

2025 League City Community Survey Findings Report

Presented to the City of
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ETC
INSTITUTE

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Executive Summary

2025 League City Community Survey Executive Summary



Purpose

ETC Institute administered a community survey for League City during the fall of 2025. 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 fourth 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.

After the surveys were mailed, ETC Institute sent follow-up messages and social media ads to the households that received the survey to encourage participation. The messages and 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 406 households completing a survey. The results for the random sample of 406 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 2023 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

Ninety-four percent (94%) of those surveyed, *who had an opinion*, indicated League City is an “excellent” or “good” place to raise children, which is significantly higher than the national average of 57%. Ninety-two percent (92%) of the residents surveyed, *who had an opinion*, also indicated League City is an “excellent” or “good” place to live, which is significantly higher than the national average of 55%.

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 fire services (93%), the quality of police services (90%), the overall quality of trash and recycling services (88%), the overall quality of parks and recreation programs and facilities (87%), and overall quality of library services (82%).

Most Important City Services. The major categories of city services that 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 (85%), Animal Service’s pet adoption and rescue efforts (79%), how quickly police respond to emergencies (79%), 9-1-1 service provided by operators (78%), and overall quality of Animal Services (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 (79%).

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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) visibility of police in commercial and retail areas.

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 (93%), the quality of facilities at League City parks (84%), the quality of outdoor athletic fields in League City (77%), and the number of City parks/green space (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 quality of library services (84%), the overall facility appearance (82%), and the availability of materials (77%).

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 quality of facilities at League City parks, and 3) the number of City parks/green space.

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 cleanliness of streets and other public areas (82%), the condition of neighborhood streets (78%), the condition of street signs and traffic signals (77%), the condition of major streets (73%), and mowing/tree trimming along streets/other public areas (72%).

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) speed of road work repair, and 3) condition of street drainage/water drainage.

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 (89%), curbside recycling services (85%), and water treatment services (80%).

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: enforcing sign regulations (62%), enforcement of yard parking regulations in neighborhoods (61%), and enforcing clean-up of junk and debris on private property (60%).

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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 mowing and cutting of weeds and grass on private property, and 3) enforcing exterior maintenance of commercial/business property.

Sources of Information. The most common sources for information about the city were: the City website (63%), City Matters quarterly publication (62%), Facebook (61%), and the "City Manager's Week in Review" electronic newsletter (33%). *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 (76%) and the City Facebook page (57%). *Multiple selections could be made.*

Other Findings

- Nearly all (98%) of the residents surveyed, *who had an opinion*, feel "very safe" or "safe" walking in their neighborhood during the day, and 90% of residents, *who had an opinion*, feel "very safe" or "safe" overall in League City.
- Nearly three-fourths (74%) of residents, *who had an opinion*, indicated they would support a westside recreation center that is similar to Hometown Heroes Park. Additionally, 71% of residents, *who had an opinion*, would support a westside recreation center that incorporates a library and park.
- Ninety percent (90%) of residents, *who had an opinion*, were either "very satisfied" or "satisfied" with quality of life in League City; 85% of residents, *who had an opinion*, were either "very satisfied" or "satisfied" with the reputation of League City, and 77% *who had an opinion* were "very satisfied" or "satisfied" with the city's overall appearance.
- Twenty-four percent (24%) of residents have called the City with a question, problem or complaint during the past year. Of those who have called the City, 94% *who had an opinion* were either "very satisfied" or "satisfied" with the courteousness of staff, 83% were either "very satisfied" or "satisfied" with the accuracy of information and assistance given, and 83% *who had an opinion* were either "very satisfied" or "satisfied" with how easy it was to contact City employees.
- Eighty-one percent (81%) 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; 70% *who had an opinion* thought retail/restaurants were a "very important" or "important," and 70% *who had an opinion* thought family-oriented entertainment was 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: League City Parkway (Hobbs to IH 45) (49%), Main Street (Maple Leaf to I-45) (47%), FM 646 (FM 517 to I-45) (39%), Main Street (I-45 to Texas Ave.) (39%), and League City Parkway (IH 45 to FM 270) (36%).
- 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; 95% of residents rated the quality of public schools as a “very important” or “somewhat important” reason for living in League City, and 94% selected availability of parks and recreation opportunities 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) public infrastructure programs related to traffic and mobility, 2) law enforcement personnel, programs and activities, and 3) flood control.

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Trends Since 2023

In 2025, satisfaction ratings for League City were higher in 68 of the 97 areas that were assessed from 2023. The tables below and on the following page show how the 2025 results compare to 2023:

Service	2025	2023	Difference	Category
How well your issue was handled	74.2%	59.4%	14.8%	Interaction with City Employees
Overall quality of trash and recycling services	88.3%	74.8%	13.5%	Major Categories of City Services
Curbside recycling services	84.7%	72.7%	12.0%	Trash Services and Water Utilities
Enforcing sign regulations	61.8%	50.1%	11.7%	Code Enforcement
Accuracy of information and assistance given	82.7%	71.3%	11.4%	Interaction with City Employees
Enforcing exterior maintenance of residential property	58.4%	47.8%	10.6%	Code Enforcement
Senior citizen programs in League City	63.7%	54.5%	9.2%	Parks and Recreation
Enforcing mowing & cutting of weeds & grass on private property	56.4%	47.5%	8.9%	Code Enforcement
Fire inspection programs in your community	62.7%	54.0%	8.7%	Fire Services
Overall drainage and stormwater efforts	68.1%	60.0%	8.1%	Major Categories of City Services
Condition of street drainage/water drainage	62.5%	54.7%	7.8%	Public Works Services
How quickly staff responded to your request	75.2%	67.7%	7.5%	Interaction with City Employees
Condition of sidewalks in your neighborhood	52.9%	45.5%	7.4%	Public Works Services
Fire education programs in your community	65.3%	58.4%	6.9%	Fire Services
Utility billing services	73.6%	66.7%	6.9%	Trash Services and Water Utilities
Enforcing clean-up of junk & debris on private property in your community	59.7%	52.9%	6.8%	Code Enforcement
Adequacy of street lighting in League City	55.9%	49.2%	6.7%	Public Works Services
Cleanliness of streets and other public areas	81.9%	75.2%	6.7%	Public Works Services
City efforts to remove abandoned or inoperative vehicles	57.5%	50.8%	6.7%	Code Enforcement
Adult programs in League City	62.1%	55.5%	6.6%	Parks and Recreation
How easy they were to contact	82.5%	76.1%	6.4%	Interaction with City Employees
Residential trash collection services	88.8%	82.6%	6.2%	Trash Services and Water Utilities
Number of walking/biking trails in League City	65.7%	59.8%	5.9%	Parks and Recreation
Enforcing exterior maintenance of commercial/ business property	57.0%	51.1%	5.9%	Code Enforcement
Courteousness of staff	93.8%	88.3%	5.5%	Interaction with City Employees
Quality of street repair	59.1%	54.0%	5.1%	Public Works Services
Overall effectiveness of communication by League City	79.3%	74.8%	4.5%	Major Categories of City Services
Overall value that you receive for your city tax dollars & fees	70.9%	66.5%	4.4%	Perceptions of the City
Animal Service's enforcement of animal codes	66.0%	61.7%	4.3%	Police Services/Animal Services
Enforcement of yard parking regulations in your neighborhood	61.4%	57.2%	4.2%	Code Enforcement
Bulky item pick-up/removal services	72.8%	68.7%	4.1%	Trash Services and Water Utilities
Walking in your neighborhood after dark	75.7%	71.8%	3.9%	Feeling of Safety in Various Situations
Walking in your neighborhood during the day	97.8%	94.1%	3.7%	Feeling of Safety in Various Situations
Condition of streets in your neighborhood	77.5%	73.8%	3.7%	Public Works Services
Quality of fire services	92.6%	89.0%	3.6%	Major Categories of City Services
Overall quality of Animal Services	76.3%	72.7%	3.6%	Police Services/Animal Services
Overall quality of parks and recreation programs & facilities	86.7%	83.3%	3.4%	Major Categories of City Services
Overall appearance of League City	76.5%	73.1%	3.4%	Perceptions of the City
As a place to work	73.6%	70.5%	3.1%	Overall Ratings of the City
Enforcement of local codes and ordinances	62.0%	58.9%	3.1%	Major Categories of City Services
Quality of outdoor athletic fields in League City	77.3%	74.2%	3.1%	Parks and Recreation
As a place to retire	71.2%	68.1%	3.1%	Overall Ratings of the City
Animal Service's pet adoption and rescue efforts	79.4%	76.5%	2.9%	Police Services/Animal Services
How quickly police respond to emergencies	79.4%	76.5%	2.9%	Police Services/Animal Services
Walking on League City trails/parks	71.1%	68.3%	2.8%	Feeling of Safety in Various Situations

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Trends Since 2023 (Cont.)

Service	2025	2023	Difference	Category
Quality of life in League City	89.8%	87.1%	2.7%	Perceptions of the City
Leadership of elected officials including Mayor and City Council	55.3%	52.6%	2.7%	Perceptions of the City
How quickly EMS personnel respond	77.3%	74.6%	2.7%	EMS Services
Overall maintenance of city streets, sidewalks and utilities	67.3%	64.7%	2.6%	Major Categories of City Services
Water treatment services	80.3%	77.7%	2.6%	Trash Services and Water Utilities
Overall feeling of safety in League City	90.1%	87.6%	2.5%	Feeling of Safety in Various Situations
Mowing/tree trimming along streets/other public areas	71.7%	69.2%	2.5%	Public Works Services
Speed of road work repair	39.5%	37.0%	2.5%	Public Works Services
Condition of major streets in League City	73.1%	70.9%	2.2%	Public Works Services
Reputation of League City	84.9%	82.9%	2.0%	Perceptions of the City
9-1-1 service provided by operators	78.4%	76.7%	1.7%	Police Services/Animal Services
Quality of League City government services	72.7%	71.4%	1.3%	Perceptions of the City
How quickly fire services personnel respond	77.3%	76.0%	1.3%	Fire Services
Efficiency in water line repair	72.6%	71.3%	1.3%	Trash Services and Water Utilities
Number of City parks/green space	71.2%	70.1%	1.1%	Parks and Recreation
Availability of meeting space in League City	62.2%	61.2%	1.0%	Parks and Recreation
Maintenance of League City parks	92.5%	91.6%	0.9%	Parks and Recreation
As a place to raise children	94.1%	93.2%	0.9%	Overall Ratings of the City
Quality of adult programs/classes	61.3%	60.6%	0.7%	Library Services
Overall quality of customer service provided by City of League City	76.2%	75.6%	0.6%	Major Categories of City Services
Quality of tween/teen programs/classes	59.7%	59.2%	0.5%	Library Services
Quality of children programs/classes	68.3%	68.0%	0.3%	Library Services
Quality of drinking water	73.2%	73.1%	0.1%	Trash Services and Water Utilities
Overall quality of fire services	82.2%	82.2%	0.0%	Fire Services
Visibility of police in commercial and retail areas	65.1%	65.2%	-0.1%	Police Services/Animal Services
As a place you are proud to call home	85.6%	86.1%	-0.5%	Overall Ratings of the City
Quality of police services	89.9%	90.4%	-0.5%	Major Categories of City Services
Overall quality of EMS	79.3%	79.8%	-0.5%	EMS Services
Condition of street signs and traffic signals	76.9%	77.4%	-0.5%	Public Works Services
How well League City is planning growth	46.1%	46.8%	-0.7%	Perceptions of the City
Management of traffic flow	37.2%	37.9%	-0.7%	Public Works Services
Overall quality of library services	82.2%	83.0%	-0.8%	Major Categories of City Services
Overall quality of new development	55.4%	56.5%	-1.1%	Residential and Commercial Areas
Availability of materials	77.0%	78.1%	-1.1%	Library Services
Efforts by League City to prevent crime	74.7%	75.9%	-1.2%	Police Services/Animal Services
Leadership of City Manager	58.6%	59.9%	-1.3%	Perceptions of the City
As a city moving in the right direction	64.8%	66.3%	-1.5%	Overall Ratings of the City
Overall efforts by League City to ensure the community is prepared for emergencies	81.5%	83.1%	-1.6%	Major Categories of City Services
Quality of library services	84.3%	85.9%	-1.6%	Library Services
As a place to visit	54.7%	56.5%	-1.8%	Overall Ratings of the City
Visibility of police in neighborhoods	62.2%	64.0%	-1.8%	Police Services/Animal Services
Youth programs in League City	69.2%	71.0%	-1.8%	Parks and Recreation
Enforcement of City traffic laws	61.8%	64.0%	-2.2%	Police Services/Animal Services
Police safety awareness education programs	61.1%	63.5%	-2.4%	Police Services/Animal Services
Overall quality of city police protection	84.6%	87.3%	-2.7%	Police Services/Animal Services
As a place to live	91.6%	94.5%	-2.9%	Overall Ratings of the City
Location of library	76.9%	80.1%	-3.2%	Library Services
Overall facility appearance	82.2%	86.1%	-3.9%	Library Services
Quality of facilities at League City parks	83.7%	87.7%	-4.0%	Parks and Recreation
Ease of registering for City programs	62.7%	66.7%	-4.0%	Parks and Recreation
Overall flow of traffic and congestion management	37.7%	41.8%	-4.1%	Major Categories of City Services
Overall design or layout of residential & commercial areas	60.6%	64.9%	-4.3%	Residential and Commercial Areas

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How League City Compares to Other Communities Nationally

Satisfaction ratings for League City **rated above the U.S. average in 55 of the 56 areas** that were assessed. League City rated **significantly higher than the U.S. average (difference of 5% or more)** in 53 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
Overall effectiveness of communication	79.3%	37.2%	42.1%	Major Categories of City Services
Reputation of the City	84.9%	44.6%	40.3%	Perceptions of the City
Overall quality of parks and recreation programs & facilities	86.7%	48.3%	38.4%	Major Categories of City Services
Overall quality of trash and recycling services	88.3%	50.1%	38.2%	Major Categories of City Services
Overall quality of customer service provided	76.2%	38.0%	38.2%	Major Categories of City Services
Overall value received for city tax dollars/fees	70.9%	32.7%	38.2%	Perceptions of the City
As a place to raise children	94.1%	56.7%	37.4%	Overall Ratings of the City
Overall efforts by League City to ensure the community is prepared for emergencies	81.5%	44.3%	37.2%	Major Categories of City Services
As a place to live	91.6%	54.7%	36.9%	Overall Ratings of the City
Overall quality of city police protection	84.6%	49.0%	35.6%	Police Services/Animal Services
Condition of streets in your neighborhood	77.5%	43.2%	34.3%	Public Works Services
Overall feeling of safety in the City	90.1%	57.3%	32.8%	Feeling of Safety in Various Situations
Cleanliness of streets and other public areas	81.9%	49.2%	32.7%	Public Works Services
Curbside recycling services	84.7%	52.6%	32.1%	Trash Services/Water Utilities
Overall quality of Animal Services	76.3%	45.7%	30.6%	Police Services/Animal Services
Overall maintenance of city streets, sidewalks and utilities	67.3%	37.5%	29.8%	Major Categories of City Services
Quality of City government services	72.7%	42.9%	29.8%	Perceptions of the City
Condition of major streets in the City	73.1%	43.5%	29.6%	Public Works Services
Overall appearance of the City	76.5%	47.6%	28.9%	Perceptions of the City
Efforts by the City to prevent crime	74.7%	46.0%	28.7%	Police Services/Animal Services
Residential trash collection services	88.8%	60.8%	28.0%	Trash Services/Water Utilities
How quickly police respond to emergencies	79.4%	51.7%	27.7%	Police Services/Animal Services
Bulky item pick-up/removal services	72.8%	45.3%	27.5%	Trash Services/Water Utilities
As a place to work	73.6%	46.7%	26.9%	Overall Ratings of the City
Walking in your neighborhood during the day	97.8%	72.3%	25.5%	Feeling of Safety in Various Situations

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

Service	League City	U.S.	Difference	Category
As a place to retire	71.2%	47.3%	23.9%	Overall Ratings of the City
Overall quality of library services	82.2%	58.8%	23.4%	Major Categories of City Services
Condition of street signs and traffic signals	76.9%	54.4%	22.5%	Public Works Services
Mowing/tree trimming along streets/other public areas	71.7%	49.3%	22.4%	Public Works Services
Leadership of the City Manager	58.6%	36.3%	22.3%	Perceptions of the City
Enforcement of local codes and ordinances	62.0%	39.9%	22.1%	Major Categories of City Services
Quality of drinking water	73.2%	52.7%	20.5%	Trash Services/Water Utilities
Overall drainage and stormwater efforts	68.1%	48.5%	19.6%	Major Categories of City Services
Walking in your neighborhood after dark	75.7%	56.2%	19.5%	Feeling of Safety in Various Situations
Police safety awareness education programs	61.1%	42.1%	19.0%	Police Services/Animal Services
Walking on City trails/parks	71.1%	52.4%	18.7%	Feeling of Safety in Various Situations
Leadership of elected officials	55.3%	36.7%	18.6%	Perceptions of the City
Enforcing clean-up of junk & debris on private property in your community	59.7%	42.5%	17.2%	Code Enforcement
Enforcing sign regulations	61.8%	44.9%	16.9%	Code Enforcement
Visibility of police in commercial and retail areas	65.1%	48.7%	16.4%	Police Services/Animal Services
Enforcing exterior maintenance of residential property	58.4%	42.1%	16.3%	Code Enforcement
Enforcement of City traffic laws	61.8%	46.6%	15.2%	Police Services/Animal Services
Overall quality of fire services	82.2%	68.0%	14.2%	Fire and EMS Services
Overall quality of EMS	79.3%	65.2%	14.1%	Fire and EMS Services
How quickly EMS personnel respond	77.3%	63.6%	13.7%	Fire and EMS Services
Fire education programs in your community	65.3%	51.9%	13.4%	Fire and EMS Services
Enforcing mowing & cutting of weeds & grass on private property	56.4%	43.1%	13.3%	Code Enforcement
Enforcing exterior maintenance of commercial/ business property	57.0%	44.7%	12.3%	Code Enforcement
Visibility of police in neighborhoods	62.2%	50.3%	11.9%	Police Services/Animal Services
Fire inspection programs in your community	62.7%	50.9%	11.8%	Fire and EMS Services
How quickly fire services personnel respond	77.3%	66.4%	10.9%	Fire and EMS Services
Condition of sidewalks in your neighborhood	52.9%	42.8%	10.1%	Public Works Services
How well the City is planning growth	46.1%	37.4%	8.7%	Perceptions of the City
Adequacy of street lighting in the City	55.9%	52.4%	3.5%	Public Works Services
As a place to visit	54.7%	52.3%	2.4%	Overall Ratings of the City
Overall flow of traffic and congestion management	37.7%	43.2%	-5.5%	Major Categories of City Services

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

Satisfaction ratings for League City **rated above the Texas average in 55 of the 56 areas** that were assessed. League City rated significantly higher than the Texas average (difference of 5% or more) in all 55 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
Overall effectiveness of communication	79.3%	25.8%	53.5%	Major Categories of City Services
Reputation of the City	84.9%	34.4%	50.5%	Perceptions of the City
Overall efforts by League City to ensure the community is prepared for emergencies	81.5%	34.4%	47.1%	Major Categories of City Services
Overall quality of parks and recreation programs & facilities	86.7%	41.9%	44.8%	Major Categories of City Services
As a place to raise children	94.1%	50.6%	43.5%	Overall Ratings of the City
Overall quality of customer service provided	76.2%	33.6%	42.6%	Major Categories of City Services
As a place to live	91.6%	49.7%	41.9%	Overall Ratings of the City
Overall value received for city tax dollars/fees	70.9%	29.3%	41.6%	Perceptions of the City
Overall maintenance of city streets, sidewalks and utilities	67.3%	26.5%	40.8%	Major Categories of City Services
Overall quality of city police protection	84.6%	43.8%	40.8%	Police Services/Animal Services
Overall quality of trash and recycling services	88.3%	47.7%	40.6%	Major Categories of City Services
Efforts by the City to prevent crime	74.7%	37.1%	37.6%	Police Services/Animal Services
Overall quality of library services	82.2%	44.9%	37.3%	Major Categories of City Services
Condition of streets in your neighborhood	77.5%	41.0%	36.5%	Public Works Services
Overall feeling of safety in the City	90.1%	53.7%	36.4%	Feeling of Safety in Various Situations
Cleanliness of streets and other public areas	81.9%	49.7%	32.2%	Public Works Services
Overall appearance of the City	76.5%	44.4%	32.1%	Perceptions of the City
Curbside recycling services	84.7%	53.9%	30.8%	Trash Services/Water Utilities
Overall drainage and stormwater efforts	68.1%	37.4%	30.7%	Major Categories of City Services
Walking in your neighborhood during the day	97.8%	67.4%	30.4%	Feeling of Safety in Various Situations
Condition of major streets in the City	73.1%	43.5%	29.6%	Public Works Services
How quickly police respond to emergencies	79.4%	50.0%	29.4%	Police Services/Animal Services
Quality of City government services	72.7%	43.6%	29.1%	Perceptions of the City
Quality of drinking water	73.2%	45.0%	28.2%	Trash Services/Water Utilities
Police safety awareness education programs	61.1%	34.1%	27.0%	Police Services/Animal Services

2025 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 fire services	82.2%	56.0%	26.2%	Fire and EMS Services
Overall quality of Animal Services	76.3%	50.3%	26.0%	Police Services/Animal Services
Walking in your neighborhood after dark	75.7%	50.2%	25.5%	Feeling of Safety in Various Situations
Bulky item pick-up/removal services	72.8%	47.7%	25.1%	Trash Services/Water Utilities
How quickly EMS personnel respond	77.3%	52.6%	24.7%	Fire and EMS Services
Walking on City trails/parks	71.1%	46.5%	24.6%	Feeling of Safety in Various Situations
As a place to retire	71.2%	47.0%	24.2%	Overall Ratings of the City
Enforcement of local codes and ordinances	62.0%	37.9%	24.1%	Major Categories of City Services
Residential trash collection services	88.8%	64.7%	24.1%	Trash Services/Water Utilities
Mowing/tree trimming along streets/other public areas	71.7%	47.7%	24.0%	Public Works Services
As a place to work	73.6%	50.2%	23.4%	Overall Ratings of the City
Overall quality of EMS	79.3%	55.9%	23.4%	Fire and EMS Services
Condition of street signs and traffic signals	76.9%	54.3%	22.6%	Public Works Services
Fire education programs in your community	65.3%	45.6%	19.7%	Fire and EMS Services
Leadership of the City Manager	58.6%	40.2%	18.4%	Perceptions of the City
Enforcing clean-up of junk & debris on private property in your community	59.7%	42.4%	17.3%	Code Enforcement
Visibility of police in commercial and retail areas	65.1%	48.4%	16.7%	Police Services/Animal Services
Visibility of police in neighborhoods	62.2%	45.5%	16.7%	Police Services/Animal Services
Enforcement of City traffic laws	61.8%	45.2%	16.6%	Police Services/Animal Services
Fire inspection programs in your community	62.7%	47.9%	14.8%	Fire and EMS Services
How quickly fire services personnel respond	77.3%	63.6%	13.7%	Fire and EMS Services
Leadership of elected officials	55.3%	42.8%	12.5%	Perceptions of the City
Enforcing exterior maintenance of residential	58.4%	46.3%	12.1%	Code Enforcement
Enforcing mowing & cutting of weeds & grass on private property	56.4%	45.2%	11.2%	Code Enforcement
As a place to visit	54.7%	43.7%	11.0%	Overall Ratings of the City
Condition of sidewalks in your neighborhood	52.9%	43.0%	9.9%	Public Works Services
Enforcing sign regulations	61.8%	52.4%	9.4%	Code Enforcement
How well the City is planning growth	46.1%	39.1%	7.0%	Perceptions of the City
Adequacy of street lighting in the City	55.9%	50.1%	5.8%	Public Works Services
Enforcing exterior maintenance of commercial/business property	57.0%	51.4%	5.6%	Code Enforcement
Overall flow of traffic and congestion management	37.7%	38.1%	-0.4%	Major Categories of City Services

2025 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 = 0.4299)
- Overall maintenance of city streets, sidewalks and utilities (I-S Rating = 0.1475)
- Overall drainage and stormwater efforts (I-S Rating = 0.1257)

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

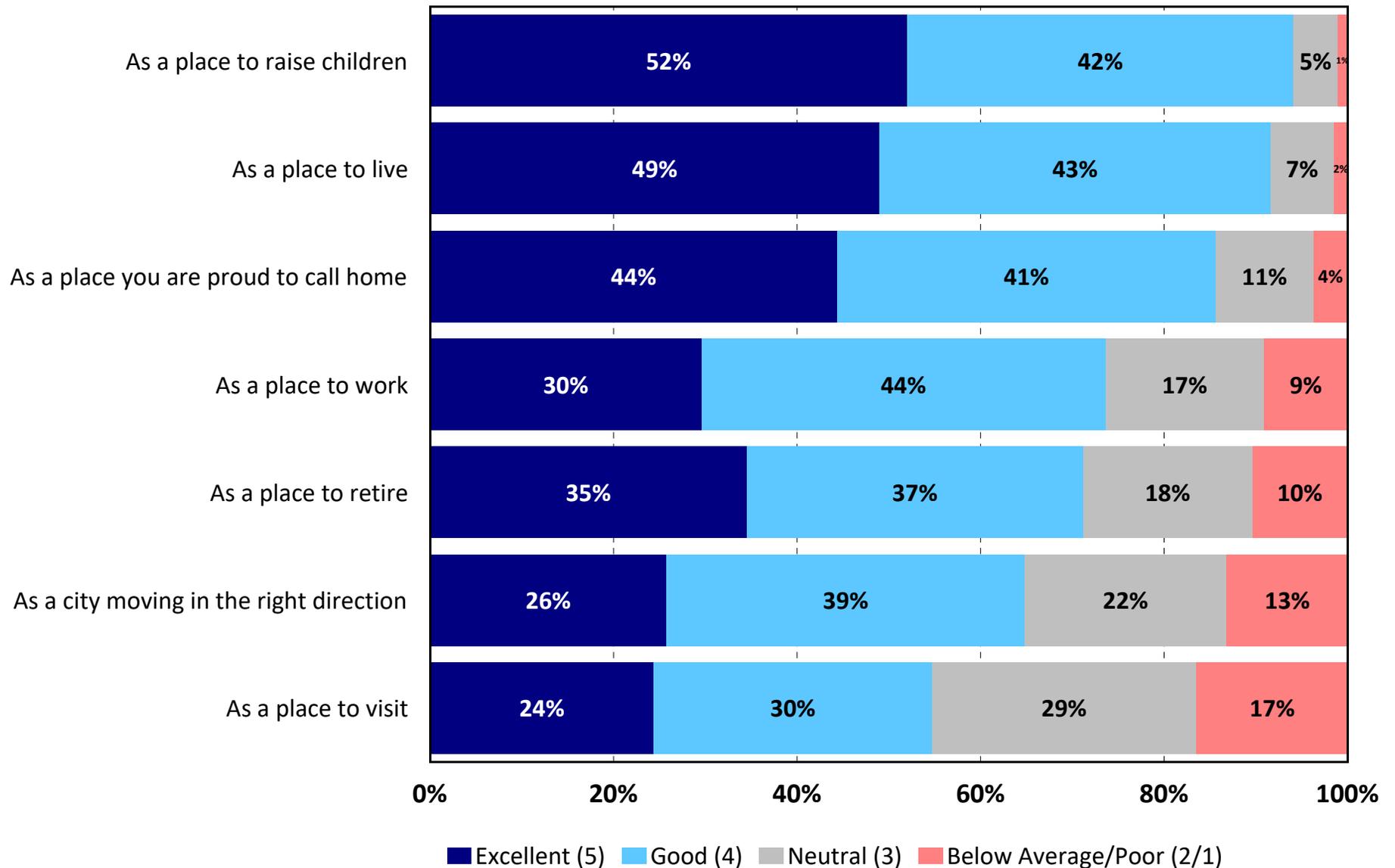
2025 Importance-Satisfaction Rating League City, Texas Major Categories of City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS > .20)						
Overall flow of traffic and congestion management on streets in League City	69%	1	38%	12	0.4299	1
High Priority (IS .10-.20)						
Overall maintenance of city streets, sidewalks and utilities	45%	2	67%	10	0.1475	2
Overall drainage and stormwater efforts	39%	3	68%	9	0.1257	3
Medium Priority (IS < .10)						
Overall efforts by League City to ensure the community is prepared for emergencies	32%	4	82%	6	0.0598	4
Enforcement of local codes and ordinances	13%	7	62%	11	0.0498	5
Quality of police services	23%	5	90%	2	0.0229	6
Overall quality of parks and recreation programs & facilities	17%	6	87%	4	0.0222	7
Overall quality of customer service provided by City of League City	5%	11	76%	8	0.0124	8
Overall effectiveness of communication by League City	6%	10	79%	7	0.0122	9
Quality of fire services	13%	8	93%	1	0.0095	10
Overall quality of library services	5%	12	82%	5	0.0087	11
Overall quality of trash and recycling services	6%	9	88%	3	0.0075	12



Charts and Graphs

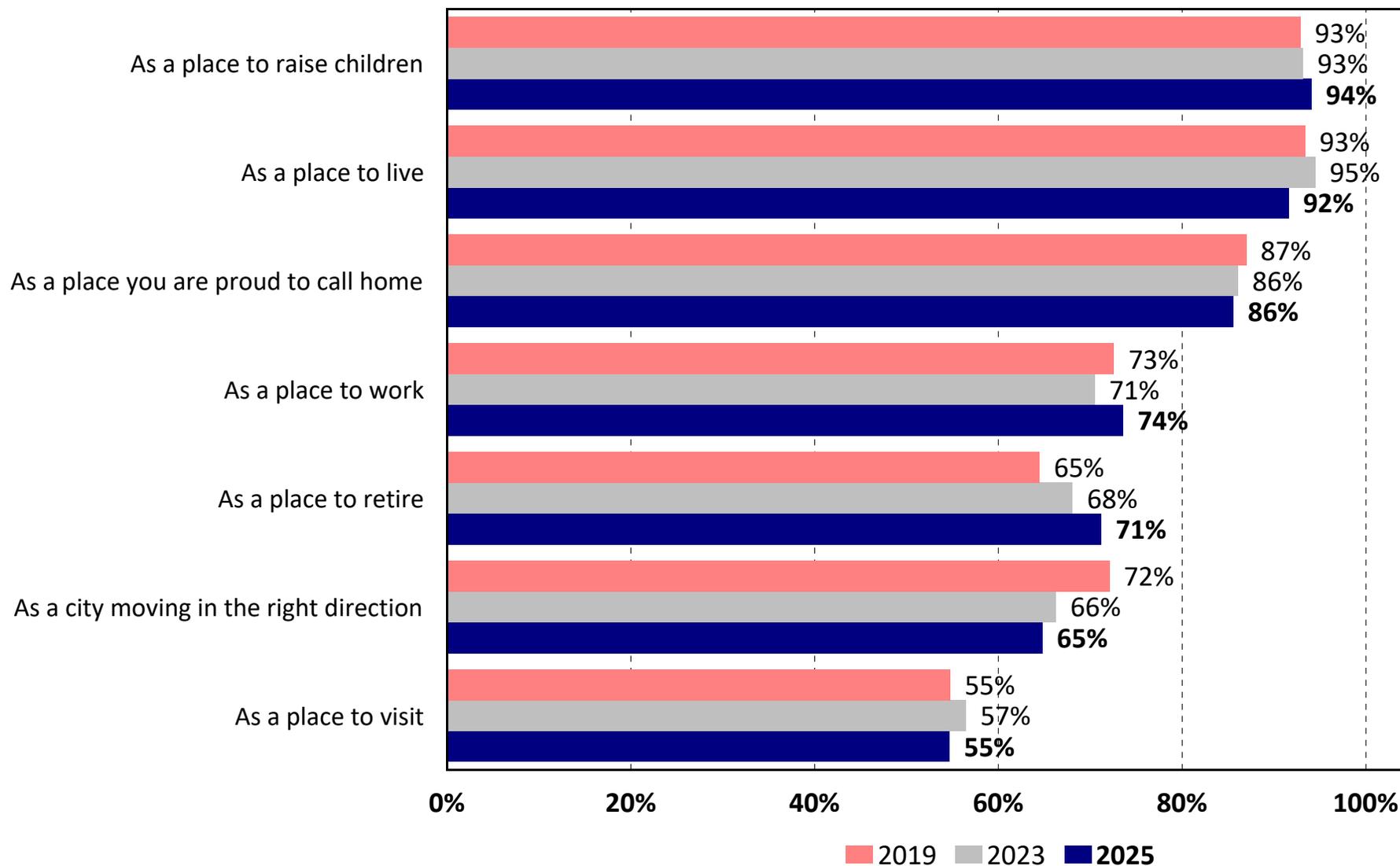
Q1. Overall Ratings of the City

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



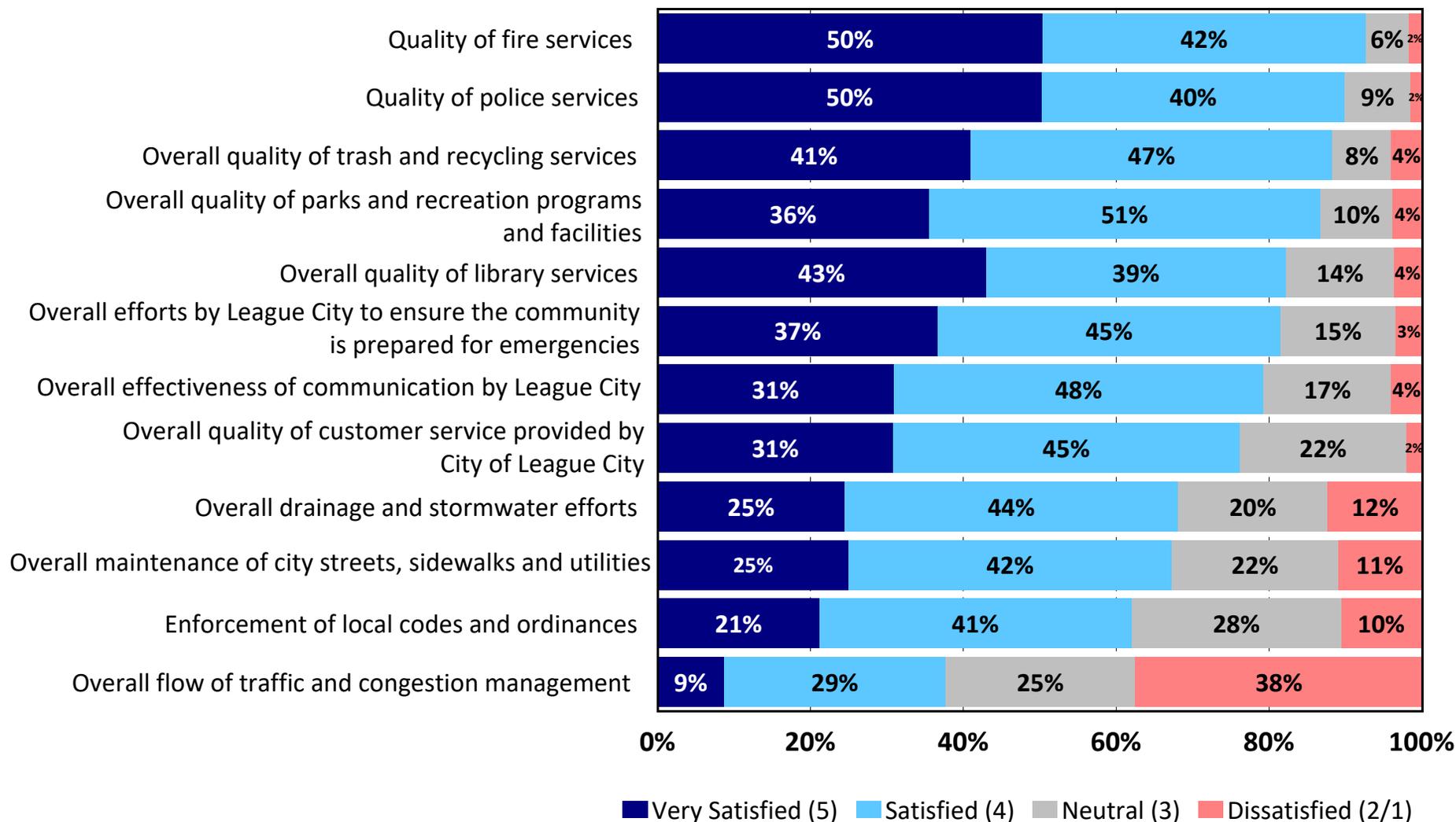
TRENDS: Overall Ratings of the City 2019 to 2025

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



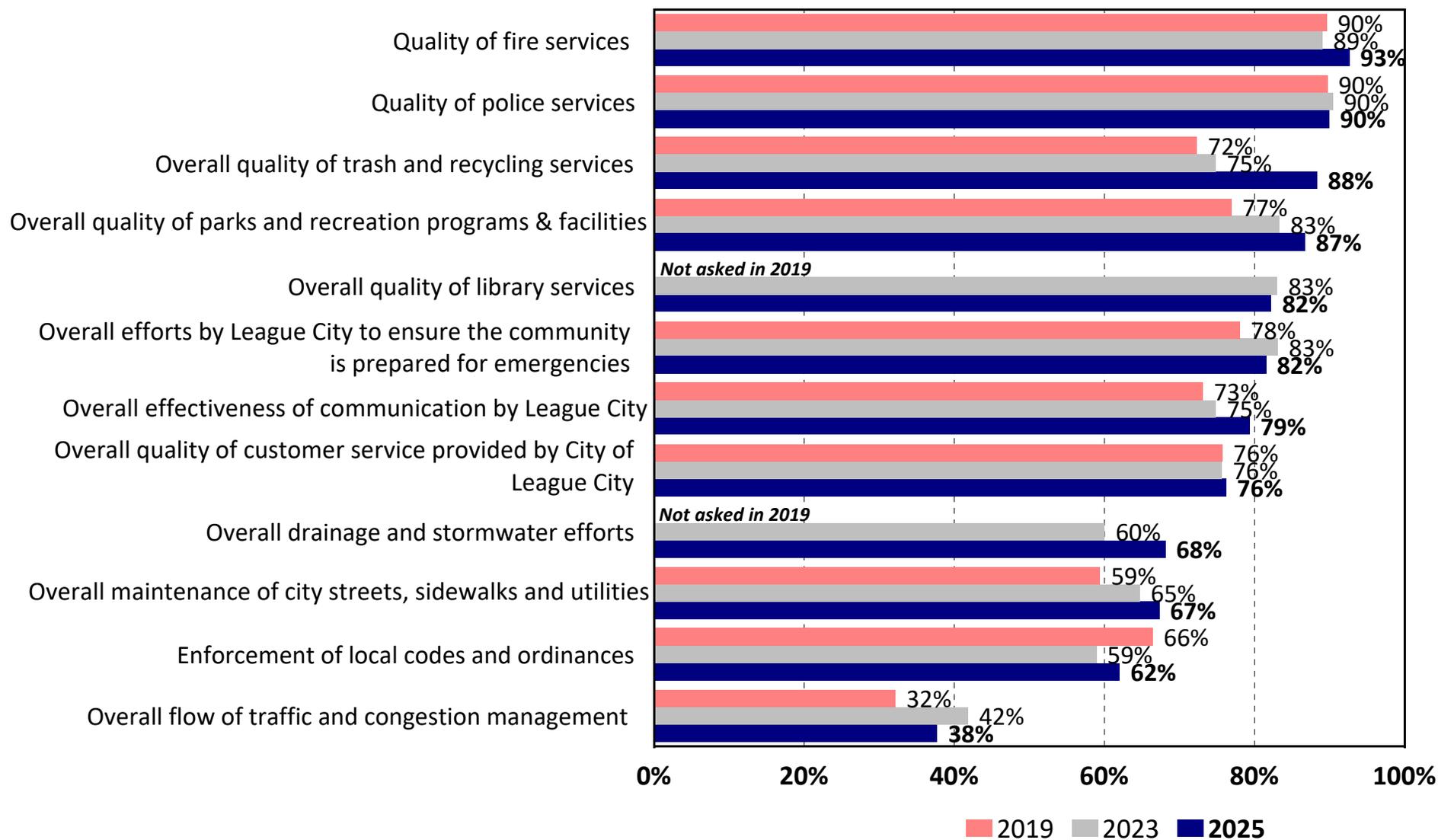
Q2. Overall Satisfaction with City Services by Major Category

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



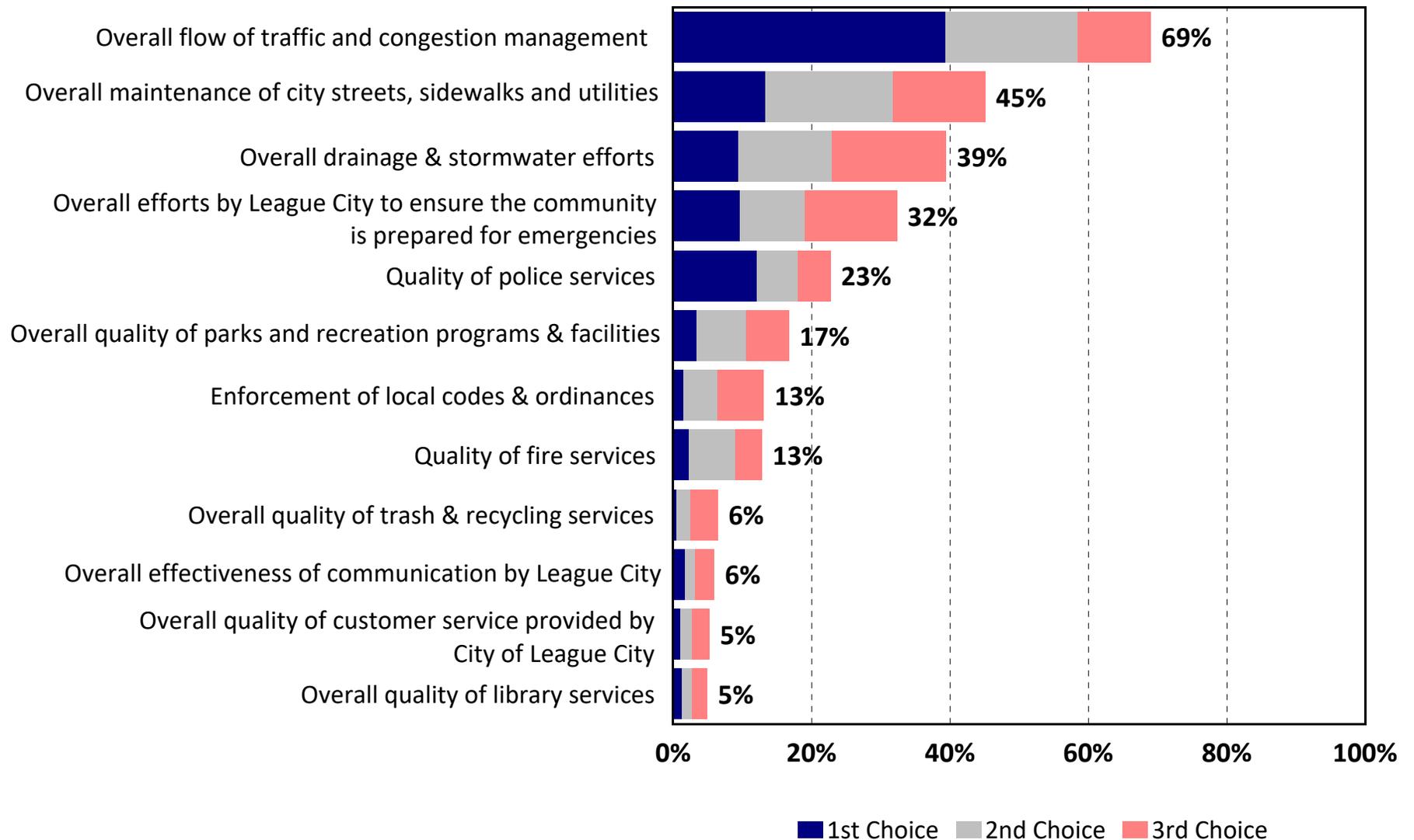
TRENDS: Overall Satisfaction with City Services by Major Category - 2019 to 2025

