



2021 Fort Worth Community Survey Findings Report

Presented to the City of Fort Worth,
Texas
Fall 2021



ETC
INSTITUTE

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Executive Summary

2021 Fort Worth Community Survey

Executive Summary



This report contains:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for most questions on the survey
- trend charts comparing the survey results from 2021, 2019 and 2002
- 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

- **Most of the Residents Surveyed Were Satisfied with City Services.** Seventy-one percent (71%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of public safety services; 71% were satisfied with the quality of city libraries, and 65% were satisfied with the quality of water and sewer services. Residents were least satisfied with city roadway project delivery (27%).
- **Services that Residents Thought Should Receive the Most Emphasis Over the Next Two Years.** The areas that residents thought should receive the most emphasis from the City of Fort Worth over the next two years were: (1) the quality of public safety services and (2) the maintenance of city streets and facilities.
- **Perceptions of the City.** Sixty-seven percent (67%) of the residents surveyed *who had an opinion* indicated that they were satisfied with the quality of life in Fort Worth; 11% were not satisfied, and the remaining 21% gave a neutral rating.
- **Public Safety.** Eighty-six percent (86%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of local fire services. Eighty-two percent (82%) of those surveyed were satisfied with how quickly firefighters respond to emergencies, and 78% were satisfied with the quality of local ambulance service. Residents thought the public safety service that should receive the most emphasis over the next two years was the overall quality of local police protection and services.
- **Parks and Recreation.** Eighty-five percent (85%) of residents *who had an opinion* indicated that they were satisfied with the City Zoo; 77% were satisfied with the Botanic Garden, and 64% were satisfied with the maintenance of city parks. Residents thought the area of parks and recreation that should receive the most emphasis over the next two years was the maintenance of city parks.

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- **City Libraries.** Seventy-two percent (72%) of residents *who had an opinion* indicated that they were satisfied with the availability of library branches in the area where they live; 72% were satisfied with the quality of available materials, and 66% were satisfied with the quality and quantity of programs.
- **Maintenance and Appearance of the City.** The areas of maintenance and appearance that were rated best by residents included: mowing and trimming of parks (68%), cleanliness of neighborhoods (57%), and maintenance of business property (57%). Residents were generally least satisfied with how well litter is kept under control (38%). The maintenance area that residents thought should receive the most emphasis over the next two years was the cleanliness of major city streets and other public areas.
- **City Communication.** Sixty-four percent (64%) 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 utility bill informational inserts, and 50% were satisfied with the quality of the City's website.
- **Solid Waste, Water, and Environmental Services.** Eighty-one percent (81%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of weekly residential curbside recycling; 81% were satisfied with weekly residential curbside garbage collection, and 78% were satisfied with weekly residential yard waste collection.
- **Traffic and Transportation Services.** Sixty percent (60%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the ease of walking in neighborhoods; 52% were satisfied with the adequacy of street lighting in neighborhoods, and 51% were satisfied with the timing of traffic signals on city streets within one mile of their home. Residents thought the most important traffic and transportation service to emphasize over the next two years was the maintenance of major city streets.

Other Findings

- Of the 44% of residents who contacted the City of Fort Worth with a question, problem or complaint during the past year, 75% 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 63% 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.
- The sources that residents used most to get information about the city include: (1) local TV news, (2) City Times – monthly water bill insert, and (3) the City website.

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- When asked how often residents use public transportation, 3% indicated they use it at least a few times a month; 8% use public transportation a few times a year, and 90% use it seldom or never.
- Fifty-six percent (56%) of residents surveyed thought the state of the economy in Fort Worth was better than the rest of the United States; 38% thought the state of the economy was about the same, and 6% thought it was worse.

Trends in Satisfaction Ratings

Short-Term Trends. The areas that showed the most significant changes in satisfaction from 2019 to 2021, where residents gave a rating of 3, 4 or 5 on a 5-point scale, are listed on the following page (changes of 3% or more were considered significant).

Significant Increases from 2019 to 2021:

Service	2019	2021	Difference	Category
Adequacy of city street lighting	65%	73%	8%	Public Safety Services
Overall management of stormwater runoff and flood control	79%	84%	5%	Major City Services
I feel safe in my neighborhood during the day	87%	91%	4%	Feeling of Safety
Timing of traffic signals on city streets that are within one mile of your home	68%	72%	4%	Traffic and Transportation Services
They helped you resolve an issue to your satisfaction	64%	67%	3%	Customer Service
They were courteous and polite	88%	91%	3%	Customer Service
Adequacy of street lighting in your neighborhood	67%	69%	3%	Traffic and Transportation Services
Adequacy of security lighting in city parks	70%	73%	3%	Public Safety Services

Significant Decreases from 2019 to 2021:

Service	2019	2021	Difference	Category
How well the City is managing growth	66%	63%	-3%	Perceptions of the City
Mowing and trimming along city streets	74%	71%	-3%	Maintenance and Appearance of the City
Cleanliness of your neighborhood	77%	74%	-3%	Maintenance and Appearance of the City
Cleanliness of major city streets/public areas	72%	68%	-5%	Maintenance and Appearance of the City
How well litter is kept under control	68%	62%	-6%	Maintenance and Appearance of the City
Availability of outdoor pools in the area where you live	60%	51%	-9%	Parks and Recreation Services

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Long Term Trends. The areas that showed the most significant changes in satisfaction from 2002 to 2021, where residents gave a rating of 3, 4 or 5 on a 5-point scale, are listed below (changes of 3% or more were considered significant).

Significant Increases from 2002 to 2021:

Service	2002	2021	Difference	Category
I feel safe in other public areas of the City	81%	92%	11%	Feeling of Safety
I feel safe in city parks	68%	79%	11%	Feeling of Safety
Efforts to eliminate prostitution in your neighborhood	74%	84%	10%	Public Safety Services
Quality of animal control	69%	79%	10%	Public Safety Services
Maintenance of residential property	72%	81%	9%	Maintenance and Appearance of the City
Quality of outdoor athletic fields	82%	91%	9%	Parks and Recreation Services
The city's youth athletic programs	77%	85%	8%	Parks and Recreation Services
They were easy to contact	73%	81%	8%	Customer Service
The city's adult athletic programs	78%	86%	8%	Parks and Recreation Services
Maintenance of business property	78%	86%	8%	Maintenance and Appearance of the City
Overall management of stormwater runoff and flood control	77%	84%	7%	Major City Services
Efforts to eliminate drug traffic in your neighborhood	61%	68%	7%	Public Safety Services
Number of walking/biking trails	71%	77%	6%	Parks and Recreation Services
They were courteous and polite	86%	91%	5%	Customer Service
They did what they said they would do in a timely manner	68%	73%	5%	Customer Service
Maintenance of city parks	85%	90%	5%	Parks and Recreation Services
As a place to work	89%	93%	4%	Quality of Life
Maintenance and appearance of community centers	87%	91%	4%	Parks and Recreation Services
Quality of local ambulance service	93%	97%	4%	Public Safety Services
Weekly residential curbside recycling services	88%	91%	3%	Solid Waste, Water, and Environmental

Significant Decreases from 2002 to 2021:

Service	2002	2021	Difference	Category
I feel safe in my neighborhood at night	80%	77%	-3%	Feeling of Safety
Overall quality of public safety services	92%	89%	-3%	Major City Services
They helped you resolve an issue to your satisfaction	71%	67%	-4%	Customer Service
Quality of the City's website	90%	86%	-4%	City Communication
They gave prompt, accurate, and complete answers to questions	81%	77%	-4%	Customer Service
Availability of information about city programs and services	82%	78%	-4%	City Communication
Overall value that you receive for your city tax dollars and fees	78%	73%	-5%	Perceptions of the City
Visibility of police in your neighborhood	74%	69%	-5%	Public Safety Services
Visibility of police in retail areas	84%	78%	-6%	Public Safety Services
Overall enforcement of city codes/ordinances	76%	69%	-7%	Major City Services
Overall flow of traffic on city streets	63%	56%	-7%	Major City Services
The city's effort to prevent crime	84%	75%	-9%	Public Safety Services
Overall level of public involvement in local decision making	73%	63%	-11%	City Communication
Overall maintenance of city streets/facilities	63%	51%	-12%	Major City Services
Availability of outdoor pools in the area where you live	64%	51%	-13%	Parks and Recreation Services

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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:

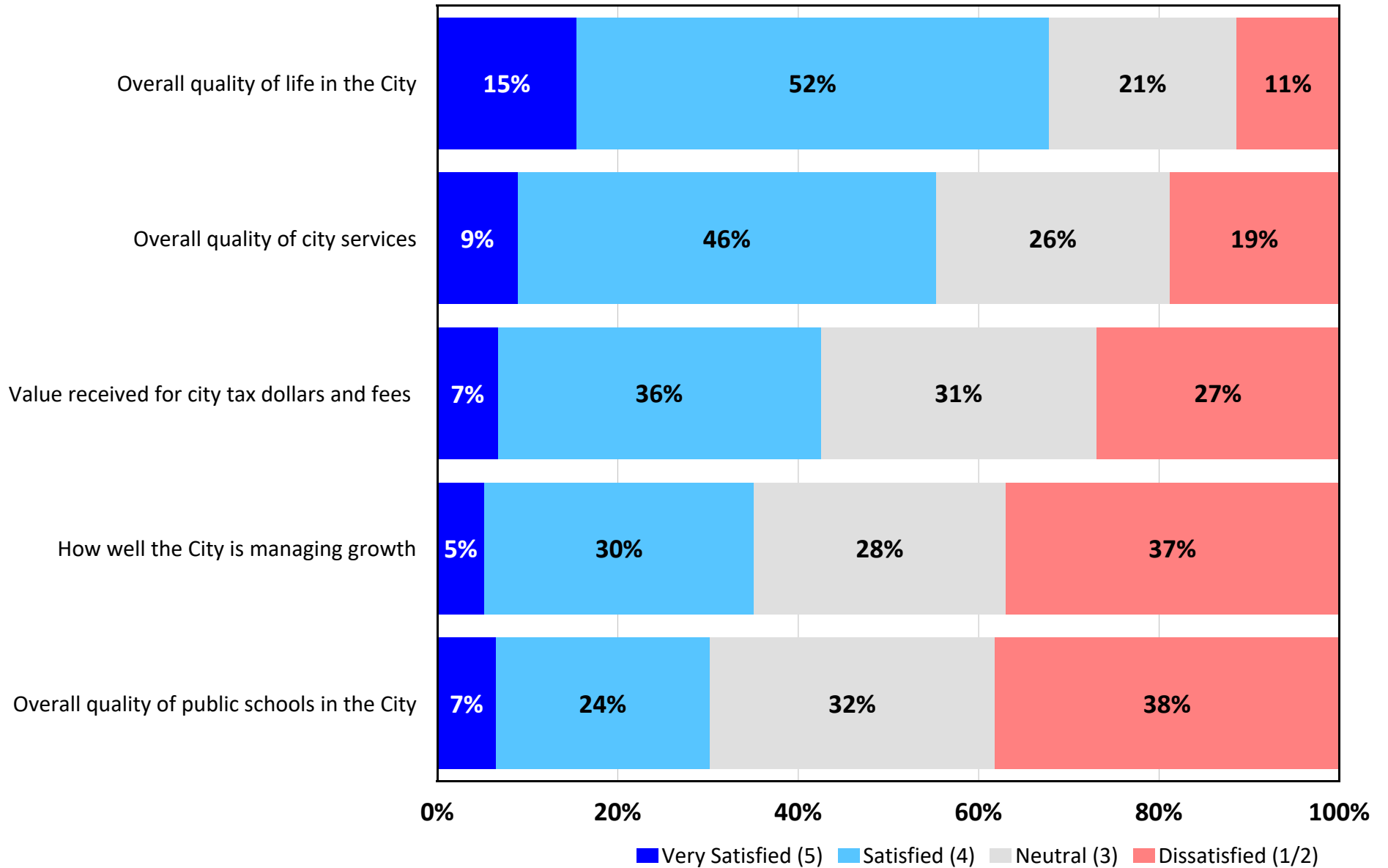
- **Overall Priorities for the City:** maintenance of city streets and facilities, flow of traffic on city streets, quality of public safety services, enforcement of city codes and ordinances, and satisfaction with roadway project delivery.
- **Priorities for Specific Areas**
 - **Public Safety:** the City's overall effort to prevent crime, visibility of police in neighborhoods, overall quality of local police protection and services, and how quickly police officers respond to emergencies.
 - **Parks and Recreation:** maintenance of city parks, quality of facilities at city parks, number of walking/biking trails, and availability of outdoor pools.
 - **Maintenance and Appearance:** cleanliness of major city streets and public areas, how well litter is kept under control, mowing/trimming along city streets, the cleanliness of neighborhoods, and the condition of rental housing in neighborhoods.
 - **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, adequacy of street lighting in neighborhoods, how quickly city personnel make repairs to neighborhoods streets, and maintenance of streets in neighborhoods.



Charts and Graphs

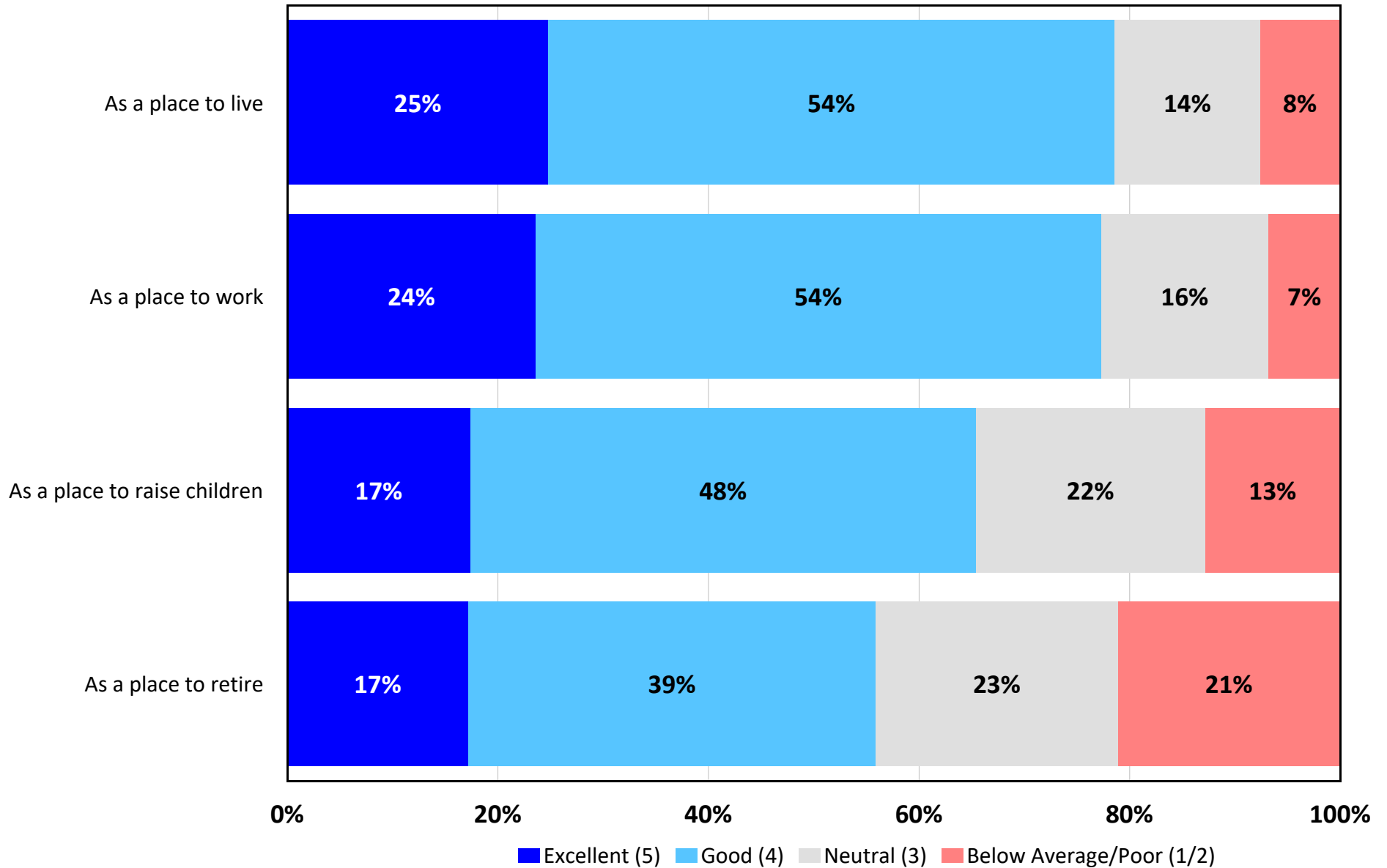
Q1. Satisfaction With Perceptions of the City

by percentage of respondents (excluding don't knows)



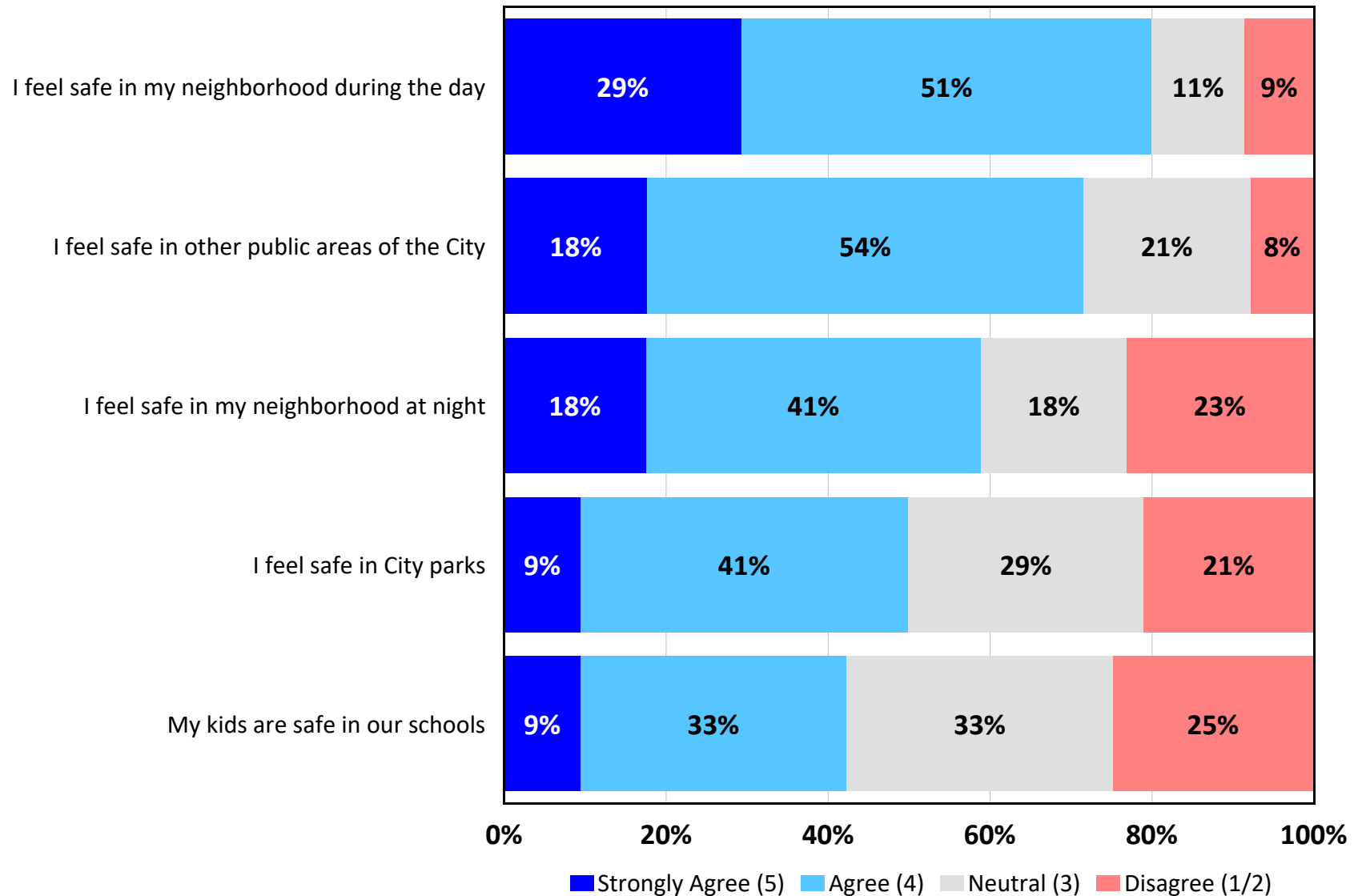
Q2. Quality of Life in Fort Worth

by percentage of respondents (excluding don't knows)



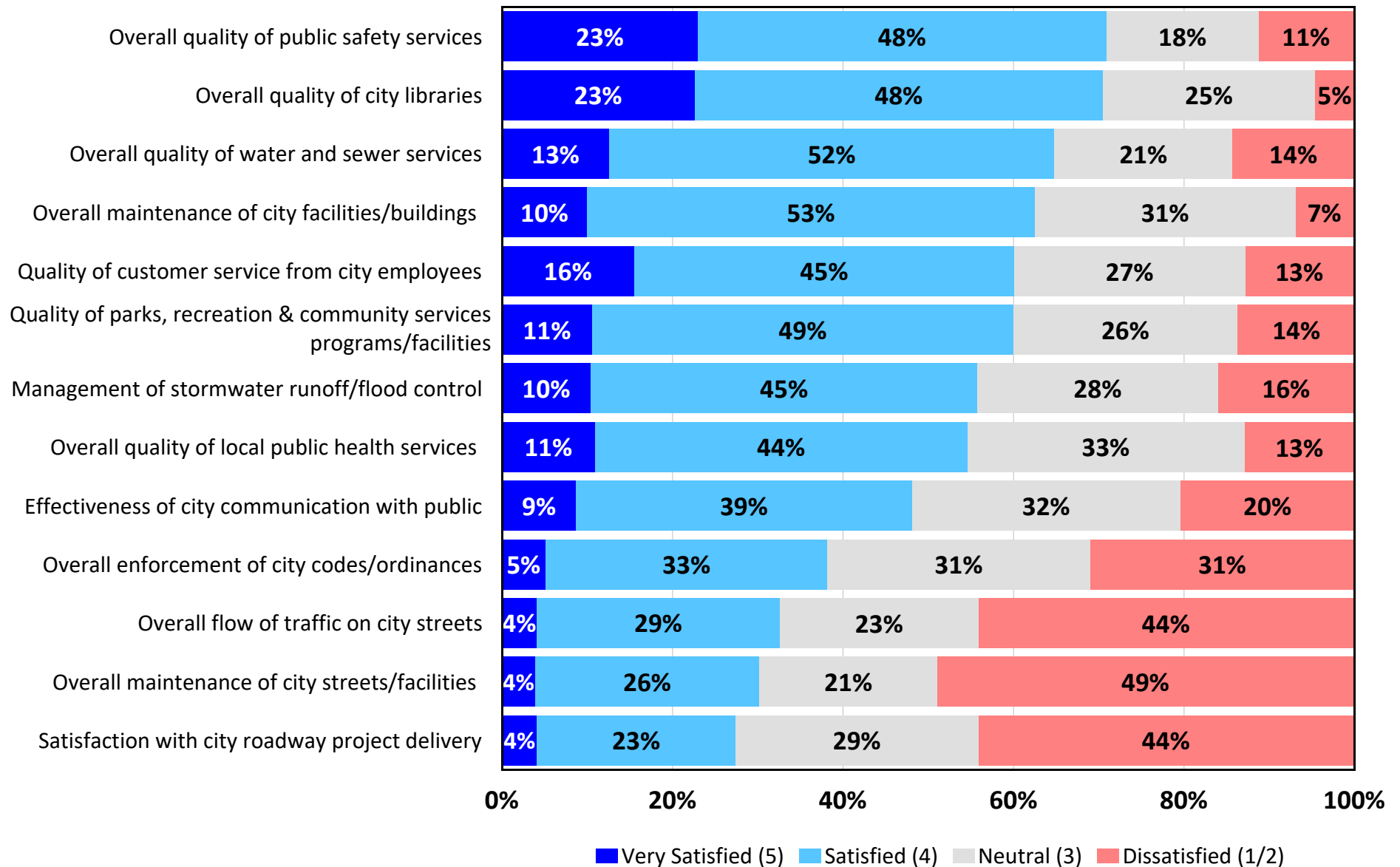
Q3. Level of Agreement With Various Statements About Safety in the City

by percentage of respondents (excluding don't knows)



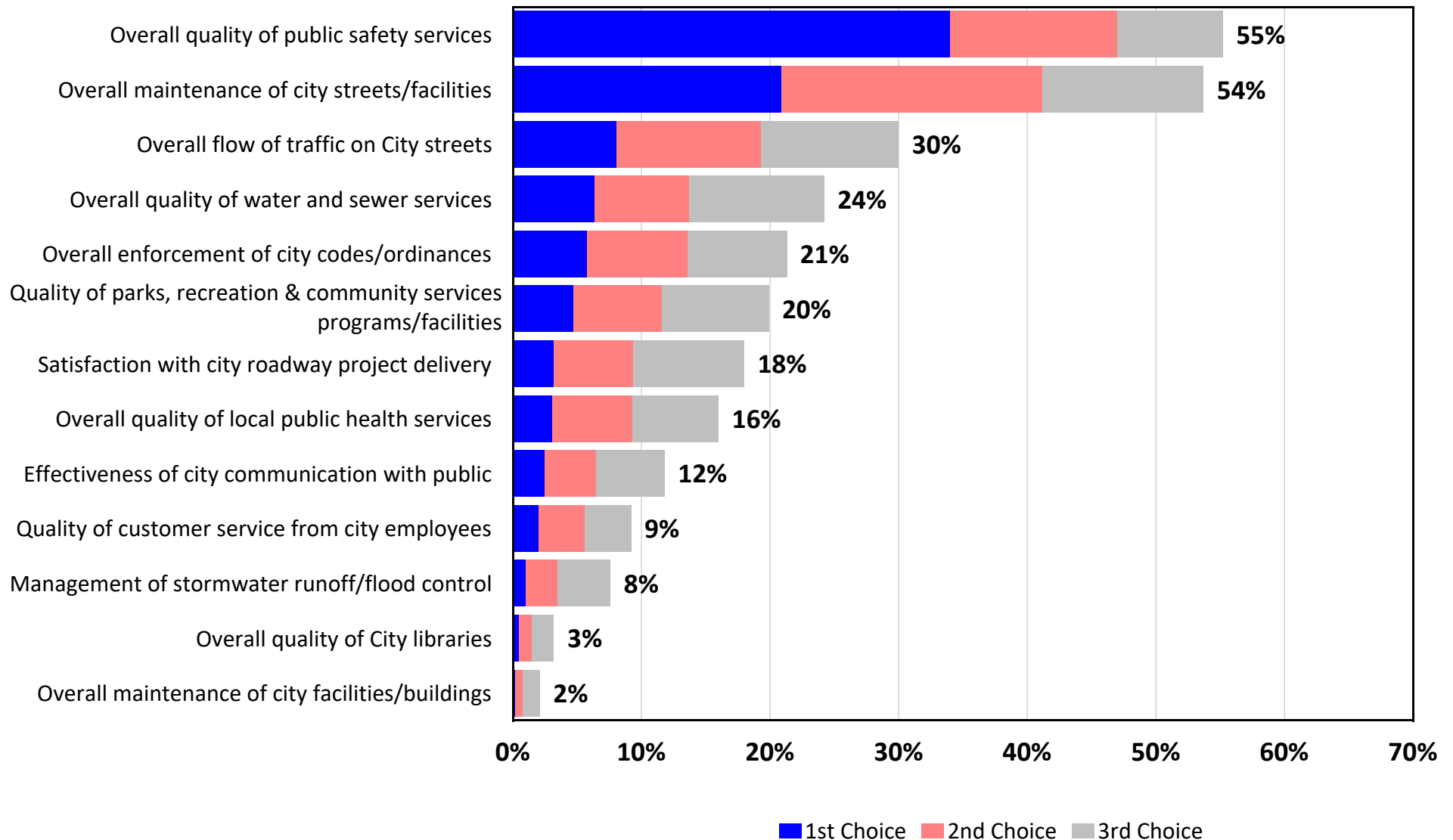
Q4. Satisfaction With Major City Services

by percentage of respondents (excluding don't knows)



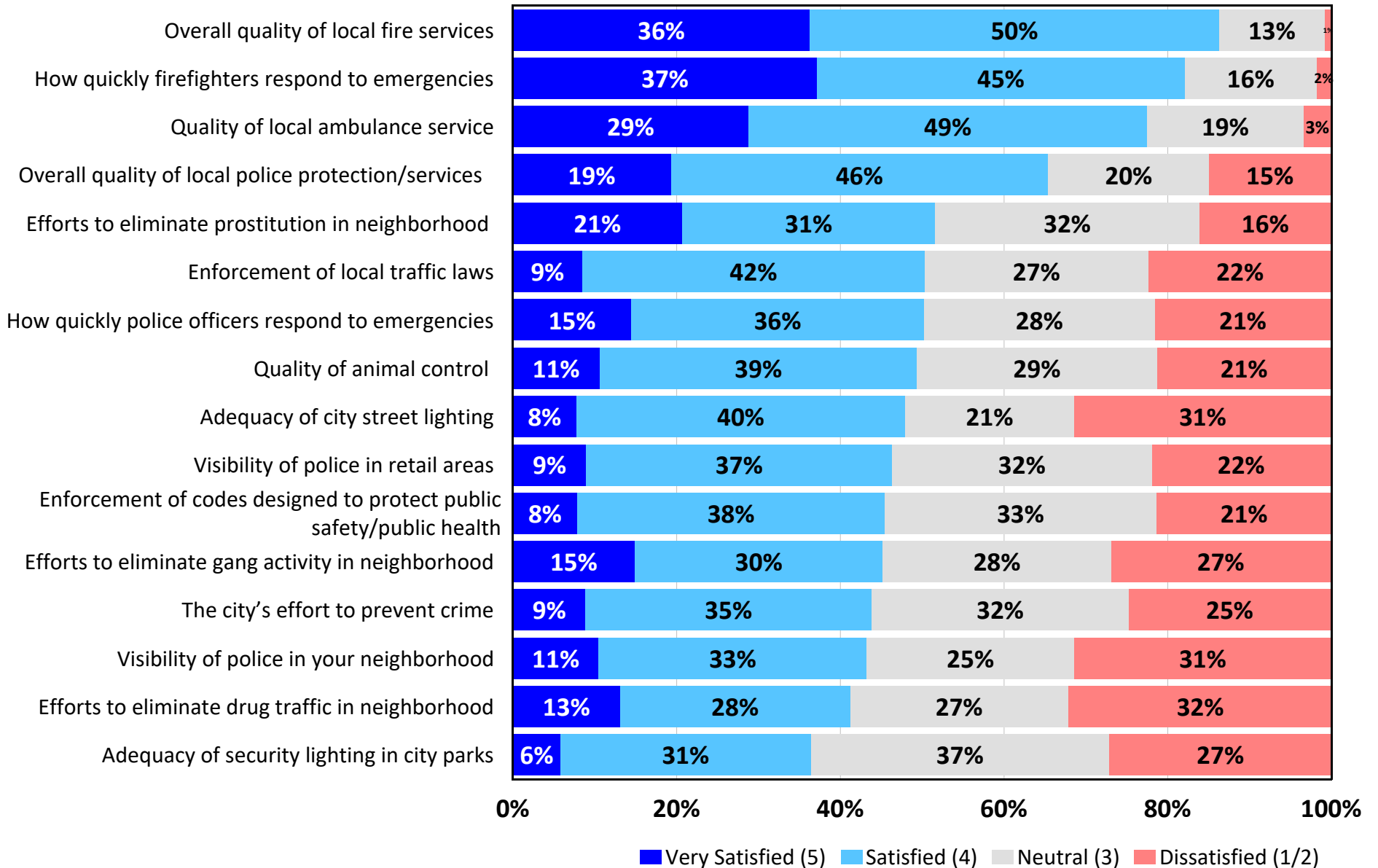
Q5. Major City Services That Are Most Important for the City to Provide

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



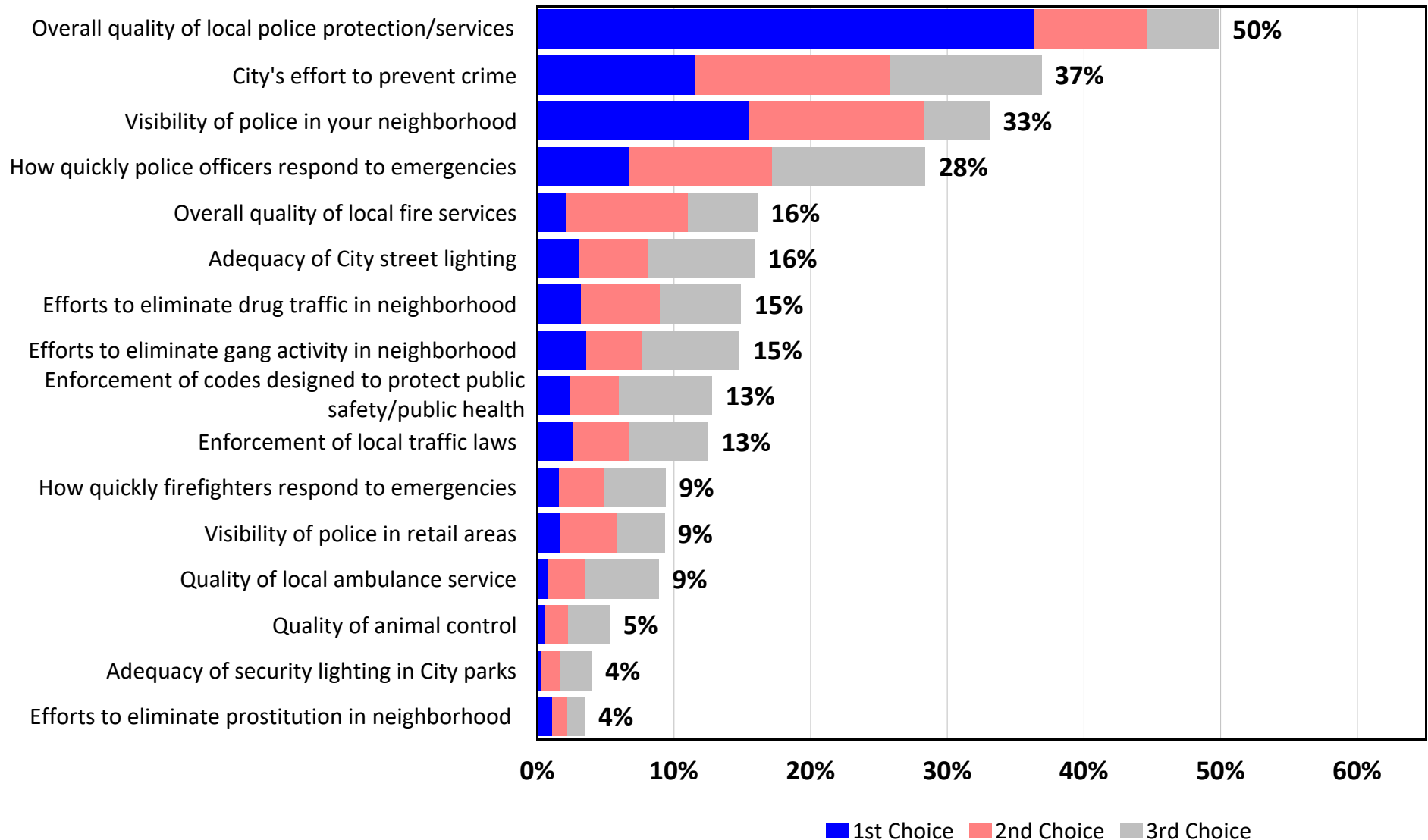
Q6. Satisfaction With Public Safety

by percentage of respondents (excluding don't knows)



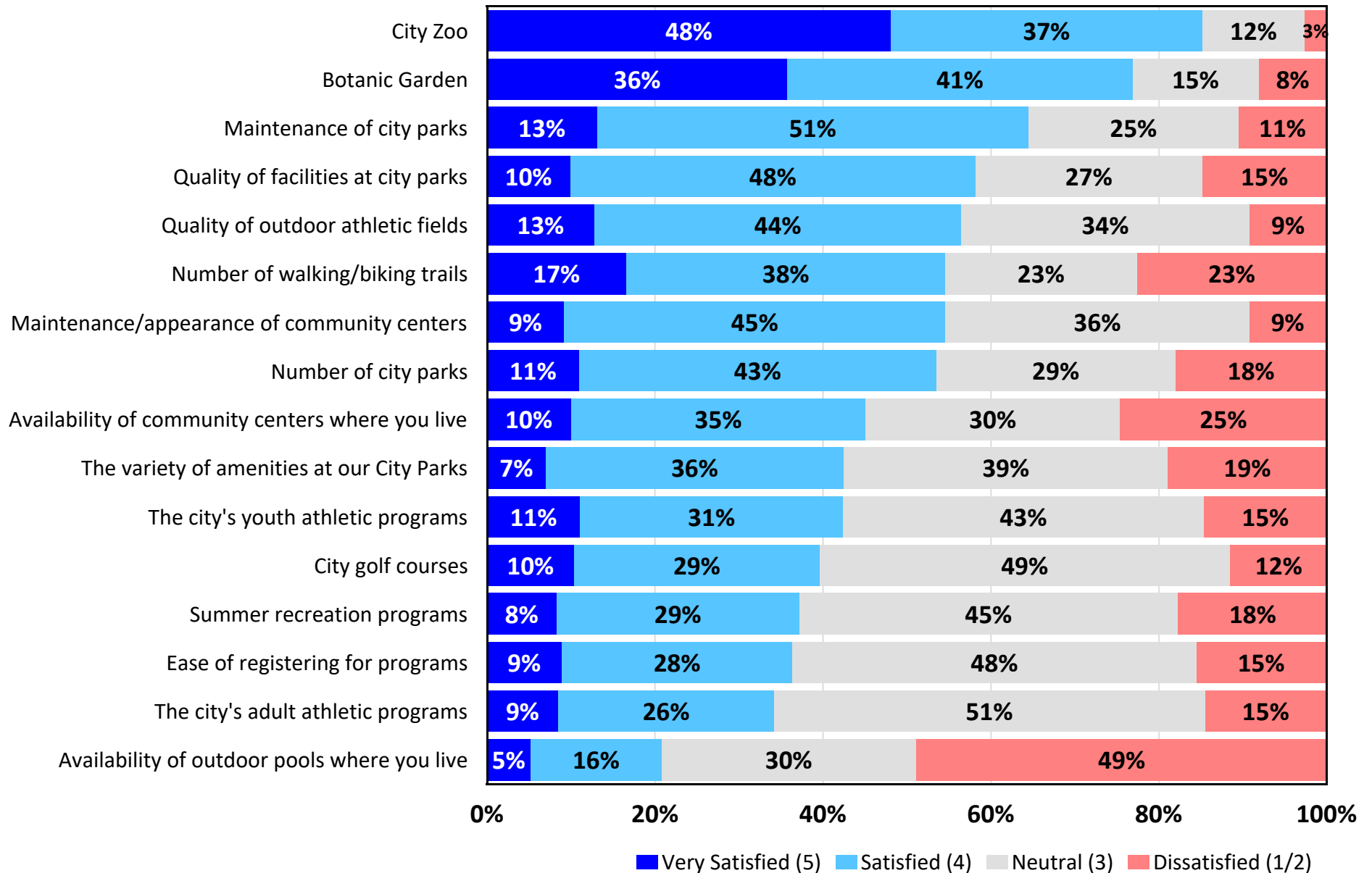
Q7. Public Safety Services That Are Most Important For the City to Provide

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



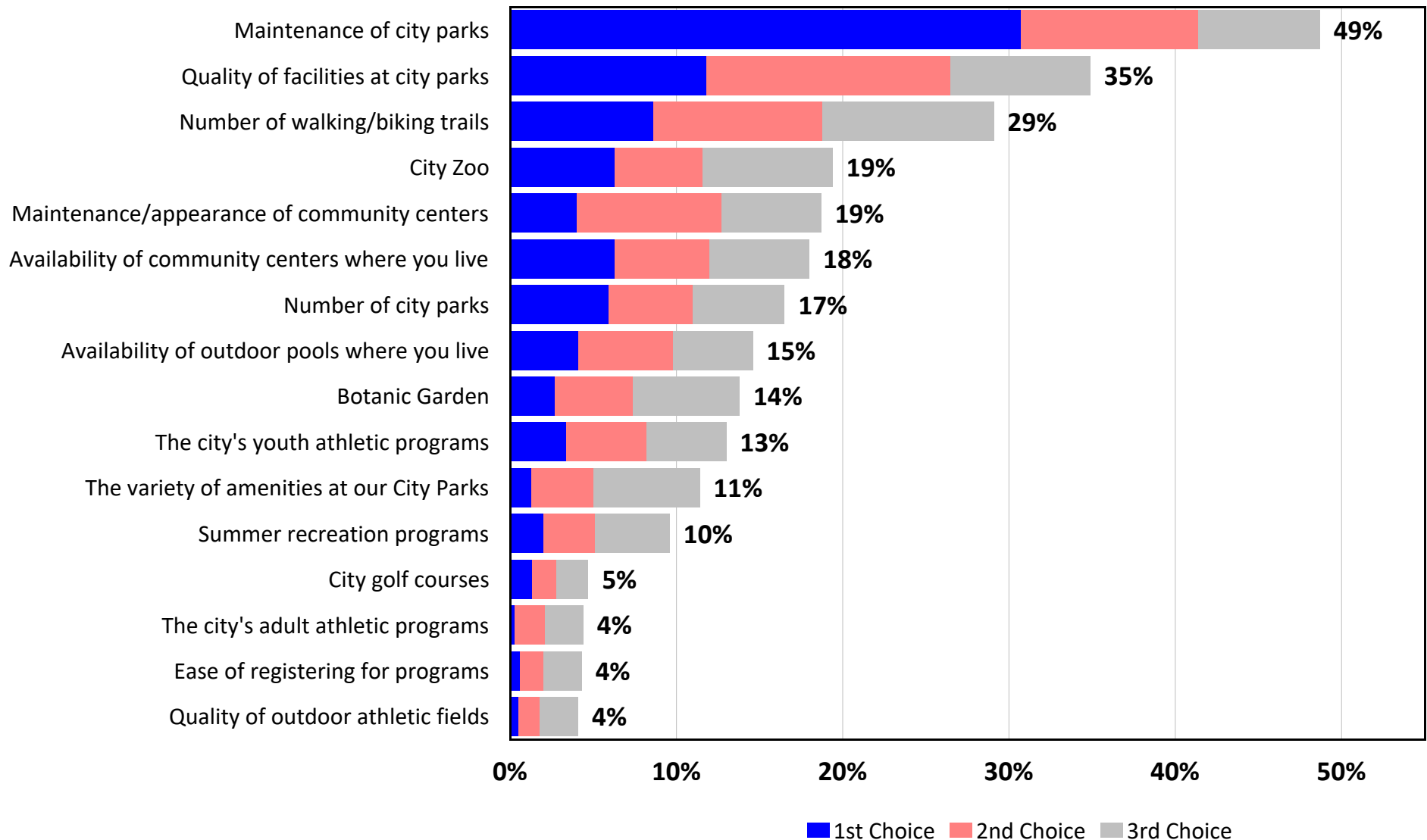
Q8. Satisfaction With Parks and Recreation

by percentage of respondents (excluding don't knows)



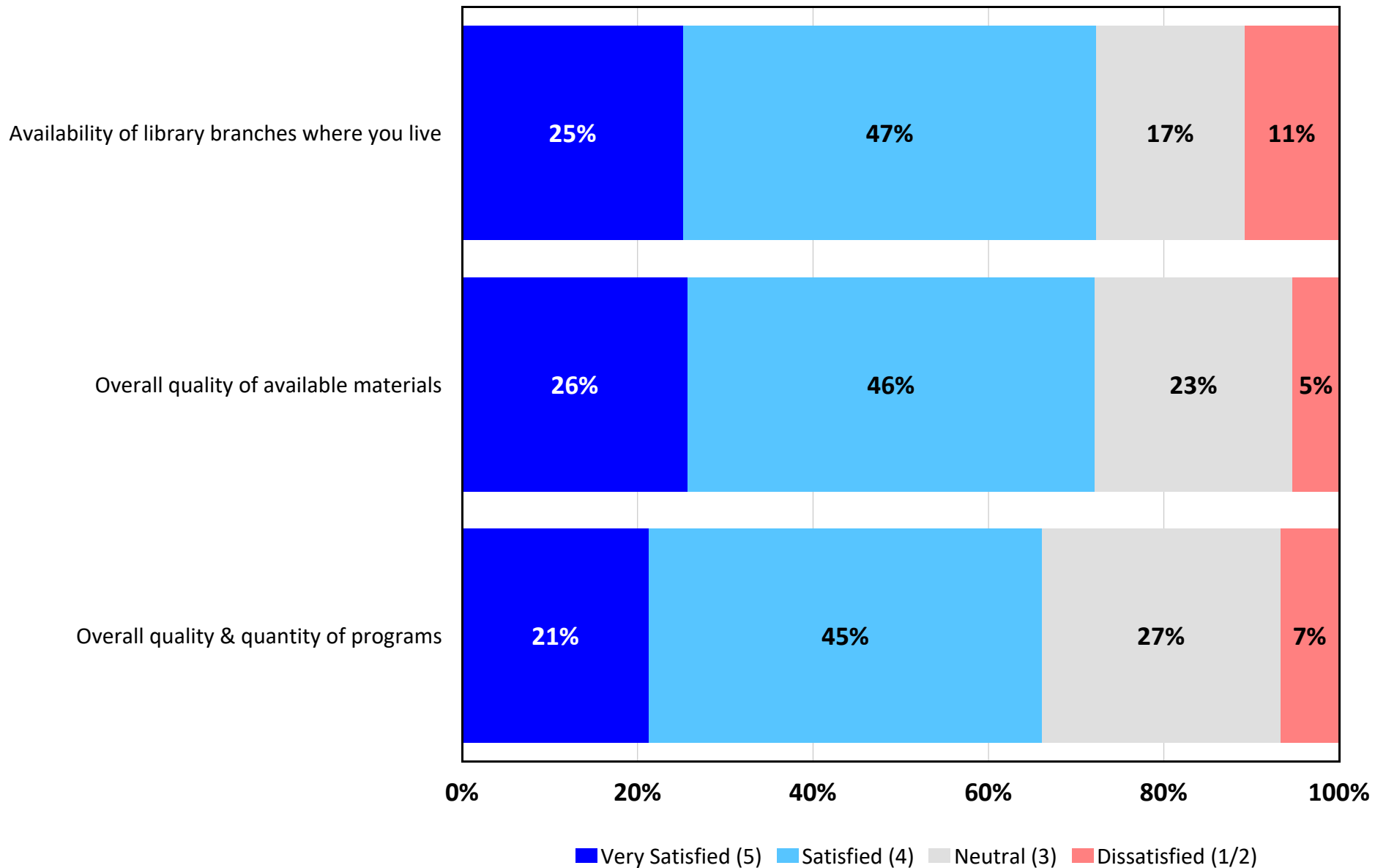
Q9. Parks and Recreation Services That Are Most Important For the City to Provide

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



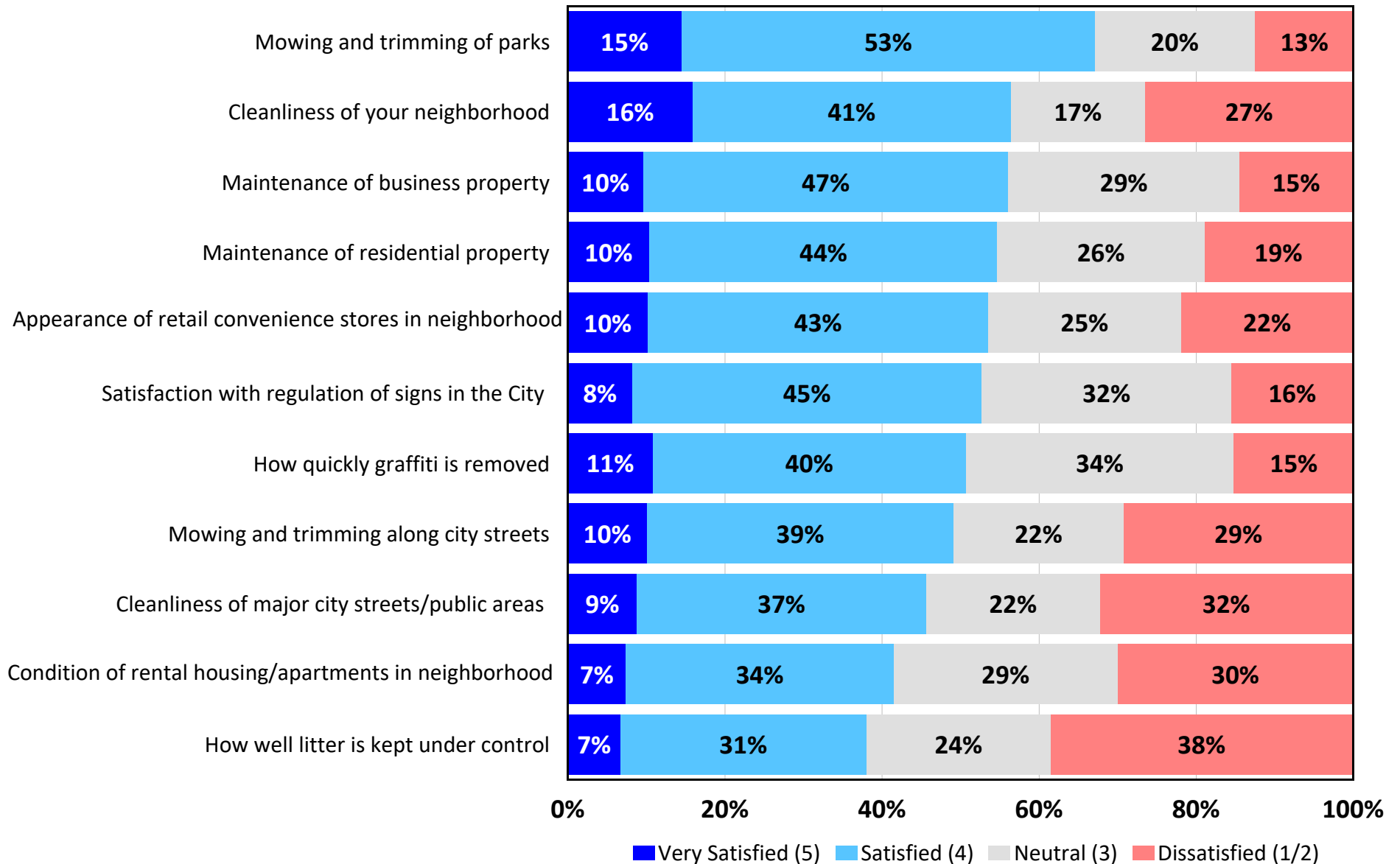
Q10. Satisfaction With City Libraries

by percentage of respondents (excluding don't knows)



