



City Council Meeting Agenda

Our Vision: A well-planned lakeside community of quality neighborhoods, distinctive amenities, diverse employment, and cultural charm. Rowlett: THE place to live, work and play.

Monday, March 16, 2026

6:00 PM

Municipal Building – 4000 Main

Pursuant to Texas Government Code Section 551.127, on a regular, non-emergency basis, members may attend and participate in the meeting remotely by video conference. Should that occur, a quorum of the members, including the presiding officer, will be physically present at the location noted above on this Agenda.

As authorized by Section 551.071 of the Texas Government Code, this meeting may be convened into closed Executive Session for the purpose of seeking confidential legal advice from the City Attorney on any agenda item herein.

The City of Rowlett reserves the right to reconvene, recess or realign the Regular Session or called Executive Session or order of business at any time prior to adjournment.

Process for Public Input: If you are not able to attend in person, you may complete the [Public Input Form](#) on the City's website by 3:30 p.m. the day of the meeting. All forms will be forwarded to the City Council prior to the start of the meeting.

For in-person comments, request to speak forms/instructions are available inside the door of the City Council Chambers.

1. Call to Order

2. Citizens' Input

At this time, comments will be taken from the audience on any topic. No action can be taken by the Council during Citizens' Input.

3. Work Session

3.A. Receive information from Rowlett PD regarding the Flock LPR System.

3.B. Receive a presentation regarding the purchase of OpenGov Capital Budget & Project Management software.

3.C. Receive a presentation regarding the Municipal Complex and the next steps.

3.D. Receive a presentation regarding the Community Survey Proposal.

4. Discuss Consent Agenda Items for March 17, 2026, City Council Meeting

5. Adjournment

Deborah Sorensen

Deborah Sorensen, TRMC, MMC, City Secretary

I certify that the above notice of meeting was posted on the bulletin boards located inside and outside the doors of the Municipal Center, 4000 Main Street, Rowlett, Texas, as well as on the [City's website](#) on March 10, 2026, by 5:30 p.m.

City of Rowlett City Council meetings are available to all persons regardless of disability. If you require special assistance, contact the City Secretary at 972-412-6109 or write 4000 Main St., Rowlett, Texas, 75088, at least 48 hours in advance of meeting.

City of Rowlett ~ 4000 Main Street, Rowlett TX 75088 ~ www.rowlett.com

Meeting Date: 3/16/2026

Agenda Item: 3.A.

Title

Receive information from Rowlett PD regarding the Flock LPR System.

Staff Representative

Mike Denning, Police Chief

Executive Summary

The Rowlett Police Department is providing information to the City Council regarding its use of the Flock Safety License Plate Reader (LPR) technology.

The presentation will explain how the system is used, its legal authority, privacy protections, data sharing practices, security standards, and investigative outcomes since its implementation in January 2023.

Strategic Priority and Goal(s)

Strategic Priority	Strategic Goal
 Ensure a Safe Environment	2.1 Emphasize planning, preparedness, and prevention in emergency management. 2.2 Provide proactive, community-based police services. 2.3 Deliver exceptional first-responder coverage and response times. 2.4 Fairly and impartially administer the municipal judicial system. 2.5 Strengthen public safety, public outreach, education, and communication.

Background Information

The Rowlett Police Department has utilized Flock Safety license plate reader (LPR) technology since January 2023 strictly as an investigative tool. The system captures photographic images of vehicles traveling in public spaces and provides actionable leads that assist investigators in solving cases more quickly and efficiently.

Discussion

Texas law does not recognize an expectation of privacy for license plates displayed in public view. Consistent with this legal framework, every search conducted within the

system must be directly tied to a documented criminal offense and include a clearly articulated investigative purpose.

License plate reader (LPR) data is retained for 30 days in accordance with established storage limitations and applicable legal requirements, after which it is permanently deleted. The data is owned by the Rowlett Police Department—not Flock—and access is strictly limited to approved law enforcement agencies. The system does not capture facial images or biometric identifiers.

Flock is used solely as an investigative tool and is not employed for mass surveillance. All operations are conducted within applicable legal and constitutional boundaries. The platform provides built-in accountability measures, allowing agencies to see who searched the system, when the search occurred, and the stated reason for the query, ensuring internal oversight and compliance.

Flock will only provide data upon a valid legal request and will notify the affected agency when permitted. Flock is not an ICE vendor, and federal agencies cannot access Rowlett's data unless it is affirmatively shared by RPD in accordance with policy and state law. There is no sale or commercial sharing of data, and RPD retains full authority to approve, limit, or revoke data-sharing permissions at any time.

Currently, 502 Texas law enforcement and District Attorney agencies participate in the network, along with 57 out-of-state agencies involved in cases related to Rowlett, and one federal agency, the U.S. Postal Inspection Service.

For additional information:

Flock Privacy and Ethics: <https://www.flocksafety.com/privacy-ethics>

Flock Legal Resources: <https://trust.flocksafety.com>

December 2025 – Washington State Lawsuit

- Flock Safety was required to provide raw data in response to a public records request.
- The matter was not the result of a data breach or hack.

Impact to Rowlett PD

- Flock proactively notified Rowlett PD.
- Guidance is provided to protect officer safety, as officer names may appear in search logs.
- Nationwide searching was disabled, in line with Flock's guidance.

Data Security & Compliance

- Flock does not sell data.
- System remains fully CJIS compliant.
- Meets or exceeds national security standards, including: NDAA, SOC 2 Type II, SOC 3, ISO 27001, HECVAT, FERPA, NIST, and Cloud Security Alliance.

Proven Impact on Serious Offenses

- Flock has played a critical role in solving violent crimes, including homicides and shootings.

Case Examples

2023 – Dunkin’ Donuts Homicide

- Suspect vehicle identified leaving the scene with use of the Flock moments after the crime occurred.
- Suspect identified within 24 hours

2023 – Homicide Investigation

- Flock data led detectives to Trinity, Texas.
- Arrest made within 24 hours of the offense.

2025 – Neighborhood Walmart Shooting

- Flock identified the suspect's vehicle.
- All individuals involved were apprehended.

2026 – Counterfeit Trademark Investigation

- RPD Criminal Investigation units utilized Flock to monitor travel patterns consistent with the distribution activity of a known counterfeit distributor.
- Executed a search warrant resulting in 62,000 counterfeit items seized.

2026 - Garland Police Hit-and-Run Incident

- A Garland Police squad car was struck; the suspect vehicle fled the scene.
- Rowlett officer monitored Flock for the suspect vehicle.
- Rowlett patrol officer was able to locate the suspect vehicle, which resulted in the

arrest of the offender and recovery of the vehicle.

Outcome

- Suspect vehicle located near registered address.
- Driver arrested for outstanding warrants.
- Garland Police expressed appreciation for the assistance.

Operational Impact

- Reduced need for extended surveillance and stakeouts.
- Saved significant officer time and manpower.
- Allows officers to remain available for calls for service and proactive enforcement.

Overall Results Since 2023

- 1055 Investigations Supported
- 104 Arrests Made
- 45% Reduction in Motor Vehicle Theft compared to the five-year average, 46% reduction from 2024 to 2025.

Financial/Budget Implications

- There are no new financial impacts associated with this agenda item.
- This presentation is informational only and does not request additional funding or contractual action.

Recommended Action

Presentation and discussion only. No Council action required.

Attachments

None



City of Rowlett City Council Agenda Item

Meeting Date: 3/16/2026

Agenda Item: 3.B.

Title

Receive a presentation regarding the purchase of OpenGov Capital Budget & Project Management software.

Staff Representative

David Leibowitz, IT Director

Kristoff Bauer, Interim City Manager

Executive Summary

The City of Rowlett is requesting approval to purchase OpenGov's Capital Budget & Project Management software to modernize how the City plans, tracks, and reports on capital projects. The system will centralize project schedules, budgets, and financial data while integrating with Tyler Munis EERP and ESRI GIS. This investment will enhance transparency, strengthen financial oversight, and provide real-time visibility into the City's Capital Improvement Program as well as other City Initiatives.

Strategic Priority and Goal(s)

This initiative supports the City's strategic priorities related to financial stewardship, infrastructure investment, operational efficiency, and transparency. The proposed solution will improve cross-departmental coordination and provide leadership and Council with timely, accurate project information to support informed decision-making.

Background Information

The City currently manages capital projects through a combination of spreadsheets, shared files, and manual coordination between departments. Financial data is maintained separately in Tyler Munis, which serves as the City's system of record. As a result, project-level financial visibility requires coordination between Engineering and Finance, and portfolio-wide reporting requires manual compilation and reconciliation.

As the City continues delivering infrastructure improvements and bond-funded initiatives, the need for centralized oversight and real-time reporting has increased. Many projects involve multiple funding sources—including bonds, grants, and dedicated revenues—requiring consistent tracking, reconciliation, and transparency. The OpenGov Capital Budget & Project Management solution will provide a centralized platform to manage project schedules, budgets, contracts, and expenditures within a single system. Through nightly integration with Tyler Munis, the software will display up-to-date budget-to-actual information at the project level while preserving Munis as the official financial system of record. Integration with ESRI will enable map-based visualization of projects, allowing leadership and the public to view capital investments

geographically across the City.

Key benefits include:

- Real-time visibility into project budgets and expenditures
- Improved tracking of multiple funding sources within individual projects
- Standardized project scheduling and milestone tracking
- Portfolio-level dashboards for executive leadership and City Council
- Enhanced transparency and improved public reporting
- Reduced reliance on manual spreadsheets and fragmented processes
- A scalable platform that can support future tracking of non-CIP projects and cross-department initiatives

By consolidating project and financial data into a unified platform, the City will improve operational efficiency, strengthen financial oversight, and enhance communication regarding capital project performance.

Discussion

Financial/Budget Implications

As discussed during the February 14, 2024 City Council Special Work Session and the June 17, 2024 City Council Budget Strategy Session, City Council provided direction to implement a three-year debt strategy that transitions certain capital expenditures from leases and similar obligations supported by the City's Maintenance and Operations (M&O) tax rate to debt supported by the Interest and Sinking (I&S) tax rate.

The current three-year debt issuance plan for 2024 through 2026, which funds capital expenditures in the fiscal years 2025 through 2027 budgets, was structured within the City's existing and anticipated debt capacity and is designed to support these investments without requiring an increase to the City's tax rate.

Although this capital budget and project management software was not included in the original three-year debt issuance plan, staff recommends incorporating the \$322,387.15 cost into the final year (2026) of the plan through a corresponding increase to the planned issuance.

Based on current debt capacity projections and issuance structuring flexibility, staff expects that incorporating this additional funding into the 2026 issuance can be

accommodated without an increase to the City's I&S tax rate.

Within the 2026 debt issuance, Certificates of Obligation and Tax Notes are slated to support street and roadway improvements, parks and recreation enhancements, facility improvements, and the purchase of vehicles and equipment for various departments. City Council consideration of the proposed debt authorization is anticipated to begin in May 2026, with pricing expected in August 2026.

Recommended Action

Staff recommends approval of the purchase of OpenGov Capital Budget & Project Management software.

Attachments

1. Quote for OpenGov City Rowlett TX
2. OpenGov SOW 11.19.25 V1



1602 Village Market Blvd SE, Suite 320
Leesburg, VA20175 USA

Cage Code: 7QV38
UEI Number Y7D5MXRU2839
DUNS# 080431574
Federal Tax ID: 81-3911287
Business Size: Small Business

Date: 3/2/2026, 1:38 PM

Phone: 571 707-4130
Fax: 571-291-4119
Email: opengov@vertosoft.com

Vertosoft Contact: Carly Moore
Phone: (540) 998-8361
Email: carly.moore@vertosoft.com

Vertosoft Quote for OpenGov - City of Rowlett, TX

Contract: TX-DIR: DIR-CPO-5327

Quote #: Q-19670
Expires On: 3/31/2026

Ship To
City of Rowlett, TX
Kristoff Bauer
kbauer@rowlett.com

Quote For:
Name:
Company: City of Rowlett, TX
Email:
Phone:

PAYMENT TERMS	DELIVERY METHOD	PAYMENT METHOD	VERTOSOFT CUST ID	SUPPLIER REF
Net 30	Electronic	Check/ACH/Credit Card		

Overall POP Start Date: 4/1/2026
Overall POP End Date: 3/31/2029

Term 1 4/1/2026 - 3/31/2027

PART #	DESCRIPTION	QTY	UNIT PRICE	EXTENDED
OPGV-HANG-B150200M-RR-3Y	Capital Budget & Project Management - Between \$150-200 Million - 3Y	1.00	\$66,192.59	\$66,192.59
OPGV-HALG-B150200M-NR-0Y	Custom Professional Services Deployment - Prepaid - Between \$150-200 Million - 0Y	525.00	\$216.60	\$113,715.00
Term 1 TOTAL:				\$179,907.59

Term 2

4/1/2027 - 3/31/2028

PART #	DESCRIPTION	QTY	UNIT PRICE	EXTENDED
OPGV-HANG-B150200M-RR-3Y	Capital Budget & Project Management - Between \$150-200 Million - 3Y	1.00	\$69,502.23	\$69,502.23
Term 2 TOTAL:				\$69,502.23

Term 3

4/1/2028 - 3/31/2029

PART #	DESCRIPTION	QTY	UNIT PRICE	EXTENDED
OPGV-HANG-B150200M-RR-3Y	Capital Budget & Project Management - Between \$150-200 Million - 3Y	1.00	\$72,977.33	\$72,977.33
Term 3 TOTAL:				\$72,977.33

Grand Total: \$322,387.15

Annual invoices will be delivered by the start of each consecutive annual period. Payment of invoices shall be annually in advance. Customer's use of the OpenGov Services is pursuant to the the OpenGov End User License Agreement, Any Professional Services shall be performed pursuant to the attached Statement of Work, if any.

Quote Terms

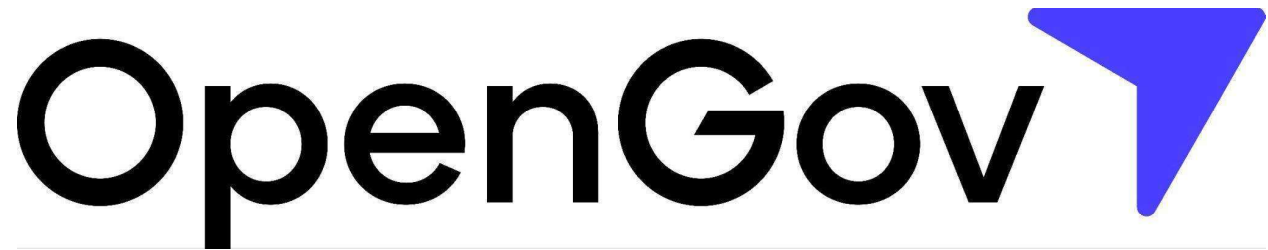
By purchasing the products and services described in this order form, the Customer is expressly agreeing to the End User Agreement published at <https://www.vertosoft.com/terms-and-conditions-opengov>

Taxes: Sales tax shall be added at the time of an invoice, unless a copy of a valid tax exemption or resale certificate is provided.

Credit Card Orders: Additional fees may apply if paying by credit card.

All Purchase Orders must include: End User Name, Phone Number, Email Address, Purchase Order Number, Government Contract Number or Our Quote Number, Bill-To and Ship-To Address (Cannot ship to a PO Box), Period of Performance (if applicable), and a Signature of a duly Authorized Representative.

In the event of any conflict or inconsistency between this quote and the terms of Vertosoft's Texas DIR Contract No. DIR-CPO-5327, the terms of the DIR Contract shall control.



Statement of Work

City of Rowlett, TX

Creation Date: 2/6/2026
SoW Expiration Date: 5/6/2026
Document Number: PS-11046.1
Created by: Erin Kehoe

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OpenGov Statement of Work

1. Project Scope and Understanding

This Statement of Work ("SOW") outlines the Professional Services OpenGov will provide to City of Rowlett, TX ("Customer") under the applicable Order Form. Professional Services or technical requirements not listed in this SOW are out of scope.

2. Exhibits

The following exhibits are incorporated by reference and are part of this SOW:

- 2.1. Exhibit 1: Implementation Activities
 - 2.1.1. Government App Builder
- 2.2. Exhibit 2: Technical Requirements
 - 2.2.1. Government App Builder

3. OpenGov Responsibilities

OpenGov will provide a framework for planning, communication, progress tracking, and coordination for activities in Exhibit 1. In collaboration with Customer, OpenGov will develop and maintain the Project Plan. The "Project Plan" is a detailed, living document that defines how the project will be executed, including tasks, timelines, milestones, and team assignments. OpenGov will monitor progress against the Project Plan, coordinate adjustments to tasks and schedules as needed, and conduct status meetings as agreed to by the parties. OpenGov will provide weekly status reports, a Project Charter, and a RAID register (Risks, Actions, Issues, and Decisions). The "Project Charter" is a high-level document outlining the project's purpose, goals, key stakeholders, success criteria, and major milestones.

4. Customer Responsibilities

The Customer will appoint a primary point of contact with authority to make binding decisions ("Customer's Project Manager"). This person will coordinate internal resources, assign subject matter experts ("SMEs"), and oversee implementation. Responsibilities include attending status meetings, making timely decisions, providing requested information, escalating issues internally, and collaborating on the Project Plan and Change Order process, if applicable.

Customer acknowledges that the success of this project is contingent on its full participation. Customer must provide data within ten (10) business days of a request, maintain consistent data formats and access throughout the project, and allocate the necessary Customer resources and time to support deliverables and meet agreed-upon timelines.

Any failure by Customer to meet its responsibilities under this SOW (each, a "Customer Delay") will automatically suspend the affected obligations of OpenGov for the duration of the Customer Delay and for a reasonable restart period thereafter. All affected milestones, delivery dates, and service-level commitments will be extended on a day-for-day basis (or as otherwise reasonably necessary) to account for the Customer Delay, and may result in an adjustment of the fees if OpenGov incurs additional time, materials, or other costs as a result. Under no circumstances will any consequence of a Customer Delay constitute a breach by OpenGov of this SOW or of the Agreement, nor will OpenGov be liable for any failure to meet a performance obligation that is caused, in whole or in part, by a Customer Delay.

5. Project Delivery

OpenGov will perform services under this SOW remotely. OpenGov may use a combination of OpenGov personnel and OpenGov-trained implementation partners to deliver the services described in this SOW.

6. Estimated Schedule

The specific timeline, including order of delivery of the product(s), will be determined during the project planning activities in the Initiate Phase. Services are estimated to begin within two (2) weeks and no later than four (4) weeks from contract signature. OpenGov reserves the right to adjust the schedule based on the availability of Customer or OpenGov resources, and the timeliness of deliverables provided by the Customer.

7. Acceptance Procedure

OpenGov will submit completed deliverables to the Customer's Project Manager for review. Within five (5) business days of receipt, the Customer's Project Manager will either provide written acceptance or a list of requested revisions. In the event there are requested revisions, the subsequent review period for acceptance will follow the same timeline until final acceptance. If Customer does not respond within this period, the deliverable will be deemed accepted. Once a deliverable is accepted, any requested changes will require a paid Change Order.

Acceptance milestones and review timelines will be tracked in the Project Plan. Both parties acknowledge that delays in task completion or unresolved issues may impact the project timeline. If OpenGov determines in good faith that Customer is not fulfilling its responsibilities under this SOW, OpenGov may place services on hold following a minimum of five (5) business days' written notice. The notice will specify the actions needed to progress the project. During the hold period,

OpenGov may reallocate resources without penalty and will not be responsible for resulting delays.

8. Modifications

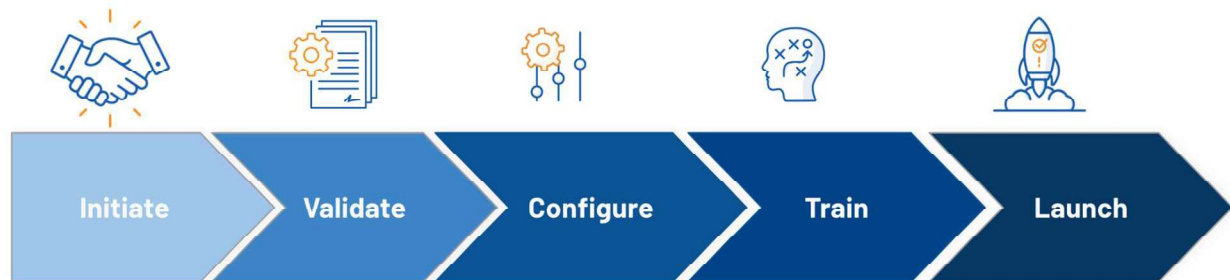
The fees and estimated timeline are based on the scope and assumptions in this SOW. If either party determines that a change to the scope is necessary, the parties will collaborate to define the required modification, which may result in fee adjustments based on OpenGov's standard rates. All modifications must be documented in a written Change Order and signed by both parties ("Change Order"). Examples of changes include revisions to the project timeline, deliverables, or resource allocation.

9. Communication and Escalation Procedure

OpenGov and Customer agree to maintain regular communication in alignment with the Project Plan to ensure progress, resolve questions promptly, and minimize risk. Both parties will raise any issues or concerns in a timely manner. If challenges are not resolved through standard project discussions, Customer and OpenGov Project Managers will escalate to their respective executive leadership teams to jointly determine a resolution and align on a path to successful implementation.

Exhibit 1: Implementation Activities

OpenGov Implementation Methodology Overview



Every OpenGov implementation follows a five-phase hybrid methodology designed to ensure a structured and collaborative deployment. The phases are:

1. Initiate – OpenGov provisions access and performs initial system setup.
2. Validate – OpenGov works with the Customer to confirm requirements and review initial configurations.
3. Configure – OpenGov completes system configuration as outlined in this SOW.
4. Train – OpenGov provides training to system administrators and/or end users, as applicable.
5. Launch – OpenGov provides post-go-live support and transitions the Customer to OpenGov's Customer Success Team.

Each implementation is structured around these phases. Deliverables, sign-offs, and completion criteria are aligned to the relevant phase.

Government App Builder (GAB)

Capital Planning & Project Management

1. Project Oversight

Overview: Project Oversight includes centralized coordination across all phases of the implementation. OpenGov will assign a dedicated Project Manager to lead planning and delivery, facilitate working sessions, maintain alignment with City goals, and manage risks and escalations. This phase also covers administrative activities such as scheduling, documentation management, and stakeholder communications.

OpenGov Responsibilities:

- Assign a Project Manager to lead the implementation.
- Conduct regular status calls and provide milestone reports.
- Track risks, issues, and decisions in a centralized RAID log.
- Align deliverables with the City's strategic and operational priorities.

Customer Responsibilities:

- Designate a City Project Manager to act as the primary point of contact.
- Ensure cross-departmental attendance at key meetings.
- Provide timely feedback and approvals to avoid schedule impacts.

Boundaries & Assumptions:

- Any requests for expansion of scope, integrations, or configuration changes beyond this SOW will follow a Change Order process.

Completion Criteria:

- Implementation plan finalized and maintained.
- Stakeholder updates and risk logs delivered throughout.
- Final closeout review and handoff to Customer Success.

2. Initiate

Overview: The Initiate phase launches the engagement through a formal kickoff, environment provisioning, and role assignment. OpenGov and City stakeholders will align on implementation goals, high-level workflows, and communication protocols. Initial requirements will be refined and documented to inform downstream configuration.

OpenGov Responsibilities:

- Conduct a kickoff session to align stakeholders.
- Provision the Capital Planning and Project Management (CPPM) environment.
- Establish shared workspace and configuration backlog.

Customer Responsibilities:

- Confirm user roles and access requirements.
- Provide initial documentation, reporting templates, and process diagrams.
- Validate configuration priorities.

Boundaries & Assumptions:

- Access provisioning and documentation will occur within five business days of request.

Completion Criteria:

- Project kickoff conducted.
- Access to environment verified.
- Shared workspace populated.
- Configuration backlog confirmed.

3. Validate

Overview: Validate is a checkpoint to ensure requirements, priorities, and technical readiness are finalized before configuration. OpenGov and the City will align on use cases, data flow expectations (especially from Munis), and workflow logic to prevent rework and mitigate risk.

OpenGov Responsibilities:

- Facilitate a validation session to confirm backlog and readiness.
- Review integration plan for Munis data ingestion.
- Document technical, functional, and data mapping requirements.

Customer Responsibilities:

- Provide contacts and samples for Munis data sources.
- Sign off on project plan and scope alignment.
- Finalize internal resource planning for configuration phase.

Boundaries & Assumptions:

- The City will confirm any changes to data fields or workflows within two business days of validation session.

Completion Criteria:

- Validated configuration backlog and scope.
- Confirmed Munis integration parameters.
- Ready-to-configure environment with confirmed user access.

4. Configure

4.1 Projects + Budget + Schedule Configuration

Overview: This configuration focuses on enabling project creation, funding assignment, and schedule tracking. Project templates will be defined, and form fields customized to track budget, spend, and milestone progress. Gantt-based scheduling tools will be configured to support internal project planning.

OpenGov Responsibilities:

- Configure project record types for basic project setup, budget linkage, and milestone tracking.
- Enable Gantt-style scheduling views with task dependencies.
- Apply role-based access for Project Managers, Finance, and Leadership.
- Configure dashboards for leadership overview.

Customer Responsibilities:

- Provide sample project records, milestones, and budget tracking formats.
- Review and test schedule templates.
- Validate dashboard design.

Boundaries & Assumptions:

- Only core modules (Projects, Budgets, Schedules) will be enabled in this phase.
- Document management, advanced forms, or ESRI integrations are out of scope for Phase 1.

Completion Criteria:

- Core project creation, schedule, and budget modules live.
- Role-based dashboards configured.
- End-user signoff on workflow logic.

4.2 Munis Integration

Overview: OpenGov will configure a lightweight integration to pull financial data from Tyler Munis. This includes nightly ingestion of project codes, budgets, contracts, and invoice data for display in OpenGov.

OpenGov Responsibilities:

- Establish integration via API or flat file, as determined.
- Map Munis data fields to OpenGov project structures.
- Implement and test nightly sync jobs.

Customer Responsibilities:

- Provide access to Munis exports and data dictionaries.

- Validate field mapping.
- Coordinate with internal IT for data transfer mechanism.

Boundaries & Assumptions:

- Integration will be one-way (Munis to OpenGov).
- Write-backs to Munis are not in scope.

Completion Criteria:

- Successful nightly sync of core financial data.
- Validated project-level display of budgets and spend.

4.3 Financial Management Integration

OpenGov Responsibilities:

- Set up an Integration from R&T to Ignatius, including the following datasets:
 - GL Transactions
 - AP Transactions
 - Chart of Accounts
- Set up an integration from Procurement to Ignatius, including the following dataset:
 - Contracts

Customer Responsibilities:

- Validate that the integration is operating as expected.

OpenGov assumptions:

- There will not be any customizations to the integrations and/or any export/import functionality.

Completion Criteria

- Customer sign-off that the Integrations are complete and the data is being captured as planned.

Train

Overview: Training ensures stakeholders understand how to manage projects, view dashboards, and update schedules. Sessions will be tailored to the roles of Project Managers, Finance users, and Leadership.

OpenGov Responsibilities:

- Deliver remote training for core user groups.
- Provide recorded sessions and how-to documentation.

Customer Responsibilities:

- Ensure attendance and participation in training sessions.
- Distribute training materials internally.

Boundaries & Assumptions:

- Training will be delivered virtually.
- Future training for additional modules is not included in this SOW.

Completion Criteria:

- Training sessions completed and recorded.
- Admin users confirm readiness.

6. Launch

Overview: Go-live support will include real-time assistance with questions, issues, or minor adjustments as users begin using the configured system. OpenGov will monitor performance and ensure handoff to Customer Success.

OpenGov Responsibilities:

- Provide hypercare support for two weeks post-launch.
- Monitor nightly Munis syncs and dashboard load times.
- Conduct final project wrap-up session.

Customer Responsibilities:

- Monitor user adoption and gather feedback.
- Report issues for triage and resolution.

Completion Criteria:

- System live with users actively managing projects.
- Final issues resolved.
- Handoff to Customer Success team.

Exhibit 2: Technical Requirements

Government App Builder Technical Requirements

- Migration
 - All data must be accessible to OpenGov in Excel or CSV format
 - Maximum historical record count: 500
- Flat File Integrations
 - Customer must
 - Provide OpenGov with the export file (a delimited file) from the external system
 - Automate the export and/or import of data into and out of the external system.
- API Integrations
 - Customer is responsible for:
 - Fees associated with purchasing the external system
 - Providing OpenGov with access to the API and/or access to technical staff from that vendor.
 - Access to a test instance of the third party API including a URL, authentication credentials, and relevant documentation.
 - Changes to scope resulting from a change in the third-party vendor's API.
 - Testing expected workflows and data in both test and production environments
 - To display a location on a map, the third party system must be able to provide location data via their API, as shapes or coordinates. Text addresses are limited to populating address fields.

Meeting Date: 3/16/2026

Agenda Item: 3.C.

Title

Receive a presentation regarding the Municipal Complex and the next steps.

Staff Representative

Kristoff Bauer, Interim City Manager

Executive Summary

The purpose of this item is to receive a presentation regarding the status of the Municipal Complex and future next steps based on the City Council's direction.

Strategic Priority and Goal(s)

Strategic Priority	Strategic Goal
 Govern Transparently & Inclusivity	1.1 Reinforce a values-driven culture. 1.2 Model diversity and inclusiveness. 1.3 Effectively leverage community, civic, faith-based, and other strategic partnerships. 1.4 Set a climate of respect, collaboration, and teamwork. 1.5 Maintain equitable and competitive tax rates, fees, and service charges. 1.6 Actively educate, engage, and communicate with the community through a variety of channels. 1.7 Support City Council and staff service in regional and national organizations. 1.8 Provide accurate and timely information to policy makers and the public.

Background Information

In May 2023, Proposition A passed for the design and construction of a new Public Safety Facility, Proposition B provided funding for a new Animal Shelter, and Proposition C funded further upgrades for Herfurth Park.

In 2024, Herfurth Park, a 24.265-acre tract, became the primary location considered for the future Municipal Complex. Herfurth Park could continue to provide and allow for parks and recreation uses and would also be used to accommodate an approximately

117,228 square-foot Municipal Complex, comprised of a City Hall (associated functions/departments), and Public Safety and Animal Services facilities which would be constructed thereon.

Discussion

Because a portion of Herfurth Park would be utilized for the Municipal Complex, Sections 26.001 and 26.002 of the Texas Parks and Wildlife Code would require the City Council to provide notice for and hold a public hearing on the matter. This hearing was held on January 20, 2026, and the City Council did not take action, and instead directed staff to assess alternatives for municipal uses.

The status of the Municipal Complex is as follows:

1. In Q2 2023 bonds were approved for the components of the municipal complex.
2. In Q2 2024 Herfurth Park was selected as the subject site.
3. In Q3 2024 Notice to Proceed for the design of the Municipal Complex was issued.

The current (draft schematic) design reflects

1. City Hall: A 37,000 square foot building which includes the following functions and departments.

- Council Chambers
- City Manager's Office
- City Secretary's Office
- Human Resources
- Information Technology
- Finance/Purchasing
- Revenue
- Community Development
- Community Engagement
- Engineering
- Economic Development

2. Animal Shelter: This building comprises 9,000 square feet with indoor/outdoor meet and greet space and a secure location to process animals. This building would contain 33 dog kennels and a cattery.

3. Public Safety: This 77,900 square foot facility consists of the following:

- A 70,000 square foot building for booking/holding, courts, and Police Administration.
- A 7,900 square foot asset support building which houses the SWAT vehicle and training facility.

Since the Municipal Project program has been placed on hold, and following City Council direction, the consultant has been tasked with preparing a scope of work to assess alternative design and location options. These include the following:

1. Two options in Herfurth Park
2. Options for Pecan Grove
3. Three additional site locations to be provided to the consultant.

The consultant's proposal is in draft form and is currently under review. The estimate to perform these tasks is a minimum of \$100,000 and could change if the scope is enhanced. Once the scope has finalized and City Council has provided feedback regarding site selection, Staff will revert with an update.

Financial/Budget Implications

N/A

Recommended Action

This is a presentation item only

Attachments

None

Meeting Date: 3/16/2026

Agenda Item: 3.D.

Title

Receive a presentation regarding the Community Survey Proposal.

Staff Representative

Kristoff Bauer, Interim City Manager

Executive Summary

Staff will present a proposal from ETC Inst. to complete a Community Survey

Strategic Priority and Goal(s)

Strategic Priority	Strategic Goal
 GOVERN TRANSPARENTLY & INCLUSIVELY	1.8 Provide accurate and timely information to policy-makers and the public.

Background Information

The City has not completed a community survey since 2011. As Council moves forward with the development of an updated strategic plan, there is an opportunity to obtain information regarding the attitudes and interests of the community as a foundation for that effort.

Discussion

The previous surveys completed by the City focused on budgetary issues and did not include benchmarking against results from peer communities. ETC is a national firm that uses a mixture of standardized and custom questions. The standard questions allow for benchmarking. The custom questions allow a community to probe attitudes regarding issues specific to that community. An example report is provided for reference.

Staff will present the proposal and additional information regarding expected information developed by this effort.

Timing:

- **Month 1**

Design survey instrument
Finalize sampling plan

- **Month 2-3**

Administer the survey

- **Month 3-4**

Draft Report Submitted for review
Prepare and Deliver the Final Report

Financial/Budget Implications

This initiative is not currently identified in the FY26 Budget. Funding from salary savings or fund balance would be used if Council is supportive of the initiative.

300 Surveys	\$17,000
400 Surveys	\$20,000

Staff recommends the 400 survey option as it reduces the margin of error and enhances the reliability of detailed statistical analysis.

Recommended Action

Presentation Item

Attachments

1. 2026 City of Rowlett Community Survey Proposal (030526)
2. 2025 Georgetown TX Findings Report (020326)



March 5, 2026

Kristoff Bauer
Interim City Manager
Rowlett, Texas
972-412-6147
kbauer@rowlett.com

Subject: Proposal to Conduct a Community Survey for Rowlett, Texas

ETC Institute is pleased to submit a scope of work and quote to conduct surveys for Rowlett, Texas. If selected for this project, ETC Institute will provide the following services:

Task 1: Design the Survey. Task 1 will include the following services:

- Working with City staff to develop the survey questions. The survey is expected to be approximately 12-15 minutes in length, which is about 5 printed pages. ETC Institute will provide sample surveys as a starting point, making sure that all City input is received to ensure the final survey is specifically designed to meet all project goals and objectives.
- Participating in meetings by phone/video conference to develop the survey
- Developing on-line and printed versions of the survey as well as thorough QA/QC and creating proof for printed version of survey.
- Conducting a pilot test of the survey to ensure the questions are understood by residents. Based on the results of the pilot test, ETC Institute will recommend modifications (if needed) to the survey.

Deliverable Task 1. ETC Institute will provide a copy of the approved version of the printed survey along with a link to the on-line version.

Task 2: Develop the Sample for the Survey. Task 2 will include the following services:

- Acquiring the sample for the random sample. The sample will be designed to ensure the completion of at least 300 surveys. Additional sample sizes have been included in the pricing section of this quote. The overall results of 300 completed surveys will have a precision of at least $\pm 5.7\%$ at the 95% level of confidence. The goal of 300 completed surveys will ensure a statistically valid sample size.

Deliverable Task 2. An email confirming that the sample has been acquired.

Task 3: Administer the Survey. ETC Institute will administer the survey as follows

- ETC Institute will initially select a random sample of 1,500 households to receive the survey. The sample will be address-based, which means all households in the City will have an equal probability of being selected.
- ETC Institute will mail the survey and a cover letter (on official letterhead) to all households selected for the random sample. Residents who receive the survey by mail will have the option of completing it in one of the following three ways:
 - By mail using a postage-paid return envelope, which will be included with the survey
 - By going on-line to a website, which will be printed on the survey. Residents who respond on-line will be required to provide their home address so ETC Institute can verify that the respondent is part of the random sample. If someone responds on-line that is not part of the sample or does not provide their address, ETC Institute will process these surveys separately from the random sample.
 - By calling a toll-free number, which will be printed on the survey; ETC Institute will have interviewers to answer inbound calls from residents who prefer to complete the survey by phone in English and Spanish.
- ETC Institute will follow-up with households that do not respond to the mail survey within 10 days to maximize participation in the survey. These follow-ups will be conducted as follows:
 - By sending reminder e-mails and texts to households for whom email addresses and text numbers can be obtained. These emails and texts will contain a link to the on-line version.
 - By calling households and leaving voice messages about the survey with households that do not answer their phone. ETC Institute will give those who do answer their phone an opportunity to complete the survey by phone. Most phone surveys will be completed as inbound calls to ETC Institute's call center.
- To maximize the number of residents who complete the survey, ETC Institute's survey administration fees include one \$500 Visa gift card. This gift card will be used as an incentive to encourage residents to complete the survey. The Visa gift card will be awarded by randomly selecting one person from all respondents to the survey. There is no additional charge for the gift card to the City.
- ETC Institute will send follow-up emails/texts, make phone calls, and will place targeted social media ads on the Meta platform until a minimum of 300 surveys are completed. If more than 300 residents respond, ETC Institute will process all completed surveys for no additional fee.
- ETC Institute will monitor the distribution of the sample to ensure that the sample reasonably reflects the demographic composition of the City with regard to age, geographic dispersion, gender, race, and Hispanic/Latino ancestry. ETC Institute will weight the data as needed if one or

more demographic groups is over/underrepresented relative to recent Census estimates for the City's population.

Deliverable Task 3. ETC Institute will provide a copy of the overall results for each question on the survey.

Task 4: Analysis and Final Report. ETC Institute will conduct analysis of the data and submit a final report to the City. At a minimum, the analysis and report will include the following items:

- Formal report that includes an executive summary of survey methodology, a description of major findings, and charts that show the overall results of the survey as well as trends to prior surveys
- Benchmarks that show how the City's performance compares to other communities in Florida and a national average
- Importance Satisfaction Ratings that show the services which should receive the most emphasis in order to improve overall satisfaction
- Tabular data that shows the results of each question on the survey, including open ended responses
- A copy of the survey instrument
- GIS maps showing the results of the survey as maps of the City

Deliverable Task 4: ETC Institute will submit the final report in a pdf format.

Project Schedule

Listed below is ETC Institute's typical timeline for administering a survey. We are available to start at a date most convenient for the City.

