

Fiscal Year 2025
**Community Satisfaction
& Budget Priority
Survey Results**



Community Input

May
10
Surveys
Began

- SASpeakUp survey open to everyone

May
30
Surveys
Ended

- Community Satisfaction & Budget Priority survey conducted by ETC

June
20
Results
Provided

- Both surveys offered in English & Spanish



Agenda

Purpose & Methodology

FY 2025 Survey Results

- Community Satisfaction
- Budget Priorities

Summary of Top Priority Services

Purpose



Assess satisfaction of City services

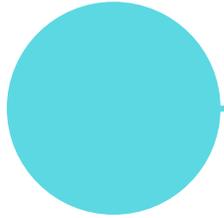


Understand residents' highest service priorities for the FY2025 budget given our fiscal reality



Develop recommendations for Council based on input from residents

Methodology

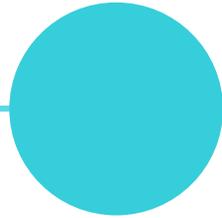


Survey

Conducted by
ETC Institute

The Community Satisfaction Survey has been conducted since 2008, most recently in 2022

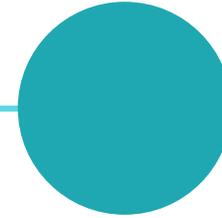
Last Budget Survey was in 2023 & focused on budget priorities



Administration

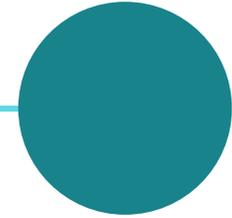
Administered by mail,
phone and online

Participation encouraged via texts, emails and social media ads



Sample

Sample designed to ensure results are statistically valid for each of the City's 10 Council Districts



Margin of Error

1,083 Completed Surveys

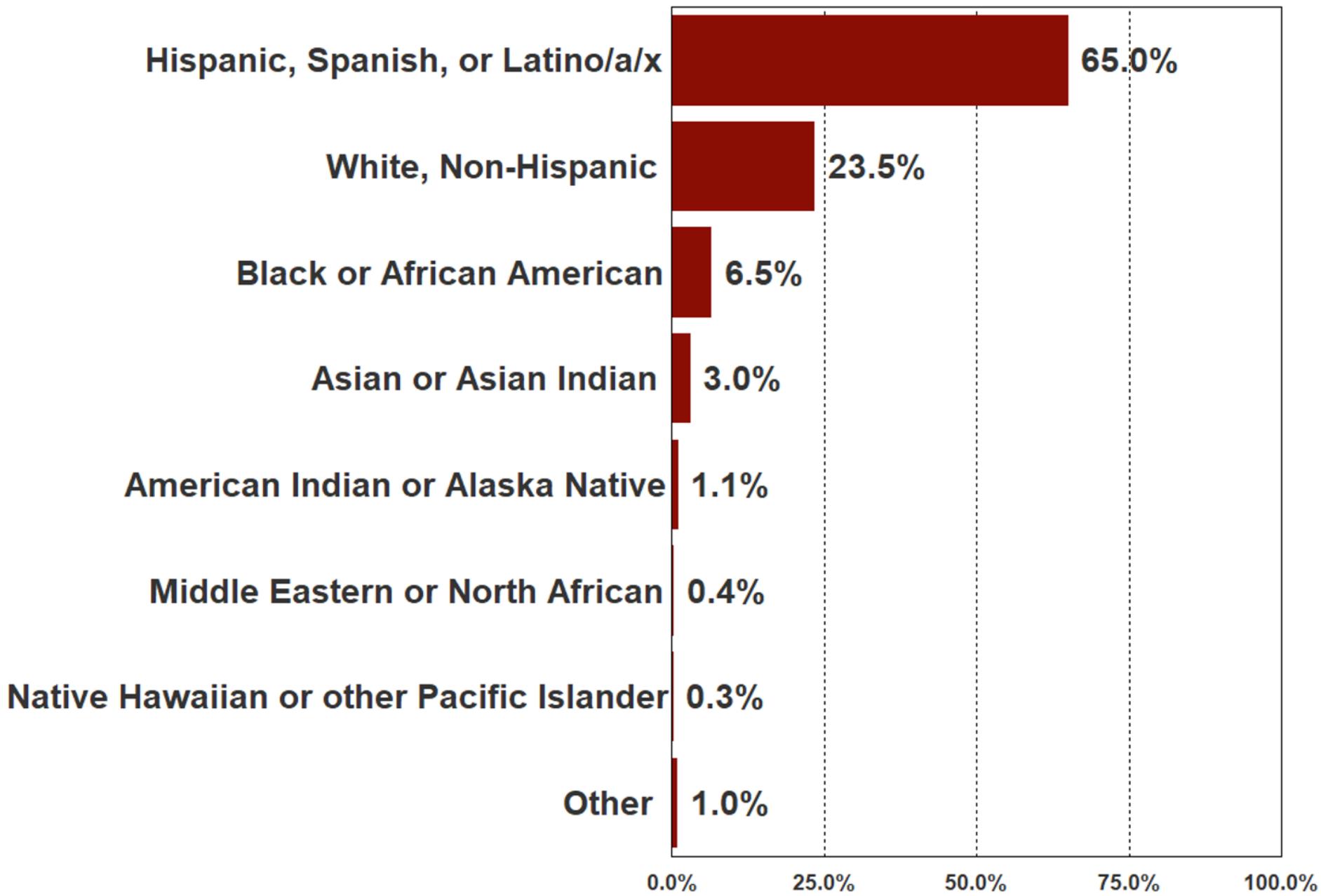
Precision of at least +/-2.98% at the 95% level of confidence

