

2016 City of Hutto Survey of Residents



2016 City of Hutto Survey of Residents July 2016

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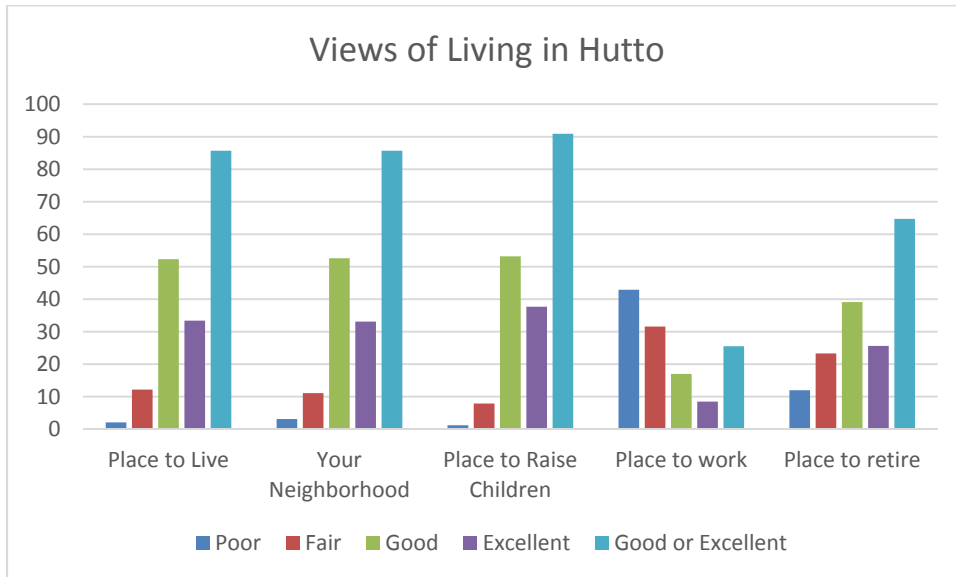
Methodology

The Center for Public Policy, Research, and Training (CPPRT) at Texas State University conducted the survey in April and May of 2016. The survey relies on a random sample of 2100 homes drawn from 4500 utility accounts. The surveys were mailed out by the CPPRT along with a postage-paid return envelope back to Texas State University. In addition, an online option was provided to selected homes. At no time did City of Hutto staff or employees have access to the surveys.

A total of 297 usable surveys were completed. The response rate is 14%. A typical response rate for mail surveys is proximally 10%. Based on the sample size, margin of error is about $\pm 5.5\%$. In other words, the true population value of any percentage reported in the findings is plus or minus 5.5% of that value. Participation in the survey is anonymous and voluntary and the completed surveys are stored in a secure file cabinet at the CPPRT. The survey and the report were conducted with the assistance of graduate students to facilitate and advance public management education. Proceeds from this survey will be used to support graduate student research on other projects to advance knowledge helpful to local governments in the region.

The survey relies on typical questions on the level of satisfaction with public services, quality of life, protective services, etc. as well as open and closed-ended questions specific to Hutto. Given differences in question wording, order of questions, and response categories, caution should be exercised in making comparisons to other survey results. Respondents are asked to answer demographic questions to determine if the sample is representative of households in the city.

Views toward Living in Hutto

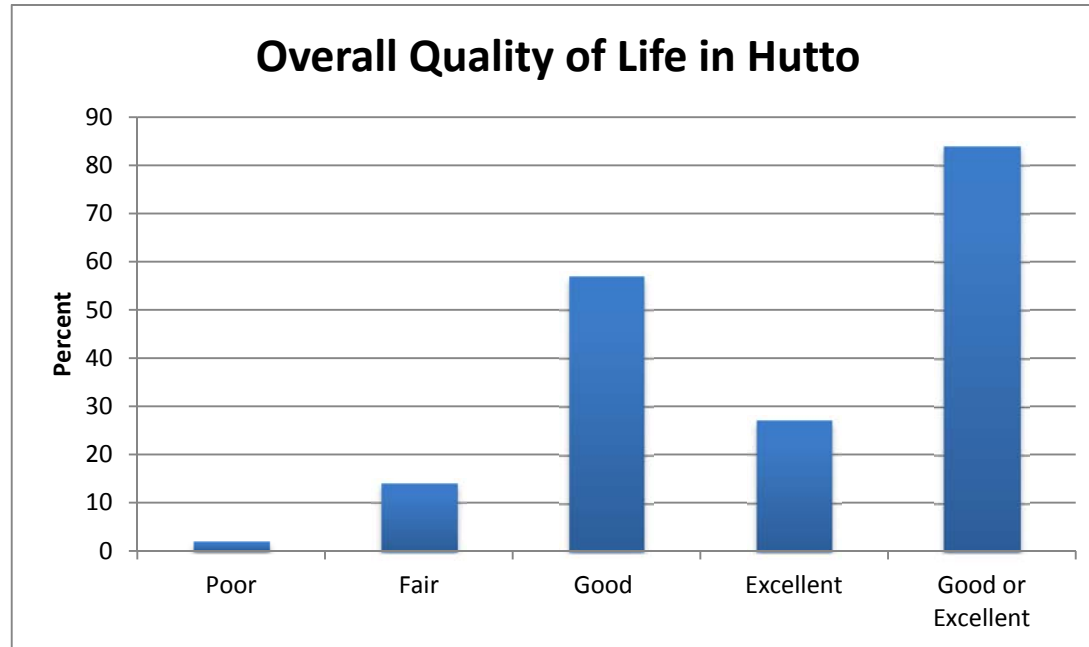


Residents think that the city is a great place to live and raise children. Over 90% of residents think the city is a good or excellent place to raise children and over 85% rate Hutto as a good or excellent place to live.

Residents do not view the city as a good or excellent place to work (25.5%) or retire (64.7%).

	Poor	Fair	Good	Excellent	Good or Excellent
Place to Live	2.1	12.2	52.3	33.4	85.7
Your Neighborhood	3.1	11.1	52.6	33.1	85.7
Place to Raise Children	1.2	7.9	53.2	37.7	90.9
Place to work	42.9	31.6	17	8.5	25.5
Place to retire	12	23.3	39.1	25.6	64.7

Overall Quality of Life



84% of respondents rate the overall quality of life in Hutto as either good or excellent.

Only 2% of respondents rate the overall quality of life in Hutto as poor.

Business, Employment, and Housing in Hutto



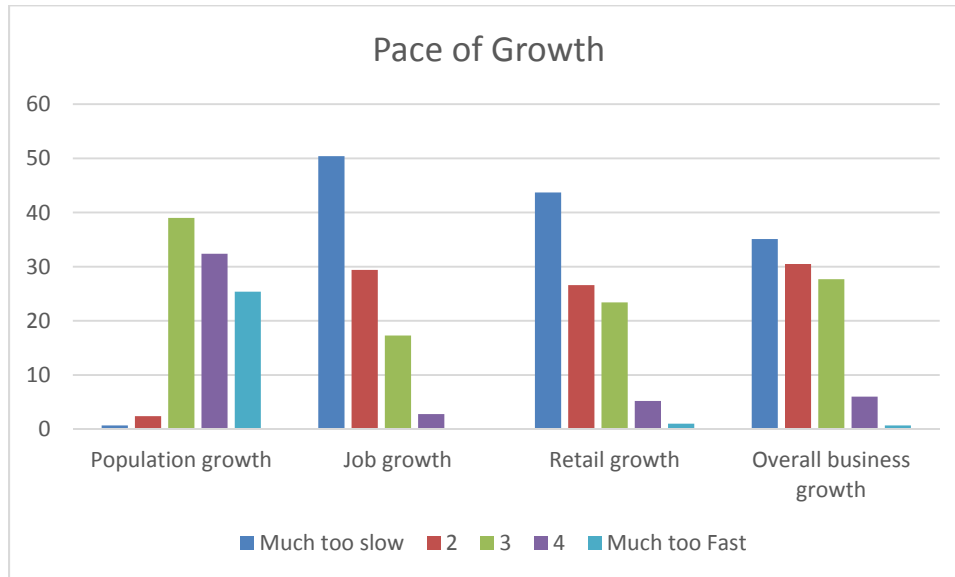
Residents rate the overall quality of life in Hutto very highly. 84% of residents rate the overall quality of life as good or excellent.

Respondents also rate housing opportunities highly with 76.6% rating housing opportunities as good or excellent.

Over 90% of residents rate the availability of employment opportunities in Hutto as Poor or Fair.

