



# Fort Worth, Texas

## 2023 Fort Worth Community Survey

### Findings Report

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# Executive Summary



### Purpose and Methodology

ETC Institute administered the *DirectionFinder*® survey for the City of Fort Worth during the fall and winter of 2023. The purpose of the survey was to assess citizen satisfaction with the delivery of major city services and to help determine priorities for the community as part of the City's on-going planning process.

A six-page survey was mailed to a random sample of households in the City of Fort Worth. Approximately seven days after the surveys were mailed, residents who received the survey were contacted by email to encourage participation. The email contained a link for those who preferred to take the survey online ([fortworthcommunity.org](https://fortworthcommunity.org)). Of the households that received a survey, 1,725 completed the survey. A minimum of 200 households were surveyed in each of the City's eight districts.

The results for the random sample of 1,725 households have a 95% level of confidence with a precision of at least +/- 2.36%. There were no statistically significant differences in the results of the survey based on the method of administration (mail vs. online).

**Interpretation of “Don’t Know” Responses.** The percentage of persons who gave “don’t know” responses is important because it often reflects the level of utilization of City services. For graphing purposes, the percentage of “don’t know” responses has been excluded to facilitate valid comparisons to the benchmarking data from other communities. The percentage of “don’t know” responses for each question is provided in Section 5 (Tabular Data) of this report. When the “don’t know” responses have been excluded, the text of this report and the graphs will indicate that the responses have been excluded with the phrases “*among those who had an opinion*” or “*excluding don’t knows*.”

This report contains:

- A summary of the methodology for administering the survey and major findings
- Charts showing the overall results.
- Trend charts comparing the survey results from 2023, 2021 and 2019
- Benchmarking data that show how Fort Worth's results compare to other cities
- Importance-Satisfaction analysis
- Tables that show the results for each question on the survey
- A copy of the survey instrument



### Major Findings

- **Quality of Life in Fort Worth.** Seventy-two percent (72%) of the residents surveyed rated (rating of 4 or 5 on a 5-point scale) Fort Worth as a good place to live; 72% think Fort Worth is a good place to work, and 61% think it is a good place to raise children. The lowest rated item was Fort Worth as a place to retire (49%).
- **Perceptions of the City.** Sixty percent (60%) of the residents surveyed *who had an opinion* indicated that they were satisfied with the quality of life in Fort Worth; 18% were not satisfied, and the remaining 22% gave a neutral rating.
- **Major City Services.** The top three services residents were satisfied (rating of 4 or 5 on a 5-point scale) with were the overall quality of City libraries (65%), the overall quality of public safety services (63%) and the overall quality of water and sewer services (61%). The lowest rated services by residents were the overall flow of traffic on streets (29%), the overall maintenance of City streets and facilities (25%), and the overall satisfaction with City roadway project delivery (24%).

The areas that resident's thought should receive the most emphasis from the City of Fort Worth over the next two years were: (1) Overall maintenance of City streets and facilities and (2) the overall quality of public safety services.

- **Public Safety Services.** The top three services residents were satisfied (rating of 4 or 5 on a 5-point scale) with were the overall quality of local fire services (83%), how quickly firefighters respond to emergencies (80%) and the overall quality of local ambulance service (70%). The lowest rated services by residents were the visibility of police in your neighborhood (34%), efforts to eliminate drug traffic in your neighborhood (32%), and the adequacy of street lighting in City parks (29%).

The areas that resident's thought should receive the most emphasis from the City of Fort Worth over the next two years were: (1) overall quality of local police protection and services and (2) the City's effort to prevent crime.

- **Parks and Recreation Services.** The top three services residents were satisfied (rating of 4 or 5 on a 5-point scale) with were the City Zoo (85%), Fort Worth Nature Center (78%) and the Botanic Garden (77%). The lowest rated services by residents were summer recreation programs (33%), the City's adult athletic programs (29%), and the availability of outdoor pools in the area where you live (18%).

The areas that resident's thought should receive the most emphasis from the City of Fort Worth over the next two years were: (1) maintenance of City parks and (2) the quality of facilities, such as picnic shelters and playgrounds, at City parks.



- **Maintenance and Appearance of the City.** The top three services residents were satisfied (rating of 4 or 5 on a 5-point scale) with were the mowing and trimming of parks (66%), maintenance of business property (52%) and the cleanliness of your neighborhood (51%). The lowest rated services by residents were the condition of rental housing and apartments in your neighborhood (35%), how well litter is kept under control (30%), and how quickly illegal dumping is resolved or removed (29%).

The areas that resident's thought should receive the most emphasis from the City of Fort Worth over the next two years were: (1) cleanliness of major City streets and public areas and (2) how well litter is kept under control.

- **Traffic and Transportation Services.** The top three services residents were satisfied (rating of 4 or 5 on a 5-point scale) with were ease of walking in your neighborhood (55%), adequacy of street lighting in your neighborhood (49%) and the timing of traffic signals on City streets that within one mile of your home (47%). The lowest rated services by residents were the maintenance of streets in your neighborhood (39%), maintenance of major City streets (38%), and how quickly City personnel make repairs to streets in your neighborhood (28%).

The areas that resident's thought should receive the most emphasis from the City of Fort Worth over the next two years were: (1) maintenance of major City streets and (2) condition of neighborhood streets near your home.

- **City Libraries.** Seventy percent (70%) of residents *who had an opinion* indicated that they were satisfied with the overall quality of available materials; 66% were satisfied with the availability of library branches in the area where you live, and 63% were satisfied with the overall quality and quantity of programs.

- **City Communication.** Fifty-Eight percent (58%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of the City's informational inserts that with the City water bill, and 54% were satisfied with the quality of the City's MyFW App.

Forty-eight percent (48%) of residents currently receive news and information about the City from local TV news.



### Additional Findings

- Of the 48% of residents who contacted the City of Fort Worth with a question, problem or complaint during the past year, 79% of those *who had an opinion* agreed (rating of 4 or 5 on a 5-point scale) that city employees were courteous and polite; 71% agreed that city employees were easy to contact, and 62% agreed that city employees gave prompt and accurate answers to their questions. The city department that residents indicated they contact most was trash/recycling/yard waste services.
- When asked how often residents use public transportation, 3% indicated they use it at least a few times a month; 10% use public transportation a few times a year, and 85% use it seldom or never.
- Forty-eight percent (48%) of residents surveyed thought the state of the economy in Fort Worth was better than the rest of the United States; 43% thought the state of the economy was about the same, and 10% thought it was worse.
- Eighty percent (80%) of residents indicated that they would be supportive (rating of 4 or 5 on a 5-point scale) of Fort Worth supporting and expanding acquisition and preservation of open and natural space in the City. 70% are supportive of pursuing initiatives to enhance the availability of broadband internet service in the City.



### Opportunities for Improvement

**Recommended Priorities for the Next Two Years.** In order to help the City of Fort Worth identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each city service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with services over the next two years. If the city wants to improve its overall satisfaction rating, it should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report.

Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following services for high prioritization.

- **Major City Services:** Maintenance of city streets and facilities, flow of traffic on city streets, quality of public safety services, enforcement of city codes and ordinances, satisfaction with roadway project delivery, and quality of parks, recreation and community services programs and facilities.
- **Priorities for Specific Areas**
  - **Public Safety:** The City's overall effort to prevent crime, visibility of police in neighborhoods, overall quality of local police protection and services, how quickly police officers respond to emergencies, and the adequacy of street lighting.
  - **Parks and Recreation:** Maintenance of city parks, quality of facilities at city parks, availability of outdoor pools, number of walking/biking trails, and the availability of community centers in the area where you live.
  - **Maintenance and Appearance of the City:** Cleanliness of major city streets and public areas, how well litter is kept under control, the condition of rental housing in neighborhoods, mowing and trimming along City streets, how quickly illegal dumping is resolved or removed, and the cleanliness of your neighborhood.
  - **Traffic and Transportation Services:** Maintenance of major city streets, condition of neighborhood streets near home, flow of traffic on major city streets that are within one mile of home, how quickly city personnel make repairs to neighborhoods streets, adequacy of street lighting in your neighborhood, maintenance of streets in neighborhoods, visibility of pavement markings and striping on City streets within in one mile of your home, and the number and availability of sidewalks.





# Charts and Graphs

# City of Fort Worth Charts and Graphs

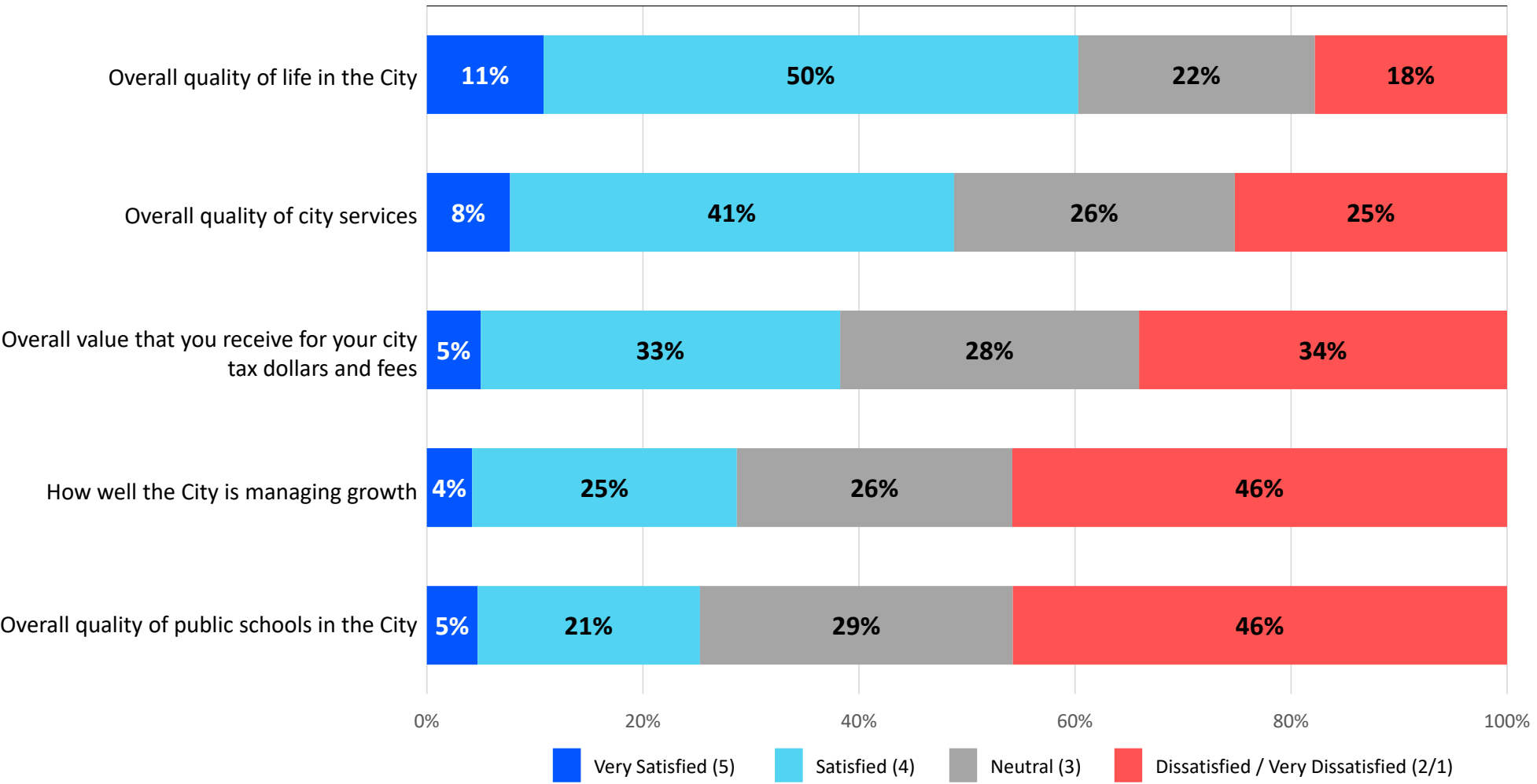
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The following slides show the charts and graphs for the City of Fort Worth in 2023.



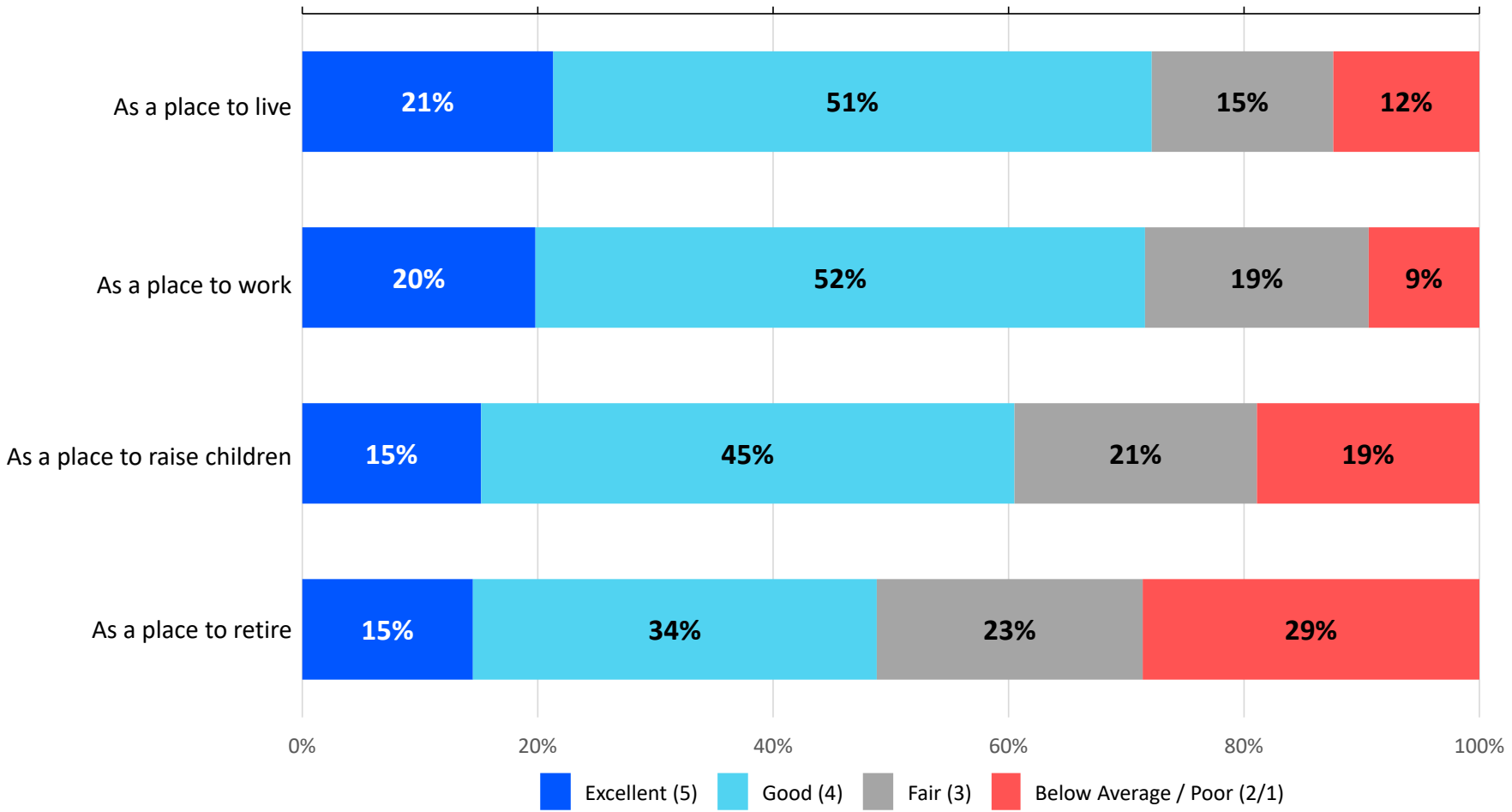
# Q1. Perceptions of the City

by percentage of respondents (excluding don't know)



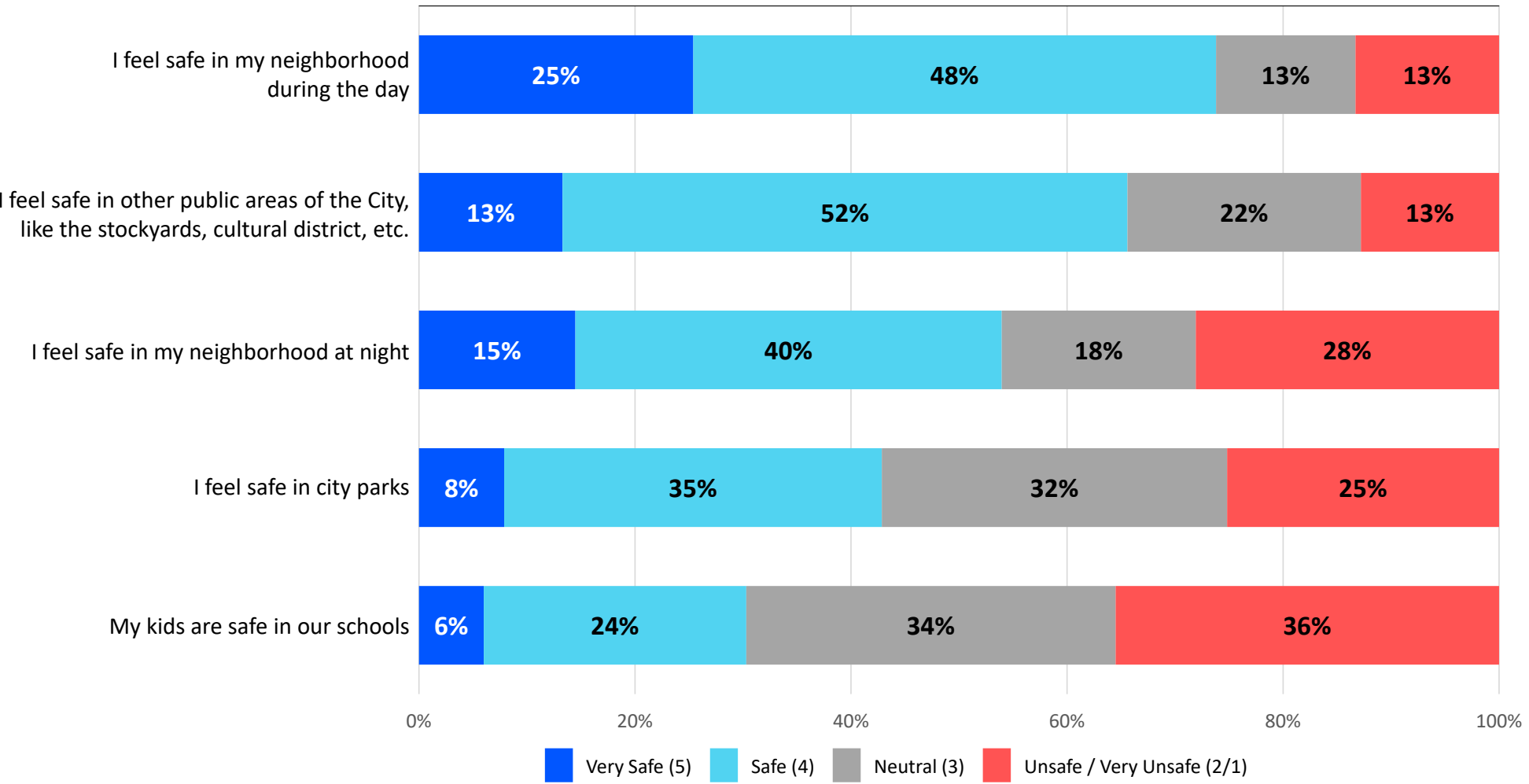
# Q2. Quality of Life in Fort Worth

by percentage of respondents (excluding don't know)



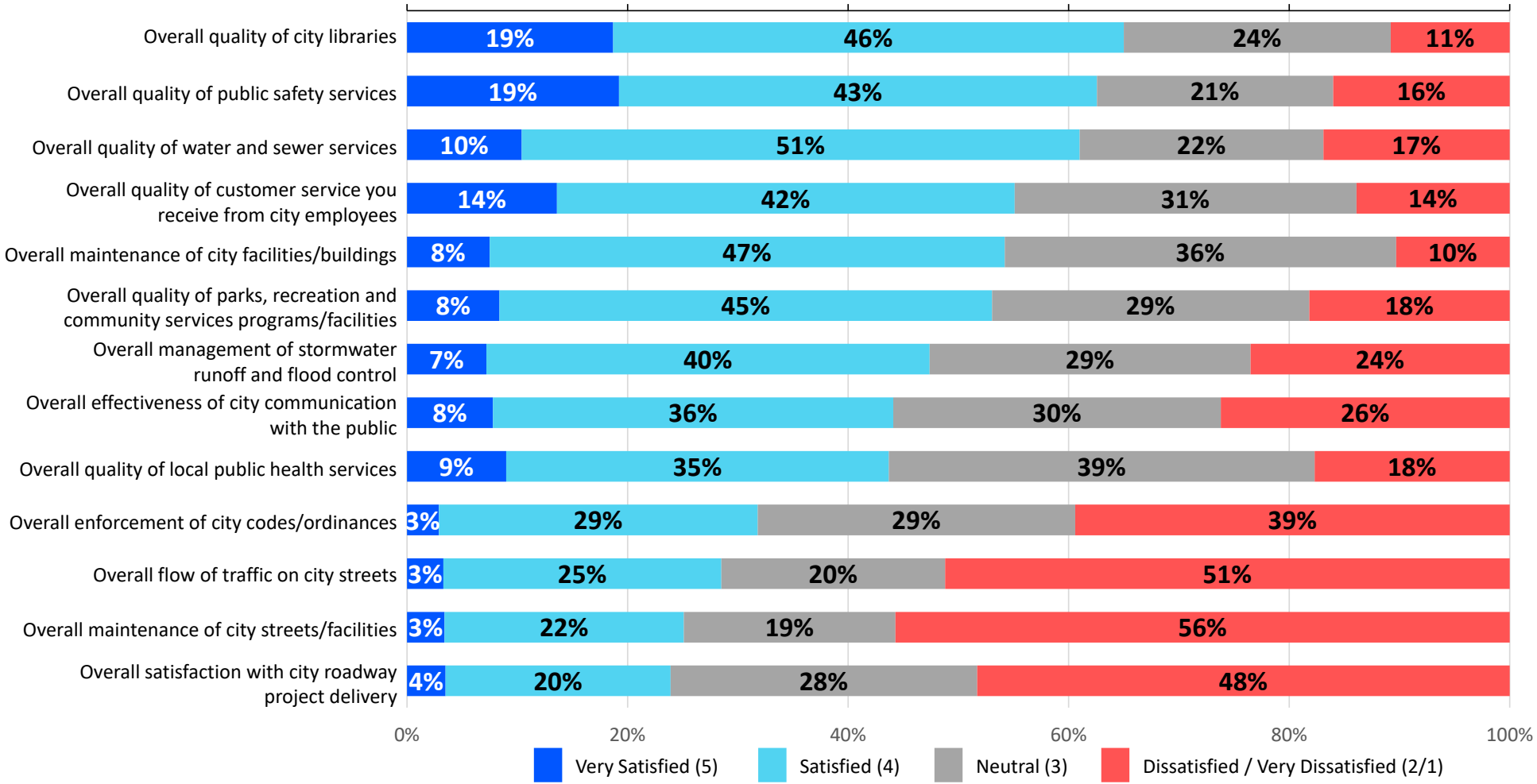
# Q3. Feelings of Safety

by percentage of respondents (excluding don't know)

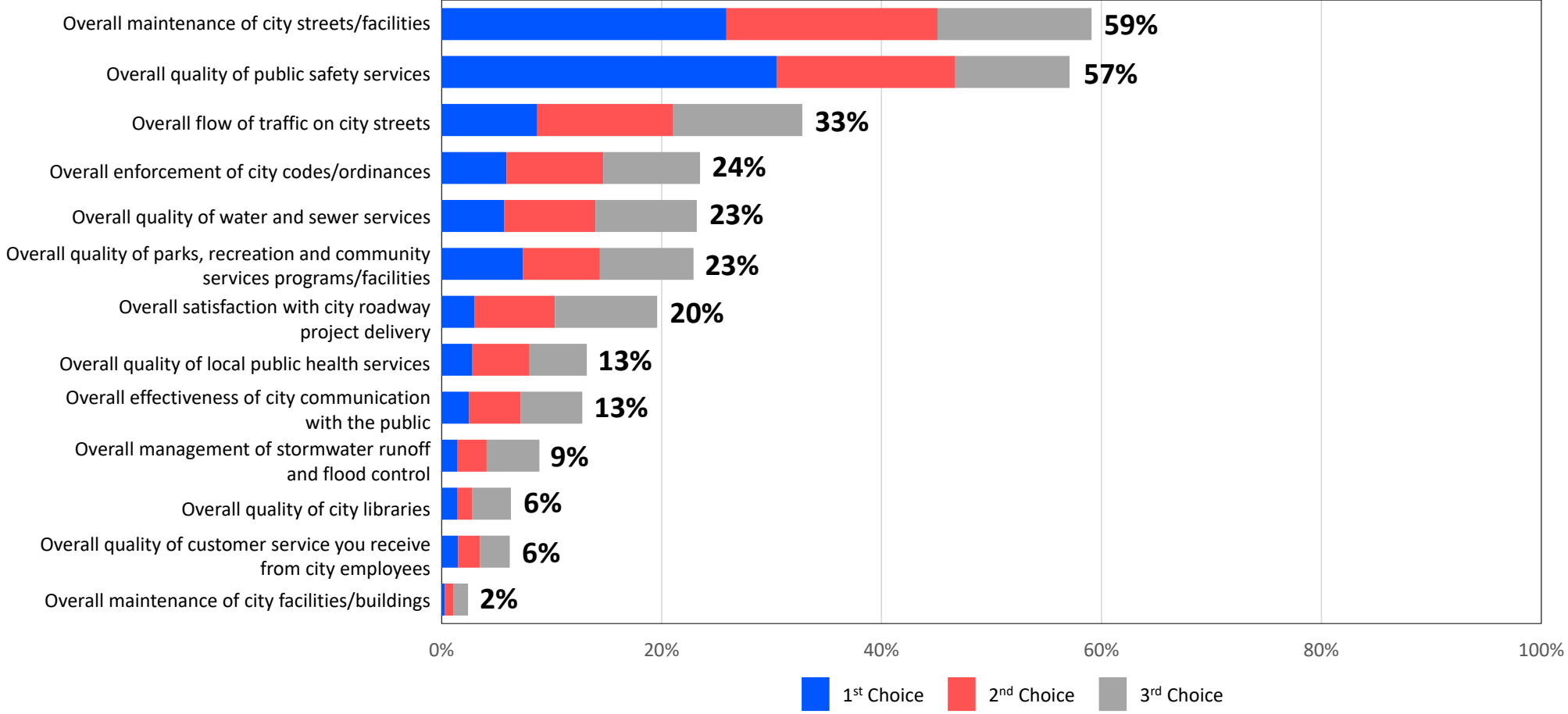


# Q4. Satisfaction with Major City Services

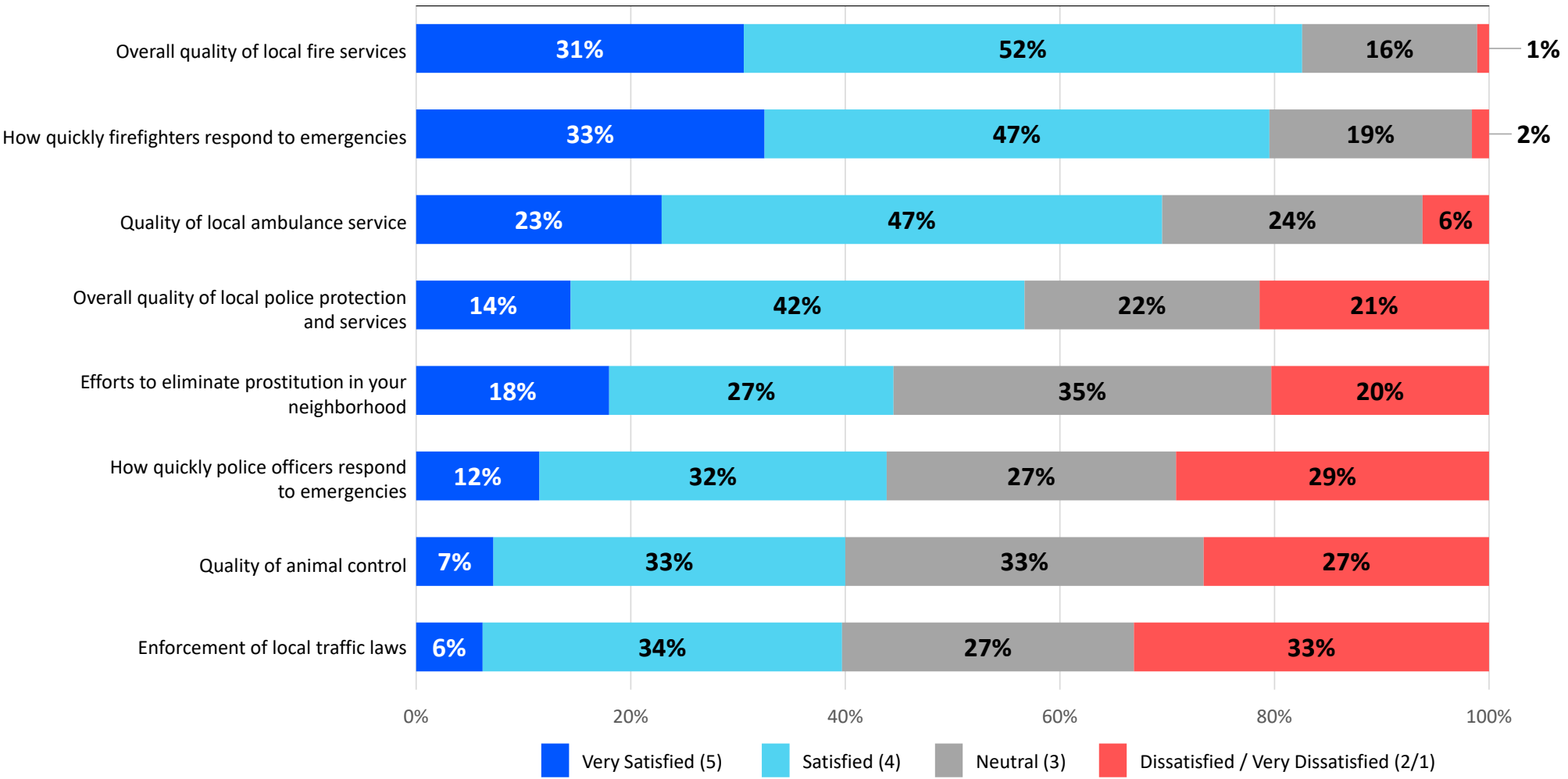
by percentage of respondents (excluding don't know)



# Q5. Major City Services that are Most Important for the City to Provide by percentage of respondents who selected the item as one of their top three choices



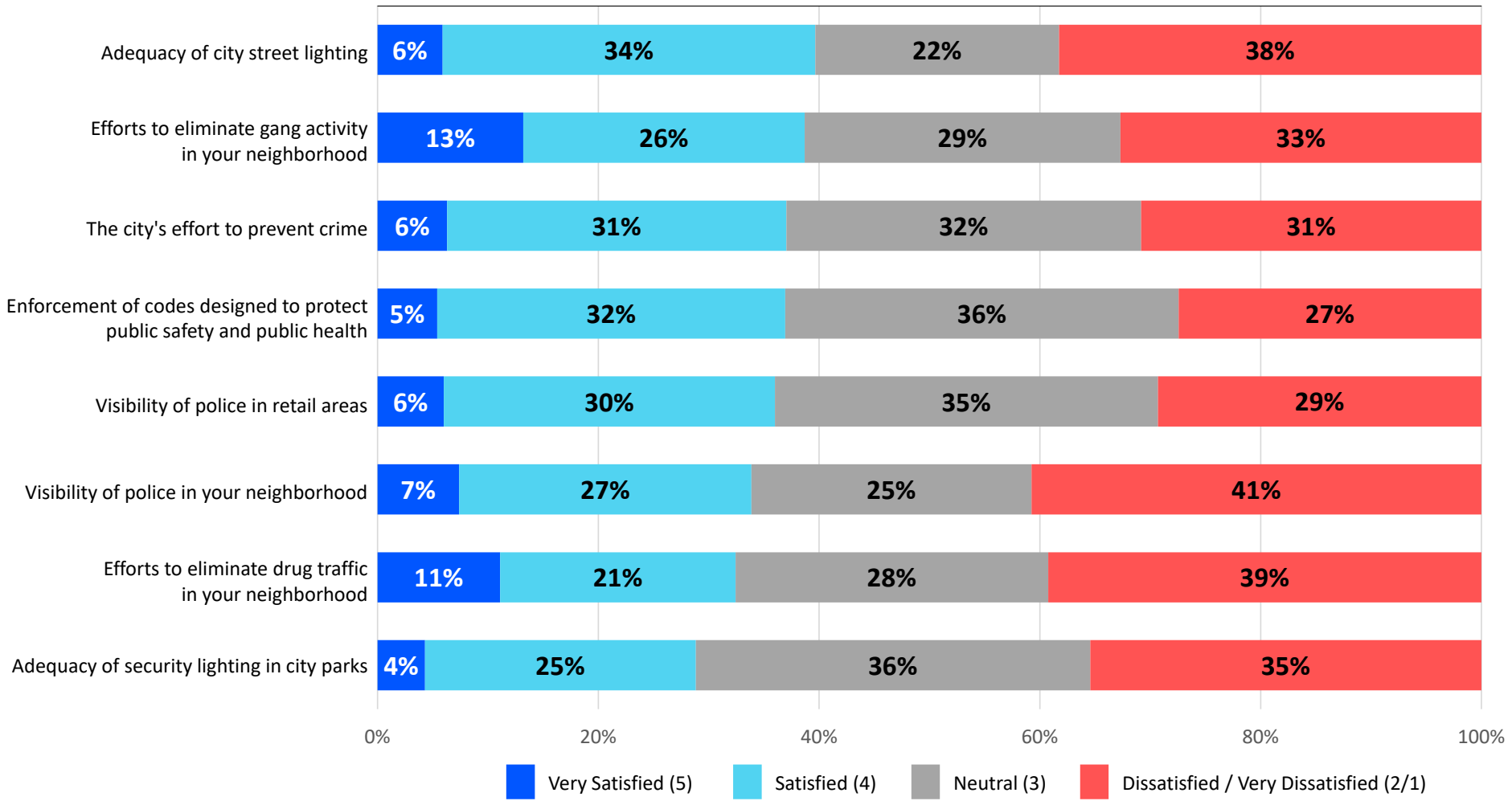
# Q6. Satisfaction with Public Safety Services: Top 8 by percentage of respondents (excluding don't know)



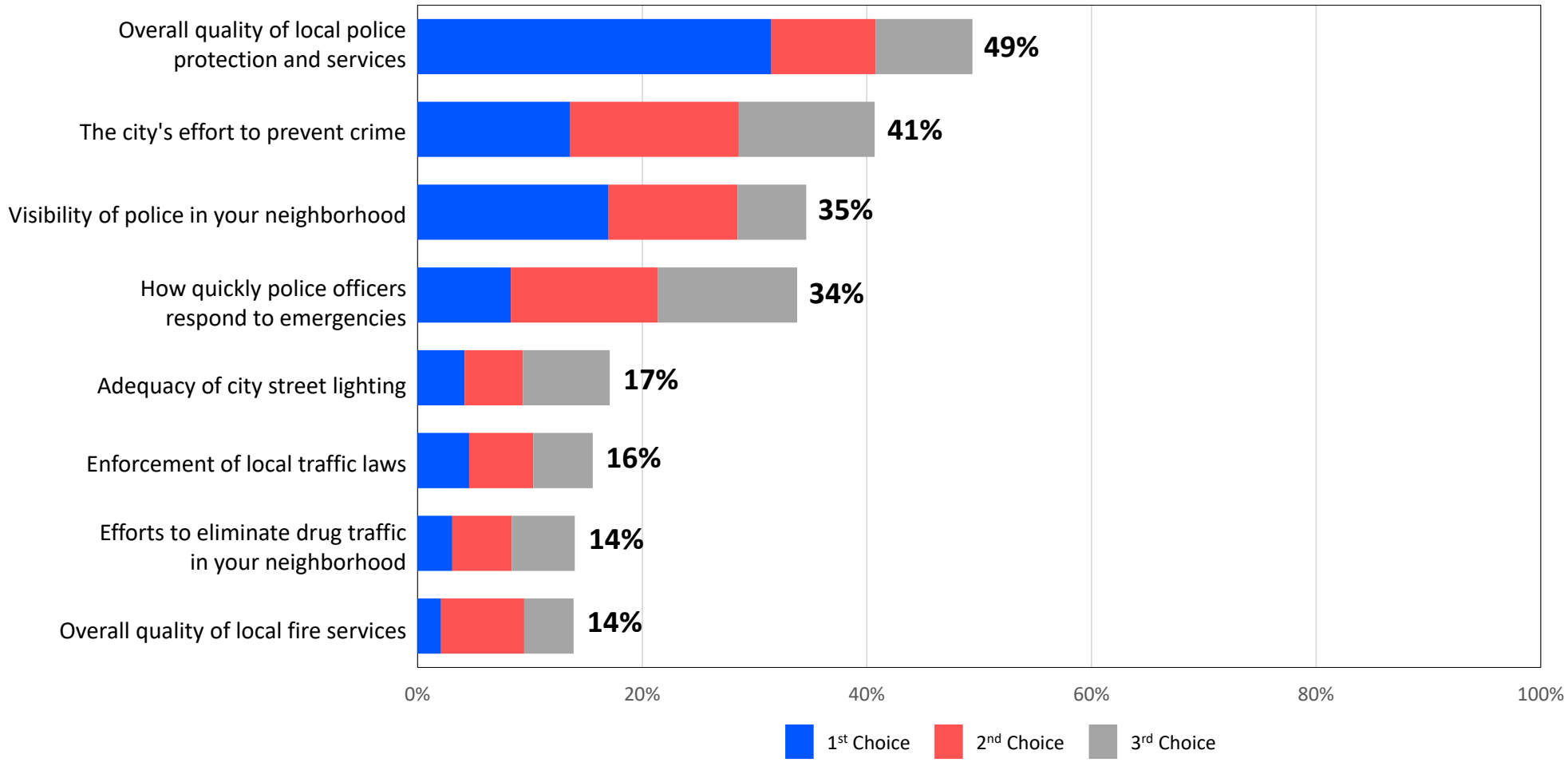


# Q6. Satisfaction with Public Safety Services: Bottom 8

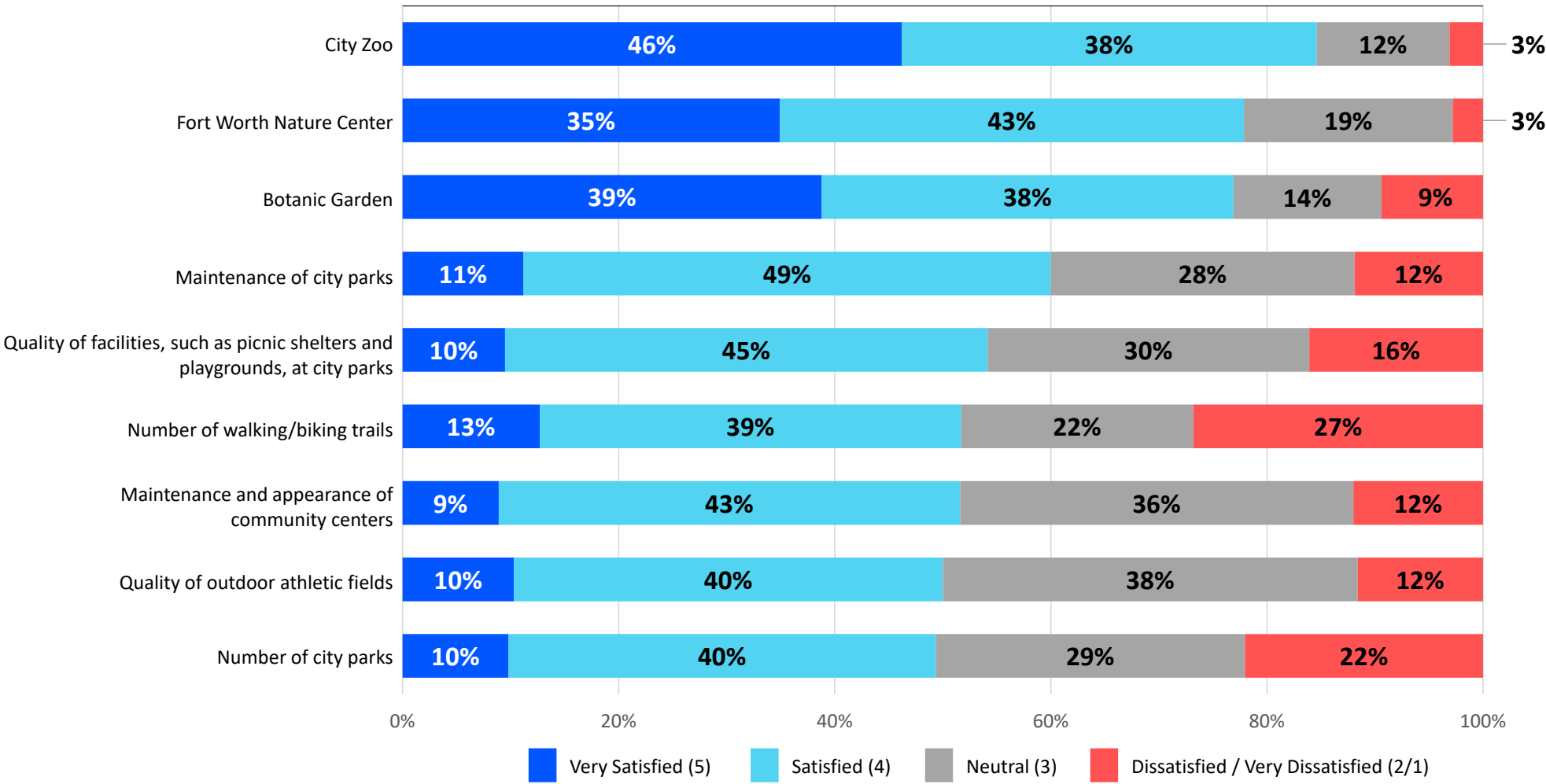
by percentage of respondents (excluding don't know)



### Q7. Public Safety Services that are Most Important for the City to Provide: Top 8 by percentage of respondents who selected the item as one of their top three choices

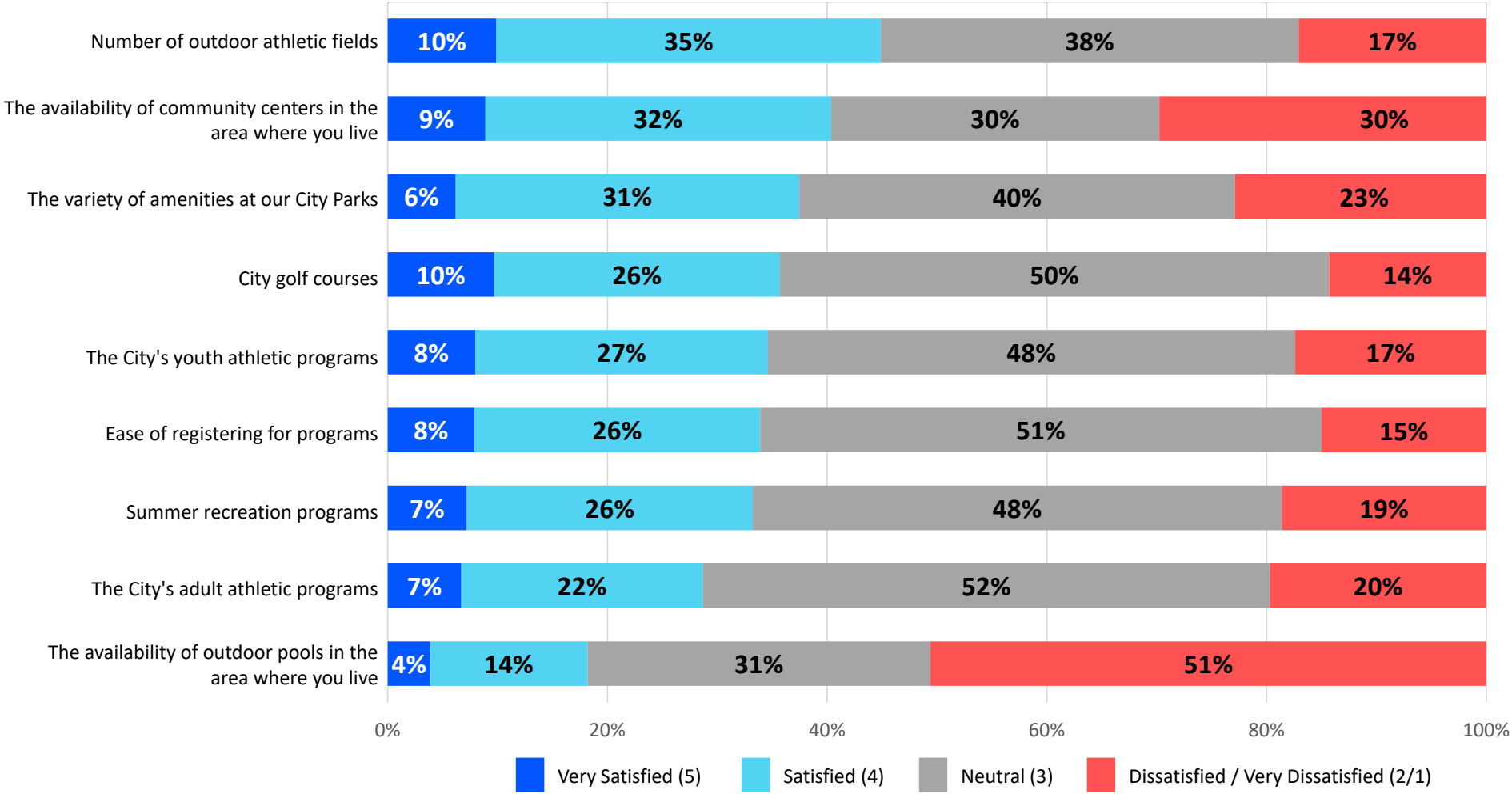


# Q8. Satisfaction with Parks and Recreation: Top 9 by percentage of respondents (excluding don't know)

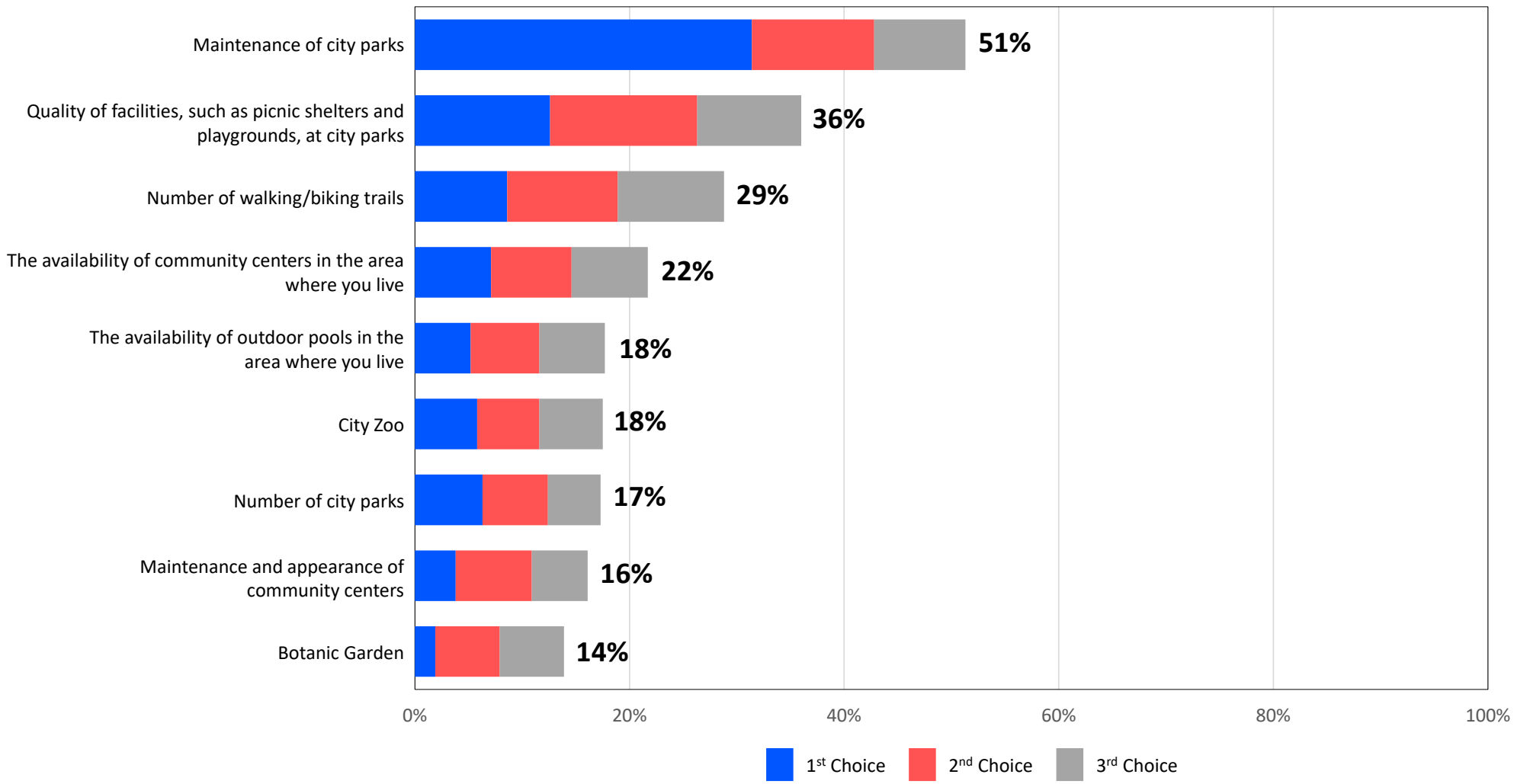


# Q8. Satisfaction with Parks and Recreation: Bottom 9

by percentage of respondents (excluding don't know)

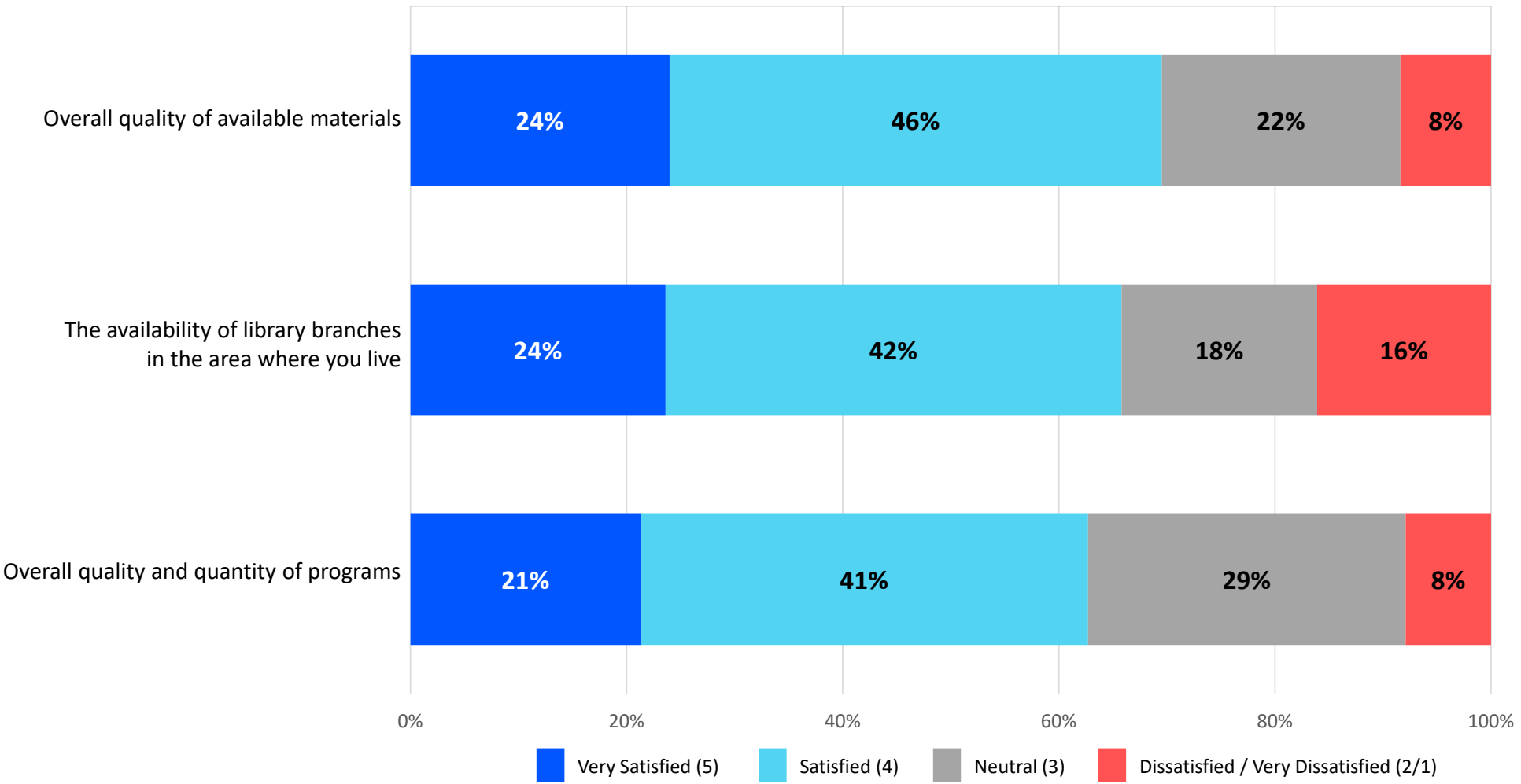


### Q9. Parks and Recreation Services that are Most Important for the City to Provide: Top 9 by percentage of respondents who selected the item as one of their top three choices

