

**A. In which quadrant of the City do you live?**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
North and west of I-35 and Williams Dr.	338 45.8%	189 47.1%	149 44.2%
South and west of I-35 and University Ave. (S.H. 29)	100 13.6%	56 14.0%	44 13.1%
North and east of I-35 and University Ave. (S.H. 29)	156 21.1%	83 20.7%	73 21.7%
South and east of I-35 and University Ave. (S.H. 29)	144 19.5%	73 18.2%	71 21.1%

**CHARACTER/QUALITY OF LIFE**

**1. What are the top THREE issues Georgetown will face in the next 5 years?**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Managing growth/development	457 61.9%	237 59.1%	220 65.3%
Traffic/transportation	518 70.2%	265 66.1%	253 75.1%
Education/schools	243 32.9%	146 36.4%	97 28.8%
Taxes	217 29.4%	130 32.4%	87 25.8%
City services	80 10.8%	30 7.5%	50 14.8%
Housing/affordable housing	111 15.0%	50 12.5%	61 18.1%
Economy/jobs	166 22.5%	81 20.2%	85 25.2%
Public safety/crime	97 13.1%	37 9.2%	60 17.8%
Clean/available water	158 21.4%	80 20.0%	78 23.1%
Other	9 1.2%	7 1.7%	2 0.6%
Don't know	40 5.4%	37 9.2%	3 0.9%

**2. What do you like MOST about living in Georgetown?**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Location	178 24.1%	109 27.2%	69 20.5%
Good, caring, nice people	173 23.4%	119 29.7%	54 16.0%
Arts and cultural activities	19 2.6%	8 2.0%	11 3.3%
Beauty/natural environment	79 10.7%	24 6.0%	55 16.3%
Parks, recreation opportunities	66 8.9%	30 7.5%	36 10.7%
Cost of living	45 6.1%	19 4.7%	26 7.7%
Public safety	49 6.6%	22 5.5%	27 8.0%
Community spirit/involved in local activities	64 8.7%	27 6.7%	37 11.0%
None/don't like living here	17 2.3%	8 2.0%	9 2.7%
Other	39 5.3%	30 7.5%	9 2.7%
Don't know	9 1.2%	5 1.2%	4 1.2%

**3. What change would make Georgetown a better place to live? (Select only ONE answer)**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Improve traffic situation	146 19.8%	80 20.0%	66 19.6%
Managed growth/development	106 14.4%	60 15.0%	46 13.6%
Public transportation	121 16.4%	44 11.0%	77 22.8%
More employment opportunities	97 13.1%	53 13.2%	44 13.1%
More affordable housing	29 3.9%	17 4.2%	12 3.6%
More arts/cultural events	28 3.8%	12 3.0%	16 4.7%
Greater retail selection	74 10.0%	35 8.7%	39 11.6%
More parks/green space	36 4.9%	15 3.7%	21 6.2%
Nothing, like it as is	49 6.6%	43 10.7%	6 1.8%
Other	37 5.0%	29 7.2%	8 2.4%
Don't know	15 2.0%	13 3.2%	2 0.6%

**4. In general, do you think the quality of life in the CITY OF GEORGETOWN is:**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Getting better	319 43.2%	183 45.6%	136 40.4%
Staying the same	273 37.0%	146 36.4%	127 37.7%
Getting worse	81 11.0%	29 7.2%	52 15.4%
Don't know	65 8.8%	43 10.7%	22 6.5%

**5. In general, do you think the quality of life in YOUR NEIGHBORHOOD is:**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Getting better	214 29.0%	144 35.9%	70 20.8%
Staying the same	406 55.0%	195 48.6%	211 62.6%
Getting worse	87 11.8%	41 10.2%	46 13.6%
Don't know	31 4.2%	21 5.2%	10 3.0%

**TRANSPORTATION**

**Would you strongly support, support, oppose or strongly oppose each of the following transportation options below.**

6. A public transportation fixed route bus system that costs the City \$900,000 per year and raises taxes on average by up to \$58/year

