



2022 COMMUNITY SURVEY

Findings Report

Prepared By
ETC INSTITUTE
OLATHE, KANSAS

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2022 San Antonio Community Survey

Executive Summary Report

Overview & Methodology

Overview

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

Methodology

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

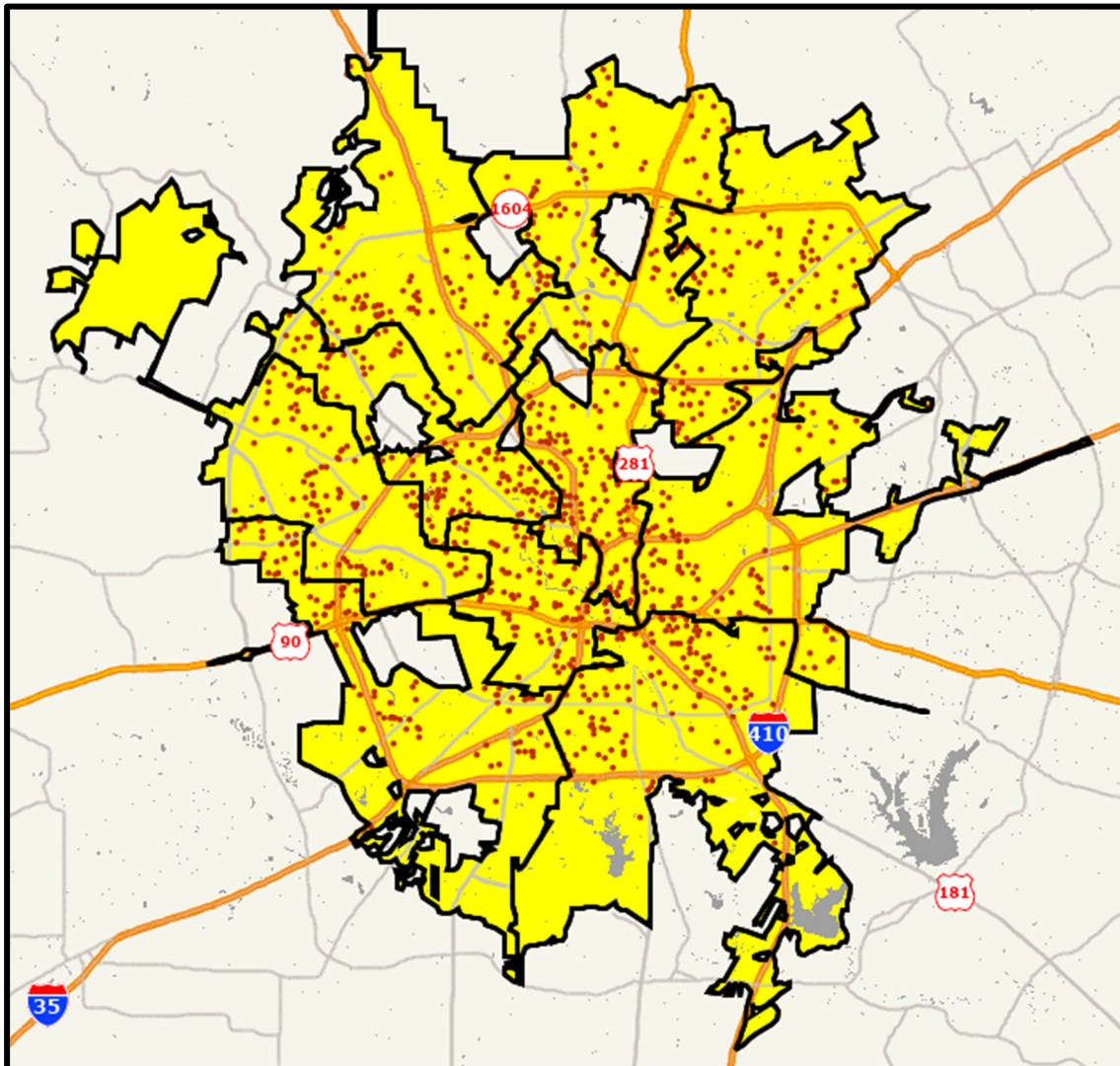
The four-page survey, cover letter, and postage paid return envelope were mailed to a random sample of households in San Antonio. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. Once households received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

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

Trends: Trends are based on the results of the 2018 City of San Antonio Community Survey. When comparing trend data in this report, a significant increase or decrease is defined as a change of more than 3%.

Don't Know Responses: The number of “don't know” responses often reflect the utilization and awareness of City services, however, for comparison purposes, the percentage of “don't know” and “no opinion” responses have been excluded from the graphs. Excluding “don't know” responses facilitate valid comparisons of the results from previous surveys and with the results from other communities in ETC Institute's database of survey results.

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



Major City Service Ratings vs. the National Average

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

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

Comparative Strengths

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

Comparative Weaknesses

- None

Major City Service Ratings vs. Large Cities in Texas

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

Comparisons of Large Texas Cities						
<i>Percentages are the sum of "very satisfied" and "satisfied" responses (excluding "don't know")</i>						
Major City Services	Austin	Dallas	El Paso	Fort Worth	San Antonio	Rank
Overall Quality of City Services	53%	52%	NA	55%	74%	1st
Public Library	82%	89%	65%	71%	94%	1st
Fire/EMS	86%	91%	88%	86%	94%	1st
Solid Waste	83%	75%	65%	80%	90%	1st
Airport	83%	93%	73%	NA	84%	2nd
Public Health	52%	54%	53%	55%	84%	1st
311 Call Center	70%	62%	40%	58%	83%	1st
Parks and Recreation	74%	74%	58%	60%	81%	1st
Police	43%	49%	74%	65%	72%	2nd
Animal Care	63%	46%	50%	49%	64%	1st
Sustainability Efforts to Help Preserve the Environment and Address Climate Change	46%	44%	NA	NA	59%	1st
Code Enforcement	36%	36%	26%	38%	57%	1st
Public Works	40%	49%	28%	44%	54%	1st

(Houston will conduct their survey later in 2022.)

City 2022 Survey Results vs. 2018 Survey Results

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

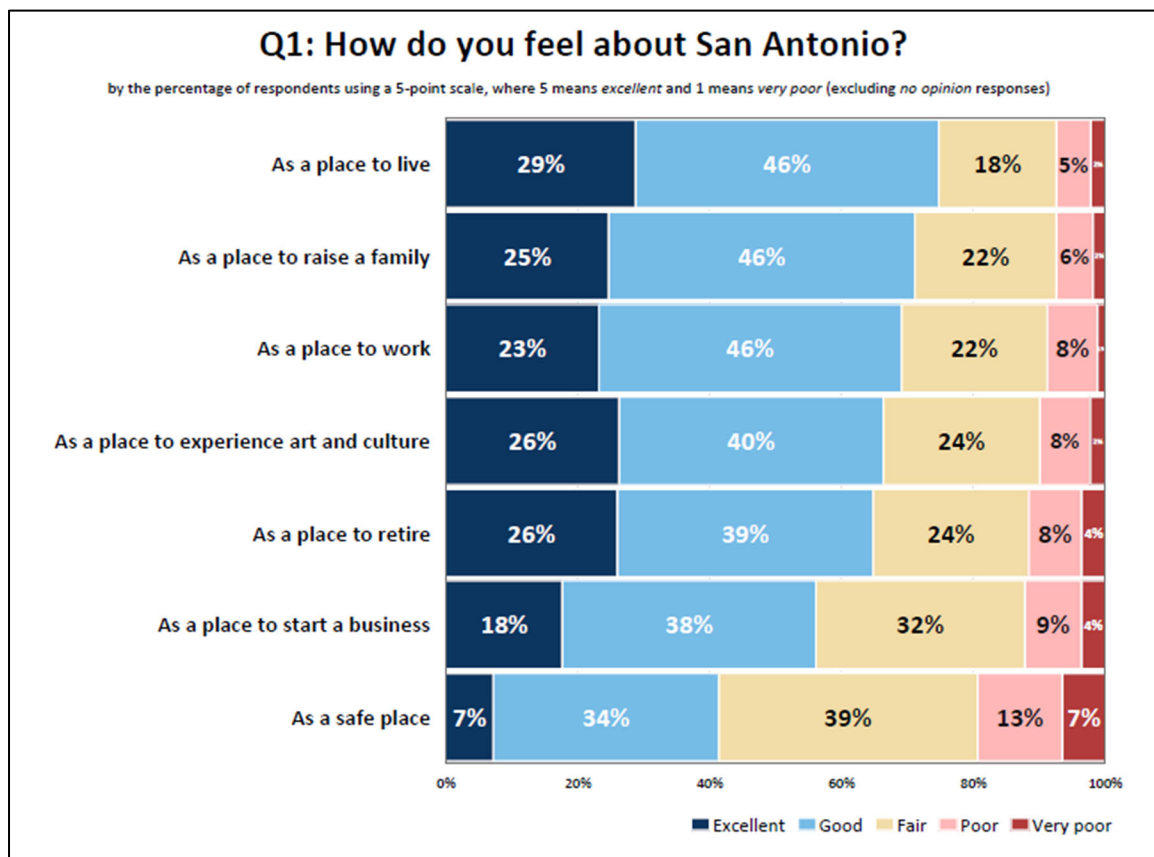
The City of San Antonio showed significant increases in satisfaction ratings, from 2018 to 2022, in all 12 major City services that were assessed. The table below displays the 2022 results, 2018 results, and the difference between them.

City of San Antonio 2022 Survey Results vs. 2018 Survey Results			
<i>Results are the sum % of "very satisfied" and "satisfied" responses.</i>			
Major City Services	2022	2018	Difference
Overall Satisfaction in City Services	74%	64%	10%
San Antonio Library	94%	82%	12%
Fire/EMS	94%	83%	11%
Solid Waste	90%	77%	13%
San Antonio International Airport	84%	69%	15%
Public Health	84%	59%	25%
311	83%	70%	13%
Parks and Recreation	81%	70%	11%
Police	72%	64%	8%
Animal Care Services	64%	47%	17%
Sustainability Efforts to Help Preserve the Environment and Address Climate Change	59%	49%	10%
Code	57%	39%	18%
Public Works	54%	37%	17%

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

Perceptions of the Community

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



- **Trends: 2022 Survey Results Compared to 2018 Survey Results.** There were six significant changes in ratings from 2018 to 2022. San Antonio as a safe place (-16%), as a place to live (-10%), as a place to retire (-10%), as a place to raise a family (-9%), as a place to start a business (-8%), and as a place to work (-7%).
- **National Average Comparison:** Four of the seven perceptions analyzed, that were comparable to the National Average, were identified as comparative strengths because satisfaction levels were at least 5% above the National Average.

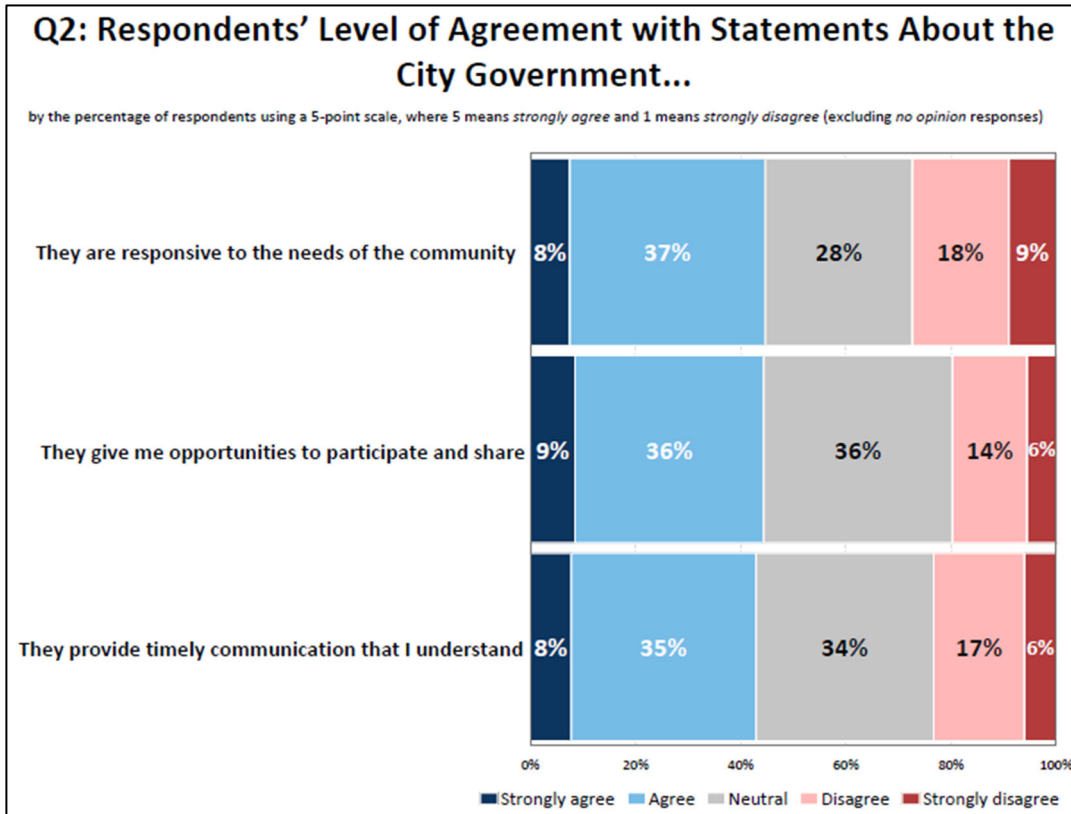
There were no comparative weaknesses.

Comparative Strengths

- As a place to live (+22%)
- As a place to retire (+20%)
- As a place work (+17%)
- As a place to raise a family (+11%)

Perceptions of the City Government

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



- **Trends: 2022 Survey Results Compared to 2018 Survey Results.** There were no significant changes in ratings from 2018 to 2022.
- **National Average Comparison:** Two of the perceptions analyzed, that were comparable to the National Average, were identified as comparative strengths because satisfaction levels were at least 5% above the National Average.

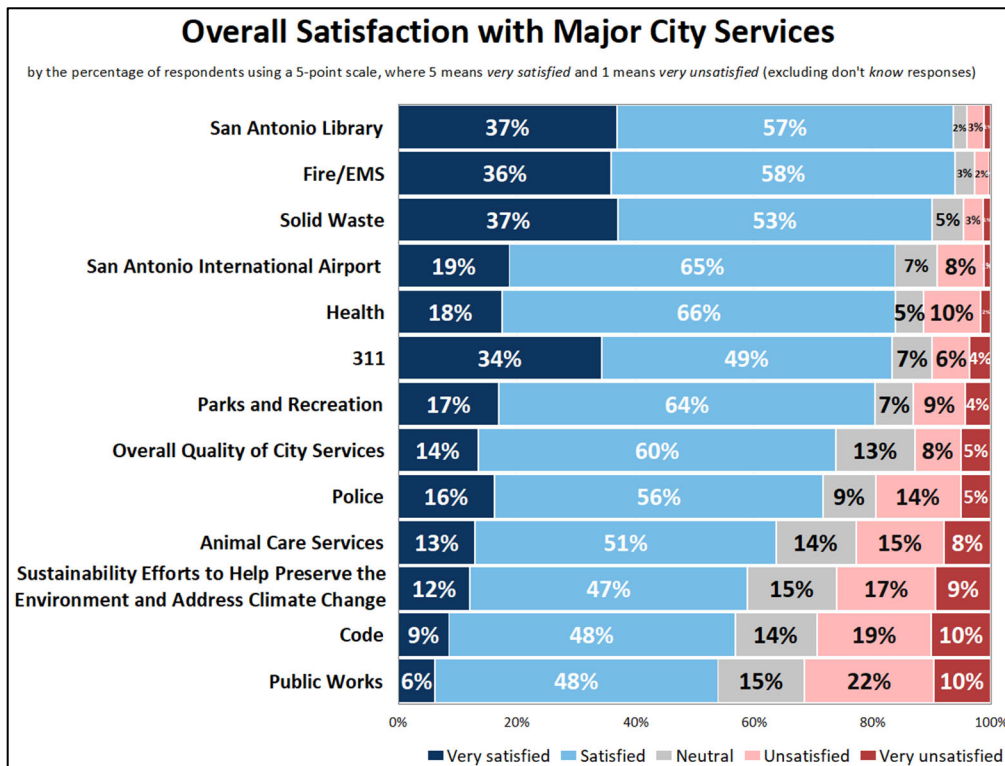
There were no comparative weaknesses.

Comparative Strengths

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

Major City Services

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



- Trends: 2022 Survey Results Compared to 2018 Survey Results.** There was a significant increase in satisfaction for the overall quality of City services (+10%). All twelve services, public health (+25%), code enforcement (+18%), public works (+17%), San Antonio International Airport (+15%), solid waste (+13%), 311 Call Center (+13%), San Antonio Library (+12%), Fire/EMS (+11%), parks and recreation (+11%), sustainability efforts (+10%), and police (+8%), saw significant increases in satisfaction from 2018.
- National Average Comparison:** All nine major City services that were comparable to the National Average were identified as comparative strengths because satisfaction levels were at least 5% above the National Average.

There were no comparative weaknesses.

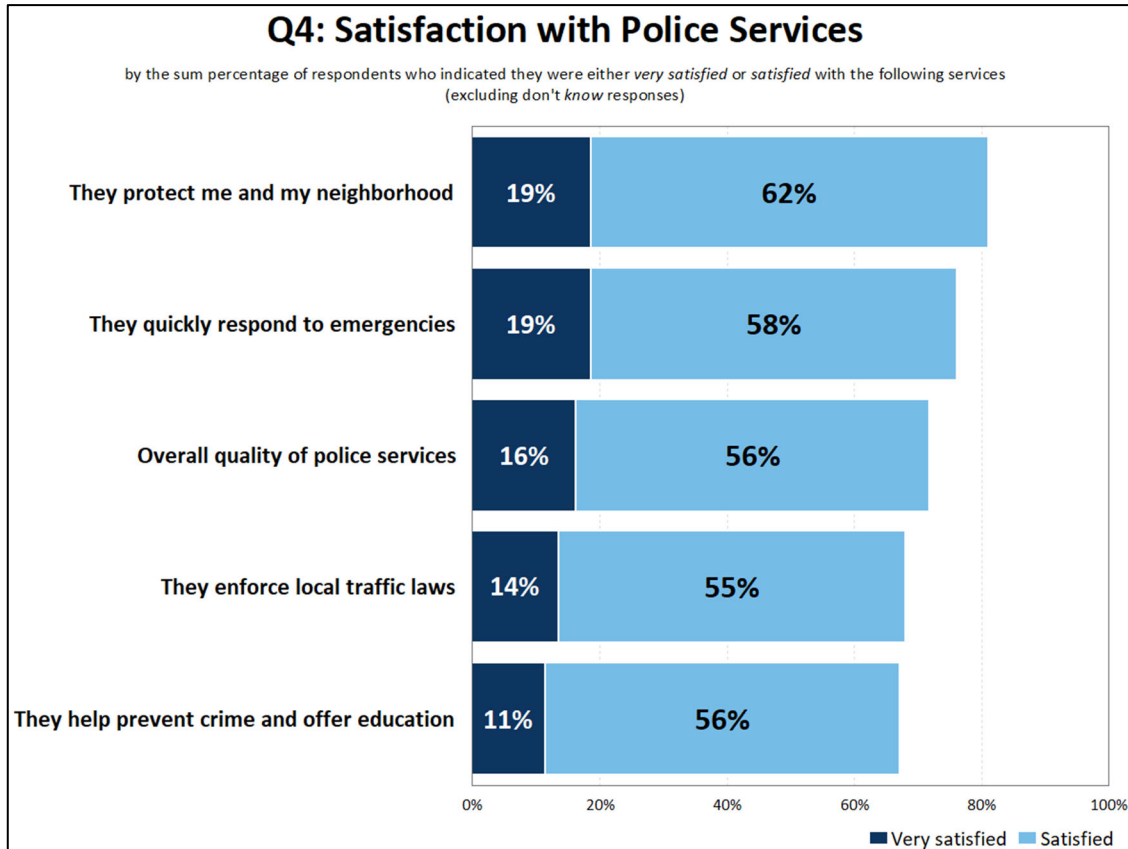
Comparative Strengths

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

Major Findings by City Services

Police Services

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



- **Trends: 2022 Survey Results Compared to 2018 Survey Results.** Four services, crime prevention (+4%), quick response to emergencies (+5%), overall quality of police services (+8%), and resident and neighborhood protection (+11%), had significant increases in satisfaction since 2018.
- **National Average Comparison:** All four services that were comparable to the National Average were identified as comparative strengths because satisfaction levels were at least 5% above the National Average.

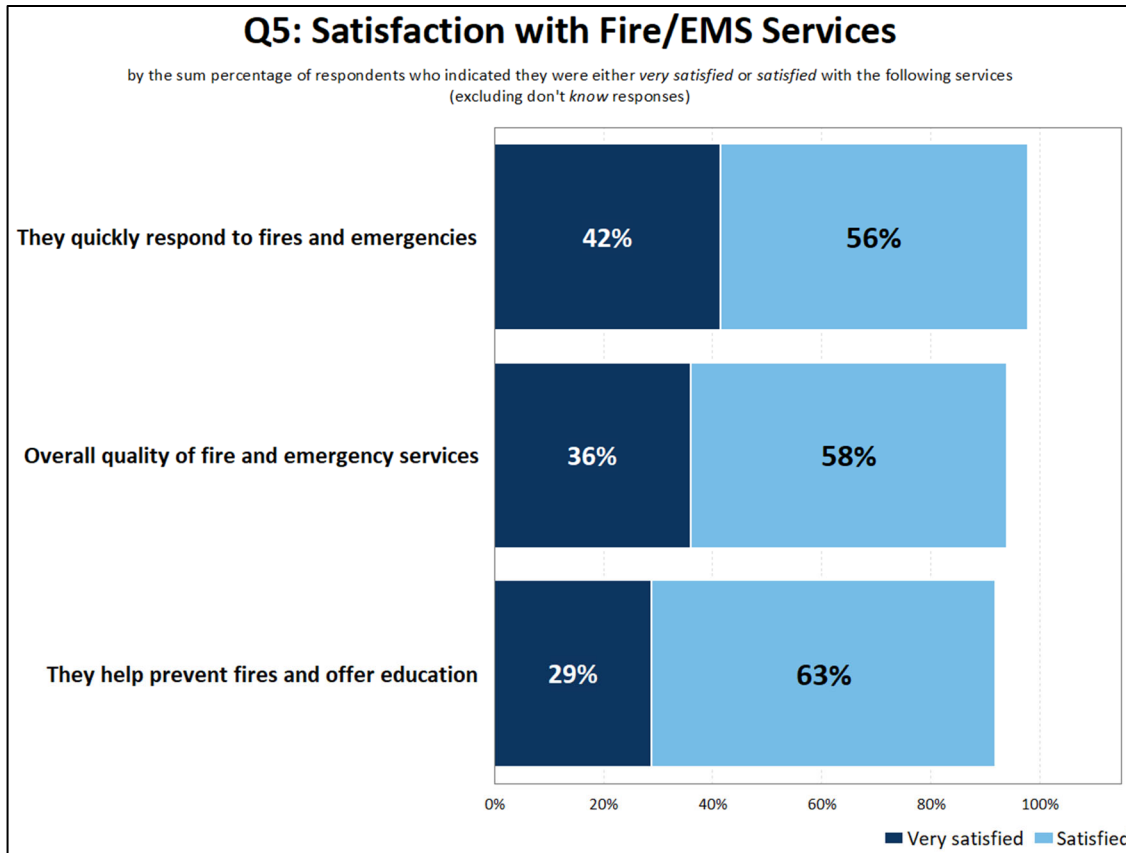
There were no comparative weaknesses.

Comparative Strengths

- Quick response to emergencies (+31%)
- Enforcement of local traffic laws (+30%)
- Overall quality of police services (+28%)
- Prevention of crime and offering of education (+27%)

Fire/EMS Services

The Fire/EMS services residents were most satisfied with, based on a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were: response time to fires and emergencies (98%), overall quality of fire and emergency services (94%), and the prevention of fires and education offerings (92%).



- **Trends: 2022 Survey Results Compared to 2018 Survey Results.** All three services increased in satisfaction, however, two services, overall quality of fire and emergency services (+11%) and prevention of fires and education offerings (+4%) had significant increases since 2018.
- **National Average Comparison:** All three services that were comparable to the National Average were identified as comparative strengths because satisfaction levels were at least 5% above the National Average.

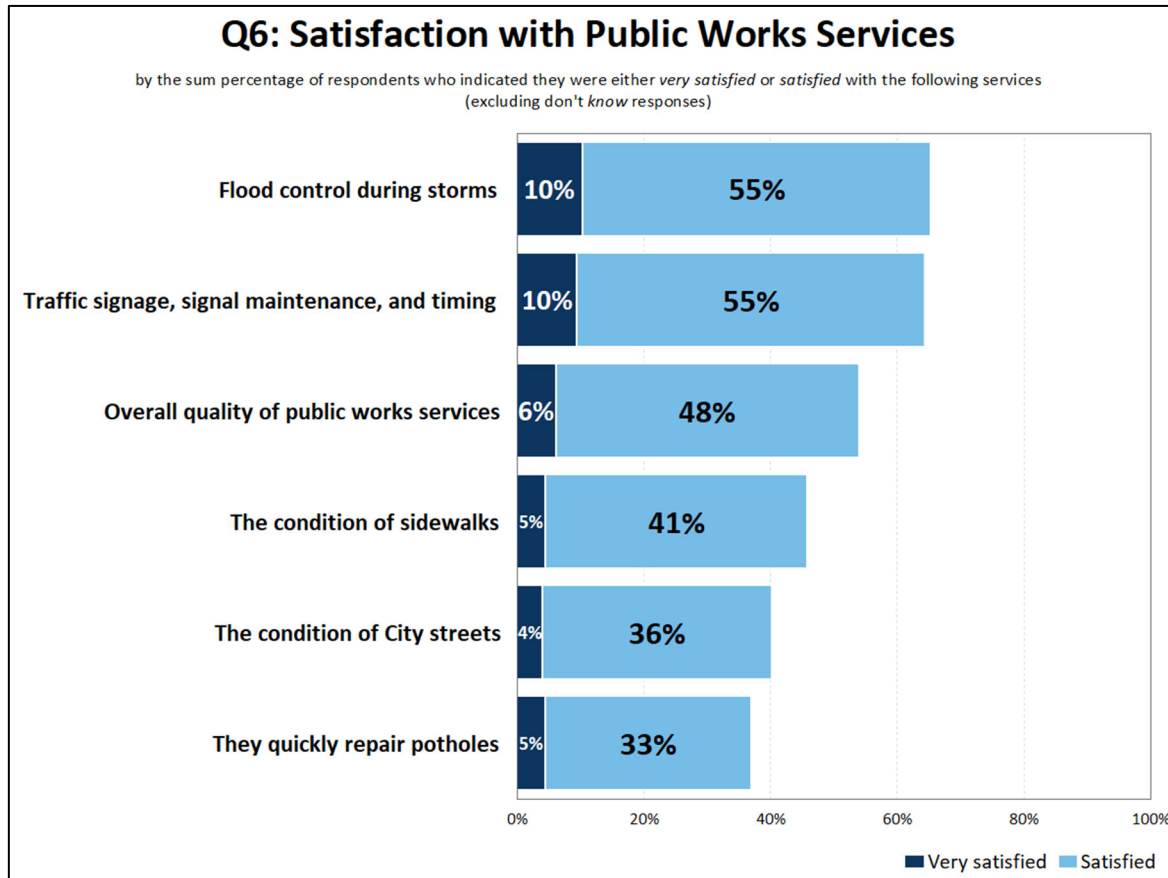
There were no comparative weaknesses.

Comparative Strengths

- Prevention of fires and education offerings (+52%)
- Response time to fires and emergencies (+32%)
- Overall quality of fire and emergency services (+23%)

Public Works Services

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



- **Trends: 2022 Survey Results Compared to 2018 Survey Results.** Three services, overall quality of public works services (+17%), how quickly potholes are repaired (+6%), and the condition of City streets (+5%), had significant increases in satisfaction since 2018. There were no significant decreases in satisfaction.
- **National Average Comparison:** Three out of the five services that were comparable to the National Average were identified as comparative strengths because satisfaction levels were at least 5% above the National Average.

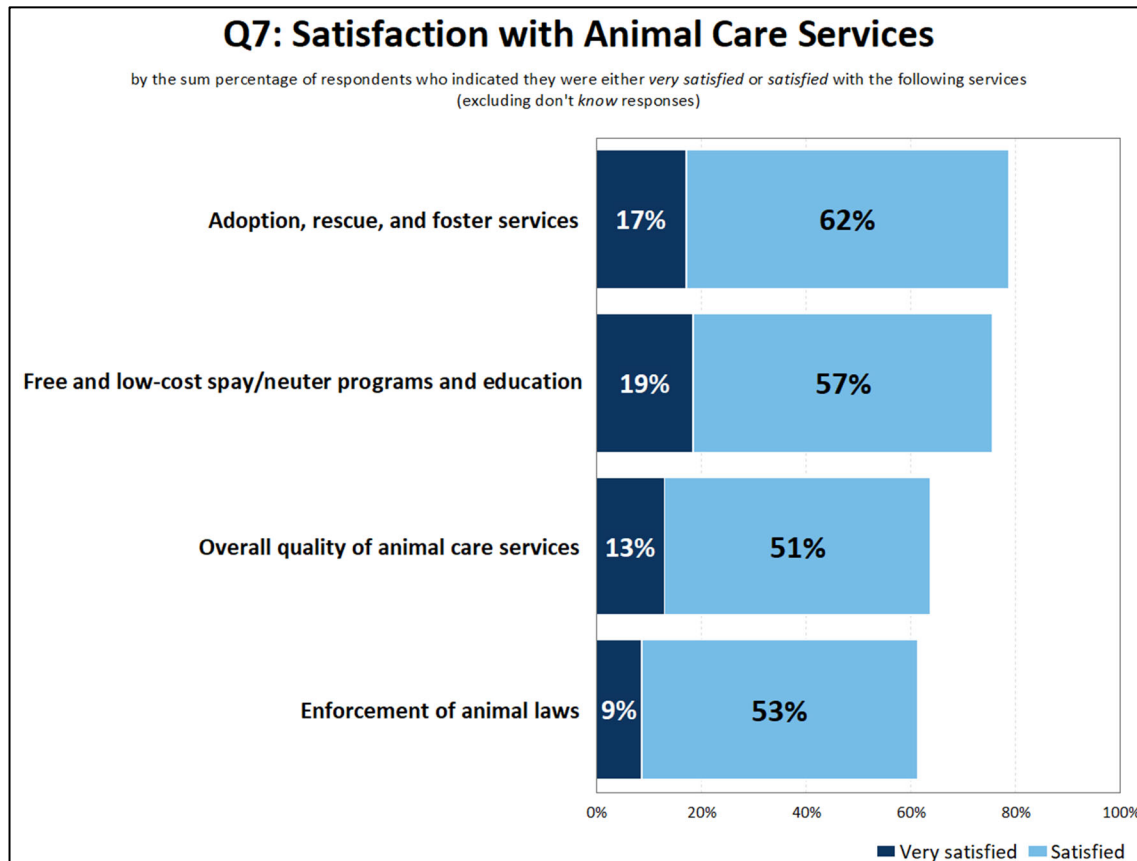
There were no comparative weaknesses.

Comparative Strengths

- Overall quality of public works services (+25%)
- Flood control during storms (+15%)
- Traffic signage, signal maintenance, and timing (+7%)

Animal Care Services

The Animal Care services residents were most satisfied with, based on a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were: adoption, rescue, and foster services (79%), the free and low-cost spay/neuter programs and education provided (76%), and overall quality of animal care services (64%).



- **Trends: 2022 Survey Results Compared to 2018 Survey Results.** Three services, free and low-cost spay/neuter programs, and education (+17%), overall quality of animal care services (+17%), and the enforcement of animal laws (+4%), had significant increases in satisfaction since 2018. There were no significant decreases in satisfaction.
- **National Average Comparison:** The one comparable service to the National Average was identified as a comparative strength because satisfaction levels were at least 5% above the National Average.

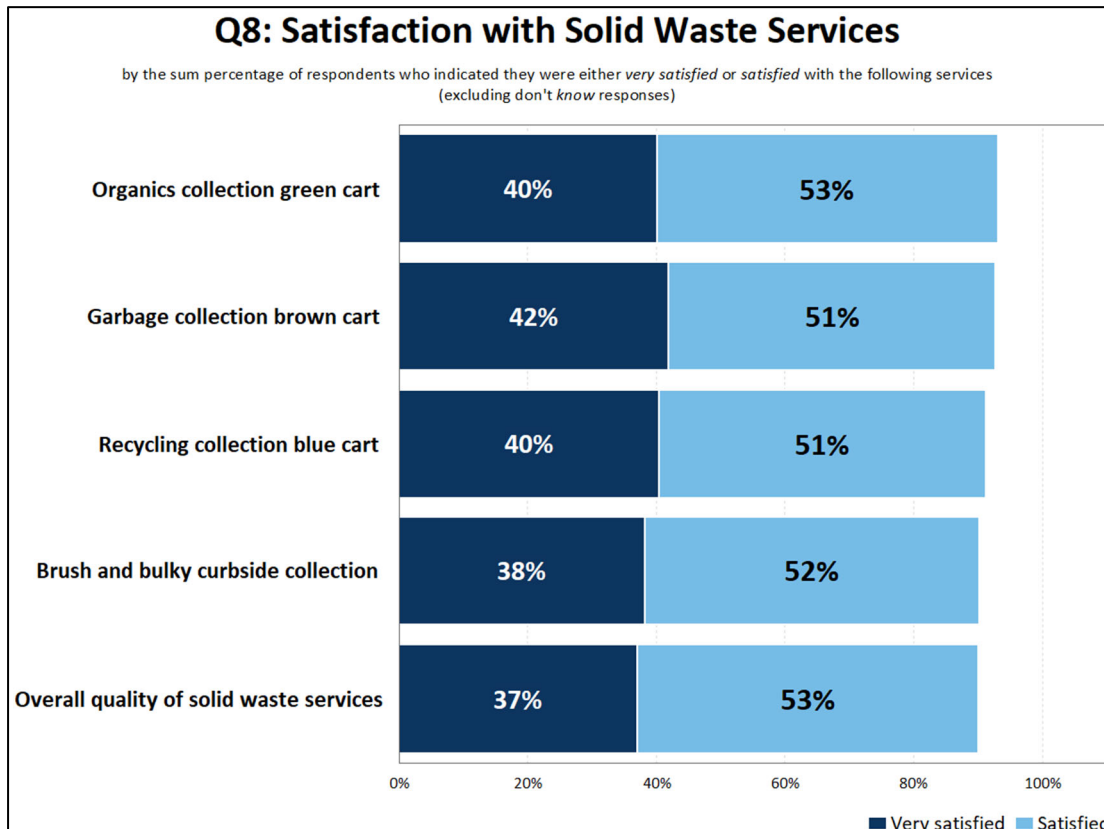
There were no comparative weaknesses.

Comparative Strengths

- Overall quality of animal care services (+19%)

Solid Waste Services

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



- **Trends: 2022 Survey Results Compared to 2018 Survey Results.** Three services, overall quality of solid waste services (+13%), brush and bulky curbside collection (+3%), and organics collection (+3%), had significant increases in satisfaction since 2018. There were no significant decreases in satisfaction.
- **National Average Comparison:** Five services that were comparable to the National Average were identified as comparative strengths because satisfaction levels were at least 5% above the National Average.

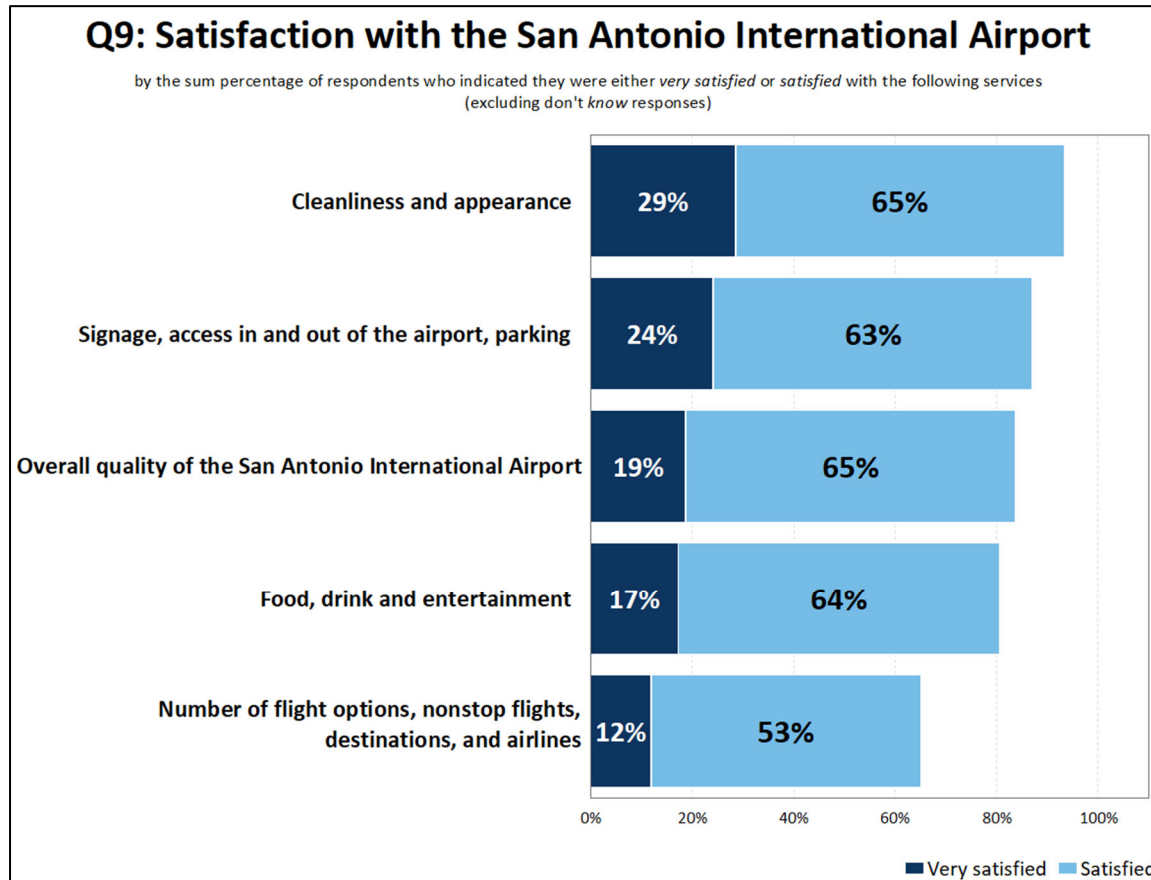
There were no comparative weaknesses.