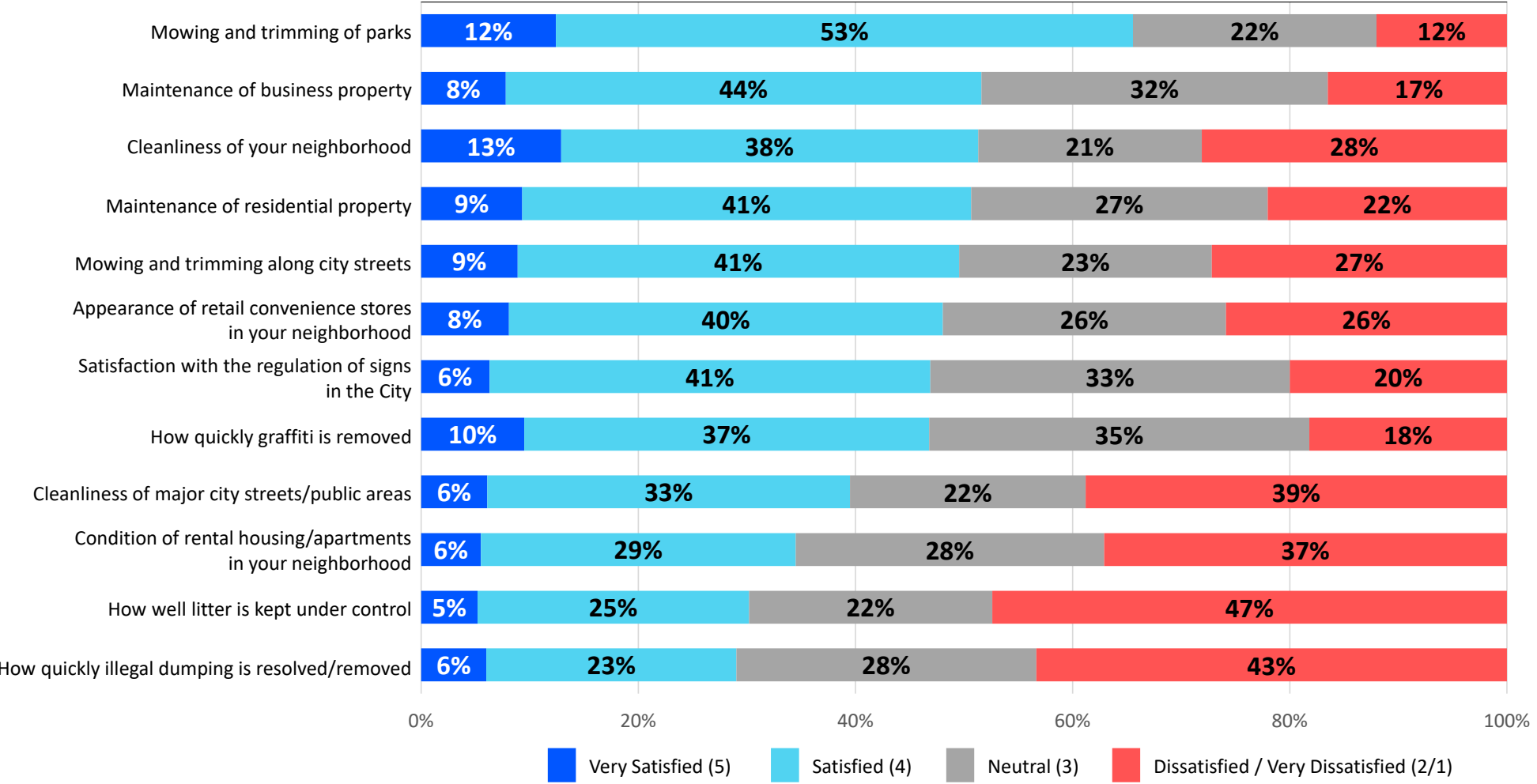


# Q10. Satisfaction with Library's

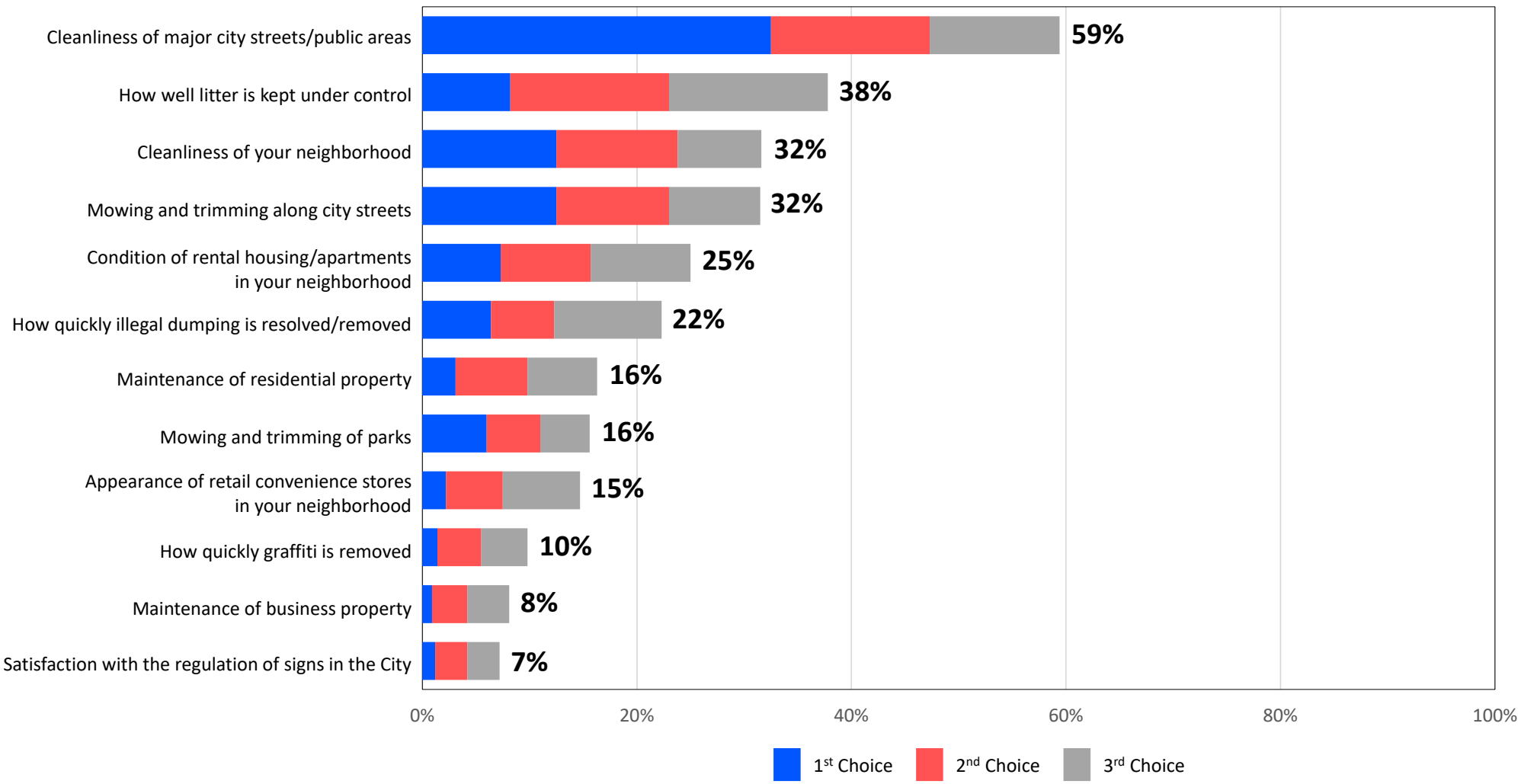
by percentage of respondents (excluding don't know)



# Q11. Satisfaction with Maintenance and Appearance of the City by percentage of respondents (excluding don't know)



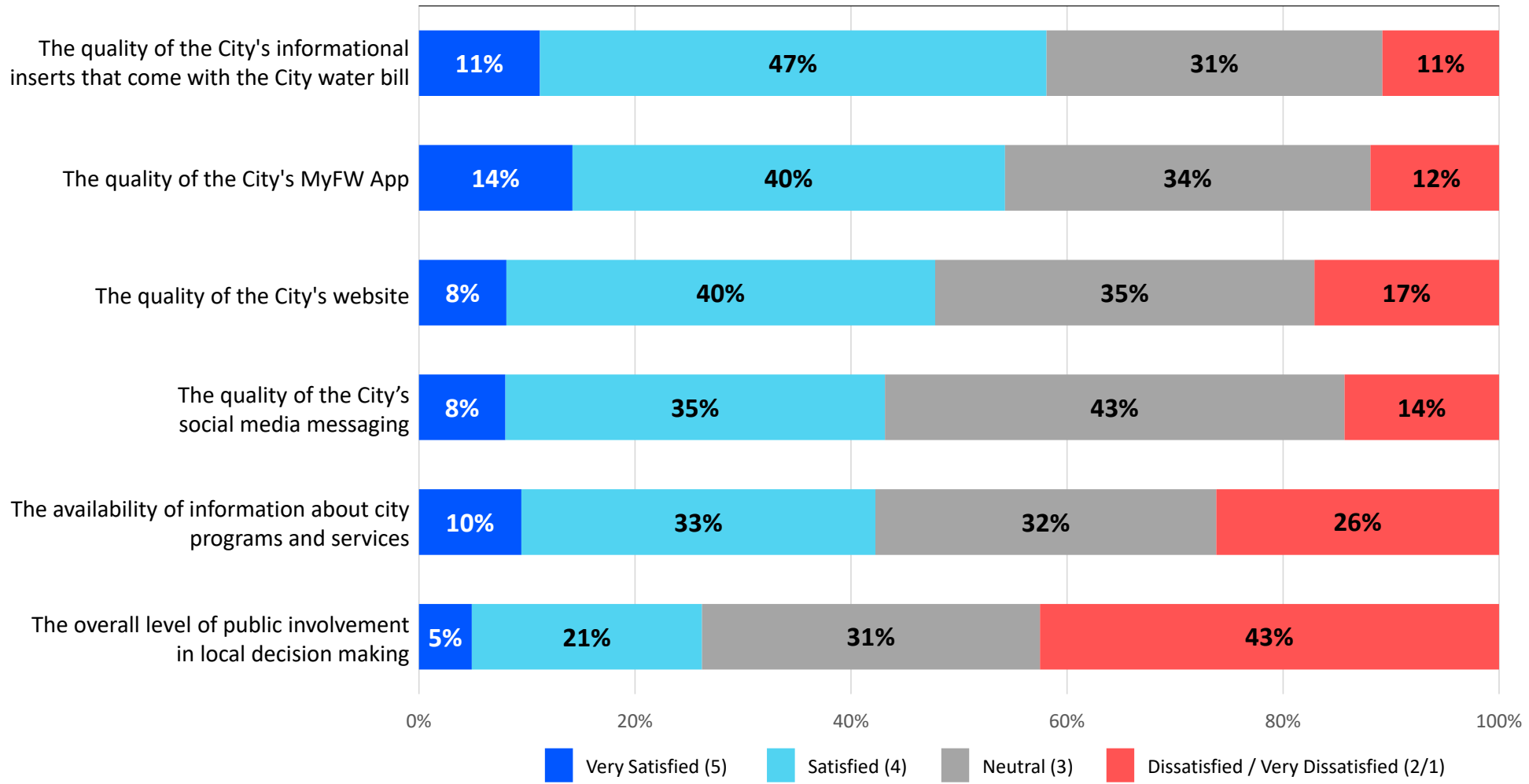
### Q12. Maintenance and Appearance of the City that are Most Important for the City to Provide by percentage of respondents who selected the item as one of their top three choices





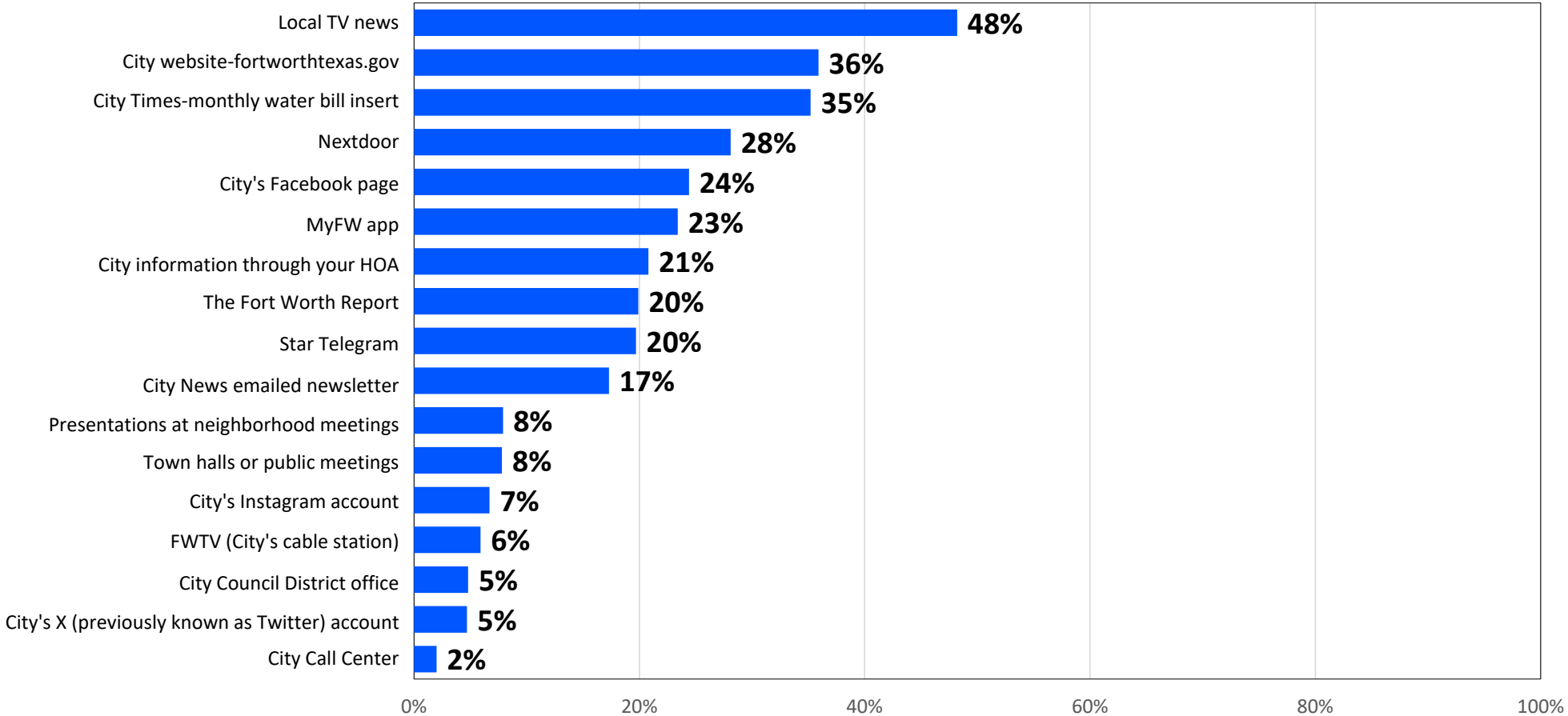
# Q13. Satisfaction with City Communication

by percentage of respondents (excluding don't know)

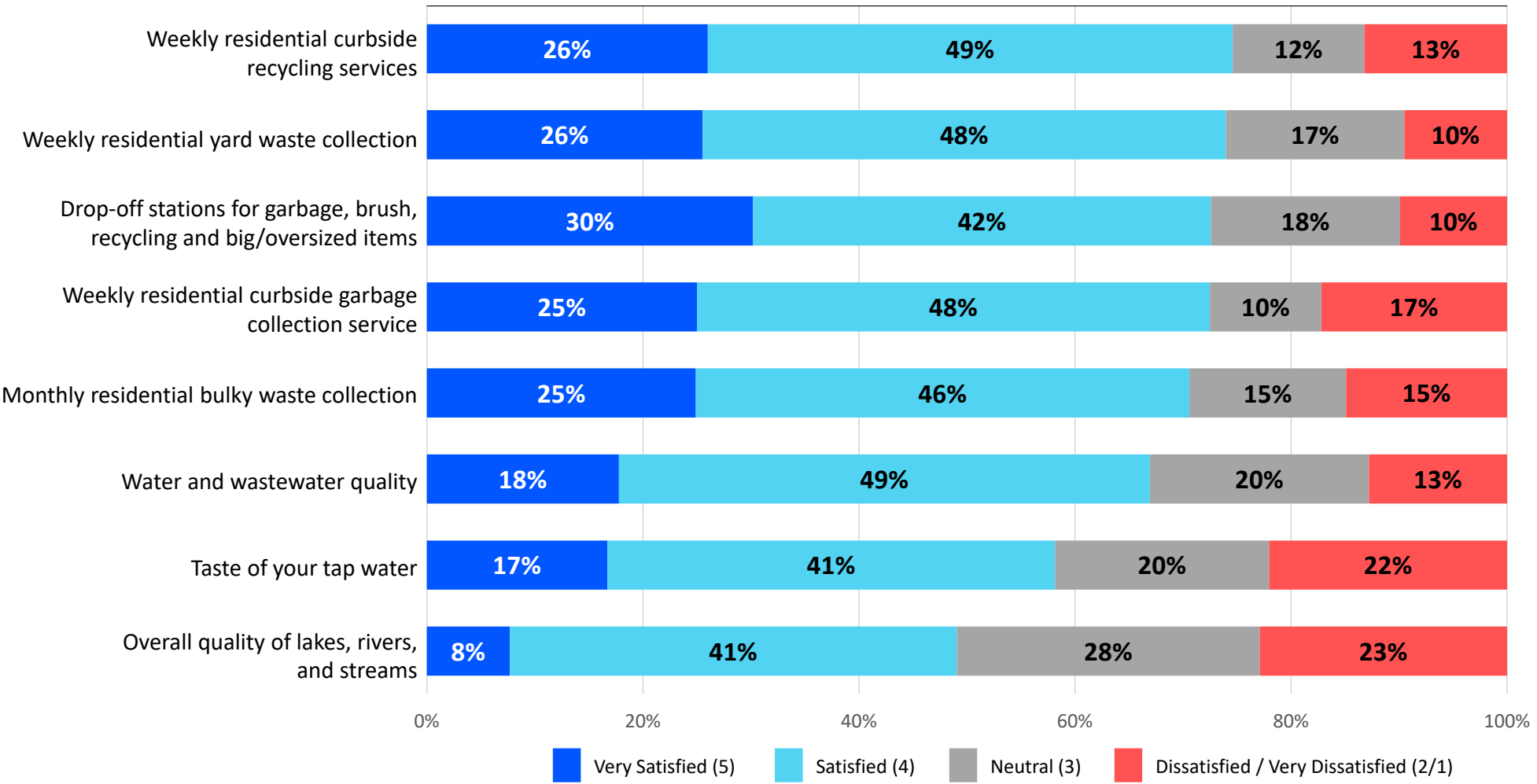


# Q14. Which of the following sources do you receive news and information about the City?

by percentage of respondents (multiple selections could be made)

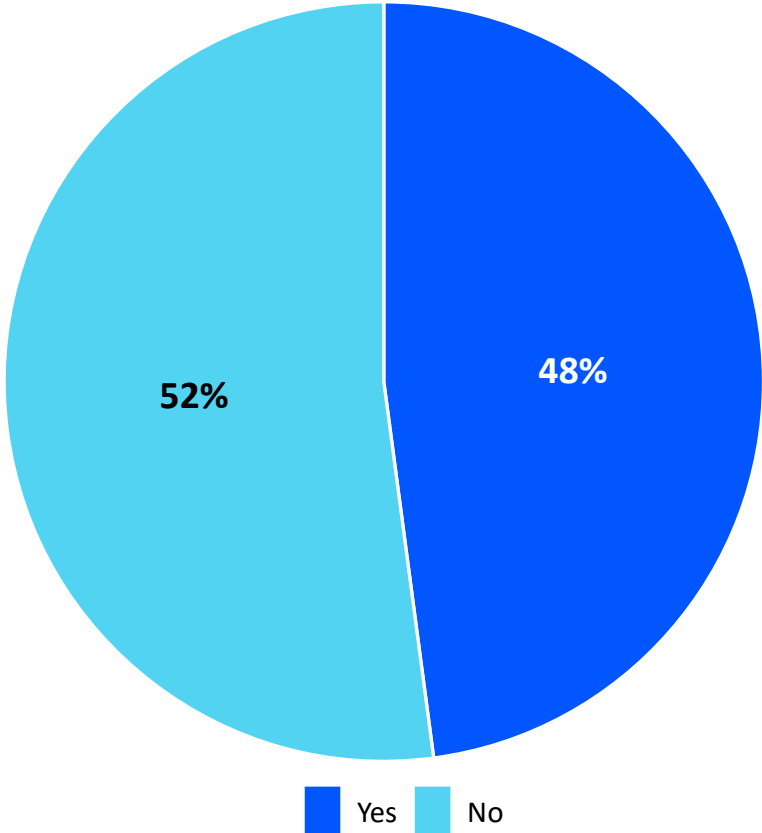


### Q15. Satisfaction with Solid Waste, Water, and Environmental Services by percentage of respondents (excluding don't know)



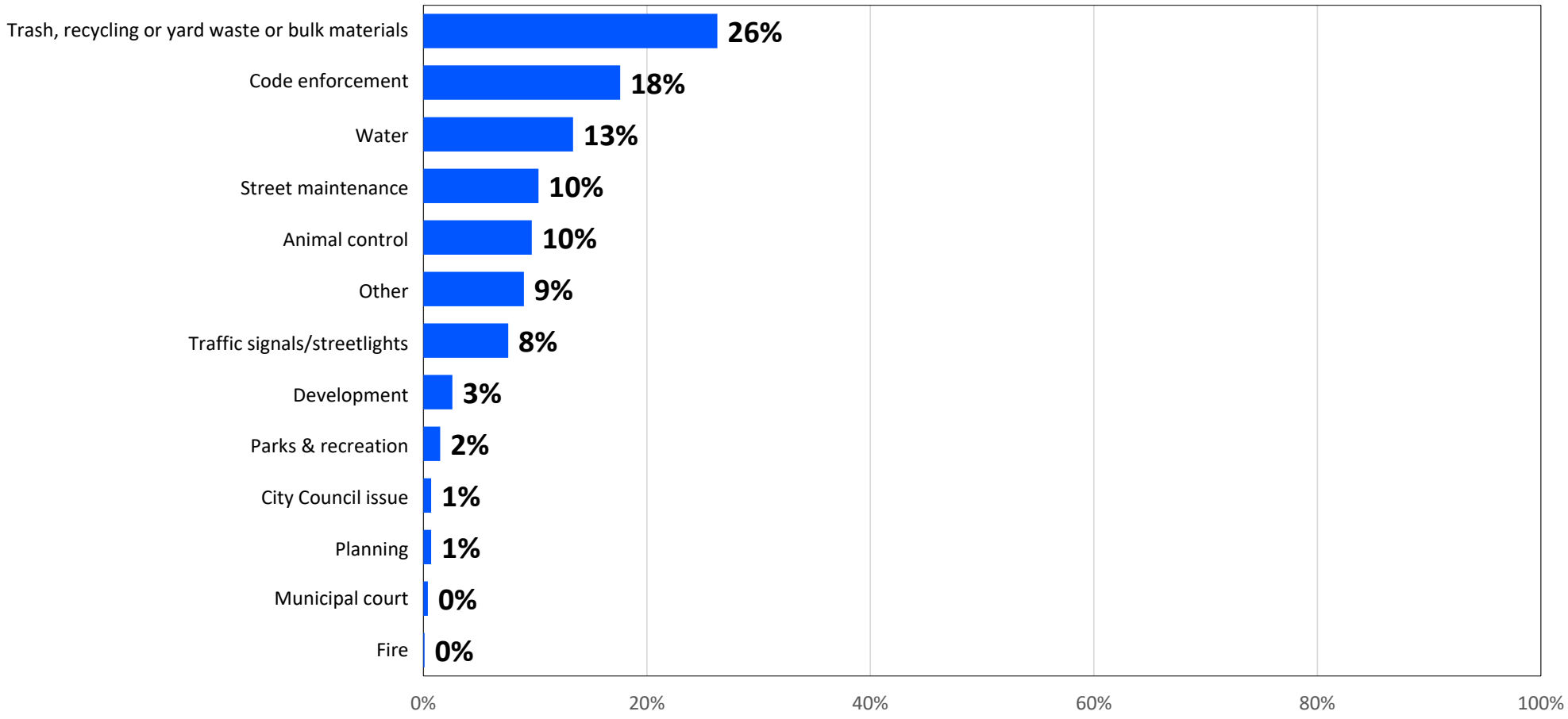
# Q16. Have you contacted the City of Fort Worth with a question, problem, or complaint during the past twelve months?

by percentage of respondents



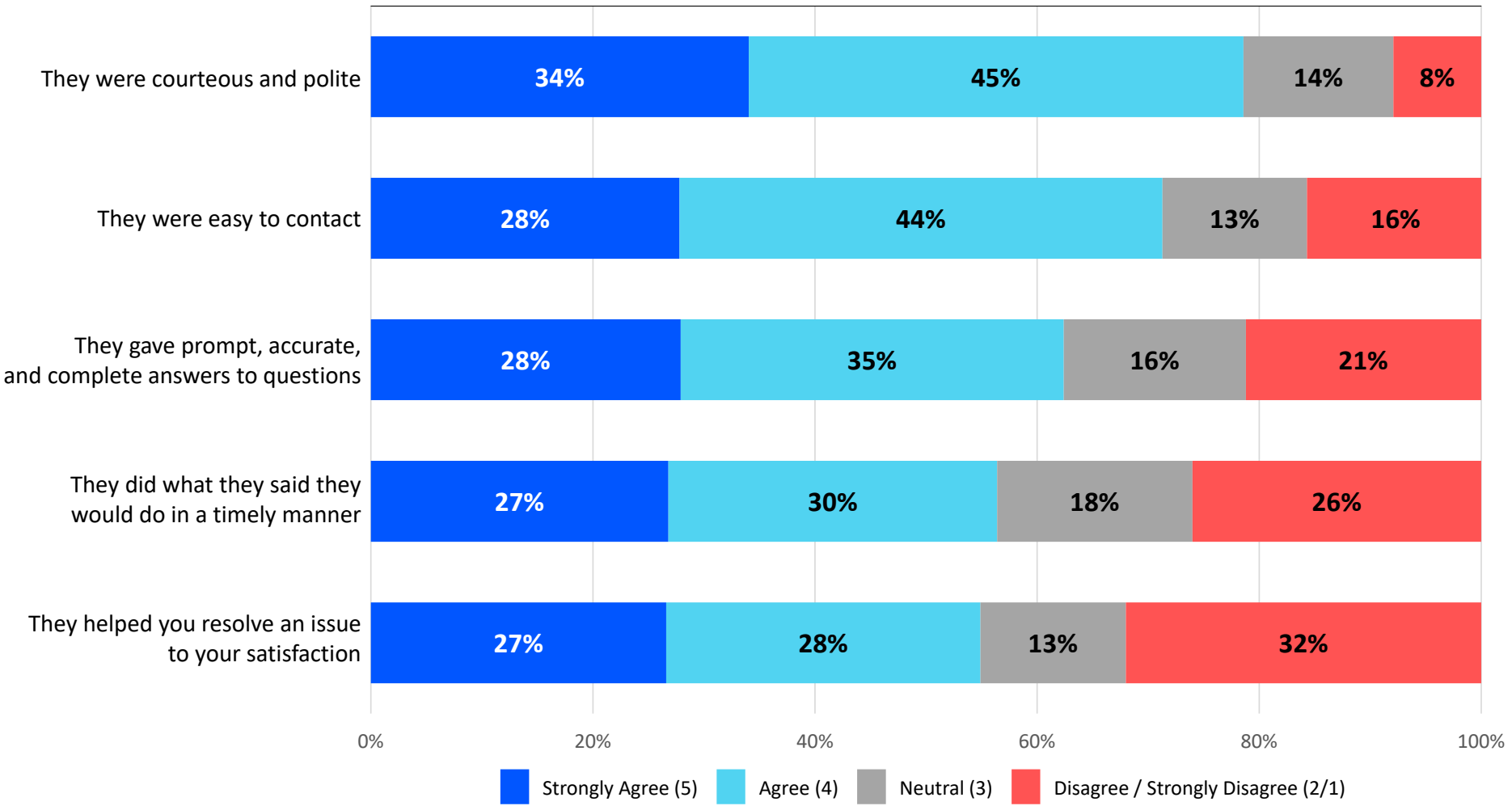
# Q16a. Which of the following services/issues did you contact the City about most recently?

by percentage of respondents (multiple selections could be made)

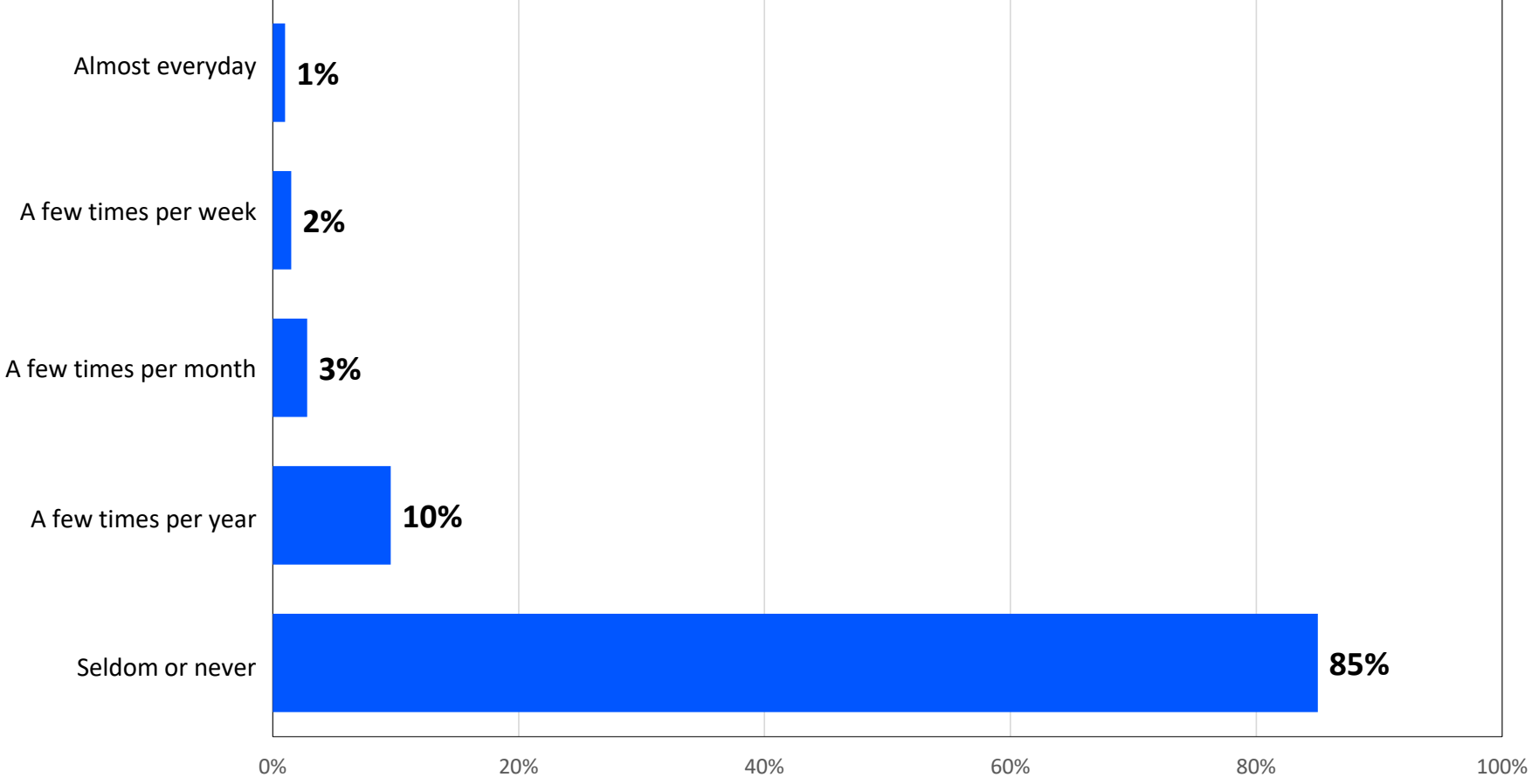


# Q16b. Quality of Customer Service

by percentage of respondents (excluding don't know)

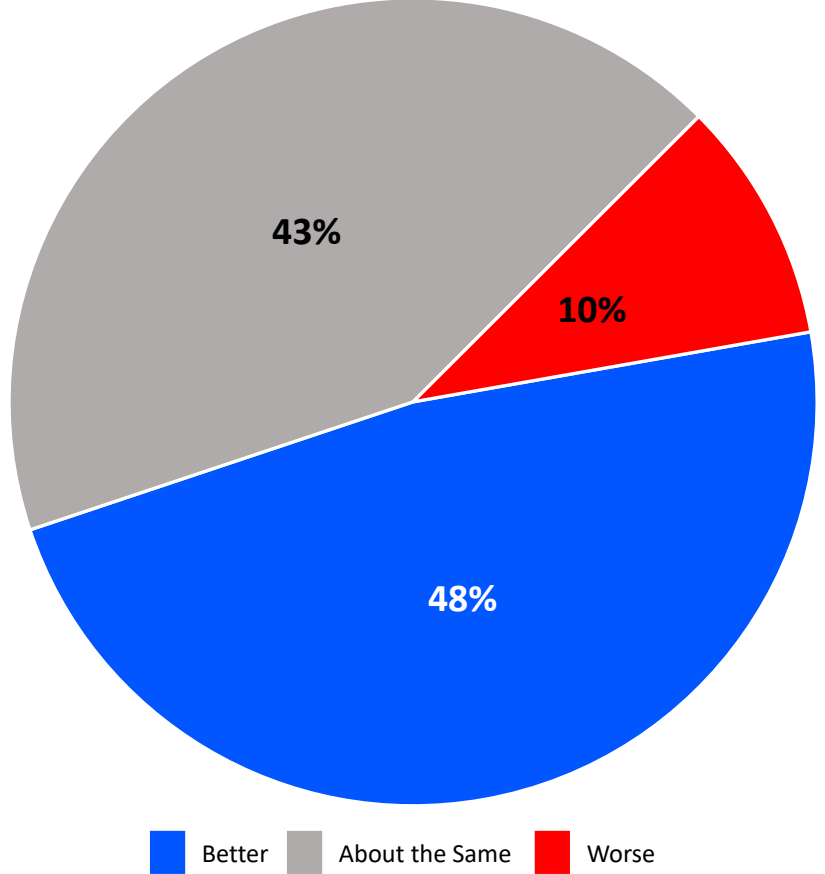


# Q17. How often do you use public transportation? by percentage of respondents (excluding not provided)



# Q18. Do you generally think the state of the economy in Fort Worth is better, about the same, or worse than the rest of the United States?

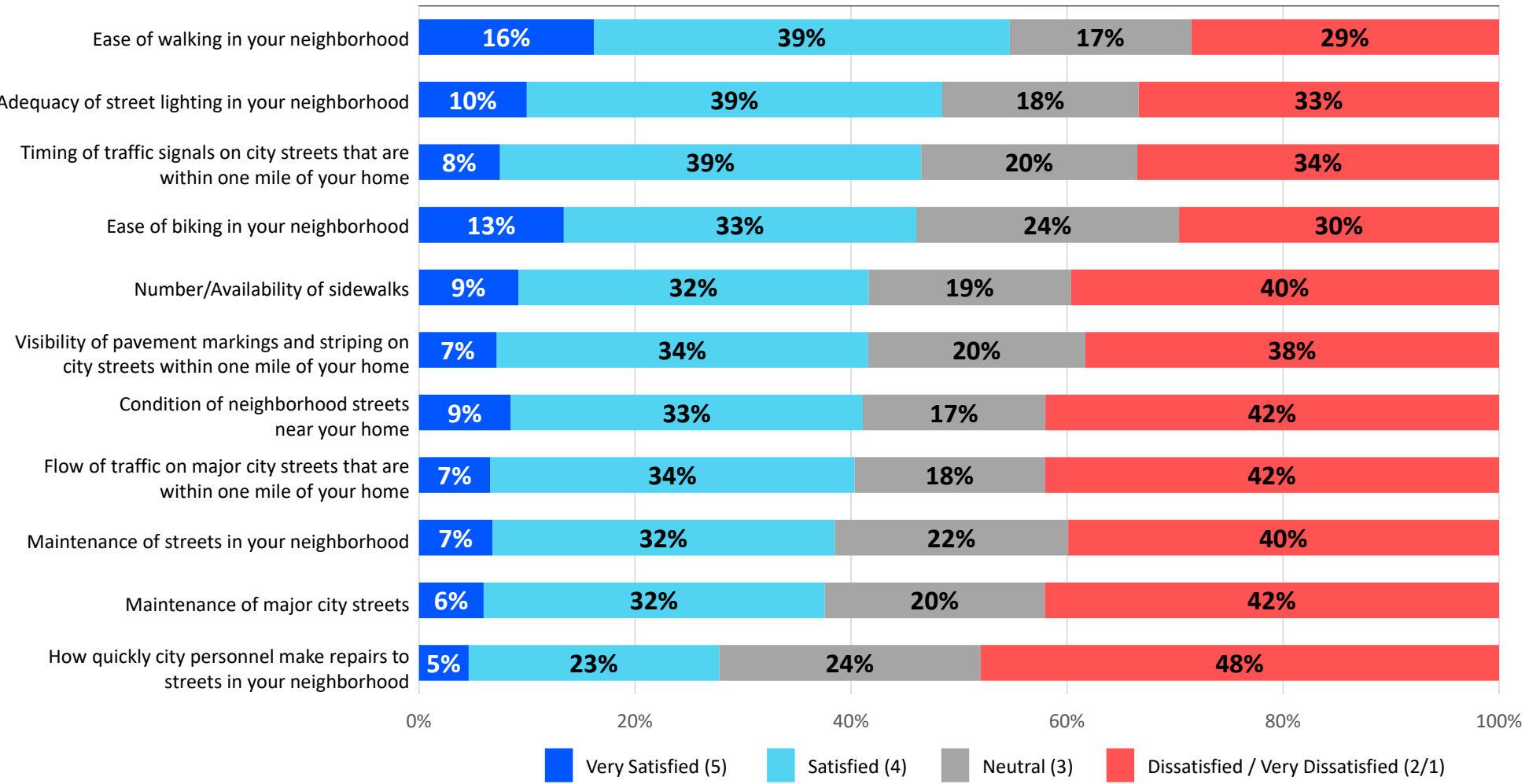
by percentage of respondents (excluding not provided)



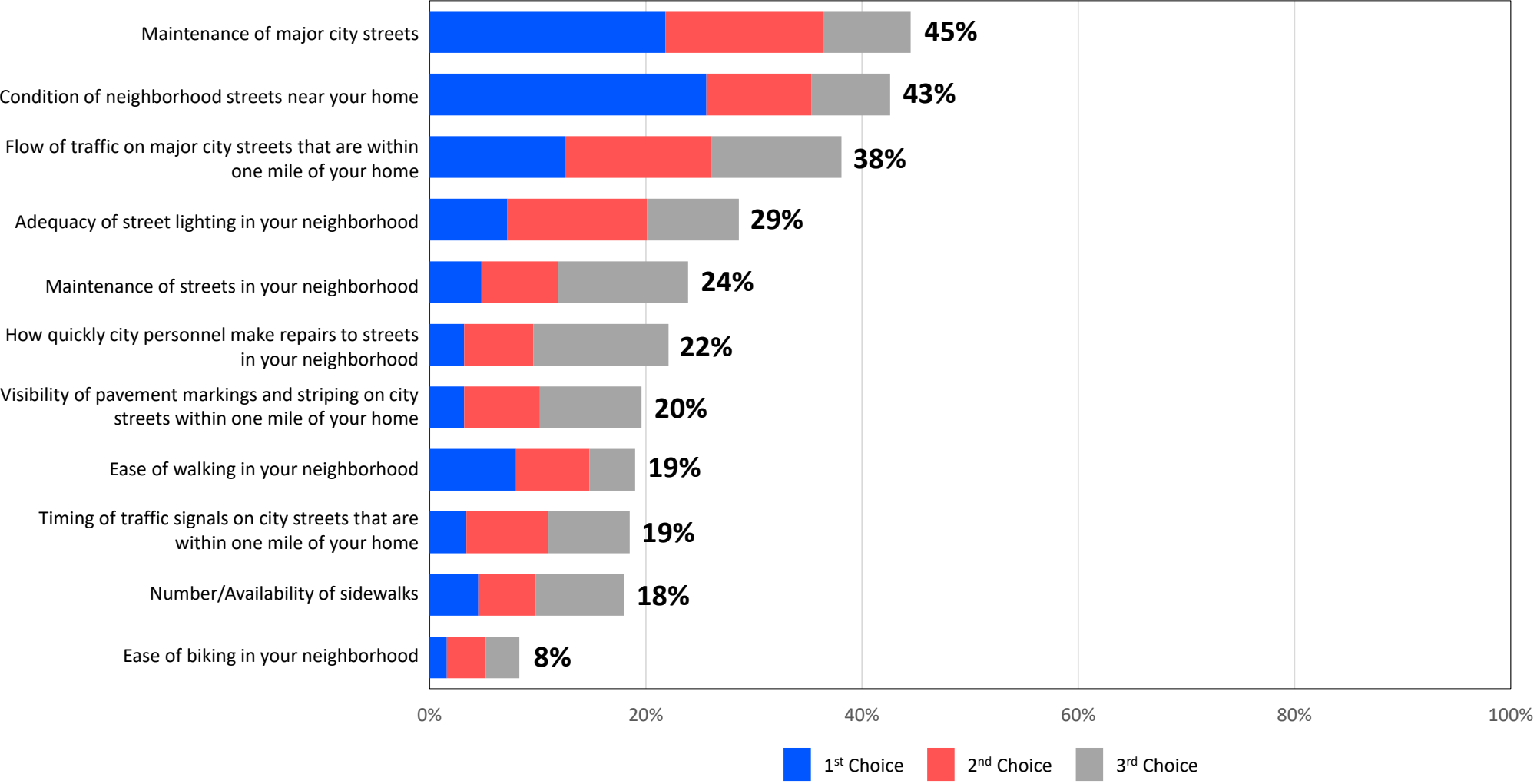


# Q19. Satisfaction with Traffic and Transportation Services

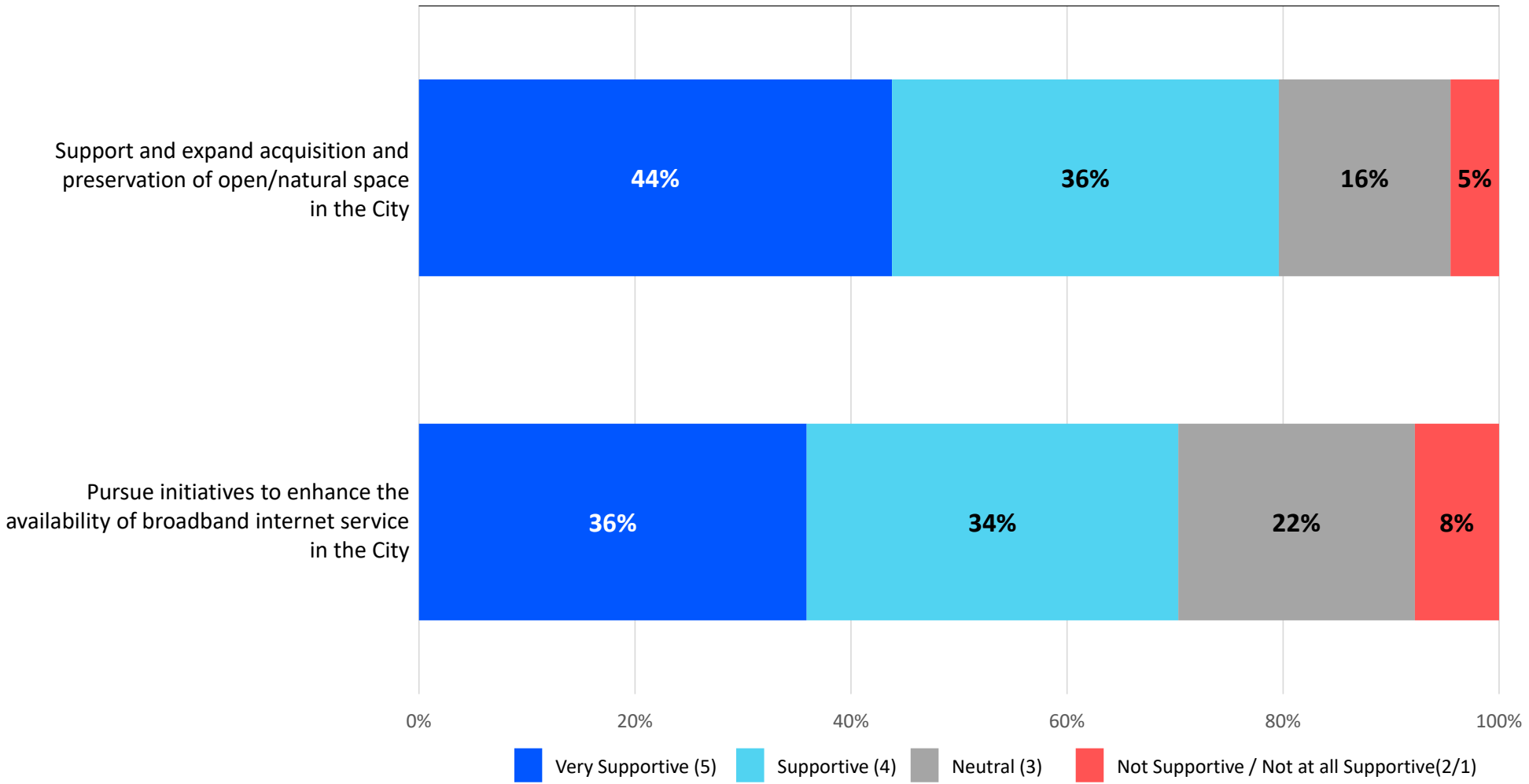
by percentage of respondents (excluding don't know)



### Q20. Traffic and Transportation Services that are Most Important for the City to Provide by percentage of respondents who selected the item as one of their top three choices

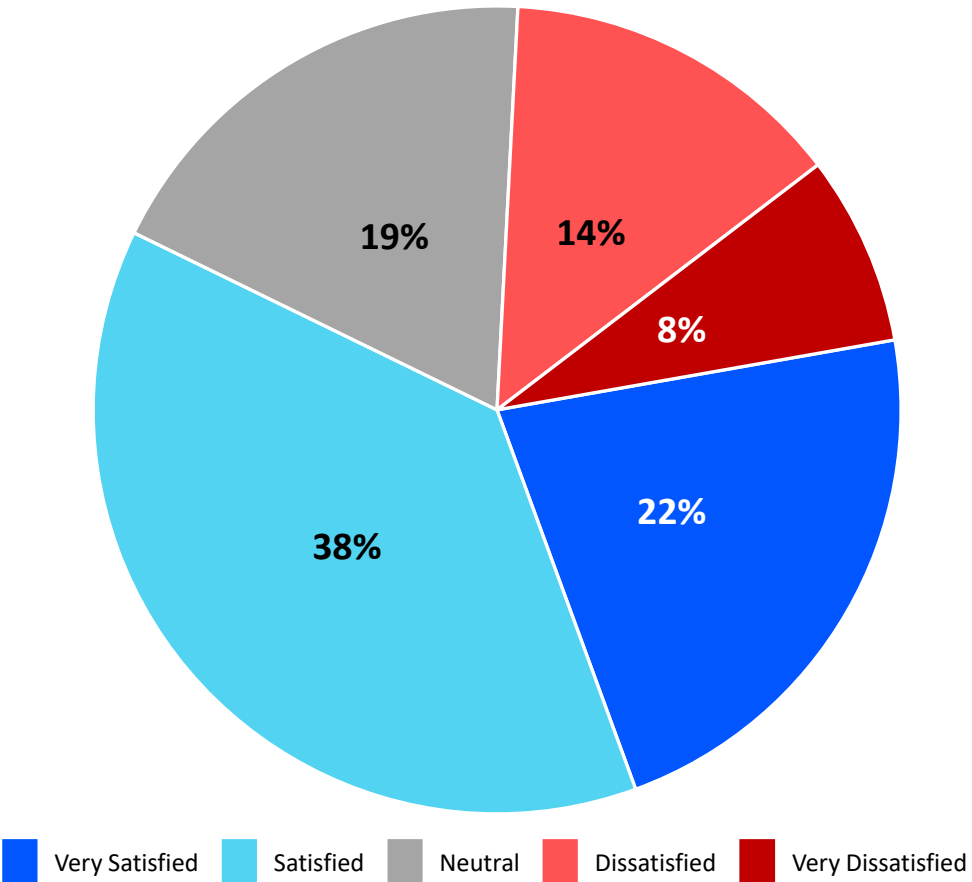


# Q21. How much do you support these City initiatives by percentage of respondents (excluding don't know)



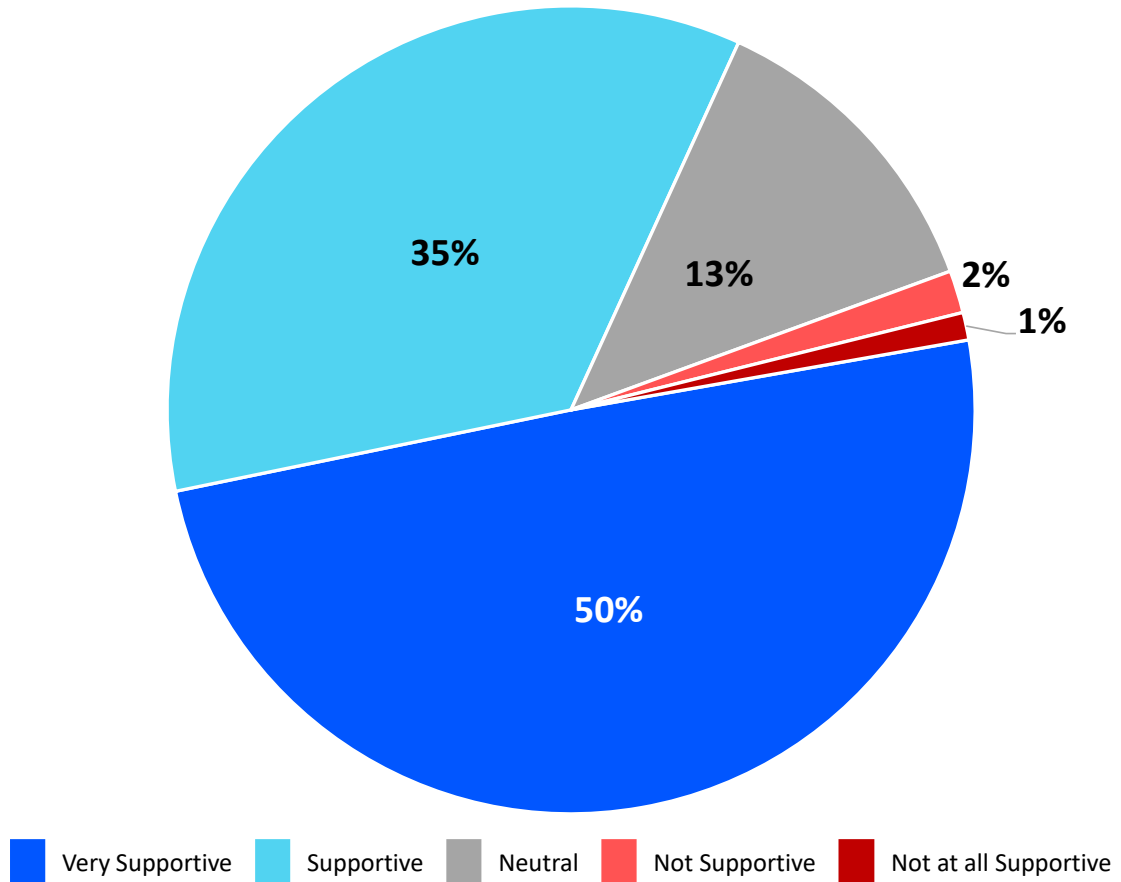
# Q22. How satisfied are you with the availability of healthy foods where you live?

by percentage of respondents (excluding don't know)



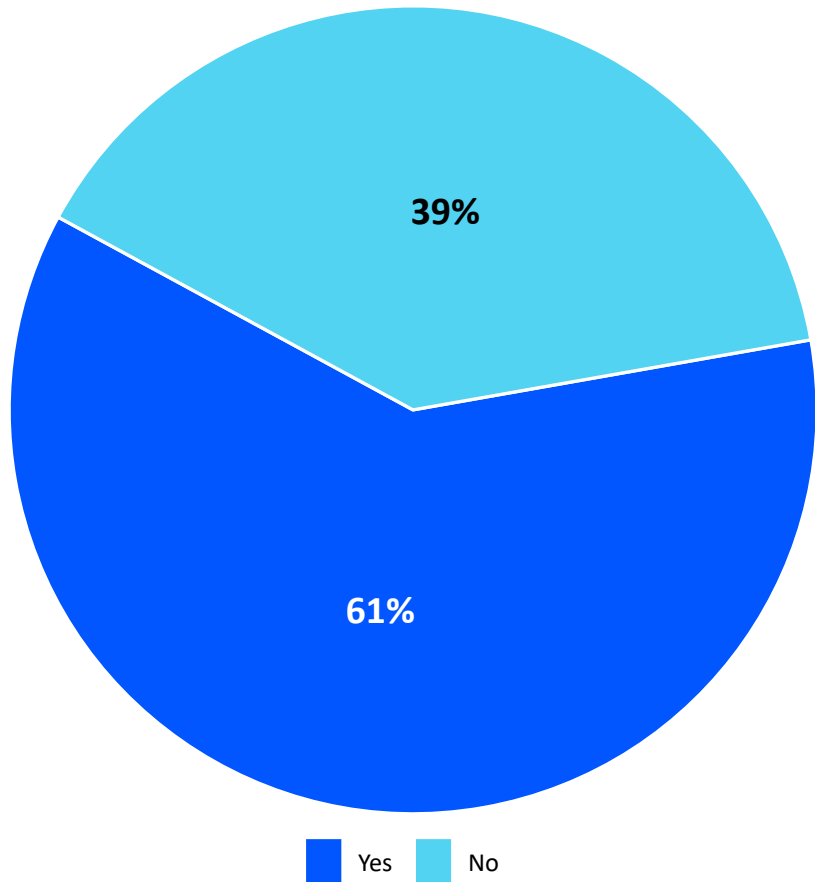
# Q23. How supportive are you of efforts to increase the amount of green open space in the City?

by percentage of respondents (excluding don't know)



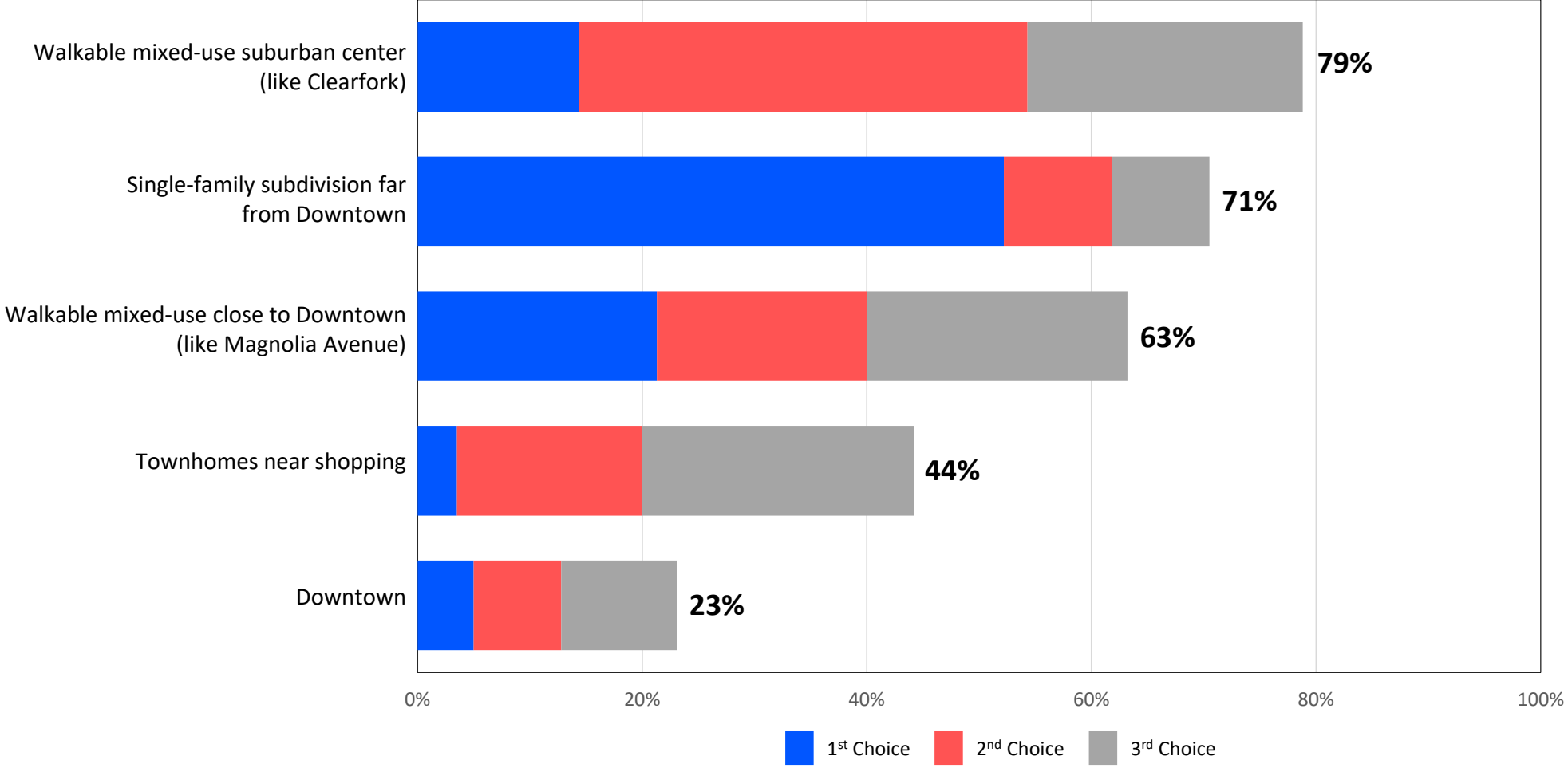
# Q24. Does the City offer you adequate ways to address Municipal Court citations without coming to the courthouse?

