

# 2019 City of Austin Code Department Customer Survey

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Findings  
Report

**Submitted to the City of Austin, TX**

**by:**

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**December 2019**

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# 2019 City of Austin Code Department Customer Survey

## Executive Summary

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### Purpose and Methodology

During the fall of 2019, ETC Institute administered a survey for the City of Austin Code Department to gather input from customers who have used their services within the past year. The results will be used to identify the areas where the Code Department performs well and ways to improve the services provided.

The four-page survey, cover letter and postage-paid return envelope were mailed to a random sample of City of Austin Code Department customers. The cover letter explained the purpose of the survey and encouraged customers to either return their survey by mail or complete the survey online. Ten days after the surveys were mailed, ETC Institute sent emails to the customers that received the survey to encourage participation. The emails contained a link to the on-line version to make it easy for customers to complete the survey.

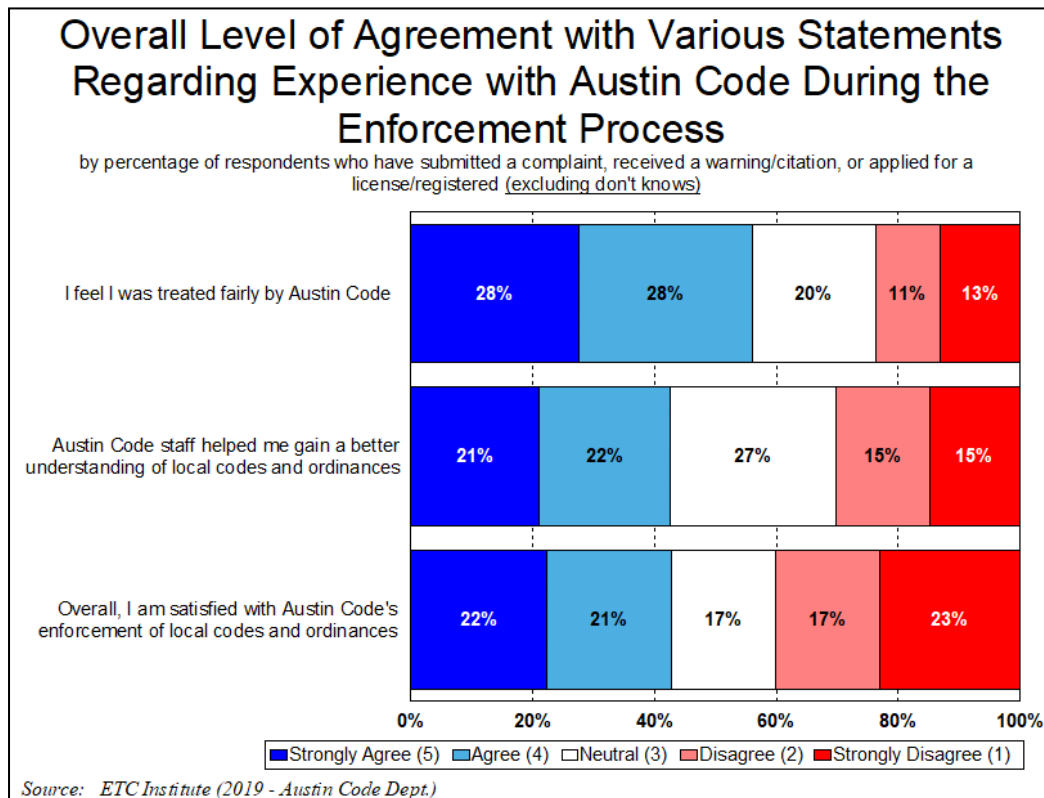
The goal was to obtain completed surveys from at least 600 customers. This goal was exceeded, with a total of 629 customers completing the survey. The overall results for the sample of 629 customers have a precision of at least +/-3.9% at the 95% level of confidence.

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

### Major Survey Findings

- **Overall Experience with Austin Code.** Among customers that have submitted a complaint, received a warning/citation, or applied for a license/registration, 56% “strongly agreed” or “agreed” they were treated fairly by Austin Codes, compared to 24% who “strongly disagreed” or “disagreed”. Forty-three percent (43%) “strongly agreed” or “agreed” that Austin Code staff helped them gain a better understanding of local codes and ordinances, and 43% also “strongly agreed” or “agreed” that overall, they are satisfied with Austin Code’s enforcement of local codes and ordinances. (See chart on following page).



- **Submitting a Complaint.** One-fourth (25%) of the respondents surveyed indicated they had submitted a complaint regarding a code enforcement issue. Those who submitted a complaint were then asked to provide their level of agreement with various statements regarding their experience with the Austin Code Department during the enforcement process. The highest levels of agreement, based upon the combined percentage of those who had an opinion and “strongly agreed” or “agreed” with the statement, were: *“Austin Code staff was courteous and professional”* (71%), *“I feel I was treated fairly by Austin Code”* (57%), *“Austin Code staff was knowledgeable and demonstrated expertise”* (55%), and *“Austin Code staff was responsive and answered my questions”* (55%).
  
- **Receiving a Warning or Citation.** Eleven percent (11%) of the respondents surveyed indicated they had received a warning or citation from the City. Those who received a warning or citation were then asked to provide their level of agreement with various statements regarding their experience with the Austin Code Department during the enforcement process. The highest levels of agreement, based upon the combined percentage of those who had an opinion and “strongly agreed” or “agreed” with the statement, were: *“The warning or citation issued was clear and easy to understand”* (59%), *“Austin Code staff was courteous and professional”* (57%), *“Austin Code staff was responsive and answered my questions”* (54%), and *“Austin Code staff was knowledgeable and demonstrated expertise”* (49%).

- **Applying for a License or Registration.** Six percent (6%) of the respondents surveyed indicated they had applied for a license or registration through the Austin Code Department. Those who had applied were then asked what kind of license/registration they applied for; 95% indicated “short term rental,” 8% selected “boat docks,” and 3% selected “rooming or boarding” (*multiple selections could be made for this question*).

Those who indicated that they had applied were also asked to provide their level of agreement with various statements regarding their experience with Austin Code Licensing and Registration staff. The highest levels of agreement, based upon the combined percentage of those who had an opinion and “strongly agreed” or “agreed” with the statement, were: *“The L&R staff was courteous and professional”* (69%), *“The L&R staff was responsive and answered my questions”* (68%), *“I feel I was treated fairly by the L&R staff”* (63%), and *“The L&R staff was knowledgeable and demonstrated expertise”* (61%).

- **“Code Connect” Hotline.** Nineteen percent (19%) of the respondents surveyed indicated they had contacted Austin Code’s “Code Connect” hotline. Those who had contacted the hotline were then asked to provide their level of agreement with various statements regarding their experience with hotline staff. The highest levels of agreement, based upon the combined percentage of those who had an opinion and “strongly agreed” or “agreed” with the statement, were: *“Code Connect staff was courteous and professional”* (78%), *“Code Connect staff was responsive and answered my questions”* (64%), *“I feel I was treated fairly by Code Connect staff”* (63%), and *“Overall, I am satisfied with the Code Connect hotline”* (58%).
- **After-Hours Service.** Seven percent (7%) of the respondents surveyed indicated they had used Austin Code’s After-Hours service. Those who had used the service were then asked to provide their level of agreement with various statements regarding their experience with the service. The highest levels of agreement, based upon the combined percentage of those who had an opinion and “strongly agreed” or “agreed” with the statement, were: *“The staff was courteous and professional”* (60%), *“The staff was responsive and answered my questions”* (56%), *“The staff was knowledgeable and demonstrated expertise”* (50%), and *“I feel I was treated fairly by Austin Code staff”* (49%).
- **Quasi-Judicial Process.** Three percent (3%) of the respondents surveyed indicated they had been through Austin Code’s quasi-judicial process. Those who had been through the process were then asked to provide their level of agreement with various statements regarding their experience with the process. The highest levels of agreement, based upon the combined percentage of those who had an opinion and “strongly agreed” or “agreed” with the statement, were: *“Austin Code staff was responsive and answered my questions”* (63%) and *“The quasi-judicial process was easy to follow”* (57%).

- **Austin Code Staff Community Involvement.** Eighteen percent (18%) of the respondents surveyed indicated they had seen Austin Code staff in a community event or neighborhood meeting. Those who had seen Code staff were then asked to provide their level of agreement that having staff present was helpful in learning more about Austin codes and ordinances. Of those who had an opinion, 66% “strongly agreed” or “agreed” with this statement.
  
- **Austin Code’s Website.** More than half (58%) of the respondents surveyed indicated they had searched for information on Austin Code’s website. Those who had used the website were then asked to provide their level of agreement with various statements regarding their experience with the website. The highest level of agreement, based upon the combined percentage of those who had an opinion and “strongly agreed” or “agreed” with the statement, was: *“The information available on the Austin Code website was helpful in learning about Austin codes and ordinances”* (49%).

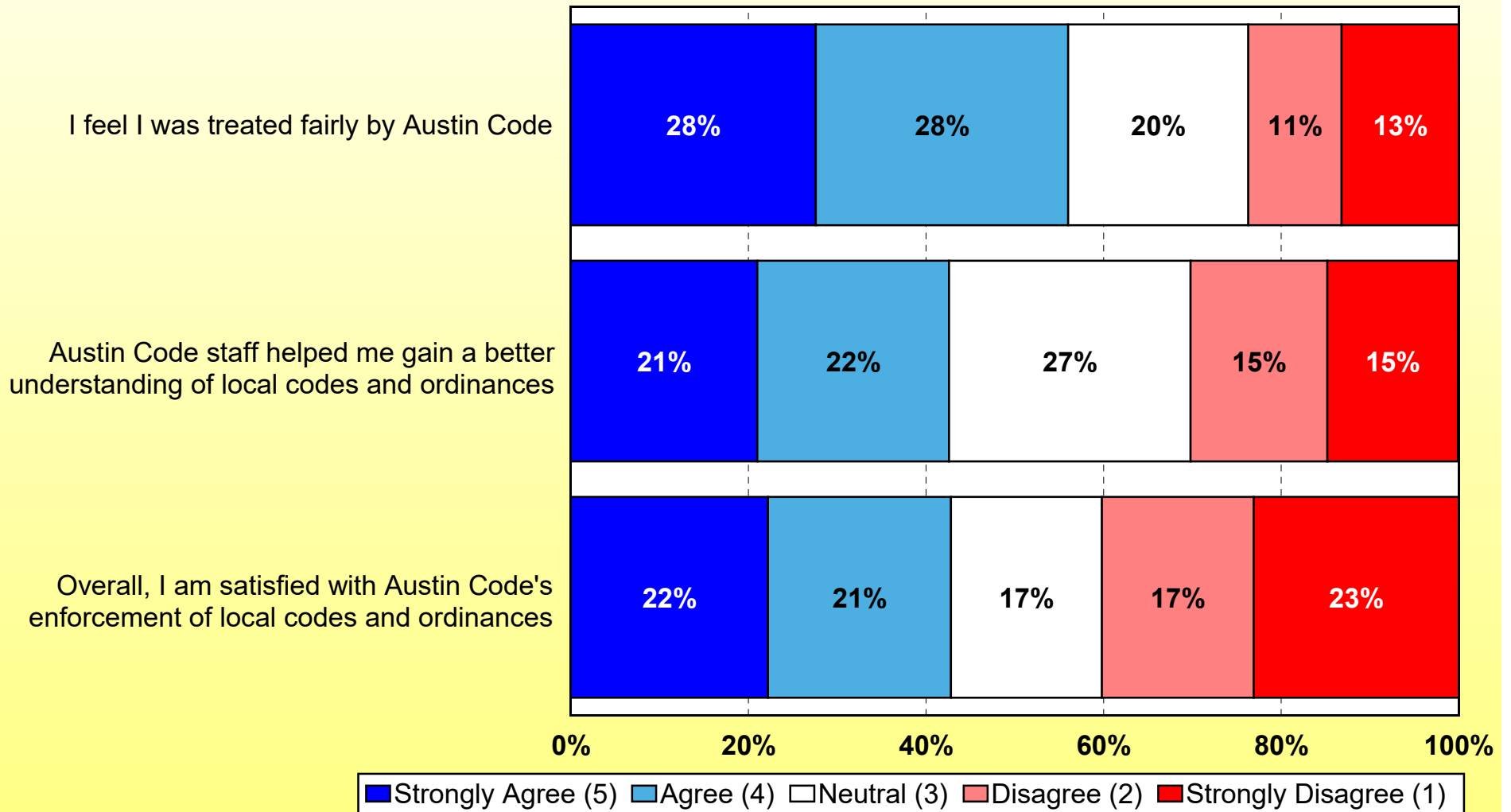
# **Section 1**

## ***Charts and Graphs***

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# Overall Level of Agreement with Various Statements Regarding Experience with Austin Code During the Enforcement Process

by percentage of respondents who have submitted a complaint, received a warning/citation, or applied for a license/registration (excluding don't knows)



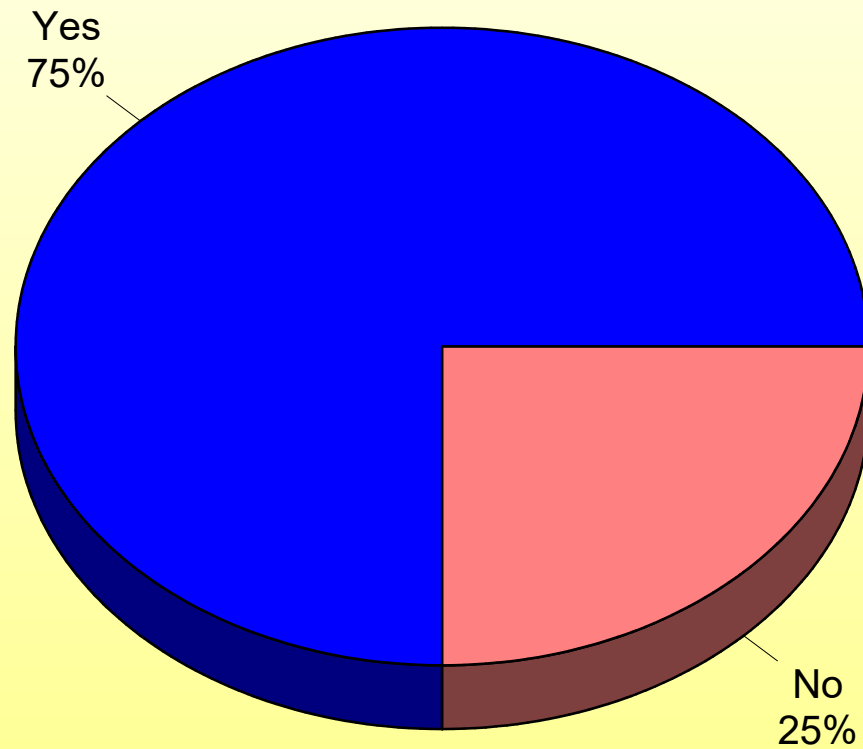
Source: ETC Institute (2019 - Austin Code Dept.)