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Strongly Support	167 22.6%	64 16.0%	103 30.6%
Support	227 30.8%	137 34.2%	90 26.7%
Oppose	179 24.3%	117 29.2%	62 18.4%
Strongly Oppose	122 16.5%	52 13.0%	70 20.8%
Don't know	43 5.8%	31 7.7%	12 3.6%

7. A passenger rail system that costs the City \$1 million per year and raises taxes on average by up to \$64 per year

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Strongly Support	141 19.1%	48 12.0%	93 27.6%
Support	202 27.4%	116 28.9%	86 25.5%
Oppose	191 25.9%	137 34.2%	54 16.0%
Strongly Oppose	151 20.5%	73 18.2%	78 23.1%
Don't know	53 7.2%	27 6.7%	26 7.7%

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8. Expanded sidewalks that costs the City a total of \$5 million and raise taxes on average by up to \$25/year

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Strongly Support	122 16.5%	49 12.2%	73 21.7%
Support	231 31.3%	133 33.2%	98 29.1%
Oppose	229 31.0%	152 37.9%	77 22.8%
Strongly Oppose	96 13.0%	37 9.2%	59 17.5%
Don't know	60 8.1%	30 7.5%	30 8.9%

9. On street bike lanes that costs the City a total of \$5 million and raise taxes on average by up to \$25/year

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Strongly Support	114 15.4%	43 10.7%	71 21.1%
Support	201 27.2%	112 27.9%	89 26.4%
Oppose	227 30.8%	165 41.1%	62 18.4%
Strongly Oppose	136 18.4%	51 12.7%	85 25.2%
Don't know	60 8.1%	30 7.5%	30 8.9%

**10. Which of the following transportation options should be the FIRST PRIORITY the City should direct resources to make a reality?**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Passenger rail service between Georgetown, Austin and San Antonio	171 23.2%	88 21.9%	83 24.6%
High occupancy vehicle (HOV) lanes between Georgetown and Austin	69 9.3%	53 13.2%	16 4.7%
Fixed route bus system within Georgetown	119 16.1%	51 12.7%	68 20.2%
Bus or rapid transit service between Georgetown and Austin	99 13.4%	57 14.2%	42 12.5%
Improvements to existing road systems	227 30.8%	118 29.4%	109 32.3%
None	34 4.6%	17 4.2%	17 5.0%
Don't know	19 2.6%	17 4.2%	2 0.6%

**ECONOMIC DEVELOPMENT**

**11. Which of the following are the TWO MOST IMPORTANT aspects of economic growth the City of Georgetown should make a priority?**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Job creation	353 47.8%	194 48.4%	159 47.2%
Citywide tourism	85 11.5%	44 11.0%	41 12.2%
Downtown retail	116 15.7%	55 13.7%	61 18.1%

Regional shopping centers such as Wolf Ranch	60 8.1%	26 6.5%	34 10.1%
Industrial recruitment such as manufacturing and warehouses	44 6.0%	25 6.2%	19 5.6%
Redevelopment of under utilized areas such as the I-35 and Williams Drive intersection	20 2.7%	11 2.7%	9 2.7%
Other	5 0.7%	1 0.2%	4 1.2%
None	16 2.2%	13 3.2%	3 0.9%
Don't know	39 5.3%	32 8.0%	7 2.1%

## **NEIGHBORHOOD STREETS**

**12. How would you rate the maintenance and surface conditions of your local neighborhood streets? Do they;**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Exceed your expectations	136 18.4%	93 23.2%	43 12.8%
Meet your expectations	504 68.3%	286 71.3%	218 64.7%
Not meet your expectations	88 11.9%	18 4.5%	70 20.8%
Don't know	10 1.4%	4 1.0%	6 1.8%

**13. Has the maintenance condition of your local neighborhood streets;**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Improved	178 24.1%	111 27.7%	67 19.9%
Gotten worse	78 10.6%	22 5.5%	56 16.6%
Stayed the same	445 60.3%	249 62.1%	196 58.2%
Don't know	37 5.0%	19 4.7%	18 5.3%

