

K. COMMUNITY OUTREACH / SOCIAL MEDIA

The City proactively communicates to residents and other audiences using various platforms and resources.

Please rate each for your usage and its effectiveness in informing you about City services, programs and projects:

	MY USAGE				EFFECTIVENESS				Which are most valuable to you?		
	Often			Never	Indispensable			Useless			
The City website, <i>uptexas.org</i>	5	4	3	2	1	5	4	3	2	1	<input type="checkbox"/>
The Arbor (City newsletter) included with utility bills	5	4	3	2	1	5	4	3	2	1	<input type="checkbox"/>
Trash collection reminder / <i>Waste Wizard</i>	5	4	3	2	1	5	4	3	2	1	<input type="checkbox"/>
UPdate, (City mid-month E-newsletter)	5	4	3	2	1	5	4	3	2	1	<input type="checkbox"/>
Social Media:											
Twitter	5	4	3	2	1	5	4	3	2	1	<input type="checkbox"/>
Facebook	5	4	3	2	1	5	4	3	2	1	<input type="checkbox"/>
Instagram	5	4	3	2	1	5	4	3	2	1	<input type="checkbox"/>
Nextdoor	5	4	3	2	1	5	4	3	2	1	<input type="checkbox"/>
Community Connect (City info provided by Alexa-enabled devices)	5	4	3	2	1	5	4	3	2	1	<input type="checkbox"/>
How likely are you to use these to receive emergency notifications from the City?	Very Likely	Somewhat Likely	Perhaps	Unlikely	Very Unlikely	Can't Rate Don't use					
Twitter	5	4	3	2	1	<input type="checkbox"/>					
Facebook	5	4	3	2	1	<input type="checkbox"/>					
Instagram	5	4	3	2	1	<input type="checkbox"/>					
Nextdoor	5	4	3	2	1	<input type="checkbox"/>					
City website, <i>uptexas.org</i>	5	4	3	2	1	<input type="checkbox"/>					
Community Connect (City info provided by Alexa-enabled devices)	5	4	3	2	1	<input type="checkbox"/>					
Code Red telephone notification system	5	4	3	2	1	<input type="checkbox"/>					
How effective are City notifications that use social media in adequately informing you about road closures and construction-related traffic issues?	Somewhat Effective		Effective	Not at All Effective	Do not use						
How often do you use the City website, <i>uptexas.org</i> ?	<input type="checkbox"/> Daily	<input type="checkbox"/> Weekly	<input type="checkbox"/> Monthly	<input type="checkbox"/> Rarely	<input type="checkbox"/> Never						

Comments:

L. INVOLVEMENT WITH COMMUNITY

Parks:	Very Satisfied	Satisfied	Not satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Can't Rate This
How satisfied are you with special events such as:						
Eggstravaganza	5	4	3	2	1	<input type="checkbox"/>
Movie in the Park	5	4	3	2	1	<input type="checkbox"/>
Fishing Derby	5	4	3	2	1	<input type="checkbox"/>
Firecracker Fun Run	5	4	3	2	1	<input type="checkbox"/>
July 4 Festivities	5	4	3	2	1	<input type="checkbox"/>
Doggie Splash Day	5	4	3	2	1	<input type="checkbox"/>
Holiday Tree Lighting	5	4	3	2	1	<input type="checkbox"/>
Satisfaction with pool programs such as:						
Dive in Movies	5	4	3	2	1	<input type="checkbox"/>
Learn to Swim	5	4	3	2	1	<input type="checkbox"/>
Senior Swim	5	4	3	2	1	<input type="checkbox"/>
Library:						
Satisfaction with special events/programs such as:						
UP @ the Library Family Time	5	4	3	2	1	<input type="checkbox"/>
Weekly Storytimes	5	4	3	2	1	<input type="checkbox"/>
E-book classes	5	4	3	2	1	<input type="checkbox"/>
Summer Reading Program	5	4	3	2	1	<input type="checkbox"/>

