

City of Cedar Hill 2016 Community Survey

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**Findings
Report**

Submitted to the City of Cedar Hill, Texas by:

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City of Cedar Hill 2016 Community Survey

Executive Summary Report

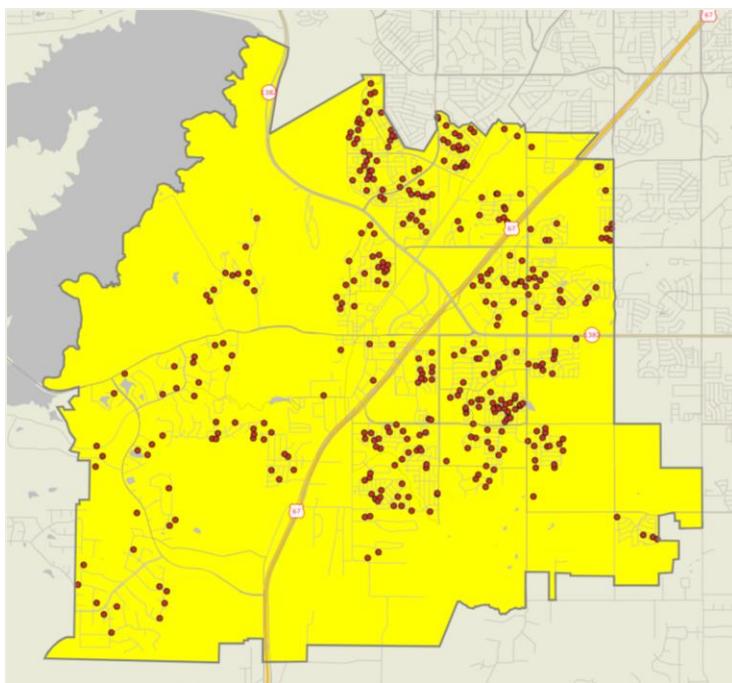
Overview and Methodology

ETC Institute administered a community survey for the City of Cedar Hill during January and February of 2016. 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 was the first community survey ETC Institute has administered for the City of Cedar Hill.

Methodology. A seven-page survey was mailed to a random sample of households throughout the City of Cedar Hill. 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. Approximately 10 days after the surveys were mailed, residents who received the survey were contacted by phone. 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 420 households completing a survey. The results for the random sample of 420 households have a 95% level of confidence with a precision of at least $+\/- 4.8\%$.

In order 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 to the right 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 had 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 has 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 the City of Cedar Hill 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)

Overall Perceptions of the City

Most (89%) of the residents surveyed *who had an opinion* indicated they are “very satisfied” or “satisfied” with the City of Cedar Hill as a place to live, which is significantly higher than the national average of 77%. Seventy-nine percent (79%) of those surveyed *who had an opinion* indicated that they are “very satisfied” or “satisfied” with the overall image of the City, which is also significantly higher than the national average of 63%.

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, fire, and EMS (90%), City parks and recreation programs and facilities (81%), the quality of city water and sewer utilities (76%), and customer service received from City employees (76%). For all nine major categories of City services that were rated, at least 60% of residents were “very satisfied” or “satisfied”, and less than 20% were “dissatisfied” or “very dissatisfied”.

Satisfaction with Specific City Services

- **Maintenance.** The highest levels of satisfaction with maintenance services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the condition of major city streets (78%), the overall cleanliness of streets and other public areas (73%), and the condition of landscaping along public streets (72%).
- **Police, Fire and Emergency Services.** The highest levels of satisfaction with police, fire and emergency services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the quality of fire emergency medical services (89%), the quality of police protection (86%), the quality of fire protection (85%), fire personnel emergency response time (85%), and 9-1-1 response time from first responders (82%).
- **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: cleanliness in neighborhoods (66%) and responsiveness of city code enforcement staff (57%).
- **Residential and Neighborhood Services.** The highest levels of satisfaction with residential and neighborhood services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the importance of Crime Watch Groups (72%) and the quality of neighborhood services (68%).
- **Solid Waste Services.** The highest levels of satisfaction with solid waste services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the quality of residential curbside recycling services (82%) and the quality of residential garbage collection services (79%).
- **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: wastewater services (75%) and the quality of drinking water (72%).
- **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 quality of City parks (78%), the number and location of City parks (77%), and the quality of walking and biking trails (71%).

- **Library Services.** The highest levels of satisfaction with library services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the quality of staff customer service (81%), the quality of condition of the library facility (79%), and quality of materials and resources (69%).
- **Communications.** The highest levels of satisfaction with communication services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the quality of the City’s website (78%), the City’s efforts to keep residents informed (74%), and the availability of information on services and programs (71%).
- **Education.** The highest levels of satisfaction with education services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the overall condition of local schools (61%) and the overall quality of local schools (58%).

Other Findings

- 82% of residents overall feel “very safe” or “safe” in the City; 89% of residents feel safe in their neighborhood during the day, and 75% feel safe in their neighborhood at night.
- 57% of residents have called or visited the City with a question, problem or complaint during the past year. Of those that have called or visited the City, 73% felt it was “very easy” or “somewhat easy” to address their issue, compared to 25% who felt it was “very difficult” or difficult” to address their issue.
- The most frequently mentioned sources of information that residents use to get information about City issues, services, and events are: the City’s website (65%), City e-mails/press releases (39%), and word of mouth (38%).

How Cedar Hill Compares to Other Communities Nationally

Satisfaction ratings for Cedar Hill **rated above the U.S. average in 41 of the 61 areas** that were assessed. Cedar Hill rated significantly higher than the U.S. average (difference of 5% or more) in 35 of these areas. Listed below are the comparisons between Cedar Hill and the U.S. average:

Service	Cedar Hill	U.S.	Difference	Category
City efforts to keep residents informed	74%	48%	26%	Communication
Overall effectiveness of city management	71%	45%	26%	Perceptions
Maintenance of city streets, buildings, facilities	72%	47%	25%	Major Categories of City Services
Effectiveness of city communication w/the public	73%	50%	23%	Major Categories of City Services
Leadership provided by city's elected officials	68%	45%	23%	Perceptions
Quality of customer service you receive	76%	54%	22%	Major Categories of City Services
Condition of major city streets	78%	57%	21%	Maintenance
Quality of the City's website	78%	59%	19%	Communication
Availability of info about government operations	71%	52%	19%	Communication
Level of public involvement in decision-making	58%	41%	17%	Communication
Overall image of Cedar Hill	79%	63%	16%	Perceptions
Condition of sidewalks in your neighborhood	71%	56%	15%	Maintenance
Quality of drinking water	72%	59%	13%	Utility Services
Overall appearance of Cedar Hill	79%	67%	12%	Perceptions
Visibility of police in neighborhood	71%	59%	12%	Police, Fire, EMS
Cedar Hill as a place to live	89%	77%	12%	Perceptions
Quality of police protection	86%	74%	12%	Police, Fire, EMS
City parks & recreation programs & facilities	81%	69%	12%	Major Categories of City Services
Efforts to prevent crime	73%	61%	12%	Police, Fire, EMS
Quality of the city's stormwater management system	73%	62%	11%	Major Categories of City Services
Enforcement of city codes & ordinances	59%	49%	10%	Major Categories of City Services
Overall cleanliness of streets and public areas	73%	63%	10%	Maintenance
Number of walking and biking trails	65%	56%	9%	Parks and Recreation
Quality of police, fire, and EMS	90%	81%	9%	Major Categories of City Services
Quality of adult sports programs	58%	50%	8%	Parks and Recreation
Visibility of police in retail areas	70%	62%	8%	Police, Fire, EMS
In your neighborhood at night	75%	67%	8%	Feeling of Safety
Overall quality of life in Cedar Hill	81%	73%	8%	Perceptions
Condition of streets in your neighborhood	67%	59%	8%	Maintenance
Cedar Hill as a place to retire	71%	63%	8%	Perceptions
Quality of animal control services	66%	59%	7%	Police, Fire, EMS
Enforcement of traffic laws	72%	65%	7%	Police, Fire, EMS
Number and location of city parks	77%	71%	6%	Parks and Recreation
Overall in the City	82%	76%	6%	Feeling of Safety
Quality of residential curbside recycling services	82%	77%	5%	Utility Services
Police response time	73%	69%	4%	Police, Fire, EMS
Quality of fire emergency medical services	89%	85%	4%	Police, Fire, EMS
Quality of youth sports programs	64%	62%	2%	Parks and Recreation
Quality of outdoor athletic fields	69%	67%	2%	Parks and Recreation
Flow of traffic & congestion management	59%	58%	1%	Major Categories of City Services
Quality of city parks	78%	77%	1%	Parks and Recreation
Police safety education programs	59%	59%	0%	Police, Fire, EMS
Bulky item pick-up/removal	66%	66%	0%	Utility Services
Quality of city water and sewer utilities	76%	77%	-1%	Major Categories of City Services
Cleanliness in your neighborhood	66%	67%	-1%	Code Enforcement
In your neighborhood during the day	89%	91%	-2%	Feeling of Safety
Fire personnel emergency response time	85%	87%	-2%	Police, Fire, EMS
Quality of picnic, pavilion areas, playgrounds	70%	72%	-2%	Parks and Recreation
Cedar Hill as a place to raise children	72%	74%	-2%	Perceptions
Household hazardous waste disposal service	61%	64%	-3%	Utility Services
Quality of fire protection	85%	88%	-3%	Police, Fire, EMS
Quality of fire safety education programs	67%	70%	-3%	Police, Fire, EMS
Yard waste collection service	69%	73%	-4%	Utility Services
Clean-up of debris/litter	50%	54%	-4%	Code Enforcement
In the City's parks, trails & recreational areas	60%	65%	-5%	Feeling of Safety
Quality of residential garbage collection	79%	84%	-5%	Utility Services
Wastewater services	75%	80%	-5%	Utility Services
Cedar Hill as a place to work	55%	60%	-5%	Perceptions
Enforcing exterior maint. of residential property	48%	54%	-6%	Code Enforcement
Amount, quality, condition of pool/splash park	45%	52%	-7%	Parks and Recreation
Adequacy of city street lighting	57%	64%	-7%	Maintenance

How Cedar Hill Compares to Other Communities Regionally

Satisfaction ratings for Cedar Hill **rated above the Southwest regional average in 42 of the 61 areas** that were assessed. Cedar Hill rated significantly higher than the Southeast regional average (difference of 5% or more) in 34 of these areas. Listed below are the comparisons between Cedar Hill and the Southwest regional average:

Service	Cedar Hill	Southwest	Difference	Category
Maintenance of city streets, buildings, facilities	72%	42%	30%	Major Categories of City Services
Effectiveness of city communication w/the public	73%	44%	29%	Major Categories of City Services
City efforts to keep residents informed	74%	49%	25%	Communication
Overall effectiveness of city management	71%	49%	22%	Perceptions
Condition of major city streets	78%	56%	22%	Maintenance
Quality of the City's website	78%	56%	22%	Communication
Quality of customer service you receive	76%	55%	21%	Major Categories of City Services
Leadership provided by city's elected officials	68%	48%	20%	Perceptions
Number of walking and biking trails	65%	45%	20%	Parks and Recreation
Availability of info about government operations	71%	53%	18%	Communication
Quality of adult sports programs	58%	42%	16%	Parks and Recreation
Level of public involvement in decision-making	58%	42%	16%	Communication
Overall appearance of Cedar Hill	79%	64%	15%	Perceptions
Visibility of police in neighborhood	71%	56%	15%	Police, Fire, EMS
Quality of youth sports programs	64%	49%	15%	Parks and Recreation
Condition of sidewalks in your neighborhood	71%	58%	13%	Maintenance
City's stormwater management system	73%	61%	12%	Major Categories of City Services
Visibility of police in retail areas	70%	58%	12%	Police, Fire, EMS
Cedar Hill as a place to live	89%	78%	11%	Perceptions
Quality of police protection	86%	75%	11%	Police, Fire, EMS
In your neighborhood at night	75%	64%	11%	Feeling of Safety
City parks & recreation programs & facilities	81%	71%	10%	Major Categories of City Services
Enforcement of city codes & ordinances	59%	50%	9%	Major Categories of City Services
Overall image of Cedar Hill	79%	70%	9%	Perceptions
Efforts to prevent crime	73%	64%	9%	Police, Fire, EMS
Quality of police, fire, and EMS	90%	82%	8%	Major Categories of City Services
Number and location of city parks	77%	69%	8%	Parks and Recreation
Overall cleanliness of streets and public areas	73%	66%	7%	Maintenance
Overall in the City	82%	75%	7%	Feeling of Safety
Quality of residential curbside recycling services	82%	76%	6%	Utility Services
Overall quality of life in Cedar Hill	81%	76%	5%	Perceptions
Quality of drinking water	72%	67%	5%	Utility Services
Household hazardous waste disposal service	61%	56%	5%	Utility Services
Quality of outdoor athletic fields	69%	64%	5%	Parks and Recreation
Police response time	73%	69%	4%	Police, Fire, EMS
Quality of animal control services	66%	62%	4%	Police, Fire, EMS
Flow of traffic & congestion management	59%	56%	3%	Major Categories of City Services
Enforcement of traffic laws	72%	69%	3%	Police, Fire, EMS
Condition of streets in your neighborhood	67%	65%	2%	Maintenance
Quality of fire emergency medical services	89%	87%	2%	Police, Fire, EMS
Quality of city water and sewer utilities	76%	75%	1%	Major Categories of City Services
In your neighborhood during the day	89%	88%	1%	Feeling of Safety
Cleanliness in your neighborhood	66%	66%	0%	Code Enforcement
Cedar Hill as a place to retire	71%	72%	-1%	Perceptions
Police safety education programs	59%	61%	-2%	Police, Fire, EMS
Yard waste collection service	69%	71%	-2%	Utility Services
In the City's parks, trails & recreational areas	60%	63%	-3%	Feeling of Safety
Quality of fire protection	85%	89%	-4%	Police, Fire, EMS
Fire personnel emergency response time	85%	89%	-4%	Police, Fire, EMS
Bulky item pick-up/removal	66%	70%	-4%	Utility Services
Enforcing exterior maint. of residential property	48%	53%	-5%	Code Enforcement
Quality of residential garbage collection	79%	84%	-5%	Utility Services
Wastewater services	75%	80%	-5%	Utility Services
Quality of city parks	78%	83%	-5%	Parks and Recreation
Quality of picnic, pavilion areas, playgrounds	70%	75%	-5%	Parks and Recreation
Quality of fire safety education programs	67%	73%	-6%	Police, Fire, EMS
Clean-up of debris/litter	50%	56%	-6%	Code Enforcement
Amount, quality, condition of pool/splash park	45%	52%	-7%	Parks and Recreation
Cedar Hill as a place to raise children	72%	80%	-8%	Perceptions
Cedar Hill as a place to work	55%	64%	-9%	Perceptions
Adequacy of city street lighting	57%	73%	-16%	Maintenance

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 that residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 3 of this report.

Overall Priorities for the City by Major Category. This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below:

- Flow of traffic and congestion management (IS Rating=0.1845)
- Enforcement of city codes and ordinances (IS Rating=0.1271)
- Maintenance of city streets, buildings, and facilities (IS Rating=0.1232)

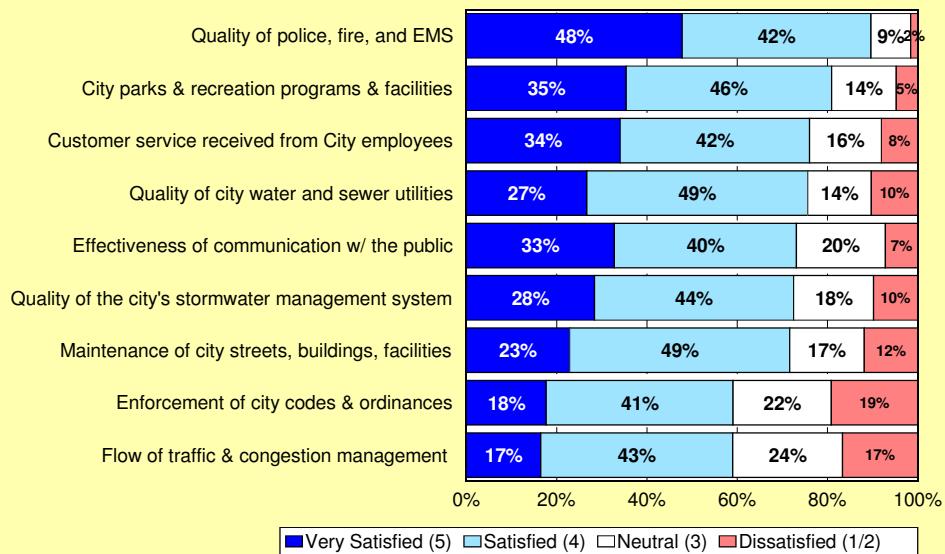
The table below shows the importance-satisfaction rating for all 9 major categories of City services that were rated.