by percentage of respondents (excluding not sure)



# Q25. Please rank in priority order the kind of neighborhood you would prefer to live in, if you could live in any kind.

by percentage of respondents who selected the item as one of their top three choices

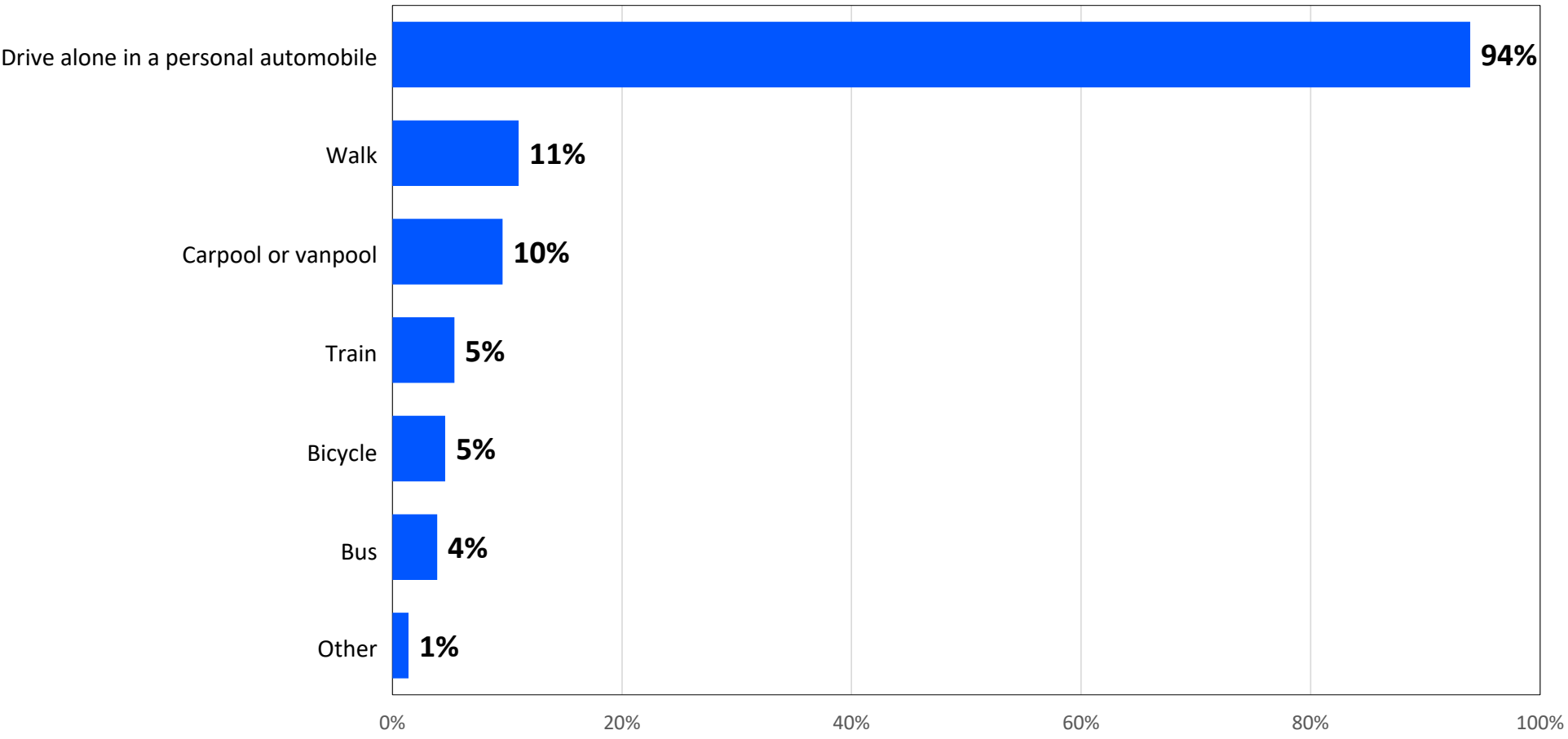


# Demographics



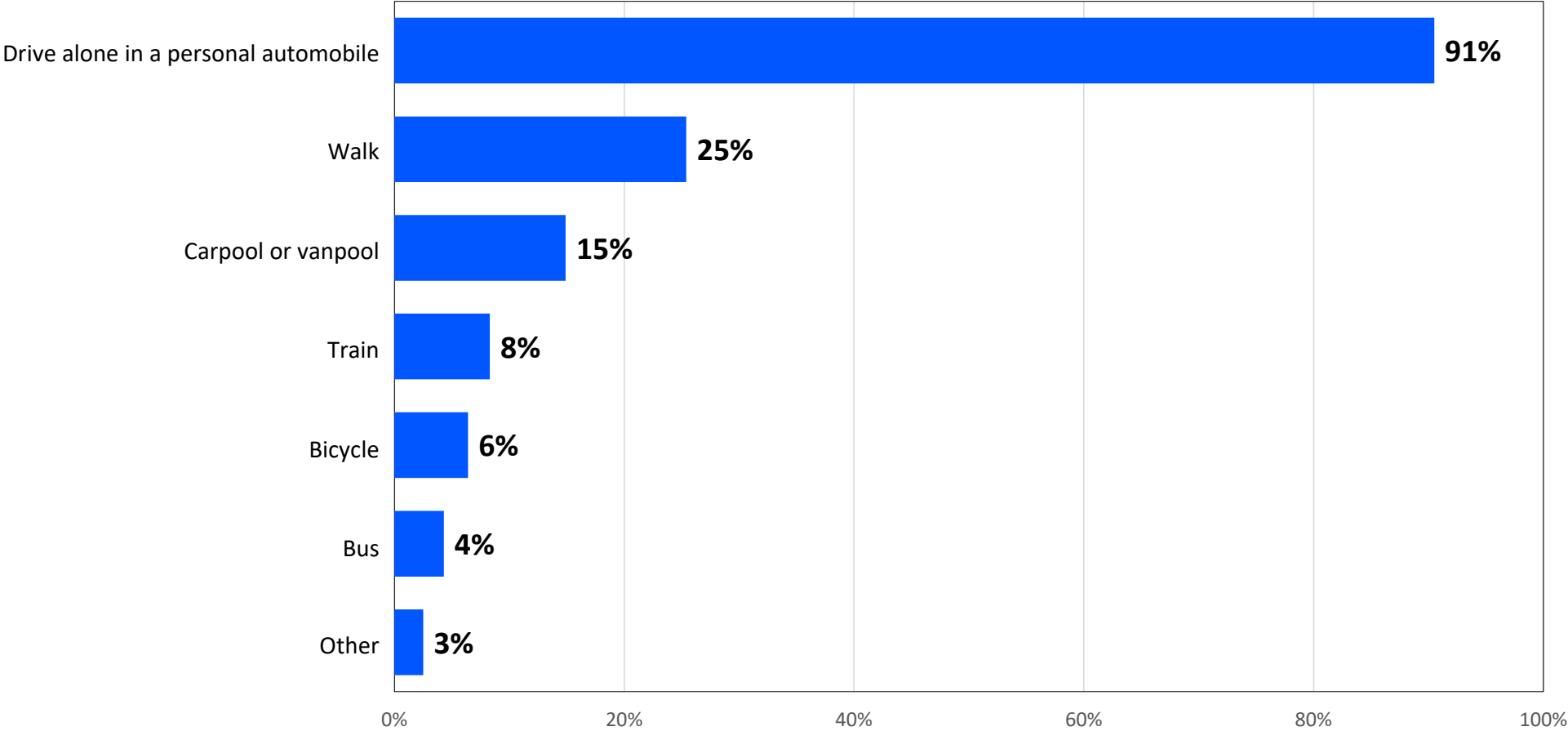
# Q26. Which of the following types of transportation do you usually use to get to and from most destinations in Fort Worth?

by percentage of respondents

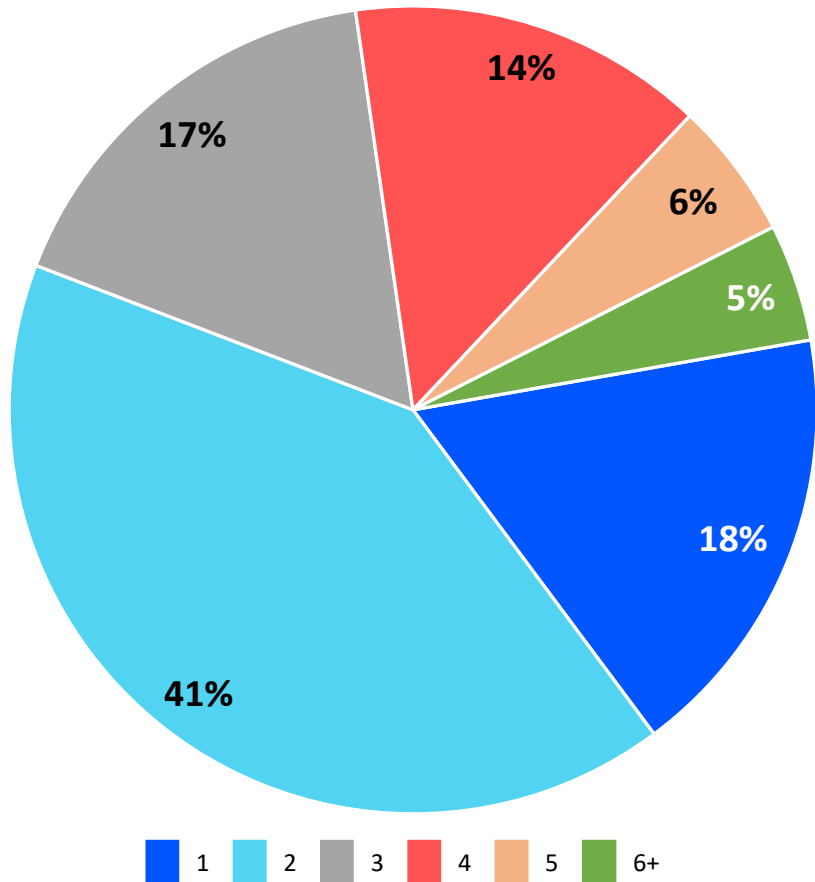


# Q27. In the past 30 days, have you used any of the following types of transportation to get around the City of Fort Worth?

by percentage of respondents

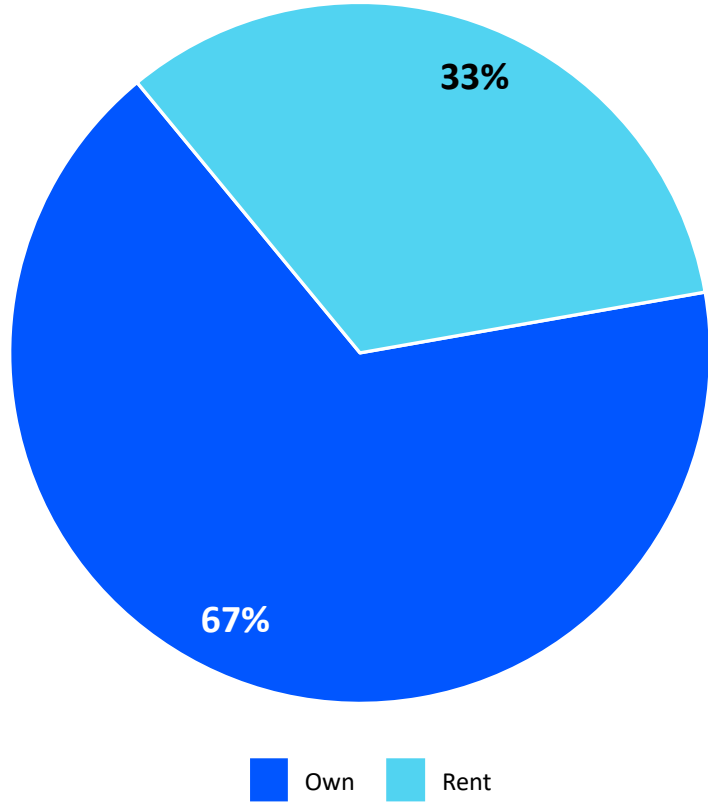


# Q28. How many persons currently live in your household? by percentage of respondents (excluding not provided)



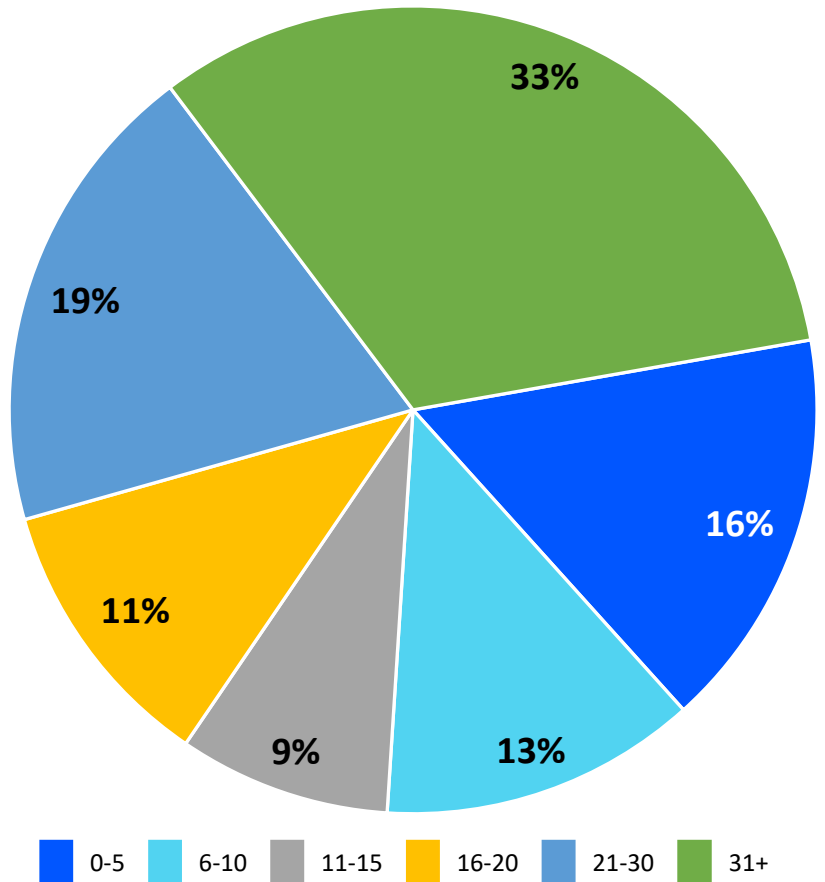
# Q29. Do you own or rent your home?

by percentage of respondents (excluding not provided)



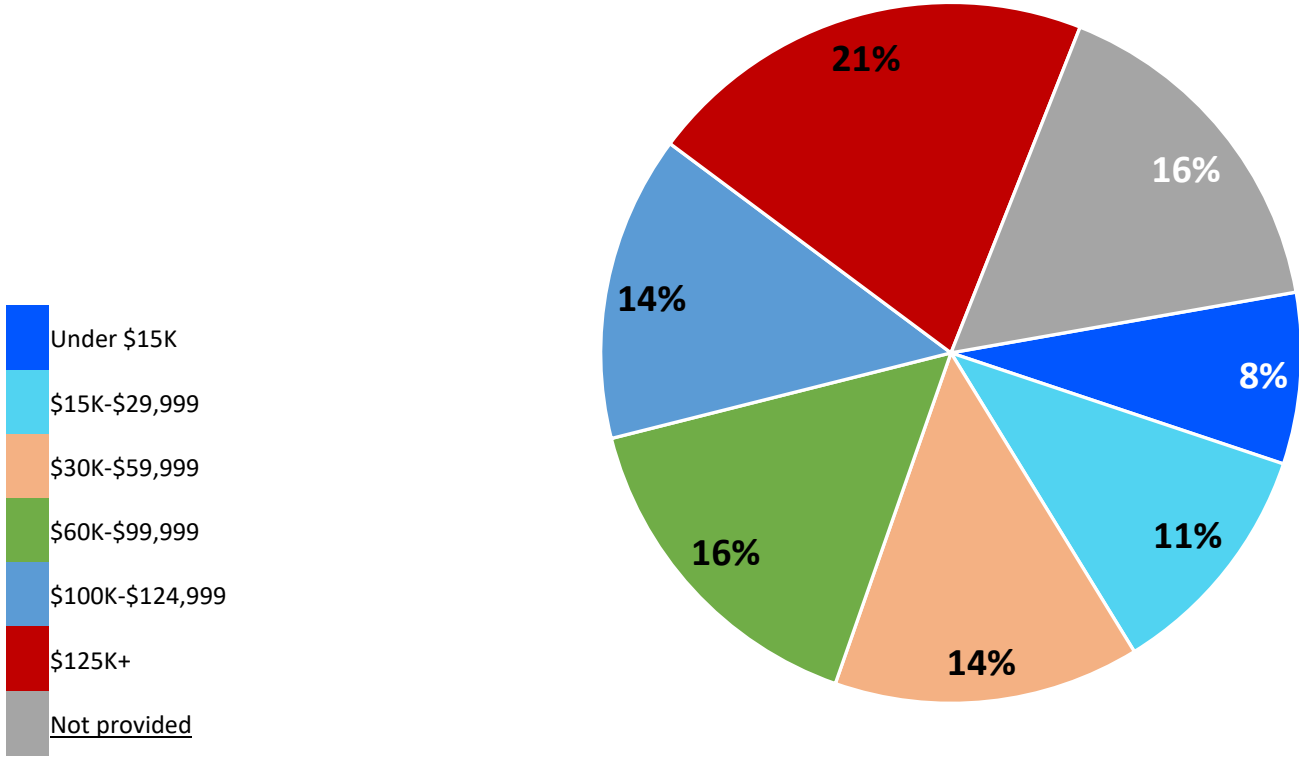
# Q30. Approximately how many years have you lived in the City of Fort Worth?

by percentage of respondents (excluding not provided)



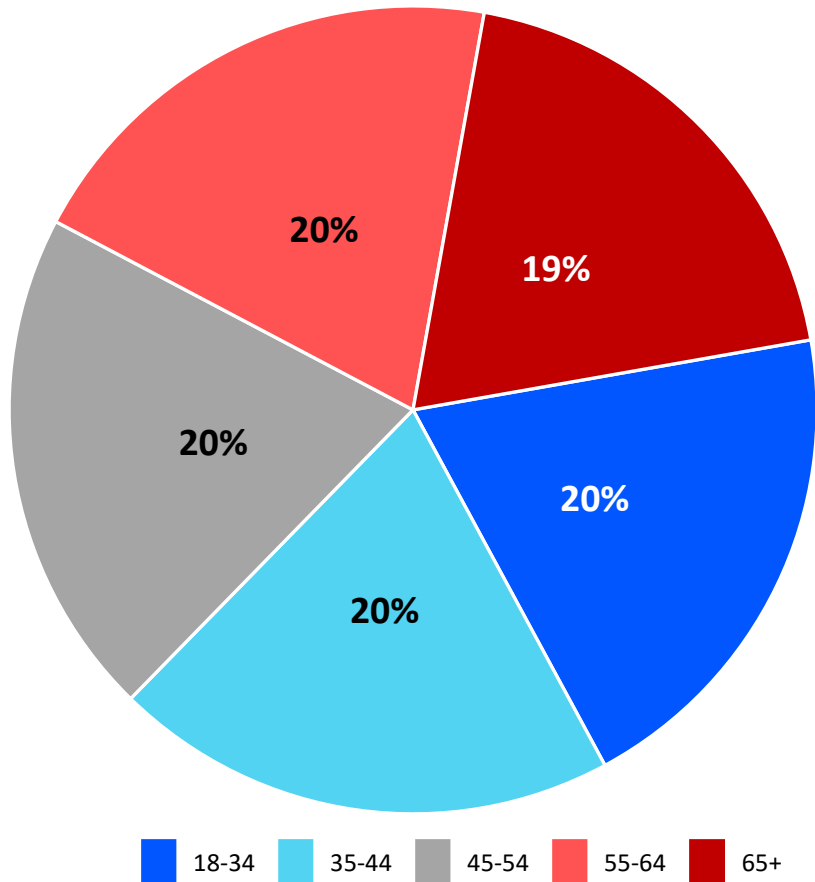
# Q31. Is your total household income:

by percentage of respondents



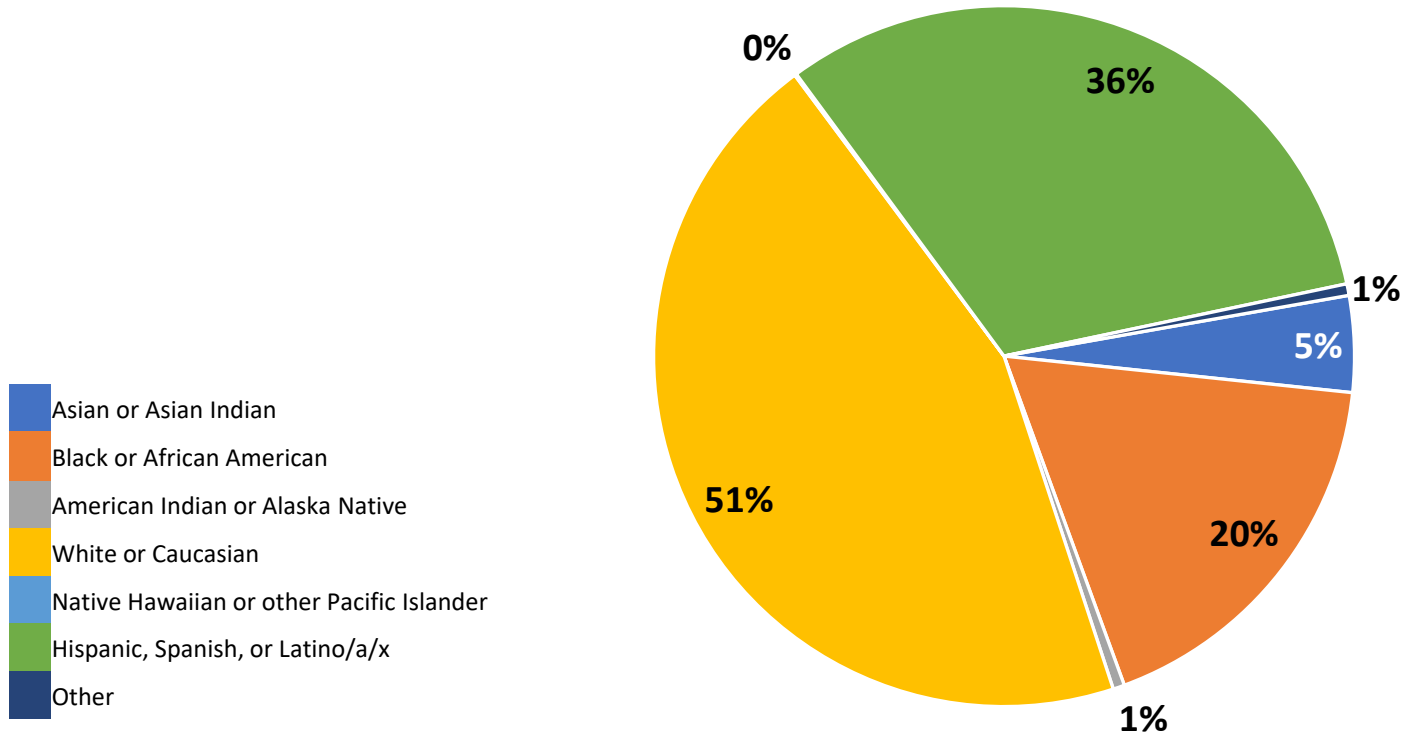
# Q32. What is your Age?

by percentage of respondents (excluding not provided)



# Q33. Which of the following best describes your race/ethnicity?

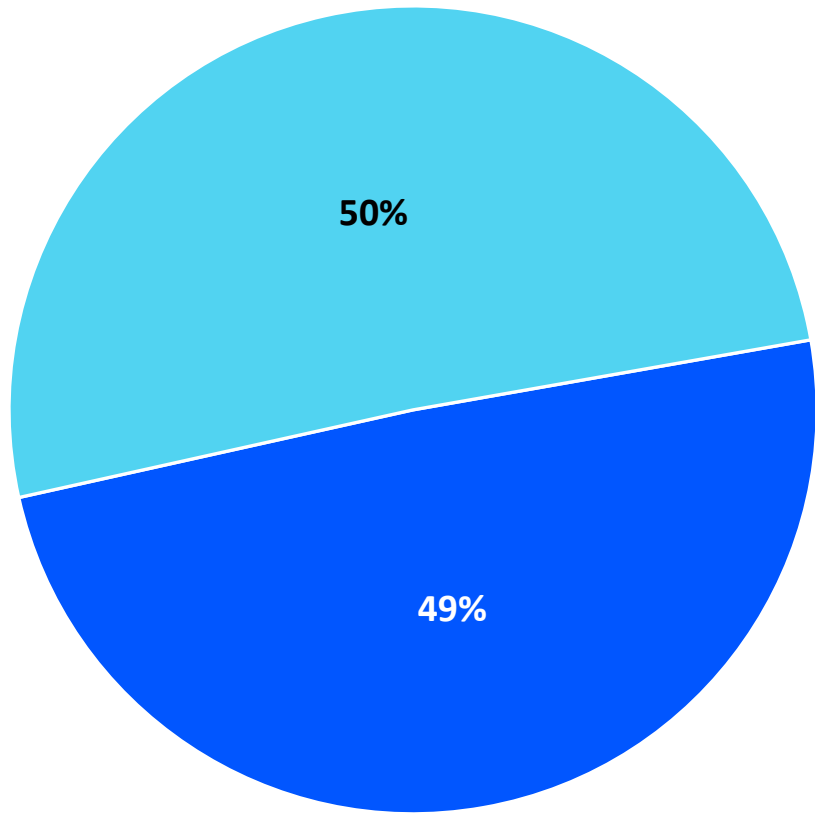
by percentage of respondents





# Q34. To which gender do you identify?

by percentage of respondents (excluding not provided)

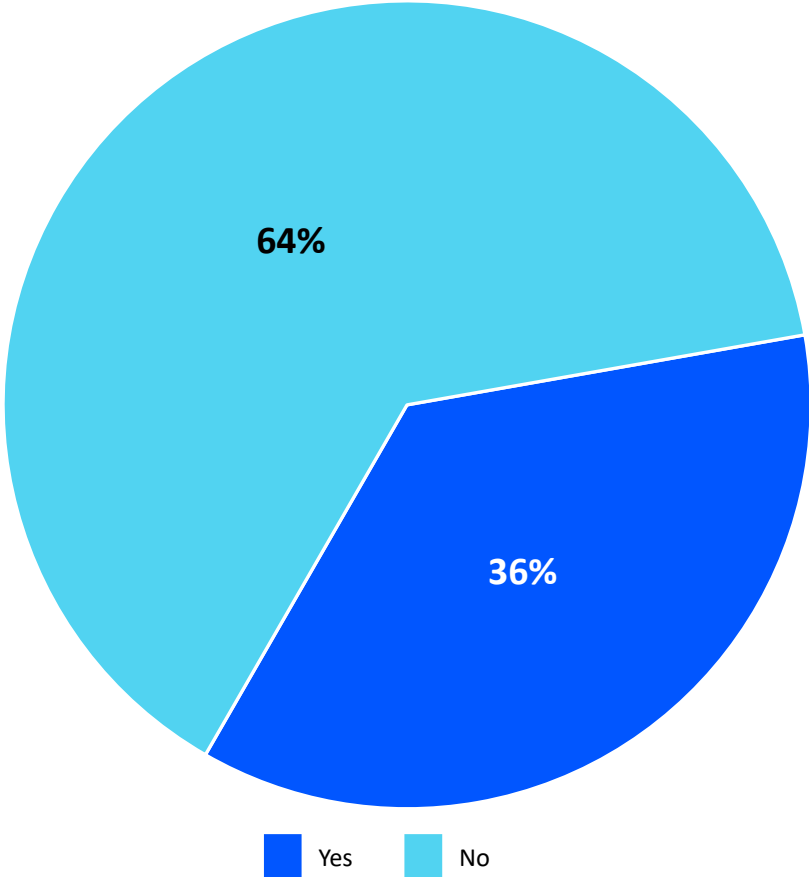


Male Female

\*0.8% of respondents identify as non-binary or prefer to self-describe

# Q35. Do you volunteer in the community at least one hour per month?

by percentage of respondents





# 2

# Trends Report

# City of Fort Worth Trends

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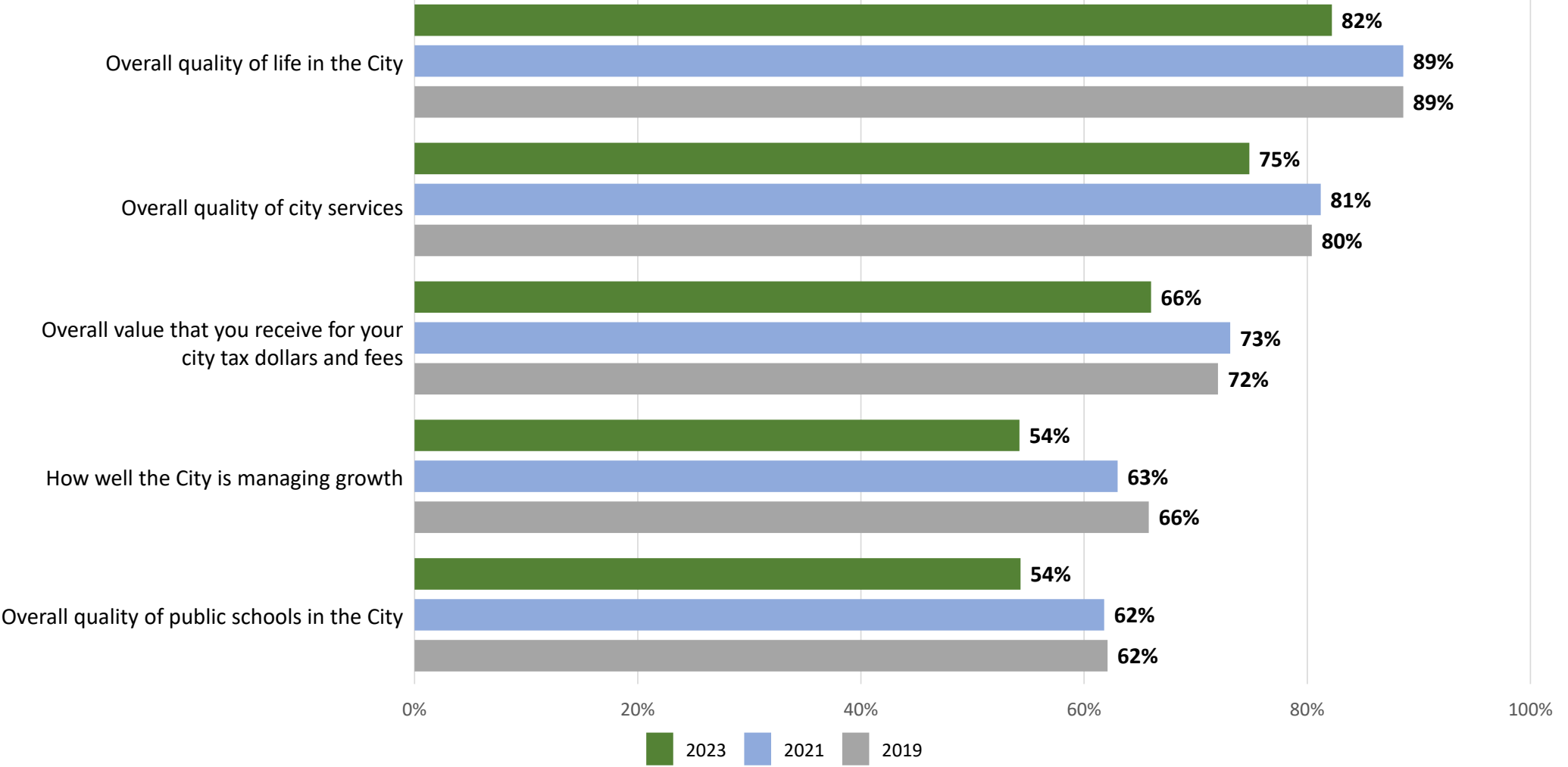
The following slides show the trends for the City of Fort Worth in 2023 compared to 2021 and 2019



