



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

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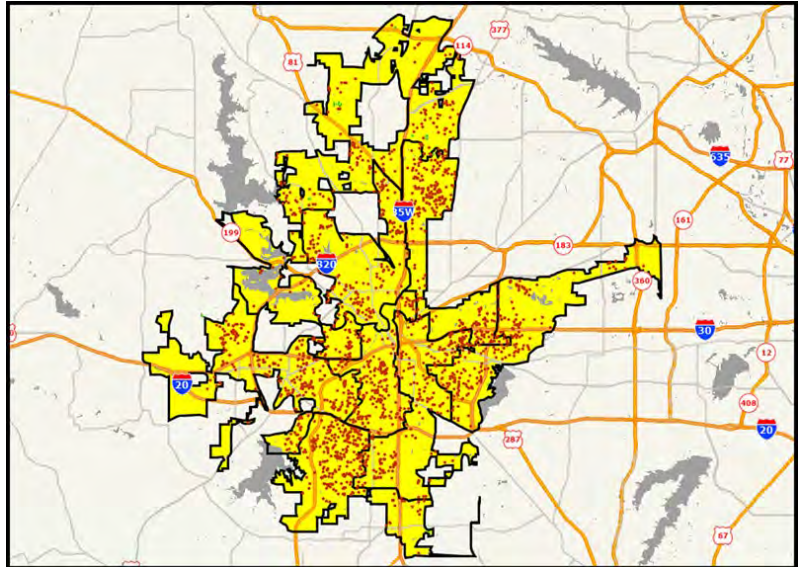


Purpose and Methodology

ETC Institute administered the *DirectionFinder*® survey for the City of Fort Worth during the summer and fall of 2021. The purpose of the survey was to assess citizen satisfaction with the delivery of major city services and to help determine priorities for the community as part of the City's on-going planning process.

A six-page survey was mailed to a random sample of households in the City of Fort Worth. Approximately seven days after the surveys were mailed, residents who received the survey were contacted by email to encourage participation. The email contained a link for those who preferred to take the survey online (fortworthcommunity.org). Of the households that received a survey, 1,858 completed the survey. A minimum of 200 households were surveyed in each of the City's eight districts.

The results for the random sample of 1,858 households have a 95% level of confidence with a precision of at least $\pm 2.3\%$. There were no statistically significant differences in the results of the survey based on the method of administration (mail vs. online). In order to better understand how well services are being delivered by the City, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of survey respondents based on the location of their home.



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

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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:

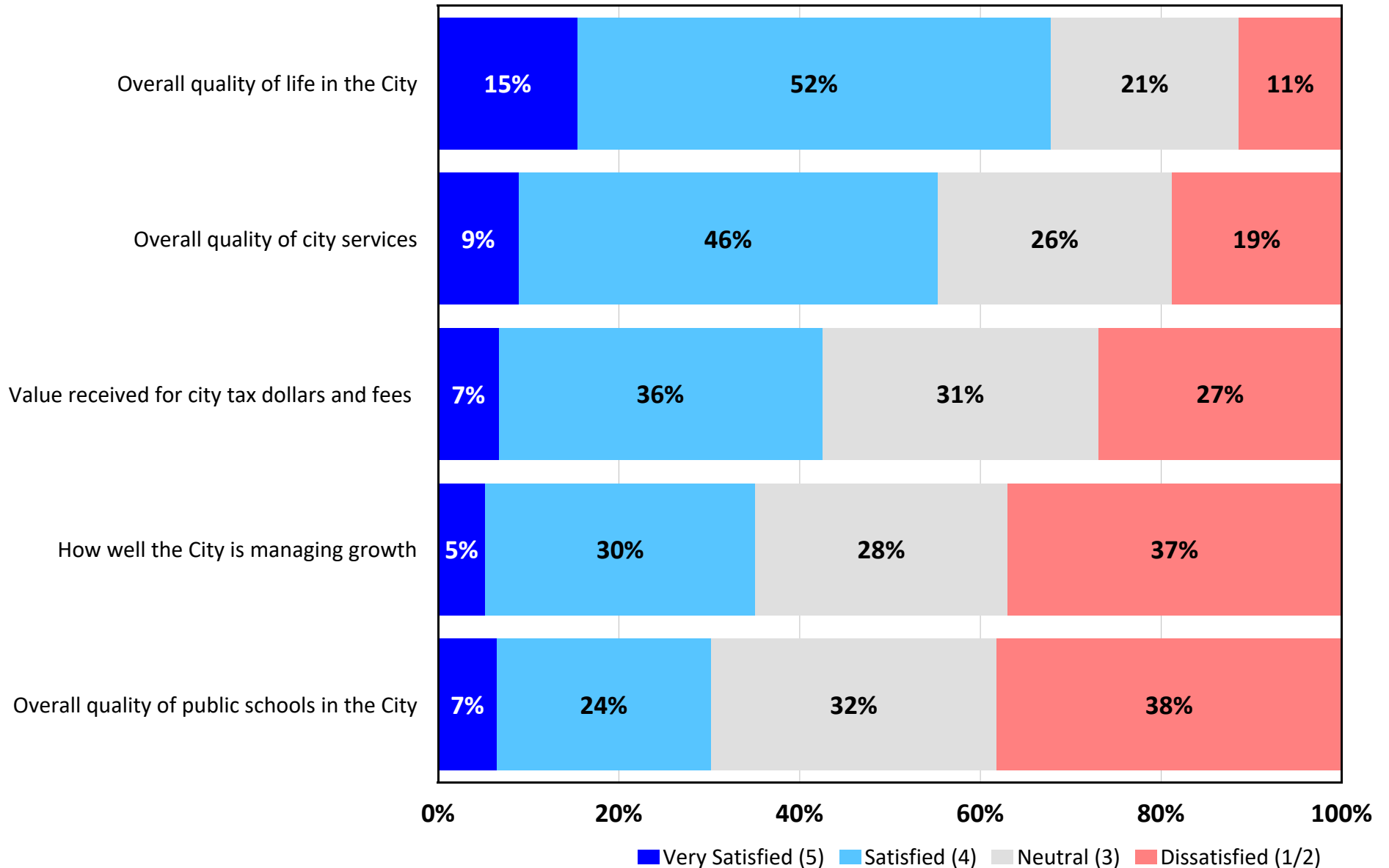
- **Overall Priorities for the City:** maintenance of city streets and facilities, flow of traffic on city streets, quality of public safety services, enforcement of city codes and ordinances, and satisfaction with roadway project delivery.
- **Priorities for Specific Areas**
 - **Public Safety:** the 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

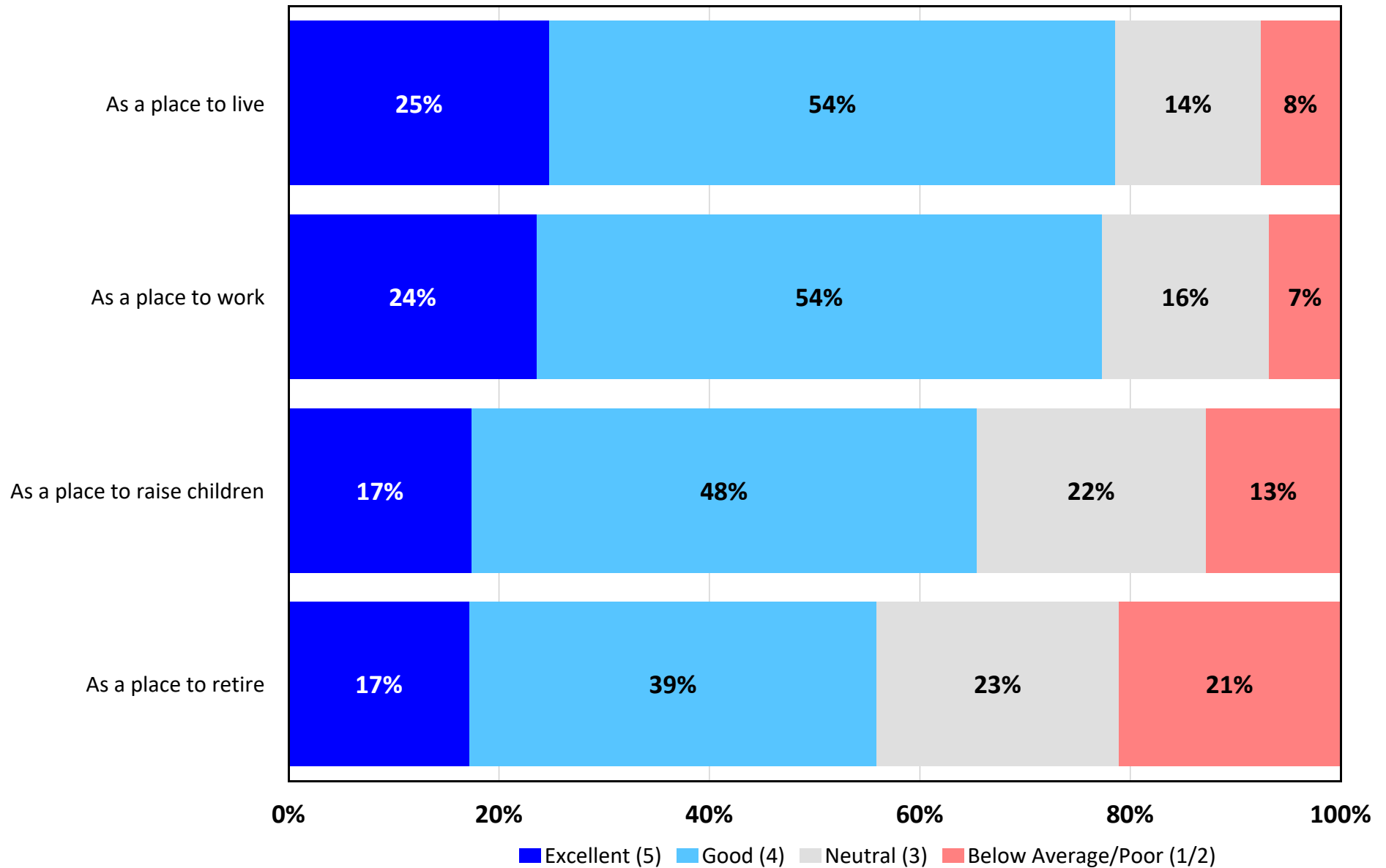
Q1. Satisfaction With Perceptions of the City

by percentage of respondents (excluding don't knows)



