

RESOLUTION NO. 14740

**AFFIRMING THE CITY OF AUSTIN'S PARTICIPATION IN THE OFFICE OF THE STATE
AUDITOR'S VOLUNTARY 2014 PERFORMANCE MEASUREMENTS PROGRAM**

WHEREAS, benefits to the City of Austin for participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program are outlined in MS 6.91 and include eligibility for a reimbursement as set by state statute; and

WHEREAS, any city or county participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and

WHEREAS, the City Council of Austin has adopted and implemented 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes.

NOW THEREFORE, BE IT RESOLVED THAT that the City Council of Austin will continue to report the results of the performance measures to its citizenry through the end of the year through posting on the city's website.


BE IT FURTHER RESOLVED that the City Council of Austin will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city.

Passed by a vote of yeas and nays this 5th day of May, 2014.

YEAS 6

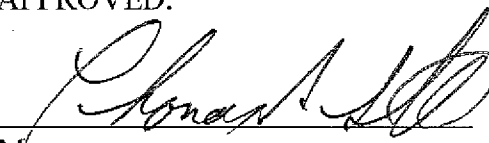
NAYS 0

ATTEST:



City Recorder

APPROVED:



Mayor

City of Austin Survey

Your opinions are very important to the city, and responses to this survey are anonymous.

What city do you live in? _____

How many years have you lived in this city? _____

How would you rate the overall appearance of the city?

Excellent

Fair

Don't know

Good

Poor

Comments: _____

How would you describe your overall feeling of safety in the city?

Very safe

Somewhat unsafe

Don't know

Somewhat safe

Very unsafe

Comments: _____

How would you rate the overall quality of fire protection services in the city?

Excellent

Fair

Don't know

Good

Poor

Comments: _____

How would you rate the overall condition of city streets?

Excellent

Fair

Don't know

Good

Poor

Comments: _____

How would you rate the overall quality of snowplowing on city streets?

Excellent

Fair

Don't know

Good

Poor

Comments: _____

How would you rate the dependability and overall quality of city sanitary sewer service?

Excellent

Fair

Don't know

Good

Poor

Comments: _____

How would you rate the quality of the SMART transit services (busses, dial-a-ride)?

Excellent

Fair

Don't know

Good

Poor

Comments: _____

How would you rate the quality of city library programs and facilities?

Excellent

Fair

Don't know

Good

Poor

Comments: _____

How would you rate the overall quality of city recreational programs and facilities (e.g., parks, trails, park facilities, etc.)?

Excellent

Fair

Don't know

Good

Poor

Comments: _____

How would you rate the overall quality of services provided by the city?

Excellent

Fair

Don't know

Good

Poor

Comments: _____

You have completed the survey! Thank you for participating. Please drop your completed survey at the Austin Public Library or at the Austin Municipal Building Administration Office.

SUMMARY

How would you rate the overall appearance of the city?

# saying Excellent	8
# saying Good	68
# saying Fair	55
# saying Poor	12
# saying Don't know	0
Total Responses	143
% saying Excellent	6%
% saying Good	48%
% saying Fair	38%
% saying Poor	8%
% saying don't know	0%



How would you describe your overall feeling of safety in the city?

Comments:

# saying Very Safe	22
# saying Somewhat Safe	71
# saying Somewhat unsafe	35
# saying Very Unsafe	16
# saying Don't know	0
Total Responses	144
% saying Very Safe	15%
% saying Somewhat Safe	49%
% saying Somewhat unsafe	24%
% saying Very Unsafe	11%
% saying Don't know	0%



How would you rate the overall quality of fire protection services in the city?

Comments:

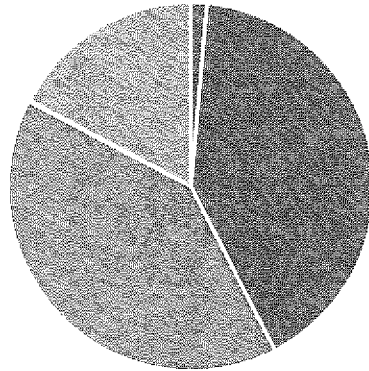
# saying Excellent	40
# saying Good	75
# saying Fair	11
# saying Poor	2
# saying Don't know	15
Total Responses	143
% saying Excellent	28%
% saying Good	52%
% saying Fair	8%
% saying Poor	1%
% saying Don't know	10%



How would you rate the overall condition of city streets?

2
59
58
25
0
144
1%
41%
40%
17%
0%

Overall condition of city streets

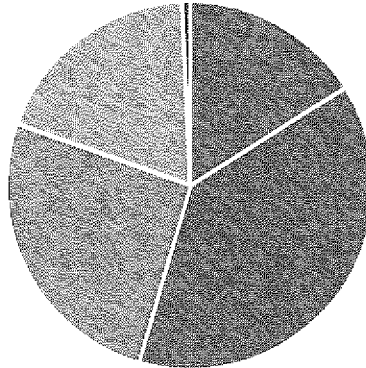


■ % saying Excellent ■ % saying Good ■ % saying Fair ■ % saying Poor ■ % saying don't know

How would you rate the overall quality of snowplowing on city streets?

23
55
37
27
1
143
16%
38%
26%
19%
1%

Overall quality of snowplowing

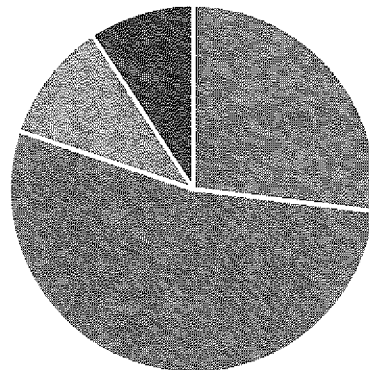


■ % saying Excellent ■ % saying Good ■ % saying Fair ■ % saying Poor ■ % saying don't know

How would you rate the dependability and overall quality of city sanitary sewer service?

38
75
15
0
13
141
27%
53%
11%
0%
9%

City sewer service

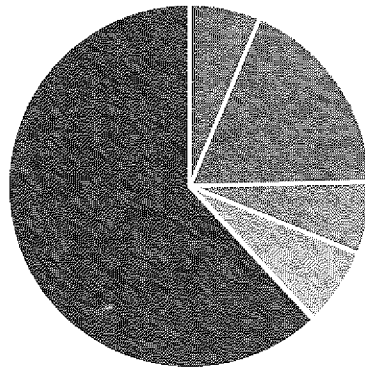


■ % saying Excellent ■ % saying Good ■ % saying Fair ■ % saying Poor ■ % saying don't know

How would you rate the quality of the SMART transit services (busses, dial-a-ride)?