Demographics



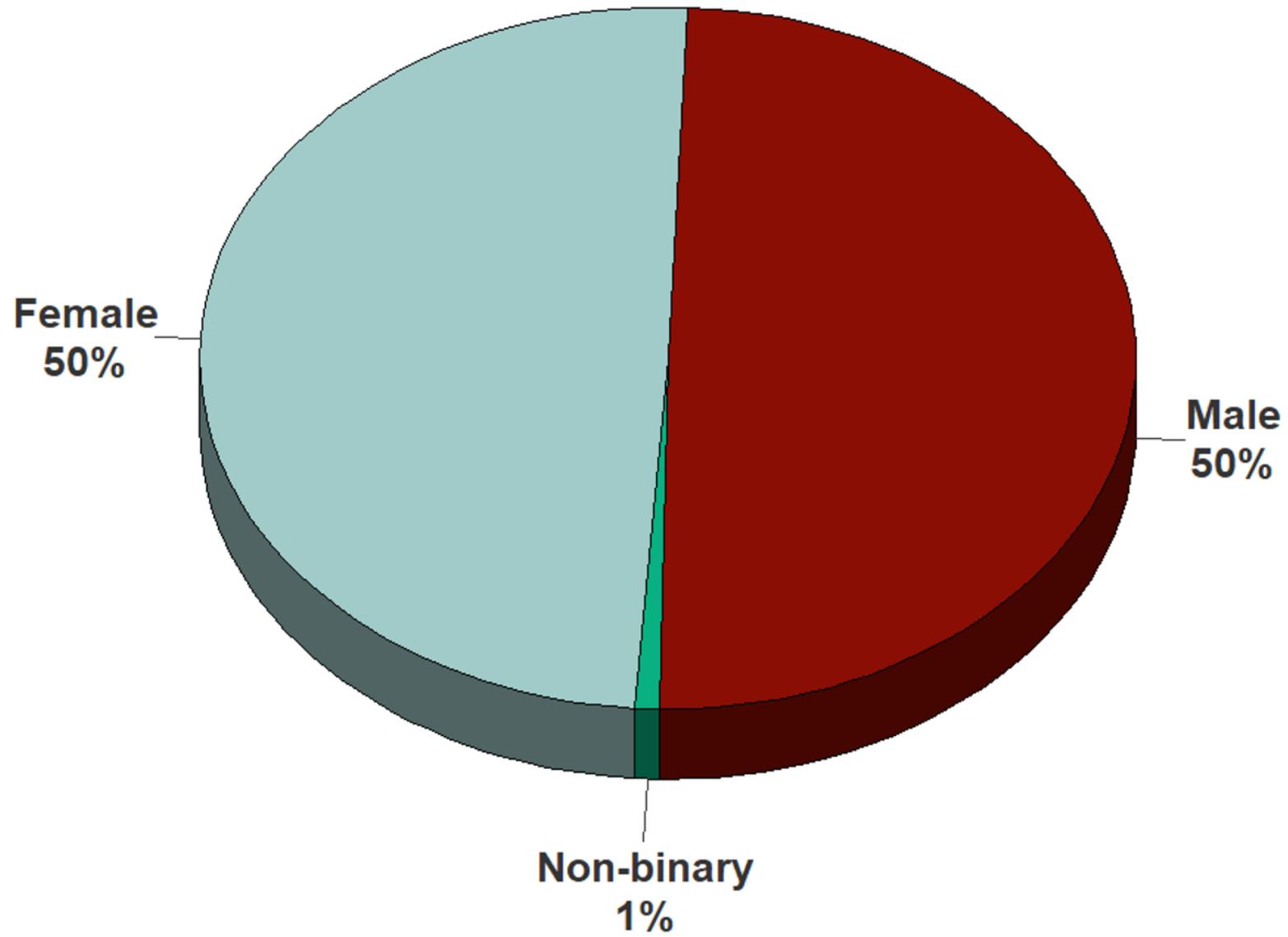
Race/Ethnicity

by percentage of respondents (multiple selections were allowed)



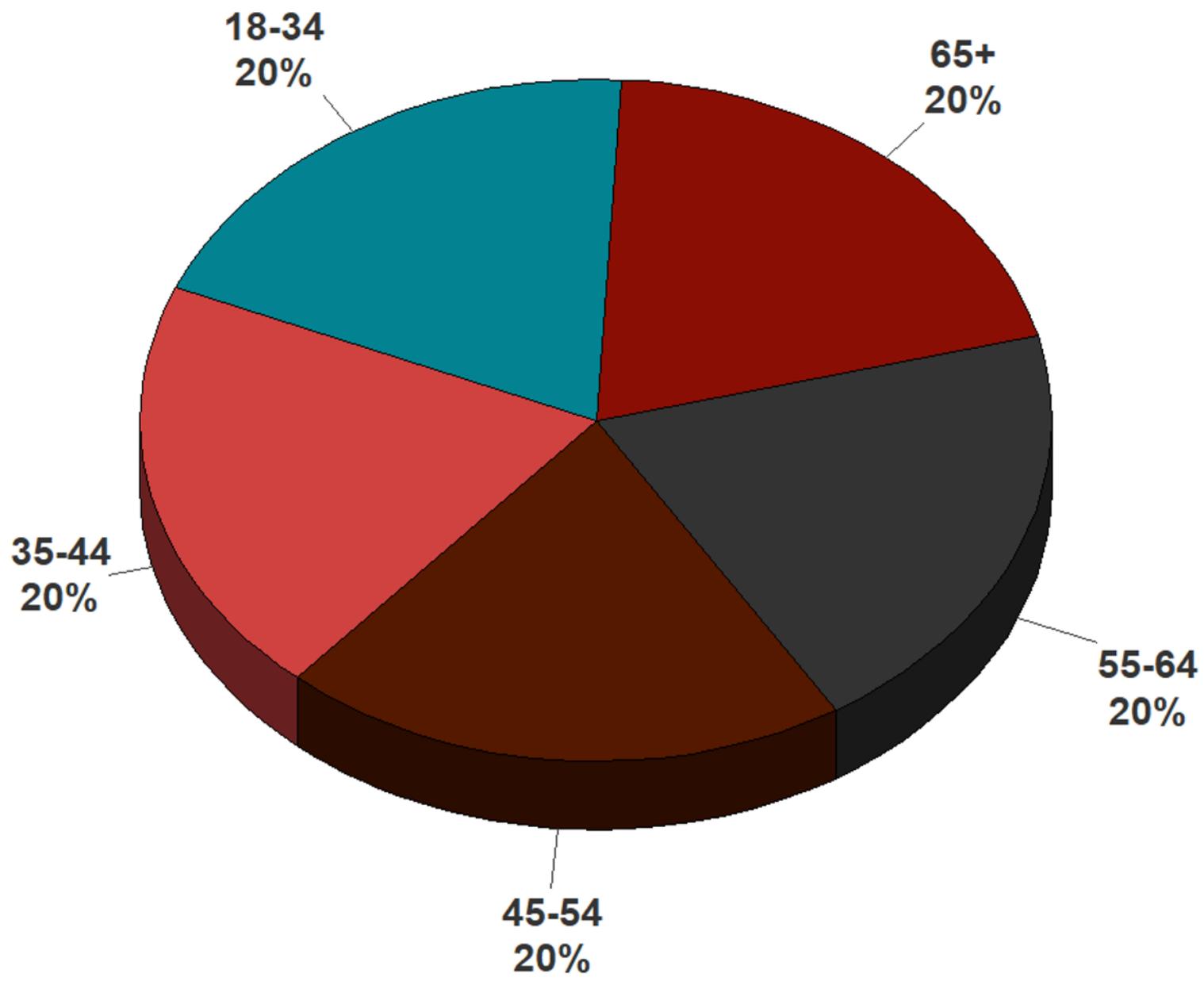
Gender

by percentage of respondents (excluding "not provided")