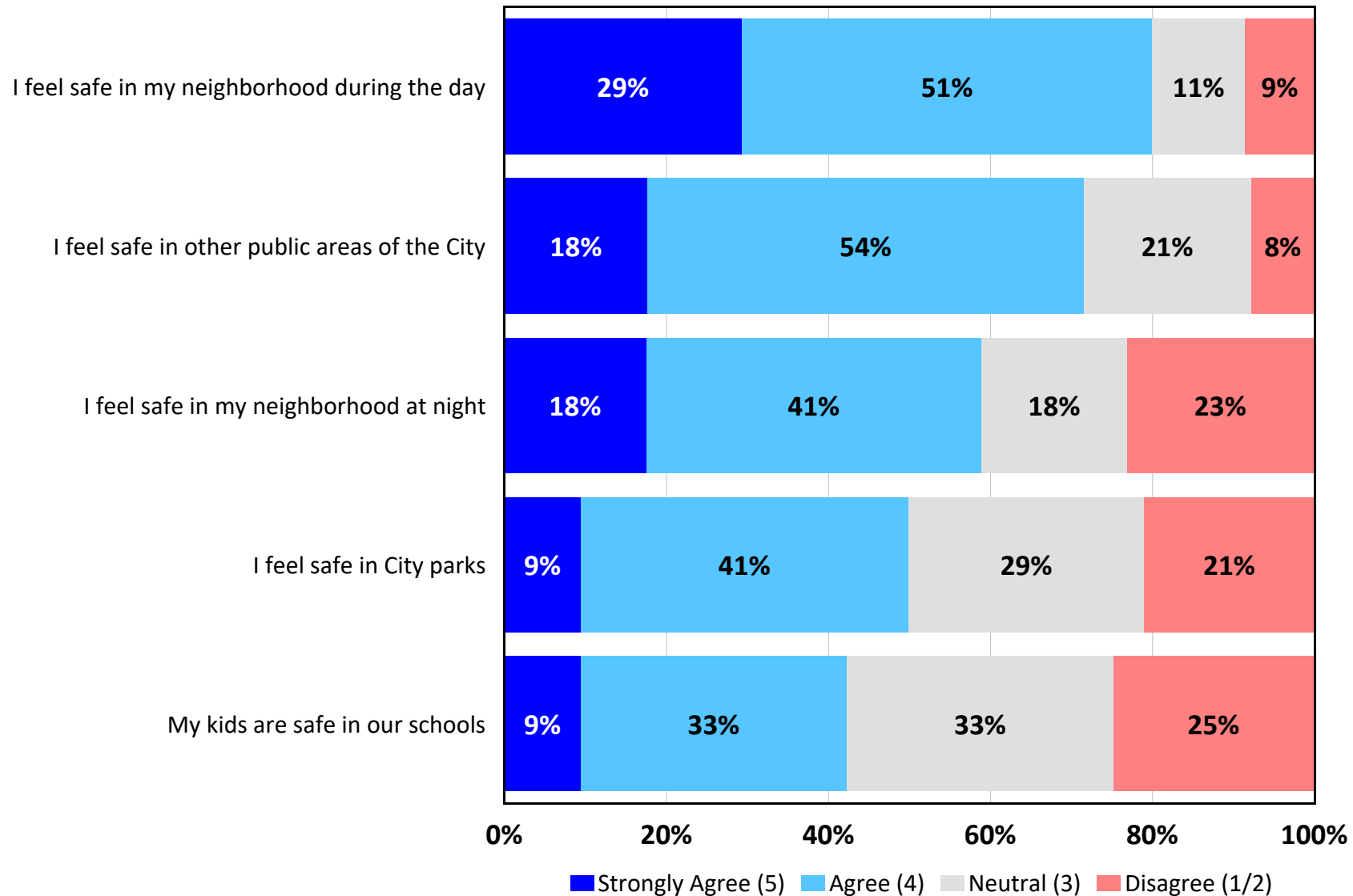
Q2. Quality of Life in Fort Worth

by percentage of respondents (excluding don't knows)



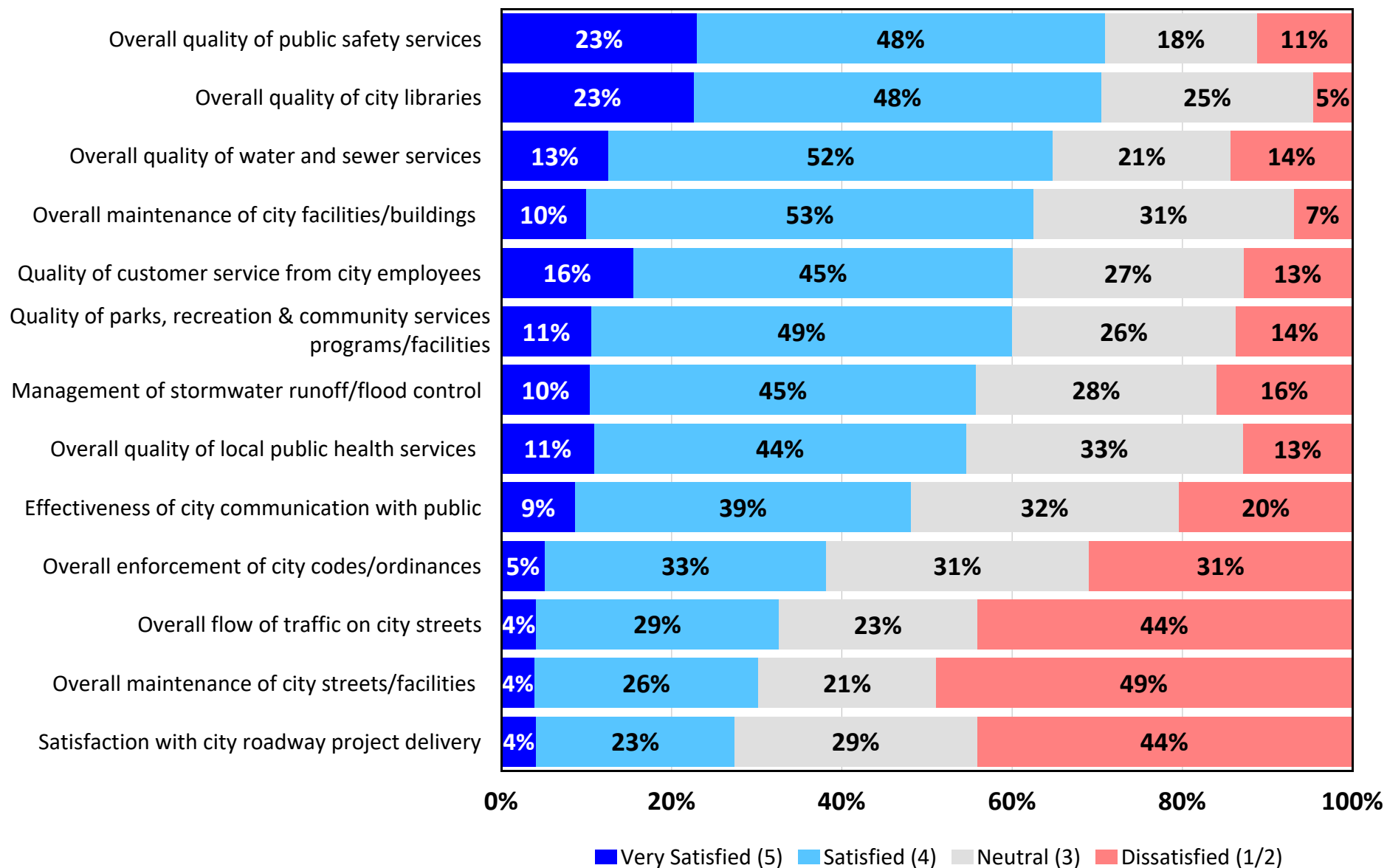
Q3. Level of Agreement With Various Statements About Safety in the City

by percentage of respondents (excluding don't knows)