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10 - .20)						
Flow of traffic & congestion management	45%	1	59%	9	0.1845	1
Enforcement of city codes & ordinances	31%	3	59%	8	0.1271	2
Maintenance of city streets, buildings, facilities	44%	2	72%	7	0.1232	3
Medium Priority (IS <.10)						
Quality of city water and sewer utilities	26%	5	76%	3	0.0624	4
City parks & recreation programs & facilities	25%	6	81%	2	0.0475	5
Effectiveness of city communication w/the public	17%	7	73%	6	0.0459	6
Quality of the city's stormwater management system	12%	8	73%	5	0.0324	7
Quality of police, fire, and EMS	31%	4	90%	1	0.0310	8
Quality of customer service you receive	11%	9	76%	4	0.0264	9

Section 1: **Charts and Graphs**

Q1. Overall Satisfaction with City Services by Major Category

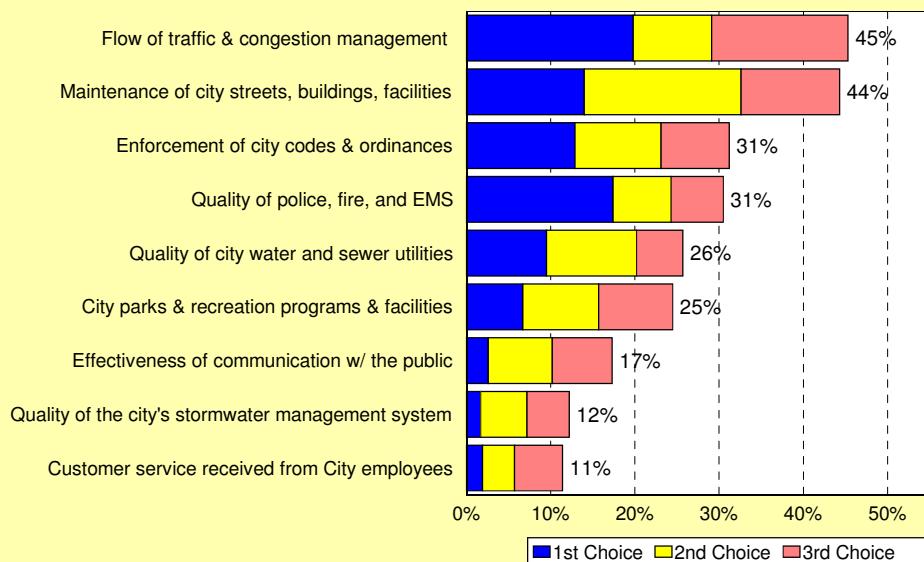
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

Q2. City Services That Should Receive the Most Emphasis Over the Next Two Years

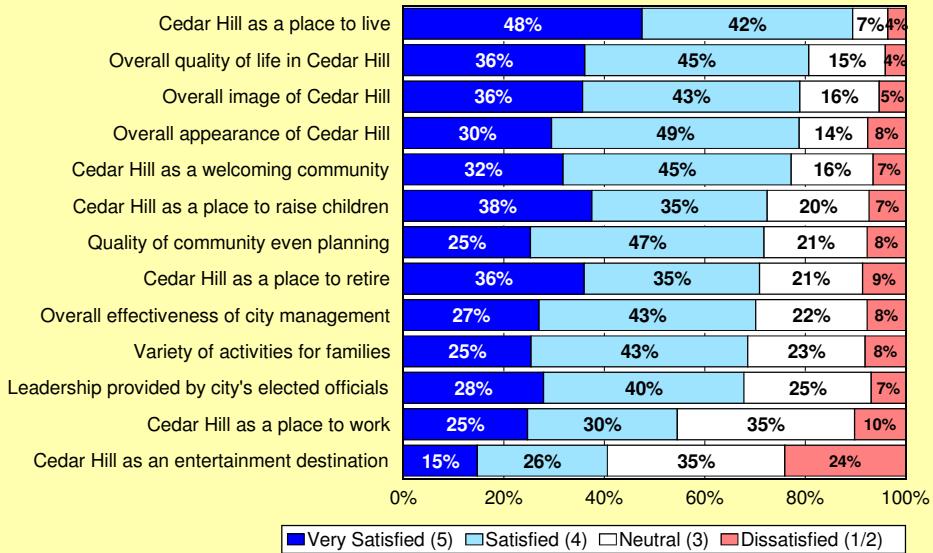
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2016)

Q3. Satisfaction with Items That Influence Perceptions of the City

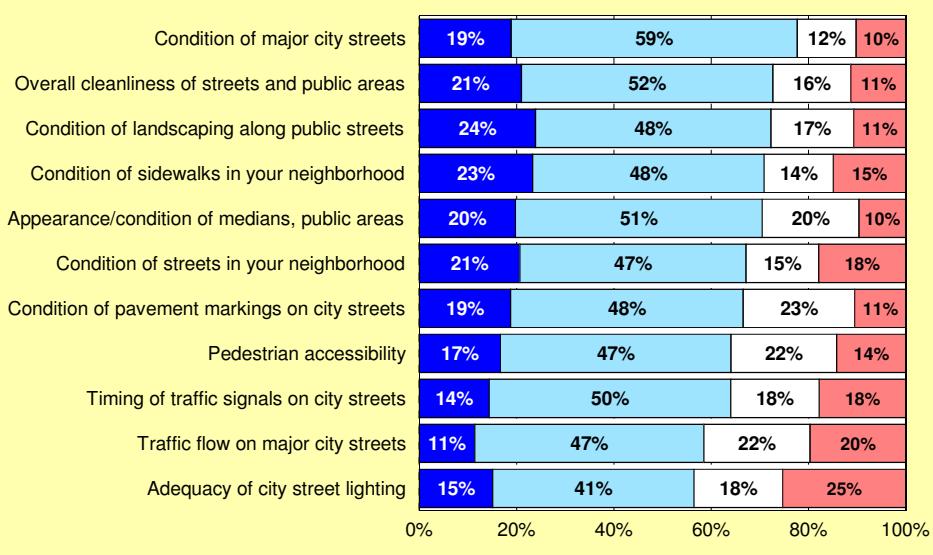
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

Q4. Satisfaction with Various Aspects of Maintenance

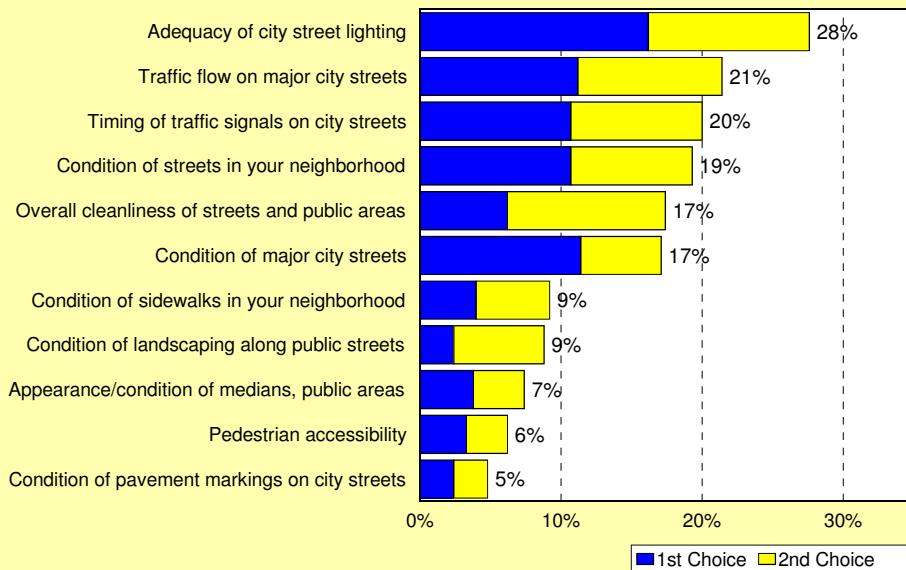
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

Q5. City Maintenance Services That Should Receive the Most Emphasis Over the Next Two Years

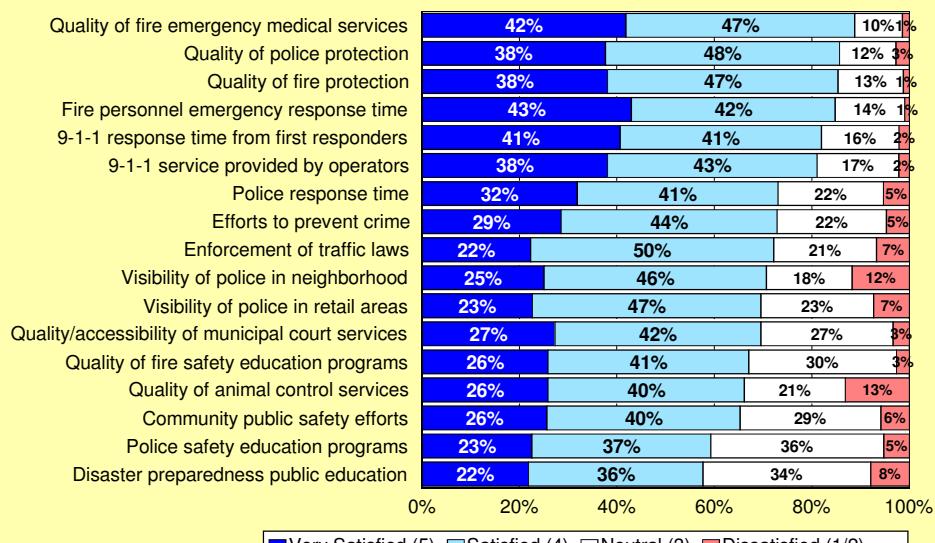
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2016)

Q6. Satisfaction with Various Aspects of Police, Fire & Emergency Services

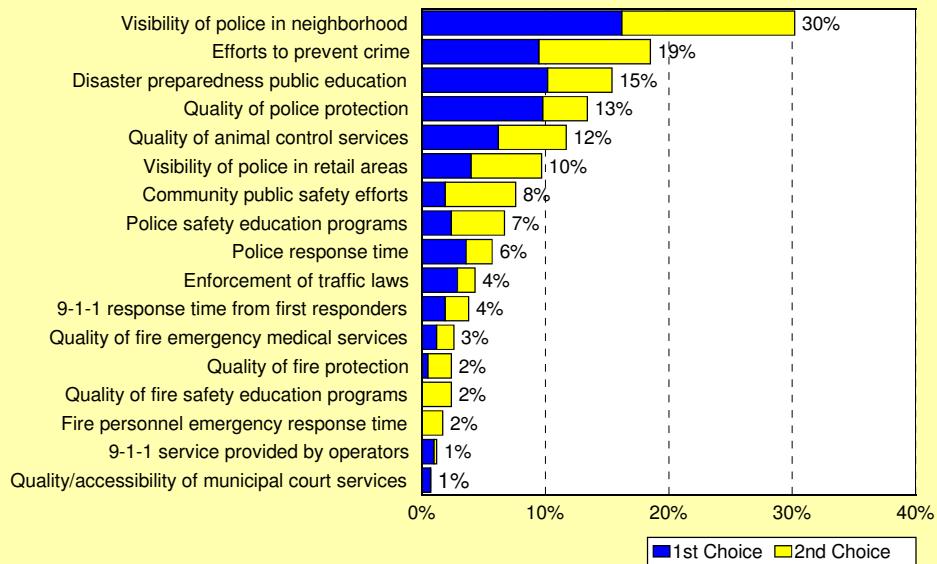
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

Q7. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

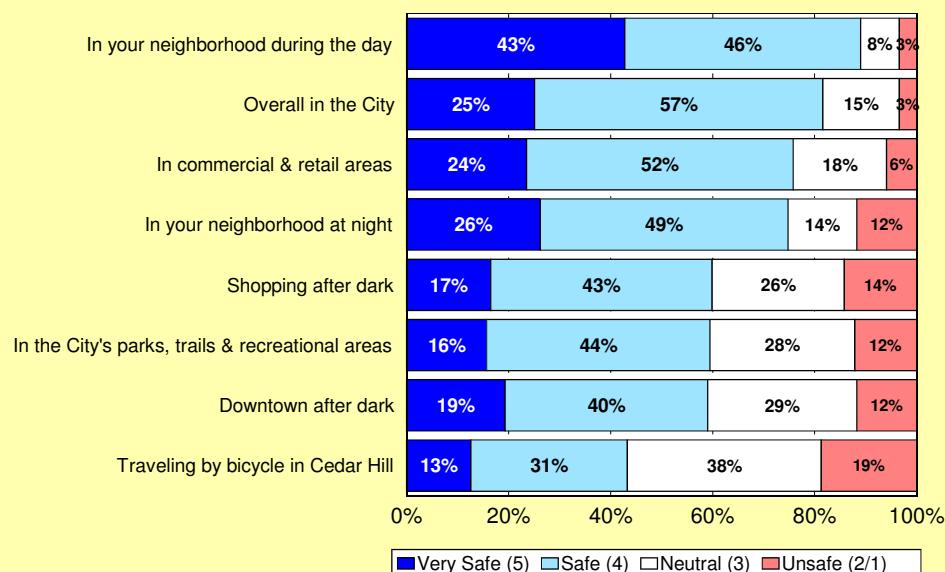
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2016)

Q8. Feeling of Safety in Various Situations

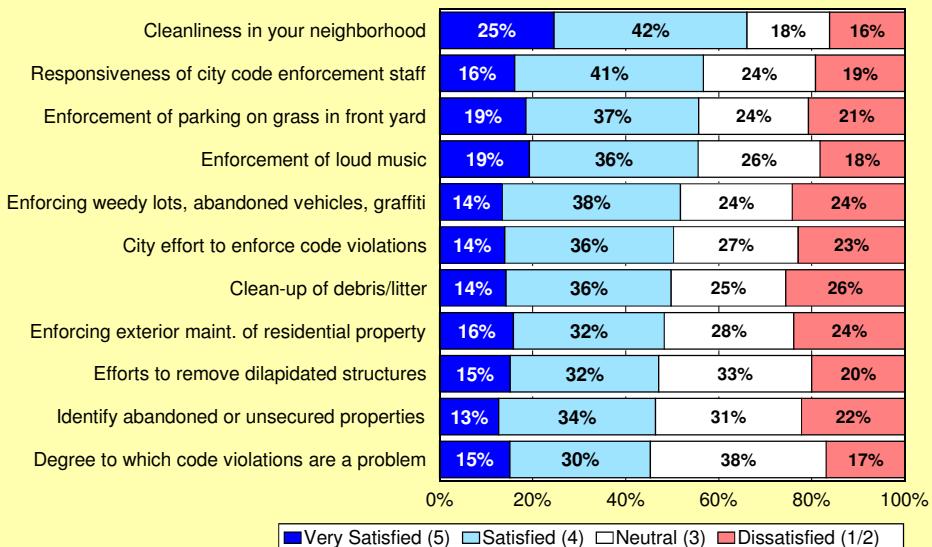
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

Q9. Satisfaction with Various Aspects of Code Enforcement

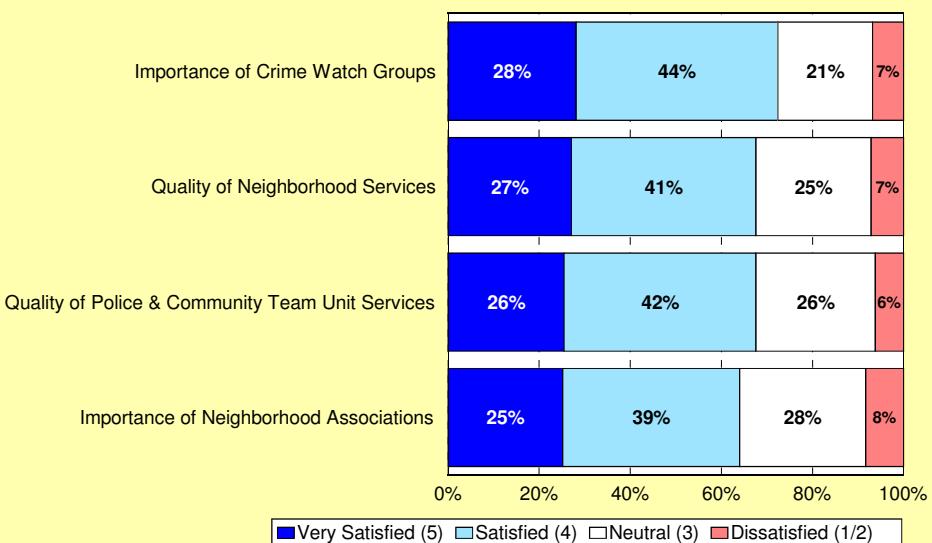
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

Q10. Satisfaction with Various Aspects of Residential and Neighborhood Services

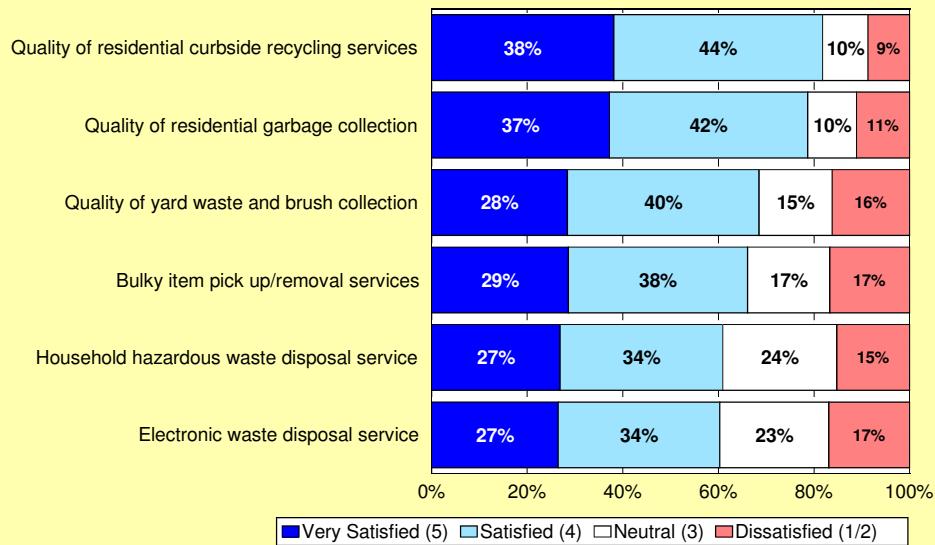
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

