

# CITY OF ROUND ROCK 2008 CITIZEN ATTITUDE SURVEY CUMULATIVE RESULTS

1. ABOUT HOW MANY YEARS HAVE YOU LIVED IN ROUND ROCK?

LESS THAN FIVE YEARS	27%
5 - 9 YEARS . . . . .	28%
10 - 19 YEARS . . . . .	24%
20 - 29 YEARS . . . . .	15%
30 YEARS OR MORE . . . . .	6%
NO OPINION/DON'T KNOW	0%

2. IN GENERAL, DO YOU THINK THE CITY OF ROUND ROCK IS HEADED IN THE RIGHT DIRECTION OR THE WRONG DIRECTION?

RIGHT DIRECTION . . . . .	82%
WRONG DIRECTION . . . . .	9%
NO OPINION . . . . .	9%

3. IN GENERAL, DO YOU THINK THE QUALITY OF LIFE IN THE CITY OF ROUND ROCK IS GETTING BETTER, GETTING WORSE, OR STAYING ABOUT THE SAME?

GETTING BETTER . . . . .	47%
GETTING WORSE . . . . .	12%
ABOUT THE SAME . . . . .	36%
NO OPINION . . . . .	4%

4. IN GENERAL, DO YOU THINK THE QUALITY OF LIFE IN YOUR NEIGHBORHOOD IS GETTING BETTER, GETTING WORSE, OR STAYING ABOUT THE SAME?

GETTING BETTER . . . . .	21%
GETTING WORSE . . . . .	18%
ABOUT THE SAME . . . . .	59%
NO OPINION . . . . .	1%

5. NOW I'D LIKE TO ASK YOU SOME QUESTIONS ABOUT LOCAL CITY SERVICES. AS I READ EACH, PLEASE TELL ME WHETHER YOU WOULD SAY EACH SERVICE IS EXCELLENT, GOOD, AVERAGE, BELOW AVERAGE, OR POOR . . . . . (ROTATE INDIVIDUAL ITEMS)

	E	G	A	BA	P	NO
A) MAINTENANCE OF CITY STREETS	13%	50%	26%	4%	6%	0%
B) TRANSPORTATION PLANNING	5%	22%	25%	16%	18%	14%
C) TRASH COLLECTION	36%	46%	12%	3%	2%	1%
D) CITY PLANNING	9%	44%	26%	4%	5%	12%
E) WATER AND WASTEWATER SERVICE	21%	51%	21%	3%	1%	2%
F) POLICE DEPARTMENT	37%	43%	14%	1%	3%	2%
	E	G	A	BA	P	NO
G) MUNICIPAL COURT	10%	29%	17%	1%	2%	40%
H) FIRE DEPARTMENT	38%	38%	10%	0%	0%	12%
I) CITY PARKS	30%	43%	15%	4%	2%	5%
J) CITY-SPONSORED RECREATIONAL ACTIVITIES LIKE THE YOUTH BASKETBALL PROGRAM, SWIMMING LESSONS, INSTRUCTIONAL CLASSES, AND COMMUNITY-WIDE EVENTS LIKE THE 4 <sup>TH</sup> OF JULY FIREWORKS AND THE EASTER EGG HUNT	28%	41%	15%	3%	1%	11%
K) LIBRARY	33%	37%	13%	3%	0%	13%

6. WHEN YOU CALL THE CITY OF ROUND ROCK ON THE TELEPHONE FOR SERVICES OR INFORMATION, HOW WOULD YOU DESCRIBE THE SERVICE YOU RECEIVE: EXCELLENT, GOOD, ONLY FAIR, OR POOR? IF YOU'VE NEVER CALLED THE CITY, TELL ME THAT

ALSO.

EXCELLENT . . . . . 16%  
 GOOD . . . . . 37%  
 ONLY FAIR . . . . . 12%  
 POOR . . . . . 3%  
 NO OPINION . . . . . 1%  
 NEVER CALLED CITY . . . . . 31%

7. WHEN YOU E-MAIL THE CITY OF ROUND ROCK FOR SERVICES OR INFORMATION, HOW WOULD YOU DESCRIBE THE SERVICE YOU RECEIVE: EXCELLENT, GOOD, ONLY FAIR, OR POOR? AGAIN, IF YOU'VE NEVER E-MAILED THE CITY, TELL ME THAT ALSO.