Comparative Strengths

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

Aviation Services

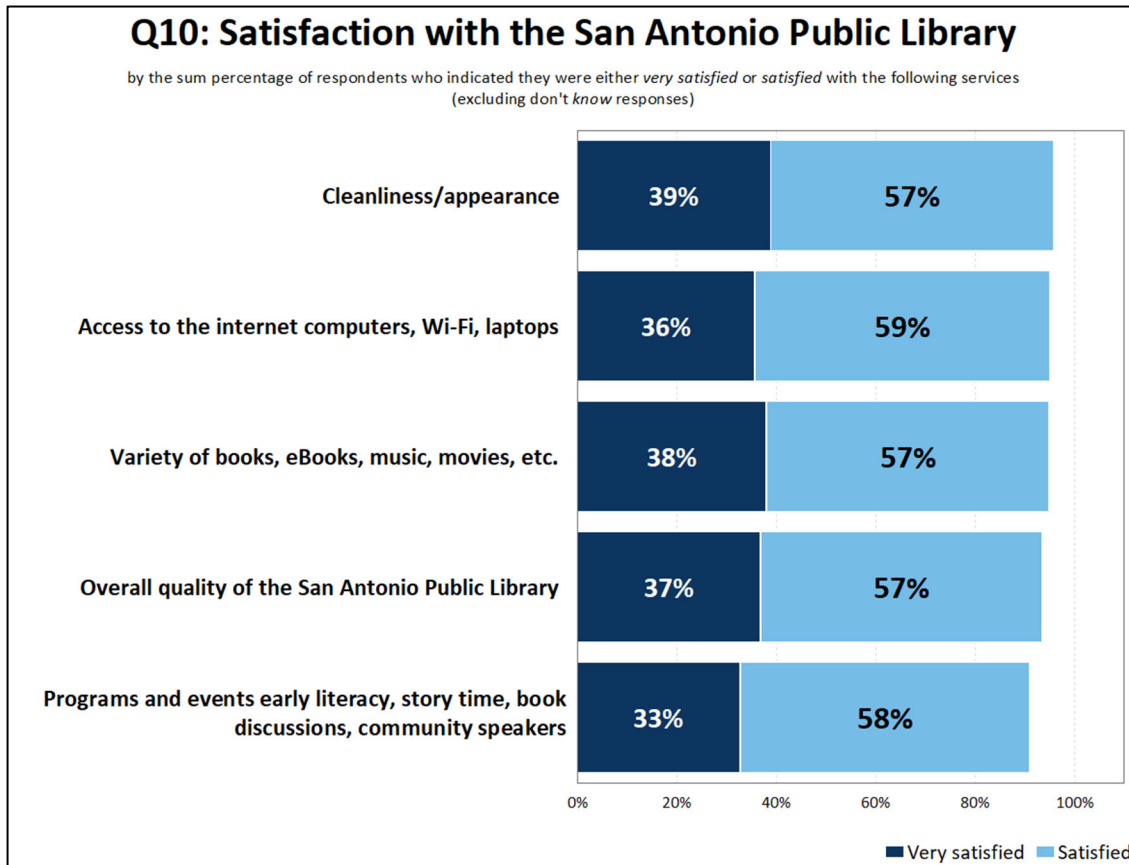
The Aviation services residents were most satisfied with, based on a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were: cleanliness and appearance (94%), signage, access in and out of the airport (87%), and the overall quality of the San Antonio International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



- Trends: 2022 Survey Results Compared to 2018 Survey Results.** Two services, overall quality of the San Antonio International Airport (+15%) and the cleanliness and appearance (+5%), had significant increases in satisfaction since 2018. Satisfaction with the number of flight options, nonstop flights, destinations, and airlines decreased (-9%) since 2018.

Library Services

The Library services residents were most satisfied with, based on a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were: cleanliness/appearance (96%), access to the internet computers, Wi-Fi, and laptops (95%), the variety of books, eBooks, music, and movies (95%), and the overall quality of the San Antonio Public Library (94%).



- **Trends: 2022 Survey Results Compared to 2018 Survey Results.** There was one service, the overall quality of the San Antonio Public Library (+12%), with a significant change in satisfaction since 2018.
- **National Average Comparison:** One service, overall quality with library services, was identified as a comparative strength because satisfaction levels were at least 5% above the National Average.

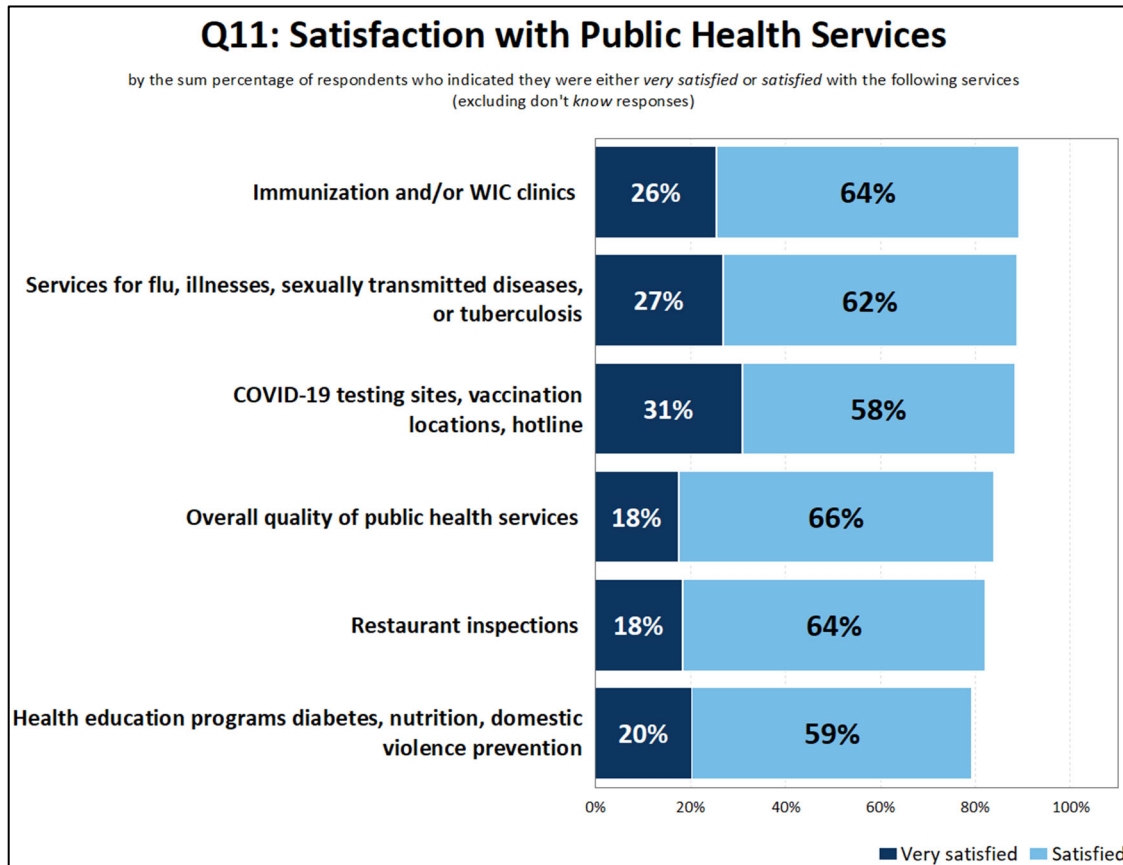
There were no comparative weaknesses.

Comparative Strength

- Overall quality of library services (+32%)

Public Health Services

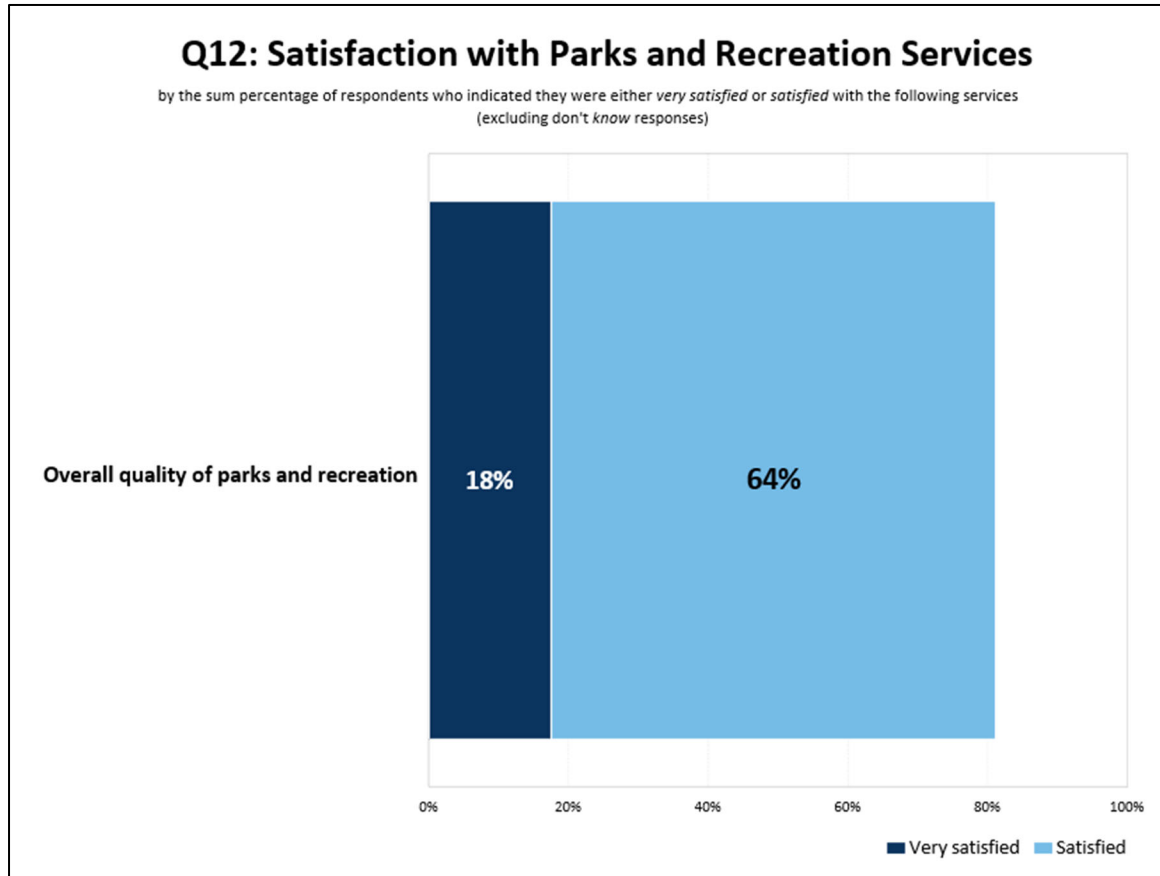
The Public Health services residents were most satisfied with, based on a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were: immunization and/or WIC clinics (89%), services for flu, illnesses, sexually transmitted diseases, and tuberculosis (89%), COVID-19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



- Trends: 2022 Survey Results Compared to 2018 Survey Results.** The overall quality of public health services increased in satisfaction (+25%) and health education programs (e.g., diabetes, nutrition, domestic violence prevention) (+29%) had significant increases in satisfaction since 2018.

Parks and Recreation Services

Eighty-one percent (81%) of residents were satisfied, based on the sum of “very satisfied” and “satisfied” responses among residents who had an opinion, with the overall quality of parks and recreation services.



- **Trends: 2022 Survey Results Compared to 2018 Survey Results.** One service, overall quality of parks and recreation services (+11%), had a significant increase in satisfaction since 2018. There were no significant decreases in satisfaction for other services.
- **National Average Comparison:** One service, overall satisfaction with parks and recreation services, was identified as a comparative strength because satisfaction levels were at least 5% above the National Average.

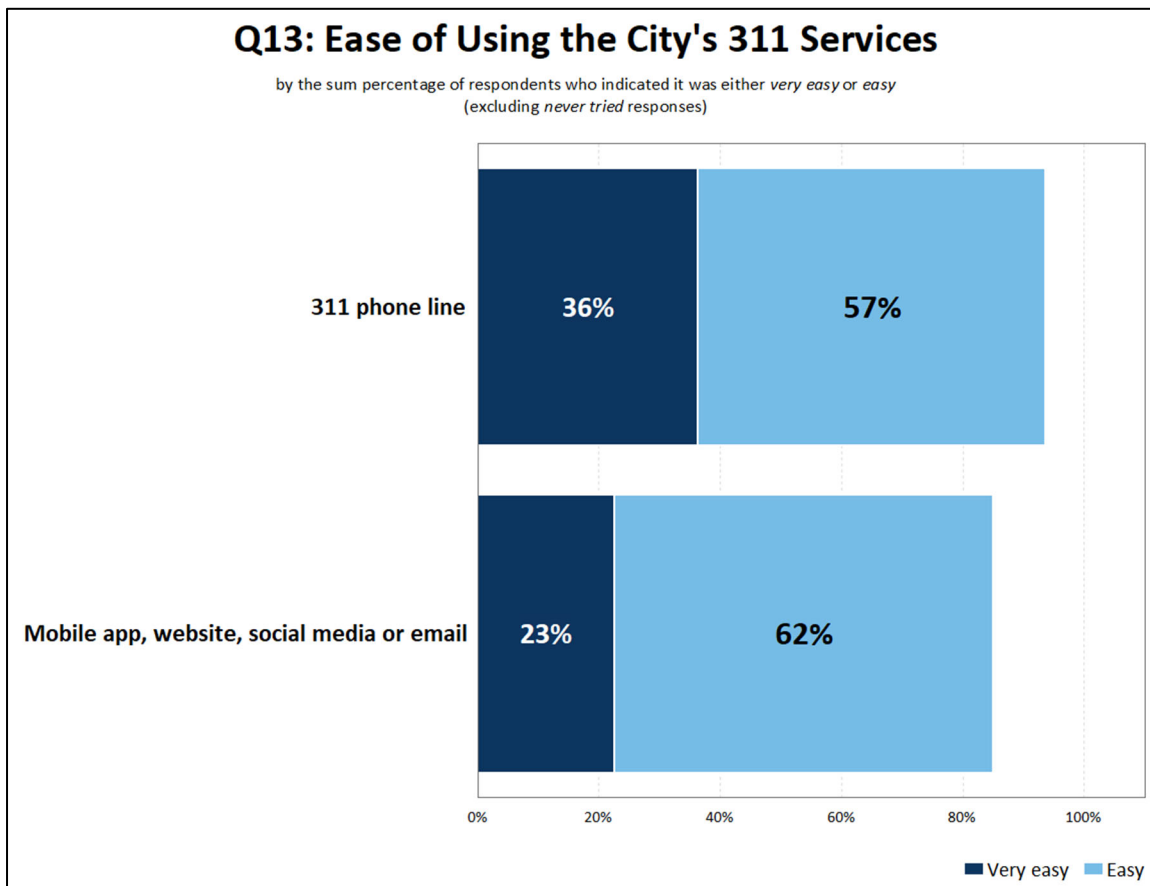
There were no comparative weaknesses.

Comparative Strength

- Overall quality of parks and recreation services (+34%)

3-1-1 Call Center

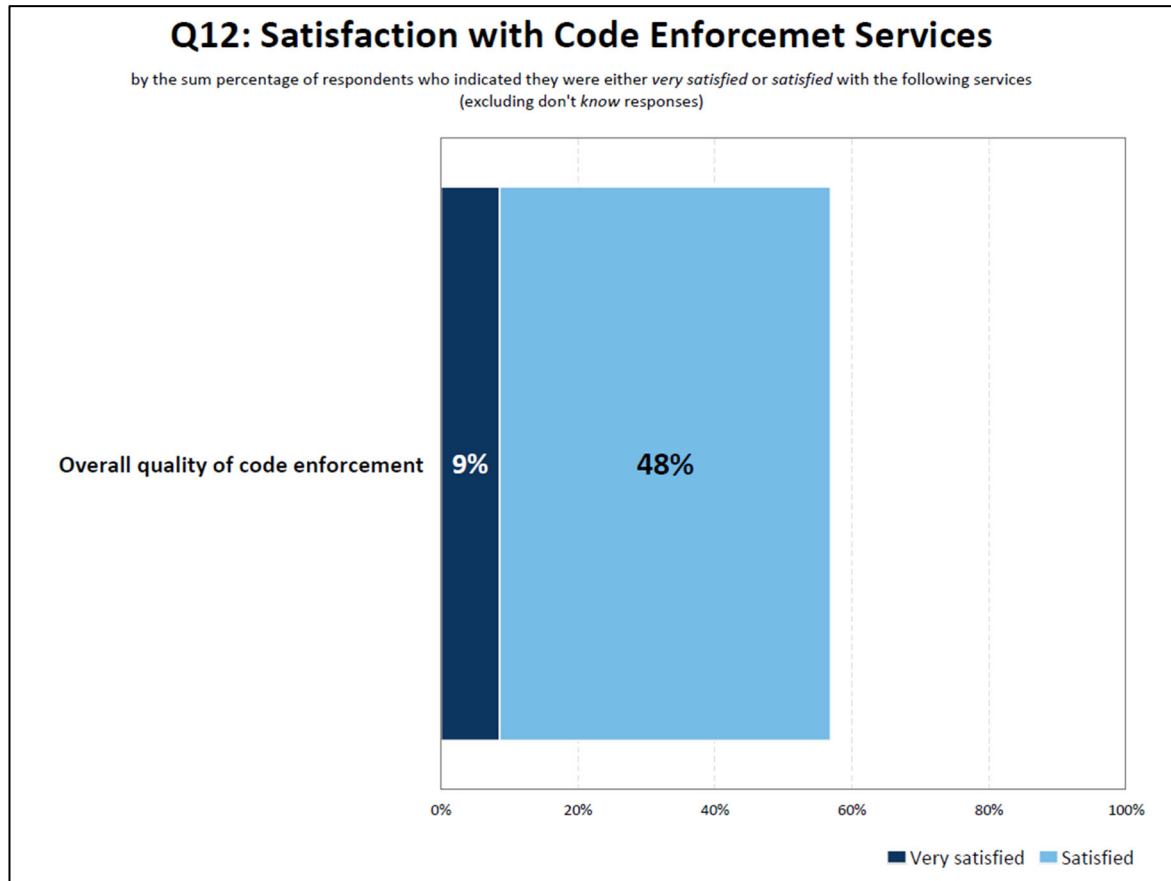
Eighty-three percent (83%) of residents were either “very satisfied” or “satisfied” with the overall quality of 3-1-1 Call Center services, an increase of thirteen percent (+13%) since 2018. The 3-1-1 Call Center services residents have the most ease using, based upon the combination of “very easy” and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



- **Trends: 2022 Survey Results Compared to 2018 Survey Results.** One service, overall quality of 311 services (+13%), had a significant increase in satisfaction since 2018. There were no significant decreases in satisfaction for other services.

Code Enforcement Services

Fifty-seven percent (57%) of residents, based on a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were satisfied with the overall quality of code enforcement services.



- **Trends: 2022 Survey Results Compared to 2018 Survey Results.** The overall quality of code enforcement services had a significant increase (+18%) since 2018. There were no significant decreases in satisfaction for other services.
- **National Average Comparison:** The overall satisfaction with the quality of code enforcement, was identified as a comparative strength because satisfaction levels were at least 5% above the National Average.

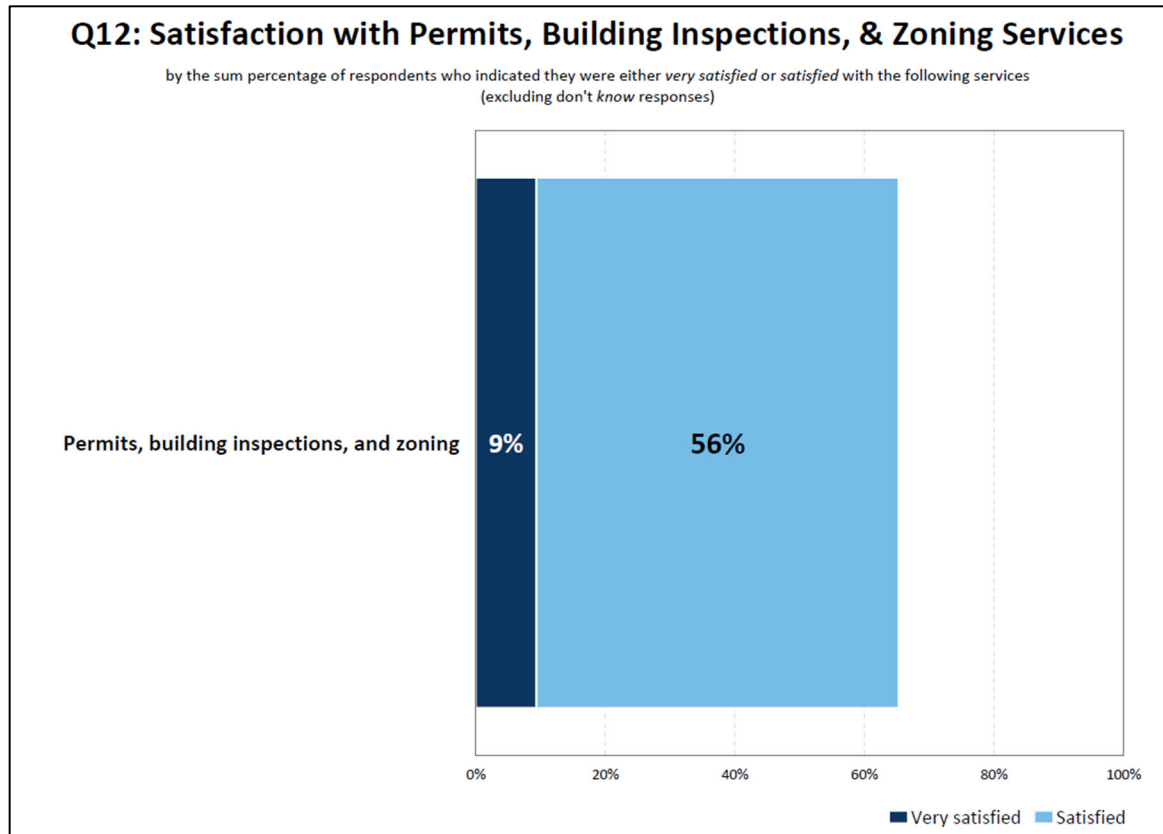
There were no comparative weaknesses.

Comparative Strength

- Overall quality of code enforcement service (+23%)

Permits, Building Inspections, & Zoning Services

Based on a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, sixty-five percent (65%) of residents were satisfied with permits, building inspections, and zoning services.

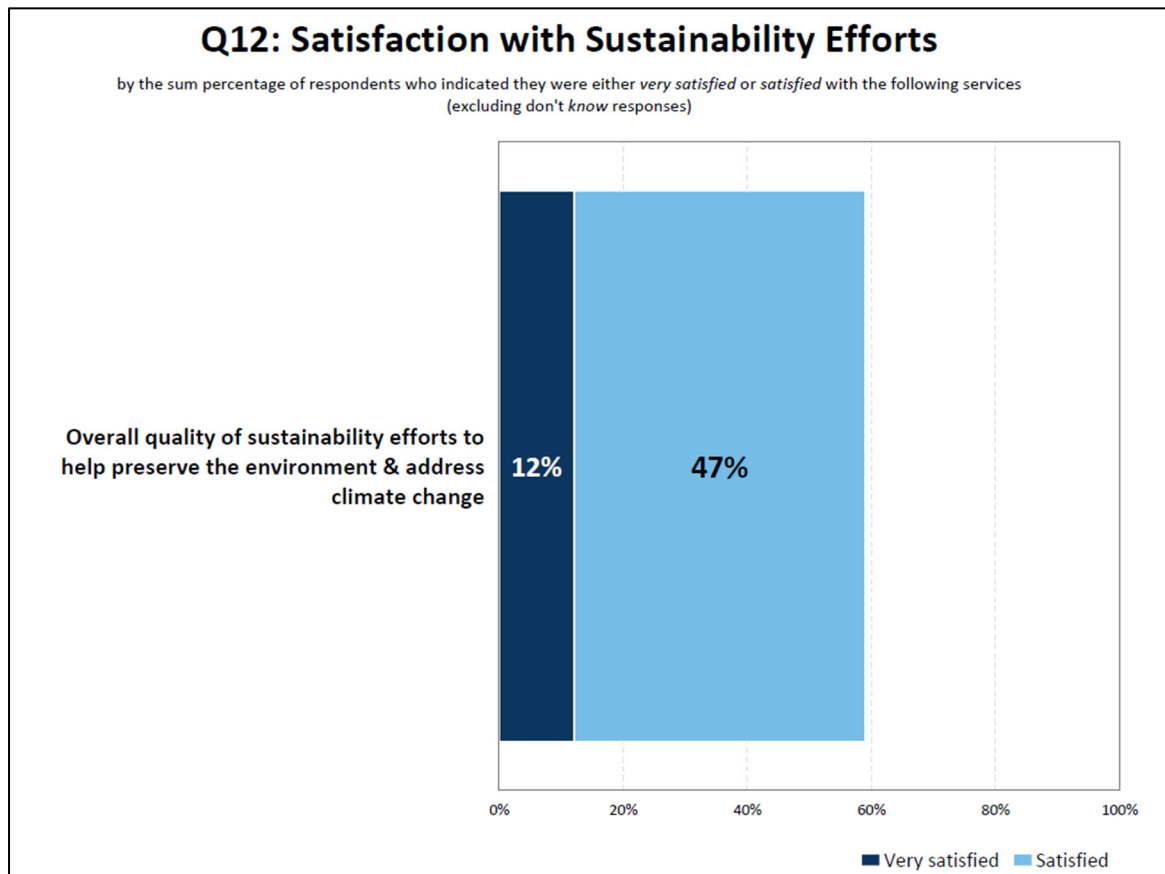


- **Trends: 2022 Survey Results Compared to 2018 Survey Results.** Permits, building inspections, and zoning services had a significant increase in satisfaction (+21%) since 2018.

There were no significant decreases in satisfaction.

Sustainability Efforts

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

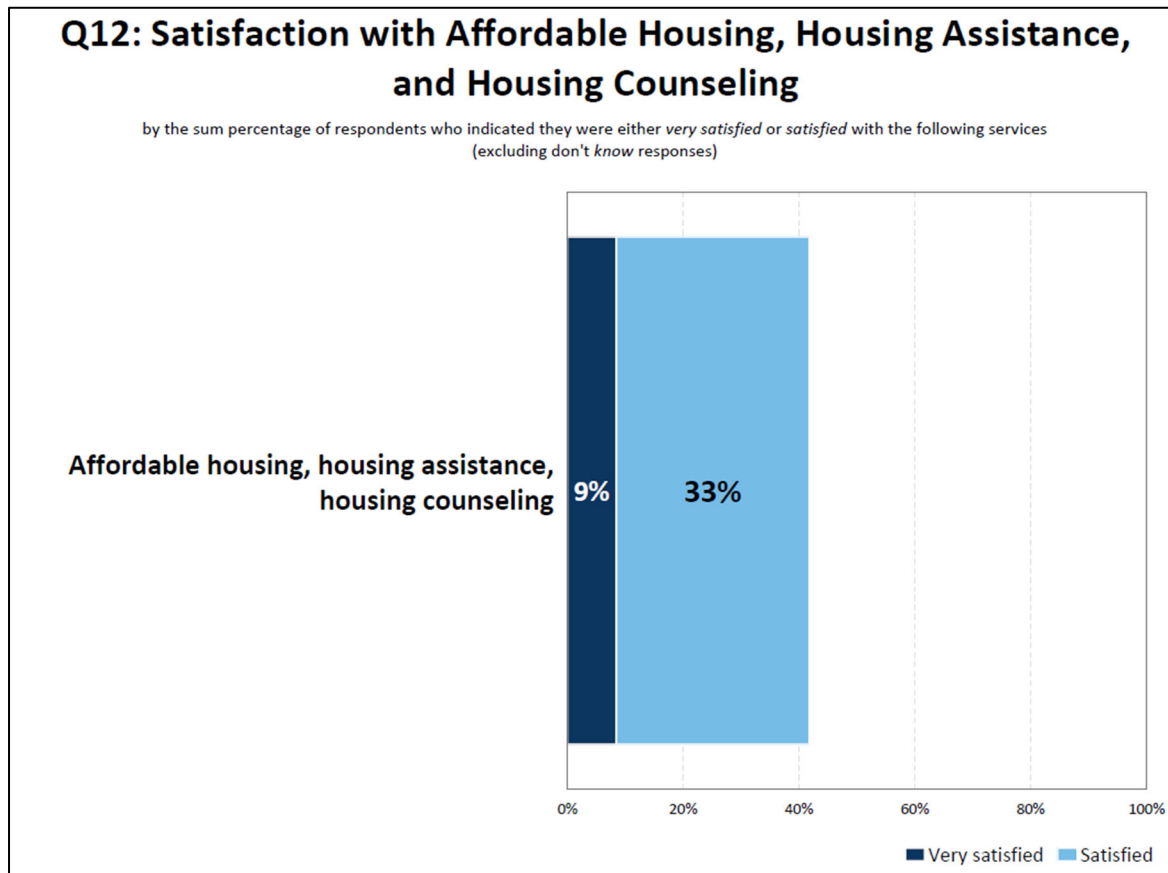


- **Trends: 2022 Survey Results Compared to 2018 Survey Results.** The overall quality of sustainability efforts, to help preserve the environment and address climate change, had a significant increase in satisfaction (+10%) since 2018.

There were no significant decreases in satisfaction.

Affordable Housing, Housing Assistance, and Housing Counseling Services

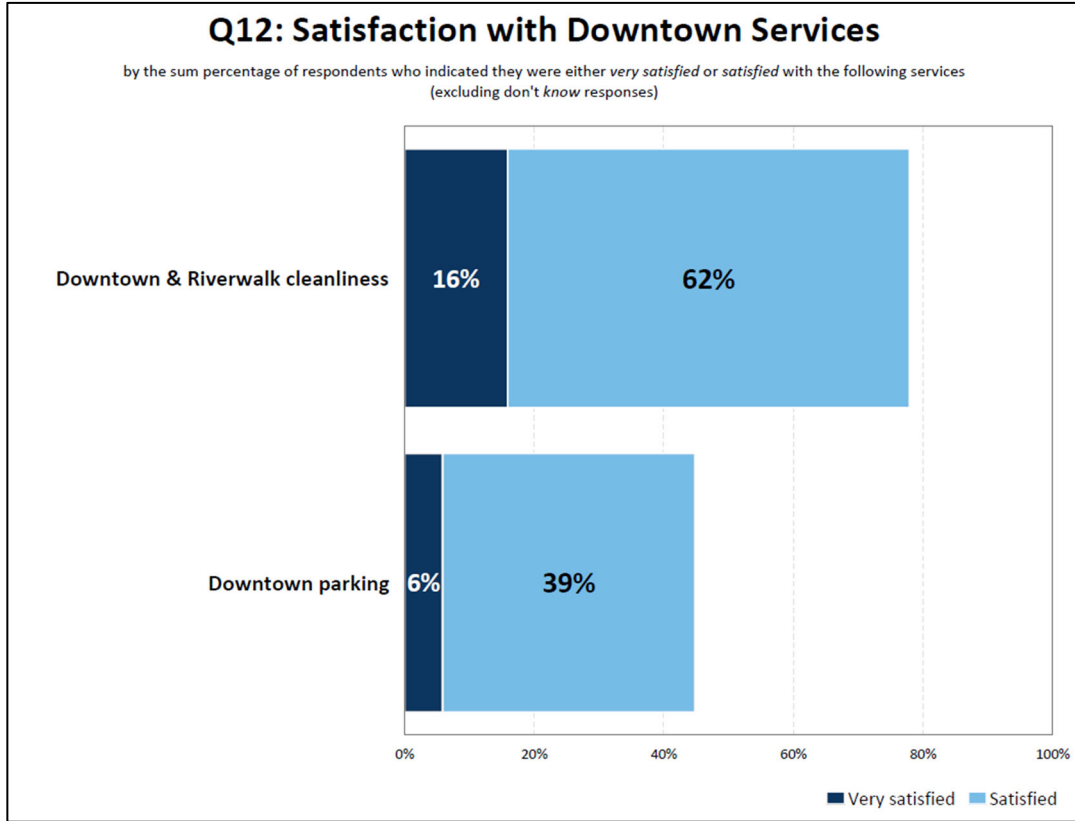
Based on a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, forty-two percent (42%) of residents were satisfied with affordable housing, housing assistance, and housing counseling services provided by the City.



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

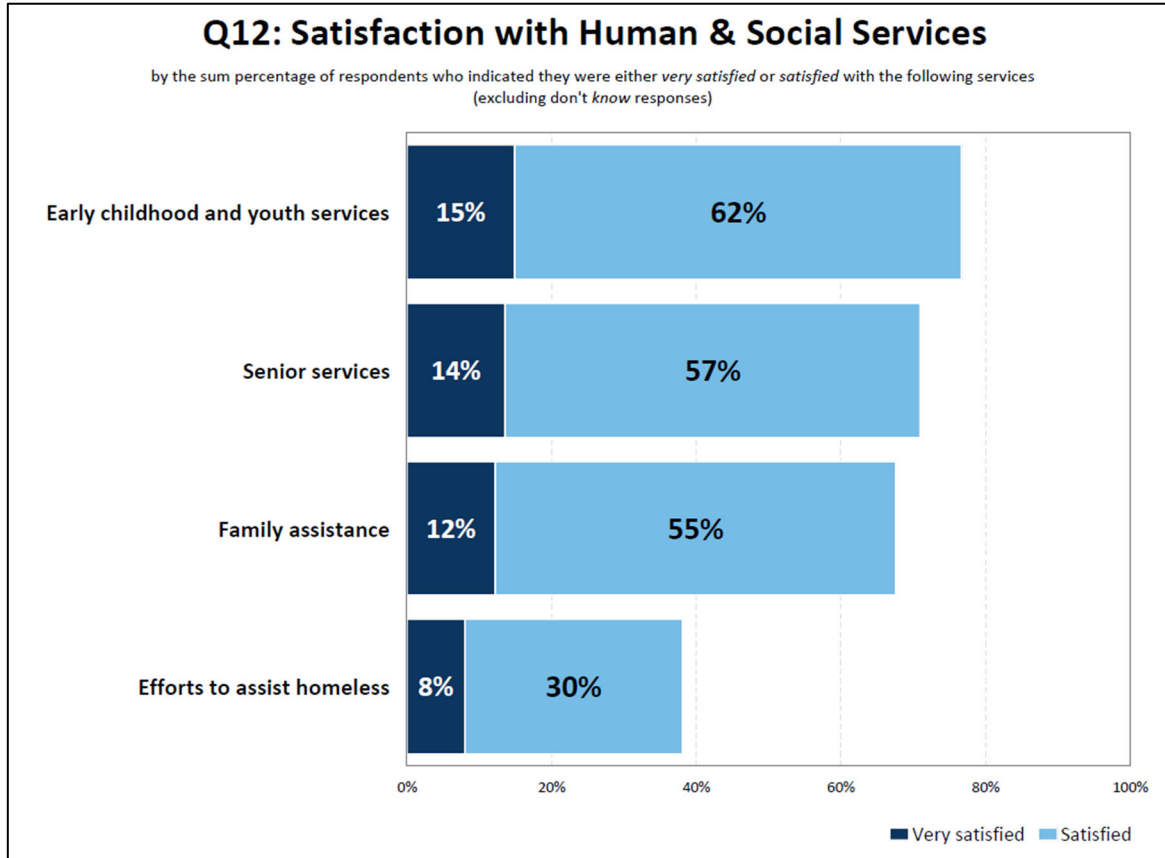
Downtown Services

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



Human & Social Services

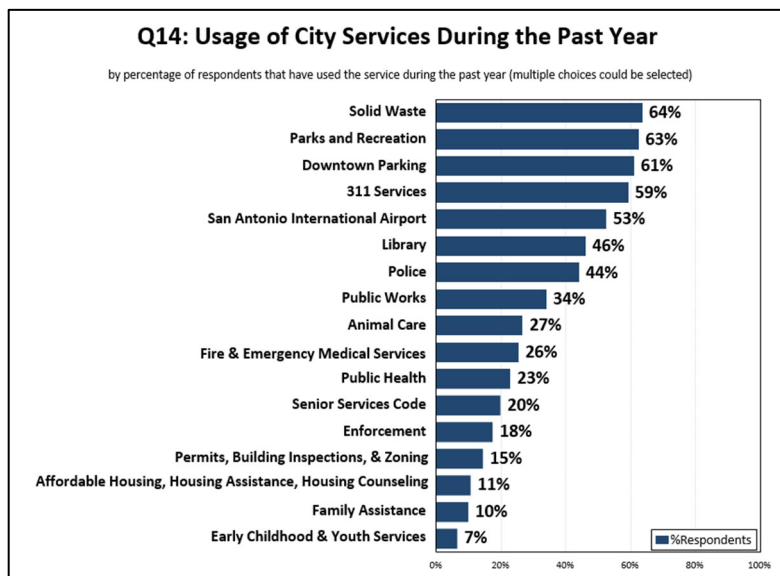
The percentage of residents satisfied with Human and Social services provided by the City, based on a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were early childhood and youth services (77%), senior services (71%), family assistance services (67%), and efforts to assist the homeless (38%).



