



**ROUND
ROCK**

2024 Round Rock Community Survey

Findings Report

Presented to the City of
Round Rock, Texas

October 2024



ETC
INSTITUTE

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2024 Round Rock Community Survey

Executive Summary



Purpose

During the summer of 2024, ETC Institute administered a community survey for the City of Round Rock. The purpose of the survey was to assess resident satisfaction with the delivery of major city services and to help set priorities for the community. ETC Institute has administered the survey every two years since 2008.

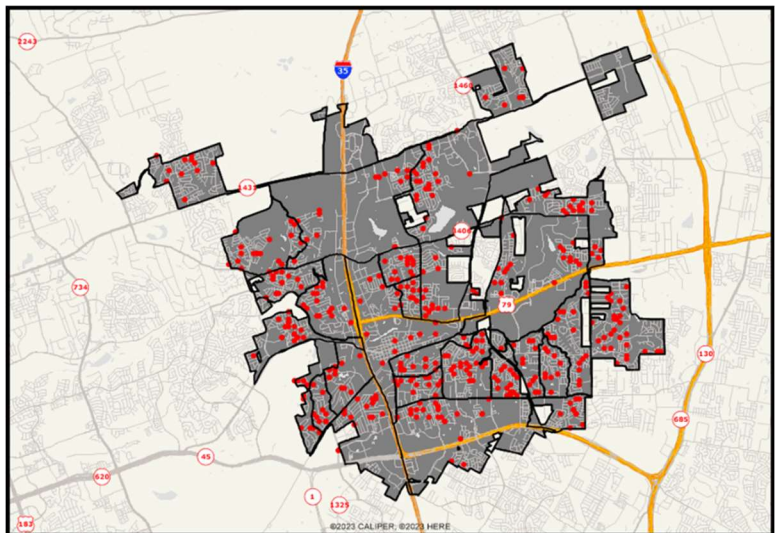
Methodology

The seven-page survey, cover letter and postage-paid return envelope were mailed to a random sample of households in the City of Round Rock. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address; this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database. Approximately ten days after the surveys were mailed, residents who received the survey were contacted by e-mail or text message to encourage participation.

The goal was to receive 400 completed surveys. This goal was met, with 428 households completing the survey. The results for 428 households have a 95% level of confidence with a precision of at least +/-4.7%. There were no statistically significant differences in the results of the survey based on the method of administration (mail vs. online).

The percentage of “don’t know” responses has been excluded from many of the graphs and the benchmarking data shown in this report to facilitate valid comparisons between city services. Since the number of “don’t know” responses often reflects the utilization and awareness of city services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase, “who had an opinion.”

In order to understand how well services are being delivered in different areas of the City, ETC Institute geocoded the home address of respondents to the survey. The map on the right shows the physical distribution of respondents to the resident survey based on the location of their home.



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This report contains:

- an executive summary of the methodology and major findings
- charts depicting the overall results of the survey
- trend analysis
- Importance-Satisfaction analysis
- benchmarking data that show how the survey results compare to the U.S. average and the state of Texas average
- tabular data for all questions on the survey
- a copy of the survey instrument

Major Findings

Residents were generally satisfied with the overall quality of life in Round Rock. Based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, 80% of residents were satisfied with the overall quality of life in the City, 13% were “neutral” and 7% were “dissatisfied.”

Overall Satisfaction with City Services. Eighty-six percent (86%) of residents who had an opinion were “very satisfied” or “satisfied” with the overall quality of services provided by the City. The City services with the highest levels of satisfaction were library services (91%), fire services (89%), and parks and recreation programs (86%). Residents were least satisfied with transportation planning in the City (46%).

Overall Priorities. The top three services that residents felt were most important for the City to provide were: 1) police services, 2) fire services, and 3) emergency medical services.

Traffic Flow. Seventy percent (70%) of residents felt traffic flow in the City was getting worse compared to two years ago; 17% felt it was staying the same, 8% felt it was getting better and 5% did not know. Residents were also asked to rate the traffic flow in different areas of the City; the results showed that 57% of residents rated traffic flow in and around neighborhoods as “excellent” or “good,” and 18% of residents rated traffic flow on state roads and highways as “excellent” or “good.”

Most Residents Feel Safe in Round Rock. Eighty-six percent (86%) of residents who had an opinion felt “very safe” or “safe” overall in the City. The areas where residents felt most safe were: in their neighborhood during the day (94%), in Downtown Round Rock (92%), and in City parks (82%).

Parks and Recreation. The highest levels of satisfaction with parks and recreation services in Round Rock, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were with the appearance and maintenance of City parks (88%), number of City parks (79%), and hike and bike trails in the City (74%).

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Parks and Recreation Services That Residents Thought Were Most Important for the City to Provide.

The top three parks and recreation services that residents thought were most important for the City to provide were: 1) appearance and maintenance of City parks, 2) hike and bike trails in the City, and 3) number of City parks.

Transportation. The highest levels of satisfaction with transportation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the cleanliness of streets and other public areas (79%), the maintenance of streets in their neighborhood (73%), and the mowing and trimming of streets and other public areas (72%).

Transportation services that residents thought were most important for the City to provide. The top three transportation services that residents thought were most important were: 1) the maintenance of major City streets, 2) the timing of traffic signals in the City, and 3) the maintenance of neighborhood streets.

Code Enforcement. The code enforcement service that residents were most satisfied with, based upon a combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, was the enforcement of cleanup of debris on private property (52%). This was also the code enforcement service that residents felt was most important for the City to provide.

City Communication. The communication services that residents were most satisfied with, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the usefulness of information on the City’s website (70%), the availability of information about City services and programs (67%), and City efforts to keep residents informed about local issues (65%).

The sources that residents used most often to get information about the City of Round Rock were: 1) Community Impact (77%), 2) Facebook (57%), 3) the City website (52%), and 4) local TV news (37%).

Customer Service. Forty-four percent (44%) of respondents indicated they had contacted the City of Round Rock during the past year. Of those, 80% described the service they received as “excellent” or “good.” The customer service items that residents were most satisfied with, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the way they were treated (84%), how quickly City staff responded to their request (82%), and the accuracy of the information and the assistance they were given (81%).

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Utilities and Environmental Services. The highest levels of satisfaction with utilities and environmental services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: residential curbside trash collection services (86%), Deepwood Recycling Center services (85%), and the reliability of the City’s drinking water (84%).

Other Findings

- Eighty-three percent (83%) of residents are aware of their household’s designated watering days. Of those aware of their designated watering days, 92% “always” or “usually” follow the watering schedule for their household
- The electronic sources of information that residents are currently using most often are email (82%), the internet (general use) (80%), and Facebook (77%). Most respondents (68%) say they follow one of the City’s social media accounts.
- Seventy percent (70%) of residents who had an opinion indicated the level of service for the maintenance of infrastructure “should be much higher” or “should be a little higher;” 29% felt the level of service should stay the same, and less than 2% felt it should be lowered.
- The types of development respondents think should be of highest priority (rated “medium priority” or “high priority”) are street lighting and illumination of public spaces (90%), public parks/plazas/open spaces (86%), and pedestrian facilities (85%). The types of places respondents most often say there should be “more” of are water-efficient landscaping (70%) and food trucks (49%).
- Regarding high-density (buildings taller than 3 stories) projects, respondents thought the three elements most important to include are thoughtful sidewalk design (73%), dedicated public plazas and parks (58%), and additional structured parking (58%).
- The three issues respondents think should receive the most emphasis from City leaders over the next five years are traffic (69%), controlling rapid growth (55%), and high taxes/property taxes/finances (46%).

2024 Round Rock Community Survey Executive Summary



How the City of Round Rock Compares to Other Communities Nationally

Satisfaction ratings for the City of Round Rock **rated above the U.S. average in 46 of the 49 areas** that were assessed. The City rated significantly higher than the U.S. average (difference of 5% or more) in 45 of these areas. The table below shows how the City of Round Rock compares to the U.S. average:

Service	Round Rock	U.S.	Difference	Category
In the downtown area of City	92%	54%	38%	Perceptions of Safety
Parks and Recreation programs	86%	49%	37%	Overall Satisfaction
Overall quality of services provided by the city	86%	49%	37%	Perceptions of the City
Customer service provided by City employees	76%	39%	36%	Overall Satisfaction
City communication with the public	69%	37%	32%	Overall Satisfaction
Water services	84%	52%	32%	Overall Satisfaction
Overall quality of life in the City	80%	49%	32%	Perceptions of the City
Wastewater services	82%	53%	30%	Overall Satisfaction
Trash, recycling, & yard waste collection services	85%	55%	29%	Overall Satisfaction
Stormwater management and flood control	79%	50%	29%	Overall Satisfaction
Usefulness of your city's website	70%	42%	28%	Communication
In city parks	82%	55%	27%	Perceptions of Safety
Library services	91%	64%	27%	Overall Satisfaction
Curbside recycling services	83%	56%	27%	Garbage and Recycling Services
Bulky item pick-up services	73%	47%	27%	Garbage and Recycling Services
Police services	79%	53%	26%	Overall Satisfaction
Cleanliness of streets and public areas	79%	53%	26%	Transportation Services
Maintenance of streets and sidewalks	65%	41%	25%	Overall Satisfaction
Overall value received for City taxes and fees	57%	33%	24%	Perceptions of the City
Maintenance of streets in your neighborhood	73%	49%	24%	Transportation Services
Maintenance of major city streets	72%	50%	22%	Transportation Services
Efforts by local government to keep you informed about local issues	64%	43%	21%	Communication
Overall appearance of the city	76%	55%	21%	Perceptions of the City
Availability of information about local governmental services and programs	67%	46%	20%	Communication
Overall feeling of safety in your community	86%	66%	20%	Perceptions of Safety
Yard waste collection services	74%	54%	20%	Garbage and Recycling Services
Trash/garbage collection services	86%	68%	19%	Garbage and Recycling Services
Enforcement of city codes and ordinances	58%	40%	18%	Overall Satisfaction
In your neighborhood at night	79%	61%	17%	Perceptions of Safety
Mowing and tree trimming along streets and public areas	72%	55%	16%	Transportation Services
How well the city is planning for growth	55%	39%	16%	Perceptions of the City
Condition of sidewalks	62%	47%	15%	Transportation Services
In your neighborhood during the day	95%	81%	13%	Perceptions of Safety
Fire services	90%	76%	13%	Overall Satisfaction
Emergency medical services	83%	71%	12%	Overall Satisfaction
In retail areas	76%	64%	12%	Perceptions of Safety
Level of public involvement in decision-making	44%	34%	10%	Communication
Hike and bike trails in the City	75%	66%	9%	Parks and Recreation
Enforcement of clean-up of trash and debris on private property	52%	45%	7%	Code Enforcement
Quality of outdoor athletic facilities	73%	66%	7%	Parks and Recreation
Enforcement of sign regulations	51%	45%	6%	Code Enforcement
Quality of adult recreation programs	57%	52%	5%	Parks and Recreation
Your local government cable television channel(s)	47%	42%	5%	Communication
City recreation centers	68%	63%	5%	Parks and Recreation
Quality of youth recreation programs	62%	57%	5%	Parks and Recreation
Enforcement of mowing and cutting of weeds on private property	48%	46%	2%	Code Enforcement
City swimming pools	52%	55%	-4%	Parks and Recreation
Transit services	28%	37%	-10%	Transportation Services
Availability of bike lanes	32%	42%	-10%	Transportation Services

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How the City of Round Rock Compares to Communities in Texas

Satisfaction ratings for the City of Round Rock **rated at or above the average for Texas in 45 of the 49 areas** that were assessed. The City rated significantly higher than this average (difference of 5% or more) in 40 of these areas. The table below shows how the City of Round Rock compares to the Texas average:

Service	Round Rock	Texas	Difference	Category
Customer service provided by City employees	76%	30%	46%	Overall Satisfaction
Parks and Recreation programs	86%	43%	43%	Overall Satisfaction
City communication with the public	69%	27%	42%	Overall Satisfaction
Maintenance of streets and sidewalks	65%	25%	40%	Overall Satisfaction
Library services	91%	51%	40%	Overall Satisfaction
Water services	84%	45%	39%	Overall Satisfaction
Stormwater management and flood control	79%	41%	38%	Overall Satisfaction
Trash, recycling, & yard waste collection services	85%	46%	38%	Overall Satisfaction
In city parks	82%	44%	38%	Perceptions of Safety
In the downtown area of City	92%	54%	37%	Perceptions of Safety
Overall quality of life in the City	80%	44%	36%	Perceptions of the City
Wastewater services	82%	46%	36%	Overall Satisfaction
Overall quality of services provided by the city	86%	50%	36%	Perceptions of the City
Police services	79%	44%	35%	Overall Satisfaction
Overall appearance of the city	76%	47%	29%	Perceptions of the City
Overall feeling of safety in your community	86%	58%	28%	Perceptions of Safety
Overall value received for City taxes and fees	57%	30%	27%	Perceptions of the City
Fire services	90%	64%	25%	Overall Satisfaction
Cleanliness of streets and public areas	79%	55%	24%	Transportation Services
Curbside recycling services	83%	60%	23%	Garbage and Recycling Services
In your neighborhood at night	79%	56%	23%	Perceptions of Safety
Usefulness of your city's website	70%	48%	22%	Communication
Enforcement of city codes and ordinances	58%	36%	22%	Overall Satisfaction
Emergency medical services	83%	61%	22%	Overall Satisfaction
Bulky item pick-up services	73%	53%	20%	Garbage and Recycling Services
Maintenance of streets in your neighborhood	73%	53%	20%	Transportation Services
Yard waste collection services	74%	55%	19%	Garbage and Recycling Services
Maintenance of major city streets	72%	54%	18%	Transportation Services
In your neighborhood during the day	95%	79%	16%	Perceptions of Safety
Trash/garbage collection services	86%	71%	16%	Garbage and Recycling Services
Efforts by local government to keep you informed about local issues	64%	50%	15%	Communication
Hike and bike trails in the City	75%	62%	13%	Parks and Recreation
Mowing and tree trimming along streets and public areas	72%	60%	12%	Transportation Services
Quality of outdoor athletic facilities	73%	61%	12%	Parks and Recreation
Condition of sidewalks	62%	51%	11%	Transportation Services
In retail areas	76%	65%	11%	Perceptions of Safety
Availability of information about local governmental services and programs	67%	56%	11%	Communication
Quality of adult recreation programs	57%	46%	11%	Parks and Recreation
How well the city is planning for growth	55%	44%	11%	Perceptions of the City
Quality of youth recreation programs	62%	54%	8%	Parks and Recreation
Level of public involvement in decision-making	44%	41%	3%	Communication
City swimming pools	52%	49%	3%	Parks and Recreation
City recreation centers	68%	66%	2%	Parks and Recreation
Transit services	28%	26%	1%	Transportation Services
private property	52%	52%	0%	Code Enforcement
Enforcement of sign regulations	51%	55%	-4%	Code Enforcement
Enforcement of mowing and cutting of weeds on private property	48%	53%	-5%	Code Enforcement
Your local government cable television channel(s)	47%	53%	-6%	Communication
Availability of bike lanes	32%	42%	-10%	Transportation Services

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Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report.

Overall Priorities for the City by Major Category. This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below:

- Transportation planning in the City (I-S Rating = 0.1234)
- Police services (I-S Rating = 0.1202)

The table below shows the Importance-Satisfaction rating for all 16 major categories of City services that were rated.

2024 Importance-Satisfaction Rating City of Round Rock, TX Overall Quality of City Services

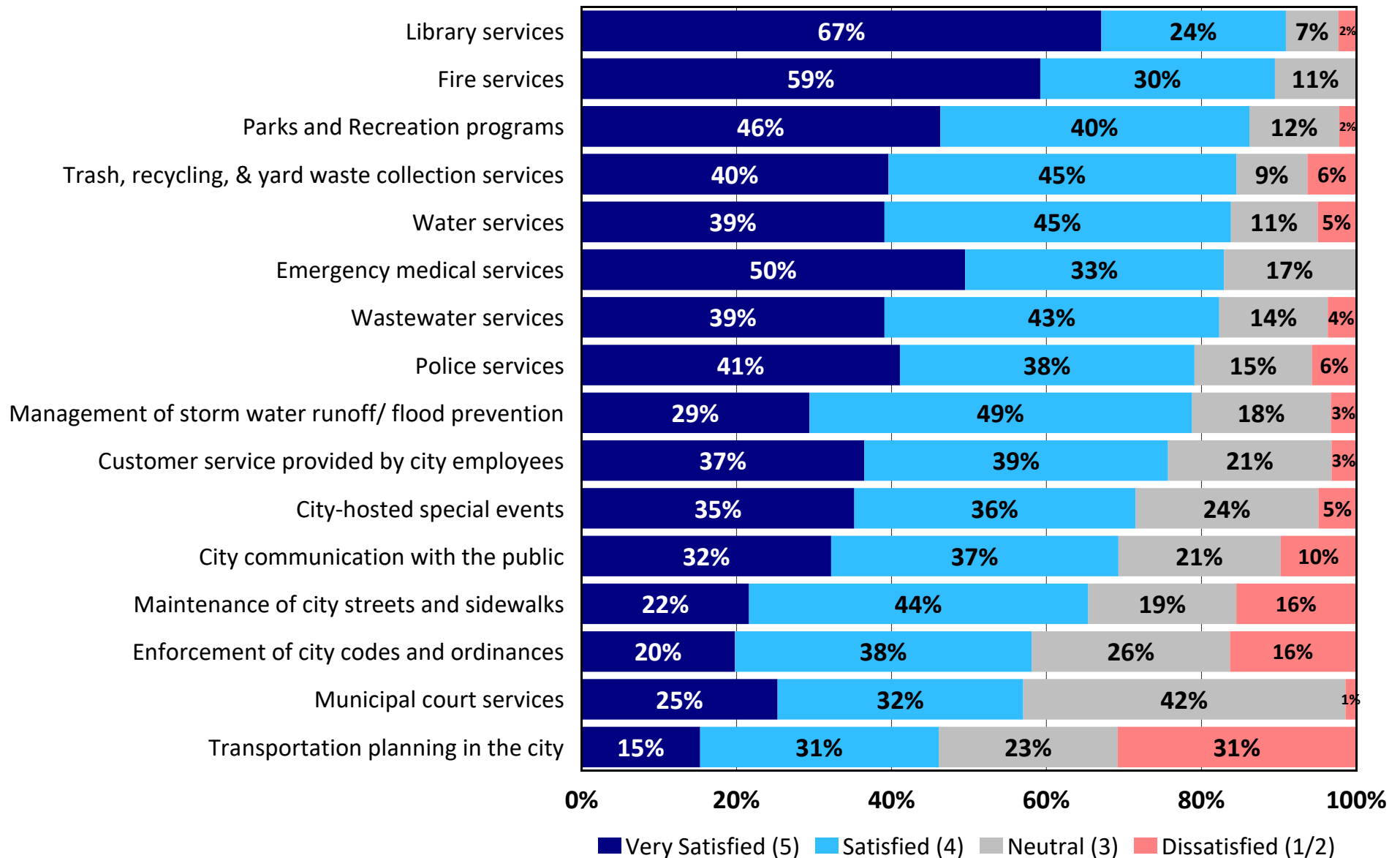
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Transportation planning in the city	22.90%	6	46.10%	16	0.1234	1
Police services	57.50%	1	79.10%	8	0.1202	2
Medium Priority (IS <.10)						
Maintenance of city streets and sidewalks	25.90%	5	65.40%	13	0.0896	3
Emergency medical services	33.90%	3	82.90%	6	0.0580	4
Water services	31.80%	4	83.80%	5	0.0515	5
Enforcement of city codes and ordinances	11.40%	8	58.10%	14	0.0478	6
Fire services	41.60%	2	89.50%	2	0.0437	7
Parks and Recreation programs	20.80%	7	86.20%	3	0.0287	8
City communication with the public	8.40%	12	69.30%	12	0.0258	9
Wastewater services	10.00%	9	82.30%	7	0.0177	10
Trash, recycling, and yard waste collection services	9.80%	10	84.50%	4	0.0152	11
Management of storm water runoff and flood prevention	4.20%	13	78.80%	9	0.0089	12
Library services	9.60%	11	90.90%	1	0.0087	13
City-hosted special events	2.60%	14	71.50%	11	0.0074	14
Customer service provided by city employees	1.40%	15	75.70%	10	0.0034	15
Municipal court services	0.70%	16	57.00%	15	0.0030	16



Charts and Graphs

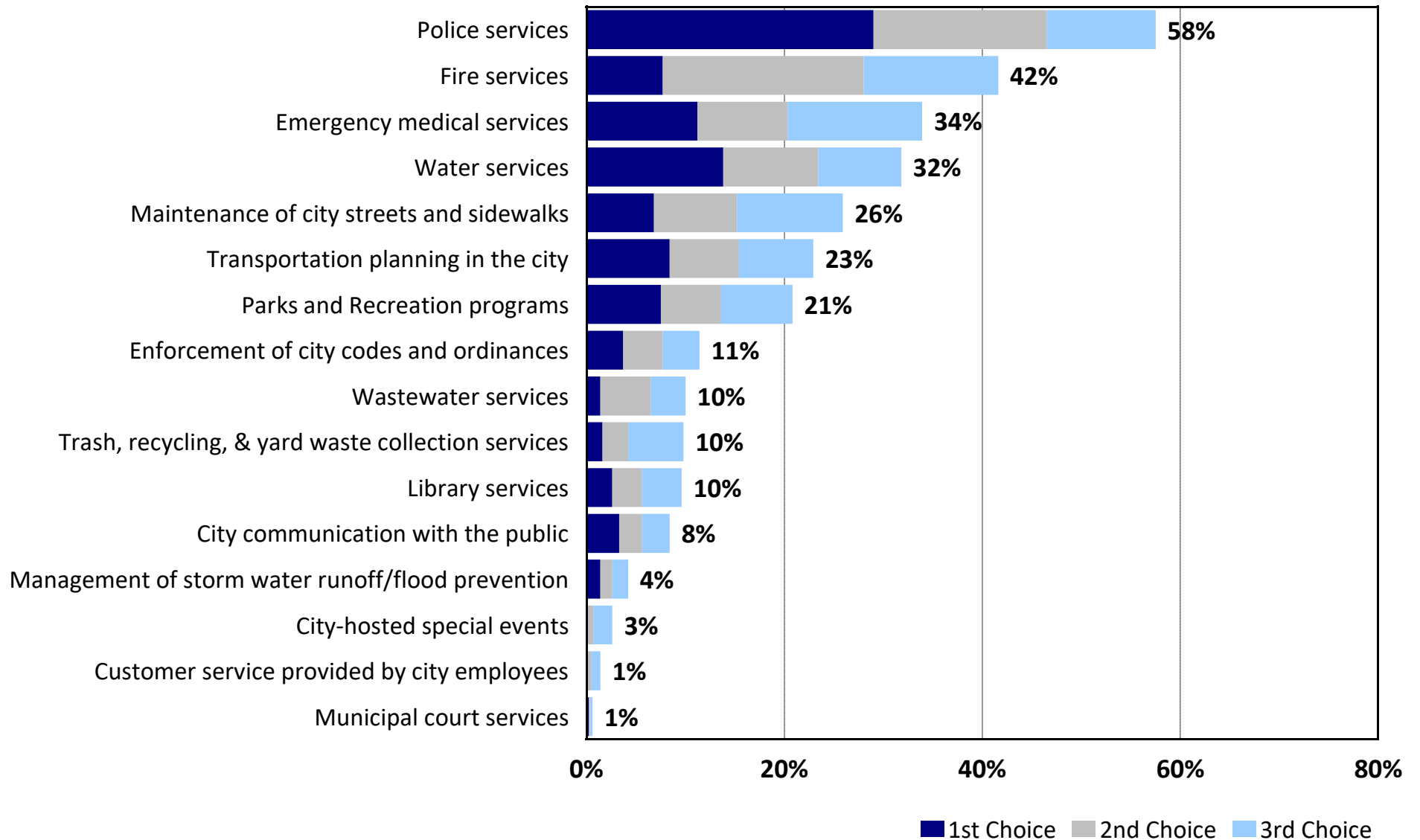
Q1. Overall Satisfaction With City Services by Major Category

by percentage of respondents (excluding don't knows)



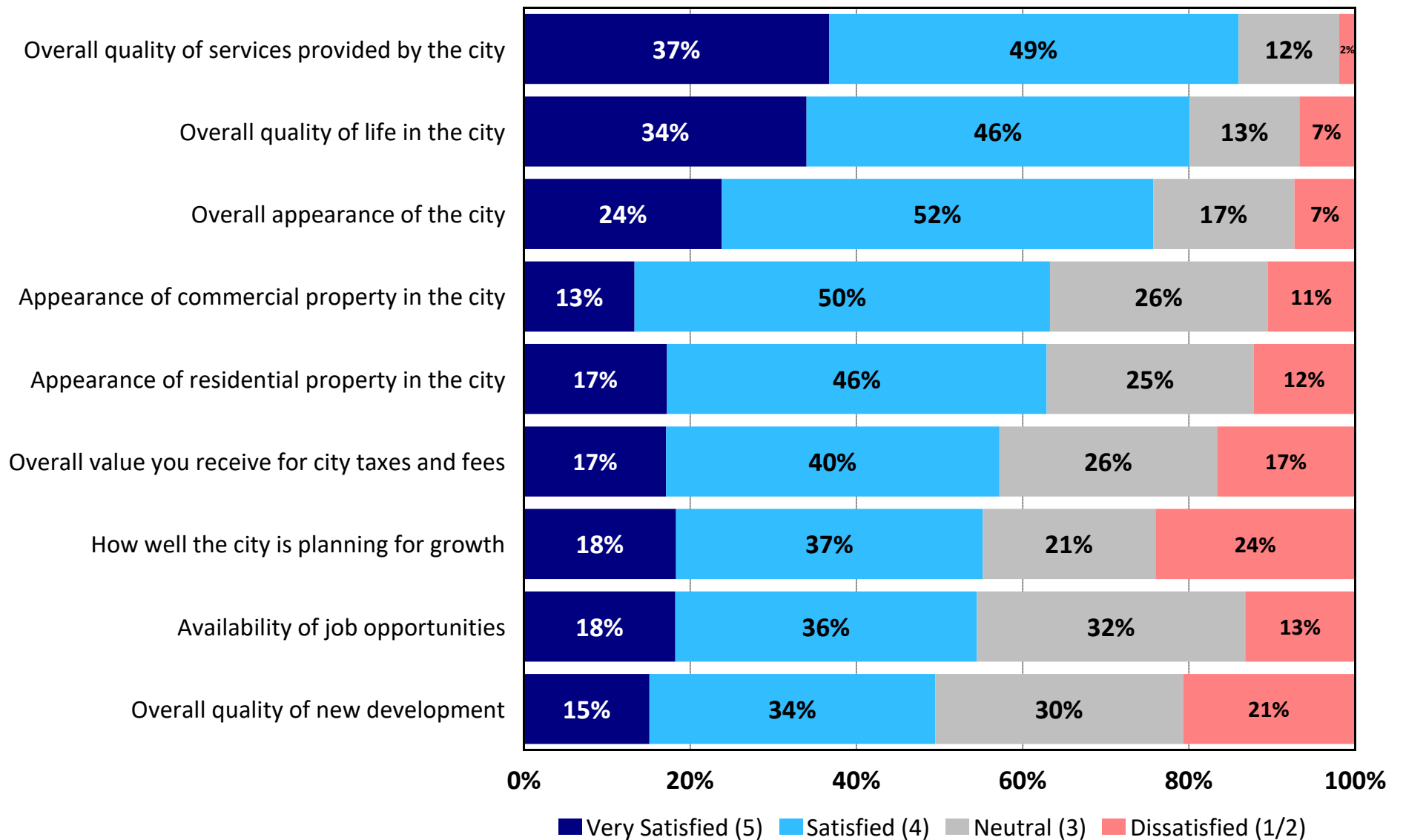
Q2. City Services That Are Most Important to Residents by Major Category

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



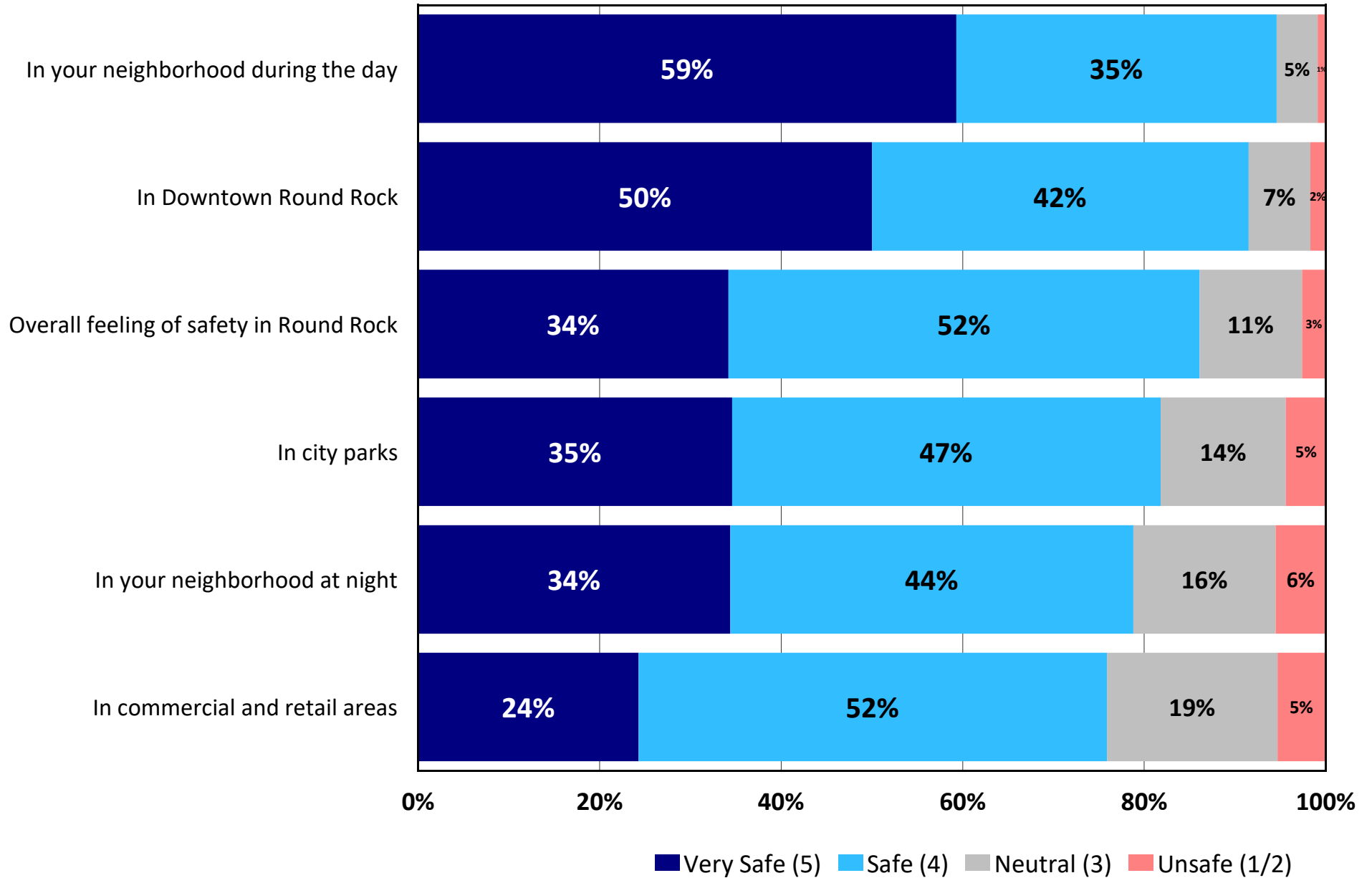
Q3. Satisfaction With Items That Influence the Perception Residents Have of the City

by percentage of respondents (excluding don't knows)



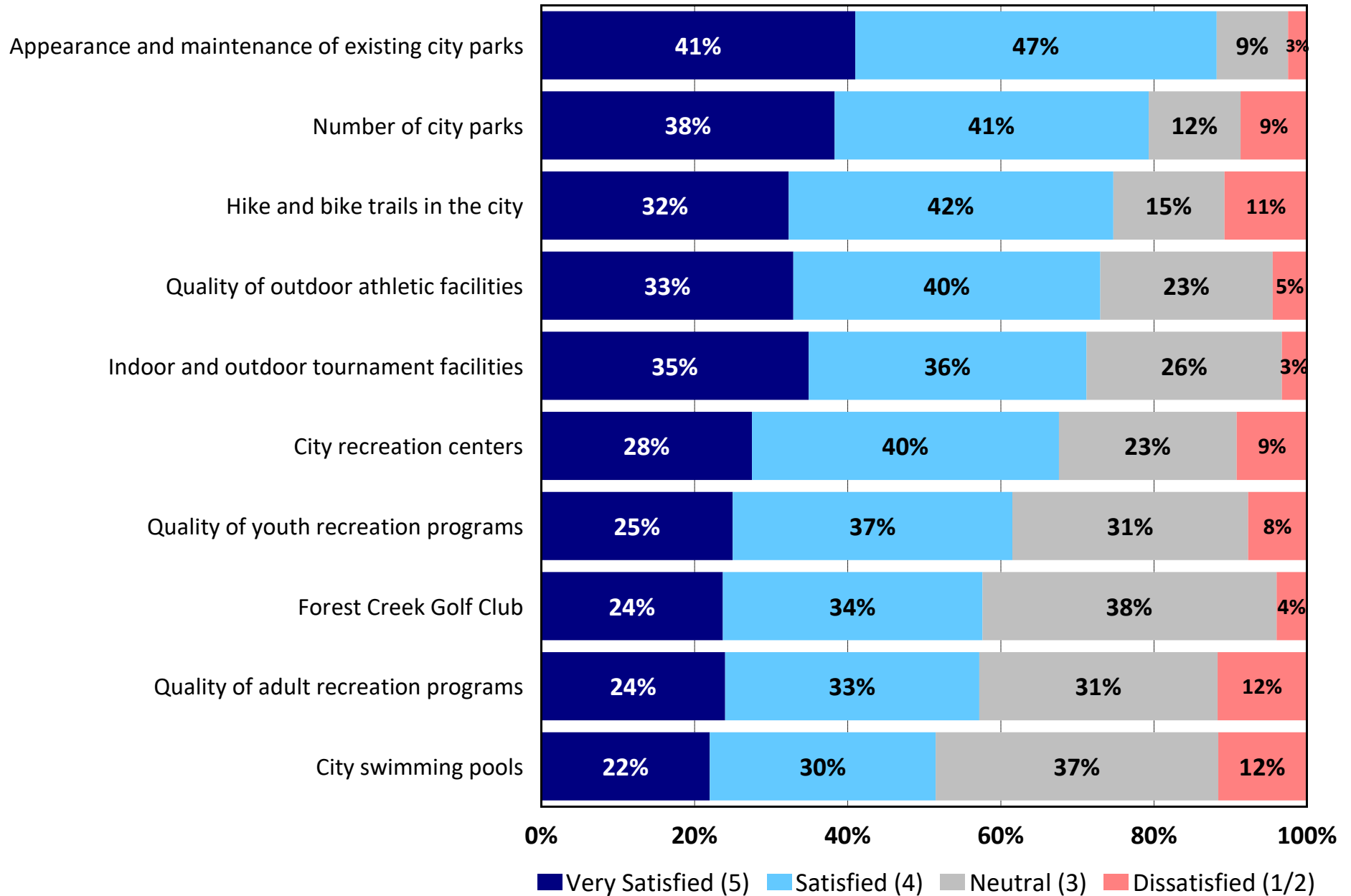
Q4. How Safe Do You Feel?

by percentage of respondents (excluding don't knows)



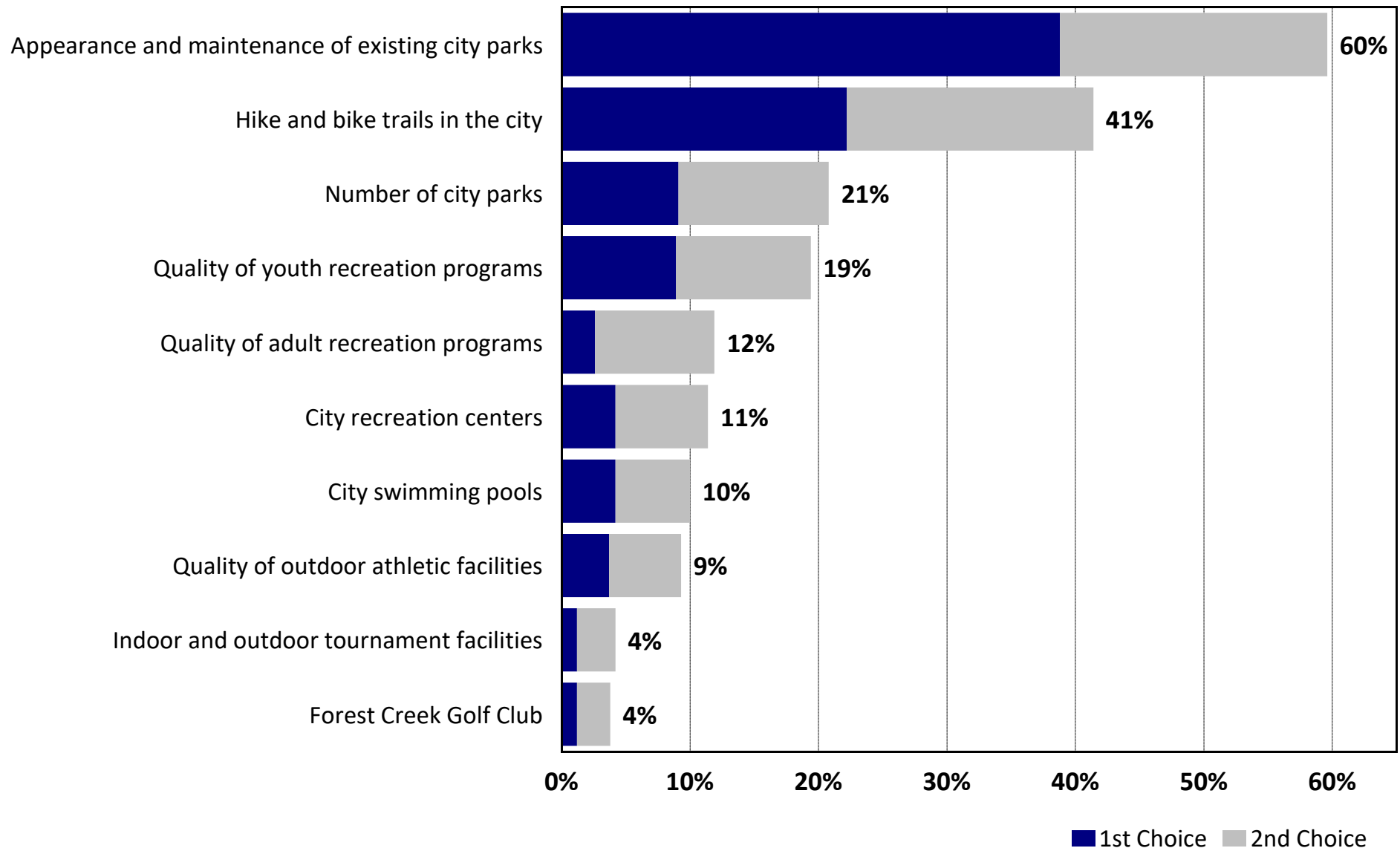
Q5. Satisfaction with Parks and Recreation

by percentage of respondents (excluding don't knows)



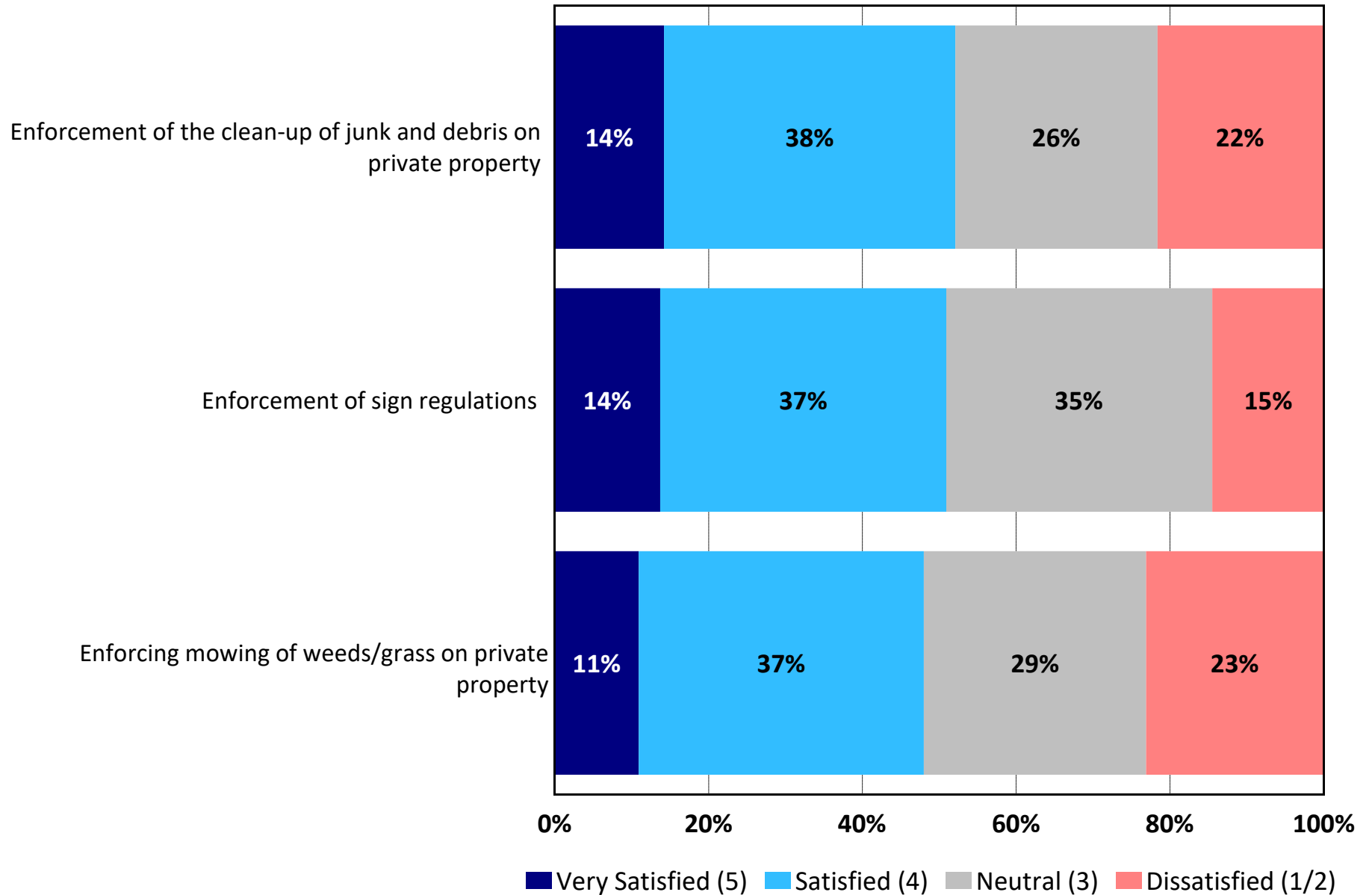
Q6. Parks and Recreation Services That Residents Thought Were Most Important

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



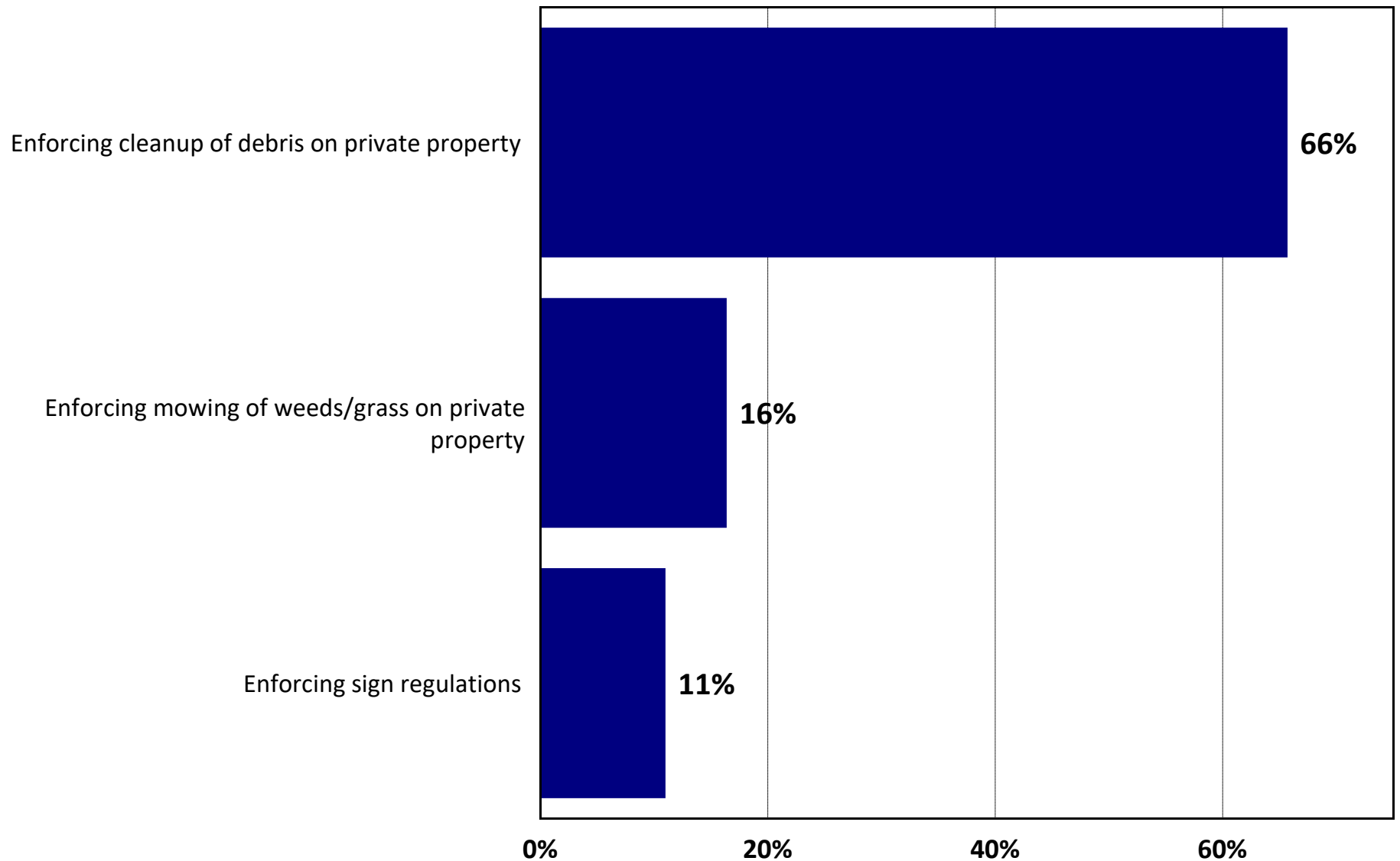
Q7. Satisfaction with Code Enforcement

by percentage of respondents (excluding don't knows)



