

RESOLUTION NO. 15420

**AFFIRMING THE CITY OF AUSTIN'S PARTICIPATION IN THE OFFICE OF THE STATE
AUDITOR'S VOLUNTARY 2017 PERFORMANCE MEASUREMENTS PROGRAM**

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

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

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

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

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

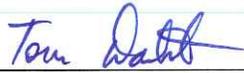
Passed by a vote of yeas and nays this 1st day of May, 2017.

YEAS 7

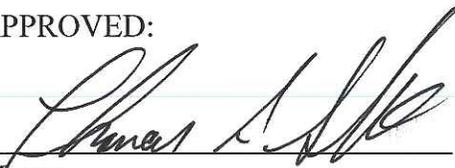
NAYS 0

ATTEST:

APPROVED:



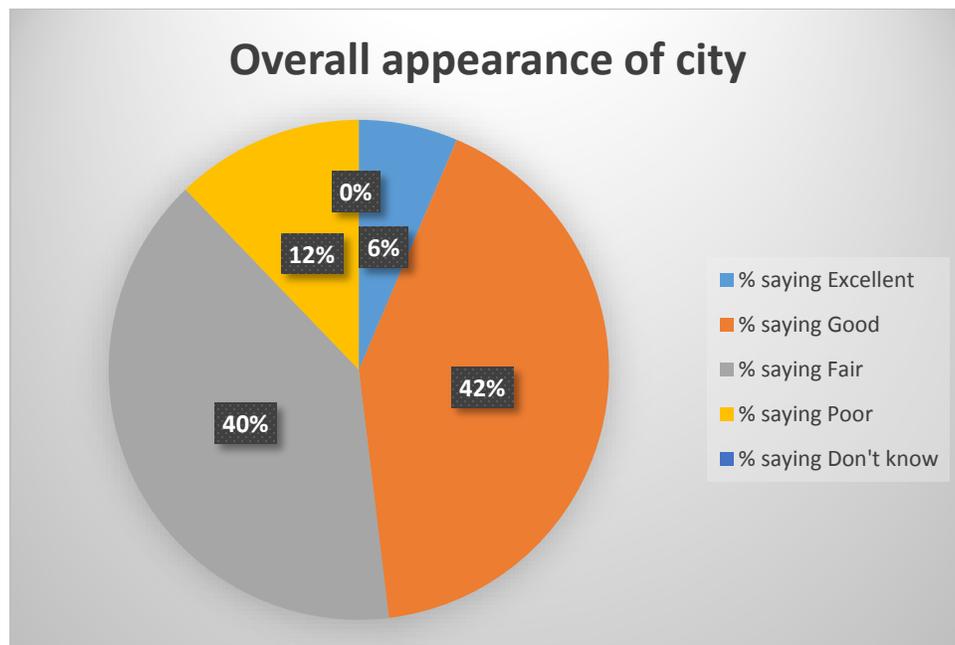
City Recorder



Mayor

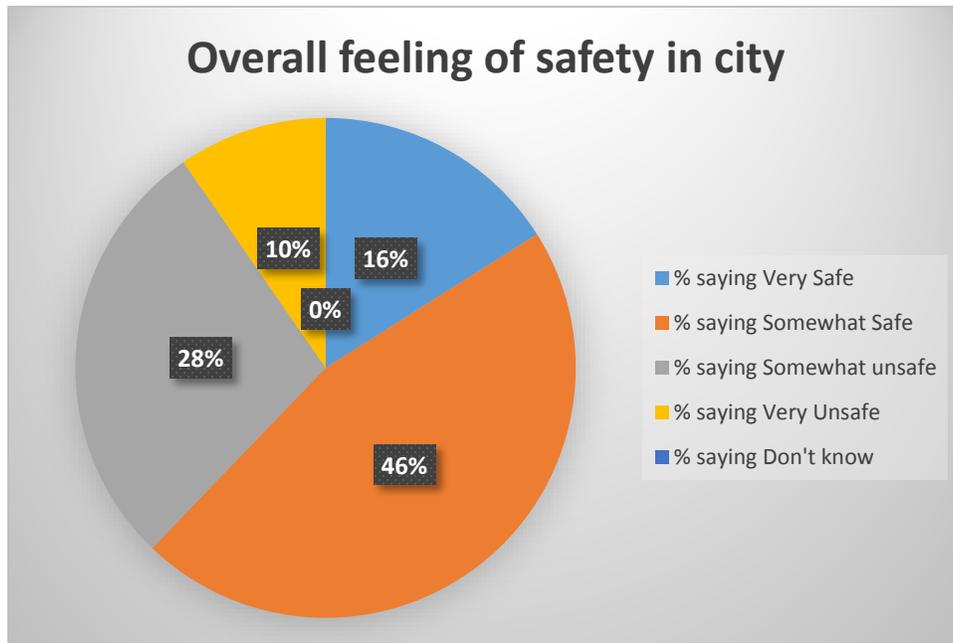
City of Austin, Minnesota 2017 Performance Measurements Survey Summaries & Pie Charts

| How would you rate the overall appearance of the city? | |
|---|-----|
| # saying Excellent | 10 |
| # saying Good | 65 |
| # saying Fair | 62 |
| # saying Poor | 19 |
| # saying Don't know | 0 |
| Total Responses | 156 |
| | |
| % saying Excellent | 6% |
| % saying Good | 42% |
| % saying Fair | 40% |
| % saying Poor | 12% |
| % saying Don't know | 0% |
| | |



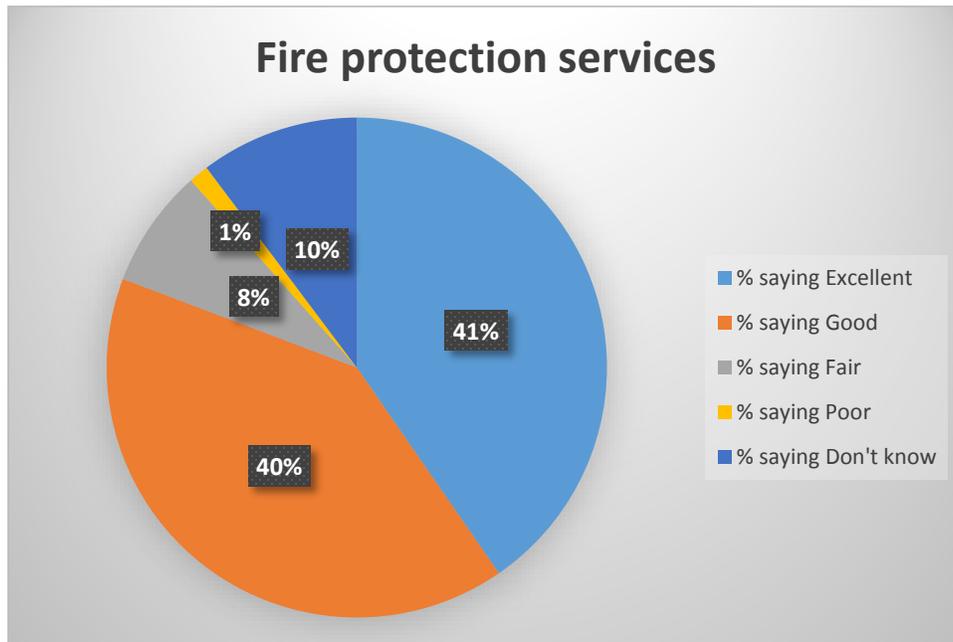
How would you describe your overall feeling of safety in the city?

| | |
|--------------------------|-----|
| # saying Very Safe | 25 |
| # saying Somewhat Safe | 72 |
| # saying Somewhat unsafe | 44 |
| # saying Very Unsafe | 15 |
| # saying Don't know | 0 |
| Total Responses | 156 |
| | |
| % saying Very Safe | 16% |
| % saying Somewhat Safe | 46% |
| % saying Somewhat unsafe | 28% |
| % saying Very Unsafe | 10% |
| % saying Don't know | 0% |



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

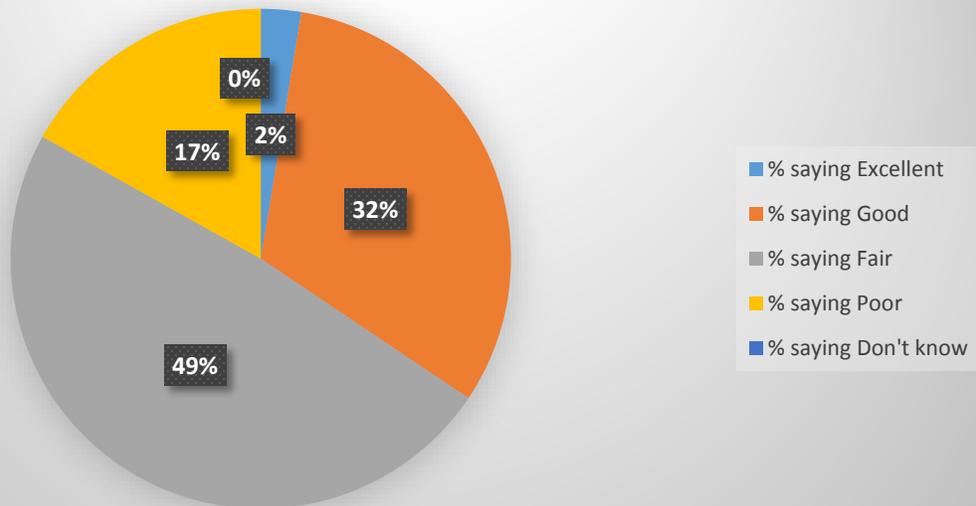
| | |
|---------------------|-----|
| # saying Excellent | 63 |
| # saying Good | 63 |
| # saying Fair | 12 |
| # saying Poor | 2 |
| # saying Don't know | 16 |
| Total Responses | 156 |
| | |
| % saying Excellent | 40% |
| % saying Good | 40% |
| % saying Fair | 8% |
| % saying Poor | 1% |
| % saying Don't know | 10% |



How would you rate the overall condition of city streets?

