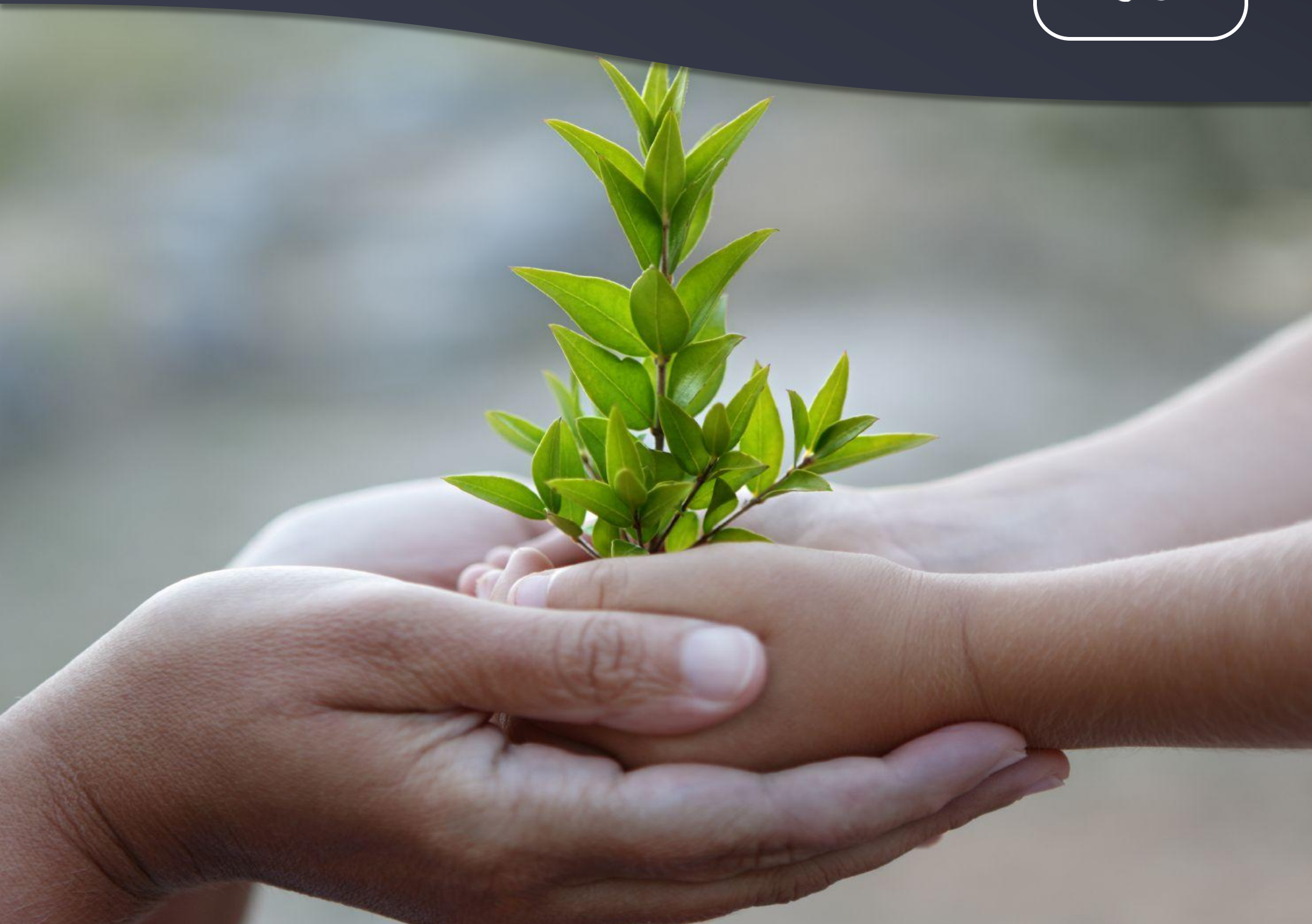


# PARTNERSHIPS & VOLUNTEERISM



2013 CITIZEN SATISFACTION SURVEY





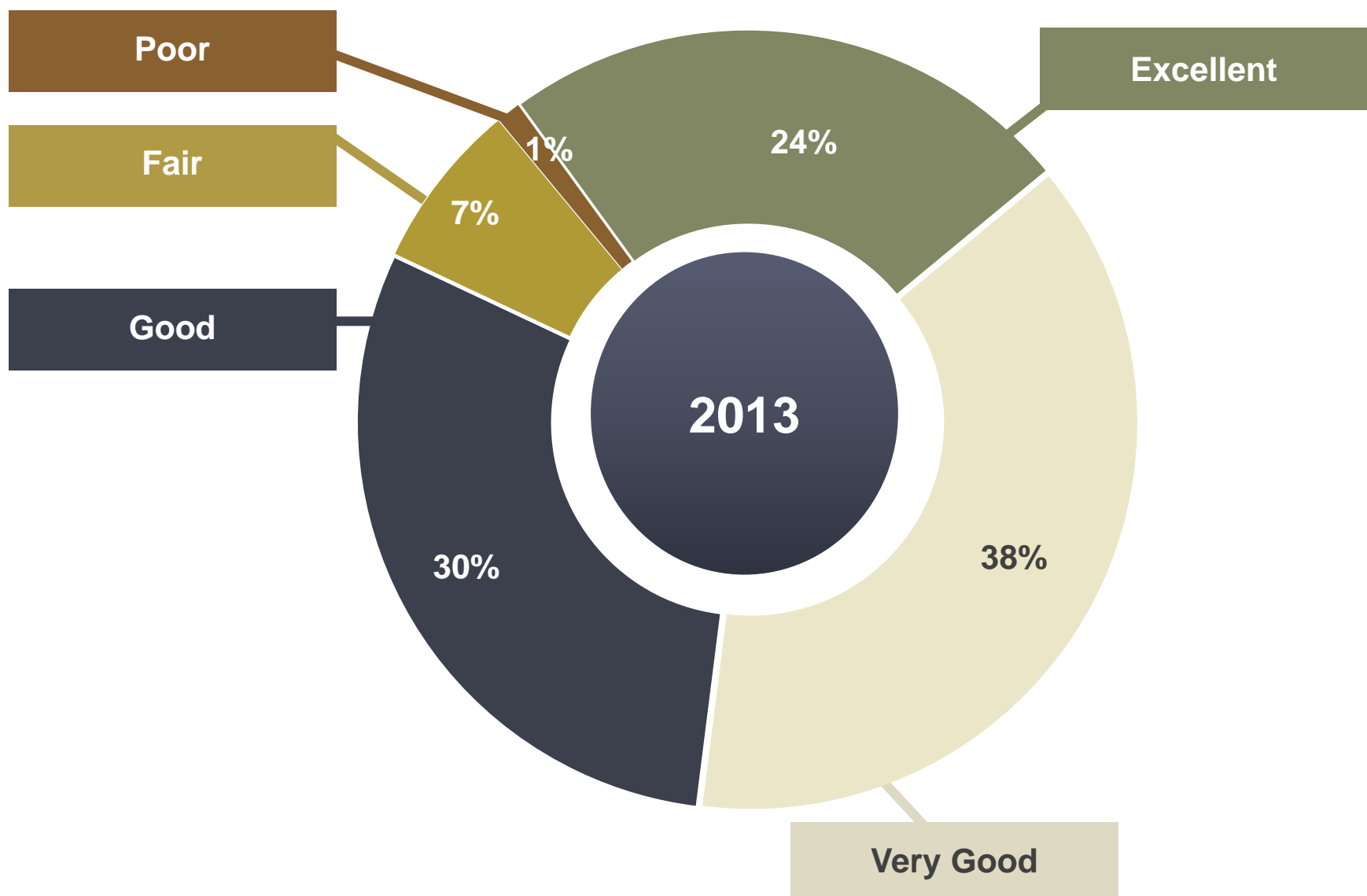
# PARTNERSHIPS & VOLUNTEERISM

In Southlake, as one of the City's strategic focus areas, Partnerships is defined as "Relationships between the City of Southlake and groups or individuals that are characterized by mutual cooperation and responsibility toward the achievement of a common mission, broad objective, or specified goal." Volunteerism is defined as "The active promotion of alliances through community involvement focused on giving time, energies or talents to individuals and groups for the enrichment of the Southlake community and its strategic affiliations." In the survey, questions were included to assess performance for partnerships and volunteerism.

Figure 90 provides respondents' assessment of the City's performance in this area, and shows that about 60% of residents rated the City's performance in promoting opportunities for partnerships and volunteer involvement, with 62% excellent or very good.