Q11. Satisfaction with Various Aspects of Solid Waste Services

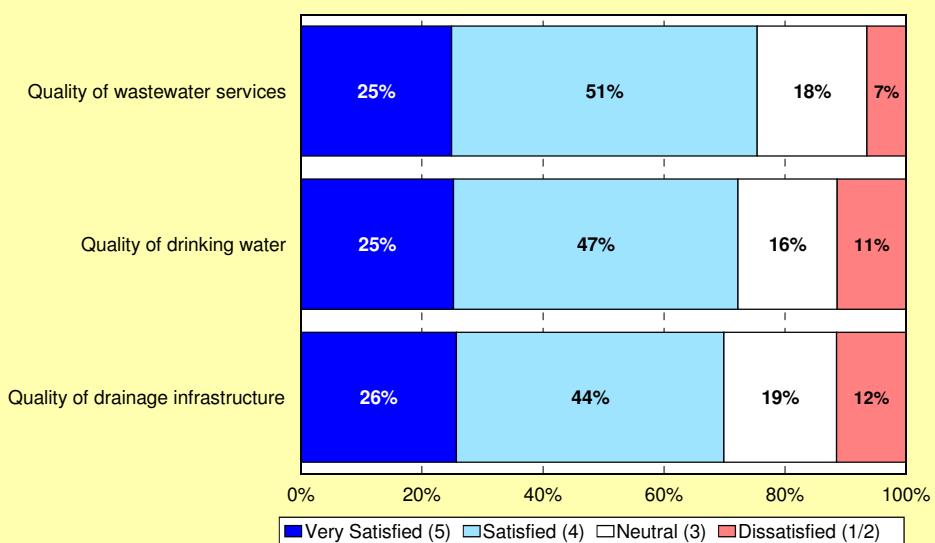
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

Q12. Satisfaction with Various Aspects of Public Works Services

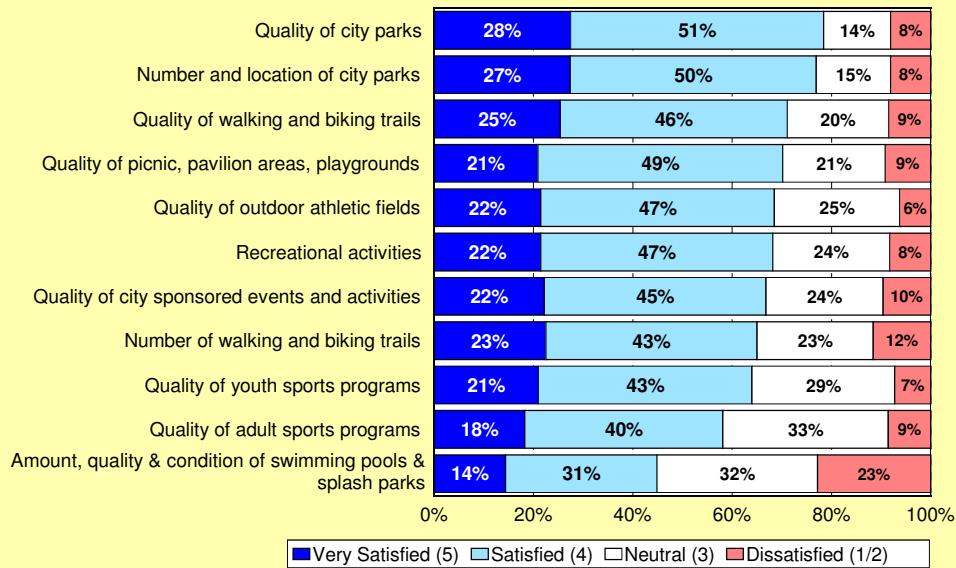
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

Q13. Satisfaction with Various Aspects of Parks and Recreation Services

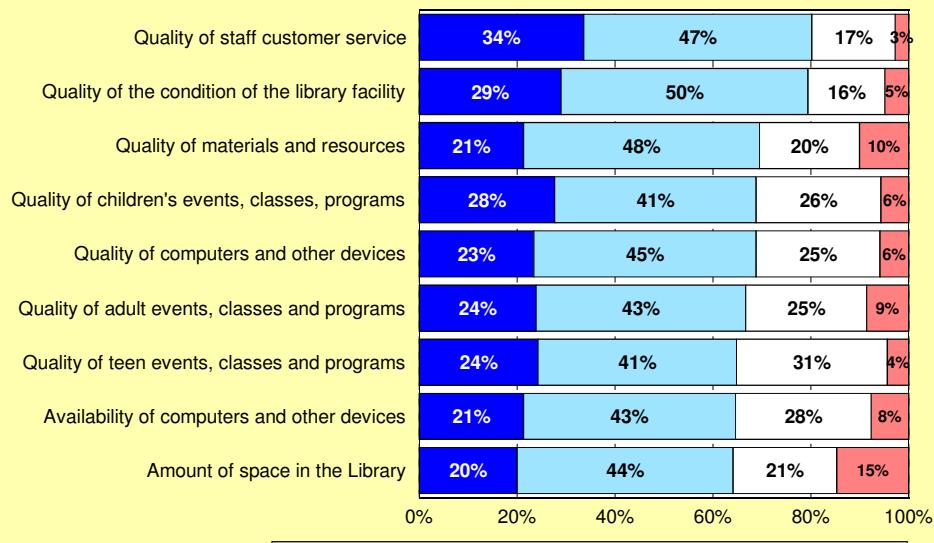
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

Q14. Satisfaction with Various Aspects of Library Services

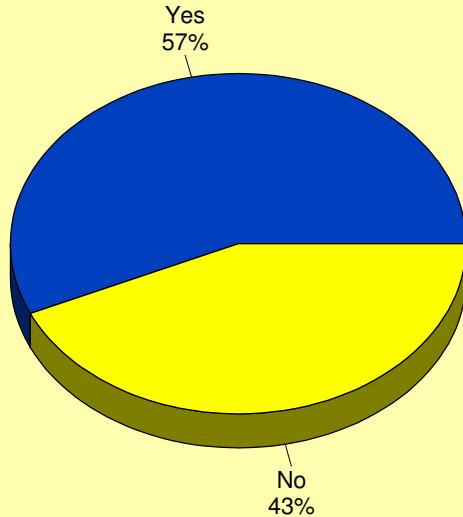
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

Q15. Have you called or visited the City with a question, problem, or complaint during the past year?

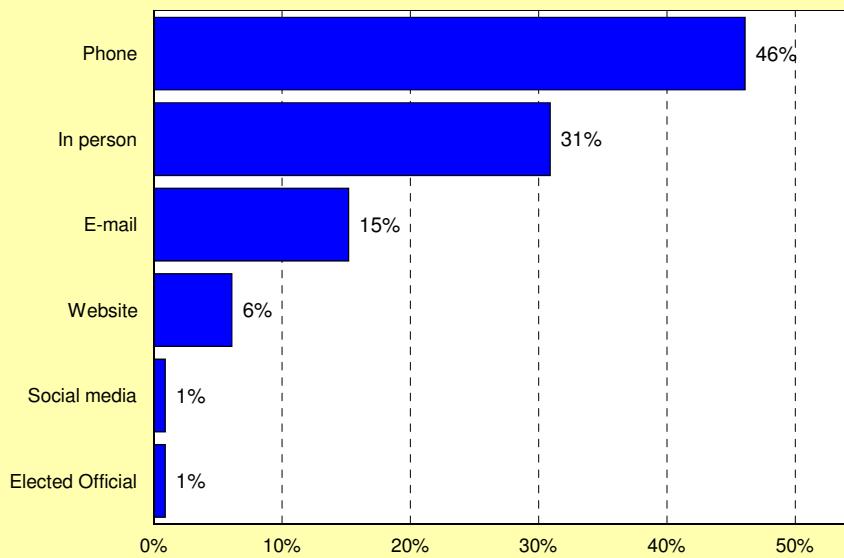
by percentage of respondents



Source: ETC Institute (2016)

Q15a. How did you contact the City?

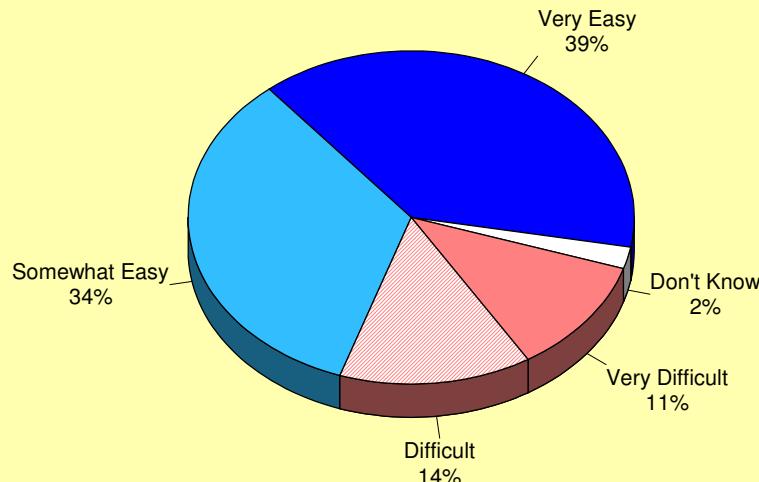
by percentage of respondents who have called or visited the City in the past year
(multiple choices could be made)



Source: ETC Institute (2016)

Q15b. How easy or difficult was it to address your issue?

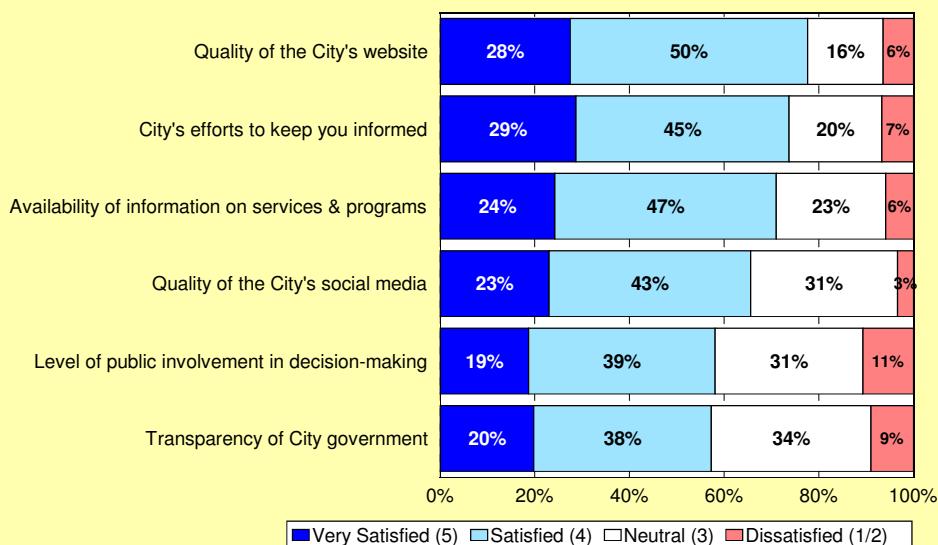
by percentage of respondents who have called or visited the City in the past year



Source: ETC Institute (2016)

Q16. Satisfaction with Various Aspects of City Communication

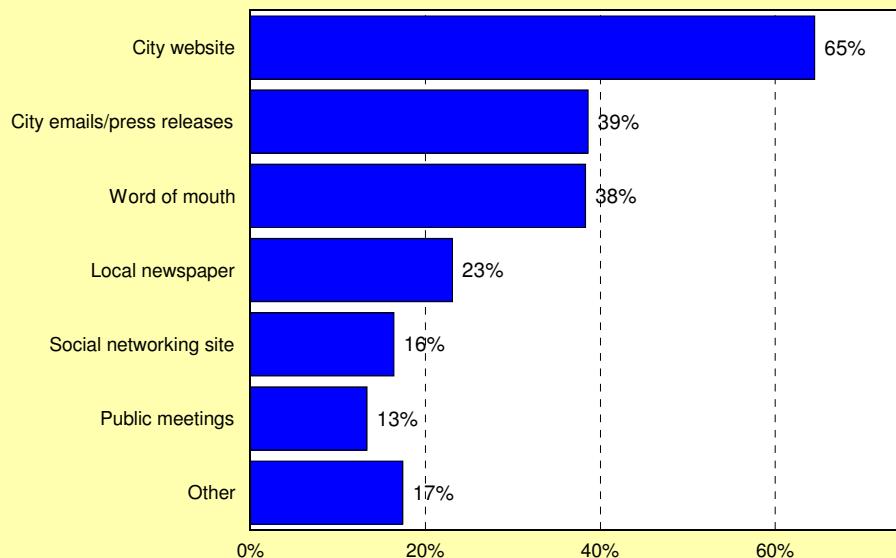
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

Q17. Which of the following are your primary sources of information about City issues, services, and events?

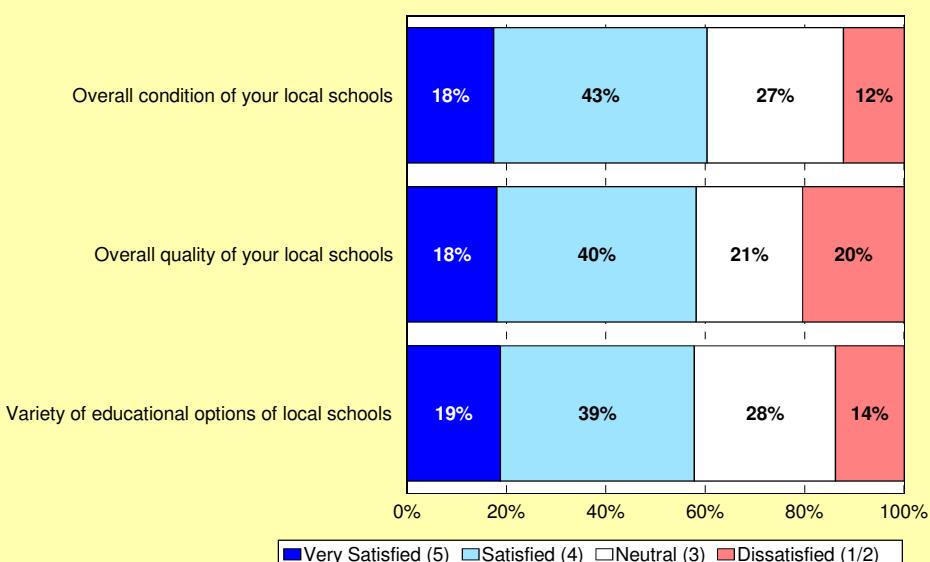
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2016)

Q18. Satisfaction with Various Aspects of Education

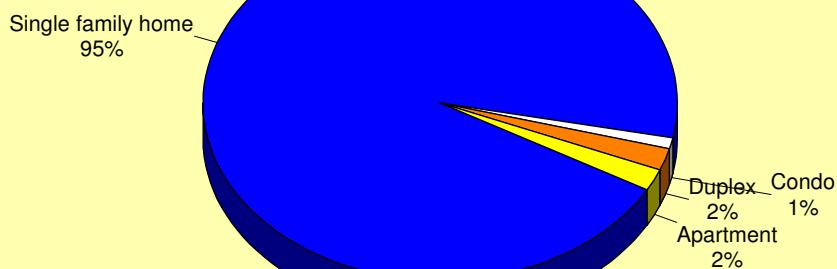
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

Q19. Which of the following best describes where you reside?

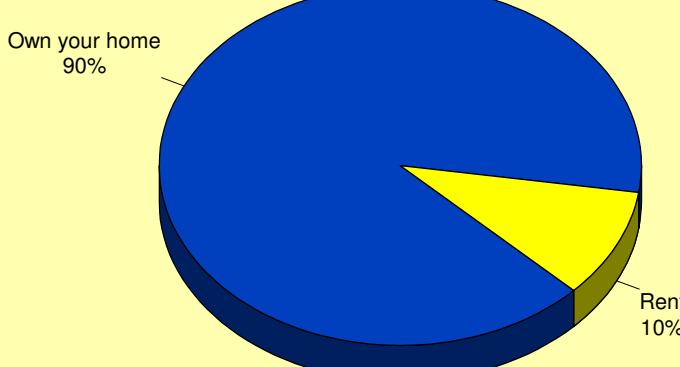
by percentage of respondents



Source: ETC Institute (2016)

Q20. Which of the following best describes your housing situation?

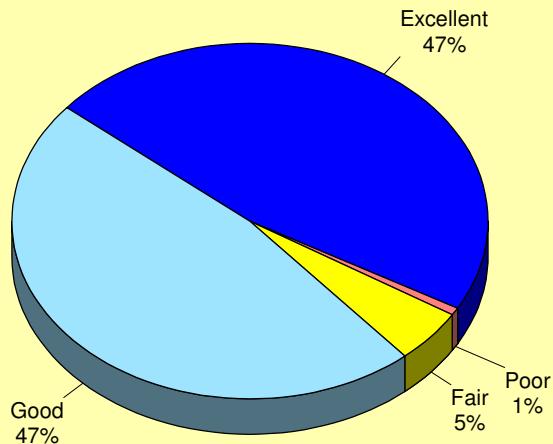
by percentage of respondents



Source: ETC Institute (2016)

Q21. How would you describe the general physical condition of your home?

