

**RESOLUTION NO. 14992**

**AFFIRMING THE CITY OF AUSTIN'S PARTICIPATION IN THE OFFICE OF THE STATE  
AUDITOR'S VOLUNTARY 2015 PERFORMANCE MEASUREMENTS PROGRAM**

**WHEREAS**, benefits to the City of Austin for participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program are outlined in MS 6.91 and include eligibility for a reimbursement as set by state statute; and

**WHEREAS**, any city or county participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and

**WHEREAS**, the City Council of Austin has adopted and implemented 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes.

**NOW THEREFORE, BE IT RESOLVED THAT** that the City Council of Austin will continue to report the results of the performance measures to its citizenry through the end of the year through posting on the city's website.

**BE IT FURTHER RESOLVED** that the City Council of Austin will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city.

Passed by a vote of yeas and nays this 1<sup>st</sup> day of June, 2015.

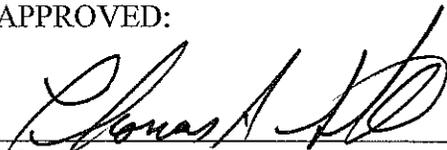
YEAS 6

NAYS 0

ATTEST:

  
\_\_\_\_\_  
City Recorder

APPROVED:

  
\_\_\_\_\_  
Mayor

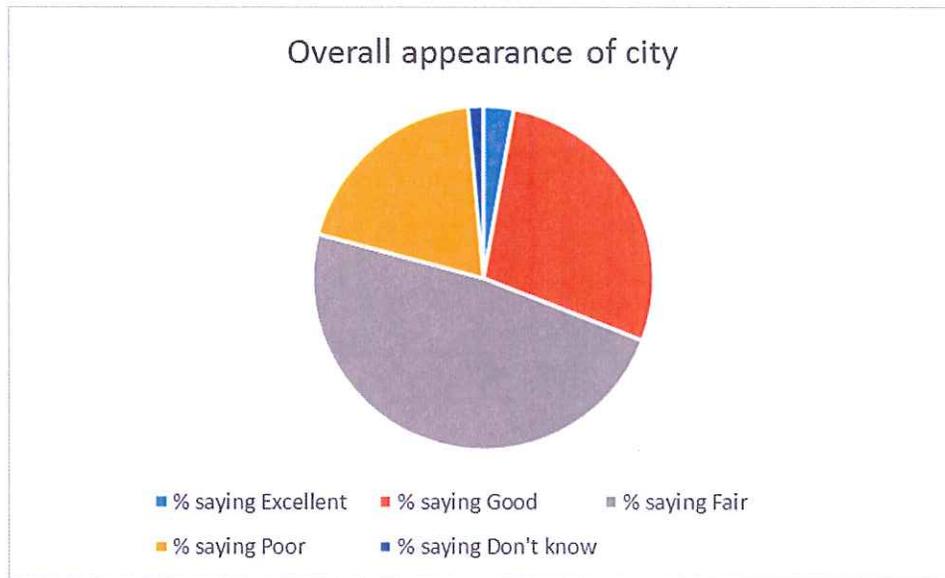


**City of Austin, Minnesota**

**Performance Measurements Survey**

**June 2015**

## How would you rate the overall appearance of the city?



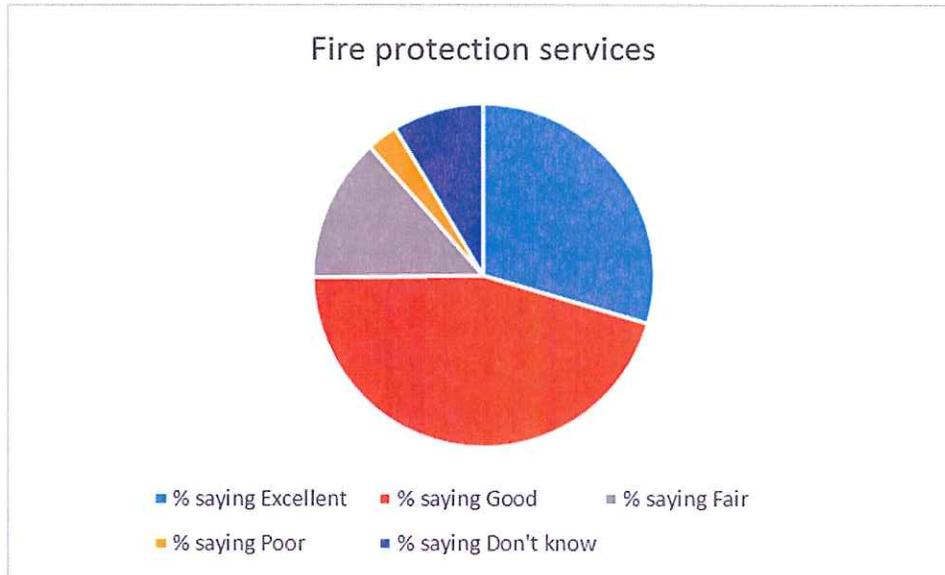
# saying Excellent	4
# saying Good	39
# saying Fair	67
# saying Poor	27
# saying Don't know	2
Total Responses	139
% saying Excellent	3%
% saying Good	28%
% saying Fair	48%
% saying Poor	19%
% saying Don't know	1%

## How would you describe your overall feeling of safety in the city?



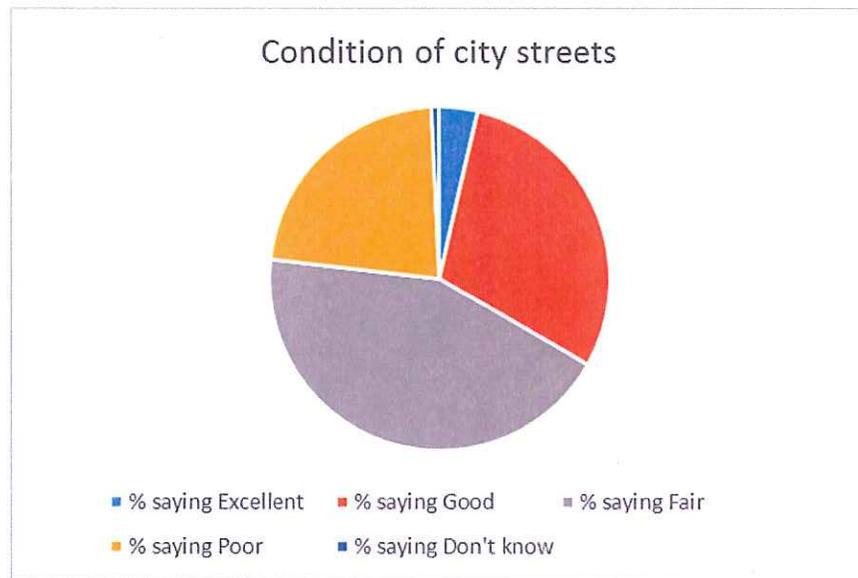
# saying Very Safe	19
# saying Somewhat Safe	65
# saying Somewhat unsafe	36
# saying Very Unsafe	18
# saying Don't know	0
Total Responses	138
% saying Very Safe	14%
% saying Somewhat Safe	47%
% saying Somewhat unsafe	26%
% saying Very Unsafe	13%
% saying Don't know	0%

## How would you rate the overall quality of fire protection services in the city?



# saying Excellent	41
# saying Good	63
# saying Fair	19
# saying Poor	4
# saying Don't know	12
Total Responses	139
% saying Excellent	29%
% saying Good	45%
% saying Fair	14%
% saying Poor	3%
% saying Don't know	9%

## How would you rate the overall condition of city streets?



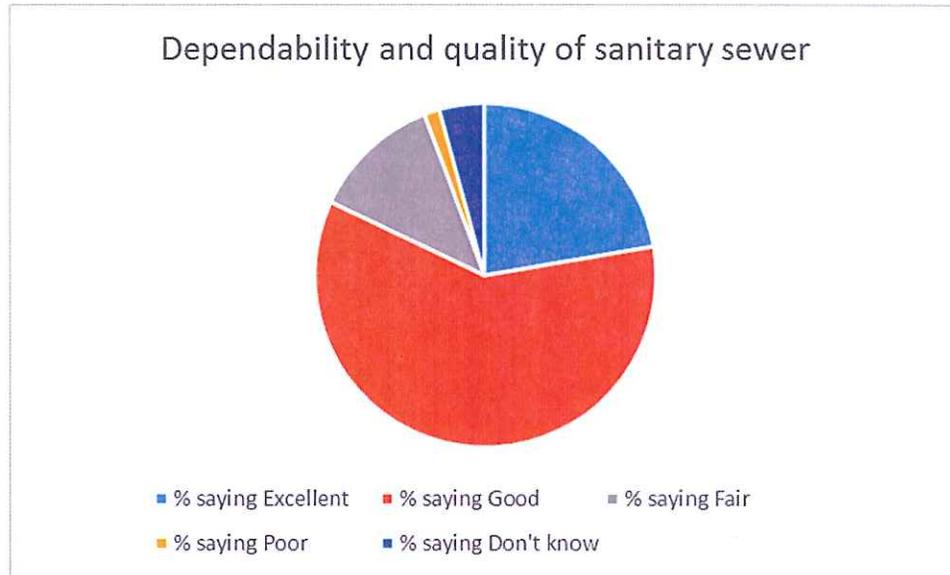
# saying Excellent	5
# saying Good	41
# saying Fair	60
# saying Poor	31
# saying Don't know	1
Total Responses	138
% saying Excellent	4%
% saying Good	30%
% saying Fair	43%
% saying Poor	22%
% saying Don't know	1%