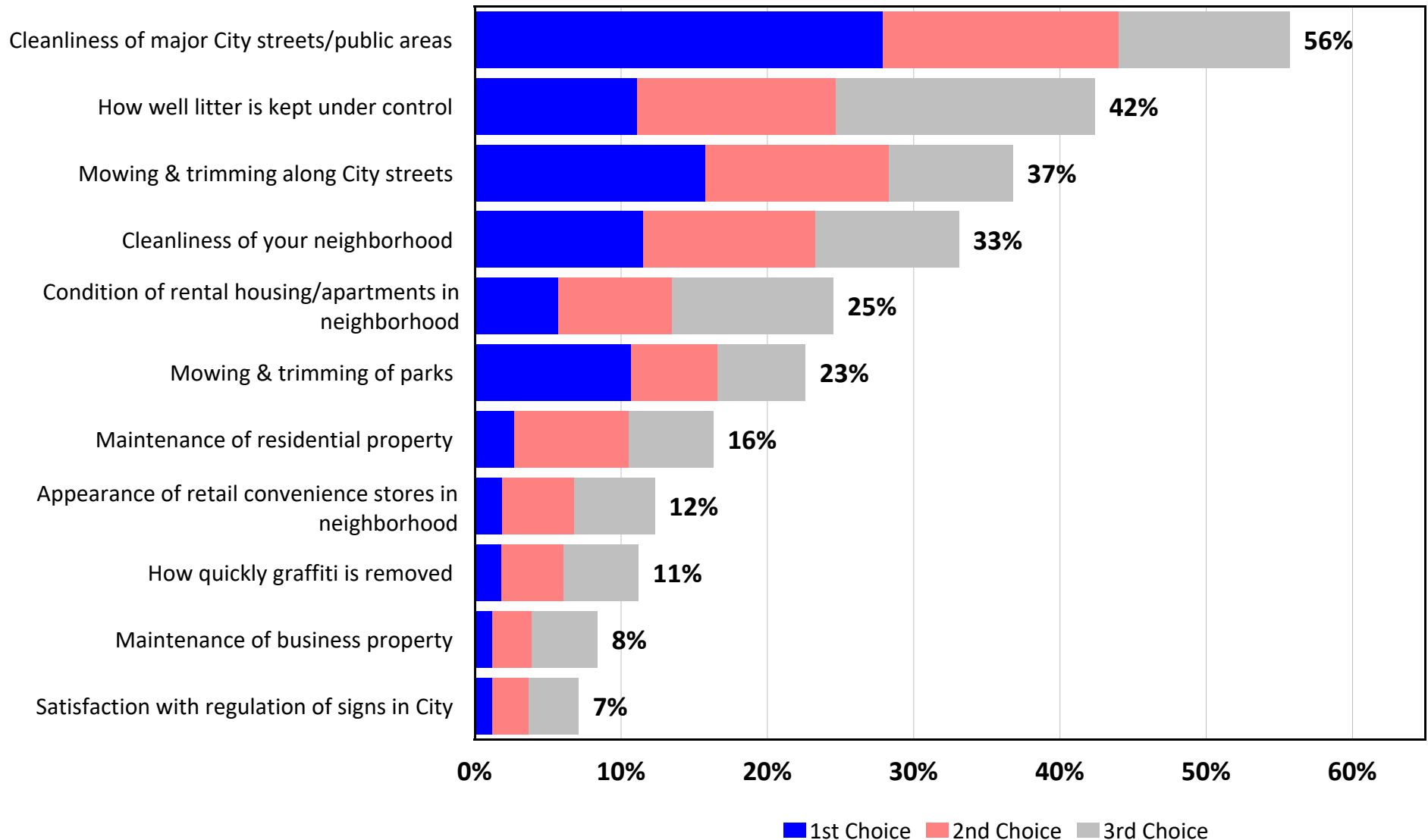
Q11. Satisfaction With Maintenance and Appearance of the City

by percentage of respondents (excluding don't knows)



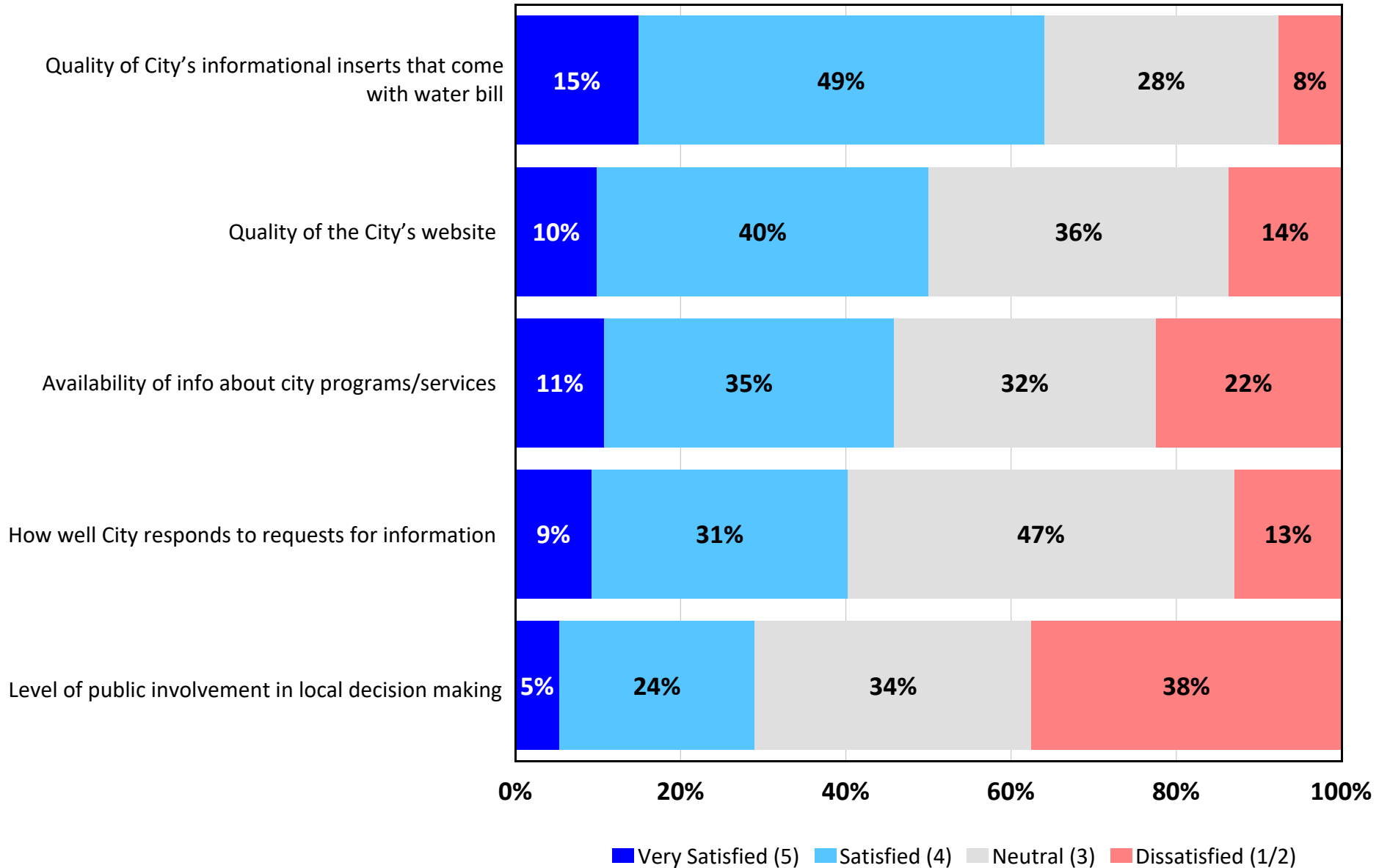
Q12. Aspects of Maintenance and Appearance That Are Most Important For the City to Provide

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



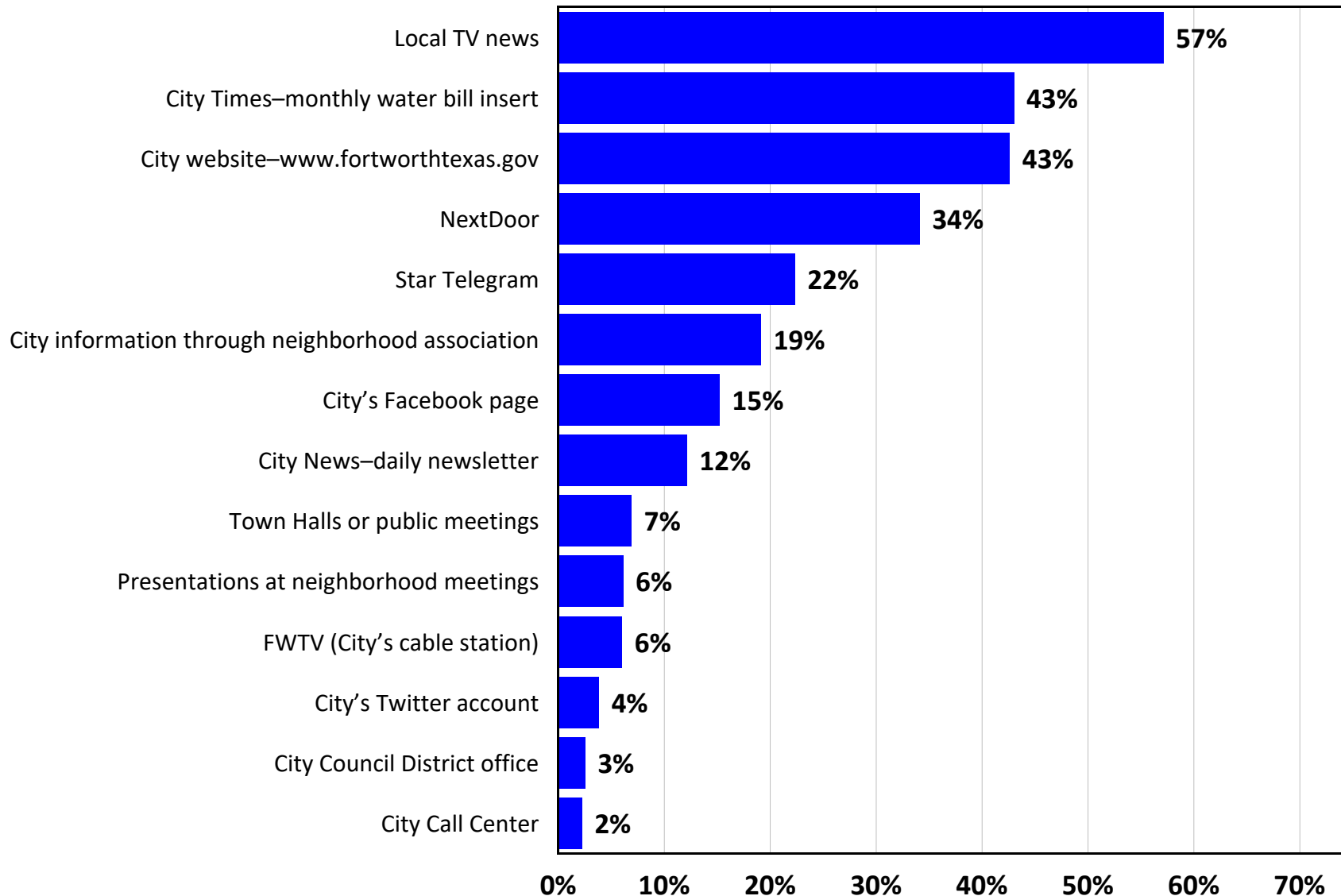
Q13. Satisfaction With City Communication

by percentage of respondents (excluding don't knows)



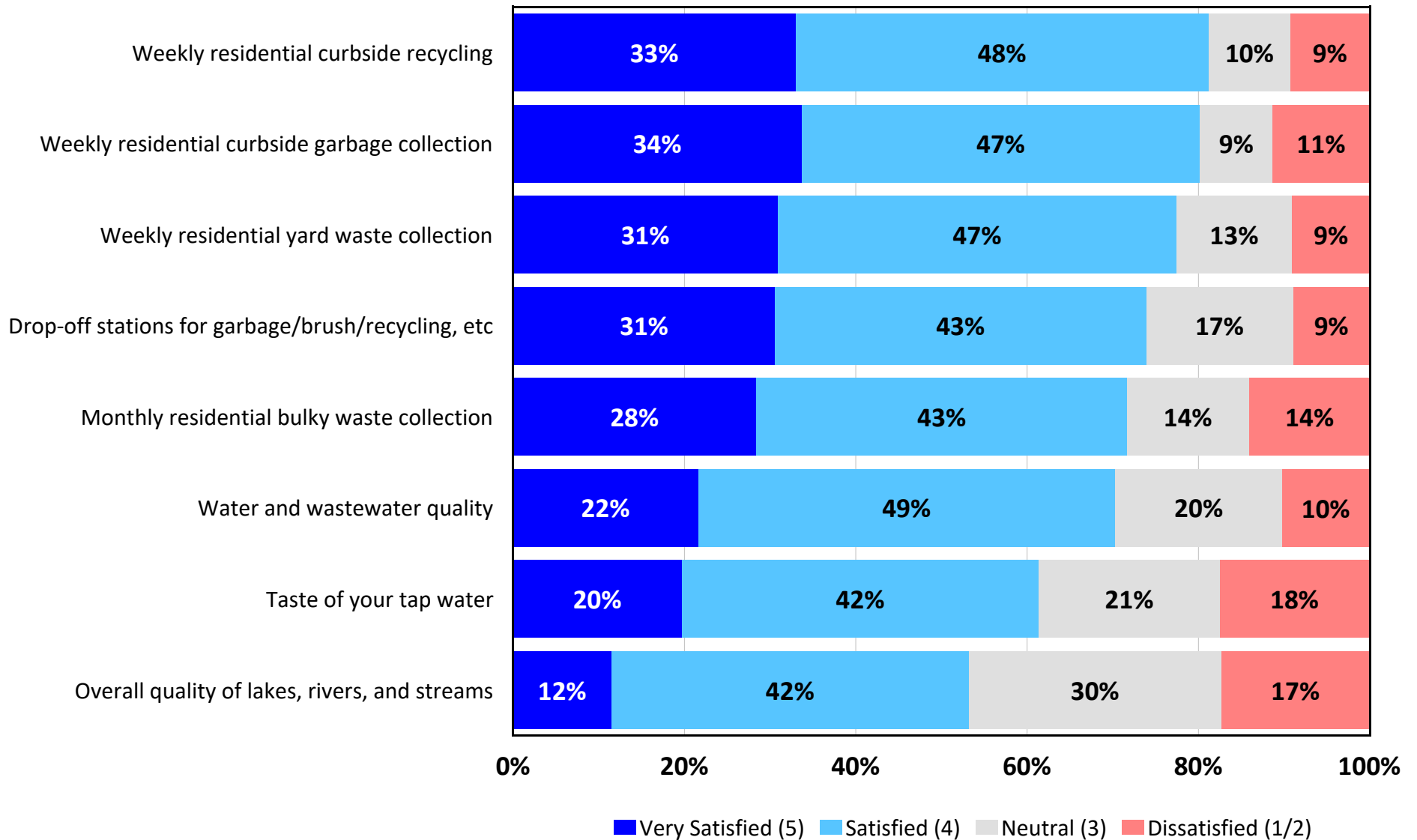
Q14. Sources From Which Residents Receive News and Information About the City

by percentage of respondents (multiple selections could be made)



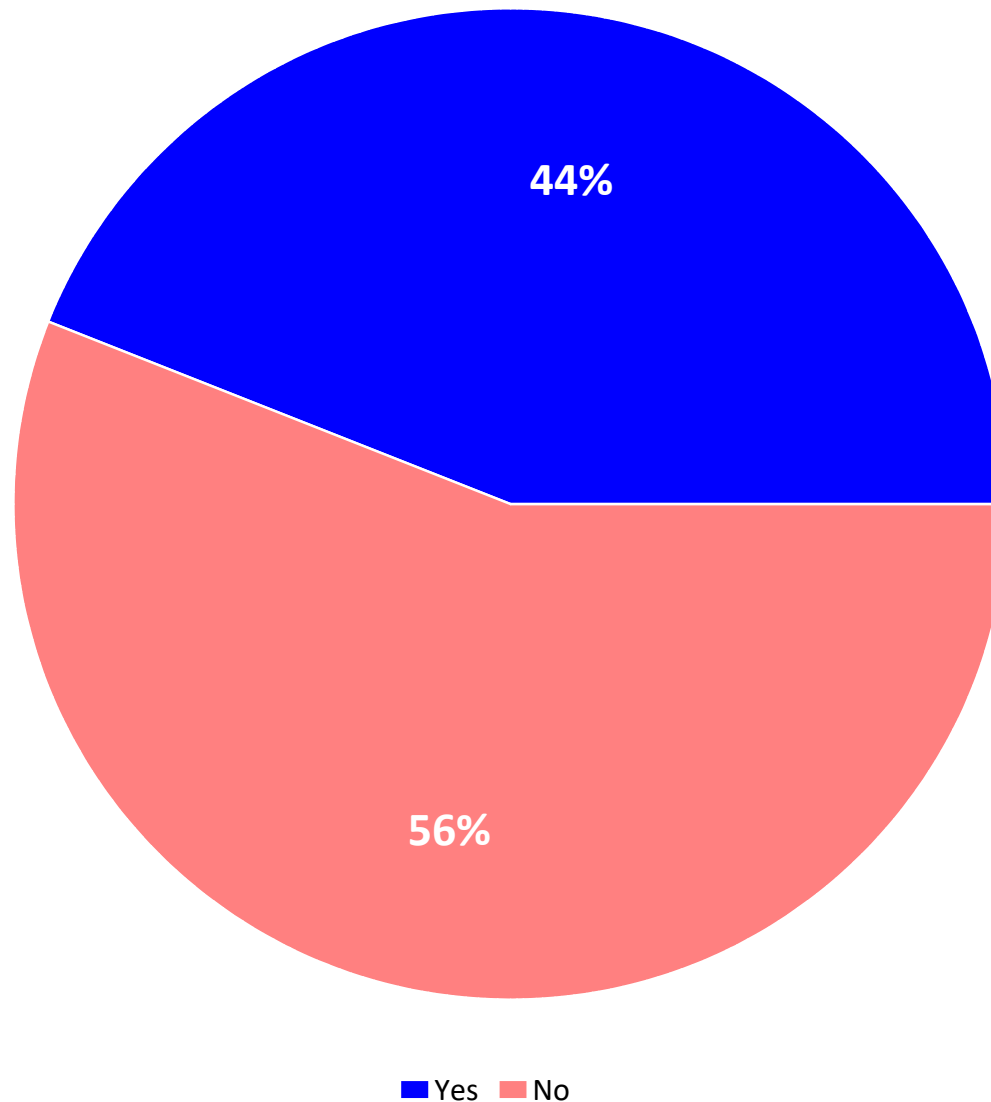
Q15. Satisfaction With Solid Waste, Water, and Environmental Ratings

by percentage of respondents (excluding don't knows)



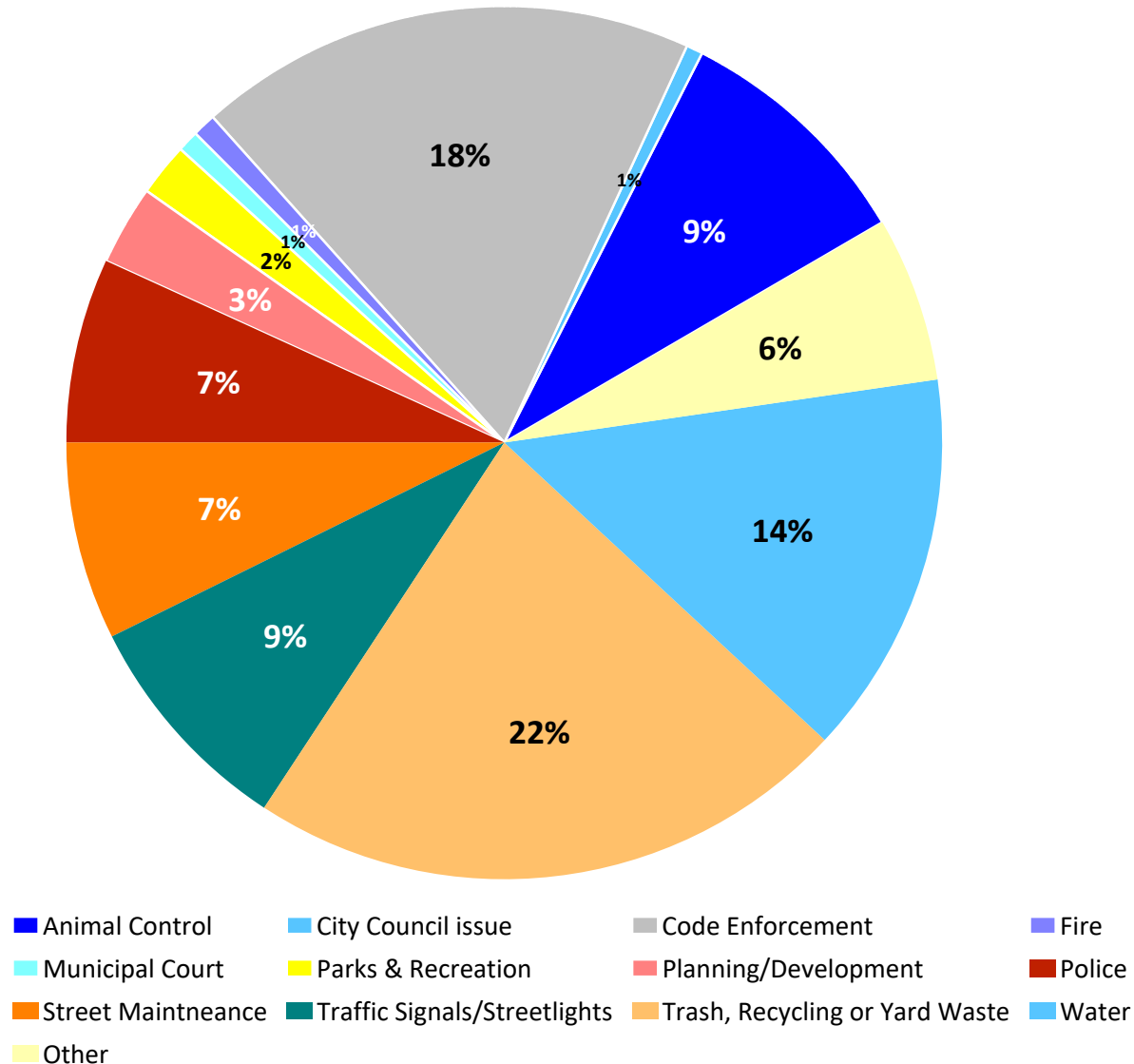
Q16. Have you contacted the City of Fort Worth with a question, problem, or complaint during the past 12 months?

by percentage of respondents (excluding "not provided")



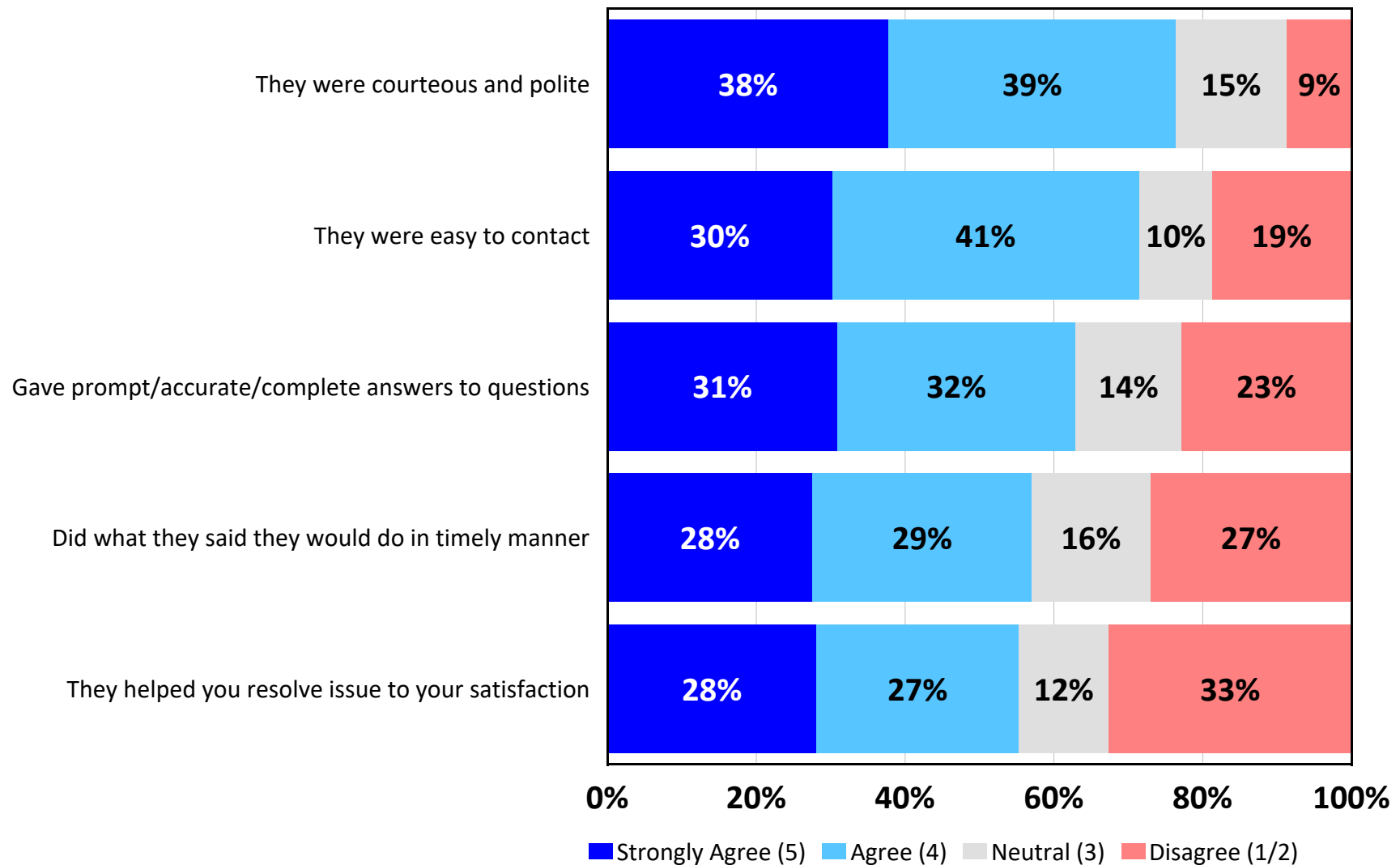
Q16a. Which ONE of the following services/issues did you contact the City most recently?

by percentage of respondents who contacted the City during the past 12 months (excluding "not provided")



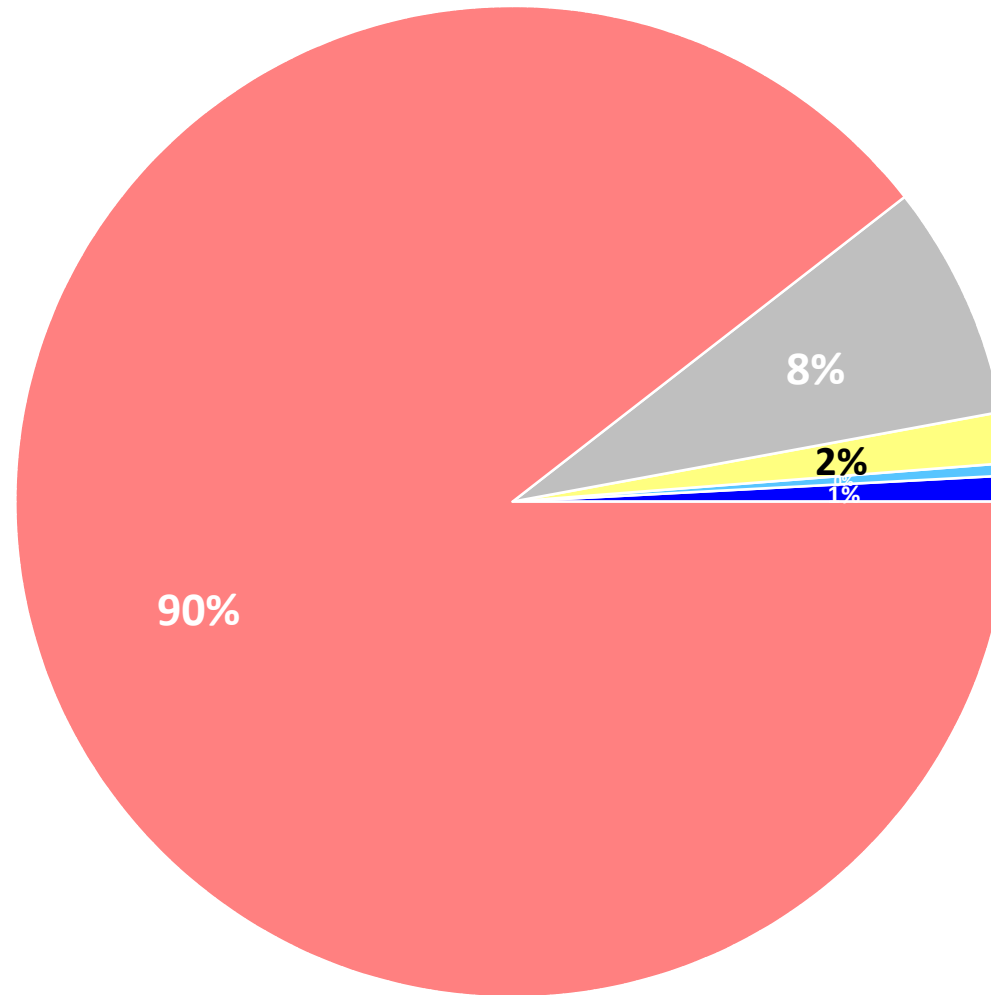
Q16b. Level of Agreement With Various Statements About the Quality of Customer Service Received

by percentage of respondents who contacted the City during the past 12 months (excluding don't knows)



Q17. How often do you use public transportation?

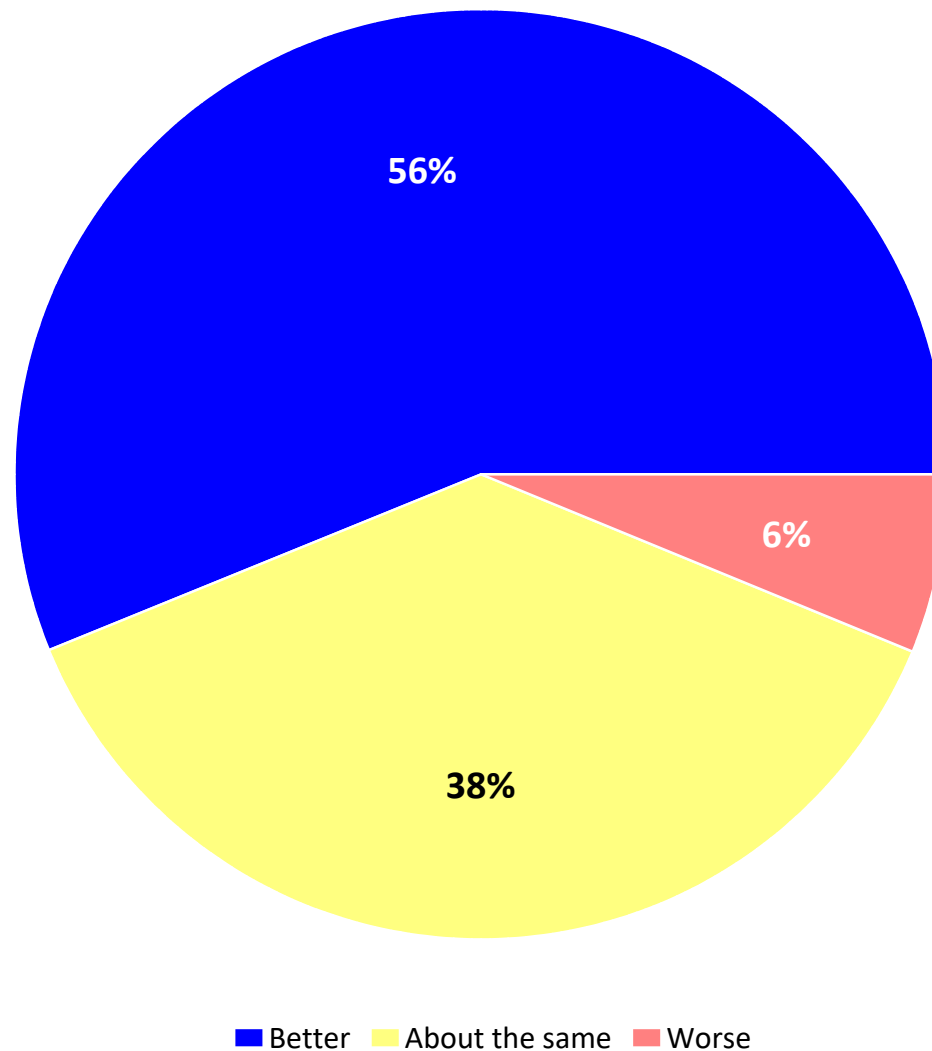
by percentage of respondents (excluding "not provided")



■ Almost every day ■ A few times per week ■ A few times per month
■ A few times per year ■ Seldom or never

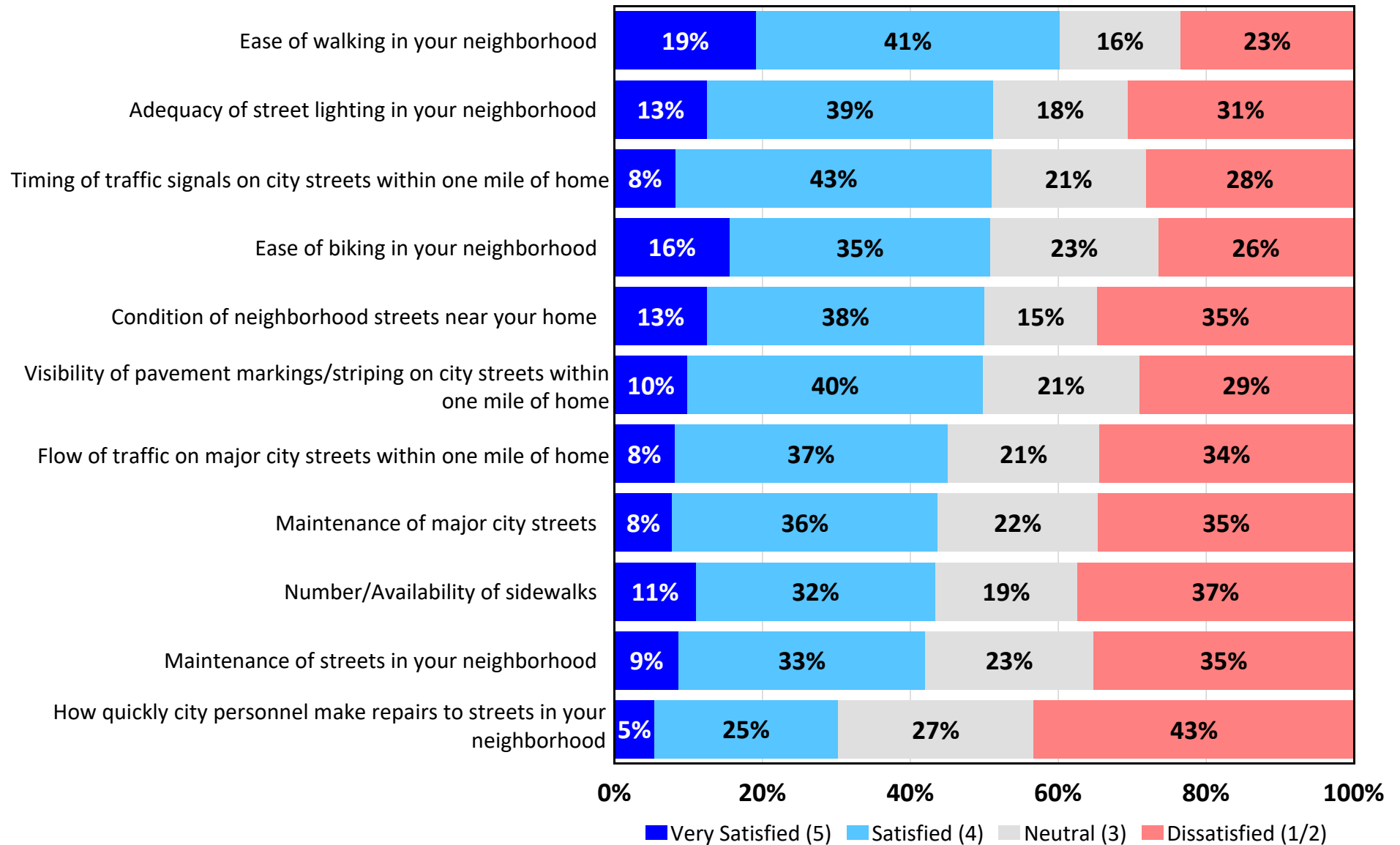
Q18. Do you generally think the state of the economy in Fort Worth is better, about the same, or worse than the rest of the United States?

by percentage of respondents (excluding don't knows)



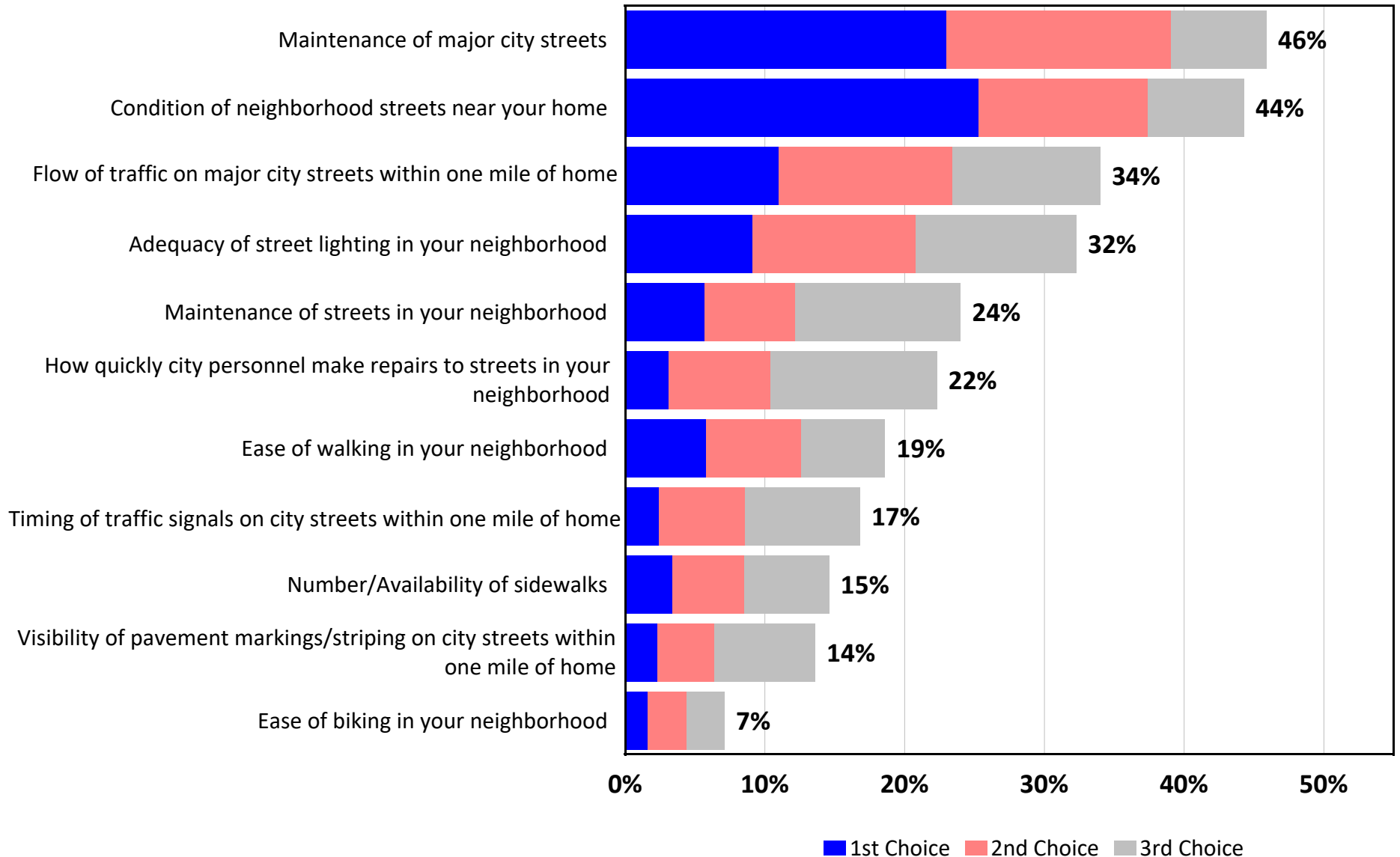
Q19. Satisfaction With Traffic and Transportation Services and Facilities

by percentage of respondents (excluding don't knows)



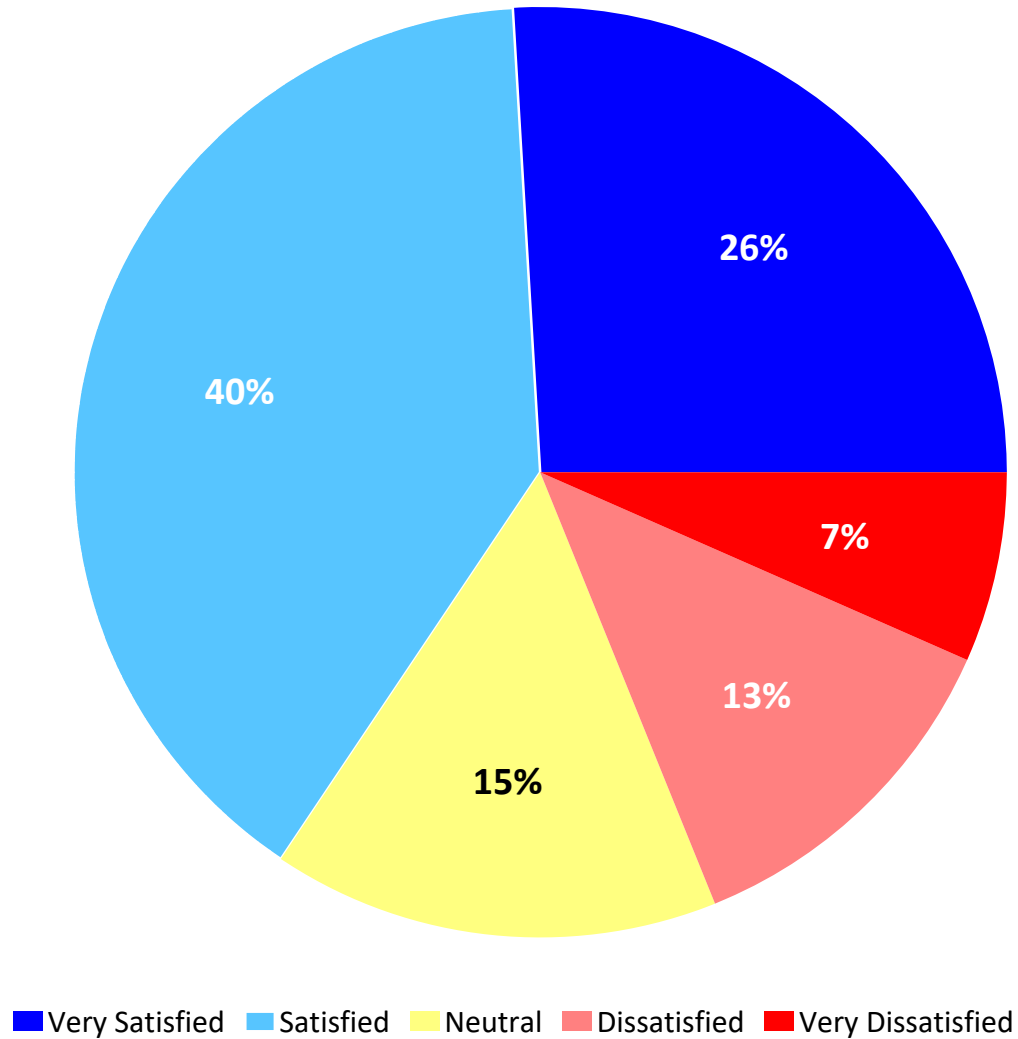
Q20. Traffic and Transportation Services and Facilities That Are Most Important For The City to Provide

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



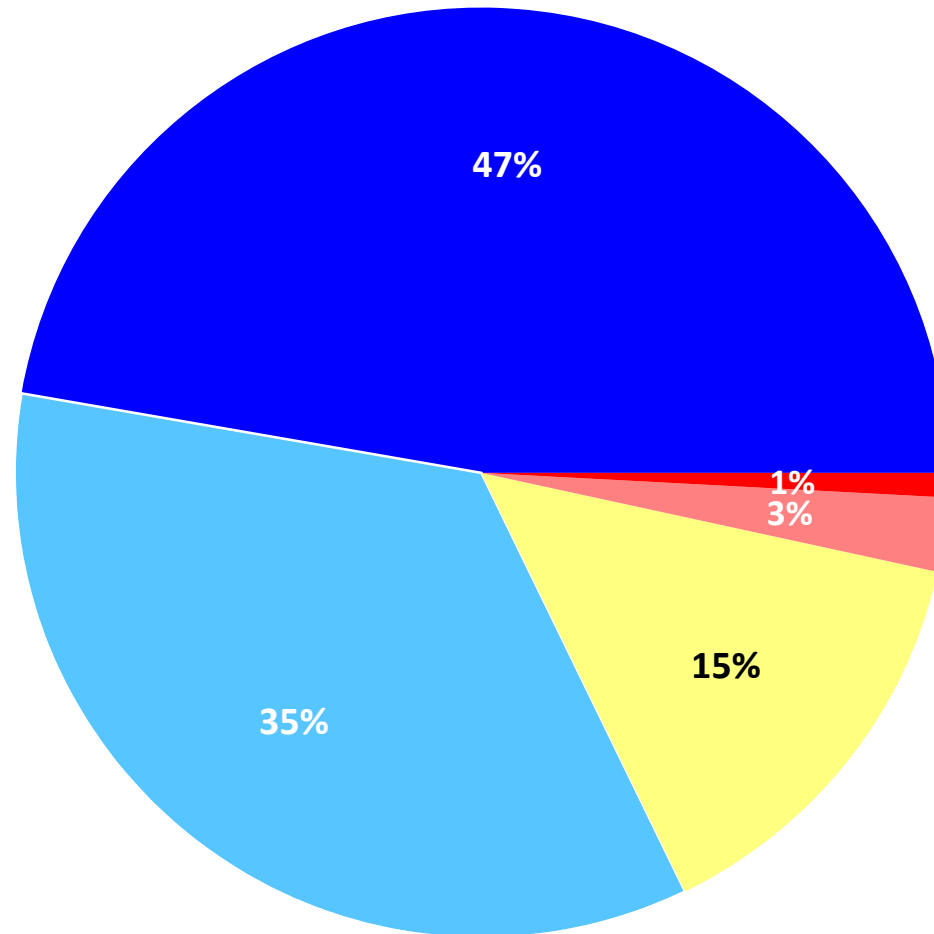
Q21. Satisfaction With the Availability and Accessibility of Healthy Foods

by percentage of respondents (excluding don't knows)



Q22. Support for Efforts to Increase the Amount of Open, Undeveloped Space in the City

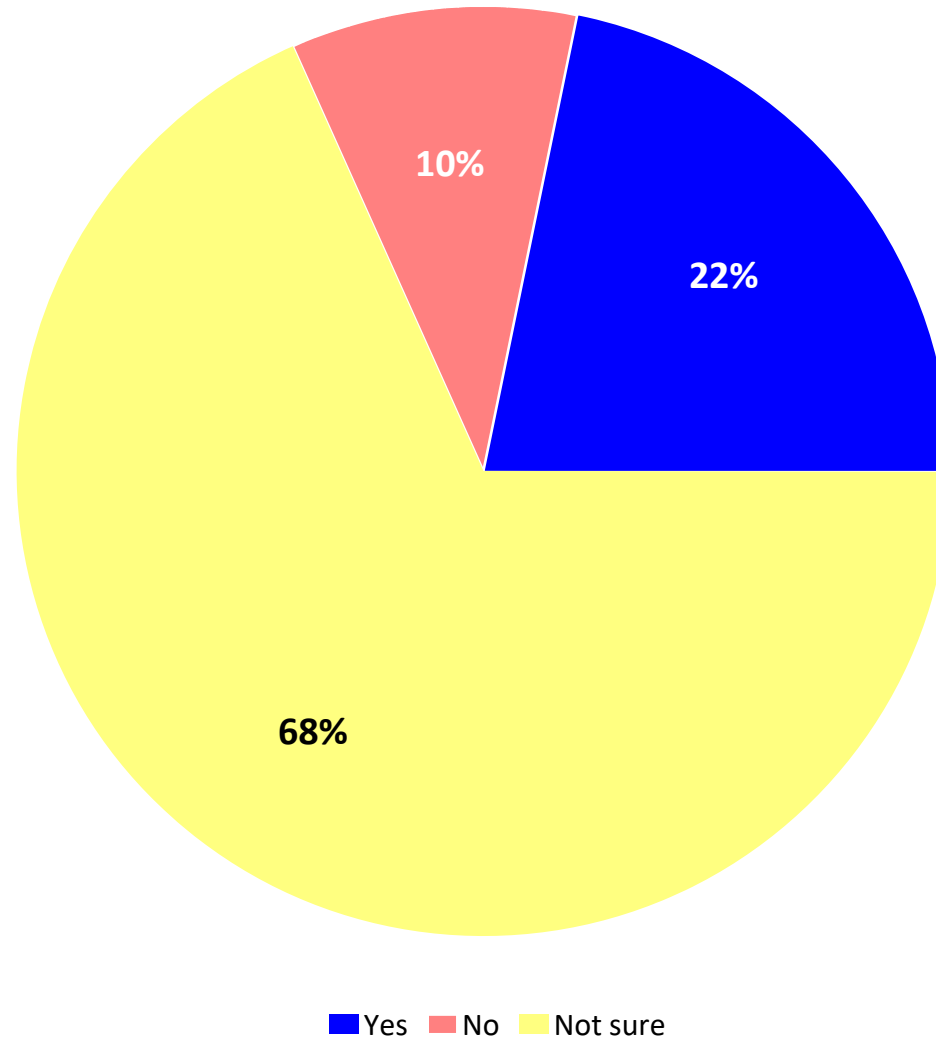
by percentage of respondents (excluding don't knows)



■ Very Supportive ■ Supportive ■ Neutral ■ Not Supportive ■ Not at All Supportive