ETC Institute (2019)



# Q1. Have you submitted a complaint regarding a code enforcement issue?

by percentage of respondents

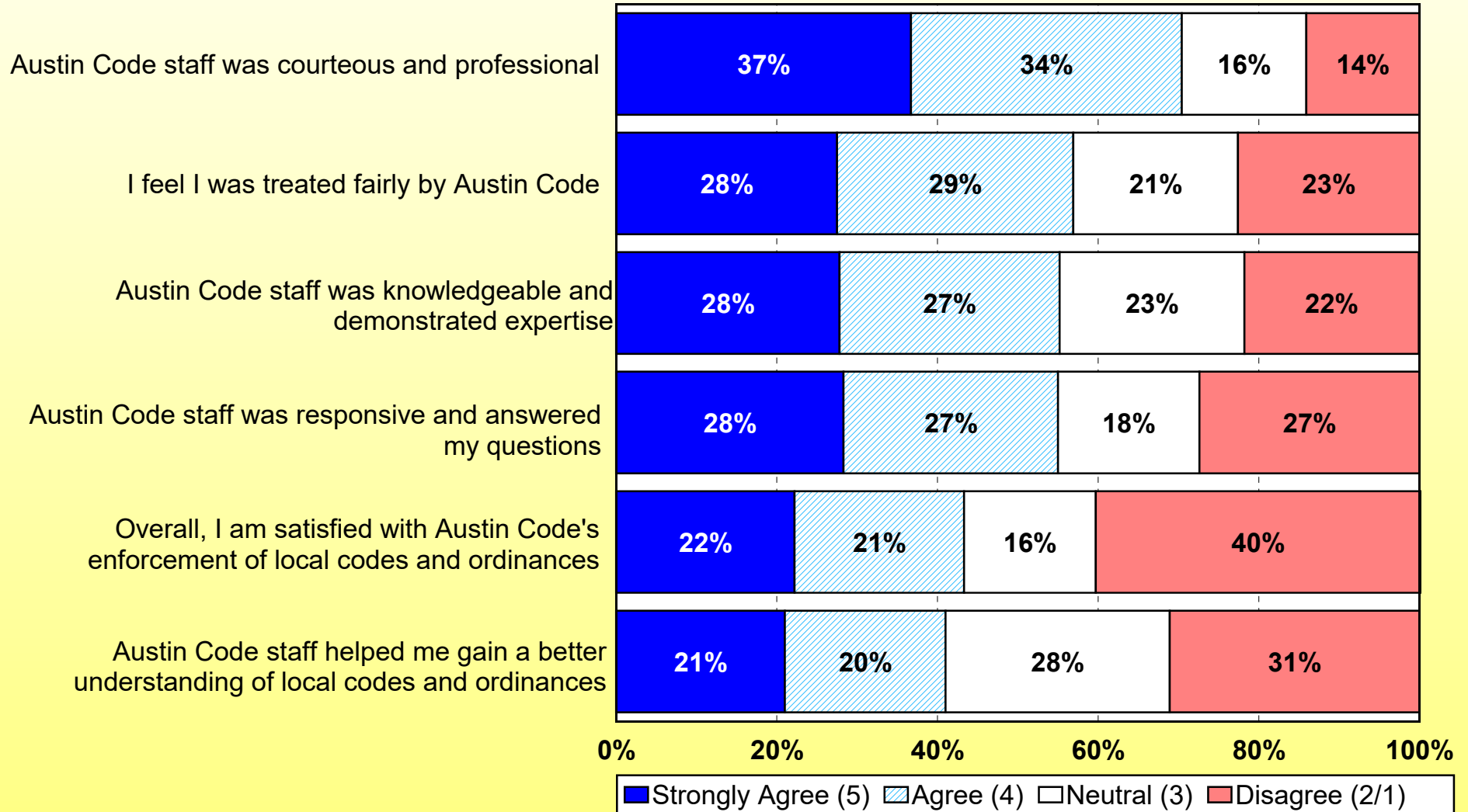


Source: ETC Institute (2019 - Austin Code Dept.)

ETC Institute (2019)

# Q2. Agreement With the Following Statements Regarding Experience With Austin Code During the Enforcement Process

by percentage of respondents who submitted a complaint (excluding don't knows)

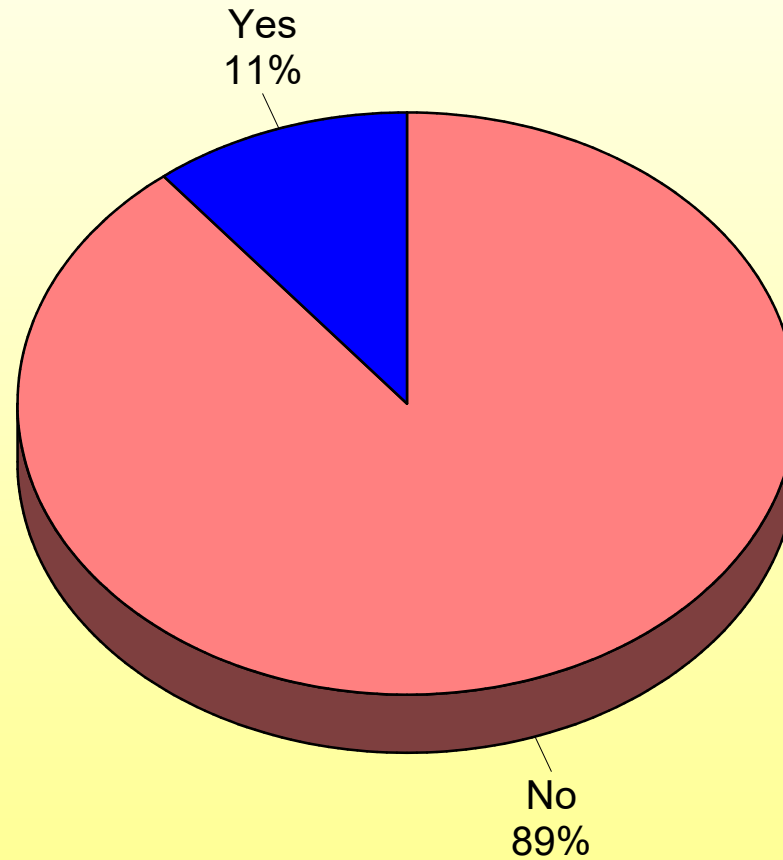


Source: ETC Institute (2019 - Austin Code Dept.)

ETC Institute (2019)

# Q3. Have you received a warning or citation from the City?

by percentage of respondents

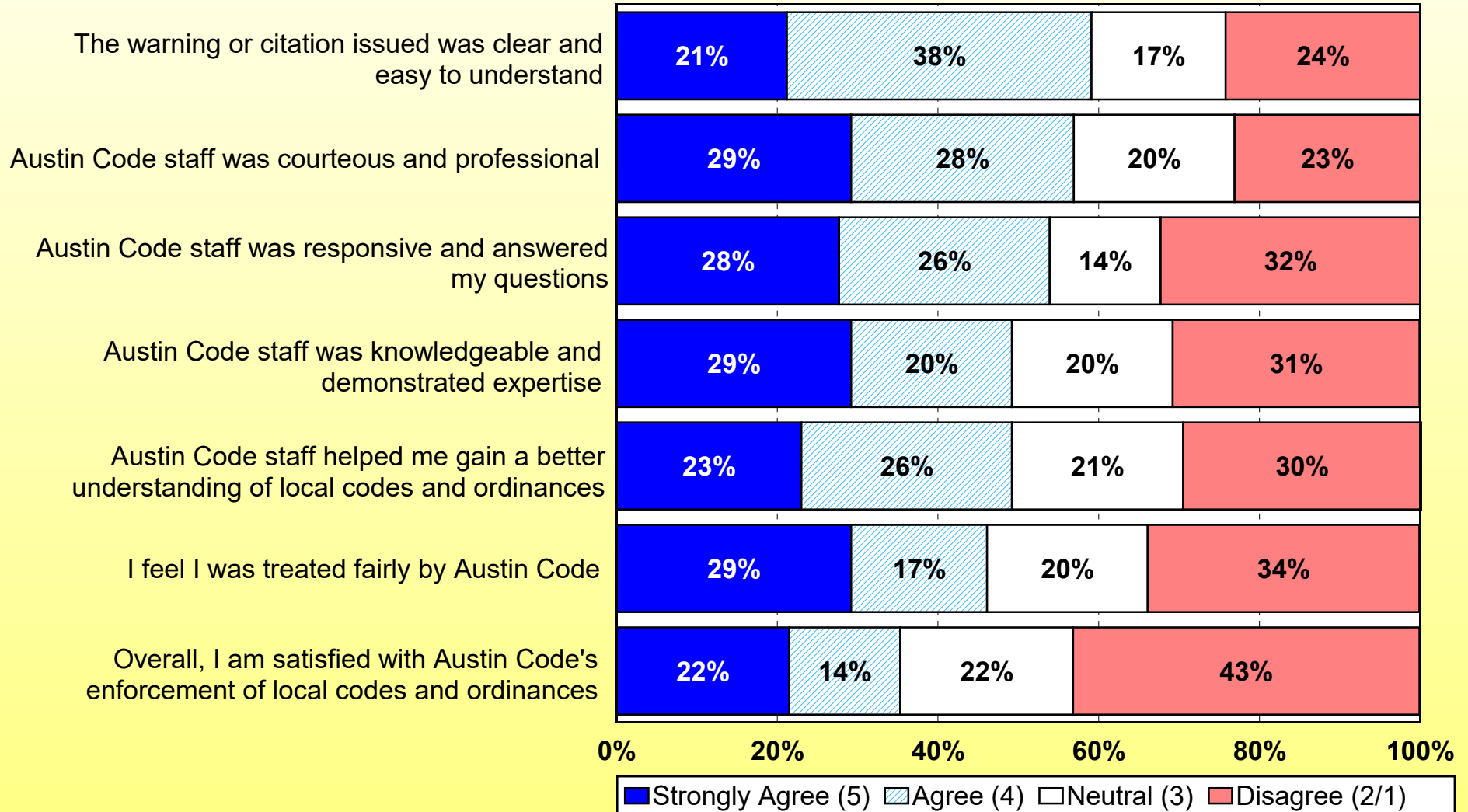


Source: ETC Institute (2019 - Austin Code Dept.)

ETC Institute (2019)

# Q4. Agreement With the Following Statements Regarding Experience With Austin Code During the Enforcement Process

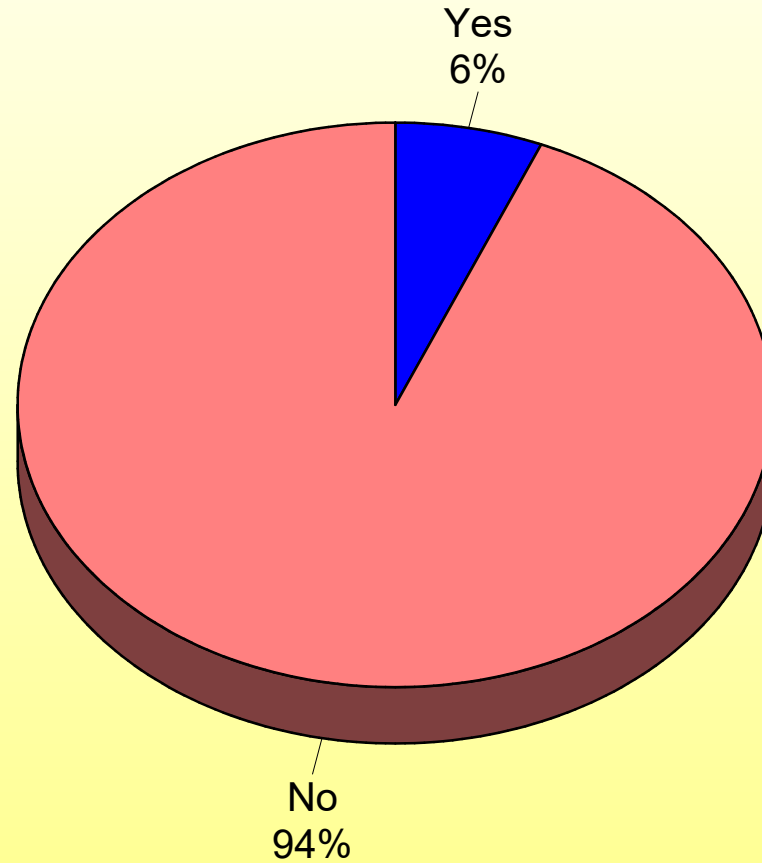
by percentage of respondents who received a warning or citation from the City (excluding don't knows)



Source: ETC Institute (2019 - Austin Code Dept.)  
ETC Institute (2019)

# Q5. Have you applied for a license or a registration through Austin Code?

by percentage of respondents

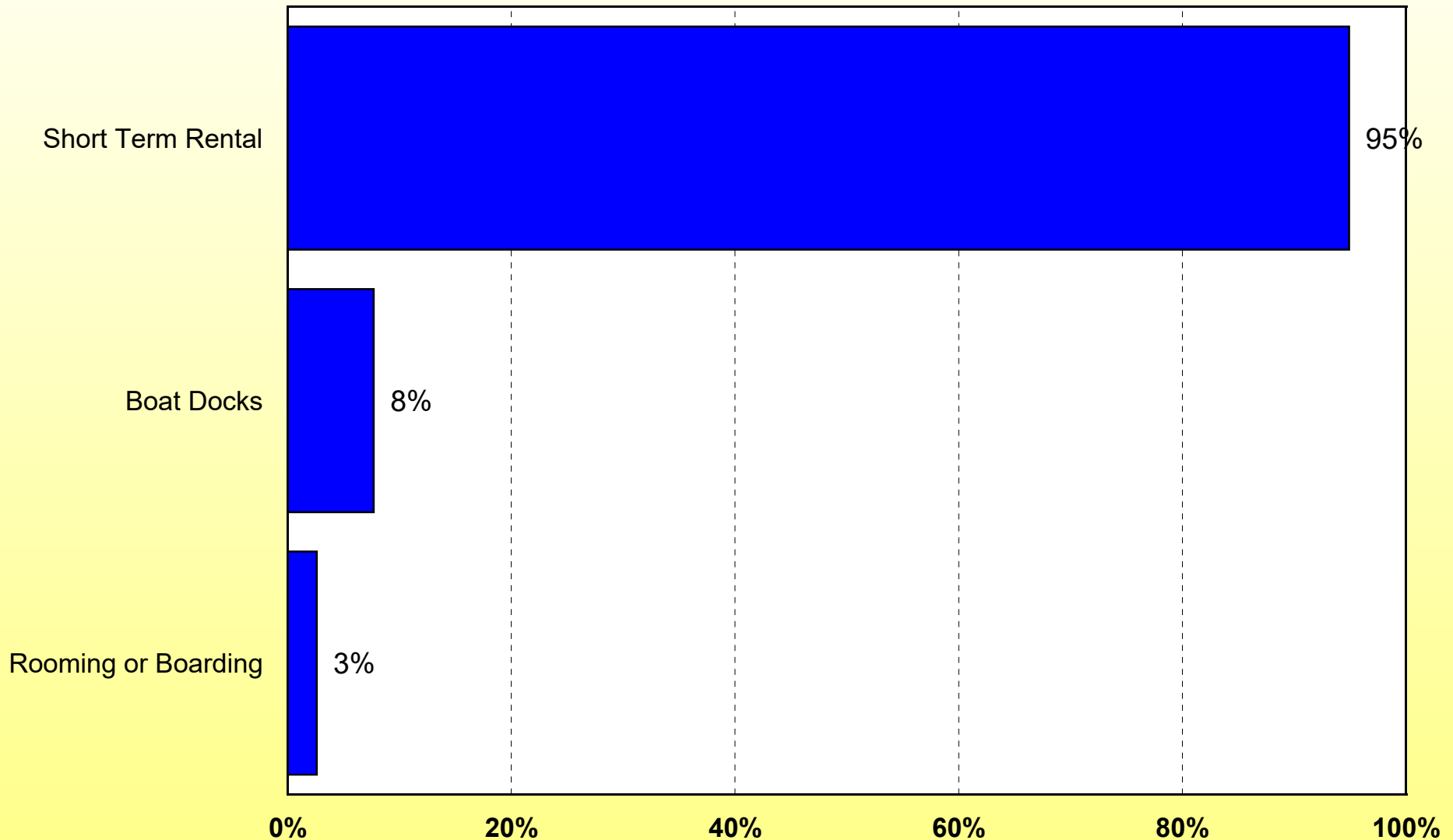


Source: ETC Institute (2019 - Austin Code Dept.)

