



2023 League City Community Survey Findings Report

Presented to the City of
League City, Texas

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Executive Summary

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Purpose

ETC Institute administered a community survey for League City during the fall of 2023. The survey was administered as part of the City's effort to assess citizen satisfaction with the quality of services. The information gathered from the survey will be used to help the City improve existing programs and services and help determine long-range planning and investment decisions. This is the third community survey ETC Institute has administered for League City; the first was conducted in the fall of 2019.

Methodology

The seven-page survey, cover letter and postage-paid return envelope were mailed to a random sample of households in the City of League City. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online.

Ten days after the surveys were mailed, ETC Institute sent follow-up text messages and Facebook ads to the households that received the survey to encourage participation. The text messages and Facebook ads contained a link to the online version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of League City from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to receive at least 400 completed surveys. This goal was met, with a total of 418 households completing a survey. The results for the random sample of 418 households have a 95% level of confidence with a precision of at least +/- 4.8%.

Interpretation of "Don't Know" Responses. The percentage of "don't know" responses has been excluded from many of the graphs in this report to assess satisfaction with residents who have used City services and to facilitate valid comparisons with other communities in the benchmarking analysis. Since the number of "don't know" responses often reflects the utilization and awareness of City services, the percentage of "don't know" responses have been included in the tabular data in Section 4 of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "who had an opinion."

This report contains the following:

- a summary of the methodology for administering the survey and major findings
- charts showing overall results of the survey, including comparisons to the 2021 and 2019 survey results (Section 1)

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- benchmarking data that show how the results for League City compare to residents in other communities (Section 2)
- Importance-Satisfaction analysis that identifies priorities for investment (Section 3)
- tabular data showing the overall results for all questions on the survey (Section 4)
- a copy of the cover letter and survey instrument (Section 5)

Overall Perceptions of the City

Most (95%) of the residents surveyed, *who had an opinion*, indicated League City is an “excellent” or “good” place to live, which is significantly higher than the national average of 49%. Ninety-three percent (93%) of those surveyed, *who had an opinion*, indicated League City is an “excellent” or “good” place to raise children, which is also significantly higher than the national average of 61%.

Overall Satisfaction with City Services

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality of police services (90%), the quality of fire services (89%), the overall quality of parks and recreation programs and facilities (83%), overall efforts to ensure the community is prepared for emergencies (83%), and the overall quality of customer service provided by the City (76%).

Most Important City Services. The major categories of city service respondents think should receive the most emphasis over the next two years, based upon the sum of the respondents’ top three choices, were: 1) overall flow of traffic and congestion management, 2) overall maintenance of city streets, sidewalks, and utilities, and 3) overall drainage and stormwater efforts.

Satisfaction with Specific City Services

Police Services/Animal Services. The highest levels of satisfaction with police services and animal services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of city police protection (87%), 9-1-1 service provided by operators (77%), Animal Service’s pet adoption and rescue efforts (77%), how quickly police respond to emergencies (77%), and efforts by League City to prevent crime (76%).

Fire and EMS Services. The highest levels of satisfaction with fire and EMS services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of fire services (82%) and overall quality of EMS (80%).

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Most Important Public Safety Services. The public safety services respondents think should receive the most emphasis over the next two years, based upon the sum of the respondents' top three choices, were: 1) visibility of police in neighborhoods, 2) efforts by League City to prevent crime, and 3) overall quality of City police protection.

Parks and Recreation. The highest levels of satisfaction with parks and recreation services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: the maintenance of League City parks (92%), the quality of facilities at League City parks (88%), the quality of outdoor athletic fields in League City (74%), and youth programs in League City (71%).

Library Services. The highest levels of satisfaction with library services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: the overall facility appearance (86%), the quality of library services (86%), and the location of library (80%).

Most Important Parks and Recreation/Library Services. The parks and recreation and library services respondents think should receive the most emphasis over the next two years, based upon the sum of the respondents' top three choices, were: 1) the number of walking/biking trails in League City, 2) the number of City parks/green space, and 3) the maintenance of League City parks.

Public Works Services. The highest levels of satisfaction with public works services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: the condition of street signs and traffic signals (77%), the cleanliness of streets and other public areas (75%), the condition of neighborhood streets (74%), the condition of major streets (71%), and mowing/tree trimming along streets/other public areas (69%).

Most Important Public Works Services. The public works services respondents think should receive the most emphasis over the next two years, based upon the sum of the respondents' top three choices, were: 1) management of traffic flow, 2) condition of street drainage/water drainage, and 3) condition of neighborhood sidewalks.

Trash Services and Water Utilities. The highest levels of satisfaction with trash services and water utilities, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: residential trash collection services (83%), water treatment services (78%), and quality of drinking water (73%).

Code Enforcement. The highest levels of satisfaction with code enforcement, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: enforcement of yard parking regulations in neighborhoods (57%), enforcing clean-up of junk and debris on private property (53%), and enforcing exterior maintenance of commercial/business property (51%).

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Most Important Code Enforcement Services. The code enforcement services respondents think should receive the most emphasis over the next two years, based upon the sum of the respondents' top three choices, were: 1) enforcing clean-up of junk and debris on private property, 2) enforcing exterior maintenance of commercial/business property, and 3) enforcing mowing and cutting of weeds and grass on private property.

Sources of Information. The most common sources for information about the city were: City Matters quarterly publication (70%), the City website (58%), Facebook (57%), and Nextdoor (31%). *Multiple selections could be made.*

City Communication Channels. The most common city communication channels respondents have visited in the past 12 months were: the City website (72%) and the City Facebook page (51%). *Multiple selections could be made.*

Other Findings

- Most (94%) of the residents surveyed, *who had an opinion*, feel “very safe” or “safe” walking in their neighborhood during the day, and 88% of residents, *who had an opinion*, feel “very safe” or “safe” overall in League City.
- Thirty-two percent (32%) of residents, *who had an opinion*, indicated they would prefer League City have multiple branch libraries as opposed to one central library. Additionally, 60% of residents, *who had an opinion*, would support a westside library branch that incorporates a recreation center and park.
- Eighty-seven percent (87%) of residents, *who had an opinion*, were either “very satisfied” or “satisfied” with quality of life in League City; 83% of residents, *who had an opinion*, were either “very satisfied” or “satisfied” with the reputation of League City, and 73% *who had an opinion* were “very satisfied” or “satisfied” with the city’s overall appearance.
- Thirty-one percent (31%) of residents have called the City with a question, problem or complaint during the past year. Of those who have called the City, 88% *who had an opinion* were either “very satisfied” or “satisfied” with the courteousness of staff, 81% were either “very satisfied” or “satisfied” with the courteousness of staff, and 78% *who had an opinion* were either “very satisfied” or “satisfied” with how easy it was to contact City employees.
- More than three-fourths (76%) of residents surveyed, *who had an opinion*, thought active/developed parks, community centers, and/or libraries were a “very important” or “important” development in the city; 74% *who had an opinion* thought family-oriented entertainment was “very important” or “important,” and 73% *who had an opinion* thought retail/restaurants were a “very important” or “important” development in the city.

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- Residents were asked their perception of various traffic and mobility issues in League City. The streets and roadways that respondents indicated had the biggest issues, based on their combined responses of “moderate problem” and “major problem” among those *who had an opinion*, were: Main Street (Maple Leaf to I-45) (44%), Main Street (I-45 to Texas Ave.) (44%), Bay Area Blvd. (38%), and League City Parkway (Hobbs Rd. to FM 270) (37%).
- All residents (100%), *who had an opinion*, rated the safety and security of the City as a “very important” or “somewhat important” reason for living in League City; 96% of residents rated the types of housing as a “very important” or “somewhat important” reason for living in League City, and 95% selected access to restaurants and entertainment as a “very important” or “somewhat important” reason for living in League City.
- When residents were asked to select various services that were most important to them, their top three choices were: 1) law enforcement personnel, programs and activities, 2) public infrastructure programs related to traffic and mobility, and 3) flood control.

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Trends Since 2021

In 2023, satisfaction ratings for League City were higher in 56 of the 97 areas that were assessed from 2021. The tables below and on the following page show how the 2023 results compare to 2021:

Service	2023	2021	Difference	Category
Overall flow of traffic and congestion management on streets in League City	41.8%	29.2%	12.6%	Major Categories of City Services
Bulky item pick-up/removal services	68.7%	57.7%	11.0%	Trash Services & Water Utilities
Location of library	80.1%	71.4%	8.7%	Library Services
Management of traffic flow	37.9%	29.2%	8.7%	Public Works Services
Overall facility appearance	86.1%	77.6%	8.5%	Library Services
Quality of facilities at League City parks	87.7%	79.7%	8.0%	Parks and Recreation
Efforts by League City to prevent crime	75.9%	68.3%	7.6%	Police Services/Animal Services
Quality of tween/teen programs/classes	59.2%	51.8%	7.4%	Library Services
Ease of registering for City programs	66.7%	59.6%	7.1%	Parks and Recreation
Speed of road work repair	37.0%	30.3%	6.7%	Public Works Services
Adult programs in League City	55.5%	49.0%	6.5%	Parks and Recreation
Police safety awareness education programs	63.5%	57.7%	5.8%	Police Services/Animal Services
Visibility of police in commercial and retail areas	65.2%	60.0%	5.2%	Police Services/Animal Services
Maintenance of League City parks	91.6%	86.4%	5.2%	Parks and Recreation
Number of walking/biking trails in League City	59.8%	54.7%	5.1%	Parks and Recreation
Number of City parks/green space	70.1%	65.2%	4.9%	Parks and Recreation
Youth programs in League City	71.0%	66.2%	4.8%	Parks and Recreation
Overall value that you receive for your city tax dollars & fees	66.5%	61.8%	4.7%	Items That Influence Perceptions of the City
Quality of library services	85.9%	81.2%	4.7%	Library Services
As a place to retire	68.1%	63.6%	4.5%	Overall Ratings of the City
Senior citizen programs in League City	54.5%	50.0%	4.5%	Parks and Recreation
Quality of adult programs/classes	60.6%	56.2%	4.4%	Library Services
Quality of outdoor athletic fields in League City	74.2%	70.0%	4.2%	Parks and Recreation
Overall efforts by to ensure the community is prepared for emergencies	83.1%	78.9%	4.2%	Major Categories of City Services
Visibility of police in neighborhoods	64.0%	59.9%	4.1%	Police Services/Animal Services
Quality of children programs/classes	68.0%	63.9%	4.1%	Library Services
Quality of League City government services	71.4%	67.3%	4.1%	Items That Influence Perceptions of the City
Residential trash collection services	82.6%	78.8%	3.8%	Trash Services & Water Utilities
Water treatment services	77.7%	74.1%	3.6%	Trash Services & Water Utilities
Courteousness of staff	88.3%	84.7%	3.6%	Interactions With City Employees
Availability of materials	78.1%	75.1%	3.0%	Library Services
Overall maintenance of city streets, sidewalks & utilities	64.7%	62.3%	2.4%	Major Categories of City Services
Overall appearance of League City	73.1%	71.0%	2.1%	Items That Influence Perceptions of the City
Overall effectiveness of communication	74.8%	72.8%	2.0%	Major Categories of City Services
How well League City is planning growth	46.8%	44.8%	2.0%	Items That Influence Perceptions of the City
Quality of police services	90.4%	88.5%	1.9%	Major Categories of City Services
Overall quality of trash and recycling services	74.8%	72.9%	1.9%	Major Categories of City Services
Leadership of City Manager	59.9%	58.1%	1.8%	Items That Influence Perceptions of the City
Quality of street repair	54.0%	52.2%	1.8%	Public Works Services
Quality of fire services	89.0%	87.3%	1.7%	Major Categories of City Services
Enforcement of City traffic laws	64.0%	62.3%	1.7%	Police Services/Animal Services
Availability of meeting space in League City	61.2%	59.5%	1.7%	Parks and Recreation
Enforcement of yard parking regulations in your neighborhood	57.2%	55.5%	1.7%	Code Enforcement
9-1-1 service provided by operators	76.7%	75.1%	1.6%	Police Services/Animal Services
As a place to visit	56.5%	55.0%	1.5%	Overall Ratings of the City
Overall quality of parks and recreation programs & facilities	83.3%	82.0%	1.3%	Major Categories of City Services
Condition of major streets in League City	70.9%	69.6%	1.3%	Public Works Services
Quality of drinking water	73.1%	71.8%	1.3%	Trash Services & Water Utilities
Overall quality of customer service provided	75.6%	74.4%	1.2%	Major Categories of City Services
Cleanliness of streets and other public areas	75.2%	74.0%	1.2%	Public Works Services

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Trends Since 2021 (Cont.)

Service	2023	2021	Difference	Category
Reputation of League City	82.9%	82.2%	0.7%	Items That Influence Perceptions of the City
Overall quality of city police protection	87.3%	86.6%	0.7%	Police Services/Animal Services
Overall quality of Animal Services	72.7%	72.1%	0.6%	Police Services/Animal Services
How quickly fire services personnel respond	76.0%	75.6%	0.4%	Fire Services
Condition of street signs and traffic signals	77.4%	77.0%	0.4%	Public Works Services
Mowing/tree trimming along streets/other public areas	69.2%	69.0%	0.2%	Public Works Services
As a place you are proud to call home	86.1%	86.5%	-0.4%	Overall Ratings of the City
Leadership of elected officials	52.6%	53.2%	-0.6%	Items That Influence Perceptions of the City
How quickly police respond to emergencies	76.5%	77.1%	-0.6%	Police Services/Animal Services
Overall quality of EMS	79.8%	80.4%	-0.6%	EMS Services
Overall quality of fire services	82.2%	83.0%	-0.8%	Fire Services
As a place to raise children	93.2%	94.1%	-0.9%	Overall Ratings of the City
As a place to live	94.5%	95.6%	-1.1%	Overall Ratings of the City
As a city moving in the right direction	66.3%	67.7%	-1.4%	Overall Ratings of the City
Adequacy of street lighting in League City	49.2%	50.9%	-1.7%	Public Works Services
Efficiency in water line repair	71.3%	73.1%	-1.8%	Trash Services & Water Utilities
Overall feeling of safety in League City	87.6%	89.5%	-1.9%	Feeling of Safety in Various Situations
Animal Service's pet adoption and rescue efforts	76.5%	78.6%	-2.1%	Police Services/Animal Services
Feelings of safety walking on League City trails/parks	68.3%	70.5%	-2.2%	Feeling of Safety in Various Situations
Animal Service's enforcement of animal codes	61.7%	64.0%	-2.3%	Police Services/Animal Services
Fire education programs in your community	58.4%	60.7%	-2.3%	Fire Services
Feeling of safety walking in your neighborhood during the day	94.1%	96.6%	-2.5%	Feeling of Safety in Various Situations
Quality of life in League City	87.1%	90.3%	-3.2%	Items That Influence Perceptions of the City
Accuracy of information and assistance given	71.3%	74.5%	-3.2%	Interactions With City Employees
Condition of streets in your neighborhood	73.8%	77.1%	-3.3%	Public Works Services
Enforcing clean-up of junk & debris on private property	52.9%	56.3%	-3.4%	Code Enforcement
How quickly EMS personnel respond	74.6%	78.0%	-3.4%	EMS Services
As a place to work	70.5%	74.0%	-3.5%	Overall Ratings of the City
Feeling of safety walking in your neighborhood after dark	71.8%	75.6%	-3.8%	Feeling of Safety in Various Situations
Utility billing services	66.7%	70.6%	-3.9%	Trash Services & Water Utilities
Overall quality of businesses and service establishments in League City	65.5%	69.8%	-4.3%	Satisfaction With Various Items
Entertainment opportunities in League City	39.0%	43.7%	-4.7%	Satisfaction With Various Items
How easy they were to contact	76.1%	80.8%	-4.7%	Interactions With City Employees
Condition of street drainage/water drainage	54.7%	59.5%	-4.8%	Public Works Services
Enforcing mowing & cutting of weeds & grass on private property	47.5%	52.6%	-5.1%	Code Enforcement
Curbside recycling services	72.7%	77.9%	-5.2%	Trash Services & Water Utilities
Enforcing exterior maintenance of commercial/business property	51.1%	57.0%	-5.9%	Code Enforcement
Employment opportunities in League City	36.5%	42.4%	-5.9%	Satisfaction With Various Items
Enforcing exterior maintenance of residential property	47.8%	54.0%	-6.2%	Code Enforcement
Shopping opportunities in League City	64.3%	70.8%	-6.5%	Satisfaction With Various Items
Fire inspection programs in your community	54.0%	61.0%	-7.0%	Fire Services
Enforcement of local codes and ordinances	58.9%	66.2%	-7.3%	Major Categories of City Services
City efforts to remove abandoned or inoperative vehicles	50.8%	58.3%	-7.5%	Code Enforcement
Condition of sidewalks in your neighborhood	45.5%	54.4%	-8.9%	Public Works Services
How quickly staff responded to your request	67.7%	80.2%	-12.5%	Interactions With City Employees
Enforcing sign regulations	50.1%	63.4%	-13.3%	Code Enforcement
How well your issue was handled	59.4%	73.2%	-13.8%	Interactions With City Employees

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Trends Since 2019

In 2023, satisfaction ratings for League City were the same or higher in 55 of the 96 areas that were assessed from 2019. The tables below and on the following page show how the 2023 results compare to 2019:

Service	2023	2019	Difference	Category
How easy they were to contact	76.1%	64.5%	11.6%	Interactions With City Employees
How quickly staff responded to your request	67.7%	56.5%	11.2%	Interactions With City Employees
Utility billing services	66.7%	57.0%	9.7%	Trash Services & Water Utilities
Overall flow of traffic and congestion management on streets in League City	41.8%	32.1%	9.7%	Major Categories of City Services
Management of traffic flow	37.9%	29.1%	8.8%	Public Works Services
Efficiency in water line repair	71.3%	62.7%	8.6%	Trash Services & Water Utilities
Courteousness of staff	88.3%	79.8%	8.5%	Interactions With City Employees
Accuracy of information and assistance given	71.3%	63.0%	8.3%	Interactions With City Employees
Overall facility appearance	86.1%	78.7%	7.4%	Library Services
Condition of major streets in League City	70.9%	64.2%	6.7%	Public Works Services
Bulky item pick-up/removal services	68.7%	62.1%	6.6%	Trash Services & Water Utilities
Overall quality of parks and recreation programs & facilities	83.3%	76.9%	6.4%	Major Categories of City Services
Quality of street repair	54.0%	47.9%	6.1%	Public Works Services
Speed of road work repair	37.0%	30.9%	6.1%	Public Works Services
Number of walking/biking trails in League City	59.8%	53.9%	5.9%	Parks and Recreation
Overall value that you receive for your city tax dollars & fees	66.5%	60.7%	5.8%	Items That Influence Perceptions of the City
Water treatment services	77.7%	72.1%	5.6%	Trash Services & Water Utilities
Quality of drinking water	73.1%	67.6%	5.5%	Trash Services & Water Utilities
Overall maintenance of city streets, sidewalks & utilities	64.7%	59.4%	5.3%	Major Categories of City Services
Overall efforts by to ensure the community is prepared for emergencies	83.1%	78.0%	5.1%	Major Categories of City Services
Quality of library services	85.9%	81.2%	4.7%	Library Services
9-1-1 service provided by operators	76.7%	72.1%	4.6%	Police Services/Animal Services
Maintenance of League City parks	91.6%	87.0%	4.6%	Parks and Recreation
Ease of registering for City programs	66.7%	62.1%	4.6%	Parks and Recreation
Residential trash collection services	82.6%	78.0%	4.6%	Trash Services & Water Utilities
As a place to retire	68.1%	64.5%	3.6%	Overall Ratings of the City
Animal Service's pet adoption and rescue efforts	76.5%	72.9%	3.6%	Police Services/Animal Services
Quality of facilities at League City parks	87.7%	84.1%	3.6%	Parks and Recreation
Overall quality of Animal Services	72.7%	69.6%	3.1%	Police Services/Animal Services
Efforts by League City to prevent crime	75.9%	73.2%	2.7%	Police Services/Animal Services
Feelings of safety walking on League City trails/parks	68.3%	65.7%	2.6%	Feeling of Safety in Various Situations
Overall quality of trash and recycling services	74.8%	72.3%	2.5%	Major Categories of City Services
How well your issue was handled	59.4%	57.1%	2.3%	Interactions With City Employees
Police safety awareness education programs	63.5%	61.3%	2.2%	Police Services/Animal Services
Overall quality of EMS	79.8%	77.7%	2.1%	EMS Services
Quality of outdoor athletic fields in League City	74.2%	72.1%	2.1%	Parks and Recreation
Overall effectiveness of communication	74.8%	73.1%	1.7%	Major Categories of City Services
As a place to visit	56.5%	54.8%	1.7%	Overall Ratings of the City
Availability of materials	78.1%	76.7%	1.4%	Library Services
As a place to live	94.5%	93.4%	1.1%	Overall Ratings of the City
Enforcement of yard parking regulations in your neighborhood	57.2%	56.2%	1.0%	Code Enforcement
Senior citizen programs in League City	54.5%	53.6%	0.9%	Parks and Recreation
How quickly police respond to emergencies	76.5%	75.7%	0.8%	Police Services/Animal Services
Overall quality of fire services	82.2%	81.4%	0.8%	Fire Services
Quality of police services	90.4%	89.7%	0.7%	Major Categories of City Services
Condition of streets in your neighborhood	73.8%	73.1%	0.7%	Public Works Services
Mowing/tree trimming along streets/other public areas	69.2%	68.6%	0.6%	Public Works Services

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Trends Since 2019 (Cont.)

Service	2023	2019	Difference	Category
As a place to raise children	93.2%	92.9%	0.3%	Overall Ratings of the City
Leadership of City Manager	59.9%	59.6%	0.3%	Items That Influence Perceptions of the City
Quality of League City government services	71.4%	71.2%	0.2%	Items That Influence Perceptions of the City
Condition of street signs and traffic signals	77.4%	77.2%	0.2%	Public Works Services
Condition of street drainage/water drainage	54.7%	54.5%	0.2%	Public Works Services
Overall quality of city police protection	87.3%	87.2%	0.1%	Police Services/Animal Services
Overall feeling of safety in League City	87.6%	87.6%	0.0%	Feeling of Safety in Various Situations
Adult programs in League City	55.5%	55.5%	0.0%	Parks and Recreation
Overall quality of customer service provided	75.6%	75.7%	-0.1%	Major Categories of City Services
Number of City parks/green space	70.1%	70.3%	-0.2%	Parks and Recreation
Availability of meeting space in League City	61.2%	61.6%	-0.4%	Parks and Recreation
Quality of fire services	89.0%	89.6%	-0.6%	Major Categories of City Services
As a place you are proud to call home	86.1%	87.0%	-0.9%	Overall Ratings of the City
How quickly EMS personnel respond	74.6%	75.5%	-0.9%	EMS Services
Cleanliness of streets and other public areas	75.2%	76.1%	-0.9%	Public Works Services
Animal Service's enforcement of animal codes	61.7%	62.9%	-1.2%	Police Services/Animal Services
Reputation of League City	82.9%	84.2%	-1.3%	Items That Influence Perceptions of the City
Adequacy of street lighting in League City	49.2%	50.9%	-1.7%	Public Works Services
Overall appearance of League City	73.1%	75.0%	-1.9%	Items That Influence Perceptions of the City
Feeling of safety walking in your neighborhood during the day	94.1%	96.0%	-1.9%	Feeling of Safety in Various Situations
As a place to work	70.5%	72.6%	-2.1%	Overall Ratings of the City
Overall quality of businesses and service establishments in League City	65.5%	67.7%	-2.2%	Satisfaction With Various Items
How quickly fire services personnel respond	76.0%	78.6%	-2.6%	Fire Services
Feeling of safety walking in your neighborhood after dark	71.8%	74.4%	-2.6%	Feeling of Safety in Various Situations
Fire education programs in your community	58.4%	61.2%	-2.8%	Fire Services
Entertainment opportunities in League City	39.0%	42.1%	-3.1%	Satisfaction With Various Items
Quality of life in League City	87.1%	90.3%	-3.2%	Items That Influence Perceptions of the City
Quality of adult programs/classes	60.6%	63.9%	-3.3%	Library Services
Visibility of police in neighborhoods	64.0%	67.6%	-3.6%	Police Services/Animal Services
Youth programs in League City	71.0%	74.6%	-3.6%	Parks and Recreation
How well League City is planning growth	46.8%	50.5%	-3.7%	Items That Influence Perceptions of the City
Employment opportunities in League City	36.5%	41.0%	-4.5%	Satisfaction With Various Items
Quality of children programs/classes	68.0%	72.7%	-4.7%	Library Services
Condition of sidewalks in your neighborhood	45.5%	50.4%	-4.9%	Public Works Services
Shopping opportunities in League City	64.3%	69.3%	-5.0%	Satisfaction With Various Items
Quality of tween/teen programs/classes	59.2%	64.2%	-5.0%	Library Services
Curbside recycling services	72.7%	78.3%	-5.6%	Trash Services & Water Utilities
Enforcing clean-up of junk & debris on private property	52.9%	58.6%	-5.7%	Code Enforcement
As a city moving in the right direction	66.3%	72.1%	-5.8%	Overall Ratings of the City
Enforcement of City traffic laws	64.0%	69.9%	-5.9%	Police Services/Animal Services
Visibility of police in commercial and retail areas	65.2%	71.5%	-6.3%	Police Services/Animal Services
City efforts to remove abandoned or inoperative vehicles	50.8%	57.1%	-6.3%	Code Enforcement
Leadership of elected officials	52.6%	59.8%	-7.2%	Items That Influence Perceptions of the City
Enforcement of local codes and ordinances	58.9%	66.4%	-7.5%	Major Categories of City Services
Fire inspection programs in your community	54.0%	61.7%	-7.7%	Fire Services
Enforcing exterior maintenance of commercial/business property	51.1%	58.8%	-7.7%	Code Enforcement
Enforcing mowing & cutting of weeds & grass on private property	47.5%	56.4%	-8.9%	Code Enforcement
Enforcing exterior maintenance of residential property	47.8%	57.3%	-9.5%	Code Enforcement
Enforcing sign regulations	50.1%	63.0%	-12.9%	Code Enforcement

2023 League City Community Survey Executive Summary



How League City Compares to Other Communities Nationally

Satisfaction ratings for League City **rated above the U.S. average in 52 of the 56 areas** that were assessed. League City rated significantly higher than the U.S. average (difference of 5% or more) in 48 of these areas. The tables below and on the following page show how League City compares to the U.S. average:

Service	League City	U.S.	Difference	Category
As a place to live	94.5%	48.5%	46.0%	Overall Ratings of the City
Overall efforts by to ensure the community is prepared for emergencies	83.1%	42.5%	40.6%	Major Categories of City Services
Overall effectiveness of communication	74.8%	36.9%	37.9%	Major Categories of City Services
Overall quality of customer service provided	75.6%	39.4%	36.2%	Major Categories of City Services
Overall quality of city police protection	87.3%	53.0%	34.3%	Police Services/Animal Services
Overall quality of parks and recreation programs & facilities	83.3%	49.2%	34.1%	Major Categories of City Services
Overall value received for city tax dollars/fees	66.5%	32.9%	33.6%	Items That Influence Perceptions of the City
As a place to raise children	93.2%	61.4%	31.8%	Overall Ratings of the City
Reputation of the City	82.9%	53.4%	29.5%	Items That Influence Perceptions of the City
Efforts by the City to prevent crime	75.9%	48.6%	27.3%	Police Services/Animal Services
Police safety awareness education programs	63.5%	37.2%	26.3%	Police Services/Animal Services
Condition of streets in your neighborhood	73.8%	49.3%	24.5%	Public Works Services
Overall maintenance of city streets, sidewalks & utilities	64.7%	40.5%	24.2%	Major Categories of City Services
Overall quality of Animal Services	72.7%	48.6%	24.1%	Police Services/Animal Services
Quality of City government services	71.4%	49.0%	22.4%	Items That Influence Perceptions of the City
Bulky item pick-up/removal services	68.7%	46.6%	22.1%	Trash Services/Water Utilities
Cleanliness of streets and other public areas	75.2%	53.3%	21.9%	Public Works Services
Leadership of the City Manager	59.9%	38.2%	21.7%	Items That Influence Perceptions of the City
Overall feeling of safety in the City	87.6%	66.0%	21.6%	Feeling of Safety in Various Situations
Condition of major streets in the City	70.9%	50.1%	20.8%	Public Works Services
How quickly police respond to emergencies	76.5%	56.1%	20.4%	Police Services/Animal Services
Overall quality of trash and recycling services	74.8%	55.1%	19.7%	Major Categories of City Services
Overall quality of library services	83.0%	63.9%	19.1%	Major Categories of City Services
Enforcement of local codes and ordinances	58.9%	40.1%	18.8%	Major Categories of City Services
Overall appearance of the City	73.1%	54.7%	18.4%	Items That Influence Perceptions of the City
Curbside recycling services	72.7%	55.6%	17.1%	Trash Services/Water Utilities
As a place to retire	68.1%	51.6%	16.5%	Overall Ratings of the City

2023 League City Community Survey Executive Summary



How League City Compares to Other Communities Nationally (Cont.)

Service	League City	U.S.	Difference	Category
Residential trash collection services	82.6%	67.5%	15.1%	Trash Services/Water Utilities
Visibility of police in commercial and retail areas	65.2%	50.6%	14.6%	Police Services/Animal Services
Enforcement of City traffic laws	64.0%	49.6%	14.4%	Police Services/Animal Services
Condition of street signs and traffic signals	77.4%	63.1%	14.3%	Public Works Services
Leadership of elected officials	52.6%	38.4%	14.2%	Items That Influence Perceptions of the City
Quality of drinking water	73.1%	59.1%	14.0%	Trash Services/Water Utilities
Mowing/tree trimming along streets/other public areas	69.2%	55.4%	13.8%	Public Works Services
Feeling of safety walking on City trails/parks	68.3%	54.6%	13.7%	Feeling of Safety in Various Situations
As a place to work	70.5%	57.1%	13.4%	Overall Ratings of the City
Feeling of safety walking in your neighborhood during the day	94.1%	81.2%	12.9%	Feeling of Safety in Various Situations
Overall drainage and stormwater efforts	60.0%	49.5%	10.5%	Major Categories of City Services
Feeling of safety walking in your neighborhood after dark	71.8%	61.4%	10.4%	Feeling of Safety in Various Situations
Visibility of police in neighborhoods	64.0%	54.1%	9.9%	Police Services/Animal Services
Fire education programs in your community	58.4%	48.6%	9.8%	Fire and EMS Services
Overall quality of EMS	79.8%	70.5%	9.3%	Fire and EMS Services
How well the City is planning growth	46.8%	38.9%	7.9%	Items That Influence Perceptions of the City
Enforcing clean-up of junk & debris on private	52.9%	45.1%	7.8%	Code Enforcement
Fire inspection programs in your community	54.0%	46.7%	7.3%	Fire and EMS Services
Overall quality of fire services	82.2%	76.2%	6.0%	Fire and EMS Services
How quickly EMS personnel respond	74.6%	68.7%	5.9%	Fire and EMS Services
Enforcing sign regulations	50.1%	44.9%	5.2%	Code Enforcement
Enforcing exterior maintenance of commercial/business property	51.1%	46.3%	4.8%	Code Enforcement
How quickly fire services personnel respond	76.0%	71.7%	4.3%	Fire and EMS Services
Enforcing exterior maintenance of residential property	47.8%	44.1%	3.7%	Code Enforcement
Enforcing mowing & cutting of weeds & grass on private property	47.5%	46.1%	1.4%	Code Enforcement
As a place to visit	56.5%	57.7%	-1.2%	Overall Ratings of the City
Condition of sidewalks in your neighborhood	45.5%	46.7%	-1.2%	Public Works Services
Overall flow of traffic and congestion management	41.8%	44.8%	-3.0%	Major Categories of City Services
Adequacy of street lighting in the City	49.2%	58.5%	-9.3%	Public Works Services

2023 League City Community Survey Executive Summary



How the City of League City Compares to the State of Texas

Satisfaction ratings for League City **rated above the Texas average in 49 of the 56 areas** that were assessed. League City rated significantly higher than the Texas average (difference of 5% or more) in 47 of these areas. The tables below and on the following page show how League City compares to the Texas average:

Service	League City	Texas	Difference	Category
As a place to live	94.5%	44.1%	50.4%	Overall Ratings of the City
Overall effectiveness of communication	74.8%	27.1%	47.7%	Major Categories of City Services
Overall efforts by to ensure the community is prepared for emergencies	83.1%	36.3%	46.8%	Major Categories of City Services
Overall quality of customer service provided	75.6%	29.9%	45.7%	Major Categories of City Services
Overall quality of city police protection	87.3%	44.1%	43.2%	Police Services/Animal Services
Overall quality of parks and recreation programs & facilities	83.3%	42.8%	40.5%	Major Categories of City Services
Reputation of the City	82.9%	43.0%	39.9%	Items That Influence Perceptions of the City
As a place to raise children	93.2%	53.5%	39.7%	Overall Ratings of the City
Overall maintenance of city streets, sidewalks & utilities	64.7%	25.3%	39.4%	Major Categories of City Services
Overall value received for city tax dollars/fees	66.5%	30.4%	36.1%	Items That Influence Perceptions of the City
Overall quality of library services	83.0%	51.3%	31.7%	Major Categories of City Services
Efforts by the City to prevent crime	75.9%	44.4%	31.5%	Police Services/Animal Services
Police safety awareness education programs	63.5%	33.7%	29.8%	Police Services/Animal Services
Overall feeling of safety in the City	87.6%	58.3%	29.3%	Feeling of Safety in Various Situations
Overall quality of trash and recycling services	74.8%	46.2%	28.6%	Major Categories of City Services
How quickly police respond to emergencies	76.5%	49.6%	26.9%	Police Services/Animal Services
Overall appearance of the City	73.1%	46.8%	26.3%	Items That Influence Perceptions of the City
Feeling of safety walking on City trails/parks	68.3%	44.3%	24.0%	Feeling of Safety in Various Situations
Enforcement of local codes and ordinances	58.9%	36.0%	22.9%	Major Categories of City Services
Overall quality of Animal Services	72.7%	50.0%	22.7%	Police Services/Animal Services
Quality of drinking water	73.1%	51.0%	22.1%	Trash Services/Water Utilities
Quality of City government services	71.4%	50.3%	21.1%	Items That Influence Perceptions of the City
Condition of streets in your neighborhood	73.8%	53.3%	20.5%	Public Works Services
Cleanliness of streets and other public areas	75.2%	55.4%	19.8%	Public Works Services
How quickly EMS personnel respond	74.6%	54.9%	19.7%	Fire and EMS Services
Overall drainage and stormwater efforts	60.0%	40.5%	19.5%	Major Categories of City Services
As a place to work	70.5%	51.2%	19.3%	Overall Ratings of the City
Visibility of police in neighborhoods	64.0%	44.8%	19.2%	Police Services/Animal Services
Enforcement of City traffic laws	64.0%	44.9%	19.1%	Police Services/Animal Services

2023 League City Community Survey Executive Summary



How the City of League City Compares to the State of Texas (Cont.)

Service	League City	Texas	Difference	Category
Overall quality of EMS	79.8%	61.1%	18.7%	Fire and EMS Services
Visibility of police in commercial and retail areas	65.2%	47.0%	18.2%	Police Services/Animal Services
Overall quality of fire services	82.2%	64.1%	18.1%	Fire and EMS Services
Condition of major streets in the City	70.9%	53.5%	17.4%	Public Works Services
Fire education programs in your community	58.4%	41.3%	17.1%	Fire and EMS Services
Feeling of safety walking in your neighborhood after dark	71.8%	56.1%	15.7%	Feeling of Safety in Various Situations
Bulky item pick-up/removal services	68.7%	53.1%	15.6%	Trash Services/Water Utilities
Feeling of safety walking in your neighborhood during the day	94.1%	78.5%	15.6%	Feeling of Safety in Various Situations
Curbside recycling services	72.7%	59.7%	13.0%	Trash Services/Water Utilities
As a place to retire	68.1%	56.2%	11.9%	Overall Ratings of the City
Residential trash collection services	82.6%	70.8%	11.8%	Trash Services/Water Utilities
How quickly fire services personnel respond	76.0%	64.6%	11.4%	Fire and EMS Services
Leadership of the City Manager	59.9%	48.7%	11.2%	Items That Influence Perceptions of the City
Condition of street signs and traffic signals	77.4%	67.5%	9.9%	Public Works Services
Mowing/tree trimming along streets/other public areas	69.2%	59.7%	9.5%	Public Works Services
Overall flow of traffic and congestion management	41.8%	32.8%	9.0%	Major Categories of City Services
Fire inspection programs in your community	54.0%	47.6%	6.4%	Fire and EMS Services
Leadership of elected officials	52.6%	46.8%	5.8%	Items That Influence Perceptions of the City
How well the City is planning growth	46.8%	44.2%	2.6%	Items That Influence Perceptions of the City
Enforcing clean-up of junk & debris on private property	52.9%	51.7%	1.2%	Code Enforcement
Enforcing exterior maintenance of commercial/business property	51.1%	52.9%	-1.8%	Code Enforcement
As a place to visit	56.5%	58.9%	-2.4%	Overall Ratings of the City
Enforcing sign regulations	50.1%	54.9%	-4.8%	Code Enforcement
Condition of sidewalks in your neighborhood	45.5%	50.7%	-5.2%	Public Works Services
Enforcing mowing & cutting of weeds & grass on private property	47.5%	52.7%	-5.2%	Code Enforcement
Enforcing exterior maintenance of residential property	47.8%	54.5%	-6.7%	Code Enforcement
Adequacy of street lighting in the City	49.2%	60.6%	-11.4%	Public Works Services

2023 League City Community Survey Executive Summary



Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance-Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report.

Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below:

- Overall flow of traffic and congestion management on streets (I-S Rating = 0.3835)
- Overall drainage and stormwater efforts (I-S Rating = 0.1828)
- Overall maintenance of city streets, sidewalks and utilities (I-S Rating = 0.1758)

The table below shows the Importance-Satisfaction rating for all 12 major categories of City services that were rated.

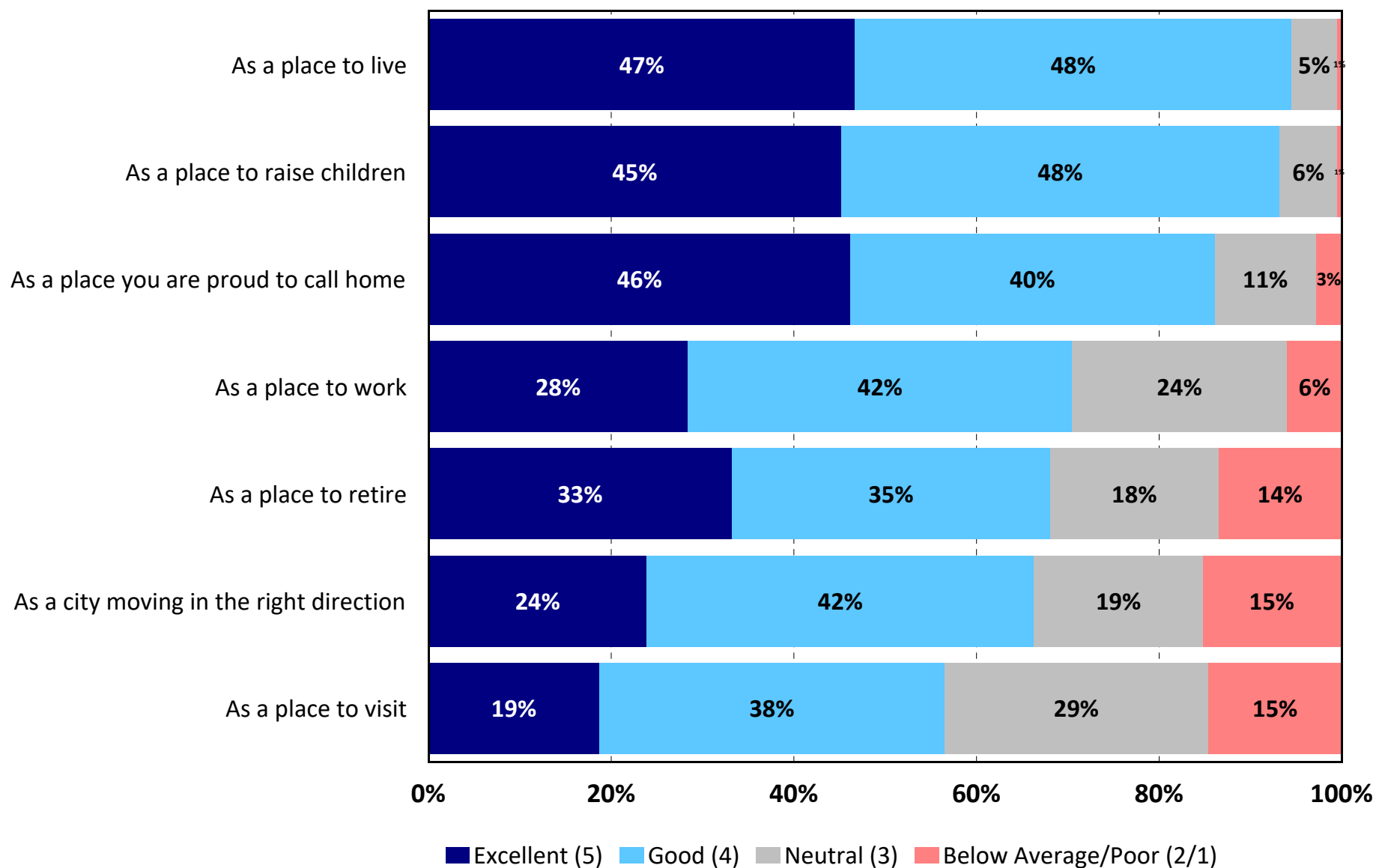
2023 Importance-Satisfaction Rating League City, Texas Major Categories of City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Overall flow of traffic and congestion management on streets in League City	66%	1	42%	12	0.3835	1
High Priority (IS .10-.20)						
Overall drainage and stormwater efforts	46%	3	60%	10	0.1828	2
Overall maintenance of city streets, sidewalks and utilities	50%	2	65%	9	0.1758	3
Medium Priority (IS <.10)						
Overall efforts by League City to ensure the community is prepared for emergencies	27%	4	83%	4	0.0460	4
Enforcement of local codes and ordinances	11%	7	59%	11	0.0432	5
Overall quality of parks and recreation	15%	6	83%	3	0.0244	6
Quality of police services	24%	5	90%	1	0.0228	7
Overall quality of trash and recycling services	8%	9	75%	7	0.0212	8
Overall effectiveness of communication by League City	6%	10	75%	8	0.0156	9
Quality of fire services	9%	8	89%	2	0.0098	10
Overall quality of customer service provided by City of League City	4%	12	76%	6	0.0095	11
Overall quality of library services	4%	11	83%	5	0.0070	12



Charts and Graphs

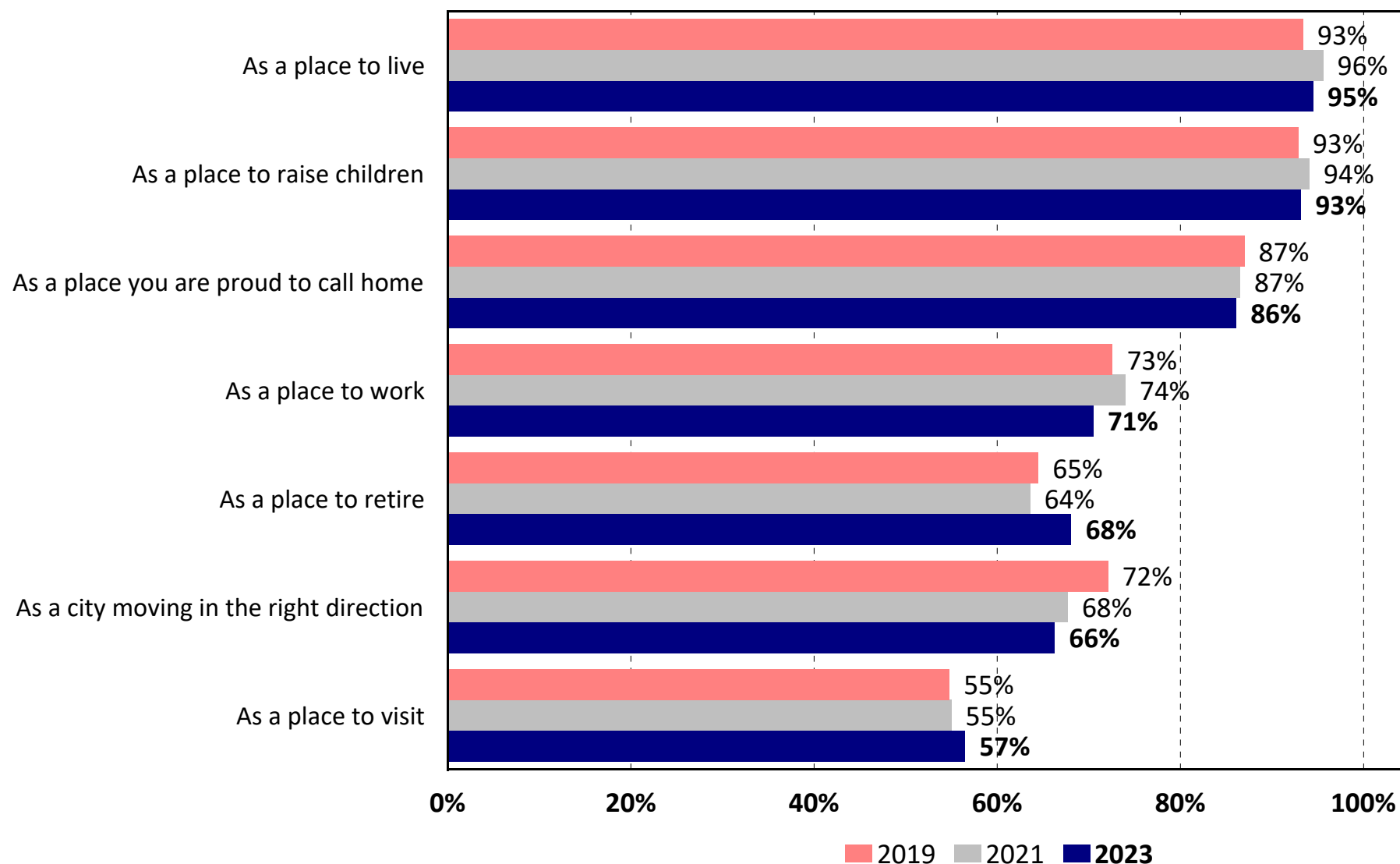
Q1. Overall Ratings of the City

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



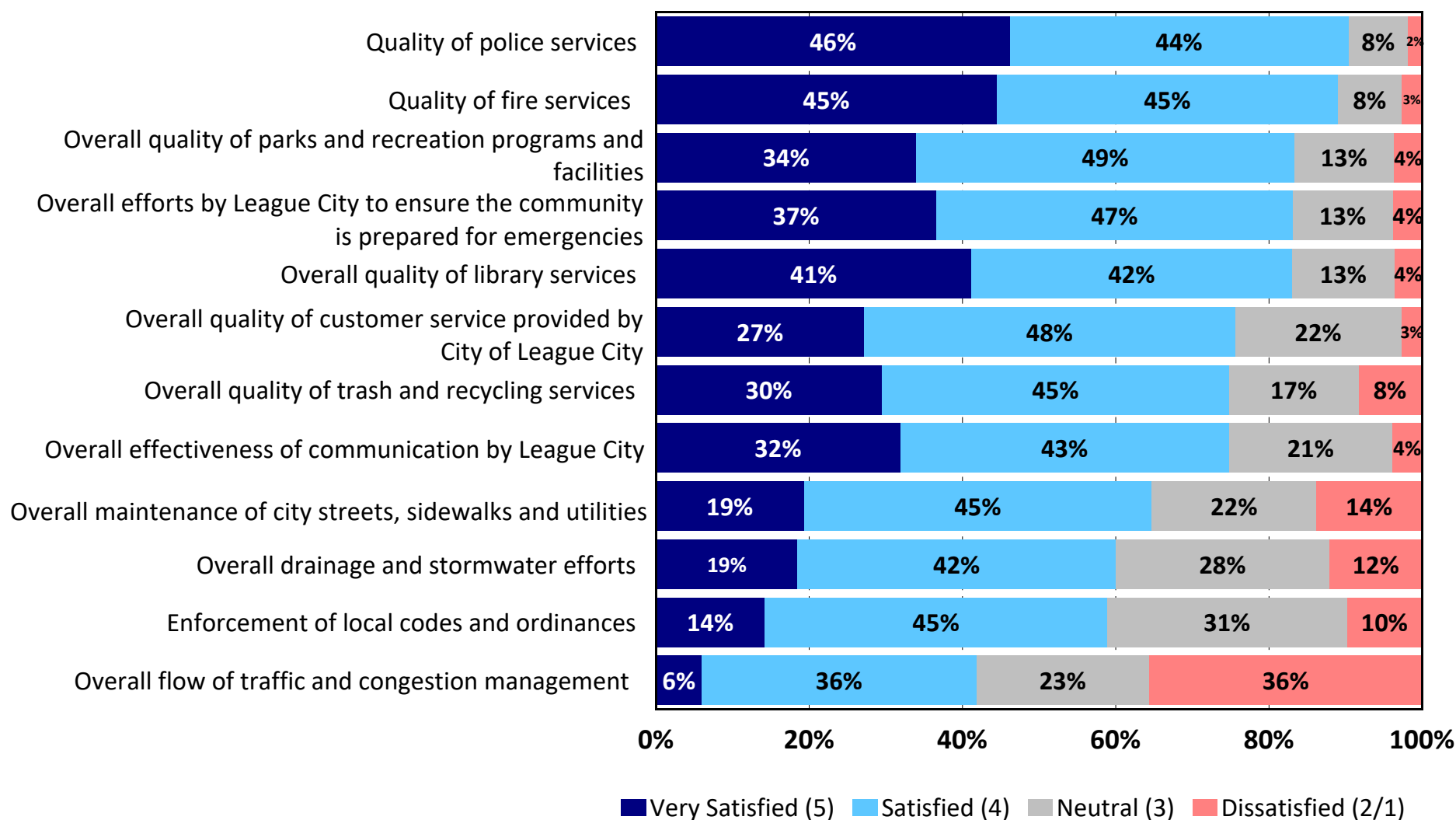
TRENDS: Overall Ratings of the City 2019 to 2023