# Q1. Perceptions of the City

## 2023 vs 2021 vs 2019

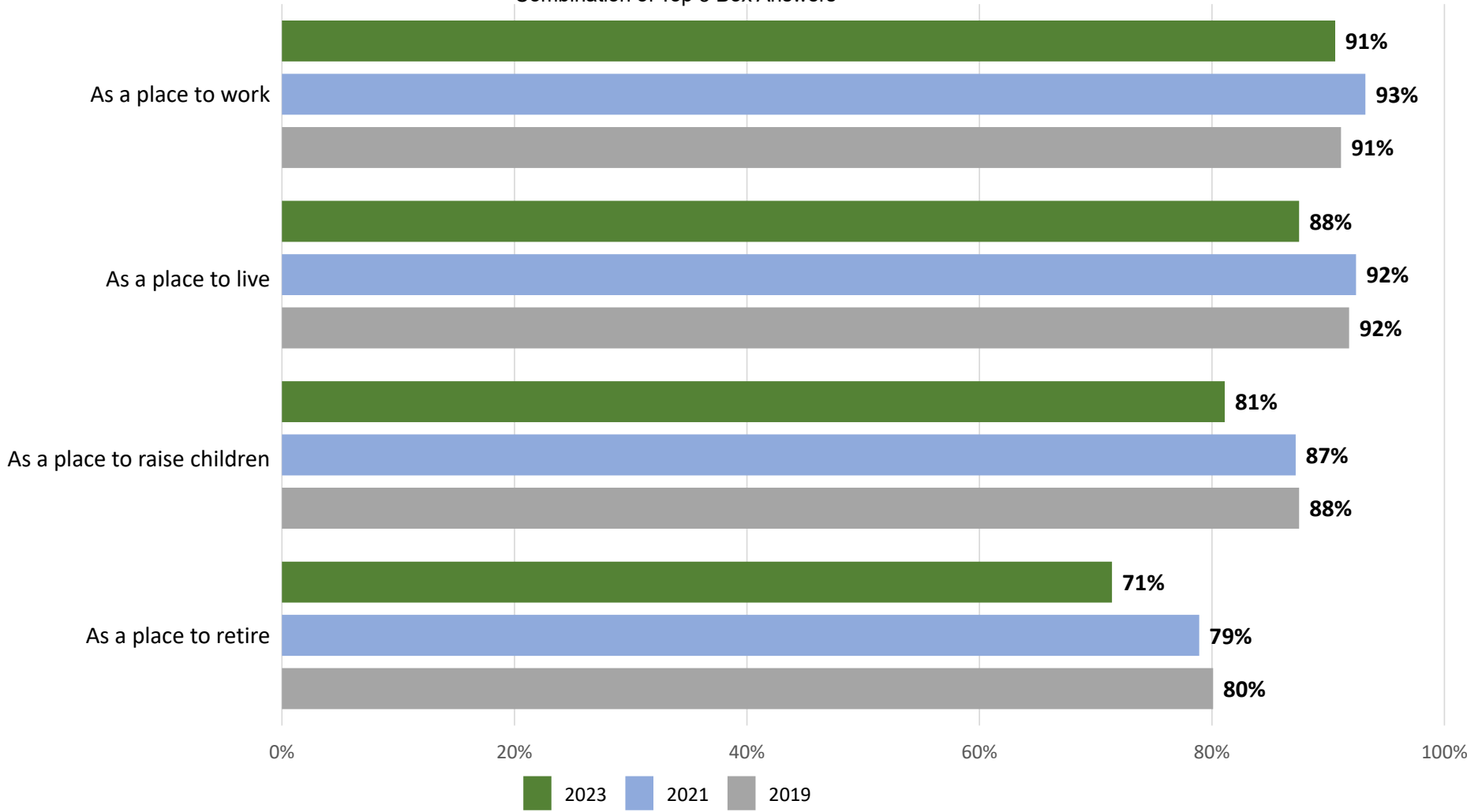
Combination of Top 3 Box Answers



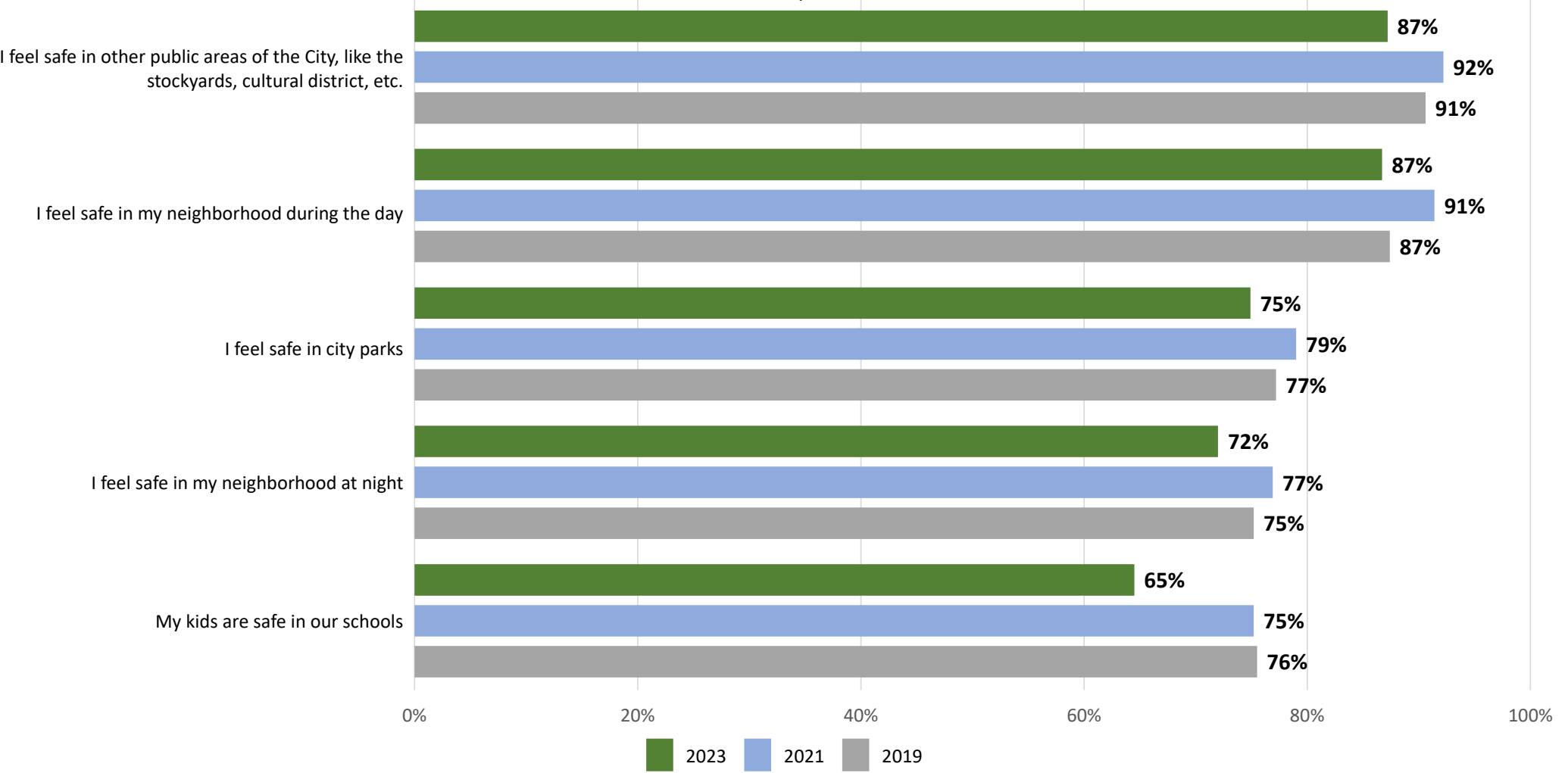
## Q2. Quality of Life in Fort Worth

### 2023 vs 2021 vs 2019

Combination of Top 3 Box Answers

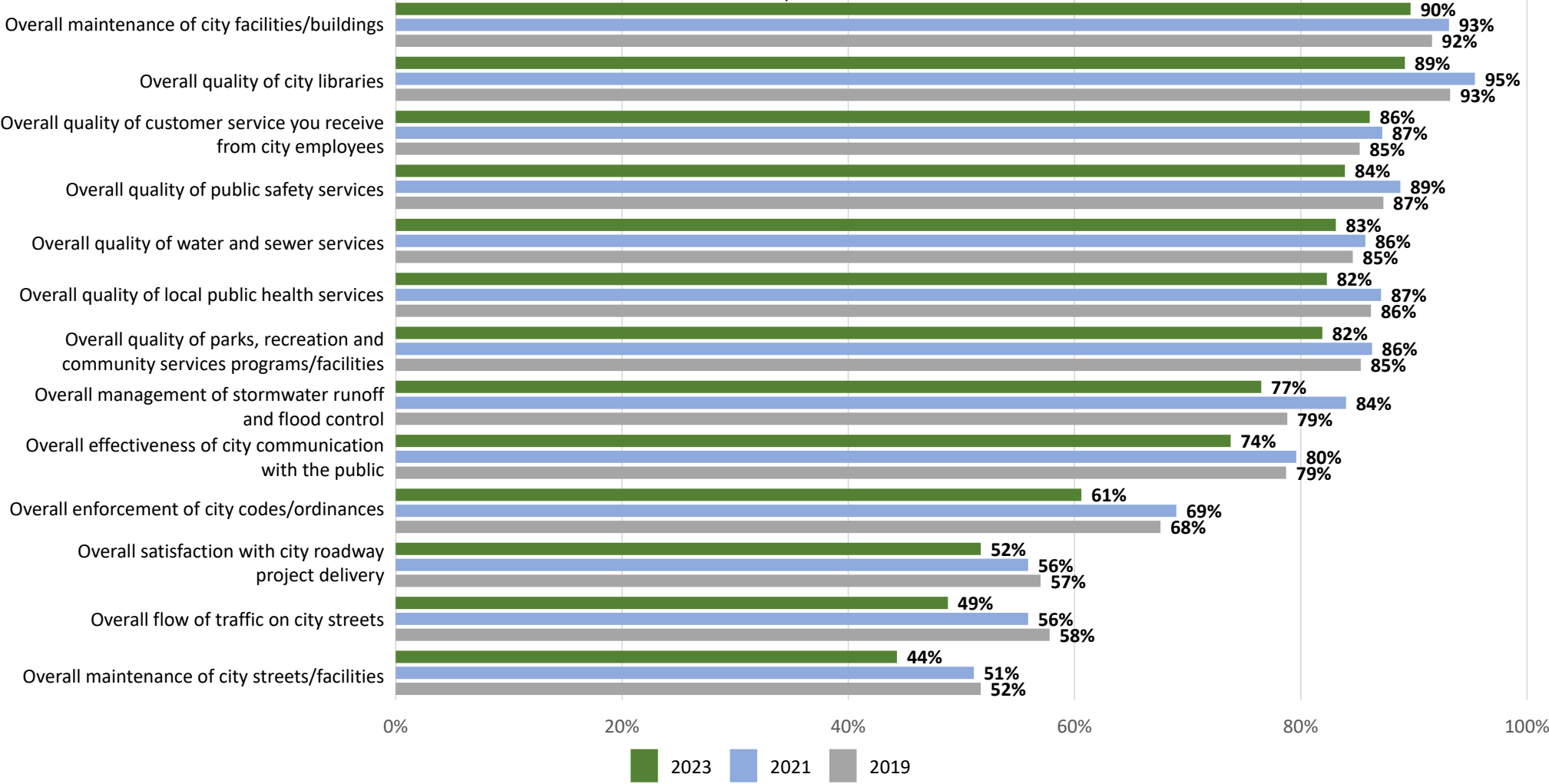


### Q3. Feelings of Safety 2023 vs 2021 vs 2019 Combination of Top 3 Box Answers



# Q4. Satisfaction with Major City Services 2023 vs 2021 vs 2019

Combination of Top 3 Box Answers

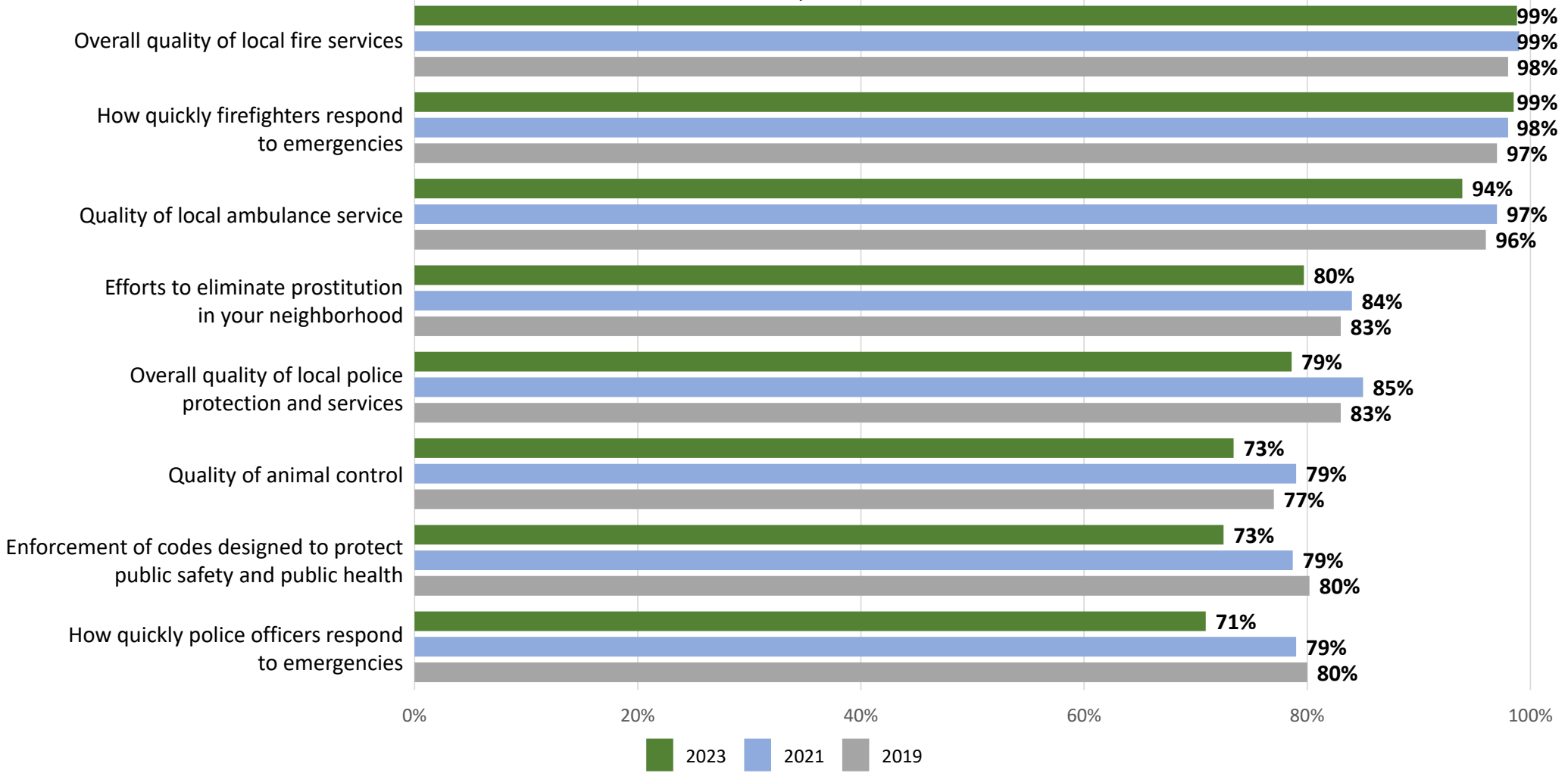




# Q6. Satisfaction with Public Safety Services: Top 8

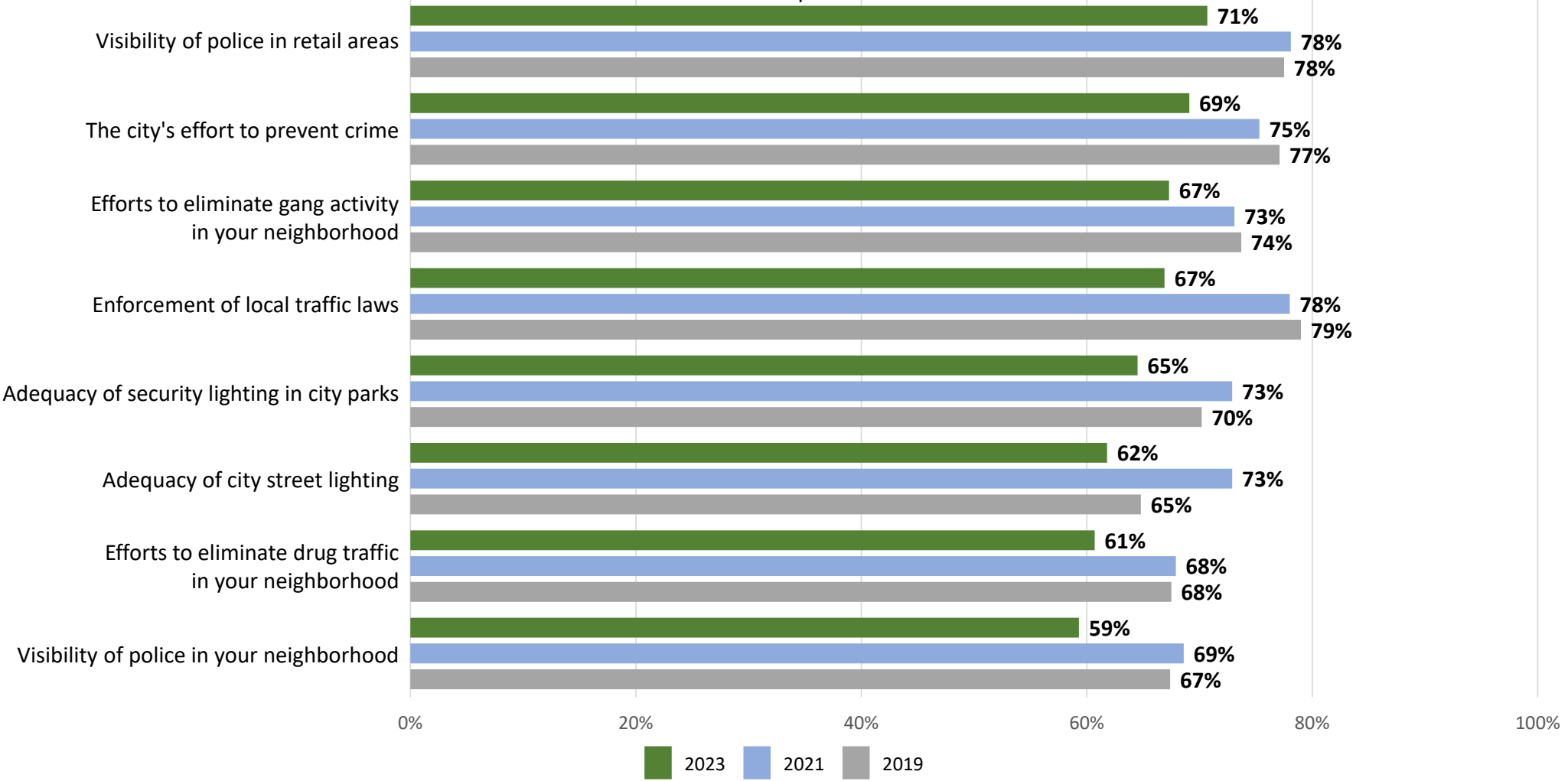
## 2023 vs 2021 vs 2019

Combination of Top 3 Box Answers



## Q6. Satisfaction with Public Safety Services: Bottom 8 2023 vs 2021 vs 2019

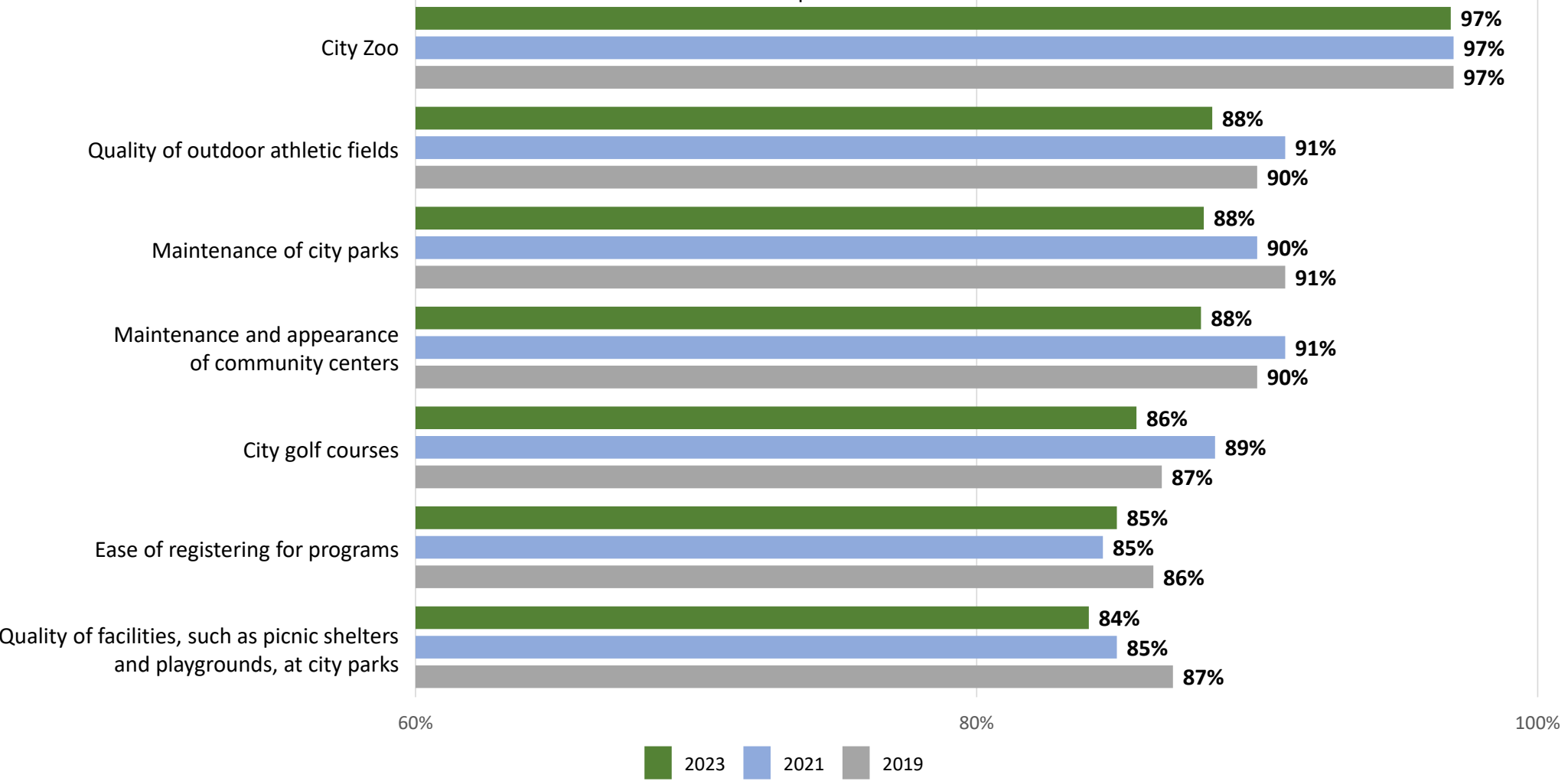
Combination of Top 3 Box Answers



# Q8. Satisfaction with Parks and Recreation: Top 7

## 2023 vs 2021 vs 2019

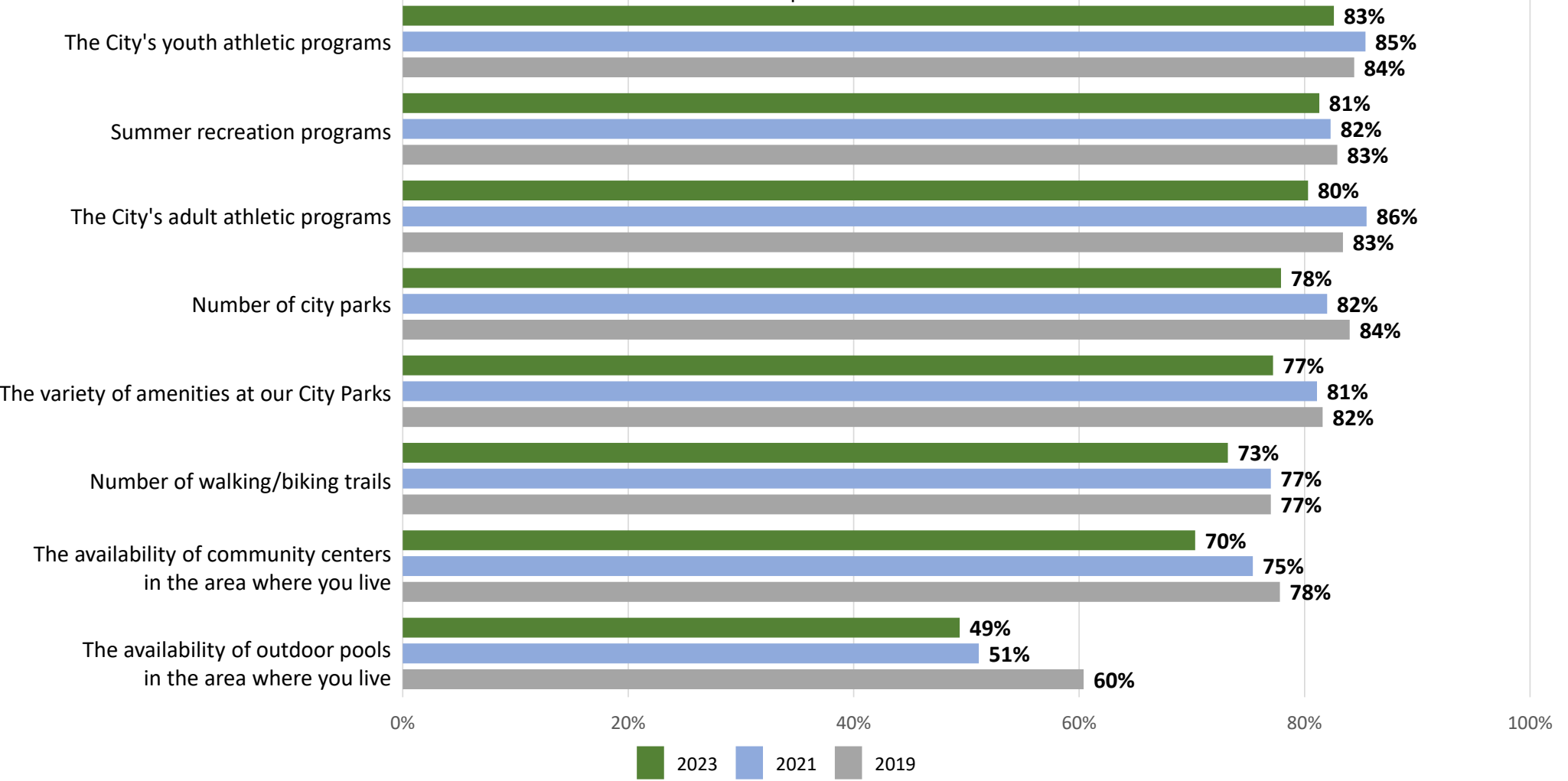
Combination of Top 3 Box Answers



# Q8. Satisfaction with Parks and Recreation: Bottom 8

## 2023 vs 2021 vs 2019

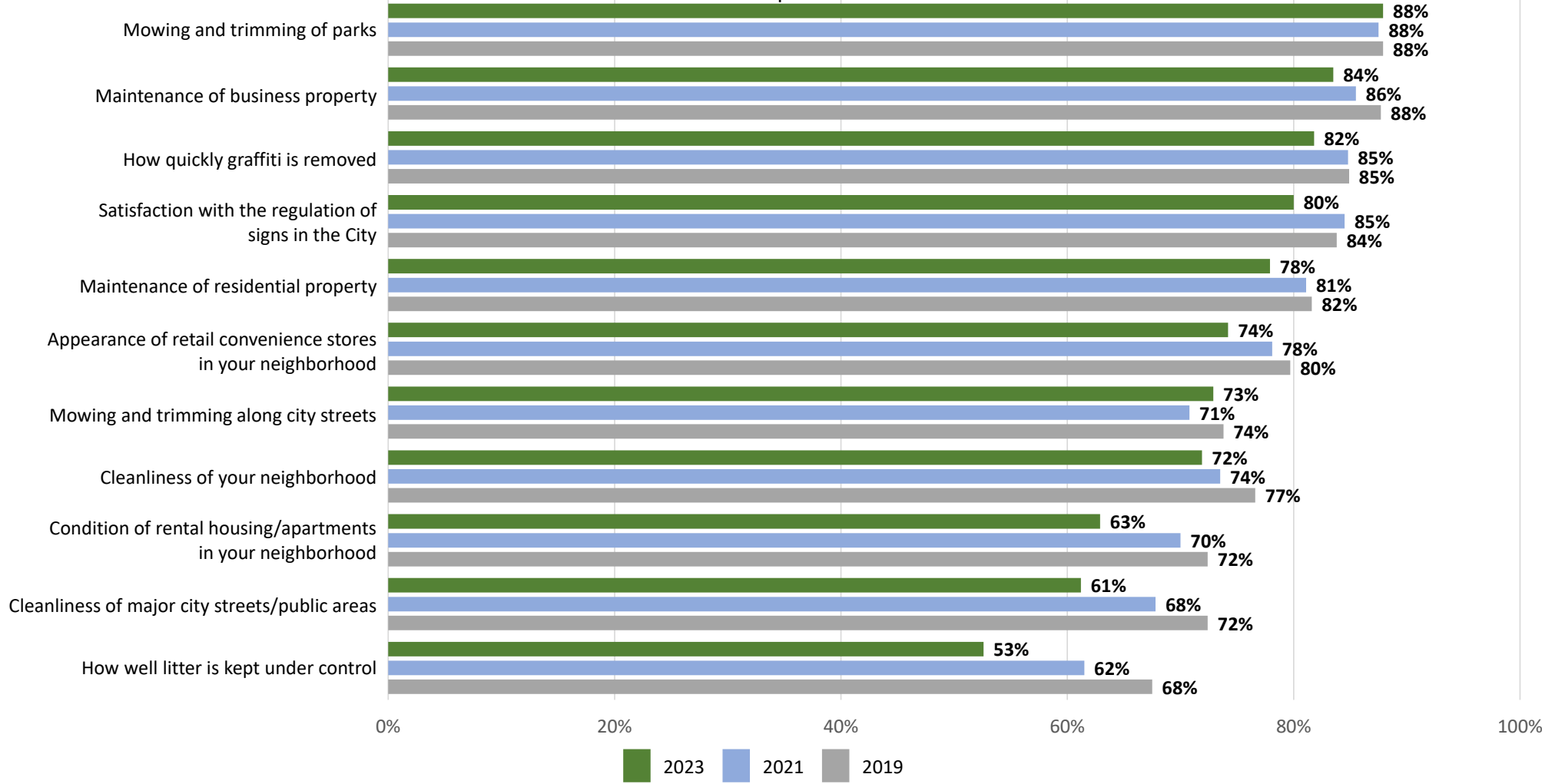
Combination of Top 3 Box Answers



# Q11. Satisfaction with Maintenance and Appearance of the City

## 2023 vs 2021 vs 2019

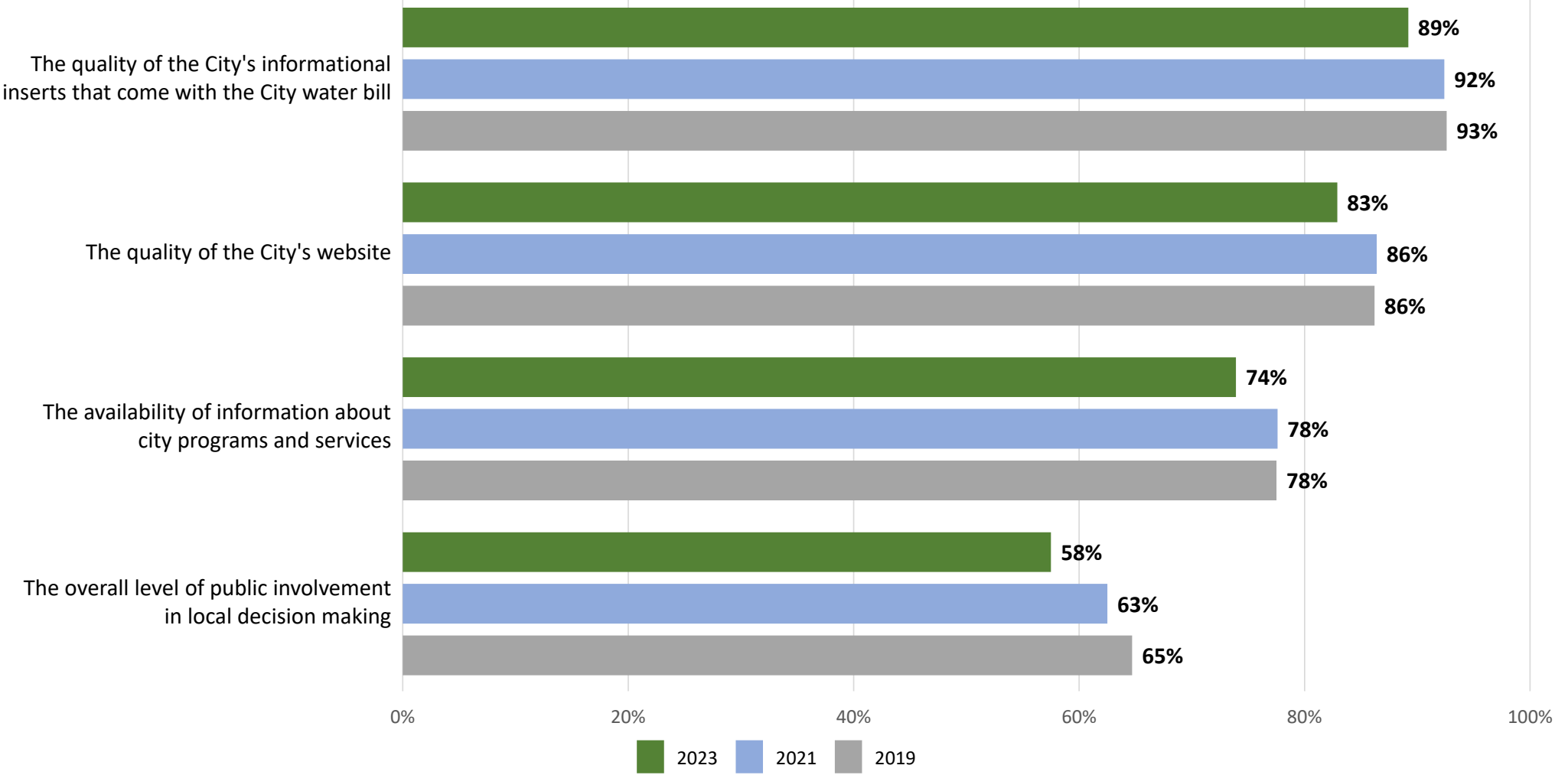
Combination of Top 3 Box Answers



# Q13. Satisfaction with City Communication

## 2023 vs 2021 vs 2019

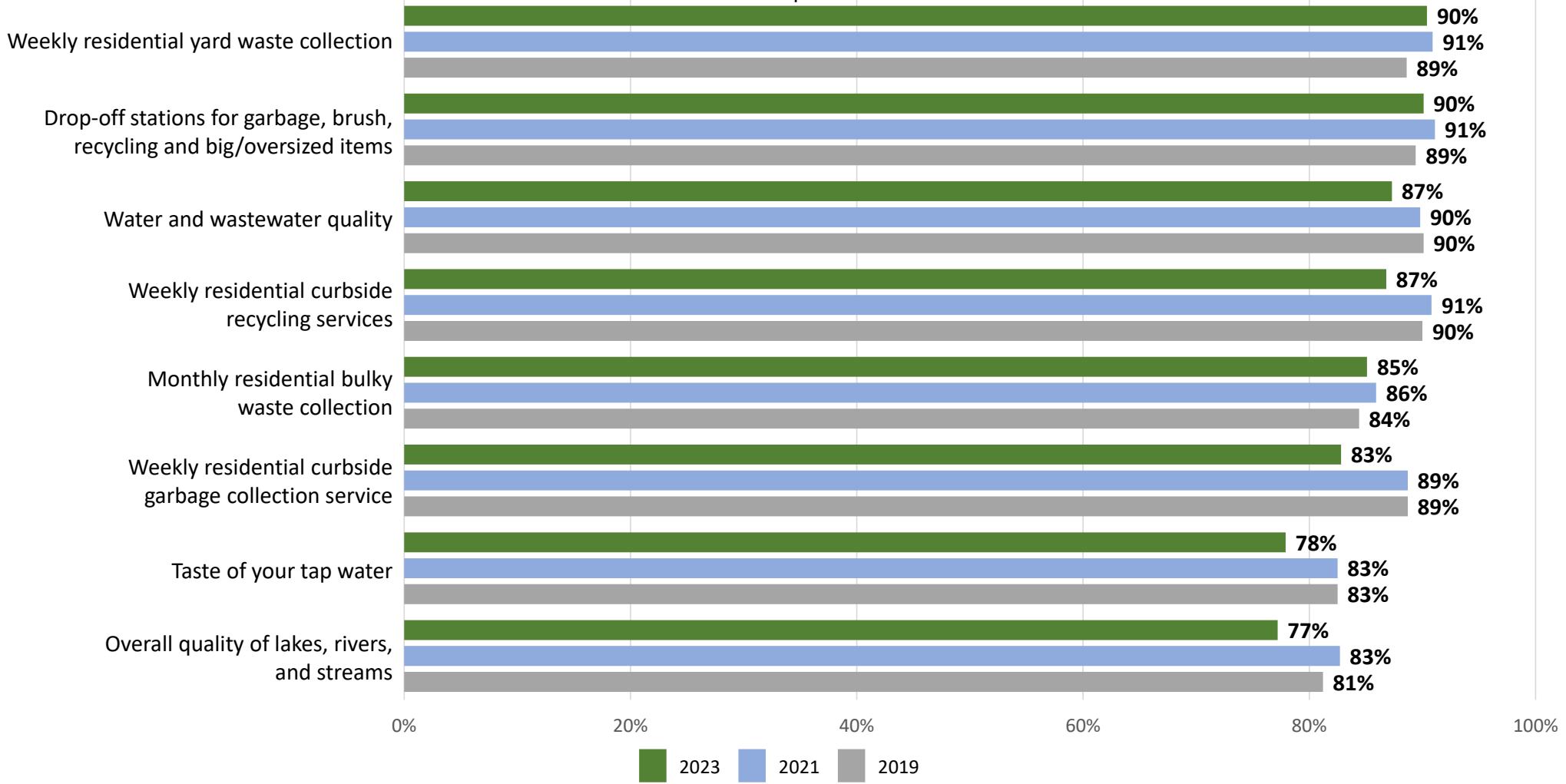
Combination of Top 3 Box Answers



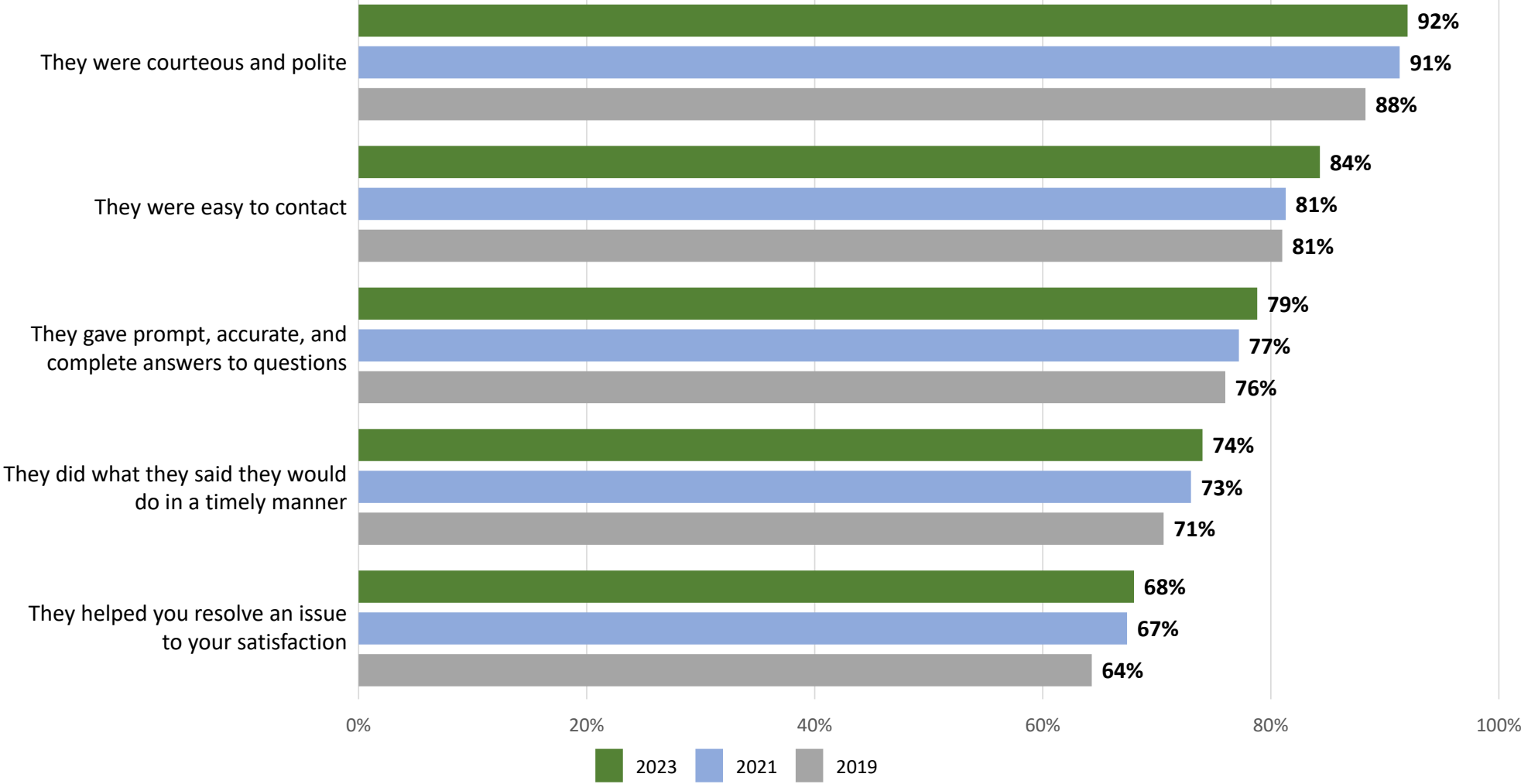
# Q15. Satisfaction with Solid Waste, Water, and Environmental Services

## 2023 vs 2021 vs 2019

Combination of Top 3 Box Answers



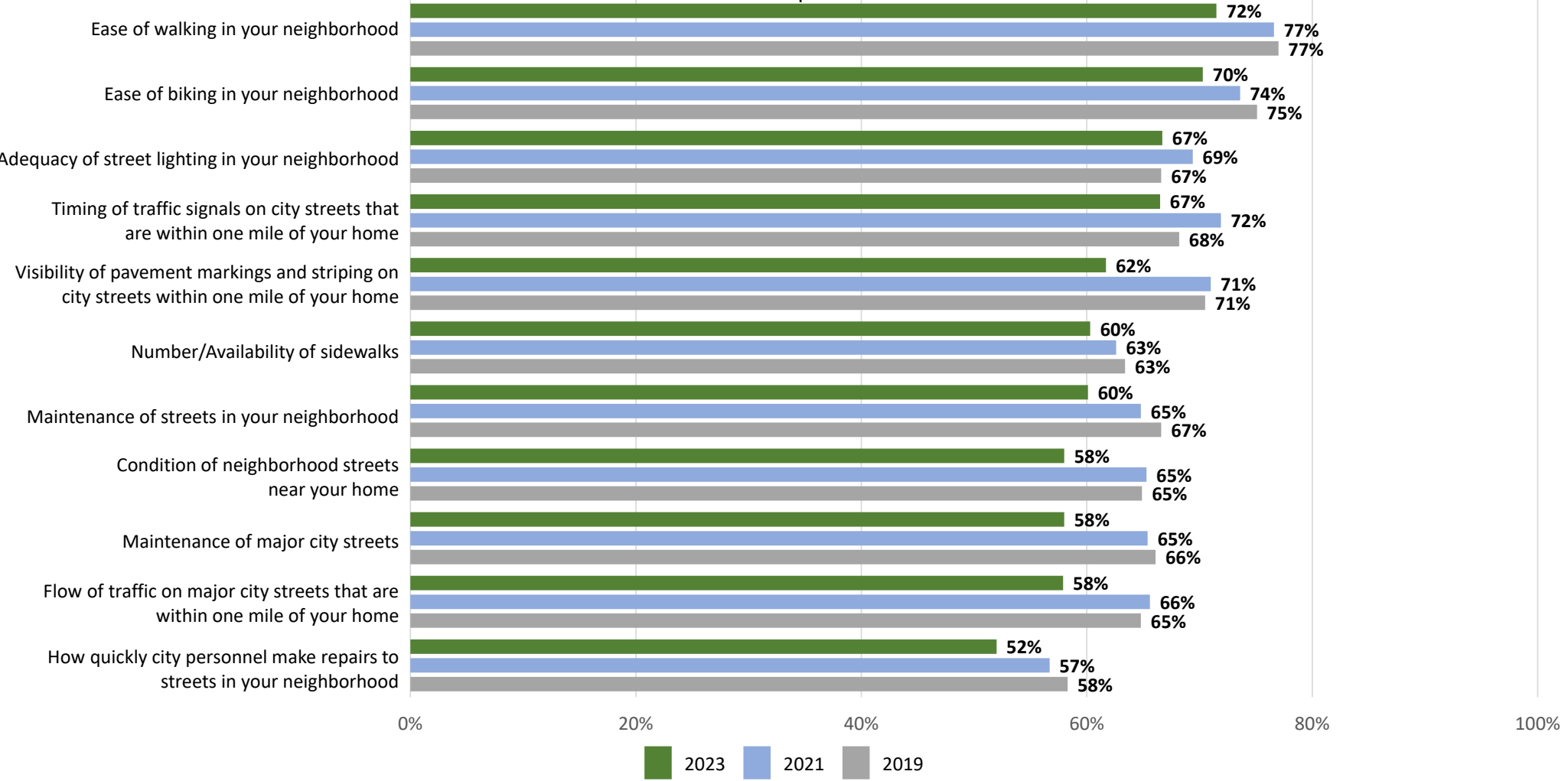
### Q16b. Quality of Customer Service 2023 vs 2021 vs 2019 Combination of Top 3 Box Answers





# Q19. Satisfaction with Traffic and Transportation Services 2023 vs 2021 vs 2019

Combination of Top 3 Box Answers



A graphic consisting of a dark blue horizontal bar. On the left side of the bar is a white circle with a dark blue outline, containing the number '3' in a dark blue, bold font. To the right of the circle, the text 'Benchmarking Analysis' is written in a white, bold, sans-serif font.

# 3 Benchmarking Analysis

# National Benchmarking Analysis



## Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 300 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

## National Average and Large City Average

This section contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2023 to a random sample of more than 5,000 residents in the continental United States and (2) the average of Cities that have a population of more than 250,000. The green bar shows the results for the City of Fort Worth in 2023. The light blue bar shows the Texas average. The grey bar shows the large city average.

## Selected Head-to-Head Comparisons for Large Cities in the U.S

This section contains benchmarking data from a collection of large U.S. communities that completed community surveys between 2019 and 2023. Fort Worth is represented by the orange bar on each slide and the average is represented by the green bar. The communities and their population are below.

- Austin, TX – 950,807
- Bucks County, PA – 628,270
- Dallas, TX – 1,304,379
- El Paso, TX – 678,415
- Kansas City, MO – 491,918
- Las Vegas, NV – 634,773
- Mecklenburg County, NC – 1,115,482
- Miami, FL – 442,241
- Nashville, TN – 669,053
- Oklahoma City, OK – 687,725
- Raleigh, NC – 469,124
- San Antonio, TX – 1,456,069
- Virginia Beach, VA – 457,672

*ETC Institute does not maintain benchmarking data for all the items that were included in the City's 2023 survey. Only items that ETC Institute maintains benchmarking data for are included in this section.*

# City of Fort Worth Benchmarking

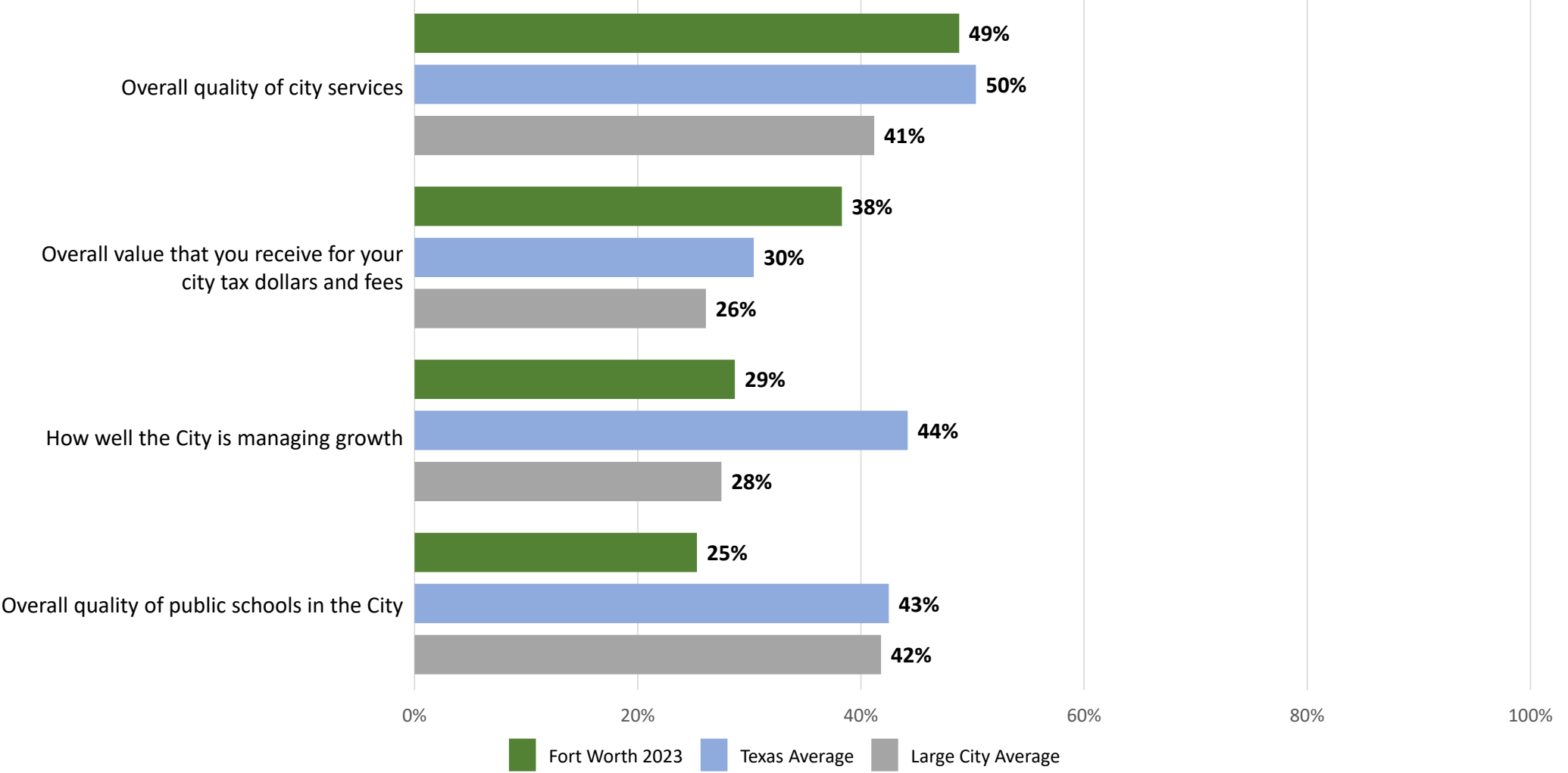
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The following slides show how the City of Fort Worth in 2023 compares to the Texas average and the large City Average.

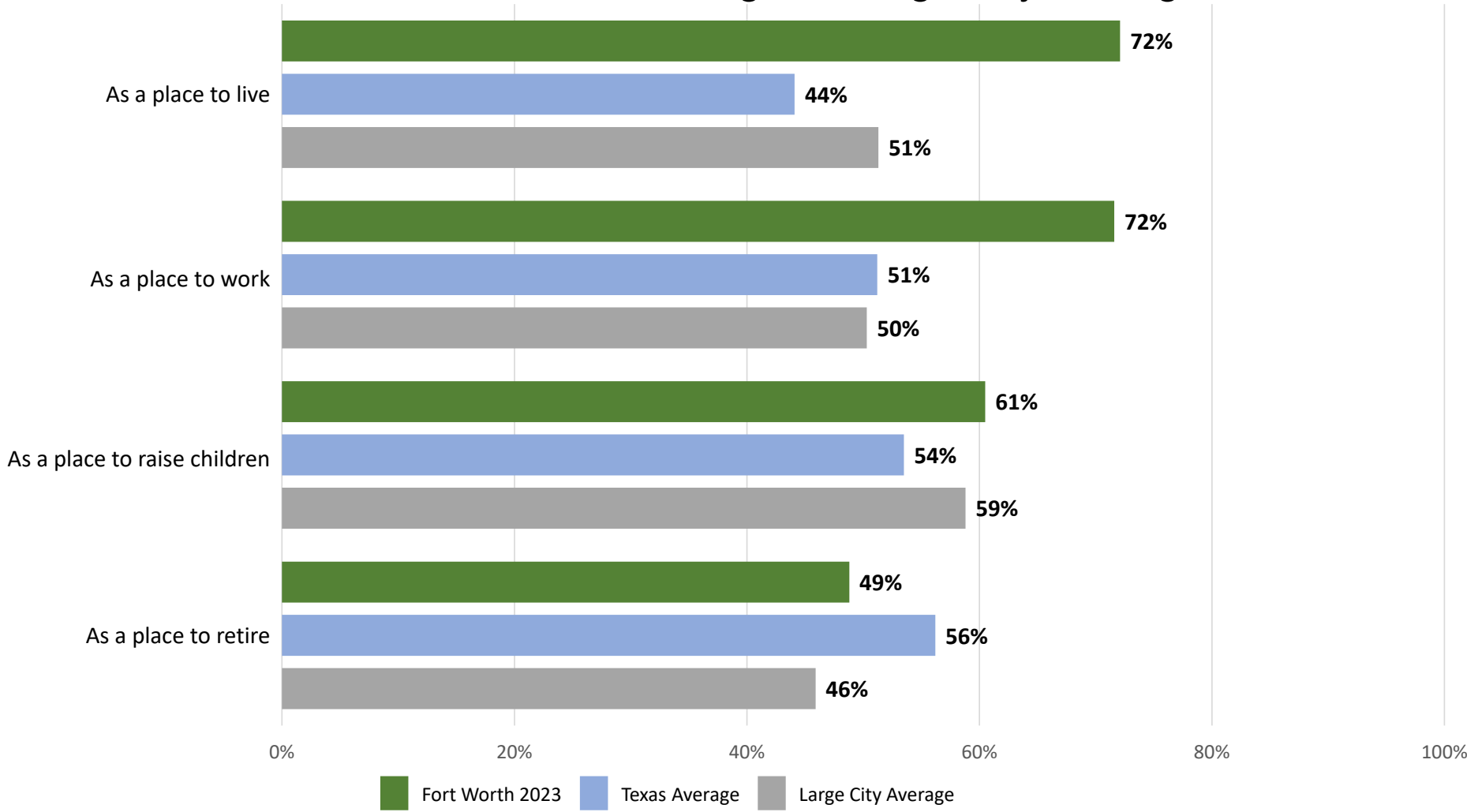


# Q1. Perceptions of the City

## Fort Worth 2023 vs Texas Average vs Large City Average

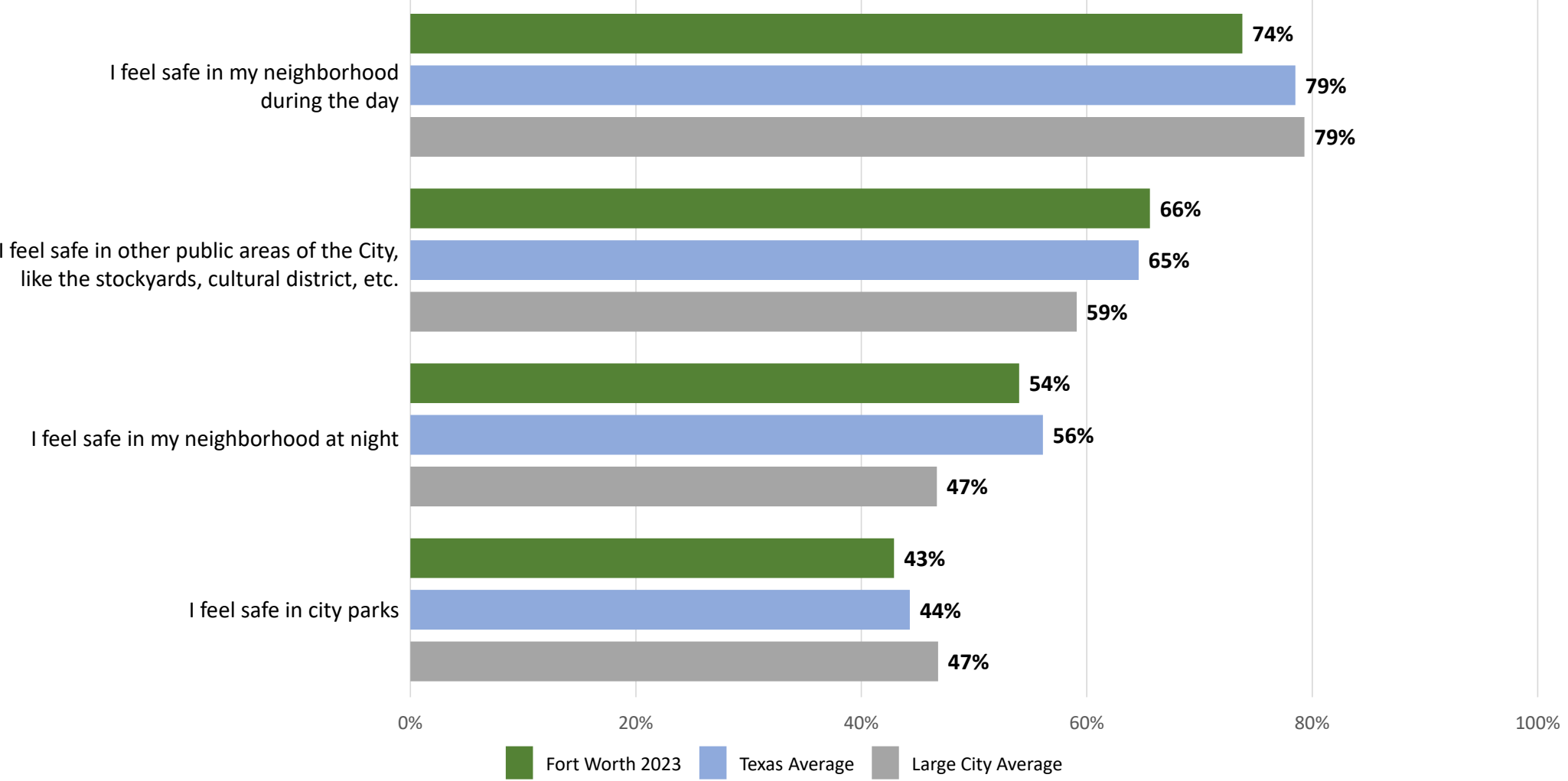


## Q2. Quality of Life in Fort Worth Fort Worth 2023 vs Texas Average vs Large City Average



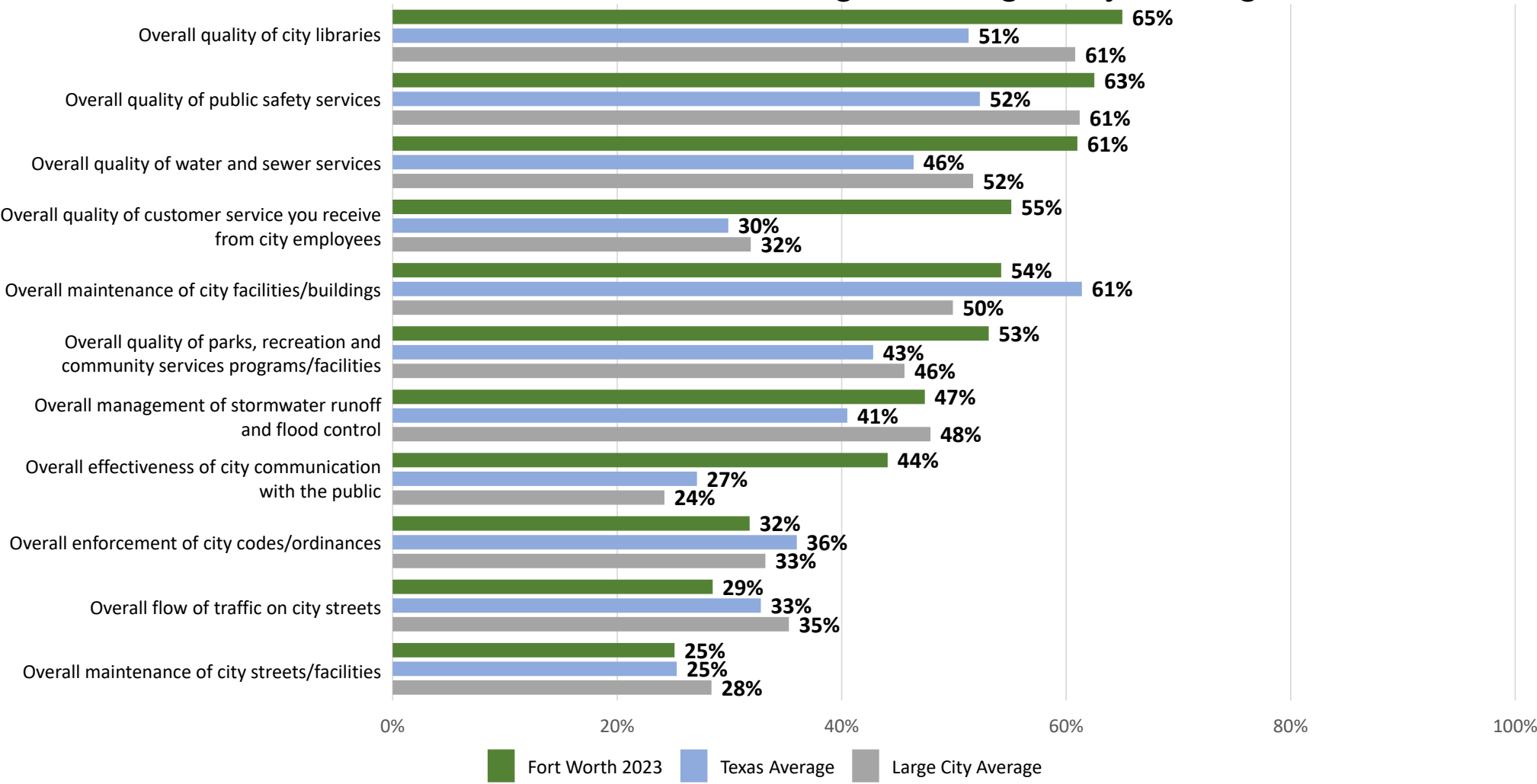
### Q3. Feelings of Safety

#### Fort Worth 2023 vs Texas Average vs Large City Average



# Q4. Satisfaction with Major City Services

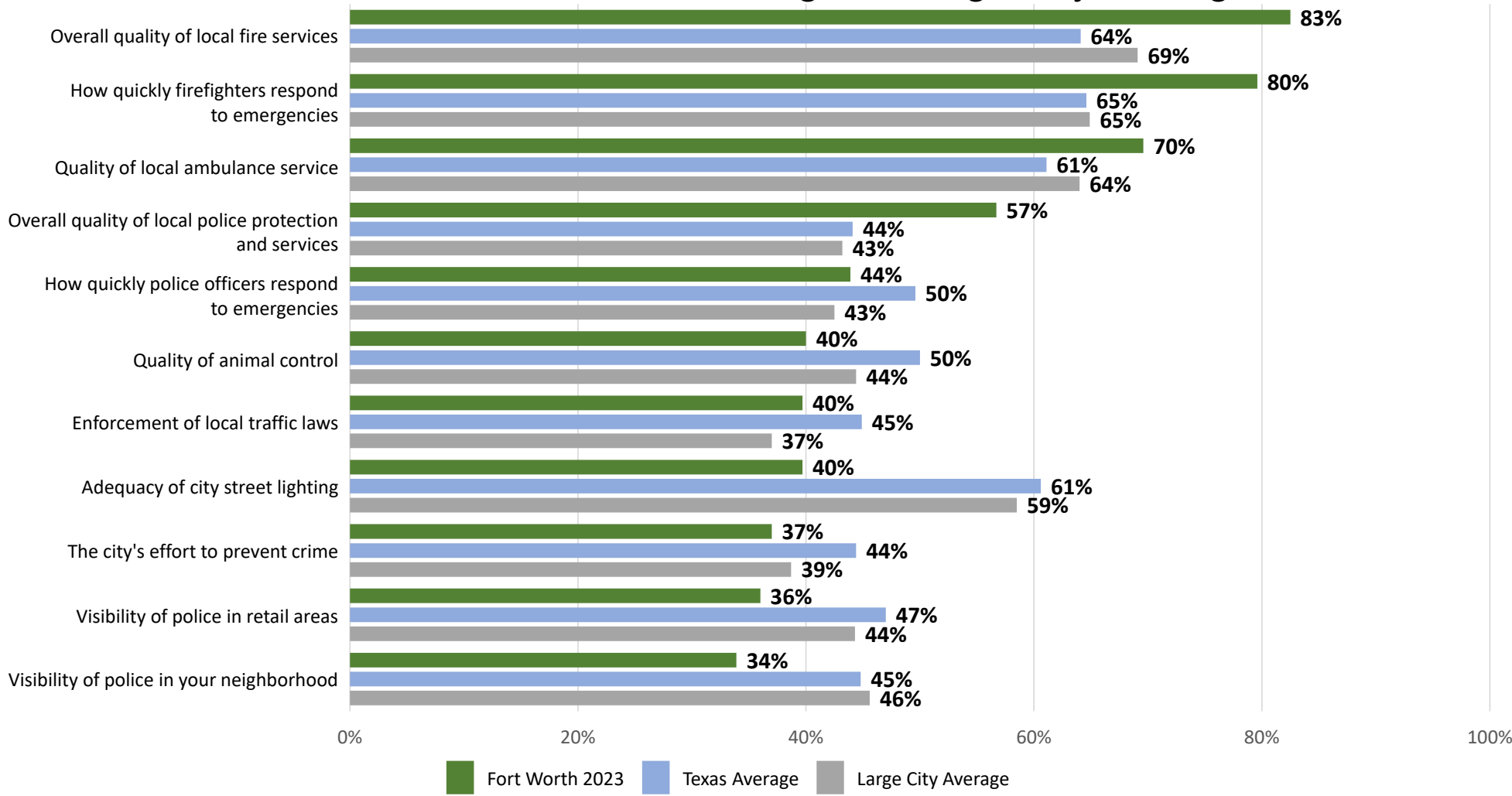
## Fort Worth 2023 vs Texas Average vs Large City Average





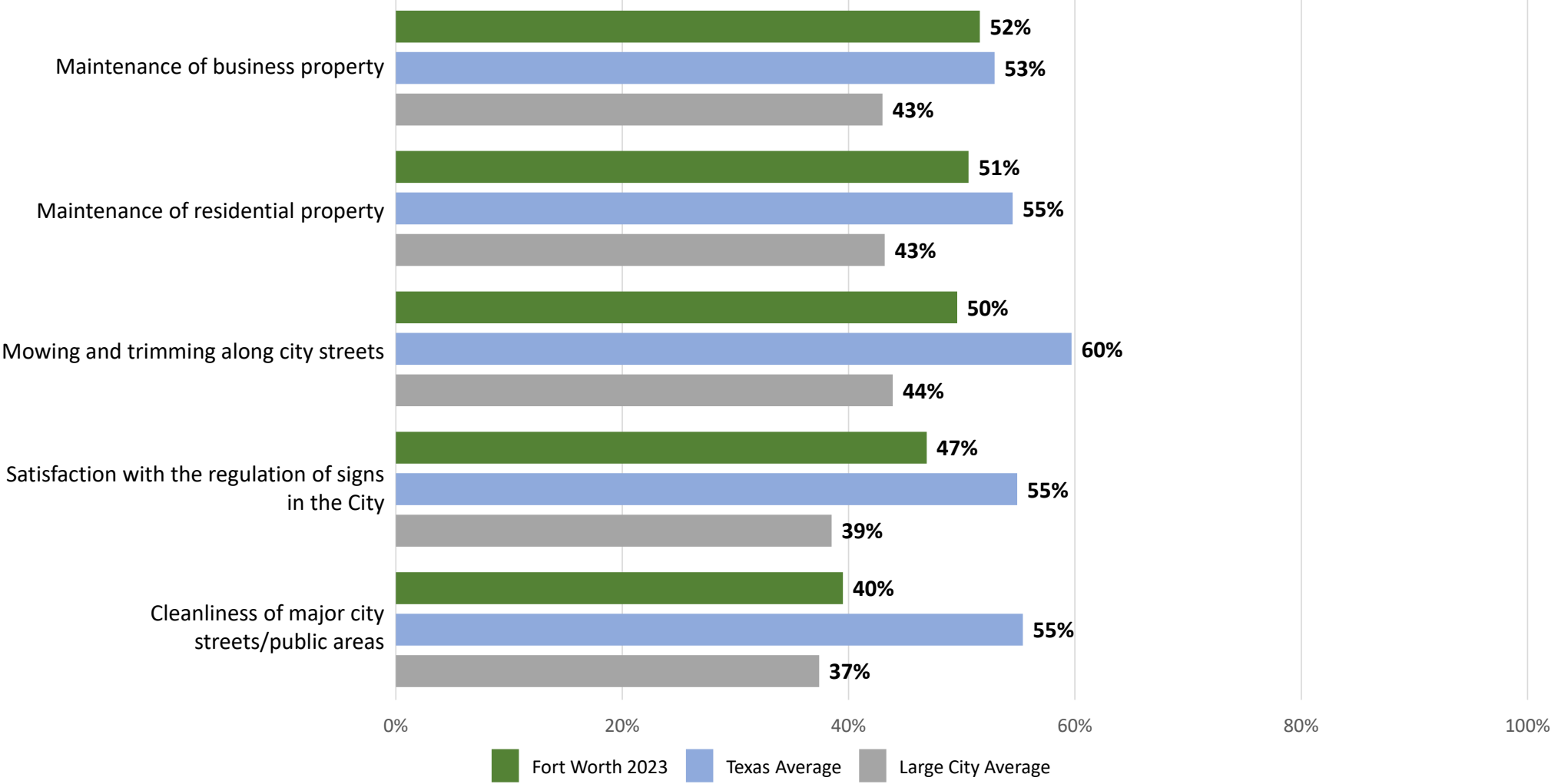
# Q6. Satisfaction with Public Safety Services

## Fort Worth 2023 vs Texas Average vs Large City Average



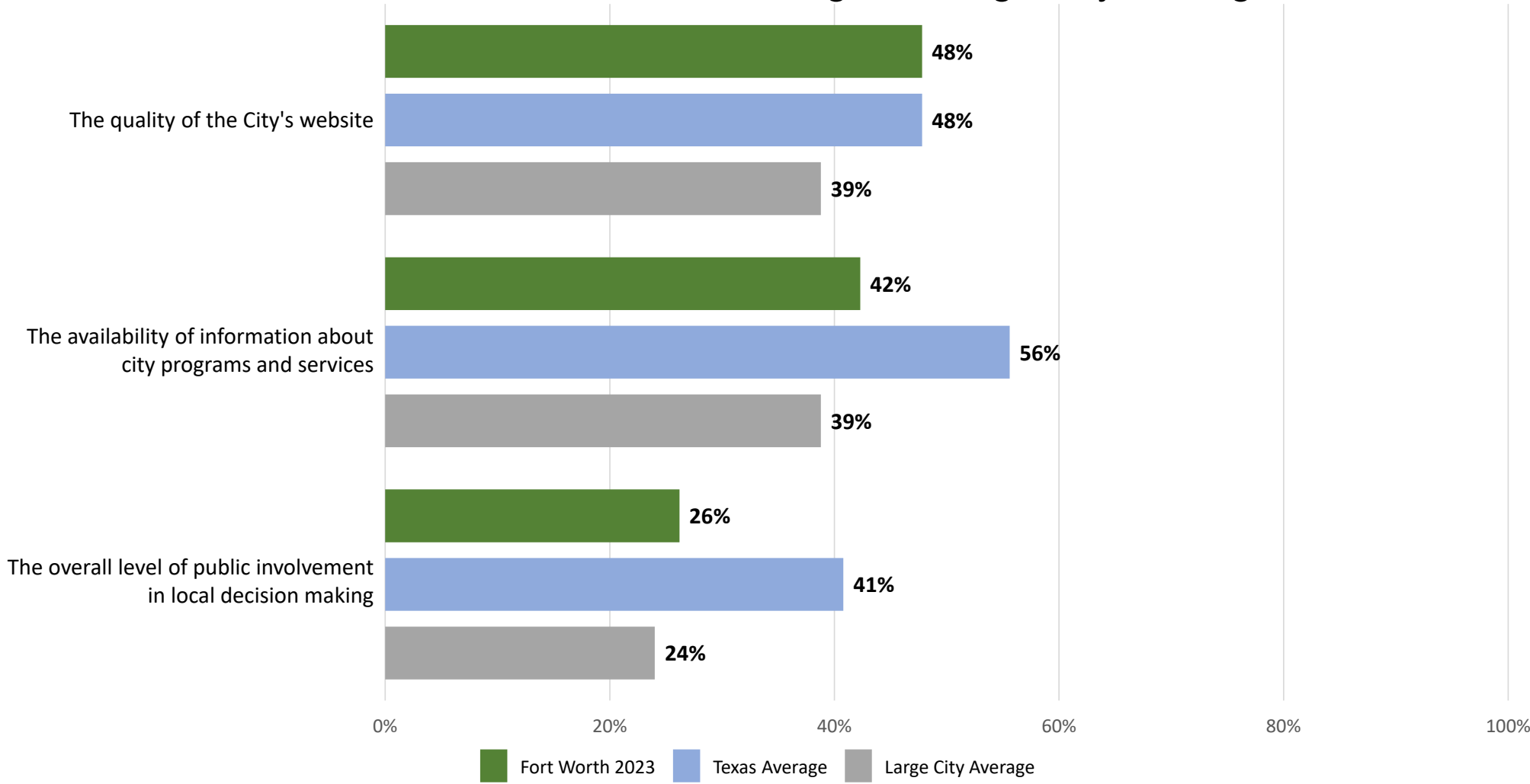
# Q11. Satisfaction with Maintenance and Appearance of the City