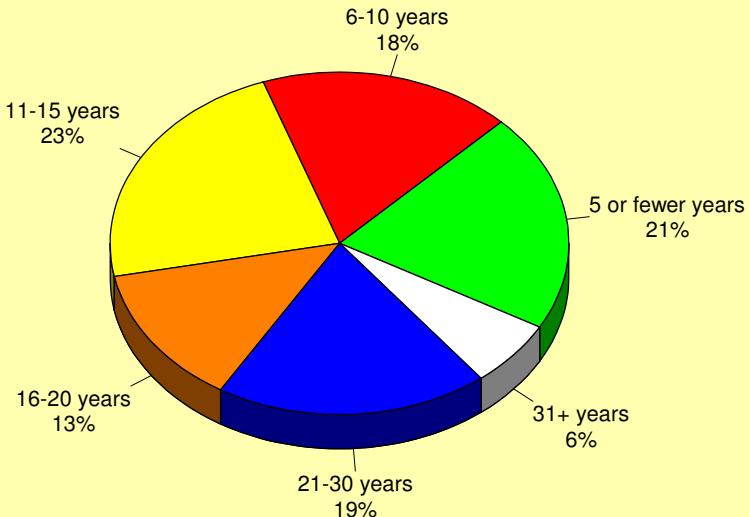
by percentage of respondents



Source: ETC Institute (2016)

Q22. Demographics: How many years have you lived in Cedar Hill?

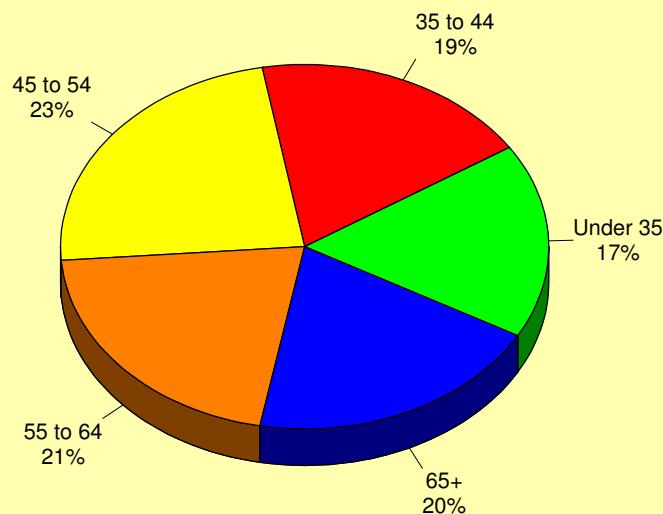
by percentage of respondents



Source: ETC Institute (2016)

Q23. Demographics: What is your age?

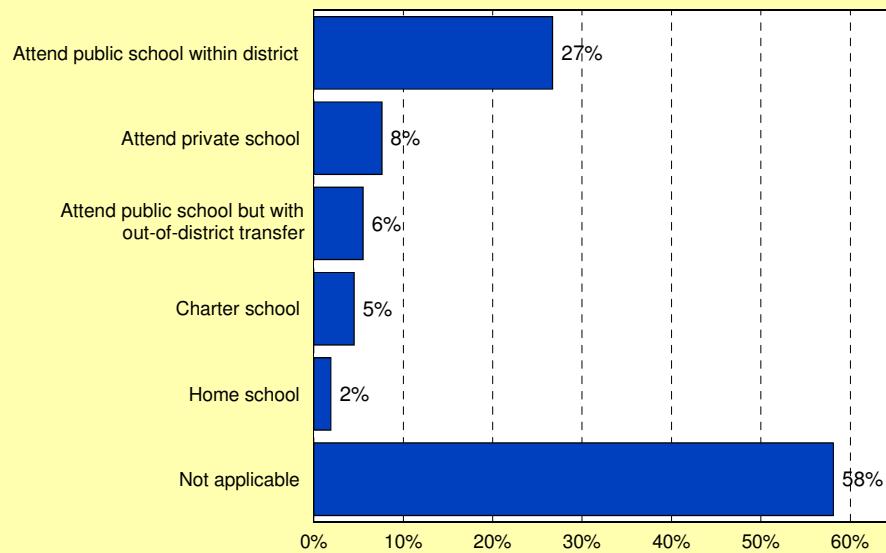
by percentage of respondents



Source: ETC Institute (2016)

Q24. Demographics: Statements That Best Apply to Household Members

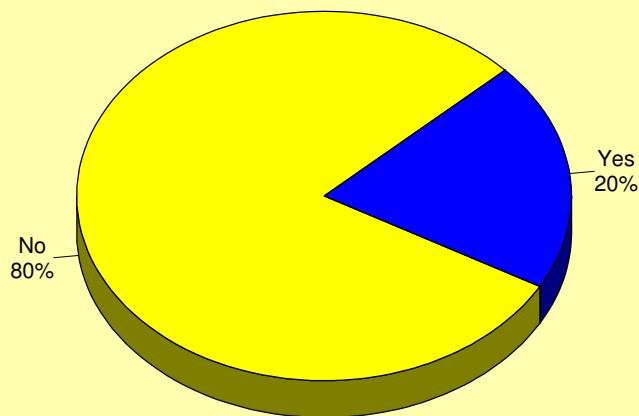
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2016)

Q25. Demographics: Are you or other members of your household of Hispanic or Latino ancestry?

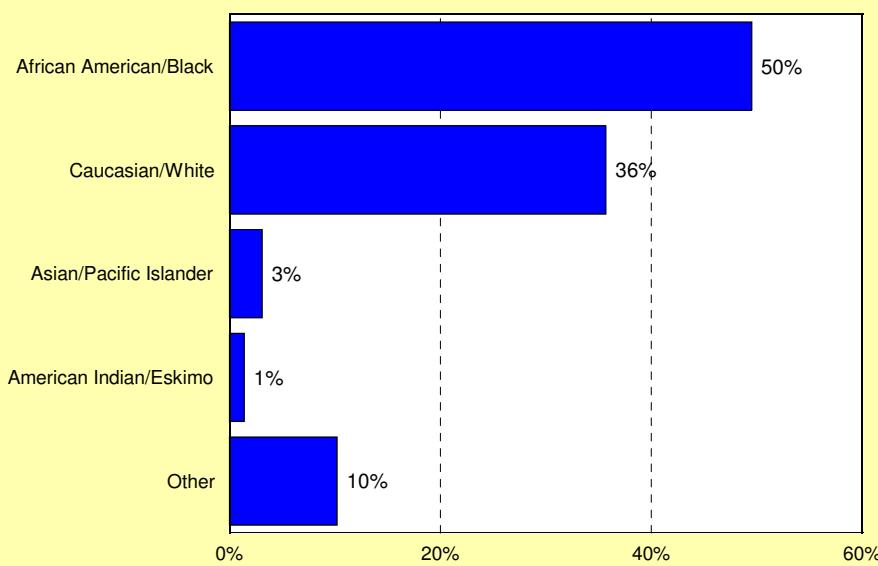
by percentage of respondents



Source: ETC Institute (2016)

Q26. Demographics: Which of the following best describes your race/ethnicity?

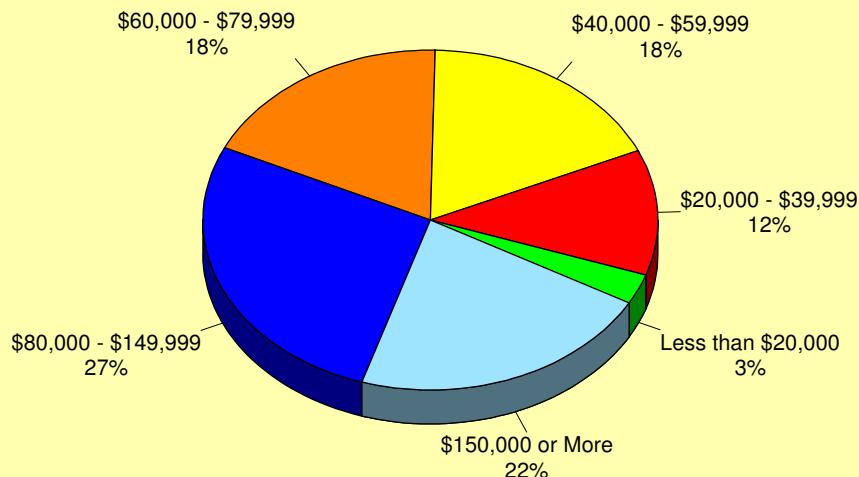
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2016)

Q27. Demographics: Which of the following best describes your household income?

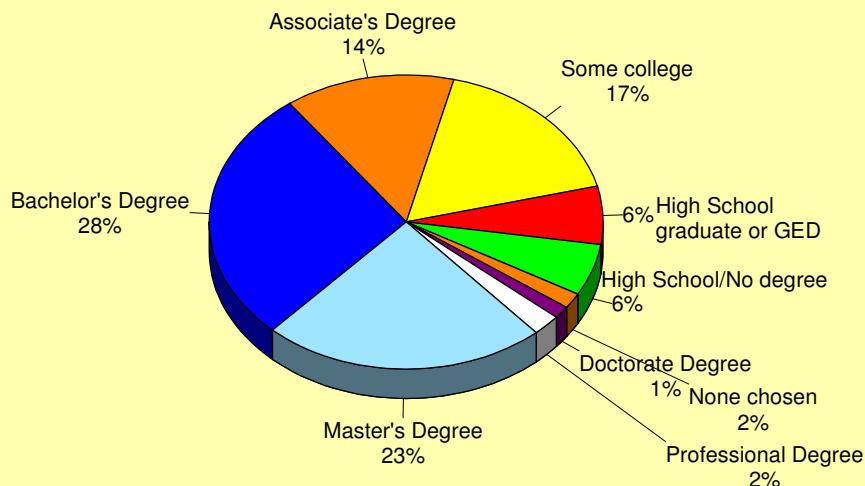
by percentage of respondents



Source: ETC Institute (2016)

Q28. Demographics: Please indicate your level of education

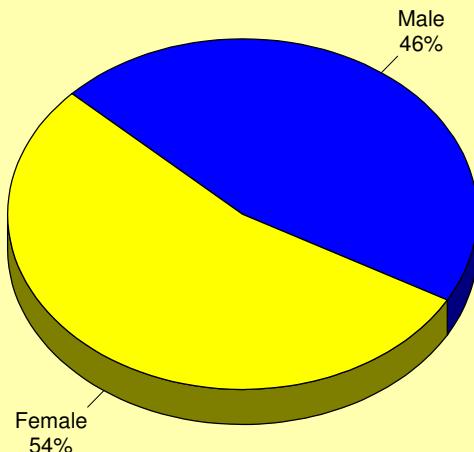
by percentage of respondents



Source: ETC Institute (2016)

Q29. Demographics: Gender

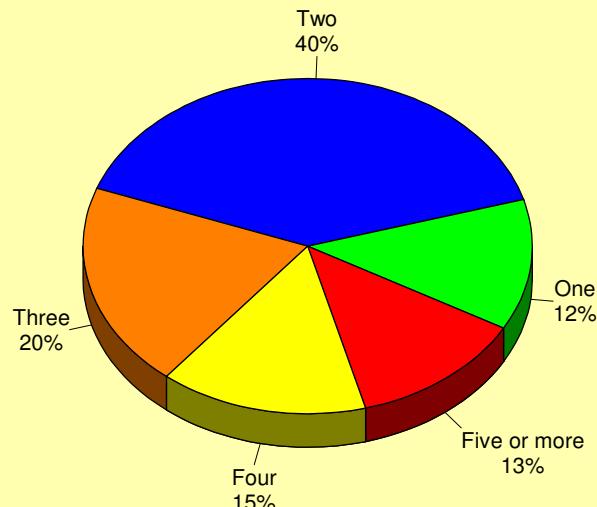
by percentage of respondents



Source: ETC Institute (2016)

Q30. Demographics: How many people are in your household?

by percentage of respondents



Source: ETC Institute (2016)

Section 2:

Benchmarking Analysis

Benchmarking Summary Report

Cedar Hill, Texas

Benchmarking Analysis

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 230 cities in 43 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 2014 to a random sample of over 4,000 residents living across the United States and (2) a regional survey administered to over 450 residents living in the Southwest portion of the United States during the fall of 2014. The Southwest Region includes residents living in the following states: Texas, Oklahoma, Arizona and New Mexico.

Interpreting the Charts

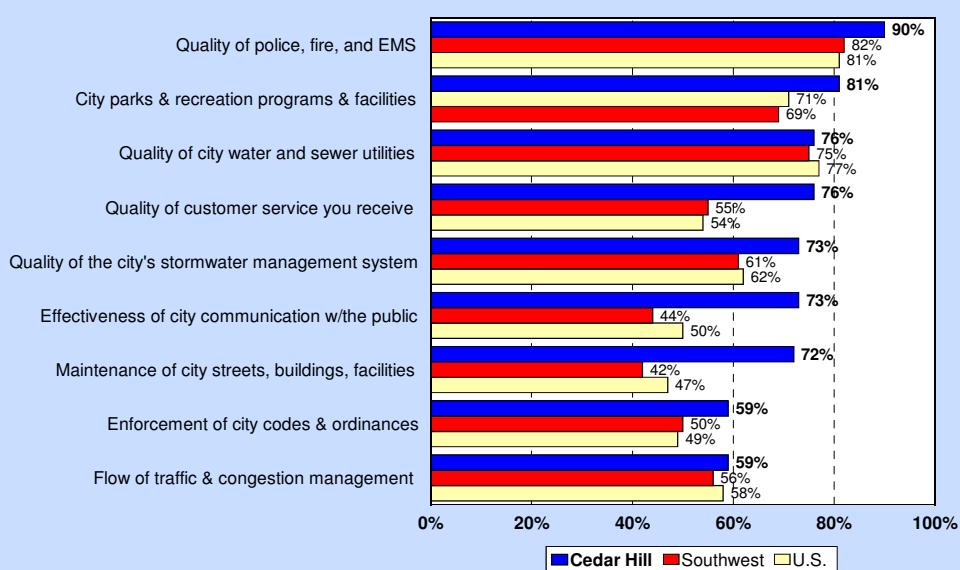
The charts on the following pages show how the overall results for Cedar Hill compare to the United States national and regional averages based on the results of the 2014 survey that was administered by ETC Institute to a random sample of over 4,000 residents across the United States, and the regional survey administered to over 450 residents living in the Southwest region of the United States. The City of Cedar Hill's results are shown in blue, the Southwest region averages are shown in red and the National averages are shown in yellow in the charts on the following pages.

National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Cedar Hill, Texas is not authorized without written consent from ETC Institute.

Overall Satisfaction with Major City Services Cedar Hill vs. Southwest vs. the U.S

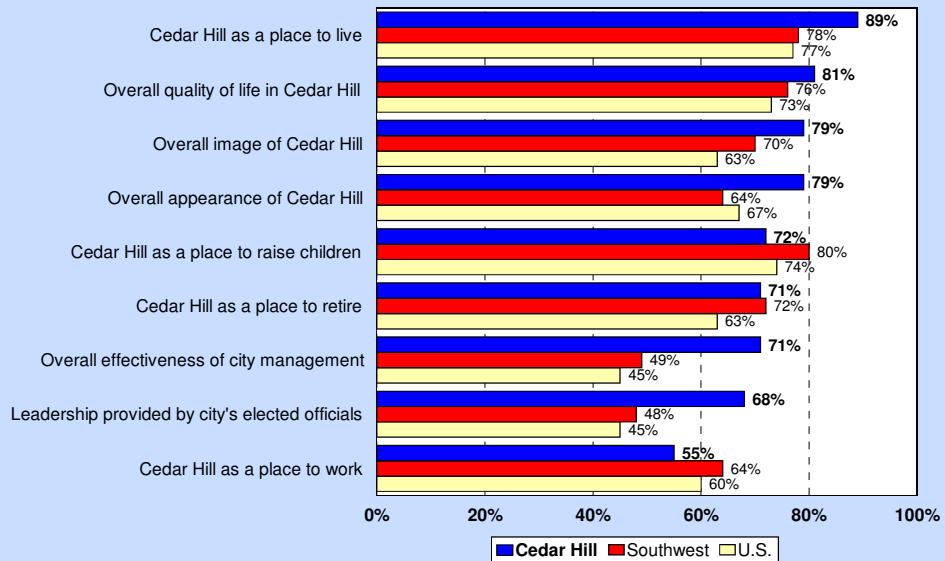
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2015 ETC Institute

Satisfaction with Perceptions of the City Cedar Hill vs. Southwest vs. the U.S

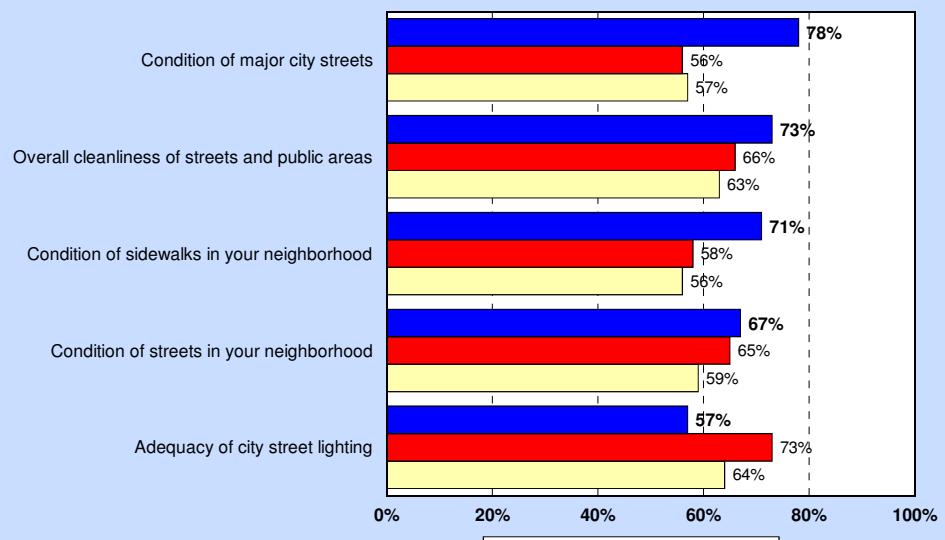
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2015 ETC Institute