ETC Institute (2019)

# Q6. What kind of license or registration did you apply for?

by percentage of respondents who applied for a license or registration through Austin Code  
(multiple selections could be made)

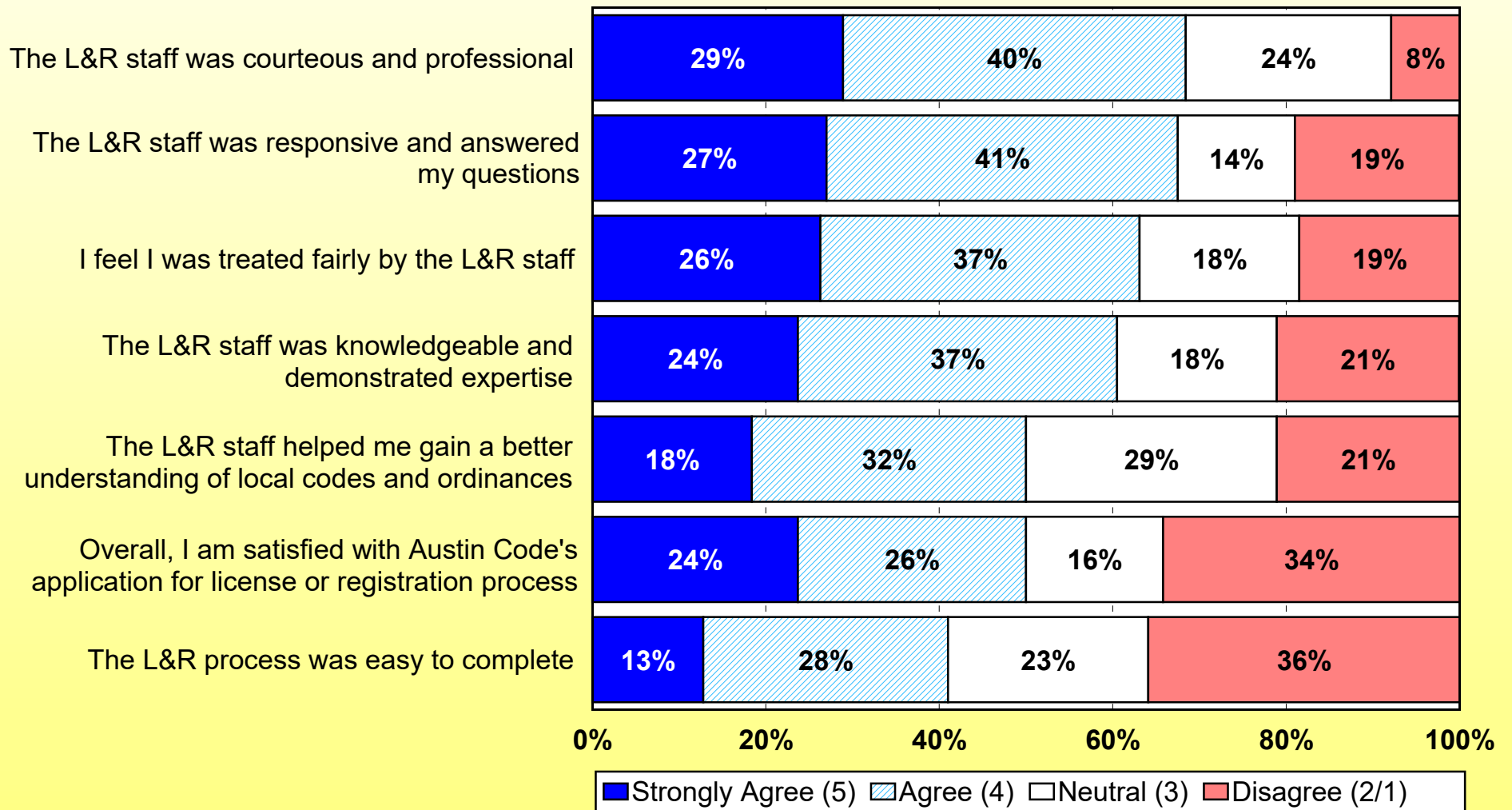


Source: ETC Institute (2019 - Austin Code Dept.)

ETC Institute (2019)

# Q7. Agreement With the Following Statements Regarding Experience With Austin Code Licensing and Registration (L&R) Staff

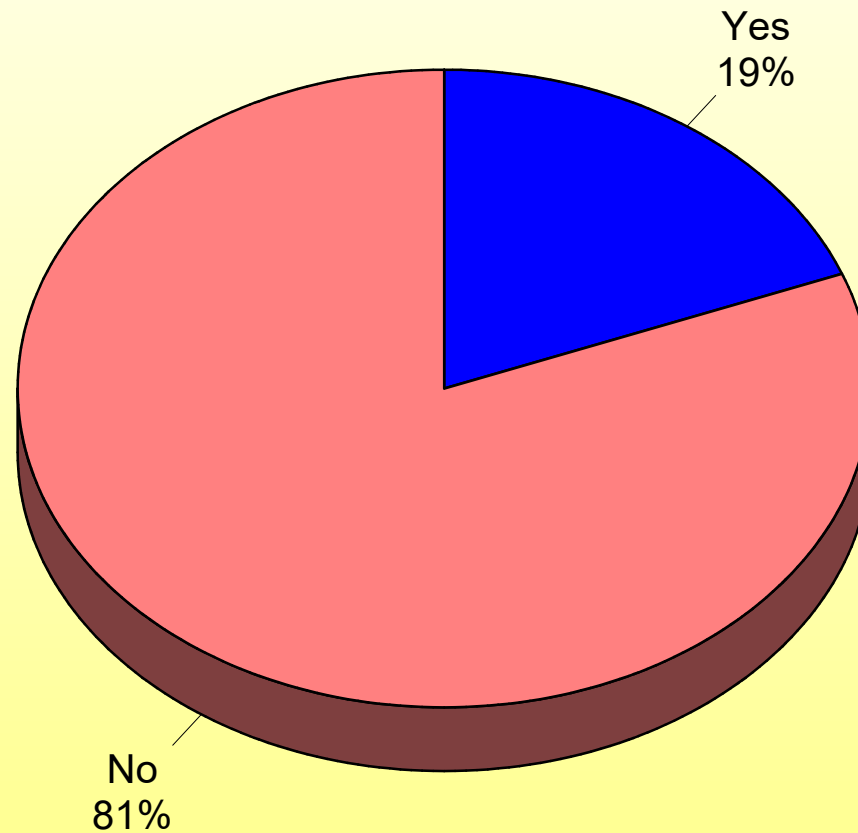
by percentage of respondents who applied for a license or registration through Austin Code (excluding don't knows)



Source: ETC Institute (2019 - Austin Code Dept.)  
ETC Institute (2019)

# Q8. Have you contacted Austin Code's "Code Connect" hotline?

by percentage of respondents



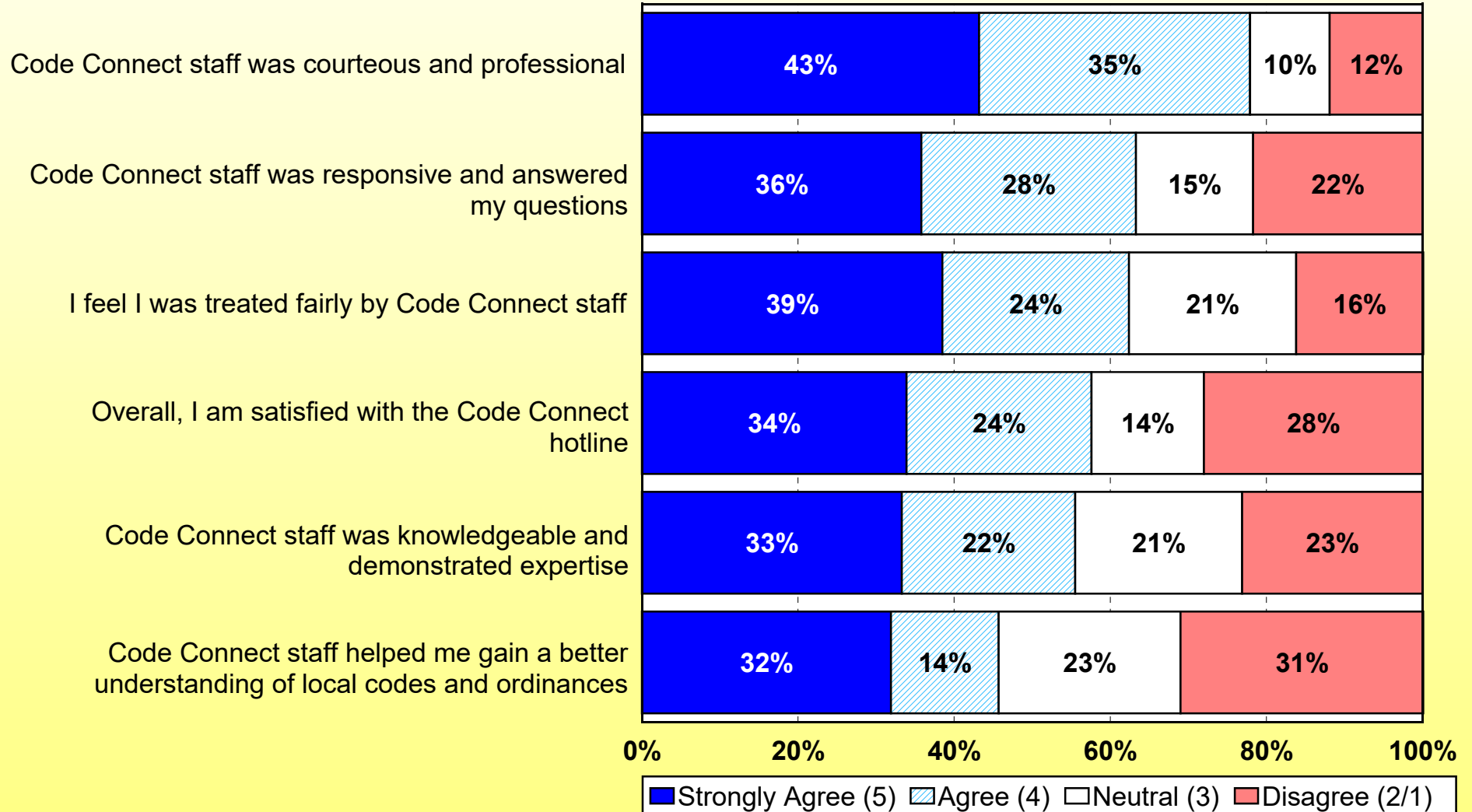
Source: ETC Institute (2019 - Austin Code Dept.)

ETC Institute (2019)



# Q9. Agreement With the Following Statements Regarding Experience With Austin Code’s “Code Connect” Hotline Staff

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

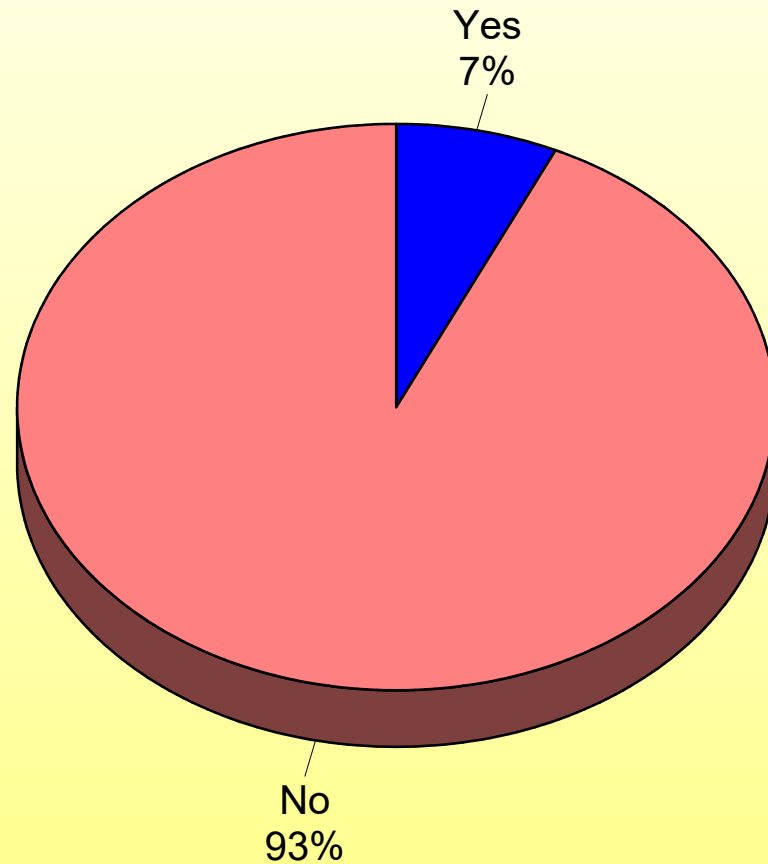


Source: ETC Institute (2019 - Austin Code Dept.)

ETC Institute (2019)

# Q10. Have you used Austin Code's After-Hours service?

by percentage of respondents

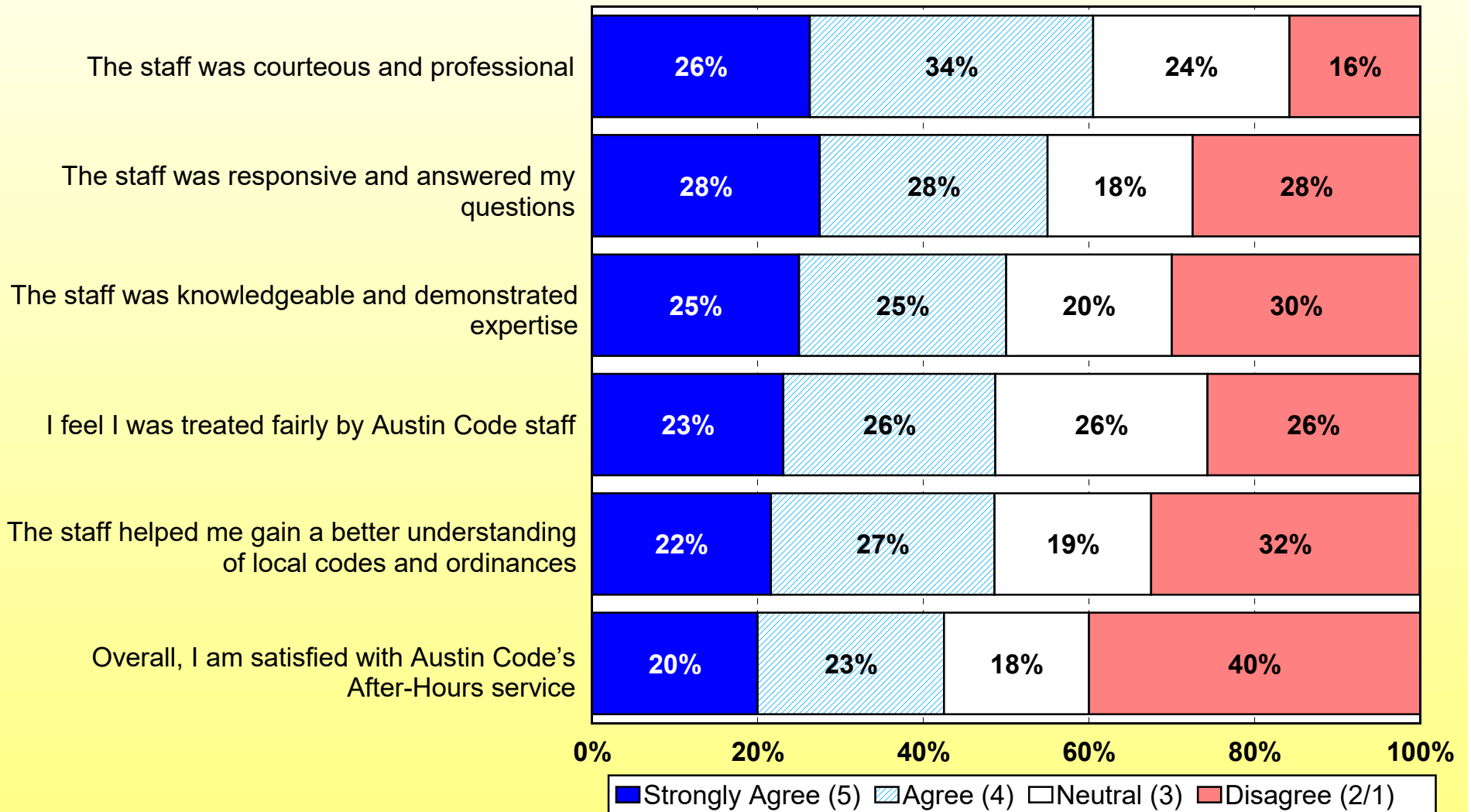


Source: ETC Institute (2019 - Austin Code Dept.)