Overall Priorities

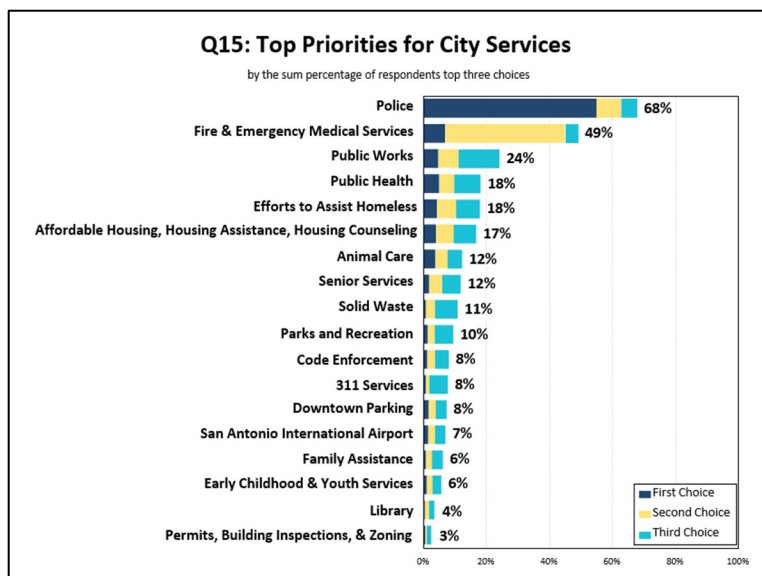
Usage of City Services

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



Top Priorities

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



Conclusions

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

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

- **Public Health Services.** During the COVID-19 Pandemic, public health services became a top priority for residents across the nation, and the City of San Antonio responded very well. Overall satisfaction with public health services increased by 25% since 2018, which was one of the largest increases on the survey.
- **Police Services.** Police services have been very controversial throughout the United States during the past few years. Although public confidence and satisfaction with police services plummeted in many large cities during the Pandemic, the City of San Antonio's ratings improved. Since 2018, the overall satisfaction with police services increased by 8%, from 64% to 72%, during a period when the national average for police services declined to 44%. The City's satisfaction rating for the overall quality of police services is now 28% above the national average.
- **Customer Service.** The third area that has contributed significantly to the City of San Antonio's success involves the ability of City employees to deliver high levels of customer service during the Pandemic. The Pandemic forced cities to change the way many City services were delivered, and the results of the survey indicate that the City's employees performed extremely well. Overall satisfaction with the City's 3-1-1 Call Center increased by 13%. In addition, the City's overall satisfaction rating for customer service received from a City employee is 80%, which is 47% above the national average of other large U.S. cities with populations of 250,000 or more.

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

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

Recommendations

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

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

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

The table below shows the Importance-Satisfaction (I-S) Rating Rankings for 18 of the categories of City services that were analyzed.

Importance-Satisfaction Analysis				
2022 City of San Antonio Community Survey				
Categories of City Services				
San Antonio, TX				
Category of Service	Most Important Rank	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (I-S = 0.10-0.20)				
Police	1	9	0.1915	1
Efforts to Assist Homeless	5	18	0.1120	2
Public Works	3	15	0.1118	3
Medium Priority (I-S < 0.10)				
Affordable Housing, Housing Assistance, Housing Counseling	6	17	0.0984	4
Animal Care	7	13	0.0449	5
Downtown Parking	13	16	0.0414	6
Code Enforcement	11	14	0.0353	7
Senior Services	8	10	0.0348	8
Fire & Emergency Medical Services	2	2	0.0295	9
Public Health	4	5	0.0293	10
Family Assistance	15	11	0.0204	11
Parks and Recreation	10	7	0.0187	12
Early Childhood & Youth Services	16	8	0.0135	13
311 Services	12	1	0.0131	14
San Antonio International Airport	14	6	0.0114	15
Solid Waste	9	4	0.0109	16
Permits, Building Inspections, & Zoning	18	12	0.0090	17
Library	17	3	0.0023	18

Section 1

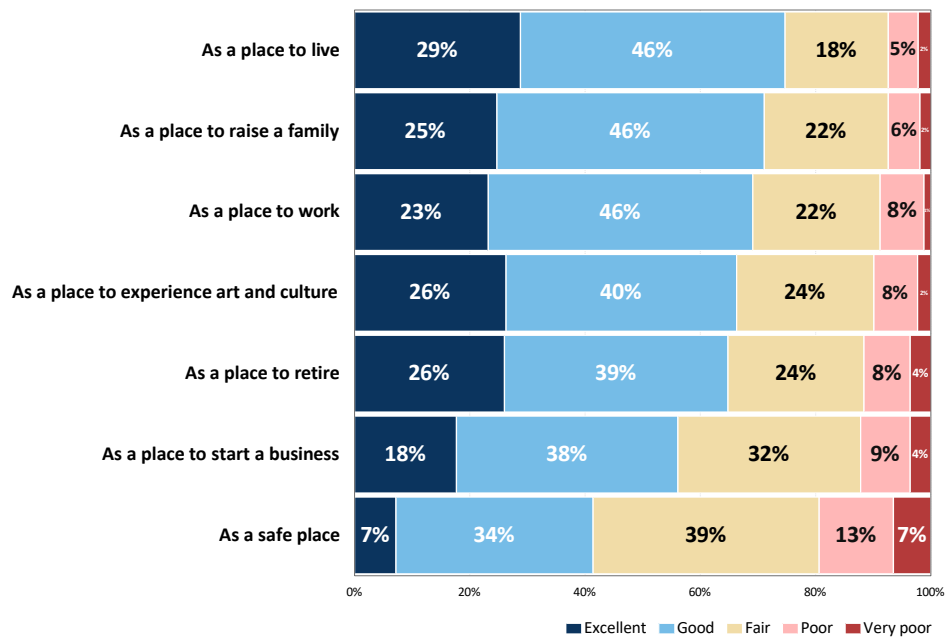
2022 Survey Results: Charts & Graphs

Perceptions of the Community

1

Q1: How do you feel about San Antonio?

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



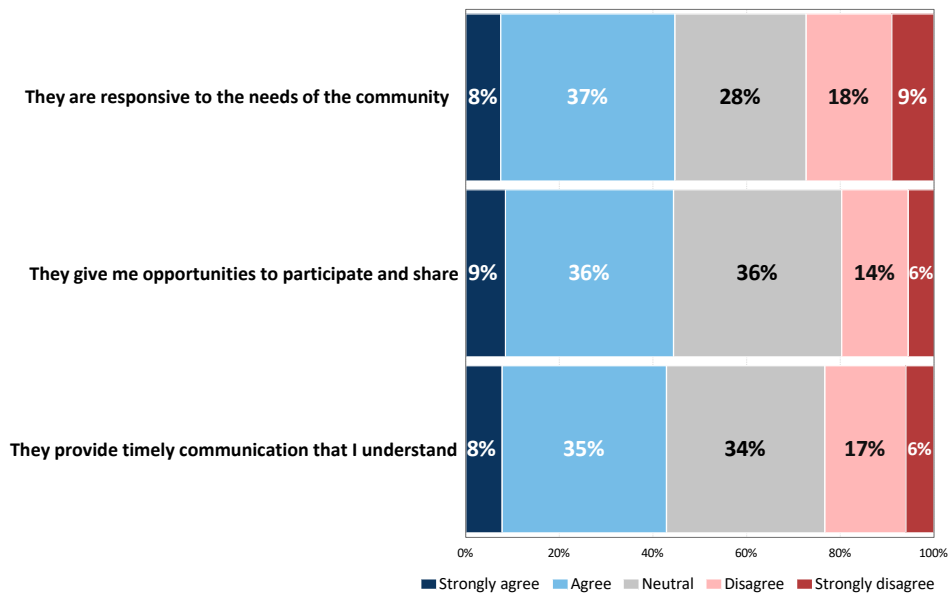
2

Perceptions of the City Government

3

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

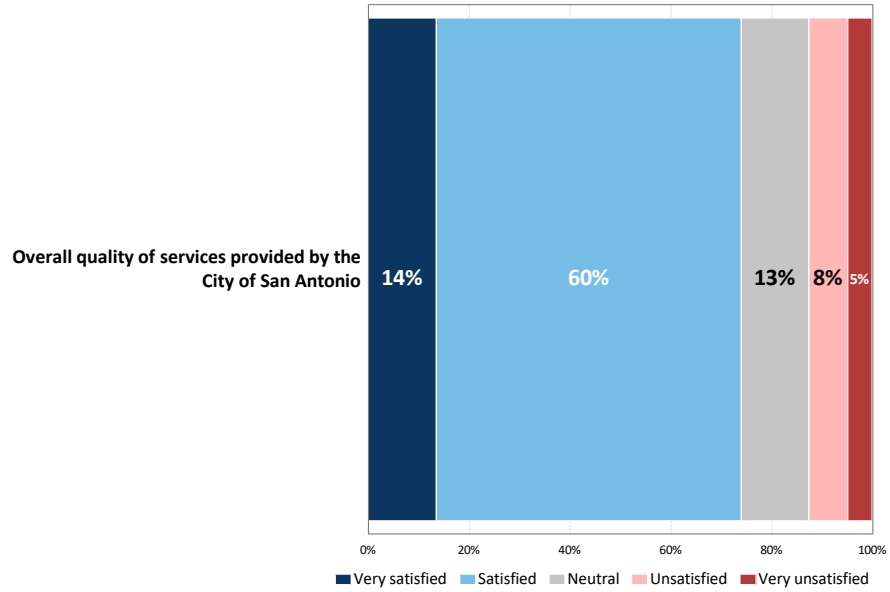
by the percentage of respondents using a 5-point scale, where 5 means *strongly agree* and 1 means *strongly disagree* (excluding *no opinion* responses)



4

Q3: Level of Satisfaction with the Quality of City Services

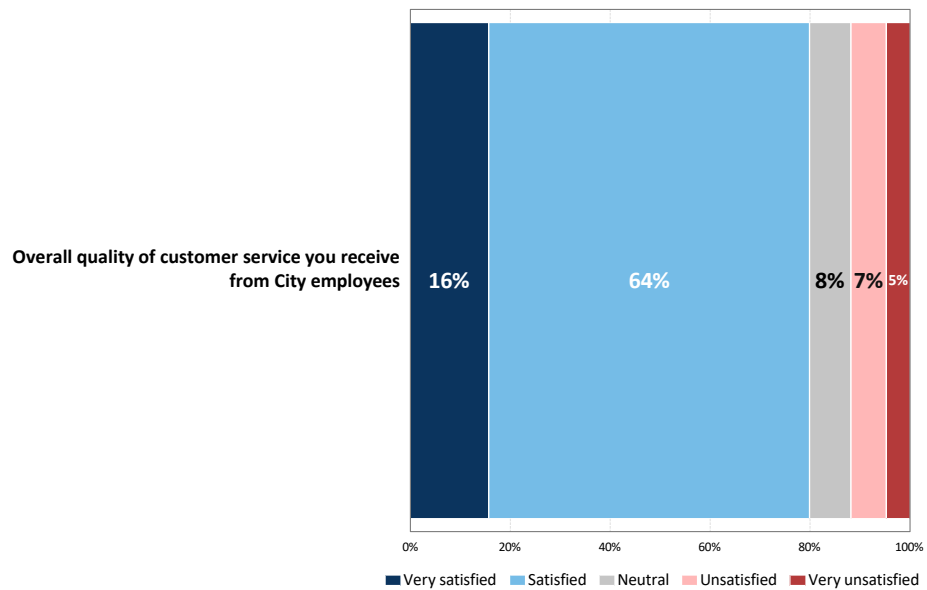
by the percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding don't know responses)



5

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

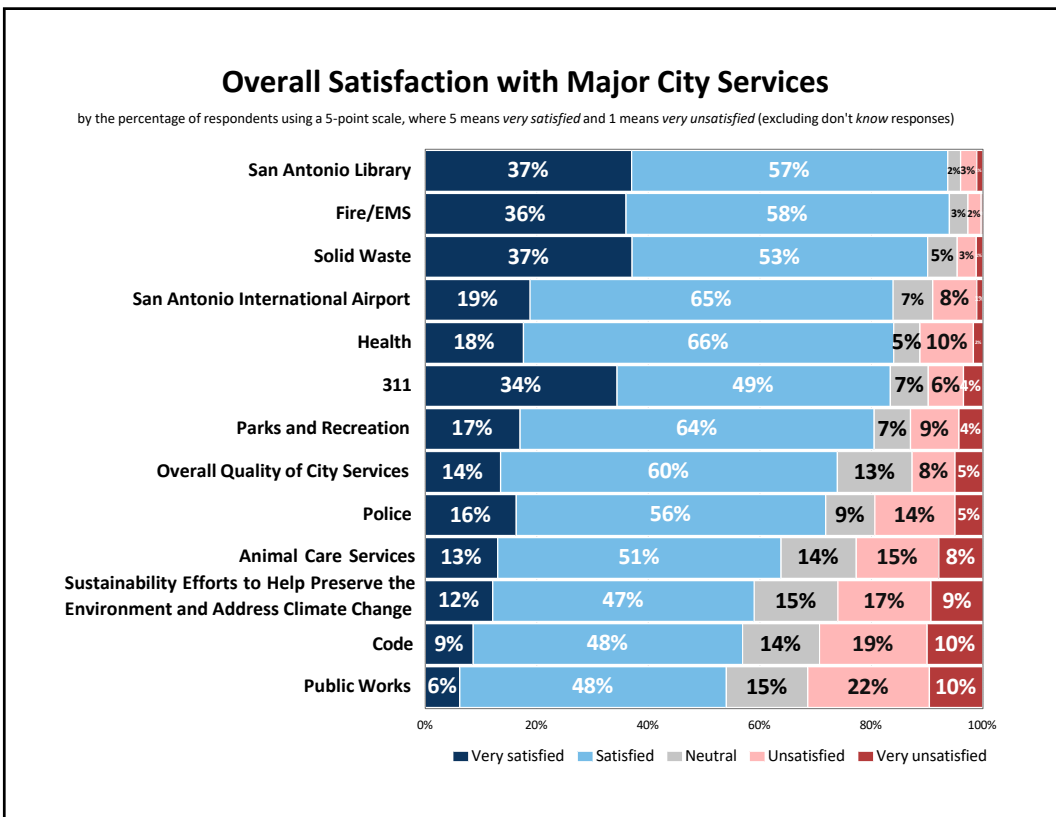
by the percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding don't know responses)



6

Overall Satisfaction with Major City Services

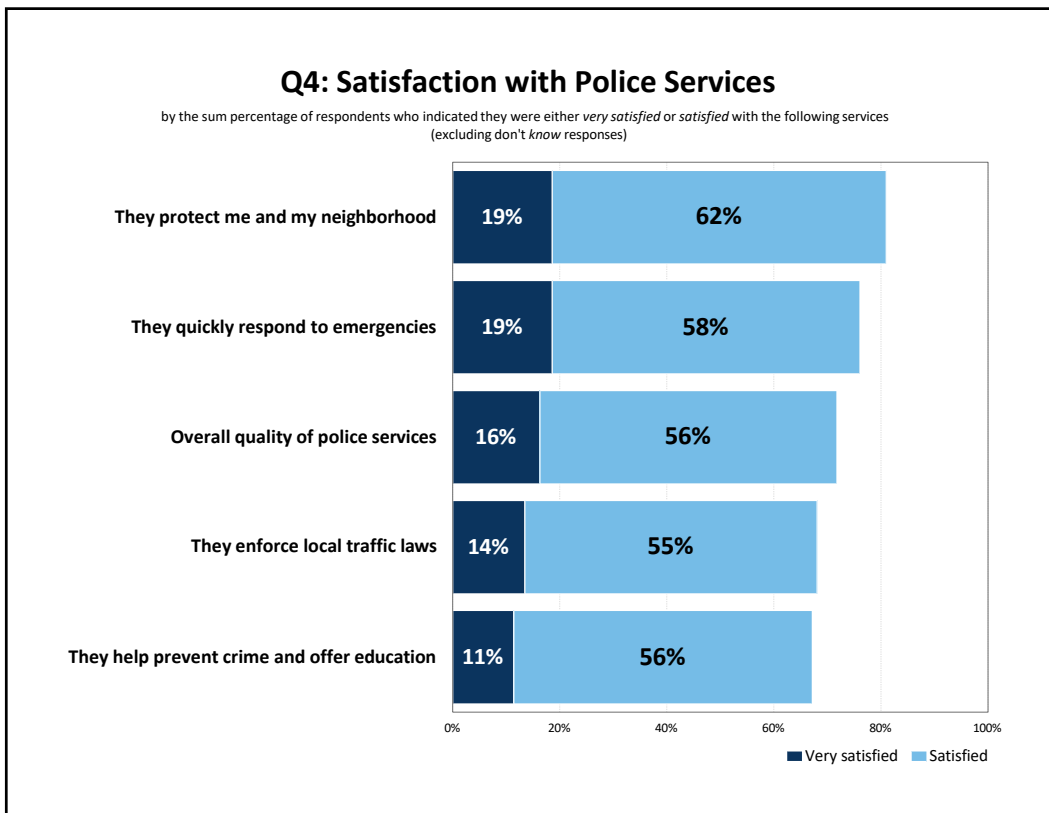
7



8

Police Services

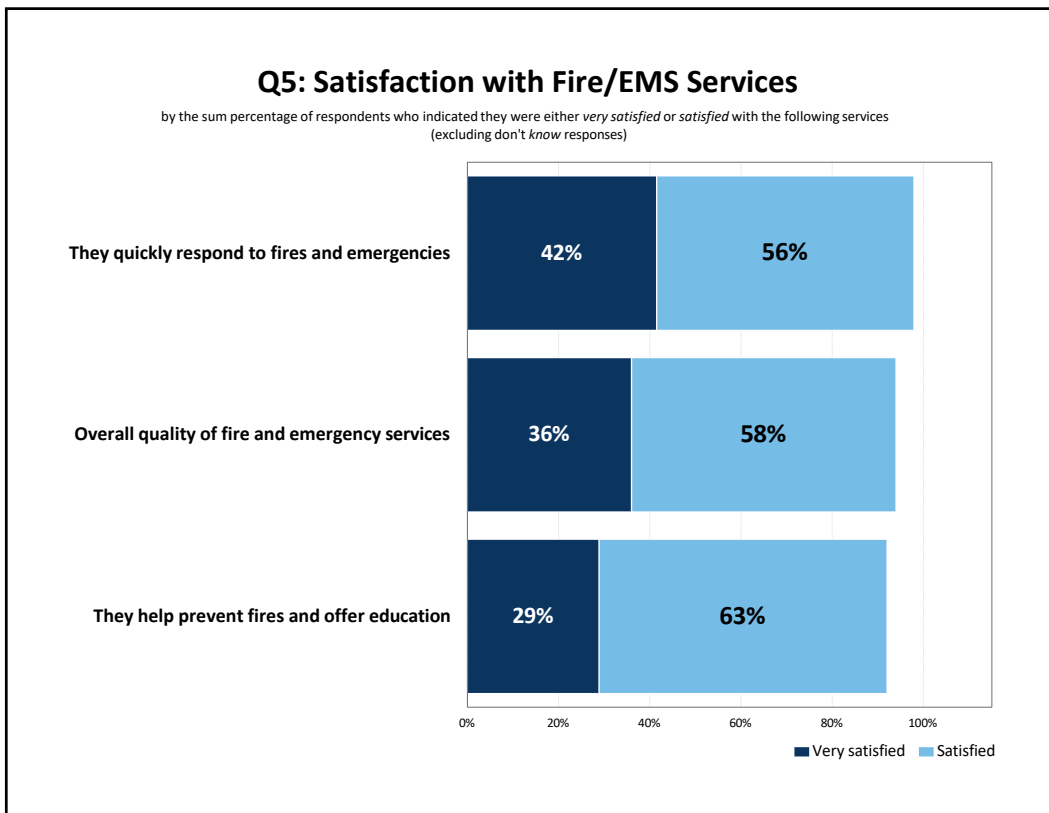
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10

Fire/EMS Services

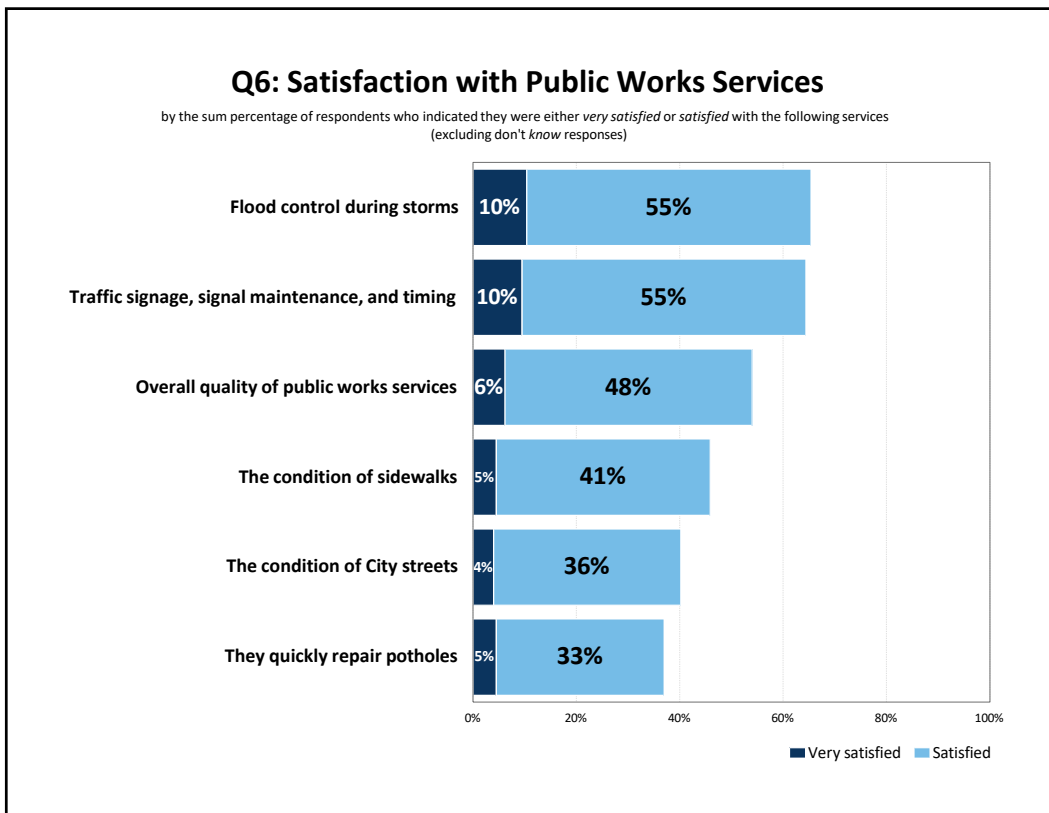
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12

Public Works Services

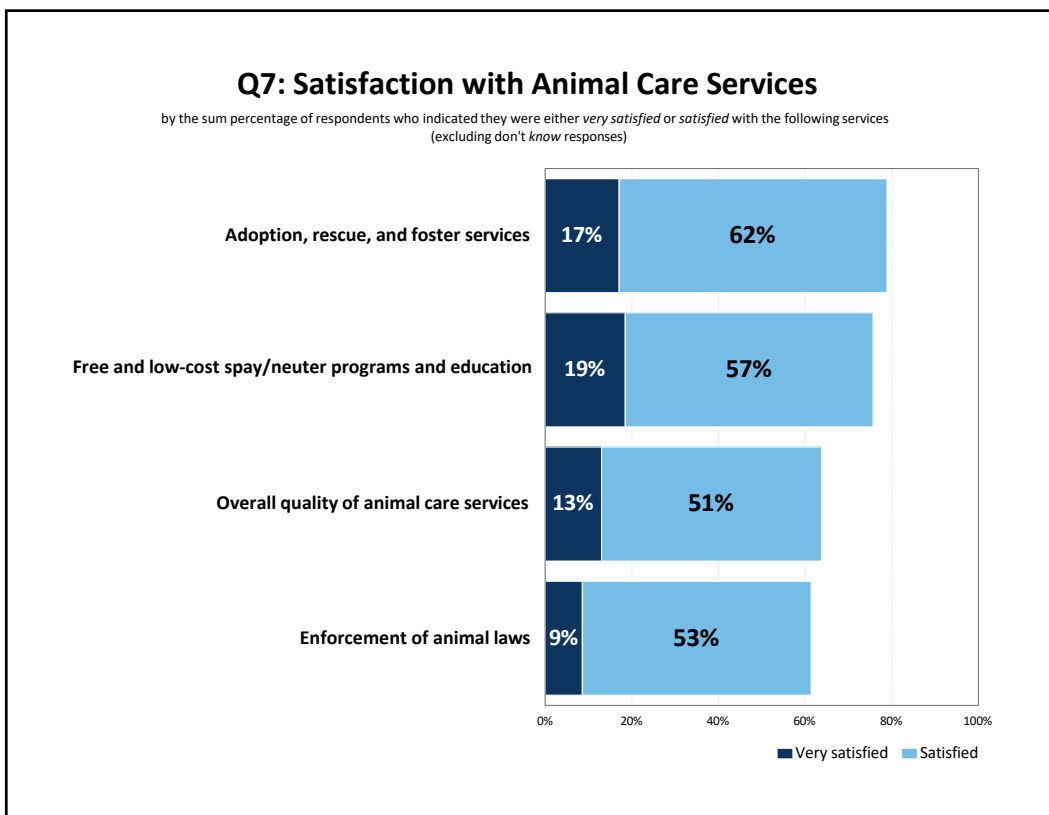
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14

Animal Care Services

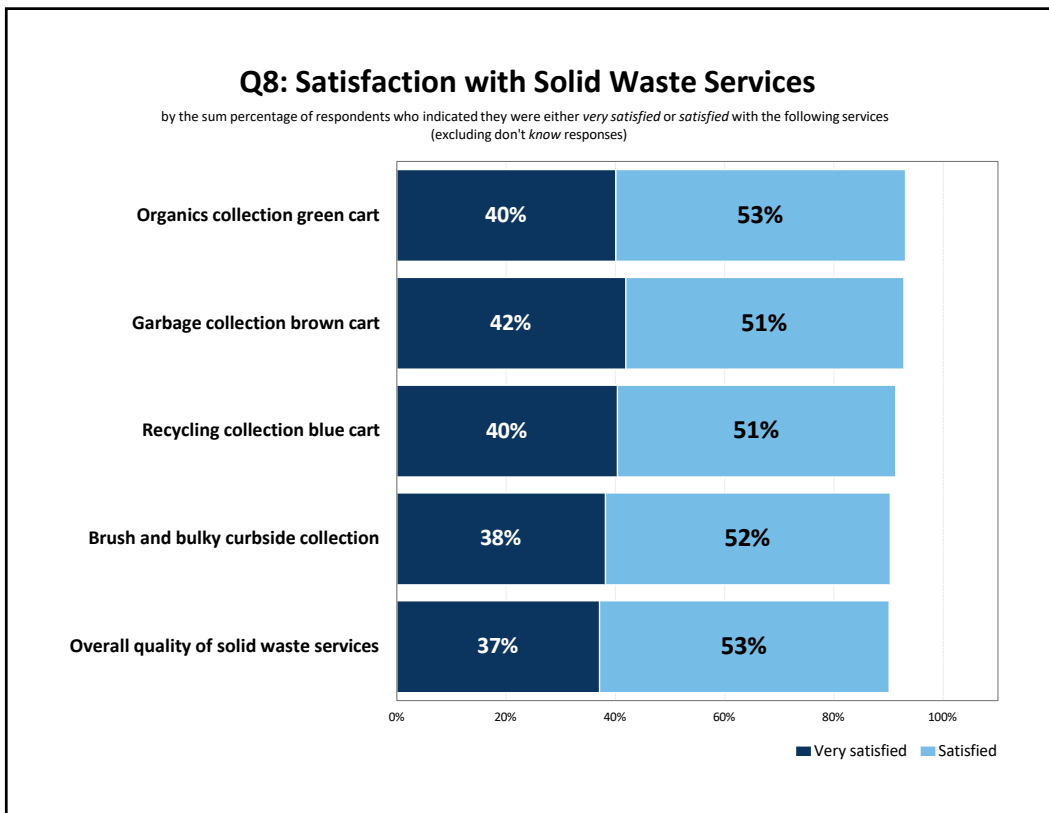
15



16

Solid Waste Services

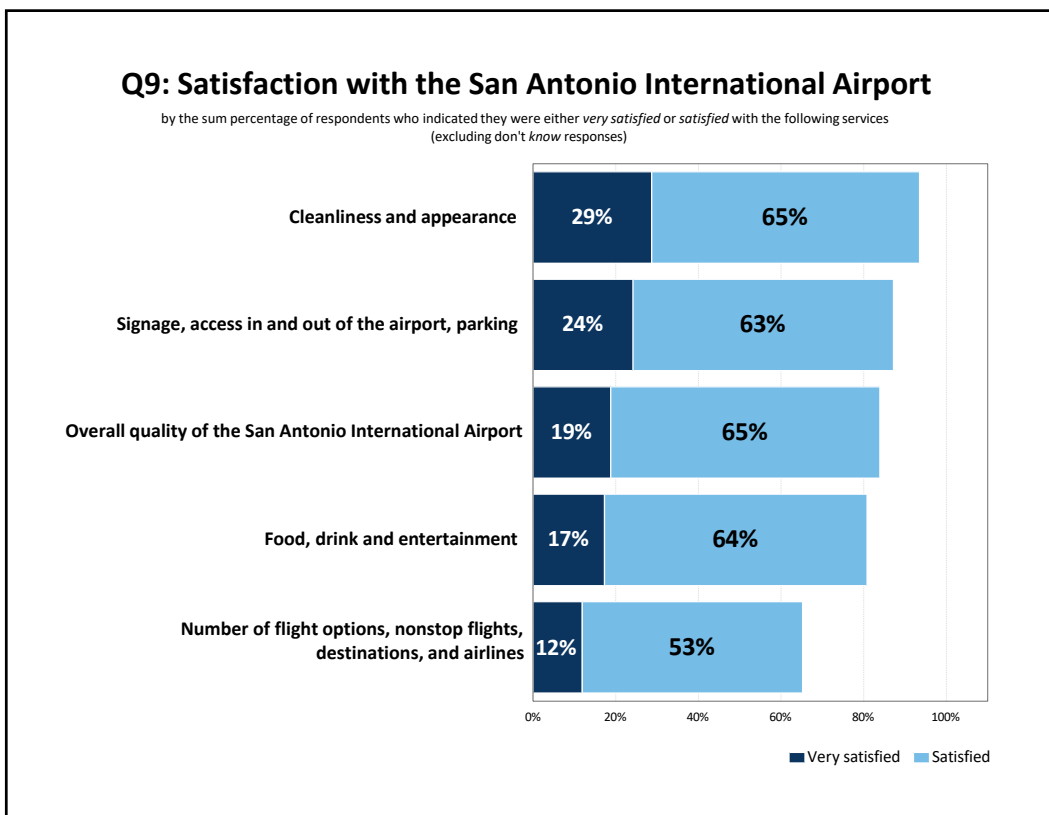
17



18

Aviation Services

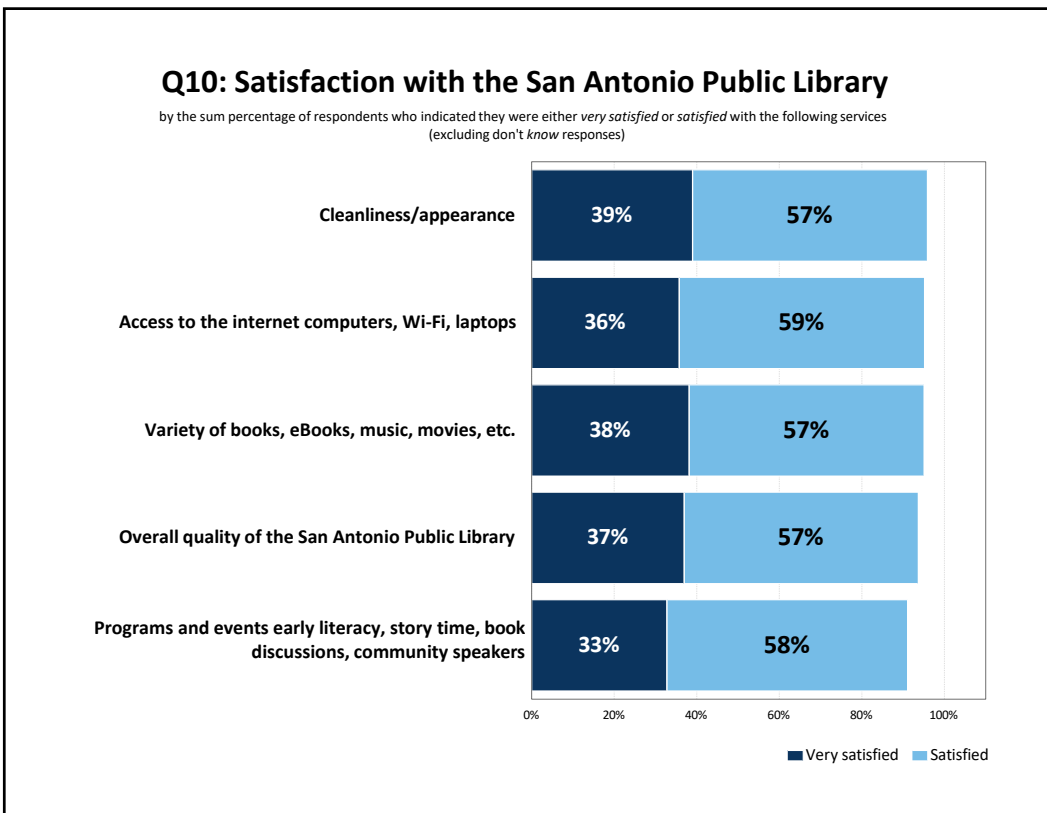
19



20

Library Services

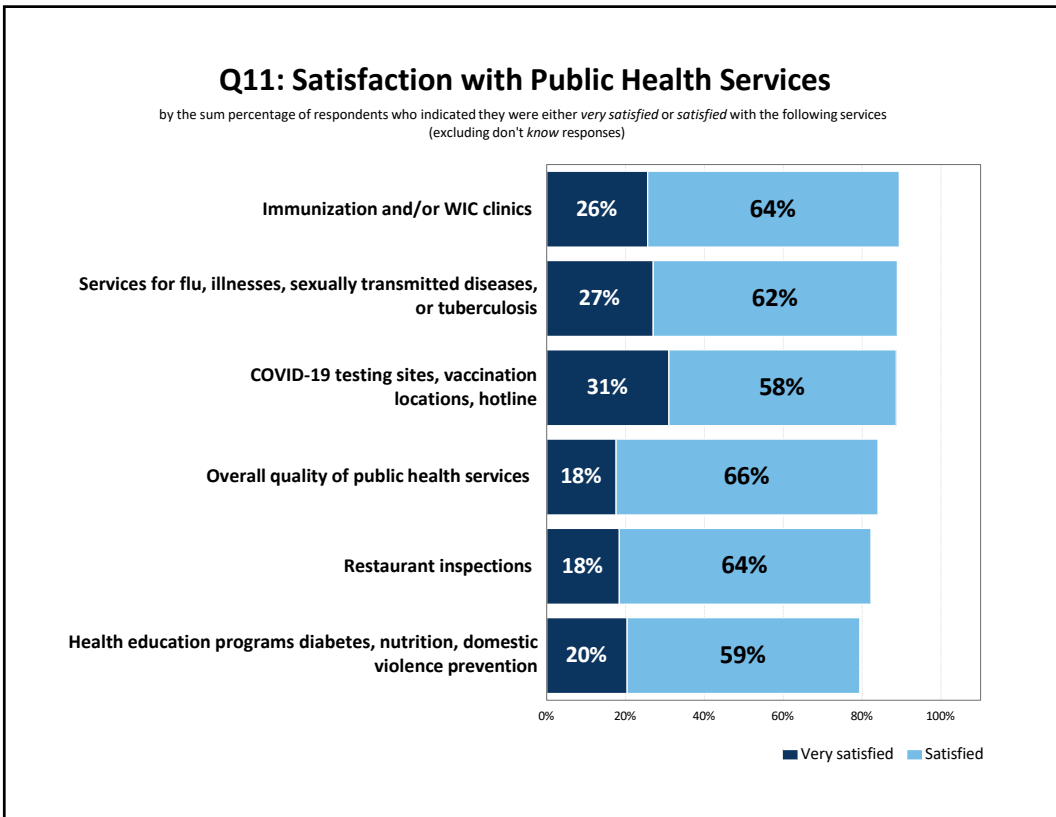
21



22

Public Health Services

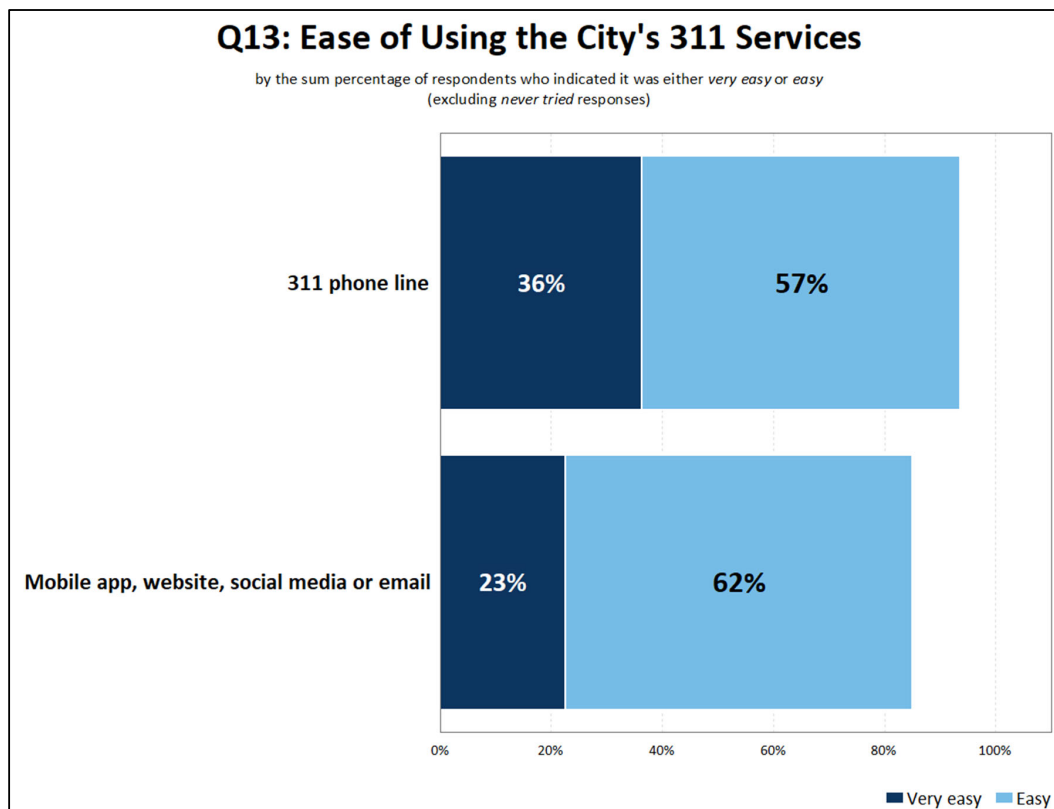
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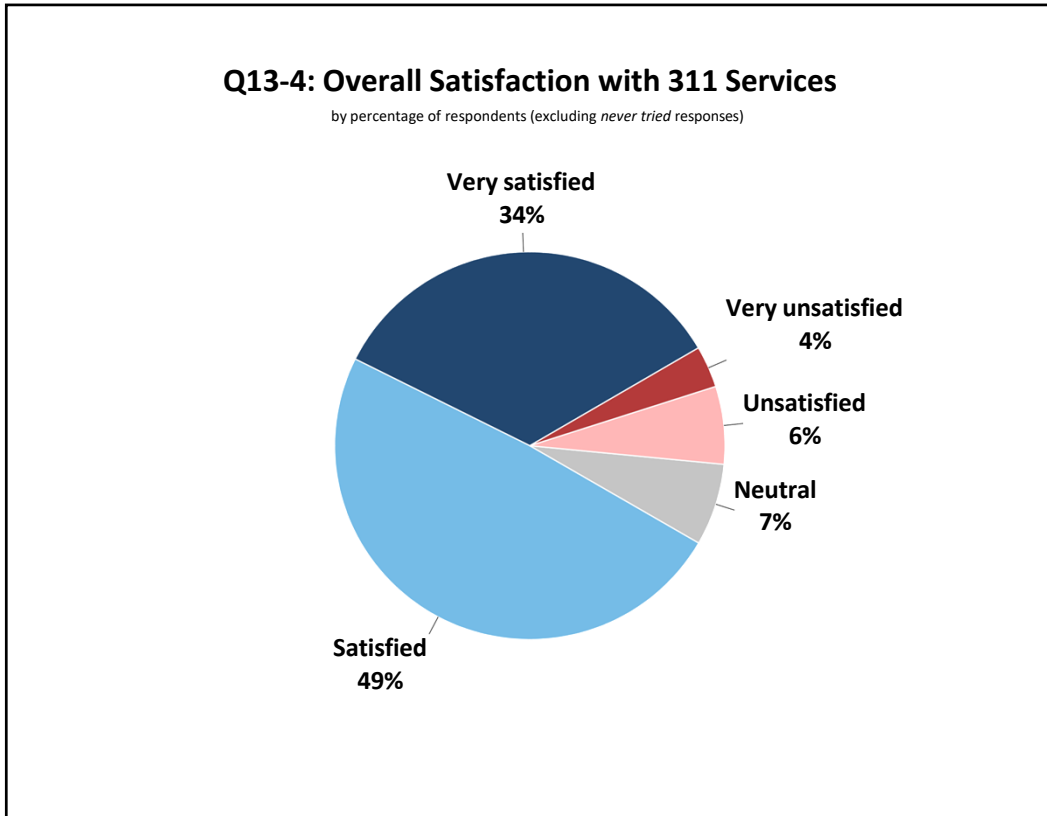
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311 Services