## How would you rate the overall quality of snowplowing on city streets?



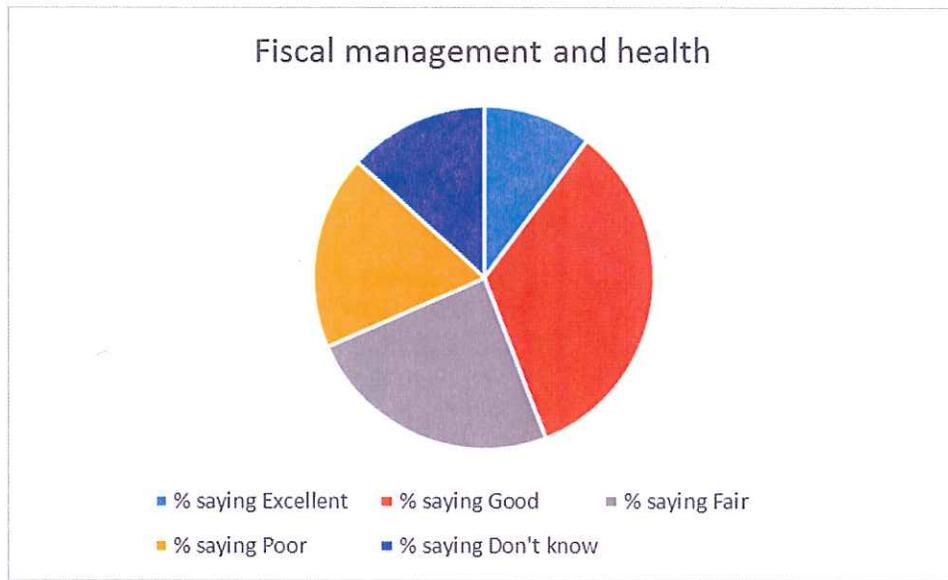
# saying Excellent	17
# saying Good	47
# saying Fair	45
# saying Poor	27
# saying Don't Know	3
Total Responses	139
% saying Excellent	12%
% saying Good	34%
% saying Fair	32%
% saying Poor	19%
% saying Don't know	2%

## How would you rate the dependability and overall quality of city sanitary sewer service?



# saying Excellent	31
# saying Good	83
# saying Fair	17
# saying Poor	2
# saying Don't know	6
Total Responses	139
% saying Excellent	22%
% saying Good	60%
% saying Fair	12%
% saying Poor	1%
% saying Don't know	4%

## How would you rate the fiscal management and health of the city?



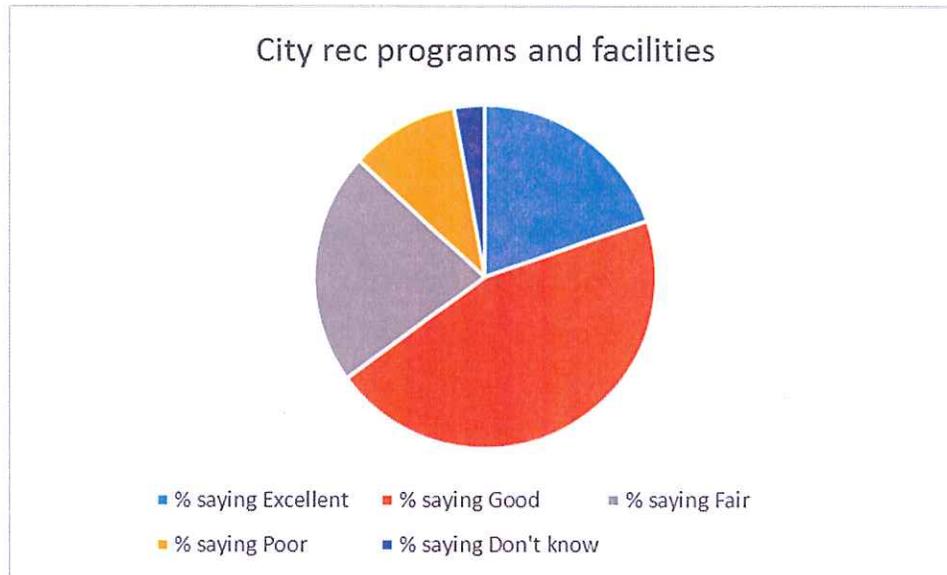
# saying Excellent	14
# saying Good	46
# saying Fair	33
# saying Poor	25
# saying Don't know	18
Total Responses	136
% saying Excellent	10%
% saying Good	34%
% saying Fair	24%
% saying Poor	18%
% saying Don't know	13%

## How would you rate the quality of City Library programs and facilities?



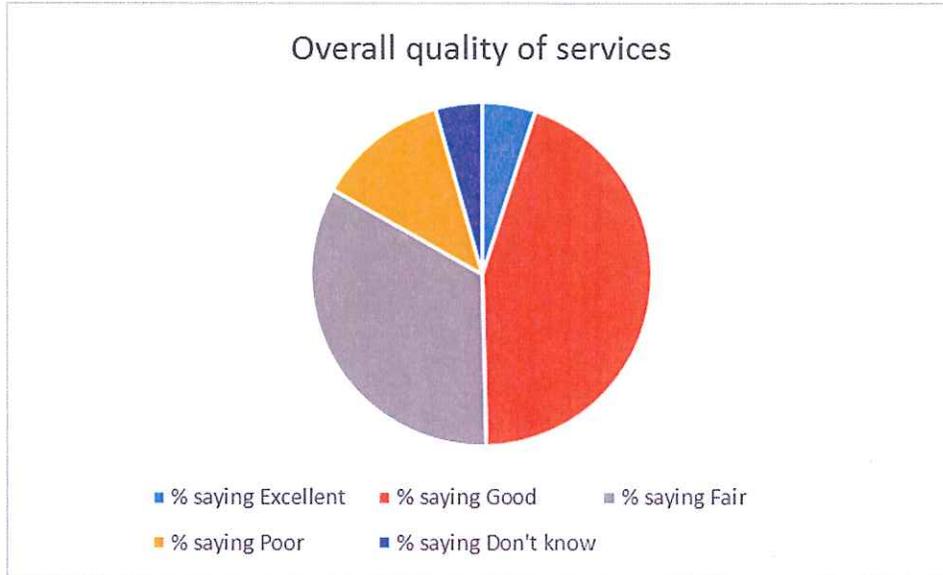
# saying Excellent	52
# saying Good	52
# saying Fair	19
# saying Poor	2
# saying Don't know	13
Total Responses	138
% saying Excellent	38%
% saying Good	38%
% saying Fair	14%
% saying Poor	1%
% saying Don't know	9%

## How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)?



# saying Excellent	27
# saying Good	62
# saying Fair	30
# saying Poor	14
# saying Don't know	4
Total Responses	137
% saying Excellent	20%
% saying Good	45%
% saying Fair	22%
% saying Poor	10%
% saying Don't know	3%

## How would you rate the overall quality of services provided by the city?



# saying Excellent	7
# saying Good	61
# saying Fair	46
# saying Poor	17
# saying Don't know	6
Total Responses	137
% saying Excellent	5%
% saying Good	45%
% saying Fair	34%
% saying Poor	12%
% saying Don't know	4%

## How would you rate the overall appearance of the city?

How many years have you lived in this city?	How would you rate the overall appearance of the city?	Comments:
33	Good	The mall area needs to be demolished. The city has done a good job of removing many eyesore properties.
23	Good	
15	Poor	To many closed businesses, no pretty parks or water features. Downtown is ugly and not an attraction to residents.
62	Poor	Oak Park Mall, Target, Kentucky Fried Chicken, Gymocha, these are all the first things you see when you enter Austin and it is an eyesore.
15	Poor	Need to have a day when people can put their junk on the blvd to clean up their lots. It's always nice to drive down the street and see more cars parked on their lawn than on the street.
2	Fair	SOME PARTS OF TOWN ARE RUN DOWN
61	Good	
25	Good	
51	Good	
62	Poor	Come into town from 218 south Target, closed Staples, closed a big ugly mall and shitty parking lot, Kentucky Fried Chicken a real dump Wendy's is no better. Look how good Mc Donald's I kept up.
4	Fair	The mall is an eyesore, the South entrance from 218 also needs improvement
19	Fair	
13	Good	there are parts of town with more rundown housing or poorly maintained lawns - don't know if it is due to laziness, lack of funds, lack of knowledge - and is often not sections, just individual houses; and of course the Mall is abominable
37	Good	there are definite neighborhoods that need to get upgraded. Also, of course Oak Park Mall needs to get demolished or totally fixed up (and parking lot!)
45	Poor	too many cars parked in front and back yards. Far far too many unmowed lawns. litter remains problematic.
30	Fair	It is not ideal looking, but it seems to be slowly improving.
62	Fair	
6	Excellent	Since my moving to the city of Austin 6 1/2 years ago, I find Austin as the best city I ever lived in. So encouraged many of my friends, relatives to join me. Of course they did.
52	Fair	Oak Park is closed. Target is gone. Cashwise is gone. Many other smaller stores are gone.
52	Good	
50	Good	Like many people, I hate all the used car lots around town. The parks in town are beautiful.
44	Good	The many parks are so attractive! The only one that is terrible is that area by the Hardy Geranium Shop. So many used car lots too.
0	Good	
46	Good	Some areas could use some work by the homeowner.
32	Good	