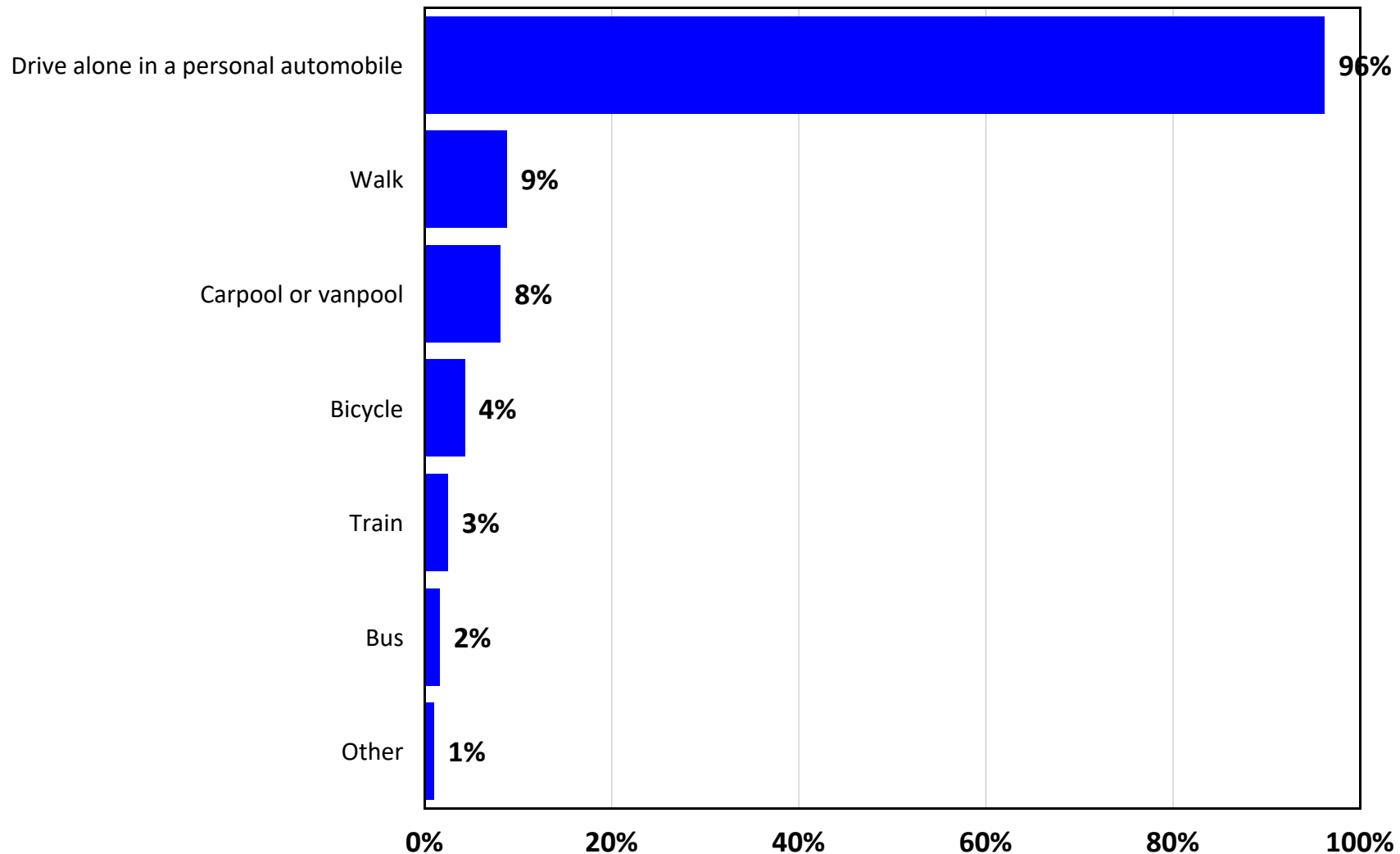
Q23. Does the City offer you adequate ways to address Municipal Court citations without coming to the courthouse?

by percentage of respondents (excluding not provided)



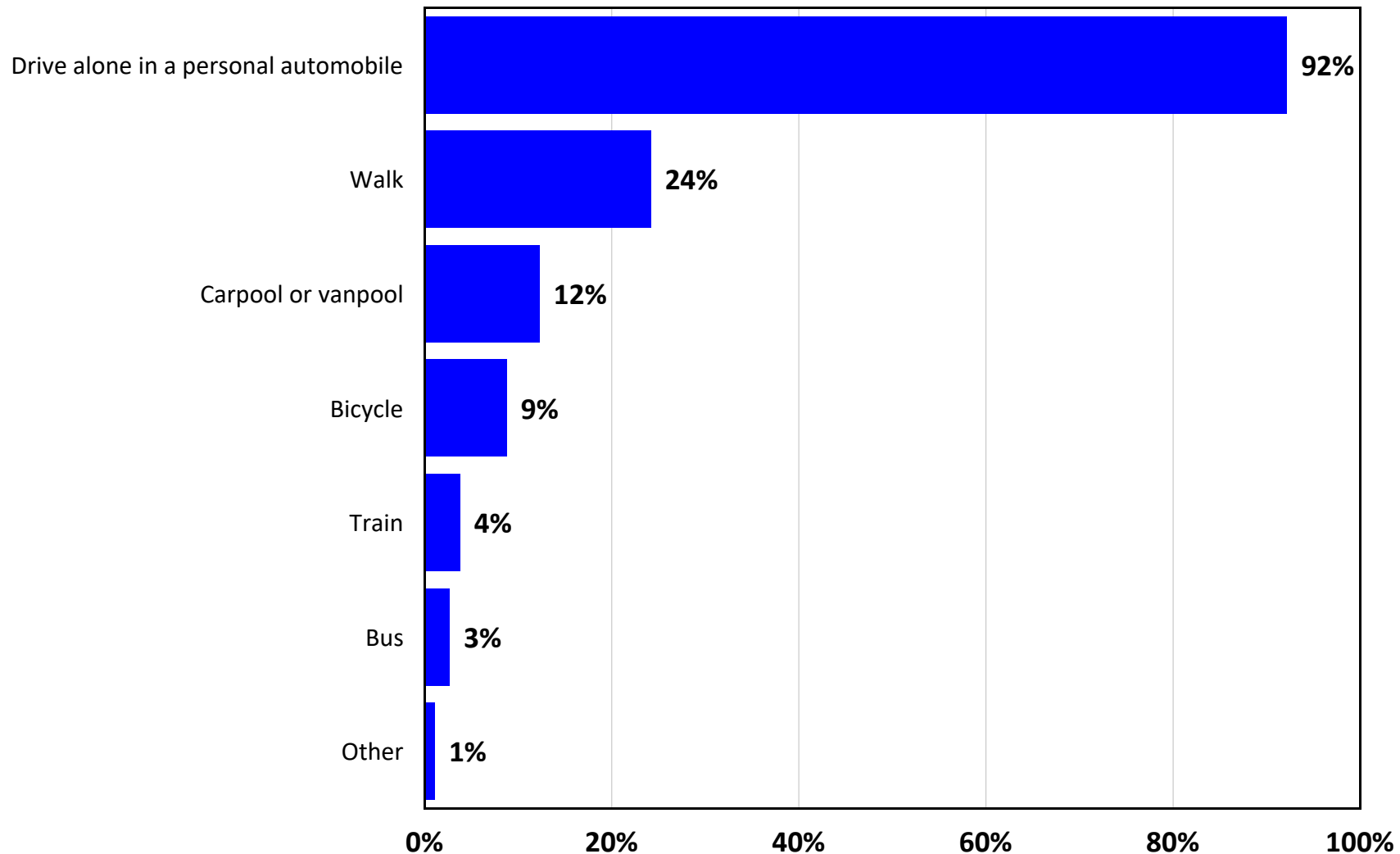
Q24. Demographics: Which of the following types of transportation do you usually use to get to and from most destinations in Fort Worth?

by percentage of respondents (multiple selections could be made)



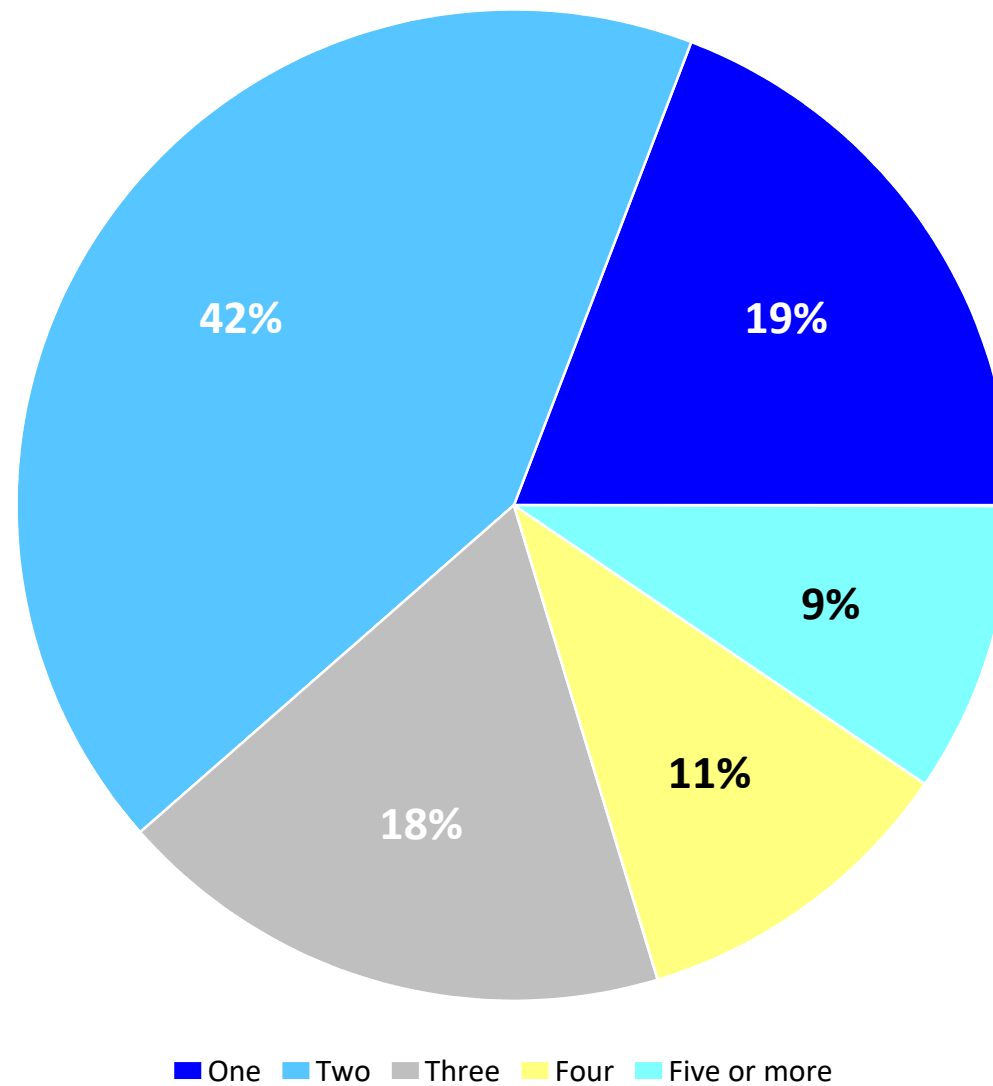
Q25. Demographics: In the past 30 days, have you used any of the following types of transportation to get around the City of Fort Worth?

by percentage of respondents (multiple selections could be made)



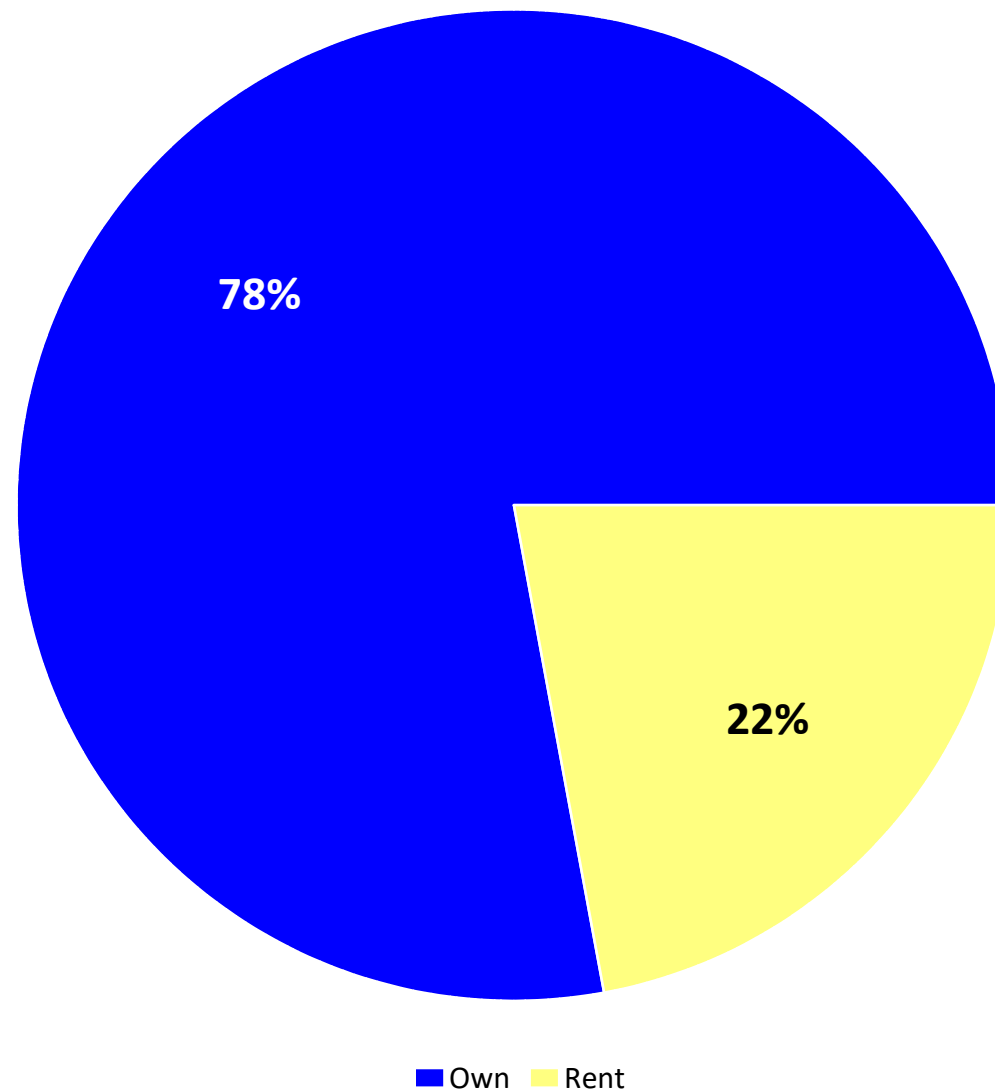
Q26. Demographics: How many persons currently live in your household?

by percentage of respondents



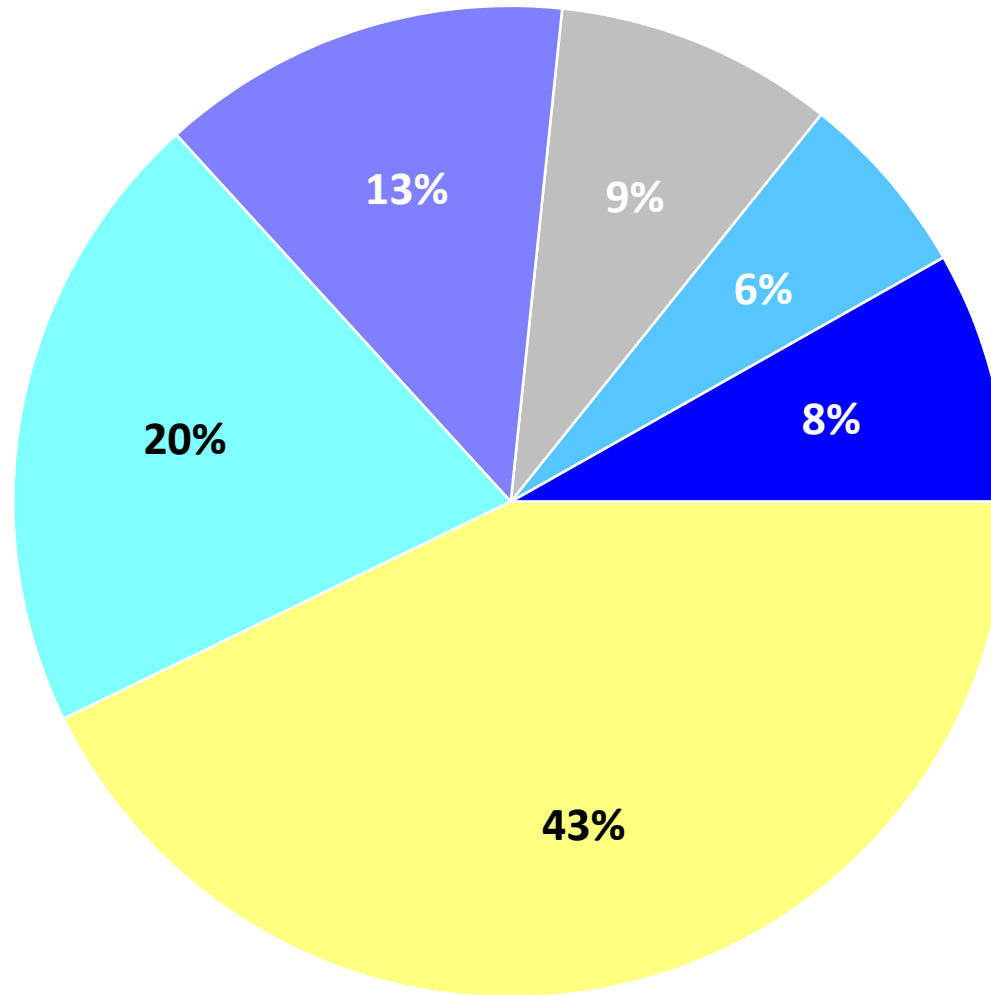
Q27. Demographics: Do you own or rent your home?

by percentage of respondents



Q28. Demographics: Approximately, how many years have you lived in the City of Fort Worth?

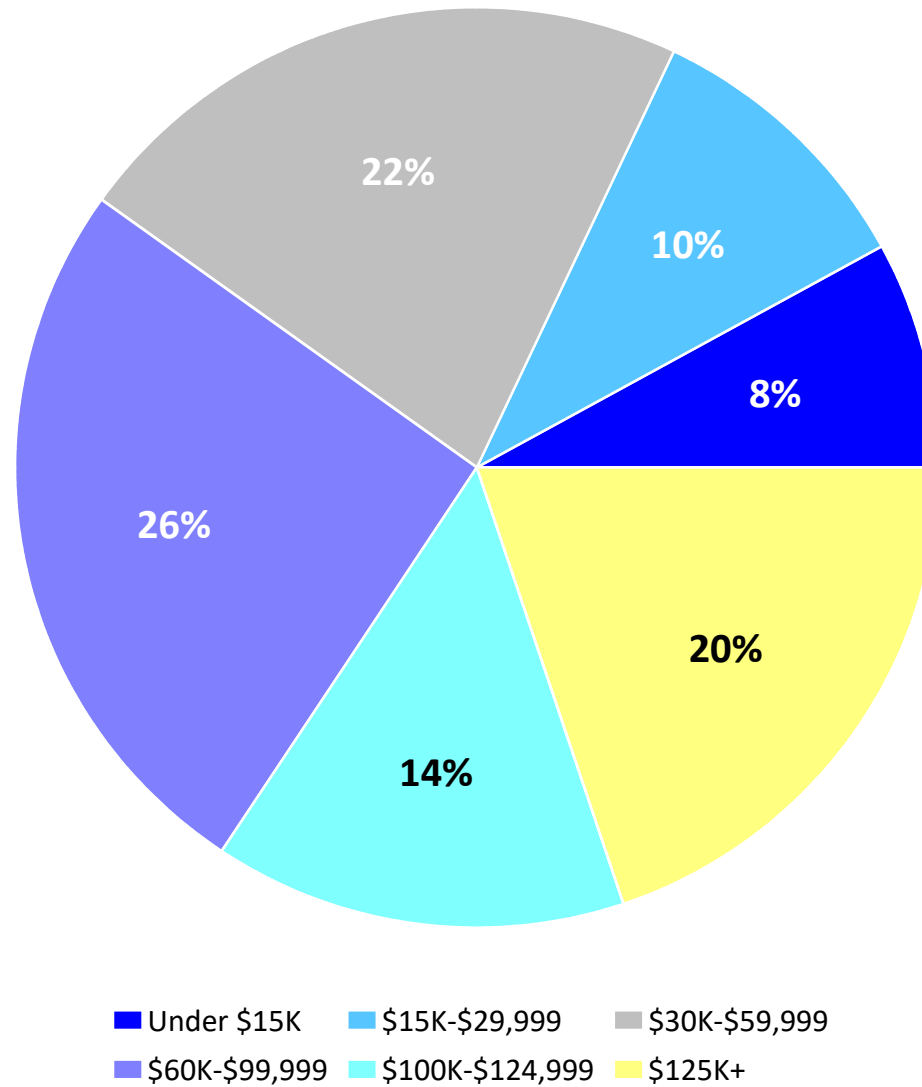
by percentage of respondents



■ 0-5 ■ 6-10 ■ 11-15 ■ 16-20 ■ 21-30 ■ 31+

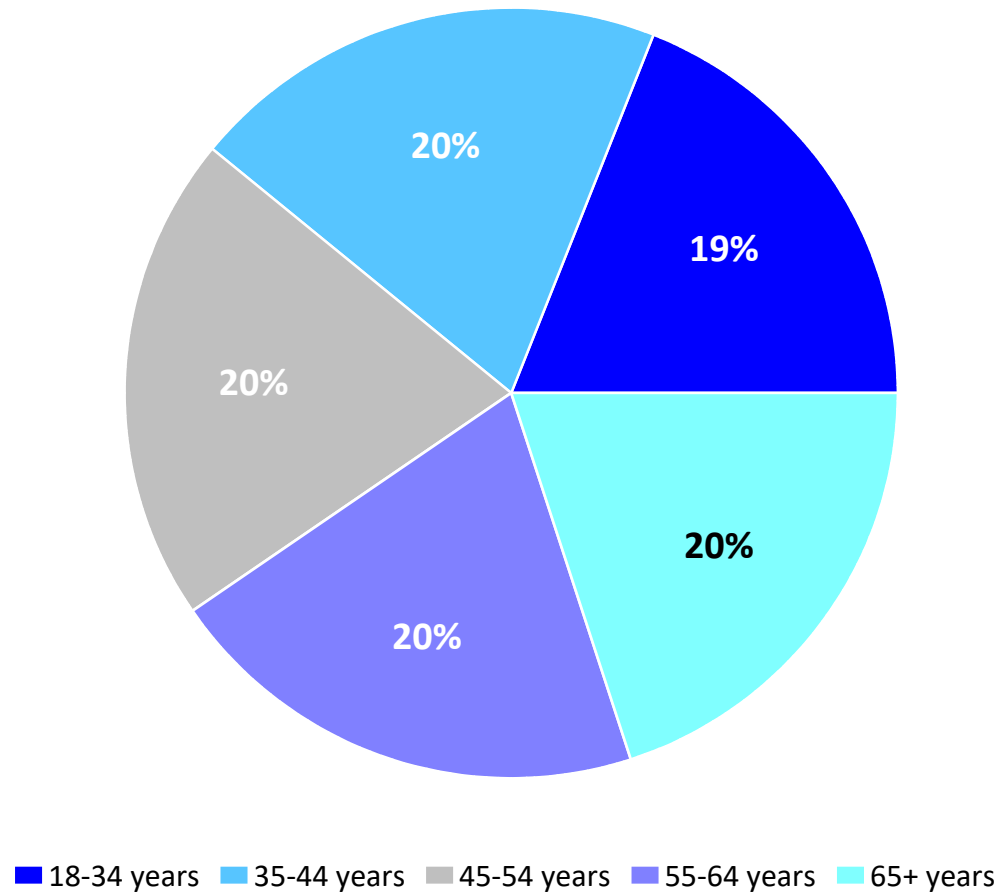
Q29. Demographics: Annual Household Income

by percentage of respondents



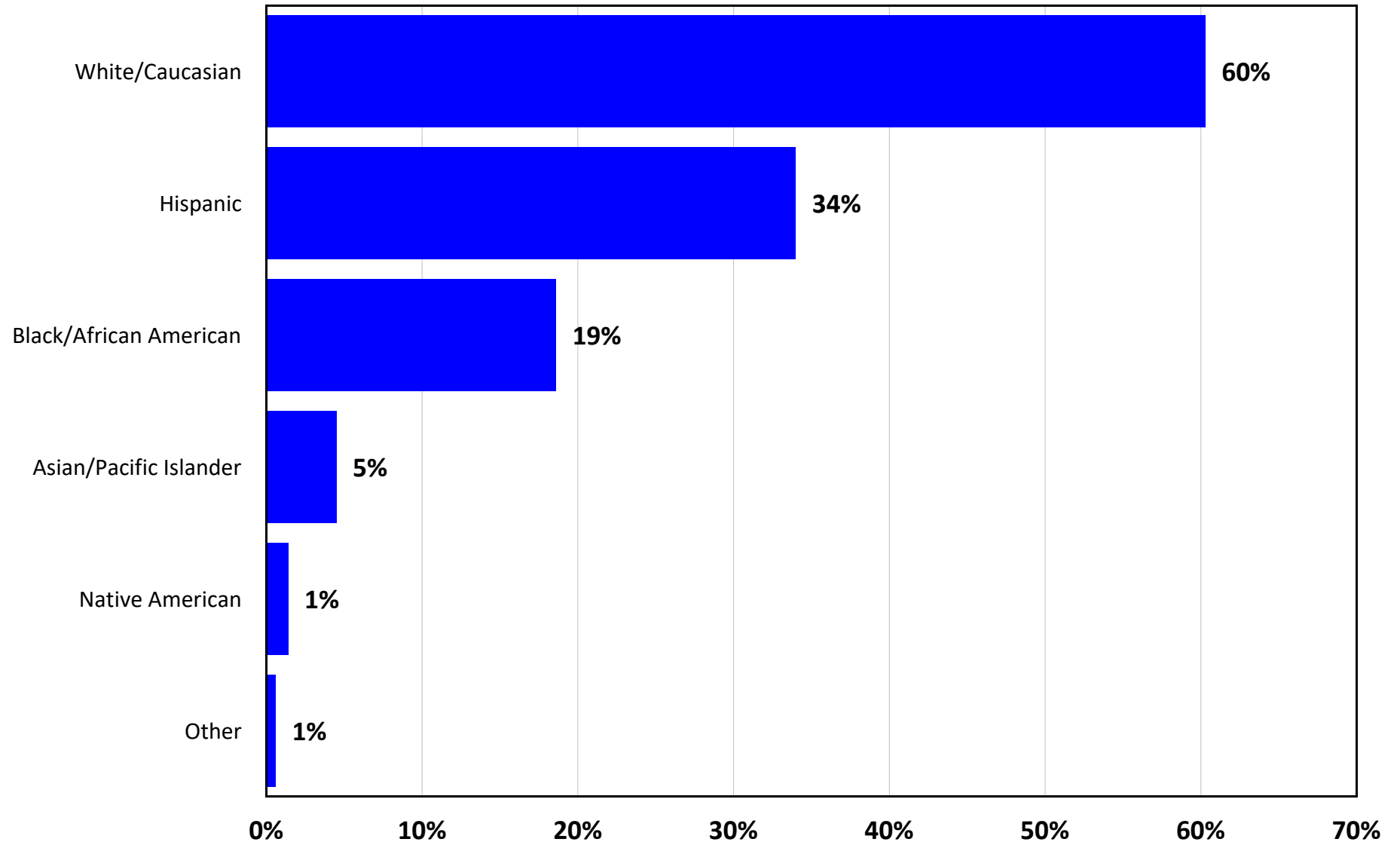
Q30. Demographics: Age of Respondent

by percentage of respondents



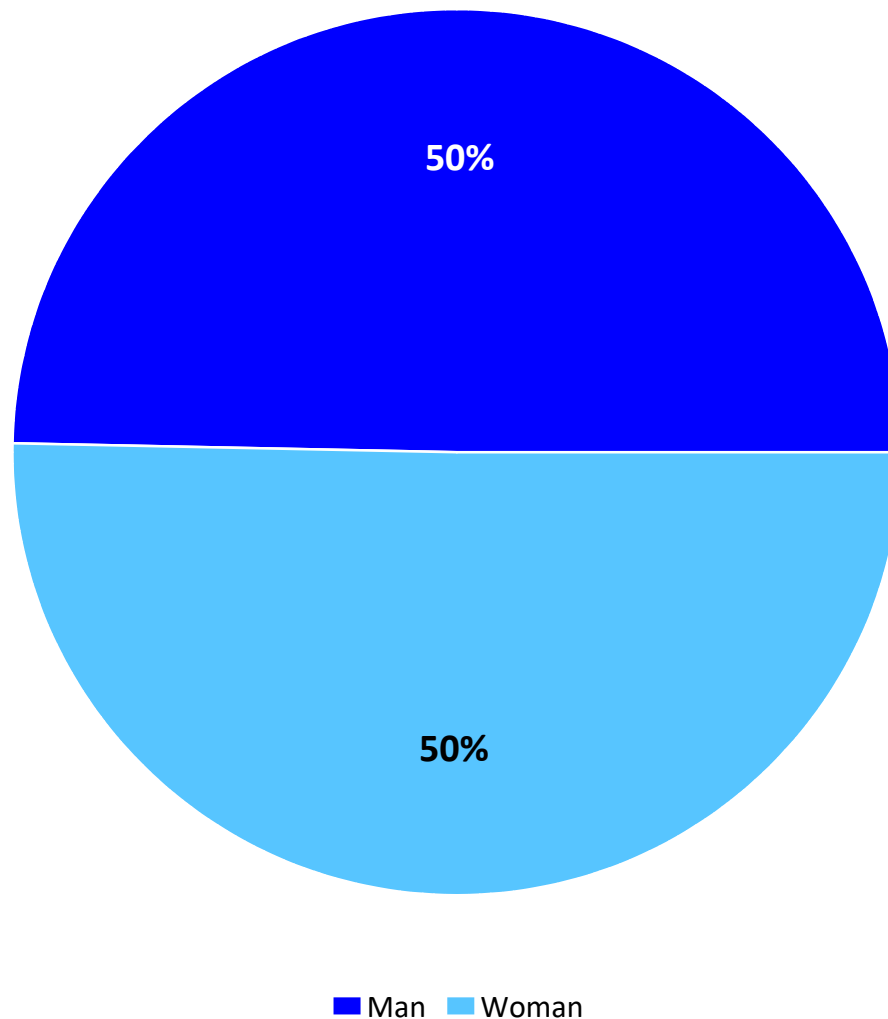
Q31. Demographics: Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple selections could be made)



Q32. Demographics: To which gender do you identify yourself with?

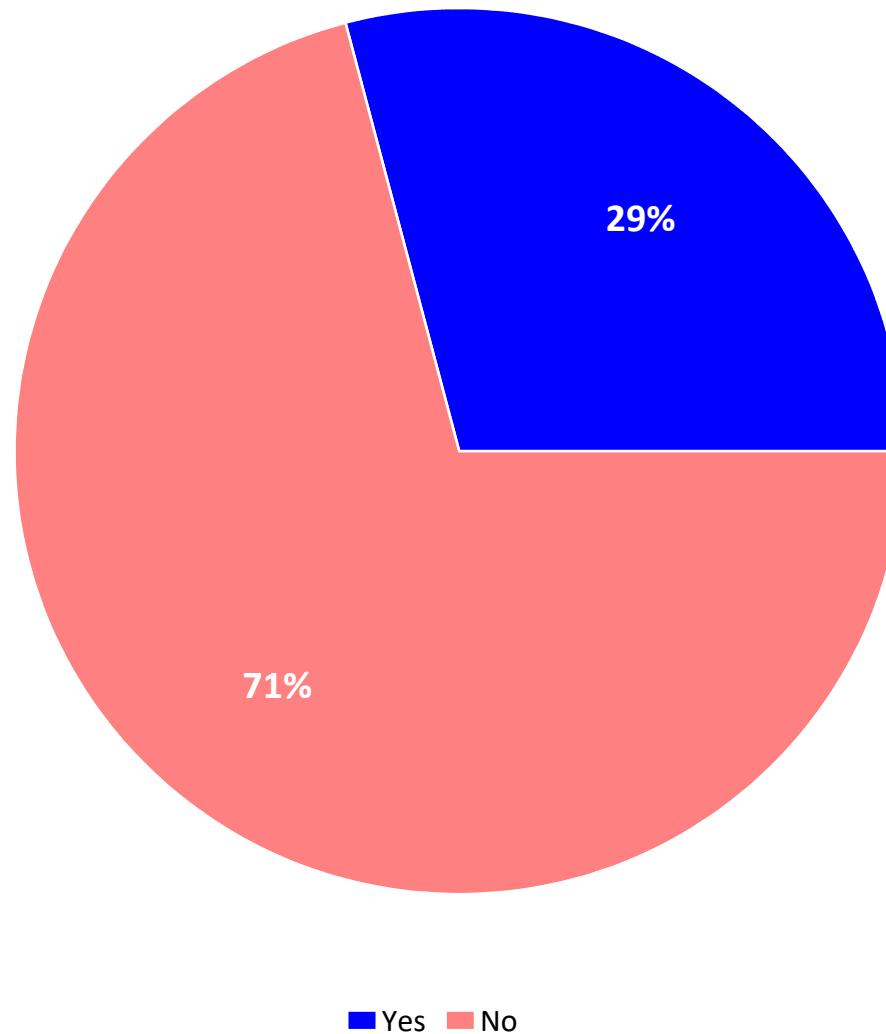
by percentage of respondents



0.2% selected "non-binary" or "prefer to self-describe"

Q33. Demographics: Do you volunteer in the community at least one hour per month?

by percentage of respondents



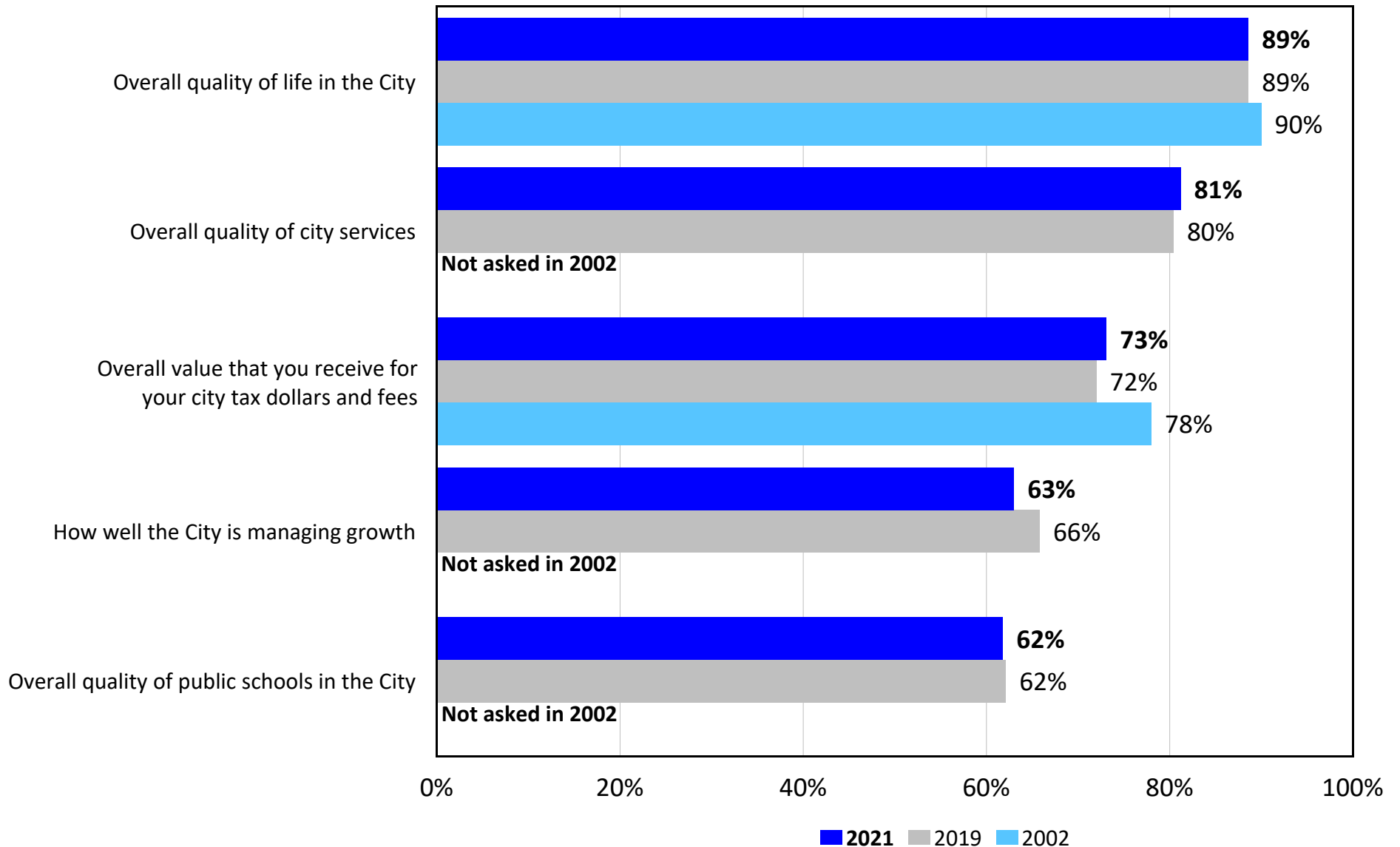


2

Trend Charts

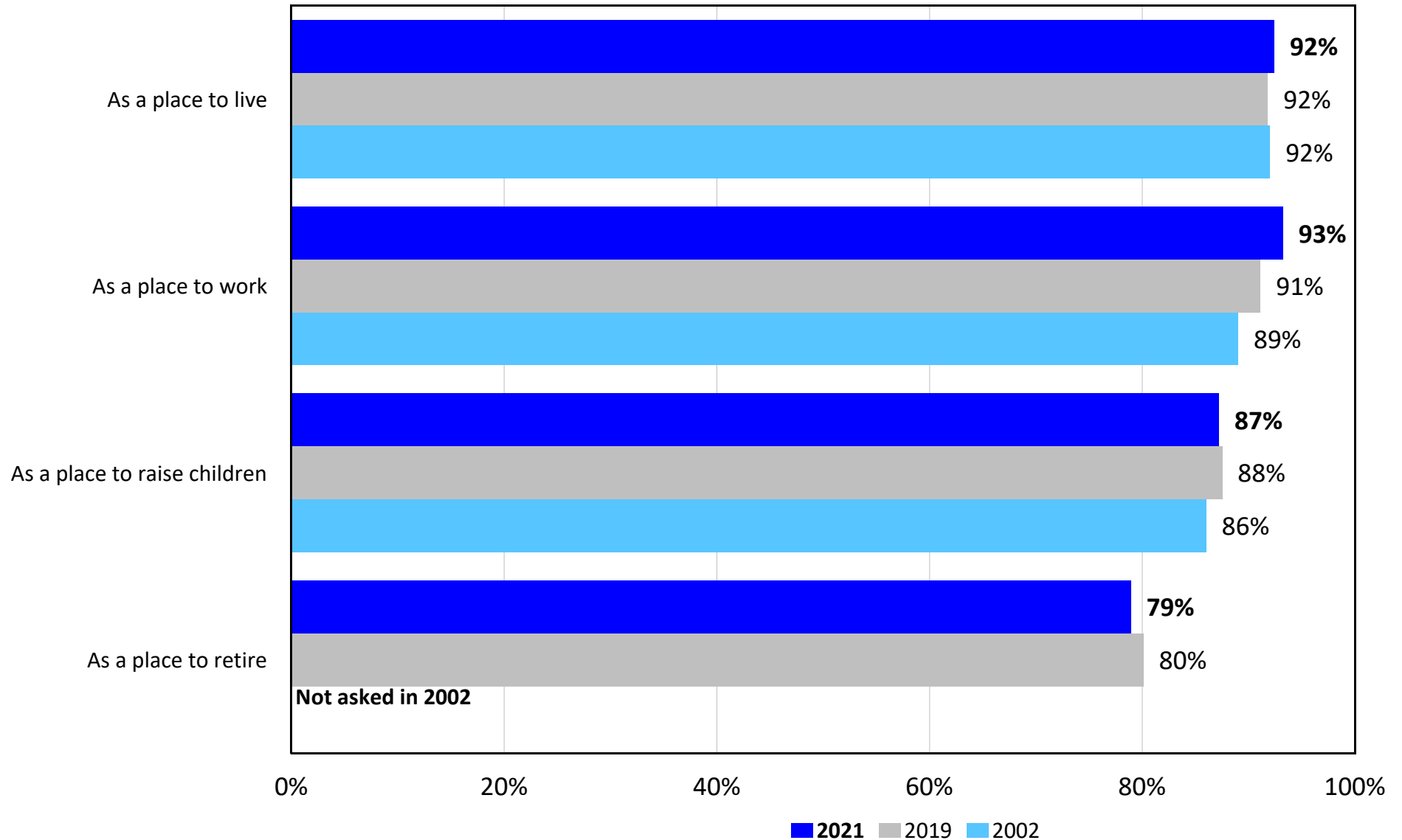
Q1. Perceptions of the City 2021, 2019, & 2002

by percentage of respondents who rated the item as a 3, 4, or 5 on a 5-point scale (excluding don't knows)



Q2. Quality of Life in Fort Worth 2021, 2019, & 2002

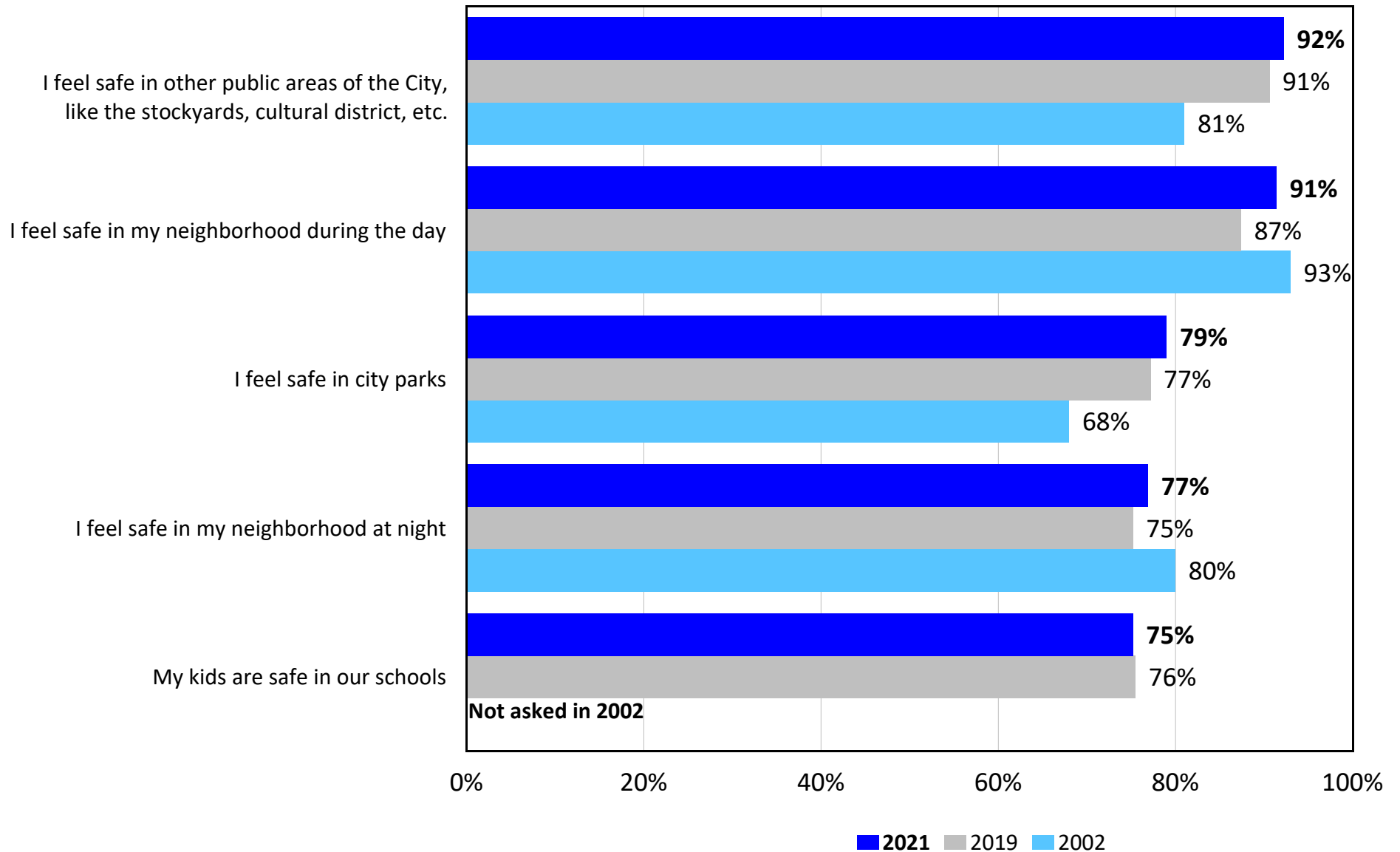
by percentage of respondents who rated the item as a 3, 4, or 5 on a 5-point scale (excluding don't knows)



Q3. Feeling of Safety

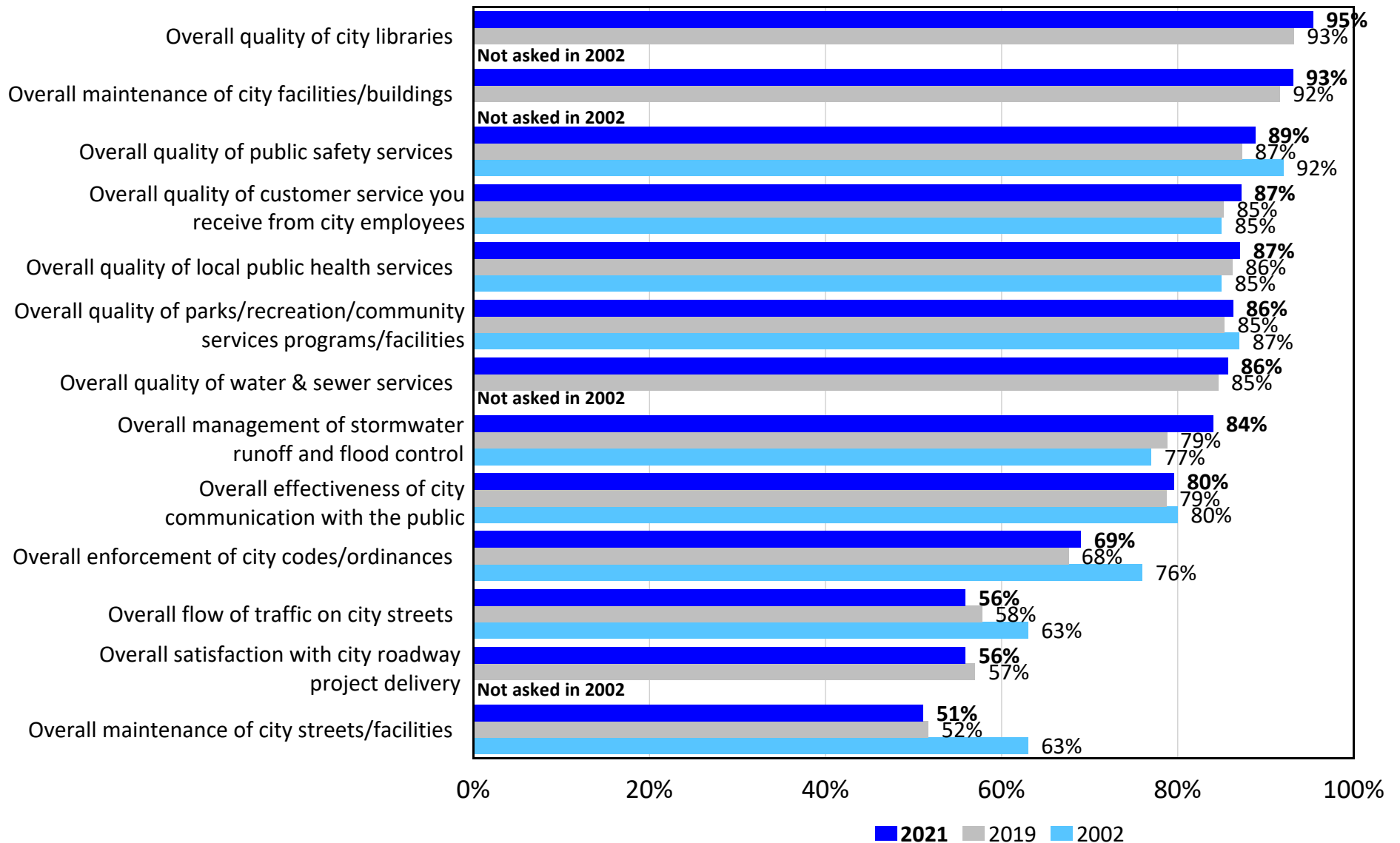
2021, 2019, & 2002

by percentage of respondents who rated the item as a 3, 4, or 5 on a 5-point scale (excluding don't knows)



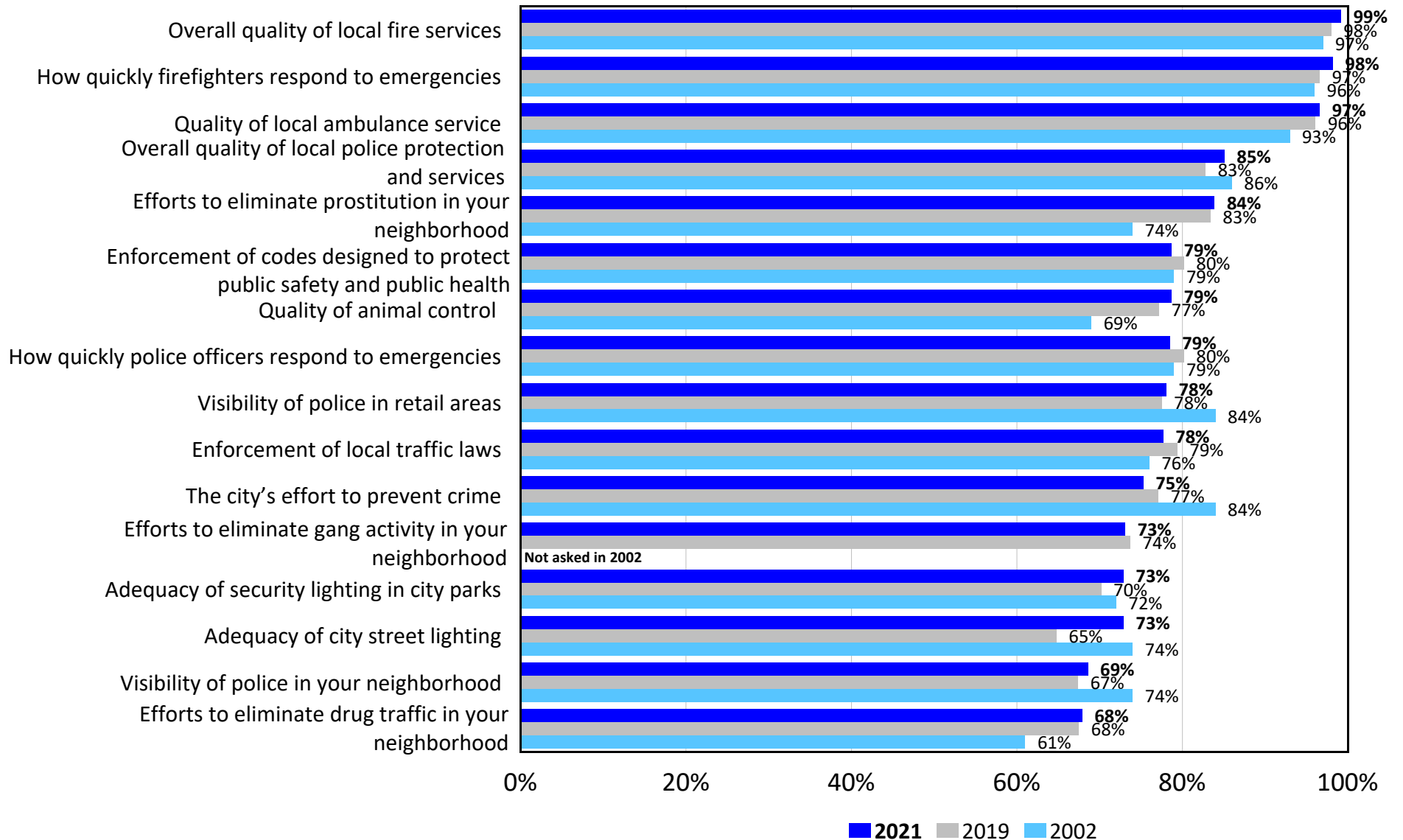
Q4. Overall Satisfaction with Major City Services 2021, 2019, & 2002

by percentage of respondents who rated the item as a 3, 4, or 5 on a 5-point scale (excluding don't knows)



