

RESOLUTION NO. 16771

**AFFIRMING THE CITY OF AUSTIN'S PARTICIPATION IN THE OFFICE OF THE STATE
AUDITOR'S VOLUNTARY 2023 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 IT 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 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, 2023.

YEAS 7

NAYS 0

ATTEST:



City Recorder

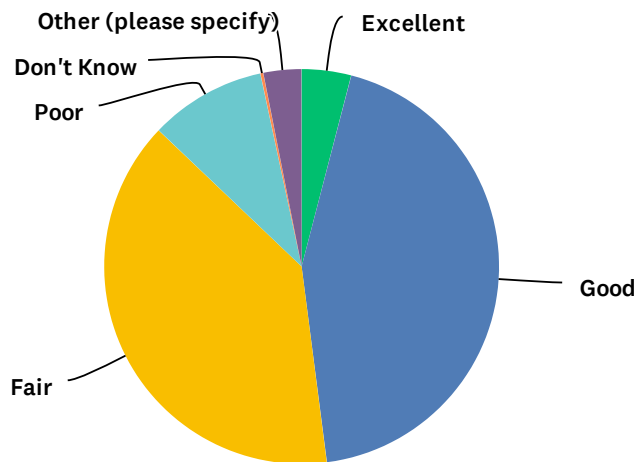
APPROVED:



Mayor

Q1 How would you rate the overall appearance of the City?

Answered: 419 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	4.06%	17
Good	43.91%	184
Fair	39.14%	164
Poor	9.55%	40
Don't Know	0.24%	1
Other (please specify)	3.10%	13
TOTAL		419

#	OTHER (PLEASE SPECIFY)	DATE
1	The majority of the City looks good but there are parts that need to be cleaned up. It's a nuisance that you have to call in to report your neighbors. They should have the zoning inspectors out and catching all this activity before it gets to that level. They are not doing enough to keep our city cleaned up.	6/16/2023 4:39 PM
2	It depends where you go I suppose. Downtown always looks nice. Some neighborhoods are very trashy our parks have trash everywhere.	6/10/2023 1:40 PM
3	This really depends on what part of town you are talking about some parts are absolutely terrible while other areas are thriving.	6/10/2023 12:29 PM
4	It's definitely getting junkier.	6/9/2023 7:09 PM
5	Depends on where you are looking.	6/9/2023 6:07 PM
6	Weed control has gotten out of hand in many areas	6/9/2023 12:20 PM
7	Long, weedy grass	6/9/2023 12:01 PM
8	I feel that the appearance of the city varies by the wealth and property taxes of the neighborhoods. However, appearance is subjective and more frequent mowing and spraying for	6/7/2023 7:00 AM

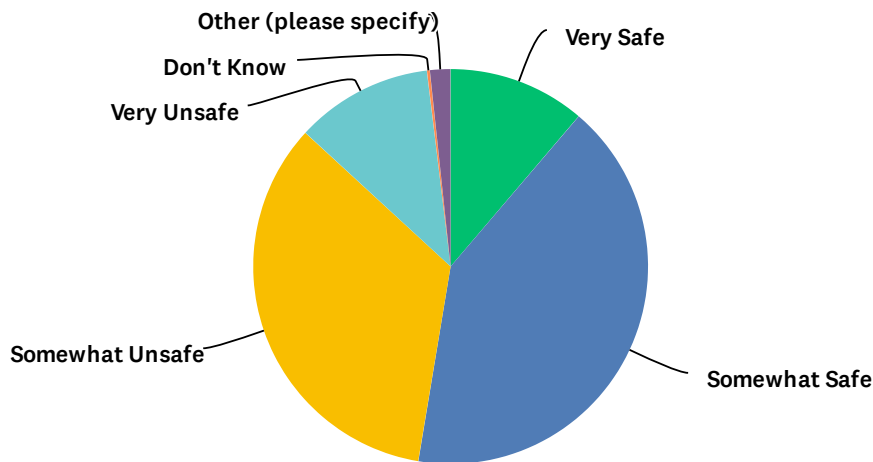
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weeds etc. is not necessarily great for pollinators, so this may not be such a bad thing after all.

9	It has really gone down hill in recent years. I wish the city would hire additional staff to oversee neighborhood blight. Be proactive and not just complaint based.	6/1/2023 1:10 PM
10	For the most part things are okay but there are a lot of areas where the yards have a lot of crap and houses look like they are going to fall down. Invest in the community, hire another inspector, clean things up.	5/2/2023 5:38 PM
11	Too many cut up trees in boulevards under power lines	5/2/2023 3:11 PM
12	The only way I know who works for the city is the vehicles they drive. I don't know that I have ever seen a personal wearing the city of Austin Clothing.	5/2/2023 2:58 PM
13	to many trees are being taken down and not replaced. 2 trees should be planted for every one taken down.	5/2/2023 2:49 PM

Q2 How would you describe your overall feeling of safety in the City?

