# Table of Contents

**Executive Summary**  
[page i]

**01 2022 Survey Results: Charts & Graphs**  
[page 1]

**02 Comparisons to Large Texas Cities**  
[page 34]

**03 Trends: 2022 Survey Results vs. 2018 Survey Results**  
[page 48]

**04 Comparisons to the National Average**  
[page 56]

**05 Survey Instrument**  
[page 63]
2022 San Antonio Community Survey
Executive Summary Report

Overview & Methodology

Overview
ETC Institute administered a community survey for the City of San Antonio during the summer of 2022. The purpose of the survey was to objectively assess resident satisfaction with the delivery of City services and to gather input about priorities for the City. The primary source of data in this report is the 2022 San Antonio Community Survey.

Methodology
The survey was administered in English and Spanish to a random sample of 1,094 residents by mail, Internet, and phone. At least 100 surveys were completed in each of the City’s 10 council districts. The results of the random sample of 1,094 households have a precision of at least +/-3% at the 95% level of confidence.

The four-page survey, cover letter, and postage paid return envelope were mailed to a random sample of households in San Antonio. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. Once households received the survey, in the mail, ETC Institute sent follow-up reminder communications to encourage participation. The communication methods contained a link to the online version of the survey to make it convenient for residents to complete. For verification purposes, residents were asked to enter their home address at the end of the survey. ETC Institute then matched the addresses that were entered with the addresses originally selected for the random sample. If the address entered online did not match with an address on the random sample, that online survey was not counted.

Benchmarks: The national benchmarking data presented in this report is based on results from the National DirectionFinder® Resident Survey administered by ETC Institute during the summer of 2022 to a random sample of residents living in communities with a population of more than 250,000. The data from the National DirectionFinder® Resident Survey is referred to as the “National Average” throughout this Executive Summary.

Trends: Trends are based on the results of the 2018 City of San Antonio Community Survey. When comparing trend data in this report, a significant increase or decrease is defined as a change of more than 3%.
Don’t Know Responses: The number of “don’t know” responses often reflect the utilization and awareness of City services, however, for comparison purposes, the percentage of “don’t know” and “no opinion” responses have been excluded from the graphs. Excluding “don’t know” responses facilitate valid comparisons of the results from previous surveys and with the results from other communities in ETC Institute’s database of survey results.

Location of Respondents: ETC Institute geocoded the home address of respondents to better understand how they rated various City services. The dots on the map below show the distribution of survey respondents based on the location of their home address.
Major City Service Ratings vs. the National Average

The City of San Antonio is Setting the Standard for Service Delivery in Many Areas. The City of San Antonio rated above the National Average in nine major categories of City services that were comparable.

Nine of the major categories of City services that were comparable, were identified as comparative strengths because the satisfaction ratings were 5% or more above the National Average are listed below. There were no comparative weaknesses.

**Comparative Strengths**
- Overall Quality of City Services (+31%)
- Solid Waste Services (+38%)
- Parks and Recreation Services (+34%)
- Public Library Services (+32%)
- Police Services (+28%)
- Public Works Services (+25%)
- Fire and Emergency Services (+23%)
- Code Enforcement Services (+23%)
- Animal Care Services (+19%)

**Comparative Weaknesses**
- None

Major City Service Ratings vs. Large Cities in Texas

The City of San Antonio ranked first in overall satisfaction of City services compared to other large Texas cities. The City had the highest or second highest level of satisfaction in nearly all areas that were comparable.

<table>
<thead>
<tr>
<th>Major City Services</th>
<th>Austin</th>
<th>Dallas</th>
<th>El Paso</th>
<th>Fort Worth</th>
<th>San Antonio</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Quality of City Services</td>
<td>53%</td>
<td>52%</td>
<td>NA</td>
<td>55%</td>
<td>74%</td>
<td>1st</td>
</tr>
<tr>
<td>Public Library</td>
<td>82%</td>
<td>89%</td>
<td>65%</td>
<td>71%</td>
<td>94%</td>
<td>1st</td>
</tr>
<tr>
<td>Fire/EMS</td>
<td>86%</td>
<td>91%</td>
<td>88%</td>
<td>86%</td>
<td>94%</td>
<td>1st</td>
</tr>
<tr>
<td>Solid Waste</td>
<td>83%</td>
<td>75%</td>
<td>65%</td>
<td>80%</td>
<td>90%</td>
<td>1st</td>
</tr>
<tr>
<td>Airport</td>
<td>83%</td>
<td>93%</td>
<td>73%</td>
<td>NA</td>
<td>84%</td>
<td>2nd</td>
</tr>
<tr>
<td>Public Health</td>
<td>52%</td>
<td>54%</td>
<td>53%</td>
<td>55%</td>
<td>84%</td>
<td>1st</td>
</tr>
<tr>
<td>311 Call Center</td>
<td>70%</td>
<td>62%</td>
<td>40%</td>
<td>58%</td>
<td>83%</td>
<td>1st</td>
</tr>
<tr>
<td>Parks and Recreation</td>
<td>74%</td>
<td>74%</td>
<td>58%</td>
<td>60%</td>
<td>81%</td>
<td>1st</td>
</tr>
<tr>
<td>Police</td>
<td>43%</td>
<td>49%</td>
<td>74%</td>
<td>65%</td>
<td>72%</td>
<td>2nd</td>
</tr>
<tr>
<td>Animal Care</td>
<td>63%</td>
<td>46%</td>
<td>50%</td>
<td>49%</td>
<td>64%</td>
<td>1st</td>
</tr>
<tr>
<td>Sustainability Efforts to Help Preserve the Environment and Address Climate Change</td>
<td>46%</td>
<td>44%</td>
<td>NA</td>
<td>NA</td>
<td>59%</td>
<td>1st</td>
</tr>
<tr>
<td>Code Enforcement</td>
<td>36%</td>
<td>36%</td>
<td>26%</td>
<td>38%</td>
<td>57%</td>
<td>1st</td>
</tr>
<tr>
<td>Public Works</td>
<td>40%</td>
<td>49%</td>
<td>28%</td>
<td>44%</td>
<td>54%</td>
<td>1st</td>
</tr>
</tbody>
</table>

*Comparisons of Large Texas Cities
Percentages are the sum of "very satisfied" and "satisfied" responses (excluding "don't know")

(Houston will conduct their survey later in 2022.)
City 2022 Survey Results vs. 2018 Survey Results

The City of San Antonio’s Overall Quality of City Services Satisfaction Rating Increased by 10% Since 2018.

The City of San Antonio showed significant increases in satisfaction ratings, from 2018 to 2022, in all 12 major City services that were assessed. The table below displays the 2022 results, 2018 results, and the difference between them.

<table>
<thead>
<tr>
<th>Major City Services</th>
<th>2022</th>
<th>2018</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Satisfaction in City Services</td>
<td>74%</td>
<td>64%</td>
<td>10%</td>
</tr>
<tr>
<td>San Antonio Library</td>
<td>94%</td>
<td>82%</td>
<td>12%</td>
</tr>
<tr>
<td>Fire/EMS</td>
<td>94%</td>
<td>83%</td>
<td>11%</td>
</tr>
<tr>
<td>Solid Waste</td>
<td>90%</td>
<td>77%</td>
<td>13%</td>
</tr>
<tr>
<td>San Antonio International Airport</td>
<td>84%</td>
<td>69%</td>
<td>15%</td>
</tr>
<tr>
<td>Public Health</td>
<td>84%</td>
<td>59%</td>
<td>25%</td>
</tr>
<tr>
<td>311</td>
<td>83%</td>
<td>70%</td>
<td>13%</td>
</tr>
<tr>
<td>Parks and Recreation</td>
<td>81%</td>
<td>70%</td>
<td>11%</td>
</tr>
<tr>
<td>Police</td>
<td>72%</td>
<td>64%</td>
<td>8%</td>
</tr>
<tr>
<td>Animal Care Services</td>
<td>64%</td>
<td>47%</td>
<td>17%</td>
</tr>
<tr>
<td>Sustainability Efforts to Help Preserve the Environment and Address Climate Change</td>
<td>59%</td>
<td>49%</td>
<td>10%</td>
</tr>
<tr>
<td>Code</td>
<td>57%</td>
<td>39%</td>
<td>18%</td>
</tr>
<tr>
<td>Public Works</td>
<td>54%</td>
<td>37%</td>
<td>17%</td>
</tr>
</tbody>
</table>

Out of the 46 services that were analyzed in both 2022 and 2018, 34 services had an increase of at least 1% or higher in its satisfaction rating, only one service did not have a change in satisfaction, and 11 services had a decrease of at least 1% or higher in its satisfaction rating. Of the 34 services that had increased in satisfaction, 26 services had a significant increase of 3% or greater. Of the 11 services that had decreased in satisfaction, eight services had a significant decrease of 3% or greater.
Perceptions of the Community

In 2022, the perceptions of the community that had the highest ratings, based upon the combination of “excellent” and “good” responses among residents who had an opinion, were: San Antonio as a place to live (75%), San Antonio as a place to raise a family (71%), San Antonio as a place to work (69%), and San Antonio as a place to experience art and culture (66%).

