



# City of Kyle, Texas 2025 City of Kyle Survey Findings Report

Submitted to the City of Kyle, Texas by:

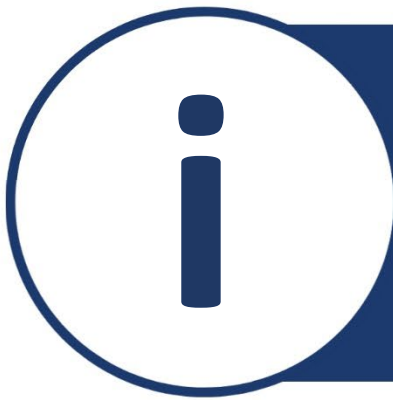
ETC Institute  
725 W. Frontier Lane,  
Olathe, KS 66061

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## Executive Summary





### Purpose

ETC Institute administered a survey to residents of the City of Kyle in January of 2025. The purpose of the survey was to gather resident input and feedback on City of Kyle programs and services. The information will be used to improve city services and to help identify and address challenges facing the community and prioritize city resources effectively. This is the first community survey ETC Institute has administered for the City of Kyle.

### Methodology

The five-page survey, cover letter and postage paid return envelope were mailed to a random sample of households in Kyle. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. Residents were also given the option of completing the survey in Spanish online or over the phone. At the end of the online survey, residents were asked to enter their home address, this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database. ETC Institute then matched the address provided by respondents who completed the survey with the addresses that were selected for the sample to ensure the participant is part of the sample. If a respondent did not provide an address or the address was not part of the sample, it was held separate from the database. ETC Institute followed-up with residents who received the mailed survey and promoted awareness of the survey using social media ads on Facebook and Instagram to encourage participation.

The goal was to obtain completed surveys from at least 500 residents. This goal was met, with a total of 504 residents completing the survey. The overall results for the sample of 504 residents have a precision of at least  $\pm 4.35\%$  at the 95% level of confidence.

### Notes on Reporting:

The combination of top two box responses such as “very satisfied” or “satisfied” has been used to represent results for the purpose of this executive summary and throughout this report.

The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Kyle with the results from other communities in ETC Institute’s *DirectionFinder*® database. Since the number of “don’t know” responses often reflect the utilization and awareness of City services, the percentage of “don’t know” responses have been provided in the tabular data section of this report.

### This report contains:

- An executive summary of the methodology and major findings.
- Charts showing the overall results for most questions on the survey.
- Benchmarking data that show how the results for Kyle compared to other communities.
- Importance-Satisfaction analysis to determine City priorities.
- Tables that show the results of the random sample for each question on the survey.
- A copy of the survey instrument.



## Overview

### Major Categories of Services

The highest levels of satisfaction with major categories of services provided by the City of Kyle were library services and programs (73%), police and public safety (71%), and solid waste, recycling, and compost services (67%). The lowest levels of satisfaction were sidewalk maintenance and connectivity (32%), development services (30%), and streets and transportation (23%). The major categories of services that residents indicated are most important for the City to provide are: 1.) Streets and transportation, 2.) Police and public safety and 3.) Water and wastewater infrastructure.

The top three highest priorities for the City of Kyle according to ETC's Importance-Satisfaction Analysis for major categories of services were 1.) Streets and transportation, 2.) Water and wastewater infrastructure, and 3.) Development services. Improvements in these areas will maximize the overall satisfaction among residents of Kyle.

### Perceptions of the City

Perceptions play a pivotal role in shaping overall satisfaction within a community. How individuals perceive various aspects of their community, including safety, amenities, and services, significantly influences their overall happiness and contentment with where they live. The areas of perception that had the highest ratings in Kyle were Kyle as a place to live (72%), Kyle as a place to raise children (68%), and Kyle as a place you are proud to call home (62%). The lowest rated perception for the City of Kyle was Kyle as a place to work (36%).

### Police Services

The highest levels of satisfaction with police services were how quickly police respond to emergencies (70%), 911 service provided by dispatch operators (66%), and quality of police services (65%). The visibility of police in commercial, retail areas and neighborhoods were the lowest rated items. The police services that residents indicated should receive the most focus over the next year were: 1.) Visibility of police in neighborhoods, 2.) Efforts by City government to prevent crime, and 3.) How quickly police respond to emergencies.

The top three highest priorities for the City of Kyle for police services were 1.) Visibility of police in neighborhoods, 2.) Efforts by City government to prevent crime, and 3.) Visibility of police in commercial and retail areas. Improvements in these areas will maximize the overall satisfaction among residents of Kyle.

### Feelings of Safety

Residents were asked to rate how safe they feel in different areas on Kyle. The areas that residents indicated they felt safest at were in your neighborhood during the day (89%), in the City of Kyle (77%), and in commercial and retail areas (70%). The only area in Kyle that received safety ratings below 60% was in city parks, trails and recreation areas (59%).

### Parks and Recreation Amenities

The highest levels of satisfaction with parks and recreation amenities were the overall maintenance of city parks (72%), overall quality of city parks (56%), and overall quality of city produced special events (53%). The parks and recreation amenities that residents indicated are most important for the city to provide were, 1.) Overall maintenance of City parks, 2.) Overall number and connectivity of walking and biking trails, and 3.) overall quality of City parks.

The top three highest priorities for the City of Kyle for parks and recreation amenities are 1.) Overall number and connectivity of walking and biking trails, 2.) Overall quality of City senior citizen programs, and 3.) Overall quality of City trails. Improvements in these areas will maximize the overall satisfaction among residents.



### Transportation Maintenance

The highest levels of satisfaction with transportation maintenance were the condition of street signs (64%), street lighting in your neighborhood (41%), and traffic and pedestrian signal timing (40%). The transportation maintenance items that residents indicated should receive the most emphasis over the next two years were, 1.) Condition of streets, 2.) Condition of sidewalks, and 3.) Street lighting in your neighborhood.

The top three highest priorities for the City of Kyle were 1.) Condition of streets, 2.) Condition of sidewalks, and 3.) Street lighting in your neighborhood. The top three highest priorities align with residents' views on where the City should focus its efforts, highlighting a strong consistency between public opinion and the data.

### Transportation

The highest levels of satisfaction with transportation were the availability of parking near my home (63%), the availability of rideshare and taxi services (53%), and safety while driving in Kyle (48%). The transportation items that residents indicated should receive the most emphasis over the next two years were, 1.) Safety while driving in Kyle, 2.) Safety while walking in Kyle, and 3.) Traffic calming measures on major streets.

The top three highest priorities for the City of Kyle were 1.) Safety while driving in Kyle, 2.) Availability of paths and walking trails, and 3.) Traffic calming measures on major streets.

### Additional Transportation Findings

- 94% of residents get around Kyle by driving alone in a car, truck, SUV, van or other vehicle.
- The top transportation related challenges residents have experienced are traffic congestion, poor road conditions, and difficulty getting to important destinations.
- 64% of residents believe it is not at all important to construct new streets in Kyle to provide more connections and improve access to different parts of the City
- 78% of residents believe it is very important to increase the capacity of streets to reduce traffic congestion and improve travel times

### Communication

The highest levels of satisfaction with communication in Kyle were the overall quality of the City's newsletter (59%), how easy it is to find information when visiting the City's website (58%), and the overall quality of the City's social media (56%). The communication services that residents indicated should receive the most focus over the next year were: 1.) Overall level of public involvement in local decision making, and 2.) Availability of information on City services and programs, and 3.) Access to information about City's finances and budget.

The top three highest priorities for the City of Kyle were 1.) Overall level of public involvement in local decision making 2.) Access to information about City's finances and budget, and 3.) Availability of information on City services and programs. The top three highest priorities align with residents' views on where the City should focus its efforts, highlighting a strong consistency between public opinion and the data.

### Additional Communication Findings

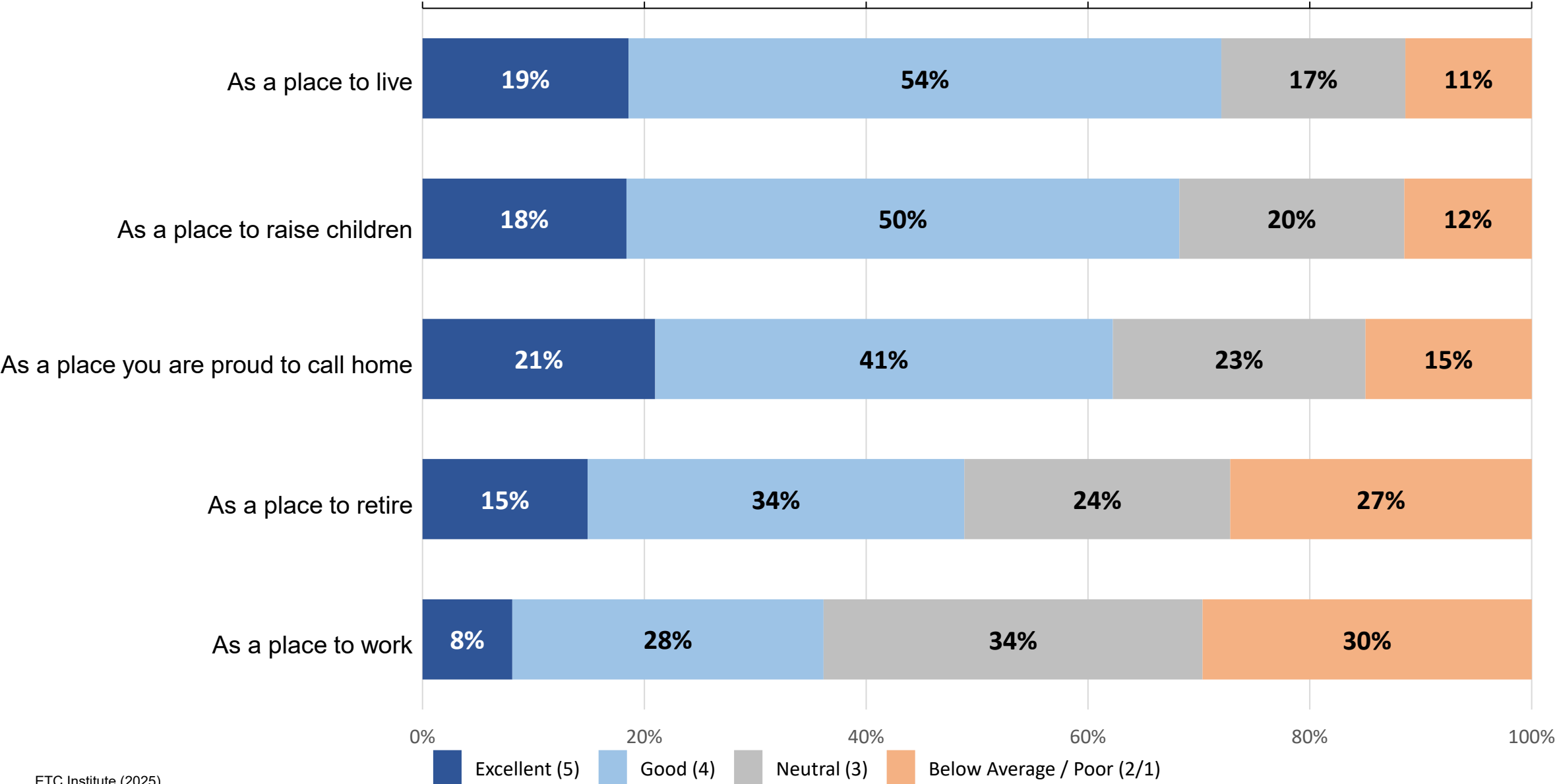
- Residents currently get their news and information about the City of Kyle from the City's social media, the City of Kyle website, and the mailed newsletter (Kyle Quarterly).
- When residents were asked where they would prefer to get information about the City of Kyle, the top three were 1.) City of Kyle website, 2.) City of Kyle's social media, and 3.) Weekly Kyle eNewsletter.

# 1

## Charts and Graphs

# Q1. Overall Ratings of Kyle

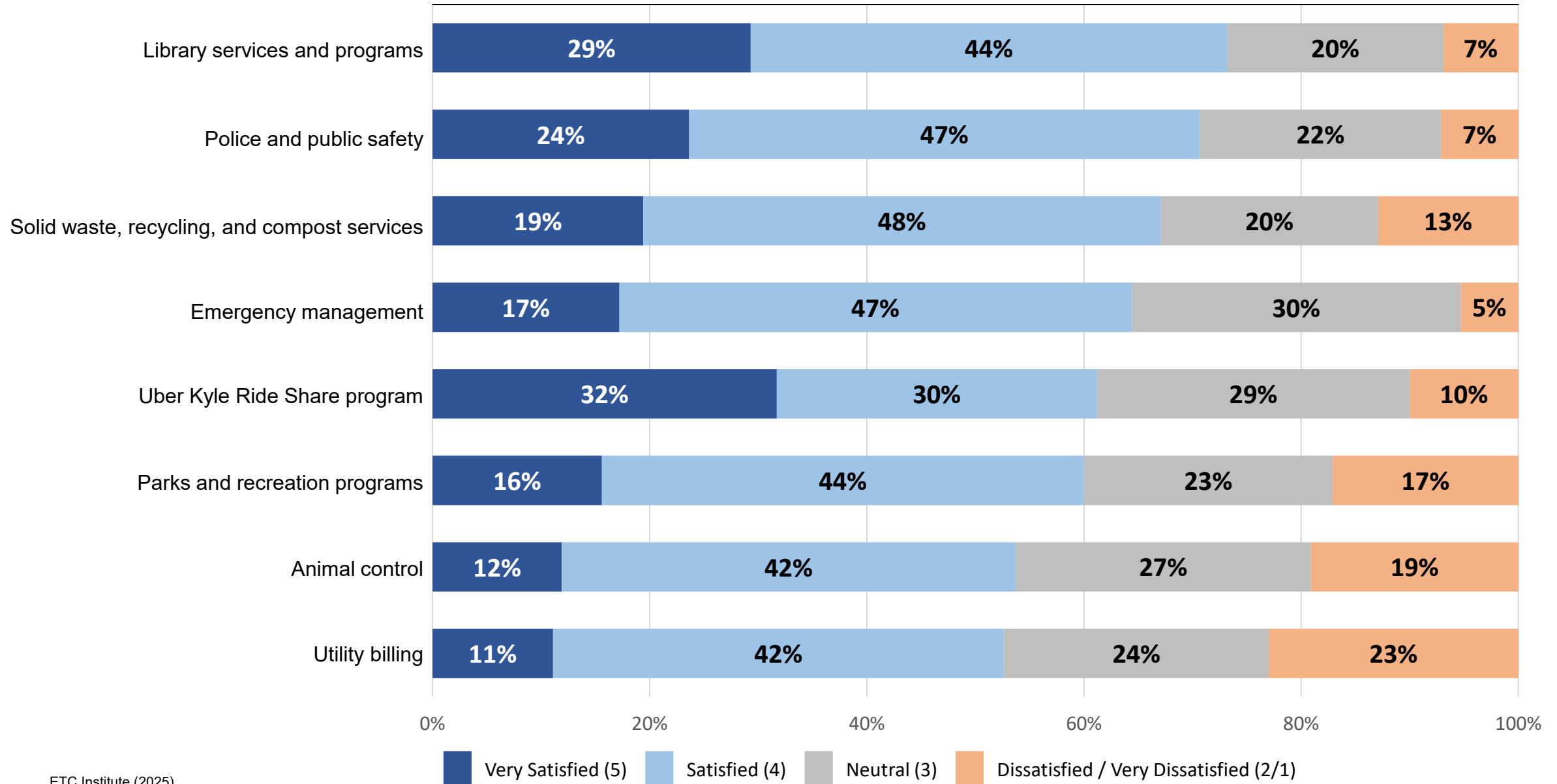
by percentage of respondents (excluding don't know)





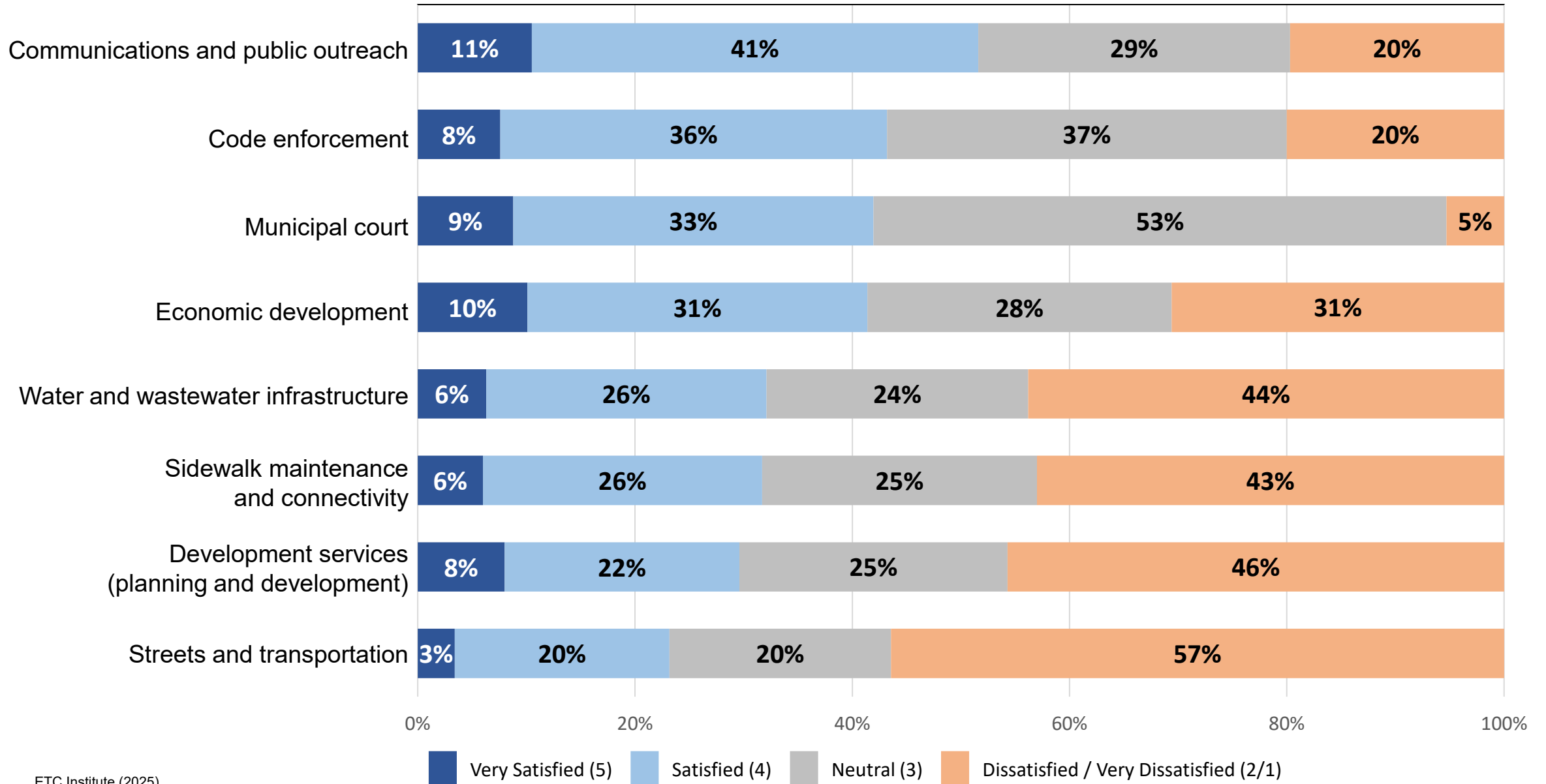
# Q2. Satisfaction with Major Categories of Services

by percentage of respondents (excluding don't know)



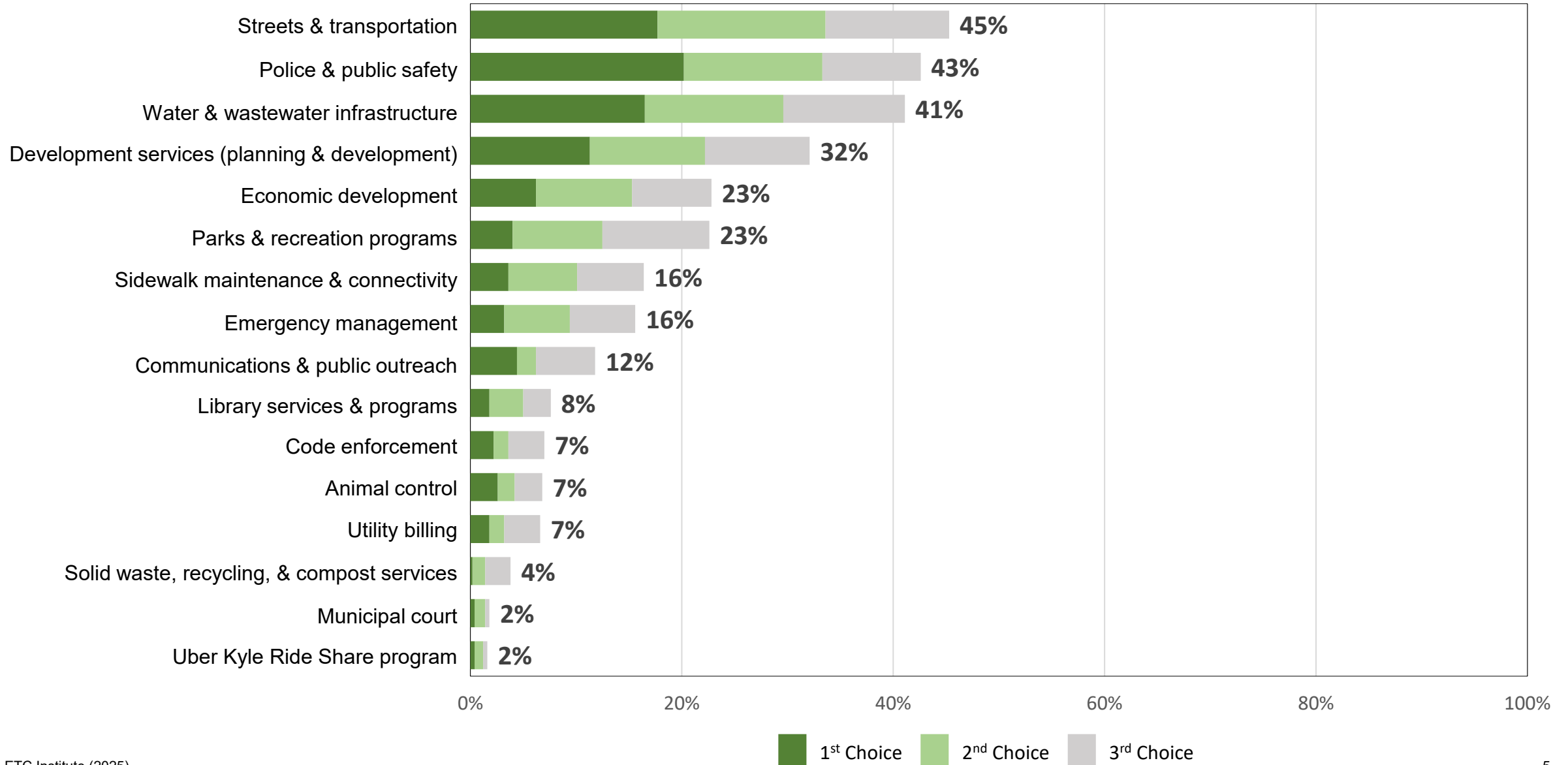
## Q2. Satisfaction with Major Categories of Services: Cont.

by percentage of respondents (excluding don't know)



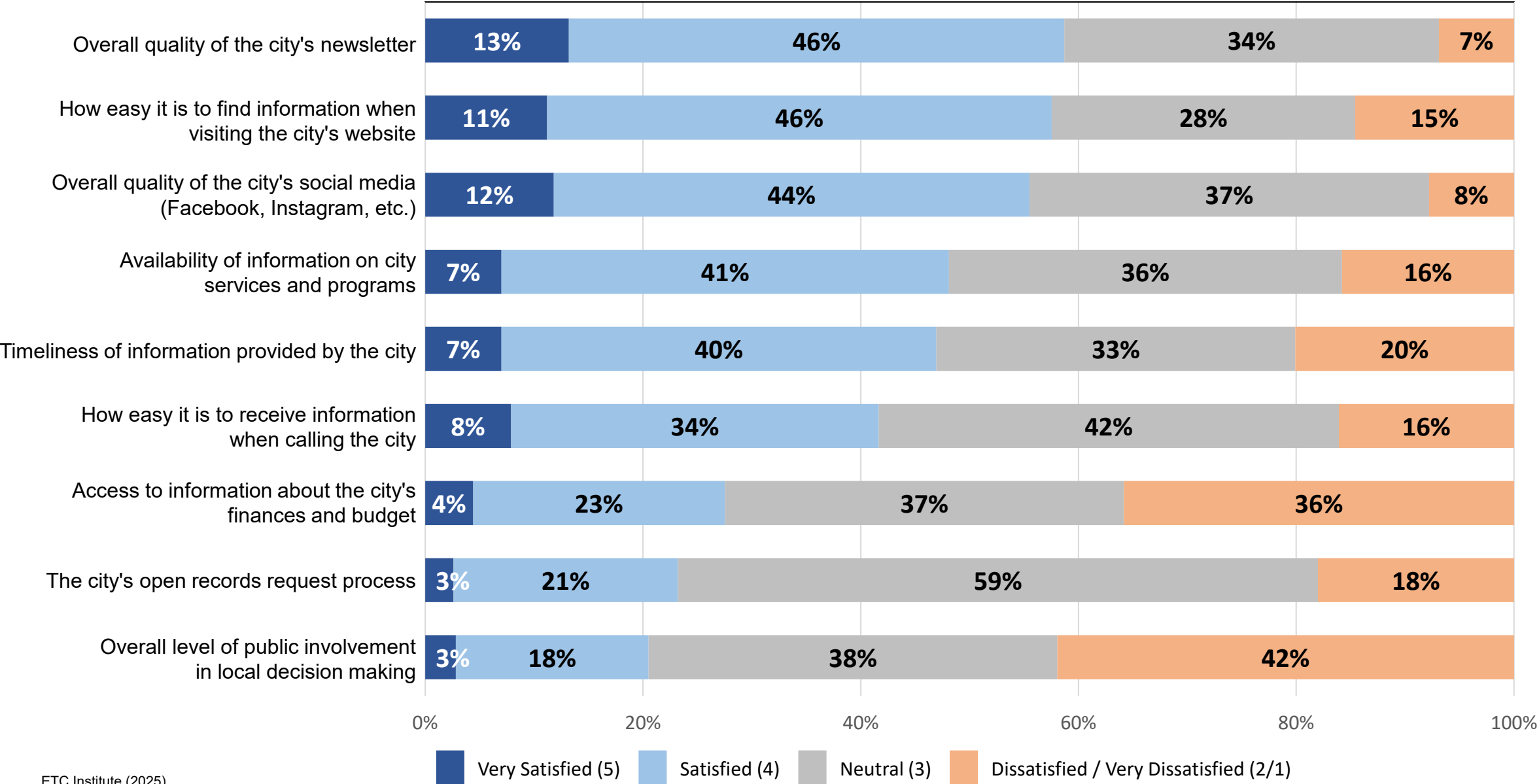
# Q3. Which THREE Of The Services Listed In Question 2 Do You Think Are MOST IMPORTANT For The City To Provide?