ETC Institute (2019)

# Q11. Agreement With the Following Statements Regarding Experience With Austin Code’s After-Hours Service

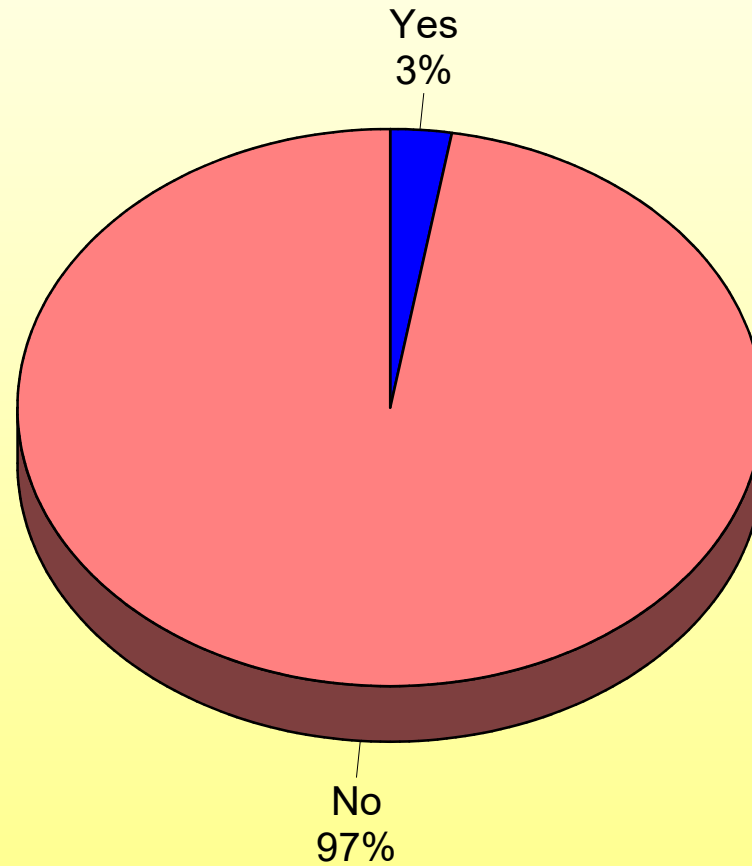
by percentage of respondents who have used the After-Hours service (excluding don't knows)



Source: ETC Institute (2019 - Austin Code Dept.)

# Q12. Have you been through Austin Code's quasi-judicial process?

by percentage of respondents

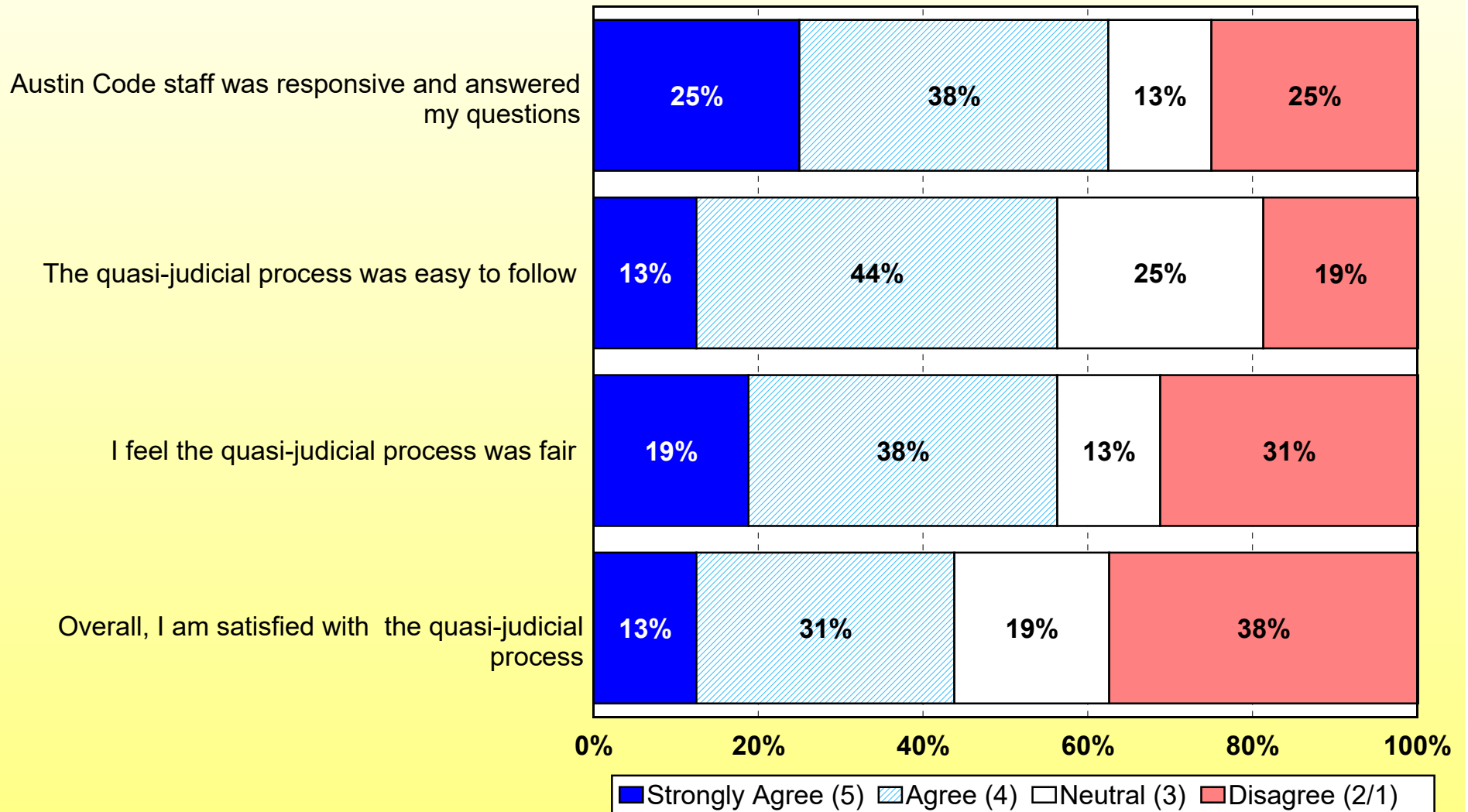


Source: ETC Institute (2019 - Austin Code Dept.)

ETC Institute (2019)

# Q13. Agreement With the Following Statements Regarding Experience With Austin Code’s Quasi-Judicial Process

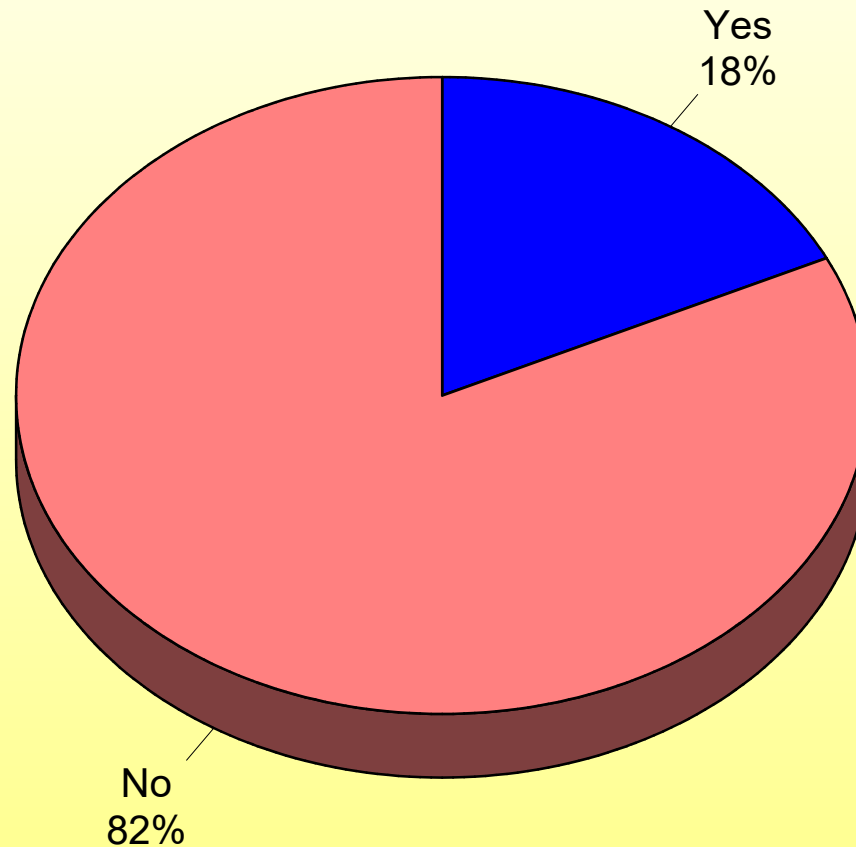
by percentage of respondents who have been through the process (excluding don't knows)



Source: ETC Institute (2019 - Austin Code Dept.)

# Q14. Have you seen Austin Code staff in a community event or neighborhood meeting?

by percentage of respondents

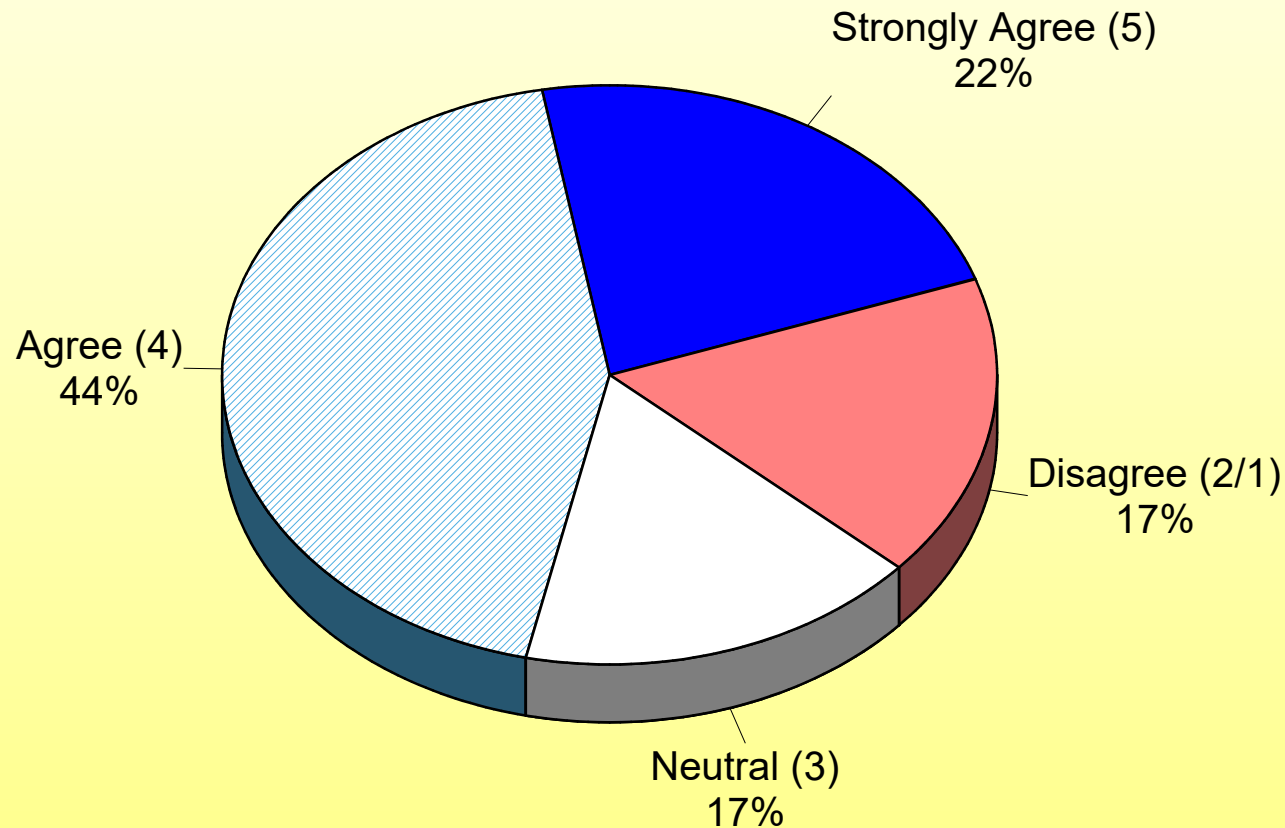


Source: ETC Institute (2019 - Austin Code Dept.)

ETC Institute (2019)

# Q15. Agreement That Having Austin Code Staff Present Was Helpful in Learning More About Austin Codes and Ordinances

by percentage of respondents who have seen Austin Code staff in a community event or neighborhood meeting  
(excluding don't knows)

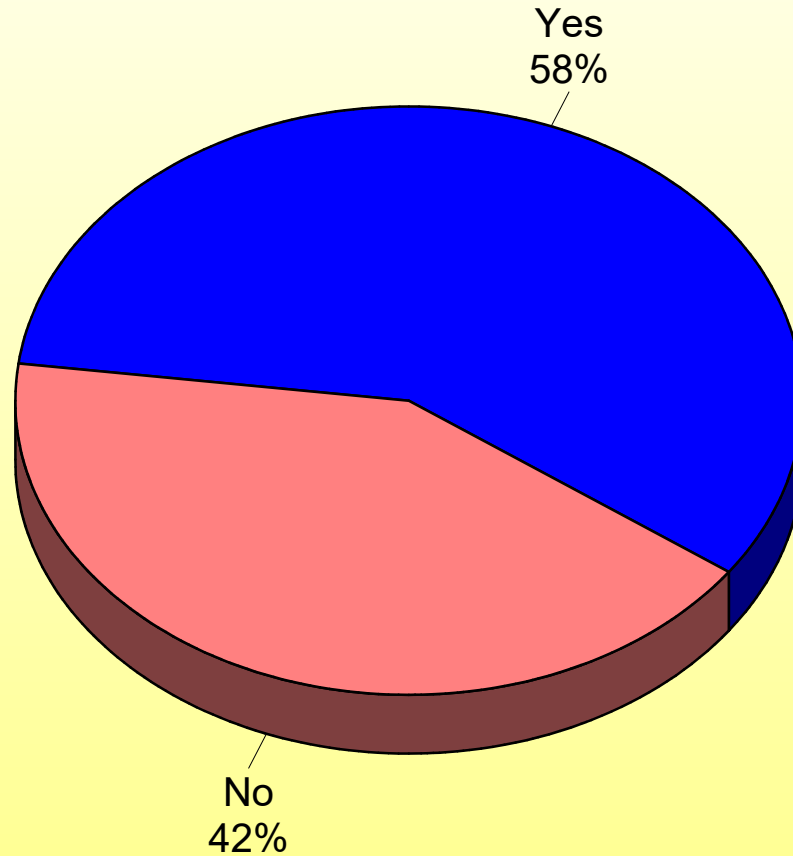


Source: ETC Institute (2019 - Austin Code Dept.)