Satisfaction with Maintenance Services Cedar Hill vs. Southwest vs. the U.S

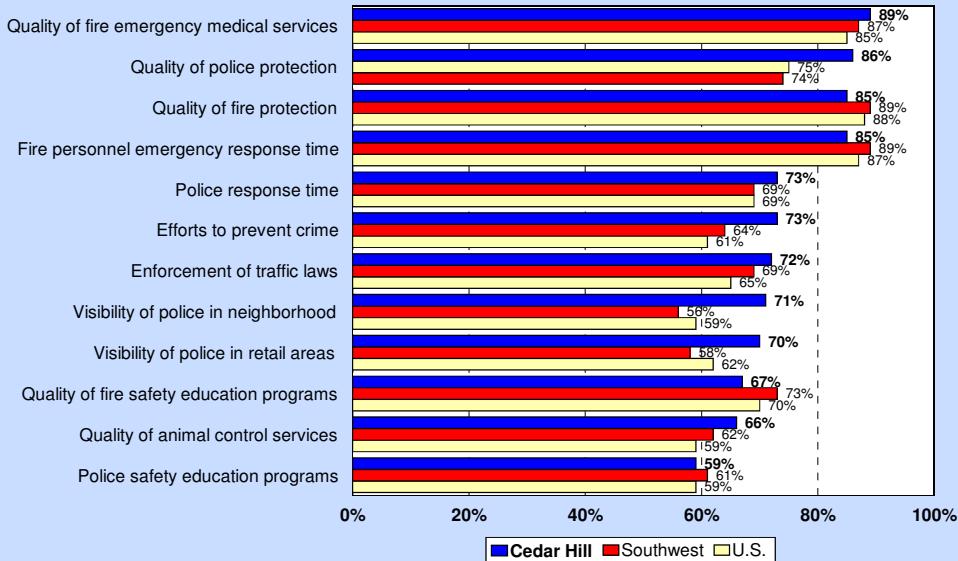
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2015 ETC Institute

Satisfaction with Police, Fire and Emergency Services Cedar Hill vs. Southwest vs. the U.S

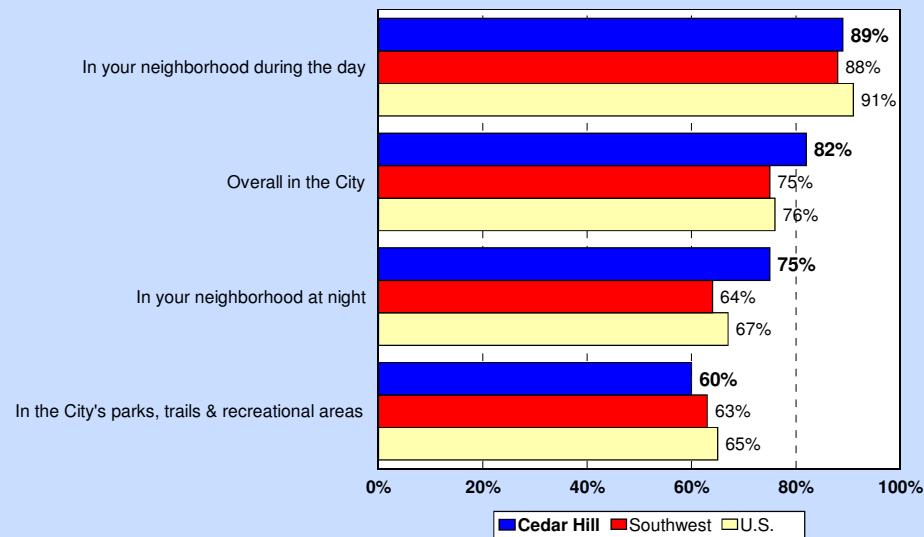
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2015 ETC Institute

How Safe Residents Feel in Their Community Cedar Hill vs. Southwest vs. the U.S

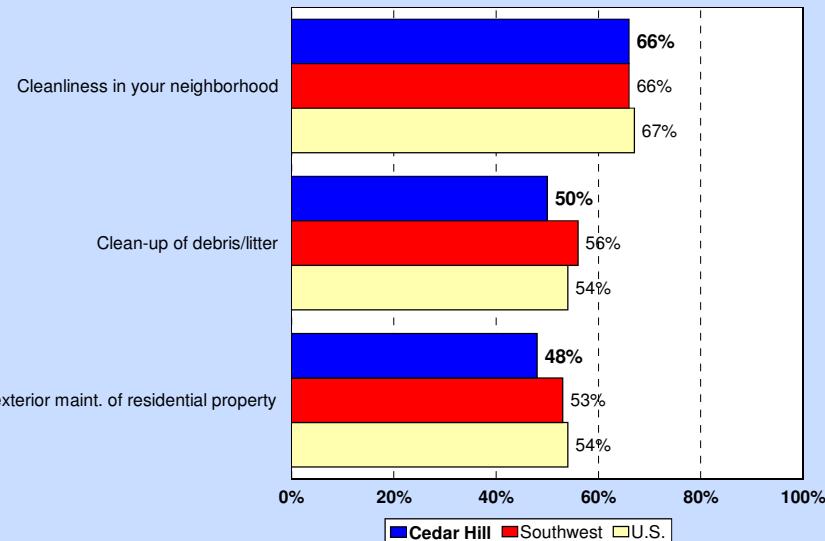
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)



Source: 2015 ETC Institute

Satisfaction with Code Enforcement Cedar Hill vs. Southwest vs. the U.S

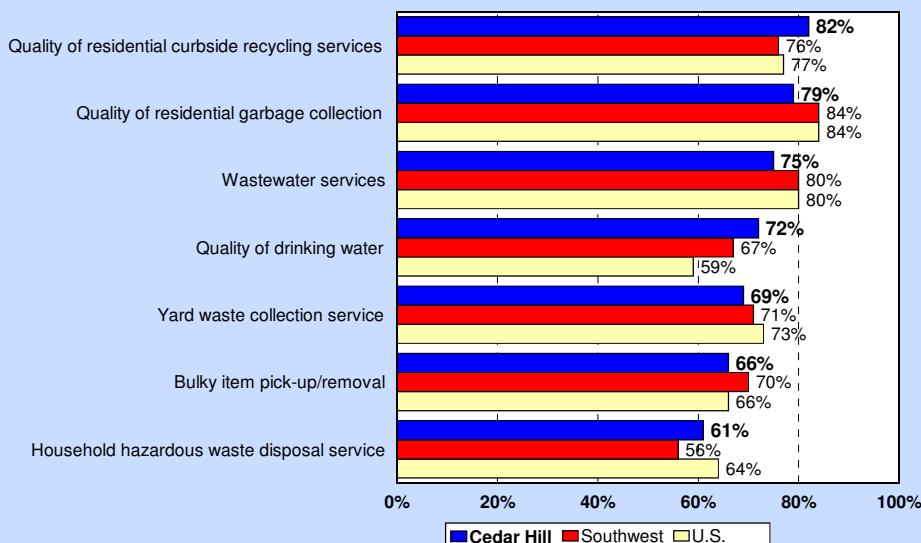
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2015 ETC Institute

Satisfaction with Utility Services Cedar Hill vs. Southwest vs. the U.S

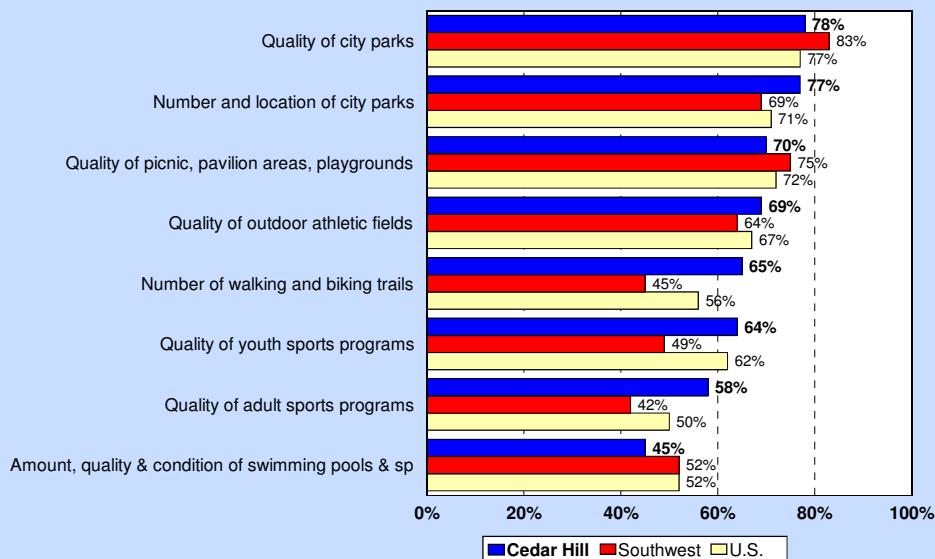
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2015 ETC Institute

Satisfaction with Parks and Recreation Services Cedar Hill vs. Southwest vs. the U.S

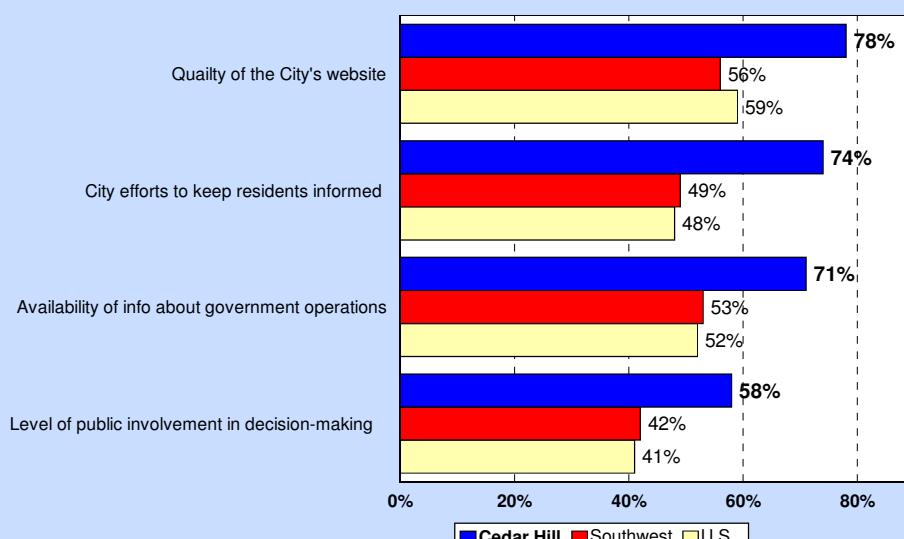
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2015 ETC Institute

Overall Satisfaction with Communication Cedar Hill vs. Southwest vs. the U.S

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



Source: 2015 ETC Institute

Section 3: **Importance-Satisfaction Analysis**

Importance-Satisfaction Analysis

Cedar Hill, Texas

Overview

Today, city officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

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

Example of the Calculation. Respondents were asked to identify the major categories of city services they thought should receive the most emphasis over the next two years. Forty-five percent (45%) selected *the flow of traffic and congestion management* as one of the most important services for the City to provide.

With regard to satisfaction, 59% of the residents surveyed rated the city's overall performance in *the flow of traffic and congestion management* as a "4" or a "5" on a 5-point scale (where "5" means "very satisfied) excluding "Don't know" responses. The I-S rating for *the flow of traffic and congestion management* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 45% was multiplied by 41% (1-0.59). This calculation yielded an I-S rating of 0.1845, which was ranked first out of nine 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 that they are positively satisfied with the delivery of the service.

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

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

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

The results for Cedar Hill are provided on the following pages.

Importance-Satisfaction Rating

City of Cedar Hill, 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>High Priority (IS .10 - .20)</u>						
Flow of traffic & congestion management	45%	1	59%	9	0.1845	1
Enforcement of city codes & ordinances	31%	3	59%	8	0.1271	2
Maintenance of city streets, buildings, facilities	44%	2	72%	7	0.1232	3
<u>Medium Priority (IS <.10)</u>						
Quality of city water and sewer utilities	26%	5	76%	3	0.0624	4
City parks & recreation programs & facilities	25%	6	81%	2	0.0475	5
Effectiveness of city communication w/the public	17%	7	73%	6	0.0459	6
Quality of the city's stormwater management system	12%	8	73%	5	0.0324	7
Quality of police, fire, and EMS	31%	4	90%	1	0.0310	8
Quality of customer service you receive	11%	9	76%	4	0.0264	9

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

Most Important %:

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

Satisfaction %:

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

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Importance-Satisfaction Rating

City of Cedar Hill, Texas

Maintenance Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10 - .20)</u>						
Adequacy of city street lighting	28%	1	57%	9	0.1204	1
<u>Medium Priority (IS <.10)</u>						
Traffic flow on major city streets	21%	2	59%	9	0.0861	2
Timing of traffic signals on city streets	20%	3	64%	9	0.0720	3
Condition of streets in your neighborhood	19%	4	67%	6	0.0627	4
Overall cleanliness of streets and public areas	17%	5	73%	2	0.0459	5
Condition of major city streets	17%	6	78%	1	0.0374	6
Condition of sidewalks in your neighborhood	9%	7	71%	4	0.0261	7
Condition of landscaping along public streets	9%	8	72%	3	0.0252	8
Pedestrian accessibility	6%	10	64%	8	0.0216	9
Appearance/condition of medians, public areas	7%	9	71%	5	0.0203	10
Condition of pavement markings on city streets	5%	11	67%	7	0.0165	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, third and fourth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

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

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Importance-Satisfaction Rating

City of Cedar Hill, Texas

Police, Fire & Emergency Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Medium Priority (IS <.10)</u>						
Visibility of police in neighborhood	30%	1	71%	10	0.0870	1
Disaster preparedness public education	15%	3	58%	17	0.0630	2
Efforts to prevent crime	19%	2	73%	8	0.0513	3
Quality of animal control services	12%	5	66%	14	0.0408	4
Visibility of police in retail areas	10%	6	70%	11	0.0300	5
Police safety education programs	7%	8	59%	16	0.0287	6
Community public safety efforts	8%	7	65%	15	0.0280	7
Quality of police protection	13%	4	86%	2	0.0182	8
Police response time	6%	9	73%	7	0.0162	9
Enforcement of traffic laws	4%	10	72%	9	0.0112	10
9-1-1 response time from first responders	4%	11	82%	5	0.0072	11
Quality of fire safety education programs	2%	14	67%	13	0.0066	12
Quality of fire emergency medical services	3%	12	89%	1	0.0033	13
Quality of fire protection	2%	13	85%	3	0.0030	14
Fire personnel emergency response time	2%	15	85%	4	0.0030	15
Quality/accessibility of municipal court services	1%	17	70%	12	0.0030	16
9-1-1 service provided by operators	1%	16	81%	6	0.0019	17

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

Most Important %:

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

Satisfaction %:

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

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Section 4: Tabular Data

Q1. CITY SERVICES. Please rate your overall satisfaction with major categories of services provided by Cedar Hill on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied:"

(N=420)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of police, fire and emergency medical services	45.8%	40.0%	8.6%	0.7%	0.7%	4.1%
Q1-2. Overall quality of city parks and recreation programs and facilities	33.7%	43.3%	13.7%	3.4%	1.2%	4.8%
Q1-3. Overall maintenance of city streets, buildings, & facilities	22.5%	48.0%	16.3%	8.9%	2.9%	1.4%
Q1-4. Overall quality of city water and sewer utilities	26.2%	48.1%	13.9%	7.0%	3.1%	1.7%
Q1-5. Overall enforcement of city codes and ordinances	16.9%	39.6%	20.8%	12.8%	5.6%	4.3%
Q1-6. Overall quality of customer service you receive from city employees	32.4%	39.8%	15.1%	5.5%	2.2%	5.0%
Q1-7. Overall effectiveness of city communication with the public	31.7%	38.9%	19.0%	5.3%	1.7%	3.4%
Q1-8. Overall quality of the city's storm water runoff/storm water management system	27.1%	42.1%	16.9%	7.0%	2.4%	4.4%
Q1-9. Overall flow of traffic and congestion management in the city	16.2%	41.9%	24.0%	11.4%	5.1%	1.5%

WITHOUT DON'T KNOW

Q1. CITY SERVICES. Please rate your overall satisfaction with major categories of services provided by Cedar Hill on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied:" (excluding don't know)

(N=420)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police, fire and emergency medical services	47.8%	41.8%	9.0%	0.8%	0.8%
Q1-2. Overall quality of city parks and recreation programs and facilities	35.4%	45.5%	14.4%	3.5%	1.3%
Q1-3. Overall maintenance of city streets, buildings, & facilities	22.9%	48.7%	16.5%	9.0%	2.9%
Q1-4. Overall quality of city water and sewer utilities	26.7%	48.9%	14.2%	7.1%	3.2%
Q1-5. Overall enforcement of city codes and ordinances	17.7%	41.4%	21.7%	13.4%	5.8%
Q1-6. Overall quality of customer service you receive from city employees	34.1%	41.9%	15.9%	5.8%	2.3%
Q1-7. Overall effectiveness of city communication with the public	32.8%	40.3%	19.7%	5.5%	1.7%
Q1-8. Overall quality of the city's storm water runoff/storm water management system	28.4%	44.1%	17.7%	7.3%	2.5%
Q1-9. Overall flow of traffic and congestion management in the city	16.5%	42.5%	24.3%	11.5%	5.2%

Q2. 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?