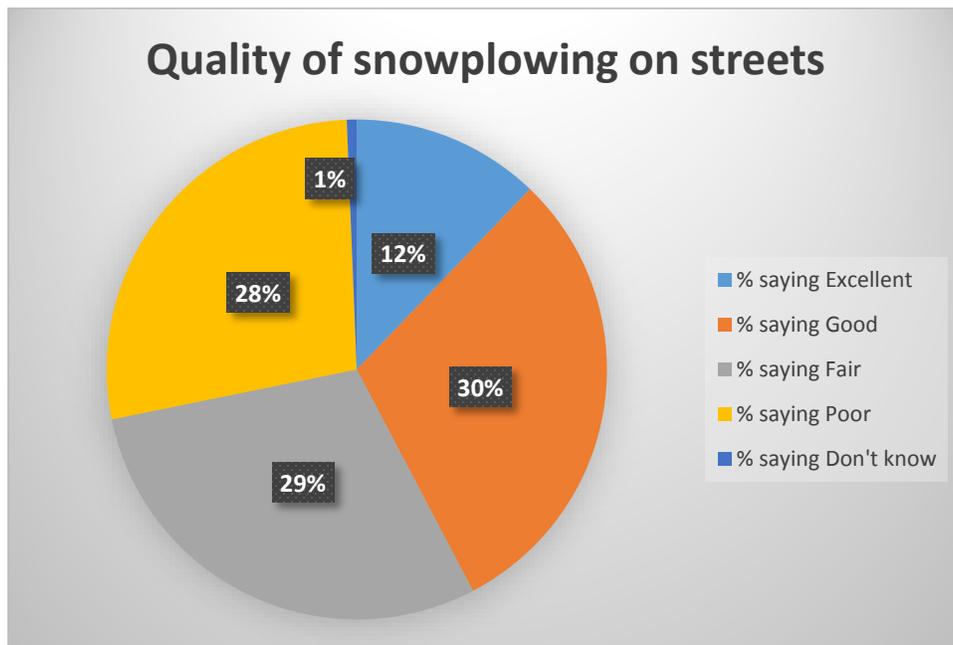
| | |
|---------------------|-----|
| # saying Excellent | 4 |
| # saying Good | 49 |
| # saying Fair | 75 |
| # saying Poor | 26 |
| # saying Don't know | 0 |
| Total Responses | 154 |
| | |
| % saying Excellent | 3% |
| % saying Good | 32% |
| % saying Fair | 49% |
| % saying Poor | 17% |
| % saying Don't know | 0% |

Condition of streets



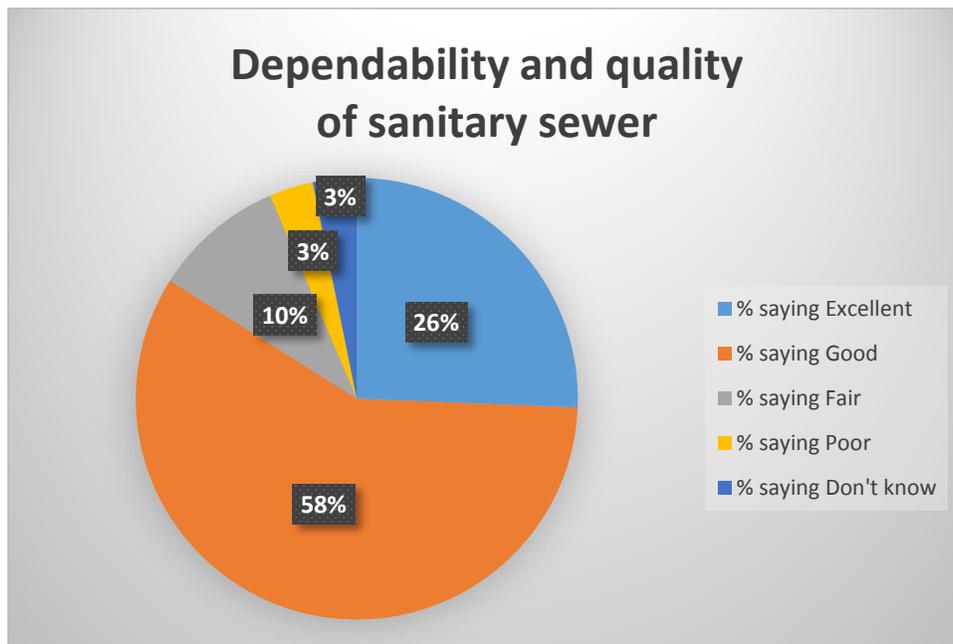
How would you rate the overall quality of snowplowing on city streets?

| | |
|---------------------|-----|
| # saying Excellent | 19 |
| # saying Good | 47 |
| # saying Fair | 46 |
| # saying Poor | 43 |
| # saying Don't know | 1 |
| Total Responses | 156 |
| | |
| % saying Excellent | 12% |
| % saying Good | 30% |
| % saying Fair | 29% |
| % saying Poor | 28% |
| % saying Don't know | 1% |



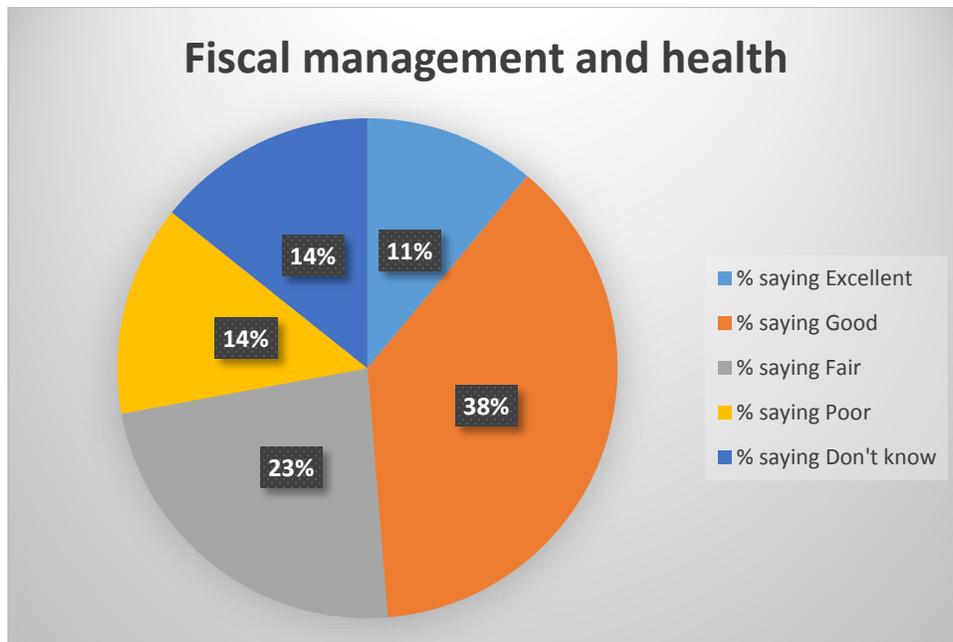
How would you rate the dependability and overall quality of city sanitary sewer service?

| | |
|---------------------|-----|
| # saying Excellent | 40 |
| # saying Good | 91 |
| # saying Fair | 15 |
| # saying Poor | 5 |
| # saying Don't know | 5 |
| Total Responses | 156 |
| | |
| % saying Excellent | 26% |
| % saying Good | 58% |
| % saying Fair | 10% |
| % saying Poor | 3% |
| % saying Don't know | 3% |



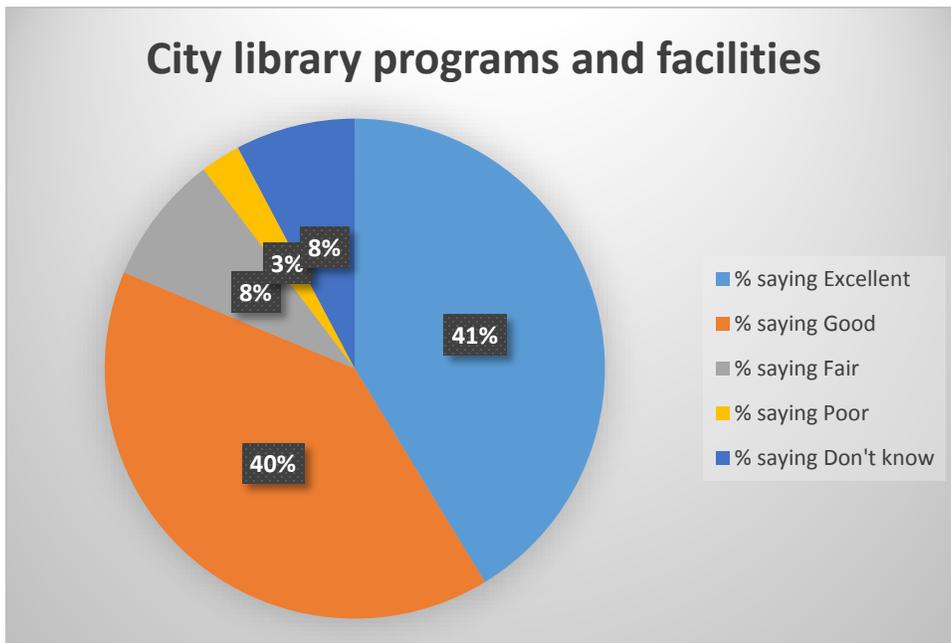
How would you rate the fiscal management and health?

| | |
|---------------------|-----|
| # saying Excellent | 17 |
| # saying Good | 58 |
| # saying Fair | 36 |
| # saying Poor | 21 |
| # saying Don't know | 22 |
| Total Responses | 154 |
| | |
| % saying Excellent | 11% |
| % saying Good | 38% |
| % saying Fair | 23% |
| % saying Poor | 14% |
| % saying Don't know | 14% |



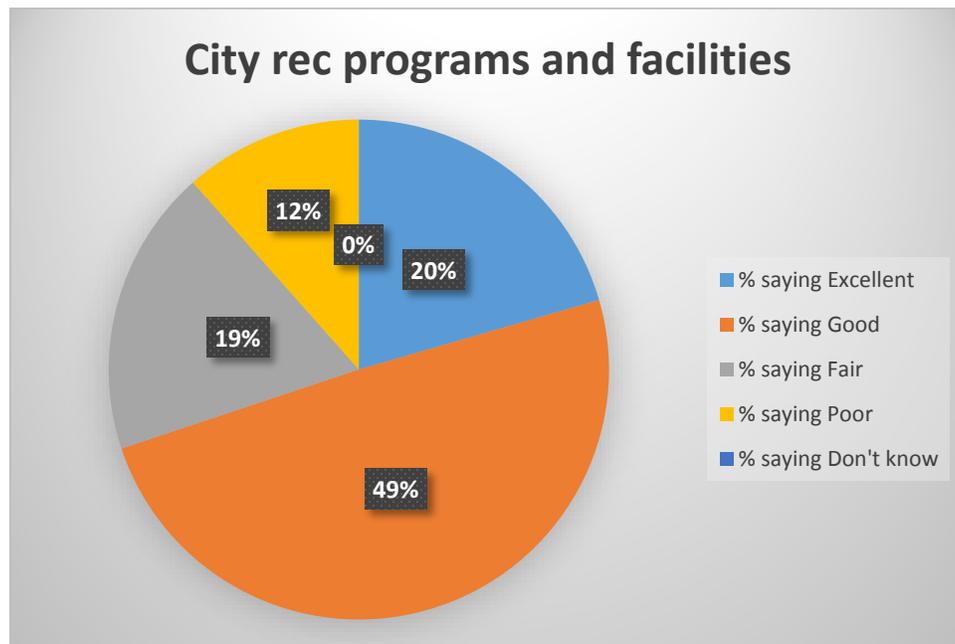
How would you rate the quality of City library programs and facilities?

| | |
|---------------------|-----|
| # saying Excellent | 64 |
| # saying Good | 62 |
| # saying Fair | 13 |
| # saying Poor | 4 |
| # saying Don't know | 12 |
| Total Responses | 155 |
| | |
| % saying Excellent | 41% |
| % saying Good | 40% |
| % saying Fair | 8% |
| % saying Poor | 3% |
| % saying Don't know | 8% |