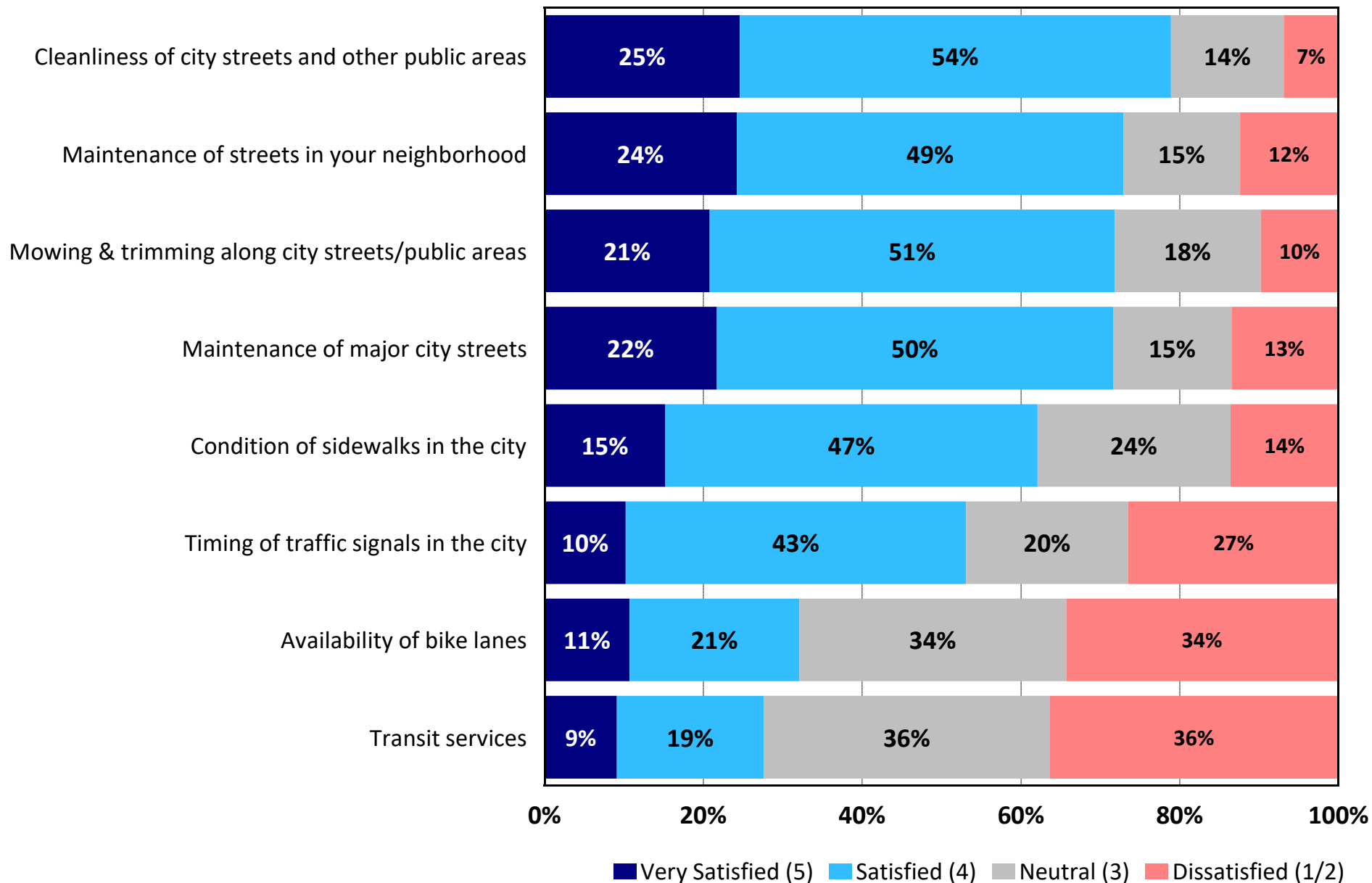
Q8. Code Enforcement Services That Residents Thought Were Most Important for the City to Provide

by percentage of respondents who selected the item as their top choice



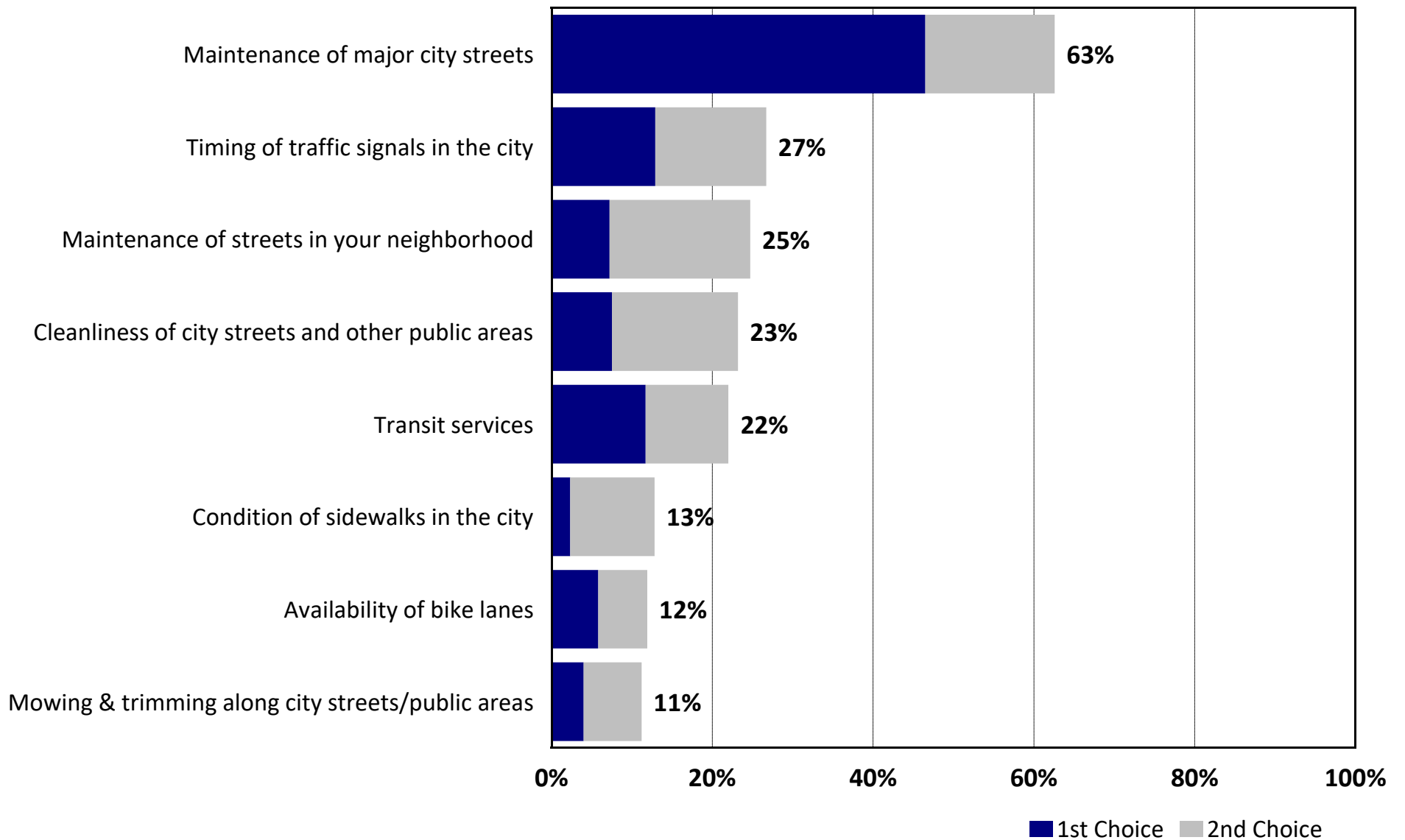
Q9. Satisfaction with Transportation

by percentage of respondents (excluding don't knows)



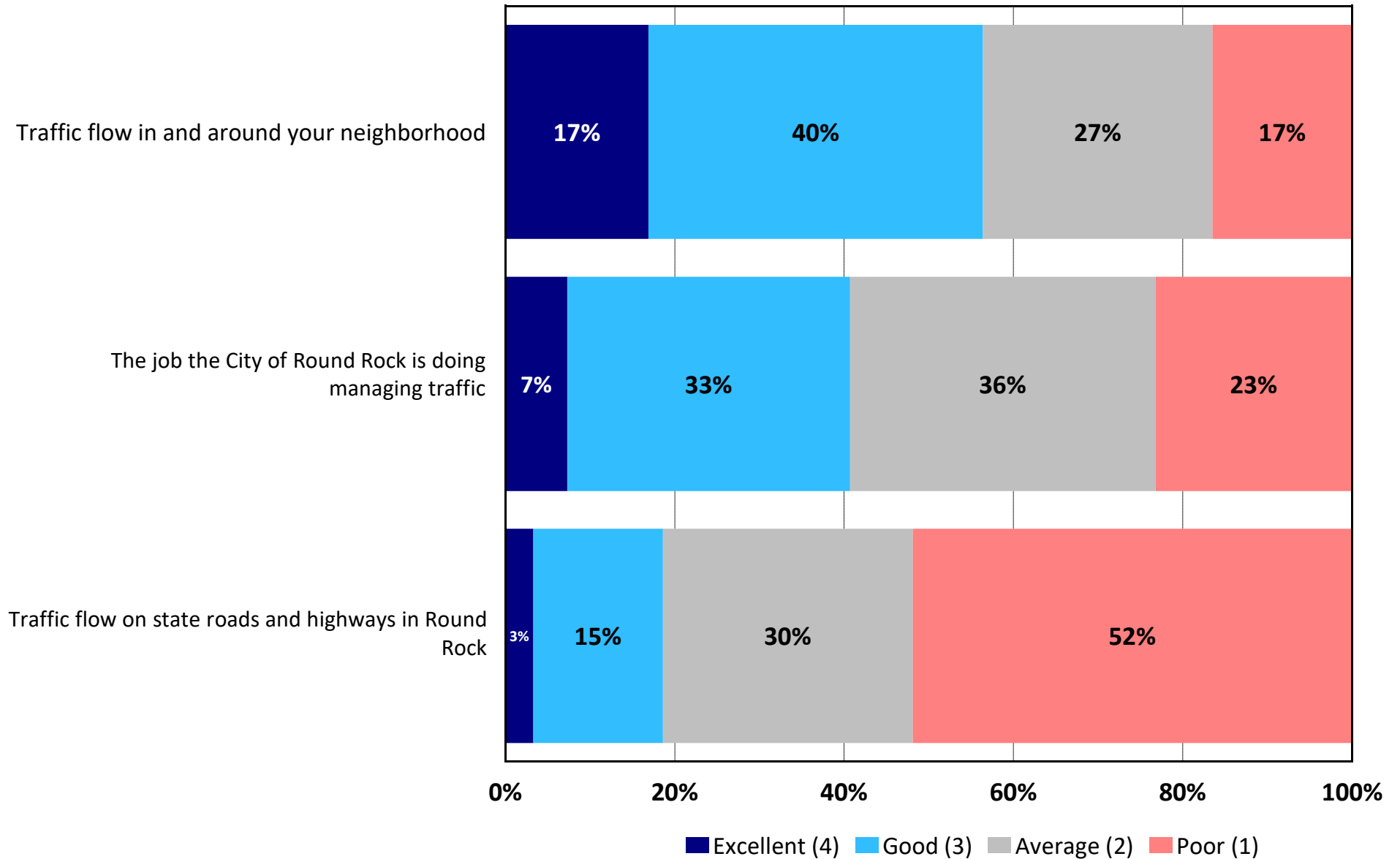
Q10. Transportation Services That Residents Thought Were Most Important

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



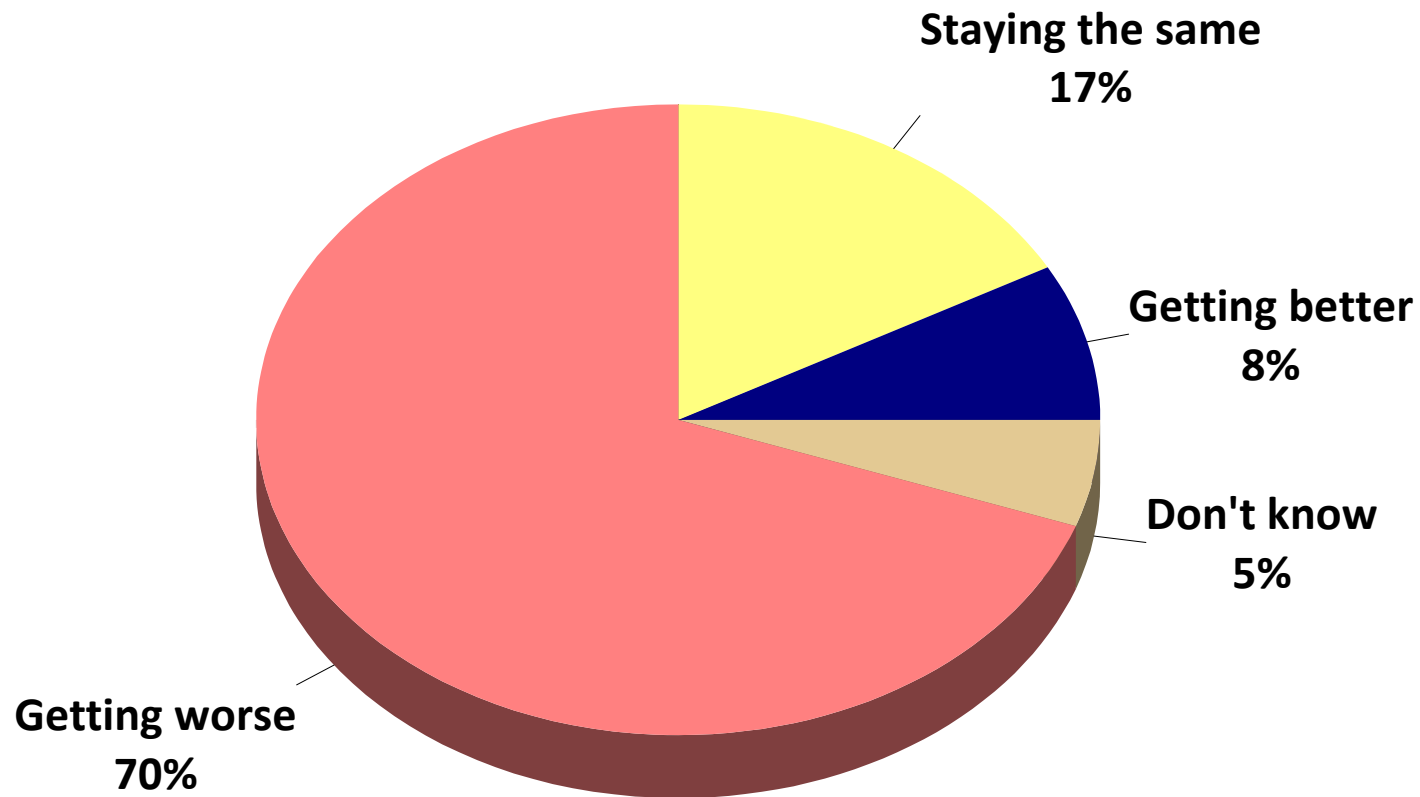
Q11. Ratings of Traffic Issues in the City

by percentage of respondents (excluding don't knows)



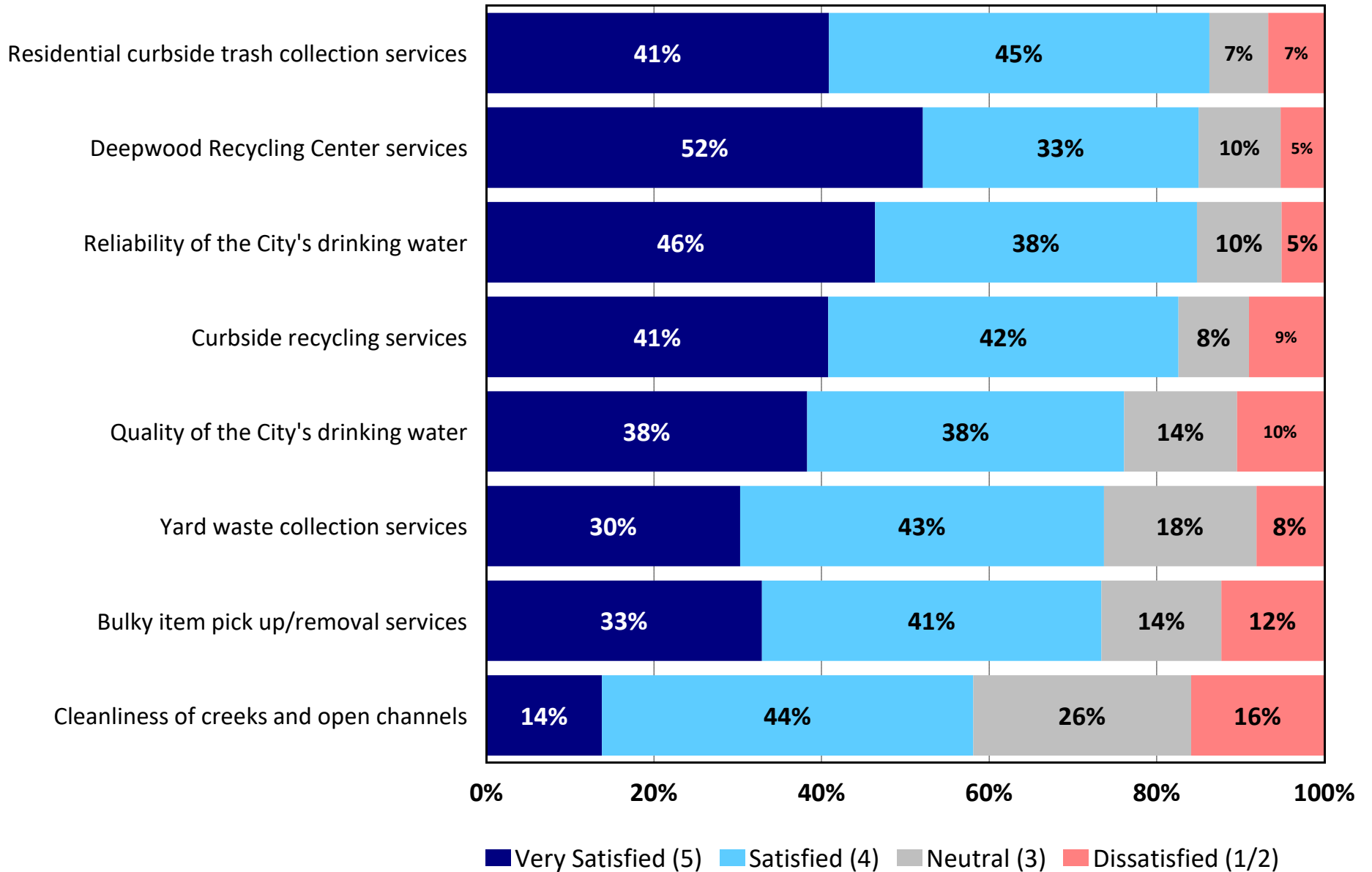
Q12. How Residents Feel Traffic Flow in the City is Changing Compared to Two Years Ago

by percentage of respondents



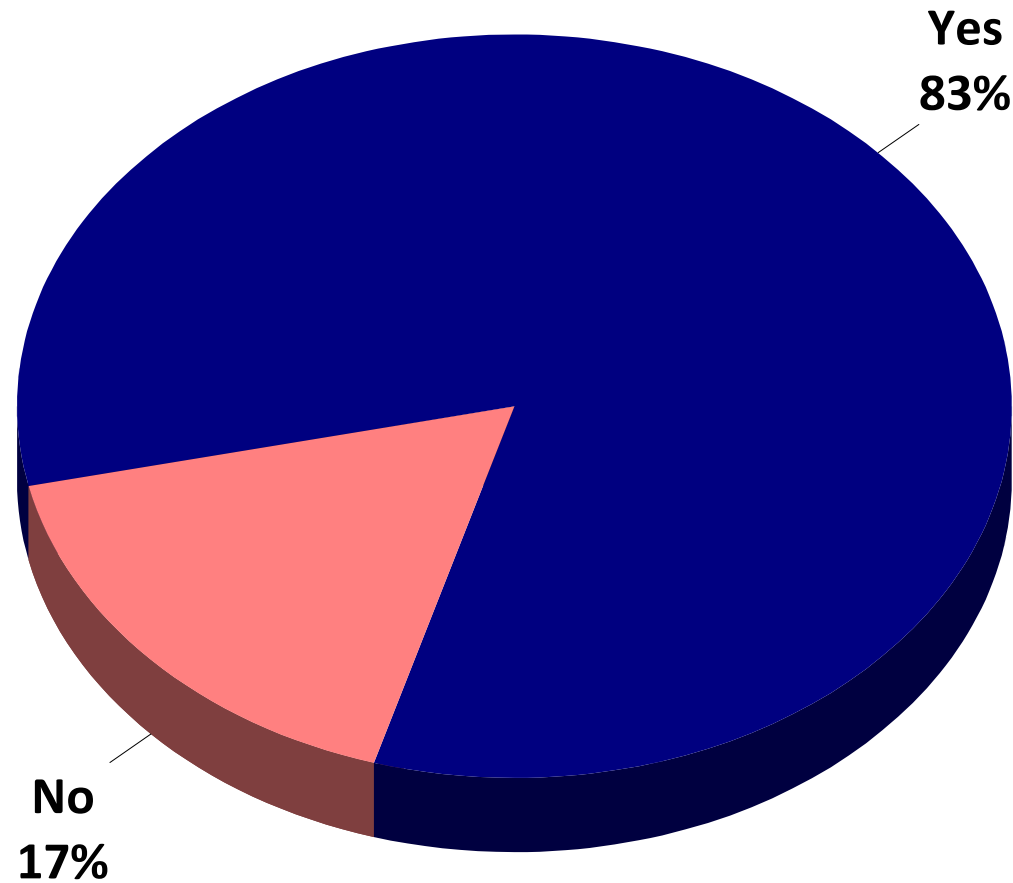
Q13. Utilities and Environmental Services

by percentage of respondents (excluding don't knows)



Q14. Do you know when your household's designated watering days are?

by percentage of respondents (excluding "not provided")

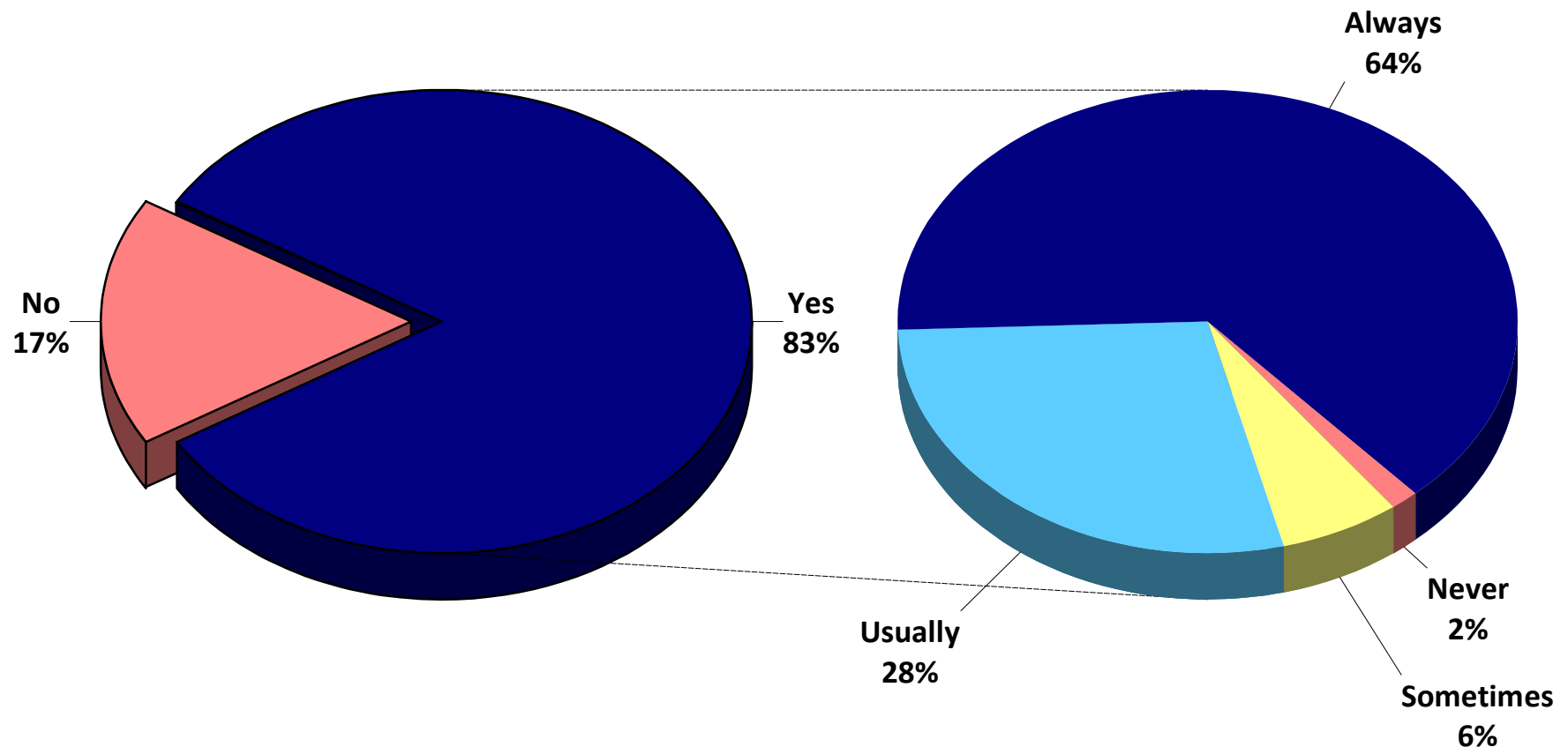


Q14. Do you know when your household's designated watering days are?

by percentage of respondents (excluding "not provided")

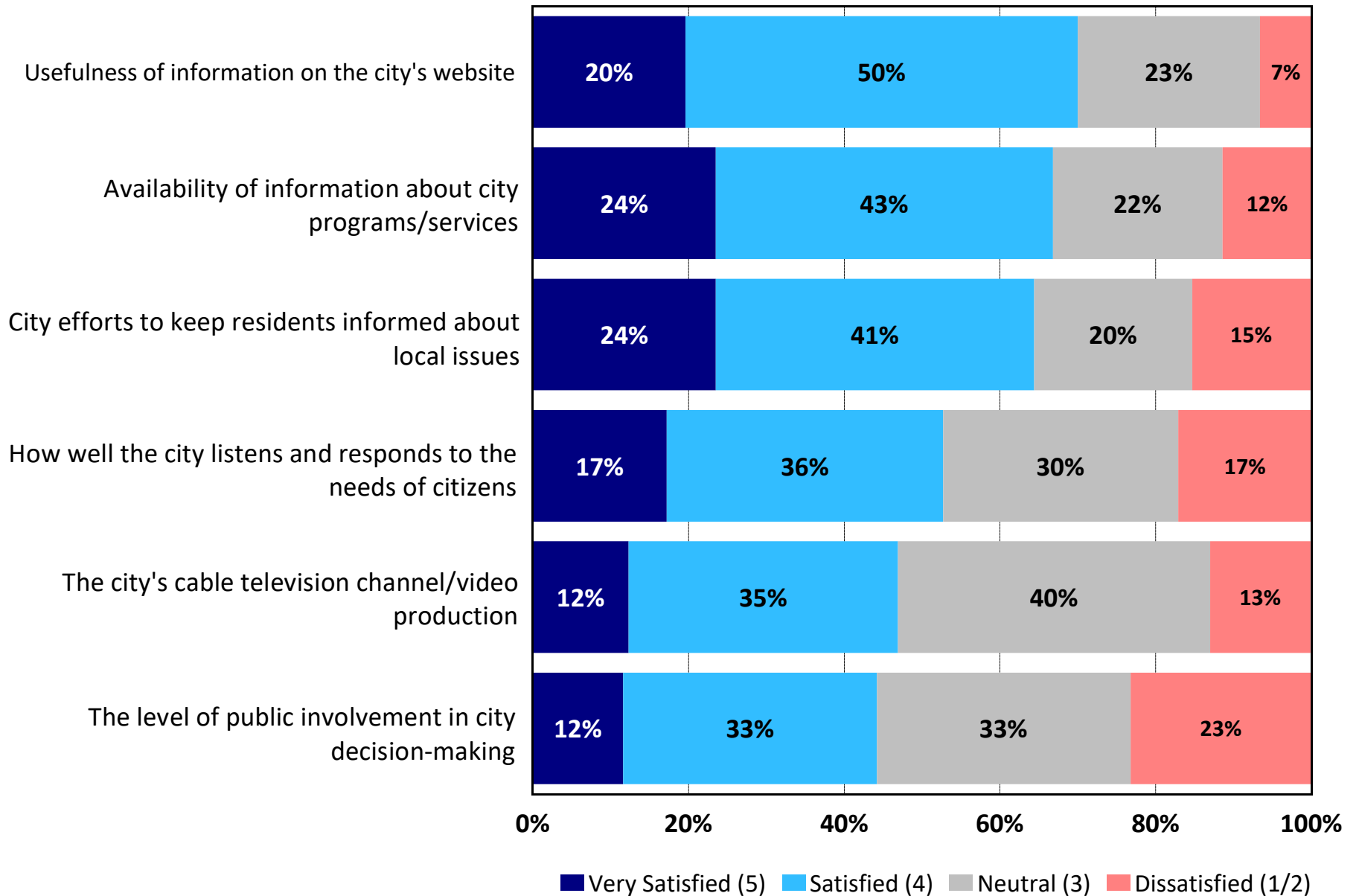
Q14a. If yes, which of the following best describes how often you have been following the watering schedule for your household?

by percentage of respondents (excluding "don't know")



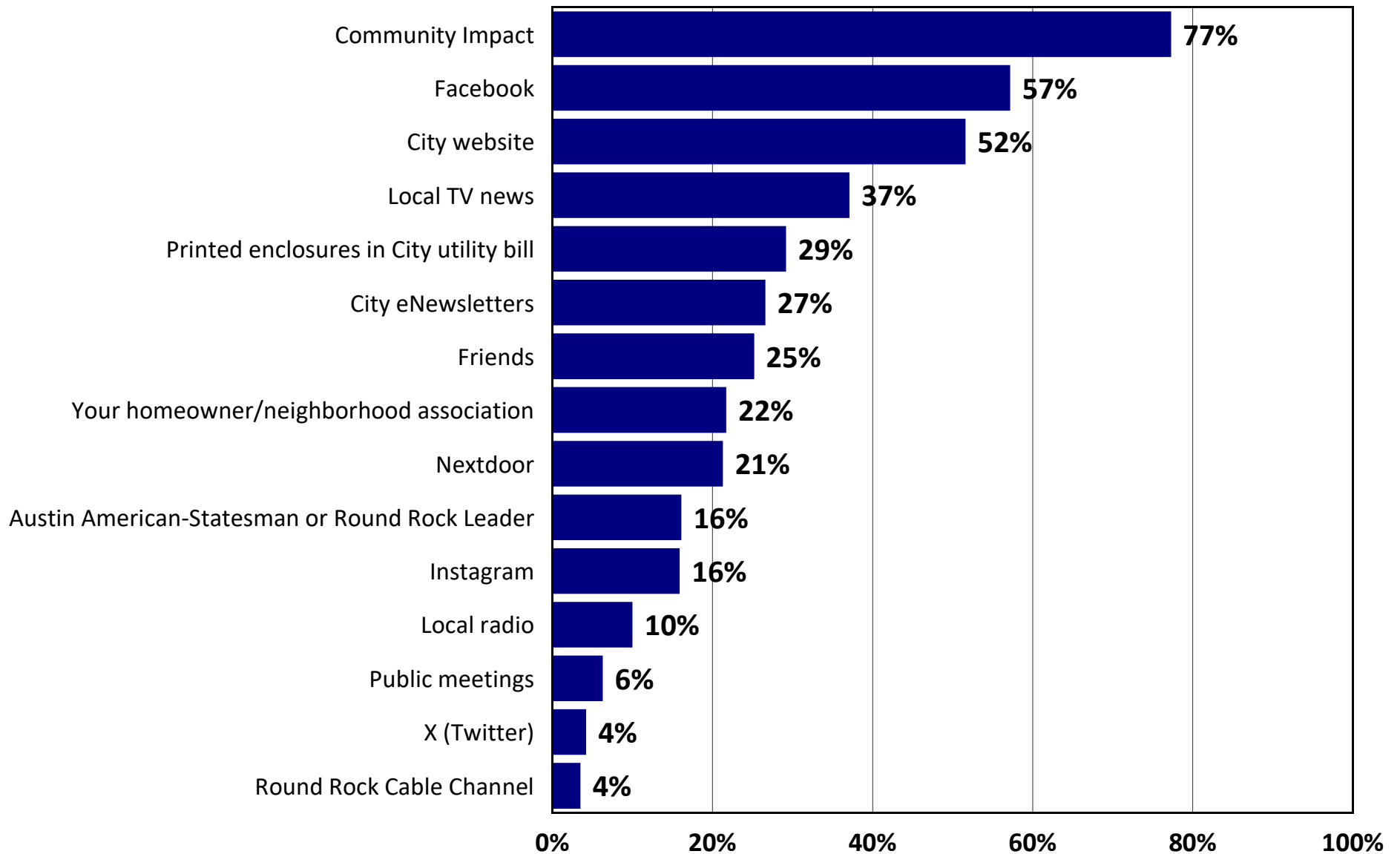
Q15. Satisfaction with Communication

by percentage of respondents (excluding don't knows)



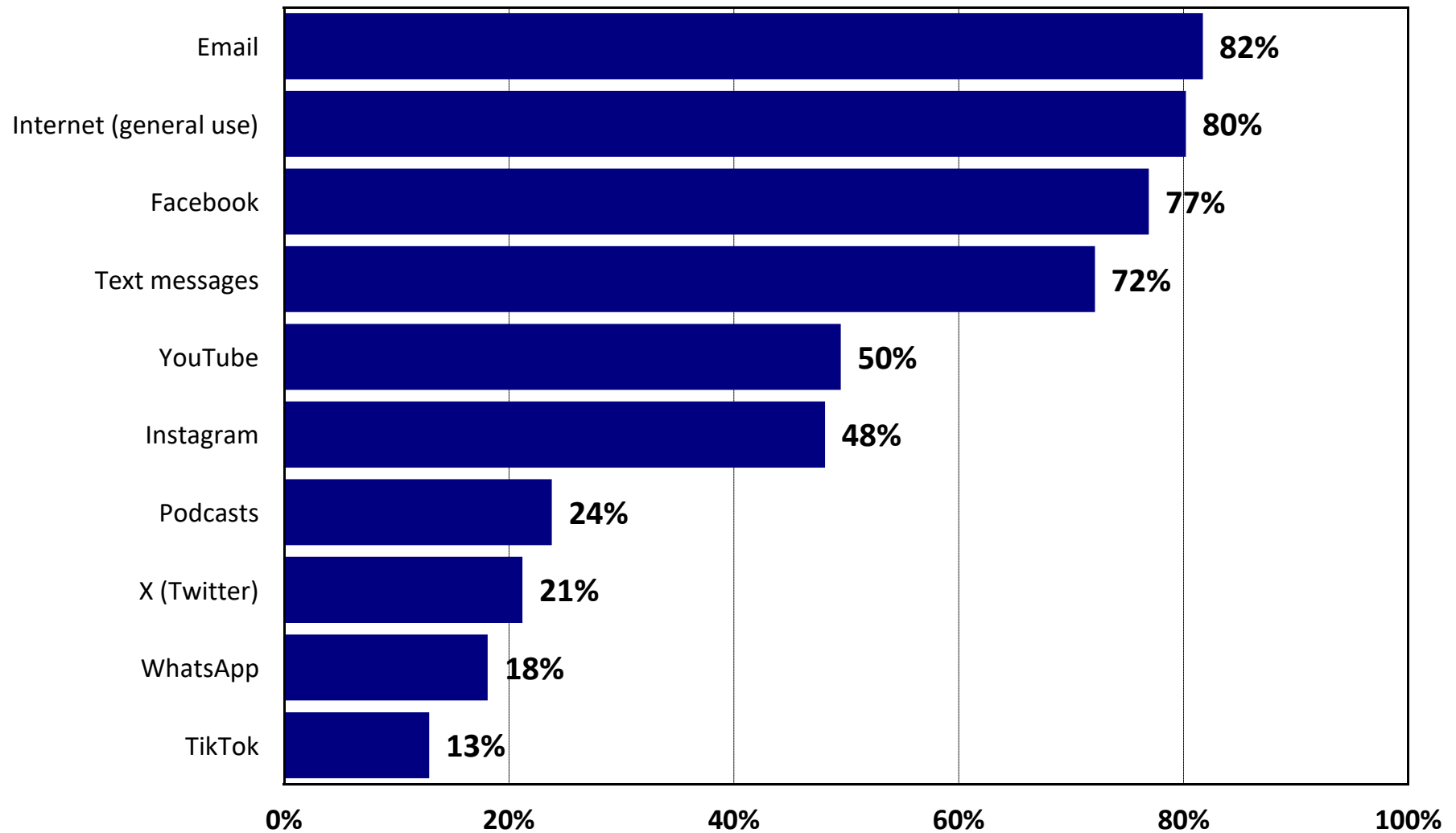
Q16. Sources Where Residents Currently Get Information About the City

by percentage of respondents (multiple selections could be made)



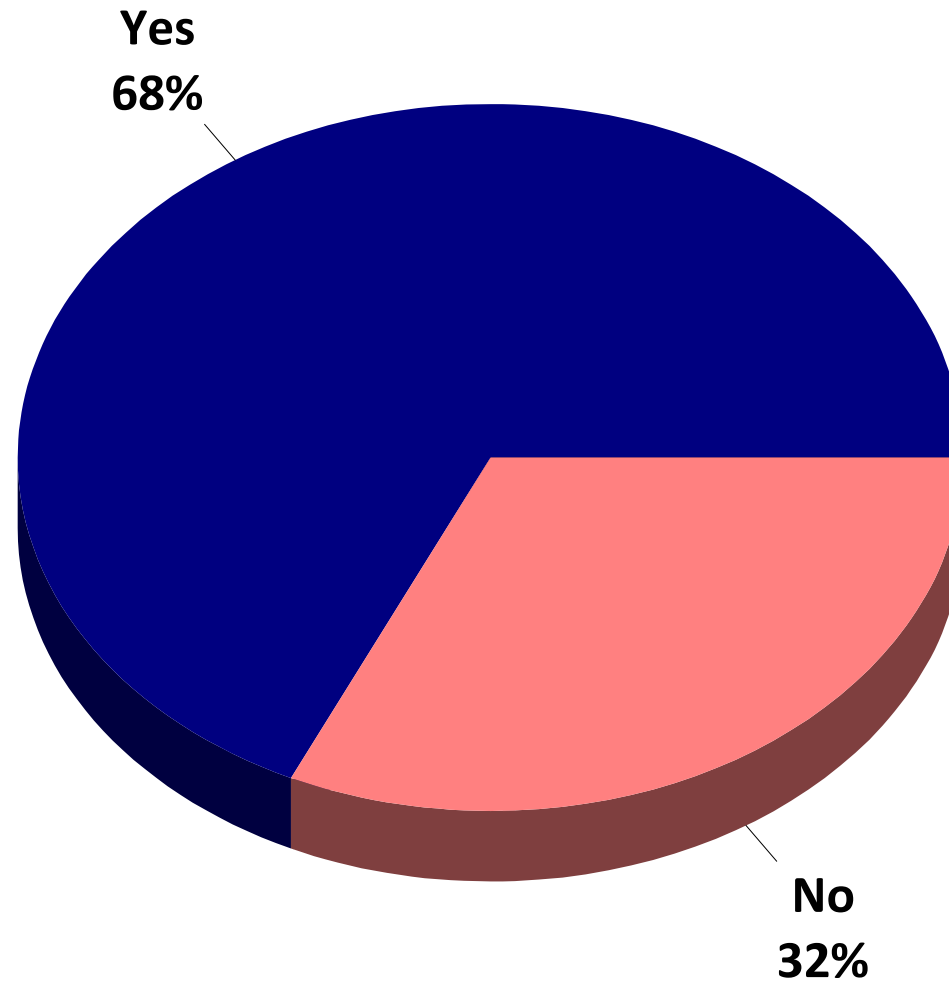
Q17. Electronic Sources of Information That Residents Are Currently Using

by percentage of respondents (excluding "none of the above" - multiple selections could be made)



Q17a. Do you follow any of the City's accounts on social media outlets?

by percentage of respondents (excluding "not provided")

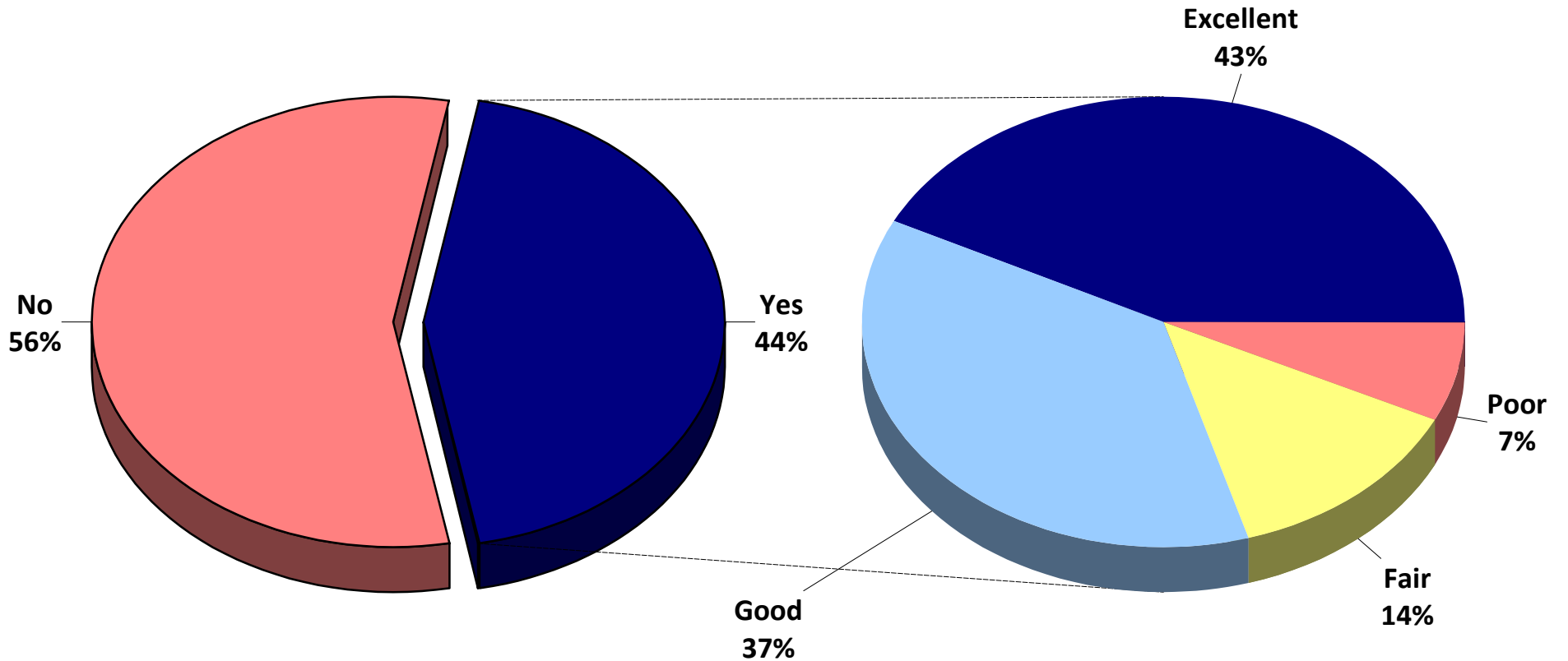


Q18. Have you contacted the City of Round Rock during the past year?

by percentage of respondents (excluding "not provided")

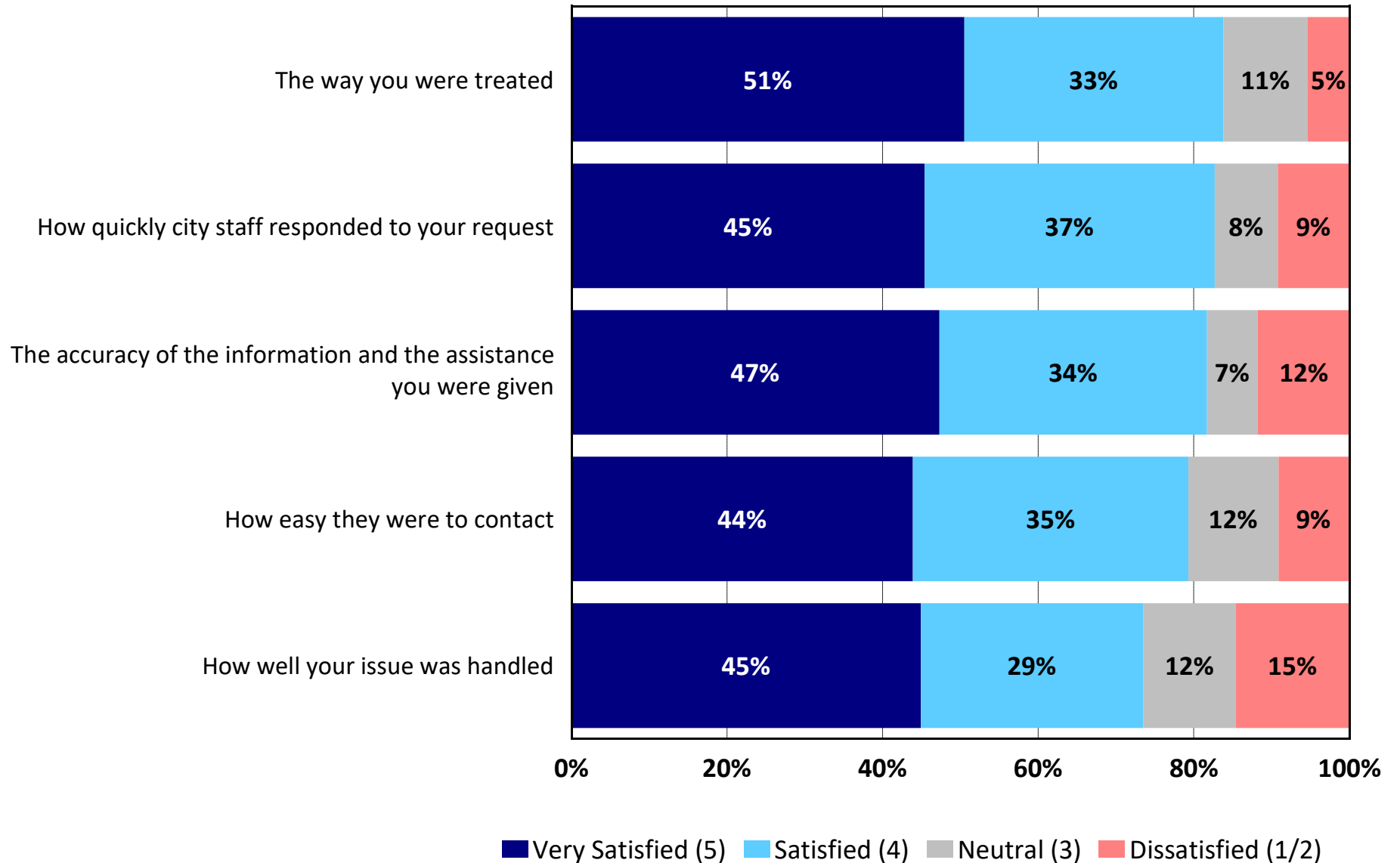
Q18a. If yes, how would you describe the service you received?