## How would you rate the overall appearance of the city?

45	Good	
41	Fair	Unfortunately is depends on quadrant of town and not all quadrants are created equal. Even within the downtown area it can vary within a few blocks walk from one part of downtown to the other part of downtown.
35	Fair	
6	Fair	Some areas are very nicely landscaped. But some neighborhoods are in poor condition (both private property and roads/alleys.) There are also a lot of empty buildings and houses with crumbling pavements and overgrown lawns/landscaping dotting the town just about anywhere you go.
50	Poor	
39	Good	Housing stock is deteriorating slowly
5	Fair	The trees cut in Y's around power lines are awful. They look like a topiary gone very wrong.
10	Fair	
15	Fair	
15	Fair	With just a little effort from homeowners and city officials, Austin could really be a beautiful city.
51	Poor	Lots of badly deteriorated homes and yards.
30	Fair	I see too many yards that are not mowed or have many too vehicles parked in the yard and alongside the front that house. Maybe its time to motivate the residents with fines for leaving their grass in nonappropriate lengths for over extended amount of time.
40	Poor	
27	Fair	
1	Fair	Some parts are better than others. Some parts are really bad!
32	Good	
4	Fair	It's not the Taj Mahal, but it still has small-town charm.
35	Good	There are areas that could use a little TLC.
45	Good	
20	Fair	I think the town needs some updating, some new construction for Apts. I hear from so many people who get hired on from Hormel and the clinic asking why there isn't any decent housing in this town?
12	Poor	clean up the gang crap
17	Poor	
40	Fair	More homes are in disrepair then in the past. The parks aren't really that interesting anymore....swinging bridges were sort of unique.
11	Good	
7	Good	
1	Good	I think downtown looks great. The lawn at the park by my house however has been neglected. Its on 26th St SW & 16th Ave SW
62	Fair	Many run down homes..poor street conditions..
33	Fair	
15	Fair	The mall and areas in the NE have become rundown.
43	Fair	Many areas that need improvement.
70	Fair	
46	Fair	
21	Poor	many houses in disrepair

## How would you rate the overall appearance of the city?

15	Excellent	I'd like to see the city intervene with problem rental properties to get them cleaned up.
27	Good	
19	Good	
1	Fair	Fix the traffic - NO RAIL - more busses, coordinate the lights and REDUCE taxes. Less traffic, less taxes. Also, fix the potholes!
45	Fair	
33	Poor	Graffiti is out of control! Houses are becoming dumps.
16	Fair	
39	Fair	
7	Good	
26	Fair	The parks and playgrounds we visit often are unfortunately filled with litter—cigarettes, beer bottles, plastic bags, etc. It is sad to me that there isn't some sort of group or committee that cleans the parks for our children. It is discouraging that we have to avoid parks because they are unsafe or unclean. So much money is spent on flowers and flags for our town (especially downtown), can't we take from that fund for our parks?
25	Poor	
2	Fair	
28	Fair	
44	Fair	
53	Good	
30	Poor	Lots of slummy areas where residents don't take time to mow/shovel. Mall area is embarrassing.
20	Poor	
62	Poor	The city doesn't care about new business here.the police
45	Fair	
1	Don't know	
62	Fair	
2	Fair	downtown is nice. streets are not in great shape. overall layout is strange, like it wasn't planned well. The mall and vacant retail spaces are bad reflections on the city.
53	Fair	
60	Fair	It has gone downhill since the 80's
40	Fair	Too much litter, and too much traffic, otherwise OK.
2	Poor	The parks are in good shape except the grounds, they need weeds sprayed regularly. Some of the roads are in bad shape. More landscaping could be added along I90 cooridor.
20	Poor	
30	Fair	
15	Fair	
23	Good	Getting to be sections that have outside junk and run down appearance
29	Fair	
4	Excellent	
15	Poor	
63	Fair	

## How would you rate the overall appearance of the city?

30	Good	Plenty of weeds on concrete mediums, city owned property not kept up to level of other cities in region.
33	Good	
44	Fair	Downtown is making upgrades but Oak Park Mall is an ugly eyesore! I personally witnessed a dog running in the mall before the end of the year - 2014. The mall manager was walking with the owner of the dog. What kind of manager allows this??? The mall was filthy and you wonder why no one was shopping there??? After the mall deal fell thru I and all my friends and relatives will never shop Younkers, Shop-ko or go to the Movie Theater again!!!! There are no choices in this town for shopping which is why everyone I know goes to Rochester. Get some stores in this town so people will stay and shop here!!!! It isn't rocket science - get it done!!!! Dump the stores that won't co-operate and let businesses come in that want to be in Austin!!! This is a dying town - the new Spam Museum can't fix everything!!!
42	Good	
31	Fair	
37	Fair	Too many run down houses. Bad looking yards.
46	Fair	
1	Poor	Lot of racists and thugs graffiti in public parks.
60	Poor	yards are not clean, junk tossed in yards and left there. people from other countries don't care about our town or our city rules. city needs to educate them
60	Good	
26	Fair	Way too many empty buildings.
38	Fair	The mall is a dump!! It is a terrible first impression!
60	Fair	People need to keep their property up. City ordinances need to be enforced, like tickets for parking on lawns. Run-down houses should be torn down, lawns should be mowed and weeds killed. The downtown looks very nice, with nice stores. The mall deal needs to go through do it can get torn down.
27	Poor	Downtown area looks run down and too many empty retail sites and homes run down.
48	Poor	Oak park mall parking lots abandon buildings and lack of effort to keep businesses in town
58	Fair	Old neighbor hoods are looking shabby, people have no pride in their homes! Landlords don't keep up their rentals, neither do owners. This pertains to yards too.
23	Fair	unkept properties; weeds, junk
35	Fair	The Main Street is looking pretty decent right now, but some areas of the city look like the slums
30	Fair	Certain parts are nicer than others
33	Fair	A lot of historic items have been tore down over the years, yet nothing has been truly added to the community to replace it or balance what was removed I.e. the swinging bridge.
48	Good	Streets and highways detract from appearance
19	Poor	With so many local businesses gone, this town looks deserted.

## How would you rate the overall appearance of the city?

26	Good	Needs to be more colorful at night. IE rochester and other large cities have lighting that is different colors throughout the town IE library.
25	Fair	
23	Good	
12	Fair	
32	Good	Homes seem to be deteriorating over time and not maintained as in earlier years we have lived here. Driving through neighborhoods you can find several homes that need attention.
52	Fair	
29	Good	
12	Don't know	
34	Fair	Lots of run down houses and properties, especially the houses directly to the East of Hormel/QPP and the rental properties in town.
34	Fair	
15	Fair	
41	Good	
15	Fair	
68	Poor	outdated mall, poor parking lots in all shopping areas,run down houses in all areas of town,yards not kept up, some areas have poor quality streets
42	Good	
45	Poor	The laws that pertain to yards, several families living in one home, are not being enforced! There is an ordinance for this!!! Why have laws if your not going to enforce it? Do your job that you are being paid for,so people want to live in austin.
50	Fair	
50	Fair	
45	Poor	Parks need to be kept up better
18	Fair	What to do with all closed business especially malls
20	Fair	
32	Fair	
25	Excellent	Wish we could find a way to put electric and communication lines underground. Full looking trees are much more attractive than all the odd shapes we get from trimming to accommodate wires.
33	Good	
34	Good	

## How would you describe your overall feeling of safety in the city?

How would you describe your overall feeling of safety in the city?	Comments:
Somewhat safe	
Somewhat safe	
Very unsafe	We need more patrolman/woman on the streets. The small problems, such as speeding in residential neighborhoods is overlooked. That is a big safety issue especially with school being released.
Very unsafe	Diversity has changed this!!
Somewhat safe	
Somewhat safe	SEEMS LIKE LOTS OF CRIME FOR A SMALL CITY.
Somewhat safe	
Somewhat safe	I think there needs to be more enforcement of people passing using the right side of streets when cars are making a left turn. Drivers are in a hurry and don't want to wait for cars to turn, but passing on the right is an extreme safety hazard. I have seen numerous instances where other vehicles or even pedestrians have almost been hit by these passing cars.
Very safe	
	Punks in loud cars throw out garbage don't give a shit about the town.
Somewhat safe	
Somewhat safe	
Very safe	
Somewhat safe	Seems like there is alittle more crime in recent years.
Very unsafe	2014 APD data : 22 ( twenty two ) RAPE Offenses. 419 NARCOTICS OFFENSES. HEROIN BUSTS ON MAIN STREET AND IN THE HOODS. 5 ( FIVE ) + GUNFIRE IN THE STREETS INCIDENTS INCLUDING AN AK-47 BEING SHOTOFF NEAR LIBRARY. SHOOTER GOT PROBATION!!! ARSON FIRE IN ROTARY PARK BATHROOM. THE FIRT PRIORITY OF GOVERNMENT IS TO INSURE THE SAFETY OF THE CITIZENRY. AUSTIN RATES OF CRIME COMPARED TO NEARBY CITIES IS THE HIGHEST... ORDINANCE ENFORCEMENT NEEDS IMPROVEMENTS. CONVERSION OF MAJOR PARTS OF SOME NEIGHBORHOODS FROM SINGLE FAMILY TO NON HOMESTEAD IS PROBLEMATIC AS IS LACK OF A MEANINGFUL RENTAL ORDINANCE ... ETC ETC AD NAUSEUM
Somewhat unsafe	For the size of the community there seems to be a lot of crime.
Somewhat unsafe	
Very safe	For the past two years, I saw folks are seem welcome in our city of Austin because they are not helping themselves then course problem. I did not see them lately
Somewhat safe	Depends on what section you are in.
Very safe	This may not be true in all areas of the city.
Very safe	My only complaint is the Law Enforcement seems to be much harder on the African and Mexican kids.
Somewhat safe	Cops are too rough on the African young people.
Very safe	
Very safe	
Somewhat safe	
Somewhat safe	