EXCELLENT . . . . . 4%  
 GOOD . . . . . 8%  
 ONLY FAIR . . . . . 3%  
 POOR . . . . . 2%  
 NO OPINION . . . . . 2%  
 NEVER EMAILED CITY . . . . . 82%

8. WHAT KIND OF JOB DO YOU THINK THE CITY IS DOING TAKING CARE OF THE FOLLOWING COMMON PROBLEMS? AS I READ EACH ONE, PLEASE TELL ME WHETHER YOU THINK THE CITY OF ROUND ROCK IS DOING AN EXCELLENT JOB TAKING CARE OF THE PROBLEM, A GOOD JOB, ONLY A FAIR JOB, OR A POOR JOB DEALING WITH THE PROBLEM. . . .

	E	G	OF	P	NO
A) ABANDONED VEHICLES	29%	47%	13%	2%	8%
B) LOTS OVERGROWN WITH WEEDS	14%	49%	25%	7%	5%
C) ENFORCING UPKEEP OF PUBLIC RIGHTS-OF-WAY, SUCH AS KEEPING THEM CLEAR OF REAL ESTATE SIGNS AND PRIVATE BUSINESS SIGNS	16%	53%	19%	8%	2%

9. DO YOU FEEL SAFE WALKING ALONE IN YOUR NEIGHBORHOOD AT NIGHT?

YES . . . . . 88%  
 NO . . . . . 10%  
 NO OPINION . . . . . 2%

10. WHAT DO YOU THINK WILL BE THE THREE BIGGEST ISSUES ROUND ROCK WILL FACE WITHIN THE NEXT FIVE YEARS?

Traffic (43%), growth - fast growth - controlling growth (36%), school related - overcrowding, lack of schools, system improvements (20%), road repair - maintenance - expansion (15%), high taxes - property taxes - finances (13%), public transportation - rail (13%), crime - gangs - inadequate police (13%), overcrowding - overpopulation (12%)

11. HOW WOULD YOU RATE THE FOLLOWING TRAFFIC SITUATIONS: EXCELLENT, GOOD, ONLY FAIR, OR POOR?

	E	G	OF	P	NO
A) ON STATE ROADS AND HIGHWAYS IN ROUND ROCK, LIKE I-35, FM 1325, AND RM 620	4%	30%	34%	31%	0%
B) IN AND AROUND YOUR NEIGHBORHOOD	17%	52%	19%	11%	0%

12. WHAT KIND OF JOB DO YOU THINK THE CITY OF ROUND ROCK IS DOING IN MANAGING TRAFFIC: EXCELLENT, GOOD, ONLY FAIR, OR POOR?

EXCELLENT . . . . . 8%  
 GOOD . . . . . 43%  
 ONLY FAIR . . . . . 35%  
 POOR . . . . . 13%  
 NO OPINION . . . . . 1%

13. COMPARED TO TWO YEARS AGO, WOULD YOU SAY THAT TRAFFIC IN ROUND ROCK IS GETTING BETTER, GETTING WORSE, OR STAYING ABOUT THE SAME?

GETTING BETTER . . . . . 15%  
 GETTING WORSE . . . . . 64%  
 ABOUT THE SAME . . . . . 18%  
 NO OPINION . . . . . 3%

14. I'M GOING TO LIST SOME SOURCES FOR GETTING INFORMATION ABOUT WHAT'S HAPPENING IN THE CITY OF ROUND ROCK. AS I NAME EACH ONE, PLEASE TELL ME WHETHER OR NOT YOU GET INFORMATION ABOUT THE CITY FROM THESE SOURCES.

(ROTATE INDIVIDUAL ITEMS)

	YES	NO	NO OPIN
A) AUSTIN AMERICAN STATESMAN	56%	44%	0%
B) ROUND ROCK LEADER	49%	50%	0%
C) LOCAL TV NEWS	79%	29%	0%
D) ROUND ROCK CABLE CHANNEL 10 (THE CHANNEL THAT SHOWS ROUND ROCK CITY COUNCIL MEETINGS, CITY FOCUS, ETC)	37%	62%	1%
E) RADIO	40%	60%	0%
F) ENCLOSURES IN YOUR CITY UTILITY BILL	68%	30%	2%
G) FRIENDS	70%	30%	0%
H) CITY WEB PAGE	40%	59%	1%
I) THE CITY EMAIL NEWSLETTER, THE ROUND ROCK NEWS	19%	80%	1%
J) PUBLIC MEETINGS	19%	80%	1%
K) <i>THE CITY BEAT</i> AD THAT RUNS EVERY OTHER WEEK IN THE ROUND ROCK LEADER AND AUSTIN AMERICAN STATESMAN	40%	59%	1%
L) COMMUNITY IMPACT, THE MONTHLY PUBLICATION	73%	27%	0%
M) YOUR HOMEOWNER'S ASSOCIATION NEWSLETTER	46%	52%	1%
N) <i>COMMUNITY CONVERSATIONS</i> , THE CITY OF ROUND ROCK BLOG	7%	91%	1%

15. WHAT KIND OF JOB WOULD YOU SAY THE CITY OF ROUND ROCK IS DOING IN THE FOLLOWING AREAS. YOUR RESPONSES SHOULD BE EXCELLENT, GOOD, ONLY FAIR, OR POOR . . . . .

