

Interviewer \_\_\_\_\_

Phone # \_\_\_\_\_

Hello, my name is \_\_\_\_\_ from Texas A&M Corpus Christi. Your residence has been randomly chosen to participate in the annual Citizen's Survey sponsored by the City of Corpus Christi. I need to speak to the head of the household.

If there - Thank you.

If not there - When would be a good time to call back?

If no - This is a very important survey and information from your home is important, is there a good time to call back when I could speak to the head of the household? If still no, say "Thank you" and hang up.

(if new person)

Hello, my name is \_\_\_\_\_ from Texas A&M Corpus Christi. We are conducting a survey for the City of Corpus Christi about your satisfaction with the services provided by the City. The telephone number for your household has been randomly selected. What you say will remain anonymous and will be reported to the City only by zip code. We are only contacting 500 households, so your participation is important. Can I have five to ten minutes of your time today?

If yes – go on.

If No - This is a very important survey and your responses are important to us. Is there a good time to call back when I could speak with you? If still no, say "Thank you" and hang up.

Could you please give me the last two digits of your zip code? \_\_\_\_\_

Thank you, Let's Begin.

1. Are you a full time resident of the City of Corpus Christi? Yes \_\_\_\_\_  
No \_\_\_\_\_
2. Are you a City of Corpus Christi Utility Customer? Yes \_\_\_\_\_  
No \_\_\_\_\_
3. Overall, would you rank the quality of Services provided by the City of Corpus Christi as
- |           |      |      |           |
|-----------|------|------|-----------|
| Very poor | Fair | Good | Excellent |
| 1         | 2    | 3    | 4         |

As you know, the City of Corpus Christi provides various services to the community ranging from police protection to street maintenance. On a scale from one to four, where ONE means the city is doing a very poor job and where FOUR means the city is doing an excellent job, how would you rate each of the following? Remember one means very poor job and four means excellent job!

- |     |   | Very<br>poor | Fair | Good | Excellent | Not<br>sure |
|-----|---|--------------|------|------|-----------|-------------|
| 4.  | How well the City keeps its citizens informed about matters that affect them? | 1            | 2    | 3    | 4         | 5           |
| 5.  | Police protection in your area?   | 1            | 2    | 3    | 4         | 5           |
| 6.  | Fire protection in your area?   | 1            | 2    | 3    | 4         | 5           |
| 7.  | Enforcement of traffic laws?  | 1            | 2    | 3    | 4         | 5           |
| 8.  | Juvenile crime prevention and youth programs in your area?                    | 1            | 2    | 3    | 4         | 5           |
| 9.  | Emergency medical (ambulance) services?                                       | 1            | 2    | 3    | 4         | 5           |
| 10. | Garbage collection?   | 1            | 2    | 3    | 4         | 5           |
| 11. | Recycling?  | 1            | 2    | 3    | 4         | 5           |
| 12. | Brush collection?   | 1            | 2    | 3    | 4         | 5           |
| 13. | Controlling and cleaning up illegal dumping?                                  | 1            | 2    | 3    | 4         | 5           |
| 14. | Animal Control?   | 1            | 2    | 3    | 4         | 5           |
| 15. | Vector (insect & pest) Control?   | 1            | 2    | 3    | 4         | 5           |

		Very poor	Fair	Good	Excellent	Not sure
16.	Street repair and maintenance?	1	2	3	4	5
17.	Road conditions within the City?	1	2	3	4	5
18.	Street Sweeping Services?	1	2	3	4	5
19.	New street construction?	1	2	3	4	5
20.	Traffic signals and flow?	1	2	3	4	5
21.	Airport services?	1	2	3	4	5
22.	Helping citizens understand how to conserve water?	1	2	3	4	5
23.	Quality of local tap water?	1	2	3	4	5
24.	Protecting our water supply from pollution?	1	2	3	4	5
25.	Providing water services?	1	2	3	4	5
26.	Providing gas services?	1	2	3	4	5
27.	Providing wastewater (sewer) services?	1	2	3	4	5
28.	Storm drainage?	1	2	3	4	5
29.	Billing for utilities?	1	2	3	4	5
30.	Providing adequate parks in your area?	1	2	3	4	5
31.	The condition of City parks?	1	2	3	4	5
32.	Providing adequate recreation programs in your area?	1	2	3	4	5
33.	Programs and services for the elderly?	1	2	3	4	5
34.	Programs and services for youth?	1	2	3	4	5
35.	Library services in your area?	1	2	3	4	5
36.	Providing needed public health care services?	1	2	3	4	5

	Very poor	Fair	Good	Excellent	Not sure
37. Providing art and cultural opportunities?	1	2	3	4	5
38. Attracting new employers to the community?	1	2	3	4	5
39. Helping existing employers to grow?	1	2	3	4	5
40. Enforcing city ordinances on high weeds?	1	2	3	4	5
41. Enforcing city ordinances on vacant buildings?	1	2	3	4	5
42. Enforcing city ordinances on litter?	1	2	3	4	5
43. Requiring property owners to maintain their properties to minimum standards?	1	2	3	4	5
44. Overall quality of residential neighborhoods?	1	2	3	4	5

The next section of the survey covers public safety issues.

45. During the past 12 months were you or anyone in your household the victim of a crime? No (go to 45) Yes

45.a. Did you report all of these crimes? No Yes

On a scale of one to five where one means very unsafe and five means very safe please respond to the following statements.