by percentage of respondents (excluding "don't knows")



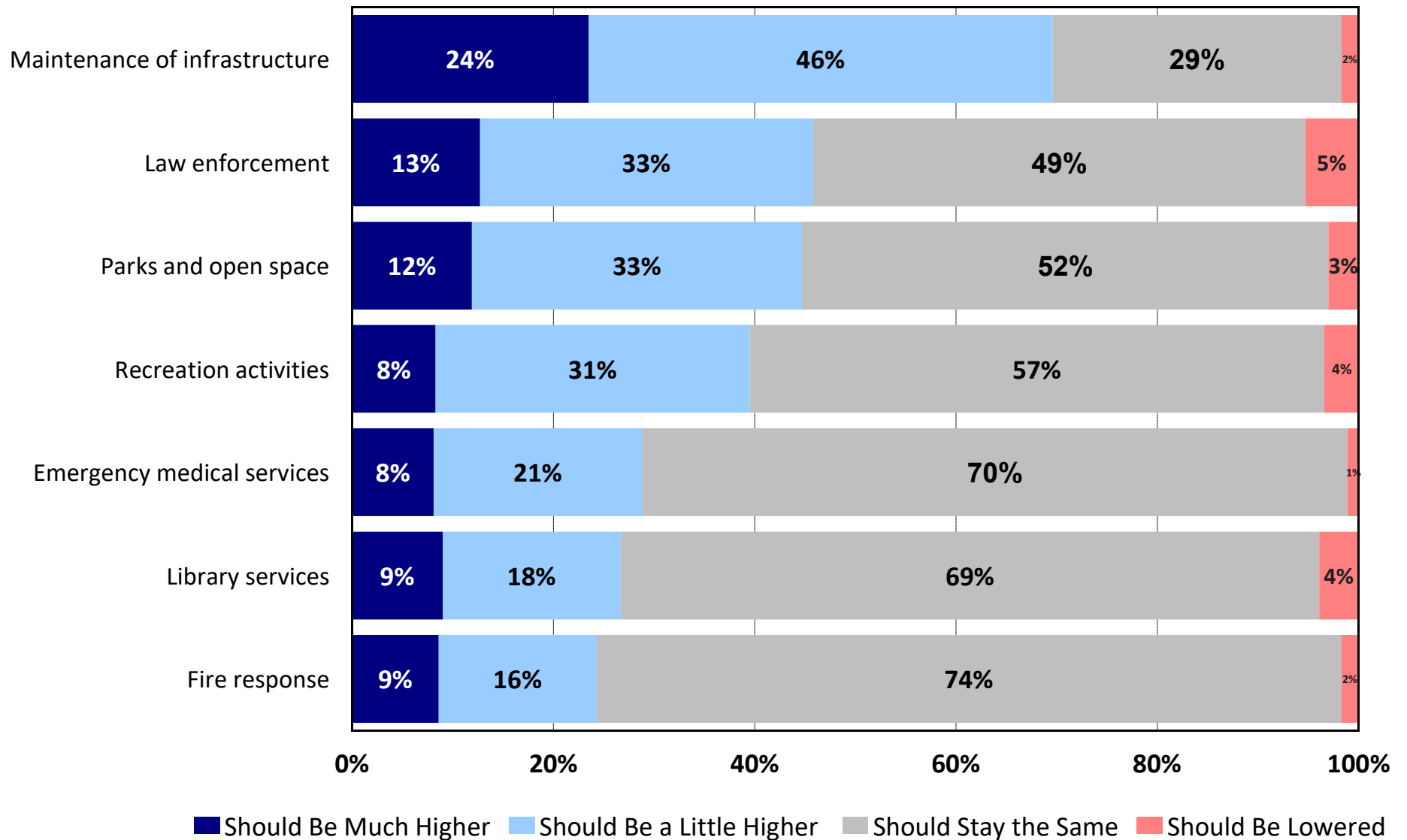
Q18b. Satisfaction with Customer Service Received from City Employees

by percentage of respondents who contacted the City (excluding don't knows)



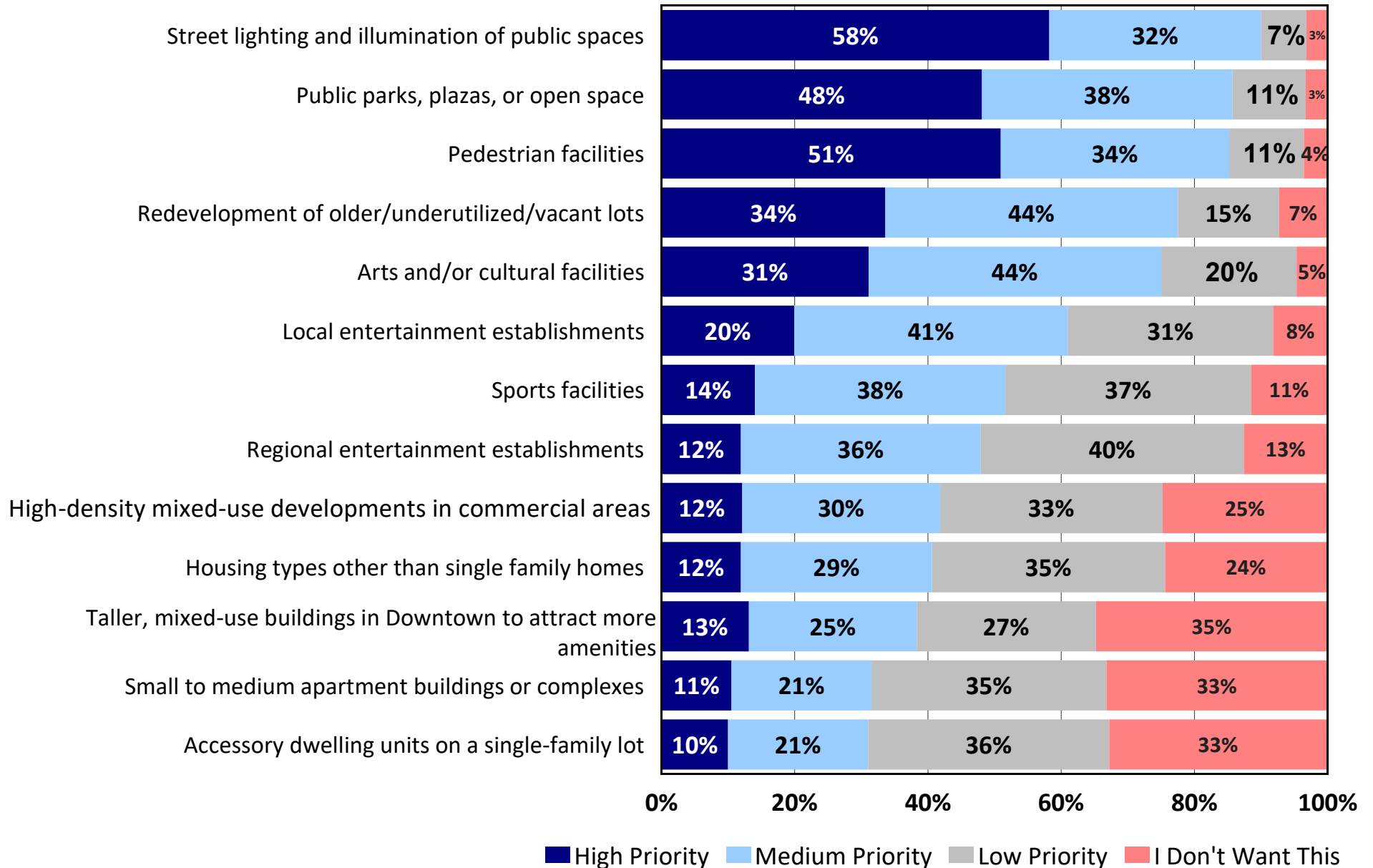
Q19. How should the level of service provided by the City in the following areas change?

by percentage of respondents (excluding don't knows)



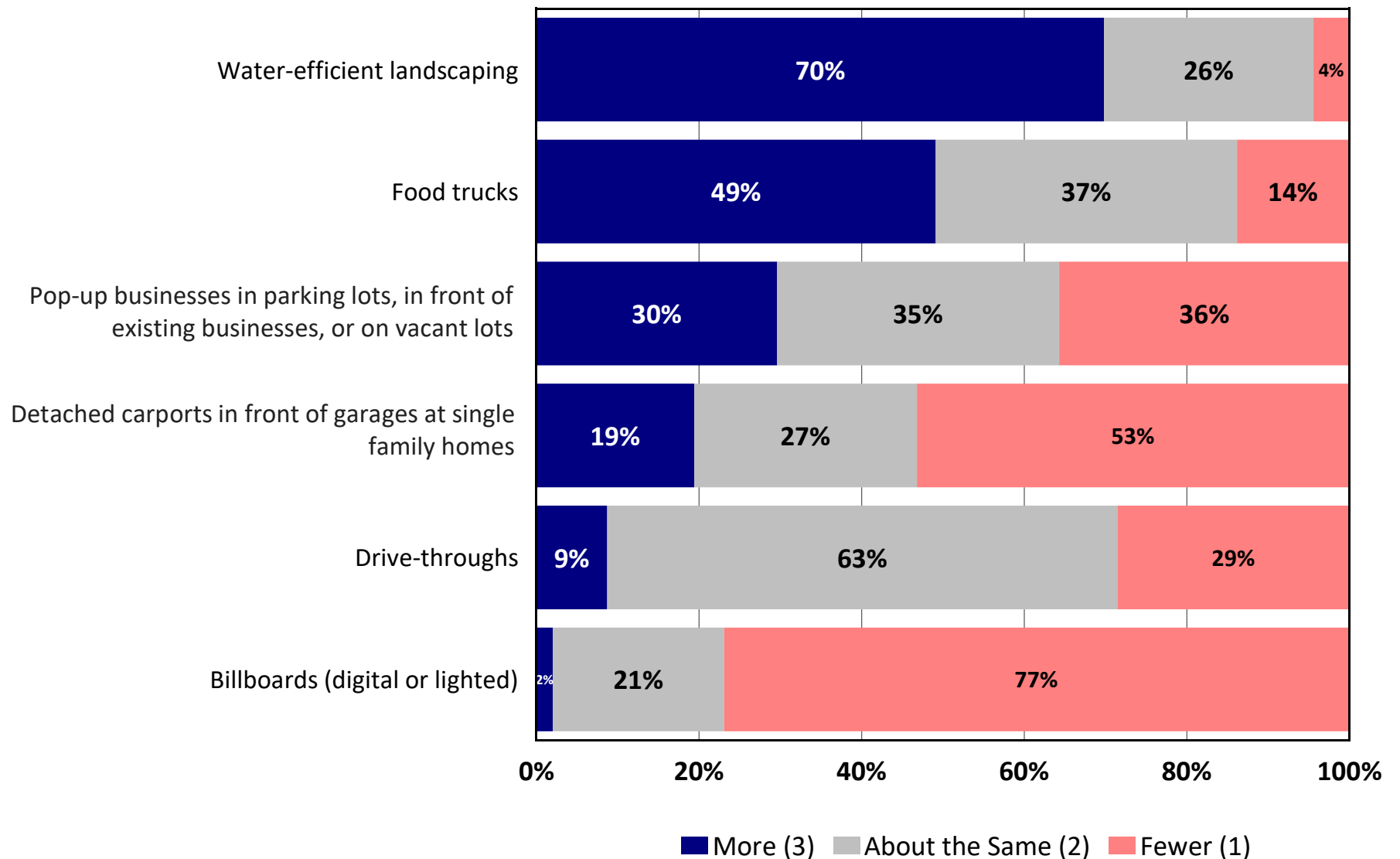
Q20. Priorities for Development Types in Round Rock

by percentage of respondents



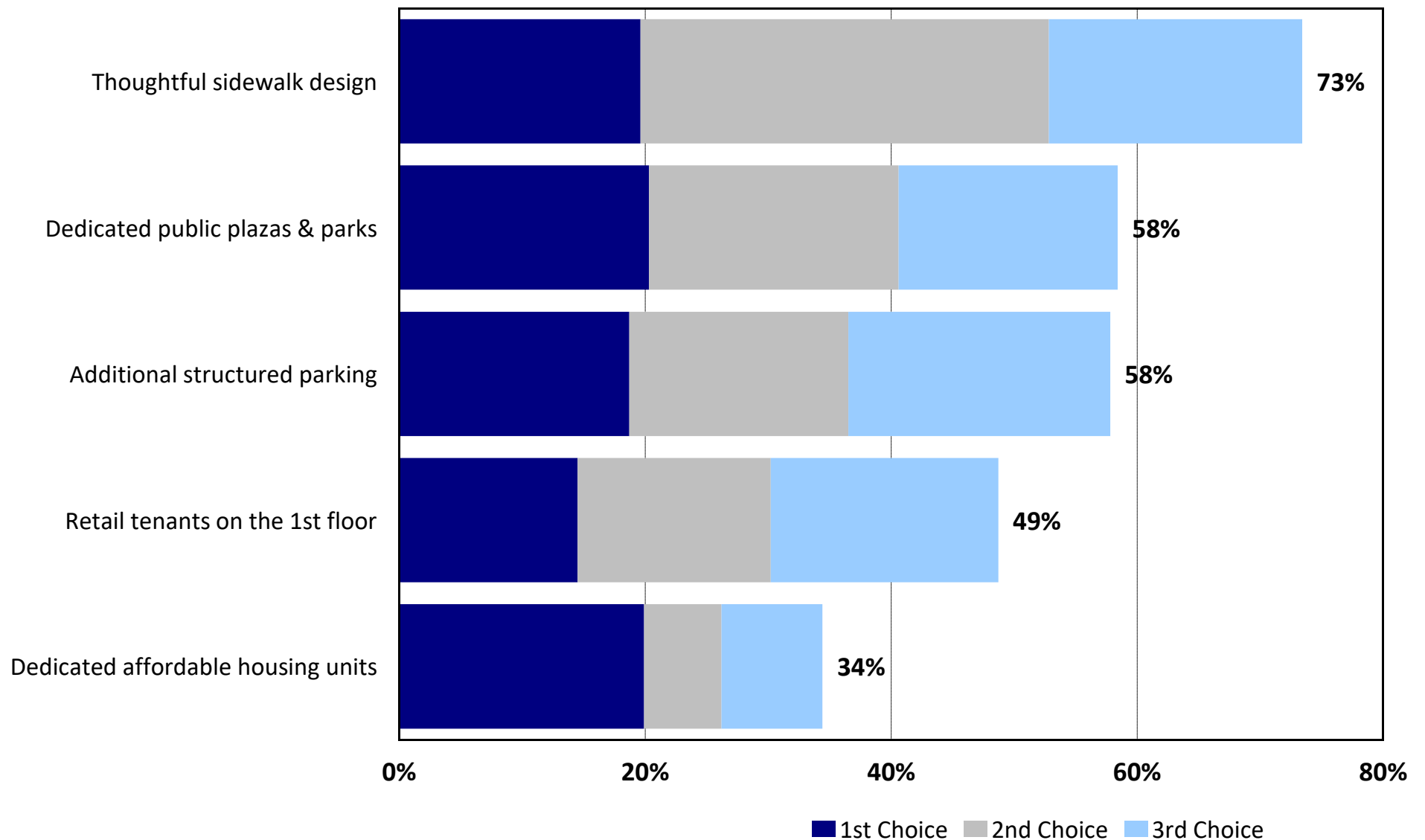
Q21. Should there be more, about the same, or fewer of the following types of places in Round Rock?

by percentage of respondents (excluding don't knows)



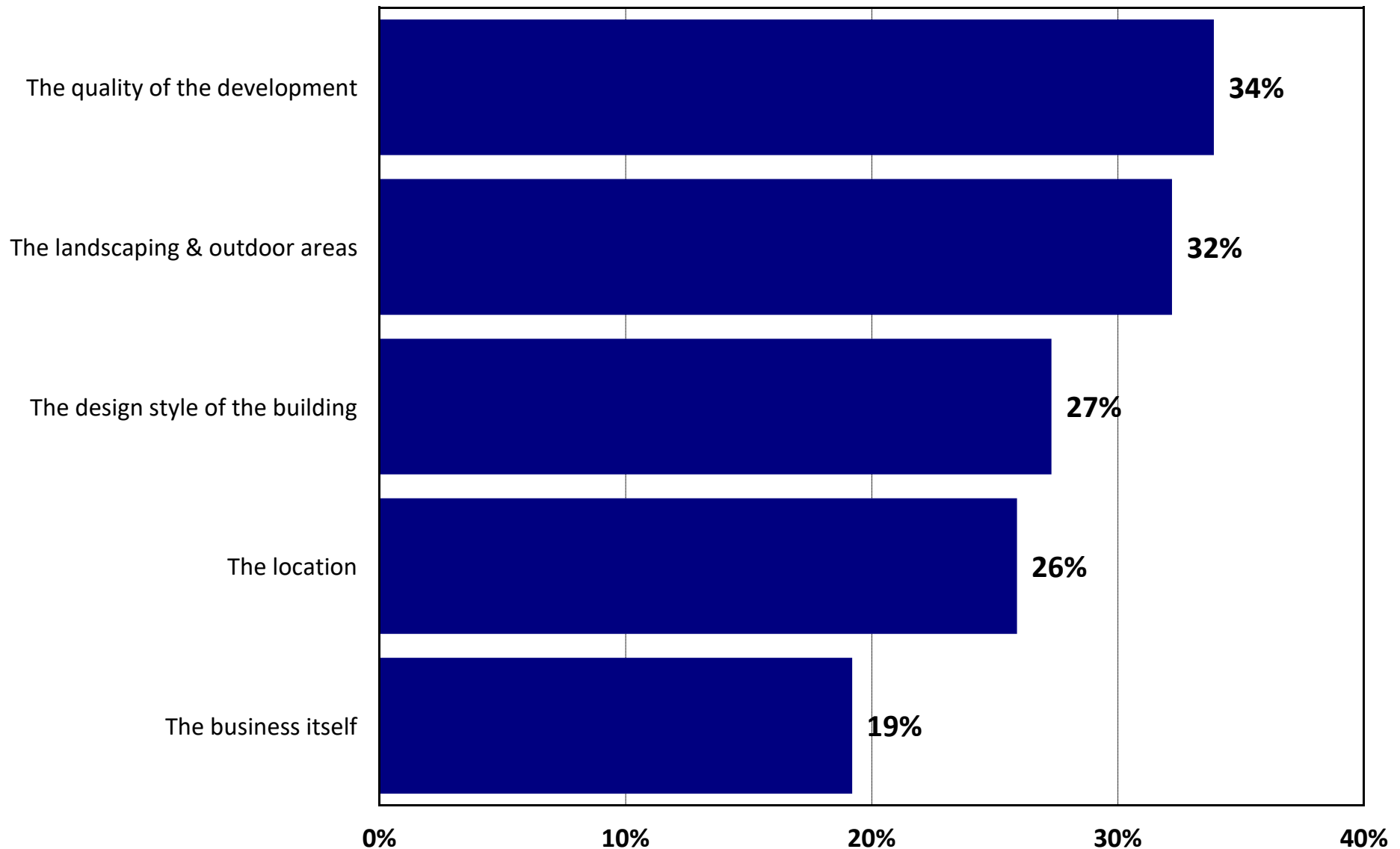
Q22. Which THREE elements would you MOST like to see included in higher-density projects?

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



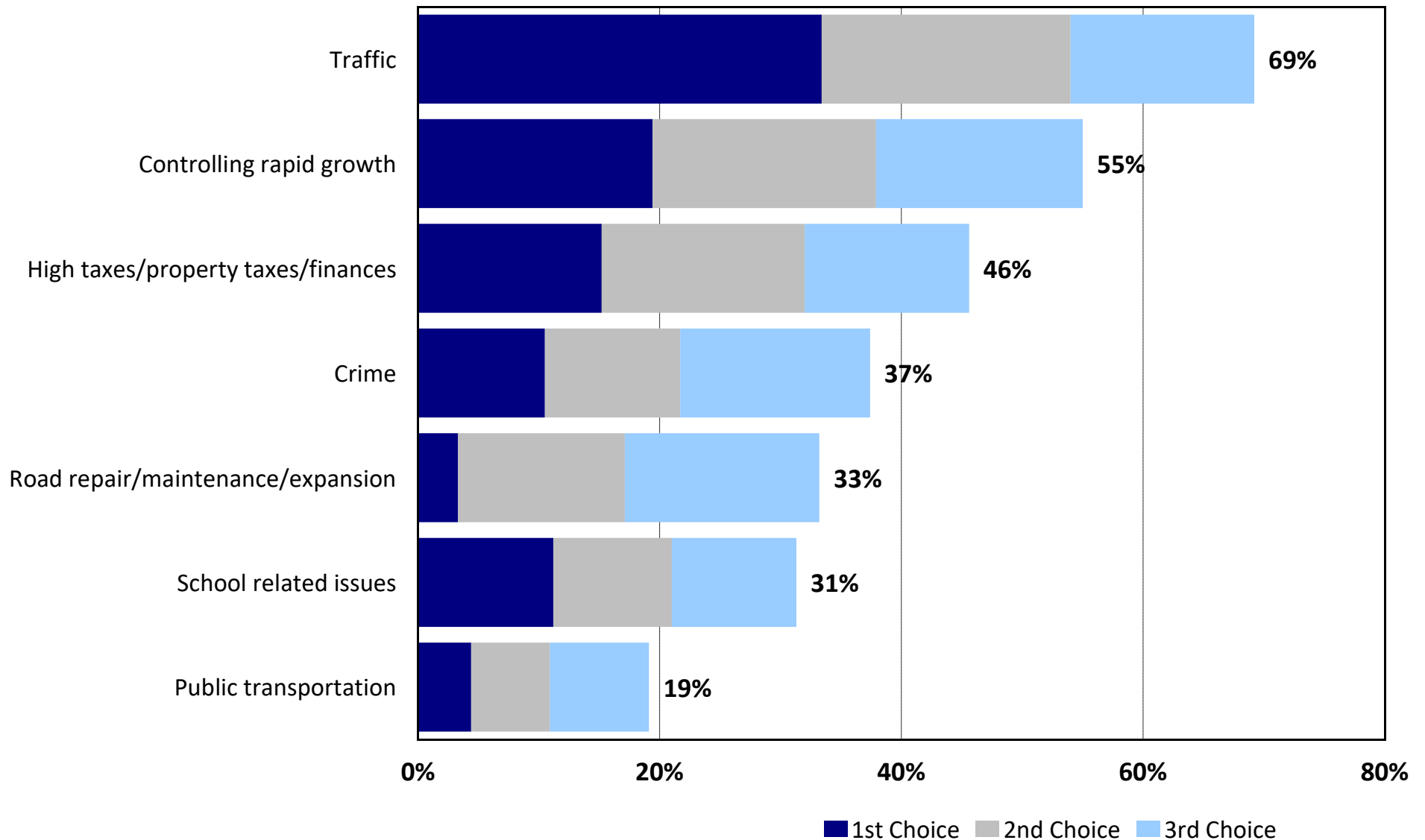
Q23a. Reason for Response to Q23 (Favorite building or site developed or re-developed in the City within the past 5 years)

by percentage of respondents (multiple selections could be made)



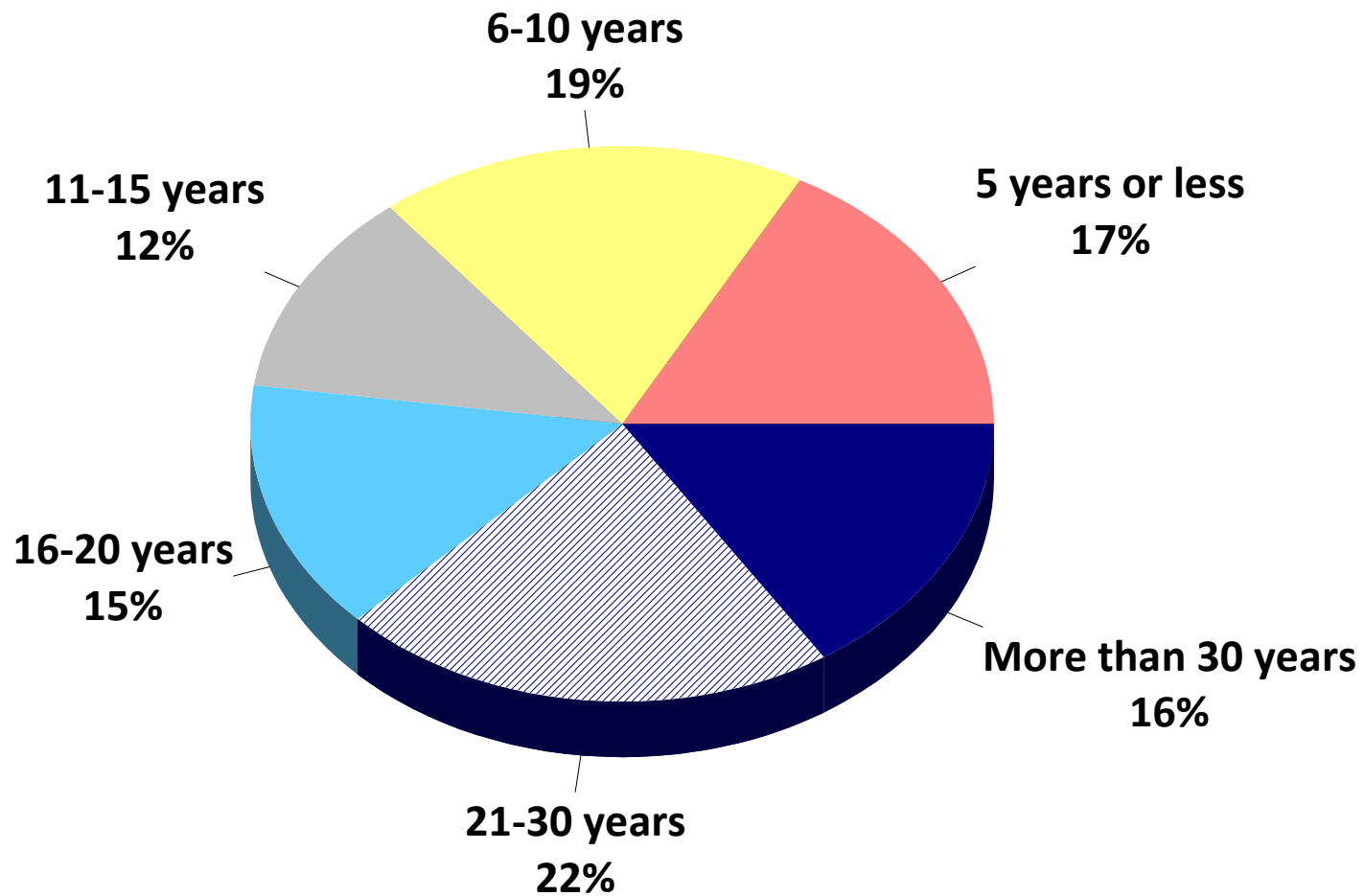
Q25. Which THREE issues should receive the most emphasis from City leaders over the next five years?

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



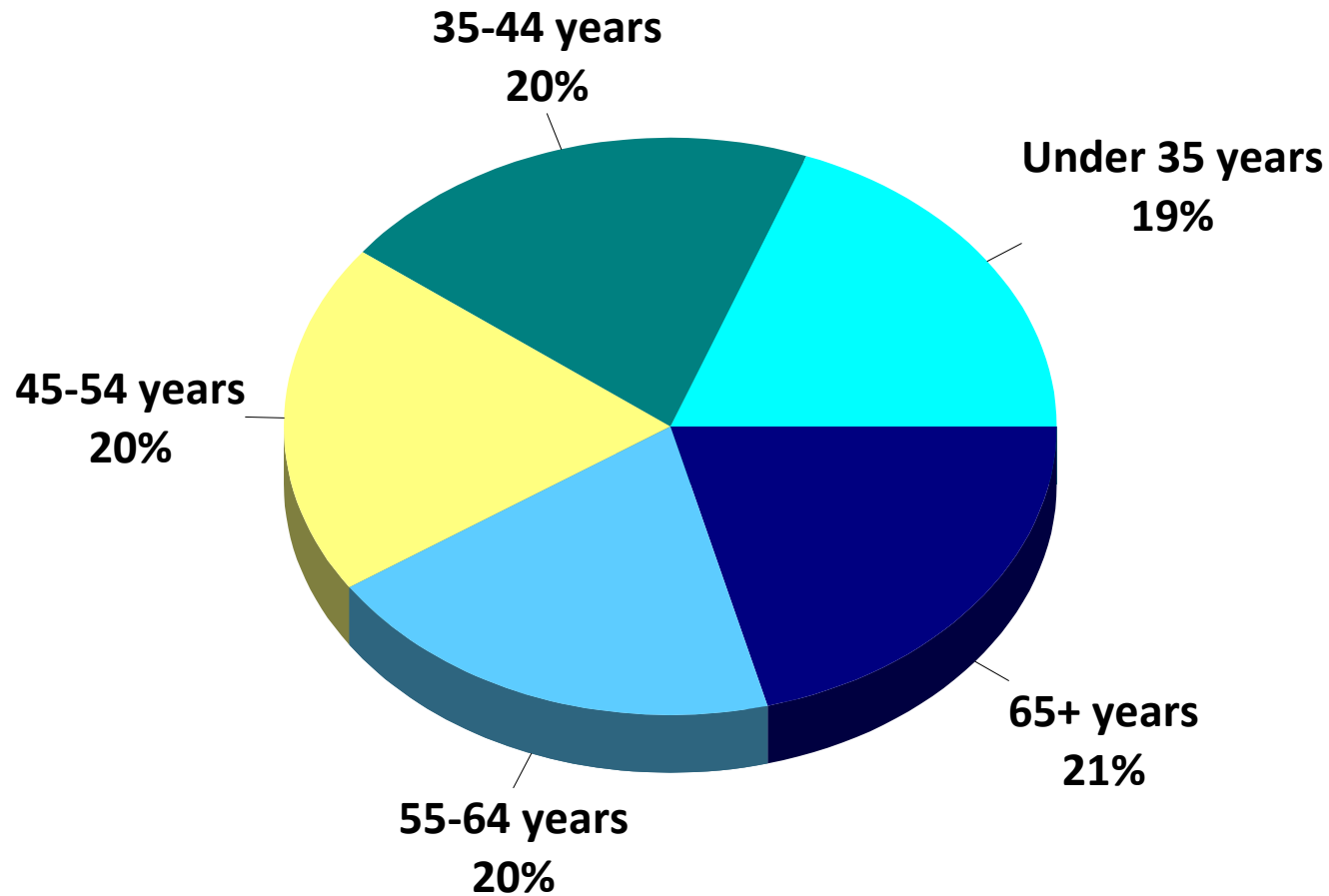
Q26. Demographics: Number of Years Lived in Round Rock

by percentage of respondents (excluding “not provided”)



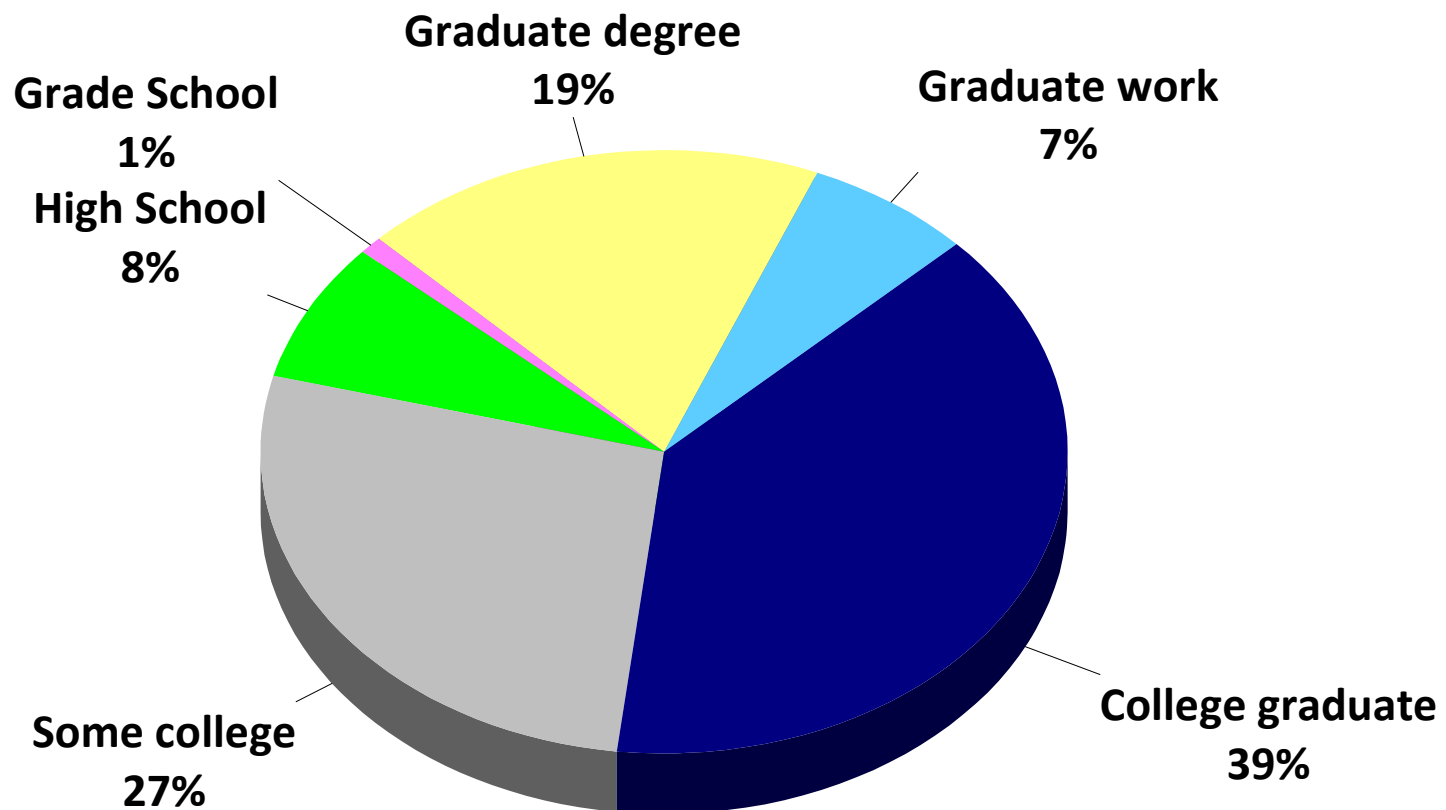
Q27. Demographics: Age of Respondents

by percentage of respondents (excluding “not provided”)



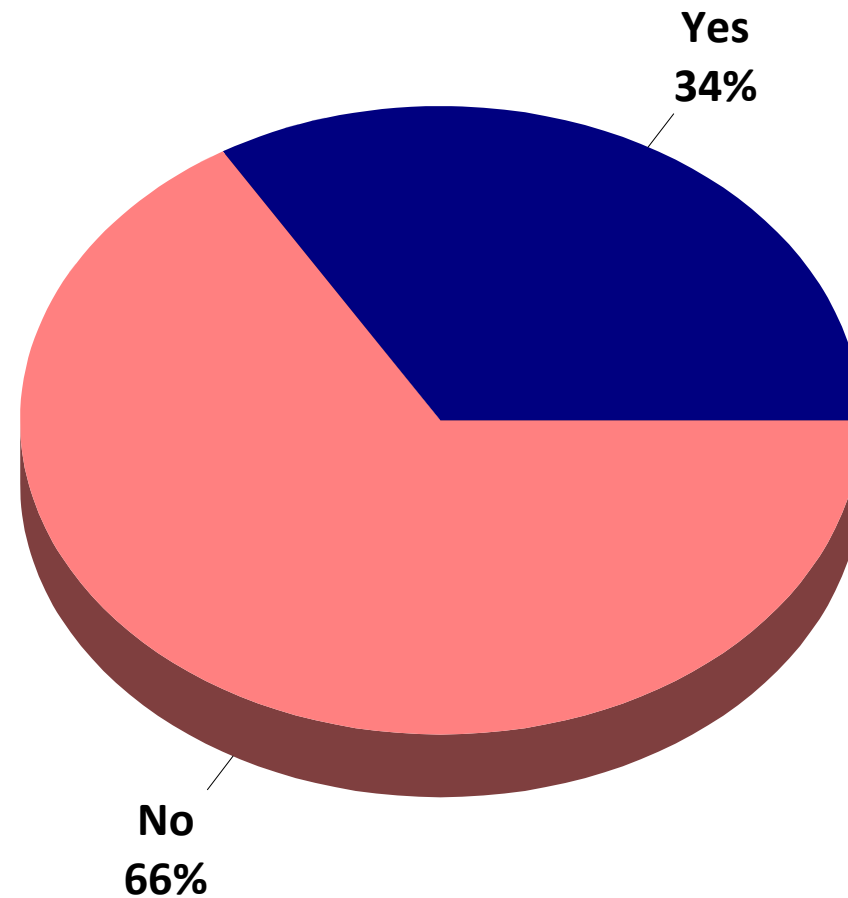
Q28. Demographics: Highest Level of Education Completed

by percentage of respondents (excluding “not provided”)



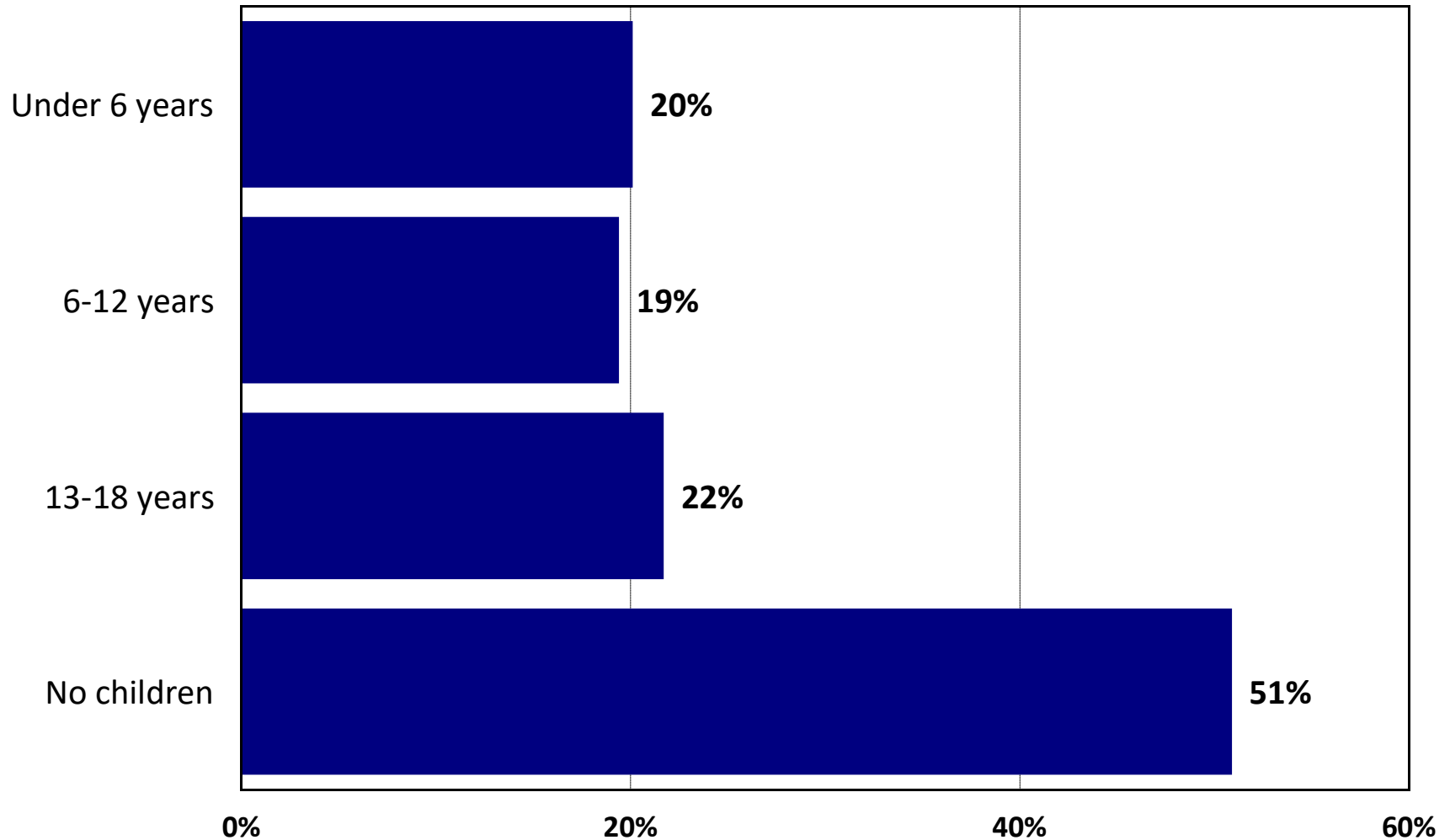
Q29. Demographics: Do you work in the City of Round Rock?

by percentage of respondents (excluding "not provided")



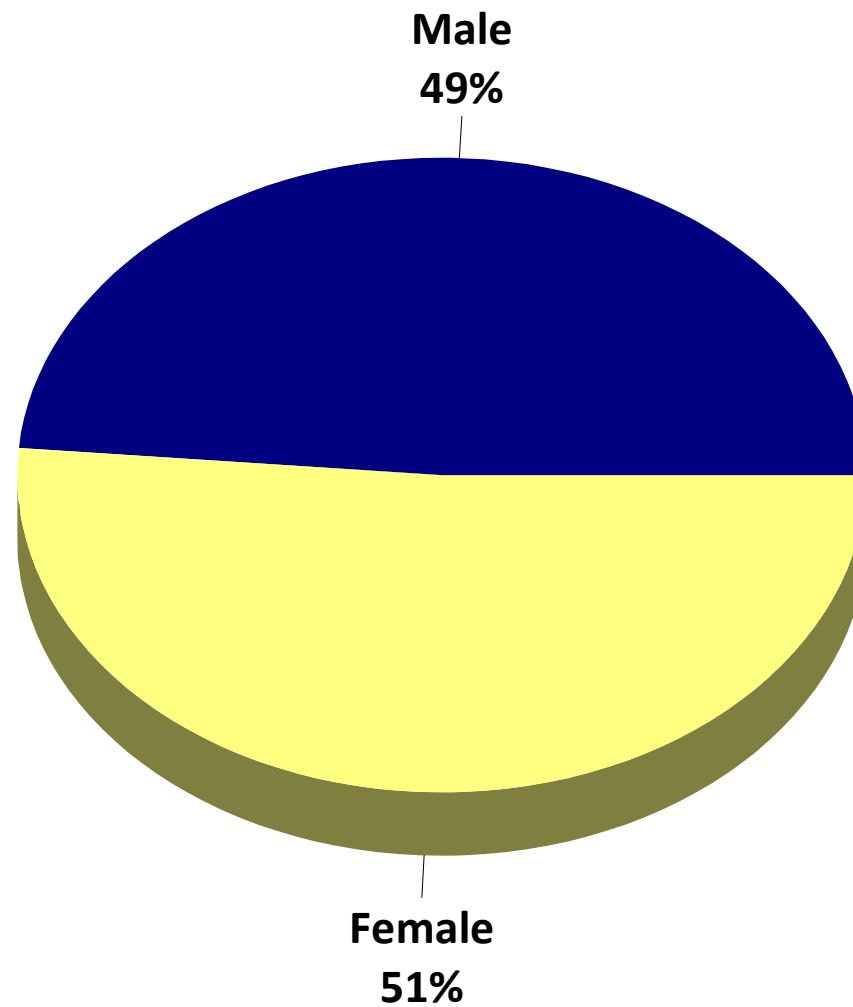
Q30. Demographics: Do you have children living at home in the following age ranges?

by percentage of respondents (multiple selections allowed)



Q31. Demographics: Gender

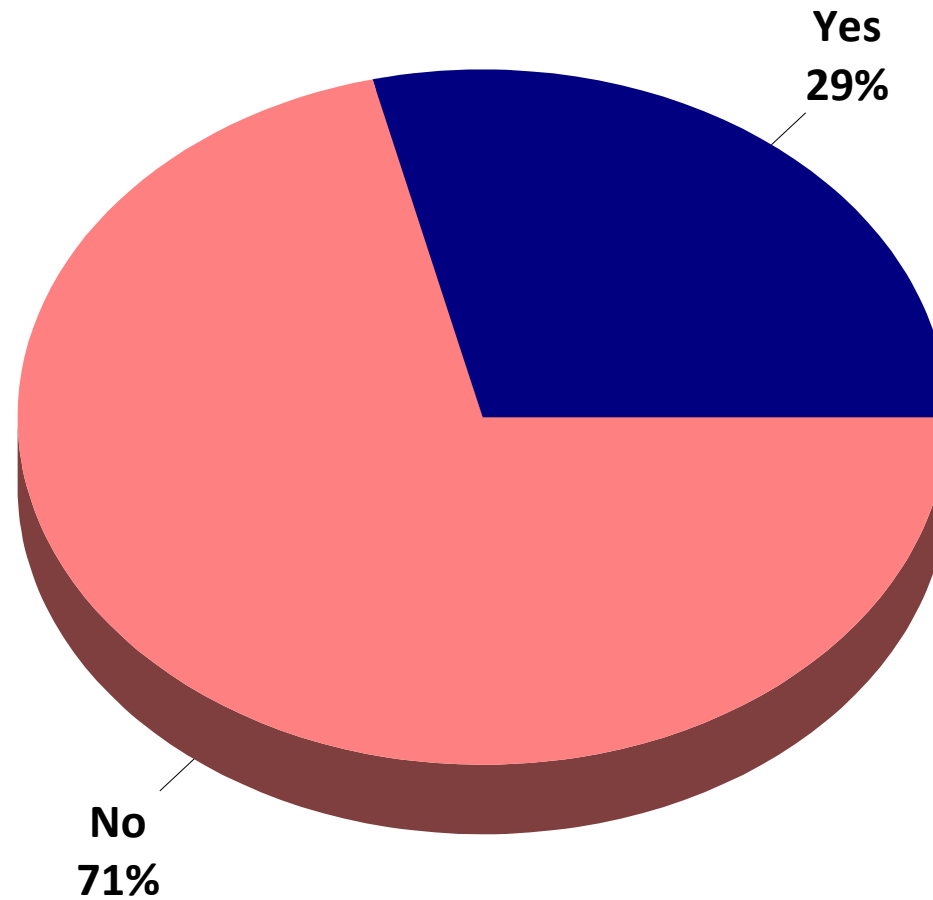
by percentage of respondents (excluding “not provided”)



0.5% selected “prefer to self-describe”