Trends: 2022 Survey Results Compared to 2018 Survey Results. There were six significant changes in ratings from 2018 to 2022. San Antonio as a safe place (-16%), as a place to live (-10%), as a place to retire (-10%), as a place to raise a family (-9%), as a place to start a business (-8%), and as a place to work (-7%).

National Average Comparison: Four of the seven perceptions analyzed, that were comparable to the National Average, were identified as comparative strengths because satisfaction levels were at least 5% above the National Average.

There were no comparative weaknesses.

Comparative Strengths
- As a place to live (+22%)
- As a place to retire (+20%)
- As a place work (+17%)
- As a place to raise a family (+11%)
Perceptions of the City Government

The statements regarding the perceptions residents have of the City Government that had the highest level of agreement, based on the combination of “strongly agree” and “agree” responses among residents who had an opinion, were: the City is responsive to the needs of the community (45%), the City gives residents opportunities to participate and share (44%), and the City provides timely communication that is understood by residents (43%).

- **Trends: 2022 Survey Results Compared to 2018 Survey Results.** There were no significant changes in ratings from 2018 to 2022.

- **National Average Comparison:** Two of the perceptions analyzed, that were comparable to the National Average, were identified as comparative strengths because satisfaction levels were at least 5% above the National Average.

  There were no comparative weaknesses.

**Comparative Strengths**
- The City gives residents opportunities to participate and share (+20%)
- The City provides timely communication that residents understand (+5%)
Major City Services

The major categories of City services that had the highest levels of satisfaction, based on the combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were: San Antonio Library services (94%), fire/EMS services (94%), solid waste services (90%), public health services (84%), San Antonio International Airport (84%), and the 311 Call Center (83%).

- Trends: 2022 Survey Results Compared to 2018 Survey Results. There was a significant increase in satisfaction for the overall quality of City services (+10%). All twelve services, public health (+25%), code enforcement (+18%), public works (+17%), San Antonio International Airport (+15%), solid waste (+13%), 311 Call Center (+13%), San Antonio Library (+12%), Fire/EMS (+11%), parks and recreation (+11%), sustainability efforts (+10%), and police (+8%), saw significant increases in satisfaction from 2018.

- National Average Comparison: All nine major City services that were comparable to the National Average were identified as comparative strengths because satisfaction levels were at least 5% above the National Average.

There were no comparative weaknesses.

Comparative Strengths
- Solid Waste Services (+38%)
- Parks and Recreation Services (+34%)
- Public Library Services (+32%)
- Overall quality of services (+31%)
- Police Services (+28%)
- Public Works Services (+25%)
- Fire and Emergency Services (+23%)
- Code Enforcement Services (+23%)
- Animal Care Services (+19%)
Major Findings by City Services

Police Services
The Police services residents were most satisfied with, based on a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were: resident and neighborhood protection (81%), quick response to emergencies (76%), and the overall quality of police services (72%).

- **Trends: 2022 Survey Results Compared to 2018 Survey Results.** Four services, crime prevention (+4%), quick response to emergencies (+5%), overall quality of police services (+8%), and resident and neighborhood protection (+11%), had significant increases in satisfaction since 2018.

- **National Average Comparison:** All four services that were comparable to the National Average were identified as comparative strengths because satisfaction levels were at least 5% above the National Average.

There were no comparative weaknesses.

**Comparative Strengths**
- Quick response to emergencies (+31%)
- Enforcement of local traffic laws (+30%)
- Overall quality of police services (+28%)
- Prevention of crime and offering of education (+27%)
Fire/EMS Services
The Fire/EMS services residents were most satisfied with, based on a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were: response time to fires and emergencies (98%), overall quality of fire and emergency services (94%), and the prevention of fires and education offerings (92%).

![Diagram showing satisfaction levels for Fire/EMS services]

- **Trends: 2022 Survey Results Compared to 2018 Survey Results.** All three services increased in satisfaction, however, two services, overall quality of fire and emergency services (+11%) and prevention of fires and education offerings (+4%) had significant increases since 2018.

- **National Average Comparison:** All three services that were comparable to the National Average were identified as comparative strengths because satisfaction levels were at least 5% above the National Average.

  There were no comparative weaknesses.

**Comparative Strengths**
- Prevention of fires and education offerings (+52%)
- Response time to fires and emergencies (+32%)
- Overall quality of fire and emergency services (+23%)
Public Works Services

The Public Works services residents were most satisfied with, based on a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were: flood control during storms (65%), traffic signage, signal maintenance, and timing (64%), and the overall quality of public works services (54%).

![Diagram showing satisfaction with Public Works Services]

- **Trends: 2022 Survey Results Compared to 2018 Survey Results.** Three services, overall quality of public works services (+17%), how quickly potholes are repaired (+6%), and the condition of City streets (+5%), had significant increases in satisfaction since 2018. There were no significant decreases in satisfaction.

- **National Average Comparison:** Three out of the five services that were comparable to the National Average were identified as comparative strengths because satisfaction levels were at least 5% above the National Average.

There were no comparative weaknesses.

**Comparative Strengths**
- Overall quality of public works services (+25%)
- Flood control during storms (+15%)
- Traffic signage, signal maintenance, and timing (+7%)
Animal Care Services
The Animal Care services residents were most satisfied with, based on a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were: adoption, rescue, and foster services (79%), the free and low-cost spay/neuter programs and education provided (76%), and overall quality of animal care services (64%).

- Trends: 2022 Survey Results Compared to 2018 Survey Results. Three services, free and low-cost spay/neuter programs, and education (+17%), overall quality of animal care services (+17%), and the enforcement of animal laws (+4%), had significant increases in satisfaction since 2018. There were no significant decreases in satisfaction.

- National Average Comparison: The one comparable service to the National Average was identified as a comparative strength because satisfaction levels were at least 5% above the National Average.

There were no comparative weaknesses.

Comparative Strengths
- Overall quality of animal care services (+19%)
Solid Waste Services
The Solid Waste services residents were most satisfied with, based on a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were: organics collection (93%), garbage collection (93%), recycling collection (91%), brush and bulky curbside collection (90%), and the overall quality of solid waste services (90%).

- **Trends: 2022 Survey Results Compared to 2018 Survey Results.** Three services, overall quality of solid waste services (+13%), brush and bulky curbside collection (+3%), and organics collection (+3%), had significant increases in satisfaction since 2018. There were no significant decreases in satisfaction.

- **National Average Comparison:** Five services that were comparable to the National Average were identified as comparative strengths because satisfaction levels were at least 5% above the National Average.

  There were no comparative weaknesses.

**Comparative Strengths**
- Brush and bulky curbside collection (+46%)
- Organics collection (+44%)
- Recycling collection (+43%)
- Overall quality of solid waste services (+38%)
- Garbage collection (+37%)
Aviation Services

The Aviation services residents were most satisfied with, based on a combination of “very satisfied’ and “satisfied” responses among residents who had an opinion, were: cleanliness and appearance (94%), signage, access in and out of the airport (87%), and the overall quality of the San Antonio International Airport (84%).

<table>
<thead>
<tr>
<th>Service</th>
<th>Very satisfied</th>
<th>Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleanliness and appearance</td>
<td>29%</td>
<td>65%</td>
</tr>
<tr>
<td>Signage, access in and out of the airport, parking</td>
<td>24%</td>
<td>63%</td>
</tr>
<tr>
<td>Overall quality of the San Antonio International Airport</td>
<td>19%</td>
<td>65%</td>
</tr>
<tr>
<td>Food, drink and entertainment</td>
<td>17%</td>
<td>64%</td>
</tr>
<tr>
<td>Number of flight options, nonstop flights, destinations, and airlines</td>
<td>12%</td>
<td>53%</td>
</tr>
</tbody>
</table>

**Trends: 2022 Survey Results Compared to 2018 Survey Results.** Two services, overall quality of the San Antonio International Airport (+15%) and the cleanliness and appearance (+5%), had significant increases in satisfaction since 2018. Satisfaction with the number of flight options, nonstop flights, destinations, and airlines decreased (-9%) since 2018.
Library Services
The Library services residents were most satisfied with, based on a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were: cleanliness/appearance (96%), access to the internet computers, Wi-Fi, and laptops (95%), the variety of books, eBooks, music, and movies (95%), and the overall quality of the San Antonio Public Library (94%).

![Q10: Satisfaction with the San Antonio Public Library](image)

- **Trends: 2022 Survey Results Compared to 2018 Survey Results.** There was one service, the overall quality of the San Antonio Public Library (+12%), with a significant change in satisfaction since 2018.
- **National Average Comparison:** One service, overall quality with library services, was identified as a comparative strength because satisfaction levels were at least 5% above the National Average.
  There were no comparative weaknesses.