- **Month 1**
Design survey instrument
Finalize sampling plan
- **Month 2-3**
Administer the survey
- **Month 3-4**
Draft Report Submitted for review
Prepare and Deliver the Final Report

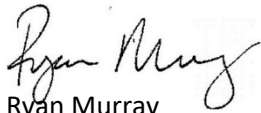
Fee

The table below shows a breakdown of the fees for the services described in this proposal.

Task	300 Surveys	400 Surveys
Design survey and prepare sampling plan	\$ 2,500.00	\$ 2,700.00
Administer survey	\$ 11,500.00	\$ 13,500.00
Formal reporting	\$ 3,000.00	\$ 3,000.00
TOTAL	\$ 17,000.00	\$ 19,200.00

CLOSING: We appreciate your consideration of this proposal and look forward to your decision. If you have any questions, please do not hesitate to call me at (913) 254-4598.

Sincerely,



Ryan Murray
Director of Community Research
ETC Institute
725 W. Frontier Circle
Olathe, KS 66061
(913) 254-4598
Ryan.Murray@etcinstitute.com



2025 Georgetown Resident Satisfaction Survey Findings Report

Presented to the City of
Georgetown, TX

February 2026



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Executive Summary

2025 Georgetown Resident Satisfaction Survey

Executive Summary



Purpose

ETC Institute administered a community survey for the City of Georgetown between December 2025 and January 2026. The survey was conducted as part of the City's effort to gather resident opinions and feedback on programs and services. The results of the survey will be used to help the City improve existing programs and determine future needs of residents in the City. This is the first community survey ETC Institute has administered for the City of Georgetown.

Methodology

A six-page survey was mailed to a random sample of households throughout the City of Georgetown. 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 who preferred to complete the survey over the internet. The online survey was available in both English and Spanish. After the surveys were mailed, residents who were part of the random sample received a follow-up message to encourage participation.

To prevent people who were not residents of Georgetown from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected from the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted toward the overall goal and was held separately from the data contained in this report of randomly selected households. To better understand how well services are being delivered in different parts of the City, the home address of survey respondents was geocoded and a separate mapping report has been developed as an appendix to this report.

The goal was to receive at least 400 completed surveys. This goal was far exceeded with a total of 652 households responding to the survey. The results for the random sample of 652 households have 95% level of confidence with a precision of at least +/- 3.8%.

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.

2025 Georgetown Resident Satisfaction Survey

Executive Summary



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 show how the results for the City of Georgetown compare to results in other communities in the state of Texas and across the U.S. (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)

Quality of Life in the City

Ninety percent (90%) of the residents surveyed, *who had an opinion*, were either “very satisfied” or “satisfied” with the city as a place to live; 87% were satisfied with the city as a place they are proud to call home; 85% were satisfied with the city as a place to visit, and 82% were satisfied with the city as a place to retire.

Satisfaction with City Services

The 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: quality of fire services (96%), quality of garbage and recycling services (90%), quality of library services (89%), quality of city parks (88%) quality of police services (86%), and quality of customer service from city employees (79%).

Based on the sum of their top three choices, the City services that residents thought should receive the most emphasis over the next two years were: 1) flow of traffic on city streets, 2) quality of water utility services, and 3) maintenance of city streets and sidewalks.

Perceptions of the City

Eighty-seven percent (87%) of the residents surveyed, *who had an opinion*, were either “very satisfied” or “satisfied” with quality of life in Georgetown; 85% were satisfied with the reputation of the city; 82% were satisfied with the quality of services provided by the city, and 73% were satisfied with the appearance of residential property.

2025 Georgetown Resident Satisfaction Survey

Executive Summary



Satisfaction with Specific City Services

Police and Fire/EMS Services. The highest levels of satisfaction with police services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: how quickly police respond to emergencies (78%), the city’s overall efforts to prevent crime (72%), animal control services (61%), and visibility of police in neighborhoods (61%).

The highest levels of satisfaction with Fire/EMS services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: quality of ambulance/EMS services (93%) and how quickly fire services personnel respond (93%).

Based on the sum of their top three choices, the public safety services that residents thought should receive the most emphasis over the next two years were: 1) the City’s overall efforts to prevent crime, 2) visibility of police in neighborhoods, and 3) enforcement of local traffic laws.

Perceptions of Safety. The highest levels of perceptions of safety in the city, based upon the combined percentage of “very safe” and “safe” responses among residents *who had an opinion*, were: walking in neighborhoods during the day (97%), overall feeling of safety in the community (90%), and walking in neighborhoods after dark (78%).

Maintenance and Environmental Services. 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: condition of neighborhood streets (85%), condition of street drainage (81%), condition of street signs and traffic signals (79%), and cleanliness of streets and other public areas (76%).

The highest levels of satisfaction with environmental services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: residential garbage collection services (94%) and curbside recycling services (88%).

Based on the sum of their top three choices, the public works services that residents thought should receive the most emphasis over the next two years were: 1) accessibility of streets, sidewalks, and buildings for people with disabilities, 2) condition of pavement markings on streets, and 3) condition of street signs and traffic signals.

Utility Services. The highest levels of satisfaction with utility services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: resolution of water service interruptions (76%) frequency of water service interruptions (75%), and reliability of the electric service (75%).

2025 Georgetown Resident Satisfaction Survey

Executive Summary



Parks and Recreation. The highest levels of satisfaction with parks and recreation , based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: maintenance of city parks (86%), quality of facilities at city parks (81%), Georgetown Recreation Center (77%), number of walking/biking trails (75%), and number of parks (75%).

Based on the sum of their top three choices, the parks and recreation items that residents thought should receive the most emphasis over the next two years were: 1) maintenance of city parks, 2) quality of facilities at city parks, and 3) number of walking/biking trails.

Public Communications. The highest levels of satisfaction with public communications, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: availability of information about city governmental services and activities (67%), timeliness of information provided by city government (63%), and efforts by city government to inform about local issues (62%).

Importance of Various Reasons for Living in Georgetown. The highest levels of importance of reasons for living in the City of Georgetown, based upon the combined percentage of “very important” and “somewhat important” responses among residents *who had an opinion*, were: safety and security (99%), availability of healthcare facilities (96%), access to restaurants and entertainment (94%), small town feel (92%), and access to quality shopping (91%)

Based on the sum of their top three choices, the biggest reasons for respondents staying in Georgetown over the next five years were: 1) safety and security, 2) small town feel, and 3) availability of healthcare facilities.

Additional Findings

- Seventy-one percent (71%) of respondents indicated they had visited the City’s website (georgetowntexas.gov) during the past 12 months. Of those, 38% visited the website to look for general information about the City, 33% did so to understand a specific service or program, 19% visited the website to pay a bill, and 10% visited the website for other reasons.

Of the 71% of respondents who visited the website during the past 12 months, 76% were “very satisfied” or “satisfied” with the quality of information provided, and 59% were satisfied with the ease of use of the City’s website.

- Thirty-six percent (36%) of respondents indicated they had contacted the City with a question or to report a problem or complaint during the past year. Nearly two-thirds (65%) who contacted the City did so by phone; 20% used email, 4% contacted the City in-person, and 11% used other methods.

2025 Georgetown Resident Satisfaction Survey

Executive Summary



When respondents who contacted the City were asked how they would describe the service they received, 32% responded “excellent;” 40% responded “good,” 15% thought the service was “fair,” and 14% indicated the service they received was “poor.”

Nearly all (98%) of respondents who had contacted the City during the past year indicated City employees “always” or “usually” were courteous and polite, and 88% of employees “always” or “usually” gave prompt, accurate, and complete answers in response to questions/concerns.

How the City of Georgetown Compares to Other Communities Nationally

Satisfaction levels for the City of Georgetown **rated higher than the U.S. average in 47 of the 49 areas** that were assessed. The City rated significantly higher than the U.S. average (difference of 5% or more) in all 47 of these areas. Listed below are the comparisons between Georgetown and the U.S. average:

Service	Georgetown, TX	U.S. Average	Difference
Quality of customer service from city employees	79.0%	38.0%	41.0%
Reputation of the city	85.0%	44.6%	40.4%
Quality of city parks	88.3%	48.3%	40.0%
Quality of services provided by the City	82.4%	42.9%	39.5%
Quality of police services	86.2%	49.0%	37.2%
As a place to live	90.3%	54.7%	35.6%
Curbside recycling services	88.1%	52.6%	35.5%
As a place to retire	81.8%	47.3%	34.5%
As a place to visit	85.4%	52.3%	33.1%
Residential garbage collection services	93.7%	60.8%	32.9%
Overall feeling of safety in your community	89.6%	57.3%	32.3%
Maintenance of city streets and sidewalks	69.5%	37.5%	32.0%
Reliability of the electric service	74.6%	42.9%	31.7%
Quality of electric utility services	74.3%	42.9%	31.4%
Effectiveness of city communications with public	67.9%	37.2%	30.7%
Condition of neighborhood streets	84.8%	43.2%	30.4%
Condition of street signs and traffic signals	79.1%	54.4%	15.5%
How quickly ambulance/EMS personnel respond	92.1%	63.6%	28.5%
Condition of neighborhood sidewalks	70.4%	42.8%	27.6%
Quality of ambulance/emergency medical services (EMS)	92.7%	65.2%	27.5%
Cleanliness of streets and other public areas	76.2%	49.2%	27.0%
Value received for city tax dollars and fees	59.4%	32.7%	26.7%
How quickly fire services personnel respond	92.5%	66.4%	26.1%
City's overall efforts to prevent crime	72.0%	46.0%	26.0%
How quickly police respond to emergencies	77.6%	51.7%	25.9%
Feeling of safety walking in your neighborhood during the day	96.7%	72.3%	24.4%

2025 Georgetown Resident Satisfaction Survey

Executive Summary



Service (Continued)	Georgetown, TX	U.S. Average	Difference
Availability of information about city governmental services and activities	66.5%	44.1%	22.4%
Quality of stormwater management	70.3%	48.0%	22.3%
Feeling of safety walking in your neighborhood after dark	78.4%	56.2%	22.2%
Household hazardous waste disposal service	63.0%	41.6%	21.4%
Quality of wastewater services	72.0%	50.9%	21.1%
Timeliness of information provided by city government	62.5%	42.3%	20.2%
Efforts by city government to inform about local issues	61.6%	42.0%	19.6%
As a place to work	66.0%	46.7%	19.3%
Quality of water utility services	65.5%	49.3%	16.2%
Mowing/trimming along streets/other public areas	65.4%	49.3%	16.1%
Feeling of safety walking on city trails/in city parks	68.2%	52.4%	15.8%
As a place to raise children	72.3%	56.7%	15.6%
Condition of pavement markings on streets	61.3%	45.7%	15.6%
Animal control services	61.1%	45.7%	15.4%
Public education programs	56.0%	42.1%	13.9%
Accessibility of streets, sidewalks, and buildings for people with disabilities	58.4%	46.2%	12.2%
Visibility of police in neighborhoods	61.0%	50.3%	10.7%
Enforcement of local codes and ordinances	50.5%	39.9%	10.6%
Visibility of police in commercial & retail areas	57.0%	48.7%	8.3%
Enforcement of local traffic laws	52.8%	46.6%	6.2%
Adequacy of street lighting	58.0%	52.4%	5.6%
How well city is managing growth & development	31.8%	37.4%	-5.6%
Flow of traffic on City streets	21.2%	43.2%	-22.0%

How the City of Georgetown Compares to Other Communities in Texas

Satisfaction levels for the City of Georgetown **rated higher than the Texas average in 47 of the 49 areas** that were assessed. The City rated significantly higher than the Texas average (difference of 5% or more) in all 47 of these areas. Listed below are the comparisons between Georgetown and the Texas average:

Service	Georgetown, TX	Texas Average	Difference
Reputation of the city	85.0%	34.4%	50.6%
Quality of city parks	88.3%	41.9%	46.4%
Quality of customer service from city employees	79.0%	33.6%	45.4%
Condition of neighborhood streets	84.8%	41.0%	43.8%
Maintenance of city streets and sidewalks	69.5%	26.5%	43.0%
Quality of police services	86.2%	43.8%	42.4%
Effectiveness of city communications with public	67.9%	25.8%	42.1%
As a place to visit	85.4%	43.7%	41.7%
As a place to live	90.3%	49.7%	40.6%
Reliability of the electric service	74.6%	34.6%	40.0%
Quality of electric utility services	74.3%	34.6%	39.7%

2025 Georgetown Resident Satisfaction Survey

Executive Summary



Service (Continued)	Georgetown, TX	Texas Average	Difference
How quickly ambulance/EMS personnel respond	92.1%	52.6%	39.5%
Quality of services provided by the City	82.4%	43.6%	38.8%
Quality of ambulance/emergency medical services (EMS)	92.7%	55.9%	36.8%
Overall feeling of safety in your community	89.6%	53.7%	35.9%
City's overall efforts to prevent crime	72.0%	37.1%	34.9%
As a place to retire	81.8%	47.0%	34.8%
Curbside recycling services	88.1%	53.9%	34.2%
Quality of stormwater management	70.3%	37.4%	32.9%
Value received for city tax dollars and fees	59.4%	29.3%	30.1%
Feeling of safety walking in your neighborhood during the day	96.7%	67.4%	29.3%
Residential garbage collection services	93.7%	64.7%	29.0%
How quickly fire services personnel respond	92.5%	63.6%	28.9%
Feeling of safety walking in your neighborhood after dark	78.4%	50.2%	28.2%
How quickly police respond to emergencies	77.6%	50.0%	27.6%
Condition of neighborhood sidewalks	70.4%	43.0%	27.4%
Cleanliness of streets and other public areas	76.2%	49.7%	26.5%
Quality of wastewater services	72.0%	46.3%	25.7%
Quality of water utility services	65.5%	40.0%	25.5%
Condition of street signs and traffic signals	79.1%	54.3%	24.8%
Public education programs	56.0%	34.1%	21.9%
Household hazardous waste disposal service	63.0%	41.2%	21.8%
Feeling of safety walking on city trails/in city parks	68.2%	46.5%	21.7%
As a place to raise children	72.3%	50.6%	21.7%
Condition of pavement markings on streets	61.3%	40.2%	21.1%
Availability of information about city governmental services and activities	66.5%	46.4%	20.1%
Efforts by city government to inform about local issues	61.6%	42.0%	19.6%
Mowing/trimming along streets/other public areas	65.4%	47.7%	17.7%
Accessibility of streets, sidewalks, and buildings for people with disabilities	58.4%	41.8%	16.6%
As a place to work	66.0%	50.2%	15.8%
Visibility of police in neighborhoods	61.0%	45.5%	15.5%
Timeliness of information provided by city government	62.5%	49.1%	13.4%
Enforcement of local codes and ordinances	50.5%	37.9%	12.6%
Animal control services	61.1%	50.3%	10.8%
Visibility of police in commercial & retail areas	57.0%	48.4%	8.6%
Adequacy of street lighting	58.0%	50.1%	7.9%
Enforcement of local traffic laws	52.8%	45.2%	7.6%
How well city is managing growth & development	31.8%	39.1%	-7.3%
Flow of traffic on City streets	21.2%	38.1%	-16.9%

2025 Georgetown Resident Satisfaction Survey

Executive Summary



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 on city streets (I-S Rating = 0.5114)
- Effectiveness of city economic development efforts (I-S Rating = 0.1485)
- Quality of water utility services (I-S Rating = 0.1166)

The table below and on the following page shows the Importance-Satisfaction rating for all 15 categories of City services that were rated.

Importance-Satisfaction Rating 2025 Georgetown Resident Satisfaction Survey Major Categories of City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Flow of traffic on City streets	65%	1	21%	15	0.5114	1
<u>High Priority (IS .10-.20)</u>						
Effectiveness of city economic development efforts	29%	4	48%	14	0.1485	2
Quality of water utility services	34%	2	66%	12	0.1166	3
<u>Medium Priority (IS <.10)</u>						
Maintenance of city streets and sidewalks	30%	3	70%	10	0.0918	4

2025 Georgetown Resident Satisfaction Survey

Executive Summary



Category of Service (Continued)	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Enforcement of local codes and ordinances	11%	7	51%	13	0.0554	5
Quality of electric utility services	15%	6	74%	7	0.0383	6
Effectiveness of city communications with public	11%	8	68%	11	0.0340	7
Quality of police services	20%	5	86%	5	0.0273	8
Quality of stormwater management	5%	11	70%	9	0.0146	9
Quality of city parks	10%	9	88%	4	0.0111	10
Quality of wastewater services	4%	12	72%	8	0.0106	11
Quality of customer service from city employees	3%	15	79%	6	0.0069	12
Quality of library services	3%	14	89%	3	0.0039	13
Quality of fire services	9%	10	96%	1	0.0038	14
Quality of garbage and recycling services	4%	13	90%	2	0.0038	15

2025 Georgetown Resident Satisfaction Survey

Executive Summary

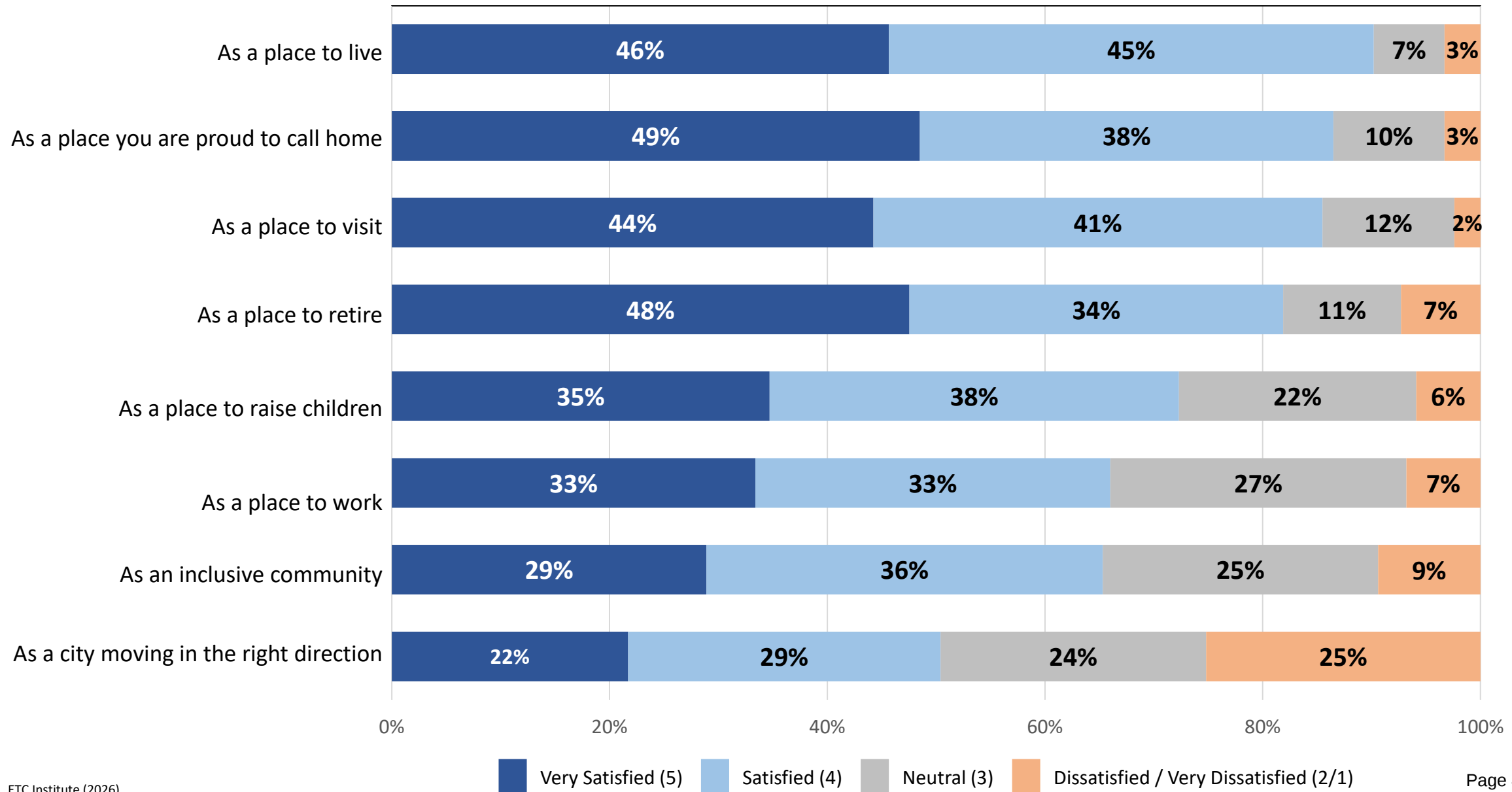




Charts and Graphs

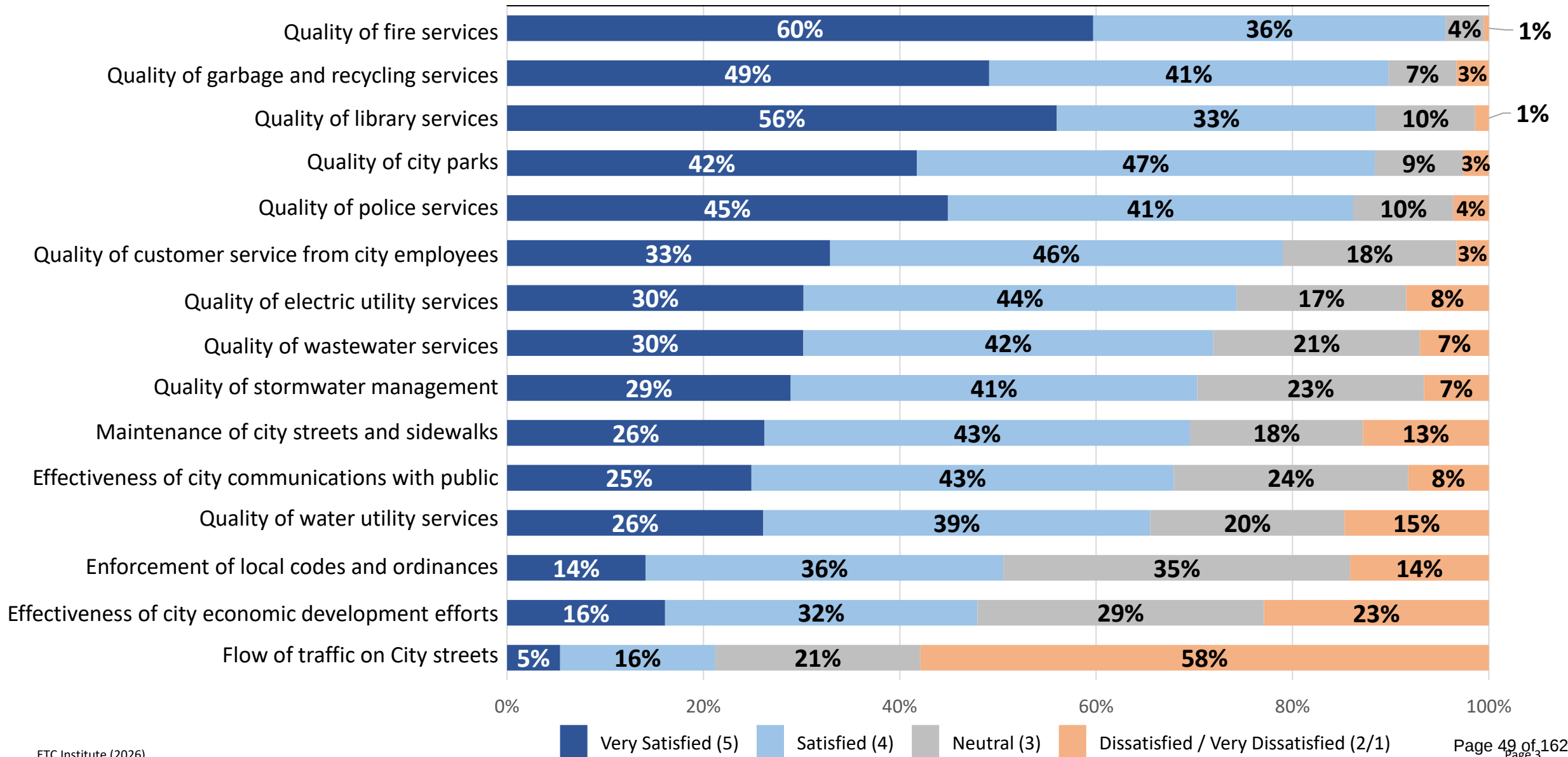
Q1. Satisfaction With Quality of Life in the City

by percentage of respondents (excluding “don’t know”)



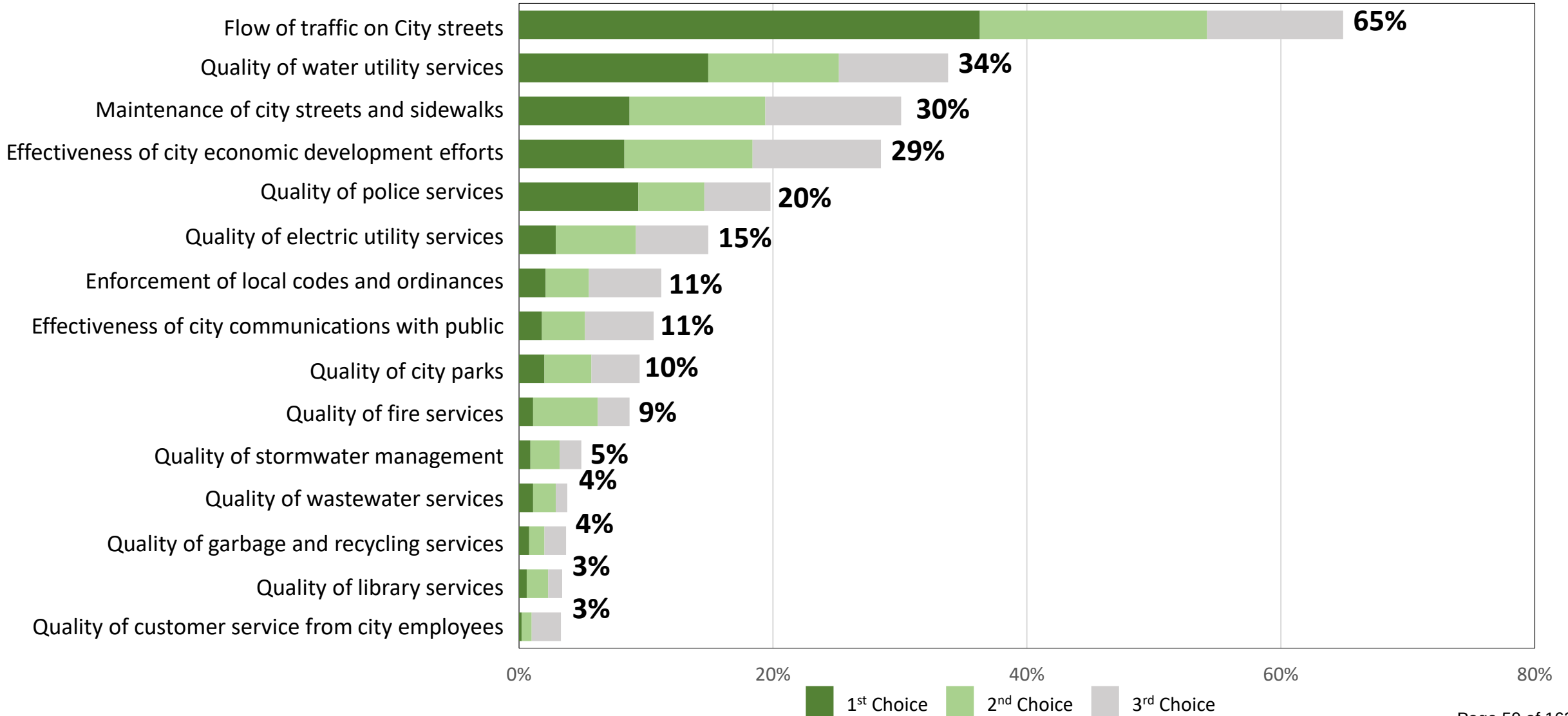
Q2. Satisfaction With City Services

by percentage of respondents (excluding “don’t know”)



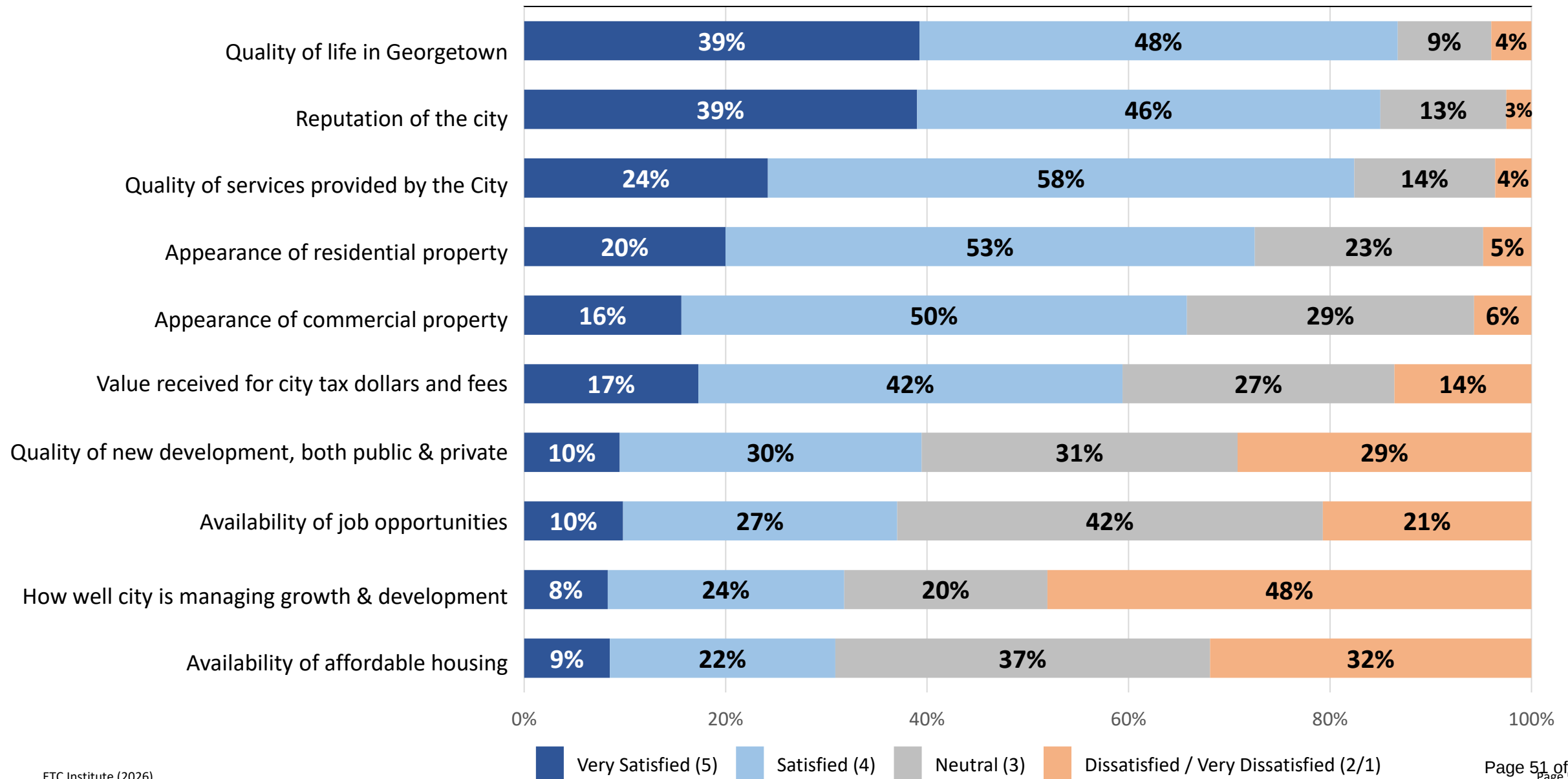
Q3. City Services That Are Most Important to Emphasize Over the Next Two Years

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



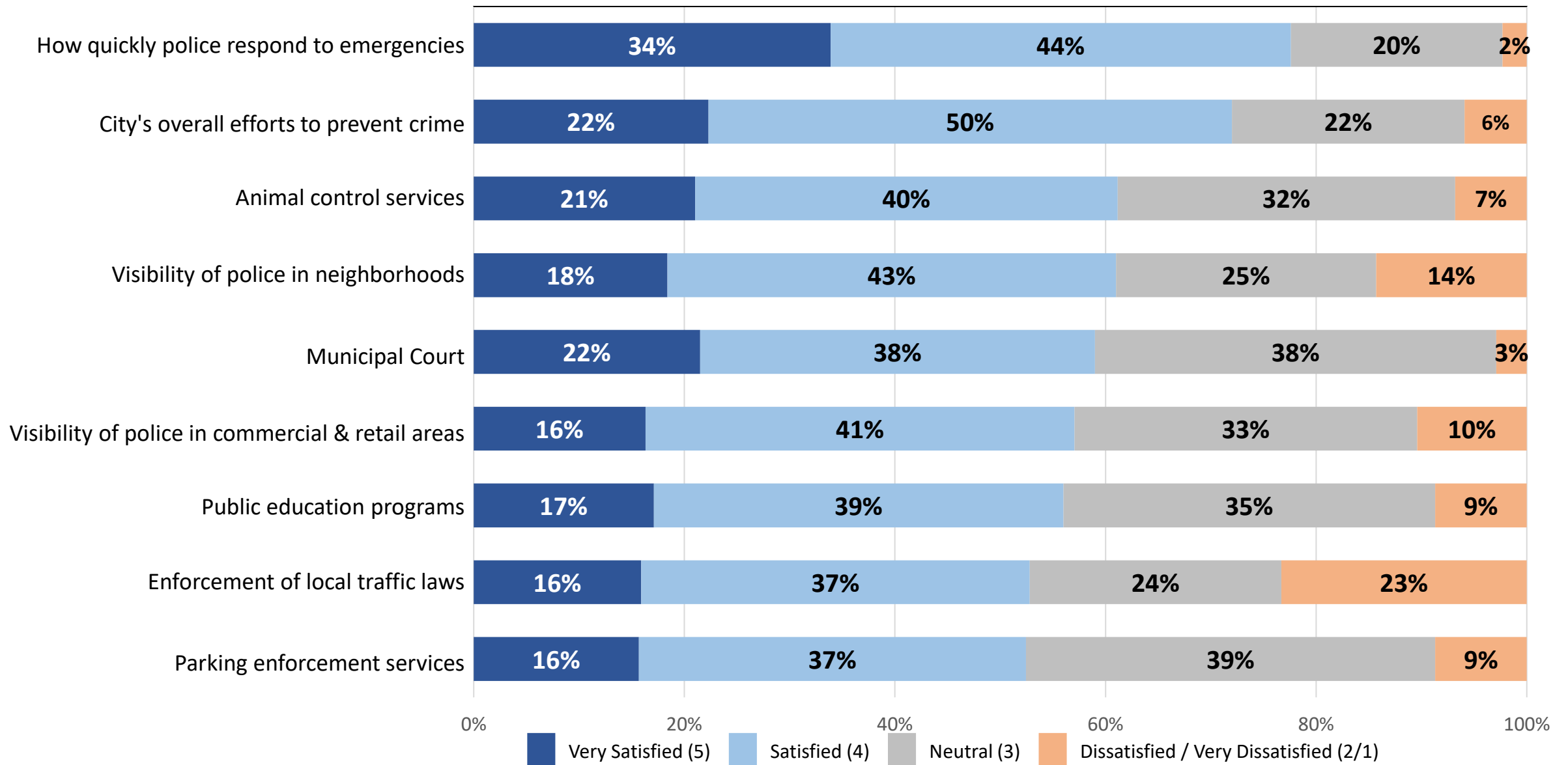
Q4. Satisfaction With Perceptions of the City

by percentage of respondents (excluding “don’t know”)



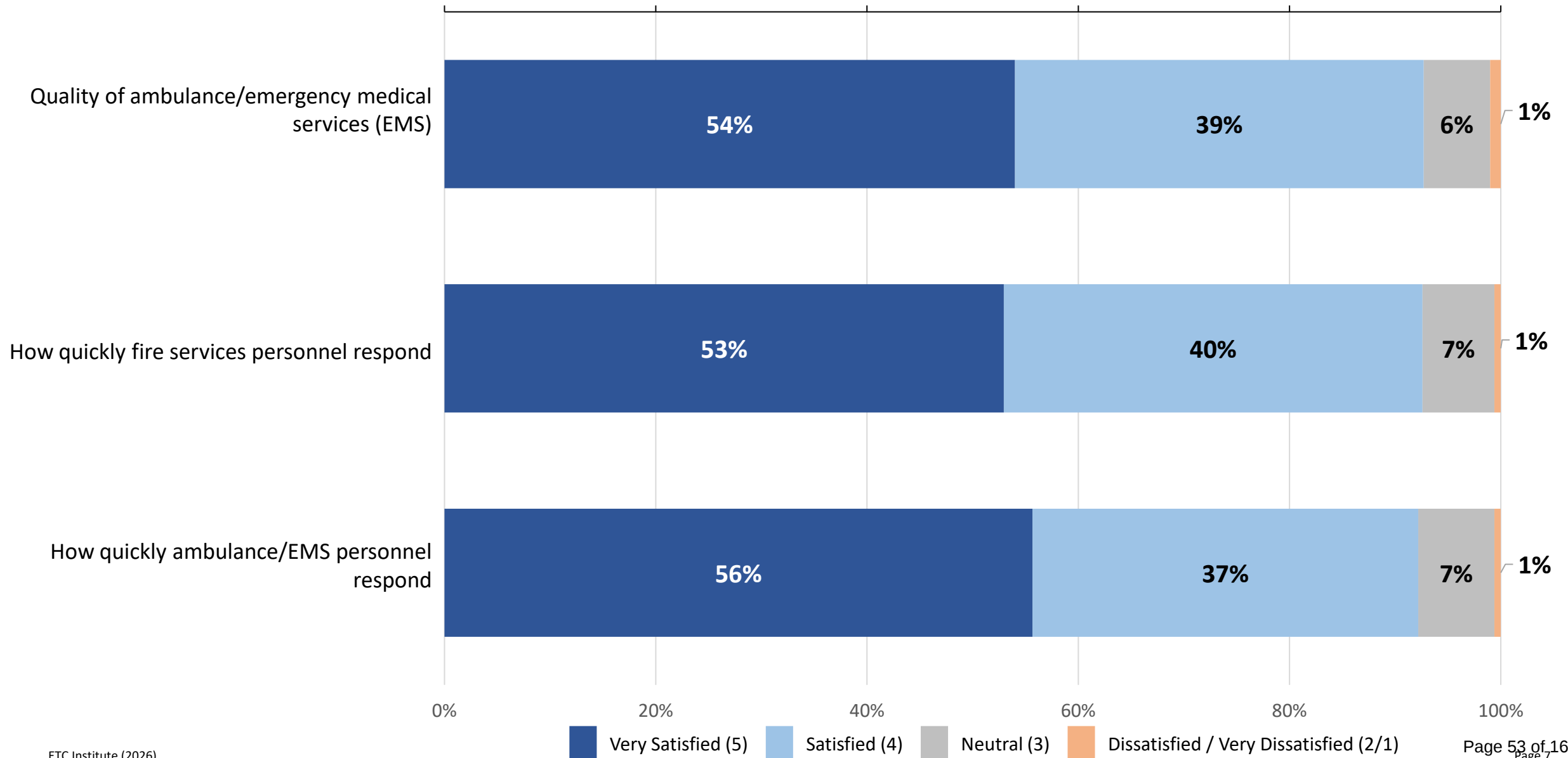
Q5[1-9]. Satisfaction With Police Services

by percentage of respondents (excluding “don’t know”)