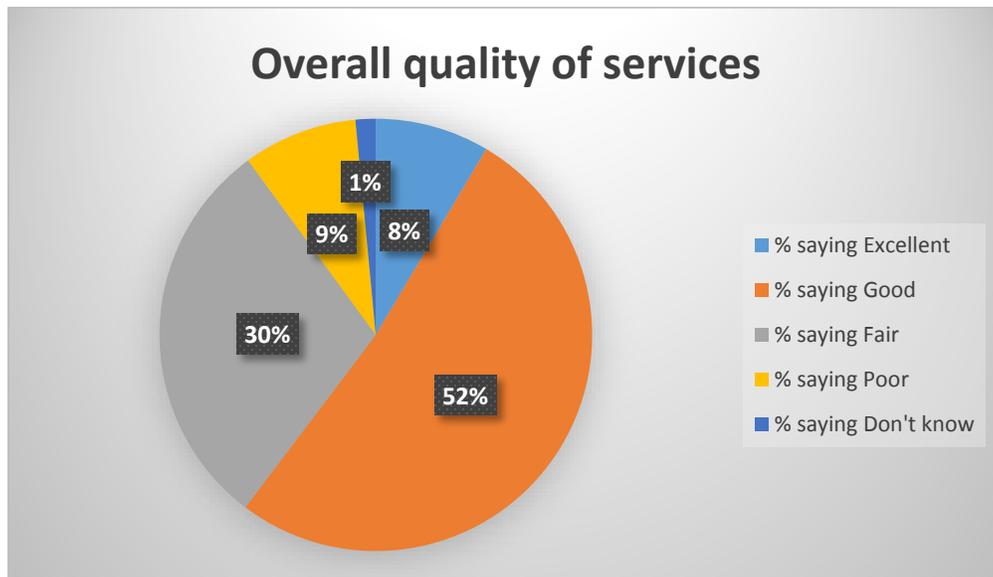
How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)?

| | |
|---------------------|-----|
| # saying Excellent | 32 |
| # saying Good | 77 |
| # saying Fair | 29 |
| # saying Poor | 18 |
| # saying Don't know | 0 |
| Total Responses | 156 |
| | |
| % saying Excellent | 21% |
| % saying Good | 49% |
| % saying Fair | 19% |
| % saying Poor | 12% |
| % saying Don't know | 0% |



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

| | |
|---------------------|-----|
| # saying Excellent | 12 |
| # saying Good | 85 |
| # saying Fair | 41 |
| # saying Poor | 11 |
| # saying Don't know | 6 |
| Total Responses | 155 |
| | |
| % saying Excellent | 8% |
| % saying Good | 55% |
| % saying Fair | 26% |
| % saying Poor | 7% |
| % saying Don't know | 4% |



How would you rate the overall appearance of the city?

| | |
|------|--|
| Fair | |
| Good | |
| Poor | |
| Good | |
| Poor | It's run-down & trashy. People don't take pride in their city and so it's nothing for them to help destroy it. And criminal activity runs rampant. Oakland Avenue area needs some serious attention. I can't believe businesses there haven't pulled out and moved over by walmart. If you're looking for criminal activity, and drugs..Oakland Ave. area is the place to find it. The old Target shopping center needs some attention. What can we do to draw new business in to that area? I think a Dollar General store would be a great addition to Austin. I think the Kwik Trip at the old truckstop, needs a restaurant across 11th from it. I recommend Taco Bell or Noodles & Company :) |
| Good | |
| Fair | Public area grass looks terrible. Spray the dandelions and trim please. My main concern is some of these houses that have major garbage, old cars, you name it in their yards. This never happened 10 years ago and nobody seems to care, just let the scumbags trash their yards, DO SOMETHING- FINE THE SLUM LORDS OR TACK ON ASSESSMENTS. DO SOMETHING and don't table this crap for months, give someone the authority to get it done. Our pretty town is gone, thanks so much! |
| Fair | Moved here from Eden Prairie, as my point of reference. Austin streets are mostly concrete so many bumps from the seams. some neighborhoods are very poorly kept. Fortunately spring comes and grass and weeds pop up to hide a lot of stuff. |
| Fair | Four years ago, I would have rated the city appearance as poor. The appearance of the city has improved in the four years I've lived here. The decrepit mall was finally removed and the downtown area has been spruced up. The city would benefit from pushing for the removal of excess, vacant retail space west of 14th St. NW. |
| Poor | some areas are beautiful, but most are becoming run down. |
| Poor | Slum Lord rental houses, under paid Hormel employees and their criminal relatives scattered around the town |
| Fair | needs several homes and yards cleaned up and tore down. |
| Fair | Housing stock seems in decline especially in areas with lots of rental houses. Downtown looks great! Overall it's patchy. |
| Good | |
| Good | |
| Fair | |
| Good | |
| Fair | Too many dilapidated houses and blighted neighborhoods. A lot of trash blowing around some areas. |
| | Less salt/ more street cleaners. More trenching utilities. Several parts of town where their is only a sidewalk on one side of the street, but all of the lights are on the other side of the street. Lots of lights are yellow, please go LED faster. |
| Good | |

| | |
|-----------|---|
| Good | |
| Fair | Graffiti in family friendly places is disappointing, but hard for the city to keep up with it all. Smoking, cigarettes, glass, needles in parks. |
| Good | |
| Good | There are several houses and businesses that could be cleaned up to improve the appearance. |
| Fair | |
| Poor | Graffiti and empty store frontages plague this community. |
| Good | |
| Good | Roads are looking really rough |
| Good | |
| Poor | flowers are a bandaid for Austin, it's dirty and people don't make a lot of effort or pride in their town, unless you can afford it. |
| Good | |
| Fair | Many unoccupied buildings. Vacant properties both residential and commercial. |
| Good | |
| Good | |
| Fair | |
| Good | I wish we would be able to cut down on the amount of graffiti |
| Fair | |
| Good | |
| Excellent | |
| Good | A lot of streets need repair, stop lights are old and getting hard to see, beautiful flowers though are hung up downtown, and they do excellent work during Christmas. |
| Fair | |
| Good | |
| Good | |
| Fair | There are definitely neighborhoods that could use some cleaning up. |
| Poor | |
| Fair | So many empty retail spaces |
| Good | Some neighborhoods are better taken care of than others |
| Poor | There are way too many homes dispersed through the city that are so unkempt. I have heard these properties are rentals and they are never kept up ... such an eye sore. |
| Poor | |
| Fair | THE CITY DOES NOT LOOK AT TVS COUCH AND JUNK IN YARDS |
| Good | |
| Good | there has been improvement in this area in the last 5 years |
| Fair | |
| Good | |

| | |
|-----------|--|
| Excellent | Love the flowers and wide streets. Most of the City is great and CHIP is helping in some of the less maintained (and therefore less attractive). |
| Fair | Distressed property |
| Fair | |
| Good | |
| Fair | Depends on what part of town you're in. |
| Fair | |
| Good | |
| Good | The number of rundown houses and rental property houses speaks volumes as a cry for help regarding affordable city housing for low income families. Enforcement and fines for those who do not shovel their sidewalk, mow their lawn, fix their marked unsafe sidewalk, move their vehicle for snow emergency snow removal, etc. would bring income into the city and provide a safer more appealing city. |
| Fair | |
| Good | |
| Fair | |
| Good | Unfortunately for the city, most of the eye sores in this city are/is the housing itself. Many homeowners have given up maintenance of their homes. I think the parks look good, downtown has improved greatly. |
| Fair | The housing situation in this town is terrible. We have owned a home for 25 years and pride ourselves on keeping it nice looking but everyone around us, with the exception of 2 neighbors don't - a lot of renters and minorities in our area. |
| Good | |
| Good | |
| Fair | Roads are starting to show wear around town (which is understandable after winter), parks could use some sprucing up, certain neighborhoods could use some TLC as well. As the parent of a toddler, we appreciate the abundance of city parks but would love to see some updates (especially for children of all abilities) and cleaning. |
| Fair | There are parts of the town that are quite charming and parts that are not so charming |
| Fair | There are a lot of houses that look terrible. |
| Fair | Too many brown/tan buildings downtown; residential neighborhoods have too many run-down properties with zoning violations never addressed |
| Fair | |
| Good | |
| Poor | Home properties are awful.... messy areas of town |
| Poor | Town is run down and dirty |
| Poor | Looks ok from the interstate. |
| Good | |
| Good | |
| Excellent | Downtown has improved over the years More store openings etc. |
| Fair | |
| Good | |
| Fair | |
| Fair | |

| | |
|-----------|--|
| Poor | Downtown is all thats nice |
| Fair | |
| Fair | Austin needs to FORCE home owners and slum lords to fix and maintain their properties. HRA and Habitat also need to make it a priority that new home owners keep their yards clean and free from trash and junk. Give them garages for Petes sake! |
| Fair | |
| Poor | Nothing to do for entertainment |
| Fair | Austin, MN use to be a nice town but it has changed. George's Pizza and Steve's Pizza and Robbins furniture should not have been torn down to make room for that new jail. It should have been built by the airport. That was a big mistake. |
| Fair | |
| Good | SOME HOMES BY THE POST OFFICE NEED TO HAVE THE YARDS CLEANED UP |
| Good | Some parts are really run down |
| Good | |
| Fair | |
| Good | |
| Fair | |
| Fair | Some residential areas are very nice, pleasant, inviting. But, sadly, there there are others that are very substandard & hazardous. I don't know how or if they could be rehabed. Overall, O think when people visit Austin they will, at first view be very pleased & satisfied with their experience here. |
| Good | |
| Good | |
| Fair | |
| Fair | WE SHOULD FOLLOW THE FRANCHISE PLACES WHERE PHYSICAL APPEARANCE IS IMPORTANT AND HAVE ALL PLACES IN AUSTIN FOLLOW SUIT. |
| Fair | Great looking areas but eyesores too. Homes with junk all over yards. Area by old downtown hotel looks awful and that's a, main road in to city. |
| Poor | |
| Good | |
| Excellent | |
| Fair | |
| Good | its getting better all the time... |
| Good | |
| Fair | There needs to be rental ordinances. It is obvious which houses are rentals as they are not taken care of. |
| Good | The Main Street area looks great. HyVee and the strip malls in the NW look great. The residential areas are in dire need of people cleaning up and taking care of their property. |
| Excellent | |
| Fair | Too many empty buildings and trash on the walking paths and parks. |
| Fair | There are a lot of run down properties through out the city. |
| Good | Some residences along main streets are very run down looking. |
| Excellent | |
| Poor | Roads and bridges should be more inviting. Maybe add additional street lights |

| | |
|-----------|--|
| Fair | |
| Fair | people see the city from the interstate, dress up that look |
| Good | |
| Good | |
| Fair | |
| Good | Could move quicker on blighted properties and re-define what constitutes an un-kept property. Offer help to those home owners to improve their homes curb appeal. |
| Good | Roads, Roads, roads. Most of the roads in and out of town are mis matched repair jobs that are failing horribly. Whoever is doing the Asphalt repairs needs to be charged back. Whoever is doing the concrete repairs needs to be commended. |
| Good | |
| Poor | the bathrooms are dirty, the parks aren't maintained , people throw junk on the boulevard , the roads have tons of pot holes , apartments are slums because nobody enforces ur so called rental policies, people park there cars on there yards and nothing happens, i thought u hired someone to take care of these problems, but nothing changes but managements salaries they seem to think there worth more money but theres only a few who have any college degrees and it shows.You should have to have a college degree to hold any management job period ,the city lack of good leadership from the mayor to Clark to the supervisors is astounding and very troubling . you can add the city council to that also for they don't want to do there job , just push it down the line right Judy E. But we have a walk path, we have a city administrator who wants to have a city like Worthington Mn, and we have city councilmen who aren't held accountable for the actions of a few cronies . |
| Poor | Too much junk stored on peoples' properties, streets not maintained during the summer, (lanes not marked, etc.) overlays + sanding is another, traffic lights not synchronized properly. |
| Good | |
| Fair | |
| Good | Too much junk on boulevards and on some homeowners property. Graffiti. |
| Good | Housing areas need to be cleaned up |
| Fair | |
| Fair | |
| Fair | Downtown looks great, but so many residential areas look bad. In the summer many parks look bad with so many weeds, even many growing out of the sand |
| Excellent | |
| Excellent | Looks great! |
| Good | constant road construction is a real eye sore. those decorative 'historical' signs are also very out of place. |
| Fair | |
| Excellent | I love the flowers downtown! |
| Good | |
| Fair | |
| Excellent | I feel it has improved in the last 5 years. |
| Good | |
| Good | It is improving from the blue collar town that we knew in the 70's. We like the flower baskets, the public buildings like library, Paramount. Let's keep moving in this direction. |

| | |
|------|--|
| Fair | |
| Fair | I feel Austin needs to tighten the reigns on the care of property. Many homes are so run down or have a lot of junk in the yards. Rental properties are not maintained...I feel that's a huge issue. |
| Good | |
| Fair | |
| Fair | |
| Good | |
| Fair | Its a older town with 75% of all homes and buildings built before 1980. |

