

City of Georgetown

Citizen Quality of Life Survey

February 2006

1. About how many years have you lived in Georgetown?

116; 28.9%	Less than 5	88; 21.9%	10-19	47; 11.7%	30+
114; 28.4%	5-9	36; 9.0%	20-29		

2. Gender

198; 49.4%	Male	203; 50.6%	Female
------------	------	------------	--------

3. Do you live in an apartment, duplex or single family home?

17; 4.2%	Apartment	9; 2.2%	Duplex	375; 93.5%	Single family home
----------	-----------	---------	--------	------------	--------------------

4. Is your home located east or west of I-35?

167; 41.6%	East	234; 58.4%	West
------------	------	------------	------

5. Is your home located north or south of Williams Drive?

125; 53.4%	North	109; 46.6%	South
------------	-------	------------	-------

6. Is your home located north or south of University Avenue?

74; 44.3%	North	93; 55.7%	South
-----------	-------	-----------	-------

Quadrant

125; 31.2%	Northwest	109; 27.2%	Southwest	74; 18.5%	Northeast	93; 23.2%	Southeast
------------	-----------	------------	-----------	-----------	-----------	-----------	-----------

7. Age

46; 11.5%	18-34	80; 20.0%	45-54	121; 30.2%	65+
64; 16.0%	35-44	79; 19.7%	55-64	11; 2.7%	Refused

8. In order to ensure that our survey includes all groups fairly, I need to ask your race or ethnic background.

363; 90.8%	White/Anglo	7; 1.8%	Other
17; 4.3%	Hispanic/Mexican American	4; 1.0%	Refused
8; 2.0%	Black/African American	1; 0.3%	American Indian

9. Do you have any children under the age of 18 living in Georgetown in the following age ranges?

51; 12.7%	Under 6	46; 11.5%	13-17	6; 1.5%	Refused
70; 17.5%	6-12	278; 69.3%	No children		

10. What are the top three issues Georgetown will face in the next five years?

282; 70.3%	Managing growth/development
236; 58.9%	Traffic/transportation
136; 33.9%	Education/schools
55; 13.7%	Taxes
48; 12.0%	City services/City departments
27; 6.7%	Water supply
25; 6.2%	Housing/affordable housing
23; 5.7%	Economy/jobs
22; 5.5%	Public safety/crime
18; 4.5%	Don't know
11; 2.7%	Environmental issues
7; 1.7%	Cost of living increases
3; 0.7%	Care for elderly residents
1; 0.2%	None/nothing
1; 0.2%	Increase of Spanish speaking residents/multiculturalism

11. What do you like most about living in Georgetown? I will read a list; please choose the one main reason.

114; 28.4%	Location
95; 23.7%	Good, caring, nice people
53; 13.2%	Community spirit, involvement with local activities
52; 13.0%	Beauty/natural environment
24; 6.0%	Cost of living
21; 5.2%	Public safety
15; 3.7%	Parks, recreation opportunities
11; 2.7%	Other
9; 2.2%	All of the above
5; 1.2%	Cultural, entertainment opportunities
2; 0.5%	None/do not like living here
0; 0.0%	Don't know

12. What change would make Georgetown a better place to live? Again, I'm going to read a list. Please choose just one.

120; 29.9%	Improve traffic situation	21; 5.2%	Greater retail selection
89; 22.2%	Managed growth, development	10; 2.5%	More parks and green space
42; 10.5%	More entertainment opportunities	6; 1.5%	Other
42; 10.5%	Public transportation	6; 1.5%	Don't know
31; 7.7%	More employment opportunities	4; 1.0%	Nothing/like it as is
26; 6.5%	More affordable housing	4; 1.0%	All of the above

13. And what other change, if any, would make Georgetown a better place to live? I'm going to read the same list. Please choose just one.

