

## We Asked and You Answered!

### Your Feedback Tells Us How We are Doing and Confirms What Our Priorities Should Be

By Mayor Susan Sample

At the end of last year, we sent out some survey questions and 876 West U residents responded. This feedback provided us a good snapshot on how the City is doing overall, and showed us where we should focus our efforts when it comes to services, facilities, and operations.

The following is a high-level overview of the results, and I encourage you to visit [www.westutx.gov/2022survey](http://www.westutx.gov/2022survey) and read the results for yourself. The survey dashboard allows you to filter the results by many variables, such as area of town, age, and time in the city.

The survey covered the following topics:

- How we are doing overall?
  - Would you refer a friend to West U?
  - In the last three years, have we improved?
  - Direction of the city
  - How we compare to surrounding cities
- City facilities and events
- City benefits
- Safety and security
- City operations
- Basic services evaluation
- Contact with City employees
- City communication efforts

Now to the survey results!

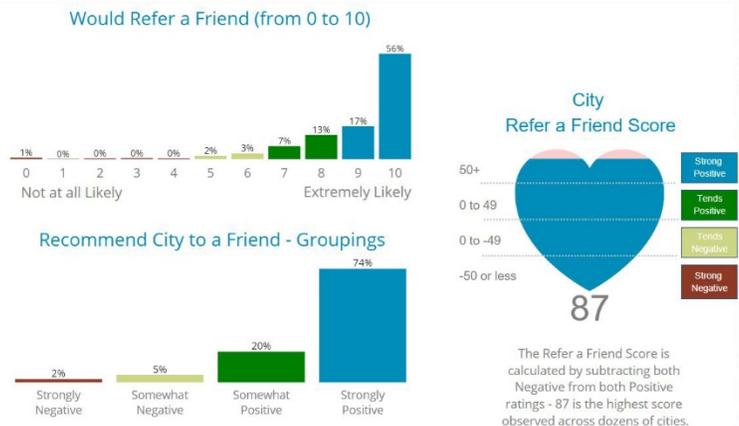
### HOW IS WEST U DOING?

Our first set of questions focused on getting your thoughts on how we are doing as City staff overall. The first question was the simplest but the most important: Would you recommend West U to a friend? The other questions asked if we have improved, how we compare to our surrounding cities, and if you feel that we are going in the right direction.

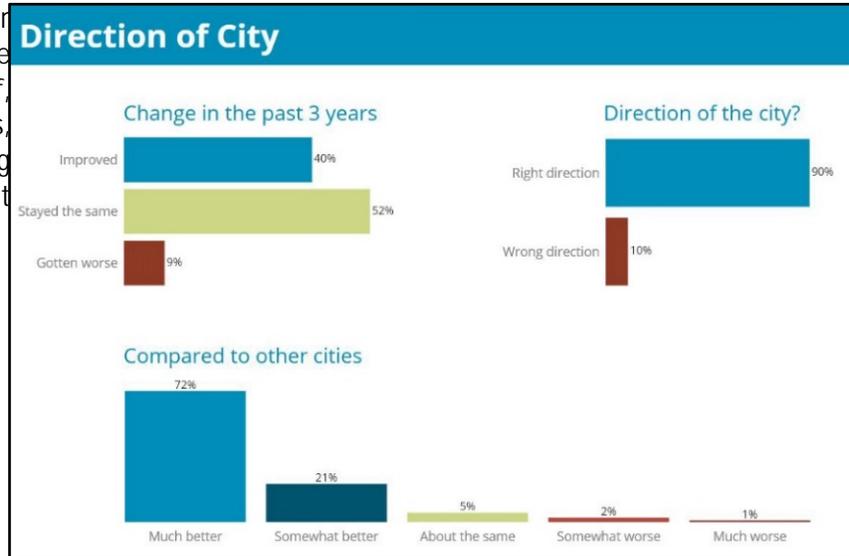
Responses were overwhelmingly positive, with:

- 87% of you saying that you would refer your friends to live in West U
- 90% of you stating that you feel we are headed in the right direction
- 93% of you believing that West U is better when compared to other cities.

#### Refer a Friend to the City



This is great news, and your positive responses reinforce the hard work of your City staff, citizen boards and commissions, and your City Council as being positive and moving in the right direction.



**WHAT IS MOST IMPORTANT TO YOU?**

The next series of questions asked what facilities and events, City benefits, safety and security, and City operations are most important to you. As with any municipality, West U is not immune to the challenges and demands of meeting all the needs of our residents, often because of limited funding, resources, and staff time. Understanding what is most important to our residents helps us to utilize our finite resources in an efficient manner.

**Facilities**

I don't think this will come as a surprise, but over 65% of you rated our park system as the most important facility, followed by the recreation center, the library, the Colonial Park Pool, and our senior center/community building.

Like you, I value our neighborhood parks, which provide us with a nice respite for relaxing and letting our kids play with their friends. I also want to give a shout out to a great group of residents who volunteer their time with our wonderful Friends of West U Parks. The Friends organization plays an integral role in ensuring that our parks are truly a community asset. In addition to this organization's tireless fundraising efforts, your own generous donations also help to fund a majority of the improvements in our neighborhood parks.