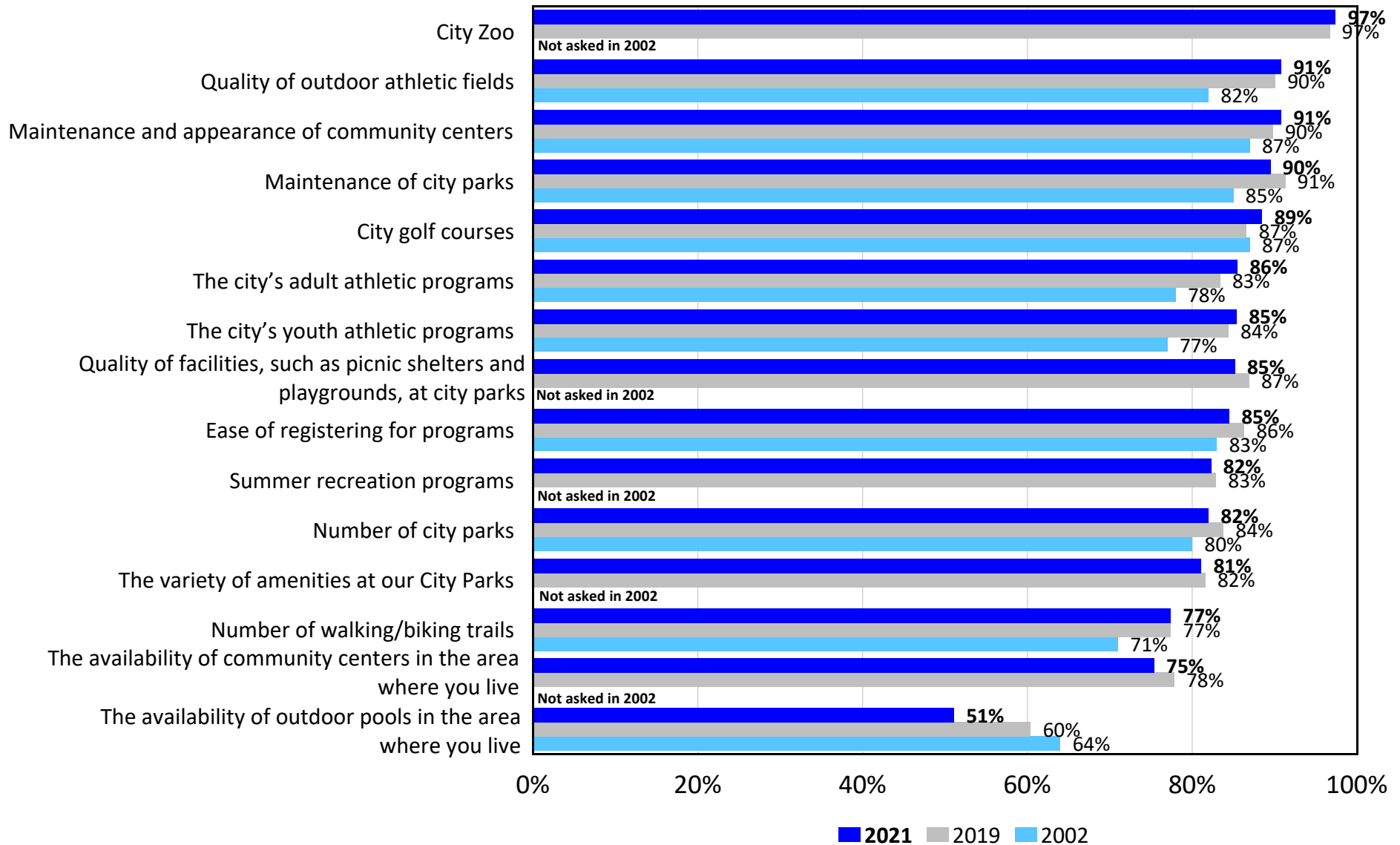
Q6. Public Safety Services 2021, 2019, & 2002

by percentage of respondents who rated the item as a 3, 4, or 5 on a 5-point scale (excluding don't knows)



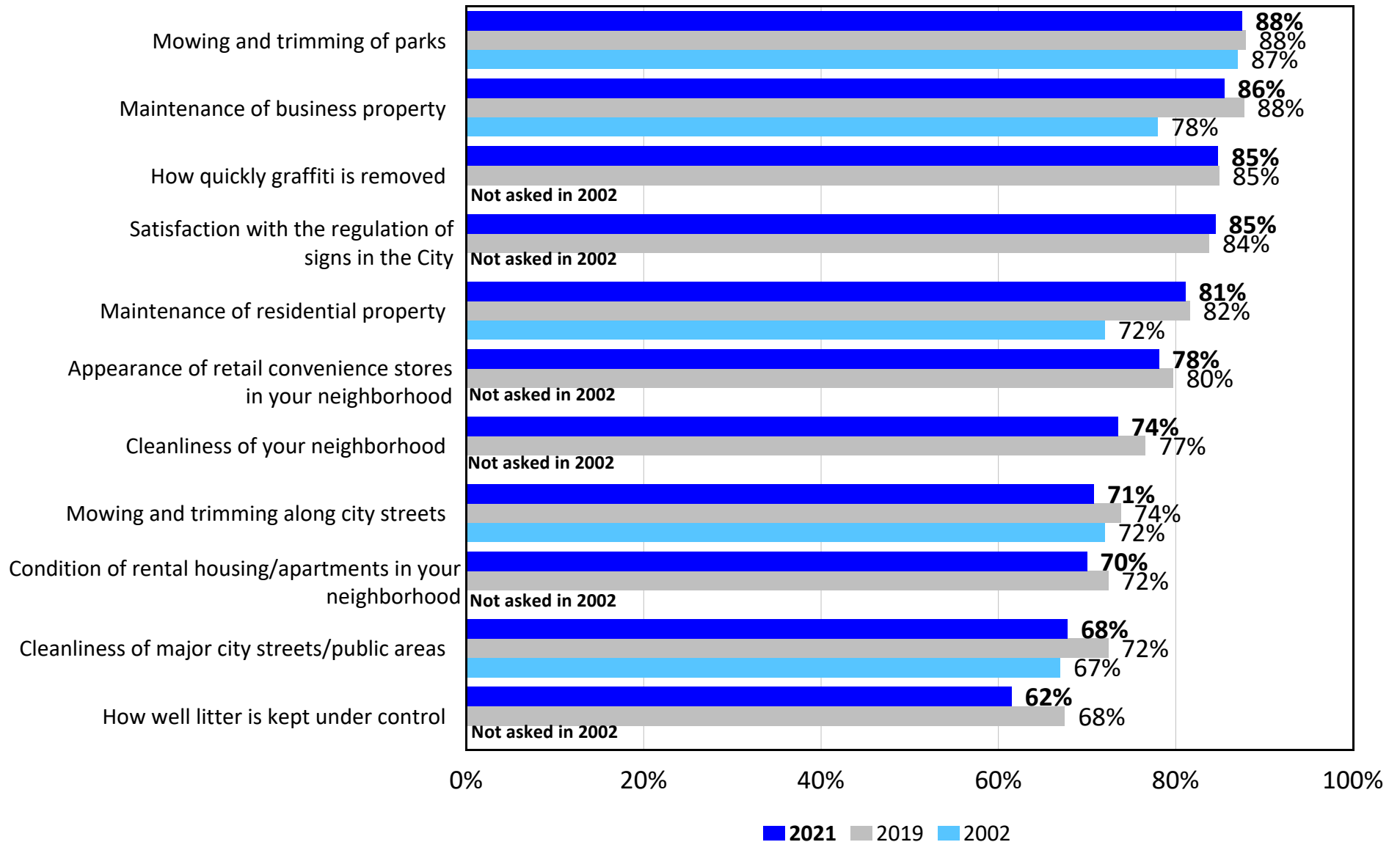
Q8. Parks and Recreation Services 2021, 2019, & 2002

by percentage of respondents who rated the item as a 3, 4, or 5 on a 5-point scale (excluding don't knows)



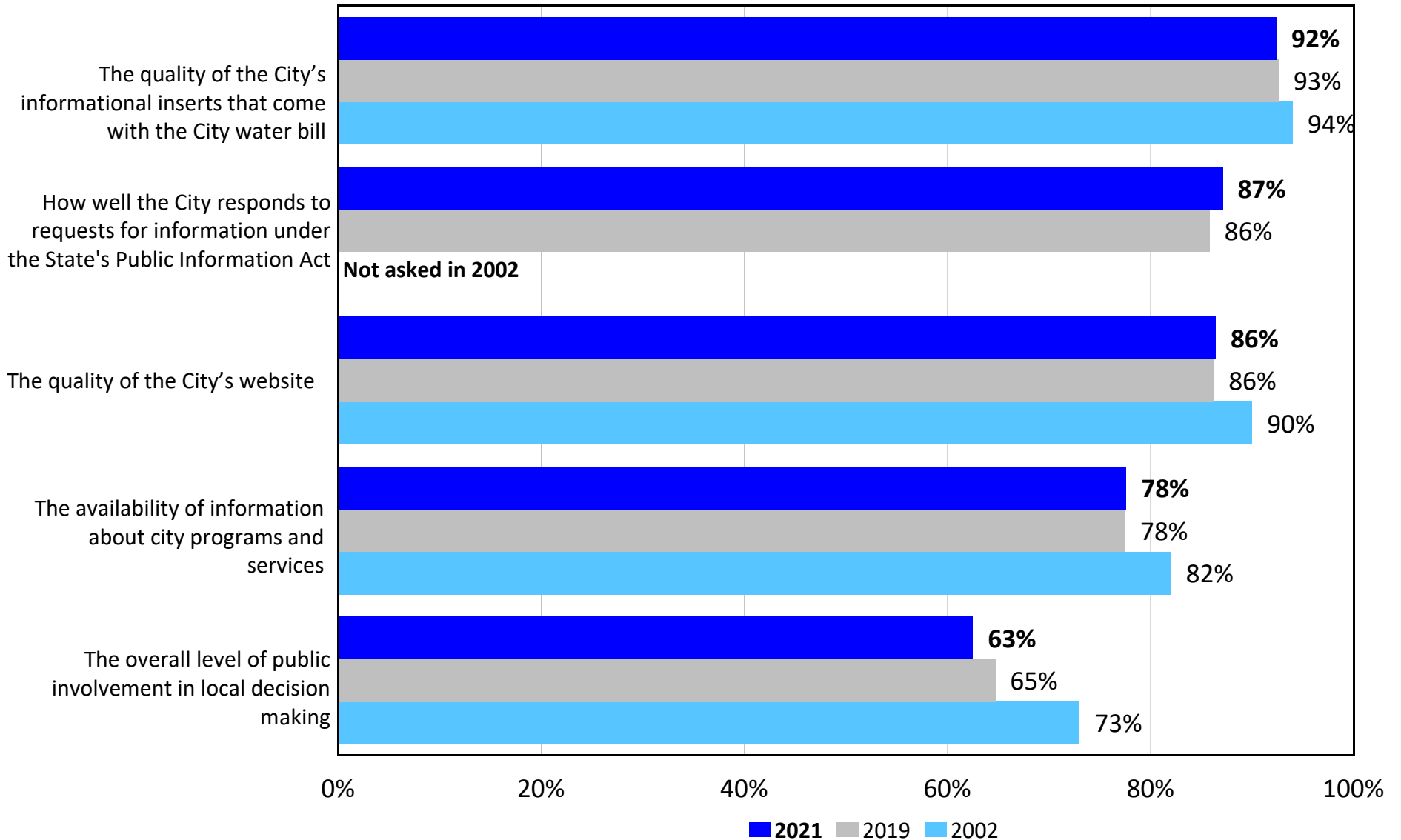
Q11. Maintenance and Appearance of the City 2021, 2019, & 2002

by percentage of respondents who rated the item as a 3, 4, or 5 on a 5-point scale (excluding don't knows)



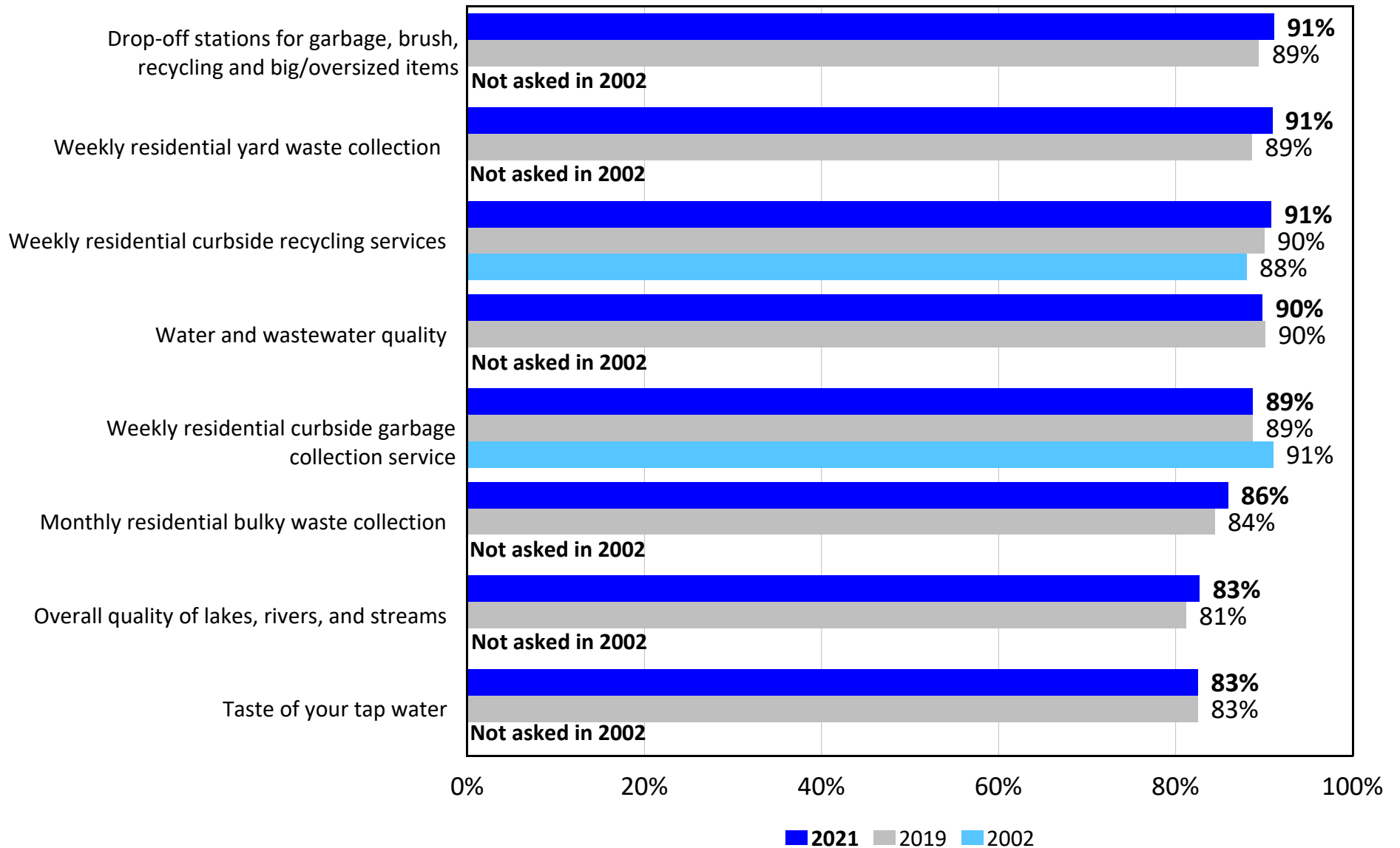
Q13. City Communication 2021, 2019, & 2002

by percentage of respondents who rated the item as a 3, 4, or 5 on a 5-point scale (excluding don't knows)



Q15. Solid Waste, Water, and Environmental 2021, 2019, & 2002

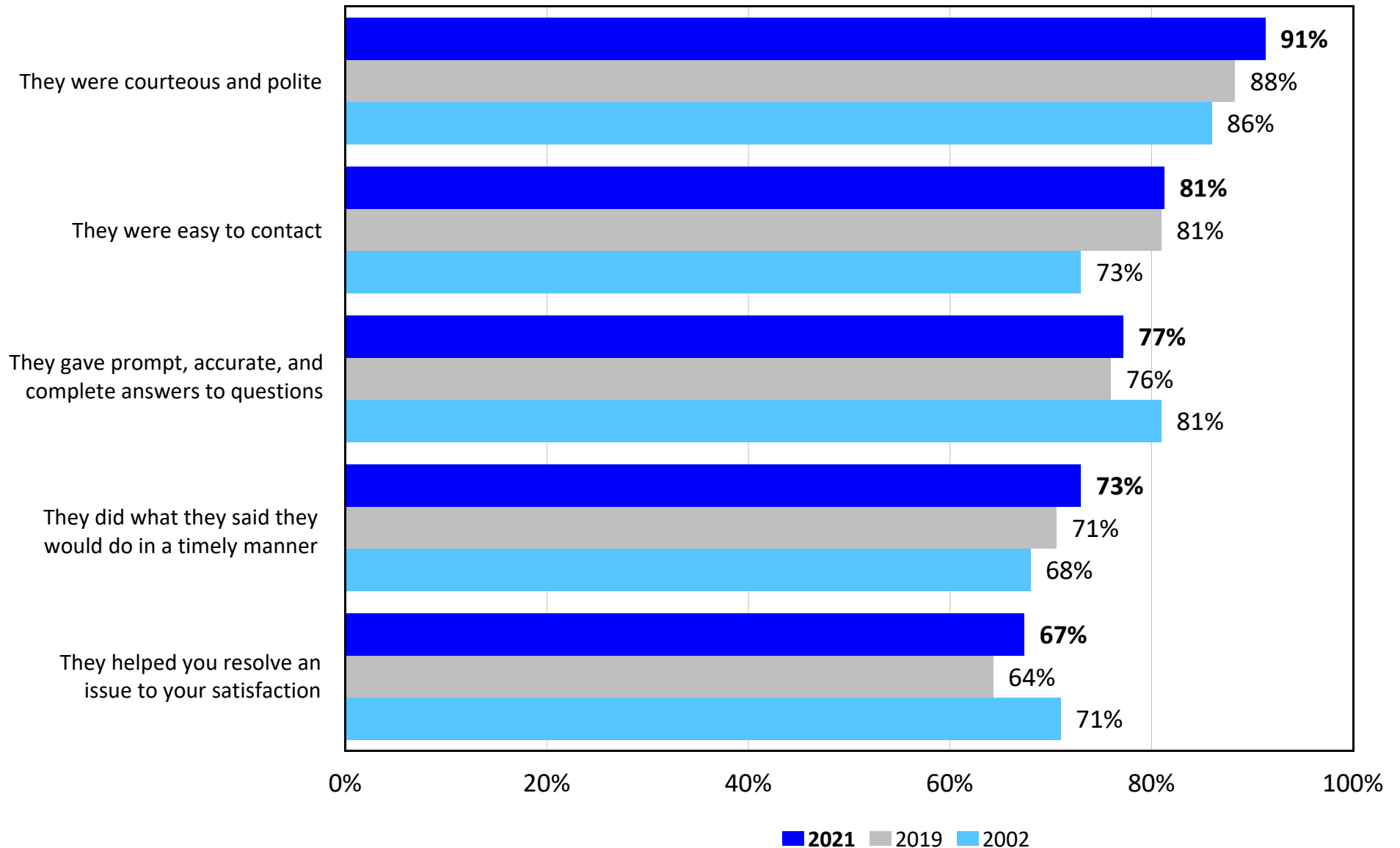
by percentage of respondents who rated the item as a 3, 4, or 5 on a 5-point scale (excluding don't knows)



Q16b. Customer Service Ratings

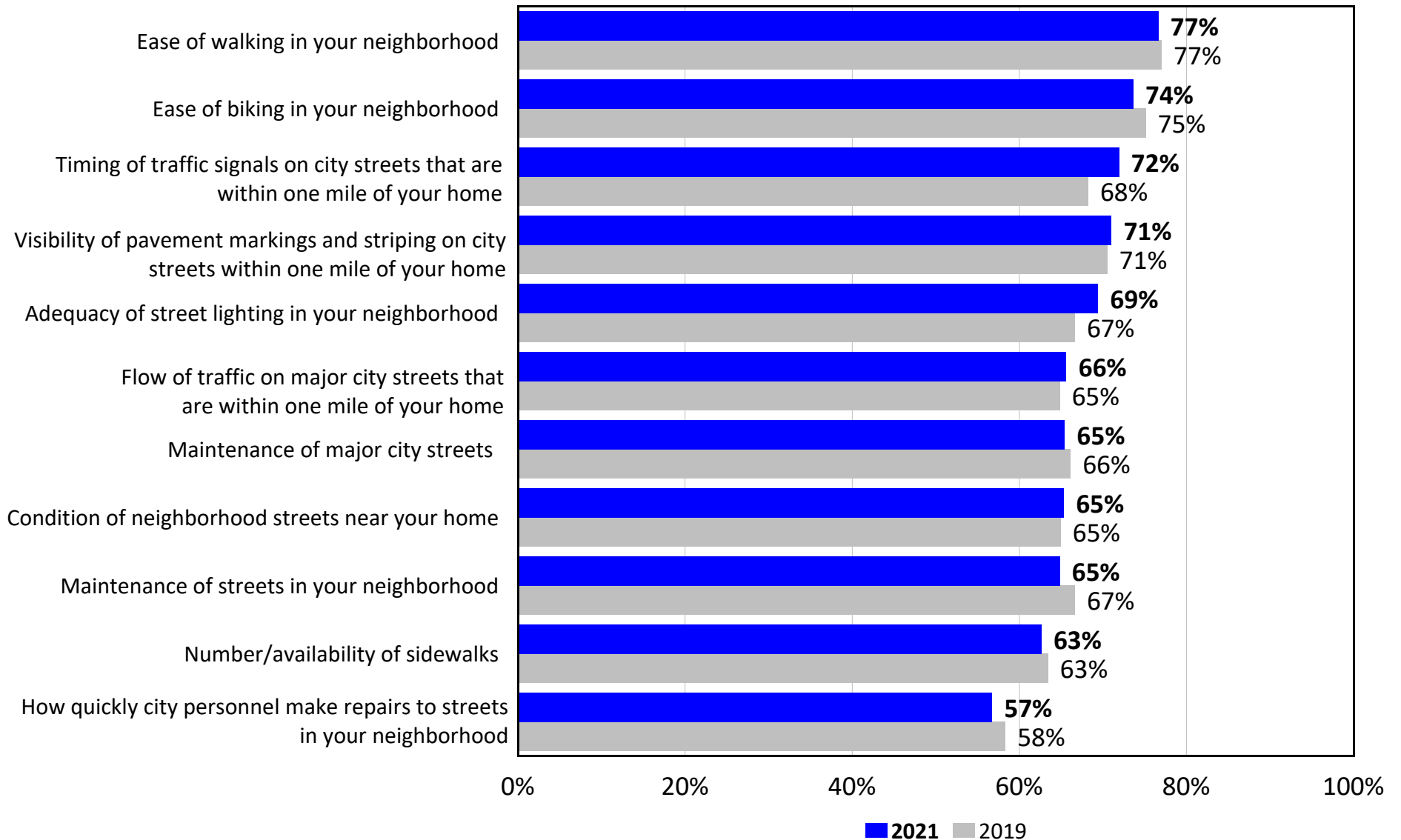
2021, 2019, & 2002

by percentage of respondents who rated the item as a 3, 4, or 5 on a 5-point scale (excluding don't knows)



Q19. Traffic and Transportation Services 2021 & 2019

by percentage of respondents who rated the item as a 3, 4, or 5 on a 5-point scale (excluding don't knows)





3 Benchmarking Analysis

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.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2020 to a random sample of more than 5,000 residents in the continental United States and (2) survey results from 13 large communities (population of more than 250,000 residents) where the DirectionFinder® survey was administered between 2019 and 2021.

The national survey results were used as the basis for the average performance ratings that are shown in this report. The results from individual communities were used as the basis for developing the range of performance and head-to-head comparisons. The communities included in the performance comparisons that are shown in this report are listed below with their population:

- Austin, TX – 964,254
- Bucks County, PA – 628,270
- Dallas, TX – 1,345,047
- Durham, NC – 278,993
- El Paso, TX – 682,669
- Johnson County, KS – 597,555
- Kansas City, MO – 491,918
- Mecklenburg County, NC – 1,093,901
- Miami, FL – 470,914
- Nashville, TN – 669,053
- Oklahoma City, OK – 649,021
- Plano, TX – 288,061
- Raleigh, NC – 474,069

Interpreting the Charts

There are three sets of charts in this report:

- The first set shows how the results for the City of Fort Worth compare to the national average. The blue bar shows the results for the City of Fort Worth. The gray bar shows the results of a national survey that was administered by ETC Institute to a random sample of U.S. residents during the summer of 2020.
- The second set shows head-to-head comparisons between the City of Fort Worth and other cities in the United States with a population of 250,000 or more residents. The gray bars show the results for the individual cities. The blue bar shows the results for the City of Austin. The green bar shows the results of a national survey that was administered by ETC Institute to a random sample of U.S. residents living in cities with a population of more than 250,000 between 2019 and 2021.

Benchmarking Analysis



- The third set shows how the results for the City of Fort Worth compare to the range of performance for other U.S. cities with a population of 250,000 or more residents. A total of 13 large U.S. communities were included in this analysis (these communities are listed on the previous page). The horizontal blue bar shows the range of performance for each of the areas that were surveyed. The percentage on the left shows the results for the worst performing city. The percentage on the right shows the results for the best performing city. The yellow dot shows the results for the City of Fort Worth. The gray vertical bar shows the average of the 13 large U.S. communities.

Benchmarking Data

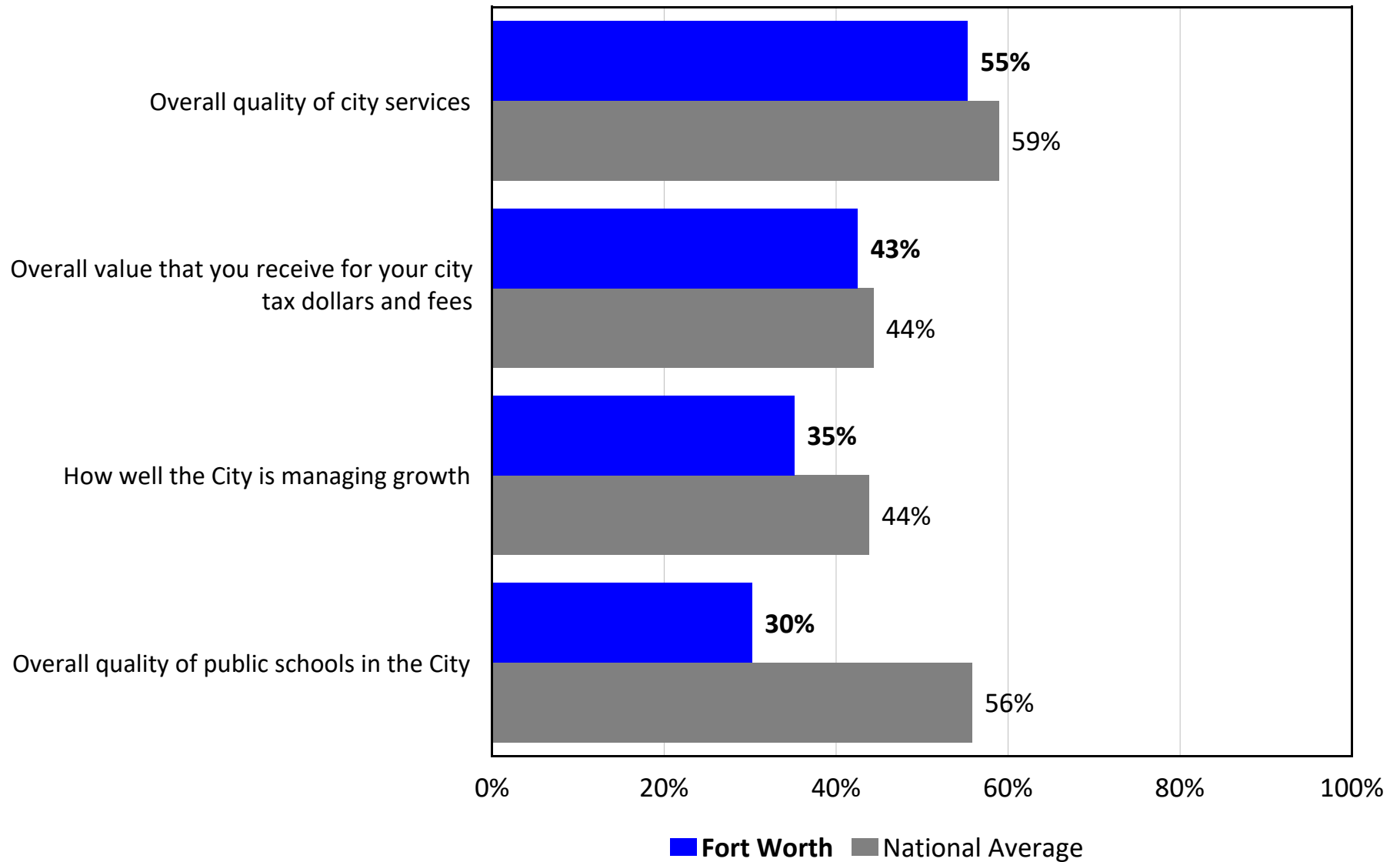
National Comparisons

The charts on the following pages show how the results for the City of Fort Worth compare to the national average. The green bar shows the results for the City of Fort Worth. The gray bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 5,000 U.S. residents during the Summer of 2020.

Q1. Perceptions of the City

Fort Worth vs. U.S.

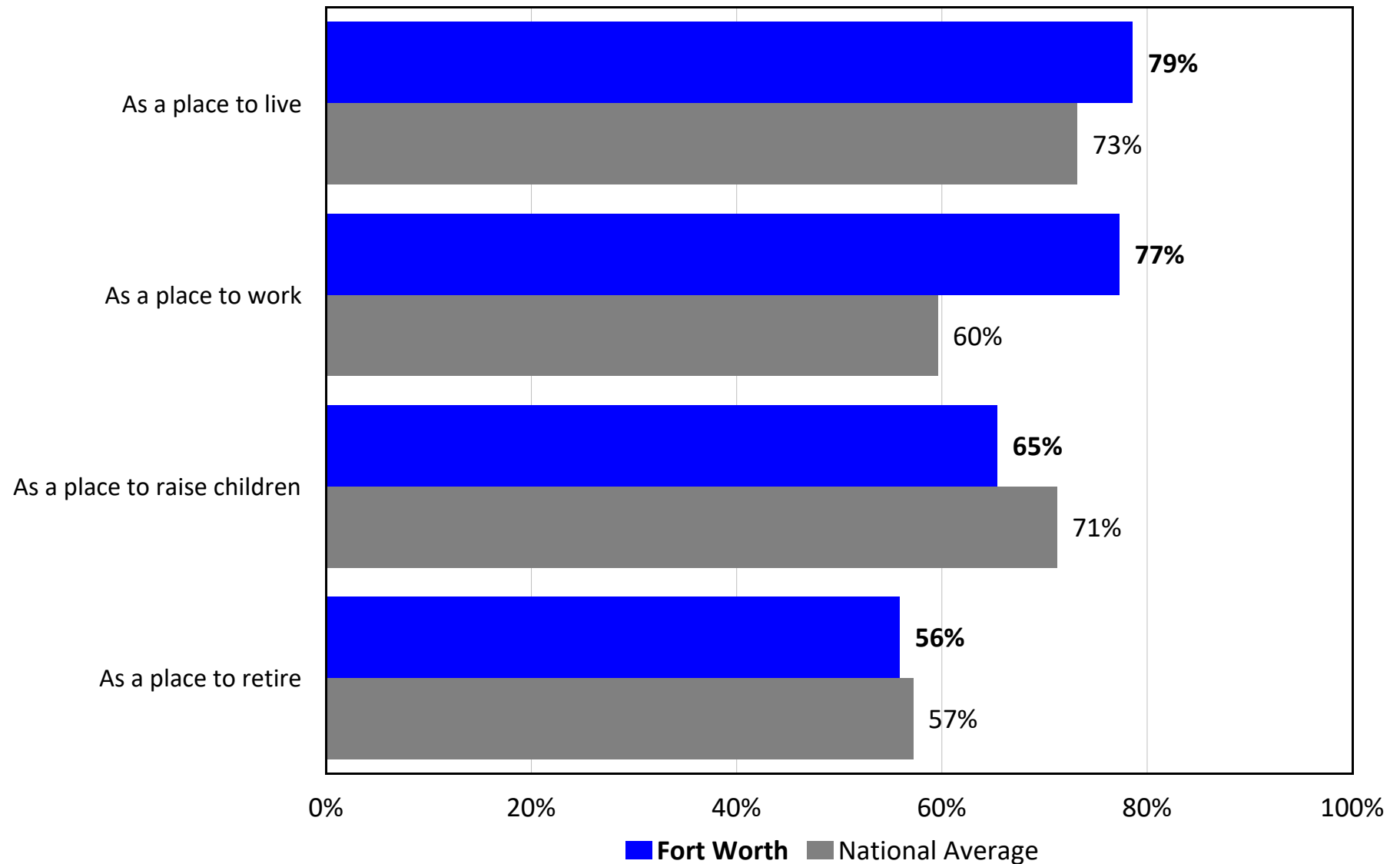
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q2. Quality of Life in Fort Worth

Fort Worth vs. U.S.

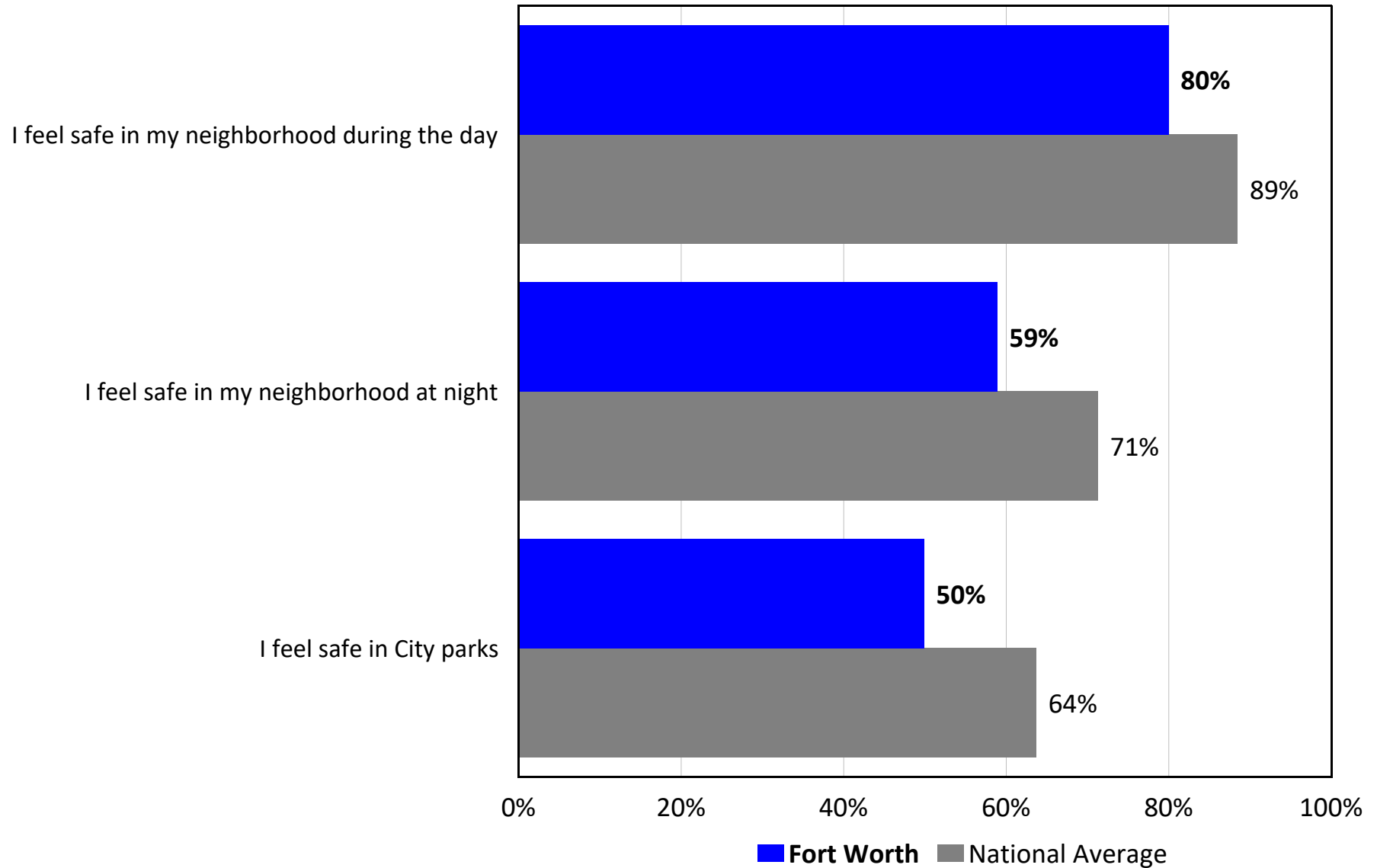
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q3. Feeling of Safety

Fort Worth vs. U.S.

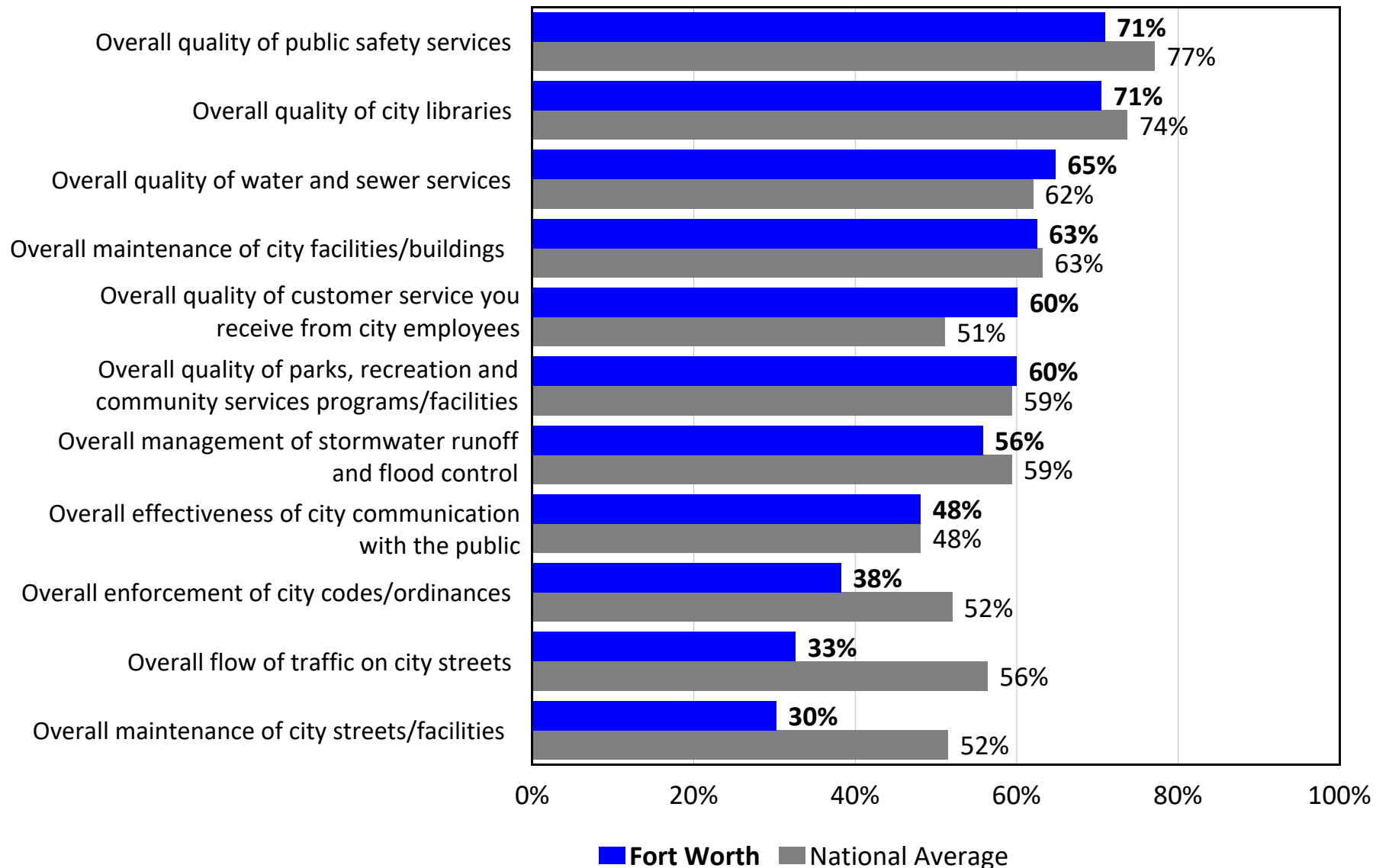
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q4. Overall Satisfaction with Major City Services

Fort Worth vs. U.S.

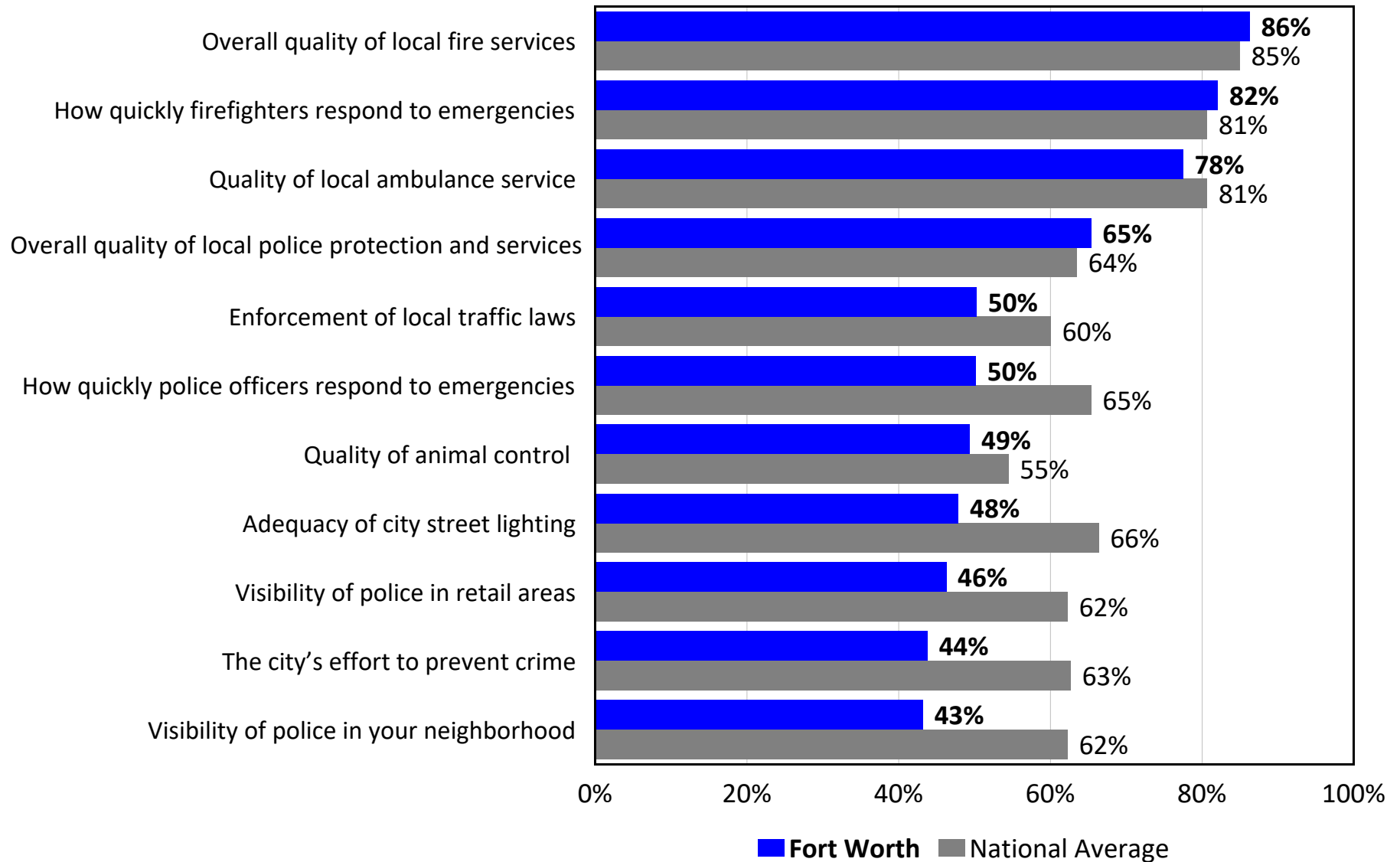
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q6. Public Safety Services

Fort Worth vs. U.S.

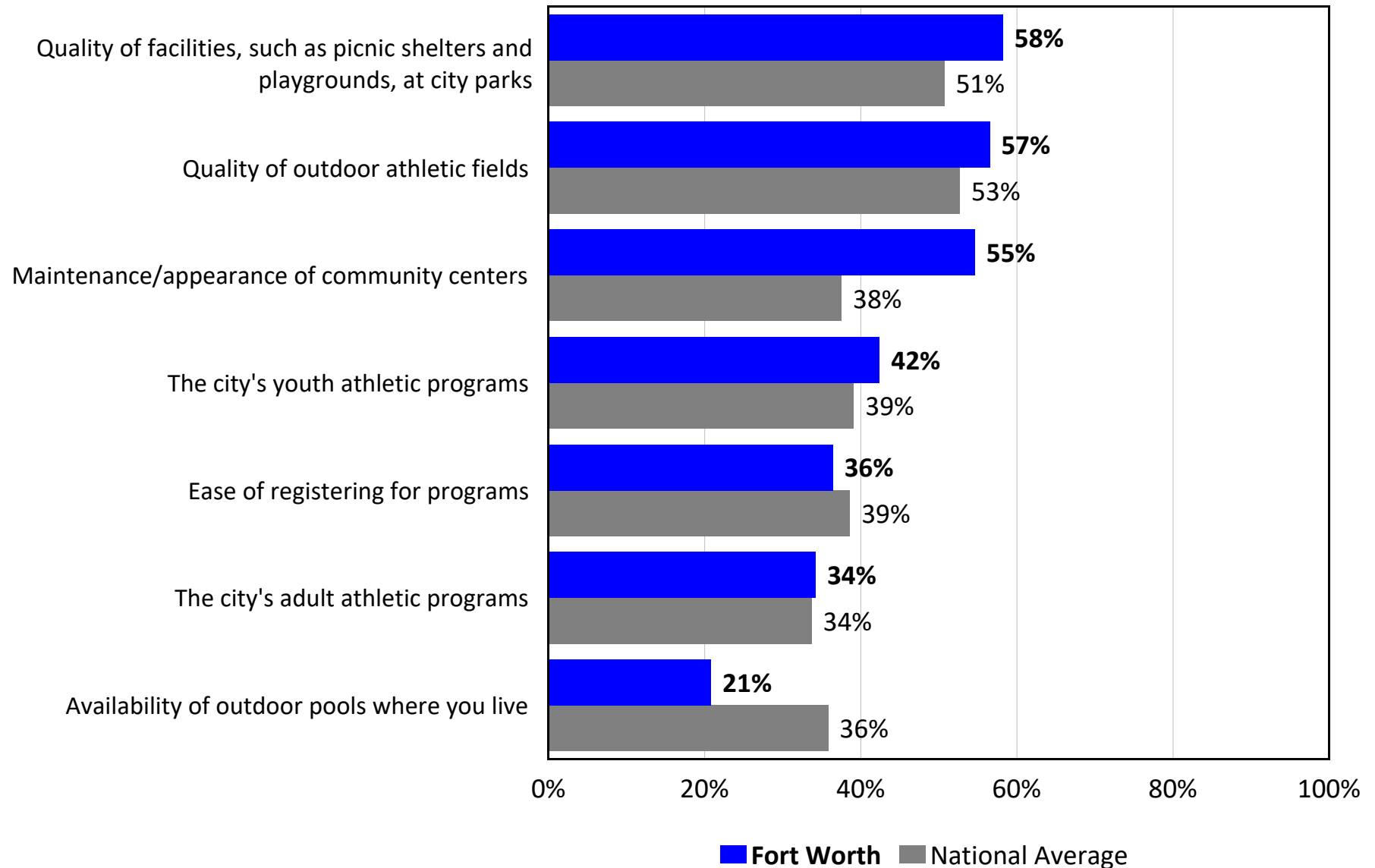
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q8. Parks and Recreation Services

Fort Worth vs. U.S.

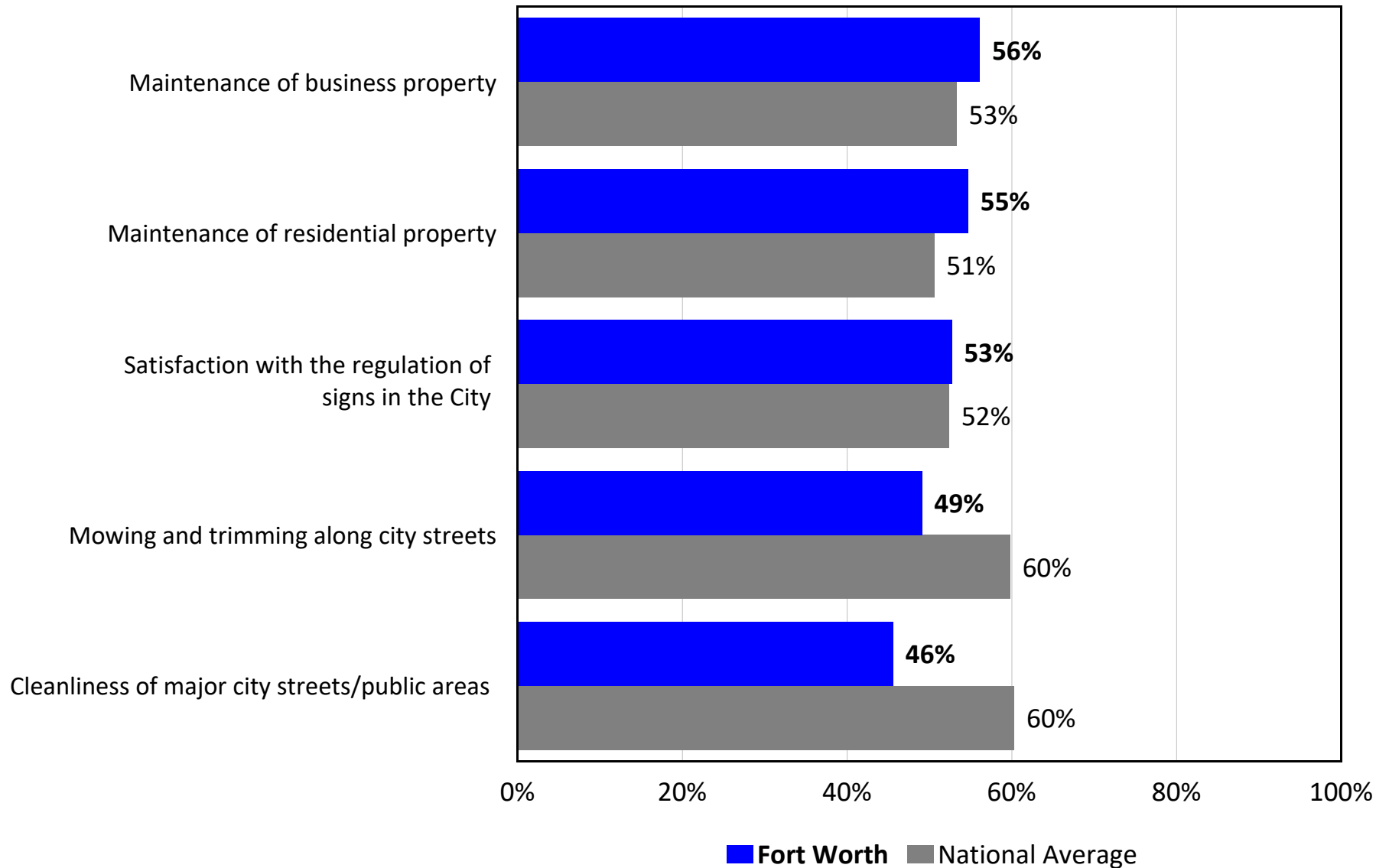
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q11. Maintenance and Appearance of the City

Fort Worth vs. U.S.

