

City of Saginaw
Citywide Customer Satisfaction Survey 2022 - DRAFT

SAGINAW LOGO

Survey Code:

SAGINAW RESIDENT
ADDRESS 1
ADDRESS 2
SAGINAW, TEXAS ZIP CODE

Help set the course for the future of Saginaw by participating in this citizen survey. Your opinion is very important. You may complete this survey online at www.saginawtx.org/survey

Para ver y completar esta encuesta en español vaya a www.saginawtx.org/survey

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1. Please rate the following aspects of Saginaw:

	Above Satisfactory	Satisfactory	Below Satisfactory	Don't Know
Overall quality of life in Saginaw				
Saginaw as a place to raise children				
Saginaw as a place to work				
Saginaw as a place to retire				
Overall appearance of the City				
Feeling of safety in your neighborhood				
Sense of community in Saginaw				
Overall quality and value of services				

2. Would you recommend Saginaw as a good place to live to a friend or family member? Yes No

3a. Looking ahead for the next five (5) years, do you plan on remaining in Saginaw? Yes No

3b. If no, what is the PRIMARY reason you are considering leaving Saginaw?

Job Relocation/Move closer to job	Prefer to live in the country / smaller city	Crime
Want newer housing	Prefer to live in larger / urban city	Other – Specify:
Want bigger housing	Move closer to family	
Schools	Traffic congestion	

4a. Have you or anyone in your household contacted the City of Saginaw about a complaint, request for service or for information the past 12 months? Yes No – Skip to Question 5

4b. What department or person did you contact?

City Manager's Office	Police	Public Works
Mayor or Council	Fire	Water/Utility Billing
Code Compliance	Library	Municipal Court
Planning/Zoning	Recreation Center	Other (specify):
Permits/Inspections	Animal Services	Don't Recall

4c. How courteous and helpful was the person or department you contacted?

Courteous/Helpful

Not courteous/helpful

5. How do you PREFER to receive information from the city?

Printed Newsletter	City website	Email	Social Media	Other (Specify):
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6. Do you get enough information about Saginaw programs and services? Yes No

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7. How would you rate the QUALITY of these Saginaw city services?

	Above Satisfactory	Satisfactory	Below Satisfactory	Don't Know
A. Police Department				
B. Fire Department				
C. Code enforcement services				
D. Animal Services				
E. Maintenance of residential streets in your neighborhood				
F. Maintenance of the City's major streets				
G. Traffic signal timing				
H. Management of traffic flow				
I. Maintenance of landscaped medians and right-of-ways				
J. Garbage collection				
K. Recycling collection				
L. Water service				
M. Parks and open spaces				
N. Recreation programs and services				
O. Special Events				
P. Library services				

8a. How IMPORTANT are each of these city services to you:

	Important	Not important	Don't Know/Not Familiar
A. Police Department			
B. Fire Department			
C. Code enforcement services			
D. Animal Services			
E. Maintenance of residential streets in your neighborhood			
F. Maintenance of the City's major streets			
G. Traffic signal timing			
H. Management of traffic flow			
I. Maintenance of landscaped medians and right-of-ways			
J. Garbage collection			
K. Recycling collection			
L. Water service			
M. Parks and open spaces			
N. Recreation programs and services			
O. Special Events			
P. Library services			

8b. Which THREE services above are the MOST important to you (use the letter that corresponds to the service)?

1st _____ 2nd _____ 3rd _____

8d. Which of these services should be improved: _____

9. How would you support or oppose paying more taxes for improving street level of service?

Support

Oppose

Don't Know

10. Would you support a bond that would potentially increase property taxes to improve or construct new city facilities, e.g. Animal Shelter, Park Recreation Facilities, and Sports Fields.