## City Benefits



## City Benefits

I was a bit surprised by what our residents rated as the most important City benefit – City zoning and careful land use designed to protect our residential areas. While I believe this to be one of the best benefits of West U when compared to Houston, I was very pleased that we all seem to appreciate our zoning and land use practices, which enable us to preserve our neighborhood feel.

Survey responders also valued West U’s small town feel and family

friendly atmosphere. It goes without saying that these are qualities that we all love about West U – neighbors knowing neighbors.

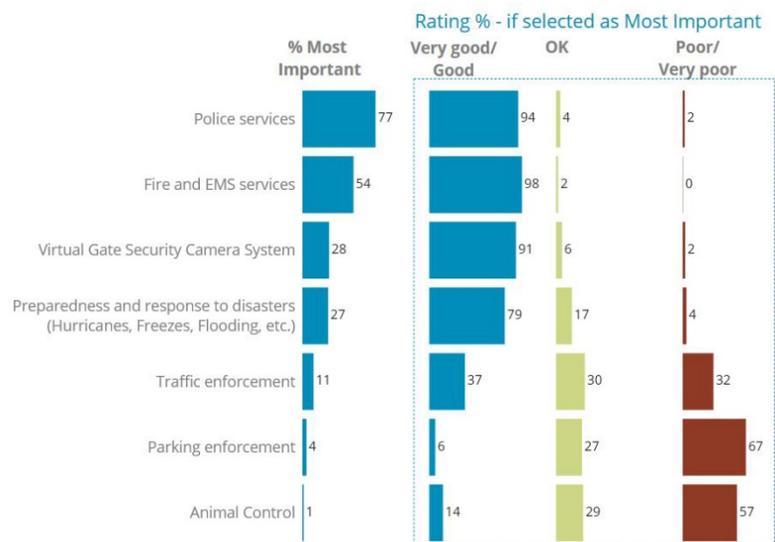
## Safety and Security

I believe this comes as no surprise to any of us, but our great police services, followed by our equally great fire and emergency medical services, are strong priorities for our residents.

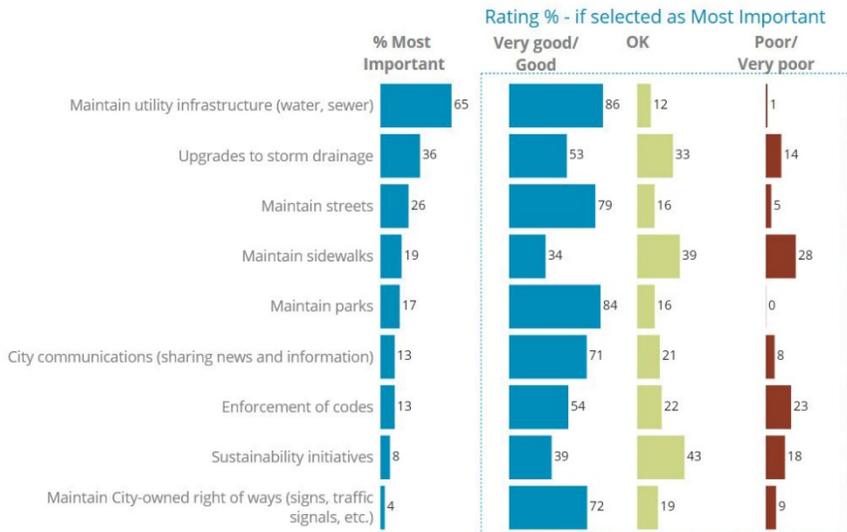
And, while all of these services are important in keeping West U safe and secure, it was also nice to see residents recognizing the value of the Virtual Gate Project and West U’s preparedness for, and responses to, disasters. While we can’t prevent extreme weather from impacting our city, our preparedness ensures that we will be able to respond appropriately

and to recover from these events in a timely manner. Recent examples of our preparedness for challenging events were the City’s great responses to Hurricane Harvey, Winter Storm Uri, and the Houston Boil Water Notice.

## Safety & Security



## City Operations



### City Operations

When it comes to the highest priorities for City operations not related to public safety, the overwhelming choices were maintaining our utility infrastructure, followed by upgrading our drainage system, and then maintaining our streets, sidewalks, and parks.

This Council and staff are making great strides to ensure that the City's infrastructure is maintained and upgraded where necessary.

A recent example of this is the Buffalo Speedway Street and Drainage Project. This project replaced a 65-year-old roadway and also upgraded a drainage system from the 1940s.

Additionally, in 2023, the City will start the following sewer, water, street, and drainage improvements:

- Construction related to the Wastewater Treatment Plant Improvement Project, which will include improvements to floodwater protection
- Construction related to the East Side Street and Drainage Improvement Project
- Design of the Westside Paving and Drainage Improvement Project
- Construction of the Law Street and Milton Street water lines
- Annual replacement of aging water lines throughout the city.

### WORKING FOR WEST U!

As I mentioned last month, our goal is to ensure that West U remains one of the most desirable places in the country to live and raise a family. These survey results strengthen our resolve to achieve these goals, knowing that the efforts of this Council, staff, boards, and commissions are appreciated by our residents.

Thank you for taking the time to respond to our survey, and I look forward to seeing you around neighborhood!