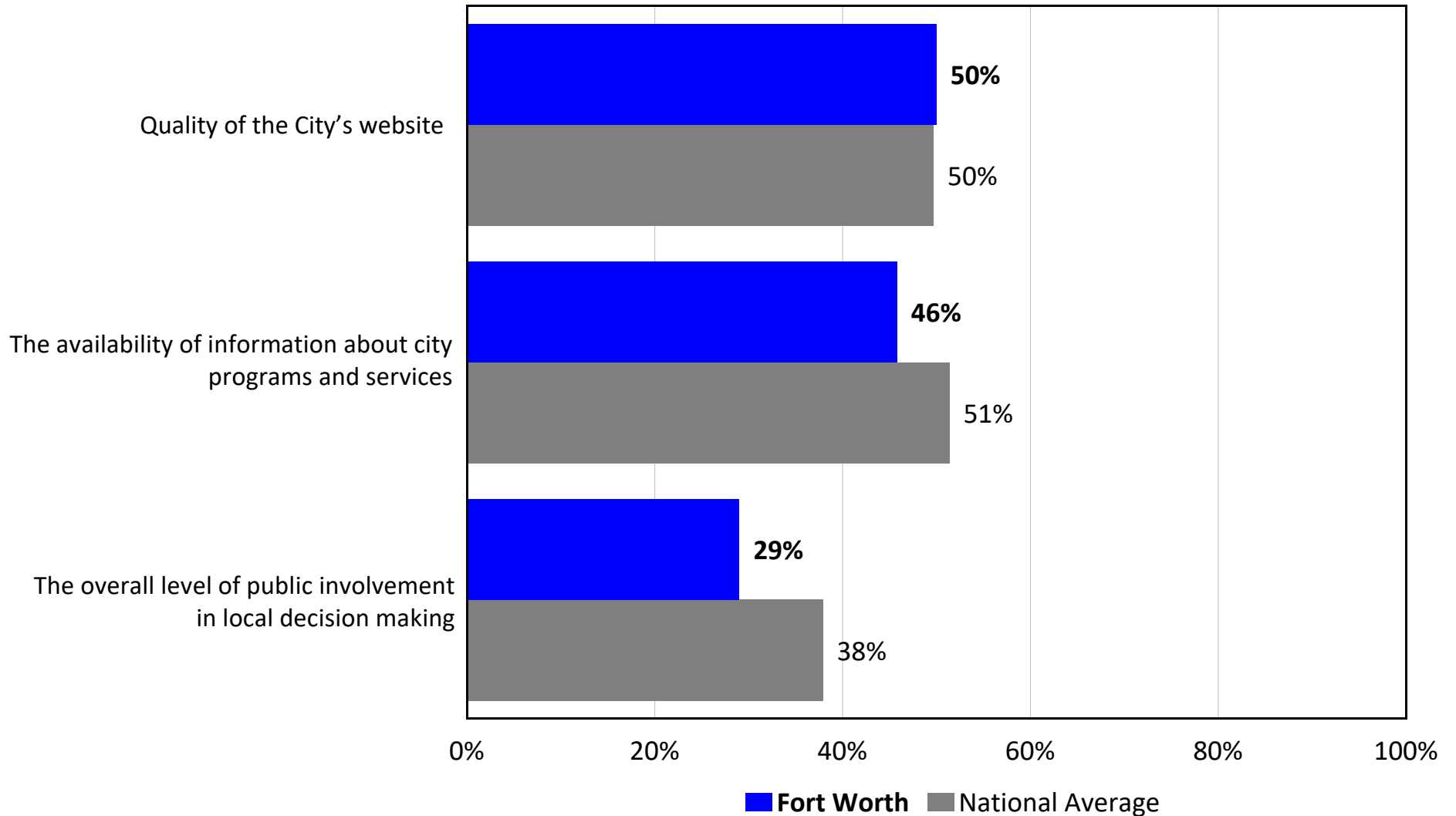
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q13. City Communication

Fort Worth vs. U.S.

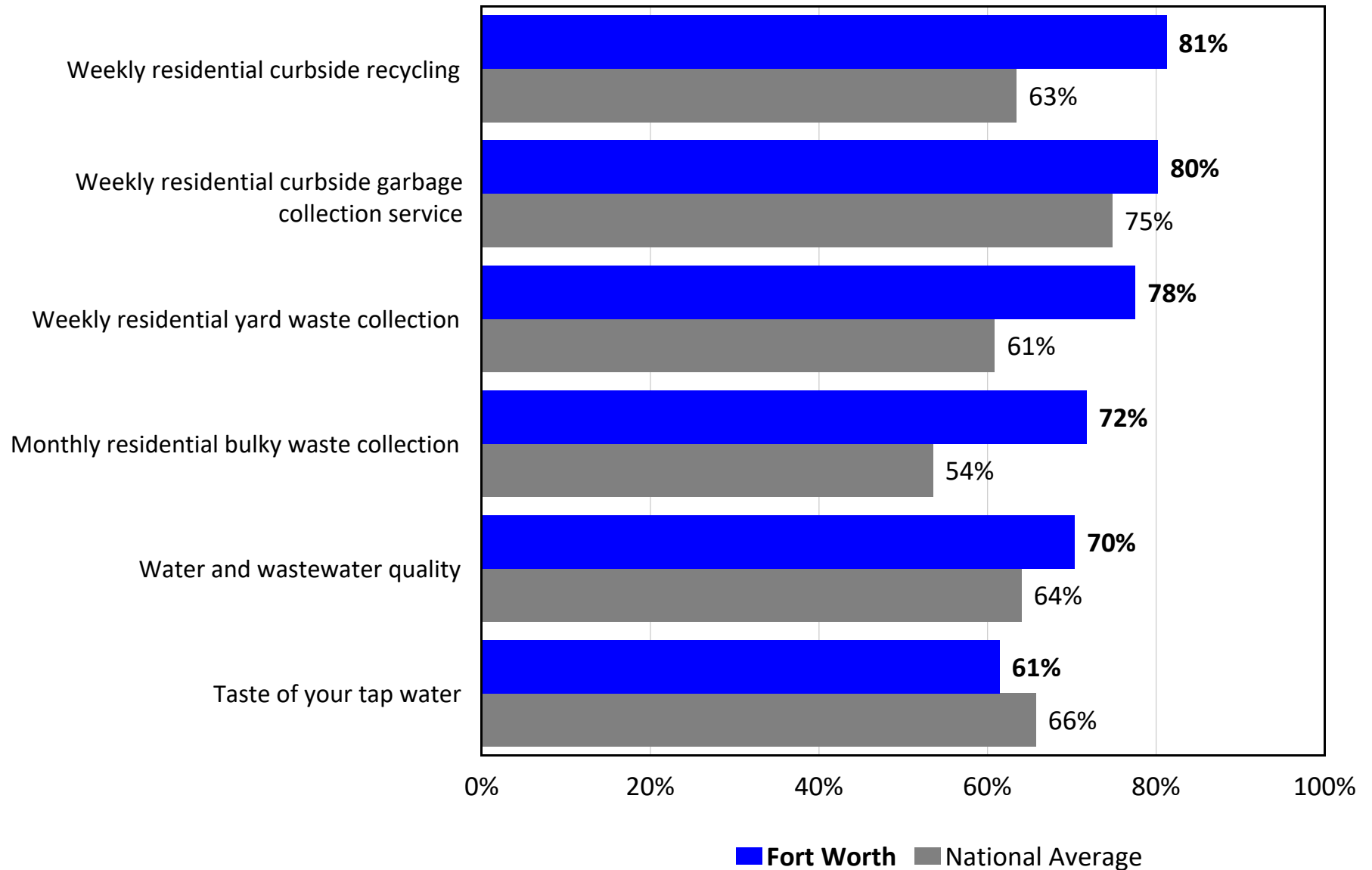
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q15. Solid Waste, Water, and Environmental Ratings

Fort Worth vs. U.S.

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Benchmarking Data

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

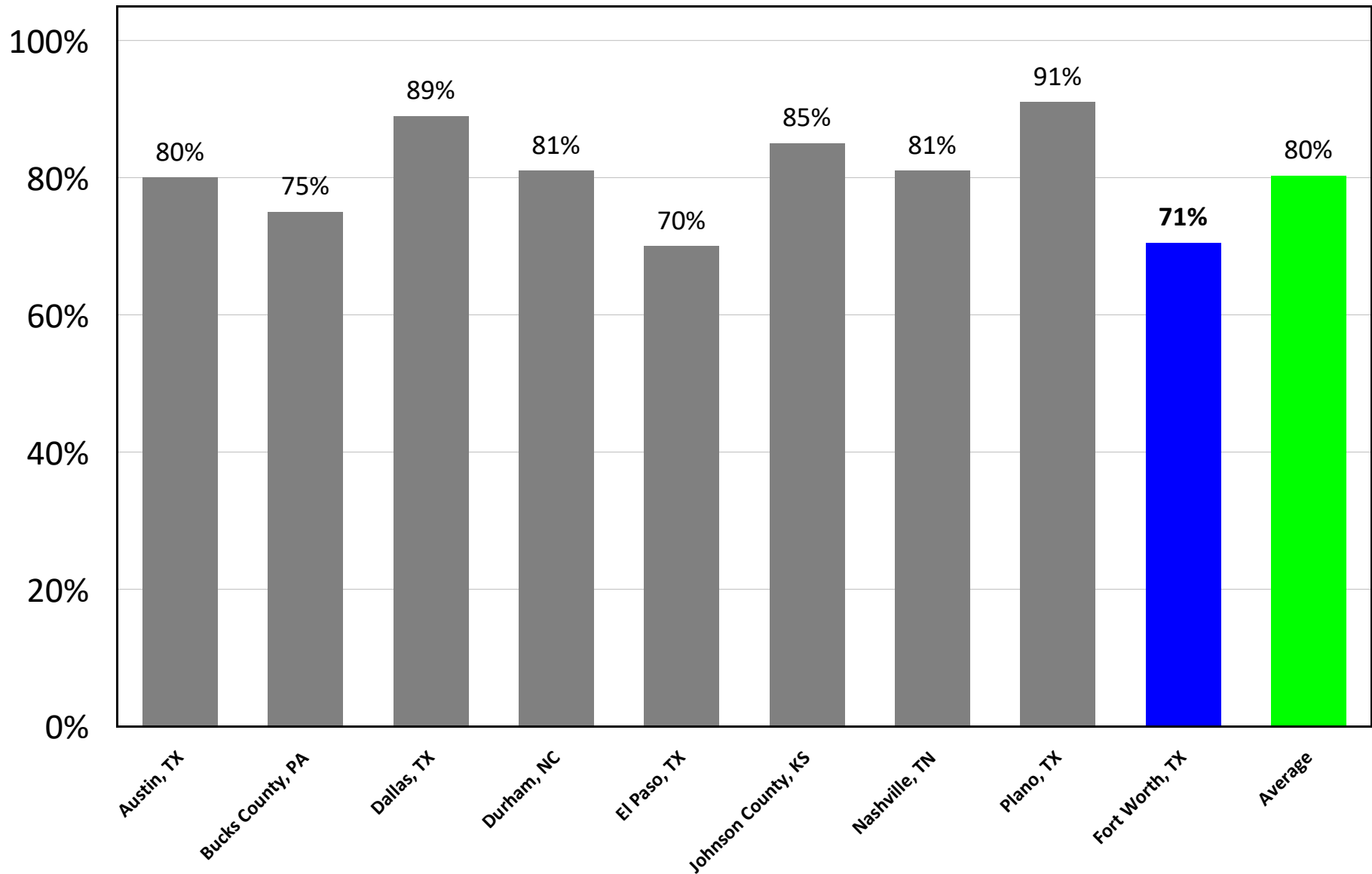
The following charts show head-to-head comparisons between the City of Fort Worth and other large cities in the United States. The gray bars show the results for the individual cities. The blue bar shows the results for the City of Fort Worth. The green bar shows the average for the results of surveys administered by ETC Institute between 2019 and 2021. The cities included for these head-to-head comparisons are listed below.

- **Austin, TX (964,254)**
- **Bucks County, PA (628,270)**
- **Dallas, TX (1,345,047)**
- **Durham, NC (278,993)**
- **El Paso, TX (682,669)**
- **Johnson County, KS (597,555)**
- **Kansas City, MO (491,918)**
- **Mecklenburg County, NC (1,093,901)**
- **Miami, FL (470,914)**
- **Nashville, TN (669,053)**
- **Oklahoma City, OK (649,021)**
- **Plano, TX (288,061)**
- **Raleigh, NC (474,069)**

Overall Quality of City Libraries

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

U.S. Large City Regional Benchmarks

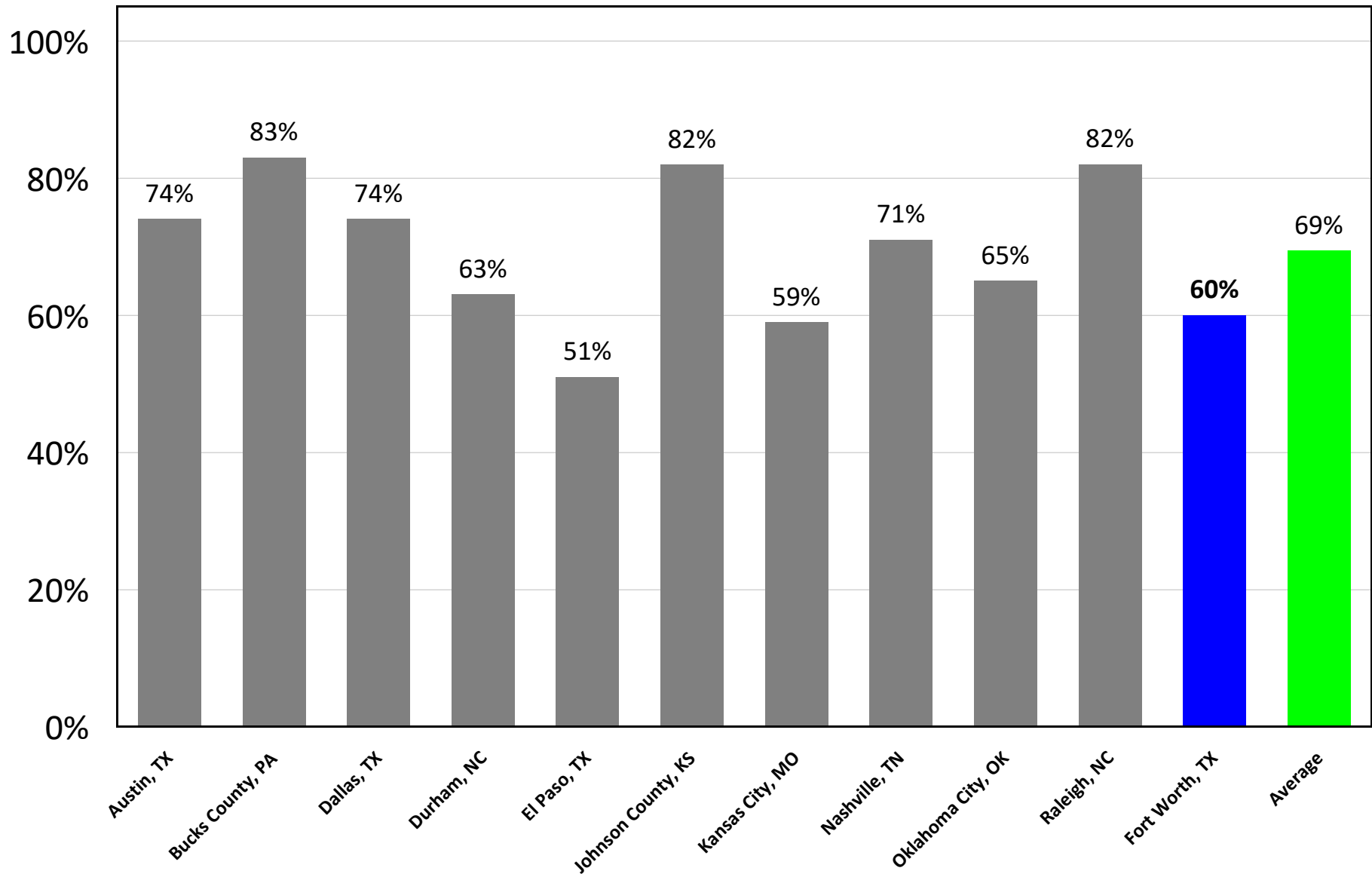


Overall Quality of City Parks, Recreation and Community Services

Programs/Facilities

U.S. Large City Regional Benchmarks

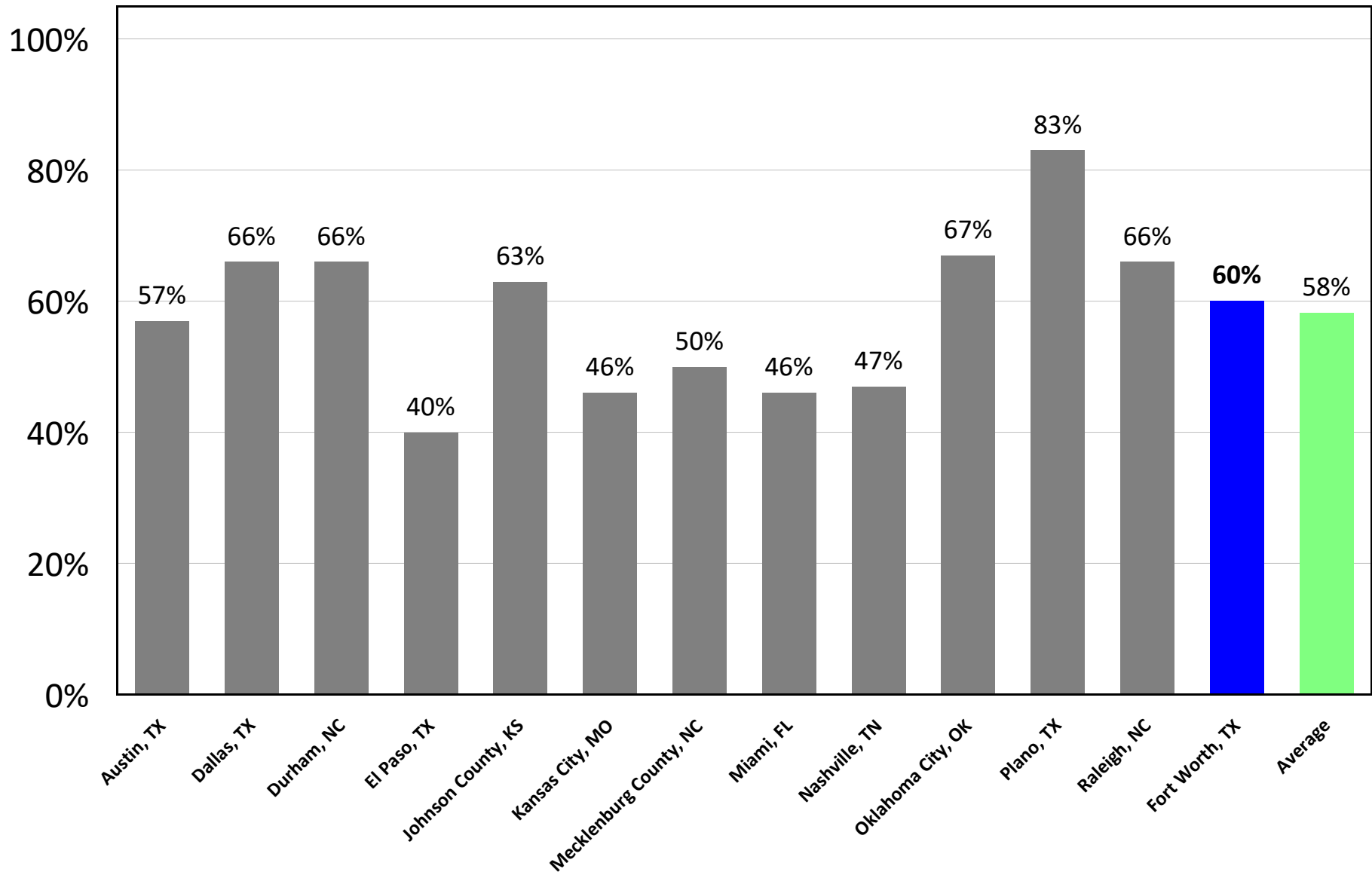
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Overall Quality of Customer Service Received from City Employees

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

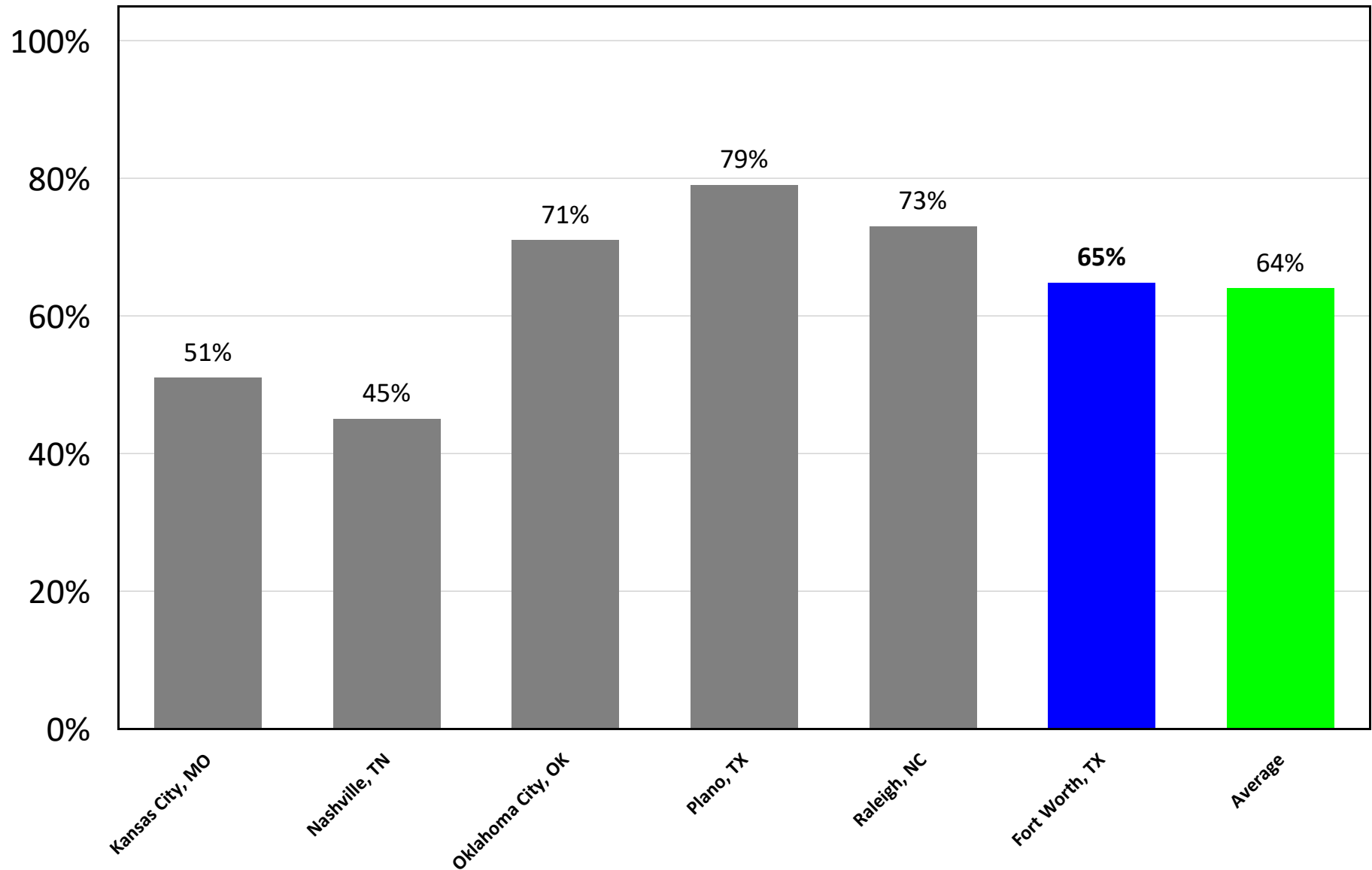
U.S. Large City Regional Benchmarks



Overall Quality of Water and Sewer Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

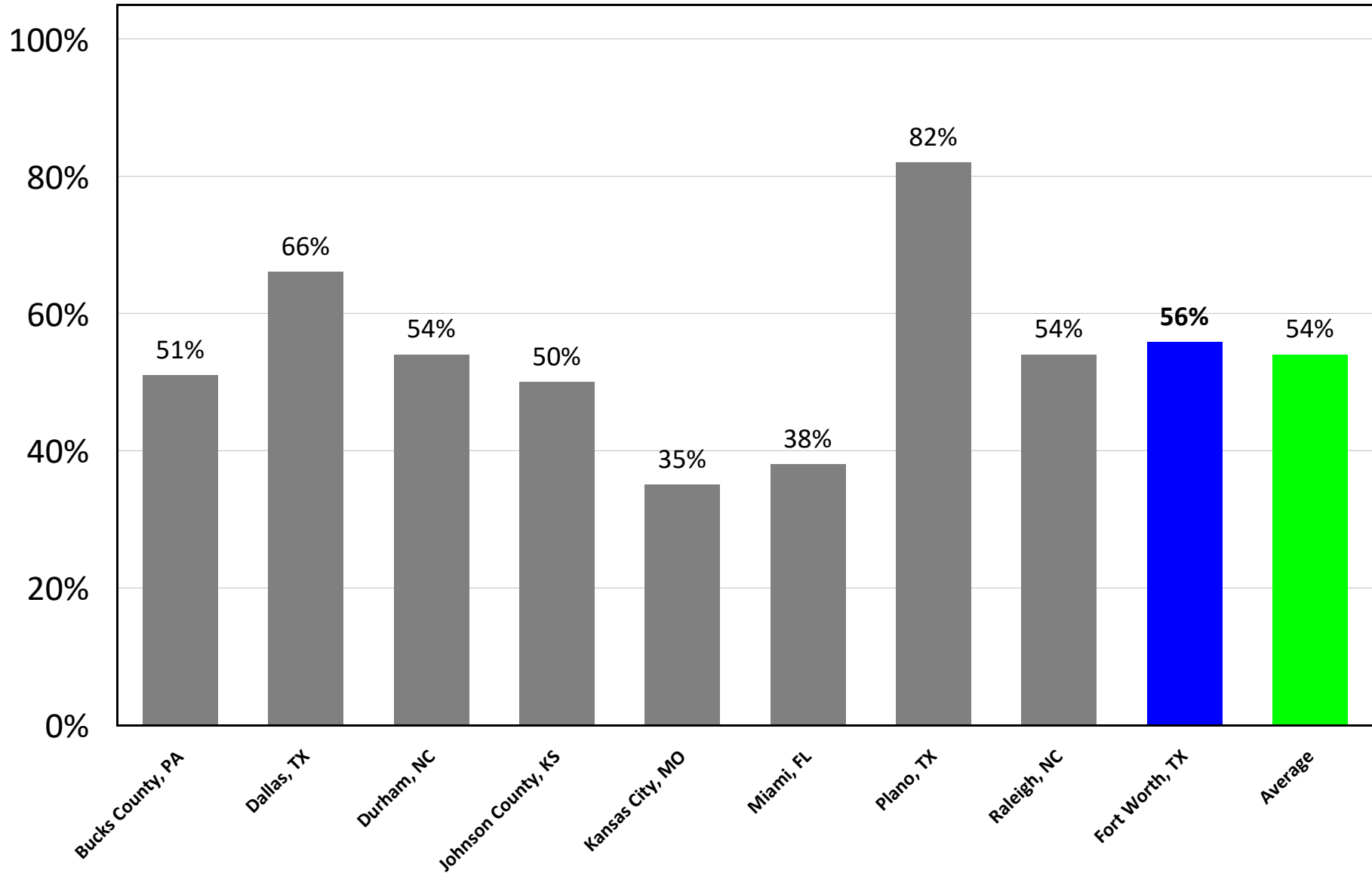
U.S. Large City Regional Benchmarks



Overall Management of Stormwater Runoff and Flood Control

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

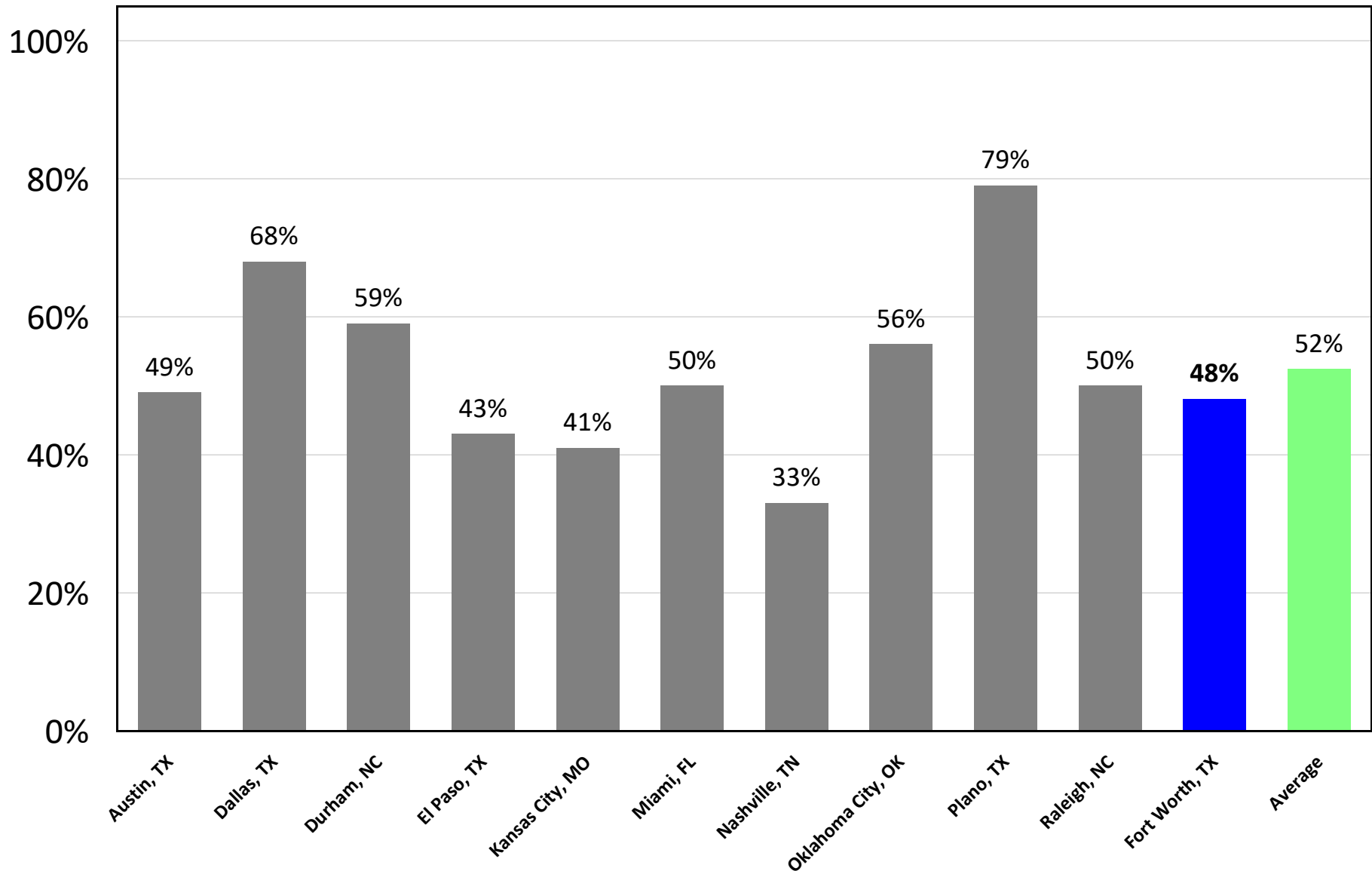
U.S. Large City Regional Benchmarks



Overall Effectiveness of City Communication with the Public

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

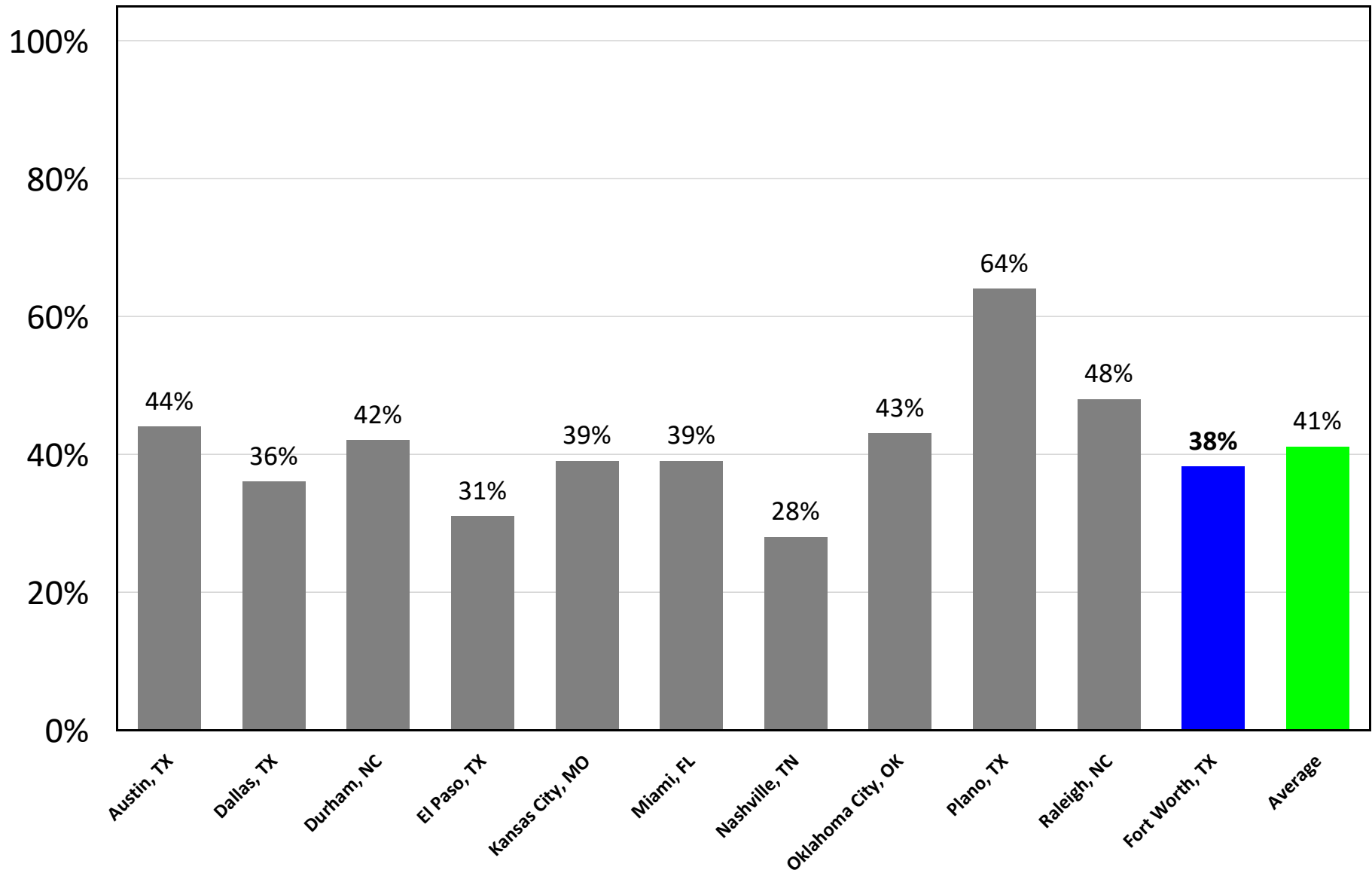
U.S. Large City Regional Benchmarks



Overall Enforcement of City Codes/Ordinances

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

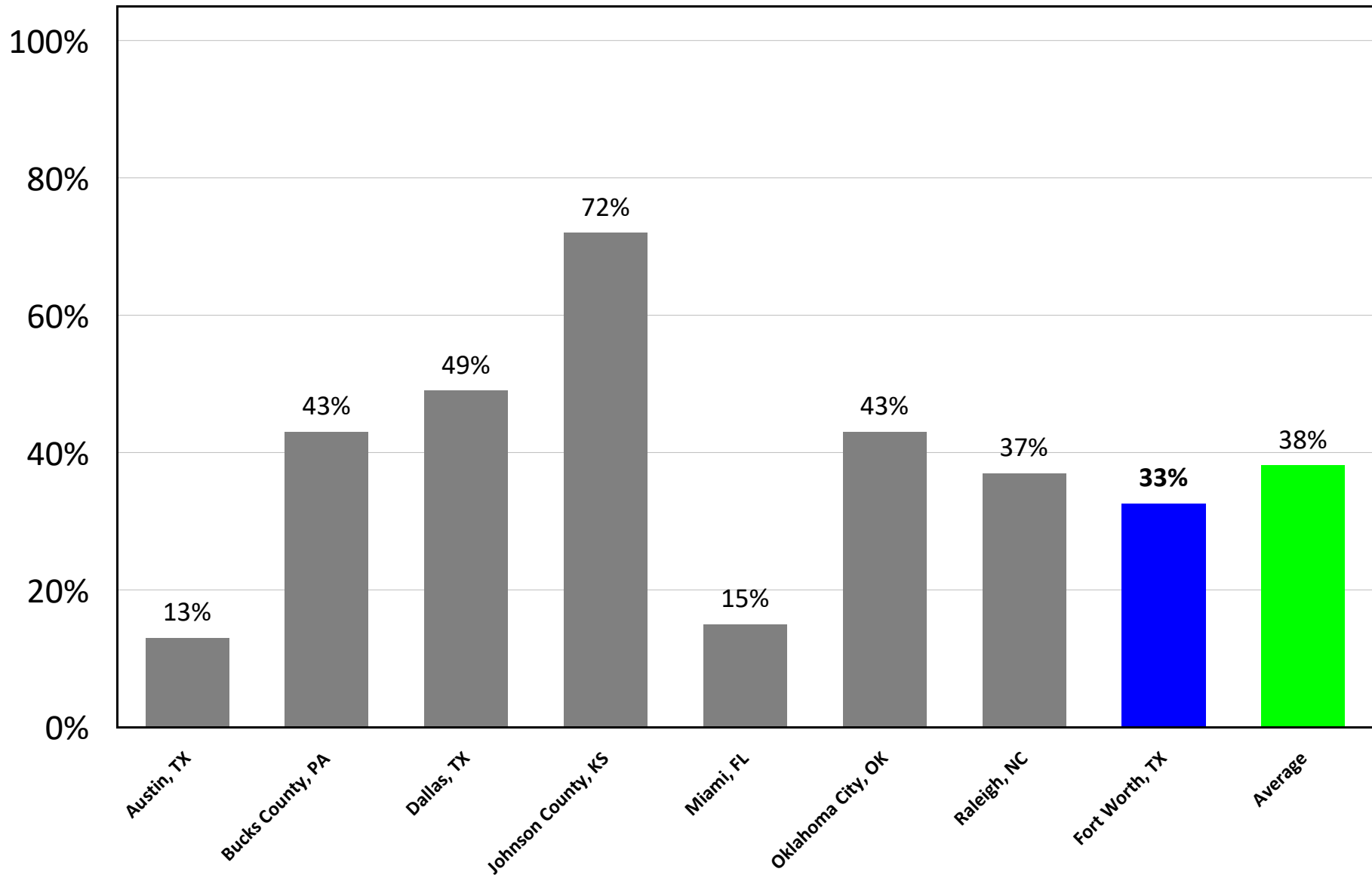
U.S. Large City Regional Benchmarks



Overall Flow of Traffic on City Streets

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

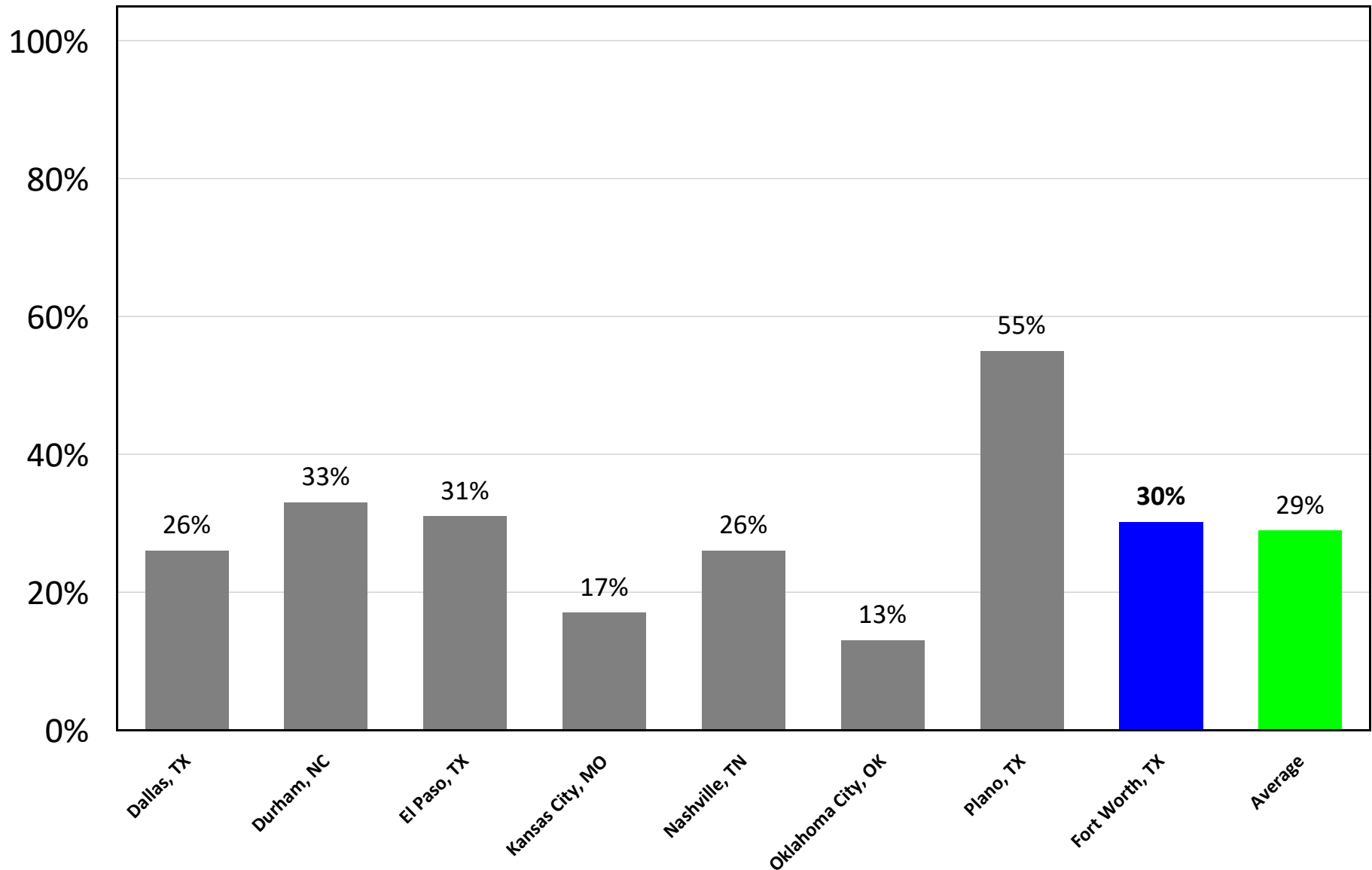
U.S. Large City Regional Benchmarks



Overall Maintenance of City Streets/Facilities

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

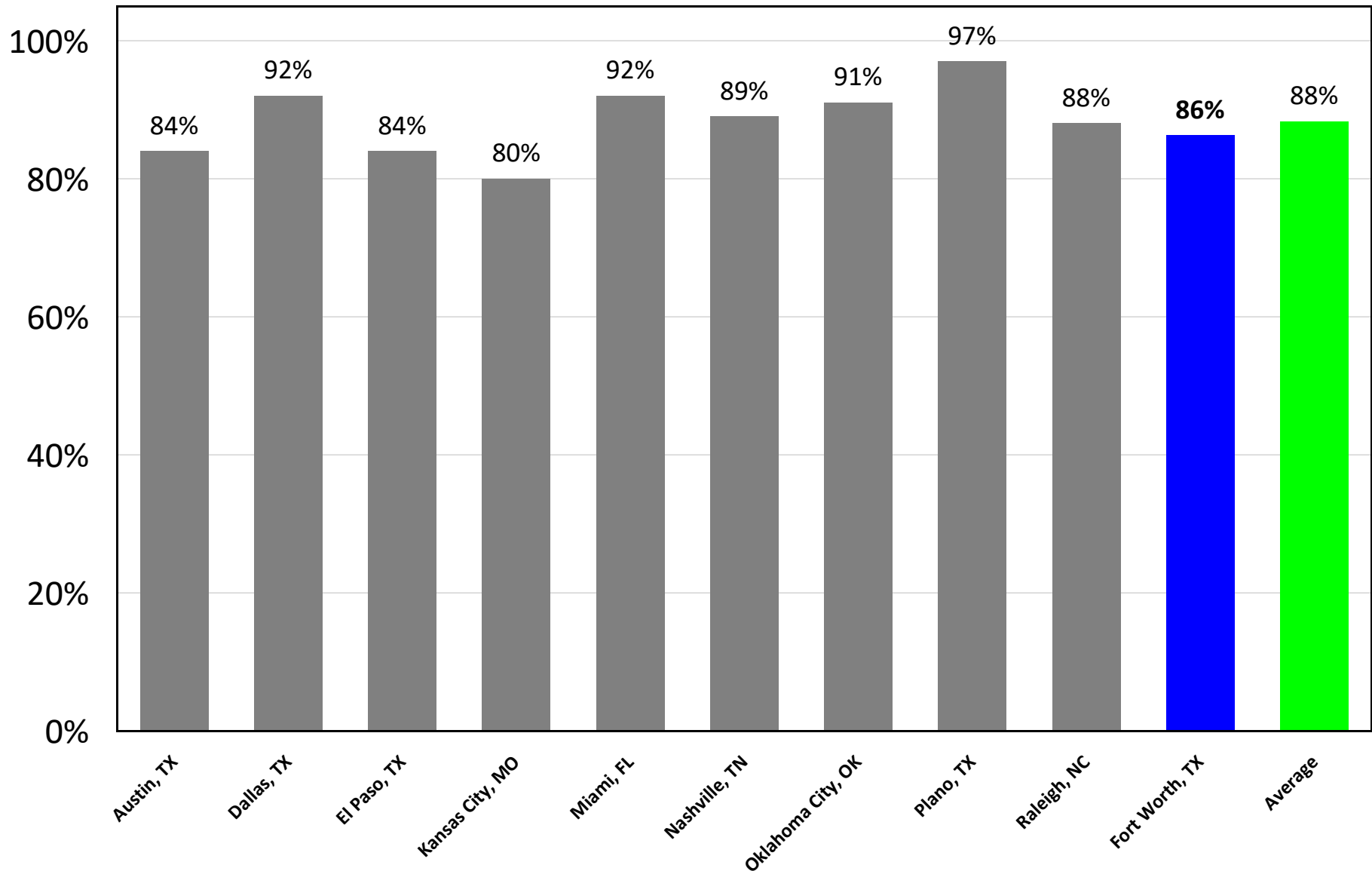
U.S. Large City Regional Benchmarks



Overall Quality of Local Fire Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