	Very Unsafe				Very Safe
46. Walking alone in my neighborhood during the day.	1	2	3	4	5
47. Walking alone in my neighborhood after dark.	1	2	3	4	5
48. In a Corpus Christi business district during the day.	1	2	3	4	5
49. In a Corpus Christi business district after dark.	1	2	3	4	5
50. In City parks and recreation facilities during the day	1	2	3	4	5
51. In City parks and recreation facilities after dark.	1	2	3	4	5

The next section looks at business practices of the City.

52. Have you had any in-person or phone contact with an employee of the City of Corpus Christi within the past 12 months (including police, fire, planning, receptionists or any others?)

1 No go to Question 58

2 Yes go to question 53

On a scale of one to five where one means strongly disagree and five means strongly agree please respond to the following statements with regard to your impression of City employee or employees in your most recent contact?

		Strongly Disagree			Strongly Agree	
53.	The City employee was knowledgeable	1	2	3	4	5
54.	The City employee was responsive	1	2	3	4	5
55.	The City employee was courteous	1	2	3	4	5
56.	I got what I needed	1	2	3	4	5
57.	My overall impression of city employees in my recent contact was					

		Very poor		Fair	Good	Excellent	Not sure	
		1	2	3	4	5		
58.	Please rate the following statements on a scale of one to five where one means strongly disagree and five means strongly agree.							

		Strongly Disagree			Strongly Agree	
	I am satisfied with the amount of time it takes to get City services	1	2	3	4	5
59.	The City treats people fairly	1	2	3	4	5
60.	I receive good value for the City of Corpus Christi taxes I pay	1	2	3	4	5
61.	The City of Corpus Christi government welcomes citizen involvement	1	2	3	4	5
62.	The City of Corpus Christi listens to citizens	1	2	3	4	5

On a scale where 1 means not a problem and 5 means a major problem please rate to what degree, if at all, are the following problems in Corpus Christi?

		Not a Problem			Major Problem	
63.	Quality affordable housing	1	2	3	4	5
64.	Too much growth	1	2	3	4	5
65.	Too little growth	1	2	3	4	5
66.	Vacant buildings in the downtown area.	1	2	3	4	5
67.	The relationship between the City and Nueces County?	1	2	3	4	5
68.	The relationship between the City and the School District?	1	2	3	4	5
69.	The relationship between the City and the State?	1	2	3	4	5
70.	The relationship between the City and other cities in the area?	1	2	3	4	5

Now we want to ask a few questions about your use of the internet.

	Yes	No	Not Sure
71. In the past 12 months have you used the internet for anything?	1	2	3
72. Do you have internet access from your home?	1	2	3
73. Purchased an item over the internet?	1	2	3
74. Used the internet to conduct business with the City of Corpus Christi?	1	2	3
75. Connect to the internet through the City of Corpus Christi Wi-Fi system?	1	2	3

76. Please indicate if you *receive* information about what is going on with City government from any of the following sources.

- Town Hall meetings
- Newsletters in utility bills
- Family, friends and/or neighbors
- Television news
- CCTV/Government Access Cable Channel 20
- Newspaper
- Talk radio
- Radio news
- City Web page/www.cctexas.com
- other, please name \_\_\_\_\_

77. Using a scale of 1 – 5 where 1 is least important and 5 is most important, rank the importance of how would you *prefer* to receive information about what is going on with City government for each of the sources below.

- Town Hall meetings
- Newsletters in utility bills
- Family, friends and/or neighbors
- Television news
- CCTV/Government Access Cable Channel 20
- Newspaper
- Talk radio
- Radio news
- The City Web page/www.cctexas.com
- other, please name \_\_\_\_\_

In order to ensure that our survey includes all groups fairly, our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

78. Which of the following categories best describes your age?

	A. Under 25	_____
	B. 25 – 34	_____
	C. 35 – 49	_____
	D. 50 – 64	_____
	E. 65 or older	_____
	F. Refused	_____

79. What is your gender?

	Male	Female
	1	2

80. How many people (including yourself) live in your household? \_\_\_\_\_

81. How many persons under the age of 18 are in your household? \_\_\_\_\_

82. How many persons over the age of 65 are in your household? \_\_\_\_\_

83. Is your home:

	A. Rented	
	B. Owned	_____

84. If you own your home please indicate the appropriate amount of property tax you expect to pay this year.

\_\_\_\_\_ don't know

85. What is the highest level of education completed?

_____	K-6 (elementary school)	
_____	7-11(some high school)	
_____	12 (high school diploma)	
_____	13-15 (some college or post high school training)	
_____	16 (Bachelors degree)	
_____	17 or more (graduate school)	

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

	African American/Black	_____
	Asian/Pacific Islander	_____
	Mexican American/Hispanic	_____
	Native American	_____
	White/Anglo	_____
	Other	_____
	Refused	_____

87. Which of the following categories best describes your annual household income?

- A. Less than \$20,000 \_\_\_\_\_
- B. \$20,000 - \$40,000 \_\_\_\_\_
- C. \$40,001 - \$60,000 \_\_\_\_\_
- D. \$60,001 - \$80,000 \_\_\_\_\_
- E. Over \$80,000 \_\_\_\_\_
- F. Refused \_\_\_\_\_

Thank you very much for your help.