**Comparative Strength**
- Overall quality of library services (+32%)
Public Health Services

The Public Health services residents were most satisfied with, based on a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were: immunization and/or WIC clinics (89%), services for flu, illnesses, sexually transmitted diseases, and tuberculosis (89%), COVID-19 testing sites, vaccination locations, and hotline (89%), and overall quality of public health services (84%).

- **Trends: 2022 Survey Results Compared to 2018 Survey Results.** The overall quality of public health services increased in satisfaction (+25%) and health education programs (e.g., diabetes, nutrition, domestic violence prevention) (+29%) had significant increases in satisfaction since 2018.
Parks and Recreation Services
Eighty-one percent (81%) of residents were satisfied, based on the sum of “very satisfied” and “satisfied” responses among residents who had an opinion, with the overall quality of parks and recreation services.

- **Trends: 2022 Survey Results Compared to 2018 Survey Results.** One service, overall quality of parks and recreation services (+11%), had a significant increase in satisfaction since 2018. There were no significant decreases in satisfaction for other services.

- **National Average Comparison:** One service, overall satisfaction with parks and recreation services, was identified as a comparative strength because satisfaction levels were at least 5% above the National Average.

  There were no comparative weaknesses.

**Comparative Strength**
- Overall quality of parks and recreation services (+34%)
3-1-1 Call Center
Eighty-three percent (83%) of residents were either “very satisfied” or “satisfied” with the overall quality of 3-1-1 Call Center services, an increase of thirteen percent (+13%) since 2018. The 3-1-1 Call Center services residents have the most ease using, based upon the combination of “very easy” and “easy” responses among residents who used these services, were: the 311-phone line (94%) and the mobile app, website, social media, and/or email (85%).

Trends: 2022 Survey Results Compared to 2018 Survey Results. One service, overall quality of 311 services (+13%), had a significant increase in satisfaction since 2018. There were no significant decreases in satisfaction for other services.
Code Enforcement Services
Fifty-seven percent (57%) of residents, based on a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were satisfied with the overall quality of code enforcement services.

- **Trends: 2022 Survey Results Compared to 2018 Survey Results.** The overall quality of code enforcement services had a significant increase (+18%) since 2018. There were no significant decreases in satisfaction for other services.

- **National Average Comparison:** The overall satisfaction with the quality of code enforcement, was identified as a comparative strength because satisfaction levels were at least 5% above the National Average. There were no comparative weaknesses.

**Comparative Strength**
- Overall quality of code enforcement service (+23%)
Permits, Building Inspections, & Zoning Services
Based on a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, sixty-five percent (65%) of residents were satisfied with permits, building inspections, and zoning services.

- **Trends: 2022 Survey Results Compared to 2018 Survey Results.** Permits, building inspections, and zoning services had a significant increase in satisfaction (+21%) since 2018.

  There were no significant decreases in satisfaction.
Sustainability Efforts

Based on a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, fifty-nine percent (59%) of residents were satisfied with the overall quality of sustainability efforts to help preserve the environment and address climate change.

**Q12: Satisfaction with Sustainability Efforts**

by the sum percentage of respondents who indicated they were either very satisfied or satisfied with the following services
(excluding don’t know responses)

<table>
<thead>
<tr>
<th>Overall quality of sustainability efforts to help preserve the environment &amp; address climate change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very satisfied</td>
</tr>
<tr>
<td>12%</td>
</tr>
</tbody>
</table>

- **Trends: 2022 Survey Results Compared to 2018 Survey Results.** The overall quality of sustainability efforts, to help preserve the environment and address climate change, had a significant increase in satisfaction (+10%) since 2018.

There were no significant decreases in satisfaction.
Affordable Housing, Housing Assistance, and Housing Counseling Services
Based on a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, forty-two percent (42%) of residents were satisfied with affordable housing, housing assistance, and housing counseling services provided by the City.

- **Trends: 2022 Survey Results Compared to 2018 Survey Results.** There were no significant increases or decreases in satisfaction.
Downtown Services

Downtown services residents were most satisfied with, based on a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were the cleanliness of Downtown and Riverwalk (78%) and Downtown parking (45%).

![Graph showing satisfaction with Downtown Services]

Q12: Satisfaction with Downtown Services
by the sum percentage of respondents who indicated they were either very satisfied or satisfied with the following services (excluding don’t know responses)

- Downtown & Riverwalk cleanliness: 88% (16% very satisfied, 62% satisfied)
- Downtown parking: 45% (6% very satisfied, 39% satisfied)
Human & Social Services
The percentage of residents satisfied with Human and Social services provided by the City, based on a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were early childhood and youth services (77%), senior services (71%), family assistance services (67%), and efforts to assist the homeless (38%).
Overall Priorities

Usage of City Services
The top five City services that were used, during the past year, by the highest percentage of residents were: Solid Waste (64%), Parks and Recreation (63%), Downtown Parking (61%), 311 Services (59%), and the San Antonio International Airport (53%).

Top Priorities
Based on respondents’ top three choices, the two City services that are most important to residents were Police Services (68%) and Fire/Emergency Medical Services (49%).
Conclusions

The City of San Antonio is setting the standard for the delivery of local governmental services. The City’s overall satisfaction rating is 31% above the national average for U.S. cities with more than 250,000 residents, and the City’s ratings were higher than the national average in 27 of 29 areas.

While satisfaction ratings in most large U.S. cities have decreased during the past four years, the City of San Antonio’s results increased significantly in almost every area that was assessed. This is largely due to the City of San Antonio’s ability to respond to resident expectations in the three areas that have had the most influence of resident satisfaction with local governments during the Pandemic.

- **Public Health Services.** During the COVID-19 Pandemic, public health services became a top priority for residents across the nation, and the City of San Antonio responded very well. Overall satisfaction with public health services increased by 25% since 2018, which was one of the largest increases on the survey.

- **Police Services.** Police services have been very controversial throughout the United States during the past few years. Although public confidence and satisfaction with police services plummeted in many large cities during the Pandemic, the City of San Antonio’s ratings improved. Since 2018, the overall satisfaction with police services increased by 8%, from 64% to 72%, during a period when the national average for police services declined to 44%. The City’s satisfaction rating for the overall quality of police services is now 28% above the national average.

- **Customer Service.** The third area that has contributed significantly to the City of San Antonio’s success involves the ability of City employees to deliver high levels of customer service during the Pandemic. The Pandemic forced cities to change the way many City services were delivered, and the results of the survey indicate that the City’s employees performed extremely well. Overall satisfaction with the City’s 3-1-1 Call Center increased by 13%. In addition, the City’s overall satisfaction rating for customer service received from a City employee is 80%, which is 47% above the national average of other large U.S. cities with populations of 250,000 or more.

Although satisfaction with City services has increased, ratings for the City as a place to live, work, raise a family, and retire have all decreased. This finding shows that many of the social and economic issues that have been affecting the nation are also affecting San Antonio. For example, this survey was conducted during June and July 2022 when gas prices and interest rates were soaring.

Since it is rare for cities to see significant increases in satisfaction with city services while ratings for quality-of-life indicators decline, the City should be commended for the way it has responded to the challenges caused by the COVID-19 Pandemic and other issues during the past four years. To ensure that City continues to maintain high levels of satisfaction in the future, ETC Institute has developed the following recommendations.
Recommendations

To help the City of San Antonio identify areas to emphasize over the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance of items based on the percentage of importance and the percentage of satisfaction with each service. ETC Institute has based their recommendations on the Importance-Satisfaction analysis to objectively assess the priorities for the City of San Antonio. 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. Based on the results of the Importance-Satisfaction Analysis, ETC Institute recommends the following:

Top Priorities for City Services. To increase the overall satisfaction with major City services, the City of San Antonio should emphasize improvements in the following areas over the next two years:

- Police Services
  - Most important%: 68%; Satisfaction%: 72%; I-S Rating: 0.1915
- Efforts to Assist the Homeless Population
  - Most important%: 18%; Satisfaction%: 38%; I-S Rating: 0.1120
- Public Works Services
  - Most important%: 24%; Satisfaction%: 54%; I-S Rating: 0.1118

The table below shows the Importance-Satisfaction (I-S) Rating Rankings for 18 of the categories of City services that were analyzed.
Section 1
2022 Survey Results: Charts & Graphs
Perceptions of the Community

Q1: How do you feel about San Antonio?

by the percentage of respondents using a 5-point scale, where 5 means excellent and 1 means very poor (excluding no opinion responses)

<table>
<thead>
<tr>
<th>Category</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>Very poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>As a place to live</td>
<td>29%</td>
<td>46%</td>
<td>18%</td>
<td>5%</td>
<td></td>
</tr>
<tr>
<td>As a place to raise a family</td>
<td>25%</td>
<td>46%</td>
<td>22%</td>
<td>6%</td>
<td></td>
</tr>
<tr>
<td>As a place to work</td>
<td>23%</td>
<td>46%</td>
<td>22%</td>
<td>8%</td>
<td></td>
</tr>
<tr>
<td>As a place to experience art and culture</td>
<td>26%</td>
<td>40%</td>
<td>24%</td>
<td>8%</td>
<td></td>
</tr>
<tr>
<td>As a place to retire</td>
<td>26%</td>
<td>39%</td>
<td>24%</td>
<td>8%</td>
<td></td>
</tr>
<tr>
<td>As a place to start a business</td>
<td>18%</td>
<td>38%</td>
<td>32%</td>
<td>9%</td>
<td>9%</td>
</tr>
<tr>
<td>As a safe place</td>
<td>7%</td>
<td>34%</td>
<td>39%</td>
<td>13%</td>
<td>7%</td>
</tr>
</tbody>
</table>
Perceptions of the City Government