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



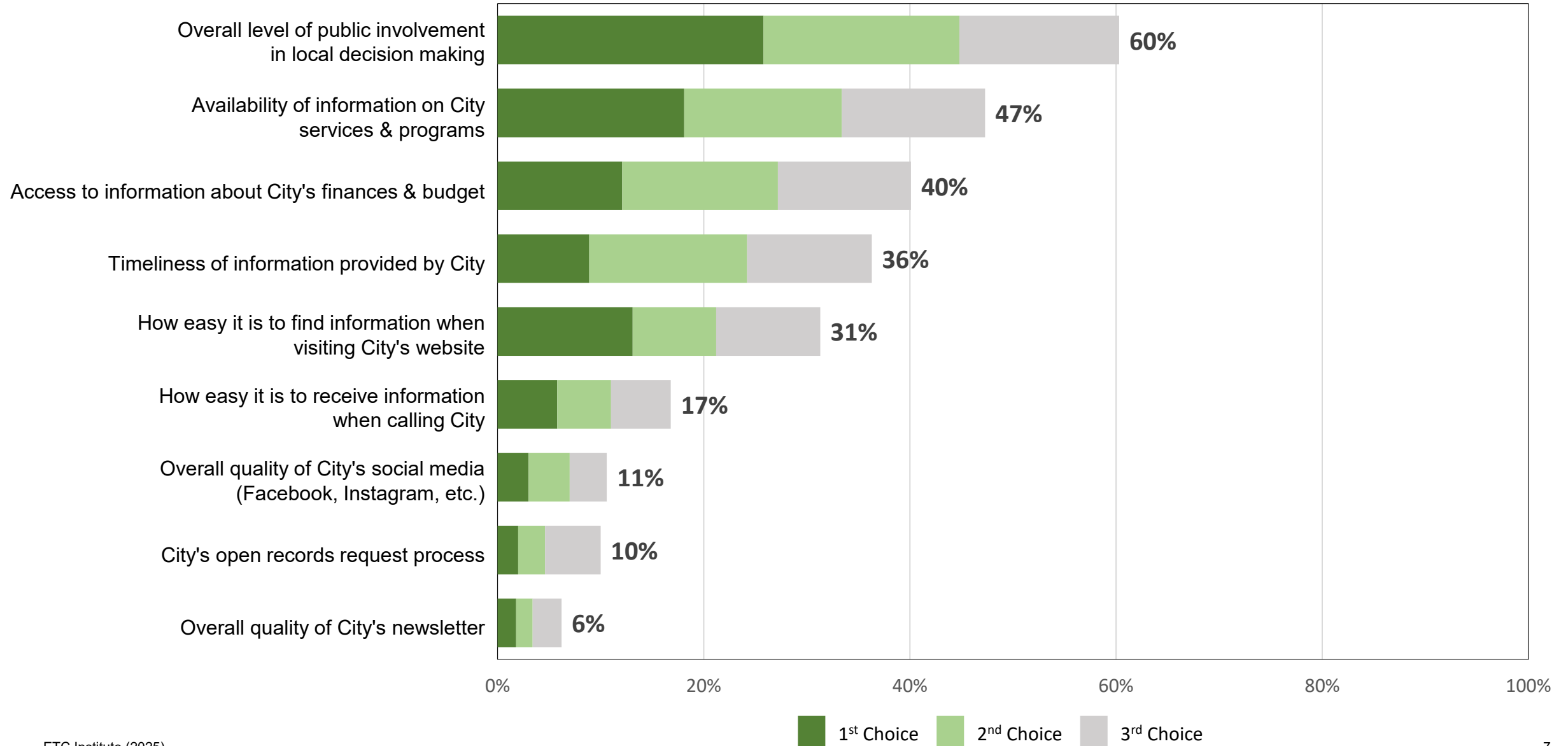
# Q4. Satisfaction with Communication

by percentage of respondents (excluding don't know)



# Q5. Which THREE Of The Services Listed In Question 4 Do You Think Are MOST IMPORTANT For The City To Focus On?

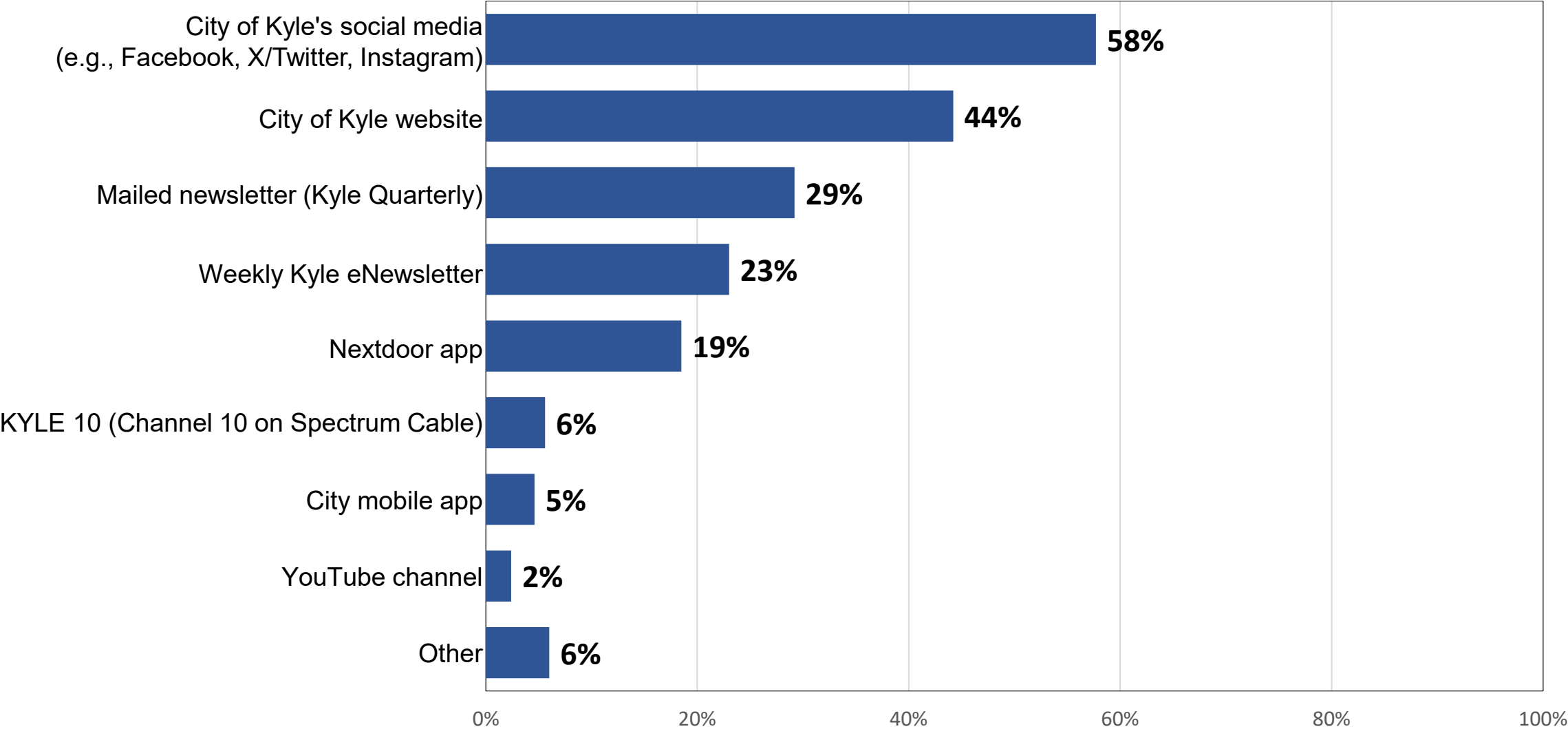
by percentage of respondents who selected the item as one of their top three choices





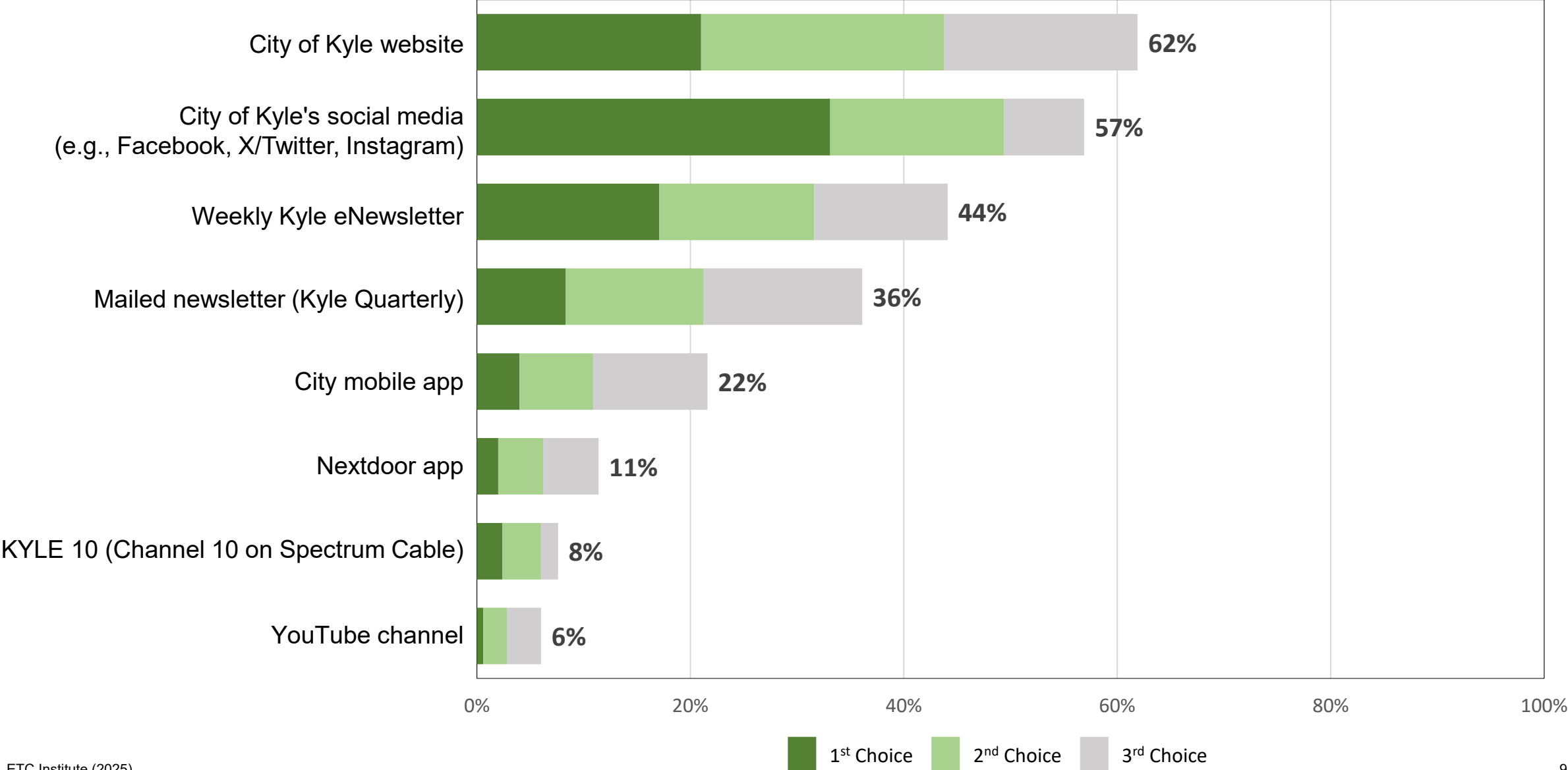
# Q6. Where Do You Currently Get News And Information About City Programs, Services And Events?

by percentage of respondents (multiple selections could be made)



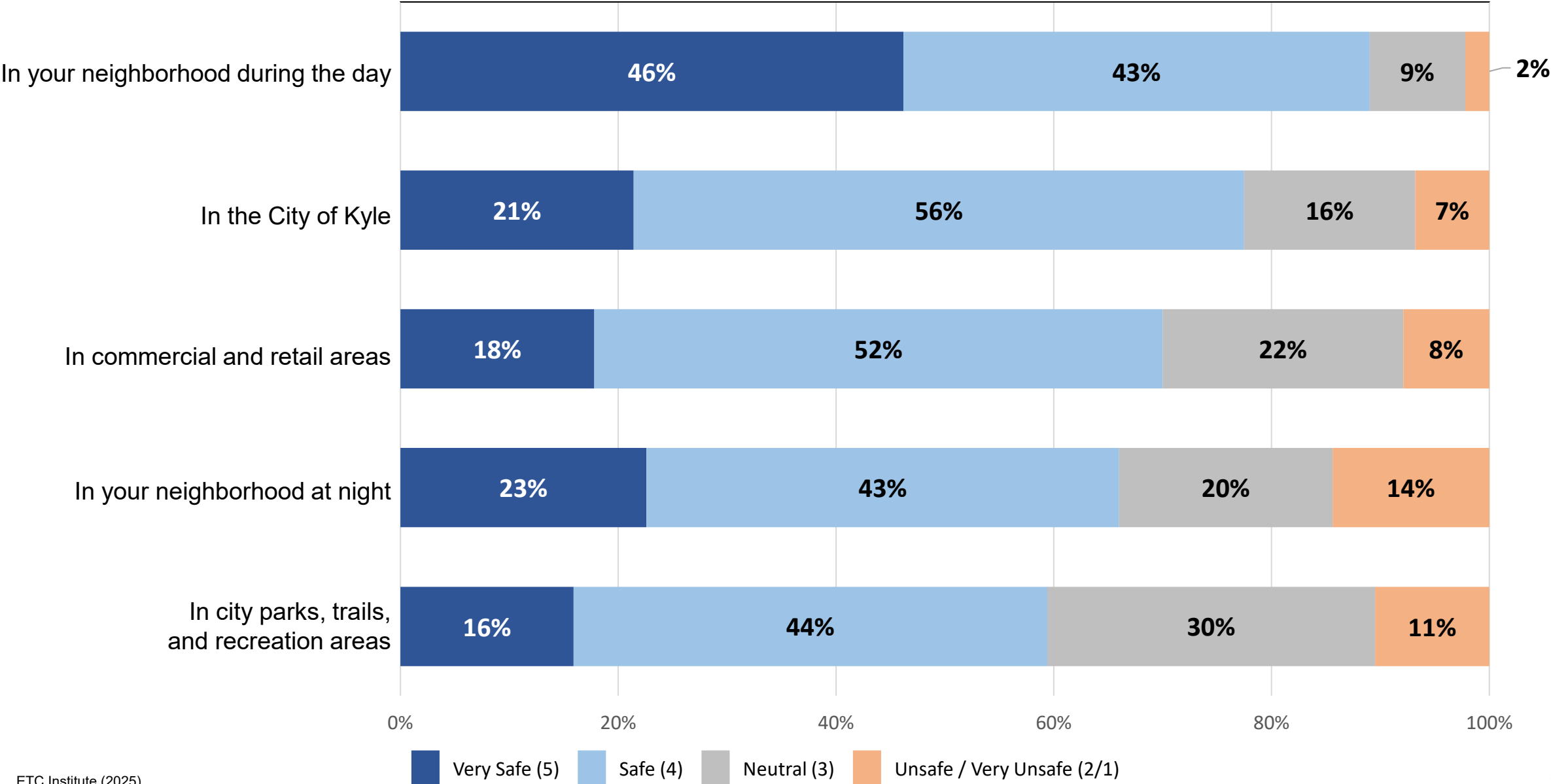
# Q7. From Which THREE Sources Of Information Listed In Question 6 Would You Prefer To Get Information From The City?

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



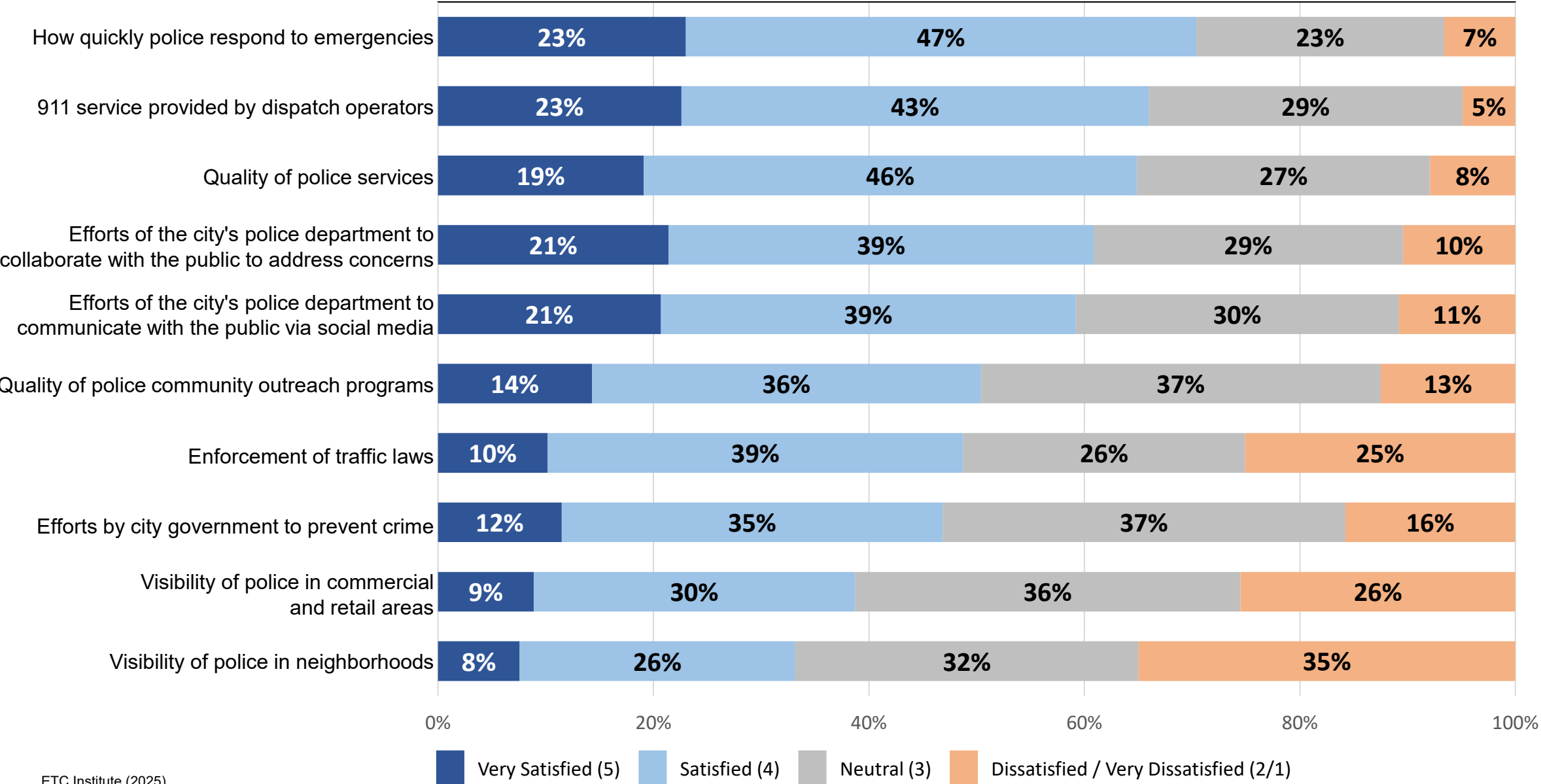
# Q8. Feelings of Safety in Kyle

by percentage of respondents (excluding don't know)



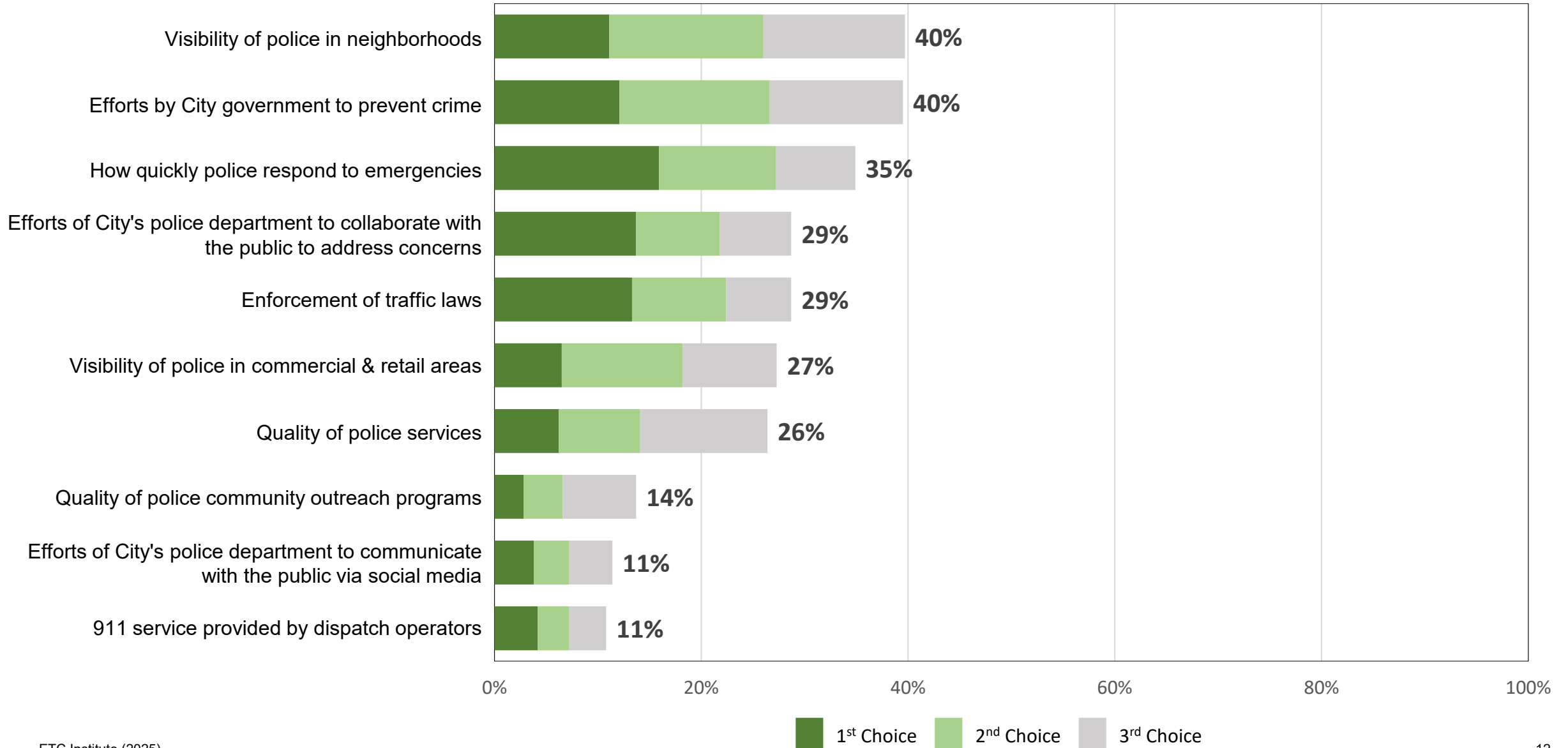
# Q9. Satisfaction with Police Services

by percentage of respondents (excluding don't know)



# Q10. Which THREE Of The Services Listed In Question 9 Do You Think Are MOST IMPORTANT For The City To Focus On Over The Next Year?

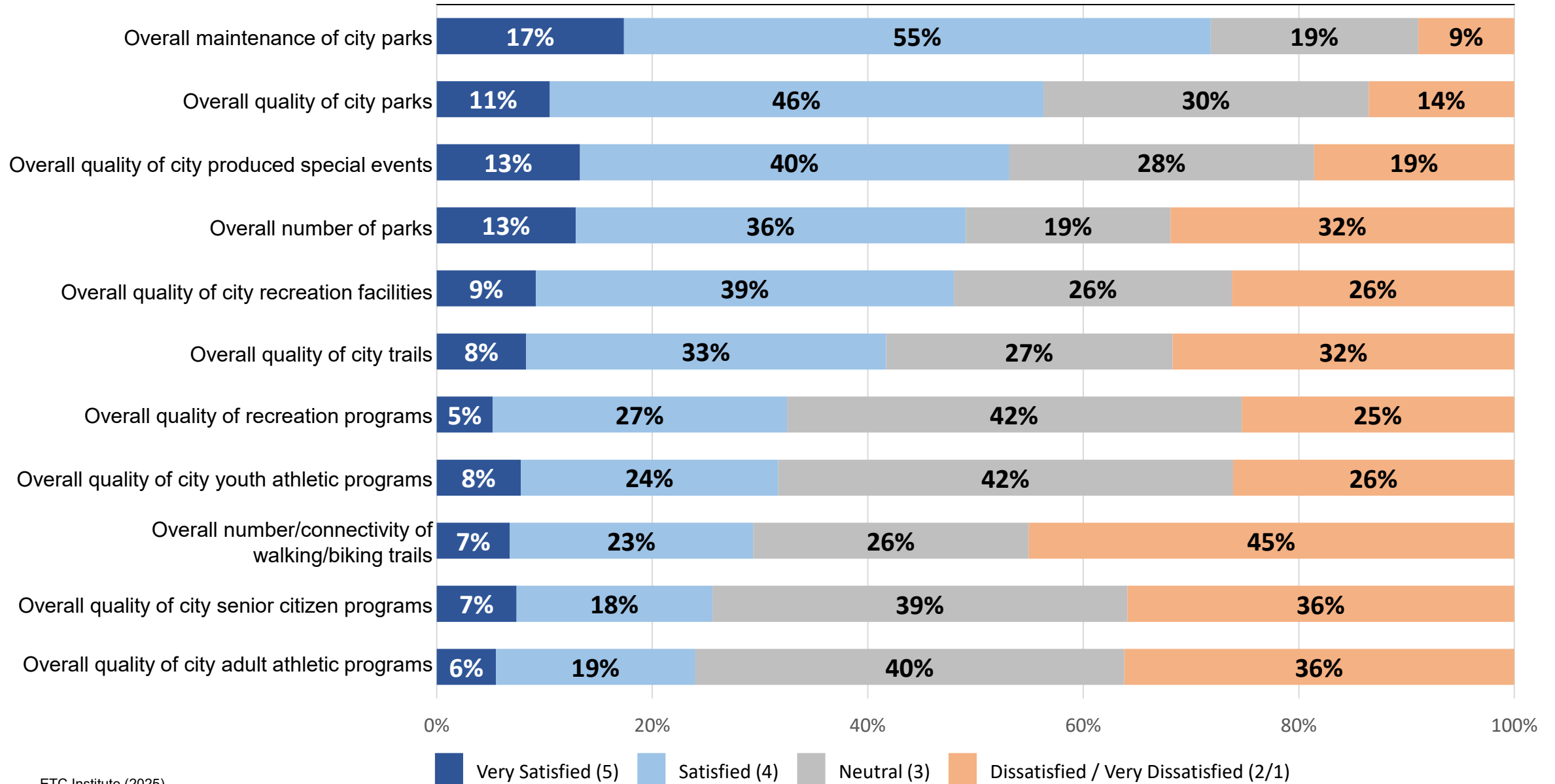
by percentage of respondents who selected the item as one of their top three choices





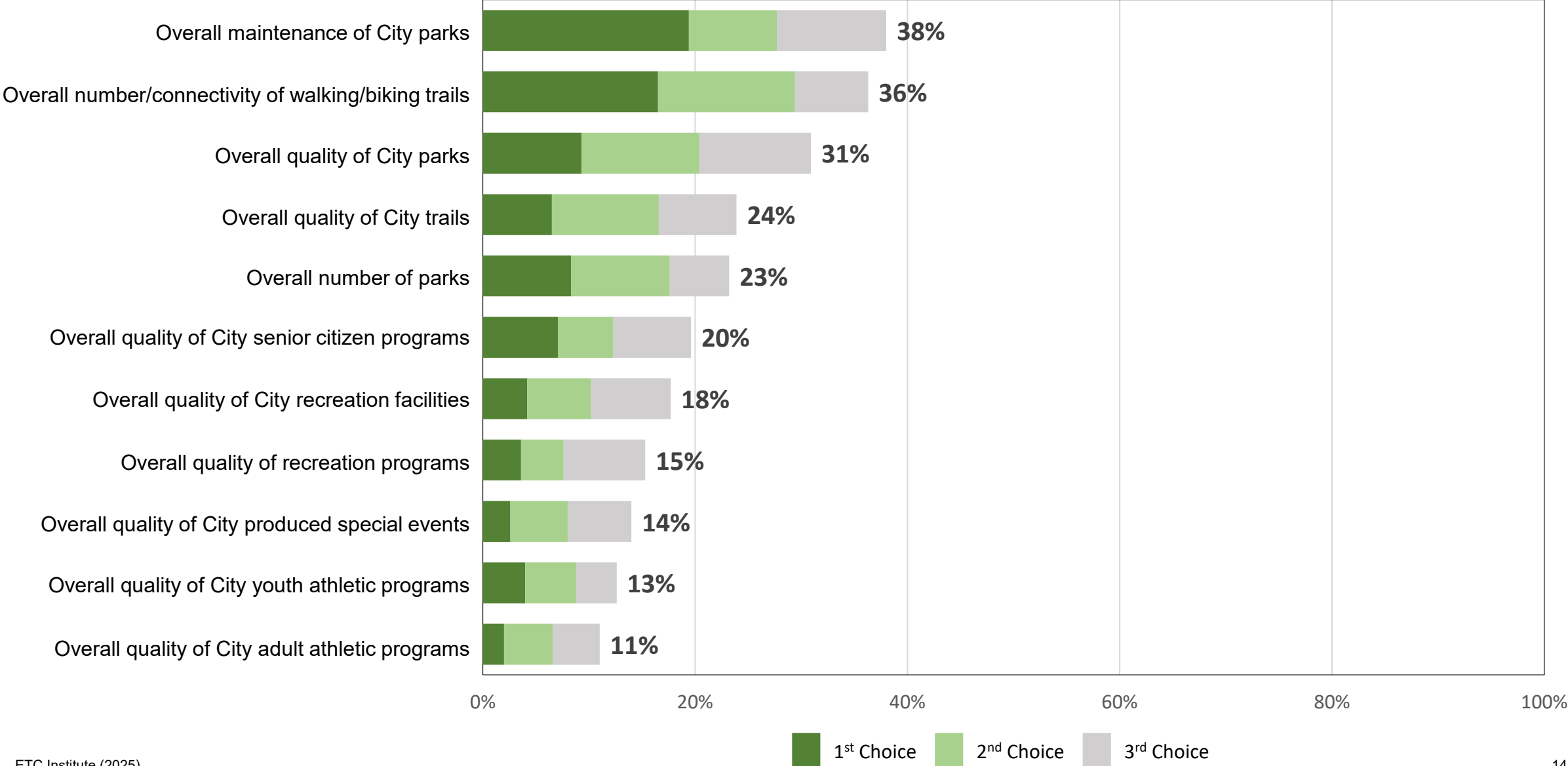
# Q11. Satisfaction with Parks and Recreation Amenities

by percentage of respondents (excluding don't know)



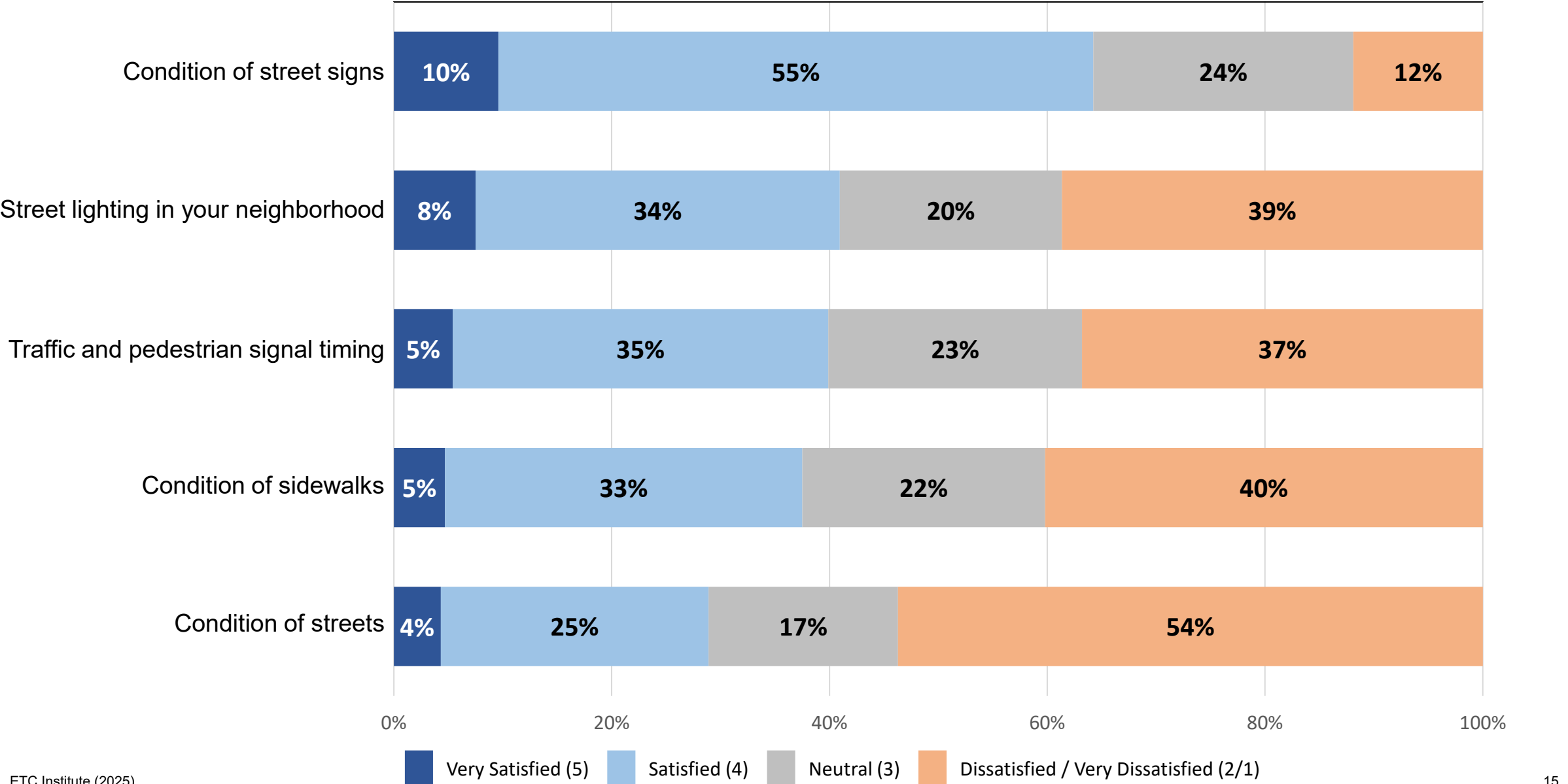
# Q12. Which THREE Of The Amenities Listed In Question 11 Do You Think Are MOST IMPORTANT For The City To Provide?