Support

Oppose

Don't Know

11. In the last 12 Months, about how many times have you or other household members used these Saginaw facilities?

	Never	Less than 5 times	10 – 20 times	More than 20 times
Parks				
Pavilions				
Playgrounds				
Sports fields				
Dog Park				
Aquatic Center				
Recreation Center				
Community Center				
Senior Center				
Switchyard				

12. How would you rate these Saginaw facilities?

	Above Satisfactory	Satisfactory	Below Satisfactory	Don't Know
Parks				
Pavilions				
Playgrounds				
Sports fields				
Dog Park				
Aquatic Center				
Recreation Center				
Community Center				
Senior Center				
Switchyard				

13 How would you rate the following?

	Above Satisfactory	Satisfactory	Below Satisfactory	Don't Know
Police visibility/presence				
Police Department responsiveness				
Fire Department responsiveness				
Informing residents about emergencies, severe weather				
Level of traffic safety enforcement				

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14a. How often have you seen the following problems in your neighborhood?

	Frequently	Sometimes	Rarely	Never	Don't Know
A. Litter					
B. High Grass and weeds					
C. Junk vehicles					
D. Stray animals					
E. Dilapidated or deteriorating buildings					
F. Fences in disrepair					
G. Properties with junk or debris in yard/driveway					
H. Vehicles parked in yards or on the grass					
J. Dead animals in roadway					

14b. Which THREE issues above are MOST important for the city to address?

1. ____ 2. ____ 3. ____

15. How often have you seen the following problems in your neighborhood?

	Frequently	Sometimes	Rarely	Never	Don't Know
Drainage or flooding problems					
A lack of sidewalks or sidewalks in disrepair					
Potholes					
Water main breaks					
Speeding/traffic safety concerns					

16a. Regarding businesses in Saginaw, would you like to see more of any of the following types of businesses in your area of the city (select all that apply)?

Hotels	Storage/mini warehouses	Health/beauty/salons
Gas Stations/convenience stores	Industrial/manufacturing/distribution	Massage therapy
Car washes	Grocery Stores	Fitness Center
Auto Repair/parts/accessories	Clothing stores	Other recreation / entertainment
E-commerce fulfillment / pick-up center	Pet related businesses	Daycare / Preschool
Hardware / houseware stores	Full-service restaurants	Retail with entertainment / recreation activities
Medical offices	Drive thru restaurants	Other (specify):
Professional offices	Dining with entertainment / recreation activities	

16b. Which ONE business would you MOST like to see move to Saginaw? _____

16c. Regarding your family's shopping habits, what percentage of your overall shopping is done:

	Less than half (50%)	More than half (50%)	All the time (100%)	None
At local stores				
Online with local pickup				
Online with delivery				
Major Chain Stores				

17. How often do you use the following modes of transportation?

	Always	Frequently	Sometimes	Rarely	Don't Know
Drive Alone					
Carpool or vanpool					
Taxi service or rideshare app (Uber/Lyft)					
Bike					
Walk					

Demographics

Our last questions are about you and your household. Again, all of your responses are anonymous and will be reported in group form only.

18. How long have you lived in Saginaw

Less than 2yrs 2 to 5 yrs 6 to 10 yrs 11 to 20 yrs over 20 yrs

19. In what type of home do you live in?

Single Family Apartment Townhome/Condo Other: _____

20. Do you own or rent your home?

Own Rent

21. Which of the following youth age groups reside in your household?

0 to 5 yrs of age 13 to 18 yrs No children in household under 26
6 to 12 yrs 19 to 25 yrs

22. Your age group?

18 to 25 35 to 44 55 to 64 75+

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26 to 24

45 to 54

65 to 74

23. Are you employed:

Full time

Unemployed

Student

Part time

Retired

Other: _____

24. What is the highest level of education that you have completed:

Less than High School

Associates/technical degree

Graduated High School

Bachelor's degree

Some College

Post graduate degree

25. Which category includes your total gross annual household income, would you say:

Under \$25,000

\$75,000 - \$99,999

\$25,000 - \$49,999

\$100,000 - \$199,999

\$50,000 - \$74,999

\$200,000 or more

26. Your gender

Male

Female

Non-Binary

Other

27. Indicate which area you live in on the map?

BUSINESS REPLY MAIL

CITY OF SAGINAW

PO BOX 79070

SAGINAW, TEXAS 76179