Q2: Respondents’ Level of Agreement with Statements About the City Government...

by the percentage of respondents using a 5-point scale, where 5 means strongly agree and 1 means strongly disagree (excluding no opinion responses)

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>They are responsive to the needs of the community</td>
<td>8%</td>
<td>37%</td>
<td>28%</td>
<td>18%</td>
<td>9%</td>
</tr>
<tr>
<td>They give me opportunities to participate and share</td>
<td>9%</td>
<td>36%</td>
<td>36%</td>
<td>14%</td>
<td>9%</td>
</tr>
<tr>
<td>They provide timely communication that I understand</td>
<td>8%</td>
<td>35%</td>
<td>34%</td>
<td>17%</td>
<td>6%</td>
</tr>
</tbody>
</table>
Q3: Level of Satisfaction with the Quality of City Services

by the percentage of respondents using a 5-point scale, where 5 means very satisfied and 1 means very dissatisfied (excluding don’t know responses)

Overall quality of services provided by the City of San Antonio

- 14% Very satisfied
- 60% Satisfied
- 13% Neutral
- 8% Unsatisfied
- 0% Very unsatisfied

Q3: Level of Satisfaction with Customer Service Provided From City Employees

by the percentage of respondents using a 5-point scale, where 5 means very satisfied and 1 means very dissatisfied (excluding don’t know responses)

Overall quality of customer service you receive from City employees

- 16% Very satisfied
- 64% Satisfied
- 8% Neutral
- 7% Unsatisfied
- 3% Very unsatisfied
Overall Satisfaction with Major City Services

by the percentage of respondents using a 5-point scale, where 5 means very satisfied and 1 means very unsatisfied (excluding don't know responses)
Police Services

Q4: Satisfaction with Police Services
by the sum percentage of respondents who indicated they were either very satisfied or satisfied with the following services (excluding don't know responses)

- They protect me and my neighborhood: 19% very satisfied, 62% satisfied
- They quickly respond to emergencies: 19% very satisfied, 58% satisfied
- Overall quality of police services: 16% very satisfied, 56% satisfied
- They enforce local traffic laws: 14% very satisfied, 55% satisfied
- They help prevent crime and offer education: 11% very satisfied, 56% satisfied
Fire/EMS Services

Q5: Satisfaction with Fire/EMS Services
by the sum percentage of respondents who indicated they were either very satisfied or satisfied with the following services (excluding don’t know responses)

- They quickly respond to fires and emergencies: 42% Very satisfied, 56% Satisfied
- Overall quality of fire and emergency services: 36% Very satisfied, 58% Satisfied
- They help prevent fires and offer education: 29% Very satisfied, 63% Satisfied
Public Works Services

Q6: Satisfaction with Public Works Services
by the sum percentage of respondents who indicated they were either very satisfied or satisfied with the following services (excluding don’t know responses)

- Flood control during storms: 10% very satisfied, 55% satisfied
- Traffic signage, signal maintenance, and timing: 10% very satisfied, 55% satisfied
- Overall quality of public works services: 6% very satisfied, 48% satisfied
- The condition of sidewalks: 8% very satisfied, 41% satisfied
- The condition of City streets: 4% very satisfied, 36% satisfied
- They quickly repair potholes: 5% very satisfied, 33% satisfied
Animal Care Services

Q7: Satisfaction with Animal Care Services
by the sum percentage of respondents who indicated they were either very satisfied or satisfied with the following services (excluding don’t know responses)

- Adoption, rescue, and foster services: 62% (Very satisfied: 17%, Satisfied: 62%)
- Free and low-cost spay/neuter programs and education: 57% (Very satisfied: 19%, Satisfied: 57%)
- Overall quality of animal care services: 51% (Very satisfied: 13%, Satisfied: 51%)
- Enforcement of animal laws: 53% (Very satisfied: 9%, Satisfied: 53%)
Solid Waste Services

Q8: Satisfaction with Solid Waste Services
by the sum percentage of respondents who indicated they were either very satisfied or satisfied with the following services (excluding don’t know responses)

<table>
<thead>
<tr>
<th>Service</th>
<th>Very satisfied</th>
<th>Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organics collection green cart</td>
<td>40%</td>
<td>53%</td>
</tr>
<tr>
<td>Garbage collection brown cart</td>
<td>42%</td>
<td>51%</td>
</tr>
<tr>
<td>Recycling collection blue cart</td>
<td>40%</td>
<td>51%</td>
</tr>
<tr>
<td>Brush and bulky curbside collection</td>
<td>38%</td>
<td>52%</td>
</tr>
<tr>
<td>Overall quality of solid waste services</td>
<td>37%</td>
<td>53%</td>
</tr>
</tbody>
</table>
Q9: Satisfaction with the San Antonio International Airport
by the sum percentage of respondents who indicated they were either very satisfied or satisfied with the following services (excluding don't know responses)

- Cleanliness and appearance: 29% Very satisfied, 65% Satisfied
- Signage, access in and out of the airport, parking: 24% Very satisfied, 63% Satisfied
- Overall quality of the San Antonio International Airport: 19% Very satisfied, 65% Satisfied
- Food, drink and entertainment: 17% Very satisfied, 64% Satisfied
- Number of flight options, nonstop flights, destinations, and airlines: 12% Very satisfied, 53% Satisfied
# Library Services

## Q10: Satisfaction with the San Antonio Public Library

By the sum percentage of respondents who indicated they were either very satisfied or satisfied with the following services (excluding don’t know responses):

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleanliness/appearance</td>
<td>39%</td>
<td>57%</td>
</tr>
<tr>
<td>Access to the internet computers, Wi-Fi, laptops</td>
<td>36%</td>
<td>59%</td>
</tr>
<tr>
<td>Variety of books, eBooks, music, movies, etc.</td>
<td>38%</td>
<td>57%</td>
</tr>
<tr>
<td>Overall quality of the San Antonio Public Library</td>
<td>37%</td>
<td>57%</td>
</tr>
<tr>
<td>Programs and events early literacy, story time, book discussions, community speakers</td>
<td>33%</td>
<td>58%</td>
</tr>
</tbody>
</table>
Q11: Satisfaction with Public Health Services

by the sum percentage of respondents who indicated they were either very satisfied or satisfied with the following services (excluding don’t know responses)

- Immunization and/or WIC clinics: 26% very satisfied, 64% satisfied
- Services for flu, illnesses, sexually transmitted diseases, or tuberculosis: 27% very satisfied, 62% satisfied
- COVID-19 testing sites, vaccination locations, hotline: 31% very satisfied, 58% satisfied
- Overall quality of public health services: 18% very satisfied, 66% satisfied
- Restaurant inspections: 18% very satisfied, 64% satisfied
- Health education programs diabetes, nutrition, domestic violence prevention: 20% very satisfied, 59% satisfied
311 Services

Q13: Ease of Using the City's 311 Services
by the sum percentage of respondents who indicated it was either very easy or easy (excluding never tried responses)

<table>
<thead>
<tr>
<th></th>
<th>Very easy</th>
<th>Easy</th>
</tr>
</thead>
<tbody>
<tr>
<td>311 phone line</td>
<td>36%</td>
<td>57%</td>
</tr>
<tr>
<td>Mobile app, website,</td>
<td>23%</td>
<td>62%</td>
</tr>
<tr>
<td>social media or email</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Q13-4: Overall Satisfaction with 311 Services
by percentage of respondents (excluding never tried responses)

- Very satisfied: 34%
- Satisfied: 49%
- Very unsatisfied: 4%
- Unsatisfied: 6%
- Neutral: 7%
Q12: Satisfaction with Downtown Services

by the sum percentage of respondents who indicated they were either very satisfied or satisfied with the following services (excluding don’t know responses)

- Downtown & Riverwalk cleanliness: 16% very satisfied, 62% satisfied
- Downtown parking: 5% very satisfied, 39% satisfied
Q12: Satisfaction with Code Enforcement Services

by the sum percentage of respondents who indicated they were either very satisfied or satisfied with the following services (excluding don’t know responses)

Overall quality of code enforcement

<table>
<thead>
<tr>
<th>Very satisfied</th>
<th>Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>9%</td>
<td>48%</td>
</tr>
</tbody>
</table>

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Sustainability Efforts

Q12: Satisfaction with Sustainability Efforts
by the sum percentage of respondents who indicated they were either very satisfied or satisfied with the following services (excluding don't know responses)

Overall quality of sustainability efforts to help preserve the environment & address climate change