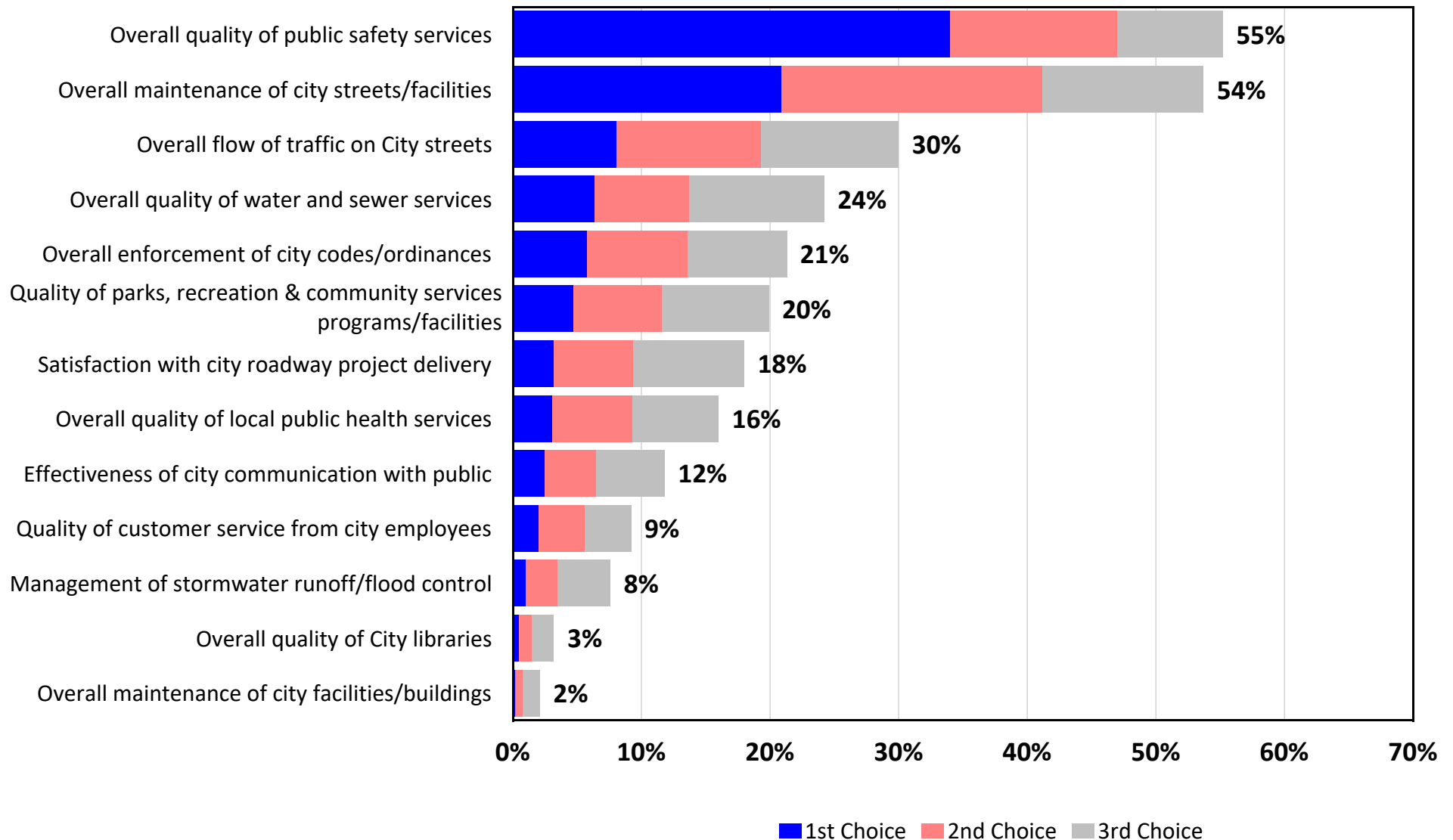
Q4. Satisfaction With Major City Services

by percentage of respondents (excluding don't knows)



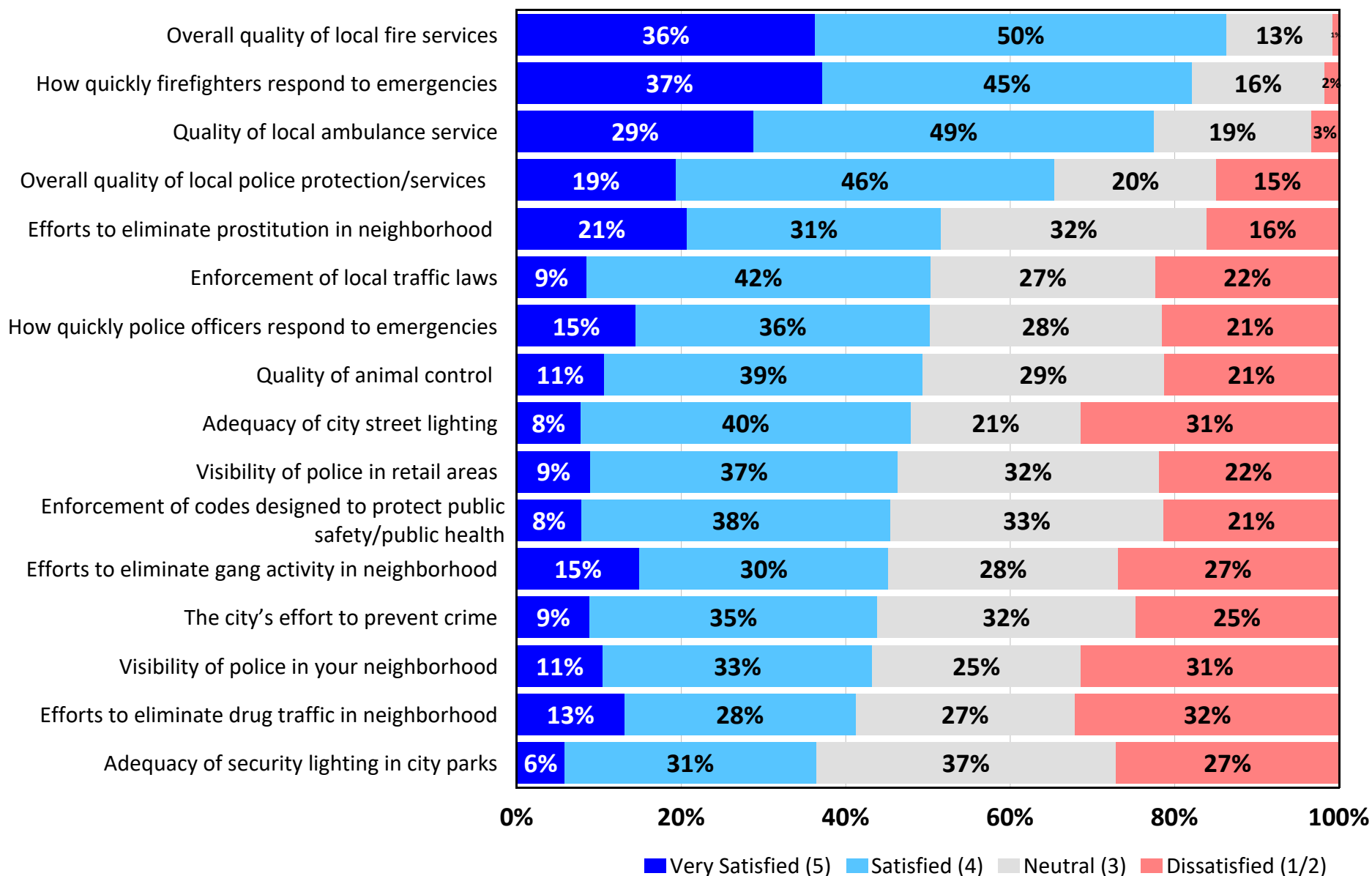
Q5. Major City Services That Are Most Important for the City to Provide

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



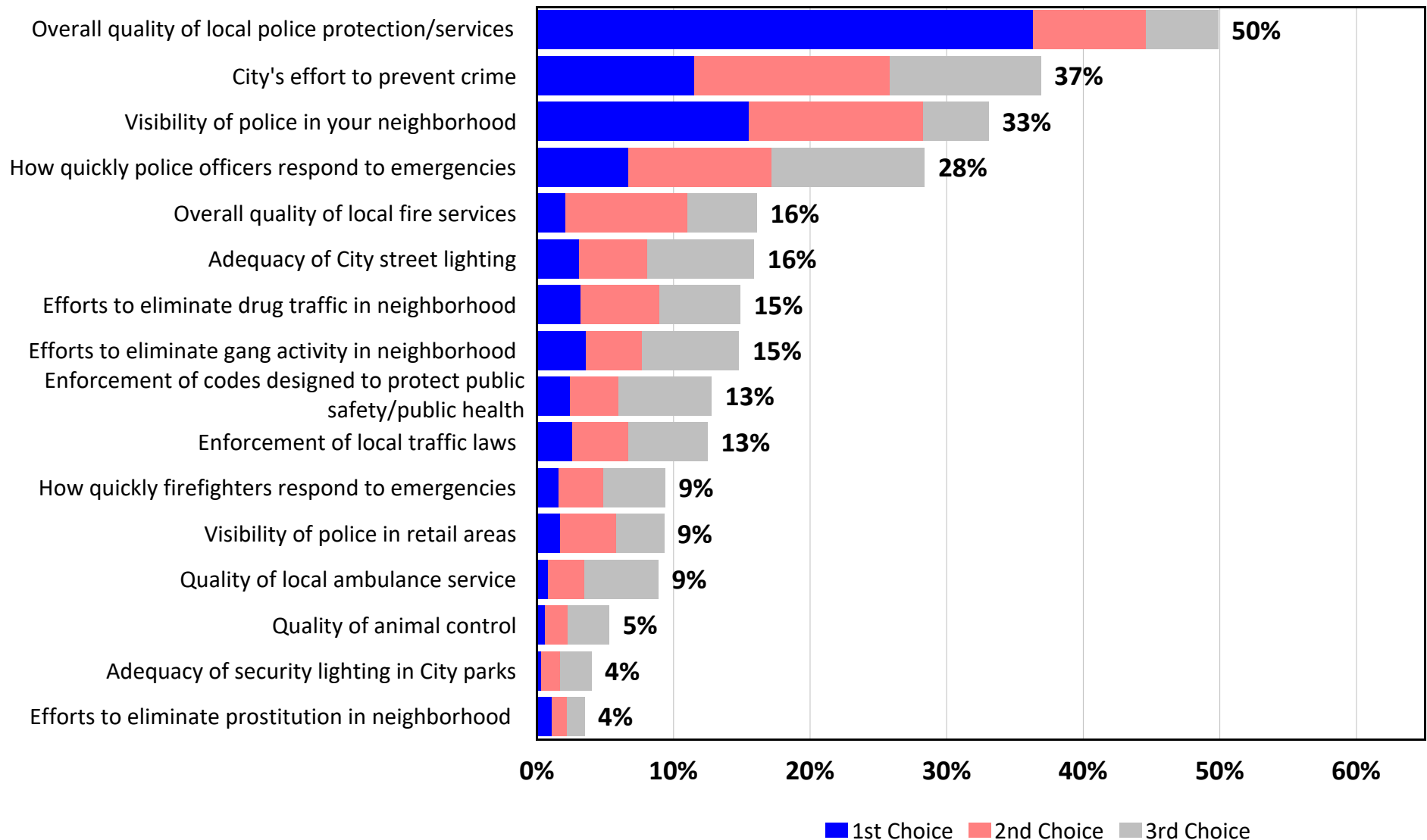
Q6. Satisfaction With Public Safety

by percentage of respondents (excluding don't knows)



