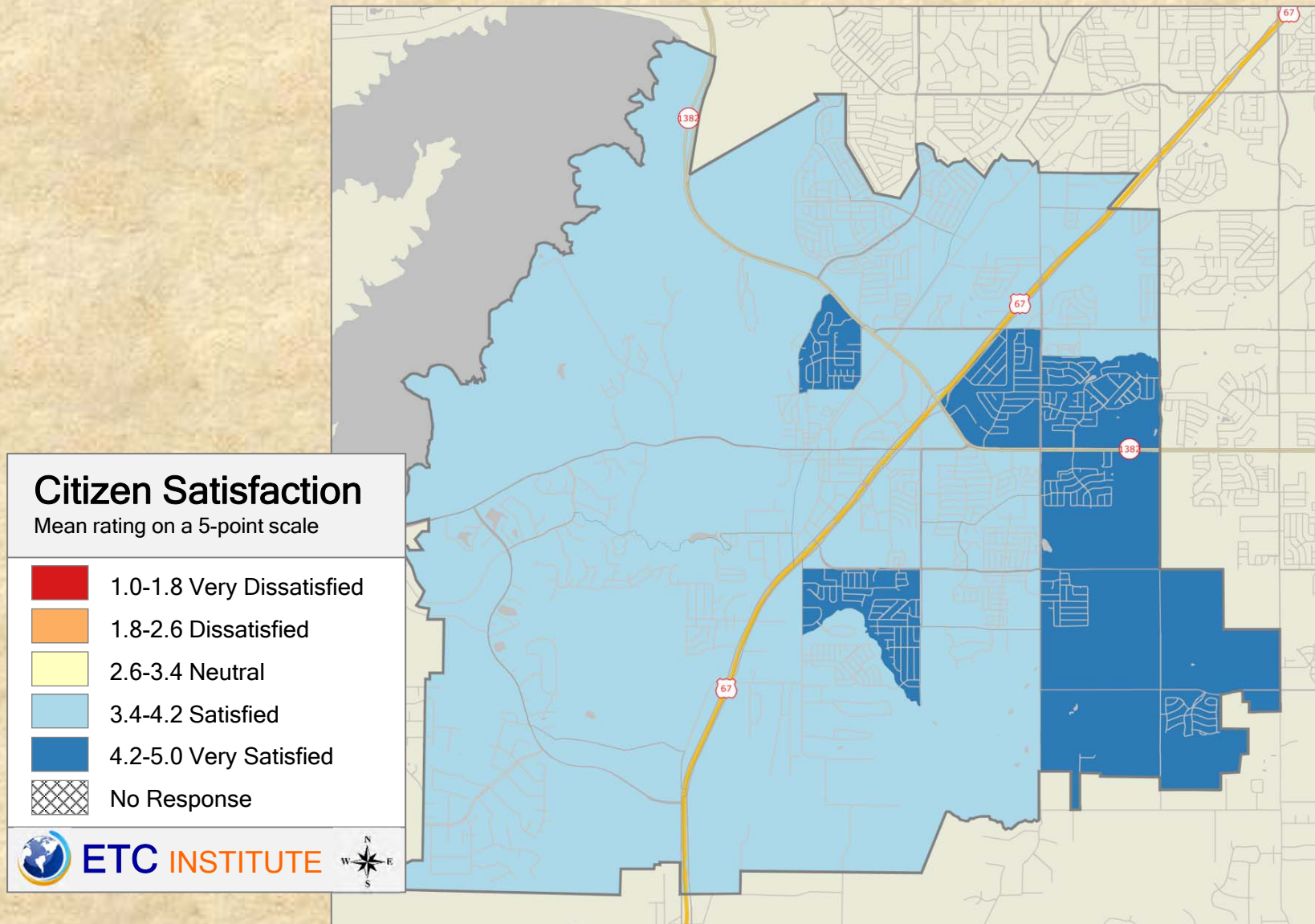Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q3-08 Ratings of Cedar Hill as an Entertainment Destination

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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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

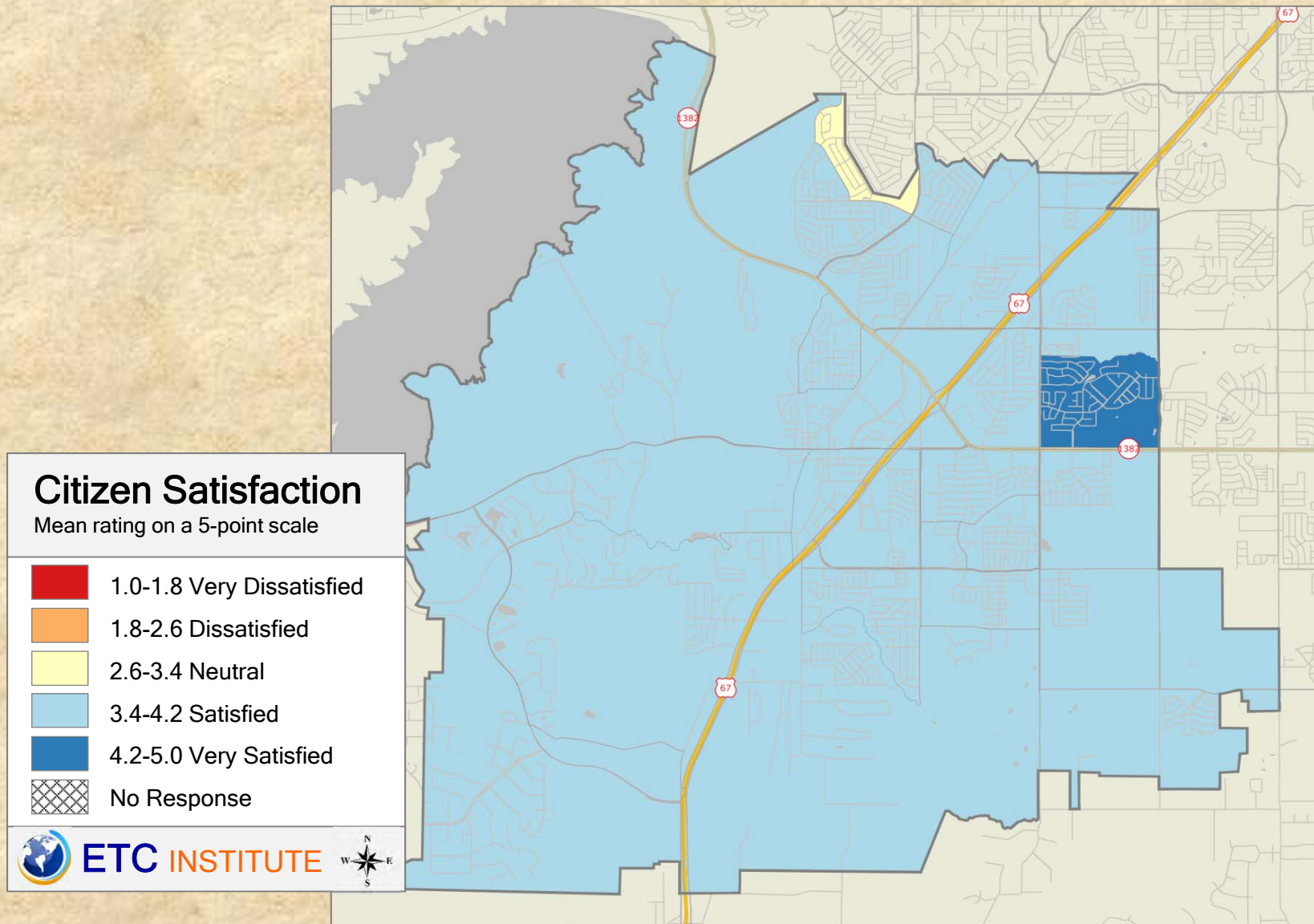# Q3-09 Ratings of Overall Quality of Community Event Programming
(e.g. Country Day, Walk the Light, Holiday on the Hill, etc.)

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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2016 City of Cedar Hill Citizen Satisfaction Survey
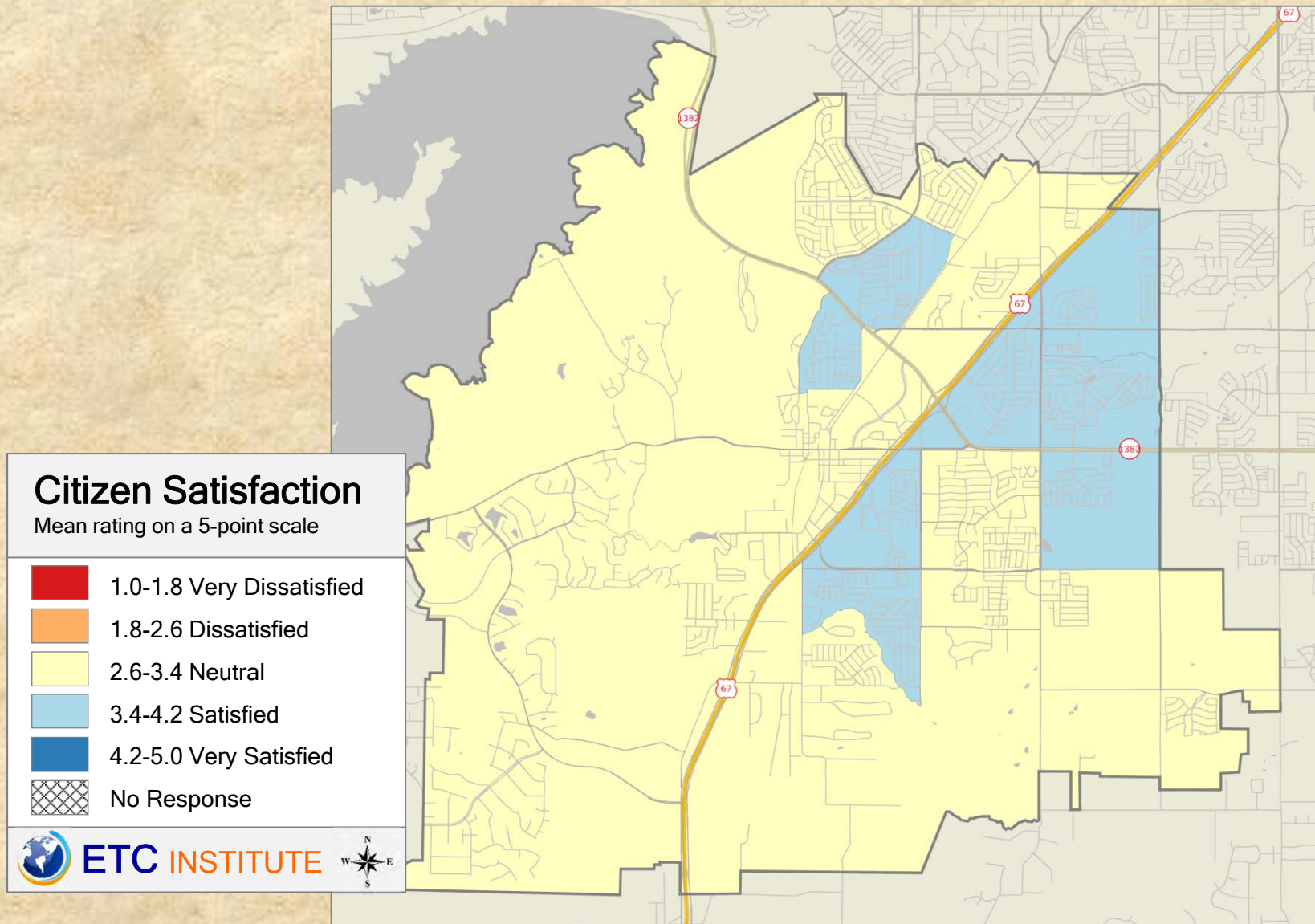Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q3-10 Ratings of Overall Appearance of Cedar Hill

Citizen Satisfaction
Mean rating on a 5-point scale

■ (red)	1.0-1.8 Very Dissatisfied
■ (orange)	1.8-2.6 Dissatisfied
■ (pale yellow)	2.6-3.4 Neutral
■ (light blue)	3.4-4.2 Satisfied
■ (dark blue)	4.2-5.0 Very Satisfied
▨	No Response

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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

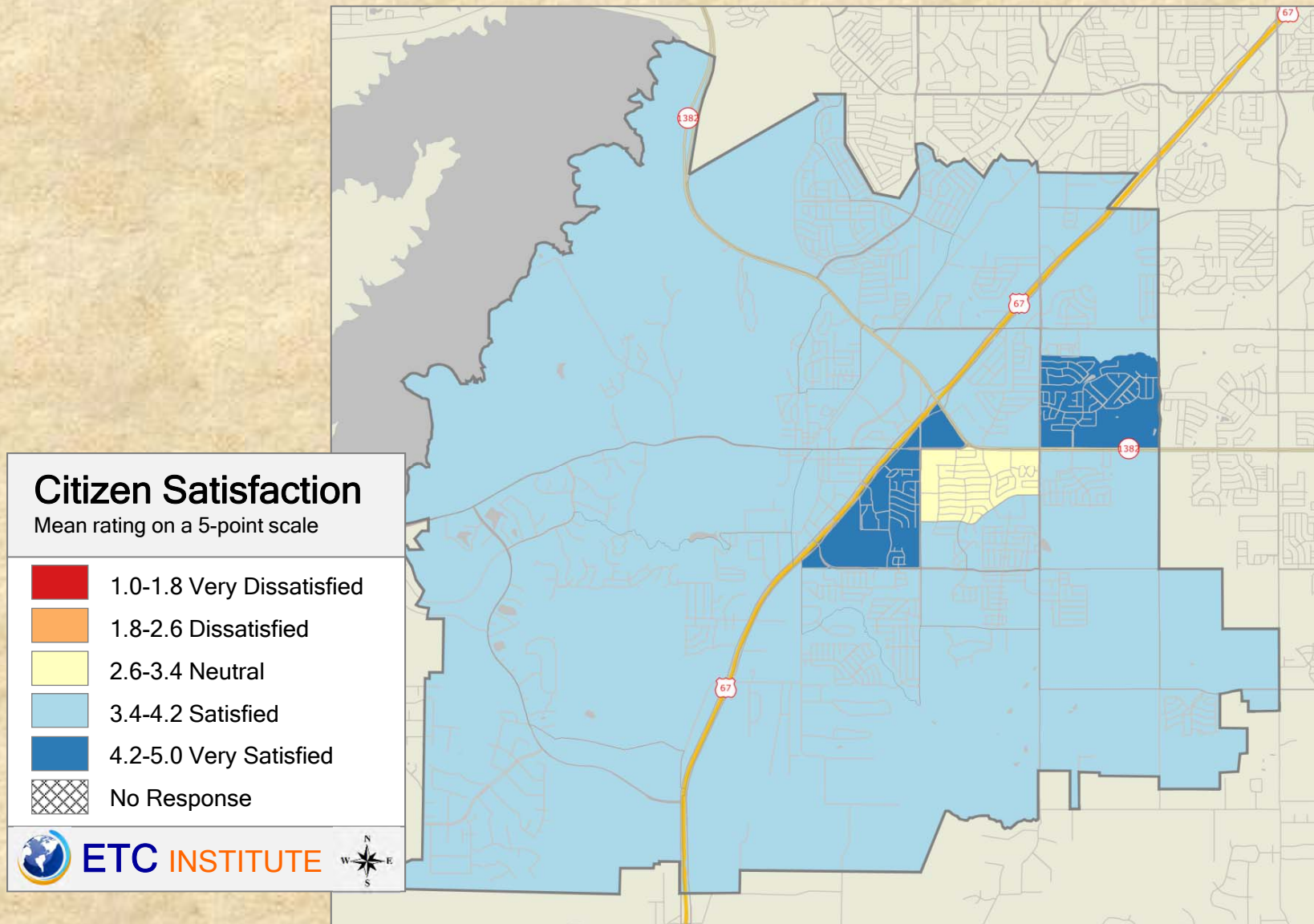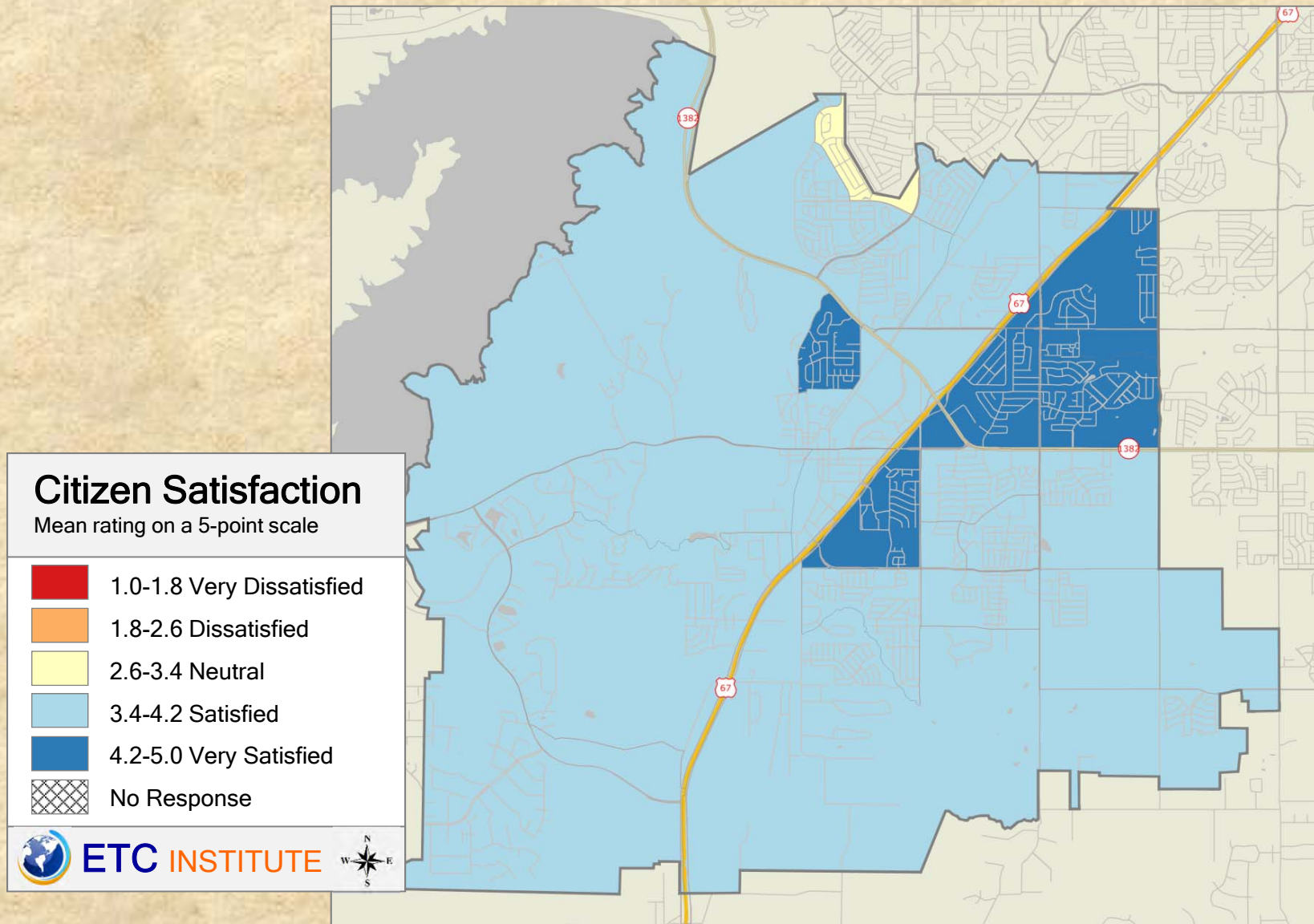# Q3-11 Ratings of Cedar Hill as a Welcoming Community for People of Diverse Backgrounds
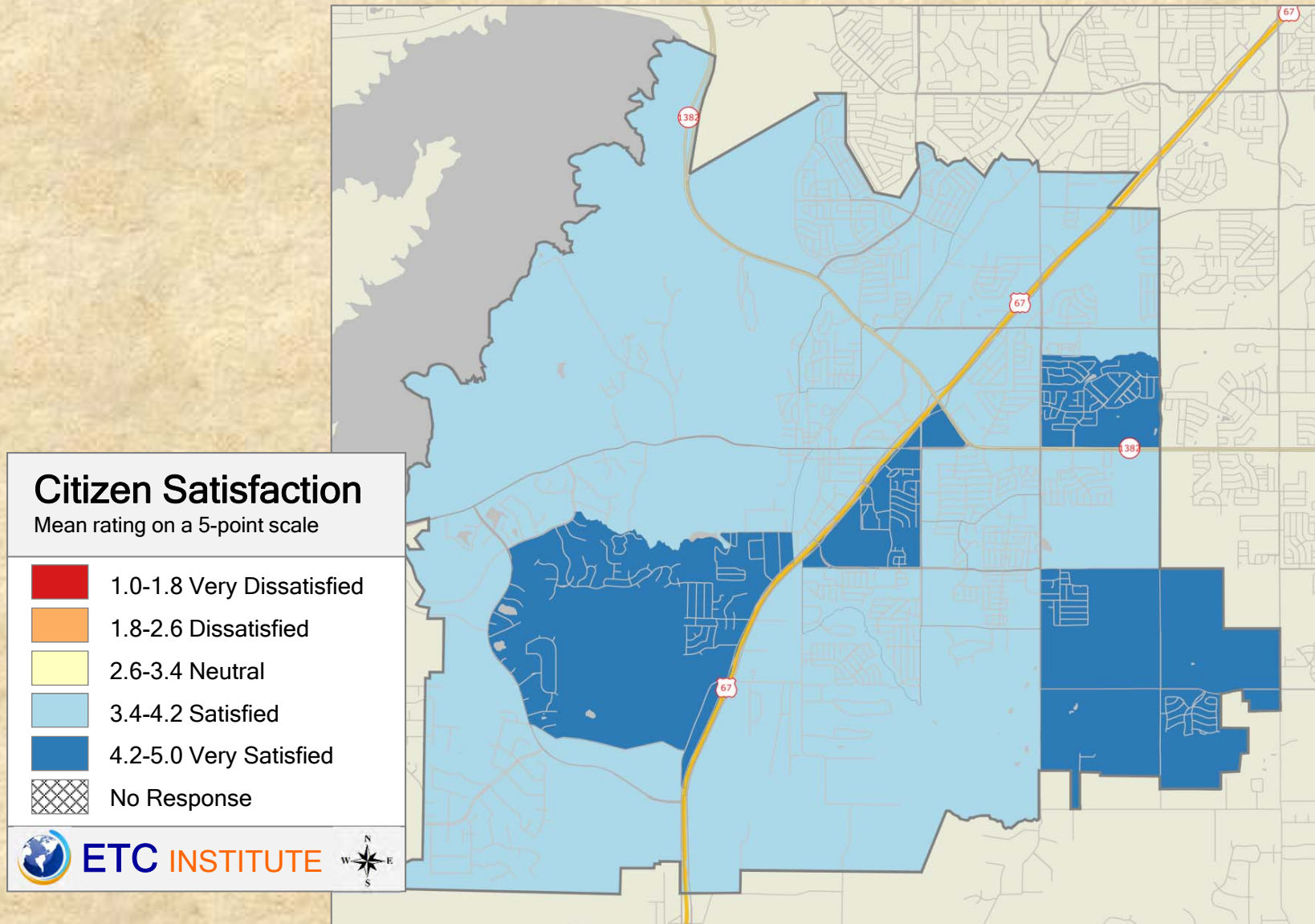
Citizen Satisfaction

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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2016 City of Cedar Hill Citizen Satisfaction Survey

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

Q3-12 Ratings of the Overall Quality of Leadership Provided by Cedar Hill's 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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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

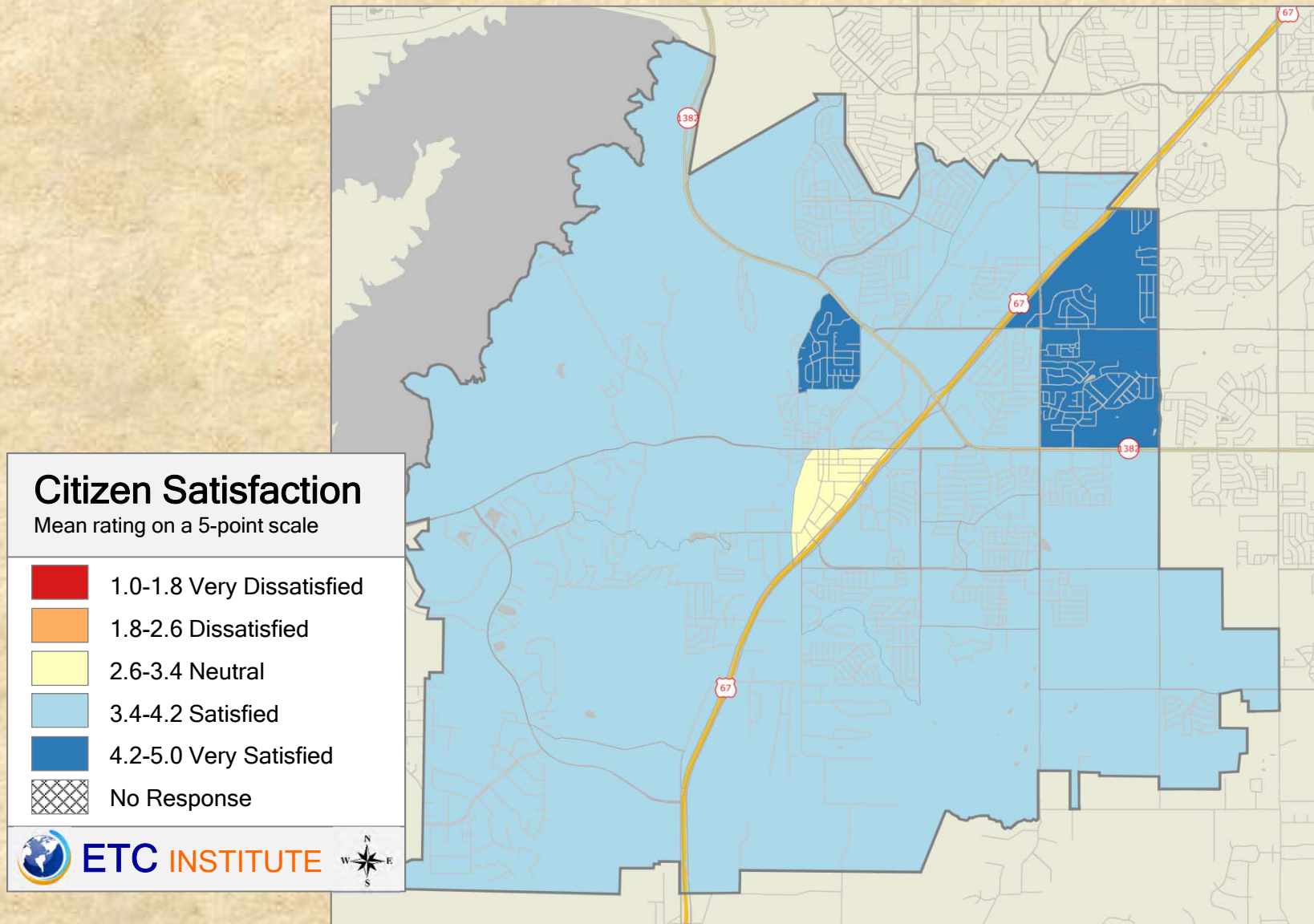# Q3-13 Ratings of the Overall Effectiveness of City Management

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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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

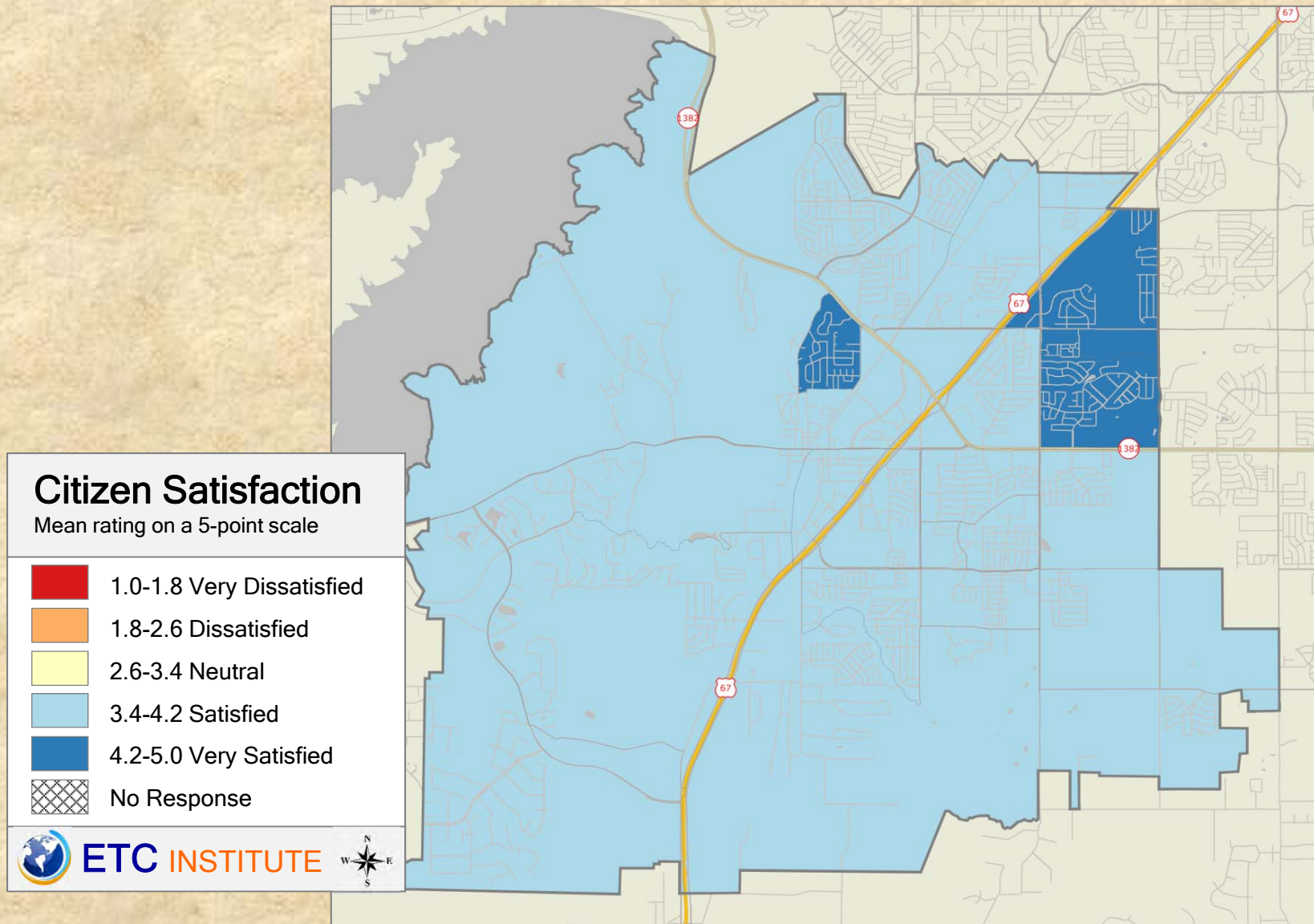# Q4-01 Satisfaction with Condition of Major City Streets

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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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q4-02 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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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

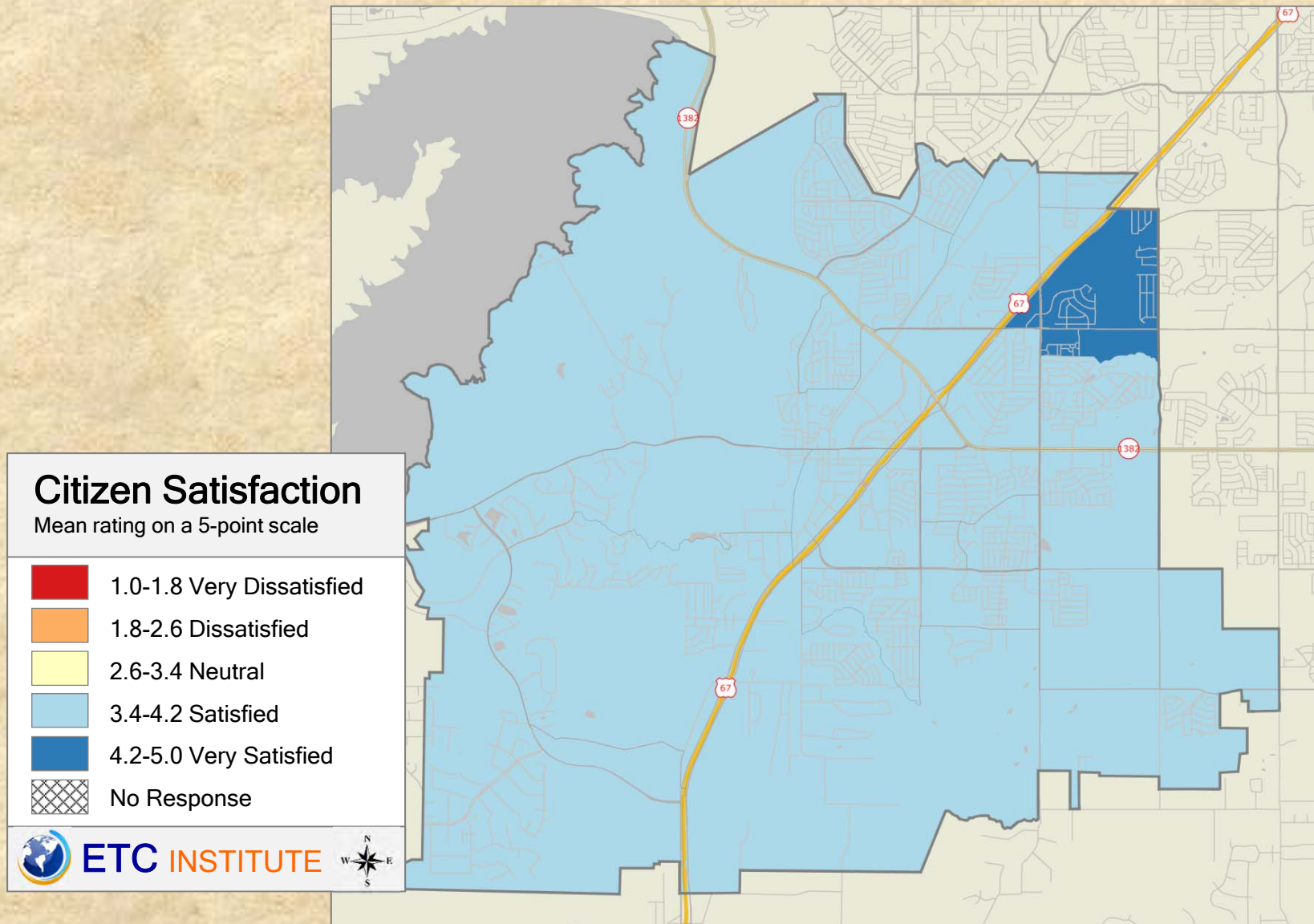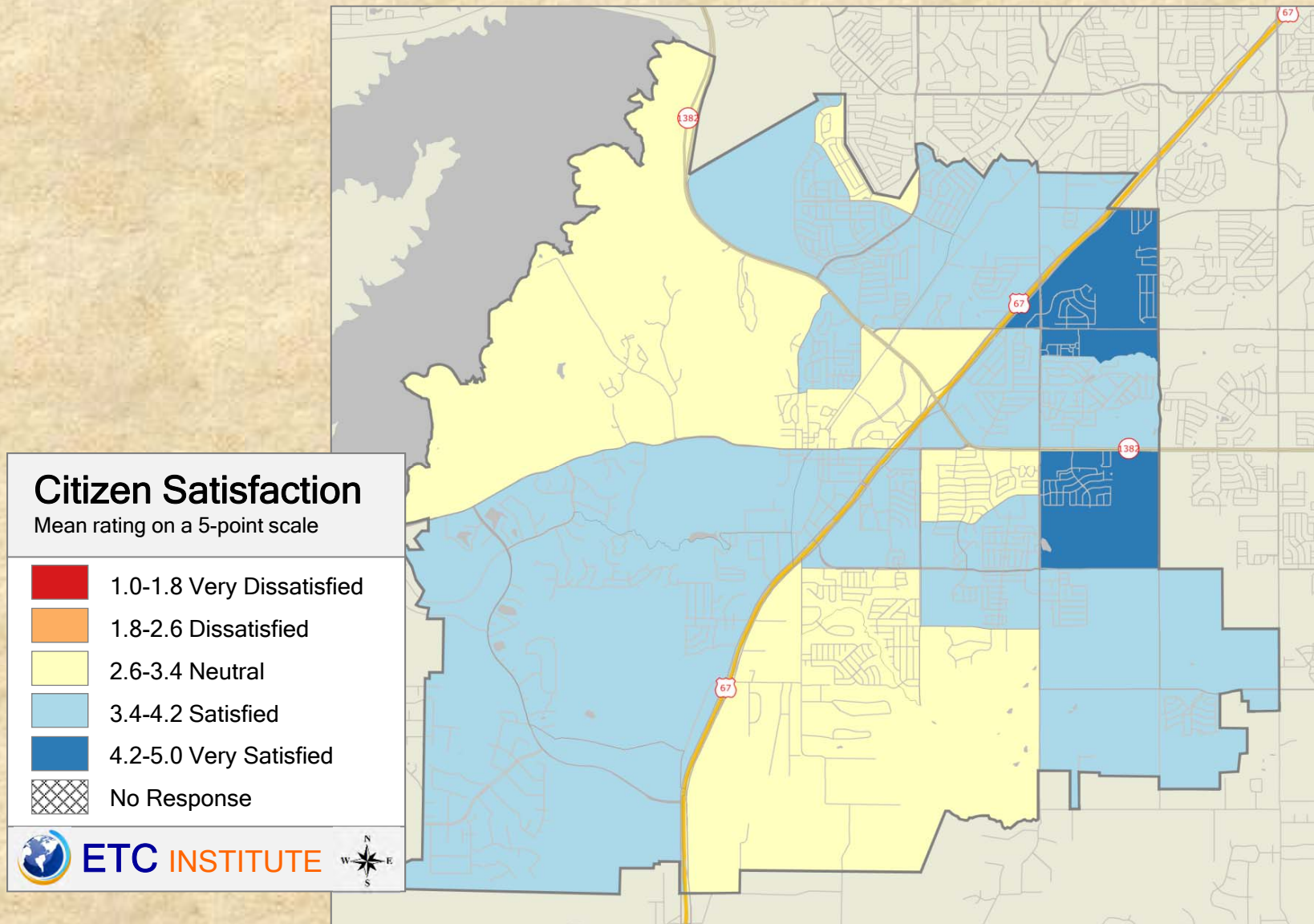# Q4-03 Satisfaction with Condition of Sidewalks in Your Neighborhood

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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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
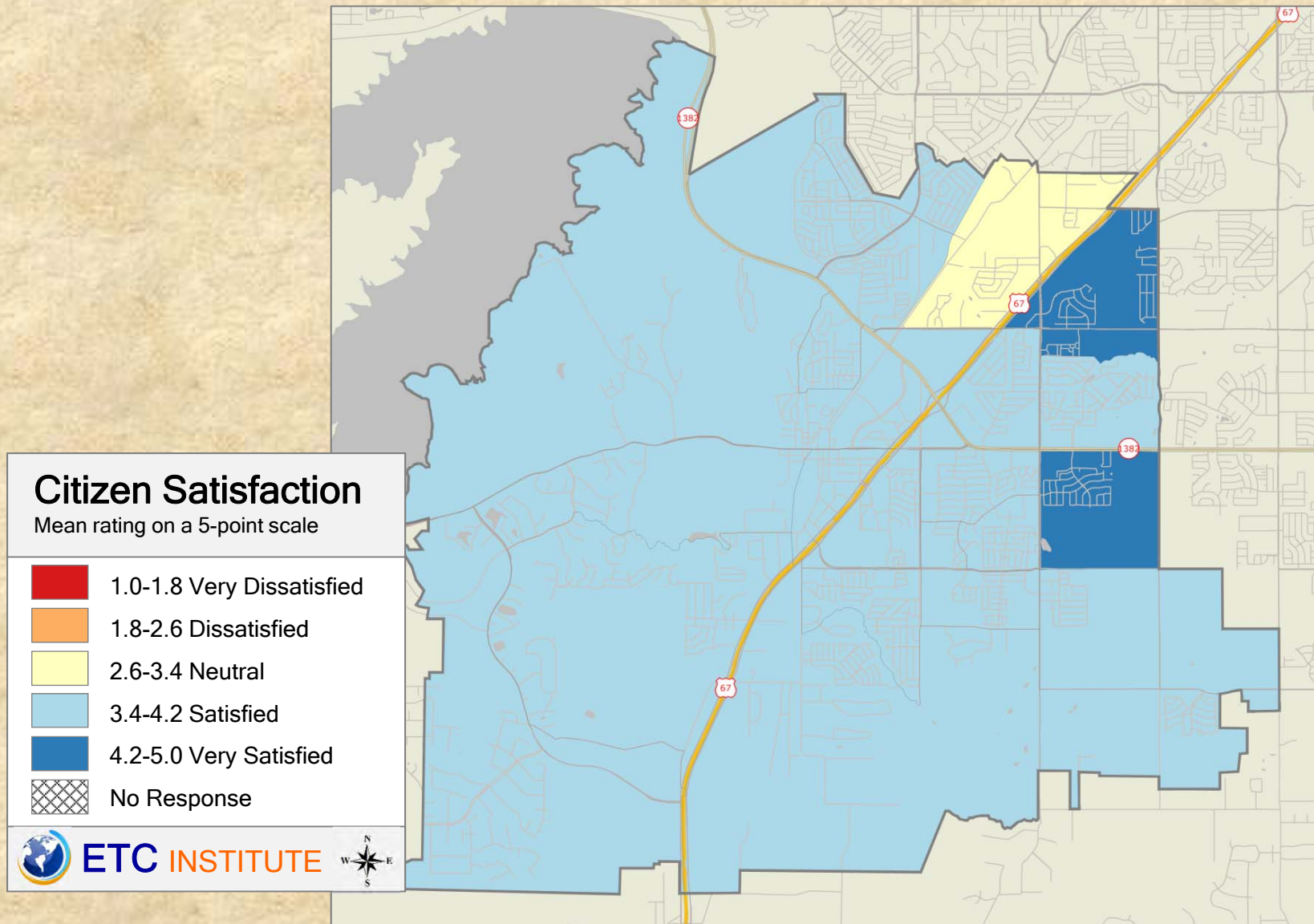
Q4-04 Satisfaction with Timing of Traffic Signals on City Streets

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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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

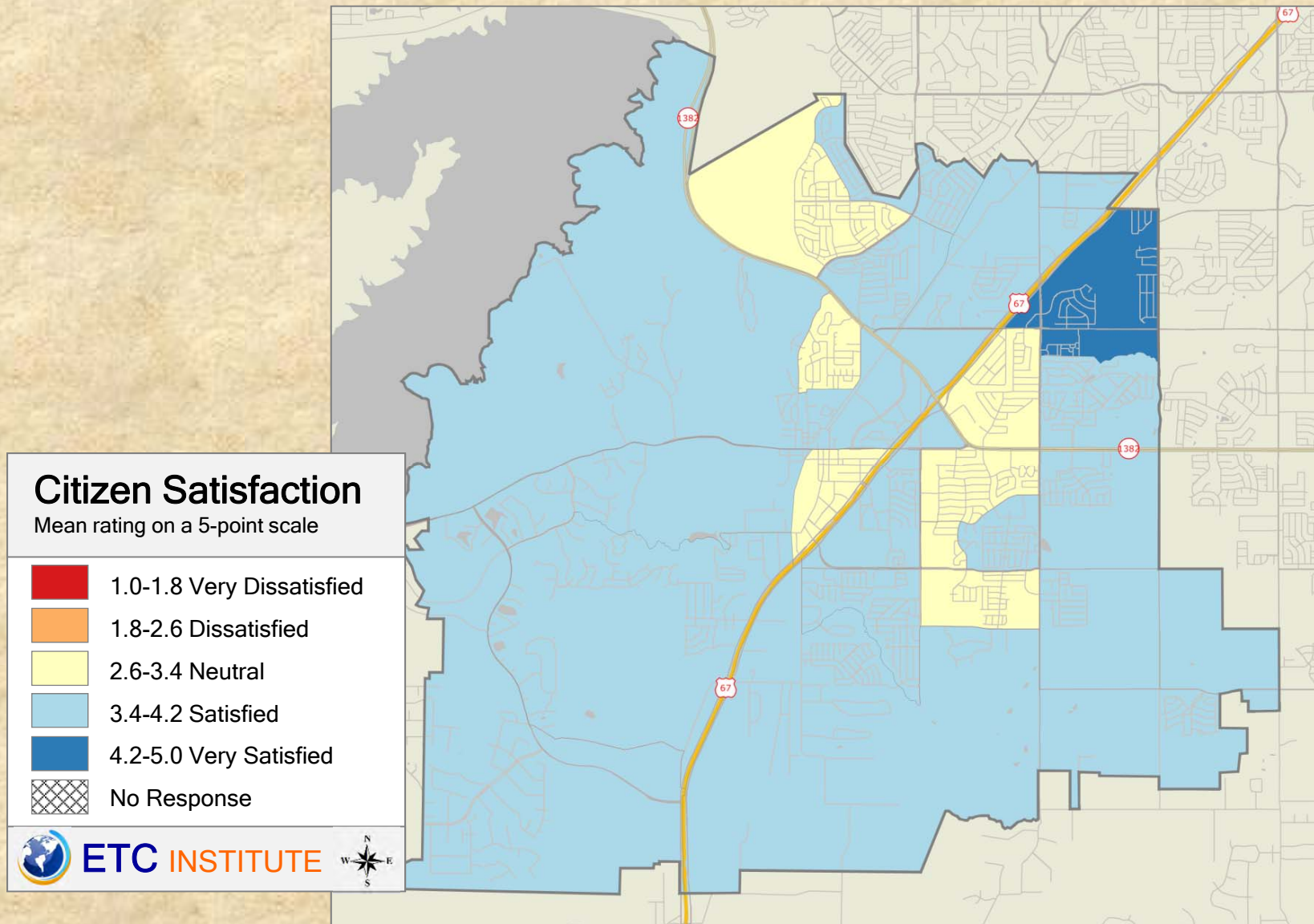# Q4-05 Satisfaction with Traffic Flow on Major City Streets

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
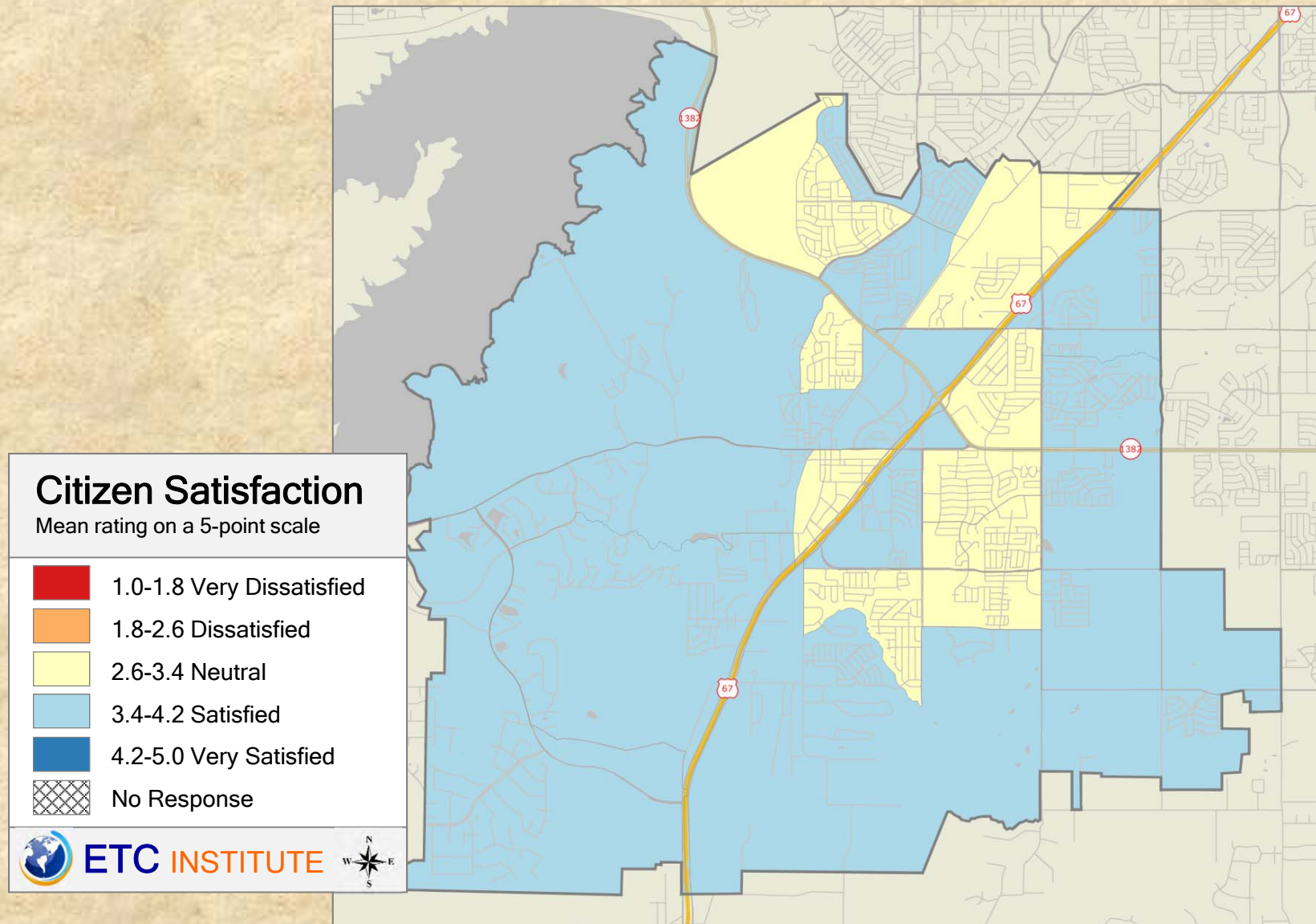- No Response

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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q4-06 Satisfaction with Pedestrian Accessibility (The City's Sidewalk System/Network; Number/Availability of Sidewalks)

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

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

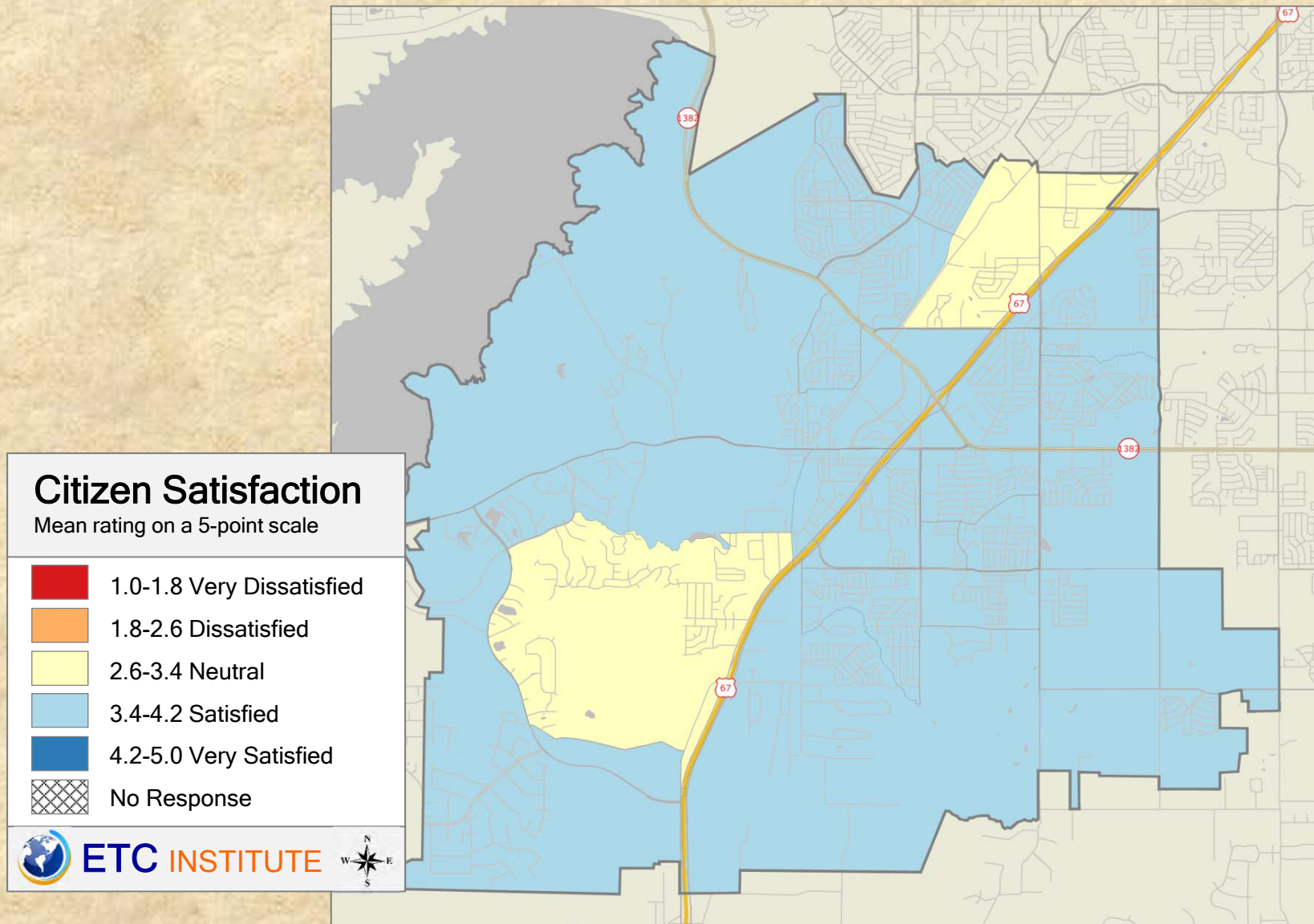# Q4-07 Satisfaction with Appearance and Condition of City Medians, Right-of-Ways and Public Areas
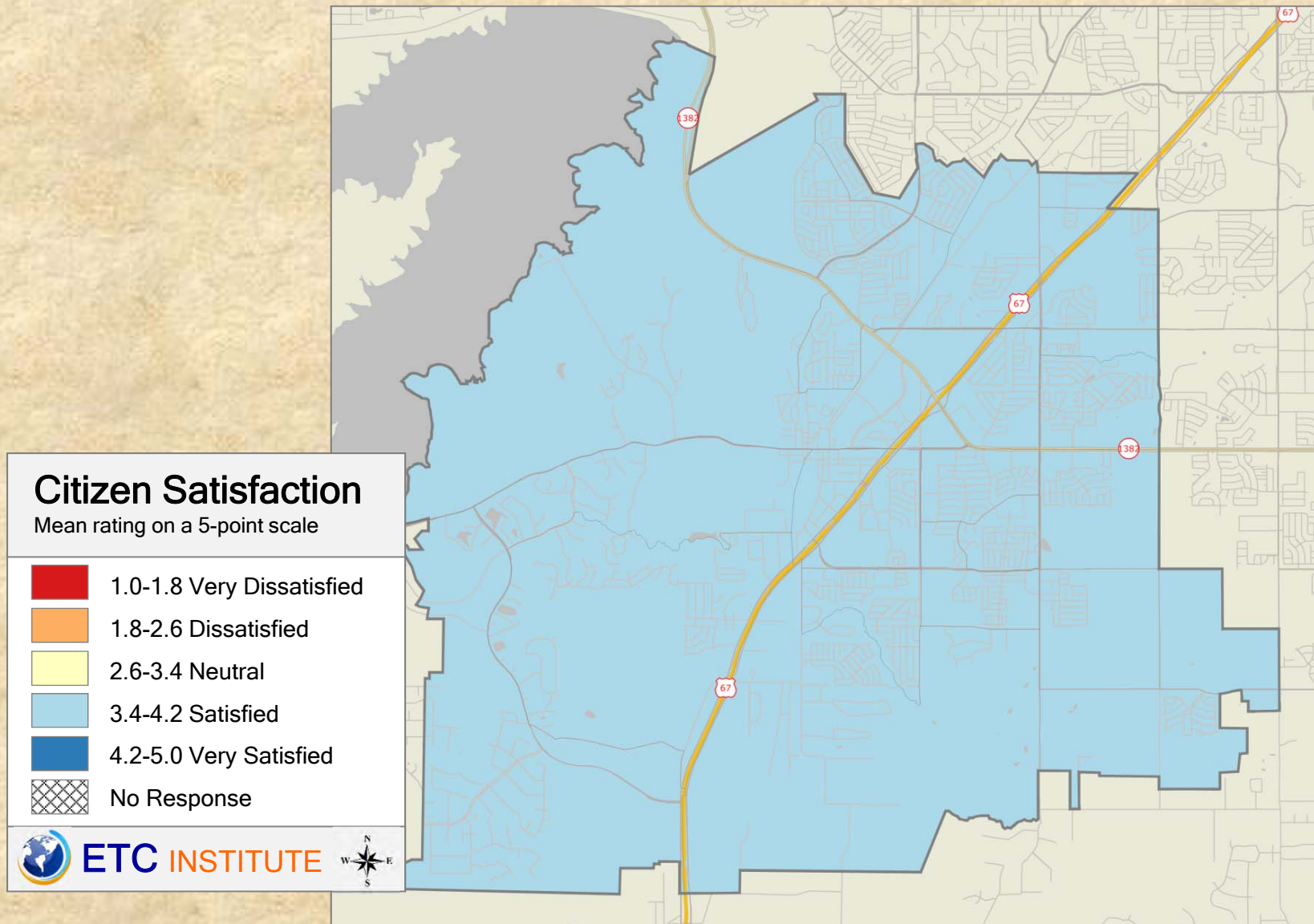
Citizen Satisfaction

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

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2016 City of Cedar Hill Citizen Satisfaction Survey

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

Q4-08 Satisfaction with Adequacy of City Street Lighting

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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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

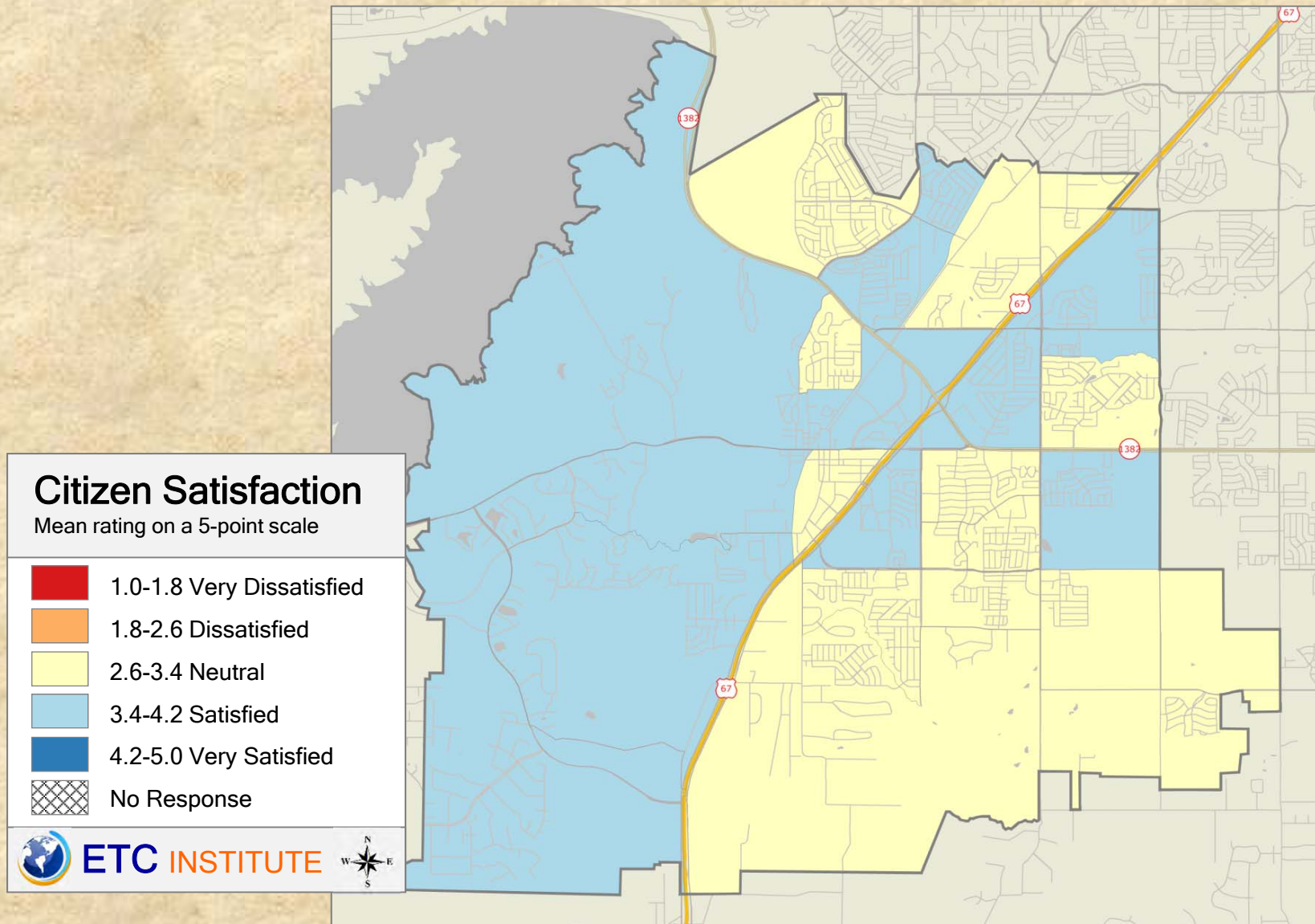# Q4-09 Satisfaction with Condition of Pavement Markings on City Streets

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**
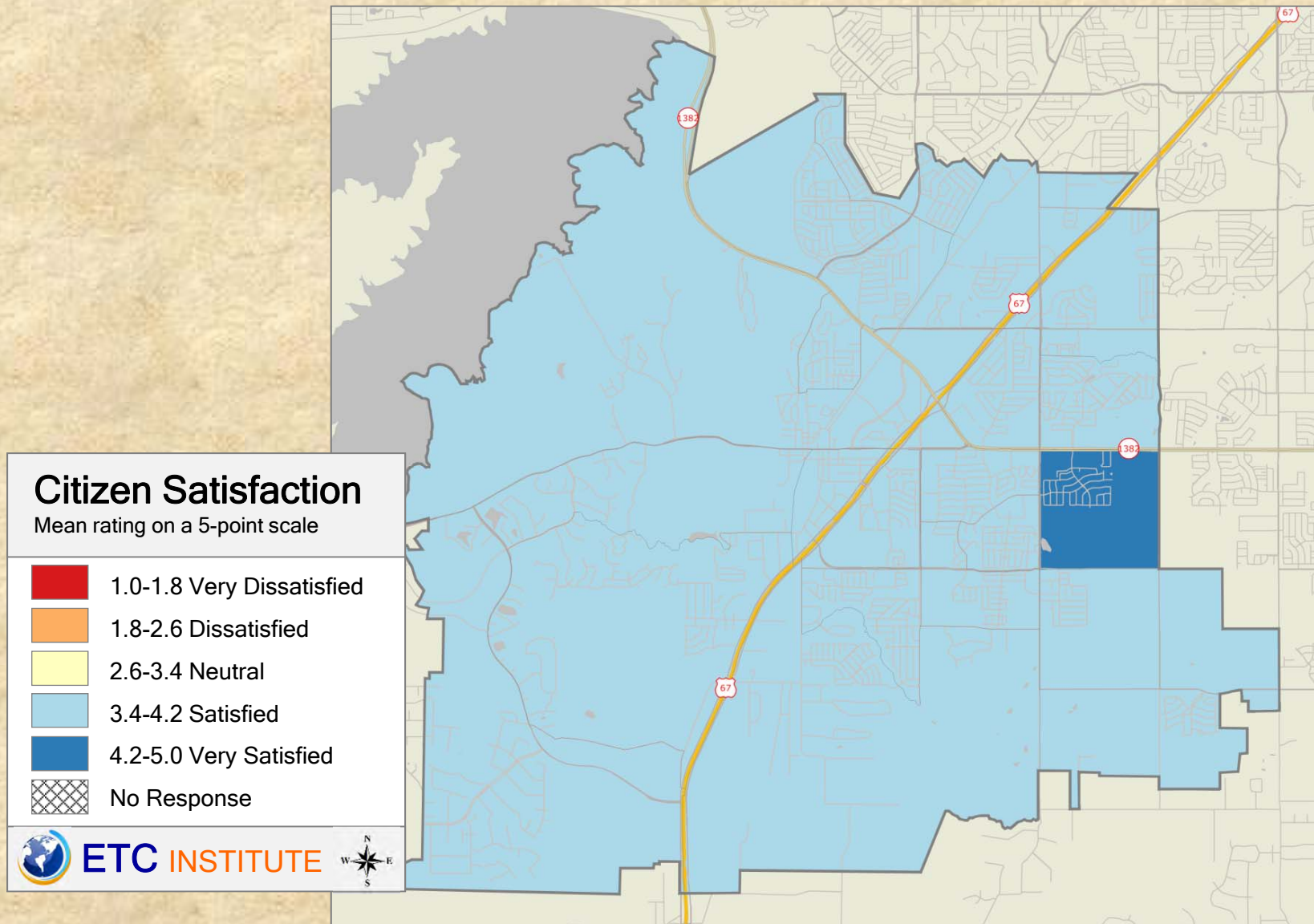- **No Response**

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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q4-10 Satisfaction with Overall Cleanliness of Streets and 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

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2016 City of Cedar Hill Citizen Satisfaction Survey
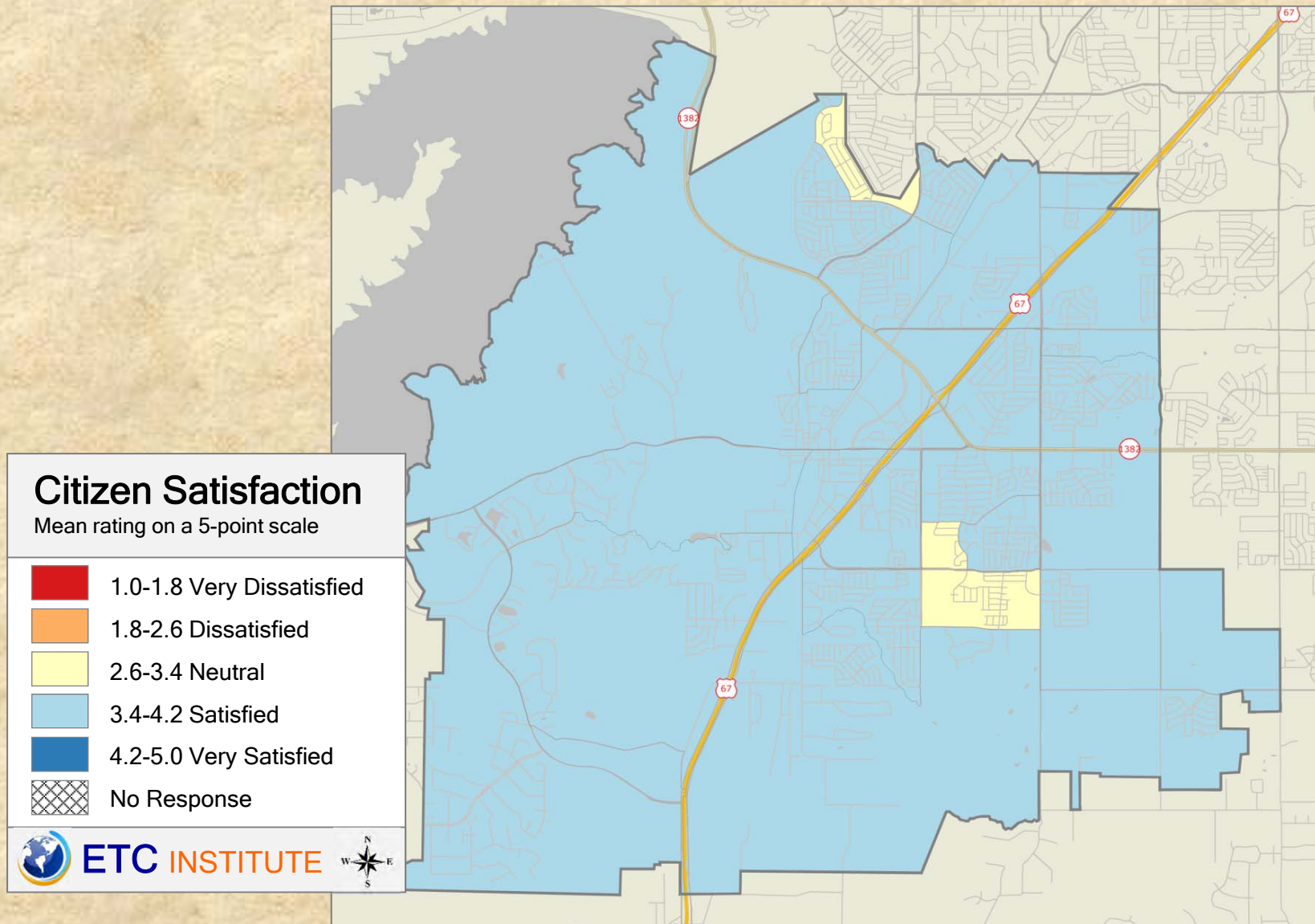Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q4-11 Satisfaction with Condition of Landscaping Along Public Streets

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
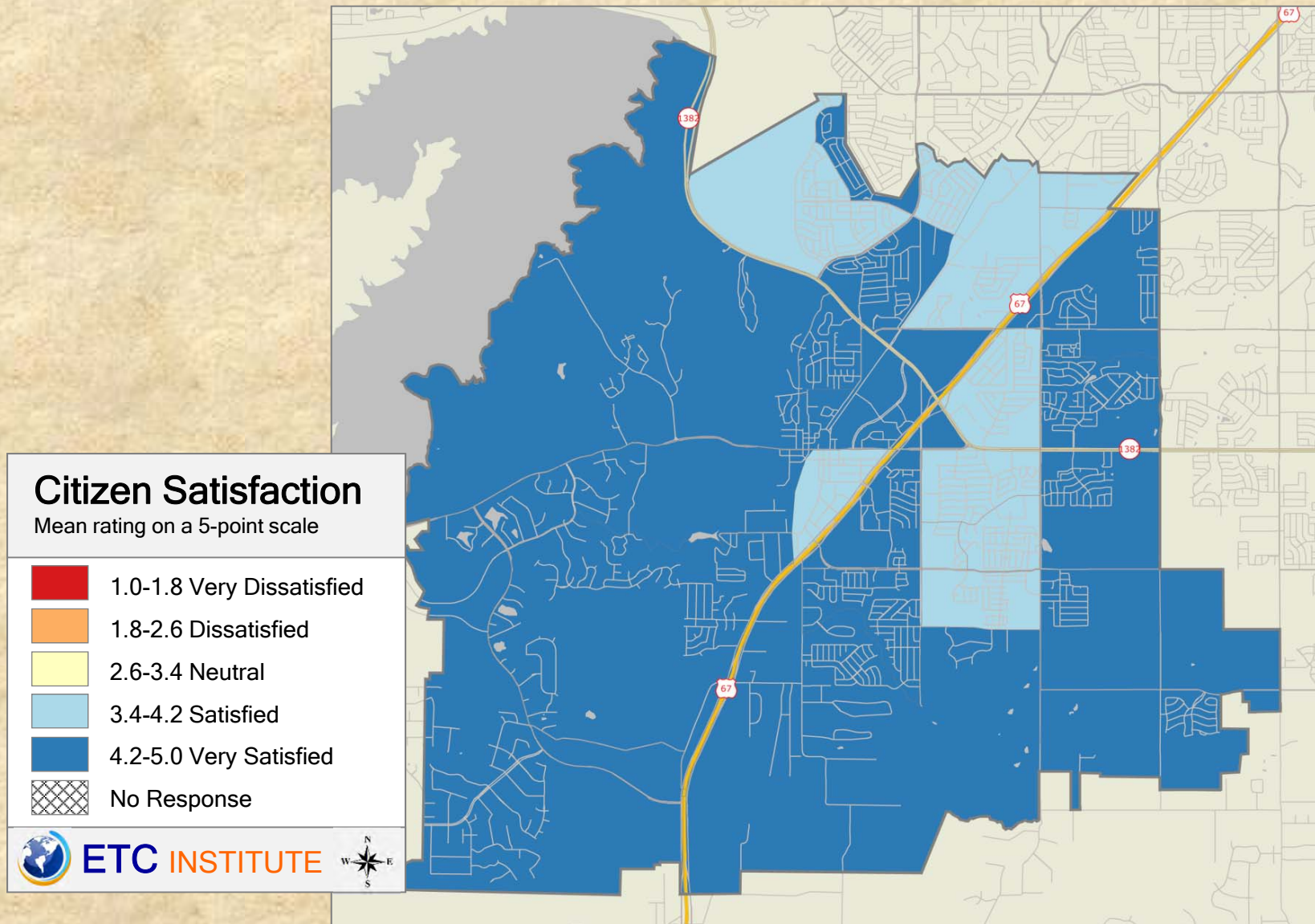- No Response

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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q6-01 Satisfaction with Quality of 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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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q6-02 Satisfaction with Visibility of Police in Neighborhoods
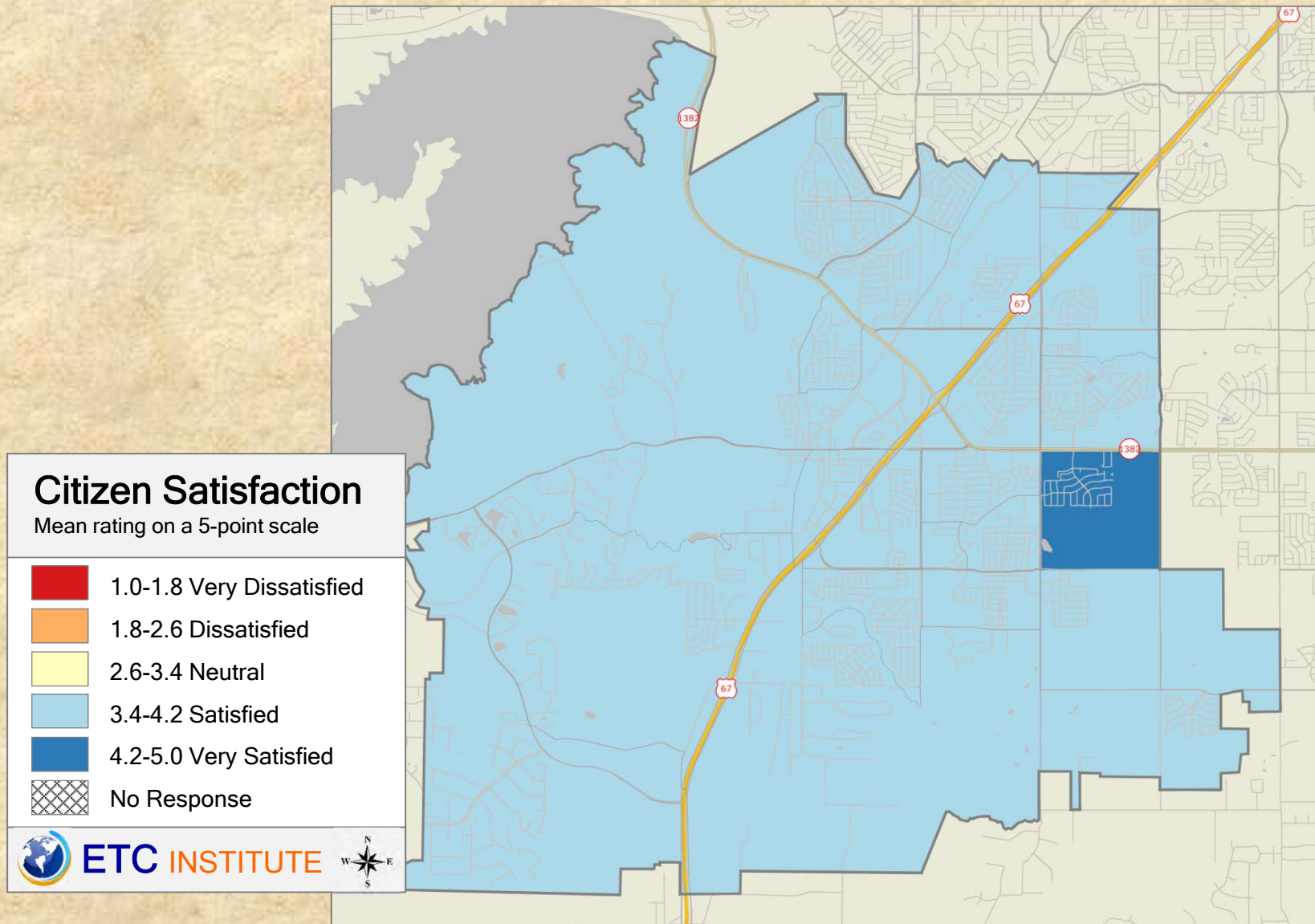
Citizen Satisfaction
Mean rating on a 5-point scale

- 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

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

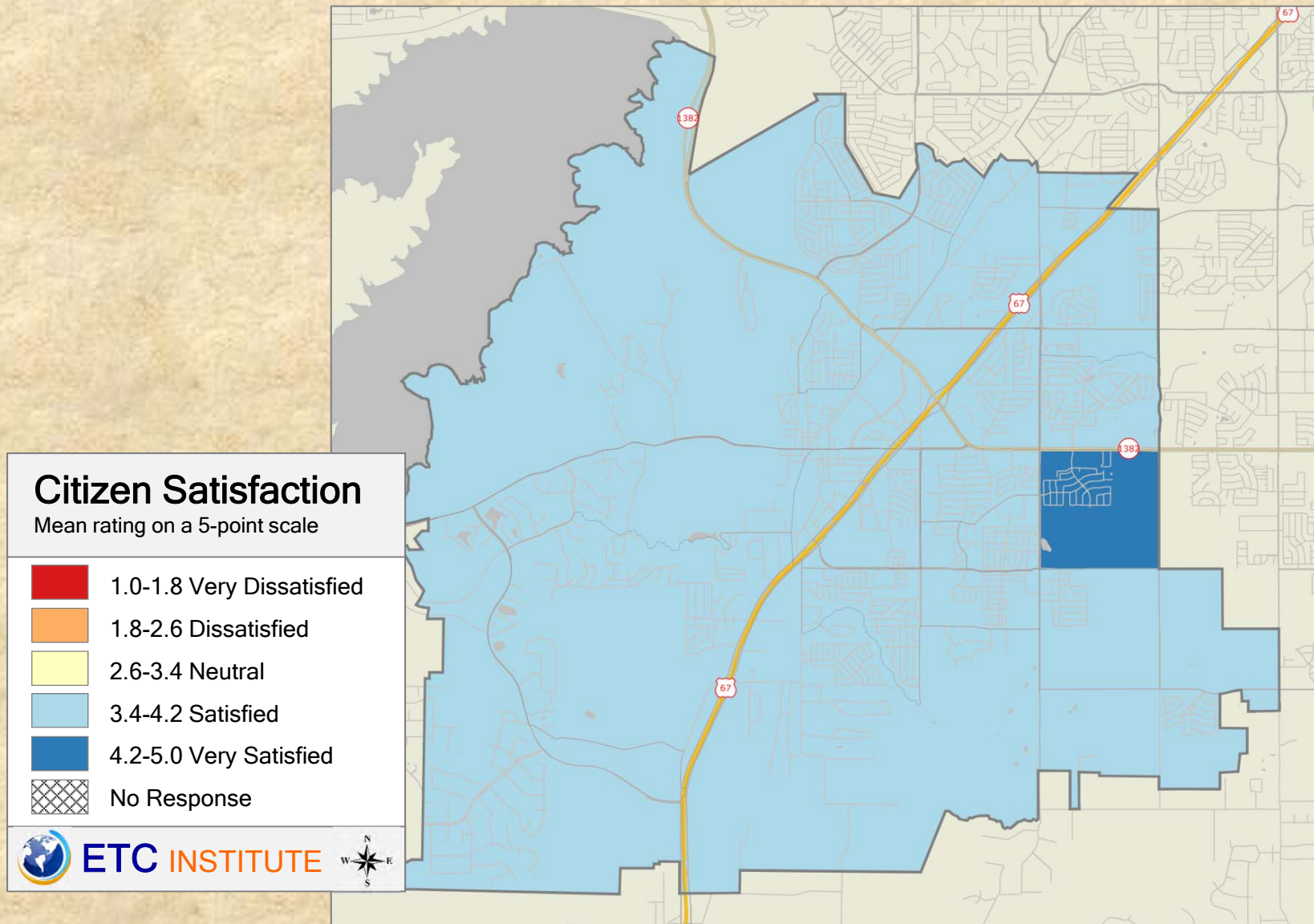# Q6-03 Satisfaction with Visibility of Police in Retail Areas

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
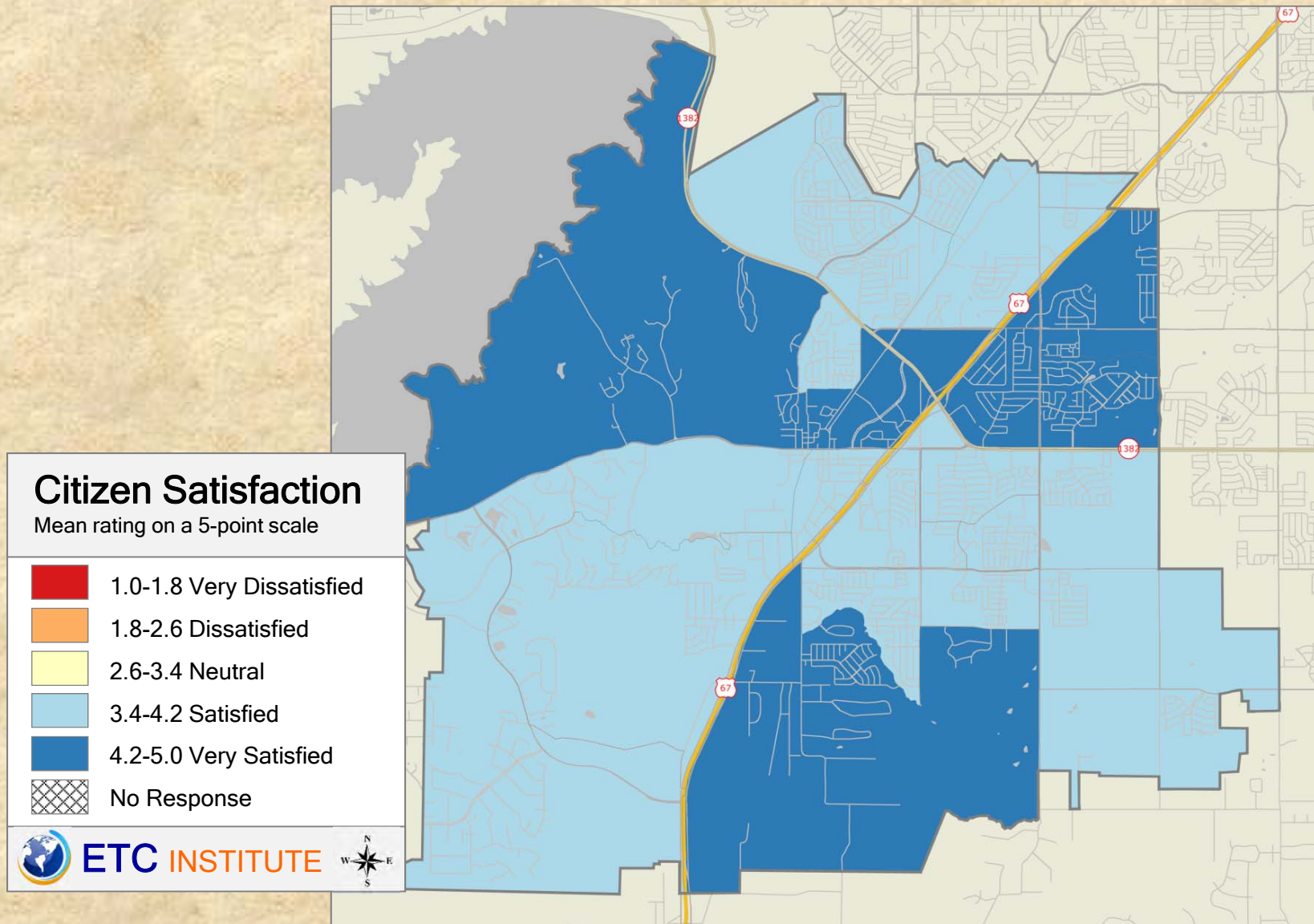- ▨ No Response

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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q6-04 Satisfaction with Police Response Time

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

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey
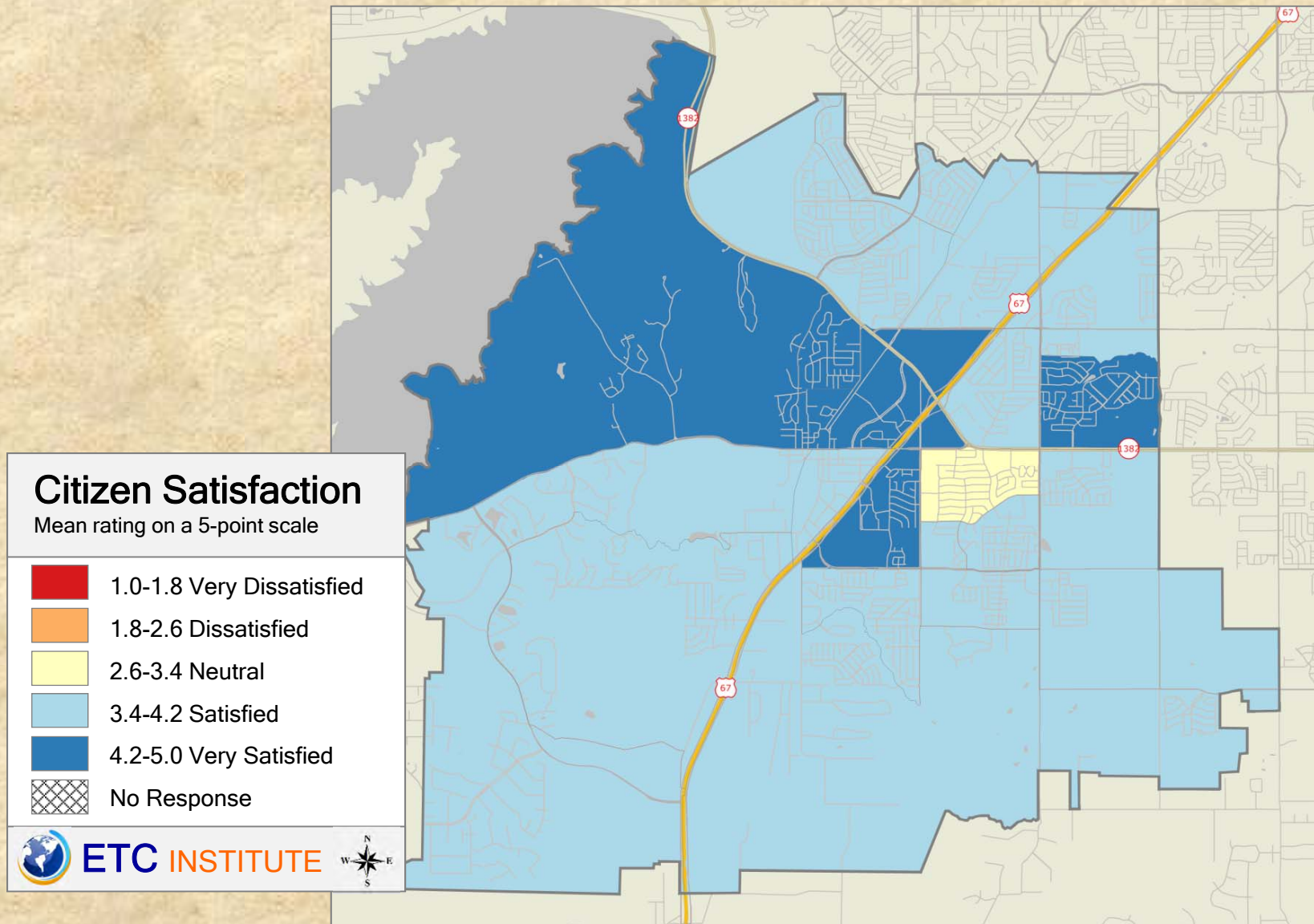Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q6-05 Satisfaction with Efforts 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
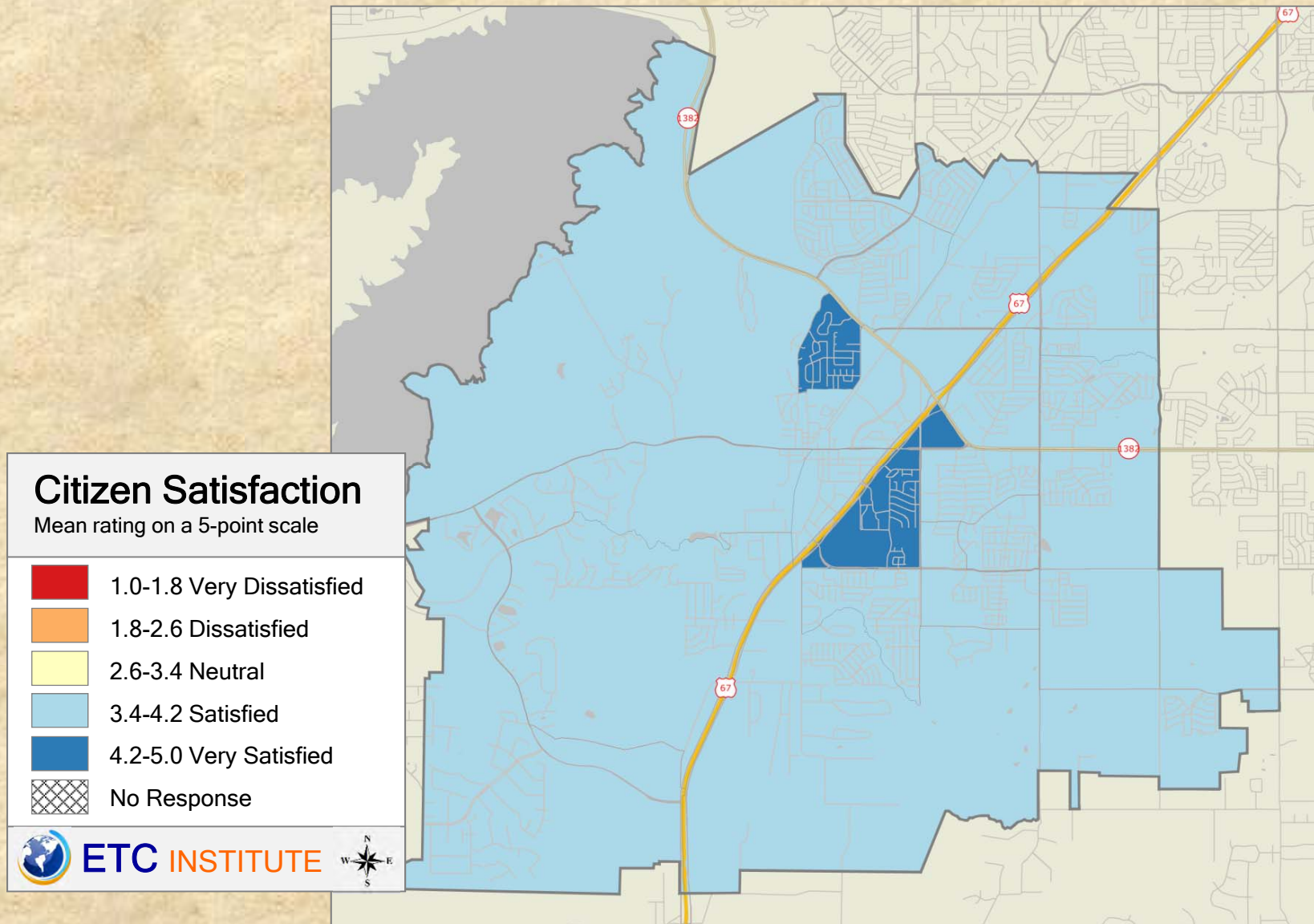- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