Answered: 418 Skipped: 1

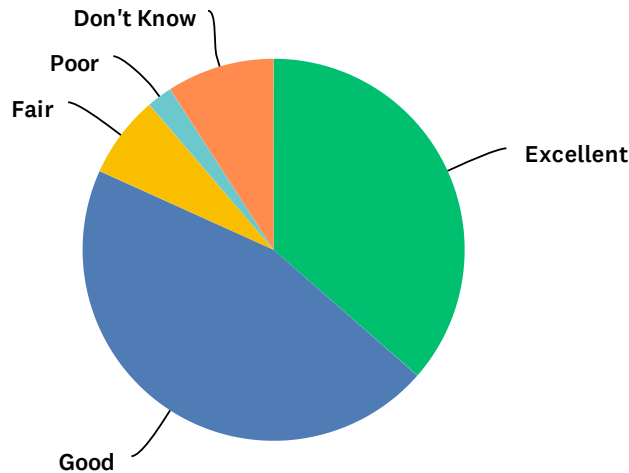


ANSWER CHOICES	RESPONSES	
Very Safe	11.24%	47
Somewhat Safe	41.39%	173
Somewhat Unsafe	34.21%	143
Very Unsafe	11.24%	47
Don't Know	0.24%	1
Other (please specify)	1.67%	7
TOTAL		418

#	OTHER (PLEASE SPECIFY)	DATE
1	I don't feel that we have issues with safety. There are isolated events that take place but they are not threats to the public. The police do a great job at keeping Austin a safe place. They are not recognized enough for all of their efforts. The city needs to do more for this department.	6/16/2023 4:39 PM
2	I've lived here for 52 years. This is by far the scariest time I've ever remember in this city. What is going on?	6/10/2023 1:42 PM
3	We don't have enough law enforcement and you can't expect current police officers to be in 100 places. Too many hard crimes	6/9/2023 12:20 PM
4	Depends on the area of town	6/9/2023 11:29 AM
5	Like appearance, I feel that safety correlates to neighborhood affluence.	6/7/2023 7:00 AM
6	Depends on time of day and location within the City.	6/1/2023 1:10 PM
7	Depends what area of the city. Varies highly	5/3/2023 12:01 PM

Q3 How would you rate the overall quality of fire protection services in the City?

Answered: 417 Skipped: 2

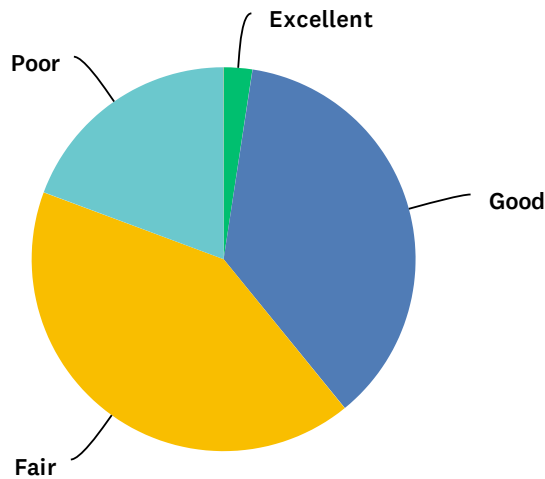


ANSWER CHOICES	RESPONSES	
Excellent	36.45%	152
Good	45.32%	189
Fair	6.95%	29
Poor	2.16%	9
Don't Know	9.11%	38
TOTAL		417

#	OTHER (PLEASE SPECIFY)	DATE
1	The fire department is top notch. These fine employees are amazing at their job and need to be recognized for all of the things that they do for this community. They wear many hats and I thank them for all of their service!	6/16/2023 4:39 PM
2	Hard to get answers.	6/12/2023 7:42 AM
3	Not enough patience, empathy, or resources for victim's of violence	6/10/2023 5:21 PM
4	You typically staff an on duty fire crew with 2 personnel. The paid on call ranks have been depleted. The staffing is far below national standards and what cities of similar size staff. The days of nickel and dining the fire department need to end. The number one job a city has is to keep people safe. Explore staffing grants, conduct a man power study, do something. Business as usual is not cutting it!	6/10/2023 8:55 AM
5	Need more full time firefighters	6/9/2023 2:56 PM
6	Our City does an excellent job utilizing a combination department.	6/1/2023 1:10 PM

Q4 How would you rate the overall condition of City streets?

Answered: 414 Skipped: 5



ANSWER CHOICES	RESPONSES	
Excellent	2.42%	10
Good	36.71%	152
Fair	41.55%	172
Poor	19.32%	80
Don't Know	0.00%	0
TOTAL		414