## How would you describe your overall feeling of safety in the city?

Somewhat unsafe	More happens behind the scenes than most residents are aware of. When a local off duty police officer at a social event shares he/she doesn't want family members to be in certain areas of town and nowhere in town after dark it makes one wonder.
Somewhat unsafe	
Somewhat safe	I only feel unsafe downtown at night and driving/parking on the street in some of the sketchy parts of town. My neighborhood (5th Ave SW area) feels very safe.
Somewhat safe	
Very safe	However, from the news media it appears crime is on the up swing.
Somewhat safe	
Somewhat unsafe	
Somewhat unsafe	
Somewhat safe	Escalating crime in some regions have of the city have made us wary of walking at night, evenings, etc. We will no longer visit the Mill Pond area anytime after dusk.
Somewhat unsafe	Crime seems to be getting out of hand along with the heroin and meth use.
Somewhat safe	I believe the police dept are doing their utmost to keep our streets safe.
Somewhat unsafe	
Somewhat safe	
Somewhat unsafe	Some parts are better than others. Some parts (NE!) I don't even venture to. I would not walk alone at night or early morning around here.
Somewhat unsafe	
Somewhat safe	It's Austin. Not a whole lot goes on here.
Somewhat unsafe	I used to be able to walk around this town as a kid and not worry about a thing. Now, I feel more safe walking downtown Minneapolis.
Somewhat safe	
Very unsafe	Since I have lived here, the crime in this town is getting worse and worse. When I first moved here people would laugh because I would lock my car doors and home...now everyone does it. I'm not just talking little petty crimes either, I'm talking home invasions, gang stuff. Its ridiculous! Austin has more crime than Rochester. People refer to Austin as "The Ghetto" and I agree.
Very unsafe	
Very unsafe	
Somewhat safe	If you live in a nicer neighborhood it's safe, some areas of town not so much.
Somewhat safe	
Somewhat unsafe	
Very safe	
Somewhat safe	
Somewhat safe	
Somewhat unsafe	Crime and drugs seam to be every were theses days.
Somewhat safe	Again, this answer is based on the area of town that you are located.
Somewhat safe	ILLEGAL MEXICANS, BLACKS, DRUGS , HIGH CRIME RATE, KEEP DOORS LOCKED, HAVE TO HIRE MORE POLICE, PROSECUTORS ?
Very unsafe	Drug dealers all over town. You can get heroin easier than pot.
Somewhat safe	
Very safe	I have not had any problems. All my experiences with law enforcement have been respectful and appropriate.
Somewhat safe	

## How would you describe your overall feeling of safety in the city?

Somewhat safe	
Somewhat safe	Fix the traffic - NO RAIL - more busses, coordinate the lights and REDUCE taxes. Less traffic, less taxes. Also, fix the potholes!
Somewhat safe	
Somewhat unsafe	Crime and drugs are becoming out of control. They really need to be harder on repeat offenders. It's really sad that bike trails are unsafe after dark or before sunrise.
Very unsafe	
Somewhat unsafe	
Somewhat safe	
Somewhat unsafe	Our town has an increasing problem with drugs and I feel that our community tends to enable drug dealers and users, making this an attractive place for such people. Punishment for selling/using drugs seems to be a slap on the hand.
Very unsafe	
Somewhat unsafe	A lot of burglaries. whenever I am at Walmart, I feel as if creepy older men stare at me (young female)
Very unsafe	
Very unsafe	Lack of police patrolling residential areas. All they do is patrol downtown or hang out at Kwik Trip
Somewhat safe	
Somewhat unsafe	More crime and more unfriendly people
Somewhat safe	
Very unsafe	The police turn there heads when a Mexican or a Somali brakes the law driving when a Caucasian does watch out .
Somewhat unsafe	
Very safe	
Somewhat safe	
Very safe	
Somewhat unsafe	I grew up in a town that was safe. Too many folks today don't seem to feel the "rules" apply to them. Langage problems could be handled, as they were 100 yrs ago, what you do in your home is one thing. "We speak English" .
Somewhat safe	
Somewhat safe	Drivers are distracted and in a hurry, results in lot of auto on pedestrian hits.
Very safe	
Somewhat unsafe	
Somewhat unsafe	
Somewhat safe	
Somewhat safe	Safety has gone down hill in the last 8 years. Used to feel safe without locking all doors, Now I feel only partial safe with them all locked.
Somewhat unsafe	Lot more break-ins and crime in the areas of town that have a lot of rental properties
Very safe	
Somewhat safe	
Somewhat safe	
Somewhat safe	Some neighborhoods are better than others, but that comes with growing and cultural diversity.
Very safe	

## How would you describe your overall feeling of safety in the city?

Very unsafe	Crime is on the rise and so are day-time breakins. You have to keep everything locked up at all times.
Very safe	
Very unsafe	
Somewhat unsafe	Not safe after dark.
Somewhat safe	
Somewhat unsafe	Teens and thugs still break into steal and get cited from police. no arrest or jail.
Very unsafe	
Somewhat safe	
Somewhat safe	
Very safe	
Somewhat safe	Too many drug dealers and users in Austin. I'm tired of so many people living off the other 50% of the people, there is too much public assistance, which in the long run helps no one.
Somewhat unsafe	Not enough police patrols.
Somewhat safe	
Very unsafe	I lock my doors at all times, would not walk my dogs alone at dusk...my neighbors were raided for drugs..what do you think!
Somewhat safe	
Somewhat safe	There are areas in the city where I wouldn't feel safe walking after dark
Somewhat unsafe	The crime in this town has gotten worse over the years, too many drugs in this town and no one is doing anything about it
Somewhat unsafe	Drugs crime and the feeling of safety here has changed greatly over my years here. And now with the ONLY major employer in town tightening wages there are very few legal ways to financially better ones self here in the town. This is made more clear by the demise of so many small businesses here and a few large ones like Target
Very safe	
Very unsafe	The Sudanese population here is violent.
Somewhat safe	
Somewhat unsafe	
Somewhat safe	Not like it use to be but still pretty good.
Somewhat unsafe	
Somewhat safe	When we moved to Austin the town was very safe I would have walked without any thought. Now if I want to go for a walk I hesitate and think whether or not it is safe. The route my kids use to walk to school I no longer will walk myself.
Somewhat unsafe	
Somewhat safe	
Somewhat unsafe	
Somewhat unsafe	In the last few years, the population has become so very diversified with lots of drugs, weapons and crimes being committed. The city has changed and not in a good way.

## How would you describe your overall feeling of safety in the city?

Somewhat unsafe	
Somewhat unsafe	will not go out alone after dark, do not feel safe alone on bike trails, or walking on streets in certain areas
Very safe	
Very unsafe	when crimes happen in the city, it seems to be a secret. We have a right to know. There seems to be a lot of gang activity, if we can see it why can't law enforcement ? And drug activity.
Somewhat unsafe	
Somewhat safe	I know we are making our city more bike friendly. Thanks. But sure would love to see dedicated routes and lanes to go across the city north south / east west.
Somewhat safe	
Somewhat safe	

# How would you rate the overall quality of fire protection services in the city?

How would you rate the overall quality of fire protection services in the city?	Comments:
Excellent	
Good	
Good	Very nice department, education is good too.
Fair	
Good	
Fair	NEED MORE FULL-TIME FIREFIGHTERS, AT LEAST 4 ON DUTY 24/7.
Good	
Excellent	
Excellent	
Excellent	
Good	
Good	
Excellent	
Good	never needed so I think it's ok.
Good	
Fair	Austin only has 9 full-time firefighters for almost 30,000 people. Smaller cities have twice the staffing and offer better quality of services(Paramedics),
Excellent	
Excellent	(Gave address). I saw fire people come right away. When are message for any suspicious on fire. Therefore, quality protection from fire is on their hands.
Excellent	
Excellent	
Excellent	Keep up the good work!
Excellent	They do a good service to the citizens. Also appreciate how they help us with the fire alarms.
Excellent	
Good	
Excellent	
Excellent	
Good	Surveying the city limits and crunching the numbers could result in a few full time fire fighters which would result in an excellent rating. The overall response time to 911 calls is solid however the educational piece to students and their families as well as the elderly population continues to decrease.
Good	
Excellent	
Poor	
Excellent	Our fire department seems to be sufficient in numbers and well run.
Good	
Excellent	
Good	

# How would you rate the overall quality of fire protection services in the city?

Good	
Excellent	
Good	The Austin Fire Dept are doing their utmost to keep this city safe.
Excellent	
Don't know	
Don't know	
Good	
Good	
Good	
Good	
Excellent	
Good	
Fair	
Fair	What happened to the inspections? Used to be firemen would come around and routinely inspect businesses. What are they doing with their time now?
Good	
Don't know	
Don't know	I havent use them. I did get a chance to visit the fire training setup at Riverland & was very impressed with the fake house & training options that I hope our officers take advantage of.
Excellent	
Excellent	
Fair	They did let half a city block on main street burn down.
Good	
Good	
Poor	
Good	
Excellent	
Excellent	
Good	
Good	Fix the traffic - NO RAIL - more busses, coordinate the lights and REDUCE taxes. Less traffic, less taxes. Also, fix the potholes!
Excellent	
Poor	
Good	
Good	
Don't know	
Excellent	
Fair	
Good	
Good	
Excellent	
Good	
Good	
Excellent	