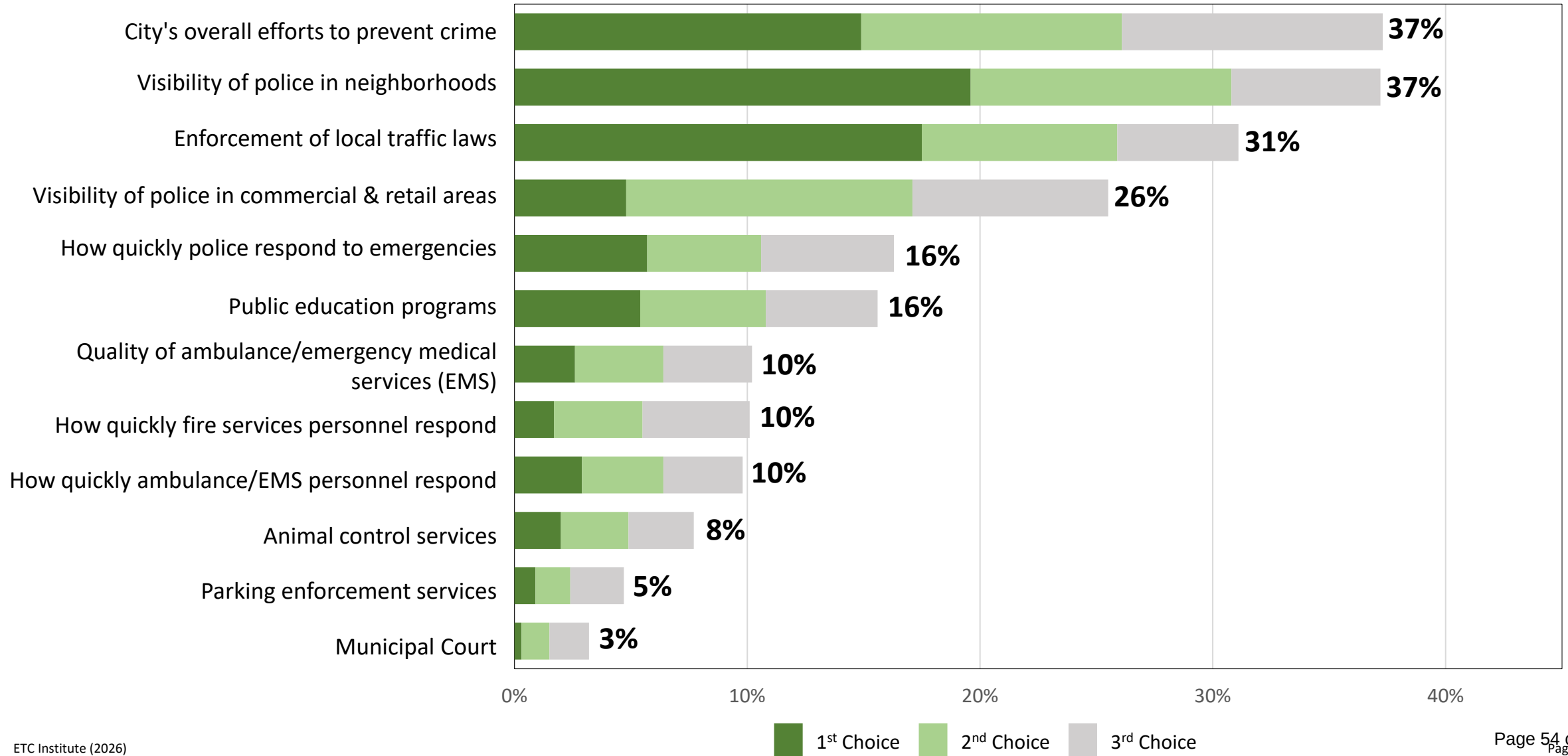
Q5[10-12]. Satisfaction With Fire/Emergency Medical Services

by percentage of respondents (excluding “don’t know”)



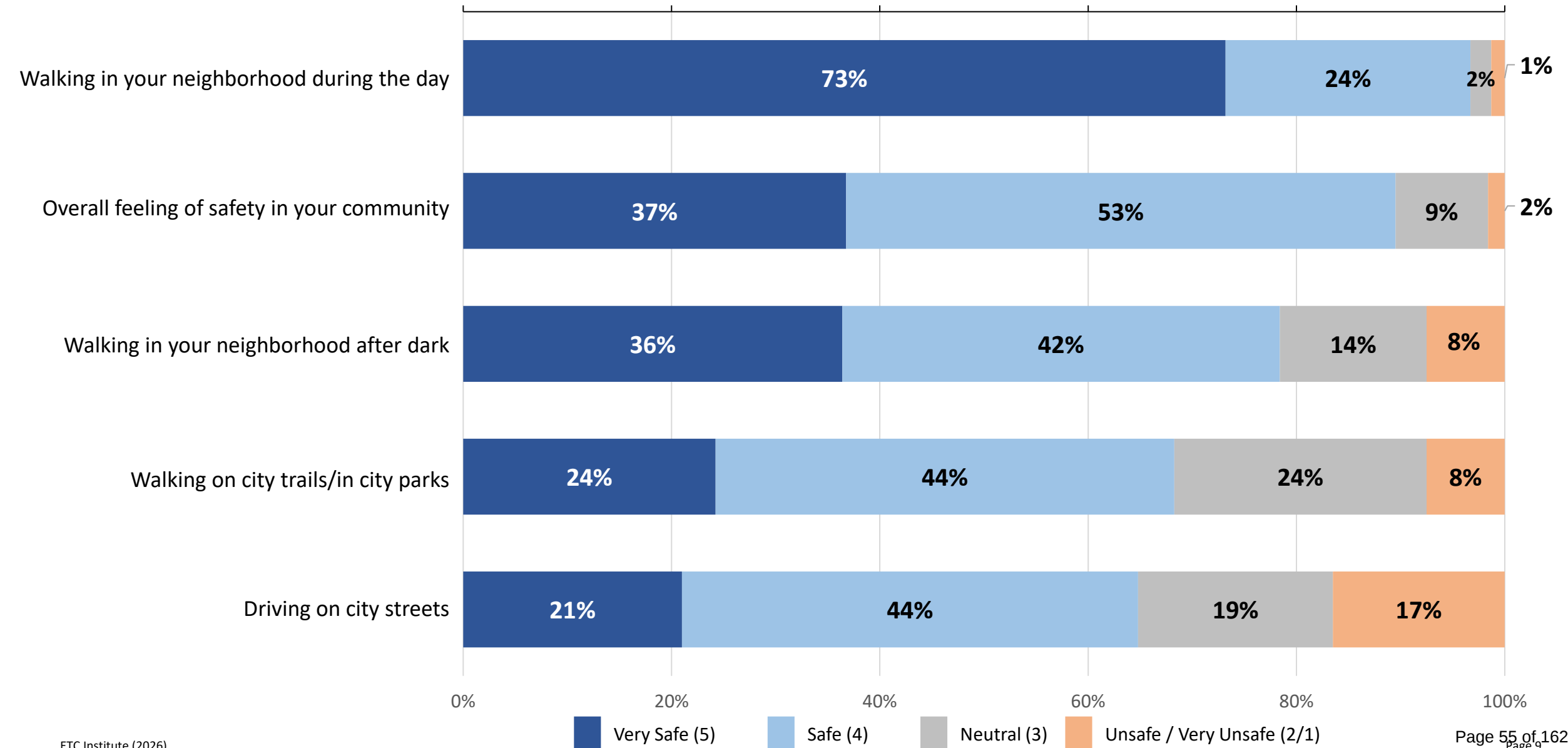
Q6. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

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



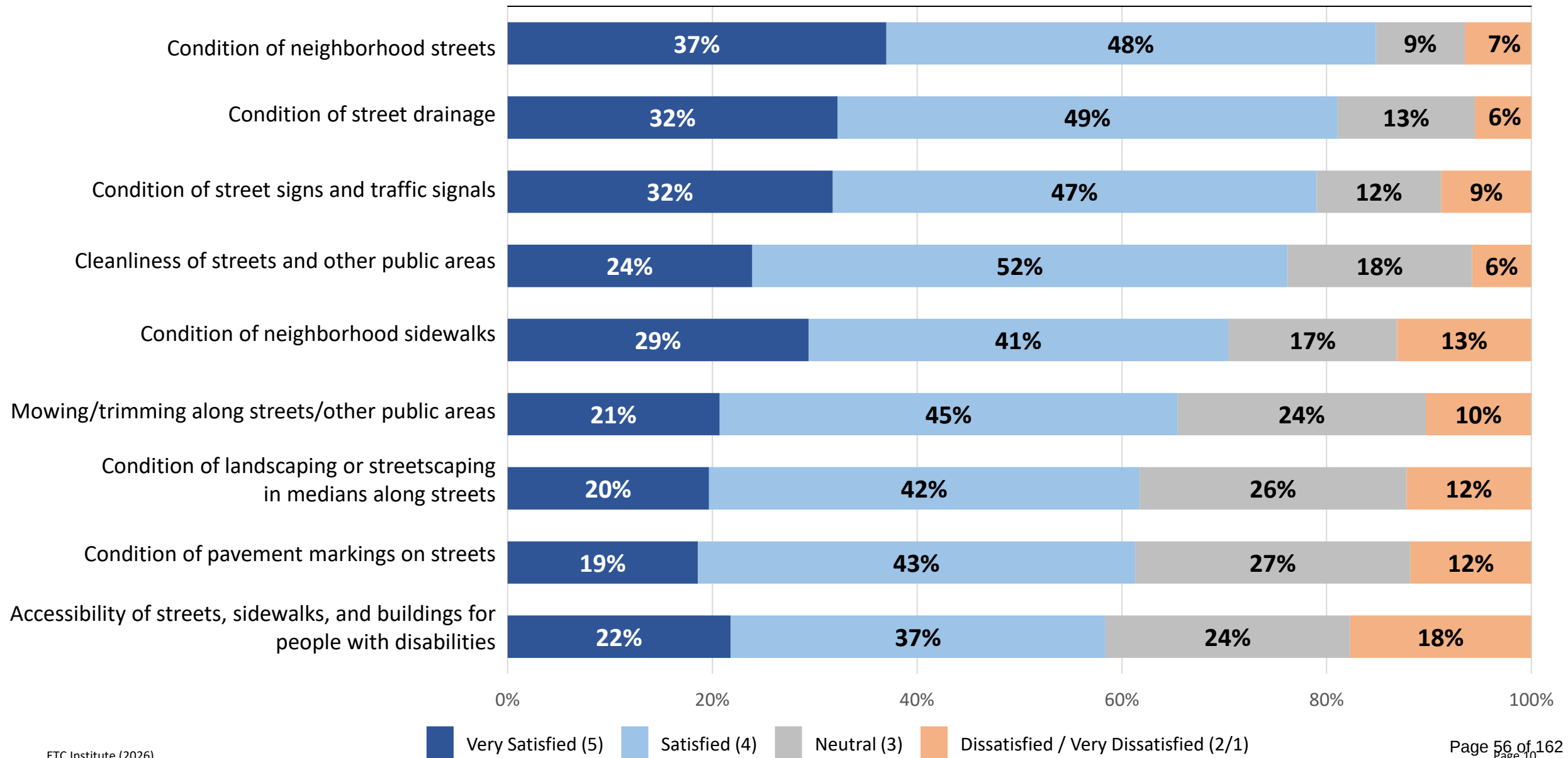
Q7. Perceptions of Safety in the Following Situations

by percentage of respondents (excluding “don’t know”)



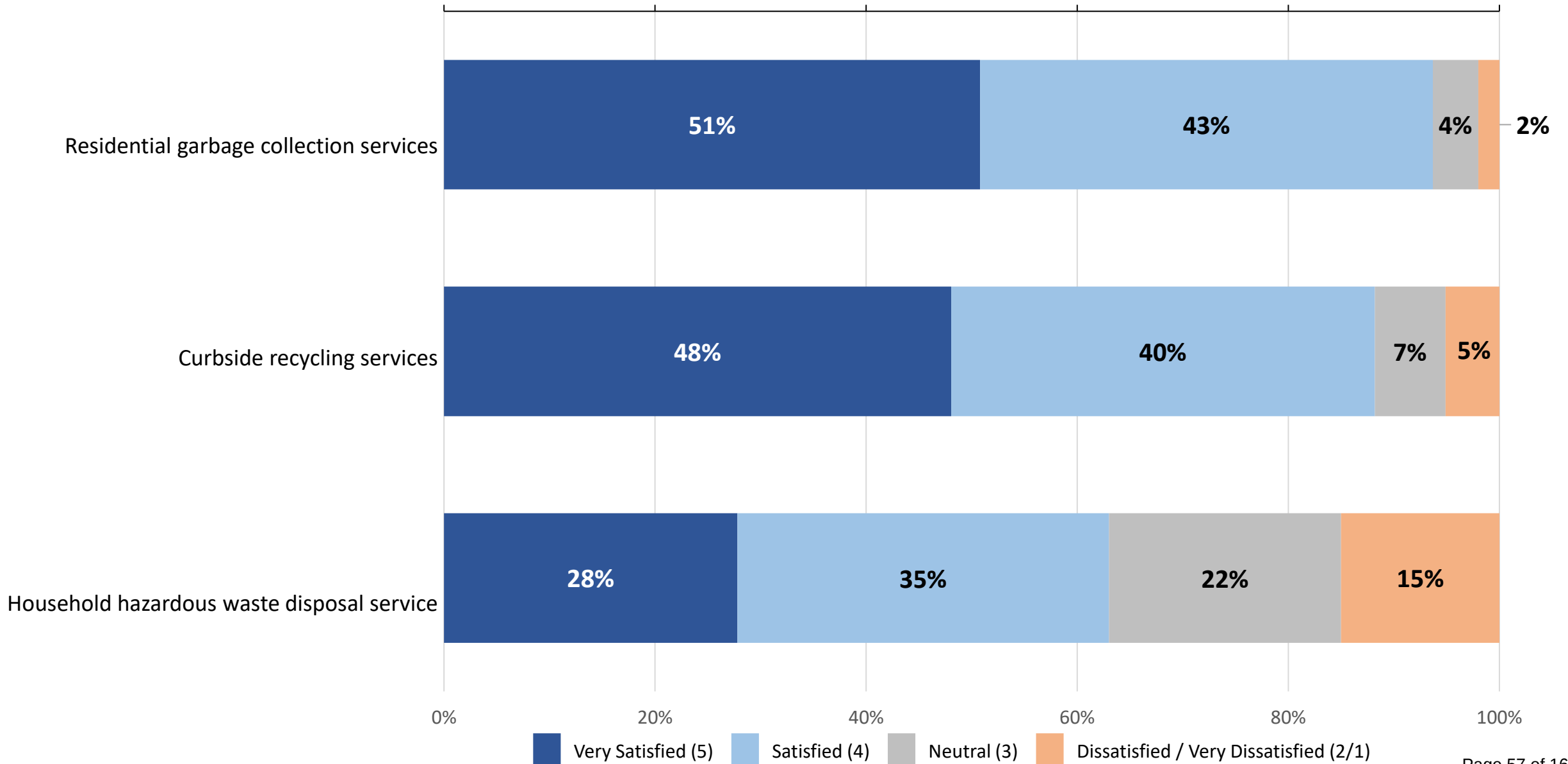
Q8[1-9]. Satisfaction With Maintenance Services

by percentage of respondents (excluding “don’t know”)



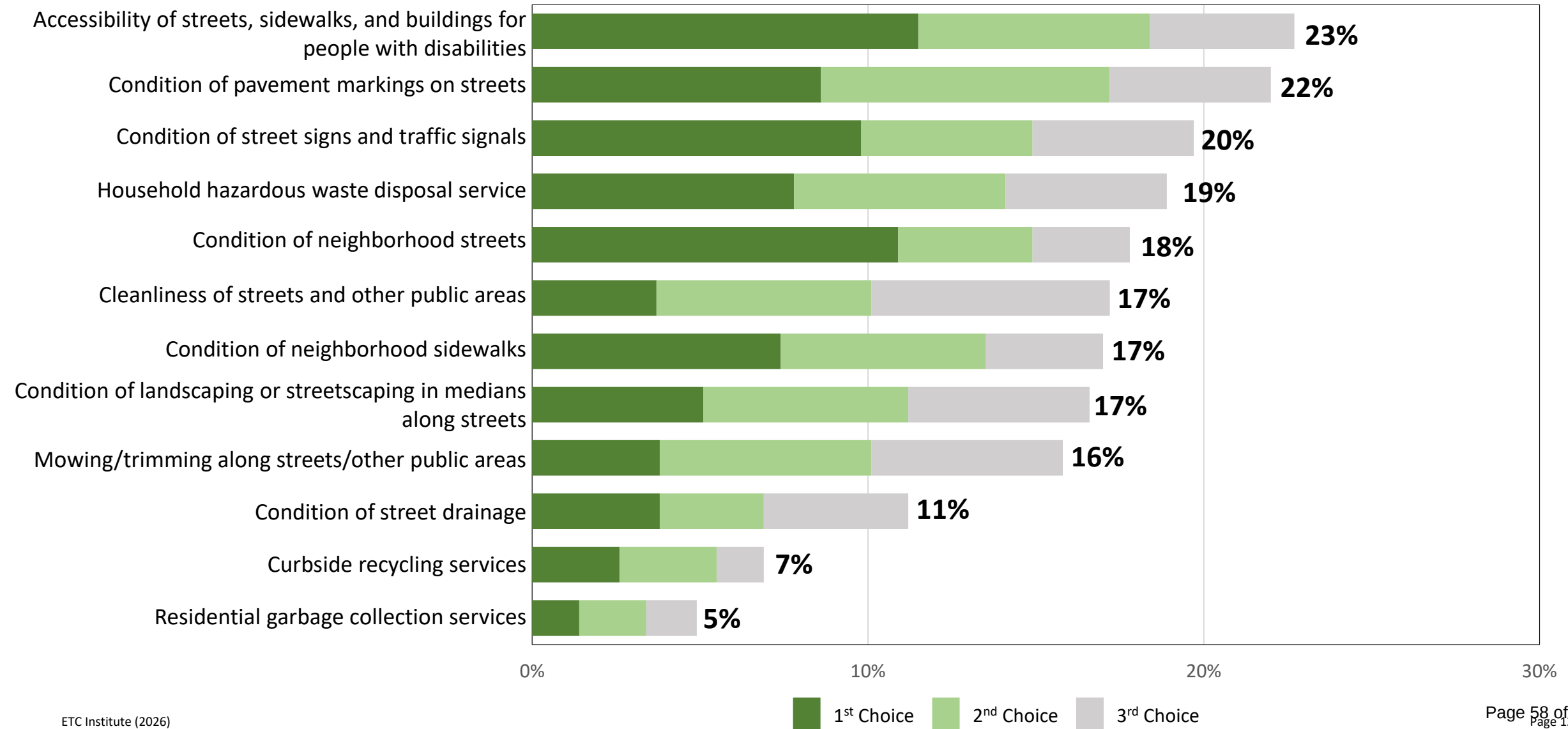
Q8[10-12]. Satisfaction With Environmental Services

by percentage of respondents (excluding “don’t know”)



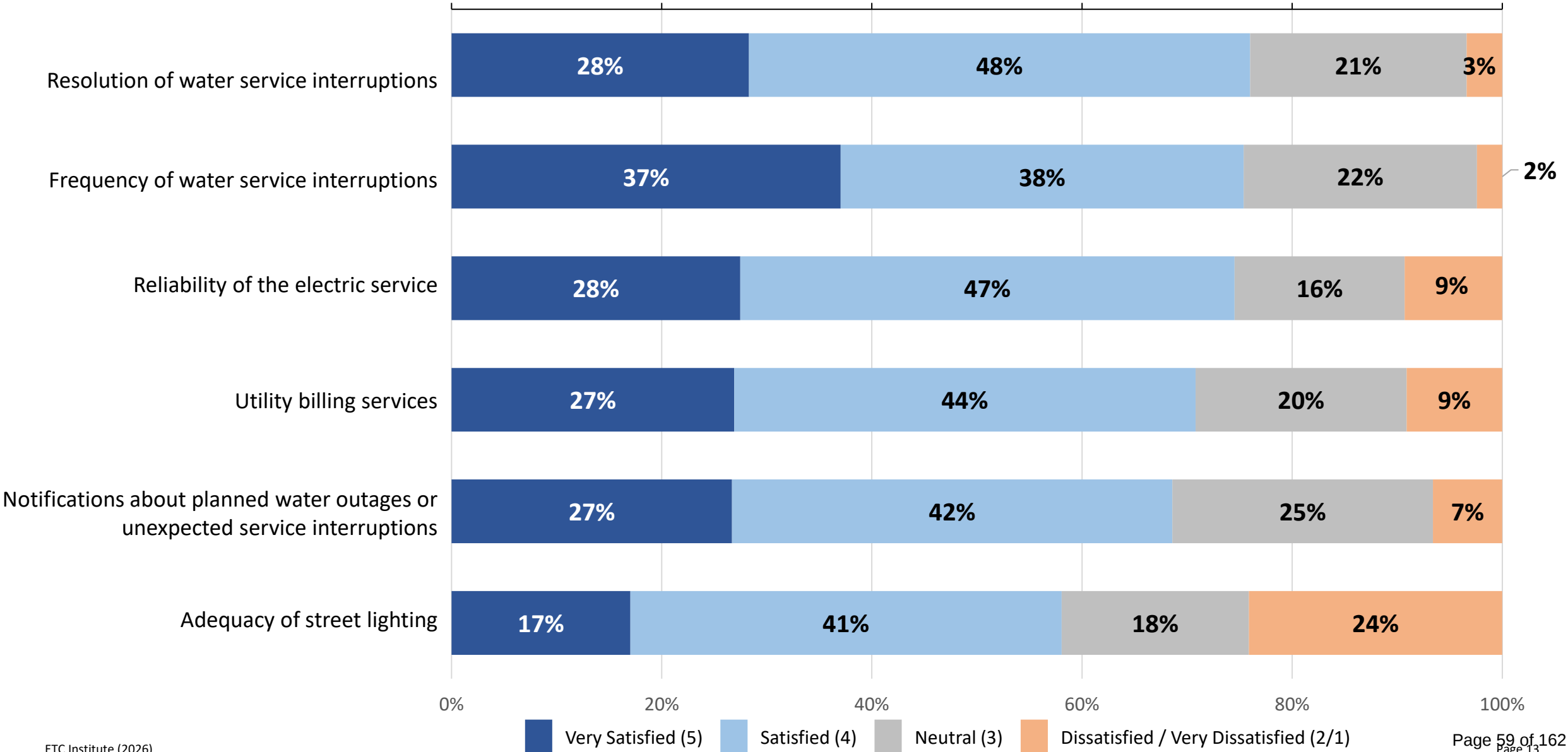
Q9. Public Works Services That Should Receive the Most Emphasis Over the Next Two Years

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



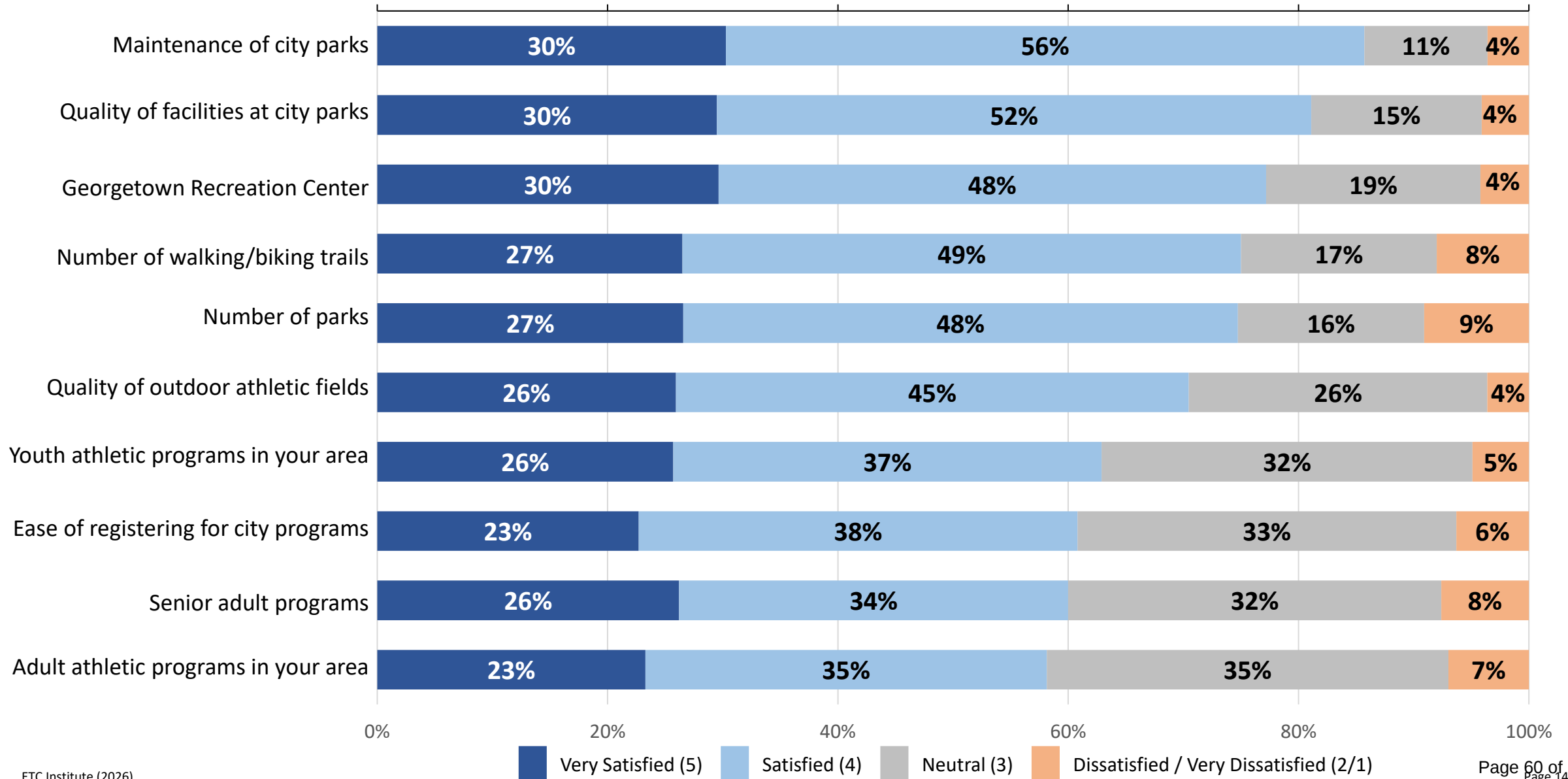
Q10. Satisfaction With Utility Services

by percentage of respondents (excluding “don’t know”)



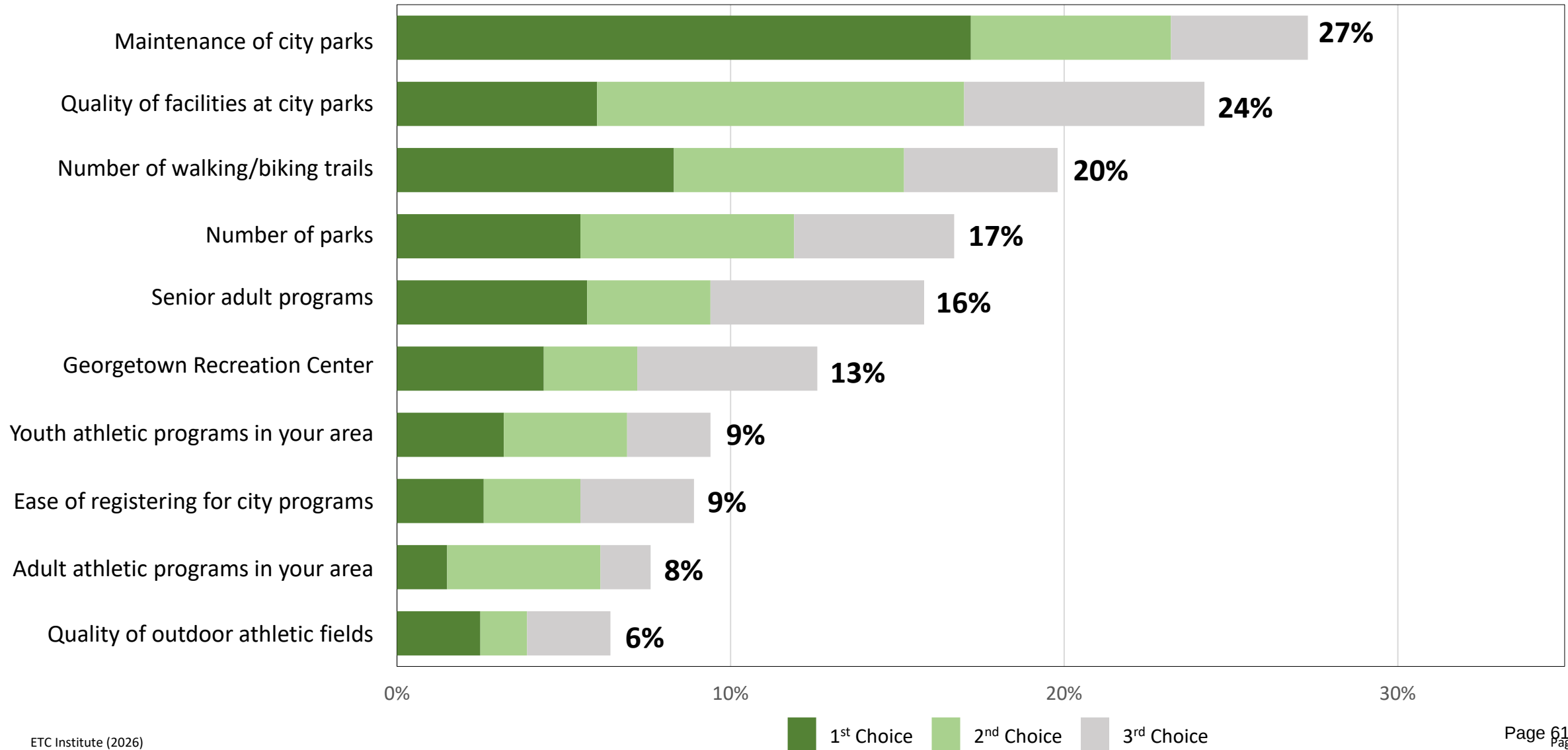
Q11. Satisfaction With Parks and Recreation

by percentage of respondents (excluding “don’t know”)



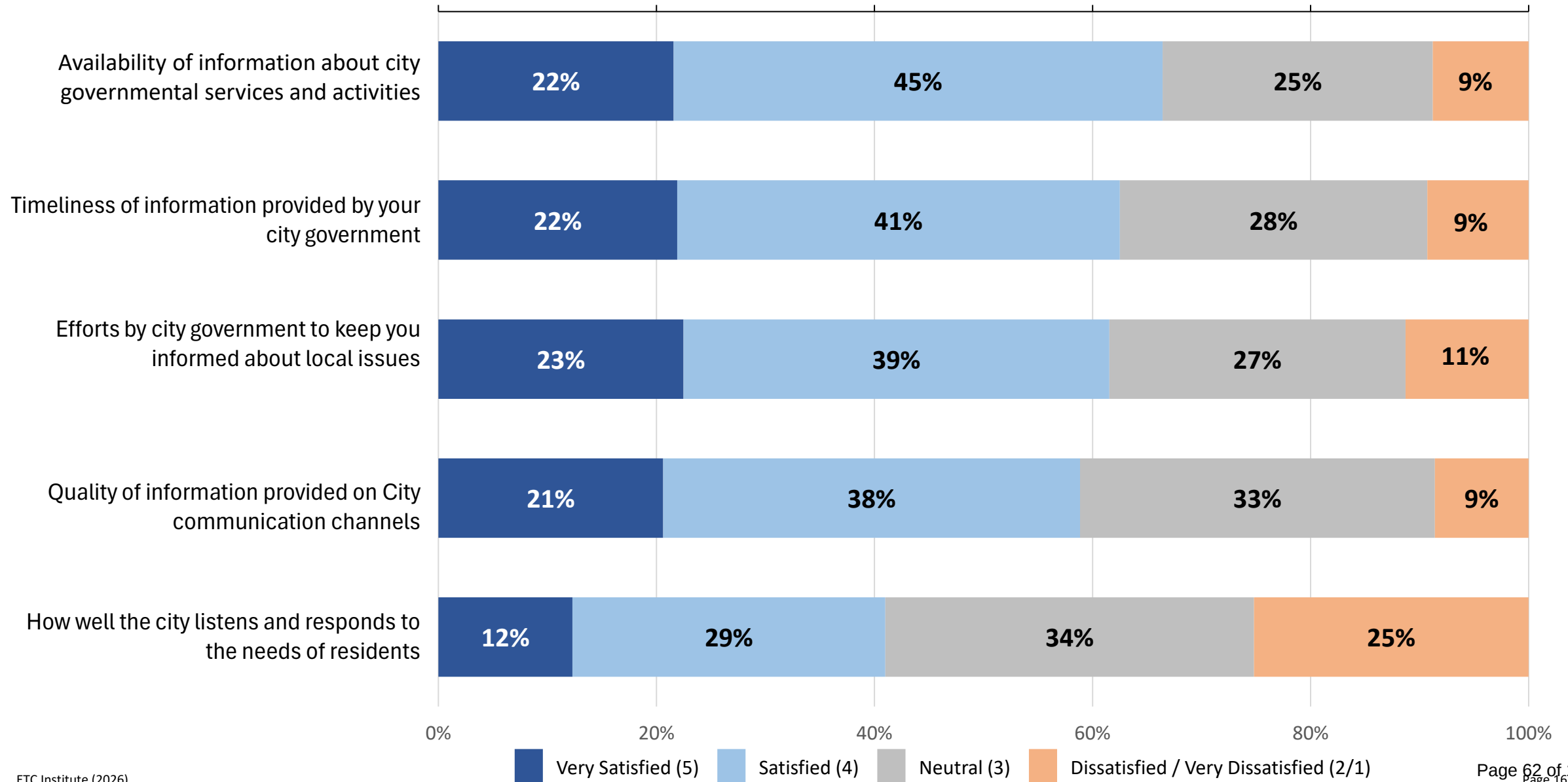
Q12. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

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

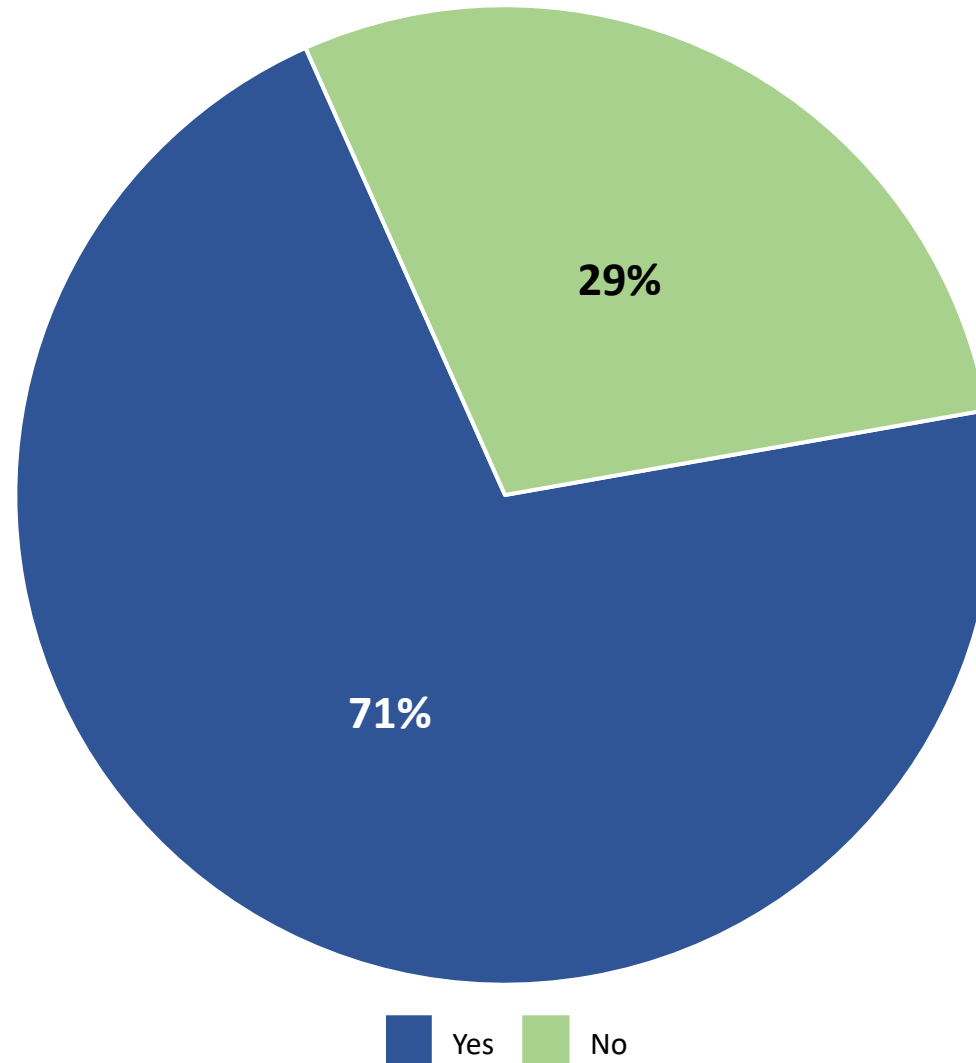


Q13. Satisfaction With Public Communications

by percentage of respondents (excluding “don’t know”)