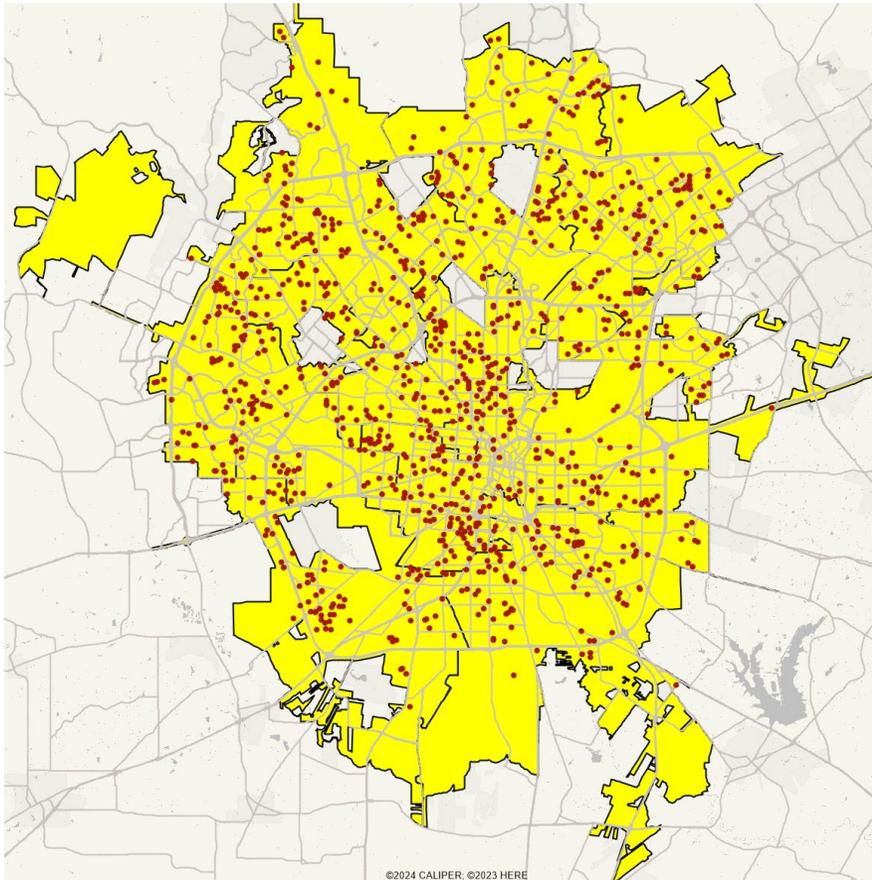
Age of Respondent

by percentage of respondents (excluding "not provided")



Location

1,083 total respondents with a minimum of 100 surveys from each of the City's 10 Council Districts



Council District	Surveys Completed
1	111
2	107
3	106
4	101
5	109
6	106
7	105
8	107
9	116
10	115
TOTALS	1,083



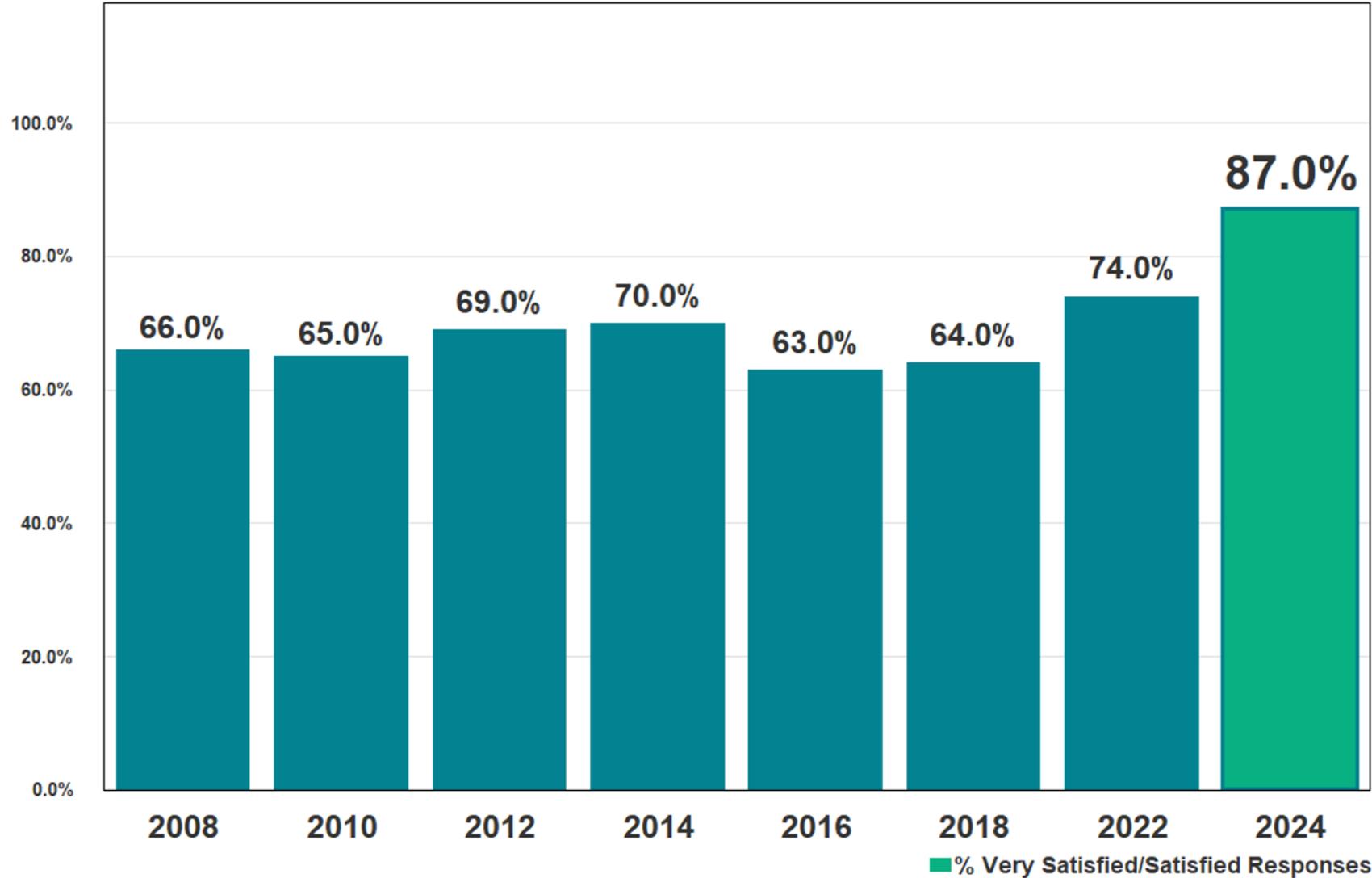
Community Satisfaction Survey

last survey conducted in 2022



Overall Quality of City Services

by percentage of respondents who rated the item a "Very Satisfied" or "Satisfied" (excluding "don't know")