# How would you rate the overall quality of fire protection services in the city?

Good	
Good	
Don't know	
Excellent	
Good	
Good	
Good	
Good	
Excellent	
Don't know	
Good	
Good	
Good	
Excellent	
Excellent	
Poor	
Fair	
Good	Would like to see paramedic services combined with fire services, with both personnel cross-trained. For as much as services like Gold Cross charge, I can not imagine the city losing money on this, plus it would better train fire personnel for EMT services.
Don't know	
Don't know	
Excellent	
Good	
Good	
Good	
Fair	Concerns about Disabled citizens with special needs for Fire issues.
Fair	
Good	
Good	
Don't know	
Good	
Don't know	
Excellent	
Good	however I live in the city limits my Hormel corporate geek neighbor burn trash in his yard.. Not cool
Good	
Good	
Good	
Fair	But as crime increases from the above listed items will we ever be able to keep up or is Austin the next Detroit?
Excellent	
Fair	
Excellent	
Good	
Excellent	

# How would you rate the overall quality of fire protection services in the city?

Good	
Excellent	
Good	
Good	
Good	
Fair	
Fair	
Good	
Fair	
Excellent	
Don't know	never had to use their services
Good	
Good	Do not cut these services. THESE SERVICES ARE NEEDED TO DRAW FAMILIES TO LIVE HERE
Fair	
Fair	
Fair	Full time guys need to be kept busy instead of sitting on their asses all day.
Excellent	
Good	
Excellent	
Good	More respect for and time taken to insure everyone is truly getting equatable treatment and law protection with enforcement.
Fair	
Good	

## How would you rate the overall condition of city streets?

How would you rate the overall condition of city streets?	Comments:
Good	Streets near Southgate school need repair.
Fair	
Fair	
Fair	
Poor	OMG Just drive the main avenues towards downtown. Also out by Walmart and Hyvee has so many bumps. Stop filing in a square and fix the entire street. I've been on gravel roads that don't have this many bumps.
Fair	LOTS OF POT HOLES BY NATURE CENTER
Good	
Fair	
Good	
Fair	Some are poor, most are fair.
Good	
Poor	The street conditions in Austin are absolutely terrible compared to other cities that I frequently visit.
Good	
Excellent	The city streets seem to me so far okay, but I noted something isn't right on Oakland Ave road. There holes, bump. One day are seen folks work on, but the next day more holes.
Fair	
Fair	
Fair	The city seems to be doing a lot of good repair work after the winter problems on the roads.
Fair	The city works hard to maintain the streets, but I know it's a difficult job.
Excellent	
Good	
Fair	
Good	
Good	It's a good thing the survey doesn't ask about the parking lot formally know as Oak Park Mall. That's a community joke and a Minnesota artist joke all rolled into one. I thought whoever reads all of these comments might need a humor break.
Poor	
Fair	The alleys are not very good in most places and the streets around the mall are atrocious.
Poor	
Good	I think our City Engineer is doing a fine job and slowly working to keep our streets in good repair.

## How would you rate the overall condition of city streets?

Good	
Fair	
Fair	
Good	
Poor	Pot holes everywhere and the snow on side streets is not removed properly leading to buildup of ice.
Good	I am grateful to see the roads being replaced. I do see an area near Ellis Middle School that is a hazard to drive through when there are two vehicles on either side of the street and a very narrow margin to maneuver through with a third vehicle. 1st Place SE
Fair	
Poor	
Poor	I can't even think of anywhere in town that DOESN'T need to be fixed!
Fair	
Fair	There's still a lot of potholes around, not even counting the Oak Park Mall.
Good	
Poor	
Fair	
Fair	
Poor	
Fair	Lots of areas are cracked, pitted etc. I'm going to start driving on the bike trails, we seem to have money for them.
Fair	
Fair	It seems like things are usually either closed for construction or full of potholes, and markings are often missing. When they AREN'T missing they can be confusing, especially for out-of-towners. No one seems to know if the solid lines on the street by the medical center (10th?) mean that they have to be in the lane the whole time to turn or if they should get into it on the last block.
Fair	16th St SW has been patched up a lot, its still not very smooth. 31st St really needs a shoulder for all of the pook cyclists who get buzzed and the corner around the apartment complex at the end is terrible & the most dangerous corner in town. It should be redesigned.
Fair	
Fair	
Fair	
Poor	Pot hole city.
Fair	
Fair	
Poor	Pot holes need to be fixed. 12th St NE needs stop signs because there is more traffic on that street than 11th.
Good	
Excellent	
Poor	
Fair	Something Needs to be done with the mall parking lot!

## How would you rate the overall condition of city streets?

Poor	Fix the traffic - NO RAIL - more busses, coordinate the lights and REDUCE taxes. Less traffic, less taxes. Also, fix the potholes!
Fair	
Good	
Fair	
Fair	
Poor	
Good	
Fair	
Good	Oak Park Mall parking lot needs A LOT of work. You could get lost in a pot hole.
Fair	
Fair	
Fair	
Poor	Pot holes are bad on most streets
Poor	
Poor	They are replacing the streets at south gate with black top why not cement it would last longer but that makes to muck sense.
Good	
Poor	I lived in Michigan for 5 years. They have horrible roads. Potholes can only be fixed for so long before you need to redo the road.
Good	
Fair	
Fair	
Fair	
Good	Need more money spent on new or widened roads.
Fair	Some good projects ahead but lots of improvements necessary on main arterial streets.
Fair	
Good	
Good	
Fair	Only place where I have seen a seal gravel coat put over pot holes 8 inches deep.
Don't know	The main roads are kept OK. The side roads are horrible. When patch work is done, then you rely on us to pack it in into the pothole. So maybe we should start sending the city the bill for tar removal off of our vehicles. Also if you think about it, all these cars are doing is pulling the fresh tar back out of the hole. It is a super lazy practice!!
Good	
Poor	
Poor	

## How would you rate the overall condition of city streets?

Fair	Would have put 'poor' but I've seen worse as well as better. Would like to see the major traffic roads (Oakland Ave, 1st Ave, etc. given the same attention that the Hormel truck road (aka 8th Ave) receives. That small stretch of road has been redone 3 times in the past 10 years??
Excellent	
Fair	Improvements are being made but there is a lot to be done!
Fair	manhole cover potholes are everywhere!
Poor	
Fair	
Good	
Fair	Not enough new modern residences like apartments/houses. Many landlords won't accept Section 8 or Disabled citizens or with poor or fair credit hard working good people. Equal percent of race, not too high percent of one race.
Good	
Fair	
Fair	I understand the old Mall parking lot is private property and little can be done BUT if a citizen doesn't mow their private yard eventually the city takes care of it and sends a bill. Why can't something like be done. That area reflects poorly on this town.
Good	
Good	4th Street NW is terrible, I can't believe they would allow another fast food place in an area that is too congested already. Street markings could be better.
Poor	Too many old roads that need repair and do not get repaired.
Poor	
Good	
Fair	
Good	
Poor	Especially in my neighborhood, waiting for a top coat of blacktop but have been told that they have to re-do the work they did last year!!
Good	But as costs shift more to the property owners are we again on the slippery slope to being the next Detroit?
Poor	Streets need help!! It is not a good financial plan to defer maintenance on streets.
Fair	
Good	Most are good but broke a few things while riding at night due to potholes. A
Poor	
Good	
Fair	
Good	
Fair	
Fair	

## How would you rate the overall condition of city streets?

Poor	Huge potholes, leftover sand from winter that lasts ALL year, basically gravel roads in town...unacceptable.
Fair	
Fair	
Good	
Fair	Should we get into the Oak Park Mall DISASTEROUS PARKING LOT mess which is a huge embarrassment!!!
Good	
Fair	concrete streets need repairs, not keeping up on repairs
Good	
Fair	
Poor	
Poor	We need to spend money on our streets.
Poor	
	Some good some very poor in and around mall and Oakland
Fair	
Poor	
Excellent	
Fair	
Good	

# How would you rate the overall quality of snowplowing on city streets?

How would you rate the overall quality of snowplowing on city streets?	Comments:
Excellent	
Fair	
Fair	
Fair	
Good	
Poor	MY STREET DOESN'T GET PLOWED UNTIL THE NEXT DAY SOMETIMES.
Good	
Good	
Good	
Good	
Fair	
Good	
Fair	this past year was the first one that I remember being unhappy with the quality and timeliness of plowing; also, every year - amazing how often the plows mess up mailboxes!
Fair	Here's what I don't get, when we get some melting days, that's when the plows should be out again to clean off the streets better.
Excellent	
Poor	The "pack the snow down method" the city uses is a disgrace. In the winter Austin is like driving across a plowed field. It seems to take a foot of snow for plows to clear all the city streets.
Excellent	
Fair	My six and half years living in Austin, I seen no quickly responds on snow removal from our streets. More works are needed on such responding on street snow removal.
Poor	Too little, too late. Oakland is a major street and needs cleaning sooner, and more often.
Poor	
Excellent	Great job! A great city in which to live!
Excellent	We appreciate the snow removal in town.
Excellent	
Good	
Good	
Excellent	
Poor	I am unsure why surrounding cities such as Albert Lea, Owatonna, Glenville, Lyle, and Rochester have winter street driving far superior to Austin's winter road conditions. When out-of-town family members and friends travel around Austin in the winter negative comments are always made followed by comparisons and concluding with questions.
Fair	
Good	I wish we had a no parking on the street ordinance for snow plowing days. I have also noticed it is hard to see around corners in the winter because so much snow is left on corners.
Fair	