**CITY SERVICES**

**14. What kind of job do you think the City of Georgetown is doing addressing unsightly properties such as abandoned vehicles, junk and debris?**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Excellent	108 14.6%	76 19.0%	32 9.5%
Good	341 46.2%	201 50.1%	140 41.5%
Fair	160 21.7%	68 17.0%	92 27.3%
Poor	51 6.9%	21 5.2%	30 8.9%
Don't know	78 10.6%	35 8.7%	43 12.8%

**15. How would you rate the following Georgetown city services?**

**Fire Department**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Excellent	364 49.3%	203 50.6%	161 47.8%
Good	225 30.5%	121 30.2%	104 30.9%
Average	40 5.4%	21 5.2%	19 5.6%
Below Average	4 0.5%	1 0.2%	3 0.9%
Poor	3 0.4%	0 0.0%	3 0.9%
Don't know	102 13.8%	55 13.7%	47 13.9%



**16. How would you rate the following Georgetown city services? Police Department**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Excellent	259 35.1%	160 39.9%	99 29.4%
Good	288 39.0%	161 40.1%	127 37.7%
Average	92 12.5%	35 8.7%	57 16.9%
Below Average	26 3.5%	7 1.7%	19 5.6%
Poor	18 2.4%	6 1.5%	12 3.6%
Don't know	55 7.5%	32 8.0%	23 6.8%

**17. How would you rate the following Georgetown city services? Georgetown Library**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Excellent	357 48.4%	180 44.9%	177 52.5%
Good	187 25.3%	103 25.7%	84 24.9%
Average	59 8.0%	33 8.2%	26 7.7%
Below Average	6 0.8%	1 0.2%	5 1.5%
Poor	2 0.3%	2 0.5%	0 0.0%
Don't know	127 17.2%	82 20.4%	45 13.4%

**18. How would you rate the following Georgetown city services? Development and Building Inspection Services**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Excellent	75 10.2%	52 13.0%	23 6.8%
Good	183 24.8%	103 25.7%	80 23.7%
Average	120 16.3%	39 9.7%	81 24.0%
Below Average	18 2.4%	7 1.7%	11 3.3%
Poor	15 2.0%	6 1.5%	9 2.7%
Don't know	327 44.3%	194 48.4%	133 39.5%

**19. Would you say each of these local city services is getting better, staying the same or getting worse? Fire Department**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Getting Better	236 32.0%	118 29.4%	118 35.0%
Staying the Same	283 38.3%	155 38.7%	128 38.0%
Getting Worse	6 0.8%	1 0.2%	5 1.5%
Don't Know	213 28.9%	127 31.7%	86 25.5%

**20. Would you say each of these local city services is getting better, staying the same or getting worse? Police Department**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Getting Better	170 23.0%	93 23.2%	77 22.8%
Staying the Same	338 45.8%	183 45.6%	155 46.0%
Getting Worse	57 7.7%	21 5.2%	36 10.7%
Don't Know	173 23.4%	104 25.9%	69 20.5%

**21. Would you say each of these local city services is getting better, staying the same or getting worse? Georgetown Library**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Getting Better	339 45.9%	162 40.4%	177 52.5%
Staying the Same	211 28.6%	125 31.2%	86 25.5%
Getting Worse	4 0.5%	0 0.0%	4 1.2%
Don't Know	184 24.9%	114 28.4%	70 20.8%

**22. Would you say each of these local city services is getting better, staying the same or getting worse? Development and Building Inspection Services**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Getting Better	69 9.3%	47 11.7%	22 6.5%
Staying the Same	258 35.0%	127 31.7%	131 38.9%
Getting Worse	28 3.8%	5 1.2%	23 6.8%
Don't Know	383 51.9%	222 55.4%	161 47.8%