ETC Institute (2019)

# Q16. Have you searched for information on Austin Code's website?

by percentage of respondents



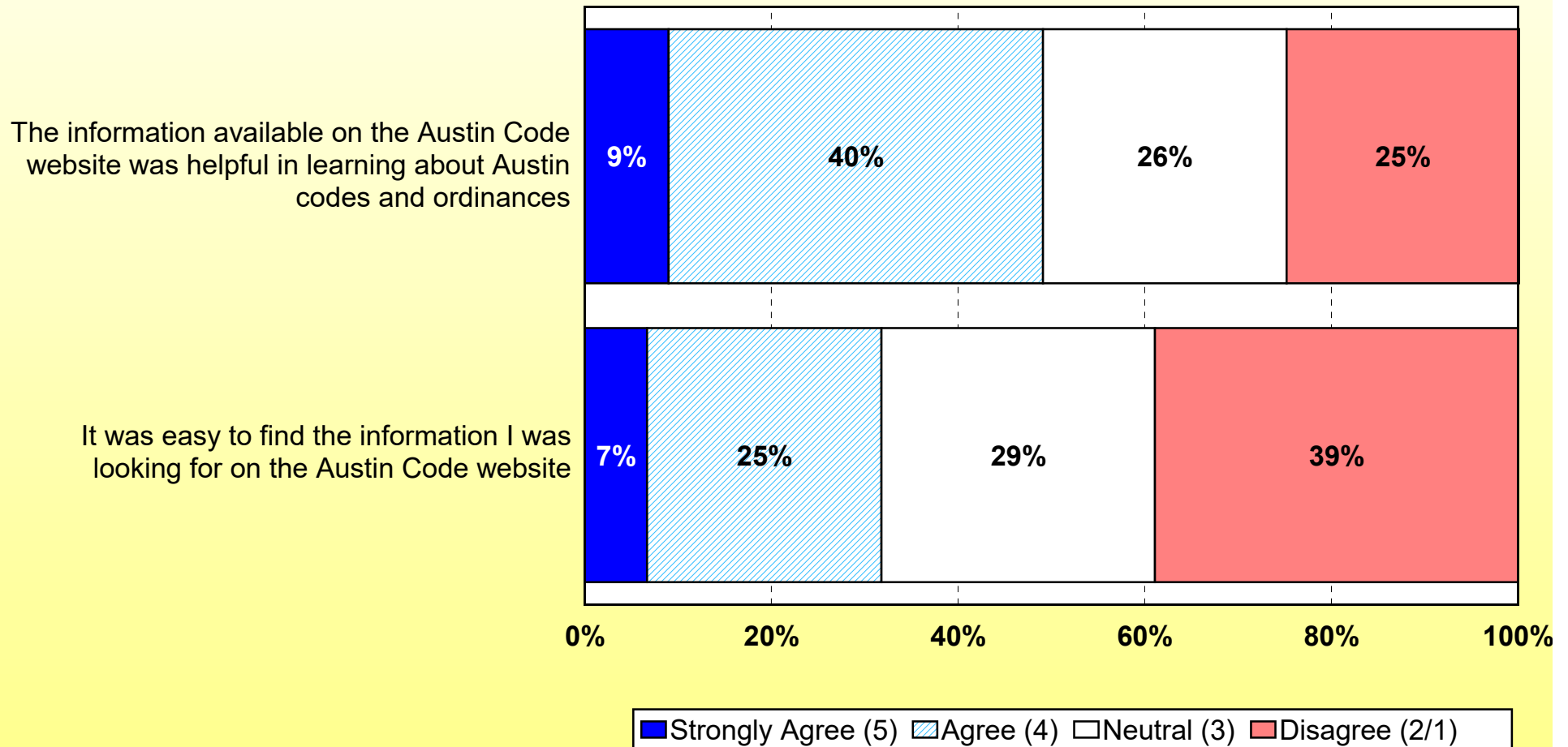
Source: ETC Institute (2019 - Austin Code Dept.)

ETC Institute (2019)



# Q17. Agreement With the Following Statements Regarding Experience Using Austin Code's Website

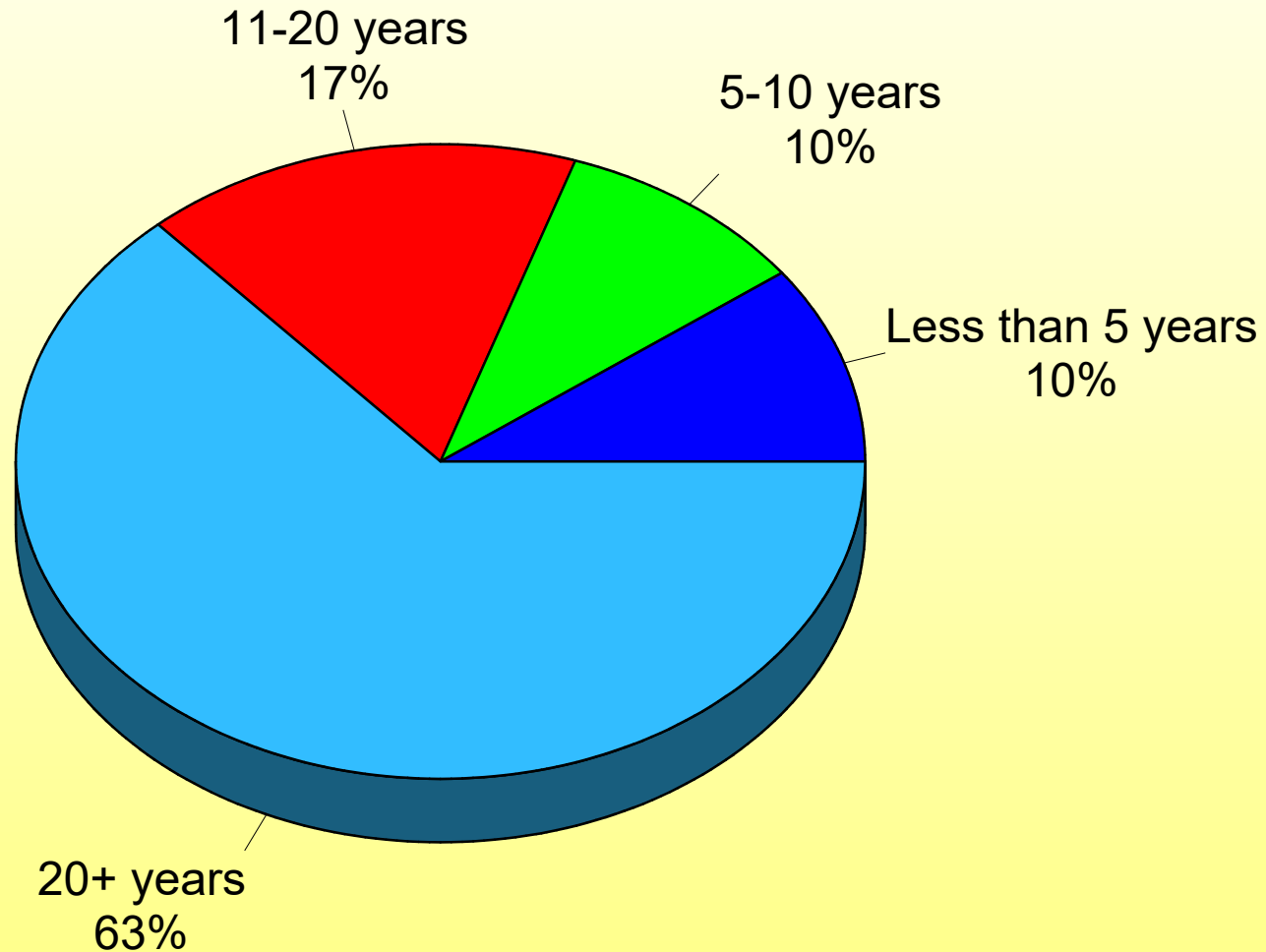
by percentage of respondents who have searched for information on Austin Code's website  
(excluding don't knows)



Source: ETC Institute (2019 - Austin Code Dept.)

# Q18. Approximately how many years have you lived in the City of Austin?

by percentage of respondents (excluding not provided)

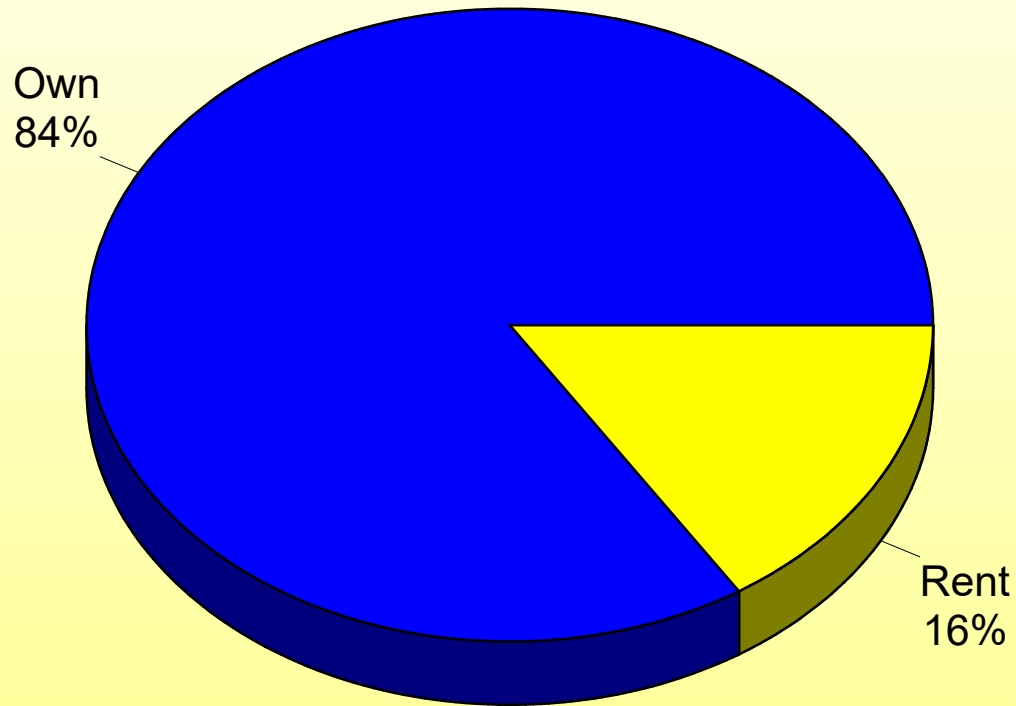


Source: ETC Institute (2019 - Austin Code Dept.)

ETC Institute (2019)

# Q19. Do you own or rent your current residence?

by percentage of respondents (excluding not provided)

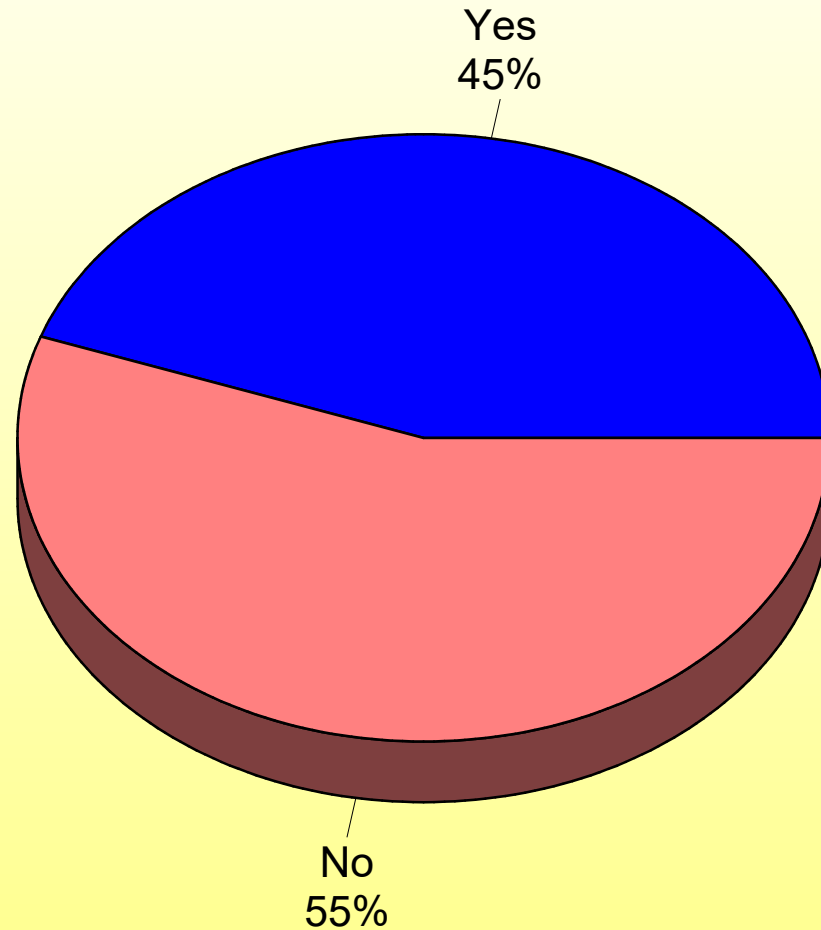


Source: ETC Institute (2019 - Austin Code Dept.)

ETC Institute (2019)

# Q20. Do you belong to a neighborhood association?

by percentage of respondents (excluding not provided)

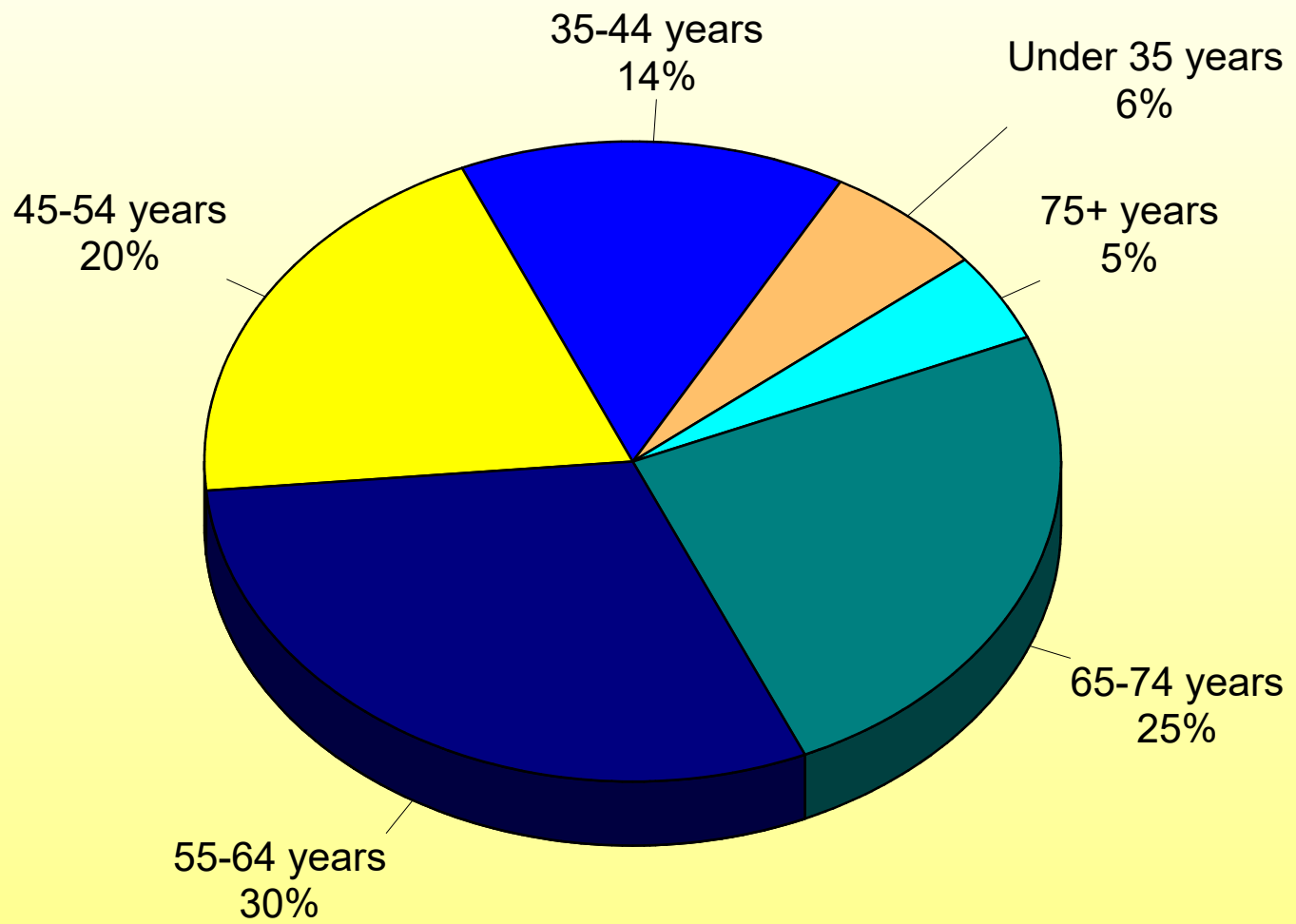


Source: ETC Institute (2019 - Austin Code Dept.)