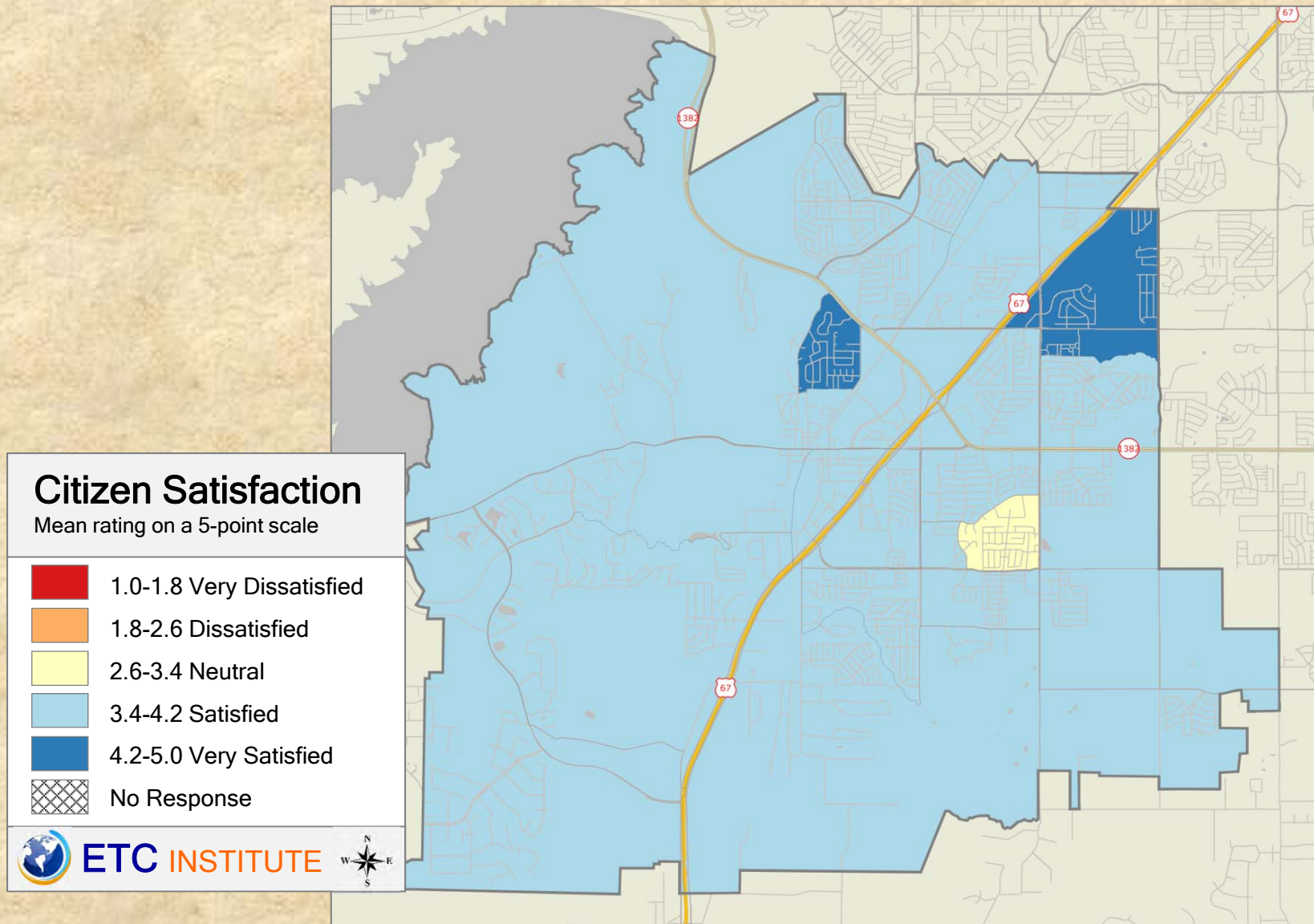# Q6-06 Satisfaction with Police Safety Education Programs

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

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
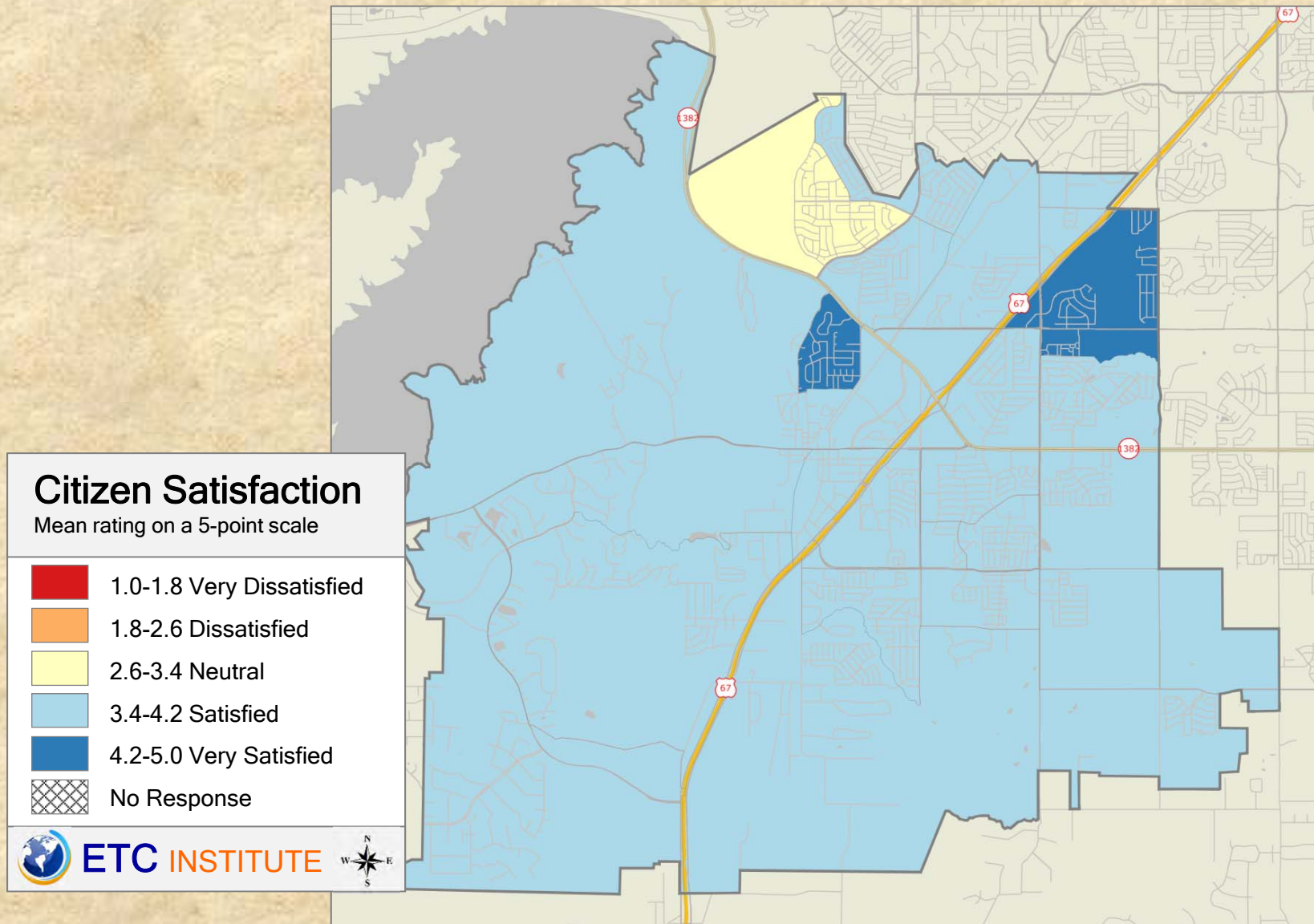
Q6-07 Satisfaction with Enforcement of Traffic Laws

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

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

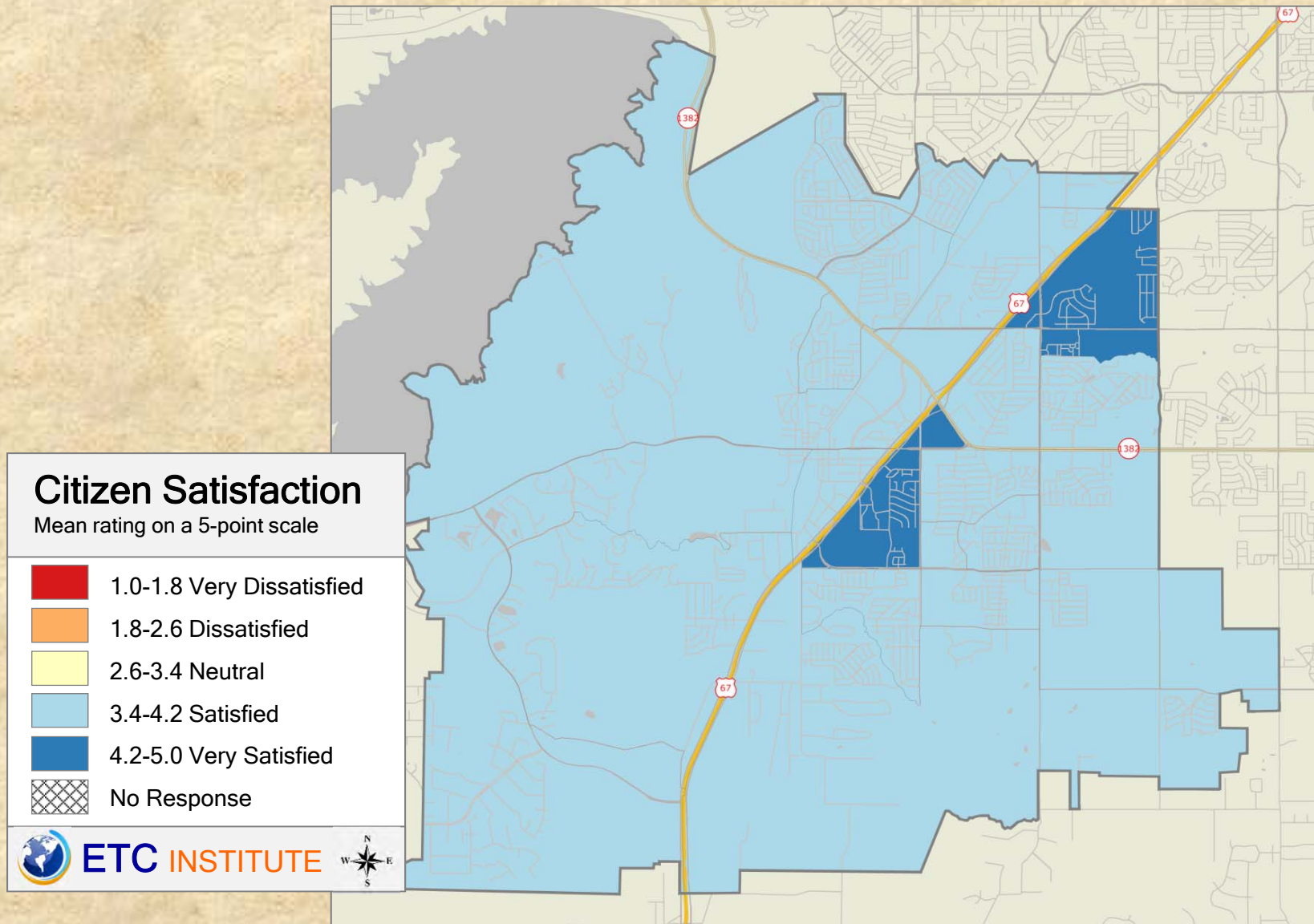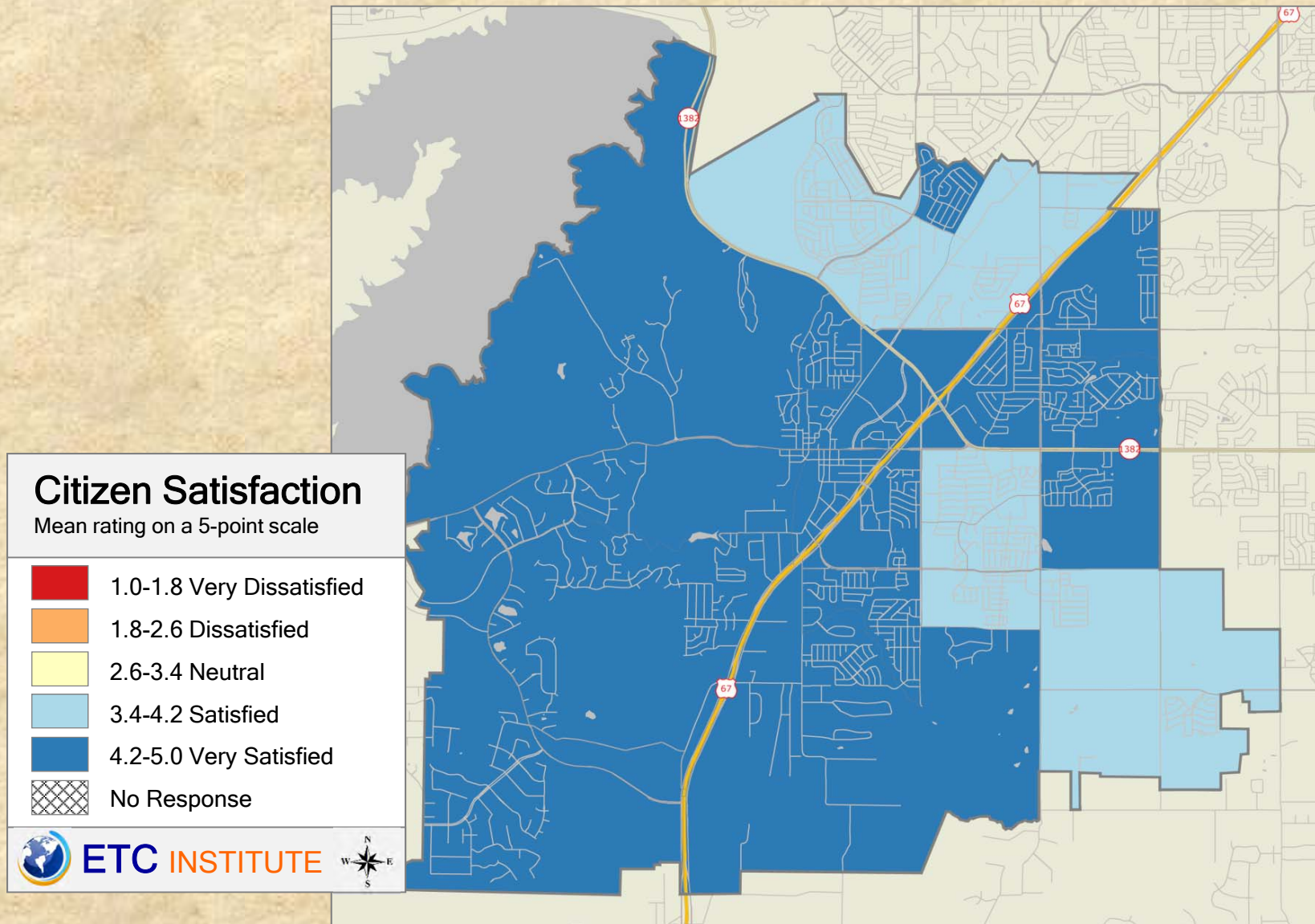# Q6-08 Satisfaction with Quality of Animal Control Services

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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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q6-09 Satisfaction with Quality and Accessibility of Municipal Court Services (i.e. Traffic, Collection, Fines)

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

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey
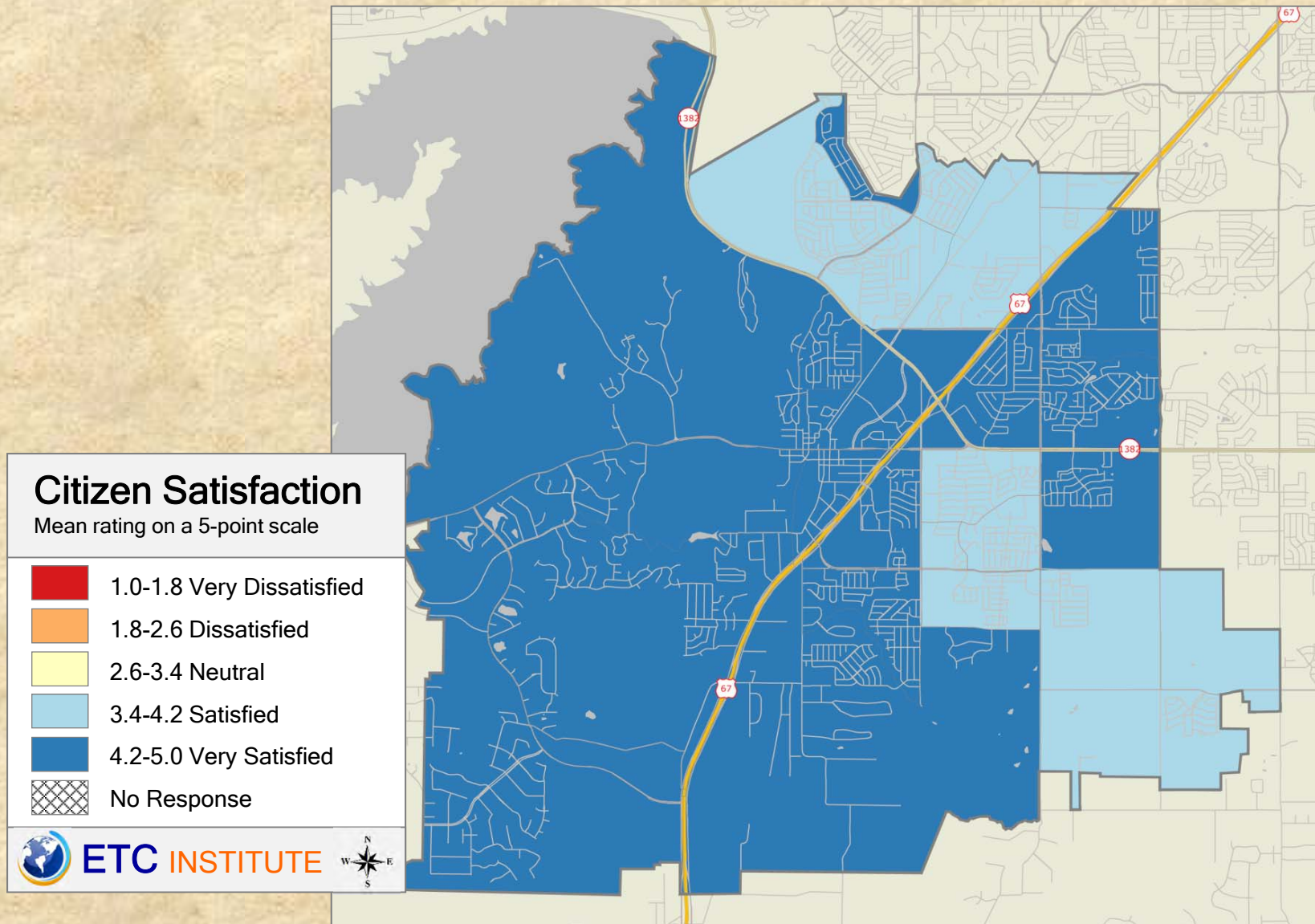Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q6-10 Satisfaction with Quality of Fire 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

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q6-11 Satisfaction with Quality of Fire Emergency Medical 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

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey
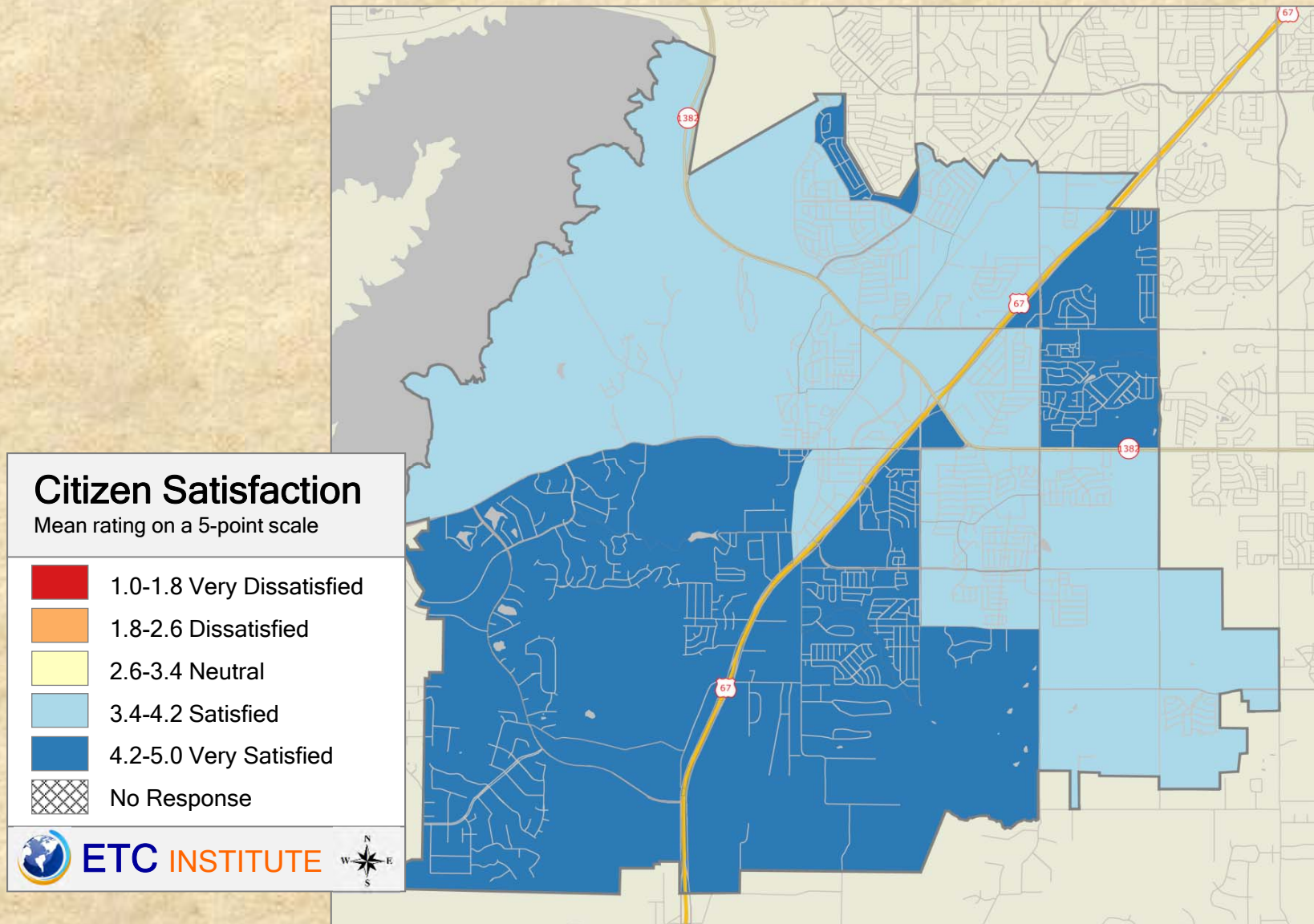Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q6-12 Satisfaction with Fire Personnel Emergency Response Time
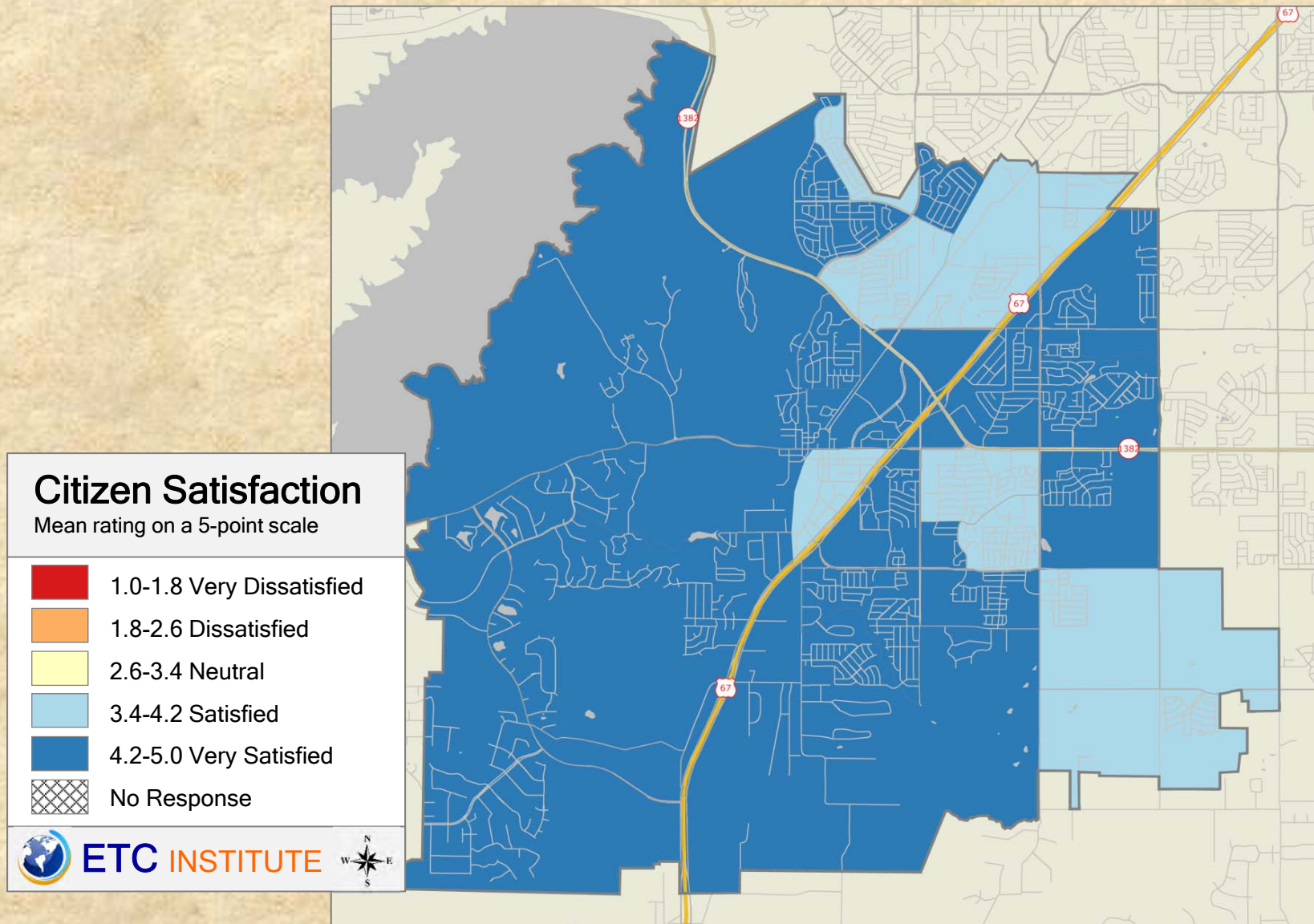
Citizen Satisfaction
Mean rating on a 5-point scale

- 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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2016 City of Cedar Hill Citizen Satisfaction Survey

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

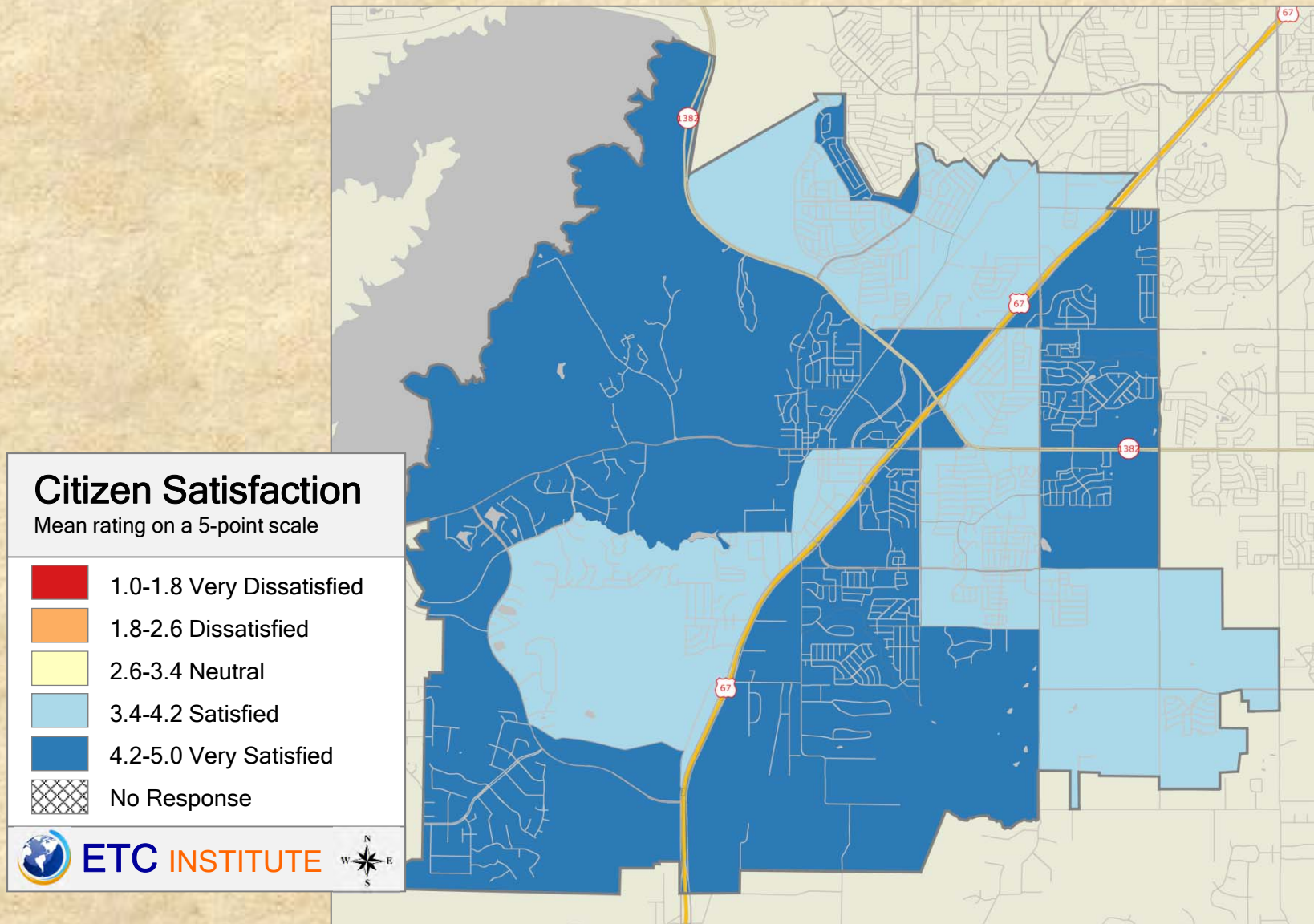# Q6-13 Satisfaction with Quality of Fire Safety Education Programs
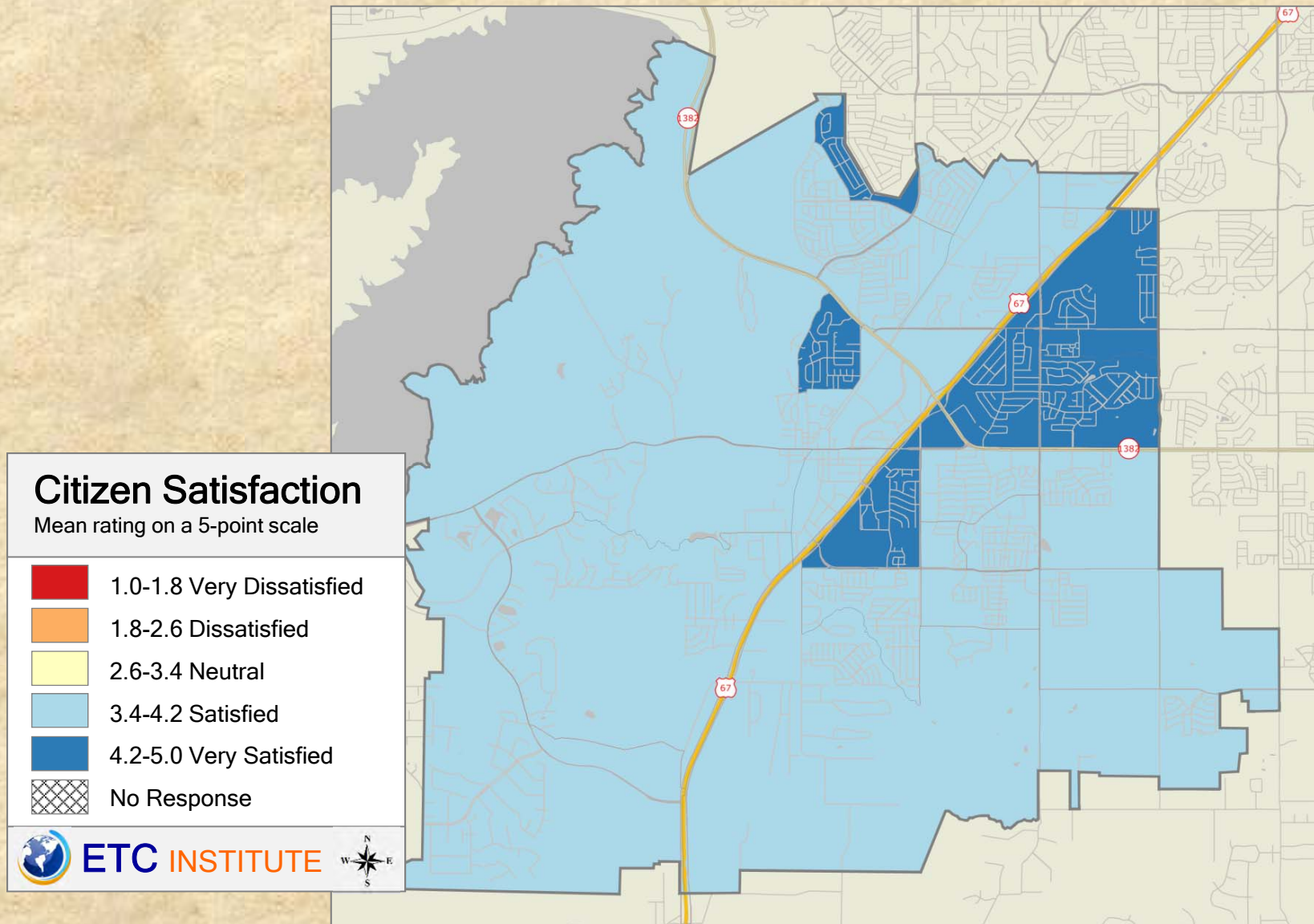
Citizen Satisfaction
Mean rating on a 5-point scale

■ (red)	1.0-1.8 Very Dissatisfied
■ (orange)	1.8-2.6 Dissatisfied
■ (pale yellow)	2.6-3.4 Neutral
■ (light blue)	3.4-4.2 Satisfied
■ (dark blue)	4.2-5.0 Very Satisfied
▨	No Response

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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

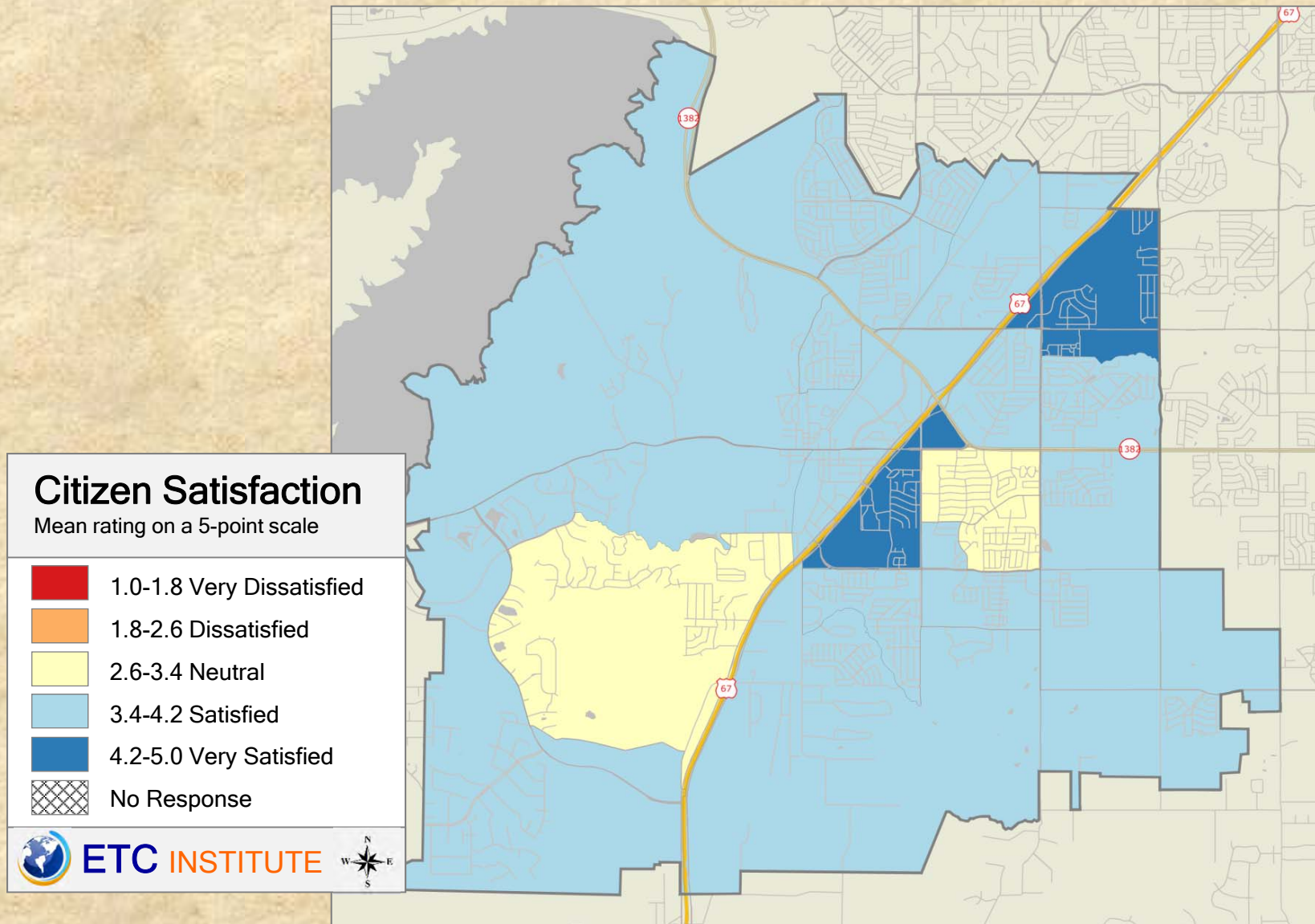# Q6-14 Satisfaction with 9-1-1 Service Provided by Operators

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

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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

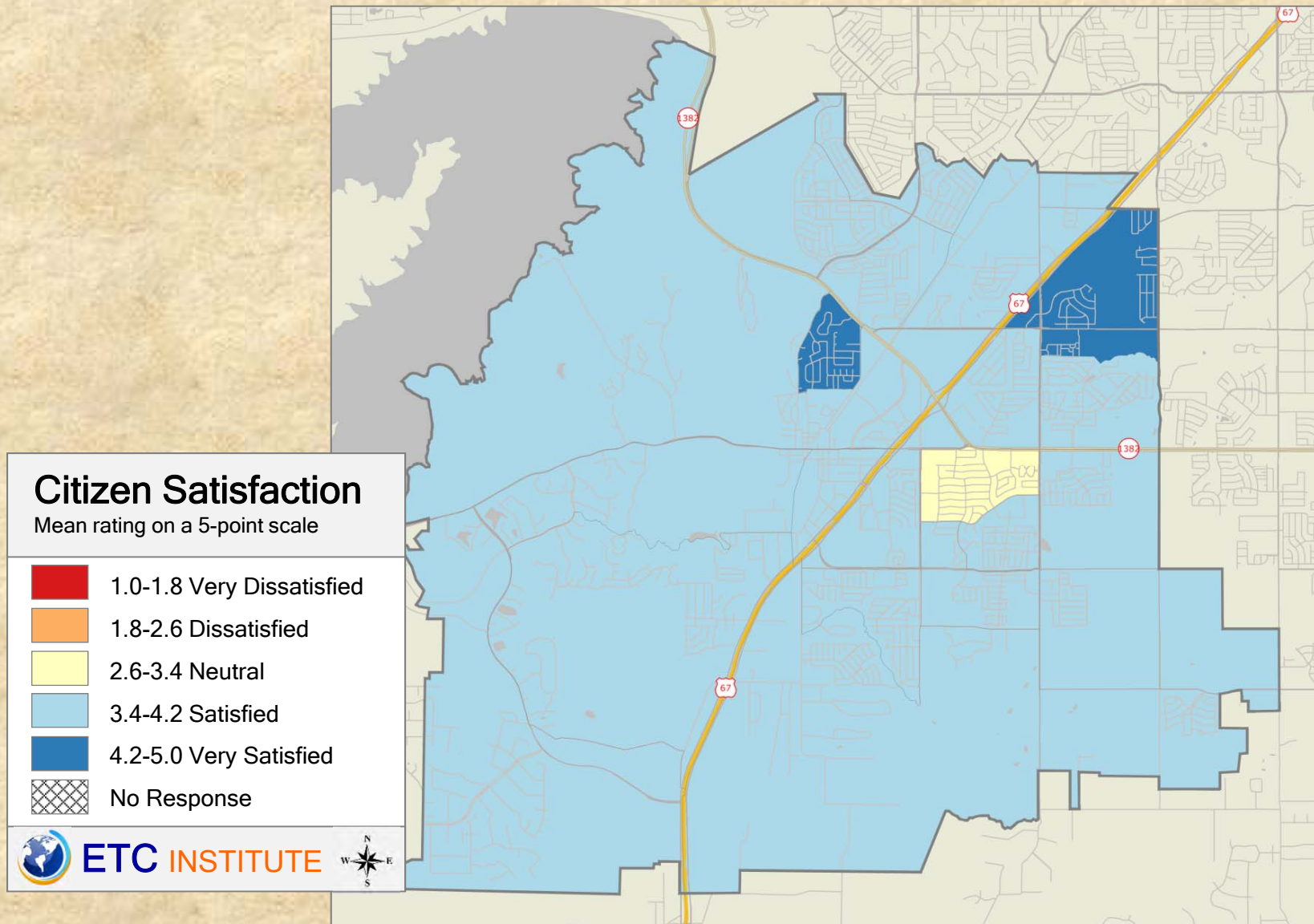# Q6-15 Satisfaction with 9-1-1 Response Time from First Responders (Ambulance, Fire, & Police)

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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2016 City of Cedar Hill Citizen Satisfaction Survey

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

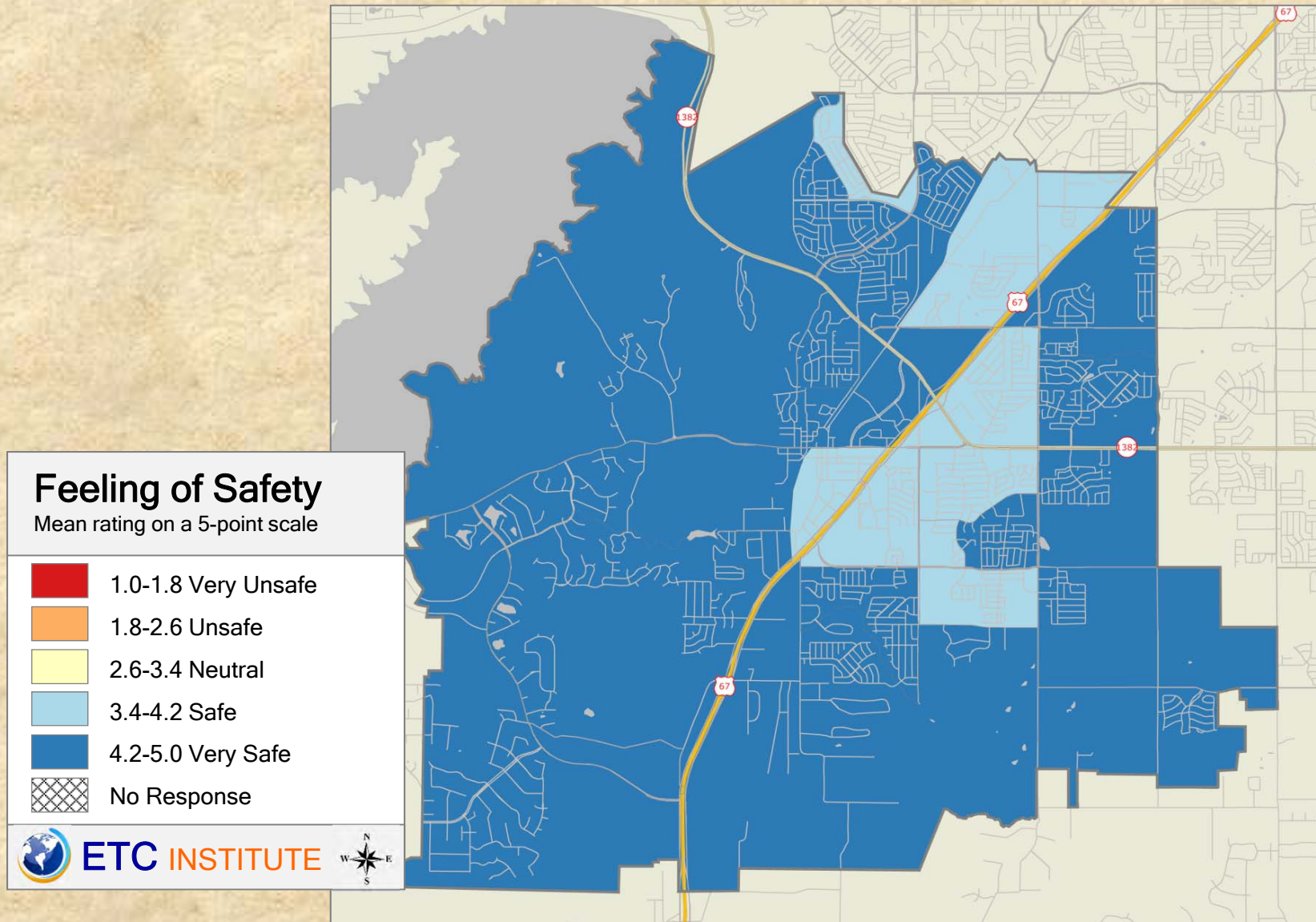# Q6-16 Satisfaction with Disaster Preparedness Public Education