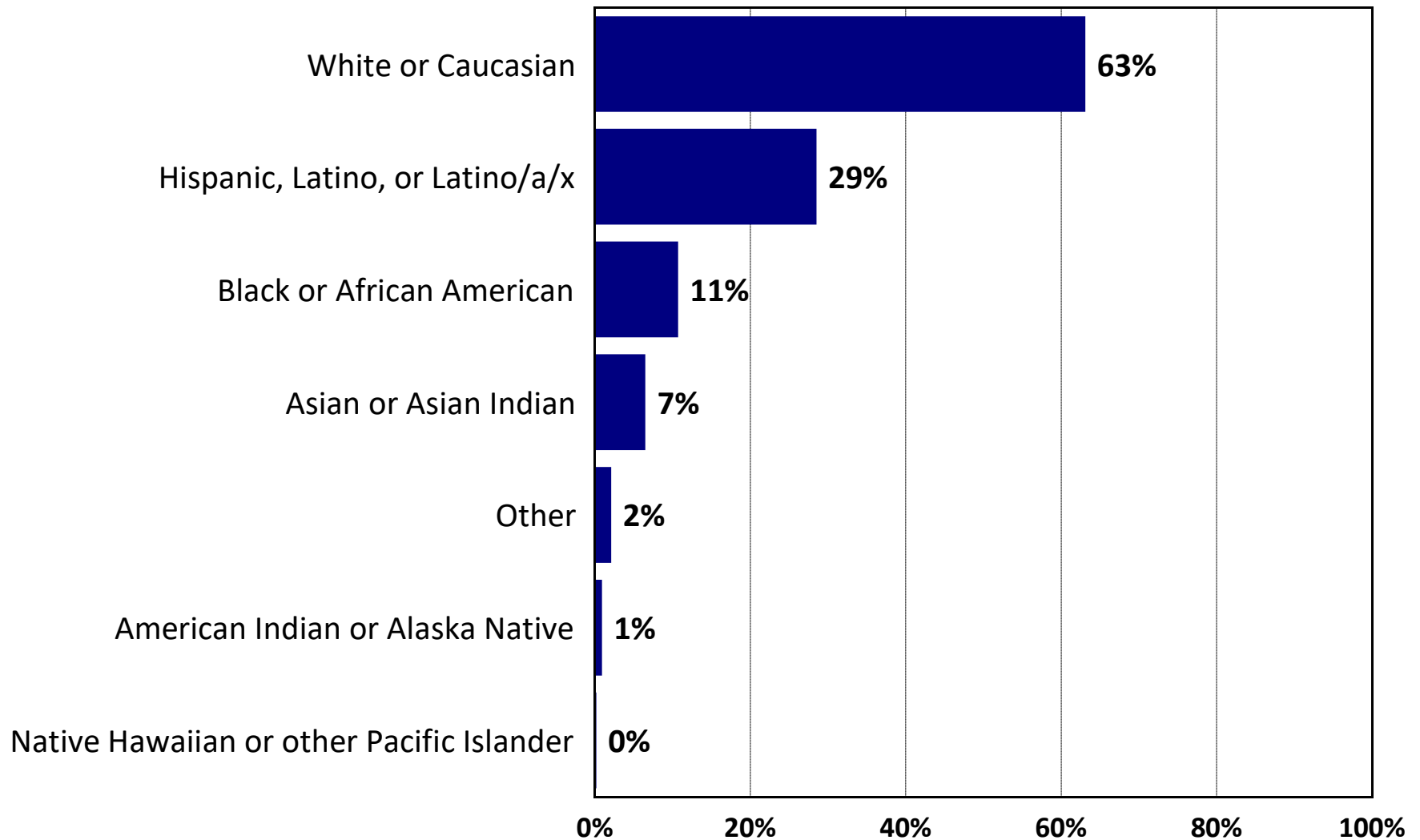
Q32. Demographics: Are you of Hispanic, Latino or other Spanish Heritage?

by percentage of respondents (excluding "not provided")



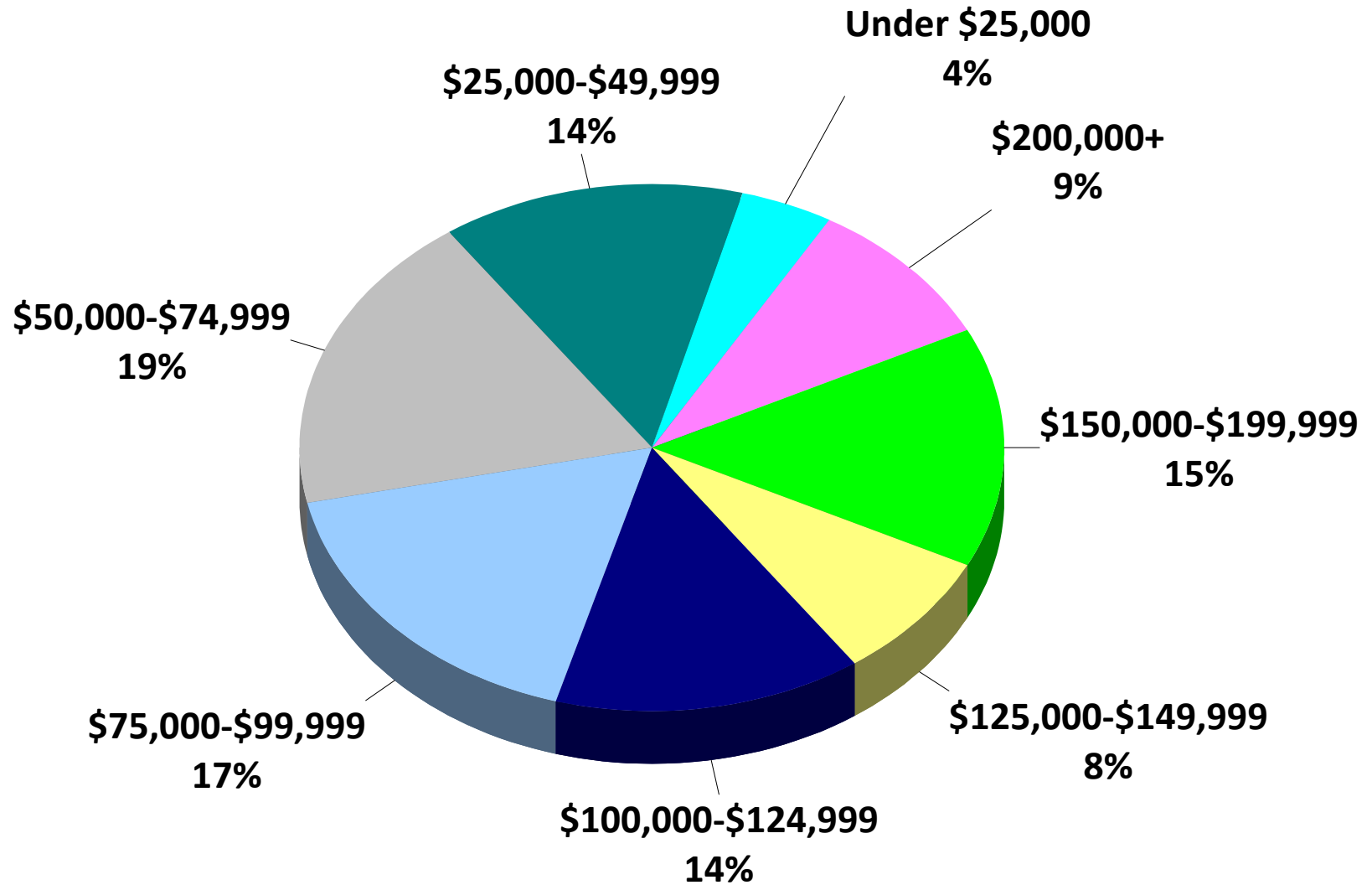
Q33. Demographics: Race/Ethnicity

by percentage of respondents (multiple selections could be made)



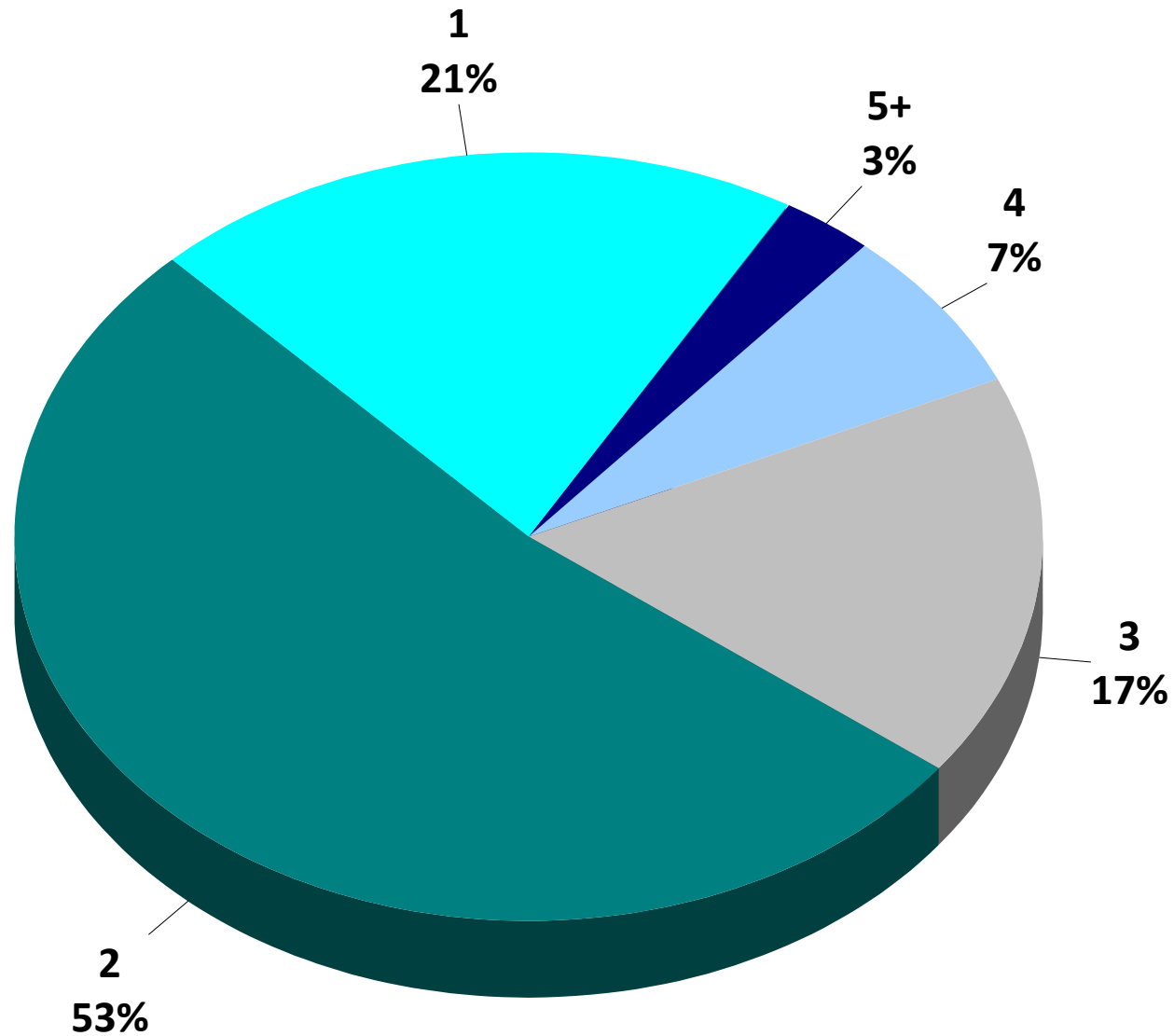
Q34. Demographics: Total Annual Household Income

by percentage of respondents (excluding "not provided")



Q35. Demographics: Number of Vehicles at Residence

by percentage of respondents (excluding "not provided")



2

Trend Analysis



Year 2024 Trend Summary Report

Overview

Every two years the City of Round Rock conducts a community survey to assess resident satisfaction with the delivery of major city services and to help set priorities for the community. The charts on the following pages show how the 2024 survey results compare to the City's performance in 2022 and 2010; statistically significant changes were increases or decreases of 5% or more since 2022.

Increases in Satisfaction Since 2022. Twenty-nine areas showed increases in satisfaction since 2022; even of these were significant (5% or more). The significant increases in satisfaction from 2022 to 2024 are listed below.

Significant Increases

- City's cable television channel/video production (+15%)
- Library services (8%)
- How well the city listens and responds to the needs of citizens (8%)
- Hike and bike trails in the city (7%)
- Yard waste collection services (7%)
- Management of storm water runoff/flood prevention (5%)
- Forest Creek Golf Club (5%)

Decreases in Satisfaction Since 2022. Thirty-six areas showed decreases in satisfaction since 2022; ten of these were significant (5% or more). The significant decreases in satisfaction from 2022 to 2024 are listed below.

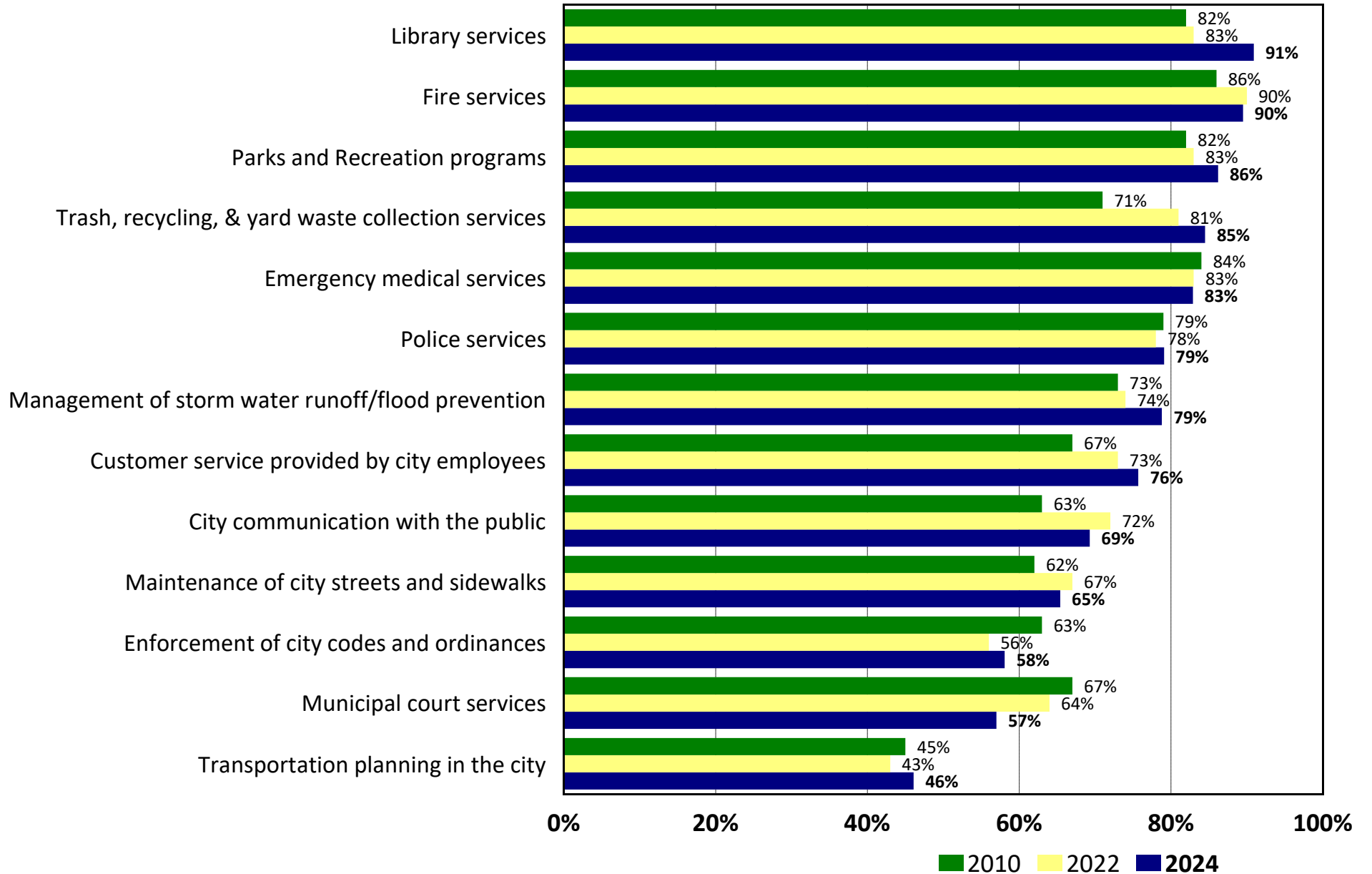
Significant Decreases

- Condition of sidewalks in the city (-5%)
- Overall feeling of safety in Round Rock (-5%)
- In commercial and retail areas (-5%)
- Appearance of residential property in the city (-5%)
- How well your issue was handled (-6%)
- How easy they were to contact (-6%)
- City swimming pools (-7%)
- Municipal court services (-7%)
- Availability of job opportunities (-8%)
- How Residents feel Traffic Flow in the City is Changing (-8%)

Satisfaction With Major Categories of City Services

Trends - 2010, 2022, 2024

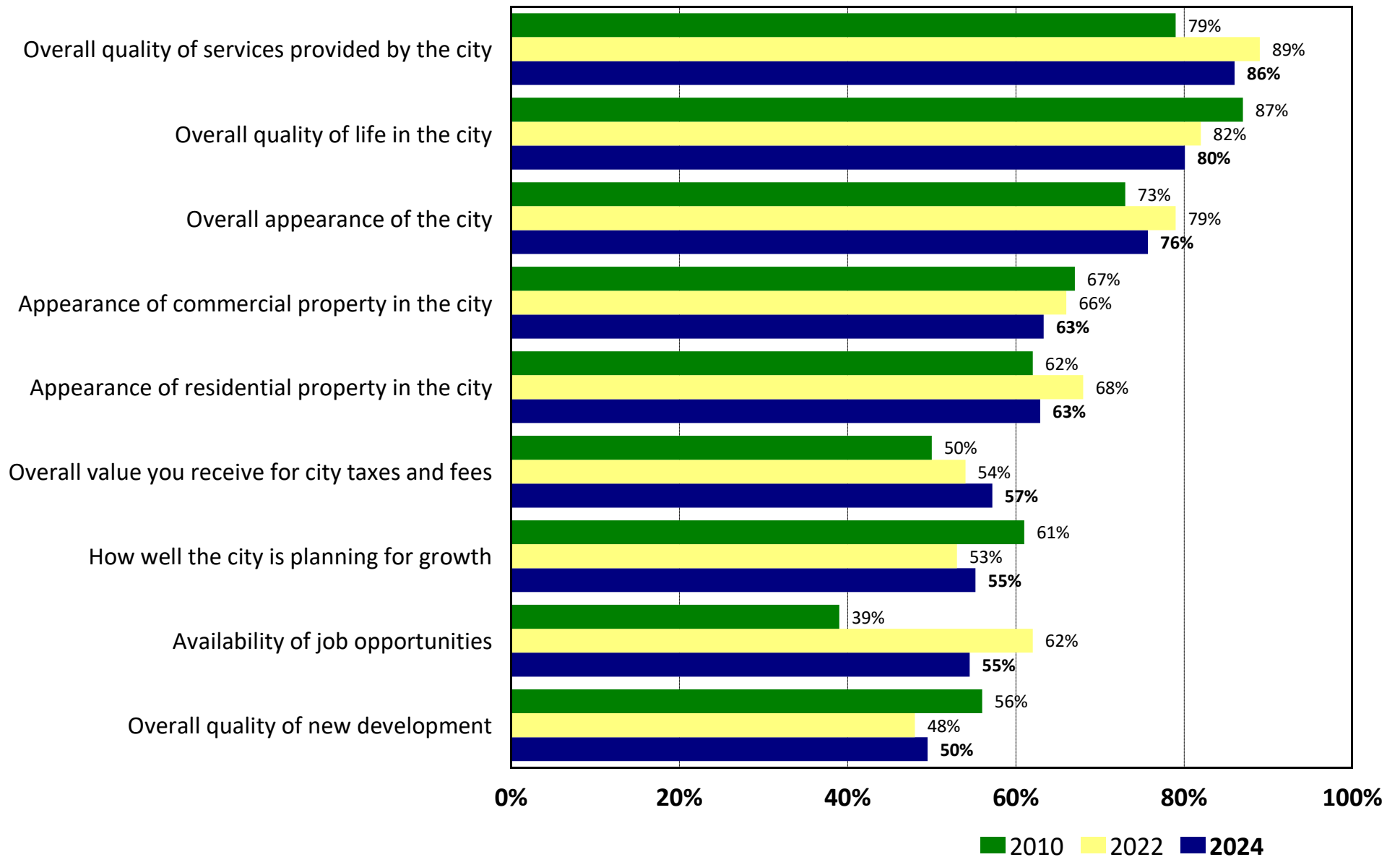
by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't know)



Satisfaction With Perceptions of the City

Trends - 2010, 2022, 2024

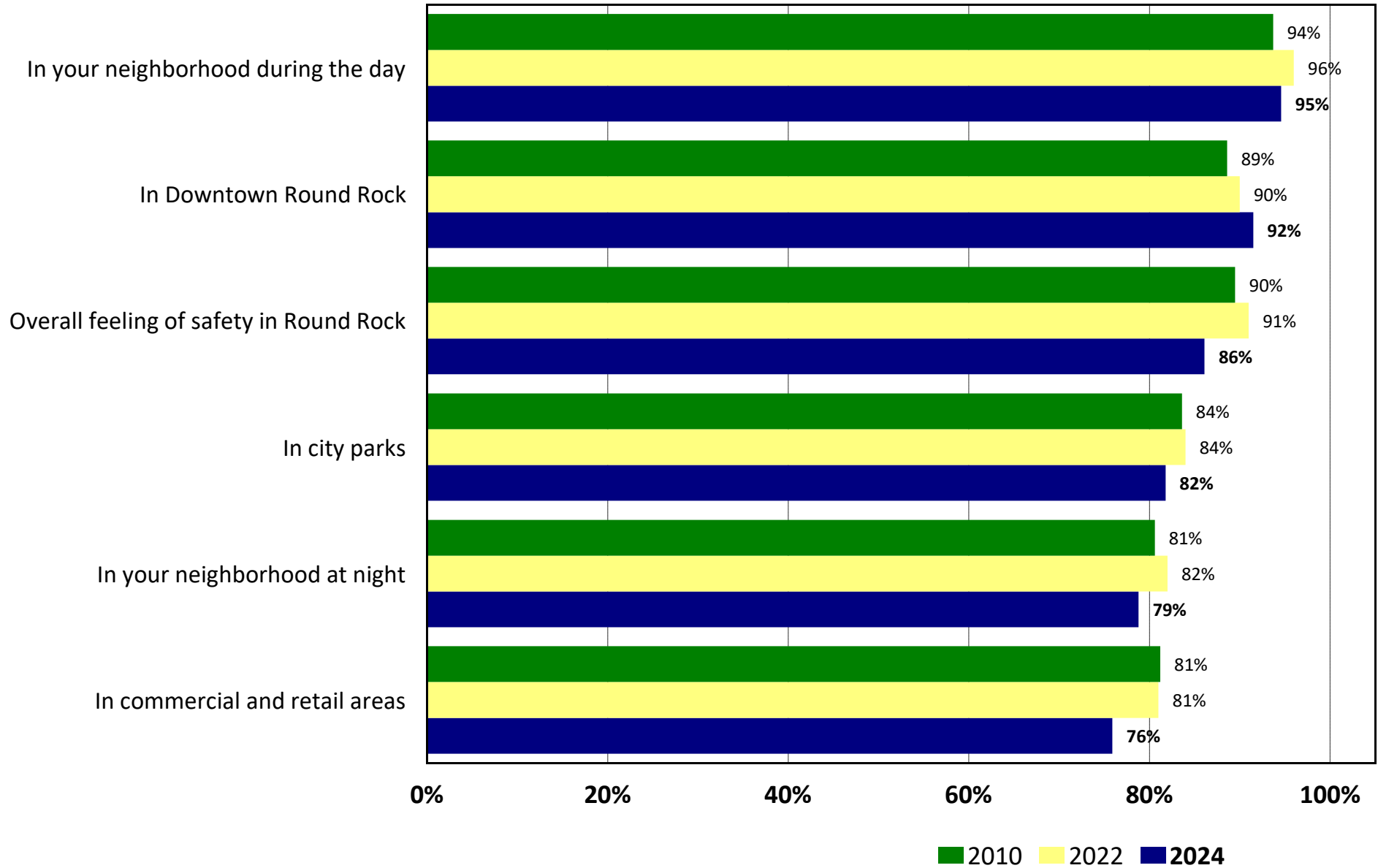
by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't know)



Perceptions of Safety

Trends - 2010, 2022, 2024

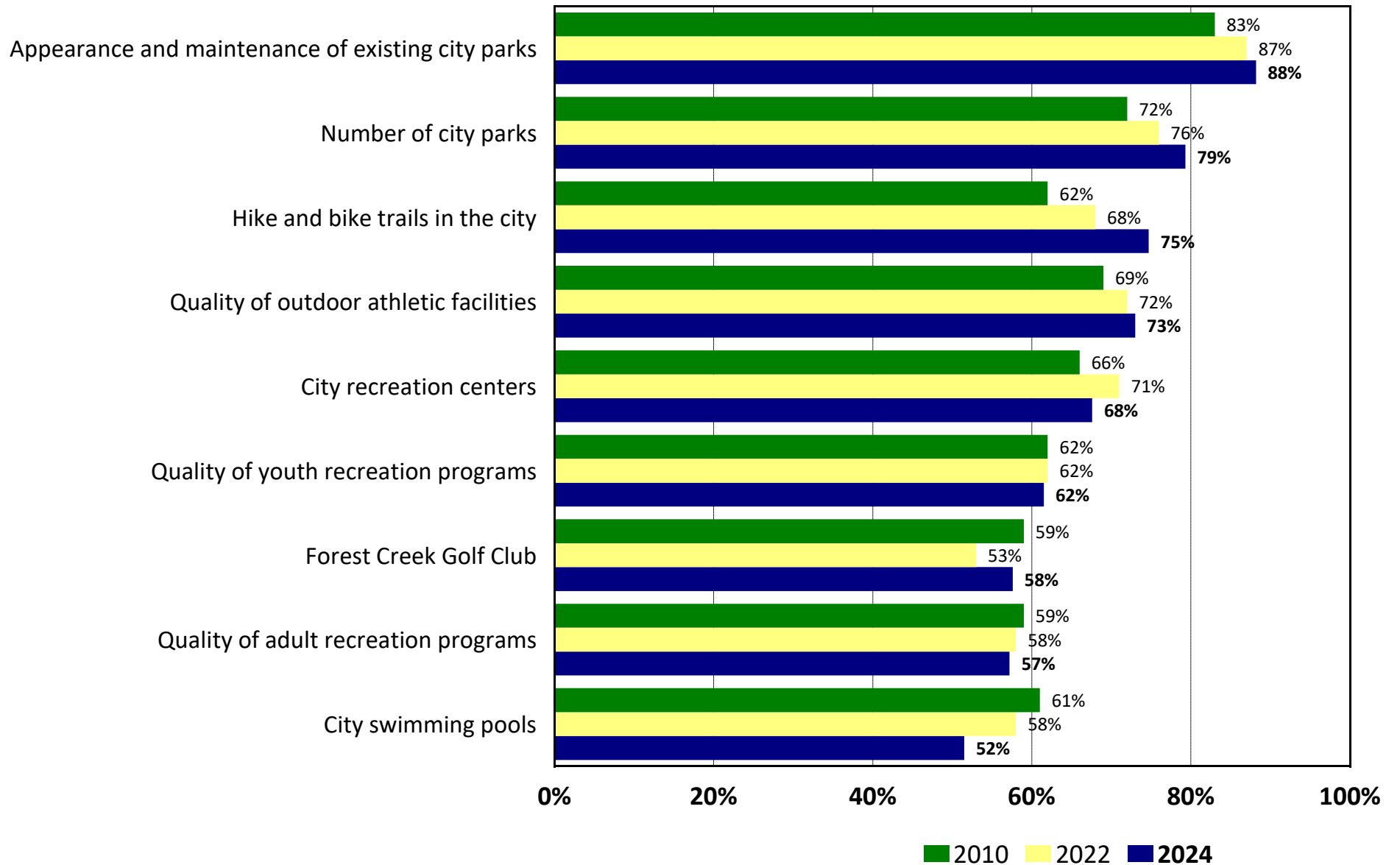
by percentage of respondents who felt "very safe" or "safe" (excluding don't know)



Satisfaction With Parks and Recreation

Trends - 2010, 2022, 2024

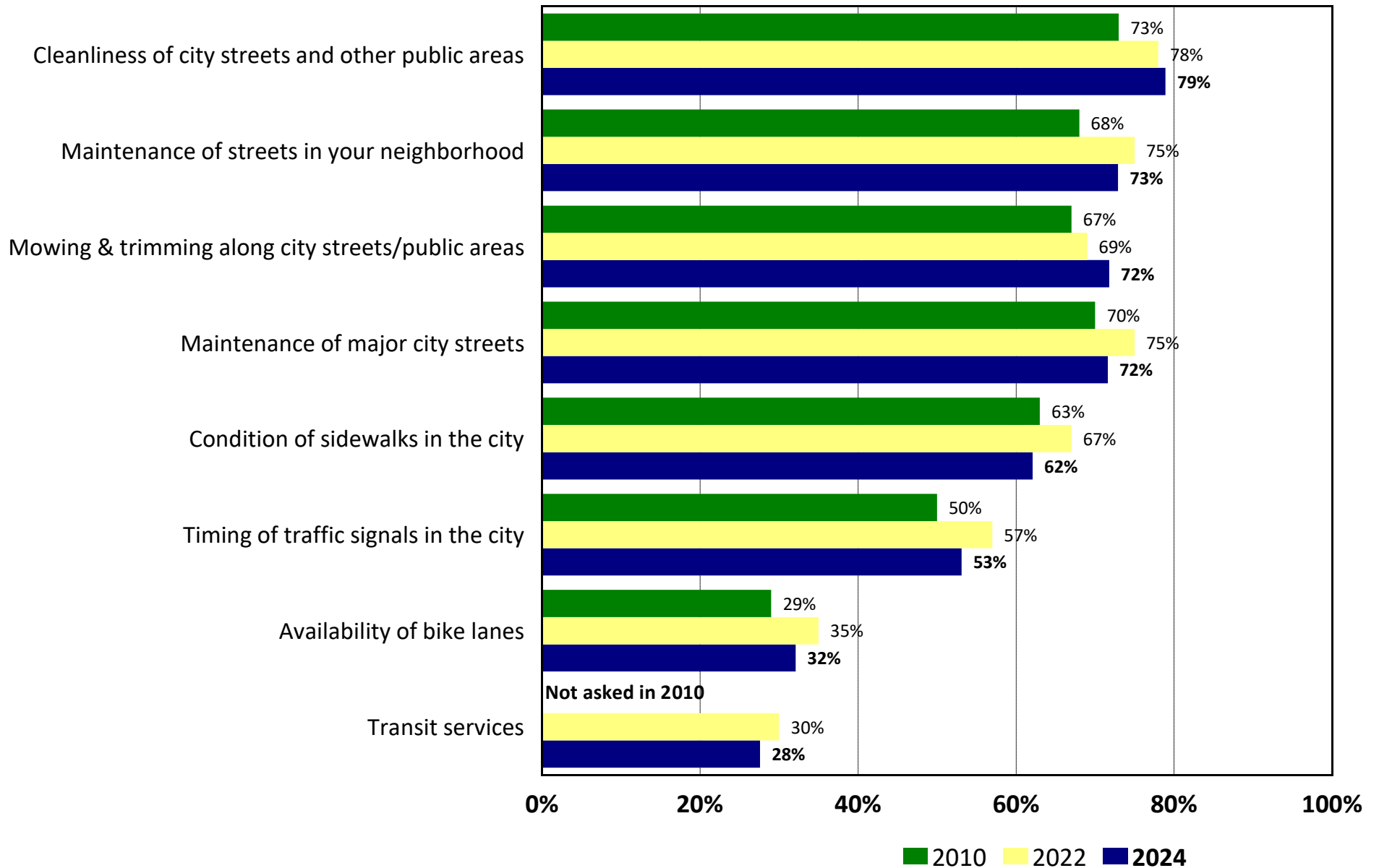
by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't know)



Satisfaction With Transportation

Trends - 2010, 2022, 2024

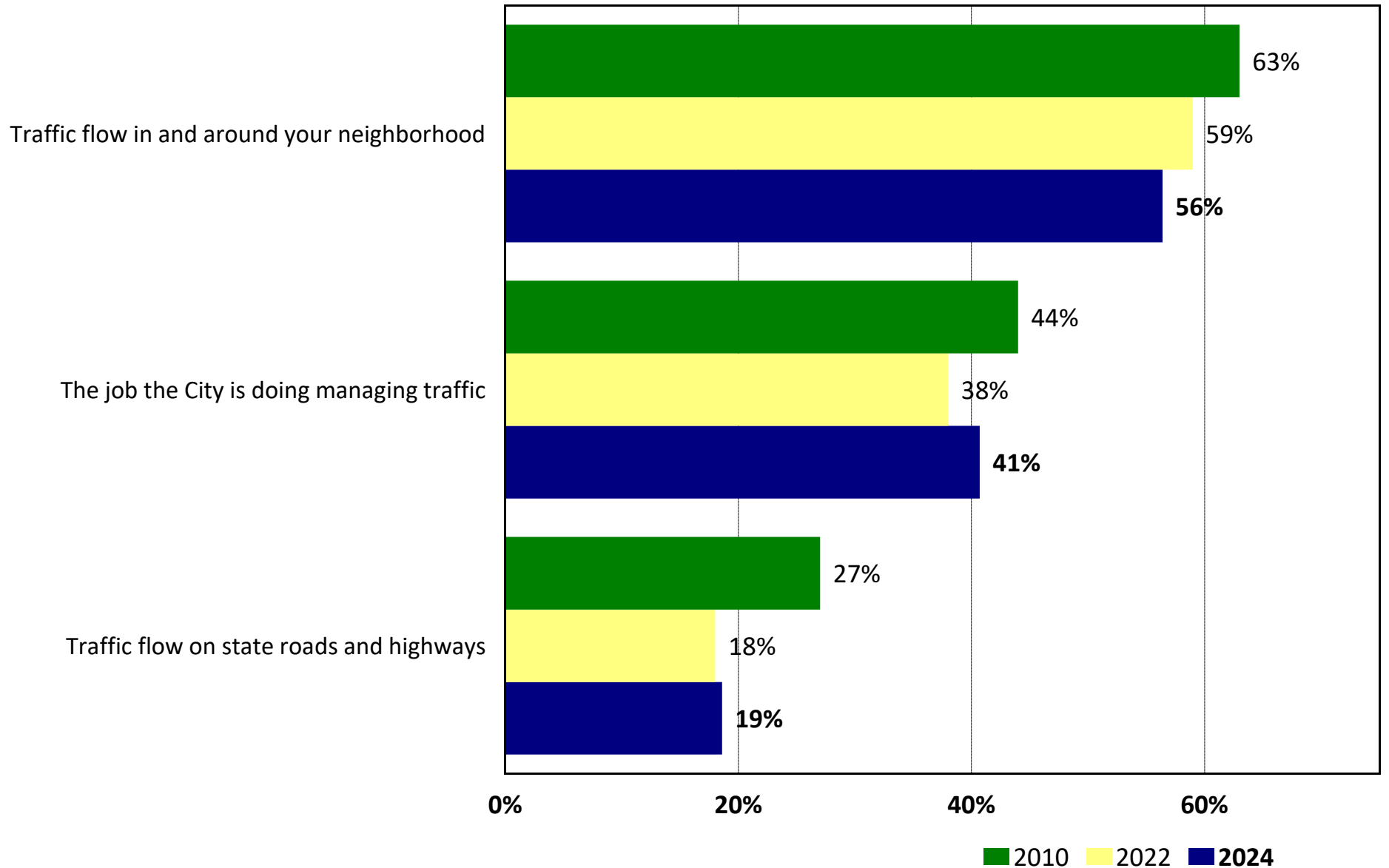
by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't know)



Ratings of Traffic Issues in the City

Trends - 2010, 2022, 2024

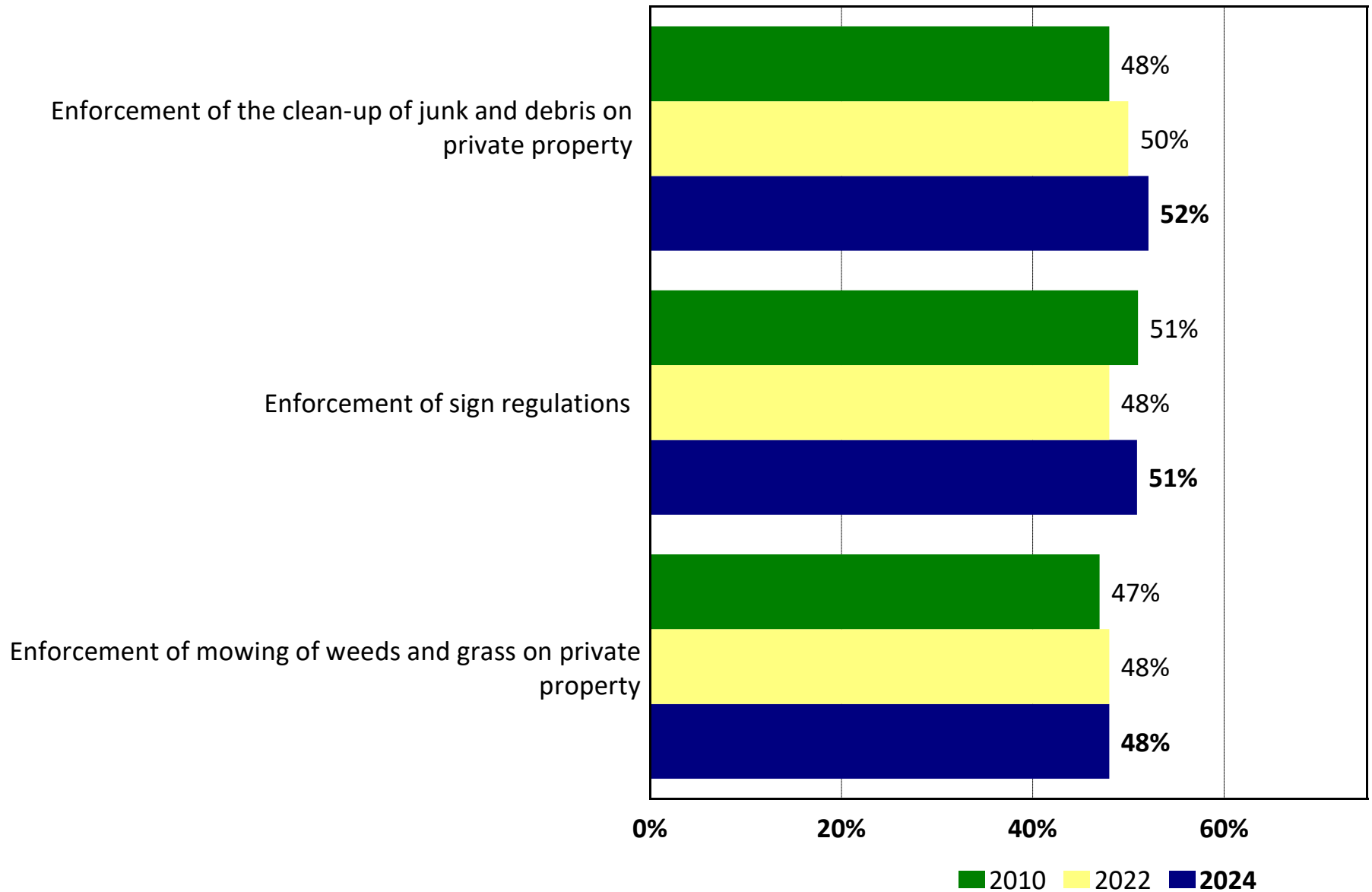
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't know)



Satisfaction With Code Enforcement

Trends - 2010, 2022, 2024

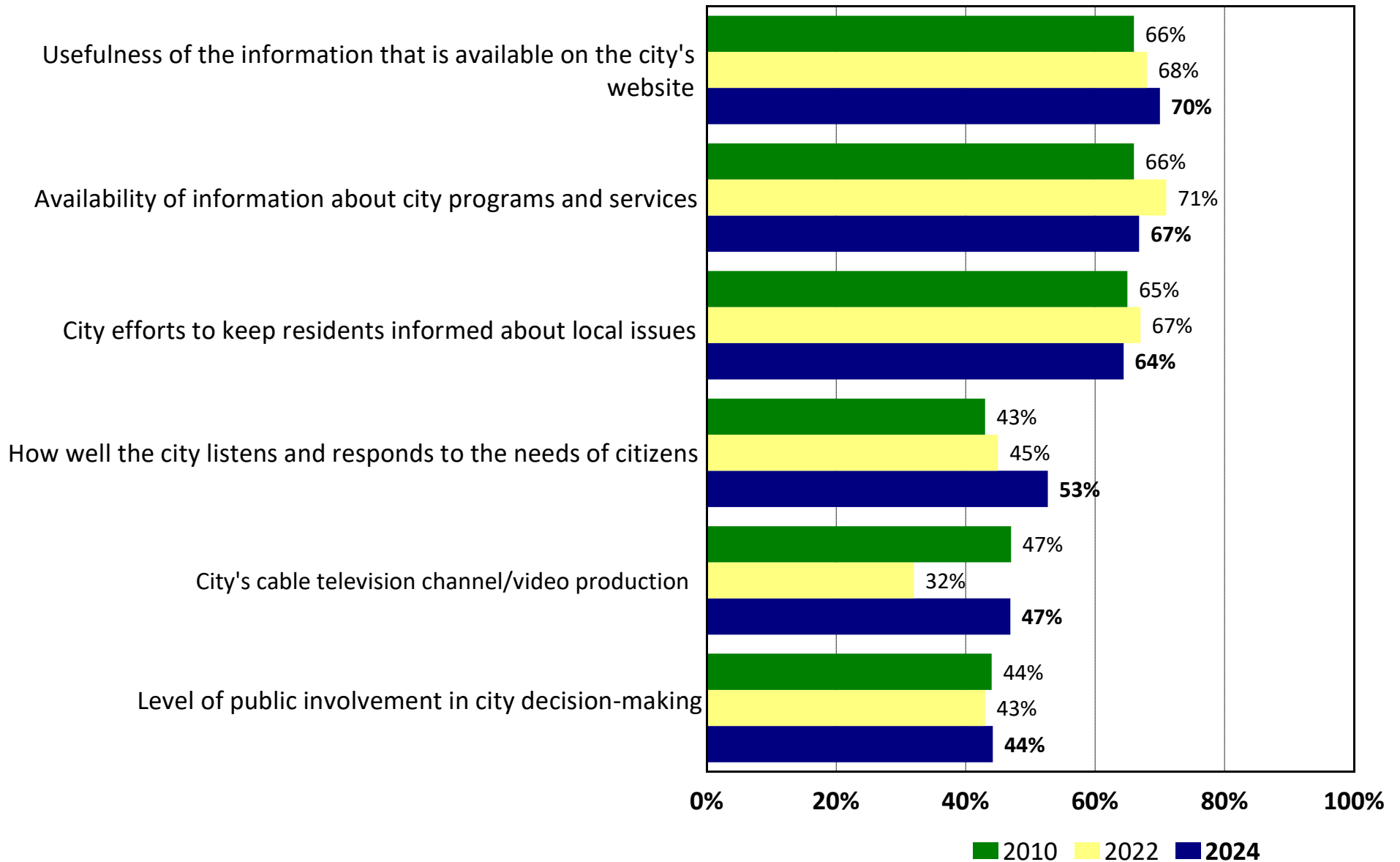
by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't know)



Satisfaction With Communication

Trends - 2010, 2022, 2024

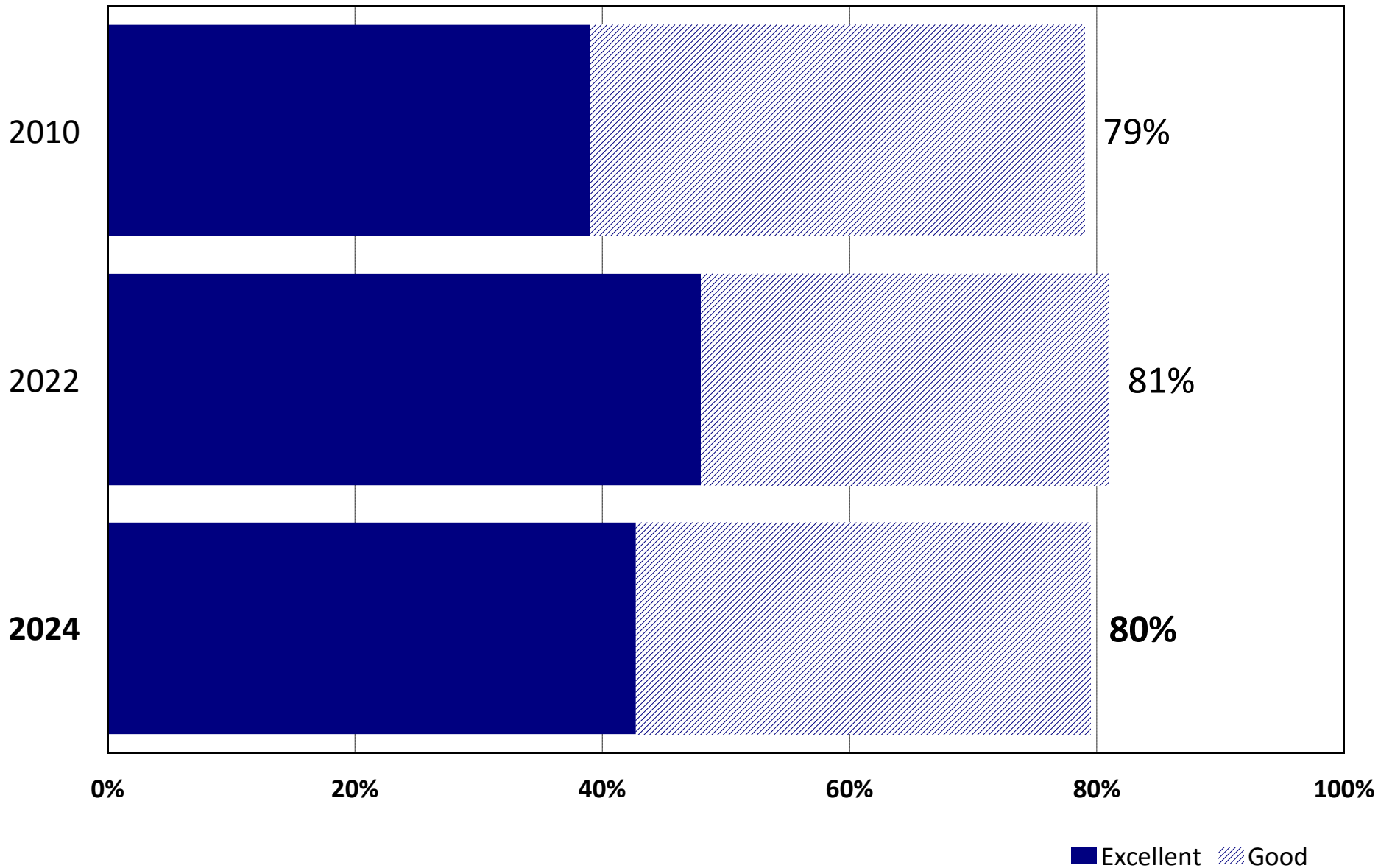
by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't know)