ETC Institute (2019)

# Q21. Which of the following best describes your age?

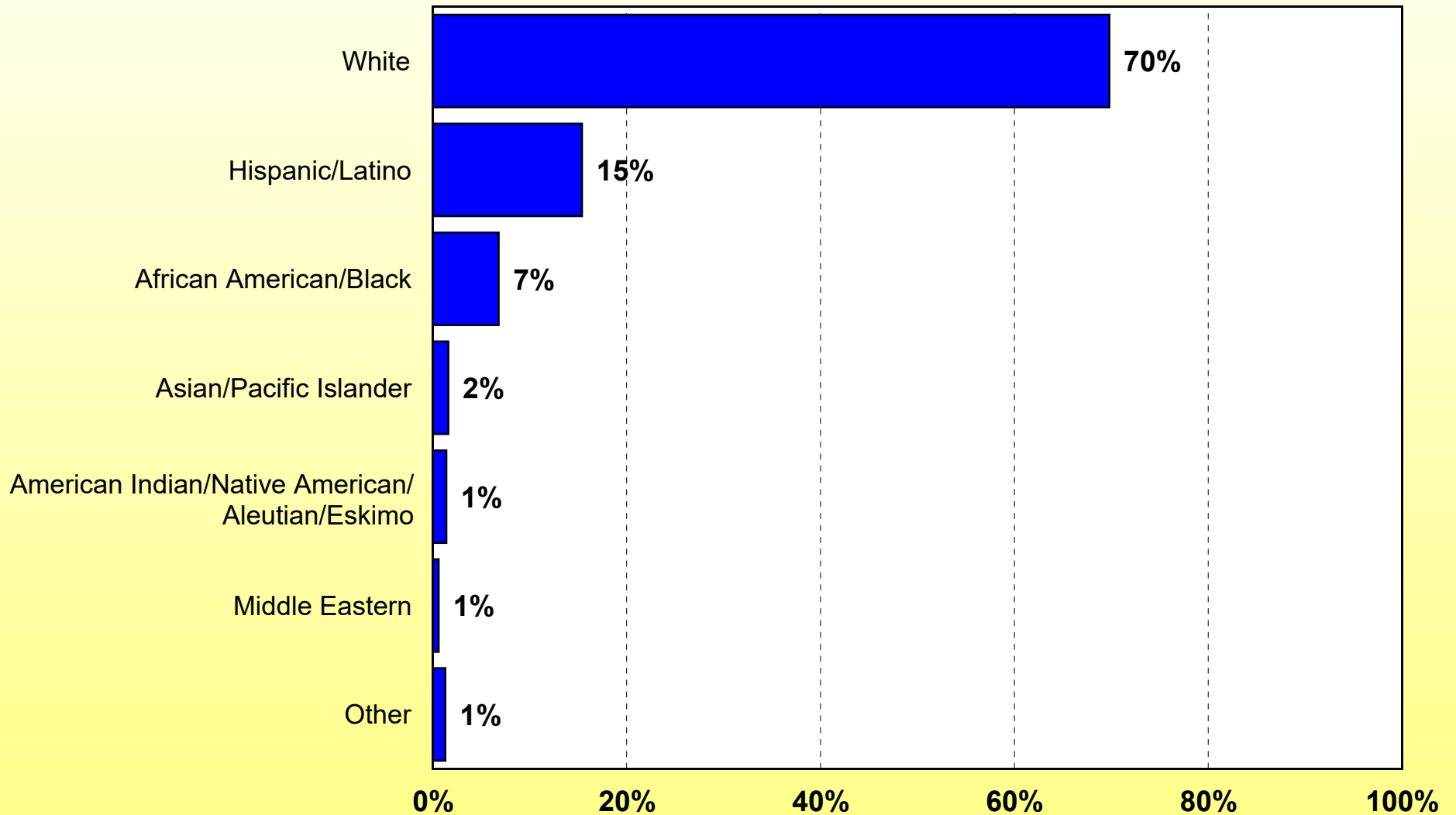
by percentage of respondents (excluding not provided)



Source: ETC Institute (2019 - Austin Code Dept.)  
ETC Institute (2019)

# Q22. Which of the following best describes your race or ethnic background?

by percentage of respondents (multiple selections could be made)

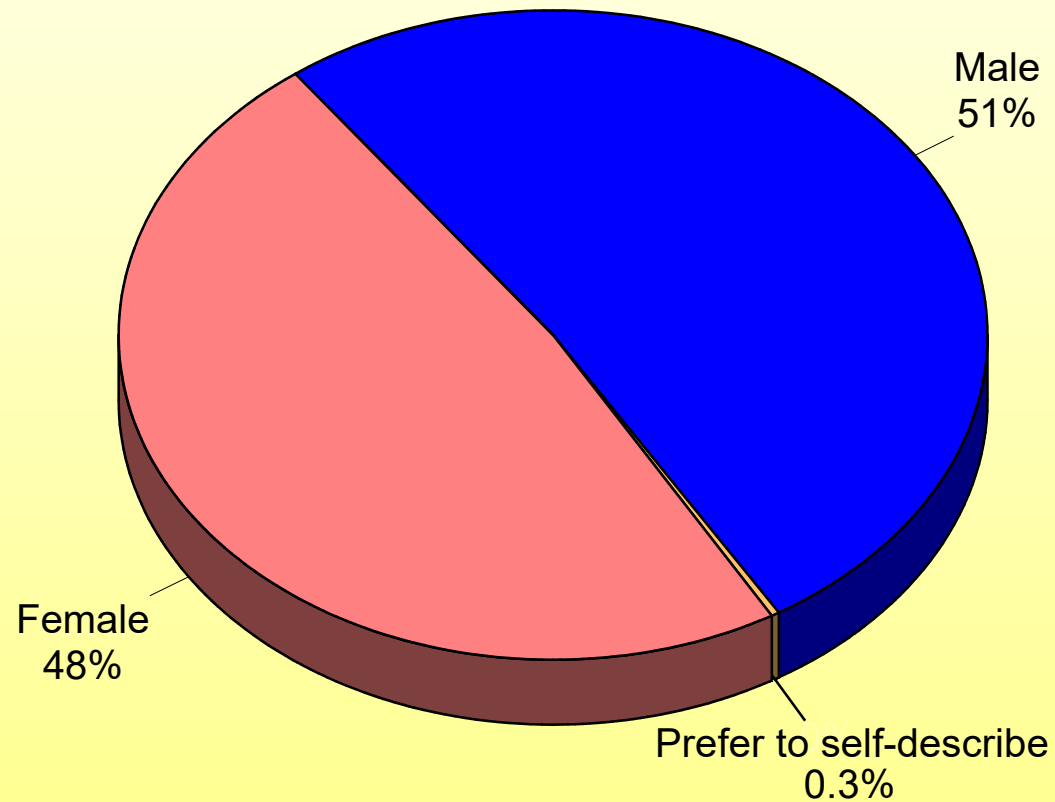


Source: ETC Institute (2019 - Austin Code Dept.)

ETC Institute (2019)

## Q23. What is your gender identity?

by percentage of respondents (excluding not provided)

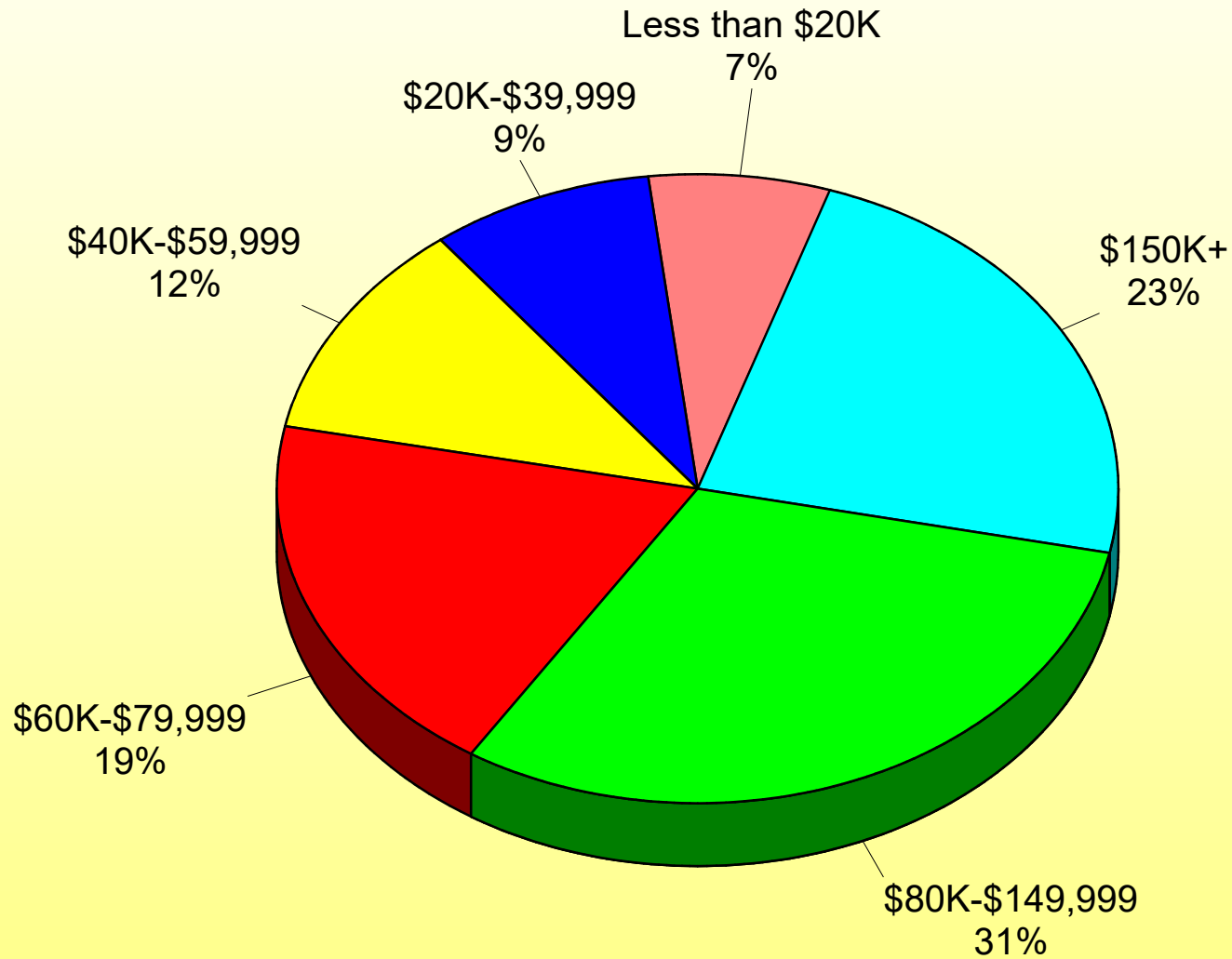


Source: ETC Institute (2019 - Austin Code Dept.)

ETC Institute (2019)

## Q24. Total Annual Household Income

by percentage of respondents (excluding not provided)



Source: ETC Institute (2019 - Austin Code Dept.)

ETC Institute (2019)



## **Section 2**

### ***Tabular Data***

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**Q1. Have you SUBMITTED a complaint regarding a code enforcement issue?**

Q1. Have you submitted a complaint regarding a code enforcement issue	Number	Percent
Yes	472	75.0 %
No	157	25.0 %
Total	629	100.0 %

**Q2. (If YES to Question 1) Regarding your experience with Austin Code during the enforcement process, please rate your level of agreement with the following statements:**

(N=472)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q2-1. The Austin Code staff was courteous & professional	32.0%	29.4%	13.6%	5.9%	6.4%	12.7%
Q2-2. The Austin Code staff was responsive & answered my questions	25.8%	24.4%	16.1%	9.7%	15.3%	8.7%
Q2-3. The Austin Code staff was knowledgeable & demonstrated expertise	24.4%	23.9%	20.1%	8.3%	10.8%	12.5%
Q2-4. The Austin Code staff helped me gain a better understanding of local codes & ordinances	18.6%	17.8%	24.8%	14.0%	13.6%	11.2%
Q2-5. I feel I was treated fairly by Austin Code	25.0%	26.7%	18.6%	8.9%	11.7%	9.1%
Q2-6. Overall, I am satisfied with Austin Code's enforcement of local codes & ordinances	21.2%	20.1%	15.7%	16.3%	22.2%	4.4%

**WITHOUT DON'T KNOW**

**Q2. (If YES to Question 1) Regarding your experience with Austin Code during the enforcement process, please rate your level of agreement with the following statements: (without "don't know")**

(N=472)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q2-1. The Austin Code staff was courteous & professional	36.7%	33.7%	15.5%	6.8%	7.3%
Q2-2. The Austin Code staff was responsive & answered my questions	28.3%	26.7%	17.6%	10.7%	16.7%
Q2-3. The Austin Code staff was knowledgeable & demonstrated expertise	27.8%	27.4%	23.0%	9.4%	12.3%
Q2-4. The Austin Code staff helped me gain a better understanding of local codes & ordinances	21.0%	20.0%	27.9%	15.8%	15.3%
Q2-5. I feel I was treated fairly by Austin Code	27.5%	29.4%	20.5%	9.8%	12.8%
Q2-6. Overall, I am satisfied with Austin Code's enforcement of local codes & ordinances	22.2%	21.1%	16.4%	17.1%	23.3%

**Q3. Have you RECEIVED a warning or a citation from the City?**

Q3. Have you received a warning or a citation from the City	Number	Percent
Yes	67	10.7 %
No	562	89.3 %
Total	629	100.0 %

**Q4. (If YES to Question 3) Regarding your experience with Austin Code during the enforcement process, please rate your level of agreement with the following statements:**

(N=67)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q4-1. The warning or citation issued was clear & easy to understand	20.9%	37.3%	16.4%	10.4%	13.4%	1.5%
Q4-2. The Austin Code staff was courteous & professional	28.4%	26.9%	19.4%	11.9%	10.4%	3.0%
Q4-3. The Austin Code staff was responsive & answered my questions	26.9%	25.4%	13.4%	14.9%	16.4%	3.0%
Q4-4. The Austin Code staff was knowledgeable & demonstrated expertise	28.4%	19.4%	19.4%	20.9%	9.0%	3.0%
Q4-5. The Austin Code staff helped me gain a better understanding of local codes & ordinances	20.9%	23.9%	19.4%	13.4%	13.4%	9.0%
Q4-6. I feel I was treated fairly by Austin Code	28.4%	16.4%	19.4%	13.4%	19.4%	3.0%
Q4-7. Overall, I am satisfied with Austin Code's enforcement of local codes & ordinances	20.9%	13.4%	20.9%	16.4%	25.4%	3.0%

**WITHOUT DON'T KNOW**

**Q4. (If YES to Question 3) Regarding your experience with Austin Code during the enforcement process, please rate your level of agreement with the following statements: (without "don't know")**

(N=67)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q4-1. The warning or citation issued was clear & easy to understand	21.2%	37.9%	16.7%	10.6%	13.6%
Q4-2. The Austin Code staff was courteous & professional	29.2%	27.7%	20.0%	12.3%	10.8%
Q4-3. The Austin Code staff was responsive & answered my questions	27.7%	26.2%	13.8%	15.4%	16.9%
Q4-4. The Austin Code staff was knowledgeable & demonstrated expertise	29.2%	20.0%	20.0%	21.5%	9.2%
Q4-5. The Austin Code staff helped me gain a better understanding of local codes & ordinances	23.0%	26.2%	21.3%	14.8%	14.8%
Q4-6. I feel I was treated fairly by Austin Code	29.2%	16.9%	20.0%	13.8%	20.0%
Q4-7. Overall, I am satisfied with Austin Code's enforcement of local codes & ordinances	21.5%	13.8%	21.5%	16.9%	26.2%

**Q5. Have you applied for a license or a registration through Austin Code?**

Q5. Have you applied for a license or a registration through Austin Code	Number	Percent
Yes	39	6.2 %
No	590	93.8 %
Total	629	100.0 %

**Q6. (If YES to Question 5) What kind of license or registration did you apply for?**

Q6. What kind of license or registration did you apply for	Number	Percent
Short Term Rental	37	94.9 %
Rooming or Boarding	1	2.6 %
Boat Docks	3	7.7 %
Total	41	

**Q7. (If YES to Question 5) Regarding your experience with Austin Code Licensing and Registration (L&R) staff, please rate your level of agreement with the following statements:**

(N=39)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q7-1. The L&R process was easy to complete	12.8%	28.2%	23.1%	20.5%	15.4%	0.0%
Q7-2. The L&R staff was courteous & professional	28.2%	38.5%	23.1%	2.6%	5.1%	2.6%
Q7-3. The L&R staff was responsive & answered my questions	25.6%	38.5%	12.8%	12.8%	5.1%	5.1%
Q7-4. The L&R staff was knowledgeable & demonstrated expertise	23.1%	35.9%	17.9%	10.3%	10.3%	2.6%
Q7-5. The L&R staff helped me gain a better understanding of local codes & ordinances	17.9%	30.8%	28.2%	12.8%	7.7%	2.6%
Q7-6. I feel I was treated fairly by the L&R staff	25.6%	35.9%	17.9%	12.8%	5.1%	2.6%
Q7-7. Overall, I am satisfied with Austin Code's application for license or registration process	23.1%	25.6%	15.4%	17.9%	15.4%	2.6%

