



## Legislation Details (With Text)

**File #:** ID#15-412    **Version:** 1    **Name:**  
**Type:** Presentation    **Status:** Individual Consideration  
**File created:** 7/9/2015    **In control:** City Council  
**On agenda:** 7/21/2015    **Final action:**  
**Title:** Receive a presentation from Chris Tatham of ETC Institute regarding the 2015 City of San Marcos Community Survey results, and provide direction to Staff.

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** 1. SanMarcos2015DF\_draft report

Date	Ver.	Action By	Action	Result
7/21/2015	1	City Council		

### **AGENDA CAPTION:**

Receive a presentation from Chris Tatham of ETC Institute regarding the 2015 City of San Marcos Community Survey results, and provide direction to Staff.

**Meeting date:** July 21, 2015

**Department:** City Manager' Office/ Communication Office

**Funds Required:** N/A

**Account Number:** N/A

**Funds Available:** N/A

**Account Name:** N/A

**CITY COUNCIL GOAL:** Quality of Life

**COMPREHENSIVE PLAN ELEMENT(s):** All Comp Plan Elements and Goals

### **BACKGROUND:**

The City of San Marcos worked with ETC Institute, a national research company, to gauge the level of satisfaction residents have with City services and learn their perceptions of the community, through a community survey.

More than 400 randomly selected households in San Marcos were surveyed by mail or by telephone during the months of May and June. Residents received the survey by mail and were provided a postage paid envelope to return the survey. Other households were called by telephone and interviewed in English or

Spanish by ETC Institute staff.

ETC Institute compiled the responses and prepared a final report. Responses to the survey were compared to regional and national benchmarks to see how San Marcos services rate with other cities. The City also conducted community surveys with ETC in 2013 and 2011.

The final report will be posted to the City's website.