25



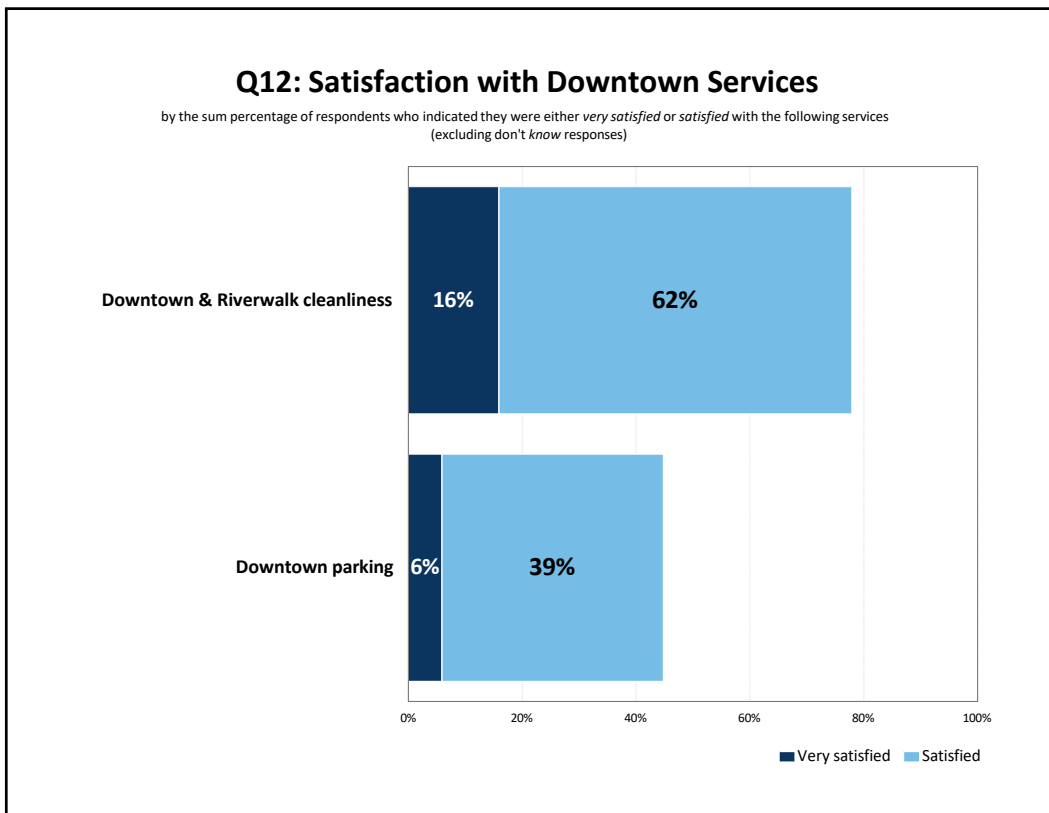
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27

Downtown Services

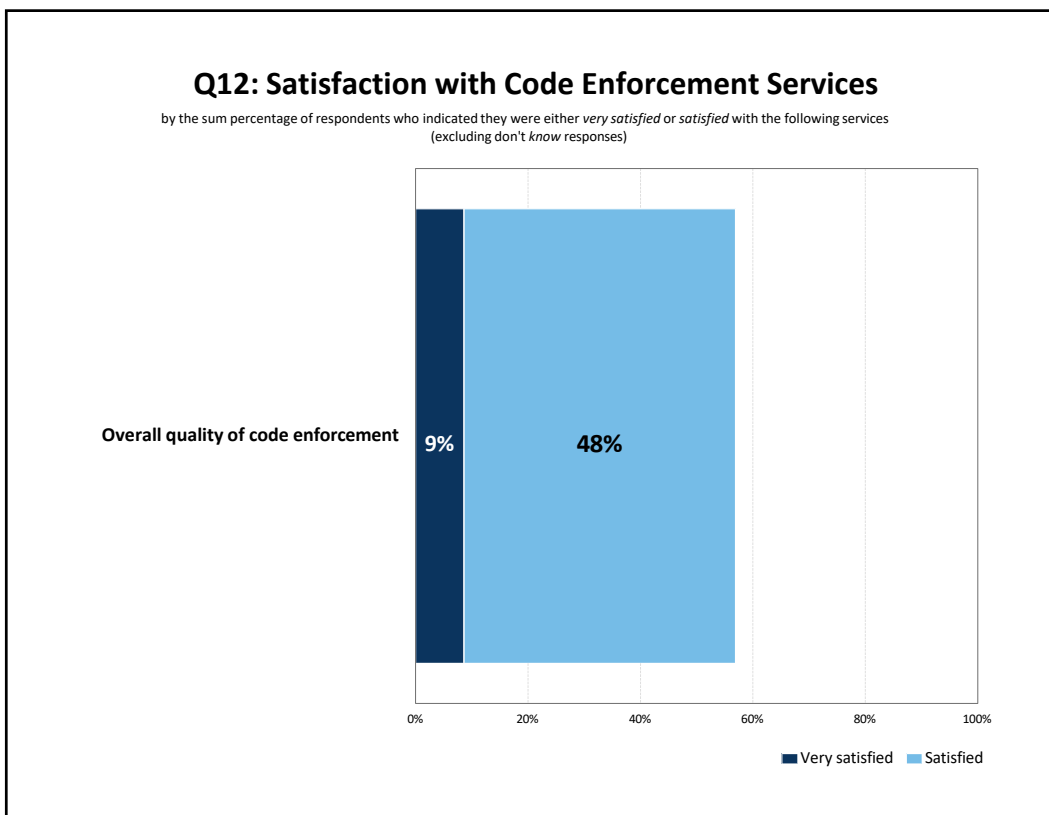
29



30

Code Enforcement Services

31



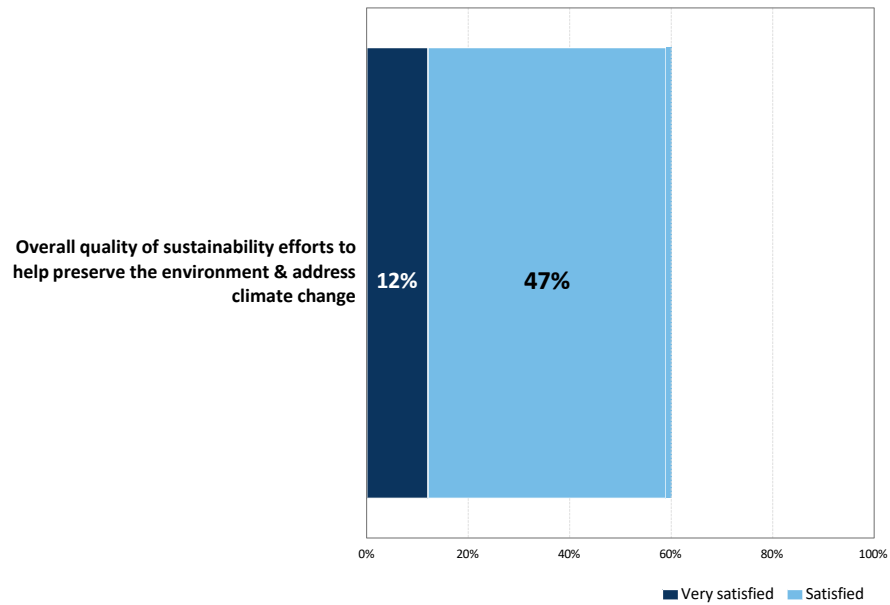
32

Sustainability Efforts

33

Q12: Satisfaction with Sustainability Efforts

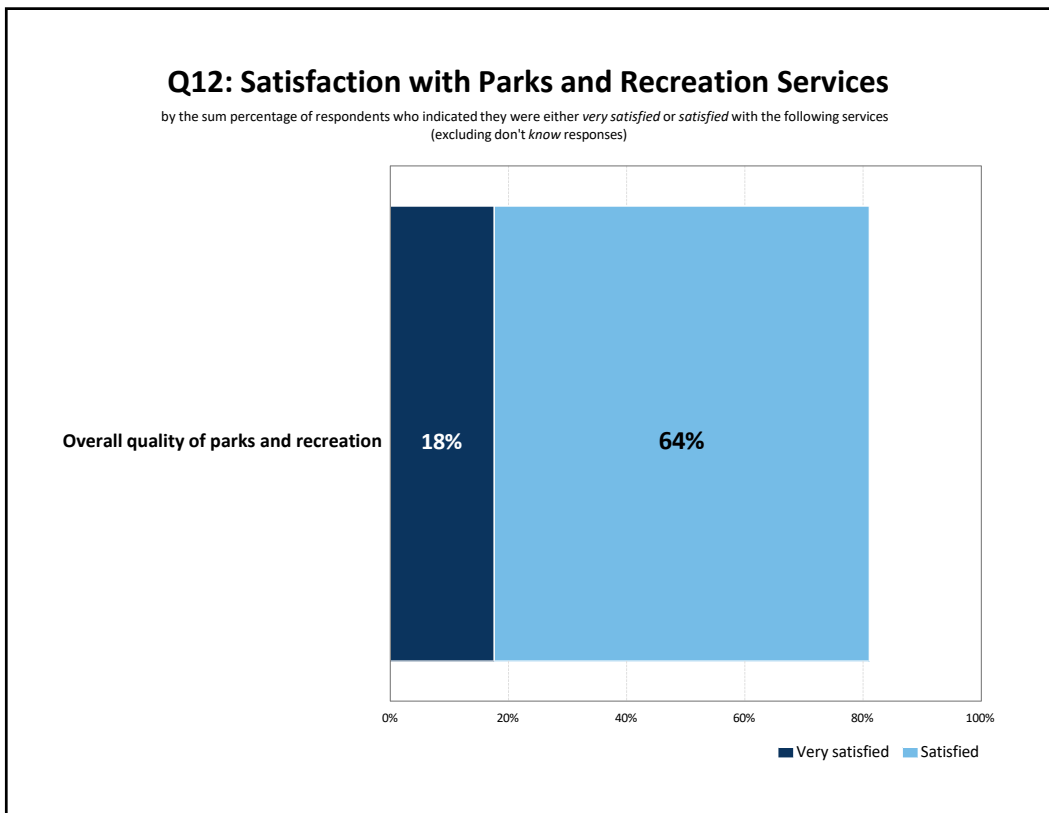
by the sum percentage of respondents who indicated they were either *very satisfied* or *satisfied* with the following services
(excluding don't know responses)



34

Parks and Recreation Services

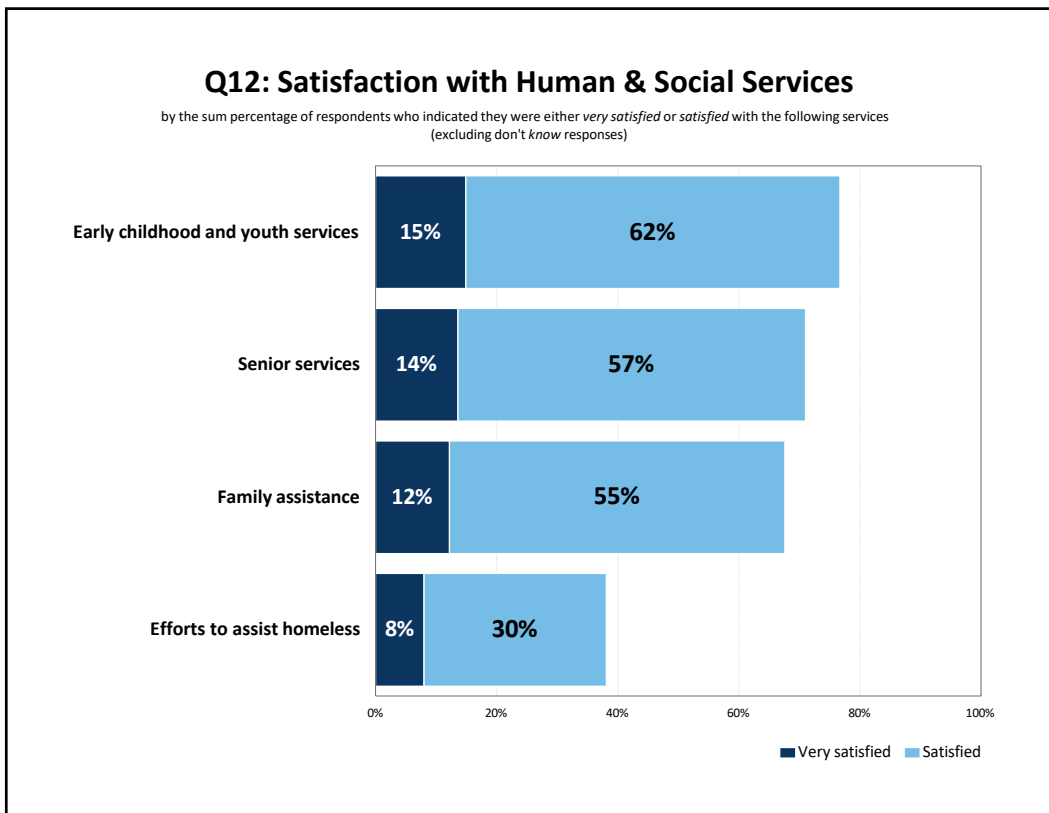
35



36

Human & Social Services

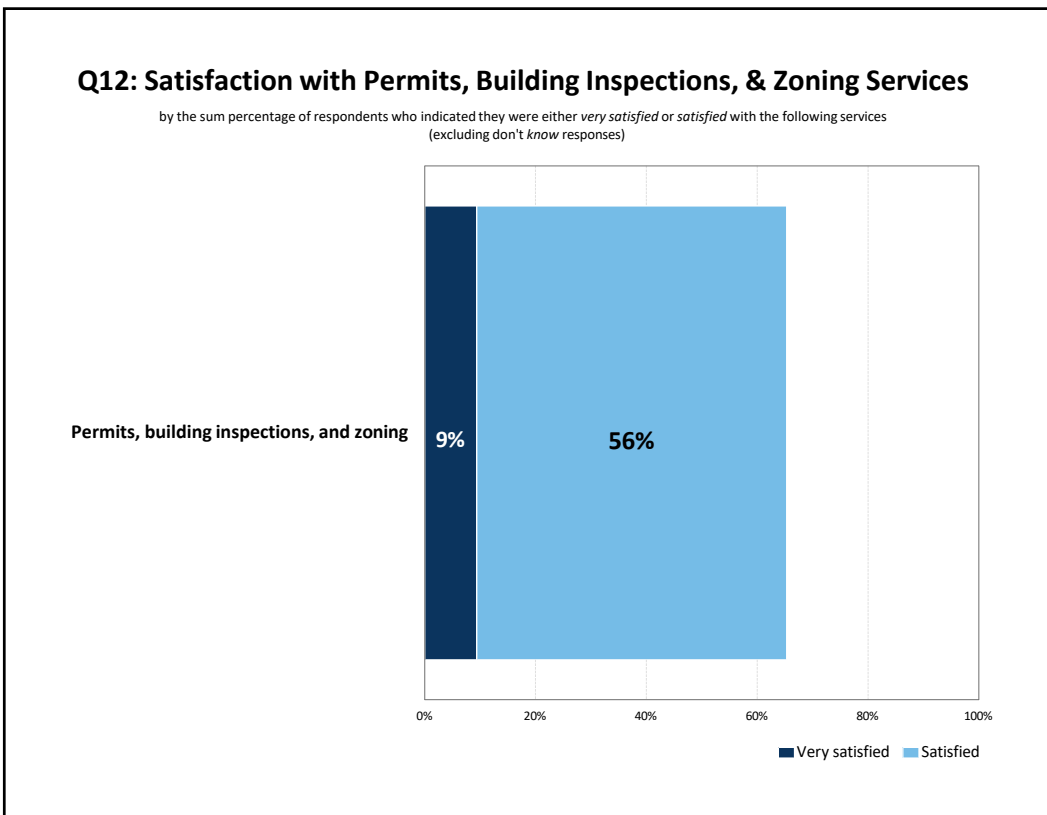
37



38

Permits, Building Inspections, and Zoning

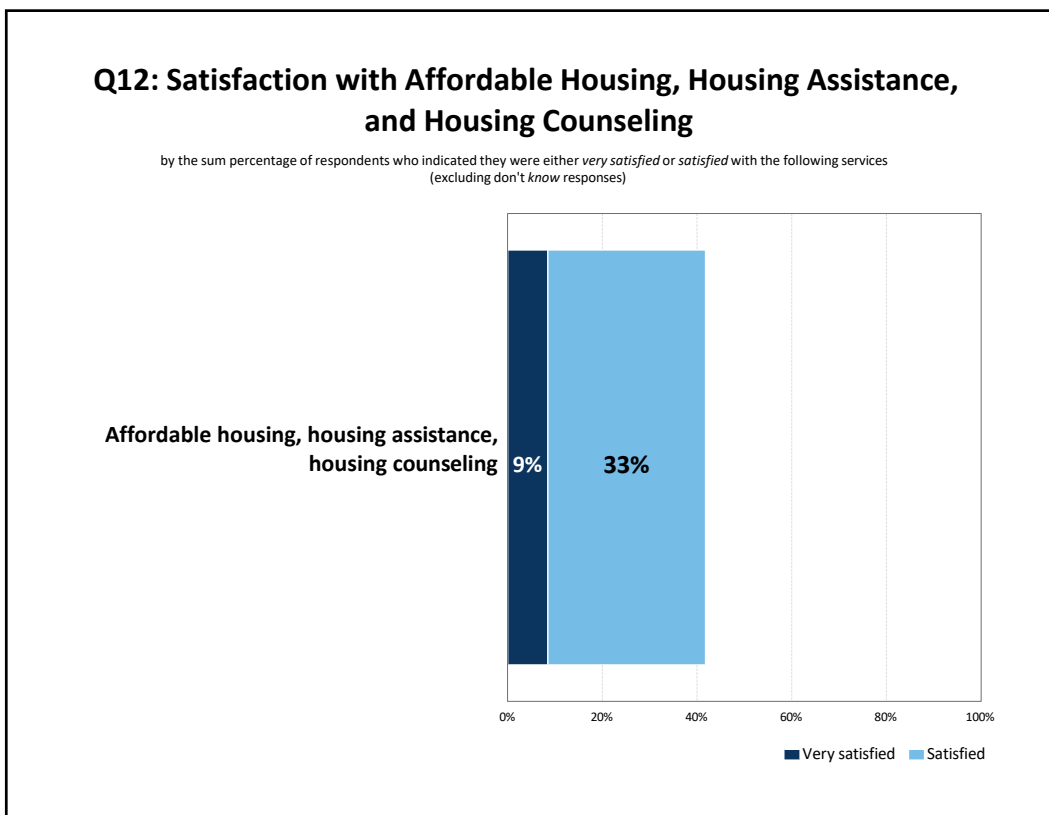
39



40

Affordable Housing, Housing Assistance, and Housing Counseling

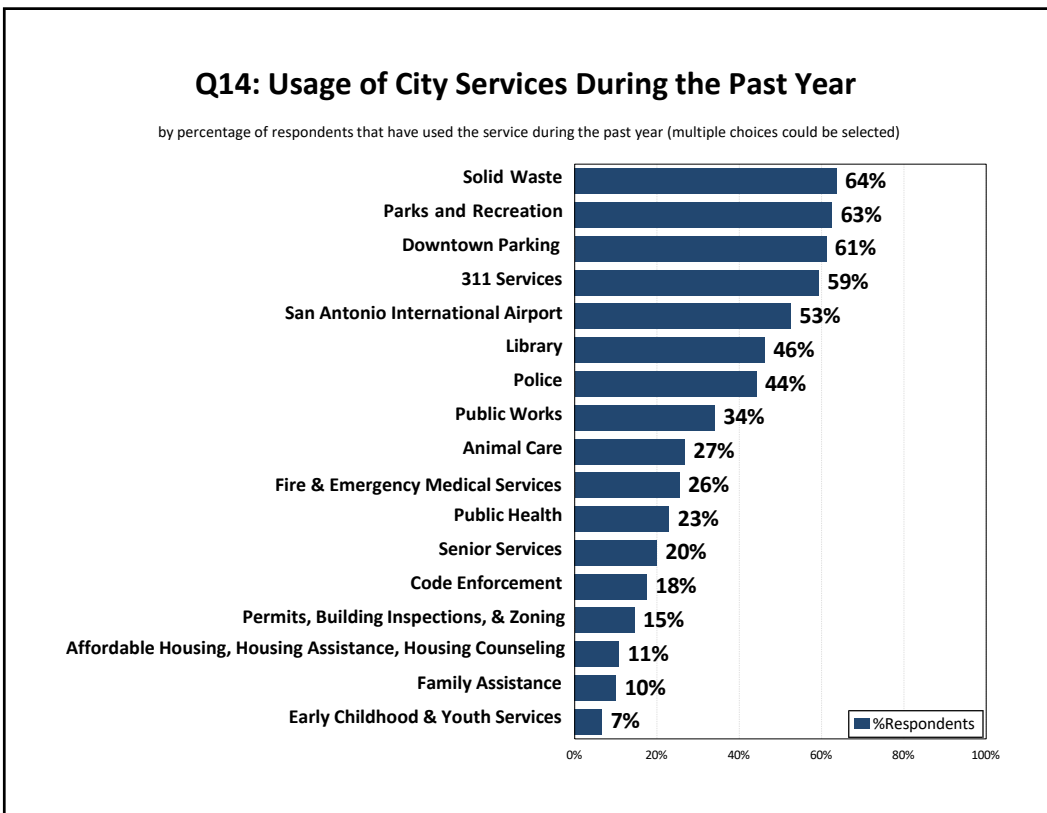
41



42

Usage of City Services

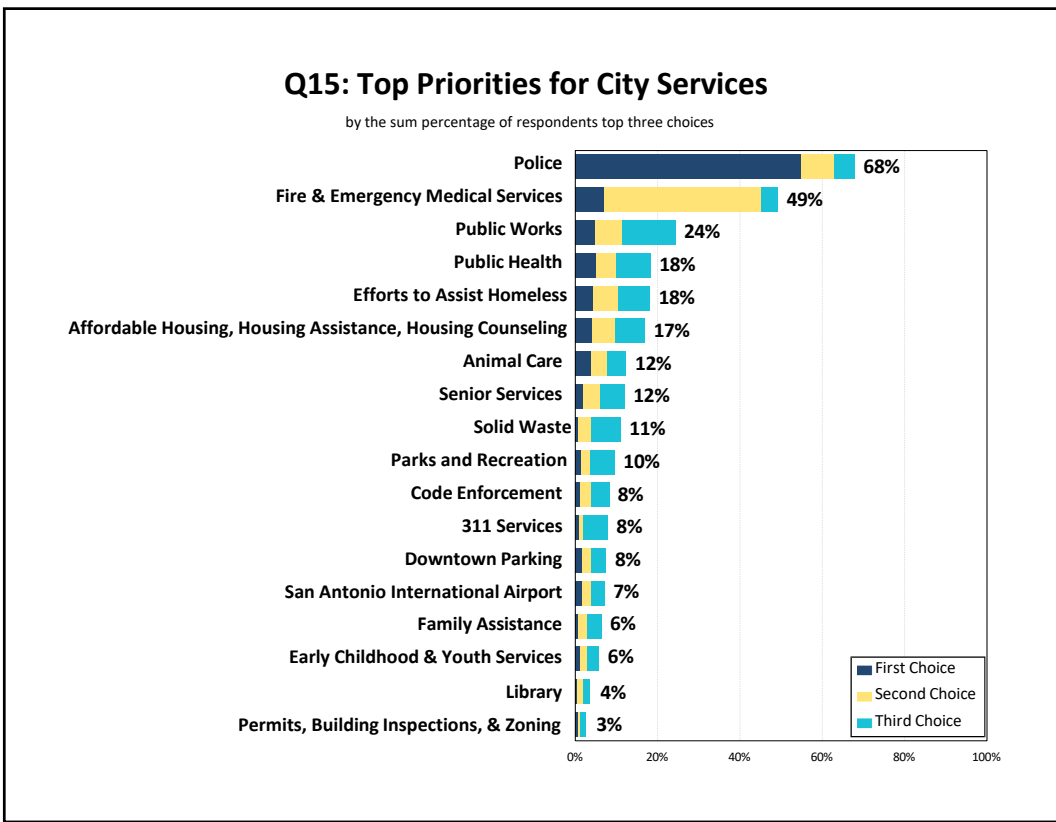
43



44

Overall Priorities

45



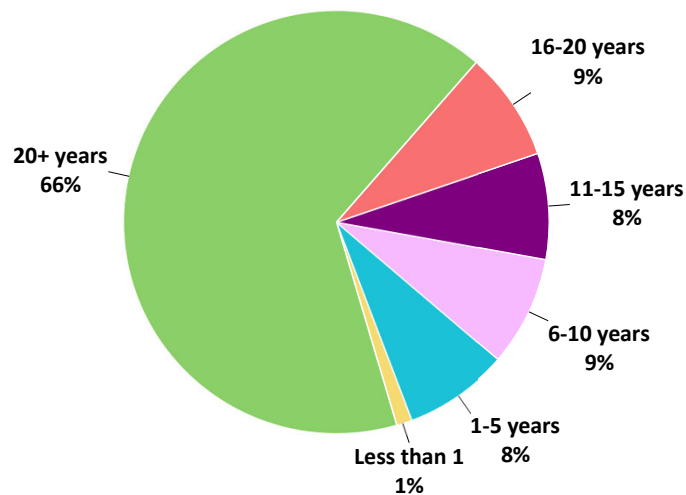
46

Demographics

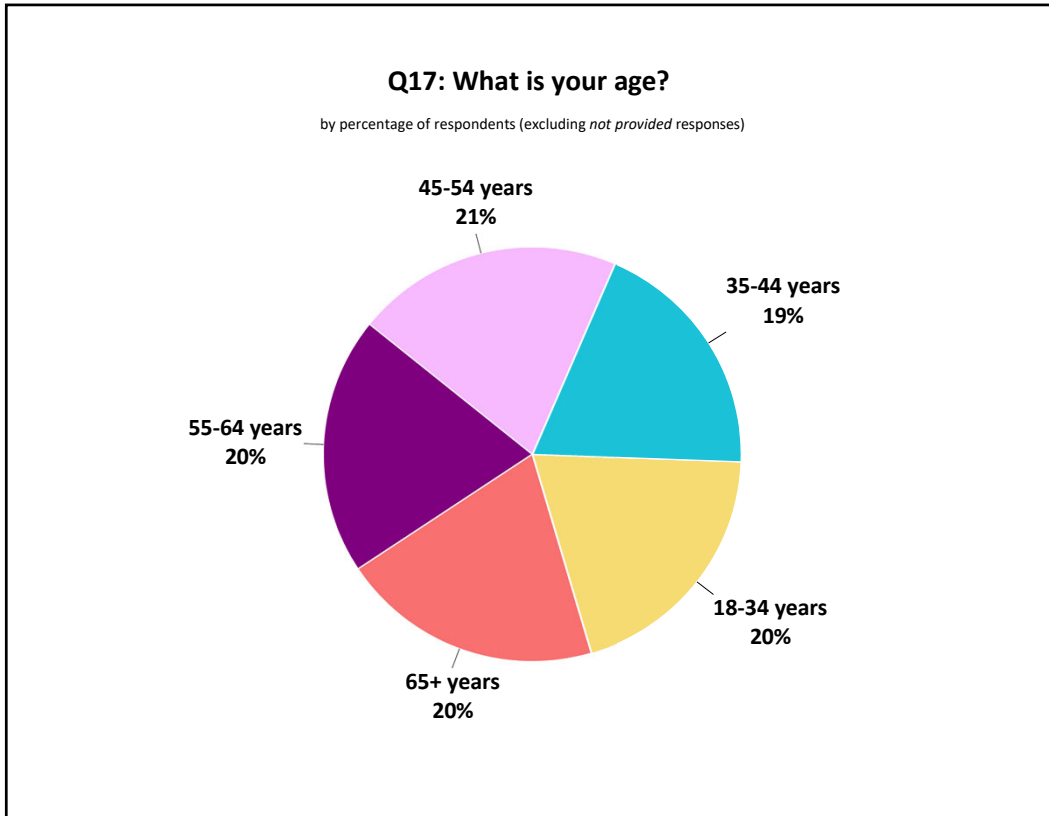
47

Q16: How many years have you lived in San Antonio?