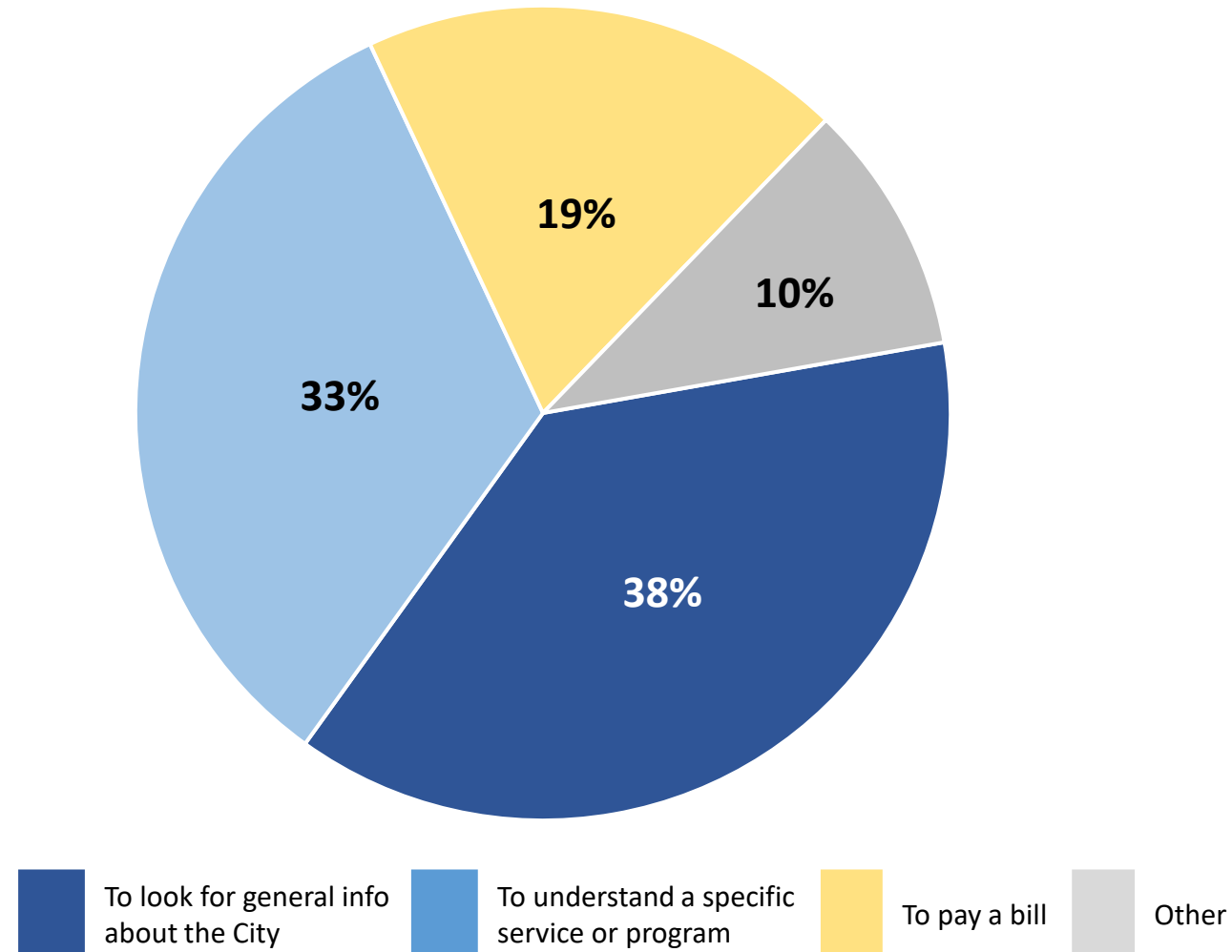


Q14. Have you visited the City's website (georgetowntexas.gov) during the past 12 months? by percentage of respondents (excluding "not provided")



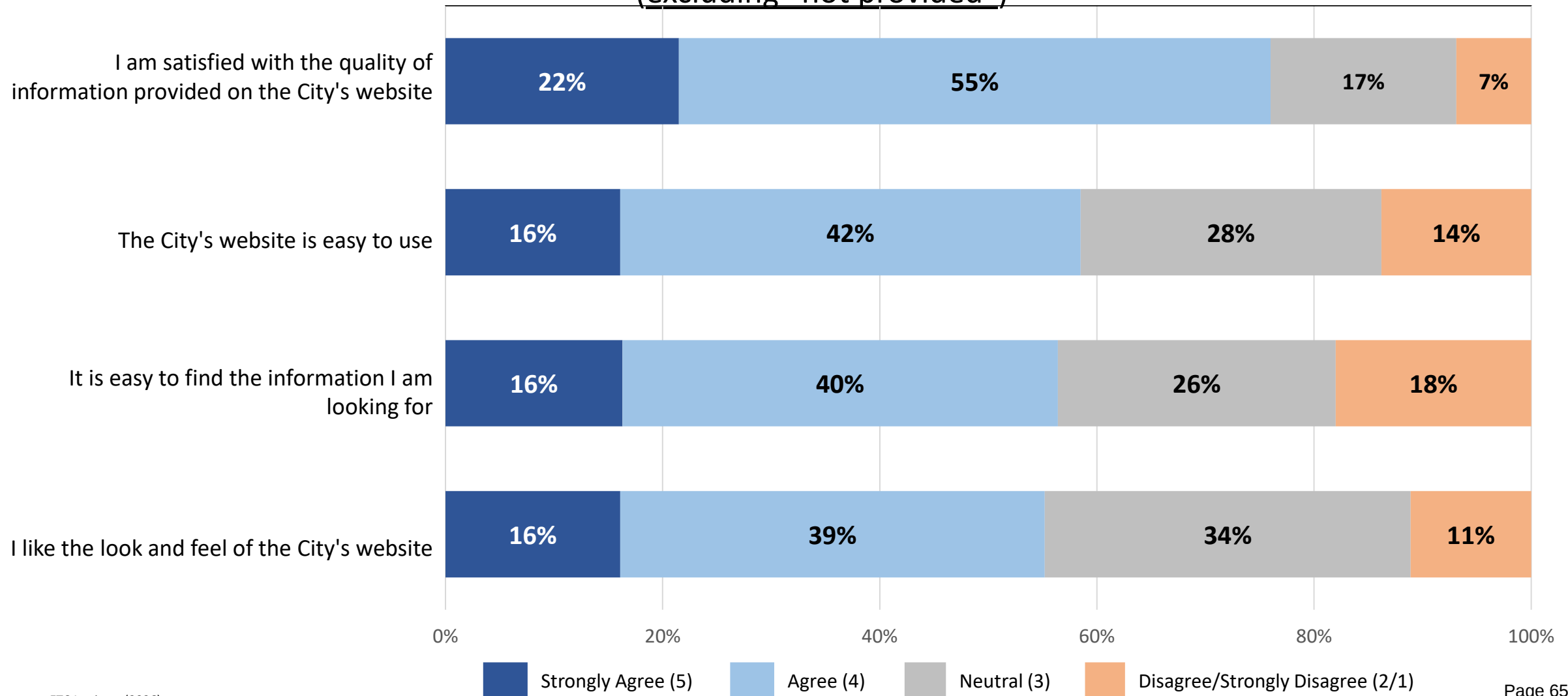
Q14a. What was the reason for your most recent visit to the City's website?

by percentage of respondents who visited the City's website during the past 12 months
(excluding "not provided")



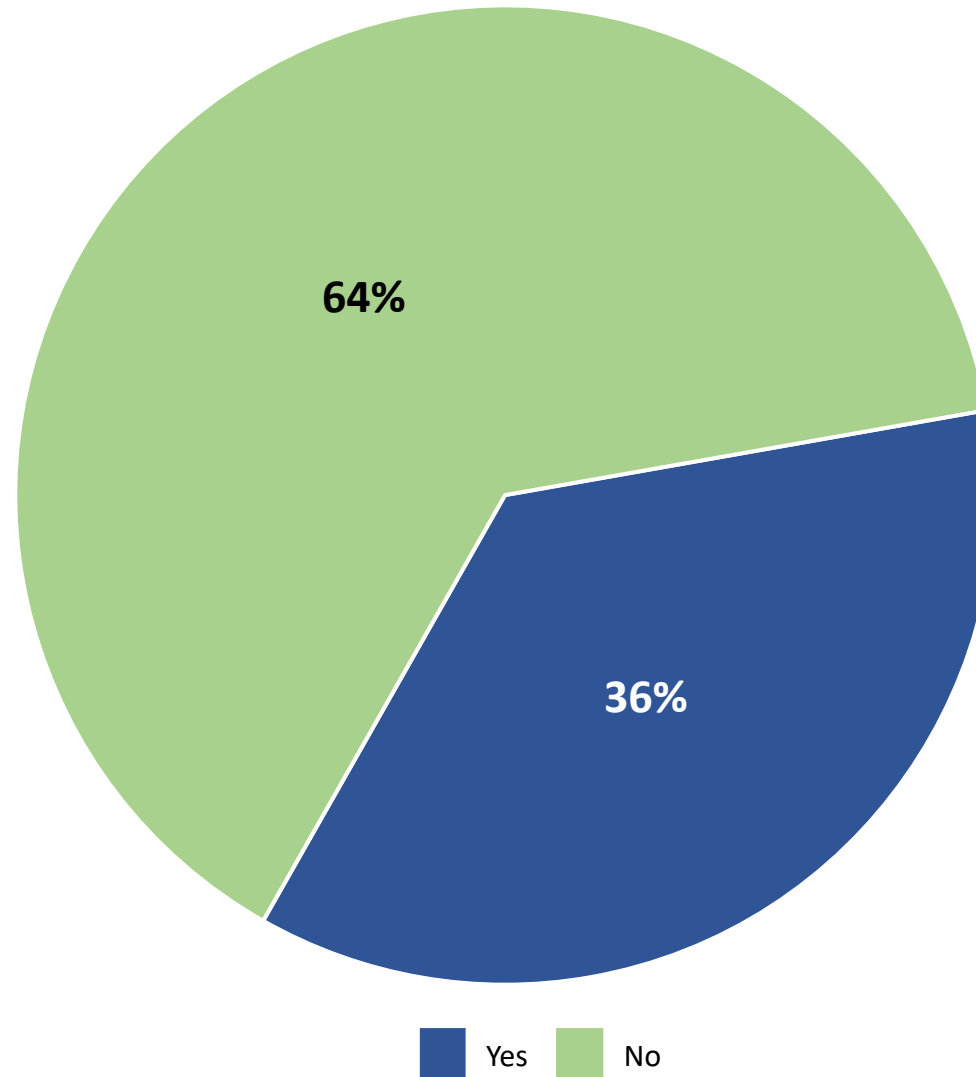
Q14b. Agreement With the Following Statements About the City's Website

by percentage of respondents who visited the City's website during the past 12 months
(excluding "not provided")



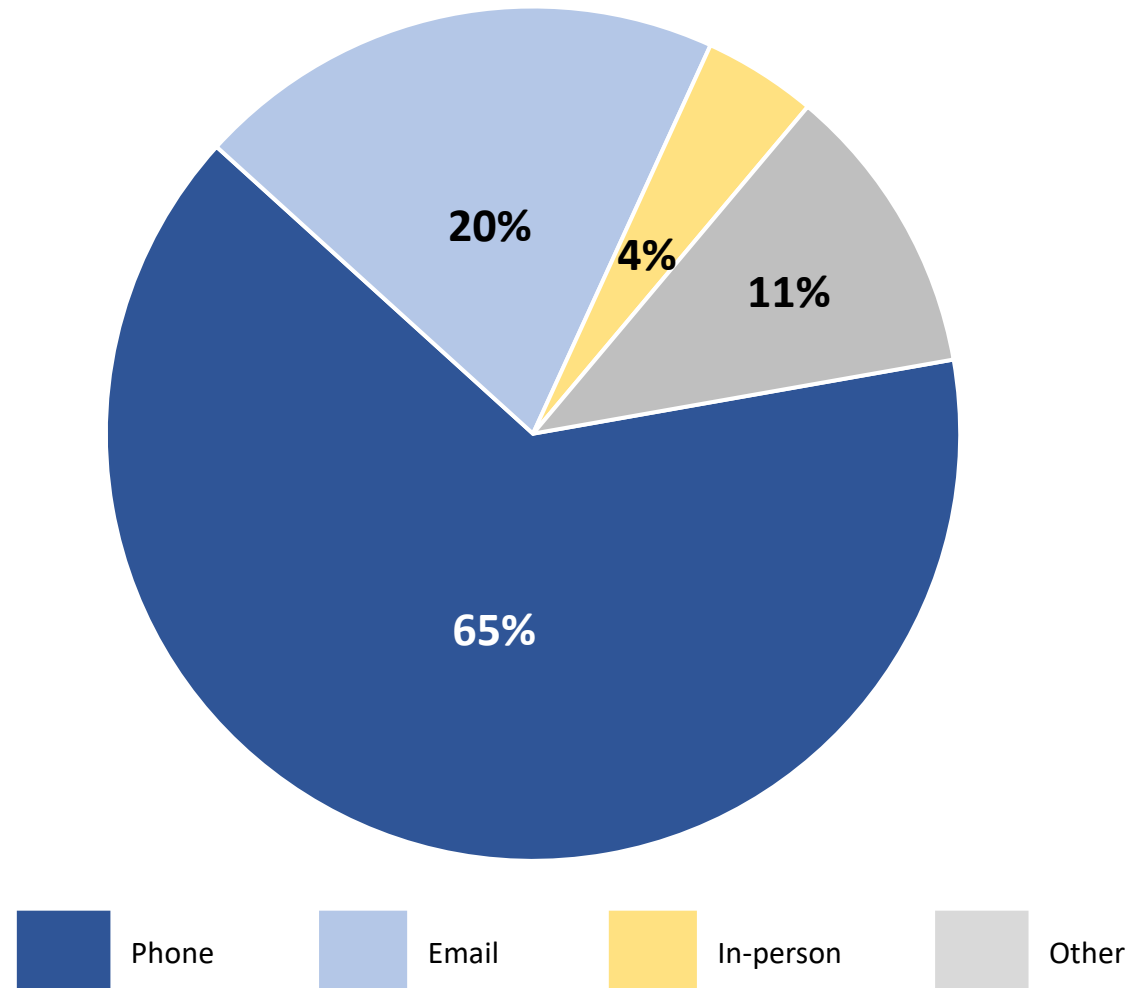
Q15. Have you contacted the City with a question or to report a problem or complaint during the past year?

by percentage of respondents



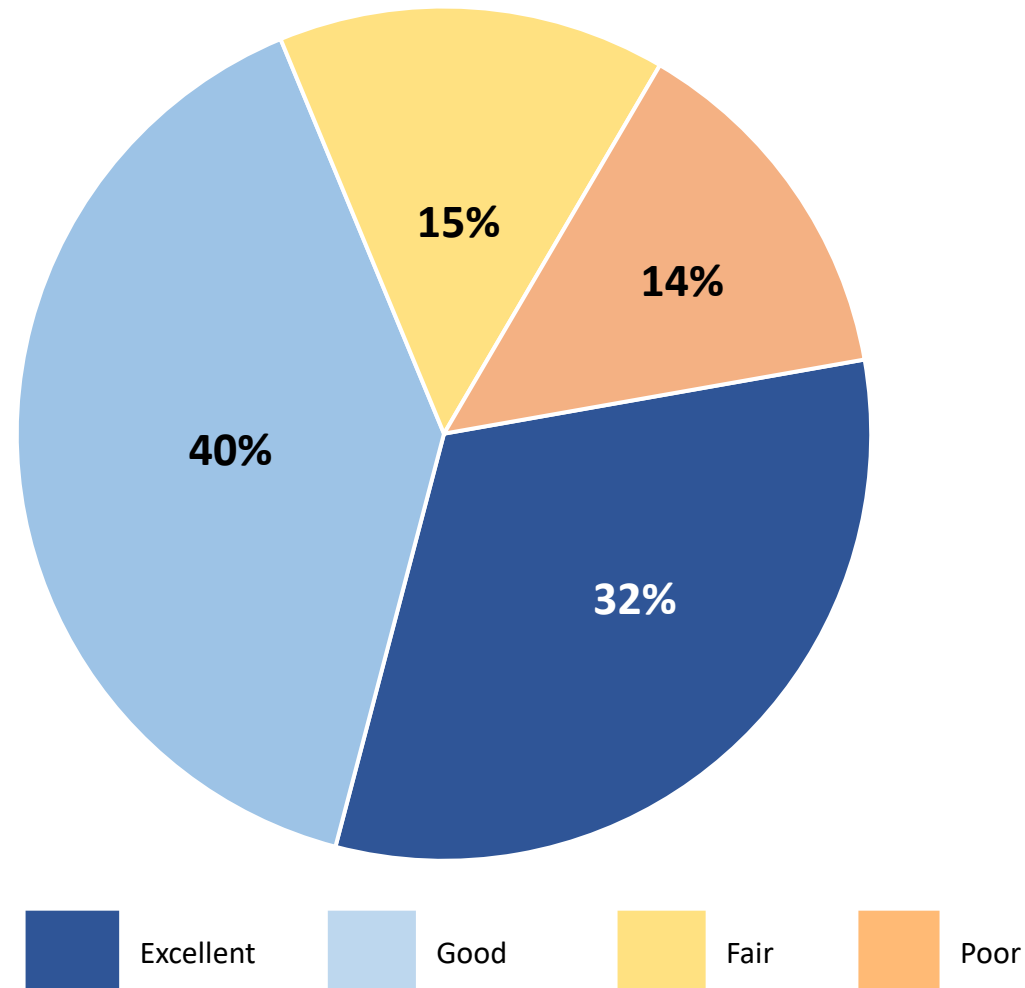
Q15a. What was the primary method you used to contact the City?

by percentage of respondents who contacted the City during the past year
(excluding "not provided")



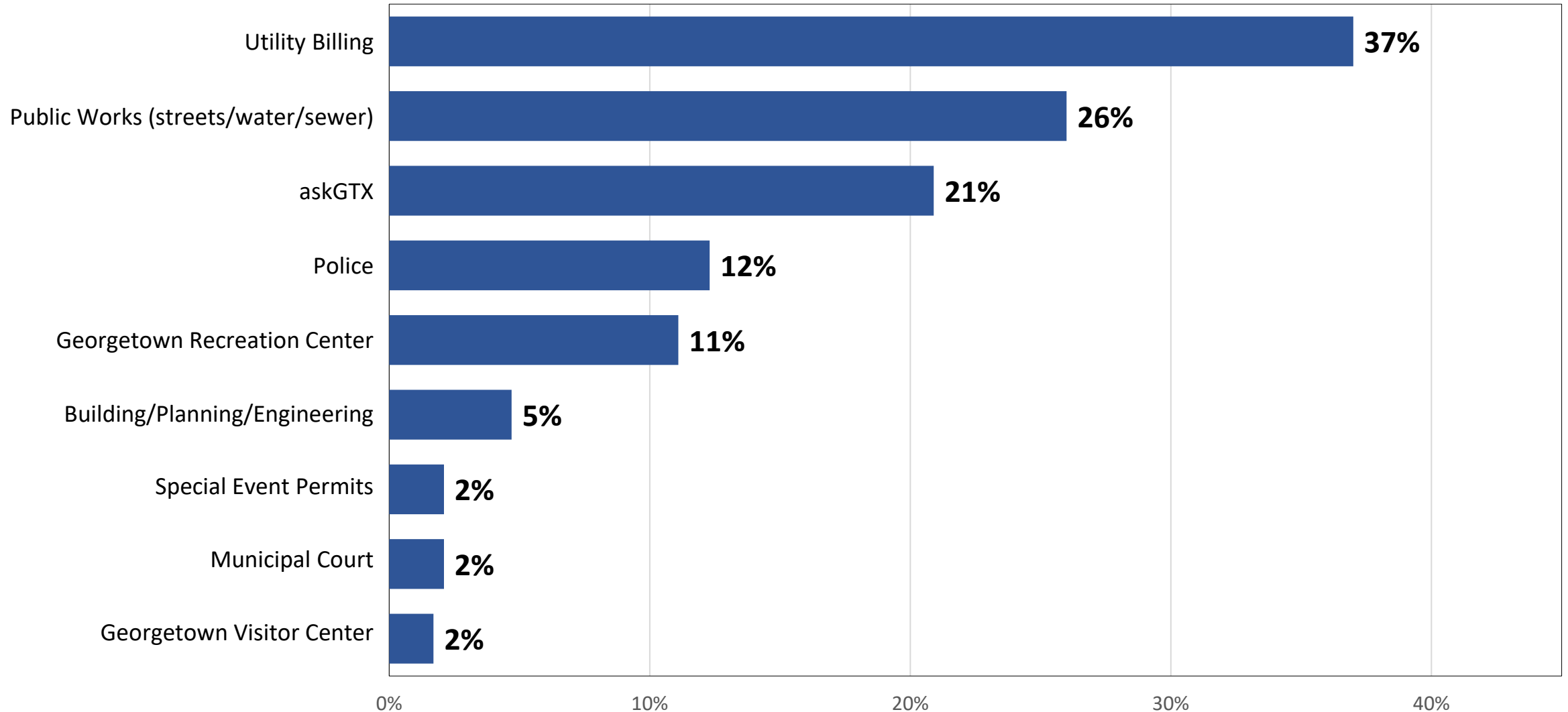
Q15b. How would you describe the service you received?

by percentage of respondents who contacted the City during the past year
(excluding “don’t know”)



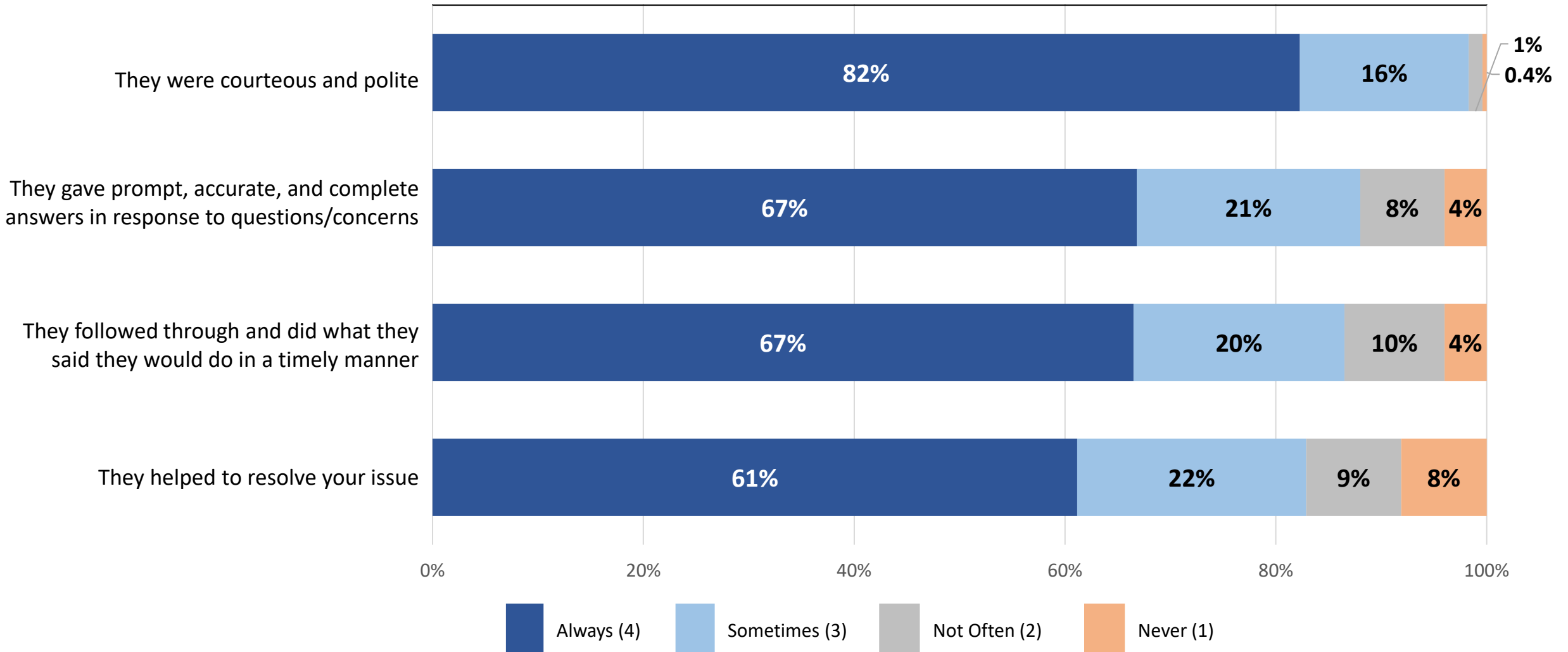
Q15c. What department did you contact?

by percentage of respondents who contacted the City during the past year
(multiple selections could be made)



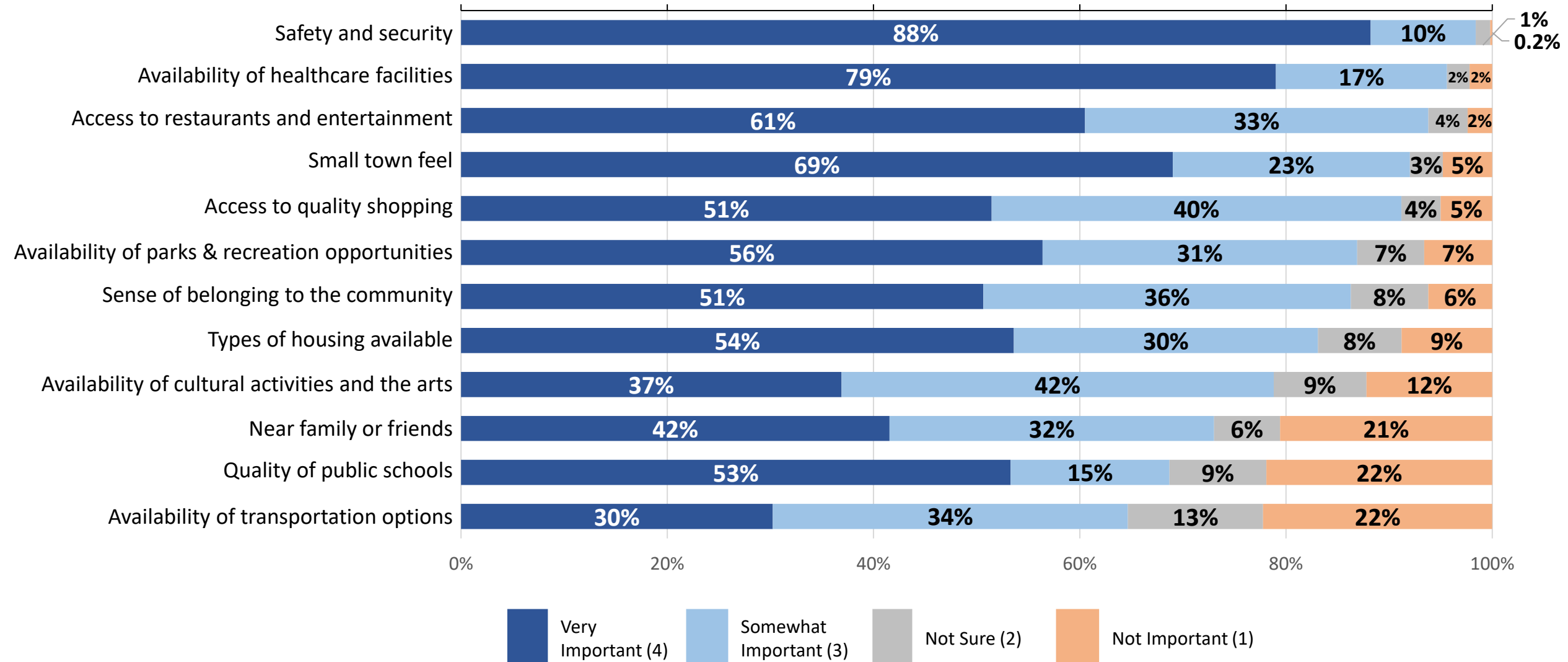
Q15d. Frequency That City Employees Displayed the Following Behaviors

by percentage of respondents who contacted the City during the past year
(excluding “don’t know”)



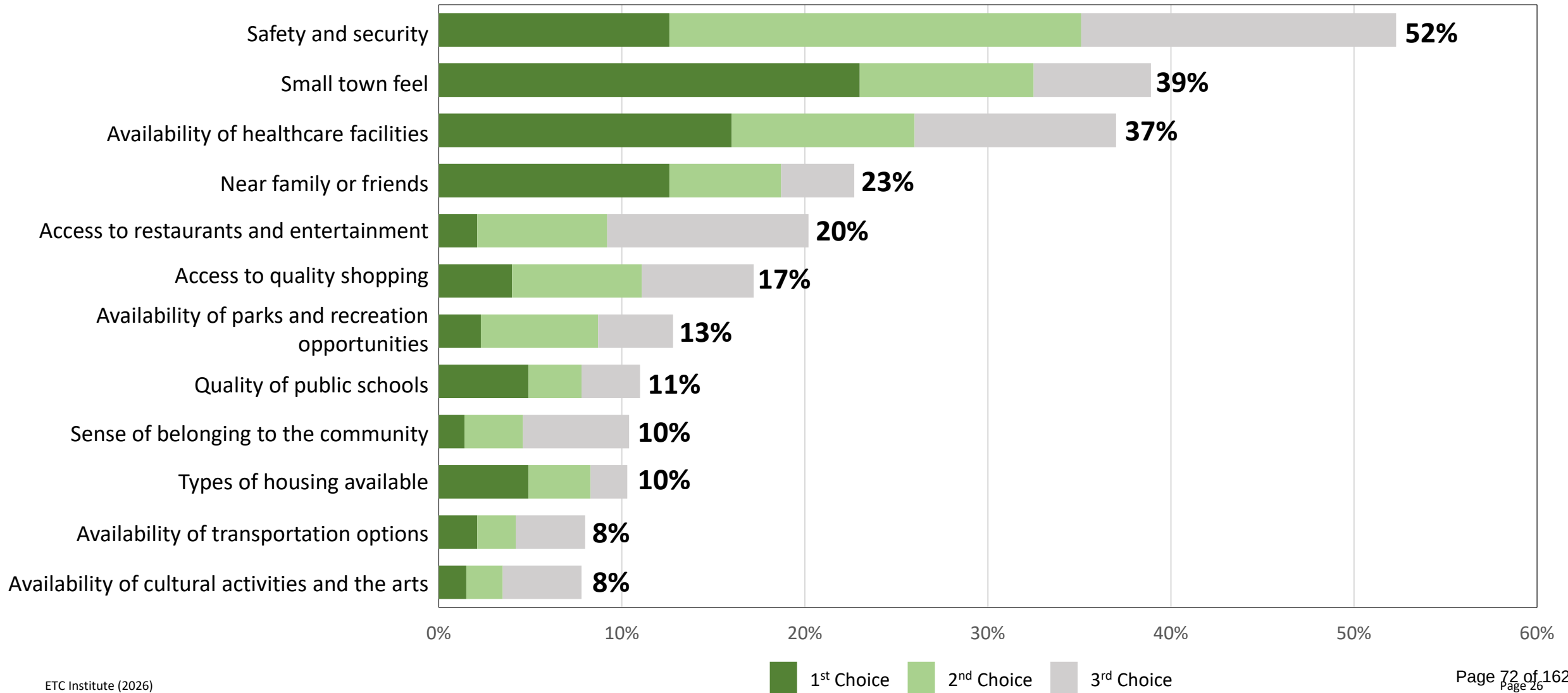
Q16. Importance of the Following Reasons For Living in Georgetown

by percentage of respondents (excluding “not provided”)



Q17. Biggest Reasons for Staying in Georgetown Over the Next Five Years

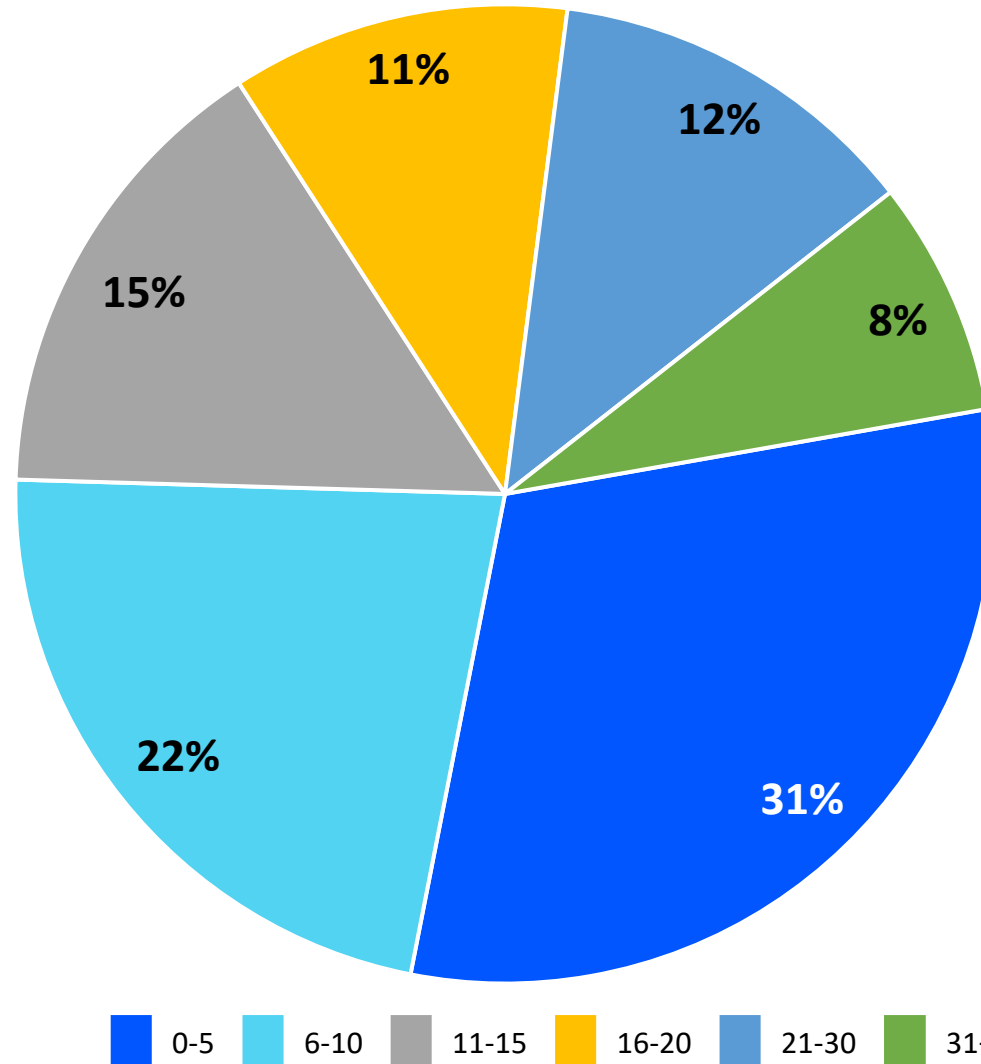
by percentage of respondents who selected the item as one of their top three choices



Demographics

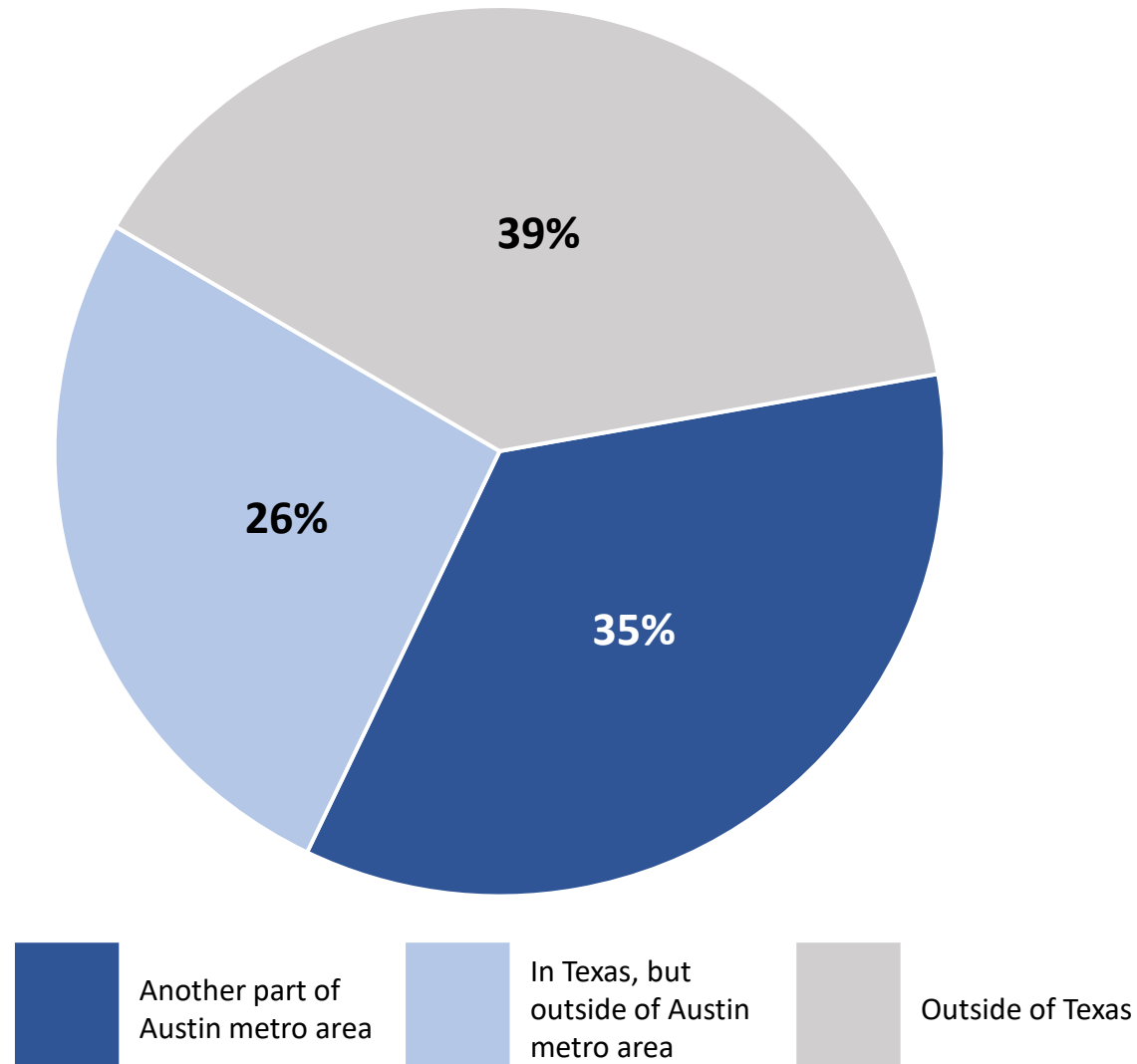
Q21. Approximately how many years have you lived in Georgetown?