75; 19.2%	Improve traffic situation	32; 8.2%	More affordable housing
70; 17.9%	Managed growth, development	24; 6.1%	More parks and green space
55; 14.1%	More entertainment opportunities	8; 2.0%	Other
44; 11.3%	More employment opportunities	7; 1.8%	Nothing/like it as is
37; 9.5%	Public transportation	5; 1.3%	Don't know
33; 8.4%	Greater retail selection	1; 0.3%	All of the above

14. What kind of job do you think the city is doing of making sure that there are sufficient green, open spaces throughout the city-places like greenbelts and community parks?

126; 31.4%	Excellent	39; 9.7%	Only fair	7; 1.7%	Don't know
222; 55.4%	Good	7; 1.7%	Poor		

15. How important to you are efforts to preserve natural areas in Georgetown, such as those along the San Gabriel River, through restricted development?

265; 66.1%	Very important	16; 4.0%	Not very important	4; 1.0%	Don't know
107; 26.7%	Somewhat important	9; 2.2%	Not at all important		

How many times in the last 12 months have you utilized the following:

16. City Parks

18; 4.5%	Daily	138; 34.4%	Monthly	47; 11.7%	Never
82; 20.4%	Weekly	116; 28.9%	Yearly		

17. City Pools

13; 3.2%	Daily	31; 7.7%	Monthly	281; 70.1%	Never
22; 5.5%	Weekly	54; 13.5%	Yearly		

18. City Recreation Center

5; 1.2%	Daily	50; 12.5%	Monthly	231; 57.6%	Never
27; 6.7%	Weekly	88; 21.9%	Yearly		

19. City Tennis Center

6; 1.5%	Weekly	24; 6.0%	Yearly	1; 0.2%	Other
13; 3.2%	Monthly	357; 89.0%	Never		

20. City trail system

17; 4.2%	Daily	99; 24.7%	Monthly	146; 36.4%	Never
56; 14.0%	Weekly	83; 20.7%	Yearly		

21. Do you believe the City should require new development to set aside land along rivers, creeks and streams for park land or hike and bike trails?

168; 41.9%	Strongly agree	40; 10.0%	Disagree
185; 46.1%	Agree	8; 2.0%	Don't know

22. Where do you believe the worst traffic congestion occurs in Georgetown?

116; 28.9%	Intersection of Hwy 29 at IH35
98; 24.4%	Intersection of Williams Drive at IH35
98; 24.4%	North Austin Avenue at intersection of Williams Drive and IH35
54; 13.5%	Williams Drive
13; 3.2%	Leander Road and IH35 intersection
11; 2.7%	University Avenue
7; 1.7%	Don't know
4; 1.0%	Downtown

23. What traffic improvements made in the last year have had the most impact to improve traffic congestion?

183; 45.6%	Free U at IH35 and Williams Drive	47; 11.7%	Completion of the NE Inner Loop
87; 21.7%	Hwy 29 at IH35	25; 6.2%	Don't know
54; 13.5%	Rivery Bridge	5; 1.2%	Airport Road Improvements

24. Where do you think the City should focus its traffic management resources in the next 2 years?

176; 43.9%	Williams Drive	28; 7.0%	Downtown (Austin Ave)
69; 17.2%	IH35 Frontage Roads	20; 5.0%	Inner Loop
62; 15.5%	Hwy 29	16; 4.0%	Don't know
30; 7.5%	Leander Road		

25. How would you rate the maintenance condition of your local streets?

104; 25.9%	Excellent	196; 48.9%	Good	65; 16.2%	Only fair	36; 9.0%	Poor
------------	-----------	------------	------	-----------	-----------	----------	------

26. Has the maintenance condition improved or gotten worse in the last 2 years?

199; 49.6%	Improved	54; 13.5%	Gotten worse	148; 36.9%	Stayed the same
------------	----------	-----------	--------------	------------	-----------------

27. Please rank the following transportation options as to the order of which you think the City should work the hardest to make a reality.