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



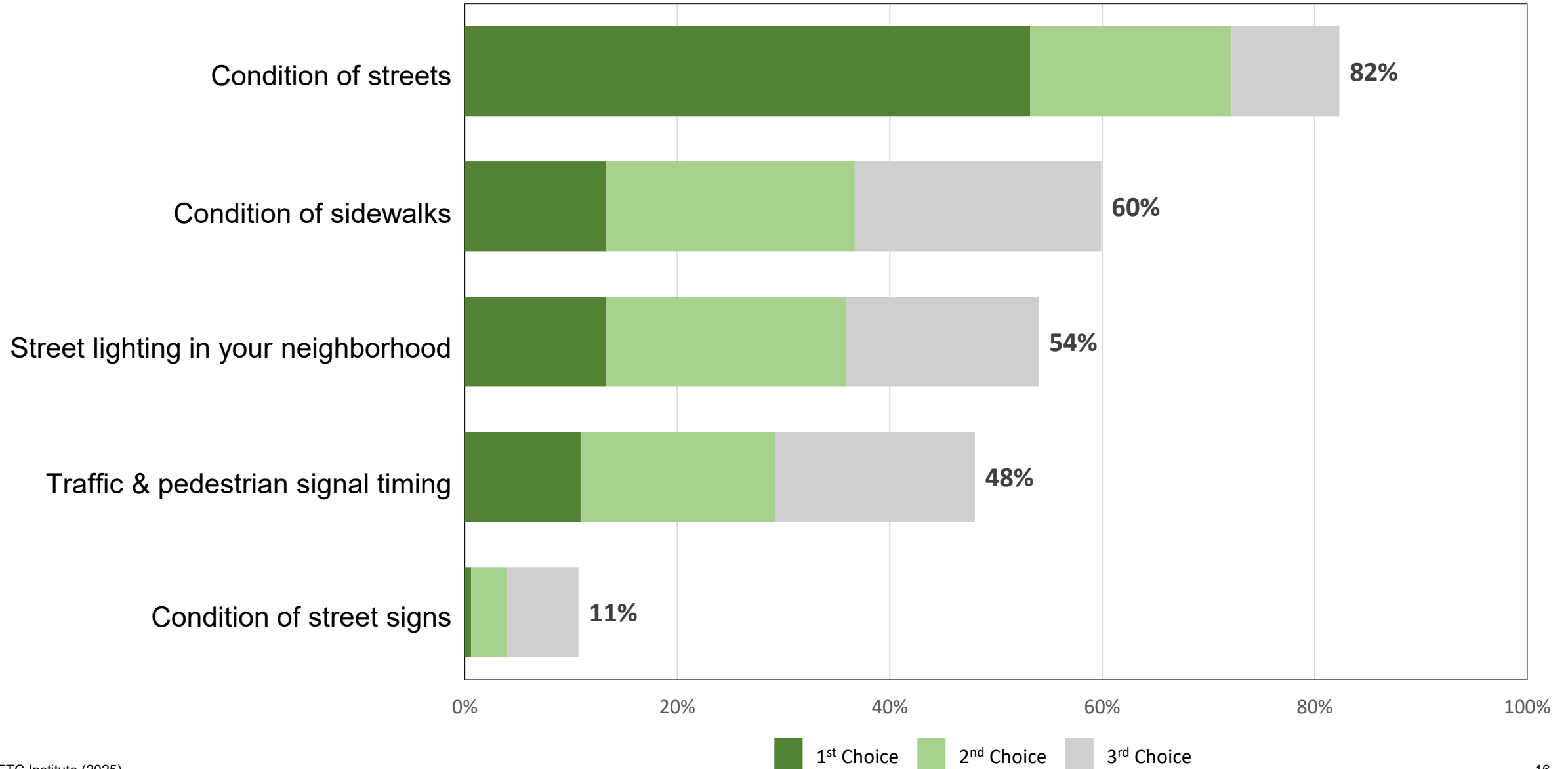
# Q13. Satisfaction with Transportation Maintenance

by percentage of respondents (excluding don't know)



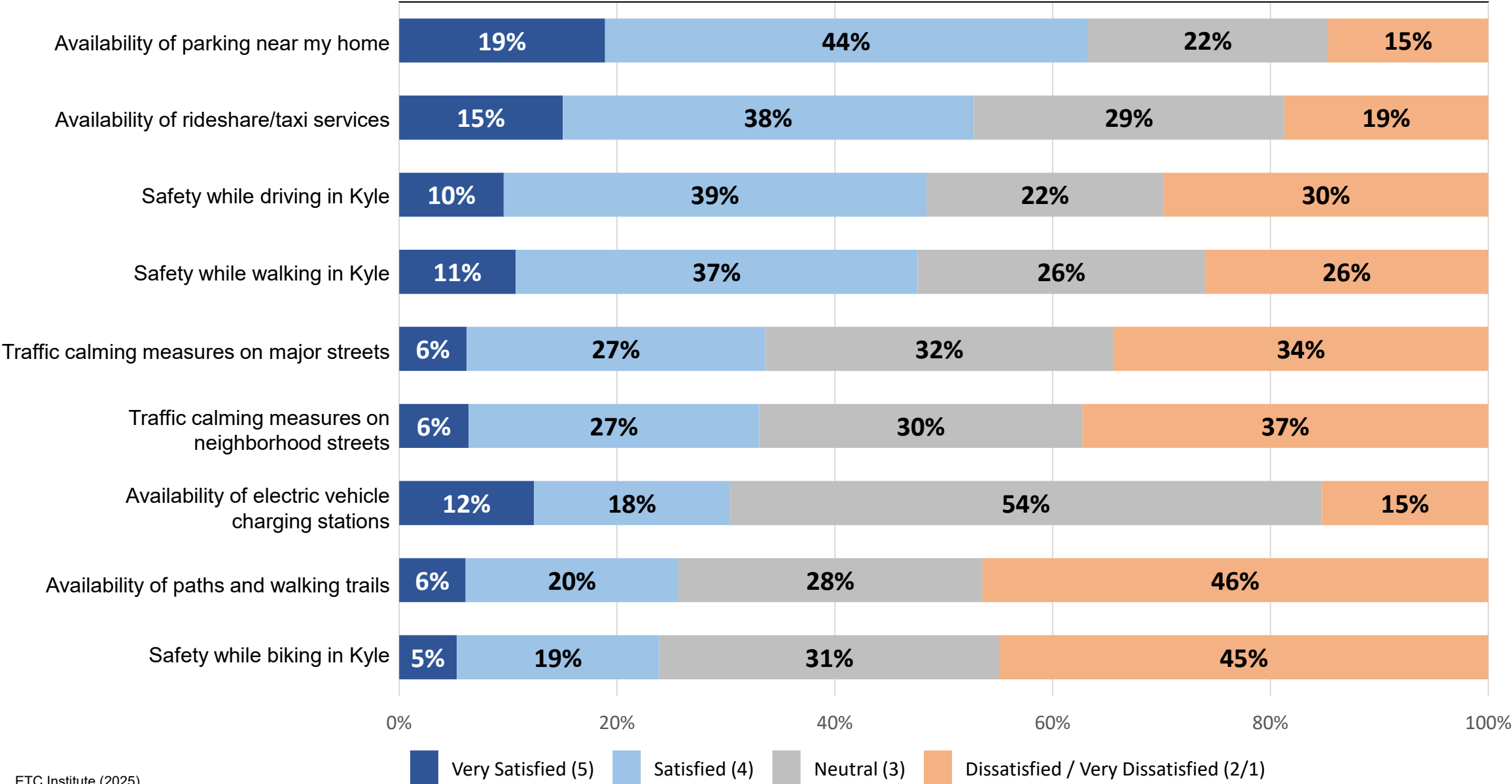
# Q14. Which THREE Of The Services Listed In Question 13 Do You Think Should Receive The MOST EMPHASIS From The City Over The Next Two Years?

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



# Q15. Satisfaction with Transportation

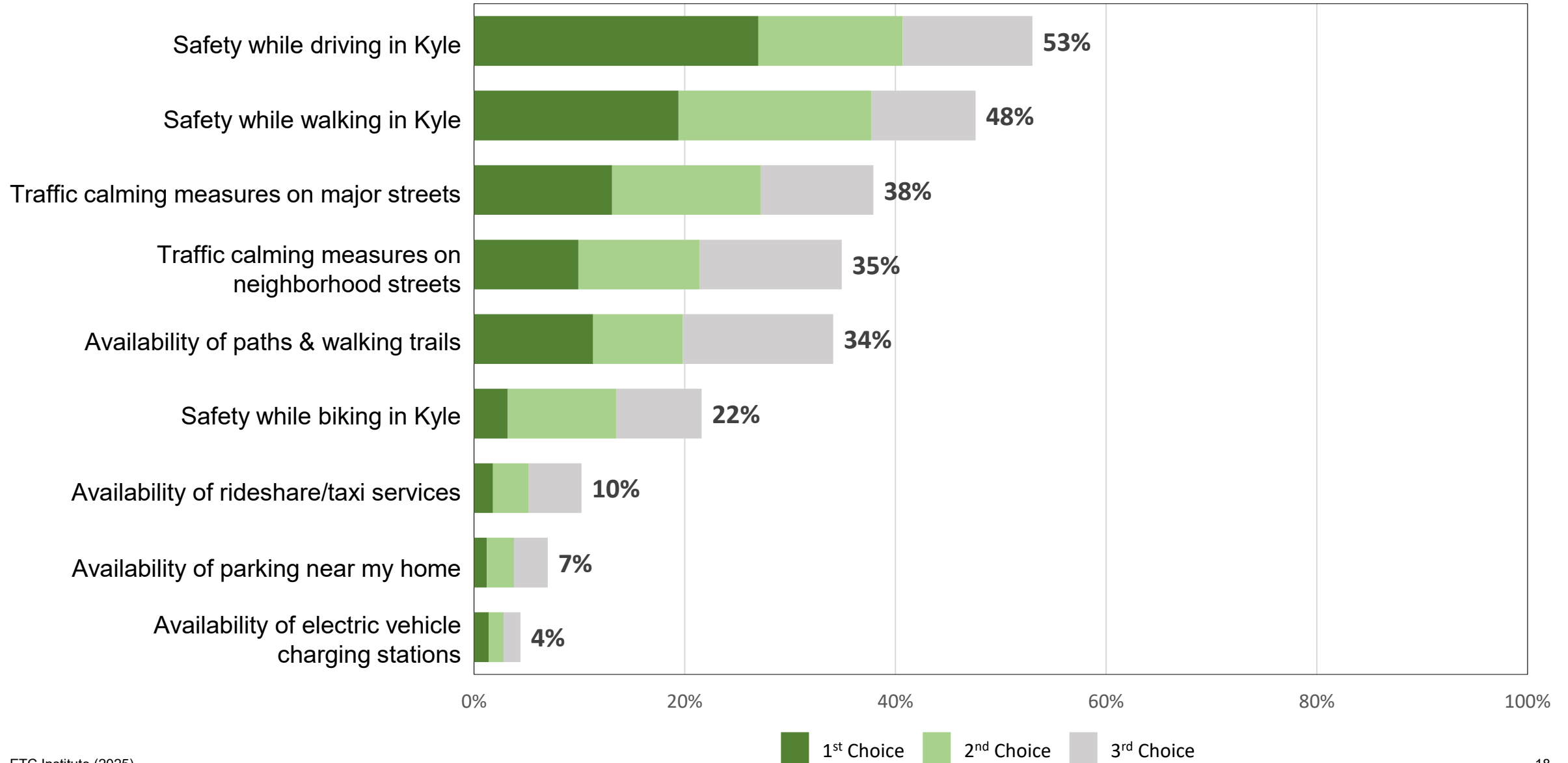
by percentage of respondents (excluding don't know)





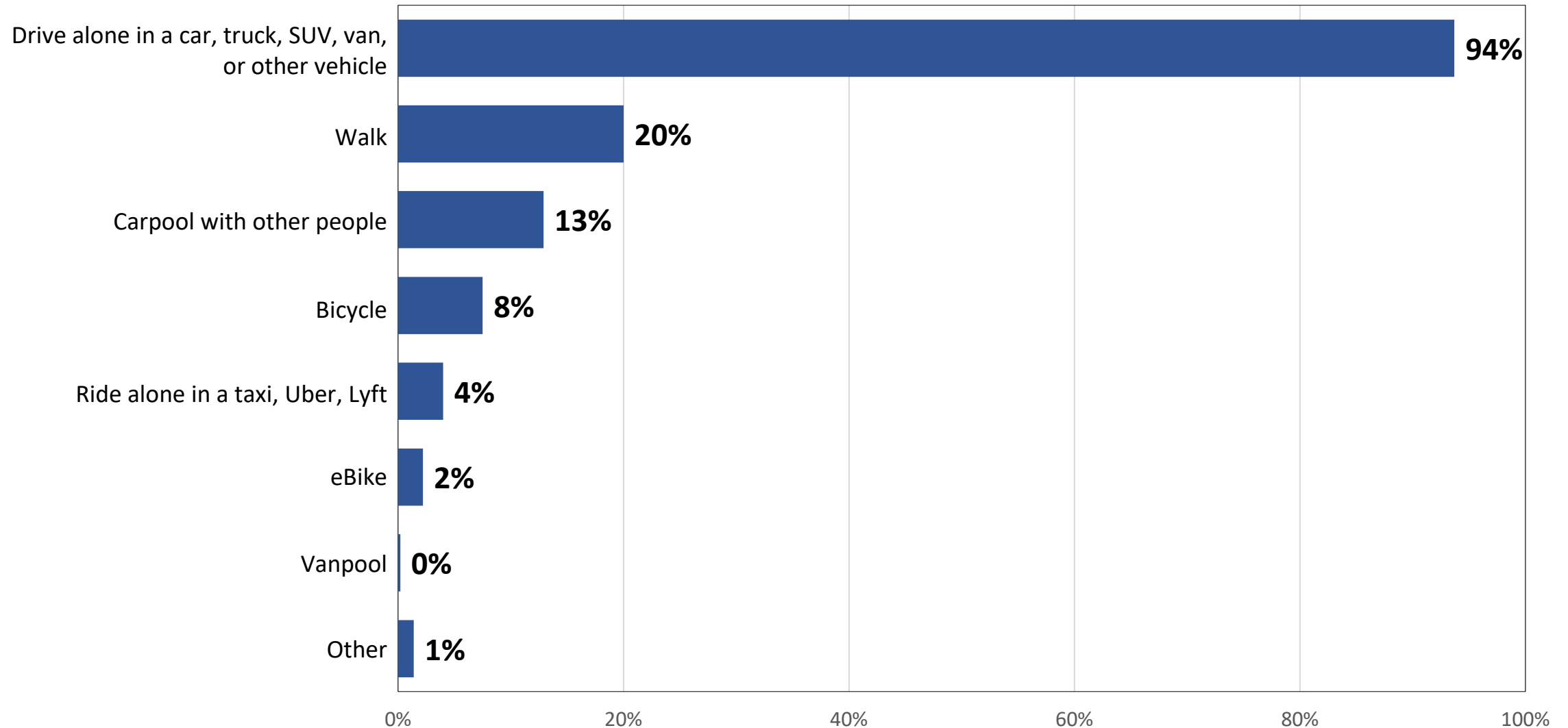
# Q16. Which THREE Of The Services Listed In Question 15 Do You Think Should Receive The MOST EMPHASIS From The City Over The Next Two Years?

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



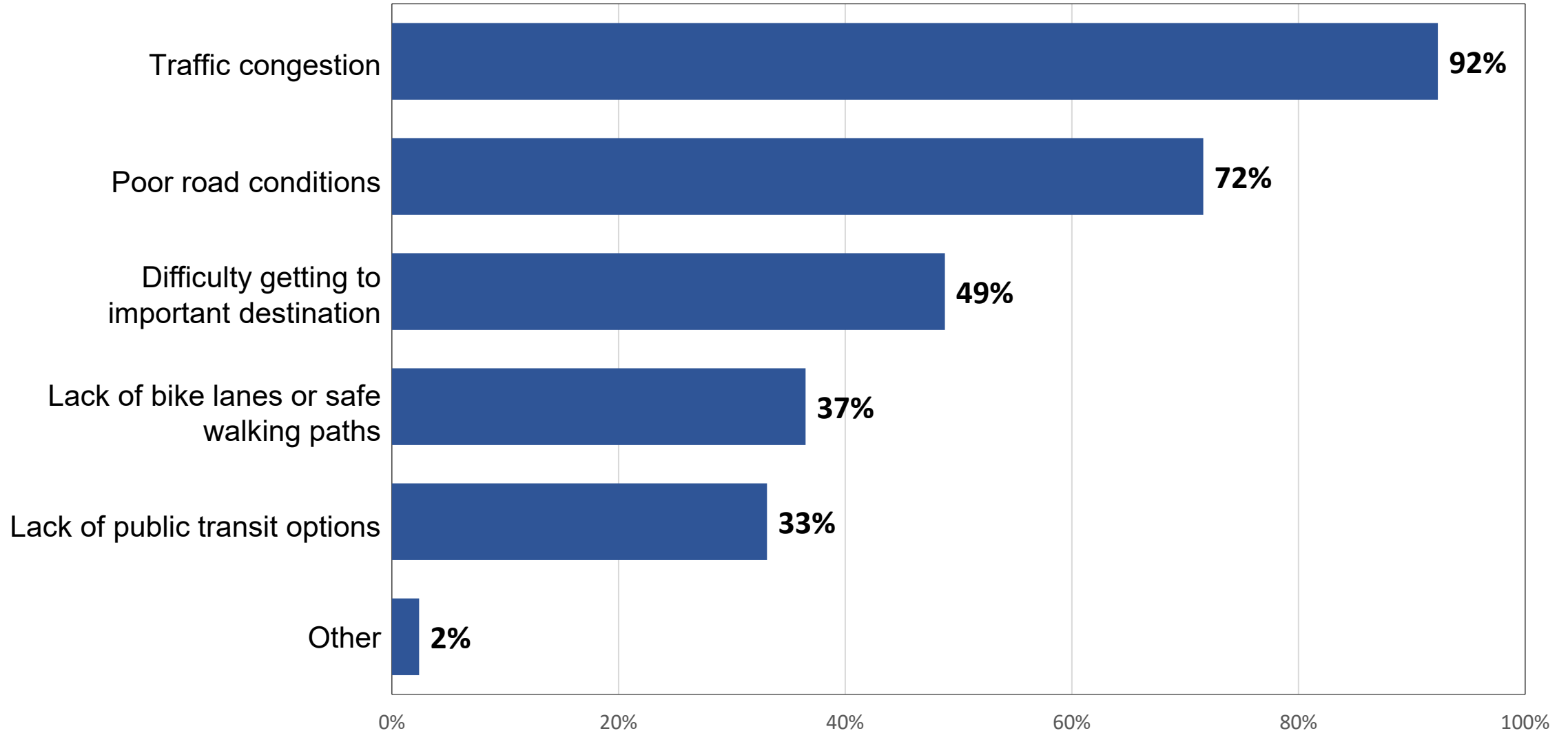
# Q17. How Do You Typically Get Around Kyle?

by percentage of respondents (multiple selections could be made)



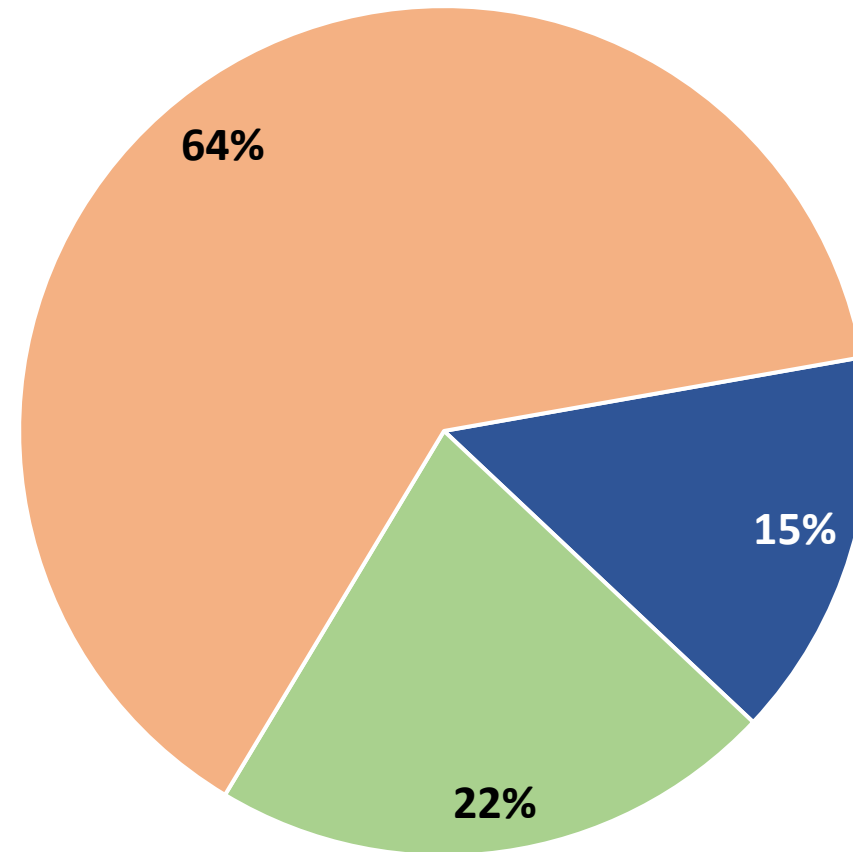
# Q18. In The Past Year, Have You Experienced Any Of The Following Transportation-related Challenges In Kyle?

by percentage of respondents (multiple selections could be made)



# Q19. How Important Do You Think It Is To Construct New Streets In Kyle To Provide More Connections And Improve Access To Different Parts Of The City?

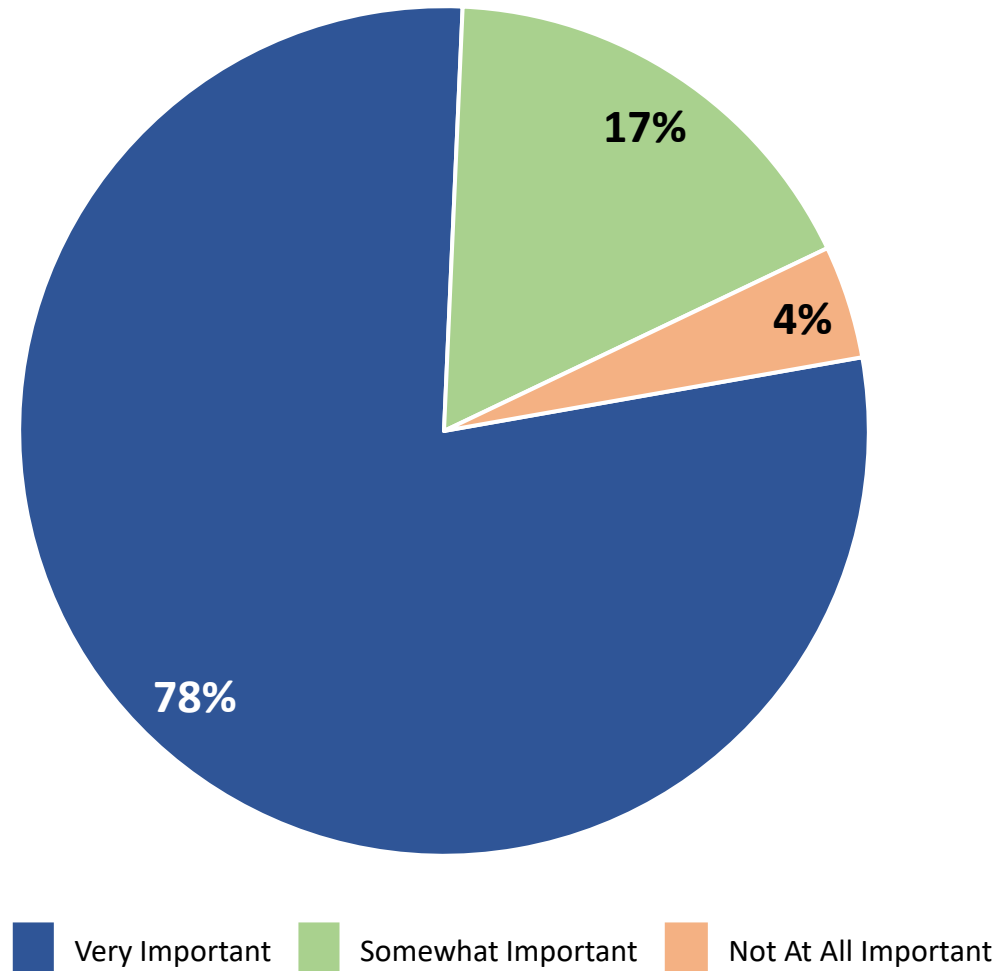
by percentage of respondents (excluding not provided)



Very Important   Somewhat Important   Not At All Important

## Q20. How Important Do You Think It Is To Increase The Capacity Of Streets (E.G., Adding Lanes, Improving Intersections) To Reduce Traffic Congestion And Improve Travel Times?