by percentage of respondents (excluding “not provided”)



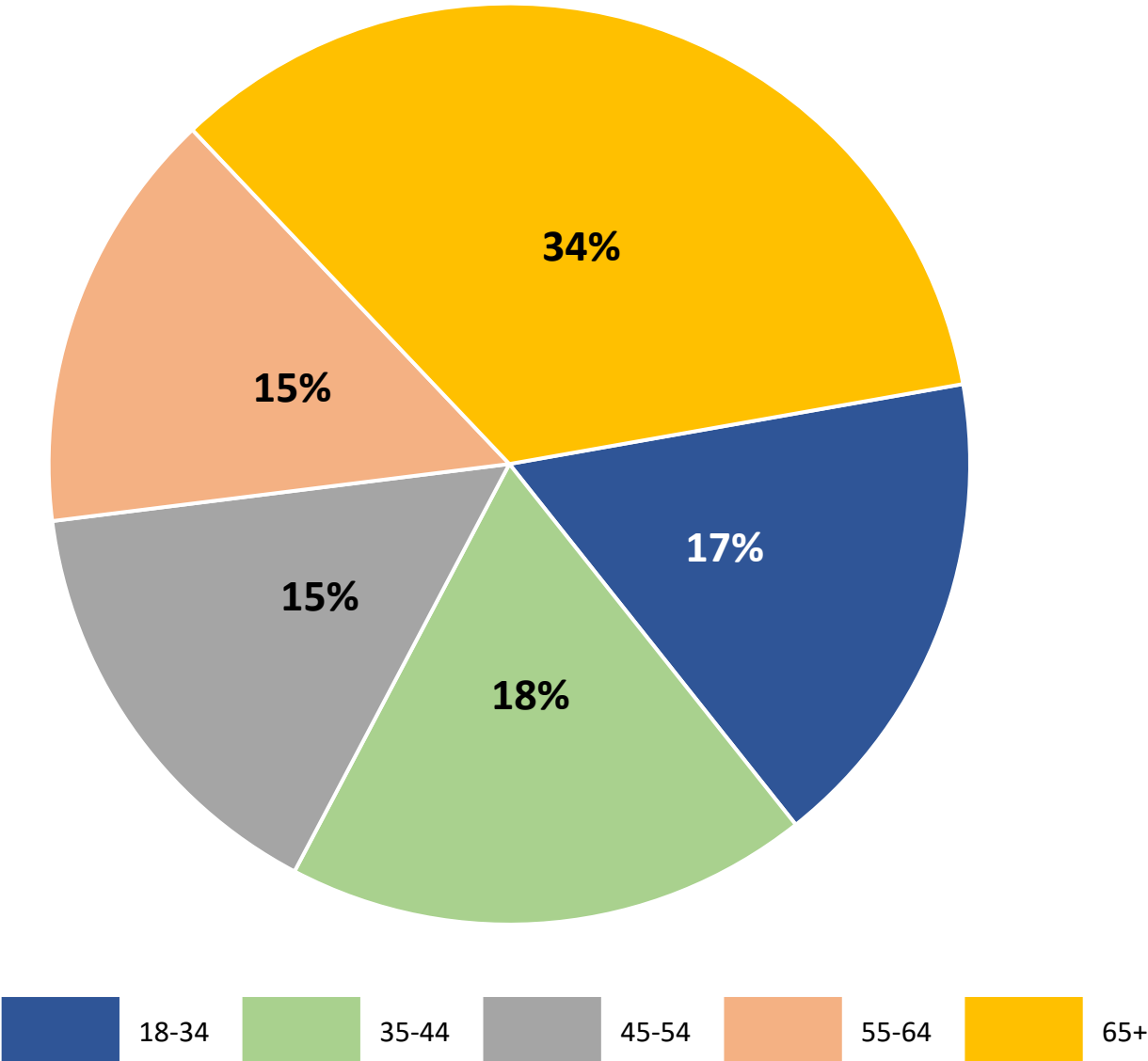
Q22. If you have lived in Georgetown less than 5 years, where did you live prior to moving to Georgetown?

by percentage of respondents who have lived in Georgetown less than 5 years (excluding “not provided”)



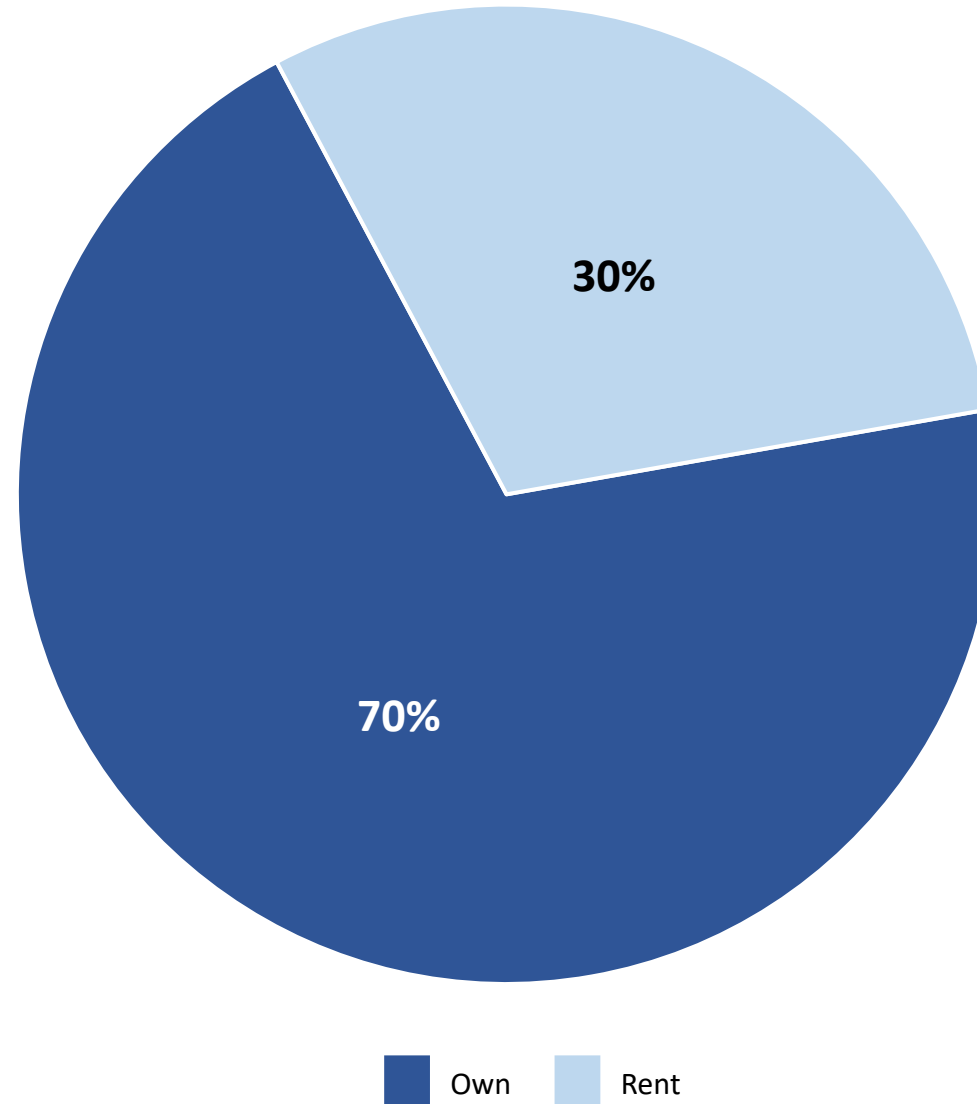
Q23. What is your age?

by percentage of respondents (excluding “not provided”)



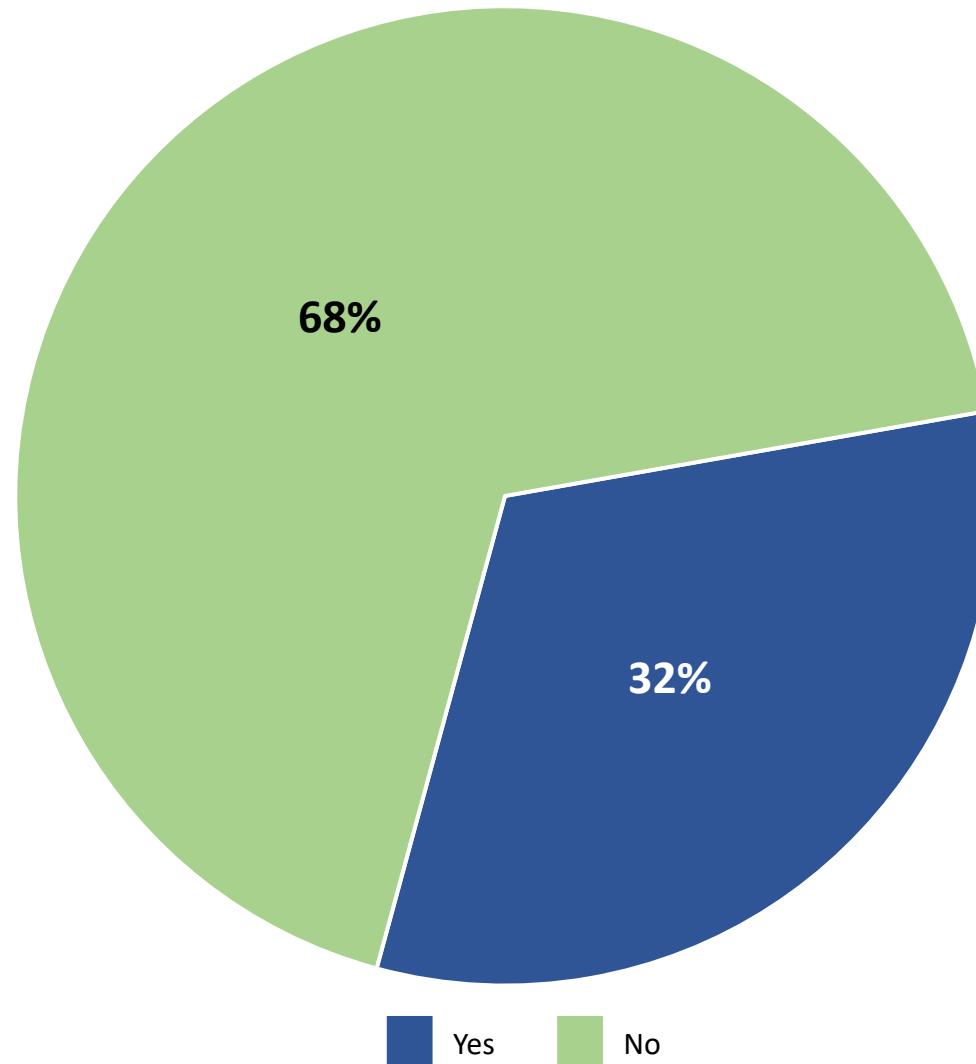
Q24. Do you own or rent your current residence?

by percentage of respondents (excluding “not provided”)



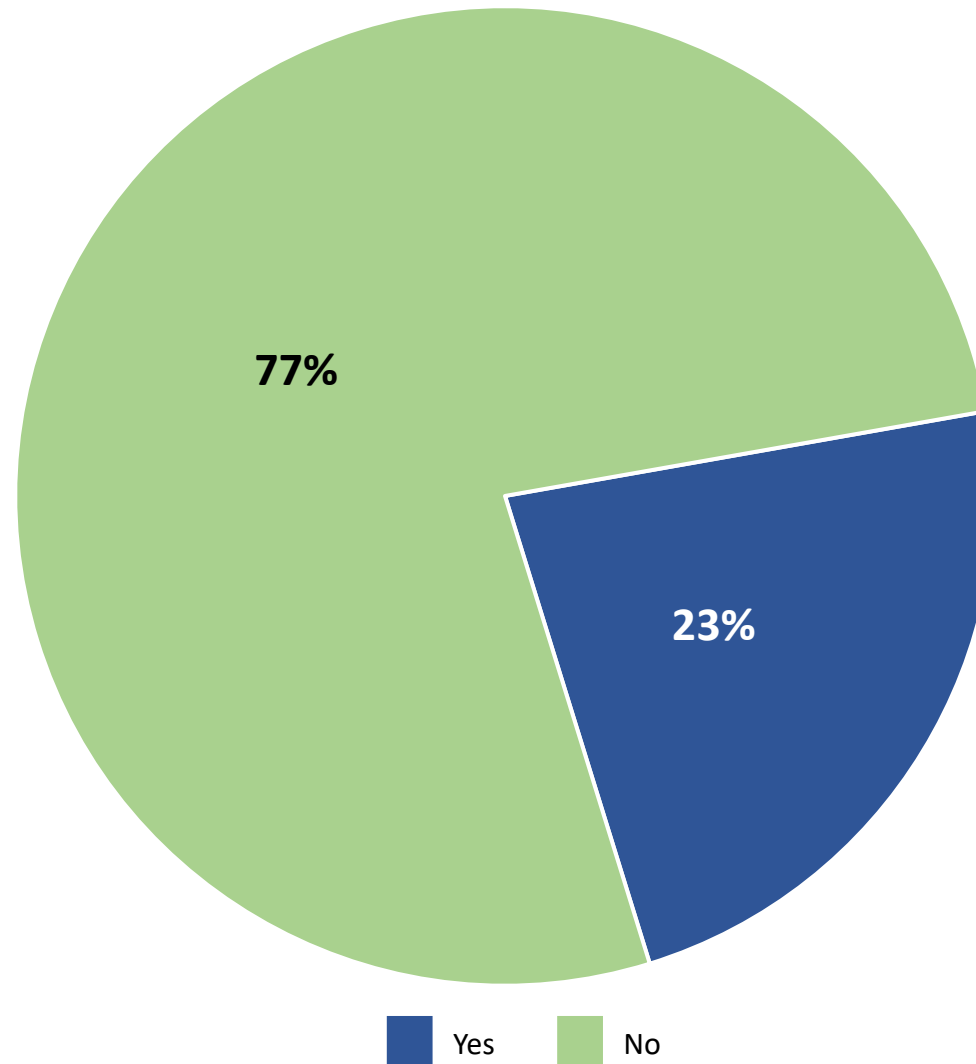
Q25. Do you work in the City of Georgetown?

by percentage of respondents (excluding “not provided”)



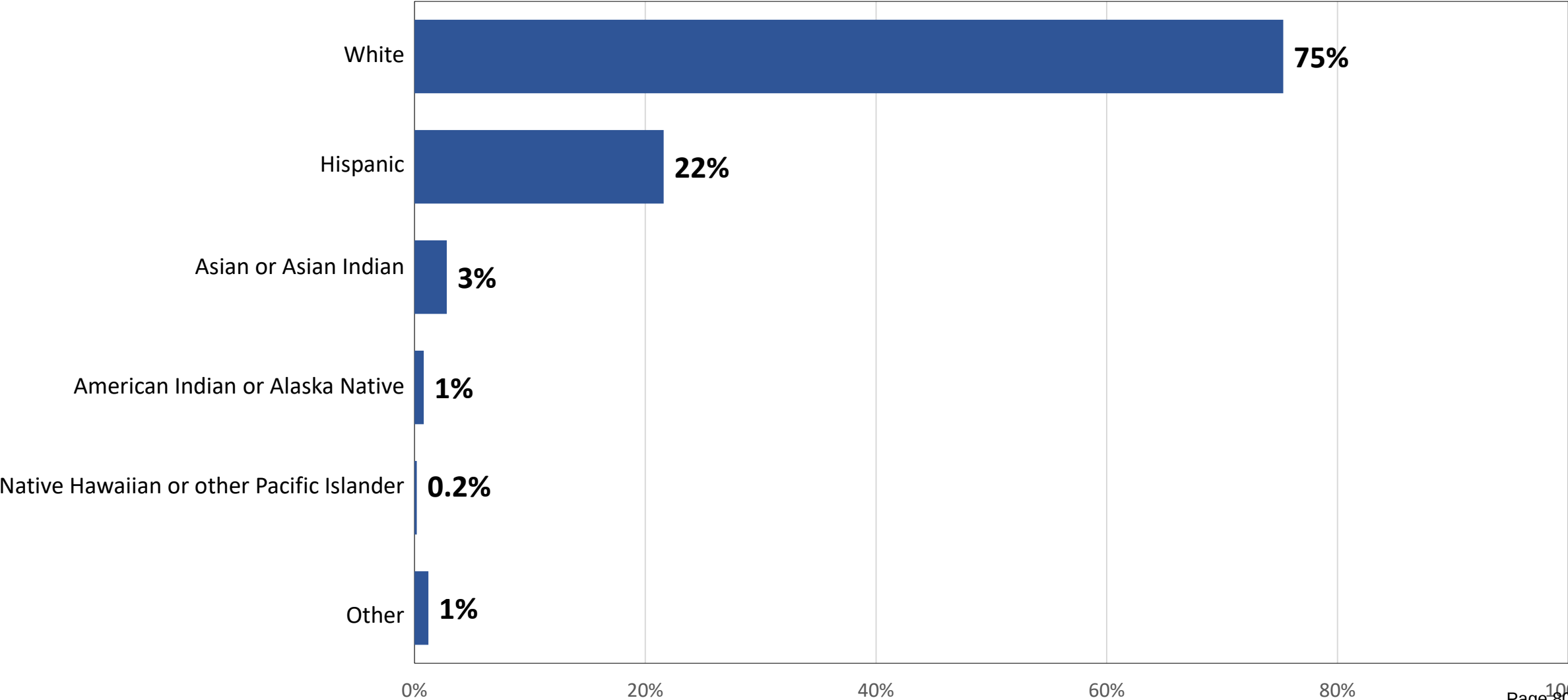
Q26. Are you or other members of your household of Hispanic or Latino ancestry?

by percentage of respondents (excluding “not provided”)



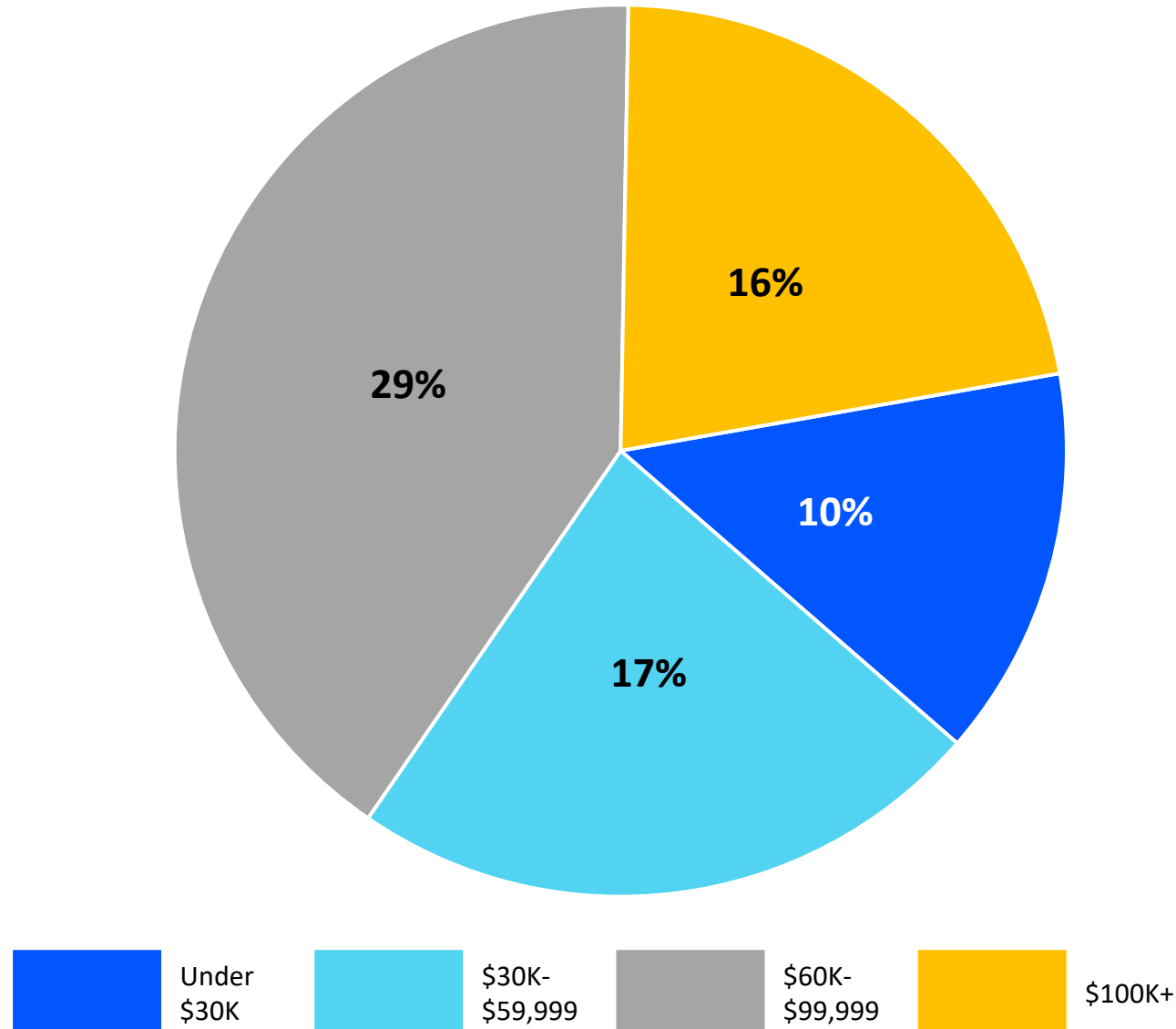
Q27. Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple selections could be made)



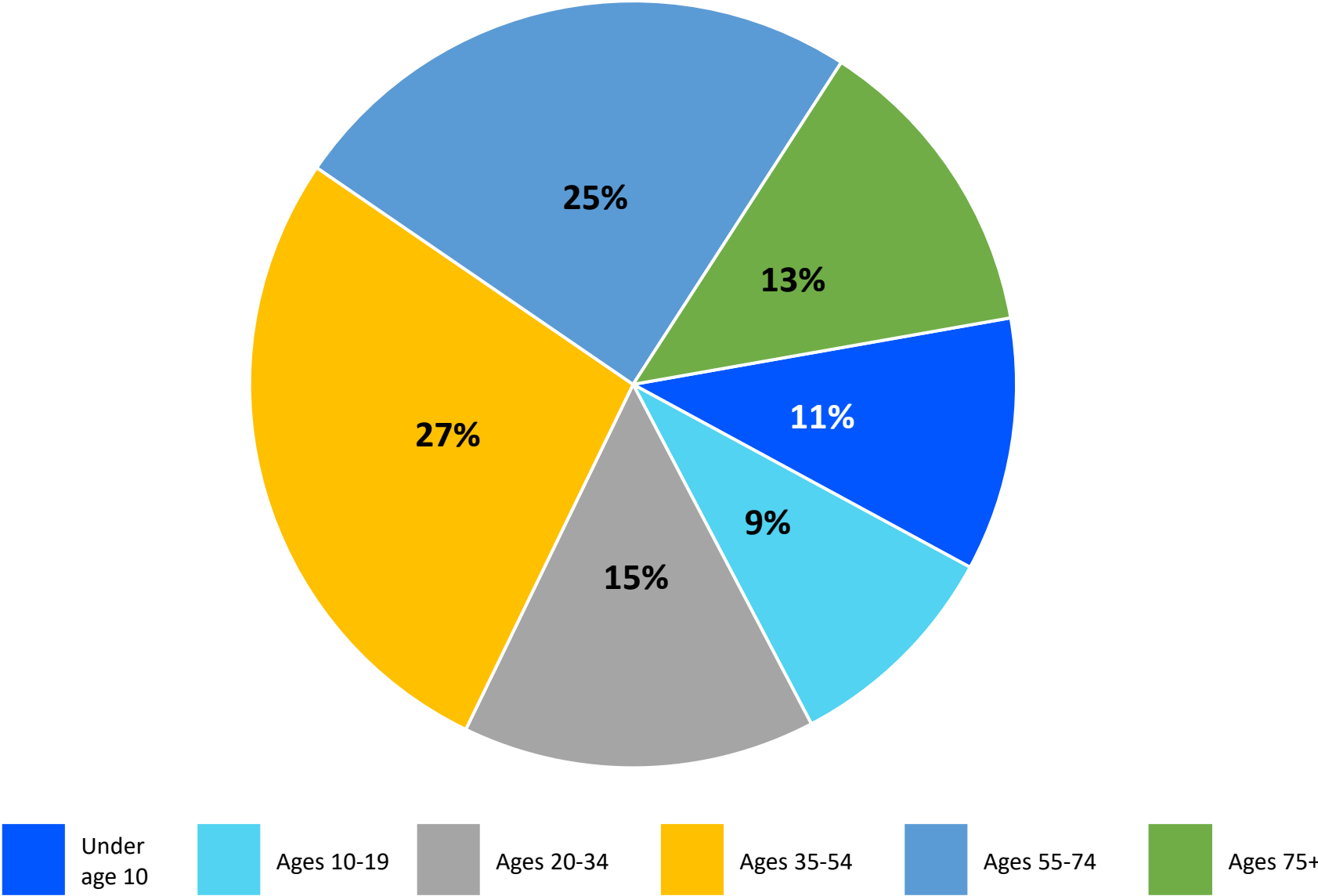
Q28. What is your total annual household income?

by percentage of respondents (excluding “not provided”)



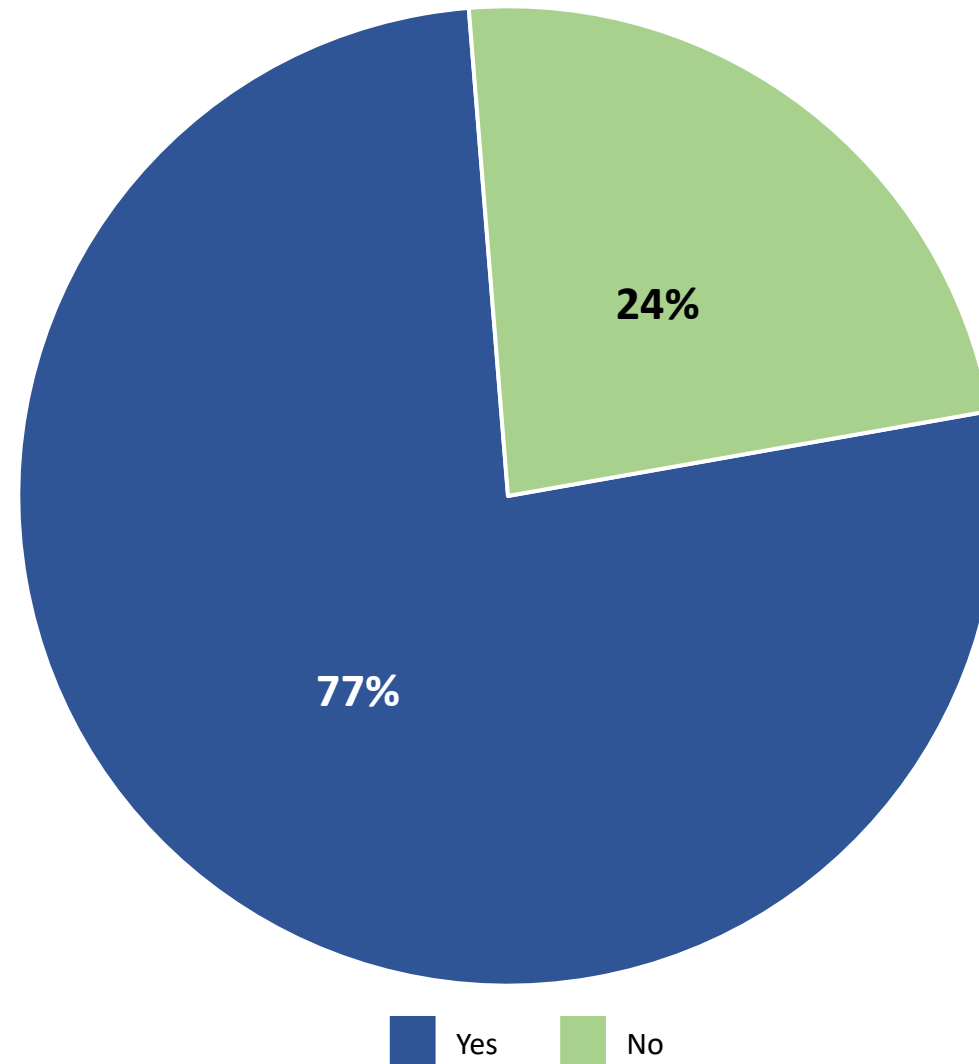
Q29. Ages of Household Members

by percentage of persons in the household



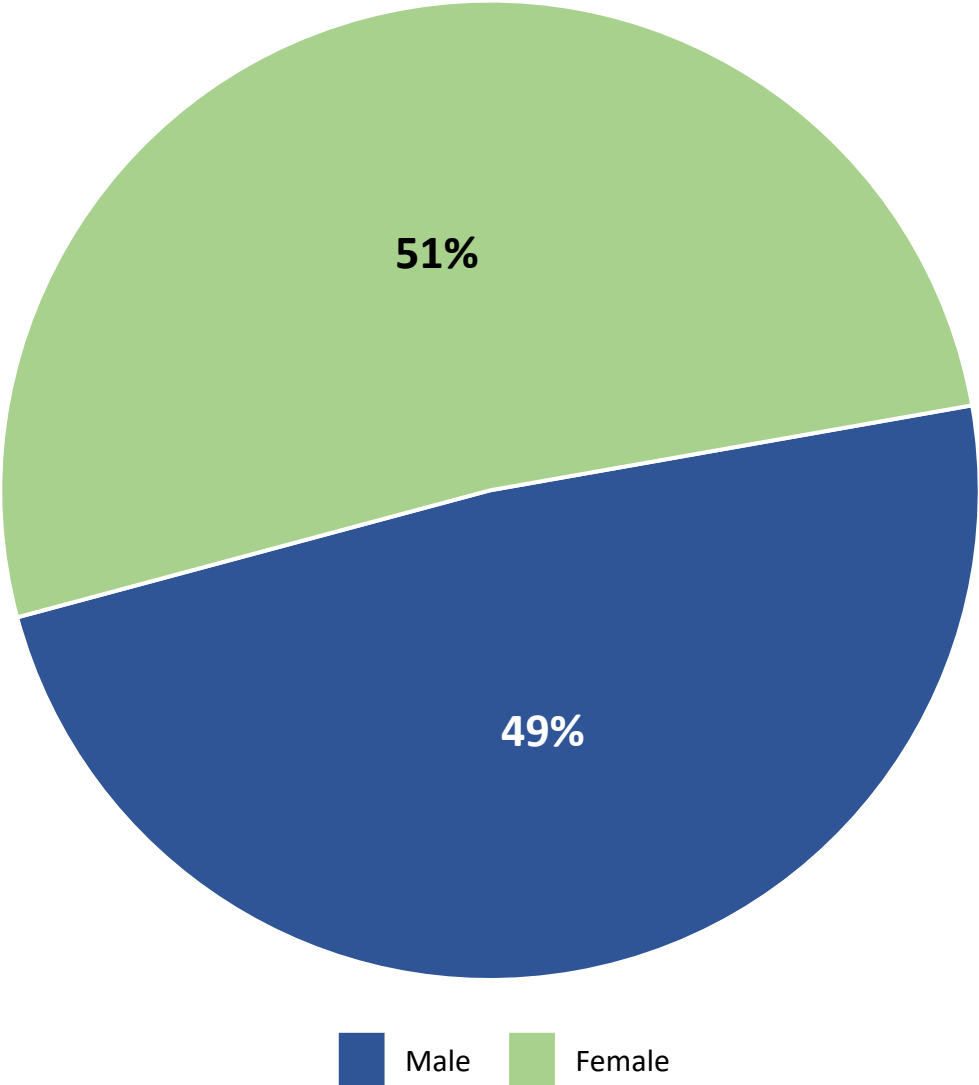
Q30. If you have school-aged children in your household, do they attend Georgetown Independent School District (GISD)?

by percentage of respondents who have school-aged children in the household



Q31. What is your gender?

by percentage of respondents (excluding “not provided”)





Benchmarking Analysis

Benchmarking Analysis



Overview

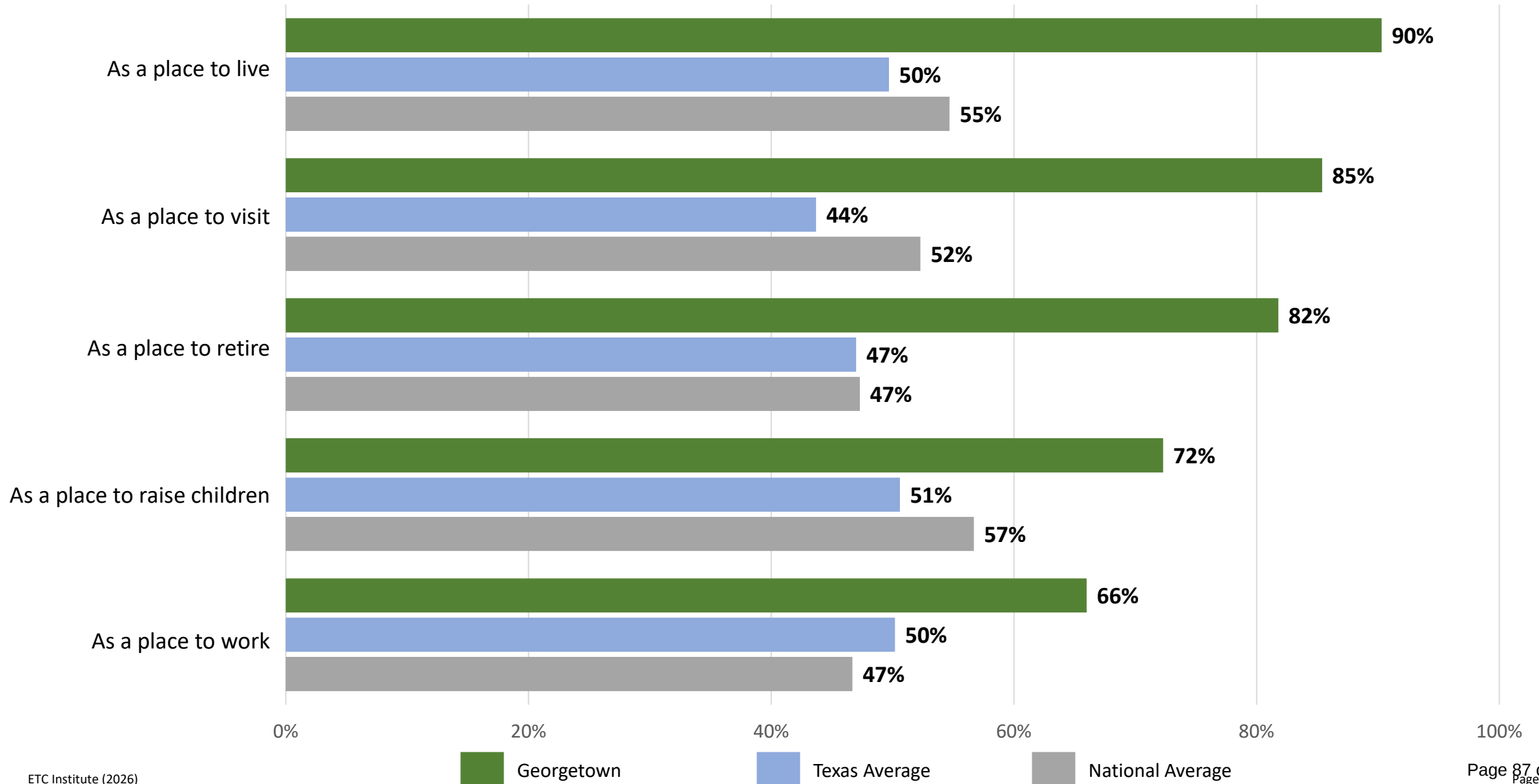
ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 500 cities and counties in 49 states. Most participating communities 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 summer of 2025 to a random sample of residents in the continental United States and (2) a regional survey that was administered by ETC Institute during the summer of 2025 to a random sample of residents living in the state of Texas.

The charts on the following pages show how the results for the City of Georgetown compare to the national average and the Texas regional average. The green bar shows the results for Georgetown. The blue bar shows the average from Texas communities that administered the *DirectionFinder*® survey during the summer of 2025. The gray bar shows the results of a national survey that was administered by ETC Institute to a random sample of U.S. residents during the summer of 2025.