Q2. Most emphasis	Number	Percent
Quality of police, fire and emergency medical services	73	17.4 %
Quality of city parks and recreation programs and facilities	28	6.7 %
Maintenance of city streets, buildings, & facilities	59	14.0 %
Quality of city water and sewer utilities	40	9.5 %
Enforcement of city codes and ordinances	54	12.9 %
Quality of customer service you receive from city employees	8	1.9 %
Effectiveness of city communication with the public	11	2.6 %
Quality of the city's storm water runoff/storm water management system	7	1.7 %
Flow of traffic and congestion management in the city	83	19.8 %
<u>None chosen</u>	57	13.6 %
Total	420	100.0 %

Q2. 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?

Q2. 2nd most emphasis	Number	Percent
Quality of police, fire and emergency medical services	29	6.9 %
Quality of city parks and recreation programs and facilities	38	9.0 %
Maintenance of city streets, buildings, & facilities	78	18.6 %
Quality of city water and sewer utilities	45	10.7 %
Enforcement of city codes and ordinances	43	10.2 %
Quality of customer service you receive from city employees	16	3.8 %
Effectiveness of city communication with the public	32	7.6 %
Quality of the city's storm water runoff/storm water management system	23	5.5 %
Flow of traffic and congestion management in the city	39	9.3 %
<u>None chosen</u>	77	18.3 %
Total	420	100.0 %

Q2. 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>Q2. 3rd most emphasis</u>	<u>Number</u>	<u>Percent</u>
Quality of police, fire and emergency medical services	26	6.2 %
Quality of city parks and recreation programs and facilities	37	8.8 %
Maintenance of city streets, buildings, & facilities	49	11.7 %
Quality of city water and sewer utilities	23	5.5 %
Enforcement of city codes and ordinances	34	8.1 %
Quality of customer service you receive from city employees	24	5.7 %
Effectiveness of city communication with the public	30	7.1 %
Quality of the city's storm water runoff/storm water management system	21	5.0 %
Flow of traffic and congestion management in the city	68	16.2 %
<u>None chosen</u>	<u>108</u>	<u>25.7 %</u>
Total	420	100.0 %

Sum of Top 3 Choices**Q2. 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? (sum of top three choices)**

<u>Q2. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Quality of police, fire and emergency medical services	128	30.5 %
Quality of city parks and recreation programs and facilities	103	24.5 %
Maintenance of city streets, buildings, & facilities	186	44.3 %
Quality of city water and sewer utilities	108	25.7 %
Enforcement of city codes and ordinances	131	31.2 %
Quality of customer service you receive from city employees	48	11.4 %
Effectiveness of city communication with the public	73	17.4 %
Quality of the city's storm water runoff/storm water management system	51	12.1 %
Flow of traffic and congestion management in the city	190	45.2 %
<u>None chosen</u>	<u>67</u>	<u>16.0 %</u>
Total	1085	

Q3. PERCEPTIONS. Several items that may influence your perception of Cedar Hill are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied:"

(N=420)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Cedar Hill as a place to live	47.4%	41.8%	7.0%	2.9%	0.7%	0.2%
Q3-2. Cedar Hill as a place to raise children	35.3%	32.8%	19.2%	4.4%	2.4%	5.8%
Q3-3. Cedar Hill as a place to work	20.1%	24.3%	28.7%	5.7%	2.7%	18.4%
Q3-4. Cedar Hill as a place to retire	33.3%	32.4%	19.0%	6.8%	1.2%	7.3%
Q3-5. Overall image of Cedar Hill	35.6%	43.0%	15.6%	3.8%	1.4%	0.5%
Q3-6. Overall quality of life in Cedar Hill	35.8%	44.2%	15.1%	2.9%	1.2%	0.7%
Q3-7. Variety of activities for families in the community	24.3%	41.3%	22.3%	5.3%	2.4%	4.4%
Q3-8. Cedar Hill as an entertainment destination	14.1%	24.8%	33.7%	17.0%	6.1%	4.4%
Q3-9. Overall quality of community event programming	24.3%	44.7%	19.7%	4.6%	2.9%	3.8%
Q3-10. Overall appearance of Cedar Hill	29.0%	48.4%	13.4%	5.5%	1.9%	1.7%
Q3-11. Cedar Hill as a welcoming community for people of diverse backgrounds	30.9%	44.2%	15.9%	3.9%	2.4%	2.7%
Q3-12. The overall quality of leadership provided by Cedar Hill's elected officials	26.3%	37.7%	23.9%	4.3%	2.2%	5.6%
Q3-13. The overall effectiveness of city management	25.6%	40.8%	21.0%	5.6%	1.7%	5.3%

WITHOUT DON'T KNOW

Q3. PERCEPTIONS. Several items that may influence your perception of Cedar Hill are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied:" (excluding don't know)

(N=420)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Cedar Hill as a place to live	47.5%	41.9%	7.0%	2.9%	0.7%
Q3-2. Cedar Hill as a place to raise children	37.5%	34.9%	20.4%	4.7%	2.6%
Q3-3. Cedar Hill as a place to work	24.7%	29.8%	35.2%	6.9%	3.3%
Q3-4. Cedar Hill as a place to retire	36.0%	34.9%	20.5%	7.3%	1.3%
Q3-5. Overall image of Cedar Hill	35.7%	43.2%	15.7%	3.9%	1.4%
Q3-6. Overall quality of life in Cedar Hill	36.1%	44.6%	15.3%	2.9%	1.2%
Q3-7. Variety of activities for families in the community	25.4%	43.1%	23.4%	5.6%	2.5%
Q3-8. Cedar Hill as an entertainment destination	14.7%	25.9%	35.3%	17.8%	6.3%
Q3-9. Overall quality of community event programming	25.3%	46.5%	20.5%	4.8%	3.0%
Q3-10. Overall appearance of Cedar Hill	29.5%	49.3%	13.7%	5.6%	2.0%
Q3-11. Cedar Hill as a welcoming community for people of diverse backgrounds	31.8%	45.4%	16.4%	4.0%	2.5%
Q3-12. The overall quality of leadership provided by Cedar Hill's elected officials	27.9%	39.9%	25.3%	4.6%	2.3%
Q3-13. The overall effectiveness of city management	27.0%	43.1%	22.2%	5.9%	1.8%

Q4. MAINTENANCE. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied and 1 means "Very Dissatisfied," with the following services provided by the City:

(N=420)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Condition of major city streets	18.7%	58.3%	12.0%	7.9%	2.2%	1.0%
Q4-2. Condition of streets in your neighborhood	20.7%	46.4%	14.9%	13.2%	4.6%	0.2%
Q4-3. Condition of sidewalks in your neighborhood	22.5%	46.1%	13.7%	11.0%	3.4%	3.2%
Q4-4. Timing of traffic signals on city streets	14.2%	49.2%	18.1%	10.6%	7.0%	1.0%
Q4-5. Traffic flow on major city streets	11.3%	46.7%	21.7%	14.0%	5.5%	0.7%
Q4-6. Pedestrian accessibility	16.3%	46.1%	21.1%	8.5%	5.3%	2.7%
Q4-7. Appearance and condition of city medians, right-of-ways and public areas	19.7%	50.5%	19.7%	6.0%	3.6%	0.5%
Q4-8. Adequacy of city street lighting	14.9%	40.9%	18.0%	17.5%	7.5%	1.2%
Q4-9. Condition of pavement markings on city streets	18.5%	47.1%	22.6%	8.4%	1.9%	1.4%
Q4-10. Overall cleanliness of streets and public areas	20.9%	51.4%	15.9%	7.0%	4.3%	0.5%
Q4-11. Condition of landscaping along public streets	23.7%	48.2%	17.0%	7.9%	2.6%	0.5%

WITHOUT DON'T KNOW**Q4. MAINTENANCE. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied and 1 means "Very Dissatisfied," with the following services provided by the City: (excluding don't know)**

(N=420)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Condition of major city streets	18.9%	58.8%	12.1%	8.0%	2.2%
Q4-2. Condition of streets in your neighborhood	20.7%	46.5%	14.9%	13.3%	4.6%
Q4-3. Condition of sidewalks in your neighborhood	23.3%	47.6%	14.2%	11.4%	3.5%
Q4-4. Timing of traffic signals on city streets	14.4%	49.6%	18.2%	10.7%	7.1%
Q4-5. Traffic flow on major city streets	11.4%	47.1%	21.8%	14.1%	5.6%
Q4-6. Pedestrian accessibility	16.7%	47.4%	21.7%	8.7%	5.5%
Q4-7. Appearance and condition of city medians, right-of-ways and public areas	19.8%	50.7%	19.8%	6.0%	3.6%
Q4-8. Adequacy of city street lighting	15.1%	41.4%	18.2%	17.8%	7.5%
Q4-9. Condition of pavement markings on city streets	18.8%	47.8%	22.9%	8.5%	2.0%
Q4-10. Overall cleanliness of streets and public areas	21.0%	51.7%	15.9%	7.0%	4.3%
Q4-11. Condition of landscaping along public streets	23.9%	48.4%	17.1%	8.0%	2.7%

Q5. Which TWO of the City Maintenance services listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q5. Most emphasis	Number	Percent
Condition of major city streets	48	11.4 %
Condition of streets in your neighborhood	45	10.7 %
Condition of sidewalks in your neighborhood	17	4.0 %
Timing of traffic signals on city streets	45	10.7 %
Traffic flow on major city streets	47	11.2 %
Pedestrian accessibility	14	3.3 %
Appearance and condition of city medians, right-of-ways and public areas	16	3.8 %
Adequacy of city street lighting	68	16.2 %
Condition of pavement markings on city streets	10	2.4 %
Overall cleanliness of streets and public areas	26	6.2 %
Condition of landscaping along public streets	10	2.4 %
<u>None chosen</u>	74	17.6 %
Total	420	100.0 %

Q5. Which TWO of the City Maintenance services listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q5. 2nd most emphasis	Number	Percent
Condition of major city streets	24	5.7 %
Condition of streets in your neighborhood	36	8.6 %
Condition of sidewalks in your neighborhood	22	5.2 %
Timing of traffic signals on city streets	39	9.3 %
Traffic flow on major city streets	43	10.2 %
Pedestrian accessibility	12	2.9 %
Appearance and condition of city medians, right-of-ways and public areas	15	3.6 %
Adequacy of city street lighting	48	11.4 %
Condition of pavement markings on city streets	10	2.4 %
Overall cleanliness of streets and public areas	47	11.2 %
Condition of landscaping along public streets	27	6.4 %
<u>None chosen</u>	97	23.1 %
Total	420	100.0 %

Sum of Top 2 Choices**Q5. Which TWO of the City Maintenance services listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (sum of top two choices)**

Q5. Sum of Top 2 Choices	Number	Percent
Condition of major city streets	72	17.1 %
Condition of streets in your neighborhood	81	19.3 %
Condition of sidewalks in your neighborhood	39	9.3 %
Timing of traffic signals on city streets	84	20.0 %
Traffic flow on major city streets	90	21.4 %
Pedestrian accessibility	26	6.2 %
Appearance and condition of city medians, right-of-ways and public areas	31	7.4 %
Adequacy of city street lighting	116	27.6 %
Condition of pavement markings on city streets	20	4.8 %
Overall cleanliness of streets and public areas	73	17.4 %
Condition of landscaping along public streets	37	8.8 %
<u>None chosen</u>	79	18.8 %
Total	748	

Q6. POLICE, FIRE & EMERGENCY SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Cedar Hill:

(N=420)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Quality of police protection	36.2%	46.1%	11.1%	1.4%	1.2%	3.9%
Q6-2. Visibility of police in neighborhoods	24.7%	44.8%	17.3%	9.6%	1.9%	1.7%
Q6-3. Visibility of police in retail areas	22.4%	46.2%	22.6%	6.0%	1.2%	1.7%
Q6-4. Police response time	26.7%	34.5%	18.1%	3.2%	1.2%	16.4%
Q6-5. Efforts to prevent crime	25.9%	40.1%	20.3%	2.0%	2.2%	9.5%
Q6-6. Police safety education programs	18.2%	29.5%	28.5%	2.7%	1.5%	19.7%
Q6-7. Enforcement of traffic laws	21.0%	46.9%	19.8%	4.2%	2.2%	5.9%
Q6-8. Quality of animal control services	23.6%	36.7%	19.0%	8.8%	3.2%	8.8%
Q6-9. Quality and accessibility of municipal court services	21.8%	33.8%	21.6%	1.5%	1.2%	20.1%
Q6-10. Quality of fire protection	32.9%	40.9%	11.6%	0.2%	0.7%	13.6%
Q6-11. Quality of fire emergency medical services	36.6%	40.9%	8.5%	0.5%	0.7%	12.8%
Q6-12. Fire personnel emergency response time	35.5%	34.6%	11.8%	0.2%	0.5%	17.4%
Q6-13. Quality of fire safety education programs	19.2%	30.5%	22.4%	1.0%	1.0%	26.0%
Q6-14. 9-1-1 service provided by operators	30.6%	34.6%	13.5%	1.0%	0.7%	19.6%
Q6-15. 9-1-1 response time from first responders	32.7%	33.2%	12.8%	1.0%	0.7%	19.7%
Q6-16. Disaster preparedness public education	16.2%	26.5%	25.6%	4.2%	1.7%	25.8%
Q6-17. Community public safety efforts	20.5%	31.6%	23.0%	3.5%	1.2%	20.2%

WITHOUT DON'T KNOW

Q6. POLICE, FIRE & EMERGENCY SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Cedar Hill: (excluding don't know)

(N=420)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Quality of police protection	37.7%	48.0%	11.6%	1.5%	1.3%
Q6-2. Visibility of police in neighborhoods	25.1%	45.6%	17.6%	9.8%	2.0%
Q6-3. Visibility of police in retail areas	22.7%	46.9%	23.0%	6.1%	1.2%
Q6-4. Police response time	31.9%	41.2%	21.6%	3.8%	1.5%
Q6-5. Efforts to prevent crime	28.6%	44.3%	22.4%	2.2%	2.4%
Q6-6. Police safety education programs	22.6%	36.7%	35.5%	3.4%	1.8%
Q6-7. Enforcement of traffic laws	22.3%	49.9%	21.0%	4.4%	2.3%
Q6-8. Quality of animal control services	25.9%	40.3%	20.8%	9.6%	3.5%
Q6-9. Quality and accessibility of municipal court services	27.3%	42.3%	27.0%	1.8%	1.5%
Q6-10. Quality of fire protection	38.1%	47.3%	13.4%	0.3%	0.8%
Q6-11. Quality of fire emergency medical services	41.9%	46.9%	9.7%	0.6%	0.8%
Q6-12. Fire personnel emergency response time	43.0%	41.8%	14.2%	0.3%	0.6%
Q6-13. Quality of fire safety education programs	25.9%	41.2%	30.2%	1.3%	1.3%
Q6-14. 9-1-1 service provided by operators	38.1%	43.0%	16.8%	1.2%	0.9%
Q6-15. 9-1-1 response time from first responders	40.7%	41.3%	15.9%	1.2%	0.9%
Q6-16. Disaster preparedness public education	21.9%	35.8%	34.4%	5.6%	2.3%
Q6-17. Community public safety efforts	25.7%	39.6%	28.8%	4.3%	1.5%

Q7. Which TWO of the Public Safety Services items listed above do you think should receive the most emphasis from city leaders over the next TWO Years?

Q7. Most emphasis	Number	Percent
Quality of police protection	41	9.8 %
Visibility of police in neighborhoods	68	16.2 %
Visibility of police in retail areas	17	4.0 %
Police response time	15	3.6 %
Efforts to prevent crime	40	9.5 %
Police safety education programs	10	2.4 %
Enforcement of traffic laws	12	2.9 %
Quality of animal control services	26	6.2 %
Quality and accessibility of municipal court services	3	0.7 %
Quality of fire protection	2	0.5 %
Quality of fire emergency medical services	5	1.2 %
9-1-1 service provided by operators	4	1.0 %
9-1-1 response time from first responders	8	1.9 %
Disaster preparedness public education	43	10.2 %
Community public safety efforts	8	1.9 %
<u>None chosen</u>	118	28.1 %
Total	420	100.0 %

Q7. Which TWO of the Public Safety Services items listed above do you think should receive the most emphasis from city leaders over the next TWO Years?