## Fort Worth 2023 vs Texas Average vs Large City Average

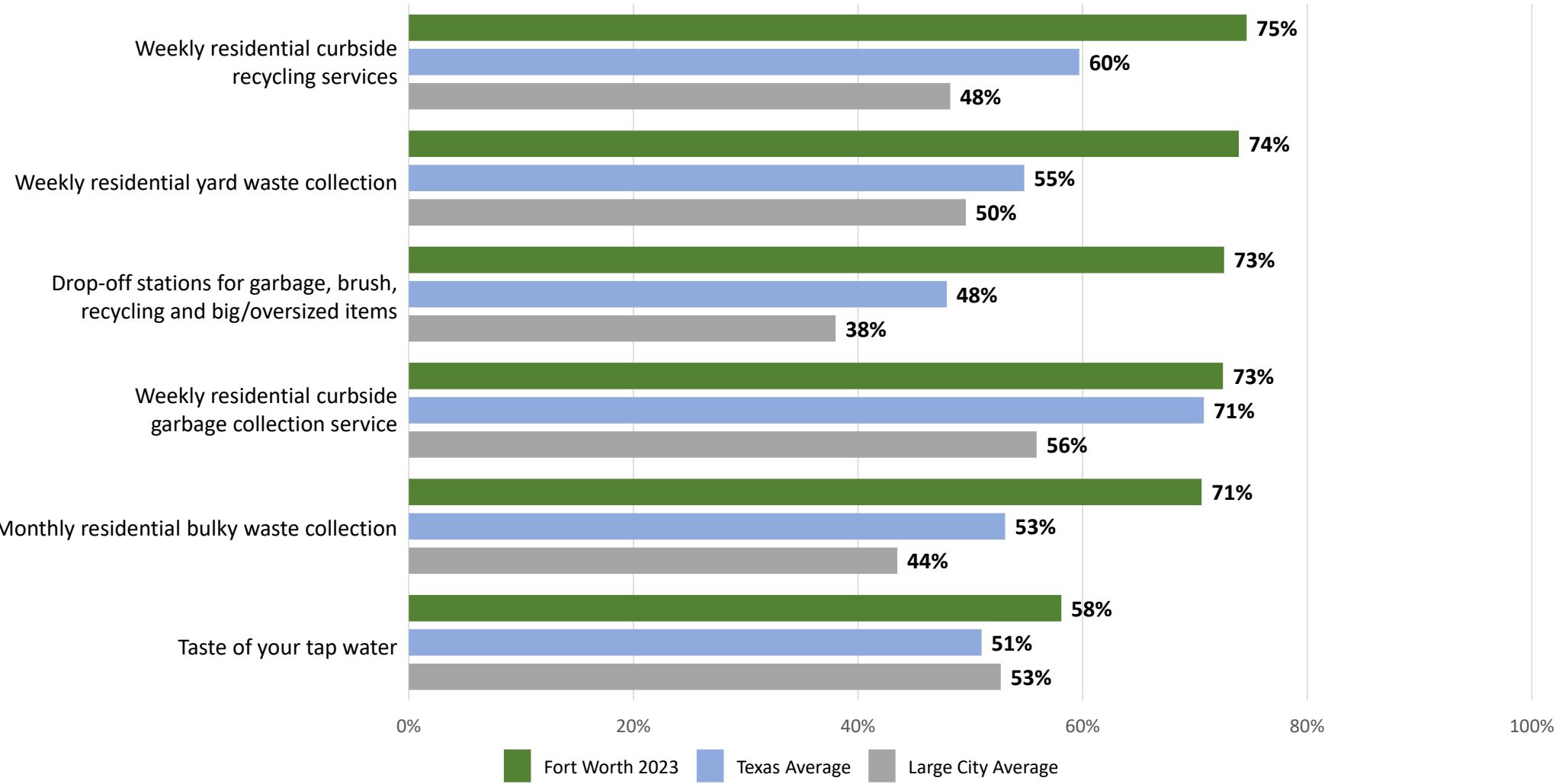


# Q13. Satisfaction with City Communication

## Fort Worth 2023 vs Texas Average vs Large City Average

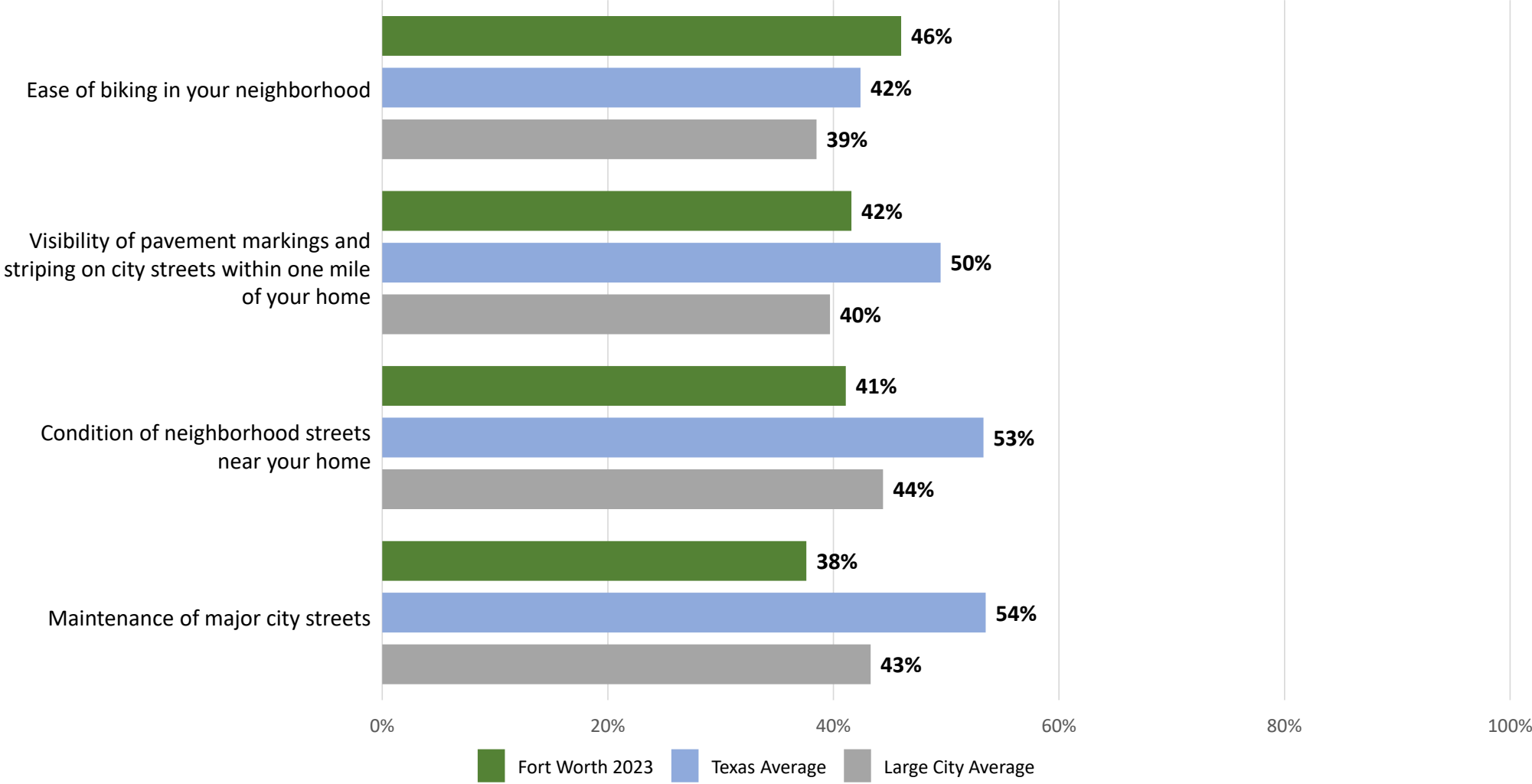


# Q15. Satisfaction with Solid Waste, Water, and Environmental Services Fort Worth 2023 vs Texas Average vs Large City Average



# Q19. Satisfaction with Traffic and Transportation Services

## Fort Worth 2023 vs Texas Average vs Large City Average



## City of Fort Worth Benchmarking – Large Communities

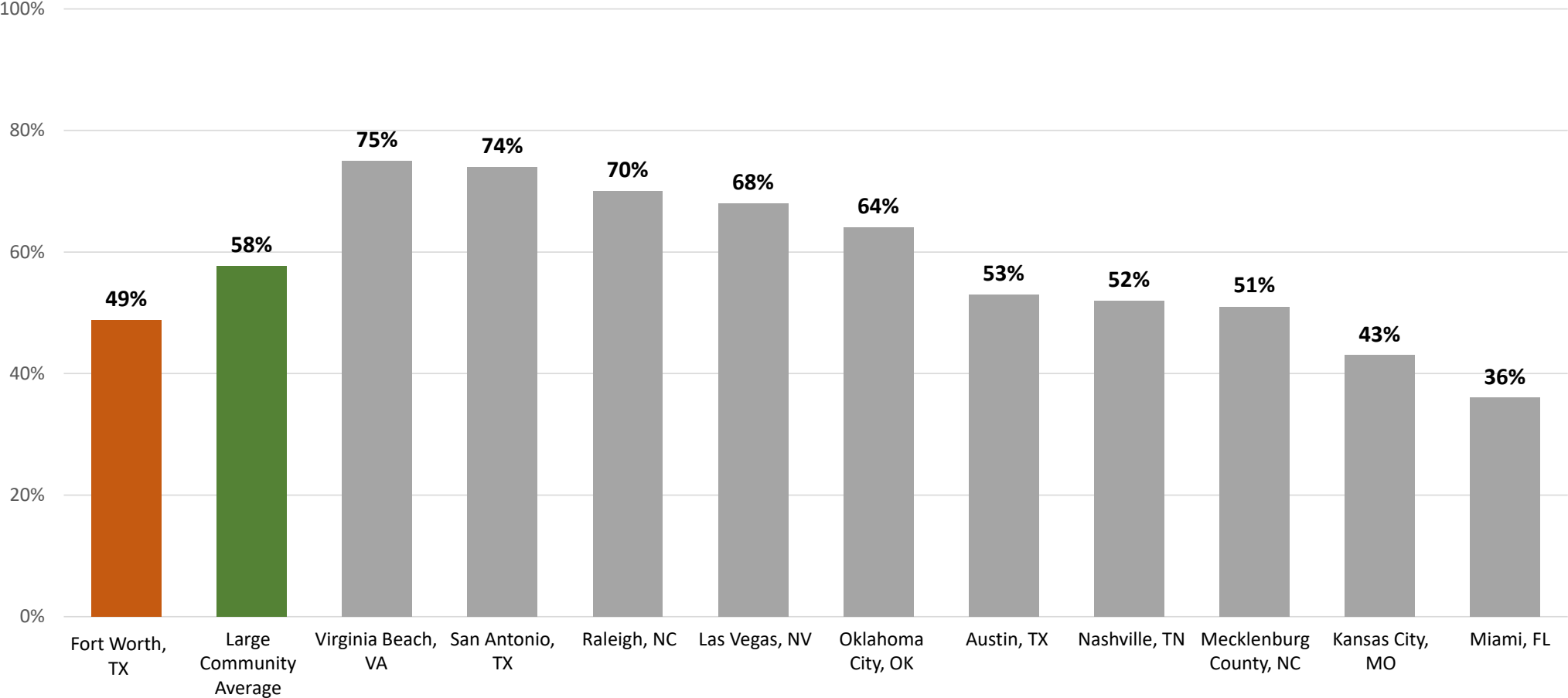
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The following slides show how the City of Fort Worth in 2023 compares to other large communities in the United States.



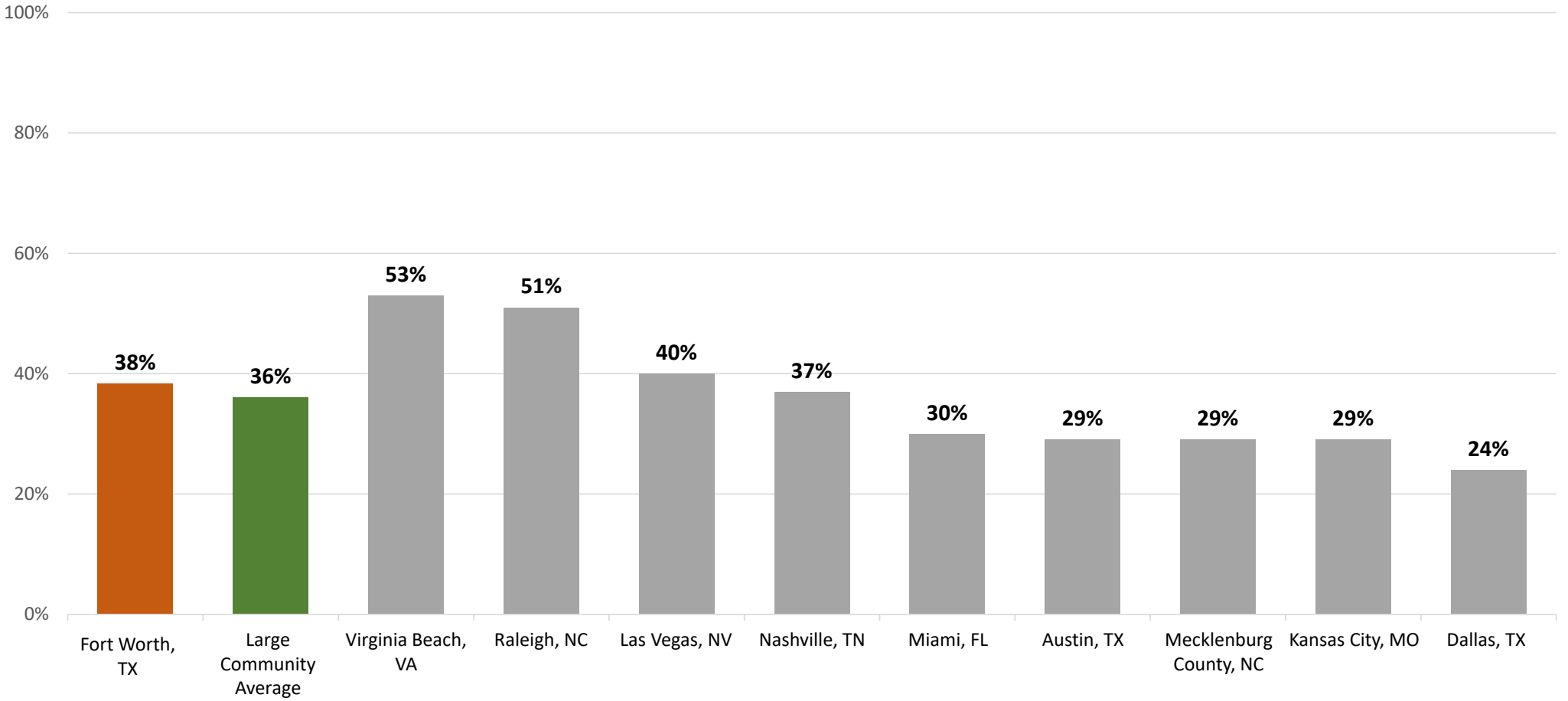
# Overall Quality of City Services

## Fort Worth 2023 vs Large Communities



# Overall Value That You Receive For Your City Tax Dollars and Fees

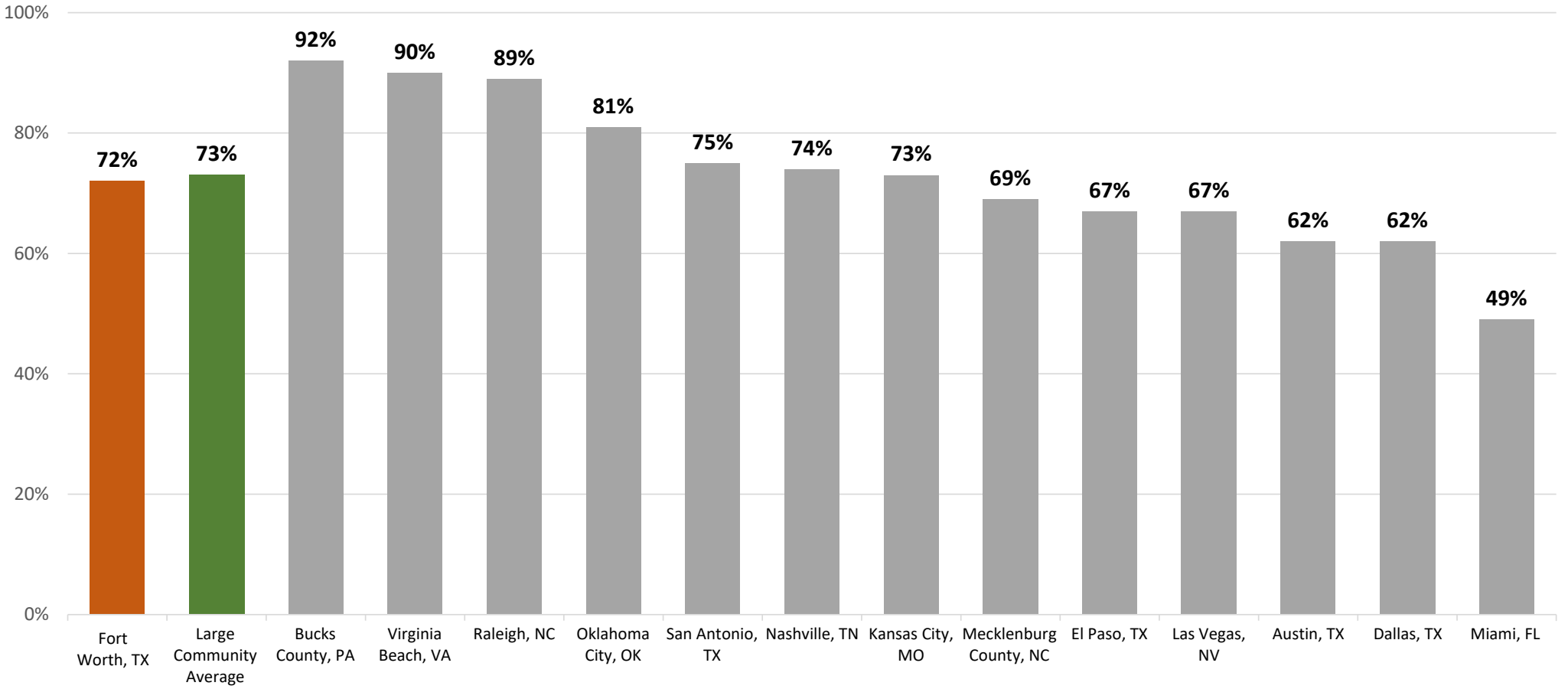
## Fort Worth 2023 vs Large Communities





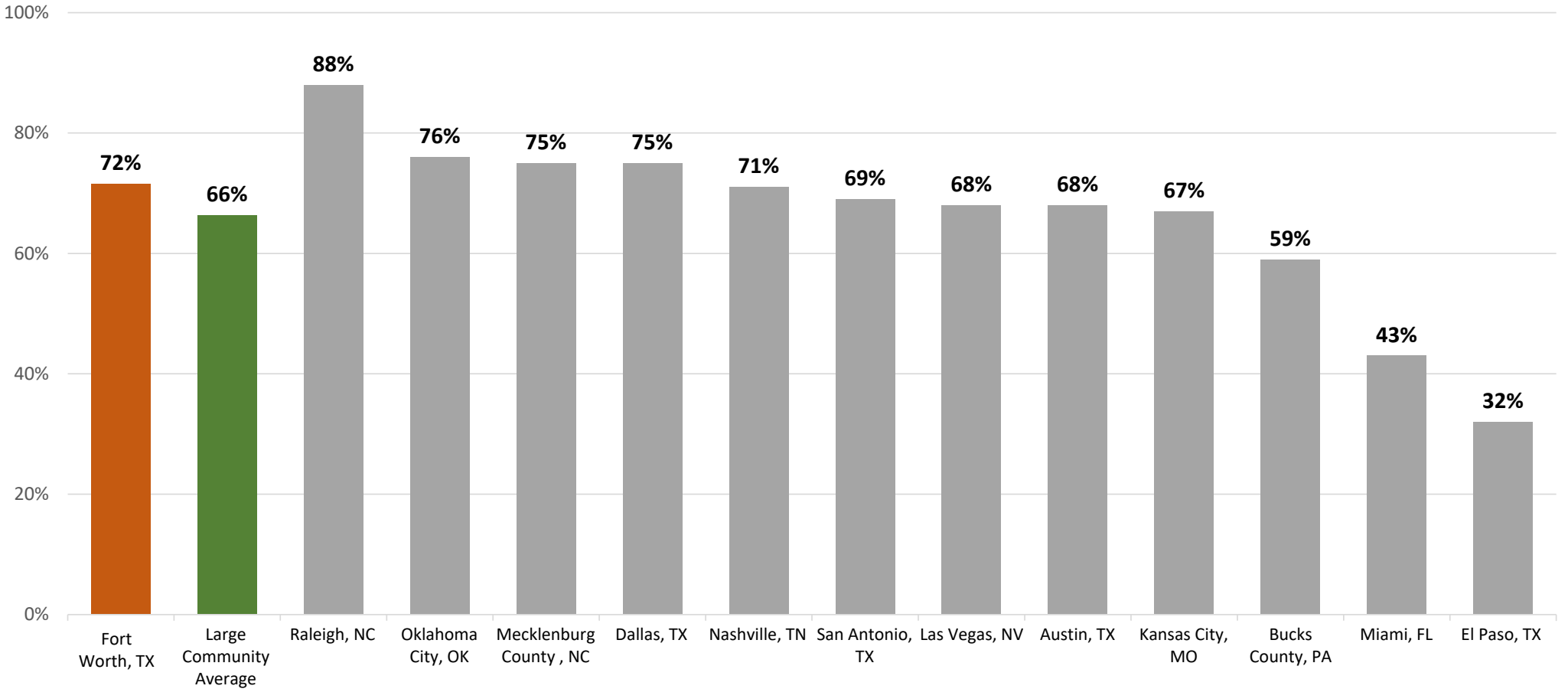
# As a Place to Live

## Fort Worth 2023 vs Large Communities



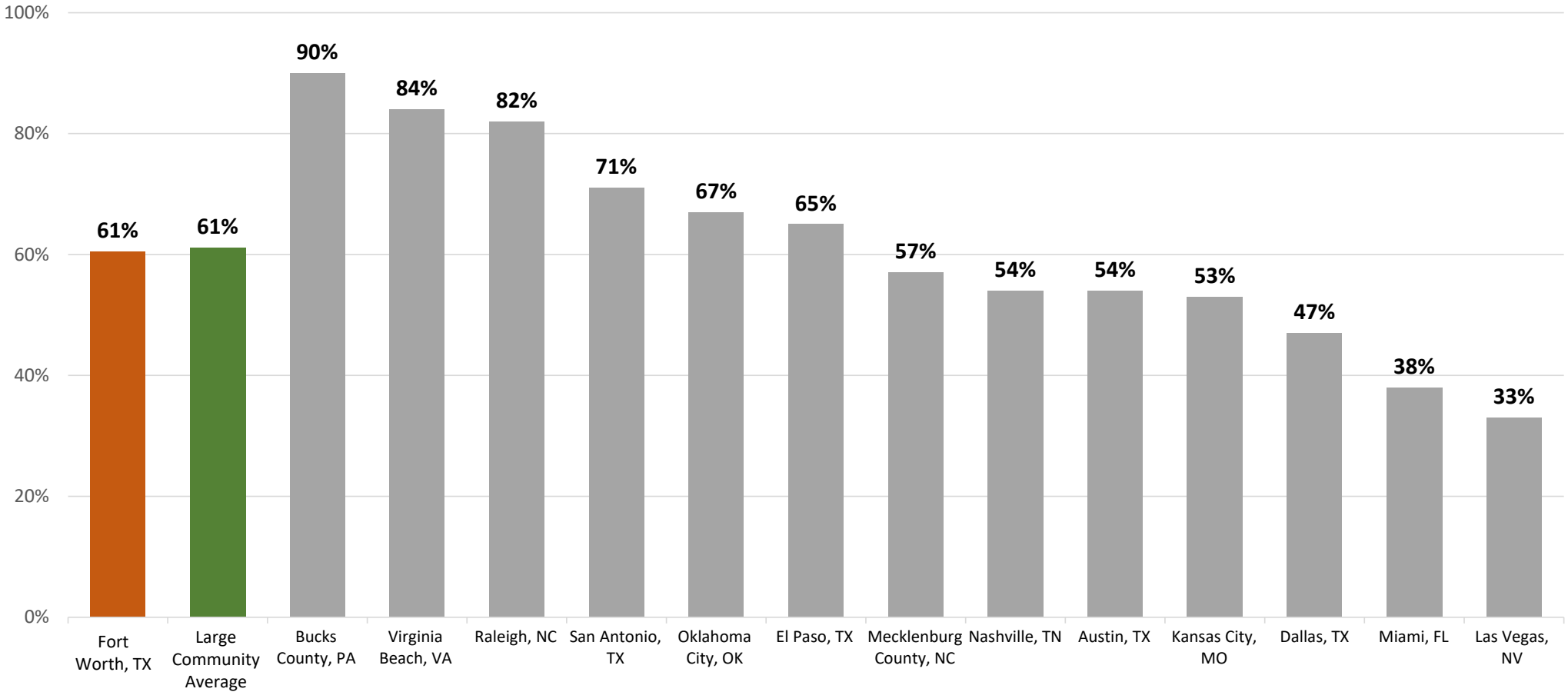
# As a Place to Work

## Fort Worth 2023 vs Large Communities



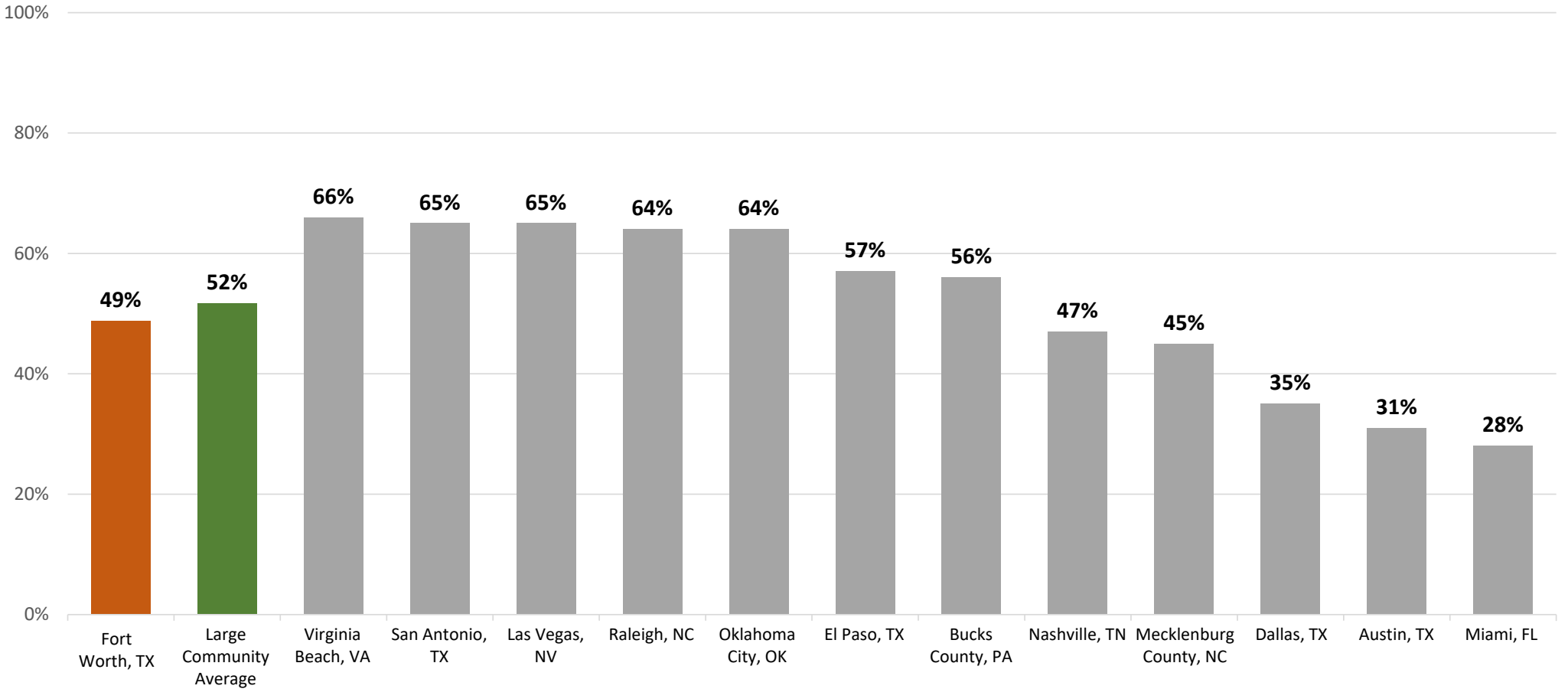
# As a Place to Raise Children

## Fort Worth 2023 vs Large Communities



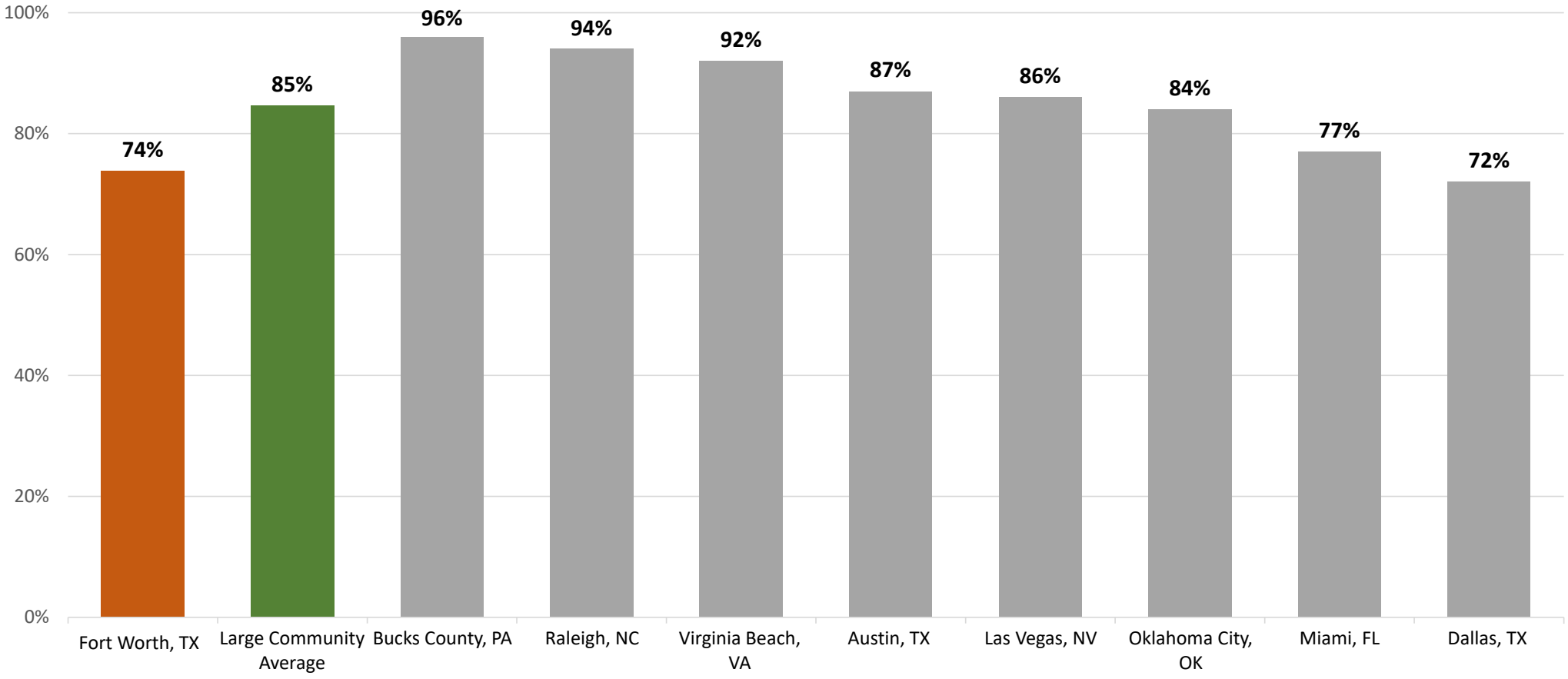
# As a Place to Retire

## Fort Worth 2023 vs Large Communities



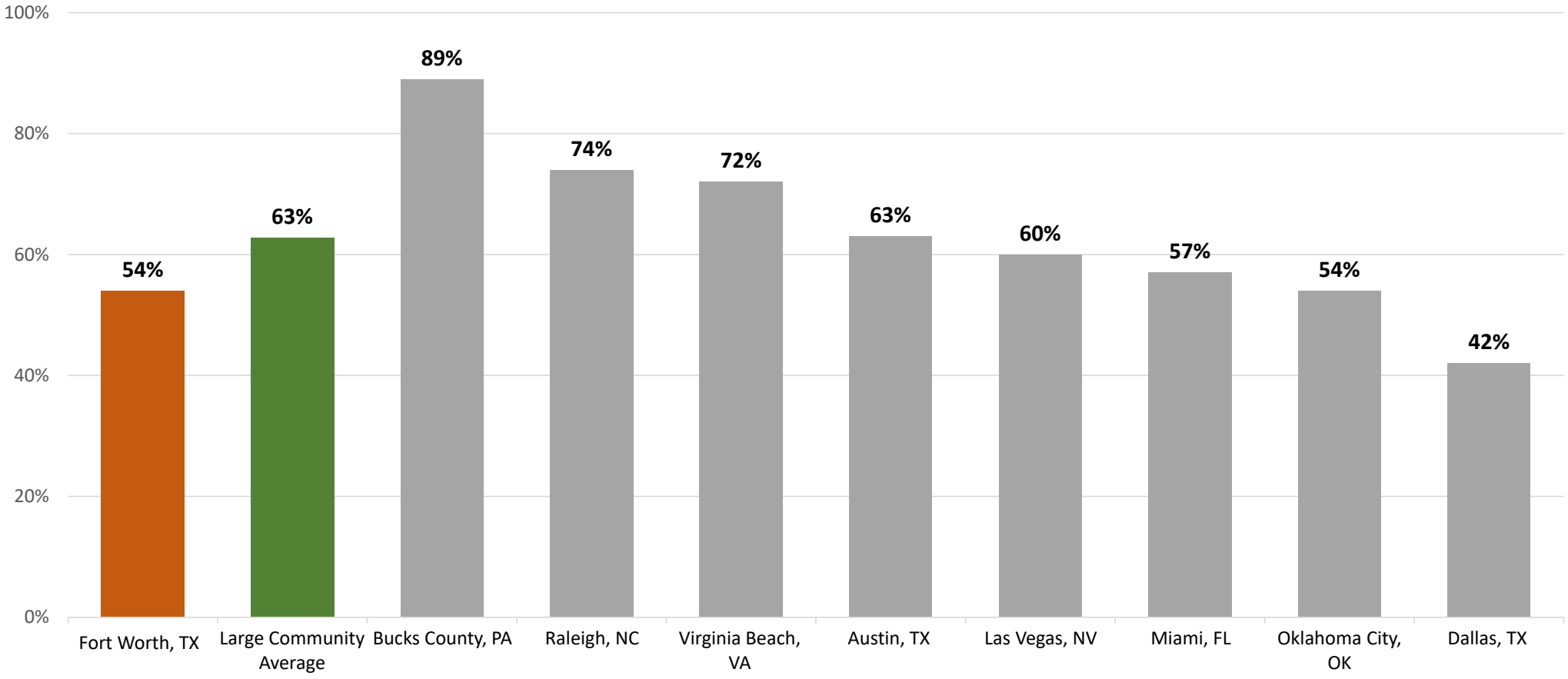
# I Feel Safe In My Neighborhood During The Day

## Fort Worth 2023 vs Large Communities



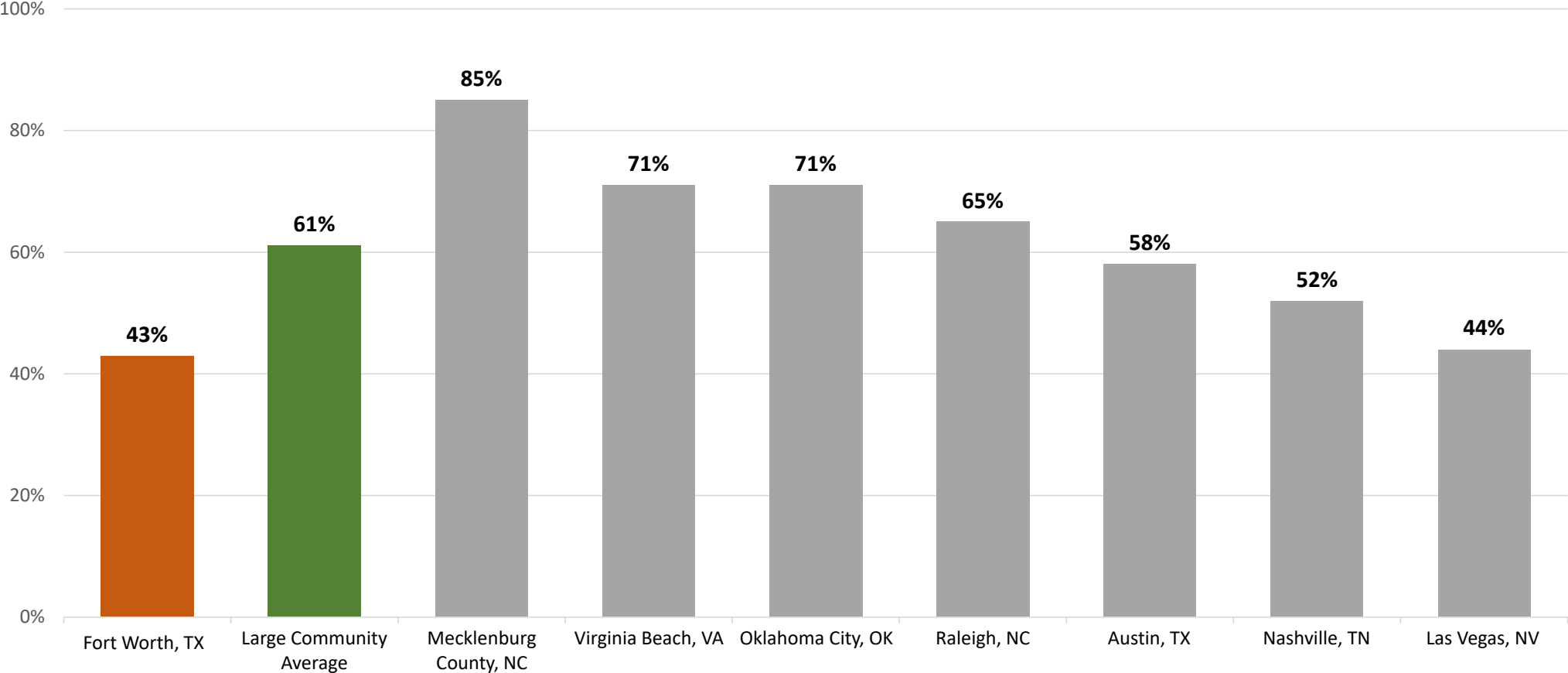
# I Feel Safe In My Neighborhood At Night

## Fort Worth 2023 vs Large Communities



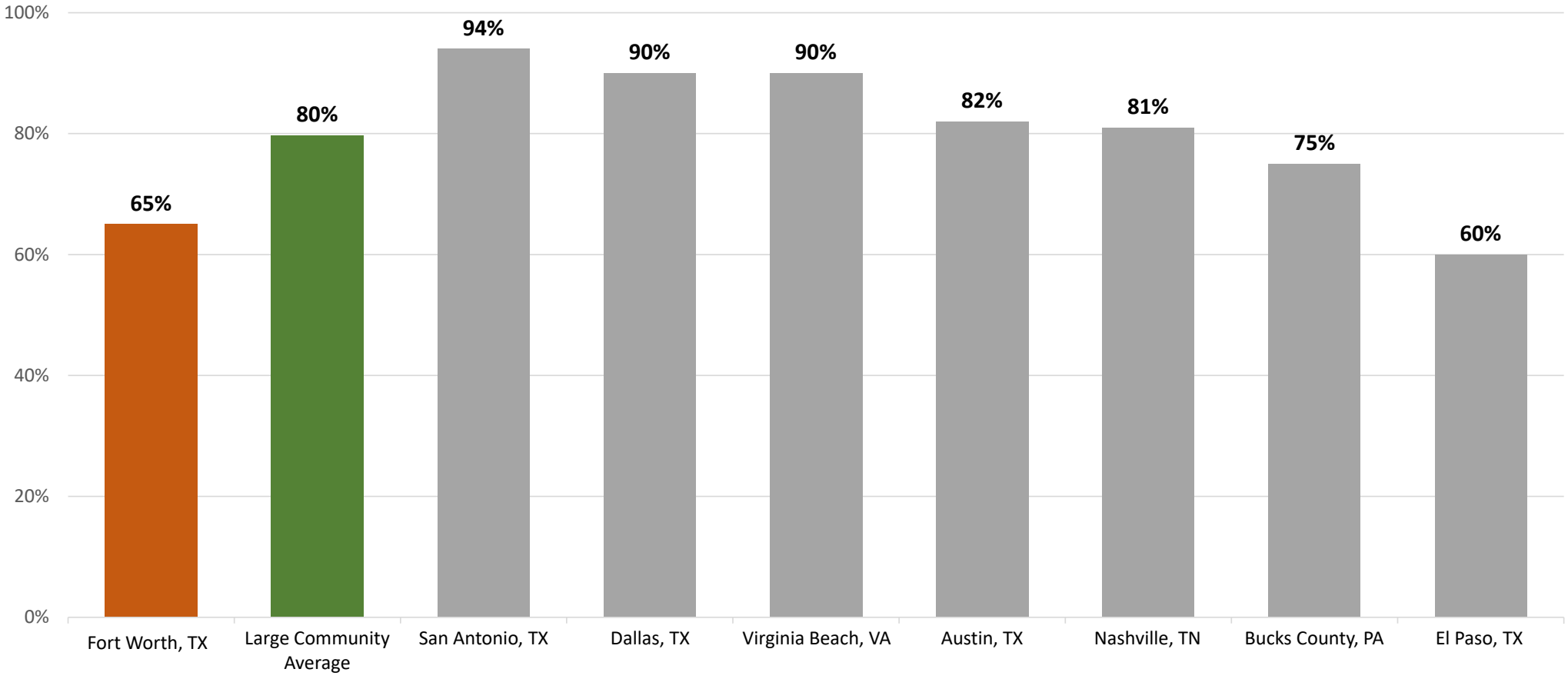
# I Feel Safe In City Parks

## Fort Worth 2023 vs Large Communities



# Overall Quality of City Libraries

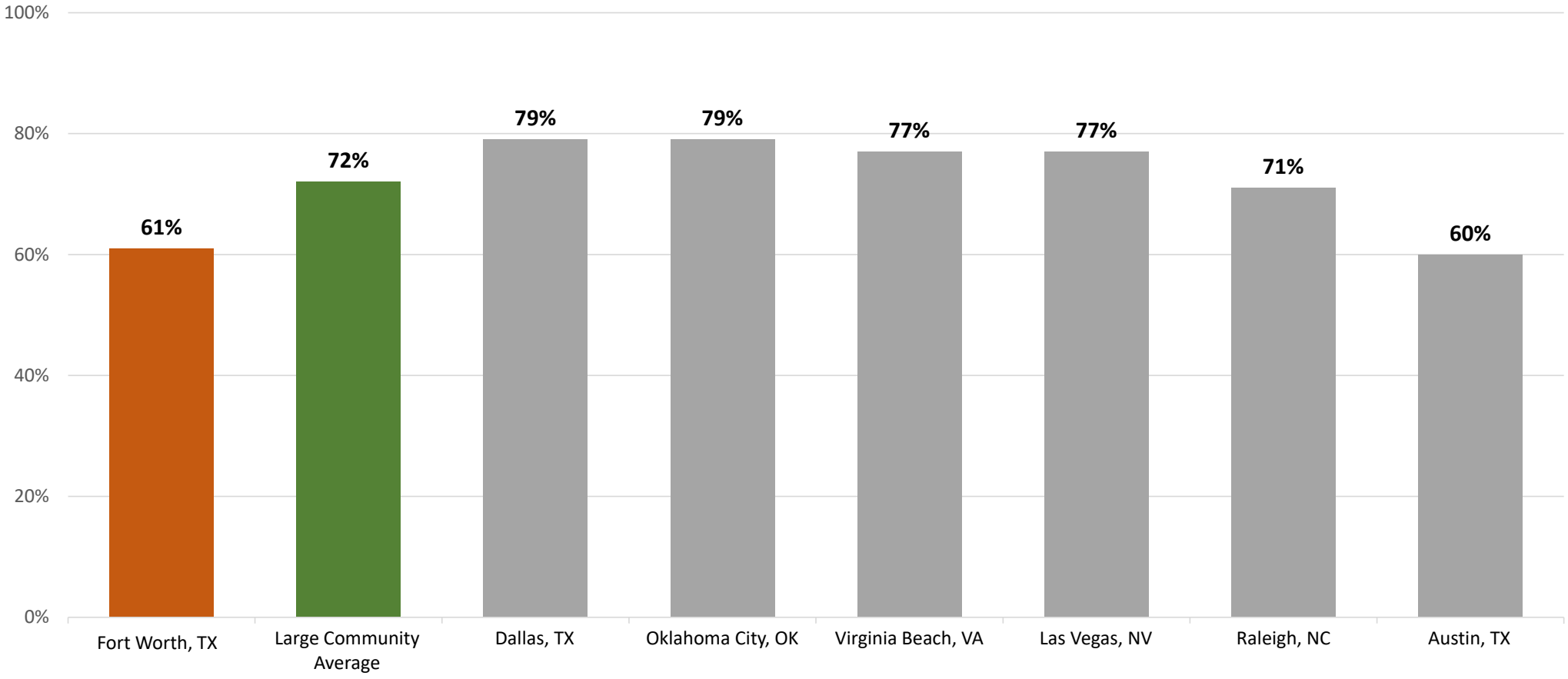
## Fort Worth 2023 vs Large Communities





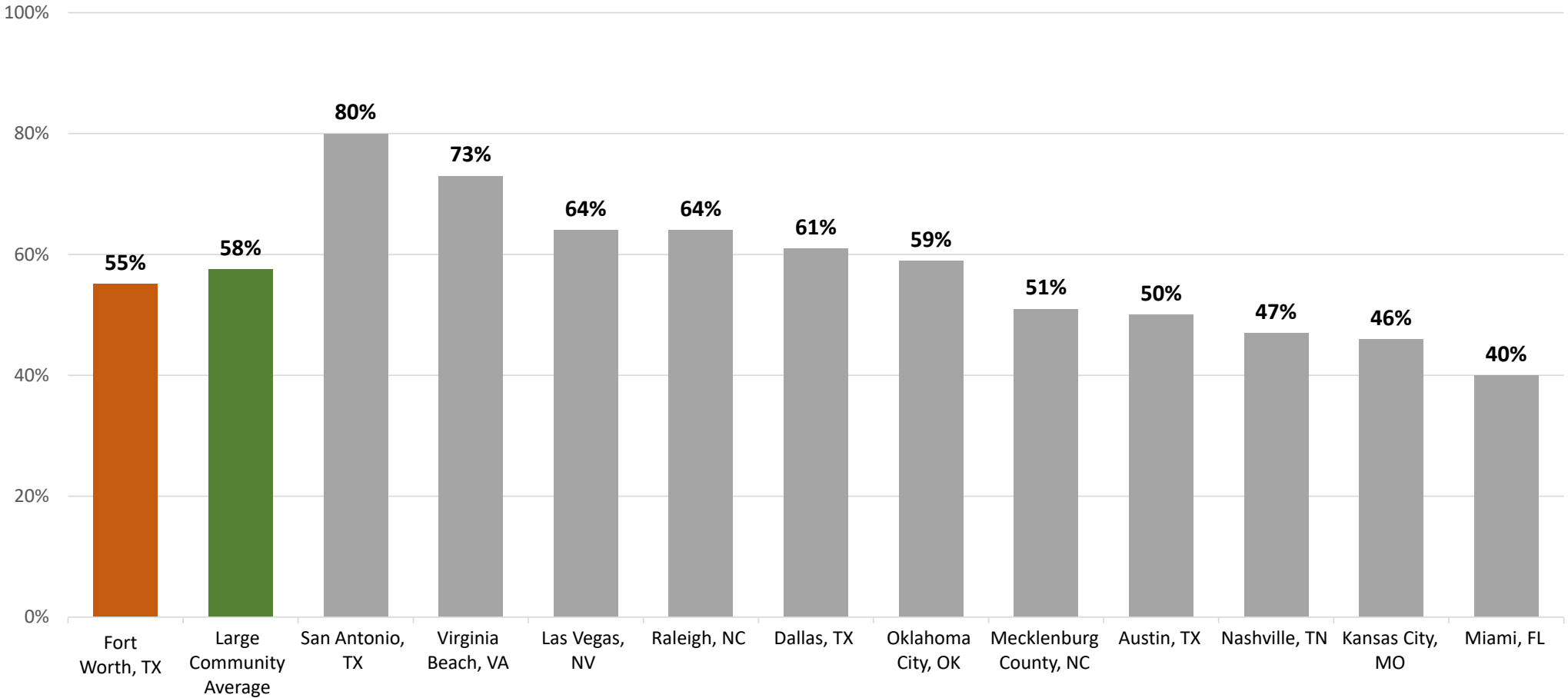
# Overall Quality of Water and Sewer Services

## Fort Worth 2023 vs Large Communities



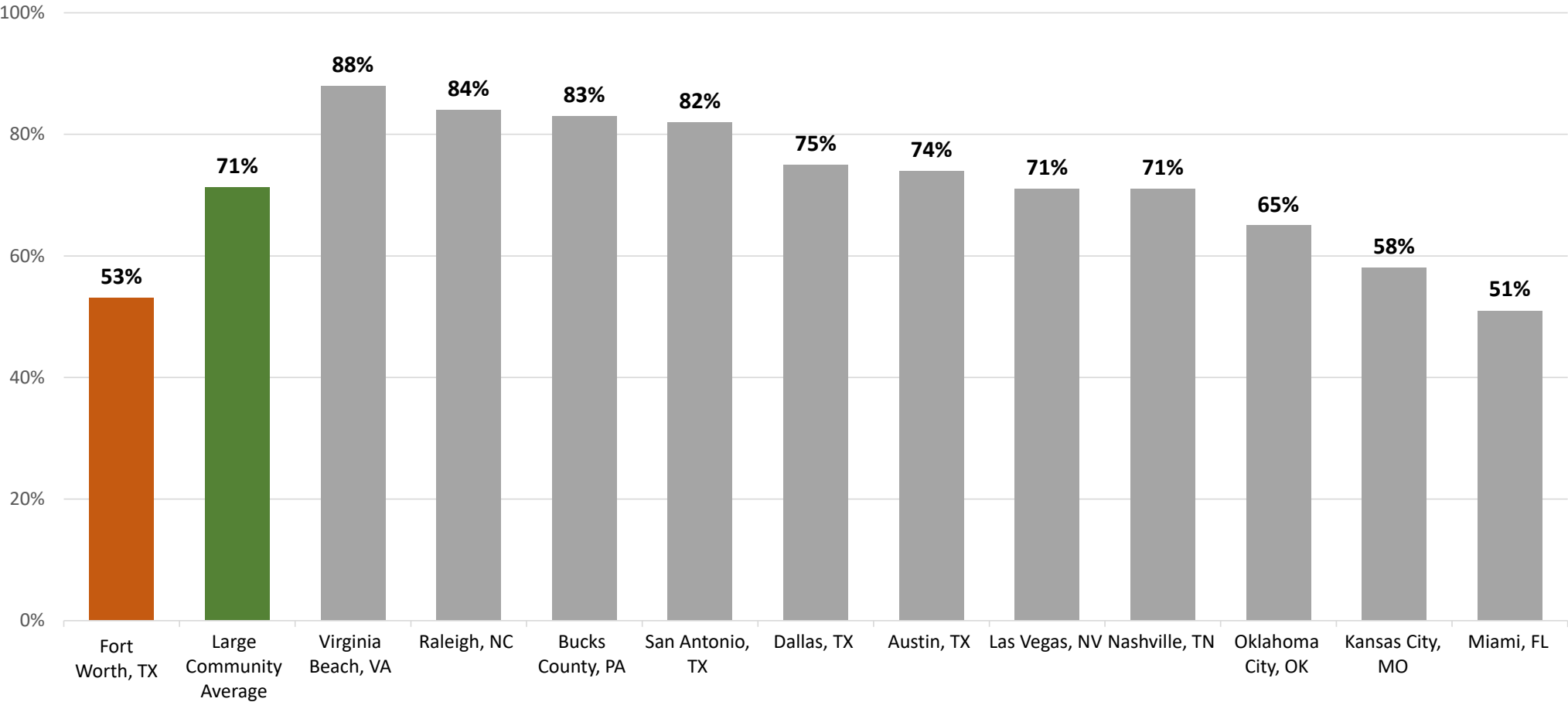
# Overall Quality of Customer Service You Receive from City Employees

## Fort Worth 2023 vs Large Communities



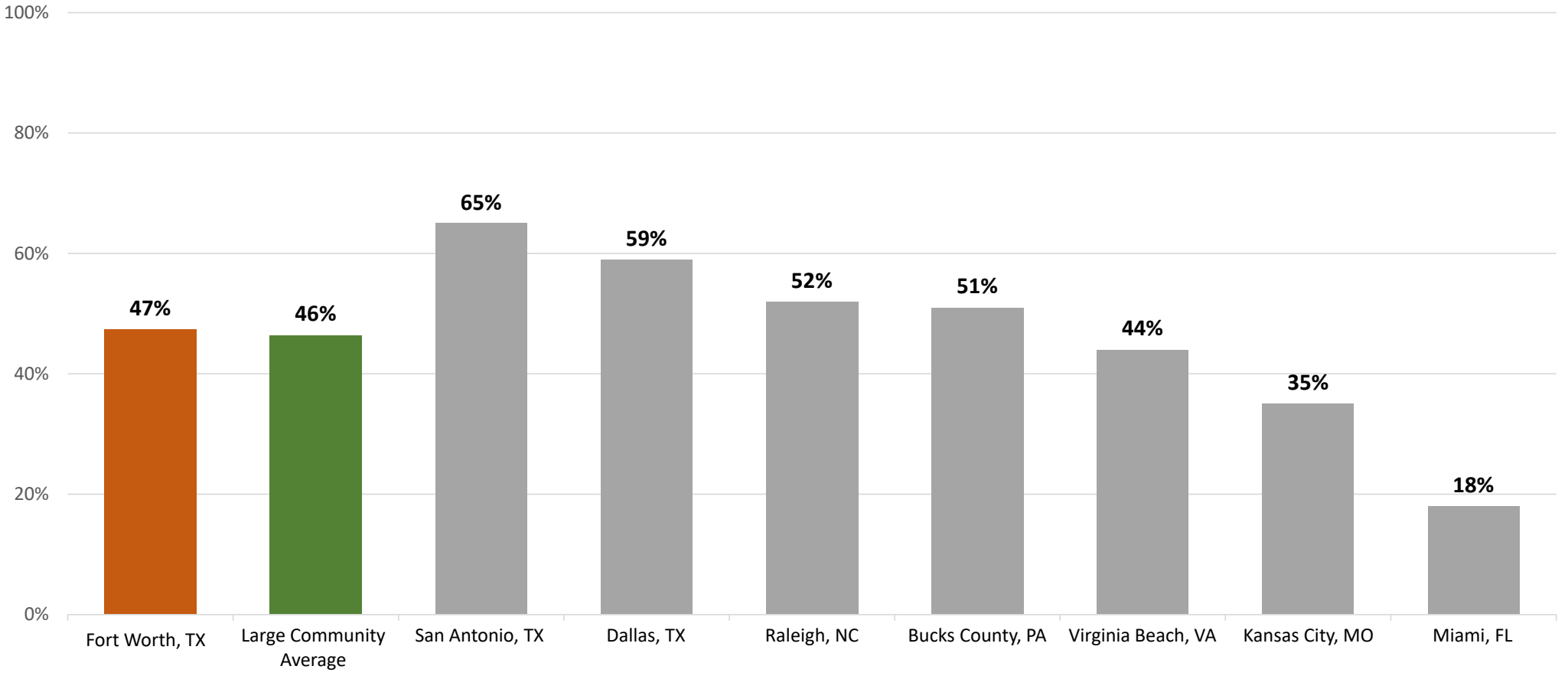
# Overall Quality of Parks, Recreation and Community Services Programs/Facilities