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



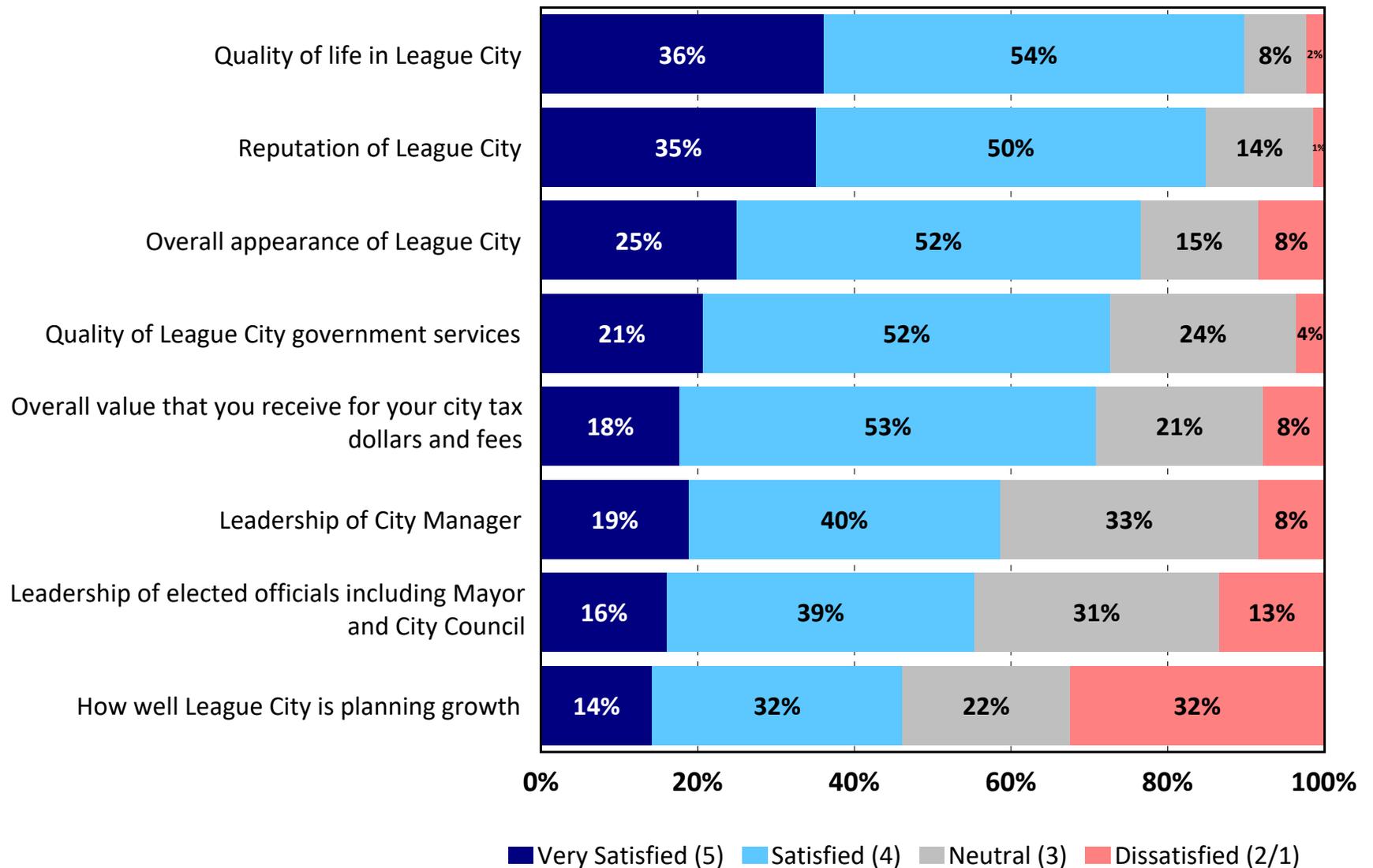
Q3. City Services That Should Receive the Most Emphasis Over the Next Two Years by Major Category

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



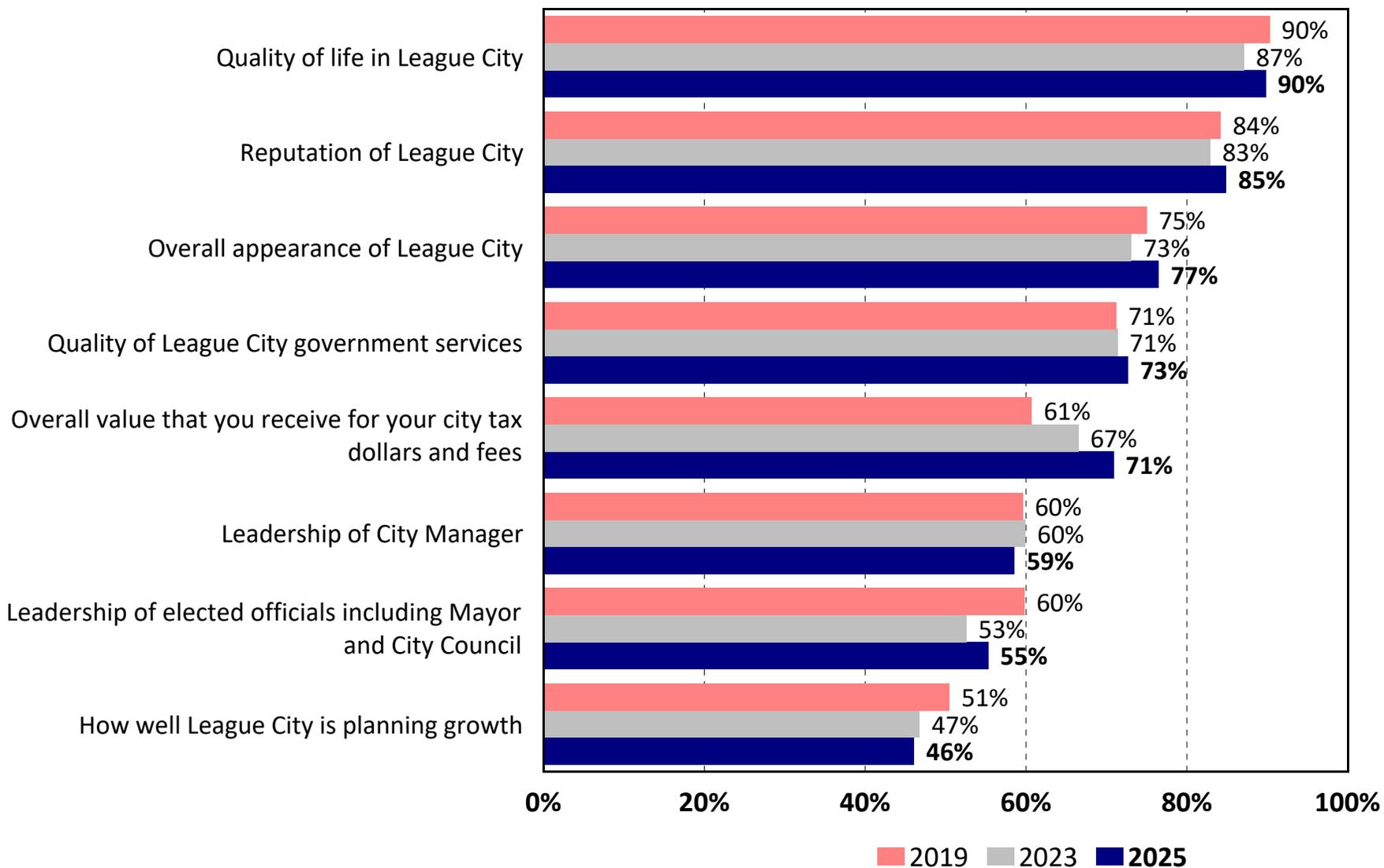
Q4. Satisfaction with Items That Influence Perceptions of the City

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



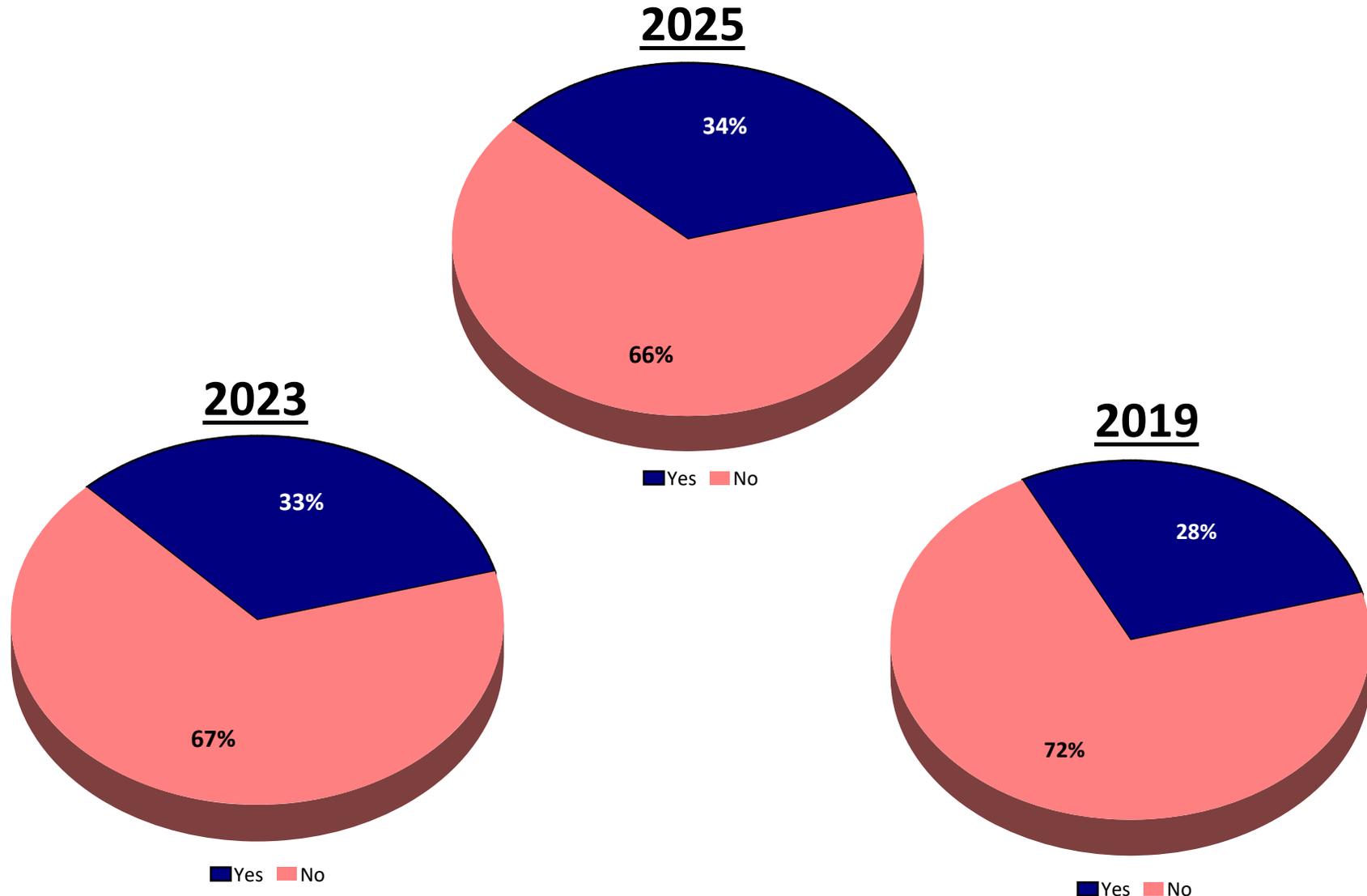
TRENDS: Satisfaction with Items That Influence Perceptions of the City - 2019 to 2025

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



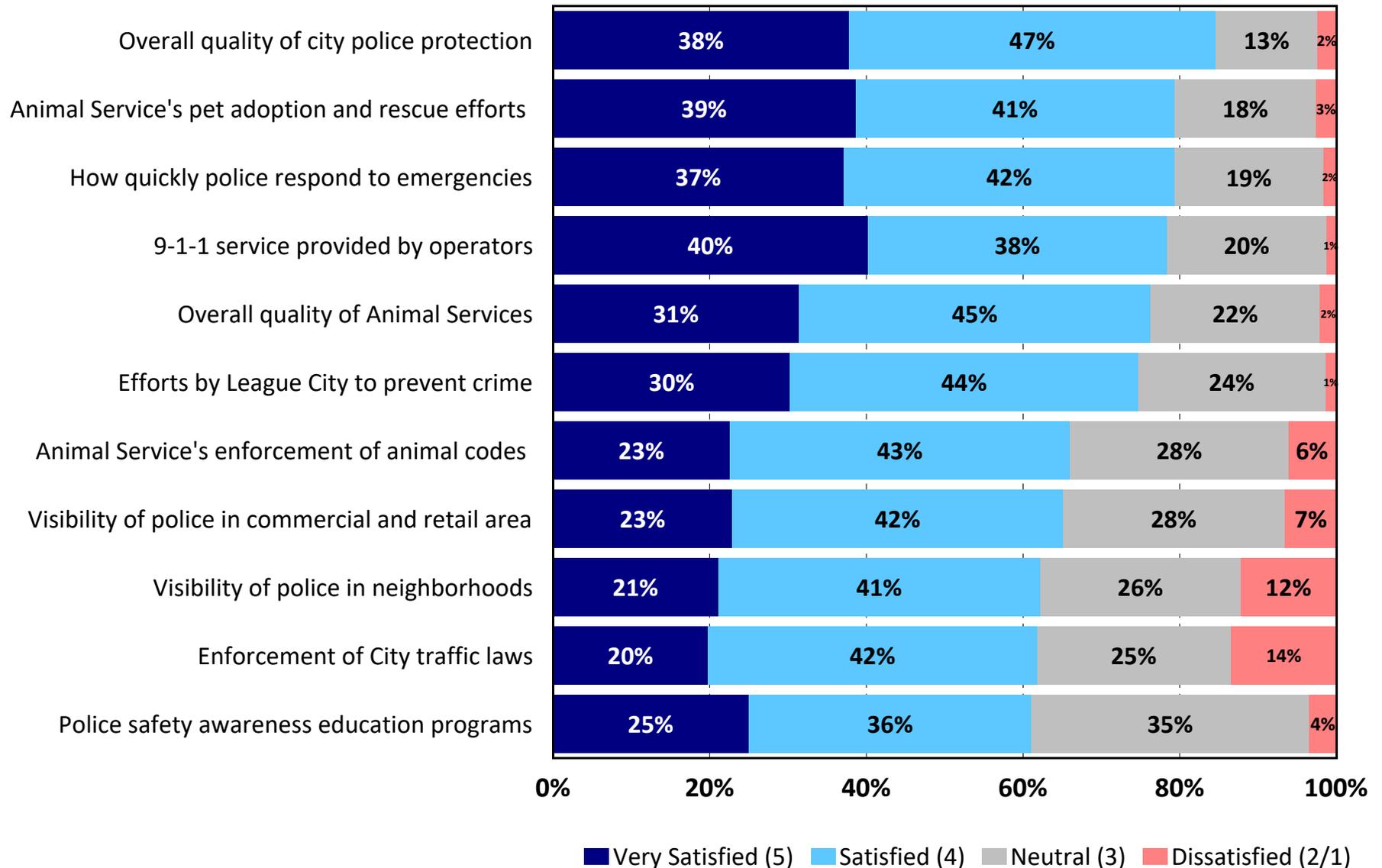
Q5. Have you or anyone in your family had contact with the League City Police Department in the last 12 months?

by percentage of respondents



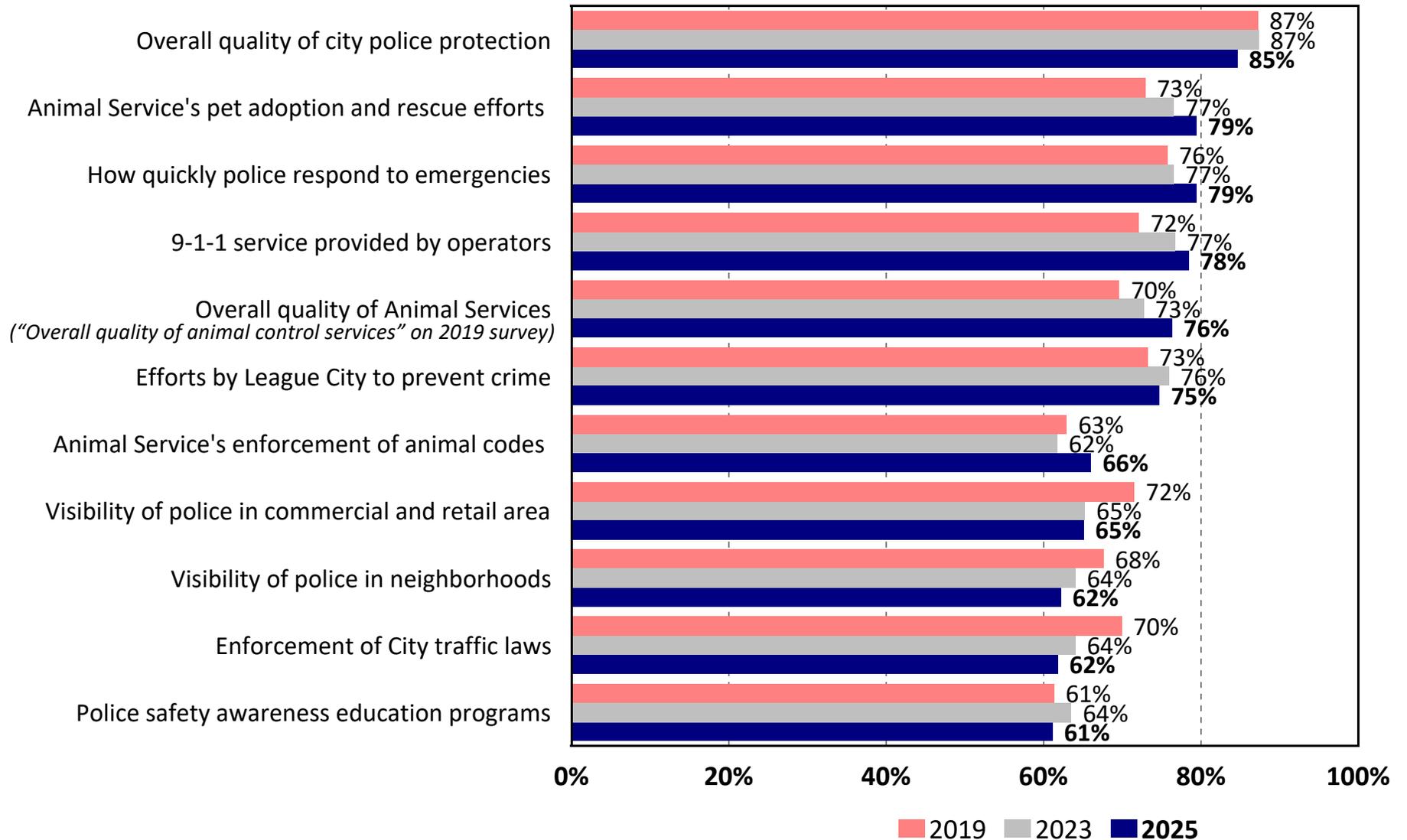
Q5a. Satisfaction with Police Services/Animal Services

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



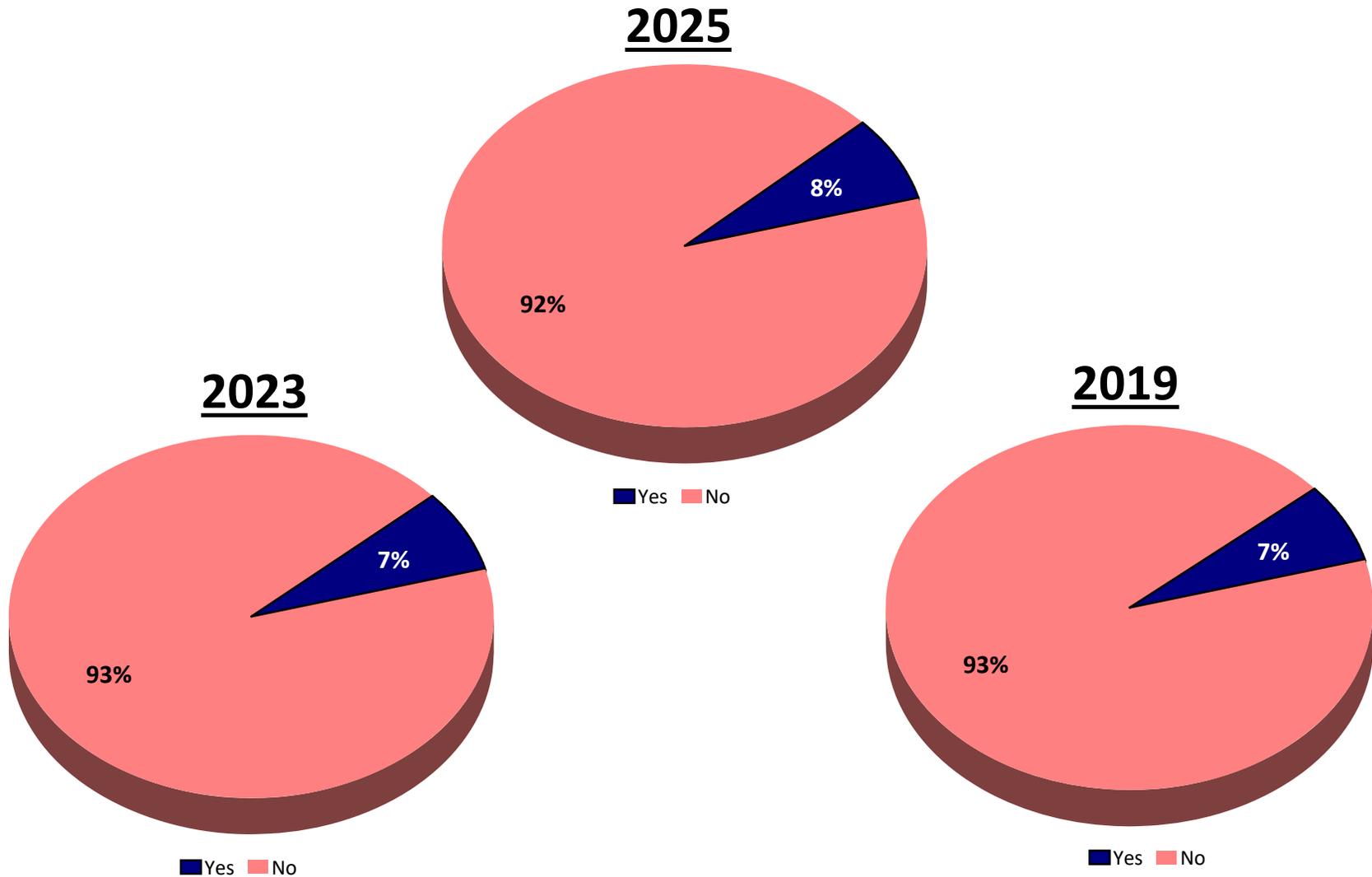
TRENDS: Satisfaction with Police Services/Animal Services 2019 to 2025

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



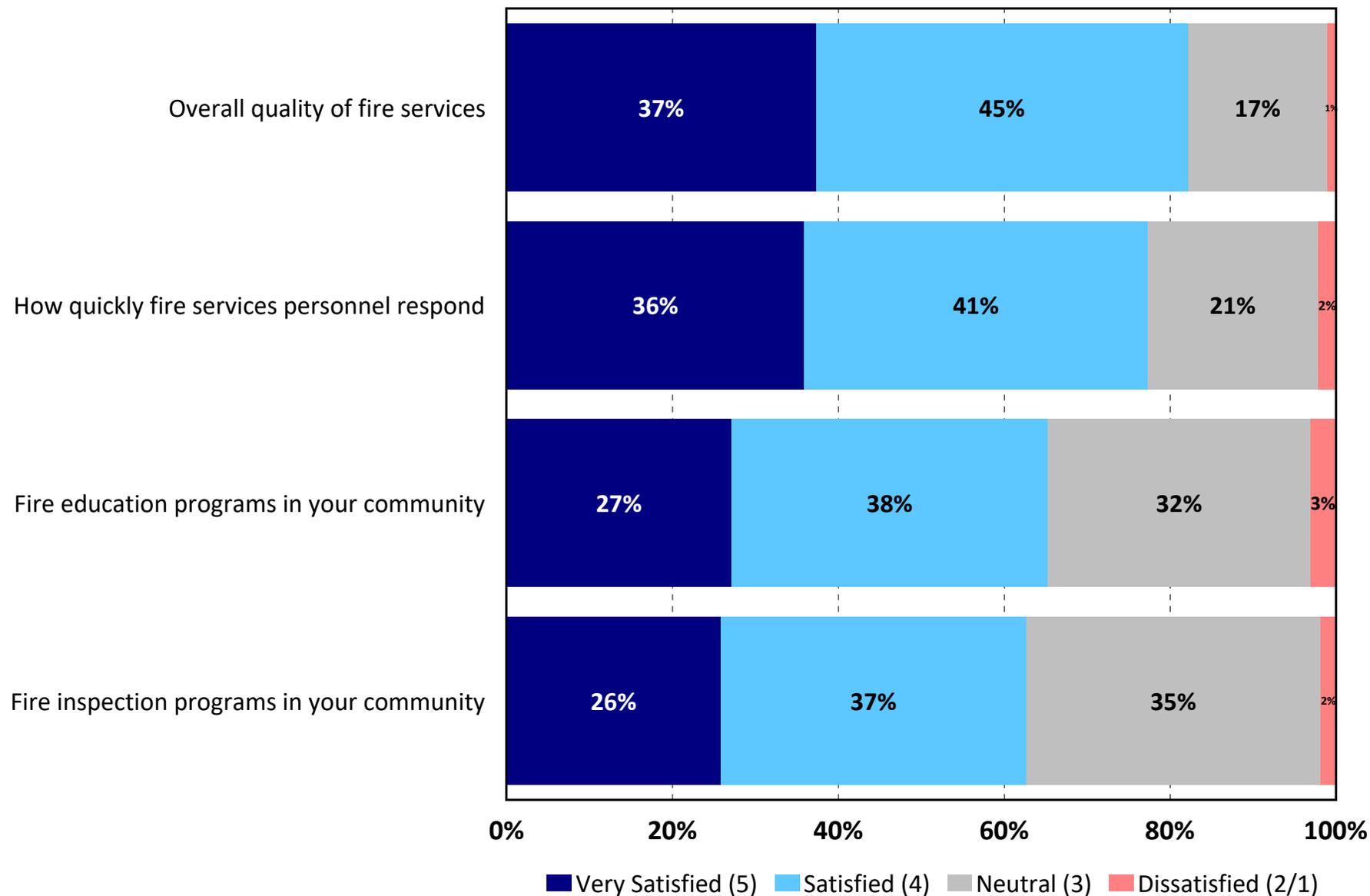
Q6. Have you or anyone in your family had contact with the League City Fire Department in the last 12 months?

by percentage of respondents



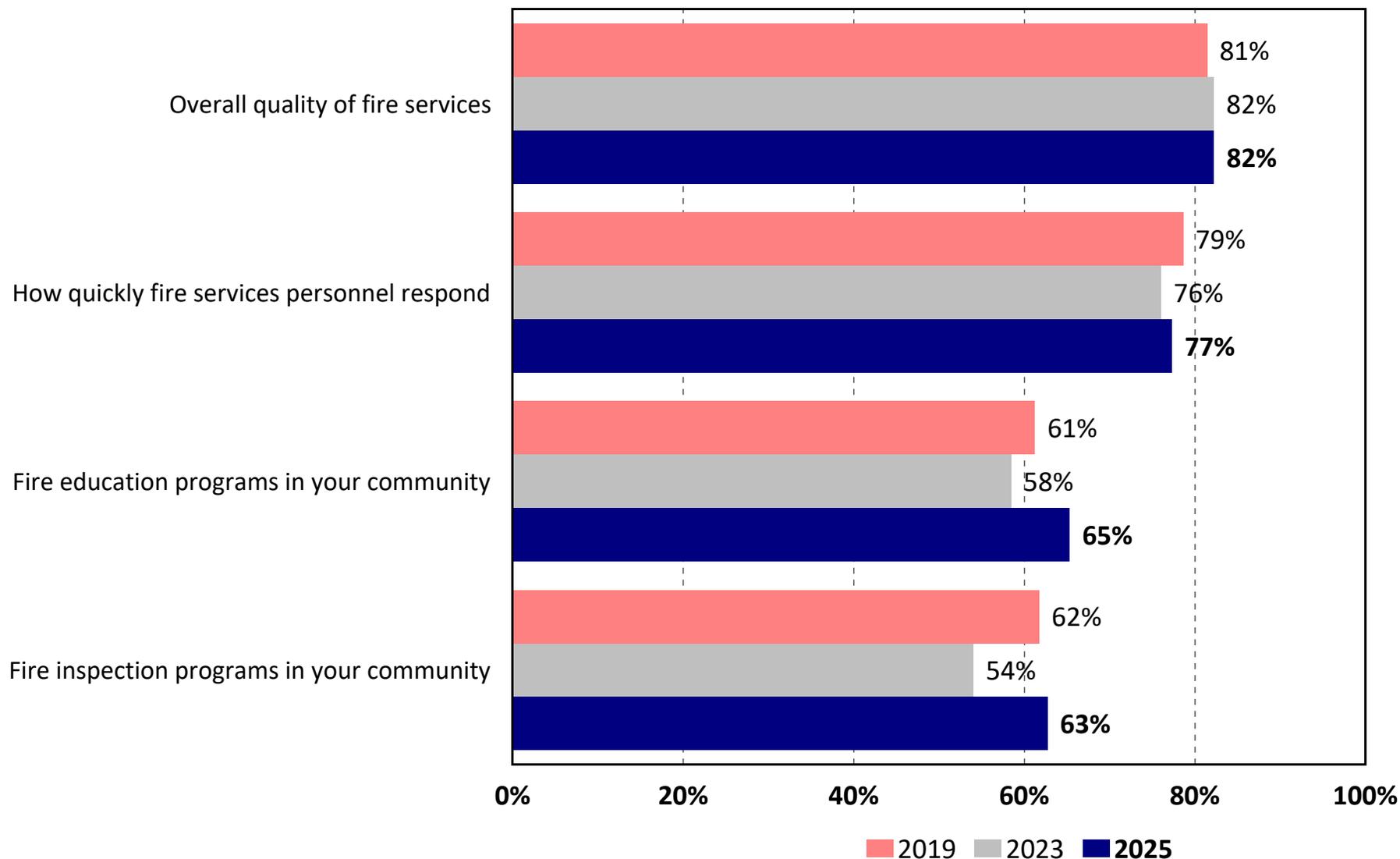
Q6a. Satisfaction with Fire Services

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



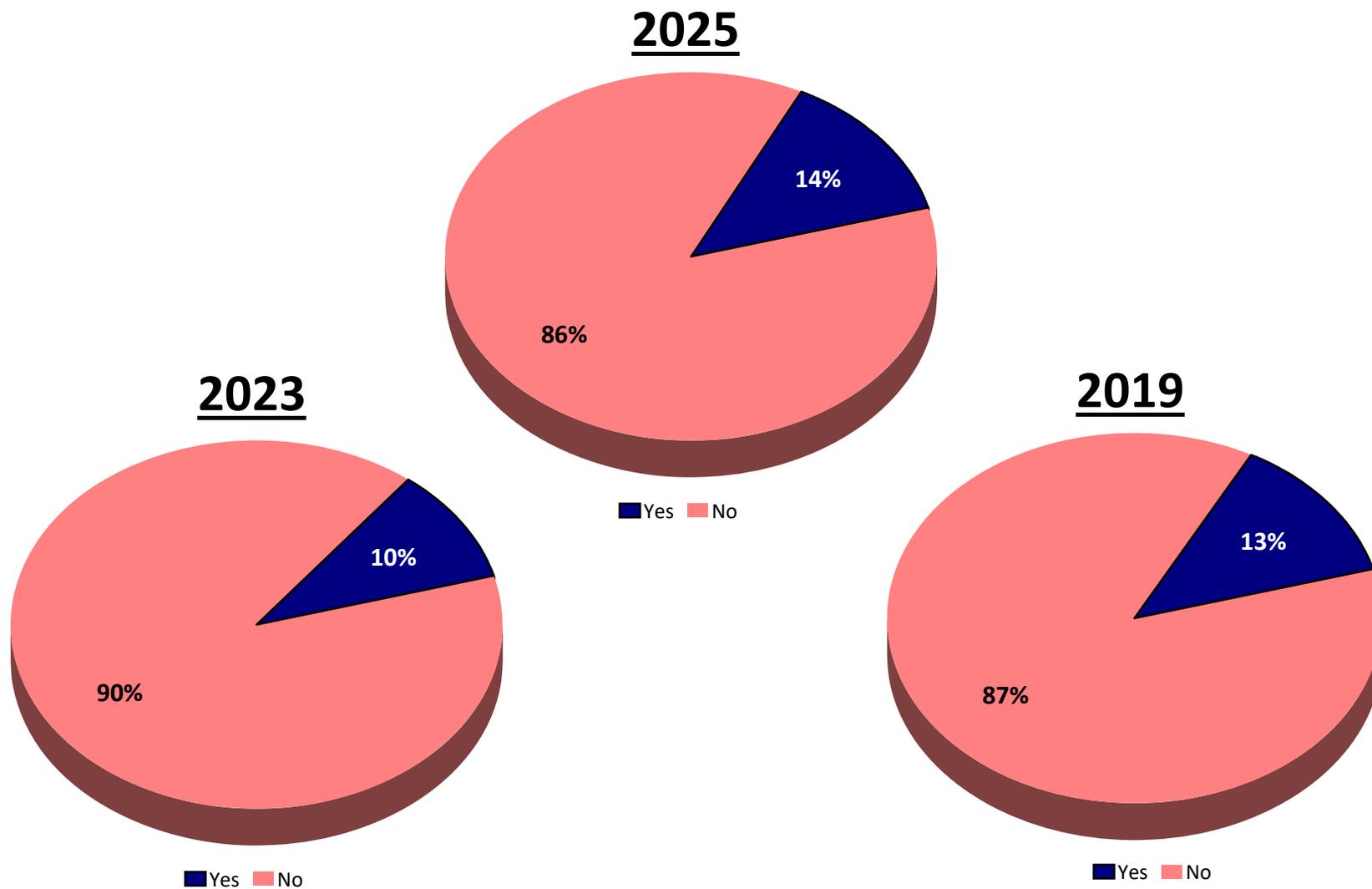
TRENDS: Satisfaction with Fire Services 2019 to 2025

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



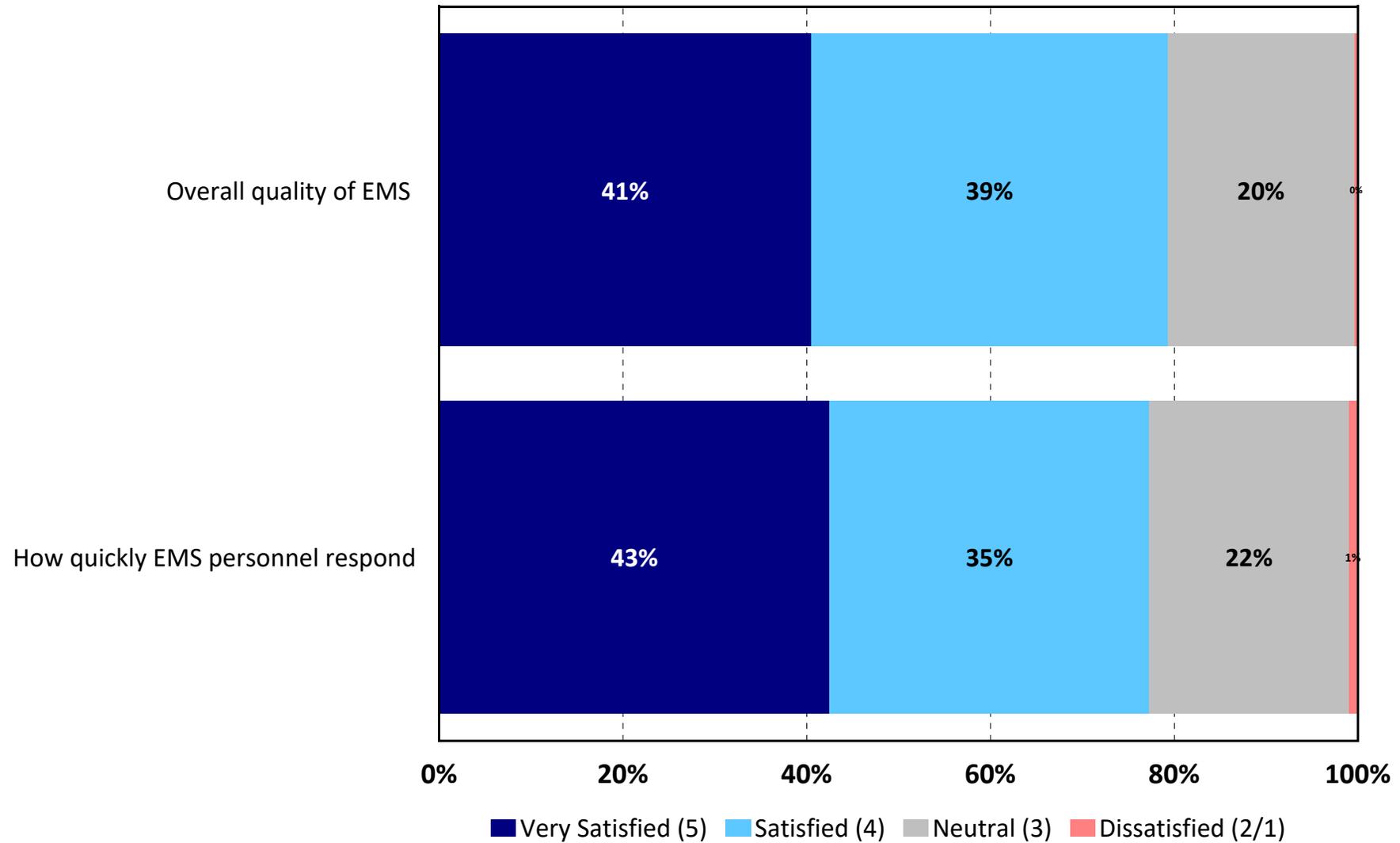
Q7. Have you or anyone in your family used a League City ambulance or EMS services in the last 12 months?

by percentage of respondents



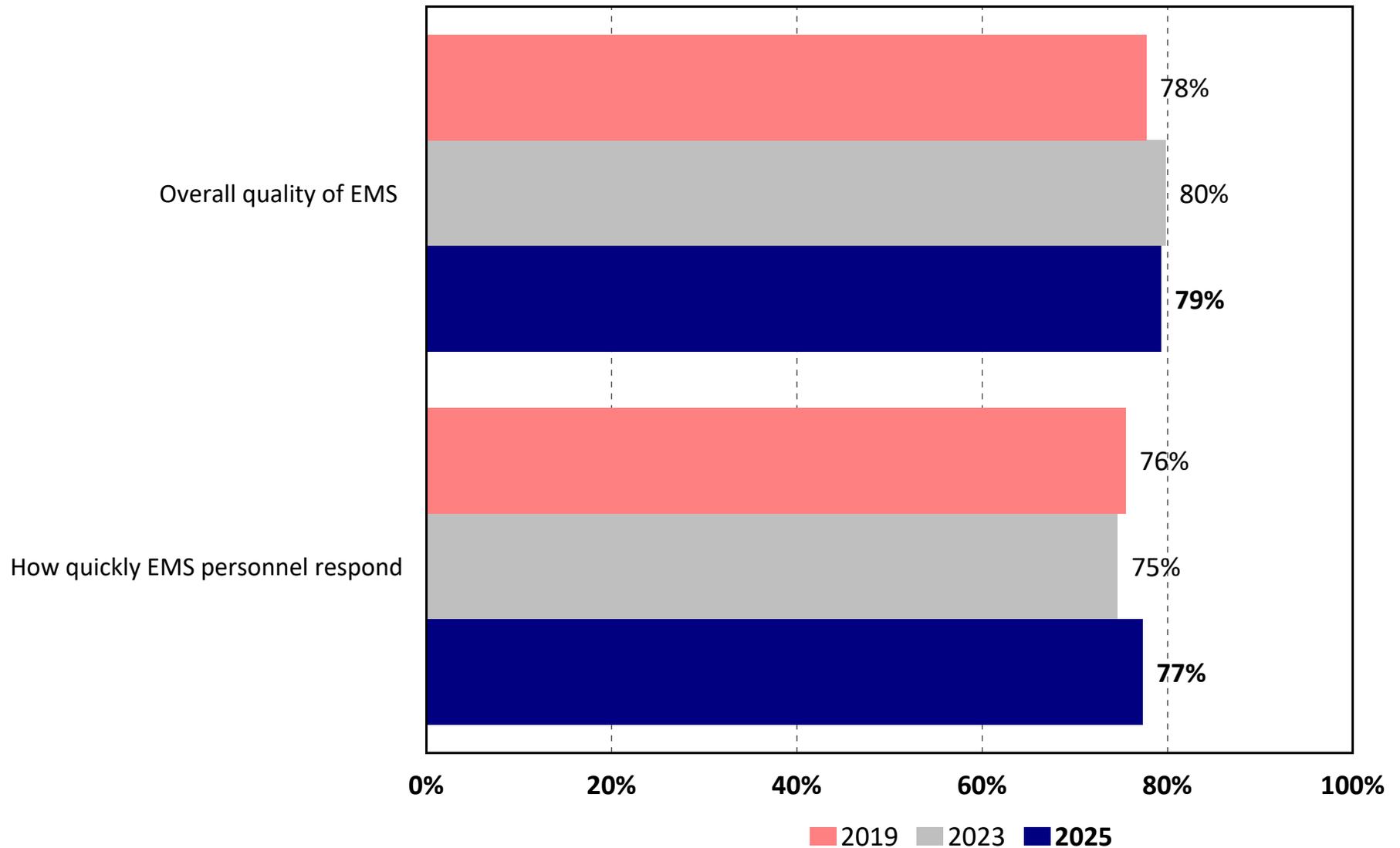
Q7a. Satisfaction with EMS Services

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



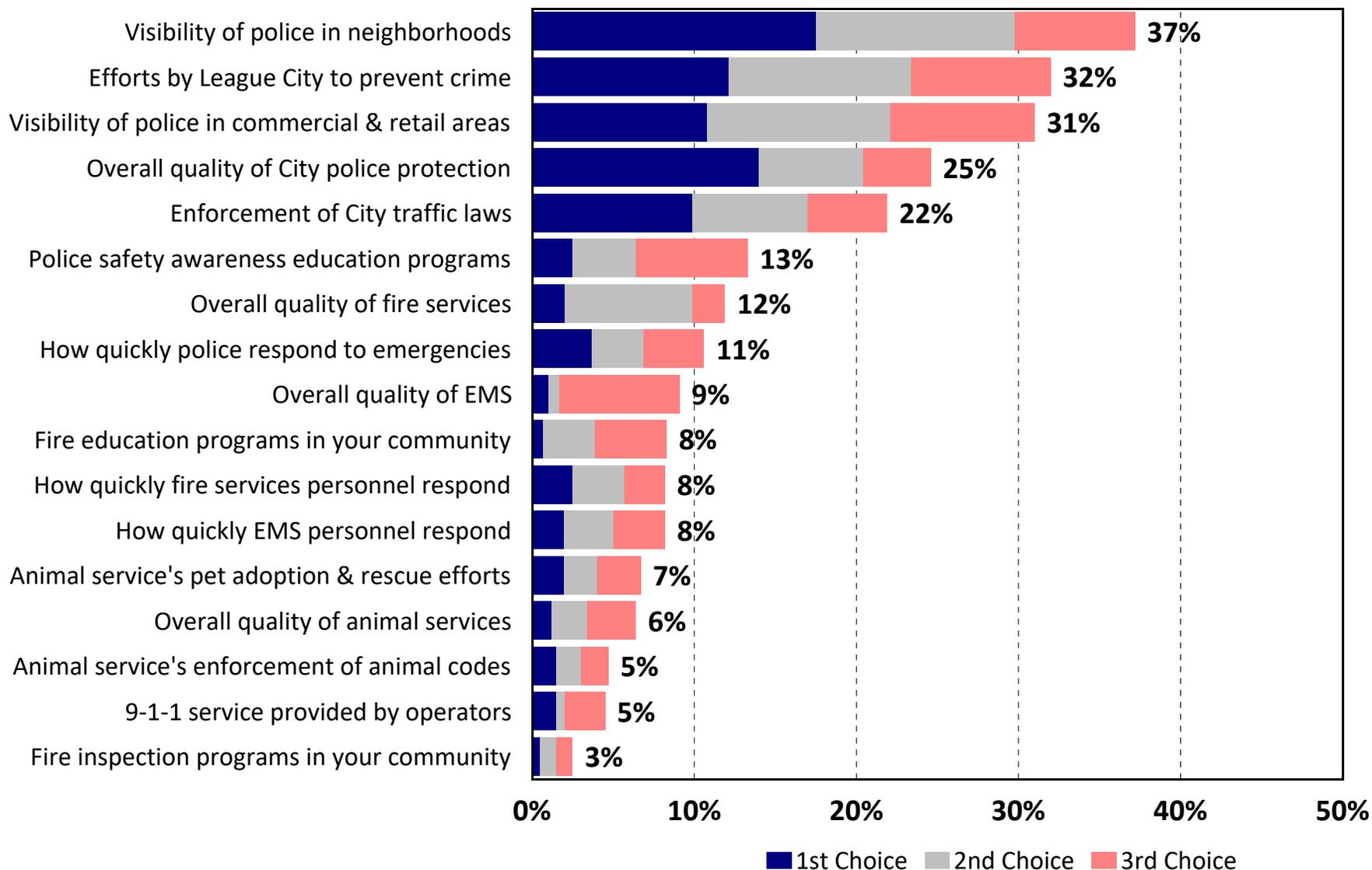
TRENDS: Satisfaction with EMS Services 2019 to 2025