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

| | |
|-----------------|---|
| Somewhat safe | |
| Somewhat safe | |
| Somewhat unsafe | |
| Somewhat unsafe | I hear and see a lot of police activity in my neighborhood. |
| Very unsafe | I would not feel safe being out anywhere in Austin after dark, no matter the time. This is due to the high probability of being mugged and/or assaulted. And anything that's not tied down has a very high likelihood of being stolen by meth heads and heroin addicts. Austin has a SERIOUS drug problem!!!! You could throw a rock almost anywhere in town and have a high probability of hitting a meth/heroin addict. |
| Somewhat unsafe | Live in a nice neighborhood near the mower county fairgrounds and have had multiple incidents in my area. Police cars, crime tape, etc... just not something you expect to see in Austin. |
| Somewhat unsafe | No way would I walk or ride my bike at night, too many safety concerns |
| Very safe | I have not had any concerns and my neighbor seems safe. near Westminster church. |
| Somewhat unsafe | Local law enforcement appears unmotivated to tackle illegal drug sales in the town. Rather, it appears they want to simply contain it and allow it to continue without spreading too much further in town. A "cancer" cannot be contained; it must be eradicated. Cancer in the body, like drug problems, will spread. I do not feel particularly safe going out in the evenings for a walk or a bicycle ride. I still go out but I frequently look over my shoulder. |
| Somewhat unsafe | Too much crap here now! |
| Very unsafe | The police department us doing their best! They need more cops |
| Somewhat safe | gangs and colored people scare me at times |
| Somewhat safe | |
| Somewhat safe | |
| Very unsafe | I will not let my children out in the streets after dark. |
| Very safe | |
| Somewhat safe | |
| Somewhat safe | Rise in the number of shootings, robberies, and other violent crime are putting strains on local law enforcement. Not sure more cops are the answer, perhaps more emphasis on making community safer rather than hassling motorists for minor traffic offences and just over the line DWI arrests... I've seen a lot of car burglaries happening in the early morning hours while the cops are all congregated at the various Kwik Trips.... |
| Somewhat safe | Better lighting lowers crime. |
| Somewhat safe | |

| | |
|-----------------|---|
| Somewhat unsafe | more street lighting not just on the corners..add some to the power poles. Slow traffic down on busy streets by the schools.3rd ave nw and 4th ave nw...someone is going to get hurt. close off 3rd ave nw between church and School would be safer for all and slow traffic down |
| Somewhat unsafe | |
| Very safe | |
| Somewhat safe | |
| Somewhat unsafe | |
| Very unsafe | Drug usage and crime has increased. |
| Somewhat safe | |
| Very safe | There is crime in our area but I think the police do an amazing job |
| Somewhat unsafe | |
| Very unsafe | Not because the cops don't do their jobs, it's because they don't have the resources to do their jobs. we need more cops that work drugs and other crimes or units like bigger cities to fight crime before it happens. Most of the people in our jails are there for drugs, give more attention towards drugs and other crimes will drop |
| Somewhat safe | Depends on the part of town. Certain areas I definitely feel unsafe. |
| Somewhat unsafe | Lot of crime |
| Somewhat unsafe | |
| Somewhat safe | |
| Somewhat unsafe | |
| Very safe | |
| Somewhat unsafe | |
| Somewhat safe | I don't go outside for a walk after dark |
| Somewhat safe | |
| Somewhat safe | |
| Very unsafe | Hormel has ruined the quality of life in Austin. Bringing in minorities, low wages, poor shopping, run down appearance. Shameful as to what was and now what has become. |
| Very unsafe | you used to be able to ride a bike or walk all over the city without feeling you may have problems. I don't believe that is the case anymore, even in daylight hours in some areas of town. |
| Somewhat safe | |
| Somewhat safe | I feel like I can walk around the community during the day with no worry about my safety. |
| Very unsafe | |
| Somewhat safe | Lot of crime done in this town by people not from here. |
| Somewhat safe | I feel unease after dark - it feels more like a large city than a small town. |
| Somewhat unsafe | Depending on the above there is issues relating to safety. In my area there has been reported thefts from cars. |
| Somewhat safe | |
| Very safe | |

| | |
|-----------------|--|
| Somewhat unsafe | |
| Somewhat safe | |
| Very safe | |
| Somewhat safe | |
| Somewhat safe | |
| Somewhat safe | I would say i don't put myself in unsafe environments |
| Somewhat safe | |
| Very safe | |
| Very safe | But there are some places that would make me a little uncomfortable. |
| Somewhat unsafe | Breakins and robberys |
| Somewhat safe | |
| Somewhat safe | |
| Somewhat safe | Depends on what part of town you're in. |
| Somewhat unsafe | |
| Somewhat safe | |
| Somewhat safe | Funding for police working in pairs would bring a sigh of relief for the city. Multi-cultural, multi-lingual officers and staff could assist on educating all cultures. Visibility of uniformed officers before and at the end of the school day, in and/or around all school buildings, to develop community trust would benefit all. |
| Somewhat safe | Some parts of town are getting sketchy with shootings and homicides |
| Somewhat safe | |
| Somewhat safe | |
| Very safe | The police do a phenomenal job at dealing with the garbage that comes through our city. |
| Very unsafe | Safe probably during the day, but not so much at night. My husband works for the County and he said the amount of crime in the town is terrible. |
| Very safe | |
| Somewhat safe | |
| Somewhat safe | |
| Somewhat safe | |
| Very safe | |
| Somewhat unsafe | |
| Somewhat safe | |
| Very safe | |
| Very unsafe | To much crime, abuse, robberies |
| Very unsafe | Many drug and illegal immigrant issues that need to be addressed |
| Very unsafe | The city has over twice the national crime rate. |
| Somewhat safe | |
| Somewhat unsafe | |
| Very safe | No problems |
| Somewhat safe | |
| Very safe | |
| Somewhat unsafe | |

| | |
|-----------------|---|
| Somewhat safe | |
| Somewhat unsafe | I wouldnt trust my kids to walk around this town alone. |
| Somewhat safe | |
| Somewhat safe | |
| Somewhat safe | |
| Very unsafe | A lot of drugs and crime |
| Somewhat safe | |
| Somewhat safe | |
| Somewhat safe | |
| Very safe | |
| Somewhat safe | |
| Somewhat unsafe | |
| Somewhat safe | |
| Somewhat unsafe | |
| Somewhat safe | MCSO & APD are awesome! I have a sense that MCSO does a good job of 'community policing'. APD used to, but it seems over the years they have lost it. As a lifelong resident of Austin I remember that regardless of what area of town I lived in you could count on seeing a squad car cruise through the neighborhood at least two to three times a day. The Officers waved to kids, called out, said 'Hello'. Sometimes stopped to talk to residents about their concerns or issues, talked to kids...now I rarely see a squad car through the neighborhood. But seems to be a lot of squads parked at the LEC, with Officers waiting inside for a call to respond to. I think when they were really doing the community policing there were less problems/calls/issues...things solved or even prevented. |
| Somewhat unsafe | Gangs and dealers roam around as if they own the place |
| Very safe | |
| Somewhat safe | |
| Very safe | |
| Somewhat unsafe | high crime rate for small town. This will keep people from moving here... like doctors to work at clinic. |
| Very unsafe | |
| Somewhat unsafe | |
| Very safe | |
| Somewhat safe | |
| Somewhat safe | we dont feel as safe as we used to... |
| Somewhat safe | |
| Somewhat safe | |
| Somewhat unsafe | There are too many people from Chicago that have decided to have Mower County support them. Most of these people do not work; they deal drugs. |
| Somewhat safe | |
| Somewhat safe | Depends on the area of town |
| Very unsafe | I am constantly hearing of crime in the city but I don't hear anything about crime prevention. With the number of police officers we have, I wonder if we could use |

| | |
|-----------------|---|
| | our resources better. It seems to me that we are constantly hiring more police officers but crime hasn't gotten any better. |
| Somewhat unsafe | Crime occurs but police do respond. Courts do not do enough to keep these people off the streets. Far too many chances given. |
| Somewhat safe | Has some problem intersections |
| Somewhat unsafe | Some areas of town feel worse than others. |
| Somewhat unsafe | |
| Somewhat safe | feel less safe after dark in the SE and older parts of town |
| Somewhat safe | |
| Somewhat unsafe | |
| Somewhat unsafe | |
| Somewhat safe | Fine during the daylight hours, but not so good once it's dark, especially downtown or at parks. |
| Somewhat safe | Drugs, and violence have become more and more apparent since moving here. |
| Somewhat safe | |
| Somewhat unsafe | maybe a little less sitting by the bars at nite and going into the neighborhoods would cut down on crime at nite or are we proud to have the most drunk drivers per capita or maybe its the money. |
| Somewhat unsafe | drug users, and dealers should be jailed! NOT subject to probation which hardly ever punishes drug users OR dealers. How is drug use/sales ever going to end with a "threat" to these people who ignore probation? The judges who sentence these people will not be around to do anything in 15 to 20 years anyway. |
| Somewhat unsafe | |
| Somewhat unsafe | |
| Somewhat safe | Fear of possible gangs. |
| Somewhat unsafe | I probably would only go to well lit, very public places at nite...sad...I would not go for a walk even down a fairly busy street |
| Somewhat unsafe | |
| Somewhat unsafe | |
| Somewhat safe | |
| Very safe | |
| Very safe | Safer than heck! |
| Somewhat safe | |
| Somewhat safe | Several young people walking around late night...curfew not enforced |
| Very safe | |
| Very safe | |
| Somewhat unsafe | |
| Somewhat unsafe | Part of my aging, not the city. |
| Very safe | |
| Very safe | We still have work to do on improving relationships with minorities. |
| Somewhat unsafe | |
| Somewhat safe | |
| Somewhat safe | |

| | |
|-----------------|---------------------------|
| Somewhat safe | |
| Somewhat safe | |
| Somewhat safe | |
| Somewhat unsafe | Just read the daily news. |