	Poor	Fair	Good	Excellent	Good or Excellent
Overall Quality of Life	1.4	14.4	57.2	27	84.2
Quality of New Development	12.3	31.9	43.5	12.3	55.8
Quality Businesses and Services	18.8	37.6	34.8	8.7	43.5
Availability of businesses and services	30.4	42.7	23.1	3.8	26.9
Employment opportunities	57.1	33.5	9	0.4	9.4
Housing opportunities	7.6	15.8	52.5	24.1	76.6

Views toward Pace of Growth



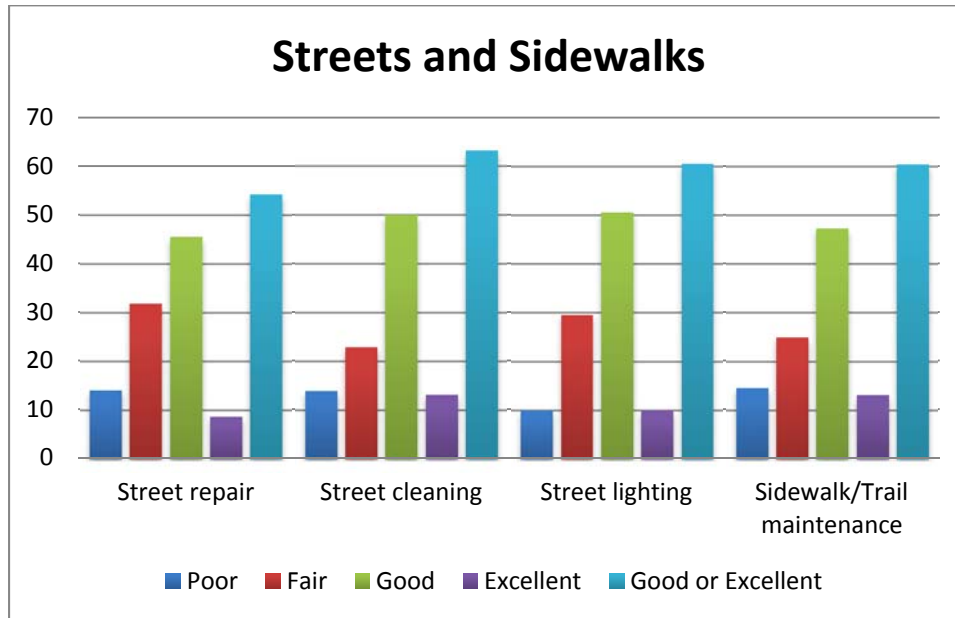
25% of residents believe that the pace of population growth is “much too fast.”

Just over 50% of residents say that the pace of job growth is “much too slow.”

Respondents generally rate the pace of job growth, retail growth, and overall business growth as too slow as each of these areas have mean scores below 3 (pace of growth “about right”).

	Much too slow	2	3	4	Much too Fast	Mean/ Std. Dev
Population growth	0.7	2.4	39.0	32.4	25.4	3.8/.87
Job growth	50.4	29.4	17.3	2.8	0.0	1.7/.84
Retail growth	43.7	26.6	23.4	5.2	1.0	1.9/.98
Overall business growth	35.1	30.5	27.7	6.0	0.7	2.1/.96

Citizen Satisfaction: Streets and Sidewalks



61% of respondents rate street lighting as “good” or “excellent” and 63% rate street cleaning as good or excellent.

60% of respondents rate sidewalk/trail maintenance as good or excellent.

54% of residents rate street repair as “good” or “excellent.”

	Poor	Fair	Good	Excellent	Good or Excellent
Street repair	14.1	31.8	45.5	8.7	54.2
Street cleaning	14.0	22.9	50.0	13.2	63.2
Street lighting	10.0	29.5	50.5	10.0	60.5
Sidewalk/trail maintenance	14.6	25.0	47.3	13.1	60.4

Citizen Satisfaction: Water, Sewer, and Garbage



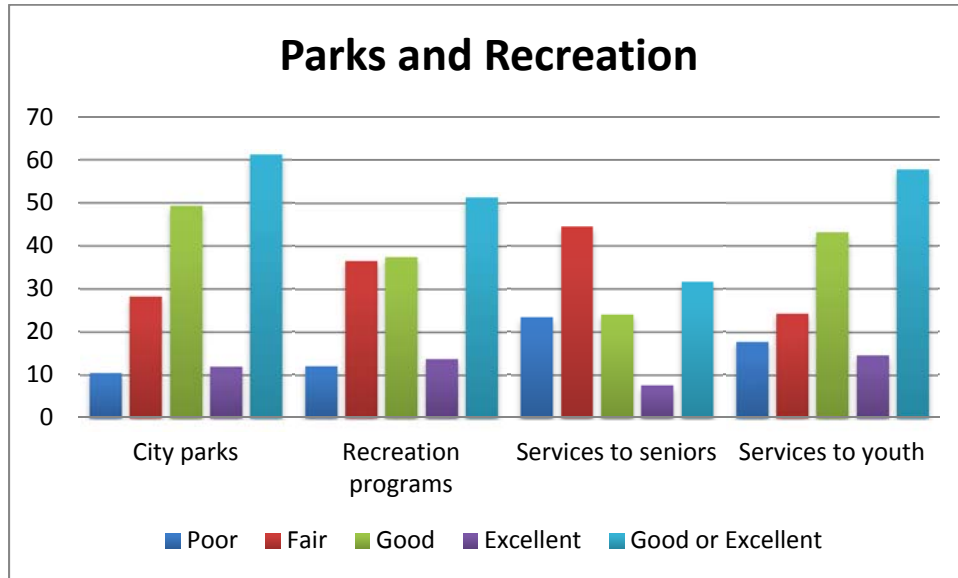
Over 90% of respondents rate the quality of garbage collection and recycling as good or excellent.

Over 80% of respondents rate the quality of sewer services and yard waste pick up as good or excellent.

68% of respondents rate the quality of storm drainage as good or excellent.

	Poor	Fair	Good	Excellent	Good or Excellent
Garbage collection	1.7	5.2	40.8	52.2	93.0
Recycling	2.1	4.2	42.3	51.4	93.7
Yard waste pickup	8.5	9.7	45.6	36.3	81.9
Storm drainage	12.9	19.1	43.2	24.8	68.0
Sewer	4.1	15.2	53	27.8	80.8

Citizen Satisfaction: Parks and Recreation



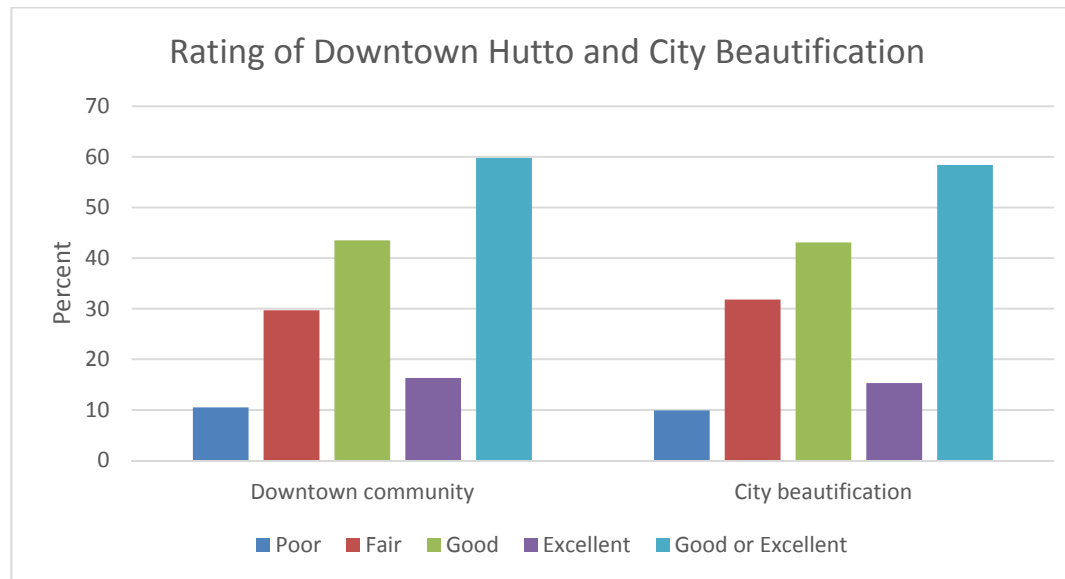
61% of residents rate city parks as either “good” or “excellent” and only 10% rate city parks as “poor.”

Just over 50% of residents rate recreation programs as good or excellent and nearly 60% rate services to youth as “good” or “excellent.”

Only 31% of respondents rate services to seniors and either “good” or “excellent.”

	Poor	Fair	Good	Excellent	Good or Excellent
City parks	10.5	28.2	49.2	12.0	61.2
Recreation programs	12.1	36.6	37.5	13.8	51.3
Services to seniors	23.4	44.5	24.1	7.6	31.7
Services to youth	17.8	24.4	43.1	14.7	57.8

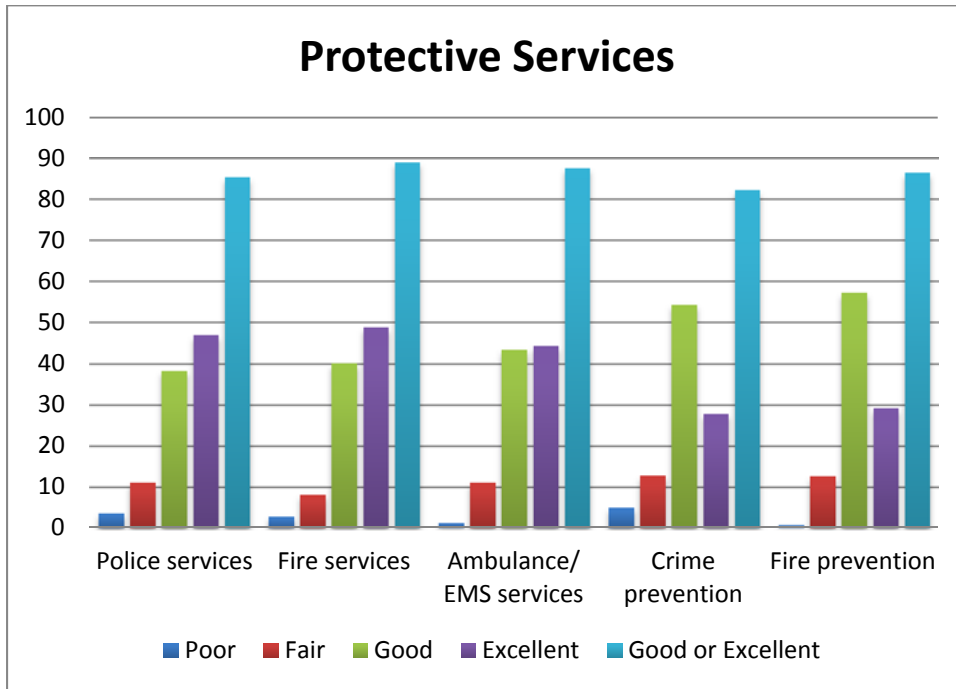
Quality of Downtown and Beautification Efforts



60% of respondents rate downtown Hutto as good or excellent.