Q7. 2nd most emphasis	Number	Percent
Quality of police protection	15	3.6 %
Visibility of police in neighborhoods	59	14.0 %
Visibility of police in retail areas	24	5.7 %
Police response time	9	2.1 %
Efforts to prevent crime	38	9.0 %
Police safety education programs	18	4.3 %
Enforcement of traffic laws	6	1.4 %
Quality of animal control services	23	5.5 %
Quality of fire protection	8	1.9 %
Quality of fire emergency medical services	6	1.4 %
Fire personnel emergency response time	7	1.7 %
Quality of fire safety education programs	10	2.4 %
9-1-1 service provided by operators	1	0.2 %
9-1-1 response time from first responders	8	1.9 %
Disaster preparedness public education	22	5.2 %
Community public safety efforts	24	5.7 %
<u>None chosen</u>	142	33.8 %
Total	420	100.0 %

Sum of Top 2 Choices**Q7. Which TWO of the Public Safety Services items listed above do you think should receive the most emphasis from city leaders over the next TWO Years? (sum of top two choices)**

Q7. Sum of Top 2 Choices	Number	Percent
Quality of police protection	56	13.3 %
Visibility of police in neighborhoods	127	30.2 %
Visibility of police in retail areas	41	9.8 %
Police response time	24	5.7 %
Efforts to prevent crime	78	18.6 %
Police safety education programs	28	6.7 %
Enforcement of traffic laws	18	4.3 %
Quality of animal control services	49	11.7 %
Quality and accessibility of municipal court services	3	0.7 %
Quality of fire protection	10	2.4 %
Quality of fire emergency medical services	11	2.6 %
Fire personnel emergency response time	7	1.7 %
Quality of fire safety education programs	10	2.4 %
9-1-1 service provided by operators	5	1.2 %
9-1-1 response time from first responders	16	3.8 %
Disaster preparedness public education	65	15.5 %
Community public safety efforts	32	7.6 %
<u>None chosen</u>	123	29.3 %
Total	703	

Q8. FEELING OF SAFETY. On 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=420)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q8-1. In your neighborhood during the day	42.6%	45.9%	7.7%	2.4%	1.0%	0.5%
Q8-2. In your neighborhood at night	26.1%	48.3%	13.4%	9.3%	2.4%	0.5%
Q8-3. In the City's parks, trails, and recreational areas	13.8%	38.5%	24.9%	9.0%	1.7%	12.1%
Q8-4. In commercial and retail areas	23.0%	51.3%	18.0%	5.3%	0.5%	1.9%
Q8-5. Overall in the City	24.9%	56.1%	14.9%	2.2%	1.2%	0.7%
Q8-6. Downtown after dark	16.7%	34.5%	25.5%	8.0%	2.2%	13.1%
Q8-7. Traveling by bicycle in Cedar Hill	9.1%	22.1%	27.3%	10.3%	3.2%	28.0%
Q8-8. Shopping after dark	15.7%	41.2%	24.6%	11.1%	2.4%	5.1%

WITHOUT DON'T KNOW

Q8. FEELING OF SAFETY. On 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: (excluding don't know)

(N=420)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q8-1. In your neighborhood during the day	42.8%	46.2%	7.7%	2.4%	1.0%
Q8-2. In your neighborhood at night	26.2%	48.6%	13.5%	9.4%	2.4%
Q8-3. In the City's parks, trails, and recreational areas	15.7%	43.8%	28.4%	10.2%	1.9%
Q8-4. In commercial and retail areas	23.5%	52.3%	18.3%	5.4%	0.5%
Q8-5. Overall in the City	25.1%	56.5%	15.0%	2.2%	1.2%
Q8-6. Downtown after dark	19.3%	39.7%	29.3%	9.2%	2.5%
Q8-7. Traveling by bicycle in Cedar Hill	12.6%	30.7%	37.9%	14.3%	4.4%
Q8-8. Shopping after dark	16.5%	43.4%	25.9%	11.7%	2.5%

Q9. CODE ENFORCEMENT. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following:

(N=420)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Overall responsiveness of city code enforcement staff	13.3%	33.3%	19.7%	9.4%	6.4%	18.0%
Q9-2. City effort to enforce code violations	11.6%	30.1%	22.2%	11.4%	7.7%	17.0%
Q9-3. Clean up of debris/litter	13.6%	33.7%	23.2%	15.5%	8.7%	5.3%
Q9-4. Efforts to enforce exterior maintenance and upkeep of residential property	14.7%	29.8%	25.7%	13.4%	8.6%	7.8%
Q9-5. Efforts to identify abandoned or unsecured properties	9.9%	26.1%	24.4%	11.1%	6.2%	22.4%
Q9-6. Efforts to remove dilapidated structures	11.5%	24.3%	25.0%	9.6%	5.6%	24.0%
Q9-7. Enforcement of parking on grass in front yard	14.6%	29.3%	18.6%	8.7%	7.7%	21.1%
Q9-8. Enforcement of weedy lots, abandoned vehicles, and graffiti	11.6%	32.8%	20.4%	12.1%	8.6%	14.5%
Q9-9. Cleanliness in your neighborhood	24.0%	40.6%	17.3%	10.6%	5.3%	2.2%
Q9-10. Enforcement of loud music	16.4%	30.9%	22.3%	10.3%	5.1%	15.0%
Q9-11. Degree to which code violations are a problem	12.4%	24.7%	31.1%	7.3%	6.6%	17.9%

WITHOUT DON'T KNOW**Q9. CODE ENFORCEMENT. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (excluding don't know)**

(N=420)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Overall responsiveness of city code enforcement staff	16.2%	40.5%	24.0%	11.4%	7.8%
Q9-2. City effort to enforce code violations	14.0%	36.3%	26.8%	13.7%	9.2%
Q9-3. Clean up of debris/litter	14.3%	35.5%	24.6%	16.4%	9.2%
Q9-4. Efforts to enforce exterior maintenance and upkeep of residential property	15.9%	32.4%	27.9%	14.6%	9.3%
Q9-5. Efforts to identify abandoned or unsecured properties	12.7%	33.7%	31.4%	14.3%	7.9%
Q9-6. Efforts to remove dilapidated structures	15.2%	31.9%	32.9%	12.6%	7.4%
Q9-7. Enforcement of parking on grass in front yard	18.6%	37.1%	23.6%	11.0%	9.7%
Q9-8. Enforcement of weedy lots, abandoned vehicles, and graffiti	13.5%	38.3%	23.9%	14.1%	10.1%
Q9-9. Cleanliness in your neighborhood	24.6%	41.5%	17.7%	10.8%	5.4%
Q9-10. Enforcement of loud music	19.3%	36.3%	26.2%	12.1%	6.1%
Q9-11. Degree to which code violations are a problem	15.1%	30.2%	37.8%	8.9%	8.0%

Q10. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following:

(N=420)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Quality of Neighborhood Services	24.0%	35.9%	22.3%	4.9%	1.5%	11.4%
Q10-2. Importance of Neighborhood Associations	22.1%	34.1%	24.3%	4.4%	2.9%	12.2%
Q10-3. Importance of Crime Watch Groups	24.9%	39.1%	18.4%	4.6%	1.4%	11.6%
Q10-4. Quality of Police and Community Team (PACT) Unit Services	20.3%	33.4%	20.8%	3.0%	2.0%	20.5%

WITHOUT DON'T KNOW

Q10. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (excluding don't know)

(N=420)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Quality of Neighborhood Services	27.1%	40.5%	25.2%	5.5%	1.6%
Q10-2. Importance of Neighborhood Associations	25.2%	38.8%	27.7%	5.0%	3.3%
Q10-3. Importance of Crime Watch Groups	28.1%	44.3%	20.8%	5.2%	1.6%
Q10-4. Quality of Police and Community Team (PACT) Unit Services	25.5%	42.1%	26.2%	3.7%	2.5%

Q11. SOLID WASTE SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following:

(N=420)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Quality of residential garbage collection	36.8%	41.1%	10.0%	6.5%	4.5%	1.0%
Q11-2. Quality of residential curbside recycling services	37.6%	43.1%	9.3%	4.8%	3.8%	1.4%
Q11-3. Quality of yard waste and brush collection	27.3%	38.6%	14.6%	11.3%	4.3%	3.8%
Q11-4. Bulky item pick up/removal services	26.4%	34.6%	15.9%	10.6%	4.8%	7.7%
Q11-5. Household hazardous waste disposal service	22.8%	28.9%	20.4%	8.7%	4.1%	15.0%
Q11-6. Electronic waste disposal service	22.1%	28.2%	18.9%	9.0%	5.1%	16.7%

WITHOUT DON'T KNOW

Q11. SOLID WASTE SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (excluding don't know)

(N=420)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Quality of residential garbage collection	37.2%	41.5%	10.1%	6.5%	4.6%
Q11-2. Quality of residential curbside recycling services	38.1%	43.7%	9.5%	4.9%	3.9%
Q11-3. Quality of yard waste and brush collection	28.4%	40.1%	15.2%	11.7%	4.5%
Q11-4. Bulky item pick up/removal services	28.6%	37.5%	17.2%	11.5%	5.2%
Q11-5. Household hazardous waste disposal service	26.9%	34.0%	24.0%	10.3%	4.9%
Q11-6. Electronic waste disposal service	26.5%	33.8%	22.7%	10.8%	6.1%

Q12. PUBLIC WORKS SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following:

(N=420)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Quality of drinking water	24.6%	45.8%	15.9%	7.7%	3.4%	2.7%
Q12-2. Quality of wastewater services	22.4%	45.5%	16.3%	3.4%	2.4%	10.0%
Q12-3. Quality of drainage infrastructure	24.0%	41.2%	17.4%	8.0%	2.7%	6.8%

WITHOUT DON'T KNOW

Q12. PUBLIC WORKS SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (excluding don't know)

(N=420)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Quality of drinking water	25.2%	47.0%	16.3%	7.9%	3.5%
Q12-2. Quality of wastewater services	24.9%	50.5%	18.1%	3.8%	2.7%
Q12-3. Quality of drainage infrastructure	25.7%	44.2%	18.7%	8.6%	2.9%

Q13. PARKS AND RECREATION. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following:

(N=420)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Quality of city parks	25.5%	47.1%	12.5%	6.3%	1.2%	7.5%
Q13-2. Number and location of city parks	25.2%	45.5%	13.8%	6.3%	1.2%	8.0%
Q13-3. Quality of walking and biking trails	22.3%	40.2%	17.9%	5.6%	1.9%	12.1%
Q13-4. Number of walking and biking trails	19.6%	37.0%	20.3%	8.2%	1.9%	13.0%
Q13-5. Amount, quality, and condition of swimming pool(s)	10.2%	21.6%	22.9%	10.9%	5.2%	29.1%
Q13-6. Quality of city sponsored events and activities	19.2%	38.6%	20.4%	5.6%	2.7%	13.6%
Q13-7. Quality of youth sports programs	14.9%	30.4%	20.3%	3.2%	2.0%	29.2%
Q13-8. Quality of adult sports programs	12.6%	27.5%	23.0%	4.2%	1.7%	30.9%
Q13-9. Quality of outdoor athletic fields	16.9%	37.0%	19.9%	3.2%	1.7%	21.3%
Q13-10. Quality of picnic, pavilion areas, and playgrounds at city parks	18.2%	43.0%	18.0%	6.1%	1.9%	12.9%
Q13-11. Recreational opportunities	18.3%	39.9%	20.0%	5.4%	1.7%	14.7%

WITHOUT DON'T KNOW**Q13. PARKS AND RECREATION. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (excluding don't know)**

(N=420)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Quality of city parks	27.5%	50.9%	13.5%	6.8%	1.3%
Q13-2. Number and location of city parks	27.4%	49.5%	15.0%	6.8%	1.3%
Q13-3. Quality of walking and biking trails	25.3%	45.7%	20.4%	6.3%	2.2%
Q13-4. Number of walking and biking trails	22.5%	42.5%	23.3%	9.4%	2.2%
Q13-5. Amount, quality, and condition of swimming pool(s)	14.4%	30.5%	32.3%	15.4%	7.4%
Q13-6. Quality of city sponsored events and activities	22.2%	44.7%	23.6%	6.5%	3.1%
Q13-7. Quality of youth sports programs	21.0%	43.0%	28.7%	4.5%	2.8%
Q13-8. Quality of adult sports programs	18.3%	39.8%	33.3%	6.1%	2.5%
Q13-9. Quality of outdoor athletic fields	21.5%	47.0%	25.2%	4.1%	2.2%
Q13-10. Quality of picnic, pavilion areas, and playgrounds at city parks	20.9%	49.3%	20.6%	7.0%	2.2%
Q13-11. Recreational opportunities	21.5%	46.7%	23.5%	6.3%	2.0%

Q14. LIBRARY SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied and 1 means "Very Dissatisfied," with the following:

(N=420)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Quality of the condition of the library facility	24.3%	42.3%	13.1%	2.9%	1.2%	16.1%
Q14-2. Amount of space in the Library	16.6%	36.6%	17.6%	9.8%	2.4%	17.1%
Q14-3. Quality of Library children's events, classes, and programs	19.2%	28.6%	17.7%	2.7%	1.2%	30.5%
Q14-4. Quality of Library adult events, classes, and programs	16.3%	29.1%	16.7%	4.9%	1.0%	32.0%
Q14-5. Quality of Library teen events, classes, and programs	14.9%	24.8%	18.9%	2.0%	0.7%	38.7%
Q14-6. Quality of Library materials and resources	17.1%	38.5%	16.3%	6.1%	2.0%	20.0%
Q14-7. Quality of Library computers and other mobile electronic devices	17.4%	33.8%	18.9%	3.2%	1.2%	25.5%
Q14-8. Availability of Library computers and other mobile electronic devices	15.7%	31.9%	20.3%	3.7%	2.0%	26.5%
Q14-9. Quality of Library staff customer service	26.7%	37.0%	13.5%	1.5%	0.7%	20.6%

WITHOUT DON'T KNOW**Q14. LIBRARY SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied and 1 means "Very Dissatisfied," with the following: (excluding don't know)**

(N=420)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Quality of the condition of the library facility	29.0%	50.4%	15.7%	3.5%	1.4%
Q14-2. Amount of space in the Library	20.0%	44.1%	21.2%	11.8%	2.9%
Q14-3. Quality of Library children's events, classes, and programs	27.7%	41.1%	25.5%	3.9%	1.8%
Q14-4. Quality of Library adult events, classes, and programs	23.9%	42.8%	24.6%	7.2%	1.4%
Q14-5. Quality of Library teen events, classes, and programs	24.3%	40.5%	30.8%	3.2%	1.2%
Q14-6. Quality of Library materials and resources	21.3%	48.2%	20.4%	7.6%	2.4%
Q14-7. Quality of Library computers and other mobile electronic devices	23.4%	45.4%	25.3%	4.3%	1.6%
Q14-8. Availability of Library computers and other mobile electronic devices	21.3%	43.3%	27.7%	5.0%	2.7%
Q14-9. Quality of Library staff customer service	33.6%	46.6%	17.0%	1.9%	0.9%

Q15. CUSTOMER SERVICE. Have you called or visited the City with a question, problem, or complaint during the past year?

Q15. Have you called or visited the City with a question, problem, or complaint during the past year?

	Number	Percent
Yes	235	56.6 %
No	180	43.4 %
Total	415	100.0 %

Q15-1. How did you contact the City?

Q15-1. How did you contact the City?	Number	Percent
Phone	106	46.1 %
Email	35	15.2 %
Social media	2	0.9 %
Website	14	6.1 %
In person	71	30.9 %
<u>Elected official</u>	2	0.9 %
Total	230	100.0 %

Q15-2. How easy or difficult was it to address your issue?

Q15-2. How easy or difficult was it to address your issue?

	Number	Percent
Very easy	90	38.6 %
Somewhat easy	79	33.9 %
Difficult	32	13.7 %
Very difficult	27	11.6 %
<u>Don't know</u>	5	2.1 %
Total	233	100.0 %

Q16. CITY COMMUNICATION. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following:

(N=420)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Quality of the City's website	25.3%	46.2%	14.7%	5.4%	0.5%	7.9%
Q16-2. Quality of the City's social media	15.3%	28.4%	20.6%	1.5%	0.8%	33.4%
Q16-3. Availability of information on City services and programs	22.3%	43.1%	21.3%	3.7%	1.7%	7.9%
Q16-4. City's efforts to keep you informed	27.2%	42.6%	18.6%	4.7%	1.7%	5.1%
Q16-5. Level of public involvement in local decision-making	15.3%	32.3%	25.5%	5.3%	3.5%	18.3%
Q16-6. Transparency of City government	16.4%	31.1%	27.9%	4.7%	2.7%	17.2%

WITHOUT DON'T KNOW

Q16. CITY COMMUNICATION. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (excluding don't know)

(N=420)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Quality of the City's website	27.5%	50.1%	16.0%	5.9%	0.5%
Q16-2. Quality of the City's social media	23.0%	42.6%	30.9%	2.3%	1.1%
Q16-3. Availability of information on City services and programs	24.2%	46.8%	23.1%	4.0%	1.9%
Q16-4. City's efforts to keep you informed	28.7%	45.0%	19.6%	4.9%	1.8%
Q16-5. Level of public involvement in local decision-making	18.7%	39.4%	31.2%	6.4%	4.3%
Q16-6. Transparency of City government	19.8%	37.5%	33.6%	5.7%	3.3%

Q17. Which of the following are your primary sources of information about City issues, services, and events?

Q17. Sources of information	Number	Percent
City website	271	64.5 %
Local newspaper	97	23.1 %
Social networking site	69	16.4 %
Word of mouth	161	38.3 %
City emails/press releases	162	38.6 %
Public meetings	56	13.3 %
Other	73	17.4 %
Total	889	

Q17. Other:

Q17. Other	Number
Newsletter in water bill	16
Cedar Hill Magazine	4
Utility mailing	1
News	1
Phone messages	7
City newsletter, but it arrives too late for participation.	1
Mail	5
NextDoor website for local information	5
Library	2
Newsletter	7
Text messages	1
Newsletter, phone recordings	1
Flyers	1
Southwest today	1
SW Magazine	2
Banners	1
Neighborhood website	1
Total	72

Q18. EDUCATION. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following:

(N=420)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Overall quality of your local schools	13.9%	30.8%	16.4%	7.7%	8.0%	23.1%
Q18-2. Overall condition of your local schools	13.2%	32.3%	20.6%	5.0%	4.2%	24.6%
Q18-3. Variety of educational options of your local schools	13.8%	28.6%	20.8%	4.8%	5.3%	26.8%

WITHOUT DON'T KNOW

Q18. EDUCATION. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (excluding don't know)

(N=420)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Overall quality of your local schools	18.1%	40.1%	21.4%	10.0%	10.4%
Q18-2. Overall condition of your local schools	17.5%	42.9%	27.4%	6.6%	5.6%
Q18-3. Variety of educational options of your local schools	18.8%	39.0%	28.4%	6.5%	7.2%

Q19. Which of the following best describes where you reside?

Q19. Which of the following best describes where you reside?

	Number	Percent
Apartment	9	2.2 %
Duplex	9	2.2 %
Condo	5	1.2 %
<u>Single family home</u>	394	94.5 %
Total	417	100.0 %

Q20. Which of the following best describes your housing situation?

Q20. Which of the following best describes your housing situation?