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



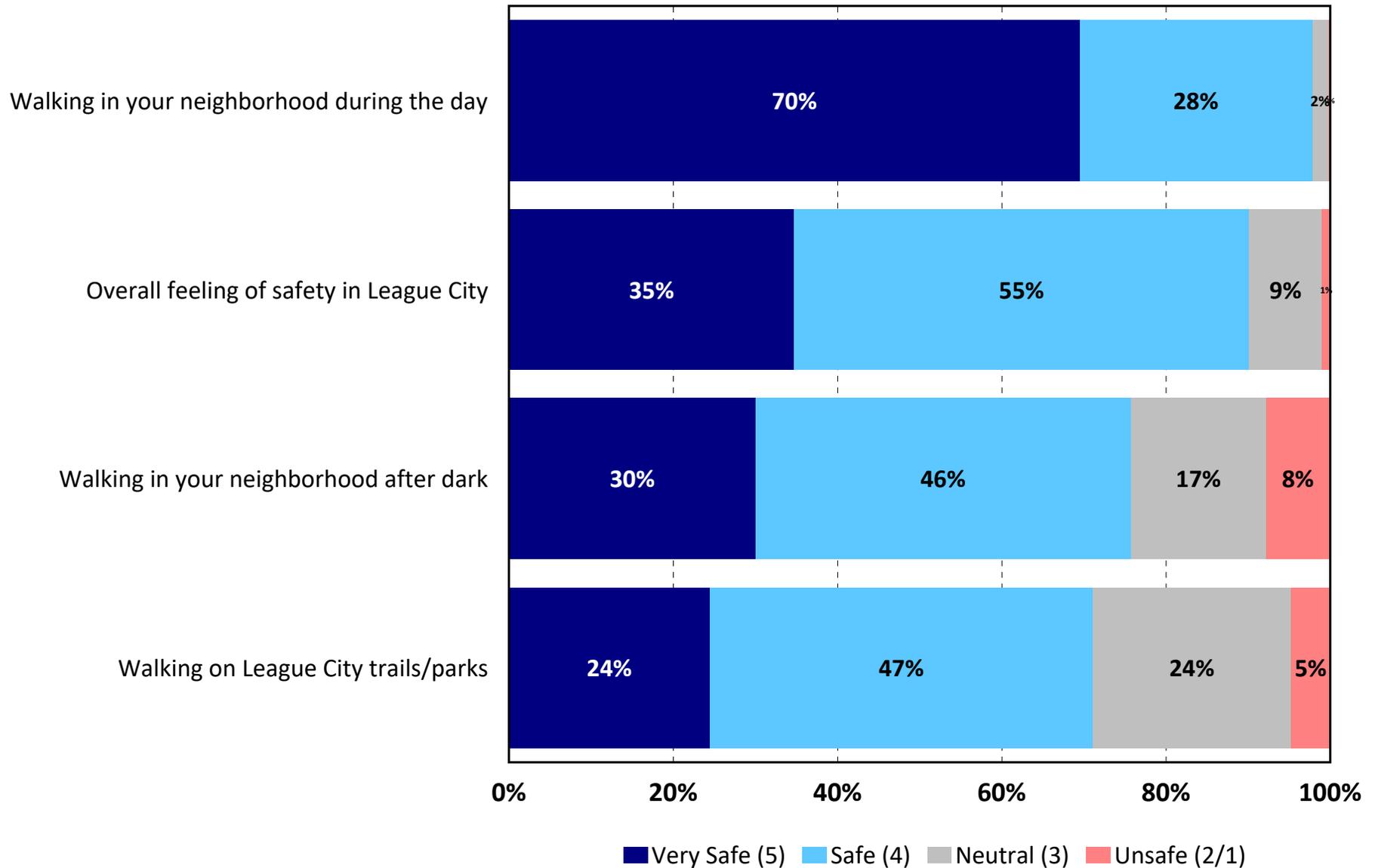
Q8. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

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



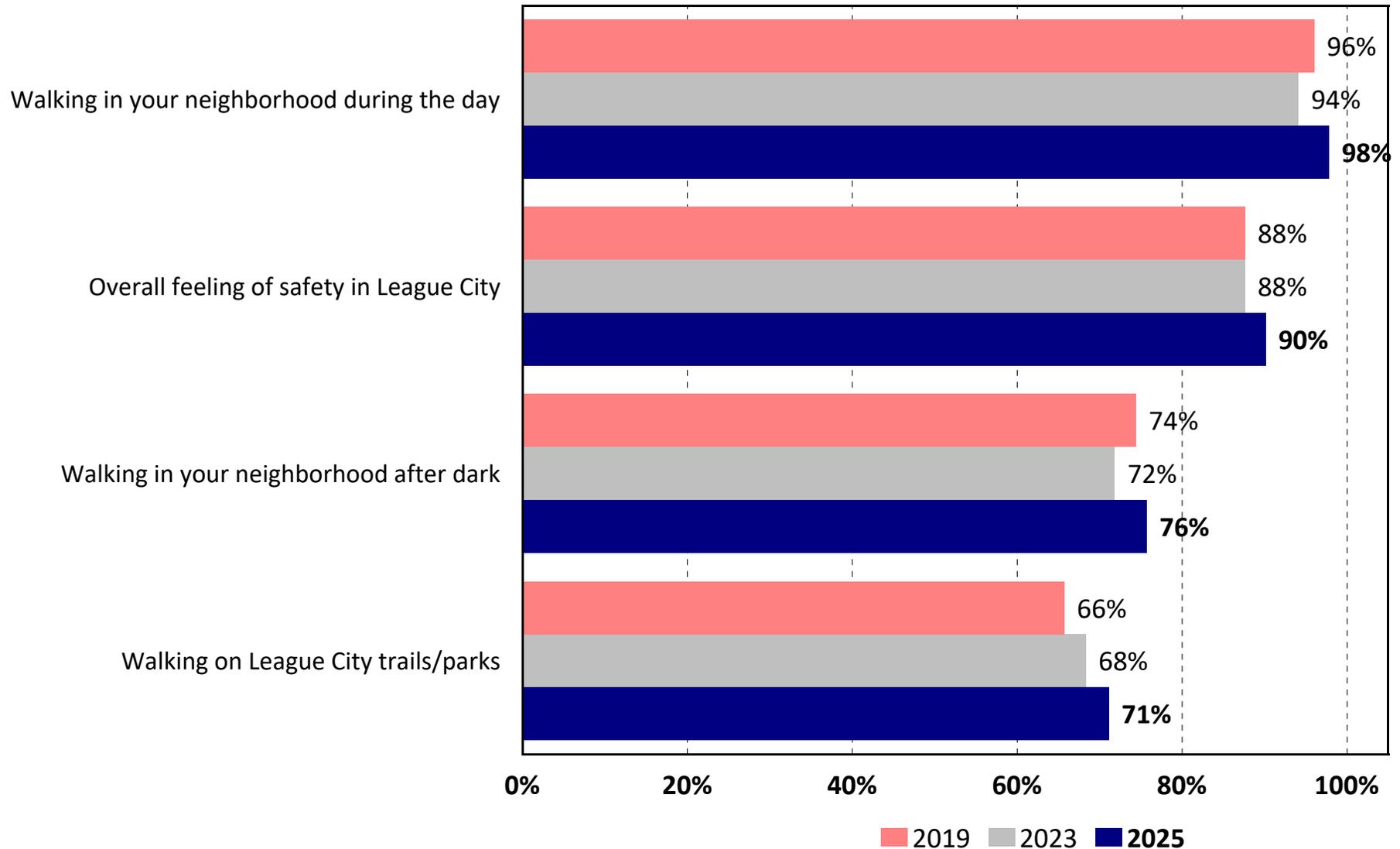
Q9. Feeling of Safety in Various Situations

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



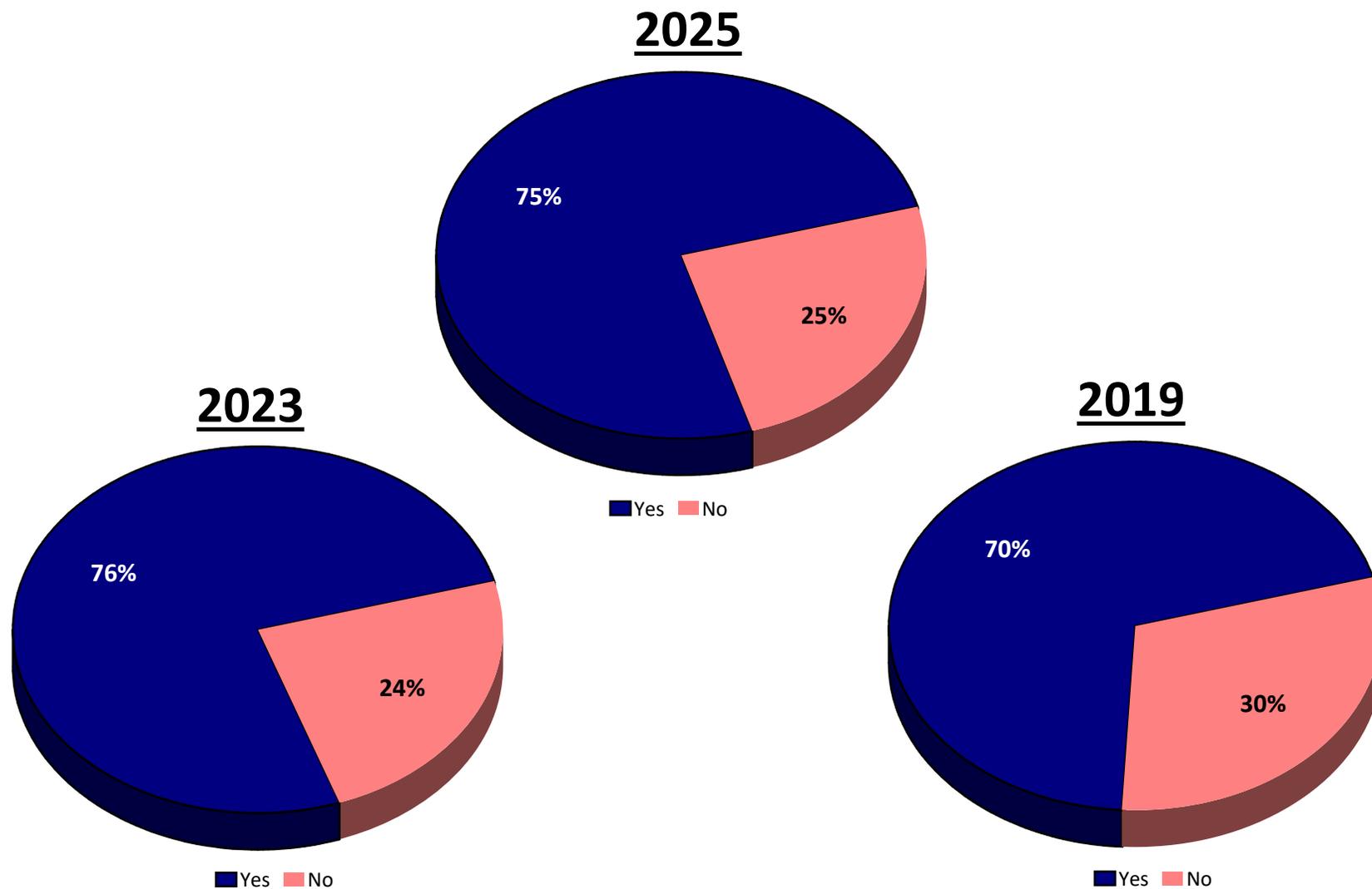
TRENDS: Feeling of Safety in Various Situations 2019 to 2025

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



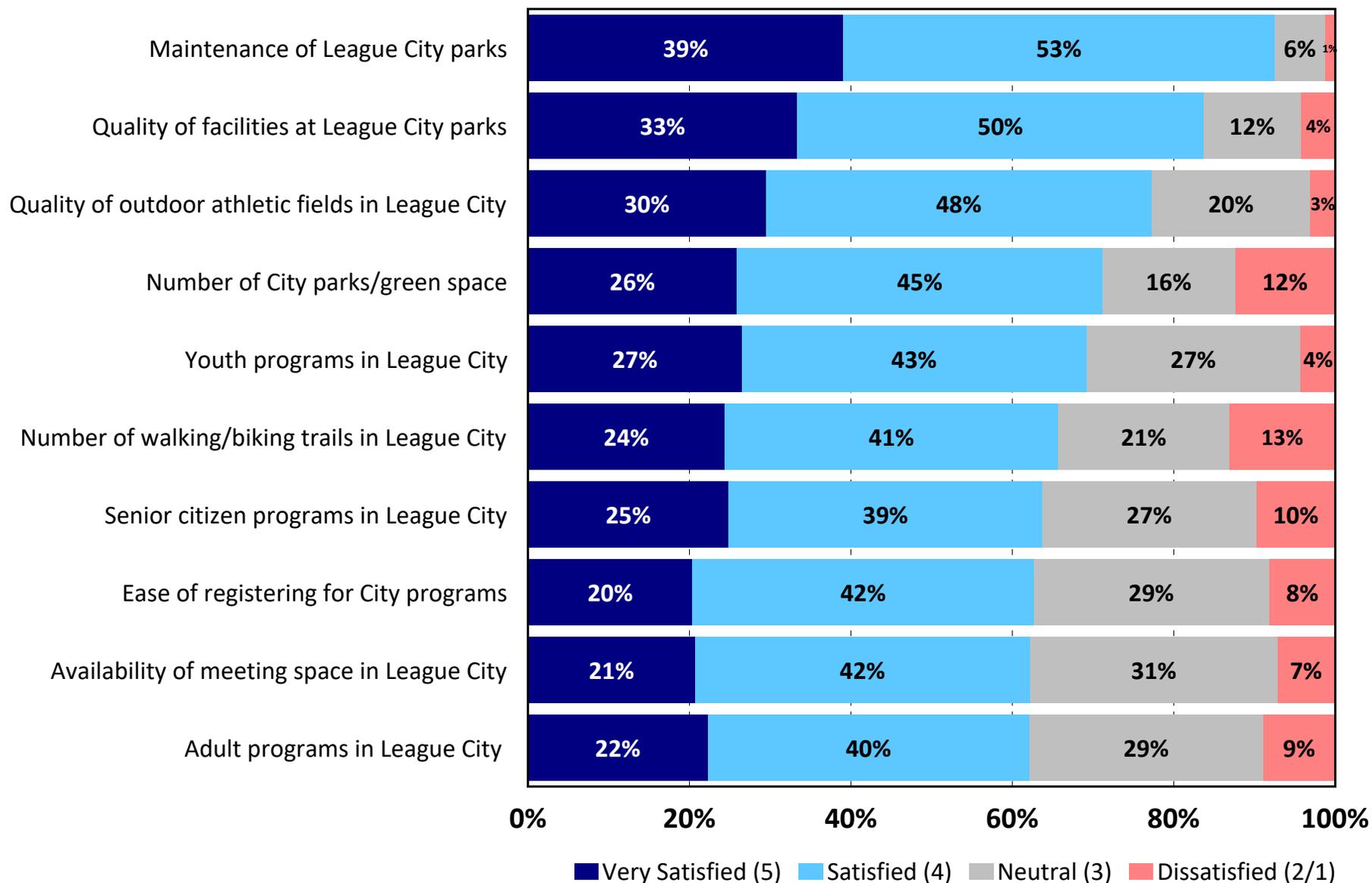
Q10. Have you or a family member visited a League City park or recreational facility in the last 12 months?

by percentage of respondents



Q10a. Satisfaction with Parks and Recreation

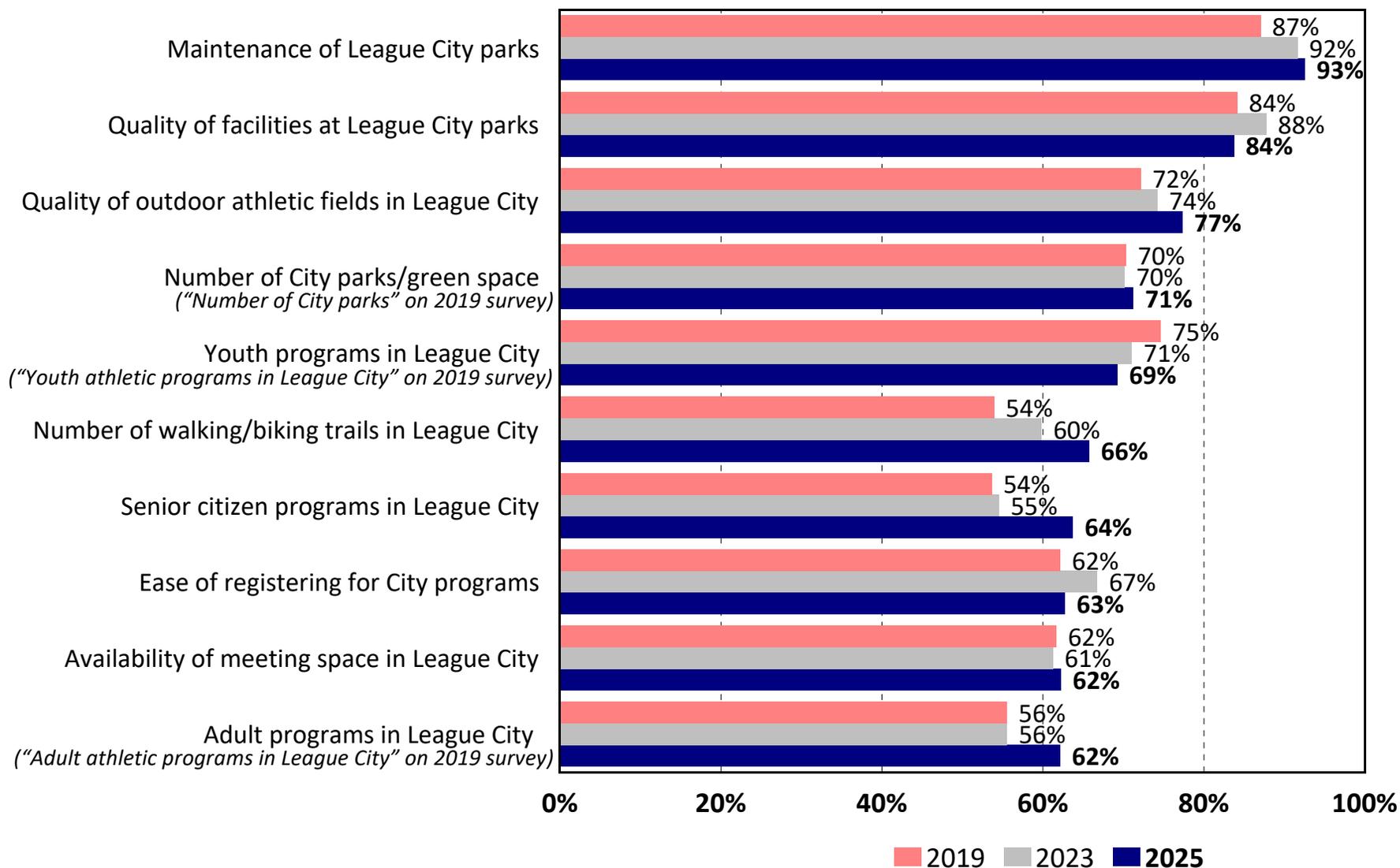
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



TRENDS: Satisfaction with Parks and Recreation

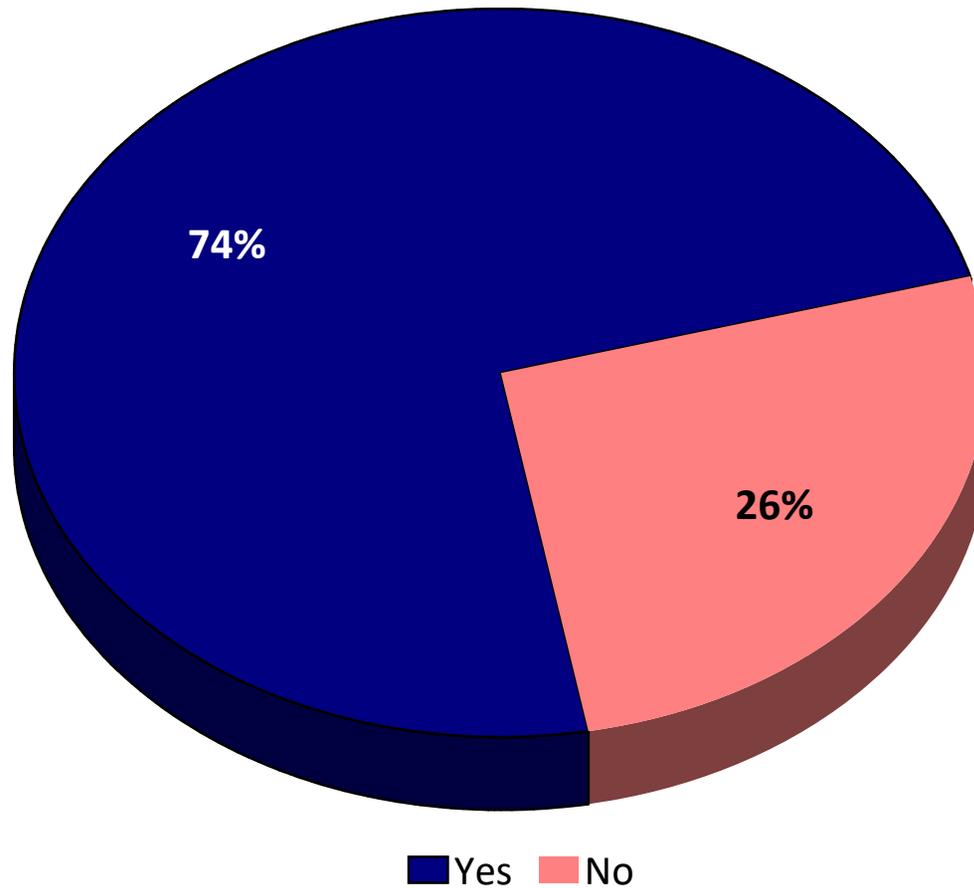
2019 to 2025

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



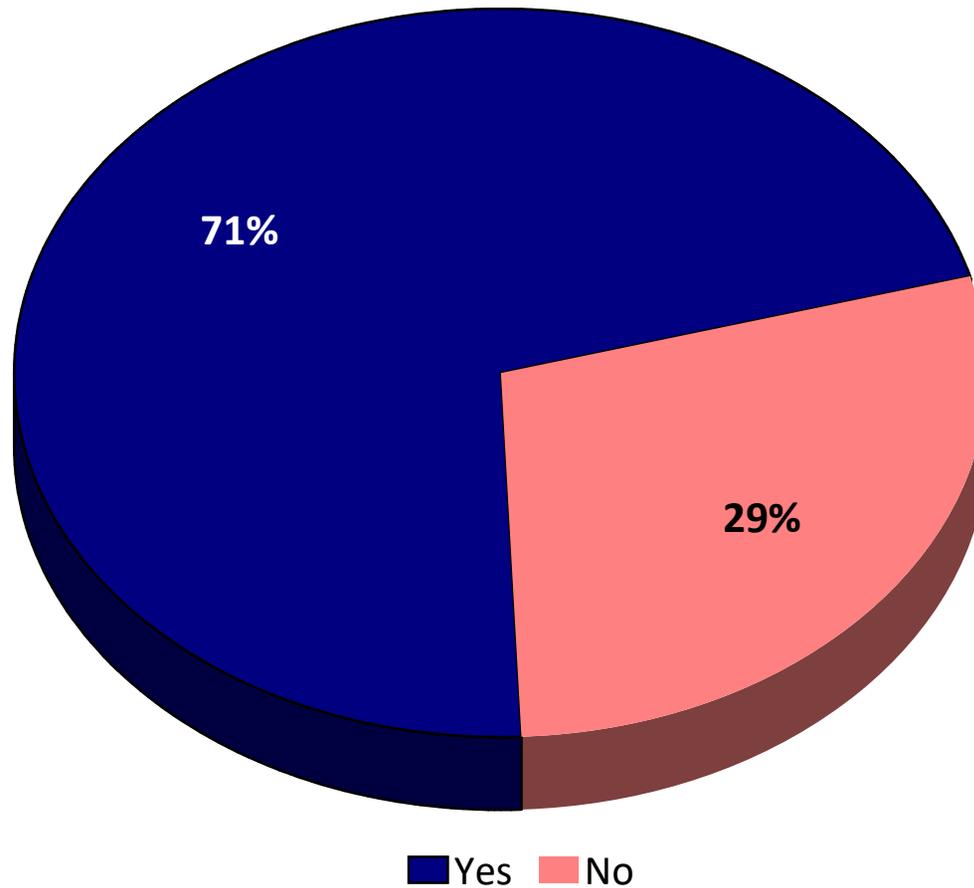
Q11. Would you support a westside recreation center that is similar to Hometown Heroes Park?

by percentage of respondents (excluding “not provided”)



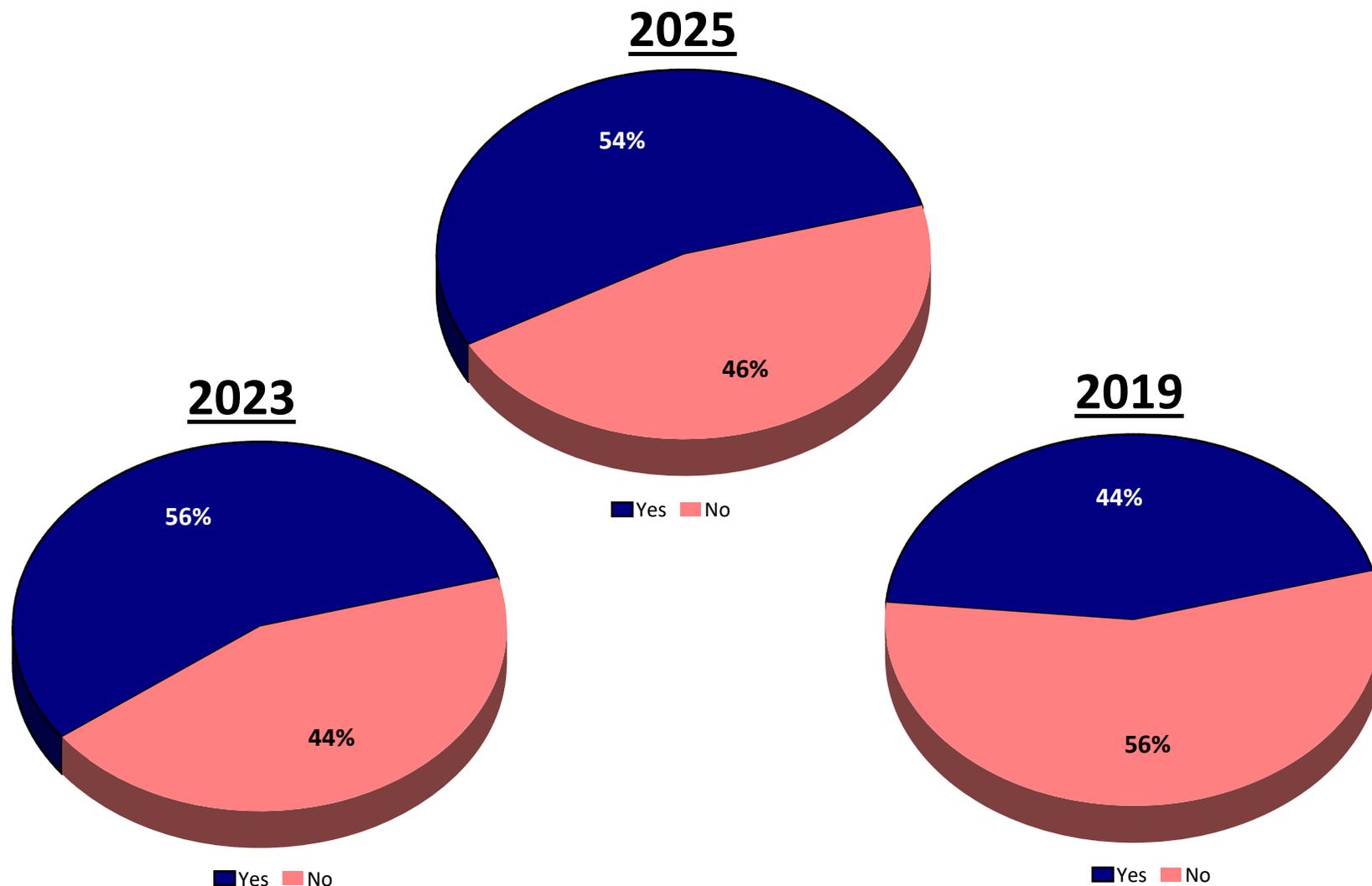
Q12. Would you support a westside recreation center that incorporates a library and park?

by percentage of respondents (excluding “not provided”)



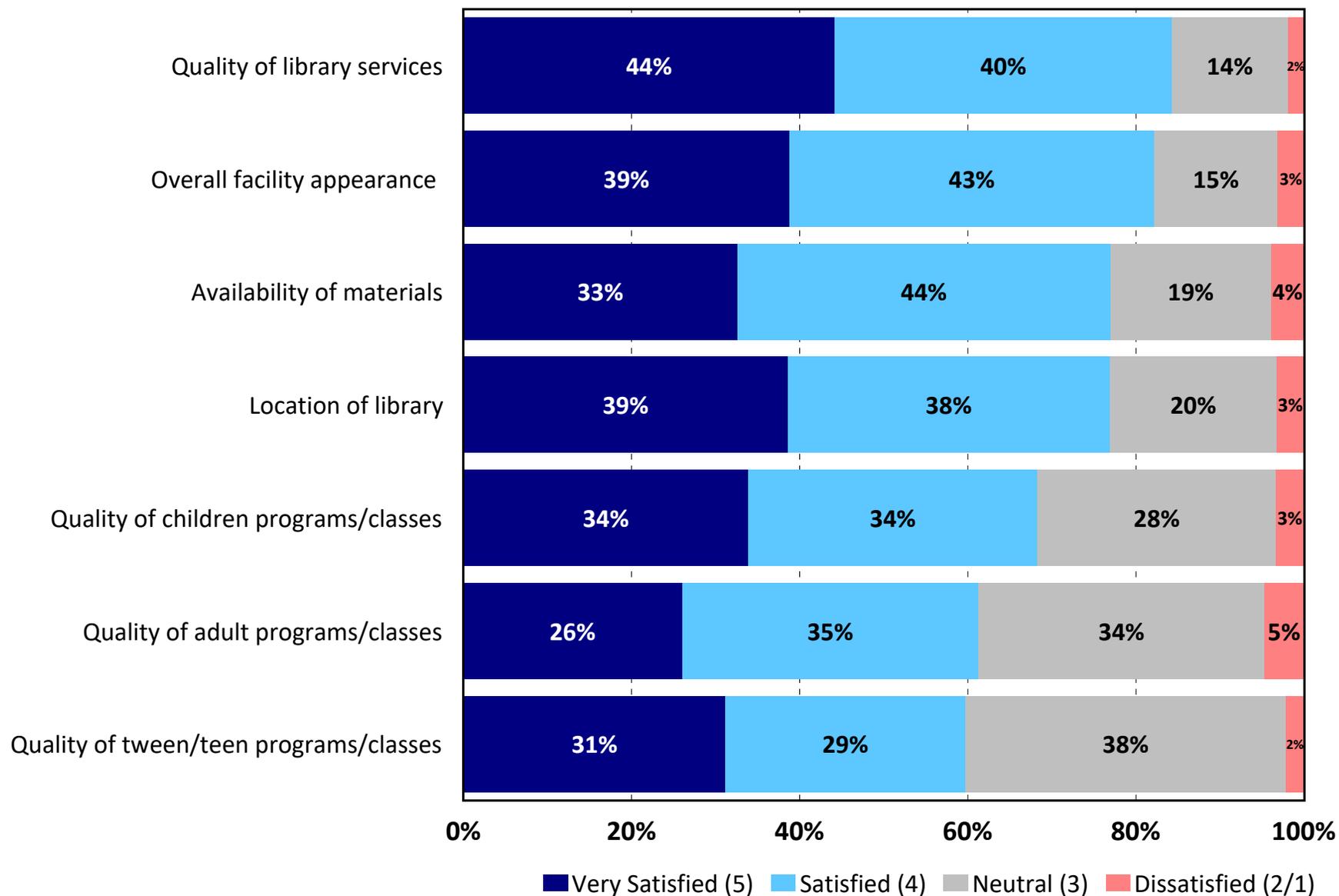
Q13. Have you or a family member visited the Helen Hall Library in the last 12 months?

by percentage of respondents



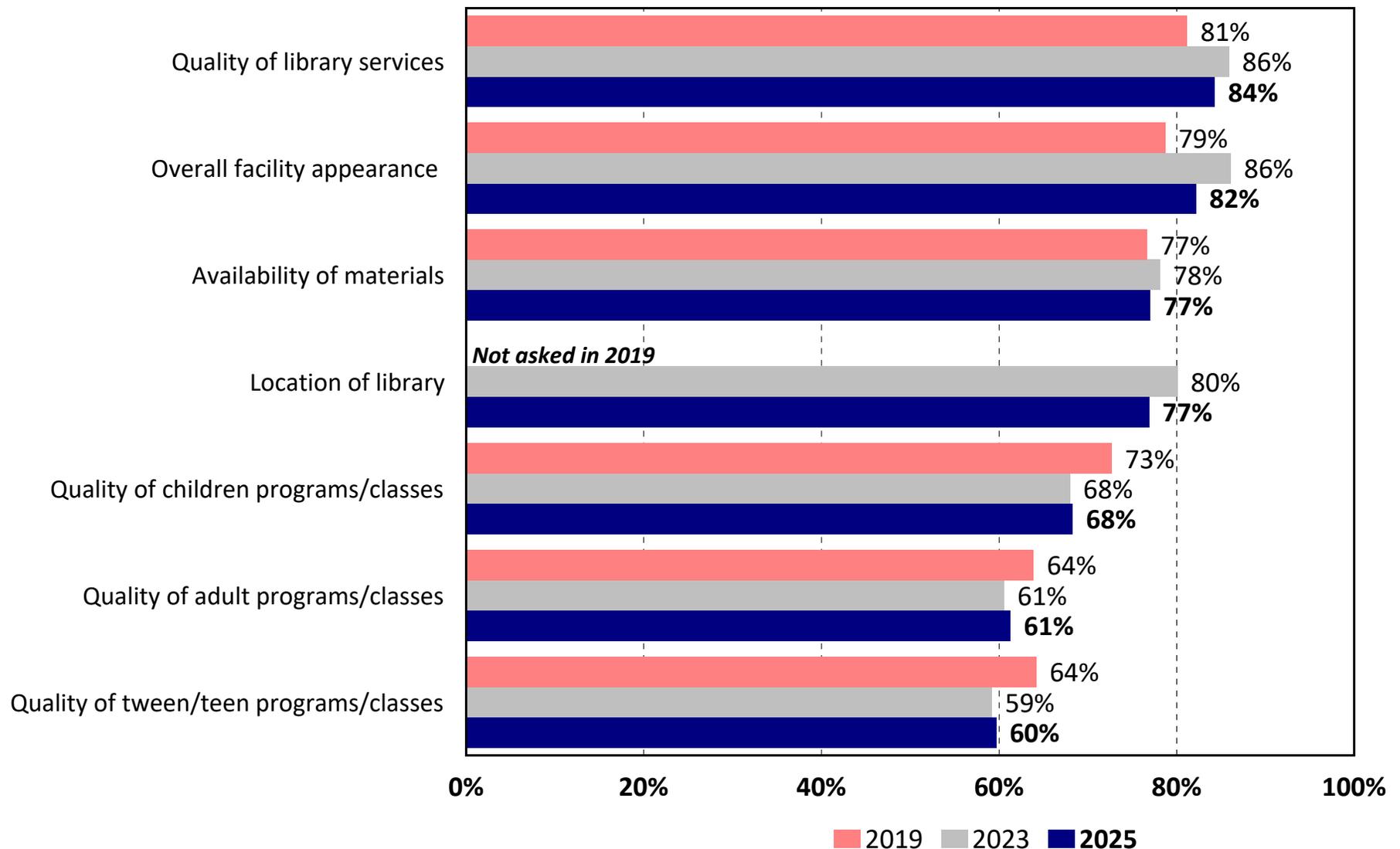
Q13a. Satisfaction with Library Services

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



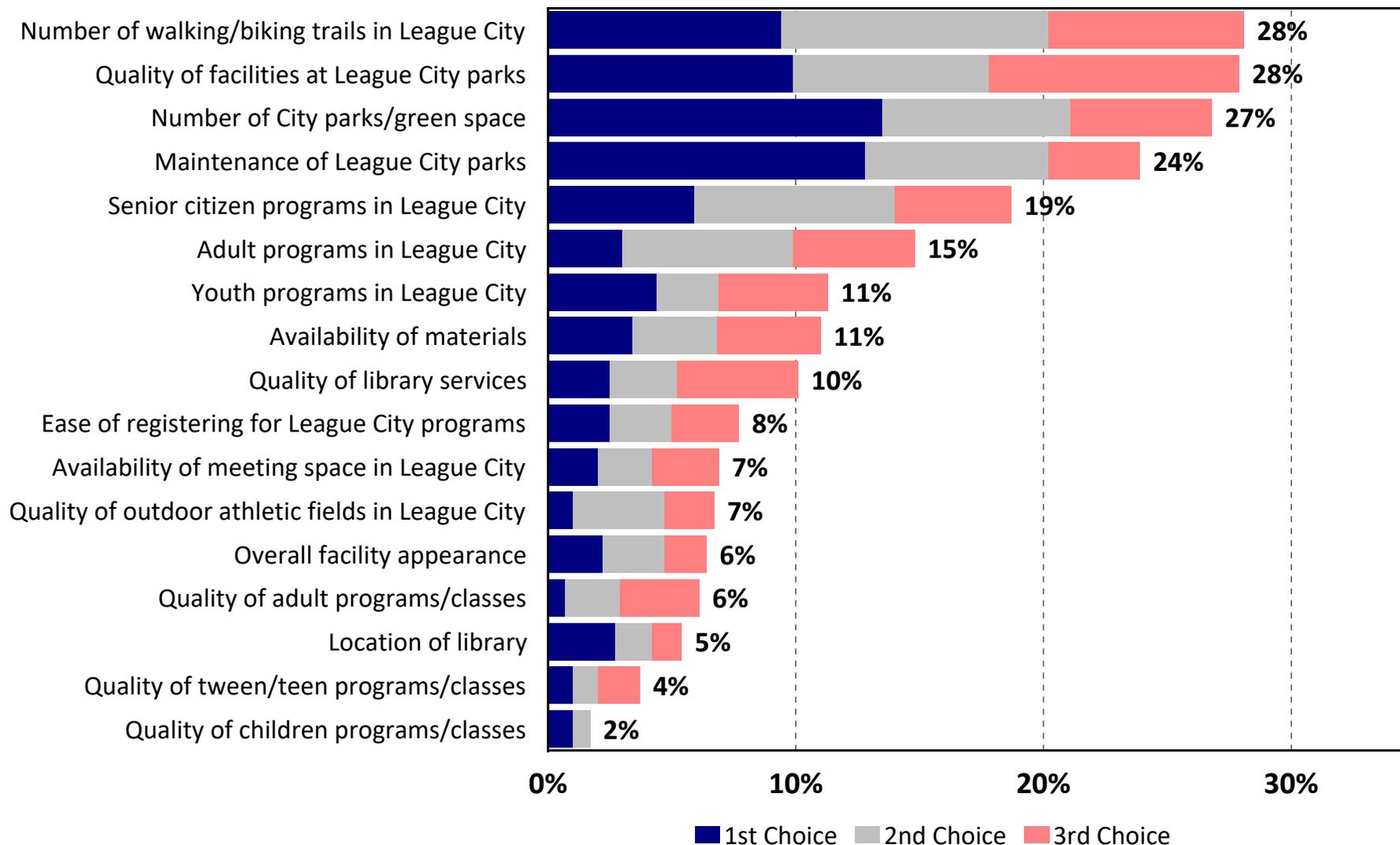
TRENDS: Satisfaction with Library Services 2019 to 2025