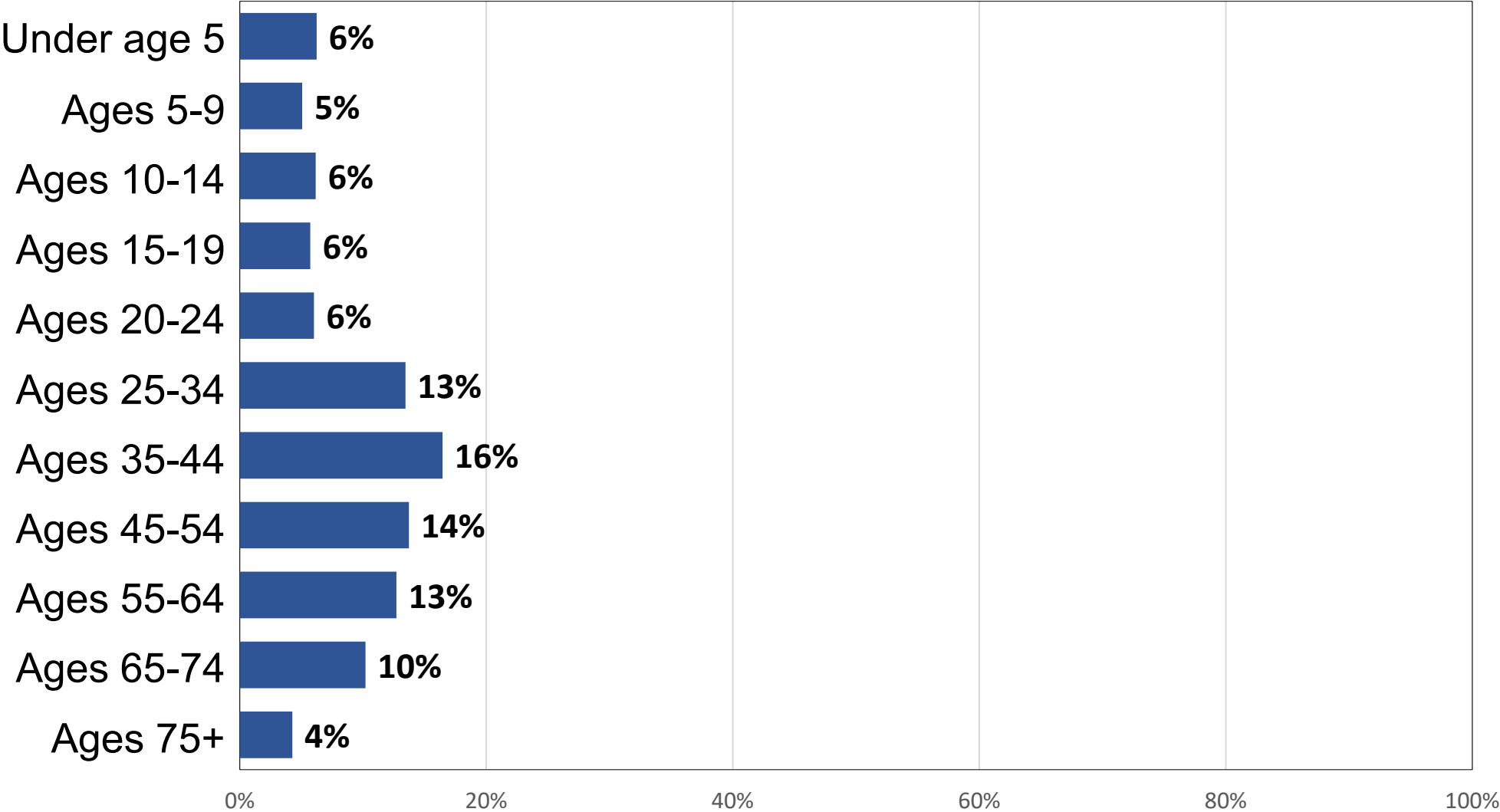
by percentage of respondents (excluding not provided)



# Demographics

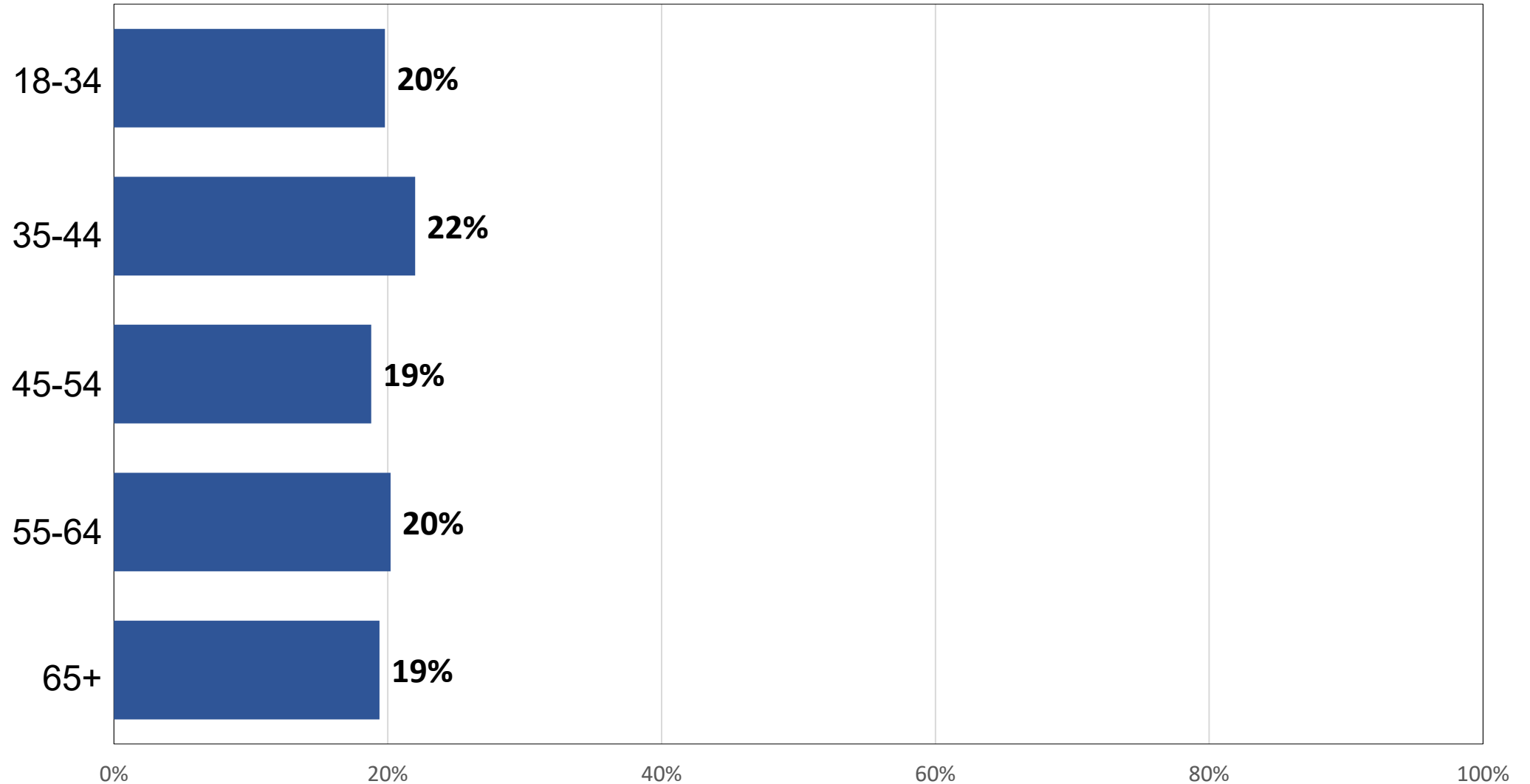
# Q21. Including Yourself, How Many People In Your Household Are...

by percentage of respondents (multiple selections could be made)



# Q22. What Is Your Age?

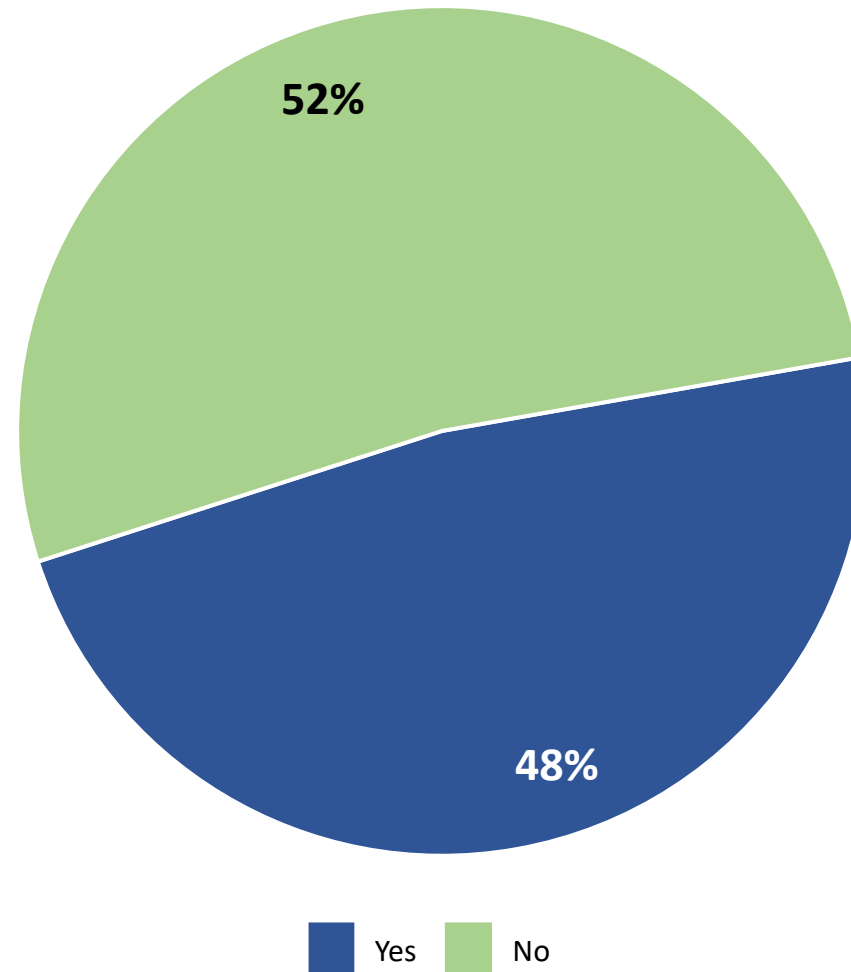
by percentage of respondents (excluding “not provided”)





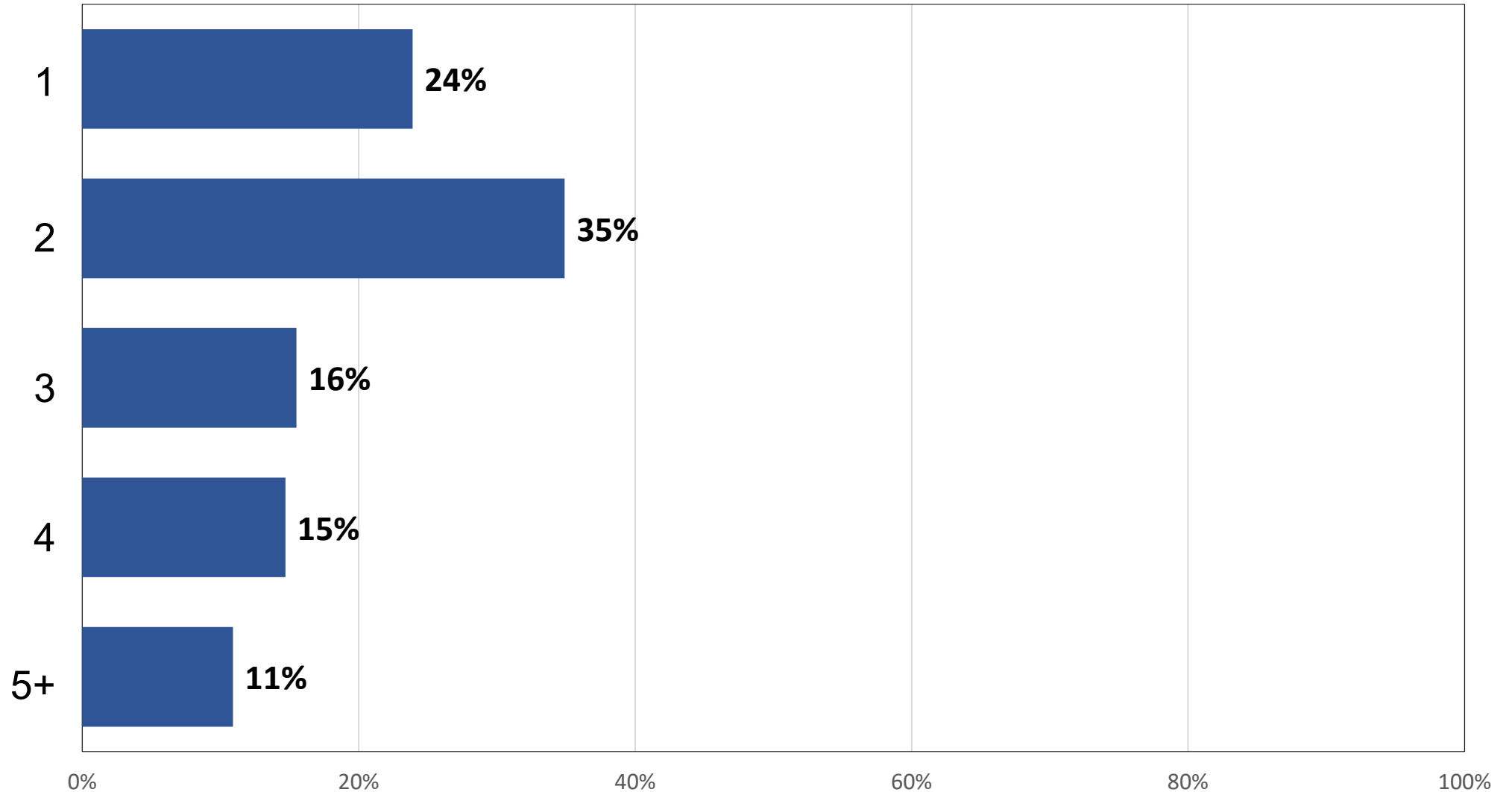
## Q23. Are You Or Any Members Of Your Family Of Hispanic, Spanish, Or Latino/A/X Ancestry?

by percentage of respondents (excluding not provided)



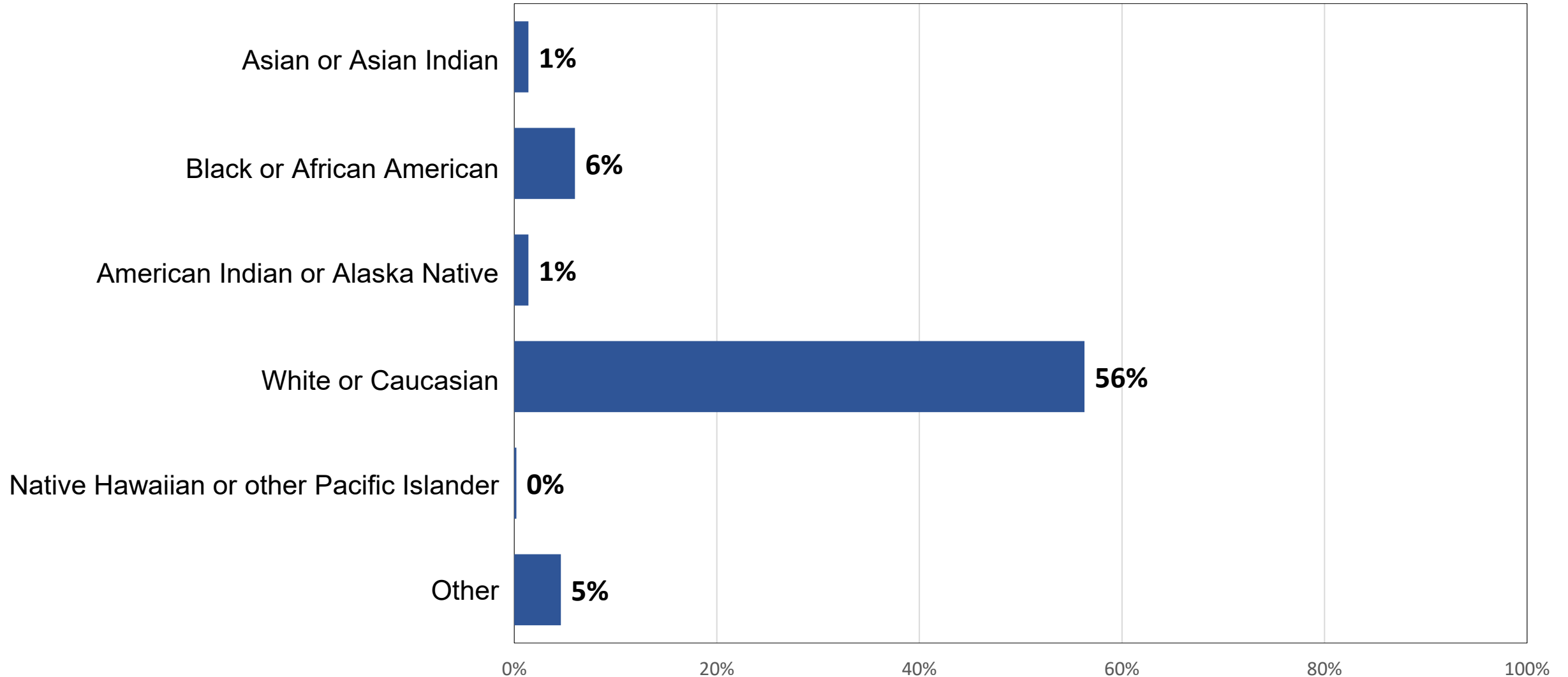
# Q23-1. How Many People Are Of Hispanic, Spanish, Or Latino/A/X Ancestry?

by percentage of respondents (excluding “not provided”)



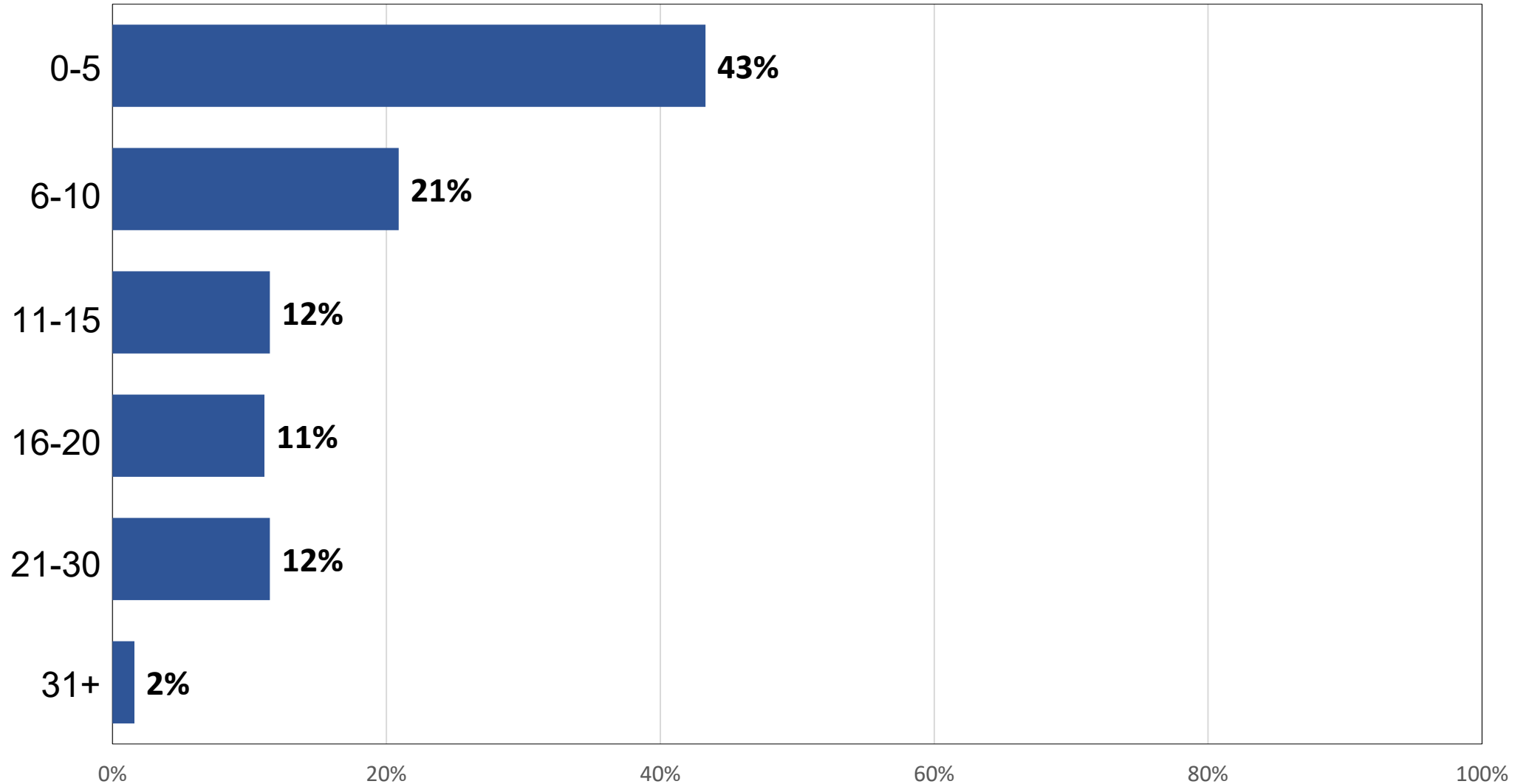
# Q24. Which Of The Following Best Describes Your Race/Ethnicity?

by percentage of respondents



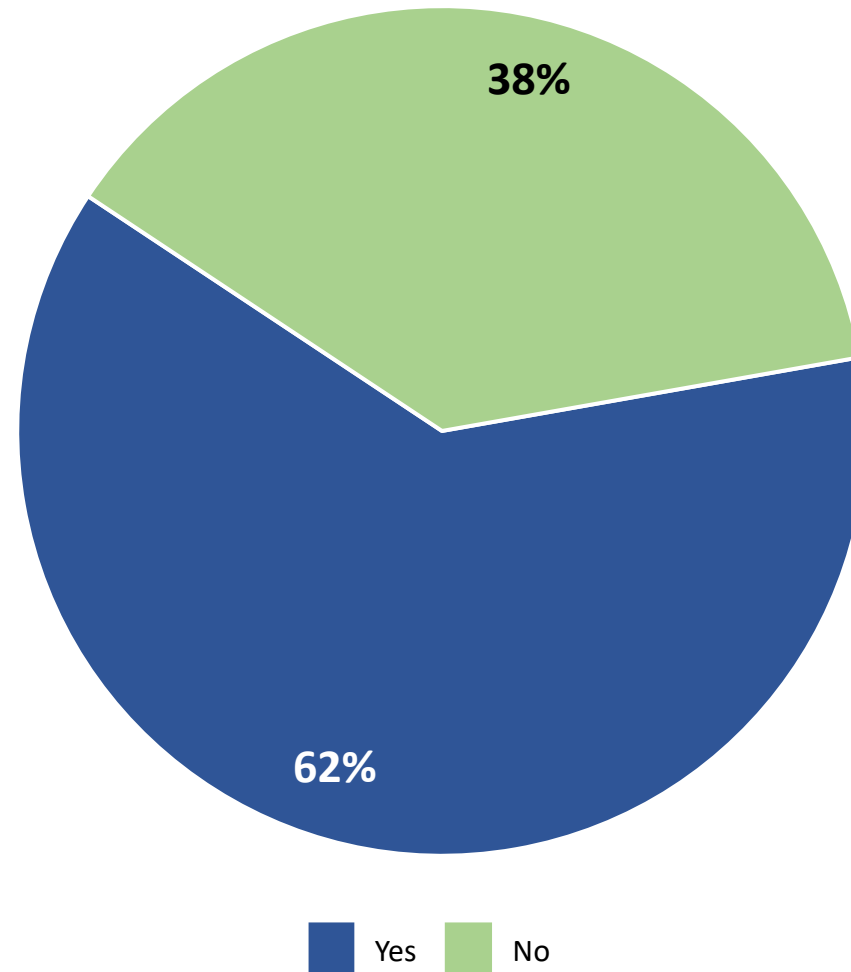
# Q25. Approximately How Many Years Have You Lived In Kyle?

by percentage of respondents (excluding “not provided”)



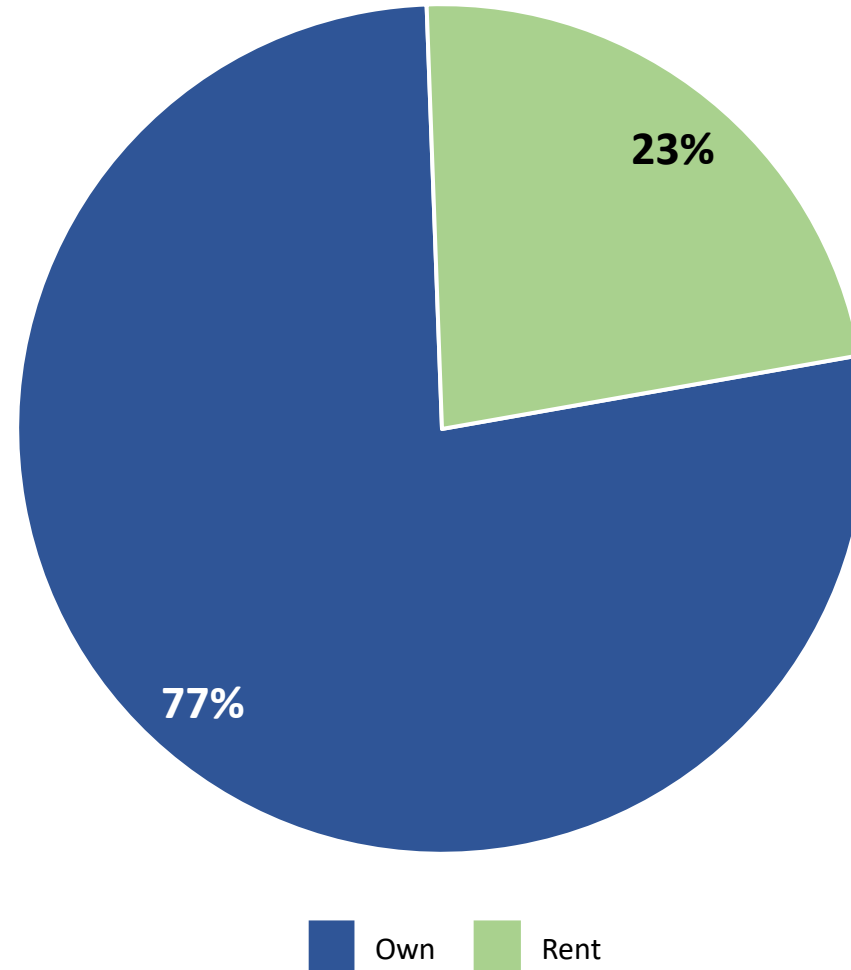
# Q26. Do You Plan To Retire In Kyle?

by percentage of respondents (excluding not provided)



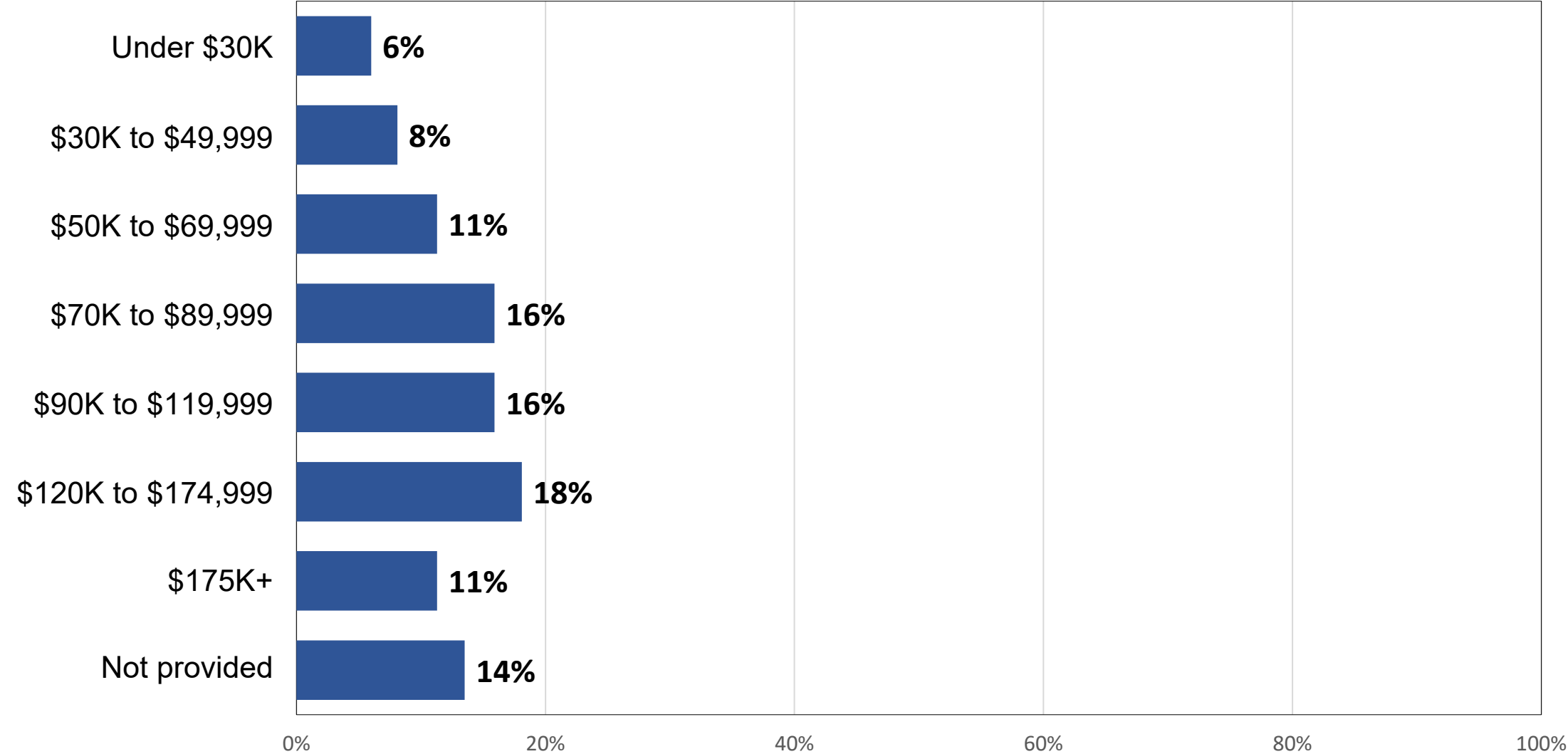
## Q27. Do You Own Or Rent Your Current Residence?

by percentage of respondents (excluding not provided)



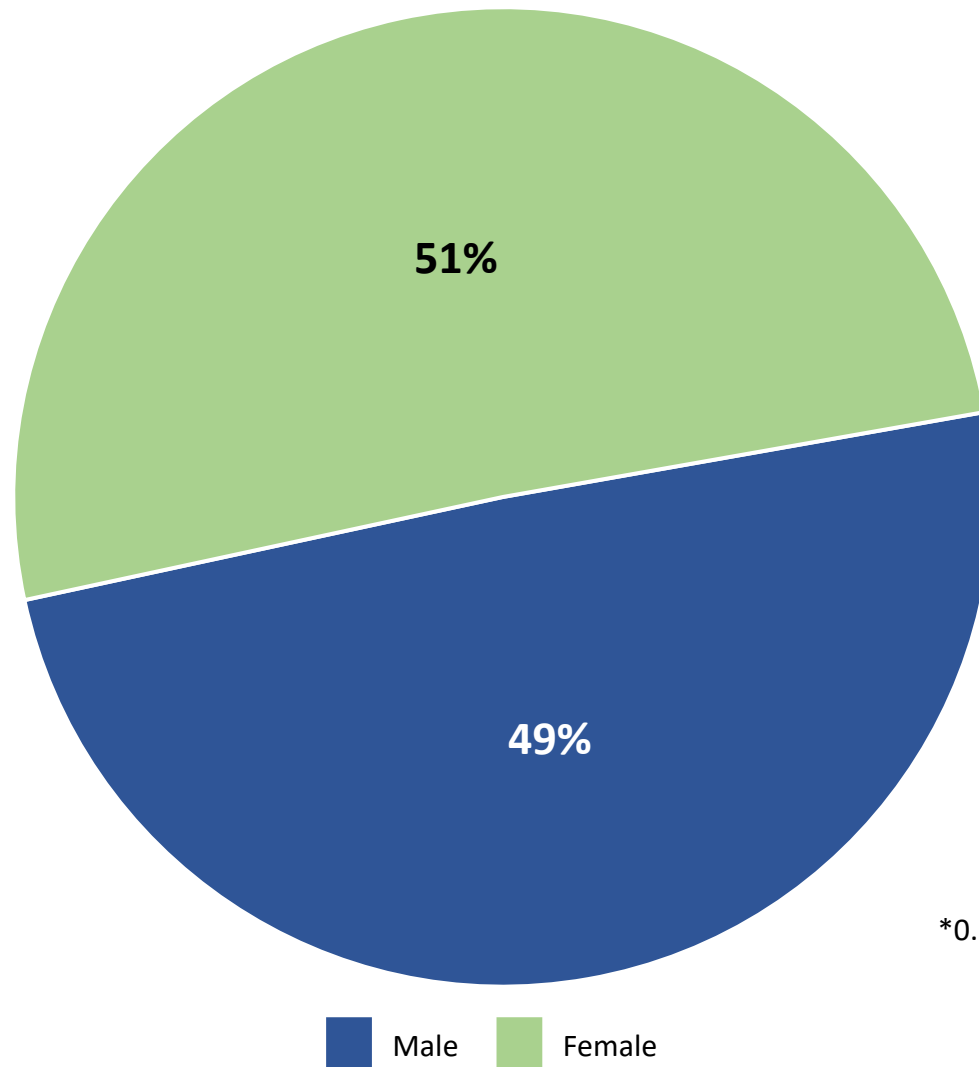
# Q28. Would You Say Your Total Annual Household Income Is...

by percentage of respondents



## Q29. Your Gender:

by percentage of respondents (excluding not provided)