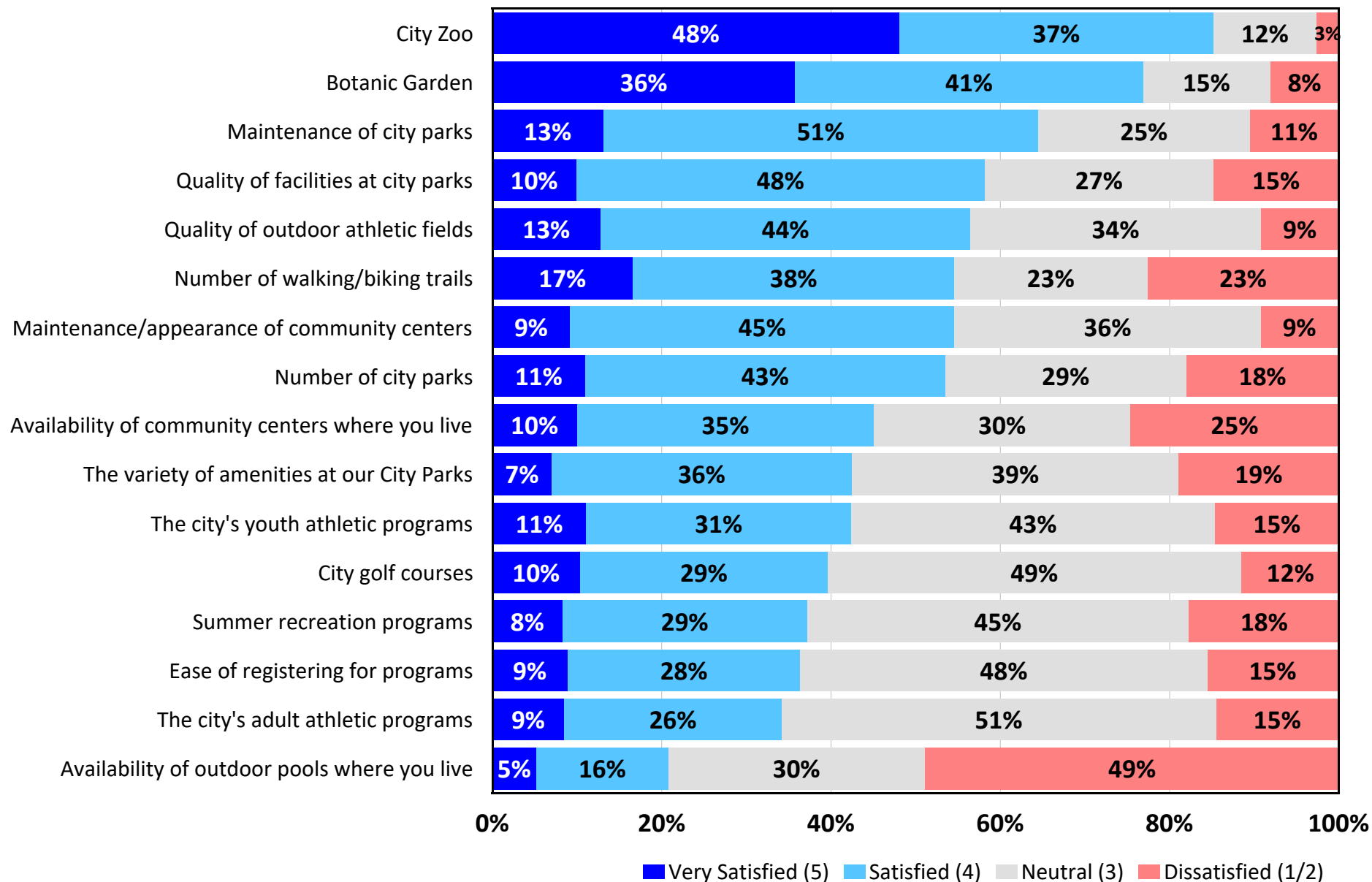
Q7. Public Safety Services That Are Most Important For the City to Provide

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



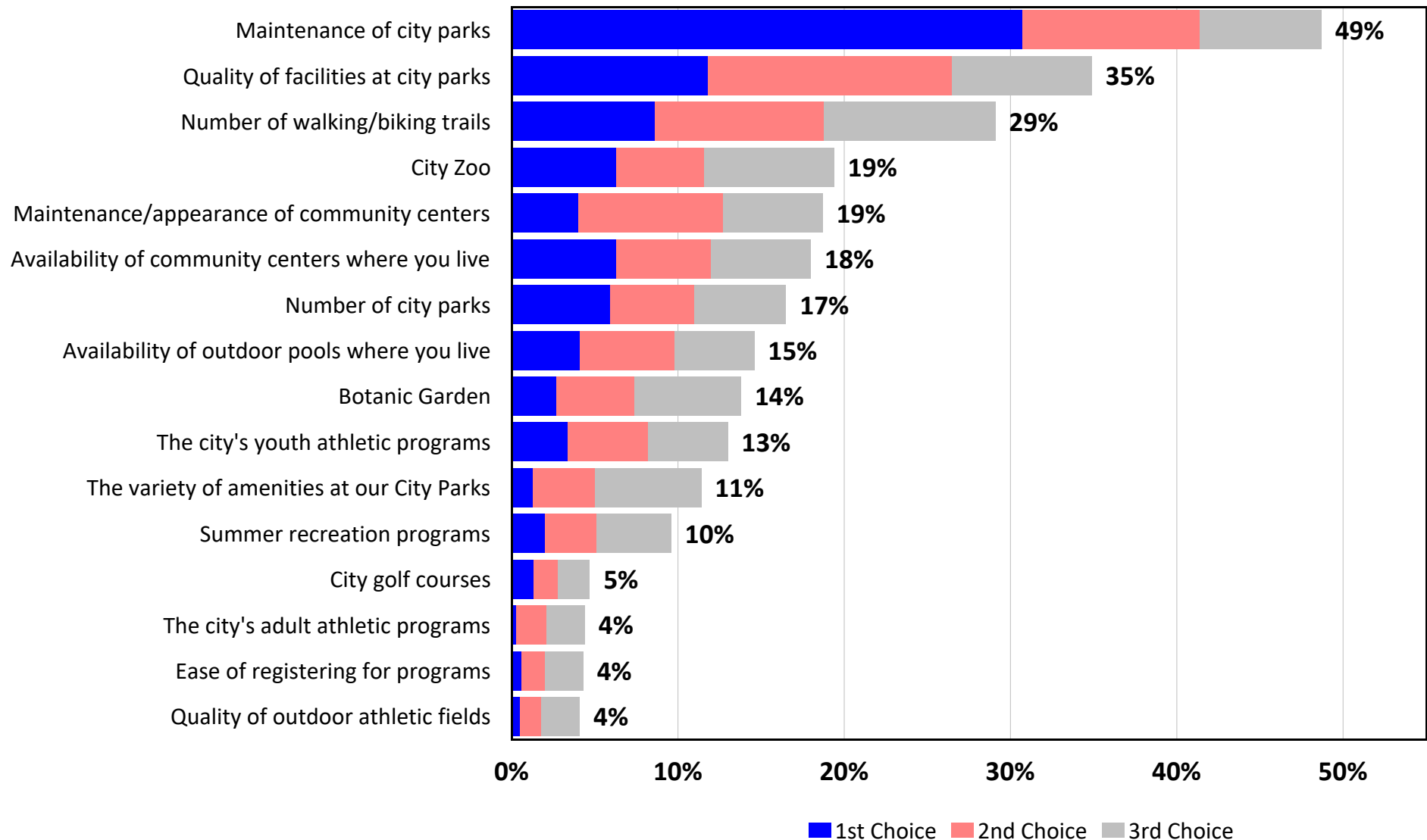
Q8. Satisfaction With Parks and Recreation

by percentage of respondents (excluding don't knows)



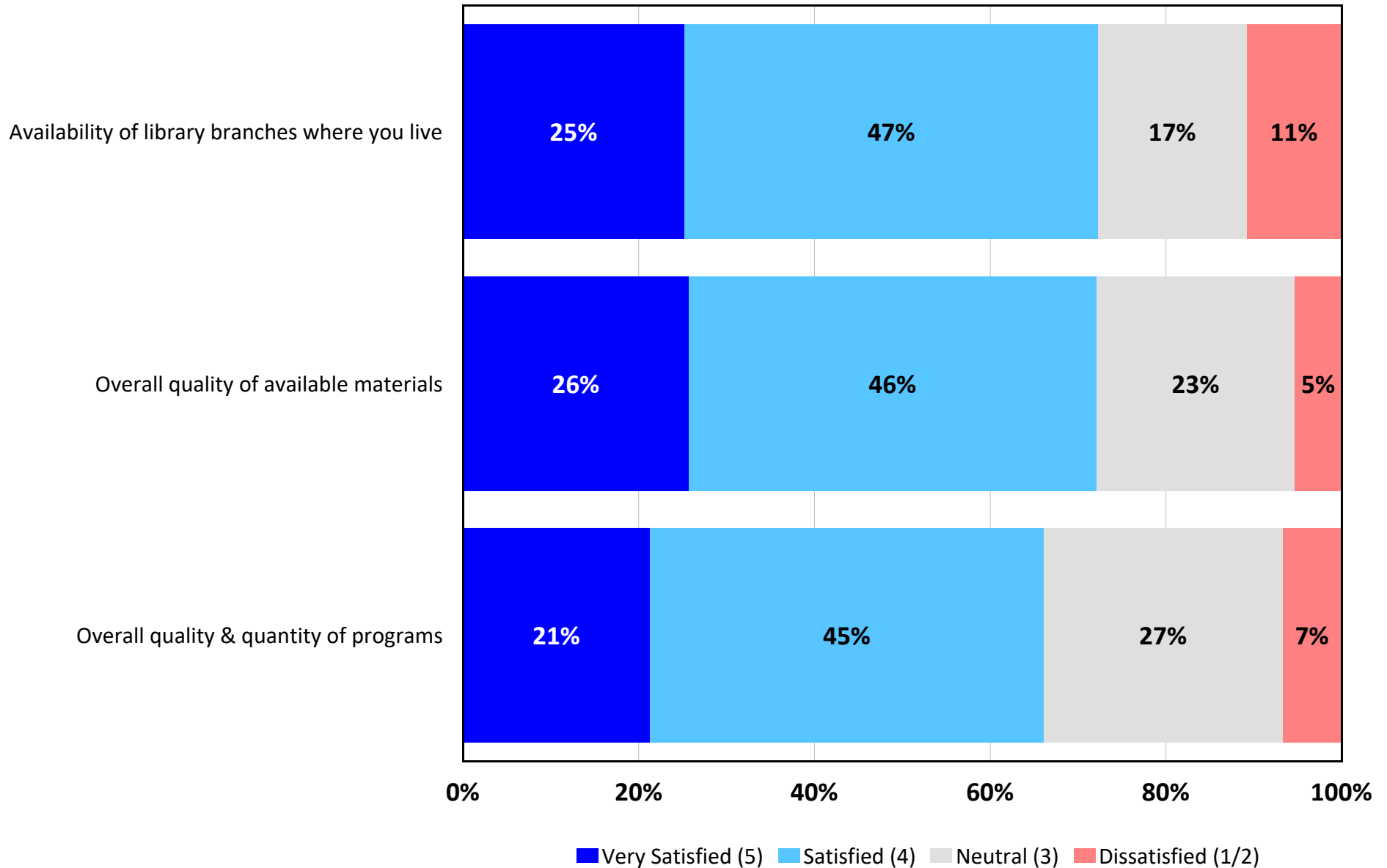
Q9. Parks and Recreation Services That Are Most Important For the City to Provide