- Fixed route bus system within Georgetown
- Commuter rail bus service between Georgetown, Austin, and San Antonio
- Bus or rapid transit service between Georgetown and Austin
- High occupancy vehicle (HOV) lanes between Georgetown and Austin

Transportation options ranking

28; 7.0%	HOV lanes, bus or rapid transit service, fixed route bus system, commuter rail service
27; 6.7%	Commuter rail service, bus or rapid transit service, fixed route bus system, HOV lanes
24; 6.0%	Commuter rail service, HOV lanes, bus or rapid transit service, fixed route bus system

- 23; 5.7% None
- 22; 5.5% Commuter rail service, fixed route bus system, bus or rapid transit service, HOV lanes
- 22; 5.5% Commuter rail service, bus or rapid transit service, HOV lanes, fixed route bus system
- 22; 5.5% HOV lanes, bus or rapid transit service, commuter rail service, fixed route bus system
- 22; 5.5% HOV lanes, fixed route bus system, bus or rapid transit service, commuter rail service
- 21; 5.2% Fixed route bus system, bus or rapid transit service, commuter rail service, HOV lanes
- 19; 4.7% HOV lanes, commuter rail service, bus or rapid transit service, fixed route bus system
- 16; 4.0% Bus or rapid transit service, commuter rail service, HOV lanes, fixed route bus system
- 16; 4.0% Bus or rapid transit service, fixed route bus system, commuter rail service, HOV lanes
- 16; 4.0% Bus or rapid transit service, commuter rail service, fixed route bus system, HOV lanes
- 15; 3.7% Fixed route bus system, commuter rail service, bus or rapid transit service, HOV lanes
- 15; 3.7% Commuter rail service, HOV lanes, fixed route bus system, bus or rapid transit service
- 14; 3.5% Don't know
- 13; 3.2% Fixed route bus system, bus or rapid transit service, HOV lanes, commuter rail service
- 12; 3.0% Fixed route bus system, HOV lanes, bus or rapid transit service, commuter rail service
- 9; 2.2% HOV lanes, fixed route bus system, commuter rail service, bus or rapid transit service
- 8; 2.0% Bus or rapid transit service, HOV lanes, commuter rail service, fixed route bus system
- 8; 2.0% Bus or rapid transit service, commuter rail service, fixed route bus system, HOV lanes, commuter rail service
- 7; 1.7% HOV lanes, commuter rail service, fixed route bus system, bus or rapid transit service
- 6; 1.5% Fixed route bus system, commuter rail service, HOV lanes, bus or rapid transit service
- 6; 1.5% Commuter rail service, fixed route bus system, HOV lanes, bus or rapid transit service
- 5; 1.2% Bus or rapid transit service, fixed route bus system, HOV lanes, commuter rail service
- 3; 0.7% Fixed route bus system, HOV lanes, commuter rail service, bus or rapid transit service
- 2; 0.5% Other

[First choice responses only]

27. Please rank the following transportation options as to the order of which you think the City should work the hardest to make a reality.

- Fixed route bus system within Georgetown
- Commuter rail bus service between Georgetown, Austin, and San Antonio
- Bus or rapid transit service between Georgetown and Austin
- High occupancy vehicle (HOV) lanes between Georgetown and Austin

Transportation options ranking

- 116; 28.9% Commuter rail service between Georgetown, Austin, and San Antonio
- 107; 26.7% High Occupancy Vehicle (HOV) lanes between Georgetown and Austin
- 70; 17.5% Fixed route bus system within Georgetown
- 69; 17.2% Bus or rapid transit service between Georgetown and Austin
- 23; 5.7% None
- 14; 3.5% Don't know
- 2; 0.5% Other

28. How important is it to link the City's commercial centers and residential areas with sidewalks and bike paths?

- | | | | |
|------------|--------------------|-----------|----------------------|
| 137; 34.2% | Very important | 78; 19.5% | Not very important |
| 156; 38.9% | Somewhat important | 30; 7.5% | Not at all important |

[If not at all important in Q28]

29. Why do you think that pedestrian mobility is not at all important?

- 17; 56.7% Everyone drives here/No one walks here
- 6; 20.0% Too far of a distance to walk
- 5; 16.7% Don't know
- 1; 3.3% Small enough town/Safe to walk on curb
- 1; 3.3% City should spend its money in other ways

30. Thinking about sidewalks, bike paths and trails in Georgetown, which one of the following locations is the most important?