*HOW WOULD YOU RATE THE CITY'S PERFORMANCE IN THE FOLLOWING ACTIVITIES: PROMOTING OPPORTUNITIES FOR PARTNERSHIPS AND VOLUNTEER INVOLVEMENT? (Q10\_3)*

**Figure 90 - City Performance, Promoting Opportunities for Partnerships and Volunteer Involvement**



Base: Total Respondents 2013 (803)

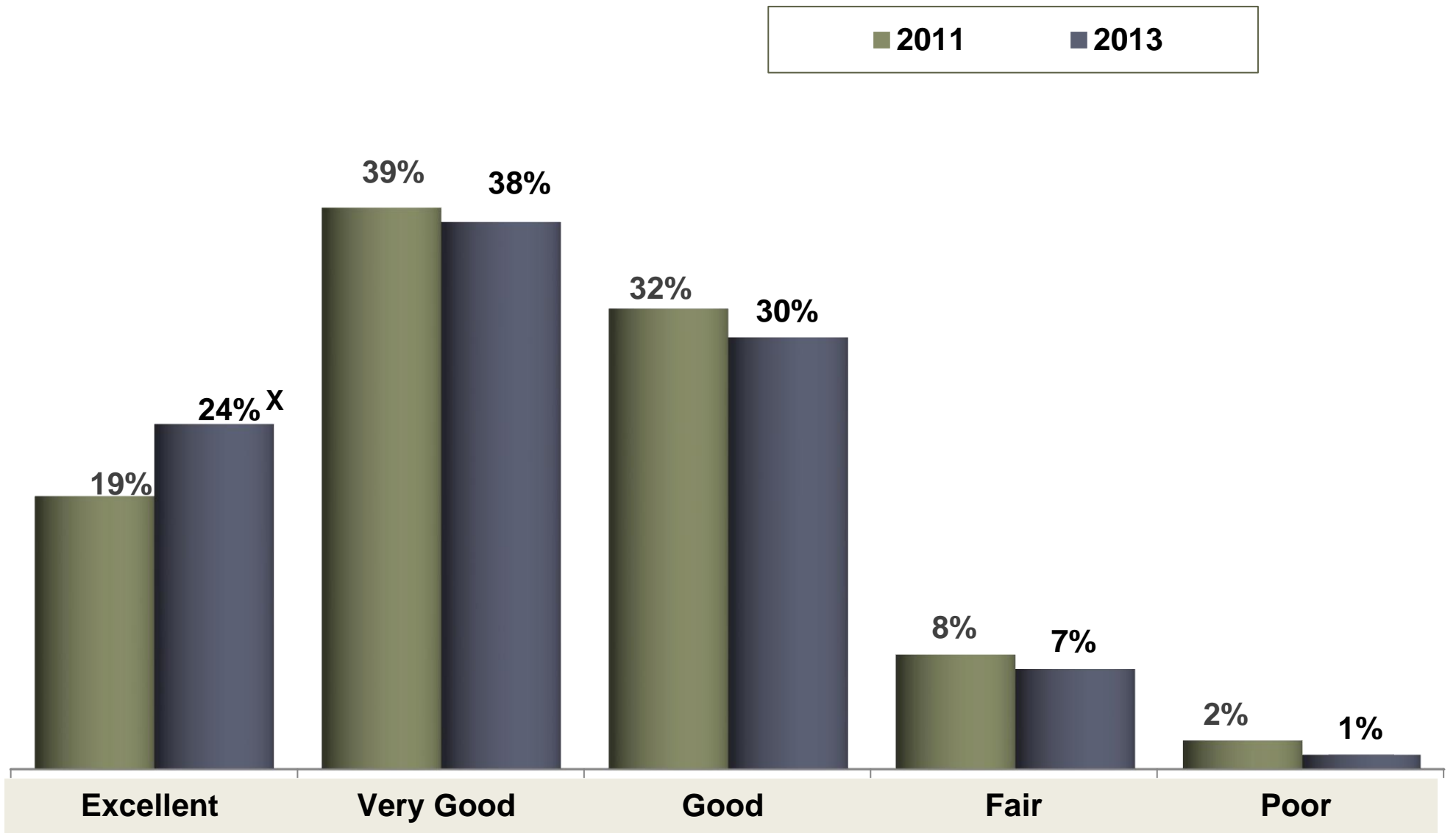


# PARTNERSHIPS & VOLUNTEERISM

Furthermore, Figure 91 provides a comparison with the 2011 survey. It is notable that the “Excellent” rating has increased significantly from 2011, while top-two-box ratings (excellent or very good) are still similar to those in 2011.

*HOW WOULD YOU RATE THE CITY'S PERFORMANCE IN THE FOLLOWING ACTIVITIES: PROMOTING OPPORTUNITIES FOR PARTNERSHIPS AND VOLUNTEER INVOLVEMENT? (Q10\_3)*

**Figure 91 - City Performance, Promoting Opportunities for Partnerships and Volunteer Involvement, 2011 vs. 2013**



<sup>X</sup> Indicates significant difference between 2011 and 2013 at 95% confidence level

Base: Total Respondents 2013 (803) / 2011 (812)