## Fort Worth 2023 vs Large Communities



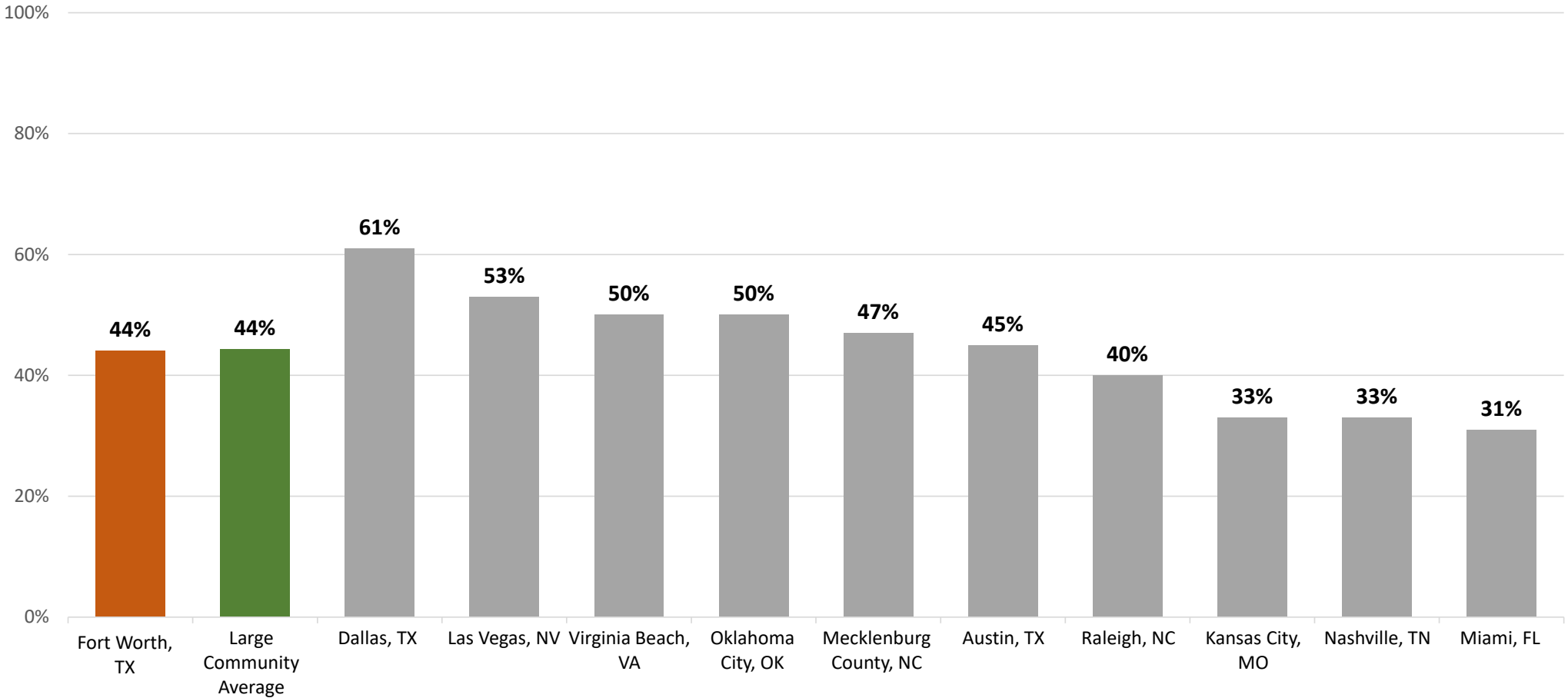
# Overall Management of Stormwater Runoff and Flood Control

## Fort Worth 2023 vs Large Communities



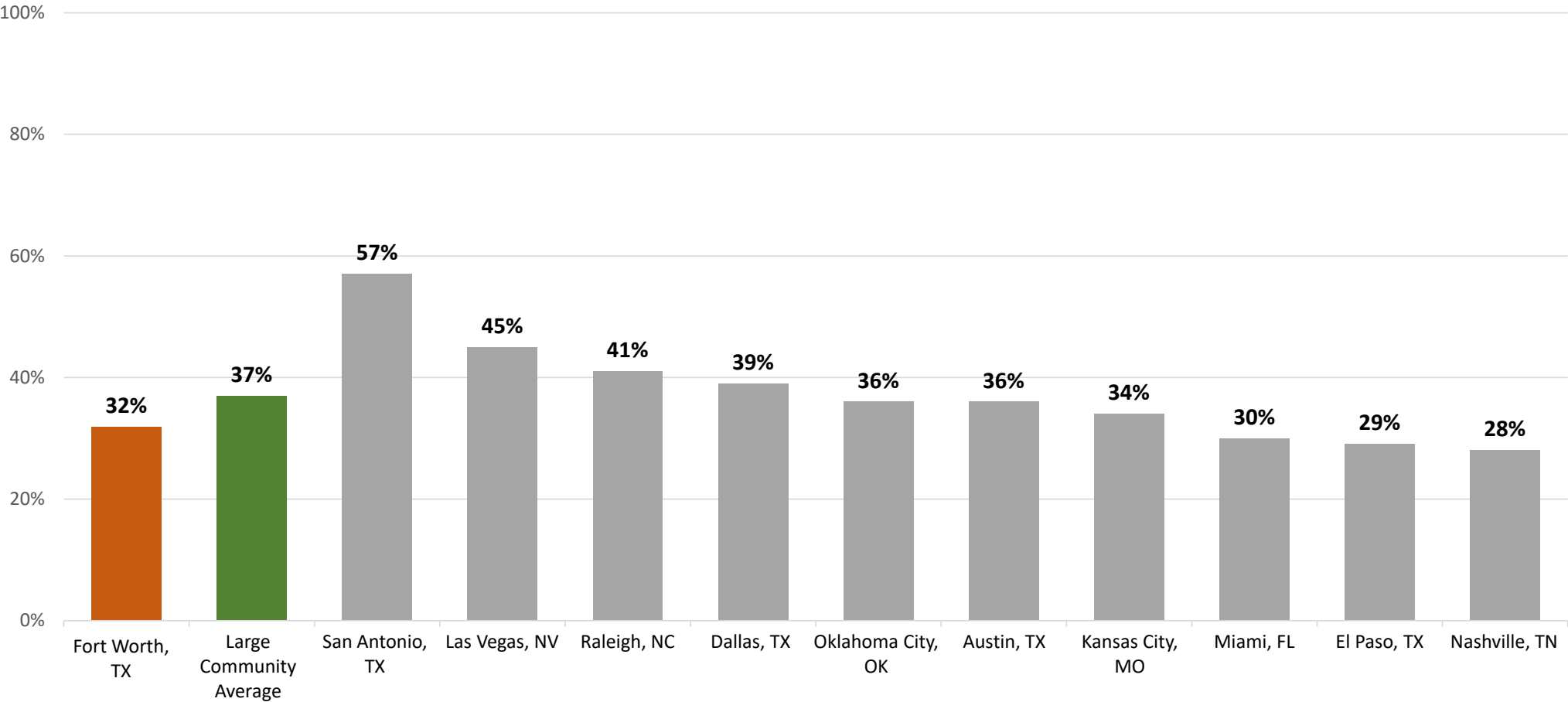
# Overall Effectiveness of City Communication With The Public

## Fort Worth 2023 vs Large Communities



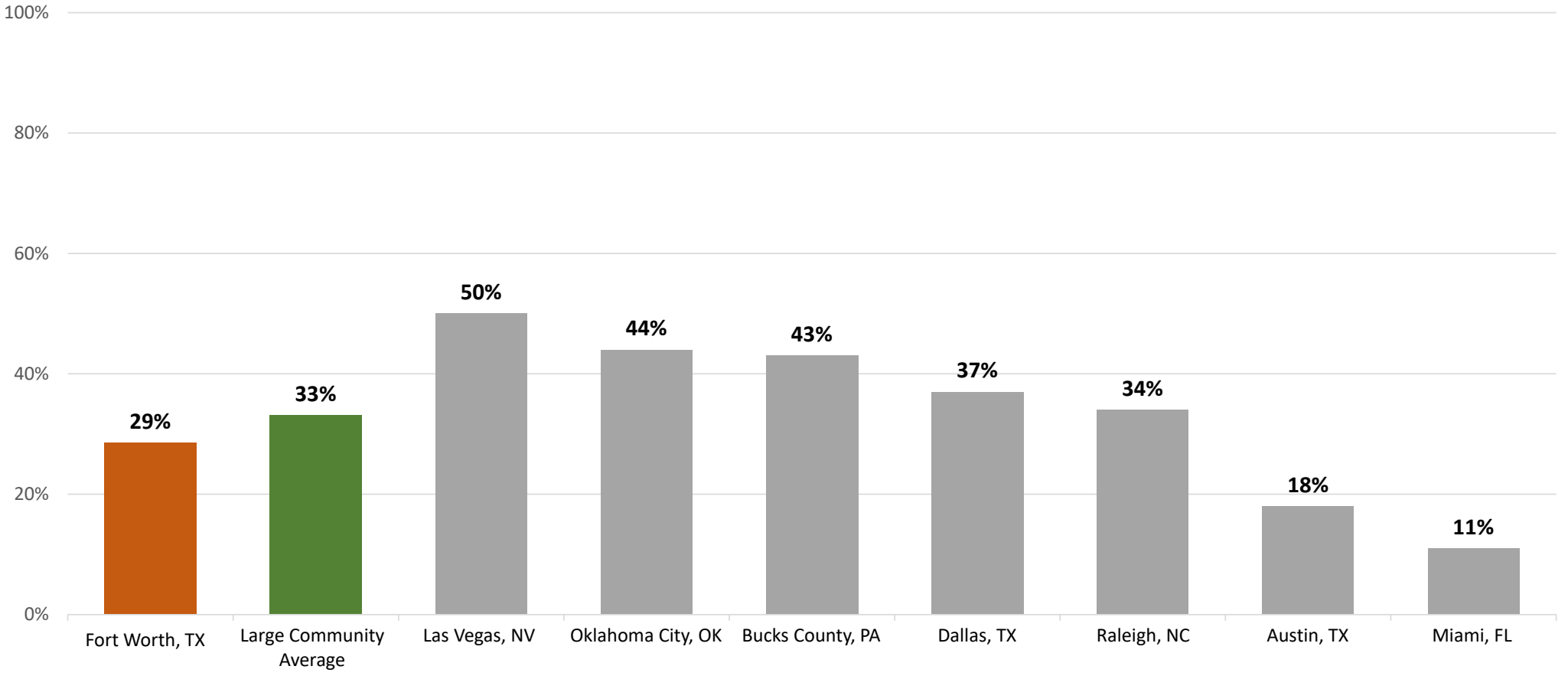
# Overall Enforcement of City Codes/Ordinances

## Fort Worth 2023 vs Large Communities



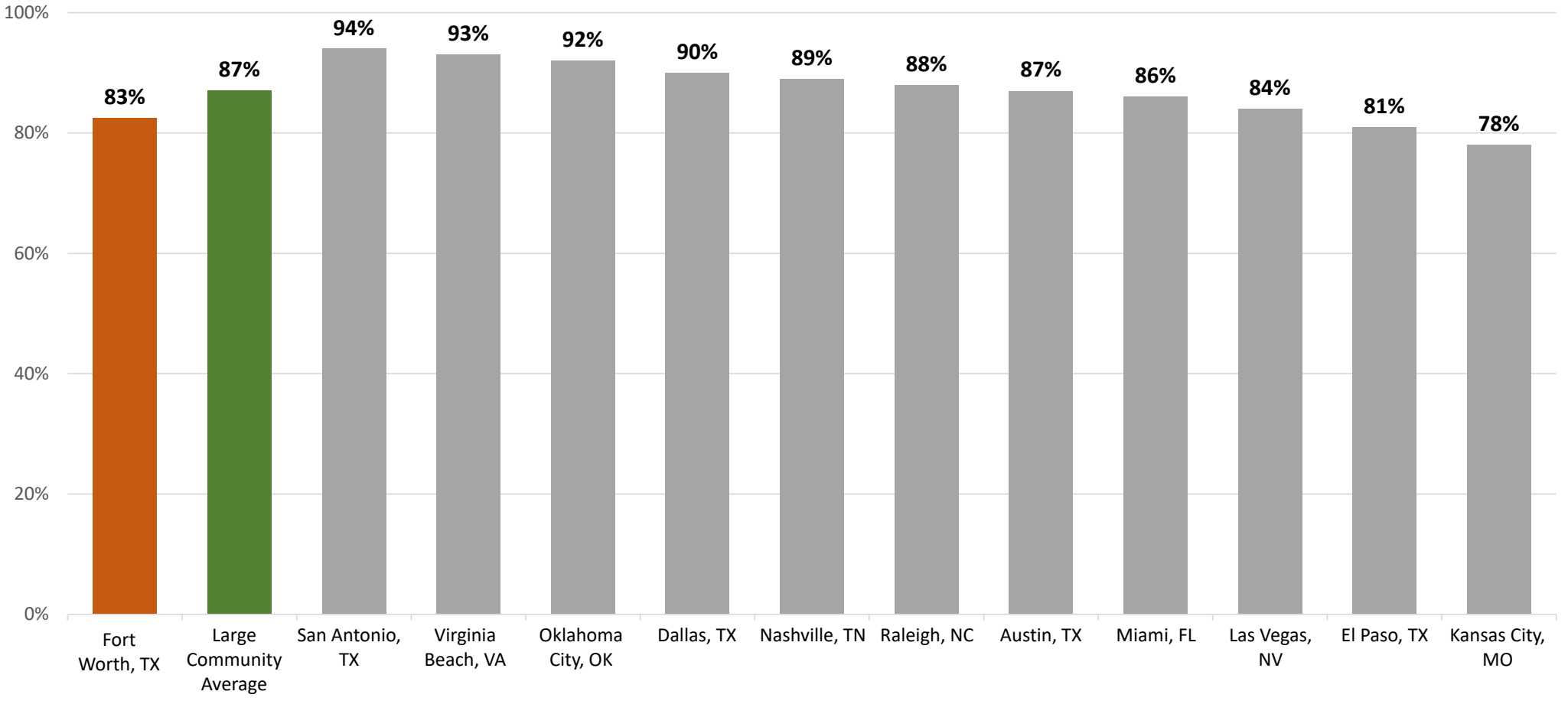
# Overall Flow of Traffic on City Streets

## Fort Worth 2023 vs Large Communities



# Overall Quality of Local Fire Services

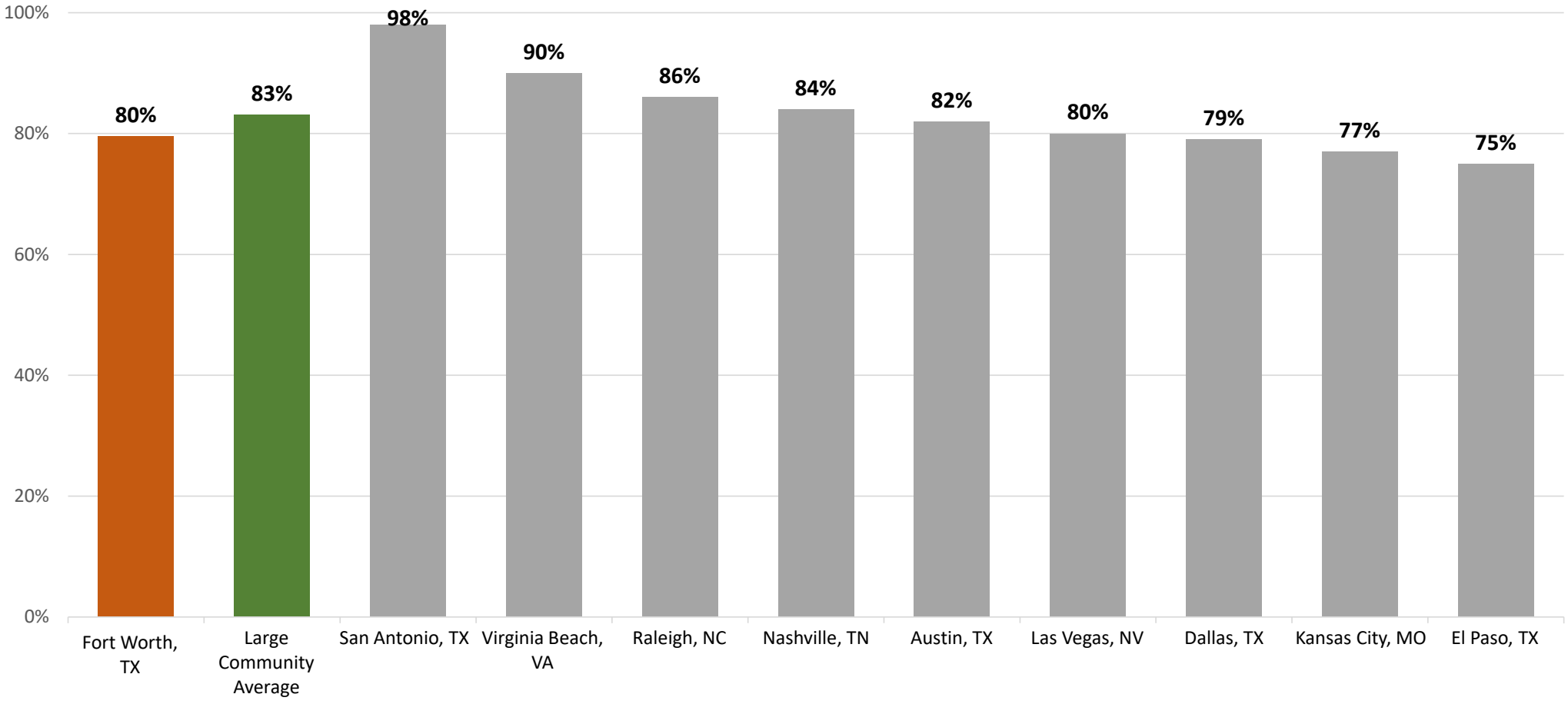
## Fort Worth 2023 vs Large Communities





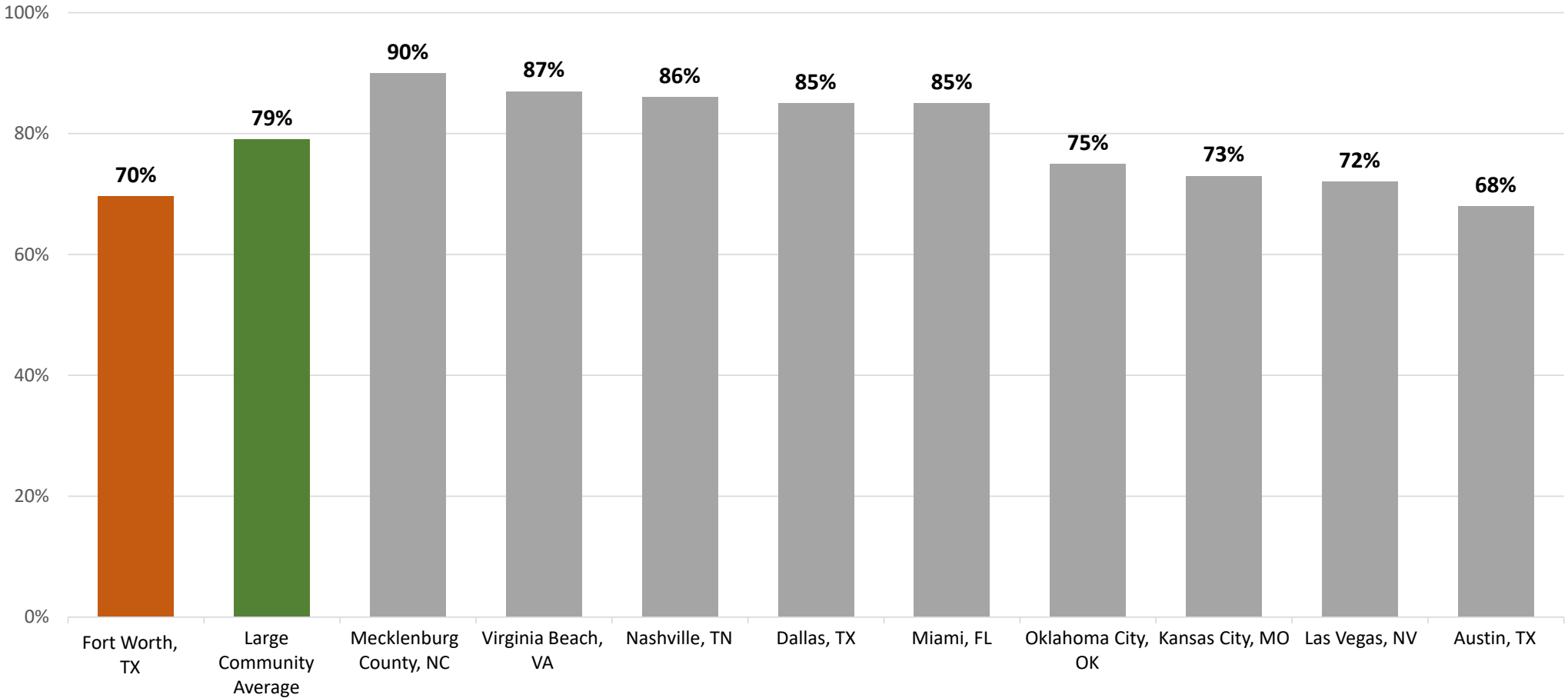
# How Quickly Firefighters Respond to Emergencies

## Fort Worth 2023 vs Large Communities



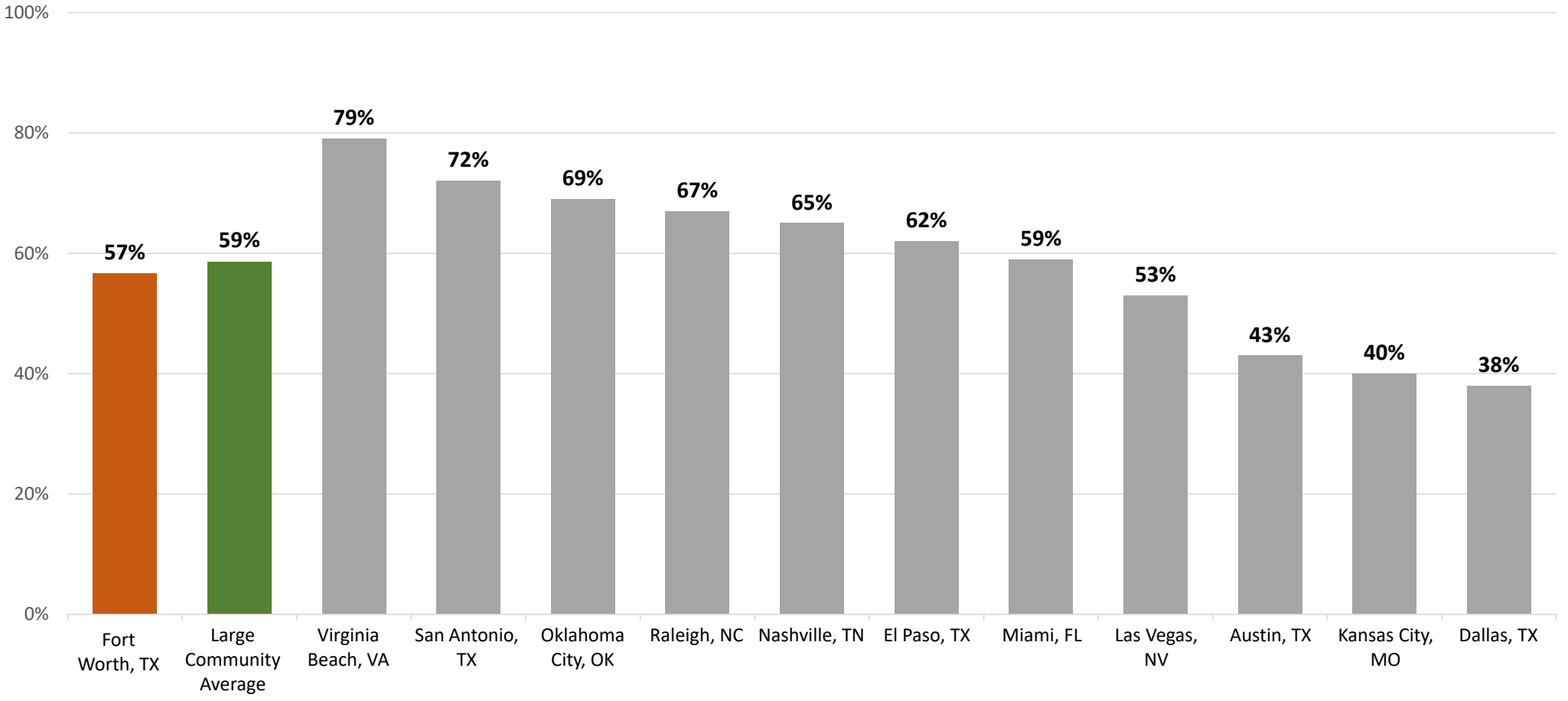
# Quality of Local Ambulance Service

## Fort Worth 2023 vs Large Communities



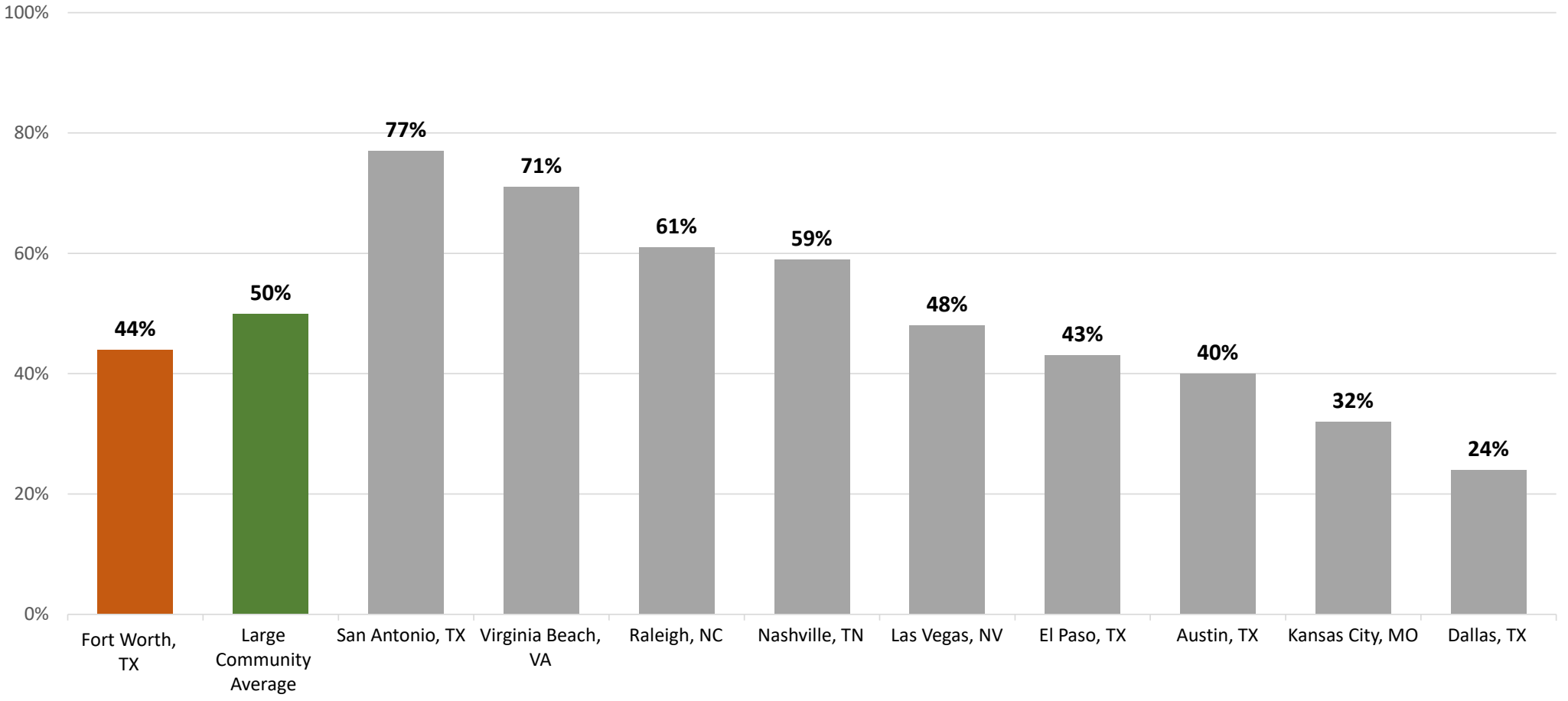
# Overall Quality of Local Police Protection and Services

## Fort Worth 2023 vs Large Communities



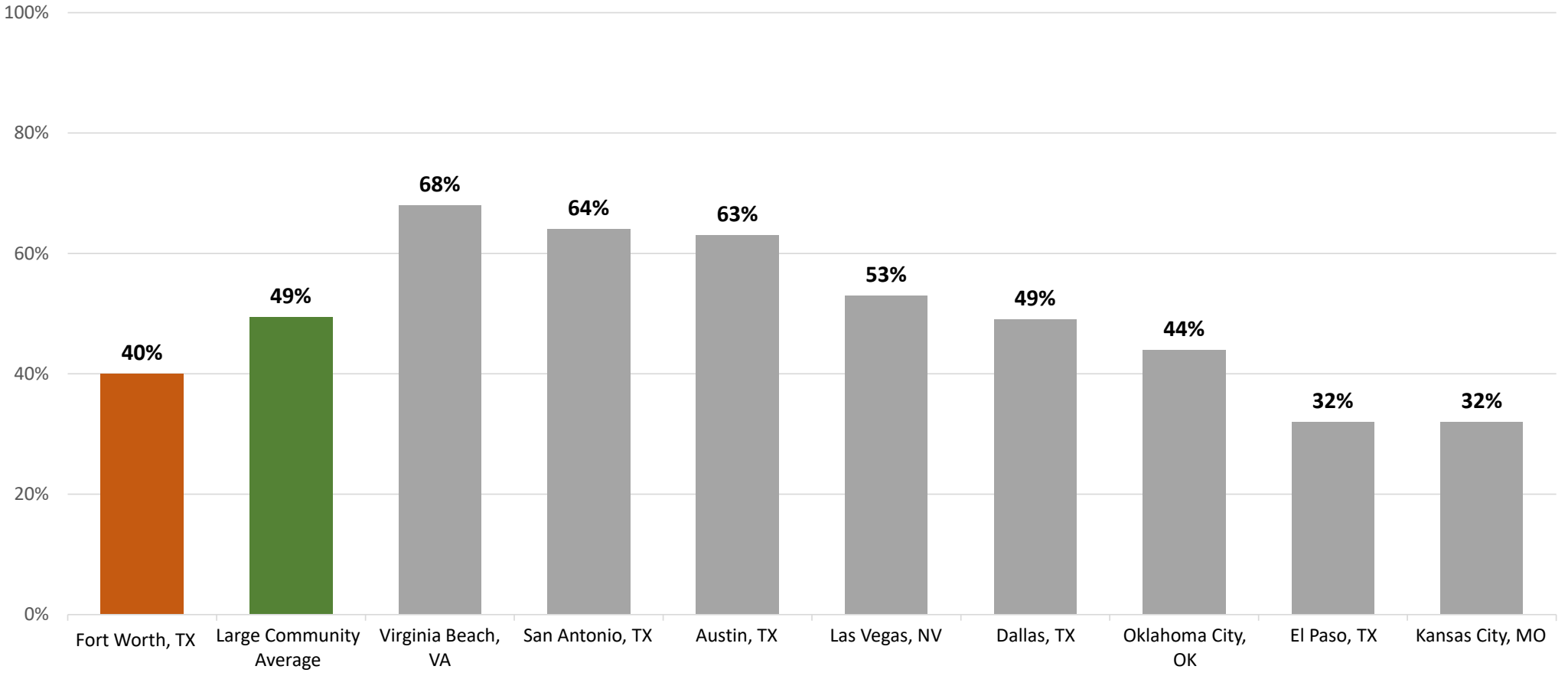
# How Quickly Police Officers Respond to Emergencies

## Fort Worth 2023 vs Large Communities



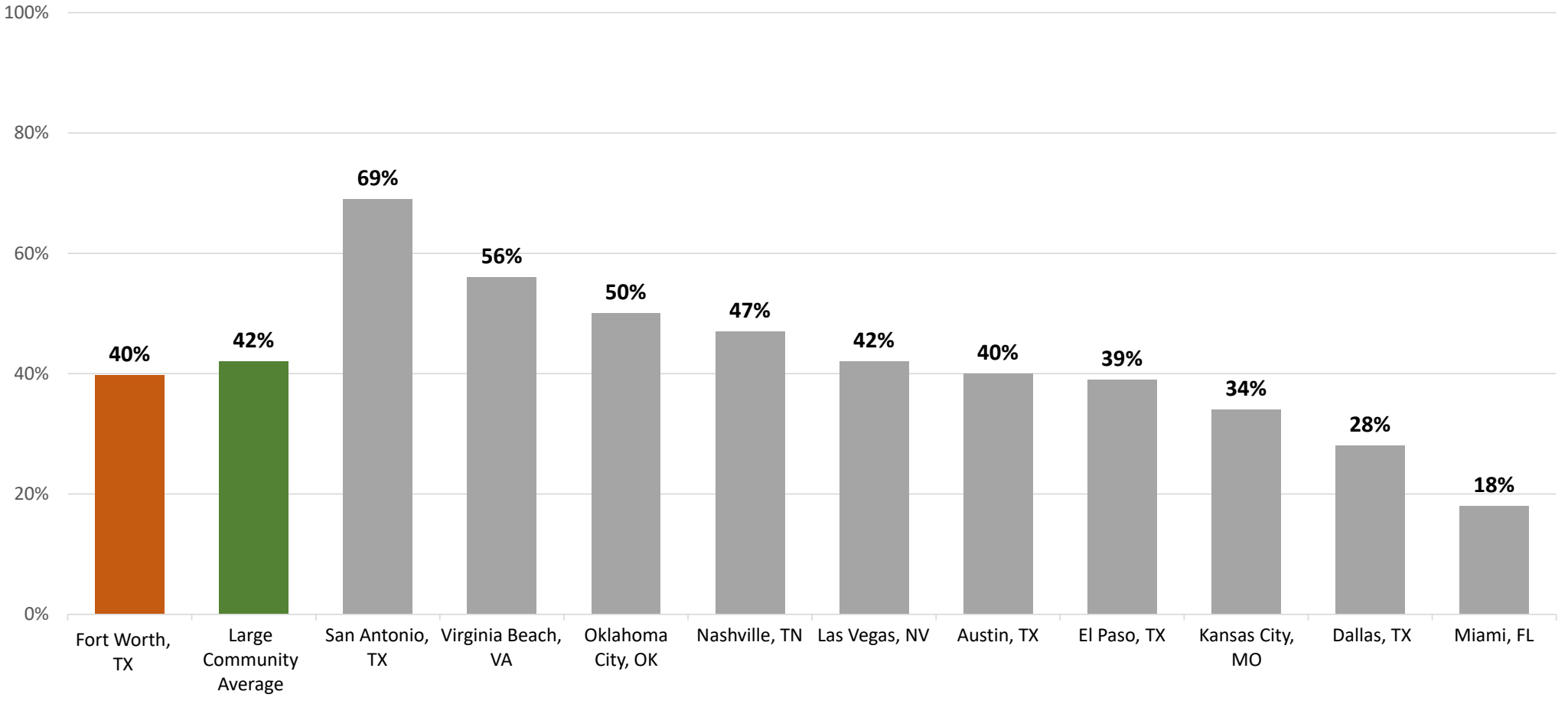
# Quality of Animal Control

## Fort Worth 2023 vs Large Communities



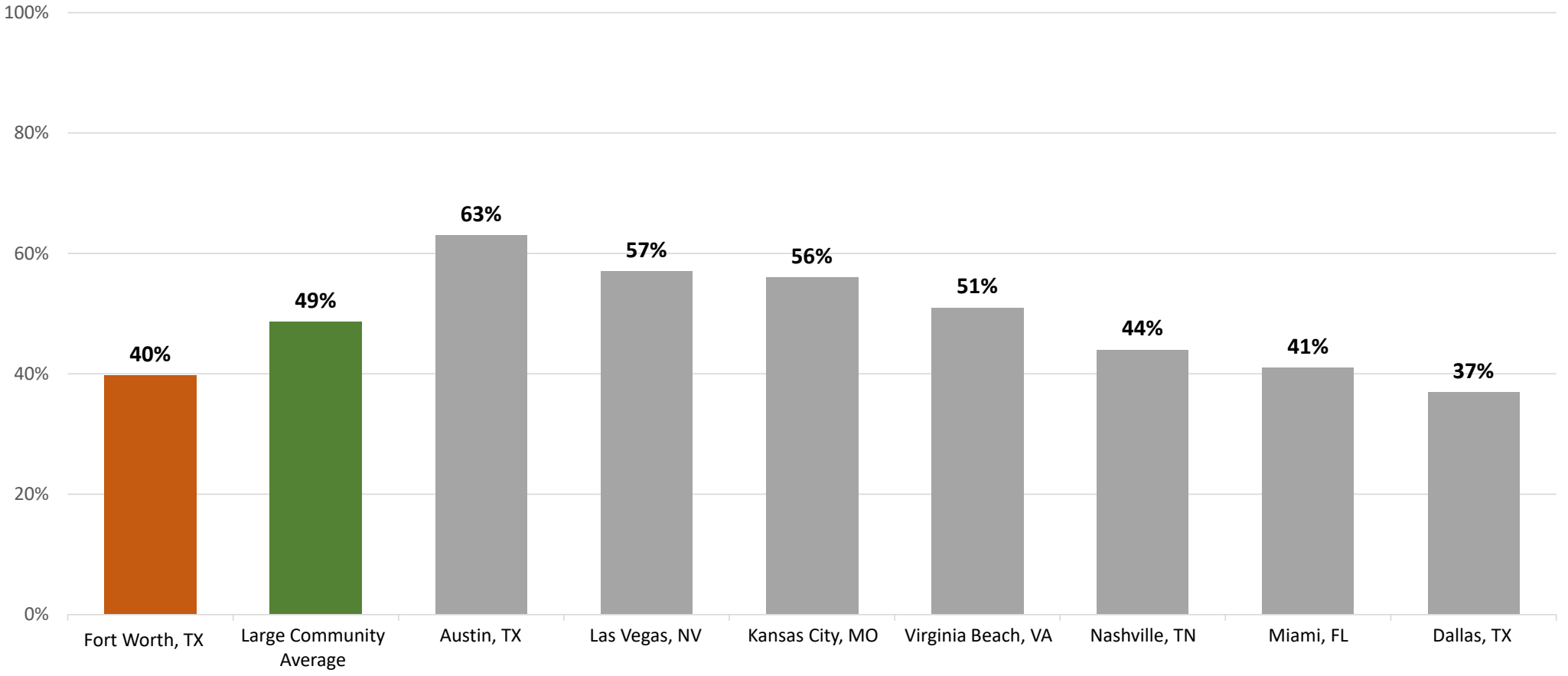
# Enforcement of Local Traffic Laws

## Fort Worth 2023 vs Large Communities



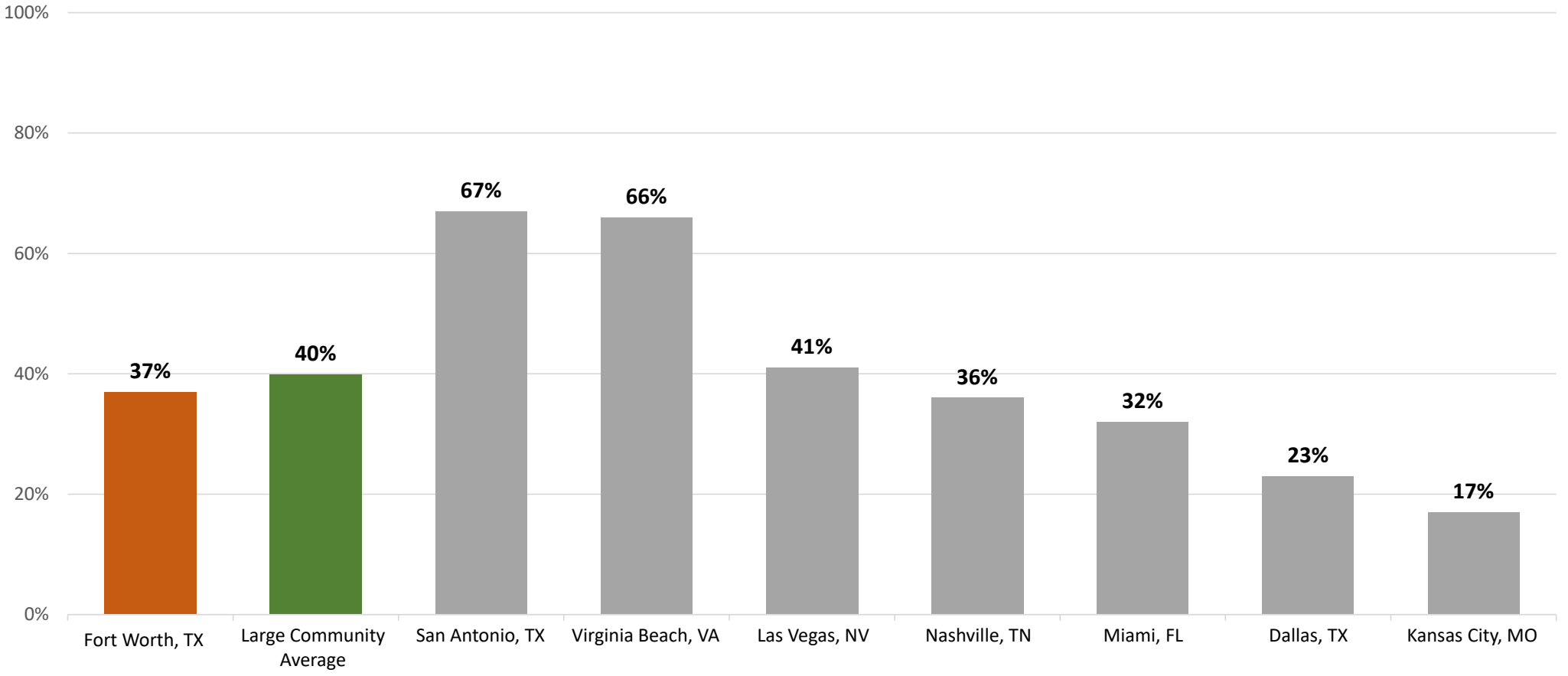
# Adequacy of City Street Lighting

## Fort Worth 2023 vs Large Communities



# The City's Effort to Prevent Crime

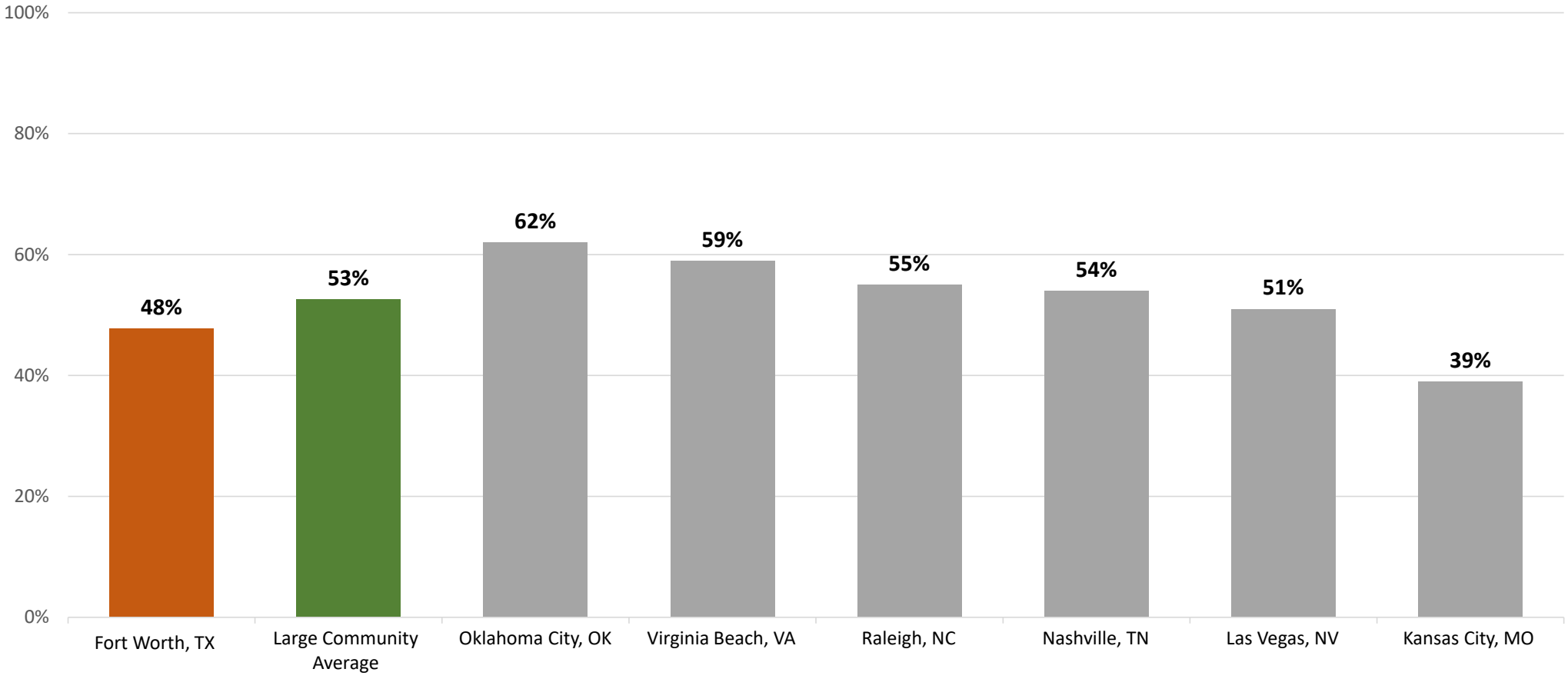
## Fort Worth 2023 vs Large Communities





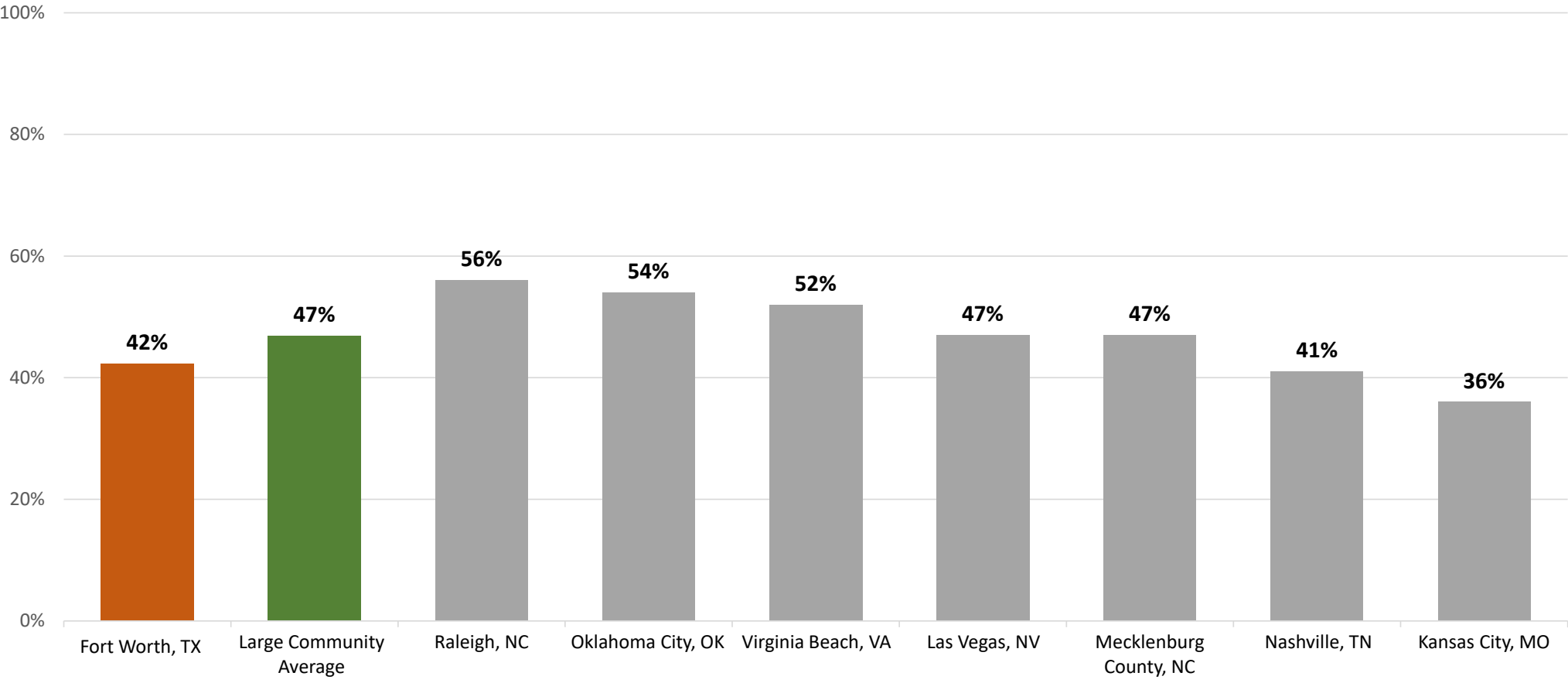
# The Quality of The City's Website

## Fort Worth 2023 vs Large Communities



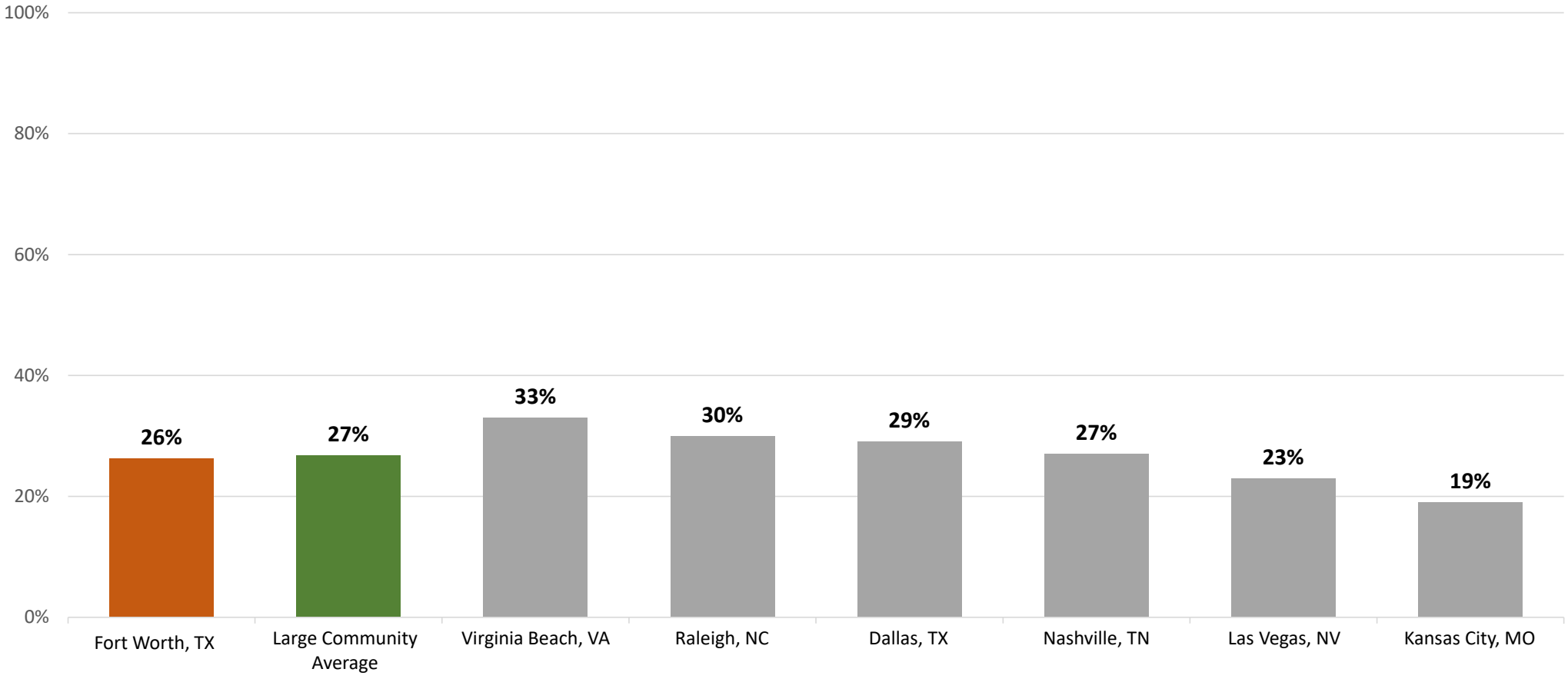
# The Availability of Information About City Programs and Services

## Fort Worth 2023 vs Large Communities



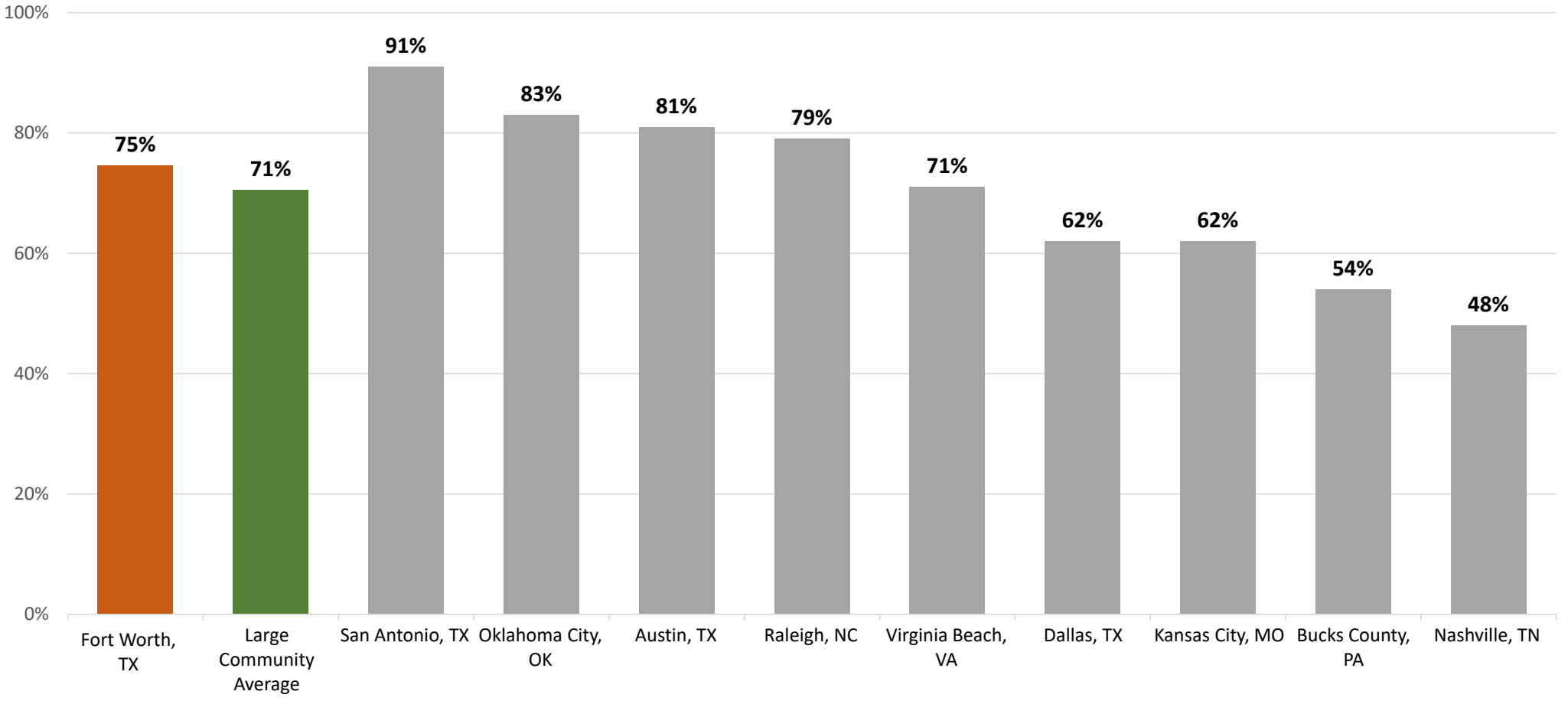
# The Overall Level of Public Involvement in Local Decision Making

