



Overall Services



Customer Service

Residents' **Most Important** City Services

- ✓ Public Safety
- ✓ Managing Traffic
- ✓ Street Maintenance

City Services that most Need Improvement

- ✓ Traffic Congestion
- ✓ Street Maintenance
- ✓ Support of business

City Services
8 of 10
Residents rated College Station
Good or Excellent



Utility Services (water, sewer, electric)

7 of 10 residents rate the value of City services for their tax dollars as good or excellent



Trash & Recycling Services

Public Safety
9 of 10
Residents rated College Station
Good or Excellent

Police & Fire

Percentage of residents that **feel safe** in their neighborhoods **96%**



As a place to live and raise a family



Recommend College Station as a Place to live

What Residents **Value Most**

- ✓ Friendly People
- ✓ Family Oriented
- ✓ Good Quality of Life

Residents **Highest Priorities**

- ✓ Reduce Traffic Congestion
- ✓ Manage Growth
- ✓ Maintain Small-Town Feel

Quality of Life
9 of 10
Residents rated College Station
Good or Excellent



Moving in the right direction



Image & Reputation