159; 39.7%	Near schools	23; 5.7%	Wilderness areas	5; 1.2%	Don't know
122; 30.4%	Residential streets	14; 3.5%	Near city parks	1; 0.2%	Other
64; 16.0%	Major thoroughfares	12; 3.0%	All of the above	1; 0.2%	None

31. How important is it to have safe areas for walking and biking throughout the City?

227; 56.6%	Very important	23; 5.7%	Not very important	23; 5.7%	Don't know
124; 30.9%	Somewhat important	4; 1.0%	Not at all important		

[if not at all important in Q31]

32. Why do you think that bicycle mobility is not at all important?

4; 100.0% Nobody rides bicycles here

33. What one type of new housing would you most like to see developed in Georgetown?

218; 54.4%	Single family houses	25; 6.2%	Don't know	10; 2.5%	Apartment complexes
86; 21.4%	Mixed housing	24; 6.0%	Condominiums		
27; 6.7%	Townhouses	11; 2.7%	Duplexes		

34. Is it important for the City to establish architectural design standards for new housing?

146; 36.4%	Very important	56; 14.0%	Not very important	4; 1.0%	Don't know
158; 39.4%	Somewhat important	37; 9.2%	Not at all important		

35. Is it important for new residential subdivisions to be designed in a way to protect the significant natural features of the land including large trees, steep slopes, wetlands, and streams?

284; 70.8%	Very important	11; 2.7%	Not very important	1; 0.2%	Other
100; 24.9%	Somewhat important	5; 1.2%	Not at all important		

36. Is it important for new residential subdivisions to include a mix of housing types and price ranges?

139; 34.7%	Very important	66; 16.5%	Not very important	5; 1.2%	Don't know
156; 38.9%	Somewhat important	35; 8.7%	Not at all important		

Please rank the appearance of the following commercial areas.

37. Williams Drive between I-35 and Lakeway (The Pit Bar B Que, Race Track, Celebration)

5; 1.2%	Strongly like	176; 43.9%	Dislike	27; 6.7%	Don't know
152; 37.9%	Like	41; 10.2%	Strongly dislike		

38. Williams Drive @ Shell Road (HEB shopping center)

37; 9.2%	Strongly like	53; 13.2%	Dislike	31; 7.7%	Don't know
274; 68.3%	Like	6; 1.5%	Strongly dislike		

39. The Rivery (Wal Mart and Home Depot)

122; 30.4%	Strongly like	21; 5.2%	Dislike	16; 4.0%	Don't know
236; 58.9%	Like	6; 1.5%	Strongly dislike		

40. The Downtown Square

182; 45.4%	Strongly like	22; 5.5%	Dislike	11; 2.7%	Don't know
184; 45.9%	Like	2; 0.5%	Strongly dislike		

41. Wolf Ranch (Target, Kohl's, Best Buy)

161; 40.1%	Strongly like	36; 9.0%	Dislike	15; 3.7%	Don't know
184; 45.9%	Like	5; 1.2%	Strongly dislike		

42. San Gabriel Village (Chili's and Applebee's)

33; 8.2%	Strongly like	45; 11.2%	Dislike	27; 6.7%	Don't know
285; 71.1%	Like	11; 2.7%	Strongly dislike		

43. Is it important for the commercial areas within the City to contain a mix of uses (retail, restaurant, office, residential) in close proximity to one another?

168; 41.9%	Very important	43; 10.7%	Not very important	4; 1.0%	Don't know
174; 43.4%	Somewhat important	12; 3.0%	Not at all important		

44. Is it important that the City strengthen its design standards to promote more attractive building facades, landscaping and signage?

193; 48.1%	Very important	33; 8.2%	Not very important	3; 0.7%	Don't know
154; 38.4%	Somewhat important	18; 4.5%	Not at all important		

45. Is it important that the City restrict the number, types, and size of signs in order to create more attractive commercial districts?

224; 55.9%	Very important	30; 7.5%	Not very important	3; 0.7%	Don't know
129; 32.2%	Somewhat important	15; 3.7%	Not at all important		

Please tell me if you strongly agree, agree, or disagree with the following statement:

46. The City should give higher priority to infill or close-in development over the development of land on the periphery of the City.