9
26
9
10
88
142
6%
18%
6%
7%
62%

Quality of SMART

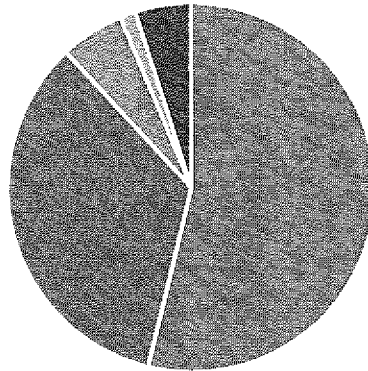


% saying Excellent
 % saying Good
 % saying Fair
 % saying Poor
 % saying don't know

How would you rate the quality of City Library programs and facilities?

77
49
8
2
7
143
54%
34%
6%
1%
5%

Quality of city library programs and facilities

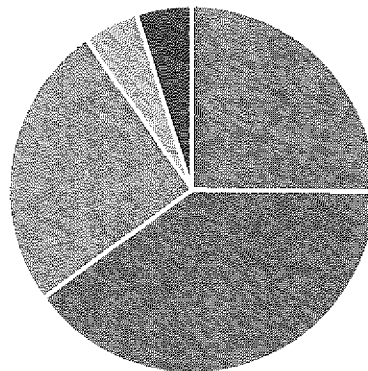


■ % saying Excellent ■ % saying Good ■ % saying Fair ■ % saying Poor ■ % saying don't know

How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)?

36
57
36
7
7
143
25%
40%
25%
5%
5%

Overall quality of city rec programs and facilities

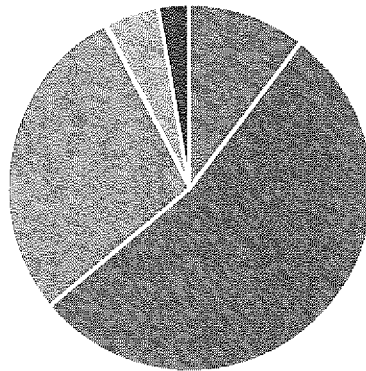


■ % saying Excellent ■ % saying Good ■ % saying Fair ■ % saying Poor ■ % saying don't know

How would you rate the overall quality of services provided by the city?

	15
	77
	41
	7
	4
	144
	10%
	53%
	28%
	5%
	3%

Overall quality of services



% saying Excellent
 % saying Good
 % saying Fair
 % saying Poor
 % saying don't know

How many years have you lived in this city?	How would you rate the overall appearance of the city?	Comments:
Years	Response	Open-Ended Response
26	Good	
14	Fair	
30	Fair	Run down homes and weeds on public boulevards and curbs are unsightly.
30	Good	Way too much graffiti in recent years (spray paint, stickers with gang symbols on signs, etc.) That, to me, is a major negative on people's perceptions of the community whether that's fair or not. Graffiti seems to be everywhere.
32	Fair	
11	Good	Some residential and commercial need renovation, but generally good. Some areas are very beautiful.
54	Poor	The area over by 2nd st SE is terrible
46	Fair	We do not have many neat stores and business's, our Main Street looks dull compared to other small town Main Streets.
30	Fair	
62	Fair	Too many houses & business' are run down & a mess
11	Good	
55	Poor	The town is a dump!
58	Poor	mill pond and eastside lake needs to be cleaned up from the green slime Al LEA has dredge borrow it.
15	Fair	The houses that are run down with trash everywhere and multiple cars in the street and in the yards need to be cleaned up.
6	Fair	Downtown looks great but NE and NW sides of town are in very poor condition.

18	Fair	
6	Fair	Don't understand how there are nice houses in a neighborhood and then next door is a run down business or a trailer or manufactured home. Are there zoning ordinances?? Also the care of some houses just ruin the entire neighborhood.
77	Good	
51	Good	Some neighborhoods getting kinda run down
20	Fair	
18	Fair	
41	Good	Pot holes have been a problem. It will take work.
11	Good	always room for improvement - really looking forward to the I90 corridor landscaping and seeing how the Mill Pond work turns out. Think the city should work with individual homeowners who need help/education/reminders in yard and home maintenance, and really support the CHIP and Vision 2020 work, and Habitat for Humanity
34	Excellent	Efforts to reduce rental units should be considered
15	Good	
22	Excellent	
22	Excellent	
38	Good	Love the downtown progress. I know it's a tough job, but really need to work on some of the "garbage" houses.
5	Good	The city needs to take some sort off action against the Oak Park Mall owners for the hideous parking lot. Maybe make a city rule that a business parking lot must meet a certain standard. It makes Austin look really bad to visitors and people coming here to see if they want to make Austin there hometown.
27	Fair	Coming into the city Oakland Ave Looks terrible. Clean up our streets, make them pretty. NO weeds!
28	Good	Eastern edge of downtown needs revitalization.
11	Good	
39	Excellent	
45	Good	
31	Good	There are lots of issues with junk housing

40	Good	We do have a few areas where the houses are not kept up.
30	Good	Downtown is getting better.
14	Fair	Very uneven - some great neighborhoods and some poor
12	Fair	
38	Good	And it is "getting" better by the year.
11	Good	
61	Fair	
50	Fair	NE side is terrible looking and lots of trash in the streets
10	Fair	considerable homes w/ furniture outside in yard too many vehicles, garbage around, etc.
9	Fair	This would be much greater except for the rundown buildings and homes that are eyesores to the community.
72	Good	
16	Excellent	
70	Poor	
7	Good	
3	Fair	
40	Good	
22	Good	
45	Fair	A lot of rental property/homes have fallen into disrepair. I believe a rental ordinance needs to be put into effect, that holds landlords more accountable.

17	Good	Could use more trees and benches... street decor
14	Fair	Many un-kept homes, appear to be rental properties.
30	Fair	As you drive west on Oakland there are some odd buildings and signage that could be cleaned up.
44	Good	
30	Good	In most areas - good. Some areas depending on the area is fair and even poor. (Lawns or homes not kept up) (Grafetti) (Litter)
18	Fair	
39	Good	
4	Poor	Christmas/winter decorations were left up downtown well into March! City streets and bike paths had sand left over from the winter well into April.
25	Good	
32	Fair	Areas are so run down. The mall is an eyesore.
32	Fair	Areas are so run down. The mall is an eyesore.
43	Fair	Need to make homeowners accountable for the appearance of their property.
32	Fair	
20	Good	
15	Good	
60	Good	

		There are a lot of dilapidated houses in many neighborhoods
56	Fair	
30	Fair	
1	Good	
16	Good	
40	Good	
20	Good	
10	Good	
		Building an unnecessary wall for flooding and many homes uncared for.
7	Fair	
63	Fair	
1	Good	
32	Fair	
		There seems to be an increase of rundown homes in Austin lately.
32	Fair	
10	Fair	
		There are parts of town that need cleaning up
44	Good	
		Parks and landscaping could be maintained more effectively.
18	Good	
		Only one thing rules. Hormel.
60	Fair	
		Parts of town look worse than the Ghettos of NYC. No real businesses to go to downtown to go shopping at.
16	Poor	
16	Poor	
		-mall looks like ramshackle deserted property -too much junk (upholstered furniture, etc) outside on personal properties - main st is nice looking - flowers in summer are beautiful
32	Fair	
17	Fair	
17	Good	
33		
		Business area is looking good, however there are many blighted residential areas that need homes completely removed.
59	Good	
40	Good	

