



2024 Williamson County Community Survey

Thank you for taking time to complete this important survey. Williamson County desires your input to help improve the delivery of County services and programs. This survey will take approximately 10-15 minutes to complete. If you would like to complete the survey online, please visit williamsoncountysurvey.org. **At the end of this survey you will have an opportunity to opt-in for a chance to win one \$500 prepaid Visa gift card for fully completing your survey.**

1. **Visioning Issues.** How important will each of the following be to the overall quality of life in Williamson County over the next 20 years?

Rate the importance of each item:		Very Important	Somewhat Important	Not Sure	Not Important
01.	Economic development	4	3	2	1
02.	Environmental stewardship and sustainability	4	3	2	1
03.	Improved trails	4	3	2	1
04.	Job opportunities	4	3	2	1
05.	Pace of growth	4	3	2	1
06.	Parks and open space	4	3	2	1
07.	Safety, low crime	4	3	2	1
08.	Traffic flow	4	3	2	1
09.	Well-maintained roads	4	3	2	1
10.	Workforce development (job training)	4	3	2	1

2. Which **FOUR** of the items listed above do you think should be the County's top priorities for the next 5 years? *[Write in your answers below using the numbers from the list in Question 1.]*

1st: ____ 2nd: ____ 3rd: ____ 4th: ____

3. Which of the following are the **PRIMARY** reasons you live in Williamson County (rather than elsewhere in the Metropolitan Austin area)? *[Check ALL that apply.]*

- | | |
|--|--|
| <input type="checkbox"/> (01) Affordable housing | <input type="checkbox"/> (10) Low taxes |
| <input type="checkbox"/> (02) Convenient part of Metropolitan area | <input type="checkbox"/> (11) Own business/started business |
| <input type="checkbox"/> (03) Convenient shopping | <input type="checkbox"/> (12) Parks and trails |
| <input type="checkbox"/> (04) Ease of transportation/connectivity | <input type="checkbox"/> (13) Quality health care |
| <input type="checkbox"/> (05) Employment/job availability | <input type="checkbox"/> (14) Quality of public schools |
| <input type="checkbox"/> (06) Family and relatives live here | <input type="checkbox"/> (15) Recreation and culture opportunities |
| <input type="checkbox"/> (07) Feel safe, low crime rate | <input type="checkbox"/> (16) Sense of community |
| <input type="checkbox"/> (08) Friendly people | <input type="checkbox"/> (17) Types and quality of housing available |
| <input type="checkbox"/> (09) High standard of living | <input type="checkbox"/> (18) Other: |

4. Which **THREE** of the reasons listed above are the **MOST IMPORTANT REASONS** you would stay in Williamson County for the next 10 years? *[Write in your answers below using the numbers from the list in Question 3.]*

1st: ____ 2nd: ____ 3rd: ____

5. **Satisfaction with County Services.** Using a scale where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the County services listed below. If you are not familiar with the service, please circle "9."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Familiar with the Service
01. County Clerk Vital Records (birth, death, etc.)	5	4	3	2	1	9
02. Williamson County communications and outreach	5	4	3	2	1	9
03. Williamson County Election Office services	5	4	3	2	1	9
04. Williamson County Emergency Medical Services (EMS)	5	4	3	2	1	9
05. Williamson County Landfill and Hutto Recycling Center	5	4	3	2	1	9
06. Williamson County new road construction and safety improvements	5	4	3	2	1	9
07. Williamson County parks and trails	5	4	3	2	1	9
08. Williamson County Regional Animal Shelter	5	4	3	2	1	9
09. Williamson County road maintenance	5	4	3	2	1	9
10. Williamson County Tax Office	5	4	3	2	1	9

6. **Which FOUR of the services listed above in Question 10 do you think are most important for the County to provide?** *[Write in your answers below using the numbers from the list in Question 10.]*

1st: _____ 2nd: _____ 3rd: _____ 4th: _____

7. **Communication.** Please **CHECK ALL** of the sources listed below that you and members of your household use to learn about Williamson County news, events, and to get other County information.

____ (01) Direct emails/newsletters/mailers from specific County departments

____ (02) Facebook

____ (03) Friends/family - word of mouth

____ (04) Instagram

____ (05) Local TV news stations

____ (06) Local newspapers

____ (07) Local radio

____ (08) Nextdoor

____ (09) Public meetings/Commissioners Court meetings

____ (10) Twitter/X

____ (11) Williamson County website (wilcotx.gov)

____ (12) Other: _____

8. **Which THREE of the information sources from Question 7 do you MOST PREFER to use to get information on County news, events, and other County information?** *[Write-in your answers using the numbers from the list in Question 7.]*

1st: _____ 2nd: _____ 3rd: _____

9. **County's Website.** Have you visited the County's website (wilcotx.gov) during the past year?