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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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q6-17 Satisfaction with Community Public Safety Efforts (Citizens Police Academy, Citizens Fire Academy, Citizens on Patrol, Community Emergency Response Team)
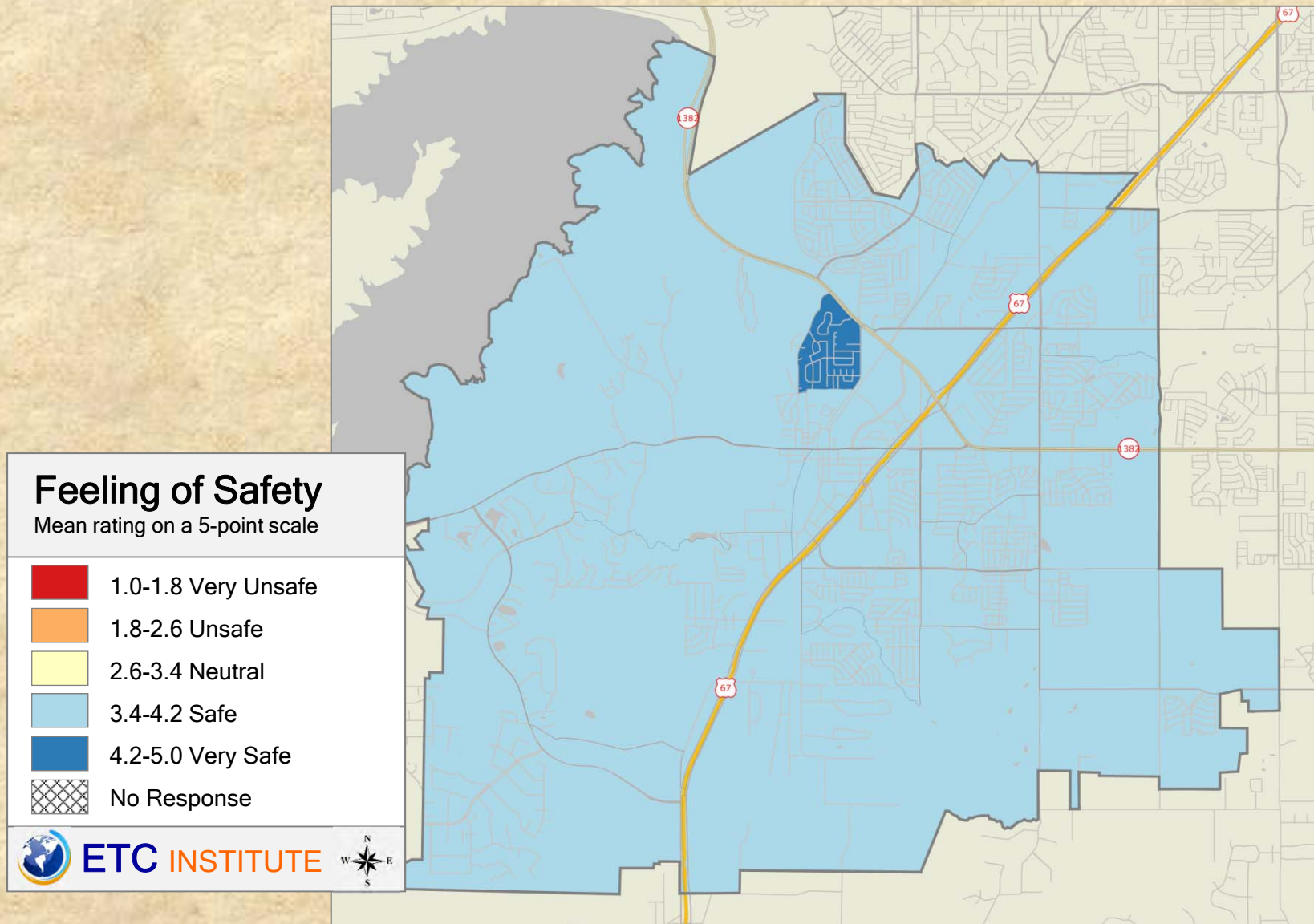

Citizen Satisfaction
Mean rating on a 5-point scale

- 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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2016 City of Cedar Hill Citizen Satisfaction Survey
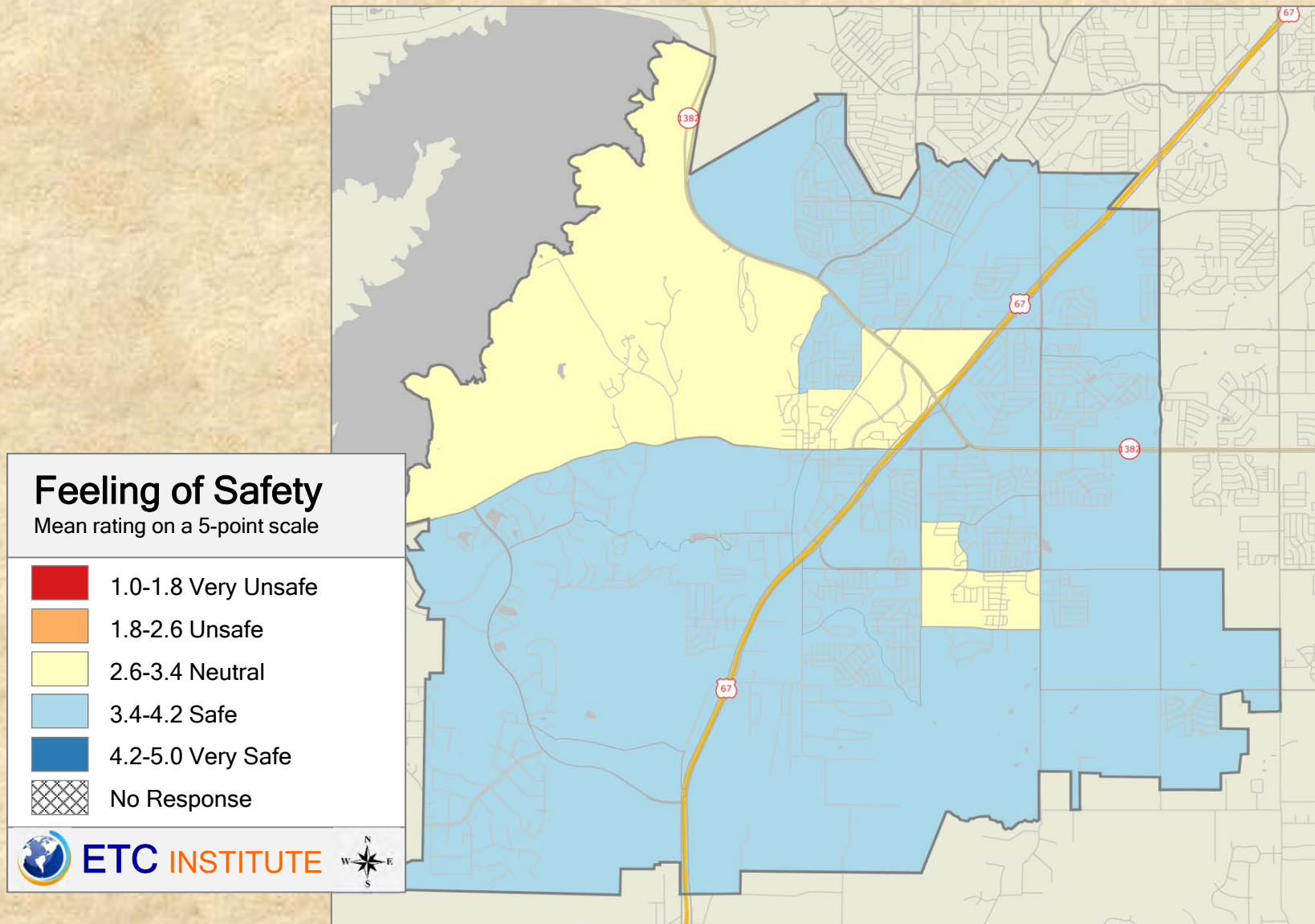Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q8-01 Feeling of Safety in Your Neighborhood During the Day

Feeling of Safety
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

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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

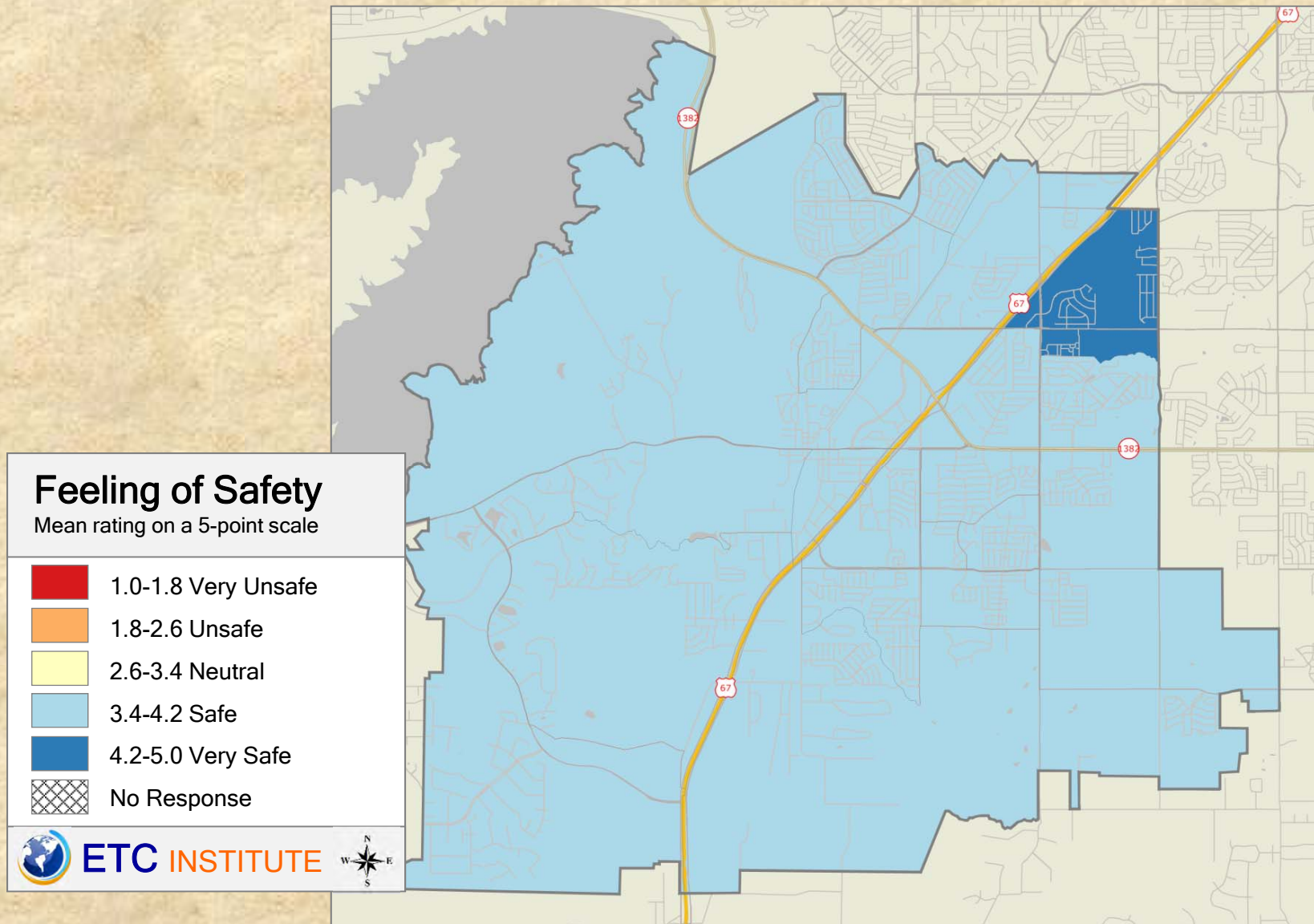# Q8-02 Feeling of Safety in Your Neighborhood at Night

Feeling of Safety
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

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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q8-03 Feeling of Safety in the City's Parks, Trails, and Recreational Areas

Feeling of Safety
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

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

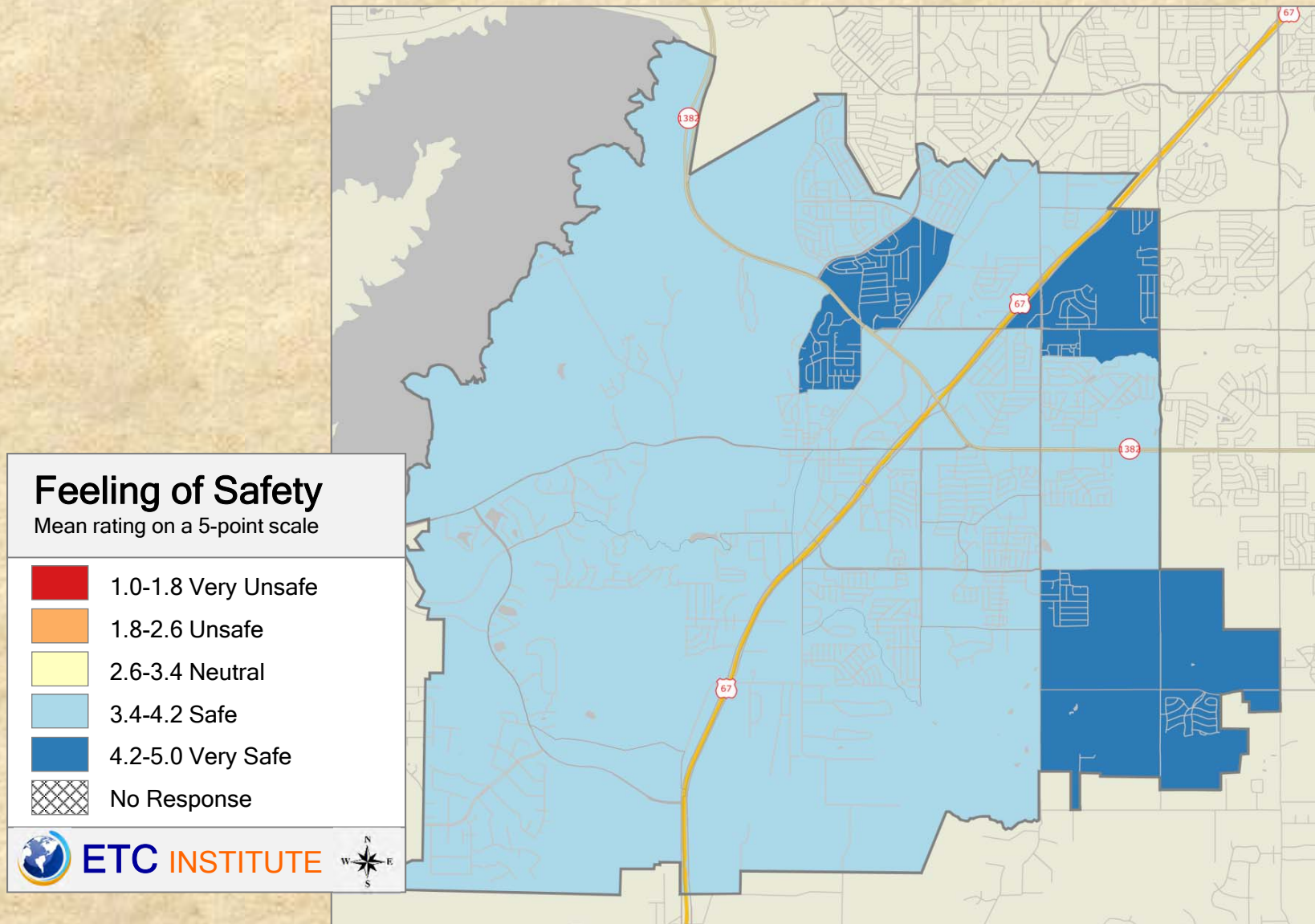# Q8-04 Feeling of Safety in Commercial and Retail Areas

Feeling of Safety
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

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

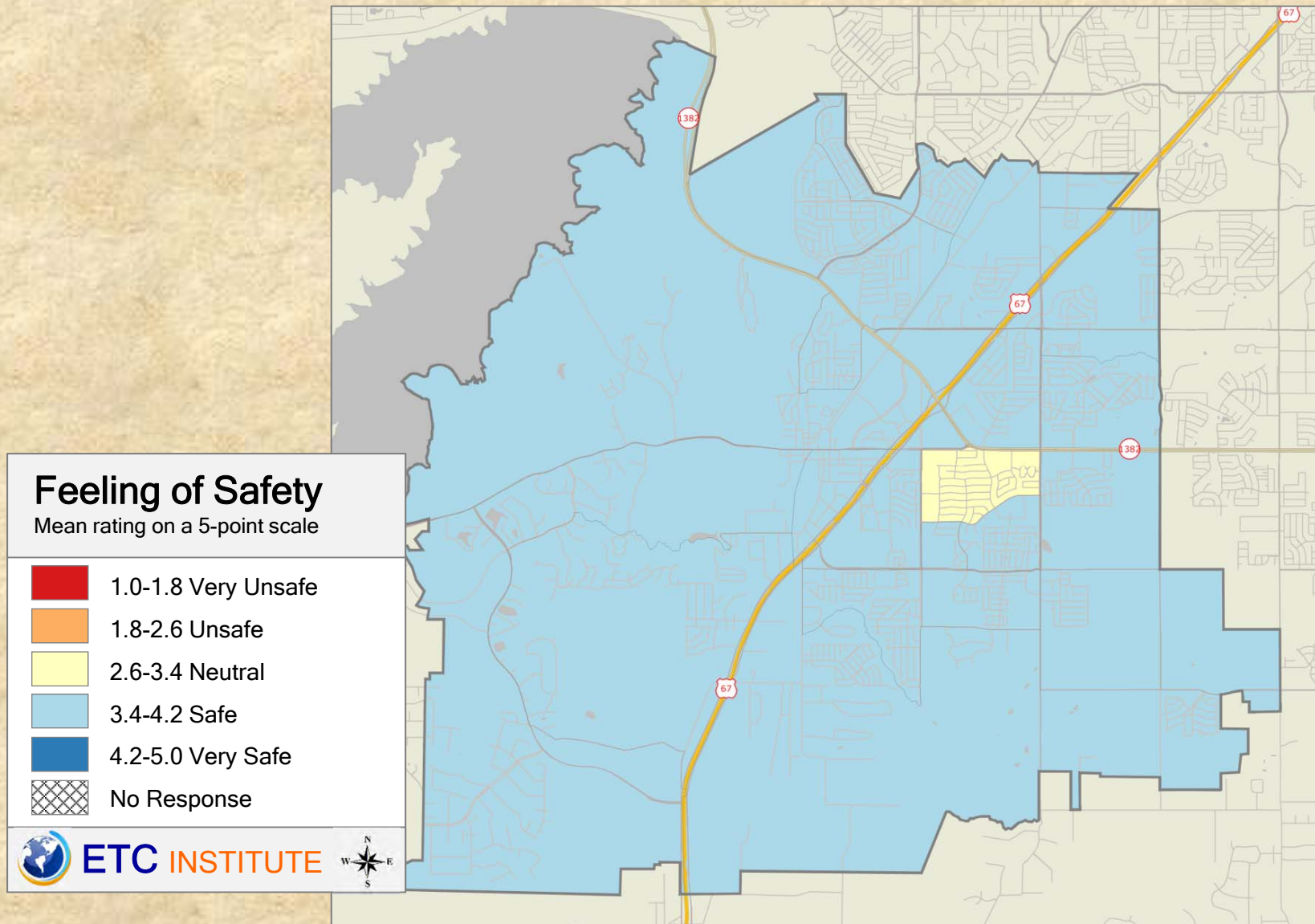# Q8-05 Feeling of Safety Overall in the City

Feeling of Safety
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

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey
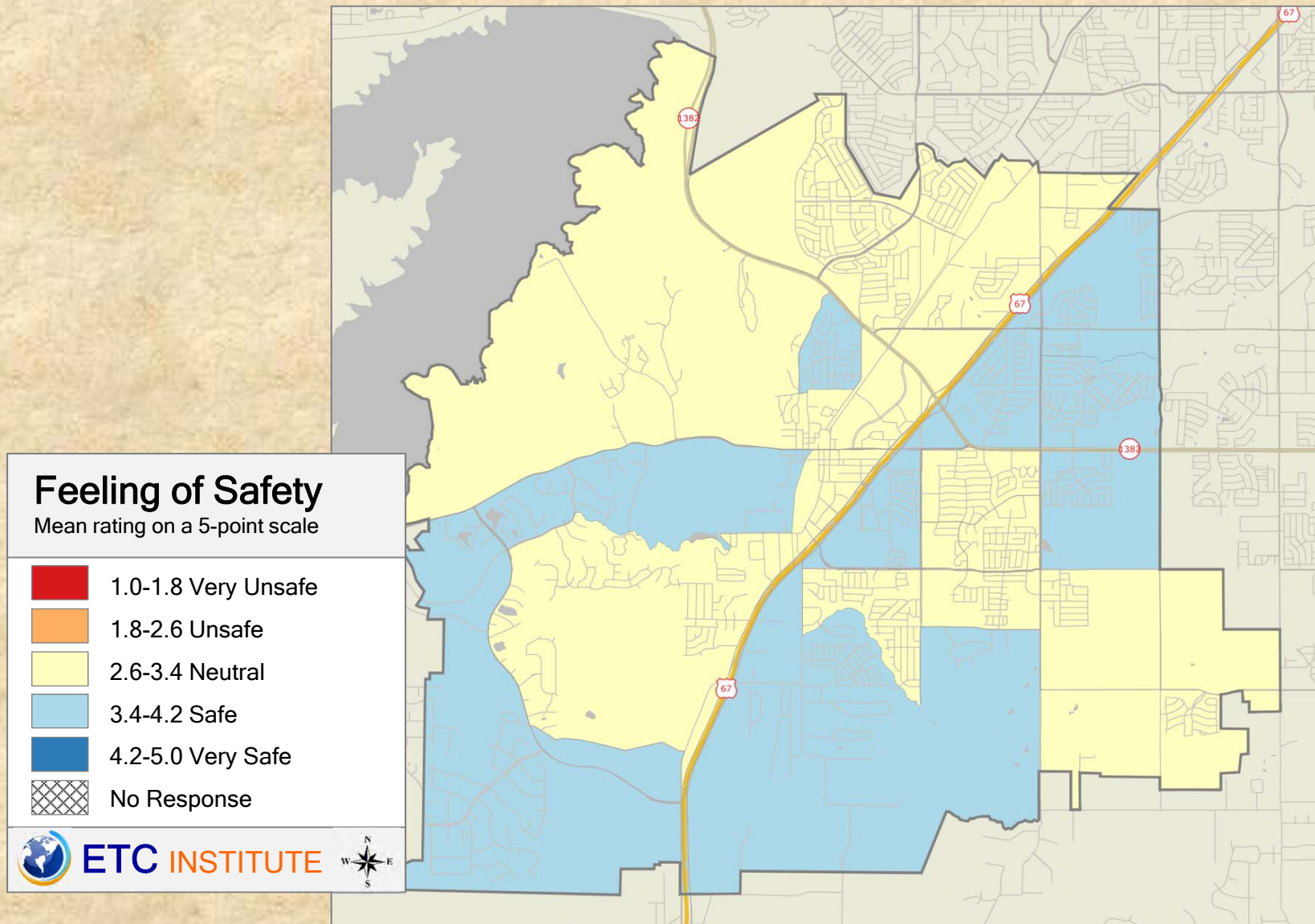Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q8-06 Feeling of Safety Downtown After Dark

Feeling of Safety
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

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey
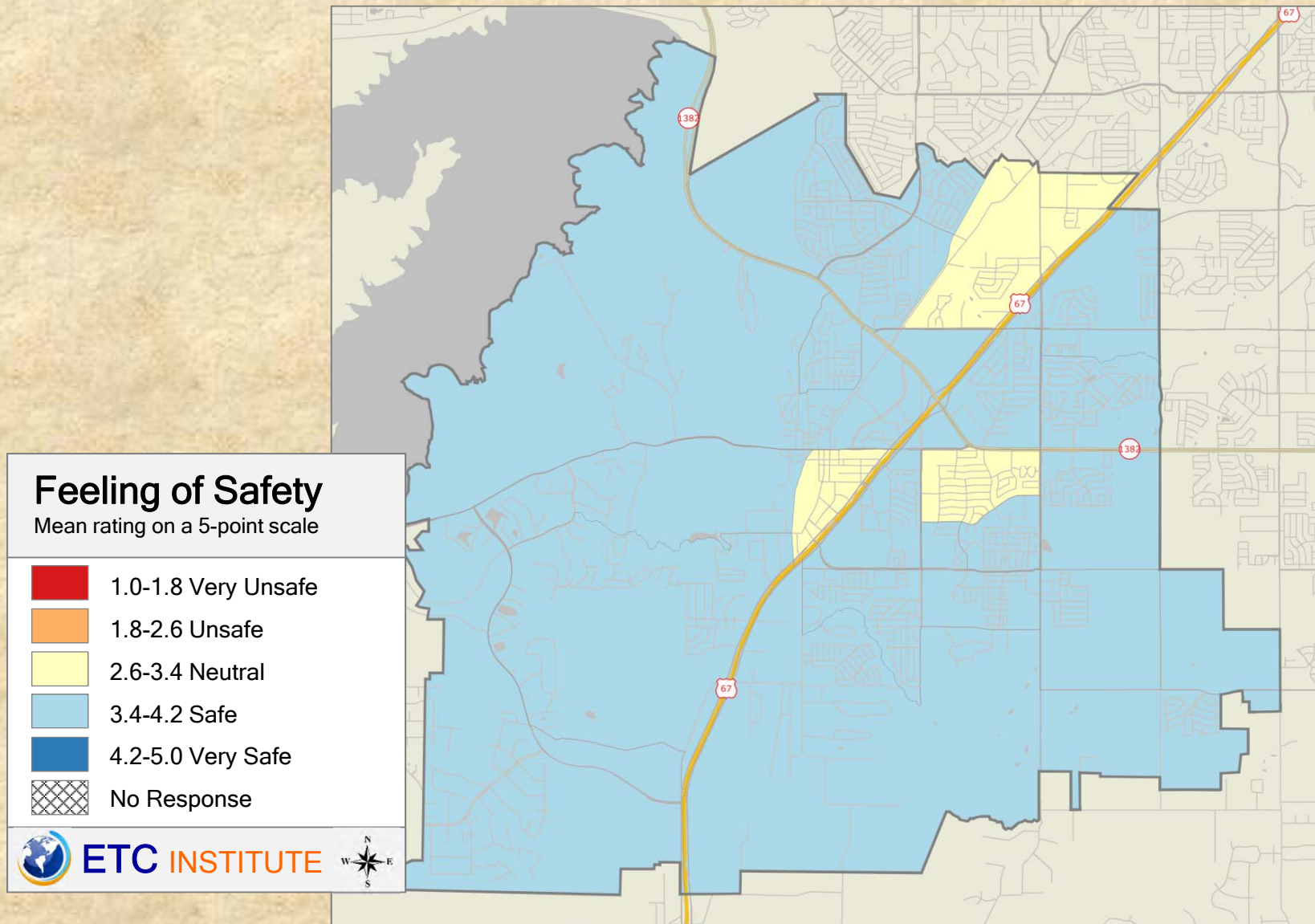Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q8-07 Feeling of Safety Traveling by Bicycle in Cedar Hill

Feeling of Safety
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

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey

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

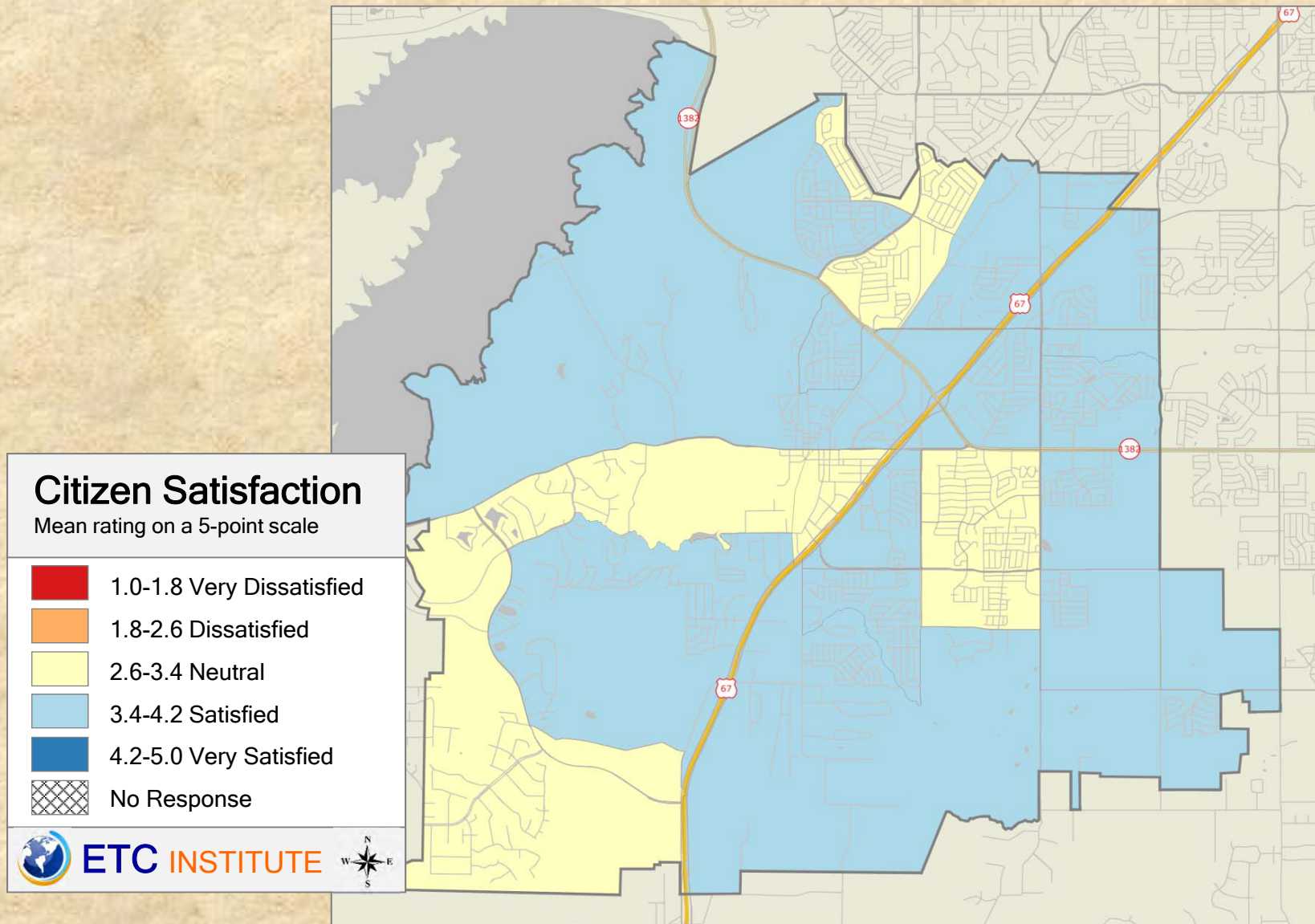# Q8-08 Feeling of Safety Shopping After Dark

Feeling of Safety
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

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey
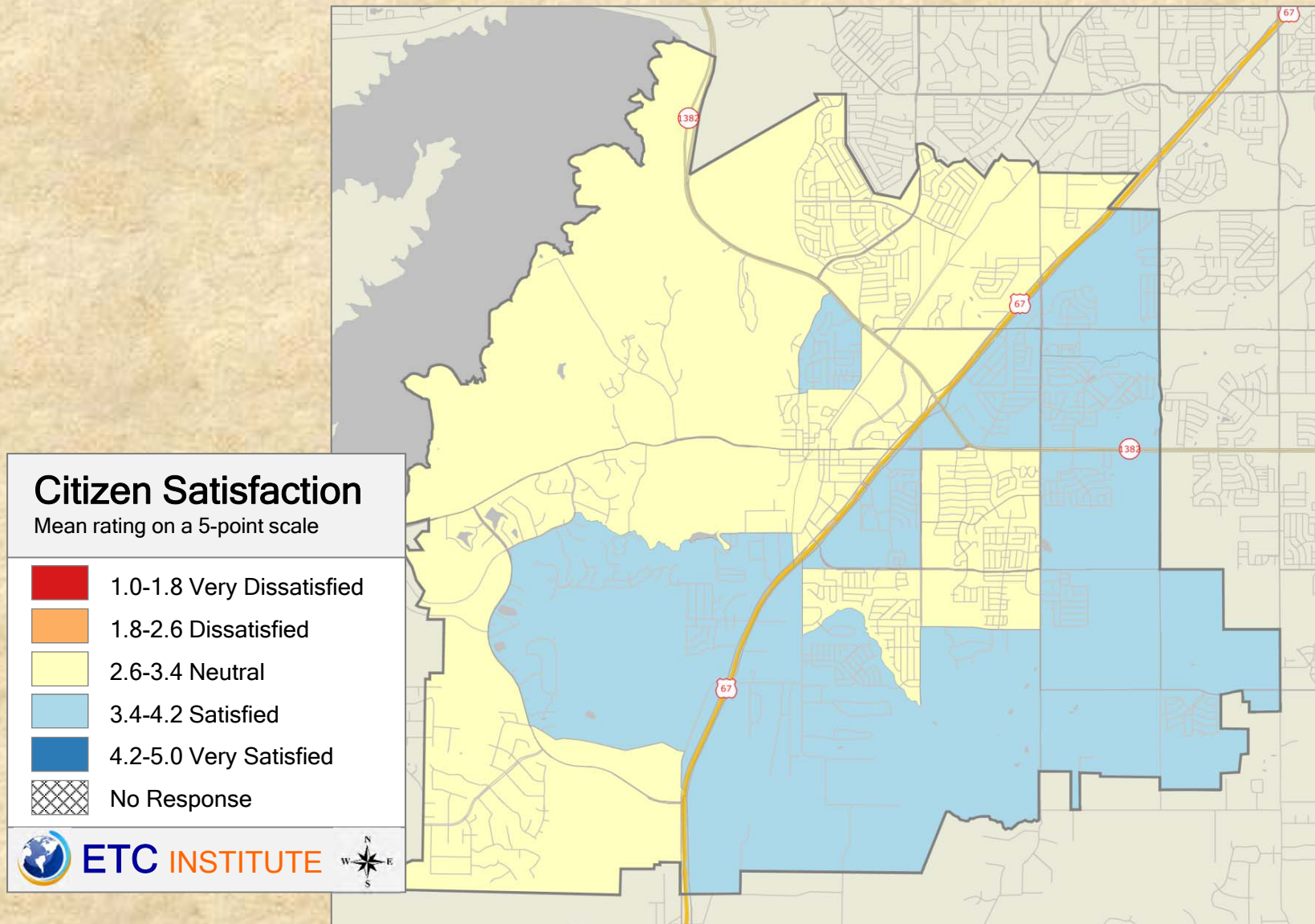Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9-01 Satisfaction with Overall Responsiveness of City Code Enforcement 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

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2016 City of Cedar Hill Citizen Satisfaction Survey
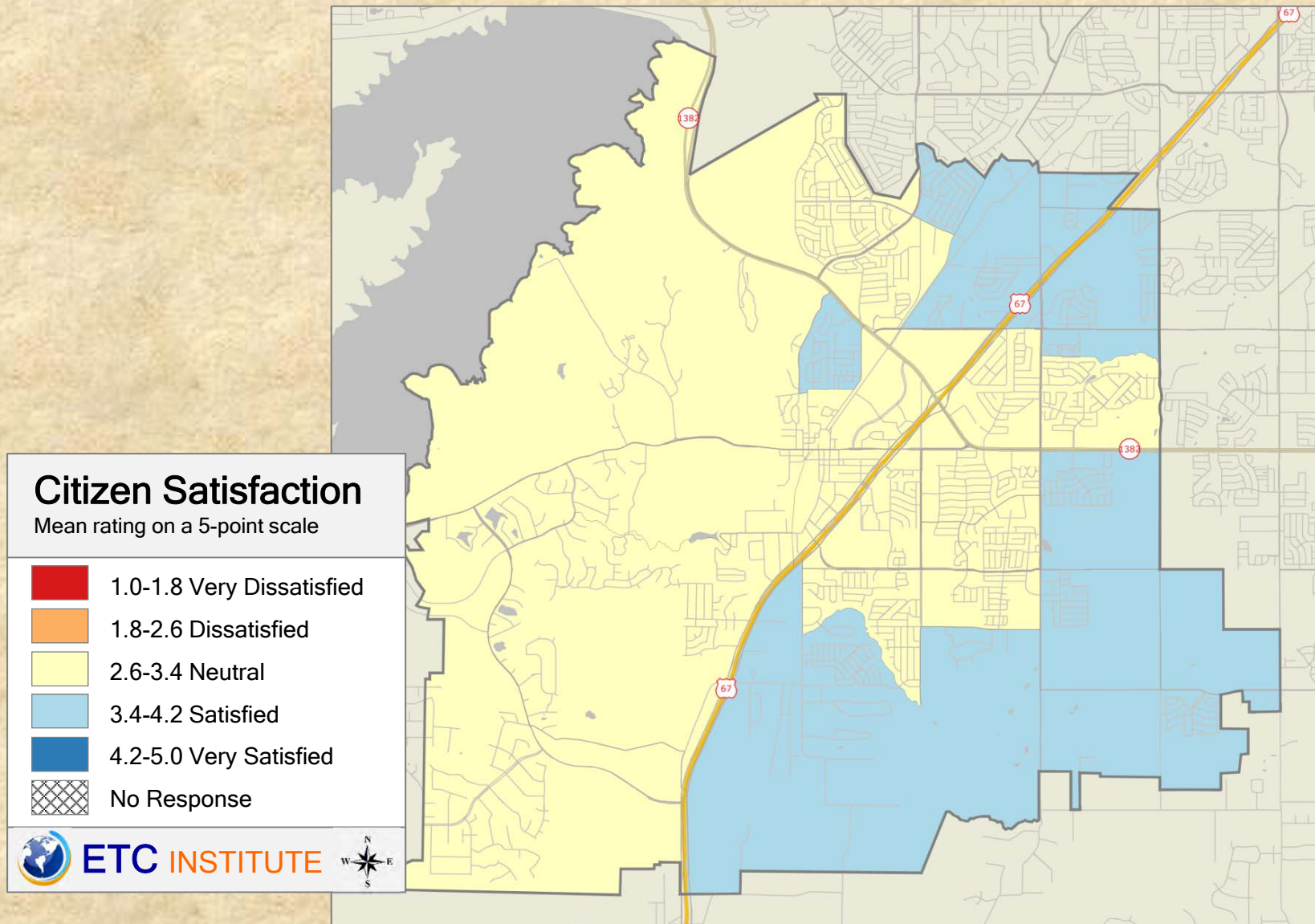Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9-02 Satisfaction with City Effort to Enforce Code Violations

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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2016 City of Cedar Hill Citizen Satisfaction Survey
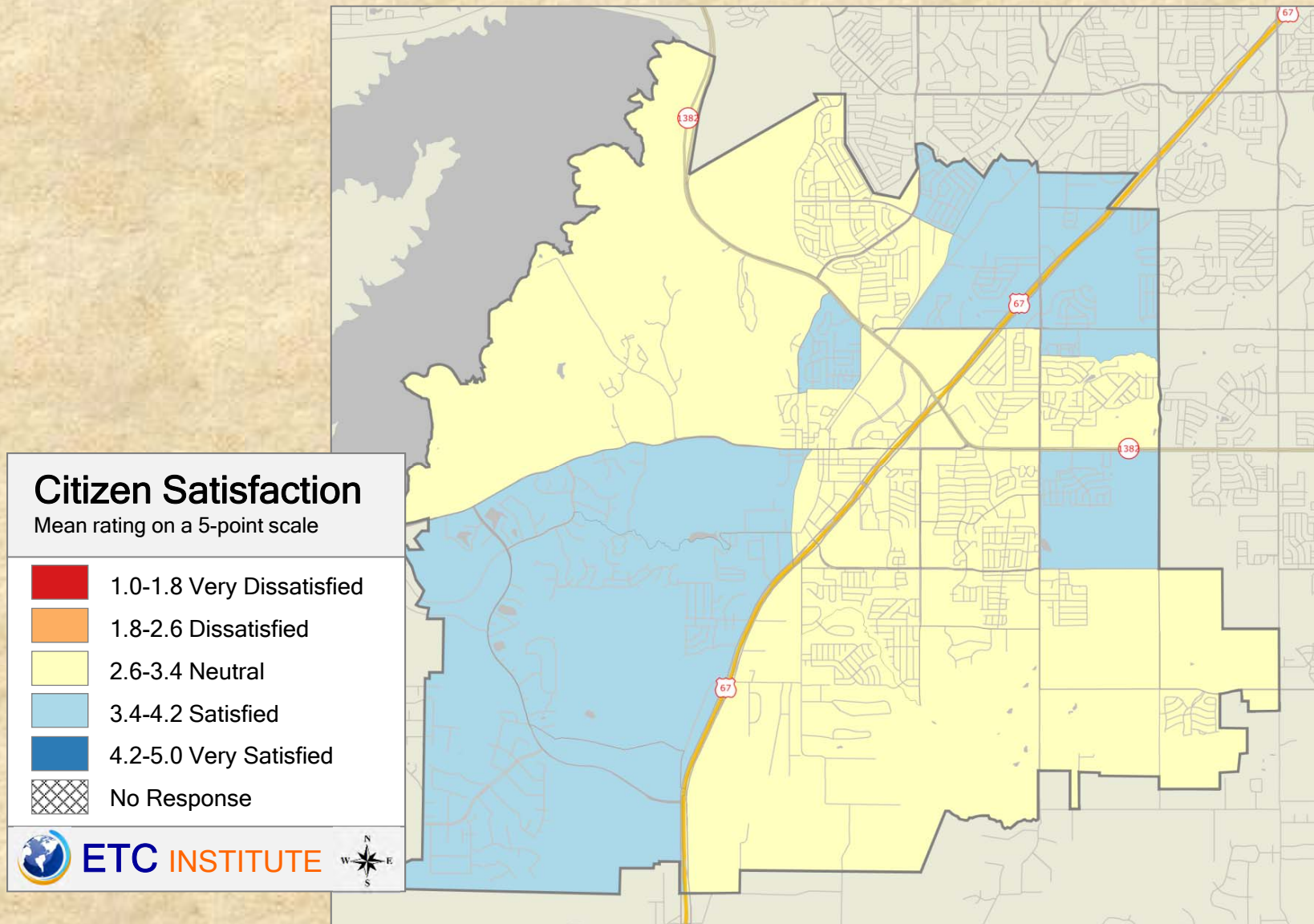Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9-03 Satisfaction with Clean-up of Debris/Litter

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

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey
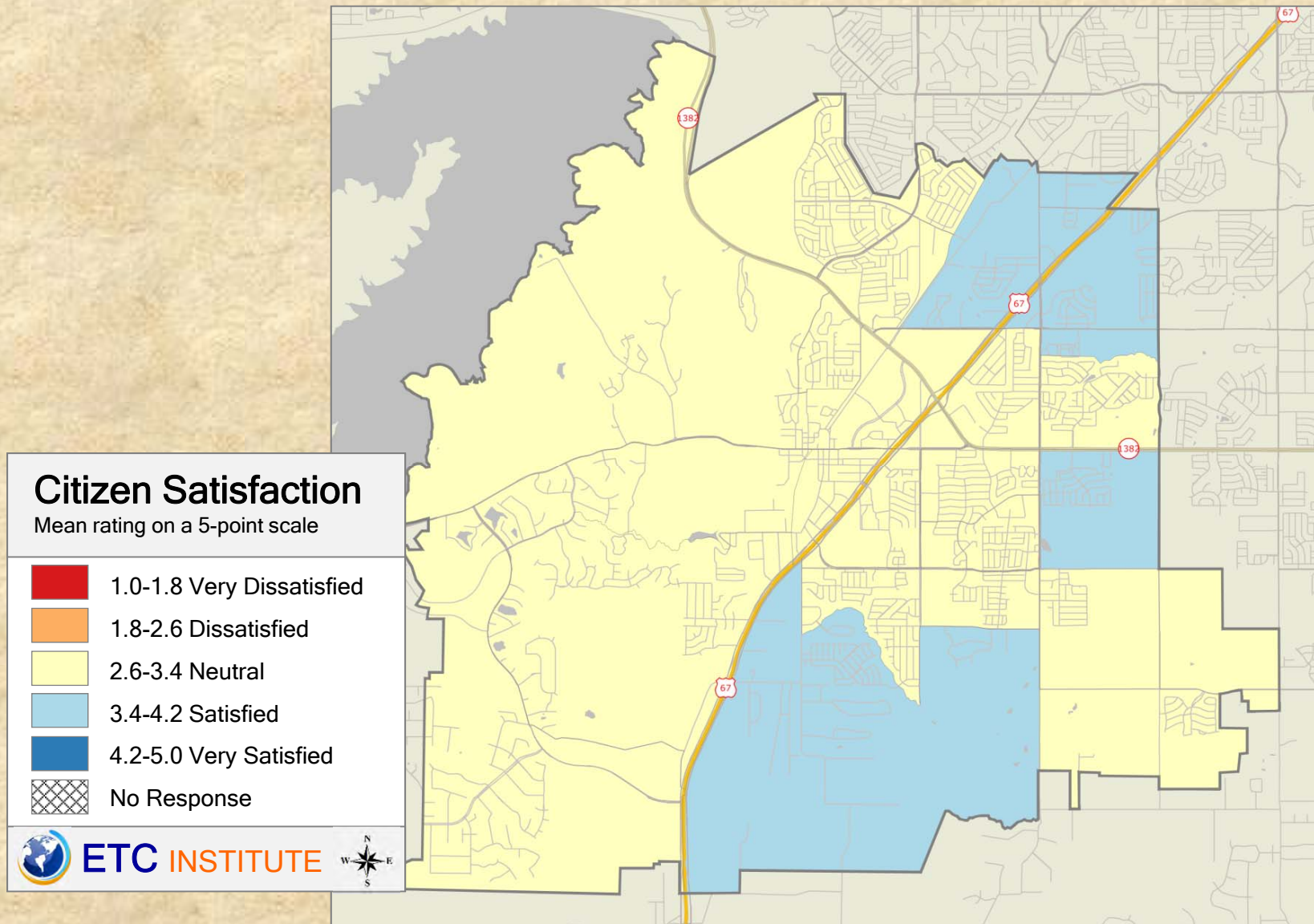Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9-04 Satisfaction with Efforts to Enforce Exterior Maintenance and Upkeep 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