# How would you rate the overall quality of snowplowing on city streets?

Good	
Fair	
Fair	
Good	
Fair	
Poor	
Good	The streets get done in a reasonable amount of time during a snow fall
Good	
Fair	
Fair	I'm not even aware if they plow overnight! I've never seen one. Needs to be plowed in a more timely manner!
Fair	
Poor	They're not out when they need to be and getting to work in the morning is a hassle.
Fair	
Good	
Fair	
Fair	
Poor	
Good	Depends on the driver you get. Some are cautious, some fly by and knock off mail boxes, hit garbage cans etc.
Poor	Snow plow drivers hit private property with the plows and throw snow onto sidewalks.
Good	
Excellent	They did great this winter!
Fair	
Good	
Fair	They always wait till snow fall stops before they hit the streets
Poor	There have been many time that the plows are not out and side streets are tough to travel on.
Fair	
Fair	
Good	
Excellent	My street is plowed very quickly after snow fall.
Fair	
Fair	
Don't know	Fix the traffic - NO RAIL - more busses, coordinate the lights and REDUCE taxes. Less traffic, less taxes. Also, fix the potholes!
Fair	
Good	
Good	
Good	
Good	
Fair	
Good	
Fair	

## How would you rate the overall quality of snowplowing on city streets?

Poor	
Poor	
Good	
Fair	All roads to Hormel plowed first!
Fair	
Good	
Fair	
Good	
Excellent	I live on a dead end street. Many years it was either poorly cleared and sometimes not at all. Some changes came about and for several years it seems we are not only plowed out quickly but also so well done! I really appreciate the personnel at the street department. Not only on my street, but throughout all of Austin!
Fair	If it snows on the weekend, don't expect streets to get done
Good	
Good	
Don't know	
Poor	Need gates for residential driveways.
Poor	
Fair	
Good	
Good	The only issue is it seems in Austin once winter starts, the roads are always ice covered. Not clear roads any more.
Poor	During the winter time, the city does an absolutely horrible job about going out and clearing the roads. When they should be out clearing when things are melting, they just leave them. So then they half melt and refreeze with ruts and grooves all over.
Excellent	
Good	
Good	
Fair	Downtown needs to be plowed before 8:00 am when businesses\government open for business. Many times the parking lanes were not plowed even a day later.
Excellent	
Poor	Horrible!!! I live on a dead end street and we are never plowed till the bitter end of a storm.
Excellent	
Poor	
Fair	
Good	
Don't know	It ought to do a good job.
Good	
Fair	
Fair	I noticed the neighborhoods around Hormel don't get plowed until very late in the day.
Excellent	
Excellent	

# How would you rate the overall quality of snowplowing on city streets?

Poor	
Poor	
Good	if the idiot Hormel corp neighbor would mind the snow removal regulations and if he would blow his snow into the alley after it's been plowed!
Good	
Good	
Good	
Fair	Can be good or bad depending on what driver(s) work your route.
Fair	One can drive on the interstate in winter and they are quite well cleaned and then come into the City and find snow and ice on the streets. It is a big problem and if manpower and equipment are the issue then add more of both.
Fair	
Poor	I see some streets during the winter could make your car need an alignment check due to snow management.
Fair	
Good	
Poor	there is always a layer or two left on the streets. If you go to Rochester or even the cities, they have no snow left on any of their roads!
Good	
Fair	
Good	
Fair	Those plows put down WAY TOO much sand.
Good	
Fair	
Good	
Fair	
Good	
Poor	don't plow to the curb so streets become narrow. Too many cars parked on streets for plows to go around creating poor conditions, wait to long to go out and plow creating compacted snow, rough and icy streets
Good	
Good	
Poor	
Poor	Let's spend some money on this to have our streets look decent a nod less icy.
Poor	
Excellent	
Poor	Residential streets are not plowed very well. They permit too many people to park on the street and then the street can not be plowed properly. they should prohibit street parking in winter.
Poor	
Excellent	
Fair	
Good	

## How would you rate the dependability and overall quality of city sanitary sewer services?

How would you rate the dependability and overall quality of city sanitary sewer service?	Comments:
Excellent	
Good	
Good	
Fair	
Fair	Put a new road in and the next year they are breaking it up again....
Good	NO ISSUES
Good	
Excellent	
Good	
Good	
Good	
Excellent	
Excellent	Our city it is really clean.
Fair	New sections are good. Older sections are having problems which is normal.
Good	Our area has never experienced anything negative.
Good	I wish more people would recycle. It's an excellent service to the community.
Excellent	
Excellent	
Excellent	
Good	
Excellent	
Excellent	
Good	
Excellent	
Good	
Excellent	
Good	
Excellent	

# How would you rate the dependability and overall quality of city sanitary sewer services?

Excellent	
Good	
Fair	
Excellent	Seems to go where it's supposed to.
Good	
Poor	We're about to be forced to be annexed into the city, and we're required to pay to hook up for this service that we KNOW is on the same list for upgrades that we are on--so after recently installing an expensive mound system, we will be required to pay to hook up to an already overextended system, and then we will probably have to pay money toward upgrading that overextended system! We don't have the money to pay for three different systems to serve the same purpose. Other households are also to be penalized for having installed legally compliant septic systems as they were told they must, but these are outnumbered by the people who have not achieved compliance; so we, and they, are expected to suck it up and somehow come up with tens of thousands of spare dollars in the space of just a few years.
Excellent	
Good	
Don't know	
Good	My turds leave my house.
Fair	There is the smelly part of town close to the waste plant. Sometimes you can smell Hormel too.
Good	
Fair	
Excellent	
Excellent	It just works, I don't think about it. That is pretty much the gold standard for sanitary sewer. Great job.
Good	
Good	
Good	Fix the traffic - NO RAIL - more busses, coordinate the lights and REDUCE taxes. Less traffic, less taxes. Also, fix the potholes!
Good	
Good	
Good	
Excellent	
Good	
Good	
Don't know	
Excellent	

# How would you rate the dependability and overall quality of city sanitary sewer services?

Good	
Fair	
Good	
Fair	
Good	
Good	
Good	
Good	
Excellent	
Excellent	
Good	
Good	
Good	
Good	
Excellent	
Good	
Good	
Don't know	
Good	
Good	
Excellent	
Good	
Good	
Good	It works, but I imagine the underlying infrastructure and treatment plant are due (or overdue) for replacement/improvements. Would rather have seen the infrastructure greatly improved prior to a new utilities building.
Excellent	
Fair	
Good	
Fair	
Fair	
Good	
Poor	Smell almost everywhere. EEWW!!
Good	
Good	
Excellent	
Excellent	
Excellent	
Good	



# How would you rate the fiscal management and health of the city?

How would you rate the fiscal management and health of the city?	Comments:
Good	
Good	
Poor	Another rate increase on taxes. You can't continue to tax the citizens of Austin. We are a white collar town, and the city needs to accept that.
Poor	
Fair	
Good	
Good	
Good	
Don't know	
Poor	It's a dying town the city council doesn't give a shit if any New industry comes into town. Fire the whole council except maybe 1 or 2.
Fair	
Good	
Excellent	
Fair	We NEED a Menards!!!! Fix the Oak Park Mall situation and get some more stores in the area. We wouldn't all go to Rochester to shop if there were more choices here. Get a PLUS SIZED clothes store.
Good	
Fair	
Good	
Excellent	More death is on (accidents) not health problem. I read that a lot on newspapers.
Good	
Good	
	Since Mayo "took over" the hospital, it does not seem to run as smoothly as it did. it's very difficult to talk to your own doctor.
Good	Too many people to "go through" to talk to your own doctor.
Excellent	
Excellent	
Excellent	
Fair	
Good	
Don't know	
Don't know	
Poor	
Excellent	Mr. Dankert and his staff do an exceptionally fine job.
Don't know	
Poor	
Poor	
Good	
Good	

# How would you rate the fiscal management and health of the city?

Good	
Good	
Excellent	
Don't know	Thought I think city money really needs to be invested more into properties and rental units. People need affordable living without living in a slum. This is Austin MN, not inner city Chicago. There's no reason housing should be this terrible!
Fair	
Fair	
Good	
Fair	
Good	
Fair	
Poor	
Fair	The city "hides" it's money in capitol improvement plans, and then changes the plans when 20/20 or The Foundation wants money. The city really isn't in control.
Poor	Taxes are going up too much.
Don't know	
Don't know	
Good	
Good	
Poor	Taxes keep going up while household income declines
Fair	
Fair	
Poor	
Excellent	
Good	My property taxes are too low. The fees for programs at Park and Rec are too low. The city is running very very lean and I think it has gone past the best practices. I would like to see higher property taxes and more staff and resources for departments. I think that the financial management is excellent.
Fair	
Good	
Poor	Fix the traffic - NO RAIL - more busses, coordinate the lights and REDUCE taxes. Less traffic, less taxes. Also, fix the potholes!
Fair	
Good	
Good	
Don't know	
	What are you asking?
Fair	
Fair	
Good	
Don't know	
Poor	We need new people and new ideas. Danker has to get a new job
Good	

# How would you rate the fiscal management and health of the city?

Fair	
Fair	
Poor	We need new blood in the city council Fire the people that are there now doing a poor job.
Fair	
Don't know	
Good	
Good	The Port Authority or City needs to get the Mall deal done. The mall is an eyesore. Like something out of a Zombie movie.
Fair	
Good	
Fair	Taxes and fees are too high and going higher every year on a City Manager who only understands bigger and bigger govt.
Good	
Poor	
Good	
Good	
Fair	
Good	
Excellent	
Poor	
Fair	
Good	City population is growing - time for the city staff to grow as well to meet the needs.
Good	
Poor	
Excellent	
Don't know	
Fair	
Good	
Fair	No indoor exercise/walking rooms in residences.
Fair	
Fair	
Don't know	
Good	
Excellent	
Don't know	
Poor	
Poor	
Good	
Good	
Fair	
Poor	It's a "ONE" company town and their needs and wants seem to take first priority as seen with the whole "SPAM JAM" period verse's what the 4th of July is really about.