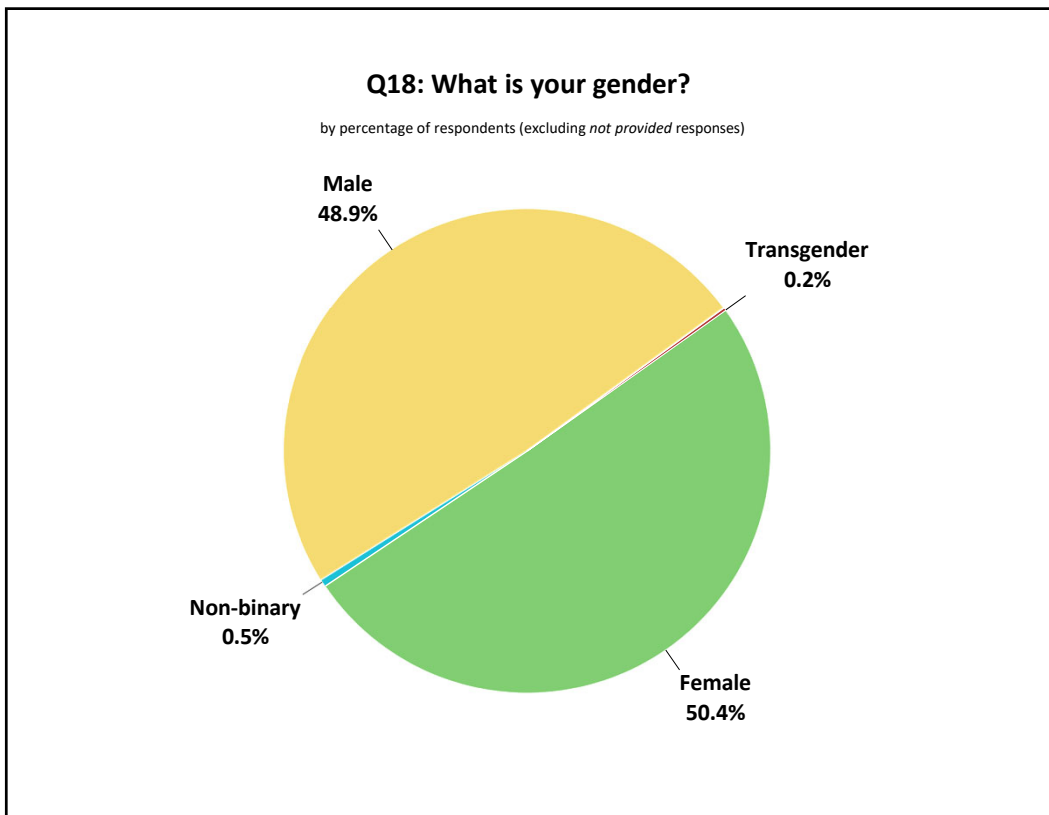
by percentage of respondents (excluding *not provided* responses)



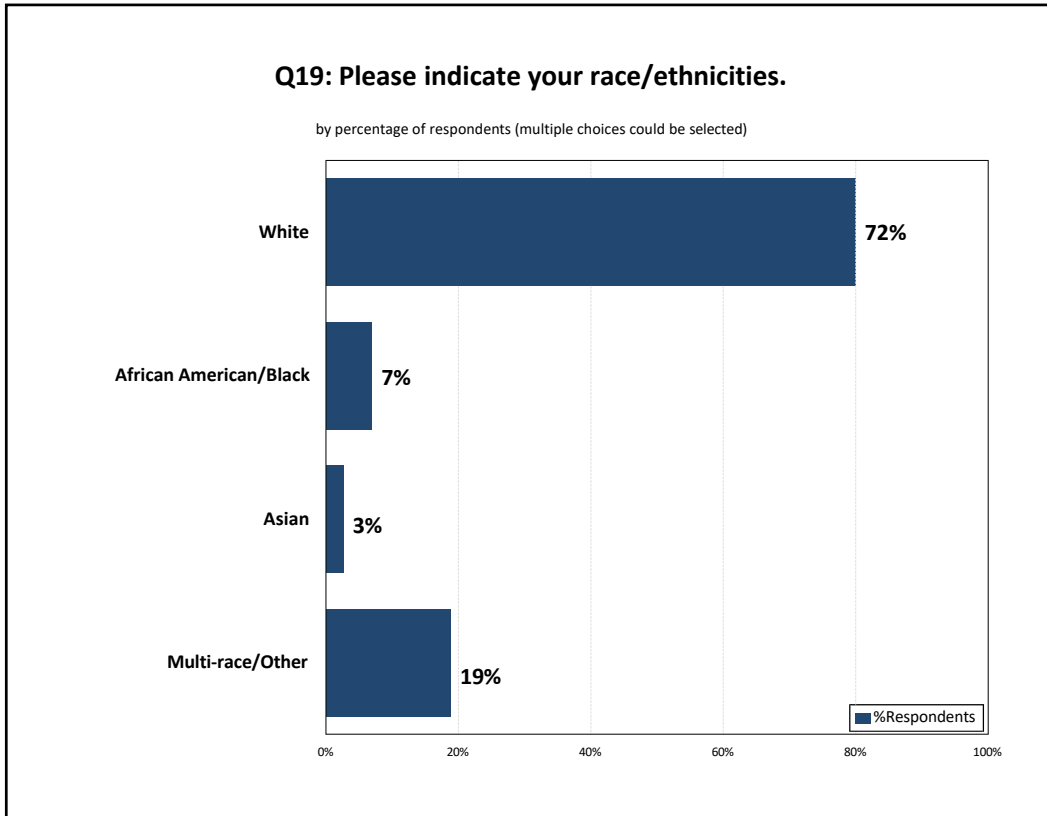
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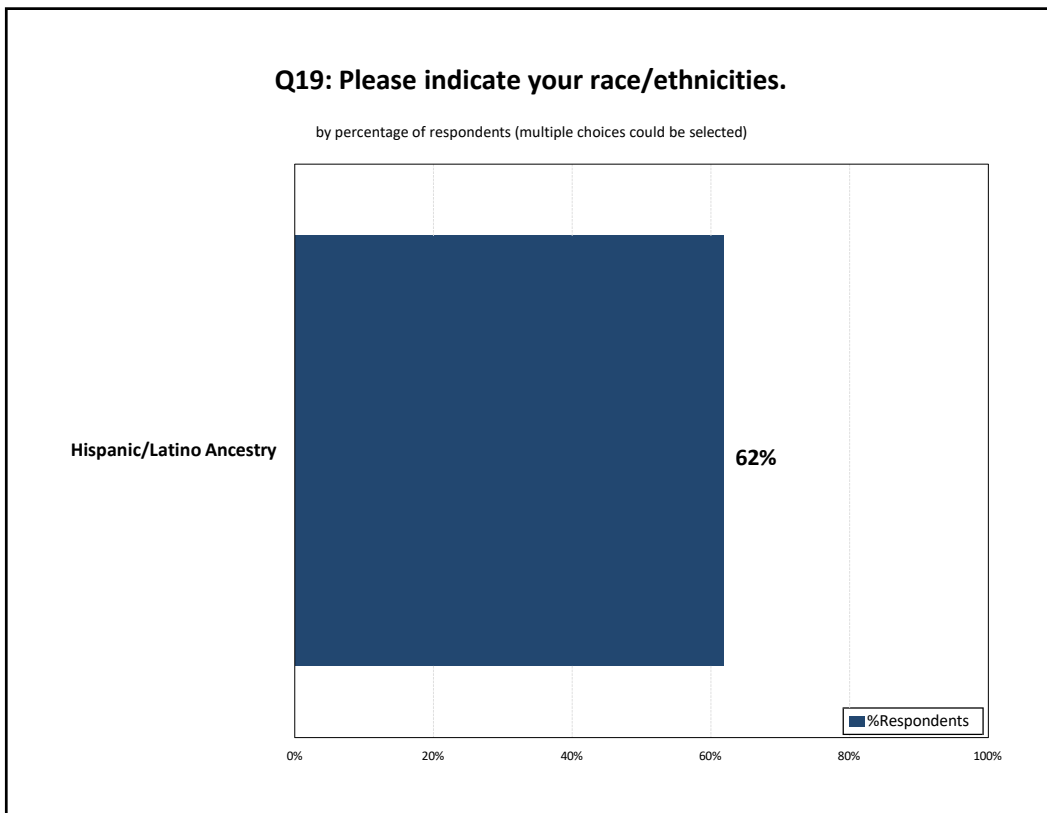
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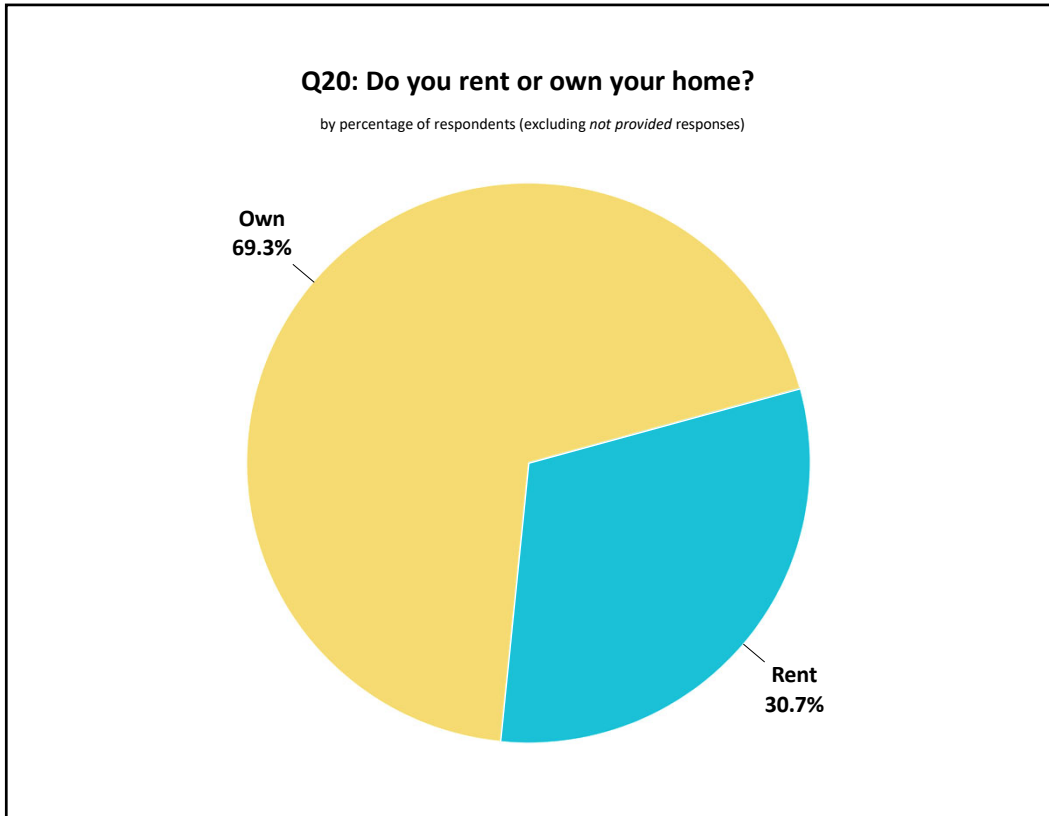
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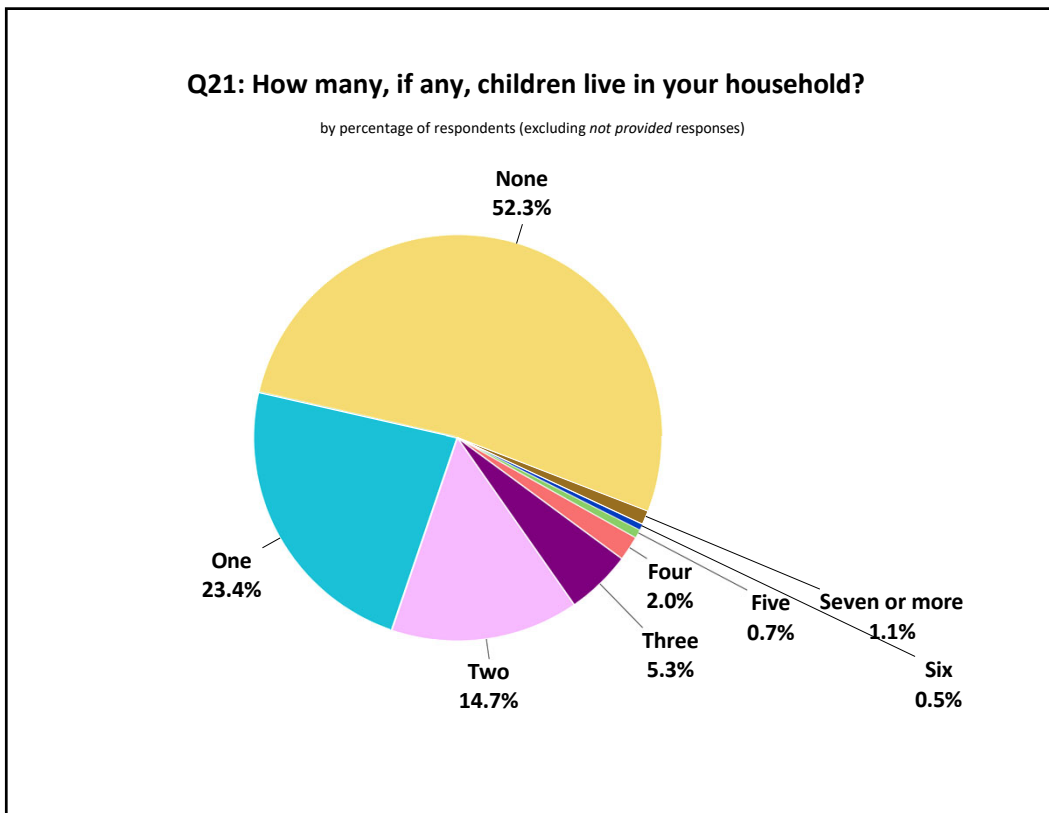
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52



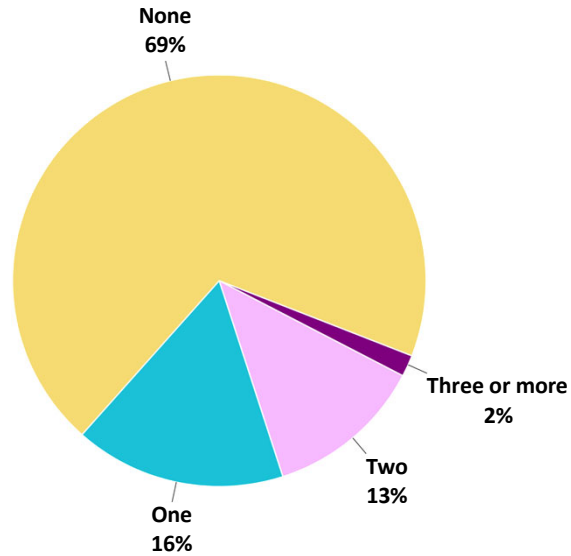
53



54

Q22: How many, if any, older adults live in your household?

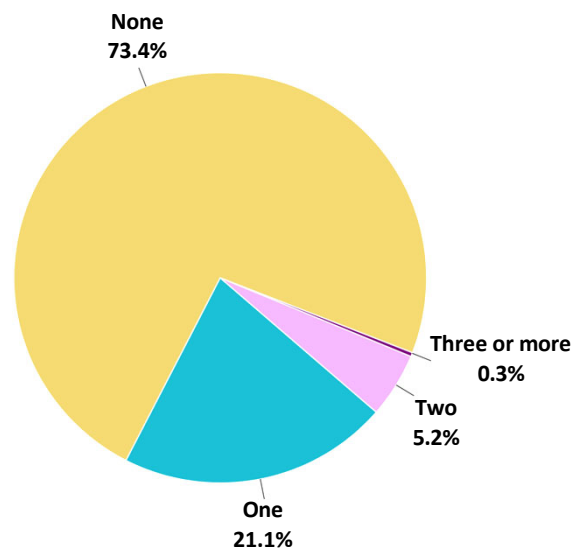
by percentage of respondents (excluding *not provided* responses)



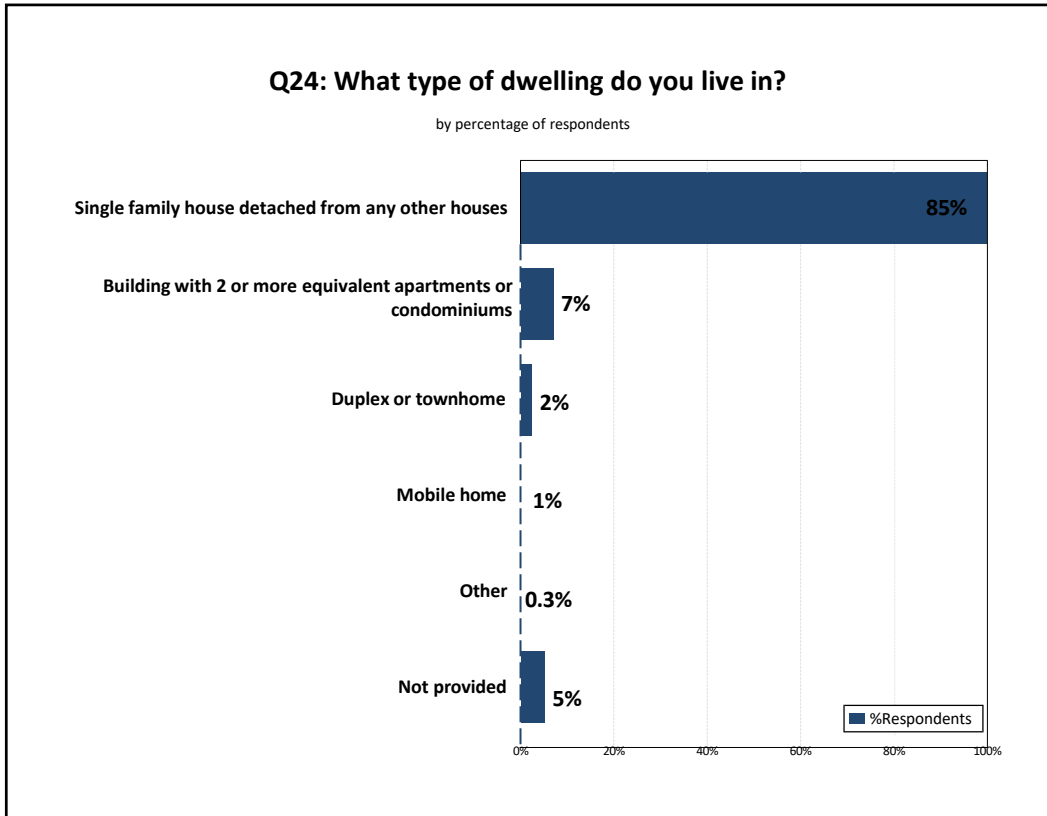
55

Q23: How many, if any, persons with disabilities live in your household?

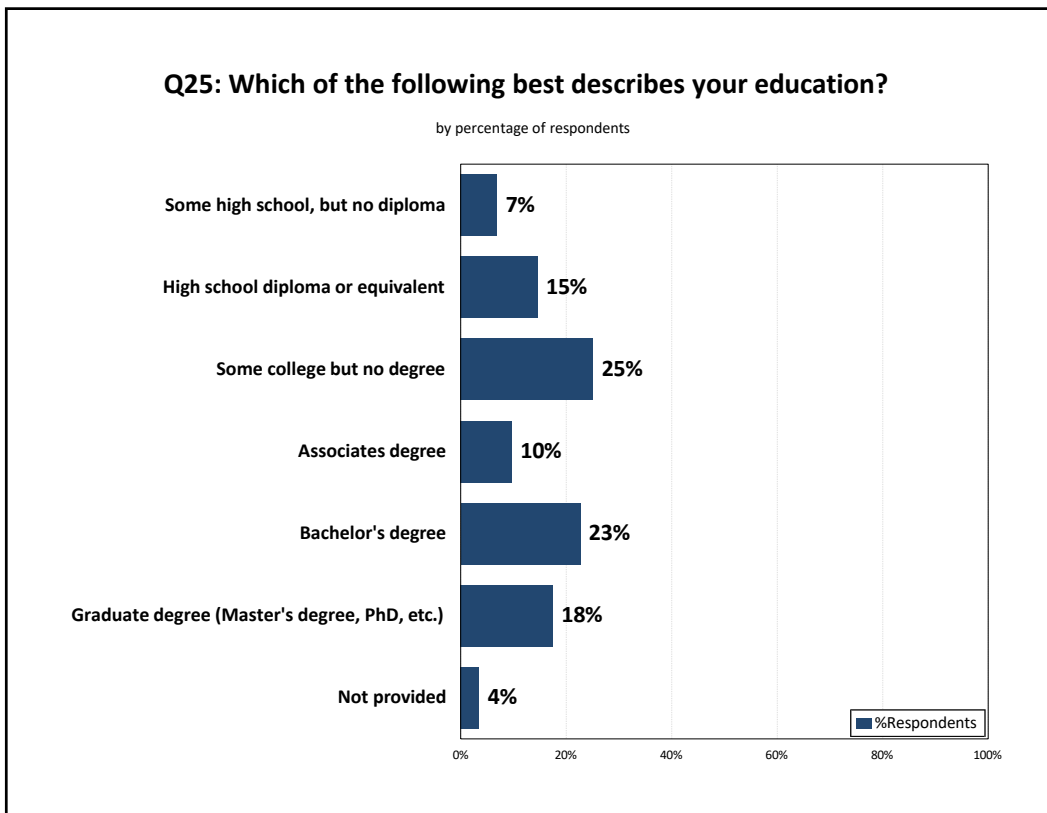
by percentage of respondents (excluding *not provided* responses)



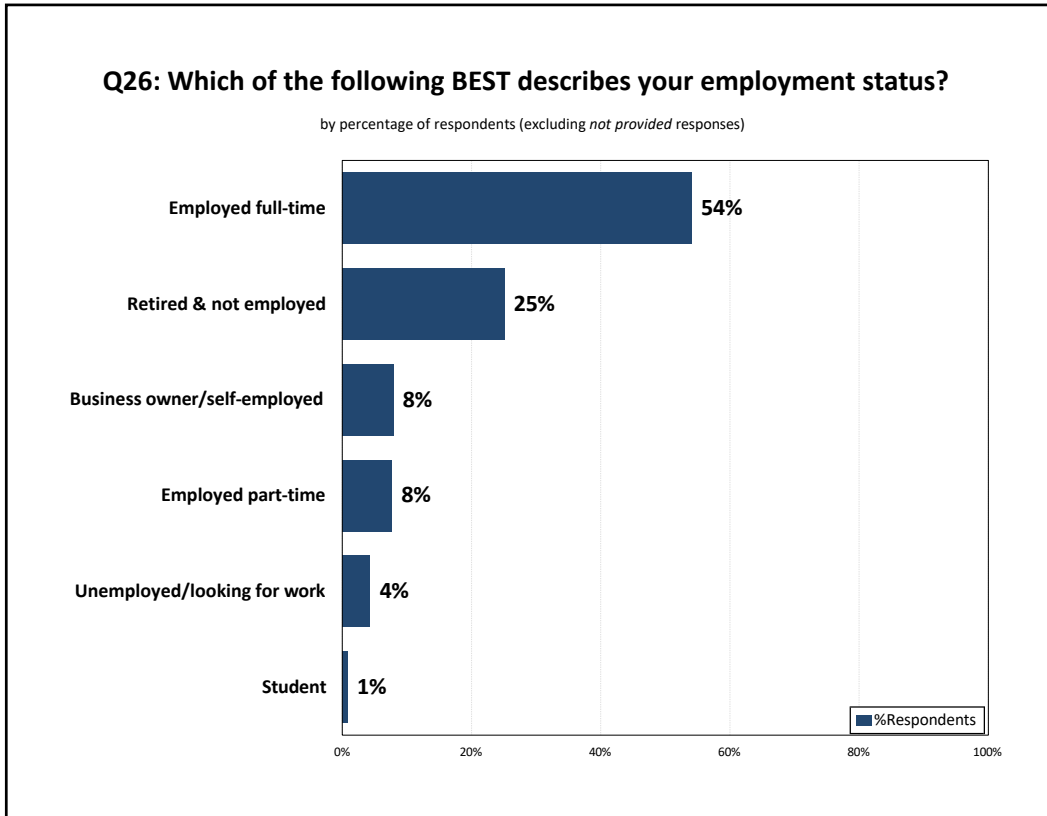
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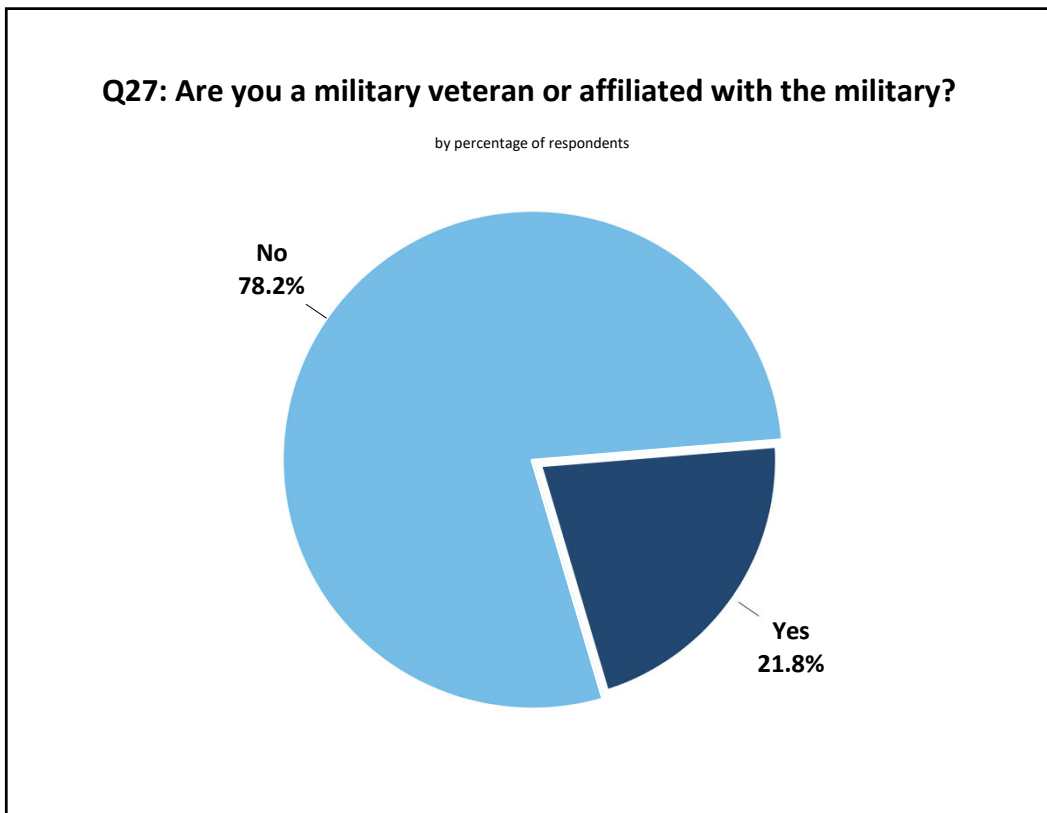
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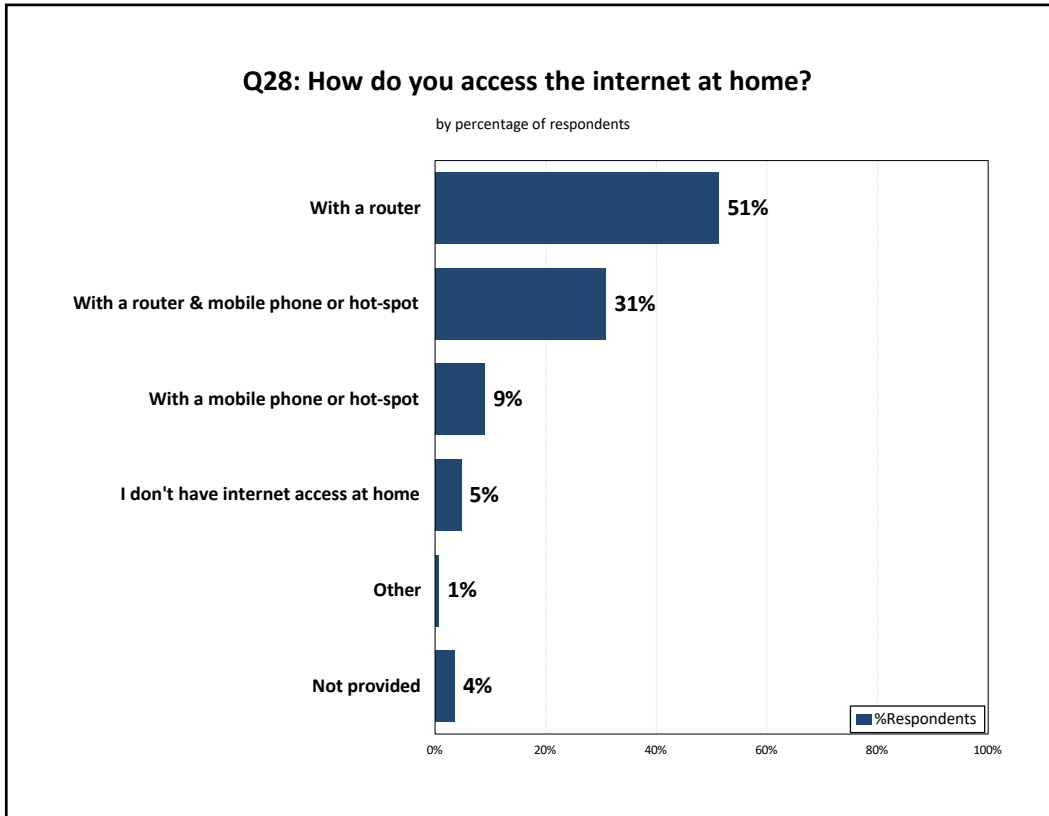
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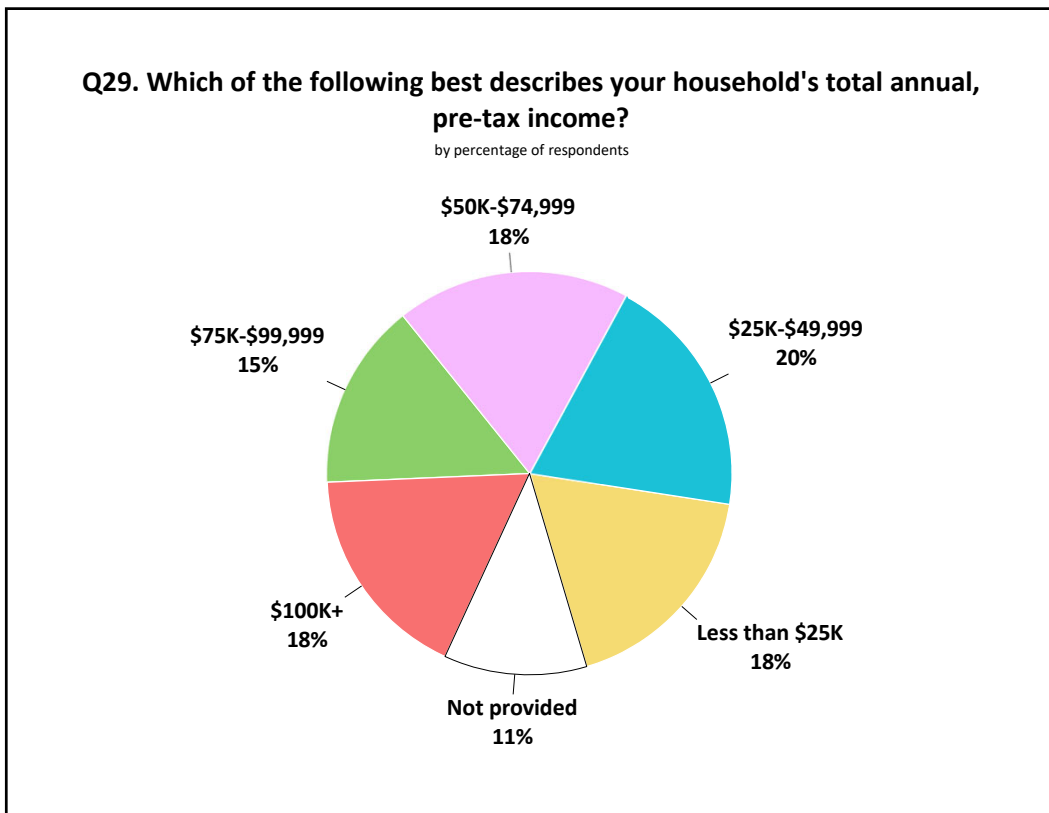
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60



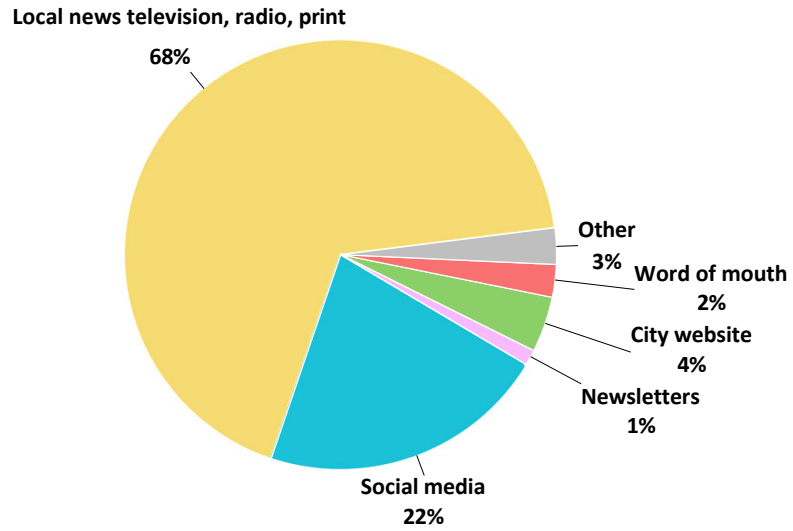
61



62

Q30: What is the primary way you receive news and information about the City of San Antonio?