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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9-05 Satisfaction with Efforts to Identify Abandoned or Unsecured Properties

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

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey
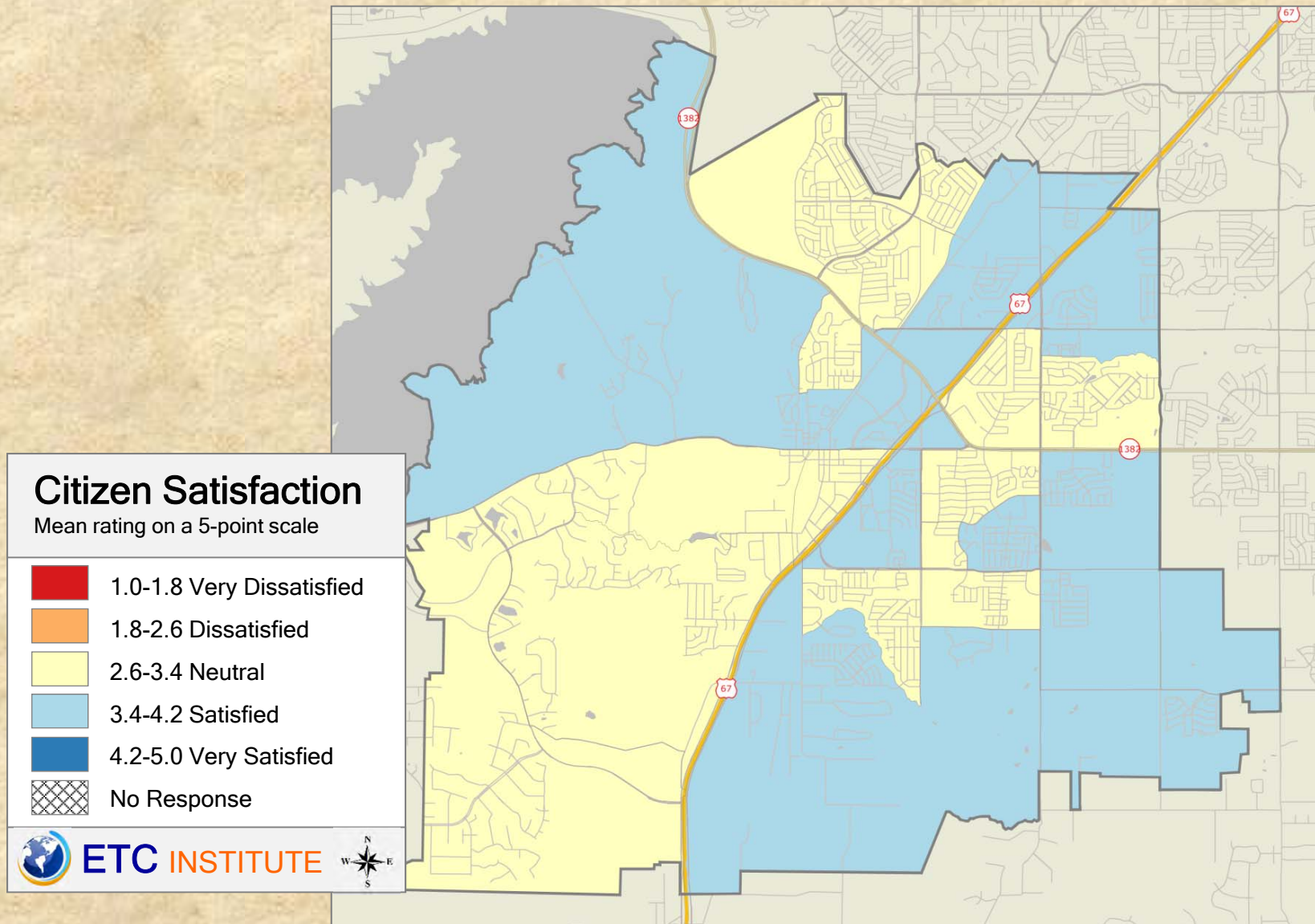Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9-06 Satisfaction with Efforts to Remove Dilapidated Structures

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

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

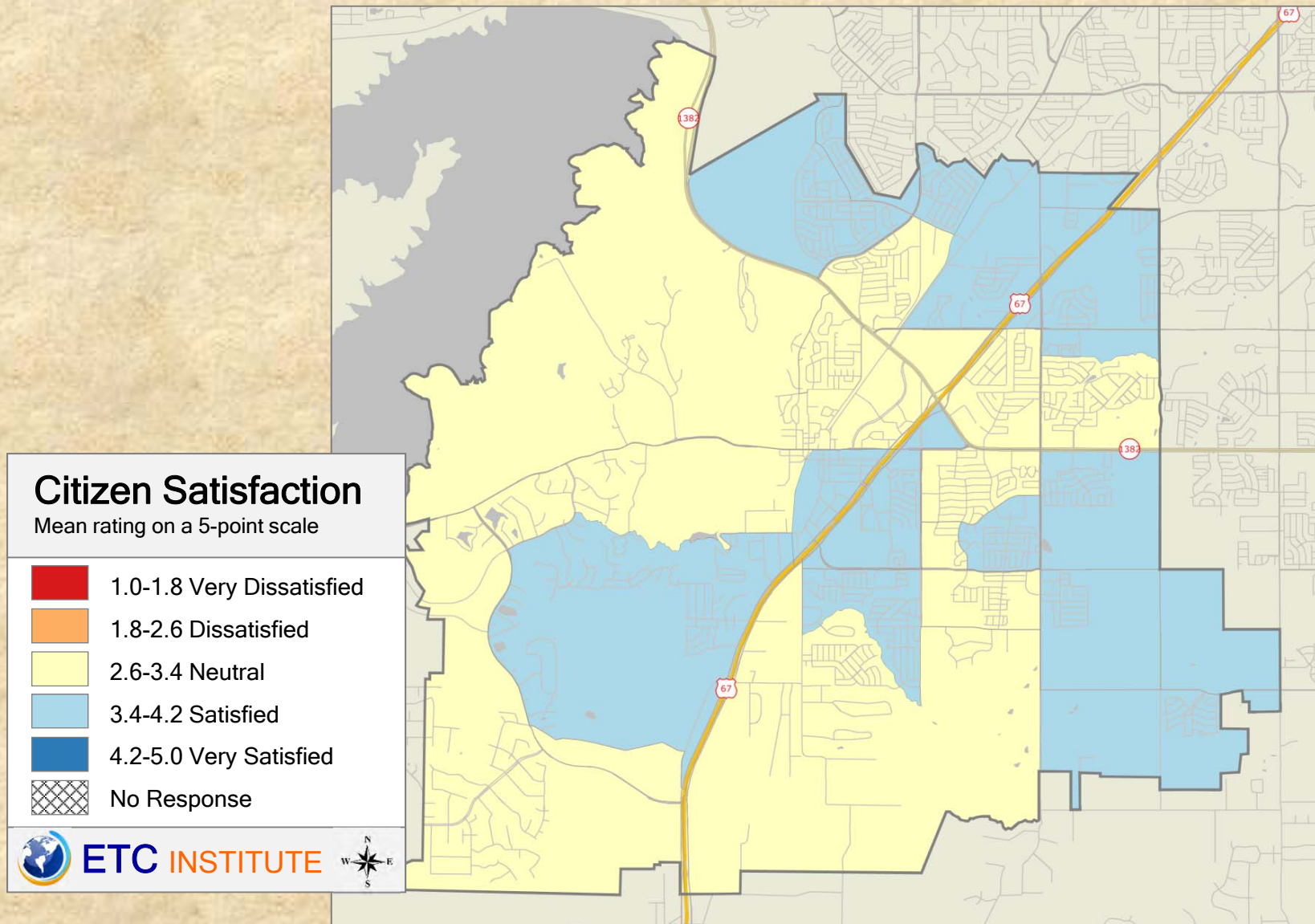# Q9-07 Satisfaction with Enforcement of Parking on Grass in Front Yard

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

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey
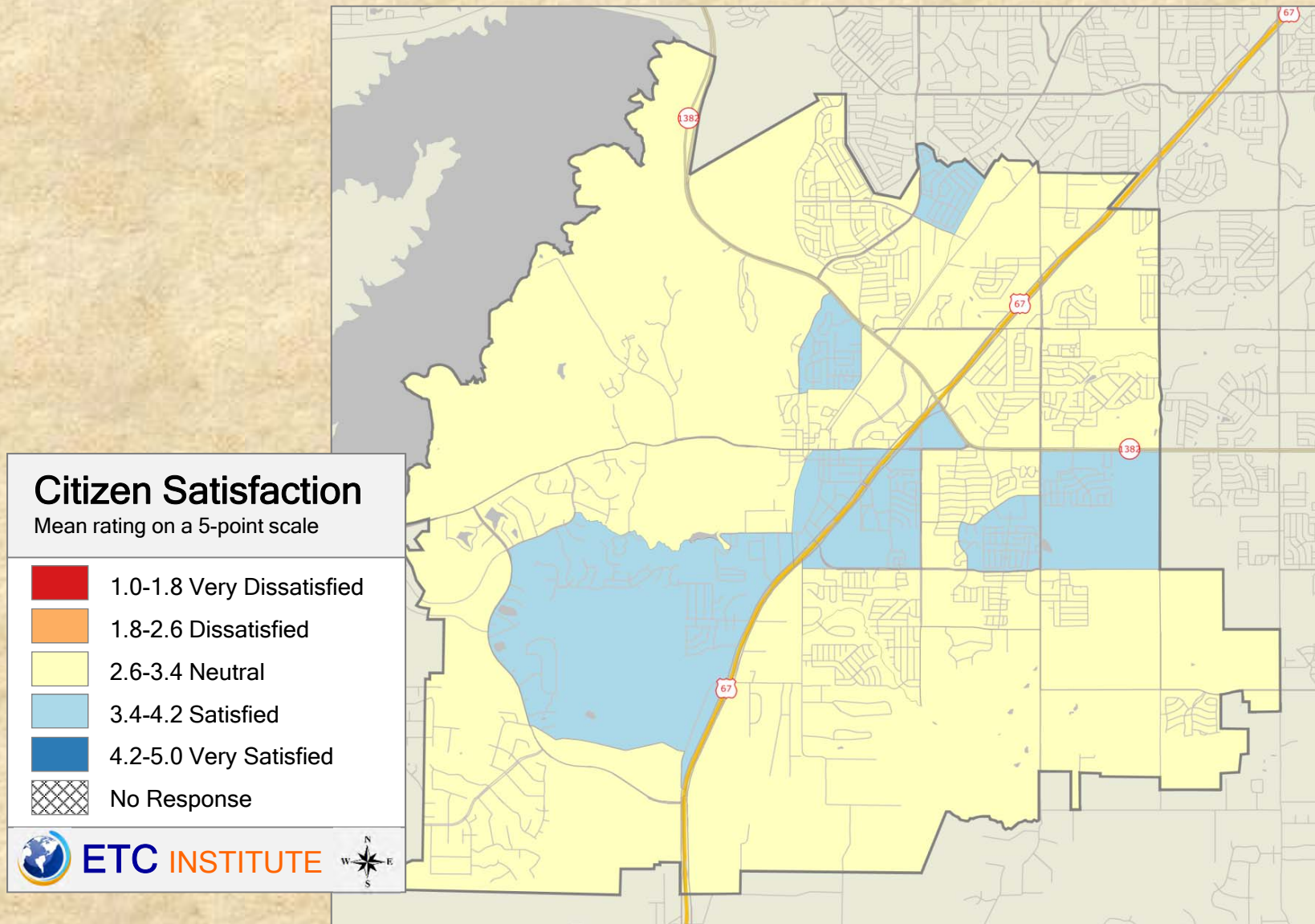Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9-08 Satisfaction with Enforcement of Weedy Lots, Abandoned Vehicles, and Graffiti

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

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

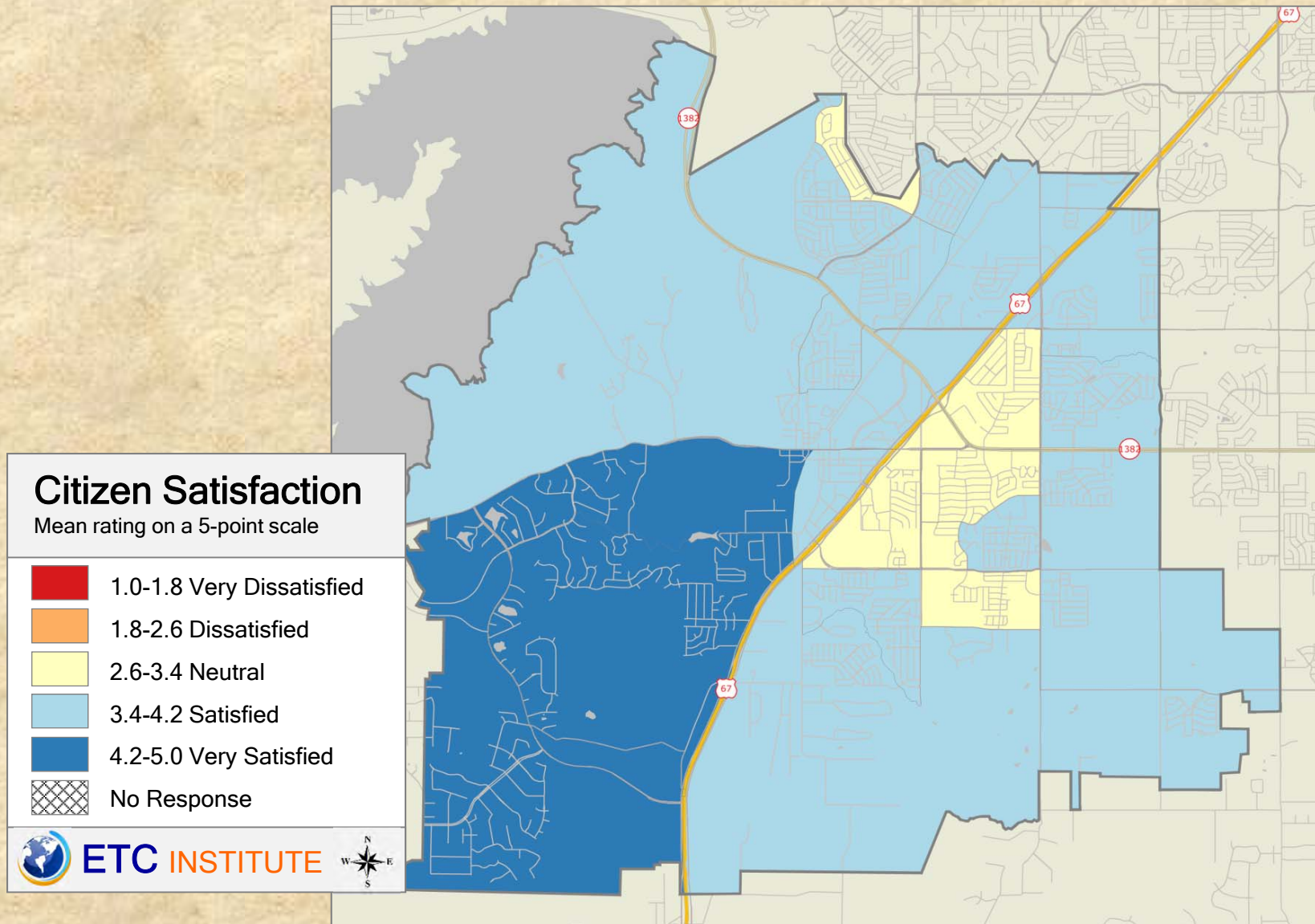# Q9-09 Satisfaction with Cleanliness in Your Neighborhood

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

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey

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

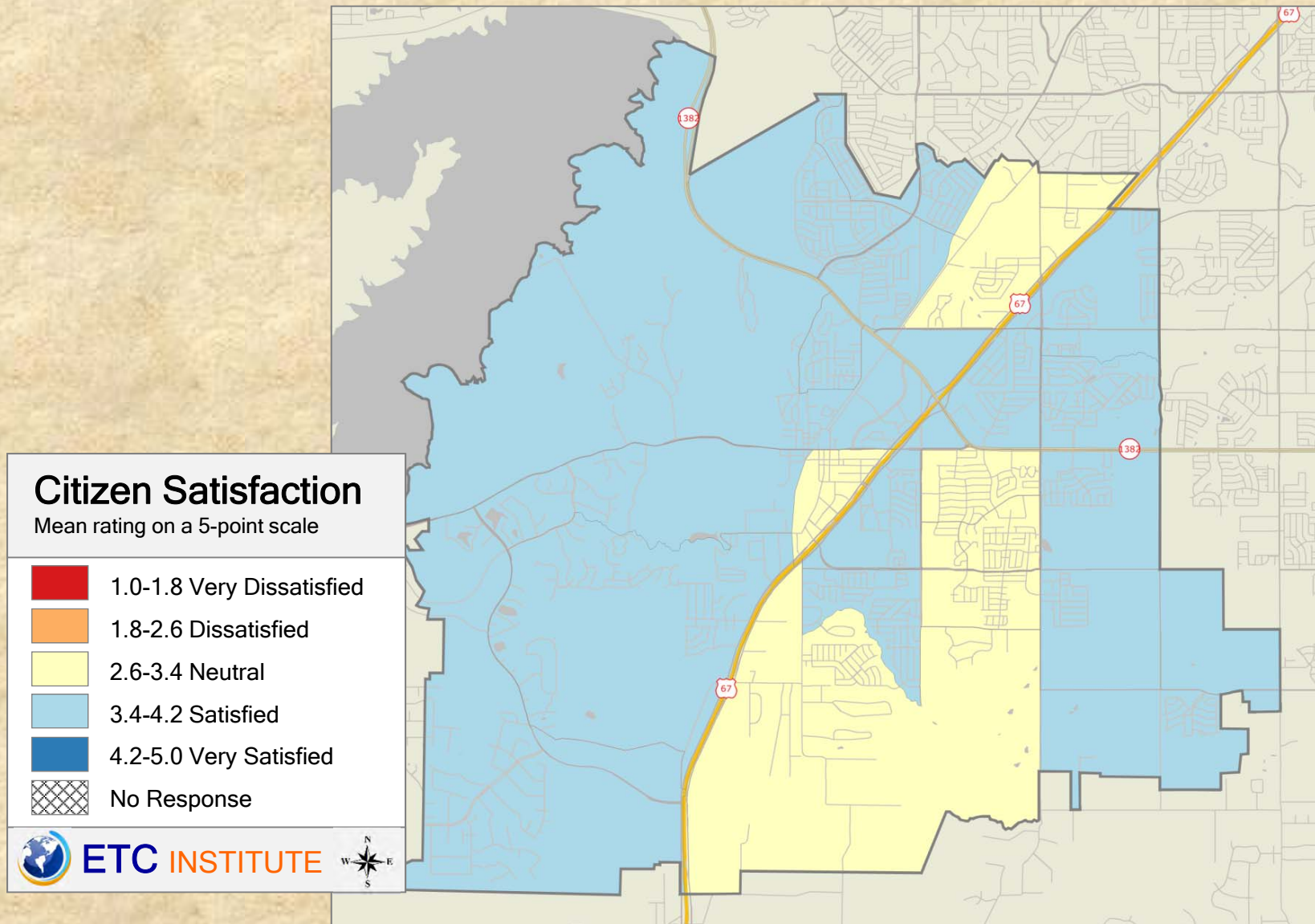# Q9-10 Satisfaction with Enforcement of Loud Music

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

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey
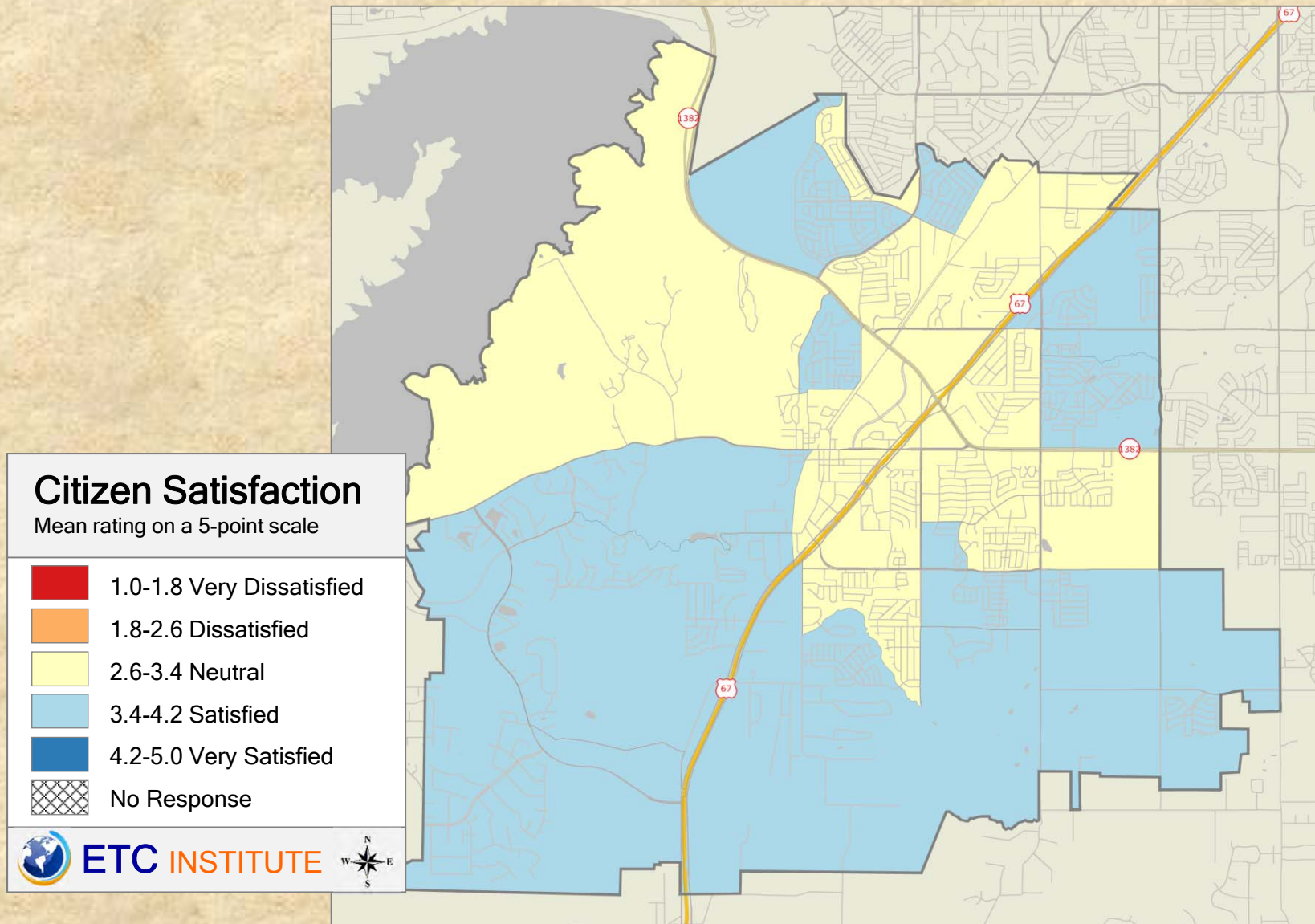Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9-11 Satisfaction with Degree to Which Code Violations are a Problem

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

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey
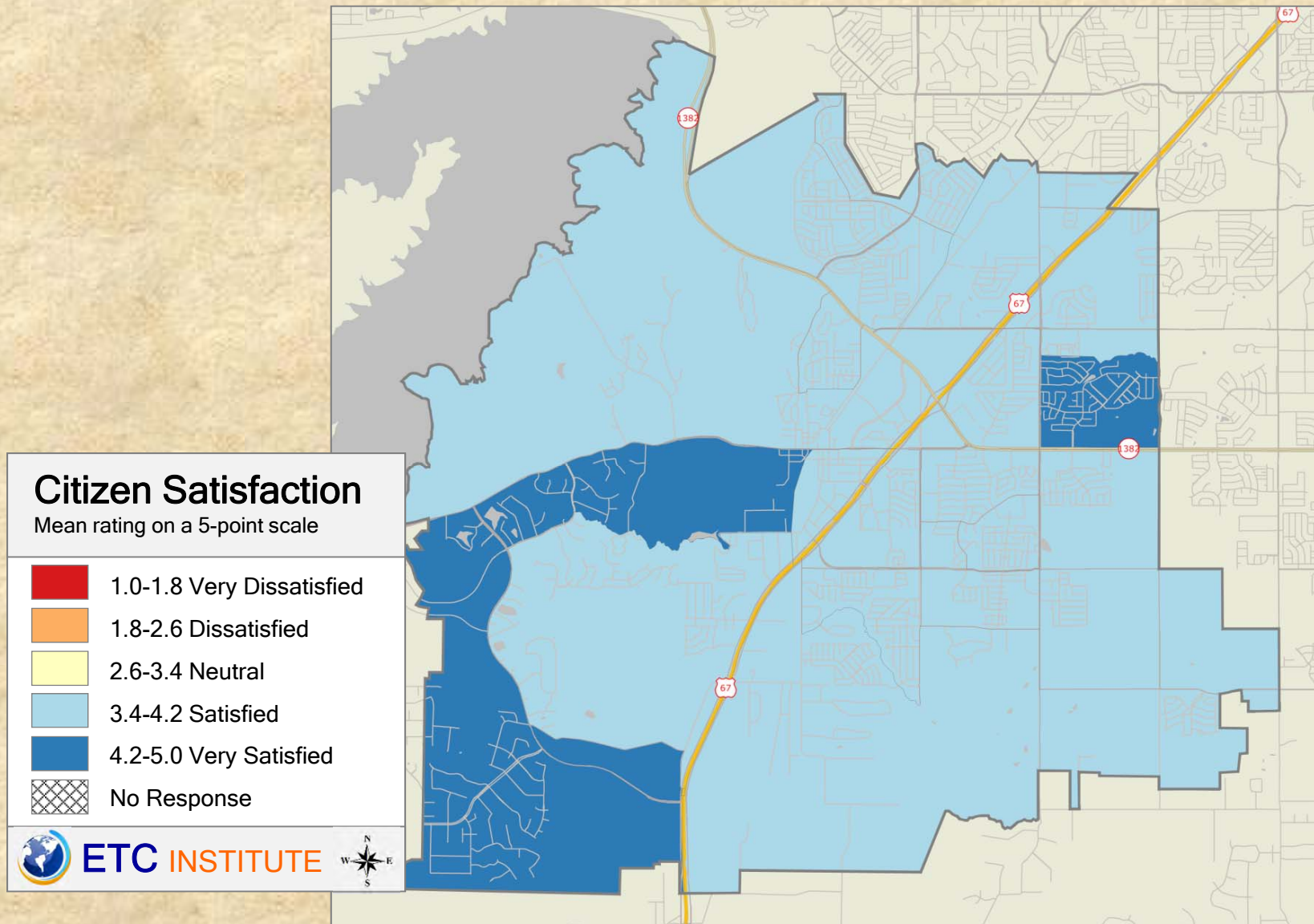Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q10-01 Satisfaction with Quality of Neighborhood 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

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey

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

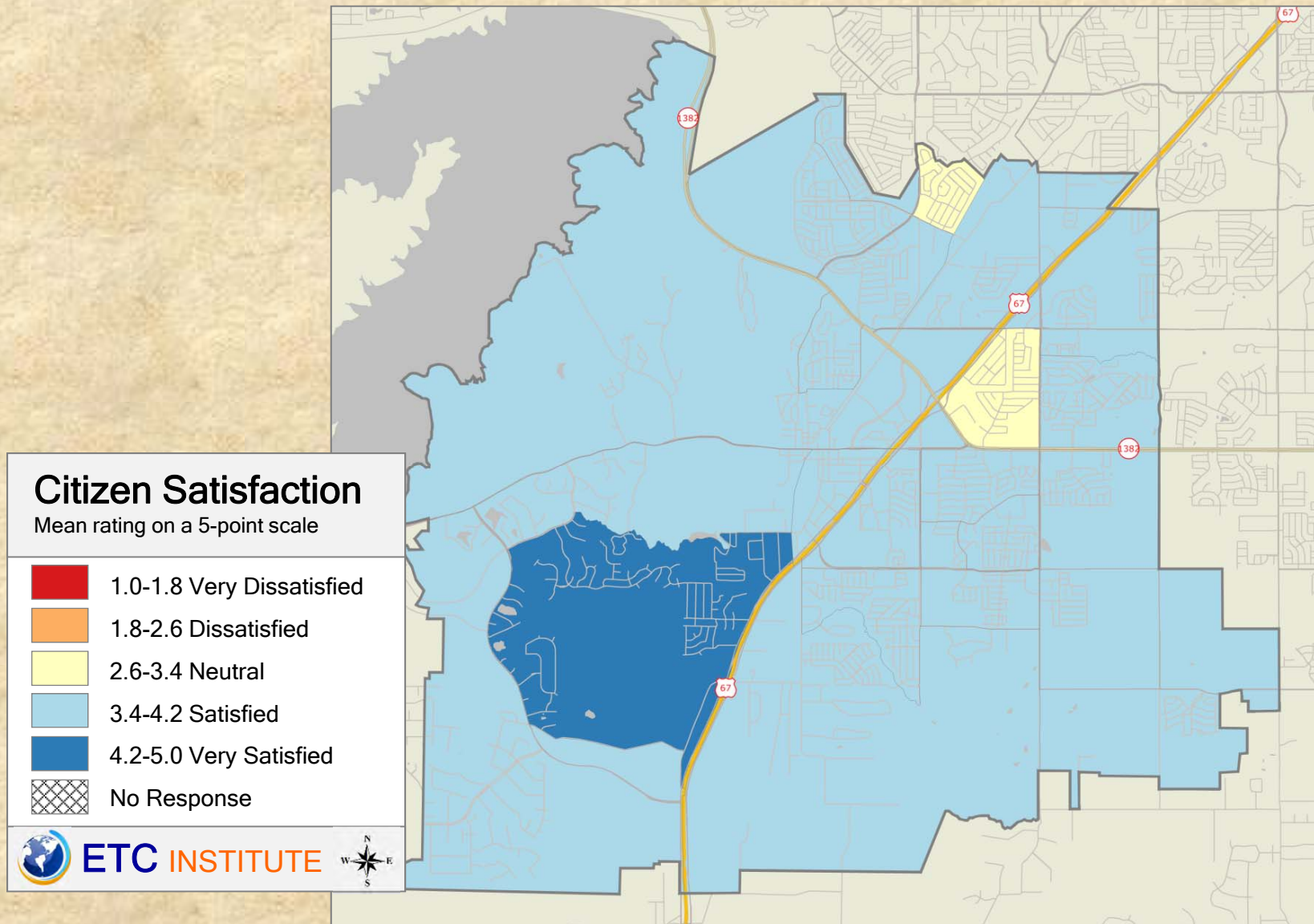# Q10-02 Satisfaction with Importance of Neighborhood Associations

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

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

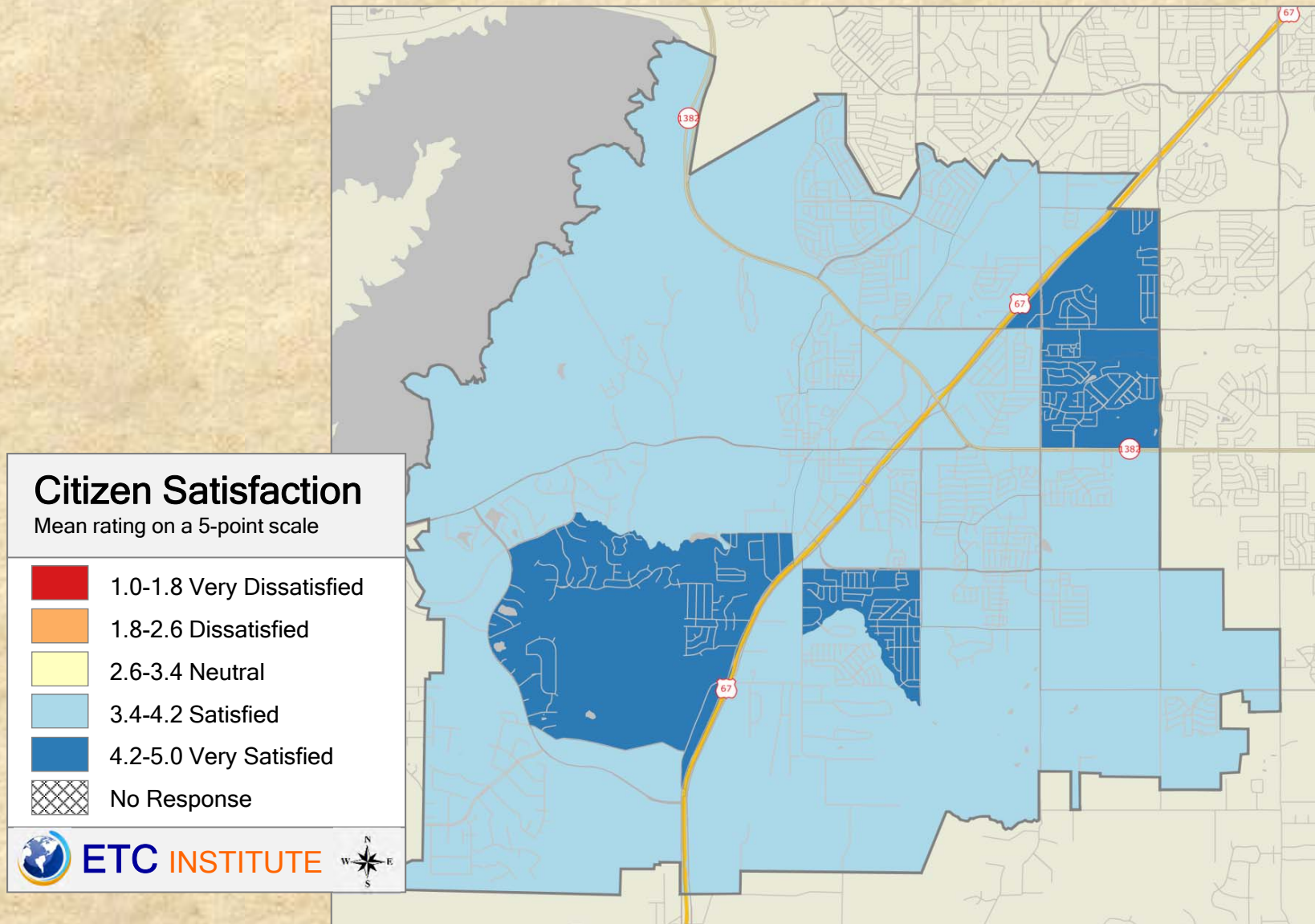# Q10-03 Satisfaction with Importance of Crime Watch Groups

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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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

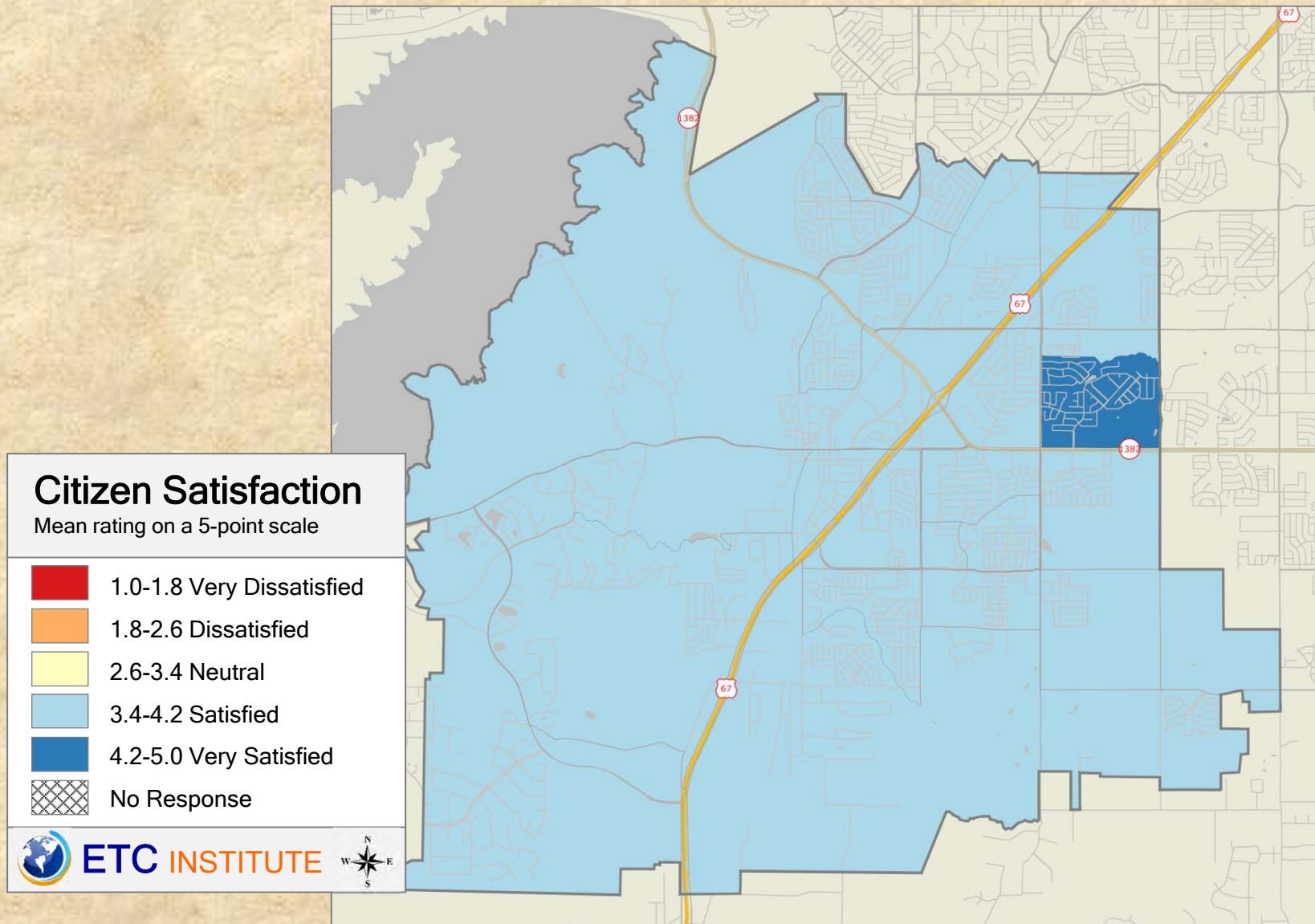# Q10-04 Satisfaction with Quality of Police and Community Team (PACT) Unit Services

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
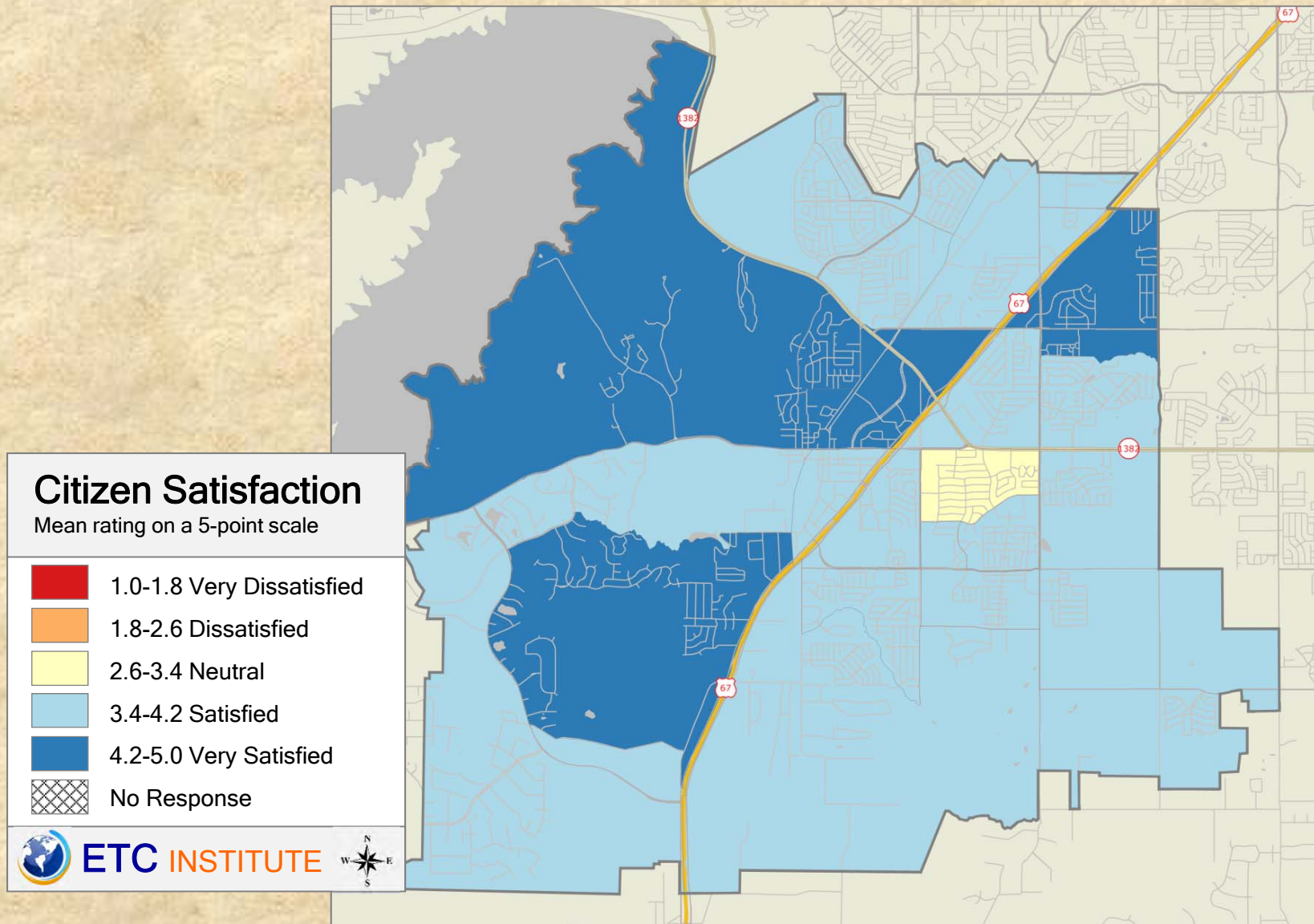- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11-01 Satisfaction with Quality of Residential Garbage Collection

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

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11-02 Satisfaction with Quality of Residential Curbside Recycling Services
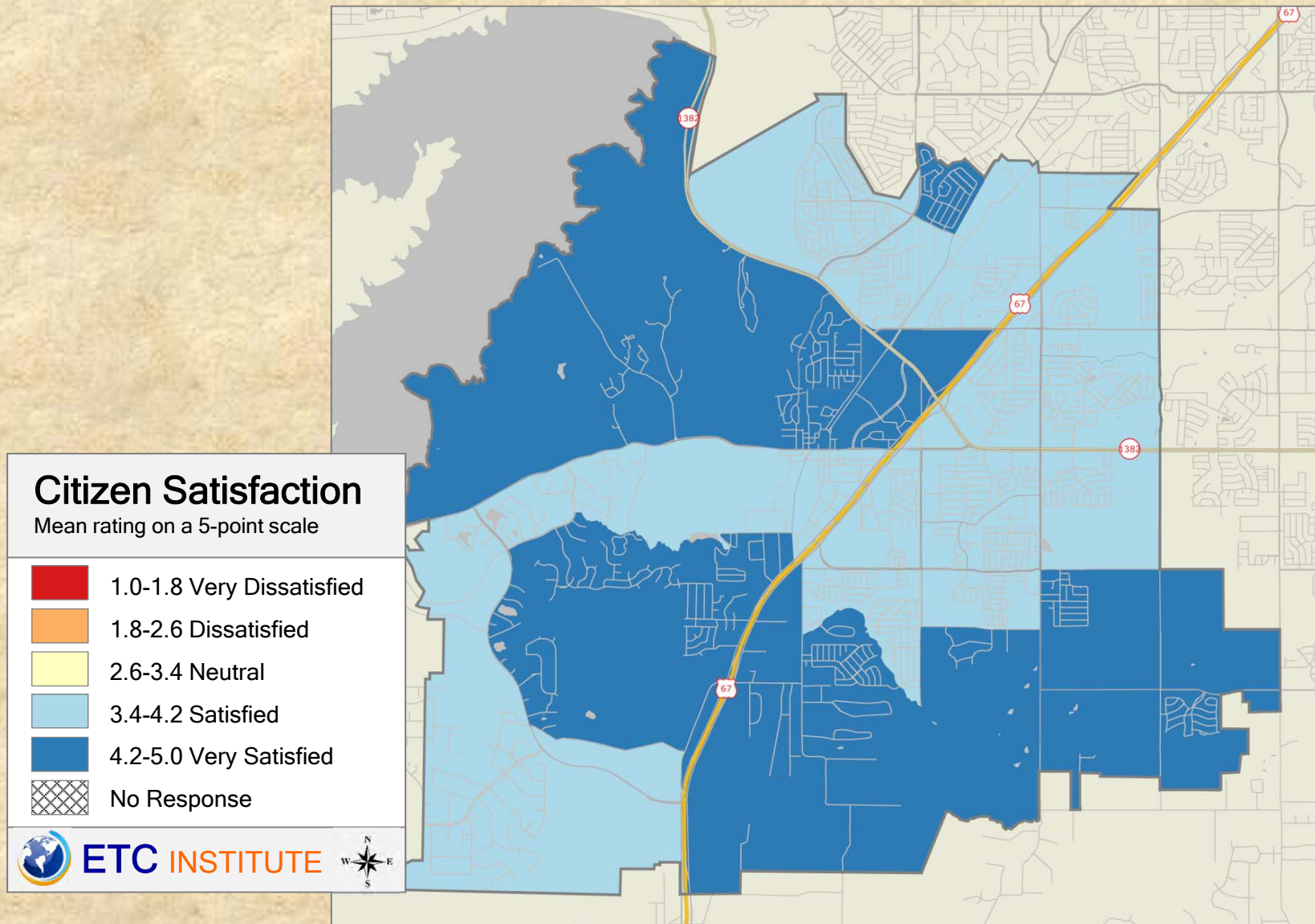
Citizen Satisfaction
Mean rating on a 5-point scale