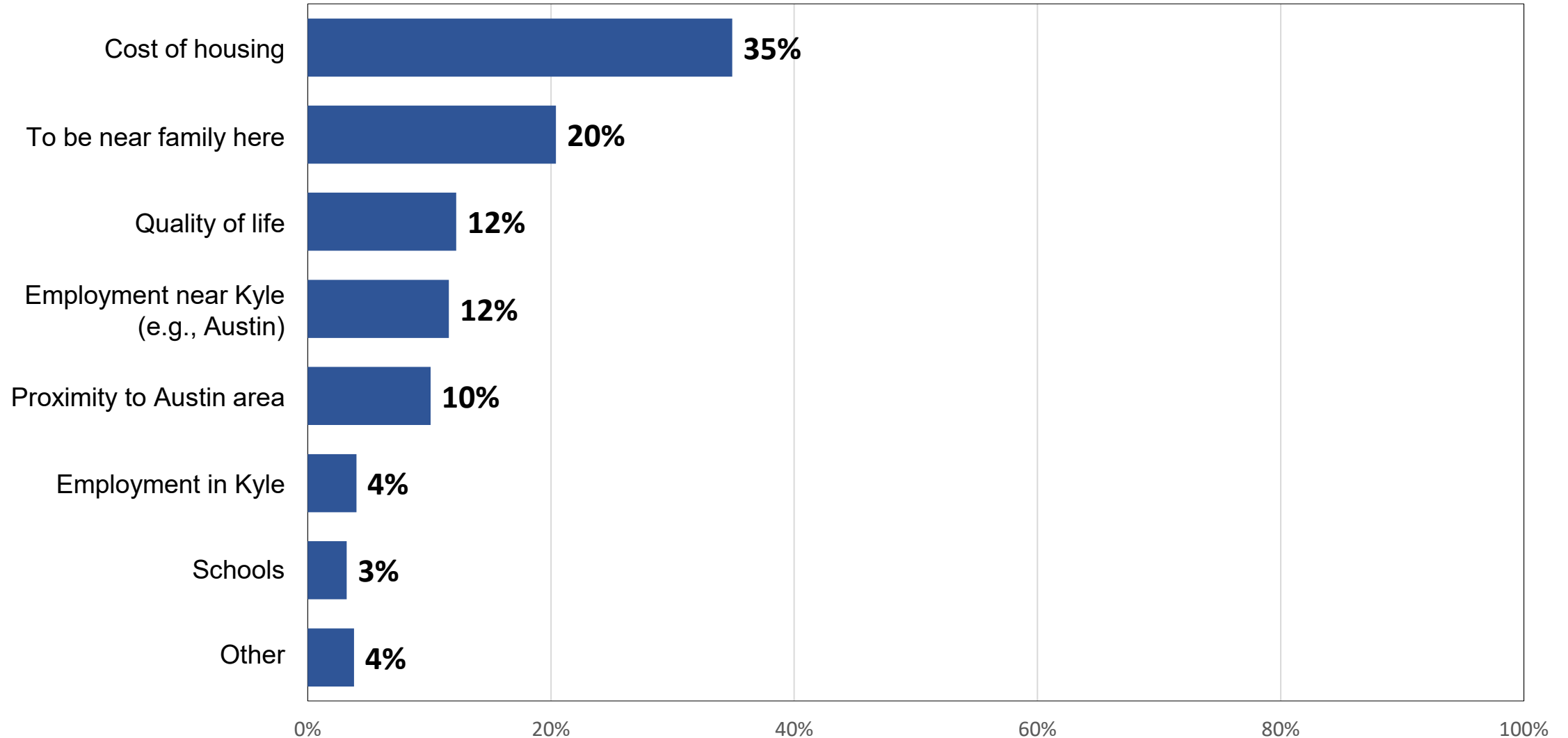


\*0.2% of respondents identify as Non-binary



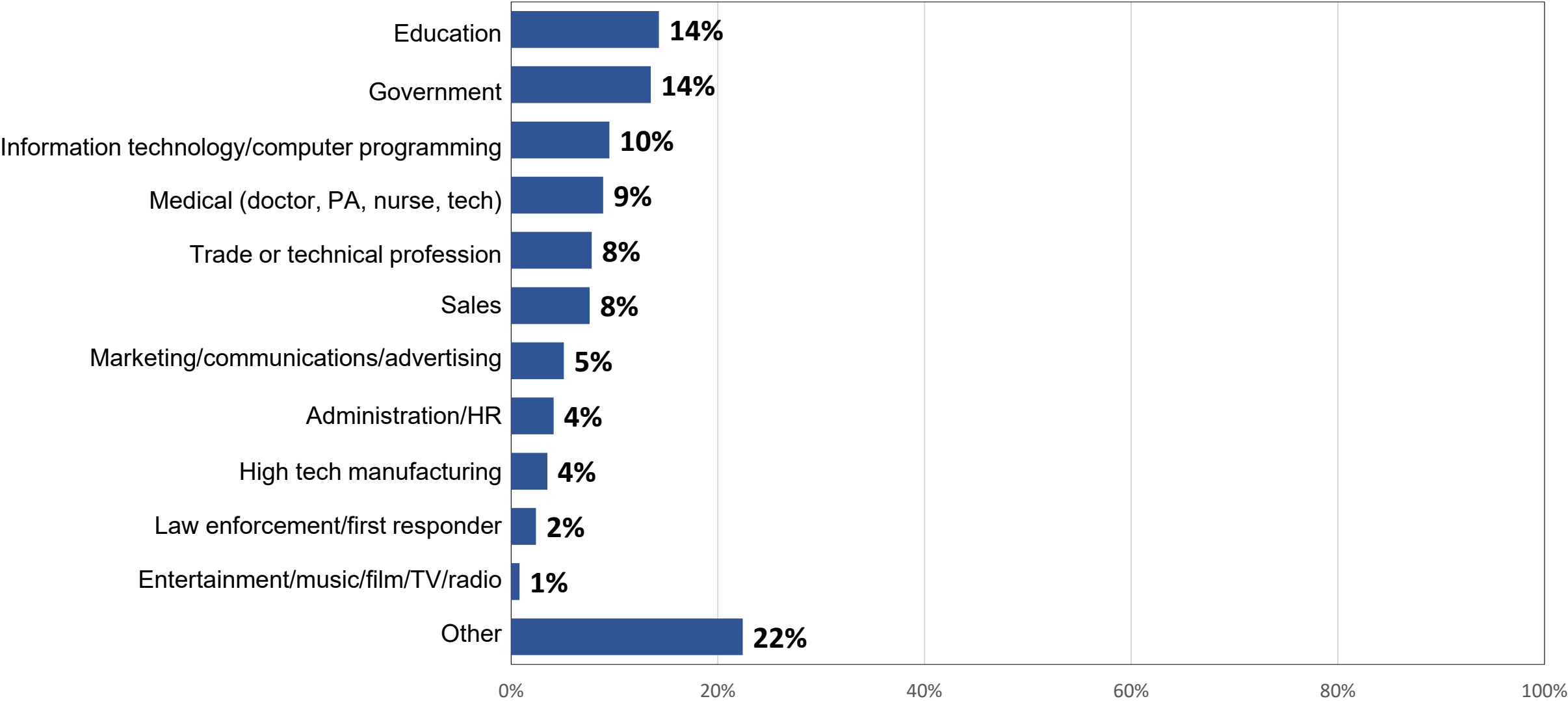
# Q30. What Was Your Primary Reason For Moving To Kyle?

by percentage of respondents (excluding not provided)



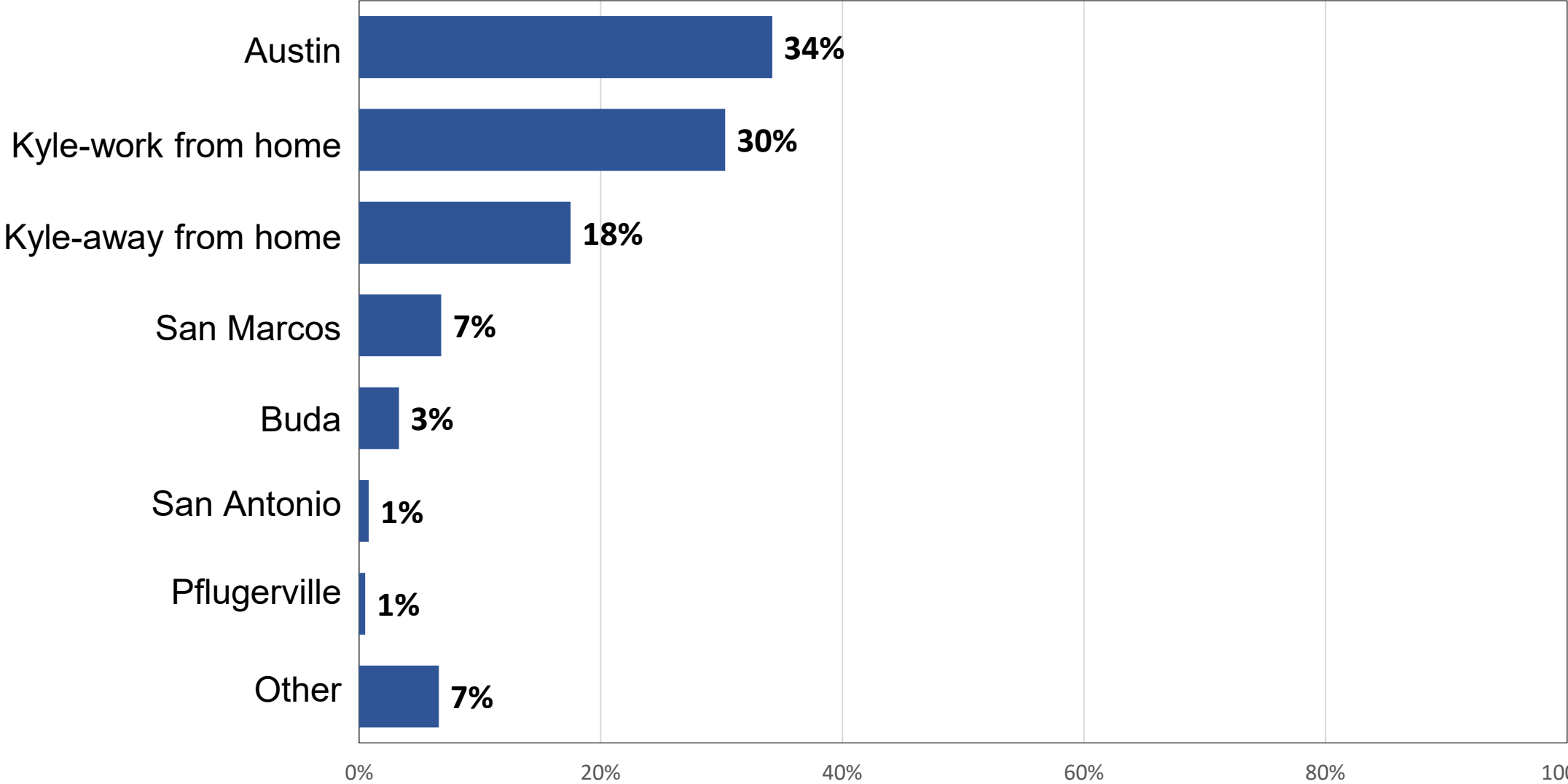
# Q33. If You Are Employed, In What Industry Do You Work?

by percentage of respondents (excluding not provided)



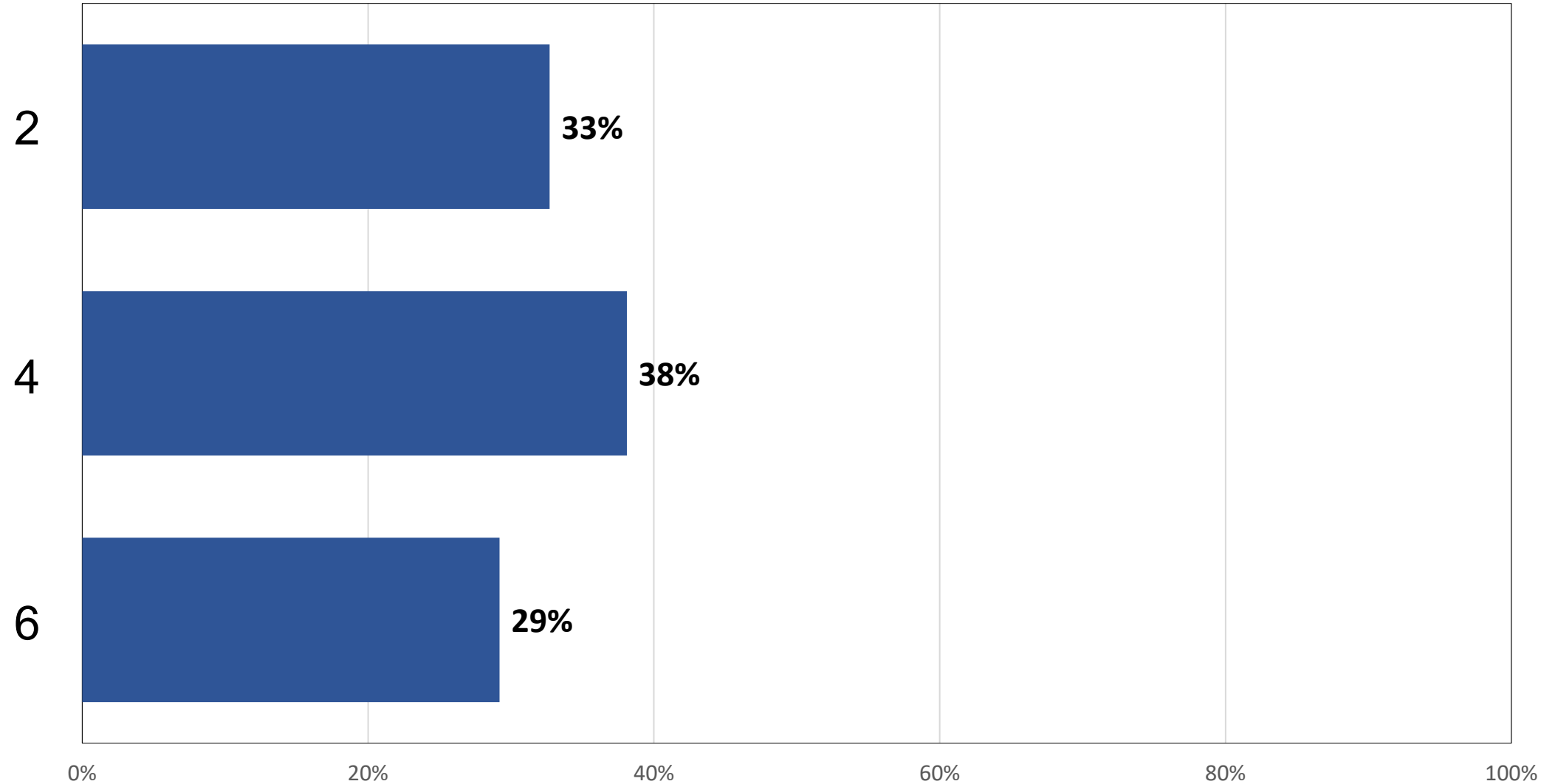
# Q34. Where Do You Work?

by percentage of respondents (excluding not provided)



# District

by percentage of respondents



## **2** Benchmarking Analysis

# National Benchmarking Analysis



## Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 300 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

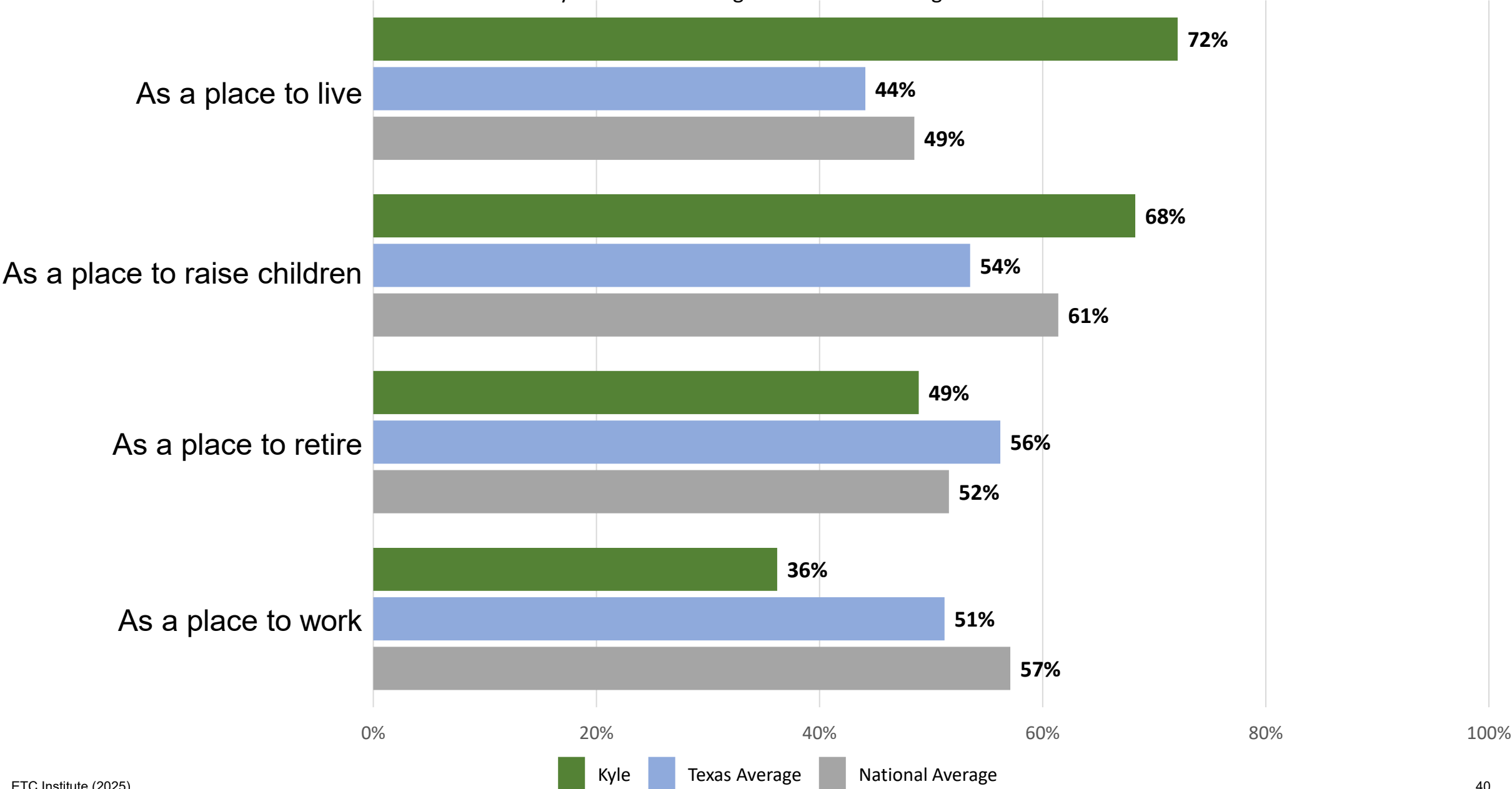
This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2023 to a random sample of more than 8,000 residents in the continental United States and (2) from this national survey, an average of the respondents from the Texas.

The charts on the following pages show how the results for the City of Kyle compare to the national average and the Texas average.

*ETC Institute does not maintain benchmarking data for all the items that were included in the City's 2025 survey. Only items that ETC Institute maintains benchmarking data for are included in this section.*

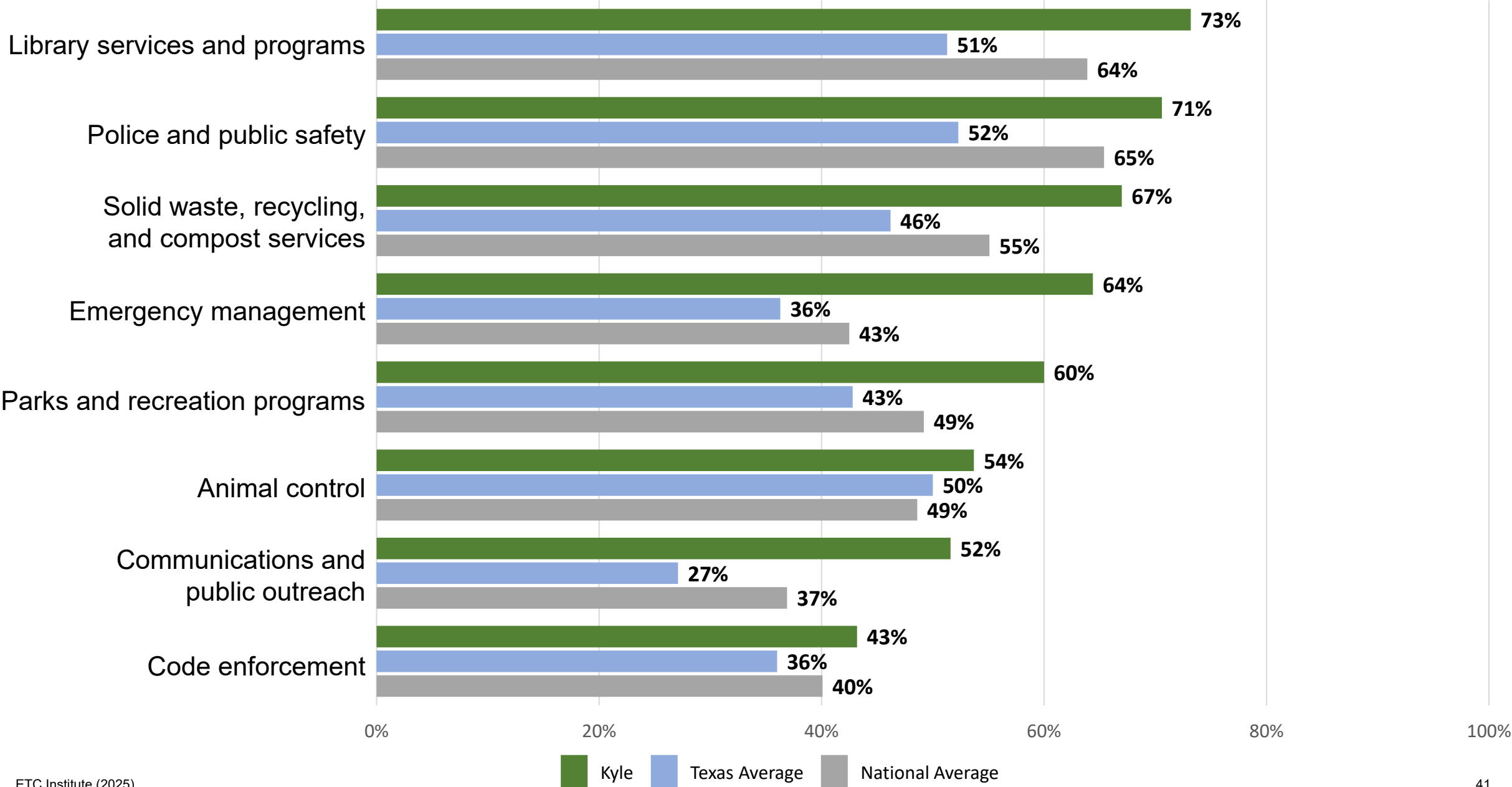
# Q1. Overall Ratings of Kyle

Kyle vs. Texas Average vs. National Average



# Q2. Major Categories of Service

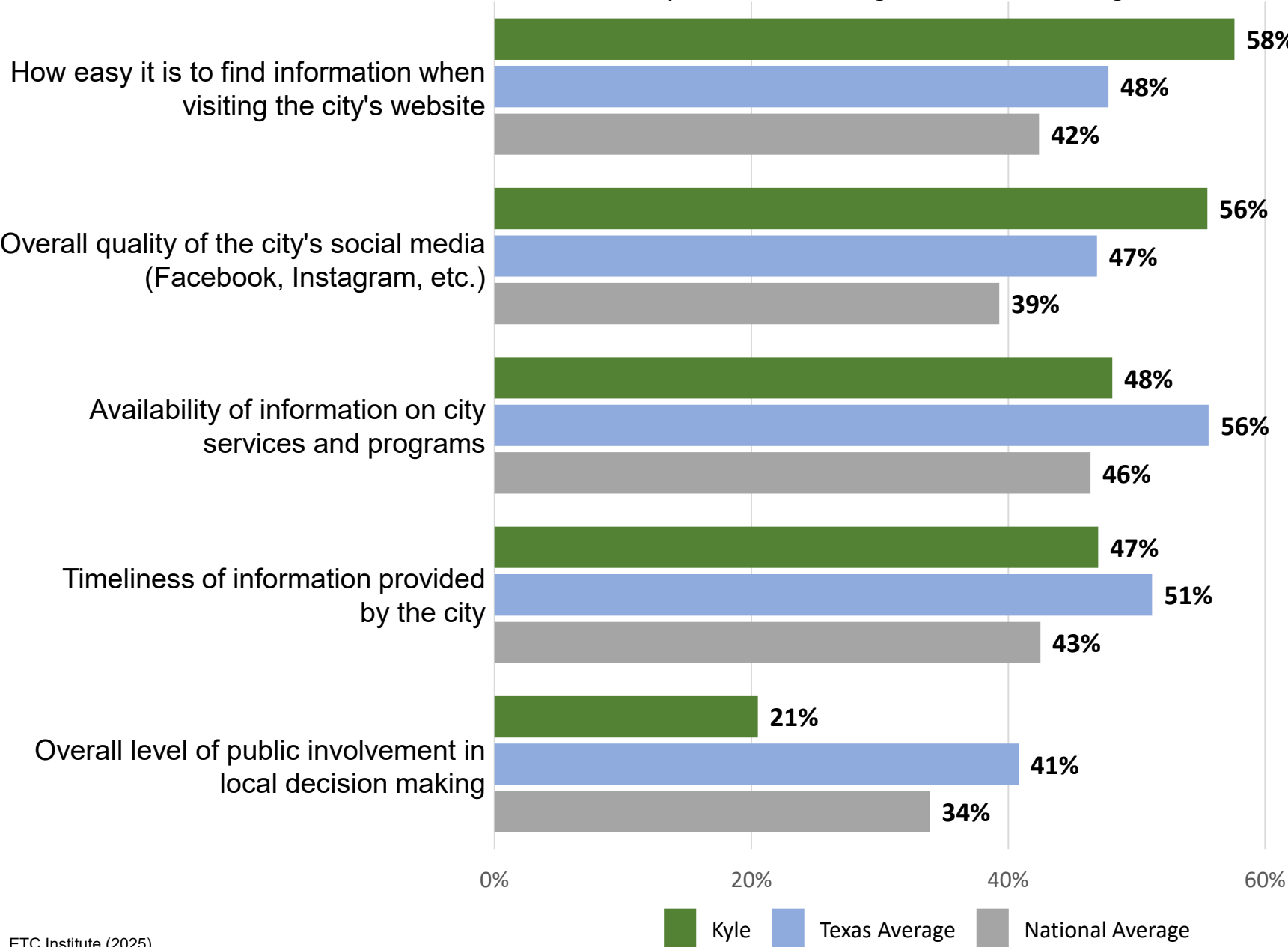
Kyle vs. Texas Average vs. National Average