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



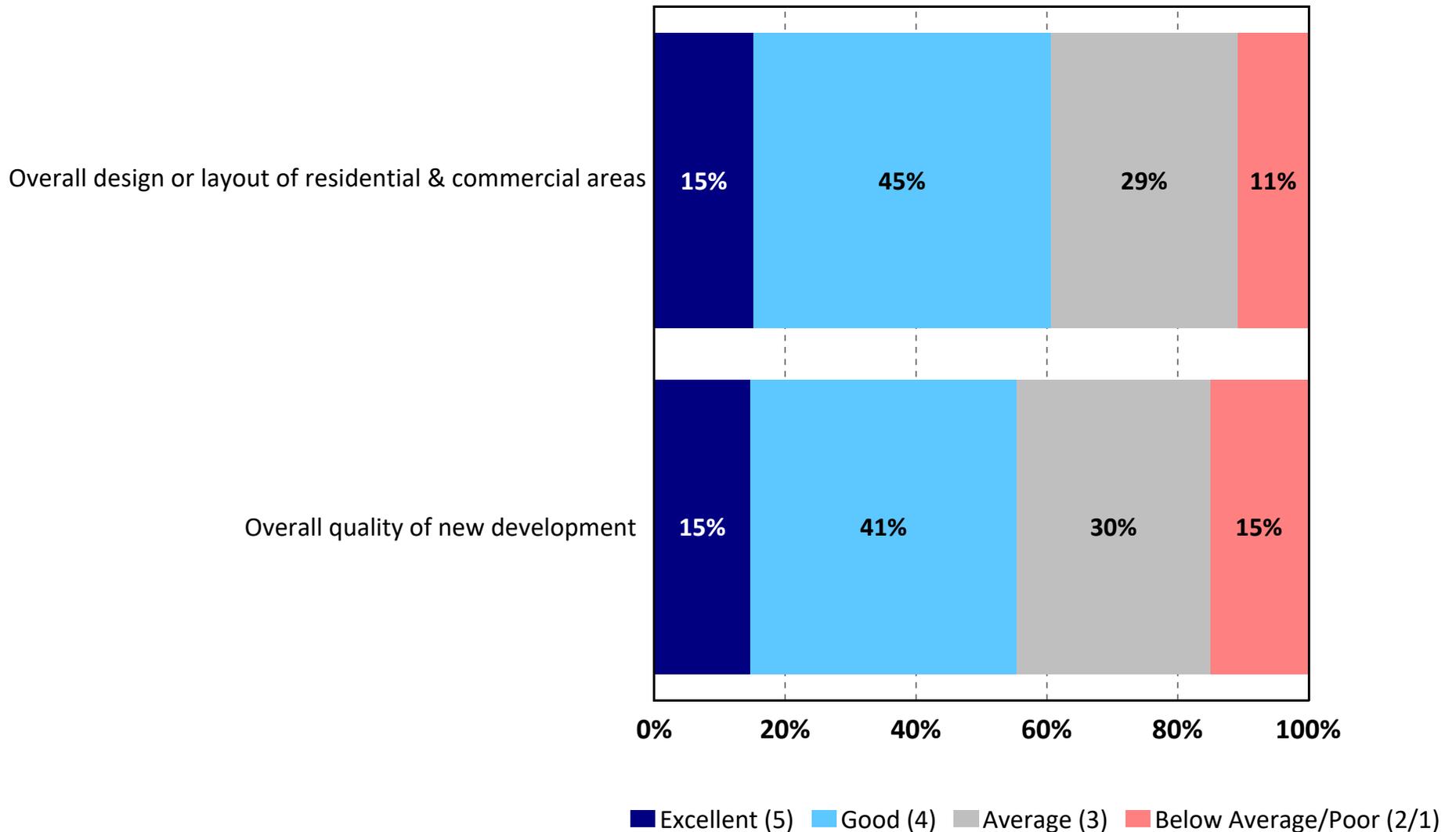
Q14. Parks and Recreation and Library Services That Should Receive the Most Emphasis Over the Next Two Years

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



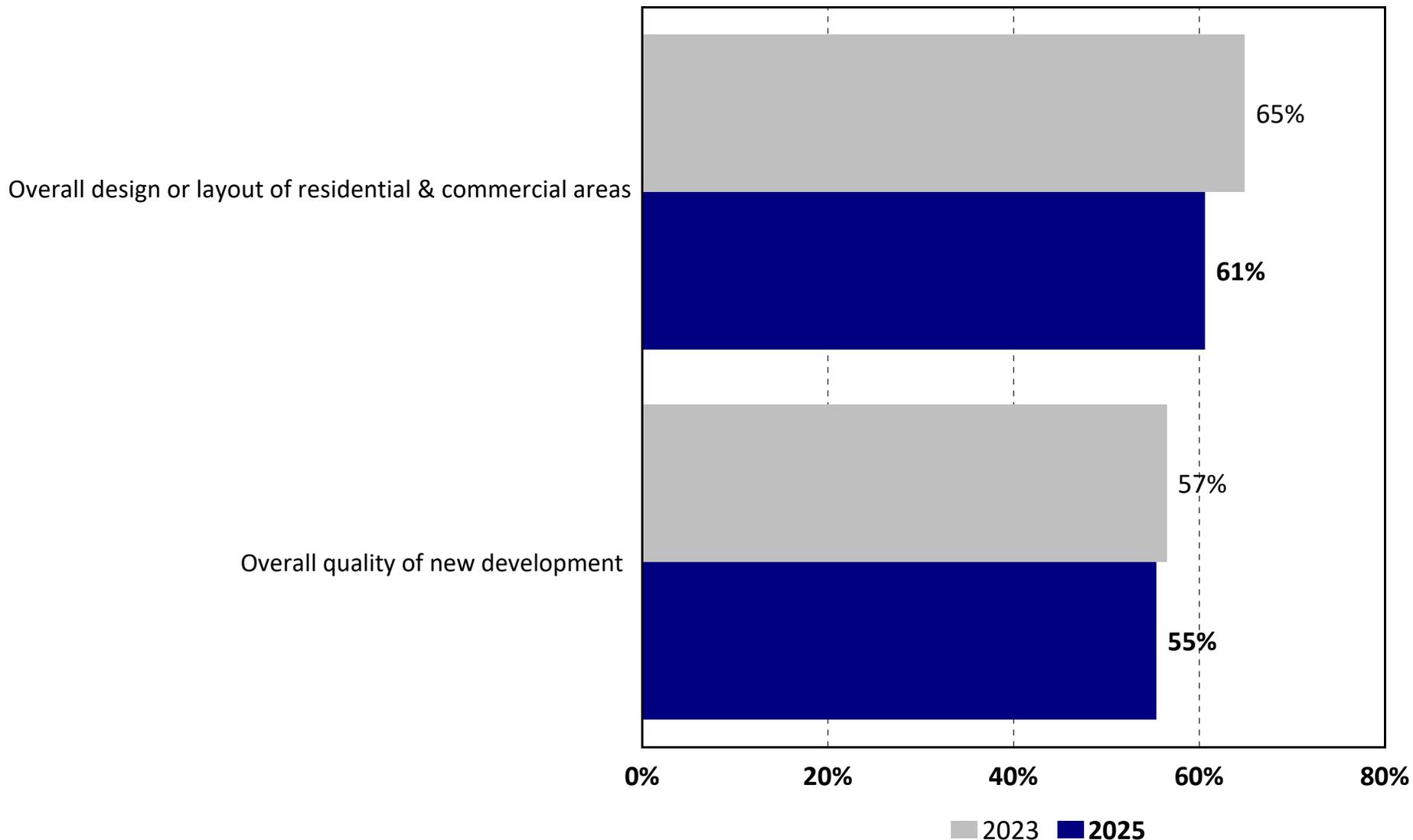
Q15. Ratings of Residential and Commercial Areas

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



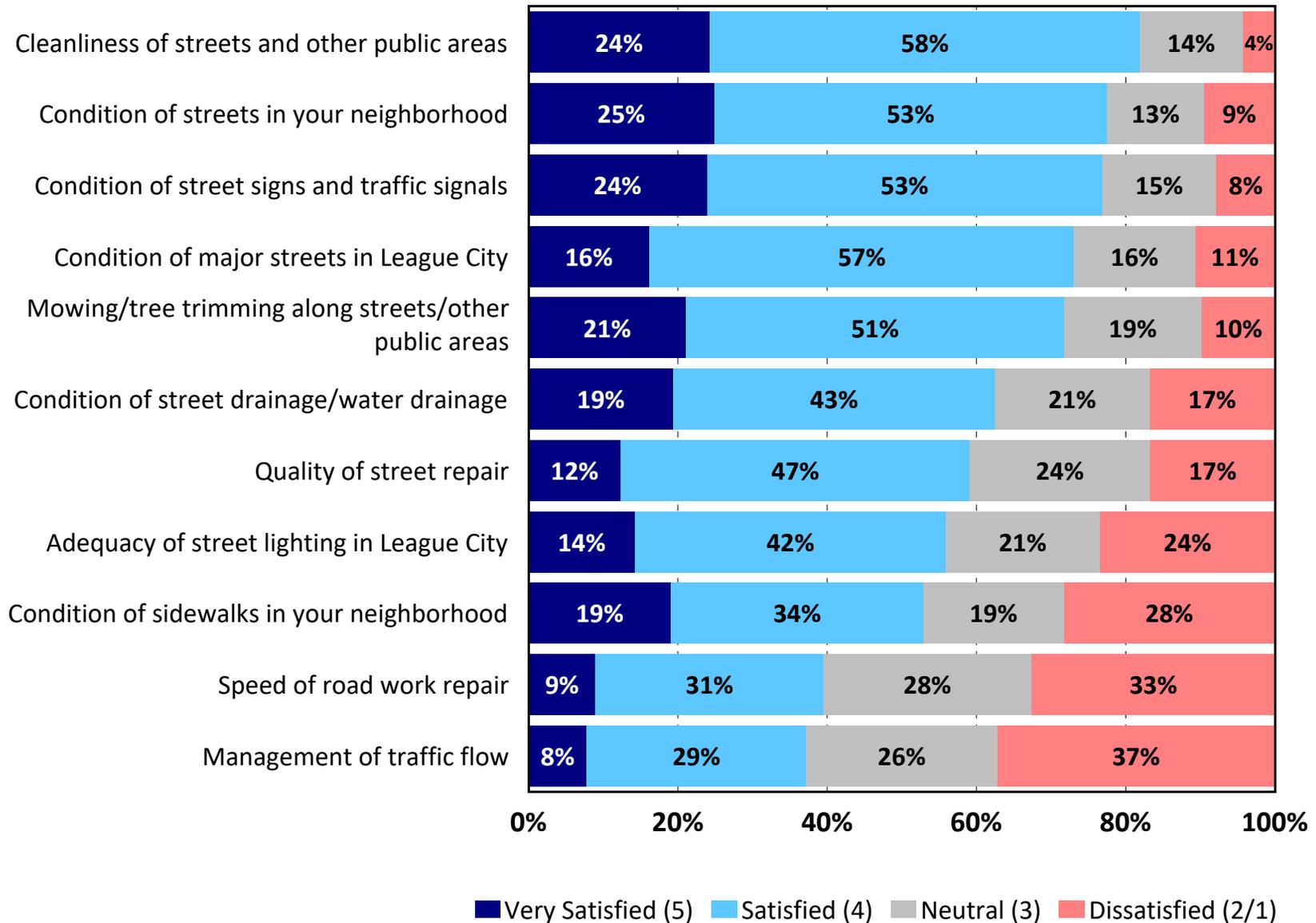
TRENDS: Ratings of Residential and Commercial Areas 2023 vs. 2025

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



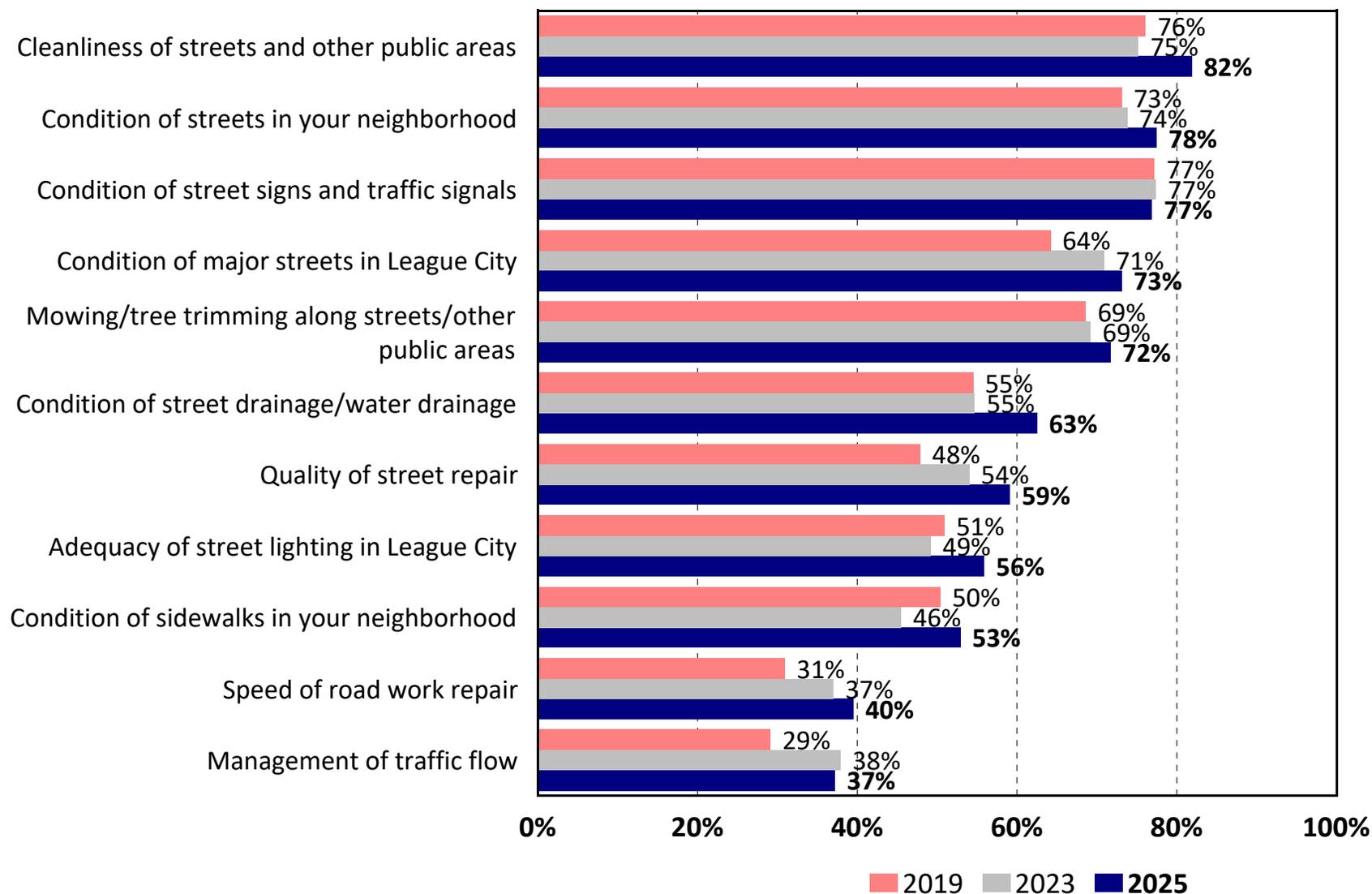
Q16. Satisfaction with Public Works Services

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



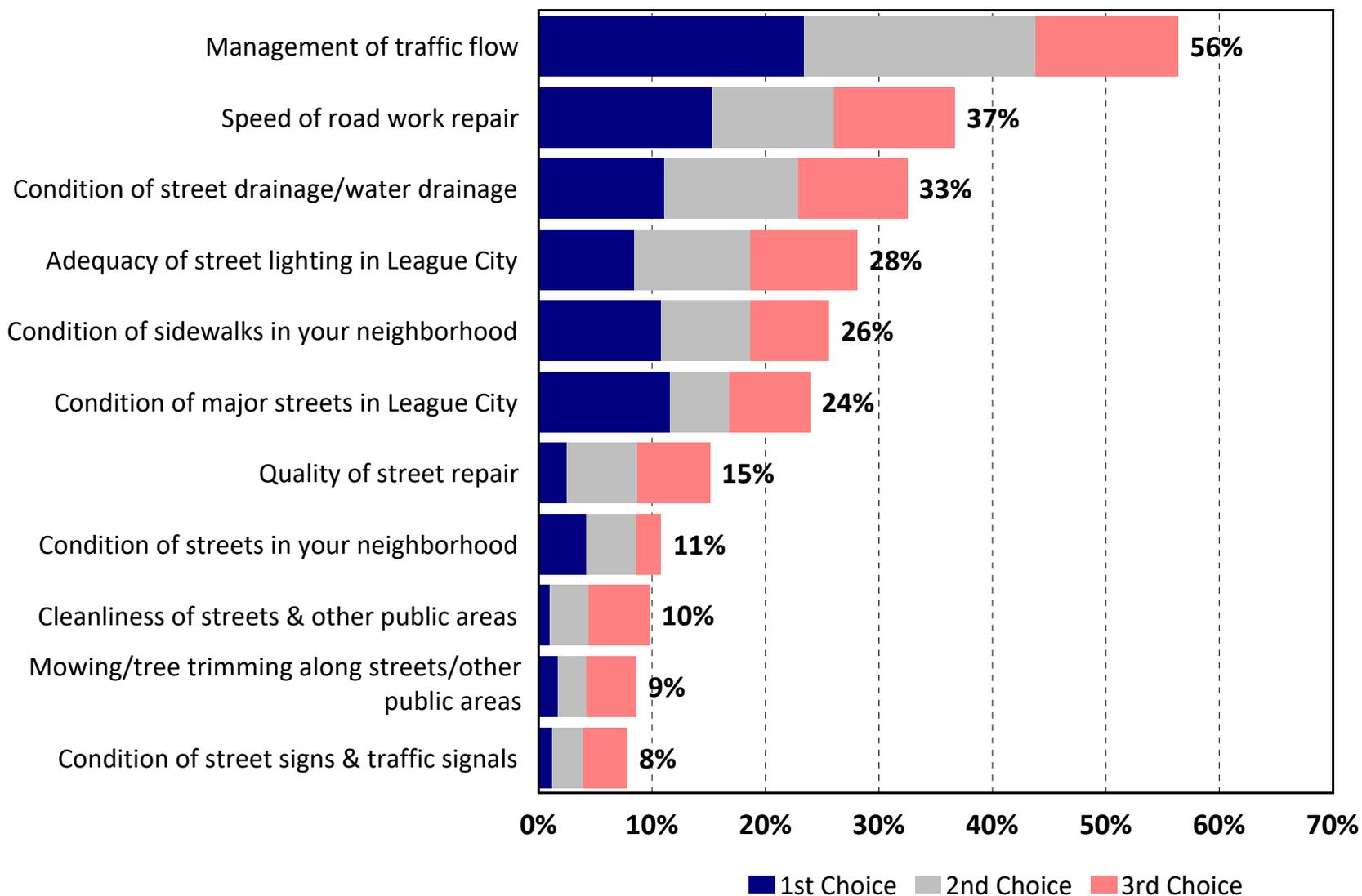
TRENDS: Satisfaction with Public Works Services 2019 to 2025

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



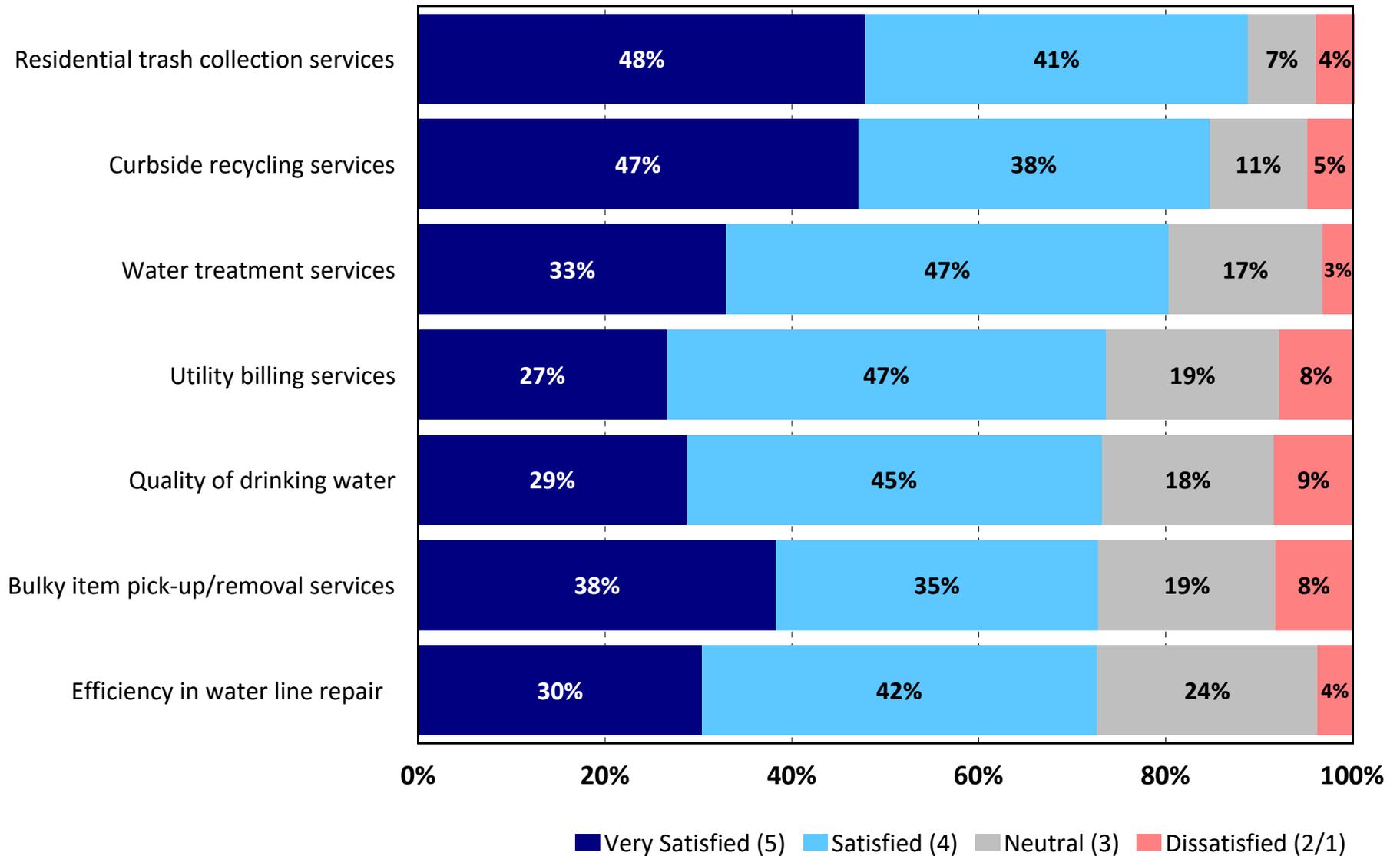
Q17. Public Works Services That Should Receive the Most Emphasis Over the Next Two Years

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



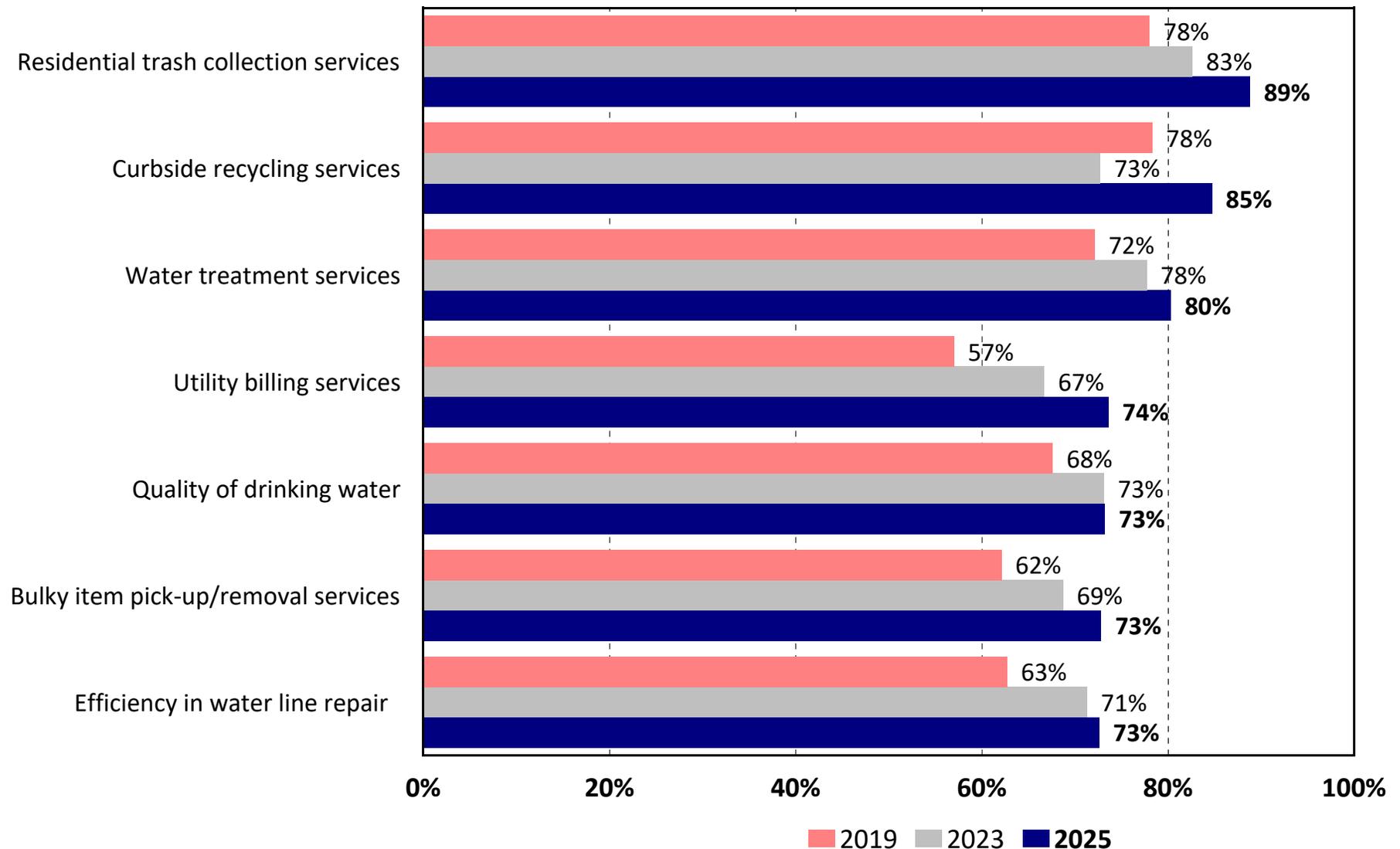
Q18. Satisfaction with Trash Services and Water Utilities

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



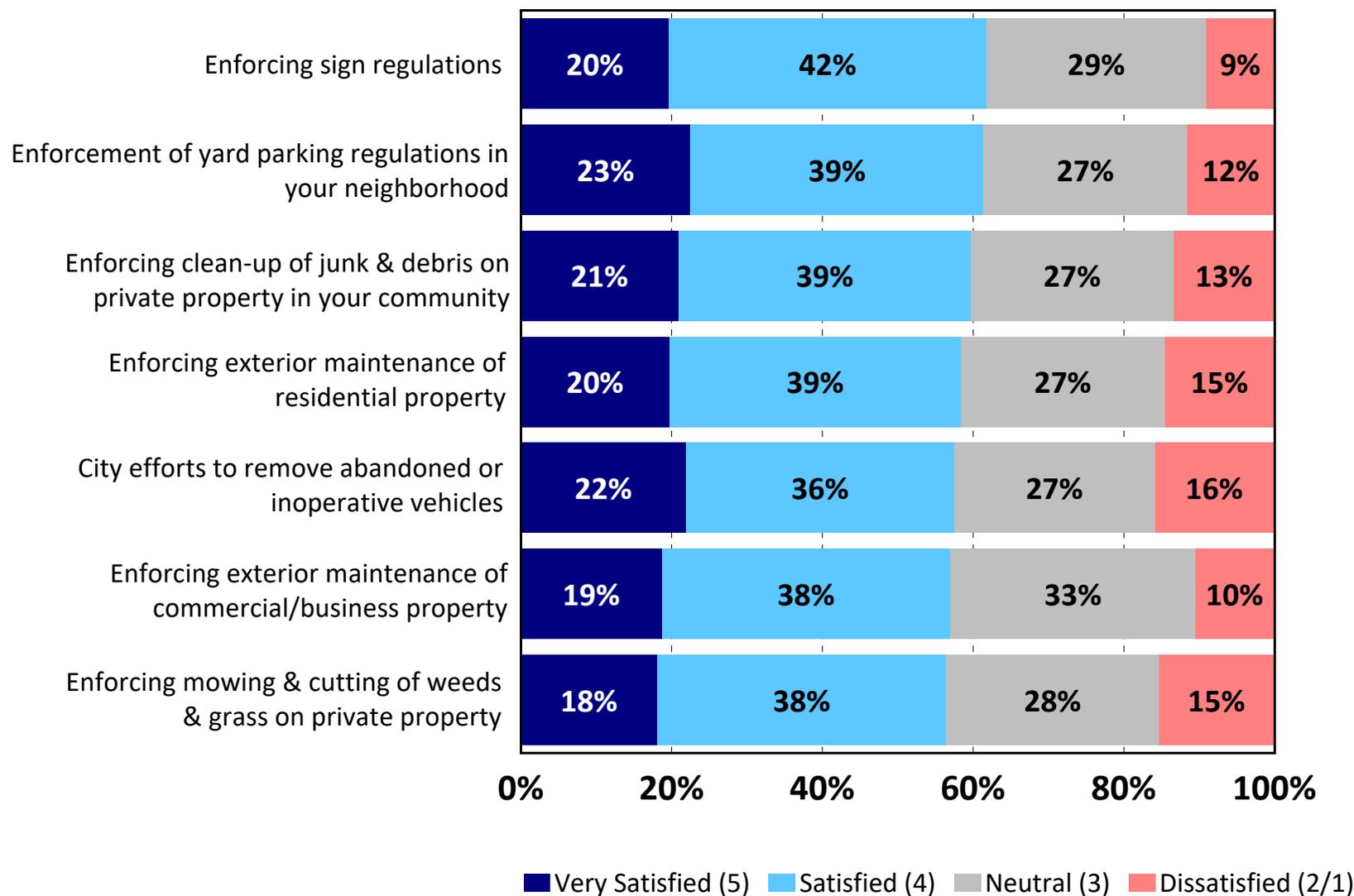
TRENDS: Satisfaction with Trash Services and Water Utilities 2019 to 2025

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



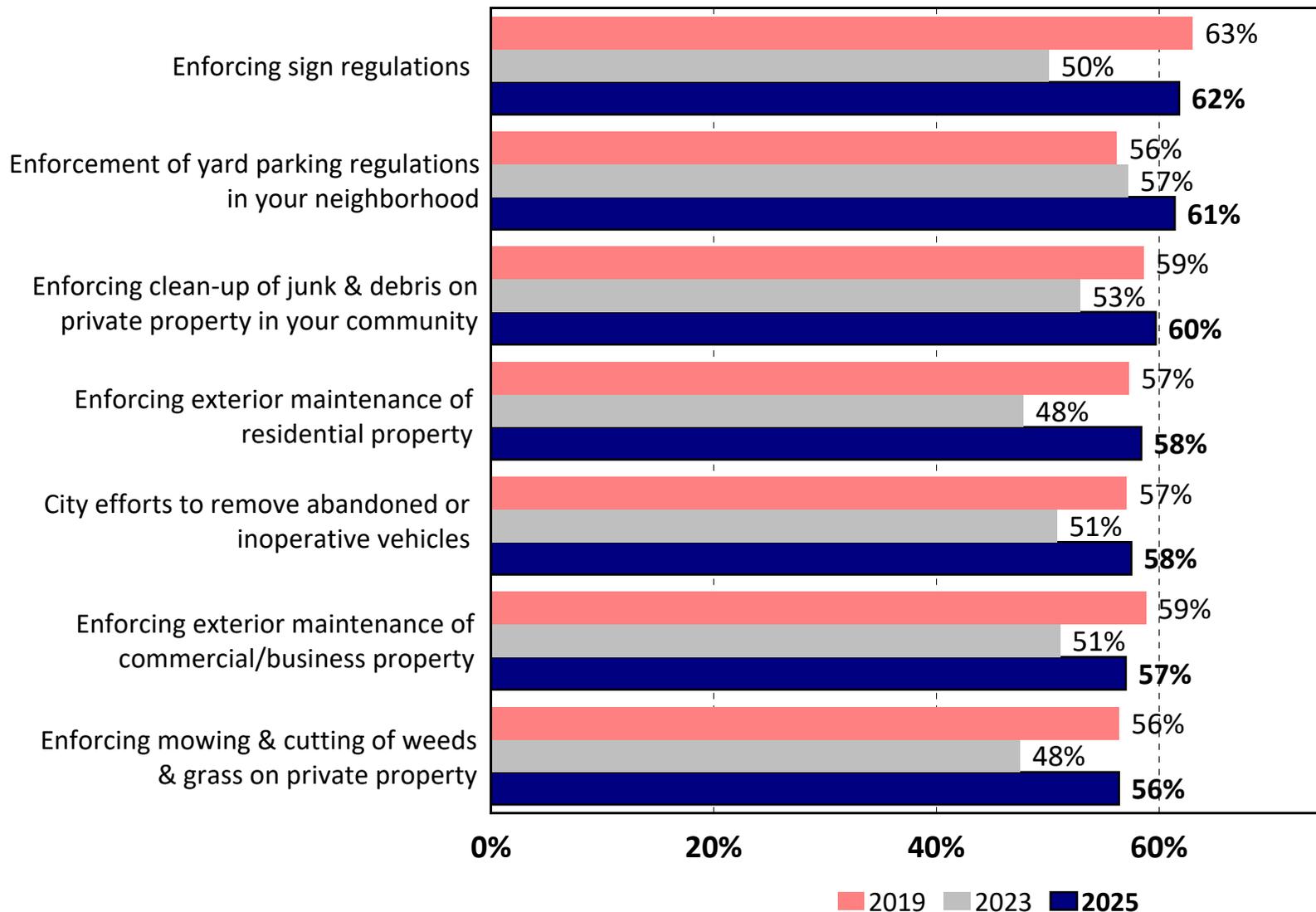
Q19. Satisfaction with Code Enforcement

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



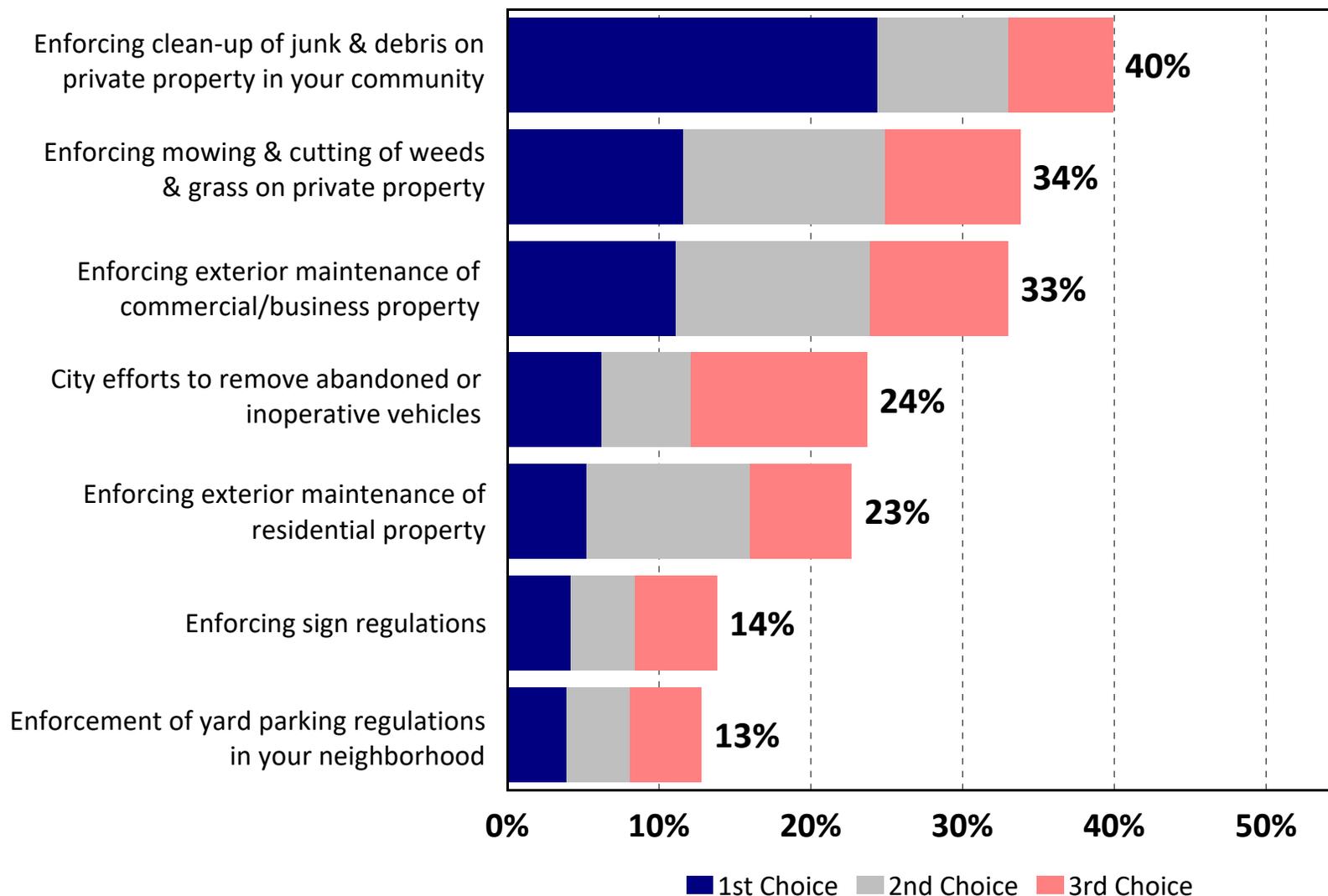
TRENDS: Satisfaction with Code Enforcement 2019 to 2025

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



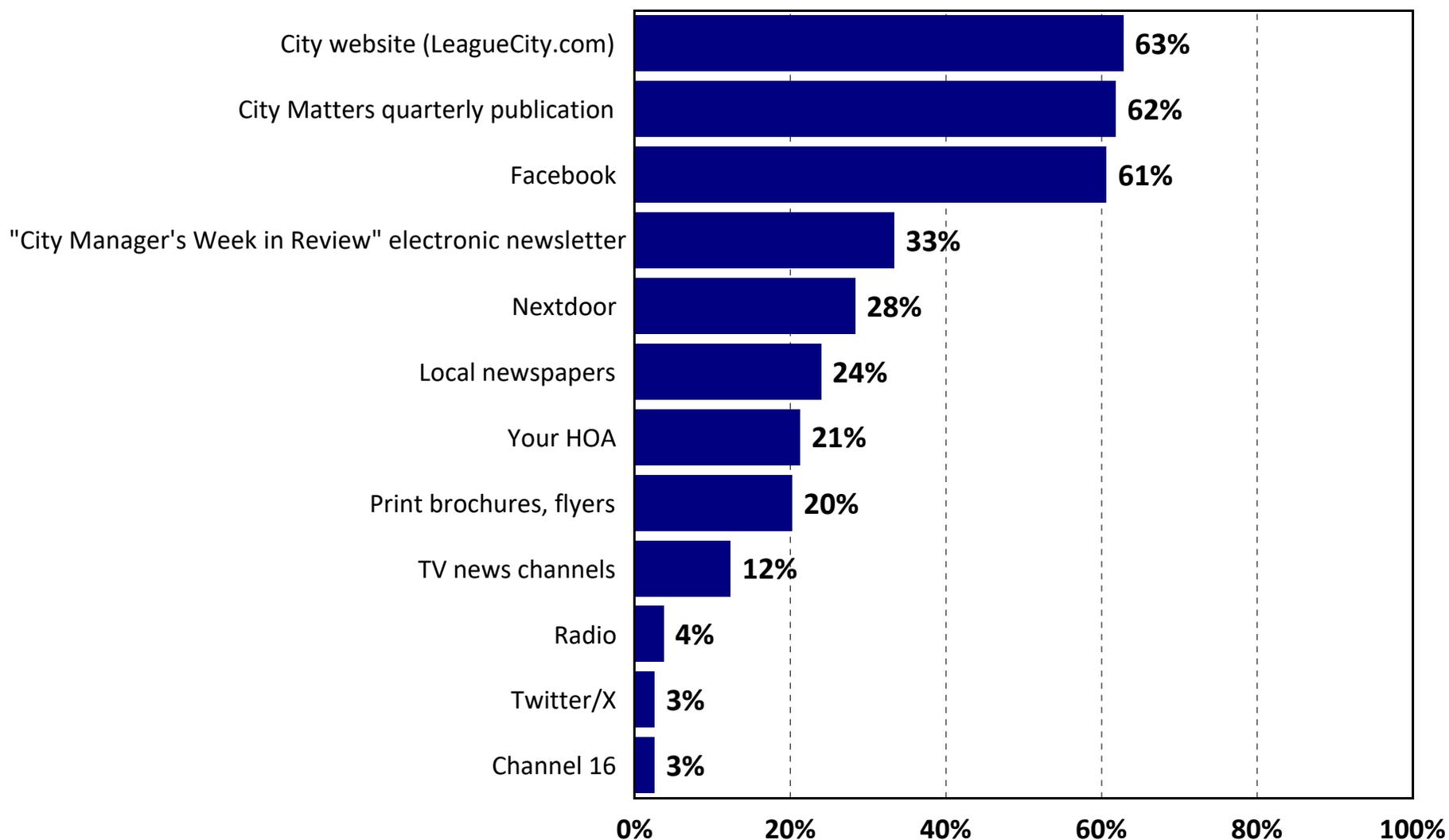
Q20. Code Enforcement Services That Should Receive the Most Emphasis Over the Next Two Years