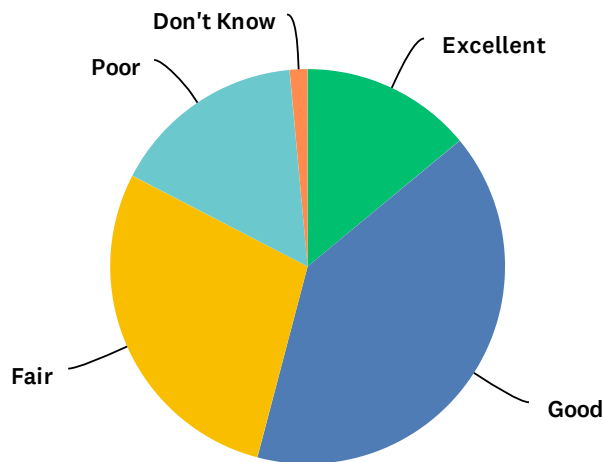
#	OTHER (PLEASE SPECIFY)	DATE
1	I know that they do what they can to maintain our streets and I appreciate that. What they don't do is make business owners accountable for their parking lots. The holes in some of those parking lots could take out a cars front end.	6/16/2023 4:39 PM
2	If residents knew when sweepers etc were going by we could make sure our vehicles out front were moved. Very random. Where my cousin lives it's weekly but she can't park out front on like every Wednesday afternoon. They do enforce and fine for noncompliance. First time I've ever seen them ticket for snow emergency. Finally thank you. We can't control who parks out front and then our driveway is ruined for most of winter. They do a great job. Residents don't.	6/12/2023 11:12 AM
3	Again some areas the roads are very nice while other areas are waiting for road work to be done at some point in the future.	6/10/2023 12:29 PM
4	It depends on the area.	6/10/2023 7:40 AM
5	Between the streets and parking lots we have an extreme amount of potholes that need to be addressed	6/9/2023 10:19 PM
6	Some are good, but some are really bad and neglected	6/9/2023 8:19 PM
7	Need repairing	6/9/2023 7:30 PM
8	There are places where the potholes are getting very bad.	6/9/2023 7:09 PM

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9	Plowing in the winter isn't great. Lots of ice left behind on streets	6/9/2023 3:29 PM
10	Some, like 8th Ave NW by the college, are horrible. Potholes getting filled 1 or more times a year	6/9/2023 11:29 AM
11	Varies by neighborhood affluence. Less affluent neighborhoods have worse streets and sidewalks, but most annoyingly to me, a dearth of proper curb cuts for wheelchair/walker users.	6/7/2023 7:00 AM
12	Too many potholes	6/1/2023 1:10 PM
13	I appreciate that the city of Austin uses cement on a lot of the main roads (Ex. W Oakland Ave, 1st Ave SW) I would really like to see that 18th Ave NW gets a completely new surface soon. Its really bumpy and lumpy. Since there is a lot of businesses on that road a lot of visitors to Austin use that road also and it doesn't give great impression of how nice Austin really is.	5/24/2023 11:08 AM
14	Numerous pot holes on side roads, city seems to be more concerned with main streets and roads that have already been done within last 5yrs or so	5/19/2023 1:41 PM
15	Street department does excellent job at keep street maintained and clean	5/12/2023 8:44 PM
16	Lines need to be repainted more often. Some streets should only have parking on one side due to parking narrows street to only allow one vehicle between.	5/12/2023 3:30 PM
17	depends on season	5/12/2023 11:01 AM
18	Lots of pot holes.	5/3/2023 5:59 PM
19	Stop putting manholes where u drive, right in line with tire	5/3/2023 12:06 AM
20	Pothole season is all year here.	5/2/2023 3:11 PM
21	The restaurant area by Hyvee is Awful!	5/2/2023 3:07 PM
22	The worst area I know of is the parking lot by Papa Murphy's	5/2/2023 3:01 PM
23	City streets have gotten worse. Lots of pot holes and deterioration.	5/2/2023 2:30 PM

Q5 How would you rate the overall quality of snowplowing on City streets?

Answered: 414 Skipped: 5



ANSWER CHOICES	RESPONSES	
Excellent	14.01%	58
Good	40.10%	166
Fair	28.50%	118
Poor	15.94%	66
Don't Know	1.45%	6
TOTAL		414

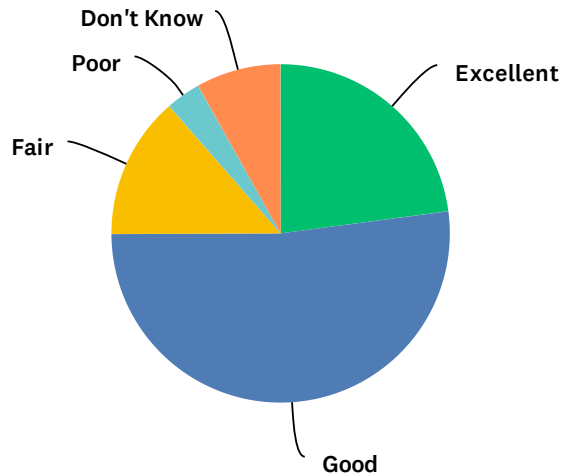
#	OTHER (PLEASE SPECIFY)	DATE
1	Do we even have snow plows in Austin?	6/16/2023 7:26 PM
2	Absolutely superb! These fine gentleman do a great job at moving snow. What they need is more support from the ninnies on the council that are afraid to upset citizens. Why don't we have a snow ordinance that we enforce? Why don't we park on opposite sides of the streets during certain times of the year? Why are we not ticketing more people for not moving their vehicles. It's not the snow plow drivers fault that a car sits in the way, it's the citizen. Our roads would be less clutter if we have actual enforcement and support of that enforcement. It larger cities can do it, we should be able to follow their example and do it as well.	6/16/2023 4:39 PM
3	If you are going to declare a "snow emergency" then your snow plow drivers better follow it too!	6/12/2023 7:42 AM
4	The plows sometimes go out late and then it is hard for me to get to work.	6/11/2023 6:26 AM
5	Rochester doesn't plow in people's driveways..	6/10/2023 1:40 PM
6	Given the fact it can become very difficult to plow the roads when cars are parked but in the areas where there are no vehicles the snow plows need to be closer to the curb instead of letting it builf up with snow. This is especially important around the schools for the buses to pull up tight against the curb. The corners are a big problem as well.	6/10/2023 12:29 PM
7	Always wait till after the whole city heads to work then plow so the snow pack gets terrible.	6/10/2023 8:55 AM