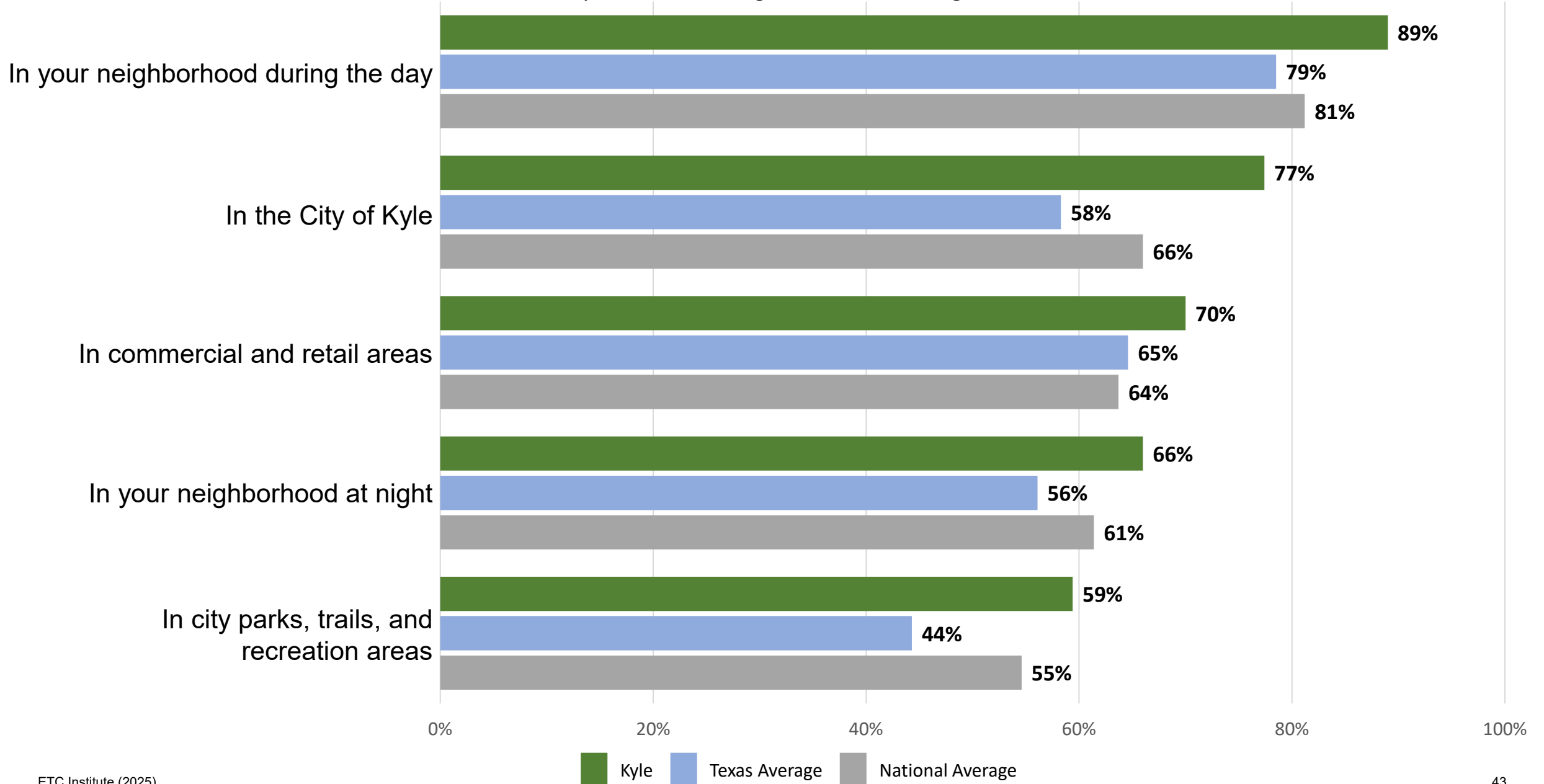
# Q4. Communication

Kyle vs. Texas Average vs. National Average



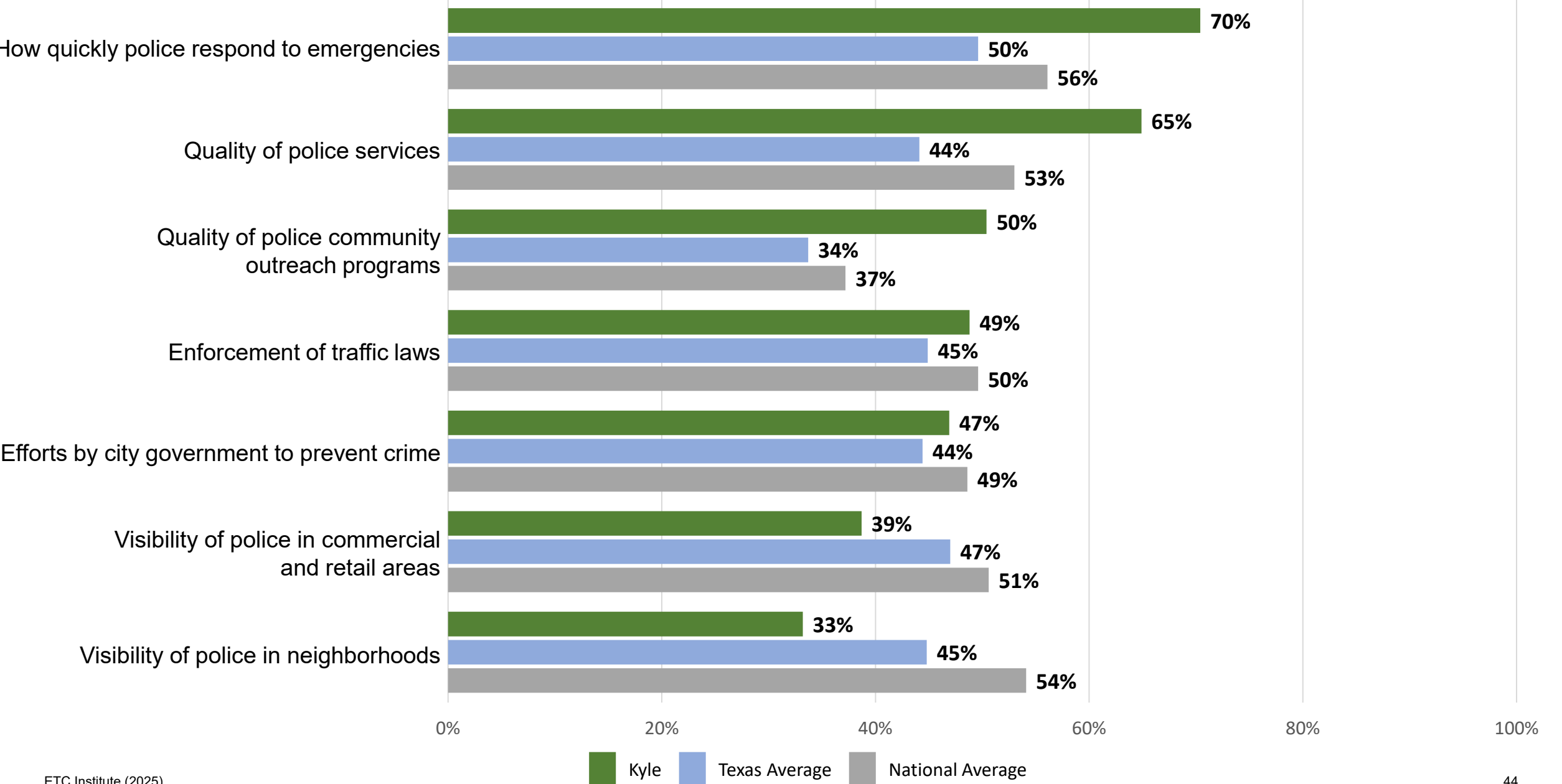
# Q8. Feelings of Safety

Kyle vs. Texas Average vs. National Average



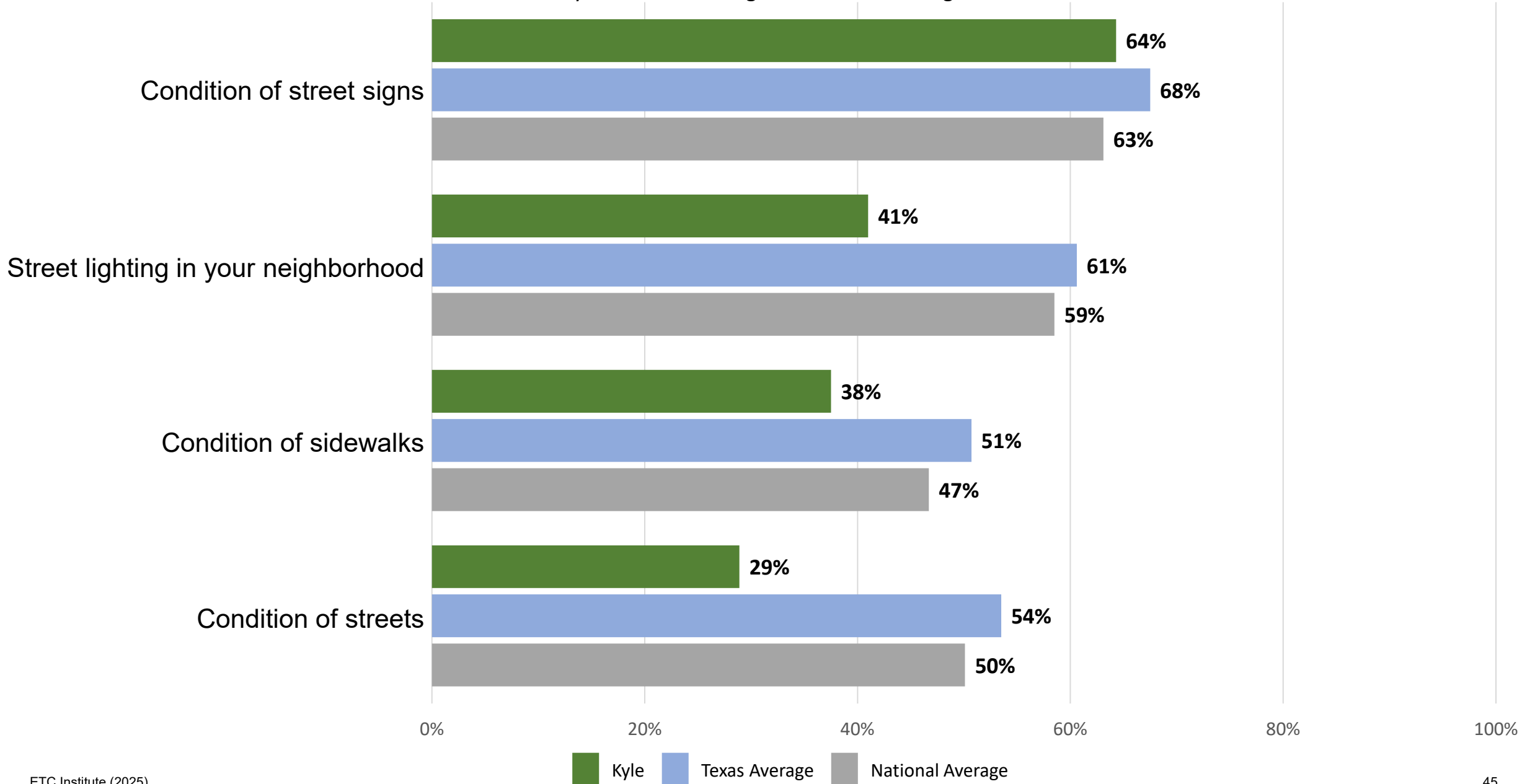
# Q9. Police Services

Kyle vs. Texas Average vs. National Average



# Q13. Transportation Maintenance

Kyle vs. Texas Average vs. National Average





# **3** Importance-Satisfaction Analysis

# Importance-Satisfaction Analysis



## Importance-Satisfaction Overview

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

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

## Methodology

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

$$[IS = \text{Importance} \times (1 - \text{Satisfaction})]$$

Example of the Calculation: Respondents were asked to identify the major categories of services they think are most important for the City to provide. Forty-five percent (45.3%) of respondents selected streets and transportation as the most important service for the City to provide.

Regarding satisfaction, twenty-three percent (23.2%) of respondents surveyed rated streets and transportation as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for streets and transportation was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 45.3% was multiplied by 76.8% (1-0.232). This calculation yielded an I-S rating of 0.3479 which ranked first out of sixteen services.

Example: Streets and Transportation

$$[45.3\% \times (1 - 23.2\%)] = 0.3479$$

# Importance-Satisfaction Analysis



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

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

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

## Interpreting the Ratings

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

- Very High Priority / Significantly Increase Emphasis ( $IS \geq 0.20$ )
- High Priority / Increase Emphasis ( $0.10 \leq IS < 0.20$ )
- Medium Priority / Maintain Current Emphasis ( $IS < 0.10$ )

The results for the City of Kyle are provided on the following pages.

## 2025 Importance-Satisfaction Rating Kyle, Texas

### Major Categories of Services



Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Streets & transportation	45%	1	23%	16	0.3479	1
Water & wastewater infrastructure	41%	3	32%	13	0.2791	2
Development services (planning & development)	32%	4	30%	15	0.2260	3
<b><u>High Priority (IS .10-.20)</u></b>						
Economic development	23%	5	41%	12	0.1336	4
Police & public safety	43%	2	71%	2	0.1252	5
Sidewalk maintenance & connectivity	16%	7	32%	14	0.1120	6
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Parks & recreation programs	23%	6	60%	6	0.0904	7
Communications & public outreach	12%	9	52%	9	0.0571	8
Emergency management	16%	8	64%	4	0.0555	9
Code enforcement	7%	11	43%	10	0.0398	10
Animal control	7%	12	54%	7	0.0315	11
Utility billing	7%	13	53%	8	0.0312	12
Library services & programs	8%	10	73%	1	0.0204	13
Solid waste, recycling, & compost services	4%	14	67%	3	0.0125	14
Municipal court	2%	15	42%	11	0.0104	15
Uber Kyle Ride Share program	2%	16	61%	5	0.0062	16


#### Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

#### Satisfaction %:

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




2025 Importance-Satisfaction Rating Kyle, Texas <u>Communication</u>						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance- Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Overall level of public involvement in local decision making	60%	1	21%	9	0.4794	1
Access to information about City's finances & budget	40%	3	28%	7	0.2907	2
Availability of information on City services & programs	47%	2	48%	4	0.2455	3
<b><u>High Priority (IS .10-.20)</u></b>						
Timeliness of information provided by City	36%	4	47%	5	0.1924	4
How easy it is to find information when visiting City's website	31%	5	58%	2	0.1327	5
<b><u>Medium Priority (IS &lt;.10)</u></b>						
How easy it is to receive information when calling City	17%	6	42%	6	0.0979	6
City's open records request process	10%	8	23%	8	0.0768	7
Overall quality of City's social media (Facebook, Instagram, etc.)	11%	7	56%	3	0.0472	8
Overall quality of City's newsletter	6%	9	59%	1	0.0256	9

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

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


2025 Importance-Satisfaction Rating Kyle, Texas Police Services						
						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Visibility of police in neighborhoods	40%	1	33%	10	0.2652	1
Efforts by City government to prevent crime	40%	2	47%	8	0.2097	2
<b>High Priority (IS .10-.20)</b>						
Visibility of police in commercial & retail areas	27%	6	39%	9	0.1673	3
Enforcement of traffic laws	29%	5	49%	7	0.1469	4
Efforts of City's police department to collaborate with the public to address concerns	29%	4	61%	4	0.1125	5
How quickly police respond to emergencies	35%	3	70%	1	0.1033	6
<b>Medium Priority (IS &lt;.10)</b>						
Quality of police services	26%	7	65%	3	0.0927	7
Quality of police community outreach programs	14%	8	50%	6	0.0680	8
Efforts of City's police department to communicate with the public via social media	11%	9	59%	5	0.0465	9
911 service provided by dispatch operators	11%	10	66%	2	0.0367	10

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

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

2025 Importance-Satisfaction Rating Kyle, Texas Parks and Recreation Amenities						
						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Overall number/connectivity of walking/biking trails	36%	2	29%	9	0.2563	1
<b>High Priority (IS .10-.20)</b>						
Overall quality of City senior citizen programs	20%	6	26%	10	0.1458	2
Overall quality of City trails	24%	4	42%	6	0.1393	3
Overall quality of City parks	31%	3	56%	2	0.1350	4
Overall number of parks	23%	5	49%	4	0.1181	5
Overall maintenance of City parks	38%	1	72%	1	0.1068	6
Overall quality of recreation programs	15%	8	33%	7	0.1033	7
<b>Medium Priority (IS &lt;.10)</b>						
Overall quality of City recreation facilities	18%	7	48%	5	0.0920	8
Overall quality of City youth athletic programs	13%	10	32%	8	0.0861	9
Overall quality of City adult athletic programs	11%	11	24%	11	0.0836	10
Overall quality of City produced special events	14%	9	53%	3	0.0655	11

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

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

## 2025 Importance-Satisfaction Rating Kyle, Texas Transportation Maintenance




Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Condition of streets	82%	1	29%	5	0.5852	1
Condition of sidewalks	60%	2	38%	4	0.3744	2
Street lighting in your neighborhood	54%	3	41%	2	0.3186	3
Traffic & pedestrian signal timing	48%	4	40%	3	0.2885	4
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Condition of street signs	11%	5	64%	1	0.0382	5

### Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

### Satisfaction %:

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

2025 Importance-Satisfaction Rating Kyle, Texas <u>Transportation</u>						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Safety while driving in Kyle	53%	1	48%	3	0.2735	1
Availability of paths & walking trails	34%	5	26%	8	0.2537	2
Traffic calming measures on major streets	38%	3	34%	5	0.2517	3
Safety while walking in Kyle	48%	2	48%	4	0.2494	4
Traffic calming measures on neighborhood streets	35%	4	33%	6	0.2335	5
<b><u>High Priority (IS .10-.20)</u></b>						
Safety while biking in Kyle	22%	6	24%	9	0.1644	6
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Availability of rideshare/taxi services	10%	7	53%	2	0.0482	7
Availability of electric vehicle charging stations	4%	9	30%	7	0.0306	8
Availability of parking near my home	7%	8	63%	1	0.0258	9

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

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

# 4

## Tabular Data

**Q1. Overall Ratings of Kyle. Please rate the City of Kyle with regard to each of the following.**

(N=504)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. As a place to live	18.5%	53.2%	16.5%	8.9%	2.4%	0.6%
Q1-2. As a place to raise children	15.7%	42.5%	17.3%	8.1%	1.6%	14.9%
Q1-3. As a place to work	5.8%	20.0%	24.4%	13.5%	7.7%	28.6%
Q1-4. As a place to retire	12.7%	29.0%	20.4%	13.9%	9.3%	14.7%
Q1-5. As a place you are proud to call home	20.8%	41.1%	22.6%	9.9%	5.0%	0.6%

**WITHOUT "DON'T KNOW"****Q1. Overall Ratings of Kyle. Please rate the City of Kyle with regard to each of the following. (without "don't know")**

(N=504)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. As a place to live	18.6%	53.5%	16.6%	9.0%	2.4%
Q1-2. As a place to raise children	18.4%	49.9%	20.3%	9.6%	1.9%
Q1-3. As a place to work	8.1%	28.1%	34.2%	18.9%	10.8%
Q1-4. As a place to retire	14.9%	34.0%	24.0%	16.3%	10.9%
Q1-5. As a place you are proud to call home	21.0%	41.3%	22.8%	10.0%	5.0%

**Q2. Please rate your overall satisfaction with these major categories of services provided by the City of Kyle.**

(N=504)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Animal control	9.9%	34.7%	22.6%	10.9%	5.0%	16.9%
Q2-2. Code enforcement	6.2%	29.0%	30.0%	13.1%	3.2%	18.7%
Q2-3. Communications & public outreach	10.1%	39.5%	27.6%	13.9%	5.0%	4.0%
Q2-4. Development services (planning & development)	7.7%	20.8%	23.8%	24.8%	19.2%	3.6%
Q2-5. Economic development	9.7%	30.0%	26.8%	17.7%	11.7%	4.2%
Q2-6. Emergency management	14.9%	40.9%	26.2%	3.4%	1.2%	13.5%
Q2-7. Library services & programs	25.2%	37.7%	17.1%	4.8%	1.2%	14.1%
Q2-8. Municipal court	5.4%	20.2%	32.1%	2.0%	1.2%	39.1%
Q2-9. Parks & recreation programs	14.5%	41.3%	21.2%	13.3%	2.6%	7.1%
Q2-10. Police & public safety	22.2%	44.2%	20.8%	4.2%	2.6%	6.0%
Q2-11. Sidewalk maintenance & connectivity	5.8%	24.8%	24.4%	28.8%	12.7%	3.6%
Q2-12. Solid waste, recycling, & compost services	18.8%	46.2%	19.4%	9.9%	2.6%	3.0%
Q2-13. Streets & transportation	3.4%	19.4%	20.0%	32.3%	23.2%	1.6%
Q2-14. Uber Kyle Ride Share program	20.0%	18.7%	18.3%	3.4%	3.0%	36.7%
Q2-15. Utility billing	10.7%	40.3%	23.6%	15.3%	6.9%	3.2%
Q2-16. Water & wastewater infrastructure	6.0%	24.2%	22.6%	22.8%	18.3%	6.2%



**WITHOUT "DON'T KNOW"****Q2. Please rate your overall satisfaction with these major categories of services provided by the City of Kyle. (without "don't know")**

(N=504)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Animal control	11.9%	41.8%	27.2%	13.1%	6.0%
Q2-2. Code enforcement	7.6%	35.6%	36.8%	16.1%	3.9%
Q2-3. Communications & public outreach	10.5%	41.1%	28.7%	14.5%	5.2%
Q2-4. Development services (planning & development)	8.0%	21.6%	24.7%	25.7%	20.0%
Q2-5. Economic development	10.1%	31.3%	28.0%	18.4%	12.2%
Q2-6. Emergency management	17.2%	47.2%	30.3%	3.9%	1.4%
Q2-7. Library services & programs	29.3%	43.9%	19.9%	5.5%	1.4%
Q2-8. Municipal court	8.8%	33.2%	52.8%	3.3%	2.0%
Q2-9. Parks & recreation programs	15.6%	44.4%	22.9%	14.3%	2.8%
Q2-10. Police & public safety	23.6%	47.0%	22.2%	4.4%	2.7%
Q2-11. Sidewalk maintenance & connectivity	6.0%	25.7%	25.3%	29.8%	13.2%
Q2-12. Solid waste, recycling, & compost services	19.4%	47.6%	20.0%	10.2%	2.7%
Q2-13. Streets & transportation	3.4%	19.8%	20.4%	32.9%	23.6%
Q2-14. Uber Kyle Ride Share program	31.7%	29.5%	28.8%	5.3%	4.7%
Q2-15. Utility billing	11.1%	41.6%	24.4%	15.8%	7.2%
Q2-16. Water & wastewater infrastructure	6.3%	25.8%	24.1%	24.3%	19.5%

**Q3. Which THREE of the services listed in Question 2 do you think are MOST IMPORTANT for the City to provide?**

Q3. Top choice	Number	Percent
Animal control	13	2.6 %
Code enforcement	11	2.2 %
Communications & public outreach	22	4.4 %
Development services (planning & development)	57	11.3 %
Economic development	31	6.2 %
Emergency management	16	3.2 %
Library services & programs	9	1.8 %
Municipal court	2	0.4 %
Parks & recreation programs	20	4.0 %
Police & public safety	102	20.2 %
Sidewalk maintenance & connectivity	18	3.6 %
Solid waste, recycling, & compost services	1	0.2 %
Streets & transportation	89	17.7 %
Uber Kyle Ride Share program	2	0.4 %
Utility billing	9	1.8 %
Water & wastewater infrastructure	83	16.5 %
None chosen	19	3.8 %
Total	504	100.0 %

**Q3. Which THREE of the services listed in Question 2 do you think are MOST IMPORTANT for the City to provide?**

Q3. 2nd choice	Number	Percent
Animal control	8	1.6 %
Code enforcement	7	1.4 %
Communications & public outreach	9	1.8 %
Development services (planning & development)	55	10.9 %
Economic development	46	9.1 %
Emergency management	31	6.2 %
Library services & programs	16	3.2 %
Municipal court	5	1.0 %
Parks & recreation programs	43	8.5 %
Police & public safety	66	13.1 %
Sidewalk maintenance & connectivity	33	6.5 %
Solid waste, recycling, & compost services	6	1.2 %
Streets & transportation	80	15.9 %
Uber Kyle Ride Share program	4	0.8 %
Utility billing	7	1.4 %
Water & wastewater infrastructure	66	13.1 %
None chosen	22	4.4 %
Total	504	100.0 %

**Q3. Which THREE of the services listed in Question 2 do you think are MOST IMPORTANT for the City to provide?**

Q3. 3rd choice	Number	Percent
Animal control	13	2.6 %
Code enforcement	17	3.4 %
Communications & public outreach	28	5.6 %
Development services (planning & development)	50	9.9 %
Economic development	38	7.5 %
Emergency management	31	6.2 %
Library services & programs	13	2.6 %
Municipal court	2	0.4 %
Parks & recreation programs	51	10.1 %
Police & public safety	47	9.3 %
Sidewalk maintenance & connectivity	32	6.3 %
Solid waste, recycling, & compost services	12	2.4 %
Streets & transportation	59	11.7 %
Uber Kyle Ride Share program	2	0.4 %
Utility billing	17	3.4 %
Water & wastewater infrastructure	58	11.5 %
None chosen	34	6.7 %
Total	504	100.0 %

**SUM OF TOP THREE CHOICES****Q3. Which THREE of the services listed in Question 2 do you think are MOST IMPORTANT for the City to provide? (top 3)**

Q3. Top choice	Number	Percent
Animal control	34	6.7 %
Code enforcement	35	6.9 %
Communications & public outreach	59	11.7 %
Development services (planning & development)	162	32.1 %
Economic development	115	22.8 %
Emergency management	78	15.5 %
Library services & programs	38	7.5 %
Municipal court	9	1.8 %
Parks & recreation programs	114	22.6 %
Police & public safety	215	42.7 %
Sidewalk maintenance & connectivity	83	16.5 %
Solid waste, recycling, & compost services	19	3.8 %
Streets & transportation	228	45.2 %
Uber Kyle Ride Share program	8	1.6 %
Utility billing	33	6.5 %
Water & wastewater infrastructure	207	41.1 %
None chosen	19	3.8 %
Total	1456	

**Q4. Communication. Please rate your satisfaction with the following.**

(N=504)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. How easy it is to find information when visiting City's website	10.3%	42.9%	25.8%	10.3%	3.2%	7.5%
Q4-2. How easy it is to receive information when calling City	5.0%	21.2%	26.6%	8.1%	2.0%	37.1%
Q4-3. Overall quality of City's social media (Facebook, Instagram, etc.)	9.3%	34.5%	29.0%	4.6%	1.6%	21.0%
Q4-4. Overall quality of City's newsletter	10.1%	34.9%	26.4%	4.6%	0.8%	23.2%
Q4-5. Availability of information on City services & programs	6.2%	36.1%	31.7%	11.1%	2.8%	12.1%
Q4-6. Timeliness of information provided by City	6.2%	35.1%	29.0%	13.9%	3.8%	12.1%
Q4-7. Access to information about City's finances & budget	3.2%	16.7%	26.4%	16.7%	9.1%	28.0%
Q4-8. Overall level of public involvement in local decision making	2.4%	15.1%	31.9%	21.0%	14.7%	14.9%
Q4-9. City's open records request process	1.2%	9.3%	26.6%	3.6%	4.6%	54.8%

**WITHOUT "DON'T KNOW"****Q4. Communication. Please rate your satisfaction with the following. (without "don't know")**

(N=504)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. How easy it is to find information when visiting City's website	11.2%	46.4%	27.9%	11.2%	3.4%
Q4-2. How easy it is to receive information when calling City	7.9%	33.8%	42.3%	12.9%	3.2%
Q4-3. Overall quality of City's social media (Facebook, Instagram, etc.)	11.8%	43.7%	36.7%	5.8%	2.0%
Q4-4. Overall quality of City's newsletter	13.2%	45.5%	34.4%	5.9%	1.0%
Q4-5. Availability of information on City services & programs	7.0%	41.1%	36.1%	12.6%	3.2%
Q4-6. Timeliness of information provided by City	7.0%	40.0%	33.0%	15.8%	4.3%
Q4-7. Access to information about City's finances & budget	4.4%	23.1%	36.6%	23.1%	12.7%
Q4-8. Overall level of public involvement in local decision making	2.8%	17.7%	37.5%	24.7%	17.2%
Q4-9. City's open records request process	2.6%	20.6%	58.8%	7.9%	10.1%

**Q5. Which THREE of the services listed in Question 4 do you think are MOST IMPORTANT for the City to focus on over the next year?**

Q5. Top choice	Number	Percent
How easy it is to find information when visiting City's website	66	13.1 %
How easy it is to receive information when calling City	29	5.8 %
Overall quality of City's social media (Facebook, Instagram, etc. )	15	3.0 %
Overall quality of City's newsletter	9	1.8 %
Availability of information on City services & programs	91	18.1 %
Timeliness of information provided by City	45	8.9 %
Access to information about City's finances & budget	61	12.1 %
Overall level of public involvement in local decision making	130	25.8 %
City's open records request process	10	2.0 %
None chosen	48	9.5 %
Total	504	100.0 %

**Q5. Which THREE of the services listed in Question 4 do you think are MOST IMPORTANT for the City to focus on over the next year?**

Q5. 2nd choice	Number	Percent
How easy it is to find information when visiting City's website	41	8.1 %
How easy it is to receive information when calling City	26	5.2 %
Overall quality of City's social media (Facebook, Instagram, etc. )	20	4.0 %
Overall quality of City's newsletter	8	1.6 %
Availability of information on City services & programs	77	15.3 %
Timeliness of information provided by City	77	15.3 %
Access to information about City's finances & budget	76	15.1 %
Overall level of public involvement in local decision making	96	19.0 %
City's open records request process	13	2.6 %
None chosen	70	13.9 %
Total	504	100.0 %

**Q5. Which THREE of the services listed in Question 4 do you think are MOST IMPORTANT for the City to focus on over the next year?**

Q5. 3rd choice	Number	Percent
How easy it is to find information when visiting City's website	51	10.1 %
How easy it is to receive information when calling City	29	5.8 %
Overall quality of City's social media (Facebook, Instagram, etc. )	18	3.6 %
Overall quality of City's newsletter	14	2.8 %
Availability of information on City services & programs	70	13.9 %
Timeliness of information provided by City	61	12.1 %
Access to information about City's finances & budget	65	12.9 %
Overall level of public involvement in local decision making	78	15.5 %
City's open records request process	27	5.4 %
None chosen	91	18.1 %
Total	504	100.0 %

**SUM OF TOP THREE CHOICES**

**Q5. Which THREE of the services listed in Question 4 do you think are MOST IMPORTANT for the City to focus on over the next year? (top 3)**

Q5. Top choice	Number	Percent
How easy it is to find information when visiting City's website	158	31.3 %
How easy it is to receive information when calling City	84	16.7 %
Overall quality of City's social media (Facebook, Instagram, etc. )	53	10.5 %
Overall quality of City's newsletter	31	6.2 %
Availability of information on City services & programs	238	47.2 %
Timeliness of information provided by City	183	36.3 %
Access to information about City's finances & budget	202	40.1 %
Overall level of public involvement in local decision making	304	60.3 %
City's open records request process	50	9.9 %
None chosen	48	9.5 %
Total	1351	

**Q6. Where do you currently get news and information about City programs, services and events?**

Q6. Where do you currently get news & information about City programs, services & events	Number	Percent
KYLE 10 (Channel 10 on Spectrum Cable)	28	5.6 %
City of Kyle's social media (e.g., Facebook, X/Twitter, Instagram)	291	57.7 %
Weekly Kyle eNewsletter	116	23.0 %
City of Kyle website	223	44.2 %
Nextdoor app	93	18.5 %
Mailed newsletter (Kyle Quarterly)	147	29.2 %
YouTube channel	12	2.4 %
City mobile app	23	4.6 %
Other	30	6.0 %
Total	963	

**Q6-9. Other:**

Q6-9. Other	Number	Percent
Community Impact	8	26.7 %
Word of mouth	4	13.3 %
Neighbors	2	6.7 %
Online sources	1	3.3 %
Kyle Police App	1	3.3 %
Facebook Everything Kyle	1	3.3 %
Neighbors	1	3.3 %
Austin News stations	1	3.3 %
Hays Free Press	1	3.3 %
Fox News KXAN	1	3.3 %
Facebook group pages	1	3.3 %
Impact magazine	1	3.3 %
Local neighborhood Facebook pages	1	3.3 %
Websites	1	3.3 %
Facebook Groups Everything in Kyle	1	3.3 %
News Channel from Austin	1	3.3 %
News streaming service	1	3.3 %
Online Citizen Watch Groups	1	3.3 %
I live here	1	3.3 %
Total	30	100.0 %



**Q7. From which THREE sources of information listed in Question 6 would you prefer to get information from the City?**

Q7. Top choice	Number	Percent
KYLE 10 (Channel 10 on Spectrum Cable)	12	2.4 %
City of Kyle's social media (e.g., Facebook, X/Twitter, Instagram)	167	33.1 %
Weekly Kyle eNewsletter	86	17.1 %
City of Kyle website	106	21.0 %
Nextdoor app	10	2.0 %
Mailed newsletter (Kyle Quarterly)	42	8.3 %
YouTube channel	3	0.6 %
City mobile app	20	4.0 %
Other	8	1.6 %
None chosen	50	9.9 %
Total	504	100.0 %