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

| | |
|------------|--|
| Don't know | |
| Excellent | |
| Fair | |
| Good | |
| Excellent | |
| Don't know | |
| Good | Not used the fire department |
| Excellent | Haven't needed, but excellent to best of my knowledge. |
| Good | |
| Excellent | |
| Excellent | |
| Good | |
| Excellent | |
| Good | |
| Good | |
| Good | |
| Don't know | |
| Good | |
| Good | Don't hear of the controversies like we did in the past. |
| Don't know | |
| Good | |
| Good | need more permanent fire fighters not just part timers |
| Good | |
| Good | |
| Excellent | |
| Fair | |
| Excellent | |
| Excellent | |
| Excellent | |
| Good | |
| Good | Never had a fire, but they seem to do good |
| Excellent | |
| Fair | Full-Time staffing should be increased. Austin has a lot of propert loss from fire. The city likes to rely on other agencies to assist the firefighters on scenes to save money. |
| Good | |
| Good | |
| Excellent | |
| Excellent | |
| Fair | |
| Good | |
| Excellent | |

| | |
|------------|---|
| Good | |
| Good | |
| Good | |
| Good | |
| Don't know | Luckily I have never had to receive help from the fore department, but I am unaware of any fore prevention services from the city. |
| Good | |
| Excellent | |
| Don't know | |
| Good | No need to use but I can attest some of the employees within the Fire Department are very good people. |
| Good | |
| Excellent | |
| Fair | |
| Good | |
| Excellent | |
| Excellent | |
| Excellent | |
| Don't know | |
| Good | |
| Good | |
| Excellent | |
| Good | Fireman should be 1st responders |
| Good | |
| Excellent | |
| Good | |
| Good | |
| Good | |
| Good | Funding for more full-time firefighters and staff should be considered as the city of Austin continues to grow. As the town continues to expand it's boundaries is their a need for another fire house to increase response time? |
| Excellent | |
| Good | |
| Fair | |
| Excellent | |
| Good | |
| Excellent | |
| Good | |
| Excellent | Thankfully, I don't have any experience with having to call for fire protection services. |
| Don't know | |
| Excellent | |
| Excellent | |
| Excellent | |
| Don't know | |

| | |
|------------|---|
| Excellent | |
| Fair | |
| Poor | |
| Excellent | |
| Don't know | |
| Excellent | We do not need a full time fire dept. Many cities our size does on on PT and volunteers. |
| Excellent | |
| Excellent | |
| Excellent | |
| Fair | |
| Good | |
| Good | |
| Don't know | |
| Good | |
| Excellent | |
| Excellent | |
| Good | |
| Good | |
| Excellent | |
| Good | |
| Excellent | |
| Good | |
| Poor | |
| Good | I so understand that the City of Austin can not afford to have a full time Fire Department on duty at this time & I appreciate all the part timers that are ready, willing & mostly able to come to assistance when needed. |
| Excellent | |
| Excellent | |
| Good | |
| Excellent | |
| Excellent | |
| Good | |
| Excellent | |
| Don't know | |
| Excellent | |
| Don't know | |
| Fair | The city is really missing an opportunity with the fire department. Recently, I read that the Austin Fire was having trouble with recruitment. I feel if they can't get the part timers they need, then we need to hire more full time. Is it true the library has a bigger |

| | |
|------------|--|
| | budget than the fire department? If this true, that is so wrong. We need to support the men & women who risk their lives for our community. |
| Excellent | |
| Excellent | |
| Don't know | |
| Excellent | |
| Good | One sided to protect the Minorites |
| Good | leave the shifts alone , you know nothing about it |
| Good | |
| Good | |
| Good | |
| Excellent | |
| Excellent | |
| Good | |
| Good | |
| Don't know | |
| Excellent | |
| Excellent | Great guys, the firefighters. |
| Excellent | |
| Fair | I once called the police as I saw someone steal my property but it took 40 mins to arrive and when I told them the direction thieves went....they went the opposite! |
| Excellent | |
| Excellent | |
| Good | |
| Excellent | |
| Fair | |
| Good | We haven't ever used the services. The downtown fire was handled well. |
| Good | |
| Excellent | |
| Excellent | |
| Good | |
| Good | |
| Don't know | |
| Fair | They haven't let the other half of main street burn down yet. |

How would you rate the overall condition of city streets?

| | |
|------|--|
| Fair | |
| Fair | |
| Fair | |
| Fair | |
| Good | |
| Fair | |
| Fair | It's not the streets it's the green space I'm concerned about |
| Fair | too bumpy almost every where. |
| Fair | City street repairs should be clearly explained to the public. Why some streets that are in good condition are torn apart while others are left to further deteriorate wants better explanation to the public. |
| Fair | |
| Good | |
| Fair | |
| Good | |
| Fair | Some of the residential streets could use work |
| Fair | |
| Fair | |
| Fair | |
| Poor | Main streets (Oakland Ave - 1st Ave S. - 1st St. SE) could use more attention. |
| Good | Often dirty, I can remember falling on patches of sand when I was a kid rollerblading. I actually broke my arm falling off my bike (on a patch of sand) in 6th grade. |
| Fair | |
| Good | good to fair...depends on area |
| Fair | |
| Poor | return to the old way of paving streets! This new finish coat method clearly does not work- just look at all the shallow pot holes all over. |
| Good | |
| Fair | |
| Fair | |
| Good | |
| Poor | There are streets I can't even bike down right now due to the amount of potholes. Just had to replace my wife's bike rim due to one. |
| Fair | |
| Good | None |
| Good | |
| Poor | Horrible streets. Worst in the state. City should be ashamed!!!! |
| Fair | |
| Good | |
| Good | |

| | |
|-----------|--|
| Good | Seemed like a rough winter on the roads. Our street also has a lot of sump pump discharge which makes for an unsafe and slippery gutter. Have had numerous people slip and fall. |
| Fair | |
| Good | |
| Excellent | |
| Poor | |
| Poor | there are many roads in awful shape. City plows this winter did the worst job ever. I think contracting out for street services is the way to go. Don't compete with business that is available. Grandfather it out. Disgusted. |
| Fair | |
| Poor | Many residential areas need some much needed TLC with maintenance and repair. |
| Fair | |
| Good | |
| Fair | Many streets have potholes |
| Fair | I have lodged a few complaints over rental properties and garbage left out on the street. |
| Fair | |
| Good | |
| Poor | |
| Fair | |
| Good | |
| Fair | Main roads are good. Side roads some are very bumpy or holes |
| Good | |
| Fair | Some areas are worse than others but with the salt we have to put down what do you expect |
| Poor | |
| Fair | |
| Fair | Always areas needing work. |
| Good | Schedule on repairs is questionable |
| Fair | |
| Good | |
| Fair | |
| Fair | |
| Good | |
| Fair | I know, according to the Austin Daily Herald, the city is working on making accommodations for those who rely on other forms of mobility, such as wheelchairs, to travel safely. However, the walkways or paths connected to streets to travel to businesses is often not conducive, especially when traveling around the old Target and old mall areas. The street conditions make it difficult to travel safely as designated crosswalks and or stop lights are needed. The city streets, compared to other surrounding communities, seems to have larger potholes, less clearly marked areas for walkers, and uncontrolled intersections. The designated bike lanes such as the one along 4th street SW is often filled with parked cars so bicyclist need to weave in, out, and around moving vehicles. Is it possible to consider bike lanes to be strictly for bikes and have no parking signs posted? Also for the safety of cyclists and drivers could more bike |

| | |
|------|---|
| | lanes be designated throughout the city? City and state budgets obviously greatly affect the conditions of the streets, as a citizen I am fully aware Austin is striving to meet the safety needs of the community. |
| Fair | |
| Good | |
| Fair | They're getting better.) |
| Fair | It's almost fightinThe roads I use the most often seem to be in a constant state of disrepair. Simply dumping more gravel or asphalt into the craters doesn't work for long. |
| Poor | |
| Good | |
| Fair | |
| Fair | |
| Fair | |
| Fair | There are a lot of streets that have potholes. Streets need to have the lines painted on them, people don't know how to drive without them. |
| Good | |
| Good | |
| Fair | |
| Good | |
| Fair | |
| Poor | |
| Good | |
| Fair | |
| Good | Some streets are in need of repair. Some streets need assistance with potholes |
| Fair | |
| Fair | |
| Good | |
| Poor | |
| Poor | Will the lines get painted on right before the snow falls again? |
| Fair | |
| Poor | Fix the pot holes and maintain ALL roads during the winter. |
| Good | |
| Poor | Pot holes everywhere. Paint on the roads seems to be the only thing they keep up with. |
| Poor | There are too many pot holes in Austin, MN and the roads are so bad they need to be fixed. |
| Good | |
| Good | |
| Good | Lots of potholes |
| Fair | |
| Fair | |
| Good | |
| Poor | |
| Good | |
| Fair | I know it's difficult to keep up due to weather |

| | |
|-----------|---|
| Excellent | |
| Fair | |
| Poor | Seems the City is so far behind in this area. Potholes galore! Lot of work needed here. |
| Fair | Need lines painted on all the streets. Lots of potholes. |
| Poor | |
| Fair | |
| Excellent | |
| Good | |
| Good | |
| Fair | |
| Good | |
| Fair | The city is doing the best it can with our shirt repair season. |
| Good | |
| Good | |
| Fair | There are a lot of terrible roads in the city. |
| Good | |
| Good | |
| Fair | Additional street signs need to be added for safety in unmarked intersections. There are many on he east side...ex the intersection of 20th st SE and 2nd Ave SE, 1st Ave se |
| Fair | |
| Fair | |
| Good | |
| Fair | |
| Fair | |
| Fair | Lots of potholes and other deterioration around town. Sidewalk project seems to also have come to a halt. |
| Poor | Patch jobs abound. They look horrible and are horrible to drive on. |
| Fair | |
| Poor | like i said before , way to many pot holes. The genius who decides when to go out and plow streets needs to be fired. They wait till the snow is packed down before they send the plows out, worried about overtime , not safety. |
| Poor | It is time to return to the days when "tarring & sanding" the roads in the summer was common. Now they have to be ripped up and replaced! Put in a new road and take care of it. |
| Fair | |
| Poor | |
| Good | |
| Good | |
| Fair | |
| Fair | Lots of wear |
| Good | |
| Excellent | Those street sweepers do a great job sweeping the streets! |
| Poor | |
| Fair | Bad in winter |

| | |
|------|---|
| Good | |
| Fair | |
| Fair | Any streets that intersects 1st Ave SW and Oakland need better one-way signage. As a resident of 1st Ave SW, seeing driver's going the wrong way is way too common. It's unsafe to drivers and to vehicles parked on the street as well as pedestrians. |
| Good | |
| Fair | some streets are poor but others have been improved |
| Fair | We appreciate the improvements on Oakland West and the work that is being done in other areas. There is still a lot to be done. |
| Fair | |
| Good | |
| Good | |
| Fair | |
| Poor | |
| Fair | |
| Poor | Cracks and holes, asphalt roads don't last like concrete. Snow is never removed in a timely manner. |

