

2019 National Citizen Survey

Good Government Listens

Citizens are entitled to more than just a transparent view of our government, we also want participation and collaboration.

The City of New Braunfels conducted the 2019 National Citizen Survey from January 18th - March 1st, with facilitation by the National Research Center, Inc.

Designed to measure service performance, assess community needs, and assist in long-range strategic planning the survey also included questions about quality of life issues and resident's usage of services.

The survey was administered by mail, from the National Research Center, beginning with a pre-notification postcard sent to randomly selected households announcing that a survey will follow. The sampling size of 3,000 residents also received a second survey mailing, to remind them to participate. Participants also had the option to complete the survey on-line. Additionally, the survey was ultimately opened to all New Braunfels residents on-line. A Spanish language version of the survey was also available. All responses remain anonymous and were reported in group form only, with the controlled, scientific survey and the general public on-line survey reported on separately.

Facilitated by the International City Manager's Association (ICMA), the National Citizen's Survey is a standardized survey that provides local results and also benchmarks those results against participating jurisdictions throughout the country. It also compares the local results from the 2017 New Braunfels Citizen Survey to the 2019 Survey.

The City has received results of the survey and can use the resulting data for planning, resource allocation, performance measurement, program and policy evaluation, enhanced civic engagement practices and improvement of city services. The survey results will be posted on the City's website, www.nbtexas.org/survey, on May 29, 2019.

Ms. Morgan Adams, Survey and Research Associate with the National Research Center, Inc., will provide a presentation summarizing the results of the survey.