L. INVOLVEMENT WITH COMMUNITY *continued*

Police Department:	Very Satisfied	Satisfied	Not satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Can't Rate This
Satisfaction with special events/programs such as:						
Coffee with a Cop	5	4	3	2	1	<input type="checkbox"/>
National Night Out	5	4	3	2	1	<input type="checkbox"/>
Community Camera Program	5	4	3	2	1	<input type="checkbox"/>
Prescription Drug Take Back Program	5	4	3	2	1	<input type="checkbox"/>
Police Station Tours	5	4	3	2	1	<input type="checkbox"/>
Fire Department:						
Satisfaction with community services/programs such as:						
Home Safety Inspections	5	4	3	2	1	<input type="checkbox"/>
Smoke Detector Inspection/Installation	5	4	3	2	1	<input type="checkbox"/>
Citizens Fire Academy	5	4	3	2	1	<input type="checkbox"/>
Car Seat Inspection/Installation	5	4	3	2	1	<input type="checkbox"/>
CPR & First Aid classes	5	4	3	2	1	<input type="checkbox"/>
Fire Station Tours	5	4	3	2	1	<input type="checkbox"/>
Santa Around Town	5	4	3	2	1	<input type="checkbox"/>
Other:						
Satisfaction with community events/programs such as:						
Twice-a-year Community Recycling Events	5	4	3	2	1	<input type="checkbox"/>
Water My Yard program	5	4	3	2	1	<input type="checkbox"/>
Water University Courses by Texas A&M AgriLife	5	4	3	2	1	<input type="checkbox"/>

What is your advice about programs, events or activities the City should consider to make the City of University Park a better place to live?

M. DEMOGRAPHICS *This information is for classification purposes only*

Your age: 18-29 30-44 45-65 65+

How long have you been a resident of University Park? _____ Years

Are there children under 18 living in your household? Yes No

What best describes your household?

Own – Single family home

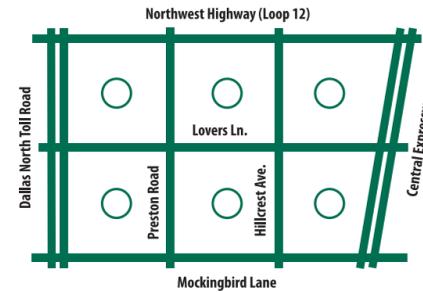
Own – Multifamily (Condo, apartment, duplex)

Rent or lease – Single family home

Rent or lease - Multifamily (Condo, apartment, duplex)

Are you a Direct Alarm subscriber? Yes No

Please mark the neighborhood you live in:



N. OTHER COMMENTS?

THANK YOU

Please insert the survey in the enclosed envelope. Postage is prepaid



OFFICIAL 2018 UNIVERSITY PARK RESIDENT SURVEY



On behalf of the City Council and City staff, thank you for taking a few minutes to complete this resident survey.

Because of our dedicated and professional staff, and the guidance of dozens of residents who serve on various boards and committees, University Park enjoys excellent police protection, high quality fire and emergency medical services, and beautiful parks and green spaces.

Since 2005 we have polled residents in this fashion to better understand the needs and desires of everyone who lives here. Your assistance means we can provide you and your neighbors with the services and programs that are most wanted.

Whether you participate using this printed survey and postage paid envelope, or you participate online, department-by-department content is the same, and your answers will be confidential and anonymous.

To complete the survey online at any time, day or night, simply go to this secure site:

Thank You,

Survey website: www.DMGSurveys.com/UPTX
Then enter your unique password: **200001**

Olin Lane, Jr.
Olin Lane, Jr. – Mayor

Please return your survey or complete online by April 30, 2018.

OVERALL RATINGS OF SERVICES PROVIDED BY UNIVERSITY PARK

Please circle the number best describing how you feel.

