

2008 City of El Paso Citizen Survey



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City of El Paso Citizen Survey

Introduction

The Institute for Policy and Economic Development (IPED) at the University of Texas at El Paso was contracted by the City of El Paso to conduct a survey of citizen attitudes and perceptions about City services and general quality of life issues. This survey followed two previous surveys of a similar nature conducted by IPED in 2004 and 2006. Goals of the survey are to identify areas of focus for targeting improvements in City services and customer relations and to follow up on progress from the findings of previous surveys.

Key Survey Findings

Community Development

- ✓ The top positive image for citizens about the City of El Paso is the climate and weather.
- ✓ The top negative image about El Paso is lack of jobs and good salaries.
- ✓ The biggest strengths that can be better utilized to promote the City are its:
 - Climate and weather
 - Border location
 - Culture, history and people
- ✓ The most important *strategic initiatives* for the City to work on and improve are:
 - Economic and business development
 - Community development and quality of life
- ✓ The most important issues for elected officials to work on and improve are:
 - Jobs, employment opportunities and salaries
 - Lowering taxes
 - Roads and infrastructure
 - Better education and schools
- ✓ 28 percent are somewhat interested in a revitalized downtown while 47 percent are very interested.
- ✓ The most important City departments for *quality of life* are:
 - Community Development
 - Parks and Recreation
- ✓ 59 percent believe that El Paso is getting better as a place to live.

Transportation

- ✓ The most important *transportation initiative* for the City should be to reduce traffic congestion.
- ✓ About 63 thousand City residents (18 years & older) use public transportation to access Downtown.

Economic Development

- ✓ Two-thirds believe that the City is a good or excellent place to work or do business.
- ✓ One-half believe the City is getting better as a place to work or do business.
- ✓ 45 percent are somewhat or very satisfied regarding El Paso's current job market versus 42 percent are not satisfied.
- ✓ Contracting with local businesses is the most important consideration when the City contracts private companies for services.

Fiscal

- ✓ One-half are somewhat or very satisfied about the City's use of their tax dollars.
- ✓ The most underfunded areas in the City are:
 - Quality of life services
 - Economic development

Customer Service and Citizen Involvement

- ✓ The most satisfactory areas funded by the City are:
 - Fire
 - Airport
 - Recycling
 - Police
 - Libraries
- ✓ 19 percent initiated contact with elected City officials in the last year, primarily in-person:
 - Two-thirds are somewhat or very satisfied
- ✓ One-quarter have had contact with City departments or their personnel:
 - Overall, one-quarter were not satisfied after interacting with City employees
- ✓ Between one-quarter and one-third think the City needs to improve communication with regards to:
 - Regulations, policies and ordinances (24 percent)
 - City sponsored programs (27 percent)
 - Infrastructure projects (34 percent)

Demographics

- ✓ Results weighted by gender to reflect City gender breakdown over the age of 18:
 - 55.1 percent female and 44.9 percent male

Methodology

A telephone household survey was conducted using random digit dialing (RDD), which approximates simple random sampling. The RDD sample was obtained from a leading national sampling firm, with the sample pre-tested for fax machines and disconnects. With RDD, every household with a working phone has an equal probability of being selected for participation.

The 2008 City survey used the 2006 City survey previously developed by IPED as a basis. Several revisions were made, in collaboration with City officials, including changes to the ordinal scales for several questions, and the addition of three questions that asks citizens to rank in order of importance strategic initiatives, quality of life departments and transportation initiatives. Consequently, direct comparisons to previous surveys conducted in 2004 and 2006 are not straightforward. However, these survey instrument improvements will be beneficial for tracking future measures of citizen attitudes and perceptions about City services and quality of life issues. Wherever applicable, comparisons are made between these results and previous survey findings. Another change was that questions were grouped into sections to correspond with City “policy statements” and performance metrics, listed below:

- 1) Community Development
- 2) Transportation
- 3) Economic Development
- 4) Fiscal
- 5) Customer Service and Citizen Involvement

The final survey was written in English and Spanish and converted (in both languages) to electronic format to capture phone responses online by (bilingual) interviewers in the IPED Survey Research Center. The electronic version of the survey was pre-tested and verified with regard to data integrity and accuracy. Surveys were conducted in December 2007 and into early January 2008, on weekdays and Saturdays (excluding holidays and days around the holidays), between the times of 10 a.m. and 7 p.m.

A final sample size of 1,035 surveys completed by telephone was achieved. At the 95 percent confidence level, sample findings provided an accuracy level of plus or minus 3 percent. Results were statistically weighted by gender to offset any gender bias introduced by a larger sample of female respondents (females are more likely to be homemakers and to participate voluntarily).¹ Before and after weighting results did not show any significant changes in the responses. Frequencies are provided in Appendix A.

¹ O'Rourke, D. and Lakner, E., Summer 1989, “Gender Bias: Analysis of Factors Causing Male Underrepresentation in Surveys,” *International Journal of Public Opinion Research*, v1, n2, Survey Research Laboratory, University of Illinois; Kennedy, J.M., May 1993, “A Comparison of Telephone Survey Respondent Selection Procedures,” Center for Survey Research, Indiana University, presented at the Annual Meeting of the American Association for Public Opinion Research.

Survey Findings

Community Development

Survey respondents were asked several open-ended questions about the City’s images and strengths. The top two positive images for households about the City of El Paso are 1) climate and weather and 2) tranquility, peacefulness and security (Figure 1). These two responses also scored highest in the 2004 and 2006 City surveys with the exception that climate and weather has gained additional support as a positive image in the most recent survey. The Franklin Mountains and the “Star” ranked third, up from fifth in 2006; in part due to its recent refurbishment. The City’s friendliness, diversity and people also ranked high as positive images.

Figure 1. Positive image that first comes to mind about El Paso

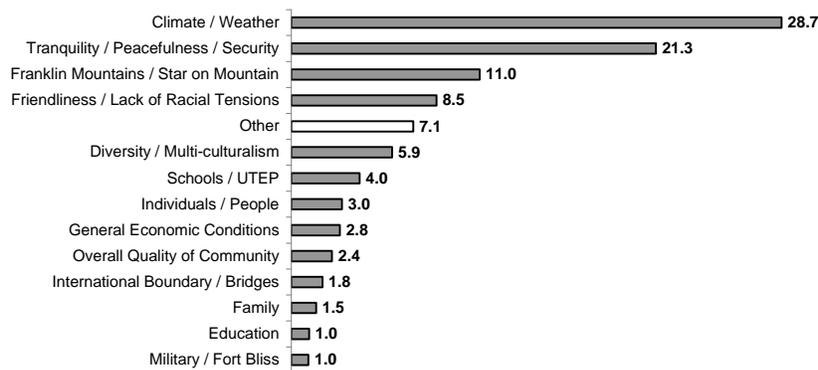
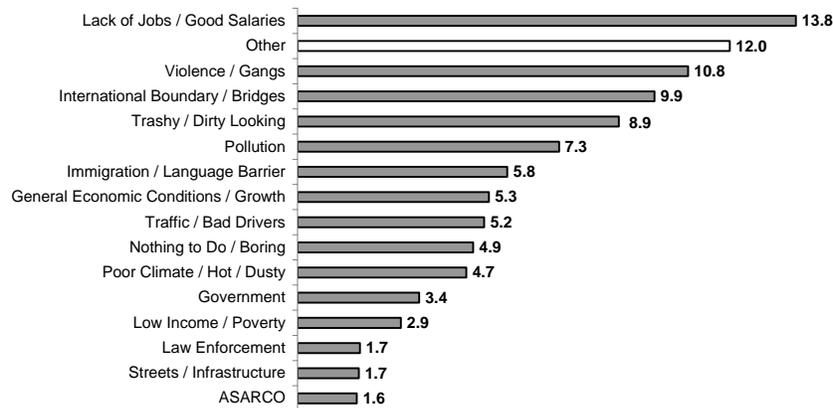


Figure 2. Negative image that first comes to mind about El Paso



The top negative image about El Paso, as indicated by one in seven respondents, is lack of jobs and good salaries (Figure 2). By comparison, in 2006, almost one in four persons regarded this category as a negative. This may be correlated to the recent structural changes occurring within the regional economy, such as BRAC expansion, the four year medical school and more effective industry recruitment and

retention efforts. While the City has consistently been a low crime area, violence and gangs remain a negative issue for citizens as in previous survey findings. Border proximity, visual concerns of trash and dirtiness, as well as pollution also ranked high in the negative image category.

Similar to previous surveys, respondents were asked to list the two biggest strengths that can be better utilized to promote the City. As before, weather and climate topped responses (Figure 3). The City's border location, its culture, history and people, as well as UTEP were also noted as strengths. The same five strengths have been consistent in surveys conducted in 2004, 2006 and 2008.

Figure 3. Biggest strengths to promote El Paso

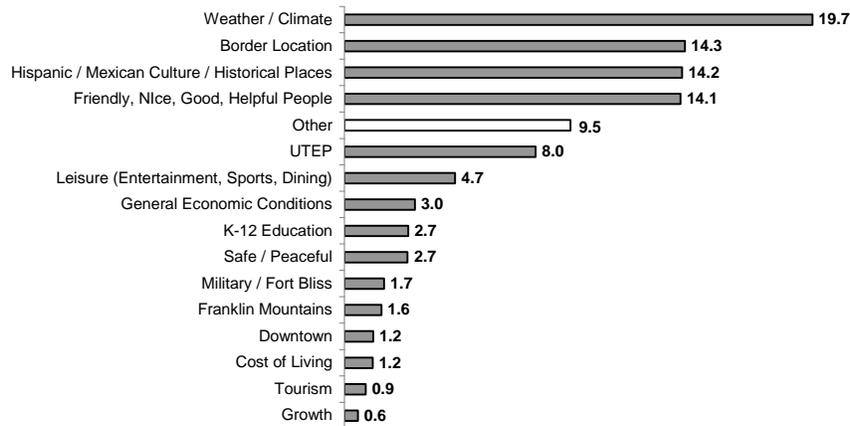


Figure 4. Knowledge of strategic plan

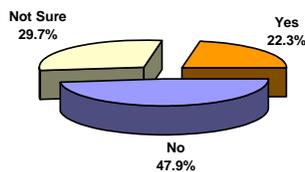


Figure 5. Importance of strategic plan

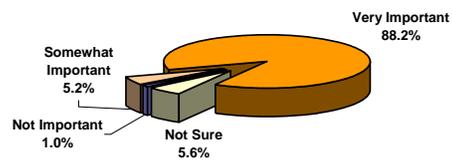


Figure 6. Knowledge of master plan

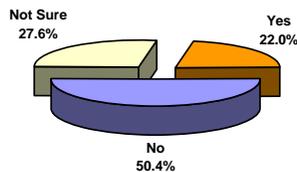
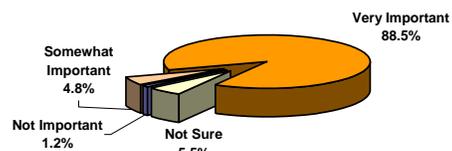


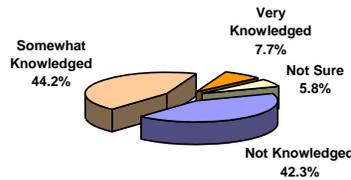
Figure 7. Importance of master plan



Citizen knowledge of the City's actions and development efforts is key to elected and non-elected officials in order to enhance service delivery. Roughly one-half of citizens surveyed indicated no knowledge of the City having a strategic or master plan. However, ninety-three percent believe that both are important to have (Figure 4 through 7). Figure 8 shows that citizens are more knowledgeable about the City's operations, programs and policies with over half being somewhat or very knowledgeable. The number of

persons that responded they were not knowledgeable about City operations, seen in Figure 8, did, however, increase from previous surveys. International migration, incoming soldiers and general population growth have contributed to having limited knowledge of City operations.

Figure 8. Knowledge of City’s operations, programs and policies



In Figure 9, households were provided a list of six strategic initiatives and asked to rank the most important for the City to work and improve on. The order in which these six options were asked was mixed, randomly generated by the electronic survey, in order to reduce respondent bias sometimes introduced by the order of questions. Among strategic initiatives, economic and business development ranked first, closely followed by community development and quality of life, then by taxes and spending.

Figure 9. Ranking of most important strategic initiatives for El Paso to work and improve on

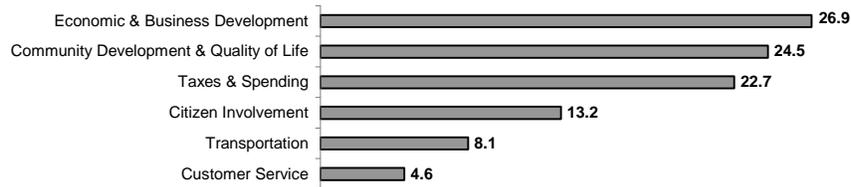
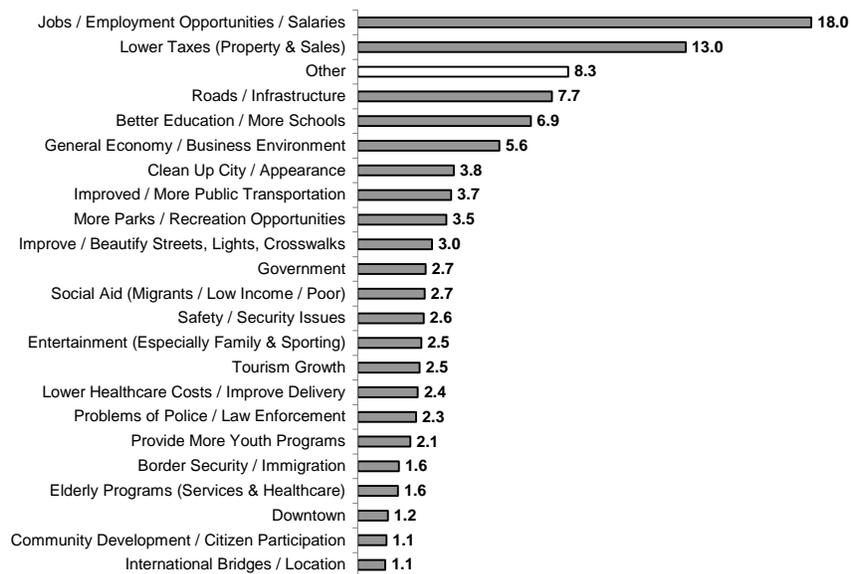


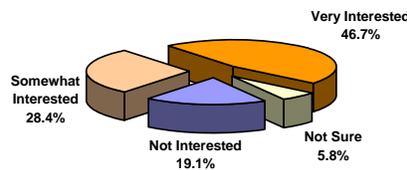
Figure 10. Most important issues for elected officials to work and improve on



When asked to provide the two most important issues that they wanted elected officials to work on and improve, employment opportunities, salaries and lowering taxes scored highest (Figure 10). Developing infrastructure as well as improving education and the economy were also noted as important issues for elected officials to work on. By comparison, jobs and education topped the list in 2004 and 2006.

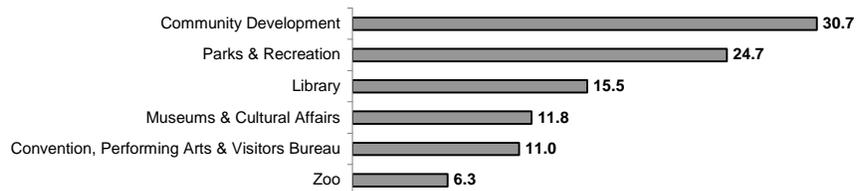
Participants were also asked about their interest in downtown revitalization. Forty-seven percent are very interested, 28 percent are somewhat interested, while 19 percent are not interested in a revitalized downtown (Figure 11).

Figure 11. Interest level in a revitalized downtown



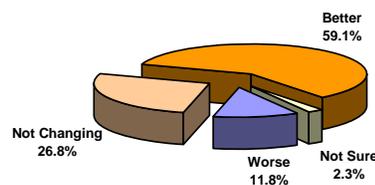
In Figure 12, households were provided with six City departments and asked to rank the most important to quality of life. The order in which these six options were asked was also random. Community development and parks and recreations ranked first and second, respectively.

Figure 12. Ranking of most important departments to quality of life



Lastly under the Community Development section, almost three in five said that El Paso is getting better as a place to live, while 27 percent believe it is not changing and only 12 percent believe it is getting worse (Figure 13).

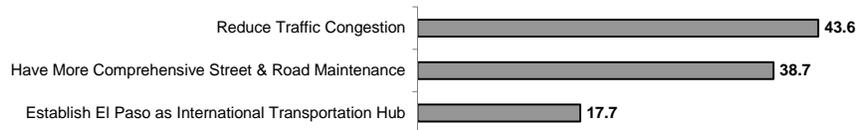
Figure 13. El Paso as a place to live



Transportation

In Figure 14, households were provided with three transportation initiatives and asked to rank what they saw as the most important for the City over the next five years. The order in which these six options were asked was also random. Forty-four percent indicated that reducing traffic congestion was most important, while 39 percent feel having a more comprehensive street and road maintenance program is most critical.

Figure 14. Ranking of most important transportation initiatives for City over next five years



Respondents were also asked how they felt about using bicycles as alternate transportation; two-thirds are somewhat or very interested (Figure 15). When asked whether they use public transportation, one in five answered yes (Figure 16). Of these persons that use public transportation, four out of five use it to transit to Downtown (Figure 17). As a representative sample of the total population of the City of El Paso, with a population of 411 thousand persons over the age of 18, this means that over 63 thousand persons within the City utilize public transportation with Downtown the final destination or an interchange point, emphasizing earlier studies finding that Sun Metro is a key component of the City’s transport network.²

Figure 15. Use of bicycles as alternate transportation

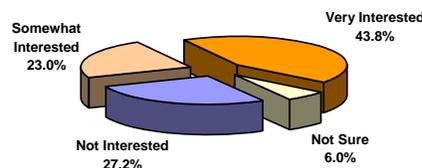


Figure 16. Public transportation use

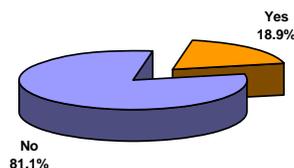
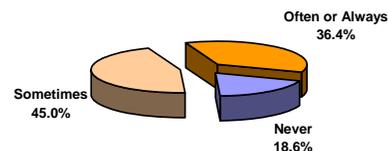


Figure 17. Public transportation to go Downtown



² Soden, D.L., McElroy, M.S. and Green, S., August 2006, “Sun Metro Fixed Route Rider Survey,” Institute for Policy and Economic Development, the University of Texas at El Paso, Technical Report 2006-07, for the City of El Paso.

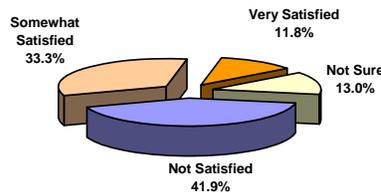
Economic Development

This section gauges perceptions about economic progress. Results in Figure 18 show that two-thirds believe that the City is a good or excellent place to work or do business; meanwhile half believe the City is getting better as a place to work or do business. By comparison, one-quarter of residents indicated that El Paso is a poor place to do business and 13 percent think that El Paso is getting worse as a place to do business. When asked about satisfaction levels regarding El Paso’s current job market in Figure 19, more persons were “somewhat or very satisfied” (45 percent) than “not satisfied” (42 percent).

Figure 18. El Paso as a place to work or do business



Figure 19. El Paso’s current job market



Respondents were further asked about the importance of three areas related to City contracts with private businesses for services. An index score is reported, calculated as the percent difference between “% Very Important” and “% Not Important,” with the assumption that the “% Somewhat Important” are at some level neutral or satisfied. All three areas ranked high in responses that they are very important, with contracting with local businesses coming in first, followed by quality of work and competitive bidding. By comparison, in 2004 and 2006, open bidding and quality ranked first, respectively.

Figure 20. Importance when City government contracts private companies for services

	% Not Important	% Somewhat Important	% Very Important	% Not Sure	INDEX	RANK
Contract w/ Local Businesses	1.9	11.4	80.3	6.4	78.4	1
Quality of Work	1.7	11.3	79.3	7.7	77.6	2
Competitive Bidding	4.0	19.3	67.1	9.6	63.1	3

Fiscal

Fiscal perceptions show that almost half of residents are somewhat or very satisfied with the City's use of their tax dollars (Figure 21). Only one-third reported that they knew the City accounts for approximately 25 percent of their tax bill (Figure 22). In 2006, 18 percent knew of the City's portion of residents' tax bill.

Figure 21. City's use of tax dollars

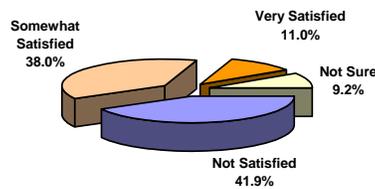
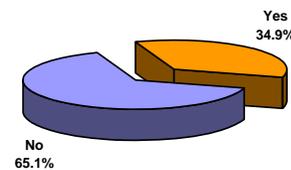


Figure 22. Knowledge that City accounts for 25% of tax bill



In Figure 23, persons were given five service areas, including examples for each, and asked to comment on how the City budgets these services. The index score reported is the difference between “% Too Low” and “% Too High.” This difference between extremes indicates that more persons believe that quality of life services (such as Parks & Recreation, Museums & Cultural Affairs, Public Library, Community Development, and Zoo departments), and economic development (such as business recruitment/retention and workforce development), are underfunded, followed closely by transportation services (such as Sun Metro). Public safety was afforded the lowest index score of what the City is not spending enough funding on, perhaps influenced by the fact that El Paso has consistently been deemed one of the safest places in the nation (e.g., if the perception is that if crime is not a problem, then appropriate funding is being allocated). In the 2006 survey, economic development and quality of life services posted the most responses that thought spending was low.

Figure 23. City spending in following areas

	% Too Low	% Just Right	% Too High	% Not Sure	INDEX	RANK
Quality of Life Services	42.6	36.8	5.1	15.5	37.4	1
Economic Development	41.7	35.8	4.6	17.9	37.1	2
Transportation Services	40.9	32.0	5.3	21.8	35.7	3
Building & Planning Services	37.2	34.3	8.9	19.5	28.3	4
Public Safety	29.6	35.7	10.0	24.8	19.6	5

Customer Service and Citizen Involvement

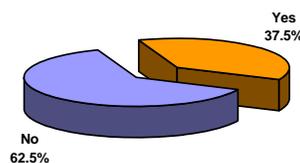
The first question under customer service and citizen involvement asked interviewees their satisfaction level with various City-funded areas. Ranks are also provided in Figure 24 with the index score calculated as the difference between “% Very Satisfied” and “% Not Satisfied.” Fire, airport, recycling, police, and library, in that order, ranked highest. In 2006, the same five with the exception of recycling, which was not an option in that survey, also ranked highest. This supports a level of consistency for these City-funded areas. Museums/cultural affairs and solid waste management also scored high in both surveys. By contrast, in 2006 and in this current survey, economic development and streets were perceived as ranking lowest in efficiency. With regards to economic development, on one hand one-third of respondents indicate a low level of satisfaction, but on the other hand 42 percent believe the department is underfunded.

Figure 24. Satisfaction with the City’s following areas

	% Not Satisfied	% Somewhat Satisfied	% Very Satisfied	% Not Sure	INDEX	RANK
Fire	1.9	23.2	71.7	3.2	69.8	1
Airport	5.0	29.4	58.1	7.5	53.1	2
Recycling	12.1	28.8	52.0	7.1	39.9	3
Police	12.0	35.7	48.2	4.1	36.2	4
Libraries	8.9	42.0	40.0	9.1	31.1	5
Solid Waste Management	15.7	38.0	39.2	7.1	23.5	6
Museums & Cultural Affairs	16.2	41.0	30.8	12.0	14.6	7
Engineering	14.9	30.9	22.7	31.5	7.7	8
Human Resources	18.2	34.5	20.6	26.7	2.5	9
Zoo	23.1	35.7	23.4	17.7	0.3	10
Parks & Recreation	26.5	42.6	26.4	4.4	-0.1	11
Community Development	22.7	44.6	19.1	13.6	-3.5	12
Consolidated Tax Office	22.3	29.9	18.6	29.2	-3.8	13
Sun Metro	25.6	30.4	19.7	24.4	-5.9	14
Building Permits & Inspections	21.2	30.8	15.5	32.5	-5.7	15
Planning & Development	29.2	42.5	15.3	13.1	-13.9	16
Economic Development	32.9	40.5	16.4	10.2	-16.5	17
Streets	46.0	40.8	11.8	1.3	-34.2	18

A series of questions were used to gauge citizens’ interaction with City services and personnel. In 2004 and 2006, 27 and 26 percent of residents, respectively, reported having used the City’s website. By the 2008 survey, the percent has increased to 38 percent (Figure 25).

Figure 25. Visited City’s website



Only 19 percent of residents indicated contacting elected officials (City Council representatives or Mayor) in the past year (Figure 26). When asked to provide the method of contact, all forms, most contact was made in-person, followed by phone, e-mail and writing (Figure 27). Of the 19 percent of residents that have contacted elected City officials, two-thirds rated their contact experience as “somewhat or very satisfied,” while under one-third rated the experience as non-satisfactory.

Figure 26. Initiated contact with elected City officials in the last year

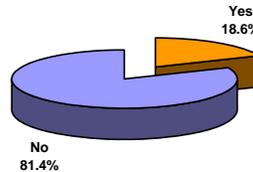
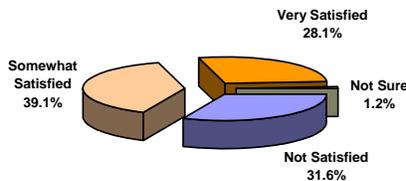


Figure 27. Method of contact



Figure 28. Experience after interacting with elected officials



Citizens were also asked if they have had contact with City departments or their personnel, excluding elected officials, in the last year. Over one-quarter answered “yes” (Figure 29). Most of these made contact with the police department, followed by departments in building permits, taxes, fire, and waste management. Similar rankings occurred in 2006, with the exception that planning and development was listed in the top five two years ago (Figure 30).

Figure 29. Contact with City departments or their personnel

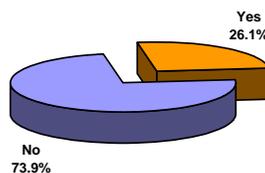
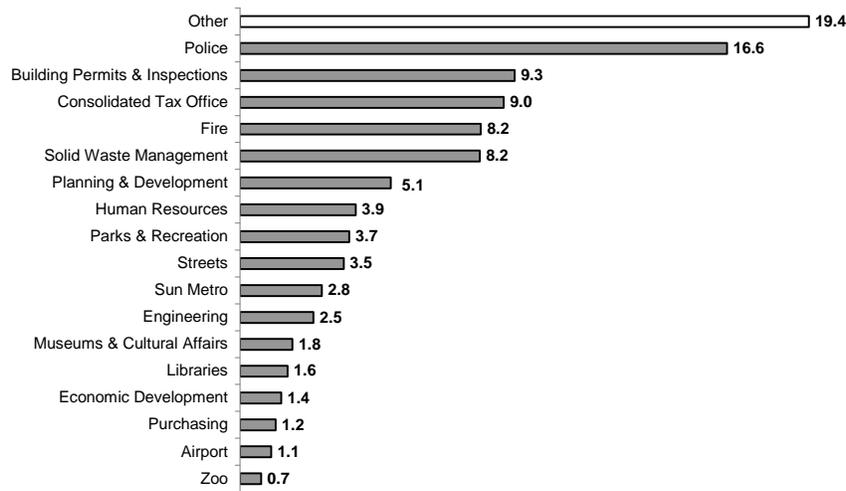


Figure 30. Departments contacted



When asked to rate their experience in various customer service matters after interacting with City employees (for those who have made contact), knowledgeable and respectful personal treatment, respectively, ranked highest (ranks calculated as the difference between “% Very Satisfied” and “% Not Satisfied.” Overall, one-quarter of those surveyed were not satisfied (Figure 31). In 2006, respectful personal treatment ranked first followed by knowledgeable.

Figure 31. Experience after interacting with City employees in following areas

	% Not Satisfied	% Somewhat Satisfied	% Very Satisfied	% Not Sure	INDEX	RANK
Knowledgeable	16.1	29.0	51.5	3.4	35.4	1
Respectful Personal Treatment	16.4	29.7	51.2	2.7	34.8	2
Helpfulness	18.8	30.1	48.6	2.5	29.8	3
Your Overall Experience	24.6	31.3	44.0	0.0	19.4	4
Resolving Issues in Timely Manner	28.4	26.1	43.0	2.5	14.6	5

Figure 32 shows that citizens are split between those who believe the City is successful about communicating the regulations, policies and ordinances and those who think the City is unsuccessful. More persons further believe the City is not doing well communicating with citizens about city sponsored projects (such as parks and recreation, zoo, library, or cultural events) and infrastructure projects (such as building and road construction or damage repair).

Figure 32. City communication with its citizens in following areas

	% Not Successful	% Somewhat Successful	% Very Successful	% Not Sure	INDEX	RANK
Regulations, Policies & Ordinances	24.1	35.4	24.8	15.7	0.7	1
City Sponsored Programs	27.1	39.9	17.8	15.2	-9.3	2
Infrastructure projects	34.1	36.4	14.3	15.1	-19.8	3

Lastly, half of respondents indicated that the City provides adequate opportunities to be involved in local government (Figure 33), but only one in seven are involved in a neighborhood association (Figure 34).

Figure 33. City providing citizens opportunities to be involved in local government

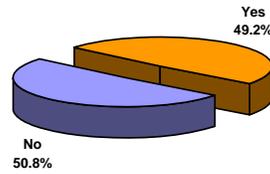
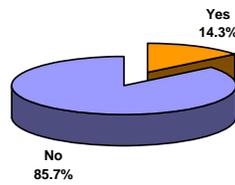


Figure 34. Involvement in neighborhood association



Appendix

City of El Paso Citizen Survey Frequencies (Weighted by Gender)

Q1. What positive image first comes to mind when you think of El Paso?

	Frequency	Valid Percent
Valid Tranquility/Peacefulness/Security	206	21.3
Climate/Weather	277	28.7
Individuals/People	29	3.0
Diversity & Multi-culturalism	57	5.9
Friendliness & Lack of Racial Tensions	82	8.5
Franklin Mountains/Star on Mountain	107	11.0
Schools/UTEP	39	4.0
Overall Quality of Community	23	2.4
International Boundary & Bridges	18	1.8
Family	14	1.5
Education	10	1.0
Other	66	6.8
Military/Fort Bliss	10	1.0
General Economics (Growth, Low Cost of Living, etc.)	27	2.8
Not Too Large or Crowded	3	.3
Total	967	100.0

Q2. What negative image first comes to mind when you think of El Paso?

	Frequency	Valid Percent
Valid Lack of Jobs and Good Salaries	126	13.8
Trashy and Dirty Looking	81	8.9
Poor Climate/Hot and Dusty	43	4.7
Violence/Gangs	99	10.8
Nothing to Do/Boring	44	4.9
Pollution	66	7.3
International Boundary and Bridges	90	9.9
General Economic Conditions	48	5.3
Low Income and Poverty	26	2.9
Traffic	40	4.4
Education	3	.3
Other	93	10.2
Immigration/Language Barrier	53	5.8
Government	31	3.4
Law Enforcement	16	1.7
Streets/Infrastructure	16	1.7
ASARCO	15	1.6
Downtown	8	.8
Bad Drivers	8	.8
Size/Growth	6	.7
Total	911	100.0

Q3. What would you say are El Paso's TWO biggest strengths that can be better utilized to promote the City?

		Frequency	Valid Percent
Valid	Weather and Climate	365	19.7
	Border Location	265	14.3
	Hispanic/Mexican Culture and History/Historical Places	263	14.2
	Friendly, Nice, Good, Helpful People	262	14.1
	UTEP	149	8.0
	K-12 Education	50	2.7
	Other	176	9.5
	Military/Fort Bliss	31	1.7
	Cost of Living	22	1.2
	Safe/Peaceful	49	2.7
	Franklin Mountains	29	1.6
	Downtown	22	1.2
	Lesiure Activities (Entertainment/Sports/ Dining)	86	4.7
	Tourism	17	.9
	Economic Characteristics (Wages, Business Environment, Workforce)	55	3.0
	Growth	11	.6
	Total	1852	100.0

Q5. How important do you think it is that the City has a strategic plan?

Q4. Do you know if the city has a strategic plan?

		Frequency	Valid Percent
Valid	Yes	231	22.3
	No	495	47.9
	Not Sure	307	29.7
	Total	1032	100.0

		Frequency	Valid Percent
Valid	Not Important	10	1.0
	Somewhat Important	54	5.2
	Very Important	911	88.2
	Not Sure	58	5.6
	Total	1033	100.0

Q7. How important do you think it is that the City has a master plan?

Q6. Do you know if the City has a master plan?

		Frequency	Valid Percent
Valid	Yes	227	22.0
	No	521	50.4
	Not Sure	285	27.6
	Total	1033	100.0

		Frequency	Valid Percent
Valid	Not Important	12	1.2
	Somewhat Important	49	4.8
	Very Important	913	88.5
	Not Sure	57	5.5
	Total	1032	100.0

Q8. Which one do you feel is the most important for the City of El Paso to work and improve on?

		Frequency	Valid Percent
Valid	Citizen Involvement	136	13.2
	Taxes and Spending	233	22.7
	Customer Service	47	4.6
	Economic and Business Development	277	26.9
	Community Development and Quality of Life	252	24.5
	Transportation	83	8.1
	Total	1029	100.0

Q9. How knowledgeable are you with the City's operations, programs and policies?

		Frequency	Valid Percent
Valid	Not Knowledgeable	437	42.3
	Somewhat Knowledgeable	456	44.2
	Very Knowledgeable	80	7.7
	Not Sure	60	5.8
	Total	1033	100.0

Q10. What TWO important issues would you want your elected officials to work and improve on?

		Frequency	Valid Percent
Valid	Jobs and Employment Opportunities	273	13.5
	Better Education and More Schools	139	6.9
	More Parks and Recreation Opportunities	71	3.5
	Better Salaries	91	4.5
	Lower Taxes (Property and Sales Taxes)	263	13.0
	Improve/Beautify Streets, Lights, Crosswalks	60	3.0
	General Economy/Business Environment	114	5.6
	Clean up City/Appearance	77	3.8
	Water Supply	12	.6
	Roads/Infrastructure	156	7.7
	Social Aid (Migrants/Low Income/Poor)	54	2.7
	Lower Healthcare Costs/Improve Delivery	48	2.4
	Problems of Police/Law Enforcement	47	2.3
	Tourism Growth	50	2.5
	Provide More Youth Programs	42	2.1
	Safety and Security Issues	53	2.6
	International Bridges/Location	22	1.1
	Entertainment, Especially Family	40	2.0
	Improved and More Public Transportation	75	3.7
	Sports Events	11	.5
	Elderly Programs (services and healthcare)	32	1.6
	Other	156	7.7
	Downtown	24	1.2
	Border Security/Immigration	33	1.6
	Community Development/Citizen Participation	23	1.1
	Government	55	2.7
	Total	2022	100.0

Q11. What is your interest in a revitalized downtown?

		Frequency	Valid Percent
Valid	Not Interested	198	19.1
	Somewhat Interested	293	28.4
	Very Interested	482	46.7
	Not Sure	60	5.8
	Total	1033	100.0

Q12. Which one do you feel is the most important to Quality of Life?

		Frequency	Valid Percent
Valid	Zoo	65	6.3
	Museums and Cultural Affairs	122	11.8
	Parks and Recreation	255	24.7
	Library	160	15.5
	Community Development	316	30.7
	Convention, Performing Arts and Visitors Bureau	114	11.0
	Total	1031	100.0

Q13. Is El Paso getting better, worse, or not changing as a place to live?

		Frequency	Valid Percent
Valid	Worse	122	11.8
	Not Changing	276	26.8
	Better	610	59.1
	Not Sure	24	2.3
	Total	1032	100.0

Q14. Which one do you feel should be the most important for the City over the next five years?

		Frequency	Valid Percent
Valid	Reduce traffic congestion	450	43.6
	Establish El Paso as international transportation hub	183	17.7
	Have a more comprehensive street & road maintenance program	399	38.7
	Total	1032	100.0

Q15. How do you feel about using bicycles as alternate transportation

		Frequency	Valid Percent
Valid	Not interested	281	27.2
	Somewhat interested	238	23.0
	Very Interested	452	43.8
	Not Sure	62	6.0
	Total	1032	100.0

Q16a. Do you use public transportation?

		Frequency	Valid Percent
Valid	Yes	195	18.9
	No	836	81.1
	Total	1032	100.0

Q16b. Do you use public transportation to go Downtown?

		Frequency	Valid Percent
Valid	Never	37	18.7
	Sometimes	88	44.9
	Often or Always	71	36.3
	Total	196	100.0

Q17. How would you rate El Paso as a place to work or do business?

		Frequency	Valid Percent
Valid	Poor	270	26.2
	Good	582	56.3
	Excellent	108	10.5
	Not Sure	73	7.0
	Total	1033	100.0

Q18. Is El Paso getting better, worse, or not changing as a place to work or do business?

		Frequency	Valid Percent
Valid	Worse	131	12.7
	Not Changing	325	31.5
	Better	510	49.4
	Not Sure	65	6.3
	Total	1032	100.0

Q19. How satisfied are you with El Paso's current job market?

		Frequency	Valid Percent
Valid	Not Satisfied	434	41.9
	Somewhat Satisfied	344	33.3
	Very Satisfied	122	11.8
	Not Sure	135	13.0
	Total	1034	100.0

Q20a. When City government contracts private companies, how important do you feel the following are? Quality of Work

		Frequency	Valid Percent
Valid	Not Important	18	1.7
	Somewhat Important	116	11.3
	Very Important	818	79.3
	Not Sure	80	7.7
	Total	1032	100.0

Q20b. When City government contracts private companies, how important do you feel the following are? Competitive bidding

		Frequency	Valid Percent
Valid	Not Important	41	4.0
	Somewhat Important	199	19.3
	Very Important	692	67.1
	Not Sure	99	9.6
	Total	1032	100.0

Q20c. When City government contracts private companies, how important do you feel the following are? Contracting w/ local businesses

		Frequency	Valid Percent
Valid	Not Important	20	1.9
	Somewhat Important	117	11.4
	Very Important	827	80.3
	Not Sure	66	6.4
	Total	1030	100.0

Q21. How satisfied are you with the City's use of your tax dollars?

		Frequency	Valid Percent
Valid	Not Satisfied	433	41.9
	Somewhat Satisfied	393	38.0
	Very Satisfied	113	11.0
	Not Sure	95	9.2
	Total	1033	100.0
Missing	System	1	
	Total	1034	

Q22. Did you know that the City only accounts for approximately 25 percent of your property tax bill?

		Frequency	Valid Percent
Valid	Yes	358	34.9
	No	667	65.1
	Total	1025	100.0

Q23a. Would you say City spending is too low, just right, too high, or are you not sure for the following areas? Public Safety (Police and Fire departments)

		Frequency	Valid Percent
Valid	Too Low	305	29.6
	Just Right	368	35.7
	Too High	103	10.0
	Not Sure	255	24.8
	Total	1032	100.0

Q23b. Would you say City spending is too low, just right, too high, or are you not sure for the following areas? Quality of Life Services (Parks & Recreation, Museums and Cultural Affairs, Public Affairs, Community Development & Zoo depts.)

		Frequency	Valid Percent
Valid	Too Low	439	42.6
	Just Right	380	36.8
	Too High	53	5.1
	Not Sure	160	15.5
	Total	1032	100.0

Q23c. Would you say City spending is too low, just right too high, or are you not sure for the following areas? Building and Planning Services (Environmental, Streets, Engineering & Development depts.)

		Frequency	Valid Percent
Valid	Too Low	383	37.2
	Just Right	353	34.3
	Too High	92	8.9
	Not Sure	200	19.5
	Total	1028	100.0

Q23d. Would you say City spending is too low, just right, too high, or are you not sure for the following areas? Transportation Services (Sun Metro)

		Frequency	Valid Percent
Valid	Too Low	422	40.9
	Just Right	330	32.0
	Too High	54	5.3
	Not Sure	225	21.8
	Total	1032	100.0

Q23e. Would you say City spending is too low, just right, too high, or are you not sure for the following areas? Economic Development (business recruitment and workforce training)

		Frequency	Valid Percent
Valid	Too Low	430	41.7
	Just Right	369	35.8
	Too High	47	4.6
	Not Sure	185	17.9
	Total	1031	100.0

Q24a. From the following options-not satisfied, somewhat satisfied, very satisfied, or not sure-how satisfied are you with the City's following areas: Police

		Frequency	Valid Percent
Valid	Not Satisfied	124	12.0
	Somewhat Satisfied	368	35.7
	Very Satisfied	497	48.2
	Not Sure	42	4.1
	Total	1032	100.0

Q24b. From the following options-not satisfied, somewhat satisfied, very satisfied, or not sure-how satisfied are you with the City's following areas: Fire

		Frequency	Valid Percent
Valid	Not Satisfied	19	1.9
	Somewhat Satisfied	240	23.2
	Very Satisfied	740	71.7
	Not Sure	33	3.2
	Total	1032	100.0

Q24c. From the following options-not satisfied, somewhat satisfied, very satisfied, or not sure-how satisfied are you with the City's following areas: Parks and Recreation

		Frequency	Valid Percent
Valid	Not Satisfied	274	26.5
	Somewhat Satisfied	440	42.6
	Very Satisfied	273	26.4
	Not Sure	46	4.4
	Total	1032	100.0

Q24d. From the following options-not satisfied, somewhat satisfied, very satisfied, or not sure-how satisfied are you with the City's following areas: Zoo

		Frequency	Valid Percent
Valid	Not Satisfied	238	23.1
	Somewhat Satisfied	369	35.7
	Very Satisfied	242	23.4
	Not Sure	183	17.7
	Total	1032	100.0

Q24e. From the following options-not satisfied, somewhat satisfied, very satisfied, or not sure-how satisfied are you with the City's following areas: Streets

		Frequency	Valid Percent
Valid	Not Satisfied	475	46.1
	Somewhat Satisfied	422	40.9
	Very Satisfied	121	11.7
	Not Sure	14	1.3
	Total	1032	100.0

Q24f. From the following options-not satisfied, somewhat satisfied, very satisfied, or not sure-how satisfied are you with the City's following areas: Planning and Development

		Frequency	Valid Percent
Valid	Not Satisfied	301	29.2
	Somewhat Satisfied	438	42.5
	Very Satisfied	157	15.3
	Not Sure	135	13.1
	Total	1031	100.0

Q24g. From the following options-not satisfied, somewhat satisfied, very satisfied, or not sure-how satisfied are you with the City's following areas: Solid Waste Management

		Frequency	Valid Percent
Valid	Not Satisfied	162	15.7
	Somewhat Satisfied	393	38.1
	Very Satisfied	404	39.2
	Not Sure	73	7.1
	Total	1032	100.0

Q24h. From the following options-not satisfied, somewhat satisfied, very satisfied, or not sure-how satisfied are you with the City's following areas: Libraries

		Frequency	Valid Percent
Valid	Not Satisfied	92	8.9
	Somewhat Satisfied	432	42.0
	Very Satisfied	412	40.0
	Not Sure	94	9.1
	Total	1030	100.0

Q24i. From the following options-not satisfied, somewhat satisfied, very satisfied, or not sure-how satisfied are you with the City's following areas: Museums and Cultural Affairs

	Frequency	Valid Percent
Valid Not Satisfied	168	16.3
Somewhat Satisfied	423	41.0
Very Satisfied	317	30.8
Not Sure	124	12.0
Total	1032	100.0

Q24k. From the following options-not satisfied, somewhat satisfied, very satisfied, or not sure-how satisfied are you with the City's following areas: Building Permits & Inspections

	Frequency	Valid Percent
Valid Not Satisfied	219	21.2
Somewhat Satisfied	318	30.8
Very Satisfied	159	15.5
Not Sure	336	32.5
Total	1032	100.0

Q24m. From the following options-not satisfied, somewhat satisfied, very satisfied, or not sure-how satisfied are you with the City's following areas: Recycling

	Frequency	Valid Percent
Valid Not Satisfied	125	12.1
Somewhat Satisfied	297	28.8
Very Satisfied	536	52.0
Not Sure	73	7.1
Total	1031	100.0

Q24o. From the following options-not satisfied, somewhat satisfied, very satisfied, or not sure-how satisfied are you with the City's following areas: Airport

	Frequency	Valid Percent
Valid Not Satisfied	51	5.0
Somewhat Satisfied	304	29.4
Very Satisfied	600	58.1
Not Sure	78	7.5
Total	1033	100.0

Q24q. From the following options-not satisfied, somewhat satisfied, very satisfied, or not sure-how satisfied are you with the City's following areas: Community Development

	Frequency	Valid Percent
Valid Not Satisfied	234	22.7
Somewhat Satisfied	460	44.6
Very Satisfied	197	19.1
Not Sure	140	13.6
Total	1031	100.0

Q24j. From the following options-not satisfied, somewhat satisfied, very satisfied, or not sure-how satisfied are you with the City's following areas: Economic Development

	Frequency	Valid Percent
Valid Not Satisfied	340	32.9
Somewhat Satisfied	419	40.5
Very Satisfied	169	16.4
Not Sure	106	10.2
Total	1034	100.0

Q24l. From the following options-not satisfied, somewhat satisfied, very satisfied, or not sure-how satisfied are you with the City's following areas: Human Resources

	Frequency	Valid Percent
Valid Not Satisfied	187	18.2
Somewhat Satisfied	355	34.5
Very Satisfied	212	20.6
Not Sure	275	26.7
Total	1029	100.0

Q24n. From the following options-not satisfied, somewhat satisfied, very satisfied, or not sure-how satisfied are you with the City's following areas: Engineering

	Frequency	Valid Percent
Valid Not Satisfied	154	14.9
Somewhat Satisfied	319	30.9
Very Satisfied	234	22.7
Not Sure	324	31.5
Total	1031	100.0

Q24p. From the following options-not satisfied, somewhat satisfied, very satisfied, or not sure-how satisfied are you with the City's following areas: Sun Metro

	Frequency	Valid Percent
Valid Not Satisfied	264	25.6
Somewhat Satisfied	313	30.4
Very Satisfied	203	19.7
Not Sure	252	24.4
Total	1032	100.0

Q24r. From the following options-not satisfied, somewhat satisfied, very satisfied, or not sure-how satisfied are you with the City's following areas: Consolidated Tax Office

	Frequency	Valid Percent
Valid Not Satisfied	229	22.3
Somewhat Satisfied	306	29.9
Very Satisfied	190	18.6
Not Sure	300	29.2
Total	1025	100.0

Q25. Have you ever visited the City's website?

	Frequency	Valid Percent
Valid Yes	387	37.5
No	646	62.5
Total	1033	100.0

Q26. Have you ever initiated contact with elected city officials (City Council representative or Mayor) in the last year?

		Frequency	Valid Percent
Valid	Yes	192	18.6
	No	841	81.4
Total		1034	100.0

Q27a. How is your contact most often made? Phone

		Frequency	Percent
Valid	Yes	70	6.8

Q27b. How is your contact most often made? In-person

		Frequency	Percent
Valid	Yes	89	8.6

Q27c. How is your contact most often made? E-mail

		Frequency	Percent
Valid	Yes	53	5.2

Q27d. How is your contact most often made? Writing

		Frequency	Percent
Valid	Yes	24	2.4

Q28. After interacting with elected officials, how would you rate your experience?

		Frequency	Valid Percent
Valid	Not Satisfied	60	31.6
	Somewhat Satisfied	74	39.1
	Very Satisfied	53	28.1
	Not Sure	2	1.2
Total		189	100.0

Q29a. Have you had contact with the City departments or their personnel, excluding elected officials, in the last year?

		Frequency	Valid Percent
Valid	Yes	270	26.1
	No	762	73.9
Total		1032	100.0

Q29b1. Which departments? Police

		Frequency	Percent
Valid	Yes	70	6.8

Q29b2. Which departments? Fire

		Frequency	Percent
Valid	Yes	35	3.4

Q29b3. Which departments? Parks and Recreation

		Frequency	Percent
Valid	Yes	16	1.5

Q29b4. Which departments? Zoo

		Frequency	Percent
Valid	Yes	3	.3

Q29b5. Which departments? Streets

		Frequency	Percent
Valid	Yes	15	1.5

Q29b6. Which departments? Planning and Development

		Frequency	Percent
Valid	Yes	22	2.1

Q29b7. Which departments? Solid Waste Management

		Frequency	Percent
Valid	Yes	35	3.4

Q29b8. Which departments? Libraries

		Frequency	Percent
Valid	Yes	7	.7

Q29b9. Which departments? Museums and Cultural Affairs

		Frequency	Percent
Valid	Yes	8	.7

Q29b10. Which departments? Economic Development

		Frequency	Percent
Valid	Yes	6	.6

Q29b11. Which departments? Building Permits and Inspections

	Frequency	Percent
Valid Yes	40	3.9

Q29b12. Which departments? Human Resources

	Frequency	Percent
Valid Yes	17	1.6

Q29b13. Which departments? Purchasing

	Frequency	Percent
Valid Yes	5	.5

Q29b14. Which departments? Engineering

	Frequency	Percent
Valid Yes	11	1.0

Q29b15. Which departments? Airport

	Frequency	Percent
Valid Yes	5	.4

Q29b16. Which departments? Sun Metro

	Frequency	Percent
Valid Yes	12	1.2

Q29b17. Which departments? Consolidated Tax Office

	Frequency	Percent
Valid Yes	38	3.7

Q29b18. Which departments? Other

	Frequency	Percent
Valid Yes	82	8.0

Q30a. After interacting with City employees, using the following options-not satisfied, satisfied, very satisfied, or not sure- how would you rate your experience with City employees in the following areas? Respectful Personal Treatment