**23. How would you rate the City's QUALITY and REALIABILITY of: Electric Service**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Excellent	303 41.1%	167 41.6%	136 40.4%
Good	318 43.1%	182 45.4%	136 40.4%
Fair	59 8.0%	26 6.5%	33 9.8%
Poor	9 1.2%	7 1.7%	2 0.6%
Don't Receive	20 2.7%	12 3.0%	8 2.4%
Don't know	29 3.9%	7 1.7%	22 6.5%

**24. How would you rate the City's QUALITY and REALIABILITY of: Water Service**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Excellent	288 39.0%	160 39.9%	128 38.0%
Good	320 43.4%	186 46.4%	134 39.8%
Fair	75 10.2%	35 8.7%	40 11.9%
Poor	24 3.3%	12 3.0%	12 3.6%
Don't Receive	6 0.8%	2 0.5%	4 1.2%
Don't know	25 3.4%	6 1.5%	19 5.6%

**25. How would you rate the City's QUALITY and REALIABILITY of: Sewer Service**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Excellent	286 38.8%	159 39.7%	127 37.7%
Good	328 44.4%	200 49.9%	128 38.0%
Fair	64 8.7%	26 6.5%	38 11.3%
Poor	6 0.8%	3 0.7%	3 0.9%
Don't Receive	9 1.2%	3 0.7%	6 1.8%
Don't know	45 6.1%	10 2.5%	35 10.4%

**26. How would you rate the City's QUALITY and REALIABILITY of: Garbage Pick-up**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Excellent	303 41.1%	173 43.1%	130 38.6%
Good	317 43.0%	183 45.6%	134 39.8%
Fair	67 9.1%	30 7.5%	37 11.0%
Poor	12 1.6%	6 1.5%	6 1.8%
Don't Receive	7 0.9%	2 0.5%	5 1.5%
Don't know	32 4.3%	7 1.7%	25 7.4%

**27. How often do you utilize the City's curbside recycling program?**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Always	412 55.8%	192 47.9%	220 65.3%
Occasionally	157 21.3%	104 25.9%	53 15.7%
Never	169 22.9%	105 26.2%	64 19.0%

**28. What would it take to increase your use of curbside recycling?**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
A large bin on wheels	166 22.5%	70 17.5%	96 28.5%
Your recycle volume would earn reward credits	112 15.2%	57 14.2%	55 16.3%
Lower fees	108 14.6%	52 13.0%	56 16.6%
Other	94 12.7%	48 12.0%	46 13.6%
Nothing would entice you to recycle more	184 24.9%	135 33.7%	49 14.5%
Don't know	74 10.0%	39 9.7%	35 10.4%

**29. Overall, how would you rate the City in terms of providing QUALITY customer service?**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Excellent	214 29.0%	136 33.9%	78 23.1%
Good	402 54.5%	212 52.9%	190 56.4%
Fair	69 9.3%	27 6.7%	42 12.5%
Poor	3 0.4%	0 0.0%	3 0.9%
Don't know	50 6.8%	26 6.5%	24 7.1%

**30. How would you rate the VALUE you get for your utility rate dollars?**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Excellent	113 15.3%	66 16.5%	47 13.9%
Good	367 49.7%	217 54.1%	150 44.5%
Fair	172 23.3%	77 19.2%	95 28.2%
Poor	32 4.3%	19 4.7%	13 3.9%
Don't know	54 7.3%	22 5.5%	32 9.5%

**31. The average homeowner in the City of Georgetown pays \$500 in annual CITY property taxes. Do you believe the property taxes you pay are:**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Too high	192 26.0%	126 31.4%	66 19.6%
About right	409 55.4%	221 55.1%	188 55.8%
Too low	34 4.6%	3 0.7%	31 9.2%
Don't know	103 14.0%	51 12.7%	52 15.4%

**32. How would you rate the VALUE you get for your city tax dollars?**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Excellent	119 16.1%	60 15.0%	59 17.5%
Good	338 45.8%	204 50.9%	134 39.8%
Fair	168 22.8%	80 20.0%	88 26.1%
Poor	27 3.7%	14 3.5%	13 3.9%
Don't know	86 11.7%	43 10.7%	43 12.8%