| How would you rate the overall quality of snowplowing on city streets? | |
|--|--|
| Poor | |
| Fair | Sometimes I feel as if they rush and then it crap and it shows. |
| Fair | |
| Poor | I come from Wisconsin. It seems like our side streets were kept in much better shape. There was also sand/salt pile available at the fairgrounds. Residents could bring their own buckets and shovel supplies, this kept our neighborhood sidewalks safe from falls due to ice. |
| Fair | |
| Good | |
| Poor | The only thing they do is intentionally block you in your driveway! I was out shoveling my driveway out and a plow came by laughing as he put the blade down before my driveway. |
| Fair | |
| Good | |
| Good | |
| Good | |
| Fair | |
| Excellent | |
| Fair | it's hit or miss depending on the drivers. Some care more than others about the quality of work they do. |
| Fair | |
| Don't know | those floating blade trucks really do little except move some snow and compact the rest into the driving surface. go back to motor graders. |
| Fair | |
| Good | Some areas of downtown seem to take days to clear, especially around the government center. With limited public parking and all the talk of how important downtown is, I think the city should focus on clearing the streets and not leave certain areas half-assed because of the idiotic city-county feud. |
| Excellent | Plowing is great, but salt is over used. |
| Fair | |
| Good | need to tag more cars for parking during snow storms...would help the snowplowing people and keep streets as wide as possible |
| Fair | |
| Good | Some plow drivers GO way to fast which throws snow far enough to recover cleared sidewalks with ice and snow. |
| Good | |
| Fair | |
| Fair | Good at the beginning of winter. Hit and miss at the end. |
| Good | |
| Excellent | |
| Poor | Don't be cheap!! Pay your drivers and let them do a good job instead of half assing it to try to save money!!! |

| | |
|-----------|---|
| Good | No problems |
| Poor | Of the towns I've lived in by far Austin does the worst job plowing. They wait way too long to plow that it just gets packed down and rock hard so when the plows finally do go by they cannot hit the pavement. |
| Poor | You need to plow the streets more!!!!!!! Winter Austin streets are embarrassing. |
| Excellent | |
| Good | |
| Excellent | |
| Excellent | Great job |
| Poor | |
| Fair | Cars need to be ticketed and towed immediately flooring the snow emergencies...and then the plow needs to come back once it is towed. Also get closer to the curb! |
| Excellent | |
| Poor | They don't come out when it snows making it difficult to get around during heavy snowfall. They don't clean up the roads to the asphalt making the roads extremely bumpy and hazardous. |
| Fair | |
| Poor | see above. I realize getting called out at whatever time of the day would be a pain. But this last winter was awful. I don't care that it was Christmas. This is the job they signed up to do and if it's their union contract doing this then get rid of the street dept. |
| Fair | |
| Good | The plows have accelerated the deterioration of many neighborhood streets this past year. |
| Good | |
| Good | |
| Excellent | |
| Fair | |
| Poor | Sand by itself it's not an appropriate method of ice removal. It seems Sand is a goto for Austin. It creates incredibly rough road surfaces where it wears down the snow pack unevenly. |
| Excellent | |
| Poor | |
| Good | |
| Good | Blocking driveways is a problem. |
| Good | |
| Good | |
| Good | |
| Poor | Plow the streets before everyone starts driving on them. Sanding then plowing makes no sense. Do a better job of getting the snow over the curb. If it goes on people's sidewalks so be it. People will have to learn to deal with it. Not many people out walking on the sidewalks in the winter. Use more salt. Stop worrying about paying overtime for snow plowing. You don't pay your employees for it anyways. It's just more pto for them. Maybe cut back on all the mowing in the summer to make up for the \$\$\$. |
| Excellent | Also relook over your primary roads for plowing. Few streets need to be added. |

| | |
|------|---|
| Poor | Really, really, really bad residential (late and not well plowed) and downtown. |
| Good | Happy with that, except narrow roads that do not get plowed in time |
| Good | |
| Good | |
| Fair | |
| Poor | |
| Fair | |
| Poor | I am unsure if the city budget does not provide enough hours for snowplow workers to truly clear the streets to a safe level of travel or if the snowplow workers do not receive an adequate amount of training, again due to the budget set aside for snowplowing. However, this area of all the categories is the area most in need of improvement. Compared to other cities of similar square miles and population Austin falls far below average. Friends who have moved away yet return to visit are often appalled at road conditions after a snow fall and plow. Relatives who visit from other areas of the country with similar climates cannot believe the winter travel around town. An increase in budget to allow for enough "man" hours for snow removal and enough funds for training and refresher courses is a possible yet now always plausible solution. It is very apparent cars actually need to be ticketed and towed when not following emergency snow removal policy. Perhaps staffing people to coordinate with the snow plow drivers the towing of vehicles would better suite the needs of the department of transportation to improve winter road conditions. |
| Poor | Seriously need to come up with a better way of plowing the neighborhoods having your driveway blocked in isn't fair at all. I've been late to work, missed doctor appointments... this year they pushed everything from the block north of me into my yard. The salt and gravel killed my yard!! |
| Good | |
| Fair | |
| Good | |
| Good | |
| Poor | |
| Fair | |
| Fair | |
| Poor | |
| Poor | There were many times that I was visiting neighboring communities and their roads were much better. I also had family comment that they could believe that the roads had not been plowed. |
| Fair | Live in a corner house in NW Austin and get city crews clearing snow from the corner sidewalk and dumping it all in front of my house on the boulevard. Looks ugly and leaves a significant amount of sand/debris when the snow melts. Boulevard grass is dead in that spot. |
| Good | |
| Good | |
| Fair | Take out mailboxes, not all streets done . Lots of tire marks frozen from not being plowed |
| Poor | No excuse for plow drivers to push snow on to the sidewalks and also fail to stop at stop signs. They often "roll through" the stop signs |

| | |
|-----------|--|
| Poor | |
| Excellent | |
| Fair | The city does NOT understand how to care for our gravel street. The condition has been much worse since our annexation than it was previously. |
| Fair | If it snows considerably on a weekend or holiday - it appears the streets do not get plowed If it snows considerably afternoon or evening - it appears the streets do not get plowed until the next day |
| Poor | 2016 was absolutely terrible! |
| Good | However, it appears to take a while to clear neighborhood streets after the arterial roads are clear. |
| Good | |
| Poor | |
| Fair | |
| Fair | |
| Poor | See above. |
| Good | |
| Fair | |
| Fair | |
| Good | |
| Good | |
| Good | |
| Poor | The blade needs to be lowered to actually clean the snow/ice on the streets. |
| Fair | |
| Poor | |
| Poor | |
| Fair | This one is a Fair to a Poor. As a 64 year old disabled individual living on a dead end street I can't tell you how it feels when that big old city plow truck pushes all the snow from the street to my in drive. When I called the shop to complain about it I was told that 'everyone gets their share of snow', yeah, I get that, but a 4 foot wall of packed snow? Easy solution that so many other plow drivers have listened to, understood, don't push the snow into my driveway, raise & then lower blade, drag it back, push it into area created so many years ago for that purpose. In years passed my neighborhood has been fortunate to have some plow drivers that were so wonderful...curb to curb, all at one time...no need to alternative parking. I want some of those drivers back again! |
| Good | |
| Excellent | |
| Fair | |
| Poor | Much improvement needed in this area. |
| Excellent | |
| Fair | |
| Fair | |
| Good | |
| Good | |
| Good | |

| | |
|-----------|--|
| Poor | |
| Excellent | |
| Excellent | Cars that remain on the streets when the plow comes by need to be ticketed. |
| Excellent | |
| Good | |
| Poor | During the winter, the plowing was horrible, especially if it happened to be on a weekend. |
| Fair | |
| Good | Live by a school so street in our area are good |
| Poor | This winter was better than it ever has been. |
| Good | |
| Poor | need to rotate residential gets done first vs last |
| Good | |
| Good | |
| Good | |
| Poor | Need to get over this idea that plowing on weekends or evenings is too expensive. Work something out with seasonal employees and get the streets plowed once it stops snowing rather than waiting for the next work day. |
| Fair | Known Large storms - plows could/should be out earlier. |
| Fair | |
| Poor | |
| Good | It is time to use the people who are incarcerated to shovel out fire hydrants in winter. They should also be used to mow the boulevards in summer. I don't care if the bureau of prisons frown on this! |
| Poor | This last winter was the worst it's ever been, not good at all !! |
| Fair | |
| Excellent | |
| Fair | |
| Good | |
| Fair | |
| Fair | |
| Excellent | |
| Poor | Whoever plows over here mounds the snow up in front of everyone's driveways in gigantic mounds. It's possible to plow the street without doing that. It really stinks to have to break our backs digging out the ends of our driveways every single time there's a snowstorm. Just being honest. |
| Poor | they don't actually plow snow. they just compress the snow into a hard pack. bring back motor graters. |
| Poor | Rough; corner piles; do not adhere to even pdd parking and go around a correct side parked car leaving so much snow you have to dig out....do the same to driveways of side that shouldn't be plowed that day. This makes it very difficult to plan to get out for work |
| Poor | It used to be excellent, but the last two years have been bad. It seems plows do not come out when it snows on weekends. The snow is left too long and becomes ruts that are horrible. I feel like I am on an episode of Ice Road Truckers some days! |

| | |
|-----------|---|
| Good | |
| Fair | |
| Poor | |
| Fair | |
| Fair | We don't appreciate the amount of snow that is left in our in-drive from the plow and this could be avoided by angling. There is curb damage across the street from the plows. Snow removal is prompt, so that is good. |
| Fair | |
| Good | |
| Excellent | |
| Poor | Have everyone off street park when it snows and remove vehicles tow immediately. |
| Poor | |
| Fair | |
| Poor | They drive to fast pushing snow from the roadway on to city sidewalks. They need to start plowing earlier during storms. |

| | |
|------------|--|
| Excellent | |
| Good | |
| Good | |
| Good | as far as I know. But what are those white box chunks that have drifted down south of the plant in the early morning hours? is it toxic? |
| Good | |
| Good | I have never had a problem. |
| Fair | |
| Good | |
| Excellent | |
| Good | |
| Good | |
| Excellent | |
| Fair | |
| Poor | |
| Poor | |
| Good | |
| Good | |
| Don't know | |
| Good | |
| Fair | |
| Excellent | |
| Fair | Better than most places should make storm water access easier |
| Good | |
| Good | |
| Good | |
| Fair | |
| Good | |
| Good | The only reason this is not an excellent has to do with the need of perhaps a few more regular street cleanings, especially after a storm, as cleaning debris would allow for quicker rain water draining. |
| Good | |
| Good | |
| Good | |
| Excellent | |
| Good | |
| Good | |
| Good | |
| Good | |
| Don't know | |
| Good | |
| Excellent | |
| Fair | The NE side needs more storm drains |

| | |
|------------|--|
| Good | |
| Good | |
| Fair | |
| Poor | |
| Good | |
| Poor | I know the Austin system is on the list for needing upgrades to accommodate capacity, so the city shouldn't be adding new areas to the system without making those upgrades. |
| Good | Cost is too high for taxes and fees I pay more in taxes and fees than my actual use for water and sewar |
| Good | |
| Excellent | |
| Good | |
| Good | |
| Good | |
| Good | |
| Don't know | |
| Don't know | |
| Fair | |
| Good | |
| Good | |
| Good | |
| Excellent | |
| Fair | |
| Fair | |
| Good | |
| Fair | |
| Excellent | |
| Excellent | |
| Excellent | |
| Good | |
| Don't know | Assume that it is in good condition. |
| Excellent | |
| Good | |
| Excellent | |
| Excellent | |
| Excellent | |
| Good | |

| | |
|-----------|---|
| Good | |
| Excellent | |
| Excellent | |
| Excellent | |
| Good | |
| Good | Please notify residents when you're going to blow out sewers so we can close our toilet lids. Too many times I've come home from work to find water all over my bathroom walls and floor. |
| Excellent | |
| Excellent | |
| Good | |
| Good | |
| Excellent | |
| Fair | |
| Excellent | |
| Good | |
| Good | |
| Good | |
| Excellent | |
| Excellent | |
| Excellent | |
| Excellent | |
| Good | |
| Excellent | |
| Good | |
| Good | |
| Excellent | |
| Good | |
| Excellent | |
| Good | |
| Excellent | We have no issues. |
| Good | |
| Good | |
| Excellent | |
| Good | |
| Good | |
| Excellent | |
| Fair | |