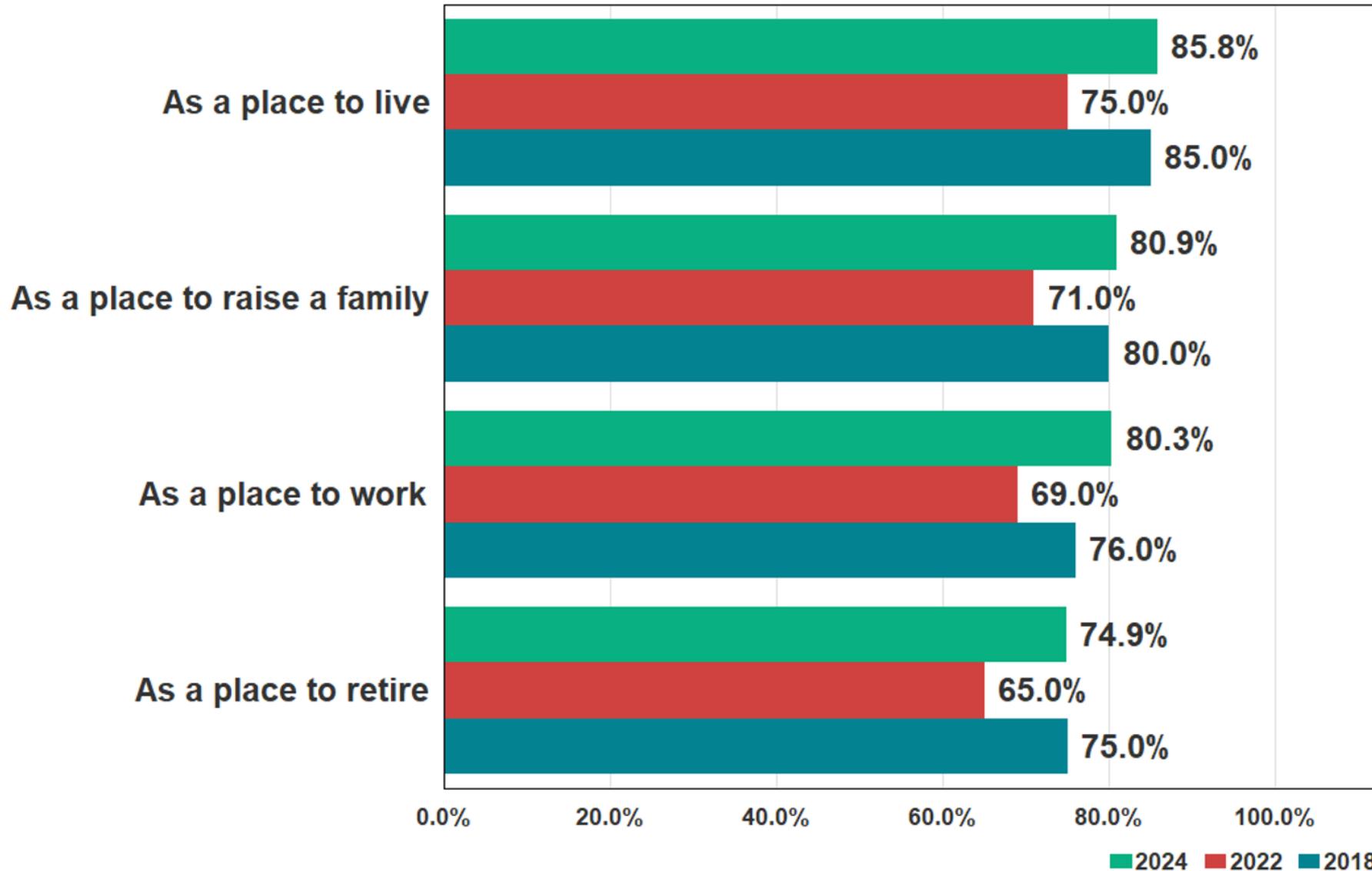
Top Increases



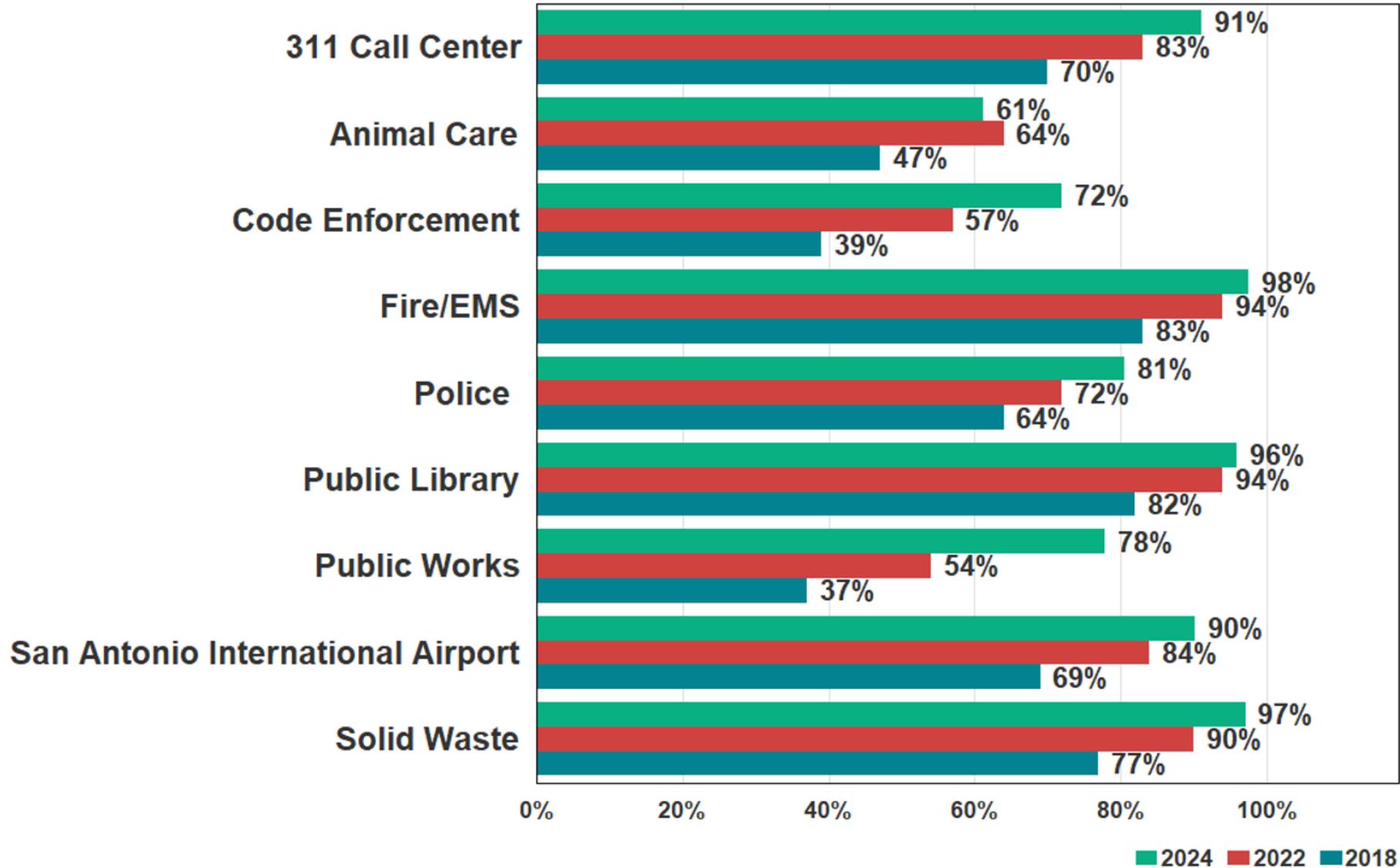
21 out of 25 areas improved compared to 2022 data

Top Increases	% Point Increase
The overall quality of Public Works services	+23.9%
Code Enforcement	+14.9%
Overall quality of services provided by the City	+13.1%
Police quickly respond to emergencies	+12.6%
Flood control during storms	+11.3%
San Antonio as a place to work	+11.3%
San Antonio as a place to live	+10.8%
San Antonio as a place to retire	+9.9%
San Antonio as a place to raise a family	+9.9%

How do you feel about San Antonio?



City Service Satisfaction



Benchmarking

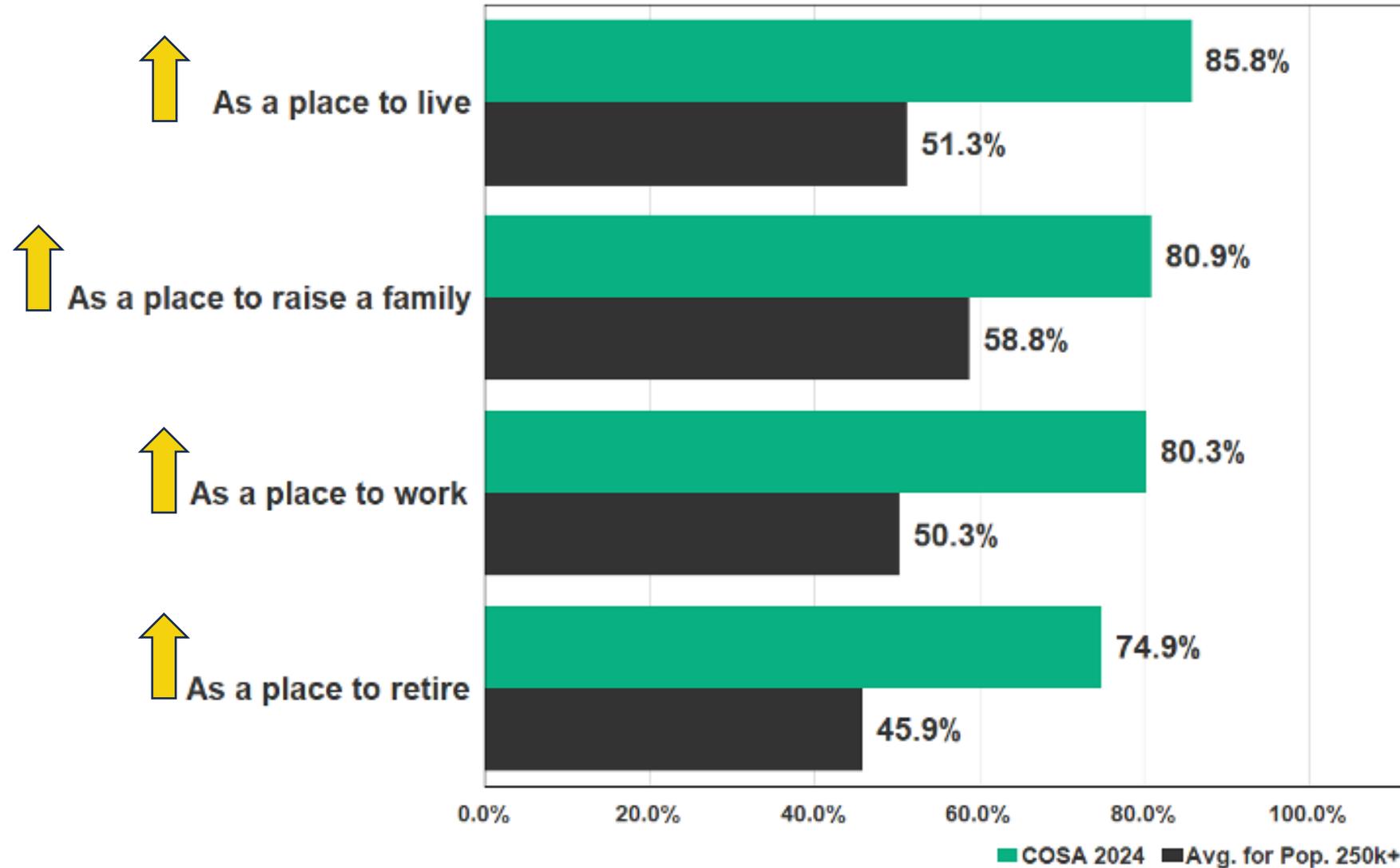


ETC Institute maintains a large benchmarking database to provide comparisons to satisfaction ratings

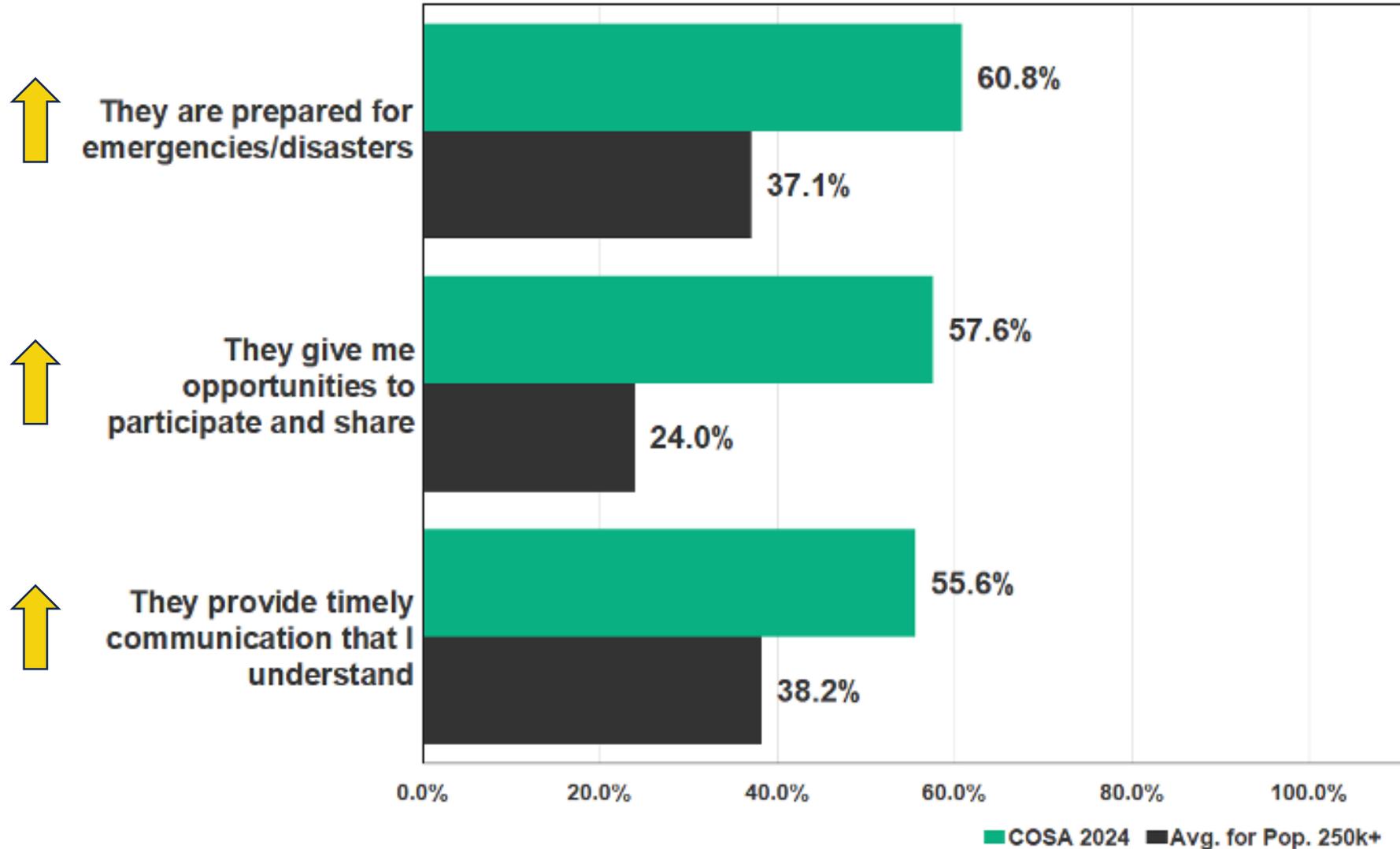
The City of San Antonio has been compared to cities with a population of 250,000+ residents. Texas cities include:

- Austin
- Dallas
- El Paso
- Fort Worth

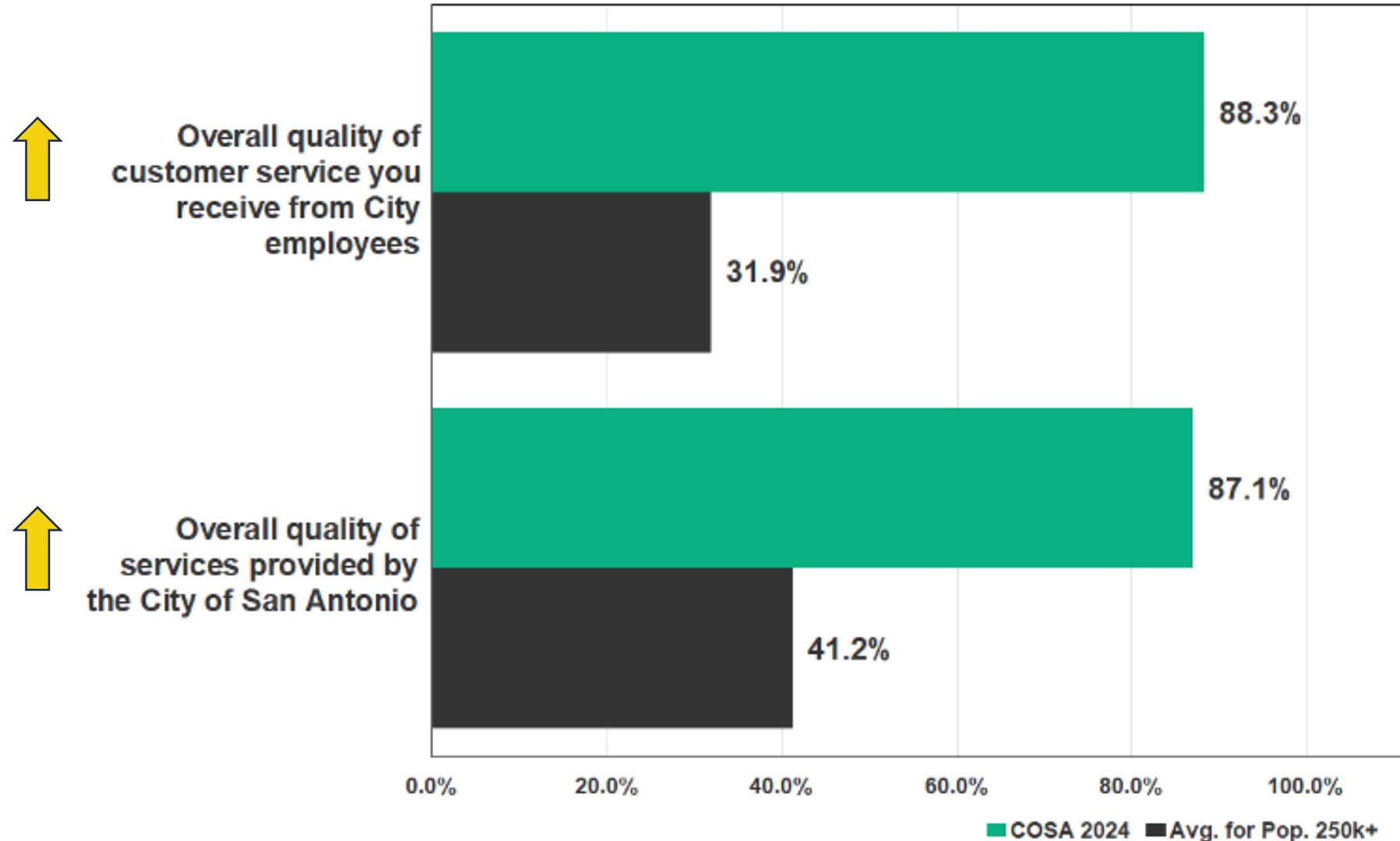
How Residents feel about San Antonio



About City Government



Overall Satisfaction



Comparison to Other Cities

Question	Austin	Dallas	El Paso	Fort Worth	San Antonio	Rank
The overall quality of fire and emergency services	87%	90%	81%	83%	98%	1 st
Overall quality of solid waste services	NA	68%	61%	NA	97%	1 st
Garbage collection brown cart	83%	71%	78%	73%	97%	1 st
Overall quality of the San Antonio Public Library	82%	90%	60%	65%	96%	1 st
They quickly respond to fires and emergencies	82%	79%	75%	80%	96%	1 st
Brush and bulky curbside collection	70%	67%	NA	71%	96%	1 st
Police quickly respond to emergencies	40%	28%	39%	40%	89%	1 st
The overall quality of police services	43%	38%	62%	56%	81%	1 st
Flood control during storms	NA	59%	NA	47%	76%	1 st
Police enforce local traffic laws	40%	28%	39%	40%	75%	1 st
Code enforcement	36%	39%	29%	32%	72%	1 st
Overall quality of animal care services	63%	49%	32%	40%	61%	2 nd
The condition of sidewalks	44%	18%	24%	41%	45%	1 st
The condition of City streets	36%	20%	21%	38%	36%	2 nd (tied)

Percentages shown are the sum of "very satisfied" and "satisfied" responses (excluding "don't know")

Budget Survey Design

Priority Investment Ratings



Survey Design



The second statistically valid survey conducted for City's trial budget

Survey designed to identify priorities for investment

Utilizes ETC Institute's Priority Investment Rating (PIR), which is a budget prioritization tool that was originally developed by ETC Institute for the U.S. Army in 2005. The tool was used to help the U.S. Army set priorities for capital improvements at Army installations based on the importance soldiers and supported populations placed on services/ facilities and the needs for these services/facilities and the priorities

Survey Design



Over the past 19 years, ETC Institute's PIR has been used by leaders in more than 550 local governments to set investment priorities for a wide range of local governmental services, programs, and facilities.