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



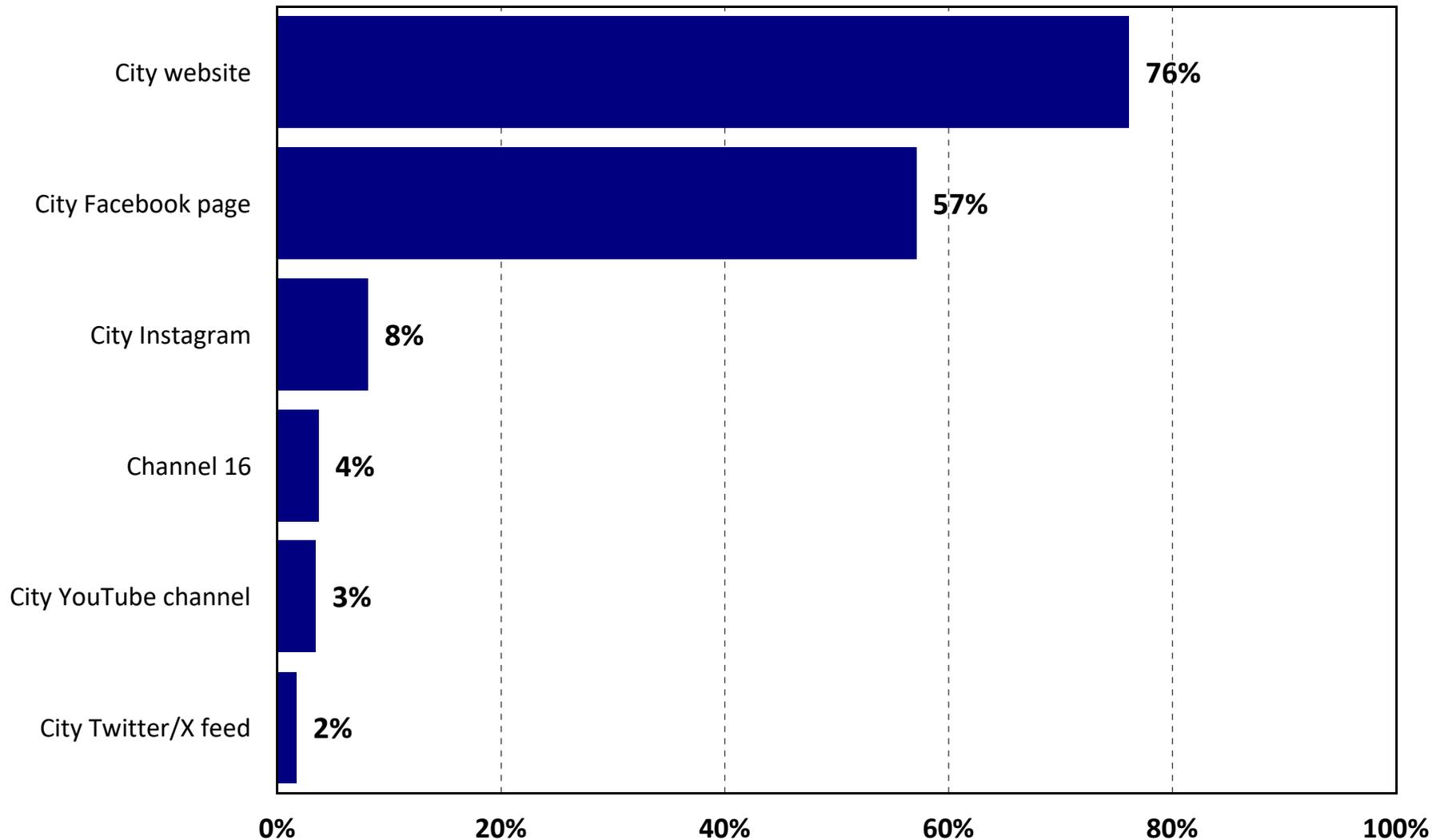
Q21. Sources From Which Respondents Currently Get Information About the City

by percentage of respondents (multiple selections could be made)



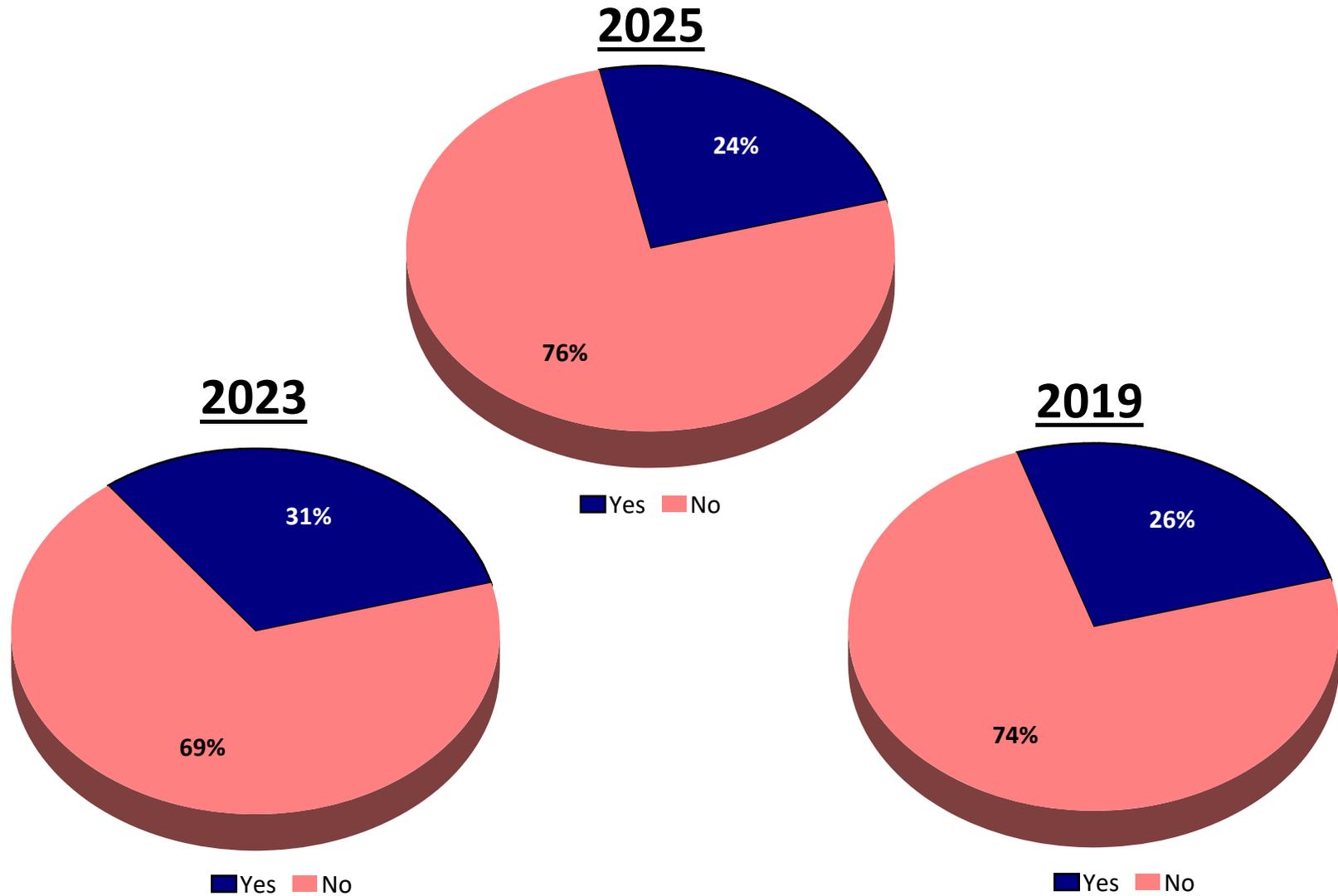
Q22. City Communication Channels Respondents Have Visited in the Past 12 Months

by percentage of respondents (multiple selections could be made)



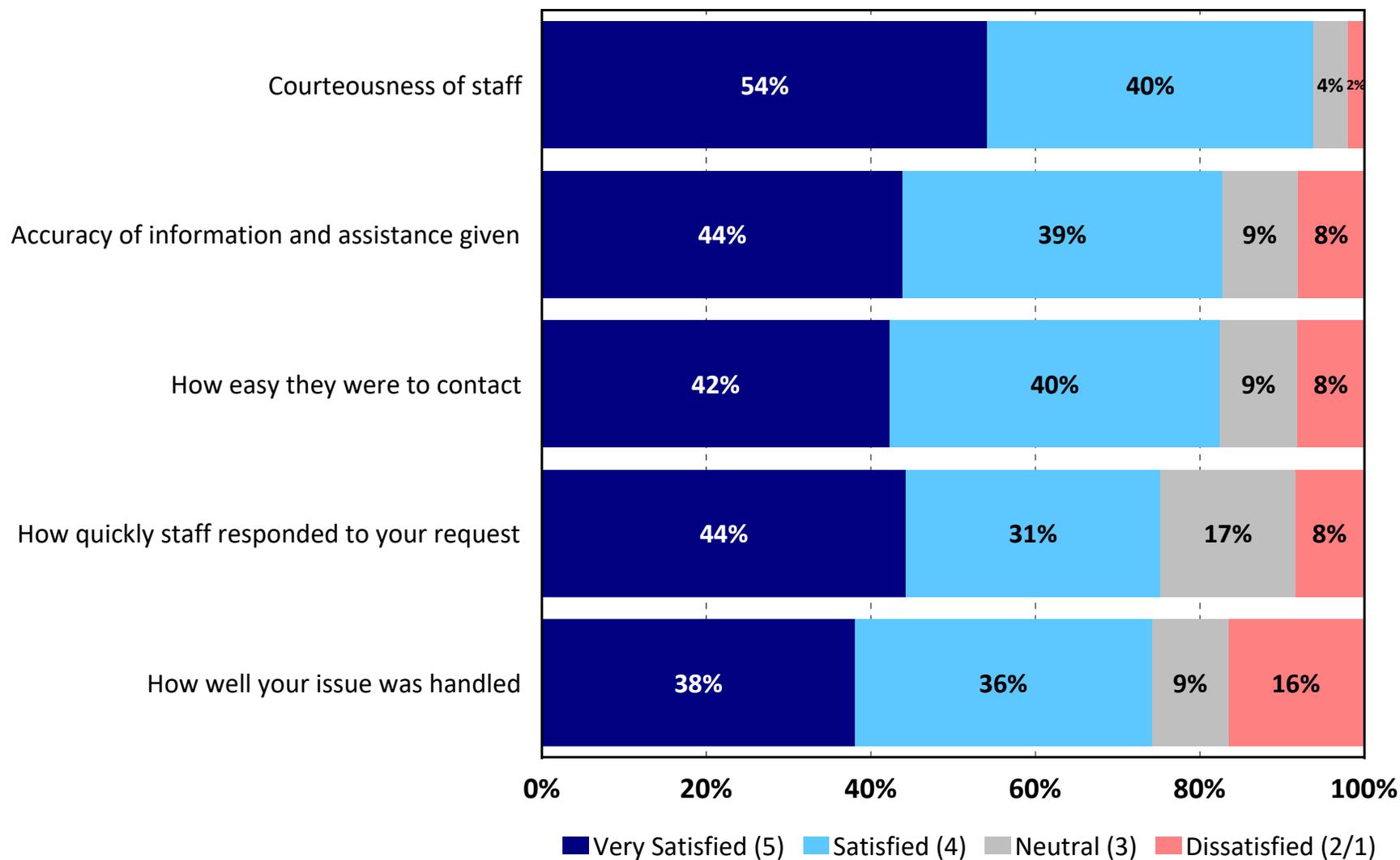
Q23. Have you called your city government with a question, problem, or complaint during the past year?

by percentage of respondents



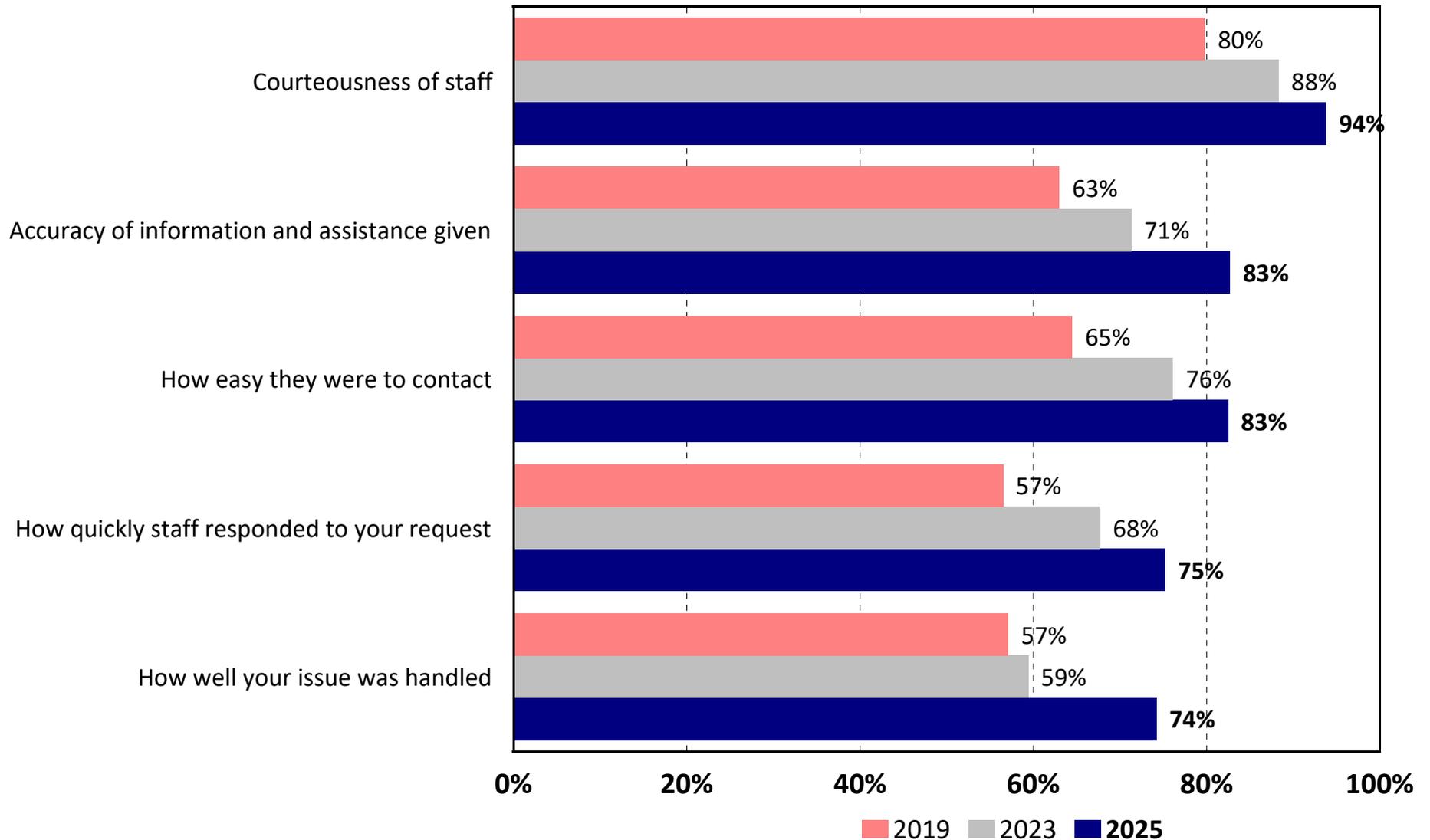
Q23a. Satisfaction with Interaction with City Employees

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 2025

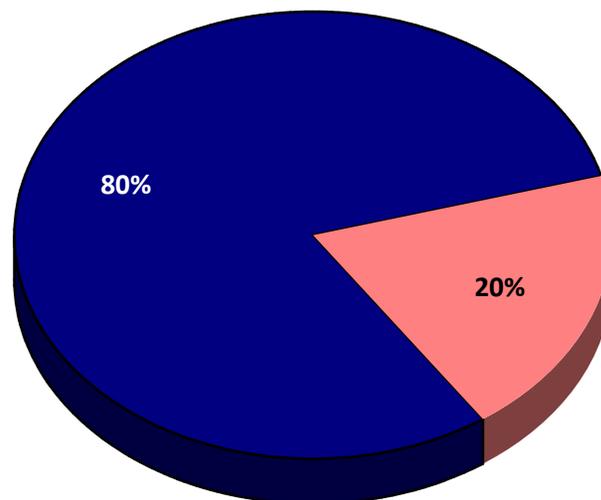
by percentage of respondents who contacted the City in the past year and rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



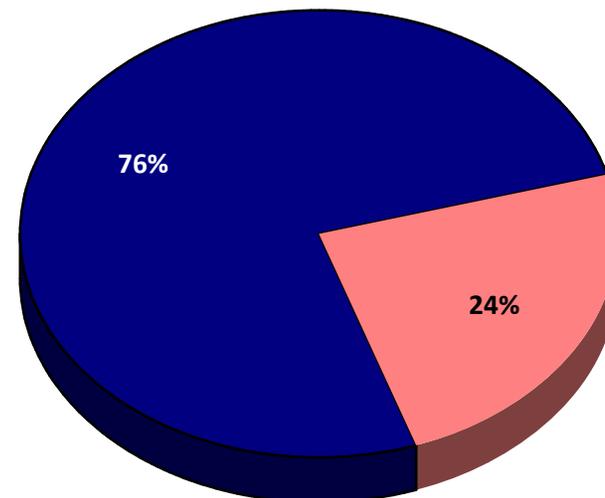
Q24. Thinking about the services and facilities the City provides, do you feel that you are getting your money's worth for your tax dollars?

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

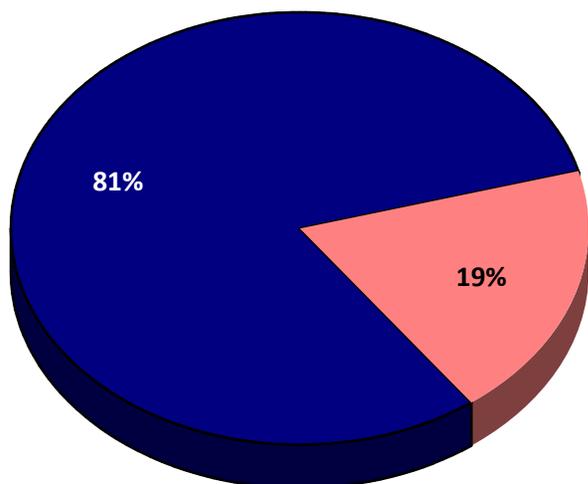
2025



2019



2023

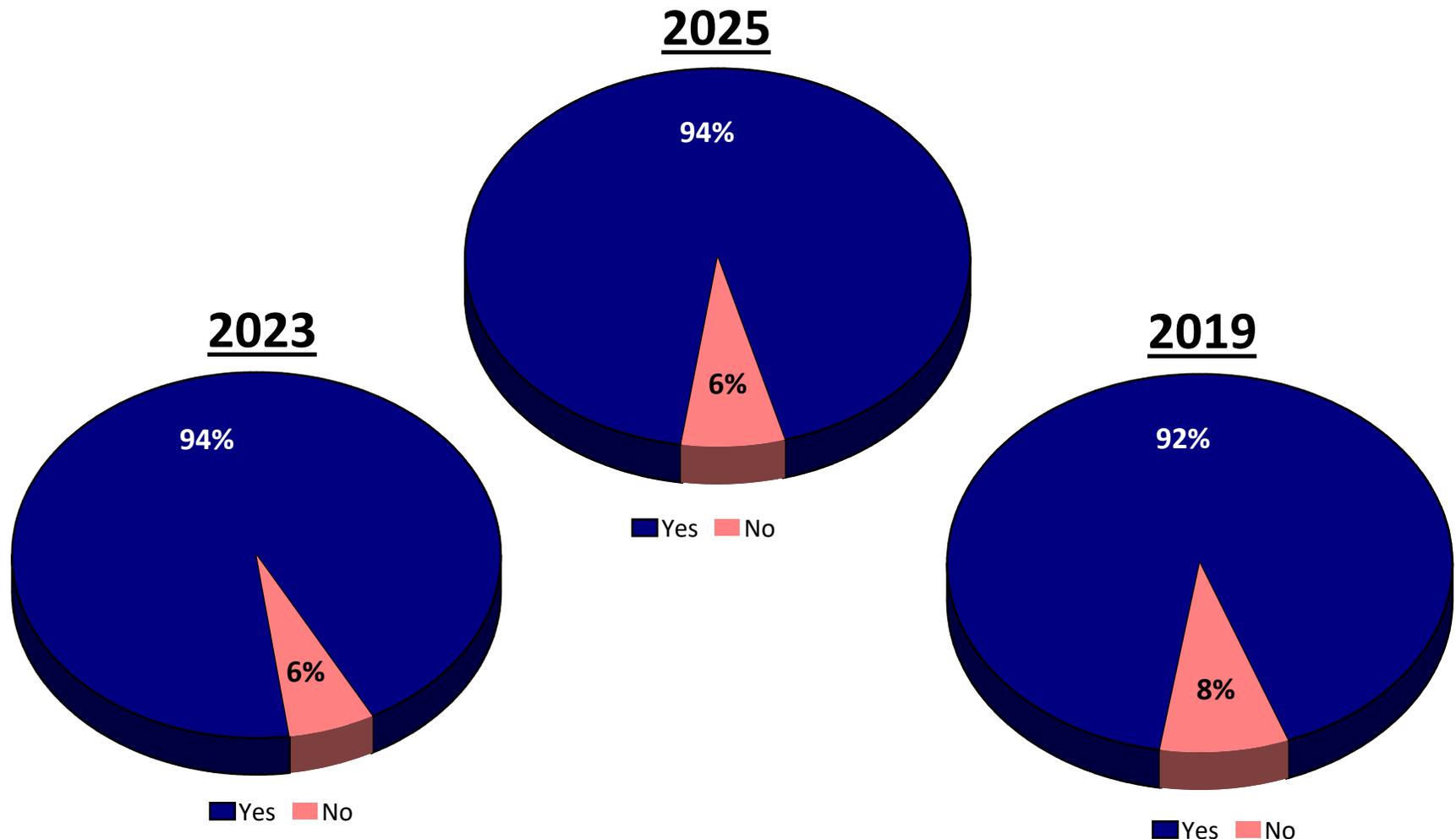


■ Yes, I am getting my money's worth
■ No, I am not getting my money's worth

■ Yes, I am getting my money's worth
■ No, I am not getting my money's worth

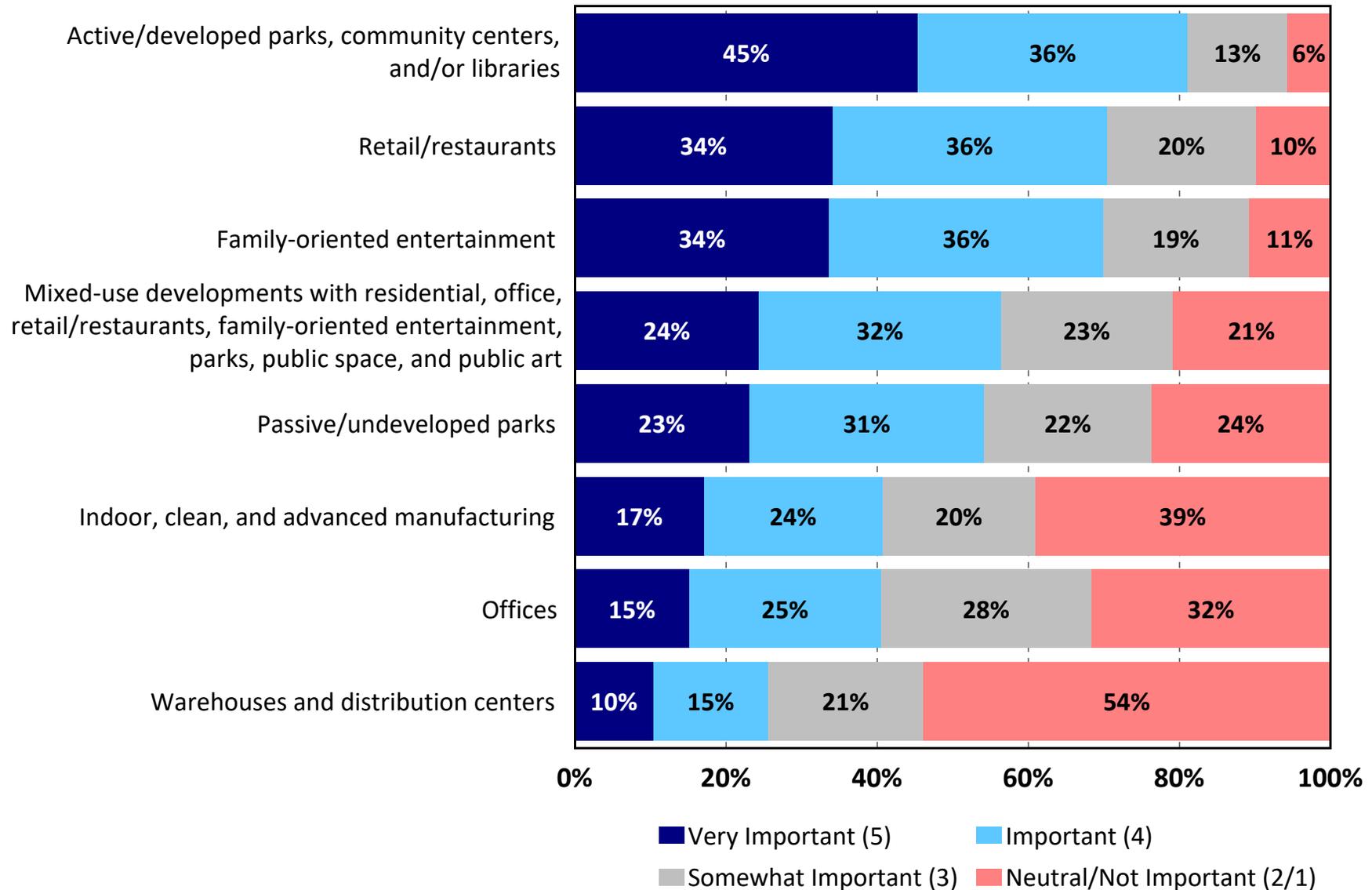
■ Yes, I am getting my money's worth
■ No, I am not getting my money's worth

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")



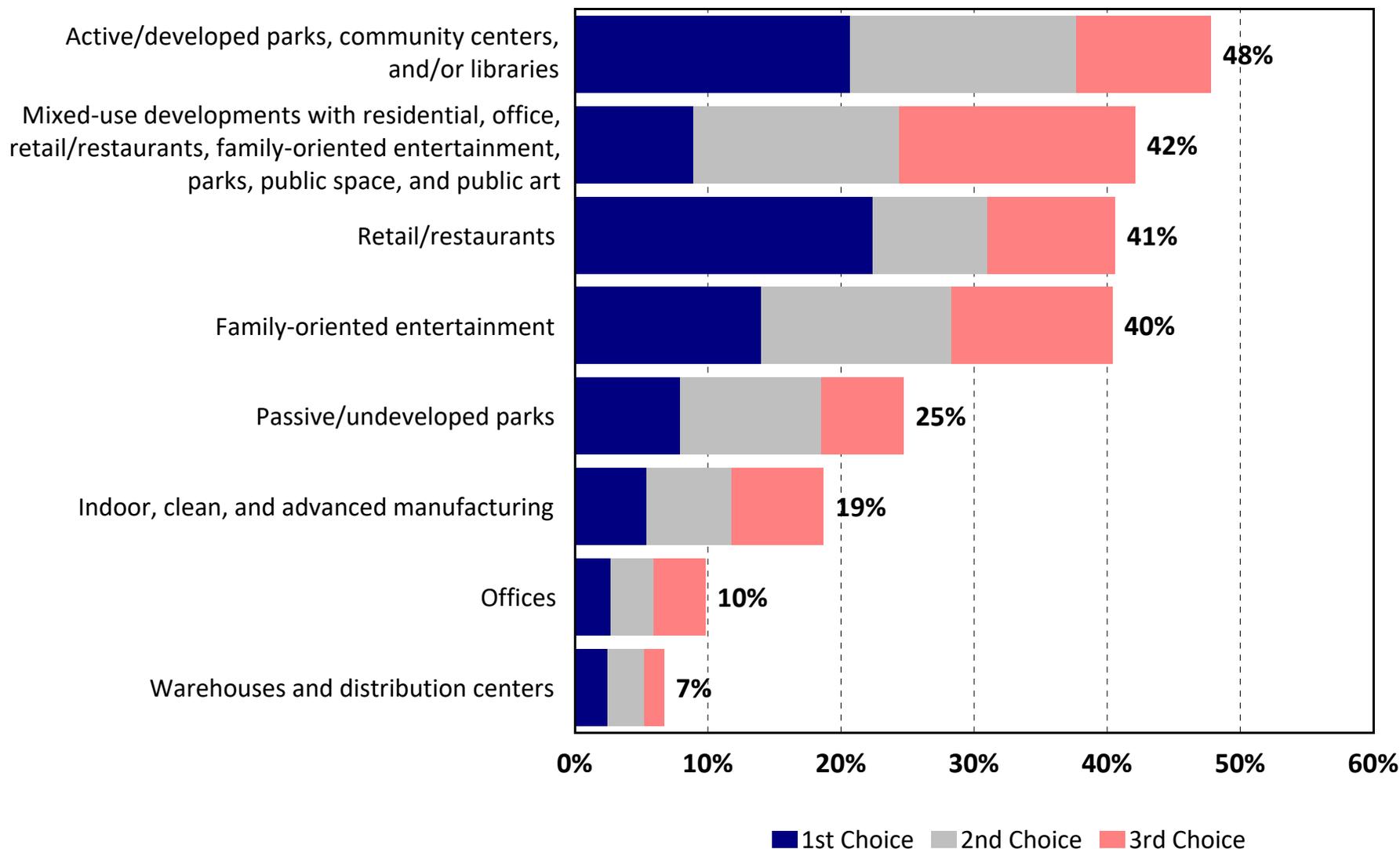
Q26. Importance of the Following Types of Development

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



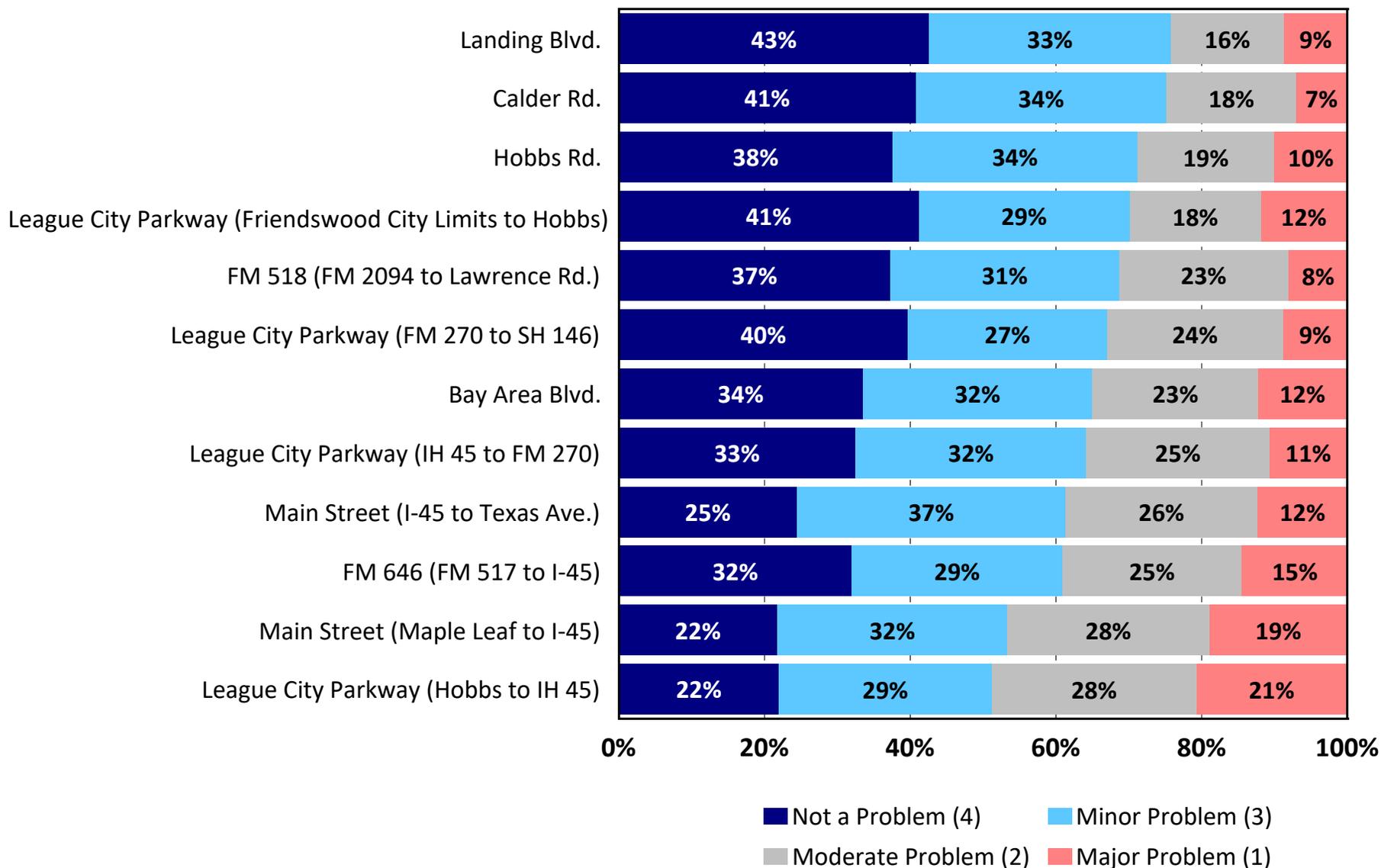
Q27. Categories of Development That Should Receive the Most Emphasis Over the Next Two Years

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



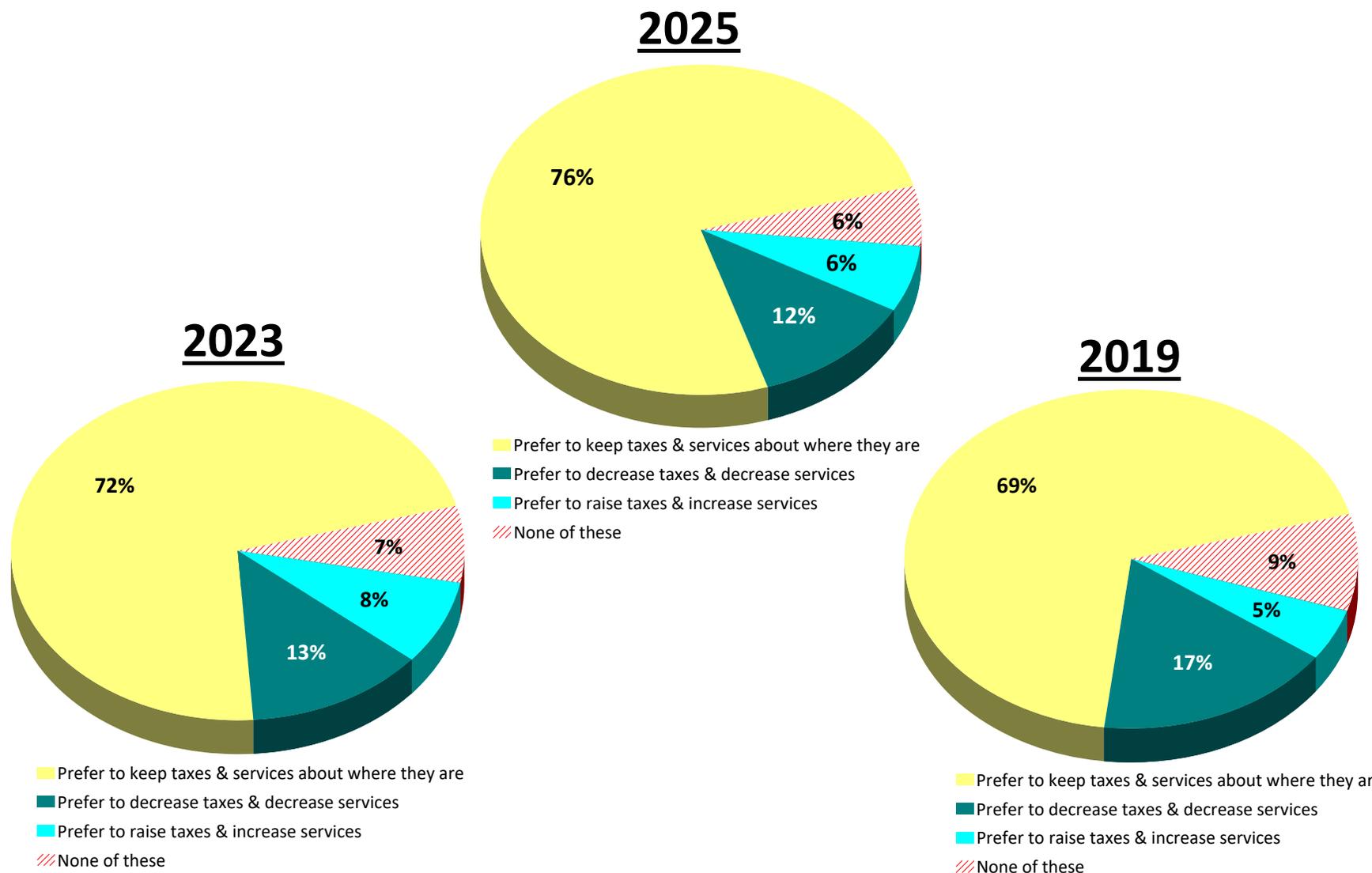
Q28. Perception of Traffic and Mobility Issues

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



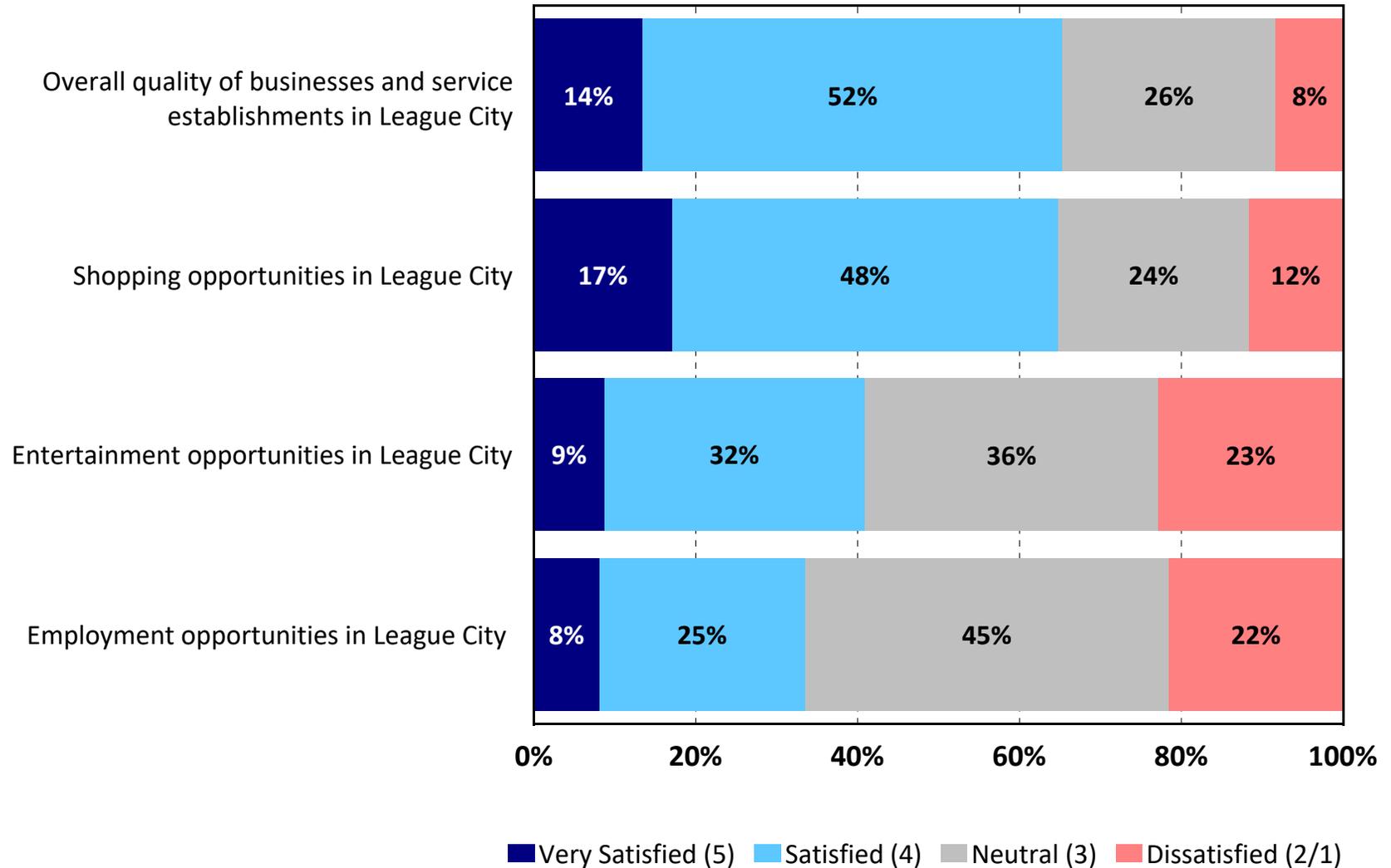
Q29. Considering all of the services League City provides and the taxes you pay, which of the following statements comes closest to your view?