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8	Hard on cars to drive over what they plow downtown to get to Hormel early mornings.	6/9/2023 10:35 PM
9	On our street they're consistently 3 feet away from the curb on each side the last 10 years we have lived here	6/9/2023 10:16 PM
10	Enforce city snow ordinances	6/9/2023 7:30 PM
11	They seem to miss the streets over west of the fairground, 17-20 th sts	6/9/2023 3:29 PM
12	Implement even/odd parking during winter. Plows do a good job but streets narrow down to the point where I wish I drove a Ford Pinto	6/9/2023 2:56 PM
13	It's ridiculous how they plow in driveways and when they see you shoveling out they laugh at you!	6/9/2023 12:20 PM
14	Stop plowing it into people's driveways!	6/9/2023 11:34 AM
15	It would be nice if parking ordinances were enforced and towed before plows go by	6/9/2023 11:29 AM
16	I think they use too much salt. I live on a dead end and they use salt and sand. There's 4 houses very little traffic. 6th ave ne intersecting with 15th st ne. So wasteful not to mention it going in the lake	6/7/2023 5:08 PM
17	I think access to Hormel tends to take precedence.	6/7/2023 7:00 AM
18	Good for most part. Seems to have changed in recent years. Too many employees on their phones.	6/1/2023 1:10 PM
19	Doesn't seem as good as the 90's. Seems they don't plow all the way to the curbs like they use to.	5/25/2023 9:59 AM
20	They don't plow correctly. Always several feet from curb causing a build up. Need training!! Or better supervision	5/23/2023 2:44 PM
21	They do ok, it is annoying to have feet of snow dropped at the end of your driveway when the driver pulls from the main road and turns the corner and drops it all by your house because you happen to live on the corner.	5/15/2023 9:22 PM
22	Not an easy job and they work hard to keep the streets clear 24/7	5/12/2023 8:44 PM
23	Alleys get very narrow. As with every town it's sometimes hard to deal with closed in end of drives but overall good	5/12/2023 5:32 PM
24	Some times last winter the plows didn't go down my street till the following morning.	5/12/2023 3:30 PM
25	It is irritating when they plow the highly driven areas at the same time traffic is the highest. Like when dropping students off at school the plows are there plowing the same time school starts.	5/11/2023 1:52 PM
26	Main roads are better than neighborhoods.	5/5/2023 11:26 AM
27	Honestly, if anyone rates the snowplowing anything other than excellent, they've never lived anywhere else...I've lived several places with snowy climates and Austin removal is amazing!	5/3/2023 9:07 PM
28	Very Very Poor	5/3/2023 2:05 PM
29	Ticket and tow... be firm on this	5/3/2023 12:06 AM
30	Stop plowing people in their driveways	5/2/2023 9:38 PM
31	W	5/2/2023 8:06 PM
32	Too many cars are allowed to stay parked and have plows plow around them. Make them follow parking requirements. People need to shovel their sidewalks like they are supposed to.	5/2/2023 5:38 PM
33	New drivers started the season plowing about 2 feet away from the curb , only got worse .	5/2/2023 2:57 PM
34	Awful, have not driven to any other city in the Midwest with road conditions as bad as the snow/ice packed roads in Austin	5/2/2023 2:47 PM
35	Why have laws if cars that don't move are just plowed around and a mess is left for the neighbors on either side .	5/2/2023 2:38 PM

Q6 How would you rate the dependability and overall quality of City sanitary sewer services?

Answered: 419 Skipped: 0

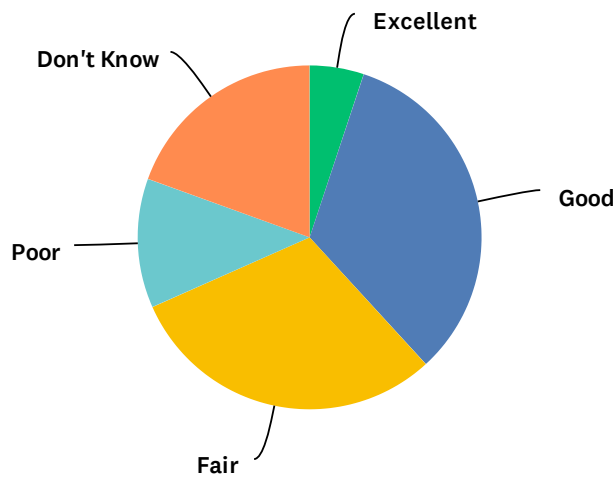


ANSWER CHOICES	RESPONSES	
Excellent	22.91%	96
Good	52.03%	218
Fair	13.60%	57
Poor	3.34%	14
Don't Know	8.11%	34
TOTAL		419