- 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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2016 City of Cedar Hill Citizen Satisfaction Survey
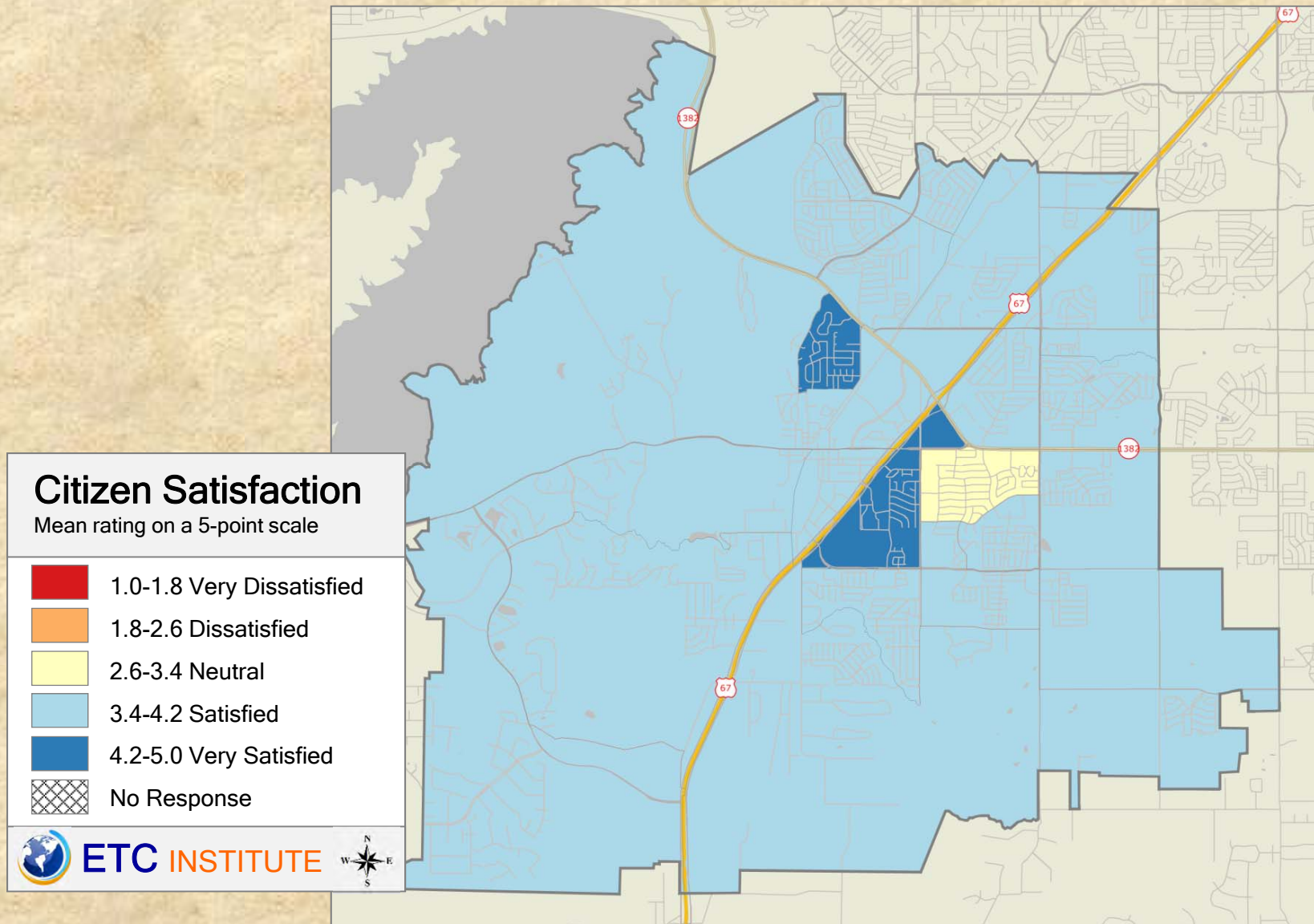Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11-03 Satisfaction with Quality of Yard Waste and Brush Collection

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
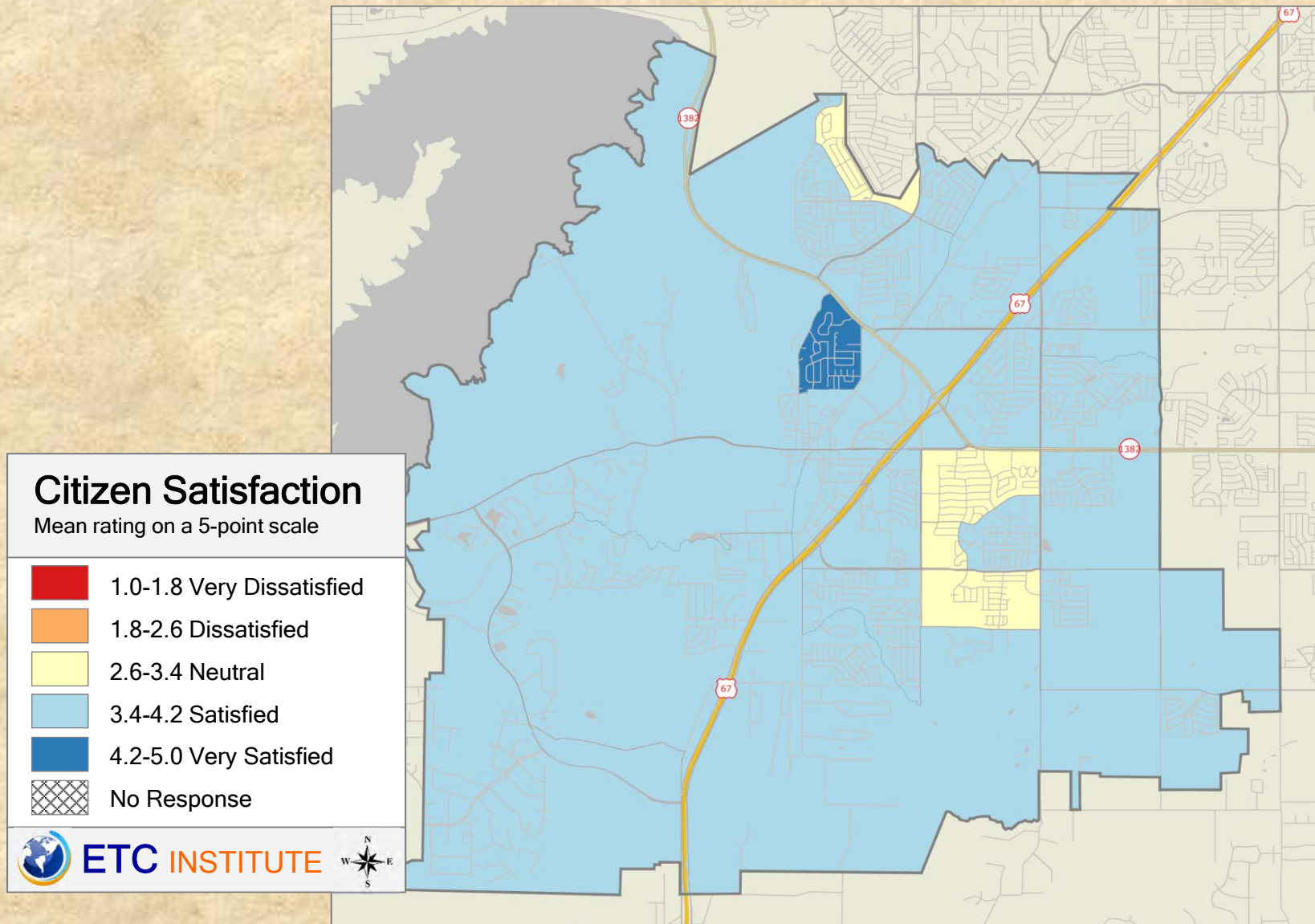- No Response

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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11-04 Satisfaction with Bulky Item Pick Up/Removal Services (Old Furniture, Appliances, etc.)

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

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey
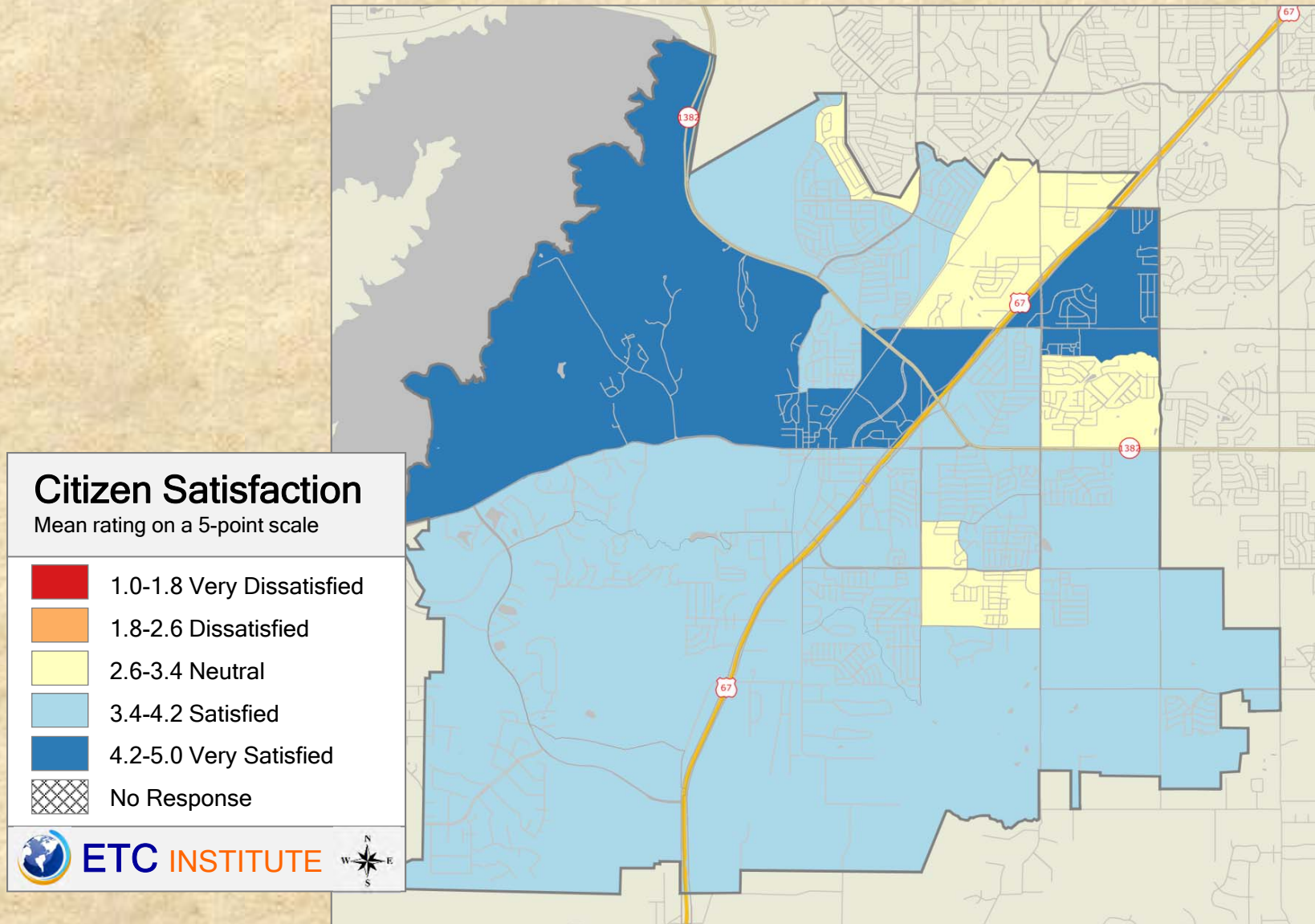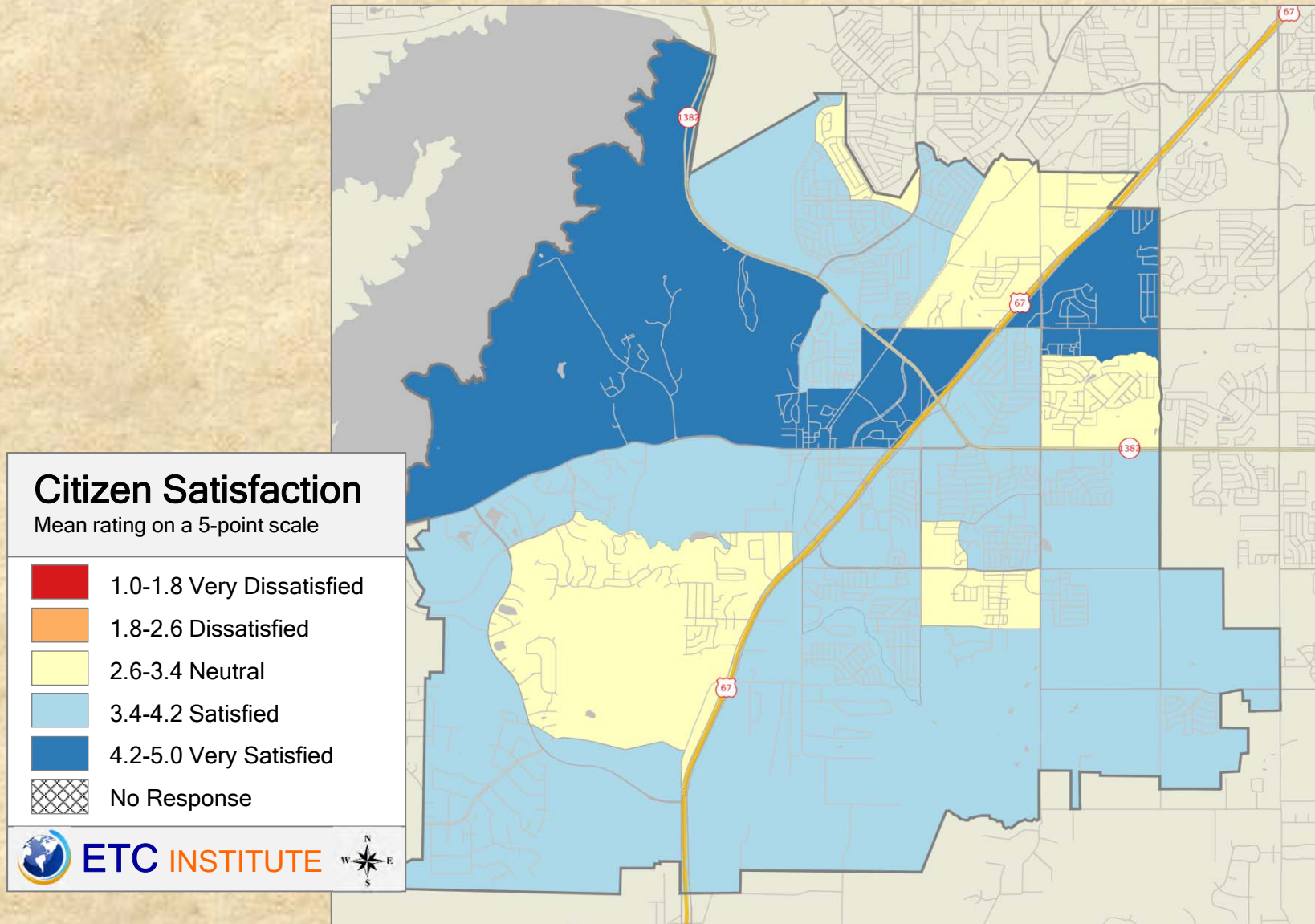Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11-05 Satisfaction with Household Hazardous Waste Disposal Service (Fertilizers, Household Chemicals, Antifreeze, Etc.)

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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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11-06 Satisfaction with Electronic Waste Disposal Service
(Televisions, Computers, Fax Machines, CD/DVD Players, Etc.)

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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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

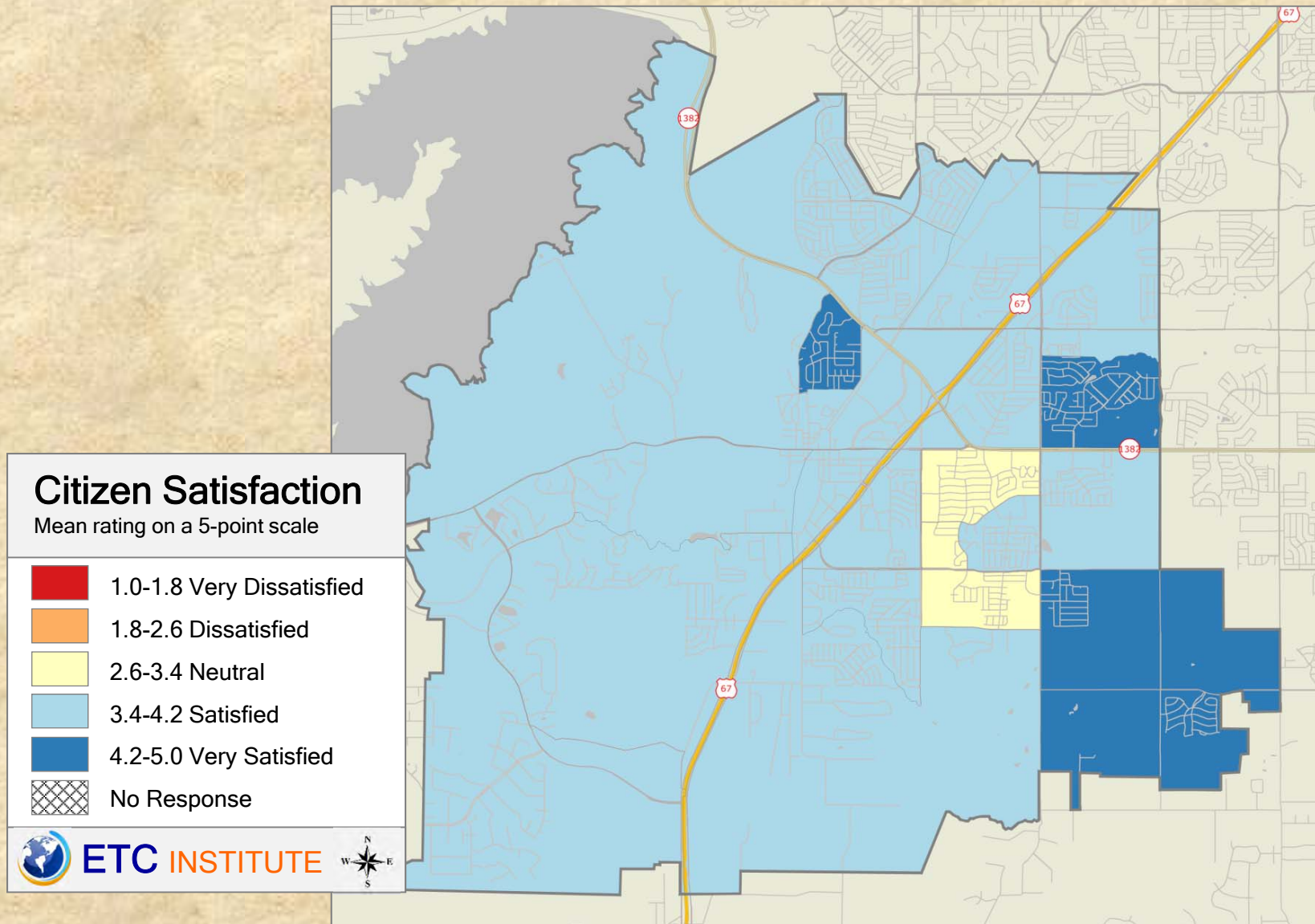# Q12-01 Satisfaction with Quality of Drinking Water

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
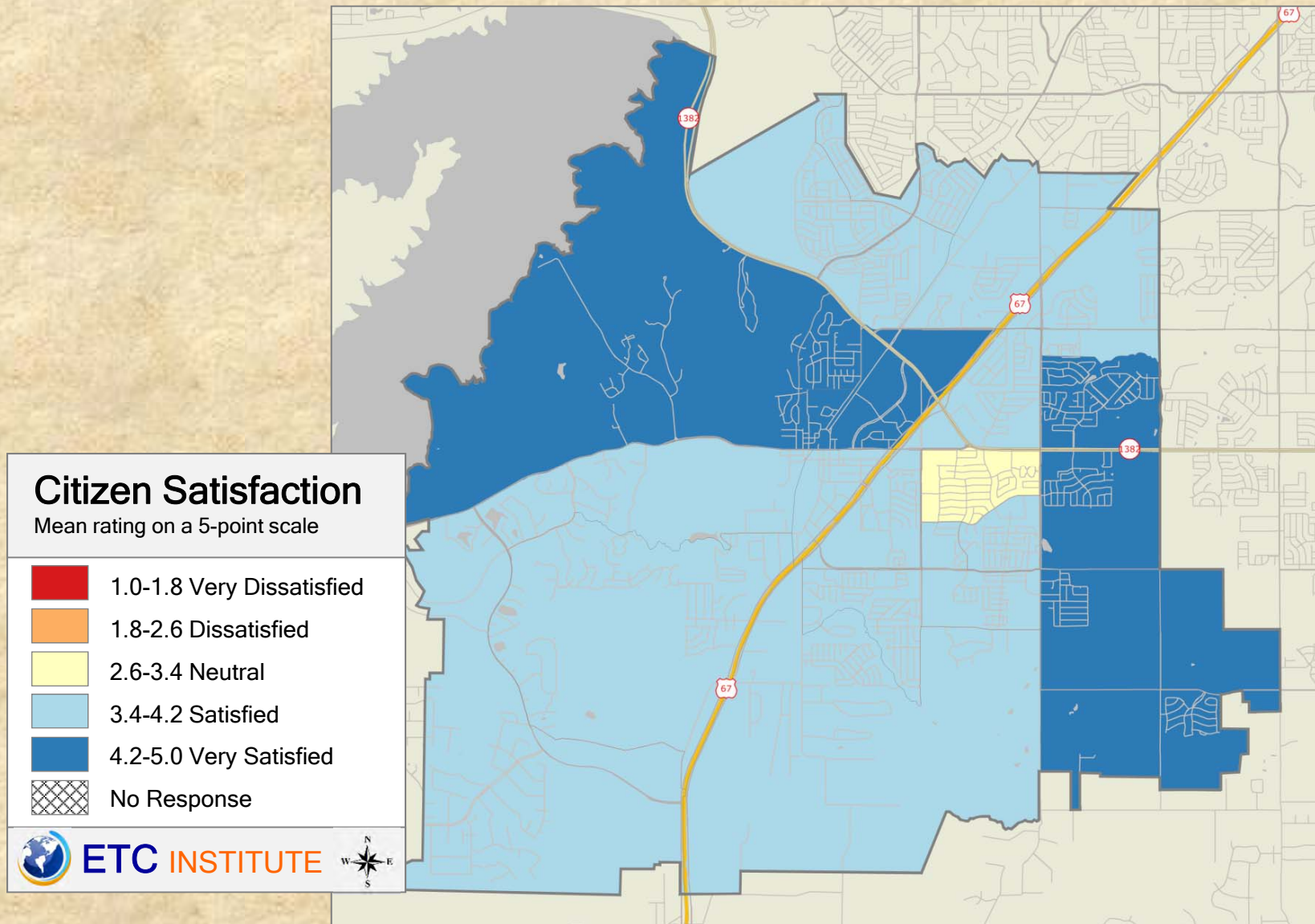- 4.2-5.0 Very Satisfied
- No Response

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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q12-02 Satisfaction with Quality of Wastewater Services
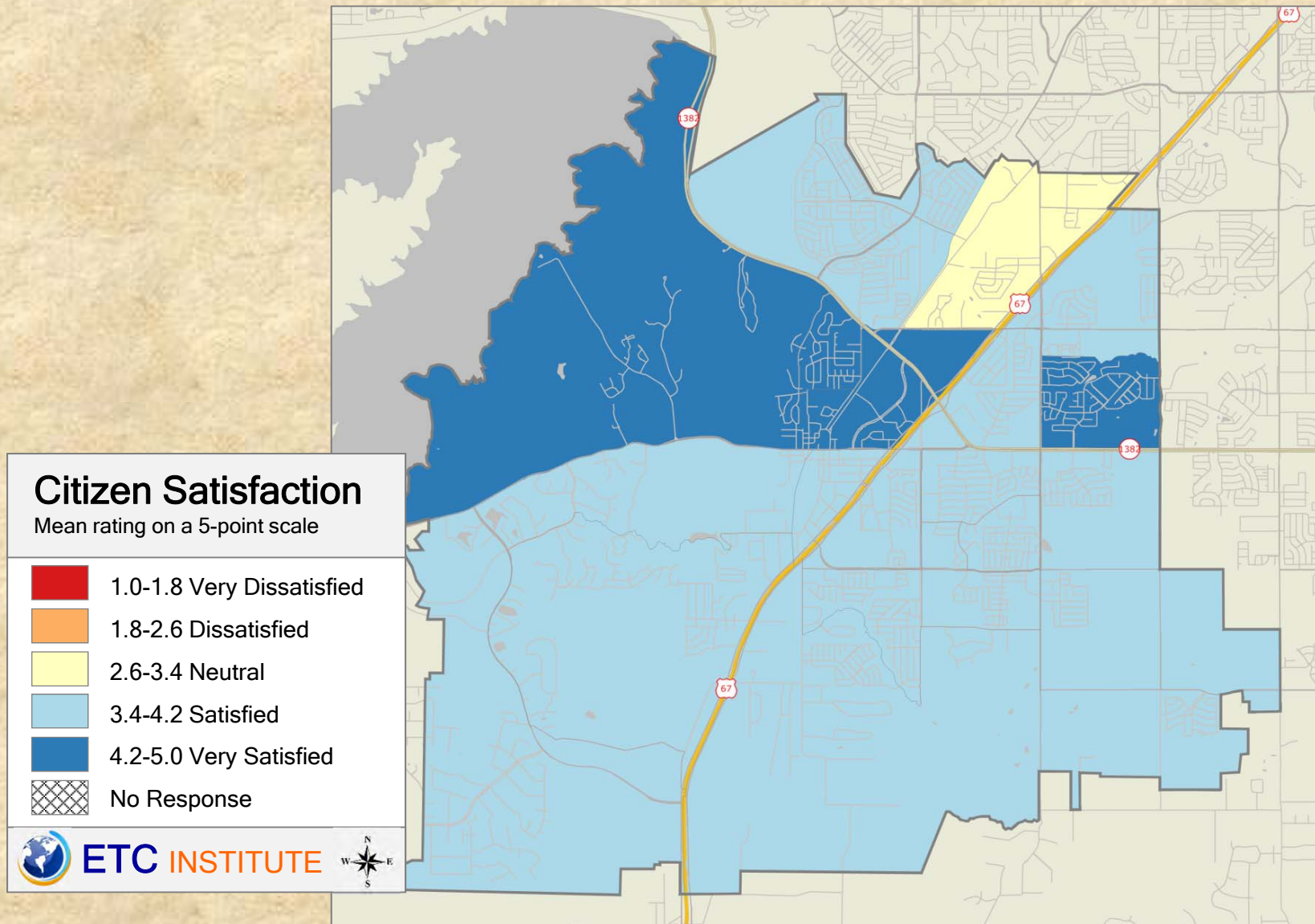

Citizen Satisfaction
Mean rating on a 5-point scale

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

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q12-03 Satisfaction with Quality of Drainage 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

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

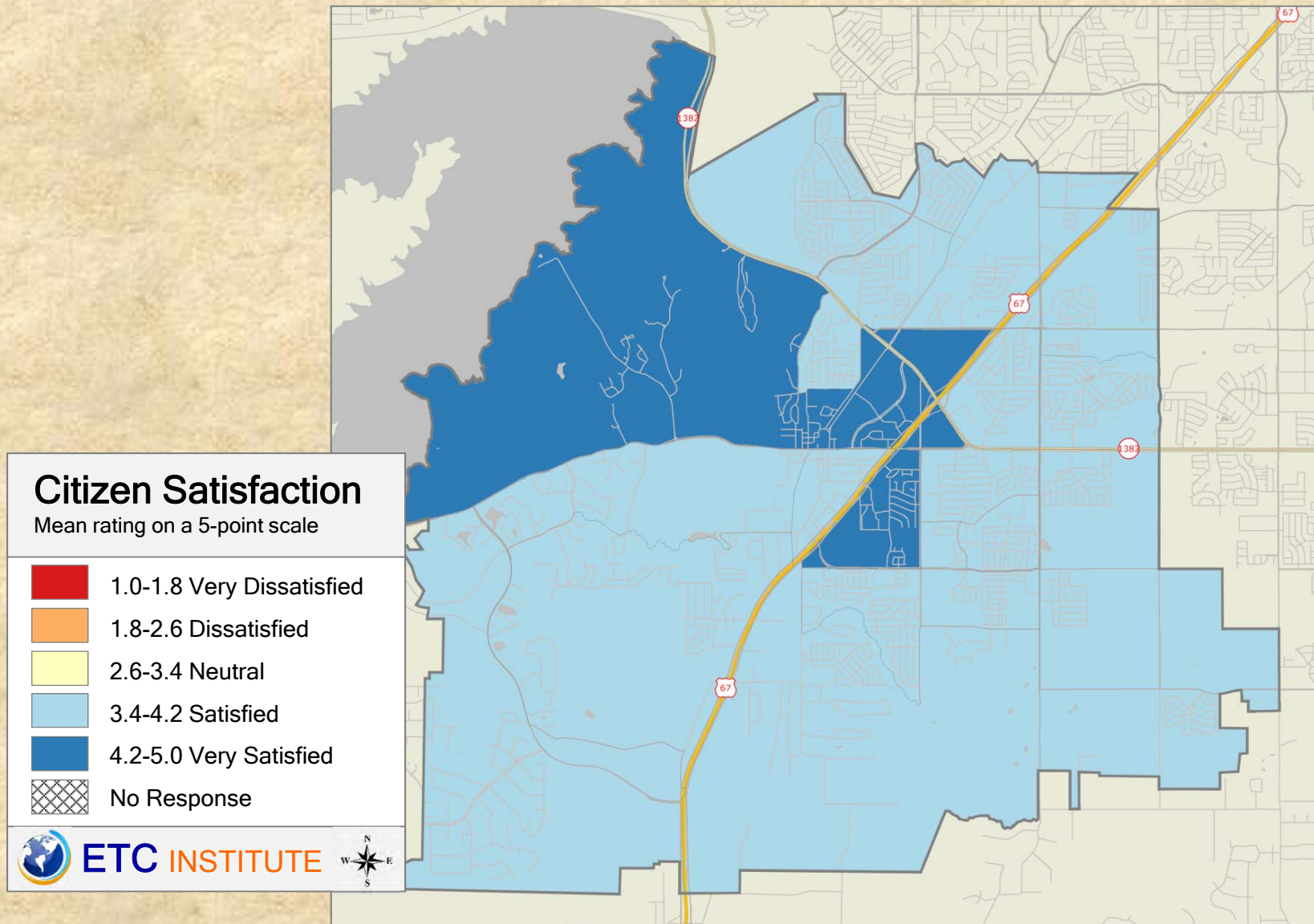# Q13-01 Satisfaction with Quality of City Parks

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

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey
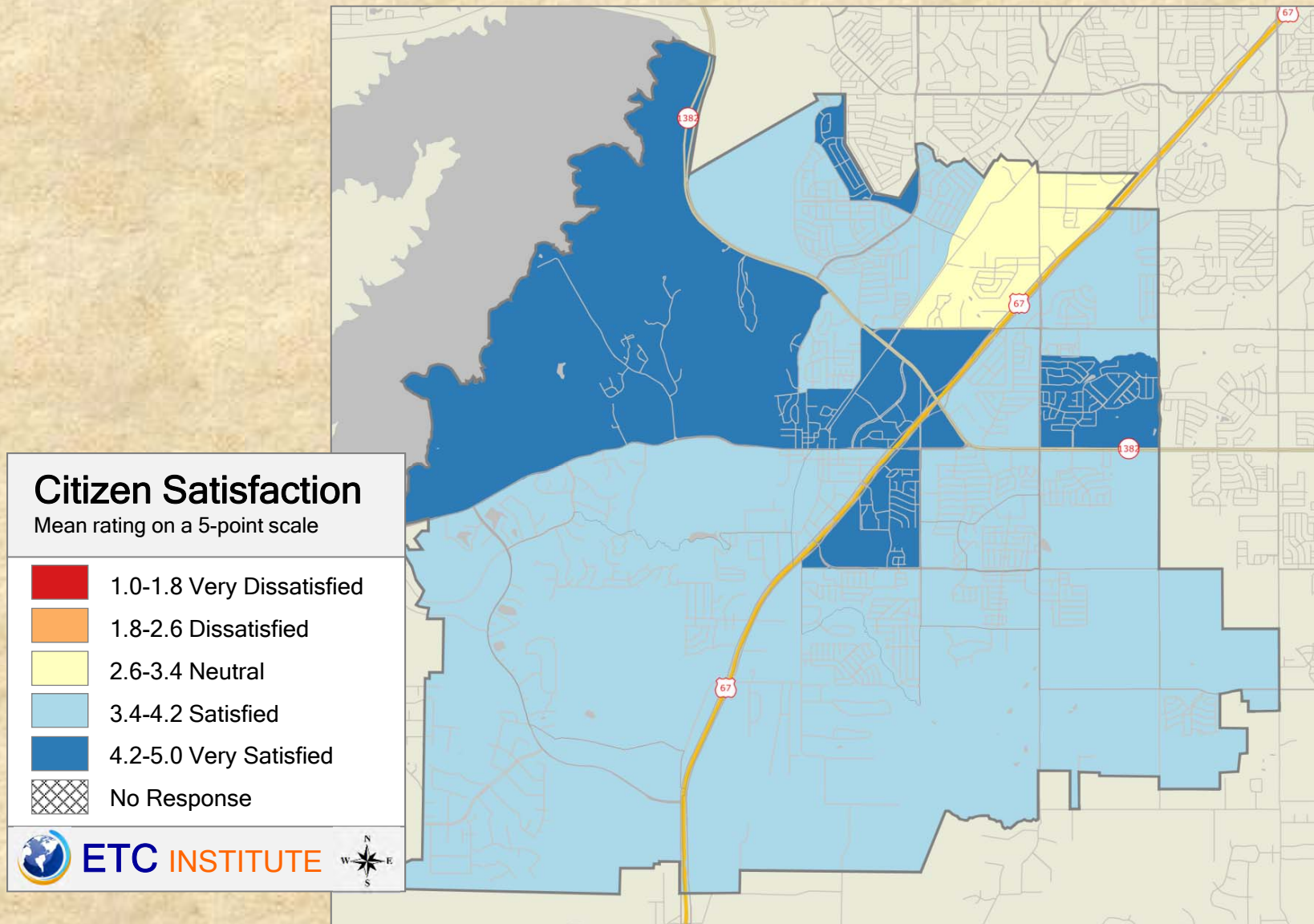Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q13-02 Satisfaction with Number and Location 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

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

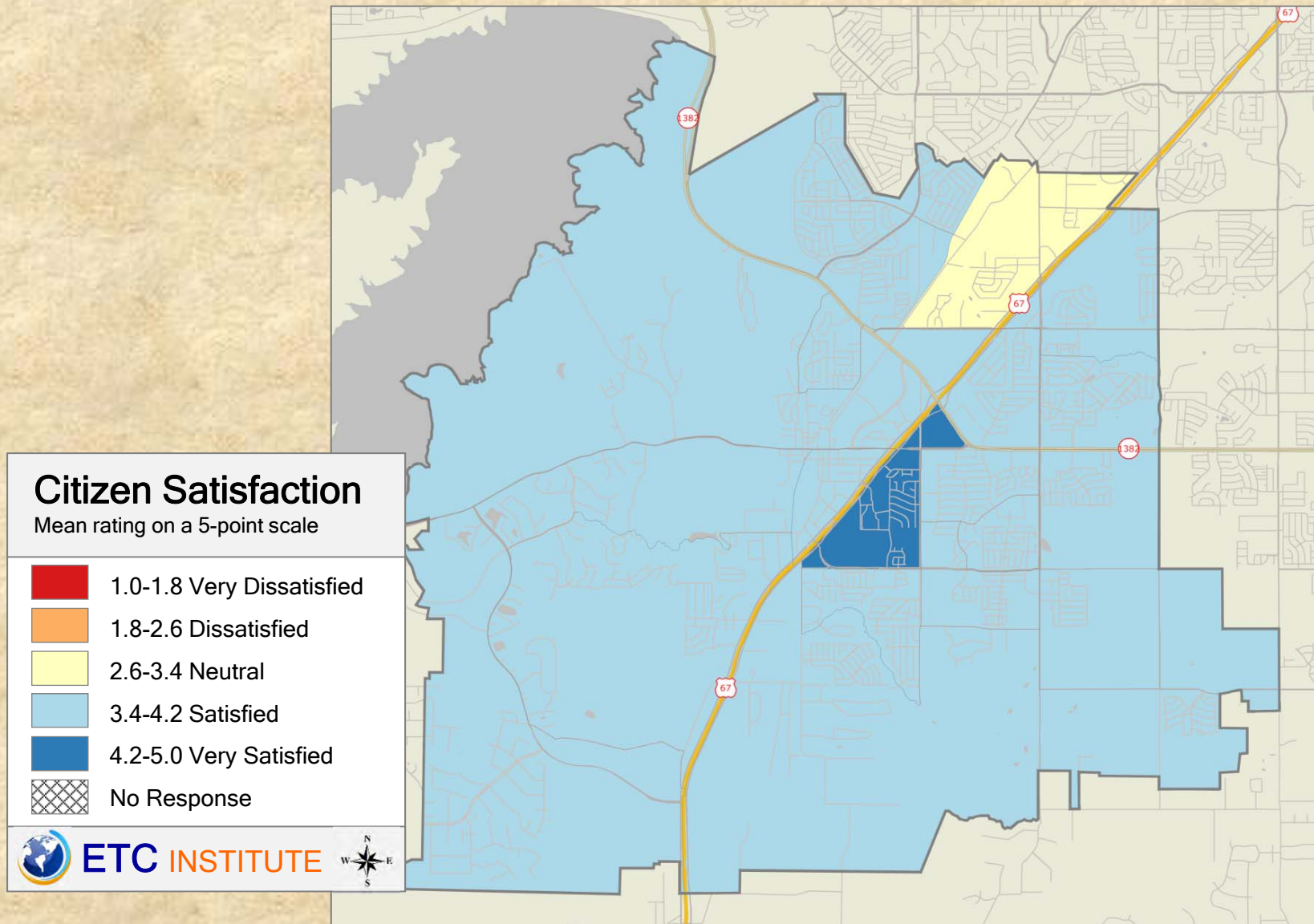# Q13-03 Satisfaction with Quality of Walking and Biking Trails

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

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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

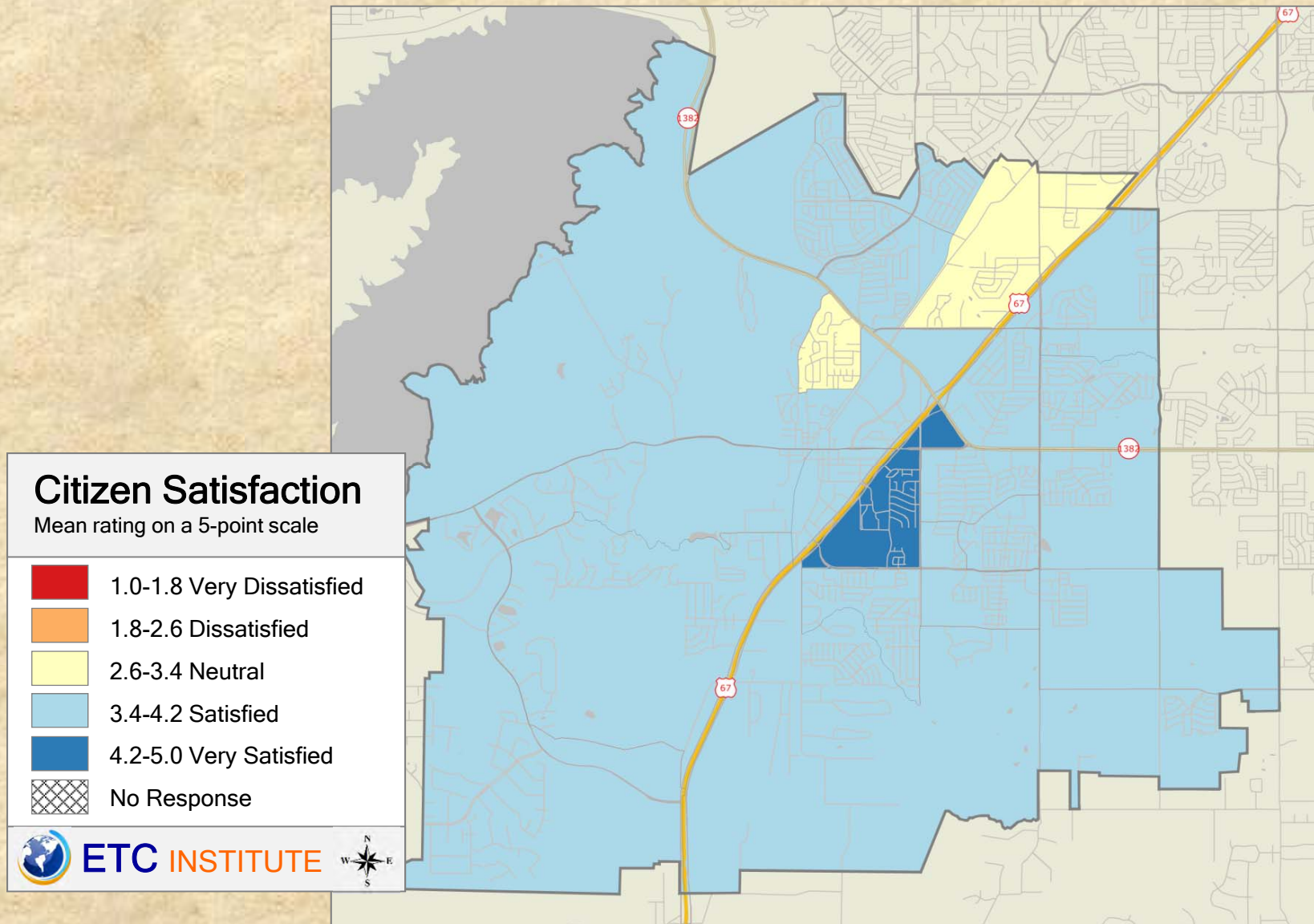# Q13-04 Satisfaction with Number of Walking and Biking Trails

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

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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

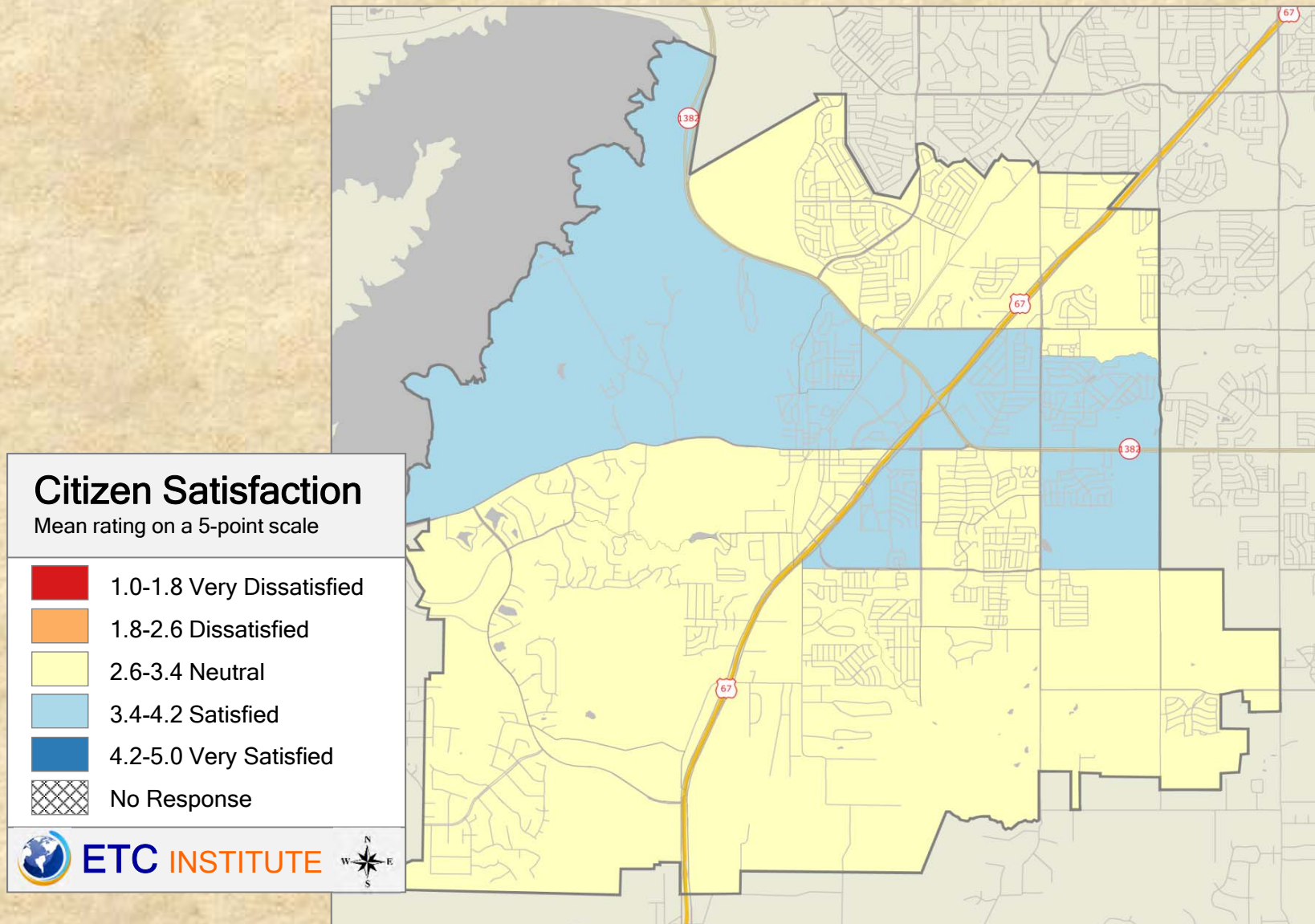# Q13-05 Satisfaction with Amount, Quality, and Condition of Swimming Pool(s)