A. OVERALL	Very Satisfied	Satisfied	Not satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
1. My overall satisfaction with the services provided by the City of University Park to my household	5	4	3	2	1
2. My satisfaction with the value I receive for the amount I pay	5	4	3	2	1
3. How likely are you to recommend to others University Park as a place to live?	Very Likely 5	Likely 4	Neutral 3	Unlikely 2	Very Unlikely 1
4. How well has living in University Park met your expectations?	Exceeded my expectations 5	Met expectations 4	Neither met nor exceeded 3	Fallen short 2	Fallen very short of expectations 1



RATINGS OF SATISFACTION

Below are a variety of different services or programs provided by the City of University Park to its residents. Please circle the number best describing how you feel.

There is space at the end of this survey for additional comments and explanations

IMPORTANT: Please check the box if you feel an item does not apply to you, if you are unaware of the service, or if you are unable to provide a rating for any other reason.

A. Customer Service:	Very Satisfied	Satisfied	Not satisfied nor Dissatisfied	Very Dissatisfied	Can't Rate This
Overall responsiveness of staff to my needs	5	4	3	2	1
Accuracy of information provided by staff	5	4	3	2	1
Helpfulness of the City's staff	5	4	3	2	1
Courtesy of the City's staff	5	4	3	2	1
SATISFACTION WITH THESE SERVICES:					
Answering questions about utility bills	5	4	3	2	1
Questions about Water – Sewers – Streets	5	4	3	2	1
Requests for service or repairs	5	4	3	2	1
Questions about Trash & Recycling	5	4	3	2	1
Questions handled by the Parks & Recreation staff	5	4	3	2	1
Helpfulness and courtesy of police officers	5	4	3	2	1
Helpfulness and courtesy of firefighters	5	4	3	2	1
Helpfulness and courtesy of the Municipal Court staff	5	4	3	2	1
Helpfulness and courtesy of Code Enforcement staff	5	4	3	2	1

Comments:

B. Parks & Recreation	Very Satisfied	Satisfied	Not satisfied nor Dissatisfied	Very Dissatisfied	Can't Rate This
Accessibility of information about programs & services available	5	4	3	2	1
Landscaping / maintenance for the parks and park facilities	5	4	3	2	1
Maintenance, condition and cleanliness of:					
(a) parks and picnic areas	5	4	3	2	1
(b) playground areas	5	4	3	2	1
(c) public bathrooms	5	4	3	2	1
(d) the City pool	5	4	3	2	1
(e) tennis courts	5	4	3	2	1
Rental policy for:					
(a) parks	5	4	3	2	1
(b) gazebo	5	4	3	2	1
(c) athletic fields	5	4	3	2	1
Satisfaction with online reservation system for:					
(a) tennis courts	5	4	3	2	1
(b) park rentals	5	4	3	2	1
Satisfaction with the pool pass program	5	4	3	2	1

Comments:

C. Code Enforcement	Very Satisfied	Satisfied	Not satisfied nor Dissatisfied	Very Dissatisfied	Can't Rate This
Satisfaction that actions the City now takes to enforce code violations maintain the appearance of University Park	5	4	3	2	1
Satisfaction that code enforcement has met your expectations in maintaining the appearance of University Park	5	4	3	2	1
Fairness on how code enforcement actions are handled	5	4	3	2	1
What are your expectations about what codes the City should enforce to maintain the appearance of University Park?					

D. Home Construction & Building Permits	Very Satisfied	Satisfied	Not satisfied nor Dissatisfied	Very Dissatisfied	Can't Rate This
Effectiveness of the City in keeping construction sites clean and well maintained	5	4	3	2	1
Effectiveness of City's regulations for new home size in meeting your expectations about the quality of life in University Park	5	4	3	2	1
What are your expectations about the role of building codes on the quality of life in University Park?					

E. Trash & Recycling	Very Satisfied	Satisfied	Not satisfied nor Satisfied	Dissatisfied	Very Dissatisfied	Can't Rate This
Residential trash collection	5	4	3	2	1	
Clarity of information about the recycling program (what can be recycled, pick-up schedules and updates)	5	4	3	2	1	
What could the City do to increase participation in the recycling program?						