**EXPENDITURES**

**33. Where do you primarily purchase: Groceries**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Georgetown	677 91.7%	375 93.5%	302 89.6%
Round Rock	28 3.8%	9 2.2%	19 5.6%
Austin	20 2.7%	7 1.7%	13 3.9%
Temple	0 0.0%	0 0.0%	0 0.0%
Somewhere else	11 1.5%	9 2.2%	2 0.6%
Don't Buy	0 0.0%	0 0.0%	0 0.0%
Don't Know	2 0.3%	1 0.2%	1 0.3%

**34. Where do you primarily purchase: Clothing**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Georgetown	409 55.4%	253 63.1%	156 46.3%
Round Rock	144 19.5%	71 17.7%	73 21.7%
Austin	122 16.5%	53 13.2%	69 20.5%
Temple	2 0.3%	2 0.5%	0 0.0%
Somewhere else	47 6.4%	17 4.2%	30 8.9%
Don't Buy	8 1.1%	2 0.5%	6 1.8%
Don't Know	6 0.8%	3 0.7%	3 0.9%

**35. Where do you primarily purchase: Restaurants (dining out)**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Georgetown	496 67.2%	270 67.3%	226 67.1%
Round Rock	137 18.6%	75 18.7%	62 18.4%
Austin	79 10.7%	43 10.7%	36 10.7%
Temple	1 0.1%	1 0.2%	0 0.0%
Somewhere else	14 1.9%	8 2.0%	6 1.8%
Don't Buy	7 0.9%	1 0.2%	6 1.8%
Don't Know	4 0.5%	3 0.7%	1 0.3%

**36. Where do you primarily purchase: Entertainment (movies, bowling, etc.)**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Georgetown	496 67.2%	272 67.8%	224 66.5%
Round Rock	85 11.5%	53 13.2%	32 9.5%
Austin	94 12.7%	42 10.5%	52 15.4%
Temple	2 0.3%	2 0.5%	0 0.0%
Somewhere else	10 1.4%	5 1.2%	5 1.5%
Don't Buy	40 5.4%	17 4.2%	23 6.8%
Don't Know	11 1.5%	10 2.5%	1 0.3%



**37. Where do you primarily purchase: Arts and culture**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Georgetown	302 40.9%	187 46.6%	115 34.1%
Round Rock	21 2.8%	15 3.7%	6 1.8%
Austin	313 42.4%	148 36.9%	165 49.0%
Temple	2 0.3%	2 0.5%	0 0.0%
Somewhere else	21 2.8%	7 1.7%	14 4.2%
Don't Buy	56 7.6%	22 5.5%	34 10.1%
Don't Know	23 3.1%	20 5.0%	3 0.9%

**38. Where do you primarily purchase: Furniture and appliances**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Georgetown	214 29.0%	144 35.9%	70 20.8%
Round Rock	143 19.4%	62 15.5%	81 24.0%
Austin	282 38.2%	152 37.9%	130 38.6%
Temple	3 0.4%	2 0.5%	1 0.3%
Somewhere else	34 4.6%	11 2.7%	23 6.8%
Don't Buy	52 7.0%	21 5.2%	31 9.2%
Don't Know	10 1.4%	9 2.2%	1 0.3%

**SAFETY**

**39. In general, how safe to you feel in Georgetown?**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Very safe	385 52.2%	232 57.9%	153 45.4%
Safe	276 37.4%	134 33.4%	142 42.1%
Unsafe	5 0.7%	3 0.7%	2 0.6%
Depends on where/when	66 8.9%	28 7.0%	38 11.3%
Don't know	6 0.8%	4 1.0%	2 0.6%