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



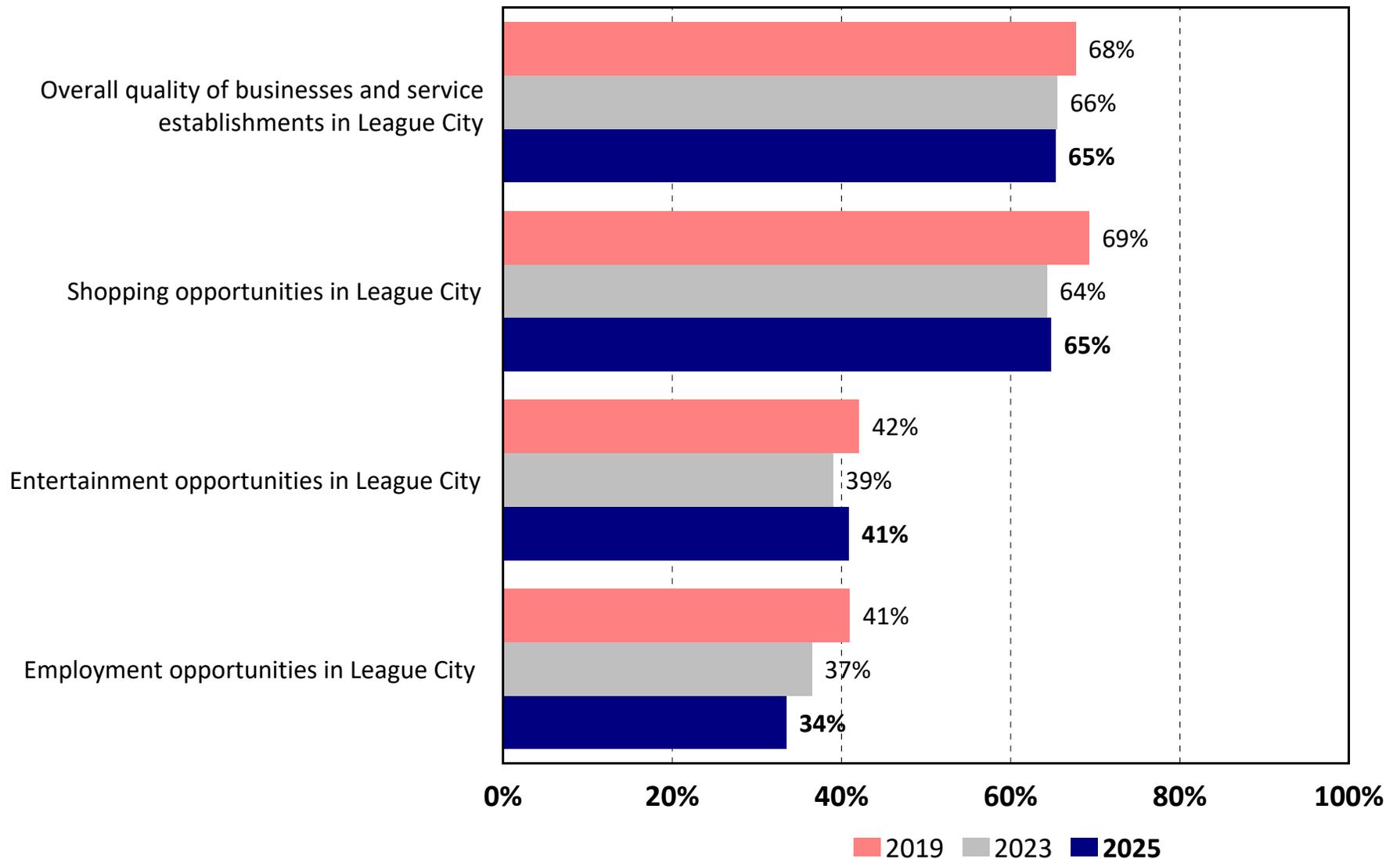
Q30. Satisfaction with the Following Items

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



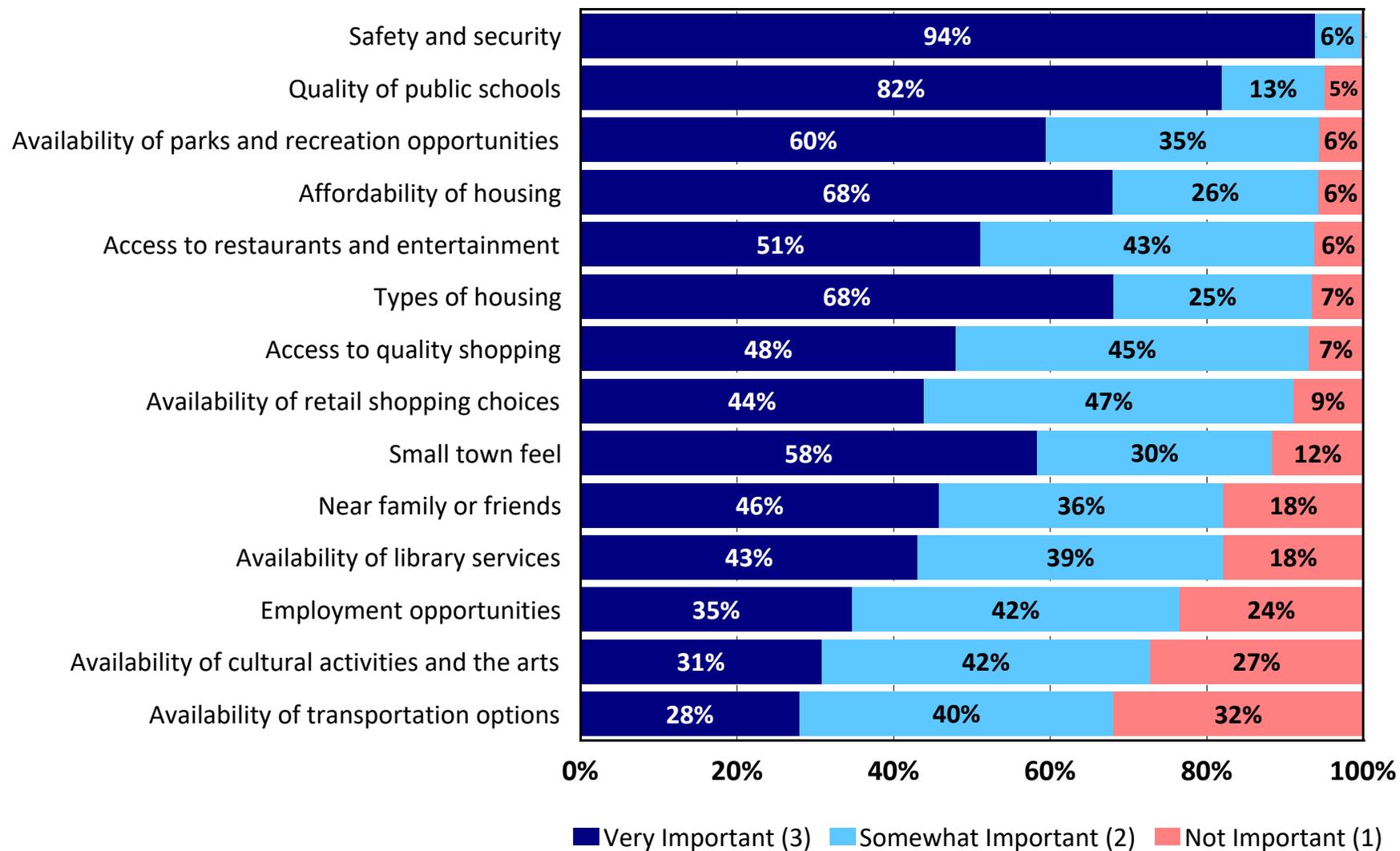
TRENDS: Satisfaction with the Following Items 2019 to 2025

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



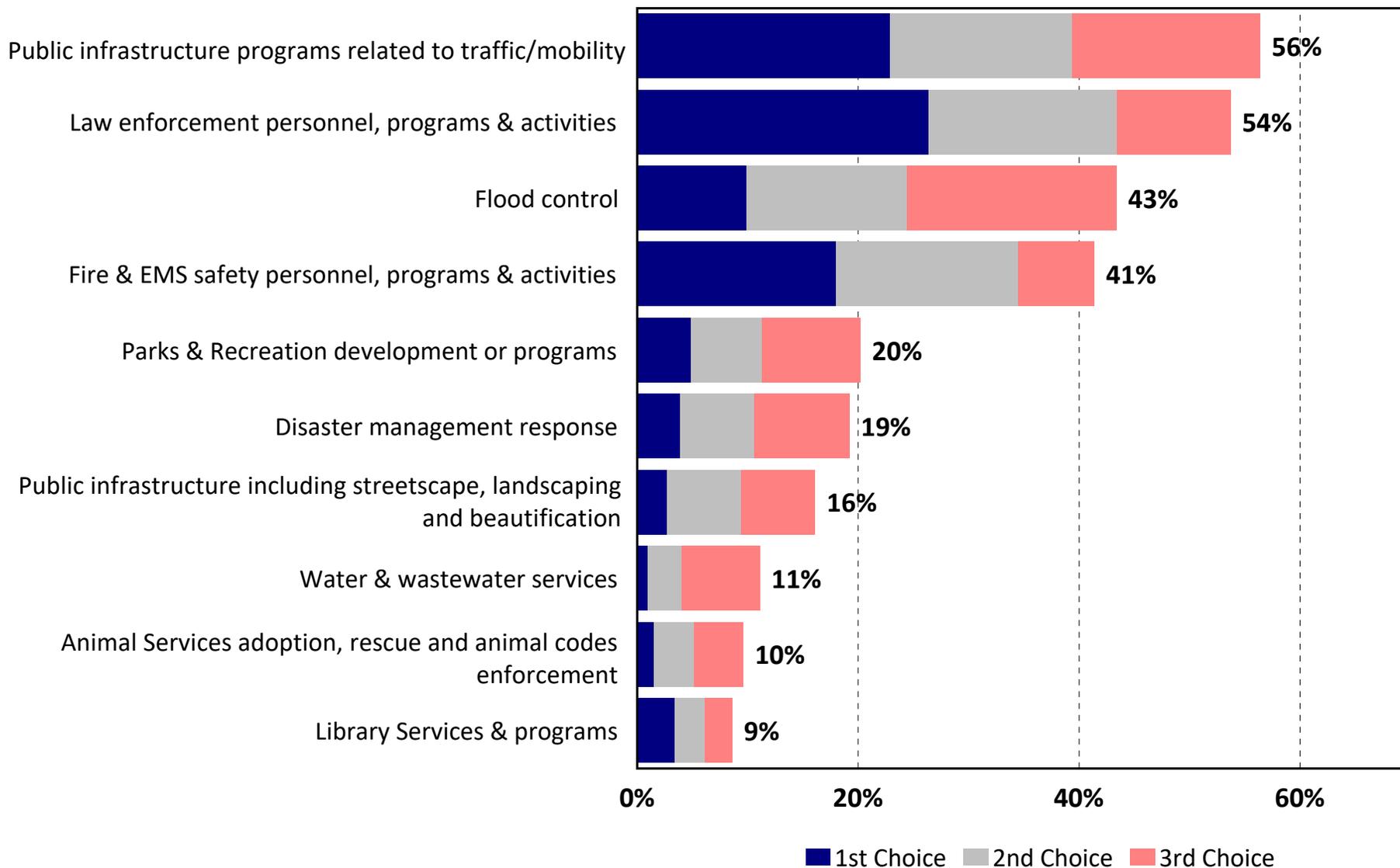
Q31. Importance of Various Reasons for Living in League City

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



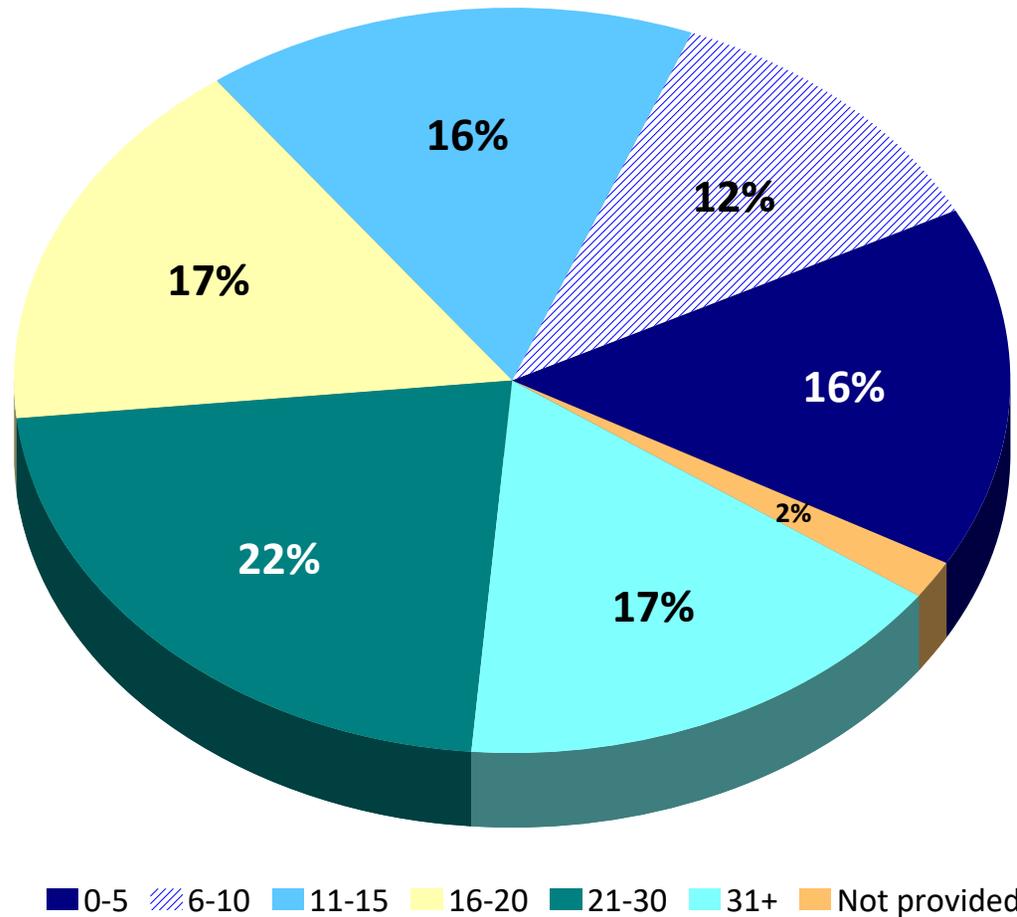
Q35. Which of the following services are most important?

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



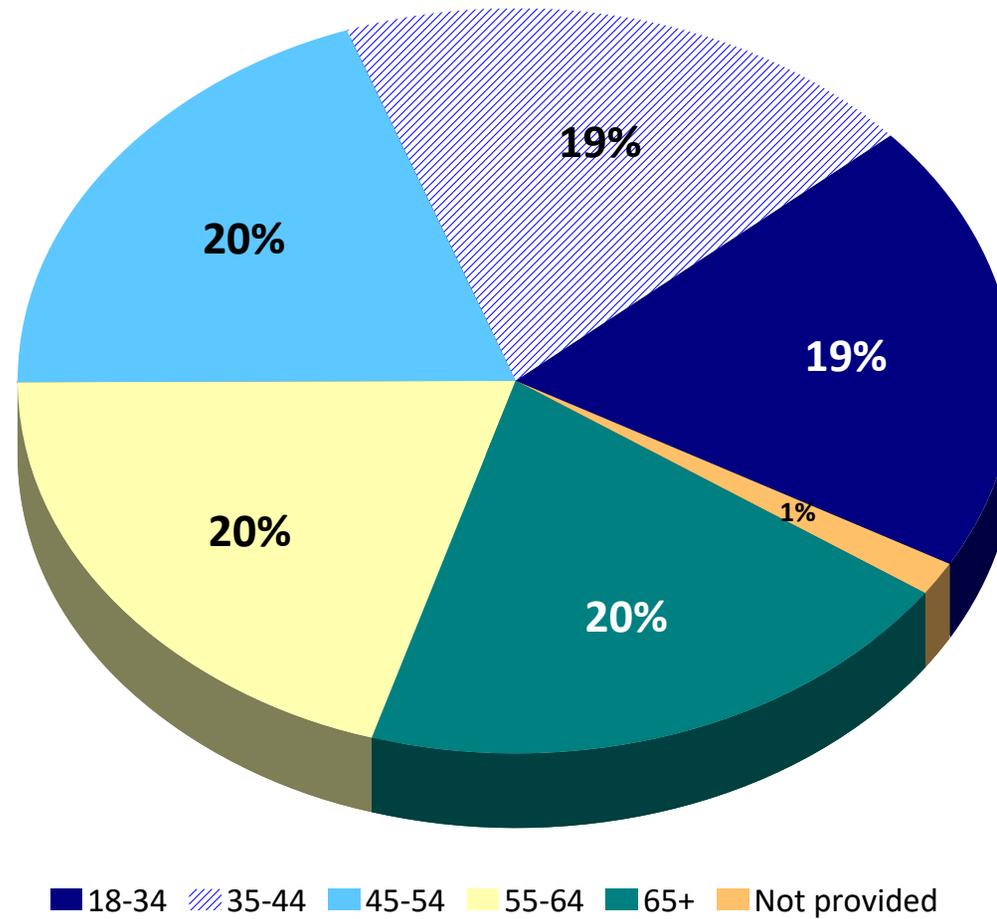
Q37. Demographics: Approximately how many years have you lived in League City?

by percentage of respondents



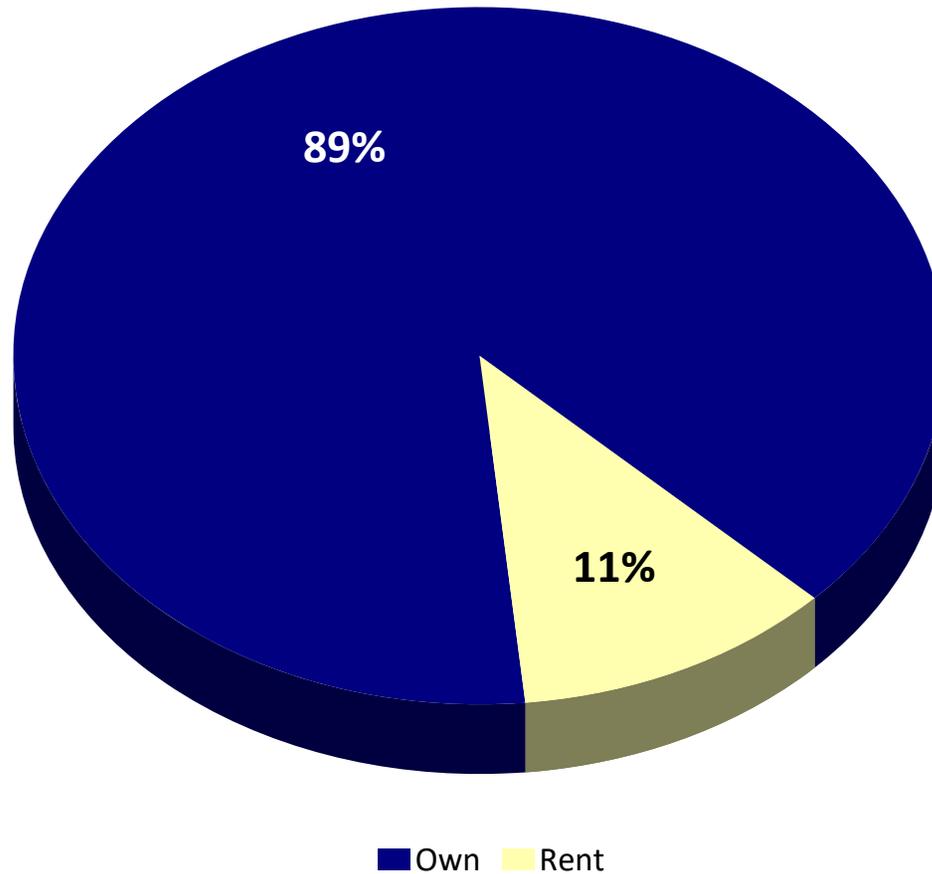
Q38. Demographics: What is your age?

by percentage of respondents



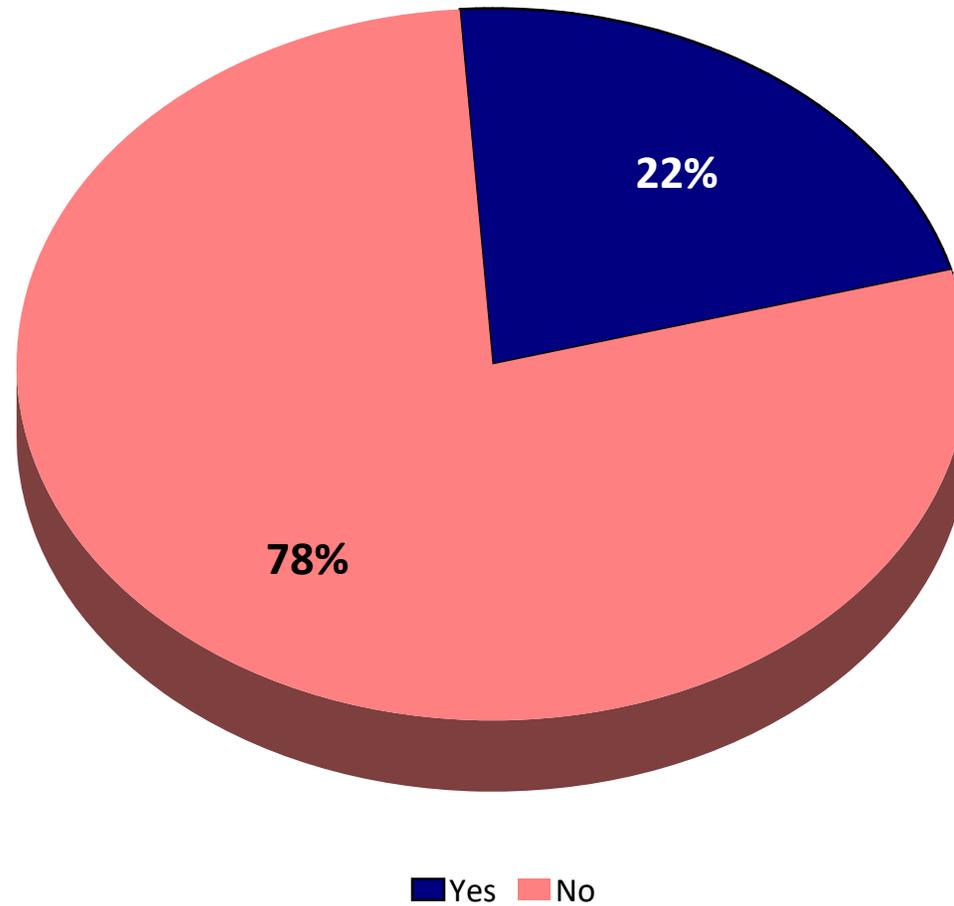
Q39. Demographics: Do you own or rent your current residence?

by percentage of respondents (excluding "not provided")



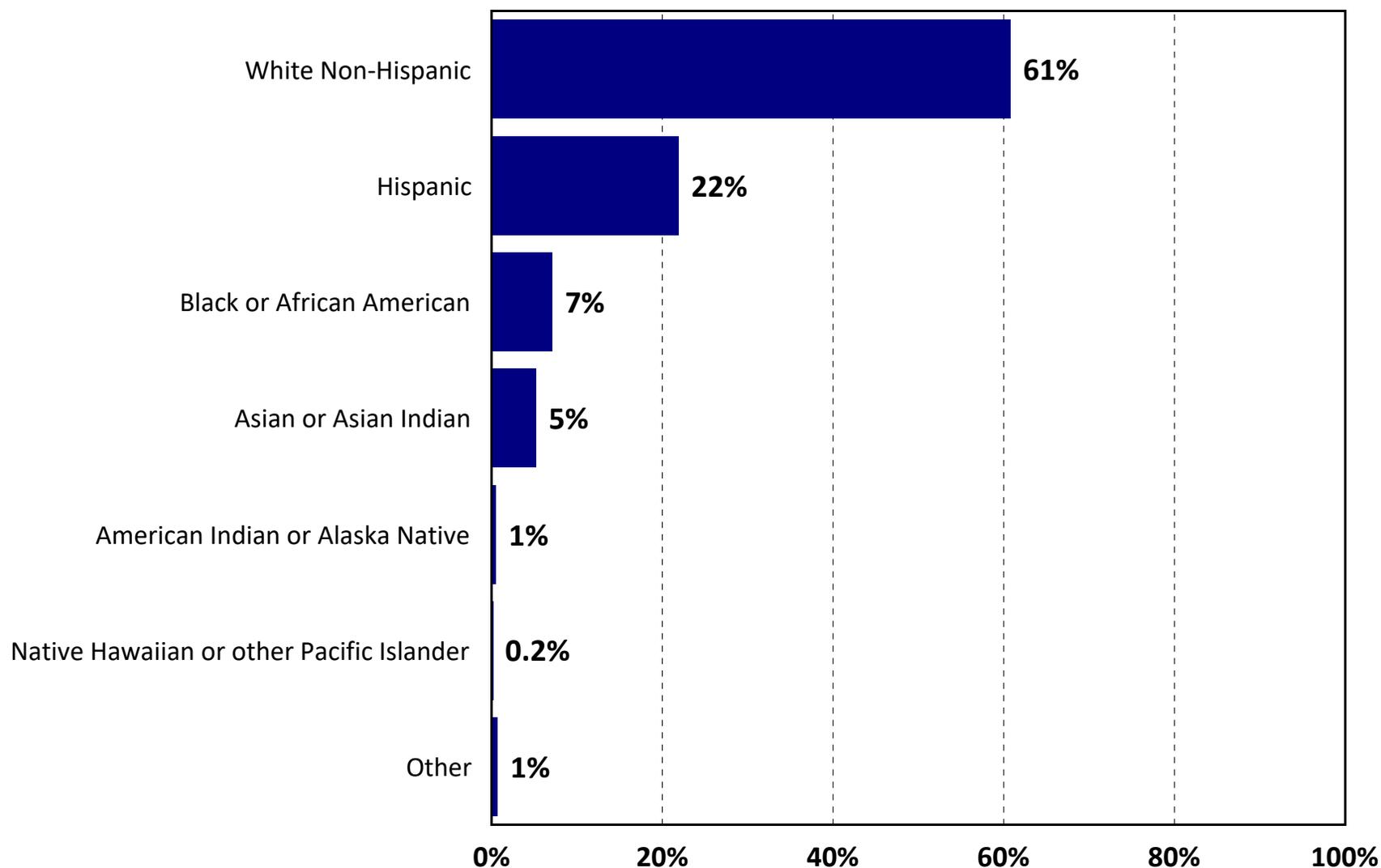
Q40. Demographics: Are you or other members of your household of Hispanic or Latino ancestry?

by percentage of respondents



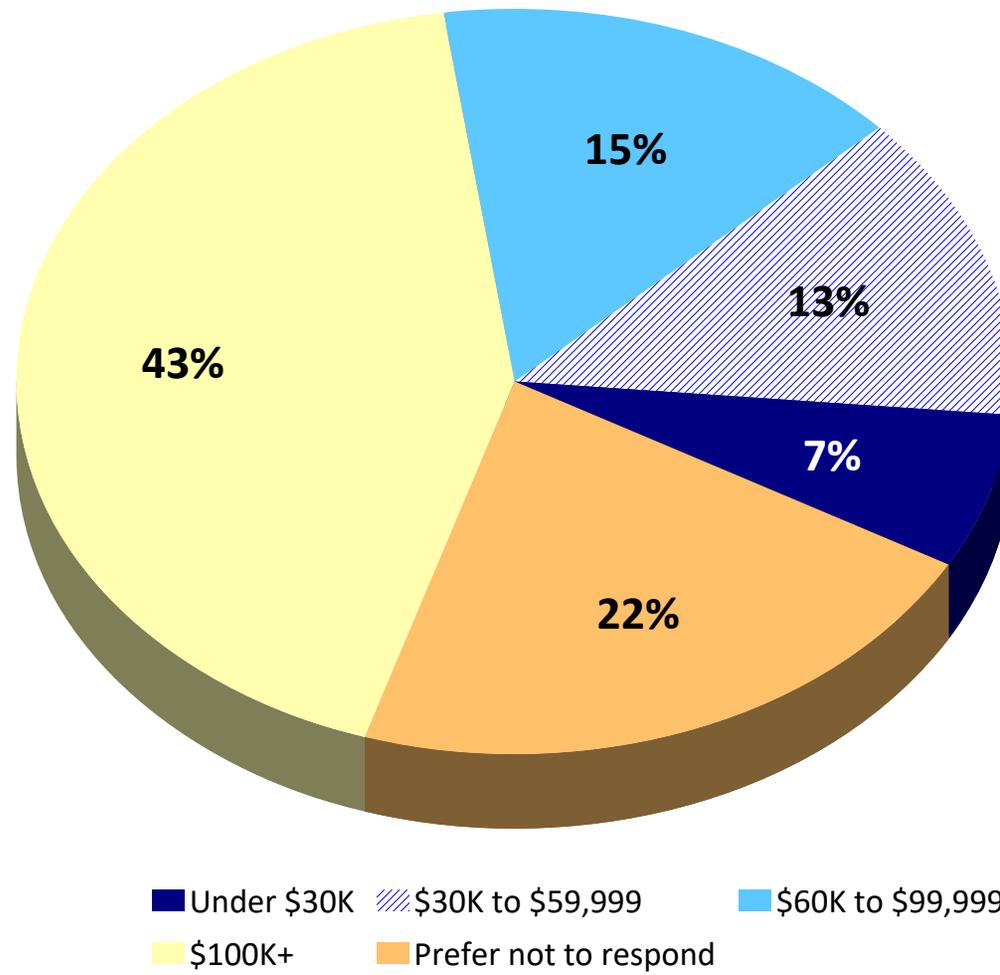
Q41. Demographics: Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple choices could be made)



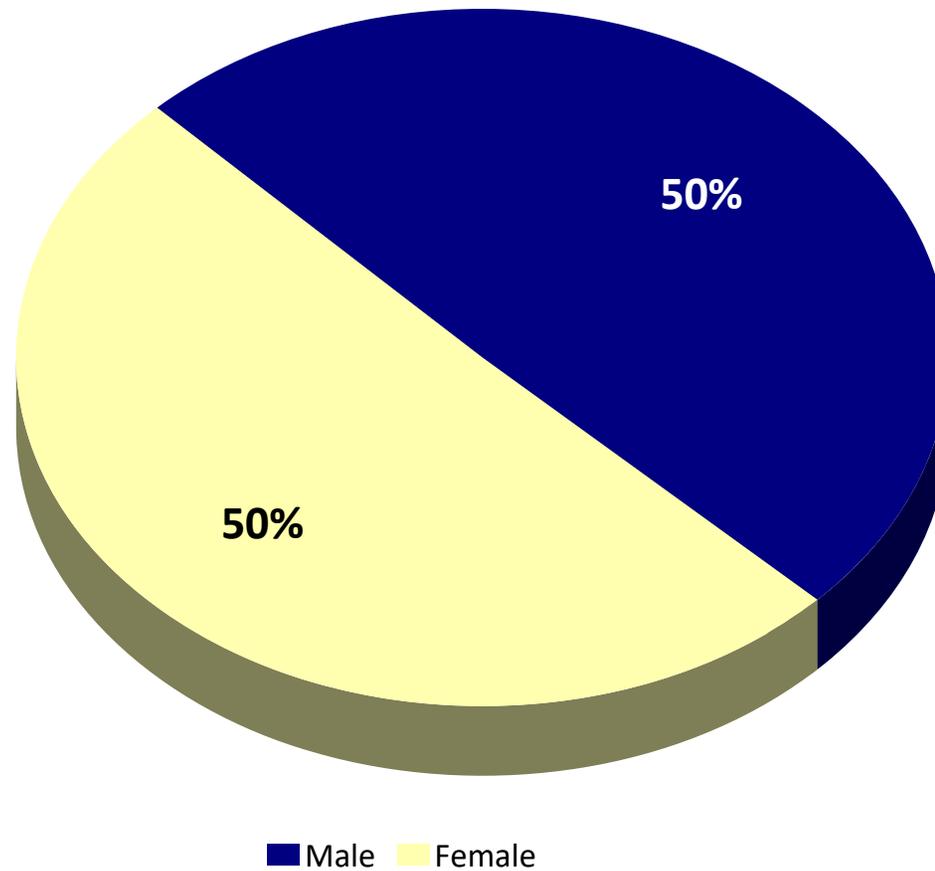
Q42. Demographics: Which of the following best describes your household income?

by percentage of respondents



Q43. Demographics: Gender

by percentage of respondents (excluding "not provided")





2

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 2025 to a random sample of residents in the continental United States and (2) a regional survey that was administered by ETC Institute during the summer of 2025 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 U.S. residents during the summer of 2025. The yellow bar shows the Texas regional average from communities that administered the *DirectionFinder*® survey during the summer of 2025.

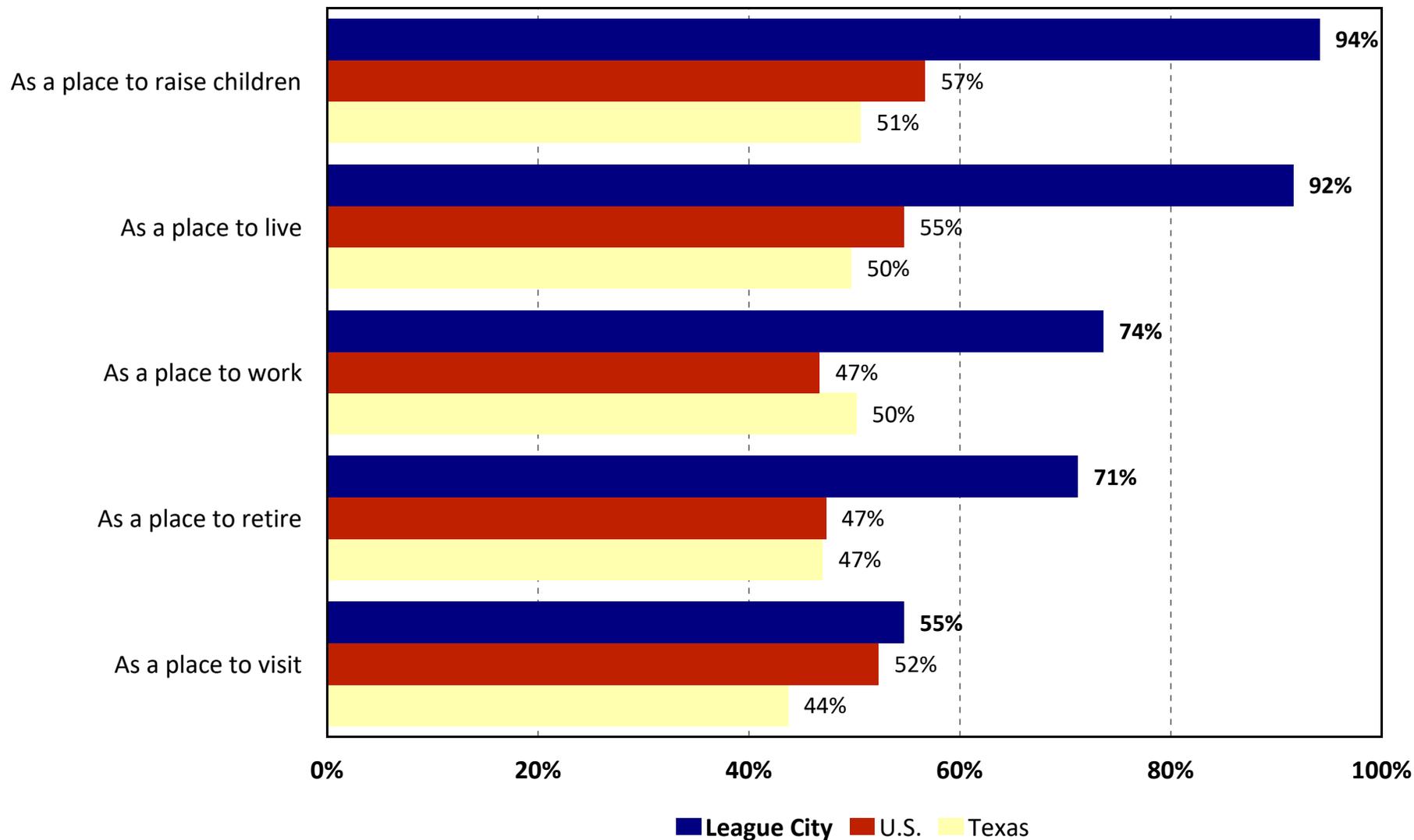
National Benchmarks

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

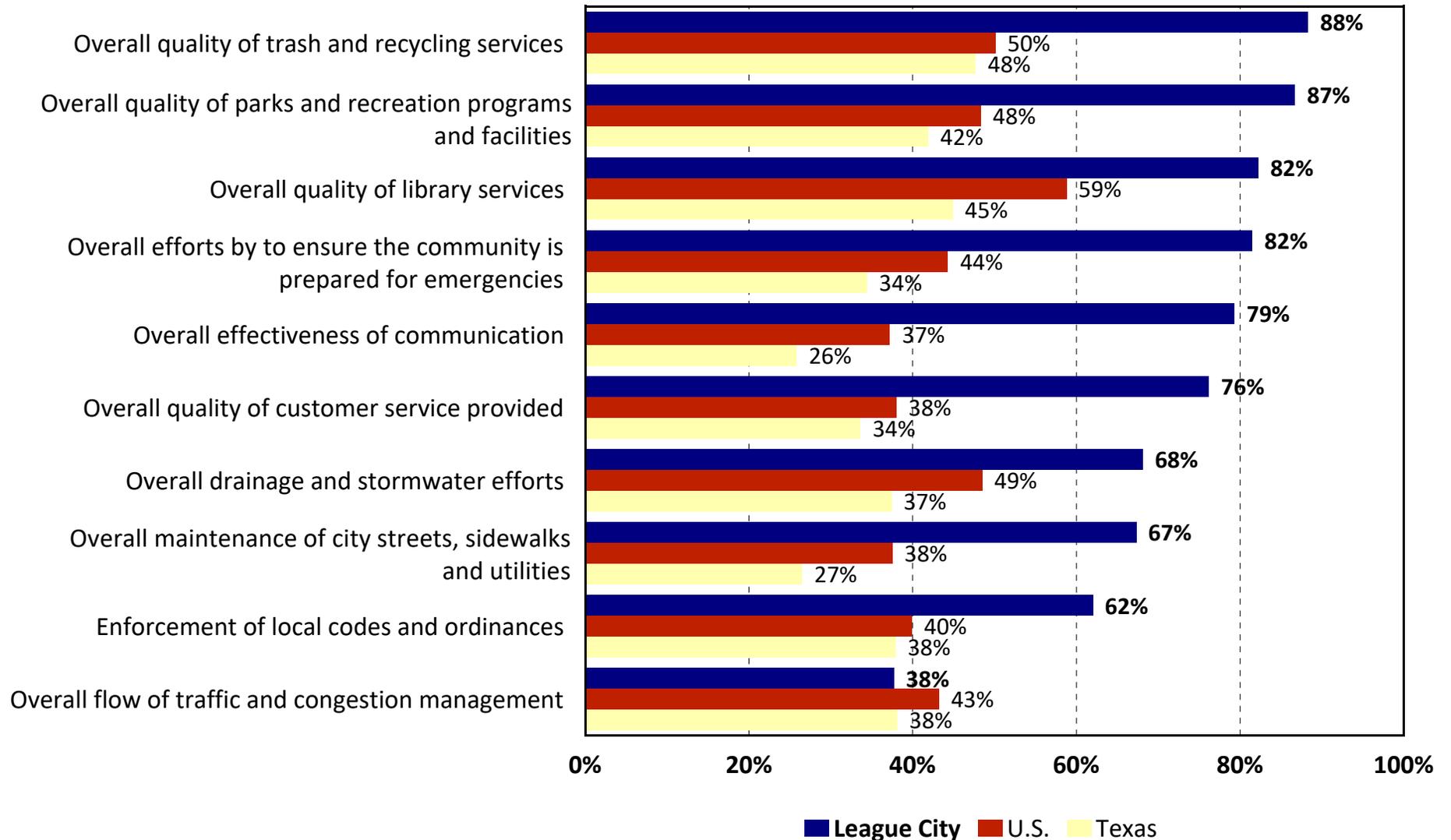
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "excellent" and 1 was "poor" (excluding "don't know")



Overall Satisfaction with Major Categories of City Services

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

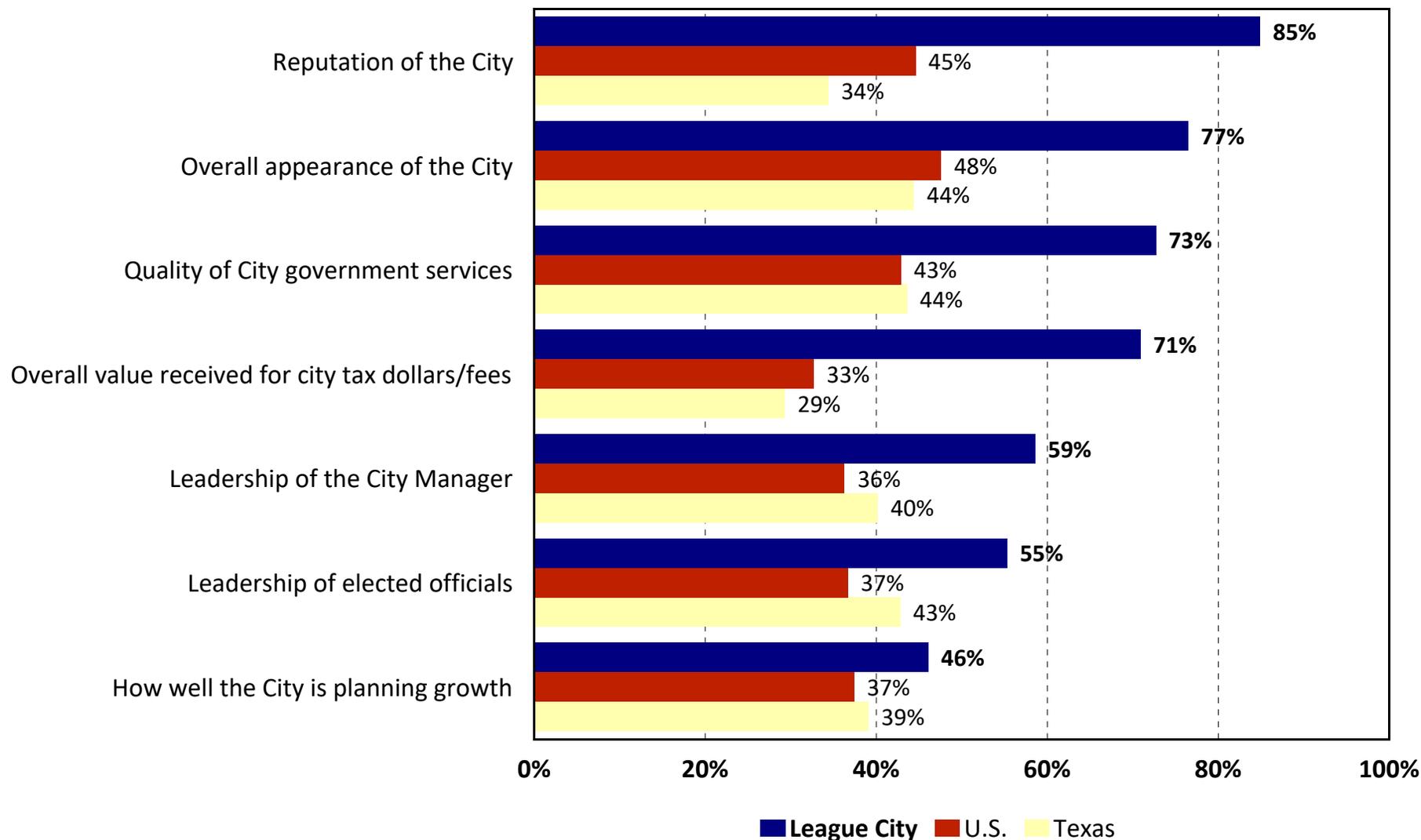
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Satisfaction with Items That Influence Perceptions of the City

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

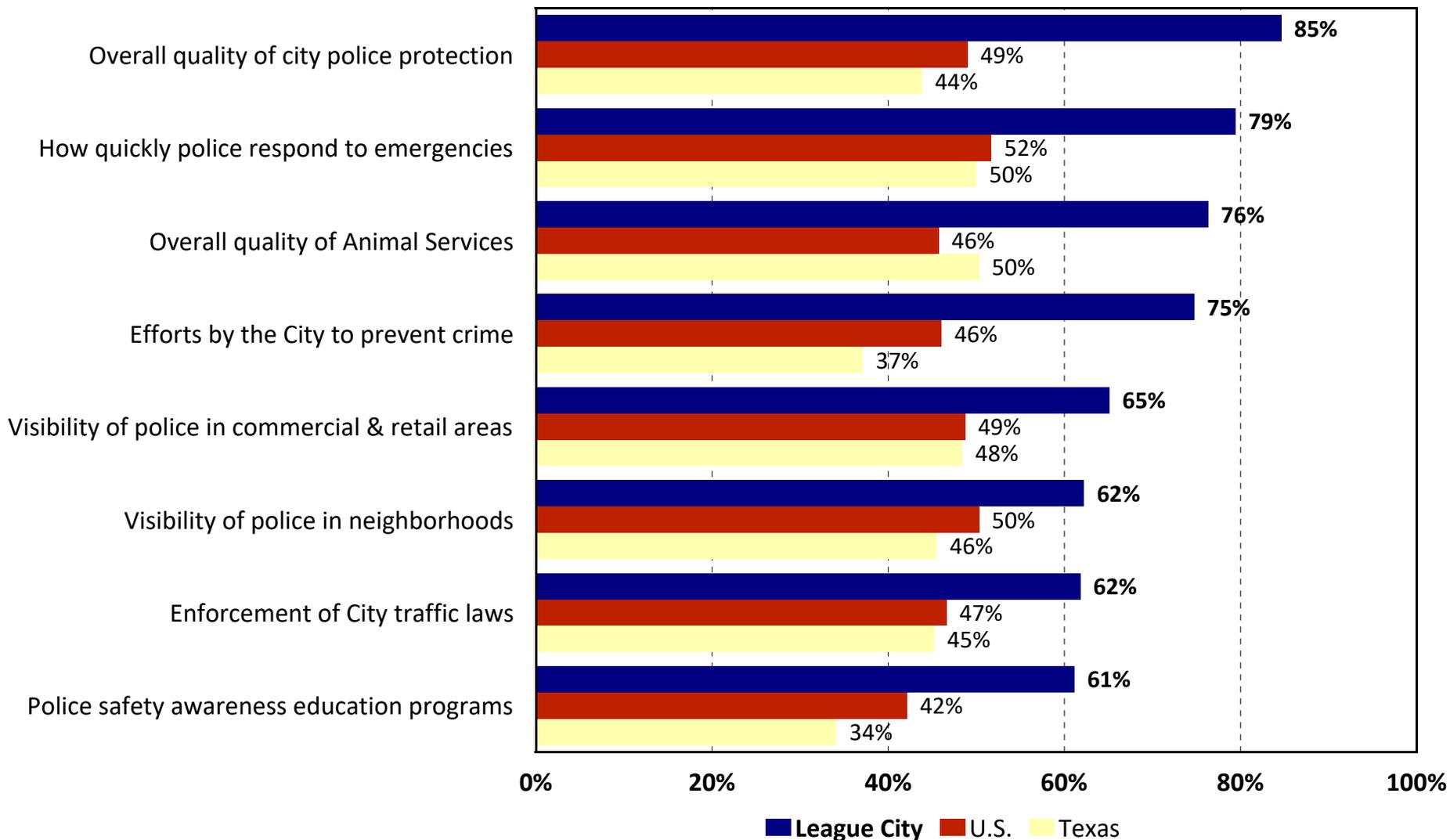
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Satisfaction with Police Services/Animal Services