	E	G	OF	P	NO
A) KEEPING YOU INFORMED OF CITY PROGRAMS AND SERVICES	13%	55%	23%	7%	2%
B) LISTENING TO AND RESPONDING TO THE NEEDS OF CITIZENS	10%	46%	24%	8%	11%

16. LET'S TALK ABOUT RECYCLING. HOW FAMILIAR OR UNFAMILIAR ARE YOU WITH THE FACT THAT FOR A \$4.00 MONTHLY FEE, THE CITY PROVIDES CURBSIDE RECYCLING SERVICES ON A SUBSCRIPTION BASIS?

VERY FAMILIAR . . . . . 21%  
 FAMILIAR . . . . . 29%  
 UNFAMILIAR . . . . . 22%  
 VERY UNFAMILIAR . . . . . 27%  
 NO OPINION . . . . . 0%

17. DO YOU PARTICIPATE IN THE CITY'S SUBSCRIPTION-BASED RECYCLING PROGRAM?

YES . . . . . 16%  
 NO . . . . . 84%  
 DON'T KNOW/REFUSE . . . . . 1%

18. (IF NO) PLEASE TELL ME WHY YOU OR YOUR FAMILY HAS CHOSEN NOT TO

PARTICIPATE IN THE RECYCLING PROGRAM?

Unaware - unfamiliar with program (46%), opposed to paying (24%), recycles on own - takes to center or school (14%)

19. PLEASE TELL ME HOW STRONGLY YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS REGARDING RECYCLING EFFORTS IN ROUND ROCK . . . .

	SA	A	D	SD	NO OPIN
A) WHAT'S MOST IMPORTANT IS THAT THE CITY KEEPS THE CURRENT TRASH COLLECTION SERVICE THE WAY IT IS	27%	44%	20%	5%	4%
B) WHAT'S MOST IMPORTANT IS THAT THE CITY ENSURES THE BEST SERVICE AT THE BEST PRICE	31%	58%	7%	1%	3%
C) I WOULD SUPPORT THE CITY IMPLEMENTING A CURBSIDE RECYCLING PROGRAM FOR ALL CITY RESIDENTS	30%	51%	12%	3%	4%
D) I WOULD SUPPORT PAYING A MODEST FEE FOR CURBSIDE RECYCLING IF ALL RESIDENTS WERE CHARGED SIMILAR FEES	15%	42%	27%	13%	2%
E) I WOULD NOT BE WILLING TO HAVE CITY-WIDE CURBSIDE RECYCLING IF IT MEANT GIVING UP ONE DAY OF TRASH COLLECTION	16%	35%	35%	12%	2%
F) I WOULD SUPPORT THE CITY IMPLEMENTING A CURBSIDE RECYCLING PROGRAM FOR ALL CITY RESIDENTS, BUT I WOULD NOT PARTICIPATE	5%	15%	51%	23%	6%
G) NOT ONLY WOULD I SUPPORT THE CITY HAVING MANDATORY FEE CURBSIDE RECYCLING, BUT OTHER CONSERVATION PROGRAMS AS WELL	17%	47%	20%	9%	7%

20. IF A MANDATORY FEE CURBSIDE RECYCLING PROGRAM WERE IMPLEMENTED, ALL RESIDENTS COULD BE CHARGED AN ADDITIONAL FEE. HOW LIKELY OR UNLIKELY WOULD YOU BE TO SUPPORT THIS PROGRAM IF YOU KNEW THAT YOUR MONTHLY BILL WOULD INCREASE \_\_\_\_\_ MONTHLY? IF THE COST FIGURE I GIVE YOU MAKES NO DIFFERENCE TO YOU, PLEASE TELL ME THAT ALSO. HERE IS THE FIRST NUMBER . . . .