	Number	Percent
Rent	41	9.9 %
Own your home	374	89.9 %
<u>Live with another household</u>	1	0.2 %
Total	416	100.0 %

Q21. How would you describe the general physical condition of your home?

Q21. How would you describe the general physical condition of your home?

	Number	Percent
Excellent	196	47.0 %
Good	197	47.2 %
Fair	21	5.0 %
<u>Poor</u>	3	0.7 %
Total	417	100.0 %

Q22. How many years have you lived in Cedar Hill?

Q22. How many years have you lived in Cedar Hill?

	Number	Percent
5 or less	86	20.6 %
6 to 10	74	17.7 %
11 to 15	95	22.7 %
16 to 20	56	13.4 %
21 to 30	80	19.1 %
<u>31+</u>	27	6.5 %
Total	418	100.0 %

Q23. What is your age?

Q23. What is your age?

	Number	Percent
18 to 34	71	16.9 %
35 to 44	77	18.3 %
45-54	97	23.1 %
55-64	87	20.7 %
65+	82	19.5 %
<u>Not provided</u>	6	1.4 %
Total	420	100.0 %

Q24. Please check the statement(s) that applies to members of your household:

Q24. Statement applies to members of household

	Number	Percent
Attend public school within district	112	26.7 %
Attend public school but with out-of-district transfer	23	5.5 %
Attend private school	32	7.6 %
Home school	8	1.9 %
Charter school	19	4.5 %
<u>Not applicable</u>	244	58.1 %
Total	438	

Q25. Are you or other members of your household of Hispanic or Latino ancestry?

Q25. Are you or other members of your household of Hispanic or Latino ancestry?	Number	Percent
Yes	82	19.5 %
No	338	80.5 %
Total	420	100.0 %

Q26. Which of the following best describes your race/ethnicity?

Q26. Which of the following best describes your race/ethnicity?	Number	Percent
African American/Black	208	49.5 %
American Indian/Eskimo	6	1.4 %
Caucasian/White	150	35.7 %
Asian/Pacific Islander	13	3.1 %
Other	43	10.2 %
Total	420	

Q26. Other:

Q26. Other	Number	Percent
Arabic	1	2.3 %
Puerto Rican	1	2.3 %
Hispanic/American	1	2.3 %
Hispanic	33	76.7 %
Multiple	1	2.3 %
Mexican American	4	9.3 %
Latino	2	4.6 %
Total	43	100.0 %

Q27. Which of the following best describes your household income?

Q27. Which of the following best describes your household income?

	Number	Percent
Less than \$20,000	12	2.9 %
\$20,000 to \$39,999	49	11.7 %
\$40,000 to \$59,999	76	18.1 %
\$60,000 to \$79,999	78	18.6 %
\$80,000 to \$149,999	114	27.1 %
<u>\$150,000 or more</u>	91	21.7 %
Total	420	100.0 %

Q28. Please indicate your level of education:

Q28. Please indicate the highest level of education you have obtained:

	Number	Percent
High school/No degree	24	5.7 %
High school graduate or GED	26	6.2 %
Some college	73	17.4 %
Associate's Degree	58	13.8 %
Bachelor's Degree	118	28.1 %
Master's Degree	98	23.3 %
Professional Degree	10	2.4 %
Doctorate Degree	6	1.4 %
<u>None chosen</u>	7	1.7 %
Total	420	100.0 %

Q29. Your gender:

Q29. Your gender:

	Number	Percent
Male	195	46.4 %
Female	225	53.6 %
Total	420	100.0 %

Q30. How many people are in your household?

Q30. How many people are in your household?

	Number	Percent
1	51	12.4 %
2	165	40.1 %
3	81	19.7 %
4	61	14.8 %
<u>5 or more</u>	53	12.9 %
Total	411	100.0 %

Please list the top 3 things you would like to recommend or suggest to the City for future consideration:

OFFICE OF THE MAYOR

285 UPTOWN BLVD., BLDG. 100
CEDAR HILL, TX 75104



TEL: (972) 291-5100, Ext 1012
FAX: (972) 291-5199

January 2016

Dear Cedar Hill Resident:

You have been selected to participate in a community survey designed to gather resident input and feedback on City programs and services. The information you provide in this survey will be used to improve existing programs and services, and help determine long-range planning and investment decisions.

The enclosed survey includes a postage-paid envelope to ETC Institute, the survey research firm conducting this survey, for your convenience. If you prefer to complete the survey online, please visit www.cedarhillcitizensurvey.org.

ETC Institute is one of the nation's leading local government research firms. It is important to note your individual survey responses will remain confidential. ETC Institute will present the aggregate survey results to the City Council after they have been compiled and analyzed.

We greatly appreciate you taking time out of your schedule to complete this survey. The time you invest in this survey will help us understand the needs of our community and influence numerous decisions about the future of Cedar Hill.

Please feel free to contact Marie Watts, Assistant to the City Manager, at 972-291-5100 ext. 1118 or email her at marie.watts@cedarhilltx.com if you should have any questions or require additional information.

Thank you again for taking time out of your schedule to help us make Cedar Hill a Premier City.

Sincerely,

A handwritten signature in black ink, appearing to read "Rob Franke".

Rob Franke
Mayor



2016 City of Cedar Hill Citizen Satisfaction Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to involve citizens in long-range planning and investment decisions. If you have questions, please call Marie Watts at 972-291-5100, ext. 1118. Thank you!

1. CITY SERVICES. Please rate your overall satisfaction with major categories of services provided by Cedar Hill on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied:"

Major Categories of City Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of police, fire, and emergency medical services	5	4	3	2	1	9
2. Overall quality of city parks and recreation programs and facilities	5	4	3	2	1	9
3. Overall maintenance of city streets, buildings, & facilities	5	4	3	2	1	9
4. Overall quality of city water and sewer utilities	5	4	3	2	1	9
5. Overall enforcement of city codes and ordinances	5	4	3	2	1	9
6. Overall quality of customer service you receive from city employees	5	4	3	2	1	9
7. Overall effectiveness of city communication with the public	5	4	3	2	1	9
8. Overall quality of the city's storm water runoff/storm water management system	5	4	3	2	1	9
9. Overall flow of traffic and congestion management in the city	5	4	3	2	1	9

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 the numbers below using the numbers from the list in Question 1.]

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

3. **PERCEPTIONS.** Several items that may influence your perception of Cedar Hill are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied.”

Perceptions of the City	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Cedar Hill as a place to live	5	4	3	2	1	9
2. Cedar Hill as a place to raise children	5	4	3	2	1	9
3. Cedar Hill as a place to work	5	4	3	2	1	9
4. Cedar Hill as a place to retire	5	4	3	2	1	9
5. Overall image of Cedar Hill	5	4	3	2	1	9
6. Overall quality of life in Cedar Hill	5	4	3	2	1	9
7. Variety of activities for families in the community	5	4	3	2	1	9
8. Cedar Hill as an entertainment destination	5	4	3	2	1	9
9. Overall quality of community event programming (e.g. <i>Country Day, Walk the Light, Holiday on the Hill, etc.</i>)	5	4	3	2	1	9
10. Overall appearance of Cedar Hill	5	4	3	2	1	9
11. Cedar Hill as a welcoming community for people of diverse backgrounds	5	4	3	2	1	9
12. The overall quality of leadership provided by Cedar Hill's elected officials	5	4	3	2	1	9
13. The overall effectiveness of city management	5	4	3	2	1	9

4. **MAINTENANCE.** Please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with the following services provided by the City:

City Maintenance	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Condition of major city streets	5	4	3	2	1	9
2. Condition of streets in your neighborhood	5	4	3	2	1	9
3. Condition of sidewalks in your neighborhood	5	4	3	2	1	9
4. Timing of traffic signals on city streets	5	4	3	2	1	9
5. Traffic flow on major city streets	5	4	3	2	1	9
6. Pedestrian accessibility (<i>The City's sidewalk system/network; number/availability of sidewalks</i>)	5	4	3	2	1	9
7. Appearance and condition of city medians, right-of-ways and public areas	5	4	3	2	1	9
8. Adequacy of city street lighting	5	4	3	2	1	9
9. Condition of pavement markings on city streets	5	4	3	2	1	9
10. Overall cleanliness of streets and public areas	5	4	3	2	1	9
11. Condition of landscaping along public streets	5	4	3	2	1	9

5. Which TWO of the City Maintenance services listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the numbers below using the numbers from the list in Question 4.]

1st: _____ 2nd: _____

6. **POLICE, FIRE & EMERGENCY SERVICES.** Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Cedar Hill:

Public Safety Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Quality of police protection	5	4	3	2	1	9
2. Visibility of police in neighborhoods	5	4	3	2	1	9
3. Visibility of police in retail areas	5	4	3	2	1	9
4. Police response time	5	4	3	2	1	9
5. Efforts to prevent crime	5	4	3	2	1	9
6. Police safety education programs	5	4	3	2	1	9
7. Enforcement of traffic laws	5	4	3	2	1	9
8. Quality of animal control services	5	4	3	2	1	9
9. Quality and accessibility of municipal court services (i.e. traffic, collection, fines)	5	4	3	2	1	9
10. Quality of fire protection	5	4	3	2	1	9
11. Quality of fire emergency medical services	5	4	3	2	1	9
12. Fire personnel emergency response time	5	4	3	2	1	9
13. Quality of fire safety education programs	5	4	3	2	1	9
14. 9-1-1 service provided by operators	5	4	3	2	1	9
15. 9-1-1 response time from first responders (ambulance, fire, & police)	5	4	3	2	1	9
16. Disaster preparedness public education	5	4	3	2	1	9
17. Community public safety efforts (Citizens Police Academy, Citizens Fire Academy, Citizens on Patrol, Community Emergency Response Team)	5	4	3	2	1	9

7. **Which TWO of the Public Safety Services items listed above do you think should receive the most emphasis from city leaders over the next TWO Years?** [Write in the numbers below using the numbers from the list in Question 6.]

1st: _____ 2nd: _____

8. **FEELING OF SAFETY.** On 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:

Feeling of Safety	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. In your neighborhood during the day	5	4	3	2	1	9
2. In your neighborhood at night	5	4	3	2	1	9
3. In the City's parks, trails, and recreational areas	5	4	3	2	1	9
4. In commercial and retail areas	5	4	3	2	1	9
5. Overall in the City	5	4	3	2	1	9
6. Downtown after dark	5	4	3	2	1	9
7. Traveling by bicycle in Cedar Hill	5	4	3	2	1	9
8. Shopping after dark	5	4	3	2	1	9

9. **CODE ENFORCEMENT.** Please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with the following:

Enforcement of City Codes and Ordinances	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall responsiveness of city code enforcement staff	5	4	3	2	1	9
2. City effort to enforce code violations	5	4	3	2	1	9
3. Clean-up of debris/litter	5	4	3	2	1	9
4. Efforts to enforce exterior maintenance and upkeep of residential property	5	4	3	2	1	9
5. Efforts to identify abandoned or unsecured properties	5	4	3	2	1	9
6. Efforts to remove dilapidated structures	5	4	3	2	1	9
7. Enforcement of parking on grass in front yard	5	4	3	2	1	9
8. Enforcement of weedy lots, abandoned vehicles, and graffiti	5	4	3	2	1	9
9. Cleanliness in your neighborhood	5	4	3	2	1	9
10. Enforcement of loud music	5	4	3	2	1	9
11. Degree to which code violations are a problem	5	4	3	2	1	9

10. **RESIDENTIAL AND NEIGHBORHOOD SERVICES.** Please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with the following:

Residential and Neighborhood Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Quality of Neighborhood Services	5	4	3	2	1	9
2. Importance of Neighborhood Associations	5	4	3	2	1	9
3. Importance of Crime Watch Groups	5	4	3	2	1	9
4. Quality of Police and Community Team (PACT) Unit Services	5	4	3	2	1	9

11. **SOLID WASTE SERVICES.** Please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with the following:

Solid Waste/Utility Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Quality of residential garbage collection	5	4	3	2	1	9
2. Quality of residential curbside recycling services	5	4	3	2	1	9
3. Quality of yard waste and brush collection	5	4	3	2	1	9
4. Bulky item pick up/removal services (<i>old furniture, appliances, etc.</i>)	5	4	3	2	1	9
5. Household hazardous waste disposal service (<i>fertilizers, household chemicals, antifreeze, etc.</i>)	5	4	3	2	1	9
6. Electronic waste disposal service (<i>televisions, computers, fax machines, CD/DVD players, etc.</i>)	5	4	3	2	1	9

12. **PUBLIC WORKS SERVICES.** Please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with the following:

Public Works Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Quality of drinking water	5	4	3	2	1	9
2. Quality of wastewater services	5	4	3	2	1	9
3. Quality of drainage infrastructure	5	4	3	2	1	9

13. **PARKS AND RECREATION.** Please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with the following:

Parks and Recreation	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Quality of city parks	5	4	3	2	1	9
2. Number and location of city parks	5	4	3	2	1	9
3. Quality of walking and biking trails	5	4	3	2	1	9
4. Number of walking and biking trails	5	4	3	2	1	9
5. Amount, quality, and condition of swimming pool(s)	5	4	3	2	1	9
6. Quality of city sponsored events and activities	5	4	3	2	1	9
7. Quality of youth sports programs	5	4	3	2	1	9
8. Quality of adult sports programs	5	4	3	2	1	9
9. Quality of outdoor athletic fields	5	4	3	2	1	9
10. Quality of picnic, pavilion areas, and playgrounds at city parks	5	4	3	2	1	9
11. Recreational opportunities	5	4	3	2	1	9

14. **LIBRARY SERVICES.** Please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with the following:

Library	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Quality of the condition of the library facility	5	4	3	2	1	9
2. Amount of space in the Library	5	4	3	2	1	9
3. Quality of Library children's events, classes, and programs	5	4	3	2	1	9
4. Quality of Library adult events, classes, and programs	5	4	3	2	1	9
5. Quality of Library teen events, classes, and programs	5	4	3	2	1	9
6. Quality of Library materials and resources	5	4	3	2	1	9
7. Quality of Library computers and other mobile electronic devices	5	4	3	2	1	9
8. Availability of Library computers and other mobile electronic devices	5	4	3	2	1	9
9. Quality of Library staff customer service	5	4	3	2	1	9

15. **CUSTOMER SERVICE.** Have you called or visited the City with a question, problem, or complaint during the past year?

(1) Yes [Answer Q15-1 and 15-2.] (2) No [Go to Q16.]

15-1. How did you contact the City?

(1) Phone (Cedar Hill 311) (3) Social media (5) In person
 (2) E-mail (4) Website (6) Elected Official

15-2. How easy or difficult was it to address your issue?

(1) Very Easy (3) Difficult (9) Don't Know
 (2) Somewhat Easy (4) Very Difficult

16. **CITY COMMUNICATION.** Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following:

Communication	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Quality of the City's website	5	4	3	2	1	9
2. Quality of the City's social media (Twitter, Facebook, etc.)	5	4	3	2	1	9
3. Availability of information on City services and programs	5	4	3	2	1	9
4. City's efforts to keep you informed	5	4	3	2	1	9
5. Level of public involvement in local decision-making	5	4	3	2	1	9
6. Transparency of City government	5	4	3	2	1	9

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

(1) City website (5) City emails/press releases
 (2) Local newspaper (6) Public meetings
 (3) Social networking site (Facebook, Twitter) (7) Other: _____
 (4) Word of mouth (friends/neighbors)

18. **EDUCATION.** Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following:

Education	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of your local schools	5	4	3	2	1	9
2. Overall condition of your local schools	5	4	3	2	1	9
3. Variety of educational options of your local schools	5	4	3	2	1	9

19. **Which of the following best describes where you reside?**

(1) Apartment (3) Condo (5) Single family home
 (2) Duplex (4) Mobile home

20. **Which of the following best describes your housing situation?**

(1) Rent (2) Own your home (3) Live with another household

21. **How would you describe the general physical condition of your home?**

(1) Excellent (2) Good (3) Fair (4) Poor

DEMOGRAPHICS

22. **How many years have you lived in Cedar Hill?** _____ years

23. **What is your age?** _____ years

24. **Please check the statement(s) that applies to members of your household:** (Check all that apply.)

(1) Attend public school within district (3) Attend private school (5) Charter school
 (2) Attend public school but with out-
of-district transfer (4) Home school (6) Not applicable

25. **Are you or other members of your household of Hispanic or Latino ancestry?**
 (1) Yes (2) No

26. **Which of the following best describes your race/ethnicity?** (Check all that apply.)

(1) African American/Black (3) Caucasian/White (5) Other: _____
 (2) American Indian/Eskimo (4) Asian/Pacific Islander

27. **Which of the following best describes your household income?**

(1) Less than \$20,000 (3) \$40,000 to \$59,999 (5) \$80,000 to \$149,999
 (2) \$20,000 to \$39,999 (4) \$60,000 to \$79,999 (6) \$150,000 or more

28. **Please indicate your level of education:** (Please check the highest level of education you have obtained.)

(1) High School/No degree (5) Bachelor's Degree
 (2) High School graduate or GED (6) Master's Degree
 (3) Some college (7) Professional Degree (JD, MD, DDC, etc.)
 (4) Associate's Degree (8) Doctorate Degree (PhD, EdD, etc.)

29. **Your gender:** (1) Male (2) Female

30. **How many people are in your household?** _____

31. **Please list the top 3 things you would like to recommend or suggest to the City for future consideration:**

(1) _____
(2) _____
(3) _____

This concludes the survey. Thank you for your time!

*Please Return Your Completed Survey in the Enclosed Postage Paid Envelope Addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061*

Your responses will remain Completely Confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having problems with City services. If your address is not correct, please provide the correct information. Thank You.