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

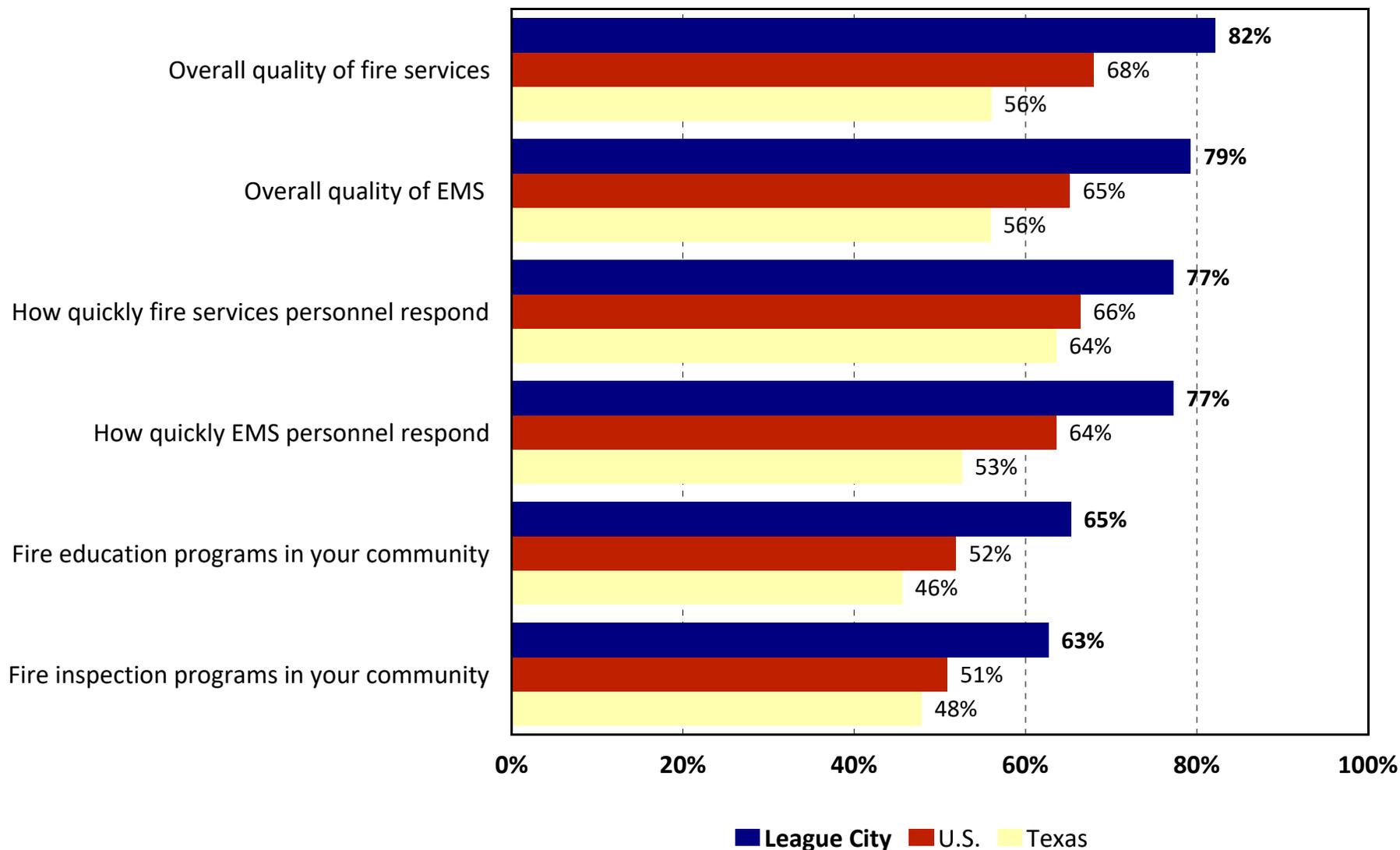
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Satisfaction with Fire and EMS Services

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

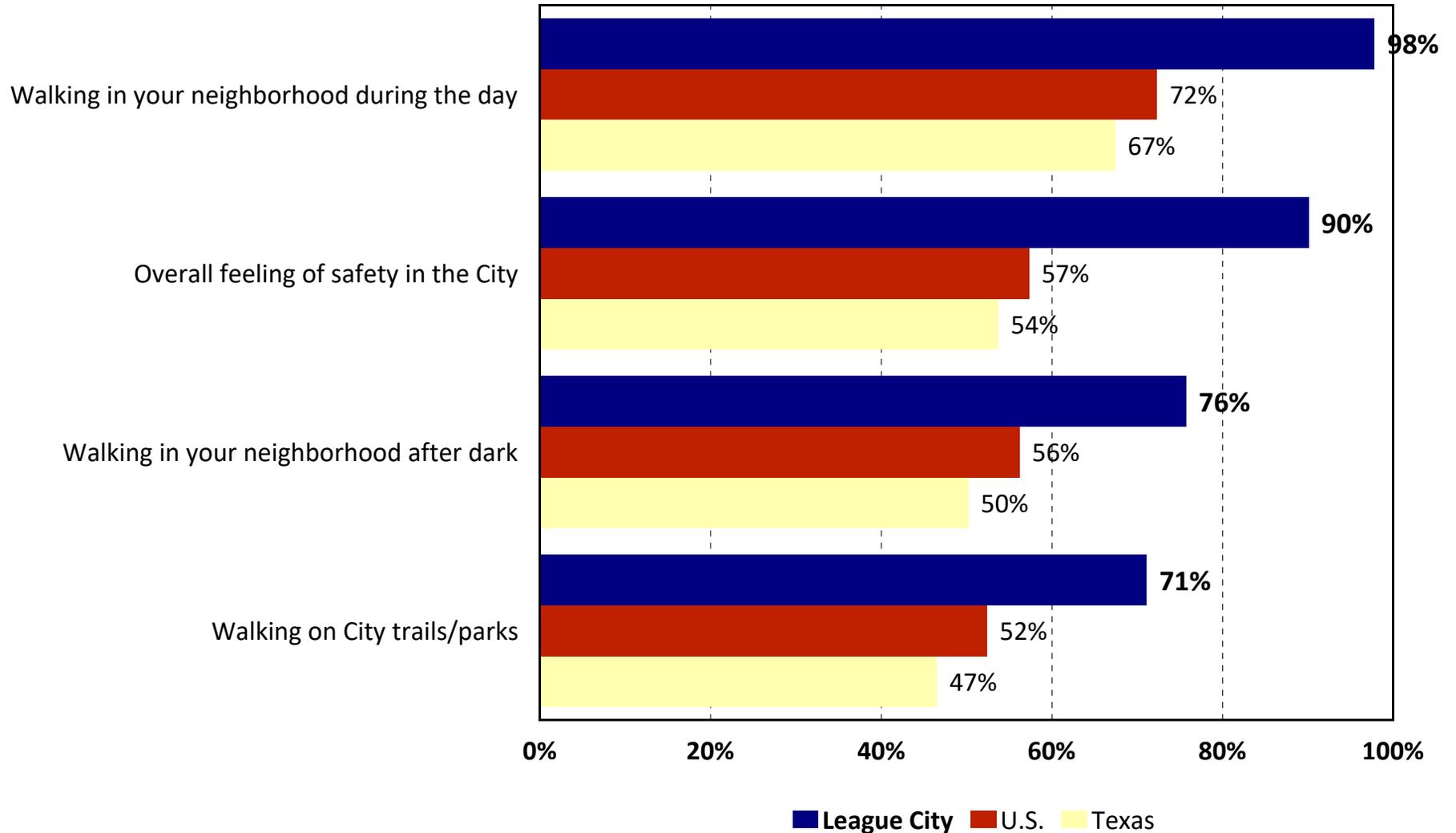
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Feeling of Safety in Various Situations

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

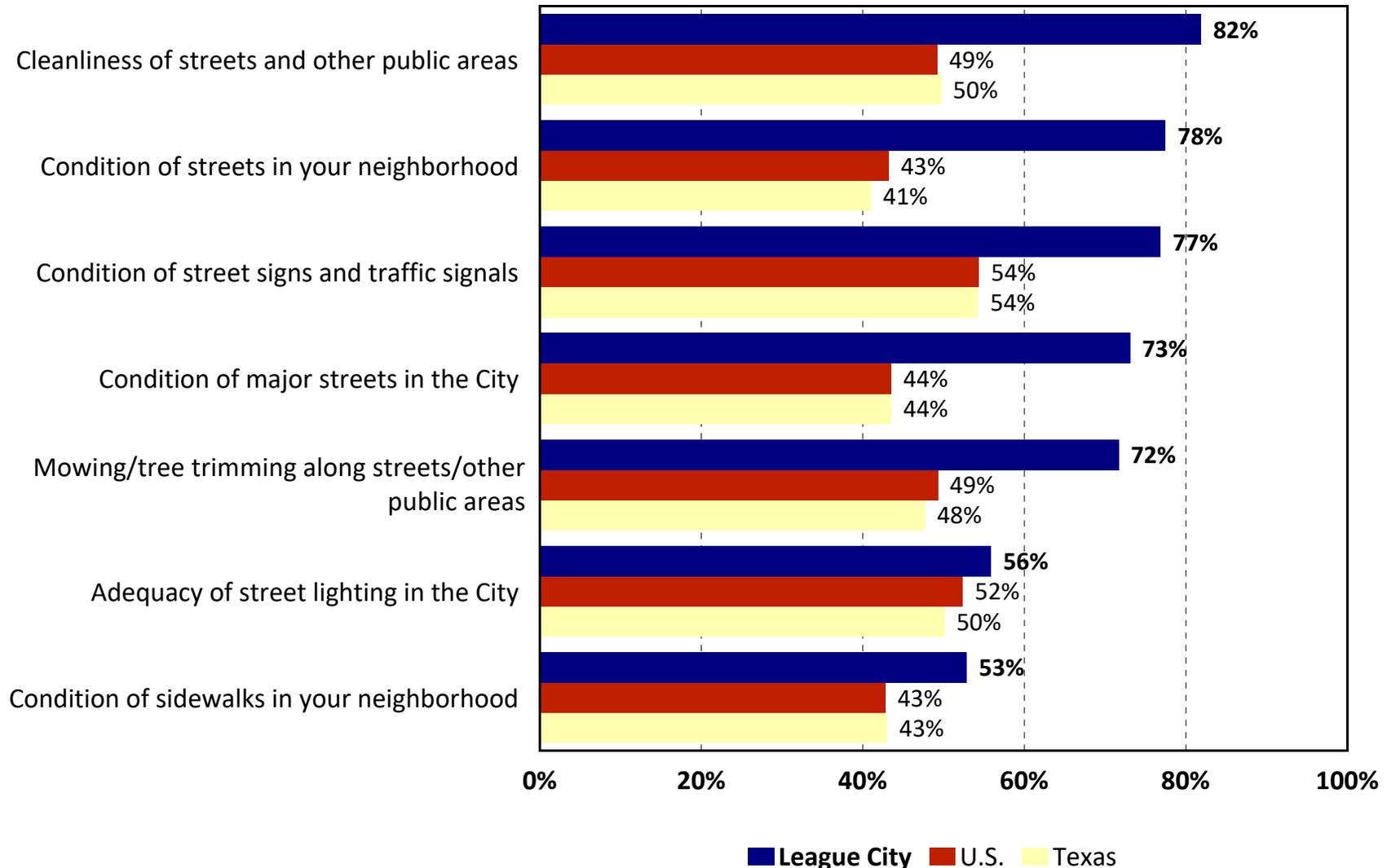
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very safe" and 1 was "very unsafe" (excluding "don't know")



Satisfaction with Public Works Services

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

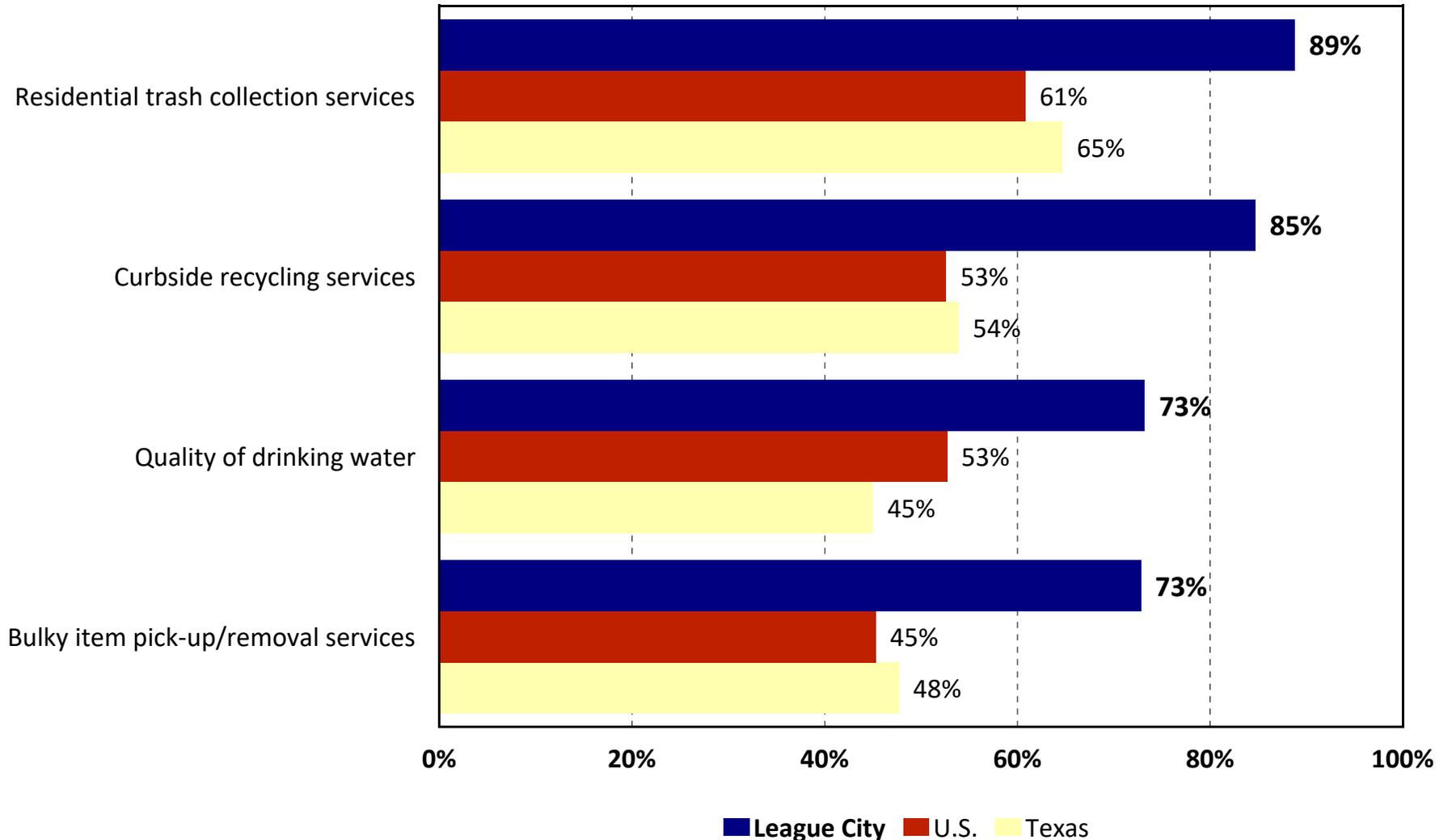
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Satisfaction with Trash Services/Water Utilities

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

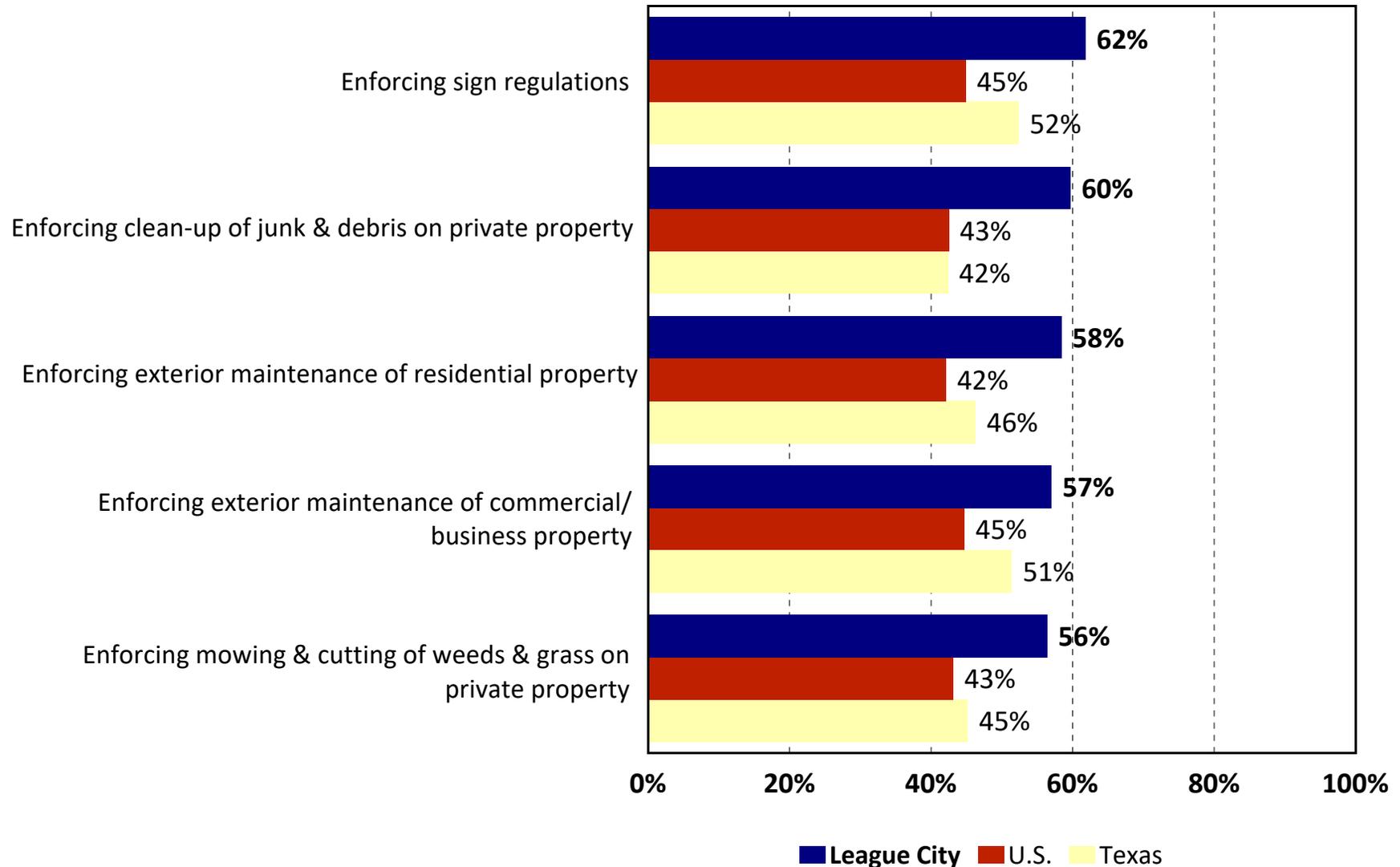
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



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")





3 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. More than two-thirds (69%) 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, 37.7% 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, 69% was multiplied by 62.3% (1-0.377). This calculation yielded an I-S rating of 0.4299, 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.

2025 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	69%	1	38%	12	0.4299	1
<u>High Priority (IS .10-.20)</u>						
Overall maintenance of city streets, sidewalks and utilities	45%	2	67%	10	0.1475	2
Overall drainage and stormwater efforts	39%	3	68%	9	0.1257	3
<u>Medium Priority (IS <.10)</u>						
Overall efforts by League City to ensure the community is prepared for emergencies	32%	4	82%	6	0.0598	4
Enforcement of local codes and ordinances	13%	7	62%	11	0.0498	5
Quality of police services	23%	5	90%	2	0.0229	6
Overall quality of parks and recreation programs & facilities	17%	6	87%	4	0.0222	7
Overall quality of customer service provided by City of League City	5%	11	76%	8	0.0124	8
Overall effectiveness of communication by League City	6%	10	79%	7	0.0122	9
Quality of fire services	13%	8	93%	1	0.0095	10
Overall quality of library services	5%	12	82%	5	0.0087	11
Overall quality of trash and recycling services	6%	9	88%	3	0.0075	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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2025 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	37%	1	62%	15	0.1406	1
Visibility of police in commercial and retail areas	31%	3	65%	13	0.1082	2
Medium Priority (IS <.10)						
Enforcement of City traffic laws	22%	5	62%	16	0.0837	3
Efforts by League City to prevent crime	32%	2	75%	10	0.0810	4
Police safety awareness education programs	13%	6	61%	17	0.0517	5
Overall quality of city police protection	25%	4	85%	1	0.0379	6
Fire education programs in your community	8%	10	65%	12	0.0288	7
How quickly police respond to emergencies	11%	8	79%	4	0.0218	8
Overall quality of fire services	12%	7	82%	2	0.0212	9
Overall quality of EMS	9%	9	79%	5	0.0188	10
How quickly fire services personnel respond	8%	11	77%	7	0.0186	11
How quickly EMS personnel respond	8%	12	77%	8	0.0186	12
Animal Service's enforcement of animal codes	5%	15	66%	11	0.0160	13
Overall quality of Animal Services	6%	14	76%	9	0.0152	14
Animal Service's pet adoption and rescue efforts	7%	13	79%	3	0.0138	15
9-1-1 service provided by operators	5%	16	78%	6	0.0097	16
Fire inspection programs in your community	3%	17	63%	14	0.0093	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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2025 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
Medium Priority (IS <.10)						
Number of walking/biking trails in League City	28%	1	66%	11	0.0964	1
Number of City parks/green space	27%	3	71%	8	0.0772	2
Senior citizen programs in League City	19%	5	64%	12	0.0679	3
Adult programs in League City	15%	6	62%	15	0.0561	4
Quality of facilities at League City parks	28%	2	84%	3	0.0455	5
Youth programs in League City	11%	7	69%	9	0.0348	6
Ease of registering for City programs	8%	10	63%	13	0.0287	7
Availability of meeting space in League City	7%	11	62%	14	0.0261	8
Availability of materials	11%	8	77%	6	0.0253	9
Quality of adult programs/classes	6%	14	61%	16	0.0236	10
Maintenance of League City parks	24%	4	93%	1	0.0179	11
Quality of library services	10%	9	84%	2	0.0159	12
Quality of outdoor athletic fields in League City	7%	12	77%	5	0.0152	13
Quality of tween/teen programs/classes	4%	16	60%	17	0.0149	14
Location of library	5%	15	77%	7	0.0125	15
Overall facility appearance	6%	13	82%	4	0.0114	16
Quality of children programs/classes	2%	17	68%	10	0.0054	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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2025 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
Very High Priority (IS >.20)						
Management of traffic flow	56%	1	37%	11	0.3542	1
Speed of road work repair	37%	2	40%	10	0.2220	2
High Priority (IS .10-.20)						
Adequacy of street lighting in League City	28%	4	56%	8	0.1239	3
Condition of street drainage/water drainage	33%	3	63%	6	0.1219	4
Condition of sidewalks in your neighborhood	26%	5	53%	9	0.1206	5
Medium Priority (IS <.10)						
Condition of major streets in League City	24%	6	73%	4	0.0643	6
Quality of street repair	15%	7	59%	7	0.0618	7
Mowing/tree trimming along streets/other public areas	9%	10	72%	5	0.0243	8
Condition of streets in your neighborhood	11%	8	78%	2	0.0243	9
Condition of street signs and traffic signals	8%	11	77%	3	0.0180	10
Cleanliness of streets and other public areas	10%	9	82%	1	0.0177	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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2025 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	40%	1	60%	3	0.1608	1
Enforcing mowing & cutting of weeds & grass on private property	34%	2	56%	7	0.1474	2
Enforcing exterior maintenance of commercial/business property	33%	3	57%	6	0.1419	3
City efforts to remove abandoned or inoperative vehicles	24%	4	58%	5	0.1007	4
Medium Priority (IS <.10)						
Enforcing exterior maintenance of residential property	23%	5	58%	4	0.0944	5
Enforcing sign regulations	14%	6	62%	1	0.0527	6
Enforcement of yard parking regulations in your neighborhood	13%	7	61%	2	0.0494	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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4

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=406)

	Excellent	Good	Average	Below average	Poor	Don't know
Q1-1. As a place to live	48.8%	42.4%	6.9%	1.5%	0.0%	0.5%
Q1-2. As a place to raise children	47.8%	38.7%	4.4%	1.0%	0.0%	8.1%
Q1-3. As a place to work	23.2%	34.5%	13.5%	5.9%	1.2%	21.7%
Q1-4. As a place to retire	31.0%	33.0%	16.5%	7.1%	2.2%	10.1%
Q1-5. As a place to visit	23.6%	29.3%	27.8%	11.6%	4.4%	3.2%
Q1-6. As a City moving in the right direction	25.4%	38.4%	21.7%	10.3%	2.7%	1.5%
Q1-7. As a place you are proud to call home	44.1%	40.9%	10.6%	2.5%	1.2%	0.7%

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=406)

	Excellent	Good	Average	Below average	Poor
Q1-1. As a place to live	49.0%	42.6%	6.9%	1.5%	0.0%
Q1-2. As a place to raise children	52.0%	42.1%	4.8%	1.1%	0.0%
Q1-3. As a place to work	29.6%	44.0%	17.3%	7.5%	1.6%
Q1-4. As a place to retire	34.5%	36.7%	18.4%	7.9%	2.5%
Q1-5. As a place to visit	24.4%	30.3%	28.8%	12.0%	4.6%
Q1-6. As a City moving in the right direction	25.8%	39.0%	22.0%	10.5%	2.8%
Q1-7. As a place you are proud to call home	44.4%	41.2%	10.7%	2.5%	1.2%

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=406)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Quality of police services	48.8%	38.4%	8.4%	1.0%	0.5%	3.0%
Q2-2. Quality of fire services	45.6%	38.2%	5.2%	0.7%	0.7%	9.6%
Q2-3. Overall efforts by League City to ensure the community is prepared for emergencies	34.7%	42.4%	14.3%	3.0%	0.2%	5.4%
Q2-4. Overall maintenance of City streets, sidewalks & utilities	24.9%	42.1%	21.7%	10.1%	0.7%	0.5%
Q2-5. Overall effectiveness of communication by League City	30.5%	47.8%	16.5%	3.0%	1.0%	1.2%
Q2-6. Overall flow of traffic & congestion management on streets in League City	8.6%	28.8%	24.6%	26.6%	10.8%	0.5%
Q2-7. Overall quality of trash & recycling services	40.6%	46.8%	7.6%	2.5%	1.5%	1.0%
Q2-8. Overall quality of parks & recreation programs & facilities	34.2%	49.3%	9.1%	3.0%	0.7%	3.7%
Q2-9. Overall quality of customer service provided by League City	27.1%	39.9%	19.2%	1.2%	0.5%	12.1%
Q2-10. Enforcement of local codes & ordinances	18.5%	35.5%	23.9%	8.4%	0.7%	13.1%
Q2-11. Overall quality of library services	36.5%	33.3%	12.1%	2.7%	0.2%	15.3%
Q2-12. Overall drainage & stormwater efforts	23.4%	41.6%	18.7%	9.9%	2.0%	4.4%

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=406)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Quality of police services	50.3%	39.6%	8.6%	1.0%	0.5%
Q2-2. Quality of fire services	50.4%	42.2%	5.7%	0.8%	0.8%
Q2-3. Overall efforts by League City to ensure the community is prepared for emergencies	36.7%	44.8%	15.1%	3.1%	0.3%
Q2-4. Overall maintenance of City streets, sidewalks & utilities	25.0%	42.3%	21.8%	10.1%	0.7%
Q2-5. Overall effectiveness of communication by League City	30.9%	48.4%	16.7%	3.0%	1.0%
Q2-6. Overall flow of traffic & congestion management on streets in League City	8.7%	29.0%	24.8%	26.7%	10.9%
Q2-7. Overall quality of trash & recycling services	41.0%	47.3%	7.7%	2.5%	1.5%
Q2-8. Overall quality of parks & recreation programs & facilities	35.5%	51.2%	9.5%	3.1%	0.8%
Q2-9. Overall quality of customer service provided by League City	30.8%	45.4%	21.8%	1.4%	0.6%
Q2-10. Enforcement of local codes & ordinances	21.2%	40.8%	27.5%	9.6%	0.8%
Q2-11. Overall quality of library services	43.0%	39.2%	14.2%	3.2%	0.3%
Q2-12. Overall drainage & stormwater efforts	24.5%	43.6%	19.6%	10.3%	2.1%

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	49	12.1 %
Quality of fire services	9	2.2 %
Overall efforts by League City to ensure the community is prepared for emergencies	39	9.6 %
Overall maintenance of City streets, sidewalks & utilities	54	13.3 %
Overall effectiveness of communication by League City	7	1.7 %
Overall flow of traffic & congestion management on streets in League City	160	39.4 %
Overall quality of trash & recycling services	2	0.5 %
Overall quality of parks & recreation programs & facilities	14	3.4 %
Overall quality of customer service provided by City of League City	4	1.0 %
Enforcement of local codes & ordinances	6	1.5 %
Overall quality of library services	5	1.2 %
Overall drainage & stormwater efforts	38	9.4 %
None chosen	19	4.7 %
Total	406	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	24	5.9 %
Quality of fire services	27	6.7 %
Overall efforts by League City to ensure the community is prepared for emergencies	38	9.4 %
Overall maintenance of City streets, sidewalks & utilities	75	18.5 %
Overall effectiveness of communication by League City	6	1.5 %
Overall flow of traffic & congestion management on streets in League City	77	19.0 %
Overall quality of trash & recycling services	8	2.0 %
Overall quality of parks & recreation programs & facilities	29	7.1 %
Overall quality of customer service provided by City of League City	7	1.7 %
Enforcement of local codes & ordinances	20	4.9 %
Overall quality of library services	6	1.5 %
Overall drainage & stormwater efforts	55	13.5 %
None chosen	34	8.4 %
Total	406	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	19	4.7 %
Quality of fire services	16	3.9 %
Overall efforts by League City to ensure the community is prepared for emergencies	54	13.3 %
Overall maintenance of City streets, sidewalks & utilities	54	13.3 %
Overall effectiveness of communication by League City	11	2.7 %
Overall flow of traffic & congestion management on streets in League City	43	10.6 %
Overall quality of trash & recycling services	16	3.9 %
Overall quality of parks & recreation programs & facilities	25	6.2 %
Overall quality of customer service provided by City of League City	10	2.5 %
Enforcement of local codes & ordinances	27	6.7 %
Overall quality of library services	9	2.2 %
Overall drainage & stormwater efforts	67	16.5 %
None chosen	55	13.5 %
Total	406	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	92	22.7 %
Quality of fire services	52	12.8 %
Overall efforts by League City to ensure the community is prepared for emergencies	131	32.3 %
Overall maintenance of City streets, sidewalks & utilities	183	45.1 %
Overall effectiveness of communication by League City	24	5.9 %
Overall flow of traffic & congestion management on streets in League City	280	69.0 %
Overall quality of trash & recycling services	26	6.4 %
Overall quality of parks & recreation programs & facilities	68	16.7 %
Overall quality of customer service provided by City of League City	21	5.2 %
Enforcement of local codes & ordinances	53	13.1 %
Overall quality of library services	20	4.9 %
Overall drainage & stormwater efforts	160	39.4 %
None chosen	19	4.7 %
Total	1129	

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=406)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Overall value that you receive for your City tax dollars & fees	17.2%	51.7%	20.7%	6.7%	1.0%	2.7%
Q4-2. Reputation of League City	34.7%	49.3%	13.5%	1.2%	0.2%	1.0%
Q4-3. Quality of League City government services	20.0%	50.2%	22.9%	2.7%	0.7%	3.4%
Q4-4. Quality of life in League City	36.0%	53.4%	7.9%	2.0%	0.2%	0.5%
Q4-5. How well League City is planning growth	13.5%	30.3%	20.4%	19.5%	11.3%	4.9%
Q4-6. Overall appearance of League City	24.9%	51.2%	15.0%	6.9%	1.5%	0.5%
Q4-7. Leadership of elected officials including Mayor & City Council	14.5%	35.5%	28.3%	8.1%	3.9%	9.6%
Q4-8. Leadership of City Manager	16.5%	34.7%	28.8%	5.2%	2.2%	12.6%

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=406)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Overall value that you receive for your City tax dollars & fees	17.7%	53.2%	21.3%	6.8%	1.0%
Q4-2. Reputation of League City	35.1%	49.8%	13.7%	1.2%	0.2%
Q4-3. Quality of League City government services	20.7%	52.0%	23.7%	2.8%	0.8%
Q4-4. Quality of life in League City	36.1%	53.7%	7.9%	2.0%	0.2%
Q4-5. How well League City is planning growth	14.2%	31.9%	21.5%	20.5%	11.9%
Q4-6. Overall appearance of League City	25.0%	51.5%	15.1%	6.9%	1.5%
Q4-7. Leadership of elected officials including Mayor & City Council	16.1%	39.2%	31.3%	9.0%	4.4%
Q4-8. Leadership of City Manager	18.9%	39.7%	33.0%	5.9%	2.5%

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 or anyone in your family had contact with League City Police Department in last 12 months

	Number	Percent
Yes	135	33.3 %
No	261	64.3 %
Not provided	10	2.5 %
Total	406	100.0 %

WITHOUT "NOT PROVIDED"

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? (without "not provided")

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

	Number	Percent
Yes	135	34.1 %
No	261	65.9 %
Total	396	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=406)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5a-1. Overall quality of City police protection	35.2%	43.6%	12.1%	2.2%	0.0%	6.9%
Q5a-2. Visibility of police in neighborhoods	20.4%	39.9%	24.9%	10.8%	1.0%	3.0%
Q5a-3. Visibility of police in commercial & retail areas	21.9%	40.4%	27.1%	5.4%	1.0%	4.2%
Q5a-4. How quickly police respond to emergencies	26.1%	29.8%	13.3%	1.2%	0.0%	29.6%
Q5a-5. Efforts by League City to prevent crime	26.6%	38.9%	20.9%	1.2%	0.0%	12.3%
Q5a-6. Enforcement of City traffic laws	18.0%	38.2%	22.4%	8.9%	3.4%	9.1%
Q5a-7. Police safety awareness education programs	17.2%	24.9%	24.4%	1.7%	0.7%	31.0%
Q5a-8. 9-1-1 service provided by operators	24.4%	23.2%	12.3%	0.7%	0.0%	39.4%
Q5a-9. Overall quality of animal services	21.9%	31.3%	15.0%	1.5%	0.0%	30.3%
Q5a-10. Animal service's enforcement of animal codes	14.8%	28.3%	18.2%	3.2%	0.7%	34.7%
Q5a-11. Animal service's pet adoption & rescue efforts	29.1%	30.8%	13.5%	2.0%	0.0%	24.6%

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=406)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5a-1. Overall quality of City police protection	37.8%	46.8%	13.0%	2.4%	0.0%
Q5a-2. Visibility of police in neighborhoods	21.1%	41.1%	25.6%	11.2%	1.0%
Q5a-3. Visibility of police in commercial & retail areas	22.9%	42.2%	28.3%	5.7%	1.0%
Q5a-4. How quickly police respond to emergencies	37.1%	42.3%	18.9%	1.7%	0.0%
Q5a-5. Efforts by League City to prevent crime	30.3%	44.4%	23.9%	1.4%	0.0%
Q5a-6. Enforcement of City traffic laws	19.8%	42.0%	24.7%	9.8%	3.8%
Q5a-7. Police safety awareness education programs	25.0%	36.1%	35.4%	2.5%	1.1%
Q5a-8. 9-1-1 service provided by operators	40.2%	38.2%	20.3%	1.2%	0.0%
Q5a-9. Overall quality of animal services	31.4%	44.9%	21.6%	2.1%	0.0%
Q5a-10. Animal service's enforcement of animal codes	22.6%	43.4%	27.9%	4.9%	1.1%
Q5a-11. Animal service's pet adoption & rescue efforts	38.6%	40.8%	18.0%	2.6%	0.0%

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 or anyone in your family had contact with League City Fire Department in last 12 months		
	Number	Percent
Yes	31	7.6 %
No	374	92.1 %
Not provided	1	0.2 %
Total	406	100.0 %

WITHOUT "NOT PROVIDED"

Q6. Fire Services. Have you or anyone in your family had contact with the League City Fire Department in the last 12 months? (without "not provided")

Q6. Have you or anyone in your family had contact with League City Fire Department in last 12 months		
	Number	Percent
Yes	31	7.7 %
No	374	92.3 %
Total	405	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=406)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6a-12. Overall quality of fire services	25.4%	30.5%	11.3%	0.2%	0.5%	32.0%
Q6a-13. How quickly fire services personnel respond	19.5%	22.4%	11.1%	0.0%	1.2%	45.8%
Q6a-14. Fire education programs in your community	15.0%	21.2%	17.5%	0.7%	1.0%	44.6%
Q6a-15. Fire inspection programs in your community	12.6%	18.0%	17.2%	0.5%	0.5%	51.2%

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=406)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6a-12. Overall quality of fire services	37.3%	44.9%	16.7%	0.4%	0.7%
Q6a-13. How quickly fire services personnel respond	35.9%	41.4%	20.5%	0.0%	2.3%
Q6a-14. Fire education programs in your community	27.1%	38.2%	31.6%	1.3%	1.8%
Q6a-15. Fire inspection programs in your community	25.8%	36.9%	35.4%	1.0%	1.0%

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 or anyone in your family used a League

City ambulance or EMS services in last 12 months	Number	Percent
Yes	54	13.3 %
No	345	85.0 %
Not provided	7	1.7 %
Total	406	100.0 %

WITHOUT "NOT PROVIDED"

Q7. EMS Services. Have you or anyone in your family used a League City ambulance or EMS services in the last 12 months? (without "not provided")

Q7. Have you or anyone in your family used a League

City ambulance or EMS services in last 12 months	Number	Percent
Yes	54	13.5 %
No	345	86.5 %
Total	399	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=406)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Don't know
Q7a-16. Overall quality of EMS	23.6%	22.7%	11.8%	0.2%	41.6%
Q7a-17. How quickly EMS personnel respond	23.2%	19.0%	11.8%	0.5%	45.6%

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=406)

	Very satisfied	Satisfied	Neutral	Dissatisfied
Q7a-16. Overall quality of EMS	40.5%	38.8%	20.3%	0.4%
Q7a-17. How quickly EMS personnel respond	42.5%	34.8%	21.7%	0.9%

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	57	14.0 %
Visibility of police in neighborhoods	71	17.5 %
Visibility of police in commercial & retail areas	44	10.8 %
How quickly police respond to emergencies	15	3.7 %
Efforts by League City to prevent crime	49	12.1 %
Enforcement of City traffic laws	40	9.9 %
Police safety awareness education programs	10	2.5 %
9-1-1 service provided by operators	6	1.5 %
Overall quality of animal services	5	1.2 %
Animal service's enforcement of animal codes	6	1.5 %
Animal service's pet adoption & rescue efforts	8	2.0 %
Overall quality of fire services	8	2.0 %
How quickly fire services personnel respond	10	2.5 %
Fire education programs in your community	3	0.7 %
Fire inspection programs in your community	2	0.5 %
Overall quality of EMS	4	1.0 %
How quickly EMS personnel respond	8	2.0 %
None chosen	60	14.8 %
Total	406	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	26	6.4 %
Visibility of police in neighborhoods	50	12.3 %
Visibility of police in commercial & retail areas	46	11.3 %
How quickly police respond to emergencies	13	3.2 %
Efforts by League City to prevent crime	46	11.3 %
Enforcement of City traffic laws	29	7.1 %
Police safety awareness education programs	16	3.9 %
9-1-1 service provided by operators	2	0.5 %
Overall quality of animal services	9	2.2 %
Animal service's enforcement of animal codes	6	1.5 %
Animal service's pet adoption & rescue efforts	8	2.0 %
Overall quality of fire services	32	7.9 %
How quickly fire services personnel respond	13	3.2 %
Fire education programs in your community	13	3.2 %
Fire inspection programs in your community	4	1.0 %
Overall quality of EMS	3	0.7 %
How quickly EMS personnel respond	12	3.0 %
None chosen	78	19.2 %
Total	406	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	17	4.2 %
Visibility of police in neighborhoods	30	7.4 %
Visibility of police in commercial & retail areas	36	8.9 %
How quickly police respond to emergencies	15	3.7 %
Efforts by League City to prevent crime	35	8.6 %
Enforcement of City traffic laws	20	4.9 %
Police safety awareness education programs	28	6.9 %
9-1-1 service provided by operators	10	2.5 %
Overall quality of animal services	12	3.0 %
Animal service's enforcement of animal codes	7	1.7 %
Animal service's pet adoption & rescue efforts	11	2.7 %
Overall quality of fire services	8	2.0 %
How quickly fire services personnel respond	10	2.5 %
Fire education programs in your community	18	4.4 %
Fire inspection programs in your community	4	1.0 %
Overall quality of EMS	30	7.4 %
How quickly EMS personnel respond	13	3.2 %
None chosen	102	25.1 %
Total	406	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	100	24.6 %
Visibility of police in neighborhoods	151	37.2 %
Visibility of police in commercial & retail areas	126	31.0 %
How quickly police respond to emergencies	43	10.6 %
Efforts by League City to prevent crime	130	32.0 %
Enforcement of City traffic laws	89	21.9 %
Police safety awareness education programs	54	13.3 %
9-1-1 service provided by operators	18	4.4 %
Overall quality of animal services	26	6.4 %
Animal service's enforcement of animal codes	19	4.7 %
Animal service's pet adoption & rescue efforts	27	6.7 %
Overall quality of fire services	48	11.8 %
How quickly fire services personnel respond	33	8.1 %
Fire education programs in your community	34	8.4 %
Fire inspection programs in your community	10	2.5 %
Overall quality of EMS	37	9.1 %
How quickly EMS personnel respond	33	8.1 %
None chosen	60	14.8 %
Total	1038	

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=406)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q9-1. Walking in your neighborhood during the day	68.5%	27.8%	2.0%	0.2%	0.0%	1.5%
Q9-2. Walking in your neighborhood after dark	28.6%	43.6%	15.8%	6.4%	1.0%	4.7%
Q9-3. Walking on League City trails/parks	21.2%	40.6%	20.9%	3.7%	0.5%	13.1%
Q9-4. Overall feeling of safety in League City	33.7%	53.9%	8.6%	1.0%	0.0%	2.7%

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=406)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q9-1. Walking in your neighborhood during the day	69.5%	28.3%	2.0%	0.3%	0.0%
Q9-2. Walking in your neighborhood after dark	30.0%	45.7%	16.5%	6.7%	1.0%
Q9-3. Walking on League City trails/parks	24.4%	46.7%	24.1%	4.2%	0.6%
Q9-4. Overall feeling of safety in League City	34.7%	55.4%	8.9%	1.0%	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 you or a family member visited a League City park or recreational facility in last 12 months	Number	Percent
Yes	304	74.9 %
No	99	24.4 %
Not provided	3	0.7 %
Total	406	100.0 %

WITHOUT "NOT PROVIDED"

Q10. Parks and Recreation. Have you or a family member visited a League City park or recreational facility in the last 12 months? (without "not provided")

Q10. Have you or a family member visited a League City park or recreational facility in last 12 months	Number	Percent
Yes	304	75.4 %
No	99	24.6 %
Total	403	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=406)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10a-1. Maintenance of League City parks	35.0%	47.8%	5.7%	1.0%	0.0%	10.6%
Q10a-2. Quality of facilities at League City parks (e.g., picnic shelters, playgrounds)	29.3%	44.1%	10.6%	3.2%	0.5%	12.3%
Q10a-3. Number of City parks/ green space	23.6%	41.4%	15.0%	8.6%	2.7%	8.6%
Q10a-4. Availability of meeting space in League City	13.8%	27.6%	20.4%	3.2%	1.5%	33.5%
Q10a-5. Number of walking/ biking trails in League City	20.7%	35.0%	18.0%	8.6%	2.5%	15.3%
Q10a-6. Quality of outdoor athletic fields in League City	22.7%	36.7%	15.0%	2.2%	0.2%	23.2%
Q10a-7. Youth programs in League City	16.5%	26.6%	16.5%	2.2%	0.5%	37.7%
Q10a-8. Adult programs in League City	14.8%	26.4%	19.2%	5.2%	0.7%	33.7%
Q10a-9. Senior citizen programs in League City	14.5%	22.7%	15.5%	5.2%	0.5%	41.6%
Q10a-10. Ease of registering for City programs	13.3%	27.6%	19.0%	4.2%	1.2%	34.7%

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=406)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10a-1. Maintenance of League City parks	39.1%	53.4%	6.3%	1.1%	0.0%
Q10a-2. Quality of facilities at League City parks (e.g., picnic shelters, playgrounds)	33.4%	50.3%	12.1%	3.7%	0.6%
Q10a-3. Number of City parks/ green space	25.9%	45.3%	16.4%	9.4%	3.0%
Q10a-4. Availability of meeting space in League City	20.7%	41.5%	30.7%	4.8%	2.2%
Q10a-5. Number of walking/ biking trails in League City	24.4%	41.3%	21.2%	10.2%	2.9%
Q10a-6. Quality of outdoor athletic fields in League City	29.5%	47.8%	19.6%	2.9%	0.3%
Q10a-7. Youth programs in League City	26.5%	42.7%	26.5%	3.6%	0.8%
Q10a-8. Adult programs in League City	22.3%	39.8%	29.0%	7.8%	1.1%
Q10a-9. Senior citizen programs in League City	24.9%	38.8%	26.6%	8.9%	0.8%
Q10a-10. Ease of registering for City programs	20.4%	42.3%	29.1%	6.4%	1.9%

Q11. Would you support a westside recreation center that is similar to Hometown Heroes Park?