**40a. Which of the following are the most serious public safety issues affecting YOUR NEIGHBORHOOD?**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Traffic violations	157 21.3%	45 11.2%	112 33.2%
Pedestrian safety	102 13.8%	36 9.0%	66 19.6%
Animals running at large	53 7.2%	36 9.0%	17 5.0%
Vandalism and/or graffiti	35 4.7%	15 3.7%	20 5.9%
Driving under the influence of alcohol	31 4.2%	18 4.5%	13 3.9%
Drug abuse	16 2.2%	12 3.0%	4 1.2%
Underage drinking	7 0.9%	2 0.5%	5 1.5%
Burglaries of cars	20 2.7%	9 2.2%	11 3.3%
Burglaries of homes or businesses	17 2.3%	14 3.5%	3 0.9%

Domestic violence	4 0.5%	1 0.2%	3 0.9%
Dangerous dogs	1 0.1%	1 0.2%	0 0.0%
Youth violence	3 0.4%	1 0.2%	2 0.6%
Sexual assault	1 0.1%	1 0.2%	0 0.0%
Gang activity	6 0.8%	5 1.2%	1 0.3%
Panhandling	2 0.3%	1 0.2%	1 0.3%
Don't know	179 24.3%	136 33.9%	43 12.8%
None	104 14.1%	68 17.0%	36 10.7%

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#### 40b. Which of the following are the most serious public safety issues affecting YOUR CITY?

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Traffic violations	180 24.4%	70 17.5%	110 32.6%
Pedestrian safety	81 11.0%	23 5.7%	58 17.2%
Animals running at large	15 2.0%	8 2.0%	7 2.1%
Vandalism and/or graffiti	35 4.7%	17 4.2%	18 5.3%
Driving under influence of alcohol	48 6.5%	17 4.2%	31 9.2%
Drug abuse	29 3.9%	18 4.5%	11 3.3%
Underage drinking	13 1.8%	6 1.5%	7 2.1%

Source: National Service Research, Fort Worth, Texas 817-731-3493  
Telephone and Online Survey of Georgetown Residents February 2010

Burglaries of homes or businesses	34 4.6%	24 6.0%	10 3.0%
Domestic violence	5 0.7%	2 0.5%	3 0.9%
Dangerous dogs	0 0.0%	0 0.0%	0 0.0%
Youth violence	5 0.7%	4 1.0%	1 0.3%
Sexual assault	0 0.0%	0 0.0%	0 0.0%
Gang activity	5 0.7%	5 1.2%	0 0.0%
Panhandling	1 0.1%	0 0.0%	1 0.3%
Don't know	207 28.0%	143 35.7%	64 19.0%
Burglaries of cars	5 0.7%	4 1.0%	1 0.3%
None	75 10.2%	60 15.0%	15 4.5%

**COMMUNICATION**

**41. What kind of job would you say the City of Georgetown is doing keeping you informed of city programs and services? Is it;**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Exceeding your expectations	127 17.2%	54 13.5%	73 21.7%
Meeting your expectations	484 65.6%	287 71.6%	197 58.5%
Not meeting your expectations	84 11.4%	31 7.7%	53 15.7%
Don't know	43 5.8%	29 7.2%	14 4.2%

**42. Which sources have you used when looking for information about the City?**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Williamson County Sun	402 54.5%	187 46.6%	215 63.8%
City Reporter included in your utility bill	354 48.0%	163 40.6%	191 56.7%
Georgetown's City web site	393 53.3%	144 35.9%	249 73.9%
Austin American Statesman	147 19.9%	70 17.5%	77 22.8%
Community Impact Newspaper	362 49.1%	174 43.4%	188 55.8%
Other	41 5.6%	16 4.0%	25 7.4%
None	21 2.8%	14 3.5%	7 2.1%
Don't know	9 1.2%	6 1.5%	3 0.9%

**43. Would you be willing to supply the City with your e-mail address for City information?**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Yes	374 50.7%	178 44.4%	196 58.2%
No	317 43.0%	201 50.1%	116 34.4%
No e-mail address	47 6.4%	22 5.5%	25 7.4%