# How would you rate the fiscal management and health of the city?

Excellent	
Poor	It cannot be healthy to breathe burning hog's flesh every day. This town smells awful.
Don't know	
Good	
Poor	after the poor choice to have an outside company redo our logo that sucked. Not sure if I trust the city with money.
Good	
Fair	
Don't know	
Don't know	
Good	
Good	
Good	
Fair	
Poor	
Poor	keep raising taxes to cover expenses and seem to focus on items not benefiting everyone, street lights for example
Good	
Poor	City employees have terrible benefits ! NO DENTAL COME ON!
Fair	
Don't know	Let's spend money where it benefits everyone. Not a few. There needs to be some accountability.
Poor	
Excellent	
Fair	
Fair	
Excellent	
Don't know	
Good	

# How would you rate the quality of city library programs and facilities?

How would you rate the quality of City Library programs and facilities?	Comments:
Excellent	
Good	
Good	
Fair	
Excellent	
Good	
Good	Has been very good for years. Getting better. Always can use more activities.
Excellent	
Don't know	
Fair	
Excellent	
Good	
Excellent	one of the best features of the city - excellent programs throughout the year
Good	don't ever go there
Fair	WAY TOO NOISY. REFERENCE PEOPLE WELL SKILLED. DISLIKE THE NON EDUCATIONAL MOVIE LOANING EFFORTS
Good	
Excellent	
Poor	More computers are needed in the Austin Library. I when to the library many time and have to wait more, or leave without use the acomputer.
Excellent	
Excellent	
Excellent	One of the best things in Austin!
Excellent	The library is outstanding!
Excellent	
Excellent	
Good	
Excellent	The community is fortunate to have a newer facilities that easily accommodates special needs. Many programs offered are free. A community service that is valued by many families is the computer access.
Excellent	
Good	
Don't know	
Excellent	Amazed at how important our library as come to the be for the citizens of the community. Well run, attractive and excellent resources.
Good	Library is good.
Good	
Fair	
Good	

# How would you rate the quality of city library programs and facilities?

Excellent	
Good	Very well staffed as well as a good selection of resources to choose from.
Good	
Excellent	
Excellent	
Good	
Excellent	Expand the library. It could use more books.
Good	
Good	
Good	
Fair	
Fair	
Poor	It's more of a day care center and hang out for lunatics then a library.
Fair	
Fair	The library staff members don't want unsightly, worn books to be on the shelves because people supposedly won't check them out, but they also don't want/have the resources to fix or replace the books. I also strongly suspect that pages put materials back in the wrong spots, which makes the materials harder to find--and is not what the pages are being paid to do. Staff members seem more interested in pushing the bestseller-list books than helping people discover older books. It's nice that the library is digitally archiving old yearbooks. Activities/programs for teenagers seem much more abundant than those for younger kids, except possibly in summer. The frequency at which people are now required to renew/update their library cards is kind of ridiculous. If nothing has changed, they shouldn't have to be quizzed about it just to earn the right to use the self-checkout units.
Excellent	
Excellent	
Good	
Don't know	
Good	
Fair	
Good	
Excellent	
Excellent	In my opinion, the Library is Austin's very best public asset. Great job!
Don't know	
Don't know	
Fair	Fix the traffic - NO RAIL - more busses, coordinate the lights and REDUCE taxes. Less traffic, less taxes. Also, fix the potholes!
Good	
Excellent	
Excellent	
Excellent	
Good	
Good	

## How would you rate the quality of city library programs and facilities?

Excellent	
Good	
Don't know	
Don't know	
Excellent	
Fair	
Excellent	
Fair	
Excellent	
Excellent	I LOVE the city library.
Excellent	
Good	
Good	
Good	
Fair	
Good	
Fair	
Excellent	
Excellent	
Fair	
Excellent	
Excellent	
Good	
Good	
Excellent	Great Library!
Excellent	
Don't know	
Excellent	Beautiful facility!
Excellent	
Excellent	
Excellent	
Good	One more copier to add.
Excellent	
Excellent	
Don't know	I never hear about any programs. Haven't been to the library in years.
Good	
Don't know	
Good	
Good	
Good	
Don't know	
Good	It would be wonderful to have a larger building, but overall the programs are very good

# How would you rate the quality of city library programs and facilities?

Good	
Good	
Excellent	Library could use more room. Perhaps add a second story. This is a really nicely run facility and serves Austin well.
Fair	
Don't know	
Good	
Excellent	
Good	
Good	
Good	
Excellent	
Excellent	
Don't know	
Good	
Excellent	
Excellent	
Good	
Good	
Good	
Good	
Fair	
Good	
Fair	
Excellent	
Fair	
Excellent	
Good	Very helpful. More computers would be appreciated. Many times they are all in use.
Good	
Good	

# How would you rate the quality of city recreational programs and facilities (e.g., parks, trails, park facilities, etc.)?

How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)?	Comments:
Good	
Good	
Excellent	Great Parks and recreation. They could use a nicer office. This is a great program for kids and families. The county has done a great job with promoting the bike trails.
Poor	our parks have been overtaken by kids and druggies. Not mowing the lawns. WE DON'T NEED A DOME----WHO IS GOING TO USE IT? WHO IS GOING TO MAINTAIN IT? HAS THIS BEEN CONSIDERED?
Good	
Fair	NATURE CENTER AND TRAILS ARE NICE. THERE ARE NO PARKS W/PLAYGROUND WITH IN WALKING DISTANCE FROM MY HOUSE. THERE ARE NO RECREATIONAL PROGRAMS TO SPEAK OF BESIDES SPORTS.
Good	It's too bad there still aren't park leaders to encourage children to spend more time in the parks doing fun activities with minimal but still available supervision.
Good	More summer activity programs for preschool age children would be a wonderful addition to the park and rec programs currently offered.
Good	
Poor	Skate park is a joke look at some of the other parks around the area ours is a real joke compared to others.
Good	
Good	
Excellent	
Good	I wish there were more stuff besides parks to do for 30-40 year olds that didn't include going to bars or parks.
Fair	PARKS UNSAFE SO DONT USE THEM
Good	
Excellent	
Excellent	Oh yeah, our city has plenty of them. It's word be parents and their children not to participate, but not facility.
Excellent	
Excellent	
Excellent	Parks are beautiful (as I already mentioned.)
Excellent	Park and Rec does a fine job!!
Excellent	
Excellent	
Excellent	

## How would you rate the quality of city recreational programs and facilities (e.g., parks, trails, park facilities, etc.)?

	This scoring of this question reflects the quality as well as the cost. It is unfortunate Austin doesn't have programs offered to today's youth without a fee. All youth regardless of the family financial status should have access to programs, especially those that promote health and wellness.
Fair	
Good	
Don't know	
Poor	
Good	We have an outstanding park system and is growing by leaps and bounds with all of the land being absorbed by flood area.
Poor	Rec programs leave something to be desired. Not much to do in terms of family activities on a regular basis. Kids athletics are average at best.
Excellent	
Excellent	
Good	
Excellent	
Good	
Excellent	
Excellent	
Good	Like the bike trails. Need a bridge in the NE that crosses from the airport area to the nature center. Safety!!!
Good	
Good	Lots to do outside
Good	
Good	
Good	
Poor	recreation is geared ore for adults softball and drinking
Fair	
Good	We have many parks, but they aren't very interesting. Was watching a program the other night on a park in St. Paul and the planning that went into it. Very cool.
Excellent	We have a lot of parks and trails maybe too many?
Good	
Good	I really love the focus on the trails & signage as well as more bike paths & lanes.
Good	
Excellent	
Poor	Bathrooms always closed. Park grass always log and weedy. And the tree crew is always parked at Mcdonald s haveing a hour long break.
Fair	Wish there was more for families and kids to do.
Good	NEW REC CENTER/YMCA NEEDS TO BE SO ALL KIDS CAN AFFORD TO GO, NOT JUST YMCA BLDG.
Poor	
Excellent	

# How would you rate the quality of city recreational programs and facilities (e.g., parks, trails, park facilities, etc.)?