#	OTHER (PLEASE SPECIFY)	DATE
1	Thank you to all the workers that the sewage where it should be. You are the real hero.	6/16/2023 4:39 PM
2	Storm drains clog quickly, time for an upgrade?	6/9/2023 7:04 PM
3	They need to be replaced when the roads are replaced, patch work is what the last city engineer did with all our city sewer and facilities, and now it's costing us bad... fix it when it's tore up.	6/9/2023 6:30 PM
4	Drain/sewer flies are horrible in the se. Not sure if it's because they are working on the plant	6/9/2023 3:29 PM
5	I was under the understanding that the city was suppose to be saving money to build a new sewer system and now we are all being charged extra on our utilities bills.	5/11/2023 1:52 PM
6	When rains streets always flood	5/3/2023 12:59 PM

Q7 How would you rate the fiscal management and health?

Answered: 411 Skipped: 8



ANSWER CHOICES	RESPONSES	
Excellent	5.11%	21
Good	33.09%	136
Fair	30.17%	124
Poor	12.17%	50
Don't Know	19.46%	80
TOTAL		411

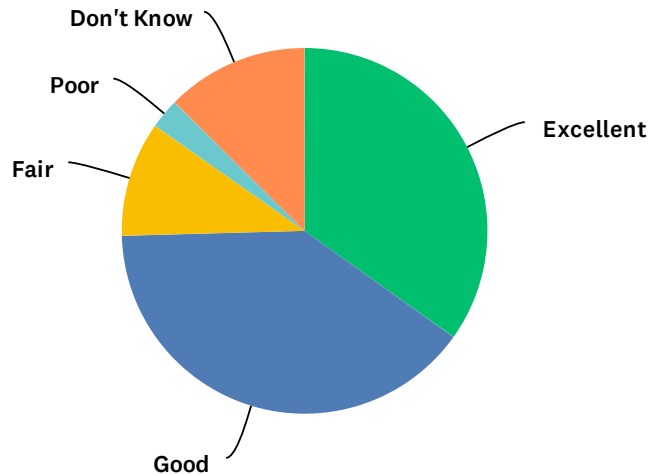
#	OTHER (PLEASE SPECIFY)	DATE
1	Horrifying. The council and administration spend money like it's going out of style. And not even on good things! A sound barrier for one. All the other worthless things that do nothing to benefit the community. They take no consideration for the way they spend money.	6/16/2023 4:39 PM
2	Too much money spent on administration. Do you really need a fiscal manager and a city manager for example. Salaries take up most of annual budgets. Need a moratorium on immigration. Not against it just we have an overflow causing economic conditions poor	6/12/2023 11:12 AM
3	You treat employees very badly	6/10/2023 9:20 AM
4	The city seems to just not spend money on city services. Park and rec appears to have vehicles in current use from the 90s. Unacceptable	6/10/2023 8:55 AM
5	Taxing the heck out of small businesses and home owners so city council could have huge raises was poor management. Soon we won't have any.	6/9/2023 10:35 PM
6	Question doesn't make sense. Incomplete.	6/9/2023 9:40 PM
7	How much money wasted on an unnecessary library update (did they REALLY need a new front desk?) and various other projects	6/9/2023 7:09 PM
8	Property taxes are insane. Let's put more money into health and education to ultimately prevent less crime.	6/9/2023 5:09 PM

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9	The taxes are outrageous for what this town has to offer! My taxes have taken a 60% hike in 5 years for this town that has zero to offer!	6/9/2023 12:20 PM
10	Taxes get raised every year but improvements to city are limited. Need to start recruiting more higher level wages to increase tax base.	6/9/2023 12:04 PM
11	Too much of the citizens real estate taxes go to the incomes of the managers and supervisors, let use the taxes for street and parking lot improvements, cleaning up blighted areas, enforcing the laws.	6/9/2023 11:28 AM
12	way too much Hormel control of the city	6/7/2023 11:30 AM
13	I just wonder why in older neighborhoods after decades of property tax collection and the existence of the ADA, there is still a dearth of proper sidewalk curb cuts in older neighborhoods for the disabled.	6/7/2023 7:00 AM
14	Finance dept needs to stay in their own lane. Why does the finance director feel like he needs to have his hands in everything? He is not the city administrator and shouldn't act like it. Follow chain of command. Makes the city look bad all around.	6/1/2023 1:10 PM
15	Administration is not is not doing a good job with employee retention and health benefits.	5/25/2023 6:13 AM
16	taxes too high	5/23/2023 2:44 PM
17	The tax abatement program is a joke. Also the Hormel daycare project is a terrible idea and will negatively affect private daycare. Everything for Homel though I guess.	5/13/2023 12:37 PM
18	You have someone working for the city who tried to defraud the city by getting repayment for something that was purchased fraudulently. No accountability on that person. Should have been dismissed if duties especially when that person has access to ALL employees personal information.	5/12/2023 8:44 PM
19	Pretty good, however I just heard about paying for the 'sound wall' for a very small number of folks... all city council members who voted in in favor can't really say they are fiscally responsible, rather, fiscally selective.	5/3/2023 9:07 PM
20	Taxing too much, use of city funds for decoration like the waterfall is not needed, use it more wisely.	5/3/2023 3:38 AM
21	Finance director is allowed to make too many independent decisions. Council should ask for final budget printouts at the end of the year. People brag about the amount of comp time they are allowed to accumulate because they don't have to use it and get a big fat check at the end of the year disgusting	5/2/2023 5:38 PM
22	Fiscal management needs to be a high priority. Tax payer money should be used on necessities and not on frivolous projects.	5/2/2023 5:09 PM
23	Our taxes are too high and city personnel compensated wages comparable to those in larger cities. The tax payer does not benefit from the wages paid to these overcompensated personnel.	5/2/2023 2:47 PM

Q8 How would you rate the quality of the City library programs and facilities?