Nearly 60% of respondents rate city beautification as good or excellent.

Protective Services

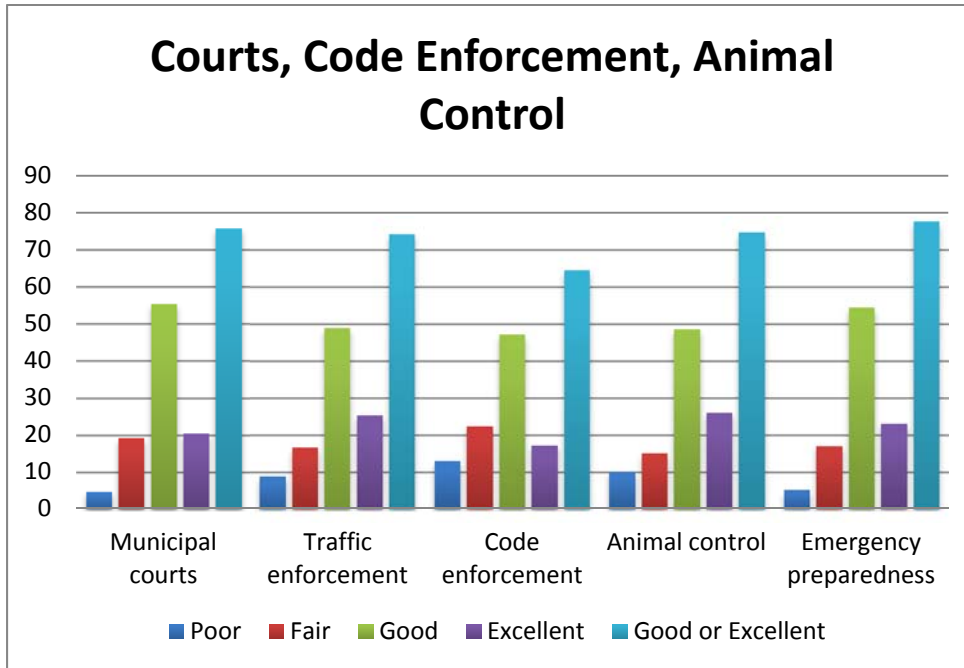


Over 80% of respondents rate each of the areas of protective services as good or excellent.

18% of respondents report crime prevention efforts as fair or poor.

	Poor	Fair	Good	Excellent	Good or Excellent
Police services	3.7	11.1	38.4	46.9	85.3
Fire services	2.9	8.2	40.2	48.8	89.0
Ambulance/ EMS services	1.3	11.1	43.4	44.2	87.6
Crime prevention	5.0	12.8	54.3	27.9	82.2
Fire prevention	0.8	12.7	57.2	29.2	86.4

Courts, Code Enforcement, Animal Control

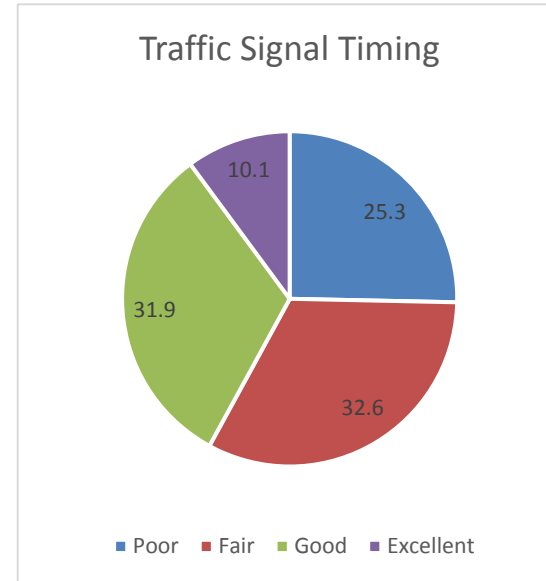
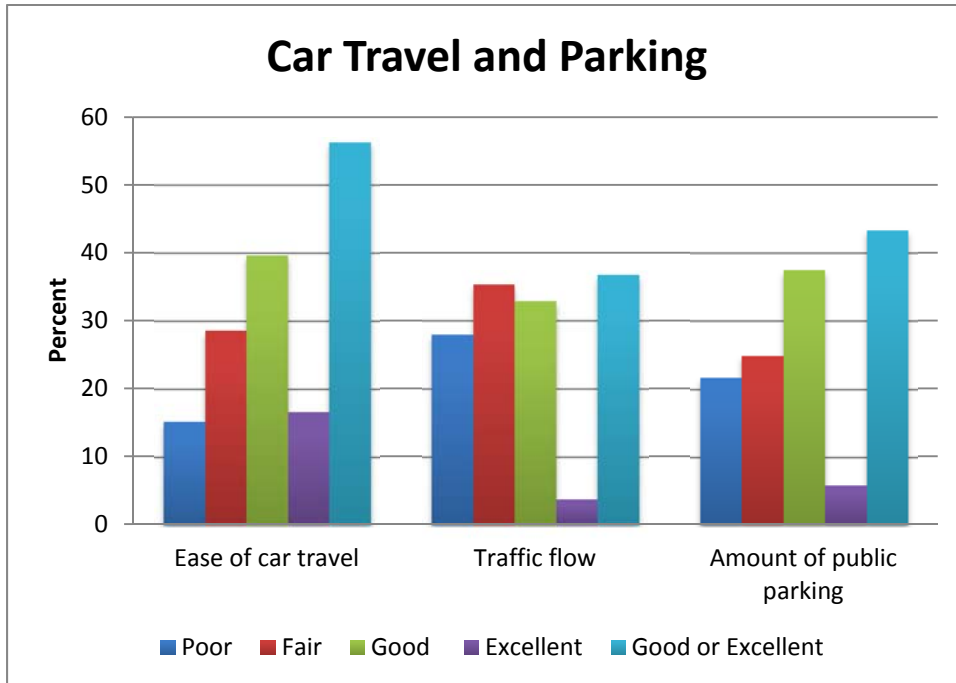


Over 74% of respondents rate the quality of municipal courts, traffic enforcement, animal control and emergency preparedness as good or excellent.

65% of respondents rate the quality of code enforcement as good or excellent.

	Poor	Fair	Good	Excellent	Good or Excellent
Municipal courts	4.8	19.3	55.4	20.5	75.9
Traffic enforcement	8.9	16.7	49.0	25.3	74.3
Code enforcement	13.0	22.5	47.2	17.3	64.5
Animal control	10.2	15.1	48.6	26.1	74.7
Emergency preparedness	5.2	17.1	54.5	23.2	77.7

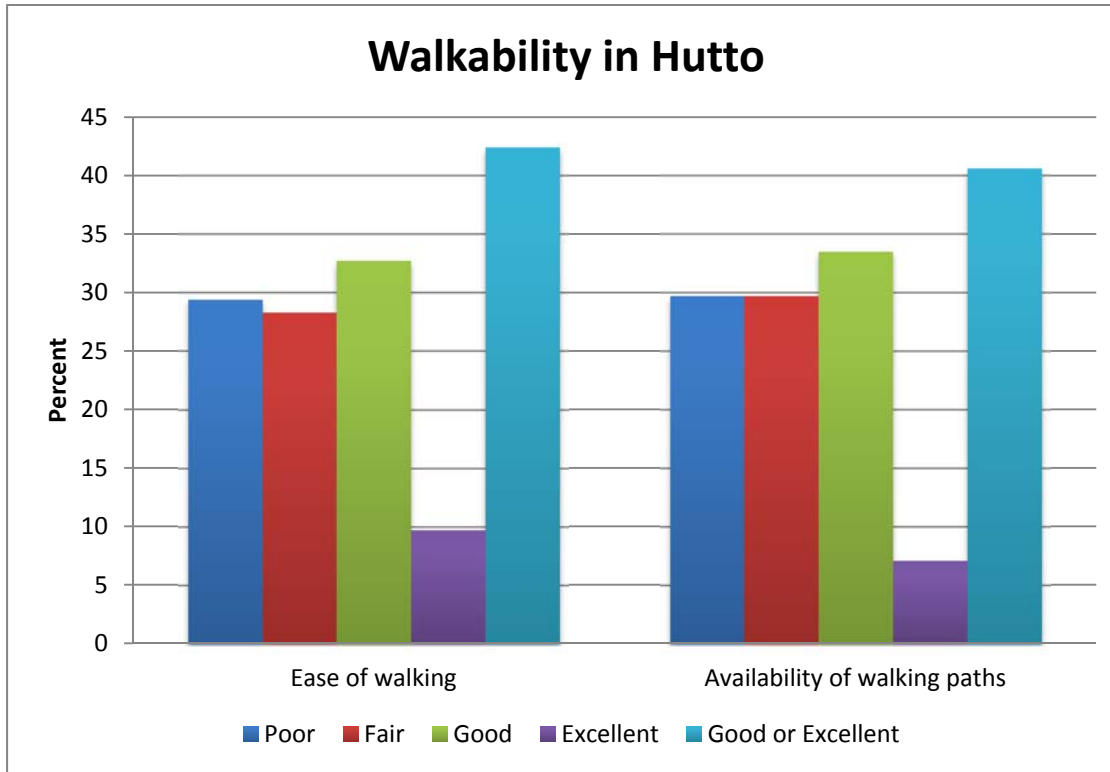
Car Travel and Parking



42% of respondents rate traffic signal timing as good or excellent. 37% report the flow of traffic as good or excellent. 56% rate the ease of car travel as good or excellent.