- Very satisfied: 12%
- Satisfied: 47%
Parks and Recreation Services

Q12: Satisfaction with Parks and Recreation Services
by the sum percentage of respondents who indicated they were either very satisfied or satisfied with the following services (excluding don’t know responses)

Overall quality of parks and recreation

- Very satisfied: 18%
- Satisfied: 64%

0% 20% 40% 60% 80% 100%

- Very satisfied
- Satisfied
Q12: Satisfaction with Human & Social Services

by the sum percentage of respondents who indicated they were either very satisfied or satisfied with the following services (excluding don’t know responses)

- Early childhood and youth services: 15% very satisfied, 62% satisfied
- Senior services: 14% very satisfied, 57% satisfied
- Family assistance: 12% very satisfied, 55% satisfied
- Efforts to assist homeless: 8% very satisfied, 30% satisfied
Permits, Building Inspections, and Zoning

Q12: Satisfaction with Permits, Building Inspections, & Zoning Services

by the sum percentage of respondents who indicated they were either very satisfied or satisfied with the following services (excluding don’t know responses)

Permits, building inspections, and zoning

Very satisfied: 9%
Satisfied: 56%

2022 City of San Antonio Community Survey Findings Report

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Q12: Satisfaction with Affordable Housing, Housing Assistance, and Housing Counseling

by the sum percentage of respondents who indicated they were either very satisfied or satisfied with the following services (excluding don’t know responses)

Affordable housing, housing assistance, housing counseling

9% 33%

Very satisfied Satisfied
Usage of City Services

Q14: Usage of City Services During the Past Year

by percentage of respondents that have used the service during the past year (multiple choices could be selected)

- Solid Waste: 64%
- Parks and Recreation: 63%
- Downtown Parking: 61%
- 311 Services: 59%
- San Antonio International Airport: 53%
- Library: 46%
- Police: 44%
- Public Works: 34%
- Animal Care: 27%
- Fire & Emergency Medical Services: 26%
- Public Health: 23%
- Senior Services: 20%
- Code Enforcement: 18%
- Permits, Building Inspections, & Zoning: 15%
- Affordable Housing, Housing Assistance, Housing Counseling: 11%
- Family Assistance: 10%
- Early Childhood & Youth Services: 7%
Overall Priorities

Q15: Top Priorities for City Services

by the sum percentage of respondents top three choices

- Police: 68%
- Fire & Emergency Medical Services: 49%
- Public Works: 46%
- Public Health: 24%
- Efforts to Assist Homeless: 18%
- Affordable Housing, Housing Assistance, Housing Counseling: 17%
- Animal Care: 12%
- Senior Services: 12%
- Solid Waste: 11%
- Parks and Recreation: 10%
- Code Enforcement: 8%
- 311 Services: 8%
- Downtown Parking: 8%
- San Antonio International Airport: 7%
- Family Assistance: 6%
- Early Childhood & Youth Services: 6%
- Library: 4%
- Permits, Building Inspections, & Zoning: 3%
Demographics

Q16: How many years have you lived in San Antonio?
by percentage of respondents (excluding not provided responses)

- 20+ years: 66%
- 16-20 years: 9%
- 11-15 years: 8%
- 6-10 years: 9%
- 1-5 years: 8%
- Less than 1 year: 1%
Q17: What is your age?
by percentage of respondents (excluding not provided responses)

- 18-34 years: 20%
- 35-44 years: 19%
- 45-54 years: 21%
- 55-64 years: 20%
- 65+ years: 20%

Q18: What is your gender?
by percentage of respondents (excluding not provided responses)

- Male: 48.9%
- Female: 50.4%
- Non-binary: 0.5%
- Transgender: 0.2%
Q19: Please indicate your race/ethnicities.

by percentage of respondents (multiple choices could be selected)

- White: 72%
- African American/Black: 7%
- Asian: 3%
- Multi-race/Other: 19%

Q19: Please indicate your race/ethnicities.

by percentage of respondents (multiple choices could be selected)

- Hispanic/Latino Ancestry: 62%
Q20: Do you rent or own your home?
by percentage of respondents (excluding not provided responses)

- Own: 69.3%
- Rent: 30.7%

Q21: How many, if any, children live in your household?
by percentage of respondents (excluding not provided responses)

- None: 52.3%
- One: 23.4%
- Two: 14.7%
- Three: 5.3%
- Four: 2.0%
- Five: 0.7%
- Six: 0.5%
- Seven or more: 1.1%
Q22: How many, if any, older adults live in your household?
by percentage of respondents (excluding not provided responses)

- None: 69%
- One: 16%
- Two: 13%
- Three or more: 2%

Q23: How many, if any, persons with disabilities live in your household?
by percentage of respondents (excluding not provided responses)

- None: 73.4%
- One: 21.1%
- Two: 5.2%
- Three or more: 0.3%
Q24: What type of dwelling do you live in?

by percentage of respondents

- Single family house detached from any other houses: 85%
- Building with 2 or more equivalent apartments or condominiums: 7%
- Duplex or townhome: 2%
- Mobile home: 1%
- Other: 0.3%
- Not provided: 5%

Q25: Which of the following best describes your education?

by percentage of respondents

- Some high school, but no diploma: 7%
- High school diploma or equivalent: 15%
- Some college but no degree: 25%
- Associates degree: 10%
- Bachelor's degree: 23%
- Graduate degree (Master's degree, PhD, etc.): 18%
- Not provided: 4%
Q26: Which of the following BEST describes your employment status?

by percentage of respondents (excluding not provided responses)

- Employed full-time: 54%
- Retired & not employed: 25%
- Business owner/self-employed: 8%
- Employed part-time: 8%
- Unemployed/looking for work: 4%
- Student: 1%

Q27: Are you a military veteran or affiliated with the military?

by percentage of respondents

- No: 78.2%
- Yes: 21.8%
Q28: How do you access the internet at home?

- With a router: 51%
- With a router & mobile phone or hot-spot: 31%
- With a mobile phone or hot-spot: 9%
- I don't have internet access at home: 5%
- Other: 1%
- Not provided: 4%

Q29. Which of the following best describes your household’s total annual, pre-tax income?

- $50K-$74,999: 18%
- $75K-$99,999: 15%
- $25K-$49,999: 20%
- $100K+: 18%
- Less than $25K: 18%
- Not provided: 11%
Q30: What is the primary way you receive news and information about the City of San Antonio?
by percentage of respondents

- Local news television, radio, print: 68%
- Social media: 22%
- Newsletters: 1%
- City website: 4%
- Word of mouth: 2%
- Other: 3%
Section 2
Comparisons to Large Texas Cities
Overall Satisfaction With Overall Quality of City Services
by the sum percentage of respondents that were either “very satisfied” or “satisfied” (excluding don’t know responses)

Comparisons of Large Texas Cities

<table>
<thead>
<tr>
<th>City</th>
<th>Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Austin</td>
<td>53%</td>
</tr>
<tr>
<td>Dallas</td>
<td>52%</td>
</tr>
<tr>
<td>El Paso</td>
<td>N/A</td>
</tr>
<tr>
<td>Fort Worth</td>
<td>55%</td>
</tr>
<tr>
<td>San Antonio</td>
<td>74%</td>
</tr>
</tbody>
</table>
Overall Satisfaction With Fire/Emergency Medical Services

by the sum percentage of respondents that were either “very satisfied” or “satisfied” (excluding don’t know responses)

Comparisons of Large Texas Cities

- Austin: 86%
- Dallas: 91%
- El Paso: 88%
- Fort Worth: 86%
- San Antonio: 94%
Overall Satisfaction With Library Services
by the sum percentage of respondents that were either “very satisfied” or “satisfied” (excluding don’t know responses)

Comparisons of Large Texas Cities

- Austin: 82%
- Dallas: 89%
- El Paso: 65%
- Fort Worth: 71%
- San Antonio: 94%
Overall Satisfaction With Solid Waste Services
by the sum percentage of respondents that were either “very satisfied” or “satisfied” (excluding don’t know responses)

Comparisons of Large Texas Cities

- Austin: 83%
- Dallas: 75%
- El Paso: 65%
- Fort Worth: 80%
- San Antonio: 90%
Overall Satisfaction With Aviation Services
by the sum percentage of respondents that were either “very satisfied” or “satisfied” (excluding don’t know responses)

Comparisons of Large Texas Cities

<table>
<thead>
<tr>
<th>City</th>
<th>Overall Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Austin</td>
<td>83%</td>
</tr>
<tr>
<td>Dallas</td>
<td>93%</td>
</tr>
<tr>
<td>El Paso</td>
<td>73%</td>
</tr>
<tr>
<td>Fort Worth</td>
<td>N/A</td>
</tr>
<tr>
<td>San Antonio</td>
<td>84%</td>
</tr>
</tbody>
</table>
Overall Satisfaction With Public Health Services
by the sum percentage of respondents that were either “very satisfied” or “satisfied” (excluding don’t know responses)