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



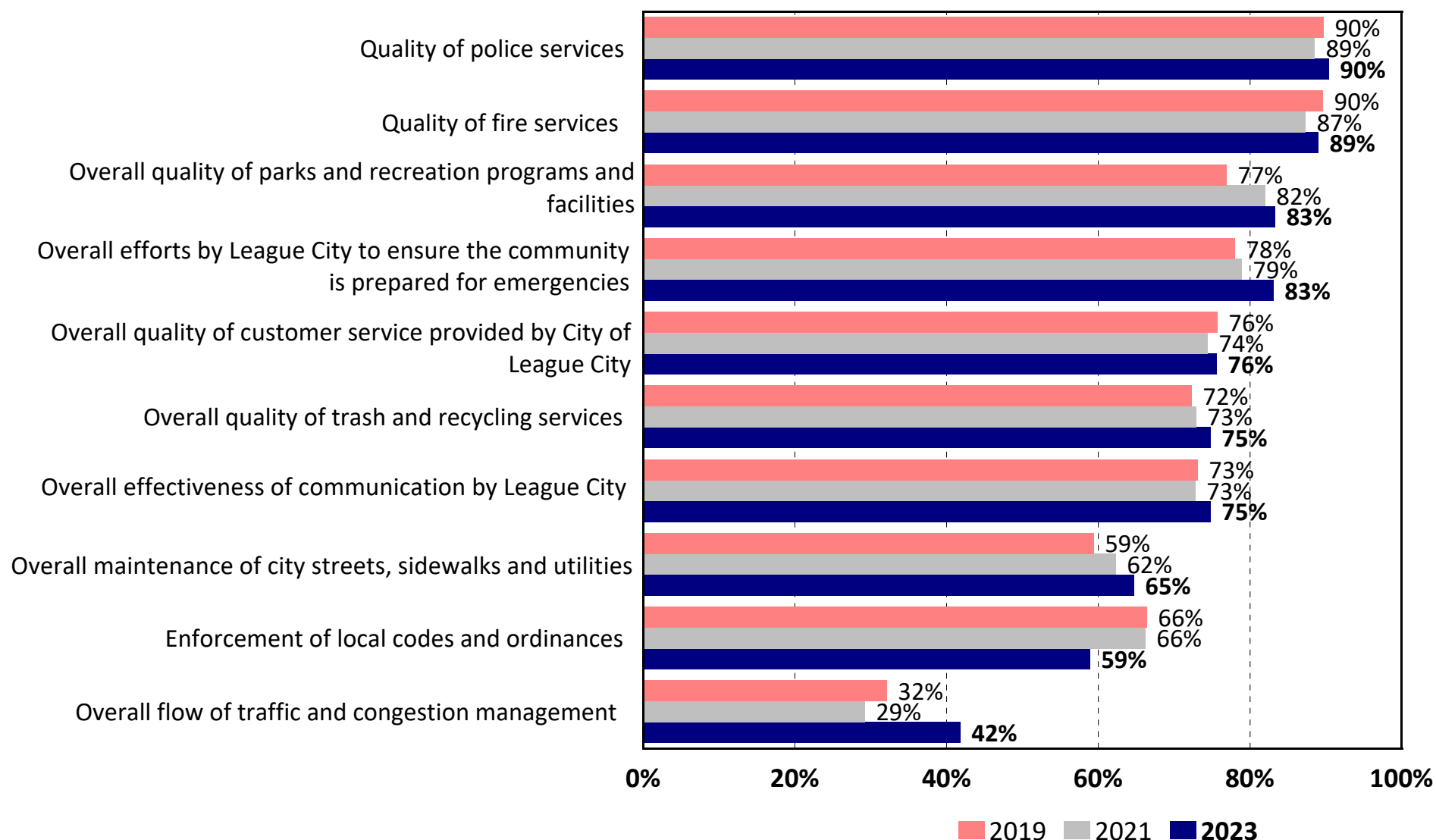
Q2. Overall Satisfaction with City Services by Major Category

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



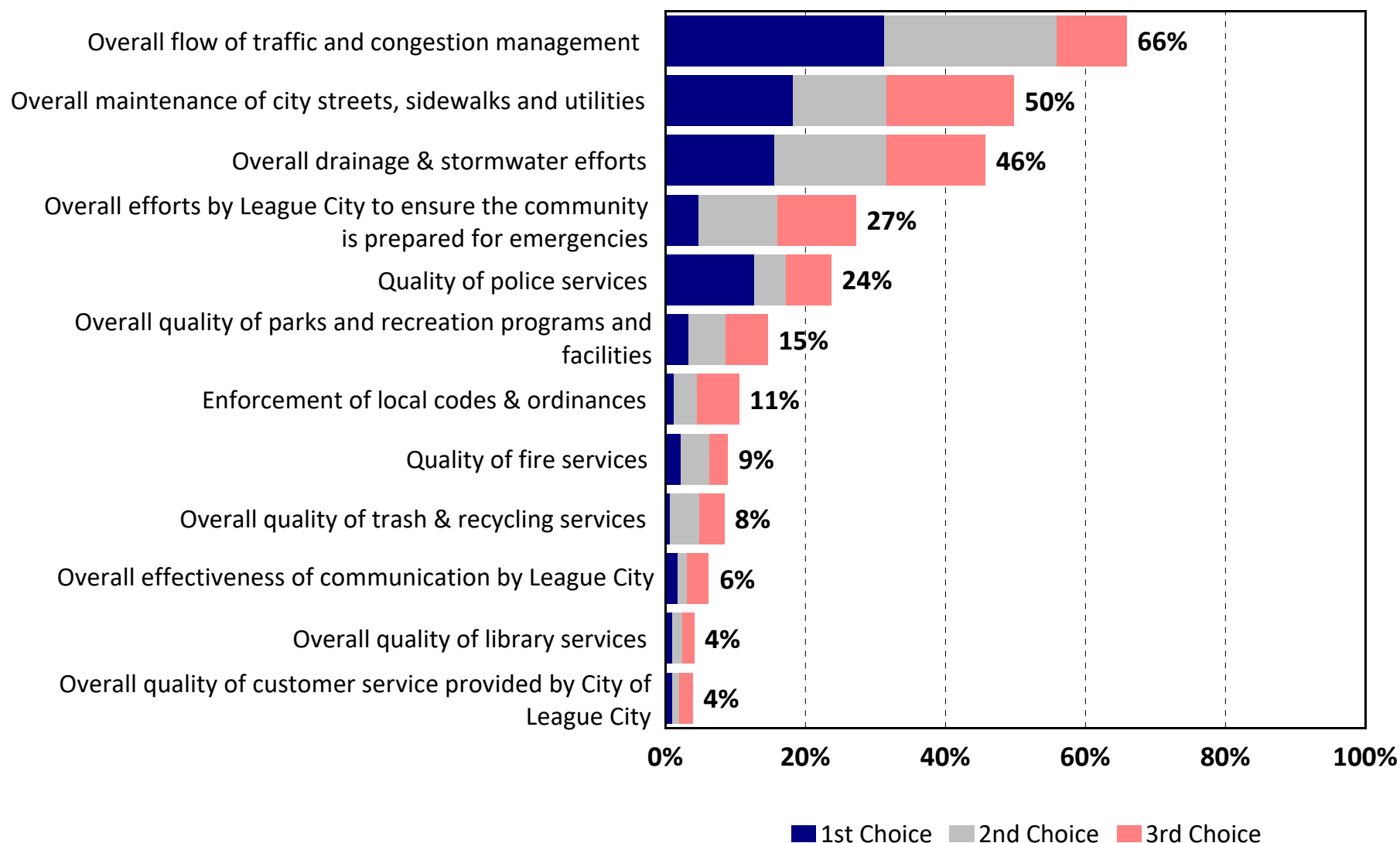
TRENDS: Overall Satisfaction with City Services by Major Category - 2019 to 2023

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



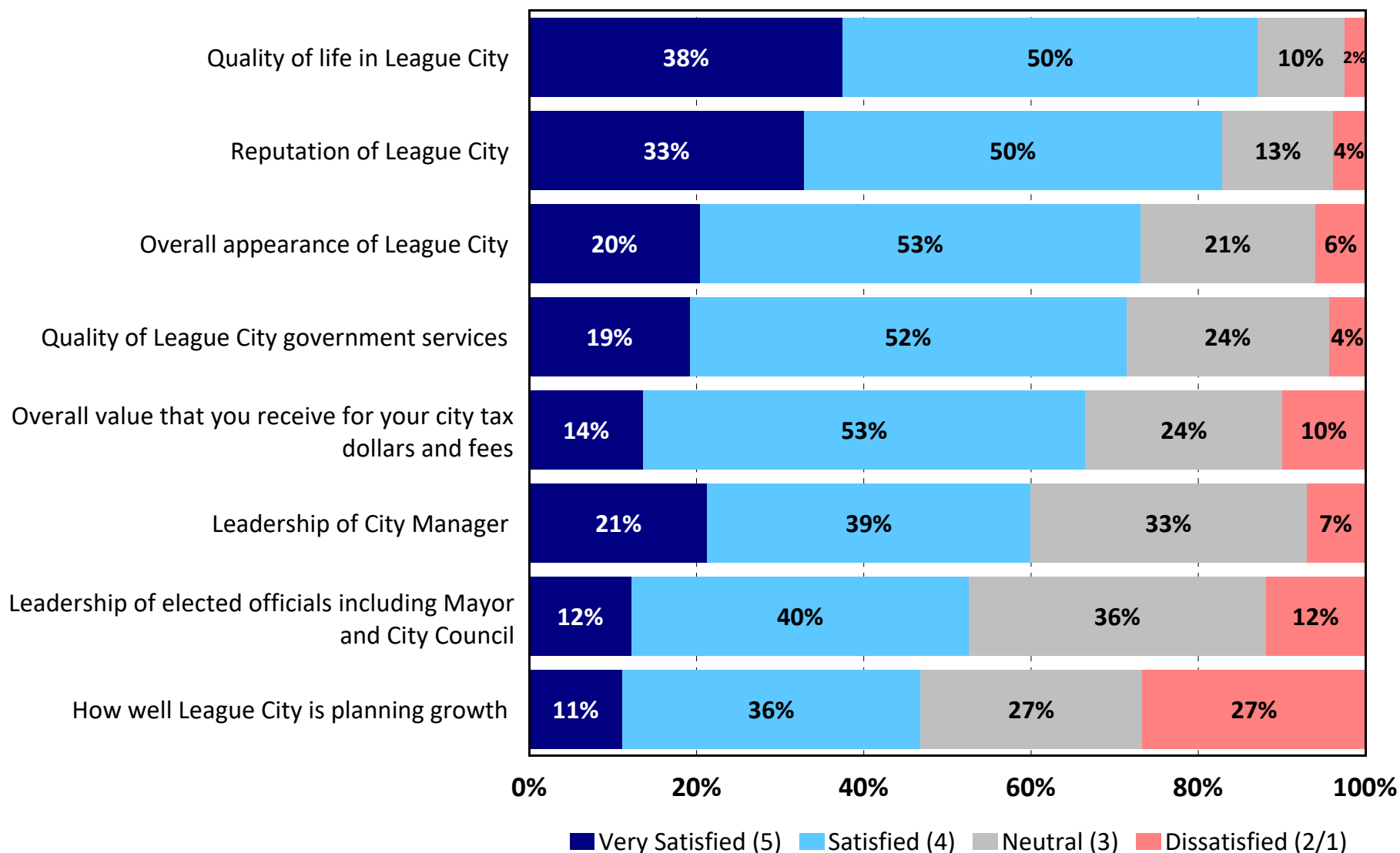
Q3. City Services That Should Receive the Most Emphasis Over the Next Two Years by Major Category

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



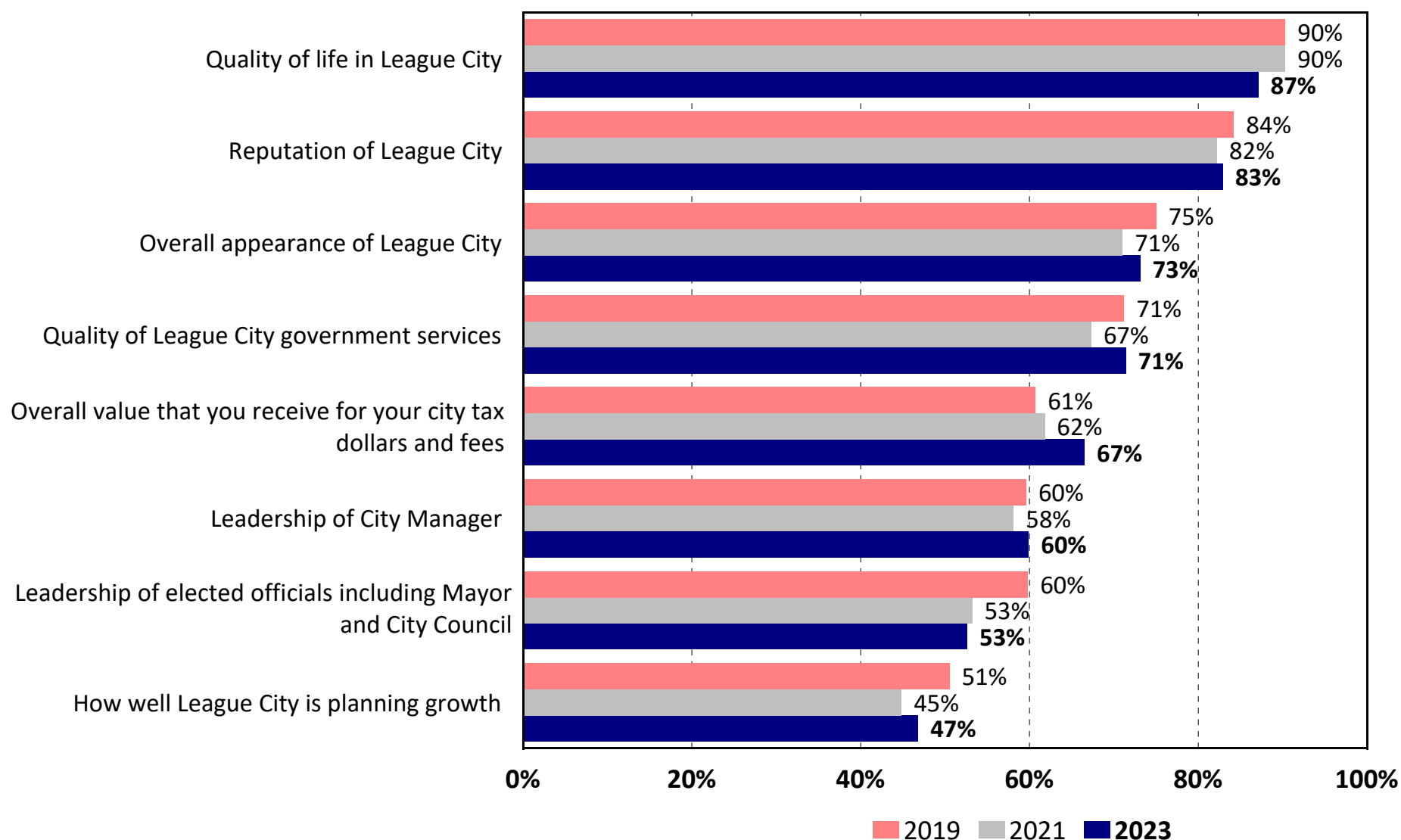
Q4. Satisfaction with Items That Influence Perceptions of the City

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



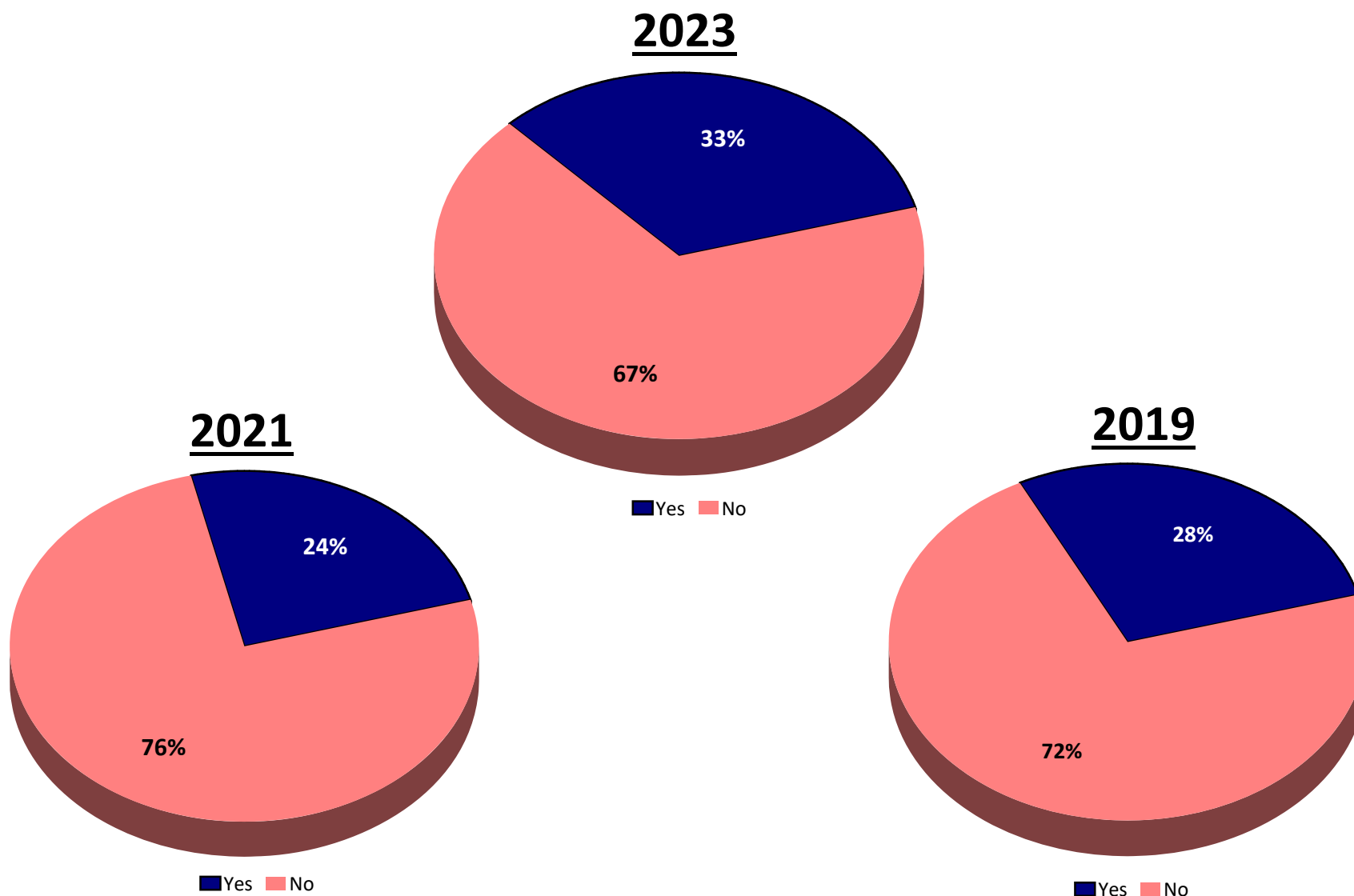
TRENDS: Satisfaction with Items That Influence Perceptions of the City - 2019 to 2023

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



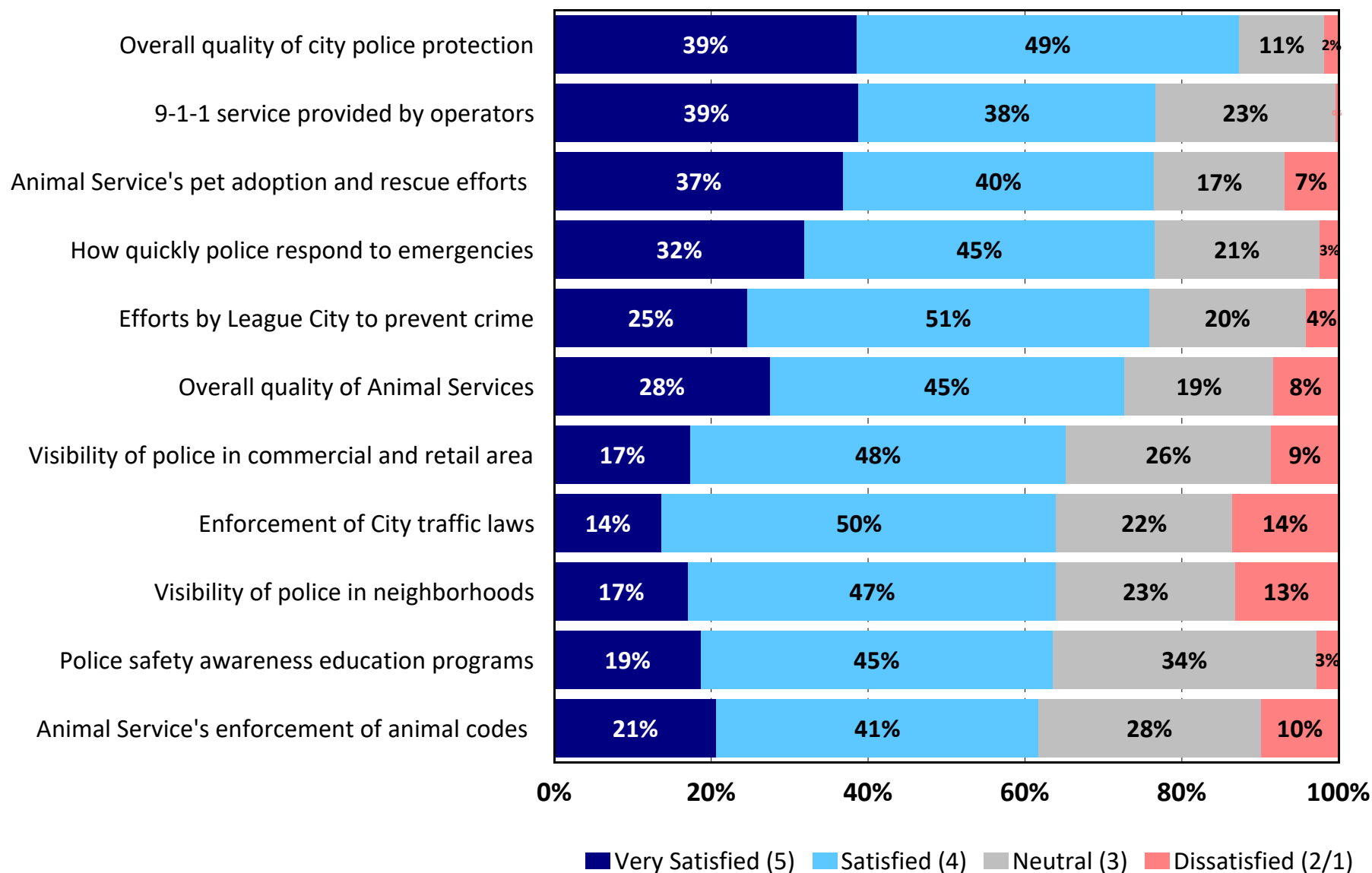
Q5. Have you or anyone in your family had contact with the League City Police Department in the last 12 months?

by percentage of respondents



Q5a. Satisfaction with Police Services/Animal Services

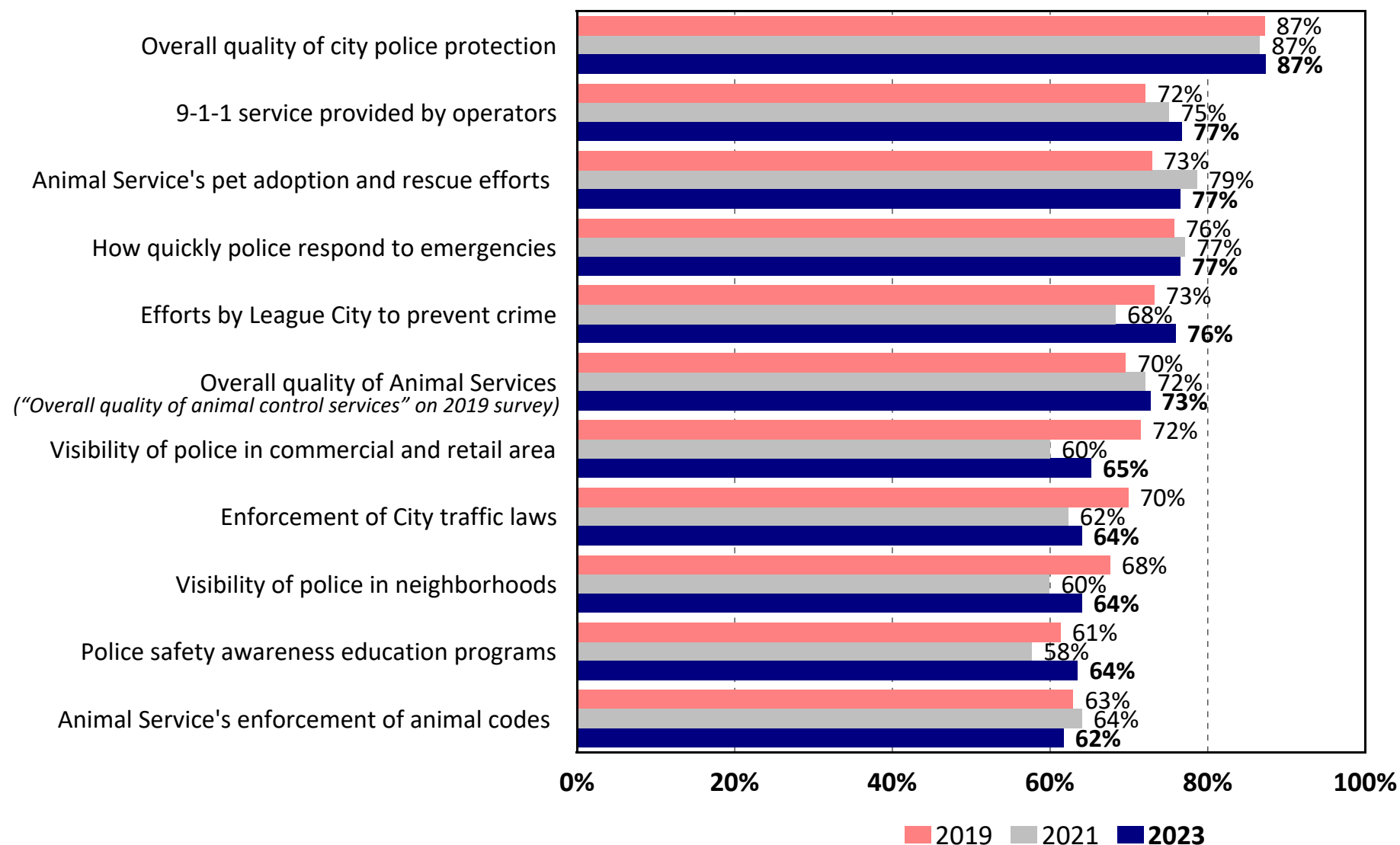
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



TRENDS: Satisfaction with Police Services/Animal Services

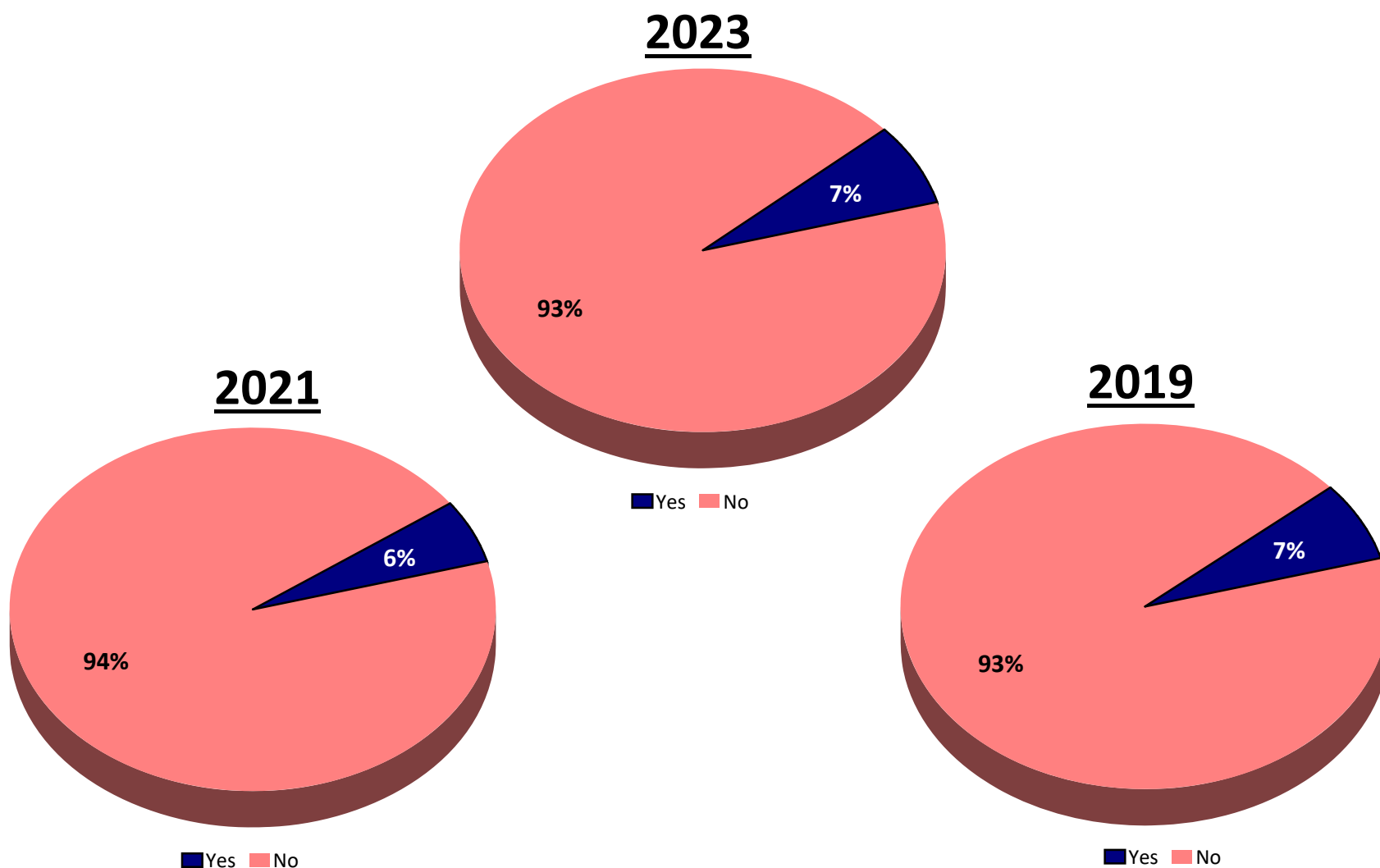
2019 to 2023

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



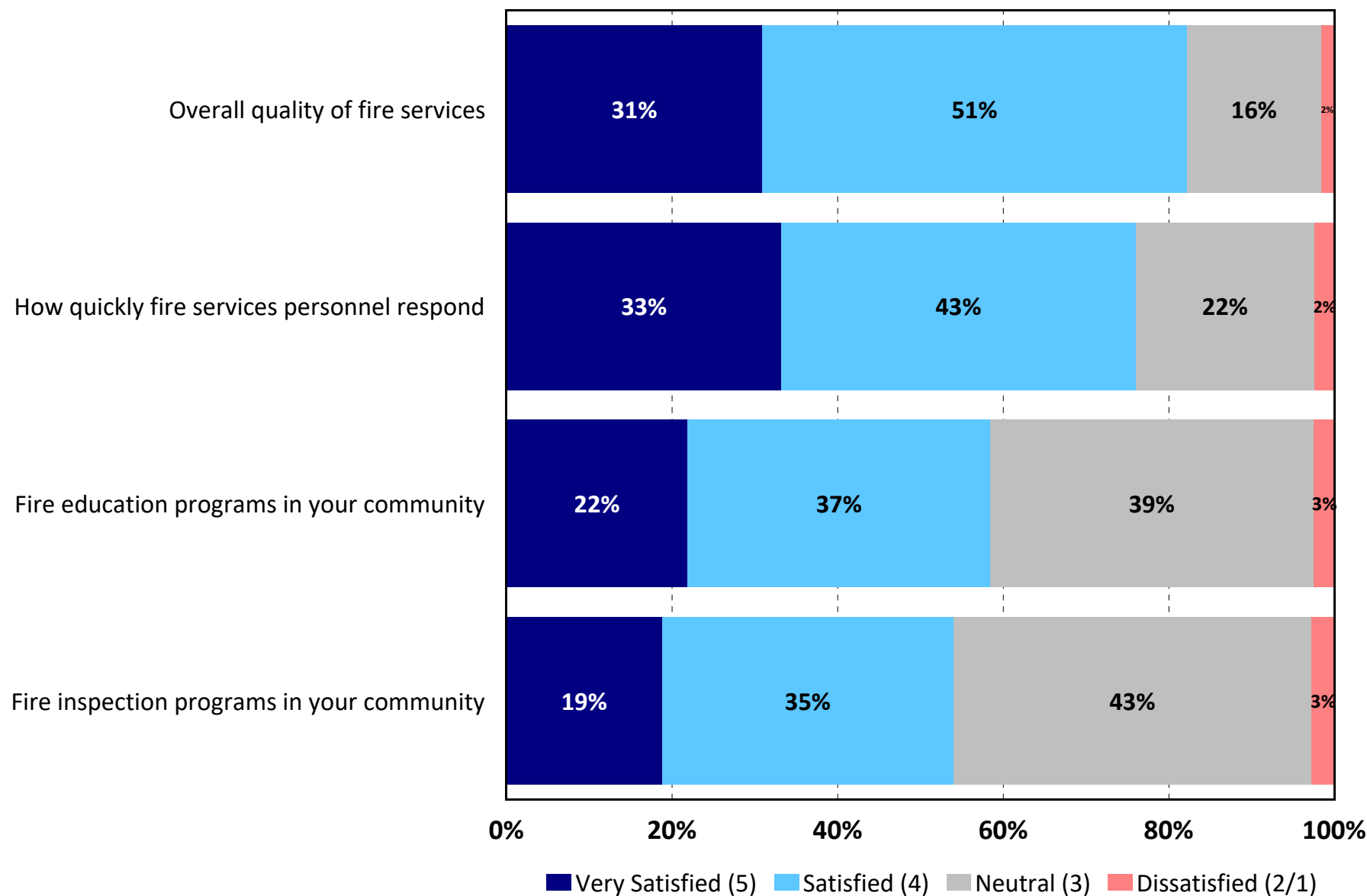
Q6. Have you or anyone in your family had contact with the League City Fire Department in the last 12 months?

by percentage of respondents



Q6a. Satisfaction with Fire Services

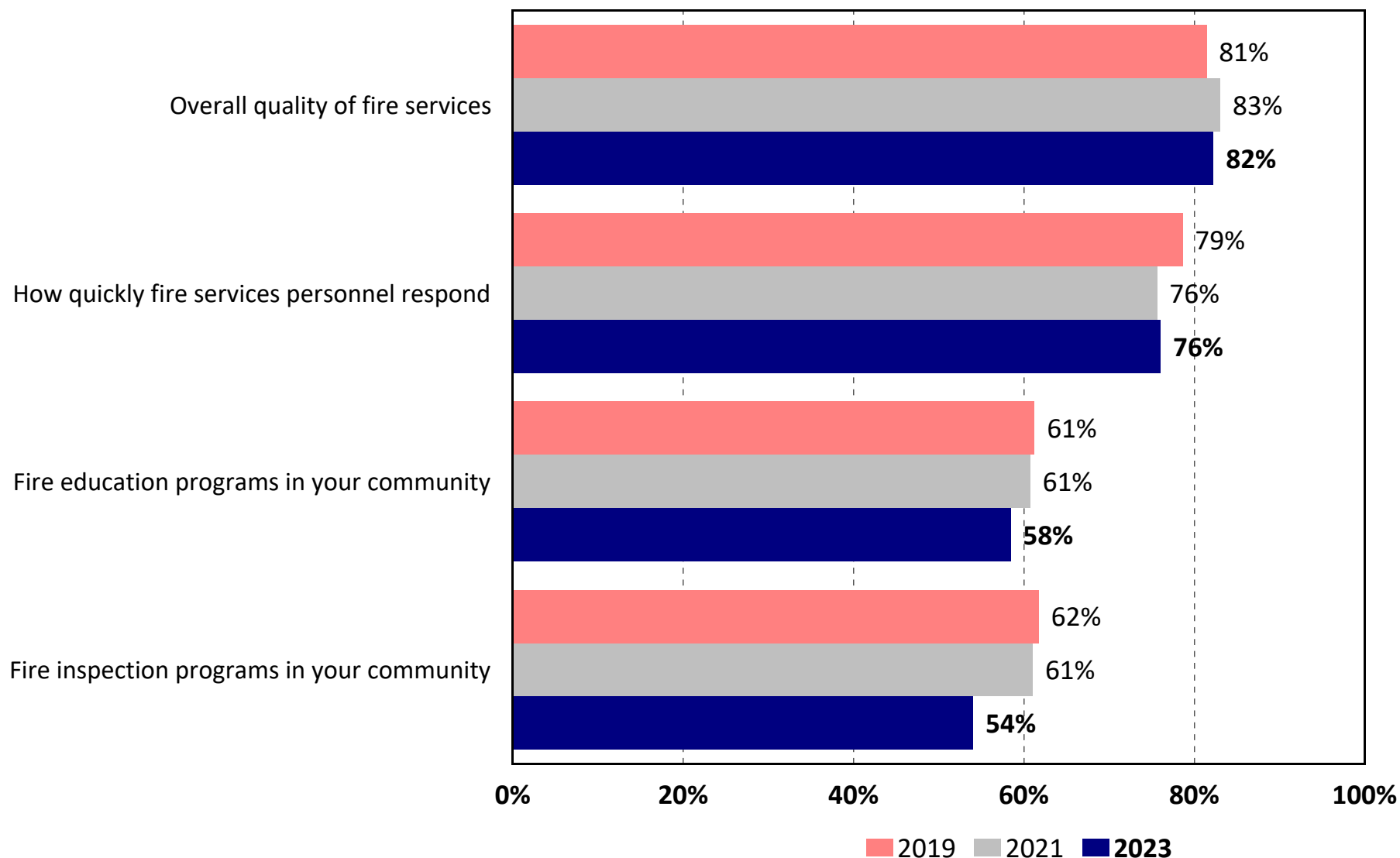
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



TRENDS: Satisfaction with Fire Services

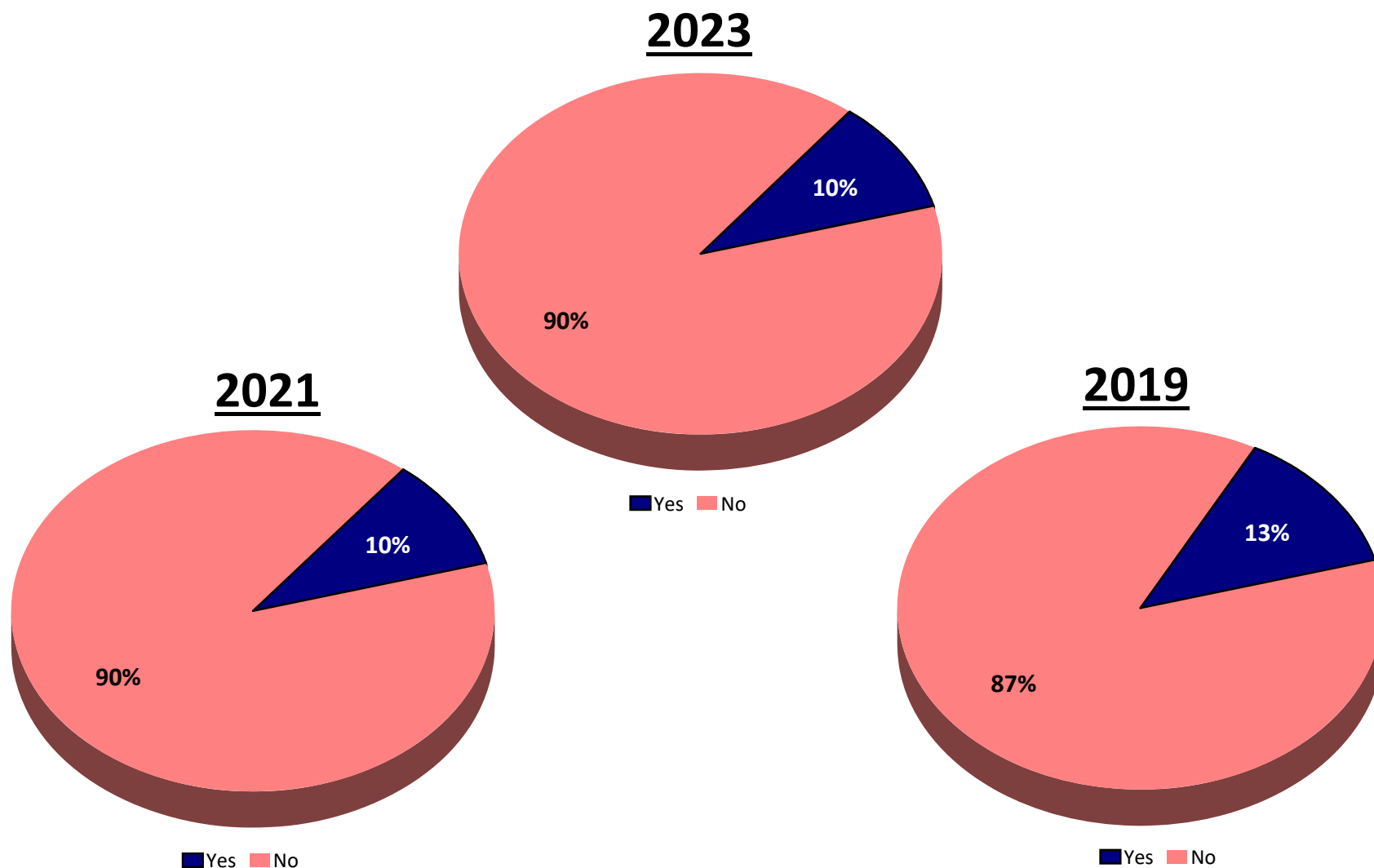
2019 to 2023

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



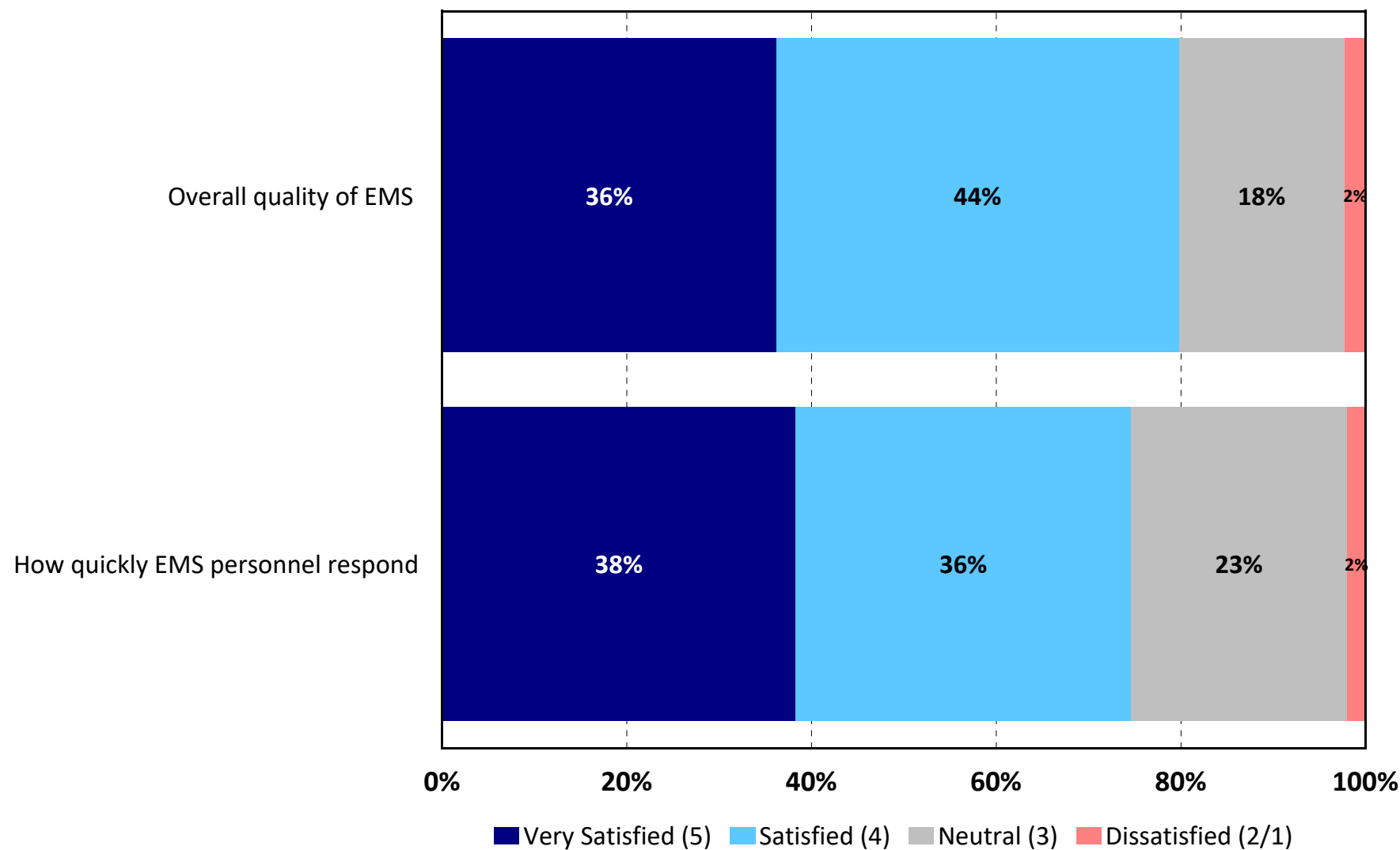
Q7. Have you or anyone in your family used a League City ambulance or EMS services in the last 12 months?