	Poor	Fair	Good	Excellent	Good or Excellent
Ease of car travel	15.2	28.6	39.7	16.6	56.3
Traffic flow	28.0	35.3	32.9	3.8	36.7
Amount of public parking	21.6	24.9	37.5	5.9	43.4

Walkability in Hutto



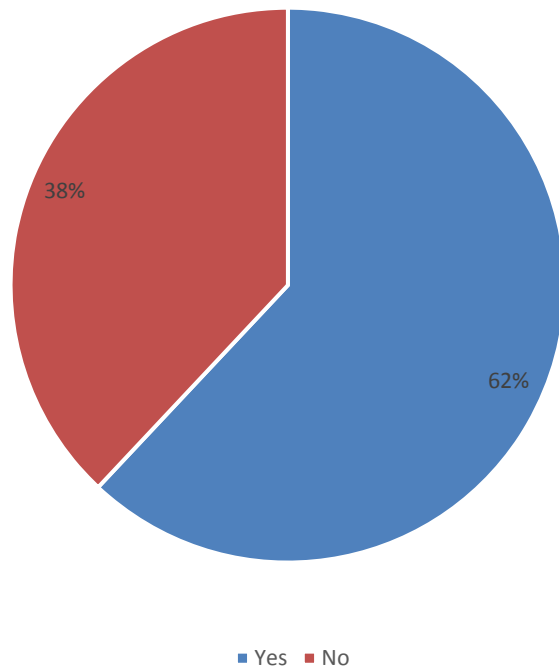
42% of respondents rate the ease of walking in Hutto as good or excellent.

41% of respondents rate the availability of walking paths and trails as good or excellent.

	Poor	Fair	Good	Excellent	Good or Excellent
Ease of walking	29.4	28.3	32.7	9.7	42.4
Availability of walking paths	29.7	29.7	33.5	7.1	40.6

Citizen-Initiated Contacting

Had contact with City of Hutto Employee in last 12 months



62% of respondents reported contacting (in-person, phone, email, or social media) an employee of the City of Hutto in the last 12 months.

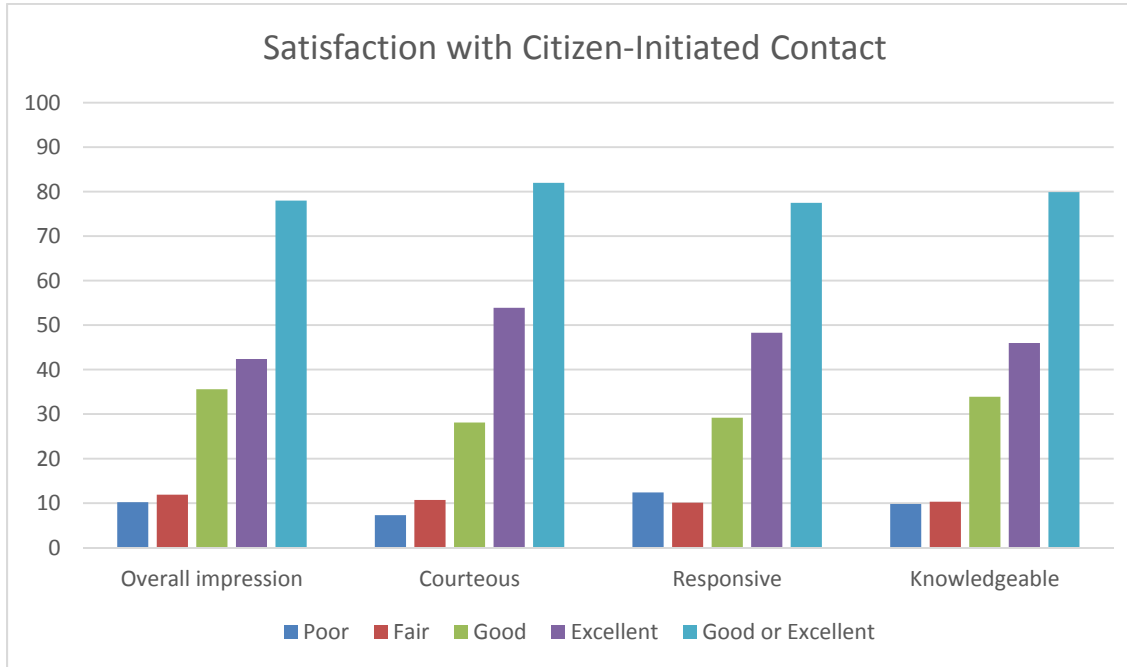
Top three listed contacts:

Police (22%)

Utilities (16%)

“City Government” (10.7%)

Satisfaction with Citizen-Initiated Contact



	Poor	Fair	Good	Excellent	Good or Excellent
Overall impression	10.2	11.9	35.6	42.4	78.0
Courteous	7.3	10.7	28.1	53.9	82.0
Responsive	12.4	10.1	29.2	48.3	77.5
Knowledgeable	9.8	10.3	33.9	46.0	79.9

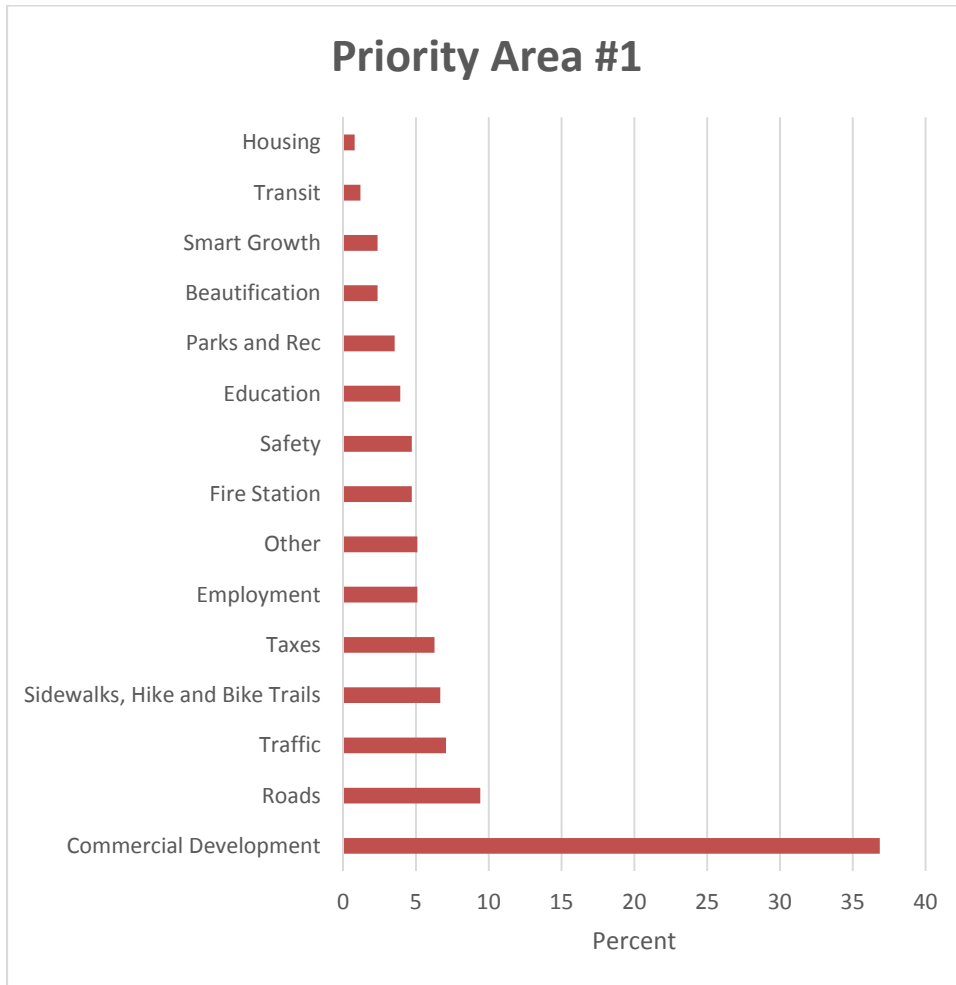
78% of respondents rate the city employee as good or excellent overall.

82% report the city employee's courteousness as good or excellent.

80% rate the city employee's knowledge about the reason for the contact as good or excellent.

78% rate the city employee's responsiveness as good or excellent.