**44. How often do you access the City of Georgetown's web site?**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Daily	24 3.3%	3 0.7%	21 6.2%
Weekly	107 14.5%	24 6.0%	83 24.6%
Monthly	207 28.0%	113 28.2%	94 27.9%
Less than monthly	227 30.8%	122 30.4%	105 31.2%
Never	164 22.2%	132 32.9%	32 9.5%
Don't know	9 1.2%	7 1.7%	2 0.6%

**DEMOGRAPHICS** These questions ensure all groups are included fairly in our survey.

**45. What is the zip code of your primary place of employment?**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
78626	164 22.2%	66 16.5%	98 29.1%
78628	101 13.7%	48 12.0%	53 15.7%
Other zip code	175 23.7%	102 25.4%	73 21.7%
Don't work (student/homemaker, etc.)	56 7.6%	22 5.5%	34 10.1%
Retired	185 25.1%	125 31.2%	60 17.8%

Unemployed	27 3.7%	13 3.2%	14 4.2%
No answer	30 4.1%	25 6.2%	5 1.5%

#### 46. How long have you lived in Georgetown?

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Less than 5 years	350 47.4%	206 51.4%	144 42.7%
5 to 9 years	145 19.6%	79 19.7%	66 19.6%
10 to 19 years	135 18.3%	54 13.5%	81 24.0%
20 or more years	99 13.4%	56 14.0%	43 12.8%
No answer	9 1.2%	6 1.5%	3 0.9%

#### 47. Do you live in an;

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Apartment	98 13.3%	61 15.2%	37 11.0%
Duplex	22 3.0%	17 4.2%	5 1.5%
Single family home	595 80.6%	315 78.6%	280 83.1%
No answer	23 3.1%	8 2.0%	15 4.5%

#### 48. Do you own or rent your home?

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Own	556 75.3%	289 72.1%	267 79.2%
Rent	155 21.0%	104 25.9%	51 15.1%
No answer	27 3.7%	8 2.0%	19 5.6%

Survey Conducted by: National Service Research 817-731-3493

**49. Do you have children under the age of 18 living in your home that are: (Select all that apply)**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Under 6 years of age	85 11.5%	44 11.0%	41 12.2%
6 to 12 years of age	110 14.9%	59 14.7%	51 15.1%
13 to 17 years of age	89 12.1%	45 11.2%	44 13.1%
No children under 18 living in our household	505 68.4%	280 69.8%	225 66.8%
No answer	27 3.7%	16 4.0%	11 3.3%

**50. Indicate which category includes your age;**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
18 to 24	67 9.1%	20 5.0%	47 13.9%
25 to 34	112 15.2%	68 17.0%	44 13.1%
35 to 44	99 13.4%	39 9.7%	60 17.8%
45 to 54	126 17.1%	66 16.5%	60 17.8%
55 to 64	137 18.6%	83 20.7%	54 16.0%
65 to 74	139 18.8%	85 21.2%	54 16.0%
75 or older	43 5.8%	34 8.5%	9 2.7%
No answer	15 2.0%	6 1.5%	9 2.7%

Survey Conducted by: National Service Research 817-731-3493



**51. Indicate your ethnic background;**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
White/Caucasian	627 85.0%	346 86.3%	281 83.4%
African American	13 1.8%	10 2.5%	3 0.9%
Hispanic/Latino	42 5.7%	22 5.5%	20 5.9%
Asian	6 0.8%	3 0.7%	3 0.9%
American Indian	6 0.8%	3 0.7%	3 0.9%
Other	14 1.9%	9 2.2%	5 1.5%
No answer	30 4.1%	8 2.0%	22 6.5%

**52. Your gender;**

	Total	Type of Survey	
		Telephone	Online
Total Respondents	738	401	337
Female	391 53.0%	217 54.1%	174 51.6%
Male	331 44.9%	184 45.9%	147 43.6%
No answer	16 2.2%	0 0.0%	16 4.7%

Survey Conducted by: National Service Research 817-731-3493