Q11. Would you support a westside recreation center that is similar to Hometown Heroes Park	Number	Percent
Yes	276	68.0 %
No	99	24.4 %
Not provided	31	7.6 %
Total	406	100.0 %

WITHOUT "NOT PROVIDED"**Q11. Would you support a westside recreation center that is similar to Hometown Heroes Park? (without "not provided")**

Q11. Would you support a westside recreation center that is similar to Hometown Heroes Park	Number	Percent
Yes	276	73.6 %
No	99	26.4 %
Total	375	100.0 %

Q12. Would you support a westside recreation center that incorporates a library and park?

Q12. Would you support a westside recreation center that incorporates a library & park	Number	Percent
Yes	268	66.0 %
No	107	26.4 %
Not provided	31	7.6 %
Total	406	100.0 %

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

Q12. Would you support a westside recreation center that incorporates a library & park	Number	Percent
Yes	268	71.5 %
No	107	28.5 %
Total	375	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	214	52.7 %
No	183	45.1 %
Not provided	9	2.2 %
Total	406	100.0 %

WITHOUT "NOT PROVIDED"**Q13. Library Services. Have you or a family member visited the Helen Hall Library in the last 12 months? (without "not provided")**

Q13. Have you or a family member visited Helen Hall Library in last 12 months		
	Number	Percent
Yes	214	53.9 %
No	183	46.1 %
Total	397	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=406)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13a-11. Overall facility appearance	31.3%	35.0%	11.8%	2.2%	0.2%	19.5%
Q13a-12. Quality of library services	34.0%	30.8%	10.6%	1.2%	0.2%	23.2%
Q13a-13. Availability of materials	24.4%	33.3%	14.3%	2.7%	0.2%	25.1%
Q13a-14. Quality of children programs/classes	18.2%	18.5%	15.3%	1.5%	0.2%	46.3%
Q13a-15. Quality of tween/teen programs/classes	14.3%	13.1%	17.5%	0.7%	0.2%	54.2%
Q13a-16. Quality of adult programs/classes	13.8%	18.7%	18.0%	2.2%	0.2%	47.0%
Q13a-17. Location of library	33.0%	32.8%	17.0%	2.7%	0.0%	14.5%

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=406)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13a-11. Overall facility appearance	38.8%	43.4%	14.7%	2.8%	0.3%
Q13a-12. Quality of library services	44.2%	40.1%	13.8%	1.6%	0.3%
Q13a-13. Availability of materials	32.6%	44.4%	19.1%	3.6%	0.3%
Q13a-14. Quality of children programs/classes	33.9%	34.4%	28.4%	2.8%	0.5%
Q13a-15. Quality of tween/teen programs/classes	31.2%	28.5%	38.2%	1.6%	0.5%
Q13a-16. Quality of adult programs/classes	26.0%	35.3%	34.0%	4.2%	0.5%
Q13a-17. Location of library	38.6%	38.3%	19.9%	3.2%	0.0%

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. Top choice	Number	Percent
Maintenance of League City parks	52	12.8 %
Quality of facilities at League City parks (e.g., picnic shelters, playgrounds)	40	9.9 %
Number of City parks/green space	55	13.5 %
Availability of meeting space in League City	8	2.0 %
Number of walking/biking trails in League City	38	9.4 %
Quality of outdoor athletic fields in League City	4	1.0 %
Youth athletic programs in League City	18	4.4 %
Adult athletic programs in League City	12	3.0 %
Senior citizen programs in League City	24	5.9 %
Ease of registering for League City programs	10	2.5 %
Overall facility appearance	9	2.2 %
Quality of library services	10	2.5 %
Availability of materials	14	3.4 %
Quality of children programs/classes	4	1.0 %
Quality of tween/teen programs/classes	4	1.0 %
Quality of adult programs/classes	3	0.7 %
Location of library	11	2.7 %
None chosen	90	22.2 %
Total	406	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	30	7.4 %
Quality of facilities at League City parks (e.g., picnic shelters, playgrounds)	32	7.9 %
Number of City parks/green space	31	7.6 %
Availability of meeting space in League City	9	2.2 %
Number of walking/biking trails in League City	44	10.8 %
Quality of outdoor athletic fields in League City	15	3.7 %
Youth athletic programs in League City	10	2.5 %
Adult athletic programs in League City	28	6.9 %
Senior citizen programs in League City	33	8.1 %
Ease of registering for League City programs	10	2.5 %
Overall facility appearance	10	2.5 %
Quality of library services	11	2.7 %
Availability of materials	14	3.4 %
Quality of children programs/classes	3	0.7 %
Quality of tween/teen programs/classes	4	1.0 %
Quality of adult programs/classes	9	2.2 %
Location of library	6	1.5 %
None chosen	107	26.4 %
Total	406	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	15	3.7 %
Quality of facilities at League City parks (e.g., picnic shelters, playgrounds)	41	10.1 %
Number of City parks/green space	23	5.7 %
Availability of meeting space in League City	11	2.7 %
Number of walking/biking trails in League City	32	7.9 %
Quality of outdoor athletic fields in League City	8	2.0 %
Youth athletic programs in League City	18	4.4 %
Adult athletic programs in League City	20	4.9 %
Senior citizen programs in League City	19	4.7 %
Ease of registering for League City programs	11	2.7 %
Overall facility appearance	7	1.7 %
Quality of library services	20	4.9 %
Availability of materials	17	4.2 %
Quality of tween/teen programs/classes	7	1.7 %
Quality of adult programs/classes	13	3.2 %
Location of library	5	1.2 %
None chosen	139	34.2 %
Total	406	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	97	23.9 %
Quality of facilities at League City parks (e.g., picnic shelters, playgrounds)	113	27.8 %
Number of City parks/green space	109	26.8 %
Availability of meeting space in League City	28	6.9 %
Number of walking/biking trails in League City	114	28.1 %
Quality of outdoor athletic fields in League City	27	6.7 %
Youth athletic programs in League City	46	11.3 %
Adult athletic programs in League City	60	14.8 %
Senior citizen programs in League City	76	18.7 %
Ease of registering for League City programs	31	7.6 %
Overall facility appearance	26	6.4 %
Quality of library services	41	10.1 %
Availability of materials	45	11.1 %
Quality of children programs/classes	7	1.7 %
Quality of tween/teen programs/classes	15	3.7 %
Quality of adult programs/classes	25	6.2 %
Location of library	22	5.4 %
None chosen	90	22.2 %
Total	972	

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=406)

	Excellent	Good	Average	Below average	Poor	Don't know
Q15-1. Overall design or layout of residential & commercial areas	14.3%	42.6%	26.8%	6.7%	3.4%	6.2%
Q15-2. Overall quality of new development	13.1%	36.2%	26.4%	7.4%	5.9%	11.1%

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=406)

	Excellent	Good	Average	Below average	Poor
Q15-1. Overall design or layout of residential & commercial areas	15.2%	45.4%	28.6%	7.1%	3.7%
Q15-2. Overall quality of new development	14.7%	40.7%	29.6%	8.3%	6.6%

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=406)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Condition of major streets in League City	16.0%	56.2%	16.0%	9.4%	1.2%	1.2%
Q16-2. Condition of streets in your neighborhood	24.6%	52.0%	12.8%	6.7%	2.7%	1.2%
Q16-3. Condition of sidewalks in your neighborhood	18.2%	32.3%	18.0%	19.0%	8.1%	4.4%
Q16-4. Condition of street drainage/water drainage	19.0%	42.1%	20.2%	12.6%	3.9%	2.2%
Q16-5. Condition of street signs & traffic signals	23.6%	52.5%	15.0%	6.9%	1.0%	1.0%
Q16-6. Adequacy of street lighting in League City	14.0%	40.9%	20.2%	18.5%	4.7%	1.7%
Q16-7. Mowing/tree trimming along streets & other public areas	20.7%	49.8%	18.2%	7.9%	1.7%	1.7%
Q16-8. Cleanliness of streets & other public areas	23.9%	56.7%	13.5%	3.0%	1.2%	1.7%
Q16-9. Management of traffic flow	7.6%	28.8%	25.1%	24.4%	12.1%	2.0%
Q16-10. Quality of street repair	12.1%	45.6%	23.6%	12.1%	4.2%	2.5%
Q16-11. Speed of road work repair	8.6%	29.1%	26.6%	16.0%	15.0%	4.7%

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=406)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Condition of major streets in League City	16.2%	56.9%	16.2%	9.5%	1.2%
Q16-2. Condition of streets in your neighborhood	24.9%	52.6%	13.0%	6.7%	2.7%
Q16-3. Condition of sidewalks in your neighborhood	19.1%	33.8%	18.8%	19.8%	8.5%
Q16-4. Condition of street drainage/water drainage	19.4%	43.1%	20.7%	12.8%	4.0%
Q16-5. Condition of street signs & traffic signals	23.9%	53.0%	15.2%	7.0%	1.0%
Q16-6. Adequacy of street lighting in League City	14.3%	41.6%	20.6%	18.8%	4.8%
Q16-7. Mowing/tree trimming along streets & other public areas	21.1%	50.6%	18.5%	8.0%	1.8%
Q16-8. Cleanliness of streets & other public areas	24.3%	57.6%	13.8%	3.0%	1.3%
Q16-9. Management of traffic flow	7.8%	29.4%	25.6%	24.9%	12.3%
Q16-10. Quality of street repair	12.4%	46.7%	24.2%	12.4%	4.3%
Q16-11. Speed of road work repair	9.0%	30.5%	27.9%	16.8%	15.8%

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	47	11.6 %
Condition of streets in your neighborhood	17	4.2 %
Condition of sidewalks in your neighborhood	44	10.8 %
Condition of street drainage/water drainage	45	11.1 %
Condition of street signs & traffic signals	5	1.2 %
Adequacy of street lighting in League City	34	8.4 %
Mowing/tree trimming along streets & other public areas	7	1.7 %
Cleanliness of streets & other public areas	4	1.0 %
Management of traffic flow	95	23.4 %
Quality of street repair	10	2.5 %
Speed of road work repair	62	15.3 %
None chosen	36	8.9 %
Total	406	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	21	5.2 %
Condition of streets in your neighborhood	18	4.4 %
Condition of sidewalks in your neighborhood	32	7.9 %
Condition of street drainage/water drainage	48	11.8 %
Condition of street signs & traffic signals	11	2.7 %
Adequacy of street lighting in League City	42	10.3 %
Mowing/tree trimming along streets & other public areas	10	2.5 %
Cleanliness of streets & other public areas	14	3.4 %
Management of traffic flow	83	20.4 %
Quality of street repair	25	6.2 %
Speed of road work repair	44	10.8 %
None chosen	58	14.3 %
Total	406	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. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major streets in League City	29	7.1 %
Condition of streets in your neighborhood	9	2.2 %
Condition of sidewalks in your neighborhood	28	6.9 %
Condition of street drainage/water drainage	39	9.6 %
Condition of street signs & traffic signals	16	3.9 %
Adequacy of street lighting in League City	38	9.4 %
Mowing/tree trimming along streets & other public areas	18	4.4 %
Cleanliness of streets & other public areas	22	5.4 %
Management of traffic flow	51	12.6 %
Quality of street repair	26	6.4 %
Speed of road work repair	43	10.6 %
None chosen	87	21.4 %
Total	406	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)

<u>Q17. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Condition of major streets in League City	97	23.9 %
Condition of streets in your neighborhood	44	10.8 %
Condition of sidewalks in your neighborhood	104	25.6 %
Condition of street drainage/water drainage	132	32.5 %
Condition of street signs & traffic signals	32	7.9 %
Adequacy of street lighting in League City	114	28.1 %
Mowing/tree trimming along streets & other public areas	35	8.6 %
Cleanliness of streets & other public areas	40	9.9 %
Management of traffic flow	229	56.4 %
Quality of street repair	61	15.0 %
Speed of road work repair	149	36.7 %
None chosen	36	8.9 %
Total	1073	

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=406)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Residential trash collection services	47.0%	40.1%	7.1%	2.7%	1.2%	1.7%
Q18-2. Curbside recycling services	44.1%	35.2%	9.9%	2.5%	2.0%	6.4%
Q18-3. Bulky item pickup/removal services (e.g., old furniture, appliances)	34.7%	31.3%	17.2%	6.2%	1.2%	9.4%
Q18-4. Water treatment services	29.6%	42.4%	14.8%	1.7%	1.2%	10.3%
Q18-5. Quality of drinking water	26.8%	41.6%	17.2%	5.7%	2.2%	6.4%
Q18-6. Efficiency in water line repair	20.2%	28.1%	15.8%	1.5%	1.0%	33.5%
Q18-7. Utility billing services	25.4%	44.8%	17.7%	5.9%	1.5%	4.7%

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=406)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Residential trash collection services	47.9%	40.9%	7.3%	2.8%	1.3%
Q18-2. Curbside recycling services	47.1%	37.6%	10.5%	2.6%	2.1%
Q18-3. Bulky item pickup/removal services (e.g., old furniture, appliances)	38.3%	34.5%	19.0%	6.8%	1.4%
Q18-4. Water treatment services	33.0%	47.3%	16.5%	1.9%	1.4%
Q18-5. Quality of drinking water	28.7%	44.5%	18.4%	6.1%	2.4%
Q18-6. Efficiency in water line repair	30.4%	42.2%	23.7%	2.2%	1.5%
Q18-7. Utility billing services	26.6%	47.0%	18.6%	6.2%	1.6%

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=406)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Enforcing cleanup of junk & debris on private property in your community	16.5%	30.5%	21.2%	8.6%	2.0%	21.2%
Q19-2. Enforcing mowing & cutting of weeds & grass on private property	14.3%	30.3%	22.4%	9.1%	3.0%	20.9%
Q19-3. Enforcing exterior maintenance of residential property	15.3%	30.0%	20.9%	8.9%	2.5%	22.4%
Q19-4. Enforcing exterior maintenance of commercial/business property	15.0%	30.8%	26.1%	6.7%	1.7%	19.7%
Q19-5. Enforcing sign regulations	14.3%	30.8%	21.2%	5.2%	1.5%	27.1%
Q19-6. Enforcement of yard parking regulations in your neighborhood	17.2%	29.8%	20.7%	5.9%	3.0%	23.4%
Q19-7. City efforts to remove abandoned or inoperative vehicles	15.0%	24.4%	18.2%	7.1%	3.7%	31.5%

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=406)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Enforcing cleanup of junk & debris on private property in your community	20.9%	38.8%	26.9%	10.9%	2.5%
Q19-2. Enforcing mowing & cutting of weeds & grass on private property	18.1%	38.3%	28.3%	11.5%	3.7%
Q19-3. Enforcing exterior maintenance of residential property	19.7%	38.7%	27.0%	11.4%	3.2%
Q19-4. Enforcing exterior maintenance of commercial/business property	18.7%	38.3%	32.5%	8.3%	2.1%
Q19-5. Enforcing sign regulations	19.6%	42.2%	29.1%	7.1%	2.0%
Q19-6. Enforcement of yard parking regulations in your neighborhood	22.5%	38.9%	27.0%	7.7%	3.9%
Q19-7. City efforts to remove abandoned or inoperative vehicles	21.9%	35.6%	26.6%	10.4%	5.4%

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 cleanup of junk & debris on private property in your community	99	24.4 %
Enforcing mowing & cutting of weeds & grass on private property	47	11.6 %
Enforcing exterior maintenance of residential property	21	5.2 %
Enforcing exterior maintenance of commercial/business property	45	11.1 %
Enforcing sign regulations	17	4.2 %
Enforcement of yard parking regulations in your neighborhood	16	3.9 %
City efforts to remove abandoned or inoperative vehicles	25	6.2 %
None chosen	136	33.5 %
Total	406	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	35	8.6 %
Enforcing mowing & cutting of weeds & grass on private property	54	13.3 %
Enforcing exterior maintenance of residential property	44	10.8 %
Enforcing exterior maintenance of commercial/business property	52	12.8 %
Enforcing sign regulations	17	4.2 %
Enforcement of yard parking regulations in your neighborhood	17	4.2 %
City efforts to remove abandoned or inoperative vehicles	24	5.9 %
None chosen	163	40.1 %
Total	406	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. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing clean-up of junk & debris on private property in your community	28	6.9 %
Enforcing mowing & cutting of weeds & grass on private property	36	8.9 %
Enforcing exterior maintenance of residential property	27	6.7 %
Enforcing exterior maintenance of commercial/business property	37	9.1 %
Enforcing sign regulations	22	5.4 %
Enforcement of yard parking regulations in your neighborhood	19	4.7 %
City efforts to remove abandoned or inoperative vehicles	47	11.6 %
None chosen	190	46.8 %
Total	406	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)

<u>Q20. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Enforcing cleanup of junk & debris on private property in your community	162	39.9 %
Enforcing mowing & cutting of weeds & grass on private property	137	33.7 %
Enforcing exterior maintenance of residential property	92	22.7 %
Enforcing exterior maintenance of commercial/business property	134	33.0 %
Enforcing sign regulations	56	13.8 %
Enforcement of yard parking regulations in your neighborhood	52	12.8 %
City efforts to remove abandoned or inoperative vehicles	96	23.6 %
None chosen	136	33.5 %
Total	865	

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

Q21. Sources you currently get information about City of League City	Number	Percent
Local newspapers	97	23.9 %
City website (LeagueCity.com)	255	62.8 %
Radio	15	3.7 %
TV news channels	50	12.3 %
Facebook	246	60.6 %
Twitter/X	10	2.5 %
Nextdoor	115	28.3 %
Your HOA	86	21.2 %
Channel 16	10	2.5 %
Print brochures, flyers	82	20.2 %
City Matters quarterly publication	251	61.8 %
"City Manager's Week in Review" electronic newsletter	135	33.3 %
Total	1352	

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

Q22. City Communication channels you have visited in past 12 months	Number	Percent
City website	309	76.1 %
City Facebook page	232	57.1 %
City Instagram	33	8.1 %
City Twitter/X feed	7	1.7 %
City YouTube channel	14	3.4 %
Channel 16	15	3.7 %
Total	610	

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	98	24.1 %
No	308	75.9 %
Total	406	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=98)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q23a-1. How easy they were to contact	41.8%	39.8%	9.2%	6.1%	2.0%	1.0%
Q23a-2. Courteousness of staff	53.1%	38.8%	4.1%	1.0%	1.0%	2.0%
Q23a-3. Accuracy of information & assistance given	43.9%	38.8%	9.2%	4.1%	4.1%	0.0%
Q23a-4. How quickly League City staff responded to your request	43.9%	30.6%	16.3%	4.1%	4.1%	1.0%
Q23a-5. How well your issue was handled	37.8%	35.7%	9.2%	8.2%	8.2%	1.0%

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=98)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23a-1. How easy they were to contact	42.3%	40.2%	9.3%	6.2%	2.1%
Q23a-2. Courteousness of staff	54.2%	39.6%	4.2%	1.0%	1.0%
Q23a-3. Accuracy of information & assistance given	43.9%	38.8%	9.2%	4.1%	4.1%
Q23a-4. How quickly League City staff responded to your request	44.3%	30.9%	16.5%	4.1%	4.1%
Q23a-5. How well your issue was handled	38.1%	36.1%	9.3%	8.2%	8.2%

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. Do you feel that you are getting your money's worth for your tax dollars	Number	Percent
Yes, I am getting my money's worth	274	67.5 %
No, I am not getting my money's worth	67	16.5 %
Don't know	65	16.0 %
Total	406	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. Do you feel that you are getting your money's worth for your tax dollars	Number	Percent
Yes, I am getting my money's worth	274	80.4 %
No, I am not getting my money's worth	67	19.6 %
Total	341	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 collected in City & that your property & shopping dollars matter to sustainability of City structure

	Number	Percent
Yes	379	93.3 %
No	26	6.4 %
Not provided	1	0.2 %
Total	406	100.0 %

WITHOUT "NOT PROVIDED"

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? (without "not provided")

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

	Number	Percent
Yes	379	93.6 %
No	26	6.4 %
Total	405	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=406)

	Very important	Important	Somewhat important	Neutral	Not important	Don't know
Q26-1. Retail/restaurants	33.5%	35.7%	19.5%	3.4%	6.2%	1.7%
Q26-2. Family-oriented entertainment	33.0%	35.5%	19.0%	5.2%	5.4%	2.0%
Q26-3. Warehouses & distribution centers	10.1%	14.8%	20.0%	17.2%	35.2%	2.7%
Q26-4. Indoor, clean, & advanced manufacturing	16.3%	22.4%	19.2%	15.0%	21.9%	5.2%
Q26-5. Offices	14.5%	24.1%	26.6%	16.7%	13.3%	4.7%
Q26-6. Active/developed parks, community centers, and/or libraries	44.8%	35.2%	13.1%	3.7%	2.0%	1.2%
Q26-7. Passive/undeveloped parks	21.4%	28.8%	20.4%	15.5%	6.4%	7.4%
Q26-8. Mixed-use developments with residential, office, retail/restaurants, family-oriented entertainment, parks, public space, & public art	23.9%	31.3%	22.2%	10.8%	9.6%	2.2%

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=406)

	Very important	Important	Somewhat important	Neutral	Not important
Q26-1. Retail/restaurants	34.1%	36.3%	19.8%	3.5%	6.3%
Q26-2. Family-oriented entertainment	33.7%	36.2%	19.3%	5.3%	5.5%
Q26-3. Warehouses & distribution centers	10.4%	15.2%	20.5%	17.7%	36.2%
Q26-4. Indoor, clean, & advanced manufacturing	17.1%	23.6%	20.3%	15.8%	23.1%
Q26-5. Offices	15.2%	25.3%	27.9%	17.6%	14.0%
Q26-6. Active/developed parks, community centers, and/or libraries	45.4%	35.7%	13.2%	3.7%	2.0%
Q26-7. Passive/undeveloped parks	23.1%	31.1%	22.1%	16.8%	6.9%
Q26-8. Mixed-use developments with residential, office, retail/restaurants, family-oriented entertainment, parks, public space, & public art	24.4%	32.0%	22.7%	11.1%	9.8%

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	91	22.4 %
Family-oriented entertainment	57	14.0 %
Warehouses & distribution centers	10	2.5 %
Indoor, clean, & advanced manufacturing	22	5.4 %
Offices	11	2.7 %
Active/developed parks, community centers, and/or libraries	84	20.7 %
Passive/undeveloped parks	32	7.9 %
Mixed-use developments with residential, office, retail/ restaurants, family-oriented entertainment, parks, public space, & public art	36	8.9 %
None chosen	63	15.5 %
Total	406	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	35	8.6 %
Family-oriented entertainment	58	14.3 %
Warehouses & distribution centers	11	2.7 %
Indoor, clean, & advanced manufacturing	26	6.4 %
Offices	13	3.2 %
Active/developed parks, community centers, and/or libraries	69	17.0 %
Passive/undeveloped parks	43	10.6 %
Mixed-use developments with residential, office, retail/ restaurants, family-oriented entertainment, parks, public space, & public art	63	15.5 %
None chosen	88	21.7 %
Total	406	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. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Retail/restaurants	39	9.6 %
Family-oriented entertainment	49	12.1 %
Warehouses & distribution centers	6	1.5 %
Indoor, clean, & advanced manufacturing	28	6.9 %
Offices	16	3.9 %
Active/developed parks, community centers, and/or libraries	41	10.1 %
Passive/undeveloped parks	25	6.2 %
Mixed-use developments with residential, office, retail/ restaurants, family-oriented entertainment, parks, public space, & public art	72	17.7 %
None chosen	130	32.0 %
Total	406	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)

<u>Q27. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Retail/restaurants	165	40.6 %
Family-oriented entertainment	164	40.4 %
Warehouses & distribution centers	27	6.7 %
Indoor, clean, & advanced manufacturing	76	18.7 %
Offices	40	9.9 %
Active/developed parks, community centers, and/or libraries	194	47.8 %
Passive/undeveloped parks	100	24.6 %
Mixed-use developments with residential, office, retail/ restaurants, family-oriented entertainment, parks, public space, & public art	171	42.1 %
None chosen	63	15.5 %
Total	1000	

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=406)

	Not a problem	Minor problem	Moderate problem	Major problem	Not provided
Q28-1. Main Street (Maple Leaf to I-45)	18.7%	27.1%	23.9%	16.3%	14.0%
Q28-2. Main Street (I-45 to Texas Ave.)	22.2%	33.3%	23.9%	11.1%	9.6%
Q28-3. FM 518 (FM 2094 to Lawrence Rd.)	32.5%	27.3%	20.2%	7.1%	12.8%
Q28-4. League City Parkway (FM 270 to SH 146)	35.5%	24.4%	21.7%	7.9%	10.6%
Q28-5. League City Parkway (IH 45 to FM 270)	29.1%	28.3%	22.4%	9.6%	10.6%
Q28-6. League City Parkway (Hobbs to IH 45)	19.5%	25.9%	24.9%	18.2%	11.6%
Q28-7. League City Parkway (Friendswood City Limits to Hobbs)	34.7%	24.4%	15.3%	9.9%	15.8%
Q28-8. FM 646 (FM 517 to I-45)	27.6%	24.9%	21.2%	12.6%	13.8%
Q28-9. Hobbs Rd.	30.5%	27.3%	15.3%	8.1%	18.7%
Q28-10. Calder Rd.	33.3%	28.1%	14.5%	5.7%	18.5%
Q28-11. Landing Blvd.	32.5%	25.4%	11.8%	6.7%	23.6%
Q28-12. Bay Area Blvd.	28.6%	26.8%	19.5%	10.3%	14.8%

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=406)

	Not a problem	Minor problem	Moderate problem	Major problem
Q28-1. Main Street (Maple Leaf to I-45)	21.8%	31.5%	27.8%	18.9%
Q28-2. Main Street (I-45 to Texas Ave.)	24.5%	36.8%	26.4%	12.3%
Q28-3. FM 518 (FM 2094 to Lawrence Rd.)	37.3%	31.4%	23.2%	8.2%
Q28-4. League City Parkway (FM 270 to SH 146)	39.7%	27.3%	24.2%	8.8%
Q28-5. League City Parkway (IH 45 to FM 270)	32.5%	31.7%	25.1%	10.7%
Q28-6. League City Parkway (Hobbs to IH 45)	22.0%	29.2%	28.1%	20.6%
Q28-7. League City Parkway (Friendswood City Limits to Hobbs)	41.2%	28.9%	18.1%	11.7%
Q28-8. FM 646 (FM 517 to I-45)	32.0%	28.9%	24.6%	14.6%
Q28-9. Hobbs Rd.	37.6%	33.6%	18.8%	10.0%
Q28-10. Calder Rd.	40.8%	34.4%	17.8%	6.9%
Q28-11. Landing Blvd.	42.6%	33.2%	15.5%	8.7%
Q28-12. Bay Area Blvd.	33.5%	31.5%	22.8%	12.1%

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

Q29. Which following statement comes closest to your view considering all services League City provides & taxes you pay

	Number	Percent
Prefer to keep taxes & services about where they are	280	69.0 %
Prefer to decrease taxes & decrease services	45	11.1 %
Prefer to raise taxes & increase services	24	5.9 %
None of these	21	5.2 %
Don't know	36	8.9 %
Total	406	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")

Q29. Which following statement comes closest to your view considering all services League City provides & taxes you pay

	Number	Percent
Prefer to keep taxes & services about where they are	280	75.7 %
Prefer to decrease taxes & decrease services	45	12.2 %
Prefer to raise taxes & increase services	24	6.5 %
None of these	21	5.7 %
Total	370	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=406)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q30-1. Employment opportunities in League City	5.2%	16.3%	28.8%	11.3%	2.5%	36.0%
Q30-2. Shopping opportunities in League City	16.7%	46.8%	23.2%	8.9%	2.5%	2.0%
Q30-3. Entertainment opportunities in League City	8.4%	31.0%	35.0%	17.5%	4.4%	3.7%
Q30-4. Overall quality of businesses & service establishments in League City	13.1%	50.2%	25.6%	5.9%	2.2%	3.0%

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=406)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q30-1. Employment opportunities in League City	8.1%	25.4%	45.0%	17.7%	3.8%
Q30-2. Shopping opportunities in League City	17.1%	47.7%	23.6%	9.0%	2.5%
Q30-3. Entertainment opportunities in League City	8.7%	32.2%	36.3%	18.2%	4.6%
Q30-4. Overall quality of businesses & service establishments in League City	13.5%	51.8%	26.4%	6.1%	2.3%

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=406)

	Very important	Somewhat important	Not important	Not provided
Q31-1. Small town feel	56.9%	29.3%	11.3%	2.5%
Q31-2. Quality of public schools	79.3%	12.8%	4.7%	3.2%
Q31-3. Employment opportunities	32.8%	39.4%	22.2%	5.7%
Q31-4. Types of housing	66.3%	24.6%	6.4%	2.7%
Q31-5. Affordability of housing	66.5%	25.6%	5.7%	2.2%
Q31-6. Access to quality shopping	47.0%	44.1%	6.9%	2.0%
Q31-7. Availability of parks & recreation opportunities	58.4%	34.2%	5.4%	2.0%
Q31-8. Near family or friends	44.3%	35.2%	17.2%	3.2%
Q31-9. Safety & security	92.4%	5.7%	0.5%	1.5%
Q31-10. Availability of transportation options	26.4%	37.7%	30.0%	5.9%
Q31-11. Availability of cultural activities & arts	29.3%	39.9%	25.9%	4.9%
Q31-12. Access to restaurants & entertainment	50.5%	42.1%	6.2%	1.2%
Q31-13. Availability of retail shopping choices	42.9%	46.1%	8.6%	2.5%
Q31-14. Availability of library services	40.9%	36.9%	17.0%	5.2%

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=406)

	Very important	Somewhat important	Not important
Q31-1. Small town feel	58.3%	30.1%	11.6%
Q31-2. Quality of public schools	81.9%	13.2%	4.8%
Q31-3. Employment opportunities	34.7%	41.8%	23.5%
Q31-4. Types of housing	68.1%	25.3%	6.6%
Q31-5. Affordability of housing	68.0%	26.2%	5.8%
Q31-6. Access to quality shopping	48.0%	45.0%	7.0%
Q31-7. Availability of parks & recreation opportunities	59.5%	34.9%	5.5%
Q31-8. Near family or friends	45.8%	36.4%	17.8%
Q31-9. Safety & security	93.8%	5.8%	0.5%
Q31-10. Availability of transportation options	28.0%	40.1%	31.9%
Q31-11. Availability of cultural activities & arts	30.8%	42.0%	27.2%
Q31-12. Access to restaurants & entertainment	51.1%	42.6%	6.2%
Q31-13. Availability of retail shopping choices	43.9%	47.2%	8.8%
Q31-14. Availability of library services	43.1%	39.0%	17.9%

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	73	18.0 %
Law enforcement personnel, programs & activities	107	26.4 %
Public infrastructure programs related to traffic & mobility	93	22.9 %
Public infrastructure including streetscape, landscaping & beautification	11	2.7 %
Parks & Recreation development or programs	20	4.9 %
Library services & programs	14	3.4 %
Animal services adoption, rescue & animal codes enforcement	6	1.5 %
Disaster management response	16	3.9 %
Flood control	40	9.9 %
Water & wastewater services	4	1.0 %
None chosen	22	5.4 %
Total	406	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	67	16.5 %
Law enforcement personnel, programs & activities	69	17.0 %
Public infrastructure programs related to traffic & mobility	67	16.5 %
Public infrastructure including streetscape, landscaping & beautification	27	6.7 %
Parks & Recreation development or programs	26	6.4 %
Library services & programs	11	2.7 %
Animal services adoption, rescue & animal codes enforcement	15	3.7 %
Disaster management response	27	6.7 %
Flood control	59	14.5 %
Water & wastewater services	12	3.0 %
None chosen	26	6.4 %
Total	406	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	28	6.9 %
Law enforcement personnel, programs & activities	42	10.3 %
Public infrastructure programs related to traffic & mobility	69	17.0 %
Public infrastructure including streetscape, landscaping & beautification	27	6.7 %
Parks & Recreation development or programs	36	8.9 %
Library services & programs	10	2.5 %
Animal services adoption, rescue & animal codes enforcement	18	4.4 %
Disaster management response	35	8.6 %
Flood control	77	19.0 %
Water & wastewater services	29	7.1 %
None chosen	35	8.6 %
Total	406	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	168	41.4 %
Law enforcement personnel, programs & activities	218	53.7 %
Public infrastructure programs related to traffic & mobility	229	56.4 %
Public infrastructure including streetscape, landscaping & beautification	65	16.0 %
Parks & Recreation development or programs	82	20.2 %
Library services & programs	35	8.6 %
Animal services adoption, rescue & animal codes enforcement	39	9.6 %
Disaster management response	78	19.2 %
Flood control	176	43.3 %
Water & wastewater services	45	11.1 %
None chosen	22	5.4 %
Total	1157	

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	63	15.5 %
6-10	48	11.8 %
11-15	64	15.8 %
16-20	67	16.5 %
21-30	90	22.2 %
31+	67	16.5 %
Not provided	7	1.7 %
Total	406	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	63	15.8 %
6-10	48	12.0 %
11-15	64	16.0 %
16-20	67	16.8 %
21-30	90	22.6 %
31+	67	16.8 %
Total	399	100.0 %

Q38. What is your age?

Q38. Your age	Number	Percent
18-34	79	19.5 %
35-44	77	19.0 %
45-54	80	19.7 %
55-64	83	20.4 %
65+	81	20.0 %
Not provided	6	1.5 %
Total	406	100.0 %

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

Q38. Your age	Number	Percent
18-34	79	19.8 %
35-44	77	19.3 %
45-54	80	20.0 %
55-64	83	20.8 %
65+	81	20.3 %
Total	400	100.0 %

Q39. Do you own or rent your current residence?

<u>Q39. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	355	87.4 %
Rent	45	11.1 %
Not provided	6	1.5 %
Total	406	100.0 %

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

<u>Q39. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	355	88.8 %
Rent	45	11.3 %
Total	400	100.0 %

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

<u>Q40. Are you or other members of your household of Hispanic or Latino ancestry</u>	<u>Number</u>	<u>Percent</u>
Yes	89	21.9 %
No	317	78.1 %
Total	406	100.0 %

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

<u>Q41. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	21	5.2 %
Black or African American	29	7.1 %
American Indian or Alaska Native	2	0.5 %
White Non-Hispanic	247	60.8 %
Native Hawaiian or other Pacific Islander	1	0.2 %
Hispanic	89	21.9 %
Other	3	0.7 %
Total	392	

Q41-7. Self-describe your race/ethnicity:

<u>Q41-7. Self-describe your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Dutch American	1	33.3 %
White/Asian	1	33.3 %
Mixed	1	33.3 %
Total	3	100.0 %

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

Q42. Your total household income	Number	Percent
Under \$30K	27	6.7 %
\$30K to \$59,999	54	13.3 %
\$60K to \$99,999	62	15.3 %
\$100K+	175	43.1 %
Prefer not to respond	88	21.7 %
Total	406	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	27	8.5 %
\$30K to \$59,999	54	17.0 %
\$60K to \$99,999	62	19.5 %
\$100K+	175	55.0 %
Total	318	100.0 %

Q43. Your gender:

Q43. Your gender	Number	Percent
Male	199	49.0 %
Female	203	50.0 %
Not provided	4	1.0 %
Total	406	100.0 %

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

Q43. Your gender	Number	Percent
Male	199	49.5 %
Female	203	50.5 %
Total	402	100.0 %

A graphic consisting of a dark blue horizontal bar. On the left side of the bar is a white circle containing the number '5' in dark blue. To the right of the circle, the text 'Survey Instrument' is written in white, bold, sans-serif font.

5 Survey Instrument

**A Few Minutes of Your Time Will Help Make League City a Better Place to Live,
Work, And Play for All!**

Dear League City Resident,

We want to hear from you!

Your household was one of a limited number selected to receive the enclosed survey, so your participation is especially important. The League 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. That's why we are conducting this survey, the results of which will be used to help inform future decision making.

We appreciate your time.

The survey, which is being conducted by ETC Institute—a third party consultant hired by the City—will take approximately 10–15 minutes to complete. Every question is important. The time you invest 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.

You have been randomly selected.

Your responses to this survey will remain confidential and will be reported in group form only. Please return your completed survey sometime during the next week, if possible, and return it in the enclosed postage-paid envelope addressed to ETC Institute. **If you prefer to take the survey online, please visit leaguecity.etcsurvey.org.**

At the end of this survey, you will have the opportunity to opt-in for a chance to win one (1) \$500 prepaid Visa gift card, but only if you complete the survey in its entirety.

If you have questions, 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,



League City Mayor Nick Long

Nick.long@leaguecitytx.gov

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 1 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 support a westside recreation center that is similar to Hometown Heroes Park?**

____ (1) Yes ____ (2) No

12. **Would you support a westside recreation center that incorporates a library 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.]

- | | | |
|---|---|---|
| <input type="checkbox"/> (01) Local newspapers | <input type="checkbox"/> (05) Facebook | <input type="checkbox"/> (09) Channel 16 |
| <input type="checkbox"/> (02) City website (LeagueCity.com) | <input type="checkbox"/> (06) Twitter/X | <input type="checkbox"/> (10) Print brochures, flyers |
| <input type="checkbox"/> (03) Radio | <input type="checkbox"/> (07) Nextdoor | <input type="checkbox"/> (11) City Matters quarterly publication |
| <input type="checkbox"/> (04) TV news channels | <input type="checkbox"/> (08) Your HOA | <input type="checkbox"/> (12) "City Manager's Week in Review" electronic newsletter |

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

- | | | |
|---|--|---|
| <input type="checkbox"/> (1) City website | <input type="checkbox"/> (3) City Instagram | <input type="checkbox"/> (5) City YouTube channel |
| <input type="checkbox"/> (2) City Facebook page | <input type="checkbox"/> (4) City Twitter/X feed | <input type="checkbox"/> (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
01. Main Street (Maple Leaf to I-45)	4	3	2	1
02. Main Street (I-45 to Texas Ave.)	4	3	2	1
03. FM 518 (FM 2094 to Lawrence Rd.)	4	3	2	1
04. League City Parkway (FM 270 to SH 146)	4	3	2	1
05. League City Parkway (IH 45 to FM 270)	4	3	2	1
06. League City Parkway (Hobbs to IH 45)	4	3	2	1
07. League City Parkway (Friendswood City Limits to Hobbs)	4	3	2	1
08. FM 646 (FM 517 to I-45)	4	3	2	1
09. Hobbs Rd.	4	3	2	1
10. Calder Rd.	4	3	2	1
11. Landing Blvd.	4	3	2	1
12. 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
 02. Law enforcement personnel, programs and activities
 03. Public infrastructure programs related to traffic and mobility
 04. Public infrastructure including streetscape, landscaping and beautification
 05. Parks and Recreation development or programs
 06. Library Services and programs
 07. Animal Services adoption, rescue and animal codes enforcement
 08. Disaster management response
 09. Flood control
 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
 ____ (2) Black or African American
 ____ (3) American Indian or Alaska Native
 ____ (4) White
 ____ (5) Native Hawaiian or other Pacific Islander
 ____ (99) Other: _____
42. Would you say your total household income is...
 ____ (1) Under \$30,000
 ____ (2) \$30,000 to \$59,999
 ____ (3) \$60,000 to \$99,999
 ____ (4) \$100,000 or more
 ____ (5) Prefer not to respond
43. Your gender: ____ (1) Male ____ (2) Female
44. Would you like to opt in for a chance to win one (1) \$500 Visa gift card for fully completing this survey? [Limited to one entry per household and will be sent via email.]
 ____ (1) Yes [Answer Q44a.] ____ (2) No
- 44a. Please provide your contact information.
 Name: _____ Phone Number: _____
 Email Address: _____

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