Comparisons of Large Texas Cities

- Austin: 52%
- Dallas: 54%
- El Paso: 53%
- Fort Worth: 55%
- San Antonio: 84%
Overall Satisfaction With 311 Call Center Services
by the sum percentage of respondents that were either “very satisfied” or “satisfied” (excluding don’t know responses)

Comparisons of Large Texas Cities

- Austin: 70%
- Dallas: 62%
- El Paso: 40%
- Fort Worth: 58%
- San Antonio: 83%
Overall Satisfaction With Parks and Recreation Services
by the sum percentage of respondents that were either “very satisfied” or “satisfied” (excluding don’t know responses)

Comparisons of Large Texas Cities

<table>
<thead>
<tr>
<th>City</th>
<th>Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Austin</td>
<td>74%</td>
</tr>
<tr>
<td>Dallas</td>
<td>74%</td>
</tr>
<tr>
<td>El Paso</td>
<td>58%</td>
</tr>
<tr>
<td>Fort Worth</td>
<td>60%</td>
</tr>
<tr>
<td>San Antonio</td>
<td>81%</td>
</tr>
</tbody>
</table>
Overall Satisfaction With Police Services
by the sum percentage of respondents that were either “very satisfied” or “satisfied” (excluding don’t know responses)

Comparisons of Large Texas Cities

<table>
<thead>
<tr>
<th>City</th>
<th>Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Austin</td>
<td>43%</td>
</tr>
<tr>
<td>Dallas</td>
<td>49%</td>
</tr>
<tr>
<td>El Paso</td>
<td>74%</td>
</tr>
<tr>
<td>Fort Worth</td>
<td>65%</td>
</tr>
<tr>
<td>San Antonio</td>
<td>72%</td>
</tr>
</tbody>
</table>
Overall Satisfaction With Animal Care Services

by the sum percentage of respondents that were either “very satisfied” or “satisfied” (excluding don’t know responses)

Comparisons of Large Texas Cities

<table>
<thead>
<tr>
<th>City</th>
<th>Overall Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Austin</td>
<td>63%</td>
</tr>
<tr>
<td>Dallas</td>
<td>46%</td>
</tr>
<tr>
<td>El Paso</td>
<td>50%</td>
</tr>
<tr>
<td>Fort Worth</td>
<td>49%</td>
</tr>
<tr>
<td>San Antonio</td>
<td>64%</td>
</tr>
</tbody>
</table>
Overall Satisfaction With Sustainability Efforts
by the sum percentage of respondents that were either “very satisfied” or “satisfied” (excluding don’t know responses)

Comparisons of Large Texas Cities

- Austin: 46%
- Dallas: 44%
- El Paso: N/A
- Fort Worth: N/A
- San Antonio: 59%
Overall Satisfaction With Code Enforcement Services

by the sum percentage of respondents that were either “very satisfied” or “satisfied” (excluding don’t know responses)

Comparisons of Large Texas Cities

<table>
<thead>
<tr>
<th>City</th>
<th>Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Austin</td>
<td>36%</td>
</tr>
<tr>
<td>Dallas</td>
<td>36%</td>
</tr>
<tr>
<td>El Paso</td>
<td>26%</td>
</tr>
<tr>
<td>Fort Worth</td>
<td>38%</td>
</tr>
<tr>
<td>San Antonio</td>
<td>57%</td>
</tr>
</tbody>
</table>
Overall Satisfaction With Public Works Services
by the sum percentage of respondents that were either “very satisfied” or “satisfied” (excluding don’t know responses)

Comparisons of Large Texas Cities

- Austin: 40%
- Dallas: 49%
- El Paso: 28%
- Fort Worth: 44%
- San Antonio: 54%
Section 3
Trends: 2022 Survey Results vs. 2018 Survey Results
Perceptions of the Community
City of San Antonio 2022 Survey Results vs. 2018 Survey Results
by the sum percentage of respondents who gave a rating of “excellent” and “good” (excluding no opinion responses)

As a place to live: 2022 - 75%, 2018 - 85%
As a place to raise a family: 2022 - 71%, 2018 - 80%
As a place to work: 2022 - 69%, 2018 - 76%
As a place to retire: 2022 - 65%, 2018 - 75%
As a place to start a business: 2022 - 56%, 2018 - 64%
As a safe place: 2022 - 41%, 2018 - 57%

Perceptions of the City Government
City of San Antonio 2022 Results vs. 2018 Results
by the sum percentage of respondents who either “strongly agree” or “agree” with the statement (excluding no opinion responses)

The City is responsive to the needs of the community: 2022 - 45%, 2018 - 42%
### Overall Satisfaction With Major City Services

**City of San Antonio 2022 Results vs. 2018 Results**

by the sum percentage of respondents who were either "very satisfied" or "satisfied" (excluding don't know responses)

#### 2022

- Public Library: 82%
- Fire/EMS: 83%
- Solid Waste: 77%
- San Antonio International Airport: 69%
- Public Health: 59%
- 311 Call Center: 70%
- Parks and Recreation: 70%
- Overall Satisfaction with City Services: 64%
- Police: 64%
- Animal Care: 47%
- Sustainability Efforts: 49%
- Code Enforcement: 39%
- Public Works: 37%

#### 2018

- Public Library: 94%
- Fire/EMS: 94%
- Solid Waste: 90%
- San Antonio International Airport: 84%
- Public Health: 84%
- 311 Call Center: 83%
- Parks and Recreation: 81%
- Overall Satisfaction with City Services: 74%
- Police: 72%
- Animal Care: 64%
- Sustainability Efforts: 59%
- Code Enforcement: 57%
- Public Works: 54%

### Overall Satisfaction With Police Services

**City of San Antonio 2022 Survey Results vs. 2018 Survey Results**

by the sum percentage of respondents who were either "very satisfied" or "satisfied" (excluding don't know responses)

- They protect me and my neighborhood: 81%
- They quickly respond to emergencies: 76%
- Overall quality of police services: 72%
- They enforce local traffic laws: 68%
- They help prevent crime and offer education: 67%
Overall Satisfaction With Fire/Emergency Medical Services
City of San Antonio 2022 Survey Results vs. 2018 Survey Results
by the sum percentage of respondents who were either "very satisfied" or "satisfied" (excluding don't know responses)

- They quickly respond to fires and emergencies: 98% (2022) vs. 96% (2018)
- Overall quality of fire and emergency services: 94% (2022) vs. 83% (2018)
- They help prevent fires and offer education: 92% (2022) vs. 88% (2018)

Overall Satisfaction With Public Works Services
City of San Antonio 2022 Survey Results vs. 2018 Survey Results
by the sum percentage of respondents who were either "very satisfied" or "satisfied" (excluding don't know responses)

- Flood control during storms: 65% (2022) vs. 63% (2018)
- Overall quality of public works services: 54% (2022) vs. 37% (2018)
- The condition of City streets: 40% (2022) vs. 35% (2018)
- They quickly repair potholes: 37% (2022) vs. 31% (2018)
Overall Satisfaction With Animal Care Services
City of San Antonio 2022 Survey Results vs. 2018 Survey Results
by the sum percentage of respondents who were either "very satisfied" or "satisfied" (excluding don't know responses)

- Adoption, rescue, and foster services: 79% (2022), 77% (2018)
- Free and low-cost spay/neuter programs and education: 64% (2022), 59% (2018)
- Overall quality of animal care services: 47% (2022), 61% (2018)
- Enforcement of animal laws: 57% (2022), 61% (2018)

Overall Satisfaction With Solid Waste Services
City of San Antonio 2022 Survey Results vs. 2018 Survey Results
by the sum percentage of respondents who were either "very satisfied" or "satisfied" (excluding don't know responses)

- Organics collection green cart: 93% (2022), 90% (2018)
- Garbage collection brown cart: 93% (2022), 90% (2018)
- Recycling collection blue cart: 91% (2022), 90% (2018)
- Brush and bulky curbside collection: 90% (2022), 88% (2018)
- Overall quality of solid waste services: 77% (2022), 90% (2018)
**Overall Satisfaction With Aviation Services**

*City of San Antonio 2022 Survey Results vs. 2018 Survey Results*

by the sum percentage of respondents who were either “very satisfied” or “satisfied” (excluding don’t know responses)

<table>
<thead>
<tr>
<th>Service</th>
<th>2022</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleanliness and appearance</td>
<td>94%</td>
<td>89%</td>
</tr>
<tr>
<td>Overall quality of the San Antonio International Airport</td>
<td>84%</td>
<td>69%</td>
</tr>
<tr>
<td>Number of flight options, nonstop flights, destinations, and airlines</td>
<td>65%</td>
<td>74%</td>
</tr>
</tbody>
</table>

**Overall Satisfaction With Library Services**

*City of San Antonio 2022 Survey Results vs. 2018 Survey Results*

by the sum percentage of respondents who were either “very satisfied” or “satisfied” (excluding don’t know responses)