by percentage of respondents



63

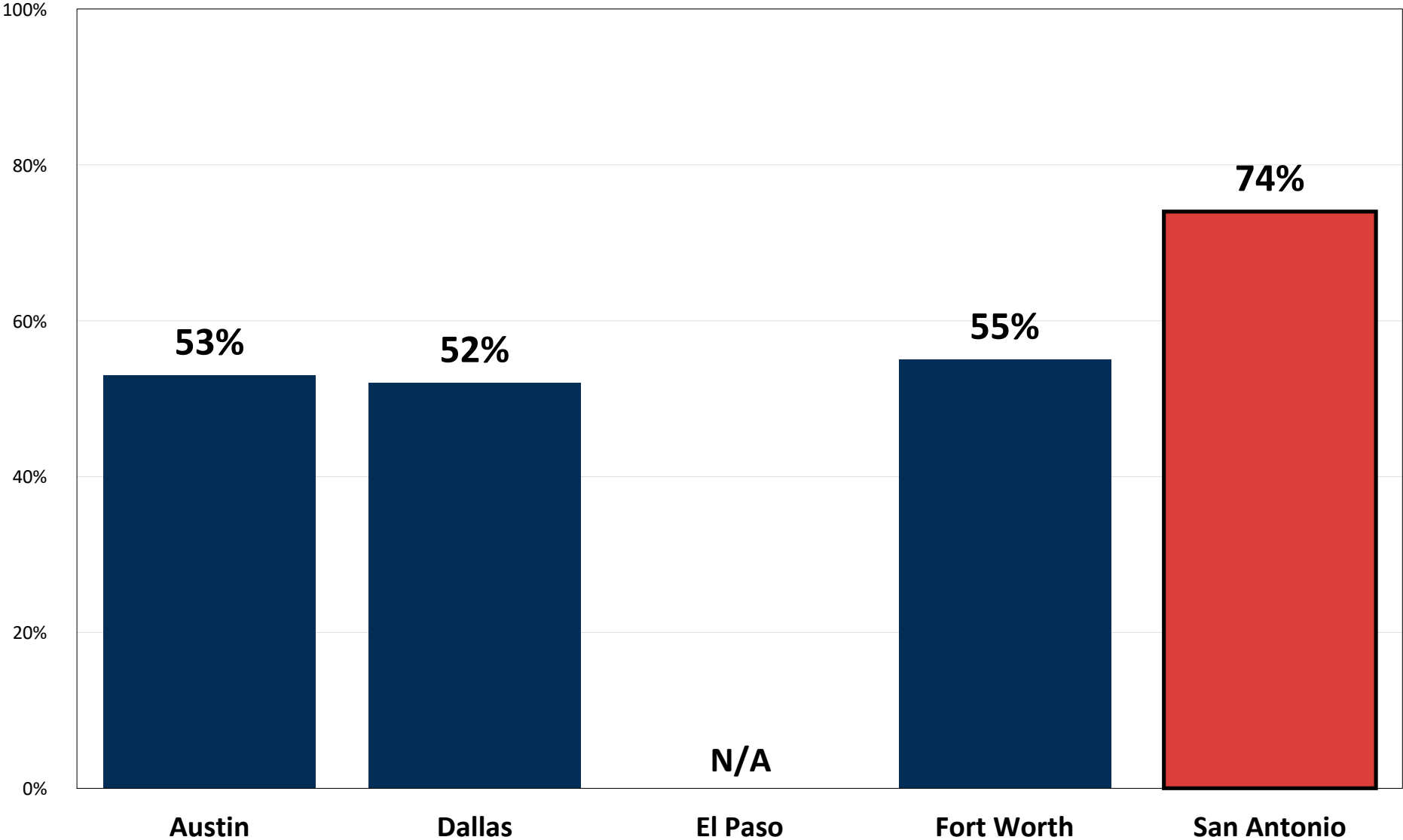
Section 2

Comparisons to Large Texas Cities

Overall Satisfaction With Overall Quality of City Services

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

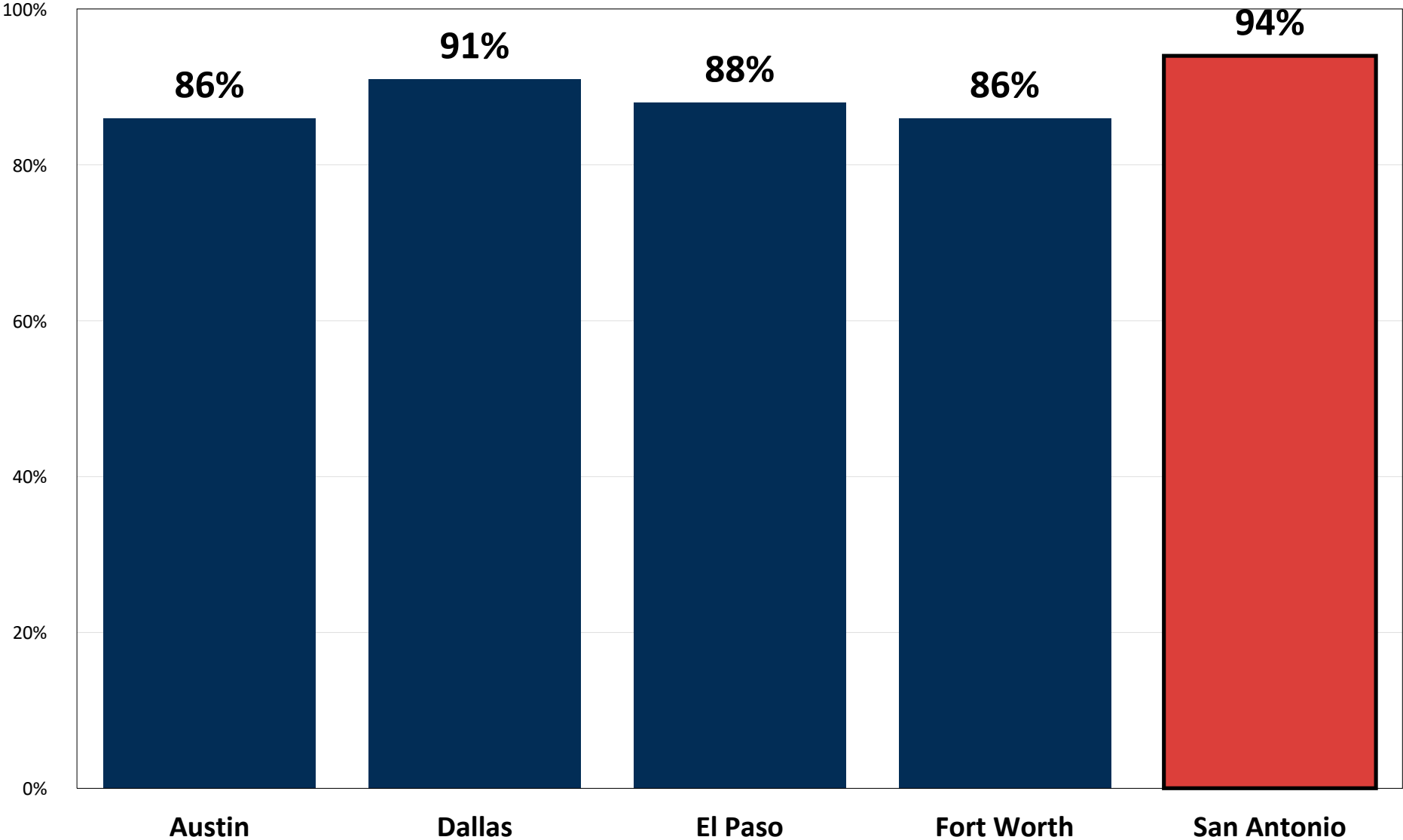
Comparisons of Large Texas Cities



Overall Satisfaction With Fire/Emergency Medical Services

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

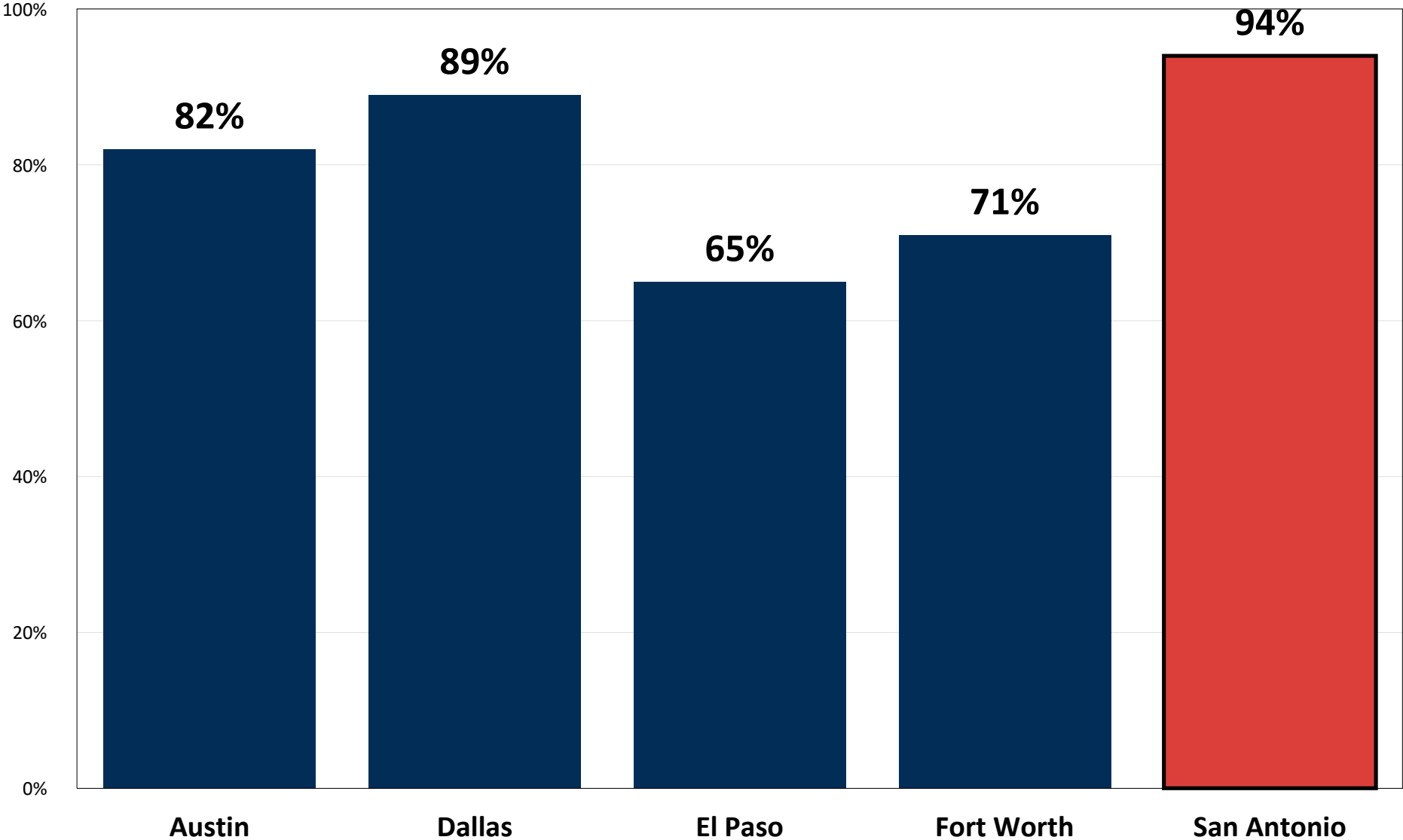
Comparisons of Large Texas Cities



Overall Satisfaction With Library Services

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

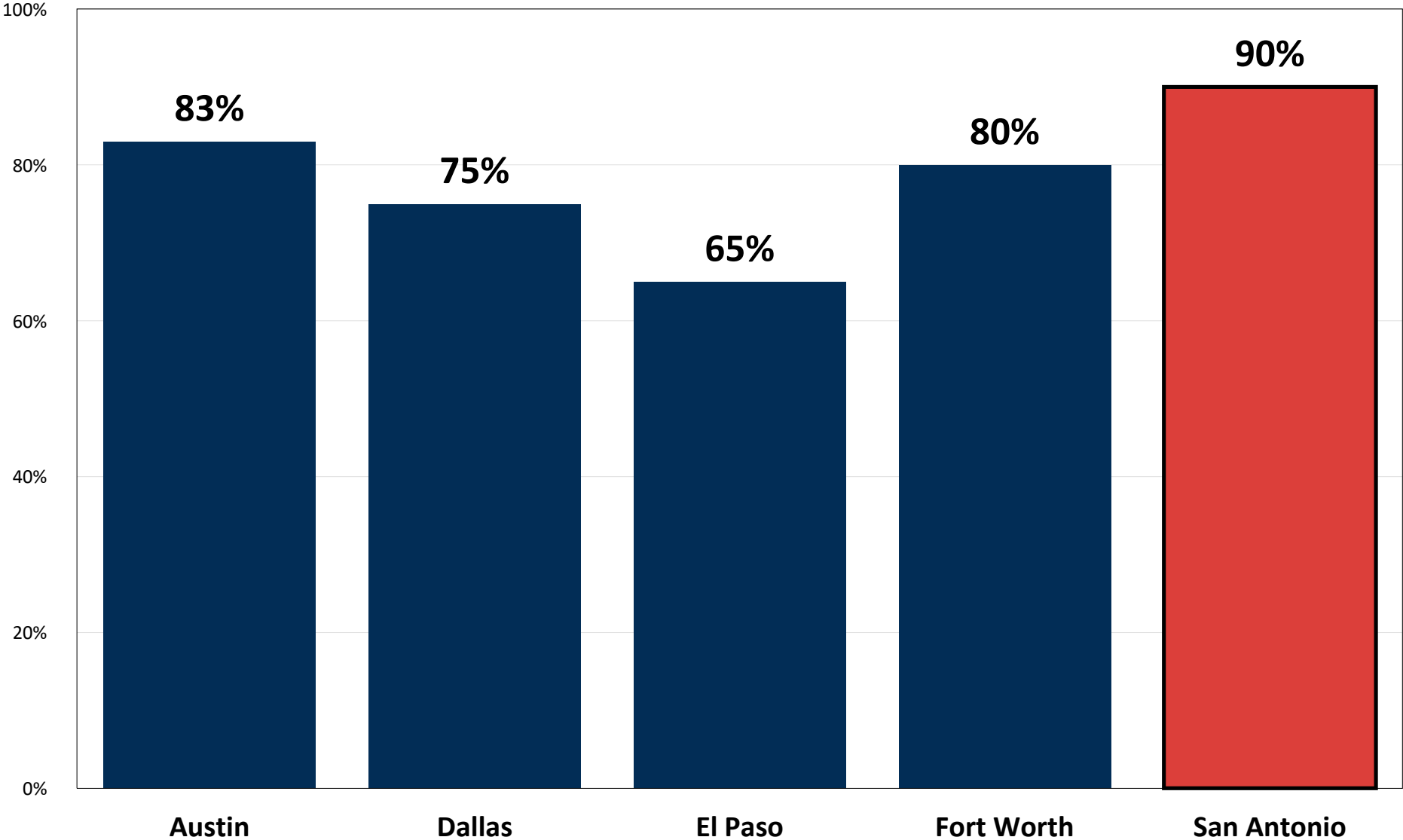
Comparisons of Large Texas Cities



Overall Satisfaction With Solid Waste Services

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

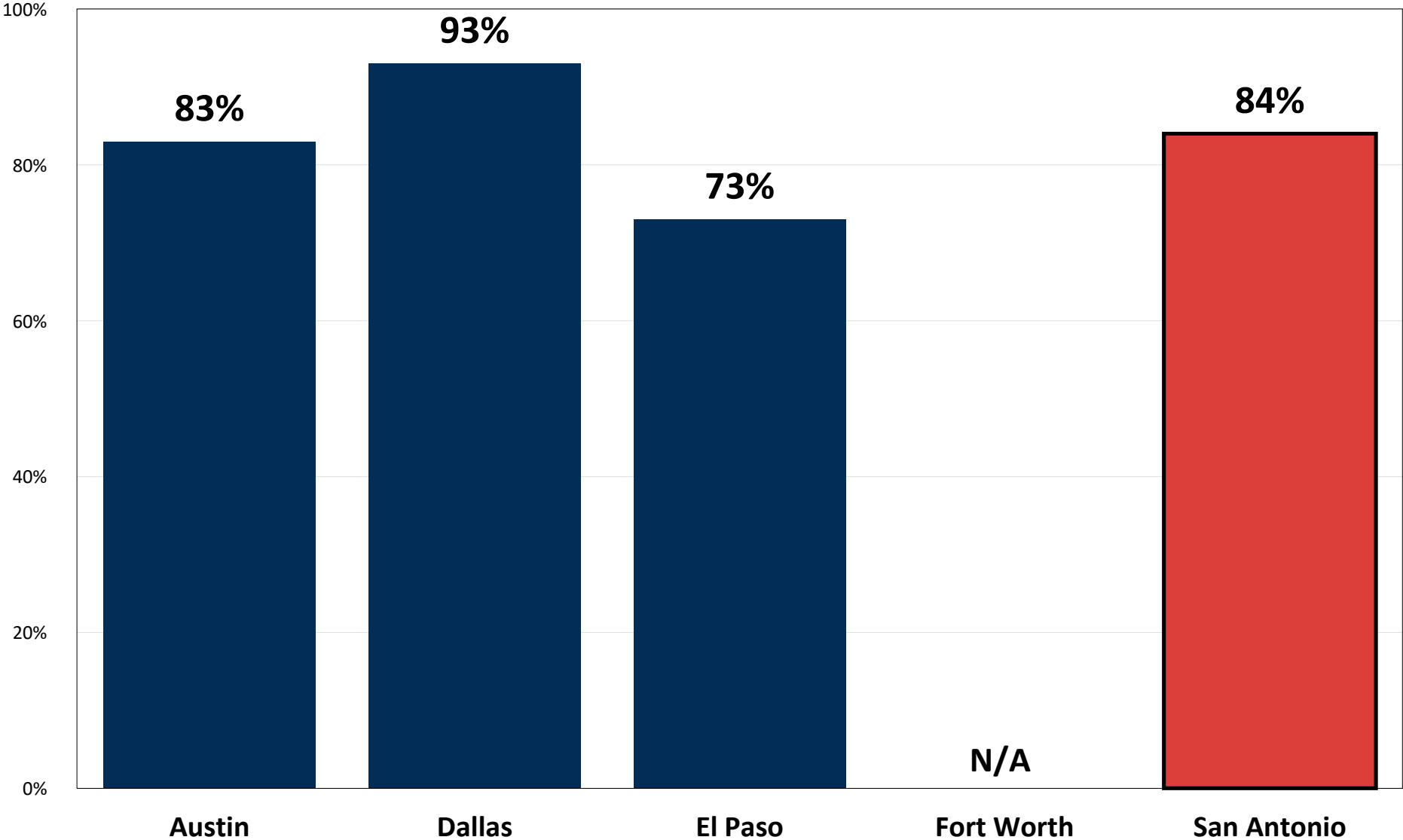
Comparisons of Large Texas Cities



Overall Satisfaction With Aviation Services

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

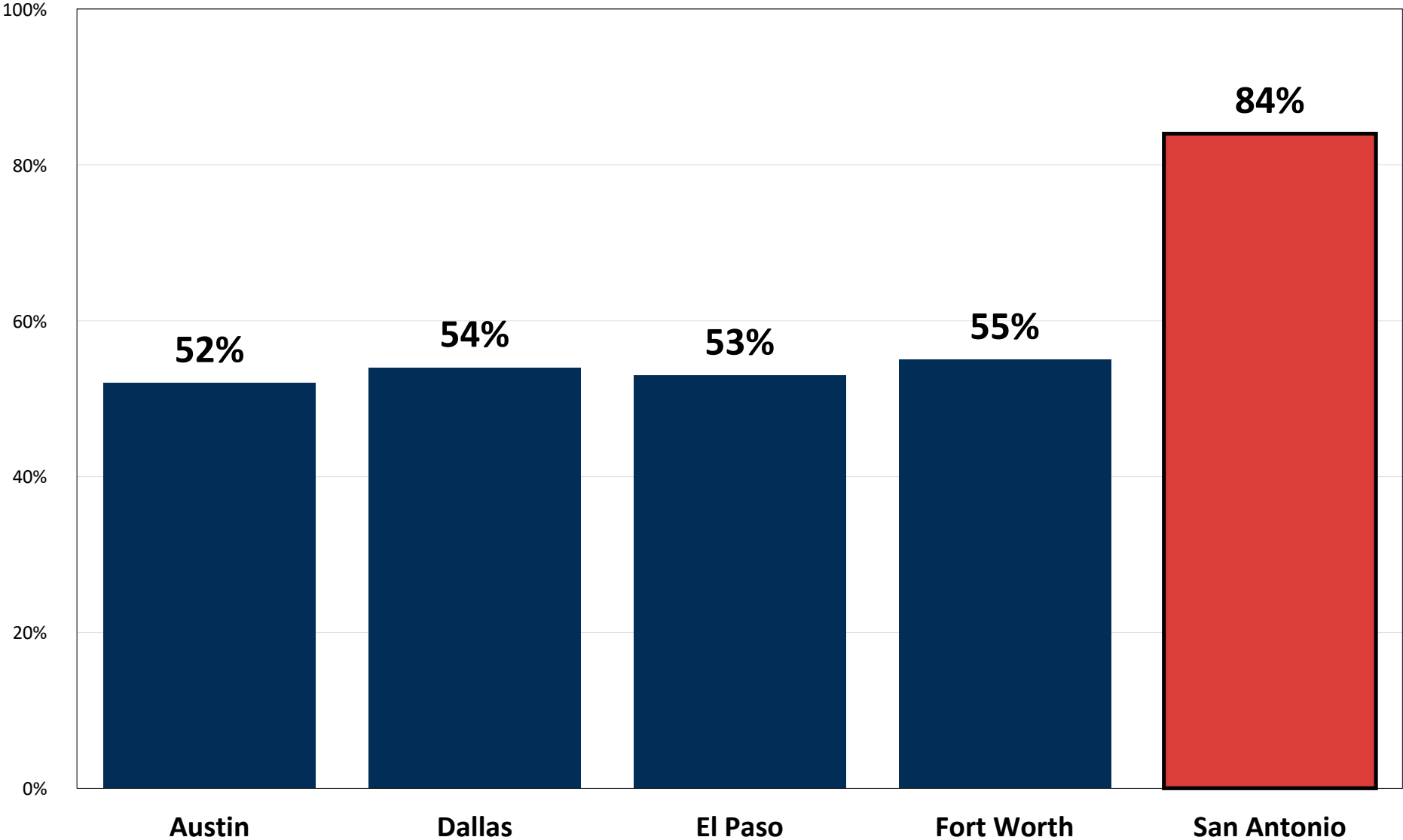
Comparisons of Large Texas Cities



Overall Satisfaction With Public Health Services

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

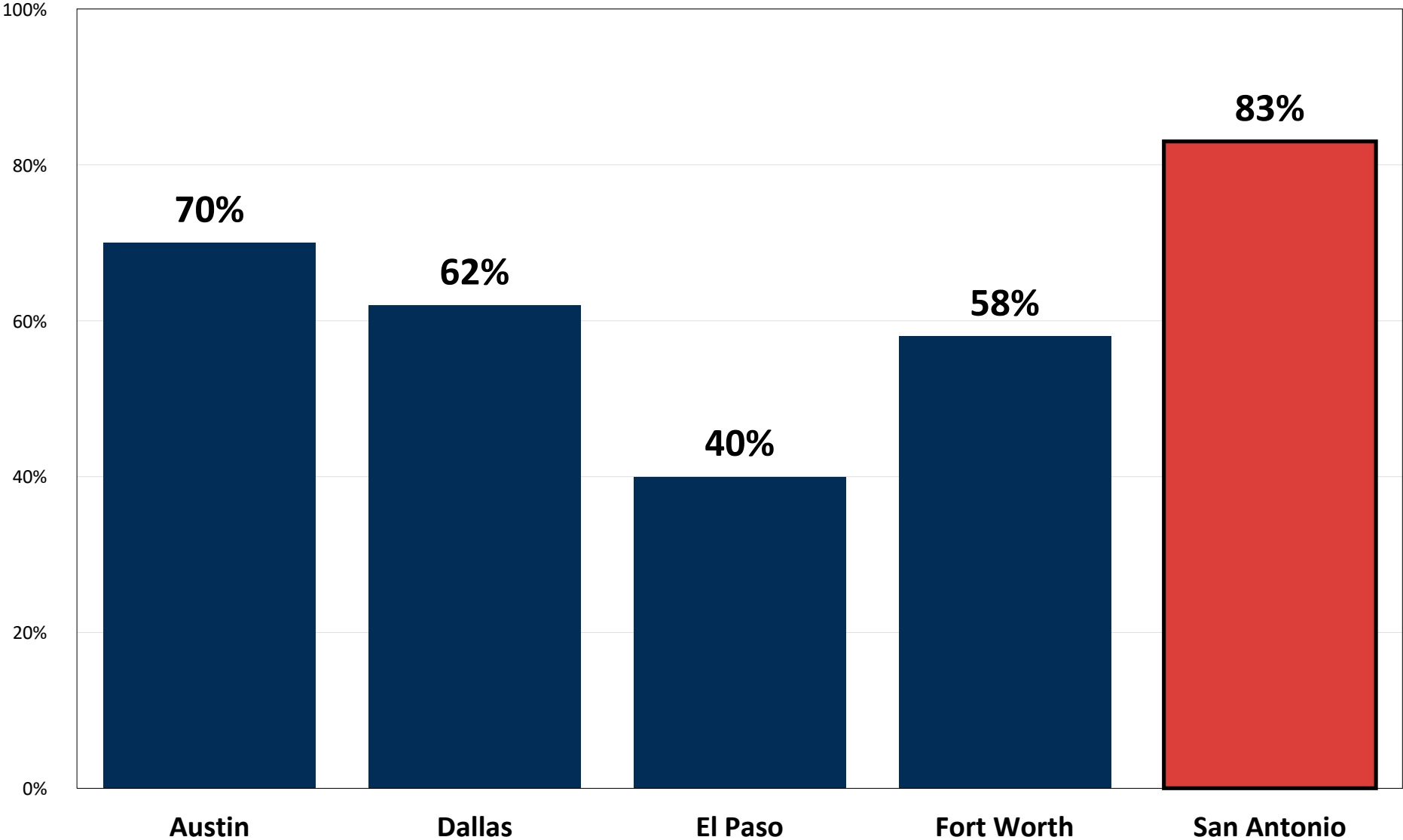
Comparisons of Large Texas Cities



Overall Satisfaction With 311 Call Center Services

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

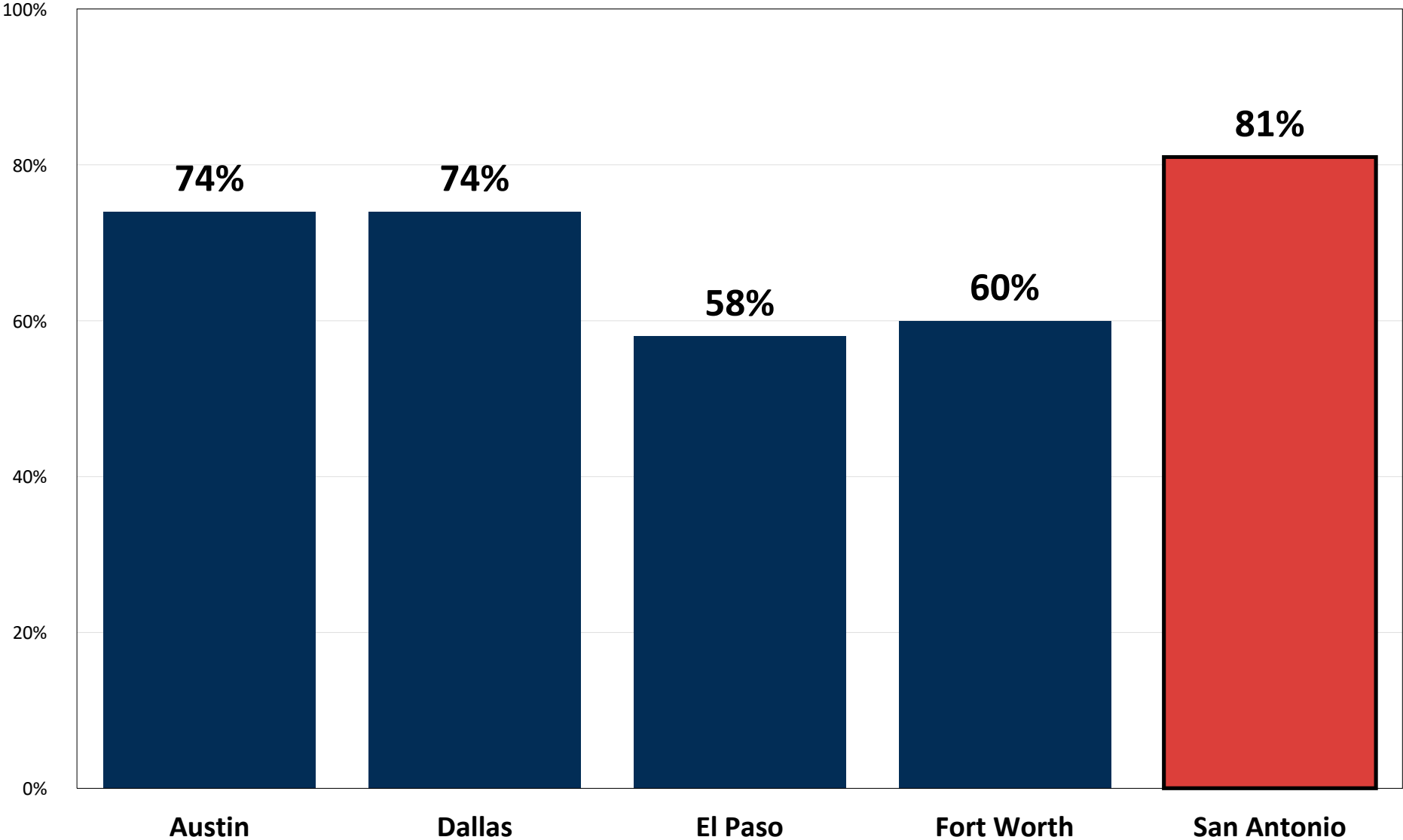
Comparisons of Large Texas Cities



Overall Satisfaction With Parks and Recreation Services

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

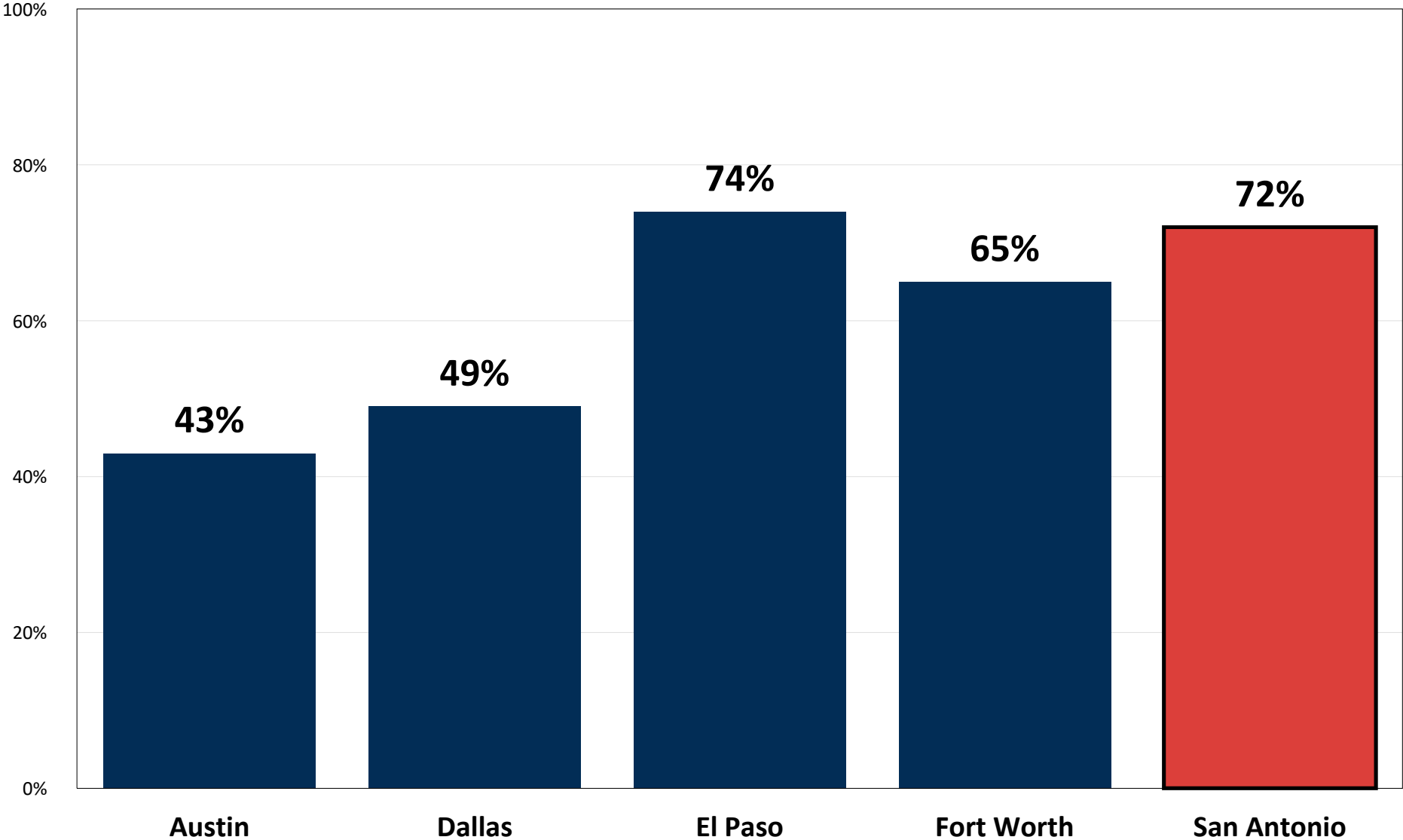
Comparisons of Large Texas Cities



Overall Satisfaction With Police Services

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

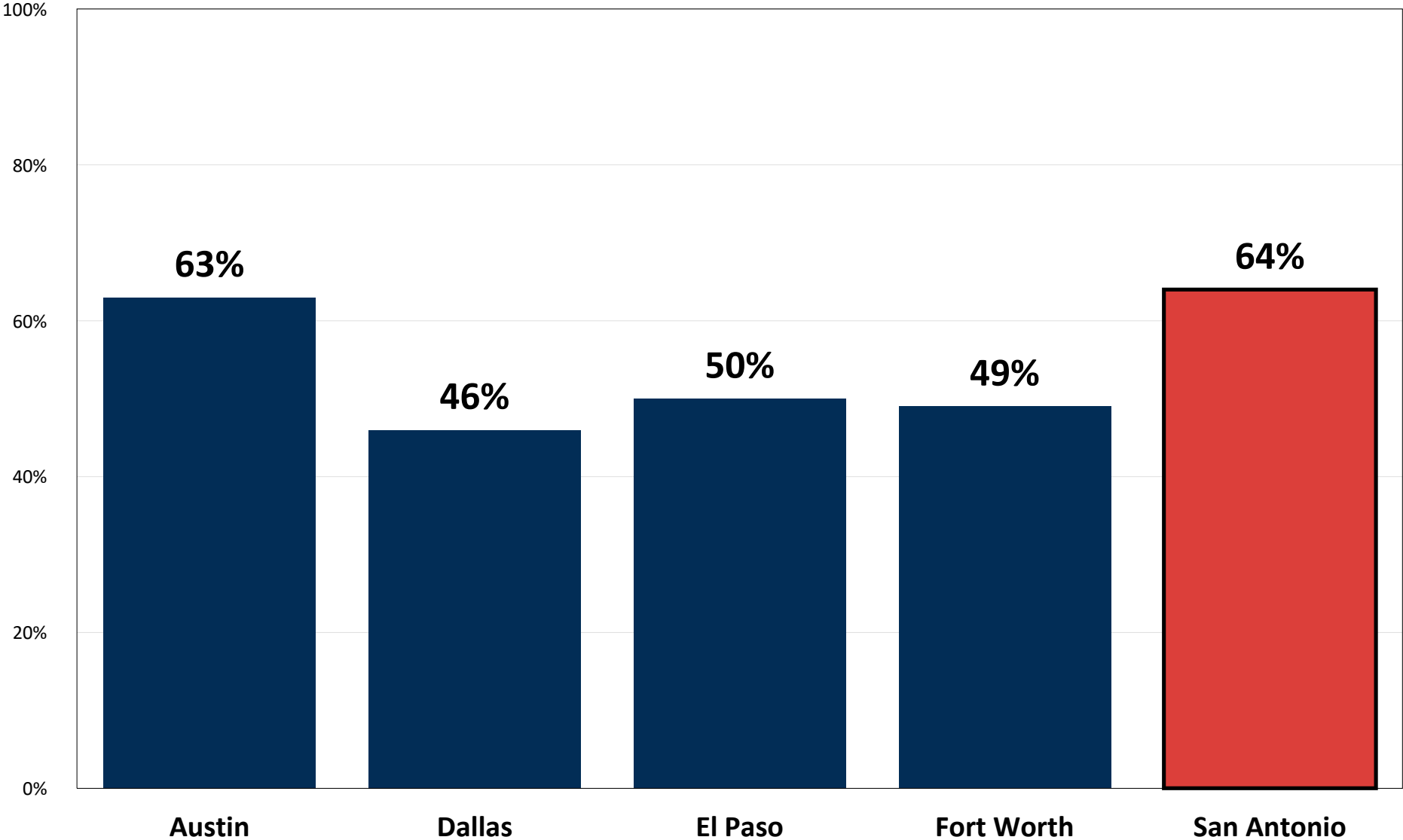
Comparisons of Large Texas Cities



Overall Satisfaction With Animal Care Services