by percentage of respondents



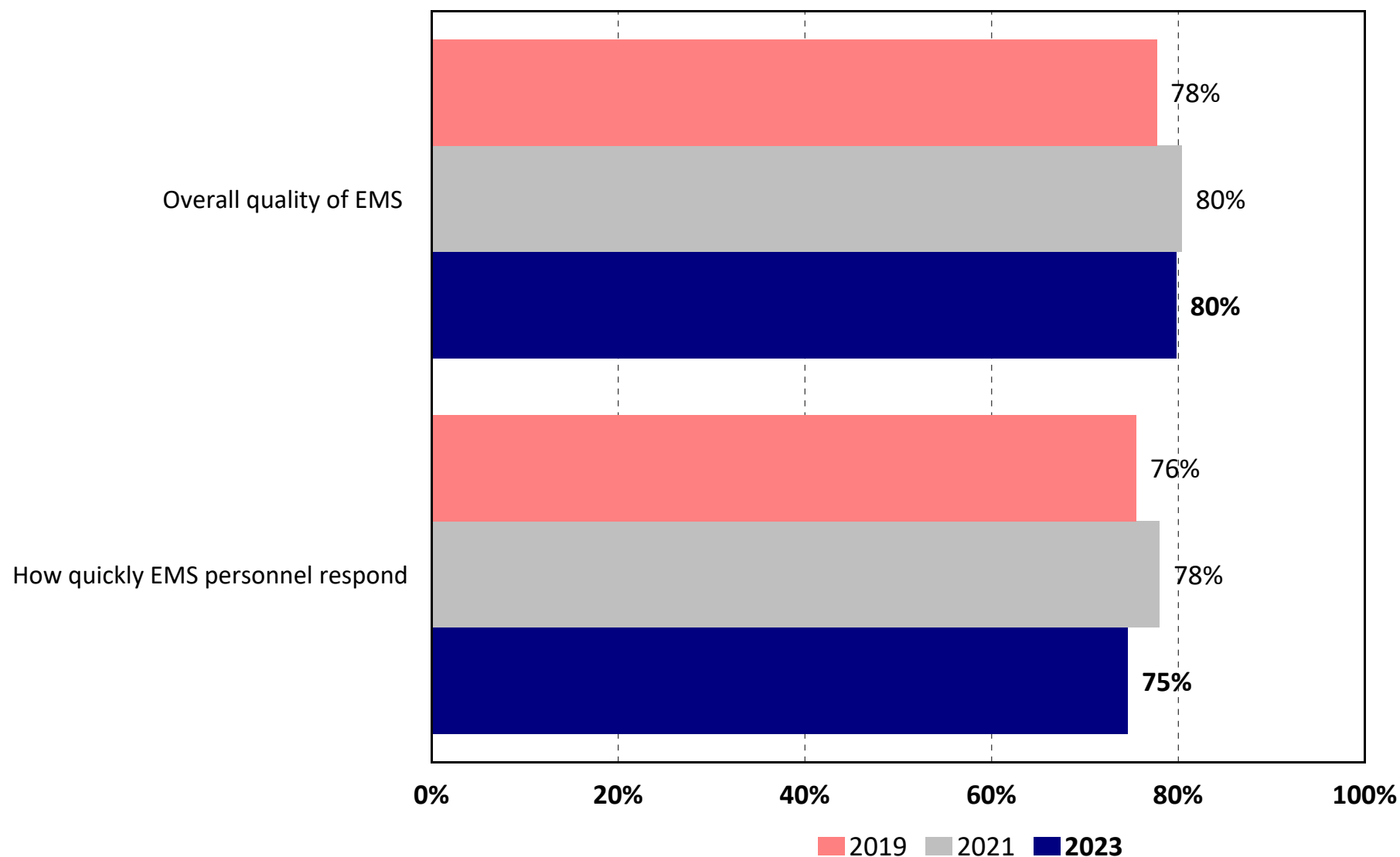
Q7a. Satisfaction with EMS Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



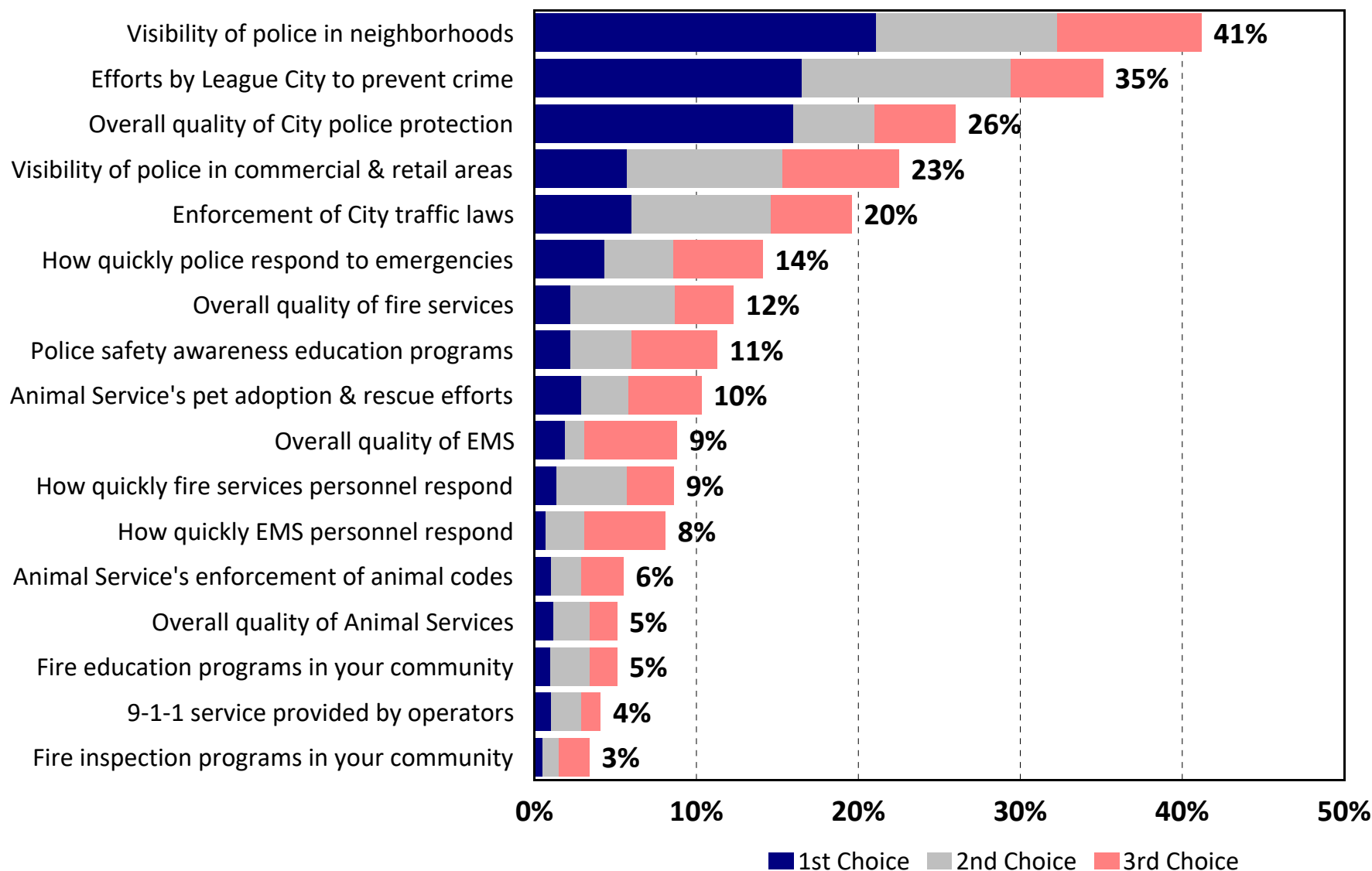
TRENDS: Satisfaction with EMS Services 2019 to 2023

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



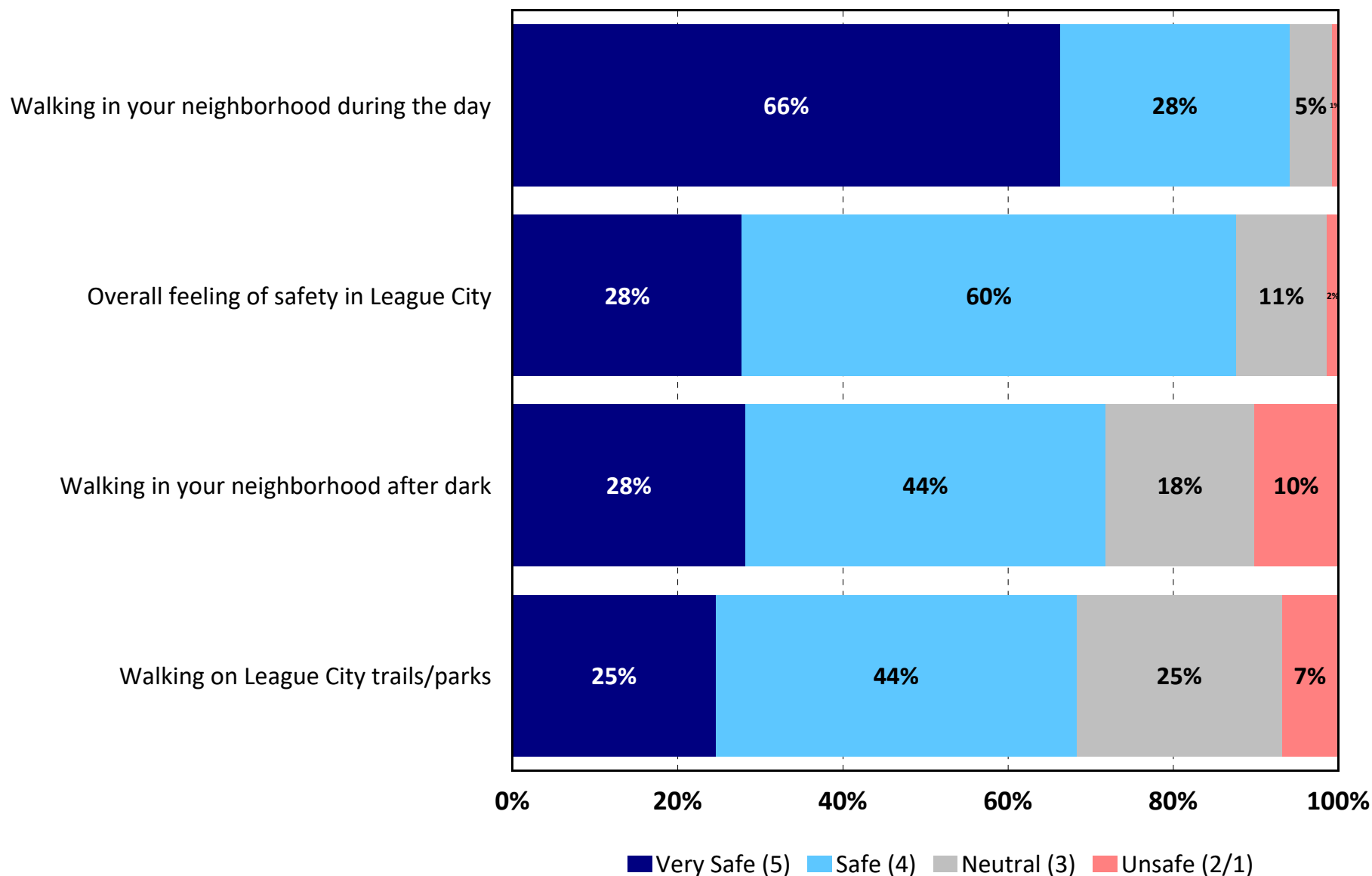
Q8. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

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



Q9. Feeling of Safety in Various Situations

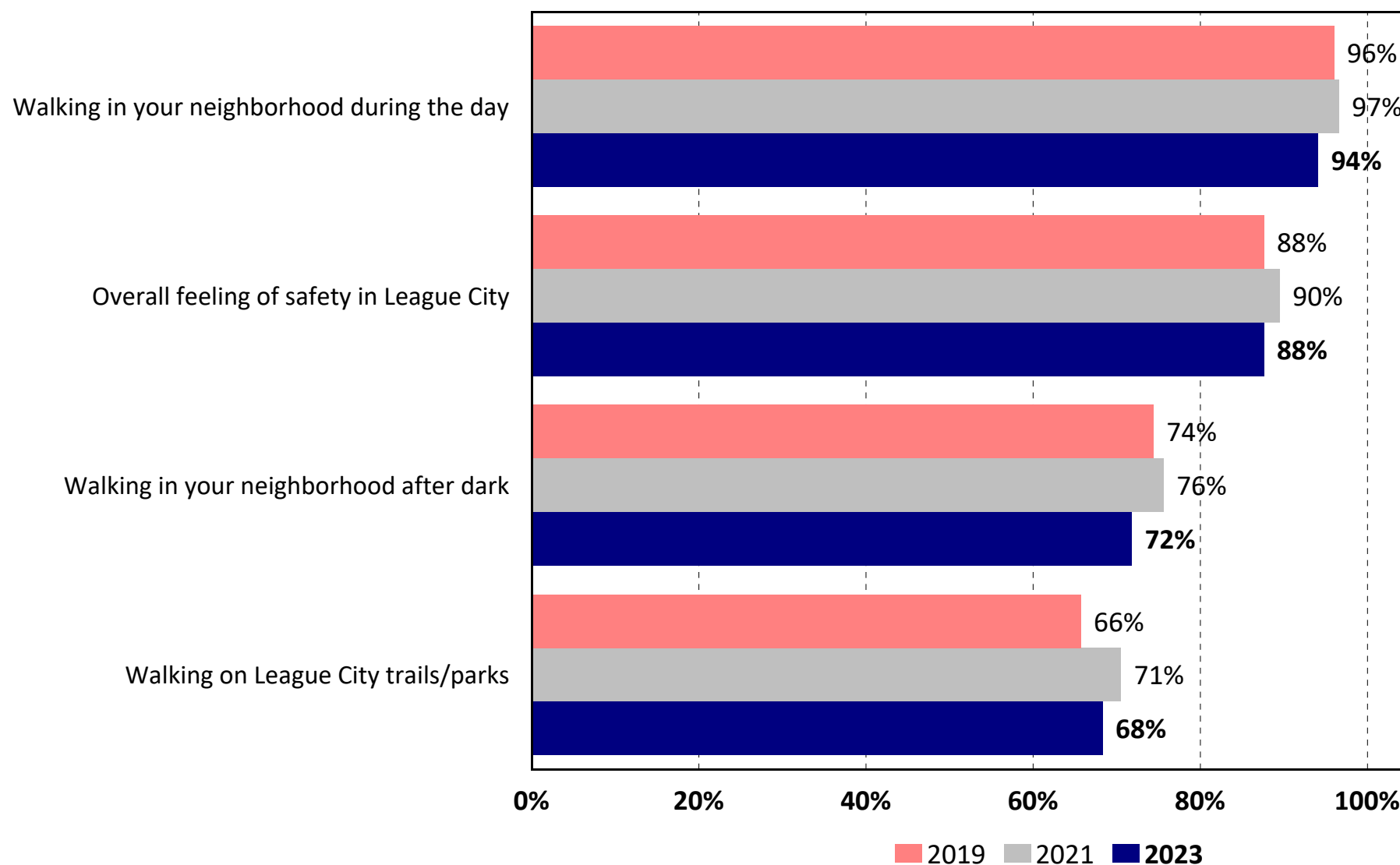
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



TRENDS: Feeling of Safety in Various Situations

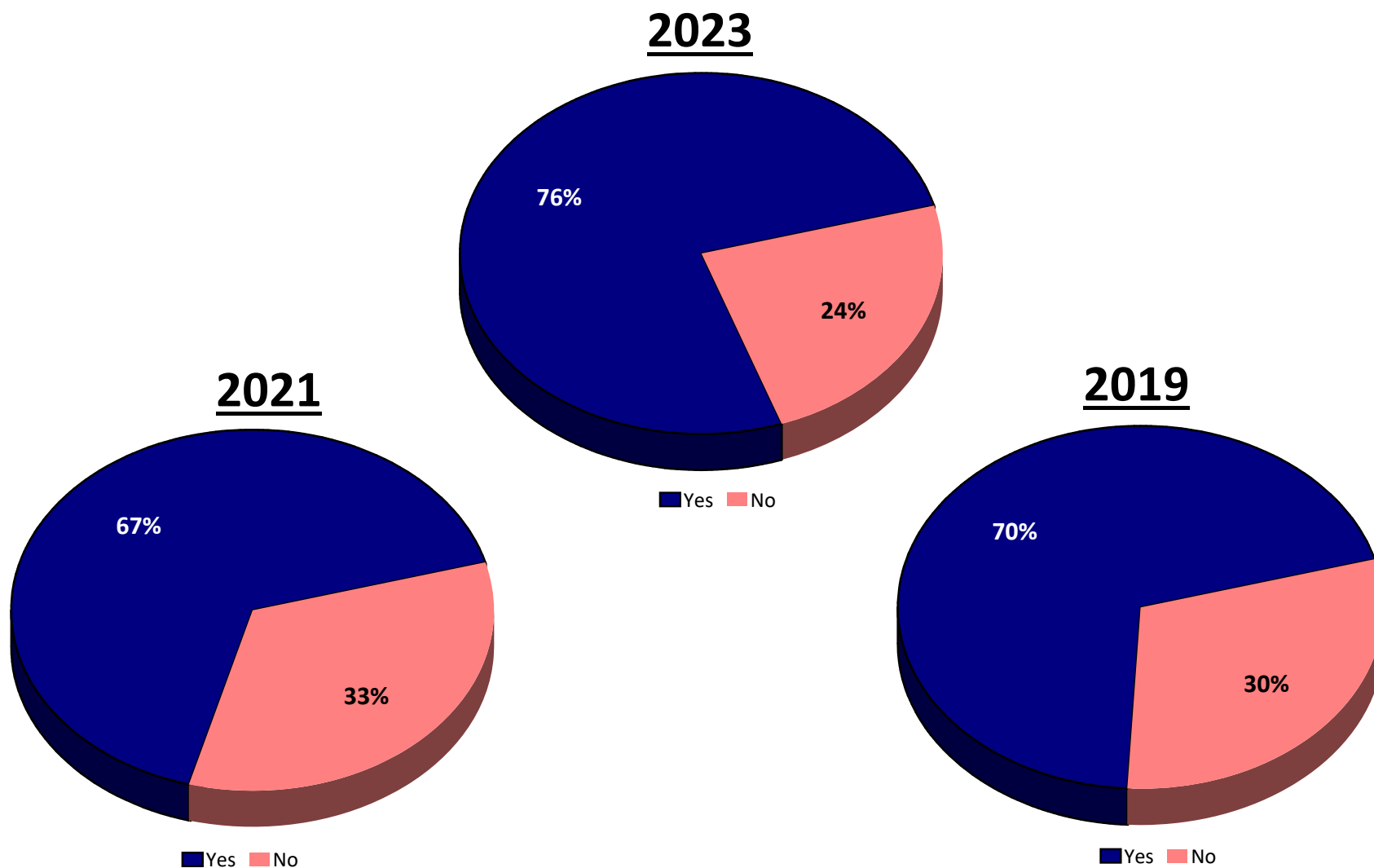
2019 to 2023

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



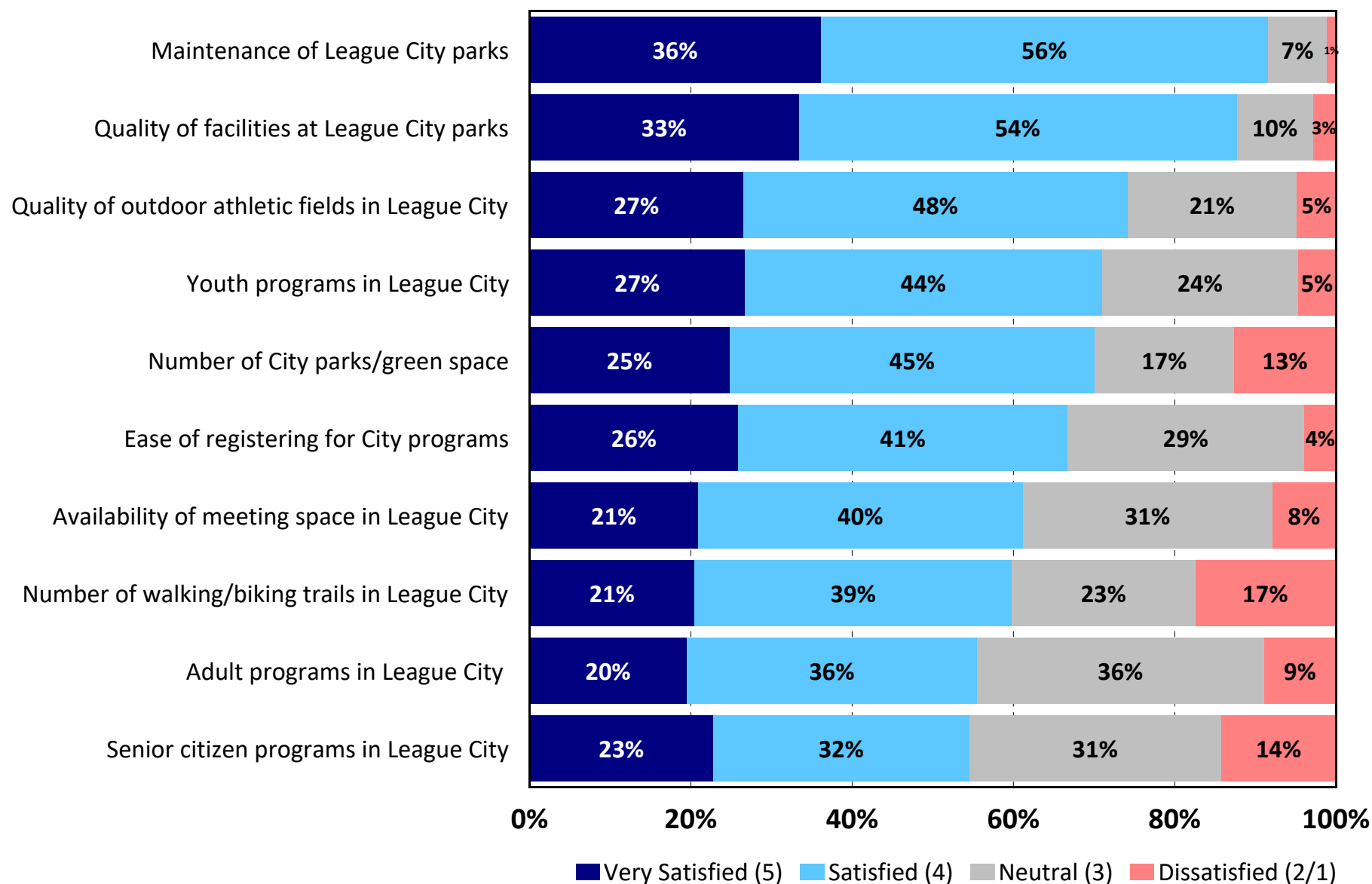
Q10. Have you or a family member visited a League City park or recreational facility in the last 12 months?

by percentage of respondents



Q10a. Satisfaction with Parks and Recreation

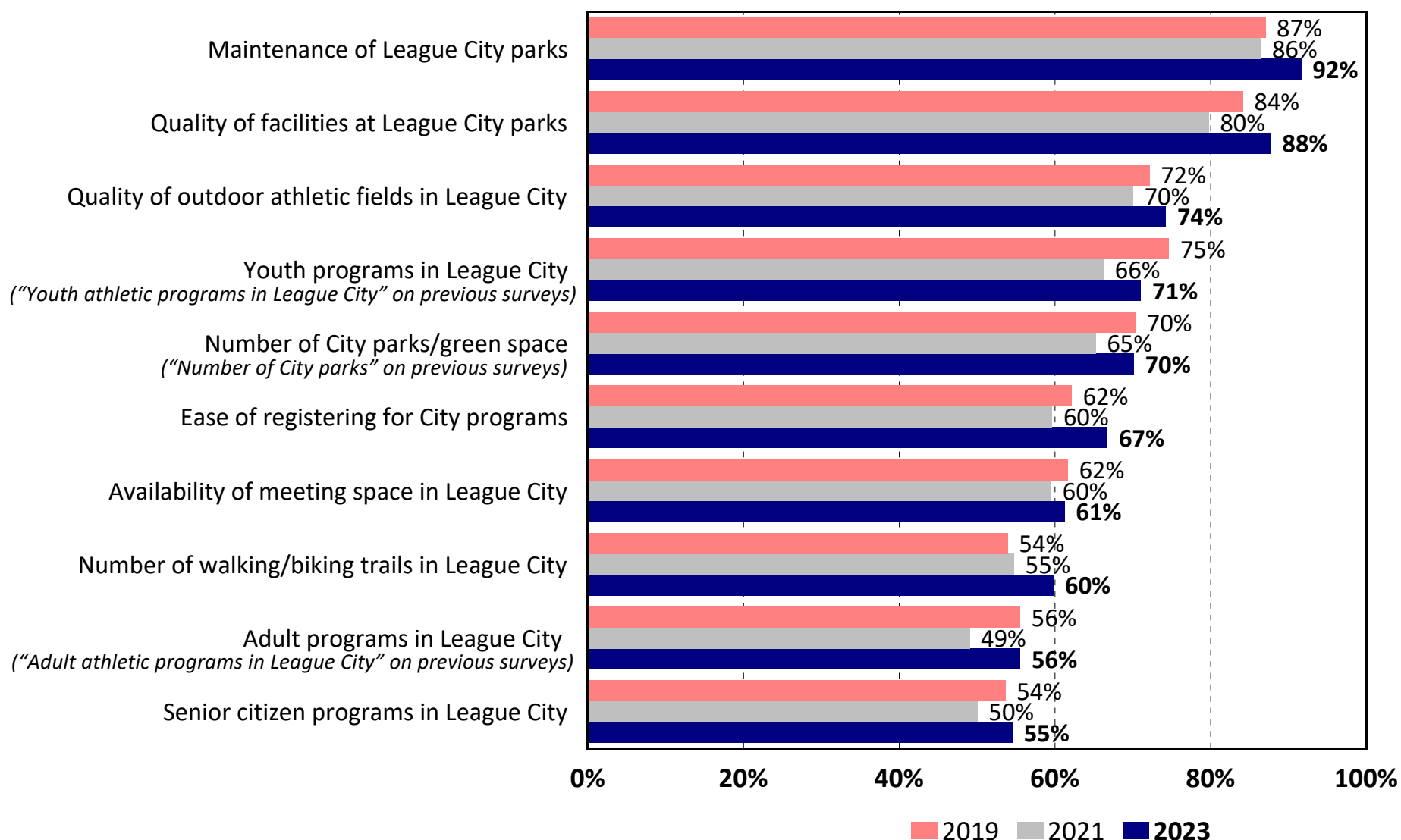
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



TRENDS: Satisfaction with Parks and Recreation

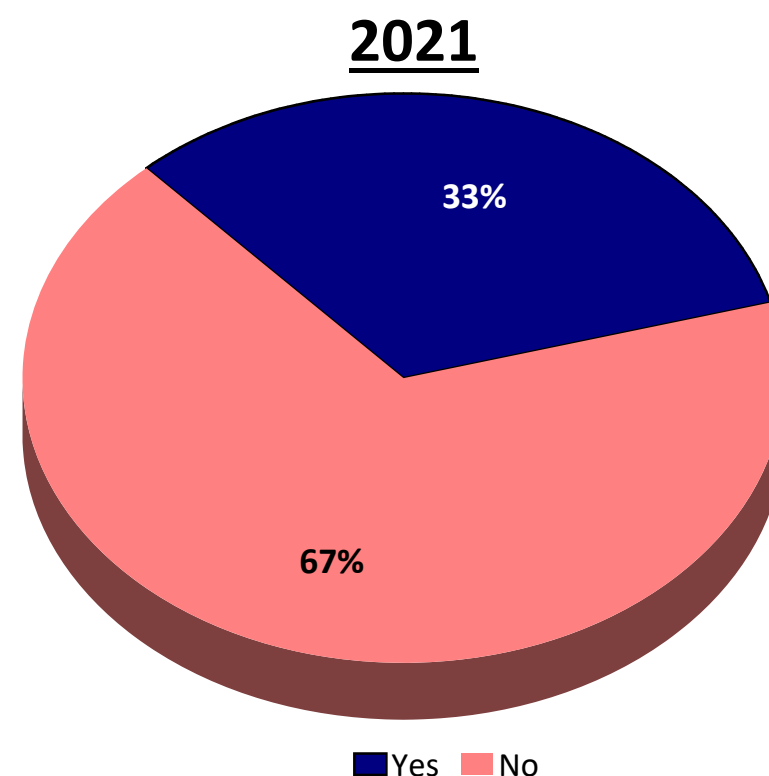
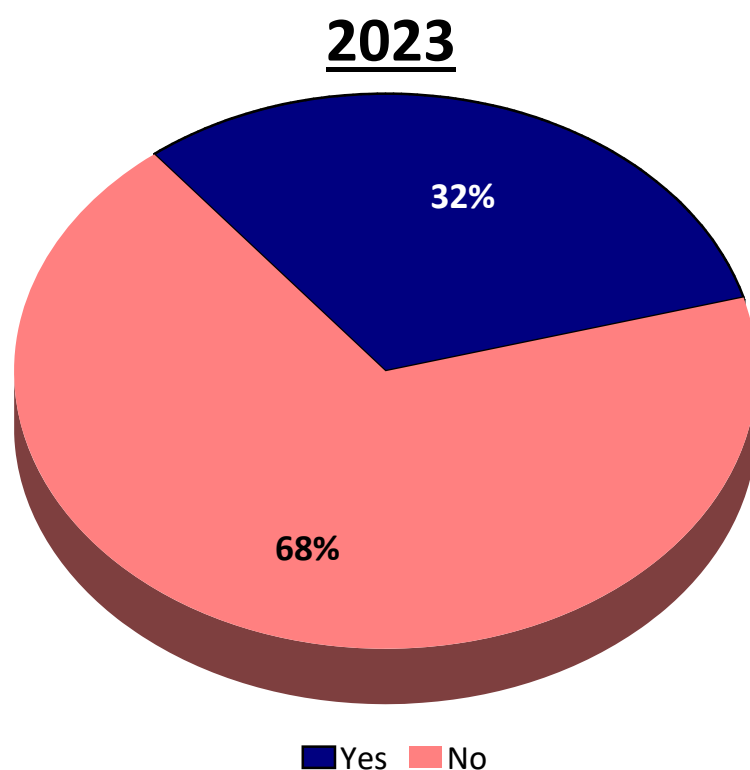
2019 to 2023

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



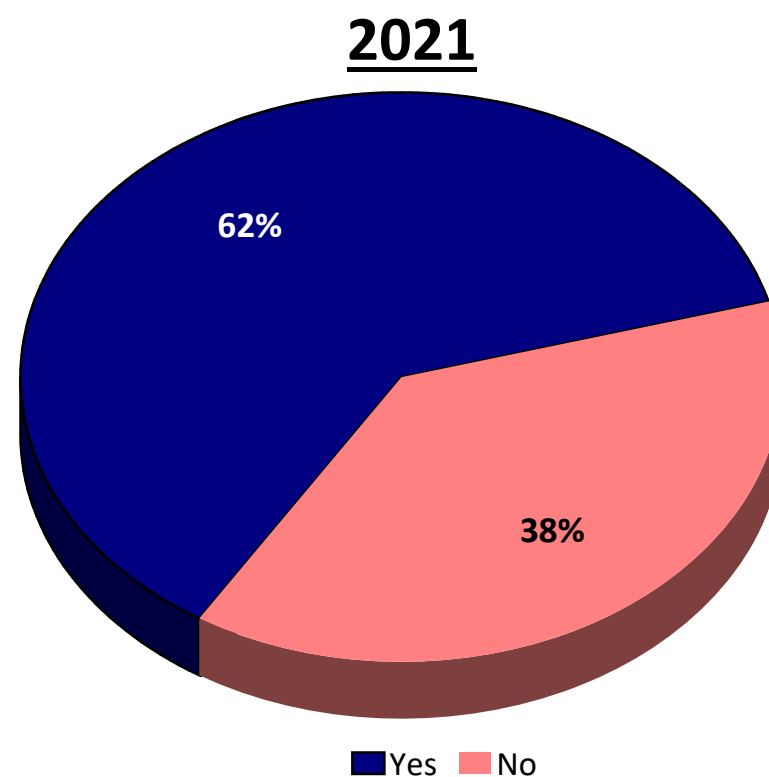
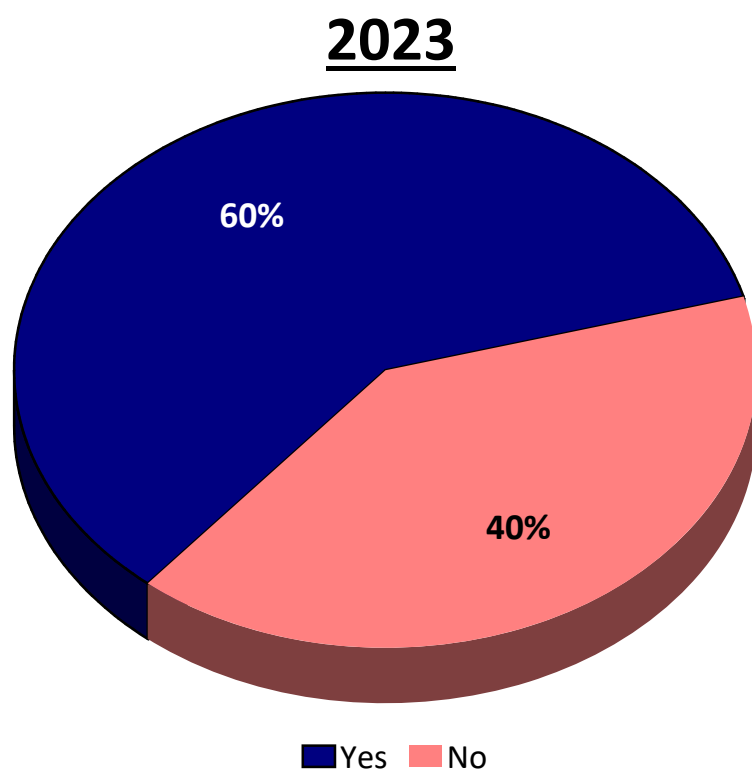
Q11. Would you prefer League City have multiple branch libraries as opposed to one central library?

by percentage of respondents (excluding “not provided”)



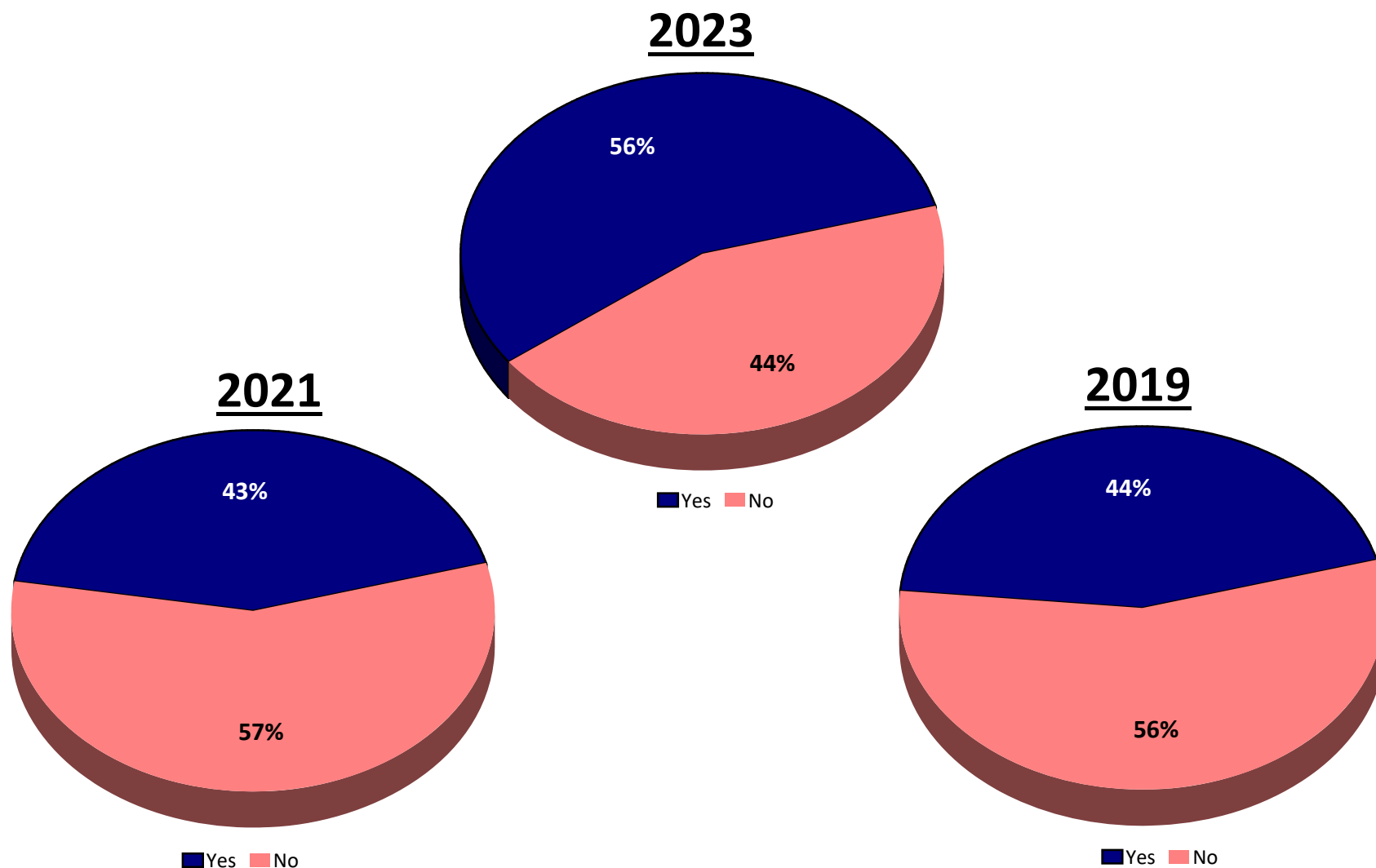
Q12. Would you support a Westside Library Branch that incorporates a recreation center and park?

by percentage of respondents (excluding “not provided”)



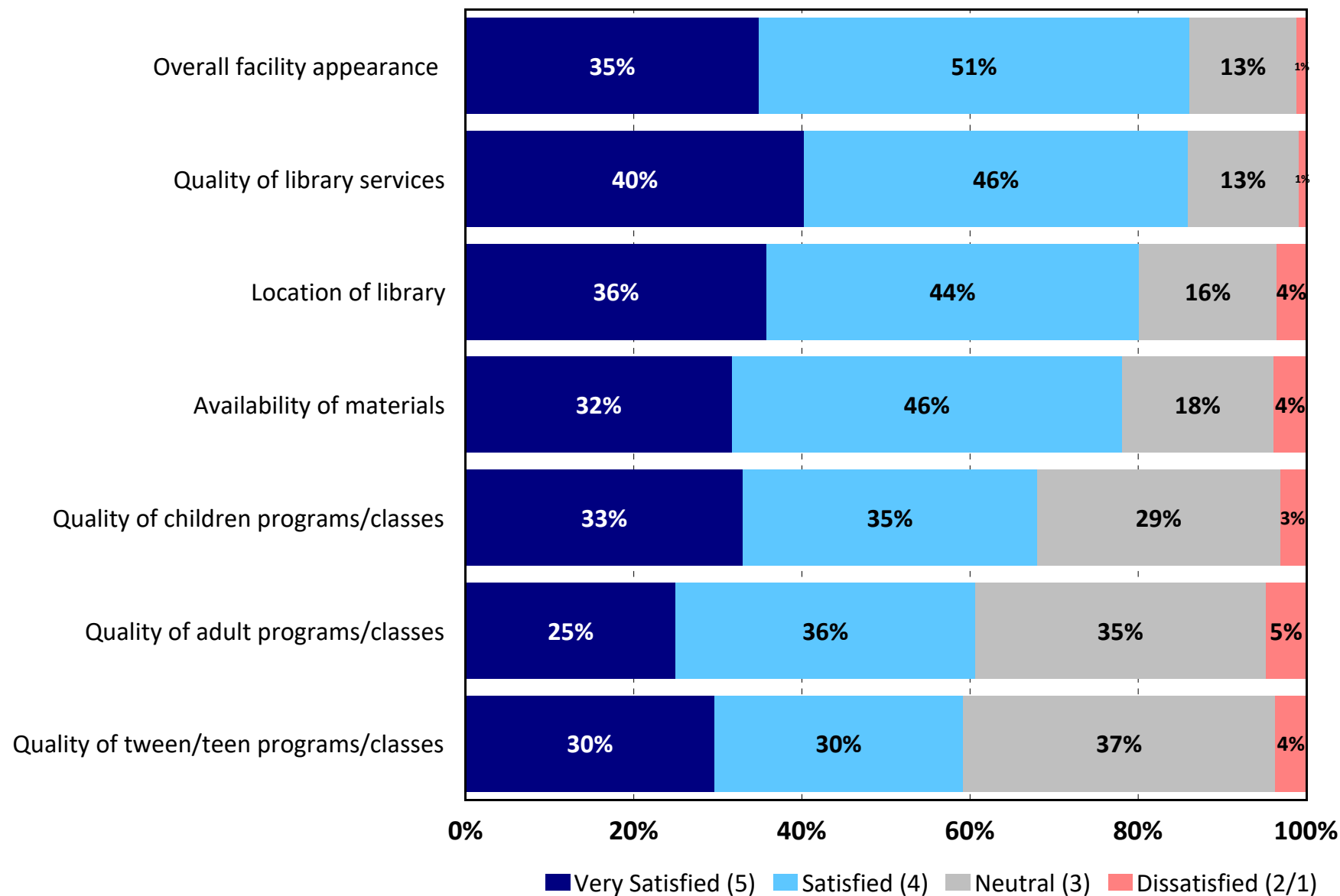
Q13. Have you or a family member visited the Helen Hall Library in the last 12 months?

by percentage of respondents



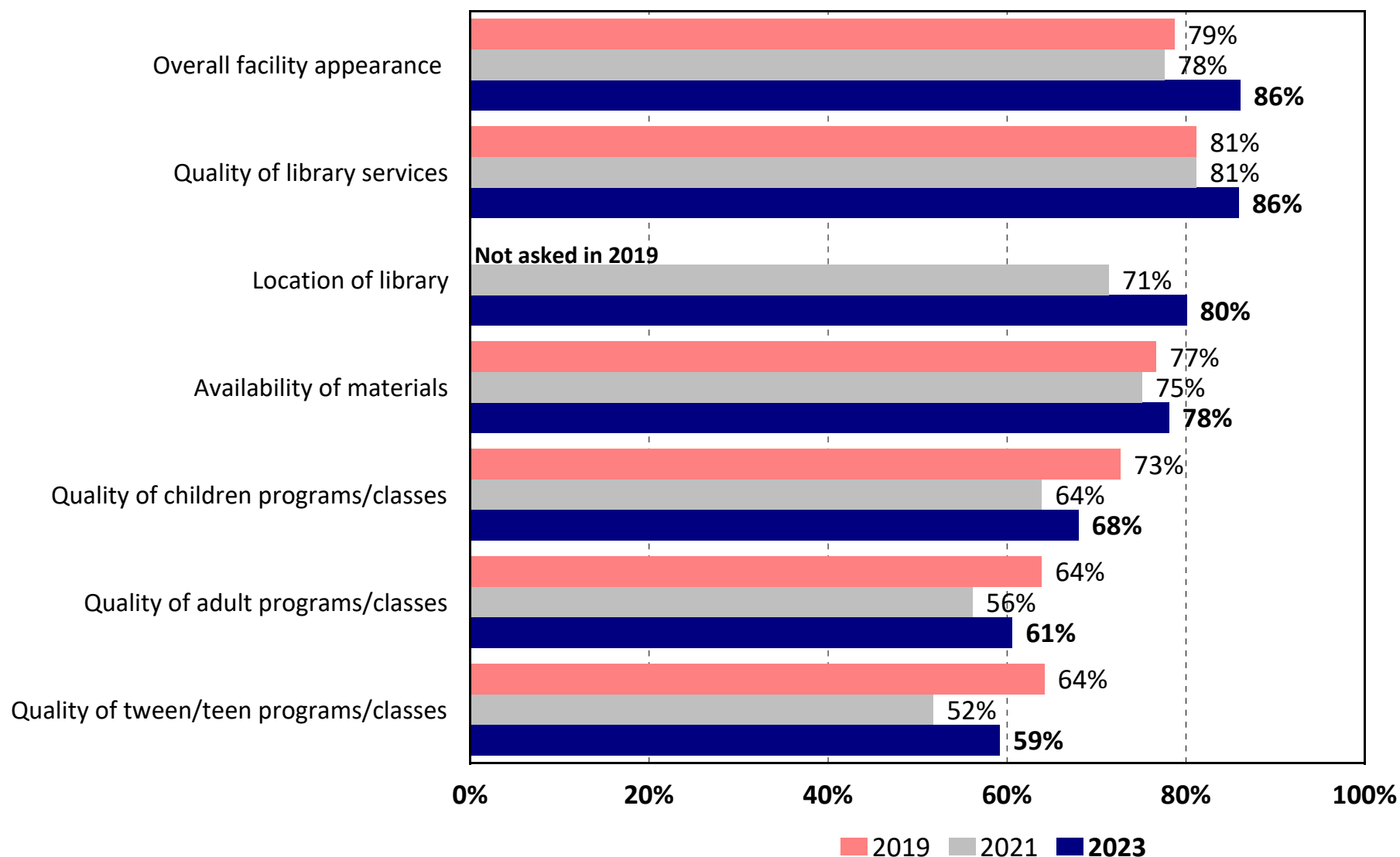
Q13a. Satisfaction with Library Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