Ratings for Overall Customer Service

Trends - 2010, 2022, 2024

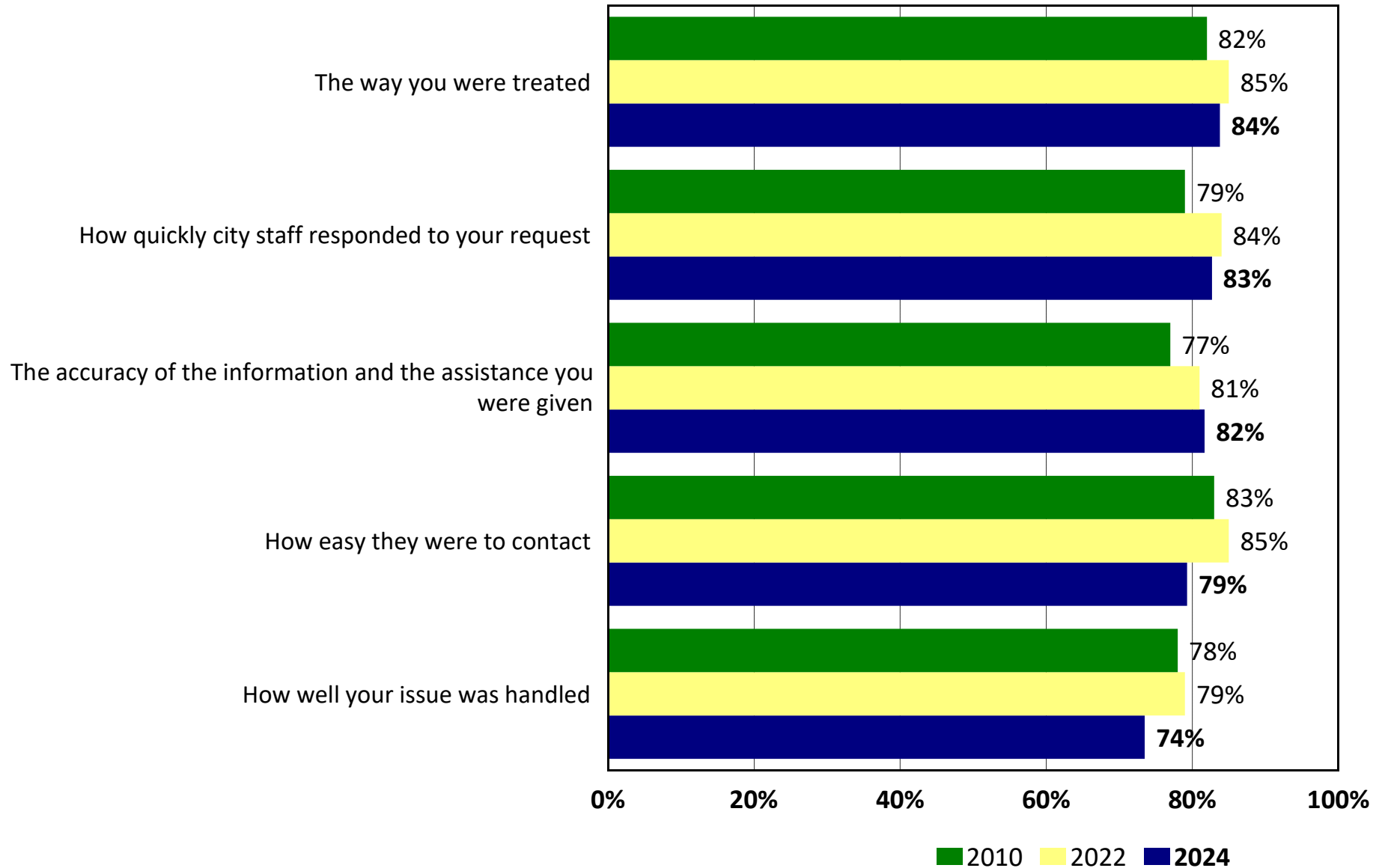
by percentage of respondents



Satisfaction With Customer Service

Trends - 2010, 2022, 2024

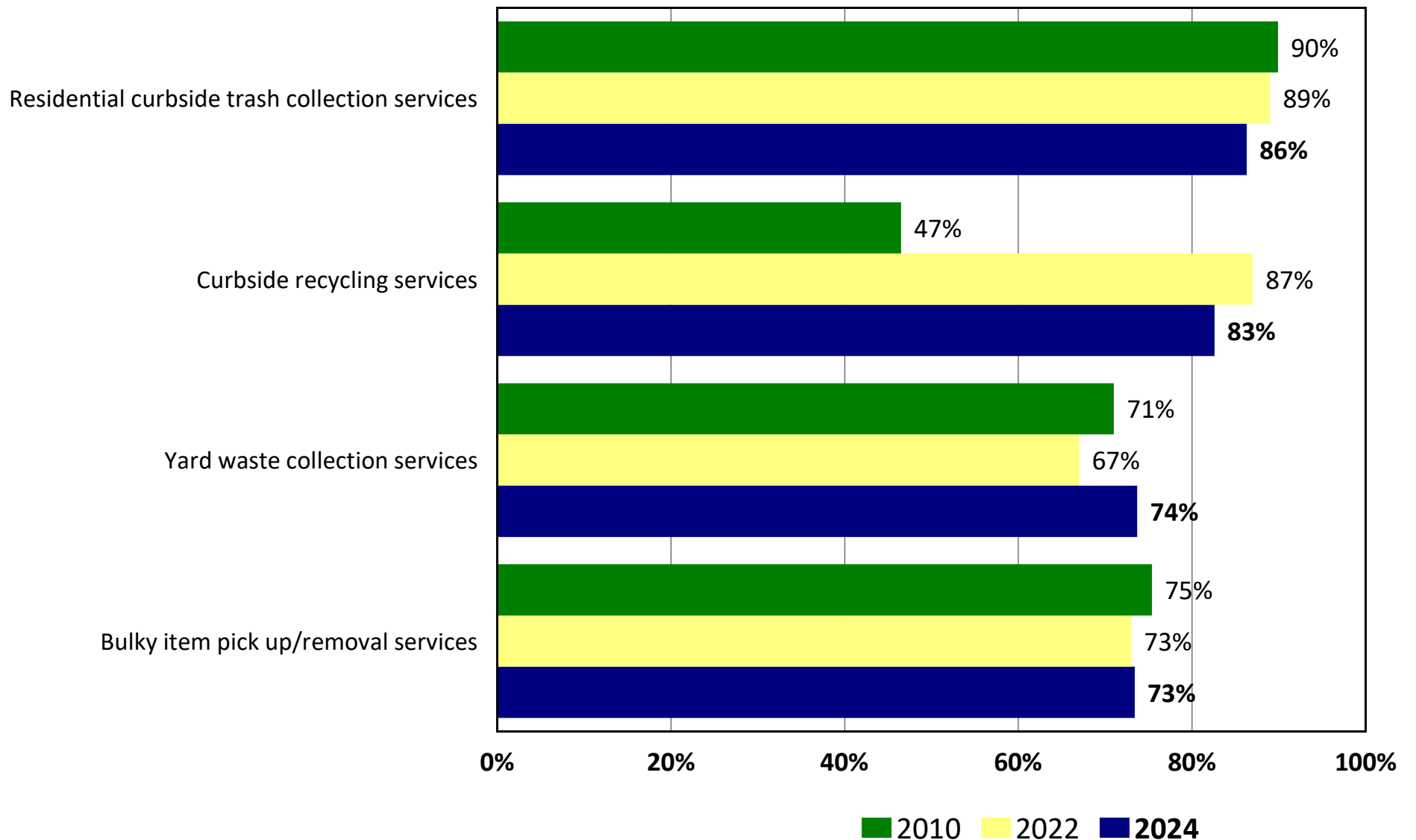
by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't know)



Satisfaction With Utilities and Environmental Services

Trends - 2010, 2022, 2024

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

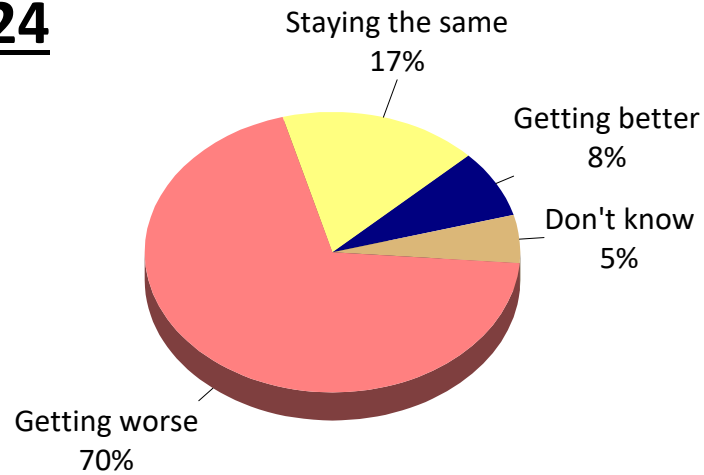


How Residents Feel Traffic Flow in the City is Changing

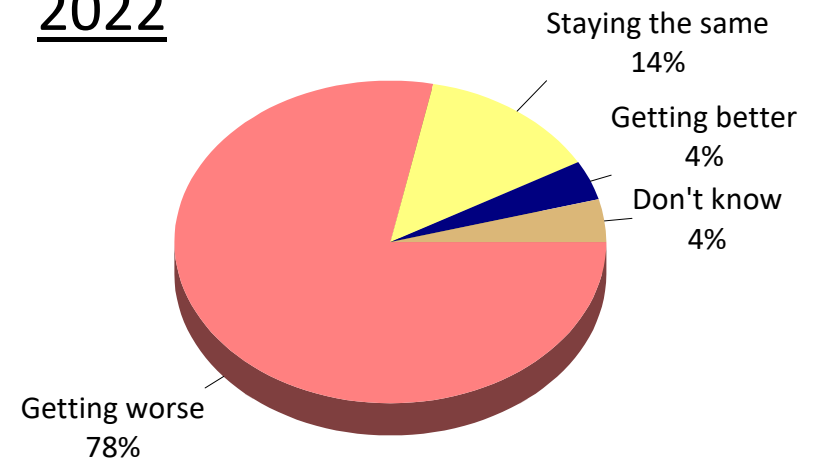
Trends - 2010, 2022, 2024

by percentage of respondents

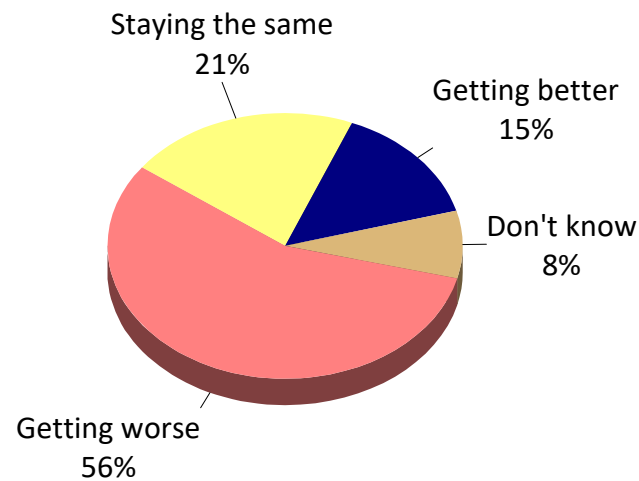
2024



2022



2010



3

Importance-Satisfaction Analysis

Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

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

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

Example of the Calculation

Respondents were asked to identify the major City services that should receive the most emphasis over the next two years. Approximately fifty-eight percent (58%) of households selected "*police services*" as one of the most important services for the City to emphasize.

With regard to satisfaction, 79% of respondents surveyed rated "*police services*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 58% was multiplied by 23% (1-0.79). This calculation yielded an I-S rating of 0.1202, which ranked second out of fifteen categories of major City services analyzed.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices of importance and 0% indicate they are positively satisfied with the delivery of the service.

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

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

Interpreting the Ratings

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

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

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

2024 Importance-Satisfaction Rating

City of Round Rock, TX

Overall Quality of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Transportation planning in the city	22.90%	6	46.10%	16	0.1234	1
Police services	57.50%	1	79.10%	8	0.1202	2
Medium Priority (IS <.10)						
Maintenance of city streets and sidewalks	25.90%	5	65.40%	13	0.0896	3
Emergency medical services	33.90%	3	82.90%	6	0.0580	4
Water services	31.80%	4	83.80%	5	0.0515	5
Enforcement of city codes and ordinances	11.40%	8	58.10%	14	0.0478	6
Fire services	41.60%	2	89.50%	2	0.0437	7
Parks and Recreation programs	20.80%	7	86.20%	3	0.0287	8
City communication with the public	8.40%	12	69.30%	12	0.0258	9
Wastewater services	10.00%	9	82.30%	7	0.0177	10
Trash, recycling, and yard waste collection services	9.80%	10	84.50%	4	0.0152	11
Management of storm water runoff and flood prevention	4.20%	13	78.80%	9	0.0089	12
Library services	9.60%	11	90.90%	1	0.0087	13
City-hosted special events	2.60%	14	71.50%	11	0.0074	14
Customer service provided by city employees	1.40%	15	75.70%	10	0.0034	15
Municipal court services	0.70%	16	57.00%	15	0.0030	16

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were MOST IMPORTANT for the City to provide.

Satisfaction %:

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

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2024 Importance-Satisfaction Rating

City of Round Rock, TX

Parks, Recreation, and Sports

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Hike and bike trails in the city	41.40%	2	74.70%	3	0.1047	1
Medium Priority (IS <.10)						
Quality of youth recreation programs	19.40%	4	61.50%	7	0.0747	2
Appearance and maintenance of existing city parks	59.60%	1	88.20%	1	0.0703	3
Quality of adult recreation programs	11.90%	5	57.20%	9	0.0509	4
City swimming pools	10.00%	7	51.50%	10	0.0485	5
Number of city parks	20.80%	3	79.30%	2	0.0431	6
City recreation centers	11.40%	6	67.60%	6	0.0369	7
Quality of outdoor athletic facilities	9.30%	8	73.00%	4	0.0251	8
Forest Creek Golf Club	3.70%	10	57.60%	8	0.0157	9
Indoor and outdoor tournament facilities	4.20%	9	71.20%	5	0.0121	10

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were MOST IMPORTANT for the City to provide.

Satisfaction %:

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

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2024 Importance-Satisfaction Rating

City of Round Rock, TX

Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Enforcement of the clean-up of junk and debris on private property	65.70%	1	52.10%	1	0.3147	1
High Priority (IS .10-.20)						
Enforcement of mowing of weeds and grass on private property	16.40%	2	48.00%	3	0.0853	2
Enforcement of sign regulations	11.00%	3	50.90%	2	0.0540	3

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were MOST IMPORTANT for the City to provide.

Satisfaction %:

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

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2024 Importance-Satisfaction Rating

City of Round Rock, TX

Transportation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Maintenance of major city streets	62.60%	1	71.60%	4	0.1778	1
Transit services	22.00%	5	27.60%	8	0.1593	2
Timing of traffic signals in the city	26.60%	2	53.10%	6	0.1248	3
Medium Priority (IS <.10)						
Availability of bike lanes	11.90%	7	32.10%	7	0.0808	4
Maintenance of streets in your neighborhood	24.80%	3	72.90%	2	0.0672	5
Condition of sidewalks in the city	12.90%	6	62.10%	5	0.0489	6
Cleanliness of city streets and other public areas	23.10%	4	78.90%	1	0.0487	7
Mowing and trimming along city streets and other public areas	11.20%	8	71.80%	3	0.0316	8

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were MOST IMPORTANT for the City to provide.

Satisfaction %:

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

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Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

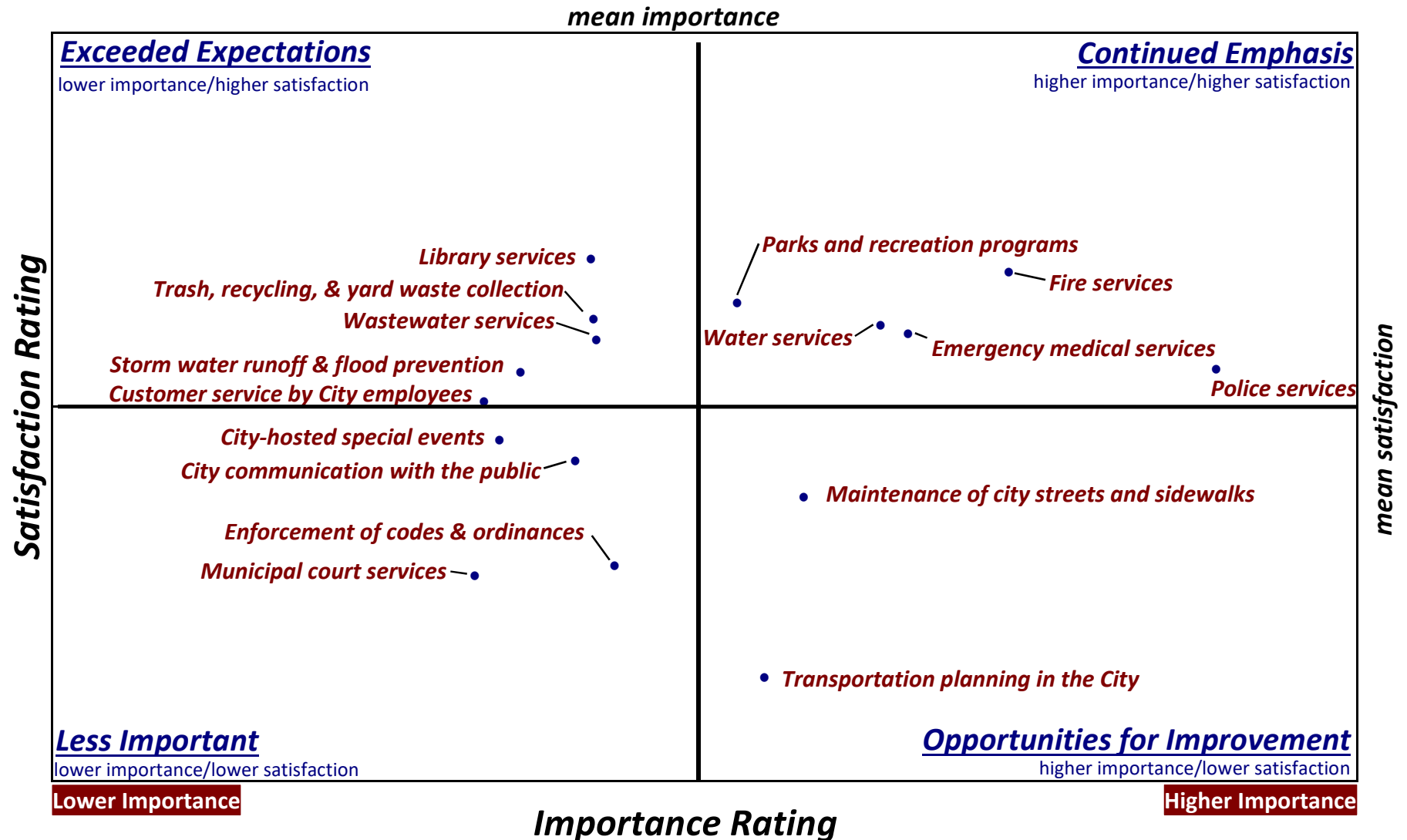
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to its performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrix charts showing the results for the City of Round Rock are provided on the following pages.

2024 Round Rock Community Survey Importance-Satisfaction Assessment Matrix

-Overall City Services-

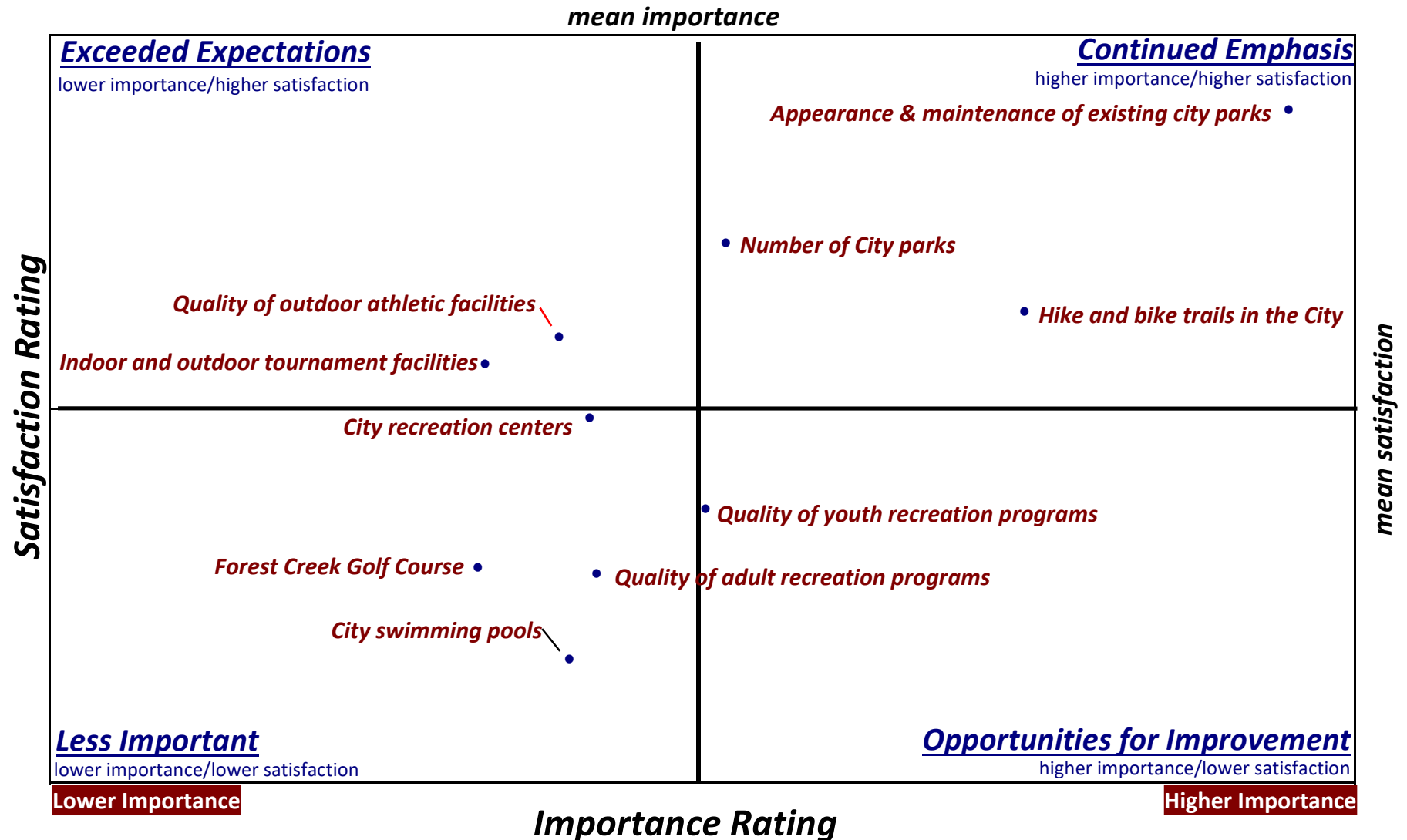
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2024 Round Rock Community Survey Importance-Satisfaction Assessment Matrix

-Parks, Recreation, and Sports-

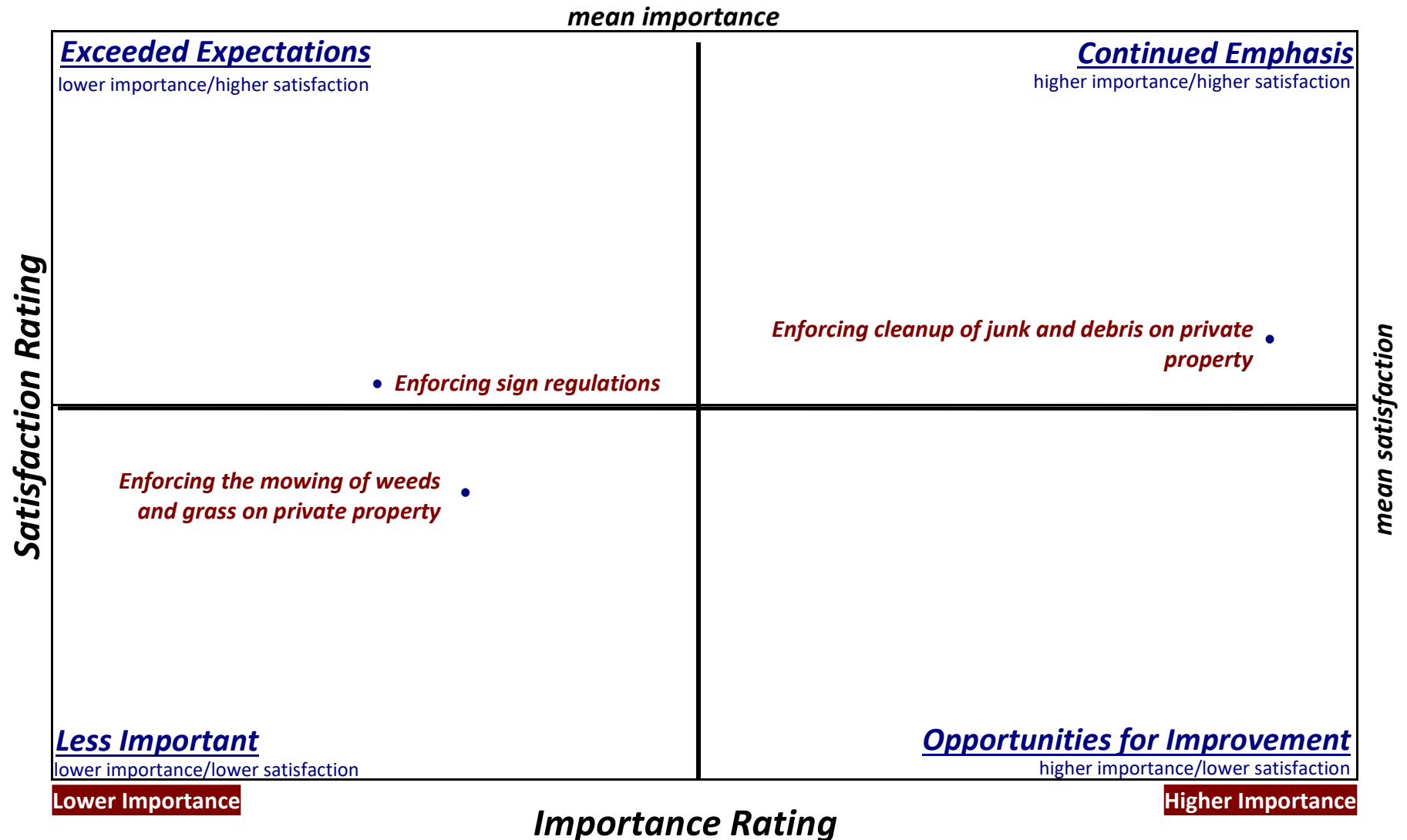
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2024 Round Rock Community Survey Importance-Satisfaction Assessment Matrix

-Code Enforcement-

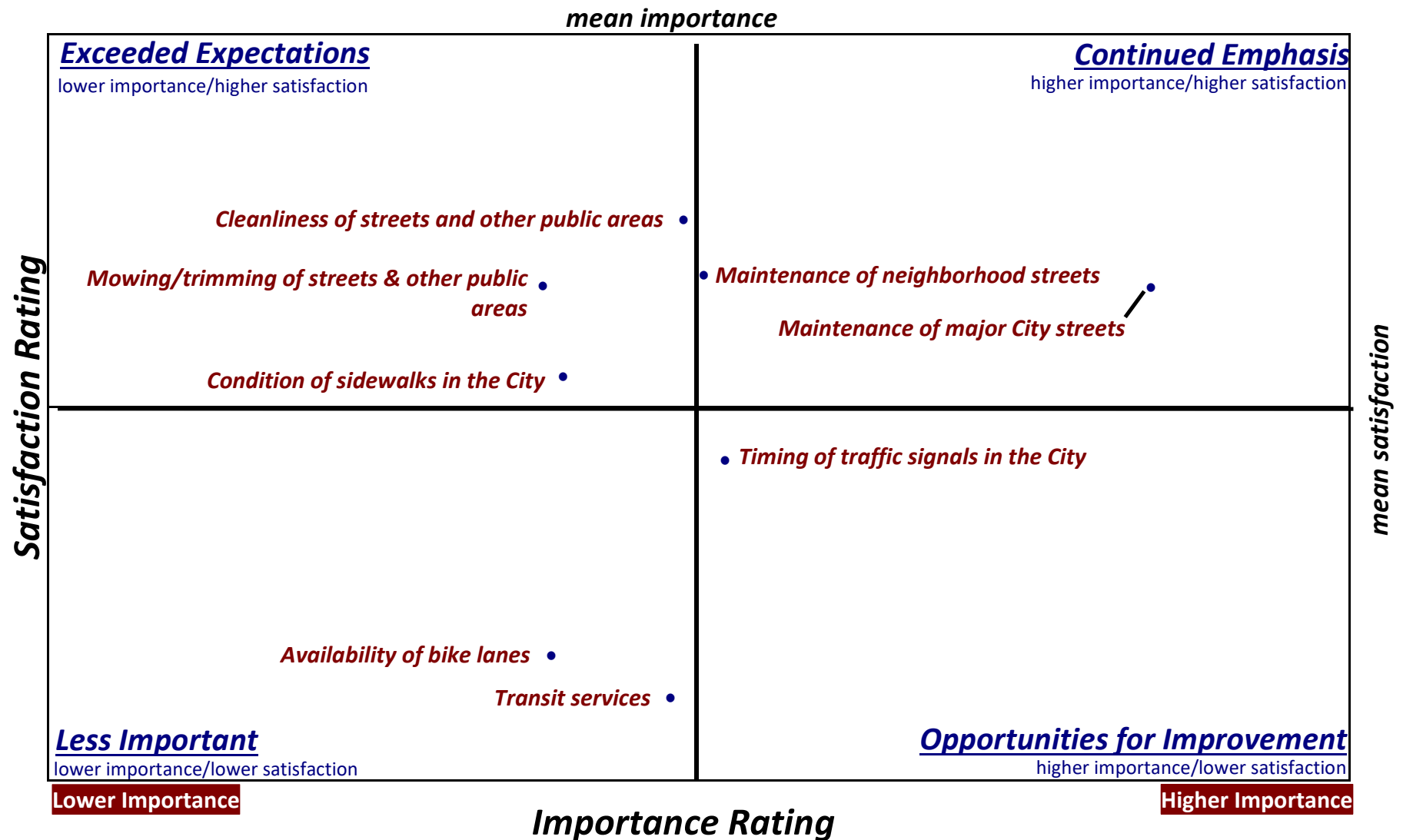
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2024 Round Rock Community Survey Importance-Satisfaction Assessment Matrix

-Transportation-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)





Benchmarking Analysis

Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 500 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from a national survey that was administered by ETC Institute during the summer of 2023 to a random sample of more than 10,000 residents in the continental United States. The charts on the following pages show how the results for the City of Round Rock compare to the national average and the Texas regional average.

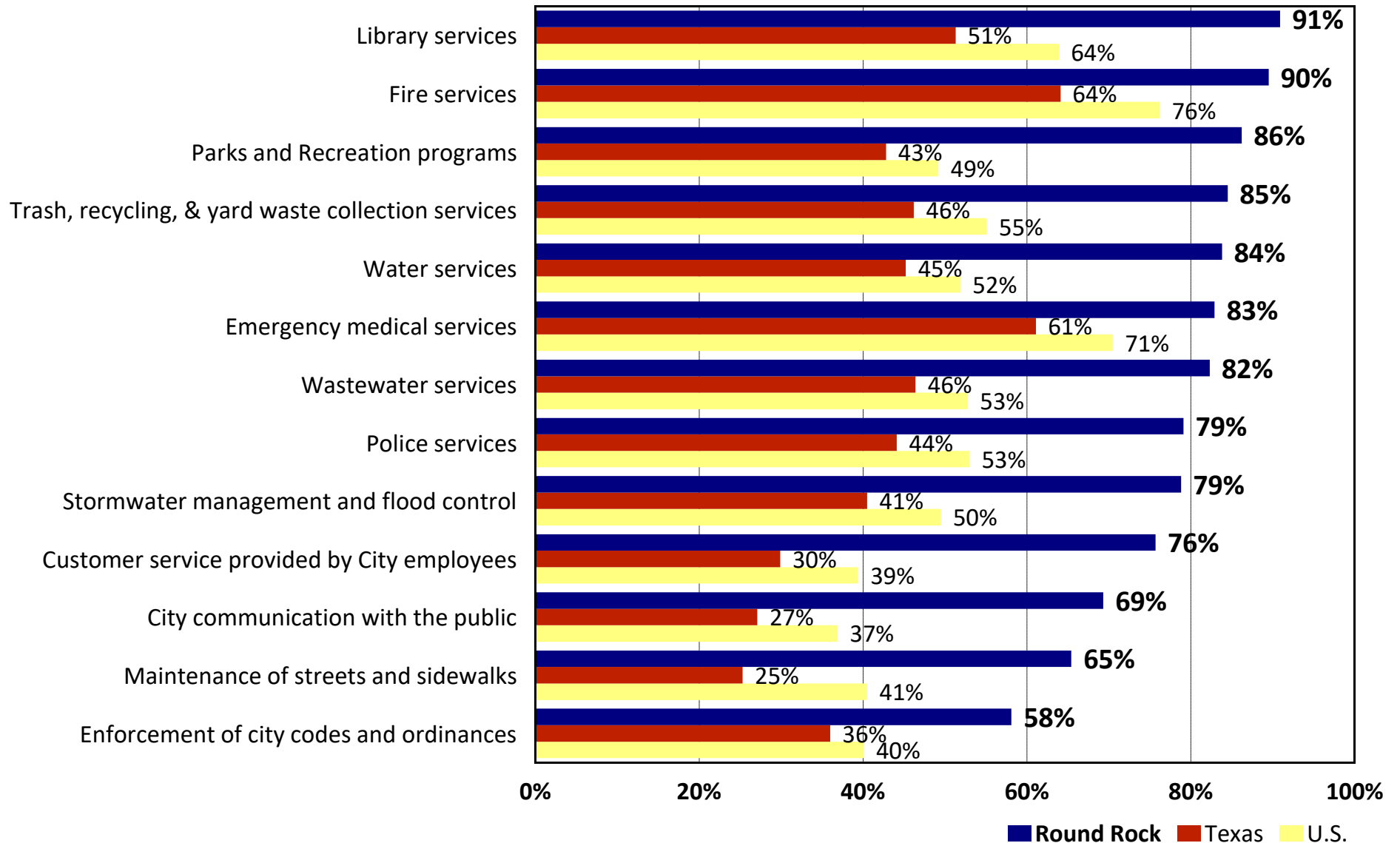
National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Round Rock, TX is not authorized without written consent from ETC Institute.

Overall Satisfaction with Various City Services

Round Rock vs. Texas vs. the U.S.

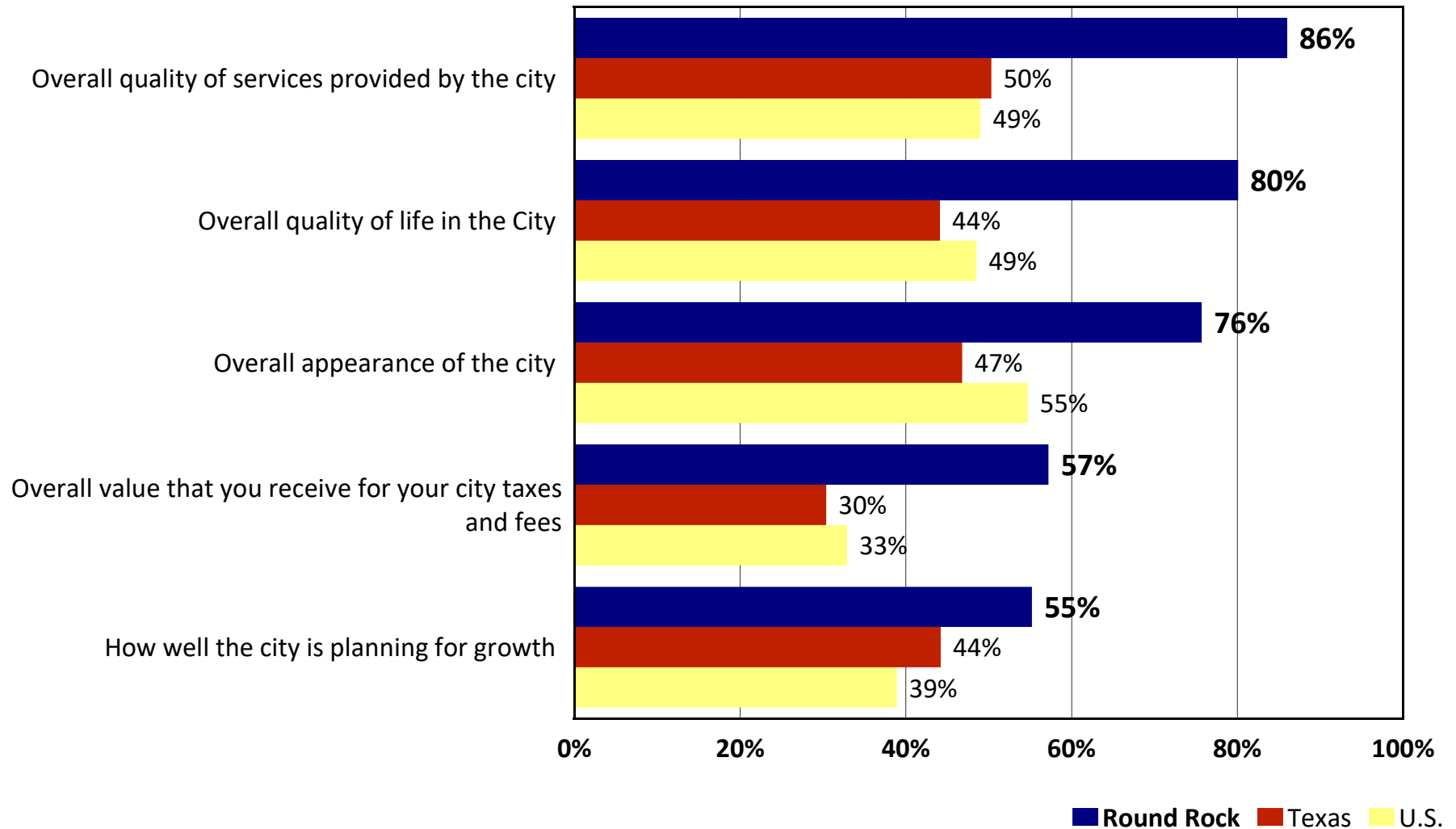
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Issues that Influence Perceptions of the City

Round Rock vs. Texas vs. the U.S.

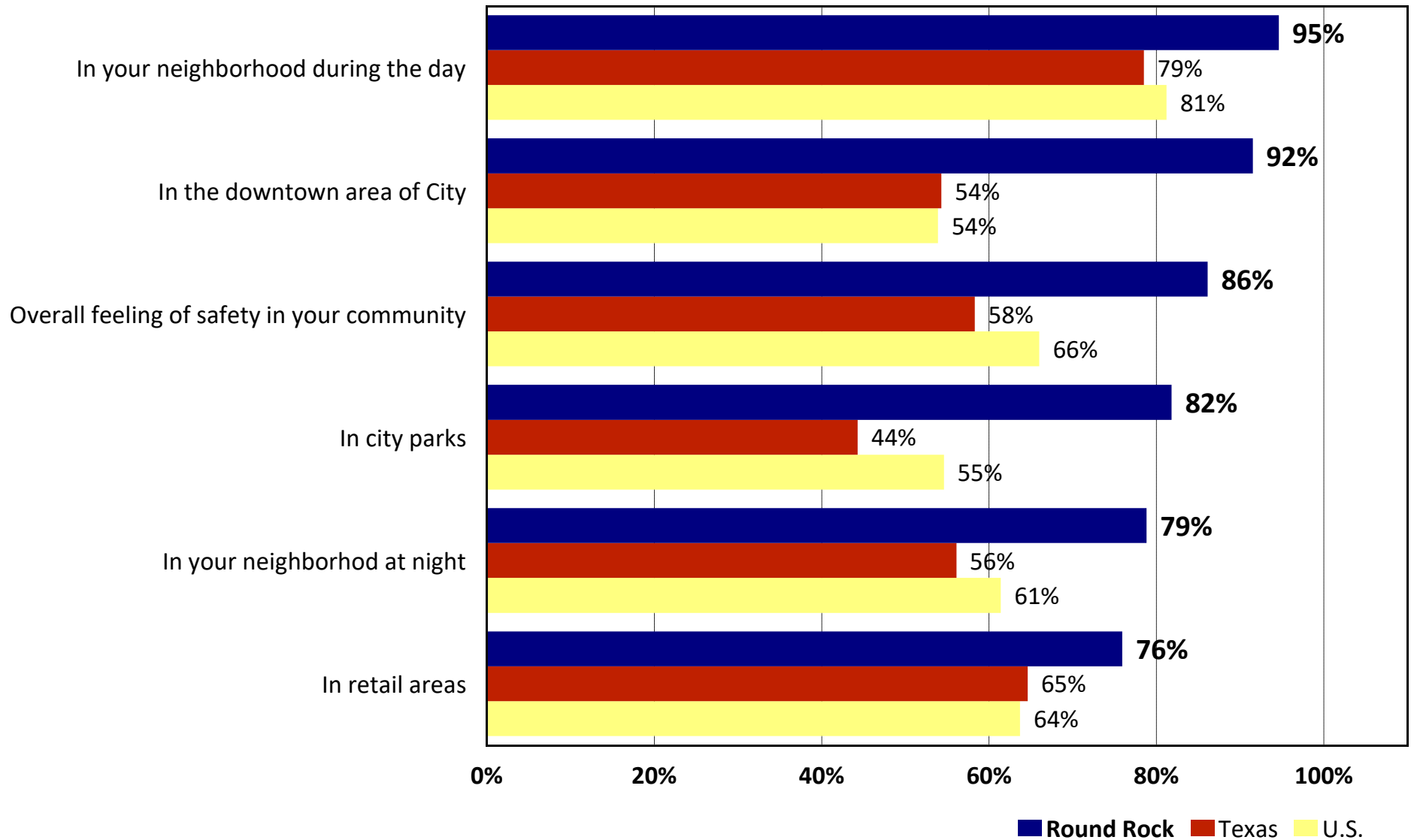
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Perceptions of Safety in the City

Round Rock vs. Texas vs. the U.S.

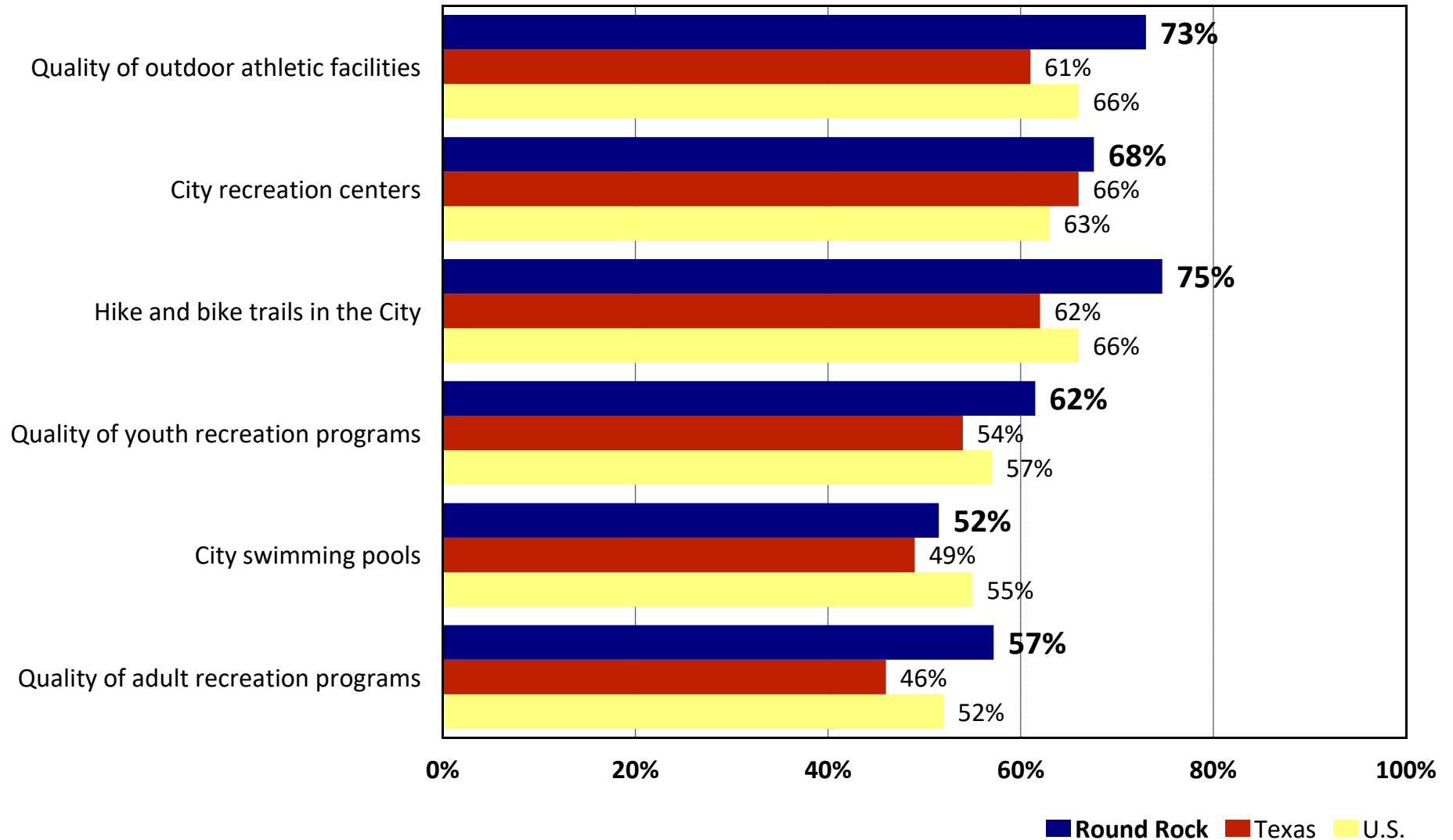
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)



Satisfaction with Parks and Recreation

Round Rock vs. Texas vs. the U.S.