**Q7. From which THREE sources of information listed in Question 6 would you prefer to get information from the City?**

Q7. 2nd choice	Number	Percent
KYLE 10 (Channel 10 on Spectrum Cable)	18	3.6 %
City of Kyle's social media (e.g., Facebook, X/Twitter, Instagram)	82	16.3 %
Weekly Kyle eNewsletter	73	14.5 %
City of Kyle website	115	22.8 %
Nextdoor app	21	4.2 %
Mailed newsletter (Kyle Quarterly)	65	12.9 %
YouTube channel	11	2.2 %
City mobile app	35	6.9 %
Other	7	1.4 %
None chosen	77	15.3 %
Total	504	100.0 %

**Q7. From which THREE sources of information listed in Question 6 would you prefer to get information from the City?**

Q7. 3rd choice	Number	Percent
KYLE 10 (Channel 10 on Spectrum Cable)	8	1.6 %
City of Kyle's social media (e.g., Facebook, X/Twitter, Instagram)	38	7.5 %
Weekly Kyle eNewsletter	63	12.5 %
City of Kyle website	91	18.1 %
Nextdoor app	26	5.2 %
Mailed newsletter (Kyle Quarterly)	75	14.9 %
YouTube channel	16	3.2 %
City mobile app	54	10.7 %
Other	7	1.4 %
None chosen	126	25.0 %
Total	504	100.0 %

**SUM OF TOP THREE CHOICES****Q7. From which THREE sources of information listed in Question 6 would you prefer to get information from the City?  
(top 3)**

Q7. Top choice	Number	Percent
KYLE 10 (Channel 10 on Spectrum Cable)	38	7.5 %
City of Kyle's social media (e.g., Facebook, X/Twitter, Instagram)	287	56.9 %
Weekly Kyle eNewsletter	222	44.0 %
City of Kyle website	312	61.9 %
Nextdoor app	57	11.3 %
Mailed newsletter (Kyle Quarterly)	182	36.1 %
YouTube channel	30	6.0 %
City mobile app	109	21.6 %
Other	22	4.4 %
None chosen	50	9.9 %
Total	1309	

**Q8. Feeling of Safety. Please rate your feeling of safety in each of the following situations.**

(N=504)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q8-1. In City of Kyle	21.0%	55.2%	15.5%	6.0%	0.8%	1.6%
Q8-2. In your neighborhood during the day	45.8%	42.5%	8.7%	1.8%	0.4%	0.8%
Q8-3. In your neighborhood at night	22.4%	43.1%	19.4%	12.3%	2.0%	0.8%
Q8-4. In City parks, trails, & recreation areas	13.9%	37.9%	26.2%	7.9%	1.2%	12.9%
Q8-5. In commercial & retail areas	17.5%	51.2%	21.6%	7.1%	0.6%	2.0%

**WITHOUT "DON'T KNOW"****Q8. Feeling of Safety. Please rate your feeling of safety in each of the following situations. (without "don't know")**

(N=504)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q8-1. In City of Kyle	21.4%	56.0%	15.7%	6.0%	0.8%
Q8-2. In your neighborhood during the day	46.2%	42.8%	8.8%	1.8%	0.4%
Q8-3. In your neighborhood at night	22.6%	43.4%	19.6%	12.4%	2.0%
Q8-4. In City parks, trails, & recreation areas	15.9%	43.5%	30.1%	9.1%	1.4%
Q8-5. In commercial & retail areas	17.8%	52.2%	22.1%	7.3%	0.6%

**Q9. Police Services. Please rate your satisfaction with the following.**

(N=504)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Efforts of City's police department to collaborate with the public to address concerns	17.5%	32.1%	23.4%	6.5%	2.0%	18.5%
Q9-2. Efforts of City's police department to communicate with the public via social media	15.9%	29.6%	23.0%	6.9%	1.4%	23.2%
Q9-3. Enforcement of traffic laws	9.1%	34.5%	23.4%	15.5%	6.9%	10.5%
Q9-4. How quickly police respond to emergencies	15.1%	31.2%	15.1%	3.0%	1.4%	34.3%
Q9-5. Efforts by City government to prevent crime	8.9%	27.6%	29.2%	9.5%	2.8%	22.0%
Q9-6. Quality of police services	15.9%	38.1%	22.6%	5.2%	1.4%	16.9%
Q9-7. Quality of police community outreach programs	9.1%	23.0%	23.6%	6.3%	1.6%	36.3%
Q9-8. Visibility of police in commercial & retail areas	7.9%	26.4%	31.7%	18.1%	4.6%	11.3%
Q9-9. Visibility of police in neighborhoods	6.9%	23.4%	29.2%	24.2%	7.7%	8.5%
Q9-10. 911 service provided by dispatch operators	11.9%	22.8%	15.3%	1.8%	0.8%	47.4%

**WITHOUT "DON'T KNOW"****Q9. Police Services. Please rate your satisfaction with the following. (without "don't know")**

(N=504)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Efforts of City's police department to collaborate with the public to address concerns	21.4%	39.4%	28.7%	8.0%	2.4%
Q9-2. Efforts of City's police department to communicate with the public via social media	20.7%	38.5%	30.0%	9.0%	1.8%
Q9-3. Enforcement of traffic laws	10.2%	38.6%	26.2%	17.3%	7.8%
Q9-4. How quickly police respond to emergencies	23.0%	47.4%	23.0%	4.5%	2.1%
Q9-5. Efforts by City government to prevent crime	11.5%	35.4%	37.4%	12.2%	3.6%
Q9-6. Quality of police services	19.1%	45.8%	27.2%	6.2%	1.7%
Q9-7. Quality of police community outreach programs	14.3%	36.1%	37.1%	10.0%	2.5%
Q9-8. Visibility of police in commercial & retail areas	8.9%	29.8%	35.8%	20.4%	5.1%
Q9-9. Visibility of police in neighborhoods	7.6%	25.6%	31.9%	26.5%	8.5%
Q9-10. 911 service provided by dispatch operators	22.6%	43.4%	29.1%	3.4%	1.5%

**Q10. Which THREE of the services listed in Question 9 do you think are MOST IMPORTANT for the City to focus on over the next year?**

<u>Q10. Top choice</u>	<u>Number</u>	<u>Percent</u>
Efforts of City's police department to collaborate with the public to address concerns	69	13.7 %
Efforts of City's police department to communicate with the public via social media	19	3.8 %
Enforcement of traffic laws	67	13.3 %
How quickly police respond to emergencies	80	15.9 %
Efforts by City government to prevent crime	61	12.1 %
Quality of police services	31	6.2 %
Quality of police community outreach programs	14	2.8 %
Visibility of police in commercial & retail areas	33	6.5 %
Visibility of police in neighborhoods	56	11.1 %
911 service provided by dispatch operators	21	4.2 %
<u>None chosen</u>	<u>53</u>	<u>10.5 %</u>
Total	504	100.0 %

**Q10. Which THREE of the services listed in Question 9 do you think are MOST IMPORTANT for the City to focus on over the next year?**

<u>Q10. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Efforts of City's police department to collaborate with the public to address concerns	41	8.1 %
Efforts of City's police department to communicate with the public via social media	17	3.4 %
Enforcement of traffic laws	46	9.1 %
How quickly police respond to emergencies	57	11.3 %
Efforts by City government to prevent crime	73	14.5 %
Quality of police services	40	7.9 %
Quality of police community outreach programs	19	3.8 %
Visibility of police in commercial & retail areas	59	11.7 %
Visibility of police in neighborhoods	75	14.9 %
911 service provided by dispatch operators	15	3.0 %
<u>None chosen</u>	<u>62</u>	<u>12.3 %</u>
Total	504	100.0 %

**Q10. Which THREE of the services listed in Question 9 do you think are MOST IMPORTANT for the City to focus on over the next year?**

Q10. 3rd choice	Number	Percent
Efforts of City's police department to collaborate with the public to address concerns	35	6.9 %
Efforts of City's police department to communicate with the public via social media	21	4.2 %
Enforcement of traffic laws	32	6.3 %
How quickly police respond to emergencies	39	7.7 %
Efforts by City government to prevent crime	65	12.9 %
Quality of police services	62	12.3 %
Quality of police community outreach programs	36	7.1 %
Visibility of police in commercial & retail areas	46	9.1 %
Visibility of police in neighborhoods	69	13.7 %
911 service provided by dispatch operators	18	3.6 %
None chosen	81	16.1 %
Total	504	100.0 %

**SUM OF TOP THREE CHOICES**

**Q10. Which THREE of the services listed in Question 9 do you think are MOST IMPORTANT for the City to focus on over the next year? (top 3)**

Q10. Top choice	Number	Percent
Efforts of City's police department to collaborate with the public to address concerns	145	28.8 %
Efforts of City's police department to communicate with the public via social media	57	11.3 %
Enforcement of traffic laws	145	28.8 %
How quickly police respond to emergencies	176	34.9 %
Efforts by City government to prevent crime	199	39.5 %
Quality of police services	133	26.4 %
Quality of police community outreach programs	69	13.7 %
Visibility of police in commercial & retail areas	138	27.4 %
Visibility of police in neighborhoods	200	39.7 %
911 service provided by dispatch operators	54	10.7 %
None chosen	53	10.5 %
Total	1369	

**Q11. Parks and Recreation Amenities. Please rate your satisfaction with each of the following.**

(N=504)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Overall maintenance of City parks	14.9%	46.6%	16.5%	5.4%	2.2%	14.5%
Q11-2. Overall number of parks	11.3%	31.7%	16.7%	22.0%	6.0%	12.3%
Q11-3. Overall quality of City trails	6.5%	26.4%	21.0%	18.8%	6.2%	21.0%
Q11-4. Overall number/ connectivity of walking/biking trails	5.4%	17.9%	20.2%	25.0%	10.7%	20.8%
Q11-5. Overall quality of City parks	9.1%	39.7%	26.2%	9.3%	2.4%	13.3%
Q11-6. Overall quality of City recreation facilities	7.1%	30.2%	20.0%	15.3%	5.2%	22.2%
Q11-7. Overall quality of City produced special events	10.9%	32.7%	23.2%	13.1%	2.2%	17.9%
Q11-8. Overall quality of City adult athletic programs	2.8%	9.3%	20.0%	13.5%	4.8%	49.6%
Q11-9. Overall quality of City youth athletic programs	3.6%	10.9%	19.2%	8.5%	3.4%	54.4%
Q11-10. Overall quality of City senior citizen programs	3.4%	8.3%	17.7%	11.1%	5.4%	54.2%
Q11-11. Overall quality of recreation programs	3.0%	15.7%	24.2%	12.3%	2.2%	42.7%



**WITHOUT "DON'T KNOW"****Q11. Parks and Recreation Amenities. Please rate your satisfaction with each of the following. (without "don't know")**

(N=504)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Overall maintenance of City parks	17.4%	54.5%	19.3%	6.3%	2.6%
Q11-2. Overall number of parks	12.9%	36.2%	19.0%	25.1%	6.8%
Q11-3. Overall quality of City trails	8.3%	33.4%	26.6%	23.9%	7.8%
Q11-4. Overall number/ connectivity of walking/ biking trails	6.8%	22.6%	25.6%	31.6%	13.5%
Q11-5. Overall quality of City parks	10.5%	45.8%	30.2%	10.8%	2.7%
Q11-6. Overall quality of City recreation facilities	9.2%	38.8%	25.8%	19.6%	6.6%
Q11-7. Overall quality of City produced special events	13.3%	39.9%	28.3%	15.9%	2.7%
Q11-8. Overall quality of City adult athletic programs	5.5%	18.5%	39.8%	26.8%	9.4%
Q11-9. Overall quality of City youth athletic programs	7.8%	23.9%	42.2%	18.7%	7.4%
Q11-10. Overall quality of City senior citizen programs	7.4%	18.2%	38.5%	24.2%	11.7%
Q11-11. Overall quality of recreation programs	5.2%	27.3%	42.2%	21.5%	3.8%

**Q12. Which THREE of the amenities listed in Question 11 do you think are MOST IMPORTANT for the City to provide?**

Q12. Top choice	Number	Percent
Overall maintenance of City parks	98	19.4 %
Overall number of parks	42	8.3 %
Overall quality of City trails	33	6.5 %
Overall number/connectivity of walking/biking trails	83	16.5 %
Overall quality of City parks	47	9.3 %
Overall quality of City recreation facilities	21	4.2 %
Overall quality of City produced special events	13	2.6 %
Overall quality of City adult athletic programs	10	2.0 %
Overall quality of City youth athletic programs	20	4.0 %
Overall quality of City senior citizen programs	36	7.1 %
Overall quality of recreation programs	18	3.6 %
None chosen	83	16.5 %
Total	504	100.0 %

**Q12. Which THREE of the amenities listed in Question 11 do you think are MOST IMPORTANT for the City to provide?**

Q12. 2nd choice	Number	Percent
Overall maintenance of City parks	42	8.3 %
Overall number of parks	47	9.3 %
Overall quality of City trails	51	10.1 %
Overall number/connectivity of walking/biking trails	65	12.9 %
Overall quality of City parks	56	11.1 %
Overall quality of City recreation facilities	30	6.0 %
Overall quality of City produced special events	27	5.4 %
Overall quality of City adult athletic programs	23	4.6 %
Overall quality of City youth athletic programs	24	4.8 %
Overall quality of City senior citizen programs	26	5.2 %
Overall quality of recreation programs	20	4.0 %
None chosen	93	18.5 %
Total	504	100.0 %

**Q12. Which THREE of the amenities listed in Question 11 do you think are MOST IMPORTANT for the City to provide?**

Q12. 3rd choice	Number	Percent
Overall maintenance of City parks	52	10.3 %
Overall number of parks	28	5.6 %
Overall quality of City trails	37	7.3 %
Overall number/connectivity of walking/biking trails	35	6.9 %
Overall quality of City parks	53	10.5 %
Overall quality of City recreation facilities	38	7.5 %
Overall quality of City produced special events	30	6.0 %
Overall quality of City adult athletic programs	22	4.4 %
Overall quality of City youth athletic programs	19	3.8 %
Overall quality of City senior citizen programs	37	7.3 %
Overall quality of recreation programs	39	7.7 %
None chosen	114	22.6 %
Total	504	100.0 %

**SUM OF TOP THREE CHOICES****Q12. Which THREE of the amenities listed in Question 11 do you think are MOST IMPORTANT for the City to provide?****(top 3)**

Q12. Top choice	Number	Percent
Overall maintenance of City parks	192	38.1 %
Overall number of parks	117	23.2 %
Overall quality of City trails	121	24.0 %
Overall number/connectivity of walking/biking trails	183	36.3 %
Overall quality of City parks	156	31.0 %
Overall quality of City recreation facilities	89	17.7 %
Overall quality of City produced special events	70	13.9 %
Overall quality of City adult athletic programs	55	10.9 %
Overall quality of City youth athletic programs	63	12.5 %
Overall quality of City senior citizen programs	99	19.6 %
Overall quality of recreation programs	77	15.3 %
None chosen	83	16.5 %
Total	1305	

**Q13. Transportation Maintenance. Please rate your overall satisfaction with the following maintenance services.**

(N=504)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Condition of streets	4.2%	23.8%	16.9%	31.9%	20.0%	3.2%
Q13-2. Street lighting in your neighborhood	7.3%	32.9%	20.0%	24.0%	14.1%	1.6%
Q13-3. Traffic & pedestrian signal timing	5.0%	31.9%	21.6%	25.2%	8.9%	7.3%
Q13-4. Condition of street signs	9.3%	53.2%	23.2%	8.5%	3.0%	2.8%
Q13-5. Condition of sidewalks	4.6%	31.5%	21.4%	26.6%	12.1%	3.8%

**WITHOUT "DON'T KNOW"****Q13. Transportation Maintenance. Please rate your overall satisfaction with the following maintenance services. (without "don't know")**

(N=504)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Condition of streets	4.3%	24.6%	17.4%	33.0%	20.7%
Q13-2. Street lighting in your neighborhood	7.5%	33.5%	20.4%	24.4%	14.3%
Q13-3. Traffic & pedestrian signal timing	5.4%	34.5%	23.3%	27.2%	9.6%
Q13-4. Condition of street signs	9.6%	54.7%	23.9%	8.8%	3.1%
Q13-5. Condition of sidewalks	4.7%	32.8%	22.3%	27.6%	12.6%

**Q14. Which THREE of the services listed in Question 13 do you think should receive the MOST EMPHASIS from the City over the next two years?**

Q14. Top choice	Number	Percent
Condition of streets	268	53.2 %
Street lighting in your neighborhood	67	13.3 %
Traffic & pedestrian signal timing	55	10.9 %
Condition of street signs	3	0.6 %
Condition of sidewalks	67	13.3 %
None chosen	44	8.7 %
Total	504	100.0 %

**Q14. Which THREE of the services listed in Question 13 do you think should receive the MOST EMPHASIS from the City over the next two years?**

Q14. 2nd choice	Number	Percent
Condition of streets	96	19.0 %
Street lighting in your neighborhood	114	22.6 %
Traffic & pedestrian signal timing	92	18.3 %
Condition of street signs	17	3.4 %
Condition of sidewalks	118	23.4 %
None chosen	67	13.3 %
Total	504	100.0 %

**Q14. Which THREE of the services listed in Question 13 do you think should receive the MOST EMPHASIS from the City over the next two years?**

Q14. 3rd choice	Number	Percent
Condition of streets	51	10.1 %
Street lighting in your neighborhood	91	18.1 %
Traffic & pedestrian signal timing	95	18.8 %
Condition of street signs	34	6.7 %
Condition of sidewalks	117	23.2 %
None chosen	116	23.0 %
Total	504	100.0 %

**SUM OF TOP THREE CHOICES**

**Q14. Which THREE of the services listed in Question 13 do you think should receive the MOST EMPHASIS from the City over the next two years? (top 3)**

Q14. Top choice	Number	Percent
Condition of streets	415	82.3 %
Street lighting in your neighborhood	272	54.0 %
Traffic & pedestrian signal timing	242	48.0 %
Condition of street signs	54	10.7 %
Condition of sidewalks	302	59.9 %
None chosen	44	8.7 %
Total	1329	

**Q15. Transportation. Please rate your overall satisfaction with the following maintenance services.**

(N=504)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Safety while walking in Kyle	9.5%	32.9%	23.6%	16.7%	6.5%	10.7%
Q15-2. Safety while biking in Kyle	3.4%	11.9%	20.0%	19.8%	8.9%	35.9%
Q15-3. Safety while driving in Kyle	9.3%	37.7%	21.2%	22.4%	6.5%	2.8%
Q15-4. Traffic calming measures on major streets (e.g., speed bumps, chicanes, raised sidewalks, road narrowing, roundabouts)	6.0%	26.2%	30.6%	24.2%	8.7%	4.4%
Q15-5. Traffic calming measures on neighborhood streets (e.g., speed bumps, chicanes, raised sidewalks, road narrowing, roundabouts)	6.0%	25.0%	27.8%	25.2%	9.7%	6.3%
Q15-6. Availability of paths & walking trails	5.2%	16.5%	23.6%	29.4%	9.9%	15.5%
Q15-7. Availability of parking near my home	17.7%	41.3%	20.6%	9.5%	4.2%	6.7%
Q15-8. Availability of rideshare/ taxi services	9.7%	24.4%	18.5%	7.9%	4.2%	35.3%
Q15-9. Availability of electric vehicle charging stations	5.4%	7.7%	23.4%	3.8%	2.8%	56.9%

**WITHOUT "DON'T KNOW"****Q15. Transportation. Please rate your overall satisfaction with the following maintenance services. (without "don't know")**

(N=504)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Safety while walking in Kyle	10.7%	36.9%	26.4%	18.7%	7.3%
Q15-2. Safety while biking in Kyle	5.3%	18.6%	31.3%	31.0%	13.9%
Q15-3. Safety while driving in Kyle	9.6%	38.8%	21.8%	23.1%	6.7%
Q15-4. Traffic calming measures on major streets (e.g., speed bumps, chicanes, raised sidewalks, road narrowing, roundabouts)	6.2%	27.4%	32.0%	25.3%	9.1%
Q15-5. Traffic calming measures on neighborhood streets (e.g., speed bumps, chicanes, raised sidewalks, road narrowing, roundabouts)	6.4%	26.7%	29.7%	26.9%	10.4%
Q15-6. Availability of paths & walking trails	6.1%	19.5%	27.9%	34.7%	11.7%
Q15-7. Availability of parking near my home	18.9%	44.3%	22.1%	10.2%	4.5%
Q15-8. Availability of rideshare/taxi services	15.0%	37.7%	28.5%	12.3%	6.4%
Q15-9. Availability of electric vehicle charging stations	12.4%	18.0%	54.4%	8.8%	6.5%

**Q16. Which THREE of the services listed in Question 15 do you think should receive the MOST EMPHASIS from the City over the next two years?**

Q16. Top choice	Number	Percent
Safety while walking in Kyle	98	19.4 %
Safety while biking in Kyle	16	3.2 %
Safety while driving in Kyle	136	27.0 %
Traffic calming measures on major streets (e.g., speed bumps, chicanes, raised sidewalks, road narrowing, roundabouts)	66	13.1 %
Traffic calming measures on neighborhood streets (e.g., speed bumps, chicanes, raised sidewalks, road narrowing, roundabouts)	50	9.9 %
Availability of paths & walking trails	57	11.3 %
Availability of parking near my home	6	1.2 %
Availability of rideshare/taxi services	9	1.8 %
Availability of electric vehicle charging stations	7	1.4 %
None chosen	59	11.7 %
Total	504	100.0 %

**Q16. Which THREE of the services listed in Question 15 do you think should receive the MOST EMPHASIS from the City over the next two years?**

Q16. 2nd choice	Number	Percent
Safety while walking in Kyle	92	18.3 %
Safety while biking in Kyle	52	10.3 %
Safety while driving in Kyle	69	13.7 %
Traffic calming measures on major streets (e.g., speed bumps, chicanes, raised sidewalks, road narrowing, roundabouts)	71	14.1 %
Traffic calming measures on neighborhood streets (e.g., speed bumps, chicanes, raised sidewalks, road narrowing, roundabouts)	58	11.5 %
Availability of paths & walking trails	43	8.5 %
Availability of parking near my home	13	2.6 %
Availability of rideshare/taxi services	17	3.4 %
Availability of electric vehicle charging stations	7	1.4 %
None chosen	82	16.3 %
Total	504	100.0 %



**Q16. Which THREE of the services listed in Question 15 do you think should receive the MOST EMPHASIS from the City over the next two years?**

Q16. 3rd choice	Number	Percent
Safety while walking in Kyle	50	9.9 %
Safety while biking in Kyle	41	8.1 %
Safety while driving in Kyle	62	12.3 %
Traffic calming measures on major streets (e.g., speed bumps, chicanes, raised sidewalks, road narrowing, roundabouts)	54	10.7 %
Traffic calming measures on neighborhood streets (e.g., speed bumps, chicanes, raised sidewalks, road narrowing, roundabouts)	68	13.5 %
Availability of paths & walking trails	72	14.3 %
Availability of parking near my home	16	3.2 %
Availability of rideshare/taxi services	25	5.0 %
Availability of electric vehicle charging stations	8	1.6 %
None chosen	108	21.4 %
Total	504	100.0 %

**SUM OF TOP THREE CHOICES**

**Q16. Which THREE of the services listed in Question 15 do you think should receive the MOST EMPHASIS from the City over the next two years? (top 3)**

Q16. Top choice	Number	Percent
Safety while walking in Kyle	240	47.6 %
Safety while biking in Kyle	109	21.6 %
Safety while driving in Kyle	267	53.0 %
Traffic calming measures on major streets (e.g., speed bumps, chicanes, raised sidewalks, road narrowing, roundabouts)	191	37.9 %
Traffic calming measures on neighborhood streets (e.g., speed bumps, chicanes, raised sidewalks, road narrowing, roundabouts)	176	34.9 %
Availability of paths & walking trails	172	34.1 %
Availability of parking near my home	35	6.9 %
Availability of rideshare/taxi services	51	10.1 %
Availability of electric vehicle charging stations	22	4.4 %
None chosen	59	11.7 %
Total	1322	

**Q17. How do you typically get around Kyle?**

Q17. How do you typically get around Kyle	Number	Percent
Drive alone in a car, truck, SUV, van, or other vehicle	472	93.7 %
Ride alone in a taxi, Uber, Lyft	20	4.0 %
Carpool with other people	65	12.9 %
Vanpool	1	0.2 %
Walk	101	20.0 %
Bicycle	38	7.5 %
eBike	11	2.2 %
Other	7	1.4 %
Total	715	

**Q18. In the past year, have you experienced any of the following transportation-related challenges in Kyle?**

Q18. Which following transportation-related challenges have you experienced in Kyle in past year	Number	Percent
Traffic congestion	465	92.3 %
Poor road conditions (potholes, cracks, etc.)	361	71.6 %
Lack of bike lanes or safe walking paths	184	36.5 %
Difficulty getting to important destination (e.g., shopping, schools, parks)	246	48.8 %
Lack of public transit options	167	33.1 %
Other	12	2.4 %
Total	1435	

**Q19. How important do you think it is to construct new streets in Kyle to provide more connections and improve access to different parts of the City?**

Q19. How important is it to construct new streets in Kyle to provide more connections & improve access to different parts of City	Number	Percent
Very important	71	14.1 %
Somewhat important	104	20.6 %
Not at all important	306	60.7 %
Don't know	23	4.6 %
Total	504	100.0 %

**WITHOUT "DON'T KNOW"****Q19. How important do you think it is to construct new streets in Kyle to provide more connections and improve access to different parts of the City? (without "don't know")**

Q19. How important is it to construct new streets in Kyle to provide more connections & improve access to different parts of City	Number	Percent
Very important	71	14.8 %
Somewhat important	104	21.6 %
Not at all important	306	63.6 %
Total	481	100.0 %

**Q20. How important do you think it is to increase the capacity of streets (e.g., adding lanes, improving intersections) to reduce traffic congestion and improve travel times?**

Q20. How important is it to increase capacity of streets  
to reduce traffic congestion & improve travel times

	Number	Percent
Very important	382	75.8 %
Somewhat important	84	16.7 %
Not at all important	21	4.2 %
Don't know	17	3.4 %
Total	504	100.0 %

**WITHOUT "DON'T KNOW"**

**Q20. How important do you think it is to increase the capacity of streets (e.g., adding lanes, improving intersections) to reduce traffic congestion and improve travel times? (without "don't know")**

Q20. How important is it to increase capacity of streets  
to reduce traffic congestion & improve travel times

	Number	Percent
Very important	382	78.4 %
Somewhat important	84	17.2 %
Not at all important	21	4.3 %
Total	487	100.0 %

**Q21. Including yourself, how many people in your household are...**

	Mean	Sum
number	2.7	1362
Under age 5	0.2	85
Ages 5-9	0.1	69
Ages 10-14	0.2	84
Ages 15-19	0.2	78
Ages 20-24	0.2	82
Ages 25-34	0.4	183
Ages 35-44	0.5	224
Ages 45-54	0.4	187
Ages 55-64	0.3	173
Ages 65-74	0.3	139
Ages 75+	0.1	58

**Q22. What is your age?**

Q22. Your age	Number	Percent
18-34	98	19.4 %
35-44	109	21.6 %
45-54	93	18.5 %
55-64	100	19.8 %
65+	96	19.0 %
Not provided	8	1.6 %
Total	504	100.0 %

**WITHOUT "NOT PROVIDED"****Q22. What is your age? (without "not provided")**

Q22. Your age	Number	Percent
18-34	98	19.8 %
35-44	109	22.0 %
45-54	93	18.8 %
55-64	100	20.2 %
65+	96	19.4 %
Total	496	100.0 %

**Q23. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry?**

Q23. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry	Number	Percent
Yes	238	47.2 %
No	260	51.6 %
Not provided	6	1.2 %
Total	504	100.0 %

**WITHOUT "NOT PROVIDED"****Q23. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry? (without "not provided")**

Q23. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry	Number	Percent
Yes	238	47.8 %
No	260	52.2 %
Total	498	100.0 %

**Q23-1. How many people are of Hispanic, Spanish, or Latino/a/x ancestry?**

Q23-1. How many people are of Hispanic, Spanish, or Latino/a/x ancestry	Number	Percent
1	57	23.9 %
2	83	34.9 %
3	37	15.5 %
4	35	14.7 %
5+	26	10.9 %
Total	238	100.0 %

**Q24. Which of the following best describes your race/ethnicity?**

Q24. Your race/ethnicity	Number	Percent
Asian or Asian Indian	7	1.4 %
Black or African American	30	6.0 %
American Indian or Alaska Native	7	1.4 %
White or Caucasian	284	56.3 %
Native Hawaiian or other Pacific Islander	1	0.2 %
Other	23	4.6 %
Total	352	

**Q24-6. Self-describe your race/ethnicity:**

Q24-6. Self-describe your race/ethnicity	Number	Percent
Hispanic	11	47.8 %
Mexican	3	13.0 %
Mixed	2	8.7 %
Latino	2	8.7 %
Mestizo	1	4.3 %
White and indigenous	1	4.3 %
Middle Eastern	1	4.3 %
Scottish-German	1	4.3 %
Multi-racial	1	4.3 %
Total	23	100.0 %

**Q25. Approximately how many years have you lived in Kyle?**

Q25. How many years have you lived in Kyle	Number	Percent
0-5	214	42.5 %
6-10	103	20.4 %
11-15	57	11.3 %
16-20	55	10.9 %
21-30	57	11.3 %
31+	8	1.6 %
Not provided	10	2.0 %
Total	504	100.0 %

**WITHOUT "NOT PROVIDED"****Q25. Approximately how many years have you lived in Kyle? (without "not provided")**

Q25. How many years have you lived in Kyle	Number	Percent
0-5	214	43.3 %
6-10	103	20.9 %
11-15	57	11.5 %
16-20	55	11.1 %
21-30	57	11.5 %
31+	8	1.6 %
Total	494	100.0 %

**Q26. Do you plan to retire in Kyle?**

Q26. Do you plan to retire in Kyle	Number	Percent
Yes	266	52.8 %
No	162	32.1 %
Not provided	76	15.1 %
Total	504	100.0 %

**WITHOUT "NOT PROVIDED"****Q26. Do you plan to retire in Kyle? (without "not provided")**

Q26. Do you plan to retire in Kyle	Number	Percent
Yes	266	62.1 %
No	162	37.9 %
Total	428	100.0 %