ETC Institute's PIR helps leaders use input from residents to help set priorities based on (1) the **importance** residents think city leaders should place on these services/facilities in the budget and (2) the **need** for these services/facilities:

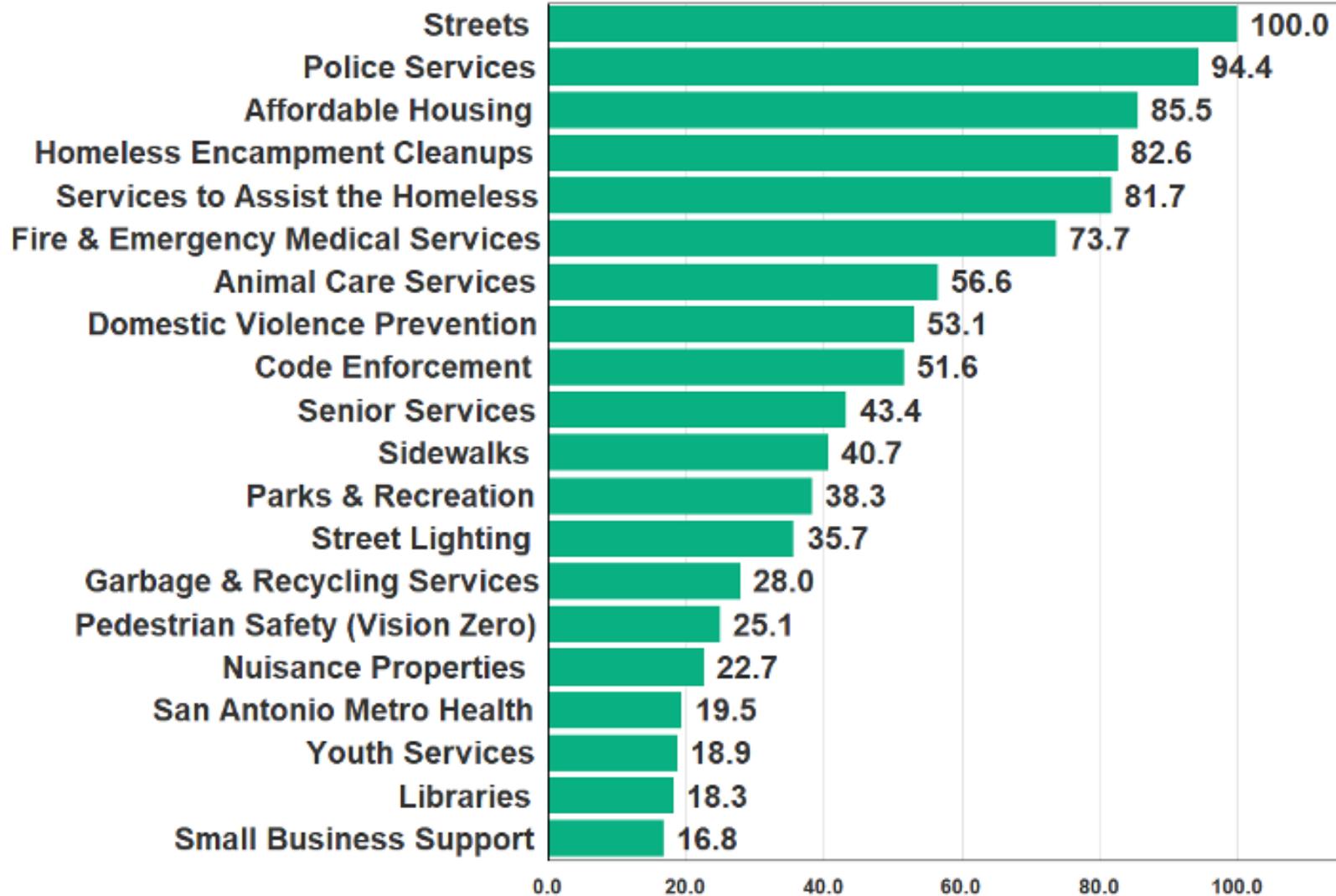
- 50% of the PIR score is from the IMPORTANCE Rating (maximum of 100 points)
- 50% of the PIR score is from NEEDS Rating (maximum of 100 points)

Ratings



Importance Rating

the rating for the item rated as the most important=100
the rating of all other items reflects the relative level of importance for each item compared to the item rated as the most important



SASpeakUp Results



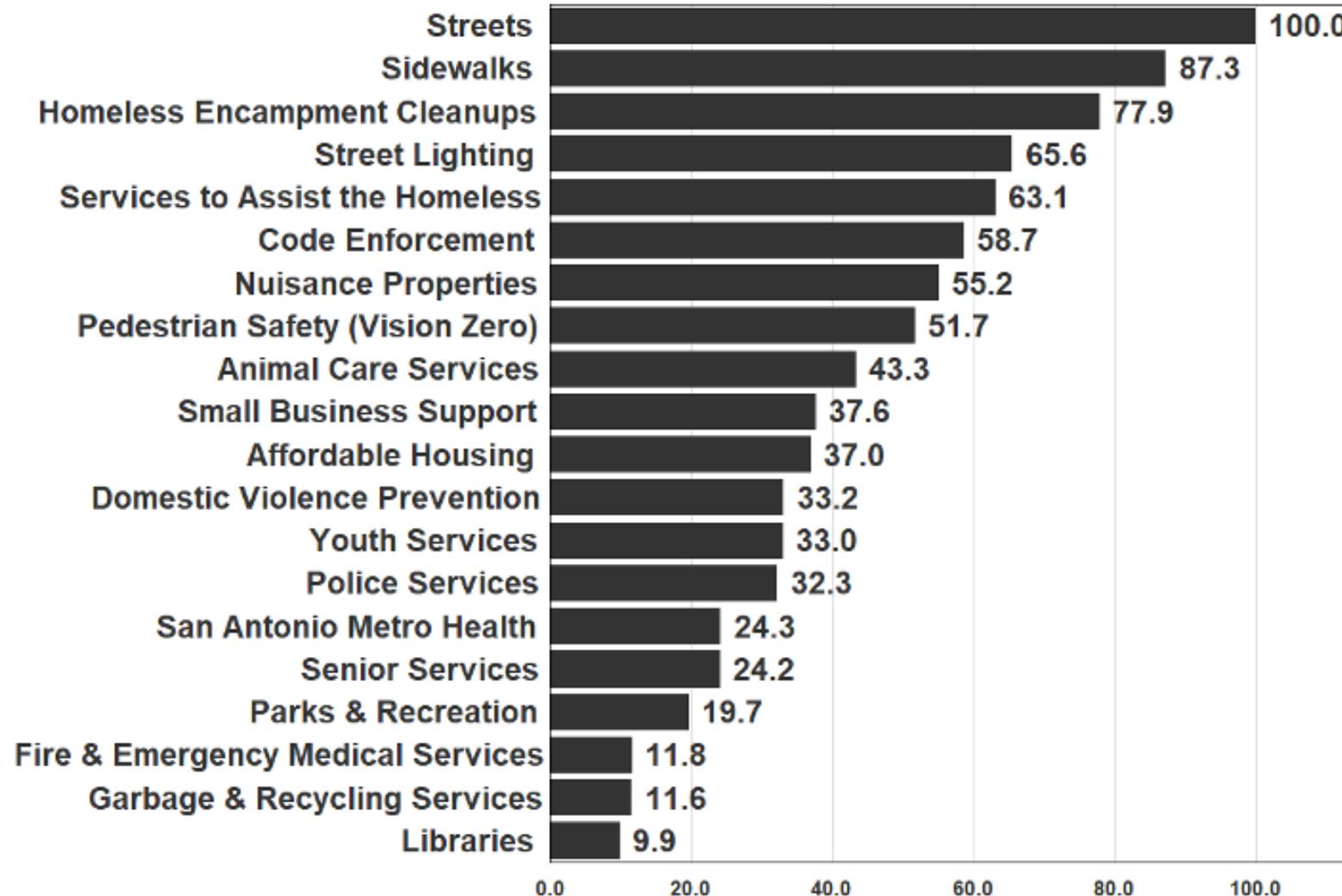
5,125 total responses* (not statistically valid)