Excellent	The fees for swim passes, swimming lessons and kids sports are too low. I would be happy to pay more for the quality of service.
Good	
Good	
Good	Fix the traffic - NO RAIL - more busses, coordinate the lights and REDUCE taxes. Less traffic, less taxes. Also, fix the potholes!
Excellent	
Fair	
Good	
Good	
Don't know	Our neighborhood park is not mowed until all the dandelions have gone to seed. Looks bad and defeats the neighbors efforts to rid their lawns of the weed.
Fair	See above-- cleanliness of city
Fair	
Good	
Fair	
Fair	
Good	
Good	
Poor	City parks and around town need to be mowed and trimmed the weeds are out of control who ever is in charge with that needs to be let go embarrassing! !!
Poor	Dump the dome. A better skate park the one we have is a joke go look at Owatonna, & Albert Lea.
Good	
Good	
Excellent	
Good	
Fair	
Fair	Kids have fewer summer activities than in the days when the parks had attendants working in them with activities like tether ball, box hockey and crafts.
Fair	
Fair	Recreational center is a necessary project.
Poor	
Good	
Good	
Fair	
Fair	A lot of the parks are getting run down and not taken care of. It's a lot of the locals doing the destruction but this needs to be enforced.
Excellent	
Fair	
Fair	

## How would you rate the quality of city recreational programs and facilities (e.g., parks, trails, park facilities, etc.)?

Fair	Would like to see parks department take better care of all parks\grounds. A little edging and weed control would make the parks more enjoyable.
Excellent	
Fair	If the Mexicans didn't take over all the parks and the fairgrounds for soccer it would be much better.
Good	
Good	
Good	
Good	
Good	Except racists/thugs Graffiti issues.
Good	
Fair	
Excellent	Love and use the parks and walk/bike paths.
Good	
Fair	It was better when Mr. Maschka was the director. Parks were kept up better. It is crazy that the ice is not left in at least one rink year round. The Home Show that takes over Packer Arena is a joke, you could make more from ice rental. Trails need better connections, and not get torn up all of the time.
Poor	Not mowed enough and parks over run by rude groups of people every weekend in the summer.
Good	
Good	
Good	
Good	I do not have occasion to use the park facilities but am happy with the trails and glad that more are in the works
Good	
Poor	We have a lot of land to mow, yet nothing to keep the teen population busy other than getting into drugs or trouble. And for those not in trouble the only goal is to get out of Austin!
Good	
Poor	They aren't safe to use and need to be patrolled for crime better. The dog park...how many dogs have been attacked and killed there?!
Excellent	Trails could use a little lighting in some places but overall great!
Fair	
Good	
Good	Our parks need swings for those in wheelchairs and another swing where mom or dad can face their small child when swinging.
Don't know	
Good	
Excellent	
Good	
Fair	
Poor	
Good	
Fair	

**How would you rate the quality of city recreational programs and facilities (e.g., parks, trails, park facilities, etc.)?**

Fair	
Fair	bike trails need to be cleared of long grass and weeds for safer travel
Good	
Good	
Fair	
	I think for a city of our size they are good. I don't think that we need the new things that are being funded.
Don't know	They need to be for everyone not just the Hormel people who can pay for them.
Good	
Fair	
Fair	
Good	Would love to see more trails on both sides of the waterways. Turtle Creek and Cedar River. That would include trail maintenance all four seasons.
Good	
Good	



## How would you rate the overall quality of services provided by the city?

Fair	
Fair	I've contacted some services and the people were rude and unhelpful! One even gave me a biblical reference!!!
Fair	
Fair	
Good	
Fair	
Fair	
Fair	
Poor	
Good	I know people want changes. But am not convinced that the "haves" have any clue what the "have nots" want, or if they care. Clean, Nice, safe and well maintained is good. Not everything has to be an over the top idea.
Good	
Fair	I'm disappointed with the community education situation. Community Ed will offer a great program, but not enough people will sign up for it, so it won't happen--or they'll offer a program, we have to miss it, and then they never offer it again. All the lawyers in the area seem to work for the city and to believe it would be a conflict of interest to present a case against the city, so it is difficult to find a way not to be treated unfairly. Austin Youth Hockey says it is associated with USA Hockey, but rejects USA Hockey's standards--and we have yet to find an alternate local hockey program, whether through the city or not. The guy in charge of the city recycling program is overextended and needs to be able to be paid to do his job full-time or to have someone help him out with it. When I wanted to sign up for recycling pickup, I had to go to the office four separate times before he was actually there--and then he couldn't confirm when pickup service occurred on our street; I had to ask our neighbors. The schedule is confusing, too, in the way it alternates. We hear a lot of "we'd have to hire someone to do that, so we're just not going to do it" from the city. The quality of life would be better for everyone if people were paid to do jobs that need to be done. Maybe the city doesn't have enough money for that, but it certainly ought to with all the new taxpayers being absorbed into its boundaries. A bicycle safety program--perhaps with incentives to attend--might benefit the community. People in Austin frequently bike on sidewalks, in the wrong direction on streets, or without checking for other bicyclists/pedestrians/vehicles. We like the extensions of bike trails and the fact that recycling services are available. I'm not sure I knew hookahs were an issue locally, but I'm glad to think I won't have to breathe smoke from them. It was nice to read about the police officers who were raising money to buy a bulletproof vest for the K9 officer. When we needed an ambulance, it arrived pretty quickly.
Good	
Fair	
Fair	
Good	Had a excellent experience with the young building inspector during my project.
Good	

# How would you rate the overall quality of services provided by the city?

Fair	DO NOT NEED AN ELABORATE VISITOR INFO BLDG, VISION 2020 NEEDS TO SLOW DOWN WITH TAXPAYER FUNDS.
Fair	
Excellent	
Excellent	I'm concerned that rental properties are not inspected for health and safety issues. I think there are a lot of rental units without appropriate smoke detectors and other health/safety issues. To me, it is a human rights issue. Austin residents deserve to live in a minimum quality of housing even if they rent.
Fair	
Good	
Fair	Fix the traffic - NO RAIL - more busses, coordinate the lights and REDUCE taxes. Less traffic, less taxes. Also, fix the potholes!
Fair	
Good	
Good	
Good	
Fair	Snow plowing is good, street sweeping seems slow; only one sweeper?
Fair	
Fair	
Good	
Poor	
Poor	Could, well, should be higher because im waiting for the 5 police cars to leave KT so i can park
Excellent	
Fair	
Fair	
Poor	When you come in from the north it's a sore eye no Target, Staples, Kentucky Fried chicken a dump, Oak Park Mall a sore eye and parking lot sucks this town is slowly Dying wake up.
Fair	
Don't know	Something needs to be done about the mall parking lot.
Good	
Good	
Fair	Overall, I do not feel safe to use any of the city's options for opportunities for relaxation, after dark. I'm simply not satisfied the way our safety is handled. The elderly and long time residence are not being treated as well as our "expanding" population.. Across the board!!
Good	The city needs to do a little better at replacing burned out streetlights, cleaning up overgrowth along bike and walking paths like by the skate park.
Fair	
Good	
Poor	
Good	
Good	
Fair	
Fair	

## How would you rate the overall quality of services provided by the city?

Good	
Poor	
Fair	
Good	Would like to see either the city enforce current codes or remove them from the ordinances. Garage sale sign and landlord ordinances both need to go.
Good	
Fair	Bulldoze down Oak Park Mall and get something decent in there!!!!
Good	Some great people working for the city.
Poor	
Fair	
Good	
Poor	Unfriendly city. If tourists come, green bucks....
Good	
Poor	
Don't know	Not sure what services are provided.
Good	
Good	
Poor	
Poor	
Good	
Good	
Good	
Fair	
Poor	So much politics and job guarding people in those positions are afraid of change for fear of loosing what they have either in position or perceived position in the community. Take the whole fire chief issue or the police chief phillips and Curt Rude issues as examples, that barring cheif Phillips attempt at being honest over the whole just say no to drugs program.
Good	Innovation and new ideas on how to provide services is important. Important for managers to keep up to date on latest ideas in their areas. Website is important. Notice that the comprehensive annual financial report is not on the website!?? The web is so important now in showing off the city to outsiders.
Fair	
Don't know	
Don't know	
Good	
Fair	
Good	
Fair	
Good	
Good	

# How would you rate the overall quality of services provided by the city?

Fair	The regulations on any kind of home improvements are ridiculous and the permit fees are not friendly to a city that wants to improve it's overall appearance. If you are going to regulate every aspect of home improvement, at least make it more economically feasible.
Good	
Good	I am looking for information as to who t contact as to the responsibility of large rental property owners as to inform their renters as to their responsibility and respect of the private home owners property ...I did write in about this as to issues I have had for at least the last 8 yrs. when I first came here Fawver owned the property to me and it was excellent..then cory reed bought it and it has been all down hill and it has been a hassel to keep the renters off my property ,garden and yard..im am old grumpy 85 and worked till 80 full time,now volunteer and just want to enjoy peace and my home and yard and garden... I talk to them and explain...put up no trespassing signs,did not work..have a parrtional fence by food garden...thinking as last resort some kind of fence on east side of yard and front....don't want to...mowing becomes a problem.....advise...west owner is fine...does a g00d job as did FawverGood owners.....
Don't know	Please be more aware of the crime increase and make sure the welfare system is not abused.
Fair	City leaders need to wake up and start learning how to run or town so we can draw businesses back to town instead of running them out of town!
Fair	city needs to strongly enforce the laws and ordinances they have put in place, ex; barking dogs, yard maint, snow removal, illegal burning, traffic laws. A place to haul branches, brush that is free to encourage people to maintain property. Stronger policy for renters/landlords too many run down poorly maintained rentals all over the city.
Good	
Good	
Fair	
Fair	
Fair	
Good	
Fair	
Poor	
Excellent	
Good	
Good	