F. Water, Sewer & Streets	Very Satisfied	Satisfied	Not satisfied nor Satisfied	Dissatisfied	Very Dissatisfied	Can't Rate This
Timeliness of notifications about:						
(a) routine street and alley closures	5	4	3	2	1	
(b) routine water or sewer interruptions	5	4	3	2	1	
(c) emergency repairs	5	4	3	2	1	
Timeliness of routine repairs for:						
(a) streets and alleys	5	4	3	2	1	
(b) utilities (water, sewer, etc.)	5	4	3	2	1	
Effectiveness of the City's efforts to keep you informed about its progress in completing repairs	5	4	3	2	1	
Overall satisfaction with water, sewer and streets	5	4	3	2	1	

Comments:

G. Public Safety	Very Satisfied	Satisfied	Not satisfied nor Dissatisfied	Very Dissatisfied	Can't Rate This
How satisfied are you with the City's efforts to provide a safe and secure environment for you and your family?	5	4	3	2	1
Responsiveness of dispatchers to requests for emergency services	5	4	3	2	1
Have you called 911 in the past two years?					
<input type="checkbox"/> No I have not called [SKIP TO "Next"]					
<input type="checkbox"/> Yes, I have called 911					
Did you get a "Busy" Signal? <input type="checkbox"/> Yes <input type="checkbox"/> No					
Were you put on hold? <input type="checkbox"/> Yes <input type="checkbox"/> No					
How satisfied were you with the response time to your 911 call?	5	4	3	2	1
How satisfied were you with the follow-up to your 911 call?	5	4	3	2	1
"Next" How satisfied are you with the Direct Alarm monitoring service?	5	4	3	2	1

Please share your expectations about Public Safety services

H. Fire Department	Very Satisfied	Satisfied	Not satisfied nor Dissatisfied	Very Dissatisfied	Can't Rate This
Ability to reach the Fire Department	5	4	3	2	1
Responsiveness of Fire Department to calls	5	4	3	2	1
Timeliness of Fire Department response to calls	5	4	3	2	1
The Fire Department's response met your expectations	5	4	3	2	1
Effectiveness of the Fire Department in protecting residents	5	4	3	2	1
Effectiveness of Fire Prevention / Safety programs	5	4	3	2	1

Please add any suggestions you have for improving the University Park Fire Department:

I. Police Department	Very Satisfied	Satisfied	Not satisfied nor Dissatisfied	Very Dissatisfied	Can't Rate This
Timeliness of Police response to emergency calls	5	4	3	2	1
Frequency of patrolling my neighborhood	5	4	3	2	1
Responsiveness of the Police Department in enforcing traffic regulations in University Park	5	4	3	2	1
Fairness of the Police Department's practices in enforcing traffic regulations in University Park	5	4	3	2	1
Effectiveness of the Police Department in making University Park a safe and secure community	5	4	3	2	1
Satisfaction with the School Resource Officer Program in the Highland Park Independent School District	5	4	3	2	1

Please add any suggestions you have for improving the University Park Police Department:

J. University Park Public Library	Very Important	Somewhat Important	Not Sure	Unimportant	Very Unimportant
How important are library services to you?	5	4	3	2	1
Have you used the library: <input type="checkbox"/> In the last month <input type="checkbox"/> In the last six months <input type="checkbox"/> In the last year <input type="checkbox"/> Never [SKIP TO SECTION K]					
How satisfied are you with...					
Helpfulness of library staff	5	4	3	2	1
Library hours	5	4	3	2	1
Overall quality of services provided by the library	5	4	3	2	1
Quality of electronic (downloadable) materials provided by the library	5	4	3	2	1
The library facility	5	4	3	2	1
Quality of children's programs	5	4	3	2	1
Quality of adult programs	5	4	3	2	1

How likely would you or someone in your household attend these types of lectures or events if offered by the library?	Very Likely	Somewhat Likely	Neutral	Unlikely	Very Unlikely	Can't Rate This
Author talks/Book signings	5	4	3	2	1	
Community issues lectures	5	4	3	2	1	
National and world affairs lectures	5	4	3	2	1	
Health and wellness lectures	5	4	3	2	1	
Craft demonstrations/Classes for adults	5	4	3	2	1	
Teen programs	5	4	3	2	1	

Comments: