



Dear Resident,

The City of College Station's mission is to provide you with high quality, reliable services as efficiently as possible. Our community has grown significantly in recent years, and we expect that growth to continue in the coming decades. This short survey represents a proactive effort to help us responsibly and effectively plan for College Station's future while also identifying and prioritizing our current needs.

You have been randomly selected to participate. For us to compile accurate information, **it's extremely important for you to take a few minutes to complete this survey and return it within the next seven days.** Your specific answers will be completely anonymous. Simply fold and tape the survey so the return address to National Service Research is visible and drop it in the mail.

If you'd prefer, you may complete the survey online by visiting [cstx.gov](http://cstx.gov) and clicking the **2016 Citizen Survey** feature.

Thank you for your valuable participation!

**Kelly Templin, City Manager**  
City of College Station

- No. 1 Best Places in Texas for Business/Careers (*Forbes*)
- No. 3 Great Places to Live (*Kiplinger*)
- No. 8 Best-Performing Small Metro in U.S. (Milken Institute)

**Questions? Email us at [survey@cstx.gov](mailto:survey@cstx.gov) or call 979-764-3768**

## City of College Station Citizen Survey

### 1. How **IMPORTANT** are these city services to you:

		VERY IMPORTANT	SOMEWHAT IMPORTANT	SOMEWHAT UNIMPORTANT	NOT IMPORTANT AT ALL
<b>A</b>	Attracting business and jobs	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>B</b>	Attracting tourism	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>C</b>	Programs to retain and support existing businesses	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>D</b>	Enforcing traffic laws	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>E</b>	Code enforcement services	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>F</b>	Educating the public on crime prevention	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>G</b>	Animal control services	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>H</b>	Maintaining streets and roads	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>I</b>	Biking/walking facilities ( <i>sidewalks, trails, bikeways, etc.</i> )	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>J</b>	Managing traffic congestion	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>K</b>	Maintaining appearance of parks	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>L</b>	Providing a variety of youth recreation programs	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>M</b>	Providing a variety of adult recreation programs	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>N</b>	Library services	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>O</b>	Senior citizen services	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>P</b>	Special events ( <i>Starlight Music Series, Christmas in the Park, etc.</i> )	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>Q</b>	Managing trash and recycling collection	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>R</b>	Managing stormwater drainage	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>S</b>	Police Department services	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>T</b>	Fire Department services	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>

**1a. Which **THREE** services above are the **MOST** important to you?**  
(write in the letter to the left of the characteristic in the blanks)

1st \_\_\_\_\_ 2nd \_\_\_\_\_ 3rd \_\_\_\_\_

**2. Rate the QUALITY of these College Station city services:**

	EXCELLENT	GOOD	FAIR	POOR	NO OPINION
Attracting business and jobs	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Attracting tourism	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Programs to retain/support existing businesses	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Enforcing traffic laws	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Code enforcement services	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Educating the public on crime prevention	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Animal control services	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Maintaining streets and roads	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Biking/walking facilities ( <i>sidewalks, trails, bikeways</i> )	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Managing traffic congestion	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Maintaining the appearance of parks	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Providing a variety of youth recreation programs	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Providing a variety of adult recreation programs	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Library services	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Senior citizen services	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Special events ( <i>Starlight, Christmas in the Park, etc.</i> )	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Managing trash and recycling collection	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Managing stormwater drainage	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Police Department services	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Fire Department services	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Water services	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Wastewater services (sewer)	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Electric utility services	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

**3. Do you have any additional comments about specific city services or departments?**

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**4. How would you rate:**

	EXCELLENT	GOOD	FAIR	POOR
College Station as a place to live?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
Your neighborhood as a place to live?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
College Station as a place to raise a family?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
College Station as a place to do business?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
College Station as a place to work?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
College Station as a place to retire?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
College Station's overall image/reputation?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
The value of services you receive for your tax dollars	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
The overall quality of city services	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>

**5. What do you value MOST about living in College Station?**

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6. If you could change **ONE THING** about College Station, what would it be?

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7. What would you say should be College Station's highest priority?

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8. What types of retail and commercial development would you like to see in College Station?

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9. How likely are you to recommend College Station as a place to live?

- 1  Very likely      2  Somewhat likely      3  Somewhat unlikely      4  Not likely

10. Do you agree with this statement? "College Station is moving in the right direction as a community."

- 1  Strongly Agree      2  Agree somewhat      3  Somewhat disagree      4  Strongly Disagree

11. How **IMPORTANT** to you are the following community characteristics:

		VERY IMPORTANT	IMPORTANT	SOMEWHAT UNIMPORTANT	NOT IMPORTANT AT ALL
<b>A</b>	Quality shopping opportunities	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>B</b>	Overall appearance of College Station	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>C</b>	Appearance of neighborhoods	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>D</b>	Availability of medical/health care facilities	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>E</b>	Recreational opportunities	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>F</b>	Educational opportunities	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>G</b>	Entertainment opportunities	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>H</b>	Cultural activities	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>I</b>	Opportunities to participate in local government	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>J</b>	Ease of car travel around town	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>K</b>	Job opportunities	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>L</b>	Business opportunities	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>M</b>	Support of sustainability, environmental and green issues	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>N</b>	Volunteer opportunities	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>O</b>	Quality of business and service establishments	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>P</b>	Quality of new development	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>Q</b>	Availability of open space	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>R</b>	Ease of bicycle travel around town	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>S</b>	Sense of community	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
<b>T</b>	Availability of quality affordable housing	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>

11a. Which **THREE** characteristics above are the **MOST** important to you? 1st \_\_\_\_\_ 2nd \_\_\_\_\_ 3rd \_\_\_\_\_  
*(write in the letter to the left of the characteristic in the blanks)*

12. Have you had any contact with a city employee(s) in the last 12 months? 1  Yes      2  No *(skip to question No. 13)*

12a. Rate your impression with the city employee(s) regarding their courtesy, knowledge and responsiveness:

- 1  Excellent      2  Good      3  Fair      4  Poor

12b. How could the city's customer service be improved? *(please indicate specific department(s))*

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**13. In general, how safe do you feel in your neighborhood?**

- 1  Very safe      2  Somewhat safe      3  Somewhat unsafe      4  Not safe

**14. Do you think crime in College Station is increasing or decreasing?**

- 1  Increasing      2  Decreasing      3  Staying the same      4  Don't know

**15. How do you PREFER to get information about city government activities? (check all that apply)**

- 1  (A) City website (cstx.gov)      3  (C) City cable channel (Ch. 19)      5  (E) Utility bill newsletter      7  (G) Social media (Facebook, Twitter, etc.)  
 2  (B) Local newspapers      4  (D) Local radio stations      6  (F) Local TV stations      8  (H) Other \_\_\_\_\_

**15a. Which THREE methods above are the MOST important to you?** 1st \_\_\_\_\_ 2nd \_\_\_\_\_ 3rd \_\_\_\_\_  
 (write in the letter to the left of the activity in the blanks)

**16. Do you receive enough information about city programs, activities and events?** 1  Yes      2  No

**17. How could the city improve its public communication efforts?**

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**18. How would you rate the QUALITY of these municipal buildings and facilities:**

	EXCELLENT	GOOD	FAIR	POOR	NO OPINION
Southwood Community Center	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Lincoln Recreation Center	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
College Station City Hall	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Municipal Court	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

**19. How IMPORTANT is it for the city to provide additional facilities for:**

	VERY IMPORTANT	SOMEWHAT IMPORTANT	SOMEWHAT UNIMPORTANT	NOT IMPORTANT AT ALL
Senior activities and programs	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
Youth activities and programs	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
Community meeting and activity space	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
City offices and services	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>

**20. Do you have any additional comments about College Station's municipal buildings and facilities?**

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**21. How many years have you lived in College Station?**

- 1  Less than 3 years      2  3 to 6 years      3  7 to 10 years      4  11 to 20 years      5  More than 20 years

**22. What is your age?**

- 1  24 or under      2  25-34      3  35-44      4  45-54      5  55-64      6  65 or older

**23. How many people age 19 and older live in your household:**

- 1  One      2  Two      3  Three      4  Four      5  Five      6  Six or more

**24. What age groups are represented by children in your household? (check all that apply)**

- 1  Under 6 years old      2  6 to 12 years old      3  13 to 15 years old      4  16 to 18 years old      5  None under 19 in household

**25. Which of the following best describes the kind of dwelling you live in?**

- 1  Single-family unit      3  Apartment      5  Duplex      7  Other \_\_\_\_\_  
 2  Condominium      4  Mobile home/trailer      6  Townhome

**26. What is the highest level of education you have completed?**

- 1  Less than high school      3  Graduated high school      5  Some college or technical school  
 2  Graduated college      4  Graduate degree

**27. What is your gender?**

- 1  Male      2  Female

**28. Do you own or rent where you are currently living?**

- 1  Own      2  Rent

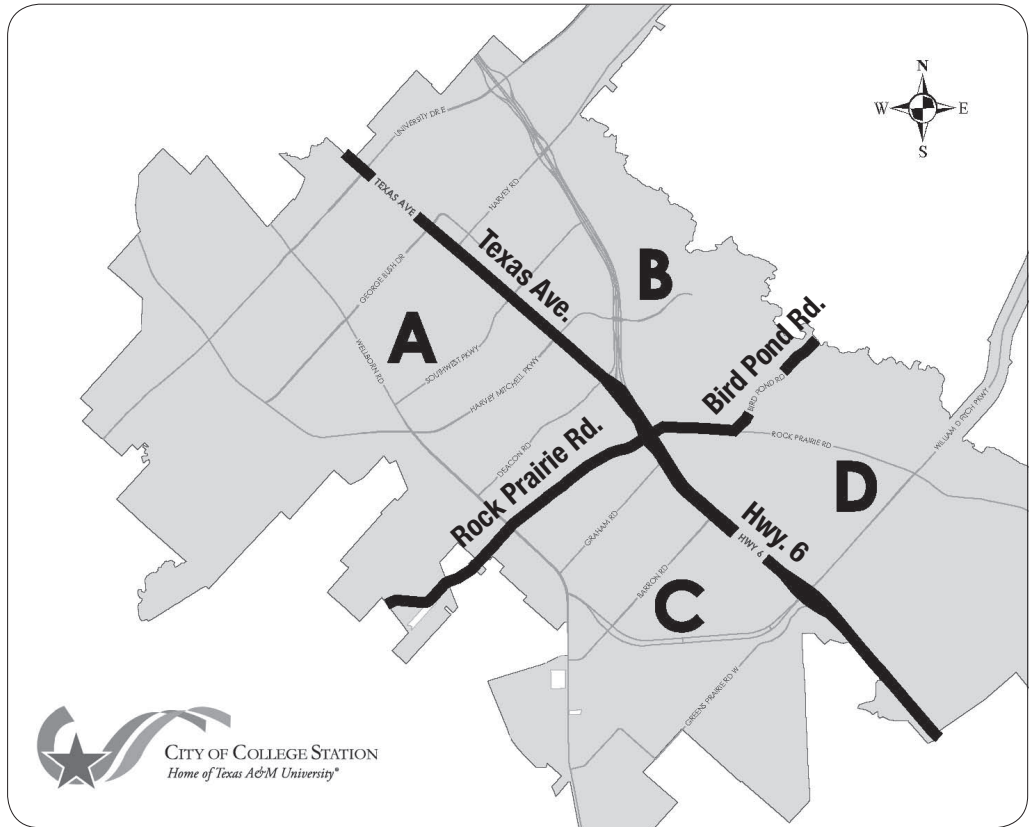
**29. Do you attend Blinn College or Texas A&M?**

- 1  Blinn  
2  Texas A&M  
3  Neither

**30. In what area of College Station do you live?**

*(locate your area of residence on the map at right)*

- 1  **A**      2  **B**  
3  **C**      4  **D**





CITY OF COLLEGE STATION  
*Home of Texas A&M University®*

P. O. Box 9960  
College Station, TX 77842

***Help set the course for College Station's future by participating  
in this important citizen survey. We value your feedback!***