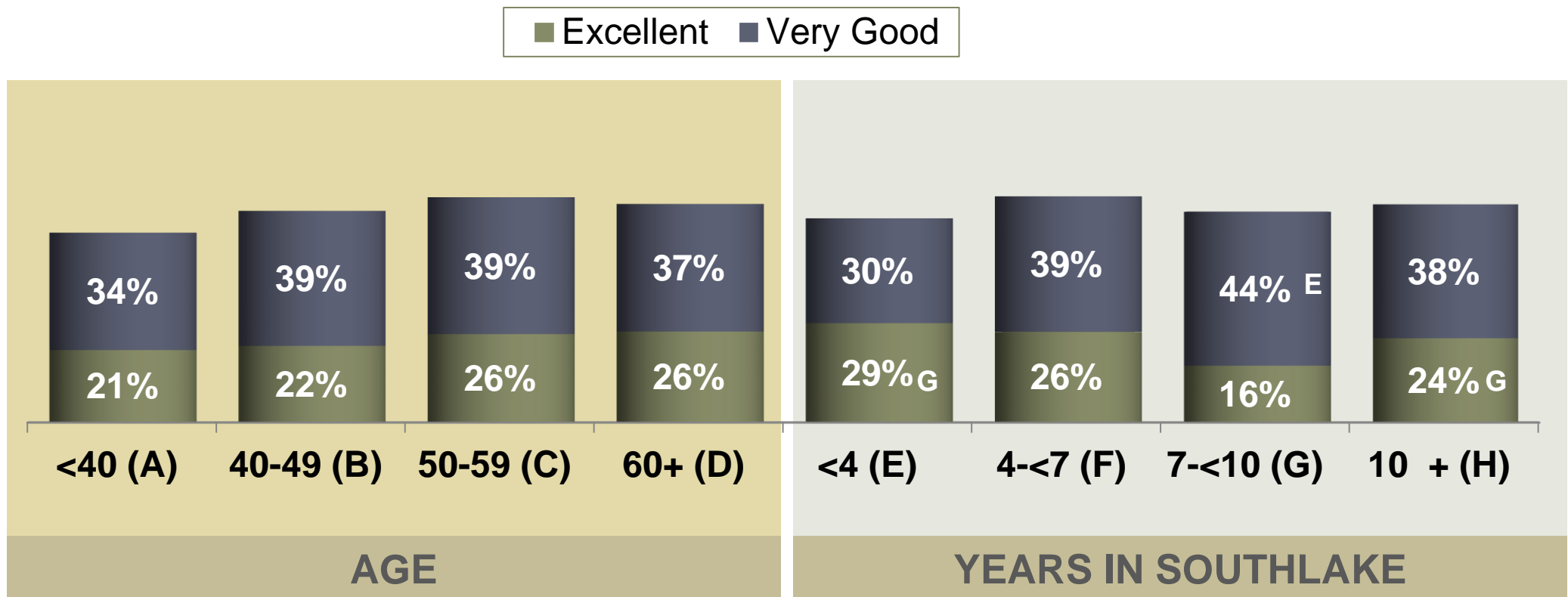


# PARTNERSHIPS & VOLUNTEERISM

For the interested reader, Figures 92 and 93 show how ratings of the City's performance in promoting opportunities for partnerships and volunteer involvement varied by age of the respondent, years of residence, and annual income.

Overall satisfaction levels were fairly consistent across the groups, with the majority of all sub-groups above 50% very or somewhat satisfied.

**Figure 92 - Image of City, Promoting Opportunities for Partnerships and Volunteer Involvement, by Age and Years in Southlake**



**Figure 93 - Image of City, Promoting Opportunities for Partnerships and Volunteer Involvement, by Annual Income**



Uppercase Letter (A-M) indicate significant difference between sub-groups at 95% confidence level

Base: See table on Figure 31.





# PARTNERSHIPS & VOLUNTEERISM

The City has partnered with Republic Services since March 2007 to provide solid waste and recycling service for Southlake. The service contract with Republic Services includes a performance measure related to resident service satisfaction. In order to obtain satisfaction rates for 2013, residents were asked to rate their experience with the trash, recycling, bulk solid waste and curbside leaf recycling services.

Figure 94 shows that about nine out of ten residents indicated that trash and recycling collection services are either excellent or very good. This figure also shows that with regard to bulk solid waste collection and curbside leaf collection, about 80% of respondents who have used the service indicated those services were excellent or very good.

*HOW WOULD YOU RATE THE FOLLOWING SERVICES PROVIDED BY THE CITY'S TRASH AND RECYCLING CONTRACTOR IN THE PAST 12 MONTHS? (Q21)*

**Figure 94 - Satisfaction with Solid Waste Services as Provided by Contractor**



Base: Total Respondents 2013 (803)

\*In 2011 this attribute was asked as trash and recycling collection (combined).



# PARTNERSHIPS & VOLUNTEERISM