90; 22.4%	Strongly agree	100; 24.9%	Disagree
165; 41.1%	Agree	46; 11.5%	Don't know

47. Now, I'm going to list some things people might mention as aspects of economic growth that the City of Georgetown should make a priority.

Please tell me which one of the following, if any, you think is the most important aspect of economic growth that the City should focus on.

93; 23.2%	Downtown retail
89; 22.2%	Industrial recruitment
71; 17.7%	Small to mid-sized commercial/office businesses
45; 11.2%	Regional shopping centers
44; 11.0%	Neighborhood retail
41; 10.2%	Tourism
10; 2.5%	Don't know
4; 1.0%	None
3; 0.7%	All of the above
1; 0.2%	Other

48. What type of Economic Development incentives would you support for the City to use in recruiting new or expanded businesses to Georgetown?

94; 23.4%	Discounted utility services	78; 19.5%	Property tax abatements
86; 21.4%	Don't know	58; 14.5%	Fee waivers
85; 21.2%	Sales tax sharing agreements		

I am going to read you several different goods and services. As I read each one, please tell me where you primarily purchase that item or service: Georgetown, Round Rock, Austin, Temple, or somewhere else?

49. Entertainment (movies, arts, culture)

155; 38.7%	Georgetown	22; 5.5%	Somewhere else	1; 0.2%	Other
109; 27.2%	Round Rock	9; 2.2%	Don't buy that		
103; 25.7%	Austin	2; 0.5%	Don't know		

50. Clothing

217; 54.1%	Georgetown	3; 0.7%	Temple	1; 0.2%	Other
49; 12.2%	Round Rock	20; 5.0%	Somewhere else		
109; 27.2%	Austin	2; 0.5%	Don't buy that		

51. Hardware and lumber

366; 91.3%	Georgetown	5; 1.2%	Austin	12; 3.0%	Don't buy that
15; 3.7%	Round Rock	2; 0.5%	Somewhere else	1; 0.2%	Other

52. Restaurants

225; 56.1%	Georgetown	54; 13.5%	Austin	4; 1.0%	Don't buy that
110; 27.4%	Round Rock	4; 1.0%	Somewhere else	4; 1.0%	Don't know

53. Furniture and appliances

98; 24.4%	Georgetown	2; 0.5%	Temple	1; 0.2%	Other
93; 23.2%	Round Rock	15; 3.7%	Somewhere else		
176; 43.9%	Austin	16; 4.0%	Don't buy that		

54. Healthcare

294; 73.3%	Georgetown	36; 9.0%	Austin	10; 2.5%	Somewhere else
38; 9.5%	Round Rock	19; 4.7%	Temple	4; 1.0%	Don't buy that

55. I'm going to list some media sources that can be used to get information about the City of Georgetown. Please tell me which one of these, if any, you use most often when looking for information about the City.

235; 58.6%	Williamson County Sun	13; 3.2%	None
52; 13.0%	Georgetown's City web page	10; 2.5%	Other
47; 11.7%	Austin American Statesman	3; 0.7%	TV news programs
20; 5.0%	Cable access Channel 10	2; 0.5%	All of the above
17; 4.2%	City Reporter included in your utility bill	2; 0.5%	Don't know

56. How often do you access the City's website?

9; 2.2%	Daily	36; 9.0%	Weekly	188; 46.9%	Monthly	168; 41.9%	Never
---------	-------	----------	--------	------------	---------	------------	-------

57. Overall, how would you rate the City in terms of providing quality customer service?

107; 26.7%	Excellent	41; 10.2%	Only fair	4; 1.0%	Don't know
240; 59.9%	Good	9; 2.2%	Poor		

How would you rate the quality and reliability of the following City services?