____ (1) Yes ____ (2) No *[Skip to Q10.]*

- 9a. **How easy was it to find the information you were looking for on the County's website?**

____ (5) Very easy ____ (4) Easy ____ (3) Neutral ____ (2) Not easy ____ (1) Not easy at all

10. **Perceptions of the County.** Please rate your satisfaction with each item on 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. Ease of travel in Williamson County	5	4	3	2	1	9
2. Effectiveness of County communication with the public	5	4	3	2	1	9
3. Overall image of Williamson County	5	4	3	2	1	9
4. Overall quality of services provided by Williamson County	5	4	3	2	1	9
5. Quality of customer service you receive from County employees	5	4	3	2	1	9
6. Quality of life in Williamson County	5	4	3	2	1	9

11. **Perceptions of the County.** Please rate Williamson County on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to each of the following.

How would you rate Williamson County...	Excellent	Good	Neutral	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 retire	5	4	3	2	1	9
4. As a place to start or own a business	5	4	3	2	1	9
5. As a place to work	5	4	3	2	1	9

12. **During the past year, have you or other members of your household contacted employees of Williamson County to seek services, ask a question, or file a complaint?**

____(1) Yes ____ (2) No [Skip to Q13.]

12a. **Which department did you contact most recently?** _____

12b. **How did you most recently contact the County?**

____(1) Email ____ (2) In-person ____ (3) Phone

- 12c. **Customer Service.** Using a scale of 5 to 1, where 5 means "Very Satisfied," and 1 means "Very Dissatisfied," please rate your satisfaction with your experience interacting with the county government department(s) you contacted.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Accuracy of the information you were given	5	4	3	2	1	9
2. Courtesy of county employee(s) you interacted with	5	4	3	2	1	9
3. Ease of contacting the WilCo employee needed	5	4	3	2	1	9
4. Overall resolution of your issue/concern	5	4	3	2	1	9
5. Timeliness of county employees' response	5	4	3	2	1	9

13. **Please rate how frequently you or the members of your household visit each of the parks and trails provided by Williamson County listed below.**

How frequently do you visit...	Daily	Weekly	Monthly	Yearly	Less than Once Per Year	Never
1. Berry Springs Park and Preserve	5	4	3	2	1	9
2. Brushy Creek Regional Trail	5	4	3	2	1	9
3. Champion Park	5	4	3	2	1	9
4. Lake Creek Trail	5	4	3	2	1	9
5. River Ranch County Park	5	4	3	2	1	9
6. Southwest Williamson County Regional Park	5	4	3	2	1	9
7. Twin Lakes Park	5	4	3	2	1	9

14. Parks and Trails. Please rate your satisfaction with each of the parks services provided by Williamson County.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Ease of use of on-line park facility reservation system (ActiveNet)	5	4	3	2	1	9
02. Overall feeling of safety in WilCo parks	5	4	3	2	1	9
03. Quality and availability of group rental facilities (e.g. picnic pavilions, fire rings, amphitheaters)	5	4	3	2	1	9
04. Quality and availability of open space and natural areas in County parks	5	4	3	2	1	9
05. Quality and availability of overnight camping	5	4	3	2	1	9
06. Quality and availability of playgrounds in WilCo parks	5	4	3	2	1	9
07. Quality and availability of restrooms in WilCo parks	5	4	3	2	1	9
08. Quality and availability of the Quarry Splash Pad	5	4	3	2	1	9
09. Quality and availability of the WilCo Exposition Center	5	4	3	2	1	9
10. Quality and availability of WilCo parks	5	4	3	2	1	9
11. Quality and availability of WilCo trails	5	4	3	2	1	9
12. Quality of customer service experience with WilCo Parks Department staff	5	4	3	2	1	9

15. Which THREE of the parks and recreation services listed in Question 14 do you think should receive the MOST EMPHASIS from the County over the next TWO years? [Write-in your answers using the numbers from the list in Question 14.]

1st: _____ 2nd: _____ 3rd: _____

16. County Government. Using a 5-point scale, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each of the following statements.

Rate your level of agreement:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1. Williamson County adequately funds improvements for county roads	5	4	3	2	1	9
2. Williamson County Commissioners effectively manage County resources	5	4	3	2	1	9
3. Williamson County has enough early voting locations	5	4	3	2	1	9
4. Williamson County polling places are conveniently located and accessible	5	4	3	2	1	9
5. Williamson County professionally and efficiently manages juries	5	4	3	2	1	9
6. Williamson County's Juvenile Justice system has adequate resources to address juvenile offenders and their families	5	4	3	2	1	9
7. Williamson County's web page is a useful source of information	5	4	3	2	1	9

17. Which THREE of the items listed in Question 16 are most important to you? [Write in your answers below using the numbers from the list in Question 16.]