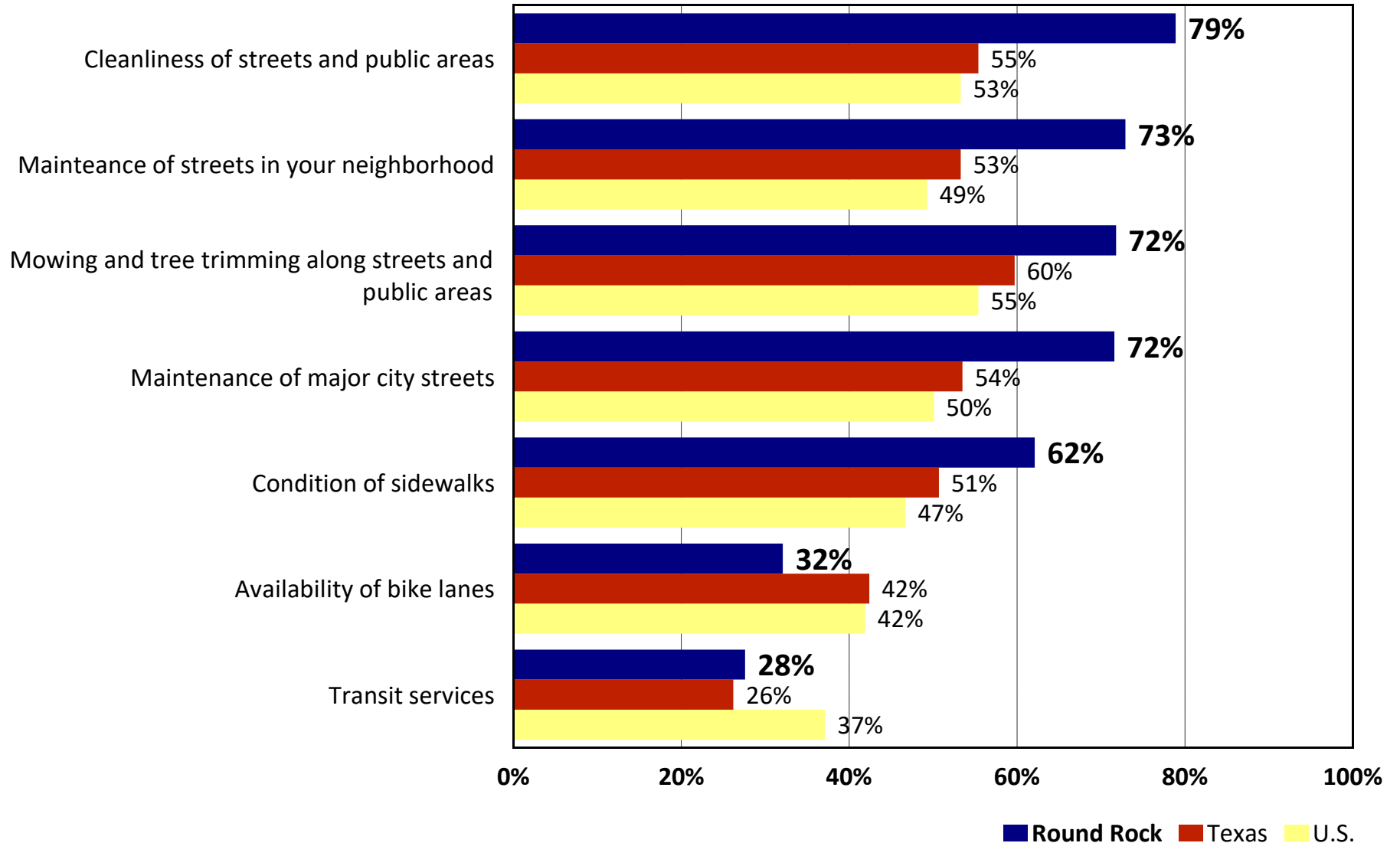
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Transportation Services

Round Rock vs. Texas vs. the U.S.

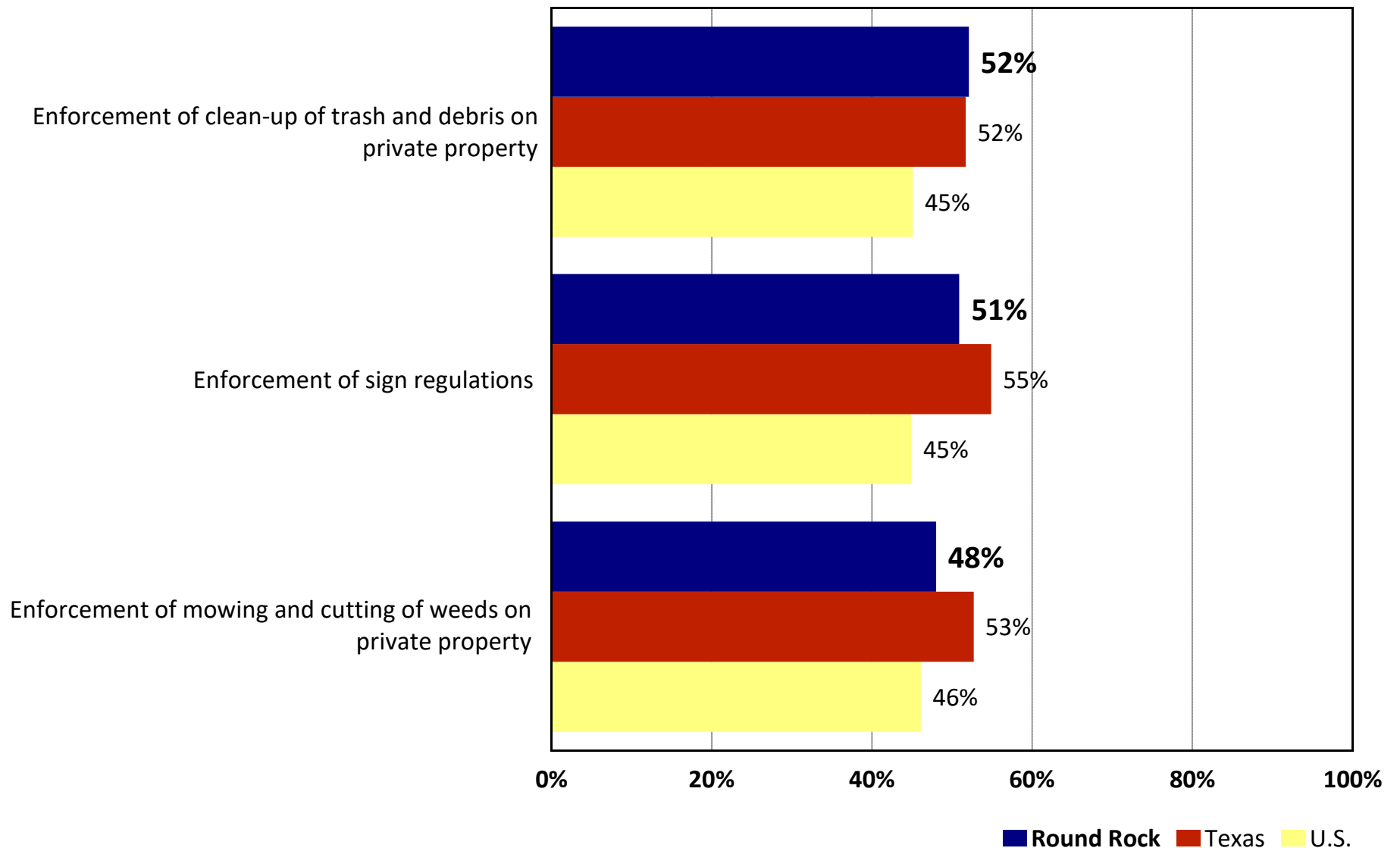
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Code Enforcement

Round Rock vs. Texas vs. the U.S.

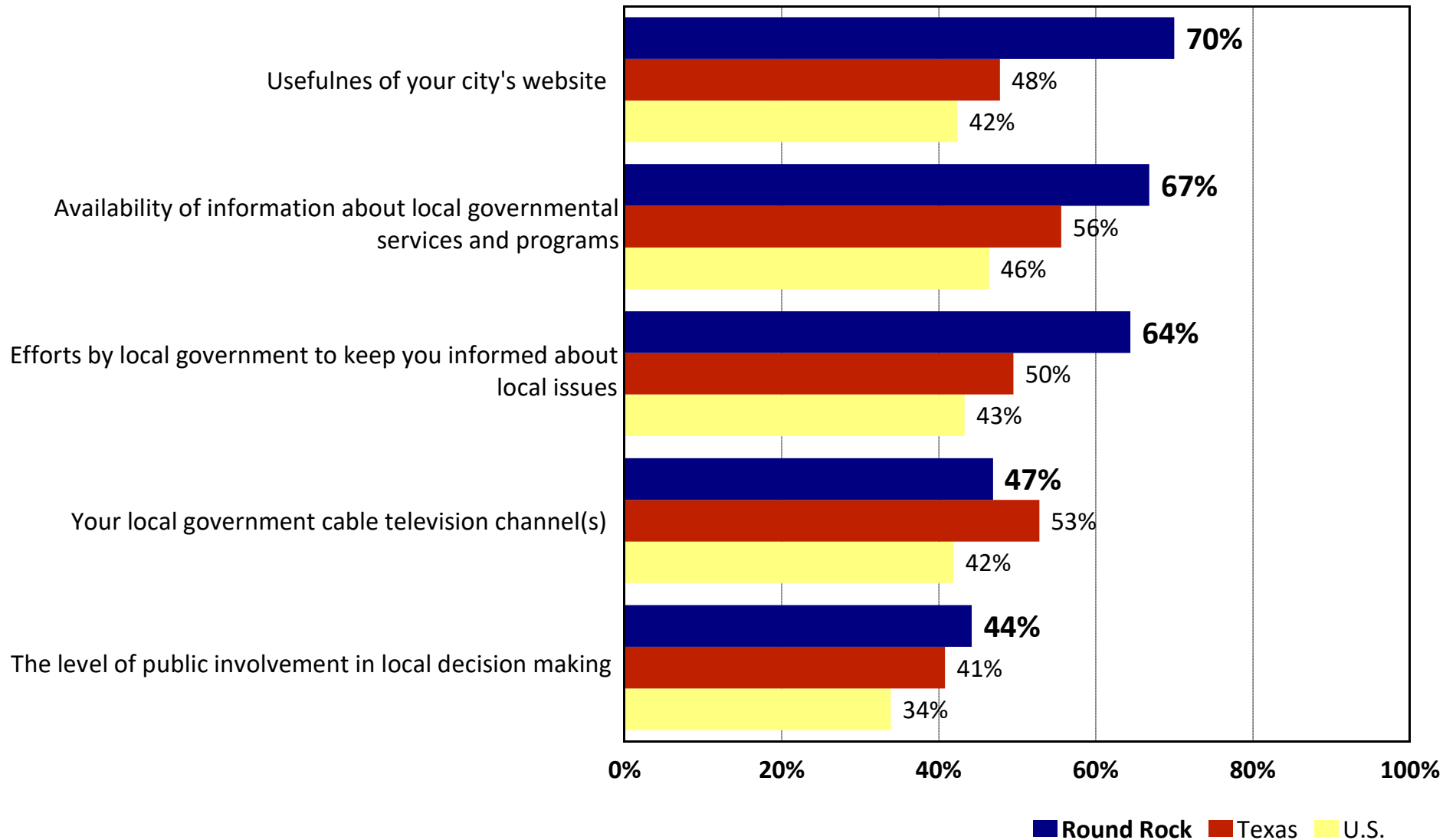
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Communication

Round Rock vs. Texas vs. the U.S.

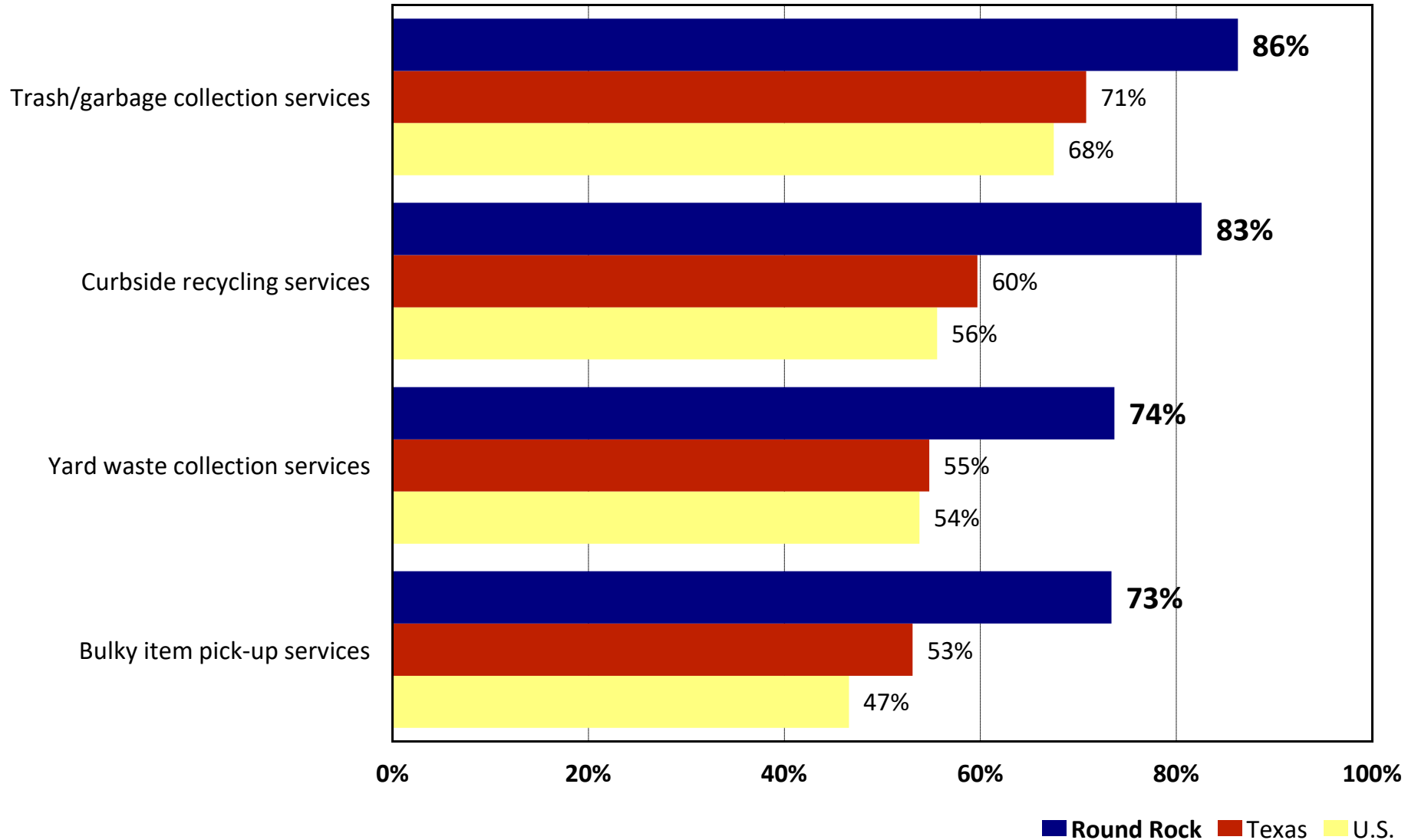
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Garbage and Recycling Services

Round Rock vs. Texas vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



5

Tabular Data

Q1. Overall Quality of City Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the overall quality of the following services provided by the City of Round Rock.

(N=428)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Parks & Recreation programs	43.9%	37.9%	11.0%	1.4%	0.7%	5.1%
Q1-2. Water services	37.4%	42.8%	10.7%	3.5%	1.2%	4.4%
Q1-3. Wastewater services	37.1%	41.1%	13.3%	2.8%	0.7%	4.9%
Q1-4. Emergency medical services	37.4%	25.2%	12.6%	0.2%	0.0%	24.5%
Q1-5. Enforcement of City codes & ordinances	16.8%	32.5%	21.7%	10.0%	3.7%	15.2%
Q1-6. Fire services	47.4%	24.3%	8.2%	0.2%	0.0%	19.9%
Q1-7. Library services	60.0%	21.3%	6.1%	1.4%	0.7%	10.5%
Q1-8. Maintenance of City streets & sidewalks	21.5%	43.5%	18.9%	11.2%	4.2%	0.7%
Q1-9. Management of storm water runoff & flood prevention	26.9%	45.1%	16.4%	1.6%	1.4%	8.6%
Q1-10. Municipal court services	13.1%	16.4%	21.5%	0.5%	0.2%	48.4%
Q1-11. Police services	36.7%	33.9%	13.6%	2.8%	2.3%	10.7%
Q1-12. Transportation planning in City	13.3%	26.9%	20.1%	16.8%	10.0%	12.9%
Q1-13. Trash, recycling, & yard waste collection services	38.1%	43.2%	8.9%	4.0%	2.1%	3.7%
Q1-14. City communication with the public	30.6%	35.3%	19.9%	7.0%	2.3%	4.9%
Q1-15. City-hosted special events	29.9%	30.8%	20.1%	2.6%	1.6%	15.0%
Q1-16. Customer service provided by City employees	29.2%	31.3%	16.8%	2.6%	0.0%	20.1%

(WITHOUT "DON'T KNOW")**Q1. Overall Quality of City Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the overall quality of the following services provided by the City of Round Rock. (without "don't know")**

(N=428)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Parks & Recreation programs	46.3%	39.9%	11.6%	1.5%	0.7%
Q1-2. Water services	39.1%	44.7%	11.2%	3.7%	1.2%
Q1-3. Wastewater services	39.1%	43.2%	14.0%	2.9%	0.7%
Q1-4. Emergency medical services	49.5%	33.4%	16.7%	0.3%	0.0%
Q1-5. Enforcement of City codes & ordinances	19.8%	38.3%	25.6%	11.8%	4.4%
Q1-6. Fire services	59.2%	30.3%	10.2%	0.3%	0.0%
Q1-7. Library services	67.1%	23.8%	6.8%	1.6%	0.8%
Q1-8. Maintenance of City streets & sidewalks	21.6%	43.8%	19.1%	11.3%	4.2%
Q1-9. Management of storm water runoff & flood prevention	29.4%	49.4%	17.9%	1.8%	1.5%
Q1-10. Municipal court services	25.3%	31.7%	41.6%	0.9%	0.5%
Q1-11. Police services	41.1%	38.0%	15.2%	3.1%	2.6%
Q1-12. Transportation planning in City	15.3%	30.8%	23.1%	19.3%	11.5%
Q1-13. Trash, recycling, & yard waste collection services	39.6%	44.9%	9.2%	4.1%	2.2%
Q1-14. City communication with the public	32.2%	37.1%	20.9%	7.4%	2.5%
Q1-15. City-hosted special events	35.2%	36.3%	23.6%	3.0%	1.9%
Q1-16. Customer service provided by City employees	36.5%	39.2%	21.1%	3.2%	0.0%

Q2. Which THREE of the services listed in Question 1 do you think are MOST IMPORTANT for the City to provide?

Q2. Top choice	Number	Percent
Parks & Recreation programs	32	7.5 %
Water services	59	13.8 %
Wastewater services	6	1.4 %
Emergency medical services	48	11.2 %
Enforcement of City codes & ordinances	16	3.7 %
Fire services	33	7.7 %
Library services	11	2.6 %
Maintenance of City streets & sidewalks	29	6.8 %
Management of storm water runoff & flood prevention	6	1.4 %
Municipal court services	1	0.2 %
Police services	124	29.0 %
Transportation planning in City	36	8.4 %
Trash, recycling, & yard waste collection services	7	1.6 %
City communication with the public	14	3.3 %
<u>None chosen</u>	<u>6</u>	<u>1.4 %</u>
Total	428	100.0 %

Q2. Which THREE of the services listed in Question 1 do you think are MOST IMPORTANT for the City to provide?

Q2. 2nd choice	Number	Percent
Parks & Recreation programs	26	6.1 %
Water services	41	9.6 %
Wastewater services	22	5.1 %
Emergency medical services	39	9.1 %
Enforcement of City codes & ordinances	17	4.0 %
Fire services	87	20.3 %
Library services	13	3.0 %
Maintenance of City streets & sidewalks	36	8.4 %
Management of storm water runoff & flood prevention	5	1.2 %
Municipal court services	1	0.2 %
Police services	75	17.5 %
Transportation planning in City	30	7.0 %
Trash, recycling, & yard waste collection services	11	2.6 %
City communication with the public	10	2.3 %
City-hosted special events	3	0.7 %
Customer service provided by City employees	2	0.5 %
<u>None chosen</u>	<u>10</u>	<u>2.3 %</u>
Total	428	100.0 %

Q2. Which THREE of the services listed in Question 1 do you think are MOST IMPORTANT for the City to provide?

Q2. 3rd choice	Number	Percent
Parks & Recreation programs	31	7.2 %
Water services	36	8.4 %
Wastewater services	15	3.5 %
Emergency medical services	58	13.6 %
Enforcement of City codes & ordinances	16	3.7 %
Fire services	58	13.6 %
Library services	17	4.0 %
Maintenance of City streets & sidewalks	46	10.7 %
Management of storm water runoff & flood prevention	7	1.6 %
Municipal court services	1	0.2 %
Police services	47	11.0 %
Transportation planning in City	32	7.5 %
Trash, recycling, & yard waste collection services	24	5.6 %
City communication with the public	12	2.8 %
City-hosted special events	8	1.9 %
Customer service provided by City employees	4	0.9 %
None chosen	16	3.7 %
Total	428	100.0 %

(SUM OF TOP 3 CHOICES)

Q2. Which THREE of the services listed in Question 1 do you think are MOST IMPORTANT for the City to provide? (top 3)

Q2. Top choice	Number	Percent
Parks & Recreation programs	89	20.8 %
Water services	136	31.8 %
Wastewater services	43	10.0 %
Emergency medical services	145	33.9 %
Enforcement of City codes & ordinances	49	11.4 %
Fire services	178	41.6 %
Library services	41	9.6 %
Maintenance of City streets & sidewalks	111	25.9 %
Management of storm water runoff & flood prevention	18	4.2 %
Municipal court services	3	0.7 %
Police services	246	57.5 %
Transportation planning in City	98	22.9 %
Trash, recycling, & yard waste collection services	42	9.8 %
City communication with the public	36	8.4 %
City-hosted special events	11	2.6 %
Customer service provided by City employees	6	1.4 %
None chosen	6	1.4 %
Total	1258	

Q3. Perception of the City. Items that may influence your perception of the City of Round Rock are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=428)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall quality of services provided by City	36.2%	48.6%	11.9%	1.4%	0.5%	1.4%
Q3-2. How well City is planning for growth	17.3%	34.8%	19.6%	15.2%	7.5%	5.6%
Q3-3. Overall quality of life in City	33.6%	45.6%	13.1%	5.4%	1.2%	1.2%
Q3-4. Availability of job opportunities	12.9%	25.7%	22.9%	7.2%	2.1%	29.2%
Q3-5. Overall value you receive for City taxes & fees	16.4%	38.3%	25.0%	12.9%	3.0%	4.4%
Q3-6. Overall quality of new development	13.8%	31.5%	27.3%	12.6%	6.3%	8.4%
Q3-7. Appearance of residential property in City	16.8%	44.6%	24.3%	8.6%	3.3%	2.3%
Q3-8. Appearance of commercial property in City	13.1%	49.1%	25.7%	7.9%	2.3%	1.9%
Q3-9. Overall appearance of City	23.6%	51.4%	16.8%	4.9%	2.3%	0.9%

(WITHOUT "DON'T KNOW")

Q3. Perception of the City. Items that may influence your perception of the City of Round Rock are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=428)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of services provided by City	36.7%	49.3%	12.1%	1.4%	0.5%
Q3-2. How well City is planning for growth	18.3%	36.9%	20.8%	16.1%	7.9%
Q3-3. Overall quality of life in City	34.0%	46.1%	13.2%	5.4%	1.2%
Q3-4. Availability of job opportunities	18.2%	36.3%	32.3%	10.2%	3.0%
Q3-5. Overall value you receive for City taxes & fees	17.1%	40.1%	26.2%	13.4%	3.2%
Q3-6. Overall quality of new development	15.1%	34.4%	29.8%	13.8%	6.9%
Q3-7. Appearance of residential property in City	17.2%	45.7%	24.9%	8.9%	3.3%
Q3-8. Appearance of commercial property in City	13.3%	50.0%	26.2%	8.1%	2.4%
Q3-9. Overall appearance of City	23.8%	51.9%	17.0%	5.0%	2.4%

Q4. Public Safety. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please indicate how safe you feel in the following situations.

(N=428)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q4-1. In Downtown Round Rock	47.9%	39.7%	6.5%	1.6%	0.0%	4.2%
Q4-2. In City parks	32.7%	44.6%	13.1%	3.3%	0.9%	5.4%
Q4-3. In your neighborhood during the day	58.9%	35.0%	4.4%	0.7%	0.2%	0.7%
Q4-4. In your neighborhood at night	33.9%	43.7%	15.4%	4.9%	0.5%	1.6%
Q4-5. In commercial & retail areas	23.6%	50.0%	18.2%	4.9%	0.2%	3.0%
Q4-6. Overall feeling of safety in Round Rock	33.9%	51.4%	11.2%	2.6%	0.0%	0.9%

(WITHOUT "DON'T KNOW")**Q4. Public Safety. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please indicate how safe you feel in the following situations. (without "don't know")**

(N=428)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q4-1. In Downtown Round Rock	50.0%	41.5%	6.8%	1.7%	0.0%
Q4-2. In City parks	34.6%	47.2%	13.8%	3.5%	1.0%
Q4-3. In your neighborhood during the day	59.3%	35.3%	4.5%	0.7%	0.2%
Q4-4. In your neighborhood at night	34.4%	44.4%	15.7%	5.0%	0.5%
Q4-5. In commercial & retail areas	24.3%	51.6%	18.8%	5.1%	0.2%
Q4-6. Overall feeling of safety in Round Rock	34.2%	51.9%	11.3%	2.6%	0.0%

Q5. Parks, Recreation, and Sports. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.

(N=428)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Appearance & maintenance of existing City parks	39.0%	44.9%	8.9%	1.9%	0.5%	4.9%
Q5-2. Number of City parks	35.7%	38.3%	11.2%	7.2%	0.9%	6.5%
Q5-3. Hike & bike trails in City	29.2%	38.3%	13.1%	8.4%	1.4%	9.6%
Q5-4. City recreation centers	22.9%	33.4%	19.4%	6.3%	1.4%	16.6%
Q5-5. City swimming pools	15.2%	20.3%	25.5%	6.1%	1.9%	31.1%
Q5-6. Quality of youth recreation programs	15.2%	22.2%	18.7%	4.0%	0.7%	39.3%
Q5-7. Quality of adult recreation programs	15.9%	22.0%	20.6%	7.0%	0.7%	33.9%
Q5-8. Quality of outdoor athletic facilities (e.g., baseball, tennis, soccer)	25.7%	31.3%	17.5%	3.3%	0.2%	22.0%
Q5-9. Forest Creek Golf Course	9.8%	14.0%	15.9%	1.6%	0.0%	58.6%
Q5-10. Indoor & outdoor tournament facilities (e.g., Sports Center & Multipurpose Complex)	22.7%	23.6%	16.6%	2.1%	0.0%	35.0%

(WITHOUT "DON'T KNOW")**Q5. Parks, Recreation, and Sports. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following. (without "don't know")**

(N=428)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Appearance & maintenance of existing City parks	41.0%	47.2%	9.3%	2.0%	0.5%
Q5-2. Number of City parks	38.3%	41.0%	12.0%	7.8%	1.0%
Q5-3. Hike & bike trails in City	32.3%	42.4%	14.5%	9.3%	1.6%
Q5-4. City recreation centers	27.5%	40.1%	23.2%	7.6%	1.7%
Q5-5. City swimming pools	22.0%	29.5%	36.9%	8.8%	2.7%
Q5-6. Quality of youth recreation programs	25.0%	36.5%	30.8%	6.5%	1.2%
Q5-7. Quality of adult recreation programs	24.0%	33.2%	31.1%	10.6%	1.1%
Q5-8. Quality of outdoor athletic facilities (e.g., baseball, tennis, soccer)	32.9%	40.1%	22.5%	4.2%	0.3%
Q5-9. Forest Creek Golf Course	23.7%	33.9%	38.4%	4.0%	0.0%
Q5-10. Indoor & outdoor tournament facilities (e.g., Sports Center & Multipurpose Complex)	34.9%	36.3%	25.5%	3.2%	0.0%

Q6. Which TWO of the Parks, Recreation, and Sports services listed in Question 5 do you think are MOST IMPORTANT for the City to provide?

Q6. Top choice	Number	Percent
Appearance & maintenance of existing City parks	166	38.8 %
Number of City parks	39	9.1 %
Hike & bike trails in City	95	22.2 %
City recreation centers	18	4.2 %
City swimming pools	18	4.2 %
Quality of youth recreation programs	38	8.9 %
Quality of adult recreation programs	11	2.6 %
Quality of outdoor athletic facilities (e.g., baseball, tennis, soccer)	16	3.7 %
Forest Creek Golf Course	5	1.2 %
Indoor & outdoor tournament facilities (e.g., Sports Center & Multipurpose Complex)	5	1.2 %
None chosen	17	4.0 %
Total	428	100.0 %

Q6. Which TWO of the Parks, Recreation, and Sports services listed in Question 5 do you think are MOST IMPORTANT for the City to provide?

Q6. 2nd choice	Number	Percent
Appearance & maintenance of existing City parks	89	20.8 %
Number of City parks	50	11.7 %
Hike & bike trails in City	82	19.2 %
City recreation centers	31	7.2 %
City swimming pools	25	5.8 %
Quality of youth recreation programs	45	10.5 %
Quality of adult recreation programs	40	9.3 %
Quality of outdoor athletic facilities (e.g., baseball, tennis, soccer)	24	5.6 %
Forest Creek Golf Course	11	2.6 %
Indoor & outdoor tournament facilities (e.g., Sports Center & Multipurpose Complex)	13	3.0 %
None chosen	18	4.2 %
Total	428	100.0 %

(SUM OF TOP 2 CHOICES)

Q6. Which TWO of the Parks, Recreation, and Sports services listed in Question 5 do you think are MOST IMPORTANT for the City to provide? (top 2)

Q6. Top choice	Number	Percent
Appearance & maintenance of existing City parks	255	59.6 %
Number of City parks	89	20.8 %
Hike & bike trails in City	177	41.4 %
City recreation centers	49	11.4 %
City swimming pools	43	10.0 %
Quality of youth recreation programs	83	19.4 %
Quality of adult recreation programs	51	11.9 %
Quality of outdoor athletic facilities (e.g., baseball, tennis, soccer)	40	9.3 %
Forest Creek Golf Course	16	3.7 %
Indoor & outdoor tournament facilities (e.g., Sports Center & Multipurpose Complex)	18	4.2 %
None chosen	17	4.0 %
Total	838	

Q7. Code Enforcement. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items.

(N=428)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Enforcement of clean-up of junk & debris on private property	12.4%	32.9%	22.9%	12.4%	6.3%	13.1%
Q7-2. Enforcement of mowing of weeds & grass on private property	9.6%	32.7%	25.5%	13.1%	7.2%	11.9%
Q7-3. Enforcement of sign regulations	11.0%	29.9%	27.8%	8.4%	3.3%	19.6%

(WITHOUT "DON'T KNOW")

Q7. Code Enforcement. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

(N=428)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Enforcement of clean-up of junk & debris on private property	14.2%	37.9%	26.3%	14.2%	7.3%
Q7-2. Enforcement of mowing of weeds & grass on private property	10.9%	37.1%	28.9%	14.9%	8.2%
Q7-3. Enforcement of sign regulations	13.7%	37.2%	34.6%	10.5%	4.1%

Q8. Which ONE of the code enforcement services listed in Question 7 do you think is MOST IMPORTANT for the City to provide?

Q8. Most important for City to provide	Number	Percent
Enforcement of clean-up of junk & debris on private property	281	65.7 %
Enforcement of mowing of weeds & grass on private property	70	16.4 %
Enforcement of sign regulations	47	11.0 %
None chosen	30	7.0 %
Total	428	100.0 %

Q9. Transportation. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.

(N=428)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Maintenance of major City streets	21.5%	49.3%	14.7%	9.8%	3.5%	1.2%
Q9-2. Maintenance of streets in your neighborhood	23.8%	47.9%	14.5%	7.7%	4.4%	1.6%
Q9-3. Timing of traffic signals in City	10.0%	42.3%	20.1%	20.1%	6.1%	1.4%
Q9-4. Mowing & trimming along City streets & other public areas	20.3%	49.8%	18.0%	7.7%	1.9%	2.3%
Q9-5. Cleanliness of City streets & other public areas	24.3%	53.5%	14.0%	6.1%	0.7%	1.4%
Q9-6. Condition of sidewalks in City	15.0%	46.0%	23.8%	11.4%	1.9%	1.9%
Q9-7. Availability of bike lanes	8.4%	16.8%	26.4%	17.8%	9.1%	21.5%
Q9-8. Transit services	6.1%	12.4%	24.1%	15.4%	8.9%	33.2%

(WITHOUT "DON'T KNOW")**Q9. Transportation. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following. (without "don't know")**

(N=428)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Maintenance of major City streets	21.7%	49.9%	14.9%	9.9%	3.5%
Q9-2. Maintenance of streets in your neighborhood	24.2%	48.7%	14.7%	7.8%	4.5%
Q9-3. Timing of traffic signals in City	10.2%	42.9%	20.4%	20.4%	6.2%
Q9-4. Mowing & trimming along City streets & other public areas	20.8%	51.0%	18.4%	7.9%	1.9%
Q9-5. Cleanliness of City streets & other public areas	24.6%	54.3%	14.2%	6.2%	0.7%
Q9-6. Condition of sidewalks in City	15.2%	46.9%	24.3%	11.7%	1.9%
Q9-7. Availability of bike lanes	10.7%	21.4%	33.6%	22.6%	11.6%
Q9-8. Transit services	9.1%	18.5%	36.0%	23.1%	13.3%

Q10. Which TWO of the transportation services listed in Question 9 do you think are MOST IMPORTANT for the City to provide?

Q10. Top choice	Number	Percent
Maintenance of major City streets	199	46.5 %
Maintenance of streets in your neighborhood	31	7.2 %
Timing of traffic signals in City	55	12.9 %
Mowing & trimming along City streets & other public areas	17	4.0 %
Cleanliness of City streets & other public areas	32	7.5 %
Condition of sidewalks in City	10	2.3 %
Availability of bike lanes	25	5.8 %
Transit services	50	11.7 %
None chosen	9	2.1 %
Total	428	100.0 %

Q10. Which TWO of the transportation services listed in Question 9 do you think are MOST IMPORTANT for the City to provide?

Q10. 2nd choice	Number	Percent
Maintenance of major City streets	69	16.1 %
Maintenance of streets in your neighborhood	75	17.5 %
Timing of traffic signals in City	59	13.8 %
Mowing & trimming along City streets & other public areas	31	7.2 %
Cleanliness of City streets & other public areas	67	15.7 %
Condition of sidewalks in City	45	10.5 %
Availability of bike lanes	26	6.1 %
Transit services	44	10.3 %
None chosen	12	2.8 %
Total	428	100.0 %

(SUM OF TOP 2 CHOICES)

Q10. Which TWO of the transportation services listed in Question 9 do you think are MOST IMPORTANT for the City to provide? (top 2)

Q10. Top choice	Number	Percent
Maintenance of major City streets	268	62.6 %
Maintenance of streets in your neighborhood	106	24.8 %
Timing of traffic signals in City	114	26.6 %
Mowing & trimming along City streets & other public areas	48	11.2 %
Cleanliness of City streets & other public areas	99	23.1 %
Condition of sidewalks in City	55	12.9 %
Availability of bike lanes	51	11.9 %
Transit services	94	22.0 %
None chosen	9	2.1 %
Total	844	

Q11. Traffic Issues. Please rate the following traffic situations in the City of Round Rock using a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor."

(N=428)

	Excellent	Good	Average	Poor	Don't know
Q11-1. Traffic flow on state roads & highways in Round Rock (e.g., I-35, US 79)	3.3%	15.2%	29.2%	51.4%	0.9%
Q11-2. Traffic flow in & around your neighborhood	16.8%	39.3%	26.9%	16.4%	0.7%
Q11-3. The job City of Round Rock is doing managing traffic	7.0%	32.0%	34.6%	22.2%	4.2%

(WITHOUT "DON'T KNOW")

Q11. Traffic Issues. Please rate the following traffic situations in the City of Round Rock using a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor." (without "don't know")

(N=428)

	Excellent	Good	Average	Poor
Q11-1. Traffic flow on state roads & highways in Round Rock (e.g., I-35, US 79)	3.3%	15.3%	29.5%	51.9%
Q11-2. Traffic flow in & around your neighborhood	16.9%	39.5%	27.1%	16.5%
Q11-3. The job City of Round Rock is doing managing traffic	7.3%	33.4%	36.1%	23.2%

Q12. Compared to two years ago, would you say that traffic in Round Rock is getting better, getting worse, or staying the same?

Q12. What is traffic in Round Rock compared to two years ago

	Number	Percent
Getting better	34	7.9 %
Staying the same	73	17.1 %
Getting worse	298	69.6 %
Don't know	23	5.4 %
Total	428	100.0 %

(WITHOUT "DON'T KNOW")

Q12. Compared to two years ago, would you say that traffic in Round Rock is getting better, getting worse, or staying the same? (without "don't know")

Q12. What is traffic in Round Rock compared to two years ago

	Number	Percent
Getting better	34	8.4 %
Staying the same	73	18.0 %
Getting worse	298	73.6 %
Total	405	100.0 %

Q13. Utilities and Environmental Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.

(N=428)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Reliability of City's drinking water	44.9%	37.1%	9.8%	3.0%	1.9%	3.3%
Q13-2. Quality of City's drinking water	36.4%	36.0%	12.9%	7.7%	2.1%	4.9%
Q13-3. Cleanliness of creeks & open channels	12.4%	39.7%	23.4%	10.5%	3.7%	10.3%
Q13-4. Residential curbside trash (garbage) collection services	39.7%	44.2%	6.8%	4.9%	1.6%	2.8%
Q13-5. Bulky item pick up/ removal services (e.g., old furniture, appliances)	31.3%	38.6%	13.6%	8.4%	3.3%	4.9%
Q13-6. Curbside recycling services	38.6%	39.5%	7.9%	5.8%	2.6%	5.6%
Q13-7. Yard waste collection services	26.4%	37.9%	15.9%	4.2%	2.8%	12.9%
Q13-8. Deepwood Recycling Center services	40.0%	25.2%	7.5%	2.3%	1.6%	23.4%

(WITHOUT "DON'T KNOW")**Q13. Utilities and Environmental Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following. (without "don't know")**

(N=428)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Reliability of City's drinking water	46.4%	38.4%	10.1%	3.1%	1.9%
Q13-2. Quality of City's drinking water	38.3%	37.8%	13.5%	8.1%	2.2%
Q13-3. Cleanliness of creeks & open channels	13.8%	44.3%	26.0%	11.7%	4.2%
Q13-4. Residential curbside trash (garbage) collection services	40.9%	45.4%	7.0%	5.0%	1.7%
Q13-5. Bulky item pick up/ removal services (e.g., old furniture, appliances)	32.9%	40.5%	14.3%	8.8%	3.4%
Q13-6. Curbside recycling services	40.8%	41.8%	8.4%	6.2%	2.7%
Q13-7. Yard waste collection services	30.3%	43.4%	18.2%	4.8%	3.2%
Q13-8. Deepwood Recycling Center services	52.1%	32.9%	9.8%	3.0%	2.1%

Q14. Water Conservation and Awareness. Do you know when your household's designated watering days are?

Q14. Do you know when your household's designated watering days are	Number	Percent
Yes	341	79.7 %
No	71	16.6 %
Not provided	16	3.7 %
Total	428	100.0 %

(WITHOUT "NOT PROVIDED")**Q14. Water Conservation and Awareness. Do you know when your household's designated watering days are? (without "not provided")**

Q14. Do you know when your household's designated watering days are	Number	Percent
Yes	341	82.8 %
No	71	17.2 %
Total	412	100.0 %

Q14a. Which of the following best describes how often you follow the watering schedule for your household?

Q14a. How often do you follow watering schedule for your household	Number	Percent
Always	212	62.2 %
Usually	94	27.6 %
Sometimes	21	6.2 %
Never	5	1.5 %
Don't know	9	2.6 %
Total	341	100.0 %

(WITHOUT "DON'T KNOW")**Q14a. Which of the following best describes how often you follow the watering schedule for your household? (without "don't know")**

Q14a. How often do you follow watering schedule for your household	Number	Percent
Always	212	63.9 %
Usually	94	28.3 %
Sometimes	21	6.3 %
Never	5	1.5 %
Total	332	100.0 %

Q15. Communication. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.

(N=428)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Availability of information about City programs & services	22.4%	41.4%	20.8%	7.9%	3.0%	4.4%
Q15-2. City efforts to keep residents informed about local issues	22.4%	39.0%	19.4%	9.8%	4.7%	4.7%
Q15-3. Level of public involvement in City decision-making	9.8%	27.6%	27.6%	13.1%	6.5%	15.4%
Q15-4. City's cable television channel/video production	4.7%	13.1%	15.2%	3.0%	1.9%	62.1%
Q15-5. Usefulness of information that is available on City's website	16.6%	42.8%	19.9%	4.2%	1.4%	15.2%
Q15-6. How well City listens & responds to needs of citizens	13.6%	28.0%	23.8%	7.7%	5.8%	21.0%

(WITHOUT "DON'T KNOW")**Q15. Communication. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following. (without "don't know")**

(N=428)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Availability of information about City programs & services	23.5%	43.3%	21.8%	8.3%	3.2%
Q15-2. City efforts to keep residents informed about local issues	23.5%	40.9%	20.3%	10.3%	4.9%
Q15-3. Level of public involvement in City decision-making	11.6%	32.6%	32.6%	15.5%	7.7%
Q15-4. City's cable television channel/video production	12.3%	34.6%	40.1%	8.0%	4.9%
Q15-5. Usefulness of information that is available on City's website	19.6%	50.4%	23.4%	5.0%	1.7%
Q15-6. How well City listens & responds to needs of citizens	17.2%	35.5%	30.2%	9.8%	7.4%

Q16. From which of the following sources do you currently get information about the City of Round Rock?

Q16. Sources you currently get information about City of Round Rock	Number	Percent
Austin American-Statesman or Round Rock Leader	69	16.1 %
Community Impact	331	77.3 %
Local TV news	159	37.1 %
Round Rock Cable Channel (10 for Spectrum, 99 for Universe)	15	3.5 %
Local radio	43	10.0 %
Printed enclosures in your City utility bill	125	29.2 %
Friends	108	25.2 %
City website (RoundRockTexas.gov)	221	51.6 %
City eNewsletters (Newsflash, Parks & Recreation, Library)	114	26.6 %
Public meetings	27	6.3 %
Your homeowner/neighborhood association (via newsletter, website, social media site, etc.)	93	21.7 %
Facebook	245	57.2 %
X (Twitter)	18	4.2 %
Instagram	68	15.9 %
Nextdoor	91	21.3 %
Total	1727	

Q17. Which of the following electronic sources of information are you currently using?

Q17. Electronic sources of information you are currently using	Number	Percent
Facebook	323	75.5 %
X (Twitter)	89	20.8 %
YouTube	208	48.6 %
Instagram	202	47.2 %
WhatsApp	76	17.8 %
Text messages	303	70.8 %
Email	343	80.1 %
Internet (general use)	337	78.7 %
Podcasts	100	23.4 %
TikTok	54	12.6 %
Other	13	3.0 %
None of the above	8	1.9 %
Total	2056	

(WITHOUT "NONE OF THE ABOVE")**Q17. Which of the following electronic sources of information are you currently using? (without "none of the above")**

Q17. Electronic sources of information you are currently using

	Number	Percent
Email	343	81.7 %
Internet (general use)	337	80.2 %
Facebook	323	76.9 %
Text messages	303	72.1 %
YouTube	208	49.5 %
Instagram	202	48.1 %
Podcasts	100	23.8 %
X (Twitter)	89	21.2 %
WhatsApp	76	18.1 %
TikTok	54	12.9 %
Other	13	3.1 %
Total	2048	

Q17a. Do you follow any of the City's accounts on these social media outlets?

Q17a. Do you follow any City's accounts on these social media outlets

	Number	Percent
Yes	257	60.0 %
No	120	28.0 %
Not provided	51	11.9 %
Total	428	100.0 %

(WITHOUT "NOT PROVIDED")**Q17a. Do you follow any of the City's accounts on these social media outlets? (without "not provided")**

Q17a. Do you follow any City's accounts on these social media outlets

	Number	Percent
Yes	257	68.2 %
No	120	31.8 %
Total	377	100.0 %

Q18. Customer Service. Have you contacted the City of Round Rock during the past year?

Q18. Customer Service. Have you contacted the City of Round Rock during the past year?

	Number	Percent
Yes	189	44.2 %
No	238	55.6 %
Not provided	1	0.2 %
Total	428	100.0 %

(WITHOUT "NOT PROVIDED")**Q18. Customer Service. Have you contacted the City of Round Rock during the past year? (without "not provided")**

Q18. Customer Service. Have you contacted the City of Round Rock during the past year?	Number	Percent
Yes	189	44.3 %
No	238	55.7 %
Total	427	100.0 %

Q18a. How would you describe the service you received?

Q18a. How would you describe the service you received	Number	Percent
Excellent	79	41.8 %
Good	68	36.0 %
Fair	25	13.2 %
Poor	13	6.9 %
Don't know	4	2.1 %
Total	189	100.0 %

(WITHOUT "DON'T KNOW")**Q18a. How would you describe the service you received? (without "don't know")**

Q18a. How would you describe the service you received	Number	Percent
Excellent	79	42.7 %
Good	68	36.8 %
Fair	25	13.5 %
Poor	13	7.0 %
Total	185	100.0 %

Q18b. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees in the Department you contacted MOST RECENTLY with regard to the following.

(N=189)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18b-1. How easy they were to contact	43.9%	35.4%	11.6%	4.8%	4.2%	0.0%
Q18b-2. The way you were treated	49.7%	32.8%	10.6%	3.2%	2.1%	1.6%
Q18b-3. Accuracy of information & assistance you were given	46.6%	33.9%	6.3%	6.3%	5.3%	1.6%
Q18b-4. How quickly City staff responded to your request	44.4%	36.5%	7.9%	5.3%	3.7%	2.1%
Q18b-5. How well your issue was handled	43.9%	28.0%	11.6%	6.9%	7.4%	2.1%

(WITHOUT "DON'T KNOW")

Q18b. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees in the Department you contacted MOST RECENTLY with regard to the following. (without "don't know")

(N=189)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18b-1. How easy they were to contact	43.9%	35.4%	11.6%	4.8%	4.2%
Q18b-2. The way you were treated	50.5%	33.3%	10.8%	3.2%	2.2%
Q18b-3. Accuracy of information & assistance you were given	47.3%	34.4%	6.5%	6.5%	5.4%
Q18b-4. How quickly City staff responded to your request	45.4%	37.3%	8.1%	5.4%	3.8%
Q18b-5. How well your issue was handled	44.9%	28.6%	11.9%	7.0%	7.6%

Q19. Expectations for Services. Using a scale of 1 to 5, where 5 means the level of service provided by the City should be "Much Higher" than it is now and 1 means "Much Lower," please indicate how the level of service provided by the City should change in each of the areas listed below.