Answered: 413 Skipped: 6



ANSWER CHOICES	RESPONSES	
Excellent	34.87%	144
Good	39.71%	164
Fair	10.17%	42
Poor	2.66%	11
Don't Know	12.59%	52
TOTAL		413

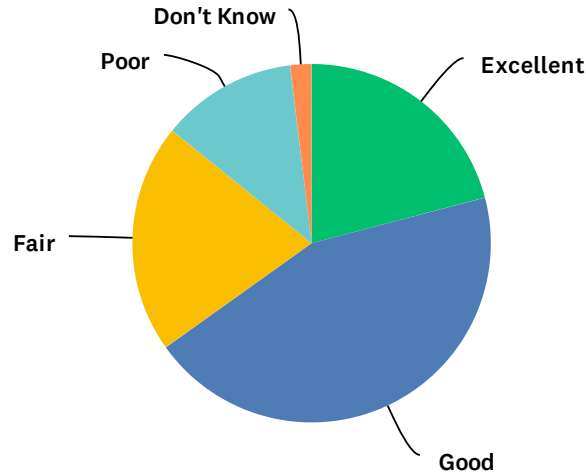
#	OTHER (PLEASE SPECIFY)	DATE
1	Amazing! Julie and her staff are doing a great job running that library and do not get enough credit for all of the work they put in. The amount of programming offered at the library is stellar. I'm proud of our library and thankful to have such a valuable resources.	6/16/2023 4:39 PM
2	Was excellent. Now Going downhill.	6/12/2023 8:02 PM
3	Don't use	6/10/2023 8:55 AM
4	There are no programs for the kids of working parents. All the programs are during the day. Leaving our kids who have parents who work daily	6/9/2023 10:19 PM
5	Wasting money on a building that Austin does not need in an age of internet	6/9/2023 9:12 PM
6	Keep Drag Queen shows for children out! Something they do not need to know about.! It is adult entertainment.	6/9/2023 8:40 PM
7	Great except for the woke ideology infiltrating	6/9/2023 8:19 PM
8	Don't love the wasted funds on remodels, and I cannot believe you added a Drag Queen story hour because 1% of the population are loud. I could care less what people do, but I don't need and oversexualized, trumpy man reading books to my children.	6/9/2023 7:09 PM

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9	Need family friendly and child friendly, not necessarily LGBTQ friendly but everyone friendly	6/9/2023 6:52 PM
10	The library is beautiful and feels safe in general. I hope that the recent renovations have helped people with disabilities use the restrooms with more ease. I'd seen complaints about the bathroom doors being too heavy in the past on Facebook by wheelchair users.	6/7/2023 7:00 AM
11	Should be open more hours. Can do this without adding staffing, seem to over staff and have people sitting at every station not real busy when I've been in there.	6/1/2023 1:10 PM
12	They had drag queens reading there.	5/12/2023 5:05 PM
13	Facility is better than programs	5/5/2023 11:26 AM
14	I am opposed to drag queen story hour. This is not appropriate for children.	5/4/2023 3:05 PM
15	Exceptional	5/3/2023 9:07 PM
16	Hours of operations	5/3/2023 12:06 AM
17	The new addition is wonderful!	5/2/2023 10:20 PM
18	NO drag Queen story hours. Thank you.	5/2/2023 6:20 PM
19	Why isn't it open on sundays? Our kids have a hard time getting there other times.	5/2/2023 5:38 PM
20	Wish the childrens programming was a little more robust (comparing to Albert Lea)	5/2/2023 3:01 PM
21	The library is extinct and not utilized by a large portion of the community. It is irrelevant in the day and age we live in with the electronic resources at our fingertips. Yet we continue to use tax payer dollars to remodel to look more appealing to a small portion of the community.	5/2/2023 2:47 PM

Q9 How would you rate the overall quality of City recreational programs and facilities (e.g., parks, trails, park facilities, etc.)?