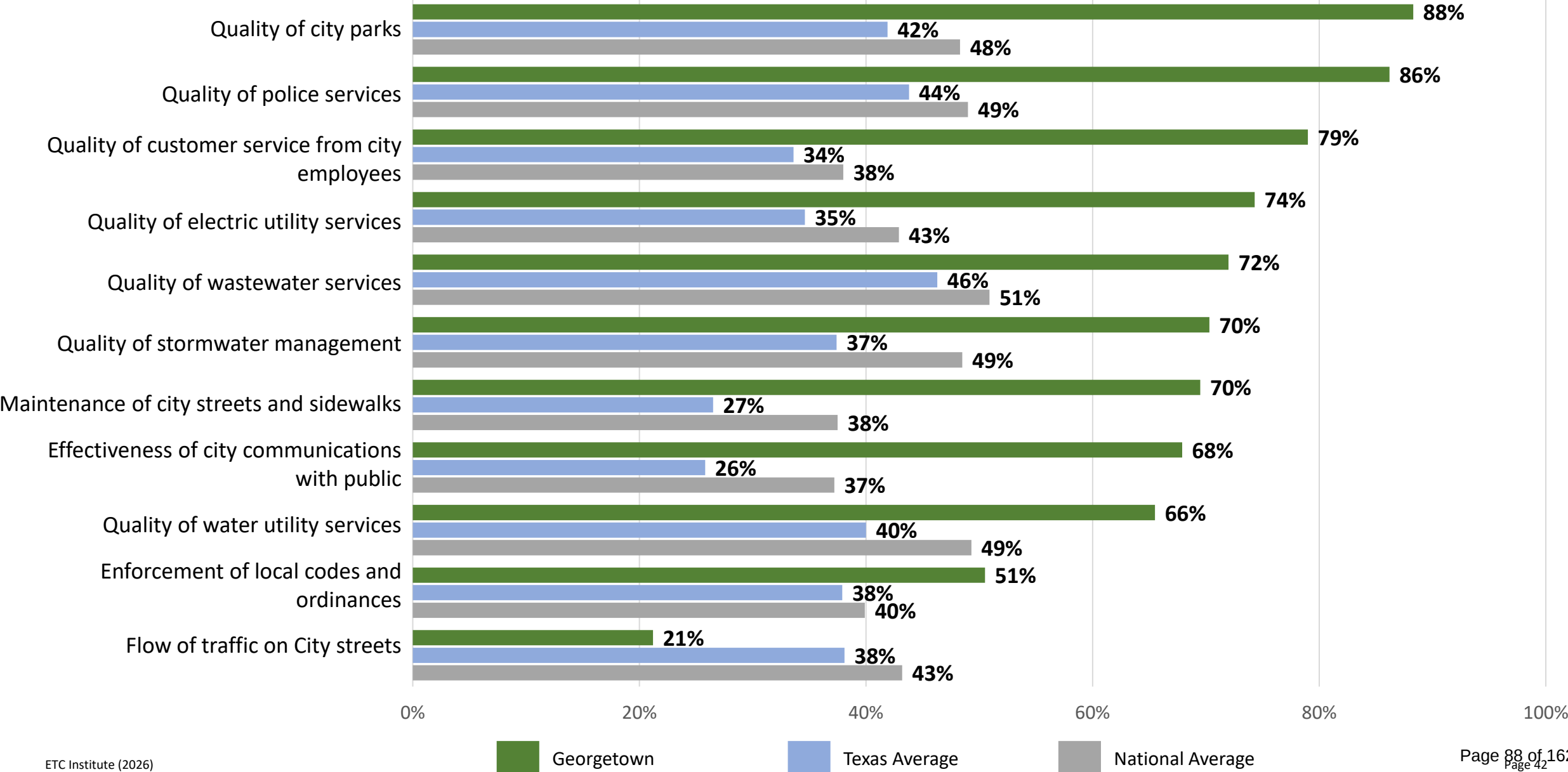
Satisfaction With Quality of Life in the City

Georgetown vs. Texas vs. National Average



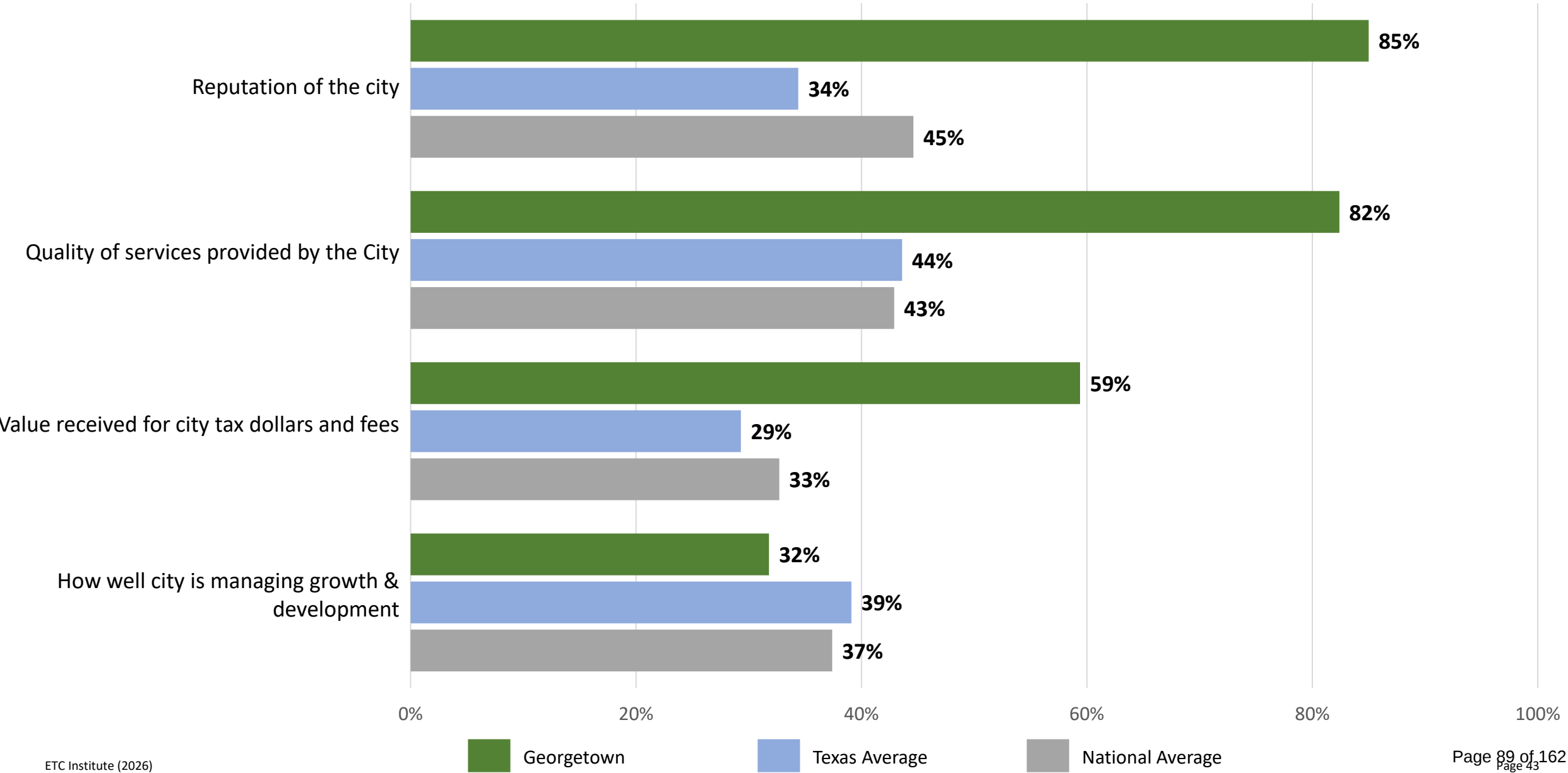
Satisfaction With City Services

Georgetown vs. Texas vs. National Average



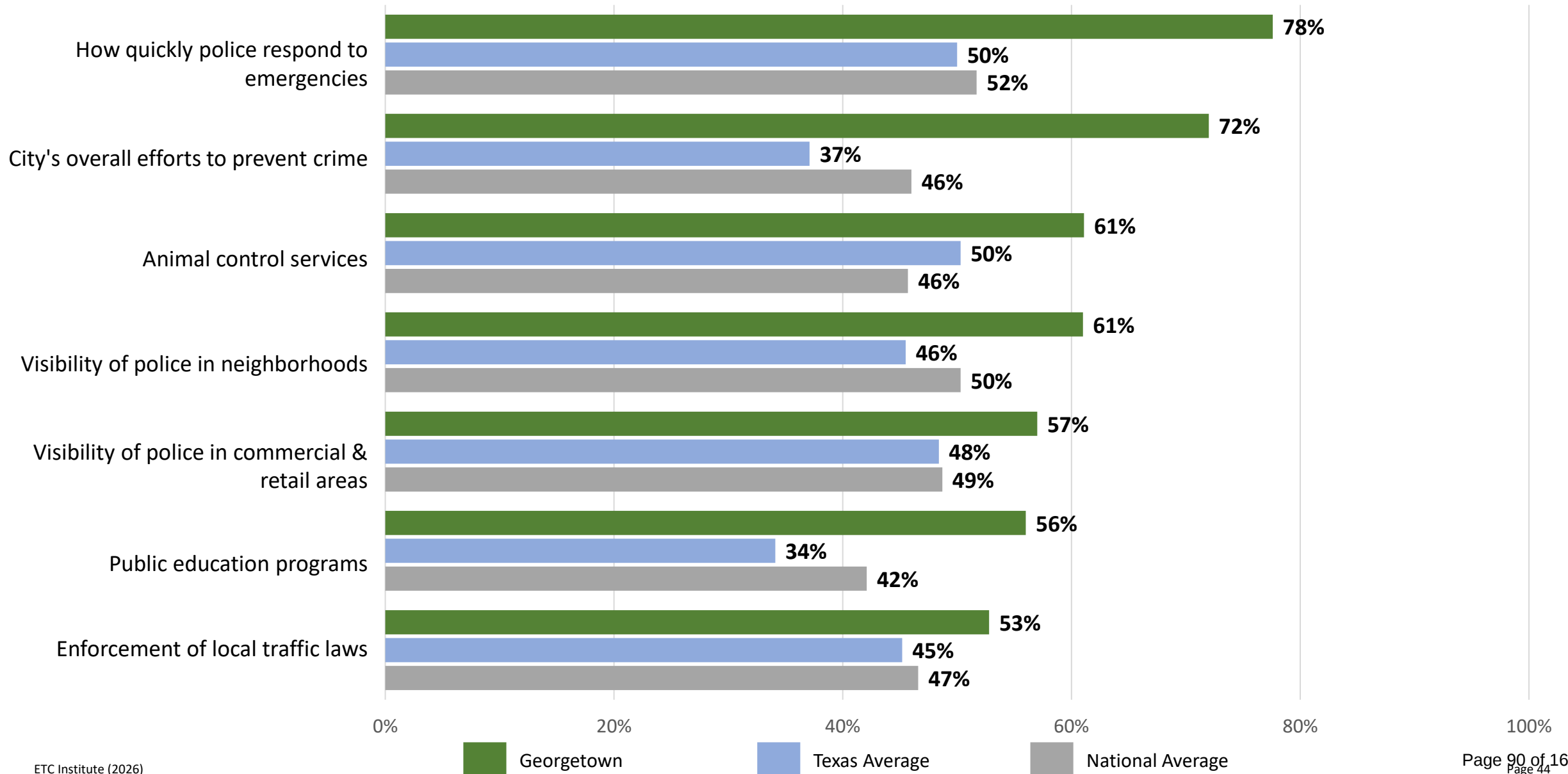
Satisfaction With Perceptions of the City

Georgetown vs. Texas vs. National Average



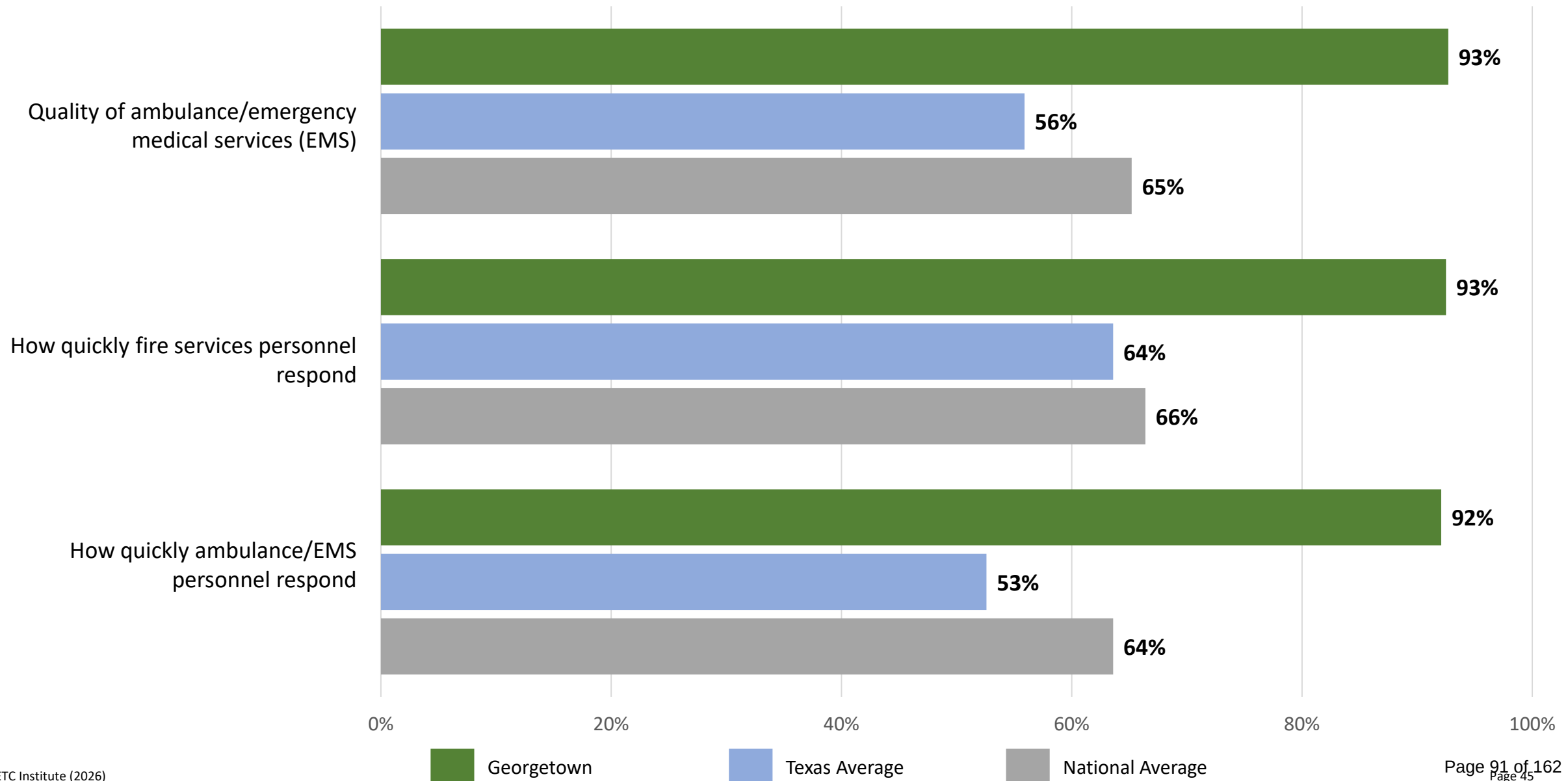
Satisfaction With Police Services

Georgetown vs. Texas vs. National Average



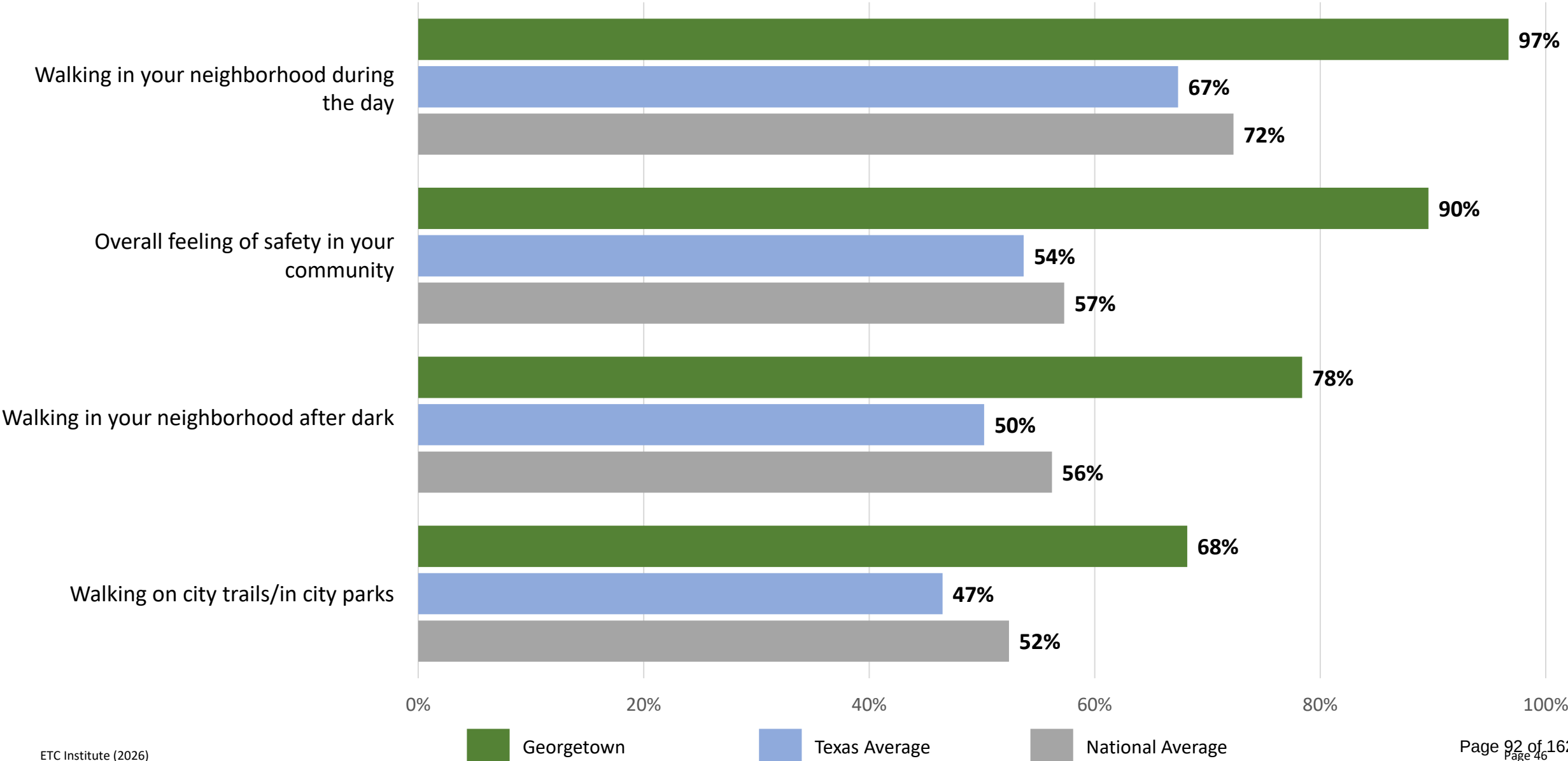
Satisfaction With Fire/Emergency Medical Services

Georgetown vs. Texas vs. National Average



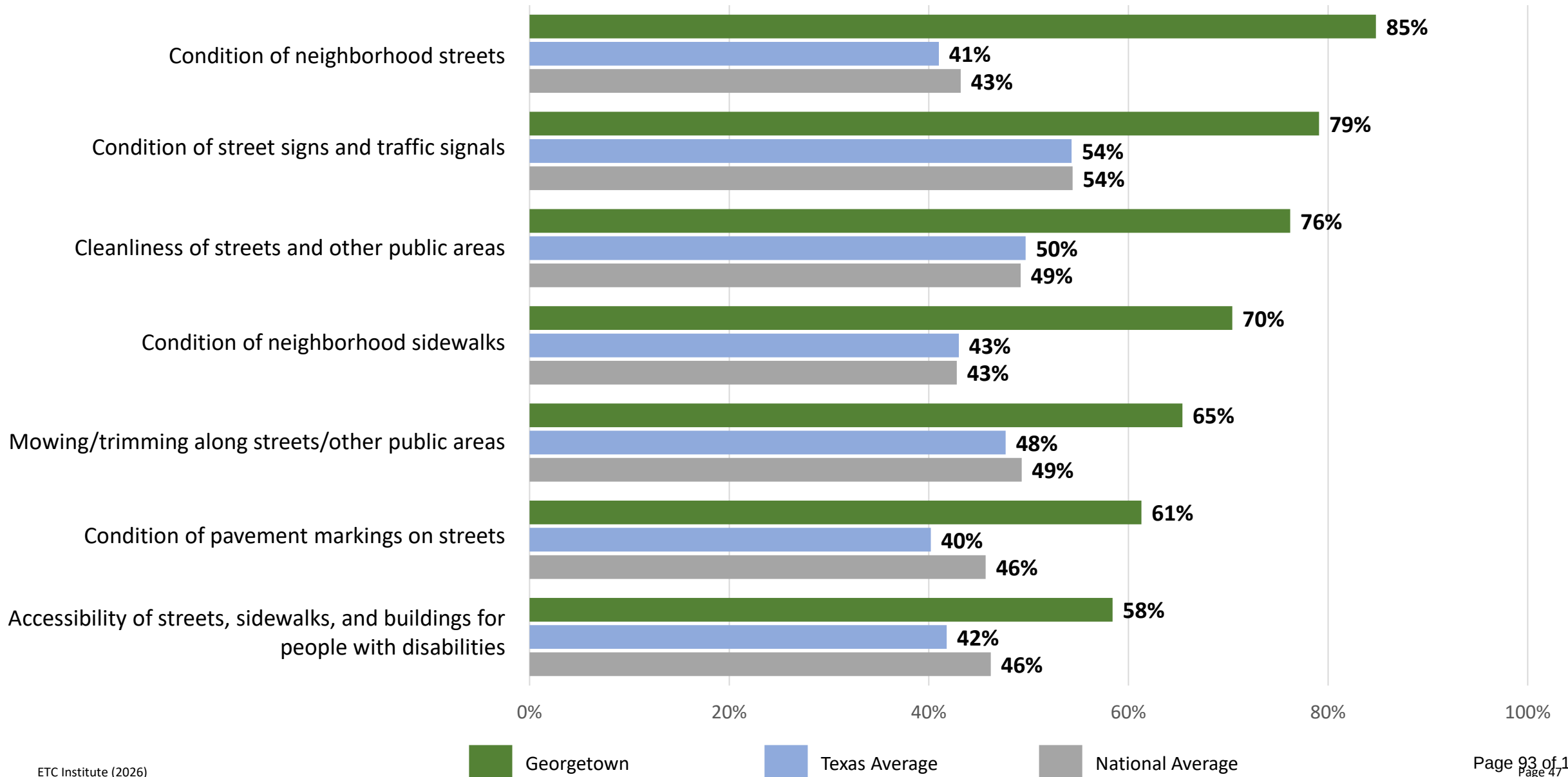
Perceptions of Safety in the Following Situations

Georgetown vs. Texas vs. National Average



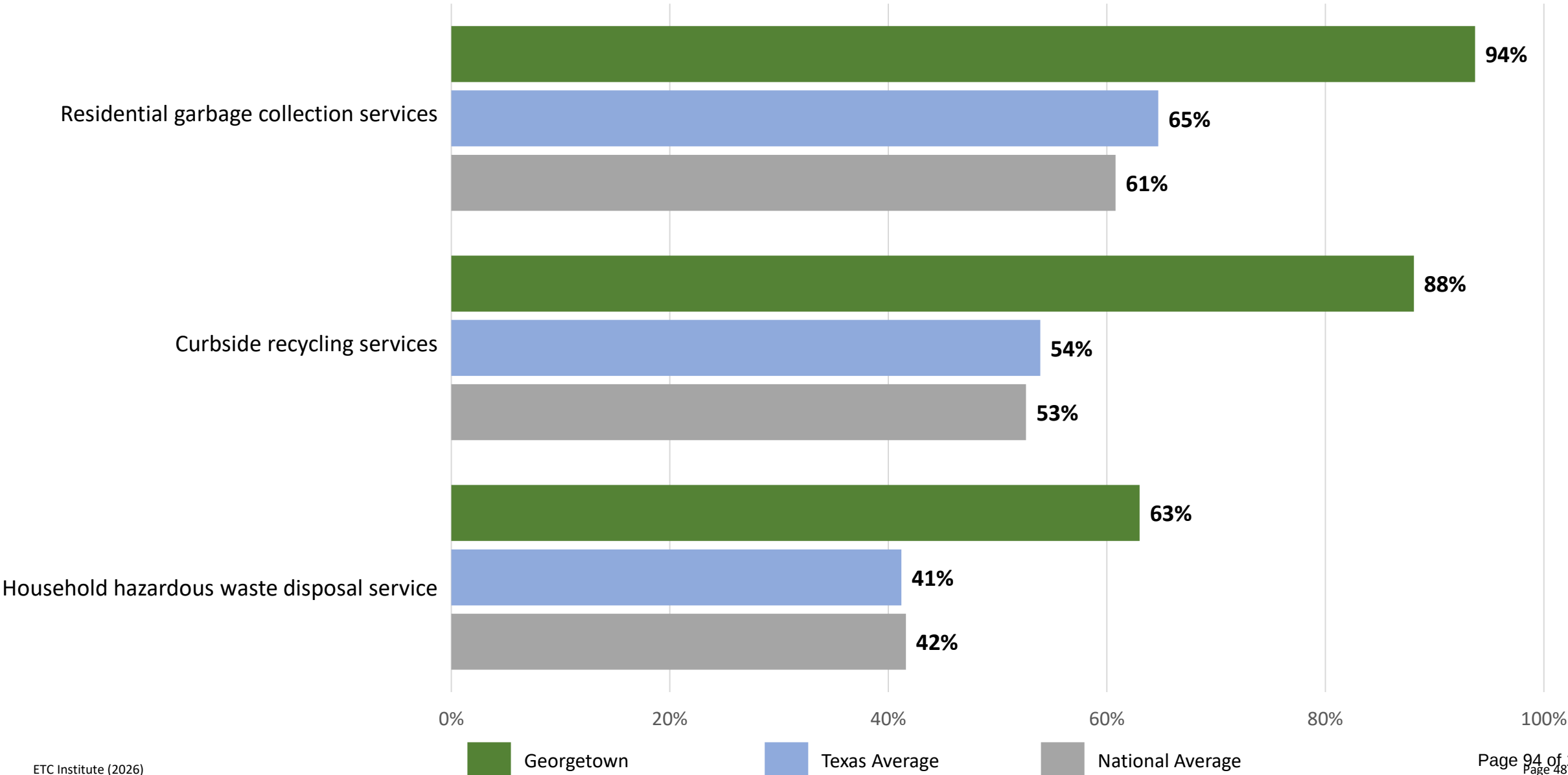
Satisfaction With Maintenance Service

Georgetown vs. Texas vs. National Average



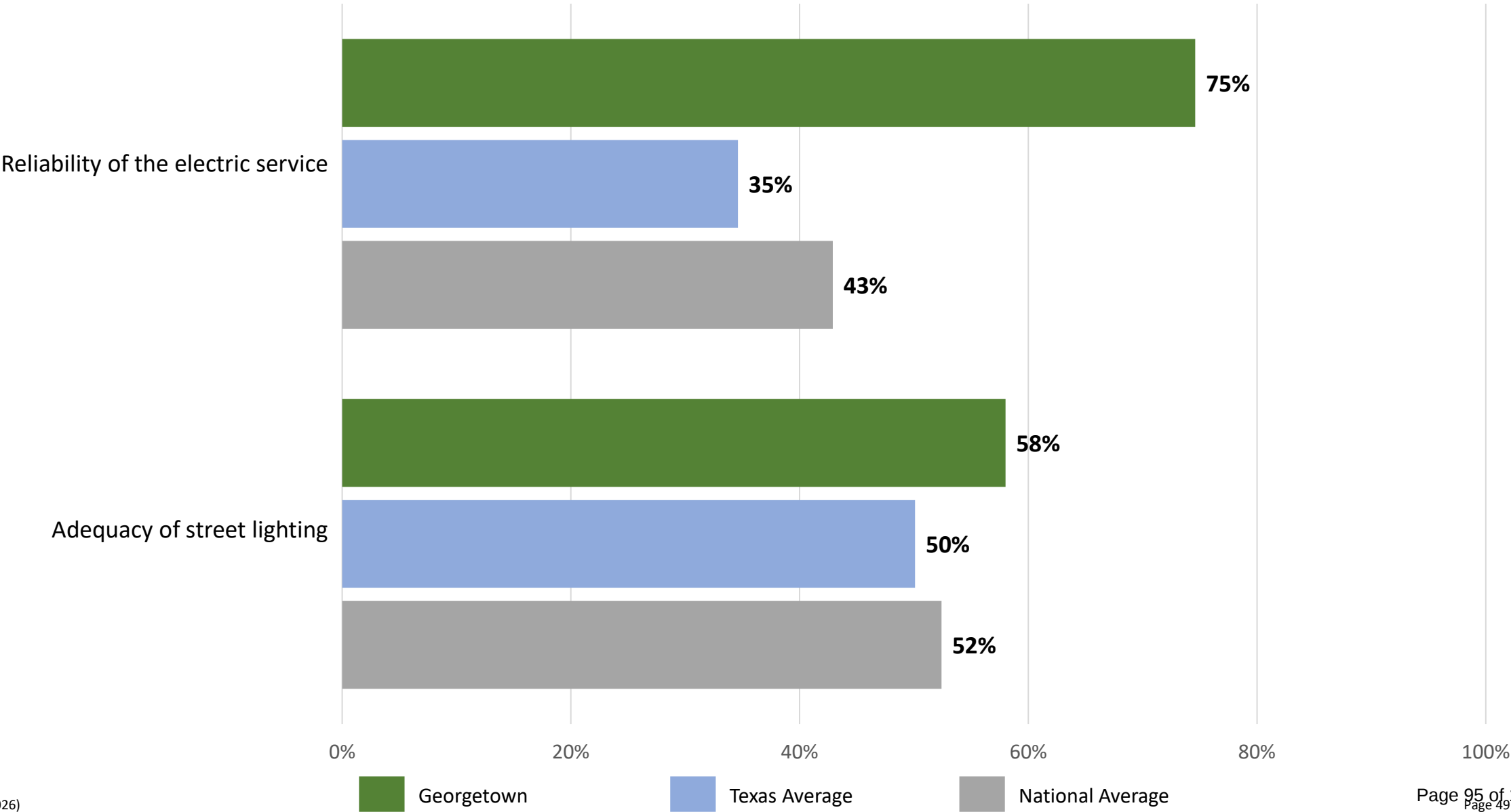
Satisfaction With Environmental Services

Georgetown vs. Texas vs. National Average



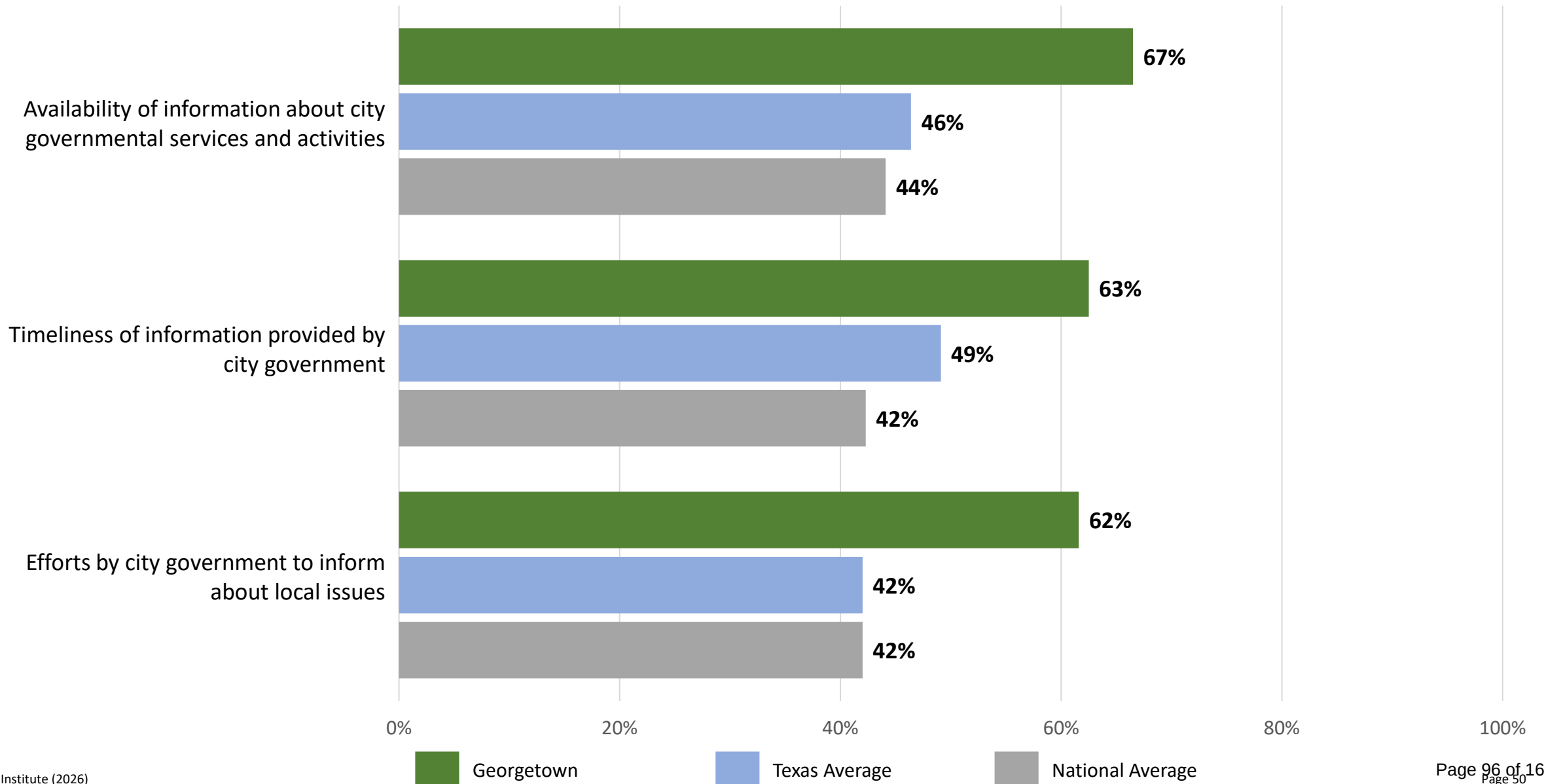
Satisfaction With Utility Services

Georgetown vs. Texas vs. National Average



Satisfaction With Public Communications

Georgetown vs. Texas vs. National Average



3 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

Today, community leaders 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 (I-S) 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 (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the most important services for the City to emphasize over the next two years. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify the major City services that are most important to emphasize over the next two years. Nearly two-thirds (64.9%) of the respondent households selected "*flow of traffic on City streets*" as one of the services that are most important to emphasize over the next two years.

With regard to satisfaction, 21.2% of respondents surveyed rated "*flow of traffic on City streets*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "don't know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 64.9% was multiplied by 78.8% (1-0.212). This calculation yielded an I-S rating of 0.5114, which ranked first out of fifteen major City services analyzed.

Importance-Satisfaction Analysis



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 of importance and 0% indicate they are positively satisfied with the delivery of the service.

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

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

Tables showing the results for the City of Georgetown are provided on the following pages.

Importance-Satisfaction Rating

2025 Georgetown Resident Satisfaction Survey

Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Flow of traffic on City streets	65%	1	21%	15	0.5114	1
<u>High Priority (IS .10-.20)</u>						
Effectiveness of city economic development efforts	29%	4	48%	14	0.1485	2
Quality of water utility services	34%	2	66%	12	0.1166	3
<u>Medium Priority (IS <.10)</u>						
Maintenance of city streets and sidewalks	30%	3	70%	10	0.0918	4
Enforcement of local codes and ordinances	11%	7	51%	13	0.0554	5
Quality of electric utility services	15%	6	74%	7	0.0383	6
Effectiveness of city communications with public	11%	8	68%	11	0.0340	7
Quality of police services	20%	5	86%	5	0.0273	8
Quality of stormwater management	5%	11	70%	9	0.0146	9
Quality of city parks	10%	9	88%	4	0.0111	10
Quality of wastewater services	4%	12	72%	8	0.0106	11
Quality of customer service from city employees	3%	15	79%	6	0.0069	12
Quality of library services	3%	14	89%	3	0.0039	13
Quality of fire services	9%	10	96%	1	0.0038	14
Quality of garbage and recycling services	4%	13	90%	2	0.0038	15

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

Most Important %:

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

Satisfaction %:

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

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Importance-Satisfaction Rating

2025 Georgetown Resident Satisfaction Survey

Public Safety 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>						
Enforcement of local traffic laws	31%	3	53%	11	0.1468	1
Visibility of police in neighborhoods	37%	2	61%	7	0.1451	2
Visibility of police in commercial & retail areas	26%	4	57%	9	0.1097	3
City's overall efforts to prevent crime	37%	1	72%	5	0.1044	4
<u>Medium Priority (IS <.10)</u>						
Public education programs	16%	6	56%	10	0.0686	5
How quickly police respond to emergencies	16%	5	78%	4	0.0365	6
Animal control services	8%	10	61%	6	0.0300	7
Parking enforcement services	5%	11	53%	12	0.0223	8
Municipal Court	3%	12	59%	8	0.0131	9
How quickly ambulance/EMS personnel respond	10%	9	92%	3	0.0077	10
How quickly fire services personnel respond	10%	8	93%	2	0.0076	11
Quality of ambulance/emergency medical services (EMS)	10%	7	93%	1	0.0074	12

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

Most Important %:

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

Satisfaction %:

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

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Importance-Satisfaction Rating

2025 Georgetown Resident Satisfaction Survey

Maintenance and Environmental Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Accessibility of streets, sidewalks, and buildings for people with disabilities	23%	1	58%	12	0.0944	1
Condition of pavement markings on streets	22%	2	61%	11	0.0851	2
Household hazardous waste disposal service	19%	4	63%	9	0.0699	3
Condition of landscaping or streetscaping in medians along streets	17%	8	62%	10	0.0634	4
Mowing/trimming along streets/other public areas	16%	9	65%	8	0.0547	5
Condition of neighborhood sidewalks	17%	7	70%	7	0.0503	6
Condition of street signs and traffic signals	20%	3	79%	5	0.0412	7
Cleanliness of streets and other public areas	17%	6	76%	6	0.0409	8
Condition of neighborhood streets	18%	5	85%	3	0.0271	9
Condition of street drainage	11%	10	81%	4	0.0213	10
Curbside recycling services	7%	11	88%	2	0.0082	11
Residential garbage collection services	5%	12	94%	1	0.0031	12

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

Most Important %:

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

Satisfaction %:

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

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Importance-Satisfaction Rating

2025 Georgetown Resident Satisfaction Survey

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Medium Priority (IS <.10)</u>						
Senior adult programs	16%	5	60%	9	0.0632	1
Number of walking/biking trails	20%	3	75%	4	0.0495	2
Quality of facilities at city parks	24%	2	81%	2	0.0457	3
Number of parks	17%	4	75%	5	0.0421	4
Maintenance of city parks	27%	1	86%	1	0.0388	5
Ease of registering for city programs	9%	8	61%	8	0.0349	6
Youth athletic programs in your area	9%	7	63%	7	0.0349	7
Adult athletic programs in your area	8%	9	58%	10	0.0318	8
Georgetown Recreation Center	13%	6	77%	3	0.0289	9
Quality of outdoor athletic fields	6%	10	70%	6	0.0189	10

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

Most Important %:

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

Satisfaction %:

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

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Tabular Data

Q1. Quality of Life Ratings. Items that may influence your perception of the quality of life in City of Georgetown are listed below. Please rate each item on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=652)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. As a place to live	45.6%	44.5%	6.4%	2.1%	1.1%	0.3%
Q1-2. As a place to raise children	21.5%	23.3%	13.5%	2.6%	1.1%	38.0%
Q1-3. As a place to work	19.6%	19.2%	16.0%	3.1%	0.9%	41.3%
Q1-4. As a place to retire	43.7%	31.6%	10.0%	4.6%	2.1%	8.0%
Q1-5. As a place to visit	39.1%	36.5%	10.7%	1.5%	0.6%	11.5%
Q1-6. As an inclusive community	25.5%	32.1%	22.2%	6.4%	1.8%	12.0%
Q1-7. As a place you are proud to call home	48.2%	37.7%	10.1%	2.1%	1.1%	0.8%
Q1-8. As a City moving in the right direction	21.0%	27.8%	23.6%	17.9%	6.4%	3.2%

WITHOUT "DON'T KNOW"

Q1. Quality of Life Ratings. Items that may influence your perception of the quality of life in City of Georgetown are listed below. Please rate each item on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=652)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. As a place to live	45.7%	44.6%	6.5%	2.2%	1.1%
Q1-2. As a place to raise children	34.7%	37.6%	21.8%	4.2%	1.7%
Q1-3. As a place to work	33.4%	32.6%	27.2%	5.2%	1.6%
Q1-4. As a place to retire	47.5%	34.3%	10.8%	5.0%	2.3%
Q1-5. As a place to visit	44.2%	41.2%	12.1%	1.7%	0.7%
Q1-6. As an inclusive community	28.9%	36.4%	25.3%	7.3%	2.1%
Q1-7. As a place you are proud to call home	48.5%	38.0%	10.2%	2.2%	1.1%
Q1-8. As a City moving in the right direction	21.7%	28.7%	24.4%	18.5%	6.7%

Q2. Overall Quality of City Services. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the overall quality of the following services provided by the City of Georgetown.