**Q27. Do you own or rent your current residence?**

Q27. Do you own or rent your current residence	Number	Percent
Own	385	76.4 %
Rent	114	22.6 %
Not provided	5	1.0 %
Total	504	100.0 %

**WITHOUT "NOT PROVIDED"****Q27. Do you own or rent your current residence? (without "not provided")**

Q27. Do you own or rent your current residence	Number	Percent
Own	385	77.2 %
Rent	114	22.8 %
Total	499	100.0 %

**Q28. Would you say your total annual household income is...**

Q28. Your total annual household income	Number	Percent
Under \$30K	30	6.0 %
\$30K to \$49,999	41	8.1 %
\$50K to \$69,999	57	11.3 %
\$70K to \$89,999	80	15.9 %
\$90K to \$119,999	80	15.9 %
\$120K to \$174,999	91	18.1 %
\$175K+	57	11.3 %
Not provided	68	13.5 %
Total	504	100.0 %

**WITHOUT "NOT PROVIDED"****Q28. Would you say your total annual household income is... (without "not provided")**

Q28. Your total annual household income	Number	Percent
Under \$30K	30	6.9 %
\$30K to \$49,999	41	9.4 %
\$50K to \$69,999	57	13.1 %
\$70K to \$89,999	80	18.3 %
\$90K to \$119,999	80	18.3 %
\$120K to \$174,999	91	20.9 %
\$175K+	57	13.1 %
Total	436	100.0 %



**Q29. Your gender:**

<u>Q29. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	245	48.6 %
Female	251	49.8 %
Non-binary	1	0.2 %
Prefer not to say	7	1.4 %
Total	504	100.0 %

**WITHOUT "PREFER NOT TO SAY"****Q29. Your gender: (without "prefer not to say")**

<u>Q29. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	245	49.3 %
Female	251	50.5 %
Non-binary	1	0.2 %
Total	497	100.0 %

**Q30. What was your primary reason for moving to Kyle?**

<u>Q30. Your primary reason for moving to Kyle</u>	<u>Number</u>	<u>Percent</u>
Employment in Kyle	19	3.8 %
Employment near Kyle (e.g., Austin)	55	10.9 %
Quality of life	58	11.5 %
Cost of housing	166	32.9 %
To be near family here	97	19.2 %
Schools	15	3.0 %
Proximity to Austin area	48	9.5 %
Other	18	3.6 %
Not provided	28	5.6 %
Total	504	100.0 %

**WITHOUT "NOT PROVIDED"****Q30. What was your primary reason for moving to Kyle? (without "not provided")**

<u>Q30. Your primary reason for moving to Kyle</u>	<u>Number</u>	<u>Percent</u>
Employment in Kyle	19	4.0 %
Employment near Kyle (e.g., Austin)	55	11.6 %
Quality of life	58	12.2 %
Cost of housing	166	34.9 %
To be near family here	97	20.4 %
Schools	15	3.2 %
Proximity to Austin area	48	10.1 %
Other	18	3.8 %
Total	476	100.0 %

**Q31. What was your Zip Code before moving to Kyle?**

Q31. What was your zip code before moving to Kyle	Number	Percent
78666	36	8.1 %
78745	34	7.7 %
78748	33	7.5 %
78610	28	6.3 %
78749	14	3.2 %
78704	14	3.2 %
78640	13	2.9 %
78741	10	2.3 %
78744	10	2.3 %
78747	7	1.6 %
78660	5	1.1 %
78753	5	1.1 %
78735	5	1.1 %
78758	5	1.1 %
78641	5	1.1 %
78652	5	1.1 %
78613	4	0.9 %
78130	4	0.9 %
78644	4	0.9 %
78737	3	0.7 %
78701	3	0.7 %
78676	3	0.7 %
78626	3	0.7 %
78664	3	0.7 %
78736	3	0.7 %
78729	2	0.5 %
77586	2	0.5 %
78665	2	0.5 %
78750	2	0.5 %
78616	2	0.5 %
78621	2	0.5 %
78612	2	0.5 %
78723	2	0.5 %
78155	2	0.5 %
78738	2	0.5 %
78656	2	0.5 %
78645	2	0.5 %
78757	2	0.5 %
78734	2	0.5 %
95148	2	0.5 %
78759	2	0.5 %
78216	1	0.2 %
57702	1	0.2 %
30084	1	0.2 %
27610	1	0.2 %
75252	1	0.2 %
77345	1	0.2 %
77059	1	0.2 %
48187	1	0.2 %
78756	1	0.2 %
77084	1	0.2 %

**Q31. What was your Zip Code before moving to Kyle?**

<u>Q31. What was your zip code before moving to Kyle</u>	<u>Number</u>	<u>Percent</u>
78041	1	0.2 %
77303	1	0.2 %
78622	1	0.2 %
77304	1	0.2 %
78258	1	0.2 %
92618	1	0.2 %
78630	1	0.2 %
33611	1	0.2 %
64079	1	0.2 %
75006	1	0.2 %
77563	1	0.2 %
79416	1	0.2 %
92592	1	0.2 %
78724	1	0.2 %
32826	1	0.2 %
79605	1	0.2 %
94568	1	0.2 %
33619	1	0.2 %
78209	1	0.2 %
70114	1	0.2 %
78653	1	0.2 %
78717	1	0.2 %
61115	1	0.2 %
94546	1	0.2 %
63301	1	0.2 %
35226	1	0.2 %
77640	1	0.2 %
77840	1	0.2 %
60453	1	0.2 %
76012	1	0.2 %
44130	1	0.2 %
78707	1	0.2 %
77406	1	0.2 %
60169	1	0.2 %
95945	1	0.2 %
78572	1	0.2 %
91335	1	0.2 %
78264	1	0.2 %
99217	1	0.2 %
82070	1	0.2 %
77479	1	0.2 %
76550	1	0.2 %
92553	1	0.2 %
78118	1	0.2 %
21228	1	0.2 %
21046	1	0.2 %
60142	1	0.2 %
78721	1	0.2 %
97526	1	0.2 %
75462	1	0.2 %
76028	1	0.2 %

**Q31. What was your Zip Code before moving to Kyle?**

<u>Q31. What was your zip code before moving to Kyle</u>	<u>Number</u>	<u>Percent</u>
60459	1	0.2 %
15237	1	0.2 %
78108	1	0.2 %
76308	1	0.2 %
77356	1	0.2 %
78539	1	0.2 %
80923	1	0.2 %
76207	1	0.2 %
75147	1	0.2 %
33134	1	0.2 %
92656	1	0.2 %
75077	1	0.2 %
76110	1	0.2 %
78746	1	0.2 %
12309	1	0.2 %
78638	1	0.2 %
21206	1	0.2 %
79610	1	0.2 %
75149	1	0.2 %
78149	1	0.2 %
78363	1	0.2 %
84103	1	0.2 %
78726	1	0.2 %
78028	1	0.2 %
80909	1	0.2 %
21146	1	0.2 %
78240	1	0.2 %
77318	1	0.2 %
92008	1	0.2 %
78217	1	0.2 %
78232	1	0.2 %
77070	1	0.2 %
75860	1	0.2 %
55124	1	0.2 %
70448	1	0.2 %
78244	1	0.2 %
78752	1	0.2 %
77845	1	0.2 %
60085	1	0.2 %
95490	1	0.2 %
29926	1	0.2 %
78702	1	0.2 %
32909	1	0.2 %
61920	1	0.2 %
78705	1	0.2 %
32084	1	0.2 %
33873	1	0.2 %
77627	1	0.2 %
56066	1	0.2 %
98203	1	0.2 %
19044	1	0.2 %

**Q31. What was your Zip Code before moving to Kyle?**

<u>Q31. What was your zip code before moving to Kyle</u>	<u>Number</u>	<u>Percent</u>
32608	1	0.2 %
77833	1	0.2 %
94805	1	0.2 %
76112	1	0.2 %
78681	1	0.2 %
78210	1	0.2 %
98208	1	0.2 %
75019	1	0.2 %
23061	1	0.2 %
13148	1	0.2 %
78629	1	0.2 %
11787	1	0.2 %
80132	1	0.2 %
20176	1	0.2 %
76164	1	0.2 %
78633	1	0.2 %
22314	1	0.2 %
95433	1	0.2 %
75218	1	0.2 %
98014	1	0.2 %
33131	1	0.2 %
78840	1	0.2 %
91320	1	0.2 %
30092	1	0.2 %
94087	1	0.2 %
78751	1	0.2 %
78669	1	0.2 %
40228	1	0.2 %
78336	1	0.2 %
80504	1	0.2 %
77707	1	0.2 %
85345	1	0.2 %
46947	1	0.2 %
33897	1	0.2 %
79936	1	0.2 %
91304	1	0.2 %
78617	1	0.2 %
46617	1	0.2 %
78604	1	0.2 %
Total	442	100.0 %

**Q32. If you are employed, in what industry do you work?**

Q32. In what industry do you work	Number	Percent
High tech manufacturing	13	2.6 %
Medical (doctor, PA, nurse, tech)	33	6.5 %
Education	53	10.5 %
Law enforcement/first responder (fire, EMS, 911)	9	1.8 %
Trade or technical profession (e.g., electrician, plumber, AC/HV)	29	5.8 %
Information technology/computer programming	35	6.9 %
Administration/HR	15	3.0 %
Entertainment/music/film/TV/radio	3	0.6 %
Government	50	9.9 %
Marketing/communications/advertising	19	3.8 %
Sales	28	5.6 %
Other	83	16.5 %
Not provided	134	26.6 %
Total	504	100.0 %

**WITHOUT "NOT PROVIDED"****Q32. If you are employed, in what industry do you work? (without "not provided")**

Q32. In what industry do you work	Number	Percent
High tech manufacturing	13	3.5 %
Medical (doctor, PA, nurse, tech)	33	8.9 %
Education	53	14.3 %
Law enforcement/first responder (fire, EMS, 911)	9	2.4 %
Trade or technical profession (e.g., electrician, plumber, AC/HV)	29	7.8 %
Information technology/computer programming	35	9.5 %
Administration/HR	15	4.1 %
Entertainment/music/film/TV/radio	3	0.8 %
Government	50	13.5 %
Marketing/communications/advertising	19	5.1 %
Sales	28	7.6 %
Other	83	22.4 %
Total	370	100.0 %

**Q32-12. Other:**

<b>Q32-12. Other</b>	<b>Number</b>	<b>Percent</b>
Restaurant	3	5.4 %
Finance	2	3.6 %
Insurance	2	3.6 %
Environmental Consultant	1	1.8 %
City of Austin	1	1.8 %
Stay at home mom	1	1.8 %
Airline	1	1.8 %
Nonprofit	1	1.8 %
Heavy Civil Construction	1	1.8 %
Field Maintenance	1	1.8 %
Highway Construction	1	1.8 %
HR	1	1.8 %
Writing	1	1.8 %
Construction Housing	1	1.8 %
Recreation and Sport	1	1.8 %
Hybrid Teacher & Construction Secretary	1	1.8 %
Commercial Insurance	1	1.8 %
Accounting/CPA	1	1.8 %
Self-employed	1	1.8 %
Clergy	1	1.8 %
Financial Industry Accounting	1	1.8 %
Welding Industry	1	1.8 %
Hospitality	1	1.8 %
Road Construction	1	1.8 %
Radio/Media	1	1.8 %
Business Consultant	1	1.8 %
Software Support	1	1.8 %
Logistics	1	1.8 %
Business Manager	1	1.8 %
Packing	1	1.8 %
Security Guard	1	1.8 %
Attorney	1	1.8 %
Environmental Field	1	1.8 %
Accounting and Finance	1	1.8 %
Transportation	1	1.8 %
Health Care and Financial Consultant	1	1.8 %
Architect	1	1.8 %
Automotive Repair Specialty	1	1.8 %
Cooking	1	1.8 %
Mental Health	1	1.8 %
Roofing Company	1	1.8 %
Server	1	1.8 %
Professional Handyman/Landscaper	1	1.8 %
CDL Class A truck deiver	1	1.8 %
Military	1	1.8 %
Oil & Gas	1	1.8 %
Online sales	1	1.8 %
Lawyer	1	1.8 %
Social Work	1	1.8 %
Banking/Finance	1	1.8 %
Retail Manager	1	1.8 %
Project Management	1	1.8 %
<b>Total</b>	<b>56</b>	<b>100.0 %</b>

**Q33. Where do you work?**

<u>Q33. Where do you work</u>	<u>Number</u>	<u>Percent</u>
Kyle-away from home	64	12.7 %
Kyle-work from home	111	22.0 %
San Marcos	25	5.0 %
Buda	12	2.4 %
Austin	125	24.8 %
Pflugerville	2	0.4 %
San Antonio	3	0.6 %
N/A	128	25.4 %
Other	24	4.8 %
Not provided	10	2.0 %
Total	504	100.0 %

**WITHOUT "NOT PROVIDED"****Q33. Where do you work? (without "N/A" or "not provided")**

<u>Q33. Where do you work</u>	<u>Number</u>	<u>Percent</u>
Kyle-away from home	64	17.5 %
Kyle-work from home	111	30.3 %
San Marcos	25	6.8 %
Buda	12	3.3 %
Austin	125	34.2 %
Pflugerville	2	0.5 %
San Antonio	3	0.8 %
Other	24	6.6 %
Total	366	100.0 %

**District:**

<u>District</u>	<u>Number</u>	<u>Percent</u>
2	165	32.7 %
4	192	38.1 %
6	147	29.2 %
Total	504	100.0 %





## Survey Instrument



(January 2025)

Dear Kyle Resident,

You have been randomly selected to participate in a community survey, designed to gather citizen input and feedback on City of Kyle programs and services. We will use the information you provide to improve city services and to help us identify and address challenges facing our community and prioritize city resources effectively. To ensure that the city's priorities are aligned with the needs of our residents, we want to hear from YOU.

We greatly appreciate you taking time out of your busy schedule to complete this survey. For added convenience, the enclosed survey includes a postage-paid envelope to ETC Institute, the research firm conducting the survey. If you prefer to complete the survey online, please visit **[KyleSurvey.org](https://kylesurvey.org)**.

**Please return your survey via mail, or complete it online sometime during the next week.** All of your responses will remain confidential.

Thank you for your support and input, which will help us continue to make the City of Kyle a great place to live, work and play through all stages of life.

If you should have any questions or require additional information, please feel free to contact ETC Institute's project manager, Ryan Murray, at 913-254-4598 or by email at [Ryan.Murray@ETCInstitute.com](mailto:Ryan.Murray@ETCInstitute.com).

Sincerely,

Travis Mitchell  
Mayor

Bear Heiser  
Councilmember  
Place 1

Robert Rizo  
Mayor Pro Tem  
Place 2

Dr. Miguel Zuniga  
Councilmember  
Place 3

Dr. Lauralee Harris  
Councilmember  
Place 4

Marc McKinney  
Councilmember  
Place 5

Michael Tobias  
Councilmember  
Place 6

*Si usted no habla ingles y quiere participar en esta encuesta en español, por favor llame al 1-844-811-0411*



(Enero 2025)

Estimado residente de Kyle,

Ha sido seleccionado al azar para participar en una encuesta comunitaria, diseñada para recopilar comentarios y opiniones de los ciudadanos sobre los programas y servicios de la Ciudad de Kyle. Utilizaremos la información que nos proporcione para mejorar los servicios de la ciudad y para ayudarnos a identificar y abordar los desafíos que enfrenta nuestra comunidad y priorizar los recursos de la ciudad de manera efectiva. Para asegurarnos de que las prioridades de la ciudad estén alineadas con las necesidades de nuestros residentes, queremos saber de USTED.

Le agradecemos mucho que se tome un tiempo de su apretada agenda para completar esta encuesta. Para mayor comodidad, la encuesta adjunta incluye un sobre con franqueo pagado a ETC Institute, la empresa de investigación que realiza la encuesta. Si prefiere completar la encuesta en línea, visite **[KyleSurvey.org](https://kylesurvey.org)**.

**Por favor, devuelva su encuesta por correo o complétela en línea en algún momento durante la próxima semana.** Todas sus respuestas serán confidenciales.

Gracias por su apoyo y aportes, que nos ayudarán a continuar haciendo de la ciudad de Kyle un gran lugar para vivir, trabajar y jugar en todas las etapas de la vida.

Si tiene alguna pregunta o necesita información adicional, no dude en comunicarse con el gerente de proyectos del Instituto ETC, Ryan Murray, al 913-254-4598 o por correo electrónico al [Ryan.Murray@ETCInstitute.com](mailto:Ryan.Murray@ETCInstitute.com).

Sinceramente

Travis Mitchell  
Alcalde

Oso Heiser  
Concejal  
Puesto 1

Robert Rizo  
Alcalde Interino  
Puesto 2

Dr. Miguel Zúñiga  
Concejal  
Puesto 3

Dra. Lauralee Harris  
Concejal Lugar 4

Marc McKinney  
Concejal Lugar 5

Michael Tobias  
Concejal  
Puesto 6

# 2025 City of Kyle Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's planning process and will be used by City leaders to make planning and investment decisions. If you prefer, you can take this survey at [kylesurvey.org](https://kylesurvey.org). Thank you!

## 1. Overall Ratings of Kyle. Please rate the City of Kyle with regard to each of the following.

Rating the City of Kyle...	Excellent	Good	Neutral	Below Average	Poor	Don't Know
1. As a place to live	5	4	3	2	1	9
2. As a place to raise children	5	4	3	2	1	9
3. As a place to work	5	4	3	2	1	9
4. As a place to retire	5	4	3	2	1	9
5. As a place you are proud to call home	5	4	3	2	1	9

## 2. Please rate your overall satisfaction with these major categories of services provided by the City of Kyle.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Animal control	5	4	3	2	1	9
02. Code enforcement	5	4	3	2	1	9
03. Communications and public outreach	5	4	3	2	1	9
04. Development services (planning and development)	5	4	3	2	1	9
05. Economic development	5	4	3	2	1	9
06. Emergency management	5	4	3	2	1	9
07. Library services and programs	5	4	3	2	1	9
08. Municipal court	5	4	3	2	1	9
09. Parks and recreation programs	5	4	3	2	1	9
10. Police and public safety	5	4	3	2	1	9
11. Sidewalk maintenance and connectivity	5	4	3	2	1	9
12. Solid waste, recycling, and compost services	5	4	3	2	1	9
13. Streets and transportation	5	4	3	2	1	9
14. Uber Kyle Ride Share program	5	4	3	2	1	9
15. Utility billing	5	4	3	2	1	9
16. Water and wastewater infrastructure	5	4	3	2	1	9

## 3. Which **THREE** of the services listed in Question 2 do you think are **MOST IMPORTANT** for the City to provide? *[Write in your answers below using the numbers from the list in Question 2, or circle "NONE."]*

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

## 4. Communication. Please rate your satisfaction with the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. How easy it is to find information when visiting the city's website	5	4	3	2	1	9
2. How easy it is to receive information when calling the city	5	4	3	2	1	9
3. Overall quality of the city's social media (Facebook, Instagram, etc.)	5	4	3	2	1	9
4. Overall quality of the city's newsletter	5	4	3	2	1	9
5. Availability of information on city services and programs	5	4	3	2	1	9
6. Timeliness of information provided by the city	5	4	3	2	1	9
7. Access to information about the city's finances and budget	5	4	3	2	1	9
8. Overall level of public involvement in local decision making	5	4	3	2	1	9
9. The city's open records request process	5	4	3	2	1	9

5. Which **THREE** of the services listed in Question 4 on the previous page do you think are **MOST IMPORTANT** for the city to focus on over the next year? *[Write in your answers below using the numbers from the list in Question 4, or circle "NONE".]*

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_ NONE

6. Where do you currently get news and information about City programs, services and events? *[Check all that apply.]*

____ (1) KYLE 10 (Channel 10 on Spectrum Cable)	____ (5) Nextdoor App
____ (2) City of Kyle's social media (e.g., Facebook, X (Twitter), Instagram)	____ (6) Mailed newsletter (Kyle Quarterly)
____ (3) Weekly Kyle e-Newsletter	____ (7) YouTube channel
____ (4) City of Kyle website	____ (8) City mobile app
	____ (9) Other: _____

7. From which **THREE** sources of information listed in Question 6 would you prefer to get information from the City? *[Write in your answers below using the numbers from the list in Question 6, or circle "NONE."]*

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_ NONE

8. **Feeling of Safety.** Please rate your feeling of safety in each of the following situations.

How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. In the City of Kyle	5	4	3	2	1	9
2. In your neighborhood during the day	5	4	3	2	1	9
3. In your neighborhood at night	5	4	3	2	1	9
4. In city parks, trails, and recreation areas	5	4	3	2	1	9
5. In commercial and retail areas	5	4	3	2	1	9

9. **Police Services.** Please rate your satisfaction with the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Efforts of the city's police department to collaborate with the public to address concerns	5	4	3	2	1	9
02. Efforts of the city's police department to communicate with the public via social media	5	4	3	2	1	9
03. Enforcement of traffic laws	5	4	3	2	1	9
04. How quickly police respond to emergencies	5	4	3	2	1	9
05. Efforts by city government to prevent crime	5	4	3	2	1	9
06. Quality of police services	5	4	3	2	1	9
07. Quality of police community outreach programs	5	4	3	2	1	9
08. Visibility of police in commercial and retail areas	5	4	3	2	1	9
09. Visibility of police in neighborhoods	5	4	3	2	1	9
10. 911 service provided by dispatch operators	5	4	3	2	1	9

10. Which **THREE** of the services listed in Question 9 do you think are **MOST IMPORTANT** for the city to focus on over the next year? *[Write in your answers below using the numbers from the list in Question 9, or circle "NONE."]*

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_ NONE

**11. Parks and Recreation Amenities. Please rate your satisfaction with each of the following.**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall maintenance of city parks	5	4	3	2	1	9
02. Overall number of parks	5	4	3	2	1	9
03. Overall quality of city trails	5	4	3	2	1	9
04. Overall number/connectivity of walking/biking trails	5	4	3	2	1	9
05. Overall quality of city parks	5	4	3	2	1	9
06. Overall quality of city recreation facilities	5	4	3	2	1	9
07. Overall quality of city produced special events	5	4	3	2	1	9
08. Overall quality of city adult athletic programs	5	4	3	2	1	9
09. Overall quality of city youth athletic programs	5	4	3	2	1	9
10. Overall quality of city senior citizen programs	5	4	3	2	1	9
11. Overall quality of recreation programs	5	4	3	2	1	9

**12. Which THREE of the amenities listed in Question 11 do you think are MOST IMPORTANT for the City to provide? [Write in your answers below using the numbers from the list in Question 11, or circle "NONE."]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_ NONE

**13. Transportation Maintenance. Please rate your overall satisfaction with the following maintenance services.**

How satisfied are you with the...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Condition of streets	5	4	3	2	1	9
2. Street lighting in your neighborhood	5	4	3	2	1	9
3. Traffic and pedestrian signal timing	5	4	3	2	1	9
4. Condition of street signs	5	4	3	2	1	9
5. Condition of sidewalks	5	4	3	2	1	9

**14. Which THREE of the services listed in Question 13 do you think should receive the MOST EMPHASIS from the City over the next two years? [Write in your answers below using the numbers from the list in Question 13, or circle "NONE."]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_ NONE

**15. Transportation. Please rate your overall satisfaction with the following maintenance services.**

How satisfied are you with the...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Safety while walking in Kyle	5	4	3	2	1	9
2. Safety while biking in Kyle	5	4	3	2	1	9
3. Safety while driving in Kyle	5	4	3	2	1	9
4. Traffic calming measures on major streets (e.g., speed bumps, chicanes, raised sidewalks, road narrowing, roundabouts)	5	4	3	2	1	9
5. Traffic calming measures on neighborhood streets (e.g., speed bumps, chicanes, raised sidewalks, road narrowing, roundabouts)	5	4	3	2	1	9
6. Availability of paths and walking trails	5	4	3	2	1	9
7. Availability of parking near my home	5	4	3	2	1	9
8. Availability of rideshare/taxi services	5	4	3	2	1	9
9. Availability of electric vehicle charging stations	5	4	3	2	1	9

**16. Which THREE of the services listed in Question 15 do you think should receive the MOST EMPHASIS from the City over the next two years? [Write in your answers below using the numbers from the list in Question 15, or circle "NONE."]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_ NONE

**17. How do you typically get around Kyle? [Check all that apply.]**

- |  |   |
|--|---|
| <input type="checkbox"/> (1) Drive alone in a car, truck, SUV, van, or other vehicle | <input type="checkbox"/> (5) Walk         |
| <input type="checkbox"/> (2) Ride alone in a taxi, Uber, Lyft                        | <input type="checkbox"/> (6) Bicycle      |
| <input type="checkbox"/> (3) Carpool with other people                               | <input type="checkbox"/> (7) E-Bike       |
| <input type="checkbox"/> (4) Vanpool   | <input type="checkbox"/> (8) Other: _____ |

**18. In the past year, have you experienced any of the following transportation-related challenges in Kyle? [Check all that apply.]**

- |  |  |
|--|--|
| <input type="checkbox"/> (1) Traffic congestion                            | <input type="checkbox"/> (4) Difficulty getting to important destination<br>(e.g., shopping, schools, parks) |
| <input type="checkbox"/> (2) Poor road conditions (potholes, cracks, etc.) | <input type="checkbox"/> (5) Lack of public transit options  |
| <input type="checkbox"/> (3) Lack of bike lanes or safe walking paths      | <input type="checkbox"/> (6) Other: _____  |

**19. How important do you think it is to construct new streets in Kyle to provide more connections and improve access to different parts of the City?**

- ☐ (3) Very important    ☐ (2) Somewhat Important    ☐ (1) Not at all important    ☐ (9) Don't know

**20. How important do you think it is to increase the capacity of streets (e.g., adding lanes, improving intersections) to reduce traffic congestion and improve travel times?**

- ☐ (3) Very important    ☐ (2) Somewhat Important    ☐ (1) Not at all important    ☐ (9) Don't know

<b>Demographics</b> <i>Your individual responses will remain confidential.</i>
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**21. Including yourself, how many people in your household are...**

- |                    |                   |                   |                   |
|--------------------|-------------------|-------------------|-------------------|
| Under age 5: _____ | Ages 15-19: _____ | Ages 35-44: _____ | Ages 65-74: _____ |
| Ages 5-9: _____    | Ages 20-24: _____ | Ages 45-54: _____ | Ages 75+: _____   |
| Ages 10-14: _____  | Ages 25-34: _____ | Ages 55-64: _____ |                   |

**22. What is your age? \_\_\_\_\_ years**

**23. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry?**

- ☐ (1) Yes (How many? \_\_\_\_\_ people)    ☐ (2) No

**24. Which of the following best describes your race/ethnicity? [Check all that apply.]**

- |  |   |
|--|---|
| <input type="checkbox"/> (01) Asian or Asian Indian            | <input type="checkbox"/> (04) White or Caucasian                        |
| <input type="checkbox"/> (02) Black or African American        | <input type="checkbox"/> (05) Native Hawaiian or other Pacific Islander |
| <input type="checkbox"/> (03) American Indian or Alaska Native | <input type="checkbox"/> (99) Other: _____                              |

**25. Approximately how many years have you lived in Kyle? \_\_\_\_\_ years**

**26. Do you plan to retire in Kyle? \_\_\_\_\_ (1) Yes    \_\_\_\_\_ (2) No**

**27. Do you own or rent your current residence? \_\_\_\_\_ (1) Own    \_\_\_\_\_ (2) Rent**

**28. Would you say your total annual household income is...**

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> (1) Under \$30,000       | <input type="checkbox"/> (4) \$70,000 to \$89,999   | <input type="checkbox"/> (7) \$175,000 or more |
| <input type="checkbox"/> (2) \$30,000 to \$49,999 | <input type="checkbox"/> (5) \$90,000 to \$119,999  |  |
| <input type="checkbox"/> (3) \$50,000 to \$69,999 | <input type="checkbox"/> (6) \$120,000 to \$174,999 |  |

**29. Your gender: \_\_\_\_\_ (1) Male    \_\_\_\_\_ (2) Female    \_\_\_\_\_ (3) Non-binary    \_\_\_\_\_ (4) Prefer not to say**

**30. What was your primary reason for moving to Kyle?**

- |  |   |
|--|---|
| <input type="checkbox"/> (1) Employment in Kyle                  | <input type="checkbox"/> (5) To be near family here   |
| <input type="checkbox"/> (2) Employment near Kyle (e.g., Austin) | <input type="checkbox"/> (6) Schools                  |
| <input type="checkbox"/> (3) Quality of life                     | <input type="checkbox"/> (7) Proximity to Austin area |
| <input type="checkbox"/> (4) Cost of housing                     | <input type="checkbox"/> (8) Other: _____             |

**31. What was your Zip Code before moving to Kyle? \_\_\_\_\_**

**32. If you are employed, in what industry do you work?**

- |   |  |
|---|--|
| <input type="checkbox"/> (01) High tech manufacturing   | <input type="checkbox"/> (07) Administration/HR                    |
| <input type="checkbox"/> (02) Medical (doctor, PA, nurse, tech)                                 | <input type="checkbox"/> (08) Entertainment/music/film/TV/radio    |
| <input type="checkbox"/> (03) Education   | <input type="checkbox"/> (09) Government                           |
| <input type="checkbox"/> (04) Law enforcement/first responder (fire, EMS, 911)                  | <input type="checkbox"/> (10) Marketing/communications/advertising |
| <input type="checkbox"/> (05) Trade or technical profession (e.g., electrician, plumber, AC/HV) | <input type="checkbox"/> (11) Sales                                |
| <input type="checkbox"/> (06) Information technology/computer programming                       | <input type="checkbox"/> (12) Other: _____                         |

**33. Where do you work?**

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> (01) Kyle - away from home | <input type="checkbox"/> (05) Austin       | <input type="checkbox"/> (09) N/A          |
| <input type="checkbox"/> (02) Kyle - work from home | <input type="checkbox"/> (06) Pflugerville | <input type="checkbox"/> (10) Other: _____ |
| <input type="checkbox"/> (03) San Marcos            | <input type="checkbox"/> (07) Round Rock   |  |
| <input type="checkbox"/> (04) Buda                  | <input type="checkbox"/> (08) San Antonio  |  |

**34. If you have any other suggestions you would like to make, please provide them here.**

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**35. Would you be willing to participate in future surveys sponsored by the City of Kyle?**

- ☐ (1) Yes [Answer Q35a.]    ☐ (2) No

**35a. Please provide your contact information.**

Mobile Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

**This concludes the survey. We appreciate your time!**

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