58. Electric

146; 36.4%	Excellent	24; 6.0%	Only fair	10; 2.5%	Don't know
218; 54.4%	Good	3; 0.7%	Poor		

59. Water

136; 33.9%	Excellent	38; 9.5%	Only fair	1; 0.2%	Other
208; 51.9%	Good	18; 4.5%	Poor		

60. Sewer

139; 34.7%	Excellent	30; 7.5%	Only fair	8; 2.0%	Don't know
217; 54.1%	Good	7; 1.7%	Poor		

61. Garbage

152; 37.9%	Excellent	38; 9.5%	Only fair	3; 0.7%	Don't know
202; 50.4%	Good	6; 1.5%	Poor		

62. Do you utilize the City's curbside recycling program?

266; 66.3%	Always	59; 14.7%	Occasionally	76; 19.0%	Never
------------	--------	-----------	--------------	-----------	-------

63. Have you ever participated in the City's Household Hazardous Waste collection program?

48; 12.0%	Once	120; 29.9%	More than once	233; 58.1%	Never
-----------	------	------------	----------------	------------	-------

64. How safe do you feel in Georgetown during the daytime?

338; 84.3%	Very safe	60; 15.0%	Safe	2; 0.5%	Unsafe	1; 0.2%	Other
------------	-----------	-----------	------	---------	--------	---------	-------

65. How safe do you feel in Georgetown during the nighttime?

250; 62.3%	Very safe	135; 33.7%	Safe	10; 2.5%	Unsafe	6; 1.5%	Don't know
------------	-----------	------------	------	----------	--------	---------	------------

66. Which do you think are the most serious police issues affecting the community?

187; 46.6%	Drug abuse	41; 10.2%	Gang activity
145; 36.2%	Driving under the influence of alcohol	37; 9.2%	Burglaries of cars
125; 31.2%	Underage drinking	29; 7.2%	Don't know
116; 28.9%	Domestic violence	22; 5.5%	Youth violence
83; 20.7%	Traffic violations	19; 4.7%	Sexual assault
52; 13.0%	Burglaries of homes or businesses	18; 4.5%	Pedestrian safety
51; 12.7%	Vandalism and/or graffiti	12; 3.0%	Panhandling

67. How would you rate the City's Fire service?

178; 44.4%	Excellent	7; 1.7%	Only fair	1; 0.2%	Other
192; 47.9%	Good	23; 5.7%	Don't know		

68. How do you think the city of Georgetown's tax rate compares to others in the I-35 corridor: higher, lower, or about the same?

79; 19.7%	Higher	216; 53.9%	About the same
65; 16.2%	Lower	41; 10.2%	Don't know

69. How would you rate the value you get for your utility rate dollars?

54; 13.5%	Excellent	84; 20.9%	Only fair	11; 2.7%	Don't know
229; 57.1%	Good	23; 5.7%	Poor		

70. And how would you rate the value you get for your city tax dollars?

41; 10.2%	Excellent	105; 26.2%	Only fair	10; 2.5%	Don't know
225; 56.1%	Good	20; 5.0%	Poor		

71. What one thing could the City do to improve the quality of life in Georgetown?

115; 28.7%	Fix traffic and road problems	6; 1.5%	Create more jobs
48; 12.0%	Don't know	5; 1.2%	Add more restaurants
46; 11.5%	Exert more control over development	5; 1.2%	Listen to citizen input
28; 7.0%	None/nothing	5; 1.2%	Improve utilities
28; 7.0%	Add more/better entertainment	4; 1.0%	Build more schools
24; 6.0%	Keep the cost of living and taxes low	4; 1.0%	Increase care for the elderly
12; 3.0%	Improved parks and recreation	3; 0.7%	Add more sidewalks
12; 3.0%	Add more/better retail stores	2; 0.5%	Better fire department
8; 2.0%	Make housing more affordable	2; 0.5%	Improve the water supply
8; 2.0%	Better police department	2; 0.5%	Increase diversity
8; 2.0%	Improve schools	1; 0.2%	Support electric deregulation
8; 2.0%	Improve the city government	1; 0.2%	Add more bicycle lanes
7; 1.7%	Support small/local businesses	1; 0.2%	Improve the library
7; 1.7%	Maintain the physical beauty of the city	1; 0.2%	Improve public safety