How would you rate the fiscal management and health?

| | |
|------------|--|
| Poor | |
| Good | |
| Fair | |
| Good | |
| Fair | |
| Fair | |
| | |
| Good | |
| Excellent | |
| Fair | |
| Good | |
| Fair | |
| Excellent | |
| Good | |
| Fair | |
| Good | |
| Good | |
| Good | If this is the reason that roads are in less-than-ideal shape I would have to lower it to fair. |
| Poor | The dome is one of the most foolish things I have ever seen purchased. City management of public internet has been a massive disaster. We have spent a lot of money on short lived technology. |
| Good | |
| Don't know | |
| Fair | |
| Poor | all the extra utility charges you forced on us to get ALL new trucks and equipment was/is unfair. |
| Fair | Property axes continue to rise every year. As an employee in Rochester who commutes, I'm losing my incentive to stay in Austin. |
| Poor | |
| Poor | Financial decisions made by Hormel and Vision 2020 without a vote by the tax paying citizens. (Rec Center I.e.) |
| Good | |
| Excellent | |
| Fair | |
| Fair | They spend too much time on feel good projects and don't look at the big picture and what would be good for the city |
| Good | |
| Fair | You need to spend more money to improve necessary services. Public works/police/fire. |
| Fair | |

| | |
|------------|---|
| Good | |
| Fair | |
| Don't know | |
| Poor | |
| Fair | |
| Fair | |
| Good | |
| Fair | |
| Poor | over paid Administration and top heavy. |
| Don't know | |
| Don't know | |
| Fair | |
| Fair | |
| Don't know | |
| Don't know | |
| Don't know | |
| Good | |
| Good | |
| Good | |
| Excellent | |
| Don't know | |
| Excellent | |
| Fair | I appreciate we have some of the lowest taxes in the state but i'm willing to pay more to improve the city. |
| Fair | |
| Good | |
| Good | |
| Excellent | |
| Excellent | |
| Good | |
| Don't know | |
| Fair | |
| Fair | |
| Don't know | I realize, as a tax payer, this information is accessible to me and I should be more involved as it would assist me in understanding some of the budgeting decisions. At this time I do not feel informed enough to comment in this area. |
| Good | |
| Good | |
| Don't know | |
| Good | |
| Poor | |
| Good | |
| Good | |

| | |
|------------|---|
| Good | |
| Don't know | |
| Good | |
| Excellent | |
| Good | |
| Good | |
| Good | |
| Poor | They city council seems to like to waste tax dollars on things such as Vision 20/20, trails that are hardly used |
| Poor | |
| Good | |
| Don't know | |
| Excellent | Taxes are fair It appears that there are too many city employees |
| Good | |
| Poor | Since purchasing our house three years ago, our taxes have done nothing but go up. That shouldn't happen if finances were managed better. |
| Poor | |
| Good | |
| Poor | |
| Don't know | |
| Don't know | |
| Don't know | |
| Fair | |
| Good | |
| Good | |
| Good | |
| Don't know | |
| Fair | |
| Fair | |
| Good | |
| Poor | |
| Good | |
| Fair | |
| Don't know | |
| Good | |
| Excellent | Finance department does a good job. Good thing that it was created. |
| | |
| Poor | |
| Good | |
| Good | |
| Good | |
| Fair | |
| Fair | |

| | |
|------------|---|
| Excellent | I think it's time to invest more in quality services, more money for parks and green space. |
| Excellent | |
| Excellent | |
| Poor | |
| Fair | I think our resources could be better used even if it cost a little more. |
| Good | |
| Good | |
| Fair | |
| Good | |
| Good | |
| Good | |
| Fair | |
| Good | |
| Good | |
| Don't know | |
| Good | |
| Poor | you pay ur uneducated management way to much, theres know way they could hold a management job in the private sector , there not qualified. Take ur human resources , wheres her degree? Take ur streets supervisors wheres there degrees, take ur parks supervisors where there degrees, take waste water wheres there degrees. But these people are under paid, give me a break, they make more than college degree people in the private sector, look it up Clark, oh and by the way you make 7000 dollars more than any other city administer in other cities Austins size, look it up. |
| Poor | Way too much money is spent on health & human services. |
| Good | |
| Don't know | |
| Excellent | |
| Good | |
| Fair | |
| Poor | |
| Don't know | |
| Excellent | |
| Fair | |
| Good | |
| Fair | |
| Excellent | |
| Don't know | |
| Good | |
| Good | |
| Fair | |
| Excellent | |
| Poor | |
| Good | |

| | |
|------|--|
| Good | |
| Good | |
| Fair | |
| Good | |
| Poor | Taxes keep increasing need I say more. |

| How would you rate the quality of City Library programs and facilities? | |
|---|---|
| Fair | |
| Excellent | |
| Poor | More young children options. In the afternoons. On the weekends. More interaction in the children's area besides the computers. |
| Good | |
| Good | |
| Good | More variety of books available. More titles/licenses for download. |
| Good | |
| Excellent | |
| Excellent | |
| Don't know | |
| Good | |
| Excellent | |
| Excellent | |
| Excellent | |
| Good | |
| Excellent | |
| Excellent | |
| Excellent | Great asset for the community |
| Poor | We have a nice building and a lot of side services like iPad/telescope/internet,magazines, but we have very few books on hand. Furthermore, their is a very left leaning bias in their inventory. |
| Excellent | |
| Good | |
| Good | |
| Good | |
| Excellent | |
| Good | |
| Good | |
| Excellent | |
| Excellent | |
| Good | |
| Fair | Don't leave my kids side while in there, take the computer games away from the kids and give them a book |
| Don't know | |
| Good | |
| Excellent | |
| Excellent | |
| Don't know | |
| Good | Our family enjoys the wonderful library. |

| | |
|------------|---|
| Good | |
| Fair | |
| Good | |
| Good | |
| Fair | |
| Good | however I have heard some issues with safety at night. |
| Good | |
| Excellent | The library has been maintained very nicely and they have quality programs for all ages. |
| Good | |
| Don't know | |
| Good | It would be great to see an expanded children's area - it seems a little small |
| Don't know | |
| Good | |
| Excellent | |
| Excellent | |
| Good | |
| Excellent | Would like the library to open at 9. |
| Excellent | |
| Good | |
| Excellent | |
| Don't know | |
| | |
| Good | Great programs, great facilities, but selection of books here is limited, and the last couple of times I took books out they were musty and stunk - stuck to my hands, in the air. |
| Excellent | |
| Good | |
| Excellent | |
| Good | |
| Good | |
| Good | |
| Excellent | |
| Excellent | The library offers free programming for the city's youth as well as adult programs. Advertising the programs and communicating all the library has to offer would make better utilization of a nicely located city resource. Perhaps a field trip by all first, third, fifth, and seventh graders each school year would educate today's youth and the school system on the benefits of all the library has to offer. |
| Excellent | |
| Good | |
| Good | |
| Good | |
| Good | |
| Excellent | |
| Good | |

| | |
|------------|---|
| Excellent | |
| Good | Up-to-date computers would be very helpful. When I was in college I came to visit one weekend and could not complete an assignment due to the Microsoft Package on the computers being out of date. |
| Excellent | |
| Excellent | |
| Excellent | |
| Excellent | |
| Don't know | |
| Good | |
| Poor | |
| Fair | |
| Fair | There have been a lot of smoke and mirrors used to make it look like a lot of people were very involved. |
| Excellent | Best in the country |
| Don't know | |
| Excellent | |
| Good | |
| Fair | |
| Good | |
| Don't know | |
| Fair | |
| Good | |
| Good | |
| Excellent | |
| Excellent | |
| Good | |
| Excellent | |
| Don't know | |
| Fair | |
| Good | |
| Good | |
| Excellent | too bad that a new library director cannot be accomplished. It is beginning to affect the usual nice atmosphere of the library. |
| Excellent | |
| Good | |
| Good | |
| Good | |
| Good | |
| Excellent | |

| | |
|------------|--|
| Good | |
| Excellent | Amazed at the quality of our library. Staff is fantastic, despite losing it's director and delay in hiring replacement. |
| Don't know | |
| Fair | |
| Excellent | |
| Good | We have an excellent library. |
| Excellent | |
| Excellent | |
| Good | |
| Good | |
| Excellent | |
| Fair | |
| Excellent | |
| Good | |
| Excellent | |
| Good | |
| Excellent | |
| Good | when people leave the city , you don't wait 6 months to replace them, like when Ann left |
| Good | |
| Don't know | |
| Good | |
| Excellent | |
| Excellent | |
| Fair | |
| Fair | |
| Excellent | |
| Excellent | The Library is great & the programs all also. The staff are friendly & very helpful. |
| Excellent | Great place, the library. |
| Excellent | |
| Excellent | |
| Excellent | We are extremely lucky to have one of the finest libraries around! I do not understand the delay in replacing Ann Hokanson. She turned in her notice in October. It is now May and we still do not have a replacement, so the staff has been operating at a deficit for months. Now the technology librarian is leaving. How long will that take???? |
| Good | |
| Poor | |
| Excellent | |
| Good | |
| Excellent | |
| Good | |
| Good | |
| Excellent | |

| | |
|-----------|--|
| Good | |
| Good | |
| Excellent | |
| Good | |

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

| | |
|-----------|---|
| Fair | |
| Excellent | |
| Fair | |
| Excellent | parks are beautifully maintained |
| Fair | |
| Good | Can be a little under-maintained. |
| Fair | |
| Fair | Get the community center built! In Eden PRairie it has become the life blood of the community for people of all ages. |
| Excellent | |
| Fair | |
| Poor | Over run with gang like people, I don't feel safe to use our public parks with my kids |
| Excellent | |
| Excellent | |
| Good | |
| Good | |
| Good | |
| Good | |
| Excellent | |
| Fair | Poor lighting and lack of open/clean bathrooms at parks. My 4 and 5 year old don't care how new a playground is when they have to pee. I don't understand why some of the "bad" parts of town got updated parks, but some of the parks in "nicer" parts of town didn't (over the last 15 years). |
| Good | |
| Good | |
| Poor | |
| Good | |
| Good | |
| Good | |
| Fair | |
| Good | The city needs to have a area for a recreational fire pit at Told Park that can be used anytime for cooking or a bonfire during park hours. |
| Excellent | More connecting bike lanes please! |
| Fair | |
| Poor | I don't like taking my kids to the park in town, we usually stop at one when we're out of town or a small park in town. A lot of kids act inappropriately, with language and attitude. Same reason we don't use the YMCA and this will probably be true with the new rec center... Family nights don't happen in Austin, because a lot of parents just want a free babysitter |
| Excellent | |