	VL	L	U	VU	NO
A) \$0.00 - \$1.00	51%	23%	5%	19%	1%
B) \$1.01 - \$2.00	37%	20%	8%	24%	1%
C) \$2.01 - \$3.00	23%	26%	16%	33%	1%
D) \$3.01 - \$4.00	20%	17%	17%	43%	2%
E) \$4.01 - \$5.00	14%	14%	17%	52%	2%
F) MORE THAN \$5.00	8%	8%	20%	61%	3%

21. DO YOU CURRENTLY HAVE ANY OF THE FOLLOWING TELEVISION SERVICES? YOU CAN CHOOSE MORE THAN ONE:

TIME-WARNER CABLE . . . . .	66%	DON'T OWN A TV . . . . .	2%
GRAND CABLE . . . . .	1%	OTHER . . . . .	4%
SATELLITE TV . . . . .	20%	NO OPINION . . . . .	0%
NEITHER (ANTENNAE ONLY)	8%		

22. AT YOUR HOME, DO YOU CONNECT TO THE INTERNET THROUGH A CABLE MODEM/HIGH SPEED SERVICE LIKE ROADRUNNER, OR THROUGH DSL, OR OVER A REGULAR PHONE LINE? IF YOU CANNOT CONNECT TO THE INTERNET AT HOME, TELL ME THAT ALSO.

CABLE MODEM . . . . .	49%	OTHER . . . . .	4%
DSL . . . . .	33%	DON'T KNOW . . . . .	2%
REGULAR PHONE LINE	7%	NOT CONNECTED . . . . .	6%

23. NOW I HAVE A FEW FINAL QUESTIONS ABOUT YOU AND YOUR HOUSEHOLD THAT WILL BE USED SOLELY FOR DEMOGRAPHIC PURPOSES, TO ENSURE THAT WE HAVE A FAIR REPRESENTATION OF ROUND ROCK CITIZENS. WHICH OF THESE AGE GROUPS INCLUDES YOUR AGE?

18 - 34 YEARS . . . . .	15%
35 - 44 YEARS . . . . .	24%
45 - 54 YEARS . . . . .	26%
55 - 64 YEARS . . . . .	21%
65 AND OLDER . . . . .	13%
REFUSE TO ANSWER . . . . .	1%

24. IN ORDER TO ENSURE THAT OUR SURVEY INCLUDES ALL GROUPS FAIRLY, I NEED TO ASK YOUR RACE OR ETHNIC BACKGROUND?

WHITE/ANGLO . . . . .	76%	AMERICAN INDIAN . . . . .	1%
AFRICAN-AMERICAN . . . . .	5%	ASIAN . . . . .	1%
HISPANIC . . . . .	10%	OTHER . . . . .	4%
		REFUSE TO ANSWER . . . . .	1%

25. DO YOU MIND SAYING IN WHICH OF THE FOLLOWING RANGES YOUR TOTAL HOUSEHOLD INCOME FALLS?

UNDER \$20,000 . . . . .	2%
\$20,000 - \$35,000 . . . . .	8%
\$35,001 - \$50,000 . . . . .	9%
\$50,001 - \$75,000 . . . . .	20%
\$75,001 - \$100,000 . . . . .	17%
\$100,001 - \$150,000 . . . . .	16%
OVER \$150,000 . . . . .	8%
DON'T KNOW . . . . .	2%
REFUSE TO ANSWER . . . . .	16%

26. WHAT IS THE HIGHEST LEVEL OF FORMAL EDUCATION YOU COMPLETED: GRADE SCHOOL, HIGH SCHOOL OR GED, SOME COLLEGE OR VOCATIONAL TRAINING, COLLEGE GRADUATE, SOME GRADUATE WORK, OR A GRADUATE DEGREE?

GRADE SCHOOL . . . . .	1%
HIGH SCHOOL . . . . .	14%
SOME COLLEGE . . . . .	20%
COLLEGE GRADUATE . . . . .	32%
GRADUATE WORK . . . . .	5%
GRADUATE DEGREE . . . . .	27%
REFUSE TO ANSWER . . . . .	1%

27. DO YOU WORK IN THE CITY OF ROUND ROCK?

YES . . . . .	31%
NO . . . . .	68%
REFUSE TO ANSWER . . . . .	1%

28. AND FINALLY, DO YOU HAVE ANY CHILDREN, IN THE FOLLOWING AGE RANGES, CURRENTLY LIVING IN YOUR HOME?

(CIRCLE ALL THAT APPLY)

UNDER 6 . . . . .	21%
6 - 12 . . . . .	23%
13 - 18 . . . . .	20%
NO CHILDREN . . . . .	49%
REFUSE TO ANSWER . . . . .	2%

THAT'S THE END OF OUR SURVEY BUT COULD I CHECK TO SEE IF I DIALED THE CORRECT NUMBER. I DIALED \_\_\_\_\_. AND COULD I HAVE YOUR FIRST NAME,

ONLY IN CASE MY SUPERVISOR HAS TO VERIFY THIS  
INTERVIEW?\_\_\_\_\_.

CALLER INI. \_\_\_\_\_ SHEET NUMBER \_\_\_\_\_ ZIPCODE \_\_\_\_\_ SURVEY LENGTH \_\_\_\_\_