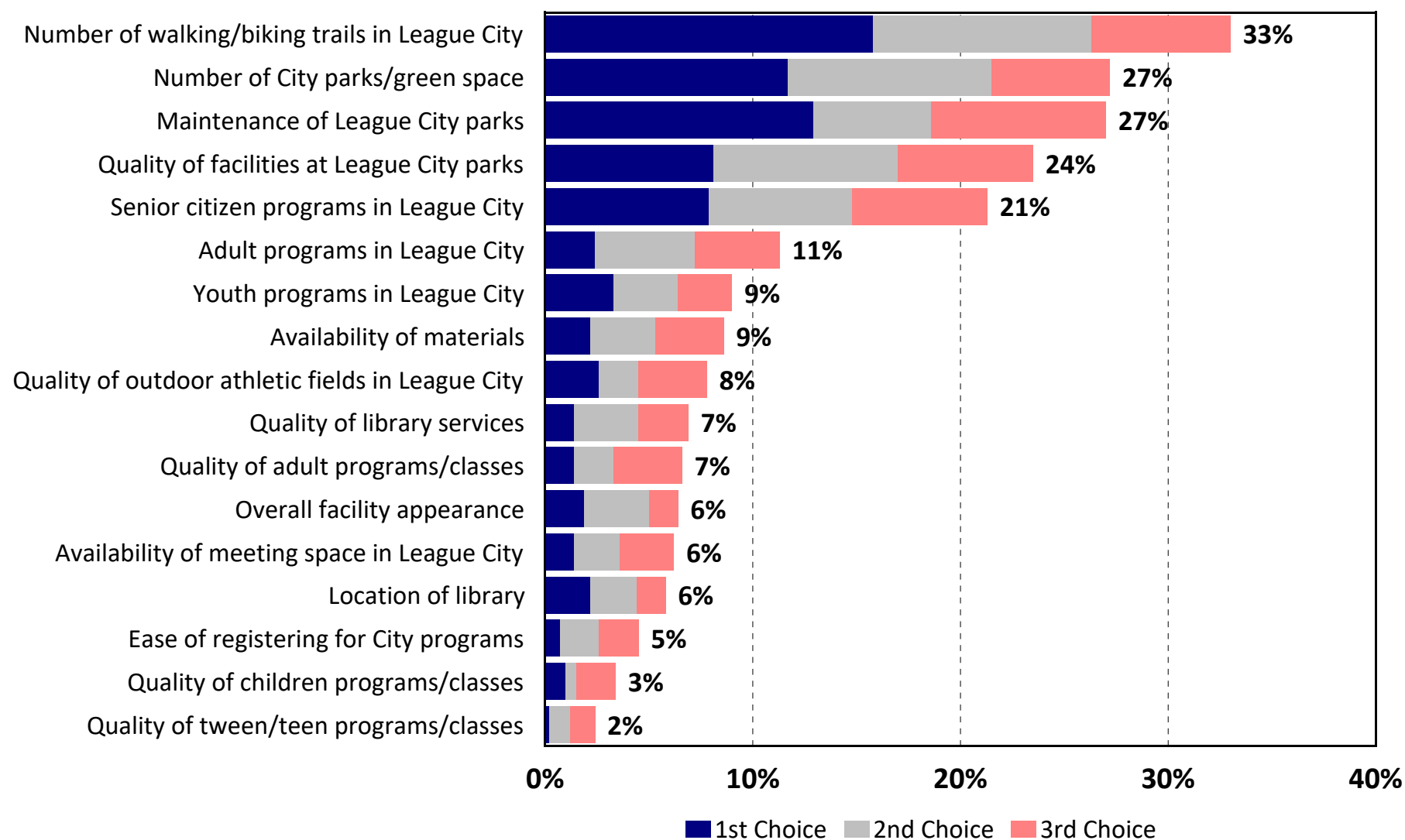
TRENDS: Satisfaction with Library Services 2019 to 2023

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



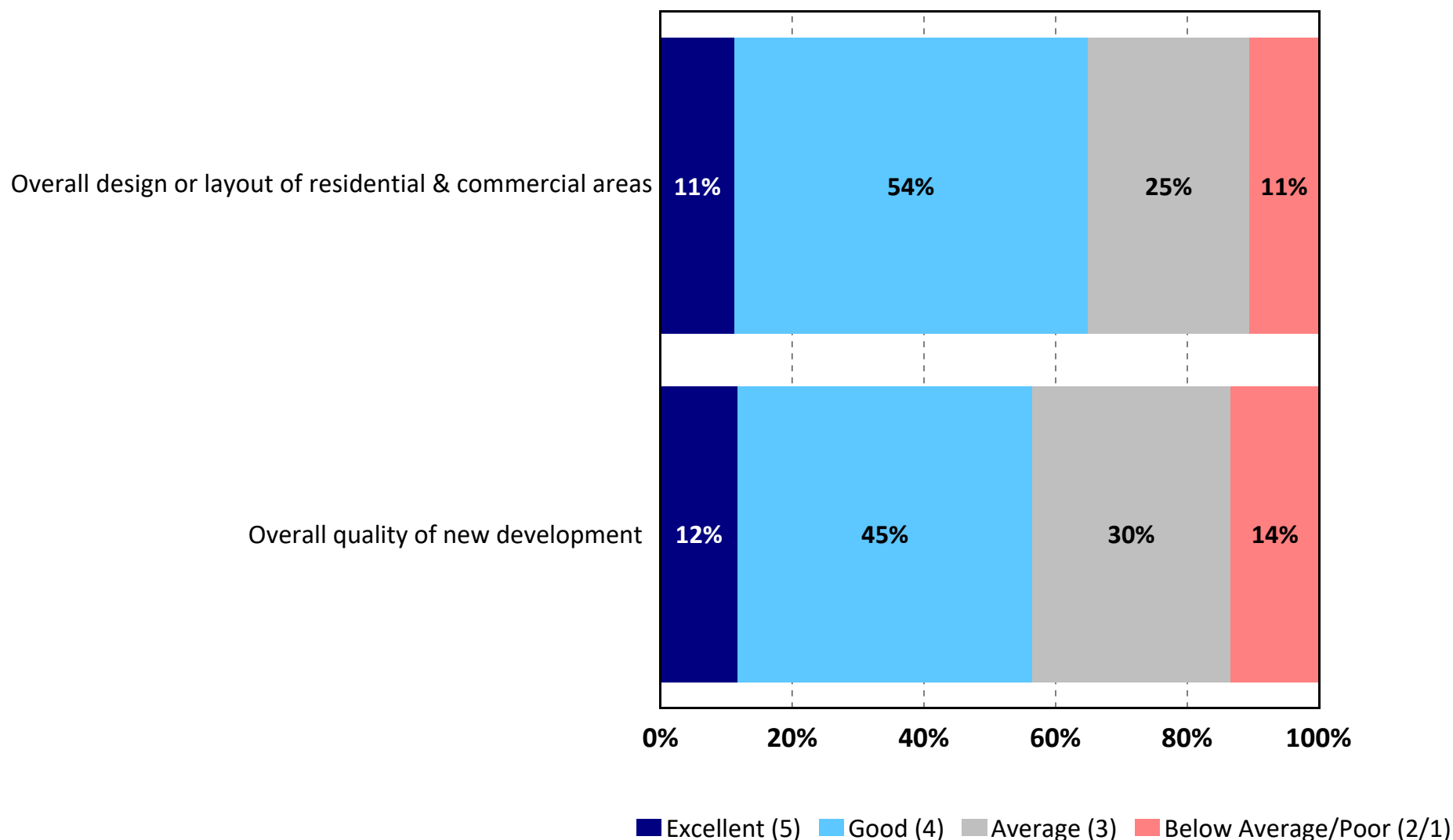
Q14. Parks and Recreation and Library Services That Should Receive the Most Emphasis Over the Next Two Years

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



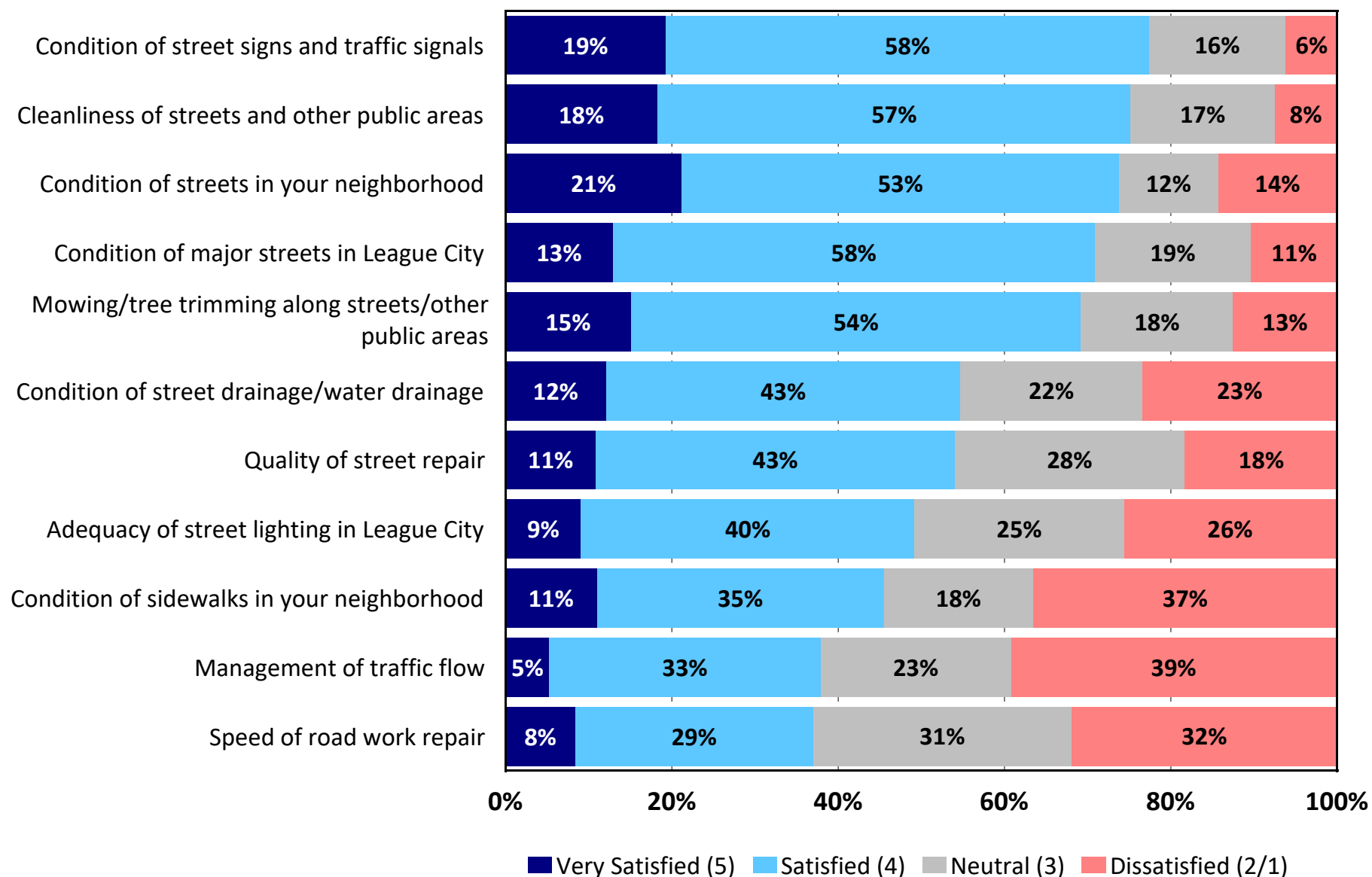
Q15. Ratings of Residential and Commercial Areas

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



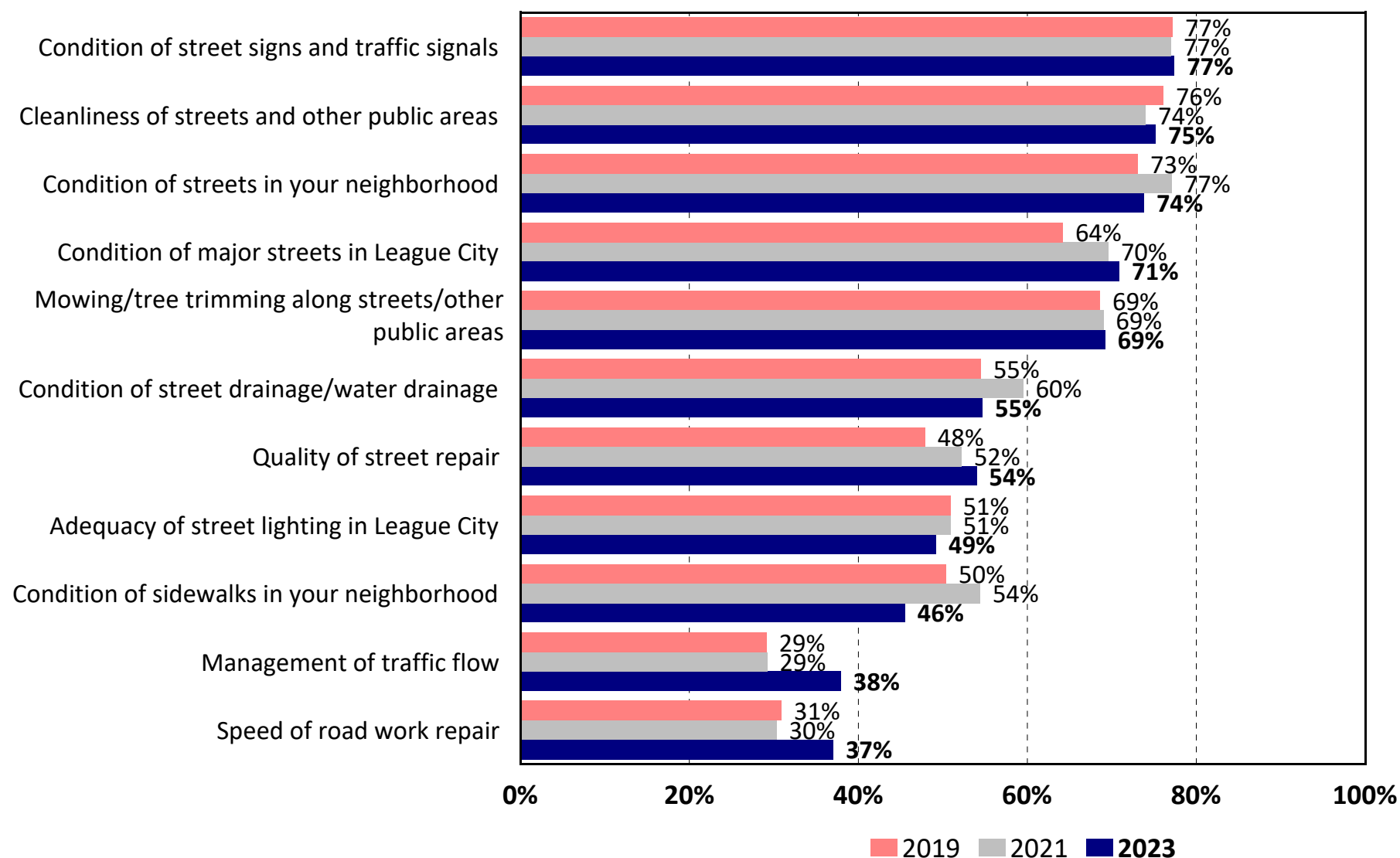
Q16. Satisfaction with Public Works Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



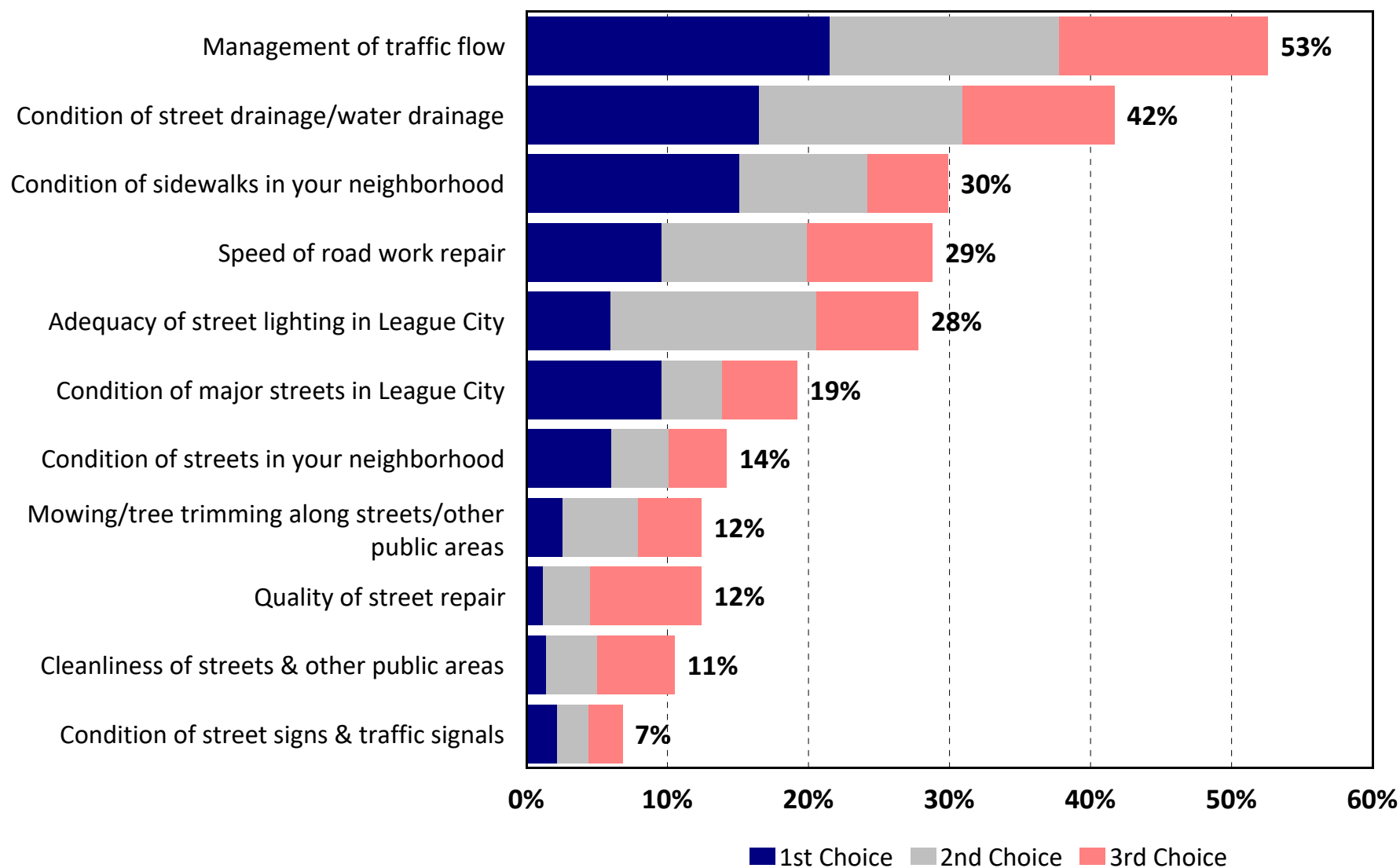
TRENDS: Satisfaction with Public Works Services 2019 to 2023

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



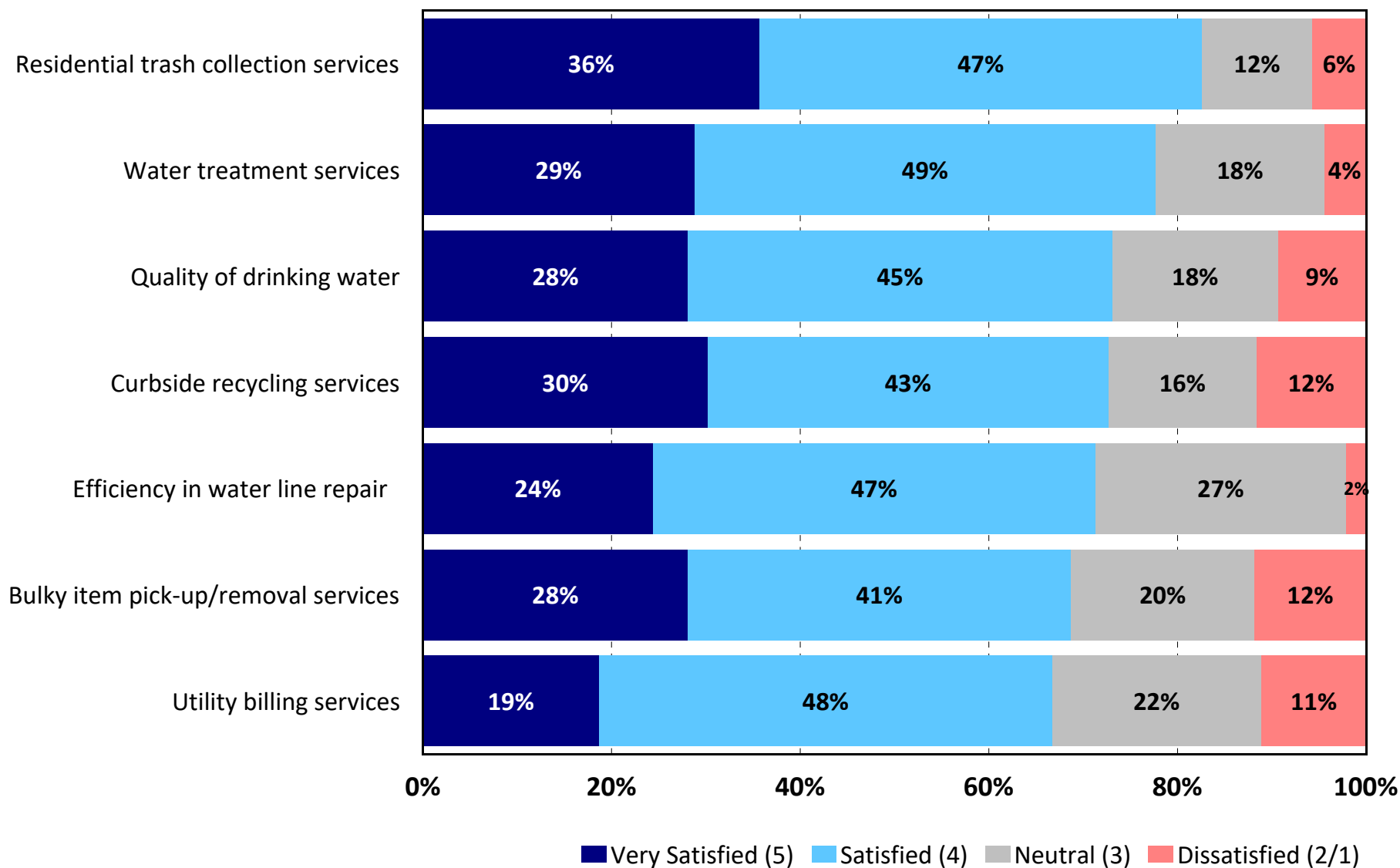
Q17. Public Works Services That Should Receive the Most Emphasis Over the Next Two Years

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



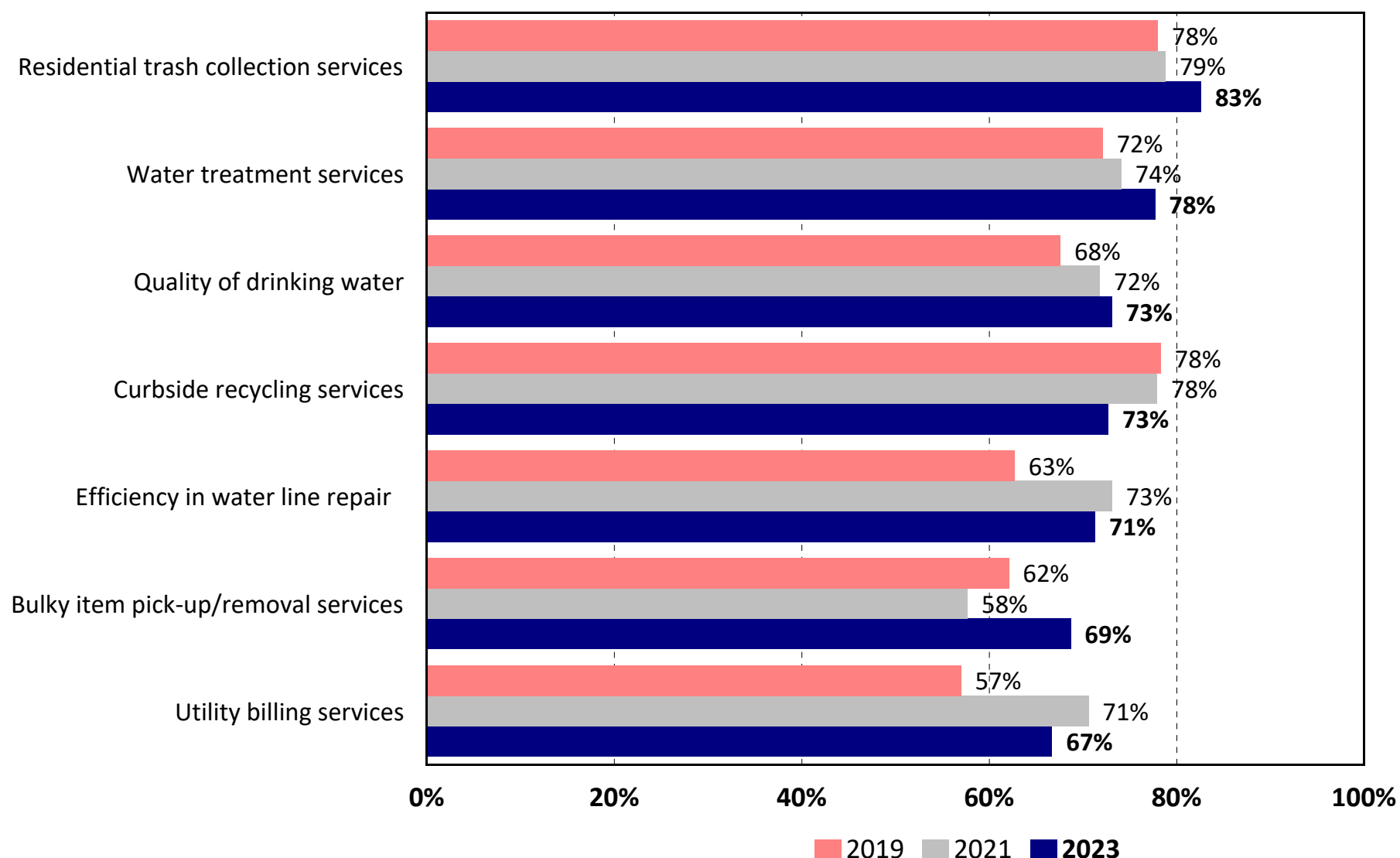
Q18. Satisfaction with Trash Services and Water Utilities

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



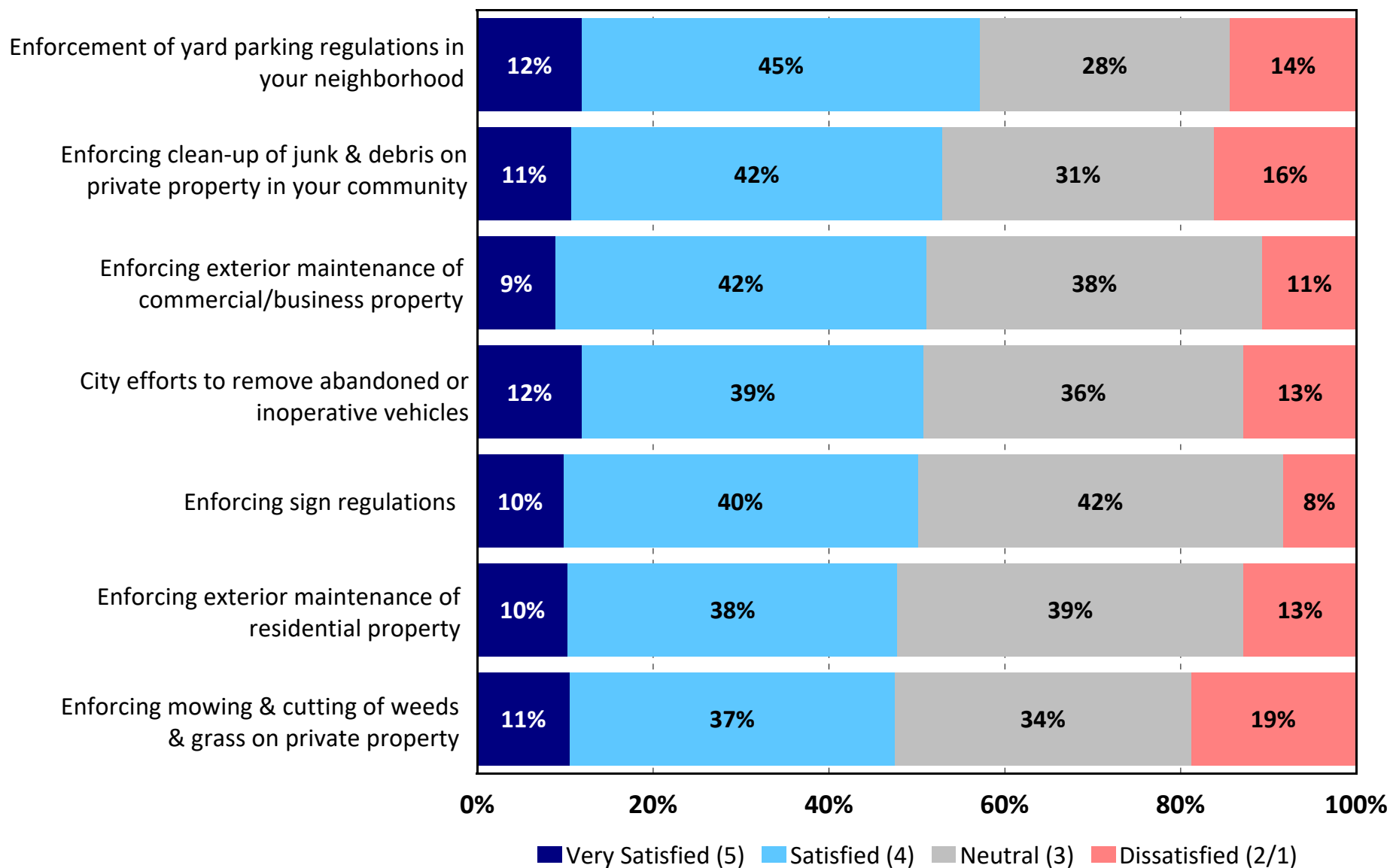
TRENDS: Satisfaction with Trash Services and Water Utilities 2019 to 2023

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Q19. Satisfaction with Code Enforcement

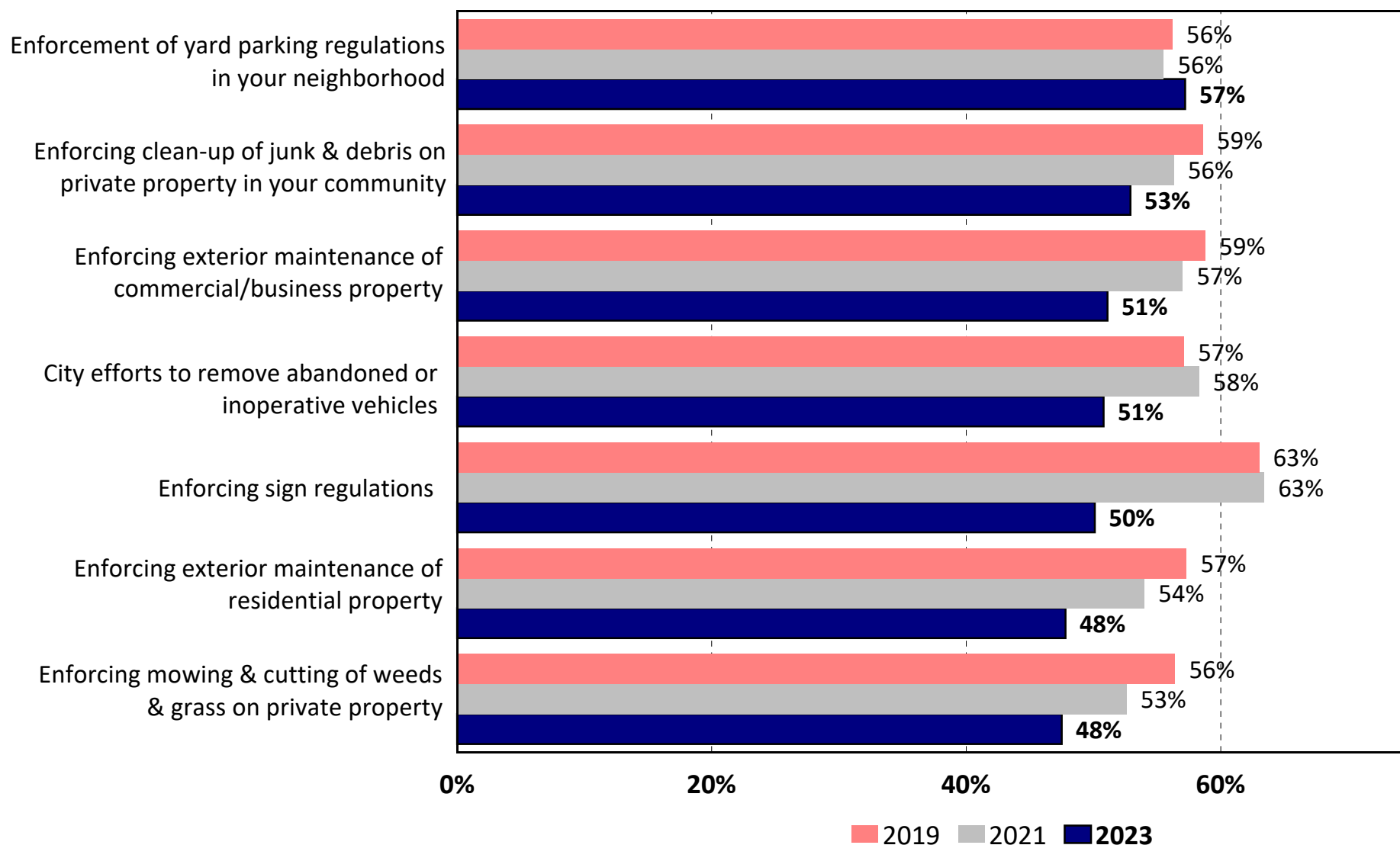
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



TRENDS: Satisfaction with Code Enforcement

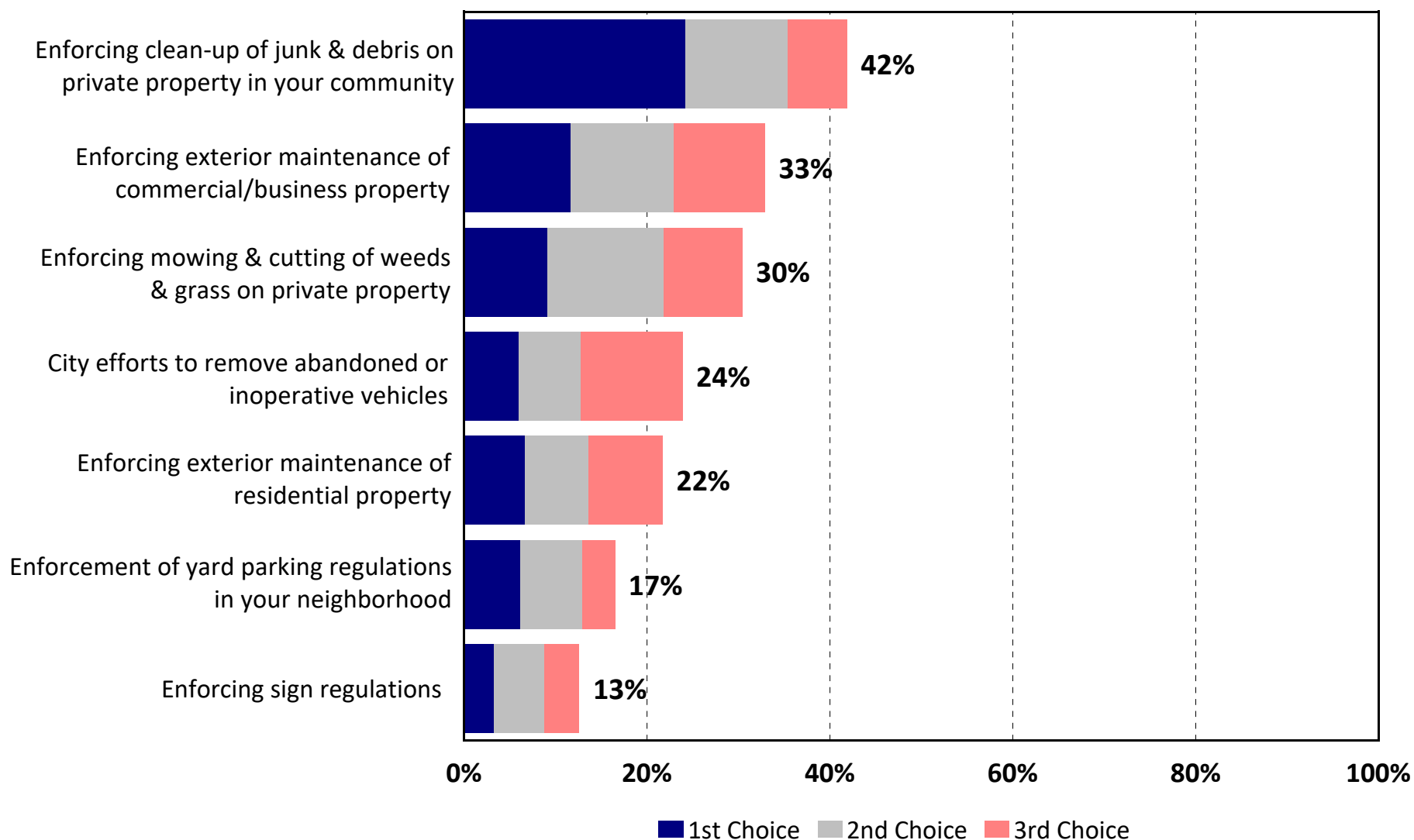
2019 to 2023

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



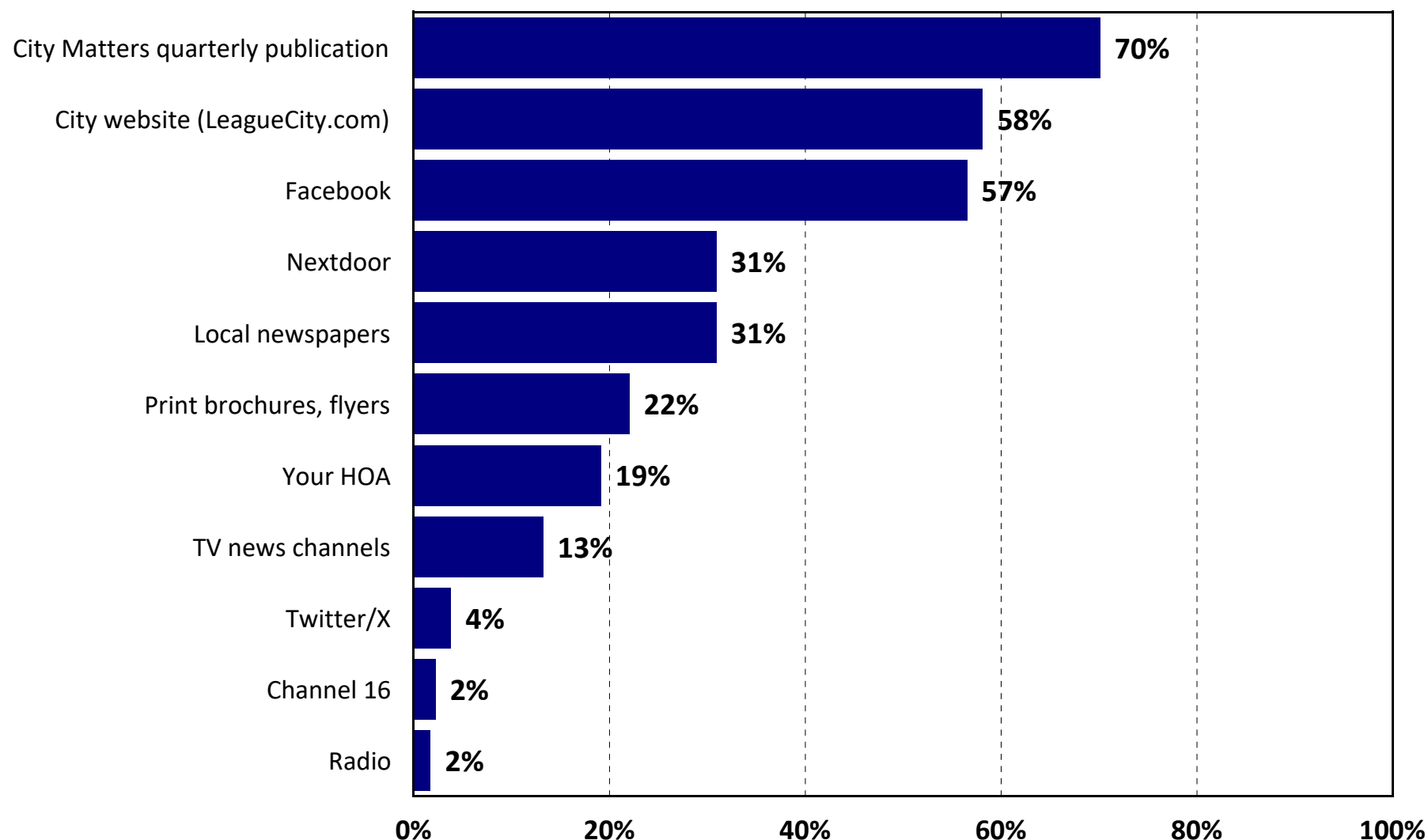
Q20. Code Enforcement Services That Should Receive the Most Emphasis Over the Next Two Years

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



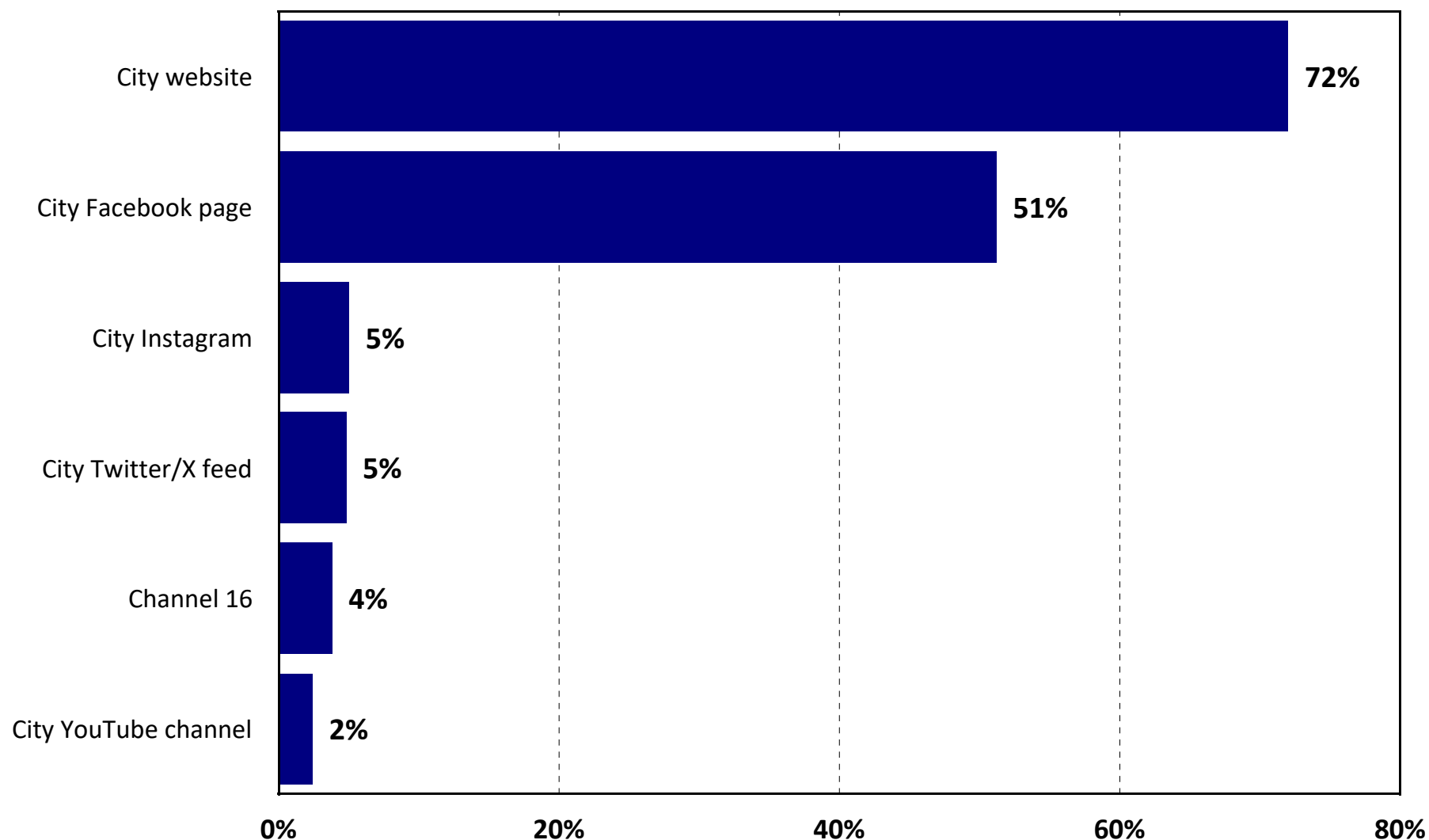
Q21. Sources From Which Respondents Currently Get Information About the City

by percentage of respondents (multiple selections could be made)



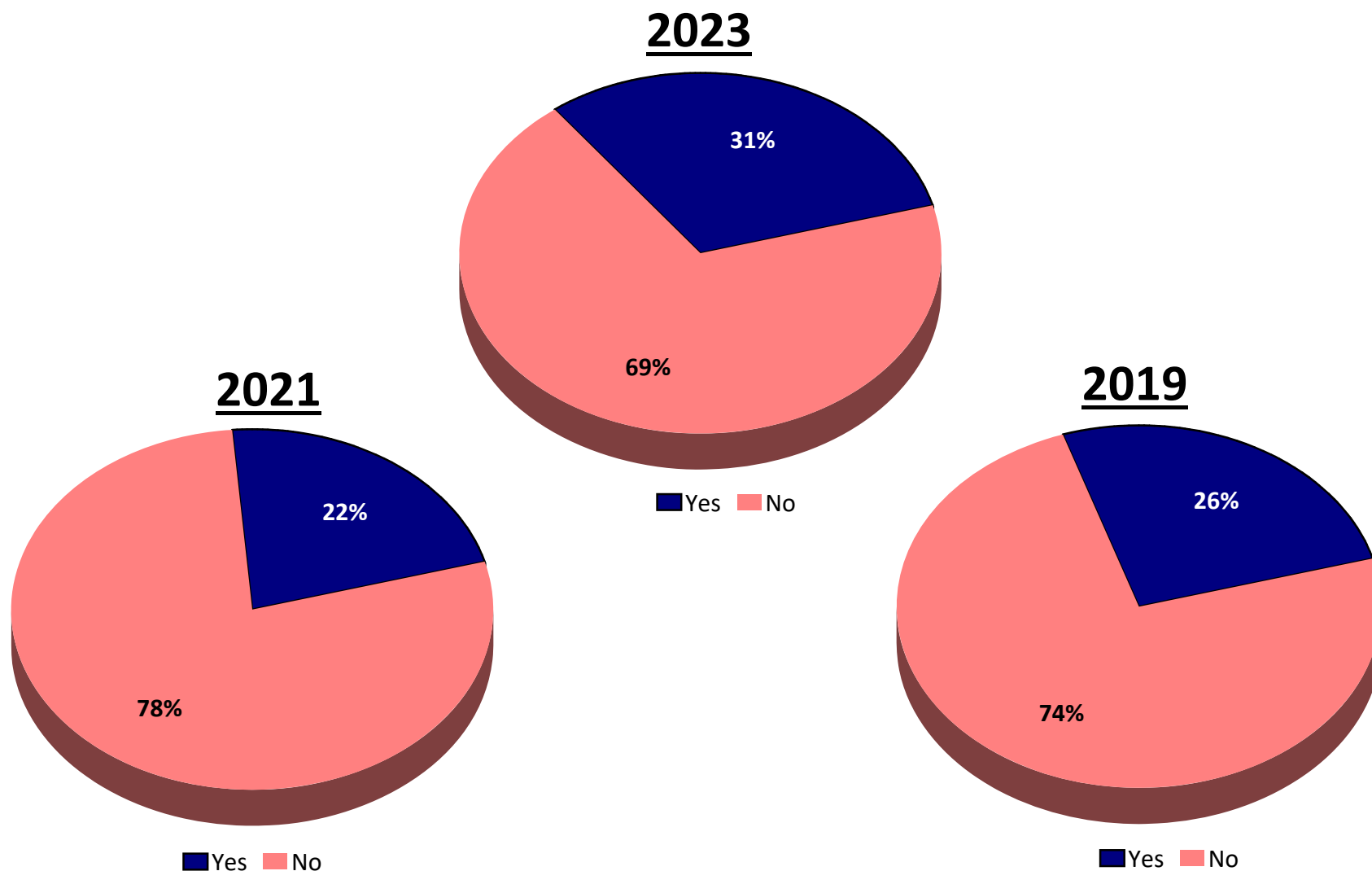
Q22. City Communication Channels Respondents Have Visited in the Past 12 Months

by percentage of respondents (multiple selections could be made)