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



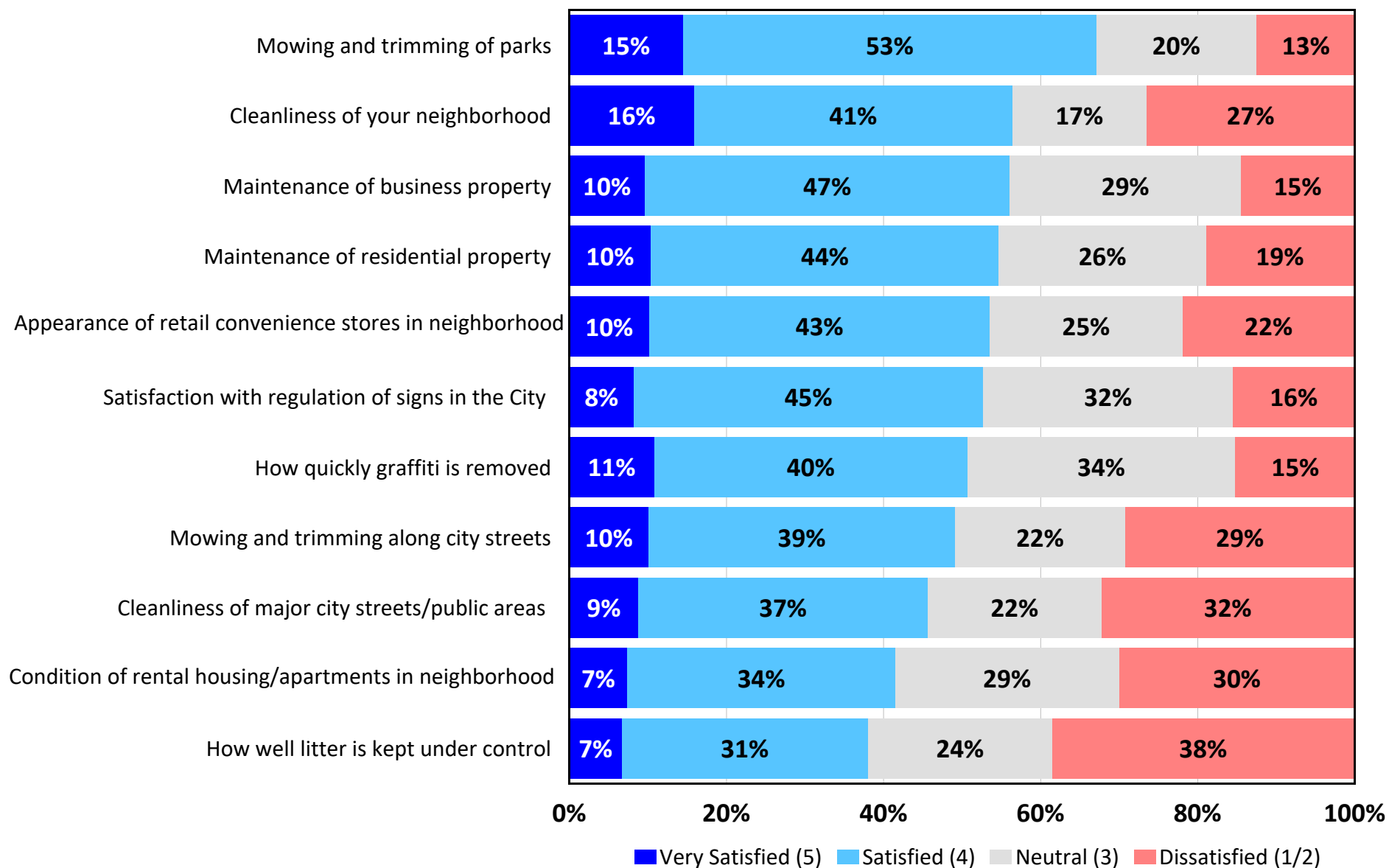
Q10. Satisfaction With City Libraries

by percentage of respondents (excluding don't knows)



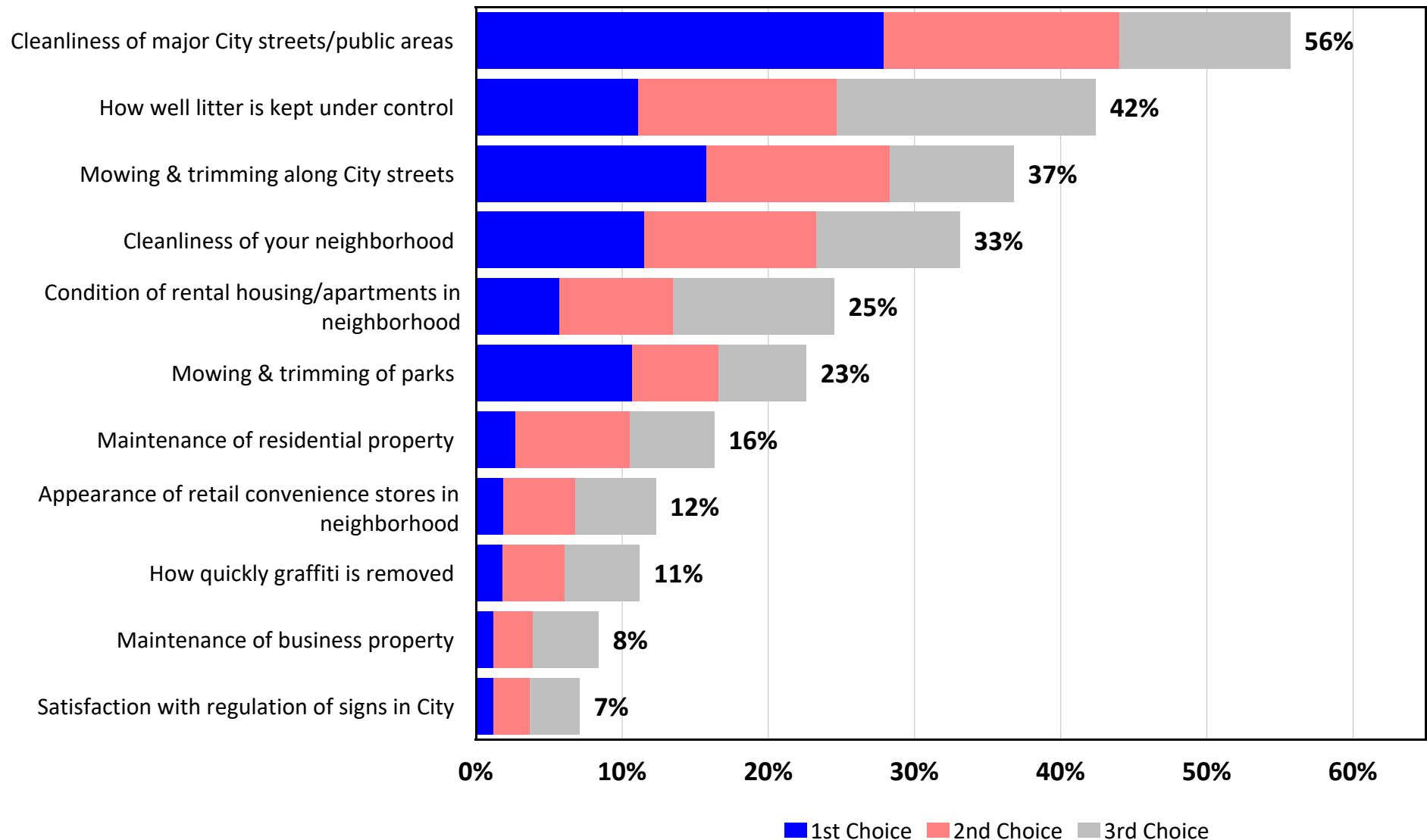
Q11. Satisfaction With Maintenance and Appearance of the City

by percentage of respondents (excluding don't knows)