<table>
<thead>
<tr>
<th>Service</th>
<th>2022</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleanliness/appearance</td>
<td>96%</td>
<td>96%</td>
</tr>
<tr>
<td>Access to the internet computers, Wi-Fi, laptops</td>
<td>95%</td>
<td>94%</td>
</tr>
<tr>
<td>Variety of books, eBooks, music, movies, etc.</td>
<td>95%</td>
<td>96%</td>
</tr>
<tr>
<td>Overall quality of the San Antonio Public Library</td>
<td>94%</td>
<td>82%</td>
</tr>
<tr>
<td>Programs and events early literacy, story time, book discussions, community speakers</td>
<td>91%</td>
<td>94%</td>
</tr>
</tbody>
</table>
Overall Satisfaction With Public Health Services
City of San Antonio 2022 Survey Results vs. 2018 Survey Results
by the sum percentage of respondents who were either "very satisfied" or "satisfied" (excluding don’t know responses)

- Overall quality of public health services: 84% (2022) vs. 59% (2018)
- Restaurant inspections: 82% (2022) vs. 85% (2018)
- Health education programs diabetes, nutrition, domestic violence prevention: 79% (2022) vs. 57% (2018)

Overall Satisfaction With The 311-Call Center
City of San Antonio 2022 Results vs. 2018 Results
by the sum percentage of respondents who were either "very satisfied" or "satisfied" (excluding don’t know responses)

- 311 Call Center: 83% (2022) vs. 70% (2018)
Ease of Using 311 Services
City of San Antonio 2022 Survey Results vs. 2018 Survey Results

by the sum percentage of respondents who thought the ease of use was either “very easy” or “easy” (excluding don’t know responses)

<table>
<thead>
<tr>
<th>Service</th>
<th>2022</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>311 phone line</td>
<td>94%</td>
<td>92%</td>
</tr>
<tr>
<td>Mobile app, website, social media or email</td>
<td>85%</td>
<td>83%</td>
</tr>
</tbody>
</table>

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Section 4
Comparisons to the National Average
Comparisons to the National Average

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Perceptions of the Community
City of San Antonio vs. the National Average
by the percentage of respondents who gave a rating of “excellent” or “good” (excluding no opinion responses)

As a place to live
- San Antonio: 75%
- National Avg: 53%

As a place to raise a family
- San Antonio: 71%
- National Avg: 60%

As a place to work
- San Antonio: 69%
- National Avg: 52%

As a place to retire
- San Antonio: 65%
- National Avg: 45%
**Perceptions of the City Government**  
City of San Antonio vs. the National Average  
by the percentage of respondents who either “strongly agree” or “agree” (excluding no opinion responses)

- **They give me opportunities to participate and share**  
  - San Antonio: 44%  
  - National Avg for Large Communities (population>250,000): 24%

- **They provide timely communication that I understand**  
  - San Antonio: 43%  
  - National Avg for Large Communities (population>250,000): 38%

---

**Overall Satisfaction With Customer Service**  
City of San Antonio vs. the National Average  
by the percentage of respondents who were either “very satisfied” or “satisfied” (excluding don’t know responses)

- **Overall quality of customer service by City employees**  
  - San Antonio: 80%  
  - National Avg for Large Communities (population>250,000): 33%
Overall Satisfaction With Major City Services
City of San Antonio vs. the National Average

by the percentage of respondents who were either “very satisfied” or “satisfied” (excluding don’t know responses)

- Library Services: 62% San Antonio, 94% National Avg
- Fire/Emergency Medical Services: 71% San Antonio, 94% National Avg
- Solid Waste Services: 52% San Antonio, 83% National Avg
- Aviation Services: 84% San Antonio, 84% National Avg
- Public Health Services: 84% San Antonio, National Avg
- 311 Call Center: 81% San Antonio, National Avg
- Parks and Recreation Services: 47% San Antonio, 72% National Avg
- Overall Satisfaction with City Services: 43% San Antonio, 74% National Avg
- Police Services: 44% San Antonio, 64% National Avg
- Animal Care Services: 45% San Antonio, 59% National Avg
- Sustainability Efforts: National Avg
- Code Enforcement Services: 34% San Antonio, 57% National Avg
- Public Works Services: 29% San Antonio, 54% National Avg

Police Services
City of San Antonio vs. the National Average

by the percentage of respondents who were either “very satisfied” or “satisfied” (excluding don’t know responses)

- They quickly respond to emergencies: 45% San Antonio, 76% National Avg
- Overall quality of police services: 44% San Antonio, 72% National Avg
- They enforce local traffic laws: 38% San Antonio, 68% National Avg
- They help prevent crime and offer education: 40% San Antonio, 67% National Avg
Fire/EMS Services
City of San Antonio vs. the National Average
by the percentage of respondents who were either “very satisfied” or “satisfied” (excluding don’t know responses)

- They quickly respond to fires and emergencies: 98% San Antonio, 66% National Average
- Overall quality of fire and emergency services: 94% San Antonio, 71% National Average
- They help prevent fires and offer education: 92% San Antonio, 40% National Average

Public Works Services
City of San Antonio vs. the National Average
by the percentage of respondents who were either “very satisfied” or “satisfied” (excluding don’t know responses)

- Flood control during storms: 65% San Antonio, 50% National Average
- Traffic signage, signal maintenance, and timing: 64% San Antonio, 57% National Average
- Overall quality of public works services: 54% San Antonio, 29% National Average
- The condition of sidewalks: 46% San Antonio, 47% National Average
- The condition of City streets: 40% San Antonio, 44% National Average
### Animal Care Services

**City of San Antonio vs. the National Average**

by the percentage of respondents who were either "very satisfied" or "satisfied" (excluding don't know responses)

- **Overall quality of animal care services**
  - San Antonio: 64%
  - National Avg for Large Communities (population>250,000): 45%

### Solid Waste Services

**City of San Antonio vs. the National Average**

by the percentage of respondents who were either "very satisfied" or "satisfied" (excluding don't know responses)

- **Organics collection green cart**: San Antonio: 93%, National Avg: 49%
- **Garbage collection brown cart**: San Antonio: 93%, National Avg: 56%
- **Recycling collection blue cart**: San Antonio: 91%, National Avg: 48%
- **Brush and bulky curbside collection**: San Antonio: 90%, National Avg: 44%
- **Overall quality of solid waste services**: San Antonio: 90%, National Avg: 52%
Library Services
City of San Antonio vs. the National Average

by the percentage of respondents who were either “very satisfied” or “satisfied” (excluding don’t know responses)

Overall quality of library services

San Antonio     National Avg for Large Communities (population>250,000)

94%              62%

0%   20%   40%   60%   80%   100%
Section 5
Survey Instrument
The City of San Antonio is conducting a survey to improve City services and help long-term planning. The survey should take no more than 15 minutes to complete. All responses will be kept confidential. Complete this survey online at [SanAntonioSurvey.org](http://SanAntonioSurvey.org) or call 888-801-5368.

### 1. How do you feel about San Antonio?

<table>
<thead>
<tr>
<th></th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>Very Poor</th>
<th>No Opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>As a place to live</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>As a place to work</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>As a place to raise a family</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>As a place to retire</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>As a place to start a business</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>As a place to experience art and culture</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>As a safe place</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

### 2. Tell us about your City Government

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>No Opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>They are responsive to the needs of the community</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>They give me opportunities to participate and share</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>They provide timely communication that I understand</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

### 3. Please rate your satisfaction with the following

<table>
<thead>
<tr>
<th></th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>No Opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall quality of services provided by the City of San Antonio</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>Overall quality of customer service you receive from City employees</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

### How satisfied are you with your City of San Antonio services below?

#### 4. Police

<table>
<thead>
<tr>
<th></th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Unsatisfied</th>
<th>Very Unsatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>They protect me and my neighborhood</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>They quickly respond to emergencies</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>They enforce local traffic laws</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>They help prevent crime and offer education</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>Overall quality of police services</td>
<td>Very Satisfied</td>
<td>Satisfied</td>
<td>Neutral</td>
<td>Dissatisfied</td>
<td>Very Dissatisfied</td>
</tr>
</tbody>
</table>

#### 5. Fire and Emergency Medical Services

<table>
<thead>
<tr>
<th></th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Unsatisfied</th>
<th>Very Unsatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>They quickly respond to fires and emergencies</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>They help prevent fires and offer education</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>Overall quality of fire and emergency services</td>
<td>Very Satisfied</td>
<td>Satisfied</td>
<td>Neutral</td>
<td>Dissatisfied</td>
<td>Very Dissatisfied</td>
</tr>
</tbody>
</table>

#### 6. Public Works street maintenance, flood prevention, new sidewalks, drainage, traffic management

<table>
<thead>
<tr>
<th></th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Unsatisfied</th>
<th>Very Unsatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>The condition of City streets</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>The condition of sidewalks</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>Traffic signage, signal maintenance, and timing</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>They quickly repair potholes</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>Flood control during storms</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>The overall quality of public works services</td>
<td>Very Satisfied</td>
<td>Satisfied</td>
<td>Neutral</td>
<td>Dissatisfied</td>
<td>Very Dissatisfied</td>
</tr>
</tbody>
</table>