1. Police services
2. Affordable housing
3. Services to assist homeless
4. Fire & EMS

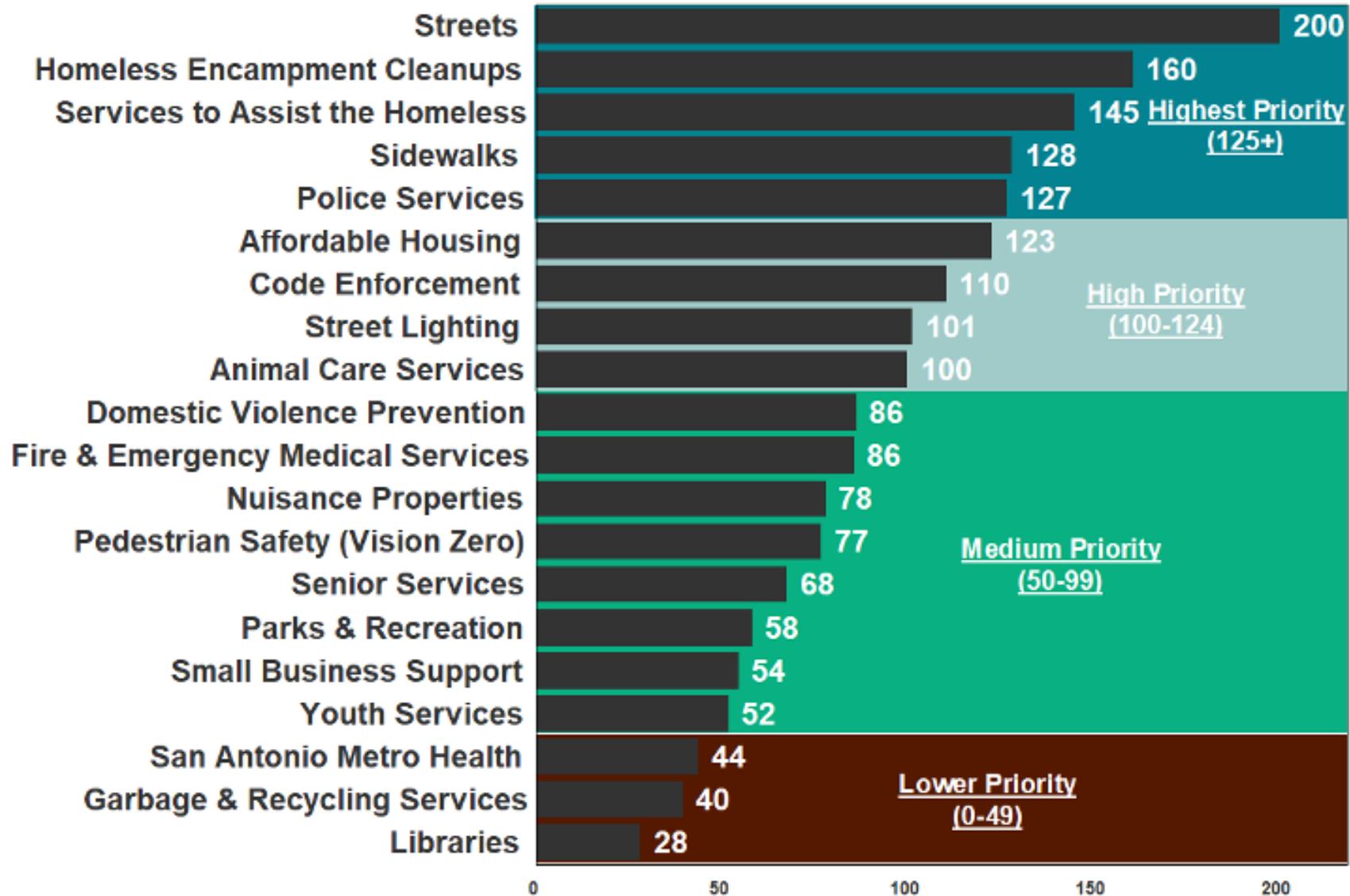
* 4,243 online responses, 877 paper responses, 5 phone responses (311)

Needs Rating

the rating for the item with the most need=100
the rating of all other items reflects the relative amount of need for each item compared to the item with the most need



Priority Investment Rating



Priority Investment Ratings by Council District

City Service	City wide	1	2	3	4	5	6	7	8	9	10
Streets	1	1	1	1	2	4	1	1	1	1	1
Homeless Encampment Cleanups	2	3	4	2	1	2	2	2	3	2	2
Services to Assist the Homeless	3	5	2	3	3	1	4	3	2	4	4
Sidewalks	4	2	5	4	5	7	8	5	6	7	3
Police Services	5	8	7	5	10	11	3	4	4	3	5

Recommendations



Summary



Top Priority Services

1. Streets
2. Homeless Encampment Cleanups
3. Services to Assist the Homeless
4. Sidewalks
5. Police Services

Summary



Additional High Priority Services

6. Affordable Housing

7. Code Enforcement

8. Street Lighting

9. Animal Care Services

Summary



San Antonio is moving in the right direction

- Satisfaction increased in 21 of 25 areas assessed
- Overall satisfaction with services is at an all time high

San Antonio is setting the standard for service delivery

- Customer service satisfaction (88% vs. 32% National)
- Overall city services satisfaction (87% vs. 41% National)
- San Antonio ranked 1st in most categories when compared to other surveyed Texas cities

THANK YOU!

Ryan Murray, ETC Institute

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