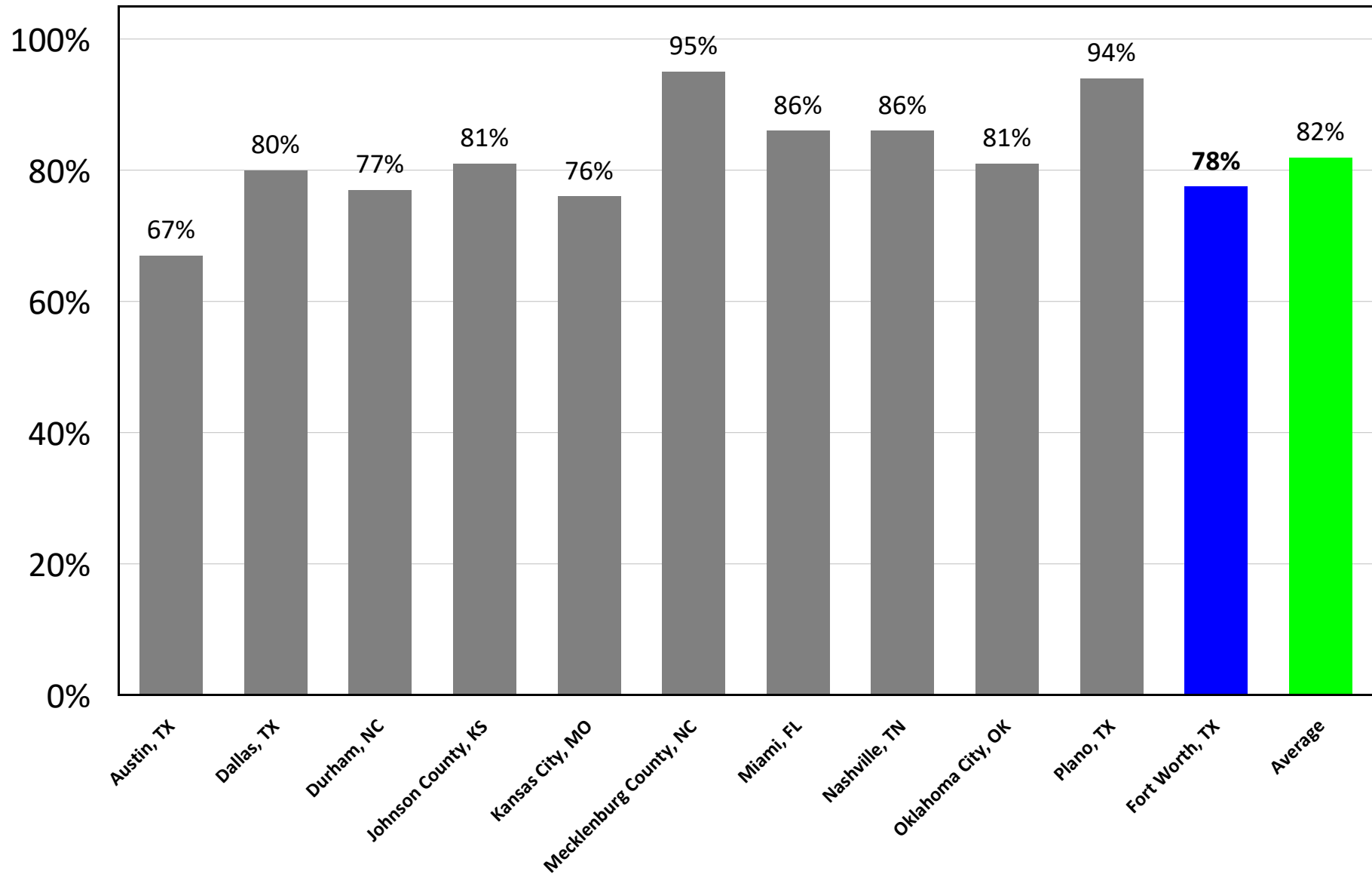
U.S. Large City Regional Benchmarks



Overall Quality of Local Ambulance Service

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

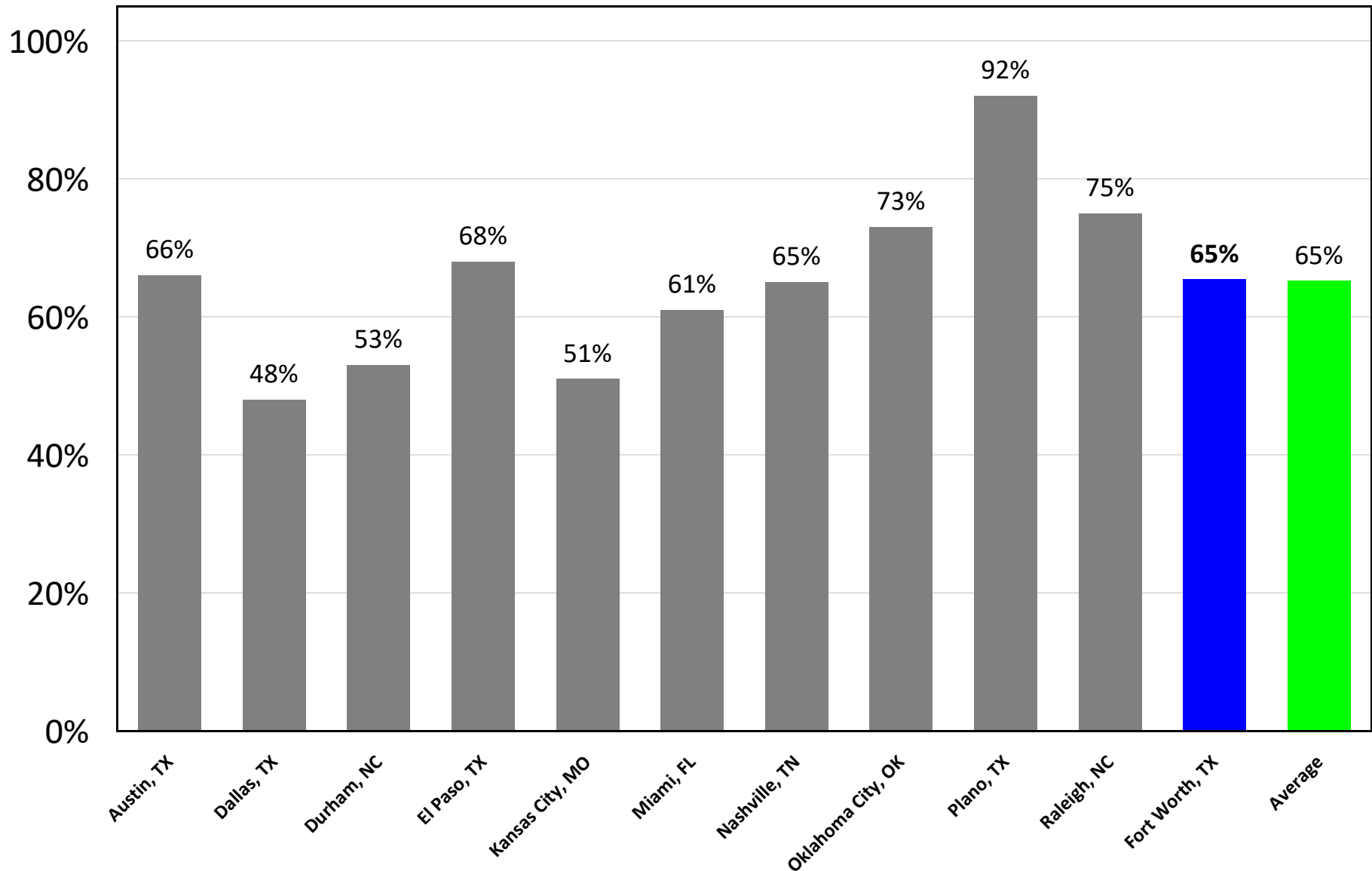
U.S. Large City Regional Benchmarks



Overall Quality of Local Police Protection and Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

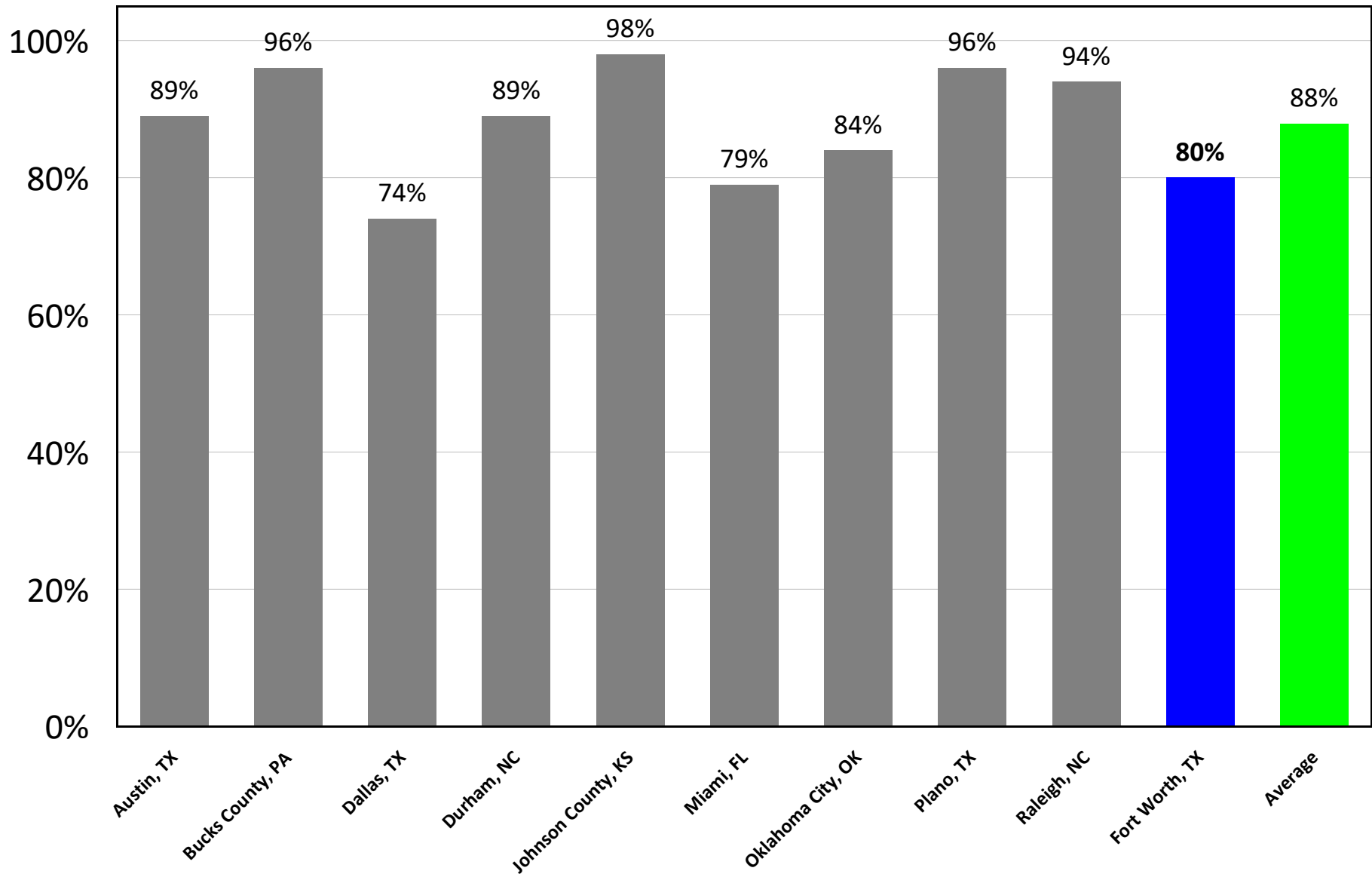
U.S. Large City Regional Benchmarks



Feeling of Safety in Neighborhoods During the Day

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

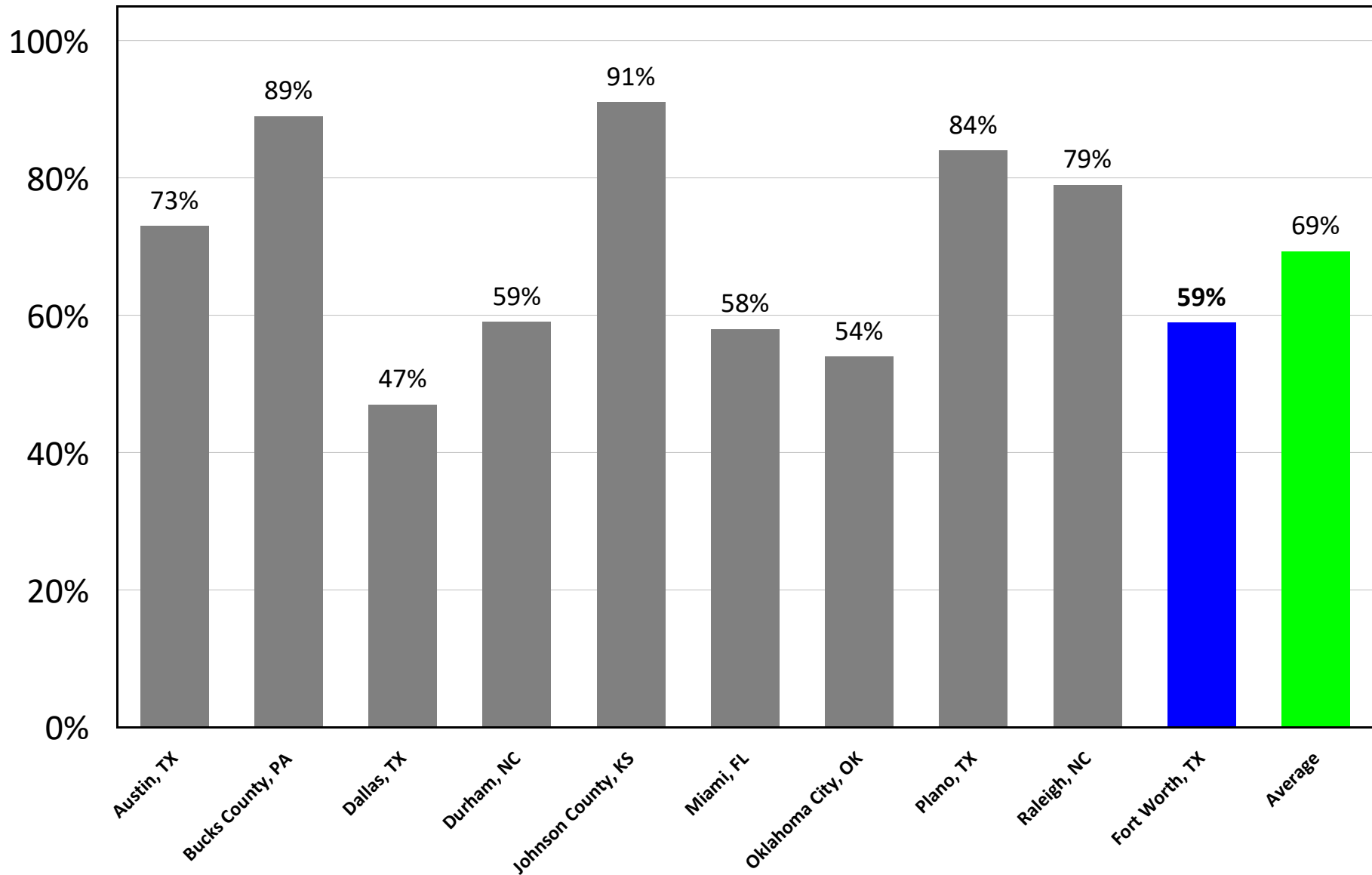
U.S. Large City Regional Benchmarks



Feeling of Safety in Neighborhoods at Night

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

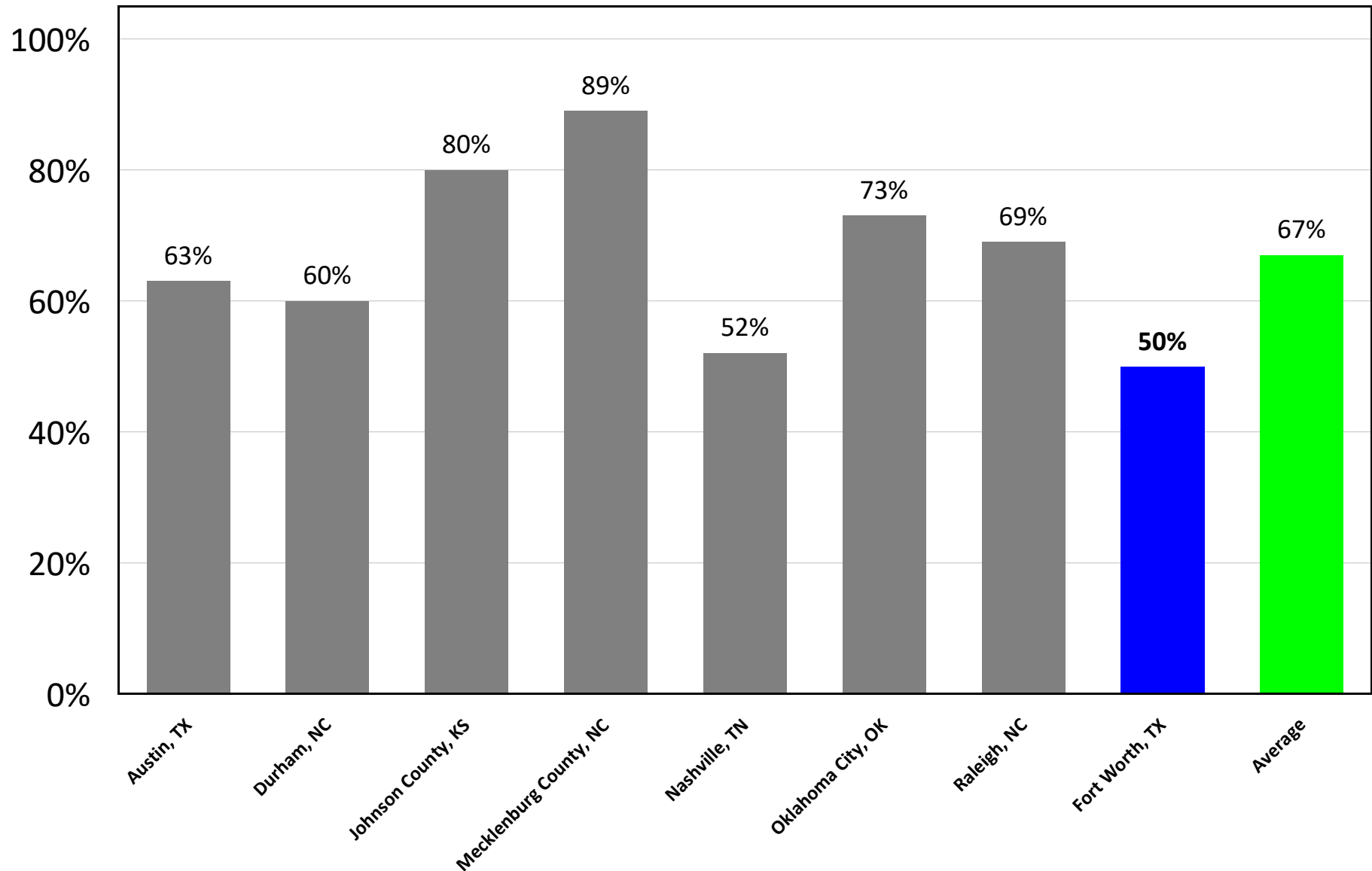
U.S. Large City Regional Benchmarks



Feeling of Safety in City Parks

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

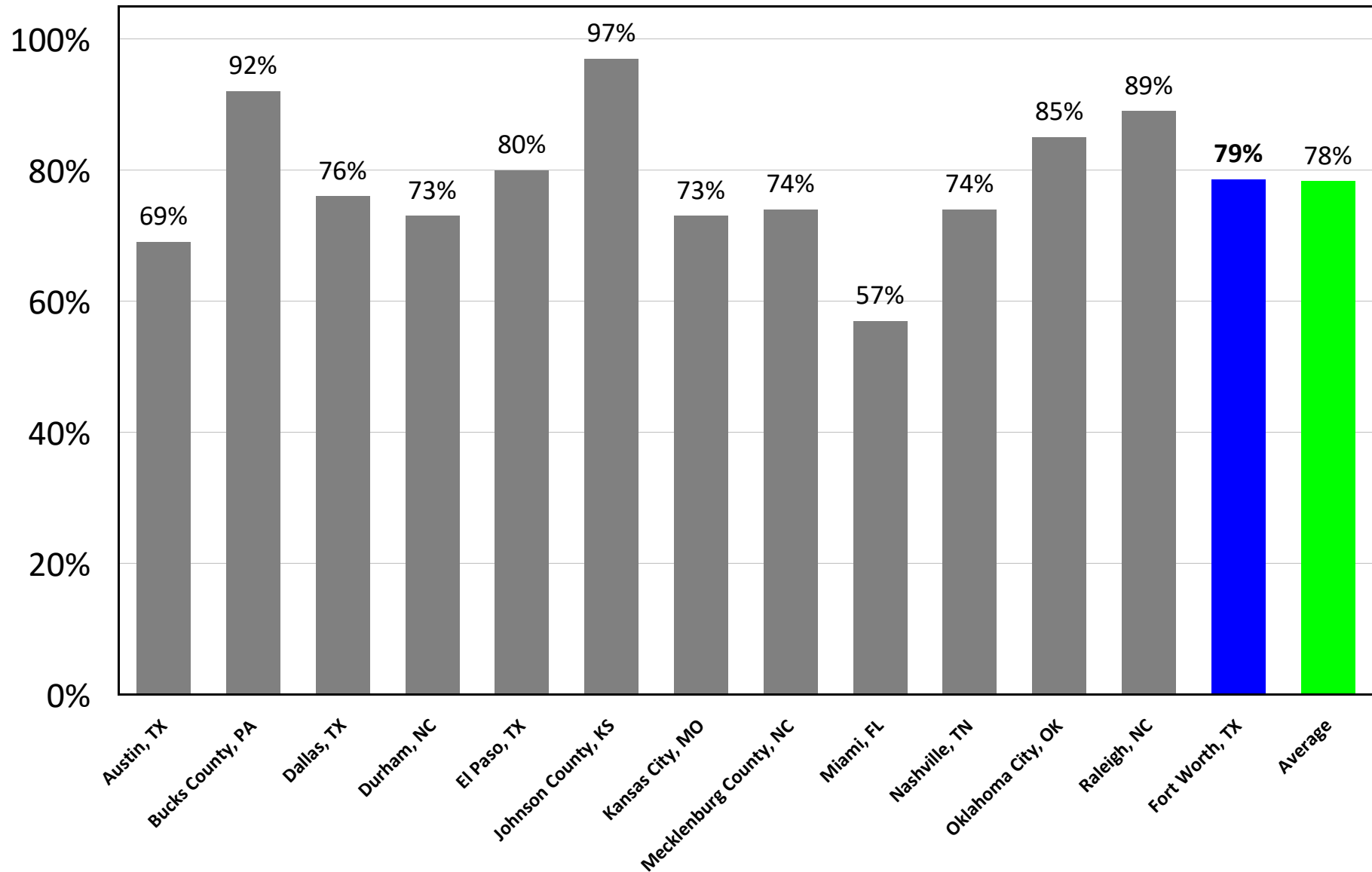
U.S. Large City Regional Benchmarks



Rating the City as a Place to Live

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

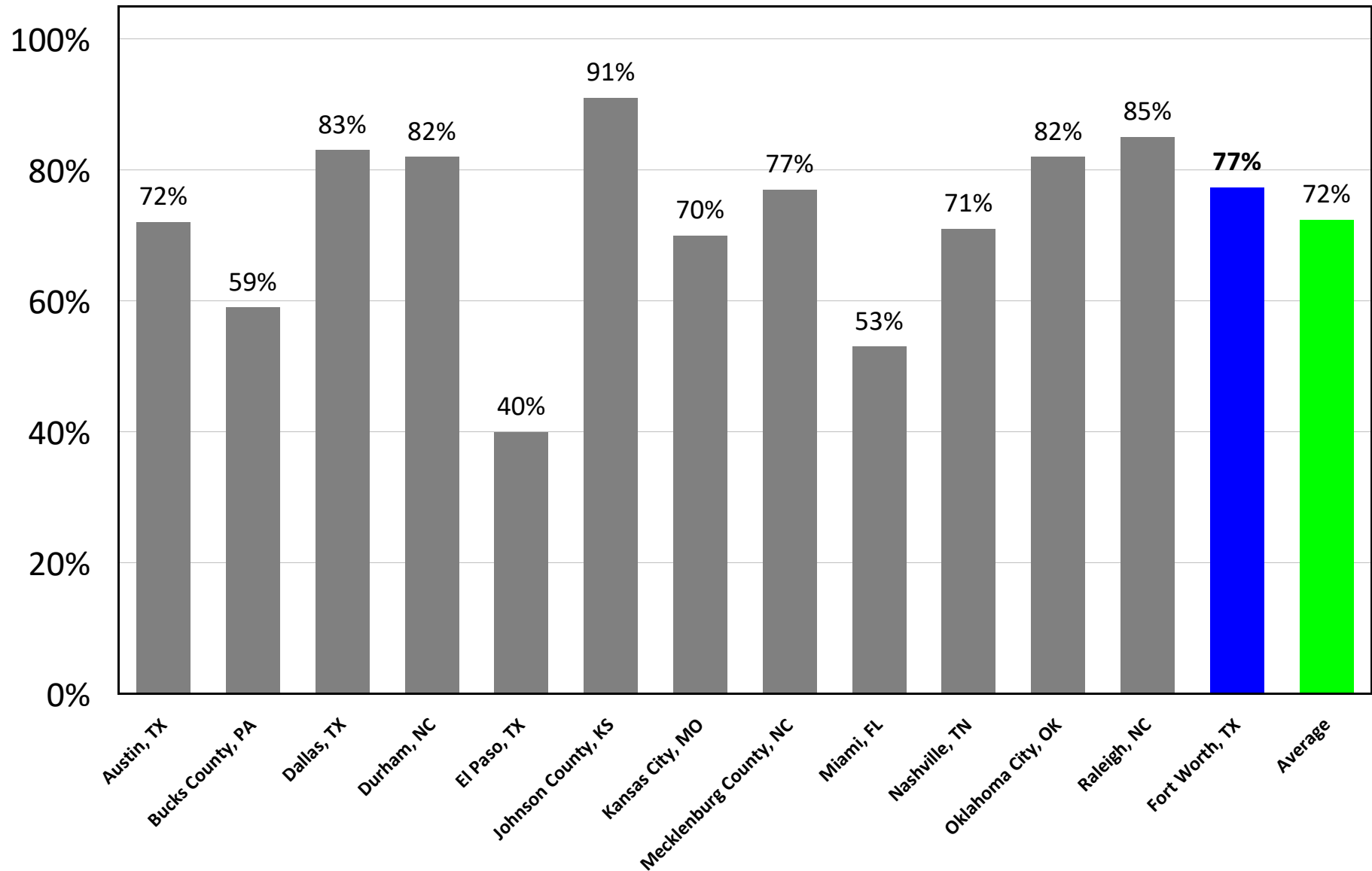
U.S. Large City Regional Benchmarks



Rating the City as a Place to Work

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

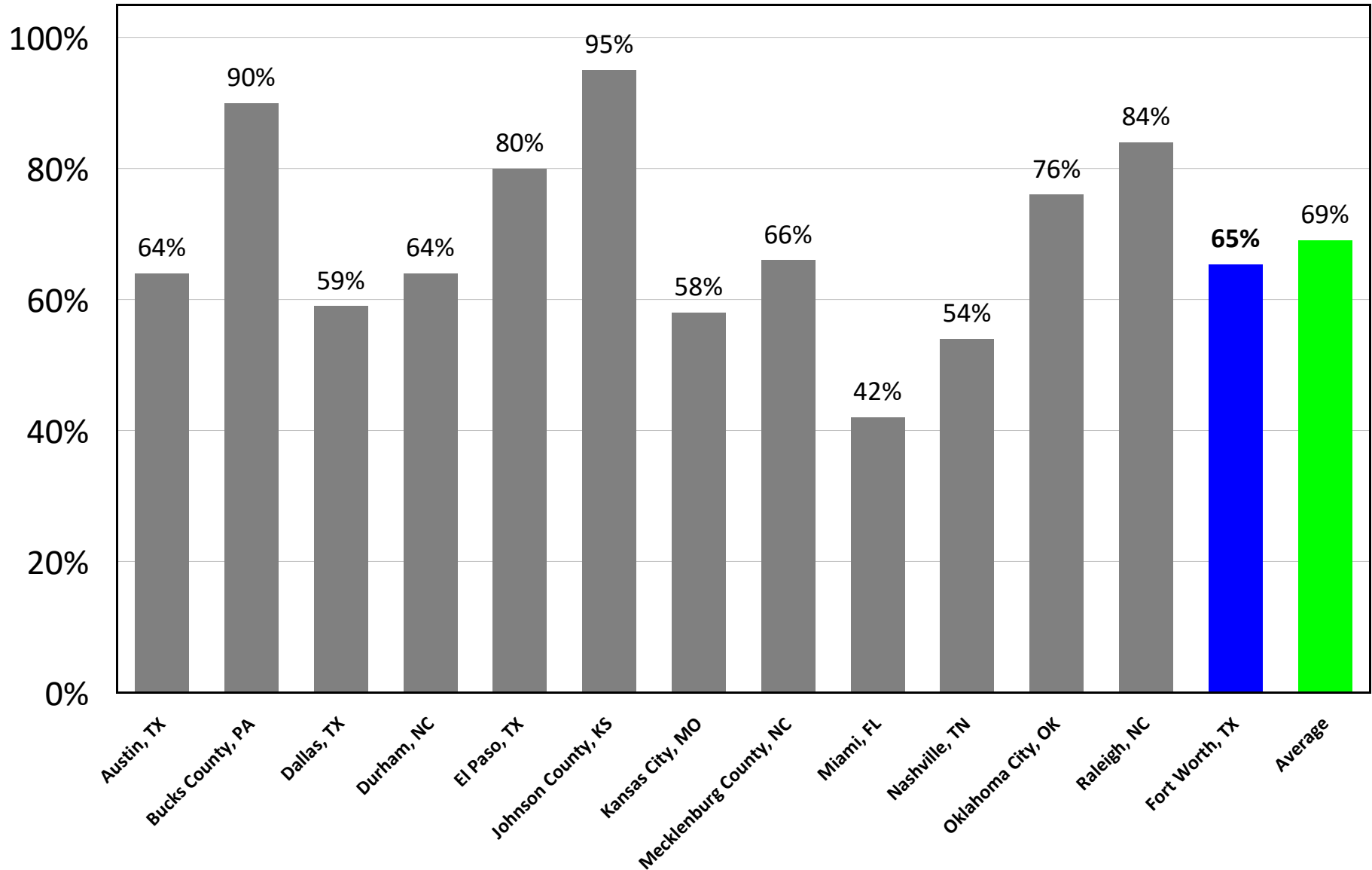
U.S. Large City Regional Benchmarks



Rating the City as a Place to Raise Children

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

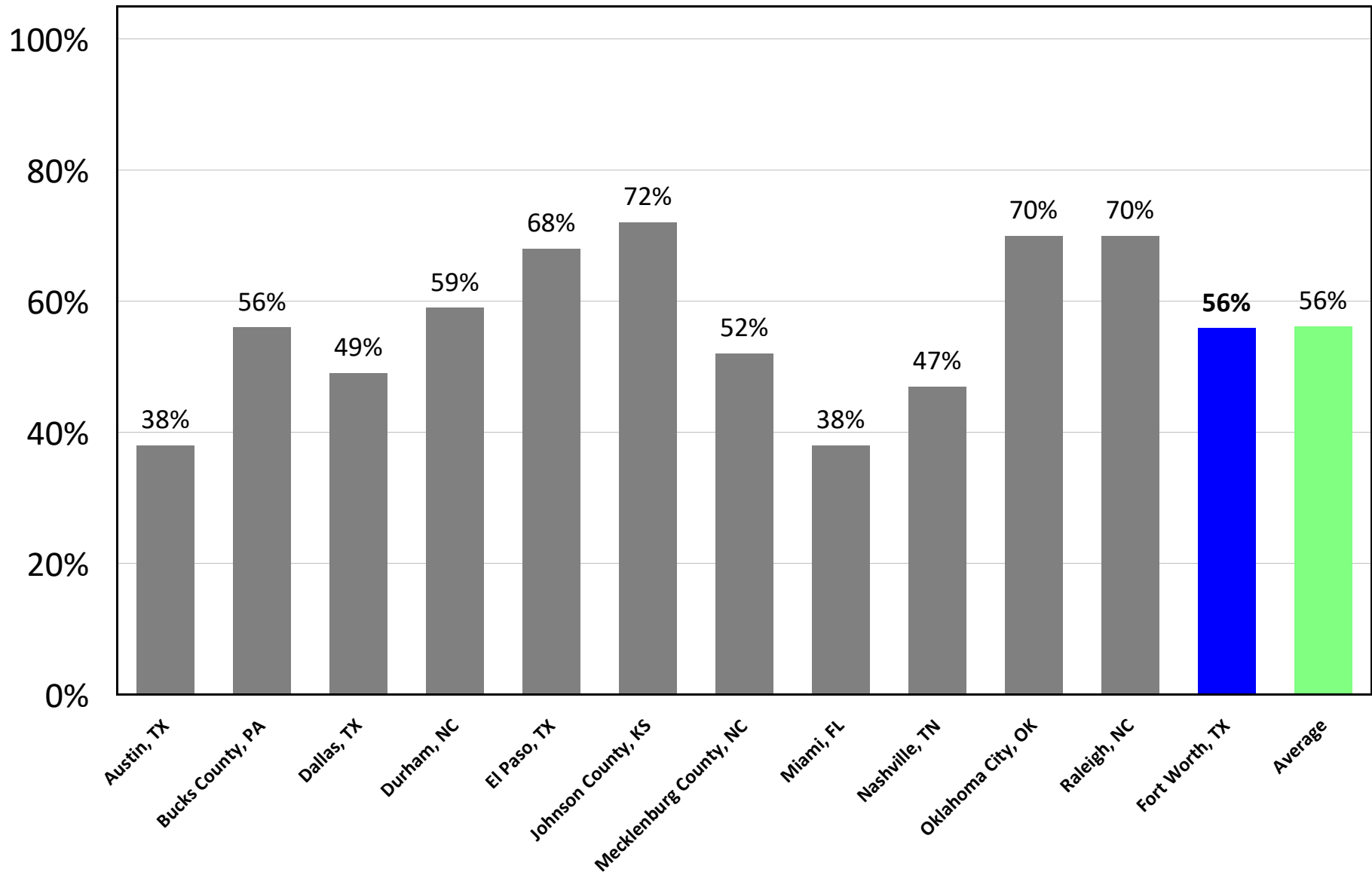
U.S. Large City Regional Benchmarks



Rating the City as a Place to Retire

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

U.S. Large City Regional Benchmarks



Benchmarking Data

Comparisons to a Range of Performance

The following charts show how the results for the City of Fort Worth compare to the range of performance for other large U.S. Cities. A total of 13 U.S. cities with a population over 250,000 residents were included in this analysis. These cities are listed below. The horizontal blue bar shows the range of performance for each of the areas that were surveyed. The percentage on the left shows the results for the worst performing community. The percentage on the right shows the results for the best performing community. The yellow dot shows the results for the City of Fort Worth. The gray vertical bar shows the average for the 13 U.S. cities with a population over 250,000 that are listed below.

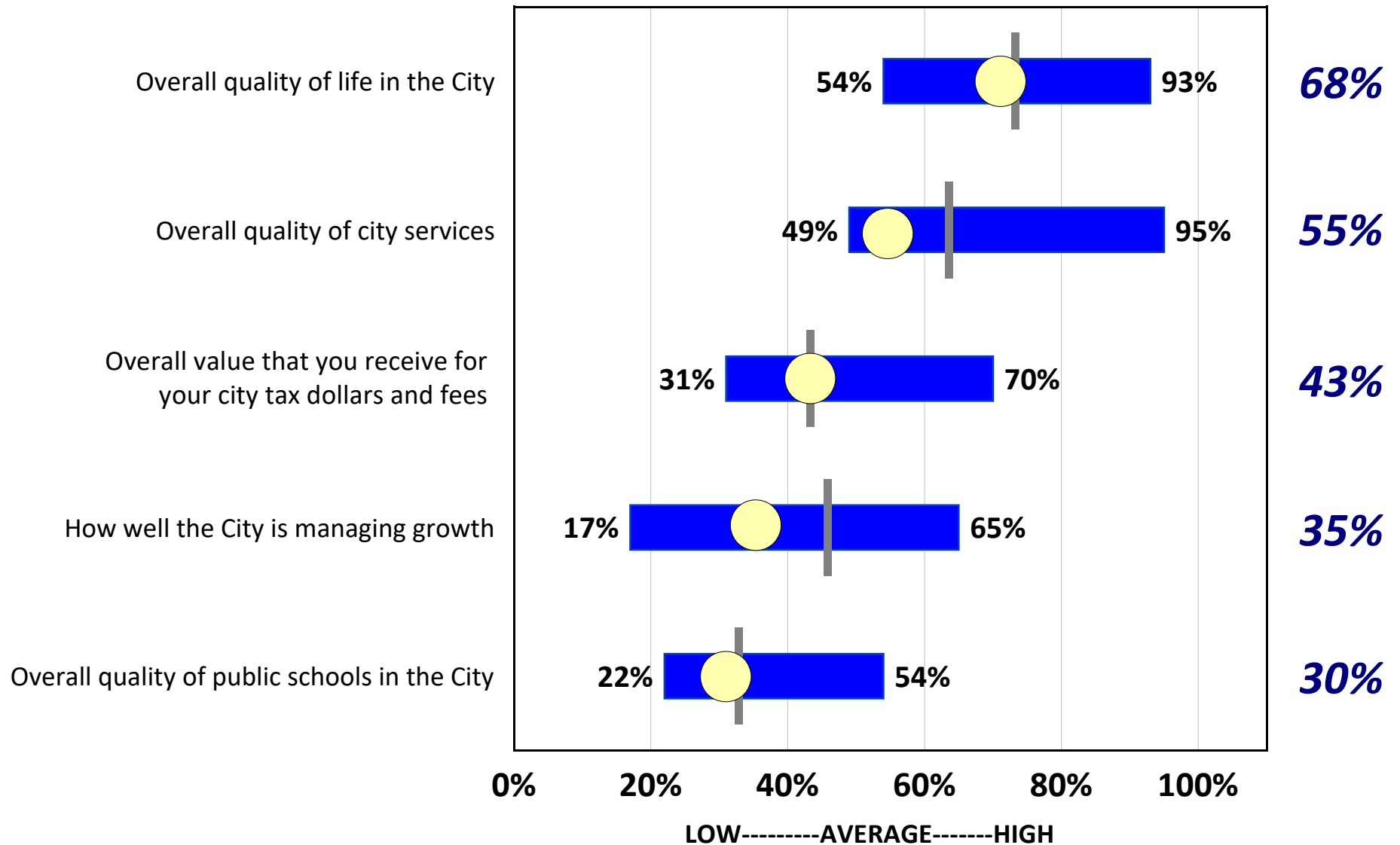
- Austin, TX (964,254)
- Bucks County, PA (628,270)
- Dallas, TX (1,345,047)
- Durham, NC (278,993)
- El Paso, TX (682,669)
- Johnson County, KS (597,555)
- Kansas City, MO (491,918)
- Mecklenburg County, NC (1,093,901)
- Miami, FL (470,914)
- Nashville, TN (669,053)
- Oklahoma City, OK (649,021)
- Plano, TX (288,061)
- Raleigh, NC (474,069)

Q1. Perceptions of the City

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

Performance Ranges for Large U.S. Communities

● Fort Worth, TX

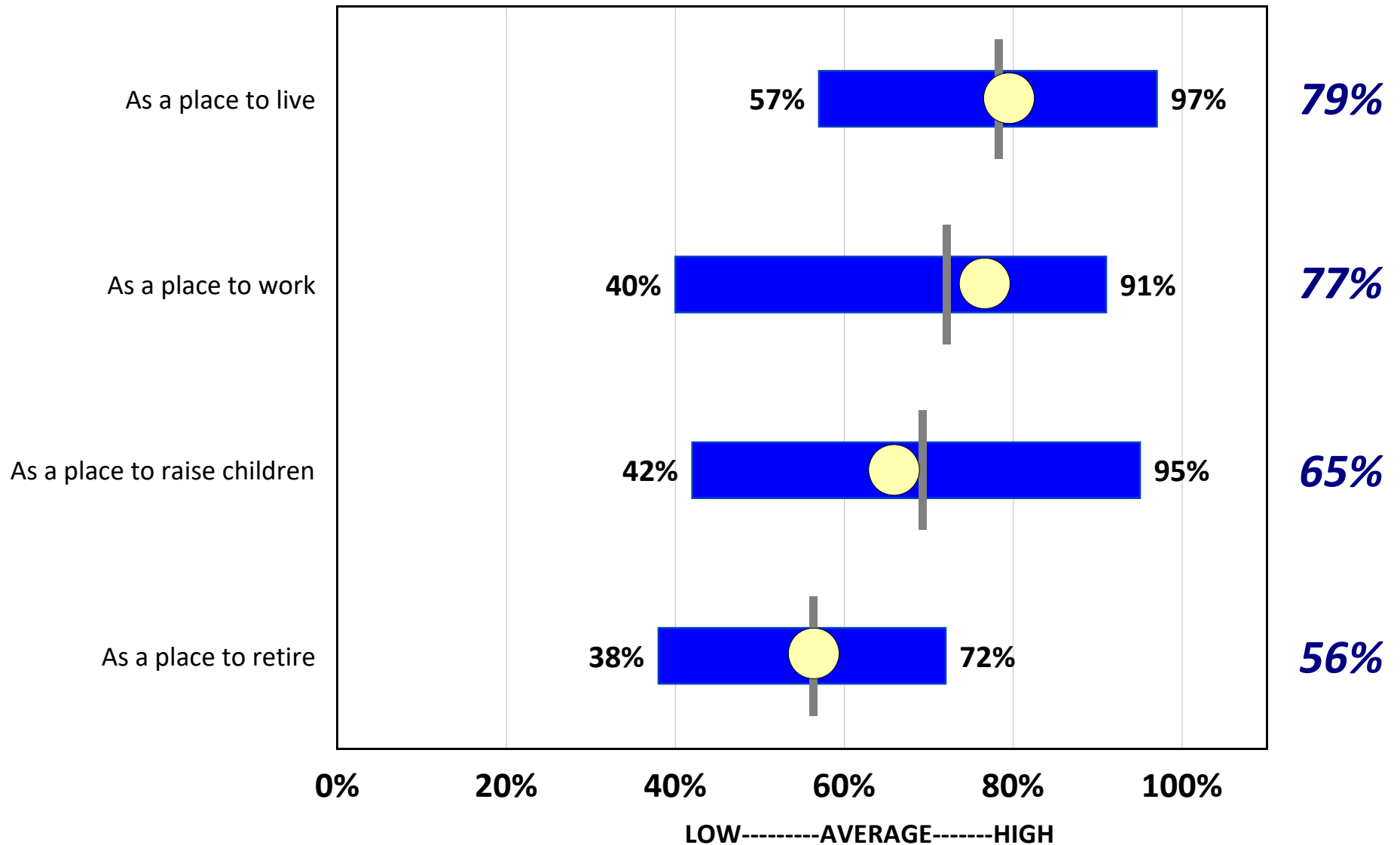


Q2. Quality of Life in Fort Worth

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

Performance Ranges for Large U.S. Communities

● Fort Worth, TX

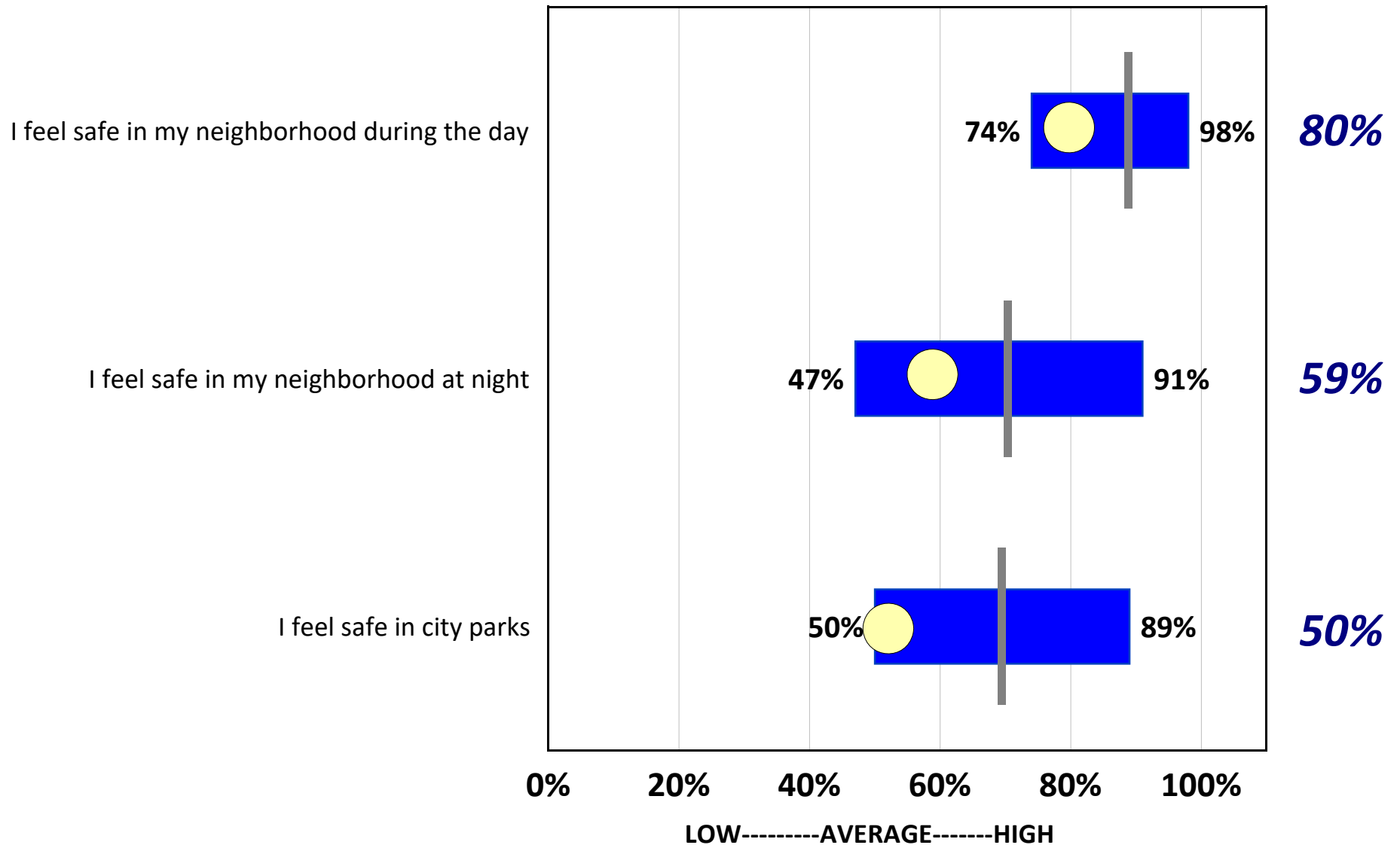


Q3. Feeling of Safety

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

Performance Ranges for Large U.S. Communities

● Fort Worth, TX

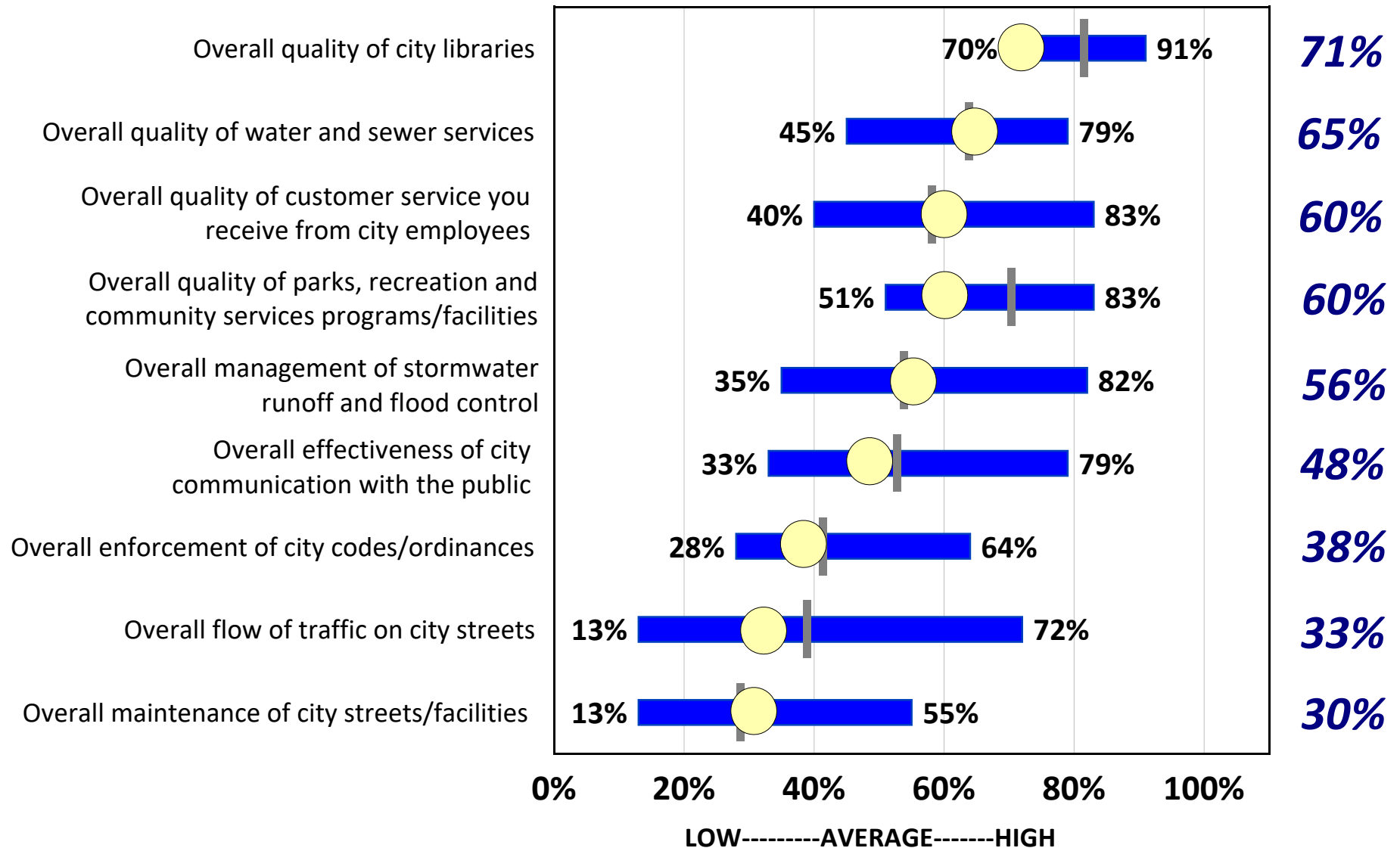


Q4. Overall Satisfaction with Major City Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