1st: _____ 2nd: _____ 3rd: _____

18. Public Safety. 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	N/A
1. In Williamson County overall	5	4	3	2	1	9
2. When walking alone in your neighborhood at night	5	4	3	2	1	9
3. When walking alone in your neighborhood during the day	5	4	3	2	1	9

19. **Law Enforcement.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate how you feel with regard to the following aspects of law enforcement and the criminal justice system.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
1. Animal Control services	5	4	3	2	1	9
2. Enforcement of traffic safety laws	5	4	3	2	1	9
3. Overall law enforcement relationship with the community	5	4	3	2	1	9

20. **Sheriff's Office.** Have you or any member of your household had contact with the Williamson County Sheriff's Office during the past year?

____(1) Yes ____ (2) No [Skip to Q21.]

- 20a. Please CHECK ALL the types of contact you or the members of your household had with the Williamson County Sheriff's Office during the past year.

____(1) Animal control ____ (5) Requested assistance
 ____ (2) Criminal investigation ____ (6) Traffic stop
 ____ (3) Interaction at community event ____ (7) Other: _____
 ____ (4) Reported a crime

- 20b. Overall, how satisfied are you with your most recent interaction with the Williamson County Sheriff's Office?

____(5) Very satisfied ____ (4) Satisfied ____ (3) Neutral ____ (2) Dissatisfied ____ (1) Very Dissatisfied

21. **WilCo Knowledge.** Using a scale of 5 to 1, where 5 means "Extremely knowledgeable" and 1 means "Not at all knowledgeable" please rate your level of knowledge about county government in general.

____(5) Extremely knowledgeable ____ (2) Not knowledgeable
 ____ (4) Knowledgeable ____ (1) Not at all knowledgeable
 ____ (3) Not sure

22. **Strategic Priorities.** WilCo recently adopted a Strategic Plan. The following are strategic priorities from that plan. How much do you agree or disagree with each being a strategic priority?

Rate your level of agreement with each being a Strategic Priority for Williamson County	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree	Don't Know
1. Enhance services and systems for a safe community	5	4	3	2	1	9
2. Master plans and collaborative partnerships to fund regional solutions addressing growth and development	5	4	3	2	1	9
3. Policies to ensure financial stability and sustainability	5	4	3	2	1	9
4. State-of-the-art technology for customer service	5	4	3	2	1	9

23. What are you MOST CONCERNED about as a resident of Williamson County?

24. What do you perceive to be the BIGGEST THREAT to quality of life in Williamson County?

25. What is the BEST thing about living in Williamson County?

26. Do you have suggestions on how Williamson County could serve you better?

Demographics

27. Approximately how many years have you lived in Williamson County? _____ years

- 28. Which of the following best describes your race/ethnicity? [Check all that apply.]**
 ____ (01) Asian or Asian Indian ____ (05) Native Hawaiian or other Pacific Islander
 ____ (02) Black or African American ____ (06) Hispanic, Spanish, Latino/a/x
 ____ (03) American Indian or Alaska Native ____ (99) Other: _____
 ____ (04) White
- 29. Including yourself, how many persons of each age are currently living in your household?**
 Under age 10: ____ Ages 11-19: ____ Ages 20-44: ____ Ages 45-64: ____ Ages 65+: ____
- 30. Your gender:** ____ (1) Male ____ (2) Female ____ (3) Other: _____
- 31. What is your age?** _____ years
- 32. Do you own or rent your current residence?** ____ (1) Own ____ (2) Rent
- 33. Which of the following best describes your current employment status?**
 ____ (1) Employed full-time [Answer Q33a.] ____ (4) Business owner/self-employed [Answer Q33a.]
 ____ (2) Employed part-time [Answer Q33a.] ____ (5) Retired and not employed [Go to Q34.]
 ____ (3) Unemployed/looking for work [Go to Q34.] ____ (6) Student [Go to Q34.]
- 33a. Are you employed inside Williamson County?**
 ____ (1) Yes
 ____ (2) No, please provide the Zip Code where you are employed: _____
- 34. What type of dwelling do you live in?**
 ____ (1) Single family house (detached from other houses) ____ (4) Mobile home
 ____ (2) Duplex or townhome ____ (5) Other: _____
 ____ (3) Apartment or condominium building
- 35. If you would like to opt-in for a chance to win one \$500 prepaid Visa gift card please provide your contact information below. [Your information will NOT be shared with the county and will only be used to contact you if you are selected as the winner of the prepaid Visa gift card.]**
 Phone: _____ Email Address: _____

This concludes the survey. Thank you for your time!

Please return your completed survey in the postage-paid envelope addressed to:
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to identify needs and priorities for residents in different areas of the County. If your address is not correct, please provide the correct information. Thank you.