27	Fair	It appears that all the things, landmarks that made Austin pretty and unique are always getting torn down.
12	Good	
40	Good	Oak Park mall is an eyesore
6	Fair	
14	Good	
47	Fair	A lot of the older historical buildings were torn down and replaced with parking lots. There is only one large industry in the city (Hormel) and they pretty well have the 'say' of the town.
25	Fair	The city could really benefit from improved, appealing signage in and outside of town.
8	Fair	
52	Good	These later years people don't seem to take the pride in keeping up the exterior and yards of their homes as in the past.
6	Excellent	
52	Fair	
47	Good	ALWAYS MORE TO BE DONE. SOME OLD BUILDINGS TO FIX UP. SOME BUSINESSES DO NOT TAKE CARE OF THEIR PLACES AS FAR AS LANDSCAPING.
5	Good	
36	Fair	Too many run down homes and lack of good shopping
31	Fair	Oakpark mall is run down. parking lot is hazardous some areas of town have homes that are really run down.
24	Good	
1	Good	
2	Good	
50	Fair	Mall parking lot is embarrassing. Courthouse parking lot needs replacement too. Need bicycle lanes throughout city.
17	Good	
11	Good	
29	Fair	
60	Good	
40	Good	

50	Fair	
15	Good	
45	Poor	
45	Fair	A lot of properties that are in need of cleanup.
74	Poor	All neighborhoods really going downhill.
49	Good	
21	Good	
30	Good	Some areas look great, others are a mess. Certain neighborhoods are really run down and junky..
22	Fair	
9	Excellent	
63	Poor	
30	Poor	
57	Fair	Too many run down houses. Should be some sort of ordinance to make people clean up their houses and yards.
52	Fair	
23	Good	
40	Poor	
1	Good	
30	Good	The flowers downtown are very nice.
40	Good	
56	Excellent	
43	Good	
47	Fair	
7	Fair	
40	Good	VERY good -- approaching excellent
50	Good	
7	Good	Love the flower planters during the summer. One of the first things we noticed and loved when we moved to Austin was the large number of trees in the road sides.
60	Good	

How would you describe your overall feeling of safety in the city?	Comments:
Response	Open-Ended Response
Somewhat safe	
Somewhat unsafe	
Somewhat safe	
Somewhat safe	
Very unsafe	
Very safe	I work in the legal field and should be more worried based on statistical crime data, but have had overall good experiences and feel safe. I live in a middle class residential area, houses generally under 100K.
Somewhat safe	
Somewhat unsafe	Our town is run by the Mexicans, they get what they want and our Police seem to be afraid of them. Most of our crimes are committed by the Minority groups, we need to stop offering Welfare and Hormel's needs to quit advertising in Mexico. Does the Welcome Center help White people to free home, car, job and Welfare????
Very unsafe	
Somewhat safe	Too many drugs & weird, sick free loading people that think we owe them everything!
Somewhat safe	
Very unsafe	I have been accosted by blacks at night twice. I won't walk alone at night anymore
Very unsafe	This town has gone to pot its not safe thats why i carry a gun like alot of people do .
Somewhat safe	
Somewhat safe	Never felt threatened in Austin.

Very unsafe	Austin has attracted some thugs. The headlines in the media is not helping but hurting Austin's reputation.
Somewhat unsafe	
Somewhat safe	
Somewhat safe	
Somewhat safe	
Somewhat unsafe	
Very safe	
Very safe	
Somewhat safe	Certain areas seem to have more safety issues
Somewhat safe	
Somewhat safe	
Somewhat safe	
Somewhat unsafe	No longer feel safe going for my four mile walk when it is not light out.
Somewhat safe	
Somewhat safe	You have all this attention towards downtown, make it safe less scary around the library and pool. have people monitor the walking paths, have a volunteer system. A pair of individuals could bike the trails, it could be a rotation.
Somewhat safe	Depends on the area.
Somewhat safe	
Very safe	
Very safe	
Somewhat safe	

Somewhat safe	
Very safe	
Very safe	I feel comfortable on city streets and trails in the late evening and early morning hours by myself.
Somewhat unsafe	
Very safe	
Somewhat safe	
Somewhat safe	
Very unsafe	
Somewhat unsafe	authorities have no clue about gangs, and/ or don't want to deal w/ it-it is a dangerous joke
Somewhat safe	It depends entirely where I am in the city and when. There are even vast differences within a block or two of a neighborhood.
Somewhat safe	none
Somewhat safe	some delinquents and dangerous people here and there
Very unsafe	I live by key apts and they are full of unemployed people you wonder about day and night there are 4 homes on my block for sale what do you think that means my alderman seems to be against every thing
Very safe	
Somewhat unsafe	
Somewhat safe	
Very safe	
Somewhat unsafe	My home was broken into last year while I was gone. It leaves me feeling unsafe. I have a police scanner going 24/7 in hopes that should someone break in again they will be deterred by the voices. I work in the area of Galloway Park, often times late in the evening. This area has a lot of police activity both during the daytime and at night. We have seen drug deals, people drinking alcoholic beverages on Galloway Park premises. The owner of the business I work for will not call the police, and does not want his employees to call either for fear of retaliation. The business has been spray painted with graffiti several times. When I leave there at night, my guard is always up and I have my cell phone close by.

Somewhat safe	
Somewhat unsafe	Our neighborhood is unsafe. 2 weeks ago there was a meth bust next door. We watched cars come and go for weeks, called law enforcement often. Thankfully the police were watching this home and something was done about it. Homes across the street have graffiti all over their garages/sheds, young kids hanging out breaking windows, doors, etc.
Somewhat unsafe	Depends on where you live. When I lived near downtown, unsafe. If you live in a nicer neighborhood, it isn't bad.
Somewhat unsafe	
Somewhat unsafe	I would not go to certain parts of town fearing safety - especially if not in a vehicle. I would not take a walk in the early hours or evening when dark. Some areas, per "gossip" can be dangerous even in the day - the walking paths in certain areas.
Somewhat safe	
Very safe	
Somewhat unsafe	I have a short commute to work and on an almost daily basis some other driver does not know or does not care what the law is concerning stop signs, yield signs, tailgating, speed, etc. I have contacted police on occasion with violators and license numbers and had disinterested response from the responding officers. Too many wannabe gang bangers loitering in public places.
Somewhat safe	
Somewhat unsafe	
Somewhat unsafe	
Somewhat safe	
Somewhat unsafe	
Very safe	
Somewhat safe	
Somewhat safe	
Somewhat safe	
Somewhat safe	There are too many "Gangs" in the city they are defacing a lot of places with graffiti. Also they pose a drug problem.

Very safe	If you use common sense it seems very safe.
Somewhat safe	
Very safe	
Somewhat unsafe	
Somewhat safe	
Somewhat safe	
Somewhat safe	
Somewhat unsafe	
Somewhat unsafe	
Very safe	We moved from the Twin Cities. Austin seems very safe to us compared to the big city.
Somewhat unsafe	
Somewhat safe	The Austin Police do an excellent job.
Somewhat safe	
Somewhat safe	
Somewhat safe	
Very unsafe	APD. Is a horrific example of law enforcement. They target.
Very unsafe	
Very unsafe	
Somewhat safe	I lock my doors and I have decent neighbors. However I see lots of graffiti gang-type stuff all over town
Somewhat safe	
Very safe	
Somewhat unsafe	
Somewhat safe	I don't care for the Chicago gang people that deal drugs in town and do not work...south Main area.
Very safe	

Somewhat safe	
Somewhat safe	
Somewhat safe	
Somewhat safe	
Somewhat unsafe	older/lower income areas I would avoid after dark alone
Somewhat unsafe	a lot of ...let's say 'aliens'... have moved here to work at Hormels..crime rate is the highest per capita in Minn.
Somewhat safe	Not as safe as it could be or used to be.
Very unsafe	criminal blacks and Mexicans have ruined the Austin I grew up in (40's, 50's, 60's)
Somewhat safe	less than 20 years ago I felt perfectly safe walking alone at night, that is no longer the case.
Very safe	
Very unsafe	Afraid to go out at nite. Afraid of most of neighbors.
Very safe	
Somewhat safe	Increasing violent crimes and gang activity is making the overall feeling of safety go down. I don't feel as though the city is doing much to address these problems.
Somewhat unsafe	Too many people lingering about.
Very unsafe	I do not feel comfortable having my teenage son outside after dark. Even during the daylight I am very careful as to what parts of the city he is outside in. There seems to be a population that doesn't seem to care about what they do in public. Language is very offensive, behavior obscene.
Somewhat safe	
Somewhat safe	
Somewhat safe	
Somewhat safe	Need more crosswalks that are stripped for extra safety.
Very safe	
Very safe	
Somewhat safe	
Somewhat safe	
Somewhat unsafe	

Very unsafe	
Somewhat safe	
Very unsafe	
Somewhat unsafe	Lots of drugs and gangs
Very unsafe	Nobody feels safe going for an evening walk.
Somewhat safe	
Somewhat safe	
Somewhat unsafe	
Somewhat unsafe	
Very safe	
Somewhat unsafe	Have you seen the mall parking lot???
Somewhat safe	
Somewhat unsafe	Would not walk in town by myself in Austin.
Somewhat safe	
Somewhat safe	
Somewhat unsafe	
Somewhat safe	
Somewhat safe	
Somewhat unsafe	
Somewhat unsafe	BUT we don't walk at night like we do in other areas of the country
Somewhat safe	
Somewhat safe	
Somewhat unsafe	
Somewhat safe	
Somewhat safe	
Somewhat safe	
Somewhat safe	There are definitely areas if town that one should not walk/run around at night.
Somewhat safe	I often leave the back door unlocked. I do hear sirens more than in the past.

How would you rate the overall quality of fire protection services in the city?	Comments:
Response	Open-Ended Response
Good	
Good	
Excellent	
Good	
Fair	
Don't know	I've never needed these services. My perception is that they are sufficient, but I don't really know.
Good	
Good	We had a house fire in 2001 and the fire department were great!!
Don't know	
Good	
Good	
Don't know	
Good	They get the job done and its nice that they go on medical calls to help .
Excellent	Now that Dan Wilson is gone and Mickey Healey and now the new Chief are in place and actually doing training, I feel much more safe.
Excellent	Never had a poor experience.

Good	I think that our fire department does the best that they can with what they are allowed to have. I would feel better if they had at least four people on each shift. They need to be safe if they are going to help the public.
Don't know	
Good	
Fair	
Fair	
Good	
Excellent	Wonderful that there is participation in the Take Back the Night event
Excellent	
Good	Paid on call system seems to be working
Good	
Don't know	
Don't know	
Excellent	I have not seen it with the new chief, but felt there was a lot of micromanaging going on - trust the chief. I do not like seeing city council member and the ex-administrator when he was here having weekly coffee with fire chief - and then noticing the council member's vote on fire protection. We have an excellent fire department - Micky was a great transitional piece.
Good	
Good	
Good	
Excellent	
Excellent	
Good	
Good	

Excellent	
Good	
Excellent	
Good	
Good	
Good	
Good	
Good	
Don't know	
Excellent	
	none
Good	
Good	
Excellent	
Don't know	
Excellent	
Don't know	
Good	Thankfully nobody I know has ever had to use their services. I think the Fire Department needs 24/7 coverage onsite. Austin is too big for volunteer, but part-time firefighters along with some full-time should be sufficient.

Fair	
Good	
Fair	Wilson's crew would routinely come around to businesses and check for things that could be done better. Now all the full time firefighters are at the lake.
Good	
Good	Never have had to use them personally. They do a good job promoting home safety and do well teaching in the school systems.
Excellent	
Excellent	
Excellent	
Excellent	
Excellent	
Excellent	
Fair	The firemen have it too easy and complain until they get their way.
Good	
Don't know	
Good	would like to see fire fighters around the clock at fire station, seems like most of them live in the southwest part of town and that takes time for them to get to the station
Good	I have a conceal carry permit.

Excellent	
Good	
Good	
Good	
Excellent	
Excellent	
Poor	They stopped inspecting when they went to the new scheduling. The inspector would come to my work place every year until then and have not seen him since.
Good	
Good	
Don't know	
Good	
Good	
Good	
Excellent	
Excellent	
Good	
Poor	
Fair	
Don't know	
Good	
Excellent	
Good	
Good	
Fair	We had a fire in our garage a few years ago. The FD went to the wrong address---SW instead of NW. Our neighbor had the fire out by the time the firefighters got here. I've heard other instances of them not finding their destination.

Good	
Don't know	Never had to call do unsure of response time
Excellent	
Don't know	
Good	
Excellent	should be...spend enough on it.
Good	
Good	don't have an personal experience to comment on
Good	Perfer full time fire-fighters not part time.
Excellent	
Excellent	
Excellent	
Good	
Good	
Excellent	The firefighters of Austin have been very professional and seem to be looking for ways to be proactive in helping the city to be a better place.
Good	Still no sold on the part time firemen
Good	
Good	
Good	
Good	
Good	
Excellent	
Good	

Good	
Excellent	
Fair	Since they learned so much from the experience of burning down the grandstand at the fairgrounds, I'm sure they are better than before.
Good	
Don't know	
Good	
Good	
Good	
Good	
Good	
Excellent	
Good	
Good	
Good	
Good	
Fair	
Good	
Excellent	
Good	
Good	
Good	
Excellent	
Excellent	
Good	
Excellent	
Fair	
Good	
Good	Thankfully I have never had to use them.
Excellent	
Excellent	

How would you rate the overall condition of city streets?	Comments:
Response	Open-Ended Response
Fair	
Poor	
Fair	
Fair	Seems like a lot of potholes and there's a large crack along 8th Ave NW, west of Sumner School, that needs repair. I also believe there should be a shared responsibility among all city taxpayers for a sidewalk program.
Fair	
Good	Mostly good, I appreciate the continuing upgrades.
Fair	
Fair	Some of our streets need repair and to be widen.
Fair	
Fair	
Fair	
Poor	
Poor	pot holes
Poor	Too many potholes and "band aids" that make it hard on the vehicles. The main streets are fine, it is the residential areas that are horrible.
Good	No major issues. Mall parking lot needs a complete makeover.

Good	The city needs to take one street and replace it all instead of taking two blocks on the southeast, two blocks on the northwest...etc.
Fair	
Fair	
Good	
Poor	
Poor	
Good	Keep at those potholes. The engineering office is quite responsive.
Fair	seems like the repairs made one year have to be repaired the following year, and there are some places that haven't been fixed yet. repairs should be done that last for years
Excellent	Consistant program with streets being improved every year.Council support of adding sidewalks is needed
Good	
Fair	
Fair	
Good	It is Minnesota, and I understand street maintenance may not magically take care of itself.
Good	They are good for the most part. But still lots of bad streets.
Fair	clean up the pot holes/parking lots.
Fair	
Good	
Good	
Good	
Fair	

Good	
Fair	Too many projects started at one time and left unfinished.
Good	Many good, a few in need of repair.
Fair	
Good	Excellent city engineering staff.
Fair	
Good	
Fair	
Fair	
Fair	Some areas are better than others. Although not city owned, something needs to be done about the area by the mall - not just the parking lot, but the frontage roads nearby.
Fair	none
Good	some are in really rough shape they need to be fixed
Good	
Fair	
Poor	
Fair	Winter snow removal sometimes less than adequate, and summer pot holes a problem
Fair	
Fair	Winters are harsh on the city streets. I think the street department keeps them in pretty good shape once the snow melts. I would prefer even though the expense I assume is greater that when a street is dug up for some reason that it be replaced with whatever it was originally. So if it was cement, replace it with cement not blacktop.

Fair	
Fair	
Good	Hard to maintain streets in MN I know. On and around some of the bridges crossing 90 are the worst. Not sure who's deal that is.
Good	
Good	
Poor	
Good	
Poor	Snow plowing is the worst of any city I have ever lived in. Crews spread sand for any and all winter precipitation events. The sand is still on city streets as I write this.
Fair	
Poor	
Poor	
Poor	Way too many pot holes!!!!!!
Fair	
Good	
Good	
Fair	There is room for a lot of improvement. Pot holes and patches that need work.

Good	Way better than many communities !
Good	
Good	
Good	
Good	
Good	
Good	
Poor	
Good	This winter was bad for causing pot holes. But generally the streets appear to be pretty good.
Poor	
Good	
Good	
Good	
Good	
Poor	
Poor	Street crews need to learn how to fix potholes
Fair	
Fair	
Fair	
Good	
Good	
Good	
Fair	Street maintenance is always a need somewhere.

Fair	
Fair	
Good	
Good	Very strange intersections. Unlike any other city. Unclear stops.
Poor	
Fair	if they were any better...you'd be taxed to death!
Fair	
Good	
Good	Certain area I would say fair.
Good	
Good	
Poor	WHATEVER HAS TO BE DONE TO IMPROVE SHOULD BE DONE. HIRE MORE PEOPLE, MORE EQUIPMENT, FIGURE OUT INNOVATIVE FINANCING TO KEEP STREETS IN SHAPE. POT HOLES ARE A DISGRACE. LEASE PEOPLE TO FIX THEM IF POSSIBLE.
Fair	
Fair	
Fair	Oakpark mall needs a permanent fix!
Good	
Good	
Poor	
Good	
Fair	
Fair	
Fair	
Fair	
Poor	

Fair	
Good	
Fair	12th street NE needs to be widened OR stop signs to slow traffic. Cars exceed the speed limit.
Good	
Good	
Fair	
Fair	
Poor	
Fair	
Excellent	
Poor	
Poor	
Good	
Good	
Fair	
Fair	
Good	
Fair	
Good	
Poor	Please repair potholes
Fair	
Good	
Poor	
Good	
Fair	Side streets are terrible.
Good	Winter effects the condition but most of the time the streets seem well maintained and clean. Some of the dividing lines do need to be reprinted, though.
Good	

How would you rate the overall quality of snowplowing on city streets?	Comments:
Response	Open-Ended Response
Fair	
Fair	
Fair	
Good	
Fair	
Good	Sometimes no plowing on my street until mid afternoon. I have a small car so it is hard to get out. I have missed work occasionally, but assume the rest of the roads are bad as well.
Good	
Good	We had alot of snow this year and they kept up with it pretty good.
Good	
Fair	
Good	
Good	
Poor	last winter the street crew blew it i live on one of the main streets in austin and the plowing was awful . 3 ft from the curb wasnt plowed and the rest of the street might get plowed 10th ave NW. and they need to do what they use to do tow the cars that are on the street when they are plowing not go around them .
Good	
Good	Never any problems.

	When two plows make sure a the street in front of the corporate office is clear, why not make a quick pass in the Wildwood neighborhood instead of clearing all of the other streets and then going back to clear the Wildwood area. It costs the city more money in fuel. It isn't efficient.
Good	
Fair	
Good	
Excellent	
Fair	
Fair	
Excellent	
Excellent	
Excellent	
Good	
Good	
Good	
Good	Although I do not understand why when I go to work at eight o'clock in the morning in the downtown area that I have to cross across huge piles of snow from plowing - I know it's an overtime issue, but it gets dangerous.
Good	Some areas are great. But plowing around the neighborhoods that are by schools is not always the best.
Good	
Fair	Snow removal not always prompt or well-executed.
Good	
Good	
Good	
Fair	

Excellent	
Good	
Excellent	Timely and thorough in my neighborhood (NW)
Poor	
Excellent	
Fair	
Excellent	
Poor	side streets are rough on the vehicles as they are not plowed down enough
Fair	
Good	
Excellent	none
Fair	sometimes some roads aren't cleared until later throughout the day like in the afternoon
Fair	
Excellent	
Poor	
Fair	Timeliness. I know this past year was especially difficult!
Good	
Good	A plow operator has a tough job, their are always people that leave their cars on the street, so it makes a mess when the plows can't get close to the curb. I'm sure there is probably a good explanation, but I live on a corner of a very busy road, my in-drive gets buried all the time, while my neighbor across the street barely gets anything in his, most times he doesn't even blow it out. I figure it must be because of how the blade needs to be positioned, but we get large amounts of snow, I wished I lived on the other side if the street.

Good	
Good	
Fair	They drive way to fast and bang the heck out of all of the curbs. There is no reason to throw the snow as far as they do. They also tend to be out working when there is little reason to be out...take a break. I don't even mind paying the workers, at least turn off the machinery.
Fair	
Good	There is one section on the road coming up over skinner's hill heading to the fairgrounds -- the snow does not get plowed the best there because too many cars are allowed to continuously park -- even in snow emergencies. That wide road in the summer becomes close to a single lane road in the winter.
Good	
Good	
Poor	
Fair	
Poor	
Poor	
Fair	
Fair	
Good	
Poor	need to plow around the clock, hire part time help for the winter, and get close to the curbs, not 4 feet away
Excellent	

	They can only do so much with cars parked all over the place
Good	
Good	
Poor	
	When they actually get around to plowing it's ok, but good grief if it snows on a Friday Eve or a weekend good luck getting plows on any street until Monday. Even on main streets. Then snow freezes and becomes a horrible, bumpy mess for the foreseeable future. It's absurd.
Poor	
Good	
Good	
Fair	
Poor	
Good	
	Lots if snow this winter. We live on First Street not far from the Post Office so our street was almost always plowed early.
Good	
Fair	
Excellent	
Good	
Good	
Excellent	
Poor	
	Street crews need to learn how to plow curb to curb without covering up sidewalks with snow from the streets.
Poor	the plows need to learn how to plow curb to curb
Fair	
Fair	
Good	
Excellent	
Excellent	
Excellent	

Fair	
Poor	They dont plow clise enough to the cyrb and make streets very narrow
Fair	
Excellent	
Poor	way too slow to get it done
Fair	sometimes it gets plowed...sometimes not.
Poor	They are slow to get cleared after a snow.
Fair	
Good	My street is always cleaned in a timely and through fashion
Good	
Excellent	
Fair	TIMING IS EVERYTHING, SOMETIMES ICE IS LEFT ON WHEN IT CAN BE SCRAPED IN THE WARMING PART OF THE DAY. INNOVATE. LEASE PLOWS IF NECESSARY.
Poor	It takes much too long for roads to be cleared, and even when they are, they are not done well.
Fair	Need to enforce snow emergency. Downtown is not cleaned up very good.
Good	
Fair	Hard job when vehicles are not moved.
Poor	
Poor	
Excellent	
Poor	
Good	
Good	
Excellent	
Fair	

Poor	The snow emergency ordinance does not work. No mater what side of the street you park on the plows plow you in.
Good	
Fair	
Poor	
Good	
Fair	
Good	
Good	
Poor	
Excellent	
Fair	
Fair	
Good	
Good	
Poor	Don't get close enough to the curbs
Poor	
Fair	
Poor	
Good	
Don't know	No longer here in the winter
Good	
Good	
Excellent	
Good	
Excellent	I think they do the best they can when the cars aren't required to stay off the streets. I do wish the snow emergency consequences were enforced. Very few cars moved on our street during the snow emergency and so the streets were necessarily poorly plowed.
Good	

How would you rate the dependability and overall quality of city sanitary sewer service?	Comments:
Response	Open-Ended Response
Good	
Good	
Excellent	
Excellent	
Fair	
Good	No problems. Had a backup issue with rainwater/tree roots once and I thought for sure it was the city sewer. Someone came out right away to look...no problem. The guy explained pretty well, but I am a nerd and like details. I get that they have other stuff to do.
Good	
Good	The smell is still around,I thought they were going to fix that, but you get use to it.
Good	
Fair	
Good	
Fair	
Good	It works i have no problem.
Good	
	No issues

Don't know	
Good	
Excellent	
Excellent	
Good	
Excellent	
Good	
Excellent	
Excellent	
Good	
Don't know	
Don't know	
Excellent	
Good	
Good	
Good	
Excellent	
Excellent	
Excellent	
Good	

Excellent	
Excellent	
Excellent	
Good	Too expensive
Excellent	
Good	
Don't know	
Good	
Good	
Excellent	
Good	none
Excellent	
Good	
Good	
Don't know	
Good	
Good	
Don't know	<p>I can't really comment on this as I have no opinion either way. One thing I will say is that about 2 or 3 times a year, semis are hired to haul out waste to fields I assume. When they pass by my house everything rattles and they are going at a pretty high rate of speed for residential areas.</p>

Good	
Good	
Excellent	It runs down hill.
Good	
Good	
Don't know	
Excellent	
Good	
Good	
Fair	
Fair	
Good	
Good	
Good	
Good	
Excellent	

Good	
Good	
Good	
Good	
Excellent	
Good	
Good	
Don't know	
Good	
Excellent	
Good	
Good	
Excellent	
Fair	
Fair	
Fair	
Fair	
Good	
Excellent	
Good	
Excellent	
Excellent	

Good	
Good	
Good	
Don't know	
Excellent	
Good	
Good	
Good	
Good	
Excellent	
Good	
Excellent	KEEP UP THE SYSTEM IS ALL
Good	
Good	
Good	
Don't know	
Good	
Good	
Excellent	
Don't know	
Good	
Good	
Excellent	
Fair	

Good	
Good	
Fair	The odor could be dealt with.
Good	
Don't know	
Good	
Good	
Don't know	
Fair	
Excellent	
Fair	
Fair	
Good	
Excellent	
Good	
Excellent	
Good	
Excellent	
Good	
Good	
Good	
Good	
Fair	
Excellent	
Good	
Excellent	
Excellent	

<p>How would you rate the quality of the SMART transit services (busses, dial-a-ride)?</p>	<p>Comments:</p>
<p>Response</p>	<p>Open-Ended Response</p>
<p>Good</p>	
<p>Don't know</p>	
<p>Don't know</p>	
<p>Don't know</p>	
<p>Fair</p>	
<p>Don't know</p>	<p>I do not use this service, but it is important to have something like it available.</p>
<p>Don't know</p>	
<p>Good</p>	
<p>Don't know</p>	
<p>Fair</p>	
<p>Don't know</p>	
<p>Don't know</p>	
<p>Excellent</p>	<p>Very good the local CAB is to expensive</p>
<p>Don't know</p>	
<p>Don't know</p>	

Don't know	
Don't know	
Don't know	
Don't know	
Don't know	
Excellent	
Don't know	don't use so can't answer
Good	Important service for elderly and people who do not have transportation.
Good	
Don't know	
Don't know	
Don't know	do not use, but am very happy we have it.
Good	
Don't know	
Don't know	
Excellent	
Good	
Good	
Don't know	

Don't know	
Don't know	
Don't know	I don't use transit
Don't know	
Don't know	
Excellent	
Don't know	
Good	
Don't know	
Fair	
Don't know	
Good	
Don't know	
Excellent	
Don't know	
Poor	I work with the refugee and low-income population. They desperately need comprehensive transportation. Because the city is not serviced well in this area, many people are dangerously driving without a license because they, well, they do what they have to do to provide for their families. They need a low-cost bus system.
Don't know	
Don't know	

Don't know	
Good	
Don't know	
Don't know	
Fair	Have never used the service. Would not know how they operate
Excellent	
Good	Perception is that it is good but don't use it so have no direct experiences.
Good	
Good	
Poor	
Poor	
Don't know	
Don't know	
Don't know	
Don't know	never used the system
Don't know	

Good	
Fair	
Don't know	
Don't know	
Excellent	
Don't know	
Don't know	
Fair	
Don't know	
Poor	Need more availability for children in the community for programs such as summer day camps and preschool.
Don't know	
Good	
Poor	
Don't know	
Fair	
Poor	
Don't know	
Don't know	
Don't know	
Don't know	
Don't know	
Don't know	
Don't know	

Good	
Don't know	Have never used
Good	
Don't know	
Poor	
Good	
Don't know	
Good	
Don't know	Sorry never have used this service
Don't know	
Good	
Don't know	
Poor	The hours are terrible for the bus system in the city.
Don't know	
Good	
Don't know	
Don't know	
Don't know	
Don't know	
Don't know	
Good	
Good	
Excellent	
Fair	

Don't know	
Don't know	
Don't know	N/A
Don't know	
Don't know	
Don't know	
Don't know	
Don't know	
Poor	
Good	
Don't know	
Poor	
Don't know	
Fair	They don't hit all parts of the city
Don't know	
Excellent	
Don't know	
Good	
Don't know	
Don't know	
Don't know	
Don't know	
Don't know	
Don't know	
Good	I've never used these services but love that they are available, were I to need them.
Don't know	

How would you rate the quality of City Library programs and facilities?	Comments:
Response	Open-Ended Response
Good	
Good	
Excellent	
Excellent	High-quality library that only keeps getting better.
Good	
Excellent	I love our public library.
Good	
Don't know	I haven't been to the Library for a while, last time it was so noisy and people were eating their lunches there, asked if this could be addressed and the Librarian said she can't...Mexicans again running our town.
Good	
Good	
Don't know	
Good	
Don't know	dont use it
Excellent	
Excellent	Lots of great things happening at the library,

Excellent	
Good	
Good	
Excellent	
Good	
Excellent	
Excellent	
Excellent	we have a fantastic library! one of the best features of our town - for all ages
Excellent	
Excellent	
Excellent	
Excellent	
Excellent	Proud of our library!
Good	They need to provide the ability to print coupons again. The base of people that use the library computers are low income and don't have a computer and printer at home. Thus making it not possible for them to have printable coupons to help save money for their family.
Fair	The library is a little creepy. I think it has good things going on, but when you go in, It's not very good to see homeless looking people sleeping in chairs or people gawking at others.
Good	Would like to see more library programs for both kids and adults, and also for families.
Excellent	
Excellent	
Excellent	
Good	

Don't know	
Excellent	The library is fantastic.
Excellent	The library facility and services add tremendously to my family's quality of life and education. Thank you! The library staff is excellent.
Good	
Excellent	
Good	
Excellent	
Excellent	
Fair	I don't consider a "new" book a year out from its publishing date
Excellent	
Excellent	
Excellent	Library is just and awesome place to go and be
Good	
Excellent	
Poor	REALLY HATE the new lab computer program!!!! Constantly shutting down, kicking you off, or not working!!
Excellent	
Excellent	
Excellent	

Good	
Excellent	
Fair	Nice library - but the kids are not made to behave. The police can't even control them. It shouldn't be a daycare or "hang out".
Excellent	
Good	
Excellent	
Excellent	I use library services on regular basis.
Good	
Excellent	
Fair	
Fair	
Good	
Good	
Excellent	
Excellent	would be nice to see more room for activities
Excellent	

Excellent	
Excellent	
Excellent	
Good	
Excellent	
Excellent	
Good	
Good	
Good	
Don't know	
Good	
Excellent	
Excellent	
Good	
Excellent	
Excellent	
Fair	
Good	
Good	
Excellent	
Excellent	
Good	
Good	
Excellent	

Excellent	
Excellent	Staff could be slightly more friendly
Excellent	
Excellent	
Excellent	
Good	once again..a Carnegie Library was torn down to put in a parking lot. A new library was built...nice one too...but libraries are kinda going obsolete now with the internet and all.
Good	
Good	
Excellent	For the size of our city I am amazed at the scope of materials and quality of our library
Excellent	
Excellent	
Excellent	
Good	
Excellent	
Good	
Excellent	
Good	
Excellent	
Good	
Good	
Good	
Excellent	
Good	
Excellent	
Good	
Excellent	
Good	

Good	
Excellent	Love the library!
Excellent	
Don't know	
Excellent	
Good	
Good	
Good	
Poor	
Excellent	
Fair	
Fair	
Don't know	
Excellent	
Good	
Excellent	
Excellent	
Excellent	
Excellent	
Good	I don't use it as often as I should
Good	
Good	
Excellent	
Excellent	
Excellent	
Excellent	Ann and her staff do a great job.

<p>How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)?</p>	<p>Comments:</p>
<p>Response</p>	<p>Open-Ended Response</p>
<p>Good</p>	<p>More programs, more parks or even fix up some of the parks would be awesome!</p>
<p>Don't know</p>	
<p>Good</p>	
<p>Good</p>	<p>Staffing at Park & Rec likely is an issue but there could be a lot more offered and promoted. Seems like a great number of parks and growing length of trails but underutilized. Bike, canoe and kayak rentals would be a great addition.</p>
<p>Fair</p>	
<p>Good</p>	<p>I mostly use a couple of parks, I like to ride bike, run, walk and roller blade. Some trails are a little rough for rollerblading.</p>
<p>Good</p>	
<p>Poor</p>	<p>Todd Park is being destroyed, you can't go out and enjoy the park because it is being over run with Mexicans. We were going out for a picnic and a group of them came up to us and said they reserved the park for their daughter's party?? I rented the Izak Walton Room for my daughter's Open House and had to tell the Mexicans to stop coming in it was a private party,</p>
<p>Good</p>	
<p>Fair</p>	<p>We need more than the Y & should make more use of the Arena.</p>
<p>Fair</p>	<p>We are unable to take part in using most parks in the city as there are signs posted 'no dogs allowed.'</p>
<p>Don't know</p>	
<p>Poor</p>	<p>Take a look at the parks after the hispanics get done with a party all the garbage and broken bottles that aint to even be in the parks . Ask the guy that gets stuck cleaning it up what he thinks . And fishing in austin is slim and none cause of all the water is gone from being filled in from the citys bright ideas on flooding they need to dig them out</p>
<p>Fair</p>	<p>The areas don't seem very safe, the soccer fields are an embarrassment at Todd Park, as well as the parking for the games.</p>
<p>Excellent</p>	<p>Exceptional</p>

Good	
Good	
Don't know	
Excellent	
Fair	
Good	
Excellent	
Excellent	great facilities and programs
Excellent	
Fair	
Good	
Good	
Good	I know this, too, is a work in progress and it is moving forward.
Good	
Fair	This could make Austin so much better! People want activities and outdoor recreation for themselves and their families. Make it happen! People would stay if it was more of a destination!
Good	
Excellent	
Excellent	
Good	
Excellent	