#### 7. Animal Care

<table>
<thead>
<tr>
<th></th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Unsatisfied</th>
<th>Very Unsatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enforcement of animal laws</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>Free and low-cost spay/neuter programs and education</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>Adoption, rescue, and foster services</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>Overall quality of animal care services</td>
<td>Very Satisfied</td>
<td>Satisfied</td>
<td>Neutral</td>
<td>Dissatisfied</td>
<td>Very Dissatisfied</td>
</tr>
</tbody>
</table>
### 8. Solid Waste garbage, recycling, brush/bulky pickup

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Garbage collection brown cart</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>2. Recycling collection blue cart</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>3. Organics collection green cart</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>4. Brush and bulky curbside collection</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>5. Overall quality of solid waste services</td>
<td>Very Satisfied</td>
<td>Satisfied</td>
<td>Neutral</td>
<td>Dissatisfied</td>
<td>Very Dissatisfied</td>
<td>No Opinion</td>
</tr>
</tbody>
</table>

### 9. San Antonio International Airport

<table>
<thead>
<tr>
<th>Feature</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>No Opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Signage, access in and out of the airport, parking</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>2. Cleanliness and appearance</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>3. Food, drink and entertainment</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>4. Number of flight options, nonstop flights, destinations, and airlines</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>5. Overall quality of the San Antonio International Airport</td>
<td>Very Satisfied</td>
<td>Satisfied</td>
<td>Neutral</td>
<td>Dissatisfied</td>
<td>Very Dissatisfied</td>
<td>No Opinion</td>
</tr>
</tbody>
</table>

### 10. Library

<table>
<thead>
<tr>
<th>Feature</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>No Opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Variety of books, eBooks, music, movies, etc.</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>2. Access to the internet computers, Wi-Fi, laptops</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>3. Cleanliness/appearance</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>4. Programs and events early literacy, story time, book discussions, community speakers</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>5. Overall quality of the San Antonio Public Library</td>
<td>Very Satisfied</td>
<td>Satisfied</td>
<td>Neutral</td>
<td>Dissatisfied</td>
<td>Very Dissatisfied</td>
<td>No Opinion</td>
</tr>
</tbody>
</table>

### 11. Public Health restaurant inspections, immunizations, wellness initiatives

<table>
<thead>
<tr>
<th>Feature</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>No Opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. COVID-19 testing sites, vaccination locations, hotline</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>2. Services for flu, illnesses, sexually transmitted diseases, or tuberculosis</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>3. Immunization and/or WIC clinics</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>4. Health education programs diabetes, nutrition, domestic violence prevention</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>5. Restaurant inspections</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>6. Overall quality of public health services</td>
<td>Very Satisfied</td>
<td>Satisfied</td>
<td>Neutral</td>
<td>Dissatisfied</td>
<td>Very Dissatisfied</td>
<td>No Opinion</td>
</tr>
</tbody>
</table>

### 12. Other City Services

<table>
<thead>
<tr>
<th>Feature</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>No Opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Downtown and Riverwalk cleanliness</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>2. Downtown parking</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>3. Overall quality of code enforcement</td>
<td>Very Satisfied</td>
<td>Satisfied</td>
<td>Neutral</td>
<td>Dissatisfied</td>
<td>Very Dissatisfied</td>
<td>No Opinion</td>
</tr>
<tr>
<td>4. Permits, building inspections, and zoning</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>5. Early childhood and youth services</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>6. Senior services</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>7. Family assistance</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>8. Efforts to assist homeless</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>9. Affordable housing, housing assistance, housing counseling</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>10. Overall quality of parks and recreation</td>
<td>Very Satisfied</td>
<td>Satisfied</td>
<td>Neutral</td>
<td>Dissatisfied</td>
<td>Very Dissatisfied</td>
<td>No Opinion</td>
</tr>
<tr>
<td>11. Overall quality of sustainability efforts to help preserve the environment and address climate change</td>
<td>Very Satisfied</td>
<td>Satisfied</td>
<td>Neutral</td>
<td>Dissatisfied</td>
<td>Very Dissatisfied</td>
<td>No Opinion</td>
</tr>
</tbody>
</table>

### 13. 311 Services

<table>
<thead>
<tr>
<th>Feature</th>
<th>Very Easy</th>
<th>Easy</th>
<th>Difficult</th>
<th>Very Difficult</th>
<th>Never Tried</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. 311 phone line</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>2. Mobile app, website, social media or email</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>3. Overall quality of 311</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>4. Overall satisfaction with 311 services</td>
<td>Very Satisfied</td>
<td>Satisfied</td>
<td>Neutral</td>
<td>Dissatisfied</td>
<td>Very Dissatisfied</td>
</tr>
</tbody>
</table>
14. Usage of City Services. Please CHECK ALL City services in the list below that you have used during the past year?

___1. Police
___2. Fire & Emergency Medical Services
___3. Public Works
___4. Solid Waste
___5. Animal care
___6. San Antonio International Airport
___7. Library
___8. Public Health
___9. 311 Services
___10. Code enforcement
___11. Downtown Parking
___12. Permits, building inspections, and zoning
___13. Early childhood and youth services
___14. Senior services
___15. Family assistance
___16. Affordable housing, housing assistance, housing counseling
___17. Parks and Recreation

15. Priorities for City Services. Of the following, which THREE are the most important for the City to provide/address? [Write in your answers using the numbers from the list below.]

1. Police
2. Fire and Emergency Medical Services
3. Public Works
4. Solid Waste
5. Animal care
6. San Antonio International Airport
7. Library
8. Public Health
9. 311 Services
10. Code enforcement
11. Downtown Parking
12. Permits, building inspections, and zoning
13. Early childhood and youth services
14. Senior services
15. Family assistance
16. Affordable housing, housing assistance, housing counseling
17. Parks and Recreation

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

Demographics The last questions are about you and your household. Your responses are confidential.

16. How many years have you lived in San Antonio?

___1. Less than 1
___2. 1-5 years
___3. 6-10 years
___4. 11-15 years
___5. 16-20 years
___6. Over 20 years

17. What is your age?

___1. Under 18
___2. 18-24 years
___3. 25-34 years
___4. 35-44 years
___5. 45-54 years
___6. Over 55 years

18. What is your gender?

___1. Male
___2. Female
___3. Non-binary
___4. Transgender
___5. Prefer to self-describe: _____________________________

19. Please indicate your race/ethnicities. [Check all that apply.]

___1. Asian or Asian Indian
___2. Black or African American
___3. American Indian or Alaska Native
___4. White
___5. Native Hawaiian or other Pacific Islander
___6. Hispanic, Spanish, or Latino/a/x
___7. Middle Eastern or North African
___99. Other: ________________________________________

20. Do you rent or own your home?

___1. Own
___2. Rent

21. How many, if any, children live in your household? _____ children

22. How many, if any, older adults live in your household? _____ people age 65+

23. How many, if any, persons with disabilities live in your household? _____ persons
24. What type of dwelling do you live in?
   ____1. Single family house detached from any other houses
   ____2. Duplex or townhome
   ____3. Building with two or more equivalent apartments or condominiums
   ____4. Mobile home
   ____5. Other: _____________________________

25. Which of the following best describes your education?
   ____1. Some high school, but no diploma
   ____2. High school diploma or equivalent
   ____3. Some college but no degree
   ____4. Associate's degree
   ____5. Bachelor's degree
   ____6. Graduate degree Master's degree, PhD, etc

26. Which of the following BEST describes your employment status?
   ____1. Employed full-time
   ____2. Employed part-time
   ____3. Unemployed/looking for work
   ____4. Business owner/self-employed
   ____5. Retired and not employed
   ____6. Student

27. Are you a military veteran or affiliated with the military?
   ____1. Yes    ____2. No

28. How do you access the Internet at home?
   ____1. With a router
   ____2. With a mobile phone or hot-spot
   ____3. With a router and mobile phone or hot-spot
   ____4. I don't have internet access at home
   ____5. Other: _____________________________

29. Which of the following best describes your household's total annual, pre-tax income?
   ____1. Less than $25,000
   ____2. $25,000-$49,999
   ____3. $50,000-$74,999
   ____4. $75,000-$99,999
   ____5. $100,000 or more

30. What is the primary way you receive news and information about the City of San Antonio?
   ____1. Local news television, radio, print
   ____2. Social Media
   ____3. Newsletters
   ____4. City website
   ____5. Word of mouth
   ____6. Other: _____________________________

31. Would you be interested in being added to the SASpeakUp communication list to learn more about City services and other surveys available?
   ____1. Yes [Answer Q31a.]    ____2. No

31a. Please provide your contact information.
   Name: ____________________________
   Phone: ____________________________
   Email: ____________________________

This concludes the survey. Thank you for your time!
Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, Kansas 66061

Your responses will remain completely confidential. The address Information to the right will ONLY be used to help identify needs and priorities for services in different areas of the City. If your address is not correct, please provide the correct information. Thank you.