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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2016 City of Cedar Hill Citizen Satisfaction Survey

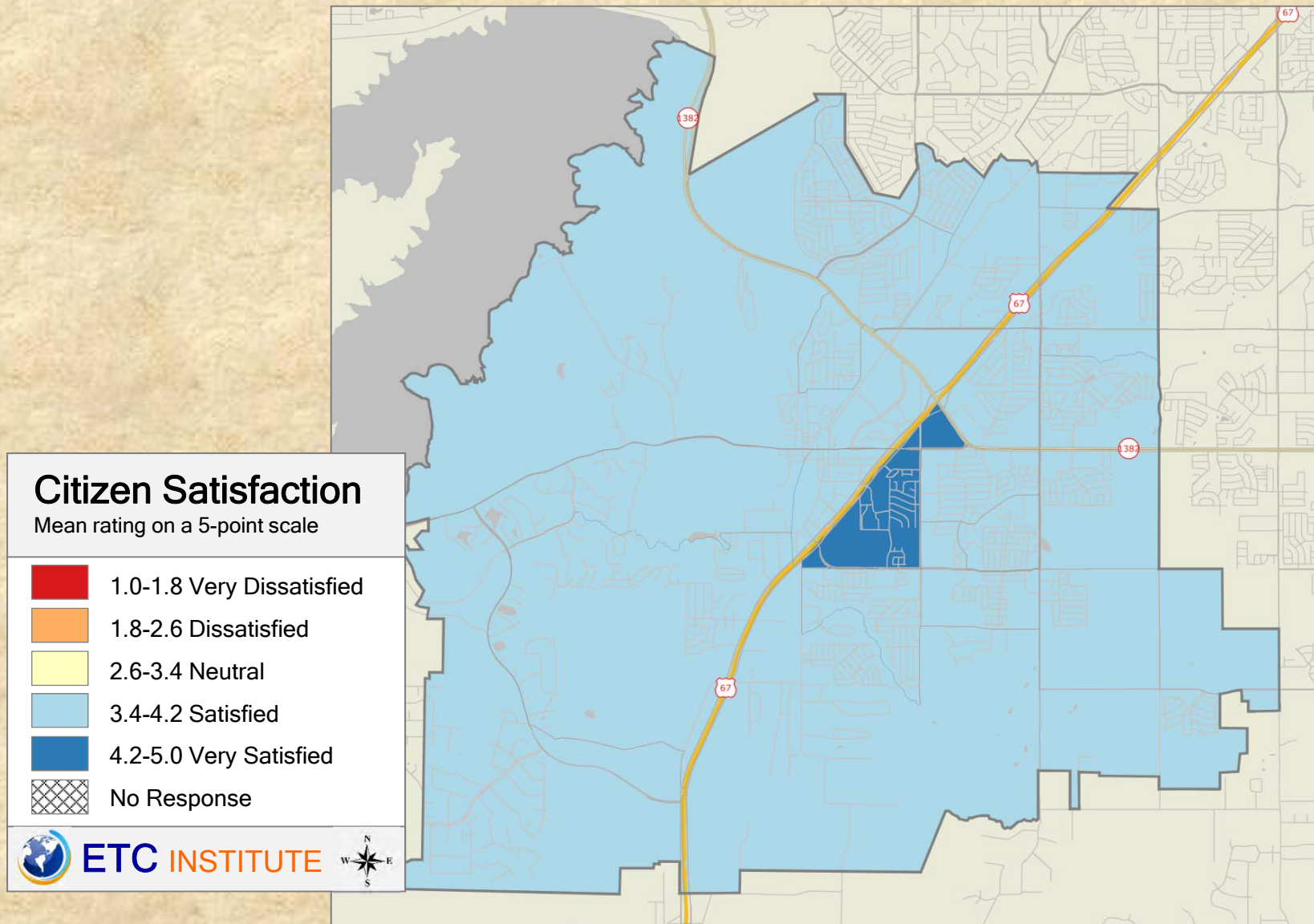Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q13-06 Satisfaction with Quality of City Sponsored Events 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
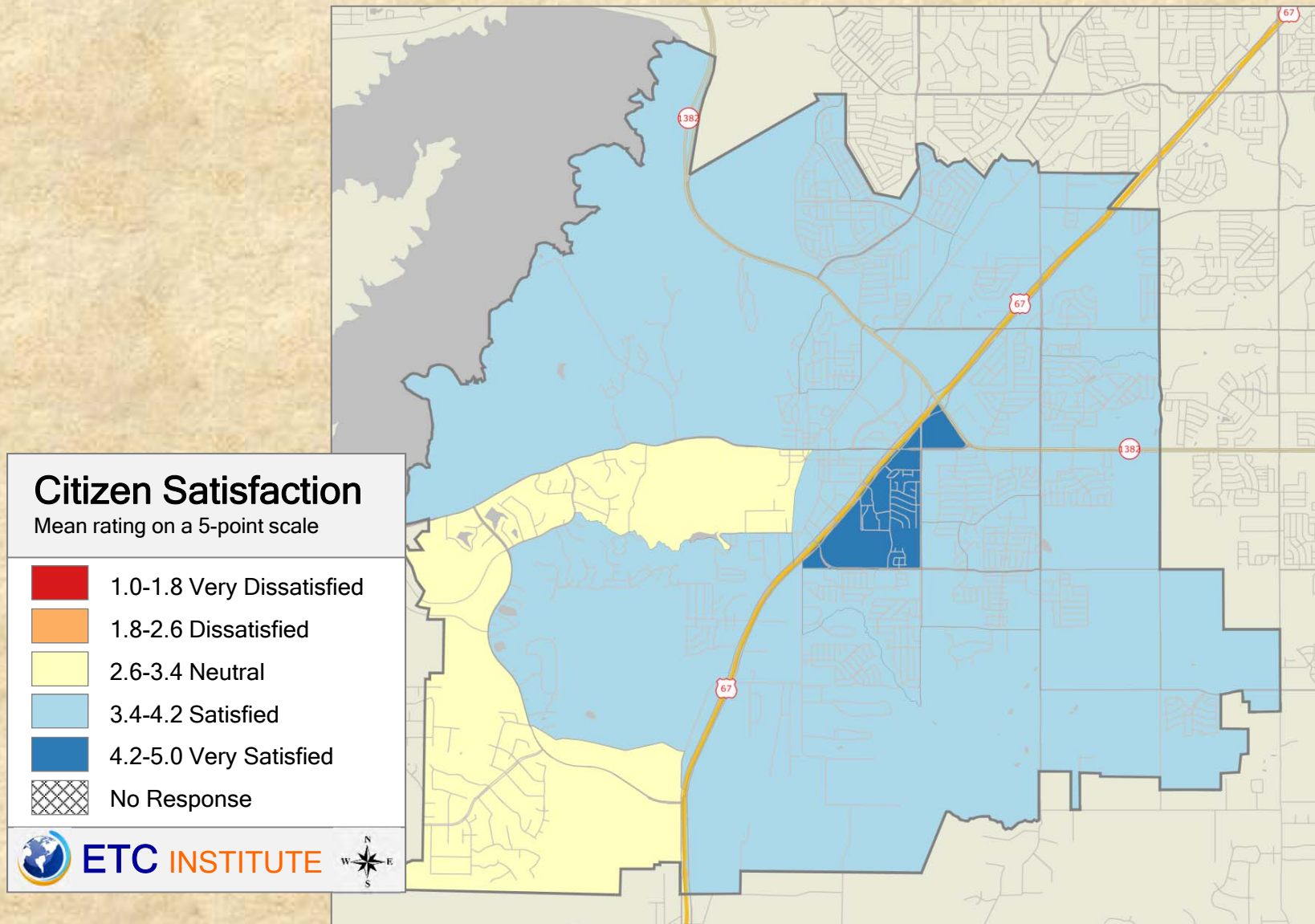- 4.2-5.0 Very Satisfied
- No Response

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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q13-07 Satisfaction with Quality of Youth Sports 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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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
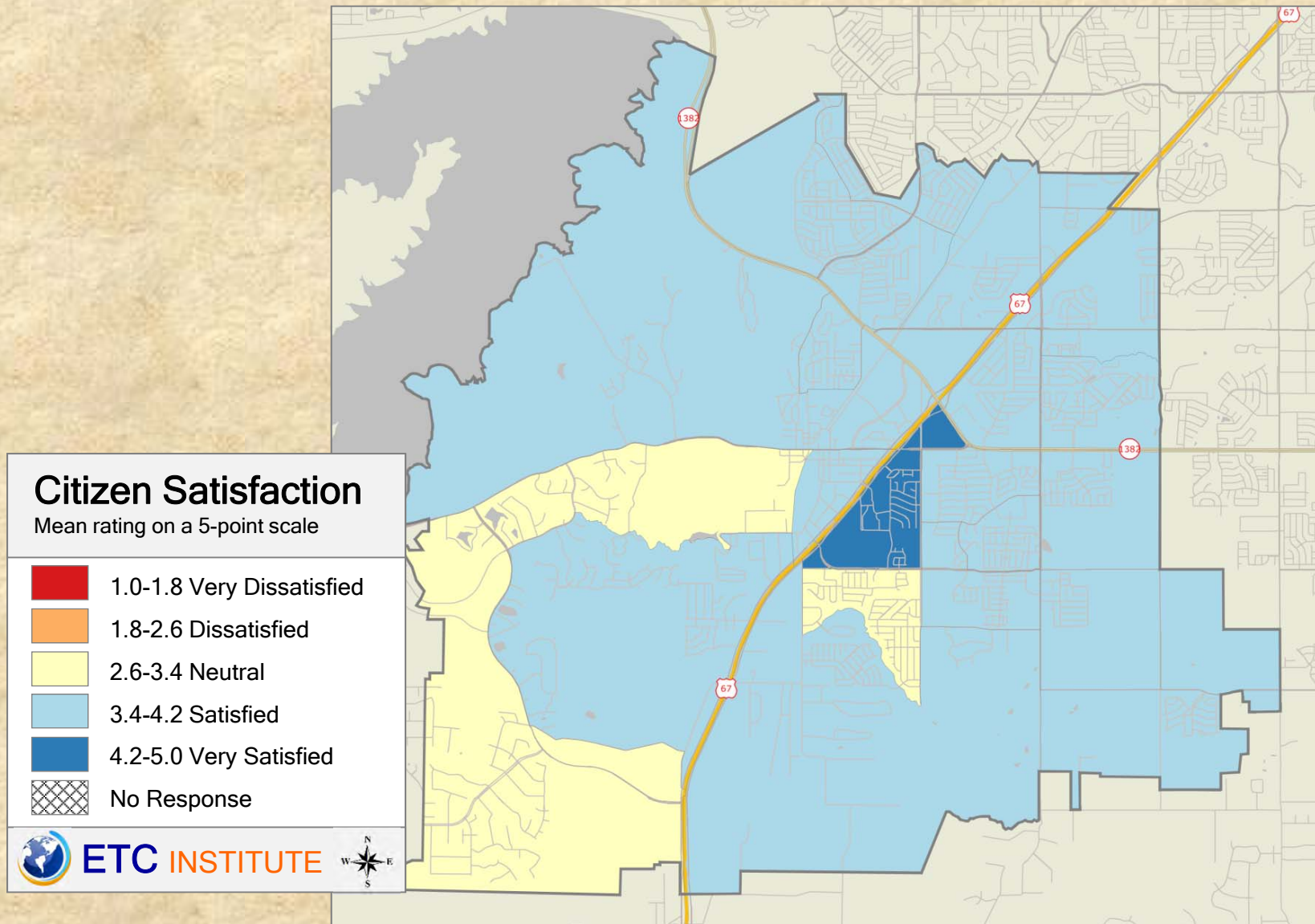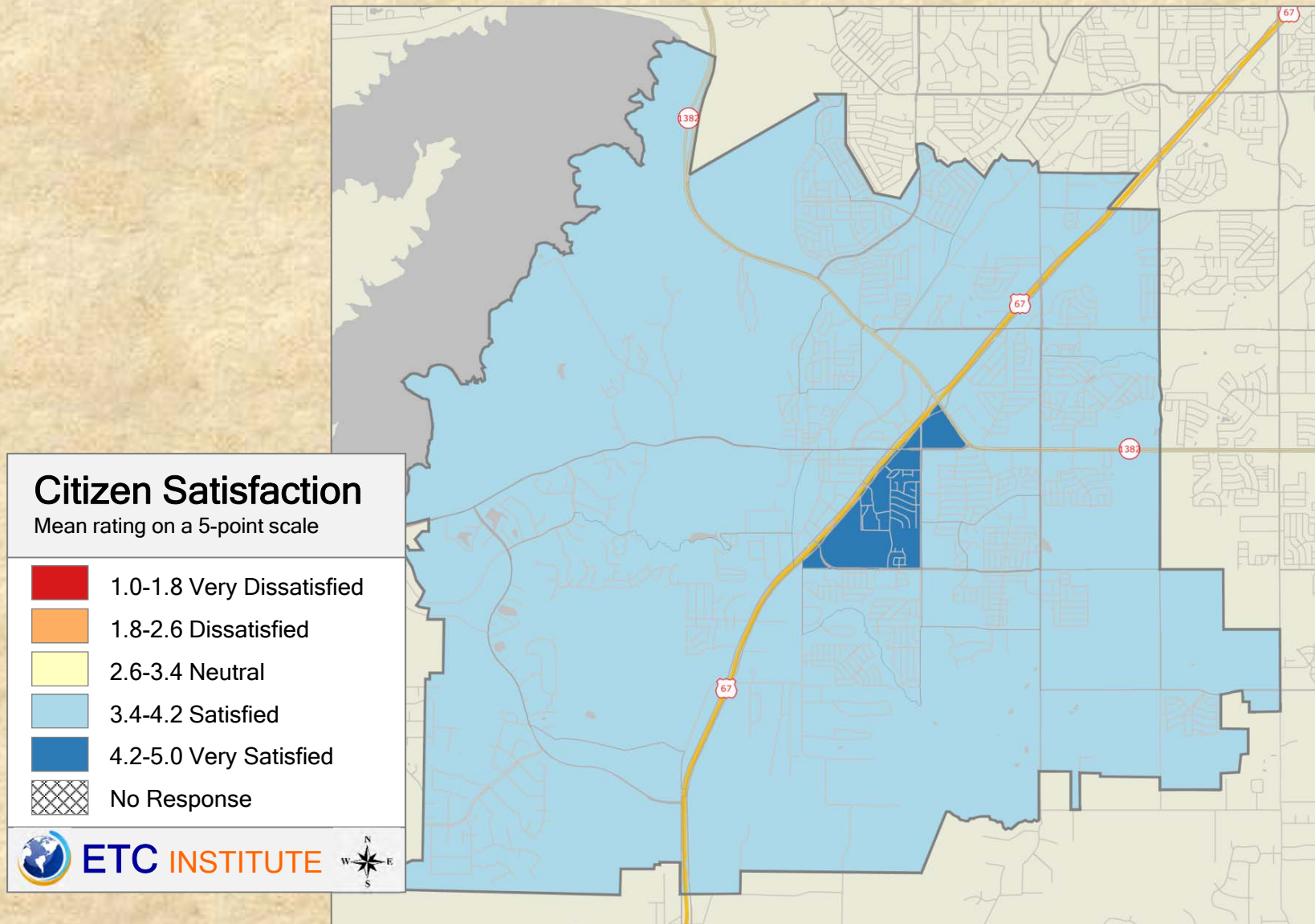
Q13-08 Satisfaction with Quality of Adult Sports Programs

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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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

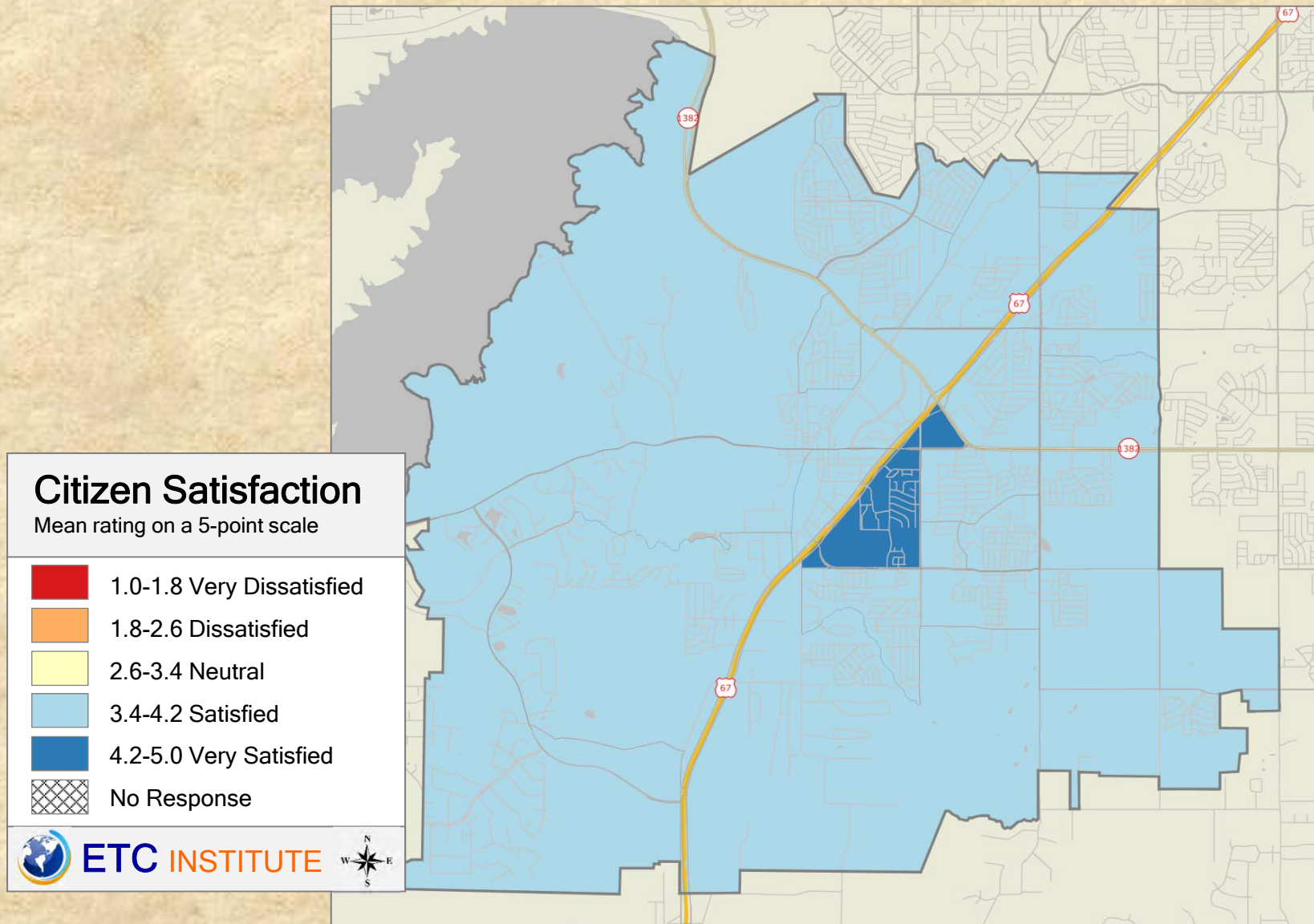# Q13-09 Satisfaction with Quality of Outdoor Athletic Fields

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

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey
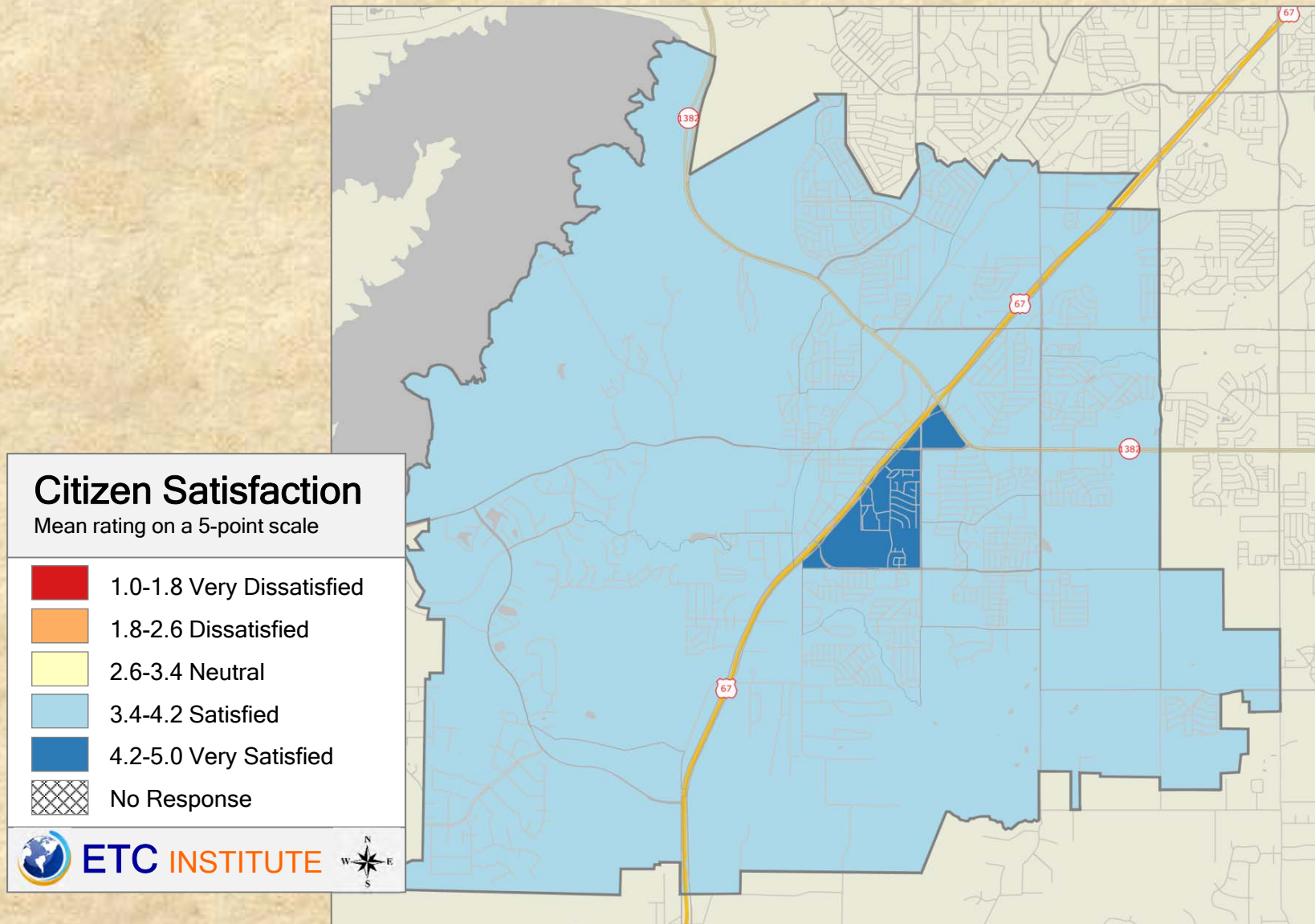Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q13-10 Satisfaction with Quality of Picnic, Pavilion Areas, and Playgrounds 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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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

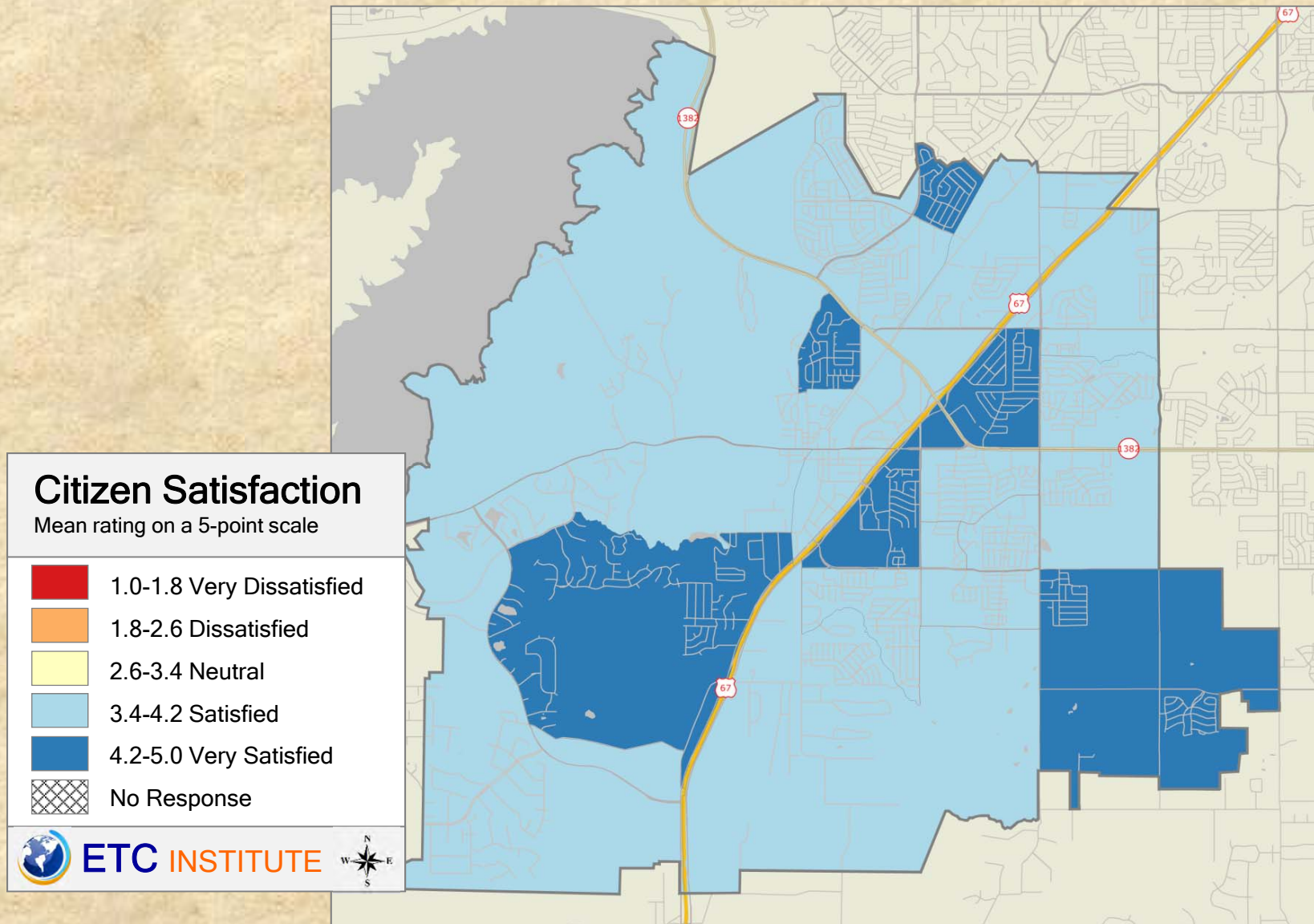# Q13-11 Satisfaction with Recreational Opportunities

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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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

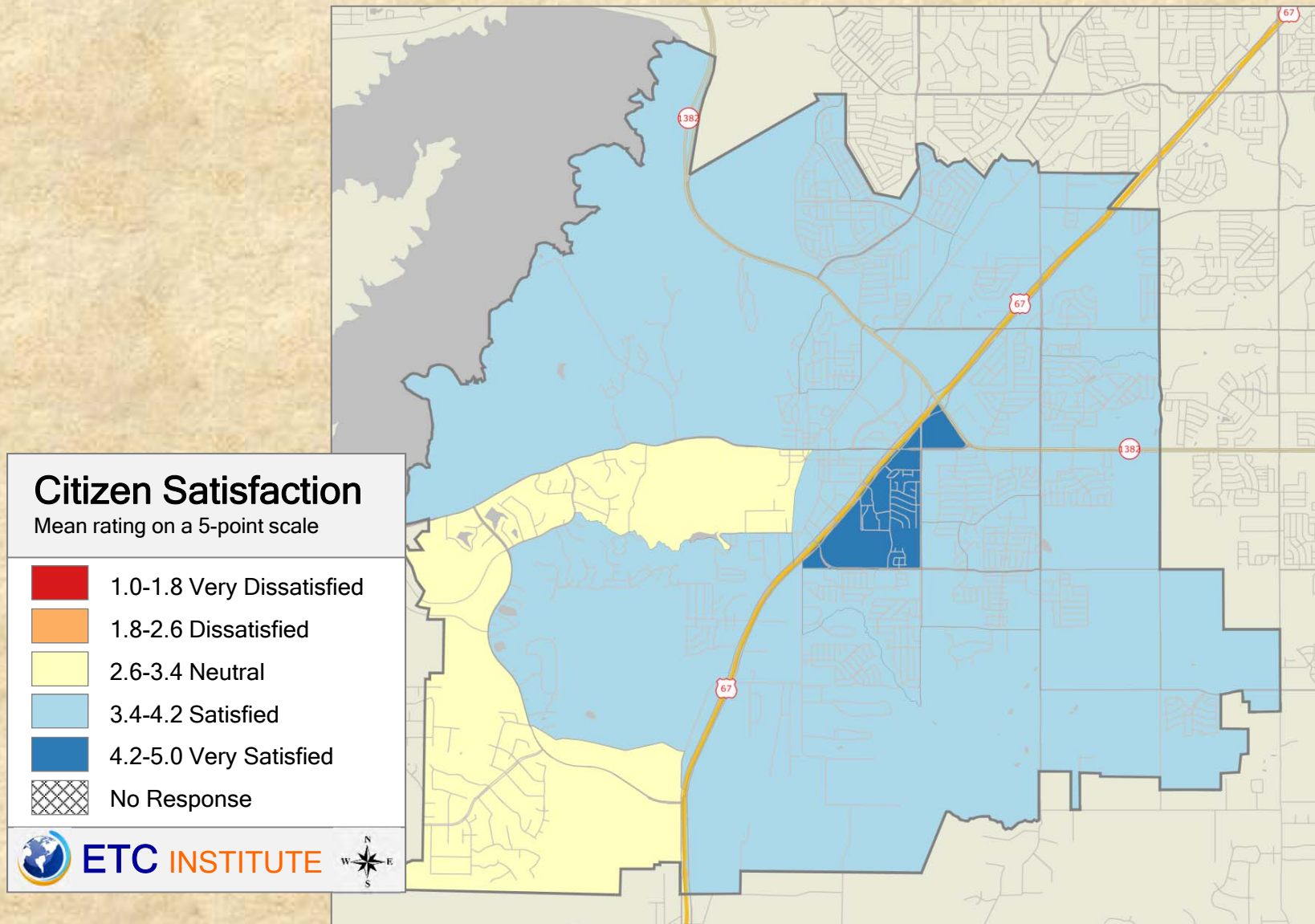# Q14-01 Satisfaction with Quality of the Condition of the Library Facility

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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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

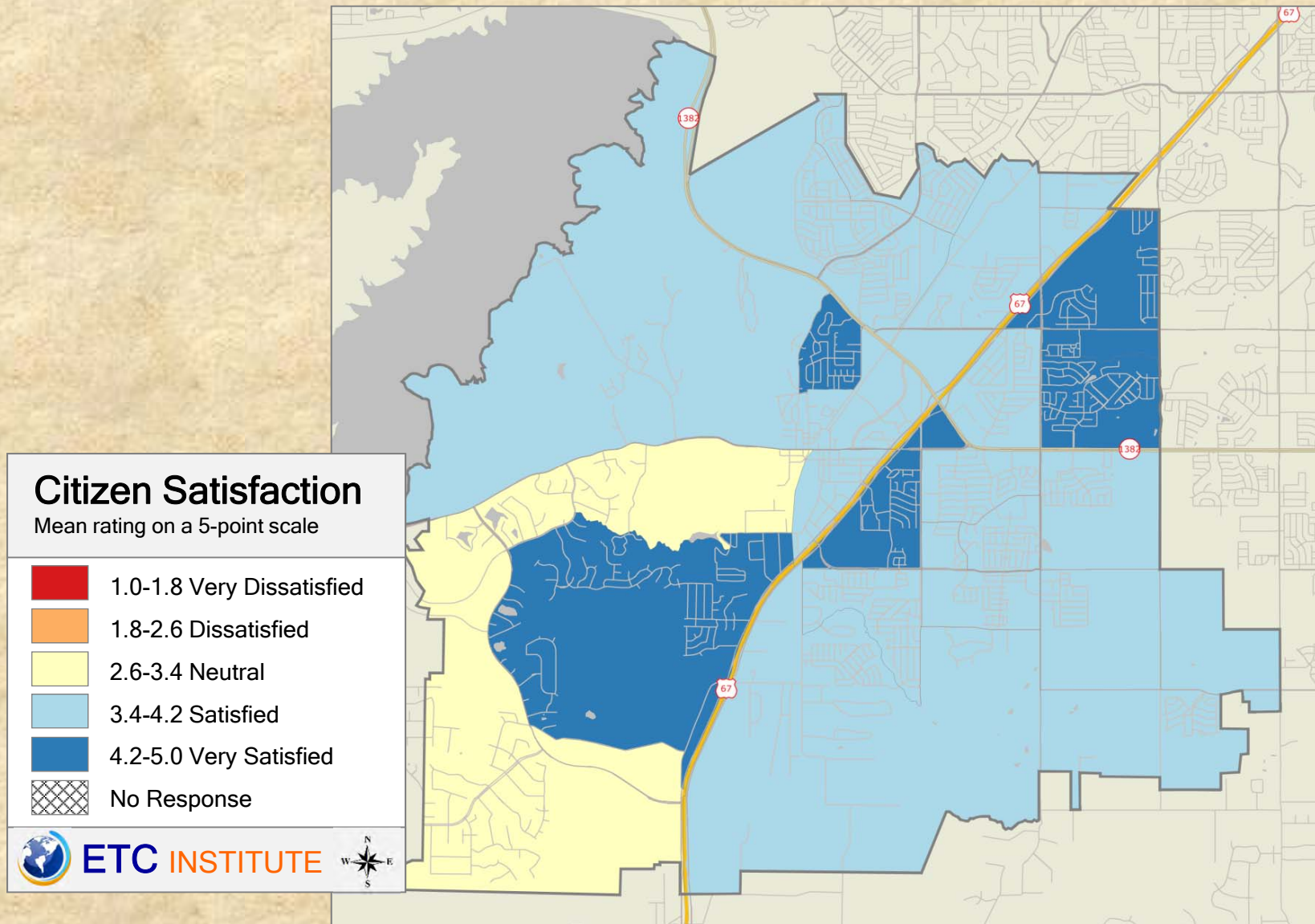# Q14-02 Satisfaction with Amount of Space in the Library

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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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

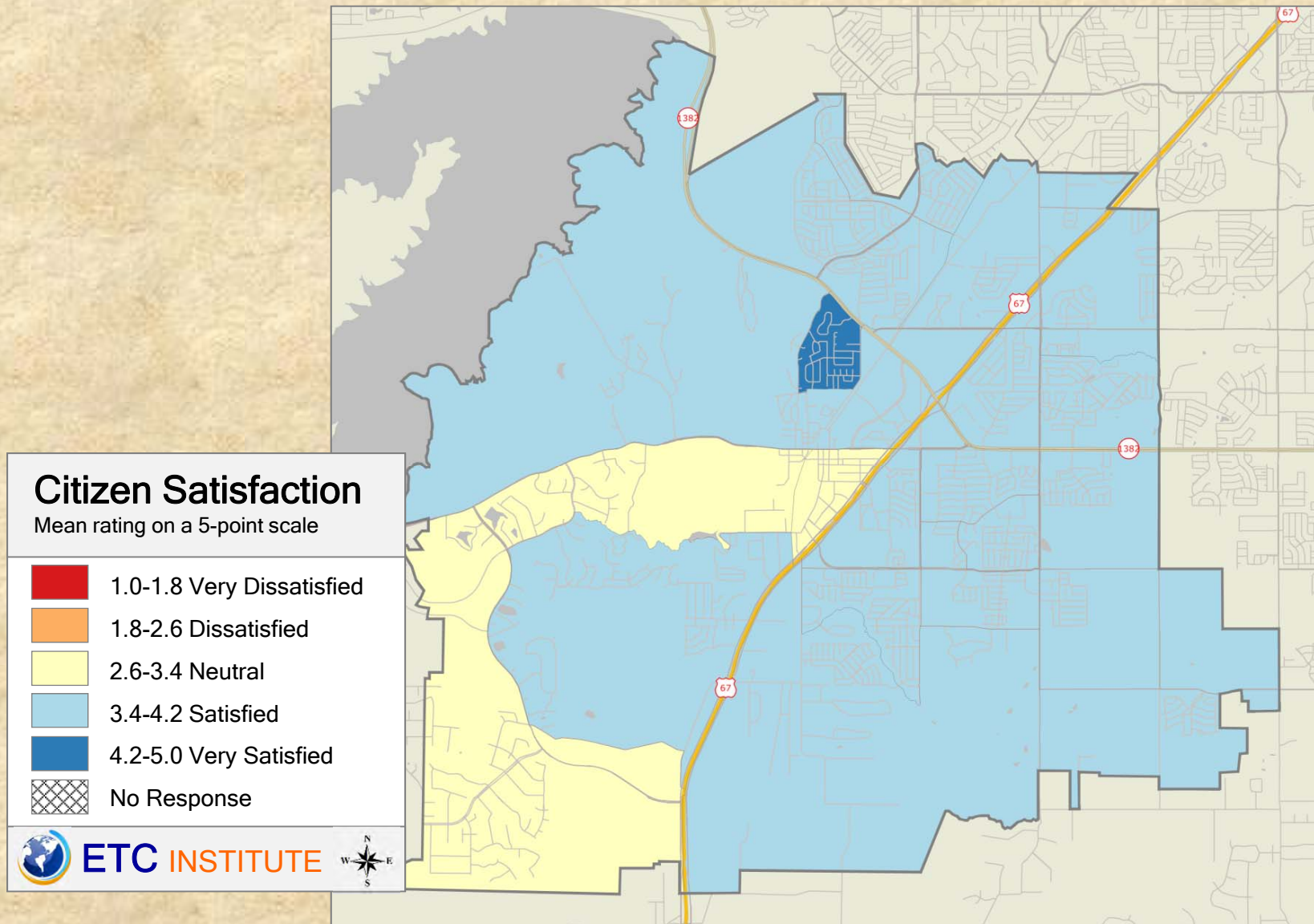# Q14-03 Satisfaction with Quality of Library Children's Events, Classes, and Programs

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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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q14-04 Satisfaction with Quality of Library Adult Events, Classes, and 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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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

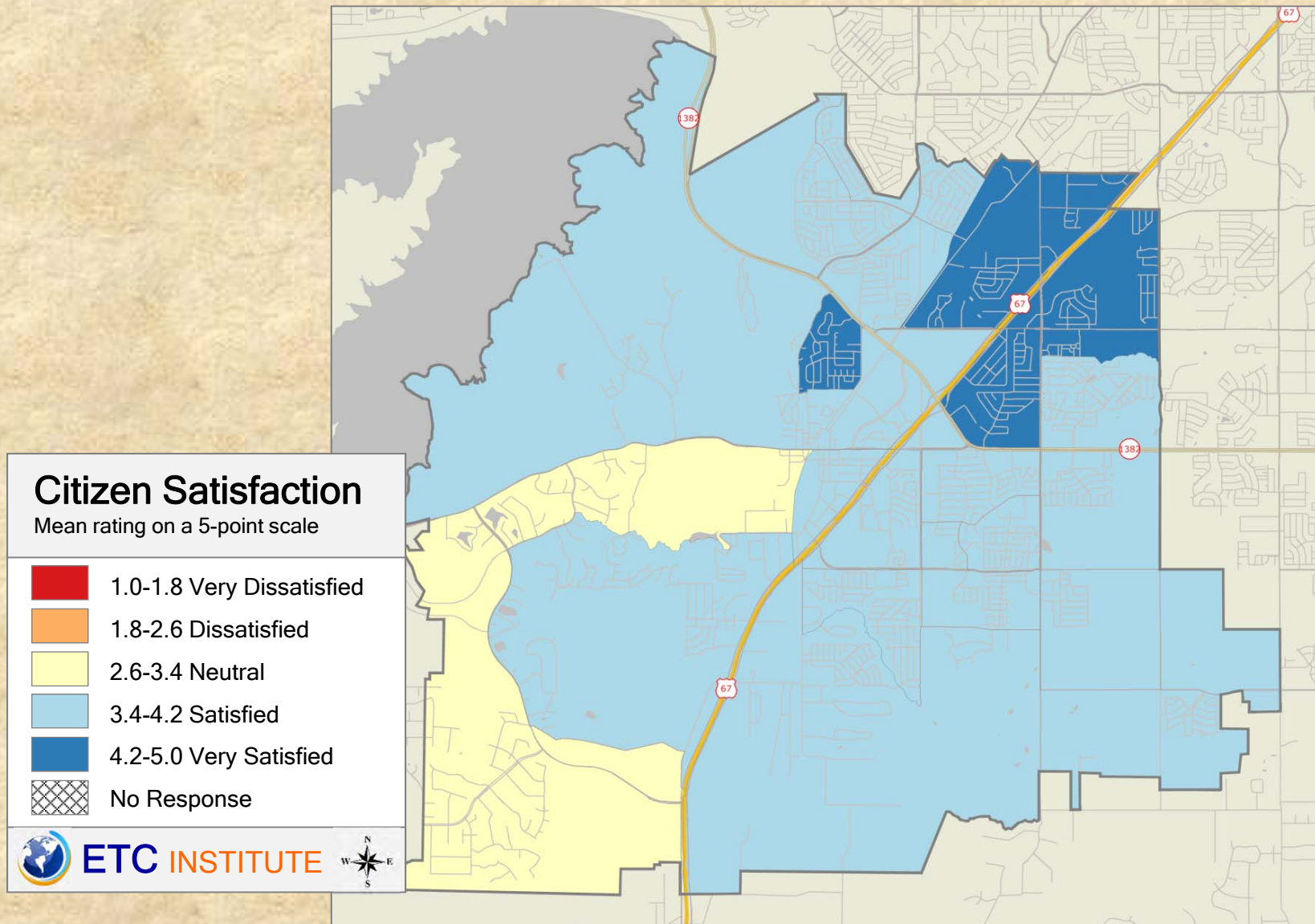# Q14-05 Satisfaction with Quality of Library Teen Events, Classes, and Programs

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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2016 City of Cedar Hill Citizen Satisfaction Survey
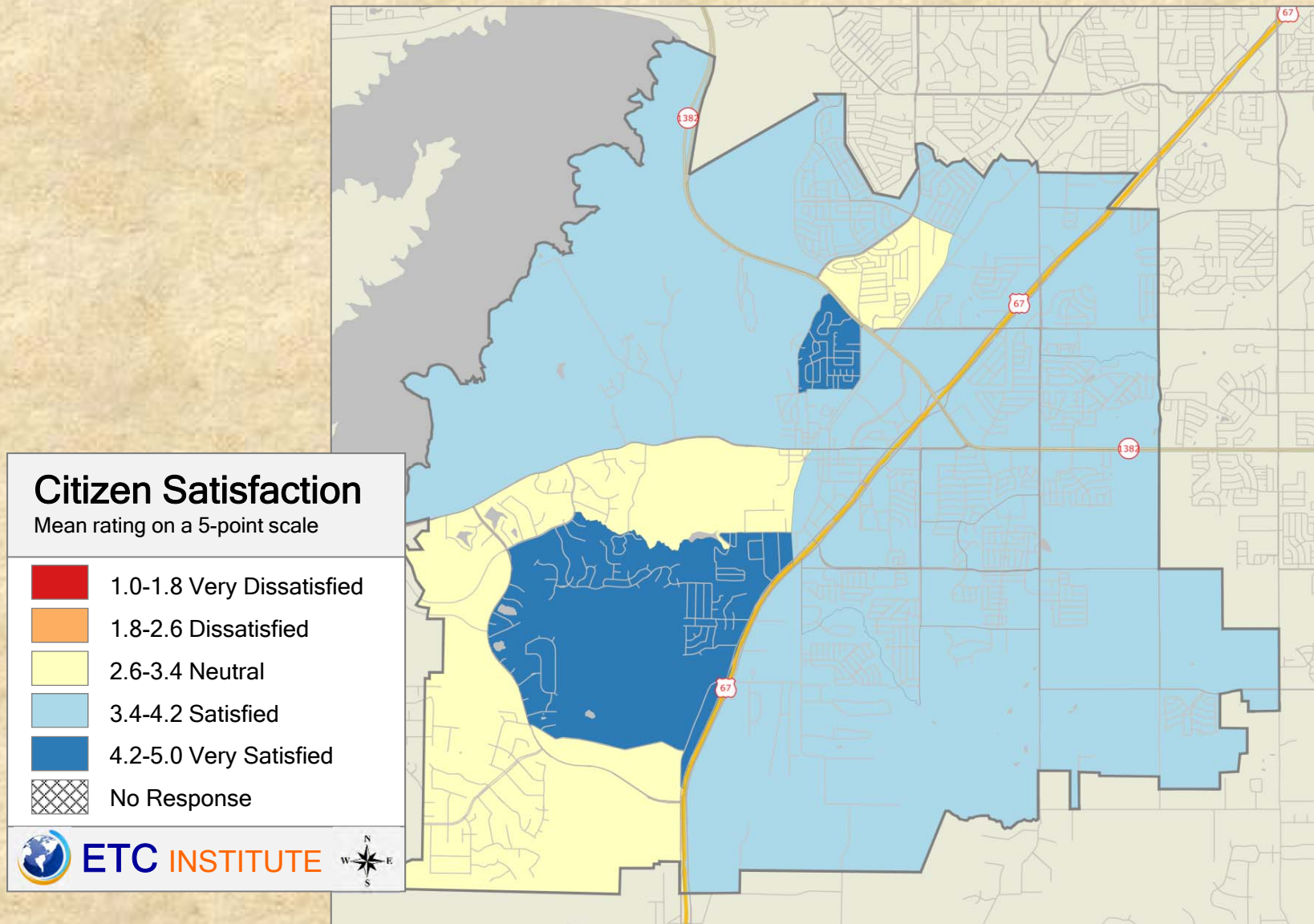Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q14-06 Satisfaction with Quality of Library Materials and Resources