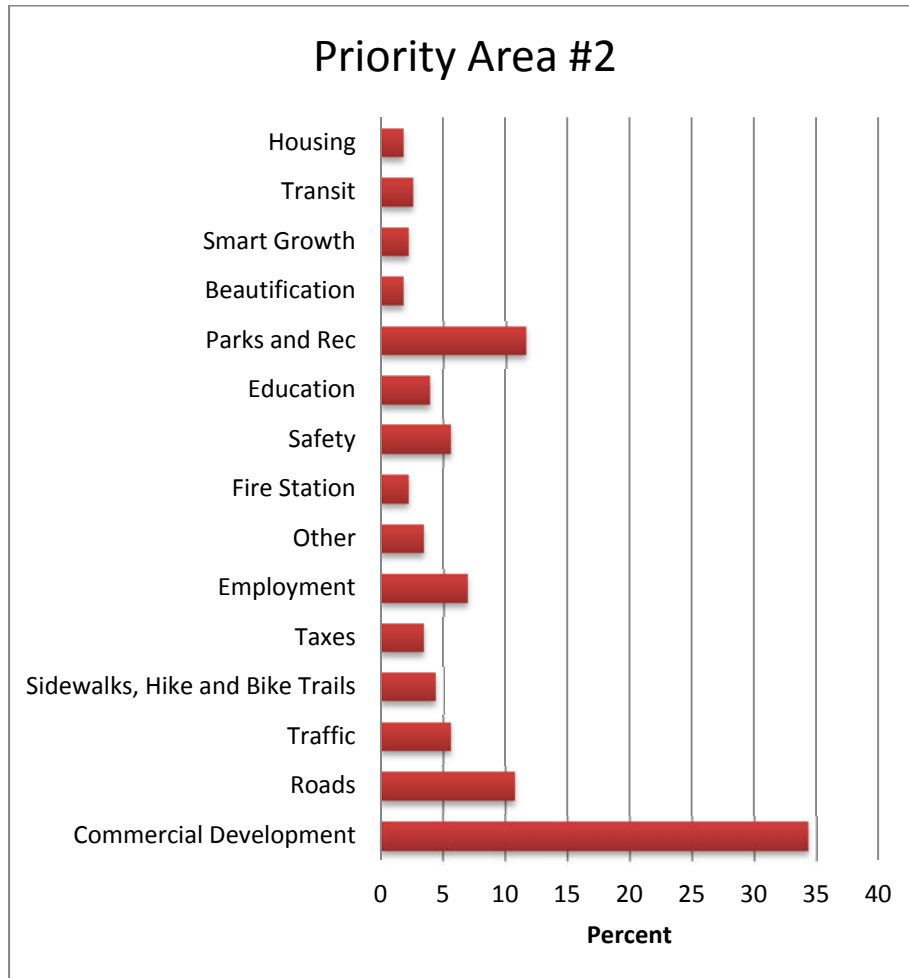
Top Priority Areas #1 (coded open-ended responses)



The most common response provided in the first space included different aspects of commercial and retail development including grocery stores, retail and business.

The next three categories listed include comments about road conditions, then traffic conditions, followed by sidewalks, hike, and bike trails.

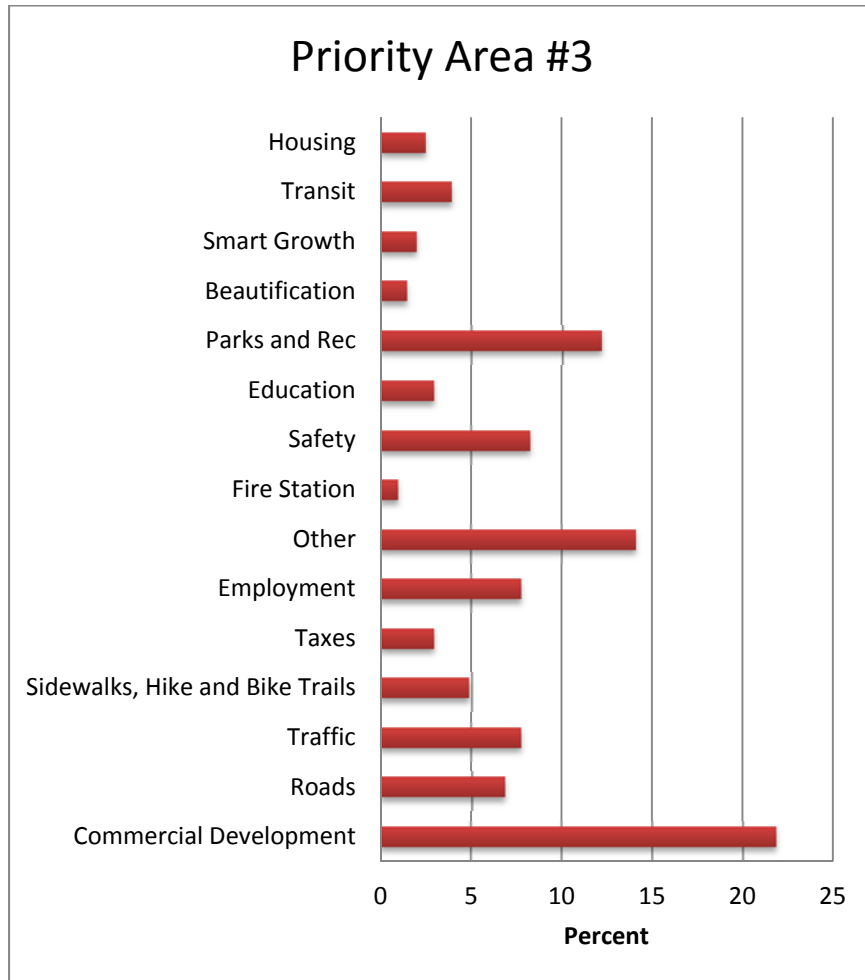
Top Priority Areas #2 (coded open-ended responses)



The most common response provided in the second space included different aspects of commercial and retail development including grocery stores, retail and business.

Parks and Recreation related programs and facilities was the second most common response followed by roads and more employment opportunities.

Top Priority Areas #3 (coded open-ended responses)



The most common response provided in the third space included different aspects of commercial and retail development.

“Other” emerged as the second most common answer for the third space. “Other” includes general statements like “get the word out about Hutto,” “better city government,” “animal shelter,” and “clean up the smell from the dump.”

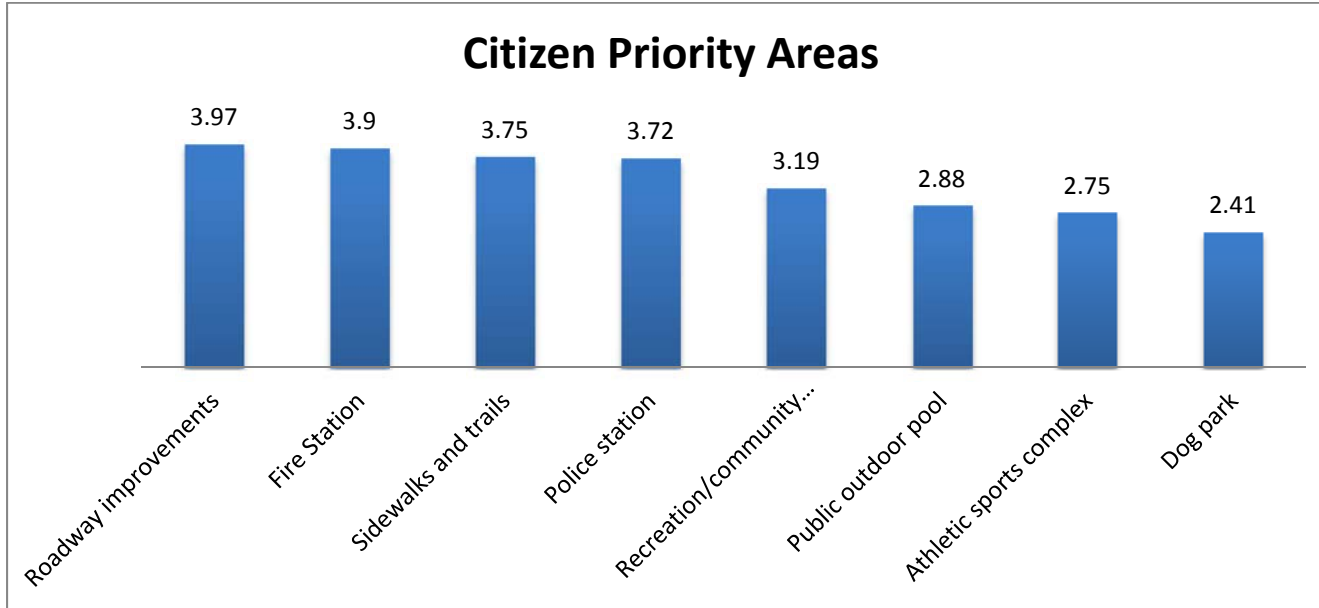
Parks and Recreation programs and facilities was the third most common response provided.

Weighted Citizen Priorities

In order to summarize citizen priorities, a weighting system was used. The first priority was weighted with a value of 3, the second with a value of 2, and the third a value of 1. In other words, the response is weighted in terms of importance. Based on this weighting, we find that the top three priorities are commercial development, roads, and employment. This analysis highlights that the only item with broad consensus is more commercial development.

Rank	Priority	Weighted Priority
1	Commercial Development	456
2	Roads	138
3	Employment	100
4	Traffic	90
5	Parks and Recreation	84
6	Taxes	80
7	Sidewalks, Hike, and Bike Trails	77
8	Education	73
9	Safety	68
10	Fire Station	63
11	Other	57
12	Smart Growth	36
13	Beautification	30
14	Transit	26
15	Housing	14