## Fort Worth 2023 vs Large Communities



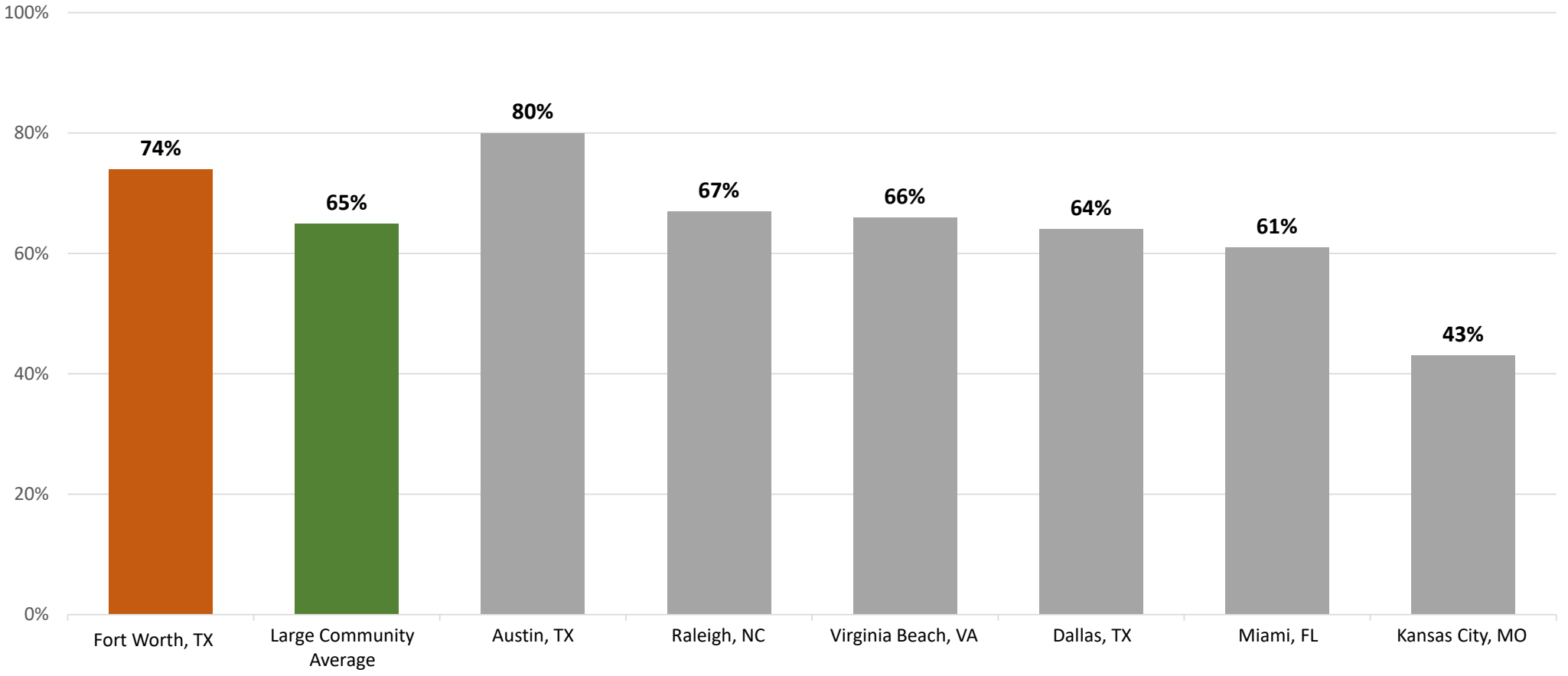
# Weekly Residential Curbside Recycling Services

## Fort Worth 2023 vs Large Communities



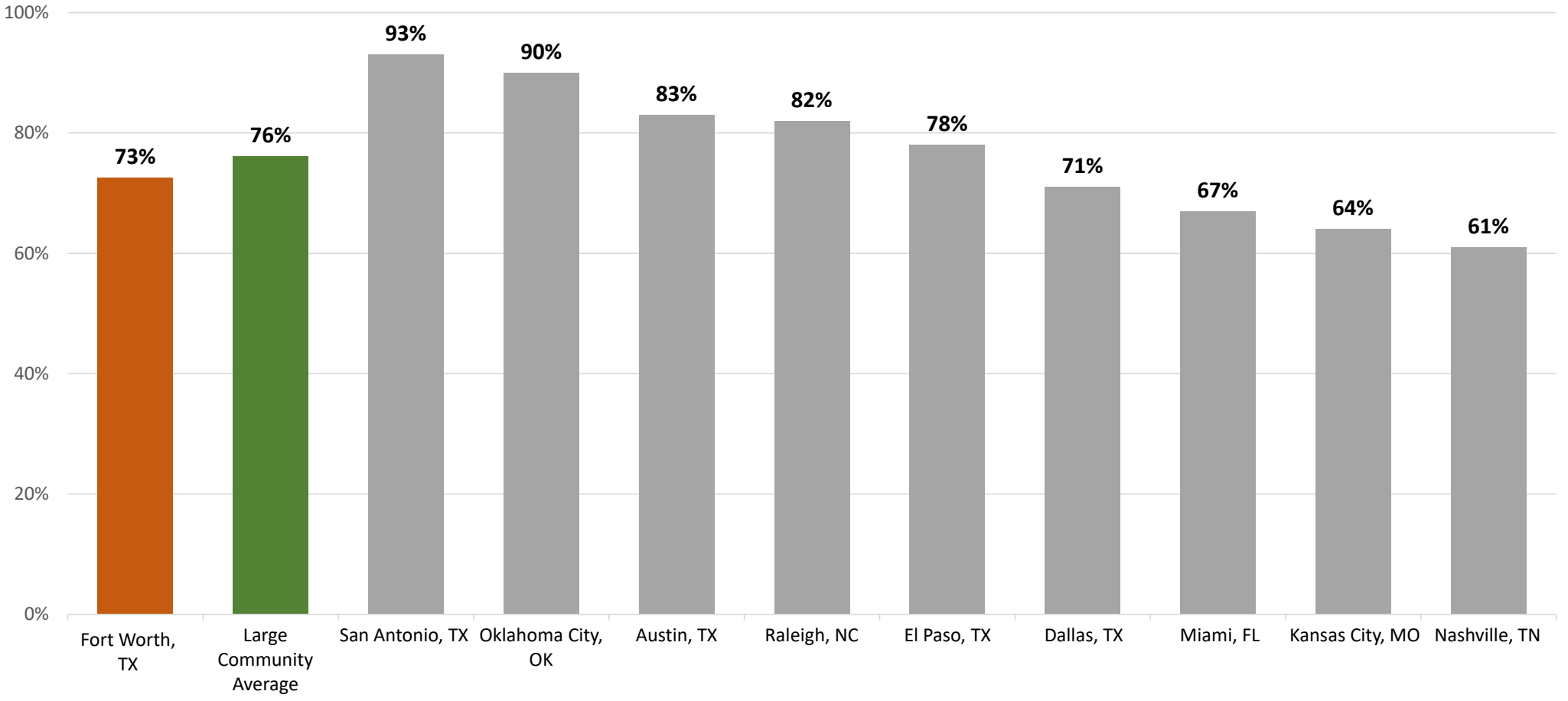
# Weekly Residential Yard Waste Collection

## Fort Worth 2023 vs Large Communities



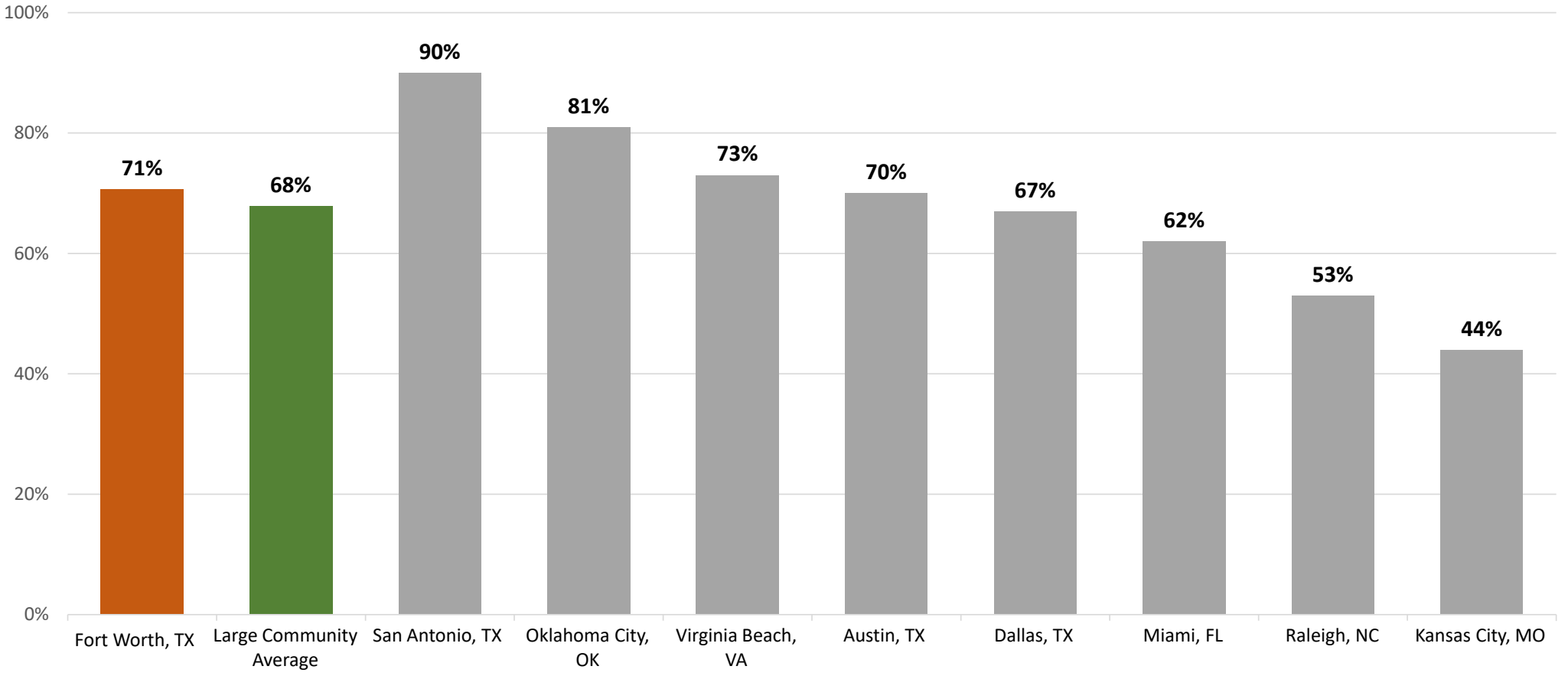
# Weekly Residential Curbside Garbage Collection Service

## Fort Worth 2023 vs Large Communities



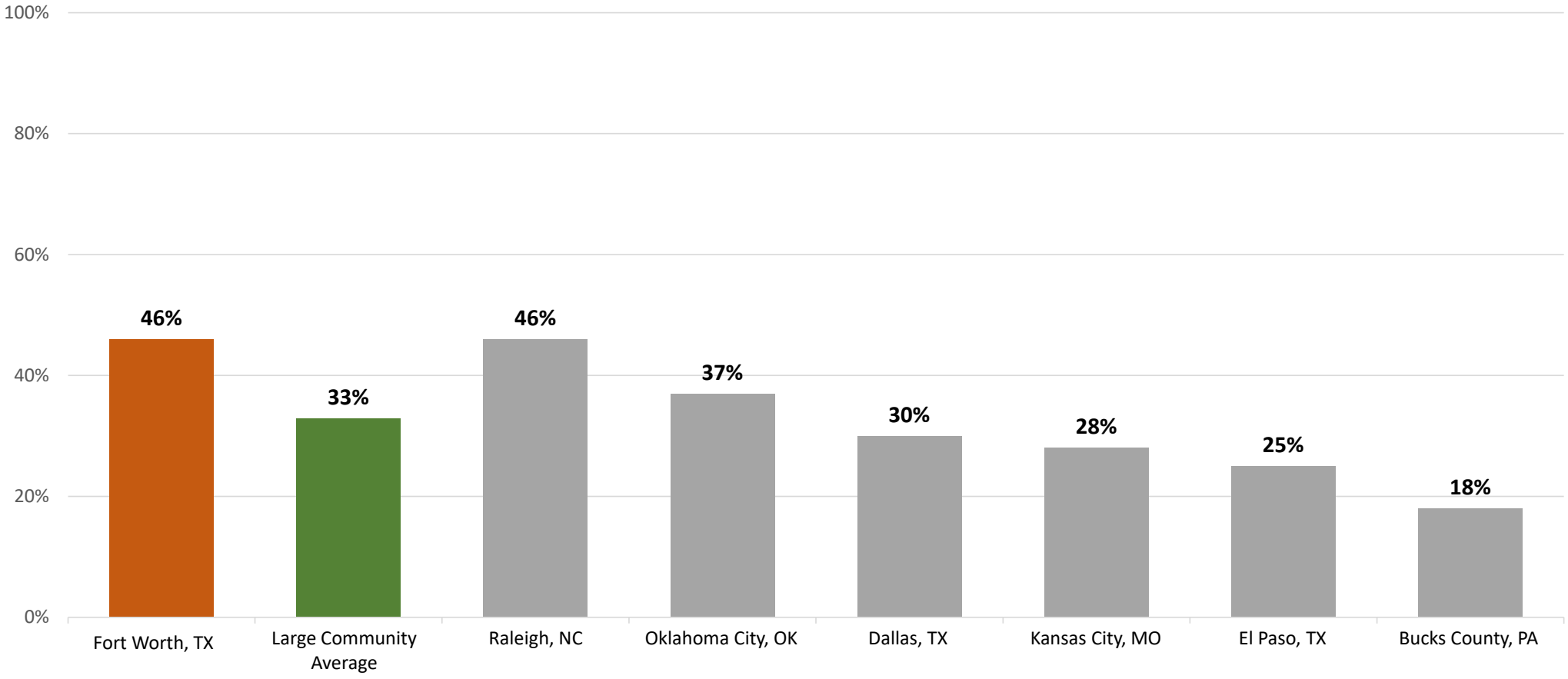
# Monthly Residential Bulky Waste Collection

## Fort Worth 2023 vs Large Communities



# Ease of Biking in Your Neighborhood

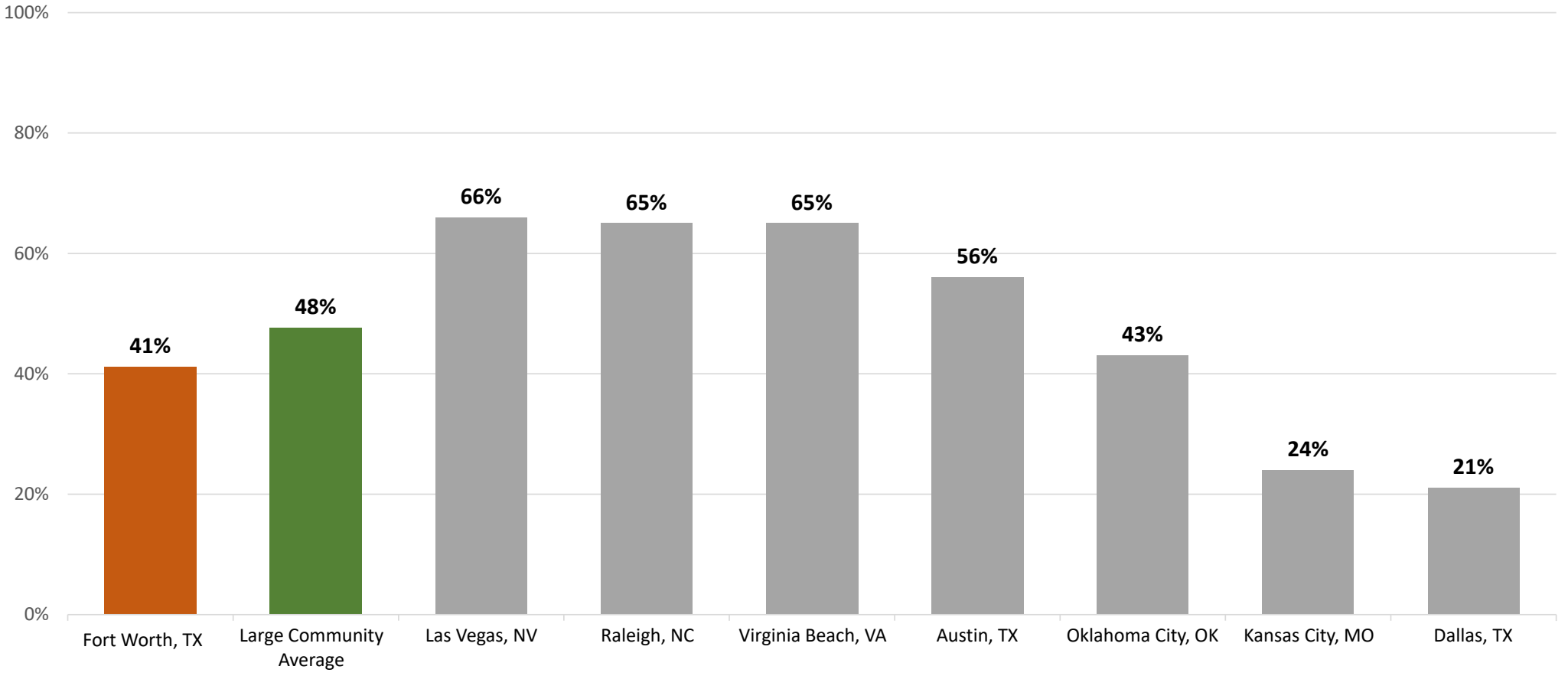
## Fort Worth 2023 vs Large Communities





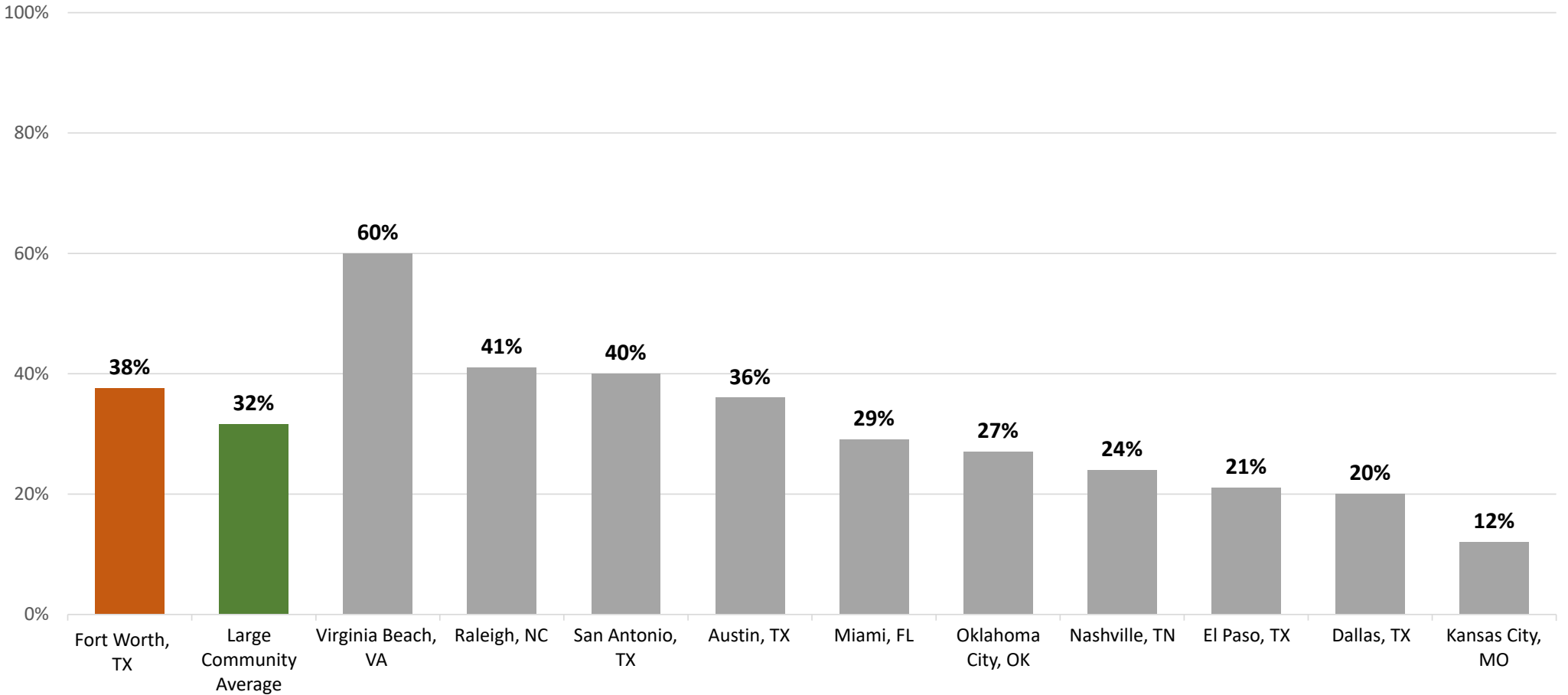
# Condition of Neighborhood Streets Near Your Home

## Fort Worth 2023 vs Large Communities



# Maintenance of Major City Streets

## Fort Worth 2023 vs Large Communities



A graphic consisting of a dark blue horizontal bar. On the left side of the bar is a white circle containing a large, bold, dark blue number '4'. To the right of the circle, the text 'Importance-Satisfaction Analysis' is written in a bold, white, sans-serif font, with 'Importance-Satisfaction' on the top line and 'Analysis' on the bottom line.

# 4 Importance-Satisfaction Analysis

# Importance-Satisfaction Analysis



## Importance-Satisfaction Overview

Today, City officials have limited resources which need to be targeted to activities that are of the most benefit to their residents. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to residents; and (2) to target resources toward those services where residents are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

## Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.  $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$ .

Example of the Calculation: Respondents were asked to identify the major City services they think are most important for the City to provide. Fifty-nine percent (59.2%) of respondents selected overall maintenance of City streets and facilities as the most important service for the City to provide.

Regarding satisfaction, twenty-five percent (25.1%) of respondents surveyed rated the overall maintenance of City streets and facilities as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for overall maintenance of City streets and facilities was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 59.2% was multiplied by 74.9% (1-0.251). This calculation yielded an I-S rating of 0.4434 which ranked first out of 13 major City services.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.

# Importance-Satisfaction Analysis



The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Very High Priority / Significantly Increase Emphasis ( $IS \geq 0.20$ )
- High Priority / Increase Emphasis ( $0.10 \leq IS < 0.20$ )
- Medium Priority / Maintain Current Emphasis ( $IS < 0.10$ )

The results for the City of Fort Worth are provided on the following pages.


<b>2023 Importance-Satisfaction Rating</b> <b>Fort Worth, Texas</b> <b>Major City Services</b>						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
	<b>Very High Priority (IS &gt;.20)</b>					
Overall maintenance of city streets/facilities	59%	1	25%	12	0.4434	1
Overall flow of traffic on city streets	33%	3	29%	11	0.2345	2
Overall quality of public safety services (e.g. police and fire)	57%	2	63%	2	0.2138	3
<b>High Priority (IS .10-.20)</b>						
Overall enforcement of city codes/ordinances	23%	4	32%	10	0.1596	4
Overall satisfaction with city roadway project delivery	20%	7	24%	13	0.1492	5
Overall quality of parks, recreation and community services programs/facilities	23%	6	53%	6	0.1074	6
<b>Medium Priority (IS &lt;.10)</b>						
Overall quality of water and sewer services	23%	5	61%	3	0.0909	7
Overall quality of local public health services	13%	8	44%	9	0.0743	8
Overall effectiveness of city communication with the public	13%	9	44%	8	0.0716	9
Overall management of stormwater runoff and flood control	9%	10	47%	7	0.0468	10
Overall quality of customer service you receive from city employees	6%	12	55%	4	0.0274	11
Overall quality of city libraries	6%	11	65%	1	0.0221	12
Overall maintenance of city facilities/buildings	2%	13	54%	5	0.0105	13

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the Town's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

<b>2023 Importance-Satisfaction Rating</b> <b>Fort Worth, Texas</b> <b>Public Safety Services</b> 						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
The city's effort to prevent crime	41%	2	37%	11	0.2558	1
Visibility of police in your neighborhood	35%	3	34%	14	0.2287	2
Overall quality of local police protection and services	49%	1	57%	4	0.2135	3
<b>High Priority (IS .10-.20)</b>						
How quickly police officers respond to emergencies	34%	4	44%	6	0.1902	4
Adequacy of city street lighting	17%	5	40%	9	0.1025	5
<b>Medium Priority (IS &lt;.10)</b>						
Enforcement of local traffic laws	16%	6	40%	8	0.0947	6
Efforts to eliminate drug traffic in your neighborhood	14%	8	32%	15	0.0940	7
Enforcement of codes designed to protect public safety and public health	13%	9	37%	12	0.0839	8
Efforts to eliminate gang activity in your neighborhood	12%	10	39%	10	0.0723	9
Visibility of police in retail areas	11%	11	36%	13	0.0685	10
Adequacy of security lighting in city parks	6%	14	29%	16	0.0427	11
Quality of animal control	5%	15	40%	7	0.0312	12
Quality of local ambulance service	8%	13	70%	3	0.0249	13
Overall quality of local fire services	14%	7	83%	1	0.0243	14
How quickly firefighters respond to emergencies	10%	12	80%	2	0.0212	15
Efforts to eliminate prostitution in your neighborhood	3%	16	45%	5	0.0150	16

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the Town's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding don't knows. Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

<b>2023 Importance-Satisfaction Rating</b> <b>Fort Worth, Texas</b> <b>Parks and Recreation Services</b>						
Category of Service	Most	Most	Satisfaction		Importance-	I-S Rating Rank
	Important %	Important Rank	Satisfaction %	Rank	Satisfaction Rating	
<b>Very High Priority (IS &gt;.20)</b>						
Maintenance of city parks	51%	1	60%	4	0.2048	1
<b>High Priority (IS .10-.20)</b>						
Quality of facilities, such as picnic shelters and playgrounds, at city parks	36%	2	54%	5	0.1649	2
The availability of outdoor pools in the area where you live	18%	5	18%	18	0.1448	3
Number of walking/biking trails	29%	3	52%	6	0.1391	4
The availability of community centers in the area where you live	22%	4	40%	11	0.1293	5
<b>Medium Priority (IS &lt;.10)</b>						
Number of city parks	17%	7	49%	9	0.0877	6
The city's youth athletic programs	12%	10	35%	14	0.0791	7
Maintenance and appearance of community centers	16%	8	52%	7	0.0779	8
The variety of amenities at our City Parks	10%	11	38%	12	0.0625	9
Summer recreation programs	8%	12	33%	16	0.0528	10
Botanic Garden	14%	9	77%	3	0.0321	11
The city's adult athletic programs	4%	14	29%	17	0.0307	12
Ease of registering for programs	4%	15	34%	15	0.0271	13
City Zoo	17%	6	85%	1	0.0268	14
City golf courses	4%	16	36%	13	0.0251	15
Number of outdoor athletic fields	3%	18	45%	10	0.0176	16
Fort Worth Nature Center	8%	13	78%	2	0.0173	17
Quality of outdoor athletic fields	3%	17	50%	8	0.0160	18

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the Town's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding don't knows. Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.



2023 Importance-Satisfaction Rating Fort Worth, Texas Maintenance and Appearance of the City						
Category of Service	Most	Most	Satisfaction		Importance-	I-S Rating Rank
	Important %	Important Rank	Satisfaction %	Rank	Satisfaction Rating	
<b>Very High Priority (IS &gt;.20)</b>						
Cleanliness of major city streets/public areas	59%	1	40%	9	0.3594	1
How well litter is kept under control	38%	2	30%	11	0.2645	2
<b>High Priority (IS .10-.20)</b>						
Condition of rental housing/apartments in your neighborhood	25%	5	35%	10	0.1638	3
Mowing and trimming along city streets	32%	4	50%	5	0.1588	4
How quickly illegal dumping is resolved/removed	22%	6	29%	12	0.1583	5
Cleanliness of your neighborhood	32%	3	51%	3	0.1539	6
<b>Medium Priority (IS &lt;.10)</b>						
Maintenance of residential property	16%	7	51%	4	0.0800	7
Appearance of retail convenience stores in your neighborhood	15%	9	48%	6	0.0763	8
Mowing and trimming of parks	16%	8	66%	1	0.0542	9
How quickly graffiti is removed	10%	10	47%	8	0.0527	10
Maintenance of business property	8%	11	52%	2	0.0392	11
Satisfaction with the regulation of signs in the City	7%	12	47%	7	0.0377	12

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the Town's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

<b>2023 Importance-Satisfaction Rating</b> <b>Fort Worth, Texas</b> <b>Traffic and Transportation Services</b>						
Category of Service	Most	Most	Satisfaction	Importance-		
	Important %	Important Rank	Satisfaction %	Satisfaction Rank	Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Maintenance of major city streets	45%	1	38%	10	0.2777	1
Condition of neighborhood streets near your home	43%	2	41%	7	0.2509	2
Flow of traffic on major city streets that are within one mile of your home	38%	3	40%	8	0.2275	3
<b>High Priority (IS .10-.20)</b>						
How quickly city personnel make repairs to streets in your neighborhood	22%	6	28%	11	0.1603	4
Adequacy of street lighting in your neighborhood	29%	4	49%	2	0.1473	5
Maintenance of streets in your neighborhood	24%	5	39%	9	0.1470	6
Visibility of pavement markings and striping on city streets within one mile of your home	20%	7	42%	6	0.1145	7
Number/Availability of sidewalks	18%	10	42%	5	0.1051	8
<b>Medium Priority (IS &lt;.10)</b>						
Timing of traffic signals on city streets that are within one mile of your home	18%	9	47%	3	0.0984	9
Ease of walking in your neighborhood	19%	8	55%	1	0.0865	10
Ease of biking in your neighborhood	8%	11	46%	4	0.0443	11

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the Town's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.



**5**

# Tabular Data

**Q1. Perceptions of the City. Please rate your satisfaction with the following:**

(N=1725)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall value you receive for your City tax dollars & fees	4.8%	32.3%	26.8%	24.2%	8.8%	3.0%
Q1-2. Overall quality of life in City	10.7%	49.0%	21.6%	14.2%	3.4%	1.1%
Q1-3. Overall quality of public schools in City	3.8%	16.9%	23.8%	22.0%	15.5%	18.0%
Q1-4. How well City is managing growth	4.1%	23.9%	24.9%	28.1%	16.6%	2.4%
Q1-5. Overall quality of City services	7.6%	40.5%	25.6%	19.6%	5.2%	1.5%

**WITHOUT DON'T KNOW****Q1. Perceptions of the City. Please rate your satisfaction with the following: (without "don't know")**

(N=1725)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall value you receive for your City tax dollars & fees	5.0%	33.3%	27.7%	25.0%	9.1%
Q1-2. Overall quality of life in City	10.8%	49.5%	21.9%	14.4%	3.4%
Q1-3. Overall quality of public schools in City	4.7%	20.6%	29.0%	26.9%	18.9%
Q1-4. How well City is managing growth	4.2%	24.5%	25.5%	28.8%	17.0%
Q1-5. Overall quality of City services	7.7%	41.1%	26.0%	19.9%	5.3%

**Q2. Quality of Life in Fort Worth. Please rate the City of Fort Worth:**

(N=1725)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q2-1. As a place to live	21.2%	50.6%	15.3%	9.7%	2.6%	0.6%
Q2-2. As a place to raise children	13.8%	41.1%	18.7%	12.6%	4.5%	9.2%
Q2-3. As a place to work	18.6%	48.7%	17.9%	6.5%	2.4%	6.0%
Q2-4. As a place to retire	13.3%	31.5%	20.8%	15.7%	10.6%	8.2%

**WITHOUT DON'T KNOW****Q2. Quality of Life in Fort Worth. Please rate the City of Fort Worth: (without "don't know")**

(N=1725)

	Excellent	Good	Neutral	Below average	Poor
Q2-1. As a place to live	21.3%	50.8%	15.4%	9.8%	2.6%
Q2-2. As a place to raise children	15.2%	45.3%	20.6%	13.9%	5.0%
Q2-3. As a place to work	19.8%	51.8%	19.0%	6.9%	2.5%
Q2-4. As a place to retire	14.5%	34.3%	22.6%	17.0%	11.6%

**Q3. Feeling of Safety. Please rate your level of agreement with the following statements:**

(N=1725)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q3-1. I feel safe in my neighborhood during the day	25.3%	48.2%	12.8%	10.1%	3.1%	0.4%
Q3-2. I feel safe in my neighborhood at night	14.4%	39.3%	17.9%	17.7%	10.2%	0.5%
Q3-3. I feel safe in City parks	7.4%	32.9%	30.1%	17.9%	5.8%	5.8%
Q3-4. I feel safe in other public areas of City, like stockyards, cultural district, etc.	13.0%	51.0%	21.1%	10.0%	2.5%	2.4%
Q3-5. My kids are safe in our schools	4.6%	18.4%	25.9%	18.6%	8.3%	24.2%

**WITHOUT DON'T KNOW****Q3. Feeling of Safety. Please rate your level of agreement with the following statements: (without "don't know")**

(N=1725)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q3-1. I feel safe in my neighborhood during the day	25.4%	48.4%	12.9%	10.2%	3.1%
Q3-2. I feel safe in my neighborhood at night	14.5%	39.5%	18.0%	17.8%	10.3%
Q3-3. I feel safe in City parks	7.9%	35.0%	32.0%	19.0%	6.2%
Q3-4. I feel safe in other public areas of City, like stockyards, cultural district, etc.	13.3%	52.3%	21.6%	10.2%	2.6%
Q3-5. My kids are safe in our schools	6.0%	24.3%	34.2%	24.6%	10.9%

**Q4. Overall Satisfaction with Major City Services. Please rate your satisfaction with the following:**

(N=1725)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Overall quality of parks, recreation & community services programs/facilities	8.0%	42.8%	27.6%	13.6%	3.8%	4.2%
Q4-2. Overall maintenance of City streets/facilities	3.4%	21.4%	19.0%	33.4%	21.7%	1.0%
Q4-3. Overall enforcement of City codes/ordinances	2.7%	27.6%	27.5%	24.1%	13.4%	4.6%
Q4-4. Overall quality of customer service you receive from City employees	12.3%	37.5%	28.0%	8.9%	3.6%	9.7%
Q4-5. Overall quality of public safety services (e.g., police & fire)	18.5%	41.7%	20.6%	10.4%	5.0%	3.7%
Q4-6. Overall effectiveness of City communication with the public	7.5%	34.8%	28.5%	18.4%	6.7%	3.9%
Q4-7. Overall flow of traffic on City streets	3.3%	25.0%	20.1%	27.9%	22.7%	1.0%
Q4-8. Overall quality of local public health services	7.1%	27.4%	30.6%	9.7%	4.2%	20.9%
Q4-9. Overall quality of City libraries	15.5%	38.3%	20.1%	6.3%	2.6%	17.3%
Q4-10. Overall management of stormwater runoff & flood control	6.8%	37.7%	27.3%	16.5%	5.5%	6.2%
Q4-11. Overall maintenance of City facilities/buildings	6.4%	40.3%	30.7%	7.0%	1.9%	13.7%
Q4-12. Overall satisfaction with City roadway project delivery	3.2%	18.8%	25.7%	27.5%	17.1%	7.7%
Q4-13. Overall quality of water & sewer services	10.1%	49.1%	21.4%	11.8%	4.6%	3.0%

**WITHOUT DON'T KNOW****Q4. Overall Satisfaction with Major City Services. Please rate your satisfaction with the following: (without "don't know")**

(N=1725)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Overall quality of parks, recreation & community services programs/facilities	8.4%	44.7%	28.8%	14.2%	4.0%
Q4-2. Overall maintenance of City streets/facilities	3.4%	21.7%	19.2%	33.8%	21.9%
Q4-3. Overall enforcement of City codes/ordinances	2.9%	28.9%	28.8%	25.3%	14.1%
Q4-4. Overall quality of customer service you receive from City employees	13.6%	41.5%	31.0%	9.9%	4.0%
Q4-5. Overall quality of public safety services (e.g., police & fire)	19.2%	43.3%	21.4%	10.8%	5.2%
Q4-6. Overall effectiveness of City communication with the public	7.8%	36.3%	29.7%	19.2%	7.0%
Q4-7. Overall flow of traffic on City streets	3.3%	25.2%	20.3%	28.2%	23.0%
Q4-8. Overall quality of local public health services	9.0%	34.7%	38.6%	12.3%	5.4%
Q4-9. Overall quality of City libraries	18.7%	46.3%	24.2%	7.6%	3.2%
Q4-10. Overall management of stormwater runoff & flood control	7.2%	40.2%	29.1%	17.6%	5.9%
Q4-11. Overall maintenance of City facilities/buildings	7.5%	46.7%	35.5%	8.1%	2.2%
Q4-12. Overall satisfaction with City roadway project delivery	3.5%	20.4%	27.8%	29.8%	18.5%
Q4-13. Overall quality of water & sewer services	10.4%	50.6%	22.1%	12.2%	4.7%



**Q5. Which THREE of the items in Question 4 do you think are MOST IMPORTANT for the City to provide?**

<u>Q5. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of parks, recreation & community services programs/facilities	127	7.4 %
Overall maintenance of City streets/facilities	447	25.9 %
Overall enforcement of City codes/ordinances	102	5.9 %
Overall quality of customer service you receive from City employees	26	1.5 %
Overall quality of public safety services (e.g., police & fire)	526	30.5 %
Overall effectiveness of City communication with the public	43	2.5 %
Overall flow of traffic on City streets	150	8.7 %
Overall quality of local public health services	49	2.8 %
Overall quality of City libraries	24	1.4 %
Overall management of stormwater runoff & flood control	24	1.4 %
Overall maintenance of City facilities/buildings	5	0.3 %
Overall satisfaction with City roadway project delivery	51	3.0 %
Overall quality of water & sewer services	99	5.7 %
None chosen	52	3.0 %
Total	1725	100.0 %

**Q5. Which THREE of the items in Question 4 do you think are MOST IMPORTANT for the City to provide?**

<u>Q5. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of parks, recreation & community services programs/facilities	121	7.0 %
Overall maintenance of City streets/facilities	332	19.2 %
Overall enforcement of City codes/ordinances	151	8.8 %
Overall quality of customer service you receive from City employees	34	2.0 %
Overall quality of public safety services (e.g., police & fire)	279	16.2 %
Overall effectiveness of City communication with the public	81	4.7 %
Overall flow of traffic on City streets	212	12.3 %
Overall quality of local public health services	90	5.2 %
Overall quality of City libraries	24	1.4 %
Overall management of stormwater runoff & flood control	46	2.7 %
Overall maintenance of City facilities/buildings	13	0.8 %
Overall satisfaction with City roadway project delivery	126	7.3 %
Overall quality of water & sewer services	144	8.3 %
None chosen	72	4.2 %
Total	1725	100.0 %

**Q5. Which THREE of the items in Question 4 do you think are MOST IMPORTANT for the City to provide?**

<u>Q5. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of parks, recreation & community services programs/facilities	147	8.5 %
Overall maintenance of City streets/facilities	242	14.0 %
Overall enforcement of City codes/ordinances	151	8.8 %
Overall quality of customer service you receive from City employees	46	2.7 %
Overall quality of public safety services (e.g., police & fire)	179	10.4 %
Overall effectiveness of City communication with the public	96	5.6 %
Overall flow of traffic on City streets	203	11.8 %
Overall quality of local public health services	89	5.2 %
Overall quality of City libraries	61	3.5 %
Overall management of stormwater runoff & flood control	83	4.8 %
Overall maintenance of City facilities/buildings	22	1.3 %
Overall satisfaction with City roadway project delivery	161	9.3 %
Overall quality of water & sewer services	159	9.2 %
None chosen	86	5.0 %
Total	1725	100.0 %

**SUM OF TOP 3 CHOICES****Q5. Which THREE of the items in Question 4 do you think are MOST IMPORTANT for the City to provide?****(top 3)**

<u>Q5. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of parks, recreation & community services programs/facilities	395	22.9 %
Overall maintenance of City streets/facilities	1021	59.2 %
Overall enforcement of City codes/ordinances	404	23.4 %
Overall quality of customer service you receive from City employees	106	6.1 %
Overall quality of public safety services (e.g., police & fire)	984	57.0 %
Overall effectiveness of City communication with the public	220	12.8 %
Overall flow of traffic on City streets	565	32.8 %
Overall quality of local public health services	228	13.2 %
Overall quality of City libraries	109	6.3 %
Overall management of stormwater runoff & flood control	153	8.9 %
Overall maintenance of City facilities/buildings	40	2.3 %
Overall satisfaction with City roadway project delivery	338	19.6 %
Overall quality of water & sewer services	402	23.3 %
None chosen	52	3.0 %
Total	5017	

**Q6. Public Safety Services. Please rate your satisfaction with the following:**

(N=1725)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	Don't know
Q6-1. Overall quality of local police protection & services	13.7%	40.5%	20.9%	15.0%	5.6%	4.3%
Q6-2. Visibility of police in your neighborhood	7.1%	25.6%	24.6%	26.7%	12.8%	3.2%
Q6-3. Visibility of police in retail areas	5.7%	28.3%	32.7%	22.8%	4.8%	5.7%
Q6-4. City's effort to prevent crime	5.9%	28.6%	29.9%	19.8%	9.0%	6.8%
Q6-5. Enforcement of local traffic laws	5.9%	32.0%	26.0%	19.2%	12.4%	4.5%
Q6-6. Overall quality of local fire services	27.0%	46.0%	14.4%	0.7%	0.3%	11.7%
Q6-7. Quality of local ambulance service	18.3%	37.2%	19.4%	3.4%	1.6%	20.2%
Q6-8. How quickly police officers respond to emergencies	9.1%	25.7%	21.4%	14.3%	8.9%	20.6%
Q6-9. How quickly firefighters respond to emergencies	25.6%	37.0%	14.8%	0.9%	0.3%	21.4%
Q6-10. Adequacy of City street lighting	5.7%	33.1%	21.6%	25.9%	11.5%	2.1%
Q6-11. Adequacy of security lighting in City parks	3.4%	19.0%	27.7%	20.4%	7.1%	22.6%
Q6-12. Quality of animal control	6.0%	27.2%	27.7%	14.4%	7.7%	17.0%
Q6-13. Enforcement of codes designed to protect public safety & public health	4.6%	27.0%	30.4%	16.3%	7.1%	14.6%
Q6-14. Efforts to eliminate prostitution in your neighborhood	9.9%	14.6%	19.3%	6.8%	4.3%	45.2%
Q6-15. Efforts to eliminate drug traffic in your neighborhood	7.1%	13.7%	18.1%	16.3%	8.9%	35.9%
Q6-16. Efforts to eliminate gang activity in your neighborhood	8.3%	16.1%	18.0%	12.1%	8.5%	37.0%

**WITHOUT DON'T KNOW****Q6. Public Safety Services. Please rate your satisfaction with the following: (without "don't know")**

(N=1725)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Overall quality of local police protection & services	14.4%	42.3%	21.9%	15.6%	5.8%
Q6-2. Visibility of police in your neighborhood	7.4%	26.5%	25.4%	27.6%	13.2%
Q6-3. Visibility of police in retail areas	6.0%	30.0%	34.7%	24.2%	5.1%
Q6-4. City's effort to prevent crime	6.3%	30.7%	32.1%	21.2%	9.6%
Q6-5. Enforcement of local traffic laws	6.2%	33.5%	27.2%	20.1%	13.0%
Q6-6. Overall quality of local fire services	30.5%	52.0%	16.3%	0.8%	0.3%
Q6-7. Quality of local ambulance service	22.9%	46.7%	24.3%	4.2%	2.0%
Q6-8. How quickly police officers respond to emergencies	11.5%	32.4%	27.0%	18.0%	11.2%
Q6-9. How quickly firefighters respond to emergencies	32.5%	47.1%	18.9%	1.2%	0.4%
Q6-10. Adequacy of City street lighting	5.9%	33.8%	22.1%	26.5%	11.8%
Q6-11. Adequacy of security lighting in City parks	4.3%	24.5%	35.7%	26.3%	9.1%
Q6-12. Quality of animal control	7.2%	32.8%	33.4%	17.4%	9.2%
Q6-13. Enforcement of codes designed to protect public safety & public health	5.4%	31.5%	35.6%	19.1%	8.3%
Q6-14. Efforts to eliminate prostitution in your neighborhood	18.0%	26.5%	35.2%	12.5%	7.8%
Q6-15. Efforts to eliminate drug traffic in your neighborhood	11.1%	21.3%	28.3%	25.4%	13.8%
Q6-16. Efforts to eliminate gang activity in your neighborhood	13.2%	25.5%	28.6%	19.2%	13.5%

**Q7. Which THREE of the public safety services in Question 6 do you think are MOST IMPORTANT for the City to provide?**

Q7. Top choice	Number	Percent
Overall quality of local police protection & services	543	31.5 %
Visibility of police in your neighborhood	294	17.0 %
Visibility of police in retail areas	37	2.1 %
City's effort to prevent crime	235	13.6 %
Enforcement of local traffic laws	80	4.6 %
Overall quality of local fire services	36	2.1 %
Quality of local ambulance service	27	1.6 %
How quickly police officers respond to emergencies	144	8.3 %
How quickly firefighters respond to emergencies	22	1.3 %
Adequacy of City street lighting	72	4.2 %
Adequacy of security lighting in City parks	15	0.9 %
Quality of animal control	16	0.9 %
Enforcement of codes designed to protect public safety & public health	43	2.5 %
Efforts to eliminate prostitution in your neighborhood	11	0.6 %
Efforts to eliminate drug traffic in your neighborhood	53	3.1 %
Efforts to eliminate gang activity in your neighborhood	40	2.3 %
None chosen	57	3.3 %
Total	1725	100.0 %

**Q7. Which THREE of the public safety services in Question 6 do you think are MOST IMPORTANT for the City to provide?**

Q7. 2nd choice	Number	Percent
Overall quality of local police protection & services	160	9.3 %
Visibility of police in your neighborhood	198	11.5 %
Visibility of police in retail areas	82	4.8 %
City's effort to prevent crime	258	15.0 %
Enforcement of local traffic laws	98	5.7 %
Overall quality of local fire services	127	7.4 %
Quality of local ambulance service	46	2.7 %
How quickly police officers respond to emergencies	226	13.1 %
How quickly firefighters respond to emergencies	73	4.2 %
Adequacy of City street lighting	89	5.2 %
Adequacy of security lighting in City parks	38	2.2 %
Quality of animal control	22	1.3 %
Enforcement of codes designed to protect public safety & public health	68	3.9 %
Efforts to eliminate prostitution in your neighborhood	20	1.2 %
Efforts to eliminate drug traffic in your neighborhood	91	5.3 %
Efforts to eliminate gang activity in your neighborhood	56	3.2 %
None chosen	73	4.2 %
Total	1725	100.0 %

**Q7. Which THREE of the public safety services in Question 6 do you think are MOST IMPORTANT for the City to provide?**

Q7. 3rd choice	Number	Percent
Overall quality of local police protection & services	148	8.6 %
Visibility of police in your neighborhood	105	6.1 %
Visibility of police in retail areas	66	3.8 %
City's effort to prevent crime	208	12.1 %
Enforcement of local traffic laws	92	5.3 %
Overall quality of local fire services	76	4.4 %
Quality of local ambulance service	69	4.0 %
How quickly police officers respond to emergencies	214	12.4 %
How quickly firefighters respond to emergencies	84	4.9 %
Adequacy of City street lighting	132	7.7 %
Adequacy of security lighting in City parks	51	3.0 %
Quality of animal control	51	3.0 %
Enforcement of codes designed to protect public safety & public health	119	6.9 %
Efforts to eliminate prostitution in your neighborhood	16	0.9 %
Efforts to eliminate drug traffic in your neighborhood	96	5.6 %
Efforts to eliminate gang activity in your neighborhood	107	6.2 %
None chosen	91	5.3 %
Total	1725	100.0 %

**SUM OF TOP 3 CHOICES**

**Q7. Which THREE of the public safety services in Question 6 do you think are MOST IMPORTANT for the City to provide? (top 3)**

Q7. Sum of Top 3 Choices	Number	Percent
Overall quality of local police protection & services	851	49.3 %
Visibility of police in your neighborhood	597	34.6 %
Visibility of police in retail areas	185	10.7 %
City's effort to prevent crime	701	40.6 %
Enforcement of local traffic laws	270	15.7 %
Overall quality of local fire services	239	13.9 %
Quality of local ambulance service	142	8.2 %
How quickly police officers respond to emergencies	584	33.9 %
How quickly firefighters respond to emergencies	179	10.4 %
Adequacy of City street lighting	293	17.0 %
Adequacy of security lighting in City parks	104	6.0 %
Quality of animal control	89	5.2 %
Enforcement of codes designed to protect public safety & public health	230	13.3 %
Efforts to eliminate prostitution in your neighborhood	47	2.7 %
Efforts to eliminate drug traffic in your neighborhood	240	13.9 %
Efforts to eliminate gang activity in your neighborhood	203	11.8 %
None chosen	57	3.3 %
Total	5011	

**Q8. Parks and Recreation Services. Please rate your satisfaction with the following:**

(N=1725)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Maintenance of City parks	9.9%	43.3%	25.0%	8.6%	2.0%	11.2%
Q8-2. Quality of facilities, such as picnic shelters & playgrounds, at City parks	8.2%	38.6%	25.7%	11.5%	2.3%	13.7%
Q8-3. Number of City parks	8.6%	34.6%	25.0%	14.8%	4.4%	12.6%
Q8-4. Maintenance & appearance of community centers	6.7%	32.4%	27.6%	7.2%	1.9%	24.1%
Q8-5. Availability of community centers in the area where you live	7.1%	25.1%	23.8%	17.0%	6.7%	20.2%
Q8-6. Number of walking/biking trails	11.7%	35.8%	19.7%	17.4%	7.3%	8.1%
Q8-7. Availability of outdoor pools in the area where you live	3.1%	11.2%	24.5%	21.3%	18.4%	21.5%
Q8-8. City golf courses	6.1%	16.3%	31.4%	5.5%	3.5%	37.2%
Q8-9. City zoo	42.4%	35.2%	11.2%	2.0%	0.9%	8.3%
Q8-10. Quality of outdoor athletic fields	7.4%	28.4%	27.5%	6.3%	2.1%	28.4%
Q8-11. Number of outdoor athletic fields	6.9%	24.3%	26.3%	8.9%	3.0%	30.7%
Q8-12. City's youth athletic programs	4.6%	15.1%	27.3%	7.4%	2.6%	43.1%
Q8-13. City's adult athletic programs	3.7%	12.1%	28.5%	8.2%	2.7%	44.8%
Q8-14. Summer recreation programs	4.0%	14.4%	26.7%	7.4%	3.0%	44.6%
Q8-15. Ease of registering for programs	4.1%	13.3%	26.2%	4.9%	2.8%	48.7%
Q8-16. Variety of amenities at our City parks	4.5%	22.8%	29.0%	13.3%	3.4%	27.0%
Q8-17. Botanic Garden	34.4%	33.7%	12.2%	5.7%	2.6%	11.4%
Q8-18. Fort Worth Nature Center	26.8%	33.0%	14.8%	1.6%	0.6%	23.2%

**WITHOUT DON'T KNOW****Q8. Parks and Recreation Services. Please rate your satisfaction with the following: (without "don't know")**

(N=1725)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Maintenance of City parks	11.2%	48.8%	28.1%	9.7%	2.2%
Q8-2. Quality of facilities, such as picnic shelters & playgrounds, at City parks	9.5%	44.7%	29.8%	13.4%	2.7%
Q8-3. Number of City parks	9.8%	39.5%	28.6%	17.0%	5.0%
Q8-4. Maintenance & appearance of community centers	8.9%	42.7%	36.4%	9.5%	2.5%
Q8-5. Availability of community centers in the area where you live	8.9%	31.5%	29.9%	21.4%	8.4%
Q8-6. Number of walking/biking trails	12.7%	39.0%	21.5%	18.9%	7.9%
Q8-7. Availability of outdoor pools in the area where you live	3.9%	14.3%	31.2%	27.2%	23.4%
Q8-8. City golf courses	9.7%	26.0%	50.0%	8.8%	5.5%
Q8-9. City zoo	46.2%	38.4%	12.3%	2.2%	0.9%
Q8-10. Quality of outdoor athletic fields	10.3%	39.7%	38.4%	8.7%	2.9%
Q8-11. Number of outdoor athletic fields	9.9%	35.0%	38.0%	12.8%	4.3%
Q8-12. City's youth athletic programs	8.0%	26.6%	48.0%	12.9%	4.5%
Q8-13. City's adult athletic programs	6.7%	22.0%	51.6%	14.9%	4.8%
Q8-14. Summer recreation programs	7.2%	26.0%	48.1%	13.3%	5.3%
Q8-15. Ease of registering for programs	7.9%	26.0%	51.1%	9.6%	5.4%
Q8-16. Variety of amenities at our City parks	6.2%	31.3%	39.7%	18.2%	4.7%
Q8-17. Botanic Garden	38.8%	38.1%	13.7%	6.5%	2.9%
Q8-18. Fort Worth Nature Center	34.9%	42.9%	19.3%	2.0%	0.8%



**Q9. Which THREE of the parks and recreation services in Question 8 do you think are MOST IMPORTANT for the City to provide?**

<u>Q9. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	541	31.4 %
Quality of facilities, such as picnic shelters & playgrounds, at City parks	217	12.6 %
Number of City parks	108	6.3 %
Maintenance & appearance of community centers	65	3.8 %
Availability of community centers in the area where you live	123	7.1 %
Number of walking/biking trails	149	8.6 %
Availability of outdoor pools in the area where you live	89	5.2 %
City golf courses	9	0.5 %
City zoo	100	5.8 %
Quality of outdoor athletic fields	14	0.8 %
Number of outdoor athletic fields	8	0.5 %
City's youth athletic programs	46	2.7 %
City's adult athletic programs	18	1.0 %
Summer recreation programs	27	1.6 %
Ease of registering for programs	9	0.5 %
Variety of amenities at our City parks	26	1.5 %
Botanic Garden	33	1.9 %
Fort Worth Nature Center	32	1.9 %
None chosen	111	6.4 %
Total	1725	100.0 %

**Q9. Which THREE of the parks and recreation services in Question 8 do you think are MOST IMPORTANT for the City to provide?**