(N=428)

	Much higher	A little higher	Stay the same	A little lower	Much lower	Don't know
Q19-1. Library services	7.5%	14.7%	57.7%	1.4%	1.9%	16.8%
Q19-2. Law enforcement	11.2%	29.2%	43.2%	3.3%	1.4%	11.7%
Q19-3. Fire response	7.0%	12.9%	60.5%	0.5%	0.9%	18.2%
Q19-4. Emergency medical services	6.3%	16.1%	54.7%	0.5%	0.5%	22.0%
Q19-5. Parks & open space	11.0%	30.4%	48.4%	1.4%	1.4%	7.5%
Q19-6. Recreation activities	7.2%	27.3%	50.0%	2.3%	0.7%	12.4%
Q19-7. Maintenance of infrastructure (e.g., streets, sidewalks)	22.4%	43.9%	27.3%	1.2%	0.5%	4.7%

(WITHOUT "DON'T KNOW")

Q19. Expectations for Services. Using a scale of 1 to 5, where 5 means the level of service provided by the City should be "Much Higher" than it is now and 1 means "Much Lower," please indicate how the level of service provided by the City should change in each of the areas listed below. (without "don't know")

(N=428)

	Much higher	A little higher	Stay the same	A little lower	Much lower
Q19-1. Library services	9.0%	17.7%	69.4%	1.7%	2.2%
Q19-2. Law enforcement	12.7%	33.1%	48.9%	3.7%	1.6%
Q19-3. Fire response	8.6%	15.7%	74.0%	0.6%	1.1%
Q19-4. Emergency medical services	8.1%	20.7%	70.1%	0.6%	0.6%
Q19-5. Parks & open space	11.9%	32.8%	52.3%	1.5%	1.5%
Q19-6. Recreation activities	8.3%	31.2%	57.1%	2.7%	0.8%
Q19-7. Maintenance of infrastructure (e. g., streets, sidewalks)	23.5%	46.1%	28.7%	1.2%	0.5%

Q20. For each of the items listed below, please indicate if it is a "High Priority," "Medium Priority," "Low Priority," or "I Don't Want This" in Round Rock.

(N=428)

	High priority	Medium priority	Low priority	I don't want this
Q20-1. Housing types other than single family homes (e.g., townhomes or other groupings of homes less than 8 units)	11.9%	28.7%	35.0%	24.3%
Q20-2. Small to medium apartment buildings or complexes (e.g., 8 to 25 units)	10.5%	21.0%	35.3%	33.2%
Q20-3. Accessory dwelling units on a single-family lot (separate housing unit that is secondary to a house)	10.0%	21.0%	36.2%	32.7%
Q20-4. High-density mixed-use developments in commercial areas (developments that include a combination of housing, retail, and/or office spaces)	12.1%	29.7%	33.4%	24.8%
Q20-5. Redevelopment of older, underutilized or vacant lots	33.6%	43.9%	15.2%	7.2%
Q20-6. Pedestrian facilities (e.g., pedestrian signals, paths, trails, shade structures, street trees, & landscaping)	50.9%	34.3%	11.2%	3.5%
Q20-7. Street lighting & illumination of public spaces	58.2%	31.8%	6.8%	3.3%
Q20-8. Public parks, plazas, or open space	48.1%	37.6%	11.0%	3.3%
Q20-9. Taller, mixed-use buildings in Downtown to attract more amenities (e.g., multi-floor housing with ground floor retail)	13.1%	25.2%	26.9%	34.8%
Q20-10. Local entertainment establishments (e.g., movie theater, arcade)	19.9%	41.1%	30.8%	8.2%
Q20-11. Regional entertainment establishments (e.g., Kalahari, Dell Diamond)	11.9%	36.0%	39.5%	12.6%
Q20-12. Arts and/or cultural facilities (e.g., theaters, museums, galleries)	31.1%	43.9%	20.3%	4.7%
Q20-13. Sports facilities (e.g., training facilities, recreational sports venues)	14.0%	37.6%	36.9%	11.4%

(WITHOUT "I DON'T WANT THIS")**Q20. For each of the items listed below, please indicate if it is a "High Priority," "Medium Priority," "Low Priority," or "I Don't Want This" in Round Rock. (without "I don't want this")**

(N=428)

	High priority	Medium priority	Low priority
Q20-1. Housing types other than single family homes (e.g., townhomes or other groupings of homes less than 8 units)	15.7%	38.0%	46.3%
Q20-2. Small to medium apartment buildings or complexes (e.g., 8 to 25 units)	15.7%	31.5%	52.8%
Q20-3. Accessory dwelling units on a single-family lot (separate housing unit that is secondary to a house)	14.9%	31.3%	53.8%
Q20-4. High-density mixed-use developments in commercial areas (developments that include a combination of housing, retail, and/or office spaces)	16.1%	39.4%	44.4%
Q20-5. Redevelopment of older, underutilized or vacant lots	36.3%	47.4%	16.4%
Q20-6. Pedestrian facilities (e.g., pedestrian signals, paths, trails, shade structures, street trees, & landscaping)	52.8%	35.6%	11.6%
Q20-7. Street lighting & illumination of public spaces	60.1%	32.9%	7.0%
Q20-8. Public parks, plazas, or open space	49.8%	38.9%	11.4%
Q20-9. Taller, mixed-use buildings in Downtown to attract more amenities (e.g., multi-floor housing with ground floor retail)	20.1%	38.7%	41.2%
Q20-10. Local entertainment establishments (e.g., movie theater, arcade)	21.6%	44.8%	33.6%
Q20-11. Regional entertainment establishments (e.g., Kalahari, Dell Diamond)	13.6%	41.2%	45.2%
Q20-12. Arts and/or cultural facilities (e.g., theaters, museums, galleries)	32.6%	46.1%	21.3%
Q20-13. Sports facilities (e.g., training facilities, recreational sports venues)	15.8%	42.5%	41.7%

Q21. Would you like to see more, about the same, or fewer of the following in Round Rock?

(N=428)

	More	About the same	Fewer	Don't know
Q21-1. Drive-throughs	7.9%	57.2%	25.9%	8.9%
Q21-2. Food trucks	44.2%	33.4%	12.4%	10.0%
Q21-3. Pop-up businesses in parking lots, in front of existing businesses, or on vacant lots	25.7%	30.1%	31.1%	13.1%
Q21-4. Detached carports in front of garages at single family homes	15.4%	21.7%	42.3%	20.6%
Q21-5. Billboards (digital or lighted)	1.9%	19.4%	70.6%	8.2%
Q21-6. Water-efficient landscaping	66.4%	24.5%	4.2%	4.9%

(WITHOUT "DON'T KNOW")**Q21. Would you like to see more, about the same, or fewer of the following in Round Rock? (without "don't know")**

(N=428)

	More	About the same	Fewer
Q21-1. Drive-throughs	8.7%	62.8%	28.5%
Q21-2. Food trucks	49.1%	37.1%	13.8%
Q21-3. Pop-up businesses in parking lots, in front of existing businesses, or on vacant lots	29.6%	34.7%	35.8%
Q21-4. Detached carports in front of garages at single family homes	19.4%	27.4%	53.2%
Q21-5. Billboards (digital or lighted)	2.0%	21.1%	76.8%
Q21-6. Water-efficient landscaping	69.8%	25.8%	4.4%

Q22. The City is exploring allowing buildings taller than 3 stories in various areas within Downtown, with an emphasis near major corridors. Which THREE elements listed below would you MOST like to see included in these higher-density projects?

Q22. Top choice	Number	Percent
Dedicated affordable housing units	85	19.9 %
Additional structured parking	80	18.7 %
Thoughtful sidewalk design including landscaping, benches & public art	84	19.6 %
Dedicated public plazas & parks	87	20.3 %
Retail tenants on the first floor	62	14.5 %
Other	17	4.0 %
None chosen	13	3.0 %
Total	428	100.0 %

Q22. The City is exploring allowing buildings taller than 3 stories in various areas within Downtown, with an emphasis near major corridors. Which THREE elements listed below would you MOST like to see included in these higher-density projects?

Q22. 2nd choice	Number	Percent
Dedicated affordable housing units	27	6.3 %
Additional structured parking	76	17.8 %
Thoughtful sidewalk design including landscaping, benches & public art	142	33.2 %
Dedicated public plazas & parks	87	20.3 %
Retail tenants on the first floor	67	15.7 %
Other	3	0.7 %
None chosen	26	6.1 %
Total	428	100.0 %

Q22. The City is exploring allowing buildings taller than 3 stories in various areas within Downtown, with an emphasis near major corridors. Which THREE elements listed below would you MOST like to see included in these higher-density projects?

Q22. 3rd choice	Number	Percent
Dedicated affordable housing units	35	8.2 %
Additional structured parking	91	21.3 %
Thoughtful sidewalk design including landscaping, benches & public art	88	20.6 %
Dedicated public plazas & parks	76	17.8 %
Retail tenants on the first floor	79	18.5 %
Other	12	2.8 %
None chosen	47	11.0 %
Total	428	100.0 %

(SUM OF TOP 3 CHOICES)

Q22. The City is exploring allowing buildings taller than 3 stories in various areas within Downtown, with an emphasis near major corridors. Which THREE elements listed below would you MOST like to see included in these higher-density projects? (top 3)

Q22. Top choice	Number	Percent
Dedicated affordable housing units	147	34.3 %
Additional structured parking	247	57.7 %
Thoughtful sidewalk design including landscaping, benches & public art	314	73.4 %
Dedicated public plazas & parks	250	58.4 %
Retail tenants on the first floor	208	48.6 %
Other	32	7.5 %
None chosen	13	3.0 %
Total	1211	

Q23a. What are the reasons for your response above in Question 23?

Q23a. Reasons for your response in Question 23	Number	Percent
The business itself	82	19.2 %
The design style of the building	117	27.3 %
The quality of the development	145	33.9 %
The landscaping & outdoor areas	138	32.2 %
The location	111	25.9 %
Other	24	5.6 %
Total	617	

Q25. Below are seven potential issues Round Rock could face in the next FIVE years. Which THREE of the issues listed below should receive the most emphasis from City leaders?

Q25. Top choice	Number	Percent
Traffic	143	33.4 %
Controlling rapid growth	83	19.4 %
School related issues (e.g., overcrowding, lack of schools, system improvements)	48	11.2 %
Road repair/maintenance/expansion	14	3.3 %
High taxes/property taxes/finances	65	15.2 %
Public transportation	19	4.4 %
Crime (e.g., inadequate police, gangs)	45	10.5 %
None chosen	11	2.6 %
Total	428	100.0 %

Q25. Below are seven potential issues Round Rock could face in the next FIVE years. Which THREE of the issues listed below should receive the most emphasis from City leaders?

Q25. 2nd choice	Number	Percent
Traffic	88	20.6 %
Controlling rapid growth	79	18.5 %
School related issues (e.g., overcrowding, lack of schools, system improvements)	42	9.8 %
Road repair/maintenance/expansion	59	13.8 %
High taxes/property taxes/finances	72	16.8 %
Public transportation	28	6.5 %
Crime (e.g., inadequate police, gangs)	48	11.2 %
None chosen	12	2.8 %
Total	428	100.0 %

Q25. Below are seven potential issues Round Rock could face in the next FIVE years. Which THREE of the issues listed below should receive the most emphasis from City leaders?

Q25. 3rd choice	Number	Percent
Traffic	65	15.2 %
Controlling rapid growth	73	17.1 %
School related issues (e.g., overcrowding, lack of schools, system improvements)	44	10.3 %
Road repair/maintenance/expansion	69	16.1 %
High taxes/property taxes/finances	58	13.6 %
Public transportation	35	8.2 %
Crime (e.g., inadequate police, gangs)	67	15.7 %
None chosen	17	4.0 %
Total	428	100.0 %

(SUM OF TOP 3 CHOICES)

Q25. Below are seven potential issues Round Rock could face in the next FIVE years. Which THREE of the issues listed below should receive the most emphasis from City leaders? (top 3)

Q25. Top choice	Number	Percent
Traffic	296	69.2 %
Controlling rapid growth	235	54.9 %
School related issues (e.g., overcrowding, lack of schools, system improvements)	134	31.3 %
Road repair/maintenance/expansion	142	33.2 %
High taxes/property taxes/finances	195	45.6 %
Public transportation	82	19.2 %
Crime (e.g., inadequate police, gangs)	160	37.4 %
None chosen	11	2.6 %
Total	1255	

Q26. Approximately how many years have you lived in Round Rock?

Q26. How many years have you lived in Round

Rock	Number	Percent
0-5	72	16.8 %
6-10	78	18.2 %
11-15	51	11.9 %
16-20	61	14.3 %
21-30	91	21.3 %
31+	67	15.7 %
Not provided	8	1.9 %
Total	428	100.0 %

(WITHOUT "NOT PROVIDED")**Q26. Approximately how many years have you lived in Round Rock? (without "not provided")**

Q26. How many years have you lived in Round

Rock	Number	Percent
0-5	72	17.1 %
6-10	78	18.6 %
11-15	51	12.1 %
16-20	61	14.5 %
21-30	91	21.7 %
31+	67	16.0 %
Total	420	100.0 %

Q27. What is your age?

Q27. Your age

	Number	Percent
18-34	81	18.9 %
35-44	85	19.9 %
45-54	82	19.2 %
55-64	82	19.2 %
65+	88	20.6 %
Not provided	10	2.3 %
Total	428	100.0 %

(WITHOUT "NOT PROVIDED")**Q27. What is your age? (without "not provided")**

Q27. Your age

	Number	Percent
18-34	81	19.4 %
35-44	85	20.3 %
45-54	82	19.6 %
55-64	82	19.6 %
65+	88	21.1 %
Total	418	100.0 %

Q28. What is the highest level of formal education you completed?

Q28. Highest level of formal education you completed	Number	Percent
Grade school	4	0.9 %
High school	31	7.2 %
Some college	111	25.9 %
College graduate	159	37.1 %
Graduate work	28	6.5 %
Graduate degree	76	17.8 %
Not provided	19	4.4 %
Total	428	100.0 %

(WITHOUT "NOT PROVIDED")**Q28. What is the highest level of formal education you completed? (without "not provided")**

Q28. Highest level of formal education you completed	Number	Percent
Grade school	4	1.0 %
High school	31	7.6 %
Some college	111	27.1 %
College graduate	159	38.9 %
Graduate work	28	6.8 %
Graduate degree	76	18.6 %
Total	409	100.0 %

Q29. Do you work in the City of Round Rock?

Q29. Do you work in City of Round Rock	Number	Percent
Yes	142	33.2 %
No	281	65.7 %
Not provided	5	1.2 %
Total	428	100.0 %

(WITHOUT "NOT PROVIDED")**Q29. Do you work in the City of Round Rock? (without "not provided")**

Q29. Do you work in City of Round Rock	Number	Percent
Yes	142	33.6 %
No	281	66.4 %
Total	423	100.0 %

Q30. Do you have children living at home in the following age ranges?

Q30. Do you have children living at home in following age ranges	Number	Percent
Under 6 years	86	20.1 %
6 to 12 years	83	19.4 %
13 to 18 years	93	21.7 %
No children	218	50.9 %
Total	480	

Q31. What is your gender?

Q31. Your gender	Number	Percent
Male	205	47.9 %
Female	216	50.5 %
Prefer to self-describe	2	0.5 %
Not provided	5	1.2 %
Total	428	100.0 %

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

Q31. Your gender	Number	Percent
Male	205	48.5 %
Female	216	51.1 %
Prefer to self-describe	2	0.5 %
Total	423	100.0 %

Q31-3. Self-describe your gender:

Q31-3. Self-describe your gender	Number	Percent
Non-binary	2	100.0 %
Total	2	100.0 %

Q32. Are you of Hispanic, Latino, or other Spanish heritage?

Q32. Are you of Hispanic, Latino, or other Spanish heritage	Number	Percent
Yes	122	28.5 %
No	303	70.8 %
Not provided	3	0.7 %
Total	428	100.0 %

(WITHOUT "NOT PROVIDED")**Q32. Are you of Hispanic, Latino, or other Spanish heritage? (without "not provided")**

Q32. Are you of Hispanic, Latino, or other Spanish heritage	Number	Percent
Yes	122	28.7 %
No	303	71.3 %
Total	425	100.0 %

Q33. Which of the following best describes your race/ethnicity?

<u>Q33. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	28	6.5 %
Black or African American	46	10.7 %
American Indian or Alaska Native	4	0.9 %
White or Caucasian	270	63.1 %
Native Hawaiian or other Pacific Islander	1	0.2 %
Hispanic, Latino, or Latino/a/x	122	28.5 %
Other	9	2.1 %
Total	480	

Q33-7. Self-describe your race/ethnicity:

<u>Q33-7. Self-describe your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Mixed	2	22.2 %
Middle Eastern	1	11.1 %
Cajun American	1	11.1 %
Euro/Native American	1	11.1 %
Multiple races	1	11.1 %
Philipino and Swedish heritage	1	11.1 %
Native American/European	1	11.1 %
European	1	11.1 %
Total	9	100.0 %

Q34. Would you say your total annual household income is...

<u>Q34. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$25K	16	3.7 %
\$25K to \$49,999	51	11.9 %
\$50K to \$74,999	69	16.1 %
\$75K to \$99,999	65	15.2 %
\$100K to \$124,999	52	12.1 %
\$125K to \$149,999	30	7.0 %
\$150K to \$199,999	54	12.6 %
\$200K+	35	8.2 %
Not provided	56	13.1 %
Total	428	100.0 %

(WITHOUT "NOT PROVIDED")**Q34. Would you say your total annual household income is... (without "not provided")**

<u>Q34. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$25K	16	4.3 %
\$25K to \$49,999	51	13.7 %
\$50K to \$74,999	69	18.5 %
\$75K to \$99,999	65	17.5 %
\$100K to \$124,999	52	14.0 %
\$125K to \$149,999	30	8.1 %
\$150K to \$199,999	54	14.5 %
\$200K+	35	9.4 %
Total	372	100.0 %

Q35. How many vehicles are kept at your residence?

Q35. How many vehicles are kept at your residence	Number	Percent
1	84	19.6 %
2	215	50.2 %
3	69	16.1 %
4	29	6.8 %
5+	12	2.8 %
Not provided	19	4.4 %
Total	428	100.0 %

(WITHOUT "NOT PROVIDED")**Q35. How many vehicles are kept at your residence? (without "not provided")**

Q35. How many vehicles are kept at your residence	Number	Percent
1	84	20.5 %
2	215	52.6 %
3	69	16.9 %
4	29	7.1 %
5+	12	2.9 %
Total	409	100.0 %

Open-Ended Comment Responses

Q17—“Other”: Which of the following electronic sources of information are you currently using?

- Gettr, Telegram, MeWe, and others
- MEWE, Rumble
- Newspapers and e-newsletters
- Nextdoor
- Nextdoor, Reddit
- Reddit
- Reddit
- Reddit
- Reddit
- Reddit - City of Round Rock would benefit from more participation in the city's subreddit (many RR residents read the Austin one because it's more active and close enough to be relevant).
- Telegram
- Wall Street Journal, Financial Times, LA Times, 1440

Q22—“Other”: Which THREE elements listed below would you MOST like to see included in these higher density projects?

- 4 star hotel
- Affordable artist retail space.
- Affordable rents to the businesses to be able to stay in the area. More affordable food places. Less Lawyers, tattoo parlors, Bars Financial brokers on main streets. They can be off the main street. Maybe some vending machines.
- Bike lanes/paths into town with places to lock
- Fix the sinking mays street bridge over the railroad it has just been paved over since I moved here in 1998. The money the city of round rock spent on lamppost and rock work and "Downtown" signs painting etc. should have been spent on the sinking bridge and the uneven walls on the east pedestrian walkway. Fix the bridge before adding paint or lights is common sense. Don't spend any more money on anything else on beautification or maintaining the lights before fixing the sinking bridge.
- Green scapes
- Heinz housing

- I do not want to see additional buildings built. For the love of all that is good in the world just stop building and let there be grass, trees, flowers, space to breathe and not be surrounded by more buildings.
- I don't want this. I love the older feel of Round Rocks downtown. Restoration of the historic culture and what makes Round Rock, Round Rock. Make it special and keep it Texas. For heaven sakes I don't want to live in another over developed city that loses itself. I chose Round Rock over other locations around Austin because of its reputation. Round Rock is old school. Don't mess with old school. Please just don't.
- I don't want three story buildings in downtown Round Rock!
- I don't want high density projects.
- I don't want multi-story buildings downtown
- It's not necessary to always expand. The appeal for me in Round Rock is that not every inch of space needs to be occupied. RR has had a tremendous amount of growth the last 20 years, I truly feel in order to keep the sense of community you should pause the growth, so that people living here now get a chance to have that nostalgic feelings and memories about the place. Besides Round Rock Donuts I can't think of a true local staple here anymore and that saddens me. Nothing wrong with growth spurts but, let's get acclimated to what we currently have. RR is a wonderful city and I'm proud to call it home. Please let's keep it that way.
- Let those who are willing to invest into structures that do NOT include ANY taxpayer funds handle development. The trial and error of the marketplace is vital because centralized planning always misses things the marketplace does not or the market absorbs the costs of their errors whereas the taxpayer is on the hook for the errors of politicians.
- MUSEUM/ART CENTER
- No high density tall buildings in Round Rock.
- None of them it will ruin downtown charm.
- Not at all!
- Not more than 3 stories
- Not sure, but none of the others listed.
- prefer not to see buildings over 3 stories.
- we don't need high rises in DT round rock. Keep the esthetic like Georgetown's
- Why do we have to build on every inch of the city? Why can't we just have some green spaces?
- Why is RR being ruined by tall buildings... keep RR's small town feel.
- With the Depot Townhomes and the development happening between Logan and Mays I am concerned about the traffic in the McNeil area and nearby neighborhoods who

would be impacted. The intersection at McNeil And I -35 N service road has a lot of confusion and accidents and it's just a long light. People coming from West to East try going straight in the turn only lane. And this light backs up McNeil over into RR West area and people block the box at the next light to the west on McNeil

Q23—“What is your favorite building or site developed or re-developed in the City within the past 5 years?”

- 600 Degrees Pizzeria
- 620/35 area.
- ACTUALLY IN HUTTO. THE COOP OF 79 WAS A GREAT BIT OF DEVELOPEMTN. INCORPORATING THE OLD WITH THE NEW
- All Abilities Park. 151 North A.W. Grimes Blvd. I love that it is all-inclusive and promotes fun for all abilities. I feel the community is unaware of the number of children who need this type of park.
- Allen R Baca Center for Senior and Community Activities
- Area around the round rock in brushy creek
- BLDG AT 411 W MAIN ST-OUR ACCOUNTANTS MAXWELL, LAKE AND RITTER HAVE OFFICES THERE-CLEAN AND BEAUTIFUL
- Brushy creek hike and bike trail
- Brushy creek path (by Chisholm)
- Brushy Creek Regional Trail extensions
- Brushy creek trail
- Brushy creek trail
- Brushy Creek trail extensions
- Chisholm Trail and under 1-35
- Chisholm Trail bridge
- Chisholm Trail Crossing Park
- Chisholm Trail Crossing Park, nice new bike paths and bridge.
- Chisolm Trail
- Chisolm Trail Bridge
- Downtown
- Downtown
- Downtown
- Downtown
- Downtown and library
- Downtown area, added public space and improved walkability.
- Downtown library

- Downtown library
- Downtown library and adjacent infrastructure.
- Downtown parklets
- Downtown Prete Plaza
- Downtown water tower lighting and roundabout
- Downtown where the old Library was, nice upbeat feel.
- Expanding Chisholm trail
- Forest Ridge Calvary Chapel
- Hard question! Our favorite is the new library, massive impact on our family with young kids. Loved the old library but better parking and more space is wonderful.
- Heritage Trail and Memorial Park are beautiful, calming, and fun to walk in.
- Heritage Trail system especially Memorial Park, and Stagecoach Inn Area.
- Heritage Trail West, Memorial Park. Reopened park for more access to outdoor activities for kids and fishing.
- Hotel Ruby – love the low-key vibe of this place.
- I can't think of anything new in the city that has made me excited. Maybe more food along 79 between AW Grimes and Red Bud?
- I don't like any of them, especially the roundabout in downtown, the parklets in downtown ? The huge over street signs announcing downtown & Mays street - they are all ugly & a waste of my tax money
- I HATE how y'all took out parking in downtown & put in "Parklets"
- I like the additional Parking garages. Thankful they are free. I also like the public restroom in the downtown area.
- I like the rehabilitation of Gattis school. Mays intersection, more like this please.
- I like watching the Brushy Creek Trail get expanded and look forward to seeing it meet! I was nervous about all the construction on the area just east and of under I 35 but it came out nicely. The floating platform on Meadow Lake is a nice too. The trail and trees planted in Stark Park by Robertson Elementary was a nice addition (perhaps that was more than 5 yrs?)
- I love having a disc golf course in Round Rock, I wish the one that we have was well maintained.
- I love the new library!
- I love the new library.
- I LOVE THE RRPL-THE INTERIOR AND GROUNDS-THAT IS, I AM NOT A FAN OF THE EXTERIOR-I THINK ITS TOO MODERN AND AN EYESORE
- Ikea area has everything
- Kalahari

- Library
- Library
- Library
- Library
- Library
- Library
- Library
- Library – ample parking, sufficient space in the library, and helpful librarians.
- Library - lovely design
- Library because it provides a free indoor space for all, but especially families with children.
- Library except for poorly designed parking garage
- Library is top notch.
- Library, parking, landscaping, and thoughtful designs for different public users.
- Library, the work, space and needs of the community have been met
- Library. Knowledge is power.
- Library. It is so beautiful and big and functional. Well done.
- Library. It was a much needed upgrade for how much the city has grown
- LIBRARY-BEAUTIFUL AND USEFUL FOR PUBLIC AND MORE PARKING CREATED
- LIBRARY-PUBLIC
- Logan drive was open and now it's so much easier to walk, drive or walk to downtown from AW Grimes blvd
- Looking forward to connection between Main St and Library. Beautiful addition.
- Love the new library! Modern, easy to access, and near other amenities.
- Love them all
- Mays St
- MEDICAL FACILITIES/EDUCATIONAL FACILITIES BECAUSE TO ENHANCE ON EDUCATION
- Memorial Park
- Memorial park because it's my favorite place in round rock
- Memorial Park Re Vamp
- My least favorite is the \$25,000,000 library.
- New library
- New library and attached garage- beautiful library, much needed parking
- New library and most of Downtown buildings
- New library space because it provides a space for families and community to get needed services and information.
- New library. Great building, services, and parking garage

- New public library in downtown
- New Round Rock library in Downtown RR. Beautiful structure and so good to see younger children walking in with their parents to start getting books to read. we need more children wanting to read and retain more information. we need a healthy balance from the internet (because yes, the internet is vital) but also books as well
- OLD SETTLER PARK
- old settlers park.. very nice done
- Overpass and traffic circle at 620 and I 35
- parklets downtown
- Parks
- Petre plaza, play for all abilities
- Prete Plaza
- Prete Plaza
- Prete plaza, community recreation.
- Prete Plaza, Round Rock Library and the parquette's they really enhance the atmosphere downtown for coming out to events, music, passing through
- Prete Plaza. Variety of activities including, Market Days, Music on Main, Christmas and holiday events. Feels safe, easy access. Very Hallmark..ish.
- Public library
- Public library
- Public library
- Public library, modern design, but does not conflict visually w existing homes, commercial buildings.
- Public library-attractive, functional, spacious, appropriate landscaping.
- Public library-due to parking that within the structure
- Redesign of RR park
- Restaurants
- Rock Creek Plaza
- Rock Creek Plaza
- Rock Creek Plaza, because used what was there and improved it instead of making a new one in a more expensive neighborhood and leaving this one to die.
- Rock n River Waterpark
- Round Rock library. Modern look, clean
- Round Rock Park, museum and landmarks
- Round Rock Public Library
- Round Rock Public Library
- Round Rock Public Library

- Round Rock Public Library
- Round Rock Public Library
- Round Rock Public Library
- Round Rock Public Library. The building is beautiful, big and close by. It's accessible by car and by foot. We can always find a covered and free place to park! We also utilize the electric car charger on the top floor of the parking garage!
- Round Rock public library. Much more space and more modernized.
- RR Library because it has it all.
- RR Library because of its design and sense of community
- RR Public Library-beautiful design with multi-purpose areas for community use.
- RRPL. Wonderful architecture both inside and out.
- RUBY HOTEL
- Shirley McDonald Park, Great access to trails and pathway. Brushy Creek park, Historic access, improvements
- Sixth & Guadalupe, The architecture is very interesting
- SOUTH MAYS APPEARANCE IMPROVEMENTS AND LANDSCAPING
- The area that used to be Movies 8. It became a lesser valued location. With the addition of Amy's ice cream, Penfold Theatre, this ensures the older parts of our community are ushered into the present/future.
- The bridge over the Round Rock in Brushy Creek.
- The downtown library and the current repurposing of the old library location
- The downtown mini parks
- The expanding trails.
- The Heritage Trail
- The library
- The library
- The library
- The library
- The library
- The library -- I have been here long enough to have visited the old one and absolutely love the expanded space, amenities, and architecture of the new one. More creatively designed work/reading spaces would be awesome.
- The library and parklets
- The Library and public downtown spaces
- The library is a great resource for the children.
- The library is a wonderful place with helpful staff and a large selection.
- The library is amazing!

- The library and the Chasco YMCA. Both of these places embody a sense of community. I have always felt welcomed, they have been a place for healing emotionally and physically. It's just something about the people that work and visits that just make you feel good. I love seeing the seniors having coffee at the Y in the mornings. I love going to the library with my kids and reading until we fall asleep. The upkeep and maintenance at both facilities are top notch! The library and the Chasco are the best therapy!
- The library is beautiful and a very nice space to work in; however the lights should not be kept on all night. It is waste of electricity especially when we are all told to try to conserve our resources.
- THE LIBRARY IS FABULOUS-WOW
- The library is truly an amazing addition to the city. It will move the center of downtown that direction I think, and be the CenterPoint for more development. It's an inviting structure with a sneakily large amount of parking.
- The library, ample parking and it is a beautiful building.
- The library, the building is beautiful and it has really expanded downtown.
- The library. Thoughtfully planned out and implemented. Multi-function space.
- The library. Love the building design and added space.
- THE MEMORIAL PARK ON BRUSHY CREEK
- The new downtown library! It's a wonderful destination and perfect for our family.
- The new downtown library! We love the airy design, the children's play area and story time room (though I wish the room was bigger) and the rooftop garden space (though it could use more shade)
- The new library
- The new library
- The new library
- The new library - parking is awesome, building is well designed
- The new library fits in well and provides better connection between downtown and the businesses to the north.
- The new library is awesome, needs a cafe inside is my only suggestion.
- The new library is beautiful, welcoming, and helpful
- The new library is beautiful. The improvements downtown are lovely. The new cultural center going in at the old library location is a great idea.
- The new Library with the parking garage and the downtown improvements. We know we can go to downtown events & find parking.
- The new library.
- The new library. It is light and airy feeling and has a good parking structure.
- The new Library. It is a beautiful building and I love it!

- The new public library – beautiful design and so well planned and its use of space and services.
- The new public library downtown. Great community resource. Need more large public initiatives like this.
- The new Round Rock Public Library!
- The new RR public library
- The Owen house on Chisholm Trail
- The parklets downtown. We need more things like that downtown
- The parklettes downtown. I like the parklettes because it encourages folks to stay downtown and not just move through. I am also excited about the "paseo" that is under construction between the library and Prete Plaza.
- The parks in general are looking great, lots of development, great play areas the bridge over Round Rock is amazing.
- The Public Library. It's beautifully designed and will grow with the city.
- The Raab House. Great multi use facility.
- The round rock area. It's our cities namesake and history...deserved the upgrade
- The Round Rock park area off of Chisholm Trail looks really good and I like the changes on 620.
- The Round Rock Public Library
- The round rock-history
- The Ruby Hotel
- The water tower, the lights are fabulous
- There was a building off Mays in downtown that was being fixed on - I don't remember the address but it was obviously historic and I was very happy to see it was being restored. I absolutely love the old buildings and I love the homes that are mixed use next to downtown. Love that area.
- Veteran Park
- Veterans memorial park-waterfall park. It draws a lot of people with the round rock, and it is close to my house, so I use it.
- Veterans park.
- We like walking downtown looking at the historical buildings also through the bridge when evenings are not as much hot. It is nice to see the train going under the bridge and toward behind the street Serving Center is located. WE love walking and watching the two houses along the road Main street- one is very old; I read it was built in 1904 and falling collapsed (so sad) and the other one is next surrounded with nice green trees area the same style old building. Would be nice someone find a way to help with

renovation of these houses. The downtown architecture is very interesting comparing with some old photos of it.

- YMCA!! I would love to see the recreation center greatly expand and attract more youth to help them and the community. Transportation to and from, if needed. Would love it to help youth stay out of trouble and away from drugs. The city is growing too fast not to. Stop wasting money on things like the downtown bridge sign.
- You would have needed to give me options.

Q23a—“Other”: What is the reason for your response above in Question 23?

- \$25,000,000 of taxpayer funds.
- Connection to hike and bike trails
- EDUCATION
- Feeling like there is new life in some of these older parts of town
- Good restaurants added near my home
- historic
- improves the area
- Just to pleasure with walking and relaxing outdoor looking at the houses, buildings and landscapes, reading the history about the town and imagine the town has its soul yesterday and today. It is good to keep it for future generations and help with restoration of the oldest buildings.
- Keep Round Rock small.
- Lots of amenities by outlet
- Makes the location more attractive. The water tower is more noticeable, even from the highway at night.
- Necessity
- parking
- pretty entrance to the city
- Round Rock is has not done nearly enough in redevelopment. Let's not try to pat ourselves on the back for a few minor projects. We have plenty of outdated plazas that need attention, and stores that have no business being where they are located. Let's change the zones, give them time to relocate and even tax break and improve the long term experience of Round Rock.
- Services offered
- Stop Building
- The ability to actually come together as a community.
- The entertainment
- The expanded library designed to serve the needs of all

- The use of the building and how it helps the community.
- THEIR SUPPORT OF THE CITY
- Traffic
- Uniqueness and convention space

Q24—“In past surveys, Round Rock residents identified downtown as a favorite place. What would further improve downtown?”

- 60 minute street parking during 8-5 business hours. As a customer of these businesses, I'm finding employees are taking the parking spots most convenient for shopping. The businesses I shop at are complaining about the same issue. They use the parking garage so parking is more convenient for their customers...many don't have the same principles.
- A downtown public restroom
- A wider variety of shops.
- Add hotel
- Add more restaurants and family areas with residential on top.
- Additional locally owned shops and shaded areas.
- Additional parking spaces.
- Affordable family friendly businesses. They usually don't last because the rent downtown is too high for them to make any profit.
- An upscale restaurant and less bars.
- Any new improvements need to NOT push long term downtown residents out of the area.
- As a mom, I love the library, the splash pad and the candy shop. My husband and I love the bars and restaurants. Parking is rarely an issue, but sometimes navigating cross streets that have stop signs trying to crane my neck around parked cars or other obstructions to pull out onto roads that don't have a stop sign is harrowing. Obviously I wouldn't want stop signs on Mays, but Main St by Lewis could probably use a 4-way stop
- AS MUCH AS POSSIBLE MAINTAINING OLD LIMESTONE STYLE OF CONSTRUCTION
- AVAILABLE PARKING AND MOBILITY
- Barr restaurant diversity and additional events
- Better bus service (later into the night, weekends, more frequent)
- Better flow for pedestrians. There's SO many choke points and walking down main on busy nights is a nightmare. Make people park and then travel downtown on foot.
- Better off street parking
- Better parking
- Better pedestrian crossing at Mays and Main.
- BETTER RESTAURANTS

- Better restaurants
- Better signage to parking and landmarks, more walkability
- Better traffic flow, better parking, fewer bars
- Bike racks
- Block off the 100 and 200 blocks of East Main on Friday and Saturday nights (6pm) for use as a pedestrian mall. Then bring in more Rock and Roll.??
- Business open in the evening other than bars
- Car free day and close off to more market days and bring in more food establishments as opposed to commercial businesses
- Clean up decaying housing, and change from a mini 6th street bar/saloon feeling, to more like Georgetown shops and restaurants, and with better parking
- Comedy club.
- Continue development, including high-density, while keeping plenty of parks, open areas, and enhancing walkability/bikeability.
- Convenient stores, drink /desert shops, more street benches/ sitting areas, public bathrooms, art displays...
- Coworking space, restaurants, especially healthy restaurants, shops
- Daytime businesses
- Dedicated bike lanes, as we love to ride brushy Creek trail into downtown
- Dedicated bike lanes, wider, sidewalks, and more parking space.
- Don't have any opinion, as I only go there rarely
- Don't build a bunch of new buildings in the old town.
- Downtown has a GUN shop, a WOMAN's CLINIC, Insurance, investment counselors, marketing, pilates... Are you kidding me? these are not the stores that draw people to downtown. Time Square once was filled with X-rated movies but they moved them. We need to do the same with downtown businesses that aren't adding to the vibe.
- Downtown is a nice location - it can always be more pedestrian-friendly, but it's not terrible as-is.
- Downtown is fine... leave it alone
- Enforce the sound ordinance as it is in the city ordinance code before citizens need to complain about the downtown bar districts or special events
- Ensure it stays a safe walkable area where people can gather and have fun. Not let it become another 6th street.
- Ensure sound ordinances are enforced in the evenings. Safer crossing for pedestrians at the Burnet RR Crossing.
- Expand area for events like Oktoberfest. Prete plaza is too small

- Expand downtown to the north. I say that with respect to the longtime residents in the flats. It grieves me to see those folks gentrified out of their neighborhood.
- Fewer bars – more family, friendly.
- Fewer bars! Also, the light at Main and Mays (from Main) is always backed up. Traffic flow needs to be improved.
- Fewer bars, more art and places to sit and relax. A place to roller skate so I don't have to drive to Austin.
- Food truck area
- Food trucks by water tower
- Food trucks!
- Food trucks.
- get rid of non retail businesses, no insurance, lawyers etc.
- Get rid of the roundabouts. I deliberately avoid the downtown area because of them.
- Greater density of retail/restaurants
- Grocery store
- Have allot fewer bars!!!
- Having more local shopping. Would be nice to make an afternoon out of it with friends lunch and shopping downtown. Also maybe a cute single or double screen cheap theatre that could play a different popular older movie on Friday. Saturday nights and Sunday matinee. Friday could be geared toward adults (movies like Pretty Women, The Breakfast Club, Forrest Gump) and Sunday geared towards families (the Sandlot, The Mighty Ducks, the little rascals) I love the small town feel of downtown. It's one of the reasons I moved here from Austin. It felt more like a small town
- Having safe walking and biking paths in and around downtown. More bike parking once the trails connect into downtown
- Higher density development and trail connectivity to nearby neighborhoods
- I don't really go downtown
- I like it now.
- I look forward to the pedestrian area that's under construction. I think some things that make downtown special are the old-looking buildings, the walkability, art, trees, holiday lighting, lack of crowds (aside from certain event times), and the size. The plazas are great for events.
- I think a game room owned by a local resident would be great! A game room where local school kids could hangout after school. The game room should have the support of our city officials to help subsidize the cost. We have Kalahari but it's so expensive and I don't really see them supporting our local kids. I'm thinking back to school nights for ALL the

schools at discounted rate so every kid could participate. Whatever you put downtown make it something so all the kids could benefit from it.

- I would like there to be more "Third Places" there as well as events to encourage the public to meet and mingle
- I would like to see small events on the lawn under the water tower, perhaps music. Also love to have an ongoing program of food trucks at a known time & location.
- I would love to see a good Bookshop in downtown and a Cafe with more Jazz music.
- I would not change a thing. I love the small town feel. And I am completely infatuated with the water tower!!
- I'm happy with planned redevelopment of land along Brushy Creek; maybe low interest loans to homeowners in the whole area around new library.
- Improve sidewalks and crosswalks
- Improving the appearance and continuity of storefronts. More variety in retail businesses.
- Increase the number and variety of businesses.
- Increased parking.
- Install more benches, add more water fountains and chairs on both sides of Mays Street.
- It is improved. Eateries.
- It would be lovely to have some vintage stores like Georgetown - that's missing in Round Rock downtown
- It would be nice if a sidewalk and trail was added on the southside of Baca Center Creek.
- Just restoration. Upkeep and any new structures to maintain a similar look. I love that we have a bigger library and that parking is easily accessible. Did a great job with that part - love the community and the programs. But the external building is just as ugly as all other modern structures. It's lacking beauty and character that matches the city.
- KEEP IT THE SAME-I LOVE THAT IT IS A SMALL TOWN DOWNTOWN
- Keep it's charm. Tall buildings are not desired.
- Less bars
- Less bars
- Less bars
- Less bars and more retail expansion
- Less bars more shops
- Less bars, more family/tourist friendly options including restaurants/shopping/entertainment.
- Less benches and more parking. Taking away parking for benches was the worst move. They go unused the majority of the time.

- Less car centric infrastructure, especially along Mays Street. I have seen people try to cross Mays from Round Rock Donuts and it's very dangerous so a better walkability/ pedestrian infrastructure in that area would make it safer and better!
- Less cramming in of buildings
- Less government involvement of taxpayer funds.
- less run down houses
- Less shootings
- Like it as it is
- "Live music that isn't country
- Better food choices"
- Love the concerts
- Lower prices
- MAINTAIN THE SMALL TOWN FEEL
- Make it easier for folks to get around.. Georgetown's square is better situated than RR
- Make the developer finish the depot townhouse development, looks like trash right now
- Maybe a bridge to walk/bike over the highway instead of walking/biking across the highway. We live in Round Rock West and we would love to walk to the Round Rock Public Library and other establishments, but I-35 is too dangerous to cross.
- Maybe close east Main to traffic and open to the public.
- Moore Park and recreation
- More restaurants..
- More bars / restaurants, fewer offices
- more boutiques and shopping. very food/bar heavy
- More breweries, outdoor space restaurants
- More business
- More business/entertainment and less small houses
- More businesses not related to food and beverage.
- More businesses that are not bars
- More businesses, more housing, better parking. Shutting down Main St during peak evening hours.
- More city events in cooler months
- More community events.
- MORE CONTEMPORARY BUSINESSES
- More dining options. More upscale lounges.
- More diverse, small shopping boutiques, more bars/restaurants
- More diversity in the type of retail businesses. It's not very "walkable" during the day when there are only boring insurance companies and no shops to explore. We need to

get rid of the ghastly eyesore gas station on Mays and Main. Respectfully, who chose yellow brick for the downtown sidewalks? It's aesthetically tacky. Is it 1975?

- More entertainment/restaurants, parking, lighting and accessibility.
- More family destinations for evening outings. Currently there is only 3 Star Candy or restaurants. More dessert shops or casual restaurants for families. No more bars! Also, food carts/vendors when there is live music not just food trucks or restaurant take out.
- More family establishments, coffee bars, large entertaining bar with live music or bowling. Fun family things to do. Gruene, Tx' barn dance is a perfect example. Also, a real museum. Arts and crafts workshops that are affordable.
- More family friendly establishments. Shaded areas.
- More Family friendly restaurants
- More family friendly restaurants and stores, not just on Main.
- More family friendly spots.
- More food/brewery concepts and outdoor social events.
- More interesting shops to stroll and pop into, and more places to hang out that aren't bars, or that at least have other options for non-drinkers and families.
- More kid friendly events.
- MORE LOCAL RESTAURANTS, INTERESTING RETAIL
- More market days and/or events.
- More native trees and plants, and comfortable seating
- More non-food, non-bar businesses.
- More open spaces and seating and a reasonable way to reduce the middle-aged party zone it turns into every night, especially on weekends.
- More park area around the water tower
- More parking
- More parking
- More parking
- More parking and family friendly activities
- More parking spaces
- More parking spaces
- More parking, less expensive restaurants.
- More parking, restaurants, entertainment.
- More parking
- More places to eat and play areas for kids so families can just hang out and visit.
- More police presence and keep away vagrants.
- More public art, more places to telework or read (such as coffee shops), more nightlife such as comedy shows.

- More public park places for kids to run and play.
- More public utilities such as public bathrooms or water fountains
- More recreation places (things to do)
- More restaurants
- More restaurants
- More restaurants
- More restaurants and additional parking
- More restaurants and bars – more nightlife
- More restaurants and bars. Expand the area
- More restaurants and businesses. Farmers Markets and festivals
- More restaurants and shopping boutiques.
- More restaurants and things to do-open area with park and seating
- More restaurants for families
- More restaurants, shops, things to do that aren't bars
- More restaurants
- More retail
- More retail
- More retail
- More retail
- More retail and less bars.
- More retail and restaurants
- More retail establishments
- more retail less bars. Maybe a tax stipend to bring more retail establishments
- MORE RETAIL PLACES
- More retail stores/small businesses
- More shade, lower speed limits
- More shaded rest areas
- More shopping
- More shopping centers
- More shopping, more boutiques, specialty stores, We have plenty of bars and restaurants.
- More shops – not just eating/drinking establishments.
- More shops with variety
- More shops, daytime based businesses
- More shops, not just restaurants that are open mostly in the evening.
- More shops. There is food and special events like music on main, but on an average day, there isn't a lot to do downtown.

- More small businesses, no chain places. Keep it up!
- More stores
- More stores and Restaurants.
- More stores and walking areas
- More useful retail
- More variety of restaurants. Comedy club.
- More walkable restaurants farther away from the bar scene. Easier pedestrian traffic across Mays.
- "More walking and less cars
- Connecting downtown to the trail "
- More, affordable quality restaurants . A downtown hotel.
- MOTORCYCLE PARKING
- Musical venues
- Needs to be less bars and more small town feel retail and restaurants
- NO MORE BARS
- Occasional food truck event. Farmers market would be great - that's a big gap for RR
- One common lighting theme for the downtown area. Permanent lights, perhaps close off the streets of downtown during the spring and fall and have tables and chairs and music. Easiest to build off of the music on Prete Plaza
- Park near the businesses to hang out but that's a long shot.
- Parking
- Parking
- Parking
- Parking
- Parking
- Parking
- Parking
- Parking
- Parking in the middle again. It gave a few more spots to the limited parking.
- Parking, diversity of businesses and restaurants.
- Parking, entertainment activities other than eating and drinking
- Parking. More daytime activities that aren't eating. And, better parking close to the core of downtown.
- Parks and places for children to play
- Performing arts space/theatre
- Pop up vendors on weekends when the Plaza is available. Food truck court. The one on Mays was great years ago.
- Preservation

- Public transit systems running in coordination with local businesses hours
- Relocate some of the offices on the corner of Main and Mays to restaurants or retail. Take over 107 Mays (the old bank building?) and turn it into an upscale concept restaurant, Invite neighborhood artists and photographers to showcase their work in the new art gallery
- Remove "massage" parlor. It's very tacky and prostitution is a human rights violation. We've witnessed scantily clad women coming out of the establishment getting into vehicles with men right in front of children.
- Restaurants
- Restaurants that have good food.
- RESTAURANTS, CONCERTS
- Safer crossing at Mays/Main
- Safety and clean
- Save the sidewalks
- shopping
- SHOPPING, A SMALL THEATRE, A CHILDREN'S MUSEUM
- SIDEWALK AREA; ADD MORE BENCHES
- Skate-park and community theatre..
- Some shops like for clothing, antiques/gifts, paper goods, Round Rock products, jewelry, something besides bars
- Something besides bars & expensive restaurants. Some shopping such a clothing, gifts, antiques
- Stop allowing bars, more family friendly establishments.
- Taller buildings, more retail to attract daytime food traffic; less bars
- The city really needs a large indoor theatre to hold stage performances, concerts, & other community events
- The rest of downtown, maybe expand it with more live music.
- The traffic around Round Rock Donuts is crazy and sometimes dangerous
- THEATER, MORE DINING DIVERSITY
- Traffic
- Transportation improvements.
- Utilizing empty lot space for more community friendly spots. Something like a gazebo or small picnic tables (just an example)
- Venues for more attraction
- Year round lighting on the trees. Monthly themed events throughout the year. More vegetation preferably native or drought tolerant to set an example for citizens (labeled with informative plaques). Ample parking. Permanently close off internal streets to allow

pedestrian safe areas and more public spaces. Some sort of central area or structure possibly surrounding the water tower to give Round Rock an iconic and distinct downtown. Public transportation on weekends that goes exclusively to downtown to help with downtown traffic and cut down on parking needed.