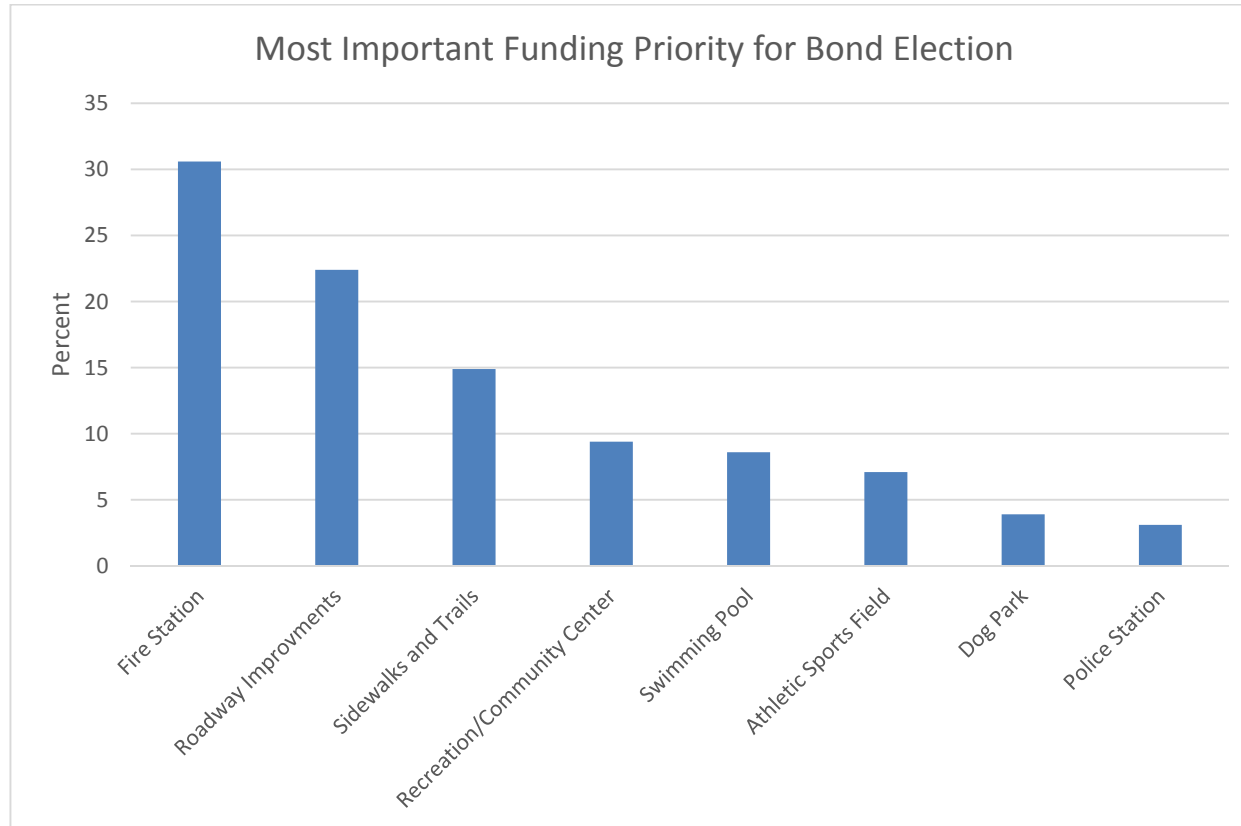
Citizen Priority Areas



When respondents rank priority areas from 1 to 5, where 5 is extremely important, the average score is highest for roadway improvements, followed by the fire station, sidewalks and trails, and police station.

	Not important at all	2	3	4	Extremely important	Rank
Athletic sports complex	27.3	18.6	20.6	16.3	17	7
Public outdoor pool	23.7	18.7	23	14.1	20.5	6
Recreation/community center	13.5	18.8	23.8	22	22	5
Fire Station	8.1	5.6	16.2	26.4	43.7	2
Roadway improvements	4.2	5.7	19.4	28.6	42	1
Sidewalks and trails	5.3	9.2	23.8	27.3	34.4	3
Dog park	40.8	15.2	19.9	8.9	15.2	8
Police station	7.8	10.2	19.8	27.6	34.6	4

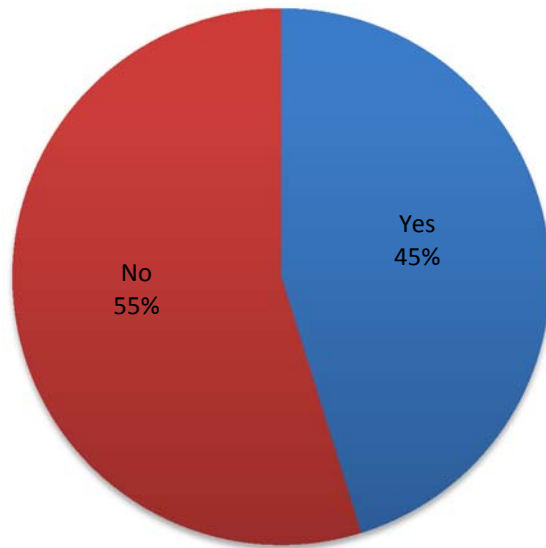
Most Important Priority for Bond Election



When respondents are asked if only one project could be funded by a bond election, 31% selected fire station, followed by roadway improvements and sidewalks and trails.

Support for and Increase in Property Taxes for Additional Fire Services

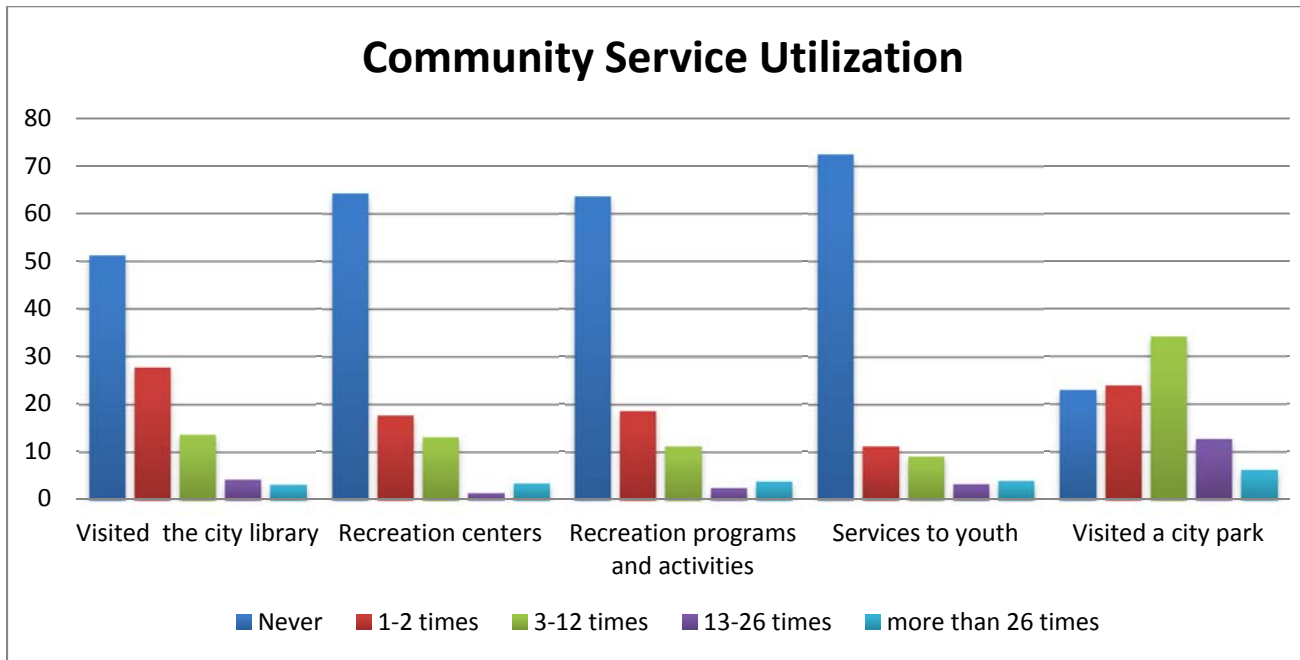
Support for Property Tax Increase for Additional Fire Services



As noted above, a plurality of respondents rate a new fire station as the most important funding priority if a bond election were to be held.

A narrow majority, however, do not support a property tax increase funding for fire services in Hutto.

Community Service Utilization



77% of respondents have used a city park at least once in the last 12 months.

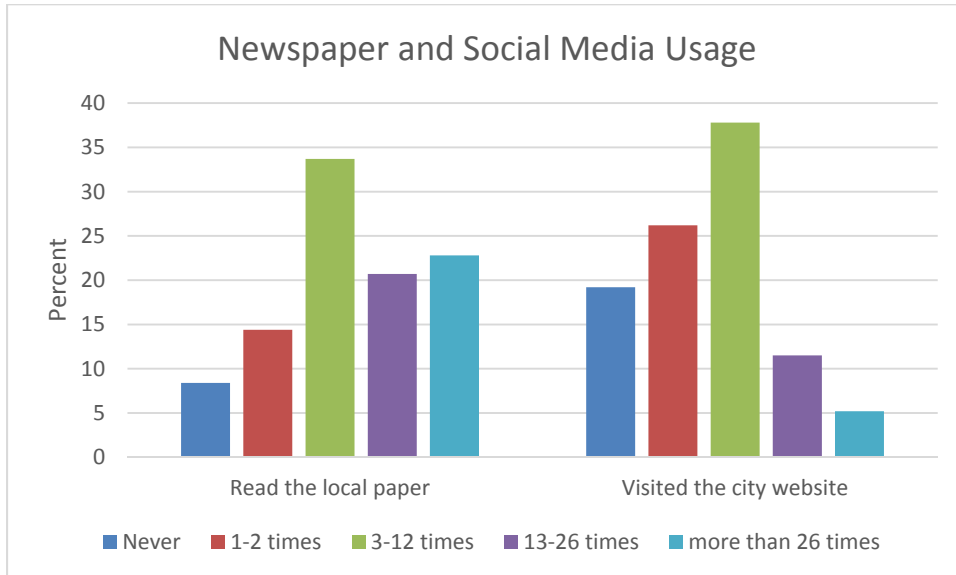
1 in 5 people visit city parks at a rate of more than once per month.

49% of respondents visited the city library at least once in the last 12 months.

82% of respondents report using a recreation center or participating in a recreation program or activity 2 times or less in the last 12 months.