**WITHOUT DON'T KNOW**

**Q7. (If YES to Question 5) Regarding your experience with Austin Code Licensing and Registration (L&R) staff, please rate your level of agreement with the following statements: (without "don't know")**

(N=39)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q7-1. The L&R process was easy to complete	12.8%	28.2%	23.1%	20.5%	15.4%
Q7-2. The L&R staff was courteous & professional	28.9%	39.5%	23.7%	2.6%	5.3%
Q7-3. The L&R staff was responsive & answered my questions	27.0%	40.5%	13.5%	13.5%	5.4%
Q7-4. The L&R staff was knowledgeable & demonstrated expertise	23.7%	36.8%	18.4%	10.5%	10.5%
Q7-5. The L&R staff helped me gain a better understanding of local codes & ordinances	18.4%	31.6%	28.9%	13.2%	7.9%
Q7-6. I feel I was treated fairly by the L&R staff	26.3%	36.8%	18.4%	13.2%	5.3%
Q7-7. Overall, I am satisfied with Austin Code's application for license or registration process	23.7%	26.3%	15.8%	18.4%	15.8%



**Q8. Have you contacted Austin Code's "Code Connect" hotline?**

Q8. Have you contacted Austin Code's Code Connect hotline	Number	Percent
Yes	121	19.2 %
No	508	80.8 %
Total	629	100.0 %

**Q9. (If YES to Question 8) Regarding your experience with Austin Code's Code Connect hotline staff, please rate your level of agreement with the following statements:**

(N=121)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q9-1. The Code Connect staff was courteous & professional	42.1%	33.9%	9.9%	5.0%	6.6%	2.5%
Q9-2. The Code Connect staff was responsive & answered my questions	35.5%	27.3%	14.9%	9.9%	11.6%	0.8%
Q9-3. The Code Connect staff was knowledgeable & demonstrated expertise	32.2%	21.5%	20.7%	9.1%	13.2%	3.3%
Q9-4. The Code Connect staff helped me gain a better understanding of local codes & ordinances	30.6%	13.2%	22.3%	18.2%	11.6%	4.1%
Q9-5. I feel I was treated fairly by the Code Connect staff	37.2%	23.1%	20.7%	2.5%	13.2%	3.3%
Q9-6. Overall, I am satisfied with the Code Connect hotline	33.1%	23.1%	14.0%	14.9%	12.4%	2.5%

**WITHOUT DON'T KNOW**

**Q9. (If YES to Question 8) Regarding your experience with Austin Code's Code Connect hotline staff, please rate your level of agreement with the following statements: (without "don't know")**

(N=121)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q9-1. The Code Connect staff was courteous & professional	43.2%	34.7%	10.2%	5.1%	6.8%
Q9-2. The Code Connect staff was responsive & answered my questions	35.8%	27.5%	15.0%	10.0%	11.7%
Q9-3. The Code Connect staff was knowledgeable & demonstrated expertise	33.3%	22.2%	21.4%	9.4%	13.7%
Q9-4. The Code Connect staff helped me gain a better understanding of local codes & ordinances	31.9%	13.8%	23.3%	19.0%	12.1%
Q9-5. I feel I was treated fairly by the Code Connect staff	38.5%	23.9%	21.4%	2.6%	13.7%
Q9-6. Overall, I am satisfied with the Code Connect hotline	33.9%	23.7%	14.4%	15.3%	12.7%

**Q10. Have you used Austin Code's After-Hours service?**

Q10. Have you used Austin Code's After-Hours service	Number	Percent
Yes	43	6.8 %
No	586	93.2 %
Total	629	100.0 %

**Q11. (If YES to Question 10) Regarding your experience with Austin Code's After-Hours service, please rate your level of agreement with the following statements:**

(N=43)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q11-1. The staff was courteous & professional	23.3%	30.2%	20.9%	4.7%	9.3%	11.6%
Q11-2. The staff was responsive & answered my questions	25.6%	25.6%	16.3%	14.0%	11.6%	7.0%
Q11-3. The staff was knowledgeable & demonstrated expertise	23.3%	23.3%	18.6%	14.0%	14.0%	7.0%
Q11-4. The staff helped me gain a better understanding of local codes & ordinances	18.6%	23.3%	16.3%	16.3%	11.6%	14.0%
Q11-5. I feel I was treated fairly by the Austin Code staff	20.9%	23.3%	23.3%	11.6%	11.6%	9.3%
Q11-6. Overall, I am satisfied with Austin Code's After-Hours service	18.6%	20.9%	16.3%	23.3%	14.0%	7.0%

**WITHOUT DON'T KNOW**

**Q11. (If YES to Question 10) Regarding your experience with Austin Code's After-Hours service, please rate your level of agreement with the following statements: (without "don't know")**

(N=43)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q11-1. The staff was courteous & professional	26.3%	34.2%	23.7%	5.3%	10.5%
Q11-2. The staff was responsive & answered my questions	27.5%	27.5%	17.5%	15.0%	12.5%
Q11-3. The staff was knowledgeable & demonstrated expertise	25.0%	25.0%	20.0%	15.0%	15.0%
Q11-4. The staff helped me gain a better understanding of local codes & ordinances	21.6%	27.0%	18.9%	18.9%	13.5%
Q11-5. I feel I was treated fairly by the Austin Code staff	23.1%	25.6%	25.6%	12.8%	12.8%
Q11-6. Overall, I am satisfied with Austin Code's After-Hours service	20.0%	22.5%	17.5%	25.0%	15.0%

**Q12. Have you been through Austin Code's quasi-judicial process?**

Q12. Have you been through Austin Code's quasi-judicial process	Number	Percent
Yes	16	2.5 %
No	613	97.5 %
Total	629	100.0 %

**Q13. (If YES to Question 12) Regarding your experience with Austin Code's quasi-judicial process, please rate your level of agreement with the following statements:**

(N=16)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q13-1. The quasi-judicial process was easy to follow	12.5%	43.8%	25.0%	0.0%	18.8%
Q13-2. Austin Code staff was responsive & answered my questions	25.0%	37.5%	12.5%	6.3%	18.8%
Q13-3. I feel the quasi-judicial process was fair	18.8%	37.5%	12.5%	6.3%	25.0%
Q13-4. Overall, I am satisfied with the quasi-judicial process	12.5%	31.3%	18.8%	12.5%	25.0%

**Q14. Have you seen Austin Code staff in a community event or neighborhood meeting?**

Q14. Have you seen Austin Code staff in a community event or neighborhood meeting	Number	Percent
Yes	112	17.8 %
No	517	82.2 %
Total	629	100.0 %

**Q15. (If YES to Question 14) Regarding your experience with Austin Code in your neighborhood, please rate your level of agreement with the following statement:**

(N=112)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q15-1. Having Austin Code present was helpful in learning more about Austin codes & ordinances	21.4%	42.0%	16.1%	7.1%	8.9%	4.5%

**WITHOUT DON'T KNOW**

**Q15. (If YES to Question 14) Regarding your experience with Austin Code in your neighborhood, please rate your level of agreement with the following statement: (without "don't know")**

(N=112)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q15-1. Having Austin Code present was helpful in learning more about Austin codes & ordinances	22.4%	43.9%	16.8%	7.5%	9.3%

**Q16. Have you searched for information on Austin Code's website?**

Q16. Have you searched for information on Austin Code's website	Number	Percent
Yes	364	57.9 %
No	265	42.1 %
Total	629	100.0 %

**Q17. (If YES to Question 16) Regarding your experience with using Austin Code's website, please rate your level of agreement with the following statements:**

(N=364)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q17-1. The information available on the Austin Code website was helpful in learning about Austin codes & ordinances	8.8%	39.3%	25.5%	15.4%	9.1%	1.9%
Q17-2. It was easy to find the information I was looking for on the Austin Code website	6.6%	24.7%	28.8%	23.1%	15.1%	1.6%

**WITHOUT DON'T KNOW**

**Q17. (If YES to Question 16) Regarding your experience with using Austin Code's website, please rate your level of agreement with the following statements: (without "don't know")**

(N=364)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q17-1. The information available on the Austin Code website was helpful in learning about Austin codes & ordinances	9.0%	40.1%	26.1%	15.7%	9.2%
Q17-2. It was easy to find the information I was looking for on the Austin Code website	6.7%	25.1%	29.3%	23.5%	15.4%

**Q18. Approximately how many years have you lived in the City of Austin?**

Q18. How many years have you lived in the City of Austin	Number	Percent
Less than 5 years	62	9.9 %
5-10 years	61	9.7 %
11-20 years	102	16.2 %
20+ years	391	62.2 %
Not provided	13	2.1 %
Total	629	100.0 %

**WITHOUT NOT PROVIDED**

**Q18. Approximately how many years have you lived in the City of Austin? (without "not provided")**

Q18. How many years have you lived in the City of Austin	Number	Percent
Less than 5 years	62	10.1 %
5-10 years	61	9.9 %
11-20 years	102	16.6 %
20+ years	391	63.5 %
Total	616	100.0 %

**Q19. Do you own or rent your current residence?**

Q19. Do you own or rent your current residence	Number	Percent
Own	516	82.0 %
Rent	98	15.6 %
Not provided	15	2.4 %
Total	629	100.0 %

**WITHOUT NOT PROVIDED**

**Q19. Do you own or rent your current residence? (without "not provided")**

Q19. Do you own or rent your current residence	Number	Percent
Own	516	84.0 %
Rent	98	16.0 %
Total	614	100.0 %



**Q20. Do you belong to a neighborhood association?**

<u>Q20. Do you belong to a neighborhood association</u>	<u>Number</u>	<u>Percent</u>
Yes	273	43.4 %
No	338	53.7 %
Not provided	18	2.9 %
Total	629	100.0 %

**WITHOUT NOT PROVIDED**

**Q20. Do you belong to a neighborhood association? (without "not provided")**

<u>Q20. Do you belong to a neighborhood association</u>	<u>Number</u>	<u>Percent</u>
Yes	273	44.7 %
No	338	55.3 %
Total	611	100.0 %

**Q20-1. Which neighborhood association?**

Q20-1. Which neighborhood association do you belong to	Number	Percent
ACPNA	2	0.8 %
AMD	1	0.4 %
Advocates Of Western Trails and Western Trails Neighborhood Association	1	0.4 %
Allandale	3	1.2 %
Anderson Mill	1	0.4 %
Anderson Mill Limited District	1	0.4 %
Angus Valley	1	0.4 %
Angus Valley Area Neighborhood Association	1	0.4 %
Arboretum Cottages	1	0.4 %
BCNA	4	1.6 %
Balcones	1	0.4 %
Balcones Greenes	1	0.4 %
Barton Hills	2	0.8 %
Bouldin Creek	6	2.4 %
Brentwood	5	2.0 %
Bridges of Bear Creek	1	0.4 %
Bryker Woods Neighborhood Association	1	0.4 %
Brykerwoods	1	0.4 %
Bunny Run	1	0.4 %
Canyon Creek HOA	1	0.4 %
Canyon Creek in North Austin	1	0.4 %
Castlewood	1	0.4 %
Castlewood-Oak Valley	1	0.4 %
Cavalier Park Neighborhood Association	1	0.4 %
Cherry Creek	1	0.4 %
Circle C	2	0.8 %
Coachlight Condominiums HOA	1	0.4 %
Colony Park Neighborhood Association	1	0.4 %
Colony Park/Lakeside	1	0.4 %
Cooper Villas	1	0.4 %
Copperfield Neighborhood Association	2	0.8 %
Coronado Hills	1	0.4 %
Coronado Hills/Creekside	1	0.4 %
Courtyard HOA	2	0.8 %
Crestview Neighborhood Association	3	1.2 %
Crossing at Onion Creek	1	0.4 %
Dawson	2	0.8 %
Dawson Neighborhood Organization & Dawson Neighborhood Association	1	0.4 %
East Cesar Chavez	1	0.4 %
Eastwood Neighborhood Association	2	0.8 %
Enclave at Walnut Springs	1	0.4 %
Four Seasons	1	0.4 %
GEMA	1	0.4 %

**Q20-1. Which neighborhood association?**

Q20-1. Which neighborhood association do you belong to	Number	Percent
Gabardine HOA	1	0.4 %
Galindo Elementary Neighborhood Association	2	0.8 %
Garrison Park	1	0.4 %
Georgian Acres	2	0.8 %
Goodnight Ranch	1	0.4 %
Goodwin Management-Pioneer Crossing West	1	0.4 %
Gracywoods	1	0.4 %
Great Hills	1	0.4 %
Great Hills VIII	1	0.4 %
Guadalupe	1	0.4 %
Gucci Land LLC	1	0.4 %
HANCOCK NA	1	0.4 %
HNA	1	0.4 %
HPNA	1	0.4 %
HPWBANA	1	0.4 %
Hancock Neighborhood Association	4	1.6 %
Harris Branch (North East Austin)	1	0.4 %
Harris Branch HOA	3	1.2 %
Harris Glenn HOA	3	1.2 %
Harris Ridge HOA	1	0.4 %
Heritage Hills	2	0.8 %
Highland	3	1.2 %
Highland Park Balcones	1	0.4 %
Hunters Chase	1	0.4 %
Hyde Park	6	2.4 %
Independence Park Neighborhood Association	1	0.4 %
It's essentially West Campus/Caswell/Judge's Hill	1	0.4 %
JJ Seabrook	1	0.4 %
Jester Estates	1	0.4 %
LCNA	1	0.4 %
Laguna Loma assoc.	1	0.4 %
Lakewood HOA	2	0.8 %
Laurel Oaks Neighborhood Association	2	0.8 %
Lost Creek	2	0.8 %
MUD District 5	1	0.4 %
Maple Run	1	0.4 %
Matthews Lane	1	0.4 %
Mckinney Heights	1	0.4 %
Meadowlake Subdivision	2	0.8 %
Milwood Neighborhood Association	3	1.2 %
Mockingbird Hill Neighborhood Association	2	0.8 %
Mountain Neighborhood Association	1	0.4 %
Mueller Neighborhood	1	0.4 %
NACA	4	1.6 %
NEWCA	2	0.8 %

**Q20-1. Which neighborhood association?**

Q20-1. Which neighborhood association do you belong to	Number	Percent
NSCNA	2	0.8 %
NWACA	1	0.4 %
No idea as we aren't given the info by the property management company	1	0.4 %
North Allandale	1	0.4 %
North Austin	1	0.4 %
North Austin Civic Association	2	0.8 %
North Loop Neighborhood Association	2	0.8 %
North Park Estates	1	0.4 %
North Shoal Creek Neighborhood Association	1	0.4 %
North University	2	0.8 %
Northeast Walnut Creek Neighborhood Association	1	0.4 %
Northwest	1	0.4 %
Not located in Austin	1	0.4 %
OWUNA and CANPAC	1	0.4 %
Old Enfield	1	0.4 %
Old West Austin Neighborhood Association	1	0.4 %
Onion Creek HOA	4	1.6 %
Onion Creek Homeowners Association	1	0.4 %
Original West University Neighborhood Association (OWUNA)	1	0.4 %
Parkside at Slaughter Creek	1	0.4 %
Pemberton Heights	4	1.6 %
Penwick Hills	1	0.4 %
Pioneer Crossing West	3	1.2 %
Quail Hollow	1	0.4 %
Quail Run HOA	3	1.2 %
Rainey Street	1	0.4 %
Ridgelea Neighborhood Association	1	0.4 %
River Oaks Neighborhood Association	1	0.4 %
Rosedale	2	0.8 %
Rosewood	1	0.4 %
SANA	1	0.4 %
SEHA	1	0.4 %
SRCC	3	1.2 %
Savoy	1	0.4 %
Shepherd Mountain	2	0.8 %
Sola	2	0.8 %
South Lamar Neighborhood Association	1	0.4 %
South River Citizens	1	0.4 %
Southwood	2	0.8 %
Springfield	1	0.4 %
Springfield Village	1	0.4 %
Springs of Walnut Creek	1	0.4 %
St. Johns Community	1	0.4 %