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

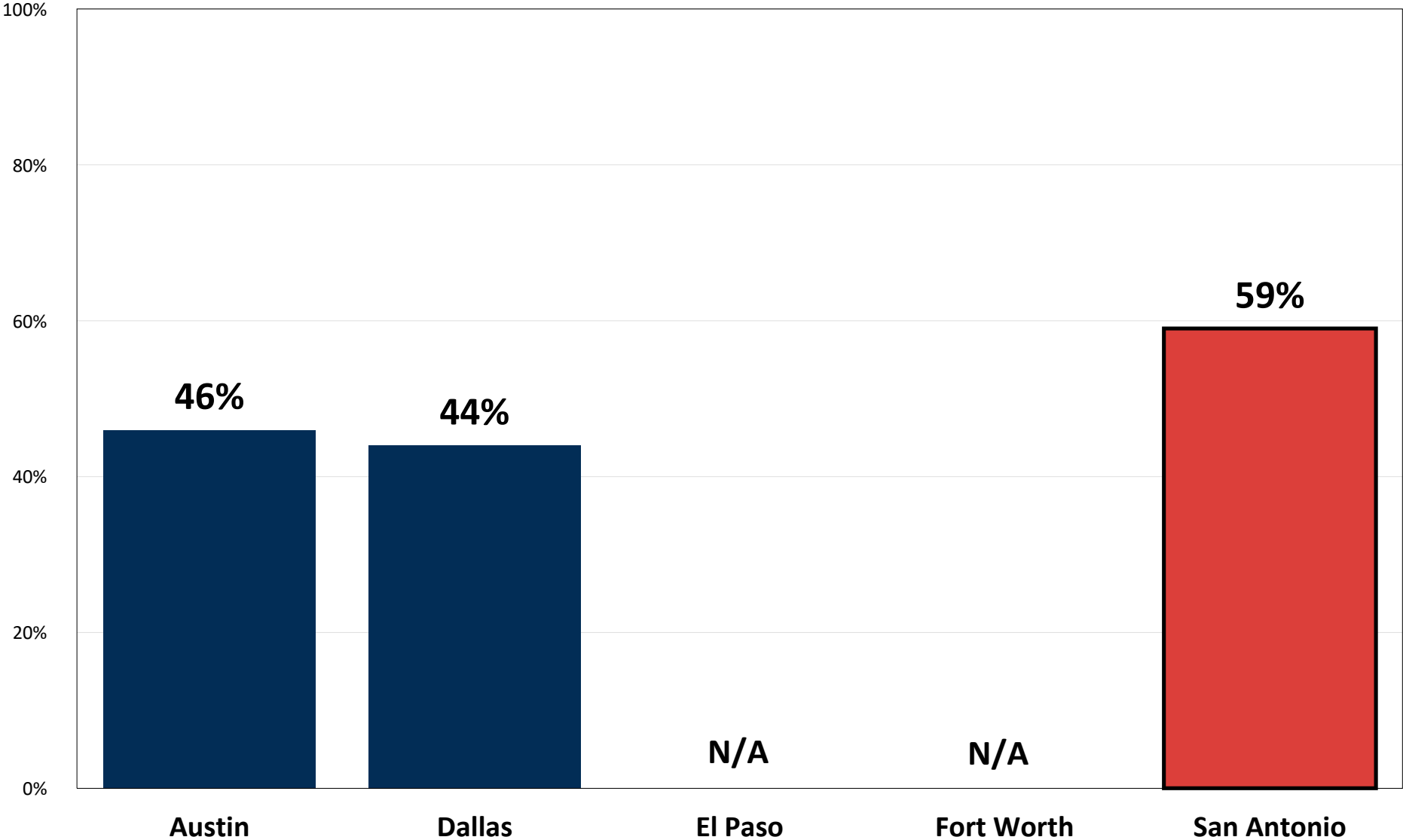
Comparisons of Large Texas Cities



Overall Satisfaction With Sustainability Efforts

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

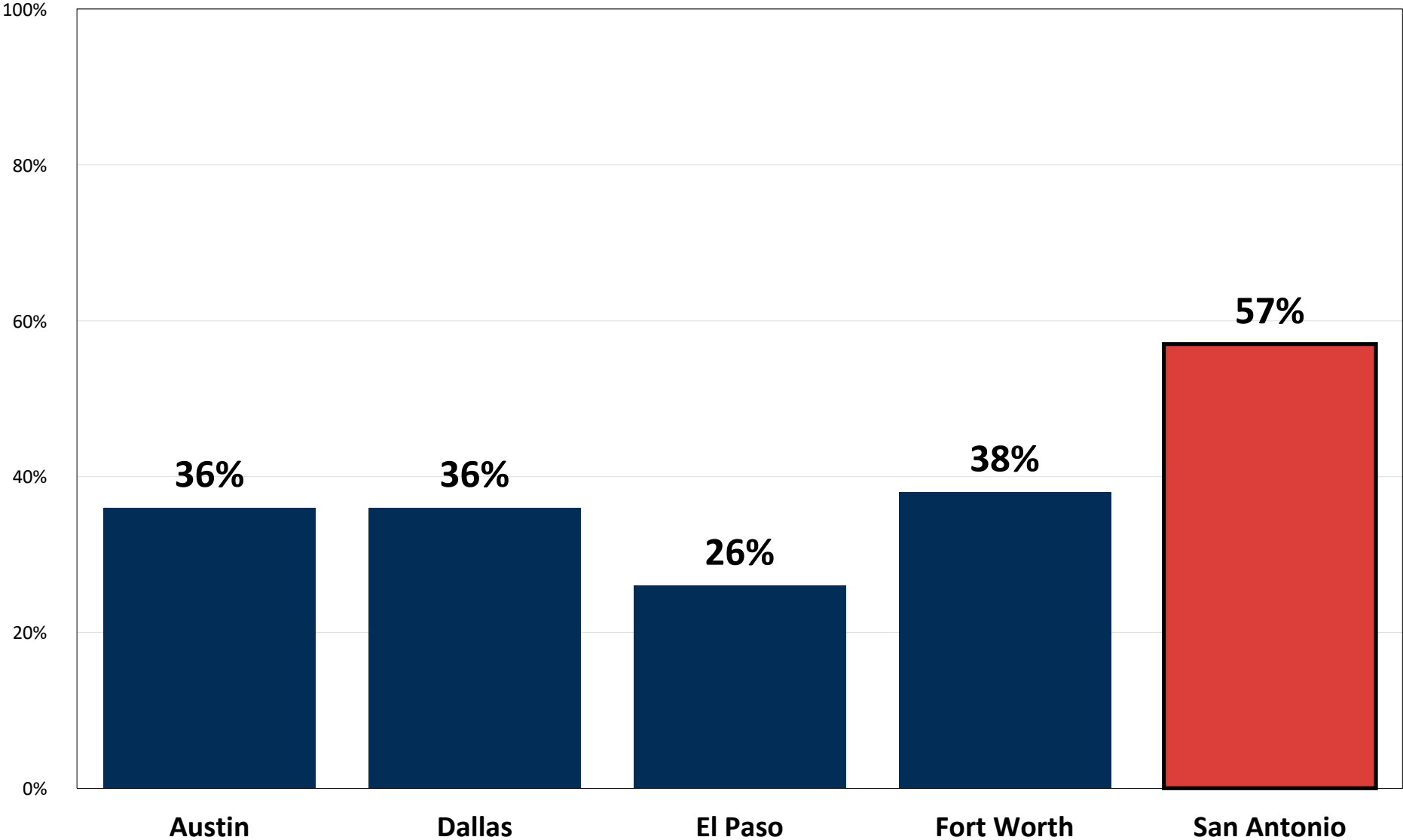
Comparisons of Large Texas Cities



Overall Satisfaction With Code Enforcement Services

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

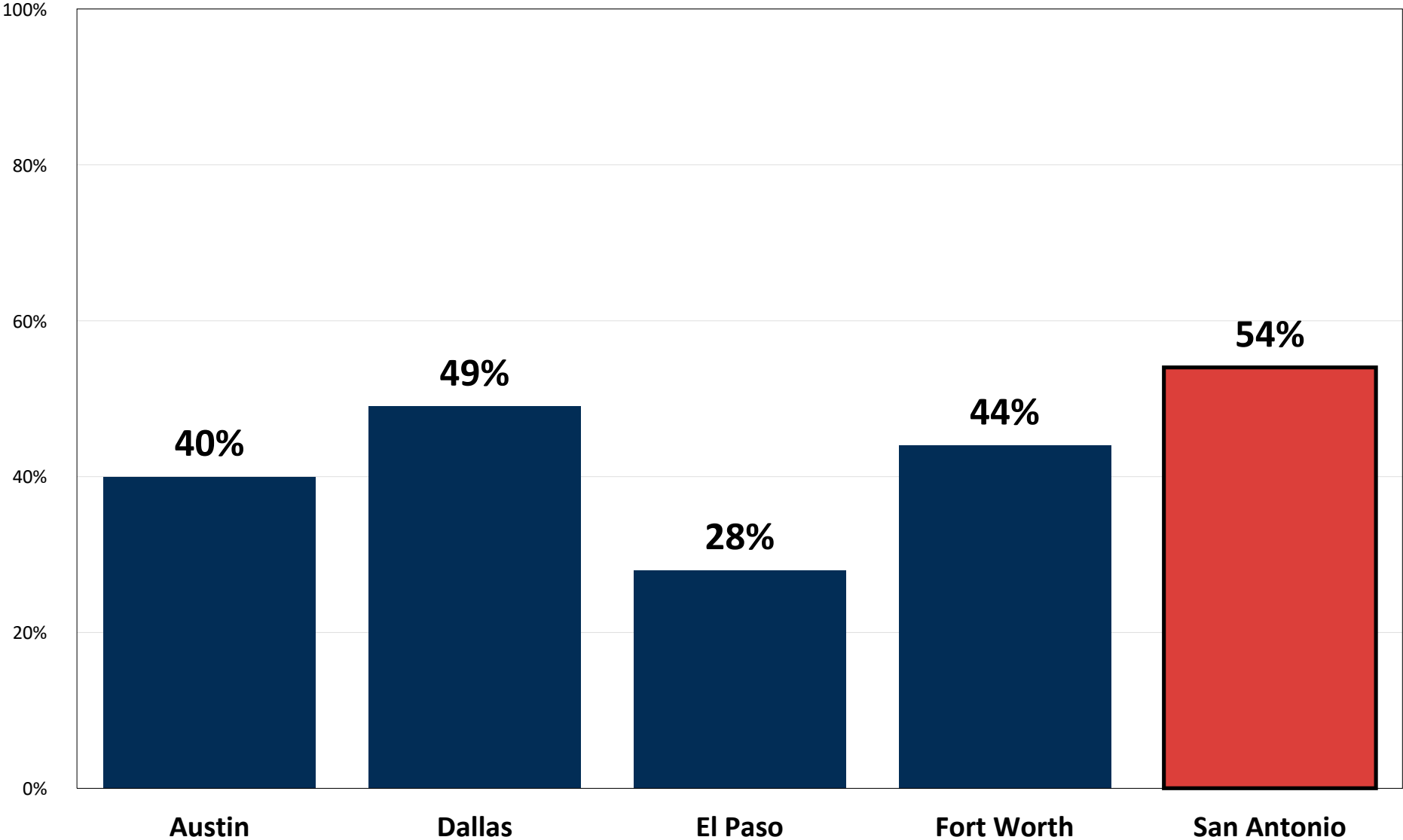
Comparisons of Large Texas Cities



Overall Satisfaction With Public Works Services

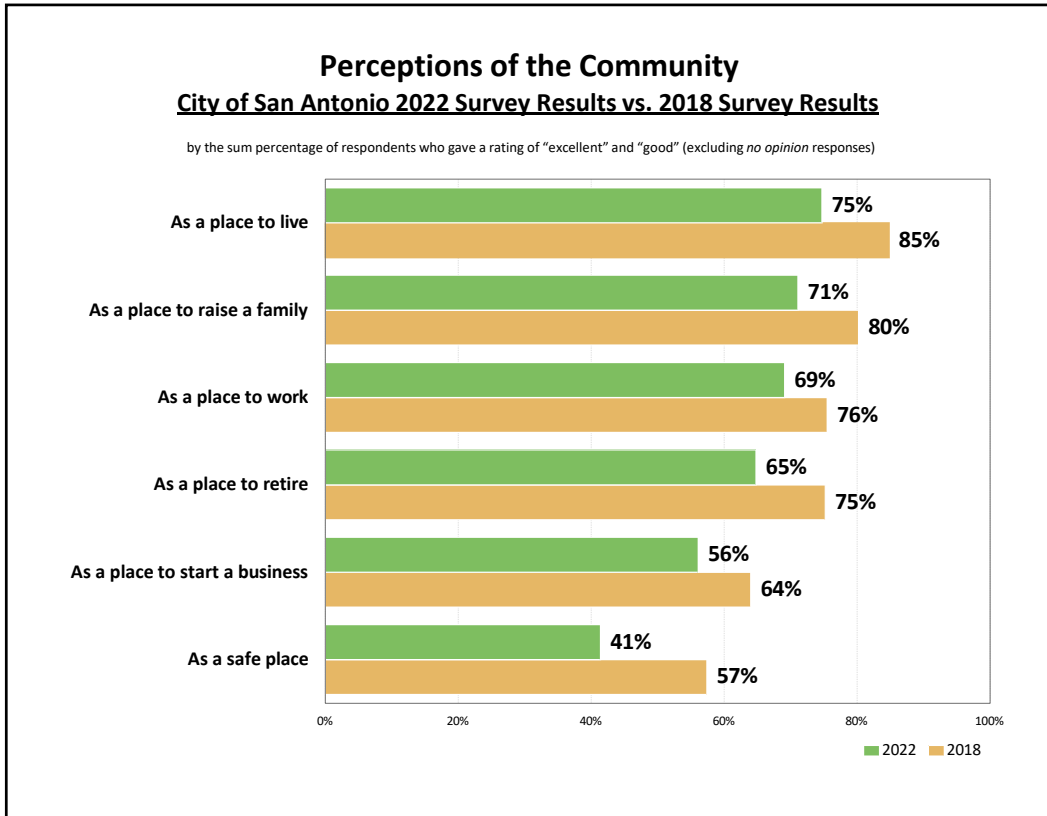
by the sum percentage of respondents that were either “very satisfied” or “satisfied” (excluding *don’t know* responses)

Comparisons of Large Texas Cities

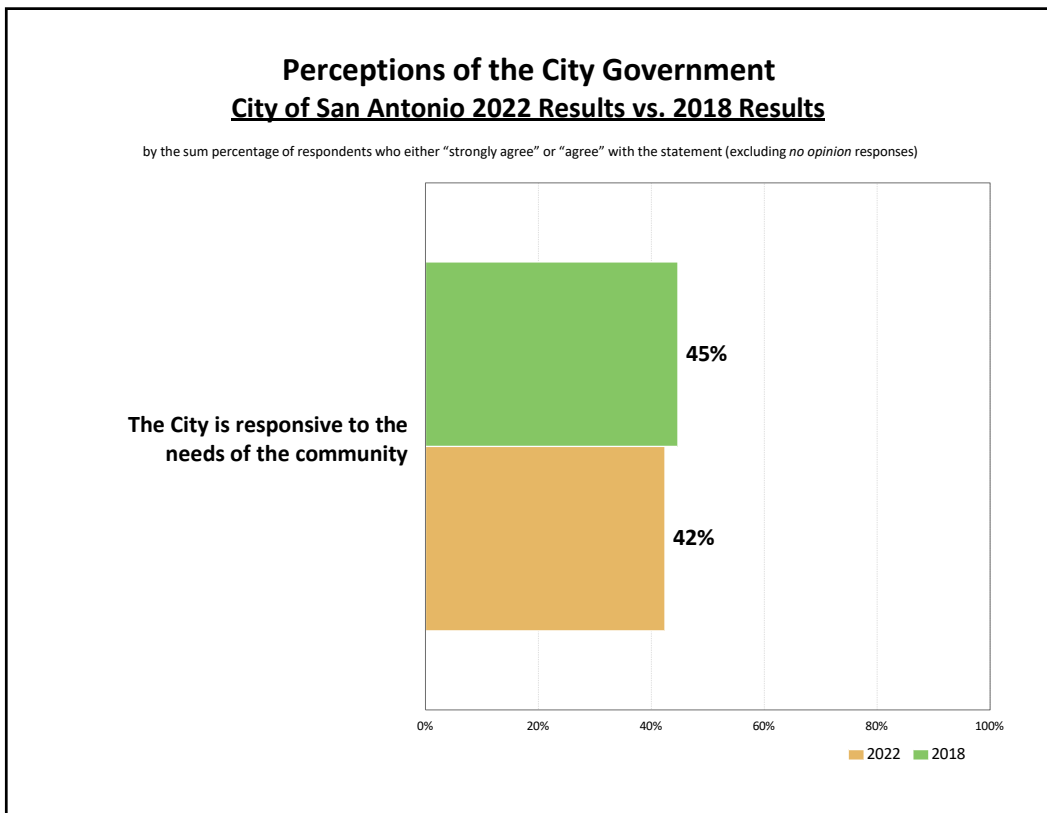


Section 3

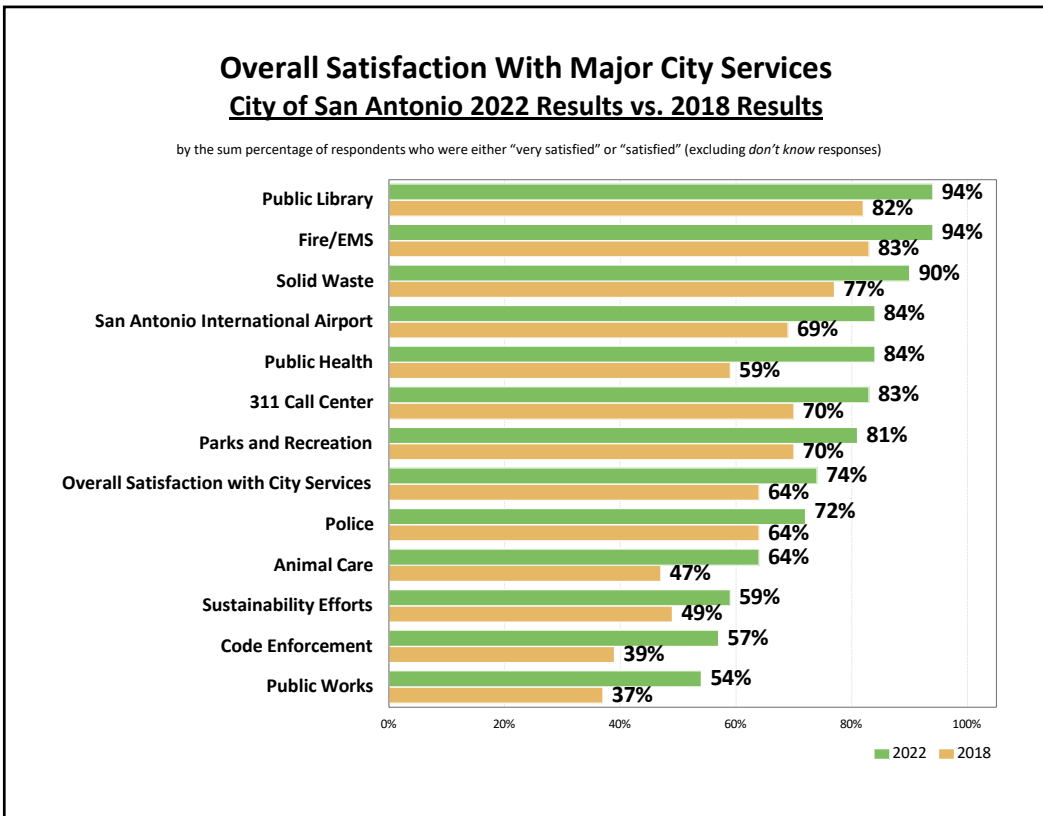
Trends: 2022 Survey Results vs. 2018 Survey Results



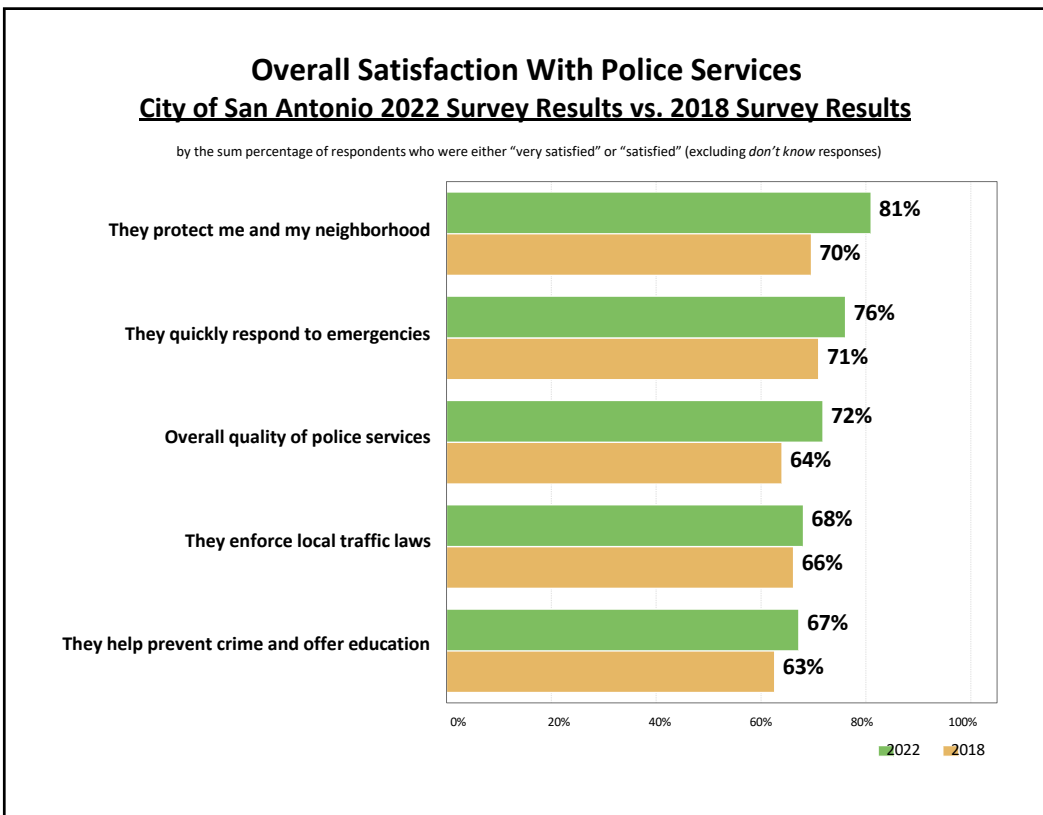
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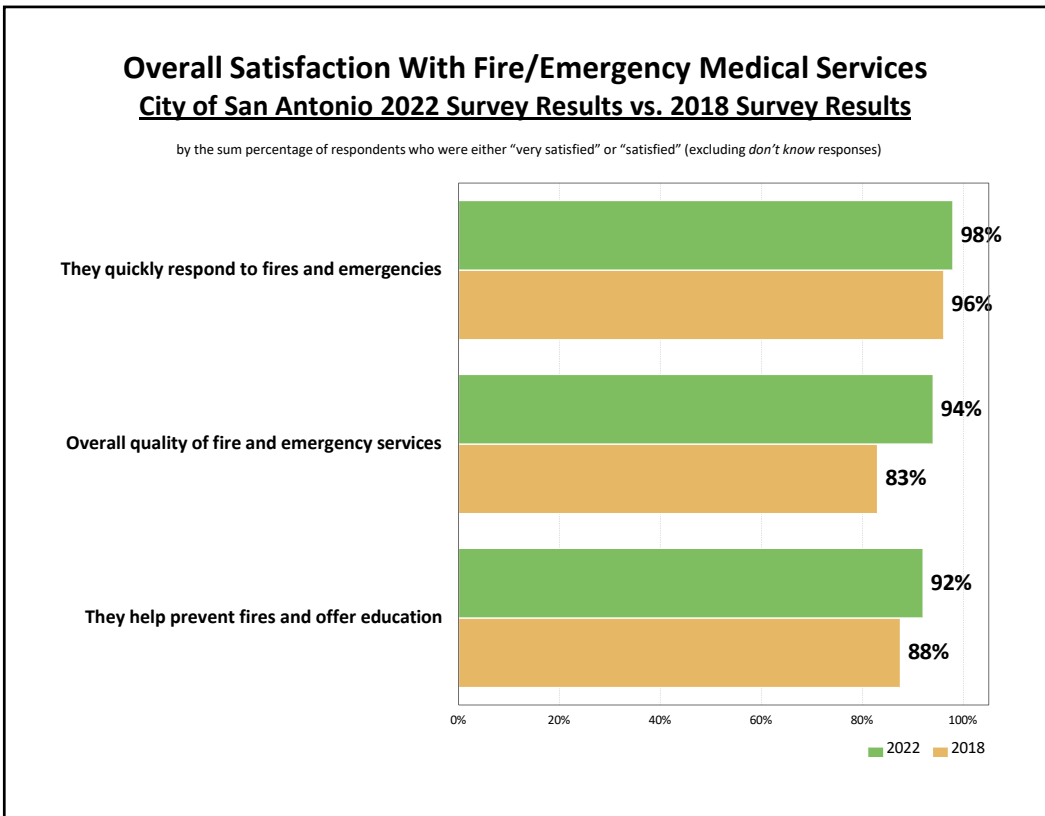
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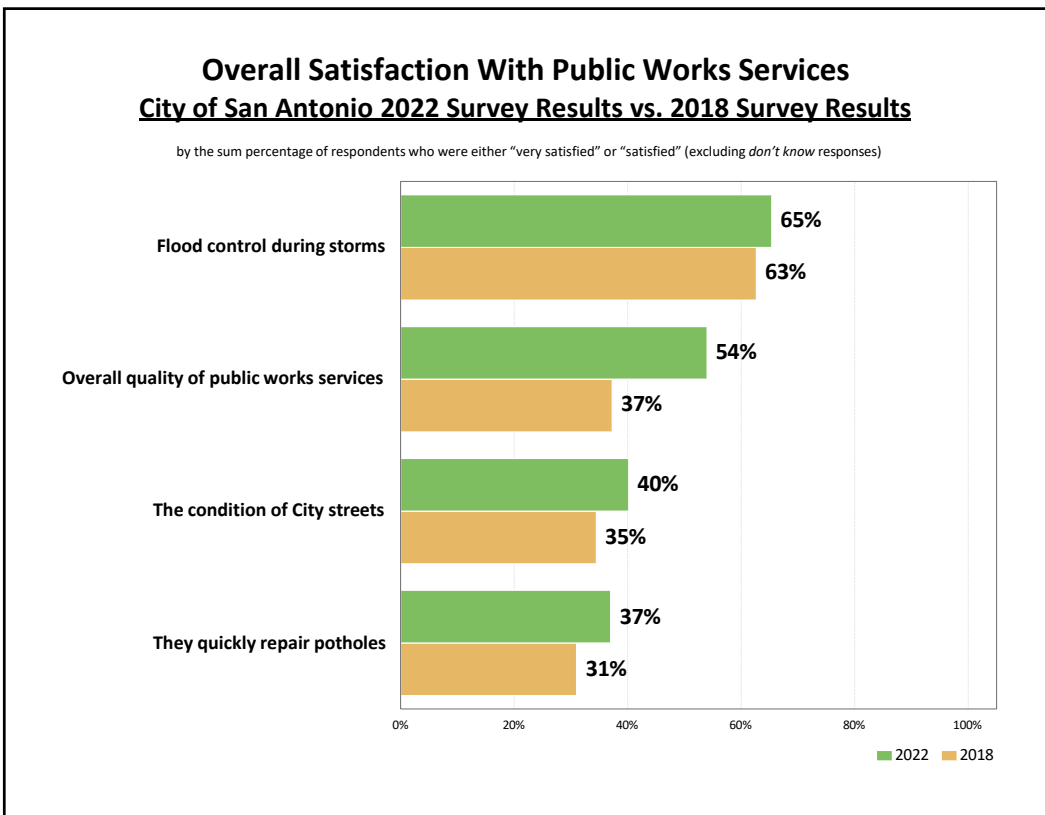
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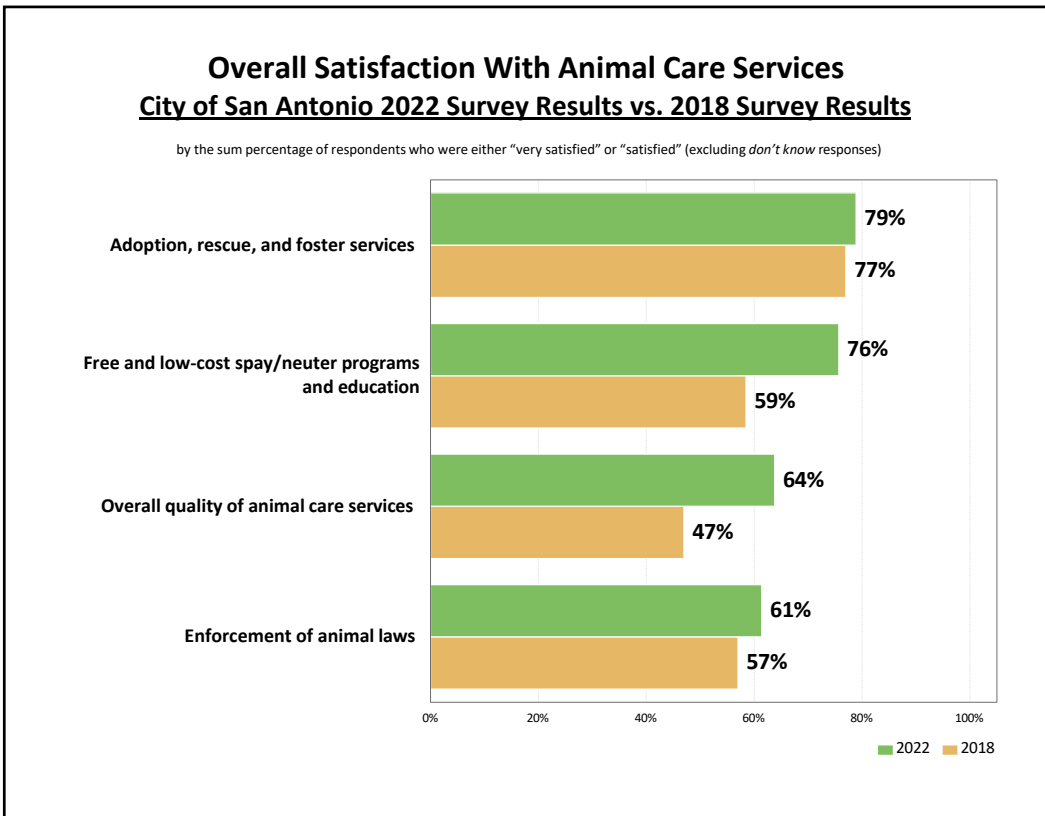
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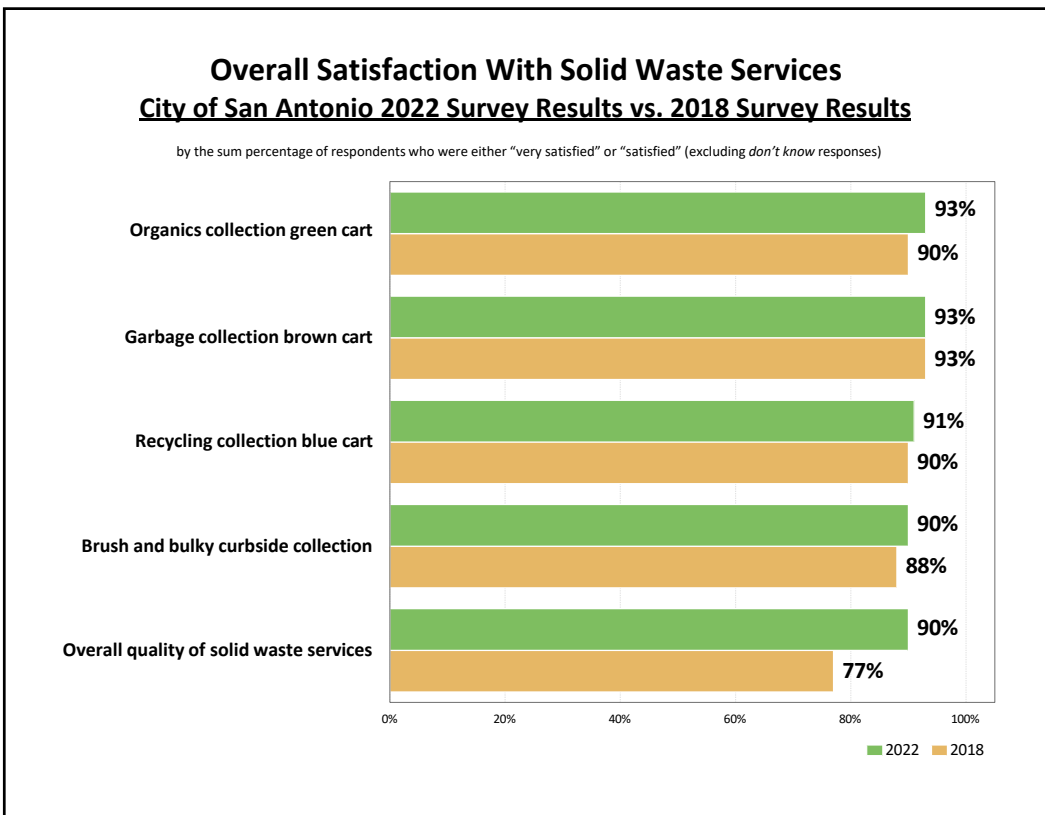
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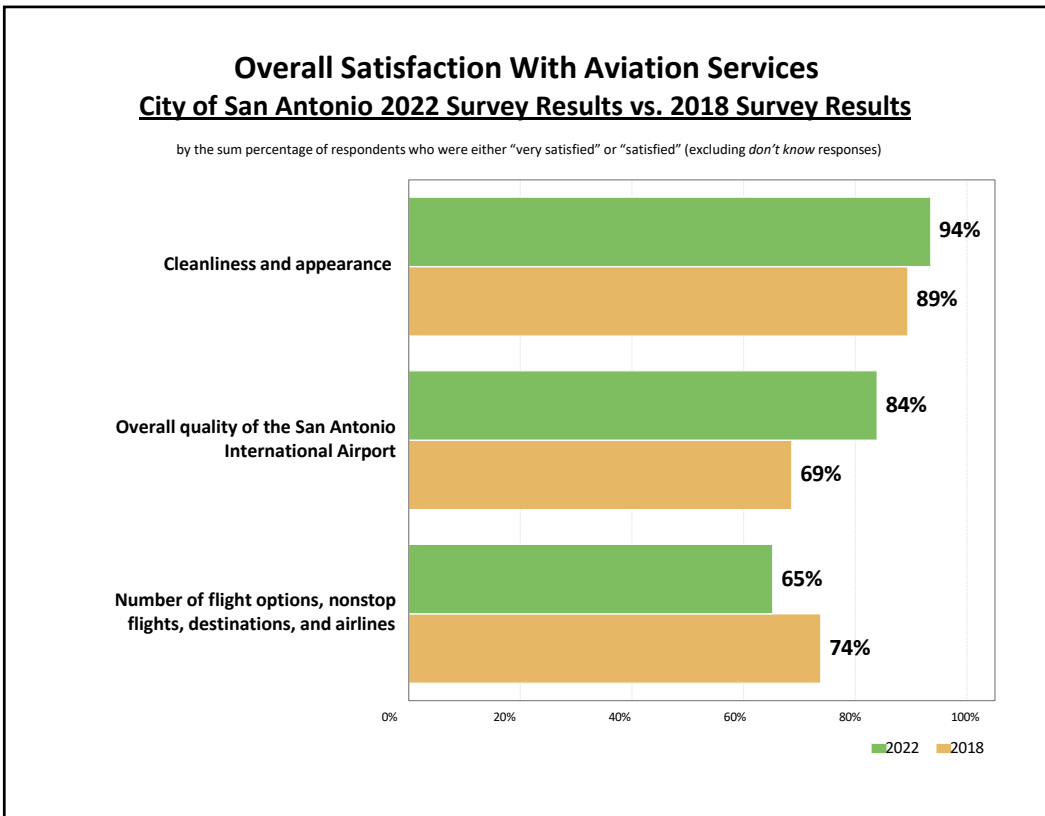
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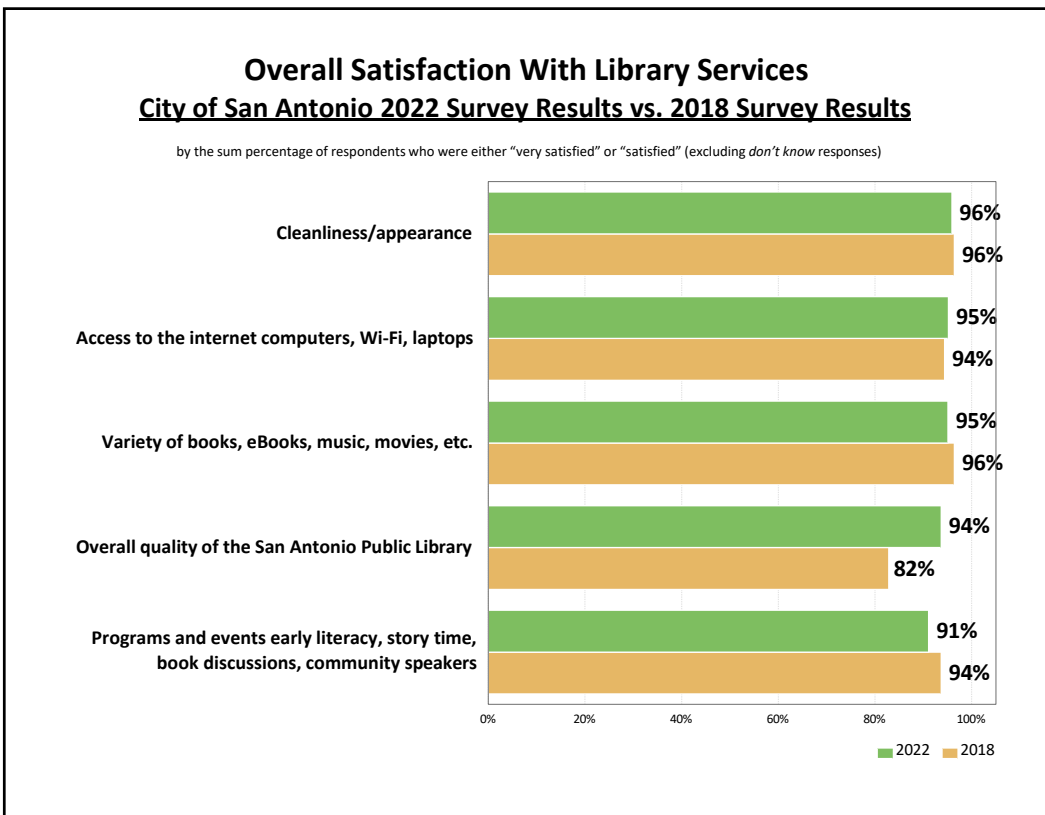
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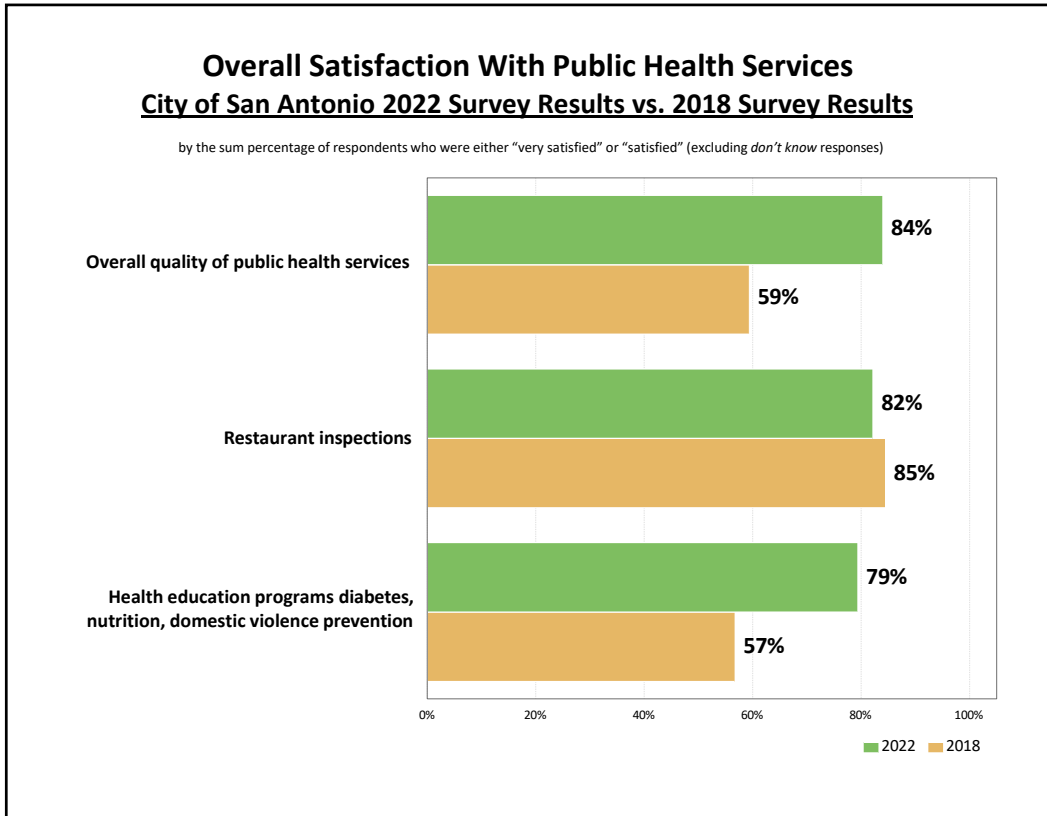
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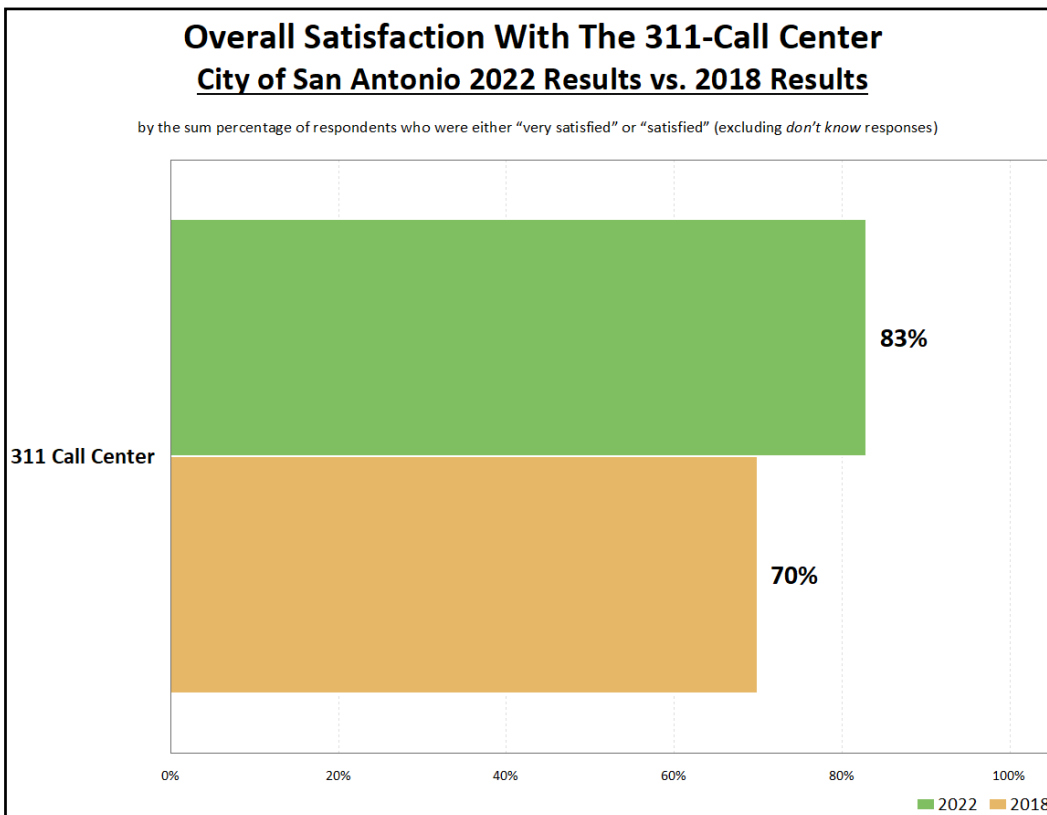
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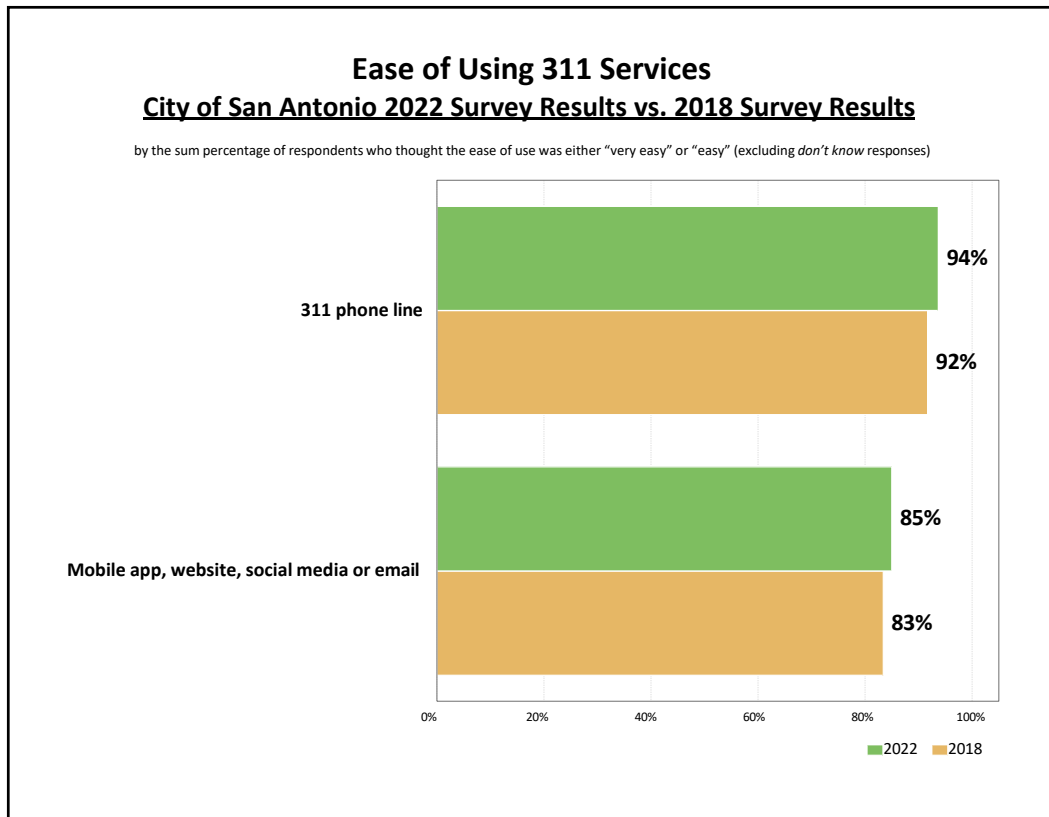
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11