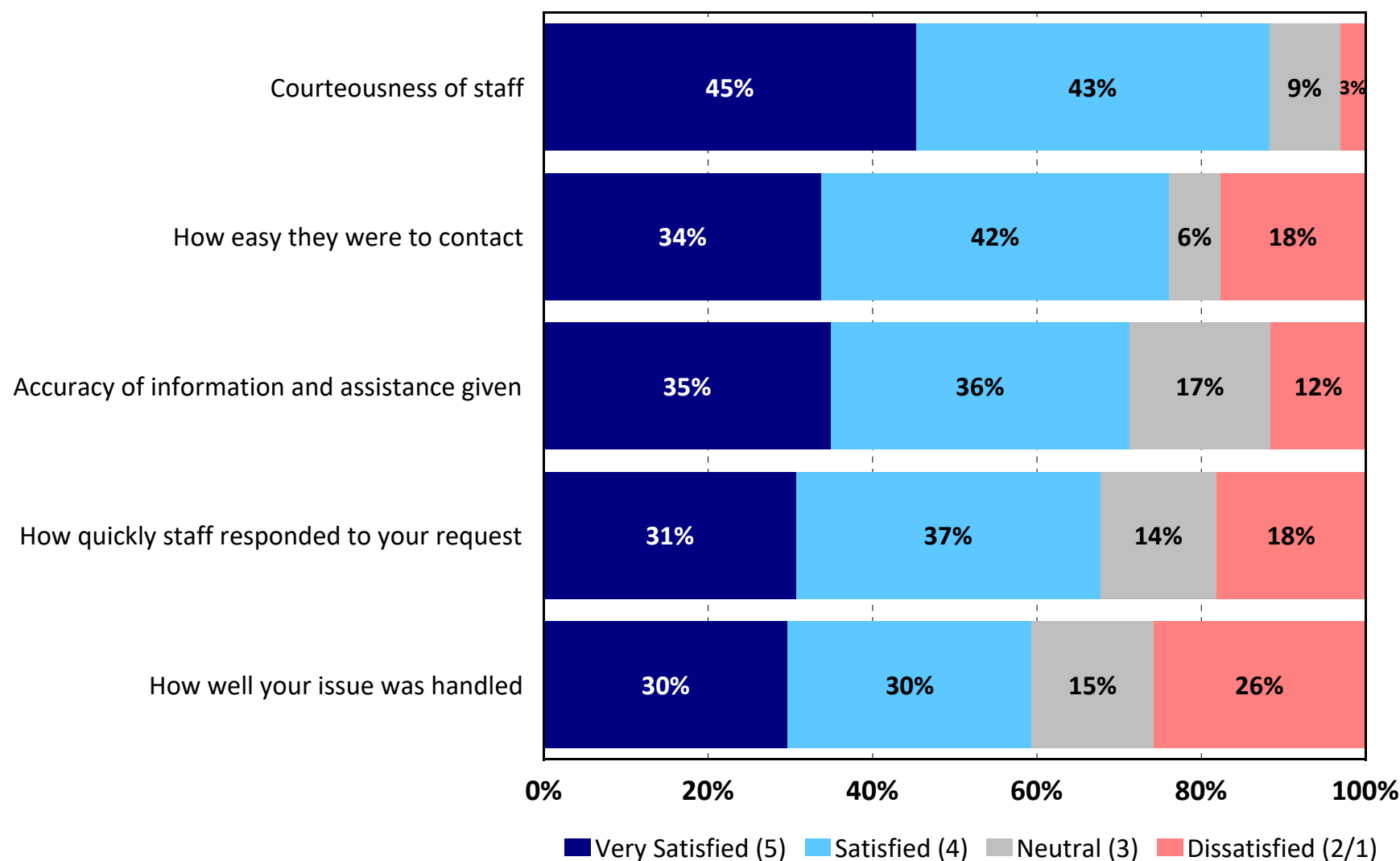
Q23. Have you called your city government with a question, problem, or complaint during the past year?

by percentage of respondents



Q23a. Satisfaction with Interaction with City Employees

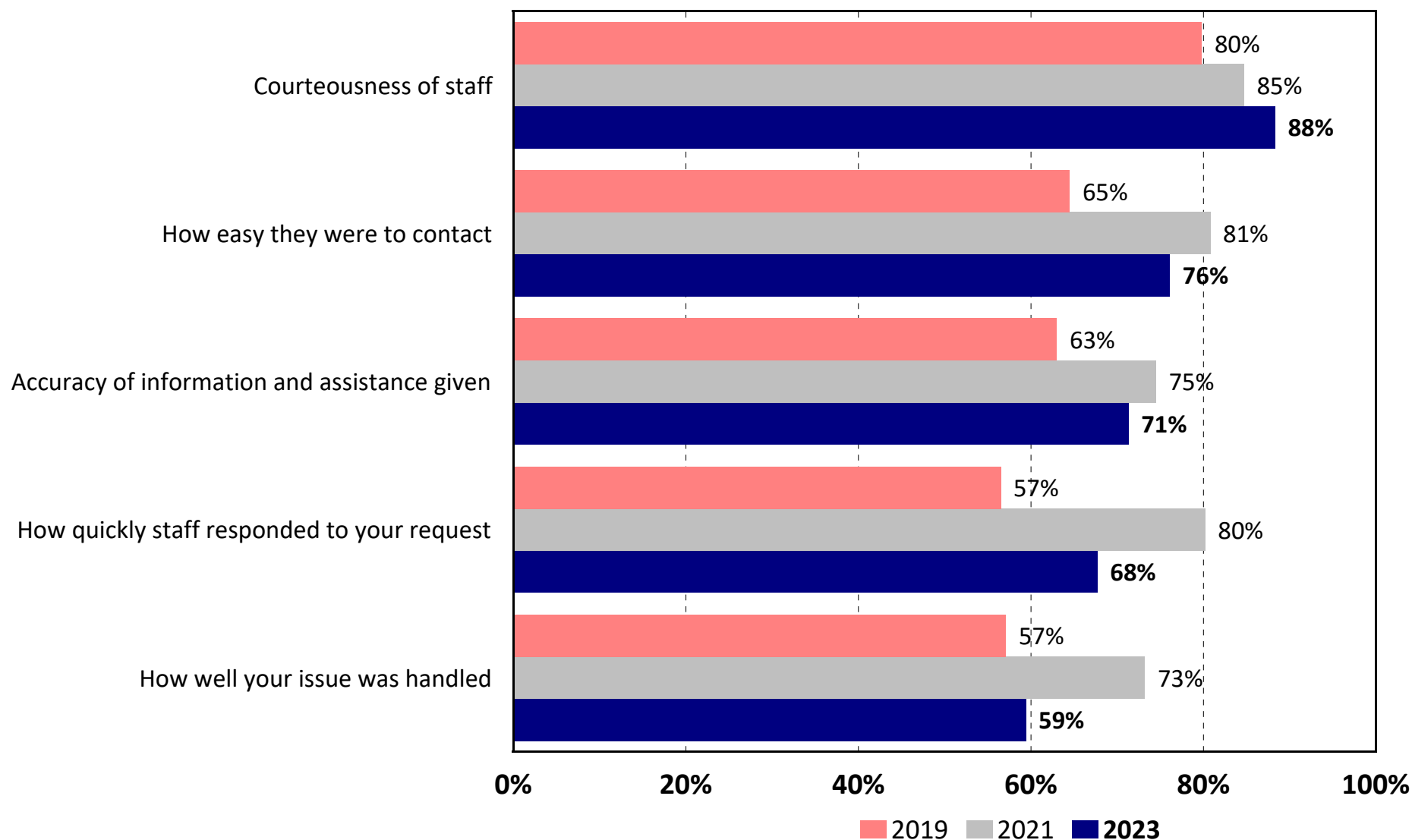
by percentage of respondents who contacted the City in the past year and rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



TRENDS: Satisfaction with Interaction with City Employees

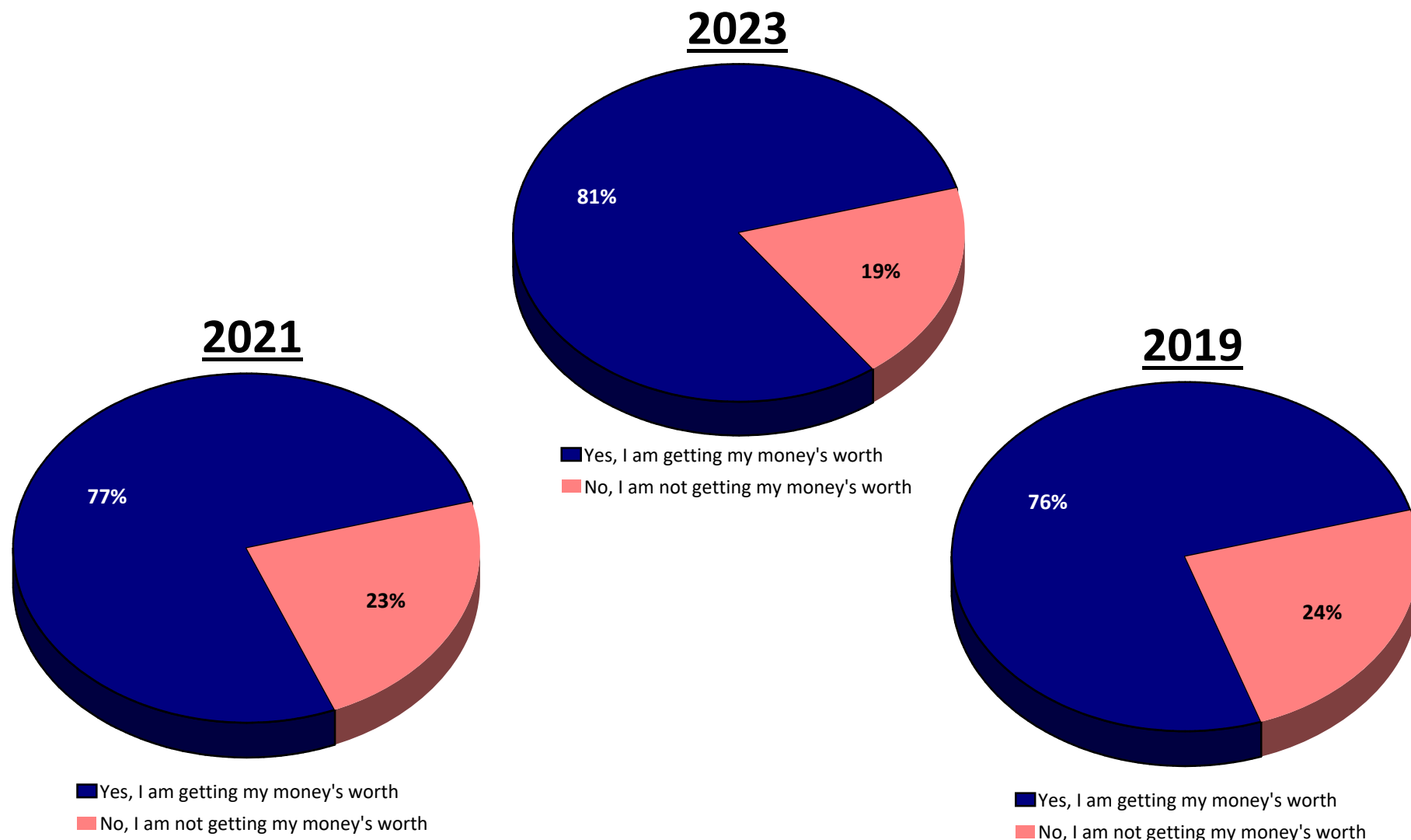
2019 to 2023

by percentage of respondents who contacted the City in the past year and rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



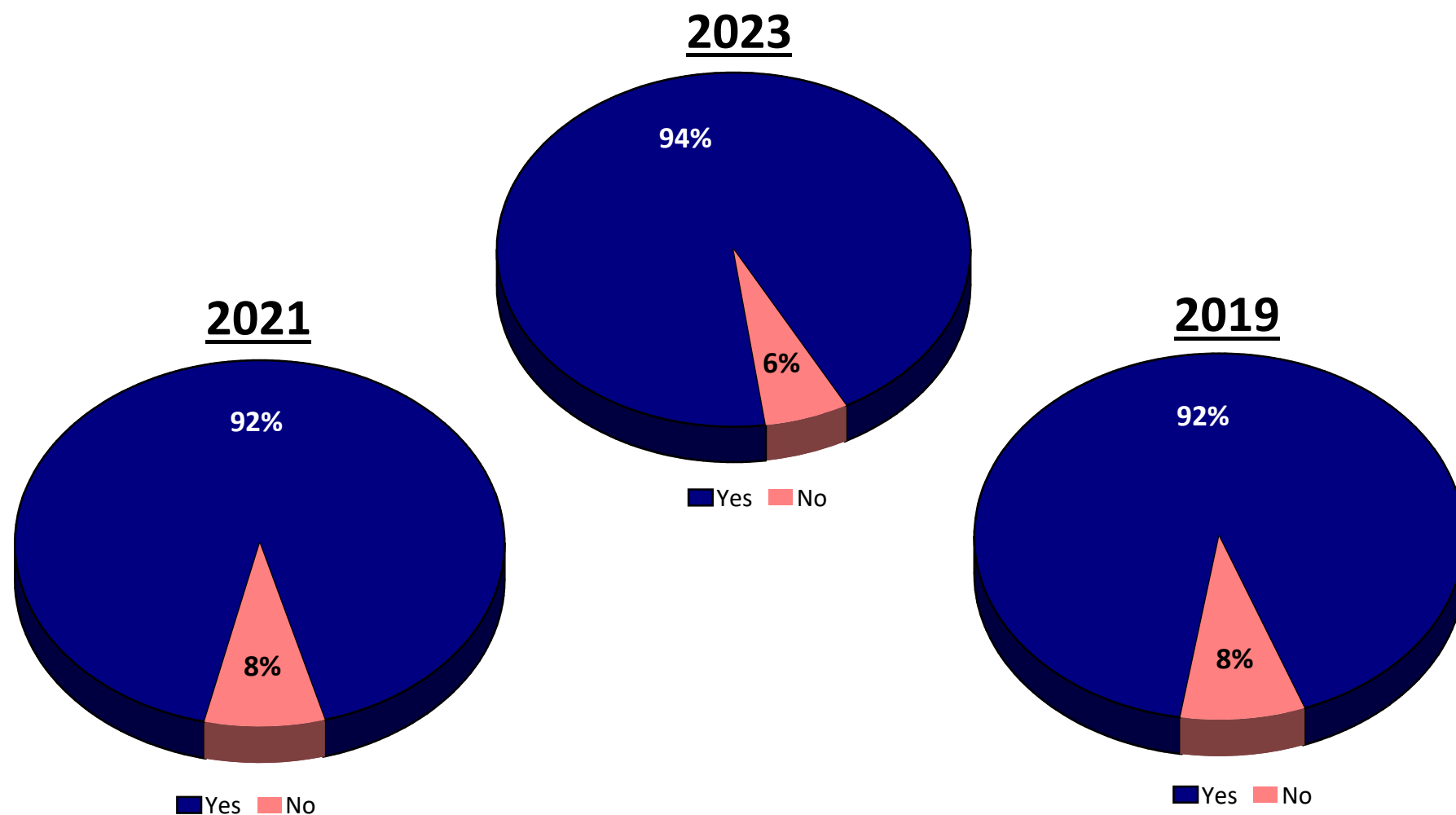
Q24. Thinking about the services and facilities the City provides, do you feel that you are getting your money's worth for your tax dollars?

by percentage of respondents (excluding "don't know")



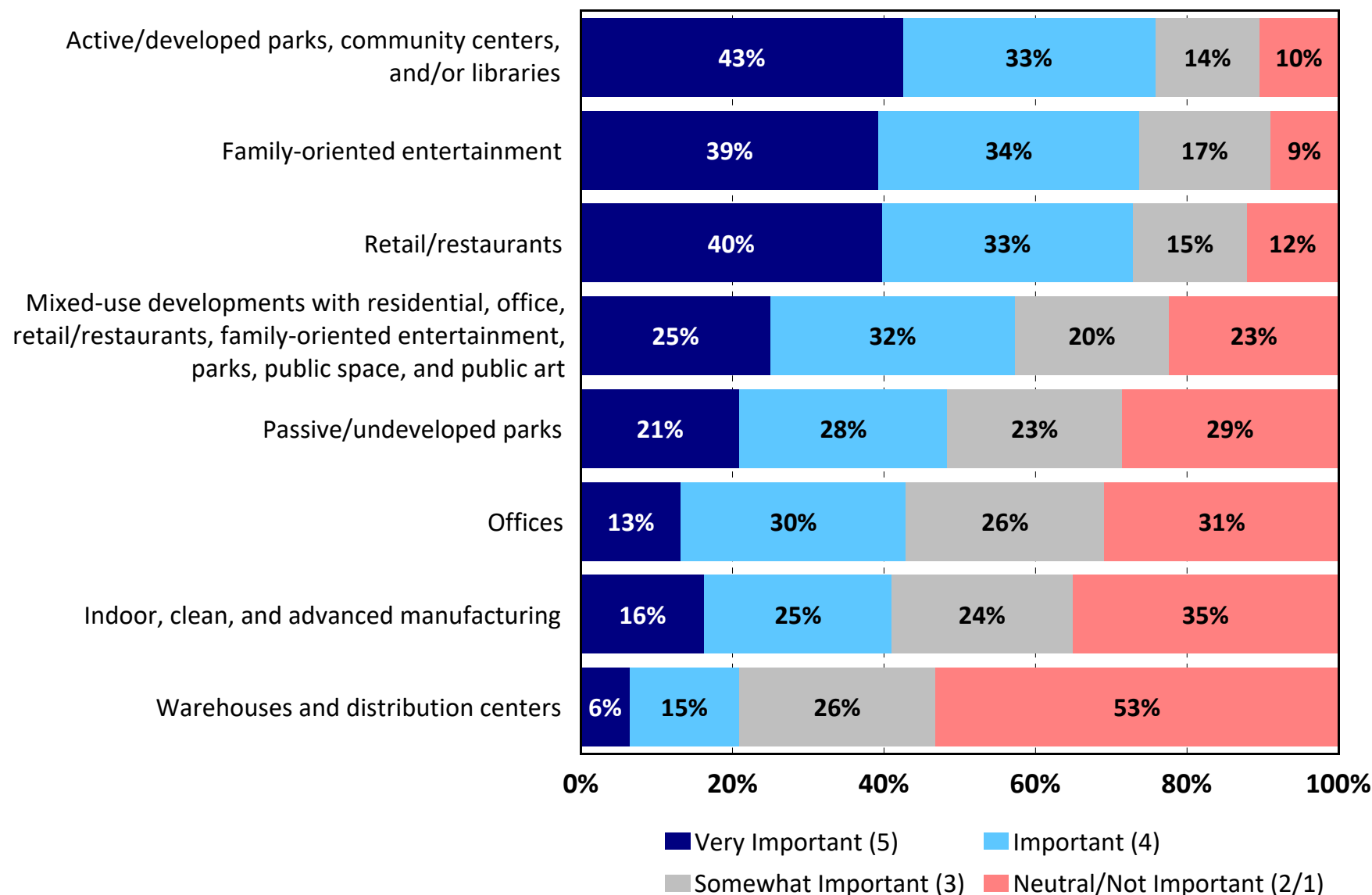
Q25. Are you aware that League City is primarily funded through a portion of your property taxes, sales, and other fees collected in the City and that your property and shopping dollars matter to the sustainability of City structure?

by percentage of respondents (excluding "don't know")



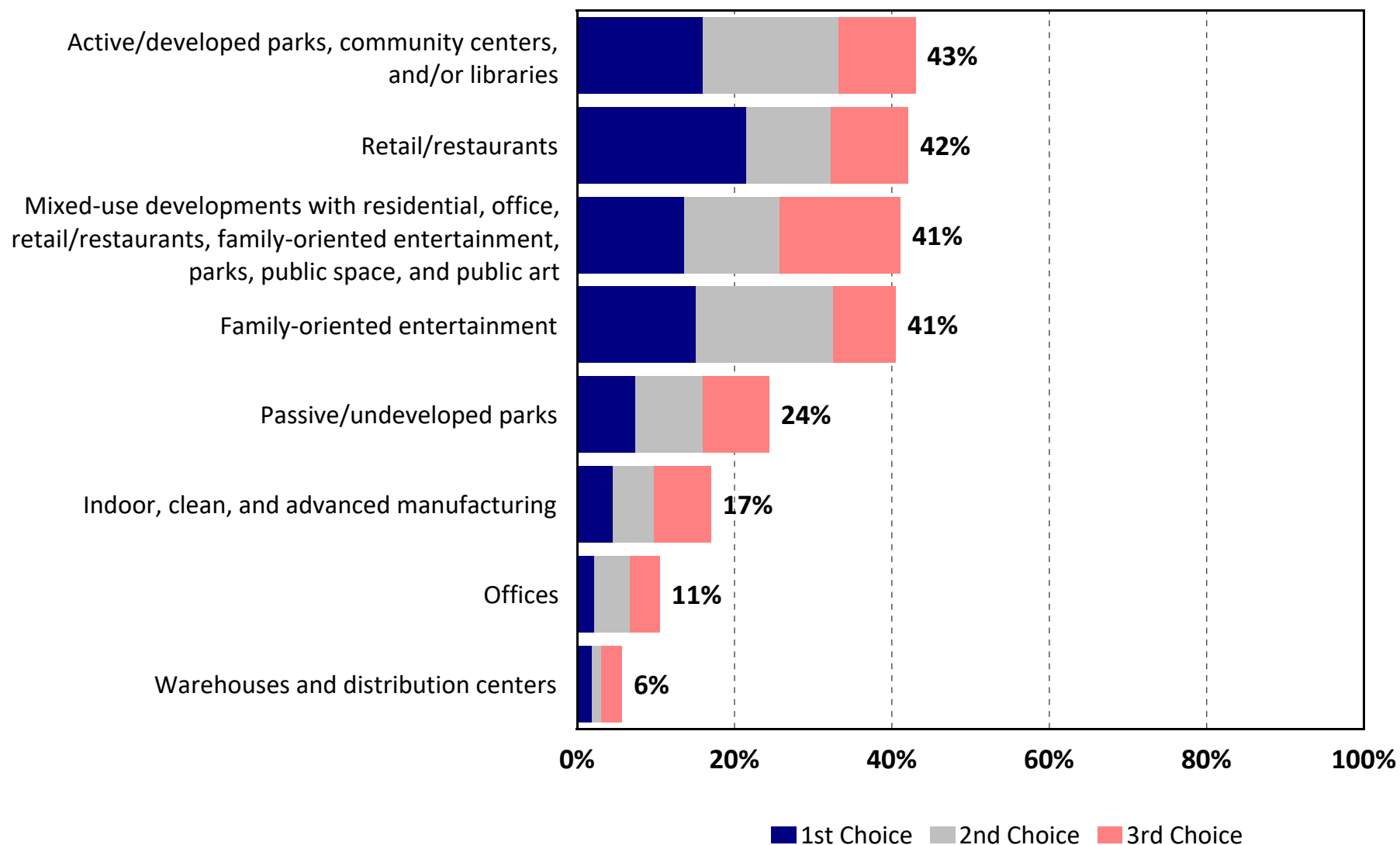
Q26. Importance of the Following Types of Development

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



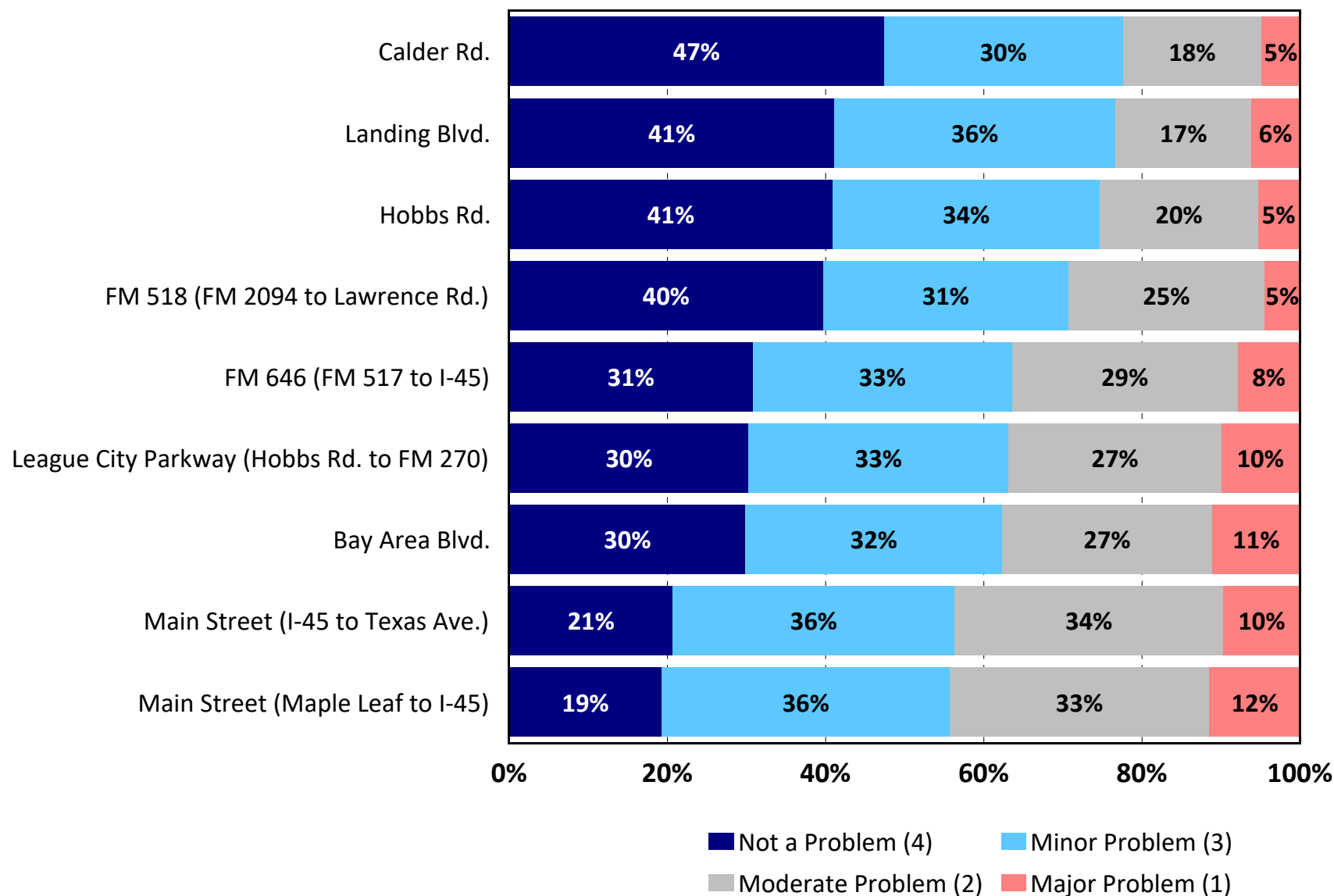
Q27. Categories of Development That Should Receive the Most Emphasis Over the Next Two Years

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



Q28. Perception of Traffic and Mobility Issues

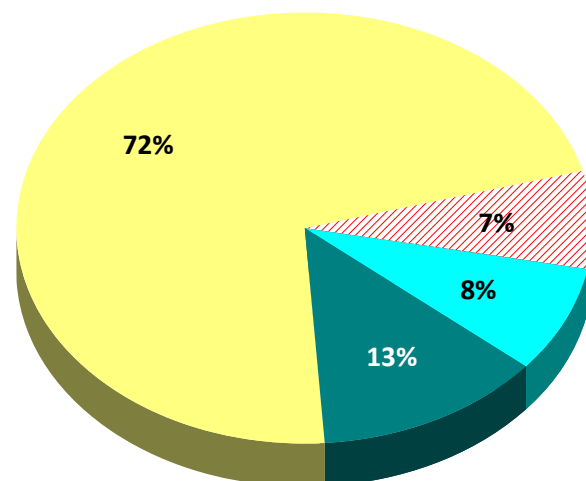
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding “not provided”)



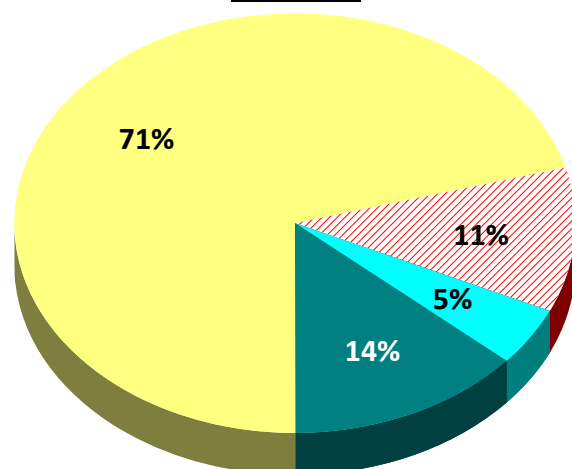
Q29. Considering all of the services League City provides and the taxes you pay, which of the following statements comes closest to your view?

by percentage of respondents (excluding "don't know")

2023

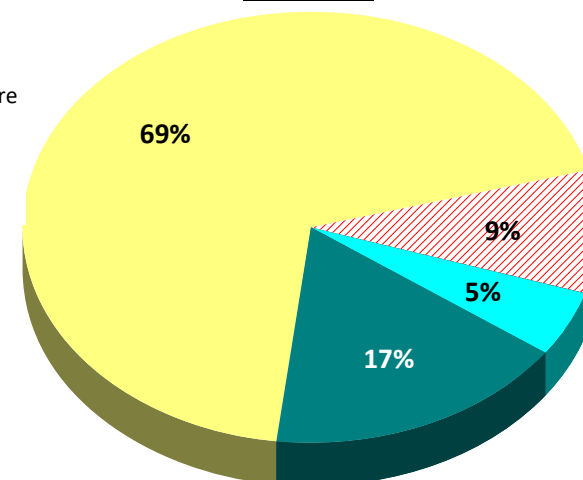


2021



■ Prefer to keep taxes & services about where they are
■ Prefer to decrease taxes & decrease services
■ Prefer to raise taxes & increase services
▨ None of these

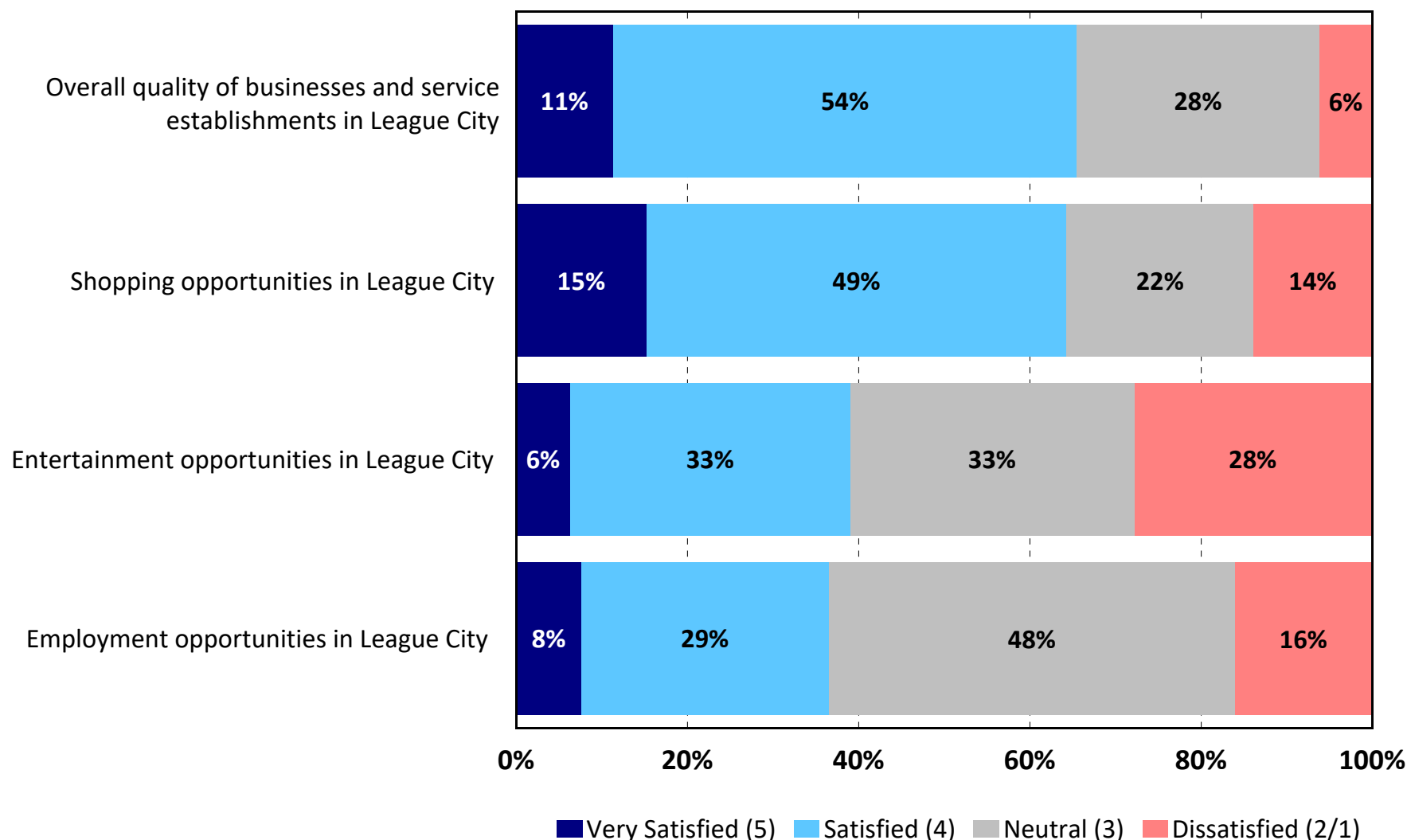
2019



■ Prefer to keep taxes & services about where they are
■ Prefer to decrease taxes & decrease services
■ Prefer to raise taxes & increase services
▨ None of these

Q30. Satisfaction with the Following Items

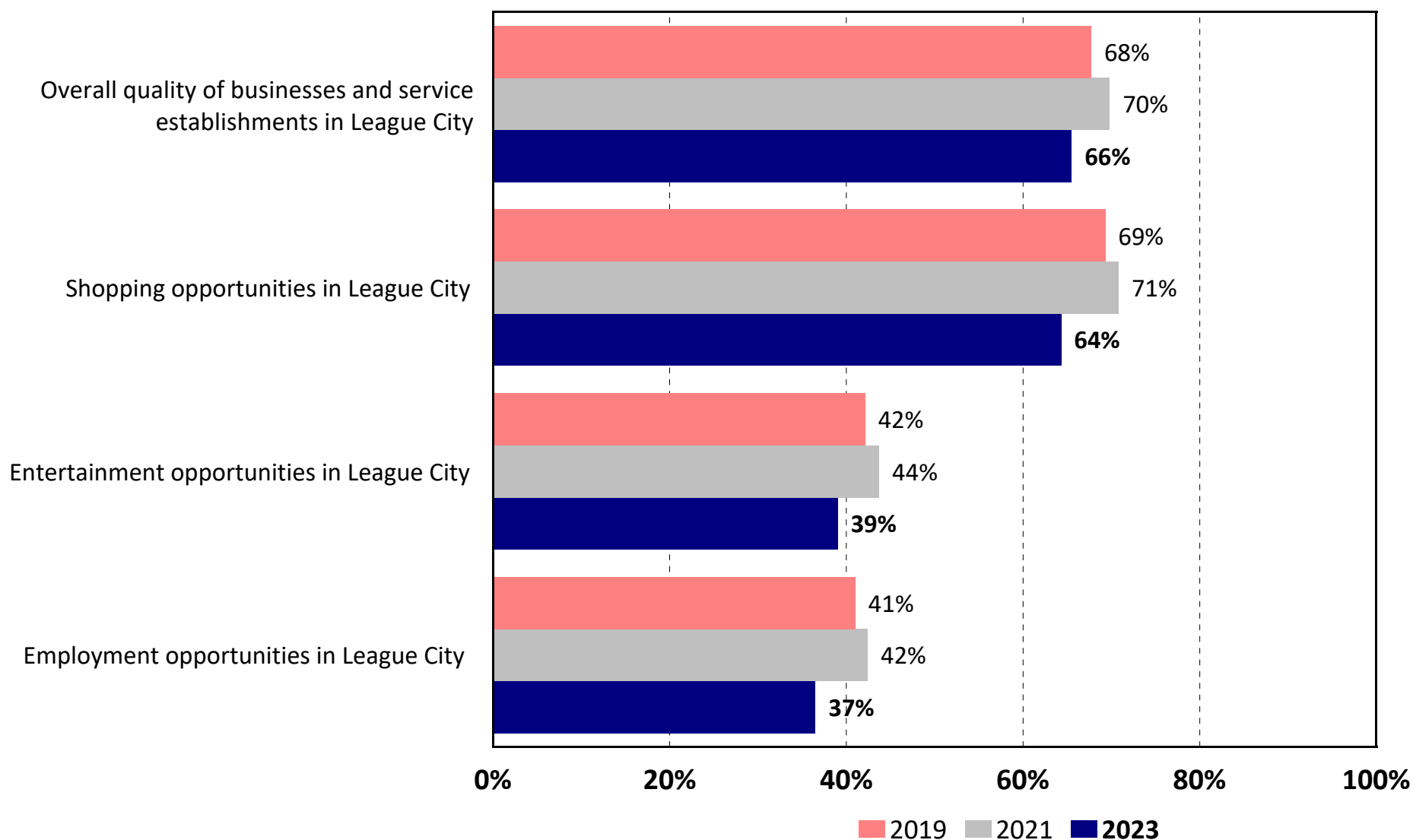
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



TRENDS: Satisfaction with the Following Items

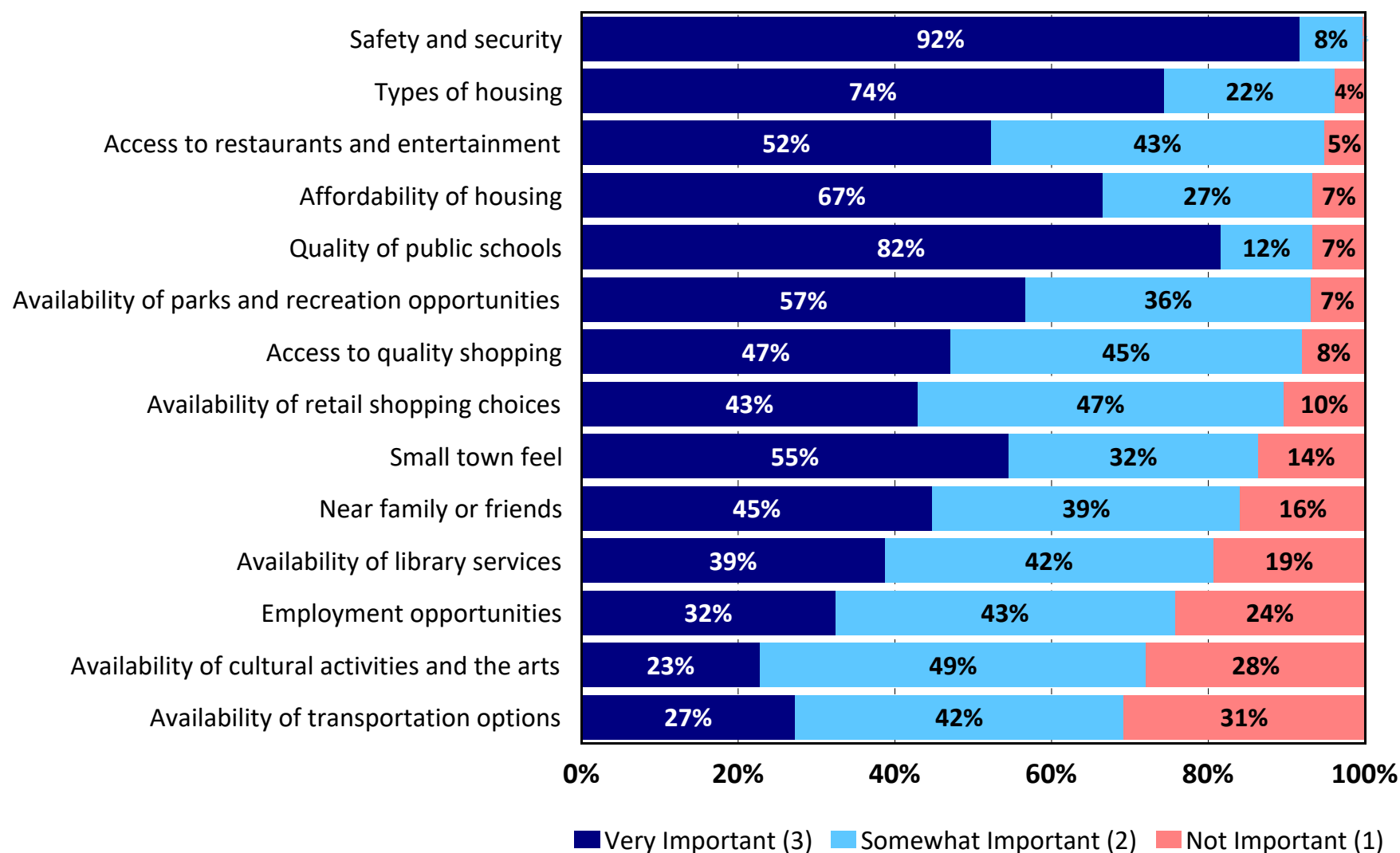
2019 to 2023

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



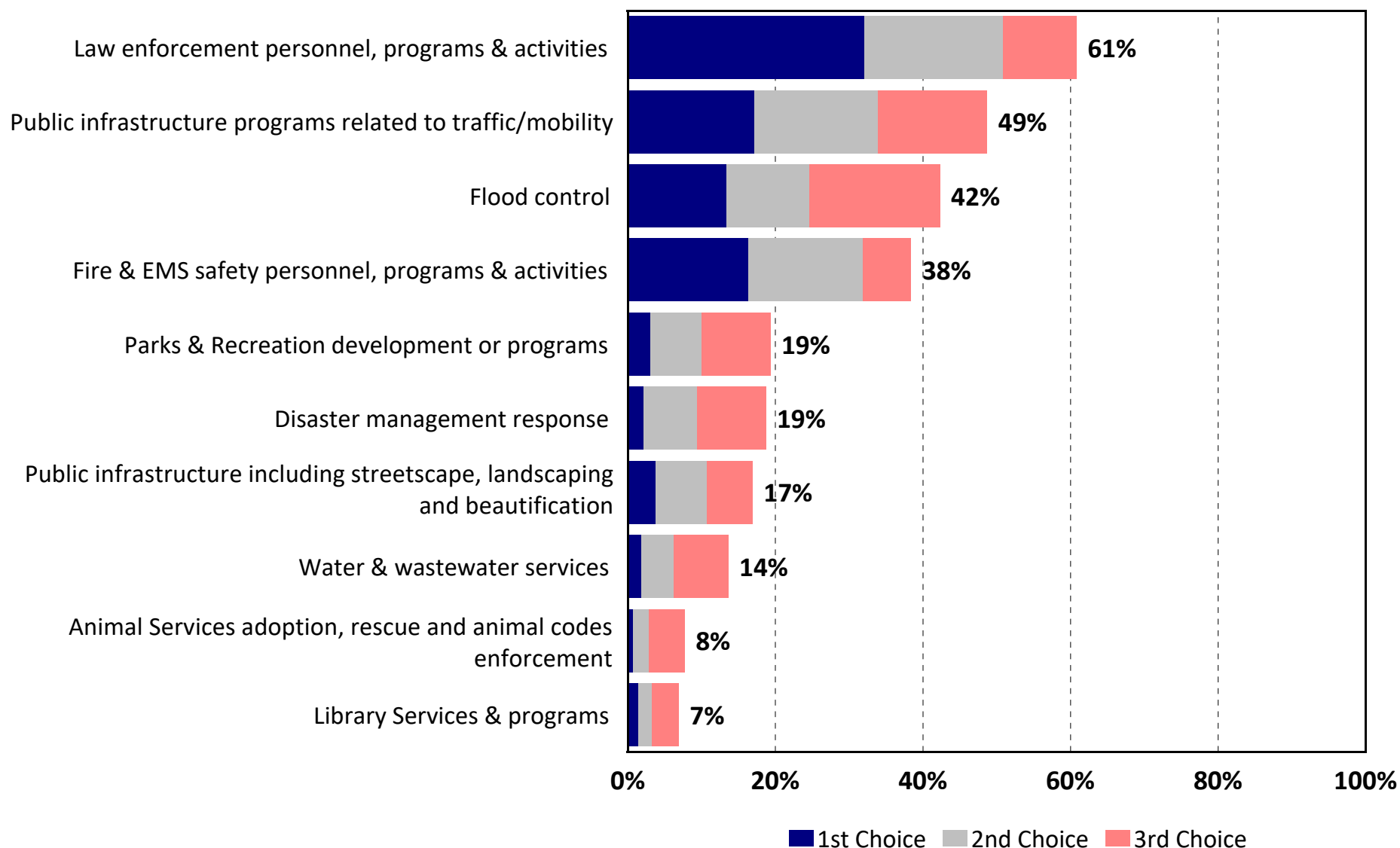
Q31. Importance of Various Reasons for Living in League City

by percentage of respondents who rated the item as a 1 to 3 on a 3-point scale (excluding "not provided")



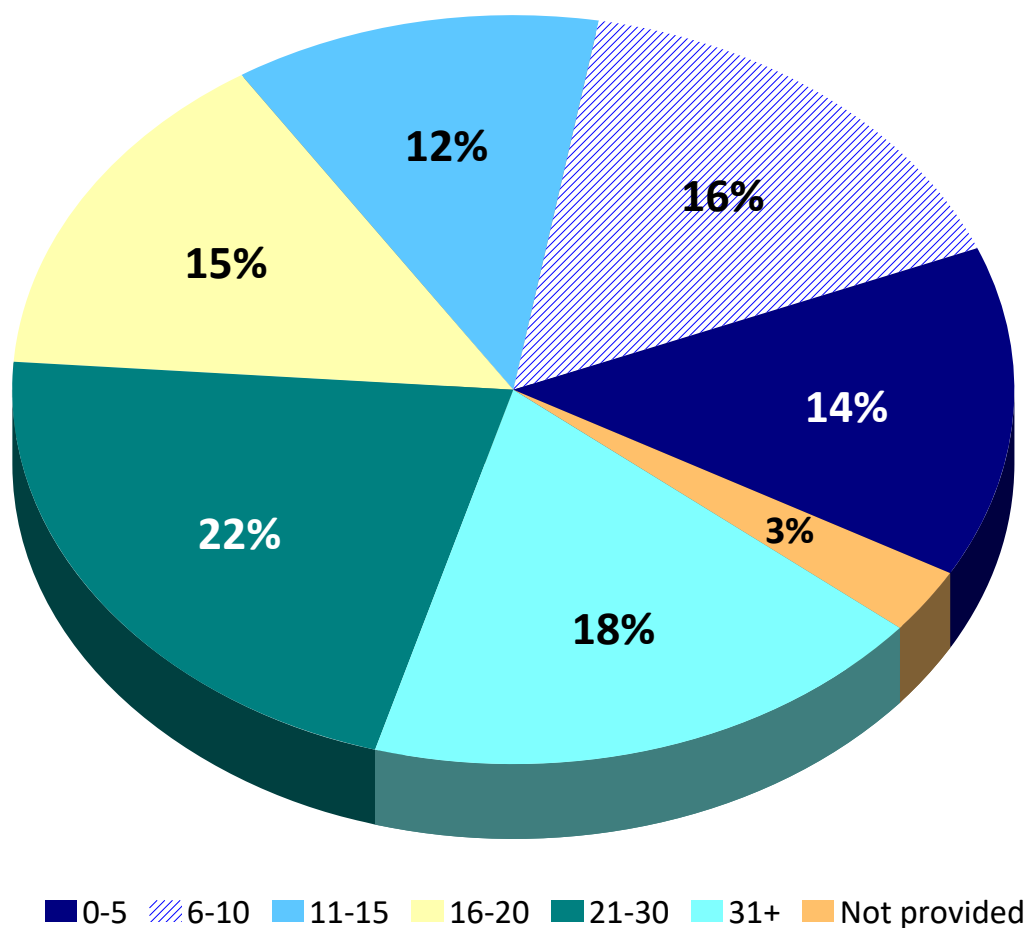
Q35. Which of the following services are most important?

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



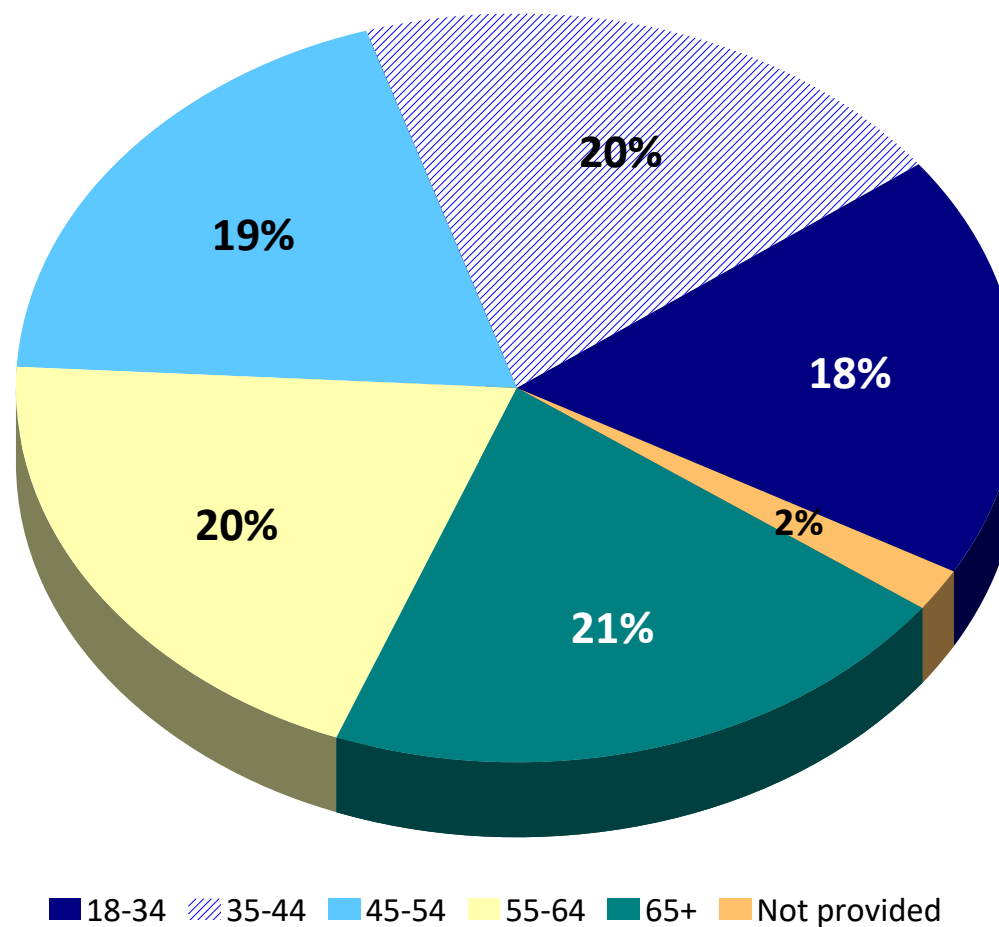
Q37. Demographics: Approximately how many years have you lived in League City?

by percentage of respondents



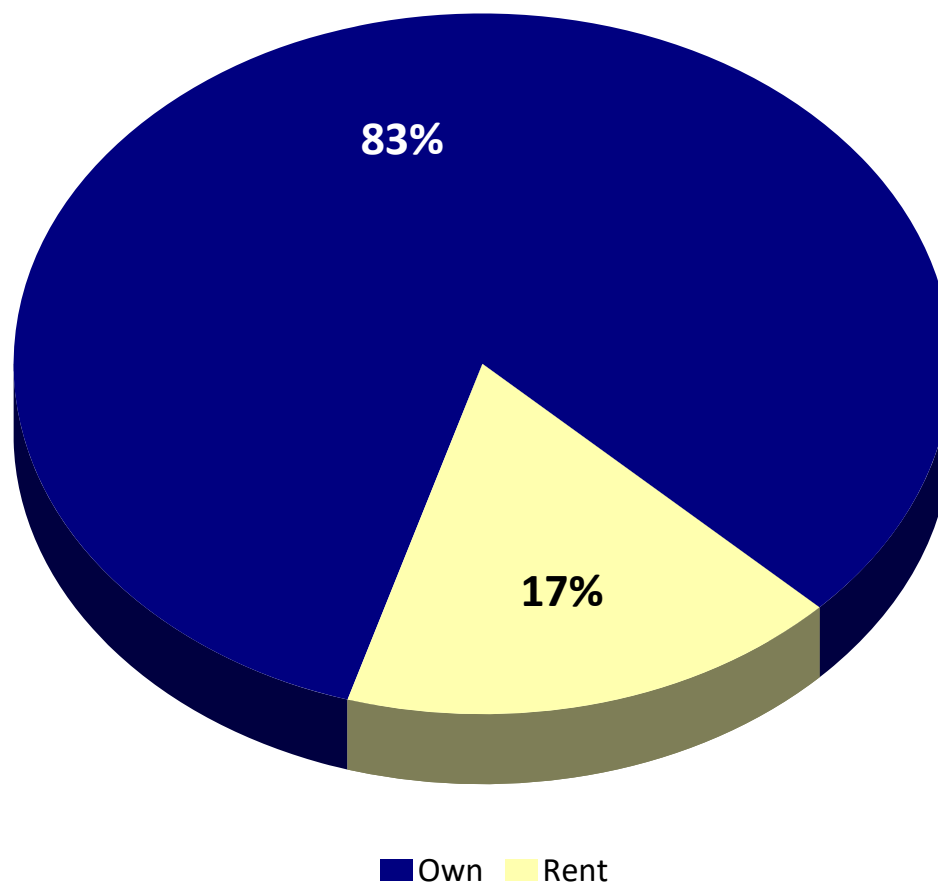
Q38. Demographics: What is your age?

by percentage of respondents



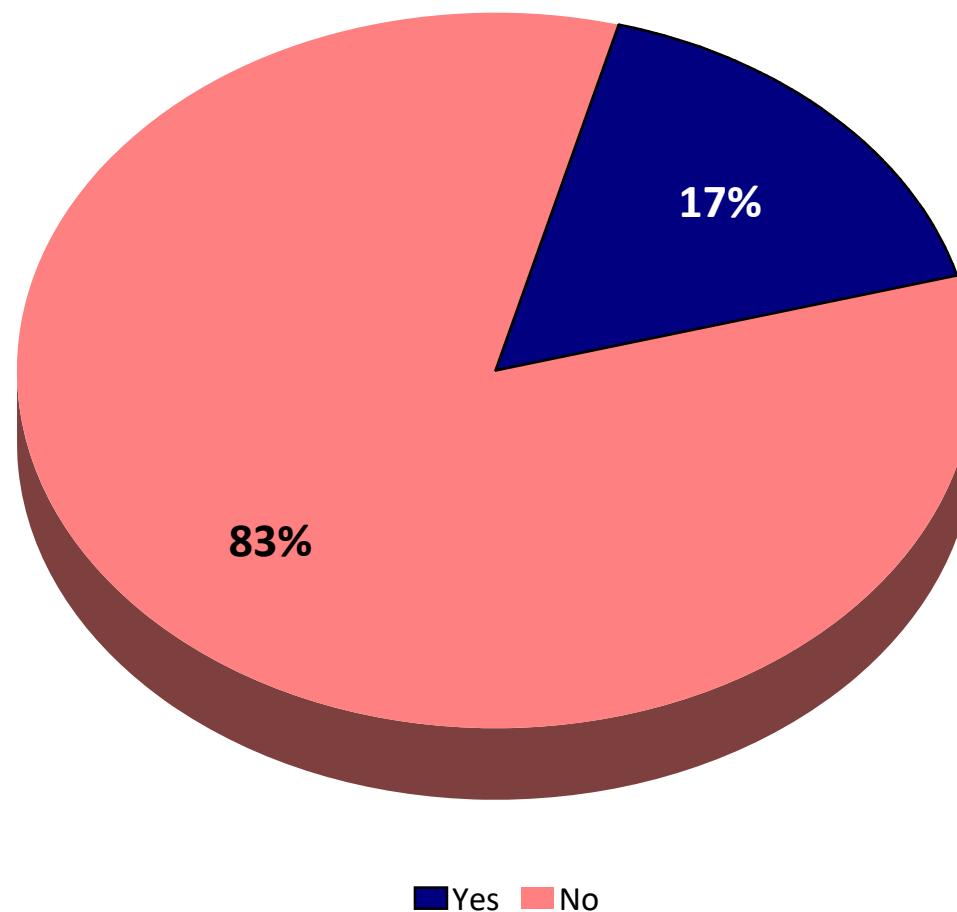
Q39. Demographics: Do you own or rent your current residence?

by percentage of respondents (excluding "not provided")



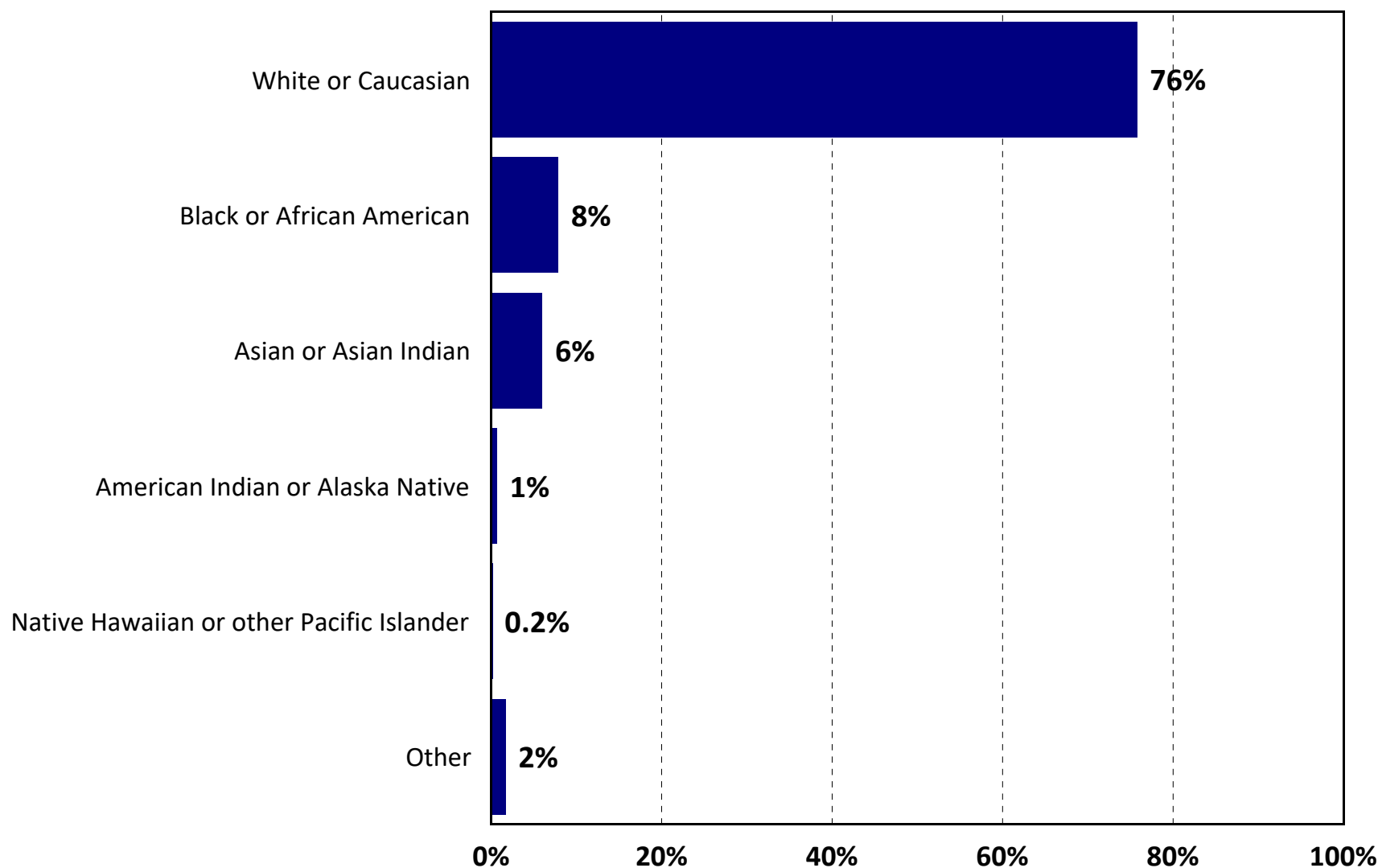
Q40. Demographics: Are you or other members of your household of Hispanic or Latino ancestry?

by percentage of respondents (excluding "not provided")



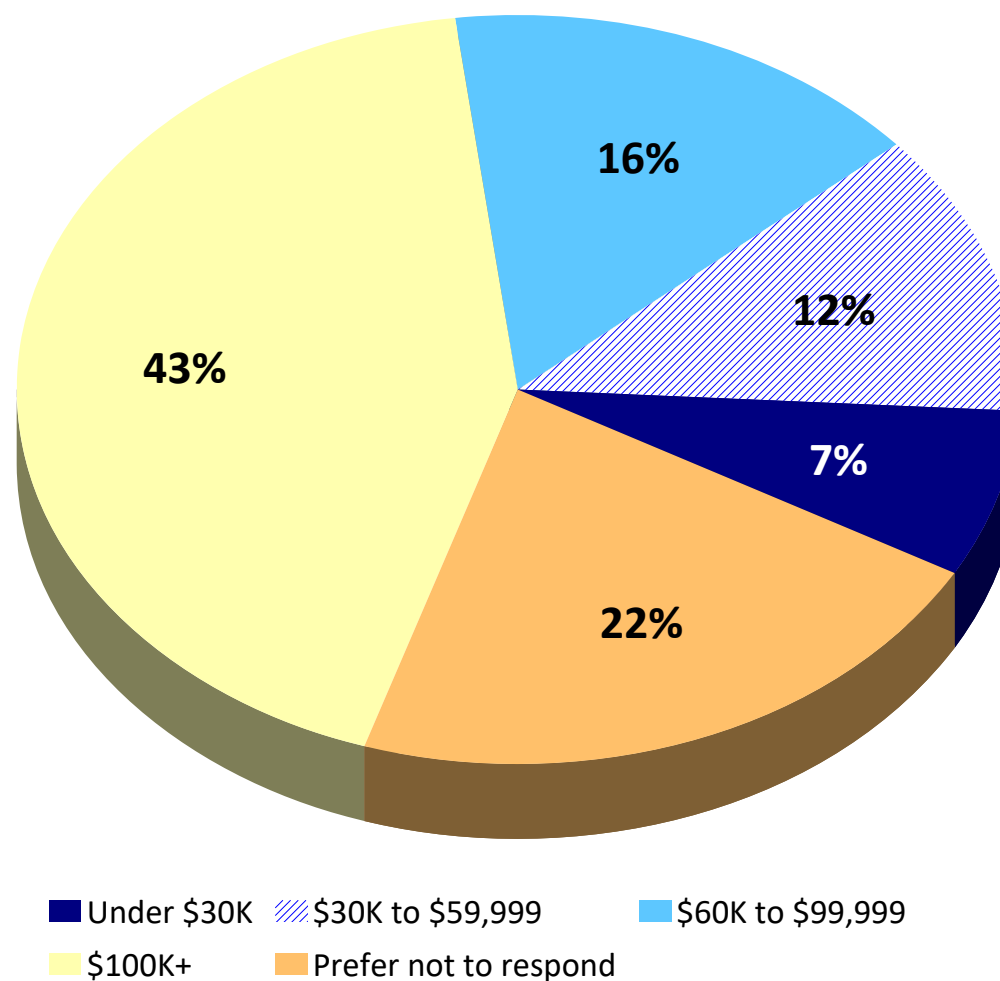
Q41. Demographics: Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple choices could be made)



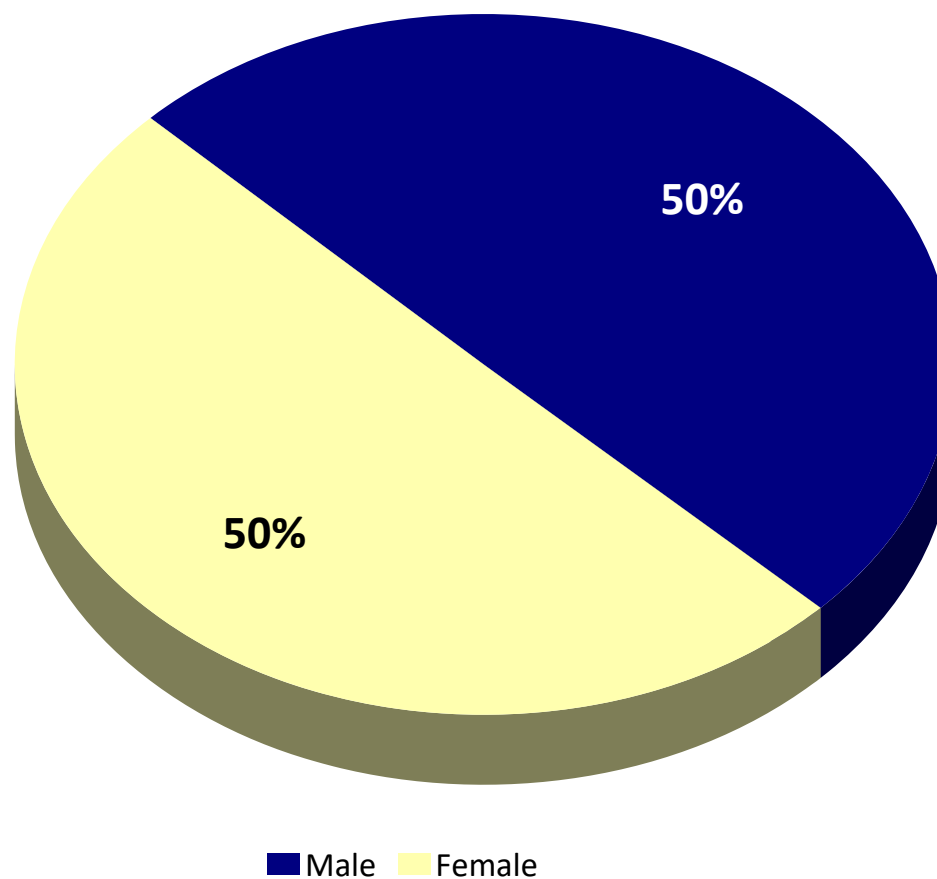
Q42. Demographics: Which of the following best describes your household income?

by percentage of respondents



Q43. Demographics: Gender

by percentage of respondents (excluding "not provided")





Benchmarking Analysis

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 500 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 10,000 residents in the continental United States and (2) a regional survey that was administered by ETC Institute during the summer of 2023 to a random sample of residents living in the state of Texas.

The charts on the following pages show how the results for the City of League City compare to the national average and the Texas regional average. The blue bar shows the results for League City. The red bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 10,000 U.S. residents during the summer of 2023. The yellow bar shows the Texas regional average from communities that administered the *DirectionFinder*® survey during the summer of 2023.

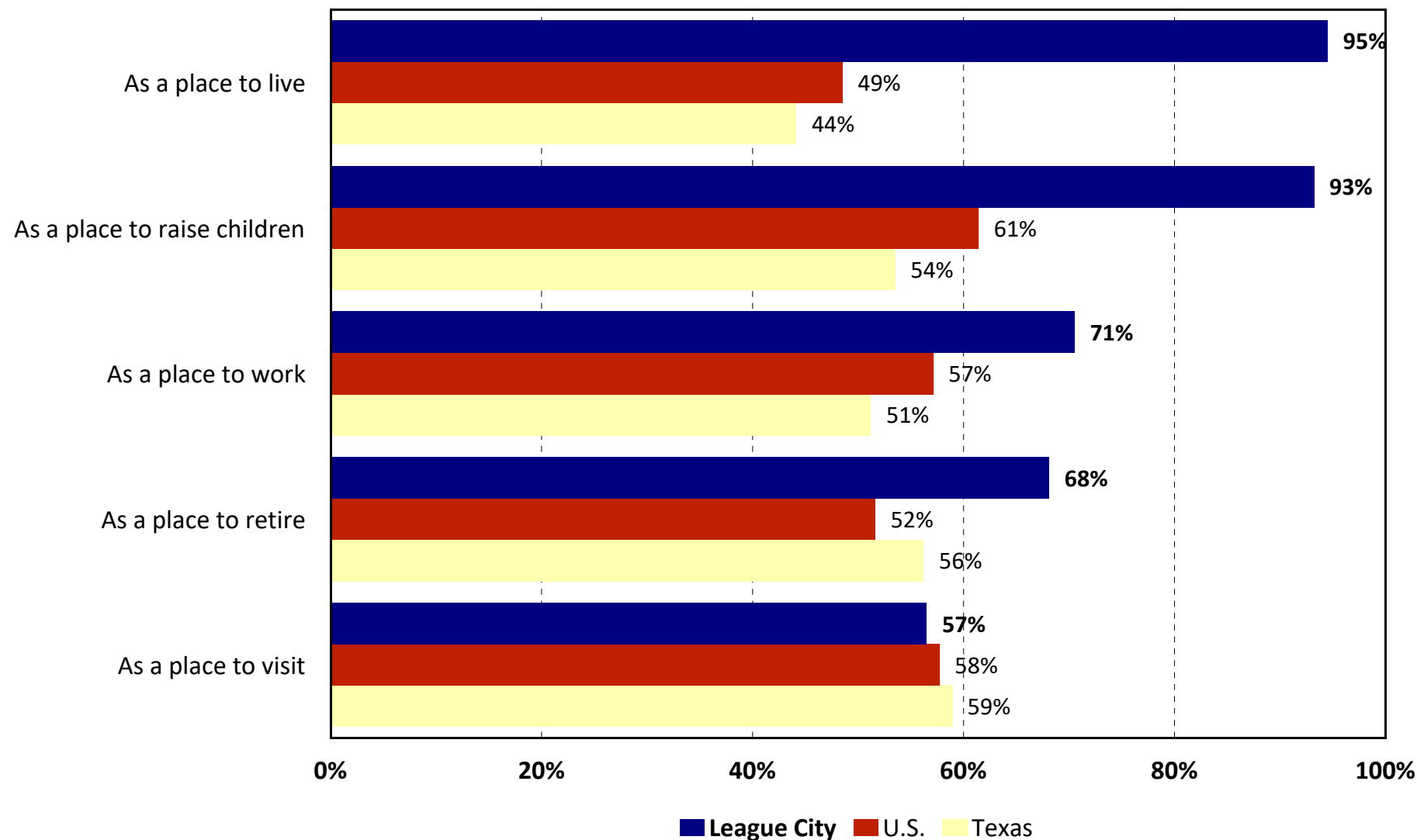
National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with League City, Texas is not authorized without written consent from ETC Institute.

Overall Ratings of the City

League City vs. the U.S. vs. Texas

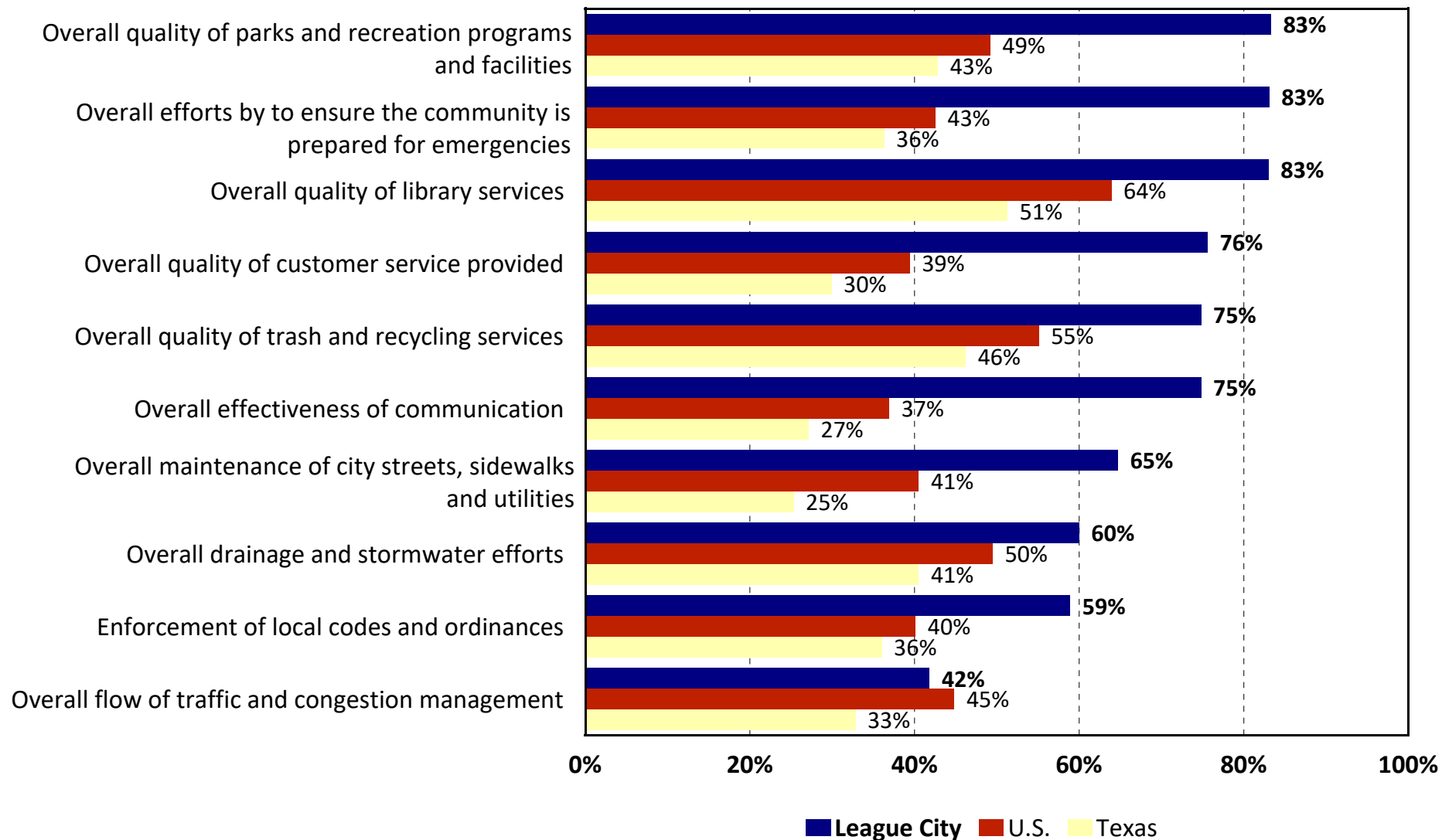
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "excellent" and 1 was "poor" (excluding "don't know")



Overall Satisfaction with Major Categories of City Services

League City vs. the U.S. vs. Texas

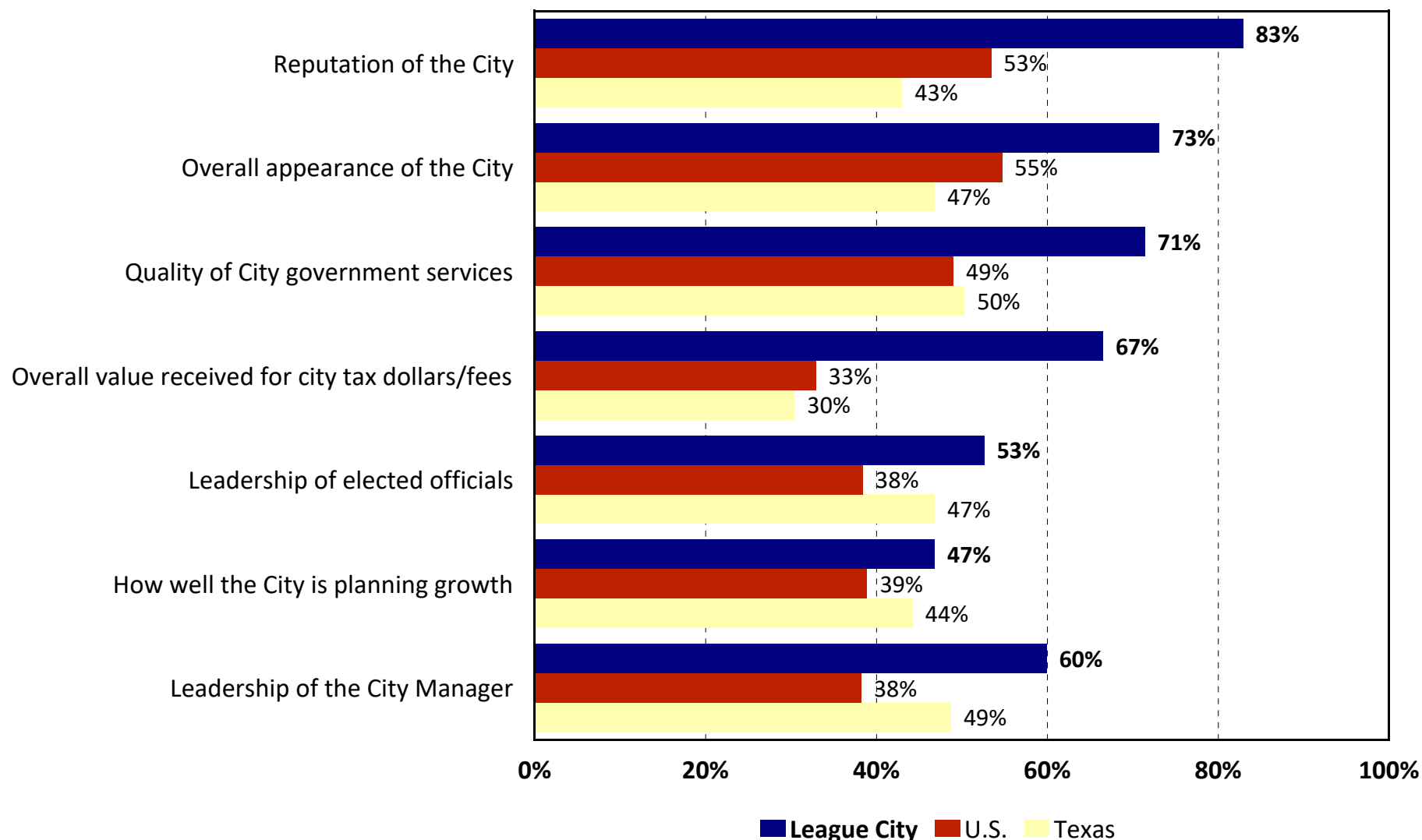
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Satisfaction with Items That Influence Perceptions of the City

League City vs. the U.S. vs. Texas

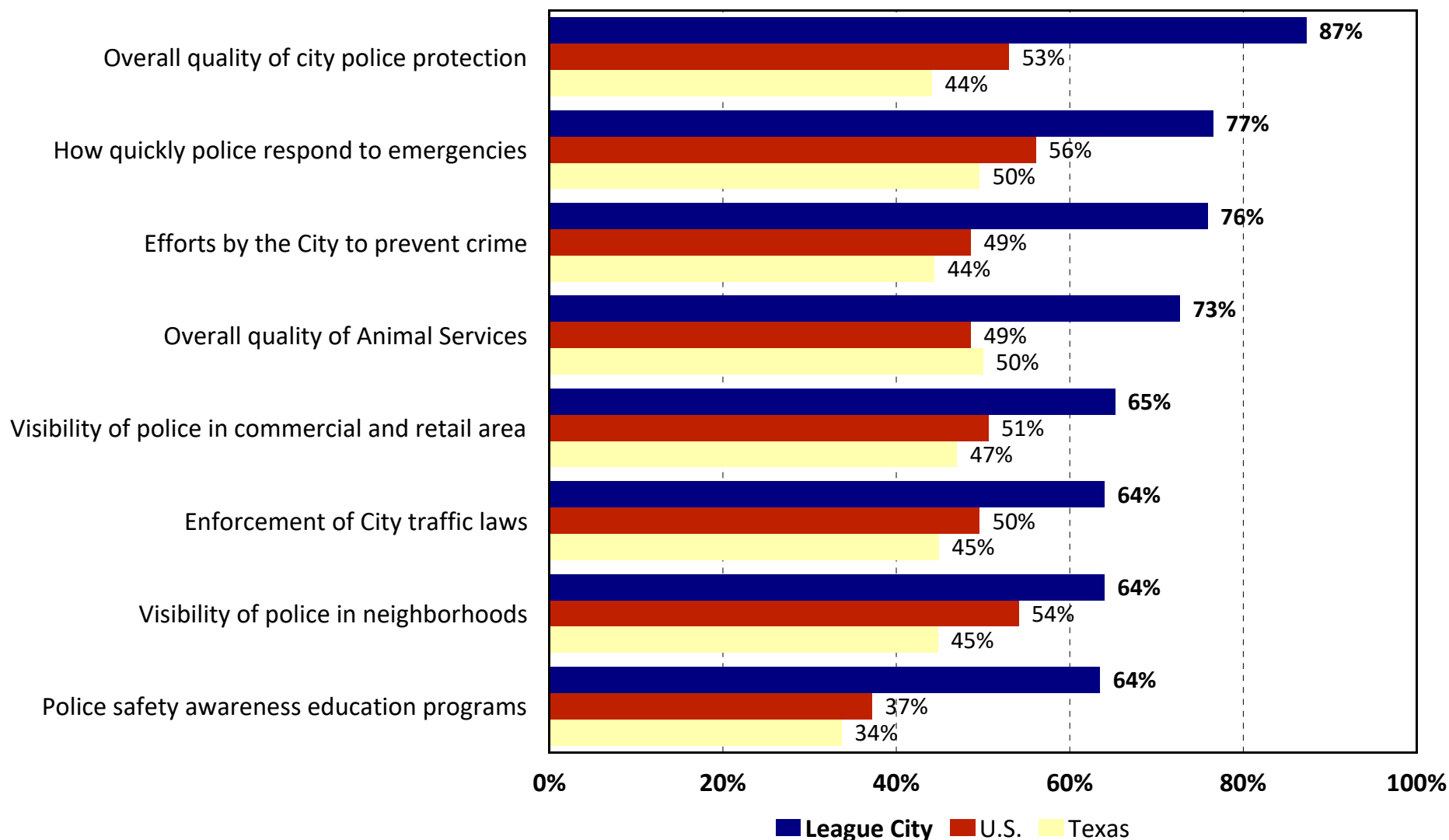
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Satisfaction with Police Services/Animal Services

League City vs. the U.S. vs. Texas

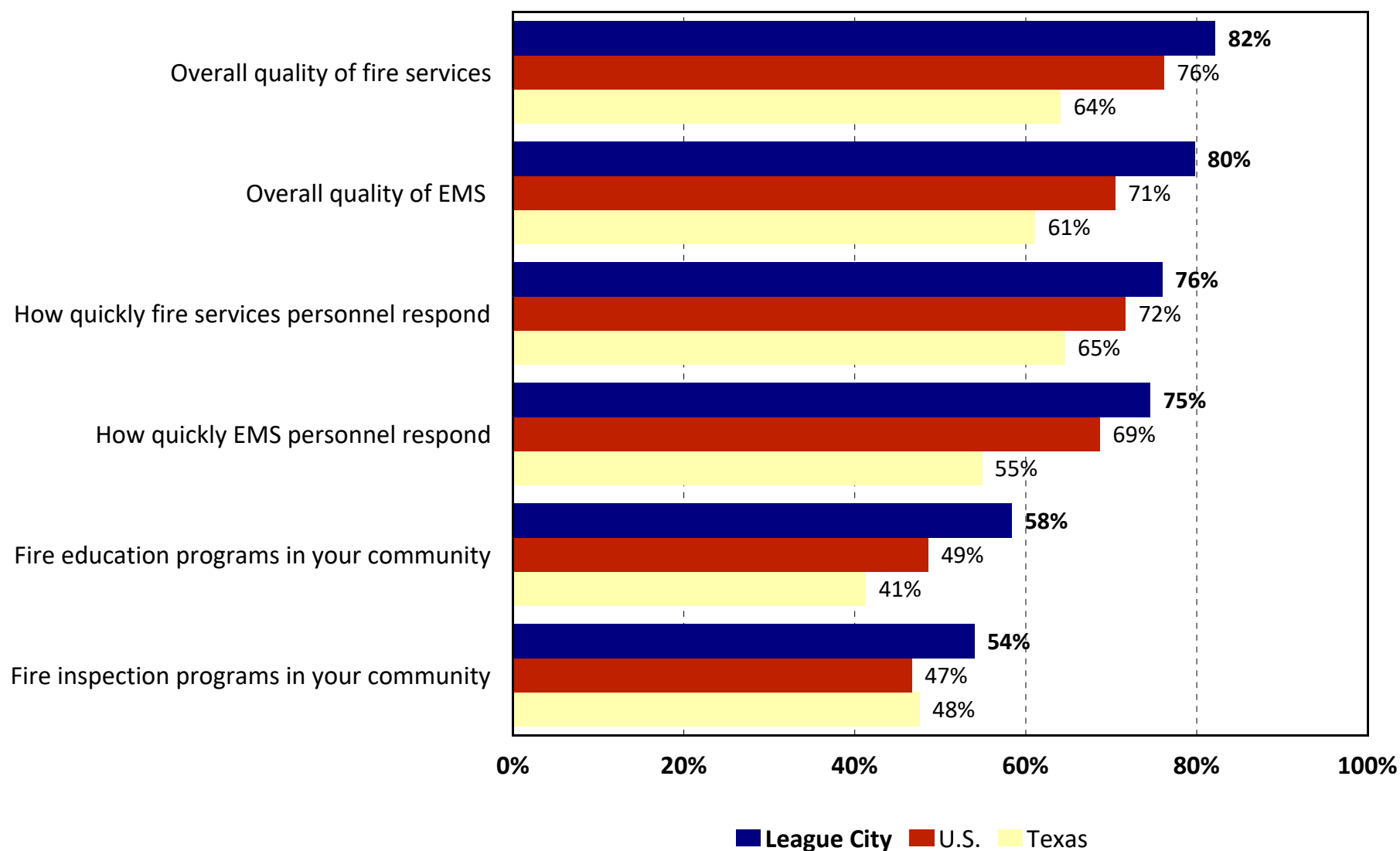
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Satisfaction with Fire and EMS Services

League City vs. the U.S. vs. Texas

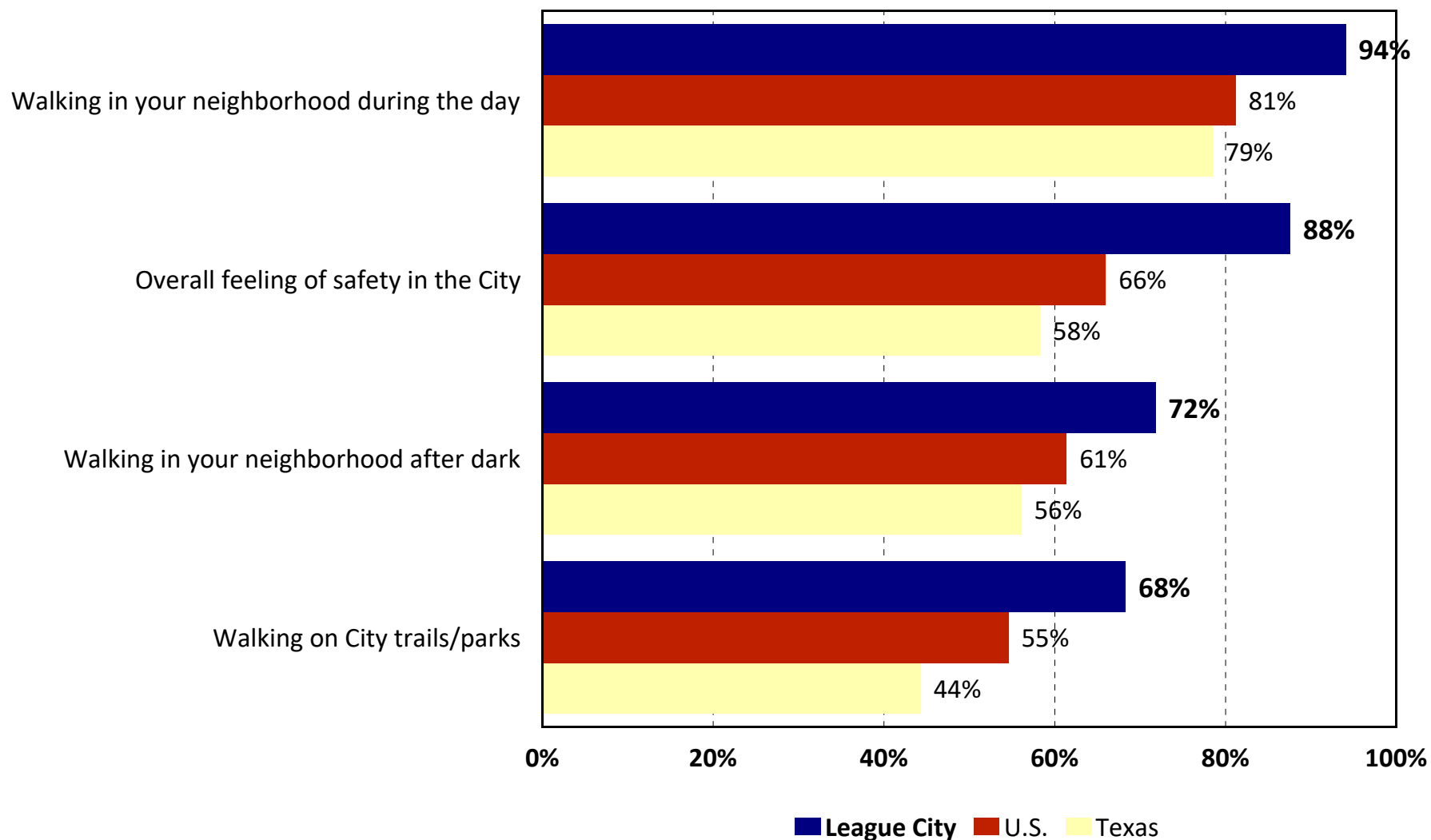
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Feeling of Safety in Various Situations

League City vs. the U.S. vs. Texas

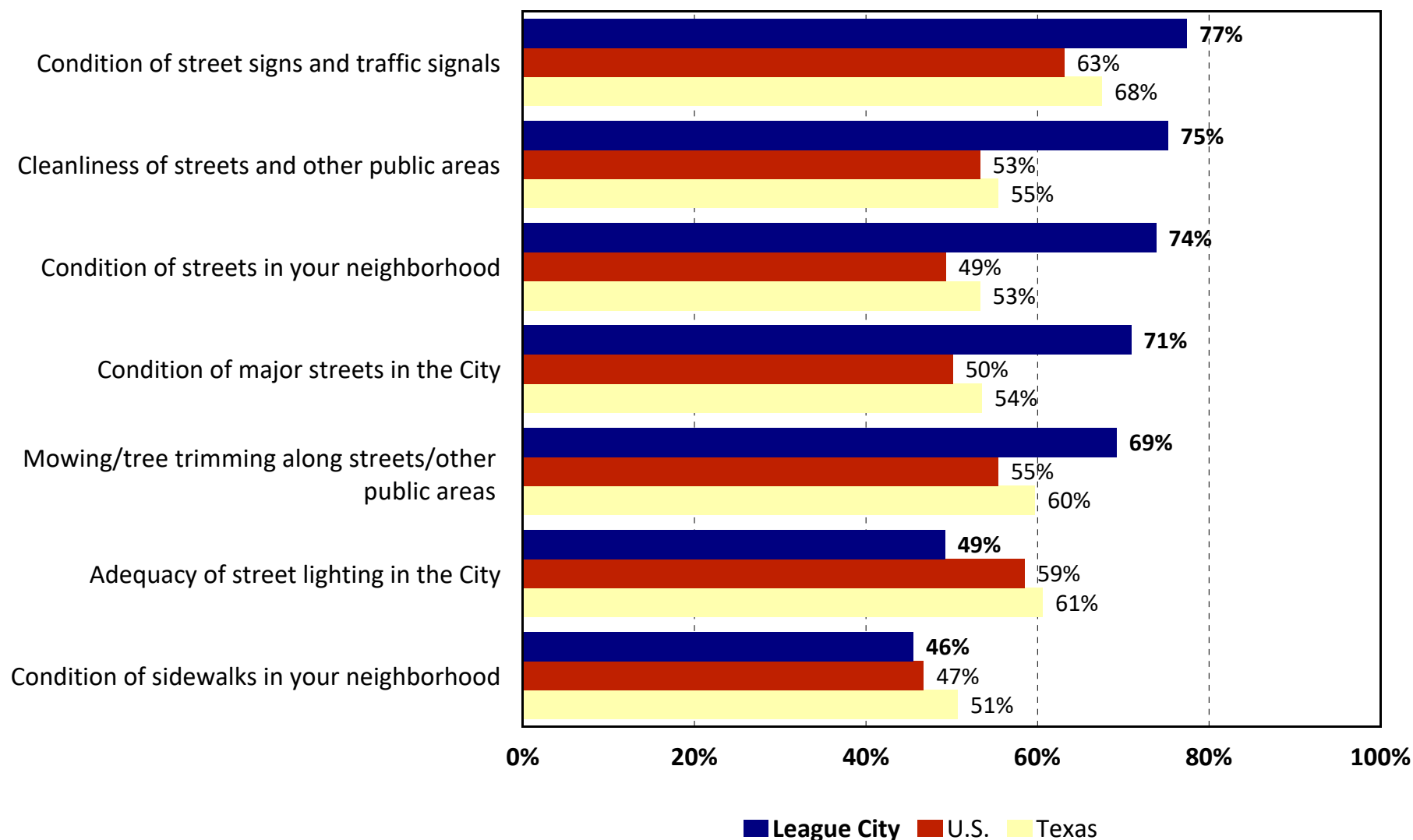
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very safe" and 1 was "very unsafe" (excluding "don't know")



Satisfaction with Public Works Services

League City vs. the U.S. vs. Texas

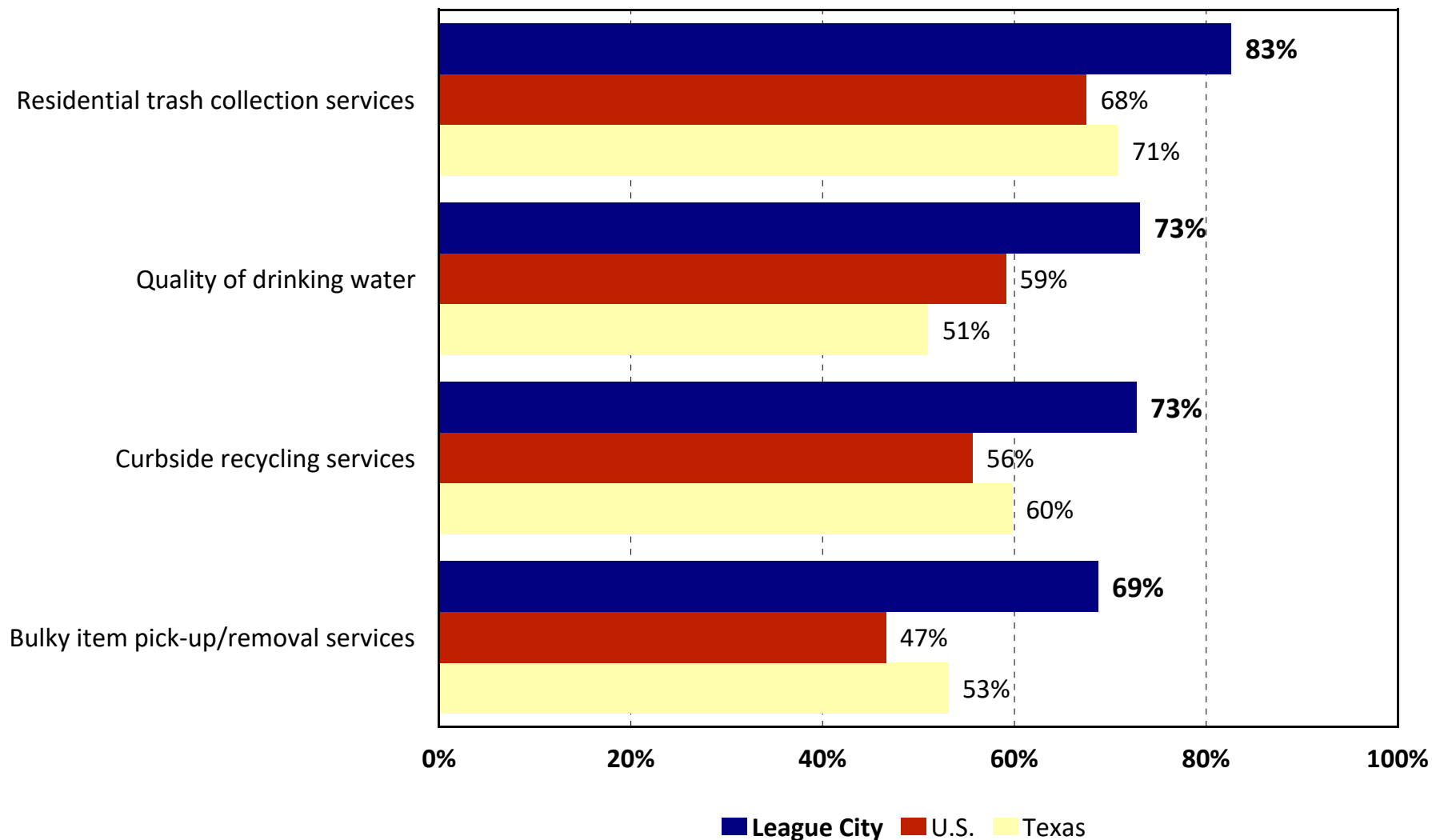
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Satisfaction with Trash Services/Water Utilities

League City vs. the U.S. vs. Texas

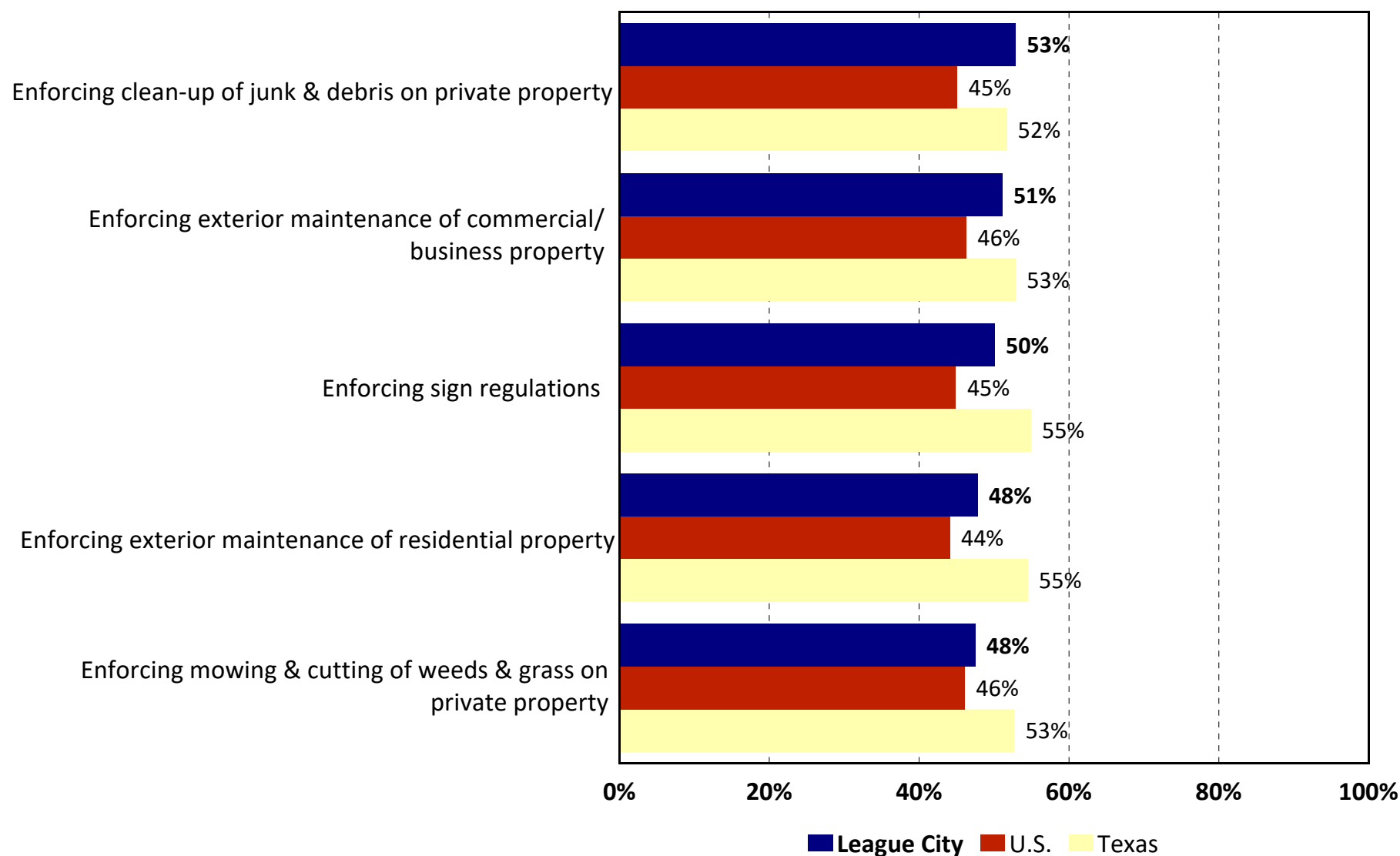
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Satisfaction with Code Enforcement

League City vs. the U.S. vs. Texas

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")





Importance- Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

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

The Importance-Satisfaction (I-S) 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 (I-S) 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.

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.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify the major categories of City services that should receive the most emphasis over the next two years. Nearly two-thirds (65.9%) of households selected *"overall flow of traffic and congestion management"* as one of the most important services for the City to emphasize.

With regard to satisfaction, 41.8% of respondents surveyed rated *"overall flow of traffic and congestion management"* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 65.9% was multiplied by 58.2% (1-0.418). This calculation yielded an I-S rating of 0.3835, which ranked first out of twelve categories of major City services analyzed.

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 of importance 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.

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.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

Tables showing the results for the City of League City are provided on the following pages.

2023 Importance-Satisfaction Rating

League City, Texas

Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Overall flow of traffic and congestion management on streets in League City	66%	1	42%	12	0.3835	1
<u>High Priority (IS .10-.20)</u>						
Overall drainage and stormwater efforts	46%	3	60%	10	0.1828	2
Overall maintenance of city streets, sidewalks and utilities	50%	2	65%	9	0.1758	3
<u>Medium Priority (IS <.10)</u>						
Overall efforts by League City to ensure the community is prepared for emergencies	27%	4	83%	4	0.0460	4
Enforcement of local codes and ordinances	11%	7	59%	11	0.0432	5
Overall quality of parks and recreation programs and facilities	15%	6	83%	3	0.0244	6
Quality of police services	24%	5	90%	1	0.0228	7
Overall quality of trash and recycling services	8%	9	75%	7	0.0212	8
Overall effectiveness of communication by League City	6%	10	75%	8	0.0156	9
Quality of fire services	9%	8	89%	2	0.0098	10
Overall quality of customer service provided by City of League City	4%	12	76%	6	0.0095	11
Overall quality of library services	4%	11	83%	5	0.0070	12

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

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 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2023 Importance-Satisfaction Rating

League City, Texas

Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Visibility of police in neighborhoods	41%	1	64%	13	0.1483	1
Medium Priority (IS <.10)						
Efforts by League City to prevent crime	35%	2	76%	8	0.0846	2
Visibility of police in commercial and retail areas	23%	4	65%	11	0.0783	3
Enforcement of City traffic laws	20%	5	64%	12	0.0706	4
Police safety awareness education programs	11%	8	64%	14	0.0412	5
How quickly police respond to emergencies	14%	6	77%	6	0.0331	6
Overall quality of city police protection	26%	3	87%	1	0.0330	7
Animal Service's pet adoption and rescue efforts	10%	9	77%	5	0.0242	8
Overall quality of fire services	12%	7	82%	2	0.0219	9
Fire education programs in your community	5%	15	58%	16	0.0212	10
Animal Service's enforcement of animal codes	6%	13	62%	15	0.0211	11
How quickly fire services personnel respond	9%	11	76%	7	0.0206	12
How quickly EMS personnel respond	8%	12	75%	9	0.0206	13
Overall quality of EMS	9%	10	80%	3	0.0178	14
Fire inspection programs in your community	3%	17	54%	17	0.0156	15
Overall quality of Animal Services	5%	14	73%	10	0.0139	16
9-1-1 service provided by operators	4%	16	77%	4	0.0096	17

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

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 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2023 Importance-Satisfaction Rating

League City, Texas

Parks & Recreation and Library Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Number of walking/biking trails in League City	33%	1	60%	14	0.1327	1
Medium Priority (IS <.10)						
Senior citizen programs in League City	21%	5	55%	17	0.0969	2
Number of City parks/green space	27%	2	70%	9	0.0813	3
Adult programs in League City	11%	6	56%	16	0.0503	4
Quality of facilities at League City parks	24%	4	88%	2	0.0289	5
Youth programs in League City	9%	7	71%	8	0.0261	6
Quality of adult programs/classes	7%	11	61%	13	0.0260	7
Availability of meeting space in League City	6%	13	61%	12	0.0241	8
Maintenance of League City parks	27%	3	92%	1	0.0227	9
Quality of outdoor athletic fields in League City	8%	9	74%	7	0.0201	10
Availability of materials	9%	8	78%	6	0.0188	11
Ease of registering for City programs	5%	15	67%	11	0.0150	12
Location of library	6%	14	80%	5	0.0115	13
Quality of children programs/classes	3%	16	68%	10	0.0109	14
Quality of tween/teen programs/classes	2%	17	59%	15	0.0098	15
Quality of library services	7%	10	86%	4	0.0097	16
Overall facility appearance	6%	12	86%	3	0.0089	17

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

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 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2023 Importance-Satisfaction Rating

League City, Texas

Public Works Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Management of traffic flow	53%	1	38%	10	0.3266	1
<u>High Priority (IS .10-.20)</u>						
Condition of street drainage/water drainage	42%	2	55%	6	0.1889	2
Speed of road work repair	29%	4	37%	11	0.1814	3
Condition of sidewalks in your neighborhood	30%	3	46%	9	0.1630	4
Adequacy of street lighting in League City	28%	5	49%	8	0.1412	5
<u>Medium Priority (IS <.10)</u>						
Quality of street repair	12%	9	54%	7	0.0570	6
Condition of major streets in League City	19%	6	71%	4	0.0559	7
Mowing/tree trimming along streets/other public areas	12%	8	69%	5	0.0382	8
Condition of streets in your neighborhood	14%	7	74%	3	0.0372	9
Cleanliness of streets and other public areas	11%	10	75%	2	0.0260	10
Condition of street signs and traffic signals	7%	11	77%	1	0.0154	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

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 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2023 Importance-Satisfaction Rating

League City, Texas

Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Enforcing clean-up of junk & debris on private property in your community	42%	1	53%	2	0.1973	1
Enforcing exterior maintenance of commercial/business property	33%	2	51%	3	0.1609	2
Enforcing mowing & cutting of weeds & grass on private property	30%	3	48%	7	0.1596	3
City efforts to remove abandoned or inoperative vehicles	24%	4	51%	4	0.1176	4
Enforcing exterior maintenance of residential property	22%	5	48%	6	0.1133	5
Medium Priority (IS <.10)						
Enforcement of yard parking regulations in your neighborhood	17%	6	57%	1	0.0706	6
Enforcing sign regulations	13%	7	50%	5	0.0629	7

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

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 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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Tabular Data

Q1. Perception of The City. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate League City with regard to each of the following.

(N=418)

	Excellent	Good	Average	Below average	Poor	Don't know
Q1-1. As a place to live	46.7%	47.8%	5.0%	0.5%	0.0%	0.0%
Q1-2. As a place to raise children	42.6%	45.2%	6.0%	0.5%	0.0%	5.7%
Q1-3. As a place to work	22.2%	33.0%	18.4%	4.3%	0.5%	21.5%
Q1-4. As a place to retire	31.1%	32.8%	17.2%	8.6%	4.1%	6.2%
Q1-5. As a place to visit	17.9%	36.4%	27.8%	11.5%	2.6%	3.8%
Q1-6. As a City moving in the right direction	23.4%	41.6%	18.2%	9.8%	5.0%	1.9%
Q1-7. As a place you are proud to call home	45.9%	39.7%	11.0%	2.6%	0.2%	0.5%

WITHOUT "DON'T KNOW"

Q1. Perception of The City. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate League City with regard to each of the following. (without "don't know")

(N=418)

	Excellent	Good	Average	Below average	Poor
Q1-1. As a place to live	46.7%	47.8%	5.0%	0.5%	0.0%
Q1-2. As a place to raise children	45.2%	48.0%	6.3%	0.5%	0.0%
Q1-3. As a place to work	28.4%	42.1%	23.5%	5.5%	0.6%
Q1-4. As a place to retire	33.2%	34.9%	18.4%	9.2%	4.3%
Q1-5. As a place to visit	18.7%	37.8%	28.9%	11.9%	2.7%
Q1-6. As a City moving in the right direction	23.9%	42.4%	18.5%	10.0%	5.1%
Q1-7. As a place you are proud to call home	46.2%	39.9%	11.1%	2.6%	0.2%

Q2. Please rate each of the following major categories of services provided by League City using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=418)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Quality of police services	44.5%	42.6%	7.4%	1.9%	0.0%	3.6%
Q2-2. Quality of fire services	39.7%	39.7%	7.4%	1.7%	0.7%	10.8%
Q2-3. Overall efforts by League City to ensure the community is prepared for emergencies	33.5%	42.6%	12.0%	2.9%	0.7%	8.4%
Q2-4. Overall maintenance of City streets, sidewalks & utilities	19.1%	45.0%	21.3%	10.8%	2.9%	1.0%
Q2-5. Overall effectiveness of communication by League City	31.1%	41.9%	20.8%	3.3%	0.5%	2.4%
Q2-6. Overall flow of traffic & congestion management on streets in League City	6.0%	35.6%	22.5%	24.4%	11.0%	0.5%
Q2-7. Overall quality of trash & recycling services	29.2%	44.7%	16.7%	6.2%	1.9%	1.2%
Q2-8. Overall quality of parks & recreation programs & facilities	32.5%	47.1%	12.4%	3.1%	0.5%	4.3%
Q2-9. Overall quality of customer service provided by League City	23.9%	42.6%	19.1%	2.2%	0.2%	12.0%
Q2-10. Enforcement of local codes & ordinances	12.2%	38.3%	26.8%	8.1%	0.2%	14.4%
Q2-11. Overall quality of library services	33.3%	33.7%	10.8%	2.4%	0.5%	19.4%
Q2-12. Overall drainage & stormwater efforts	17.9%	40.2%	27.0%	10.0%	1.7%	3.1%

WITHOUT "DON'T KNOW"

Q2. Please rate each of the following major categories of services provided by League City using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=418)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Quality of police services	46.2%	44.2%	7.7%	2.0%	0.0%
Q2-2. Quality of fire services	44.5%	44.5%	8.3%	1.9%	0.8%
Q2-3. Overall efforts by League City to ensure the community is prepared for emergencies	36.6%	46.5%	13.1%	3.1%	0.8%
Q2-4. Overall maintenance of City streets, sidewalks & utilities	19.3%	45.4%	21.5%	10.9%	2.9%
Q2-5. Overall effectiveness of communication by League City	31.9%	42.9%	21.3%	3.4%	0.5%
Q2-6. Overall flow of traffic & congestion management on streets in League City	6.0%	35.8%	22.6%	24.5%	11.1%
Q2-7. Overall quality of trash & recycling services	29.5%	45.3%	16.9%	6.3%	1.9%
Q2-8. Overall quality of parks & recreation programs & facilities	34.0%	49.3%	13.0%	3.3%	0.5%
Q2-9. Overall quality of customer service provided by League City	27.2%	48.4%	21.7%	2.4%	0.3%
Q2-10. Enforcement of local codes & ordinances	14.2%	44.7%	31.3%	9.5%	0.3%
Q2-11. Overall quality of library services	41.2%	41.8%	13.4%	3.0%	0.6%
Q2-12. Overall drainage & stormwater efforts	18.5%	41.5%	27.9%	10.4%	1.7%

Q3. From the list of items in Question 2, which THREE of the major categories of City services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q3. Top choice</u>	<u>Number</u>	<u>Percent</u>
Quality of police services	53	12.7 %
Quality of fire services	9	2.2 %
Overall efforts by League City to ensure the community is prepared for emergencies	20	4.8 %
Overall maintenance of City streets, sidewalks & utilities	76	18.2 %
Overall effectiveness of communication by League City	7	1.7 %
Overall flow of traffic & congestion management on streets in League City	131	31.3 %
Overall quality of trash & recycling services	3	0.7 %
Overall quality of parks & recreation programs & facilities	14	3.3 %
Overall quality of customer service provided by City of League City	4	1.0 %
Enforcement of local codes & ordinances	5	1.2 %
Overall quality of library services	4	1.0 %
Overall drainage & stormwater efforts	65	15.6 %
None chosen	27	6.5 %
Total	418	100.0 %

Q3. From the list of items in Question 2, which THREE of the major categories of City services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q3. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of police services	19	4.5 %
Quality of fire services	17	4.1 %
Overall efforts by League City to ensure the community is prepared for emergencies	47	11.2 %
Overall maintenance of City streets, sidewalks & utilities	56	13.4 %
Overall effectiveness of communication by League City	6	1.4 %
Overall flow of traffic & congestion management on streets in League City	103	24.6 %
Overall quality of trash & recycling services	17	4.1 %
Overall quality of parks & recreation programs & facilities	22	5.3 %
Overall quality of customer service provided by City of League City	4	1.0 %
Enforcement of local codes & ordinances	14	3.3 %
Overall quality of library services	6	1.4 %
Overall drainage & stormwater efforts	67	16.0 %
None chosen	40	9.6 %
Total	418	100.0 %

Q3. From the list of items in Question 2, which THREE of the major categories of City services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q3. 3rd choice	Number	Percent
Quality of police services	27	6.5 %
Quality of fire services	11	2.6 %
Overall efforts by League City to ensure the community is prepared for emergencies	47	11.2 %
Overall maintenance of City streets, sidewalks & utilities	76	18.2 %
Overall effectiveness of communication by League City	13	3.1 %
Overall flow of traffic & congestion management on streets in League City	42	10.0 %
Overall quality of trash & recycling services	15	3.6 %
Overall quality of parks & recreation programs & facilities	25	6.0 %
Overall quality of customer service provided by City of League City	8	1.9 %
Enforcement of local codes & ordinances	25	6.0 %
Overall quality of library services	7	1.7 %
Overall drainage & stormwater efforts	59	14.1 %
None chosen	63	15.1 %
Total	418	100.0 %

SUM OF TOP 3 CHOICES

Q3. From the list of items in Question 2, which THREE of the major categories of City services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q3. Sum of top 3 choices	Number	Percent
Quality of police services	99	23.7 %
Quality of fire services	37	8.9 %
Overall efforts by League City to ensure the community is prepared for emergencies	114	27.3 %
Overall maintenance of City streets, sidewalks & utilities	208	49.8 %
Overall effectiveness of communication by League City	26	6.2 %
Overall flow of traffic & congestion management on streets in League City	276	66.0 %
Overall quality of trash & recycling services	35	8.4 %
Overall quality of parks & recreation programs & facilities	61	14.6 %
Overall quality of customer service provided by City of League City	16	3.8 %
Enforcement of local codes & ordinances	44	10.5 %
Overall quality of library services	17	4.1 %
Overall drainage & stormwater efforts	191	45.7 %
None chosen	27	6.5 %
Total	1151	

Q4. Please rate each of the following items that may influence your perception of the community using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=418)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Overall value that you receive for your City tax dollars & fees	13.2%	51.0%	22.7%	8.9%	0.7%	3.6%
Q4-2. Reputation of League City	31.8%	48.6%	12.9%	3.6%	0.0%	3.1%
Q4-3. Quality of League City government services	17.9%	48.8%	22.7%	3.6%	0.5%	6.5%
Q4-4. Quality of life in League City	37.1%	49.0%	10.3%	2.2%	0.2%	1.2%
Q4-5. How well League City is planning growth	10.0%	32.3%	23.9%	15.8%	8.4%	9.6%
Q4-6. Overall appearance of League City	20.1%	51.9%	20.6%	5.0%	1.0%	1.4%
Q4-7. Leadership of elected officials including Mayor & City Council	10.8%	35.6%	31.3%	6.2%	4.3%	11.7%
Q4-8. Leadership of City Manager	17.7%	32.1%	27.5%	4.5%	1.2%	17.0%

WITHOUT "DON'T KNOW"

Q4. Please rate each of the following items that may influence your perception of the community using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=418)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Overall value that you receive for your City tax dollars & fees	13.6%	52.9%	23.6%	9.2%	0.7%
Q4-2. Reputation of League City	32.8%	50.1%	13.3%	3.7%	0.0%
Q4-3. Quality of League City government services	19.2%	52.2%	24.3%	3.8%	0.5%
Q4-4. Quality of life in League City	37.5%	49.6%	10.4%	2.2%	0.2%
Q4-5. How well League City is planning growth	11.1%	35.7%	26.5%	17.5%	9.3%
Q4-6. Overall appearance of League City	20.4%	52.7%	20.9%	5.1%	1.0%
Q4-7. Leadership of elected officials including Mayor & City Council	12.2%	40.4%	35.5%	7.0%	4.9%
Q4-8. Leadership of City Manager	21.3%	38.6%	33.1%	5.5%	1.4%

Q5. Police Services/Animal Services. Have you or anyone in your family had contact with the League City Police Department in the last 12 months?

Q5. Have you had contact with League City Police

Department in last 12 months	Number	Percent
Yes	138	33.0 %
No	280	67.0 %
Total	418	100.0 %

Q5a. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=418)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5a-1. Overall quality of City police protection	35.6%	45.0%	10.0%	1.7%	0.0%	7.7%
Q5a-2. Visibility of police in neighborhoods	16.5%	45.2%	22.0%	11.0%	1.7%	3.6%
Q5a-3. Visibility of police in commercial & retail areas	16.0%	44.0%	24.2%	7.2%	0.7%	7.9%
Q5a-4. How quickly police respond to emergencies	21.8%	30.4%	14.4%	1.4%	0.2%	31.8%
Q5a-5. Efforts by League City to prevent crime	20.1%	41.9%	16.3%	2.9%	0.5%	18.4%
Q5a-6. Enforcement of City traffic laws	12.0%	44.0%	19.6%	7.9%	4.1%	12.4%
Q5a-7. Police safety awareness education programs	11.2%	27.0%	20.3%	1.2%	0.5%	39.7%
Q5a-8. 9-1-1 service provided by operators	21.1%	20.6%	12.4%	0.2%	0.0%	45.7%
Q5a-9. Overall quality of Animal Services	20.1%	33.0%	13.9%	4.3%	1.7%	27.0%
Q5a-10. Animal Service's enforcement of animal codes	13.4%	26.6%	18.4%	5.0%	1.4%	35.2%
Q5a-11. Animal Service's pet adoption & rescue efforts	27.0%	29.2%	12.2%	2.9%	2.2%	26.6%

WITHOUT "DON'T KNOW"

Q5a. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=418)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5a-1. Overall quality of City police protection	38.6%	48.7%	10.9%	1.8%	0.0%
Q5a-2. Visibility of police in neighborhoods	17.1%	46.9%	22.8%	11.4%	1.7%
Q5a-3. Visibility of police in commercial & retail areas	17.4%	47.8%	26.2%	7.8%	0.8%
Q5a-4. How quickly police respond to emergencies	31.9%	44.6%	21.1%	2.1%	0.4%
Q5a-5. Efforts by League City to prevent crime	24.6%	51.3%	19.9%	3.5%	0.6%
Q5a-6. Enforcement of City traffic laws	13.7%	50.3%	22.4%	9.0%	4.6%
Q5a-7. Police safety awareness education programs	18.7%	44.8%	33.7%	2.0%	0.8%
Q5a-8. 9-1-1 service provided by operators	38.8%	37.9%	22.9%	0.4%	0.0%
Q5a-9. Overall quality of Animal Services	27.5%	45.2%	19.0%	5.9%	2.3%
Q5a-10. Animal Service's enforcement of animal codes	20.7%	41.0%	28.4%	7.7%	2.2%
Q5a-11. Animal Service's pet adoption & rescue efforts	36.8%	39.7%	16.6%	3.9%	2.9%

Q6. Fire Services. Have you or anyone in your family had contact with the League City Fire Department in the last 12 months?

Q6. Have you had contact with League City Fire Department in last 12 months	Number	Percent
Yes	31	7.4 %
No	387	92.6 %
Total	418	100.0 %

Q6a. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=418)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6a-1. Overall quality of fire services	19.6%	32.5%	10.3%	1.0%	0.0%	36.6%
Q6a-2. How quickly fire services personnel respond	16.5%	21.3%	10.8%	0.7%	0.5%	50.2%
Q6a-3. Fire education programs in your community	10.0%	16.7%	17.9%	1.2%	0.0%	54.1%
Q6a-4. Fire inspection programs in your community	7.9%	14.8%	18.2%	1.0%	0.2%	57.9%

WITHOUT "DON'T KNOW"

Q6a. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=418)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6a-1. Overall quality of fire services	30.9%	51.3%	16.2%	1.5%	0.0%
Q6a-2. How quickly fire services personnel respond	33.2%	42.8%	21.6%	1.4%	1.0%
Q6a-3. Fire education programs in your community	21.9%	36.5%	39.1%	2.6%	0.0%
Q6a-4. Fire inspection programs in your community	18.8%	35.2%	43.2%	2.3%	0.6%

Q7. EMS Services. Have you or anyone in your family used a League City ambulance or EMS services in the last 12 months?

Q7. Have you used a League City ambulance or EMS services in last 12 months

	Number	Percent
Yes	43	10.3 %
No	375	89.7 %
Total	418	100.0 %

Q7a. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=418)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7a-1. Overall quality of EMS	18.9%	22.7%	9.3%	0.7%	0.5%	47.8%
Q7a-2. How quickly EMS personnel respond	18.4%	17.5%	11.2%	0.5%	0.5%	51.9%

WITHOUT "DON'T KNOW"

Q7a. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=418)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7a-1. Overall quality of EMS	36.2%	43.6%	17.9%	1.4%	0.9%
Q7a-2. How quickly EMS personnel respond	38.3%	36.3%	23.4%	1.0%	1.0%

Q8. From the list of items in Questions 5a, 6a and 7a, which THREE of the major categories of Public Safety Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q8. Top choice	Number	Percent
Overall quality of City police protection	67	16.0 %
Visibility of police in neighborhoods	88	21.1 %
Visibility of police in commercial & retail areas	24	5.7 %
How quickly police respond to emergencies	18	4.3 %
Efforts by League City to prevent crime	69	16.5 %
Enforcement of City traffic laws	25	6.0 %
Police safety awareness education programs	9	2.2 %
9-1-1 service provided by operators	4	1.0 %
Overall quality of Animal Services	5	1.2 %
Animal Service's enforcement of animal codes	4	1.0 %
Animal Service's pet adoption & rescue efforts	12	2.9 %
Overall quality of fire services	9	2.2 %
How quickly fire services personnel respond	6	1.4 %
Fire education programs in your community	4	1.0 %
Fire inspection programs in your community	2	0.5 %
Overall quality of EMS	8	1.9 %
How quickly EMS personnel respond	3	0.7 %
None chosen	61	14.6 %
Total	418	100.0 %

Q8. From the list of items in Questions 5a, 6a and 7a, which THREE of the major categories of Public Safety Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q8. 2nd choice	Number	Percent
Overall quality of City police protection	21	5.0 %
Visibility of police in neighborhoods	47	11.2 %
Visibility of police in commercial & retail areas	40	9.6 %
How quickly police respond to emergencies	18	4.3 %
Efforts by League City to prevent crime	54	12.9 %
Enforcement of City traffic laws	36	8.6 %
Police safety awareness education programs	16	3.8 %
9-1-1 service provided by operators	8	1.9 %
Overall quality of Animal Services	9	2.2 %
Animal Service's enforcement of animal codes	8	1.9 %
Animal Service's pet adoption & rescue efforts	12	2.9 %
Overall quality of fire services	27	6.5 %
How quickly fire services personnel respond	18	4.3 %
Fire education programs in your community	10	2.4 %
Fire inspection programs in your community	4	1.0 %
Overall quality of EMS	5	1.2 %
How quickly EMS personnel respond	10	2.4 %
None chosen	75	17.9 %
Total	418	100.0 %

Q8. From the list of items in Questions 5a, 6a and 7a, which THREE of the major categories of Public Safety Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q8. 3rd choice	Number	Percent
Overall quality of City police protection	21	5.0 %
Visibility of police in neighborhoods	37	8.9 %
Visibility of police in commercial & retail areas	30	7.2 %
How quickly police respond to emergencies	23	5.5 %
Efforts by League City to prevent crime	24	5.7 %
Enforcement of City traffic laws	21	5.0 %
Police safety awareness education programs	22	5.3 %
9-1-1 service provided by operators	5	1.2 %
Overall quality of Animal Services	7	1.7 %
Animal Service's enforcement of animal codes	11	2.6 %
Animal Service's pet adoption & rescue efforts	19	4.5 %
Overall quality of fire services	15	3.6 %
How quickly fire services personnel respond	12	2.9 %
Fire education programs in your community	7	1.7 %
Fire inspection programs in your community	8	1.9 %
Overall quality of EMS	24	5.7 %
How quickly EMS personnel respond	21	5.0 %
None chosen	111	26.6 %
Total	418	100.0 %

SUM OF TOP 3 CHOICES

Q8. From the list of items in Questions 5a, 6a and 7a, which THREE of the major categories of Public Safety Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top

3)

Q8. Sum of top 3 choices	Number	Percent
Overall quality of City police protection	109	26.1 %
Visibility of police in neighborhoods	172	41.1 %
Visibility of police in commercial & retail areas	94	22.5 %
How quickly police respond to emergencies	59	14.1 %
Efforts by League City to prevent crime	147	35.2 %
Enforcement of City traffic laws	82	19.6 %
Police safety awareness education programs	47	11.2 %
9-1-1 service provided by operators	17	4.1 %
Overall quality of Animal Services	21	5.0 %
Animal Service's enforcement of animal codes	23	5.5 %
Animal Service's pet adoption & rescue efforts	43	10.3 %
Overall quality of fire services	51	12.2 %
How quickly fire services personnel respond	36	8.6 %
Fire education programs in your community	21	5.0 %
Fire inspection programs in your community	14	3.3 %
Overall quality of EMS	37	8.9 %
How quickly EMS personnel respond	34	8.1 %
None chosen	61	14.6 %
Total	1068	

Q9. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

(N=418)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q9-1. Walking in your neighborhood during the day	65.6%	27.5%	5.0%	0.7%	0.0%	1.2%
Q9-2. Walking in your neighborhood after dark	27.0%	41.9%	17.2%	8.4%	1.4%	4.1%
Q9-3. Walking on League City trails/parks	21.1%	37.3%	21.3%	5.0%	0.7%	14.6%
Q9-4. Overall feeling of safety in League City	27.3%	58.6%	10.8%	1.4%	0.0%	1.9%

WITHOUT "DON'T KNOW"

Q9. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

(N=418)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q9-1. Walking in your neighborhood during the day	66.3%	27.8%	5.1%	0.7%	0.0%
Q9-2. Walking in your neighborhood after dark	28.2%	43.6%	18.0%	8.7%	1.5%
Q9-3. Walking on League City trails/parks	24.6%	43.7%	24.9%	5.9%	0.8%
Q9-4. Overall feeling of safety in League City	27.8%	59.8%	11.0%	1.5%	0.0%

Q10. Parks and Recreation. Have you or a family member visited a League City park or recreational facility in the last 12 months?

Q10. Have your visited a League City park or recreational facility in last 12 months	Number	Percent
Yes	318	76.1 %
No	100	23.9 %
Total	418	100.0 %

Q10a. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=418)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10a-1. Maintenance of League City parks	32.1%	49.3%	6.5%	0.7%	0.2%	11.2%
Q10a-2. Quality of facilities at League City parks (e.g., picnic shelters, playgrounds)	29.4%	47.8%	8.4%	2.4%	0.0%	12.0%
Q10a-3. Number of City parks/ green space	22.2%	40.7%	15.6%	8.9%	2.4%	10.3%
Q10a-4. Availability of meeting space in League City	13.9%	26.8%	20.6%	4.5%	0.7%	33.5%
Q10a-5. Number of walking/ biking trails in League City	17.2%	33.0%	19.1%	12.2%	2.4%	16.0%
Q10a-6. Quality of outdoor athletic fields in League City	20.3%	36.6%	16.0%	3.6%	0.2%	23.2%
Q10a-7. Youth programs in League City	16.3%	27.0%	14.8%	2.6%	0.2%	39.0%
Q10a-8. Adult programs in League City	12.4%	23.0%	22.7%	5.3%	0.5%	36.1%
Q10a-9. Senior citizen programs in League City	13.4%	18.7%	18.4%	6.9%	1.4%	41.1%
Q10a-10. Ease of registering for City programs	15.8%	24.9%	17.9%	2.2%	0.2%	39.0%

WITHOUT "DON'T KNOW"

Q10a. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=418)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10a-1. Maintenance of League City parks	36.1%	55.5%	7.3%	0.8%	0.3%
Q10a-2. Quality of facilities at League City parks (e.g., picnic shelters, playgrounds)	33.4%	54.3%	9.5%	2.7%	0.0%
Q10a-3. Number of City parks/green space	24.8%	45.3%	17.3%	9.9%	2.7%
Q10a-4. Availability of meeting space in League City	20.9%	40.3%	30.9%	6.8%	1.1%
Q10a-5. Number of walking/biking trails in League City	20.5%	39.3%	22.8%	14.5%	2.8%
Q10a-6. Quality of outdoor athletic fields in League City	26.5%	47.7%	20.9%	4.7%	0.3%
Q10a-7. Youth programs in League City	26.7%	44.3%	24.3%	4.3%	0.4%
Q10a-8. Adult programs in League City	19.5%	36.0%	35.6%	8.2%	0.7%
Q10a-9. Senior citizen programs in League City	22.8%	31.7%	31.3%	11.8%	2.4%
Q10a-10. Ease of registering for City programs	25.9%	40.8%	29.4%	3.5%	0.4%

Q11. Would you prefer League City have multiple branch libraries as opposed to one central library?

Q11. Would you prefer League City have multiple branch libraries as opposed to one central library	Number	Percent
Yes	121	28.9 %
No	263	62.9 %
Not provided	34	8.1 %
Total	418	100.0 %

WITHOUT "NOT PROVIDED"**Q11. Would you prefer League City have multiple branch libraries as opposed to one central library? (without "not provided")**

Q11. Would you prefer League City have multiple branch libraries as opposed to one central library	Number	Percent
Yes	121	31.5 %
No	263	68.5 %
Total	384	100.0 %

Q12. Would you support a Westside Library Branch that incorporates a recreation center and park?

Q12. Would you support a Westside Library Branch that incorporates a recreation center & park	Number	Percent
Yes	234	56.0 %
No	157	37.6 %
Not provided	27	6.5 %
Total	418	100.0 %

WITHOUT "NOT PROVIDED"**Q12. Would you support a Westside Library Branch that incorporates a recreation center and park? (without "not provided")**

Q12. Would you support a Westside Library Branch that incorporates a recreation center & park	Number	Percent
Yes	234	59.8 %
No	157	40.2 %
Total	391	100.0 %

Q13. Library Services. Have you or a family member visited the Helen Hall Library in the last 12 months?

Q13. Have you or a family member visited Helen Hall

Library in last 12 months	Number	Percent
Yes	234	56.0 %
No	184	44.0 %
Total	418	100.0 %

Q13a. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=418)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13a-1. Overall facility appearance	28.7%	42.1%	10.5%	0.5%	0.5%	17.7%
Q13a-2. Quality of library services	30.6%	34.7%	10.0%	0.5%	0.2%	23.9%
Q13a-3. Availability of materials	23.2%	34.0%	13.2%	2.4%	0.5%	26.8%
Q13a-4. Quality of children programs/classes	15.6%	16.5%	13.6%	1.4%	0.0%	52.9%
Q13a-5. Quality of tween/teen programs/classes	11.2%	11.2%	14.1%	1.4%	0.0%	62.0%
Q13a-6. Quality of adult programs/classes	11.2%	16.0%	15.6%	1.9%	0.2%	55.0%
Q13a-7. Location of library	31.3%	38.8%	14.4%	2.6%	0.5%	12.4%

WITHOUT "DON'T KNOW"

Q13a. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=418)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13a-1. Overall facility appearance	34.9%	51.2%	12.8%	0.6%	0.6%
Q13a-2. Quality of library services	40.3%	45.6%	13.2%	0.6%	0.3%
Q13a-3. Availability of materials	31.7%	46.4%	18.0%	3.3%	0.7%
Q13a-4. Quality of children programs/classes	33.0%	35.0%	28.9%	3.0%	0.0%
Q13a-5. Quality of tween/teen programs/classes	29.6%	29.6%	37.1%	3.8%	0.0%
Q13a-6. Quality of adult programs/classes	25.0%	35.6%	34.6%	4.3%	0.5%
Q13a-7. Location of library	35.8%	44.3%	16.4%	3.0%	0.5%

Q14. From the list of items in Questions 10a and 13a, which THREE of the major categories of Parks and Recreation and Library Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q14. Top choice	Number	Percent
Maintenance of League City parks	54	12.9 %
Quality of facilities at League City parks (e.g., picnic shelters, playgrounds)	34	8.1 %
Number of City parks/green space	49	11.7 %
Availability of meeting space in League City	6	1.4 %
Number of walking/biking trails in League City	66	15.8 %
Quality of outdoor athletic fields in League City	11	2.6 %
Youth programs in League City	14	3.3 %
Adult programs in League City	10	2.4 %
Senior citizen programs in League City	33	7.9 %
Ease of registering for League City programs	3	0.7 %
Overall facility appearance	8	1.9 %
Quality of library services	6	1.4 %
Availability of materials	9	2.2 %
Quality of children programs/classes	4	1.0 %
Quality of tween/teen programs/classes	1	0.2 %
Quality of adult programs/classes	6	1.4 %
Location of library	9	2.2 %
None chosen	95	22.7 %
Total	418	100.0 %

Q14. From the list of items in Questions 10a and 13a, which THREE of the major categories of Parks and Recreation and Library Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q14. 2nd choice	Number	Percent
Maintenance of League City parks	24	5.7 %
Quality of facilities at League City parks (e.g., picnic shelters, playgrounds)	37	8.9 %
Number of City parks/green space	41	9.8 %
Availability of meeting space in League City	9	2.2 %
Number of walking/biking trails in League City	44	10.5 %
Quality of outdoor athletic fields in League City	8	1.9 %
Youth programs in League City	13	3.1 %
Adult programs in League City	20	4.8 %
Senior citizen programs in League City	29	6.9 %
Ease of registering for League City programs	8	1.9 %
Overall facility appearance	13	3.1 %
Quality of library services	13	3.1 %
Availability of materials	13	3.1 %
Quality of children programs/classes	2	0.5 %
Quality of tween/teen programs/classes	4	1.0 %
Quality of adult programs/classes	8	1.9 %
Location of library	9	2.2 %
None chosen	123	29.4 %
Total	418	100.0 %

Q14. From the list of items in Questions 10a and 13a, which THREE of the major categories of Parks and Recreation and Library Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q14. 3rd choice	Number	Percent
Maintenance of League City parks	35	8.4 %
Quality of facilities at League City parks (e.g., picnic shelters, playgrounds)	27	6.5 %
Number of City parks/green space	24	5.7 %
Availability of meeting space in League City	11	2.6 %
Number of walking/biking trails in League City	28	6.7 %
Quality of outdoor athletic fields in League City	14	3.3 %
Youth programs in League City	11	2.6 %
Adult programs in League City	17	4.1 %
Senior citizen programs in League City	27	6.5 %
Ease of registering for League City programs	8	1.9 %
Overall facility appearance	6	1.4 %
Quality of library services	10	2.4 %
Availability of materials	14	3.3 %
Quality of children programs/classes	8	1.9 %
Quality of tween/teen programs/classes	5	1.2 %
Quality of adult programs/classes	14	3.3 %
Location of library	6	1.4 %
None chosen	153	36.6 %
Total	418	100.0 %

SUM OF TOP 3 CHOICES

Q14. From the list of items in Questions 10a and 13a, which THREE of the major categories of Parks and Recreation and Library Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q14. Sum of top 3 choices	Number	Percent
Maintenance of League City parks	113	27.0 %
Quality of facilities at League City parks (e.g., picnic shelters, playgrounds)	98	23.4 %
Number of City parks/green space	114	27.3 %
Availability of meeting space in League City	26	6.2 %
Number of walking/biking trails in League City	138	33.0 %
Quality of outdoor athletic fields in League City	33	7.9 %
Youth programs in League City	38	9.1 %
Adult programs in League City	47	11.2 %
Senior citizen programs in League City	89	21.3 %
Ease of registering for League City programs	19	4.5 %
Overall facility appearance	27	6.5 %
Quality of library services	29	6.9 %
Availability of materials	36	8.6 %
Quality of children programs/classes	14	3.3 %
Quality of tween/teen programs/classes	10	2.4 %
Quality of adult programs/classes	28	6.7 %
Location of library	24	5.7 %
None chosen	95	22.7 %
Total	978	

Q15. Residential and Commercial Areas. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate each of the following.

