



FOR IMMEDIATE RELEASE

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2019 Citizen Survey Results Presented to City Council by the National Research Center

New Braunfels, Texas — During the City Council Meeting of Tuesday, May 28th, Ms. Morgan Adams, with the National Research Center (NRC), provided a presentation and facilitated a discussion on the results and major conclusions of the 2019 New Braunfels Citizen Survey.

The NRC conducted the survey of citizens, on behalf of the City, during early 2019. Designed to assess community needs, measure service performance, and assist in long-range strategic planning the survey also included questions about residents' usage of services and quality of life issues.

Facilitated by the International City Manager's Association (ICMA), the National Citizen's Survey is a standardized survey that provides not only local results but benchmarks those results against local results from the 2012, 2014 and 2017 New Braunfels Citizen Surveys and over 500 other participating jurisdictions throughout the country.

"We asked citizens to participate in the survey to assist us in making decisions that affect their city," said Robert Camareno, City Manager. "The results provide both our elected officials and staff with important input and we greatly appreciate the respondents' participation."

The data collected will be considered during performance measurement, budget planning, program and policy evaluation, development of enhanced civic engagement practices, resource allocations, and for improvement of city services.

The results and all reports on the survey are available for public review on the City's website at www.nbtexas.org/survey.

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