- Yes. Would love to see more local retail shops

Q36—“If you have any other comments to improve city services, please write them down.”

- Acknowledge the streets department, those guys are out in the 100+ degree weather, cleaned up after the tornado, are out cutting trees during storms and sanding the streets so I can go to work. We are all safe in our homes sleeping and staying safe while these employees are doing their best!
- Adding roundabouts would improve driving time, gasoline, power grid because you would need no traffic lights.
- As having served on the RR City Council 1990-2022; Mayor 99-02 I am very pleased on where we are today. We've been gone for 14yrs and just moved back.
- Can you focus on finishing streets and intersections before creating more road closures elsewhere which blocks alternate routes?
- CITY SHOULD NEVER ALLOW ANYONE TO BUILD STRUCTURES ON TOP OF BLACK CLAY WITHOUT FIRST DRILLING PIERS TO SOLID ROCK. I HAVE AN AIRBNB HOUSE NEXT DOOR TO US, AT 108 BELAIRE CIRCLE-MOST OF THE TIME, THOSE PEOPLE DONT PUT THEIR TRASH CANS OUT WHEN THEY ARE SUPPOSED TO AND IF SOMEONE DOES PUT THE OUT, THEY OFTEN WILL NOT BRING THEM BACK IN FROM THE STREET. I USUALLY TAKE IT UPON MYSELF TO PUT THOSE TRASH CANS OUT AND THEN, LATER, PUT THEM AWAY. OTHERWISE THE WHOLE SITUATION WILL QUICKLY TURN INTO A GARBAGE MESS. THE CITY SHOULD HAVE LAWS TO FORCE THOSE PROPERTY MANAGERS TO TAKE PROPER CARE OF THE TRASH PICKUP AND TRASH CONTAINERS IN A PROMPT TIMELY MANNER
- Clean up round rock west creek off RRW drive a lot of trees and debris currently there. Also pls stop all of the carports being put up it decreases the value and an eyesore
- Close to AW grimes and Gattis there's an abandoned cemetery that belong to a German descent family. They all passed away and there are letters sent to the city of Round Rock requesting to revisit this area and re-develop it from 20 years ago. This is a place where homeless could camp and I urge the city to look into this. The name is Ganzert Cemetery right next to Kinningham Park.
- CODE ENFORCEMENT DOES NOT ENFORCE CODES. THERE ARE MULTIPLE OFFENDERS THAT THEY VERY MUCH IGNORE
- Dedicated green waste bin and pickup service would be nice and more clear info on when wastewater averaging happens.

- Designated days for curbside collection of hazardous waste would be helpful.
- Code Enforcement Management is rude and won't police the code unless you ask them which is exhausting. I really appreciate the enforcement though as it keeps the neighborhood nice. Round rock police are much better than Austin. Our Home Depot sucks. Don't spend money on transportation. The big empty busses in Austin make zero sense. Make more walking and less reliance on buses.
- Crime is a real problem in neighborhoods.
- Develop east side of town to have more locally owned chef cooked restaurants vs fast food And chain joints. Install smarter traffic controls and more left and right turn lanes to minimize backups and improve flow. Improve purple pipe water clarity for irrigation, and force developers to move towards xeriscaping so we stop wasting so much precious drinking water on lawns, etc. Afraid of inadequate fresh water in future. Same concern for electricity.
- They should count how many cars there are per house that a house must have; Limit here, there is a neighbor who has many people, they take away his money for keos avno
- Doing a great job. Continue not allowing homeless on street corners, camps, etc. Finish road expansions faster. More restaurants with kid friendly play areas.
- Encourage native-scaping front yards. Stop mowing down wildflowers so early . Plan dedicated habitat preservation. We need a rail system before it's too late. More pedestrian and bike safe routes. Stop giving giant corporations tax breaks. Stop the unfettered sprawl. And let us build carports.
- Finish Kenny Fort road!
- Finish the Kenney Fort intersection. Expedite the construction on Gattis.
- Finishing the Brushy Creek trail from east to west would be wonderful! More useful open space, walkable and bikeable spaces would make RR perfect. We should make it safe for a biker to work in east RR and work in west RR, and be able to take bike paths the entire way across town.
- Focus on core city functions
- Follow through on the bike park near Behrens Ranch. Lower our property taxes.
- Get TxDOT to fix 35. Amazing Temple TX has more lanes thru their city. Fix toll choke points Traffic is a high priority and getting worse. Recycle any electronics. I'm taking a TV to Austin tomorrow since deep woods doesn't take them.
- Ground rock is an amazing community. Keep up the excellent work.
- Growth and traffic are an inseparable pair. Environmental concerns will be increasing.. Control of HOA and MUD would be welcome.
- I enjoy riding my bike, more bike lanes would be nice. We could also use more bus routes in the city.

- HOMES IN MY NEIGHBORHOOD ARE NUMBERED WITH EVERY FOUR NUMBERS SO ON ONE SIDE OF THE STREET ALL WATER ON THE SAME DAY, THE LOW SPOTS BETWEEN HOUSES END UP WITH STANDING WATER-GRASS DIES DUE TO WETNESS-WE NEED A DIFFERENT SYSTEM
- I commend the work the city is doing. I can appreciate it's not an easy job. I would just say we need to stay vigilant to ensure that the good work does not go to waste because of a fast uncontrolled growth and the problems such growth carries with it, mainly crime.
- I gave a poor rating for my ""most recent"" communication with City of Round Rock because I didn't receive a reply on an email I sent asking when the water fountain at Meadow Lake park will be working again. It has been out of commission for at least a year I think, owing to the recent construction, but the construction has appeared to be complete for some time. I didn't receive a reply. I tried leaving a FB comment on a post related to parks in general (I know this isn't ideal communication on my part, but I didn't know where else to reach out at that point) and received no reply. It was hard to find the email for the parks and rec dept in the first place. That said, I also have had some great interactions so that's why I rated overall positively. It would be great to have a well-advertised POC for questions and issues about our parks so everyone knows the right place to reach out. I also wanted to say how happy I am that the city of Round Rock put that sneaky pro-billboard political group on blast on FB for impersonating official city communication. That's the type of thing that could have easily gone under everyone's radar until it was too late to stop it, and calling them out publicly really put the spotlight on their attempt to use our city to profit themselves. Well done.
- I have lived in cities that offered adult continuing education (Spanish lessons, art classes) that aren't targeted at seniors. They can be a good way for adults to meet (other than in bars) and form a sense of community.
- I HAVE NEVER (THANKFULLY) HAD TO USE CITY POLICE OR FIRE, BUT THIS OBVIOUSLY EXTREMELY IMPORTANT. I LOVE MUSIC ON MAIN-PLEASE KEEP. I LOVE THE SMALL DOWNTOWN THAT IS WALKABLE FOR BARS/ RESTAURANTS
- I live in Round Rock house authority in Cushing Dr. Will be nice if we can do recycle, but we can not afford to pay. Thank you for you survey. You care about our beautiful Round Rock. Garbage truck service is super great. Our units and complex needs a lots of supervision. I have a electrical transformer hanging in my back. Patio and big grey cable, from the last storm. I called you and nobody came. Please send somebody.
- I love the city of Round Rock. I've seen it grow from a small town into what it is today. I think city government has always had the well-being of the community as its first priority and has handled its unprecedented growth as well as, or better than expected.

- I love so much about our city. Our leadership, communications (Facebook social media), police and fire leaders, responsiveness to needs, and willingness to keep coming to the table when seeking better solutions. (Since the improvements on the Deerfoot Drive hill, number of accidents are almost non-existent! That hill had been a challenge for decades. Together we found a solution).
- I love this city and the way it looks.
- I love this town.
- I most appreciate the focus on sustainability I've seen in Round Rock, in respect to water conservation and preservation of natural spaces and old trees. I believe this is what sets it apart from other cities I've seen in Central Texas. Round rock is a beautiful city, please keep it that way. I would hate to see greenery eaten up by parking. Further expanding environmental conservation initiatives and a focus on pedestrian infrastructure rather than the car-focused infrastructure that is so prevalent in America would be appreciated and continue to set Round Rock apart from the rest. Thank you!
- I think y'all are doing pretty great overall considering the amount of people moving out here from Austin. Perhaps focus on the nature in the parks and not the concrete structures, though. We need more trees and plants, not less
- I would like more natural landscapes, more water efficient choices.
- I would like safety on my street and surrounding streets to be addressed. Cars speed through the neighborhood and children are walking from Stony Point and Hernandez Middle School and there is no sidewalk on my street. I called the City about speed bumps and the person told me that speed bumps cause street flooding. I would like the street to be safe. I would like to see speed bumps here. I would like the streets to be lighted when possible.
- I would love for round rock to be a innovate for public transport and walkable infrastructure in the state of Texas. It's a more effective city design proven to increase local happiness and quality of life
- I would love to see more street sweeping. Our area does a great job of keeping sidewalk clean but once debris is in street, it stays.
- I would love to see the library go back to wholly free for everyone.
- I'm excited and glad to hear the City of Round Rock is interested in exploring higher density options!
- If parks, recreation services are part of the city services funded by property tax dollars, why are residents required to buy a membership, or pay a daily fee to use senior center offerings, pool.
- If there's any way to control the amount of green space being paved over for car washes and storage units, that would be great.

- In light of the damage we have sustained due to hail, please work with us homeowners to build carports!! I don't know what can be done about the home damages but for vehicles, please help us out!!! Yes, I have a cover but there is not always time to apply it. 2 vehicles have been totaled to the tune of 25k for each one!!! I can not keep dishing out that kind of money when they total my 4 year old or less car!
- Increase RRISD police force. Many schools do not have dedicated resource officers and rely on rotations. RRPD appears to have plenty of resources, with 4-5 units responding to a single vehicle accident.
- Increase urban forestry, preserve existing natural areas including vacant lots, stop adding streets just because they are in the plan, listen to CURRENT residents for opinions on adding streets, stop trying to develop natural areas with endangered species and aquiver ecosystems, annex islands of non-city land in the limits such as Blessing, stop making current residents pay to extend city services to new developments, continue improving library services, stop building parks and trails that look like golf courses. Look at the city of Seguin's Walnut Branch trail to see how to develop a trail that is integrated with city buildings and neighborhoods.
- It is hard to get a job in Round Rock for European Legal authorized for employment and legal residents. Some of the Supermarkets employees do not talk in English, most of them using Spanish (Cashiers, restaurants stuff) also Apartment maintenance. Can The city services create some Language school with English courses for them?
- It seems like the city gives road construction contractors free reign to adjust traffic flow and it's usually a disaster and they "set it and forget it" when really the contractors need to be changing the flow as the project progresses. The city certainly has traffic engineers or flow experts who need to weigh in and dictate how and when the contractors can alter the flow of traffic. The delayed Kennyfort expansion is a great example of lanes that have been closed for years with no progress; the closed lanes just mean it takes longer to get through the intersection with red bud. Had the contractor simply paved the new lanes when they were constructed, the is wouldn't be an issue. We have come to dread road "improvements" because we have seen over and over again how lanes are removed and sidewalks (on key routes to schools and trails) are blocked simply because it suits the contractors.
- It would be great to have a public restroom for visitors in the downtown area, like the one in Granbury
- It would be lovely if road work on one major roadway could be completed before destroying the alternate route people use to avoid the original construction mess.
- I've been meaning to attend a meeting to make a statement but we need a outdoor covered roller hockey rink. For being a sports town, quite shocking that you don't have one here.

- It would be wonderful to have train service to Austin, Dallas, and Huston. This is a project currently being examined by the state. We would definitely like to see the city began requiring new shopping/business developments to have air-conditioning and be attached, like the old mall environment or the underground air conditioned shopping in Houston. With the continued hot summers, without ongoing walkways between stores, venues, etc., peoples access is limited, to nonexistent in the summer.
- It's so frustrating that road construction is slow and seems to happen all in one place, paralyzing neighborhoods. And please allow more green space.
- It's getting too expensive to live here. The cost-of-living and the increase in taxes will cost me to move in the next five years.
- It's time to put Round Rock back on the map as the safest city in Texas. Crime has crept up, people need to feel safe at all places and times in the city.
- I've been very happy with all services. At our Stone Oak subdivision entrance at 1431, the road is flaking away.
- Junk in people's back yards is causing a rodent problem, you apparently DON'T DO A DAMN thing about it. I have contacted the city MANY times about neighbors that have ALL KINDS of junk FILLING their back yards - WHY IS THIS ALLOWED ??? The city's attitude is that if you can't see it from the curb, then it's OK. So the city is ok with everyone hoarding junk so snakes, rats, skunks, etc. have a breeding ground ??? The City of Round Rock REALLY needs to look at this issue, get some aerial views so that you can get a true assessment of the problem. We USED to have ordinances against this - WHAT THE F HAPPENED ??? Did the city just decided that they just don't care about the quality of our neighborhoods any more ?????
- Keep Round Rock sane!
- Keep the inspection department funded to ensure speedy building inspections and approvals. Austin should be a cautionary tale for that. The city is definitely investing in the right areas, but some investment in the far flung reaches is the next step in my opinion (like a library on the west side, or parks spread around different neighborhoods).
- Keep the RR UniverCity program going. Open more indoor pickleball courts for this fast-growing sport, which seniors participate in in large numbers.
- Keep up the good work Round Rock!
- Keep up the work, RR is a great place to raise a family. If we can only get the commuting culture to slow down in their cars.
- Lack of storm drains in Old Town Meadow neighborhood leads to flooded streets and standing water with every storm and increased mosquitos.
- Less parking on the residential streets and allot less bars downtown

- Let us have carports!!! I had to damage out my 2021 vehicle in 2023, because of hail damage. I have no garage. It's enclosed. I have tried covers for the car, moving it, and other creative ideas. I can't run out to cover it when it shows up like it does. The poor residents of rrw has had so much damage because of this. Also getting more houses out of flood plains. Rerouting the water run off would help a lot. Y'all have done a wonderful job otherwise.
- Lots of sidewalks have trees or bushes that overhang make it hard to walk or run and stay on the sidewalk. Need continued efforts to strengthen police trust from the public
- Love all the live music opportunities downtown events
- Love the brushy Creek trail system, would love to see it finally connected.
- Love the pedestrian field and the beautiful old buildings downtown. If anything, expand the entertainment district, but keep the feel of downtown.
- Make recycling be a weekly pick up like an Austin
- Maybe trim the trees off the power lines on Sunrise. There is a whole series of street lights out on the southbound side of AW Grimes between approx. Lantana and Plateau Vista.
- More fishing spots would be nice.
- More focus placed on recreational youth baseball at Old Settlers park. Less focus on baseball tournaments. RRBL is constantly turning away kids because of maximum registration limits. Need Updated field lighting and more field.
- More shaded sidewalks
- My neighbor just built a beautiful car port and we were all heartbroken to see the city tore it down! Car ports don't devalue our homes, but seeing the hail damage to my vehicle from last year's storm might be why my next door neighbor's house has been languishing on the market for so long. If people don't like car ports they should move to a neighborhood with an HOA. Please make allowances for detached or attached gabled car ports in neighborhoods without HOA restrictions, and let those that have built them already (or any structure) pay the application fee retroactively instead of tearing them down!
- Need lights in the parking lot at Old Settlers - safety issues; need enforcement of watering schedule; and need code enforcement of junk clean-up.
- Neutral system is awesome. Needs to be more of the same. Revitalization of downtown and surrounding neighborhoods. Less strip centers and bigger quality developments.
- New resident PDF guide on website with maps to deep wood recycling, the tool shed, and other city services we may visit with hours..
- Parks and rec needs to maintain the existing spaces better and be more responsive when an issue is identified

- Of course you know our property taxes are higher than a giraffe's butt, so I will not dwell on that. During planning is it not possible to build the roads before you develop the land? This way the city can operate on a simple North - South- East - West grid! This way also helps with the timing of the lights and better traffic flow. This will also cut down on the "let's go back and now add turning lanes". I can't tell you how many times over the years I've witnessed this and all I can think is wasted my dang tax dollars. Doing this after the fact will always cost more that simply just planning for it!
- Overall, you guys are doing great! Thank you. I am very happy I live in Round Rock
- Please add Pickleball courts to Old Settlers Park!
- Please do something about junk in backyards which is contributing to rats & abandoned cars left on residential streets
- Please expense upon the building of carports. With a converted garage, hail is causing car insurance to almost be unattainable. Also, please redraw or reconsider city flood zones and that can be built within them.
- Please improve arts offerings/spaces. Public! And additional/mobile library
- Please improve garbage collection! We pay for them to collect our trash. Nothing angers me more than the trash collectors acting like they are doing us a favor. They work for us! We desperately need more physical activities geared to an older taxpayer. Adult weight rooms and indoor air conditioned walking tracks.
- Please incorporate Texas native plants in parks and public places. Also invasive plants and trees need to be controlled in public parks for example the invasive Chinaberry trees and saplings in Creekmont West Park.
- Please keep enforcing private property, polite, such as broken down cars, overgrown weeds, houses in disrepair, etc.
- PLEASE KEEP ROUND ROCK SMALL-THAT IS, FOCUS ON PROFESSIONAL AND EDUCATIONAL FACILITIES, NOT SHOPPING CENTERS
- PLEASE PLEASE PLEASE! get a city official to talk with someone about the parking lot behind the starbucks and Popeye's off of IH-35, near the post office in Round Rock. HUGE crater that is growing larger and larger from rain and traffic. ruining peoples cars and front ends. when it rains the parking lot floods and you cannot see the large crater that is there and people accidentally drive their cars into it ruining their vehicles.
- Please prioritize mixed use development, dedicated low income housing, and continue supporting and funding the library!
- Please provide more indoor recreation. Allow skating in the rec center or provide some other space. I know lots of area skaters and we all have to drive into Austin. Meanwhile, pickleball places are popping up everywhere.

- Please reconsider the way roads are being closed when construction is underway. For example, closing both sides of Gattis School Road by Doublecreek to A.W. Grimes has made very little sense and significantly more traffic than ever experienced. If actions like such are going to be taken, construction should be expedited.
- Please speed up road constructions which go on for years.
- Please start adding one or two accessible features at all parks. All abilities is amazing but it'd be nice to have some level of access at other parks as well.
- Please stay on top of the contractors hired to build our roads. The follow-through is abysmal and lack of communication with the residents as to why a project is set back multiple years with no repercussions on the contractor, or that the city's residents will get a fair return on taxes due to lack of infrastructure and complete failures to meet deadlines. Hard to plead a city's case for tax increases if past deadlines and "promised" deadlines for infrastructure improvements are continually missed. I have little faith in your project management.
- Please stop building more apartments. It may be beneficial financially for the city or city leaders, but us citizens hate it. They're an eyesore and bring in more crime. Please stop mixing multi-family housing with single family housing too. Apparently it's the new "thing" in development, but that doesn't mean we have to do it too. Round Rock is great because we're unique. Let's stay that way and not follow the norm.
- Please stop expanding downtown area, way too much money spent there that focuses on adults only. do not need an Austin 6th street. Move the Christmas lights back to Old Settlers park, put more benches along the lake. Limit hours for concerts in park, follow noise ordinance. Too much money spent on Light UP the park for two days only.
- Please watch Chuck Mardin's Curbside chat on the Strong Town website. Contact Verdunity consultants regarding fiscal sustainability for high growth municipalities.
- Police need retraining on de-escalation tactics and constitutional rights, they abuse and harass the public
- Protect the city so that people don't get shot at local events
- Rebid the trash contract
- Recreation centers are neglected and it is a shame. I used to enjoy taking group exercise classes at Clay Madsen but the quality of classes went from bad to worse. The facility needs to attract better trainers and pay them well so they can stay. I took a Zumba class one Saturday to check before I pay for the high membership, but it was terrible. I did not sign up when I left the class. Please bring back quality services we had before at the rec centers for us to go back.
- Recycling TV's.

- Reduce your budget by 50% and focus only on protecting my property. If you must also focus on water, waste management, and roads.
- Refresh and revitalize youth baseball fields
- Reign in spending so we can lower city taxes
- Round Rock and Wilco had a reputation when I first moved here. You didn't muck around because it would not be tolerated - not just by law enforcement but by community. Low crime, low taxes, easy on small business and great community. That's why I chose Round Rock. I took my kids by the "rock" years ago, we've done Round Rock Honey tours and they LOVE to go by Round Rock donuts when we go to the Library. More Round Rock business, more community events, more neighborhood "parties", safe parks (not paved parks). More attention on historic sites and emphasis on Texas culture. This is a city for families. Let's keep it that way. No "high rises". Less apartments. Lower taxes.
- Round Rock has some great trails systems and continues to expand. The problem is they go through the community but don't connect it. The existing Lake Creek trail goes from AW Grimes to near downtown. It's only accessible from a busy road or an apartment complex. Brushy Creek from Red Bud to North Georgetown only connects to neighborhoods near Red Bud. I'm in South Creek just across from the trail and have to walk 20 minutes or drive to get in the trail. A bridge connecting my neighborhood would be amazing. Same for other neighborhoods and businesses near trails. These trails shouldn't be a destination and should connect neighborhoods with city businesses.
- Round Rock library needs to focus on MODERN role of Libraries that include adult classes, workforce training, internet access, and serving the senior audience. Safety officers are great. Schools CANNOT rely on bonds to fund regular student technology. that does not scale. The district is probably become too large to be nimble. The latest bond was created by principals submitting wish lists. Literally. That sort of bottoms up and delegation of responsibilities just leads to incremental improvements and not major investments and improvements. School safety is a mess. Resignations and new hires, with no mission and no collaboration between RRISD Police force and the RRISD leadership and board is a disaster. Investments are not sufficient. Projects were reduced in order to fit under the \$1B bond package. Northeast development is out of control. Too many apartments are going to strain schools and create the future underperforming schools. These need to be mixed. Invest in TREES. Make Round Rock shady. Make this a thing. We have so many active faithful citizens - why isn't there more outreach to help facilitate service projects? Communication is really, really poor. There's a mindset of releasing only the least amount of factually accurate but boring content. USE Social more. Let loose. I read everything that comes to my door and I casually observe social

media but I am still only learning about activities via friends. I expect great things from Brooks Bennett.

- Safety at public events, public parks, and in public schools needs to be given top priority.
- SIDEWALKS WERE DESIGNATED FOR WAST RED BUD. NEVER INSTALLED. THESE SIDEWALKS ARE NEEDED. PEDESTRIANS ARE FREQUENTLY WALKING IN THIS AREA
- START TICKETING RED LIGHT RUNNERS-79/AW GRIMES-WESTBOUND INBOUND I HAVE COMPLAINED 3 TIMES WITH NO ACTION TAKEN
- Stop building gigantic apartment complexes. Transient population increase is not a plus. Our roads, utilities and water supply are in jeopardy of failing to meet the needs. Our police are struggling to keep up and doing the best they can. Billions for school bonds. REALLY?? I love RR but not lately.
- Stop building on every open plot of land. Just for the air quality. Curb expansion as there is not enough services for much more expansion, the snowpocalypse showed that to anyone paying attention. Let the public know more about the planning and getting them involved.
- "Stop building. We do not need more apartments, townhouses, developments and especially no huge commercial warehouses.
- It would also be friendly to add water fountains on the brushy creek trail. There is a single one near Kalahari, but no others on the rest of the trail going east, you have to go into Play for All going west to get to one and then none on the stretch from AW to Georgetown St. There are no bathrooms either, unless you go into the park. The trail is great, but having more availability to water sources and bathrooms would make it nicer."
- Stop poisoning the water and make it drinkable.
- Stop wasting money on fire stations when there aren't that many fires. Stop building cheap apartments. They bring in crime
- Street sweeper for overpass areas and high traffic roads to eliminate rubble and nails in road way. Maintain cleanliness of city streets and sidewalks. When people come here, they need to see how clean our city is. We could also use a nice retail center like wolf ranch.
- Thank you for code enforcement when the HOA cannot step in. We would like our neighborhood to remain well kept.
- Thank you! I have a few suggestions... 1. We need a football field with a track, seating, lights, etc. Also, I've been active in the homeschooling community for 10 years and the number of Homeschoolers has grown exponentially in the past 5 years. We need indoor facilities to rent that don't charge an arm and a leg or have weird rules. Property taxes are out of control too. Otherwise, great job, RR!

- The amount of junk vehicles that go unprosecuted after being reported is ridiculous. I also feel that code enforcement needs to be patrolling instead of relying on complaints.
- The amount of multi-family dwelling is out of control. It has devastated traffic on hwy79, Red Bud, and other streets. Hwy79 was getting bad, now it's too much, with the opening of the apartments beside Sonic on AW Grimes. Many a study of Hwy79 and Red Bud will help start the planning process to reroute traffic heading for Hu o/Taylor.
- The city continues to ignore the impact of the transportation projects on the west side (620 area) on the existing neighborhoods and businesses in the favor of improving access for newer developments to the north. This is especially true in the Oakcreek and Oaklands neighborhoods which have seen a significant increase in traffic cutting through to short cut access from Wyoming Springs to 620 as well as reduced ability to exit the neighborhood. This will only get worse with the extension of Wyoming Spring.
- The massive increase in traffic lights which stop traffic on through roads for little reason except during high traffic congestion periods (rush hour) are s fling the community.
- The transportation, traffic, street services department, does not have the safety of school children crossing. High-risk area is Creek Bend/Old Town elementary. Could not get support from the head of this group.
- The trees over the stop sign at Forest Bluff and First Ridge. The trees hanging over the sidewalks on Forest Bluff, cannot walk on some parts of sidewalks.
- The work done on and around The Stagecoach Inn on Chisolm is going to be outstanding once completed
- There is an issue throughout the city with street designs. 1) A lack of medians (which provide pedestrians with a safe spot and allows left hand turns to not disrupt the flow of traffic) 2) street signal timing (turn lanes will back up into flowing traffic creating unsafe roadways) 3) unsafe pedestrian roadways especially surrounding schools and recreation center (lack of sidewalks, lack of medians, lack of crosswalk markings) 4) too high of speed limits in residential areas and surrounding schools 5) a lack of street signs or signals (there are many residential areas that are dangerous to turn out of due to no right of way) 6) turn lanes not long enough for average traffic 7) service road design inconsistent with typical Texas design (there is a lot of confusion on which lanes turn left since usually the left lane turns into a u turn lane later on, not immediately like we have in Round Rock. Typically, a left lane would turn left and second to left lane would also turn left and/or straight. On the toll, lanes could easily be opened up to help with traffic flow and create a less dangerous situation)
- There need to be more protections and resources for tenants in Round Rock. Landlords who are unethical are taking advantage of tenants, by not doing needed repairs and by

keeping security deposits. The Austin landlord-tenant commission no longer helps Round Rock residents.

- There needs to be a flyer in the utility bill with what was going on.
- There needs to be a light at Gattis and Rusk sooner rather than later. All the construction going on in the area bordered by AW Grimes, Gattis, 79, and Red Bud is out of control. It takes me 20+ minutes on an average day to get from my front door to the tollway headed west or to get on 35 South. The new construction on Gattis near AW Grimes should have held off until the cut-through at Kenny Fort was complete. Once they start tearing up Red Bud as well, it will be even more frustrating to try to get around. If all this construction takes as long as the University ""upgrades"" took, you're going to need to start improving the improvements immediately because they'll be 5 years outdated.
- There needs to be better signage and enforcement of traffic on the corners of McNeil and I-35 (people in the left lane eastbound on McNeil going straight when they shouldn't) AND the corner of Louis Henna and Green Lawn (people turning left onto Louis Henna from a non turning lane).
- This city emphasizes growth but does not do it well. Too many new fast food joints and retail. Traffic is awful and getting worse. Kalahari is an eyesore. And the city's idea of "improving" parks always seems to involve pouring concrete on them. Let's slow down and be smarter and more strategic about our development. High points - the new library is wonderful. I like the park volunteers that patrol the trails on weekends. City employees seem well trained and do their jobs well.
- This city is 10 times better than Austin where I moved from three years ago.
- To alleviate a large amount of flooding during dry times a project needs to be set up to clear the streets and storm drainage ditches and creeks. If over growth is cleared the water will flow easier.
- Traffic has gotten bad and some drivers are racing/speeding often. A few zoom by my house with no respect for our neighborhoods. They run the stop signs. We have grandchildren that visit, and our neighbors have children. It doesn't feel safe to let children play outside. Many cars zoom by Mesa Park Dr. to avoid the light on 79. I also think Sunrise needs a few more city lights and the trees need trimming before they knock down the power lines. 79 has too many old potholes.
- Traffic is becoming unmanageable. Hire more than just Hispanics for the city of Round Rock. Make sure that city service employees can speak English. Stop these communication companies from digging up our homes – Dish, AT&T, Spectrum, etc.
- Trail access Oakland's, oak creek
- Transportation exclusive to round rock and more bus stops in northern round rock

- Water should be a number one consideration and growth. It is a scarce commodity. All new businesses should have zero landscaping.
- we appreciate you!
- We are not Austin and don't want to be. All of a sudden in the last two years we seem to be heading that way which was why I initially moved my family here and stayed for 30 years. And it is why my children want to be here. Hope you all wake up soon.
- We have all these trails yet no bike racks at shopping strips, restaurants, downtown area etc. How can I ride my bike on Brushy Creek awesome trail and want to go eat in DT, HEB plus strip or ride to Ikea area, or La Frontera. No bike racks anywhere.
- We live in very HOT zone, so when you consider any outdoor structures, provide covers and cooling stations. It is a waste of money and effort to enjoy what you can't use at least 6 months out of the year.
- We live on Emosa Park Drive. HEB is right behind us. Cars cut down our street to get to the commercial area. We need speed bumps on our street badly. Also the field behind us does not get cut efficiently. The last time, we had a weed taller than the fence.
- We lived here from 2001 - 2017, then moved back from Minnesota in 2023. When we left we knew about the 'new' Round Rock in NE area of ETJ, but are now pretty dead set against new residential building (where in the heck is the water going to come from!). City services are pretty great overall.
- We need much better bus service, the 50 should run a comparable schedule to CapMetros high frequency routes (every 15 min until at least midnight, and on weekends)
- We need to put a moratorium on apartments. Developers don't contribute enough to reimburse the taxpayers. If we don't have enough water for our existing population then we need to cap growth.
- We need trash trucks that don't destroy our trash cans and we need new trash cans, our whole neighborhood has torn up trash cans due to the trash trucks tearing them up. Keep up the good work improving our city!
- What sets Round Rock apart is its downtown, not the 35 corridor. Continue to maintain and improve the area, the paths and parks in the vicinity of downtown and the library (which is amazing).
- When the city is planning with builders on new residential developments why isn't the roadway construction completed beforehand? If the roads were expanded and completed prior to thousands of new residents moving in the traffic flow would already be in place to comply with the population growth!
- Would like more areas to encourage xero-scaping to conserve water. Native and adaptive landscaping is the way to go.

- Would love more disc golf, Berhens Ranch passive parks would perfect
- Your neighborhood services dept is amazing!

6

Survey Instrument



August 2024

Dear Round Rock City Resident:

Your input on the enclosed survey is extremely important. During the next few months, we will be making decisions that affect a wide range of City services, including public safety, parks and recreation, code enforcement, and others. To ensure the City's priorities are aligned with the needs of our residents, we need to know what YOU think.

We appreciate your time. We realize this survey takes some time to complete, but every question is important. The time you invest in this survey will influence dozens of decisions that will be made about the City's future. Your responses will also allow City leaders to identify and address the many opportunities and challenges facing the community.

Please return your survey sometime during the next week. Your responses will remain confidential. Return your survey in the enclosed postage paid envelope. If you have any questions, feel free to call my office at (512)218-5400. Thanks again for taking the time to better our community.

Respectfully,



Craig Morgan

Mayor



2024 Round Rock Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the city's ongoing effort to improve the quality of city services. If you have questions, please contact Sara Bustilloz at 512-218-3251. If you would prefer to complete this survey online, please go to RoundRockSurvey.org.

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

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Parks and Recreation programs	5	4	3	2	1	9
02. Water services	5	4	3	2	1	9
03. Wastewater services	5	4	3	2	1	9
04. Emergency medical services	5	4	3	2	1	9
05. Enforcement of city codes and ordinances	5	4	3	2	1	9
06. Fire services	5	4	3	2	1	9
07. Library services	5	4	3	2	1	9
08. Maintenance of city streets and sidewalks	5	4	3	2	1	9
09. Management of storm water runoff and flood prevention	5	4	3	2	1	9
10. Municipal court services	5	4	3	2	1	9
11. Police services	5	4	3	2	1	9
12. Transportation planning in the city	5	4	3	2	1	9
13. Trash, recycling, and yard waste collection services	5	4	3	2	1	9
14. City communication with the public	5	4	3	2	1	9
15. City-hosted special events	5	4	3	2	1	9
16. Customer service provided by city employees	5	4	3	2	1	9

2. **Which THREE of the services listed above do you think are MOST IMPORTANT for the city to provide?** [Write in your answers below using the numbers from the list in Question 1.]

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

3. **Perception of the City.** Items that may influence your perception of the City of Round Rock are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of services provided by the city	5	4	3	2	1	9
2. How well the city is planning for growth	5	4	3	2	1	9
3. Overall quality of life in the city	5	4	3	2	1	9
4. Availability of job opportunities	5	4	3	2	1	9
5. Overall value you receive for city taxes and fees	5	4	3	2	1	9
6. Overall quality of new development	5	4	3	2	1	9
7. Appearance of residential property in the city	5	4	3	2	1	9
8. Appearance of commercial property in the city	5	4	3	2	1	9
9. Overall appearance of the city	5	4	3	2	1	9

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

How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. In Downtown Round Rock	5	4	3	2	1	9
2. In city parks	5	4	3	2	1	9
3. In your neighborhood during the day	5	4	3	2	1	9
4. In your neighborhood at night	5	4	3	2	1	9
5. In commercial and retail areas	5	4	3	2	1	9
6. Overall feeling of safety in Round Rock	5	4	3	2	1	9

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

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Appearance and maintenance of existing city parks	5	4	3	2	1	9
02. Number of city parks	5	4	3	2	1	9
03. Hike and bike trails in the city	5	4	3	2	1	9
04. City recreation centers	5	4	3	2	1	9
05. City swimming pools	5	4	3	2	1	9
06. Quality of youth recreation programs	5	4	3	2	1	9
07. Quality of adult recreation programs	5	4	3	2	1	9
08. Quality of outdoor athletic facilities (e.g., baseball, tennis, soccer)	5	4	3	2	1	9
09. Forest Creek Golf Club	5	4	3	2	1	9
10. Indoor and outdoor tournament facilities (e.g., Sports Center and Multipurpose Complex)	5	4	3	2	1	9

6. Which TWO of the Parks, Recreation and Sports services listed above do you think are MOST IMPORTANT for the city to provide? [Write in your answers below using the numbers from the list in Question 5.]

1st: ____ 2nd: ____

7. Code Enforcement. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Enforcement of the clean-up of junk and debris on private property	5	4	3	2	1	9
2. Enforcement of mowing of weeds and grass on private property	5	4	3	2	1	9
3. Enforcement of sign regulations	5	4	3	2	1	9

8. Which ONE of the code enforcement services listed above do you think is MOST IMPORTANT for the city to provide? [Write in your answer below using the numbers from the list in Question 7.]

Most important: ____

9. Transportation. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Maintenance of major city streets	5	4	3	2	1	9
2. Maintenance of streets in your neighborhood	5	4	3	2	1	9
3. Timing of traffic signals in the city	5	4	3	2	1	9
4. Mowing and trimming along city streets and other public areas	5	4	3	2	1	9
5. Cleanliness of city streets and other public areas	5	4	3	2	1	9
6. Condition of sidewalks in the city	5	4	3	2	1	9
7. Availability of bike lanes	5	4	3	2	1	9
8. Transit services	5	4	3	2	1	9

10. Which TWO of the transportation services listed above do you think are MOST IMPORTANT for the city to provide? [Write in your answers below using the numbers from the list in Question 9.]

1st: ____ 2nd: ____

11. Traffic Issues. Please rate the following traffic situations in the City of Round Rock using a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor."

How would you rate...	Excellent	Good	Average	Poor	Don't Know
1. Traffic flow on state roads and highways in Round Rock (e.g., I-35, US 79)	4	3	2	1	9
2. Traffic flow in and around your neighborhood	4	3	2	1	9
3. The job the City of Round Rock is doing managing traffic	4	3	2	1	9

12. Compared to two years ago, would you say that traffic in Round Rock is getting better, getting worse, or staying the same?

___(3) Getting better ___(2) Staying the same ___(1) Getting worse ___(9) Don't know

13. **Utilities and Environmental Services.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Reliability of the City's drinking water	5	4	3	2	1	9
2. Quality of the City's drinking water	5	4	3	2	1	9
3. Cleanliness of creeks and open channels	5	4	3	2	1	9
4. Residential curbside trash (garbage) collection services	5	4	3	2	1	9
5. Bulky item pick up/removal services (e.g., old furniture, appliances)	5	4	3	2	1	9
6. Curbside recycling services	5	4	3	2	1	9
7. Yard waste collection services	5	4	3	2	1	9
8. Deepwood Recycling Center services	5	4	3	2	1	9

14. **Water Conservation and Awareness.** Do you know when your household's designated watering days are?

___(1) Yes [Answer Q14a.] ___(2) No [Go to Q15.]

14a. Which of the following best describes how often you follow the watering schedule for your household?

___(4) Always ___(3) Usually ___(2) Sometimes ___(1) Never ___(9) Don't know

15. **Communication.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The availability of information about city programs and services	5	4	3	2	1	9
2. City efforts to keep residents informed about local issues	5	4	3	2	1	9
3. The level of public involvement in city decision-making	5	4	3	2	1	9
4. The city's cable television channel/video production	5	4	3	2	1	9
5. Usefulness of the information that is available on the city's website	5	4	3	2	1	9
6. How well the city listens and responds to the needs of citizens	5	4	3	2	1	9

16. From which of the following sources do you currently get information about the City of Round Rock? [Check all that apply.]

- ___(01) Austin American-Statesman or Round Rock Leader
- ___(02) Community Impact
- ___(03) Local TV news
- ___(04) Round Rock Cable Channel (10 for Spectrum, 99 for U-verse)
- ___(05) Local radio
- ___(06) Printed enclosures in your city utility bill
- ___(07) Friends
- ___(08) City website (RoundRockTexas.gov)
- ___(09) City E-newsletters (Newsflash, Parks and Recreation, Library)
- ___(10) Public meetings
- ___(11) Your homeowner/neighborhood association (via newsletter, website, social media site, etc.)
- ___(12) Facebook
- ___(13) X (Twitter)
- ___(14) Instagram
- ___(15) Nextdoor

17. Which of the following electronic sources of information are you currently using? [Check all that apply.]

- ___(01) Facebook [Answer 17a.]
- ___(02) X (Twitter) [Answer 17a.]
- ___(03) YouTube [Answer 17a.]
- ___(04) Instagram [Answer 17a.]
- ___(05) WhatsApp
- ___(06) Text messages
- ___(07) E-mail
- ___(08) The Internet (general use)
- ___(09) Podcasts
- ___(10) TikTok
- ___(11) Other: _____
- ___(12) None of the above

17a. Do you follow any of the City's accounts on these social media outlets?

___(1) Yes ___(2) No

18. Customer Service. Have you contacted the City of Round Rock during the past year?

___(1) Yes [Answer Q18a-b.] ___(2) No [Skip to Q19.]

18a. How would you describe the service you received?

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

18b. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the city employees in the Department you contacted MOST RECENTLY with regard to the following.

	How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	How easy they were to contact	5	4	3	2	1	9
2.	The way you were treated	5	4	3	2	1	9
3.	The accuracy of the information and the assistance you were given	5	4	3	2	1	9
4.	How quickly city staff responded to your request	5	4	3	2	1	9
5.	How well your issue was handled	5	4	3	2	1	9

19. Expectations for Services. Using a scale of 1 to 5, where 5 means the level of service provided by the city should be "Much Higher" than it is now and 1 means "Much Lower," please indicate how the level of service provided by the city should change in each of the areas listed below.

	How should the level of service provided by the city change in the area of...	Much Higher	A Little Higher	Stay the Same	A Little Lower	Much Lower	Don't Know
1.	Library services	5	4	3	2	1	9
2.	Law enforcement	5	4	3	2	1	9
3.	Fire response	5	4	3	2	1	9
4.	Emergency medical services	5	4	3	2	1	9
5.	Parks and open space	5	4	3	2	1	9
6.	Recreation activities	5	4	3	2	1	9
7.	Maintenance of infrastructure (e.g., streets, sidewalks)	5	4	3	2	1	9

20. For each of the items listed below, please indicate if it is a "High Priority," "Medium Priority," "Low Priority," or "I Don't Want This" in Round Rock.

	Development Type	High Priority	Medium Priority	Low Priority	I Don't Want This
01.	Housing types other than single family homes (e.g., townhomes or other groupings of homes less than 8 units)	3	2	1	9
02.	Small to medium apartment buildings or complexes (e.g., 8 to 25 units)	3	2	1	9
03.	Accessory dwelling units on a single-family lot (separate housing unit that is secondary to a house)	3	2	1	9
04.	High-density mixed-use developments in commercial areas (developments that include a combination of housing, retail, and/or office spaces)	3	2	1	9
05.	Redevelopment of older, underutilized or vacant lots	3	2	1	9
06.	Pedestrian facilities (e.g., pedestrian signals, paths, trails, shade structures, street trees, and landscaping)	3	2	1	9
07.	Street lighting and illumination of public spaces	3	2	1	9
08.	Public parks, plazas, or open space	3	2	1	9
09.	Taller, mixed-use buildings in Downtown to attract more amenities (e.g., multi-floor housing with ground floor retail)	3	2	1	9
10.	Local entertainment establishments (e.g., movie theater, arcade)	3	2	1	9
11.	Regional entertainment establishments (e.g., Kalahari, Dell Diamond)	3	2	1	9
12.	Arts and/or cultural facilities (e.g., theaters, museums, galleries)	3	2	1	9
13.	Sports facilities (e.g., training facilities, recreational sports venues)	3	2	1	9

21. Would you like to see more, about the same, or fewer of the following in Round Rock?

		More	About the Same	Fewer	Don't Know
1.	Drive-throughs	3	2	1	9
2.	Food trucks	3	2	1	9
3.	Pop-up businesses in parking lots, in front of existing businesses, or on vacant lots	3	2	1	9
4.	Detached carports in front of garages at single family homes	3	2	1	9
5.	Billboards (digital or lighted)	3	2	1	9
6.	Water-efficient landscaping	3	2	1	9

22. The City is exploring allowing buildings taller than 3 stories in various areas within Downtown, with an emphasis near major corridors. Which THREE elements listed below would you MOST like to see included in these higher-density projects? [Write in your answers below using the numbers from the list below.]

- 1. Dedicated affordable housing units
- 2. Additional structured parking
- 3. Thoughtful sidewalk design including landscaping, benches and public art
- 4. Dedicated public plazas and parks
- 5. Retail tenants on the first floor
- 6. Other: _____

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

23. What is your favorite building or site developed or re-developed in the City within the past 5 years (name of development/address/notable tenant), and why?

23a. What is the reason for your response above in Question 23? [Check all that apply.]

- ____ (1) The business itself
- ____ (2) The design style of the building
- ____ (3) The quality of the development
- ____ (4) The landscaping and outdoor areas
- ____ (5) The location
- ____ (6) Other: _____

24. In past surveys, Round Rock residents identified downtown as a favorite place. What would further improve downtown?

25. Below are seven potential issues Round Rock could face in the next FIVE years. Which THREE of the issues listed below should receive the most emphasis from City leaders? [Write your answers for your top 3 choices using the numbers from the list below. For example, if "Traffic" is your 1st Choice, enter "1" in the space next to "1st Choice" below.]

- 1. Traffic
- 2. Controlling rapid growth
- 3. School related issues (e.g., overcrowding, lack of schools, system improvements)
- 4. Road repair/maintenance/expansion
- 5. High taxes/property taxes/finances
- 6. Public transportation
- 7. Crime (e.g., inadequate police, gangs)

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

Demographics

26. Approximately how many years have you lived in Round Rock? _____ years

27. What is your age? _____ years

28. What is the highest level of formal education you completed?

- ____ (1) Grade School
- ____ (2) High School
- ____ (3) Some college
- ____ (4) College graduate
- ____ (5) Graduate work
- ____ (6) Graduate degree

- 29. **Do you work in the City of Round Rock?** ___(1) Yes ___(2) No
- 30. **Do you have children living at home in the following age ranges? [Check all that apply.]**
 ___(1) Under 6 years ___(2) 6 to 12 years ___(3) 13 to 18 years ___(4) No children
- 31. **What is your gender?**
 ___(1) Male ___(2) Female ___(3) Prefer to self-describe: _____
- 32. **Are you of Hispanic, Latino, or other Spanish heritage?** ___(1) Yes ___(2) No
- 33. **Which of the following best describes your race/ethnicity? [Check all that apply.]**
 ___(01) Asian or Asian Indian ___(05) Native Hawaiian or other Pacific Islander
 ___(02) Black or African American ___(06) Hispanic, Latino, or Latino/a/x
 ___(03) American Indian or Alaska Native ___(99) Other: _____
 ___(04) White or Caucasian
- 34. **Would you say your total annual household income is...**
 ___(1) Under \$25,000 ___(4) \$75,000 to \$99,999 ___(7) \$150,000 to \$199,999
 ___(2) \$25,000 to \$49,999 ___(5) \$100,000 to \$124,999 ___(8) \$200,000 or more
 ___(3) \$50,000 to \$74,999 ___(6) \$125,000 to \$149,999
- 35. **How many vehicles are kept at your residence?** _____ number of vehicles
- 36. **If you have any other comments to improve city services, please write them below.**

- 37. **Would you be willing to participate in future surveys sponsored by the City of Round Rock?**
 ___(1) Yes [Please answer Q37a.] ___(2) No

37a. Please provide your contact information.

Mobile Phone Number: _____

Email Address: _____

This concludes the survey. Thank you for your time!

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

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having difficulties with City services. If your address is not correct, please provide the correct information. Thank you.