<u>Q9. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	196	11.4 %
Quality of facilities, such as picnic shelters & playgrounds, at City parks	236	13.7 %
Number of City parks	106	6.1 %
Maintenance & appearance of community centers	123	7.1 %
Availability of community centers in the area where you live	129	7.5 %
Number of walking/biking trails	177	10.3 %
Availability of outdoor pools in the area where you live	111	6.4 %
City golf courses	32	1.9 %
City zoo	100	5.8 %
Quality of outdoor athletic fields	22	1.3 %
Number of outdoor athletic fields	18	1.0 %
City's youth athletic programs	69	4.0 %
City's adult athletic programs	20	1.2 %
Summer recreation programs	46	2.7 %
Ease of registering for programs	21	1.2 %
Variety of amenities at our City parks	52	3.0 %
Botanic Garden	103	6.0 %
Fort Worth Nature Center	32	1.9 %
None chosen	132	7.7 %
Total	1725	100.0 %

**Q9. Which THREE of the parks and recreation services in Question 8 do you think are MOST IMPORTANT for the City to provide?**

<u>Q9. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	146	8.5 %
Quality of facilities, such as picnic shelters & playgrounds, at City parks	168	9.7 %
Number of City parks	84	4.9 %
Maintenance & appearance of community centers	89	5.2 %
Availability of community centers in the area where you live	123	7.1 %
Number of walking/biking trails	170	9.9 %
Availability of outdoor pools in the area where you live	106	6.1 %
City golf courses	26	1.5 %
City zoo	101	5.9 %
Quality of outdoor athletic fields	19	1.1 %
Number of outdoor athletic fields	29	1.7 %
City's youth athletic programs	94	5.4 %
City's adult athletic programs	36	2.1 %
Summer recreation programs	63	3.7 %
Ease of registering for programs	41	2.4 %
Variety of amenities at our City parks	95	5.5 %
Botanic Garden	104	6.0 %
Fort Worth Nature Center	70	4.1 %
None chosen	161	9.3 %
Total	1725	100.0 %

**SUM OF TOP 3 CHOICES****Q9. Which THREE of the parks and recreation services in Question 8 do you think are MOST IMPORTANT for the City to provide? (top 3)**

<u>Q9. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	883	51.2 %
Quality of facilities, such as picnic shelters & playgrounds, at City parks	621	36.0 %
Number of City parks	298	17.3 %
Maintenance & appearance of community centers	277	16.1 %
Availability of community centers in the area where you live	375	21.7 %
Number of walking/biking trails	496	28.8 %
Availability of outdoor pools in the area where you live	306	17.7 %
City golf courses	67	3.9 %
City zoo	301	17.4 %
Quality of outdoor athletic fields	55	3.2 %
Number of outdoor athletic fields	55	3.2 %
City's youth athletic programs	209	12.1 %
City's adult athletic programs	74	4.3 %
Summer recreation programs	136	7.9 %
Ease of registering for programs	71	4.1 %
Variety of amenities at our City parks	173	10.0 %
Botanic Garden	240	13.9 %
Fort Worth Nature Center	134	7.8 %
None chosen	111	6.4 %
Total	4882	

**Q10. Library Ratings. Please rate your satisfaction with the following:**

(N=1725)

	Very satisfied	Satisfied	Neutral	Dissatis- fied	Very dissatisfi- ed	Don't know
Q10-1. Overall quality of available materials	17.7%	33.6%	16.3%	4.7%	1.4%	26.3%
Q10-2. Overall quality & quantity of programs	14.8%	28.9%	20.5%	4.2%	1.3%	30.2%
Q10-3. Availability of library branches in the area where you live	19.2%	34.5%	14.8%	9.2%	4.0%	18.3%

**WITHOUT DON'T KNOW****Q10. Library Ratings. Please rate your satisfaction with the following: (without "don't know")**

(N=1725)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Overall quality of available materials	24.0%	45.6%	22.1%	6.4%	2.0%
Q10-2. Overall quality & quantity of programs	21.3%	41.4%	29.4%	6.0%	1.9%
Q10-3. Availability of library branches in the area where you live	23.6%	42.2%	18.1%	11.2%	4.9%

**Q11. Maintenance and Appearance of the City. Please rate your satisfaction with the following:**

(N=1725)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Mowing & trimming of parks	11.5%	49.1%	20.8%	8.9%	2.3%	7.5%
Q11-2. Mowing & trimming along City streets	8.5%	39.2%	22.4%	19.1%	7.0%	3.7%
Q11-3. Cleanliness of major City streets/public areas	6.0%	32.5%	21.1%	25.4%	12.3%	2.7%
Q11-4. Cleanliness of your neighborhood	12.6%	37.4%	20.1%	18.4%	8.9%	2.6%
Q11-5. Maintenance of residential property	8.9%	39.2%	25.9%	15.4%	5.5%	5.1%
Q11-6. Maintenance of business property	7.2%	40.8%	29.7%	11.4%	3.9%	6.9%
Q11-7. Appearance of retail convenience stores in your neighborhood	7.7%	38.1%	24.9%	17.1%	7.5%	4.8%
Q11-8. Condition of rental housing/apartments in your neighborhood	5.0%	26.5%	26.0%	21.4%	12.4%	8.6%
Q11-9. Satisfaction with regulation of signs in City	5.7%	36.7%	29.9%	12.3%	5.8%	9.6%
Q11-10. How quickly graffiti is removed	7.0%	27.4%	25.7%	9.9%	3.5%	26.4%
Q11-11. How well litter is kept under control	4.9%	23.7%	21.3%	29.2%	15.7%	5.2%
Q11-12. How quickly illegal dumping is resolved/removed	4.5%	17.4%	20.8%	20.9%	11.9%	24.5%

**WITHOUT DON'T KNOW****Q11. Maintenance and Appearance of the City. Please rate your satisfaction with the following: (without "don't know")**

(N=1725)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Mowing & trimming of parks	12.4%	53.1%	22.4%	9.6%	2.4%
Q11-2. Mowing & trimming along City streets	8.9%	40.7%	23.3%	19.9%	7.3%
Q11-3. Cleanliness of major City streets/public areas	6.1%	33.4%	21.7%	26.1%	12.7%
Q11-4. Cleanliness of your neighborhood	12.9%	38.4%	20.6%	18.9%	9.2%
Q11-5. Maintenance of residential property	9.3%	41.3%	27.3%	16.2%	5.8%
Q11-6. Maintenance of business property	7.8%	43.8%	31.9%	12.3%	4.2%
Q11-7. Appearance of retail convenience stores in your neighborhood	8.1%	40.0%	26.1%	18.0%	7.9%
Q11-8. Condition of rental housing/apartments in your neighborhood	5.5%	29.0%	28.4%	23.5%	13.6%
Q11-9. Satisfaction with regulation of signs in City	6.3%	40.6%	33.1%	13.6%	6.4%
Q11-10. How quickly graffiti is removed	9.5%	37.3%	35.0%	13.5%	4.7%
Q11-11. How well litter is kept under control	5.2%	25.0%	22.4%	30.8%	16.6%
Q11-12. How quickly illegal dumping is resolved/removed	6.0%	23.0%	27.6%	27.6%	15.7%

**Q12. Which THREE of the maintenance services in Question 11 do you think are MOST IMPORTANT for the City to provide?**

Q12. Top choice	Number	Percent
Mowing & trimming of parks	104	6.0 %
Mowing & trimming along City streets	216	12.5 %
Cleanliness of major City streets/public areas	560	32.5 %
Cleanliness of your neighborhood	216	12.5 %
Maintenance of residential property	53	3.1 %
Maintenance of business property	15	0.9 %
Appearance of retail convenience stores in your neighborhood	38	2.2 %
Condition of rental housing/apartments in your neighborhood	126	7.3 %
Satisfaction with regulation of signs in City	20	1.2 %
How quickly graffiti is removed	25	1.4 %
How well litter is kept under control	142	8.2 %
How quickly illegal dumping is resolved/removed	111	6.4 %
None chosen	99	5.7 %
Total	1725	100.0 %

**Q12. Which THREE of the maintenance services in Question 11 do you think are MOST IMPORTANT for the City to provide?**

Q12. 2nd choice	Number	Percent
Mowing & trimming of parks	87	5.0 %
Mowing & trimming along City streets	181	10.5 %
Cleanliness of major City streets/public areas	256	14.8 %
Cleanliness of your neighborhood	195	11.3 %
Maintenance of residential property	115	6.7 %
Maintenance of business property	57	3.3 %
Appearance of retail convenience stores in your neighborhood	92	5.3 %
Condition of rental housing/apartments in your neighborhood	145	8.4 %
Satisfaction with regulation of signs in City	52	3.0 %
How quickly graffiti is removed	70	4.1 %
How well litter is kept under control	256	14.8 %
How quickly illegal dumping is resolved/removed	101	5.9 %
None chosen	118	6.8 %
Total	1725	100.0 %



**Q12. Which THREE of the maintenance services in Question 11 do you think are MOST IMPORTANT for the City to provide?**

Q12. 3rd choice	Number	Percent
Mowing & trimming of parks	80	4.6 %
Mowing & trimming along City streets	147	8.5 %
Cleanliness of major City streets/public areas	208	12.1 %
Cleanliness of your neighborhood	134	7.8 %
Maintenance of residential property	112	6.5 %
Maintenance of business property	68	3.9 %
Appearance of retail convenience stores in your neighborhood	124	7.2 %
Condition of rental housing/apartments in your neighborhood	161	9.3 %
Satisfaction with regulation of signs in City	51	3.0 %
How quickly graffiti is removed	75	4.3 %
How well litter is kept under control	256	14.8 %
How quickly illegal dumping is resolved/removed	173	10.0 %
None chosen	136	7.9 %
Total	1725	100.0 %

**SUM OF TOP 3 CHOICES**

**Q12. Which THREE of the maintenance services in Question 11 do you think are MOST IMPORTANT for the City to provide? (top 3)**

Q12. Sum of Top 3 Choices	Number	Percent
Mowing & trimming of parks	271	15.7 %
Mowing & trimming along City streets	544	31.5 %
Cleanliness of major City streets/public areas	1024	59.4 %
Cleanliness of your neighborhood	545	31.6 %
Maintenance of residential property	280	16.2 %
Maintenance of business property	140	8.1 %
Appearance of retail convenience stores in your neighborhood	254	14.7 %
Condition of rental housing/apartments in your neighborhood	432	25.0 %
Satisfaction with regulation of signs in City	123	7.1 %
How quickly graffiti is removed	170	9.9 %
How well litter is kept under control	654	37.9 %
How quickly illegal dumping is resolved/removed	385	22.3 %
None chosen	99	5.7 %
Total	4921	

**Q13. City Communication. Please rate your satisfaction with the following:**

(N=1725)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Availability of information about City programs & services	8.4%	29.2%	28.1%	17.3%	6.0%	11.1%
Q13-2. Overall level of public involvement in local decision making	4.2%	18.0%	26.5%	23.5%	12.6%	15.2%
Q13-3. Quality of City's website	7.1%	34.6%	30.6%	11.0%	3.9%	12.9%
Q13-4. Quality of City's informational inserts that come with City water bill	9.3%	39.1%	25.9%	6.0%	3.0%	16.8%
Q13-5. Quality of City's social media messaging (Facebook, Instagram, X/Twitter)	5.6%	24.6%	29.7%	7.5%	2.6%	30.0%
Q13-6. Quality of City's MyFW app	9.7%	27.4%	23.1%	6.0%	2.2%	31.7%

**WITHOUT DON'T KNOW****Q13. City Communication. Please rate your satisfaction with the following: (without "don't know")**

(N=1725)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Availability of information about City programs & services	9.5%	32.8%	31.6%	19.4%	6.8%
Q13-2. Overall level of public involvement in local decision making	4.9%	21.3%	31.3%	27.7%	14.8%
Q13-3. Quality of City's website	8.1%	39.7%	35.1%	12.6%	4.5%
Q13-4. Quality of City's informational inserts that come with City water bill	11.2%	46.9%	31.1%	7.2%	3.6%
Q13-5. Quality of City's social media messaging (Facebook, Instagram, X/Twitter)	8.0%	35.1%	42.5%	10.7%	3.6%
Q13-6. Quality of City's MyFW app	14.2%	40.0%	33.8%	8.7%	3.2%

**Q14. From which of the following sources do you receive news and information about the City?**

Q14. From which sources do you receive news & information about City	Number	Percent
FWTV (City's cable station)	102	5.9 %
City website-fortworthtexas.gov	620	35.9 %
City News emailed newsletter	298	17.3 %
City Times-monthly water bill insert	608	35.2 %
City information through your Neighborhood Association or Homeowners Association	359	20.8 %
City's Facebook page	421	24.4 %
City's X (previously known as Twitter) account	81	4.7 %
City's Instagram account	116	6.7 %
Nextdoor	484	28.1 %
Town halls or public meetings	135	7.8 %
Presentations at neighborhood meetings	136	7.9 %
Local TV news	831	48.2 %
Star Telegram	340	19.7 %
The Fort Worth Report	343	19.9 %
City Council District office	82	4.8 %
City Call Center	34	2.0 %
MyFW app	404	23.4 %
Total	5394	

**Q15. Solid Waste, Water, and Environmental Ratings. Please rate your satisfaction with the following:**

(N=1725)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Weekly residential curbside garbage collection service	23.8%	45.2%	9.8%	10.7%	5.7%	4.9%
Q15-2. Weekly residential curbside recycling services	24.6%	45.9%	11.5%	8.0%	4.4%	5.6%
Q15-3. Weekly residential yard waste collection	22.8%	43.3%	14.8%	5.6%	2.9%	10.6%
Q15-4. Monthly residential bulky waste collection	22.8%	42.0%	13.3%	9.3%	4.3%	8.1%
Q15-5. Drop-off stations for garbage, brush, recycling & big/oversized items	24.4%	34.3%	14.1%	5.6%	2.4%	19.1%
Q15-6. Water & wastewater quality	16.4%	45.4%	18.8%	8.0%	3.8%	7.6%
Q15-7. Taste of your tap water	15.5%	38.5%	18.4%	14.0%	6.6%	7.1%
Q15-8. Overall quality of lakes, rivers, & streams	6.7%	36.3%	24.7%	15.1%	5.0%	12.1%

**WITHOUT DON'T KNOW****Q15. Solid Waste, Water, and Environmental Ratings. Please rate your satisfaction with the following: (without "don't know")**

(N=1725)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Weekly residential curbside garbage collection service	25.0%	47.5%	10.3%	11.2%	6.0%
Q15-2. Weekly residential curbside recycling services	26.0%	48.6%	12.2%	8.5%	4.7%
Q15-3. Weekly residential yard waste collection	25.5%	48.4%	16.5%	6.3%	3.2%
Q15-4. Monthly residential bulky waste collection	24.9%	45.7%	14.5%	10.2%	4.7%
Q15-5. Drop-off stations for garbage, brush, recycling & big/oversized items	30.2%	42.4%	17.5%	6.9%	3.0%
Q15-6. Water & wastewater quality	17.8%	49.2%	20.3%	8.7%	4.1%
Q15-7. Taste of your tap water	16.7%	41.4%	19.8%	15.0%	7.0%
Q15-8. Overall quality of lakes, rivers, & streams	7.7%	41.4%	28.1%	17.2%	5.7%

**Q16. Customer Service. Have you contacted the City of Fort Worth with a question, problem, or complaint during the past twelve months?**

Q16. Have you contacted City of Fort Worth with a question, problem, or complaint during past twelve months

	Number	Percent
Yes	826	47.9 %
No	899	52.1 %
Total	1725	100.0 %

**Q16a. Which ONE of the following services/issues did you contact the City about most recently?**

Q16a. Which one service/issue did you contact City about most recently

	Number	Percent
Animal control	79	9.6 %
City Council issue	6	0.7 %
Code enforcement	143	17.3 %
Fire	1	0.1 %
Municipal court	3	0.4 %
Parks & recreation	12	1.5 %
Planning	6	0.7 %
Development	21	2.5 %
Street maintenance	84	10.2 %
Traffic signals/streetlights	62	7.5 %
Trash, recycling or yard waste or bulk materials	214	25.9 %
Water	109	13.2 %
Other	73	8.8 %
Not provided	13	1.6 %
Total	826	100.0 %

**WITHOUT DON'T KNOW****Q16a. Which ONE of the following services/issues did you contact the City about most recently? (without "not provided")**

Q16a. Which one service/issue did you contact City about most recently	Number	Percent
Animal control	79	9.7 %
City Council issue	6	0.7 %
Code enforcement	143	17.6 %
Fire	1	0.1 %
Municipal court	3	0.4 %
Parks & recreation	12	1.5 %
Planning	6	0.7 %
Development	21	2.6 %
Street maintenance	84	10.3 %
Traffic signals/streetlights	62	7.6 %
Trash, recycling or yard waste or bulk materials	214	26.3 %
Water	109	13.4 %
Other	73	9.0 %
Total	813	100.0 %

**Q16b. Customer Service Ratings. Please rate your level of agreement with the following statements about the quality of customer service you received when you contacted the City about the service/issue selected in Question 16a:**

(N=826)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q16b-1. They were easy to contact	27.2%	42.6%	12.7%	10.5%	4.8%	2.1%
Q16b-2. They were courteous & polite	32.0%	41.9%	12.7%	4.0%	3.5%	5.9%
Q16b-3. They gave prompt, accurate, & complete answers to questions	26.8%	33.1%	15.7%	12.6%	7.7%	4.1%
Q16b-4. They did what they said they would do in a timely manner	24.9%	27.6%	16.3%	13.4%	10.8%	6.9%
Q16b-5. They helped you resolve an issue to your satisfaction	25.8%	27.5%	12.7%	15.9%	15.3%	2.9%

**WITHOUT DON'T KNOW**

**Q16b. Customer Service Ratings. Please rate your level of agreement with the following statements about the quality of customer service you received when you contacted the City about the service/issue selected in Question 16a: (without "don't know")**

(N=826)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q16b-1. They were easy to contact	27.8%	43.5%	13.0%	10.8%	4.9%
Q16b-2. They were courteous & polite	34.0%	44.5%	13.5%	4.2%	3.7%
Q16b-3. They gave prompt, accurate, & complete answers to questions	27.9%	34.5%	16.4%	13.1%	8.1%
Q16b-4. They did what they said they would do in a timely manner	26.8%	29.6%	17.6%	14.4%	11.6%
Q16b-5. They helped you resolve an issue to your satisfaction	26.6%	28.3%	13.1%	16.3%	15.7%



**Q17. How often do you use public transportation?**

Q17. How often do you use public transportation	Number	Percent
Almost everyday	17	1.0 %
A few times per week	25	1.4 %
A few times per month	47	2.7 %
A few times per year	160	9.3 %
Seldom or never	1410	81.7 %
Not provided	66	3.8 %
Total	1725	100.0 %

**WITHOUT NOT PROVIDED****Q17. How often do you use public transportation? (without "not provided")**

Q17. How often do you use public transportation	Number	Percent
Almost everyday	17	1.0 %
A few times per week	25	1.5 %
A few times per month	47	2.8 %
A few times per year	160	9.6 %
Seldom or never	1410	85.0 %
Total	1659	100.0 %

**Q18. Do you generally think the state of the economy in Fort Worth is better, about the same, or worse than the rest of the United States?**

Q18. What do you think of the economy in Fort Worth	Number	Percent
Better	763	44.2 %
About the same	683	39.6 %
Worse	156	9.0 %
Don't know	123	7.1 %
Total	1725	100.0 %

**WITHOUT DON'T KNOW****Q18. Do you generally think the state of the economy in Fort Worth is better, about the same, or worse than the rest of the United States? (without "don't know")**

Q18. What do you think of the economy in Fort Worth	Number	Percent
Better	763	47.6 %
About the same	683	42.6 %
Worse	156	9.7 %
Total	1602	100.0 %

**Q19. Traffic and Transportation Services and Facilities in the Area Where you Live. Please rate your satisfaction with the following where you live:**

(N=1725)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	Don't know
Q19-1. Condition of neighborhood streets near your home	8.2%	31.8%	16.5%	26.4%	14.6%	2.6%
Q19-2. Maintenance of major City streets	5.9%	30.8%	19.9%	28.4%	12.7%	2.3%
Q19-3. Ease of walking in your neighborhood	15.8%	37.6%	16.3%	16.3%	11.5%	2.5%
Q19-4. Ease of biking in your neighborhood	11.5%	28.1%	20.9%	15.9%	9.7%	13.9%
Q19-5. Adequacy of street lighting in your neighborhood	9.8%	37.7%	17.8%	21.9%	10.8%	2.0%
Q19-6. Flow of traffic on major City streets that are within one mile of your home	6.5%	33.0%	17.3%	23.9%	17.4%	1.9%
Q19-7. Timing of traffic signals on City streets that are within one mile of your home	7.2%	37.9%	19.5%	20.8%	11.8%	2.8%
Q19-8. Visibility of pavement markings & striping on City streets within one mile of your home	7.0%	33.3%	19.5%	23.0%	14.2%	3.0%
Q19-9. How quickly City personnel make repairs to streets in your neighborhood	4.1%	20.9%	21.8%	23.9%	19.4%	9.8%
Q19-10. Number/availability of sidewalks	8.9%	31.1%	18.0%	20.4%	17.7%	3.9%
Q19-11. Maintenance of streets in your neighborhood	6.6%	30.7%	20.9%	24.4%	14.2%	3.2%

**WITHOUT NOT PROVIDED****Q19. Traffic and Transportation Services and Facilities in the Area Where you Live. Please rate your satisfaction with the following where you live: (without "don't know")**

(N=1725)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Condition of neighborhood streets near your home	8.5%	32.6%	16.9%	27.1%	14.9%
Q19-2. Maintenance of major City streets	6.0%	31.6%	20.4%	29.1%	13.0%
Q19-3. Ease of walking in your neighborhood	16.2%	38.5%	16.8%	16.7%	11.8%
Q19-4. Ease of biking in your neighborhood	13.4%	32.6%	24.3%	18.4%	11.2%
Q19-5. Adequacy of street lighting in your neighborhood	10.0%	38.5%	18.2%	22.3%	11.1%
Q19-6. Flow of traffic on major City streets that are within one mile of your home	6.6%	33.7%	17.6%	24.3%	17.7%
Q19-7. Timing of traffic signals on City streets that are within one mile of your home	7.5%	39.0%	20.0%	21.3%	12.2%
Q19-8. Visibility of pavement markings & striping on City streets within one mile of your home	7.2%	34.4%	20.1%	23.7%	14.6%
Q19-9. How quickly City personnel make repairs to streets in your neighborhood	4.6%	23.2%	24.2%	26.5%	21.5%
Q19-10. Number/availability of sidewalks	9.2%	32.4%	18.7%	21.2%	18.4%
Q19-11. Maintenance of streets in your neighborhood	6.8%	31.7%	21.6%	25.2%	14.7%

**Q20. Which THREE of the traffic and transportation services in Question 19 are the MOST IMPORTANT services for the City to provide?**

<u>Q20. Top choice</u>	<u>Number</u>	<u>Percent</u>
Condition of neighborhood streets near your home	441	25.6 %
Maintenance of major City streets	376	21.8 %
Ease of walking in your neighborhood	138	8.0 %
Ease of biking in your neighborhood	27	1.6 %
Adequacy of street lighting in your neighborhood	124	7.2 %
Flow of traffic on major City streets that are within one mile of your home	216	12.5 %
Timing of traffic signals on City streets that are within one mile of your home	58	3.4 %
Visibility of pavement markings & striping on City streets within one mile of your home	55	3.2 %
How quickly City personnel make repairs to streets in your neighborhood	56	3.2 %
Number/availability of sidewalks	78	4.5 %
Maintenance of streets in your neighborhood	82	4.8 %
None chosen	74	4.3 %
Total	1725	100.0 %

**Q20. Which THREE of the traffic and transportation services in Question 19 are the MOST IMPORTANT services for the City to provide?**

<u>Q20. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of neighborhood streets near your home	167	9.7 %
Maintenance of major City streets	252	14.6 %
Ease of walking in your neighborhood	118	6.8 %
Ease of biking in your neighborhood	62	3.6 %
Adequacy of street lighting in your neighborhood	222	12.9 %
Flow of traffic on major City streets that are within one mile of your home	234	13.6 %
Timing of traffic signals on City streets that are within one mile of your home	131	7.6 %
Visibility of pavement markings & striping on City streets within one mile of your home	120	7.0 %
How quickly City personnel make repairs to streets in your neighborhood	111	6.4 %
Number/availability of sidewalks	91	5.3 %
Maintenance of streets in your neighborhood	123	7.1 %
None chosen	94	5.4 %
Total	1725	100.0 %

**Q20. Which THREE of the traffic and transportation services in Question 19 are the MOST IMPORTANT services for the City to provide?**

<u>Q20. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of neighborhood streets near your home	126	7.3 %
Maintenance of major City streets	139	8.1 %
Ease of walking in your neighborhood	73	4.2 %
Ease of biking in your neighborhood	53	3.1 %
Adequacy of street lighting in your neighborhood	147	8.5 %
Flow of traffic on major City streets that are within one mile of your home	207	12.0 %
Timing of traffic signals on City streets that are within one mile of your home	129	7.5 %
Visibility of pavement markings & striping on City streets within one mile of your home	163	9.4 %
How quickly City personnel make repairs to streets in your neighborhood	216	12.5 %
Number/availability of sidewalks	141	8.2 %
Maintenance of streets in your neighborhood	207	12.0 %
None chosen	124	7.2 %
Total	1725	100.0 %

**SUM OF TOP 3 CHOICES**

**Q20. Which THREE of the traffic and transportation services in Question 19 are the MOST IMPORTANT services for the City to provide? (top 3)**

<u>Q20. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Condition of neighborhood streets near your home	734	42.6 %
Maintenance of major City streets	767	44.5 %
Ease of walking in your neighborhood	329	19.1 %
Ease of biking in your neighborhood	142	8.2 %
Adequacy of street lighting in your neighborhood	493	28.6 %
Flow of traffic on major City streets that are within one mile of your home	657	38.1 %
Timing of traffic signals on City streets that are within one mile of your home	318	18.4 %
Visibility of pavement markings & striping on City streets within one mile of your home	338	19.6 %
How quickly City personnel make repairs to streets in your neighborhood	383	22.2 %
Number/availability of sidewalks	310	18.0 %
Maintenance of streets in your neighborhood	412	23.9 %
None chosen	74	4.3 %
Total	4957	

**Q21. How much do you support these City initiatives... (without "not provided")**

(N=1725)

	Very supportive	Supportive	Neutral	Not supportive	Not at all supportive
Q21-1. Support & expand acquisition & preservation of open/natural space in City	43.8%	35.8%	15.9%	3.0%	1.5%
Q21-2. Pursue initiatives to enhance the availability of broadband internet service in City	35.9%	34.4%	21.9%	4.5%	3.3%

**Q22. How satisfied are you with the availability and accessibility of healthy foods where you live?**

Q22. How satisfied are you with availability & accessibility of healthy foods where you live	Number	Percent
Very satisfied	372	21.6 %
Satisfied	632	36.6 %
Neutral	311	18.0 %
Dissatisfied	230	13.3 %
Very dissatisfied	127	7.4 %
Don't know	53	3.1 %
Total	1725	100.0 %

**WITHOUT DON'T KNOW****Q22. How satisfied are you with the availability and accessibility of healthy foods where you live? (without "don't know")**

Q22. How satisfied are you with availability & accessibility of healthy foods where you live	Number	Percent
Very satisfied	372	22.2 %
Satisfied	632	37.8 %
Neutral	311	18.6 %
Dissatisfied	230	13.8 %
Very dissatisfied	127	7.6 %
Total	1672	100.0 %

**Q23. How supportive are you of efforts to increase the amount of green open space in the City?**

Q23. How supportive are you of efforts to increase the amount of green open space in City	Number	Percent
Very supportive	824	47.8 %
Supportive	582	33.7 %
Neutral	210	12.2 %
Not supportive	28	1.6 %
Not at all supportive	19	1.1 %
Don't know	62	3.6 %
Total	1725	100.0 %

**WITHOUT DON'T KNOW****Q23. How supportive are you of efforts to increase the amount of green open space in the City? (without "don't know")**

Q23. How supportive are you of efforts to increase the amount of green open space in City	Number	Percent
Very supportive	824	49.5 %
Supportive	582	35.0 %
Neutral	210	12.6 %
Not supportive	28	1.7 %
Not at all supportive	19	1.1 %
Total	1663	100.0 %

**Q24. Does the City offer you adequate ways to address Municipal Court citations without coming to the courthouse?**

Q24. Does City offer you adequate ways to address Municipal Court citations without coming to courthouse

	Number	Percent
Yes	261	15.1 %
No	169	9.8 %
Not sure	1295	75.1 %
Total	1725	100.0 %

**WITHOUT NOT SURE**

**Q24. Does the City offer you adequate ways to address Municipal Court citations without coming to the courthouse? (without "not sure")**

Q24. Does City offer you adequate ways to address Municipal Court citations without coming to courthouse

	Number	Percent
Yes	261	60.7 %
No	169	39.3 %
Total	430	100.0 %



**Q25. Please rank in priority order the kind of neighborhood you would prefer to live in, if you could live in any kind.**

Q25. Top choice	Number	Percent
Downtown	87	5.0 %
Walkable mixed-use close to Downtown (like Magnolia Avenue)	368	21.3 %
Walkable mixed-use suburban center (like Clearfork)	249	14.4 %
Townhomes near shopping	61	3.5 %
Single-family subdivision far from Downtown	901	52.2 %
None chosen	59	3.4 %
Total	1725	100.0 %

**Q25. Please rank in priority order the kind of neighborhood you would prefer to live in, if you could live in any kind.**

Q25. 2nd choice	Number	Percent
Downtown	134	7.8 %
Walkable mixed-use close to Downtown (like Magnolia Avenue)	322	18.7 %
Walkable mixed-use suburban center (like Clearfork)	688	39.9 %
Townhomes near shopping	284	16.5 %
Single-family subdivision far from Downtown	166	9.6 %
None chosen	131	7.6 %
Total	1725	100.0 %

**Q25. Please rank in priority order the kind of neighborhood you would prefer to live in, if you could live in any kind.**

Q25. 3rd choice	Number	Percent
Downtown	178	10.3 %
Walkable mixed-use close to Downtown (like Magnolia Avenue)	401	23.2 %
Walkable mixed-use suburban center (like Clearfork)	422	24.5 %
Townhomes near shopping	417	24.2 %
Single-family subdivision far from Downtown	150	8.7 %
None chosen	157	9.1 %
Total	1725	100.0 %

**Q26. Which of the following types of transportation do you usually use to get to and from most destinations in Fort Worth?**

Q26. What types of transportation do you usually use to get to & from most destinations in Fort Worth

	Number	Percent
Drive alone in a personal automobile	1620	93.9 %
Carpool or vanpool	166	9.6 %
Walk	190	11.0 %
Bicycle	79	4.6 %
Bus	67	3.9 %
Train	94	5.4 %
Other	25	1.4 %
Total	2241	

**Q26-7. Other:**

Q26-7. Other

	Number	Percent
Rideshare services	5	21.7 %
Motorcycle	3	13.0 %
Uber and Lyft	3	13.0 %
Uber	3	13.0 %
Lyft	2	8.7 %
In a car with my spouse	1	4.3 %
Company truck	1	4.3 %
Someone else drives me	1	4.3 %
Drive with family	1	4.3 %
Friends or family	1	4.3 %
Using my power-chair	1	4.3 %
Taxi/Lyft	1	4.3 %
Total	23	100.0 %

**Q27. In the past 30 days, have you used any of the following types of transportation to get around the City of Fort Worth?**

Q27. What types of transportation have you used to get around City in past 30 days

	Number	Percent
Drive alone in a personal automobile	1561	90.5 %
Carpool or vanpool	257	14.9 %
Walk	439	25.4 %
Bicycle	110	6.4 %
Bus	74	4.3 %
Train	144	8.3 %
Other	43	2.5 %
Total	2628	

**Q27-7. Other:**

Q27-7. Other	Number	Percent
Uber	12	30.8 %
Lyft	7	17.9 %
Rideshare	5	12.8 %
Motorcycle	3	7.7 %
Uber and Lyft	3	7.7 %
Friend drove their car	1	2.6 %
In a car with spouse	1	2.6 %
Drive personal vehicle	1	2.6 %
Drive with family in their car	1	2.6 %
Wheelchair	1	2.6 %
Get a ride from friends in their vehicle	1	2.6 %
RIDING WITH SOMEONE ELSE IN A VEHICLE	1	2.6 %
Using my power-chair	1	2.6 %
Non-emergency medical transport	1	2.6 %
Total	39	100.0 %

**Q28. How many persons currently live in your household?**

Q28. How many persons currently live in your household	Number	Percent
1	294	17.0 %
2	683	39.6 %
3	281	16.3 %
4	239	13.9 %
5	92	5.3 %
6+	78	4.5 %
Not provided	58	3.4 %
Total	1725	100.0 %

**WITHOUT NOT PROVIDED****Q28. How many persons currently live in your household? (without "not provided")**

Q28. How many persons currently live in your household	Number	Percent
1	294	17.6 %
2	683	41.0 %
3	281	16.9 %
4	239	14.3 %
5	92	5.5 %
6+	78	4.7 %
Total	1667	100.0 %

**Q29. Do you own or rent your home?**

Q29. Do you own or rent your home	Number	Percent
Own	1132	65.6 %
Rent	562	32.6 %
Not provided	31	1.8 %
Total	1725	100.0 %

**WITHOUT NOT PROVIDED****Q29. Do you own or rent your home? (without "not provided")**

Q29. Do you own or rent your home	Number	Percent
Own	1132	66.8 %
Rent	562	33.2 %
Total	1694	100.0 %

**Q30. Approximately how many years have you lived in the City of Fort Worth?**

Q30. How many years have you lived in City of  
Fort Worth

	Number	Percent
0-5	268	15.5 %
6-10	212	12.3 %
11-15	141	8.2 %
16-20	185	10.7 %
21-30	317	18.4 %
31+	540	31.3 %
Not provided	62	3.6 %
Total	1725	100.0 %

**WITHOUT NOT PROVIDED****Q30. Approximately how many years have you lived in the City of Fort Worth? (without "not provided")**

Q30. How many years have you lived in City of  
Fort Worth

	Number	Percent
0-5	268	16.1 %
6-10	212	12.7 %
11-15	141	8.5 %
16-20	185	11.1 %
21-30	317	19.1 %
31+	540	32.5 %
Total	1663	100.0 %

**Q31. Is your total annual household income:**

<u>Q31. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$15K	136	7.9 %
\$15K-\$29,999	191	11.1 %
\$30K-\$59,999	244	14.1 %
\$60K-\$99,999	271	15.7 %
\$100K-\$124,999	244	14.1 %
\$125K+	359	20.8 %
Not provided	280	16.2 %
Total	1725	100.0 %

**WITHOUT NOT PROVIDED****Q31. Is your total annual household income: (without "not provided")**

<u>Q31. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$15K	136	9.4 %
\$15K-\$29,999	191	13.2 %
\$30K-\$59,999	244	16.9 %
\$60K-\$99,999	271	18.8 %
\$100K-\$124,999	244	16.9 %
\$125K+	359	24.8 %
Total	1445	100.0 %

**Q32. What is your age?**

<u>Q32. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	328	19.0 %
35-44	333	19.3 %
45-54	337	19.5 %
55-64	332	19.2 %
65+	321	18.6 %
Not provided	74	4.3 %
Total	1725	100.0 %

**WITHOUT NOT PROVIDED****Q32. What is your age? (without "not provided")**

<u>Q32. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	328	19.9 %
35-44	333	20.2 %
45-54	337	20.4 %
55-64	332	20.1 %
65+	321	19.4 %
Total	1651	100.0 %

**Q33. Which of the following best describes your race/ethnicity?**

<u>Q33. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	87	5.0 %
Black or African American	345	20.0 %
American Indian or Alaska Native	11	0.6 %
White or Caucasian	871	50.5 %
Native Hawaiian or other Pacific Islander	2	0.1 %
Hispanic, Spanish, or Latino/a/x	618	35.8 %
<u>Other</u>	<u>10</u>	<u>0.6 %</u>
Total	1944	

**Q33-7. Self-identify your race/ethnicity:**

<u>Q33-7. Self-describe your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Multiple races	1	10.0 %
Welsh	1	10.0 %
White/Irish American	1	10.0 %
European	1	10.0 %
Middle Eastern	1	10.0 %
Mixed	1	10.0 %
Haitian American	1	10.0 %
Salvadoran	1	10.0 %
Two or more races	1	10.0 %
<u>Nordic European</u>	<u>1</u>	<u>10.0 %</u>
Total	10	100.0 %



**Q34. To which gender do you identify?**

<u>Q34. Your gender</u>	<u>Number</u>	<u>Percent</u>
Man	839	48.6 %
Woman	862	50.0 %
Non-Binary	8	0.5 %
Prefer to self-describe	6	0.3 %
<u>Not provided</u>	<u>10</u>	<u>0.6 %</u>
Total	1725	100.0 %

**WITHOUT NOT PROVIDED****Q34. To which gender do you identify? (without "not provided")**

<u>Q34. Your gender</u>	<u>Number</u>	<u>Percent</u>
Man	839	48.9 %
Woman	862	50.3 %
Non-Binary	8	0.5 %
Prefer to self-describe	6	0.3 %
Total	1715	100.0 %

**Q34-4. Self-identify your gender:**

<u>Q34-4. Self-describe your gender</u>	<u>Number</u>	<u>Percent</u>
Transmale	1	50.0 %
Fluid	1	50.0 %
Total	2	100.0 %

**Q35. Do you volunteer in the community at least one hour per month?**

Q35. Do you volunteer in the community at least  
one hour per month

	Number	Percent
Yes	622	36.1 %
No	1103	63.9 %
Total	1725	100.0 %

**District:**

Council District	Number	Percent
Council District 2	161	9.3 %
Council District 3	193	11.2 %
Council District 4	162	9.4 %
Council District 5	160	9.3 %
Council District 6	162	9.4 %
Council District 7	196	11.4 %
Council District 8	161	9.3 %
Council District 9	192	11.1 %
Council District 10	176	10.2 %
Council District 11	162	9.4 %
Total	1725	100.0 %



# 6

## Survey Instrument



Estimado residente de Fort Worth:

¡Necesitamos su opinión! La Ciudad de Fort Worth está realizando una encuesta para averiguar qué piensa usted acerca de la calidad de los servicios de la ciudad.

A medida que nos preparamos para los presupuestos futuros, paquetes de bonos y más, tomaremos decisiones esenciales que afectarán a una amplia gama de servicios de la ciudad, que incluyen seguridad pública, parques, bibliotecas, aplicación del código, transporte y muchos otros. Para asegurarnos de que nuestras prioridades estén alineadas con sus necesidades, queremos saber de USTED.

Sabemos que toma tiempo responder esta encuesta; sin embargo, es fundamental responder cada pregunta. El tiempo que invierta influirá en el debate y las decisiones, y finalmente influirá en el futuro de nuestra ciudad. Sus respuestas también permitirán a los líderes de la ciudad identificar y abordar muchas de las oportunidades y desafíos que enfrenta nuestra comunidad.

**Le pedimos que devuelva la encuesta adjunta en el término de una semana** en el sobre franqueado que se facilita. Sus respuestas serán confidenciales. Si lo prefiere, también puede realizar la encuesta en línea en [FortWorthCommunity.org](http://FortWorthCommunity.org).

Si tiene alguna pregunta, comuníquese con Amethyst Sloane a [Amethyst.Sloane@fortworthtexas.gov](mailto:Amethyst.Sloane@fortworthtexas.gov).

Gracias por su continuo apoyo mientras **hacemos avanzar Fort Worth, juntos.**

Atentamente,

Mattie Parker  
Alcaldesa de Fort Worth

*Si desea que la encuesta le sea enviada en español, favor de llamarnos 1-844-811-0411*

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**MATTIE PARKER, ALCALDESA**

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(817) 392-6118 ★ FAX (817) 392-2409



## 2023 Fort Worth Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to provide quality services for the community. If you have any questions, contact Jennifer Snyder at [Jennifer.Snyder@fortworthtexas.gov](mailto:Jennifer.Snyder@fortworthtexas.gov). If you would like to take the survey online please go to [fortworthcommunity.org](http://fortworthcommunity.org). Thank you!

1. <b>Perceptions of the City. Please rate your satisfaction with the following:</b>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall value that you receive for your city tax dollars and fees	5	4	3	2	1	9
02. Overall quality of life in the City	5	4	3	2	1	9
03. Overall quality of public schools in the City	5	4	3	2	1	9
04. How well the City is managing growth	5	4	3	2	1	9
05. Overall quality of city services	5	4	3	2	1	9

2. <b>Quality of Life in Fort Worth. Please rate the City of Fort Worth:</b>	Excellent	Good	Neutral	Below Average	Poor	Don't Know
01. As a place to live	5	4	3	2	1	9
02. As a place to raise children	5	4	3	2	1	9
03. As a place to work	5	4	3	2	1	9
04. As a place to retire	5	4	3	2	1	9

3. <b>Feeling of Safety. Please rate your level of agreement with the following statements:</b>	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
01. I feel safe in my neighborhood during the day	5	4	3	2	1	9
02. I feel safe in my neighborhood at night	5	4	3	2	1	9
03. I feel safe in city parks	5	4	3	2	1	9
04. I feel safe in other public areas of the City, like the stockyards, cultural district, etc.	5	4	3	2	1	9
05. My kids are safe in our schools	5	4	3	2	1	9

4. <b>Overall Satisfaction with Major City Services. Please rate your satisfaction with the following:</b>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of parks, recreation and community services programs/facilities	5	4	3	2	1	9
02. Overall maintenance of city streets/facilities	5	4	3	2	1	9
03. Overall enforcement of city codes/ordinances	5	4	3	2	1	9
04. Overall quality of customer service you receive from city employees	5	4	3	2	1	9
05. Overall quality of public safety services (e.g., police and fire)	5	4	3	2	1	9
06. Overall effectiveness of city communication with the public	5	4	3	2	1	9
07. Overall flow of traffic on city streets	5	4	3	2	1	9
08. Overall quality of local public health services	5	4	3	2	1	9
09. Overall quality of city libraries	5	4	3	2	1	9
10. Overall management of stormwater runoff and flood control	5	4	3	2	1	9
11. Overall maintenance of city facilities/buildings	5	4	3	2	1	9
12. Overall satisfaction with city roadway project delivery	5	4	3	2	1	9
13. Overall quality of water and sewer services	5	4	3	2	1	9

5. Which **THREE** of the items in Question 4 do you think are **MOST IMPORTANT** for the City to provide? *[Write in your answers below using the numbers from the list in Question 4.]*

1st: \_\_\_\_      2nd: \_\_\_\_      3rd: \_\_\_\_

6. <b>Public Safety Services.</b> Please rate your satisfaction with the following:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of local police protection and services	5	4	3	2	1	9
02. Visibility of police in your neighborhood	5	4	3	2	1	9
03. Visibility of police in retail areas	5	4	3	2	1	9
04. The city's effort to prevent crime	5	4	3	2	1	9
05. Enforcement of local traffic laws	5	4	3	2	1	9
06. Overall quality of local fire services	5	4	3	2	1	9
07. Quality of local ambulance service	5	4	3	2	1	9
08. How quickly police officers respond to emergencies	5	4	3	2	1	9
09. How quickly firefighters respond to emergencies	5	4	3	2	1	9
10. Adequacy of city street lighting	5	4	3	2	1	9
11. Adequacy of security lighting in city parks	5	4	3	2	1	9
12. Quality of animal control	5	4	3	2	1	9
13. Enforcement of codes designed to protect public safety and public health	5	4	3	2	1	9
14. Efforts to eliminate prostitution in your neighborhood	5	4	3	2	1	9
15. Efforts to eliminate drug traffic in your neighborhood	5	4	3	2	1	9
16. Efforts to eliminate gang activity in your neighborhood	5	4	3	2	1	9

7. Which **THREE** of the public safety services in Question 6 do you think are **MOST IMPORTANT** for the City to provide? *[Write in your answers below using the numbers from the list in Question 6.]*

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

8. <b>Parks and Recreation Services.</b> Please rate your satisfaction with the following:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Maintenance of city parks	5	4	3	2	1	9
02. Quality of facilities, such as picnic shelters and playgrounds, at city parks	5	4	3	2	1	9
03. Number of city parks	5	4	3	2	1	9
04. Maintenance and appearance of community centers	5	4	3	2	1	9
05. The availability of community centers in the area where you live	5	4	3	2	1	9
06. Number of walking/biking trails	5	4	3	2	1	9
07. The availability of outdoor pools in the area where you live	5	4	3	2	1	9
08. City golf courses	5	4	3	2	1	9
09. City Zoo	5	4	3	2	1	9
10. Quality of outdoor athletic fields	5	4	3	2	1	9
11. Number of outdoor athletic fields	5	4	3	2	1	9
12. The City's youth athletic programs	5	4	3	2	1	9
13. The City's adult athletic programs	5	4	3	2	1	9
14. Summer recreation programs	5	4	3	2	1	9
15. Ease of registering for programs	5	4	3	2	1	9
16. The variety of amenities at our City Parks	5	4	3	2	1	9
17. Botanic Garden	5	4	3	2	1	9
18. Fort Worth Nature Center	5	4	3	2	1	9

9. Which **THREE** of the parks and recreation services in Question 8 do you think are **MOST IMPORTANT** for the City to provide? *[Write in your answers below using the numbers from the list in Question 8.]*

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

10. <b>Library Ratings.</b> Please rate your satisfaction with the following:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of available materials	5	4	3	2	1	9
02. Overall quality and quantity of programs	5	4	3	2	1	9
03. The availability of library branches in the area where you live	5	4	3	2	1	9

11. <b>Maintenance and Appearance of the City. Please rate your satisfaction with the following:</b>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Mowing and trimming of parks	5	4	3	2	1	9
02. Mowing and trimming along city streets	5	4	3	2	1	9
03. Cleanliness of major city streets/public areas	5	4	3	2	1	9
04. Cleanliness of your neighborhood	5	4	3	2	1	9
05. Maintenance of residential property	5	4	3	2	1	9
06. Maintenance of business property	5	4	3	2	1	9
07. Appearance of retail convenience stores in your neighborhood	5	4	3	2	1	9
08. Condition of rental housing/apartments in your neighborhood	5	4	3	2	1	9
09. Satisfaction with the regulation of signs in the City	5	4	3	2	1	9
10. How quickly graffiti is removed	5	4	3	2	1	9
11. How well litter is kept under control	5	4	3	2	1	9
12. How quickly illegal dumping is resolved/removed	5	4	3	2	1	9

12. Which THREE of the maintenance services in Question 11 do you think are MOST IMPORTANT for the City to provide? [Write in your answers below using the numbers from the list in Question 11.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

13. <b>City Communication. Please rate your satisfaction with the following:</b>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. The availability of information about city programs and services	5	4	3	2	1	9
02. The overall level of public involvement in local decision making	5	4	3	2	1	9
03. The quality of the City's website	5	4	3	2	1	9
04. The quality of the City's informational inserts that come with the City water bill	5	4	3	2	1	9
05. The quality of the City's social media messaging (Facebook, Instagram, X/Twitter)	5	4	3	2	1	9
06. The quality of the City's MyFW App	5	4	3	2	1	9

14. From which of the following sources do you receive news and information about the City? [Check all that apply.]

- |  |  |
|--|--|
| ____ (01) FWTV (city's cable station)  | ____ (09) Nextdoor                               |
| ____ (02) City website- <a href="http://fortworthtexas.gov">fortworthtexas.gov</a>         | ____ (10) Town halls or public meetings          |
| ____ (03) City News emailed newsletter   | ____ (11) Presentations at neighborhood meetings |
| ____ (04) City Times-monthly water bill insert   | ____ (12) Local TV news                          |
| ____ (05) City information through your Neighborhood Association or Homeowners Association | ____ (13) Star Telegram                          |
| ____ (06) City's Facebook page   | ____ (14) The Fort Worth Report                  |
| ____ (07) City's X (previously known as Twitter) account                                   | ____ (15) City Council District office           |
| ____ (08) City's Instagram account   | ____ (16) City call center                       |
|  | ____ (17) MyFW App                               |

15. <b>Solid Waste, Water, and Environmental Ratings. Please rate your satisfaction with the following:</b>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Weekly residential curbside garbage collection service	5	4	3	2	1	9
02. Weekly residential curbside recycling services	5	4	3	2	1	9
03. Weekly residential yard waste collection	5	4	3	2	1	9
04. Monthly residential bulky waste collection	5	4	3	2	1	9
05. Drop-off stations for garbage, brush, recycling and big/oversized items	5	4	3	2	1	9
06. Water and wastewater quality	5	4	3	2	1	9
07. Taste of your tap water	5	4	3	2	1	9
08. Overall quality of lakes, rivers, and streams	5	4	3	2	1	9

**16. Customer Service. Have you contacted the City of Fort Worth with a question, problem, or complaint during the past twelve months?**

\_\_\_(1) Yes [Answer Q16a-b.]      \_\_\_(2) No [Skip to Q17.]

**16a. Which ONE of the following services/issues did you contact the City about most recently?**

- \_\_\_(01) Animal control
- \_\_\_(02) City council issue
- \_\_\_(03) Code enforcement
- \_\_\_(04) Fire
- \_\_\_(05) Municipal court
- \_\_\_(06) Parks and recreation
- \_\_\_(07) Planning
- \_\_\_(08) Development
- \_\_\_(09) Street maintenance
- \_\_\_(10) Traffic signals/streetlights
- \_\_\_(11) Trash, recycling or yard waste or bulk materials
- \_\_\_(12) Water
- \_\_\_(13) Other: \_\_\_\_\_

<b>Customer Service Ratings. Please rate your level of agreement with the following statements about the quality of customer service you received when you contacted the City about the service/issue selected in Question 16a:</b>							
16b.		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
01.	They were easy to contact	5	4	3	2	1	9
02.	They were courteous and polite	5	4	3	2	1	9
03.	They gave prompt, accurate, and complete answers to questions	5	4	3	2	1	9
04.	They did what they said they would do in a timely manner	5	4	3	2	1	9
05.	They helped you resolve an issue to your satisfaction	5	4	3	2	1	9

**17. How often do you use public transportation?**

\_\_\_(1) Almost every day      \_\_\_(3) A few times per month      \_\_\_(5) Seldom or never  
 \_\_\_(2) A few times per week      \_\_\_(4) A few times per year

**18. Do you generally think the state of the economy in Fort Worth is better, about the same, or worse than the rest of the United States?**

\_\_\_(3) Better      \_\_\_(2) About the same      \_\_\_(1) Worse      \_\_\_(9) Don't know

<b>Traffic and Transportation Services and Facilities in the Area</b>							
<b>19. Where you Live. Please rate your satisfaction with the following where you live:</b>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Condition of neighborhood streets near your home	5	4	3	2	1	9
02.	Maintenance of major city streets	5	4	3	2	1	9
03.	Ease of walking in your neighborhood	5	4	3	2	1	9
04.	Ease of biking in your neighborhood	5	4	3	2	1	9
05.	Adequacy of street lighting in your neighborhood	5	4	3	2	1	9
06.	Flow of traffic on major city streets that are within one mile of your home	5	4	3	2	1	9
07.	Timing of traffic signals on city streets that are within one mile of your home	5	4	3	2	1	9
08.	Visibility of pavement markings and striping on city streets within one mile of your home	5	4	3	2	1	9
09.	How quickly city personnel make repairs to streets in your neighborhood	5	4	3	2	1	9
10.	Number/Availability of sidewalks	5	4	3	2	1	9
11.	Maintenance of streets in your neighborhood	5	4	3	2	1	9

**20. Which THREE of the traffic and transportation services in Question 19 are the MOST IMPORTANT services for the City to provide? [Write in your answers below using the numbers from the list in Question 19.]**

1st: \_\_\_      2nd: \_\_\_      3rd: \_\_\_



21. How much do you support these City initiatives...		Very Supportive	Supportive	Neutral	Not Supportive	Not at all Supportive
01.	Support and expand acquisition and preservation of open/natural space in the City	5	4	3	2	1
02.	Pursue initiatives to enhance the availability of broadband internet service in the City	5	4	3	2	1

**22. How satisfied are you with the availability and accessibility of healthy foods where you live?**

(5) Very satisfied       (3) Neutral       (1) Very dissatisfied  
 (4) Satisfied       (2) Dissatisfied       (9) Don't know

**23. How supportive are you of efforts to increase the amount of green open space in the city?**

(5) Very supportive       (3) Neutral       (1) Not at all supportive  
 (4) Supportive       (2) Not supportive       (9) Don't know

**24. Does the City offer you adequate ways to address Municipal Court citations without coming to the courthouse?**

(1) Yes       (2) No       (9) Not sure

**25. Please rank in priority order the kind of neighborhood you would prefer to live in, if you could live in any kind. [Write in your answers using the numbers from the list below.]**

1. Downtown
2. Walkable mixed-use close to downtown (like Magnolia Avenue)
3. Walkable mixed-use suburban center (like Clearfork)
4. Townhomes near shopping
5. Single-family subdivision far from downtown

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_ 4th: \_\_\_\_\_ 5th: \_\_\_\_\_

**Demographics**

**26. Which of the following types of transportation do you usually use to get to and from most destinations in Fort Worth? [Check all that apply.]**

(1) Drive alone in a personal automobile       (5) Bus  
 (2) Carpool or vanpool       (6) Train  
 (3) Walk       (7) Other: \_\_\_\_\_  
 (4) Bicycle

**27. In the past 30 days, have you used any of the following types of transportation to get around the City of Fort Worth? [Check all that apply.]**

(1) Drive alone in a personal automobile       (5) Bus  
 (2) Carpool or vanpool       (6) Train  
 (3) Walk       (7) Other: \_\_\_\_\_  
 (4) Bicycle

**28. How many persons currently live in your household? \_\_\_\_\_ people**

**29. Do you own or rent your home?  (1) Own  (2) Rent**

**30. Approximately how many years have you lived in the City of Fort Worth? \_\_\_\_\_ years**

**31. Is your total annual household income:**

(1) Under \$15,000       (3) \$30,000-\$59,999       (5) \$100,000-\$124,999  
 (2) \$15,000-\$29,999       (4) \$60,000-\$99,999       (6) \$125,000+

32. What is your age? \_\_\_\_\_ years

33. Which of the following best describes your race/ethnicity? [Check all that apply.]

\_\_\_\_(01) Asian or Asian Indian

\_\_\_\_(05) Native Hawaiian or other Pacific Islander

\_\_\_\_(02) Black or African American

\_\_\_\_(06) Hispanic, Spanish, or Latino/a/x

\_\_\_\_(03) American Indian or Alaska Native

\_\_\_\_(99) Other: \_\_\_\_\_

\_\_\_\_(04) White or Caucasian

34. To which gender do you identify:

\_\_\_\_(1) Man    \_\_\_\_ (2) Woman    \_\_\_\_ (3) Non-Binary    \_\_\_\_ (4) Prefer to self-describe: \_\_\_\_\_

35. Do you volunteer in the community at least one hour per month?    \_\_\_\_ (1) Yes    \_\_\_\_ (2) No

36. Would you be willing to participate in future surveys sponsored by the City of Forth Worth?

\_\_\_\_ (1) Yes [Answer Q36a.]    \_\_\_\_ (2) No

36a. Please provide your contact information.

Mobile Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

**This concludes the survey. Thank you for your time!**

Please return your completed survey in the postage-paid envelope addressed to:  
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential.  
The information printed to the right will ONLY be used  
to help identify which areas of the City are having  
problems with city services. If your address is not  
correct, please provide the correct information.