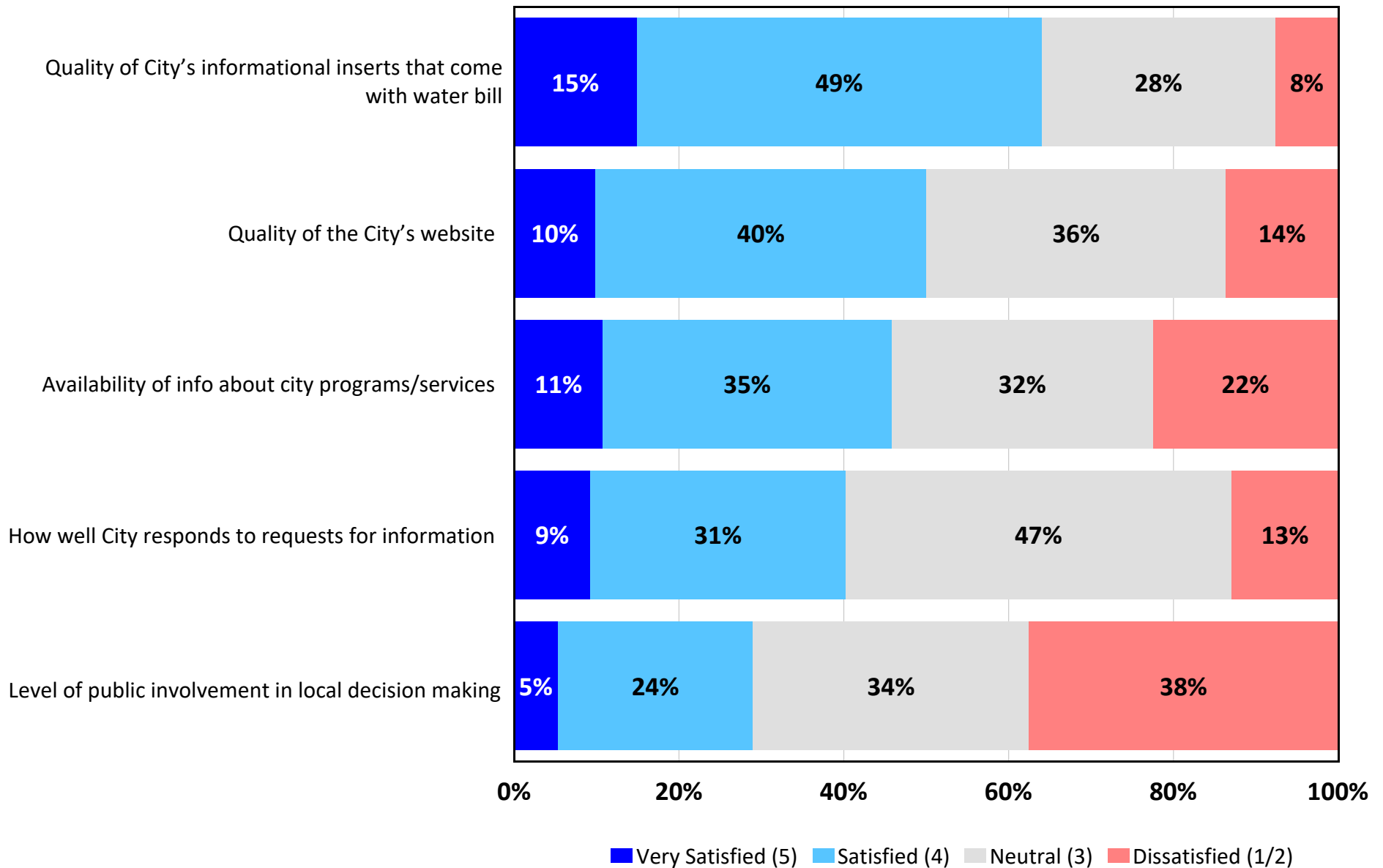
Q12. Aspects of Maintenance and Appearance That Are Most Important For the City to Provide

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



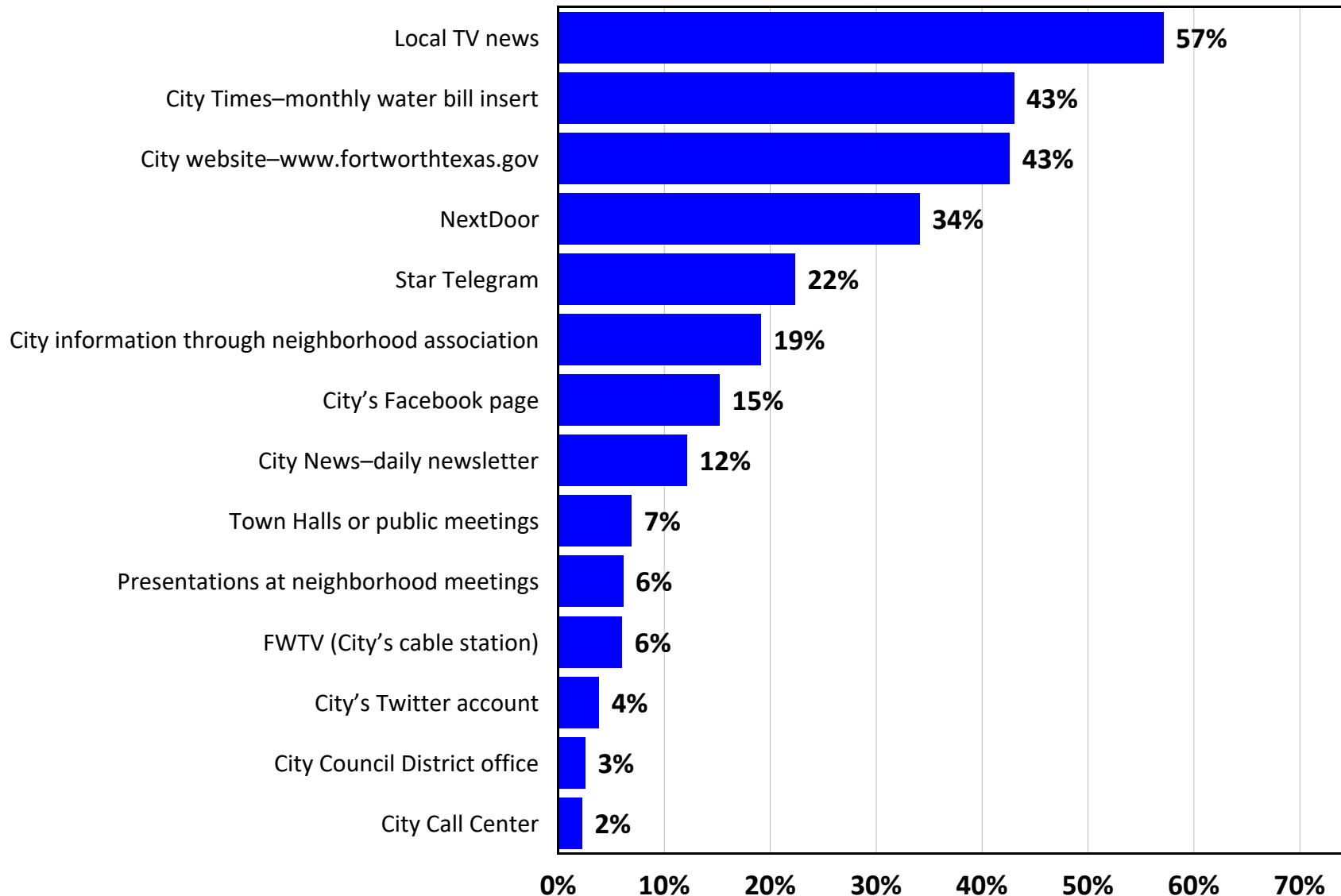
Q13. Satisfaction With City Communication

by percentage of respondents (excluding don't knows)



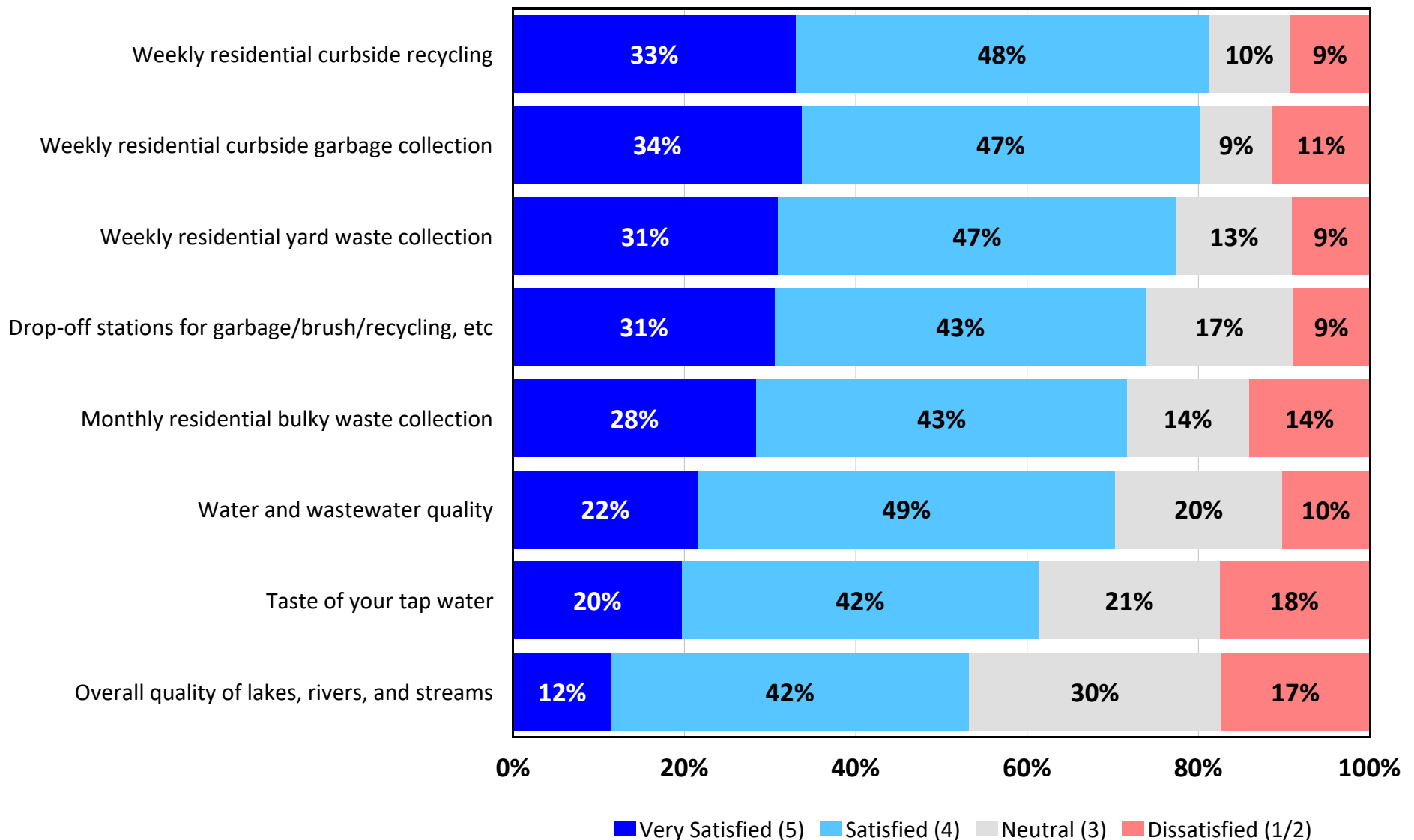
Q14. Sources From Which Residents Receive News and Information About the City

by percentage of respondents (multiple selections could be made)