| | |
|-----------|---|
| Good | City of parks |
| Good | |
| Excellent | |
| Fair | |
| Fair | Again graffiti, and some sanitary concerns with the parks. |
| Fair | |
| Good | |
| Excellent | |
| Good | |
| Poor | |
| Good | |
| Good | |
| Good | |
| Poor | |
| Good | Plenty to do |
| Good | |
| Good | |
| Poor | Poor/no weed control or turf management, parks are filled with sand, where wood chips or rubber mulch would be a better fit. |
| Fair | |
| Good | |
| Excellent | |
| Excellent | |
| Excellent | |
| Good | |
| Excellent | |
| Good | I think the city could mow less areas. Let it grow into wild grasses. Maybe they could pour concrete on one of the city parks outdoor hockey rinks so kids can have a place to play roller hockey. This would also take less water and time to make ice for outdoor hockey rink. |
| Good | |
| Excellent | |
| Good | |
| Good | |
| Excellent | |
| Good | |
| Good | |
| Good | |
| Good | The city has lovely trails and parks to access. The Park and Rec program does not have scholarships available for low income families so I could not rate the category as excellent. Of course, the new interpretative building at the Jay C. Hormel nature center receives the highest of marks. |
| Good | |
| Good | |

| | |
|-----------|--|
| Good | I'm not sure if this includes adult community education. If it does it would be nice to see the community ed programs run with more thought. Especially the physical ed type classes. They are often schedule at simultaneous times making it difficult to participate in more than one class. |
| Good | Riverside Arena needs improvement. I don't know who is responsible for it, but the press box at Riverside is unsafe, the big screen jumbotron or whatever you want to call it is a joke and the locker rooms are antiquated. Overall this place, and it immediately becomes one of the best historical rinks in Minnesota. |
| Poor | |
| Excellent | |
| Excellent | |
| Fair | See above comments about the parks. |
| Good | |
| Excellent | |
| Fair | |
| Poor | |
| Good | We don't use many of the parks due to dogs not being allowed in the majority of them. We travel to the state park in albert lea vs staying in town at the nature center specifically for this reason. |
| Good | |
| Excellent | Getting much better Park and Rec needs to have a better relationship with volunteer organizations that are working with them (Hockey, Figure Skating, football, softball - etc.) Glad there is a dome Glad there is ice in the summer Getting much better |
| Good | |
| Excellent | |
| Good | |
| Fair | |
| Poor | Parks are always dirty. |
| Good | |
| Good | |
| Good | bike trails are excellent, parks are good, park facilities are fair to poor |
| Poor | |
| Good | |
| Fair | |
| Good | |
| Excellent | |
| Fair | |
| Poor | |
| Good | |
| Poor | |

| | |
|-----------|--|
| Good | I don't have opportunity to experience much more than the Nature Center. Have family & friends that use other facilities & are glad they are readily available. |
| Good | |
| Excellent | |
| Good | |
| Good | |
| Fair | Need more programs for kids especially over the summer in the evening son working parents kids can be involved. Keep cost of youth sports low enough all kids can afford so all kids can try new things. |
| Fair | |
| Good | |
| Fair | |
| Good | |
| Excellent | |
| Fair | |
| Excellent | Even more investment is needed. Upgrade dog park, increase bike trails, etc. |
| Fair | The parks are mowed, but they are not trimmed very often. There are too many trees around Mill Pond and East Side Lake, taking away from the view of the water. The trees also make the areas less safe. |
| Good | |
| Poor | The trails are nice but the smell coming from both East Side lake and Mill Pond is disgusting. The Goode feces makes it hard to walk and the trash is everywhere. |
| Good | We have some good city parks and trails if only they were safe. |
| Good | Some parks need some maintenance and tlc |
| Good | |
| Good | |
| Fair | |
| Fair | |
| Good | I think that it could be improved. Austin needs a center for children (not just young ones) we need activities for families to do. |
| Poor | |
| Good | |
| Good | Get more bike trails and designated bike lanes on busy roads. Make more summer use of the Bandshell; music groups, movies, art/craft fairs. There should be something there at least once per week. |
| Fair | I know the fields at Todd Park need some updating and cleaning up as well as ground work to smooth out. |
| Good | |
| Poor | all you do is keep cutting programs, hours and the maintenance of our rec programs. Our warming houses are never open , maybe on the weekend or maybe not. why is it the parks dept. won't operate the new rec center? your parks supervisor is rude and likes to argue with the citizens of Austin. |
| Poor | Way too much money is spent on bike trails! Virtually no one uses a park anymore. Nice ones such as Todd Park has been turned into a sports park! |
| Excellent | |

| | |
|-----------|---|
| Fair | |
| Good | Good, and getting better. |
| Excellent | |
| Poor | |
| Poor | |
| Good | They are DEFINITELY improved! Many parks could use cleaned or painted trashed cans, more clean benches or picnic tables, and less weeds. |
| Excellent | |
| Excellent | How about that Nature Center! |
| Excellent | |
| Good | Disappointed dome not open to public on weekends |
| Excellent | |
| Good | |
| Good | |
| Fair | Dog park is bad. People don't follow rules and nobody to police them. |
| Good | |
| Good | We are really expanding and improving in these areas. These parks, trails and programs add to the quality of our life. We really enjoy all of the bike trails. We need a bike trail from the SW to connect to the system. |
| Good | |
| Good | |
| Good | |
| Good | |
| Good | Redo the diamonds at Todd Park. Roll them out. |
| Fair | |
| Excellent | |
| Good | |

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

| | |
|------------|---|
| Don't know | |
| Good | |
| Fair | |
| Good | |
| Fair | |
| Fair | |
| Fair | |
| Fair | Biggest thing I have run into so far is no yard waste removal/pick-up. In Eden Prairie, if you trim branches, bag grass, small trimming, you can bundle or put in paper yard waste bags and garbage company picks up and hauls to composting site. Austin you need to haul it yourself - easier said than done. |
| Good | |
| Fair | |
| Good | |
| Fair | |
| Excellent | |
| Good | |
| Good | |
| Good | |
| Fair | |
| Good | Many surrounding communities have public lawn debris (leaf and grass clipping\branch) collection sites. Austin only does in the fall, rest of the year we have to pay for private business. Reason given was that the city doesn't want to hurt 1 private business (which isn't even in the city limits) with competition. So with that logic if I were to start a private security firm, would that mean we could eliminate the police department? Could we eliminate the city plowing because there are private businesses that provide snow removal? Seems like quite a bit of favoritism towards one business owner, why is that? |
| Fair | We are lagging in quality internet. Badly. If you want the city to look better tomorrow you need to trench today. Atlas, if we can't get our street lights to be all the same color who am I kidding. |
| Good | |
| Good | |
| Fair | |
| Good | |
| Good | |
| Poor | |
| Fair | |
| Good | |
| Excellent | |
| Fair | |

| | |
|------------|--|
| Poor | Not a lot to offer, scary to go out at night, Known to other communities as "little Chicago", when I drive to other towns like Winona and Redwing I think.... this would be nice |
| Good | |
| Fair | Streets are horrible. Need more police and more fire for safety. |
| Good | |
| Good | |
| Good | |
| Good | |
| Don't know | |
| Fair | We need more help for young single people who need house repairs but make too much money to get help at all with anyou curgent program...but with a hefty student loan you don't have much excess to make the needed house repairs. |
| Excellent | |
| Good | |
| Poor | |
| Fair | we need more beat cops like they used to say. on foot in the areas that are not safe. Always on the weekends North Main parking lot had foot patrol as well as them going in and out of bars. Austin has gone backwards but then with the influx of minorities and people who don't know how to live by the rules in Amercia... these terrorists from other countries with the machetes is very bothersome and the thefts that go on that never seem to get solved at the expense of the taxpayer/landowner or citizen. Also I don't believe that we need officers in school, you have the cameras and the vice principles to do this and in an emergency 911. That is a waste of the manpower we need at night. |
| Fair | |
| Fair | |
| Good | |
| Good | |
| Excellent | |
| Poor | I would like to see the city take a proactive response to all of the deteriorating rental homes. As a new property owner I am very disheartened that the City cannot do more to fine rental homes or improve their appearance. |
| Fair | |
| Fair | |
| Good | |
| Good | |
| Good | |
| Don't know | |
| Good | |
| Good | |
| Fair | |
| Excellent | |
| Excellent | |
| Good | Need to concentrate on more law enforcement precense for the little things. |

| | |
|------------|--|
| Good | |
| Excellent | |
| Good | |
| Good | |
| Good | |
| Good | Austin's new signage for tourists and new citizens is a positive addition. How can the city make the travel to local sites more appealing for those entering from the freeway exits? Also, the flow of the spring and winter decorations from downtown towards the east side is sparse. Is there a way to include more hanging baskets, flags, decorations, lights, etc. as tourists travel from downtown to East Side Lake, Packer Arena, or Riverside Arena? |
| Good | |
| Fair | |
| Good | |
| Good | |
| Good | |
| Fair | |
| Good | |
| Good | |
| Good | |
| Good | |
| Don't know | |
| Good | |
| Good | |
| Good | |
| Good | |
| Fair | |
| Poor | |
| Good | |
| Fair | It's very frustrating when Community Ed classes get canceled, and I'd like to see a bigger variety of offerings. We'd love to learn sign language, for instance. It was cool to see that French was being offered for kids, but the time doesn't work for us, so that's frustrating too. |
| Good | Parks should be mowed more often City sidewalks get missed with snow on them Laws should be changed for people who do not take care of their lawn (Several Properties are in need of repair - the current city notification does not work) It should not take 90 days for someone to be forced to cut their grass. |
| Good | |
| Good | |
| Fair | |
| Good | |
| Fair | |
| Fair | |
| Fair | Build a homeless shelter for singles and families. |
| Fair | |

| | |
|------------|--|
| Poor | |
| Good | |
| Good | |
| Good | |
| Good | |
| Fair | |
| Fair | |
| Good | |
| Fair | |
| Good | |
| Good | |
| Excellent | |
| Fair | |
| Good | Always room for continuous improvement. I think the city needs to be much more transparent. For example, actually have forums about the results of this survey rather than just post it on the website. |
| Fair | |
| Fair | |
| Good | |
| Excellent | |
| Good | |
| Good | I really cant believe how the council doesnt give any support to the Arts and Humane Society...the Arts are so much a part of quality of life and get virtually NO support...the Humane Society provides a great service to our community and also gets no support....as a city volunteer...it sure would be great to have at least the start of some support.... |
| Good | |
| Excellent | |
| Good | |
| Good | |
| Fair | |
| Fair | I think fair because I know you can do better, much better. People don't feel safe in the city and hiring more police officers is not the answer. Hire more full time firefighters and use their abilities. Some thing has to be done about the streets including snowplowing. Support your departments with funding, equipment or personnel if that's what they need. |
| Good | |
| Good | |
| Don't know | |
| Good | |
| Good | |
| Good | |
| Fair | |
| Good | |

| | |
|------------|---|
| Good | Would be nice to be able to pay prop taxes with credit card. |
| Good | |
| Good | |
| Poor | you don't listen very good. you can't fix stupid , thats you Clark |
| Poor | Too much money is spent on "welfare." Child services and unwed mothers. STOP IT! |
| Good | |
| Don't know | |
| Good | I would like to see more done about loose cats and dogs. |
| Good | |
| Fair | |
| Poor | |
| Good | |
| Excellent | |
| Good | |
| Good | |
| Fair | |
| | |
| Poor | Recycling is nightmare for seniors, cant haul to curb (cut up boxes,etc) too complicated. New drive in area cant get close and haul my stuff with cane for support, boxes wont fit. There has to be a better way! |
| Good | |
| Good | |
| Good | |
| Good | |
| Poor | |
| Good | |
| Good | |
| Good | |
| Good | |
| Excellent | |
| Fair | |