Excellent	
Fair	
Excellent	Great value for cost on programs.
Good	
Excellent	
Good	
Good	
Good	
Fair	
Excellent	
Excellent	
Excellent	
Fair	and becoming unsafe
Fair	
Don't know	
Good	Need better promotion. Not used to their potential.
Excellent	
Good	

Good	
Fair	Park and Rec needs to "step it up" and create NEW programs for our youth, we drive out of town to use other cities Aquatic Centers, Ice Rinks, and kids sporting teams.
Good	I like and use the trails. Very nice.
Fair	Austin needs more gym space for youth programs.
Good	Always a lot of programming. Nice to see more computers for kids with good programming. Would like to see more programming in the evening - some moms have to work.
Excellent	
Excellent	Lots of choices from free to very affordable. Challenge can be to make sure public is aware of programming options.
Fair	Finish the bike trail. It dead ends in the middle of nowhere in spots and you have to negotiate street traffic in way too many places making for dangerous biking.
Good	
Fair	
Fair	
Fair	
Excellent	
Fair	It would be great to see more groomed trails throughout the city; some parks are in need of updating.
Good	
Fair	There have been many of the childrens' rides that have been removed without justification. Someone decided they were unsafe. Teeter totters and merry go rounds. but monkey bars are safe?

Excellent	With the staff they have and the amount of parks and flood properties they have to deal with they go great. Very nice ball fields and programs
Fair	
Excellent	
Good	
Good	
Good	I wish there were even more bike trails! And possibly connect to others in the region
Good	
Fair	
Fair	
Good	Haven't had the opportunity yet to use them all but they look good. Looking forward to the bike trail expansion.
Fair	
Excellent	
Good	
Fair	
Fair	
Good	
Poor	
Poor	
Good	
Good	
Good	
Excellent	
Good	The effort has been good, but we need to connect present trails, add trails in the Residential areas in town.
Excellent	

Good	
Good	
Excellent	
Excellent	
Fair	
Fair	we have parks...trails...but no rec programs or a rec center for the kids to go to.
Poor	
Good	
Excellent	Again we have amazing facilities for the size of our city better than many larger cities.
Excellent	
Don't know	Can't use parks. Too many other nationalities that are rude to our family. Won't use them
Good	HIRE MORE PEOPLE IF NECESSARY TO MAINTAIN ALL THE PARKS , TRAILS.
Good	
Good	
Fair	
Don't know	
Good	
Good	
Good	Trails need to be marked better and lets get them connected.
Good	
Good	
Fair	
Excellent	
Good	

Fair	
Good	I enjoy the bike trails that go through Austin. The Hormel Nature Center is also a gem!
Fair	Bring back summertime program at the parks for children. Make use of the bandshell and have weekly summer events.
Fair	
Excellent	
Good	
Good	
Fair	
Fair	
Excellent	
Poor	
Poor	
Don't know	
Fair	
Good	
Excellent	
Excellent	
Fair	
Excellent	
Good	
Excellent	
Good	
Good	
Good	
Good	
Excellent	We've been to all the parks and enjoyed them, we love the frisbee golf courses, too. Also, the bike trails are a great addition to the city.
Excellent	Parks are well kept. Bike paths are great.

How would you rate the overall quality of services provided by the city?	Comments:
Response	Open-Ended Response
Good	
Fair	
Good	
Good	
Fair	
Good	I like Austin. I feel that the services are sufficient. I would like unsorted recycling b/c I forget to put it out and then have several bins to drag up from the basement. I usually just decide to skip it and go to work.
Fair	Need to enforce rules for clearing sidewalks, lawn length and trash build up. we have a goal to improve by 2020 lets look at the appearance of our residential areas.
Fair	
Fair	
Fair	We need to do something about all the empty bldgs. in town like the Mall, Cash wise the old Hy-Vee.
Good	
Poor	
Poor	LOL you look at it from the peoples side of the fence and tell us .. Oh thats right in your eyes its ok ive been to concil meetings and they hear what they want to and ignore the rest . This town never looked so bad then they wonder why people are moveing away at a steady pace .Hispanics and blacks are ruining this town and the city is to butt blind to see it .
Fair	
Good	Always room for improvement.

Good	
Fair	
Good	
Good	
Fair	
Good	
Excellent	
Good	
Excellent	
Good	
Fair	
Fair	
Excellent	
Good	
Fair	Please improve our restaurants. I'm 27 and I can tell you young families and young professionals are waiting for a better opportunity to get out of Austin. Add more restaurants, and better the downtown, more shopping, People would stay!
Good	
Excellent	
Excellent	
Good	
Good	

Good	
Good	
Excellent	Thanks city staff and elected officials. You are doing a great job, especially considering your limited resources. I love Austin and think our quality of life is top notch!
Fair	
Excellent	
Good	
Good	
Good	
Fair	
Good	
Excellent	
Good	
Fair	
Good	
Don't know	
Good	Thank you for asking!
Good	
Good	

Good	Downtown development programs are great. keep fixing up the buildings and loans and stuff
Fair	
Good	I enjoy Austin - I think it could just use a bit more "polish" nothing fancy.
Good	
Good	
Good	
Good	
Fair	
Good	
Fair	
Fair	
Fair	2020 needs to worry less about arts, flowers and trees and focus much more on getting new larger businesses in town. We need a lot of good paying jobs and skilled labor. The rest will come later!
Good	
Good	
Good	
Excellent	

Good	
Good	
Good	
Good	
Good	
Good	
Fair	
Fair	
Fair	
Good	
Fair	
Good	
Good	
Good	
Good	
Fair	
Poor	
Poor	
Fair	
Fair	
Good	
Good	
Excellent	
Don't know	

Fair	
Good	
Good	
Don't know	
Poor	
Fair	
Fair	
Good	Excellent for illegals who shouldn't even qualify
Good	Always room for improvement but as a whole we have good to very good services.
Excellent	
Good	
Good	CITIES CAN DO WHATEVER IT TAKES TO MAINTAIN EXCELLENT SERVICES. HAVE TO DO THE RIGHT THING. MANAGEMENT OF CITY IS BEST QUALIFIED TO KNOW WHAT SHOULD BE DONE SO JUST DO IT.
Fair	
Fair	
Good	
Fair	
Good	
Fair	
Excellent	
Good	
Good	
Good	
Good	
Fair	

Fair	
Good	
Poor	Austin Utilites prices are extremely high. We could purchase electricity from Excel Energy directly and save money for residents.
Good	
Good	
Good	
Good	
Don't know	
Fair	
Excellent	
Poor	
Fair	
Fair	
Fair	
Good	
Excellent	
Good	
Good	
Good	
Good	
Good	
Good	
Fair	
Good	
Good	
Good	
Excellent	