	Never	1-2 times	3-12 times	13-26 times	More than 26 times
Visited the city library	51.2	27.7	13.7	4.2	3.2
Recreation centers	64.3	17.7	13.1	1.4	3.5
Recreation programs and activities	63.6	18.7	11.3	2.5	3.9
Services to youth	72.5	11.2	9.1	3.3	4
Visited a city park	22.9	23.9	34.2	12.7	6.3

Media and Social Media Usage



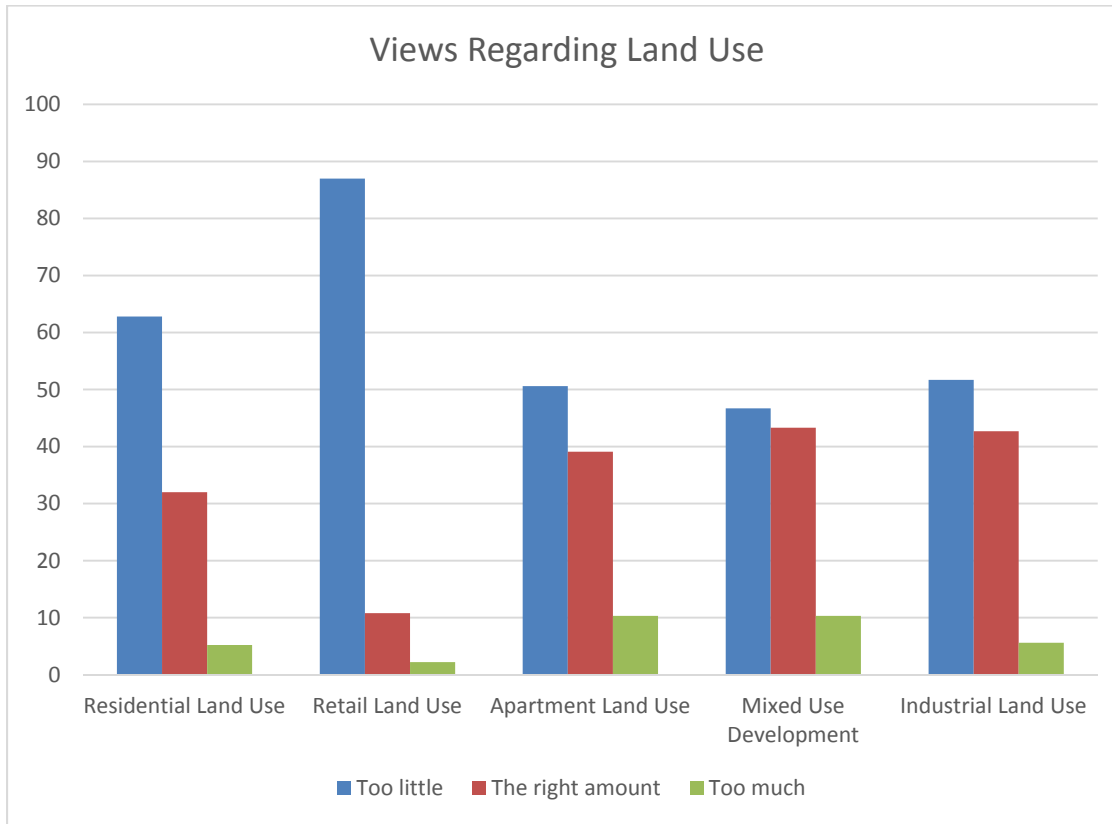
23% of respondents have read the newspaper more than 26 times in the last 12 months compared to 5 percent who have visited the city website more than 26 times in the last 12 months.

17% of residence have visited the city website at average of once per month or more in the last we months.

1 in 5 respondents report never visiting the city website in the last 12 months.

	Never	1-2 times	3-12 times	13-26 times	more than 26 times
Read the local paper	8.4	14.4	33.7	20.7	22.8
Visited the city website	19.2	26.2	37.8	11.5	5.2

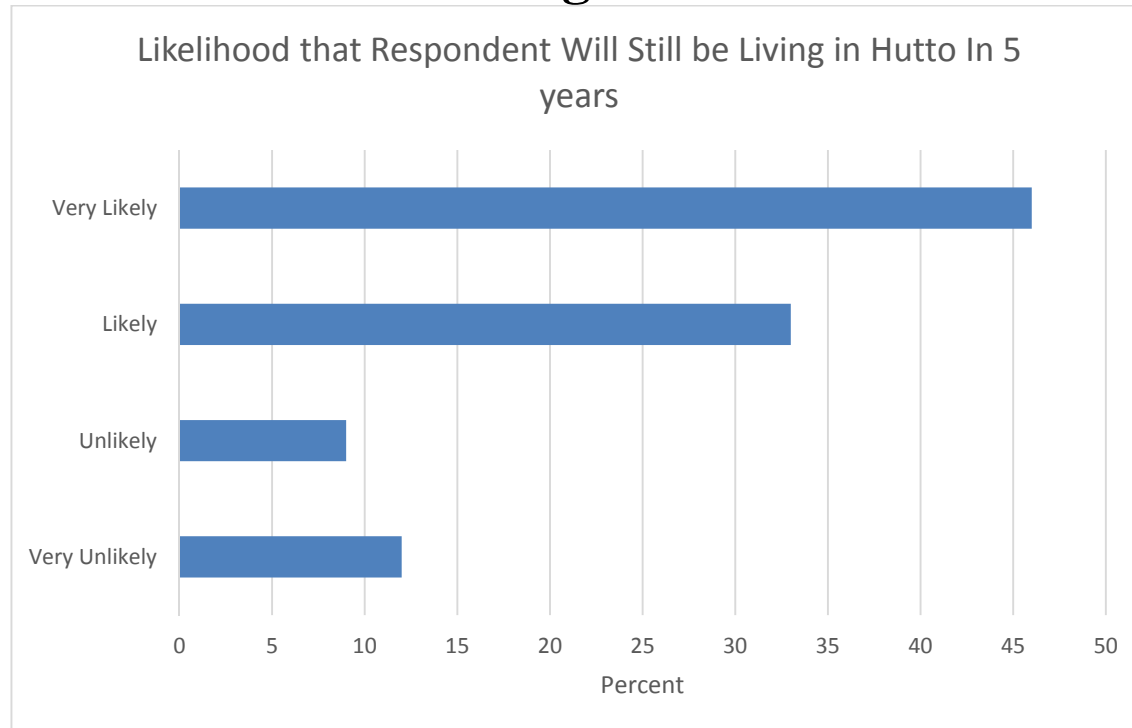
Views Regarding Land Use in Hutto



87% of report that they would like to see more retail land use in Hutto.

Only 5% of respondents report too much land use for residential purposes and 2% of respondents report too much land use for retail use.

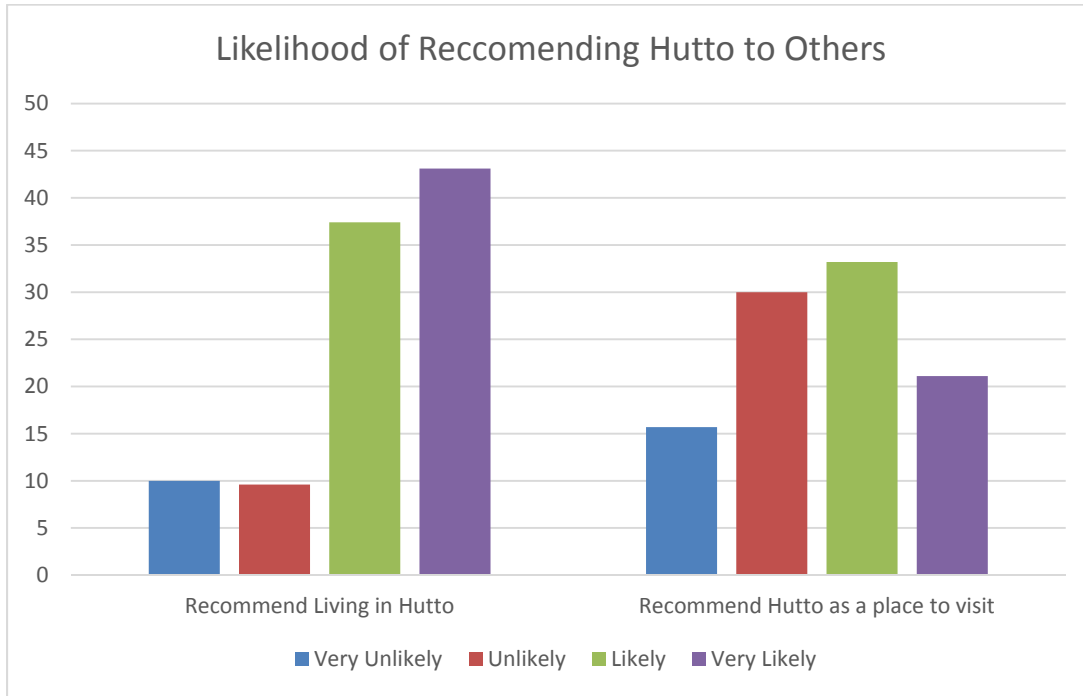
Likelihood of Living in Hutto in 5 Years



79% of respondents report that they are likely or very likely to be living in Hutto in 5 years.

12% report that they are very unlikely to believing in Hutto in 5 years, but many of these respondents are nearing retirement age and may plan to retire elsewhere.

Recommendation of Hutto to Others



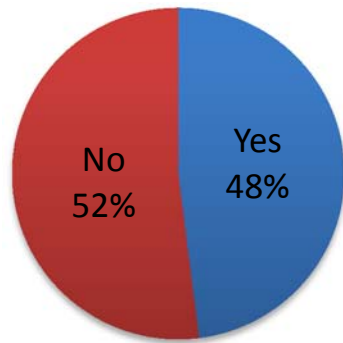
80% of respondents are likely or very likely to recommend living in Hutto to others.

54% of respondents are likely or very likely to recommend Hutto as a place to visit.