	Frequency	Valid Percent
Valid Not Satisfied	44	16.4
Somewhat Satisfied	80	29.7
Very Satisfied	138	51.2
Not Sure	7	2.7
Total	269	100.0

Q30b. After interacting with City employees, using the following options-not satisfied, satisfied, very satisfied, or not sure- how would you rate your experience with City employees in the following areas? Helpfulness

	Frequency	Valid Percent
Valid Not Satisfied	51	18.8
Somewhat Satisfied	81	30.1
Very Satisfied	131	48.6
Not Sure	7	2.5
Total	269	100.0

Q30c. After interacting with City employees, using the following options-not satisfied, satisfied, very satisfied, or not sure- how would you rate your experience with City employees in the following areas? Knowledgeable

	Frequency	Valid Percent
Valid Not Satisfied	43	16.1
Somewhat Satisfied	78	29.0
Very Satisfied	139	51.5
Not Sure	9	3.4
Total	269	100.0

Q30d. After interacting with City employees, using the following options-not satisfied, satisfied, very satisfied, or not sure- how would you rate your experience with City employees in the following areas? Resolving issues in a timely manner

		Frequency	Valid Percent
Valid	Not Satisfied	76	28.4
	Somewhat Satisfied	70	26.1
	Very Satisfied	115	43.0
	Not Sure	7	2.5
	Total	268	100.0

Q30e. After interacting with City employees, using the following options-not satisfied, satisfied, very satisfied, or not sure- how would you rate your experience with City employees in the following areas? Your overall experience

		Frequency	Valid Percent
Valid	Not Satisfied	66	24.6
	Somewhat Satisfied	84	31.3
	Very Satisfied	118	44.0
	Total	269	100.0

Q31a. Using the following options- not successful, somewhat successful, very successful or not sure,- how successful do you think the City communicates with its citizens about: Infrastructure projects (building, road construction or damage repair)

		Frequency	Valid Percent
Valid	Not Successful	352	34.1
	Somewhat Successful	376	36.4
	Very Successful	148	14.3
	Not Sure	156	15.1
	Total	1032	100.0

Q31b. Using the following options- not successful, somewhat successful, very successful or not sure,- how successful do you think the City communicates with its citizens about: City Sponsored programs (such as Parks and Recreation, Zoo, Library and Cultural Affairs)

		Frequency	Valid Percent
Valid	Not Successful	279	27.1
	Somewhat Successful	411	39.9
	Very Successful	184	17.8
	Not Sure	156	15.2
	Total	1031	100.0

Q31c. Using the following options- not successful, somewhat successful, very successful or not sure,- how successful do you think the City communicates with its citizens about: City Regulations,Policies & Ordinances

		Frequency	Valid Percent
Valid	Not Successful	248	24.1
	Somewhat Successful	365	35.4
	Very Successful	255	24.8
	Not Sure	162	15.7
	Total	1030	100.0

Q32. Do you think the City provides its citizens adequate opportunities to be involved in local government?

	Frequency	Valid Percent
Valid Yes	505	49.2
No	520	50.8
Total	1025	100.0

Q33. Are you currently involved in a neighborhood association?

	Frequency	Valid Percent
Valid Yes	147	14.3
No	886	85.7
Total	1033	100.0

Q34. Age

	Frequency	Valid Percent
Valid 18 to 25	110	10.9
26 to 35	156	15.5
36 to 45	183	18.1
46 to 55	181	17.9
56 to 65	192	19.0
66 and over	189	18.7
Total	1011	100.0

Q35. How many years have you lived in El Paso?

	Frequency	Valid Percent
Valid 10 or less	190	18.7
11 to 20	229	22.6
21 to 30	168	16.6
31 to 40	156	15.4
41 to 50	128	12.6
51 to 60	92	9.1
61 or more	50	4.9
Total	1013	100.0

Q36. How many individuals live in your household?

	Frequency	Valid Percent
Valid 0	4	.4
1	107	10.4
2	299	29.0
3	180	17.5
4	216	21.0
5	142	13.8
6	64	6.2
7	11	1.1
8	5	.5
9	1	.1
10	1	.1
Total	1028	100.0

Q37. How many children 18 years of age or younger live in your household?

	Frequency	Valid Percent
Valid 0	548	53.4
1	180	17.6
2	161	15.7
3	95	9.2
4	34	3.3
5	6	.6
6	2	.2
8	1	.1
Total	1026	100.0

Q38. What is your occupation?

	Frequency	Valid Percent
Valid Management	27	2.6
Business & Financial	20	2.0
Computer & Mathematical	8	.8
Architecture & Engineering	10	1.0
Community & Social Service	6	.6
Legal	3	.3
Education, Training, & Library	56	5.5
Arts, Design, Entertainment, Sports, & Media	10	1.0
Healthcare & Medical	32	3.2
Protective Services	2	.2
Food Preparation & Serving	15	1.5
Building & Grounds Cleaning & Maintenance	7	.6
Personal Care & Service	17	1.7
Sales & Related	29	2.8
Office & Administration Support	12	1.1
Construction & Extraction	20	2.0
Installation, Maintenance and Repair	12	1.2
Production & Manufacturing	10	1.0
Military	18	1.7
Homemaker	198	19.3
Retired	250	24.4
Student	98	9.6
Unemployed	26	2.6
Other	137	13.4
Total	1025	100.0

Q39. Do you rent or own and what kind of residence is it?

	Frequency	Valid Percent
Valid Rent a house	112	10.8
Rent a condominium or townhouse	15	1.4
Rent an apartment	70	6.8
Rent a mobile home	13	1.3
Own a house	792	76.9
Own a condominium or townhouse	9	.9
Own a mobile home	13	1.3
Refuse to answer/Don't Know	6	.6
Total	1030	100.0

Q40. What was the last formal education you completed?

	Frequency	Valid Percent
Valid Did not go to high school	86	8.4
Did not complete high school	59	5.8
High school graduate or equivalent	237	23.0
Some college	247	24.0
Associate's degree	78	7.6
College graduate	213	20.7
Graduate degree	85	8.3
Trade School	23	2.2
Total	1028	100.0

Q41. What is your racial or ethnic affiliation?

	Frequency	Valid Percent
Valid Caucasian	203	19.9
African-American	34	3.3
Hispanic	724	70.8
Asian-American	4	.4
Native American	6	.6
Other	52	5.1
Total	1023	100.0

Q42. What is your total household income before taxes?

		Frequency	Valid Percent
Valid	\$10,000 or less	57	8.7
	\$10,001 - \$20,000	101	15.2
	\$20,001 - \$30,000	87	13.2
	\$30,001 - \$40,000	82	12.4
	\$40,001 - \$50,000	67	10.1
	\$50,001 - \$60,000	64	9.8
	\$60,001 - \$70,000	47	7.1
	\$70,001 - \$80,000	38	5.7
	\$80,001 - \$90,000	30	4.5
	\$90,001 - \$100,000	34	5.1
	Over \$100,000	54	8.1
	Total	660	100.0

Q43. Gender

		Frequency	Valid Percent
Valid	Male	464	44.9
	Female	570	55.1
	Total	1034	100.0

Area of Town

		Frequency	Valid Percent
Valid	Northeast	181	17.6
	West	168	16.3
	Central	120	11.6
	East/Far East	324	31.3
	Lower Valley/Socorro	168	16.3
	Non-El Paso	72	7.0
	Total	1034	100.0