(N=652)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Overall quality of police services	41.9%	38.5%	9.5%	2.1%	1.2%	6.7%
Q2-2. Overall quality of fire services	54.6%	32.8%	3.5%	0.5%	0.0%	8.6%
Q2-3. Overall maintenance of City streets & sidewalks	25.9%	42.9%	17.5%	10.1%	2.6%	0.9%
Q2-4. Overall quality of garbage & recycling services	48.3%	40.0%	6.7%	2.6%	0.6%	1.7%
Q2-5. Overall quality of City parks	38.3%	42.8%	8.3%	2.1%	0.3%	8.1%
Q2-6. Overall quality of electric utility services	28.7%	41.9%	16.4%	6.6%	1.4%	5.1%
Q2-7. Overall quality of water utility services	25.5%	38.5%	19.3%	10.9%	3.5%	2.3%
Q2-8. Overall quality of wastewater services	27.9%	38.7%	19.5%	5.4%	1.1%	7.5%
Q2-9. Overall quality of stormwater management	25.6%	36.7%	20.4%	5.2%	0.6%	11.5%
Q2-10. Overall effectiveness of City communications with the public	24.2%	41.9%	23.3%	6.4%	1.5%	2.6%
Q2-11. Overall effectiveness of City economic development efforts	14.7%	29.0%	26.7%	14.4%	6.4%	8.7%
Q2-12. Overall flow of traffic on City streets	5.4%	15.6%	20.7%	35.3%	22.1%	0.9%
Q2-13. Overall enforcement of local codes & ordinances	12.0%	30.8%	29.9%	8.3%	3.7%	15.3%
Q2-14. Overall quality of customer service you receive from City employees	29.0%	40.6%	15.6%	2.5%	0.5%	11.8%

Q2. Overall Quality of City Services. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the overall quality of the following services provided by the City of Georgetown.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-15. Overall quality of library services	44.2%	25.6%	8.0%	0.6%	0.5%	21.2%

WITHOUT "DON'T KNOW"

Q2. Overall Quality of City Services. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the overall quality of the following services provided by the City of Georgetown. (without "don't know")

(N=652)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Overall quality of police services	44.9%	41.3%	10.2%	2.3%	1.3%
Q2-2. Overall quality of fire services	59.7%	35.9%	3.9%	0.5%	0.0%
Q2-3. Overall maintenance of City streets & sidewalks	26.2%	43.3%	17.6%	10.2%	2.6%
Q2-4. Overall quality of garbage & recycling services	49.1%	40.7%	6.9%	2.7%	0.6%
Q2-5. Overall quality of City parks	41.7%	46.6%	9.0%	2.3%	0.3%
Q2-6. Overall quality of electric utility services	30.2%	44.1%	17.3%	6.9%	1.5%
Q2-7. Overall quality of water utility services	26.1%	39.4%	19.8%	11.1%	3.6%
Q2-8. Overall quality of wastewater services	30.2%	41.8%	21.1%	5.8%	1.2%
Q2-9. Overall quality of stormwater management	28.9%	41.4%	23.1%	5.9%	0.7%
Q2-10. Overall effectiveness of City communications with the public	24.9%	43.0%	23.9%	6.6%	1.6%
Q2-11. Overall effectiveness of City economic development efforts	16.1%	31.8%	29.2%	15.8%	7.1%
Q2-12. Overall flow of traffic on City streets	5.4%	15.8%	20.9%	35.6%	22.3%
Q2-13. Overall enforcement of local codes & ordinances	14.1%	36.4%	35.3%	9.8%	4.3%
Q2-14. Overall quality of customer service you receive from City employees	32.9%	46.1%	17.7%	2.8%	0.5%

WITHOUT "DON'T KNOW"

Q2. Overall Quality of City Services. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the overall quality of the following services provided by the City of Georgetown. (without "don't know")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-15. Overall quality of library services	56.0%	32.5%	10.1%	0.8%	0.6%

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

Q3. Top choice	Number	Percent
Overall quality of police services	61	9.4 %
Overall quality of fire services	7	1.1 %
Overall maintenance of City streets & sidewalks	57	8.7 %
Overall quality of garbage & recycling services	5	0.8 %
Overall quality of City parks	13	2.0 %
Overall quality of electric utility services	19	2.9 %
Overall quality of water utility services	97	14.9 %
Overall quality of wastewater services	7	1.1 %
Overall quality of stormwater management	6	0.9 %
Overall effectiveness of City communications with the public	12	1.8 %
Overall effectiveness of City economic development efforts	54	8.3 %
Overall flow of traffic on City streets	237	36.3 %
Overall enforcement of local codes & ordinances	14	2.1 %
Overall quality of customer service you receive from City employees	1	0.2 %
Overall quality of library services	4	0.6 %
None chosen	58	8.9 %
Total	652	100.0 %

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

Q3. 2nd choice	Number	Percent
Overall quality of police services	34	5.2 %
Overall quality of fire services	33	5.1 %
Overall maintenance of City streets & sidewalks	70	10.7 %
Overall quality of garbage & recycling services	8	1.2 %
Overall quality of City parks	24	3.7 %
Overall quality of electric utility services	41	6.3 %
Overall quality of water utility services	67	10.3 %
Overall quality of wastewater services	12	1.8 %
Overall quality of stormwater management	15	2.3 %
Overall effectiveness of City communications with the public	22	3.4 %
Overall effectiveness of City economic development efforts	66	10.1 %
Overall flow of traffic on City streets	117	17.9 %
Overall enforcement of local codes & ordinances	22	3.4 %
Overall quality of customer service you receive from City employees	5	0.8 %
Overall quality of library services	11	1.7 %
None chosen	105	16.1 %
Total	652	100.0 %

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

Q3. 3rd choice	Number	Percent
Overall quality of police services	34	5.2 %
Overall quality of fire services	16	2.5 %
Overall maintenance of City streets & sidewalks	70	10.7 %
Overall quality of garbage & recycling services	11	1.7 %
Overall quality of City parks	25	3.8 %
Overall quality of electric utility services	37	5.7 %
Overall quality of water utility services	56	8.6 %
Overall quality of wastewater services	6	0.9 %
Overall quality of stormwater management	11	1.7 %
Overall effectiveness of City communications with the public	35	5.4 %
Overall effectiveness of City economic development efforts	66	10.1 %
Overall flow of traffic on City streets	70	10.7 %
Overall enforcement of local codes & ordinances	37	5.7 %
Overall quality of customer service you receive from City employees	15	2.3 %
Overall quality of library services	7	1.1 %
None chosen	156	23.9 %
Total	652	100.0 %

SUM OF TOP 3 CHOICES

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

Q3. Sum of top 3 choices	Number	Percent
Overall quality of police services	129	19.8 %
Overall quality of fire services	56	8.6 %
Overall maintenance of City streets & sidewalks	197	30.2 %
Overall quality of garbage & recycling services	24	3.7 %
Overall quality of City parks	62	9.5 %
Overall quality of electric utility services	97	14.9 %
Overall quality of water utility services	220	33.7 %
Overall quality of wastewater services	25	3.8 %
Overall quality of stormwater management	32	4.9 %
Overall effectiveness of City communications with the public	69	10.6 %
Overall effectiveness of City economic development efforts	186	28.5 %
Overall flow of traffic on City streets	424	65.0 %
Overall enforcement of local codes & ordinances	73	11.2 %
Overall quality of customer service you receive from City employees	21	3.2 %
Overall quality of library services	22	3.4 %
None chosen	58	8.9 %
Total	1695	

Q4. Perceptions of the City. Several factors may influence your perception of the City of Georgetown and the services it provides to the public. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the items listed below.

(N=652)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Overall quality of services provided by City of Georgetown	23.3%	56.1%	13.5%	3.2%	0.3%	3.5%
Q4-2. Overall value that you receive for your City tax dollars & fees	16.6%	40.2%	25.8%	10.4%	2.6%	4.4%
Q4-3. Overall reputation of your City	37.9%	44.6%	12.1%	1.7%	0.8%	2.9%
Q4-4. Overall quality of life in Georgetown	38.2%	46.2%	9.0%	3.4%	0.5%	2.8%
Q4-5. How well City is managing growth & development	8.0%	22.7%	19.5%	27.5%	19.0%	3.4%
Q4-6. Appearance of residential property in Georgetown	19.5%	51.2%	22.1%	4.4%	0.2%	2.6%
Q4-7. Appearance of commercial property in Georgetown	15.2%	48.8%	27.8%	4.8%	0.8%	2.8%
Q4-8. Availability of affordable housing	6.6%	17.5%	29.0%	18.1%	6.7%	22.1%
Q4-9. Availability of job opportunities	5.5%	15.3%	23.8%	8.9%	2.8%	43.7%
Q4-10. Overall quality of new development, both public & private	8.6%	27.1%	28.4%	18.1%	8.3%	9.5%

WITHOUT "DON'T KNOW"

Q4. Perceptions of the City. Several factors may influence your perception of the City of Georgetown and the services it provides to the public. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the items listed below. (without "don't know")

(N=652)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Overall quality of services provided by City of Georgetown	24.2%	58.2%	14.0%	3.3%	0.3%
Q4-2. Overall value that you receive for your City tax dollars & fees	17.3%	42.1%	27.0%	10.9%	2.7%
Q4-3. Overall reputation of your City	39.0%	46.0%	12.5%	1.7%	0.8%
Q4-4. Overall quality of life in Georgetown	39.3%	47.5%	9.3%	3.5%	0.5%
Q4-5. How well City is managing growth & development	8.3%	23.5%	20.2%	28.4%	19.7%
Q4-6. Appearance of residential property in Georgetown	20.0%	52.6%	22.7%	4.6%	0.2%
Q4-7. Appearance of commercial property in Georgetown	15.6%	50.2%	28.5%	4.9%	0.8%
Q4-8. Availability of affordable housing	8.5%	22.4%	37.2%	23.2%	8.7%
Q4-9. Availability of job opportunities	9.8%	27.2%	42.2%	15.8%	4.9%
Q4-10. Overall quality of new development, both public & private	9.5%	30.0%	31.4%	20.0%	9.2%

Q5(1-9). Police Services: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the items listed below.

(N=652)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Visibility of police in neighborhoods	17.5%	40.5%	23.5%	11.0%	2.6%	4.9%
Q5-2. Visibility of police in commercial & retail areas	14.9%	37.1%	29.6%	8.1%	1.4%	8.9%
Q5-3. How quickly police respond to emergencies	23.0%	29.6%	13.7%	1.1%	0.5%	32.2%
Q5-4. City's overall efforts to prevent crime	18.6%	41.4%	18.4%	3.7%	1.2%	16.7%
Q5-5. Enforcement of local traffic laws	14.4%	33.4%	21.6%	14.3%	6.9%	9.4%
Q5-6. Public education programs	11.8%	26.8%	24.4%	4.8%	1.2%	31.0%
Q5-7. Parking enforcement services	10.6%	24.8%	26.2%	4.9%	0.9%	32.5%
Q5-8. Animal control services	15.0%	28.7%	22.9%	3.5%	1.4%	28.5%
Q5-9. Municipal court	10.3%	17.9%	18.3%	0.9%	0.5%	52.1%

WITHOUT "DON'T KNOW"

Q5(1-9). Police Services: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the items listed below. (without "don't know")

(N=652)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Visibility of police in neighborhoods	18.4%	42.6%	24.7%	11.6%	2.7%
Q5-2. Visibility of police in commercial & retail areas	16.3%	40.7%	32.5%	8.9%	1.5%
Q5-3. How quickly police respond to emergencies	33.9%	43.7%	20.1%	1.6%	0.7%
Q5-4. City's overall efforts to prevent crime	22.3%	49.7%	22.1%	4.4%	1.5%
Q5-5. Enforcement of local traffic laws	15.9%	36.9%	23.9%	15.7%	7.6%
Q5-6. Public education programs	17.1%	38.9%	35.3%	6.9%	1.8%
Q5-7. Parking enforcement services	15.7%	36.8%	38.9%	7.3%	1.4%
Q5-8. Animal control services	21.0%	40.1%	32.0%	4.9%	1.9%
Q5-9. Municipal court	21.5%	37.5%	38.1%	1.9%	1.0%

Q5(10-12). Fire/Emergency Medical Services: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the items listed below.

(N=652)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-10. How quickly fire services personnel respond	40.3%	30.2%	5.2%	0.3%	0.2%	23.8%
Q5-11. Overall quality of ambulance/emergency medical services (EMS)	41.7%	29.9%	4.9%	0.5%	0.3%	22.7%
Q5-12. How quickly ambulance/EMS personnel respond	42.5%	27.9%	5.5%	0.2%	0.3%	23.6%

WITHOUT "DON'T KNOW"

Q5(10-12). Fire/Emergency Medical Services: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the items listed below. (without "don't know")

(N=652)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-10. How quickly fire services personnel respond	52.9%	39.6%	6.8%	0.4%	0.2%
Q5-11. Overall quality of ambulance/emergency medical services (EMS)	54.0%	38.7%	6.3%	0.6%	0.4%
Q5-12. How quickly ambulance/EMS personnel respond	55.6%	36.5%	7.2%	0.2%	0.4%

Q6. Which THREE of the public safety services from the list in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q6. Top choice	Number	Percent
Visibility of police in neighborhoods	128	19.6 %
Visibility of police in commercial & retail areas	31	4.8 %
How quickly police respond to emergencies	37	5.7 %
City's overall efforts to prevent crime	97	14.9 %
Enforcement of local traffic laws	114	17.5 %
Public education programs	35	5.4 %
Parking enforcement services	6	0.9 %
Animal control services	13	2.0 %
Municipal court	2	0.3 %
How quickly fire services personnel respond	11	1.7 %
Overall quality of ambulance/emergency medical services (EMS)	17	2.6 %
How quickly ambulance/EMS personnel respond	19	2.9 %
None chosen	142	21.8 %
Total	652	100.0 %

Q6. Which THREE of the public safety services from the list in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q6. 2nd choice	Number	Percent
Visibility of police in neighborhoods	73	11.2 %
Visibility of police in commercial & retail areas	80	12.3 %
How quickly police respond to emergencies	32	4.9 %
City's overall efforts to prevent crime	73	11.2 %
Enforcement of local traffic laws	55	8.4 %
Public education programs	35	5.4 %
Parking enforcement services	10	1.5 %
Animal control services	19	2.9 %
Municipal court	8	1.2 %
How quickly fire services personnel respond	25	3.8 %
Overall quality of ambulance/emergency medical services (EMS)	25	3.8 %
How quickly ambulance/EMS personnel respond	23	3.5 %
None chosen	194	29.8 %
Total	652	100.0 %

Q6. Which THREE of the public safety services from the list in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q6. 3rd choice	Number	Percent
Visibility of police in neighborhoods	42	6.4 %
Visibility of police in commercial & retail areas	55	8.4 %
How quickly police respond to emergencies	37	5.7 %
City's overall efforts to prevent crime	73	11.2 %
Enforcement of local traffic laws	34	5.2 %
Public education programs	31	4.8 %
Parking enforcement services	15	2.3 %
Animal control services	18	2.8 %
Municipal court	11	1.7 %
How quickly fire services personnel respond	30	4.6 %
Overall quality of ambulance/emergency medical services (EMS)	25	3.8 %
How quickly ambulance/EMS personnel respond	22	3.4 %
None chosen	259	39.7 %
Total	652	100.0 %

SUM OF TOP 3 CHOICES

Q6. Which THREE of the public safety services from the list in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q6. Sum of top 3 choices	Number	Percent
Visibility of police in neighborhoods	243	37.3 %
Visibility of police in commercial & retail areas	166	25.5 %
How quickly police respond to emergencies	106	16.3 %
City's overall efforts to prevent crime	243	37.3 %
Enforcement of local traffic laws	203	31.1 %
Public education programs	101	15.5 %
Parking enforcement services	31	4.8 %
Animal control services	50	7.7 %
Municipal court	21	3.2 %
How quickly fire services personnel respond	66	10.1 %
Overall quality of ambulance/emergency medical services (EMS)	67	10.3 %
How quickly ambulance/EMS personnel respond	64	9.8 %
None chosen	142	21.8 %
Total	1503	

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

(N=652)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q7-1. Walking in your neighborhood during the day	73.0%	23.5%	2.0%	1.1%	0.2%	0.3%
Q7-2. Walking in your neighborhood after dark	35.1%	40.5%	13.7%	6.0%	1.2%	3.5%
Q7-3. Walking on City trails/in City parks	19.6%	35.7%	19.6%	5.2%	0.9%	18.9%
Q7-4. Driving on City streets	20.9%	43.6%	18.6%	13.5%	2.9%	0.6%
Q7-5. Overall feeling of safety in your community	36.7%	52.6%	8.9%	1.4%	0.2%	0.3%

WITHOUT "DON'T KNOW"

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

(N=652)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q7-1. Walking in your neighborhood during the day	73.2%	23.5%	2.0%	1.1%	0.2%
Q7-2. Walking in your neighborhood after dark	36.4%	42.0%	14.1%	6.2%	1.3%
Q7-3. Walking on City trails/in City parks	24.2%	44.0%	24.2%	6.4%	1.1%
Q7-4. Driving on City streets	21.0%	43.8%	18.7%	13.6%	2.9%
Q7-5. Overall feeling of safety in your community	36.8%	52.8%	8.9%	1.4%	0.2%

Q8(1-9). Maintenance Services: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the items listed below.

(N=652)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Condition of streets in your neighborhood	36.7%	47.4%	8.6%	5.8%	0.6%	0.9%
Q8-2. Condition of sidewalks in your neighborhood	26.2%	36.5%	14.7%	8.0%	3.7%	10.9%
Q8-3. Condition of street drainage	31.3%	47.4%	13.0%	4.8%	0.6%	2.9%
Q8-4. Condition of street signs & traffic signals	31.1%	46.3%	12.0%	6.7%	1.8%	2.0%
Q8-5. Accessibility of streets, sidewalks, & buildings for people with disabilities	17.3%	29.1%	19.0%	10.1%	4.0%	20.4%
Q8-6. Condition of pavement markings on streets	17.5%	40.2%	25.3%	8.9%	2.3%	5.8%
Q8-7. Condition of landscaping or streetscaping in medians along streets	18.7%	39.9%	24.7%	10.1%	1.4%	5.2%
Q8-8. Mowing & trimming along streets & other public areas	19.9%	42.9%	23.3%	8.6%	1.4%	3.8%
Q8-9. Cleanliness of streets & other public areas	23.5%	51.2%	17.6%	4.9%	0.8%	2.0%

WITHOUT "DON'T KNOW"

Q8(1-9). Maintenance Services: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the items listed below. (without "don't know")

(N=652)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Condition of streets in your neighborhood	37.0%	47.8%	8.7%	5.9%	0.6%
Q8-2. Condition of sidewalks in your neighborhood	29.4%	41.0%	16.5%	9.0%	4.1%
Q8-3. Condition of street drainage	32.2%	48.8%	13.4%	4.9%	0.6%
Q8-4. Condition of street signs & traffic signals	31.8%	47.3%	12.2%	6.9%	1.9%
Q8-5. Accessibility of streets, sidewalks, & buildings for people with disabilities	21.8%	36.6%	23.9%	12.7%	5.0%
Q8-6. Condition of pavement markings on streets	18.6%	42.7%	26.9%	9.4%	2.4%
Q8-7. Condition of landscaping or streetscaping in medians along streets	19.7%	42.1%	26.1%	10.7%	1.5%
Q8-8. Mowing & trimming along streets & other public areas	20.7%	44.7%	24.2%	8.9%	1.4%
Q8-9. Cleanliness of streets & other public areas	23.9%	52.3%	18.0%	5.0%	0.8%

Q8(10-13). Environmental Services: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the items listed below.

(N=652)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-10. Residential garbage collection services	49.2%	41.6%	4.1%	1.1%	0.9%	3.1%
Q8-11. Curbside recycling services	45.9%	38.3%	6.4%	3.5%	1.4%	4.4%
Q8-12. Household hazardous waste disposal service	23.3%	29.4%	18.4%	10.1%	2.5%	16.3%
Q8-13. Other	0.8%	0.5%	0.3%	0.8%	2.0%	95.7%

WITHOUT "DON'T KNOW"

Q8(10-13). Environmental Services: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the items listed below. (without "don't know")

(N=652)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-10. Residential garbage collection services	50.8%	42.9%	4.3%	1.1%	0.9%
Q8-11. Curbside recycling services	48.0%	40.1%	6.7%	3.7%	1.4%
Q8-12. Household hazardous waste disposal service	27.8%	35.2%	22.0%	12.1%	2.9%
Q8-13. Other	17.9%	10.7%	7.1%	17.9%	46.4%

Q8-13. Other

- Bulk pick ups
- Bulky waste pick up to 4 times year. Helps keep illegal dumping and keeps our city clean.
- Central battery disposal 24/7
- composting
- composting options
- extremely satisfied with garbage service and the friendliness of the operators. Always say hello and always smiling.
- Hazardous materials collection should be more frequent in order to prevent extra long lines at recycling sites
- Heavy trash like appliances
- heavy trash pick-up
- I appreciate this service- always timely and reliable. And they put in extra effort when some of the neighbors are careless w/cardboard, etc. thank you!
- I hope there is a place at the end for comments but will just say here that I reached out about the growing homeless problem years ago and council members and police acted helpless. It needs to be nipped in the bud while it's still possible.
- It's hard to get to collection of some items with only a specific date and time
- Lazy collector's-won't lift odd shape disposal
- Length of time it takes to repair bridges.
- Like the periodic free to residence drive through waste drop off (paint, appliances, furniture, etc.). Like the shred it events, often offered by a bank. Like the availability of heavy trash curb pick up. Would like if residences could hire high school athletes (strong kids) to help with heavy home tasks (get items up/down from attic, move items to curb for heavy trash pick up, spring clean up with yard bundling). Pay \$60 hour for 4 kids & 1 adult (kid get \$10 hr. & adult \$20). Adults could be police officer, fireman, teacher, city parks worker.
- need 2 times a month landscape pickup
- Need easier more frequent hazardous waste and bulk recycling. Options to deal with people that never put trash out. That's a sanitation problem.
- No hazardous PU at homes
- Non driving residents need access to where they need to go.
- Please start a food waste composting program. Would like shredding services too
- Recycling at apartments.
- Recycling limits for profit
- Residential hazard services
- Residential street lighting should be improved. Too many dark patches
- Round about at River and Park street, needs to be trimmed. Also there needs to be street lighting for safety on Riverbend, near Dawn street. Thank you.
- Sometimes the waste carts are placed on neighbors property after being emptied
- Utility cost have increased 40-50% in the last ten years. I understand that energy cost have increased, but there are extra fees that have been included with our monthly bill.
- Very Dissatisfied not being able use 1 of 4 bulky waste curbside pickups to dump bulky items at transfer station without paying \$35 each time
- We need public transportation in Georgetown
- Would like options to dispose of alkaline batteries, Styrofoam, bubble wrap
- Would like yard waste pickup more than once per month especially in months with high leaf drop
- Would prefer yard waste pickup twice per month. More people might use the service if they didn't have to store their bags for a month.
- Yard waste disposal should be weekly
- Yard waste pickup is hopeless with up to six weeks between pickups. Make yard waste pickup biweekly like recycling.

Q9. Which THREE of the public works services from the list in Question 8 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years?

Q9. Top choice	Number	Percent
Condition of streets in your neighborhood	71	10.9 %
Condition of sidewalks in your neighborhood	48	7.4 %
Condition of street drainage	25	3.8 %
Condition of street signs & traffic signals	64	9.8 %
Accessibility of streets, sidewalks, & buildings for people with disabilities	75	11.5 %
Condition of pavement markings on streets	56	8.6 %
Condition of landscaping or streetscaping in medians along streets	33	5.1 %
Mowing & trimming along streets & other public areas	25	3.8 %
Cleanliness of streets & other public areas	24	3.7 %
Residential garbage collection services	9	1.4 %
Curbside recycling services	17	2.6 %
Household hazardous waste disposal service	51	7.8 %
None chosen	154	23.6 %
Total	652	100.0 %

Q9. Which THREE of the public works services from the list in Question 8 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years?

Q9. 2nd choice	Number	Percent
Condition of streets in your neighborhood	26	4.0 %
Condition of sidewalks in your neighborhood	40	6.1 %
Condition of street drainage	20	3.1 %
Condition of street signs & traffic signals	33	5.1 %
Accessibility of streets, sidewalks, & buildings for people with disabilities	45	6.9 %
Condition of pavement markings on streets	56	8.6 %
Condition of landscaping or streetscaping in medians along streets	40	6.1 %
Mowing & trimming along streets & other public areas	41	6.3 %
Cleanliness of streets & other public areas	42	6.4 %
Residential garbage collection services	13	2.0 %
Curbside recycling services	19	2.9 %
Household hazardous waste disposal service	41	6.3 %
None chosen	236	36.2 %
Total	652	100.0 %

Q9. Which THREE of the public works services from the list in Question 8 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years?

Q9. 3rd choice	Number	Percent
Condition of streets in your neighborhood	19	2.9 %
Condition of sidewalks in your neighborhood	23	3.5 %
Condition of street drainage	28	4.3 %
Condition of street signs & traffic signals	31	4.8 %
Accessibility of streets, sidewalks, & buildings for people with disabilities	28	4.3 %
Condition of pavement markings on streets	31	4.8 %
Condition of landscaping or streetscaping in medians along streets	35	5.4 %
Mowing & trimming along streets & other public areas	37	5.7 %
Cleanliness of streets & other public areas	46	7.1 %
Residential garbage collection services	10	1.5 %
Curbside recycling services	9	1.4 %
Household hazardous waste disposal service	31	4.8 %
None chosen	324	49.7 %
Total	652	100.0 %

SUM OF TOP 3 CHOICES

Q9. Which THREE of the public works services from the list in Question 8 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? (top 3)

Q9. Sum of top 3 choices	Number	Percent
Condition of streets in your neighborhood	116	17.8 %
Condition of sidewalks in your neighborhood	111	17.0 %
Condition of street drainage	73	11.2 %
Condition of street signs & traffic signals	128	19.6 %
Accessibility of streets, sidewalks, & buildings for people with disabilities	148	22.7 %
Condition of pavement markings on streets	143	21.9 %
Condition of landscaping or streetscaping in medians along streets	108	16.6 %
Mowing & trimming along streets & other public areas	103	15.8 %
Cleanliness of streets & other public areas	112	17.2 %
Residential garbage collection services	32	4.9 %
Curbside recycling services	45	6.9 %
Household hazardous waste disposal service	123	18.9 %
None chosen	154	23.6 %
Total	1396	

Q10. Utility Services. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the items listed below.

(N=652)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Resolution of water service interruptions	21.6%	36.5%	15.8%	2.3%	0.3%	23.5%
Q10-2. Frequency of water service interruptions	30.7%	31.7%	18.4%	1.8%	0.2%	17.2%
Q10-3. Notifications about planned water outages or unexpected service interruptions	21.0%	33.0%	19.5%	4.8%	0.5%	21.3%
Q10-4. Adequacy of street lighting	16.6%	39.9%	17.3%	18.6%	4.9%	2.8%
Q10-5. Reliability of electric service	25.8%	44.2%	15.2%	7.1%	1.7%	6.1%
Q10-6. Utility billing services	25.9%	42.3%	19.3%	6.1%	2.6%	3.7%
Q10-7. Other	0.5%	0.2%	0.0%	0.9%	1.8%	96.6%

WITHOUT "DON'T KNOW"

Q10. Utility Services. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the items listed below. (without "don't know")

(N=652)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Resolution of water service interruptions	28.3%	47.7%	20.6%	3.0%	0.4%
Q10-2. Frequency of water service interruptions	37.0%	38.3%	22.2%	2.2%	0.2%
Q10-3. Notifications about planned water outages or unexpected service interruptions	26.7%	41.9%	24.8%	6.0%	0.6%
Q10-4. Adequacy of street lighting	17.0%	41.0%	17.8%	19.1%	5.0%
Q10-5. Reliability of electric service	27.5%	47.1%	16.2%	7.5%	1.8%
Q10-6. Utility billing services	26.9%	43.9%	20.1%	6.4%	2.7%
Q10-7. Other	13.6%	4.5%	0.0%	27.3%	54.5%

Q10-7. Other

- affordability of water service
- Availability of office hours
- Base rate cost of water/electricity.
- Been here over 20 years and it seems despite planned development it takes multiple deaths at intersections to get street lights in this town!! City places too much emphasis on developing and not enough on planned development such as proper ingress, egress and traffic safety. SCHOOL SYSTEM HAS CONSISTENTLY DECLINED. PEOPLE WITH CHILDREN GO TO LEANDER ISD UNLESS THEY CAN AFFORD PRIVATE SCHOOLS!
- Cost of utilities
- COST of water is outrageous compared to my previous community in North Tx
- Electric and water is too high of a cost
- Explanation of usage/charges.
- Future water needs
- have never yet had a water supply interrupting, been here 11 years
- High water utility bill
- I have PEC for electric service
- Parking garage downtown is a big plus
- PCA fee
- Rates of utilities going up so much
- Response time of electrical service when there is an outage and time it take to get power back on excellent customer service
- Traffic light fee
- Utility cost increases 40-50% in the last ten years.
- water
- Water pressure has declined due to overdevelopment that water supply cannot keep up with.
- Water rates are way to high . Needs work on using wastewater and slow down development till the cycle catches up like Dripping Springs did
- Water rates.
- When we were considering purchasing home here over 13 years ago I was assured that soon I could opt out of smart meters which I do NOT want. 13+ years later there's still no opt out??

Q11. Parks and Recreation. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the items listed below.

(N=652)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Maintenance of City parks	25.2%	46.2%	8.9%	2.5%	0.5%	16.9%
Q11-2. Quality of facilities at City parks (e.g., picnic shelters, playgrounds)	24.1%	42.2%	12.1%	3.2%	0.2%	18.3%
Q11-3. Number of parks	22.1%	40.0%	13.5%	6.3%	1.2%	16.9%
Q11-4. Number of walking/biking trails	22.2%	40.8%	14.3%	5.8%	0.9%	16.0%
Q11-5. Quality of outdoor athletic fields	16.3%	27.9%	16.3%	1.8%	0.5%	37.3%
Q11-6. Youth athletic programs in your area	12.0%	17.3%	15.0%	2.1%	0.2%	53.4%
Q11-7. Adult athletic programs in your area	12.4%	18.6%	18.6%	3.2%	0.5%	46.8%
Q11-8. Senior adult programs	14.9%	19.2%	18.4%	3.7%	0.6%	43.3%
Q11-9. Ease of registering for City programs	12.7%	21.3%	18.4%	2.6%	0.9%	44.0%
Q11-10. Georgetown Recreation Center (overall appearance, quality, location)	20.2%	32.5%	12.7%	2.1%	0.8%	31.6%
Q11-11. Other	0.5%	0.2%	0.2%	1.1%	1.4%	96.8%

WITHOUT "DON'T KNOW"

Q11. Parks and Recreation. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the items listed below. (without "don't know")

(N=652)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Maintenance of City parks	30.3%	55.5%	10.7%	3.0%	0.6%
Q11-2. Quality of facilities at City parks (e.g., picnic shelters, playgrounds)	29.5%	51.6%	14.8%	3.9%	0.2%
Q11-3. Number of parks	26.6%	48.2%	16.2%	7.6%	1.5%
Q11-4. Number of walking/ biking trails	26.5%	48.5%	17.0%	6.9%	1.1%
Q11-5. Quality of outdoor athletic fields	25.9%	44.5%	25.9%	2.9%	0.7%
Q11-6. Youth athletic programs in your area	25.7%	37.2%	32.2%	4.6%	0.3%
Q11-7. Adult athletic programs in your area	23.3%	34.9%	34.9%	6.1%	0.9%
Q11-8. Senior adult programs	26.2%	33.8%	32.4%	6.5%	1.1%
Q11-9. Ease of registering for City programs	22.7%	38.1%	32.9%	4.7%	1.6%
Q11-10. Georgetown Recreation Center (overall appearance, quality, location)	29.6%	47.5%	18.6%	3.1%	1.1%
Q11-11. Other	14.3%	4.8%	4.8%	33.3%	42.9%

Q11-11. Other

- Allowing electric unicycles on trails
- Allowing homeless to ruin our parks and also the length of time blue hole was closed after floods but virtually nothing different.
- Availability-longer open hours
- Family events/programs. Stock show and rodeo was traded for wine testing!
- Focus is on replacement of parks grounds and equipment every decade versus maintenance so basically it seems priority is managed decline then rebuild and most everything is valued engineered by Parks Admin
- Georgetown desperately needs a high-quality health club such as a Lifetime Fitness.
- I live in Sun City and am very satisfied with their amenities and services
- Improve trail signage (distance, difficulty, loop/out & back). Create loops in trails when possible, including bridges over water. Add outdoor mini golf. Honor system for balls & clubs, ask for donations. Park dept unlock supplies in morning and lock up at seasonal time. The best mini golf I've played is in Leavenworth, WA (associated w Eisen Inn). The course is built into the hill side, landscaped, and waterfall. Landscaping could be donated & maintained by local nurseries or clubs. Also need a course designed for those needing a flat & wide path (walker or wheel chair) with pavement. Add an Amphitheater (needs to face north/south) into a hillside with ample parking. Use natural stone for seats, grass walkways. Have school music, choir, & plays during the week and local artists on the weekend. Have electrical and water for food trucks. Bathrooms for public.
- It was nice to read in The Impact that the Blue Hole area will be renovated. Thank you!
- Lack of trails. Voters approved the construction of a trail to Berry Springs Park, but the city redirected the funds to another project. This is very disappointing. With the number of people living here, we need more parks and trails—not fewer.
- Need additional resources on the west side.
- Need MORE space for aquatic swimming. It is growing sport for all ages. The city is doing it's VERY best with what it has, but MORE resources are needed in the AQUATIC area.
- Neighborhood park in our area is neglected. Area filled with wild grasses and weeds. No water, no mowing, no maintenance.
- Peaceful and love the forested areas.
- public parks, we are retired and do not use the parks very much
- Rec center needs more silver sneakers classes I stopped going because the classes filled up and I would get to rec center and then have to turn around a go home. I paid for a membership, it wasn't just free through my insurance.
- Safety of trails around the lake
- Stop destroying parks for Texas 2 step.
- The plans to connect all the parks is intrusive in residential areas. We need more calm spaces in and among commercial areas! When I voted for more parks and trails, I had hoped the city would buy and develop land for that purpose. No more housing please, at least not high density or apartments.
- The tennis center has very unprofessional management and the city does not protect workers from unruly patrons. This has been an ongoing problem and needs to be addressed for the safety and dignity of the workers.
- Too many homeless sleeping on picnic tables and benches
- Very little programs & facilities for Seniors
- Wonderful center for our model airplane swap meet.

Q12. Which THREE of the parks and recreation services from the list in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q12. Top choice	Number	Percent
Maintenance of City parks	112	17.2 %
Quality of facilities at City parks (e.g., picnic shelters, playgrounds)	39	6.0 %
Number of parks	36	5.5 %
Number of walking/biking trails	54	8.3 %
Quality of outdoor athletic fields	16	2.5 %
Youth athletic programs in your area	21	3.2 %
Adult athletic programs in your area	10	1.5 %
Senior adult programs	37	5.7 %
Ease of registering for City programs	17	2.6 %
Georgetown Recreation Center (overall appearance, quality, location)	29	4.4 %
None chosen	281	43.1 %
Total	652	100.0 %

Q12. Which THREE of the parks and recreation services from the list in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q12. 2nd choice	Number	Percent
Maintenance of City parks	39	6.0 %
Quality of facilities at City parks (e.g., picnic shelters, playgrounds)	72	11.0 %
Number of parks	42	6.4 %
Number of walking/biking trails	45	6.9 %
Quality of outdoor athletic fields	9	1.4 %
Youth athletic programs in your area	24	3.7 %
Adult athletic programs in your area	30	4.6 %
Senior adult programs	24	3.7 %
Ease of registering for City programs	19	2.9 %
Georgetown Recreation Center (overall appearance, quality, location)	18	2.8 %
None chosen	330	50.6 %
Total	652	100.0 %

Q12. Which THREE of the parks and recreation services from the list in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q12. 3rd choice	Number	Percent
Maintenance of City parks	27	4.1 %
Quality of facilities at City parks (e.g., picnic shelters, playgrounds)	47	7.2 %
Number of parks	31	4.8 %
Number of walking/biking trails	30	4.6 %
Quality of outdoor athletic fields	16	2.5 %
Youth athletic programs in your area	16	2.5 %
Adult athletic programs in your area	10	1.5 %
Senior adult programs	42	6.4 %
Ease of registering for City programs	22	3.4 %
Georgetown Recreation Center (overall appearance, quality, location)	35	5.4 %
None chosen	376	57.7 %
Total	652	100.0 %

SUM OF TOP 3 CHOICES

Q12. Which THREE of the parks and recreation services from the list in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q12. Sum of top 3 choices	Number	Percent
Maintenance of City parks	178	27.3 %
Quality of facilities at City parks (e.g., picnic shelters, playgrounds)	158	24.2 %
Number of parks	109	16.7 %
Number of walking/biking trails	129	19.8 %
Quality of outdoor athletic fields	41	6.3 %
Youth athletic programs in your area	61	9.4 %
Adult athletic programs in your area	50	7.7 %
Senior adult programs	103	15.8 %
Ease of registering for City programs	58	8.9 %
Georgetown Recreation Center (overall appearance, quality, location)	82	12.6 %
None chosen	281	43.1 %
Total	1250	

Q13. Public Communications. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the items listed below.