	Very Unlikely	Unlikely	Likely	Very Likely
Recommend Living in Hutto	10	9.6	37.4	43.1
Recommend Hutto as a place to visit	15.7	30	33.2	21.1

Utilization of a Park-and-Ride Bus to Downtown Austin

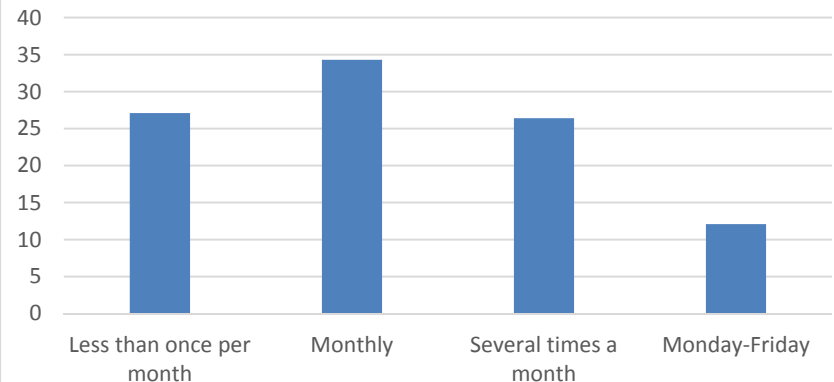
Possible Utilization of a Park-and-Ride Route to Downtown Austin



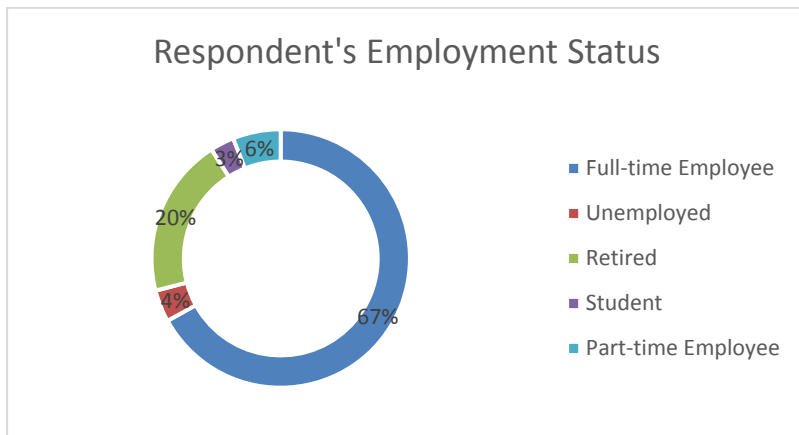
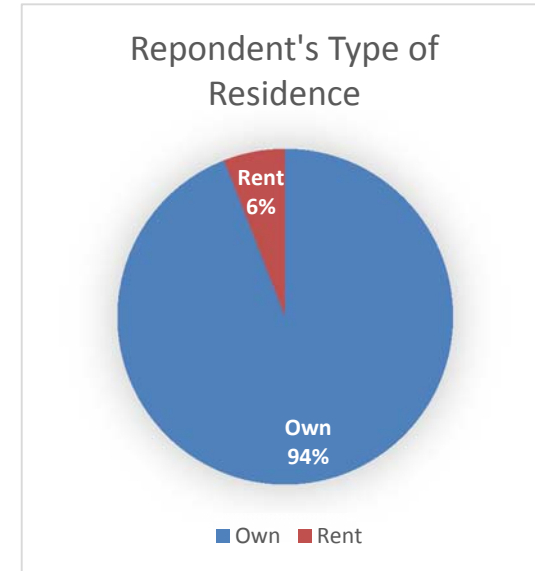
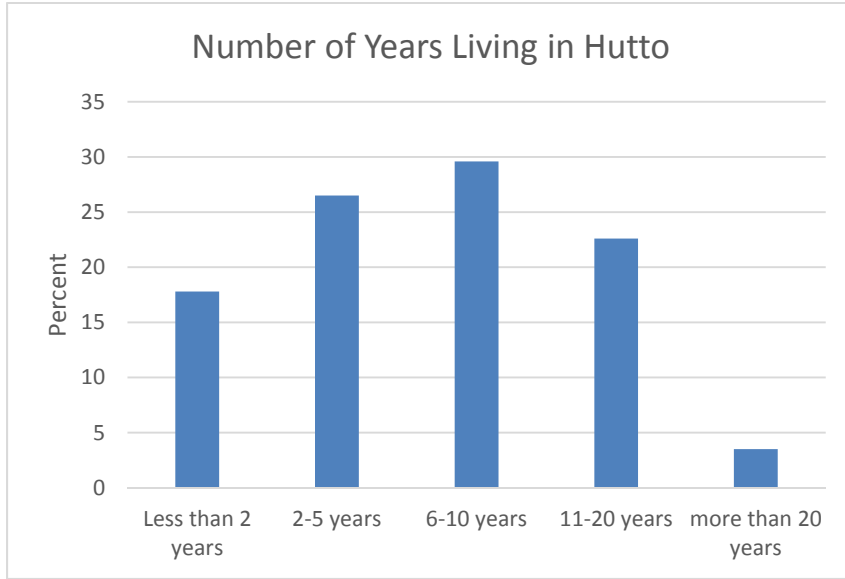
48% of residence reported that they would utilize a park-and-ride bus transit route to downtown Austin.

Nearly 75% of those that said they would utilize a park-and-ride to Austin said they would use the service at least once per month.

Estimated Frequency of Park-and-Ride Use



Household Tenure and Employment

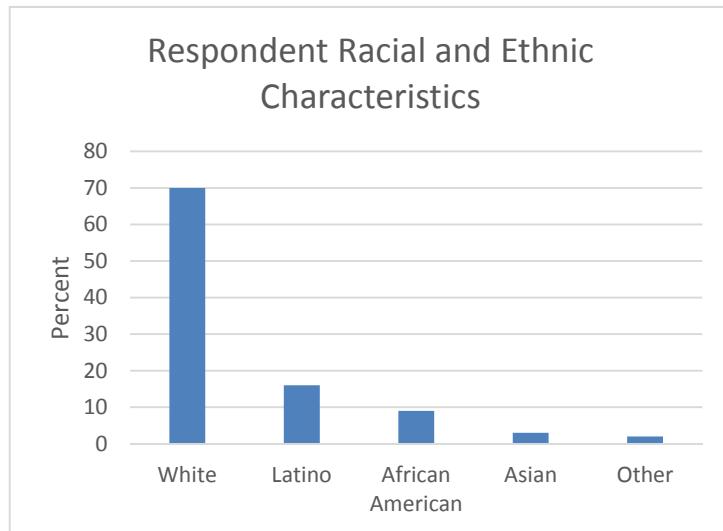
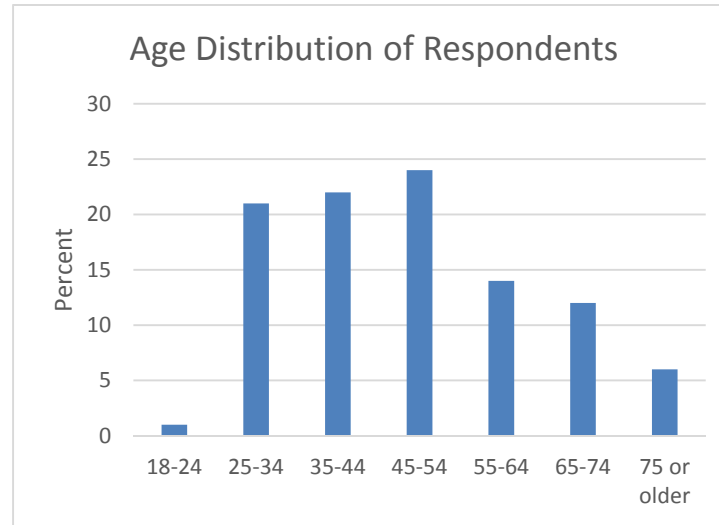


44% of respondents report that they have lived in the city less than 5 years.

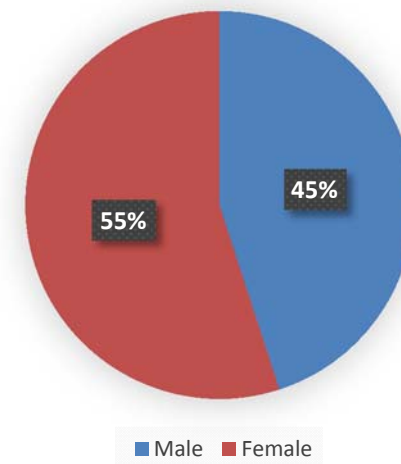
94% of respondents report owning their home.

67% of respondents work full time and 20% of respondents are retired.

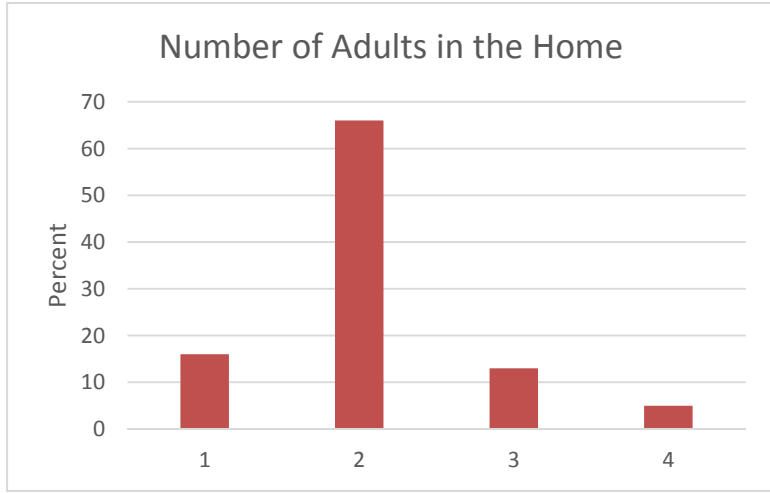
Demographics



Gender of Respondents



Household Composition



16% of respondents live in a home with no other adults.

66% of respondents live in a home with two adults over the age of 18.

56% of respondents report that there are no children under the age of 18 in the home.