Performance Ranges for Large U.S. Communities

● Fort Worth, TX

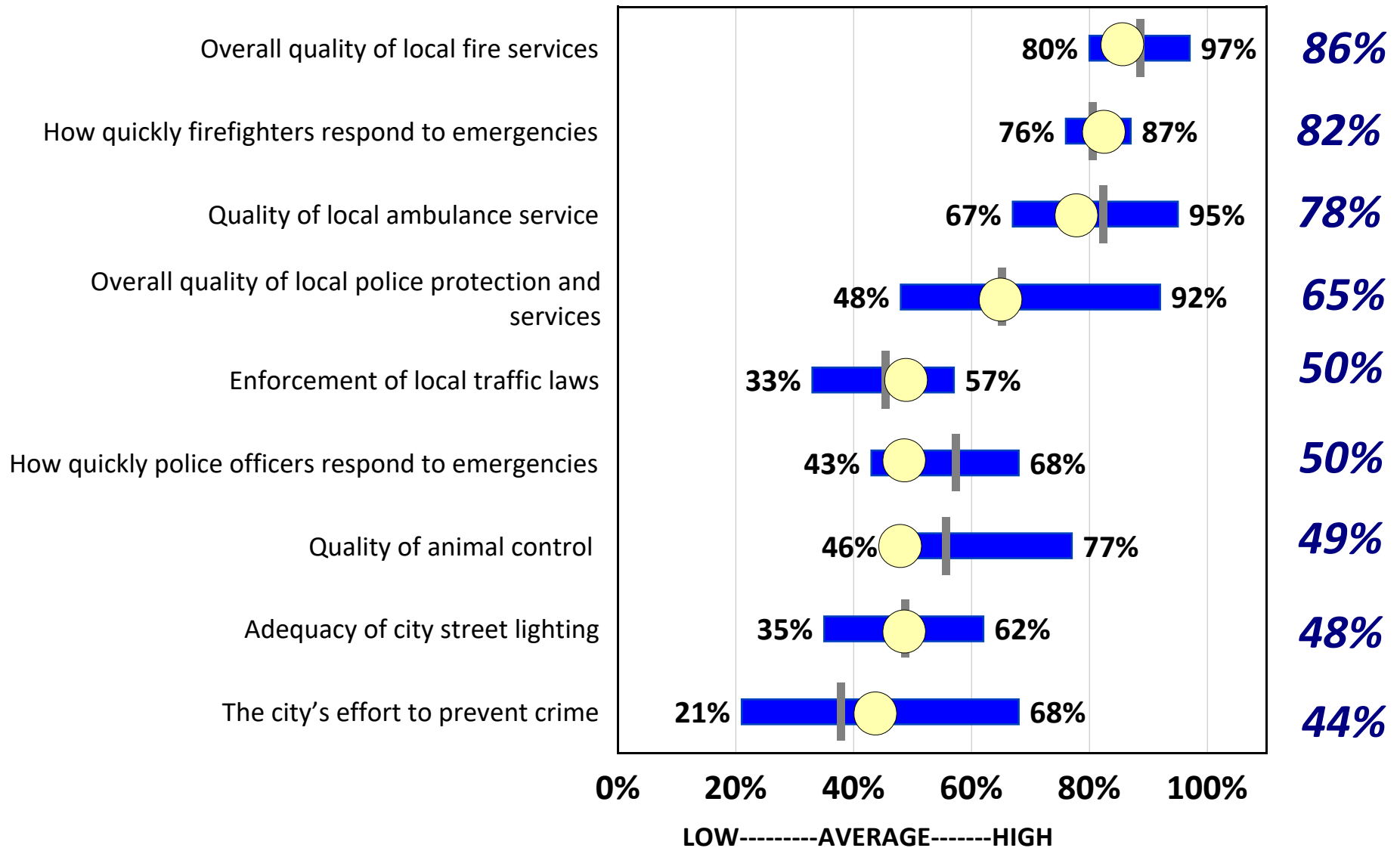


Q6. Public Safety Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

Performance Ranges for Large U.S. Communities

● Fort Worth, TX

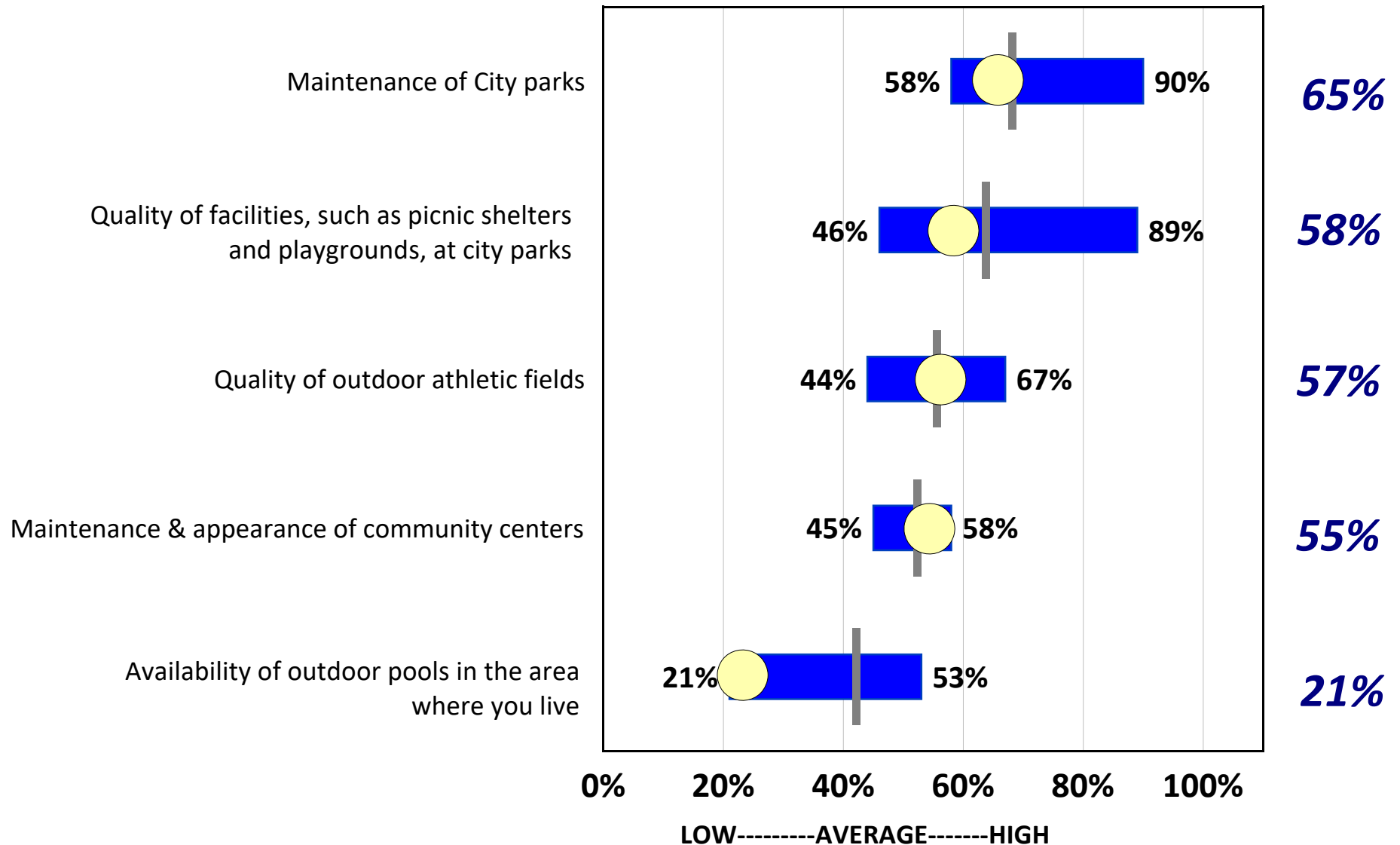


Q8. Parks and Recreation Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

Performance Ranges for Large U.S. Communities

● Fort Worth, TX

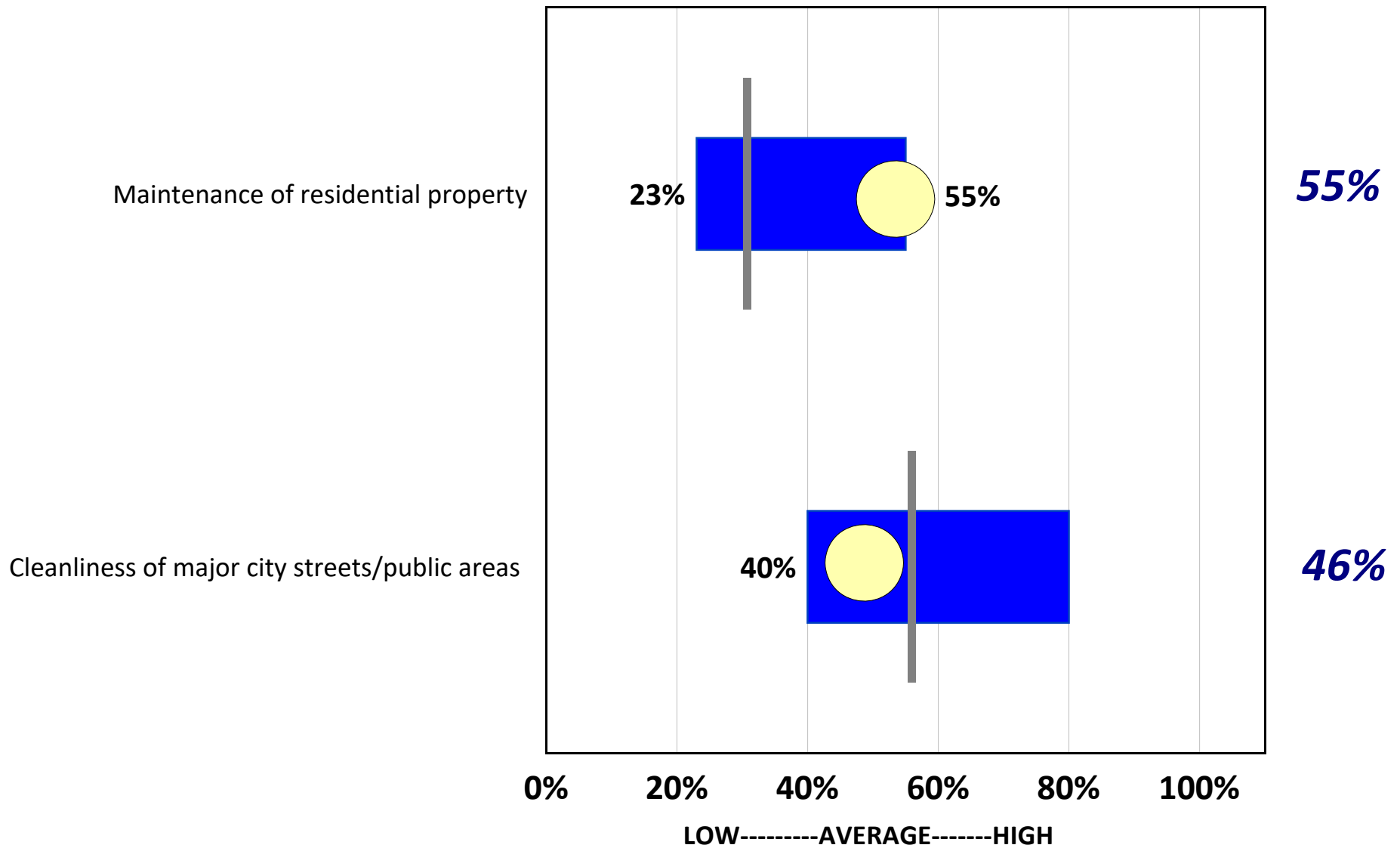


Q11. Maintenance and Appearance of the City

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

Performance Ranges for Large U.S. Communities

● Fort Worth, TX

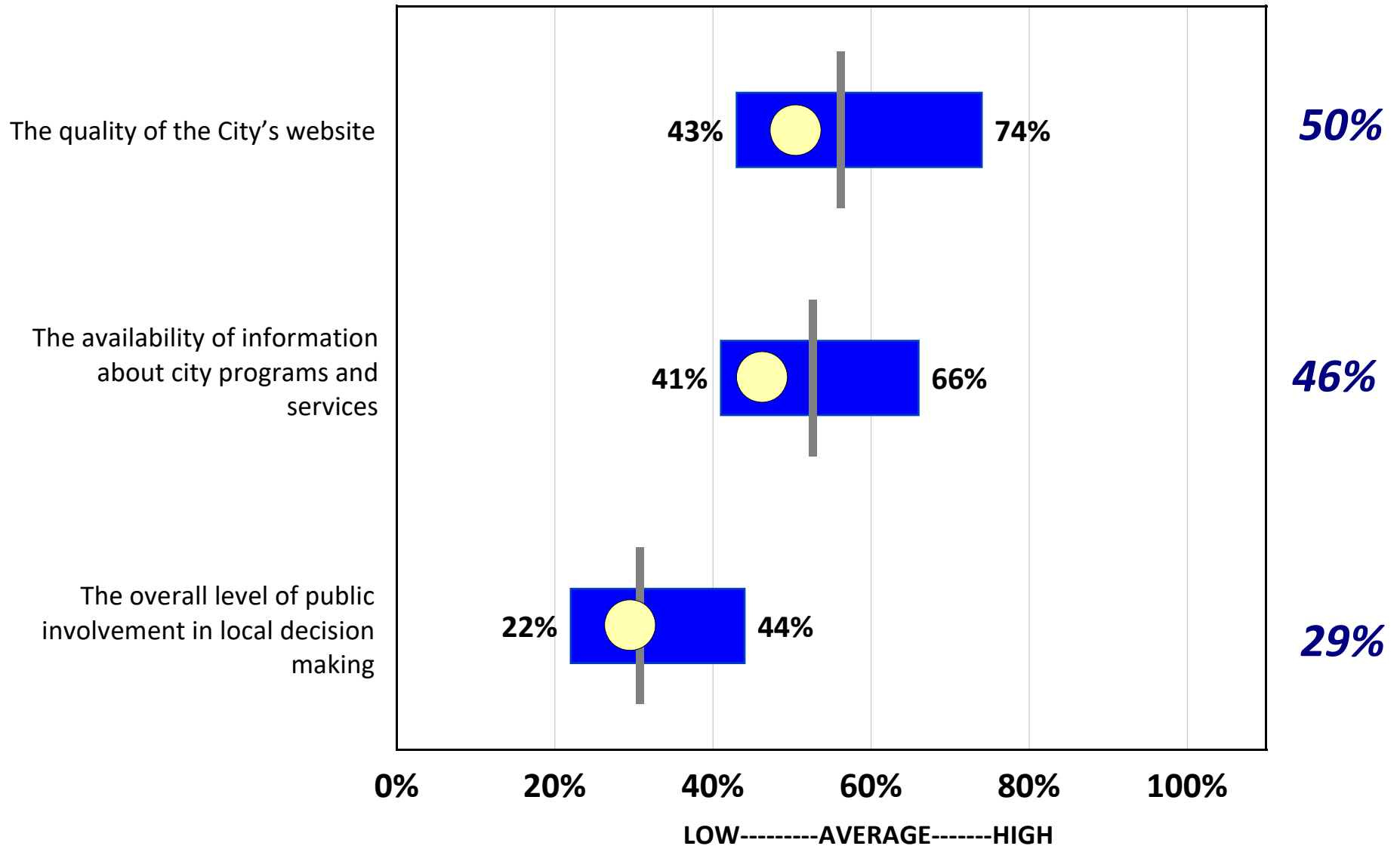


Q13. City Communication

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

Performance Ranges for Large U.S. Communities

● Fort Worth, TX

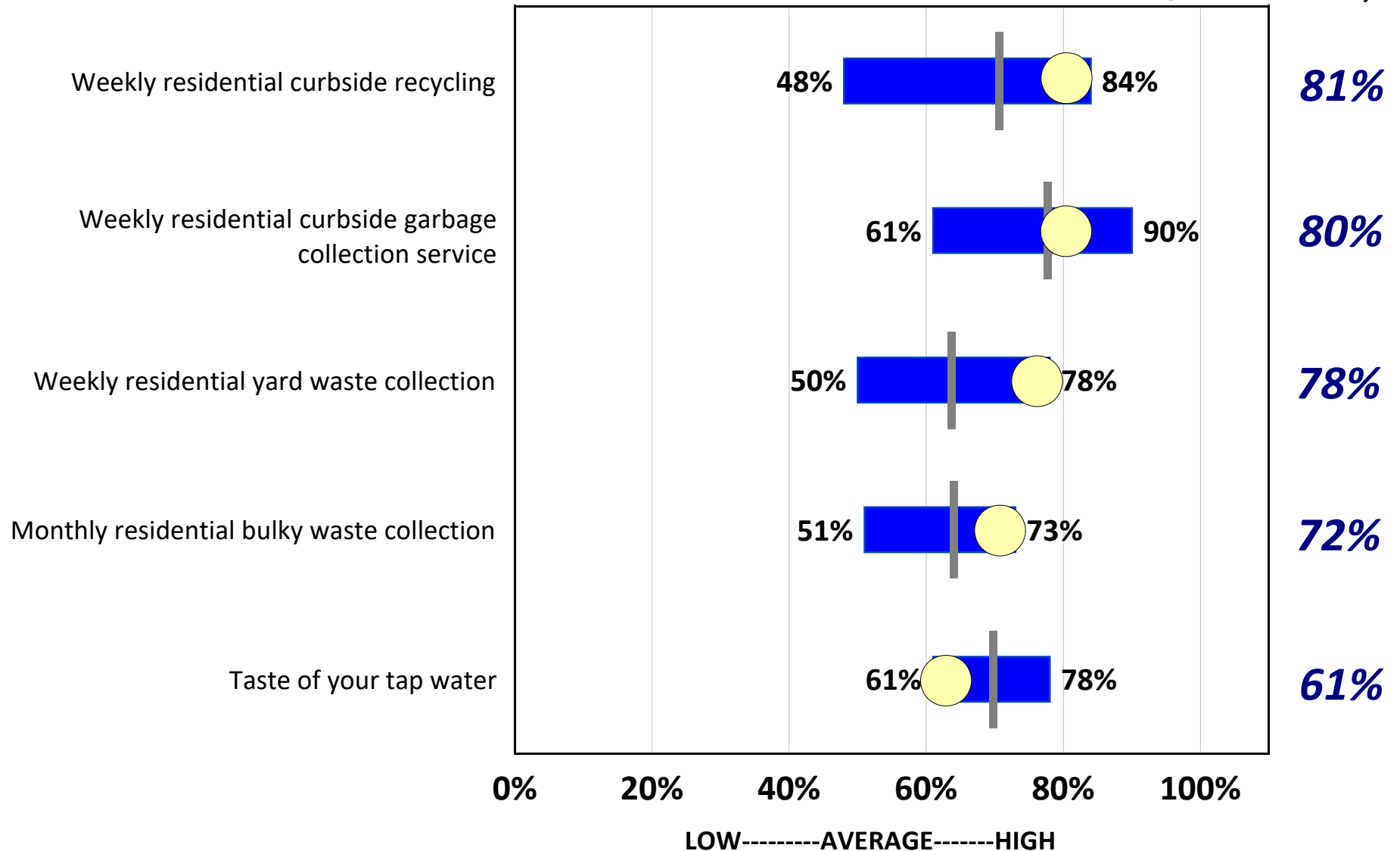


Q15. Solid Waste, Water, and Environmental Ratings

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

Performance Ranges for Large U.S. Communities

● Fort Worth, TX





4 **Importance-Satisfaction
Analysis**

Importance-Satisfaction Analysis



Overview

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

The Importance-Satisfaction (I-S) 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 (I-S) 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.

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.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify the major city services that were most important to their household. More than half (53.7%) of the respondent households selected "*overall maintenance of city streets/facilities*" as one of the most important safety services for the City to provide.

With regard to satisfaction, 30.2% of respondents surveyed rated "*overall maintenance of city streets/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 was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 53.7% was multiplied by 69.8% (1-0.302). This calculation yielded an I-S rating of 0.3748, which ranked first out of thirteen categories of major city services analyzed.

Importance-Satisfaction Analysis



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 of importance and 0% indicate they are positively satisfied with the delivery of the service.

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.

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.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

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

2021 Importance-Satisfaction Rating Fort Worth, Texas Overall Satisfaction with Major City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Overall maintenance of city streets/facilities	54%	2	30%	12	0.3748	1
Overall flow of traffic on city streets	30%	3	33%	11	0.2022	2
High Priority (IS .10-.20)						
Overall quality of public safety services	55%	1	71%	1	0.1606	3
Overall enforcement of city codes/ordinances	21%	5	38%	10	0.1316	4
Satisfaction with city roadway project delivery	18%	7	27%	13	0.1307	5
Medium Priority (IS <.10)						
Overall quality of water and sewer services	24%	4	65%	3	0.0852	6
Overall quality of parks, recreation and community services programs/facilities	20%	6	60%	6	0.0796	7
Overall quality of local public health services	16%	8	55%	8	0.0726	8
Effectiveness of city communication with public	12%	9	48%	9	0.0612	9
Quality of customer service from city employees	9%	10	60%	5	0.0367	10
Management of stormwater runoff/flood control	8%	11	56%	7	0.0336	11
Overall quality of city libraries	3%	12	71%	2	0.0094	12
Overall maintenance of city facilities/buildings	2%	13	63%	4	0.0079	13

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

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 think are the most important for the City to provide.

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 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2021 Importance-Satisfaction Rating

Fort Worth, Texas

Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
The city's effort to prevent crime	37%	2	44%	13	0.2074	1
High Priority (IS .10-.20)						
Visibility of police in your neighborhood	33%	3	43%	14	0.1880	2
Overall quality of local police protection/services	50%	1	65%	4	0.1727	3
How quickly police officers respond to emergencies	28%	4	50%	7	0.1414	4
Medium Priority (IS <.10)						
Efforts to eliminate drug traffic in neighborhood	15%	7	41%	15	0.0876	5
Adequacy of city street lighting	16%	6	48%	9	0.0828	6
Efforts to eliminate gang activity in neighborhood	15%	8	45%	12	0.0811	7
Enforcement of codes designed to protect public safety and public health	13%	9	45%	11	0.0699	8
Enforcement of local traffic laws	13%	10	50%	6	0.0621	9
Visibility of police in retail areas	9%	12	46%	10	0.0499	10
Quality of animal control	5%	14	49%	8	0.0268	11
Adequacy of security lighting in city parks	4%	15	36%	16	0.0254	12
Overall quality of local fire services	16%	5	86%	1	0.0221	13
Quality of local ambulance service	9%	13	78%	3	0.0200	14
Efforts to eliminate prostitution in neighborhood	4%	16	52%	5	0.0169	15
How quickly firefighters respond to emergencies	9%	11	82%	2	0.0168	16

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

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 think are the most important for the City to provide.

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 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2021 Importance-Satisfaction Rating

Fort Worth, Texas

Parks and Recreation Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Maintenance of city parks	49%	1	65%	3	0.1729	1
Quality of facilities at city parks	35%	2	58%	4	0.1459	2
Number of walking/biking trails	29%	3	55%	6	0.1321	3
Availability of outdoor pools where you live	15%	8	21%	16	0.1156	4
Medium Priority (IS <.10)						
Availability of community centers where you live	18%	6	45%	9	0.0988	5
Maintenance/appearance of community centers	19%	5	55%	7	0.0849	6
Number of city parks	17%	7	54%	8	0.0767	7
The city's youth athletic programs	13%	10	42%	11	0.0749	8
The variety of amenities at our City Parks	11%	11	43%	10	0.0656	9
Summer recreation programs	10%	12	37%	13	0.0603	10
Botanic Garden	14%	9	77%	2	0.0319	11
The city's adult athletic programs	4%	14	34%	15	0.0290	12
City Zoo	19%	4	85%	1	0.0287	13
City golf courses	5%	13	40%	12	0.0284	14
Ease of registering for programs	4%	15	36%	14	0.0273	15
Quality of outdoor athletic fields	4%	16	57%	5	0.0178	16

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

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 think are the most important for the City to provide.

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 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2021 Importance-Satisfaction Rating

Fort Worth, Texas

Maintenance and Appearance of the City

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Cleanliness of major city streets/public areas	56%	1	46%	9	0.3030	1
How well litter is kept under control	42%	2	38%	11	0.2629	2
High Priority (IS .10-.20)						
Mowing and trimming along city streets	37%	3	49%	8	0.1873	3
Cleanliness of your neighborhood	33%	4	56%	2	0.1443	4
Condition of rental housing/apartments in your neighborhood	25%	5	42%	10	0.1433	5
Medium Priority (IS <.10)						
Mowing and trimming of parks	23%	6	67%	1	0.0744	6
Maintenance of residential property	16%	7	55%	4	0.0738	7
Appearance of retail convenience stores in your neighborhood	12%	8	54%	5	0.0572	8
How quickly graffiti is removed	11%	9	51%	7	0.0552	9
Maintenance of business property	8%	10	56%	3	0.0369	10
Satisfaction with regulation of signs in the City	7%	11	53%	6	0.0336	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

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 think are the most important for the City to provide.

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 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2021 Importance-Satisfaction Rating Fort Worth, Texas Traffic and Transportation Services and Facilities

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Maintenance of major city streets	46%	1	44%	8	0.2584	1
Condition of neighborhood streets near your home	44%	2	50%	5	0.2215	2
<u>High Priority (IS .10-.20)</u>						
Flow of traffic on major city streets that are within one mile of your home	34%	3	45%	7	0.1867	3
Adequacy of street lighting in your neighborhood	32%	4	51%	2	0.1576	4
How quickly city personnel make repairs to streets in your neighborhood	22%	6	30%	11	0.1557	5
Maintenance of streets in your neighborhood	24%	5	42%	10	0.1392	6
<u>Medium Priority (IS <.10)</u>						
Number/Availability of sidewalks	15%	9	43%	9	0.0826	7
Timing of traffic signals on city streets that are within one mile of your home	17%	8	51%	3	0.0823	8
Ease of walking in your neighborhood	19%	7	60%	1	0.0740	9
Visibility of pavement markings and striping on city streets within one mile of your home	14%	10	50%	6	0.0683	10
Ease of biking in your neighborhood	7%	11	51%	4	0.0349	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

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 think are the most important for the City to provide.

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 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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Importance-Satisfaction Analysis



Importance-Satisfaction Matrix Analysis

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. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to its performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

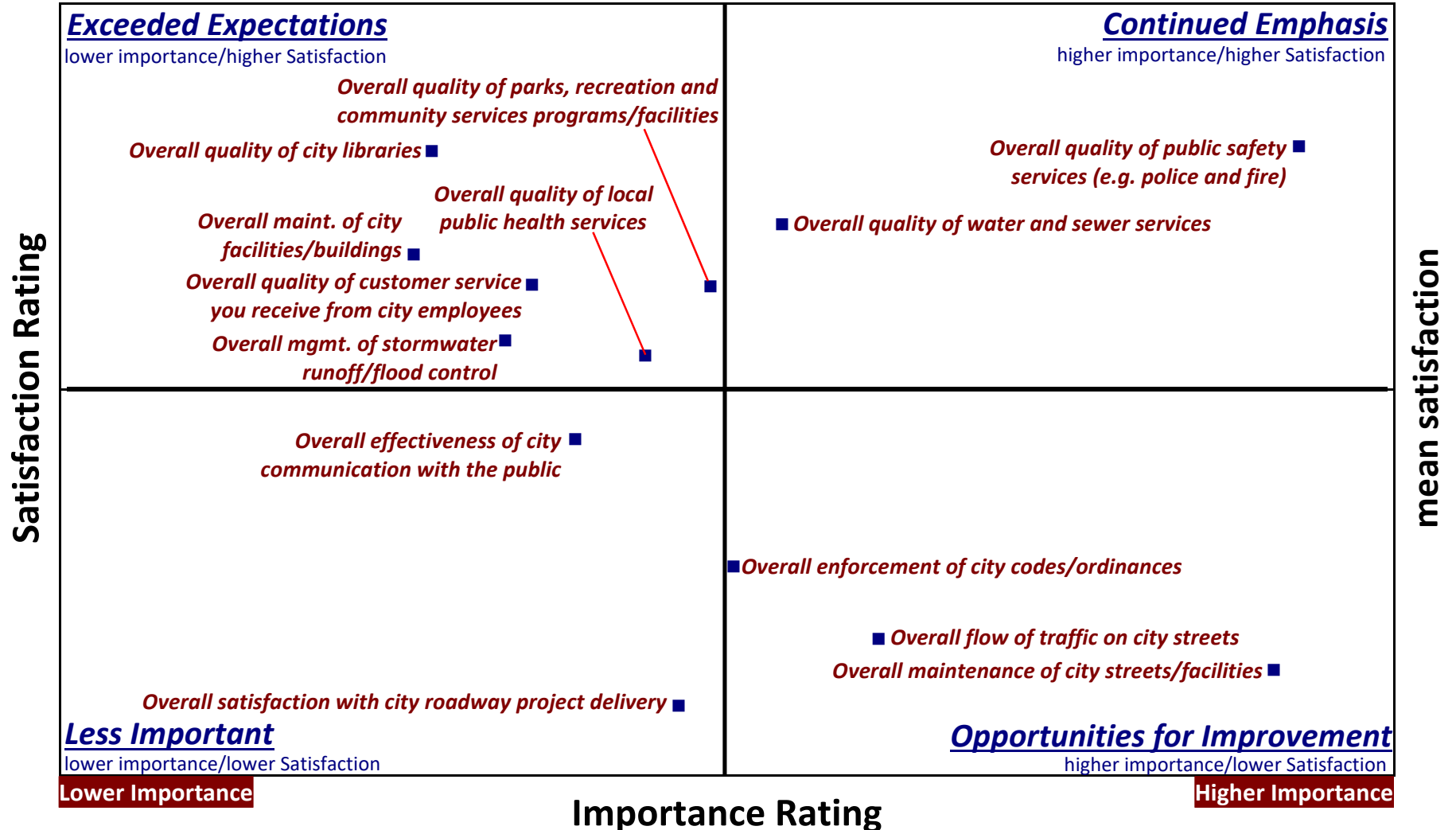
Matrix charts showing the results for the City of Fort Worth are provided on the following pages.

City of Fort Worth Community Survey Importance-Satisfaction Assessment Matrix

-Overall-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

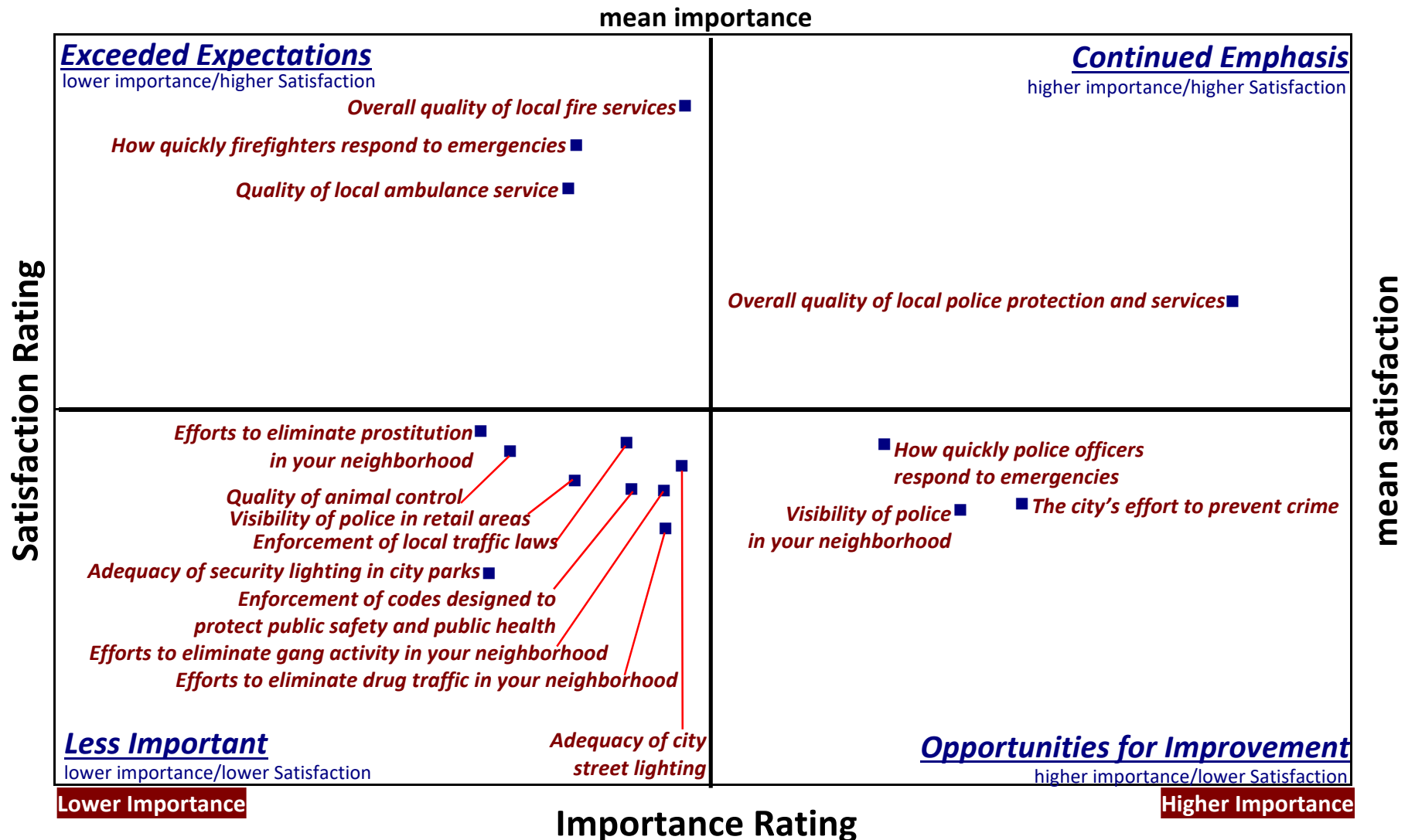
mean importance



City of Fort Worth Community Survey Importance-Satisfaction Assessment Matrix

-Public Safety-

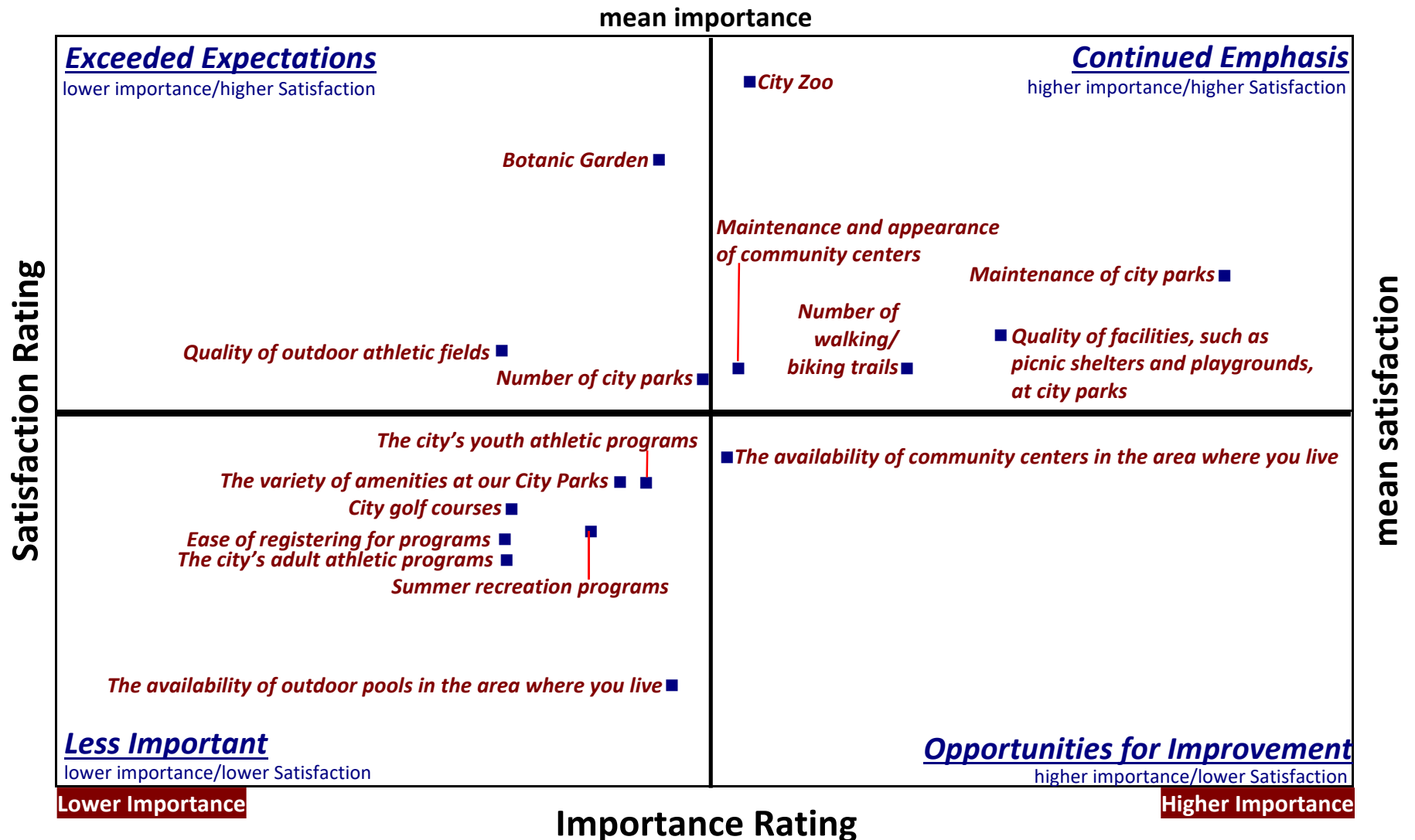
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



City of Fort Worth Community Survey Importance-Satisfaction Assessment Matrix

-Parks and Recreation-

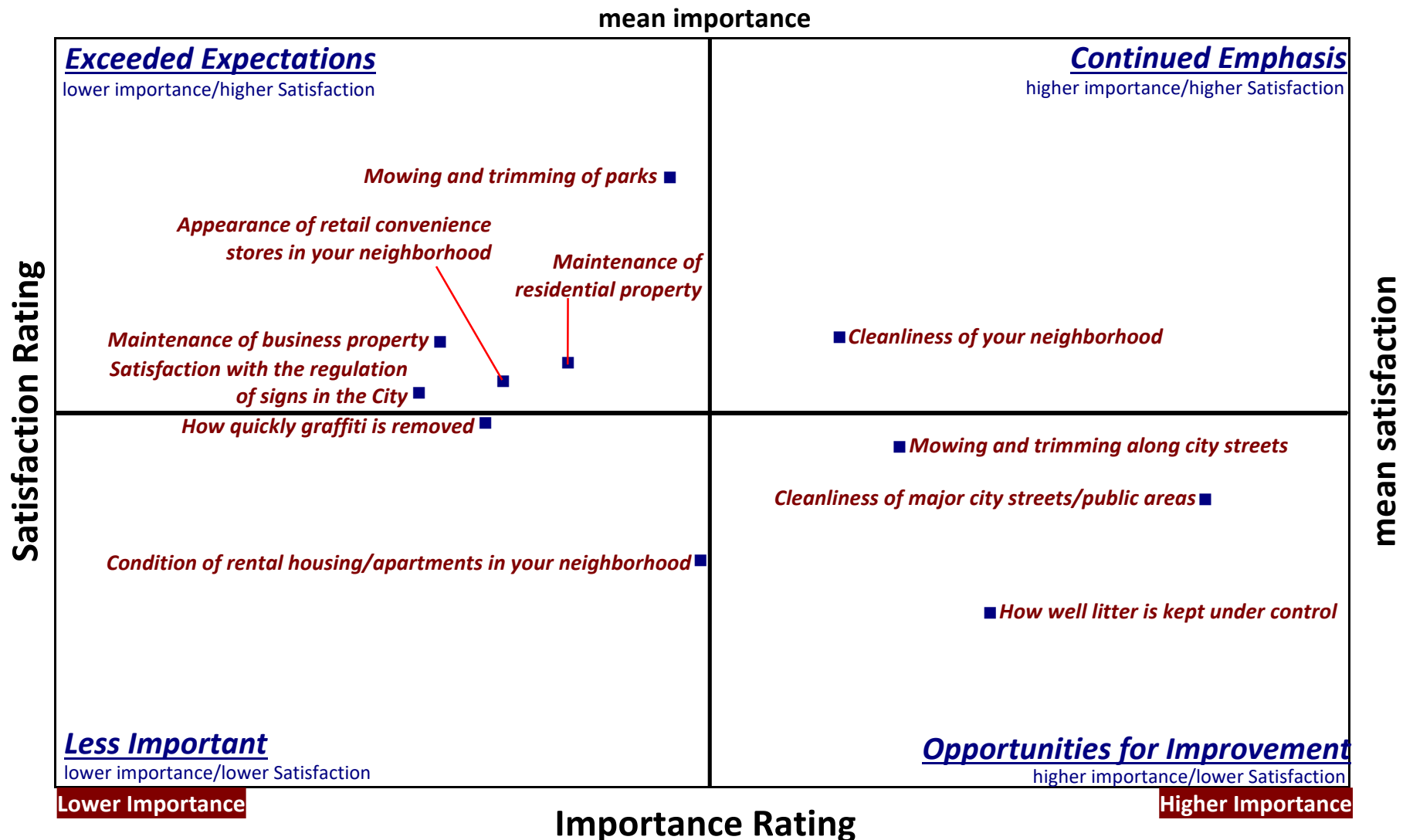
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



City of Fort Worth Community Survey Importance-Satisfaction Assessment Matrix

-Maintenance-

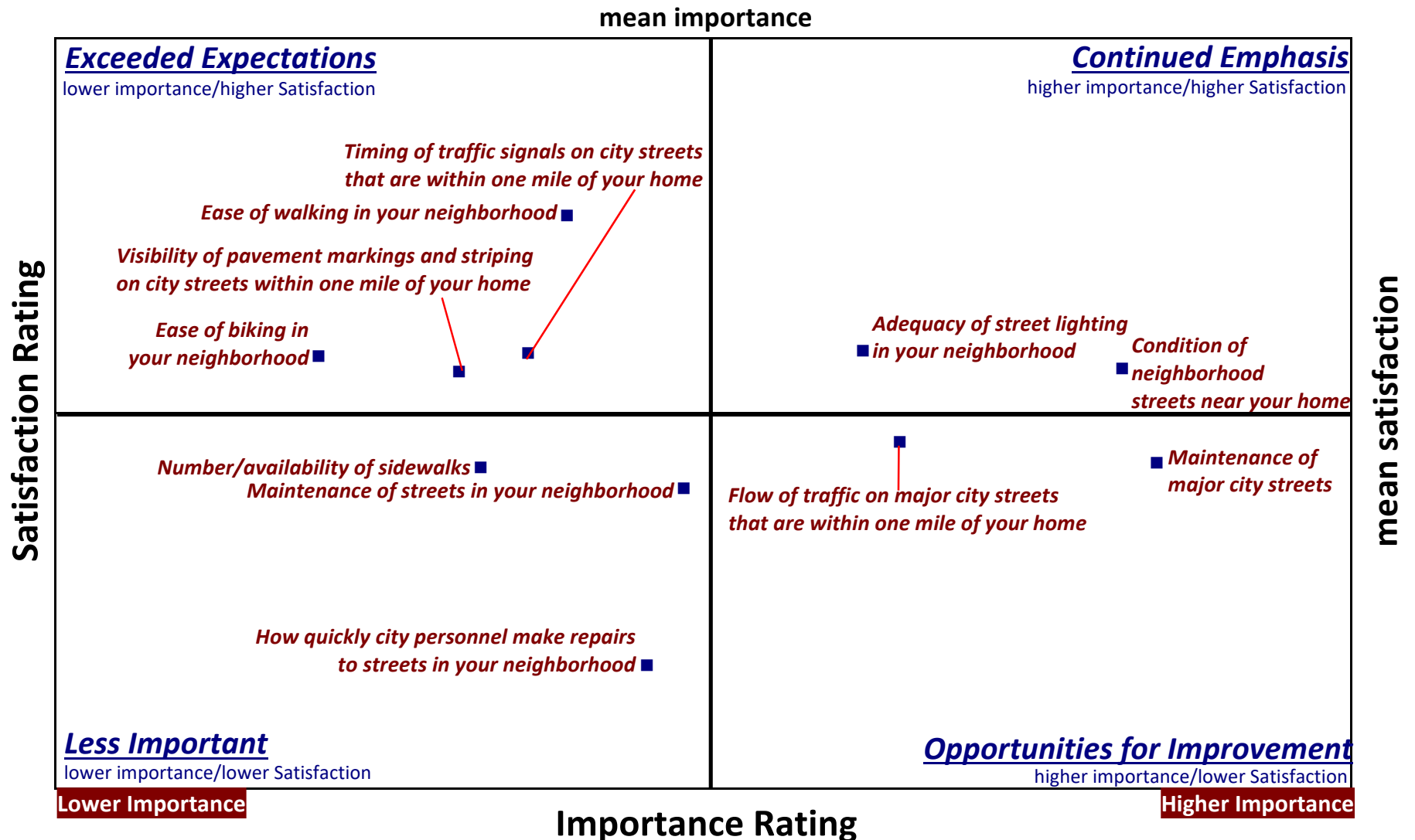
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



City of Fort Worth Community Survey Importance-Satisfaction Assessment Matrix

-Traffic and Transportation-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)





5

Tabular Data

District

<u>District</u>	<u>Number</u>	<u>Percent</u>
2	204	11.0 %
3	283	15.2 %
4	253	13.6 %
5	208	11.2 %
6	266	14.3 %
7	226	12.2 %
8	211	11.4 %
9	207	11.1 %
Total	1858	100.0 %

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

(N=1858)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall value that you receive for your City tax dollars & fees	6.5%	34.4%	29.4%	19.9%	6.0%	3.9%
Q1-2. Overall quality of life in City	15.3%	51.9%	20.6%	10.0%	1.2%	1.0%
Q1-3. Overall quality of public schools in City	5.1%	18.7%	24.9%	18.6%	11.5%	21.2%
Q1-4. How well City is managing growth	5.0%	28.6%	26.6%	24.3%	11.0%	4.5%
Q1-5. Overall quality of City services	8.8%	45.5%	25.4%	14.5%	3.9%	1.9%

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

(N=1858)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall value that you receive for your City tax dollars & fees	6.7%	35.8%	30.6%	20.7%	6.2%
Q1-2. Overall quality of life in City	15.4%	52.4%	20.8%	10.1%	1.3%
Q1-3. Overall quality of public schools in City	6.5%	23.7%	31.6%	23.6%	14.6%
Q1-4. How well City is managing growth	5.2%	29.9%	27.9%	25.5%	11.5%
Q1-5. Overall quality of City services	8.9%	46.4%	25.9%	14.8%	4.0%

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

(N=1858)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q2-1. As a place to live	24.7%	53.5%	13.8%	6.5%	1.1%	0.5%
Q2-2. As a place to raise children	15.9%	43.9%	20.0%	9.6%	2.1%	8.6%
Q2-3. As a place to work	22.7%	51.5%	15.2%	5.4%	1.0%	4.1%
Q2-4. As a place to retire	16.3%	36.6%	21.7%	13.7%	6.2%	5.4%

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

(N=1858)

	Excellent	Good	Neutral	Below average	Poor
Q2-1. As a place to live	24.8%	53.8%	13.8%	6.5%	1.1%
Q2-2. As a place to raise children	17.4%	48.0%	21.8%	10.5%	2.3%
Q2-3. As a place to work	23.6%	53.7%	15.9%	5.7%	1.1%
Q2-4. As a place to retire	17.2%	38.7%	23.0%	14.5%	6.6%

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

(N=1858)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q3-1. I feel safe in my neighborhood during the day	29.2%	50.6%	11.4%	6.5%	2.1%	0.2%
Q3-2. I feel safe in my neighborhood at night	17.4%	41.3%	18.0%	15.3%	7.6%	0.4%
Q3-3. I feel safe in City parks	8.6%	37.1%	26.7%	15.2%	4.0%	8.4%
Q3-4. I feel safe in other public areas of City, like stockyards, cultural district, etc.	17.0%	51.6%	19.9%	6.2%	1.2%	4.1%
Q3-5. My kids are safe in our schools	6.7%	23.5%	23.5%	13.1%	4.6%	28.7%

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

(N=1858)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q3-1. I feel safe in my neighborhood during the day	29.3%	50.7%	11.4%	6.5%	2.1%
Q3-2. I feel safe in my neighborhood at night	17.5%	41.4%	18.0%	15.4%	7.6%
Q3-3. I feel safe in City parks	9.4%	40.5%	29.1%	16.6%	4.4%
Q3-4. I feel safe in other public areas of City, like stockyards, cultural district, etc.	17.7%	53.8%	20.7%	6.5%	1.3%
Q3-5. My kids are safe in our schools	9.4%	32.9%	32.9%	18.3%	6.4%

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

(N=1858)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Overall quality of parks, recreation & community services programs/facilities	9.8%	46.0%	24.5%	10.4%	2.4%	6.8%
Q4-2. Overall maintenance of City streets/facilities	3.9%	26.0%	20.7%	31.8%	16.5%	1.1%
Q4-3. Overall enforcement of City codes/ordinances	4.8%	31.5%	29.3%	19.8%	9.8%	4.8%
Q4-4. Overall quality of customer service you receive from City employees	14.2%	40.8%	24.8%	8.4%	3.2%	8.6%
Q4-5. Overall quality of public safety services (e.g. police & fire)	22.4%	46.7%	17.4%	8.0%	2.9%	2.6%
Q4-6. Overall effectiveness of City communication with the public	8.3%	37.8%	30.3%	14.6%	5.0%	3.9%
Q4-7. Overall flow of traffic on City streets	4.0%	28.1%	23.0%	27.4%	16.0%	1.3%
Q4-8. Overall quality of local public health services	9.1%	36.6%	27.2%	7.9%	2.9%	16.3%
Q4-9. Overall quality of City libraries	18.3%	38.9%	20.2%	3.1%	0.6%	18.9%
Q4-10. Overall management of stormwater runoff & flood control	9.6%	42.2%	26.2%	11.1%	3.8%	7.1%
Q4-11. Overall maintenance of City facilities/buildings	8.8%	45.9%	26.8%	4.8%	1.1%	12.5%
Q4-12. Overall satisfaction with City roadway project delivery	3.8%	21.5%	26.3%	26.6%	14.0%	7.8%
Q4-13. Overall quality of water & sewer services	12.4%	51.1%	20.5%	10.1%	3.9%	2.1%

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

(N=1858)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Overall quality of parks, recreation & community services programs/facilities	10.6%	49.4%	26.3%	11.2%	2.6%
Q4-2. Overall maintenance of City streets/facilities	3.9%	26.3%	20.9%	32.1%	16.7%
Q4-3. Overall enforcement of City codes/ordinances	5.1%	33.1%	30.8%	20.7%	10.3%
Q4-4. Overall quality of customer service you receive from City employees	15.5%	44.6%	27.1%	9.2%	3.5%
Q4-5. Overall quality of public safety services (e.g. police & fire)	23.0%	47.9%	17.9%	8.2%	2.9%
Q4-6. Overall effectiveness of City communication with the public	8.7%	39.4%	31.5%	15.2%	5.2%
Q4-7. Overall flow of traffic on City streets	4.1%	28.5%	23.3%	27.8%	16.2%
Q4-8. Overall quality of local public health services	10.9%	43.7%	32.5%	9.4%	3.5%
Q4-9. Overall quality of City libraries	22.6%	47.9%	24.9%	3.9%	0.7%
Q4-10. Overall management of stormwater runoff & flood control	10.4%	45.4%	28.2%	11.9%	4.1%
Q4-11. Overall maintenance of City facilities/buildings	10.0%	52.5%	30.6%	5.5%	1.3%
Q4-12. Overall satisfaction with City roadway project delivery	4.1%	23.3%	28.5%	28.8%	15.2%
Q4-13. Overall quality of water & sewer services	12.6%	52.2%	20.9%	10.3%	4.0%

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	87	4.7 %
Overall maintenance of City streets/facilities	389	20.9 %
Overall enforcement of City codes/ordinances	108	5.8 %
Overall quality of customer service you receive from City employees	38	2.0 %
Overall quality of public safety services (i.e., police & fire)	631	34.0 %
Overall effectiveness of City communication with the public	46	2.5 %
Overall flow of traffic on City streets	150	8.1 %
Overall quality of local public health services	58	3.1 %
Overall quality of City libraries	10	0.5 %
Overall management of stormwater runoff & flood control	18	1.0 %
Overall maintenance of City facilities/buildings	3	0.2 %
Overall satisfaction with City roadway project delivery	60	3.2 %
Overall quality of water & sewer services	119	6.4 %
None chosen	141	7.6 %
Total	1858	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	129	6.9 %
Overall maintenance of City streets/facilities	378	20.3 %
Overall enforcement of City codes/ordinances	144	7.8 %
Overall quality of customer service you receive from City employees	67	3.6 %
Overall quality of public safety services (i.e., police & fire)	241	13.0 %
Overall effectiveness of City communication with the public	74	4.0 %
Overall flow of traffic on City streets	209	11.2 %
Overall quality of local public health services	115	6.2 %
Overall quality of City libraries	18	1.0 %
Overall management of stormwater runoff & flood control	47	2.5 %
Overall maintenance of City facilities/buildings	12	0.6 %
Overall satisfaction with City roadway project delivery	116	6.2 %
Overall quality of water & sewer services	136	7.3 %
None chosen	172	9.3 %
Total	1858	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	154	8.3 %
Overall maintenance of City streets/facilities	232	12.5 %
Overall enforcement of City codes/ordinances	143	7.7 %
Overall quality of customer service you receive from City employees	67	3.6 %
Overall quality of public safety services (i.e., police & fire)	152	8.2 %
Overall effectiveness of City communication with the public	99	5.3 %
Overall flow of traffic on City streets	198	10.7 %
Overall quality of local public health services	124	6.7 %
Overall quality of City libraries	32	1.7 %
Overall management of stormwater runoff & flood control	76	4.1 %
Overall maintenance of City facilities/buildings	24	1.3 %
Overall satisfaction with City roadway project delivery	159	8.6 %
Overall quality of water & sewer services	196	10.5 %
None chosen	202	10.9 %
Total	1858	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	370	19.9 %
Overall maintenance of City streets/facilities	999	53.8 %
Overall enforcement of City codes/ordinances	395	21.3 %
Overall quality of customer service you receive from City employees	172	9.3 %
Overall quality of public safety services (i.e., police & fire)	1024	55.1 %
Overall effectiveness of City communication with the public	219	11.8 %
Overall flow of traffic on City streets	557	30.0 %
Overall quality of local public health services	297	16.0 %
Overall quality of City libraries	60	3.2 %
Overall management of stormwater runoff & flood control	141	7.6 %
Overall maintenance of City facilities/buildings	39	2.1 %
Overall satisfaction with City roadway project delivery	335	18.0 %
Overall quality of water & sewer services	451	24.3 %
None chosen	141	7.6 %
Total	5200	