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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2016 City of Cedar Hill Citizen Satisfaction Survey
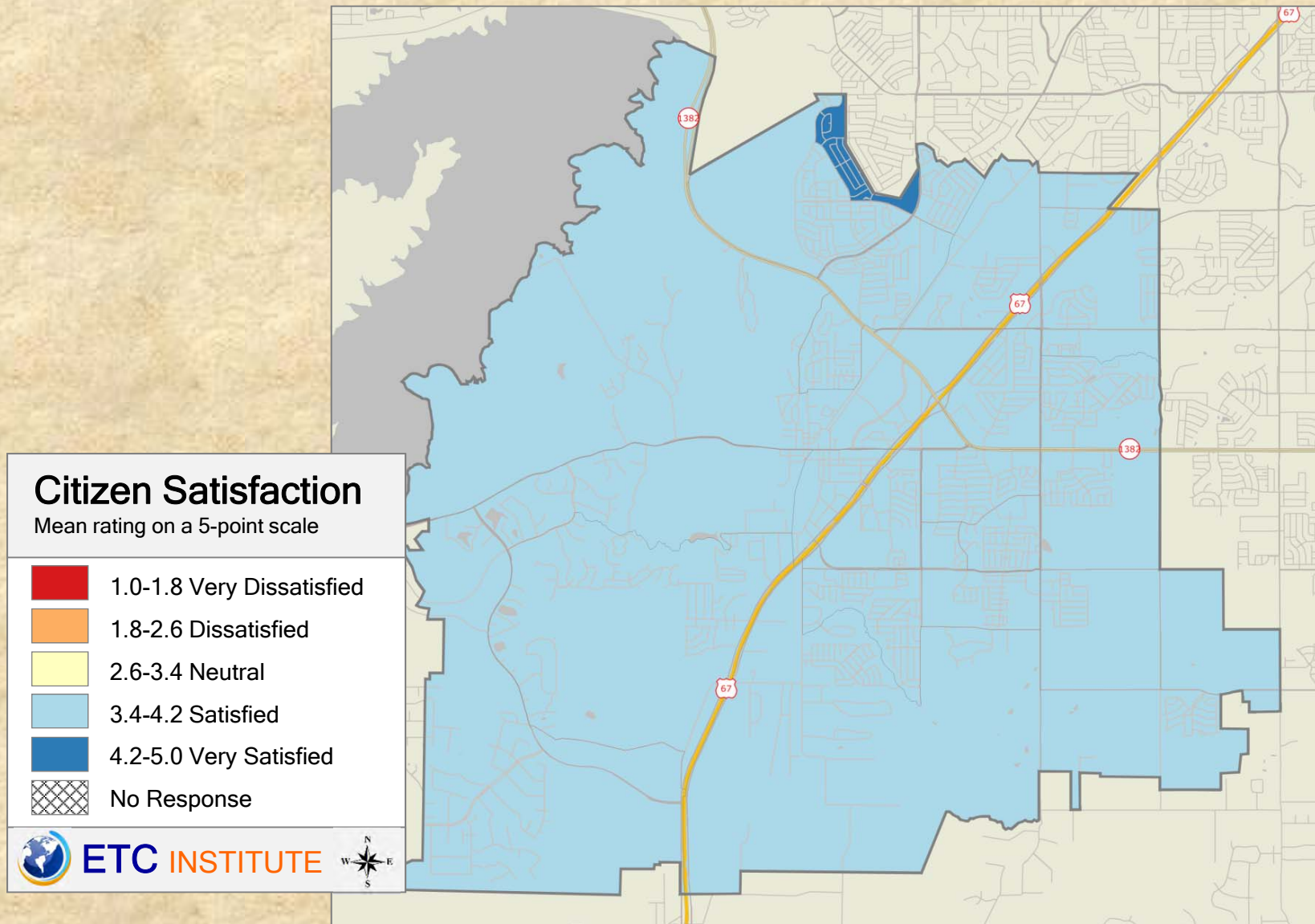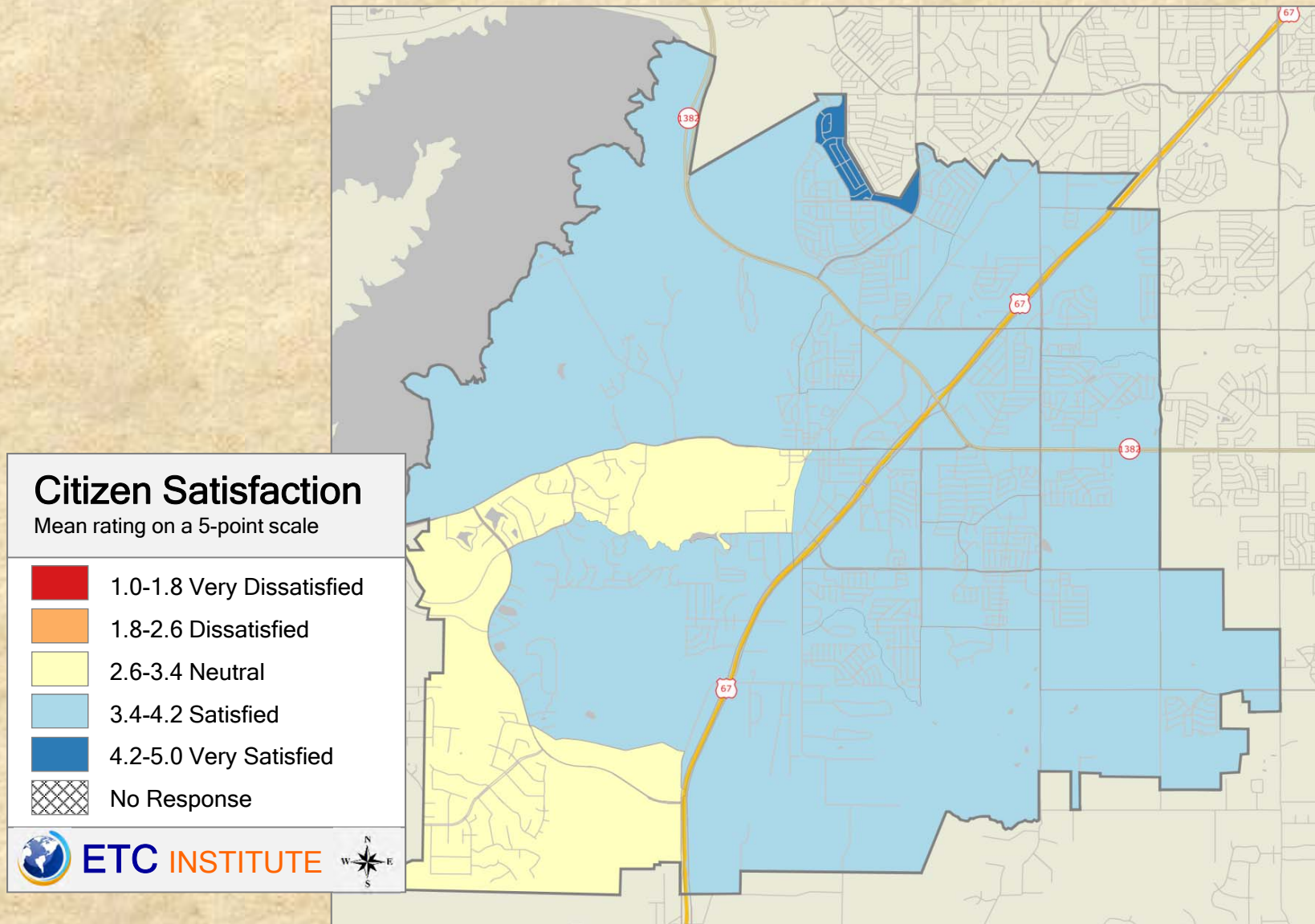Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q14-07 Satisfaction with Quality of Library Computers and Other Mobile Electronic Devices

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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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q14-08 Satisfaction with Availability of Library Computers and Other Mobile Electronic Devices
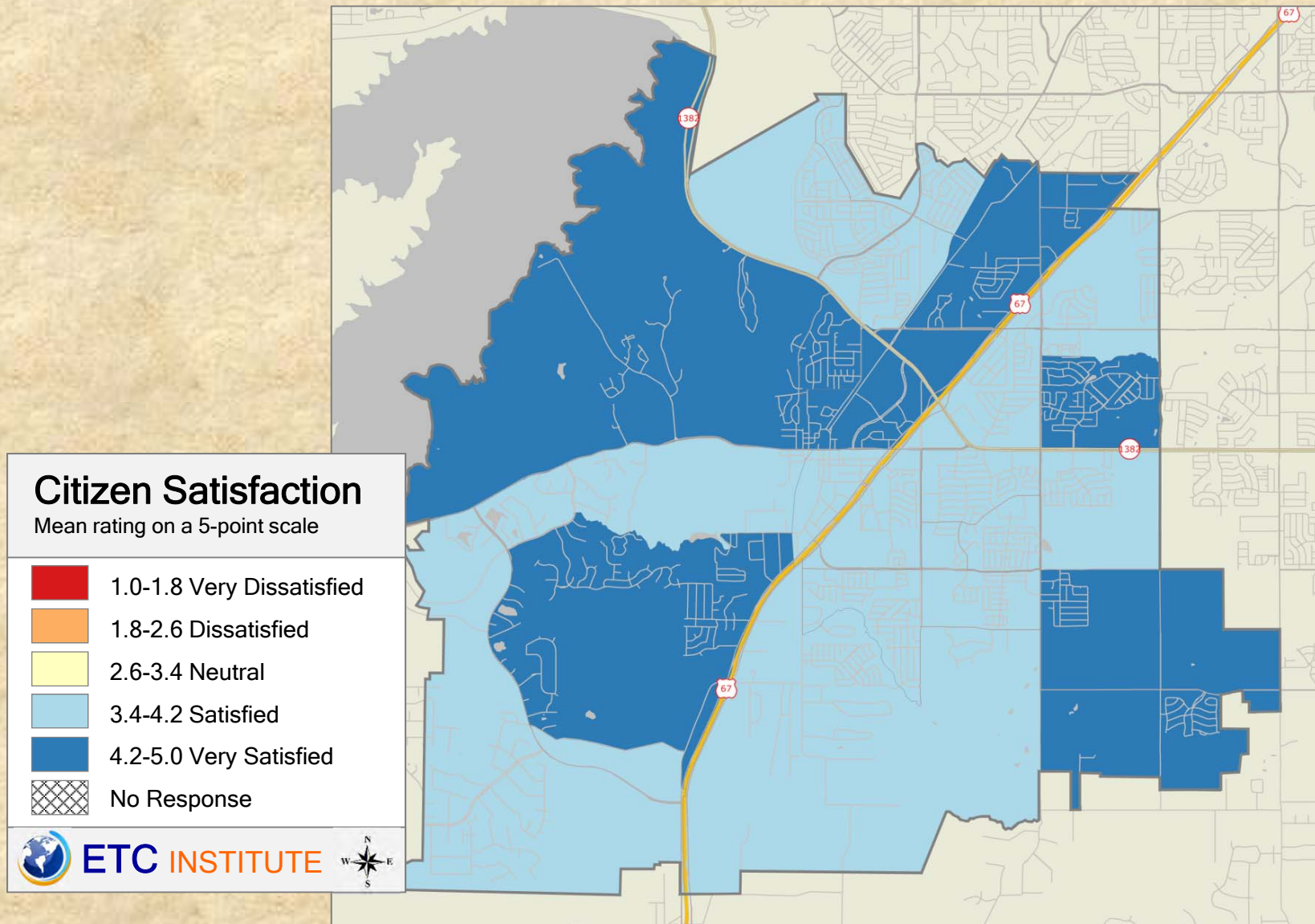

Citizen Satisfaction
Mean rating on a 5-point scale

- 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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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q14-09 Satisfaction with Quality of Library Staff Customer Service

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

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey
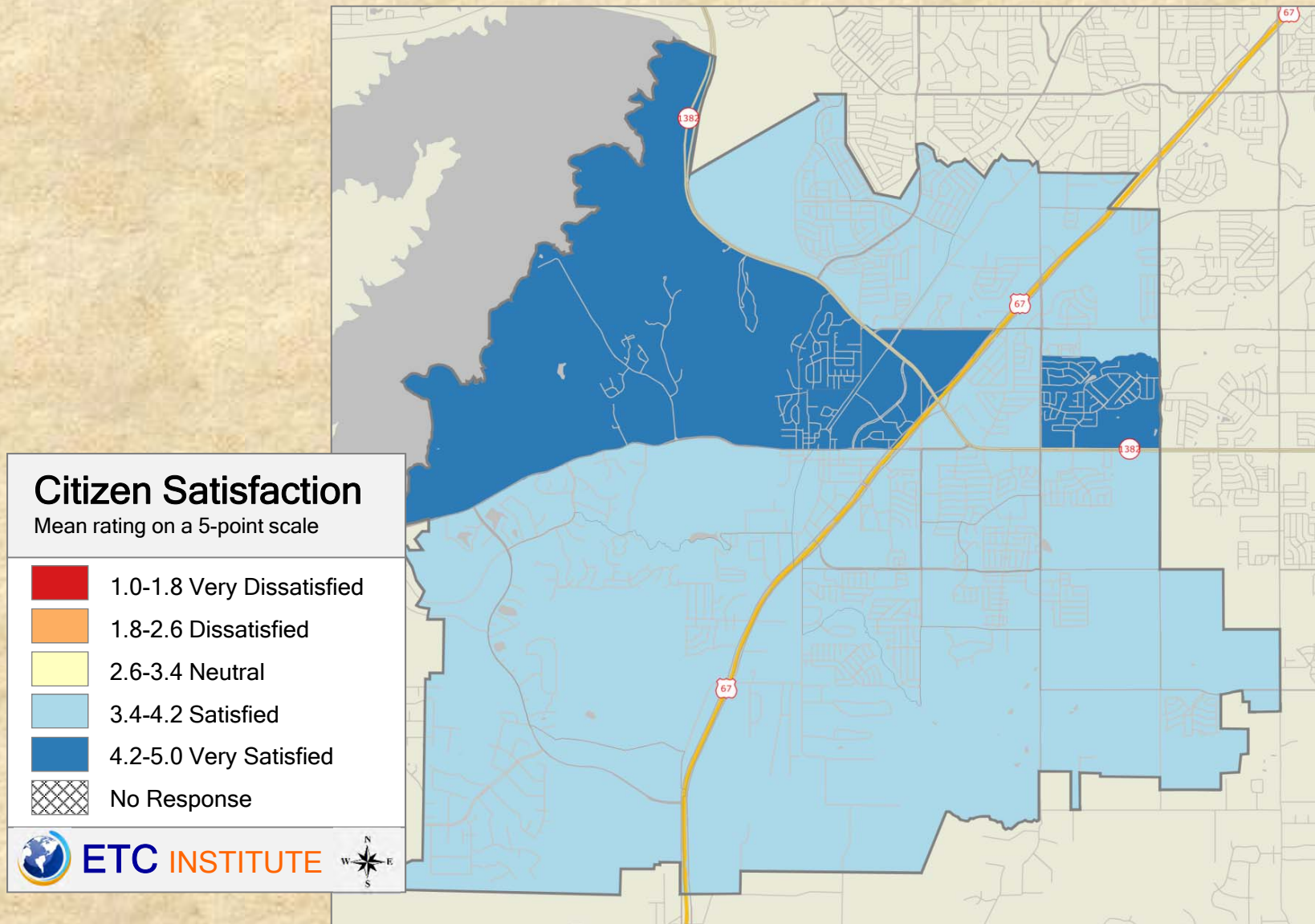Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q16-01 Satisfaction with Quality of the City's 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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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

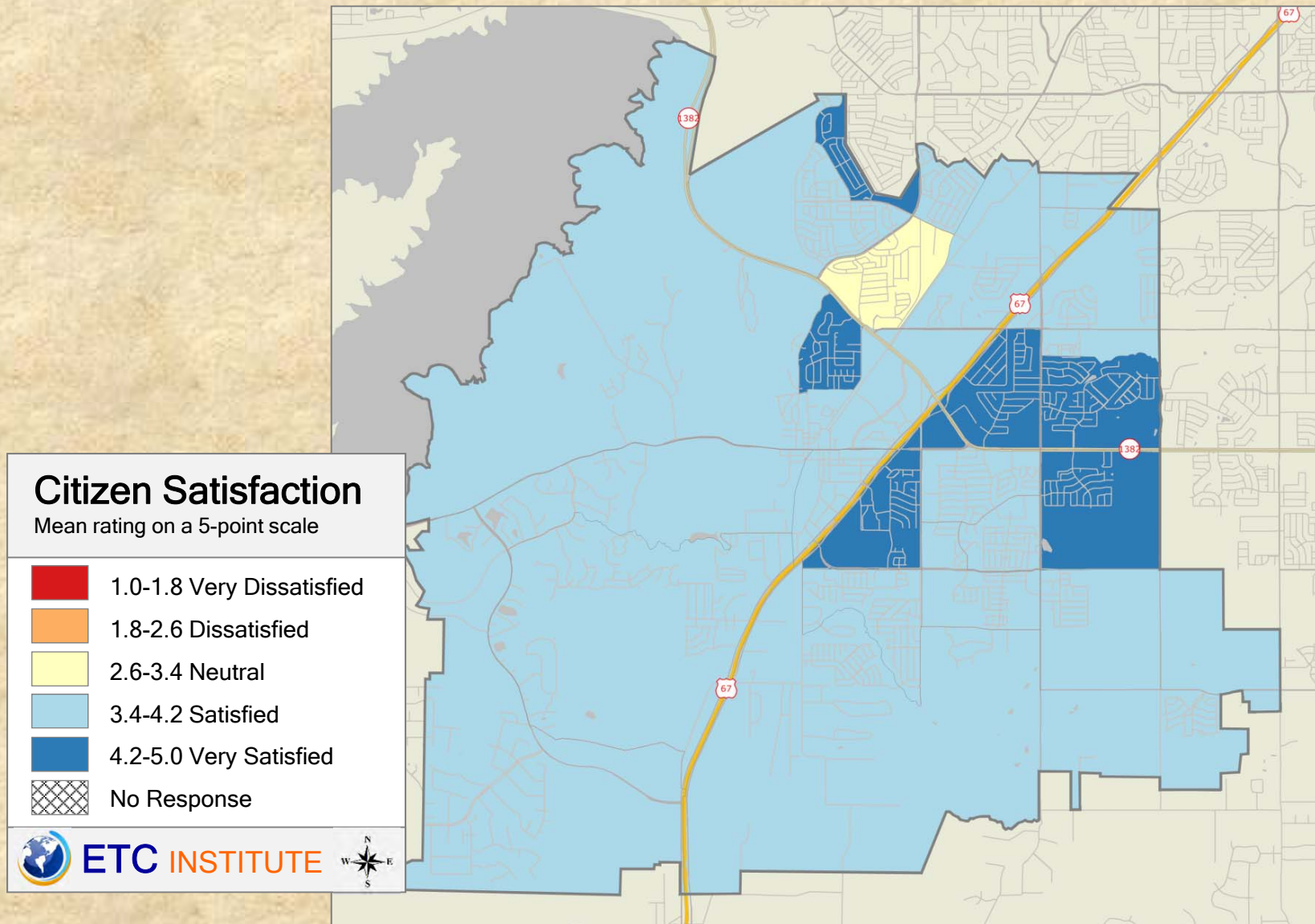# Q16-02 Satisfaction with Quality of the City's Social Media (Twitter, Facebook, Etc.)

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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2016 City of Cedar Hill Citizen Satisfaction Survey
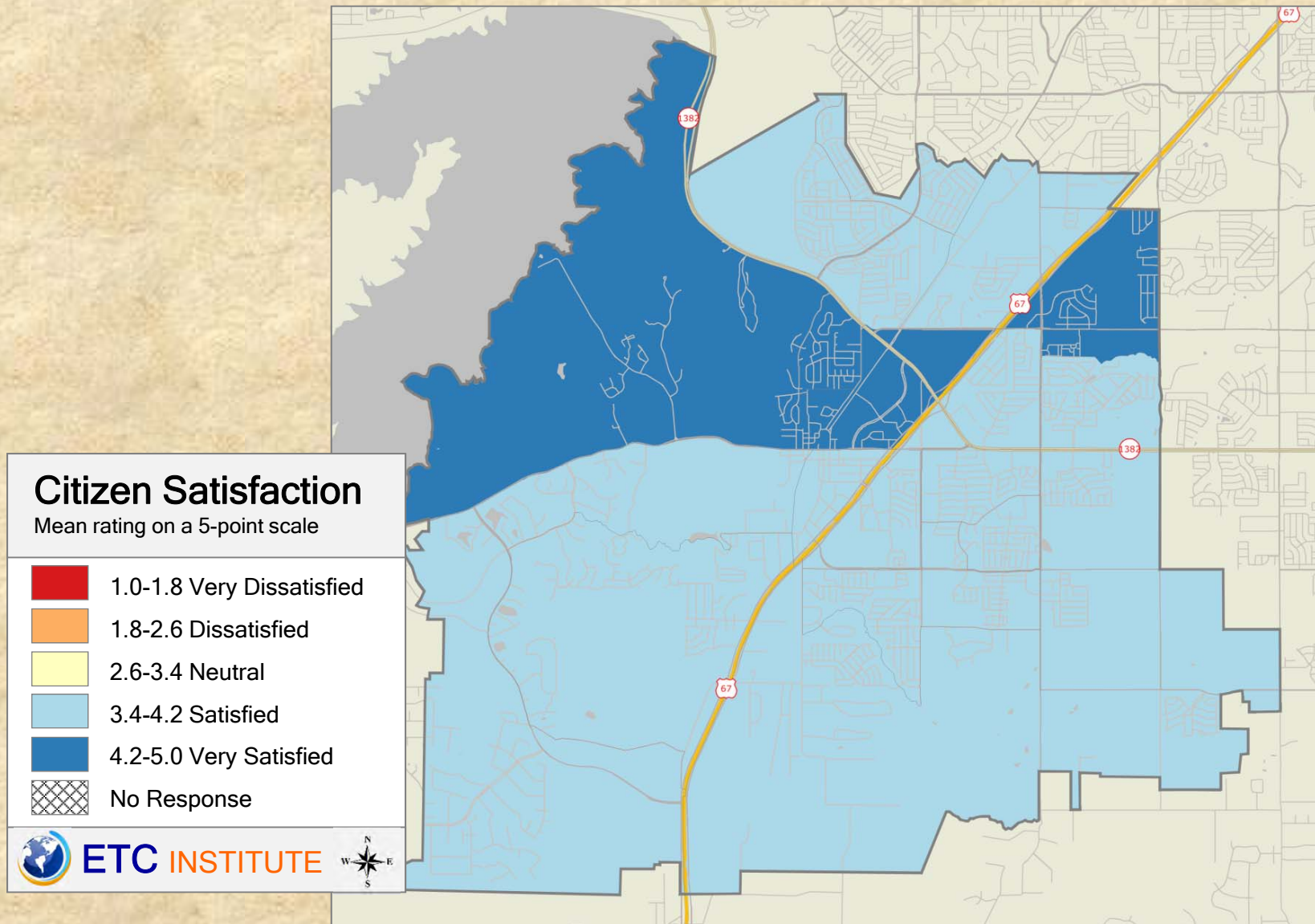Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q16-03 Satisfaction with Availability of Information on City Services and 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

ETC INSTITUTE

2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

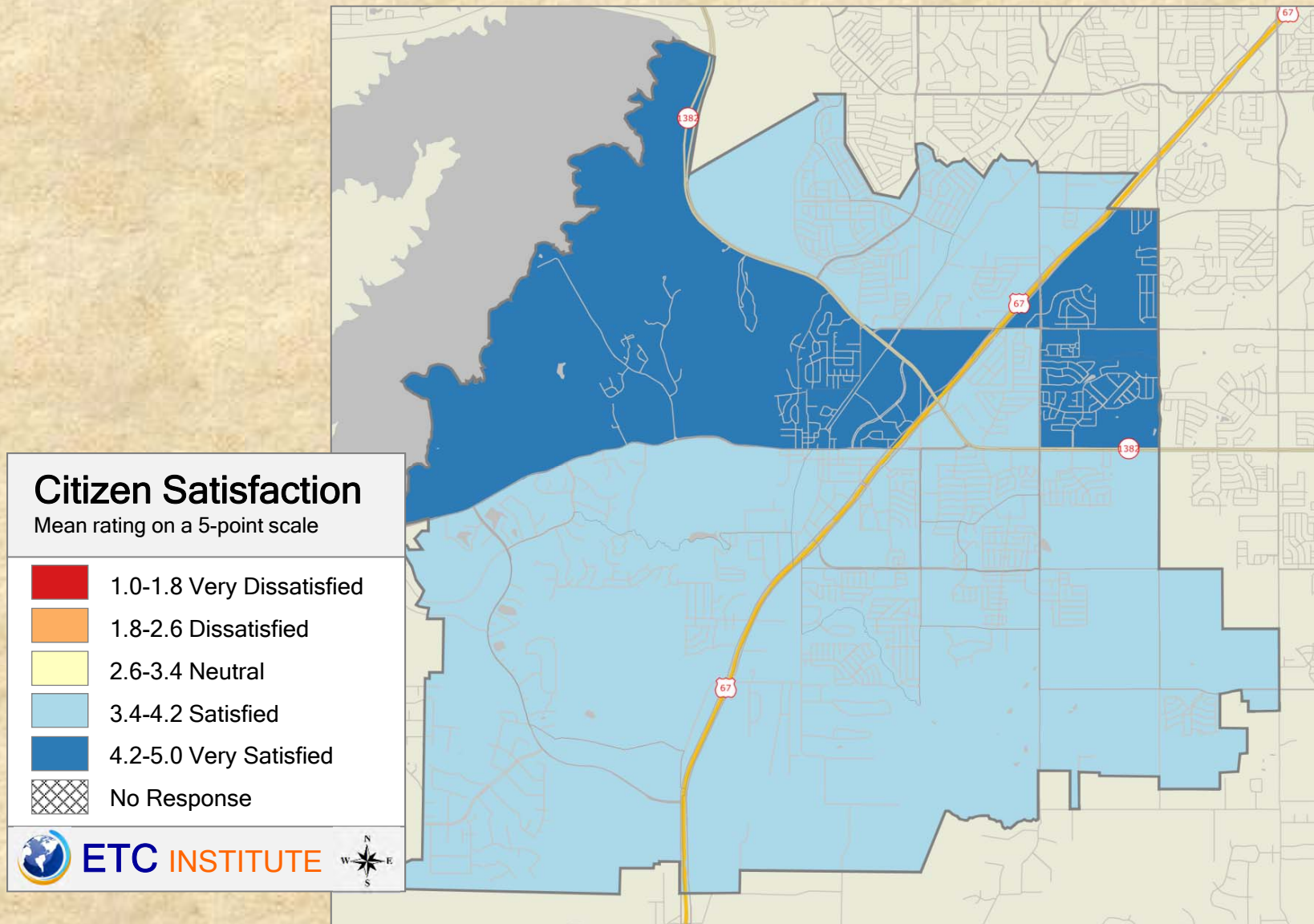# Q16-04 Satisfaction with City's Efforts to Keep You Informed

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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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

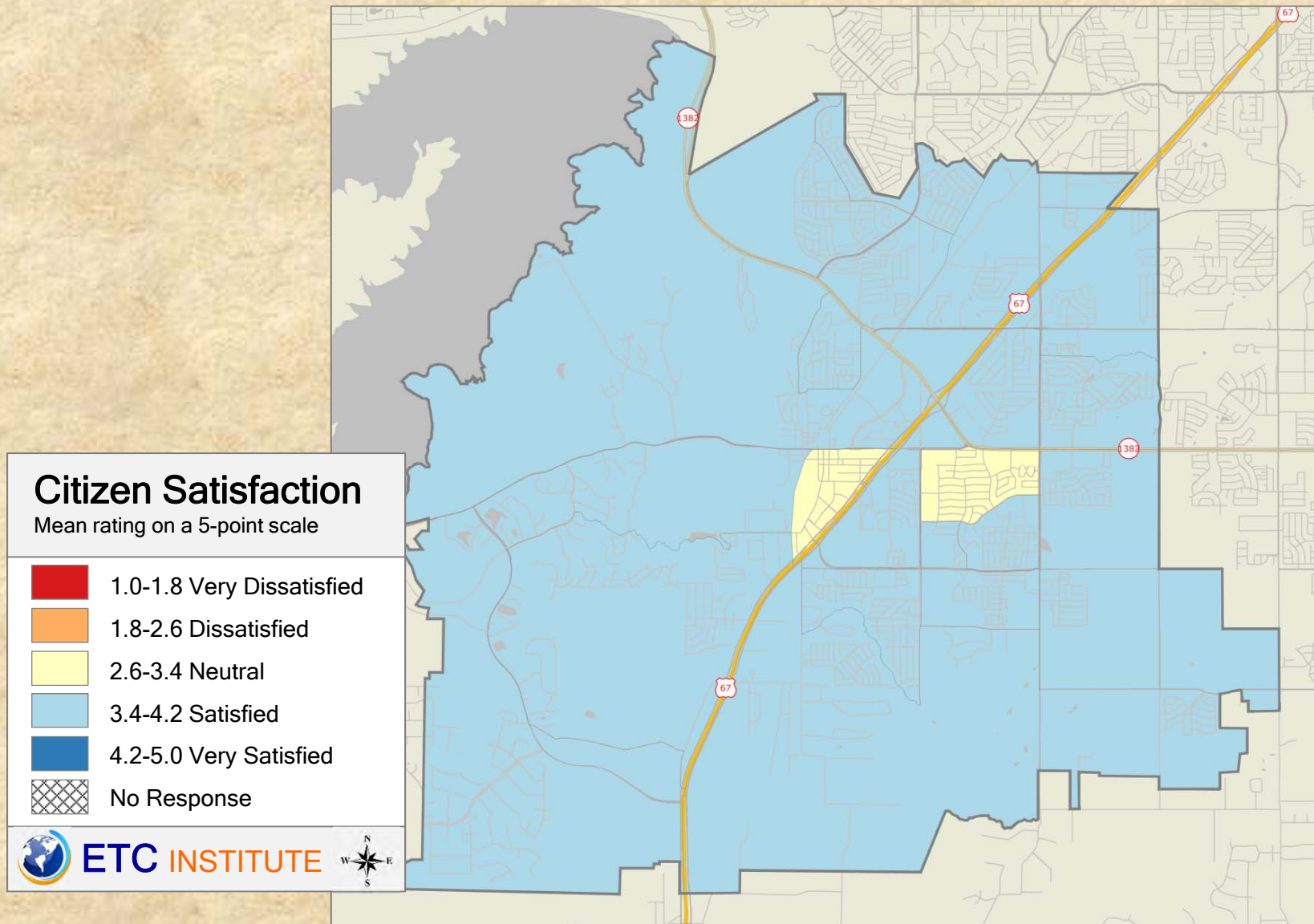# Q16-05 Satisfaction with Level of Public Involvement in Local Decision-Making

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
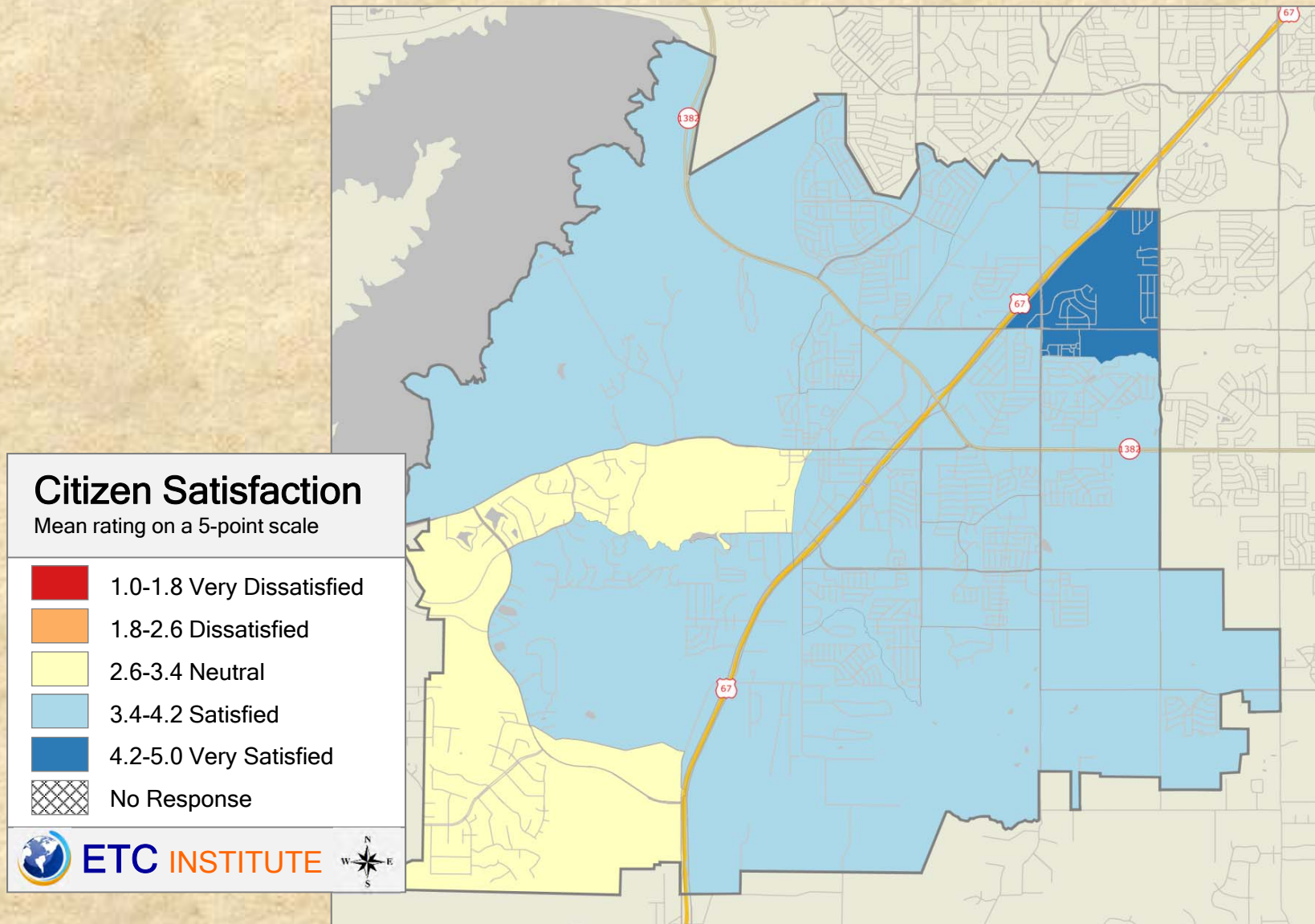- 4.2-5.0 Very Satisfied
- No Response

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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q16-06 Satisfaction with Transparency of 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

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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q18-01 Satisfaction with Overall Quality of Your Local Schools
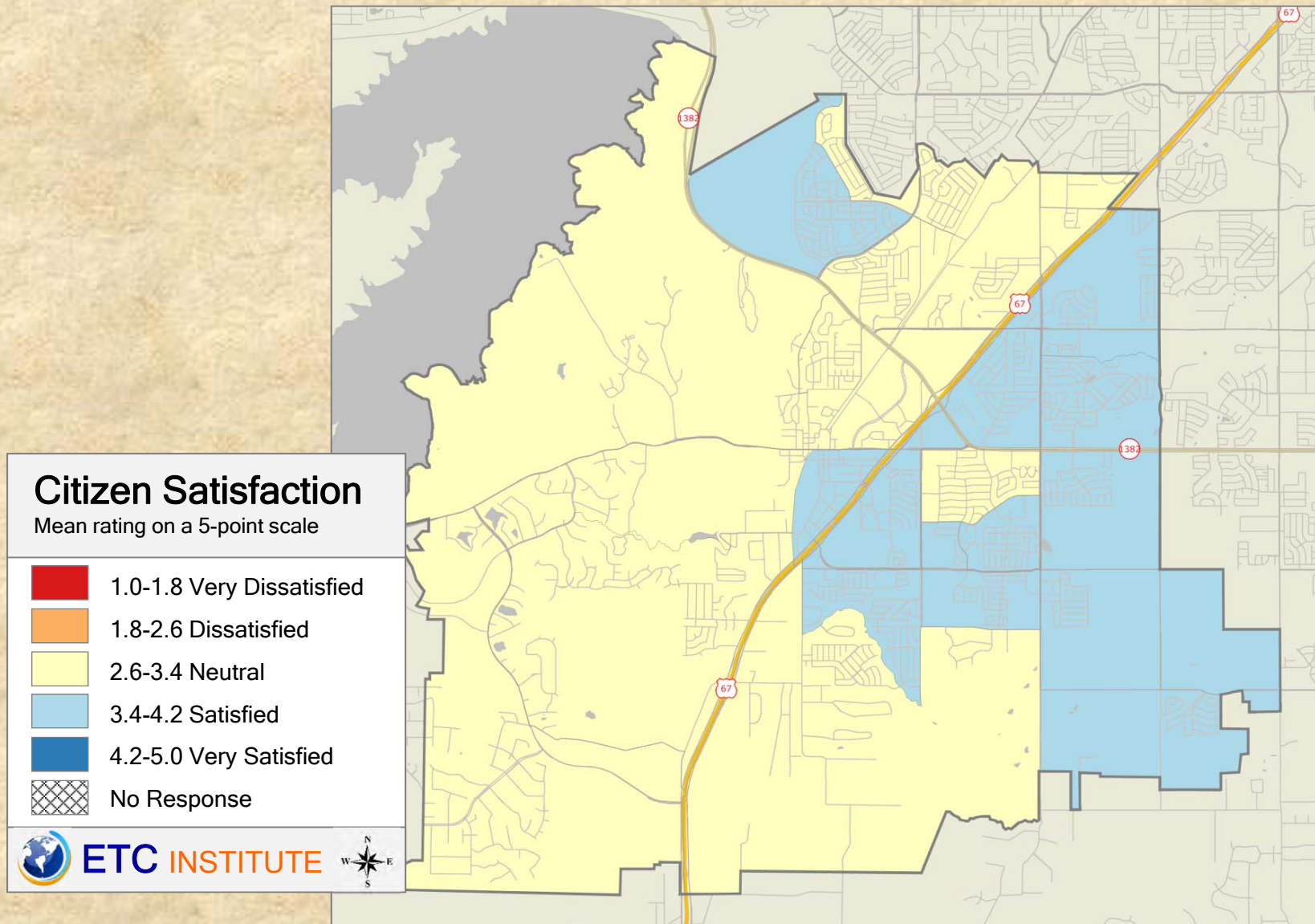
Citizen Satisfaction
Mean rating on a 5-point scale

- 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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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

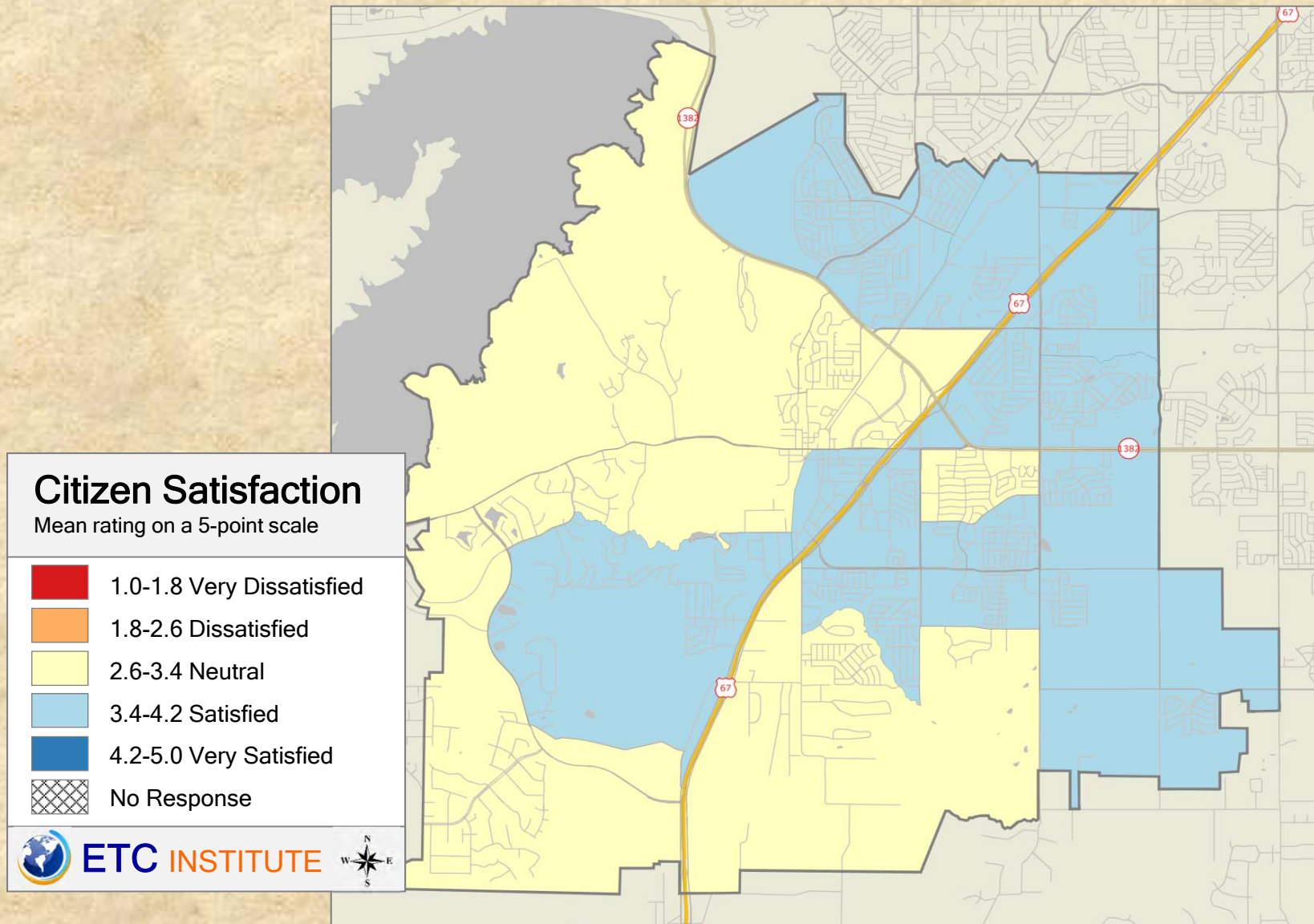# Q18-02 Satisfaction with Overall Condition of Your Local Schools

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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2016 City of Cedar Hill Citizen Satisfaction Survey

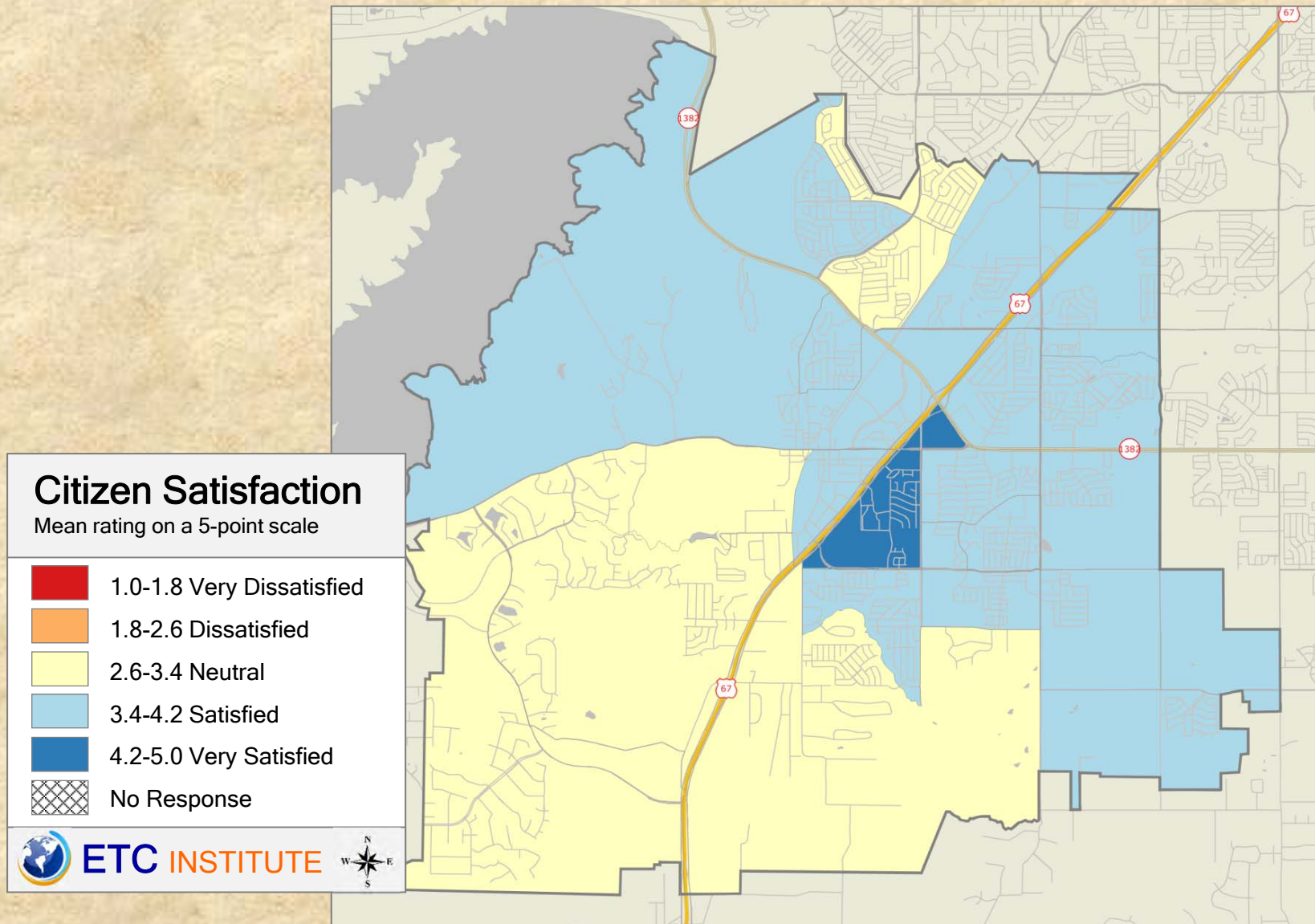Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q18-03 Satisfaction with Variety of Educational Options of Your Local Schools

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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2016 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)