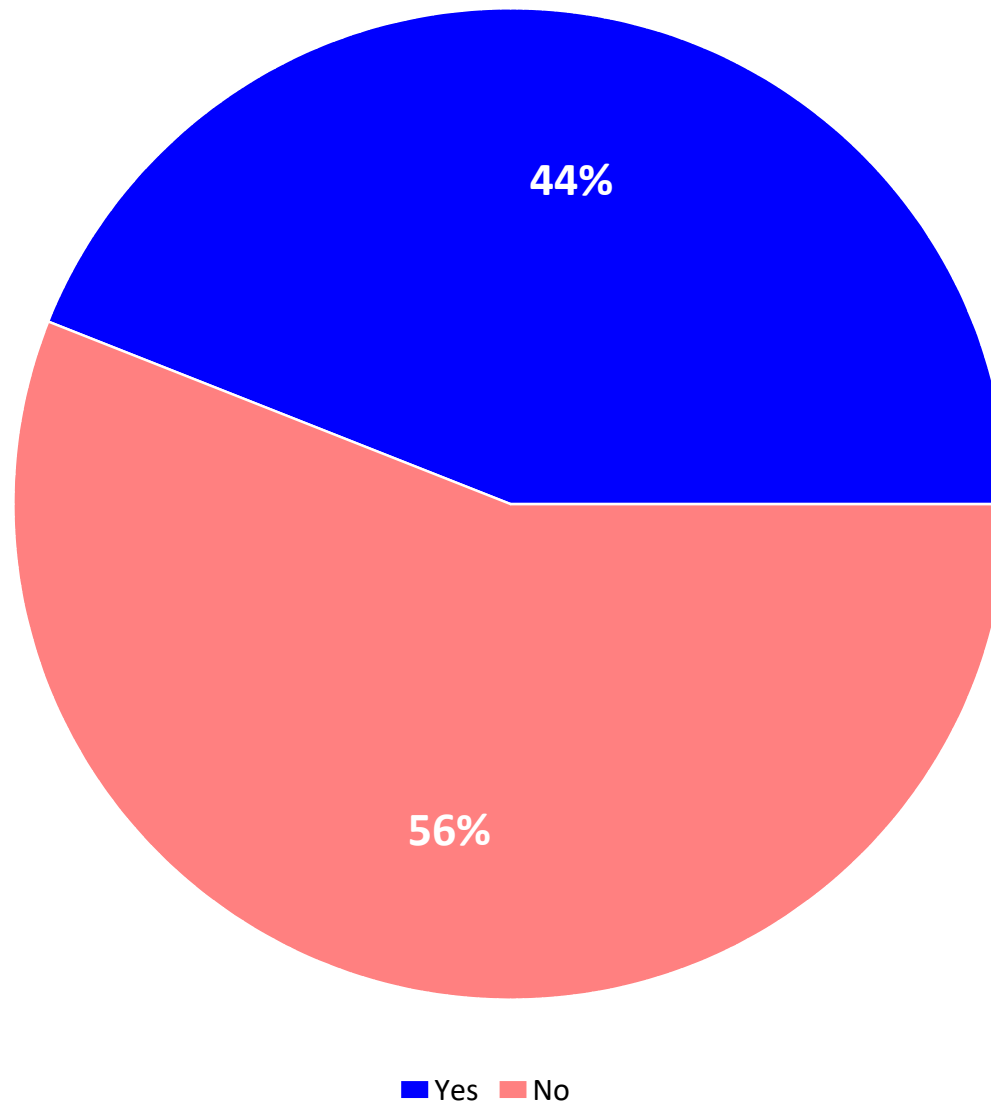
Q15. Satisfaction With Solid Waste, Water, and Environmental Ratings

by percentage of respondents (excluding don't knows)



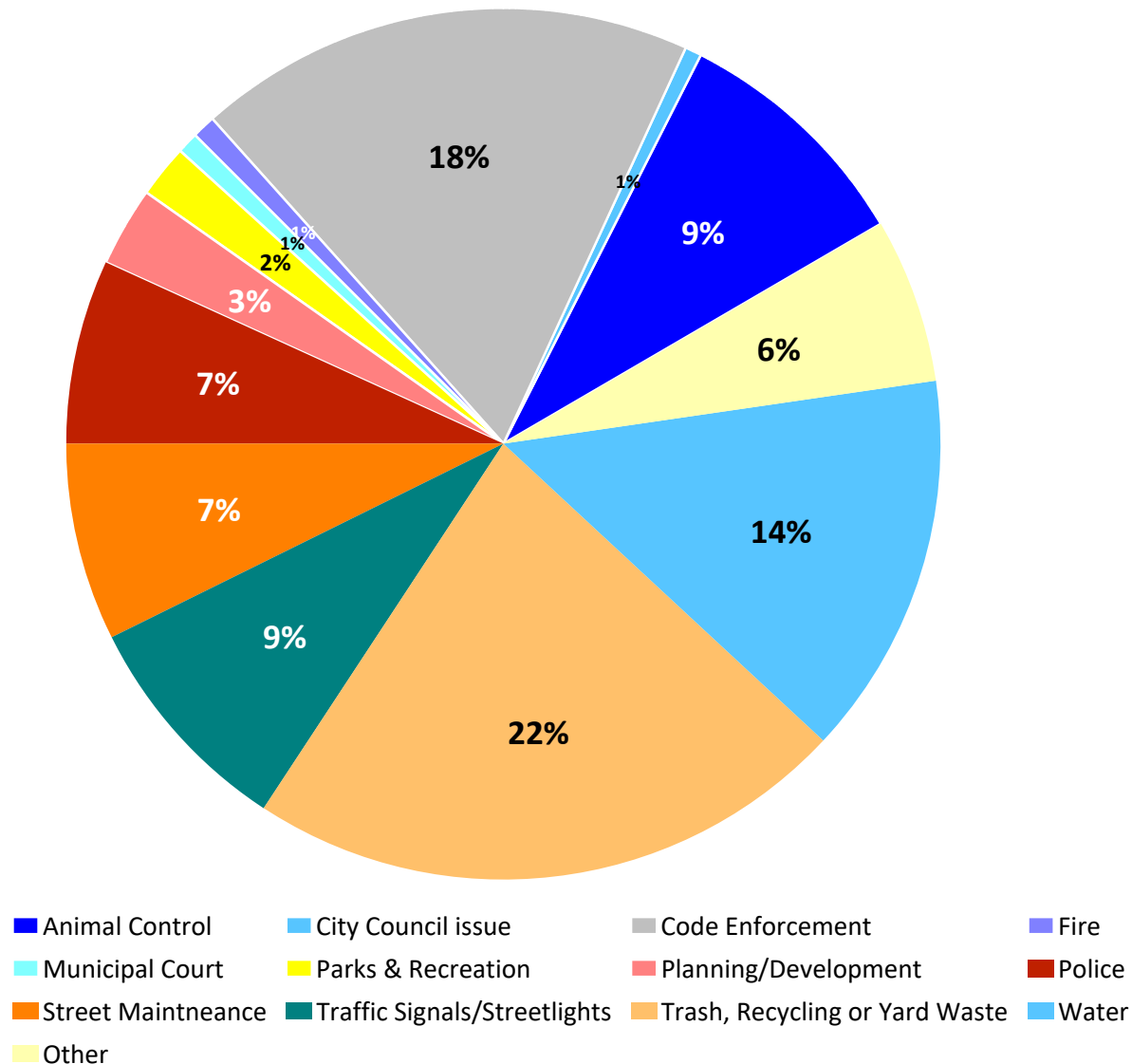
Q16. Have you contacted the City of Fort Worth with a question, problem, or complaint during the past 12 months?

by percentage of respondents (excluding "not provided")