(N=652)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Availability of information about City governmental services & activities	19.9%	41.4%	22.9%	7.1%	1.1%	7.7%
Q13-2. Timeliness of information provided by your City government	19.8%	36.7%	25.5%	7.5%	0.9%	9.7%
Q13-3. Efforts by City government to keep you informed about local issues	20.9%	36.2%	25.2%	9.0%	1.4%	7.4%
Q13-4. Quality of information provided on City communication channels	17.6%	32.7%	27.8%	6.6%	0.8%	14.6%
Q13-5. How well City listens & responds to the needs of residents	9.7%	22.5%	26.5%	15.2%	4.6%	21.5%

WITHOUT "DON'T KNOW"

Q13. Public Communications. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the items listed below. (without "don't know")

(N=652)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Availability of information about City governmental services & activities	21.6%	44.9%	24.8%	7.6%	1.2%
Q13-2. Timeliness of information provided by your City government	21.9%	40.6%	28.2%	8.3%	1.0%
Q13-3. Efforts by City government to keep you informed about local issues	22.5%	39.1%	27.2%	9.8%	1.5%
Q13-4. Quality of information provided on City communication channels	20.6%	38.2%	32.5%	7.7%	0.9%
Q13-5. How well City listens & responds to the needs of residents	12.3%	28.7%	33.8%	19.3%	5.9%

Q14. City Website. Have you visited the City's website (georgetowntexas.gov) during the past 12 months?

Q14. Have you visited City's website during past 12 months	Number	Percent
Yes	461	70.7 %
No	187	28.7 %
Not provided	4	0.6 %
Total	652	100.0 %

WITHOUT "NOT PROVIDED"**Q14. City Website. Have you visited the City's website (georgetowntexas.gov) during the past 12 months? (without "not provided")**

Q14. Have you visited City's website during past 12 months	Number	Percent
Yes	461	71.1 %
No	187	28.9 %
Total	648	100.0 %

Q14a. What was the reason for your most recent visit to the City's website?

Q14a. Reason for your most recent visit to City's website	Number	Percent
To look for general information about City	146	31.7 %
To understand a specific City service or program	177	38.4 %
To pay a bill	89	19.3 %
Other	41	8.9 %
Not provided	8	1.7 %
Total	461	100.0 %

WITHOUT "NOT PROVIDED"**Q14a. What was the reason for your most recent visit to the City's website? (without "not provided")**

Q14a. Reason for your most recent visit to City's website	Number	Percent
To look for general information about City	146	32.2 %
To understand a specific City service or program	177	39.1 %
To pay a bill	89	19.6 %
Other	41	9.1 %
Total	453	100.0 %

Q14a-4. Other

- 2026 Scheduling of trash & other events
- Asking when my roads in my neighborhood would be resurfaced.
- bulky pick up
- Burn ban status
- Change method of payment.
- Hazmat collection information
- I was looking for contact information for the mayor to complain about all of the never-ending road construction in Georgetown TX, and also the growing homeless population that we see on our streets in Georgetown this needs to end. And Georgetown TX should consider a new mayor because of these two important issues above.
- I work for the city
- job hunting
- Job openings
- Job search
- Job search
- Library
- Library
- Library
- Look for information on upcoming COAs
- Look for map of City limits
- Looking for employment opportunities
- Looking for specific city codes and city departments
- moving
- Permits
- Places to vote
- rebates
- To apply for a homeowner electrical permit.
- To apply for jobs
- To ask that the sticker-weeds covering the sidewalks along the new section of Verde Vista be cut back, and to ask for traffic patrol monitoring of Verde Vista now that the road continues from Shell road to Williams Drive (it's become a bit of a freeway during morning school hours and end-of-work times).
- To review consumption levels for water, electricity, etc.
- To see if a full future vision for the city was laid out
- verify water schedule
- water permits
- Water rebate program
- Zoning

Q14b. Using a scale of 5 to 1, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with each of the following statements about the City's website.

(N=461)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q14b-1. I am satisfied with quality of information provided on City's website	21.0%	53.4%	16.7%	6.7%	0.0%	2.2%
Q14b-2. It is easy to find the information I am looking for	15.8%	39.0%	24.9%	15.4%	2.2%	2.6%
Q14b-3. City's website is easy to use	15.6%	41.2%	26.9%	12.1%	1.3%	2.8%
Q14b-4. I like the look & feel of City's website	15.4%	37.5%	32.3%	9.3%	1.3%	4.1%

WITHOUT "DON'T KNOW"

Q14b. Using a scale of 5 to 1, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with each of the following statements about the City's website. (without "don't know")

(N=461)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q14b-1. I am satisfied with quality of information provided on City's website	21.5%	54.5%	17.1%	6.9%	0.0%
Q14b-2. It is easy to find the information I am looking for	16.3%	40.1%	25.6%	15.8%	2.2%
Q14b-3. City's website is easy to use	16.1%	42.4%	27.7%	12.5%	1.3%
Q14b-4. I like the look & feel of City's website	16.1%	39.1%	33.7%	9.7%	1.4%

Q15. Customer Service. Have you contacted the City with a question or to report a problem or complaint during the past year?

Q15. Have you contacted City with a question or to report a problem or complaint during past year

	Number	Percent
Yes	235	36.0 %
No	417	64.0 %
Total	652	100.0 %

Q15a. What was the primary method you used to contact the City?

Q15a. Primary method you used to contact City	Number	Percent
Phone	151	64.3 %
Email	47	20.0 %
In-person	10	4.3 %
Other	26	11.1 %
Not provided	1	0.4 %
Total	235	100.0 %

WITHOUT "NOT PROVIDED"

Q15a. What was the primary method you used to contact the City? (without "not provided")

Q15a. Primary method you used to contact City	Number	Percent
Phone	151	64.5 %
Email	47	20.1 %
In-person	10	4.3 %
Other	26	11.1 %
Total	234	100.0 %

Q15a-4. Other:

Q15a-4. Other	Number	Percent
AskGTX	8	44.4 %
Facebook	2	11.1 %
City website	2	11.1 %
Website	2	11.1 %
Ask GTX	1	5.6 %
Bulk pick up	1	5.6 %
Code enforcement	1	5.6 %
Online form	1	5.6 %
Total	18	100.0 %

Q15b. How would you describe the service you received?

Q15b. How would you describe the service you received	Number	Percent
Excellent	74	31.5 %
Good	92	39.1 %
Fair	34	14.5 %
Poor	32	13.6 %
Don't know	3	1.3 %
Total	235	100.0 %

WITHOUT "DON'T KNOW"**Q15b. How would you describe the service you received? (without "don't know")**

Q15b. How would you describe the service you received	Number	Percent
Excellent	74	31.9 %
Good	92	39.7 %
Fair	34	14.7 %
Poor	32	13.8 %
Total	232	100.0 %

Q15c. What department did you contact?

Q15c. Departments you contacted	Number	Percent
askGTX	49	20.9 %
Utility Billing	87	37.0 %
Building/Planning/Engineering	11	4.7 %
Georgetown Recreation Center	26	11.1 %
Georgetown Visitor Center	4	1.7 %
Special Event Permits	5	2.1 %
Police	29	12.3 %
Public Works (streets/water/sewer)	61	26.0 %
Municipal Court	5	2.1 %
Other	28	11.9 %
Total	305	

Q15c-10. Other:

Q15c-10. Other	Number	Percent
Animal control	3	10.7 %
Trash	3	10.7 %
Parks & Recreation	3	10.7 %
Recycling	3	10.7 %
City Council	3	10.7 %
Water	2	7.1 %
Taxes	2	7.1 %
Garbage	1	3.6 %
Code enforcement	1	3.6 %
Library	1	3.6 %
Trash Sanitation	1	3.6 %
Rebates	1	3.6 %
City Hall	1	3.6 %
EMS	1	3.6 %
Mayor/Councilman	1	3.6 %
Parking garage information	1	3.6 %
Total	28	100.0 %

Q15d. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you contacted during the past year have displayed the behavior described using a scale of 4 to 1, where 4 means "Always" and 1 means "Never."

(N=235)

	Always	Sometimes	Not often	Never	Don't know
Q15d-1. They were courteous & polite	78.7%	15.3%	1.3%	0.4%	4.3%
Q15d-2. They gave prompt, accurate, & complete answers in response to questions/ concerns	64.3%	20.4%	7.7%	3.8%	3.8%
Q15d-3. They followed through & did what they said they would do in a timely manner	56.6%	17.0%	8.1%	3.4%	14.9%
Q15d-4. They helped to resolve your issue	57.4%	20.4%	8.5%	7.7%	6.0%

WITHOUT "DON'T KNOW"

Q15d. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you contacted during the past year have displayed the behavior described using a scale of 4 to 1, where 4 means "Always" and 1 means "Never." (without "don't know")

(N=235)

	Always	Sometimes	Not often	Never
Q15d-1. They were courteous & polite	82.2%	16.0%	1.3%	0.4%
Q15d-2. They gave prompt, accurate, & complete answers in response to questions/ concerns	66.8%	21.2%	8.0%	4.0%
Q15d-3. They followed through & did what they said they would do in a timely manner	66.5%	20.0%	9.5%	4.0%
Q15d-4. They helped to resolve your issue	61.1%	21.7%	9.0%	8.1%

Q16. Reasons to Live in Georgetown. Several reasons for deciding where to live are listed below. Using a scale of 4 to 1, with 4 being "Very Important" and 1 being "Not Important," please rate how important each reason is to your decision to live in Georgetown.

(N=652)

	Very important	Somewhat important	Not sure	Not important	Not provided
Q16-1. Small town feel	66.9%	22.2%	3.1%	4.6%	3.2%
Q16-2. Quality of public schools	48.8%	14.1%	8.6%	20.1%	8.4%
Q16-3. Types of housing available (single-family, patio/small lot, townhomes/brownstones, multi-family, etc.)	50.5%	27.8%	7.7%	8.3%	5.8%
Q16-4. Access to quality shopping	50.0%	38.7%	3.7%	4.9%	2.8%
Q16-5. Availability of parks & recreation opportunities	53.5%	29.0%	6.1%	6.3%	5.1%
Q16-6. Near family or friends	39.1%	29.6%	6.0%	19.3%	6.0%
Q16-7. Safety & security	86.5%	10.0%	1.4%	0.2%	2.0%
Q16-8. Availability of transportation options	28.5%	32.5%	12.4%	21.0%	5.5%
Q16-9. Availability of cultural activities & arts	35.3%	40.0%	8.6%	11.7%	4.4%
Q16-10. Access to restaurants & entertainment	59.0%	32.5%	3.7%	2.3%	2.5%
Q16-11. Sense of belonging to Georgetown community as a whole	48.6%	34.2%	7.2%	6.0%	4.0%
Q16-12. Availability of healthcare facilities	77.6%	16.3%	2.1%	2.1%	1.8%

WITHOUT "NOT PROVIDED"

Q16. Reasons to Live in Georgetown. Several reasons for deciding where to live are listed below. Using a scale of 4 to 1, with 4 being "Very Important" and 1 being "Not Important," please rate how important each reason is to your decision to live in Georgetown. (without "not provided")

(N=652)

	Very important	Somewhat important	Not sure	Not important
Q16-1. Small town feel	69.1%	23.0%	3.2%	4.8%
Q16-2. Quality of public schools	53.3%	15.4%	9.4%	21.9%
Q16-3. Types of housing available (single-family, patio/small lot, townhomes/brownstones, multi-family, etc.)	53.6%	29.5%	8.1%	8.8%
Q16-4. Access to quality shopping	51.4%	39.7%	3.8%	5.0%
Q16-5. Availability of parks & recreation opportunities	56.4%	30.5%	6.5%	6.6%
Q16-6. Near family or friends	41.6%	31.5%	6.4%	20.6%
Q16-7. Safety & security	88.3%	10.2%	1.4%	0.2%
Q16-8. Availability of transportation options	30.2%	34.4%	13.1%	22.2%
Q16-9. Availability of cultural activities & arts	36.9%	41.9%	9.0%	12.2%
Q16-10. Access to restaurants & entertainment	60.5%	33.3%	3.8%	2.4%
Q16-11. Sense of belonging to Georgetown community as a whole	50.6%	35.6%	7.5%	6.2%
Q16-12. Availability of healthcare facilities	79.1%	16.6%	2.2%	2.2%

Q17. Which THREE of the items from the list in Question 16 will be the biggest reasons you stay in Georgetown over the next 5 years?

Q17. Top choice	Number	Percent
Small town feel	150	23.0 %
Quality of public schools	32	4.9 %
Types of housing available (single-family, patio/small lot, townhomes/brownstones, multi-family, etc.)	32	4.9 %
Access to quality shopping	26	4.0 %
Availability of parks & recreation opportunities	15	2.3 %
Near family or friends	82	12.6 %
Safety & security	82	12.6 %
Availability of transportation options	14	2.1 %
Availability of cultural activities & arts	10	1.5 %
Access to restaurants & entertainment	14	2.1 %
Sense of belonging to Georgetown community as a whole	9	1.4 %
Availability of healthcare facilities	104	16.0 %
None chosen	82	12.6 %
Total	652	100.0 %

Q17. Which THREE of the items from the list in Question 16 will be the biggest reasons you stay in Georgetown over the next 5 years?

Q17. 2nd choice	Number	Percent
Small town feel	62	9.5 %
Quality of public schools	19	2.9 %
Types of housing available (single-family, patio/small lot, townhomes/brownstones, multi-family, etc.)	22	3.4 %
Access to quality shopping	46	7.1 %
Availability of parks & recreation opportunities	42	6.4 %
Near family or friends	40	6.1 %
Safety & security	147	22.5 %
Availability of transportation options	14	2.1 %
Availability of cultural activities & arts	13	2.0 %
Access to restaurants & entertainment	46	7.1 %
Sense of belonging to Georgetown community as a whole	21	3.2 %
Availability of healthcare facilities	65	10.0 %
None chosen	115	17.6 %
Total	652	100.0 %

Q17. Which THREE of the items from the list in Question 16 will be the biggest reasons you stay in Georgetown over the next 5 years?

Q17. 3rd choice	Number	Percent
Small town feel	42	6.4 %
Quality of public schools	21	3.2 %
Types of housing available (single-family, patio/small lot, townhomes/brownstones, multi-family, etc.)	13	2.0 %
Access to quality shopping	40	6.1 %
Availability of parks & recreation opportunities	27	4.1 %
Near family or friends	26	4.0 %
Safety & security	112	17.2 %
Availability of transportation options	25	3.8 %
Availability of cultural activities & arts	28	4.3 %
Access to restaurants & entertainment	72	11.0 %
Sense of belonging to Georgetown community as a whole	38	5.8 %
Availability of healthcare facilities	72	11.0 %
None chosen	136	20.9 %
Total	652	100.0 %

SUM OF TOP 3 CHOICES

Q17. Which THREE of the items from the list in Question 16 will be the biggest reasons you stay in Georgetown over the next 5 years? (top 3)

Q17. Sum of top 3 choices	Number	Percent
Small town feel	254	39.0 %
Quality of public schools	72	11.0 %
Types of housing available (single-family, patio/small lot, townhomes/brownstones, multi-family, etc.)	67	10.3 %
Access to quality shopping	112	17.2 %
Availability of parks & recreation opportunities	84	12.9 %
Near family or friends	148	22.7 %
Safety & security	341	52.3 %
Availability of transportation options	53	8.1 %
Availability of cultural activities & arts	51	7.8 %
Access to restaurants & entertainment	132	20.2 %
Sense of belonging to Georgetown community as a whole	68	10.4 %
Availability of healthcare facilities	241	37.0 %
None chosen	82	12.6 %
Total	1705	

Q21. Approximately how many years have you lived in Georgetown?

Q21. How many years have you lived in Georgetown	Number	Percent
0-5	199	30.5 %
6-10	144	22.1 %
11-15	99	15.2 %
16-20	72	11.0 %
21-30	80	12.3 %
31+	50	7.7 %
Not provided	8	1.2 %
Total	652	100.0 %

WITHOUT "NOT PROVIDED"**Q21. Approximately how many years have you lived in Georgetown? (without "not provided")**

Q21. How many years have you lived in Georgetown	Number	Percent
0-5	199	30.9 %
6-10	144	22.4 %
11-15	99	15.4 %
16-20	72	11.2 %
21-30	80	12.4 %
31+	50	7.8 %
Total	644	100.0 %

Q22. If you have lived in Georgetown less than 5 years, where did you live prior to moving to Georgetown?

Q22. Where did you live prior to moving to Georgetown	Number	Percent
Another part of Austin metro area	53	34.4 %
In Texas, but outside of Austin metro area	40	26.0 %
Outside of Texas	59	38.3 %
Not provided	2	1.3 %
Total	154	100.0 %

WITHOUT "NOT PROVIDED"**Q22. If you have lived in Georgetown less than 5 years, where did you live prior to moving to Georgetown? (without "not provided")**

Q22. Where did you live prior to moving to Georgetown	Number	Percent
Another part of Austin metro area	53	34.9 %
In Texas, but outside of Austin metro area	40	26.3 %
Outside of Texas	59	38.8 %
Total	152	100.0 %

Q23. What is your age?

Q23. Your age	Number	Percent
18-34	108	16.6 %
35-44	116	17.8 %
45-54	97	14.9 %
55-64	94	14.4 %
65+	217	33.3 %
Not provided	20	3.1 %
Total	652	100.0 %

WITHOUT "NOT PROVIDED"**Q23. What is your age? (without "not provided")**

Q23. Your age	Number	Percent
18-34	108	17.1 %
35-44	116	18.4 %
45-54	97	15.3 %
55-64	94	14.9 %
65+	217	34.3 %
Total	632	100.0 %

Q24. Do you own or rent your current residence?

Q24. Do you own or rent your current residence	Number	Percent
Own	454	69.6 %
Rent	195	29.9 %
Not provided	3	0.5 %
Total	652	100.0 %

WITHOUT "NOT PROVIDED"**Q24. Do you own or rent your current residence? (without "not provided")**

Q24. Do you own or rent your current residence	Number	Percent
Own	454	70.0 %
Rent	195	30.0 %
Total	649	100.0 %

Q25. Do you work in the City of Georgetown?

Q25. Do you work in City of Georgetown	Number	Percent
Yes	203	31.1 %
No	432	66.3 %
Not provided	17	2.6 %
Total	652	100.0 %

WITHOUT "NOT PROVIDED"**Q25. Do you work in the City of Georgetown? (without "not provided")**

Q25. Do you work in City of Georgetown	Number	Percent
Yes	203	32.0 %
No	432	68.0 %
Total	635	100.0 %

Q26. Are you or other members of your household of Hispanic or Latino ancestry?

Q26. Are you or other members of your household of Hispanic or Latino ancestry	Number	Percent
Yes	141	21.6 %
No	472	72.4 %
Not provided	39	6.0 %
Total	652	100.0 %

WITHOUT "NOT PROVIDED"**Q26. Are you or other members of your household of Hispanic or Latino ancestry? (without "not provided")**

Q26. Are you or other members of your household of Hispanic or Latino ancestry	Number	Percent
Yes	141	23.0 %
No	472	77.0 %
Total	613	100.0 %

Q27. Which of the following best describes your race/ethnicity?

Q27. Your race/ethnicity	Number	Percent
Asian or Asian Indian	18	2.8 %
Black or African American	39	6.0 %
American Indian or Alaska Native	5	0.8 %
White	491	75.3 %
Native Hawaiian or other Pacific Islander	1	0.2 %
Hispanic	141	21.6 %
Other	8	1.2 %
Total	703	

Q27-7. Self-describe your race/ethnicity:

Q27-7. Self-describe your race/ethnicity	Number	Percent
Hispanic	5	62.5 %
Multiracial	1	12.5 %
Latino	1	12.5 %
Mixed	1	12.5 %
Total	8	100.0 %

Q28. Would you say your total annual household income is...

Q28. Your total annual household income	Number	Percent
Under \$30K	55	8.4 %
\$30K to \$59,999	90	13.8 %
\$60K to \$99,999	158	24.2 %
\$100K+	237	36.3 %
Not provided	112	17.2 %
Total	652	100.0 %

WITHOUT "NOT PROVIDED"**Q28. Would you say your total annual household income is... (without "not provided")**

Q28. Your total annual household income	Number	Percent
Under \$30K	55	10.2 %
\$30K to \$59,999	90	16.7 %
\$60K to \$99,999	158	29.3 %
\$100K+	237	43.9 %
Total	540	100.0 %

Q29. Including yourself, how many people are in your household are...

	Mean	Sum
number	2.2	1400
Under age 10	0.2	150
Ages 10-19	0.2	131
Ages 20-34	0.3	208
Ages 35-54	0.6	383
Ages 55-74	0.5	345
Ages 75+	0.3	183

Q30. If you have school-aged children in your household, do they attend Georgetown Independent School District (GISD)?

Q30. Do your school-aged children attend Georgetown
Independent School District

	Number	Percent
Yes	101	15.5 %
No	31	4.8 %
Not provided	520	79.8 %
Total	652	100.0 %

WITHOUT "NOT PROVIDED"**Q30. If you have school-aged children in your household, do they attend Georgetown Independent School District (GISD)? (without "not provided")**

Q30. Do your school-aged children attend Georgetown
Independent School District

	Number	Percent
Yes	101	76.5 %
No	31	23.5 %
Total	132	100.0 %

Q31. What is your gender?

<u>Q31. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	312	47.9 %
Female	330	50.6 %
Not provided	10	1.5 %
Total	652	100.0 %

WITHOUT "NOT PROVIDED"**Q31. What is your gender? (without "not provided")**

<u>Q31. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	312	48.6 %
Female	330	51.4 %
Total	642	100.0 %

Council District:

<u>Council District</u>	<u>Number</u>	<u>Percent</u>
1	86	13.2 %
2	94	14.4 %
3	105	16.1 %
4	99	15.2 %
5	87	13.3 %
6	93	14.3 %
7	88	13.5 %
Total	652	100.0 %



Survey Instrument



December 2025

Dear Friends and Neighbors,

The City of Georgetown is requesting your help and a few minutes of your time. You have been chosen to participate in a survey designed to gather opinions and feedback on city programs and services. The information you provide in this survey will be used to improve and expand existing programs and help us understand the future needs of residents in Georgetown.

We greatly appreciate your time. We realize your time is valuable, but every question is important. The survey will take you approximately 12-15 minutes to complete. The time you invest in this survey will help us provide the very best city services possible and help shape decisions about our city's future.

A postage-paid envelope addressed to ETC Institute has been included for your convenience. If you would prefer to take the survey online, the address is **GeorgetownSurvey.org**.

If you have any questions about this survey, please contact ETC Institute's Project Manager Ryan Murray at 913-254-4598 or at ryan.murray@etcinstitute.com.

The survey data will be compiled and analyzed by the ETC Institute, one of the nation's leading firms in the field of local governmental research. Your individual responses to the survey will remain confidential. ETC will present the results to the Georgetown City Council this spring. The results will also be posted on our website for your review at www.georgetowntexas.gov.

Thank you for taking the time to weigh in on the future of Georgetown! You are helping us keep the City of Georgetown the best place to work, live, and raise a family.

Sincerely,

Mayor Josh Schroeder
City of Georgetown

Para completar la encuesta en línea en español, visite: GeorgetownSurvey.org, o llámenos sin cargo al 844-8411-0411.



Diciembre de 2025

Queridos amigos y vecinos,

La ciudad de Georgetown solicita tu ayuda y unos minutos de tu tiempo. Has sido seleccionado para participar en una encuesta diseñada para recopilar opiniones y opiniones sobre programas y servicios de la ciudad. La información que proporcione en esta encuesta se utilizará para mejorar y ampliar los programas existentes y ayudarnos a comprender las necesidades futuras de los residentes de Georgetown.

Agradecemos mucho tu tiempo. Sabemos que tu tiempo es valioso, pero cada pregunta es importante. La encuesta te llevará aproximadamente entre 12 y 15 minutos completarla. El tiempo que inviertas en esta encuesta nos ayudará a ofrecer los mejores servicios municipales posibles y a influir en las decisiones sobre el futuro de nuestra ciudad.

Se ha incluido un sobre con franqueo pagado dirigido al ETC Institute para su comodidad. Si prefieres responder a la encuesta online, la dirección es GeorgetownSurvey.org.

Si tiene alguna pregunta sobre esta encuesta, por favor contacte con el Jefe de Proyecto del Instituto ETC, Ryan Murray, en el 913-254-4598 o en ryan.murray@etcinstitute.com.

Los datos de la encuesta serán recopilados y analizados por el Instituto ETC, una de las principales empresas del país en el campo de la investigación gubernamental local. Tus respuestas individuales a la encuesta permanecerán confidenciales. ETC presentará los resultados al Ayuntamiento de Georgetown esta primavera. Los resultados también se publicarán en nuestra web para su revisión en www.georgetowntexas.gov.

¡Gracias por tomarte el tiempo de opinar sobre el futuro de Georgetown! Nos estás ayudando a mantener la ciudad de Georgetown como el mejor lugar para trabajar, vivir y criar una familia.

Sinceramente

Alcalde Josh Schroeder
Ciudad de Georgetown

Para completar la encuesta en línea en español, visite: GeorgetownSurvey.org, o llámenos sin cargo al 844-8411-0411.

Ayuntamiento | 808 Martin Luther King Jr. St. | Georgetown, TX
78627

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georgetown.gov



2025 Georgetown Resident Satisfaction Survey

Please take a few minutes to complete this survey. Your input is an important part of the city's ongoing effort to improve the quality of city services. If you have questions, please contact ETC Institute's Project Manager, Ryan Murray at 913-254-4598 or at ryan.murray@etcinstitute.com. If you would prefer to complete this survey online, please go to GeorgetownSurvey.org. Thank you for your time!

- Quality of Life Ratings.** Items that may influence your perception of the quality of life in City of Georgetown are listed below. Please rate each item on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How would you rate Georgetown...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. As a place to live	5	4	3	2	1	9
2. As a place to raise children	5	4	3	2	1	9
3. As a place to work	5	4	3	2	1	9
4. As a place to retire	5	4	3	2	1	9
5. As a place to visit	5	4	3	2	1	9
6. As an inclusive community	5	4	3	2	1	9
7. As a place you are proud to call home	5	4	3	2	1	9
8. As a city moving in the right direction	5	4	3	2	1	9

- Overall Quality of City Services.** Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the overall quality of the following services provided by the City of Georgetown.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of police services	5	4	3	2	1	9
02. Overall quality of fire services	5	4	3	2	1	9
03. Overall maintenance of city streets and sidewalks	5	4	3	2	1	9
04. Overall quality of garbage and recycling services	5	4	3	2	1	9
05. Overall quality of city parks	5	4	3	2	1	9
06. Overall quality of electric utility services	5	4	3	2	1	9
07. Overall quality of water utility services	5	4	3	2	1	9
08. Overall quality of wastewater services	5	4	3	2	1	9
09. Overall quality of stormwater management	5	4	3	2	1	9
10. Overall effectiveness of city communications with the public	5	4	3	2	1	9
11. Overall effectiveness of city economic development efforts	5	4	3	2	1	9
12. Overall flow of traffic on City streets	5	4	3	2	1	9
13. Overall enforcement of local codes and ordinances	5	4	3	2	1	9
14. Overall quality of customer service you receive from city employees	5	4	3	2	1	9
15. Overall quality of library services	5	4	3	2	1	9

- Which **THREE** of the major categories of city services from the list in Question 2 do you think should receive the **MOST EMPHASIS** from city leaders over the next **TWO** years? *[Write in your answers below using the numbers from the list in Question 2, or circle "NONE."]*

1st: ____ 2nd: ____ 3rd: ____ NONE

4. **Perceptions of the City.** Several factors may influence your perception of the City of Georgetown and the services it provides to the public. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the items listed below.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of services provided by the City of Georgetown	5	4	3	2	1	9
02. Overall value that you receive for your city tax dollars and fees	5	4	3	2	1	9
03. Overall reputation of your city	5	4	3	2	1	9
04. Overall quality of life in Georgetown	5	4	3	2	1	9
05. How well the city is managing growth and development	5	4	3	2	1	9
06. Appearance of residential property in Georgetown	5	4	3	2	1	9
07. Appearance of commercial property in Georgetown	5	4	3	2	1	9
08. Availability of affordable housing	5	4	3	2	1	9
09. Availability of job opportunities	5	4	3	2	1	9
10. Overall quality of new development, both public and private	5	4	3	2	1	9

5. **Public Safety.** Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the items listed below.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Police Services:						
01. The visibility of police in neighborhoods	5	4	3	2	1	9
02. The visibility of police in commercial and retail areas	5	4	3	2	1	9
03. How quickly police respond to emergencies	5	4	3	2	1	9
04. The City's overall efforts to prevent crime	5	4	3	2	1	9
05. Enforcement of local traffic laws	5	4	3	2	1	9
06. Public education programs	5	4	3	2	1	9
07. Parking enforcement services	5	4	3	2	1	9
08. Animal control services	5	4	3	2	1	9
09. Municipal Court	5	4	3	2	1	9
Fire/Emergency Medical Services:						
10. How quickly fire services personnel respond	5	4	3	2	1	9
11. Overall quality of ambulance/emergency medical services (EMS)	5	4	3	2	1	9
12. How quickly ambulance/EMS personnel respond	5	4	3	2	1	9

6. Which THREE of the public safety services from the list in Question 5 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 5, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ NONE

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

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

8. **Public Works.** Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the items listed below.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Maintenance Services:						
01. Condition of streets in your neighborhood	5	4	3	2	1	9
02. Condition of sidewalks in your neighborhood	5	4	3	2	1	9
03. Condition of street drainage	5	4	3	2	1	9
04. Condition of street signs and traffic signals	5	4	3	2	1	9
05. Accessibility of streets, sidewalks, and buildings for people with disabilities	5	4	3	2	1	9
06. Condition of pavement markings on streets	5	4	3	2	1	9
07. Condition of landscaping or streetscaping in medians along streets	5	4	3	2	1	9
08. Mowing and trimming along streets and other public areas	5	4	3	2	1	9
09. Cleanliness of streets and other public areas	5	4	3	2	1	9
Environmental Services:						
10. Residential garbage collection services	5	4	3	2	1	9
11. Curbside recycling services	5	4	3	2	1	9
12. Household hazardous waste disposal service	5	4	3	2	1	9
13. Other: _____	5	4	3	2	1	9

9. Which **THREE** of the public works services from the list in Question 8 do you think should receive the **MOST EMPHASIS** from city leaders over the next **TWO** years? *[Write in your answers below using the numbers from the list in Question 8, or circle "NONE."]*

1st: ____ 2nd: ____ 3rd: ____ NONE

10. **Utility Services.** Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the items listed below.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Resolution of water service interruptions	5	4	3	2	1	9
2. Frequency of water service interruptions	5	4	3	2	1	9
3. Notifications about planned water outages or unexpected service interruptions	5	4	3	2	1	9
4. Adequacy of street lighting	5	4	3	2	1	9
5. Reliability of the electric service	5	4	3	2	1	9
6. Utility billing services	5	4	3	2	1	9
7. Other: _____	5	4	3	2	1	9

11. **Parks and Recreation.** Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the items listed below.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Maintenance of city parks	5	4	3	2	1	9
02. Quality of facilities at city parks (e.g., picnic shelters, playgrounds)	5	4	3	2	1	9
03. Number of parks	5	4	3	2	1	9
04. Number of walking/biking trails	5	4	3	2	1	9
05. Quality of outdoor athletic fields	5	4	3	2	1	9
06. Youth athletic programs in your area	5	4	3	2	1	9
07. Adult athletic programs in your area	5	4	3	2	1	9
08. Senior adult programs	5	4	3	2	1	9
09. Ease of registering for city programs	5	4	3	2	1	9
10. Georgetown Recreation Center (overall appearance, quality, location)	5	4	3	2	1	9
11. Other: _____	5	4	3	2	1	9

12. Which **THREE** of the parks and recreation services from the list in Question 11 on the previous page do you think should receive the **MOST EMPHASIS** from city leaders over the next **TWO** years? [Write in your answers below using the numbers from the list in Question 11, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ NONE

13. **Public Communications.** Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the items listed below.

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Availability of information about city governmental services and activities	5	4	3	2	1	9
2.	Timeliness of information provided by your city government	5	4	3	2	1	9
3.	Efforts by city government to keep you informed about local issues	5	4	3	2	1	9
4.	The quality of information provided on City communication channels	5	4	3	2	1	9
5.	How well the city listens and responds to the needs of residents	5	4	3	2	1	9

14. **City Website.** Have you visited the City's website (georgetowntexas.gov) during the past 12 months?

____(1) Yes [Answer Q14a-b.] ____ (2) No [Skip to Q15.]

- 14a. What was the reason for your most recent visit to the City's website?

____(1) To look for general information about the City
 ____ (2) To understand a specific city service or program
 ____ (3) To pay a bill
 ____ (4) Other: _____

- 14b. Using a scale of 5 to 1, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with each of the following statements about the City's website.

Rate your level of agreement with each of the following:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	I am satisfied with the quality of information provided on the City's website	5	4	3	2	1	9
2.	It is easy to find the information I am looking for	5	4	3	2	1	9
3.	The City's website is easy to use	5	4	3	2	1	9
4.	I like the look and feel of the City's website	5	4	3	2	1	9

15. **Customer Service.** Have you contacted the City with a question or to report a problem or complaint during the past year?

____(1) Yes [Answer Q15a-d.] ____ (2) No [Skip to Q16.]

- 15a. What was the primary method you used to contact the City?

____(1) Phone ____ (3) In-person
 ____ (2) Email ____ (4) Other: _____

- 15b. How would you describe the service you received?

____(4) Excellent ____ (3) Good ____ (2) Fair ____ (1) Poor ____ (9) Don't know

- 15c. What department did you contact? [Check ALL that apply.]

____(01) askGTX ____ (06) Special Event Permits
 ____ (02) Utility Billing ____ (07) Police
 ____ (03) Building/Planning/Engineering ____ (08) Public Works (streets/water/sewer)
 ____ (04) Georgetown Recreation Center ____ (09) Municipal Court
 ____ (05) Georgetown Visitor Center ____ (10) Other: _____

- 15d. Several factors that may influence your perception of the quality of customer service you receive from city employees are listed below. For each item, please rate how often the employees you contacted during the past year have displayed the behavior described using a scale of 4 to 1, where 4 means "Always" and 1 means "Never."

Rate of contact:		Always	Sometimes	Not Often	Never	Don't Know
1.	They were courteous and polite	4	3	2	1	9
2.	They gave prompt, accurate, and complete answers in response to questions/concerns	4	3	2	1	9
3.	They followed through and did what they said they would do in a timely manner	4	3	2	1	9
4.	They helped to resolve your issue	4	3	2	1	9

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

Reasons for living in Georgetown		Very Important	Somewhat Important	Not Sure	Not Important
01.	Small town feel	4	3	2	1
02.	Quality of public schools	4	3	2	1
03.	Types of housing available (single-family, patio/small lot, townhomes/brownstones, multi-family, etc.)	4	3	2	1
04.	Access to quality shopping	4	3	2	1
05.	Availability of parks and recreation opportunities	4	3	2	1
06.	Near family or friends	4	3	2	1
07.	Safety and security	4	3	2	1
08.	Availability of transportation options	4	3	2	1
09.	Availability of cultural activities and the arts	4	3	2	1
10.	Access to restaurants and entertainment	4	3	2	1
11.	Sense of belonging to the Georgetown community as a whole	4	3	2	1
12.	Availability of healthcare facilities	4	3	2	1

17. Which THREE of the items from the list in Question 16 will be the biggest reasons you stay in Georgetown over the next 5 years? *[Write in your answers below using the numbers from the list in Question 16, or circle "NONE."]*

1st: ____ 2nd: ____ 3rd: ____ NONE

18. What do you think are the MOST SIGNIFICANT issues facing Georgetown in the next 5 years?

19. Among the City services mentioned in this survey above, is there a service area where you believe the City should provide a lower level of service?

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

Demographics

21. Approximately how many years have you lived in Georgetown? _____ years
22. If you have lived in Georgetown less than 5 years, where did you live prior to moving to Georgetown?
____(1) Another part of the Austin metro area
____(2) In Texas, but outside of the Austin metro area
____(3) Outside of Texas
23. What is your age? _____ years
24. Do you own or rent your current residence? _____(1) Own _____(2) Rent
25. Do you work in the City of Georgetown? _____(1) Yes _____(2) No
26. Are you or other members of your household of Hispanic or Latino ancestry?
____(1) Yes _____(2) No
27. Which of the following best describes your race/ethnicity? *[Check all that apply.]*
____(01) Asian or Asian Indian _____(04) White
____(02) Black or African American _____(05) Native Hawaiian or other Pacific Islander
____(03) American Indian or Alaska Native _____(99) Other: _____
28. Would you say your total annual household income is...
____(1) Under \$30,000 _____(3) \$60,000 to \$99,999
____(2) \$30,000 to \$59,999 _____(4) \$100,000 or more
29. Including yourself, how many people are in your household are...
Under age 10: _____ Ages 20-34: _____ Ages 55-74: _____
Ages 10-19: _____ Ages 35-54: _____ Ages 75+: _____
30. If you have school-aged children in your household, do they attend Georgetown Independent School District (GISD)?
____(1) Yes _____(2) No
31. What is your gender? _____(1) Male _____(2) Female
32. Would you be willing to participate in future surveys sponsored by the City of Georgetown?
____(1) Yes *[Please answer Q32a.]* _____(2) No
- 32a. Please provide your contact information.
Mobile Phone Number: _____
Email Address: _____

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 difficulties with City services. If your address is not correct, please provide the correct information. Thank you.