Answered: 416 Skipped: 3



ANSWER CHOICES	RESPONSES
Excellent	20.91% 87
Good	44.23% 184
Fair	20.67% 86
Poor	12.26% 51
Don't Know	1.92% 8
TOTAL	416

#	OTHER (PLEASE SPECIFY)	DATE
1	Randy is such a genuine person. He does a great job with the resources he has. He has the patience of a saint. All of the park and rec team does a great job and offer the citizens of Austin so many opportunities for entertainment. They keep our parks clean and do great work all year long as facilitating programs for our youth.	6/16/2023 4:39 PM
2	The arena activities need to be better supervised. 3 on 3 hockey and learn to skate are a joke! Riley only accommodates his friends and allows people to do whatever they want as long as they're his friends. Contacting him for Ice time is ridiculous, as a paying customer he is discriminatory unless it's his friend Paul. We have decided to go to Albert Lea for open skating and activities there because of this behavior.	6/12/2023 8:14 PM
3	City needs to decide if they want to hire people for concessions instead of volunteer help.	6/12/2023 7:42 AM
4	Park and Rec is a joke, they aren't caring for our parks properly and the youth programs are run poorly because parks and Rec only collects money and does not hold clubs accountable to actually have a board or committee	6/11/2023 4:35 PM
5	It would be nice to clean up Eastside Lake for people to fish and enjoy	6/10/2023 5:39 PM
6	Worst parks in any surrounding city	6/10/2023 5:09 PM

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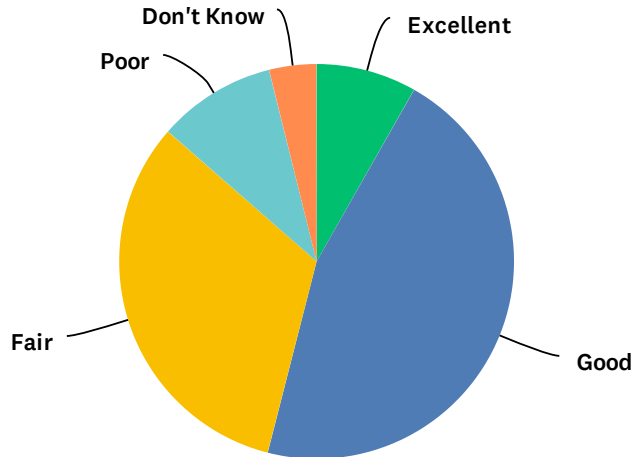
7	So much trash everywhere.	6/10/2023 1:40 PM
8	All the parks should have bathroom facilities even if it's just simply a porta potty. And a drinking fountain available.	6/10/2023 12:29 PM
9	The rec center indoor park was a great move. South Grove basketball courts should get new boards more swings. Baseball is played there alot.	6/9/2023 10:35 PM
10	Glass, graffiti, fights at parks	6/9/2023 10:28 PM
11	Again kids who have parents who work during the day can not partake in activities put in by the city. We need more nights activities	6/9/2023 10:19 PM
12	Used to be great. They are getting dirtier, I miss being able to use the church pavilion at the bandshell for picnics, some parks are full of wasps, the bathrooms are disgusting, and it's common to find needles and baggies. No thanks.	6/9/2023 7:09 PM
13	Since ice time is hard to come by in the spring time, maybe should keep ice in packer arena longer and rent the ice out and make money instead of just closing it down to just sit there ideal. Advertise the ice to surrounding communities that take thier ice out early.	6/9/2023 6:30 PM
14	Looking forward to more access and recreation to water ways! Bike trails are great!	6/9/2023 5:09 PM
15	Need more open hockey and open skates.	6/9/2023 5:02 PM
16	The arenas are so nice in austin	6/9/2023 2:58 PM
17	What recreational programs?	6/9/2023 12:20 PM
18	Need more dog friendly (unpaved) dog friendly trails. The area behind d R&D by Wildwood would be perfect	6/9/2023 12:02 PM
19	Some bike trails are overdue for repaving. They are too bumpy for rollerblading.	6/8/2023 4:52 AM
20	Parks need better lighting and cameras to feel safe. Update bathrooms	6/7/2023 5:18 PM
21	The twin Towers had bed bugs in it before and when I went inside the building! The buildings stunk inside I think from the bedbugs or something else? I think those buildings could have asbestos in them! I think the twin towers should be torn down and rebuild to make them safe for the people of Austin!	6/7/2023 12:57 PM
22	I think if Denny M. was still around he'd be very upset with the removal of all of the trees and them not being replaced and also that eye sore of the south west corner of Todd Park.	6/7/2023 10:04 AM
23	I think we need a playground where children in wheelchairs can participate more fully, such as installing wheelchair accessible swings and ramps with fun activities. There have been many such playgrounds designed in the world.	6/7/2023 7:00 AM
24	Recreation should look at changing "this is the way we've always done it" mindset. Parks not mowed often enough - see some employees mowing spots that don't need mowing at all, while other areas are over grown. Randy needs to go, bring back Tom Grafe, he can not plan or think beyond one day or do things any different than he has done year after year. Seasonal employees should not be allowed to be on their cell phones. Three people to a truck to one job is over kill and one or two usually end up standing around while one person does the work.	6/1/2023 1:10 PM
25	There are not enough baseball/softball fields to accommodate the kids sports that we have going on in Austin. I have children that play on club ball teams that the parents support financially, both to the club and to travel expenses, and the kids get maybe 1-2 practices in a week, which is not enough to maintain a high level of play. In addition, there are facilities in Todd Park that are extremely poorly maintained that could be used. There are trees growing up in the batting cages and we noticed a rotting deer leg someone stuck on the top of the batting cage by field 10 that has been there since the Austin Stars tourney in May. The inability to schedule time for kids sports development and poor conditions maintained reflects poorly on the city of Austin. In addition, there needs to be a more organized approach to how fields are scheduled in order for better planning all around. Baseball and softball both are week to week in terms of when and where practices are held. Game and tourney schedules are set well in advance of the season, there should be no reason that a solid schedule for facilities in use couldn't be arranged in advance. This would require the City to do better pre-planning with the organizations that use the facilities, which again, could be done provided this initiative was thoughtful and organized in the approach.	5/31/2023 12:21 PM