12



13

Section 4

Comparisons to the National Average

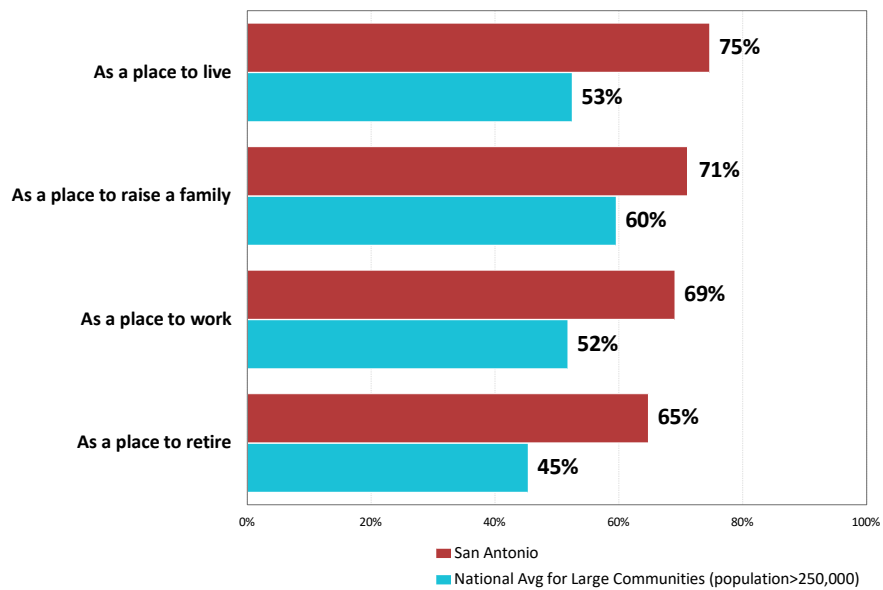
Comparisons to the National Average

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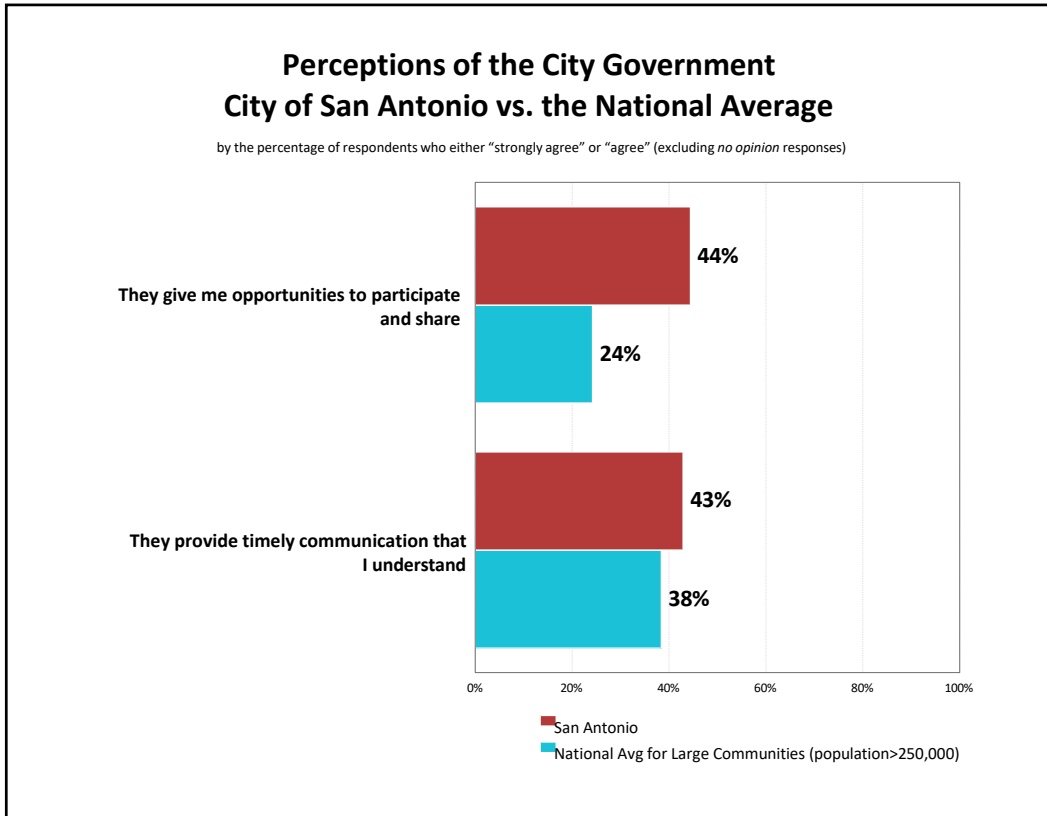
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Perceptions of the Community City of San Antonio vs. the National Average

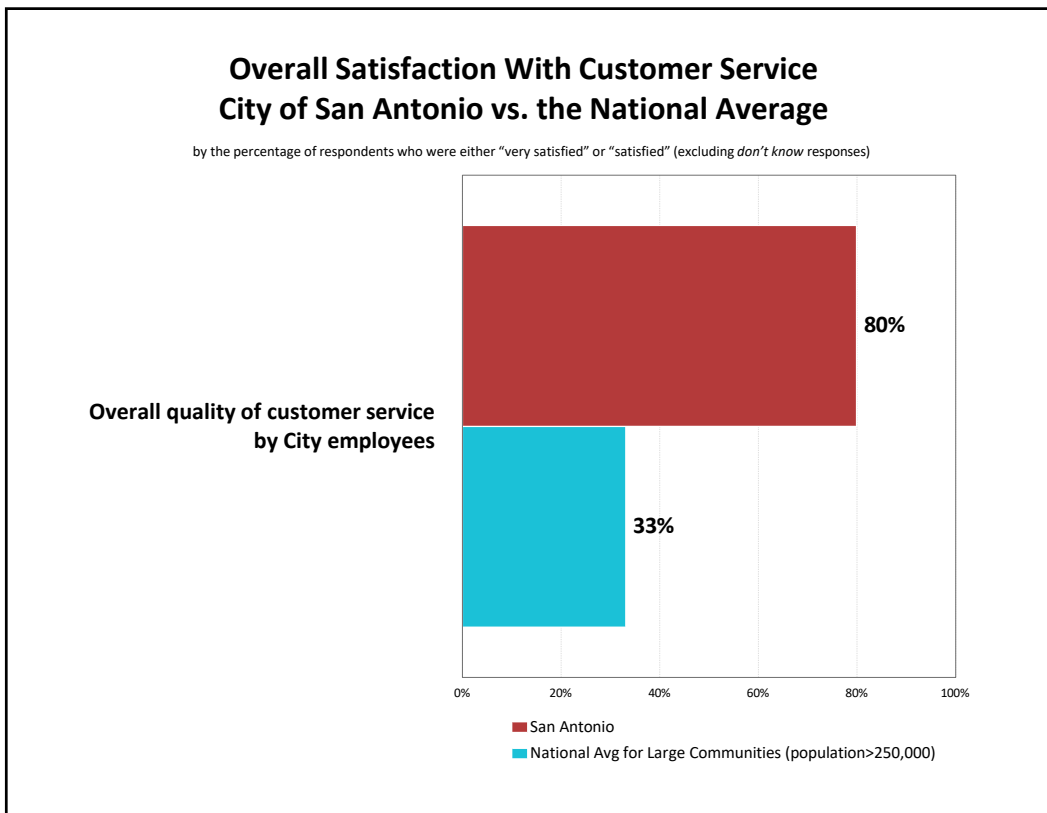
by the percentage of respondents who gave a rating of "excellent" or "good" (excluding *no opinion* responses)



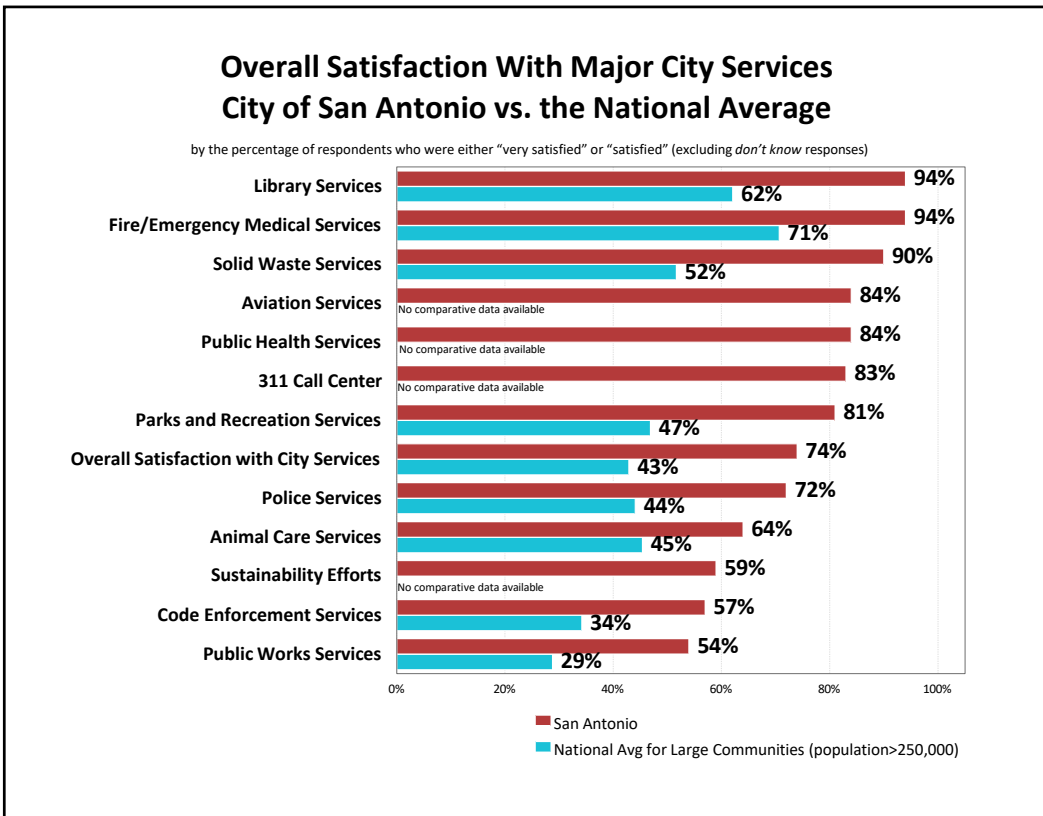
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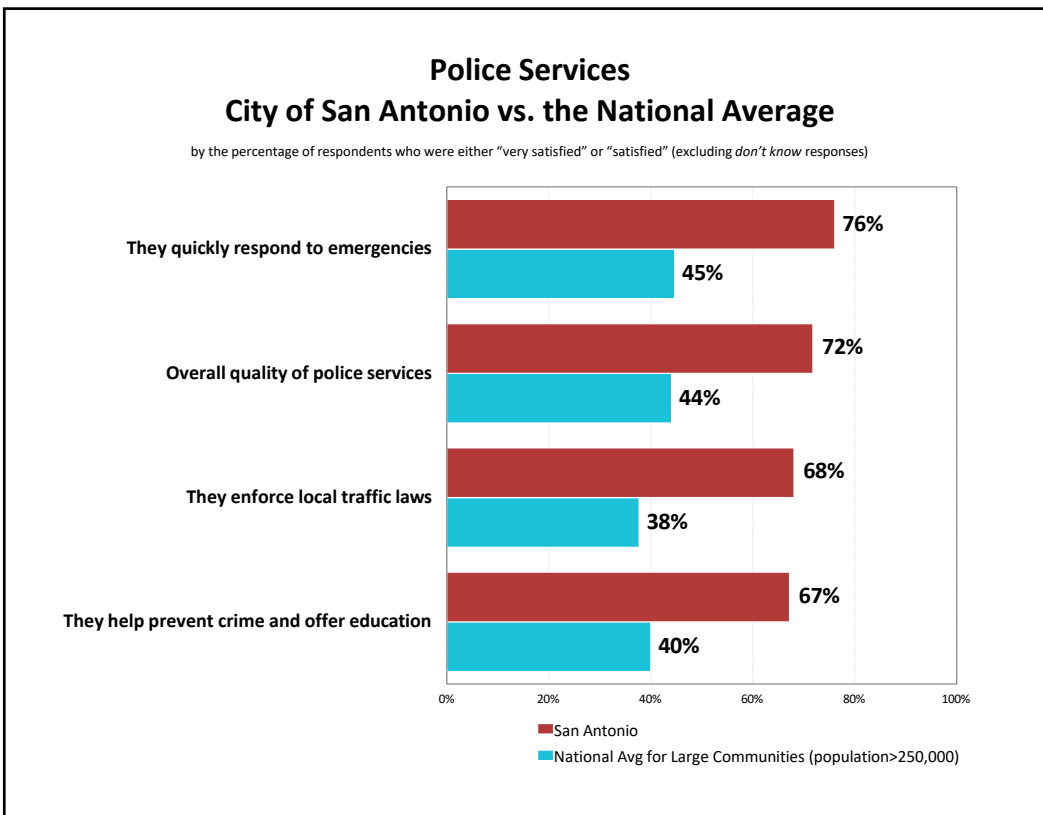
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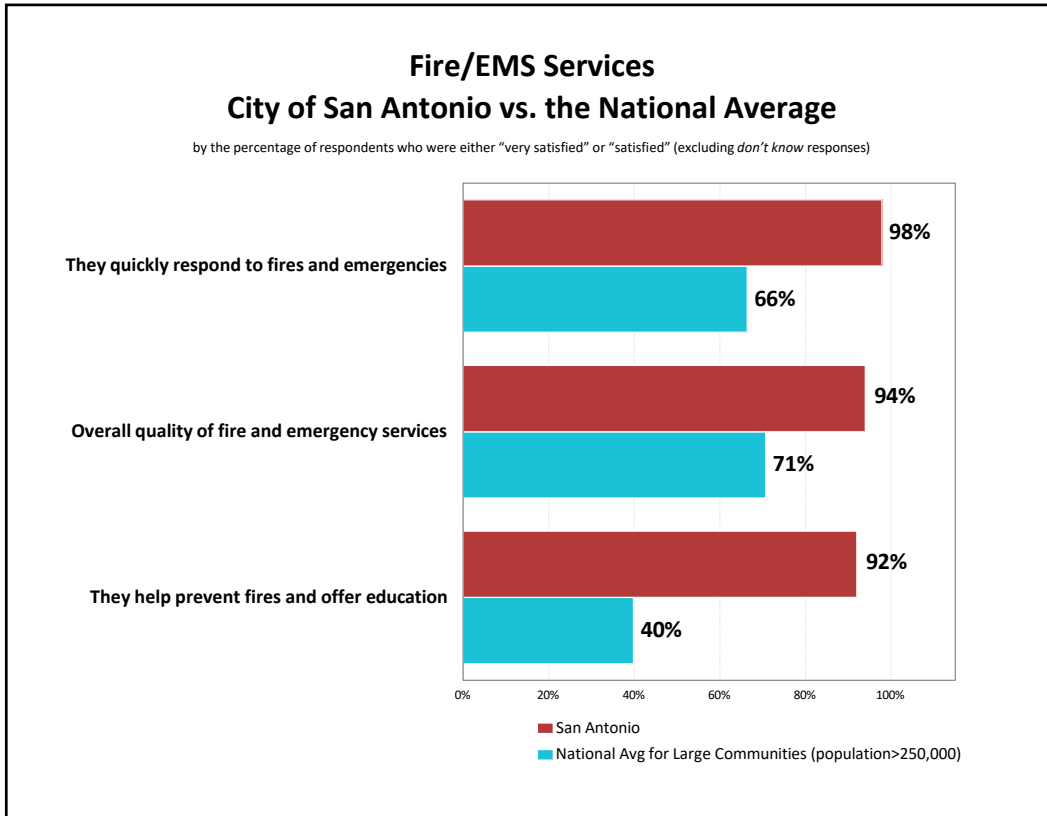
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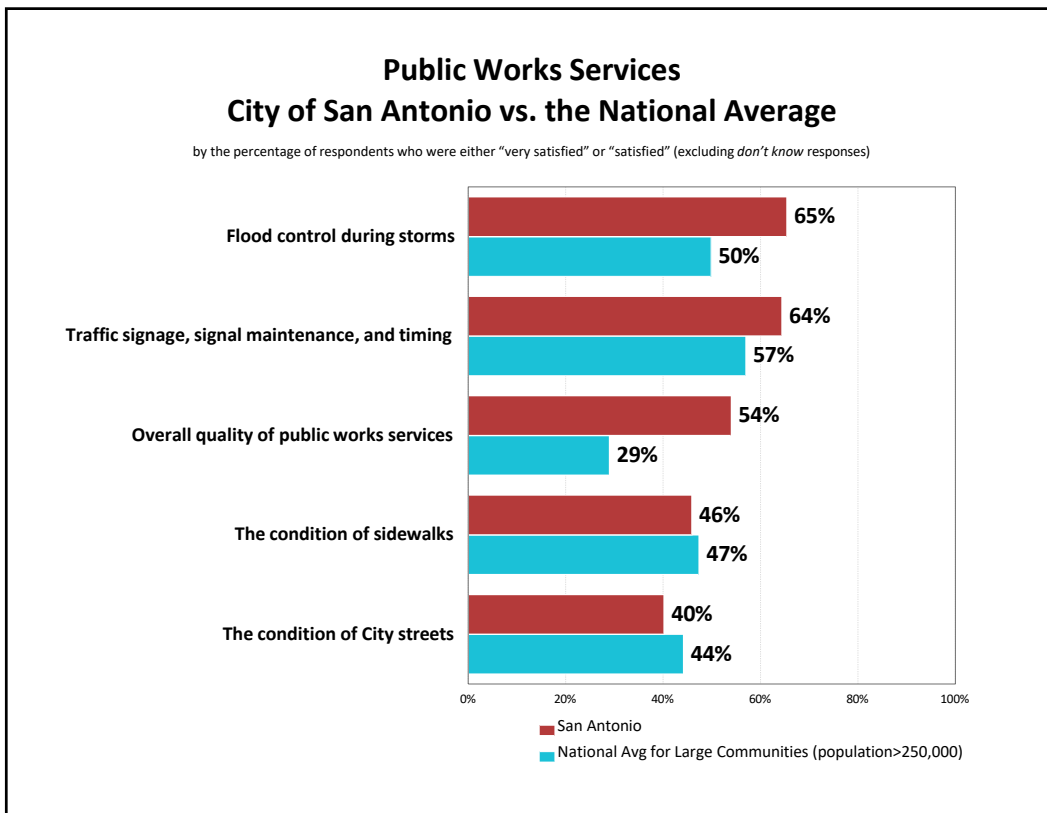
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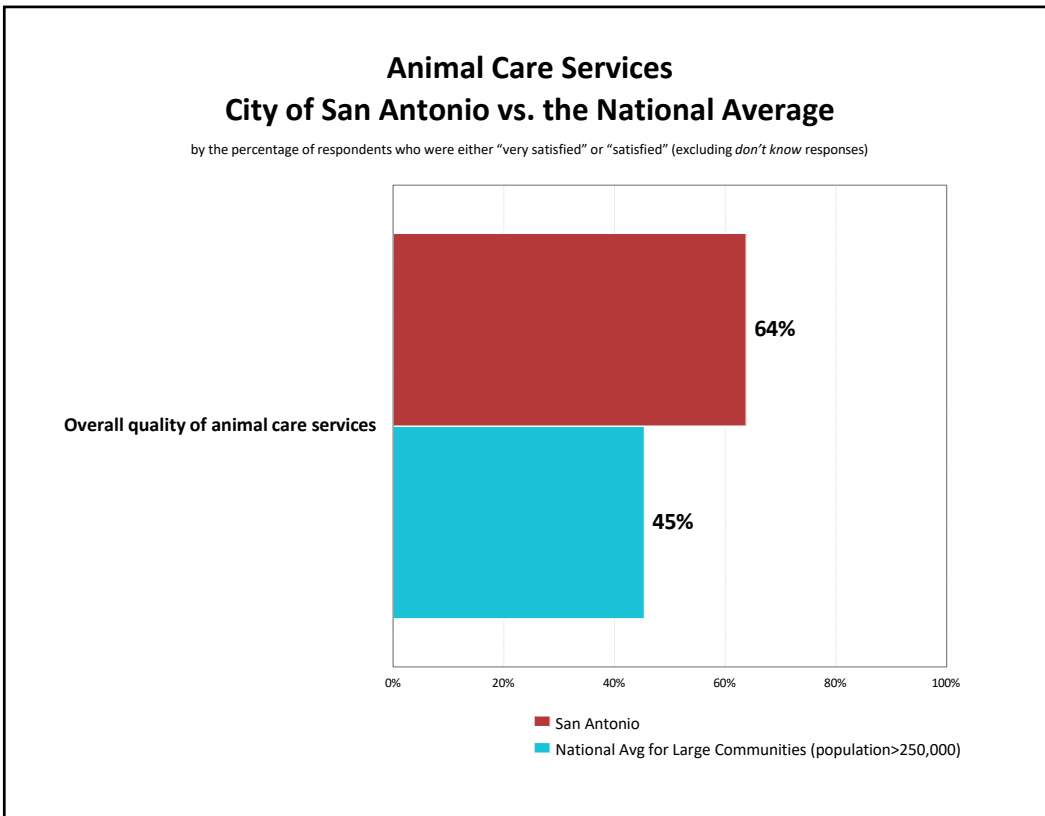
6



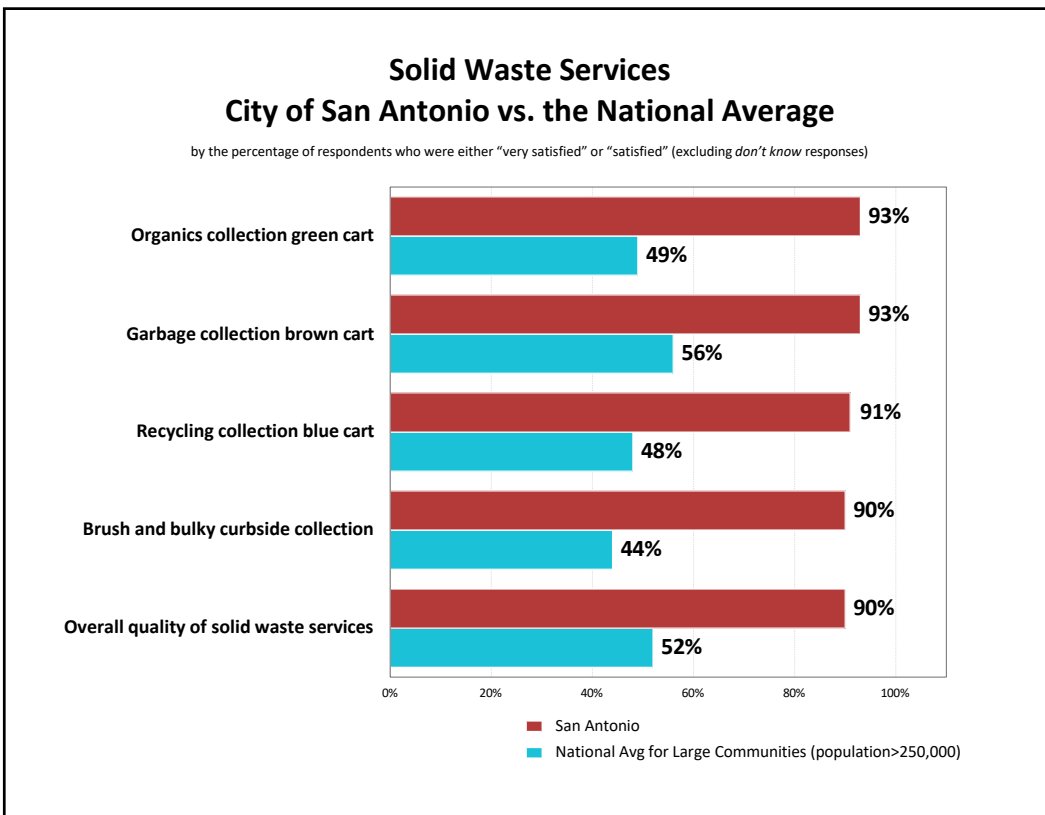
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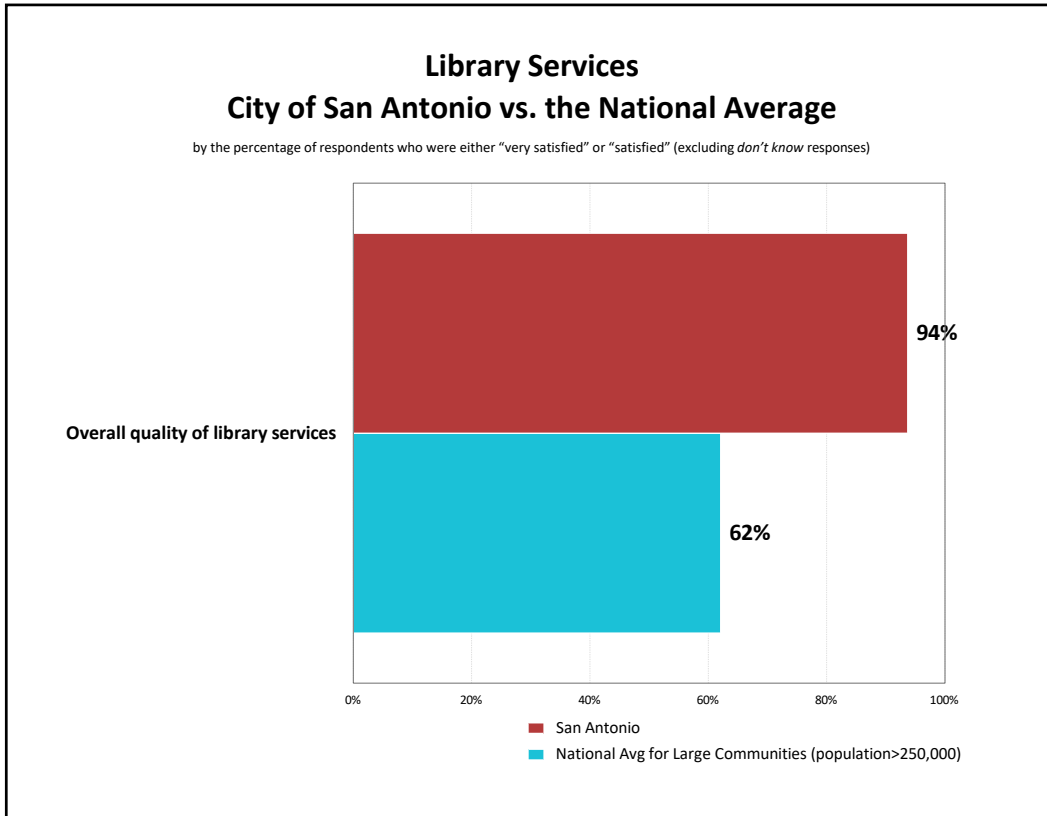
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Section 5

Survey Instrument



2022 City of San Antonio Community Survey Findings Report

2022 City of San Antonio Community Survey

The City of San Antonio is conducting a survey to improve City services and help long-term planning. The survey should take no more than 15 minutes to complete. All responses will be kept confidential. Complete this survey online at SanAntonioSurvey.org or call 888-801-5368.

1. How do you feel about San Antonio?		Excellent	Good	Fair	Poor	Very Poor	No Opinion
1.	As a place to live	5	4	3	2	1	9
2.	As a place to work	5	4	3	2	1	9
3.	As a place to raise a family	5	4	3	2	1	9
4.	As a place to retire	5	4	3	2	1	9
5.	As a place to start a business	5	4	3	2	1	9
6.	As a place to experience art and culture	5	4	3	2	1	9
7.	As a safe place	5	4	3	2	1	9

2. Tell us about your City Government		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Opinion
1.	They are responsive to the needs of the community	5	4	3	2	1	9
2.	They give me opportunities to participate and share	5	4	3	2	1	9
3.	They provide timely communication that I understand	5	4	3	2	1	9

3. Please rate your satisfaction with the following		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
1.	Overall quality of services provided by the City of San Antonio	5	4	3	2	1	9
2.	Overall quality of customer service you receive from City employees	5	4	3	2	1	9

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

4. Police		Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Don't Know	
1.	They protect me and my neighborhood	4	3	2	1	9	
2.	They quickly respond to emergencies	4	3	2	1	9	
3.	They enforce local traffic laws	4	3	2	1	9	
4.	They help prevent crime and offer education	4	3	2	1	9	
5.	Overall quality of police services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
5. Fire and Emergency Medical Services							
1.	They quickly respond to fires and emergencies	4	3	2	1	9	
2.	They help prevent fires and offer education	4	3	2	1	9	
3.	Overall quality of fire and emergency services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
6. Public Works street maintenance, flood prevention, new sidewalks, drainage, traffic management							
1.	The condition of City streets	4	3	2	1	9	
2.	The condition of sidewalks	4	3	2	1	9	
3.	Traffic signage, signal maintenance, and timing	4	3	2	1	9	
4.	They quickly repair potholes	4	3	2	1	9	
5.	Flood control during storms	4	3	2	1	9	
6.	The overall quality of public works services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
7. Animal Care							
1.	Enforcement of animal laws	4	3	2	1	9	
2.	Free and low-cost spay/neuter programs and education	4	3	2	1	9	
3.	Adoption, rescue, and foster services	4	3	2	1	9	
4.	Overall quality of animal care services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion

8. Solid Waste garbage, recycling, brush/bulky pickup		Very Satisfied	Satisfied		Unsatisfied	Don't Know	
1.	Garbage collection brown cart	4	3	2	1	9	
2.	Recycling collection blue cart	4	3	2	1	9	
3.	Organics collection green cart	4	3	2	1	9	
4.	Brush and bulky curbside collection	4	3	2	1	9	
5.	Overall quality of solid waste services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
9. San Antonio International Airport							
1.	Signage, access in and out of the airport, parking	4	3	2	1	9	
2.	Cleanliness and appearance	4	3	2	1	9	
3.	Food, drink and entertainment	4	3	2	1	9	
4.	Number of flight options, nonstop flights, destinations, and airlines	4	3	2	1	9	
5.	Overall quality of the San Antonio International Airport	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
10. Library							
1.	Variety of books, eBooks, music, movies, etc.	4	3	2	1	9	
2.	Access to the internet computers, Wi-Fi, laptops	4	3	2	1	9	
3.	Cleanliness/appearance	4	3	2	1	9	
4.	Programs and events early literacy, story time, book discussions, community speakers	4	3	2	1	9	
5.	Overall quality of the San Antonio Public Library	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
11. Public Health restaurant inspections, immunizations, wellness initiatives							
1.	COVID-19 testing sites, vaccination locations, hotline	4	3	2	1	9	
2.	Services for flu, illnesses, sexually transmitted diseases, or tuberculosis	4	3	2	1	9	
3.	Immunization and/or WIC clinics	4	3	2	1	9	
4.	Health education programs diabetes, nutrition, domestic violence prevention	4	3	2	1	9	
5.	Restaurant inspections	4	3	2	1	9	
6.	Overall quality of public health services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
12. Other City Services							
1.	Downtown and Riverwalk cleanliness	4	3	2	1	9	
2.	Downtown parking	4	3	2	1	9	
3.	Overall quality of code enforcement	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
4.	Permits, building inspections, and zoning	4	3	2	1	9	
5.	Early childhood and youth services	4	3	2	1	9	
6.	Senior services	4	3	2	1	9	
7.	Family assistance	4	3	2	1	9	
8.	Efforts to assist homeless	4	3	2	1	9	
9.	Affordable housing, housing assistance, housing counseling	4	3	2	1	9	
10.	Overall quality of parks and recreation	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
11.	Overall quality of sustainability efforts to help preserve the environment and address climate change	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
13. 311 Services							
		Very Easy	Easy	Difficult	Very Difficult	Never Tried	
1.	311 phone line	4	3	2	1	9	
2.	Mobile app, website, social media or email	4	3	2	1	9	
3.	Overall quality of 311	4	3	2	1	9	
4.	Overall satisfaction with 311 services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion

14. Usage of City Services. Please CHECK ALL City services in the list below that you have used during the past year?

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

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

- | | |
|--|--|
| 1. Police | 10. Code enforcement |
| 2. Fire and Emergency Medical Services | 11. Downtown parking |
| 3. Public Works | 12. Permits, building inspections, and zoning |
| 4. Solid Waste | 13. Early childhood and youth services |
| 5. Animal care | 14. Senior services |
| 6. San Antonio International Airport | 15. Family assistance |
| 7. Library | 16. Efforts to assist homeless |
| 8. Public Health | 17. Affordable housing, housing assistance, housing counseling |
| 9. 311 Services | 18. Parks and Recreation |

1st: ____ 2nd: ____ 3rd: ____

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

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

- | | | |
|---|---|---|
| <input type="checkbox"/> 1. Less than 1 | <input type="checkbox"/> 3. 6-10 years | <input type="checkbox"/> 5. 16-20 years |
| <input type="checkbox"/> 2. 1-5 years | <input type="checkbox"/> 4. 11-15 years | <input type="checkbox"/> 6. Over 20 years |

17. What is your age?

- | | | |
|---|---|---|
| <input type="checkbox"/> 1. Under 18 | <input type="checkbox"/> 3. 25-34 years | <input type="checkbox"/> 5. 45-54 years |
| <input type="checkbox"/> 2. 18-24 years | <input type="checkbox"/> 4. 35-44 years | <input type="checkbox"/> 6. Over 55 years |

18. What is your gender?

- | | | |
|------------------------------------|---|--|
| <input type="checkbox"/> 1. Male | <input type="checkbox"/> 3. Non-binary | <input type="checkbox"/> 5. Prefer to self-describe: _____ |
| <input type="checkbox"/> 2. Female | <input type="checkbox"/> 4. Transgender | |

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

- | | |
|--|---|
| <input type="checkbox"/> 1. Asian or Asian Indian | <input type="checkbox"/> 5. Native Hawaiian or other Pacific Islander |
| <input type="checkbox"/> 2. Black or African American | <input type="checkbox"/> 6. Hispanic, Spanish, or Latino/a/x |
| <input type="checkbox"/> 3. American Indian or Alaska Native | <input type="checkbox"/> 9. Middle Eastern or North African |
| <input type="checkbox"/> 4. White | <input type="checkbox"/> 99. Other: _____ |

20. Do you rent or own your home? 1. Own 2. Rent

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

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

23. How many, if any, persons with disabilities live in your household? _____ persons

24. What type of dwelling do you live in?

1. Single family house detached from any other houses 4. Mobile home
 2. Duplex or townhome 5. Other: _____
 3. Building with two or more equivalent apartments or condominiums

25. Which of the following best describes your education?

1. Some high school, but no diploma 4. Associate's degree
 2. High school diploma or equivalent 5. Bachelor's degree
 3. Some college but no degree 6. Graduate degree Master's degree, PhD, etc

26. Which of the following BEST describes your employment status?

1. Employed full-time 3. Unemployed/looking for work 5. Retired and not employed
 2. Employed part-time 4. Business owner/self-employed 6. Student

27. Are you a military veteran or affiliated with the military? 1. Yes 2. No**28. How do you access the Internet at home?**

1. With a router 4. I don't have internet access at home
 2. With a mobile phone or hot-spot 5. Other: _____
 3. With a router and mobile phone or hot-spot

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

1. Less than \$25,000 3. \$50,000-\$74,999 5. \$100,000 or more
 2. \$25,000-\$49,999 4. \$75,000-\$99,999

30. What is the primary way you receive news and information about the City of San Antonio?

1. Local news television, radio, print 4. City website
 2. Social Media 5. Word of mouth
 3. Newsletters 6. Other: _____

31. Would you be interested in being added to the SASpeakUp communication list to learn more about City services and other surveys available?

1. Yes [Answer Q31a.] 2. No

31a. Please provide your contact information.

Name: _____ Email: _____

Phone: _____

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, Kansas 66061

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