(N=418)

	Excellent	Good	Average	Below average	Poor	Don't know
Q15-1. Overall design or layout of residential & commercial areas	10.8%	51.7%	23.7%	8.6%	1.4%	3.8%
Q15-2. Overall quality of new development	10.8%	41.4%	27.8%	8.4%	4.1%	7.7%

WITHOUT "DON'T KNOW"

Q15. Residential and Commercial Areas. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate each of the following. (without "don't know")

(N=418)

	Excellent	Good	Average	Below average	Poor
Q15-1. Overall design or layout of residential & commercial areas	11.2%	53.7%	24.6%	9.0%	1.5%
Q15-2. Overall quality of new development	11.7%	44.8%	30.1%	9.1%	4.4%

Q16. Public Works Services. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=418)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Condition of major streets in League City	12.7%	57.2%	18.4%	9.8%	0.5%	1.4%
Q16-2. Condition of streets in your neighborhood	20.8%	51.7%	11.7%	9.6%	4.5%	1.7%
Q16-3. Condition of sidewalks in your neighborhood	10.5%	33.0%	17.2%	21.1%	13.9%	4.3%
Q16-4. Condition of street drainage/water drainage	11.7%	41.4%	21.3%	17.2%	5.5%	2.9%
Q16-5. Condition of street signs & traffic signals	19.1%	57.7%	16.3%	4.1%	2.2%	0.7%
Q16-6. Adequacy of street lighting in League City	9.1%	40.0%	25.1%	18.7%	6.7%	0.5%
Q16-7. Mowing/tree trimming along streets & other public areas	15.1%	53.8%	18.2%	9.6%	2.9%	0.5%
Q16-8. Cleanliness of streets & other public areas	18.2%	56.5%	17.2%	6.9%	0.5%	0.7%
Q16-9. Management of traffic flow	5.3%	32.3%	22.7%	27.8%	11.0%	1.0%
Q16-10. Quality of street repair	10.5%	41.6%	26.8%	14.4%	3.3%	3.3%
Q16-11. Speed of road work repair	7.9%	27.0%	29.4%	18.7%	11.5%	5.5%

WITHOUT "DON'T KNOW"

Q16. Public Works Services. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=418)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Condition of major streets in League City	12.9%	58.0%	18.7%	10.0%	0.5%
Q16-2. Condition of streets in your neighborhood	21.2%	52.6%	11.9%	9.7%	4.6%
Q16-3. Condition of sidewalks in your neighborhood	11.0%	34.5%	18.0%	22.0%	14.5%
Q16-4. Condition of street drainage/water drainage	12.1%	42.6%	21.9%	17.7%	5.7%
Q16-5. Condition of street signs & traffic signals	19.3%	58.1%	16.4%	4.1%	2.2%
Q16-6. Adequacy of street lighting in League City	9.1%	40.1%	25.2%	18.8%	6.7%
Q16-7. Mowing/tree trimming along streets & other public areas	15.1%	54.1%	18.3%	9.6%	2.9%
Q16-8. Cleanliness of streets & other public areas	18.3%	56.9%	17.3%	7.0%	0.5%
Q16-9. Management of traffic flow	5.3%	32.6%	22.9%	28.0%	11.1%
Q16-10. Quality of street repair	10.9%	43.1%	27.7%	14.9%	3.5%
Q16-11. Speed of road work repair	8.4%	28.6%	31.1%	19.7%	12.2%

Q17. From the list of items in Question 16, which THREE of the major categories of Public Works Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q17. Top choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major streets in League City	40	9.6 %
Condition of streets in your neighborhood	25	6.0 %
Condition of sidewalks in your neighborhood	63	15.1 %
Condition of street drainage/water drainage	69	16.5 %
Condition of street signs & traffic signals	9	2.2 %
Adequacy of street lighting in League City	25	6.0 %
Mowing/tree trimming along streets & other public areas	11	2.6 %
Cleanliness of streets & other public areas	6	1.4 %
Management of traffic flow	90	21.5 %
Quality of street repair	5	1.2 %
Speed of road work repair	40	9.6 %
None chosen	35	8.4 %
Total	418	100.0 %

Q17. From the list of items in Question 16, which THREE of the major categories of Public Works Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q17. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major streets in League City	18	4.3 %
Condition of streets in your neighborhood	17	4.1 %
Condition of sidewalks in your neighborhood	38	9.1 %
Condition of street drainage/water drainage	60	14.4 %
Condition of street signs & traffic signals	9	2.2 %
Adequacy of street lighting in League City	61	14.6 %
Mowing/tree trimming along streets & other public areas	22	5.3 %
Cleanliness of streets & other public areas	15	3.6 %
Management of traffic flow	68	16.3 %
Quality of street repair	14	3.3 %
Speed of road work repair	43	10.3 %
None chosen	53	12.7 %
Total	418	100.0 %

Q17. From the list of items in Question 16, which THREE of the major categories of Public Works Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q17. 3rd choice	Number	Percent
Condition of major streets in League City	22	5.3 %
Condition of streets in your neighborhood	17	4.1 %
Condition of sidewalks in your neighborhood	24	5.7 %
Condition of street drainage/water drainage	45	10.8 %
Condition of street signs & traffic signals	10	2.4 %
Adequacy of street lighting in League City	30	7.2 %
Mowing/tree trimming along streets & other public areas	19	4.5 %
Cleanliness of streets & other public areas	23	5.5 %
Management of traffic flow	62	14.8 %
Quality of street repair	33	7.9 %
Speed of road work repair	37	8.9 %
None chosen	96	23.0 %
Total	418	100.0 %

SUM OF TOP 3 CHOICES

Q17. From the list of items in Question 16, which THREE of the major categories of Public Works Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q17. Sum of top 3 choices	Number	Percent
Condition of major streets in League City	80	19.1 %
Condition of streets in your neighborhood	59	14.1 %
Condition of sidewalks in your neighborhood	125	29.9 %
Condition of street drainage/water drainage	174	41.6 %
Condition of street signs & traffic signals	28	6.7 %
Adequacy of street lighting in League City	116	27.8 %
Mowing/tree trimming along streets & other public areas	52	12.4 %
Cleanliness of streets & other public areas	44	10.5 %
Management of traffic flow	220	52.6 %
Quality of street repair	52	12.4 %
Speed of road work repair	120	28.7 %
None chosen	35	8.4 %
Total	1105	

Q18. Trash Services and Water Utilities. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=418)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Residential trash collection services	34.9%	45.9%	11.5%	3.6%	1.9%	2.2%
Q18-2. Curbside recycling services	28.0%	39.5%	14.6%	7.2%	3.6%	7.2%
Q18-3. Bulky item pick-up/removal services (e.g., old furniture, appliances)	25.1%	36.4%	17.5%	8.4%	2.2%	10.5%
Q18-4. Water treatment services	25.4%	43.1%	15.8%	3.1%	0.7%	12.0%
Q18-5. Quality of drinking water	26.8%	42.8%	16.7%	6.5%	2.4%	4.8%
Q18-6. Efficiency in water line repair	15.8%	30.4%	17.2%	1.0%	0.5%	35.2%
Q18-7. Utility billing services	17.7%	45.5%	21.1%	8.6%	1.9%	5.3%

WITHOUT "DON'T KNOW"

Q18. Trash Services and Water Utilities. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=418)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Residential trash collection services	35.7%	46.9%	11.7%	3.7%	2.0%
Q18-2. Curbside recycling services	30.2%	42.5%	15.7%	7.7%	3.9%
Q18-3. Bulky item pick-up/ removal services (e.g., old furniture, appliances)	28.1%	40.6%	19.5%	9.4%	2.4%
Q18-4. Water treatment services	28.8%	48.9%	17.9%	3.5%	0.8%
Q18-5. Quality of drinking water	28.1%	45.0%	17.6%	6.8%	2.5%
Q18-6. Efficiency in water line repair	24.4%	46.9%	26.6%	1.5%	0.7%
Q18-7. Utility billing services	18.7%	48.0%	22.2%	9.1%	2.0%

Q19. Code Enforcement. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=418)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Enforcing clean-up of junk & debris on private property in your community	8.4%	33.0%	24.2%	8.4%	4.3%	21.8%
Q19-2. Enforcing mowing & cutting of weeds & grass on private property	8.4%	29.4%	26.8%	11.2%	3.6%	20.6%
Q19-3. Enforcing exterior maintenance of residential property	8.1%	29.7%	31.1%	7.4%	2.9%	20.8%
Q19-4. Enforcing exterior maintenance of commercial/business property	6.9%	33.0%	29.9%	5.7%	2.6%	21.8%
Q19-5. Enforcing sign regulations	7.2%	29.4%	30.4%	4.5%	1.4%	27.0%
Q19-6. Enforcement of yard parking regulations in your neighborhood	9.3%	35.4%	22.2%	7.9%	3.3%	21.8%
Q19-7. City efforts to remove abandoned or inoperative vehicles	7.7%	25.1%	23.4%	6.0%	2.4%	35.4%

WITHOUT "DON'T KNOW"

Q19. Code Enforcement. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=418)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Enforcing clean-up of junk & debris on private property in your community	10.7%	42.2%	30.9%	10.7%	5.5%
Q19-2. Enforcing mowing & cutting of weeds & grass on private property	10.5%	37.0%	33.7%	14.2%	4.5%
Q19-3. Enforcing exterior maintenance of residential property	10.3%	37.5%	39.3%	9.4%	3.6%
Q19-4. Enforcing exterior maintenance of commercial/business property	8.9%	42.2%	38.2%	7.3%	3.4%
Q19-5. Enforcing sign regulations	9.8%	40.3%	41.6%	6.2%	2.0%
Q19-6. Enforcement of yard parking regulations in your neighborhood	11.9%	45.3%	28.4%	10.1%	4.3%
Q19-7. City efforts to remove abandoned or inoperative vehicles	11.9%	38.9%	36.3%	9.3%	3.7%

Q20. From the list of items in Question 19, which THREE of the major categories of Code Enforcement Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q20. Top choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing clean-up of junk & debris on private property in your community	101	24.2 %
Enforcing mowing & cutting of weeds & grass on private property	38	9.1 %
Enforcing exterior maintenance of residential property	28	6.7 %
Enforcing exterior maintenance of commercial/business property	49	11.7 %
Enforcing sign regulations	14	3.3 %
Enforcement of yard parking regulations in your neighborhood	26	6.2 %
City efforts to remove abandoned or inoperative vehicles	25	6.0 %
None chosen	137	32.8 %
Total	418	100.0 %

Q20. From the list of items in Question 19, which THREE of the major categories of Code Enforcement Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q20. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing clean-up of junk & debris on private property in your community	47	11.2 %
Enforcing mowing & cutting of weeds & grass on private property	53	12.7 %
Enforcing exterior maintenance of residential property	29	6.9 %
Enforcing exterior maintenance of commercial/business property	47	11.2 %
Enforcing sign regulations	23	5.5 %
Enforcement of yard parking regulations in your neighborhood	28	6.7 %
City efforts to remove abandoned or inoperative vehicles	28	6.7 %
None chosen	163	39.0 %
Total	418	100.0 %

Q20. From the list of items in Question 19, which THREE of the major categories of Code Enforcement Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q20. 3rd choice	Number	Percent
Enforcing clean-up of junk & debris on private property in your community	27	6.5 %
Enforcing mowing & cutting of weeds & grass on private property	36	8.6 %
Enforcing exterior maintenance of residential property	34	8.1 %
Enforcing exterior maintenance of commercial/business property	42	10.0 %
Enforcing sign regulations	16	3.8 %
Enforcement of yard parking regulations in your neighborhood	15	3.6 %
City efforts to remove abandoned or inoperative vehicles	47	11.2 %
None chosen	201	48.1 %
Total	418	100.0 %

SUM OF TOP 3 CHOICES

Q20. From the list of items in Question 18, which THREE of the major categories of Code Enforcement Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q20. Sum of top 3 choices	Number	Percent
Enforcing clean-up of junk & debris on private property in your community	175	41.9 %
Enforcing mowing & cutting of weeds & grass on private property	127	30.4 %
Enforcing exterior maintenance of residential property	91	21.8 %
Enforcing exterior maintenance of commercial/business property	138	33.0 %
Enforcing sign regulations	53	12.7 %
Enforcement of yard parking regulations in your neighborhood	69	16.5 %
City efforts to remove abandoned or inoperative vehicles	100	23.9 %
None chosen	137	32.8 %
Total	890	

Q21. From which of the following sources do you currently get information about the City of League City?

Q21. From which sources do you currently get information about City of League City

	Number	Percent
Local newspapers	129	30.9 %
City website (LeagueCity.com)	243	58.1 %
Radio	7	1.7 %
TV news channels	55	13.2 %
Facebook	236	56.5 %
Twitter/X	16	3.8 %
Nextdoor	129	30.9 %
Your HOA	80	19.1 %
Channel 16	9	2.2 %
Print brochures, flyers	92	22.0 %
City Matters quarterly publication	293	70.1 %
Total	1289	

Q22. Which of the following City Communication channels have you visited in the past 12 months?

Q22. Which following City Communication channels have you visited in past 12 months

	Number	Percent
City website	301	72.0 %
City Facebook page	214	51.2 %
City Instagram	21	5.0 %
City Twitter/X feed	20	4.8 %
City YouTube channel	10	2.4 %
Channel 16	16	3.8 %
Total	582	

Q23. Have you called your City government with a question, problem, or complaint during the past year?

Q23. Have you called your City government with a question, problem, or complaint during past year

	Number	Percent
Yes	130	31.1 %
No	288	68.9 %
Total	418	100.0 %

Q23a. Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the government employees you have contacted with regard to the following.

(N=130)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q23a-1. How easy they were to contact	33.8%	42.3%	6.2%	15.4%	2.3%	0.0%
Q23a-2. Courteousness of staff	44.6%	42.3%	8.5%	2.3%	0.8%	1.5%
Q23a-3. Accuracy of information & assistance given	34.6%	36.2%	16.9%	7.7%	3.8%	0.8%
Q23a-4. How quickly League City staff responded to your request	30.0%	36.2%	13.8%	9.2%	8.5%	2.3%
Q23a-5. How well your issue was handled	29.2%	29.2%	14.6%	15.4%	10.0%	1.5%

WITHOUT "DON'T KNOW"

Q23a. Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the government employees you have contacted with regard to the following. (without "don't know")

(N=130)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23a-1. How easy they were to contact	33.8%	42.3%	6.2%	15.4%	2.3%
Q23a-2. Courteousness of staff	45.3%	43.0%	8.6%	2.3%	0.8%
Q23a-3. Accuracy of information & assistance given	34.9%	36.4%	17.1%	7.8%	3.9%
Q23a-4. How quickly League City staff responded to your request	30.7%	37.0%	14.2%	9.4%	8.7%
Q23a-5. How well your issue was handled	29.7%	29.7%	14.8%	15.6%	10.2%

Q24. Taxes and Services. League City provides its citizens with a variety of services such as Police, Fire, Parks, Water and other types of services and facilities. Thinking about the services and facilities the City provides, do you feel that you are getting your money's worth for your tax dollars?

Q24. Are you getting your money's worth for your tax dollars thinking about City services & facilities	Number	Percent
Yes, I am getting my money's worth	271	64.8 %
No, I am not getting my money's worth	64	15.3 %
Don't know	83	19.9 %
Total	418	100.0 %

WITHOUT "DON'T KNOW"

Q24. Taxes and Services. League City provides its citizens with a variety of services such as Police, Fire, Parks, Water and other types of services and facilities. Thinking about the services and facilities the City provides, do you feel that you are getting your money's worth for your tax dollars? (without "don't know")

Q24. Are you getting your money's worth for your tax dollars thinking about City services & facilities	Number	Percent
Yes, I am getting my money's worth	271	80.9 %
No, I am not getting my money's worth	64	19.1 %
Total	335	100.0 %

Q25. Are you aware that League City is primarily funded through a portion of your property taxes, sales, and other fees collected in the City and that your property and shopping dollars matter to the sustainability of City structure?

Q25. Are you aware that League City is primarily funded through a portion of your property taxes, sales, & other fees	Number	Percent
Yes	394	94.3 %
No	24	5.7 %
Total	418	100.0 %

Q26. Development Services. How important is it for League City to secure the following types of development? Please rate each item using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not Important."

(N=418)

	Very important	Important	Somewhat important	Neutral	Not important	Don't know
Q26-1. Retail/restaurants	39.2%	32.8%	14.8%	5.5%	6.5%	1.2%
Q26-2. Family-oriented entertainment	38.5%	33.7%	17.0%	5.0%	3.8%	1.9%
Q26-3. Warehouses & distribution centers	6.2%	14.1%	25.1%	18.4%	33.3%	2.9%
Q26-4. Indoor, clean, & advanced manufacturing	15.3%	23.2%	22.5%	16.3%	16.7%	6.0%
Q26-5. Offices	12.7%	28.5%	25.1%	16.7%	12.9%	4.1%
Q26-6. Active/developed parks, community centers, and/or libraries	41.1%	32.3%	13.4%	6.5%	3.6%	3.1%
Q26-7. Passive/undeveloped parks	19.1%	25.1%	21.1%	18.9%	7.2%	8.6%
Q26-8. Mixed-use developments with residential, office, retail/restaurants, family-oriented entertainment, parks, public space, & public art	23.9%	30.9%	19.4%	13.4%	8.1%	4.3%

WITHOUT "DON'T KNOW"

Q26. Development Services. How important is it for League City to secure the following types of development? Please rate each item using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not Important." (without "don't know")

(N=418)

	Very important	Important	Somewhat important	Neutral	Not important
Q26-1. Retail/restaurants	39.7%	33.2%	15.0%	5.6%	6.5%
Q26-2. Family-oriented entertainment	39.3%	34.4%	17.3%	5.1%	3.9%
Q26-3. Warehouses & distribution centers	6.4%	14.5%	25.9%	19.0%	34.2%
Q26-4. Indoor, clean, & advanced manufacturing	16.3%	24.7%	23.9%	17.3%	17.8%
Q26-5. Offices	13.2%	29.7%	26.2%	17.5%	13.5%
Q26-6. Active/developed parks, community centers, and/or libraries	42.5%	33.3%	13.8%	6.7%	3.7%
Q26-7. Passive/undeveloped parks	20.9%	27.5%	23.0%	20.7%	7.9%
Q26-8. Mixed-use developments with residential, office, retail/restaurants, family-oriented entertainment, parks, public space, & public art	25.0%	32.3%	20.3%	14.0%	8.5%

Q27. From the list of items in Question 26, which THREE categories do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q27. Top choice</u>	<u>Number</u>	<u>Percent</u>
Retail/restaurants	90	21.5 %
Family-oriented entertainment	63	15.1 %
Warehouses & distribution centers	8	1.9 %
Indoor, clean, & advanced manufacturing	19	4.5 %
Offices	9	2.2 %
Active/developed parks, community centers, and/or libraries	67	16.0 %
Passive/undeveloped parks	31	7.4 %
Mixed-use developments with residential, office, retail/ restaurants, family-oriented entertainment, parks, public space, & public art	57	13.6 %
None chosen	74	17.7 %
Total	418	100.0 %

Q27. From the list of items in Question 26, which THREE categories do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q27. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Retail/restaurants	45	10.8 %
Family-oriented entertainment	73	17.5 %
Warehouses & distribution centers	5	1.2 %
Indoor, clean, & advanced manufacturing	22	5.3 %
Offices	19	4.5 %
Active/developed parks, community centers, and/or libraries	72	17.2 %
Passive/undeveloped parks	36	8.6 %
Mixed-use developments with residential, office, retail/ restaurants, family-oriented entertainment, parks, public space, & public art	51	12.2 %
None chosen	95	22.7 %
Total	418	100.0 %

Q27. From the list of items in Question 26, which THREE categories do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q27. 3rd choice	Number	Percent
Retail/restaurants	41	9.8 %
Family-oriented entertainment	33	7.9 %
Warehouses & distribution centers	11	2.6 %
Indoor, clean, & advanced manufacturing	30	7.2 %
Offices	16	3.8 %
Active/developed parks, community centers, and/or libraries	41	9.8 %
Passive/undeveloped parks	35	8.4 %
Mixed-use developments with residential, office, retail/ restaurants, family-oriented entertainment, parks, public space, & public art	64	15.3 %
None chosen	147	35.2 %
Total	418	100.0 %

SUM OF TOP 3 CHOICES

Q27. From the list of items in Question 26, which THREE categories do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q27. Sum of top 3 choices	Number	Percent
Retail/restaurants	176	42.1 %
Family-oriented entertainment	169	40.4 %
Warehouses & distribution centers	24	5.7 %
Indoor, clean, & advanced manufacturing	71	17.0 %
Offices	44	10.5 %
Active/developed parks, community centers, and/or libraries	180	43.1 %
Passive/undeveloped parks	102	24.4 %
Mixed-use developments with residential, office, retail/ restaurants, family-oriented entertainment, parks, public space, & public art	172	41.1 %
None chosen	74	17.7 %
Total	1012	

Q28. Traffic and Mobility. Please rate your perception of traffic and mobility issues on League City roadways using a scale of 1 to 4, where 4 means "Not a Problem" and 1 means "Major Problem."

(N=418)

	Not a problem	Minor problem	Moderate problem	Major problem	Not provided
Q28-1. Main Street (Maple Leaf to I-45)	16.7%	31.6%	28.5%	10.0%	13.2%
Q28-2. Main Street (I-45 to Texas Ave.)	18.9%	32.5%	31.1%	8.9%	8.6%
Q28-3. FM 518 (FM 2094 to Lawrence Rd.)	33.7%	26.3%	21.1%	3.8%	15.1%
Q28-4. League City Parkway (Hobbs Rd. to FM 270)	26.6%	28.7%	23.7%	8.6%	12.4%
Q28-5. FM 646 (FM 517 to I-45)	26.1%	27.8%	24.2%	6.7%	15.3%
Q28-6. Hobbs Rd.	31.8%	26.3%	15.6%	4.1%	22.2%
Q28-7. Calder Rd.	36.8%	23.4%	13.6%	3.8%	22.2%
Q28-8. Landing Blvd.	28.7%	24.9%	12.0%	4.3%	30.1%
Q28-9. Bay Area Blvd.	25.8%	28.0%	23.0%	9.6%	13.6%

WITHOUT "NOT PROVIDED"

Q28. Traffic and Mobility. Please rate your perception of traffic and mobility issues on League City roadways using a scale of 1 to 4, where 4 means "Not a Problem" and 1 means "Major Problem." (without "not provided")

(N=418)

	Not a problem	Minor problem	Moderate problem	Major problem
Q28-1. Main Street (Maple Leaf to I-45)	19.3%	36.4%	32.8%	11.6%
Q28-2. Main Street (I-45 to Texas Ave.)	20.7%	35.6%	34.0%	9.7%
Q28-3. FM 518 (FM 2094 to Lawrence Rd.)	39.7%	31.0%	24.8%	4.5%
Q28-4. League City Parkway (Hobbs Rd. to FM 270)	30.3%	32.8%	27.0%	9.8%
Q28-5. FM 646 (FM 517 to I-45)	30.8%	32.8%	28.5%	7.9%
Q28-6. Hobbs Rd.	40.9%	33.8%	20.0%	5.2%
Q28-7. Calder Rd.	47.4%	30.2%	17.5%	4.9%
Q28-8. Landing Blvd.	41.1%	35.6%	17.1%	6.2%
Q28-9. Bay Area Blvd.	29.9%	32.4%	26.6%	11.1%

Q29. Considering all of the services League City provides and the taxes you pay, which of the following statements comes closest to your view?

<u>Q29. What statement comes closest to your view</u>	<u>Number</u>	<u>Percent</u>
Prefer to keep taxes & services about where they are	274	65.6 %
Prefer to decrease taxes & decrease services	49	11.7 %
Prefer to raise taxes & increase services	31	7.4 %
None of these	27	6.5 %
Don't know	37	8.9 %
Total	418	100.0 %

WITHOUT "DON'T KNOW"

Q29. Considering all of the services League City provides and the taxes you pay, which of the following statements comes closest to your view? (without "don't know")

<u>Q29. What statement comes closest to your view</u>	<u>Number</u>	<u>Percent</u>
Prefer to keep taxes & services about where they are	274	71.9 %
Prefer to decrease taxes & decrease services	49	12.9 %
Prefer to raise taxes & increase services	31	8.1 %
None of these	27	7.1 %
Total	381	100.0 %

Q30. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=418)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q30-1. Employment opportunities in League City	4.8%	18.2%	29.9%	7.9%	2.2%	37.1%
Q30-2. Shopping opportunities in League City	14.8%	48.1%	21.3%	12.4%	1.2%	2.2%
Q30-3. Entertainment opportunities in League City	6.0%	31.1%	31.6%	22.7%	3.6%	5.0%
Q30-4. Overall quality of businesses & service establishments in League City	11.0%	52.6%	27.5%	5.5%	0.5%	2.9%

WITHOUT "DON'T KNOW"

Q30. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=418)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q30-1. Employment opportunities in League City	7.6%	28.9%	47.5%	12.5%	3.4%
Q30-2. Shopping opportunities in League City	15.2%	49.1%	21.8%	12.7%	1.2%
Q30-3. Entertainment opportunities in League City	6.3%	32.7%	33.2%	23.9%	3.8%
Q30-4. Overall quality of businesses & service establishments in League City	11.3%	54.2%	28.3%	5.7%	0.5%

Q31. Reasons to Live in League City. Several reasons for deciding where to live are listed below. Using a scale of 1 to 3, with 3 being "Very Important" and 1 being "Not Important," please rate how important each reason is to your decision to live in League City.

(N=418)

	Very important	Somewhat important	Not important	Not provided
Q31-1. Small town feel	53.1%	31.1%	13.2%	2.6%
Q31-2. Quality of public schools	78.5%	11.2%	6.5%	3.8%
Q31-3. Employment opportunities	30.4%	40.7%	22.7%	6.2%
Q31-4. Types of housing	71.8%	21.1%	3.6%	3.6%
Q31-5. Affordability of housing	63.6%	25.6%	6.5%	4.3%
Q31-6. Access to quality shopping	45.9%	43.8%	7.9%	2.4%
Q31-7. Availability of parks & recreation opportunities	55.5%	35.6%	6.7%	2.2%
Q31-8. Near family or friends	42.8%	37.6%	15.3%	4.3%
Q31-9. Safety & security	90.4%	7.9%	0.2%	1.4%
Q31-10. Availability of transportation options	26.1%	40.0%	29.4%	4.5%
Q31-11. Availability of cultural activities & arts	21.8%	47.1%	26.8%	4.3%
Q31-12. Access to restaurants & entertainment	51.0%	41.4%	5.0%	2.6%
Q31-13. Availability of retail shopping choices	41.6%	45.5%	10.0%	2.9%
Q31-14. Availability of library services	36.8%	40.0%	18.4%	4.8%

WITHOUT "NOT PROVIDED"

Q31. Reasons to Live in League City. Several reasons for deciding where to live are listed below. Using a scale of 1 to 3, with 3 being "Very Important" and 1 being "Not Important," please rate how important each reason is to your decision to live in League City. (without "not provided")

(N=418)

	Very important	Somewhat important	Not important
Q31-1. Small town feel	54.5%	31.9%	13.5%
Q31-2. Quality of public schools	81.6%	11.7%	6.7%
Q31-3. Employment opportunities	32.4%	43.4%	24.2%
Q31-4. Types of housing	74.4%	21.8%	3.7%
Q31-5. Affordability of housing	66.5%	26.8%	6.8%
Q31-6. Access to quality shopping	47.1%	44.9%	8.1%
Q31-7. Availability of parks & recreation opportunities	56.7%	36.4%	6.8%
Q31-8. Near family or friends	44.8%	39.3%	16.0%
Q31-9. Safety & security	91.7%	8.0%	0.2%
Q31-10. Availability of transportation options	27.3%	41.9%	30.8%
Q31-11. Availability of cultural activities & arts	22.8%	49.3%	28.0%
Q31-12. Access to restaurants & entertainment	52.3%	42.5%	5.2%
Q31-13. Availability of retail shopping choices	42.9%	46.8%	10.3%
Q31-14. Availability of library services	38.7%	42.0%	19.3%

Q35. From the services listed below, please indicate which THREE you consider the MOST IMPORTANT.

<u>Q35. Top choice</u>	<u>Number</u>	<u>Percent</u>
Fire & EMS safety personnel, programs & activities	68	16.3 %
Law enforcement personnel, programs & activities	134	32.1 %
Public infrastructure programs related to traffic & mobility	72	17.2 %
Public infrastructure including streetscape, landscaping & beautification	16	3.8 %
Parks & Recreation development or programs	13	3.1 %
Library Services & programs	6	1.4 %
Animal Services of adoption, rescue & animal codes enforcement	3	0.7 %
Disaster management response	9	2.2 %
Flood control	56	13.4 %
Water & wastewater services	8	1.9 %
None chosen	33	7.9 %
Total	418	100.0 %

Q35. From the services listed below, please indicate which THREE you consider the MOST IMPORTANT.

<u>Q35. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Fire & EMS safety personnel, programs & activities	65	15.6 %
Law enforcement personnel, programs & activities	78	18.7 %
Public infrastructure programs related to traffic & mobility	70	16.7 %
Public infrastructure including streetscape, landscaping & beautification	29	6.9 %
Parks & Recreation development or programs	29	6.9 %
Library Services & programs	8	1.9 %
Animal Services of adoption, rescue & animal codes enforcement	9	2.2 %
Disaster management response	30	7.2 %
Flood control	47	11.2 %
Water & wastewater services	18	4.3 %
None chosen	35	8.4 %
Total	418	100.0 %

Q35. From the services listed below, please indicate which THREE you consider the MOST IMPORTANT.

Q35. 3rd choice	Number	Percent
Fire & EMS safety personnel, programs & activities	27	6.5 %
Law enforcement personnel, programs & activities	42	10.0 %
Public infrastructure programs related to traffic & mobility	62	14.8 %
Public infrastructure including streetscape, landscaping & beautification	26	6.2 %
Parks & Recreation development or programs	39	9.3 %
Library Services & programs	15	3.6 %
Animal Services of adoption, rescue & animal codes enforcement	20	4.8 %
Disaster management response	39	9.3 %
Flood control	74	17.7 %
Water & wastewater services	31	7.4 %
None chosen	43	10.3 %
Total	418	100.0 %

SUM OF TOP 3 CHOICES**Q35. From the services listed below, please indicate which THREE you consider the MOST IMPORTANT. (top 3)**

Q35. Sum of top 3 choices	Number	Percent
Fire & EMS safety personnel, programs & activities	160	38.3 %
Law enforcement personnel, programs & activities	254	60.8 %
Public infrastructure programs related to traffic & mobility	204	48.8 %
Public infrastructure including streetscape, landscaping & beautification	71	17.0 %
Parks & Recreation development or programs	81	19.4 %
Library Services & programs	29	6.9 %
Animal Services of adoption, rescue & animal codes enforcement	32	7.7 %
Disaster management response	78	18.7 %
Flood control	177	42.3 %
Water & wastewater services	57	13.6 %
None chosen	33	7.9 %
Total	1176	

Q37. Approximately how many years have you lived in League City?

Q37. How many years have you lived in League City	Number	Percent
0-5	59	14.1 %
6-10	68	16.3 %
11-15	49	11.7 %
16-20	62	14.8 %
21-30	91	21.8 %
31+	77	18.4 %
Not provided	12	2.9 %
Total	418	100.0 %

WITHOUT "NOT PROVIDED"**Q37. Approximately how many years have you lived in League City? (without "not provided")**

Q37. How many years have you lived in League City	Number	Percent
0-5	59	14.5 %
6-10	68	16.7 %
11-15	49	12.1 %
16-20	62	15.3 %
21-30	91	22.4 %
31+	77	19.0 %
Total	406	100.0 %

Q38. What is your age?

Q38. Your age	Number	Percent
18-34	76	18.2 %
35-44	82	19.6 %
45-54	81	19.4 %
55-64	84	20.1 %
65+	87	20.8 %
Not provided	8	1.9 %
Total	418	100.0 %

WITHOUT "NOT PROVIDED"**Q38. What is your age? (without "not provided")**

Q38. Your age	Number	Percent
18-34	76	18.5 %
35-44	82	20.0 %
45-54	81	19.8 %
55-64	84	20.5 %
65+	87	21.2 %
Total	410	100.0 %

Q39. Do you own or rent your current residence?

Q39. Do you own or rent your current residence	Number	Percent
Own	345	82.5 %
Rent	72	17.2 %
Not provided	1	0.2 %
Total	418	100.0 %

WITHOUT "NOT PROVIDED"**Q39. Do you own or rent your current residence? (without "not provided")**

Q39. Do you own or rent your current residence	Number	Percent
Own	345	82.7 %
Rent	72	17.3 %
Total	417	100.0 %

Q40. Are you or other members of your household of Hispanic or Latino ancestry?

Q40. Are you of Hispanic or Latino ancestry	Number	Percent
Yes	70	16.7 %
No	346	82.8 %
Not provided	2	0.5 %
Total	418	100.0 %

WITHOUT "NOT PROVIDED"**Q40. Are you or other members of your household of Hispanic or Latino ancestry? (without "not provided")**

Q40. Are you of Hispanic or Latino ancestry	Number	Percent
Yes	70	16.8 %
No	346	83.2 %
Total	416	100.0 %

Q41. Which of the following best describes your race/ethnicity?

Q41. Your race/ethnicity	Number	Percent
Asian or Asian Indian	25	6.0 %
Black or African American	33	7.9 %
American Indian or Alaska Native	3	0.7 %
White or Caucasian	317	75.8 %
Native Hawaiian or other Pacific Islander	1	0.2 %
Other	7	1.7 %
Total	386	

Q41-6. Self-describe your race/ethnicity:

Q41-6. Self-describe your race/ethnicity	Number	Percent
Hispanic	3	42.9 %
Mixed	1	14.3 %
Multi-racial	1	14.3 %
Dutch	1	14.3 %
More than one	1	14.3 %
Total	7	100.0 %

Q42. Would you say your total household income is...

Q42. Your total household income	Number	Percent
Under \$30K	30	7.2 %
\$30K to \$59,999	51	12.2 %
\$60K to \$99,999	65	15.6 %
\$100K+	181	43.3 %
Prefer not to respond	91	21.8 %
Total	418	100.0 %

WITHOUT "PREFER NOT TO RESPOND"**Q42. Would you say your total household income is... (without "prefer not to respond")**

Q42. Your total household income	Number	Percent
Under \$30K	30	9.2 %
\$30K to \$59,999	51	15.6 %
\$60K to \$99,999	65	19.9 %
\$100K+	181	55.4 %
Total	327	100.0 %

Q43. Your gender:

Q43. Your gender	Number	Percent
Male	207	49.5 %
Female	209	50.0 %
Not provided	2	0.5 %
Total	418	100.0 %

WITHOUT "NOT PROVIDED"**Q43. Your gender: (without "not provided")**

Q43. Your gender	Number	Percent
Male	207	49.8 %
Female	209	50.2 %
Total	416	100.0 %



Survey Instrument

Mayor Nick Long

300 W. Walker St.
League City, TX 77573
Nick.long@leaguecitytx.gov

October 2023

Dear League City Resident,

The City Council and the Administration of the City of League City want to thank you for your continued support and involvement in making League City a wonderful community. This letter is a request for your assistance in continuing that legacy.

Your input on the enclosed survey is extremely important. The City Council regularly makes decisions that affect a wide range of City services, including public safety, parks and recreation, public works, code enforcement, and the future endeavors of the City. To make sure League City's priorities are aligned with the needs of our residents, we need to know what you think. **The results of this survey will be used to help inform future decision making.**

We realize the enclosed survey will take a little time to complete, but every question is important. The time you invest in the survey will influence many of the decisions that will be made about the City's future. Your responses will also allow City leadership to identify and address many of the opportunities and challenges facing our community. Please return your completed survey sometime during the next week, if possible, and return it in the enclosed postage-paid envelope. Your responses will remain confidential.

If you prefer, you may complete the survey online at leaguecitysurvey.org.

If you have questions about this survey, please contact Sarah Osborne, League City Director of Communications and Community Engagement, at 281-554-1025.

I want to thank you in advance for your feedback and for taking the time to build a better League City.

Sincerely,



Mayor Nick Long

Please take a few minutes to complete this resident satisfaction survey. Your input is an important part of the city's on-going effort to involve citizens in long-range planning and decisions.

- 1. Perception of The City. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate League City with regard to each of the following.**

How would you rate your city...	Excellent	Good	Average	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 to visit	5	4	3	2	1	9
6. As a city moving in the right direction	5	4	3	2	1	9
7. As a place you are proud to call home	5	4	3	2	1	9

- 2. Please rate each of the following major categories of services provided by League City using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Quality of police services	5	4	3	2	1	9
02. Quality of fire services	5	4	3	2	1	9
03. Overall efforts by League City to ensure the community is prepared for emergencies	5	4	3	2	1	9
04. Overall maintenance of city streets, sidewalks and utilities	5	4	3	2	1	9
05. Overall effectiveness of communication by League City	5	4	3	2	1	9
06. Overall flow of traffic and congestion management on streets in League City	5	4	3	2	1	9
07. Overall quality of trash and recycling services	5	4	3	2	1	9
08. Overall quality of parks and recreation programs and facilities	5	4	3	2	1	9
09. Overall quality of customer service provided by League City	5	4	3	2	1	9
10. Enforcement of local codes and ordinances	5	4	3	2	1	9
11. Overall quality of library services	5	4	3	2	1	9
12. Overall drainage and stormwater efforts	5	4	3	2	1	9

- 3. From the list of items in Question 2, which THREE of the major categories of city services do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 2, or circle "NONE."]**

1st: ____ 2nd: ____ 3rd: ____ NONE

- 4. Please rate each of the following items that may influence your perception of the community using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall value that you receive for your city tax dollars and fees	5	4	3	2	1	9
2. Reputation of League City	5	4	3	2	1	9
3. Quality of League City government services	5	4	3	2	1	9
4. Quality of life in League City	5	4	3	2	1	9
5. How well League City is planning growth	5	4	3	2	1	9
6. Overall appearance of League City	5	4	3	2	1	9
7. Leadership of elected officials including Mayor and City Council	5	4	3	2	1	9
8. Leadership of City Manager	5	4	3	2	1	9

5. **Police Services/Animal Services.** Have you or anyone in your family had contact with the League City Police Department in the last 12 months? ____ (1) Yes ____ (2) No

5a. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of city police protection	5	4	3	2	1	9
02. Visibility of police in neighborhoods	5	4	3	2	1	9
03. Visibility of police in commercial and retail areas	5	4	3	2	1	9
04. How quickly police respond to emergencies	5	4	3	2	1	9
05. Efforts by League City to prevent crime	5	4	3	2	1	9
06. Enforcement of city traffic laws	5	4	3	2	1	9
07. Police safety awareness education programs	5	4	3	2	1	9
08. 9-1-1 service provided by operators	5	4	3	2	1	9
09. Overall quality of Animal Services	5	4	3	2	1	9
10. Animal Service's enforcement of animal codes	5	4	3	2	1	9
11. Animal Service's pet adoption and rescue efforts	5	4	3	2	1	9

6. **Fire Services.** Have you or anyone in your family had contact with the League City Fire Department in the last 12 months? ____ (1) Yes ____ (2) No

6a. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
12. Overall quality of fire services	5	4	3	2	1	9
13. How quickly fire services personnel respond	5	4	3	2	1	9
14. Fire education programs in your community	5	4	3	2	1	9
15. Fire inspection programs in your community	5	4	3	2	1	9

7. **EMS Services.** Have you or anyone in your family used a League City ambulance or EMS services in the last 12 months? ____ (1) Yes ____ (2) No

7a. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
16. Overall quality of EMS	5	4	3	2	1	9
17. How quickly EMS personnel respond	5	4	3	2	1	9

8. From the list of items in Questions 5a, 6a and 7a, which **THREE** of the major categories of Public Safety Services do you think should receive the **MOST EMPHASIS** from city leaders over the next **TWO** years? [Write in your answers below using the numbers from the lists in Questions 5a, 6a and 7a, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ NONE

9. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. Walking in your neighborhood during the day	5	4	3	2	1	9
2. Walking in your neighborhood after dark	5	4	3	2	1	9
3. Walking on League City trails/parks	5	4	3	2	1	9
4. Overall feeling of safety in League City	5	4	3	2	1	9

10. **Parks and Recreation.** Have you or a family member visited a League City park or recreational facility in the last 12 months? ____ (1) Yes ____ (2) No

10a. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Maintenance of League City parks	5	4	3	2	1	9
02. Quality of facilities at League City parks (e.g., picnic shelters, playgrounds)	5	4	3	2	1	9
03. Number of city parks/green space	5	4	3	2	1	9
04. Availability of meeting space in League City	5	4	3	2	1	9
05. Number of walking/biking trails in League City	5	4	3	2	1	9
06. Quality of outdoor athletic fields in League City	5	4	3	2	1	9
07. Youth programs in League City	5	4	3	2	1	9
08. Adult programs in League City	5	4	3	2	1	9
09. Senior citizen programs in League City	5	4	3	2	1	9
10. Ease of registering for city programs	5	4	3	2	1	9

11. Would you prefer League City have multiple branch libraries as opposed to one central library?

____ (1) Yes ____ (2) No

12. Would you support a westside library branch that incorporates a recreation center and park?

____ (1) Yes ____ (2) No

13. **Library Services.** Have you or a family member visited the Helen Hall Library in the last 12 months?

____ (1) Yes ____ (2) No

13a. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
11. Overall facility appearance	5	4	3	2	1	9
12. Quality of library services	5	4	3	2	1	9
13. Availability of materials	5	4	3	2	1	9
14. Quality of children programs/classes	5	4	3	2	1	9
15. Quality of tween/teen programs/classes	5	4	3	2	1	9
16. Quality of adult programs/classes	5	4	3	2	1	9
17. Location of library	5	4	3	2	1	9

14. From the list of items in Questions 10a and 13a, which THREE of the major categories of Parks and Recreation and Library Services do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the lists in Questions 10a and 13a, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ NONE

15. **Residential and Commercial Areas.** Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate each of the following.

How would you rate...	Excellent	Good	Average	Below Average	Poor	Don't Know
1. Overall design or layout of residential and commercial areas	5	4	3	2	1	9
2. Overall quality of new development	5	4	3	2	1	9

16. **Public Works Services.** Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Condition of major streets in League City	5	4	3	2	1	9
02. Condition of streets in your neighborhood	5	4	3	2	1	9
03. Condition of sidewalks in your neighborhood	5	4	3	2	1	9
04. Condition of street drainage/water drainage	5	4	3	2	1	9
05. Condition of street signs and traffic signals	5	4	3	2	1	9
06. Adequacy of street lighting in League City	5	4	3	2	1	9
07. Mowing/tree trimming along streets and other public areas	5	4	3	2	1	9
08. Cleanliness of streets and other public areas	5	4	3	2	1	9
09. Management of traffic flow	5	4	3	2	1	9
10. Quality of street repair	5	4	3	2	1	9
11. Speed of road work repair	5	4	3	2	1	9

17. From the list of items in Question 16, which **THREE** of the major categories of **Public Works Services** do you think should receive the **MOST EMPHASIS** from city leaders over the next **TWO** years? [Write in your answers below using the numbers from the list in Question 16, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ NONE

18. **Trash Services and Water Utilities.** Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Residential trash collection services	5	4	3	2	1	9
2. Curbside recycling services	5	4	3	2	1	9
3. Bulky item pick-up/removal services (e.g., old furniture, appliances)	5	4	3	2	1	9
4. Water treatment services	5	4	3	2	1	9
5. Quality of drinking water	5	4	3	2	1	9
6. Efficiency in water line repair	5	4	3	2	1	9
7. Utility billing services	5	4	3	2	1	9

19. **Code Enforcement.** Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Enforcing the clean-up of junk and debris on private property in your community	5	4	3	2	1	9
2. Enforcing the mowing and cutting of weeds and grass on private property	5	4	3	2	1	9
3. Enforcing the exterior maintenance of residential property	5	4	3	2	1	9
4. Enforcing the exterior maintenance of commercial/business property	5	4	3	2	1	9
5. Enforcing sign regulations	5	4	3	2	1	9
6. Enforcement of yard parking regulations in your neighborhood	5	4	3	2	1	9
7. City efforts to remove abandoned or inoperative vehicles	5	4	3	2	1	9

20. From the list of items in Question 19, which **THREE** of the major categories of **Code Enforcement Services** do you think should receive the **MOST EMPHASIS** from city leaders over the next **TWO** years? [Write in your answers below using the numbers from the list in Question 19, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ NONE

21. From which of the following sources do you currently get information about the city of League City? [Check all that apply.]

- ☐ (01) Local newspapers
 ☐ (05) Facebook
 ☐ (09) Channel 16
☐ (02) City website (LeagueCity.com)
 ☐ (06) Twitter/X
 ☐ (10) Print brochures, flyers
☐ (03) Radio
 ☐ (07) Nextdoor
 ☐ (11) City Matters quarterly publication
☐ (04) TV news channels
 ☐ (08) Your HOA

22. Which of the following City Communication channels have you visited in the past 12 months? [Check all that apply.]

- ☐ (1) City website
 ☐ (3) City Instagram
 ☐ (5) City YouTube channel
☐ (2) City Facebook page
 ☐ (4) City Twitter/X feed
 ☐ (6) Channel 16

23. Have you called your city government with a question, problem, or complaint during the past year?

- ☐ (1) Yes [Answer Q23a.]
 ☐ (2) No [Skip to Q24.]

23a. Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the government employees you have contacted with regard to the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. How easy they were to contact	5	4	3	2	1	9
2. Courteousness of staff	5	4	3	2	1	9
3. The accuracy of the information and assistance given	5	4	3	2	1	9
4. How quickly League City staff responded to your request	5	4	3	2	1	9
5. How well your issue was handled	5	4	3	2	1	9

24. **Taxes and Services.** League City provides its citizens with a variety of services such as Police, Fire, Parks, Water and other types of services and facilities. Thinking about the services and facilities the city provides, do you feel that you are getting your money's worth for your tax dollars?

- ☐ (1) Yes, I am getting my money's worth
 ☐ (9) Don't know
☐ (2) No, I am not getting my money's worth

25. Are you aware that League City is primarily funded through a portion of your property taxes, sales, and other fees collected in the city and that your property and shopping dollars matter to the sustainability of city structure?

- ☐ (1) Yes
 ☐ (2) No

26. **Development Services.** How important is it for League City to secure the following types of development? Please rate each item using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not Important."

How important are...	Very Important	Important	Somewhat Important	Neutral	Not Important	Don't Know
1. Retail/restaurants	5	4	3	2	1	9
2. Family-oriented entertainment	5	4	3	2	1	9
3. Warehouses and distribution centers	5	4	3	2	1	9
4. Indoor, clean, and advanced manufacturing	5	4	3	2	1	9
5. Offices	5	4	3	2	1	9
6. Active/developed parks, community centers, and/or libraries	5	4	3	2	1	9
7. Passive/undeveloped parks	5	4	3	2	1	9
8. Mixed-use developments with residential, office, retail/restaurants, family-oriented entertainment, parks, public space, and public art	5	4	3	2	1	9

27. From the list of items in Question 26 on the previous page, which **THREE** categories do you think should receive the **MOST EMPHASIS** from city leaders over the next **TWO** years? *[Write in your answers below using the numbers from the list in Question 26, or circle "NONE."]*

1st: ____ 2nd: ____ 3rd: ____ NONE

28. **Traffic and Mobility.** Please rate your perception of traffic and mobility issues on League City roadways using a scale of 1 to 4, where 4 means "Not a Problem" and 1 means "Major Problem."

Street	Not a Problem	Minor Problem	Moderate Problem	Major Problem
1. Main Street (Maple Leaf to I-45)	4	3	2	1
2. Main Street (I-45 to Texas Ave.)	4	3	2	1
3. FM 518 (FM 2094 to Lawrence Rd.)	4	3	2	1
4. League City Parkway (Hobbs Rd. to FM 270)	4	3	2	1
5. FM 646 (FM 517 to I-45)	4	3	2	1
6. Hobbs Rd.	4	3	2	1
7. Calder Rd.	4	3	2	1
8. Landing Blvd.	4	3	2	1
9. Bay Area Blvd.	4	3	2	1

29. Considering all of the services League City provides and the taxes you pay, which of the following statements comes closest to your view?

____(1) Prefer to keep taxes and services about where they are
 ____ (2) Prefer to decrease taxes and decrease services
 ____ (3) Prefer to raise taxes and increase services
 ____ (4) None of these
 ____ (9) Don't know

30. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Employment opportunities in League City	5	4	3	2	1	9
2. Shopping opportunities in League City	5	4	3	2	1	9
3. Entertainment opportunities in League City	5	4	3	2	1	9
4. Overall quality of businesses and service establishments in League City	5	4	3	2	1	9

31. **Reasons to Live in League City.** Several reasons for deciding where to live are listed below. Using a scale of 1 to 3, with 3 being "Very Important" and 1 being "Not Important," please rate how important each reason is to your decision to live in League City.

Reasons for deciding to live in League City	Very Important	Somewhat Important	Not Important
01. Small town feel	3	2	1
02. Quality of public schools	3	2	1
03. Employment opportunities	3	2	1
04. Types of housing	3	2	1
05. Affordability of housing	3	2	1
06. Access to quality shopping	3	2	1
07. Availability of parks and recreation opportunities	3	2	1
08. Near family or friends	3	2	1
09. Safety and security	3	2	1
10. Availability of transportation options	3	2	1
11. Availability of cultural activities and the arts	3	2	1
12. Access to restaurants and entertainment	3	2	1
13. Availability of retail shopping choices	3	2	1
14. Availability of library services	3	2	1

32. What are the **MOST SIGNIFICANT** issues facing League City in the next 5 years?
-
33. What would you consider League City's greatest assets?
-
34. What is your number one desire for League City?
-
35. From the services listed below, please indicate which **THREE** you consider the **MOST IMPORTANT**. *[Write in your answers using the list below, or circle "NONE."]*
- | | |
|---|---|
| 01. Fire and EMS safety personnel, programs and activities | 06. Library Services and programs |
| 02. Law enforcement personnel, programs and activities | 07. Animal Services adoption, rescue and animal codes enforcement |
| 03. Public infrastructure programs related to traffic and mobility | 08. Disaster management response |
| 04. Public infrastructure including streetscape, landscaping and beautification | 09. Flood control |
| 05. Parks and Recreation development or programs | 10. Water and Wastewater services |
- 1st: ____ 2nd: ____ 3rd: ____ NONE
36. Do you have any additional comments you would like to share?
-

Demographics

37. Approximately how many years have you lived in League City? ____ years
38. What is your age? ____ years
39. Do you own or rent your current residence? ____ (1) Own ____ (2) Rent
40. Are you or other members of your household of Hispanic or Latino ancestry?
____ (1) Yes ____ (2) No
41. Which of the following best describes your race/ethnicity? *[Check all that apply.]*
- | | |
|---|--|
| ____ (1) Asian or Asian Indian | ____ (4) White or Caucasian |
| ____ (2) Black or African American | ____ (5) Native Hawaiian or other Pacific Islander |
| ____ (3) American Indian or Alaska Native | ____ (99) Other: _____ |
42. Would you say your total household income is...
- | | | |
|-------------------------------|-------------------------------|--------------------------------|
| ____ (1) Under \$30,000 | ____ (3) \$60,000 to \$99,999 | ____ (5) Prefer not to respond |
| ____ (2) \$30,000 to \$59,999 | ____ (4) \$100,000 or more | |
43. Your gender: ____ (1) Male ____ (2) Female

This concludes the survey. Thank you for your time!

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