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26	We have a great park system but I think they are under cared for and under utilized. The park and rec van has been a great addition and I would like to see more initiatives like that. Reaching our youth at a young age can have a great long lasting benefit for our town.	5/16/2023 10:37 AM
27	Our parks, fields, park restrooms, concession stand all need to be updated and regularly cleaned/maintained.	5/12/2023 12:52 PM
28	So great!	5/3/2023 9:07 PM
29	So many parks but they are so unsafe for my family to use! And they are NOT clean	5/3/2023 2:05 PM
30	Too many organizations using ball fields. Need more fields or better cooperation amongst organizations	5/3/2023 12:01 PM
31	Although our parks should all allow dogs on leashes	5/2/2023 7:31 PM
32	Need more coaches for rec programs. Always canceling days that are limited anyway	5/2/2023 5:38 PM
33	Don't feel safe at any of the parks. Too many fights and homeless people around.	5/2/2023 3:11 PM
34	Playgrounds are in need of repair!	5/2/2023 3:01 PM
35	It would be nice to see pollinator friendly plants (milkweed, since Monarchs are now endangered) planted in the parks. For example, the little dirt patch in front of the gazebo at Orchard Creek Park is a nice sunny spot for milkweed.	5/2/2023 3:01 PM
36	Most all of the basketball hoops are broken. There needs to be greater patrol of the parks to keep safe for our community to use. The grass and weeds are usually long and unkept.	5/2/2023 2:47 PM

Q10 How would you rate the overall quality of services provided by the City?

Answered: 413 Skipped: 6



ANSWER CHOICES	RESPONSES	
Excellent	8.23%	34
Good	45.76%	189
Fair	32.45%	134
Poor	9.69%	40
Don't Know	3.87%	16
TOTAL		413

#	OTHER (PLEASE SPECIFY)	DATE
1	What I don't think council and administration realizes is that the employees of the City of Austin are the ones that keep this place running and they deserve more recognition. They also don't know how to connect with the citizens of Austin. This is a diverse community and Austin needs to do more to support those organizations that work towards integration and acceptance, unlike the Chamber of Commerce who does nothing for the minority community. Why are they even here. If some of the council would step out of their bubble and volunteer their time with all these different organizations they would realize what the citizens of Austin actually need..... we do not need a wall that will benefit a bunch of all ready wealthy citizens.	6/16/2023 4:39 PM
2	There's always room for improvement and learning in this area.	6/10/2023 12:29 PM
3	Police Department is understaffed and their technology seems antiquated. No body cam program. The fire department is severely understaffed. Park and Rec, and public works seem to have old equipment/vehicles	6/10/2023 8:55 AM
4	While the overall majority of the town is fair, the sidewalk quality, especially the handicapped sections of sidewalks are beyond terrible in this town. My fiancè and I walk everywhere in this town with here wheelchair and the sidewalks are almost impassable in some spots. Please do some maintenance on the sidewalks and handycamped ramps before someone seriously gets hurt	6/9/2023 10:40 PM

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5	Cemeteries have way too much drug traffic. No police presence. Used to drive thru by police more often.	6/9/2023 10:35 PM
6	I hope the Whitewater project goes through!	6/9/2023 11:29 AM
7	Need to specify more	6/9/2023 11:29 AM
8	Some are good some are fair	6/7/2023 5:47 PM
9	I've seen water quality reports that our tap water contains chemicals above levels they should be and that water filtration is highly advisable.	6/7/2023 7:00 AM
10	Seem to be over staffed in some departments and under staffed in others. These should be assessed and no employees added just because a department or supervisor that you like says they "need" another person. Do an assessment of the need. Front desks at main office are often on their cell phones, standing around talking, reading the newspaper, either not enough to do or too many people in the office. Tax payer dollars at work right there!	6/1/2023 1:10 PM
11	Yes we have a public utility but it feels very expensive.	5/15/2023 9:22 PM
12	Upper management doesn't acknowledge those who actually put the work in to keep city in order. They just keep taking more and more away from those hard working individuals.	5/12/2023 8:44 PM
13	It is crazy that a city the size of Austin doesn't vacuum up the leaves in the fall and instead has people rack and haul themselves. I lived in Mankato and they had a certain day that they would go through and vacuum up leaves from the curb out.	5/12/2023 5:53 PM
14	The employees need fair insurance and need to be treated better by management.	5/12/2023 10:46 AM
15	More communication on what city does and don't do	5/3/2023 12:06 AM
16	Trish needs to be fired, Clark is an idiot and no one from the city deserves big bonuses	5/2/2023 9:15 PM
17	Would love to see single source recycling	5/2/2023 3:01 PM
18	police should be required to have cameras recording anytime they are interacting with the public	5/2/2023 2:49 PM