**Q20-1. Which neighborhood association?**

Q20-1. Which neighborhood association do you belong to	Number	Percent
Tanglewood Estates	1	0.4 %
Taylor Estates	1	0.4 %
Texan Tower HOA	1	0.4 %
Texas Oaks South	2	0.8 %
The Island	1	0.4 %
The Park at Walnut Creek	1	0.4 %
The Reserve at Southpark Meadows	1	0.4 %
The Woodlands	1	0.4 %
Travis Country	1	0.4 %
Travis Country Community Association	1	0.4 %
Travis Country HOA	1	0.4 %
Travis Country West HOA	1	0.4 %
Truman Heights	1	0.4 %
University Hills	2	0.8 %
University Hills Homeowner Association	2	0.8 %
Vista Point	2	0.8 %
Walnut Creek Neighborhood Association	3	1.2 %
We own 50 rental properties so quite a few of them	1	0.4 %
Webberville	1	0.4 %
West Austin Neighborhood Group	2	0.8 %
West Creek Neighborhood Association	2	0.8 %
Western Trails Neighborhood Association	4	1.6 %
Westview Canyon	1	0.4 %
Windsor Park Neighborhood Association	5	2.0 %
Zilker Neighborhood Association	4	1.6 %
Total	245	100.0 %

**Q21. Which of the following best describes your age?**

Q21. Your age	Number	Percent
18-24 years	1	0.2 %
25-34 years	36	5.7 %
35-44 years	87	13.8 %
45-54 years	121	19.2 %
55-64 years	182	28.9 %
65-74 years	150	23.8 %
75-84 years	26	4.1 %
85+ years	2	0.3 %
Not provided	24	3.8 %
Total	629	100.0 %

**WITHOUT NOT PROVIDED**

**Q21. Which of the following best describes your age? (without "not provided")**

Q21. Your age	Number	Percent
18-24 years	1	0.2 %
25-34 years	36	6.0 %
35-44 years	87	14.4 %
45-54 years	121	20.0 %
55-64 years	182	30.1 %
65-74 years	150	24.8 %
75-84 years	26	4.3 %
85+ years	2	0.3 %
Total	605	100.0 %

**Q22. Which of the following best describes your race or ethnic background?**

<u>Q22. Your race or ethnic background</u>	<u>Number</u>	<u>Percent</u>
African American/Black	43	6.8 %
American Indian/Native American/Aleutian/Eskimo	9	1.4 %
Asian/Pacific Islander	10	1.6 %
Hispanic/Latino	97	15.4 %
Middle Eastern	4	0.6 %
White	439	69.8 %
Other	8	1.3 %
Total	610	

**Q22-7. Other**

<u>Q22-7. Other</u>	<u>Number</u>	<u>Percent</u>
A mix of four different backgrounds	1	14.3 %
Multi-racial	3	42.9 %
Non specific	1	14.3 %
Swedish American	1	14.3 %
White/Hispanic	1	14.3 %
Total	7	100.0 %

**Q23. What is your gender identity?**

Q23. Your gender identity	Number	Percent
Male	304	48.3 %
Female	285	45.3 %
Prefer to self-describe	2	0.3 %
Not provided	38	6.0 %
Total	629	100.0 %

**WITHOUT NOT PROVIDED**

**Q23. What is your gender identity? (without "not provided")**

Q23. Your gender identity	Number	Percent
Male	304	51.4 %
Female	285	48.2 %
Prefer to self-describe	2	0.3 %
Total	591	100.0 %

**Q23-3. How would you self-describe your gender?**

Q23-3. How would you self-describe your gender	Number	Percent
Binary	1	50.0 %
Non specific	1	50.0 %
Total	2	100.0 %



**Q24. Which of the following best describes your ANNUAL household income?**

<u>Q24. Your annual household income</u>	<u>Number</u>	<u>Percent</u>
Less than \$20K	33	5.2 %
\$20K-\$39,999	42	6.7 %
\$40K-\$59,999	56	8.9 %
\$60K-\$79,999	93	14.8 %
\$80K-\$149,999	150	23.8 %
\$150K+	113	18.0 %
Not provided	142	22.6 %
Total	629	100.0 %

**WITHOUT NOT PROVIDED**

**Q24. Which of the following best describes your ANNUAL household income? (without "not provided")**

<u>Q24. Your annual household income</u>	<u>Number</u>	<u>Percent</u>
Less than \$20K	33	6.8 %
\$20K-\$39,999	42	8.6 %
\$40K-\$59,999	56	11.5 %
\$60K-\$79,999	93	19.1 %
\$80K-\$149,999	150	30.8 %
\$150K+	113	23.2 %
Total	487	100.0 %

**Q25. What is your home zip code?**

<u>Q25. Your home zip code</u>	<u>Number</u>	<u>Percent</u>
78613	1	0.2 %
78617	1	0.2 %
78653	2	0.3 %
78701	10	1.7 %
78702	26	4.4 %
78703	32	5.4 %
78704	61	10.3 %
78705	20	3.4 %
78717	2	0.3 %
78721	12	2.0 %
78722	3	0.5 %
78723	23	3.9 %
78724	10	1.7 %
78725	2	0.3 %
78726	3	0.5 %
78727	15	2.5 %
78729	7	1.2 %
78730	6	1.0 %
78731	19	3.2 %
78735	5	0.8 %
78736	1	0.2 %
78739	2	0.3 %
78741	25	4.2 %
78742	2	0.3 %
78744	12	2.0 %
78745	41	6.9 %
78746	13	2.2 %
78747	10	1.7 %
78748	29	4.9 %
78749	14	2.4 %
78750	15	2.5 %
78751	15	2.5 %
78752	12	2.0 %
78753	40	6.8 %
78754	11	1.9 %
78756	15	2.5 %
78757	29	4.9 %
78758	26	4.4 %
78759	19	3.2 %
Total	591	100.0 %

## **Section 3**

### ***Survey Instrument***

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# City of Austin

P.O. Box 1088, Austin, TX, 78767

## AUSTINCODE DEPARTMENT

October 2019

Dear Austin Code Customer,

The Austin Code Department (ACD) is kindly asking customers who have used our services within the past year to answer a few questions for our customer satisfaction survey. Your response will help identify the areas where we perform well and ways to improve the services we provide. Every response from our customers is valued, so thank you in advance for the interest and time you spend in giving us your feedback.

Austin Code has selected ETC Institute as our independent partner for administering this survey and presenting the results to us. Please note that you may complete the poll anonymously; however, the information you provide is subject to public disclosure under the Texas Public Information Act.

Please complete the poll sometime during the next week—Austin Code values your feedback and collaboration as we work to improve our programs and services!

Click here to begin your response: [www.austincodesurvey.org](http://www.austincodesurvey.org)

Sincerely,

Cora D. Wright, Director  
Austin Code Department

*Si usted quiere participar en esta encuesta en español, por favor llame al 1-844-811-0411.*



# 2019 City of Austin Code Department Annual Customer Survey

You are receiving this request to participate in a survey of Austin Code customers because of your interaction with the city department during the past twelve months.

The Austin Code Department (ACD) provides community education and fair and equitable enforcement of local property maintenance, land use, and nuisance codes so that Austin will be safe and livable. ACD's services include case investigations, licensing and registration compliance, involuntary code enforcement, and public education. ACD strives for voluntary compliance with city codes when possible. When legal action is required to gain compliance, ACD is committed to enforcement practices that reflect reasonable and fair administration of justice.

Please take a moment to complete this important survey about Austin Code services to let us know how we are doing. Answer the following questions for each department service you have experienced in the past twelve months.

## 1. Have you **SUBMITTED** a **complaint** regarding a code enforcement issue?

\_\_\_(1) Yes [Answer Q2.]                      \_\_\_(2) No [Skip to Q3.]

## 2. [If YES to Q1] Regarding your experience with Austin Code during the enforcement process, please rate your level of agreement with the following statements:

Please rate your level of agreement with the following:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	The Austin Code staff was courteous and professional.	5	4	3	2	1	9
2.	The Austin Code staff was responsive and answered my questions.	5	4	3	2	1	9
3.	The Austin Code staff was knowledgeable and demonstrated expertise.	5	4	3	2	1	9
4.	The Austin Code staff helped me gain a better understanding of local codes and ordinances.	5	4	3	2	1	9
5.	I feel I was treated fairly by Austin Code.	5	4	3	2	1	9
6.	Overall, I am satisfied with Austin Code's enforcement of local codes and ordinances.	5	4	3	2	1	9

## 3. Have you **RECEIVED** a **warning or a citation** from the City?

\_\_\_(1) Yes [Answer Q4.]                      \_\_\_(2) No [Skip to Q5.]

## 4. [If YES to Q3] Regarding your experience with Austin Code during the enforcement process, please rate your level of agreement with the following statements:

Please rate your level of agreement with the following:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	The warning or citation issued was clear and easy to understand.	5	4	3	2	1	9
2.	The Austin Code staff was courteous and professional.	5	4	3	2	1	9
3.	The Austin Code staff was responsive and answered my questions.	5	4	3	2	1	9
4.	The Austin Code staff was knowledgeable and demonstrated expertise.	5	4	3	2	1	9
5.	The Austin Code staff helped me gain a better understanding of local codes and ordinances.	5	4	3	2	1	9
6.	I feel I was treated fairly by Austin Code.	5	4	3	2	1	9
7.	Overall, I am satisfied with Austin Code's enforcement of local codes and ordinances.	5	4	3	2	1	9

The **Licensing and Registration** staff processes requests for licenses and registrations to ensure operators are in compliance with local code.

**5. Have you applied for a license or a registration through Austin Code?**

\_\_\_(1) Yes [Answer Q6.]      \_\_\_(2) No [Skip to Q8.]

**6. [If YES to Q5] What kind of license or registration did you apply for?**

\_\_\_(1) Short Term Rental      \_\_\_(5) Hotel  
 \_\_\_(2) Rooming or Boarding      \_\_\_(6) Motel  
 \_\_\_(3) Boat Docks      \_\_\_(7) Bed and Breakfast  
 \_\_\_(4) Waste Hauler

**7. [If YES to Q5] Regarding your experience with Austin Code Licensing and Registration (L&R) staff, please rate your level of agreement with the following statements:**

Please rate your level of agreement with the following:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	The L&R process was easy to complete.	5	4	3	2	1	9
2.	The L&R staff was courteous and professional.	5	4	3	2	1	9
3.	The L&R staff was responsive and answered my questions.	5	4	3	2	1	9
4.	The L&R staff was knowledgeable and demonstrated expertise.	5	4	3	2	1	9
5.	The L&R staff helped me gain a better understanding of local codes and ordinances.	5	4	3	2	1	9
6.	I feel I was treated fairly by the L&R staff.	5	4	3	2	1	9
7.	Overall, I am satisfied with Austin Code's application for license or registration process.	5	4	3	2	1	9

The **Code Connect** service provides a way for residents to contact the Austin Code Department and talk to an experienced code inspector who can help them with general code questions, provide resource guidance, and give updates on their existing cases.

**8. Have you contacted Austin Code's "Code Connect" hotline?**

\_\_\_(1) Yes [Answer Q9.]      \_\_\_(2) No [Skip to Q10.]

**9. [If YES to Q8] Regarding your experience with Austin Code's Code Connect hotline staff, please rate your level of agreement with the following statements:**

Please rate your level of agreement with the following:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	The Code Connect staff was courteous and professional.	5	4	3	2	1	9
2.	The Code Connect staff was responsive and answered my questions.	5	4	3	2	1	9
3.	The Code Connect staff was knowledgeable and demonstrated expertise.	5	4	3	2	1	9
4.	The Code Connect staff helped me gain a better understanding of local codes and ordinances.	5	4	3	2	1	9
5.	I feel I was treated fairly by the Code Connect staff.	5	4	3	2	1	9
6.	Overall, I am satisfied with the Code Connect hotline.	5	4	3	2	1	9

*Austin Code provides After-Hours services to ensure more accessibility and convenience to our customers.*

**10. Have you used Austin Code's After-Hours service?**

\_\_\_(1) Yes [Answer Q11.]      \_\_\_(2) No [Skip to Q12.]

**11. [If YES to Q10] Regarding your experience with Austin Code's After-Hours service, please rate your level of agreement with the following statements:**

Please rate your level of agreement with the following:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	The staff was courteous and professional.	5	4	3	2	1	9
2.	The staff was responsive and answered my questions.	5	4	3	2	1	9
3.	The staff was knowledgeable and demonstrated expertise.	5	4	3	2	1	9
4.	The staff helped me gain a better understanding of local codes and ordinances.	5	4	3	2	1	9
5.	I feel I was treated fairly by the Austin Code staff.	5	4	3	2	1	9
6.	Overall, I am satisfied with Austin Code's After-Hours service.	5	4	3	2	1	9

*Austin Code provides administrative support for cases escalated to the City's quasi-judicial processes, including the Building and Standards Commission and Administrative Hearing processes.*

**12. Have you been through Austin Code's quasi-judicial process?**

\_\_\_(1) Yes [Answer Q13.]      \_\_\_(2) No [Skip to Q14.]

**13. [If YES to Q12] Regarding your experience with Austin Code's quasi-judicial process, please rate your level of agreement with the following statements:**

Please rate your level of agreement with the following:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	The quasi-judicial process was easy to follow.	5	4	3	2	1	9
2.	Austin Code staff was responsive and answered my questions.	5	4	3	2	1	9
3.	I feel the quasi-judicial process was fair.	5	4	3	2	1	9
4.	Overall, I am satisfied with the quasi-judicial process.	5	4	3	2	1	9

*Austin Code seeks to educate, inform, and engage the public by being a visible, active participant in Austin communities.*

**14. Have you seen Austin Code staff in a community event or neighborhood meeting?**

\_\_\_(1) Yes [Answer Q15.]      \_\_\_(2) No [Skip to Q16.]

**15. [If YES to Q14] Regarding your experience with Austin Code in your neighborhood, please rate your level of agreement with the following statement:**

Please rate your level of agreement with the following:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	Having Austin Code present was helpful in learning more about Austin codes and ordinances.	5	4	3	2	1	9

Austin Code maintains a public information website on [AustinTexas.gov](http://AustinTexas.gov).

**16. Have you searched for information on Austin Code's website?**

\_\_\_(1) Yes [Answer Q17.]      \_\_\_(2) No [Skip to Q18.]

**17. [If YES to Q16] Regarding your experience with using Austin Code's website, please rate your level of agreement with the following statements:**

Please rate your level of agreement with the following:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	The information available on the Austin Code website was helpful in learning about Austin codes and ordinances.	5	4	3	2	1	9
2.	It was easy to find the information I was looking for on the Austin Code website.	5	4	3	2	1	9

**18. Approximately how many years have you lived in the City of Austin?**

\_\_\_(1) Less than 5 years      \_\_\_(2) 5-10 years      \_\_\_(3) 11-20 years      \_\_\_(4) More than 20 years

**19. Do you own or rent your current residence?**

\_\_\_(1) Own      \_\_\_(2) Rent

**20. Do you belong to a neighborhood association?**

\_\_\_(1) Yes – Which one? \_\_\_\_\_  
\_\_\_(2) No

**21. Which of the following best describes your age?**

\_\_\_(1) 18-24 years      \_\_\_(3) 35-44 years      \_\_\_(5) 55-64 years      \_\_\_(7) 75-84 years  
\_\_\_(2) 25-34 years      \_\_\_(4) 45-54 years      \_\_\_(6) 65-74 years      \_\_\_(8) 85+ years

**22. Which of the following best describes your race or ethnic background? [Check all that apply.]**

\_\_\_(1) African American/Black      \_\_\_(5) Middle Eastern  
\_\_\_(2) American Indian/Native American/Aleutian/Eskimo      \_\_\_(6) White  
\_\_\_(3) Asian/Pacific Islander      \_\_\_(7) Other: \_\_\_\_\_  
\_\_\_(4) Hispanic/Latino

**23. What is your gender identity?**

\_\_\_(1) Male      \_\_\_(2) Female      \_\_\_(3) Prefer to self-describe: \_\_\_\_\_

**24. Which of the following best describes your ANNUAL household income?**

\_\_\_(1) Less than \$20,000      \_\_\_(3) \$40,000 - \$59,999      \_\_\_(5) \$80,000 - \$149,999  
\_\_\_(2) \$20,000 - \$39,999      \_\_\_(4) \$60,000 - \$79,999      \_\_\_(6) \$150,000 or more

**25. What is your home zip code? \_\_\_\_\_**

**26. What is your home address (be specific)? \_\_\_\_\_**

**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 anonymous. The information printed to the right will ONLY be used to help identify which areas of the City are having problems with city services. If your address is not correct, please provide the correct information. Thank you.