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

(N=1858)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Overall quality of local police protection & services	18.7%	44.7%	19.1%	10.5%	3.8%	3.1%
Q6-2. Visibility of police in your neighborhood	10.2%	31.8%	24.7%	20.2%	10.3%	2.9%
Q6-3. Visibility of police in retail areas	8.5%	35.0%	29.9%	16.6%	4.0%	6.0%
Q6-4. City's effort to prevent crime	8.3%	32.6%	29.4%	16.8%	6.2%	6.6%
Q6-5. Enforcement of local traffic laws	8.1%	39.9%	26.1%	14.7%	6.6%	4.6%
Q6-6. Overall quality of local fire services	33.0%	45.4%	11.7%	0.4%	0.3%	9.2%
Q6-7. Quality of local ambulance service	23.7%	40.0%	15.7%	2.0%	0.8%	17.9%
Q6-8. How quickly police officers respond to emergencies	11.6%	28.7%	22.7%	11.1%	6.1%	19.8%
Q6-9. How quickly firefighters respond to emergencies	30.2%	36.4%	13.1%	1.3%	0.2%	18.8%
Q6-10. Adequacy of City street lighting	7.7%	39.3%	20.3%	21.0%	9.7%	1.9%
Q6-11. Adequacy of security lighting in City parks	4.6%	24.1%	28.7%	15.8%	5.5%	21.3%
Q6-12. Quality of animal control	9.0%	33.0%	24.9%	12.3%	5.8%	14.9%
Q6-13. Enforcement of codes designed to protect public safety & public health	6.8%	32.6%	28.8%	13.6%	4.9%	13.2%
Q6-14. Efforts to eliminate prostitution in your neighborhood	12.1%	18.0%	18.8%	5.4%	4.0%	41.8%
Q6-15. Efforts to eliminate drug traffic in your neighborhood	8.6%	18.5%	17.6%	13.1%	8.2%	34.0%

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

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-16. Efforts to eliminate gang activity in your neighborhood	9.5%	19.4%	17.8%	10.5%	6.7%	36.1%

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

(N=1858)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Overall quality of local police protection & services	19.3%	46.1%	19.7%	10.9%	3.9%
Q6-2. Visibility of police in your neighborhood	10.5%	32.7%	25.4%	20.8%	10.6%
Q6-3. Visibility of police in retail areas	9.0%	37.3%	31.8%	17.6%	4.2%
Q6-4. City's effort to prevent crime	8.9%	34.9%	31.5%	18.0%	6.6%
Q6-5. Enforcement of local traffic laws	8.5%	41.8%	27.4%	15.4%	6.9%
Q6-6. Overall quality of local fire services	36.3%	50.0%	12.9%	0.4%	0.4%
Q6-7. Quality of local ambulance service	28.8%	48.7%	19.1%	2.4%	1.0%
Q6-8. How quickly police officers respond to emergencies	14.5%	35.7%	28.3%	13.8%	7.6%
Q6-9. How quickly firefighters respond to emergencies	37.2%	44.9%	16.1%	1.6%	0.2%
Q6-10. Adequacy of City street lighting	7.8%	40.1%	20.7%	21.5%	9.9%
Q6-11. Adequacy of security lighting in City parks	5.8%	30.6%	36.5%	20.1%	7.0%
Q6-12. Quality of animal control	10.6%	38.8%	29.3%	14.5%	6.8%
Q6-13. Enforcement of codes designed to protect public safety & public health	7.9%	37.5%	33.3%	15.7%	5.6%
Q6-14. Efforts to eliminate prostitution in your neighborhood	20.7%	30.9%	32.3%	9.2%	6.9%
Q6-15. Efforts to eliminate drug traffic in your neighborhood	13.1%	28.1%	26.7%	19.8%	12.4%
Q6-16. Efforts to eliminate gang activity in your neighborhood	14.9%	30.3%	27.9%	16.4%	10.4%

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	674	36.3 %
Visibility of police in your neighborhood	288	15.5 %
Visibility of police in retail areas	32	1.7 %
City's effort to prevent crime	214	11.5 %
Enforcement of local traffic laws	49	2.6 %
Overall quality of local fire services	39	2.1 %
Quality of local ambulance service	15	0.8 %
How quickly police officers respond to emergencies	124	6.7 %
How quickly firefighters respond to emergencies	30	1.6 %
Adequacy of City street lighting	57	3.1 %
Adequacy of security lighting in City parks	6	0.3 %
Quality of animal control	11	0.6 %
Enforcement of codes designed to protect public safety & public health	45	2.4 %
Efforts to eliminate prostitution in your neighborhood	21	1.1 %
Efforts to eliminate drug traffic in your neighborhood	60	3.2 %
Efforts to eliminate gang activity in your neighborhood	66	3.6 %
None chosen	127	6.8 %
Total	1858	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	154	8.3 %
Visibility of police in your neighborhood	238	12.8 %
Visibility of police in retail areas	76	4.1 %
City's effort to prevent crime	265	14.3 %
Enforcement of local traffic laws	76	4.1 %
Overall quality of local fire services	166	8.9 %
Quality of local ambulance service	51	2.7 %
How quickly police officers respond to emergencies	195	10.5 %
How quickly firefighters respond to emergencies	62	3.3 %
Adequacy of City street lighting	92	5.0 %
Adequacy of security lighting in City parks	26	1.4 %
Quality of animal control	31	1.7 %
Enforcement of codes designed to protect public safety & public health	66	3.6 %
Efforts to eliminate prostitution in your neighborhood	21	1.1 %
Efforts to eliminate drug traffic in your neighborhood	108	5.8 %
Efforts to eliminate gang activity in your neighborhood	76	4.1 %
None chosen	155	8.3 %
Total	1858	100.0 %

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

<u>Q7. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection & services	98	5.3 %
Visibility of police in your neighborhood	89	4.8 %
Visibility of police in retail areas	65	3.5 %
City's effort to prevent crime	206	11.1 %
Enforcement of local traffic laws	107	5.8 %
Overall quality of local fire services	94	5.1 %
Quality of local ambulance service	100	5.4 %
How quickly police officers respond to emergencies	209	11.2 %
How quickly firefighters respond to emergencies	84	4.5 %
Adequacy of City street lighting	144	7.8 %
Adequacy of security lighting in City parks	42	2.3 %
Quality of animal control	56	3.0 %
Enforcement of codes designed to protect public safety & public health	126	6.8 %
Efforts to eliminate prostitution in your neighborhood	24	1.3 %
Efforts to eliminate drug traffic in your neighborhood	109	5.9 %
Efforts to eliminate gang activity in your neighborhood	132	7.1 %
None chosen	173	9.3 %
Total	1858	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)

<u>Q7. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection & services	926	49.8 %
Visibility of police in your neighborhood	615	33.1 %
Visibility of police in retail areas	173	9.3 %
City's effort to prevent crime	685	36.9 %
Enforcement of local traffic laws	232	12.5 %
Overall quality of local fire services	299	16.1 %
Quality of local ambulance service	166	8.9 %
How quickly police officers respond to emergencies	528	28.4 %
How quickly firefighters respond to emergencies	176	9.5 %
Adequacy of City street lighting	293	15.8 %
Adequacy of security lighting in City parks	74	4.0 %
Quality of animal control	98	5.3 %
Enforcement of codes designed to protect public safety & public health	237	12.8 %
Efforts to eliminate prostitution in your neighborhood	66	3.6 %
Efforts to eliminate drug traffic in your neighborhood	277	14.9 %
Efforts to eliminate gang activity in your neighborhood	274	14.7 %
None chosen	127	6.8 %
Total	5246	

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

(N=1858)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Maintenance of City parks	11.5%	45.0%	21.9%	7.4%	1.8%	12.4%
Q8-2. Quality of facilities, such as picnic shelters & playgrounds, at City parks	8.3%	40.9%	22.9%	10.5%	2.0%	15.4%
Q8-3. Number of City parks	9.4%	36.3%	24.4%	12.5%	2.8%	14.5%
Q8-4. Maintenance & appearance of community centers	7.0%	34.4%	27.4%	5.9%	1.1%	24.2%
Q8-5. Availability of community centers in the area where you live	7.8%	27.4%	23.7%	14.5%	4.7%	22.0%
Q8-6. Number of walking/biking trails	15.0%	34.1%	20.5%	15.3%	5.1%	10.1%
Q8-7. Availability of outdoor pools in the area where you live	4.0%	11.9%	23.1%	22.0%	15.4%	23.5%
Q8-8. City golf courses	6.8%	19.2%	32.2%	5.4%	2.3%	34.1%
Q8-9. City Zoo	43.8%	33.8%	11.1%	1.6%	0.8%	9.0%
Q8-10. Quality of outdoor athletic fields	9.6%	32.7%	25.7%	5.5%	1.4%	25.1%
Q8-11. City's youth athletic programs	6.6%	18.5%	25.5%	6.5%	2.2%	40.8%
Q8-12. City's adult athletic programs	4.8%	14.6%	29.1%	6.2%	2.0%	43.2%
Q8-13. Summer recreation programs	4.7%	16.4%	25.5%	7.5%	2.5%	43.4%
Q8-14. Ease of registering for programs	4.8%	14.7%	25.8%	6.2%	2.0%	46.3%
Q8-15. Variety of amenities at our City parks	5.2%	26.4%	28.7%	10.7%	3.3%	25.6%
Q8-16. Botanic Garden	31.9%	36.7%	13.3%	4.5%	2.7%	10.9%

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

(N=1858)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Maintenance of City parks	13.1%	51.4%	25.0%	8.4%	2.1%
Q8-2. Quality of facilities, such as picnic shelters & playgrounds, at City parks	9.9%	48.3%	27.0%	12.4%	2.4%
Q8-3. Number of City parks	11.0%	42.5%	28.5%	14.7%	3.3%
Q8-4. Maintenance & appearance of community centers	9.2%	45.4%	36.2%	7.7%	1.4%
Q8-5. Availability of community centers in the area where you live	10.0%	35.1%	30.3%	18.6%	6.0%
Q8-6. Number of walking/biking trails	16.6%	38.0%	22.8%	17.0%	5.6%
Q8-7. Availability of outdoor pools in the area where you live	5.2%	15.6%	30.3%	28.8%	20.2%
Q8-8. City golf courses	10.4%	29.2%	48.9%	8.2%	3.4%
Q8-9. City Zoo	48.1%	37.1%	12.2%	1.8%	0.8%
Q8-10. Quality of outdoor athletic fields	12.8%	43.7%	34.3%	7.3%	1.9%
Q8-11. City's youth athletic programs	11.1%	31.3%	43.0%	11.0%	3.6%
Q8-12. City's adult athletic programs	8.5%	25.7%	51.3%	10.9%	3.6%
Q8-13. Summer recreation programs	8.3%	28.9%	45.1%	13.3%	4.5%
Q8-14. Ease of registering for programs	8.9%	27.5%	48.1%	11.6%	3.8%
Q8-15. Variety of amenities at our City parks	7.0%	35.5%	38.6%	14.4%	4.5%
Q8-16. Botanic Garden	35.8%	41.1%	15.0%	5.0%	3.1%

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

Q9. Top choice	Number	Percent
Maintenance of City parks	571	30.7 %
Quality of facilities, such as picnic shelters & playgrounds, at City parks	220	11.8 %
Number of City parks	110	5.9 %
Maintenance & appearance of community centers	74	4.0 %
Availability of community centers in the area where you live	117	6.3 %
Number of walking/biking trails	159	8.6 %
Availability of outdoor pools in the area where you live	77	4.1 %
City golf courses	24	1.3 %
City Zoo	117	6.3 %
Quality of outdoor athletic fields	9	0.5 %
City's youth athletic programs	64	3.4 %
City's adult athletic programs	6	0.3 %
Summer recreation programs	37	2.0 %
Ease of registering for programs	12	0.6 %
Variety of amenities at our City parks	24	1.3 %
Botanic Garden	51	2.7 %
None chosen	186	10.0 %
Total	1858	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?

Q9. 2nd choice	Number	Percent
Maintenance of City parks	198	10.7 %
Quality of facilities, such as picnic shelters & playgrounds, at City parks	274	14.7 %
Number of City parks	95	5.1 %
Maintenance & appearance of community centers	161	8.7 %
Availability of community centers in the area where you live	106	5.7 %
Number of walking/biking trails	189	10.2 %
Availability of outdoor pools in the area where you live	105	5.7 %
City golf courses	28	1.5 %
City Zoo	99	5.3 %
Quality of outdoor athletic fields	25	1.3 %
City's youth athletic programs	90	4.8 %
City's adult athletic programs	34	1.8 %
Summer recreation programs	58	3.1 %
Ease of registering for programs	26	1.4 %
Variety of amenities at our City parks	68	3.7 %
Botanic Garden	87	4.7 %
None chosen	215	11.6 %
Total	1858	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?

Q9. 3rd choice	Number	Percent
Maintenance of City parks	135	7.3 %
Quality of facilities, such as picnic shelters & playgrounds, at City parks	157	8.4 %
Number of City parks	102	5.5 %
Maintenance & appearance of community centers	111	6.0 %
Availability of community centers in the area where you live	111	6.0 %
Number of walking/biking trails	191	10.3 %
Availability of outdoor pools in the area where you live	89	4.8 %
City golf courses	35	1.9 %
City Zoo	144	7.8 %
Quality of outdoor athletic fields	42	2.3 %
City's youth athletic programs	90	4.8 %
City's adult athletic programs	42	2.3 %
Summer recreation programs	84	4.5 %
Ease of registering for programs	42	2.3 %
Variety of amenities at our City parks	118	6.4 %
Botanic Garden	118	6.4 %
None chosen	247	13.3 %
Total	1858	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)

Q9. Sum of top 3 choices	Number	Percent
Maintenance of City parks	904	48.7 %
Quality of facilities, such as picnic shelters & playgrounds, at City parks	651	35.0 %
Number of City parks	307	16.5 %
Maintenance & appearance of community centers	346	18.6 %
Availability of community centers in the area where you live	334	18.0 %
Number of walking/biking trails	539	29.0 %
Availability of outdoor pools in the area where you live	271	14.6 %
City golf courses	87	4.7 %
City Zoo	360	19.4 %
Quality of outdoor athletic fields	76	4.1 %
City's youth athletic programs	244	13.1 %
City's adult athletic programs	82	4.4 %
Summer recreation programs	179	9.6 %
Ease of registering for programs	80	4.3 %
Variety of amenities at our City parks	210	11.3 %
Botanic Garden	256	13.8 %
None chosen	186	10.0 %
Total	5112	

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

(N=1858)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Overall quality of available materials	18.1%	32.6%	15.9%	3.2%	0.6%	29.7%
Q10-2. Overall quality & quantity of programs	14.0%	29.5%	17.9%	3.8%	0.6%	34.2%
Q10-3. Availability of library branches in the area where you live	20.6%	38.4%	13.8%	6.8%	2.0%	18.4%

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

(N=1858)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Overall quality of available materials	25.7%	46.4%	22.6%	4.5%	0.8%
Q10-2. Overall quality & quantity of programs	21.3%	44.8%	27.2%	5.8%	0.9%
Q10-3. Availability of library branches in the area where you live	25.2%	47.1%	16.9%	8.4%	2.4%

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

(N=1858)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Mowing & trimming of parks	13.3%	48.5%	18.8%	8.6%	3.0%	7.8%
Q11-2. Mowing & trimming along City streets	9.8%	37.7%	20.9%	20.4%	7.9%	3.3%
Q11-3. Cleanliness of major City streets/public areas	8.6%	35.8%	21.6%	22.2%	9.1%	2.7%
Q11-4. Cleanliness of your neighborhood	15.6%	39.5%	16.7%	17.7%	8.1%	2.5%
Q11-5. Maintenance of residential property	10.0%	42.2%	25.2%	12.5%	5.5%	4.5%
Q11-6. Maintenance of business property	8.9%	43.3%	27.4%	10.0%	3.5%	6.9%
Q11-7. Appearance of retail convenience stores in your neighborhood	9.8%	41.7%	23.7%	14.6%	6.5%	3.7%
Q11-8. Condition of rental housing/apartments in your neighborhood	6.8%	31.2%	26.0%	17.8%	9.6%	8.5%
Q11-9. Satisfaction with regulation of signs in City	7.5%	40.9%	29.2%	10.6%	3.7%	8.2%
Q11-10. How quickly graffiti is removed	8.0%	29.5%	25.2%	8.8%	2.5%	26.0%
Q11-11. How well litter is kept under control	6.4%	29.7%	22.3%	24.4%	11.9%	5.4%

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

(N=1858)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Mowing & trimming of parks	14.5%	52.6%	20.4%	9.3%	3.3%
Q11-2. Mowing & trimming along City streets	10.1%	39.0%	21.7%	21.1%	8.1%
Q11-3. Cleanliness of major City streets/ public areas	8.8%	36.8%	22.2%	22.8%	9.3%
Q11-4. Cleanliness of your neighborhood	15.9%	40.5%	17.1%	18.2%	8.3%
Q11-5. Maintenance of residential property	10.4%	44.3%	26.4%	13.1%	5.7%
Q11-6. Maintenance of business property	9.6%	46.5%	29.4%	10.7%	3.8%
Q11-7. Appearance of retail convenience stores in your neighborhood	10.2%	43.3%	24.6%	15.2%	6.7%
Q11-8. Condition of rental housing/ apartments in your neighborhood	7.4%	34.1%	28.5%	19.5%	10.5%
Q11-9. Satisfaction with regulation of signs in City	8.2%	44.5%	31.8%	11.5%	4.0%
Q11-10. How quickly graffiti is removed	10.8%	39.9%	34.1%	11.9%	3.4%
Q11-11. How well litter is kept under control	6.7%	31.3%	23.5%	25.8%	12.6%

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

<u>Q12. Top choice</u>	<u>Number</u>	<u>Percent</u>
Mowing & trimming of parks	198	10.7 %
Mowing & trimming along City streets	293	15.8 %
Cleanliness of major City streets/public areas	518	27.9 %
Cleanliness of your neighborhood	213	11.5 %
Maintenance of residential property	51	2.7 %
Maintenance of business property	22	1.2 %
Appearance of retail convenience stores in your neighborhood	36	1.9 %
Condition of rental housing/apartments in your neighborhood	105	5.7 %
Satisfaction with regulation of signs in City	22	1.2 %
How quickly graffiti is removed	34	1.8 %
How well litter is kept under control	207	11.1 %
None chosen	159	8.6 %
Total	1858	100.0 %

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

<u>Q12. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Mowing & trimming of parks	110	5.9 %
Mowing & trimming along City streets	233	12.5 %
Cleanliness of major City streets/public areas	300	16.1 %
Cleanliness of your neighborhood	220	11.8 %
Maintenance of residential property	145	7.8 %
Maintenance of business property	50	2.7 %
Appearance of retail convenience stores in your neighborhood	91	4.9 %
Condition of rental housing/apartments in your neighborhood	144	7.8 %
Satisfaction with regulation of signs in City	46	2.5 %
How quickly graffiti is removed	80	4.3 %
How well litter is kept under control	252	13.6 %
None chosen	187	10.1 %
Total	1858	100.0 %

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

<u>Q12. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Mowing & trimming of parks	111	6.0 %
Mowing & trimming along City streets	158	8.5 %
Cleanliness of major City streets/public areas	217	11.7 %
Cleanliness of your neighborhood	183	9.8 %
Maintenance of residential property	108	5.8 %
Maintenance of business property	84	4.5 %
Appearance of retail convenience stores in your neighborhood	102	5.5 %
Condition of rental housing/apartments in your neighborhood	204	11.0 %
Satisfaction with regulation of signs in City	63	3.4 %
How quickly graffiti is removed	95	5.1 %
How well litter is kept under control	329	17.7 %
None chosen	204	11.0 %
Total	1858	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)

<u>Q12. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Mowing & trimming of parks	419	22.6 %
Mowing & trimming along City streets	684	36.8 %
Cleanliness of major City streets/public areas	1035	55.7 %
Cleanliness of your neighborhood	616	33.2 %
Maintenance of residential property	304	16.4 %
Maintenance of business property	156	8.4 %
Appearance of retail convenience stores in your neighborhood	229	12.3 %
Condition of rental housing/apartments in your neighborhood	453	24.4 %
Satisfaction with regulation of signs in City	131	7.1 %
How quickly graffiti is removed	209	11.2 %
How well litter is kept under control	788	42.4 %
None chosen	159	8.6 %
Total	5183	

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

(N=1858)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Availability of information about City programs & services	9.4%	30.2%	27.5%	15.3%	4.0%	13.6%
Q13-2. Overall level of public involvement in local decision making	4.5%	19.9%	28.1%	22.2%	9.3%	15.9%
Q13-3. Quality of City's website	8.3%	33.6%	30.5%	8.6%	2.7%	16.3%
Q13-4. Quality of City's informational inserts that come with City water bill	13.1%	43.2%	25.0%	4.7%	2.0%	11.9%
Q13-5. How well City responds to requests for information under State's Public Information Act	5.0%	16.5%	25.0%	4.7%	2.2%	46.7%

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

(N=1858)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Availability of information about City programs & services	10.8%	35.0%	31.8%	17.7%	4.6%
Q13-2. Overall level of public involvement in local decision making	5.3%	23.7%	33.5%	26.4%	11.1%
Q13-3. Quality of City's website	9.9%	40.1%	36.4%	10.3%	3.3%
Q13-4. Quality of City's informational inserts that come with City water bill	14.9%	49.1%	28.4%	5.3%	2.3%
Q13-5. How well City responds to requests for information under State's Public Information Act	9.3%	30.9%	46.9%	8.9%	4.0%

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

Q14. From which following sources do you receive news & information about City	Number	Percent
FWTV (City's cable station)	111	6.0 %
City website—www.fortworthtexas.gov	791	42.6 %
City News—daily newsletter	224	12.1 %
City Times—monthly water bill insert	799	43.0 %
City information through your neighborhood association	354	19.1 %
City's Facebook page	283	15.2 %
City's Twitter account	70	3.8 %
NextDoor	634	34.1 %
Town Halls or public meetings	128	6.9 %
Presentations at neighborhood meetings	113	6.1 %
Local TV news	1060	57.1 %
Star Telegram	415	22.3 %
City Council District office	46	2.5 %
City Call Center	41	2.2 %
Total	5069	

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

(N=1858)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Weekly residential curbside garbage collection service	32.7%	45.2%	8.2%	7.9%	3.1%	2.9%
Q15-2. Weekly residential curbside recycling services	31.8%	46.4%	9.3%	6.2%	2.6%	3.7%
Q15-3. Weekly residential yard waste collection	28.4%	42.8%	12.3%	6.2%	2.2%	8.1%
Q15-4. Monthly residential bulky waste collection	26.7%	40.8%	13.4%	9.5%	3.8%	5.8%
Q15-5. Drop-off stations for garbage, brush, recycling & big/oversized items	25.0%	35.4%	14.0%	5.7%	1.6%	18.4%
Q15-6. Water & wastewater quality	20.3%	45.9%	18.3%	6.7%	3.0%	5.9%
Q15-7. Taste of your tap water	18.5%	39.0%	19.7%	10.9%	5.5%	6.5%
Q15-8. Overall quality of lakes, rivers, & streams	10.0%	36.2%	25.6%	11.7%	3.3%	13.2%

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

(N=1858)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Weekly residential curbside garbage collection service	33.7%	46.5%	8.5%	8.1%	3.2%
Q15-2. Weekly residential curbside recycling services	33.0%	48.2%	9.6%	6.5%	2.7%
Q15-3. Weekly residential yard waste collection	30.9%	46.6%	13.4%	6.8%	2.4%
Q15-4. Monthly residential bulky waste collection	28.4%	43.3%	14.2%	10.1%	4.1%
Q15-5. Drop-off stations for garbage, brush, recycling & big/oversized items	30.6%	43.3%	17.2%	6.9%	2.0%
Q15-6. Water & wastewater quality	21.6%	48.7%	19.5%	7.1%	3.1%
Q15-7. Taste of your tap water	19.7%	41.7%	21.1%	11.6%	5.9%
Q15-8. Overall quality of lakes, rivers, & streams	11.5%	41.7%	29.5%	13.5%	3.8%

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 with a question, problem, or complaint during past twelve months	Number	Percent
Yes	801	43.1 %
No	1017	54.7 %
Not provided	40	2.2 %
Total	1858	100.0 %

WITHOUT "NOT PROVIDED"

Q16. CUSTOMER SERVICE. Have you contacted the City of Fort Worth with a question, problem, or complaint during the past twelve months? (without "not provided")

Q16. Have you contacted City with a question, problem, or complaint during past twelve months	Number	Percent
Yes	801	44.1 %
No	1017	55.9 %
Total	1818	100.0 %

Q16a. (If YES to Question 16) Which ONE of the following services/issues did you contact the City most recently?

Q16a. Which one service/issue did you contact City about most recently	Number	Percent
Animal Control	73	9.1 %
City Council issue	5	0.6 %
Code Enforcement	144	18.0 %
Fire	7	0.9 %
Municipal Court	6	0.7 %
Parks & Recreation	16	2.0 %
Planning/Development	24	3.0 %
Police	53	6.6 %
Street Maintenance	57	7.1 %
Traffic Signals/Streetlights	68	8.5 %
Trash, Recycling or Yard Waste	175	21.8 %
Water	111	13.9 %
Other	48	6.0 %
Not provided	14	1.7 %
Total	801	100.0 %

WITHOUT "NOT PROVIDED"

Q16a. (If YES to Question 16) Which ONE of the following services/issues did you contact the City most recently? (without "not provided")

Q16a. Which one service/issue did you contact City about most recently	Number	Percent
Animal Control	73	9.3 %
City Council issue	5	0.6 %
Code Enforcement	144	18.3 %
Fire	7	0.9 %
Municipal Court	6	0.8 %
Parks & Recreation	16	2.0 %
Planning/Development	24	3.0 %
Police	53	6.7 %
Street Maintenance	57	7.2 %
Traffic Signals/Streetlights	68	8.6 %
Trash, Recycling or Yard Waste	175	22.2 %
Water	111	14.1 %
Other	48	6.1 %
Total	787	100.0 %

Q16a-13. Other

Q16a-13. Other	Number	Percent
Filed a complaint against mowing contractor for busting my fence	1	2.1 %
Permit for home improvement	1	2.1 %
Lack of parking enforcement on city streets	1	2.1 %
Library	1	2.1 %
Bums in the neighborhood	1	2.1 %
Sidewalk sinking	1	2.1 %
Water main break	1	2.1 %
Mayor	1	2.1 %
Code enforcement, sidewalk request for my neighborhood	1	2.1 %
Mowing the alley behind my house	1	2.1 %
Storm/water	1	2.1 %
Trying to get trash picked up in the green belts	1	2.1 %
Homeless in vacant house next door to me	1	2.1 %
Abandoned cars on neighborhood streets	1	2.1 %
Street opening/building	1	2.1 %
COVID place for shots	1	2.1 %
Traffic	1	2.1 %
Speeding thru school zones	1	2.1 %
Tree trimming	1	2.1 %
Freeze emergency	1	2.1 %
Mowing an island	1	2.1 %
Litter control	1	2.1 %
Change lights on streets	1	2.1 %
City Council person	1	2.1 %
Sewage back ups	1	2.1 %
Animal control	1	2.1 %
COVID	1	2.1 %
Municipal redistricting	1	2.1 %
911	1	2.1 %
Called for noise complaint of neighbors	1	2.1 %
Litter in front of our neighborhood, grocery carts left on Randol Mill Rd	1	2.1 %
Excessive sound	1	2.1 %
Multi-family apartment issue	1	2.1 %
Control of homeless people	1	2.1 %
Trash all over our highways and city streets	1	2.1 %
City's towing policy	1	2.1 %
Covid testing question	1	2.1 %
Voting locations	1	2.1 %
Police, code enforcement, animal control	1	2.1 %
Mandates	1	2.1 %
Correction of property damage caused during street repair	1	2.1 %
I reported some possibly stolen dumped TVs	1	2.1 %
Grass is over grown on empty lot next to my house	1	2.1 %
Alarm permit renewal	1	2.1 %
Continue to have sewerage problems	1	2.1 %
Trying to get help with home repairs	1	2.1 %
911 Fire Department responded to help me lift my wife from the floor	1	2.1 %
Tree limbs	1	2.1 %
Total	48	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=801)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q16b-1. They were easy to contact	29.8%	40.8%	9.7%	10.4%	8.1%	1.1%
Q16b-2. They were courteous & polite	36.1%	36.8%	14.2%	4.9%	3.5%	4.5%
Q16b-3. They gave prompt, accurate, & complete answers to questions	29.8%	31.0%	13.9%	14.0%	8.0%	3.4%
Q16b-4. They did what they said they would do in a timely manner	25.8%	27.5%	15.0%	13.6%	11.6%	6.5%
Q16b-5. They helped you resolve an issue to your satisfaction	27.0%	26.1%	11.6%	14.6%	16.7%	4.0%

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=801)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q16b-1. They were easy to contact	30.2%	41.3%	9.8%	10.5%	8.2%
Q16b-2. They were courteous & polite	37.8%	38.6%	14.9%	5.1%	3.7%
Q16b-3. They gave prompt, accurate, & complete answers to questions	30.9%	32.0%	14.3%	14.5%	8.3%
Q16b-4. They did what they said they would do in a timely manner	27.6%	29.4%	16.0%	14.6%	12.4%
Q16b-5. They helped you resolve an issue to your satisfaction	28.1%	27.2%	12.1%	15.2%	17.4%

Q17. How often do you use public transportation?

Q17. How often do you use public transportation	Number	Percent
Almost every day	15	0.8 %
A few times per week	7	0.4 %
A few times per month	29	1.6 %
A few times per year	138	7.4 %
Seldom or never	1608	86.5 %
Not provided	61	3.3 %
Total	1858	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 every day	15	0.8 %
A few times per week	7	0.4 %
A few times per month	29	1.6 %
A few times per year	138	7.7 %
Seldom or never	1608	89.5 %
Total	1797	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 generally think about state of economy in Fort Worth	Number	Percent
Better	941	50.6 %
About the same	635	34.2 %
Worse	103	5.5 %
Don't know	179	9.6 %
Total	1858	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 generally think about state of economy in Fort Worth	Number	Percent
Better	941	56.0 %
About the same	635	37.8 %
Worse	103	6.1 %
Total	1679	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=1858)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Condition of neighborhood streets near your home	12.3%	36.9%	15.0%	24.2%	10.0%	1.6%
Q19-2. Maintenance of major City streets	7.6%	35.3%	21.3%	26.0%	8.1%	1.7%
Q19-3. Ease of walking in your neighborhood	18.6%	39.8%	15.9%	15.3%	7.5%	2.9%
Q19-4. Ease of biking in your neighborhood	13.5%	30.5%	19.7%	15.4%	7.4%	13.6%
Q19-5. Adequacy of street lighting in your neighborhood	12.3%	37.9%	17.8%	19.9%	10.0%	2.2%
Q19-6. Flow of traffic on major City streets that are within one mile of your home	7.9%	36.3%	20.1%	20.8%	13.0%	1.9%
Q19-7. Timing of traffic signals on City streets that are within one mile of your home	8.1%	41.8%	20.5%	18.0%	9.5%	2.1%
Q19-8. Visibility of pavement markings & striping on City streets within one mile of your home	9.6%	38.6%	20.6%	19.1%	8.9%	3.2%
Q19-9. How quickly City personnel make repairs to streets in your neighborhood	4.9%	22.6%	24.1%	23.4%	16.1%	8.9%
Q19-10. Numbers/availability of sidewalks	10.5%	30.9%	18.3%	21.0%	14.7%	4.5%
Q19-11. Maintenance of streets in your neighborhood	8.4%	32.3%	22.1%	22.2%	11.9%	3.0%

WITHOUT "DON'T KNOW"**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=1858)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Condition of neighborhood streets near your home	12.5%	37.5%	15.3%	24.6%	10.1%
Q19-2. Maintenance of major City streets	7.8%	35.9%	21.7%	26.5%	8.2%
Q19-3. Ease of walking in your neighborhood	19.2%	41.0%	16.4%	15.7%	7.7%
Q19-4. Ease of biking in your neighborhood	15.6%	35.2%	22.8%	17.8%	8.5%
Q19-5. Adequacy of street lighting in your neighborhood	12.5%	38.7%	18.2%	20.4%	10.2%
Q19-6. Flow of traffic on major City streets that are within one mile of your home	8.1%	37.0%	20.5%	21.2%	13.2%
Q19-7. Timing of traffic signals on City streets that are within one mile of your home	8.3%	42.7%	20.9%	18.4%	9.7%
Q19-8. Visibility of pavement markings & striping on City streets within one mile of your home	9.9%	39.9%	21.2%	19.7%	9.2%
Q19-9. How quickly City personnel make repairs to streets in your neighborhood	5.4%	24.8%	26.5%	25.7%	17.7%
Q19-10. Numbers/availability of sidewalks	11.0%	32.4%	19.2%	22.0%	15.4%
Q19-11. Maintenance of streets in your neighborhood	8.7%	33.3%	22.8%	22.9%	12.3%

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	471	25.3 %
Maintenance of major City streets	427	23.0 %
Ease of walking in your neighborhood	107	5.8 %
Ease of biking in your neighborhood	29	1.6 %
Adequacy of street lighting in your neighborhood	170	9.1 %
Flow of traffic on major City streets that are within one mile of your home	204	11.0 %
Timing of traffic signals on city streets that are within one mile of your home	44	2.4 %
Visibility of pavement markings & striping on City streets within one mile of your home	42	2.3 %
How quickly City personnel make repairs to streets in your neighborhood	57	3.1 %
Numbers/availability of sidewalks	63	3.4 %
Maintenance of streets in your neighborhood	106	5.7 %
<u>None chosen</u>	<u>138</u>	<u>7.4 %</u>
Total	1858	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	224	12.1 %
Maintenance of major City streets	300	16.1 %
Ease of walking in your neighborhood	126	6.8 %
Ease of biking in your neighborhood	52	2.8 %
Adequacy of street lighting in your neighborhood	217	11.7 %
Flow of traffic on major City streets that are within one mile of your home	230	12.4 %
Timing of traffic signals on city streets that are within one mile of your home	116	6.2 %
Visibility of pavement markings & striping on City streets within one mile of your home	77	4.1 %
How quickly City personnel make repairs to streets in your neighborhood	136	7.3 %
Numbers/availability of sidewalks	94	5.1 %
Maintenance of streets in your neighborhood	120	6.5 %
<u>None chosen</u>	<u>166</u>	<u>8.9 %</u>
Total	1858	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	128	6.9 %
Maintenance of major City streets	126	6.8 %
Ease of walking in your neighborhood	111	6.0 %
Ease of biking in your neighborhood	51	2.7 %
Adequacy of street lighting in your neighborhood	214	11.5 %
Flow of traffic on major City streets that are within one mile of your home	197	10.6 %
Timing of traffic signals on city streets that are within one mile of your home	153	8.2 %
Visibility of pavement markings & striping on City streets within one mile of your home	133	7.2 %
How quickly City personnel make repairs to streets in your neighborhood	221	11.9 %
Numbers/availability of sidewalks	114	6.1 %
Maintenance of streets in your neighborhood	219	11.8 %
<u>None chosen</u>	<u>191</u>	<u>10.3 %</u>
Total	1858	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	823	44.3 %
Maintenance of major City streets	853	45.9 %
Ease of walking in your neighborhood	344	18.5 %
Ease of biking in your neighborhood	132	7.1 %
Adequacy of street lighting in your neighborhood	601	32.3 %
Flow of traffic on major City streets that are within one mile of your home	631	34.0 %
Timing of traffic signals on city streets that are within one mile of your home	313	16.8 %
Visibility of pavement markings & striping on City streets within one mile of your home	252	13.6 %
How quickly City personnel make repairs to streets in your neighborhood	414	22.3 %
Numbers/availability of sidewalks	271	14.6 %
Maintenance of streets in your neighborhood	445	24.0 %
<u>None chosen</u>	<u>138</u>	<u>7.4 %</u>
Total	5217	

Q21. How satisfied are you with the availability and accessibility of healthy foods where you live?

Q21. How satisfied are you with availability & accessibility of healthy foods where you live	Number	Percent
Very satisfied	458	24.7 %
Satisfied	704	37.9 %
Neutral	270	14.5 %
Dissatisfied	222	11.9 %
Very dissatisfied	115	6.2 %
Don't know	89	4.8 %
Total	1858	100.0 %

WITHOUT "DON'T KNOW"**Q21. How satisfied are you with the availability and accessibility of healthy foods where you live? (without "don't know")**

Q21. How satisfied are you with availability & accessibility of healthy foods where you live	Number	Percent
Very satisfied	458	25.9 %
Satisfied	704	39.8 %
Neutral	270	15.3 %
Dissatisfied	222	12.5 %
Very dissatisfied	115	6.5 %
Total	1769	100.0 %

Q22. How supportive are you of efforts to increase the amount of green open space in the City?

Q22. How supportive are you of efforts to increase amount of green open space in City

	Number	Percent
Very supportive	824	44.3 %
Supportive	604	32.5 %
Neutral	255	13.7 %
Not supportive	44	2.4 %
Not at all supportive	14	0.8 %
Don't know	117	6.3 %
Total	1858	100.0 %

WITHOUT "DON'T KNOW"**Q22. How supportive are you of efforts to increase the amount of green open space in the City? (without "don't know")**

Q22. How supportive are you of efforts to increase amount of green open space in City

	Number	Percent
Very supportive	824	47.3 %
Supportive	604	34.7 %
Neutral	255	14.6 %
Not supportive	44	2.5 %
Not at all supportive	14	0.8 %
Total	1741	100.0 %

Q23. Does the City offer you adequate ways to address Municipal Court citations without coming to the courthouse?

Q23. Does City offer you adequate ways to address
Municipal Court citations without coming to courthouse

	Number	Percent
Yes	376	20.2 %
No	166	8.9 %
Not sure	1171	63.0 %
Not provided	145	7.8 %
Total	1858	100.0 %

WITHOUT "NOT PROVIDED"

Q23. Does the City offer you adequate ways to address Municipal Court citations without coming to the courthouse? (without "not provided")

Q23. Does City offer you adequate ways to address
Municipal Court citations without coming to courthouse

	Number	Percent
Yes	376	21.9 %
No	166	9.7 %
Not sure	1171	68.4 %
Total	1713	100.0 %

Q24. Which of the following types of transportation do you usually use to get to and from most destinations in Fort Worth?

Q24. Which following types of transportation do you usually use to get to & from most destinations in Fort Worth

	Number	Percent
Drive alone in a personal automobile	1788	96.2 %
Carpool or vanpool	150	8.1 %
Walk	164	8.8 %
Bicycle	80	4.3 %
Bus	30	1.6 %
Train	47	2.5 %
Other	18	1.0 %
Total	2277	

Q24-7. Other

Q24-7. Other	Number	Percent
Uber or Lyft	14	82.4 %
Medical Transportation	2	11.8 %
Work from home	1	5.9 %
Total	17	100.0 %

Q25. In the past 30 days, have you used any of the following types of transportation to get around the City of Fort Worth?

Q25. What following types of transportation have you used to get around City in past 30 day

	Number	Percent
Drive alone in a personal automobile	1714	92.2 %
Carpool or vanpool	229	12.3 %
Walk	450	24.2 %
Bicycle	163	8.8 %
Bus	50	2.7 %
Train	71	3.8 %
Other	20	1.1 %
Total	2697	

Q25-7. Other

Q25-7. Other	Number	Percent
Uber/Lyft	16	80.0 %
Rideshare	3	15.0 %
Access Care	1	5.0 %
Total	20	100.0 %

Q26. How many persons currently live in your household?

Q26. How many persons currently live in your household	Number	Percent
1	344	18.5 %
2	750	40.4 %
3	323	17.4 %
4	196	10.5 %
5	88	4.7 %
6	48	2.6 %
7+	32	1.7 %
Not provided	77	4.1 %
Total	1858	100.0 %

WITHOUT "NOT PROVIDED"**Q26. How many persons currently live in your household? (without "not provided")**

Q26. How many persons currently live in your household	Number	Percent
1	344	19.3 %
2	750	42.1 %
3	323	18.1 %
4	196	11.0 %
5	88	4.9 %
6	48	2.7 %
7+	32	1.8 %
Total	1781	100.0 %

Q27. Do you own or rent your home?

Q27. Do you own or rent your home	Number	Percent
Own	1418	76.3 %
Rent	404	21.7 %
Not provided	36	1.9 %
Total	1858	100.0 %

WITHOUT "NOT PROVIDED"**Q27. Do you own or rent your home? (without "not provided")**

Q27. Do you own or rent your home	Number	Percent
Own	1418	77.8 %
Rent	404	22.2 %
Total	1822	100.0 %

Q28. Approximately how many years have you lived in the City of Fort Worth?

Q28. How many years have you lived in City of Fort Worth	Number	Percent
0-5	143	7.7 %
6-10	109	5.9 %
11-15	160	8.6 %
16-20	234	12.6 %
21-30	359	19.3 %
31+	754	40.6 %
Not provided	99	5.3 %
Total	1858	100.0 %

WITHOUT "NOT PROVIDED"**Q28. Approximately how many years have you lived in the City of Fort Worth? (without "not provided")**

Q28. How many years have you lived in City of Fort Worth	Number	Percent
0-5	143	8.1 %
6-10	109	6.2 %
11-15	160	9.1 %
16-20	234	13.3 %
21-30	359	20.4 %
31+	754	42.9 %
Total	1759	100.0 %

Q29. What is your total annual household income?

Q29. What is your total annual household income	Number	Percent
Under \$15K	127	6.8 %
\$15K-\$29,999	165	8.9 %
\$30K-\$59,999	356	19.2 %
\$60K-\$99,999	413	22.2 %
\$100K-\$124,999	231	12.4 %
\$125K+	322	17.3 %
Not provided	244	13.1 %
Total	1858	100.0 %

WITHOUT "NOT PROVIDED"**Q29. What is your total annual household income: (without "not provided")**

Q29. What is your total annual household income	Number	Percent
Under \$15K	127	7.9 %
\$15K-\$29,999	165	10.2 %
\$30K-\$59,999	356	22.1 %
\$60K-\$99,999	413	25.6 %
\$100K-\$124,999	231	14.3 %
\$125K+	322	20.0 %
Total	1614	100.0 %

Q30. What is your age?

Q30. Your age	Number	Percent
18-34	343	18.5 %
35-44	360	19.4 %
45-54	367	19.8 %
55-64	368	19.8 %
65+	362	19.5 %
Not provided	58	3.1 %
Total	1858	100.0 %

WITHOUT "NOT PROVIDED"**Q30. What is your age? (without "not provided")**

Q30. Your age	Number	Percent
18-34	343	19.1 %
35-44	360	20.0 %
45-54	367	20.4 %
55-64	368	20.4 %
65+	362	20.1 %
Total	1800	100.0 %

Q31. Which of the following best describes your race/ethnicity?

Q31. Which following best describes your race/ethnicity	Number	Percent
Asian/Pacific Islander	83	4.5 %
Black/African American	345	18.6 %
Native American	26	1.4 %
White/Caucasian	1121	60.3 %
Hispanic	632	34.0 %
Other	12	0.6 %
Total	2219	

Q31-6. Self-describe your race/ethnicity:

Q31-6. Self-describe your race/ethnicity	Number	Percent
Mixed	7	58.3 %
Multi-racial	2	16.7 %
Belgian/Norwegian	1	8.3 %
JEW	1	8.3 %
Mexican American	1	8.3 %
Total	12	100.0 %

Q32. To which gender do you identify yourself with?

Q32. Your gender	Number	Percent
Woman	931	50.1 %
Man	921	49.6 %
Non-Binary	2	0.1 %
Prefer to self-describe	1	0.1 %
Not provided	3	0.2 %
Total	1858	100.0 %

WITHOUT "NOT PROVIDED"**Q32. To which gender do you identify yourself with? (without "not provided")**

Q32. Your gender	Number	Percent
Woman	931	50.2 %
Man	921	49.6 %
Non-Binary	2	0.1 %
Prefer to self-describe	1	0.1 %
Total	1855	100.0 %

Q33. Do you volunteer in the community at least one hour per month?

Q33. Do you volunteer in the community at least one hour per month	Number	Percent
Yes	526	28.3 %
No	1319	71.0 %
Not provided	13	0.7 %
Total	1858	100.0 %

WITHOUT "NOT PROVIDED"**Q33. Do you volunteer in the community at least one hour per month? (without "not provided")**

Q33. Do you volunteer in the community at least one hour per month	Number	Percent
Yes	526	28.5 %
No	1319	71.5 %
Total	1845	100.0 %

A large graphic element 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 '6'. To the right of the circle, the words 'Survey Instrument' are written in a bold, white, sans-serif font.

6 Survey Instrument



Dear fellow Fort Worth resident:

We need your feedback! The City of Fort Worth is conducting a survey to find out what you think about the quality of our city services.

As we prepare for future budgets, bond packages and more, we will be making critical decisions that affect a wide range of city services, including public safety, parks, libraries, code enforcement, transportation and many others. To make sure our priorities are aligned with your needs, we want to hear from YOU.

We realize this survey will take some time to complete, but every question is important. The time you invest will influence discussion and decisions, ultimately impacting our city's future. Your responses will also allow city leaders to identify and address the many opportunities and challenges facing our community.

Please return the enclosed survey within one week in the provided postage-paid envelope. Your response will remain confidential. If you prefer, you can also take this survey online at FortWorthCommunity.org.

If you have any questions, contact Jennifer Snyder at Jennifer.Snyder@fortworthtexas.gov.

Thank you for your continued support as we **move Fort Worth forward, together.**

Sincerely,

Mattie Parker
Mayor of Fort Worth

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

MATTIE PARKER, MAYOR

CITY OF FORT WORTH ★ 200 TEXAS STREET ★ FORT WORTH, TEXAS 76102
(817) 392-6118 ★ FAX (817) 392-2409



2021 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. If you would like to take the survey online please go to fortworthcommunity.org. Thank you!

1. <u>Perceptions of the City.</u> Please rate your satisfaction with the following:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall value that you receive for your city tax dollars and fees	5	4	3	2	1	9
2.	Overall quality of life in the City	5	4	3	2	1	9
3.	Overall quality of public schools in the City	5	4	3	2	1	9
4.	How well the City is managing growth	5	4	3	2	1	9
5.	Overall quality of city services	5	4	3	2	1	9
2. <u>Quality of Life in Fort Worth.</u> Please rate the City of Fort Worth:		Excellent	Good	Neutral	Below Average	Poor	Don't Know
1.	As a place to live	5	4	3	2	1	9
2.	As a place to raise children	5	4	3	2	1	9
3.	As a place to work	5	4	3	2	1	9
4.	As a place to retire	5	4	3	2	1	9
3. <u>Feeling of Safety.</u> Please rate your level of agreement with the following statements:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	I feel safe in my neighborhood during the day	5	4	3	2	1	9
2.	I feel safe in my neighborhood at night	5	4	3	2	1	9
3.	I feel safe in city parks	5	4	3	2	1	9
4.	I feel safe in other public areas of the City, like the stockyards, cultural district, etc.	5	4	3	2	1	9
5.	My kids are safe in our schools	5	4	3	2	1	9
4. <u>Overall Satisfaction with Major City Services.</u> Please rate your satisfaction with the following:		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. <u>Public Safety Services.</u> 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. <u>Parks and Recreation Services.</u> 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.	The city's youth athletic programs	5	4	3	2	1	9
12.	The city's adult athletic programs	5	4	3	2	1	9
13.	Summer recreation programs	5	4	3	2	1	9
14.	Ease of registering for programs	5	4	3	2	1	9
15.	The variety of amenities at our City Parks	5	4	3	2	1	9
16.	Botanic Garden	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. <u>Library Ratings</u> . Please rate your satisfaction with the following:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of available materials	5	4	3	2	1	9
2.	Overall quality and quantity of programs	5	4	3	2	1	9
3.	The availability of library branches in the area where you live	5	4	3	2	1	9
11. <u>Maintenance and Appearance of the City</u> . Please rate your satisfaction with the following:		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. 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. <u>City Communication</u> . Please rate your satisfaction with the following:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The availability of information about city programs and services	5	4	3	2	1	9
2.	The overall level of public involvement in local decision making	5	4	3	2	1	9
3.	The quality of the City's website	5	4	3	2	1	9
4.	The quality of the City's informational inserts that come with the City water bill	5	4	3	2	1	9
5.	How well the City responds to requests for information under the State's Public Information Act	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) Town Halls or Public Meetings |
| ____(02) City website-www.fortworthtexas.gov | ____(10) Presentations at neighborhood meetings |
| ____(03) City News-daily newsletter | ____(11) Local TV news |
| ____(04) City Times-monthly water bill insert | ____(12) Star Telegram |
| ____(05) City information through your Neighborhood Association | ____(13) City Council District office |
| ____(06) City's Facebook page | ____(14) City call center |
| ____(07) City's Twitter account | |
| ____(08) NextDoor | |

15. <u>Solid Waste, Water, and Environmental Ratings.</u> Please rate your satisfaction with the following:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Weekly residential curbside garbage collection service	5	4	3	2	1	9
2.	Weekly residential curbside recycling services	5	4	3	2	1	9
3.	Weekly residential yard waste collection	5	4	3	2	1	9
4.	Monthly residential bulky waste collection	5	4	3	2	1	9
5.	Drop-off stations for garbage, brush, recycling and big/oversized items	5	4	3	2	1	9
6.	Water and wastewater quality	5	4	3	2	1	9
7.	Taste of your tap water	5	4	3	2	1	9
8.	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 | ____(08) Police |
| ____(02) City council issue | ____(09) Street maintenance |
| ____(03) Code enforcement | ____(10) Traffic signals/streetlights |
| ____(04) Fire | ____(11) Trash, recycling or yard waste |
| ____(05) Municipal court | ____(12) Water |
| ____(06) Parks and recreation | ____(13) Other: _____ |
| ____(07) Planning/Development | |

16b. <u>Customer Service Ratings.</u> 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 Q16a:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	They were easy to contact	5	4	3	2	1	9
2.	They were courteous and polite	5	4	3	2	1	9
3.	They gave prompt, accurate, and complete answers to questions	5	4	3	2	1	9
4.	They did what they said they would do in a timely manner	5	4	3	2	1	9
5.	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?

- ____(1) Better ____ (2) About the same ____ (3) Worse ____ (9) Don't know

19. <u>Traffic and Transportation Services and Facilities in the Area Where you Live.</u> Please rate your satisfaction with the following where you live:		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 satisfied are you with the availability and accessibility of healthy foods where you live?

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

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

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

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

____ (1) Yes ____ (2) No ____ (3) Not sure

Demographics

24. 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

25. 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

26. **How many persons currently live in your household?** _____ people
27. **Do you own or rent your home?** _____(1) Own _____(2) Rent
28. **Approximately how many years have you lived in the City of Fort Worth?** _____ years
29. **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+
30. **What is your age?** _____ years
31. **Which of the following best describes your race/ethnicity? [Check all that apply.]**
 _____(1) Asian/Pacific Islander _____(3) Native American _____(5) Hispanic
 _____(2) Black/African American _____(4) White/Caucasian _____(99) Other: _____
32. **To which gender to you identify:**
 _____(1) Woman _____(2) Man _____(3) Non-Binary _____(4) Prefer to self-describe: _____
33. **Do you volunteer in the community at least one hour per month?** _____(1) Yes _____(2) No

This concludes the survey. Thank you for your time!

Please return your 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.