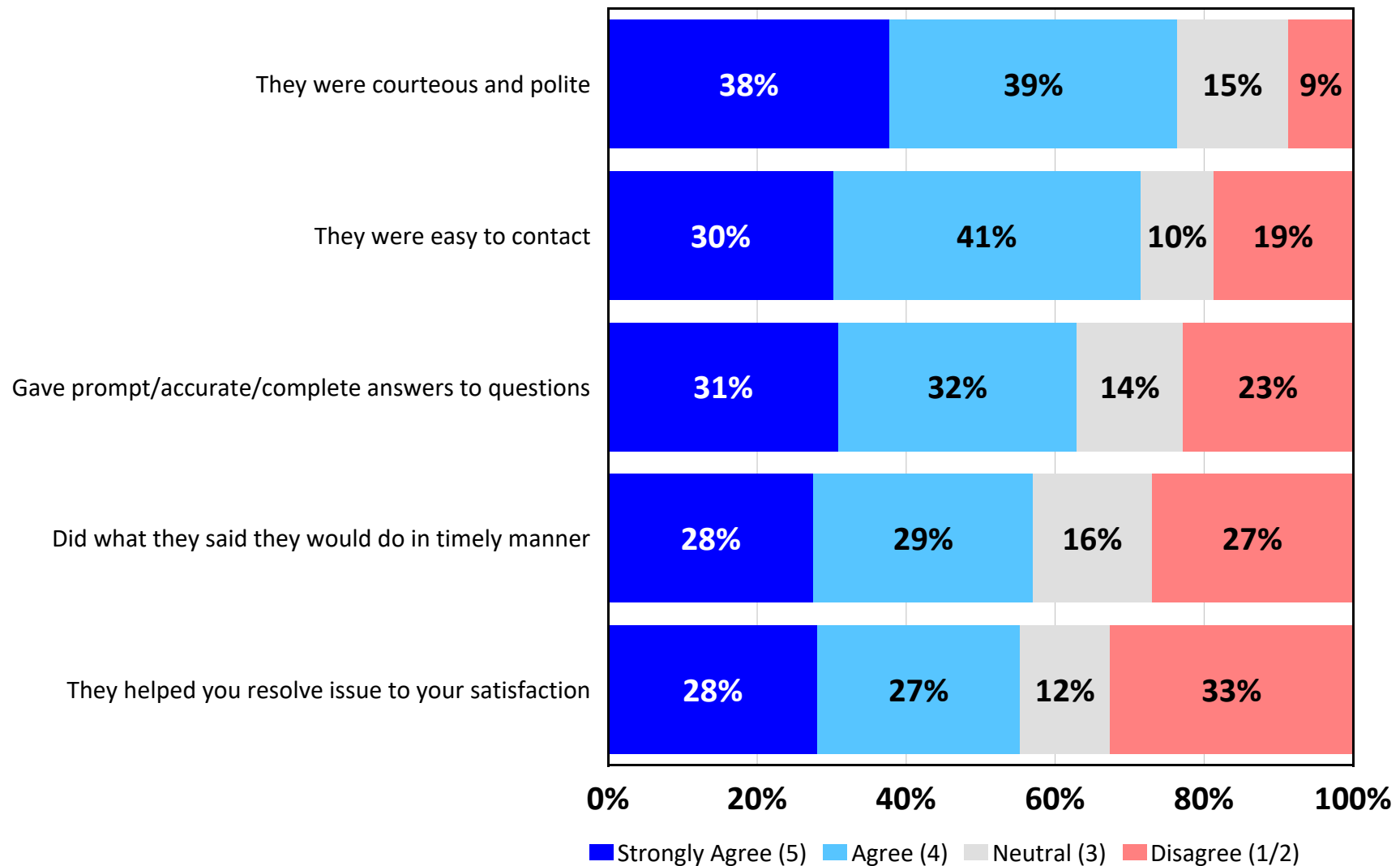
Q16a. Which ONE of the following services/issues did you contact the City most recently?

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



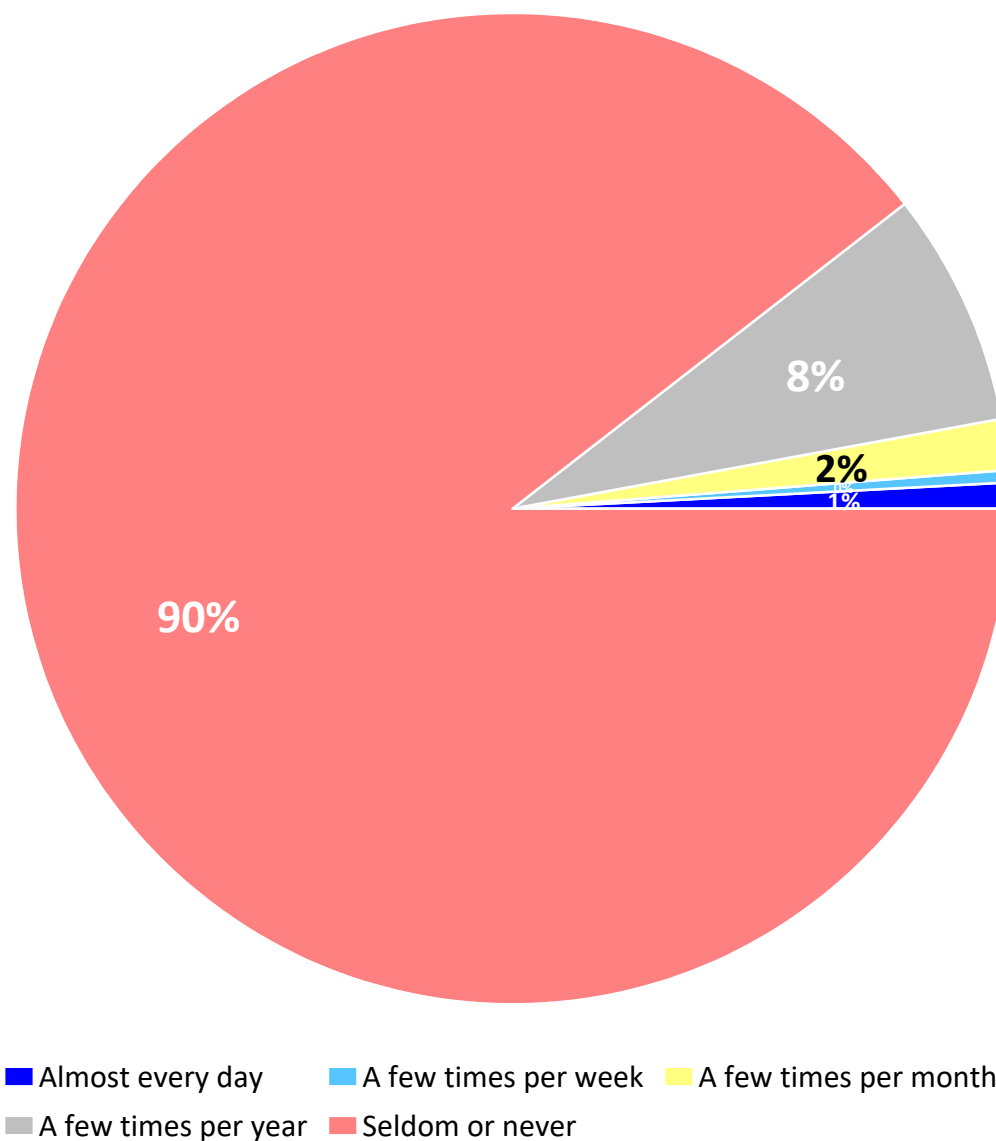
Q16b. Level of Agreement With Various Statements About the Quality of Customer Service Received

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



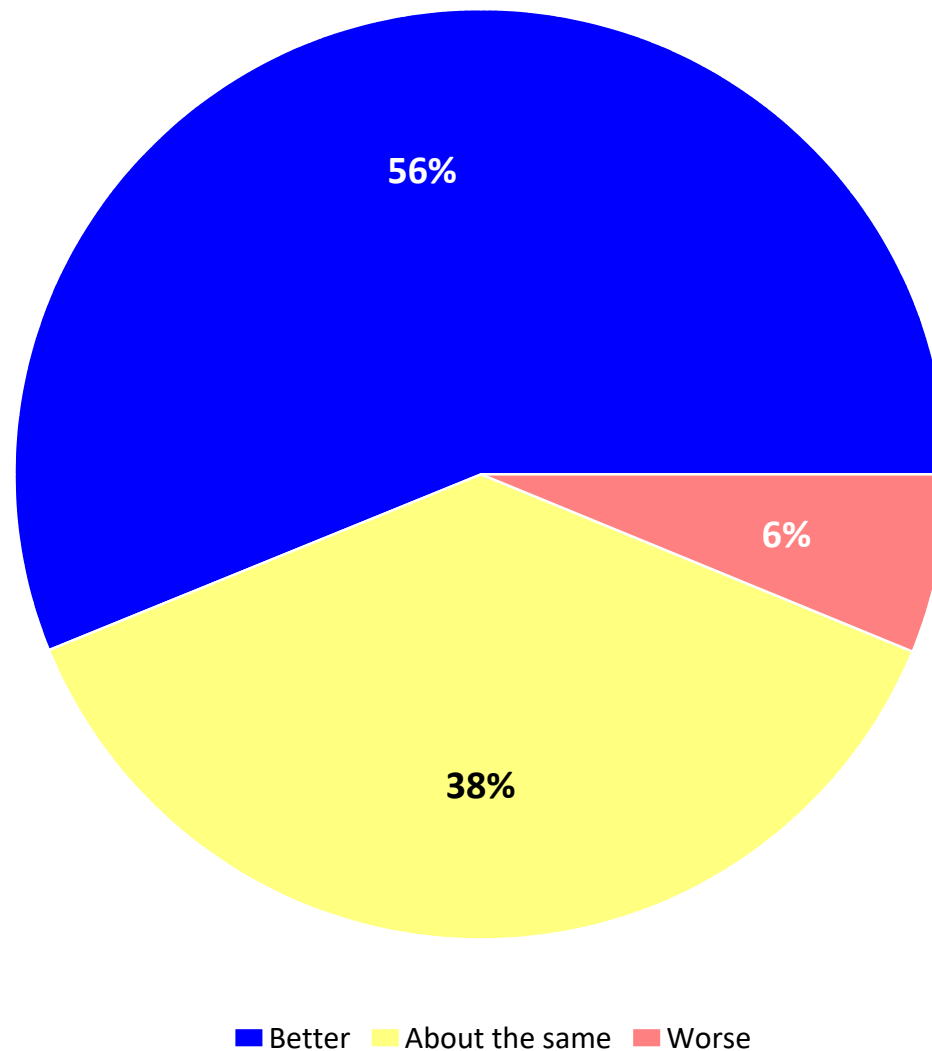
Q17. How often do you use public transportation?

by percentage of respondents (excluding "not provided")



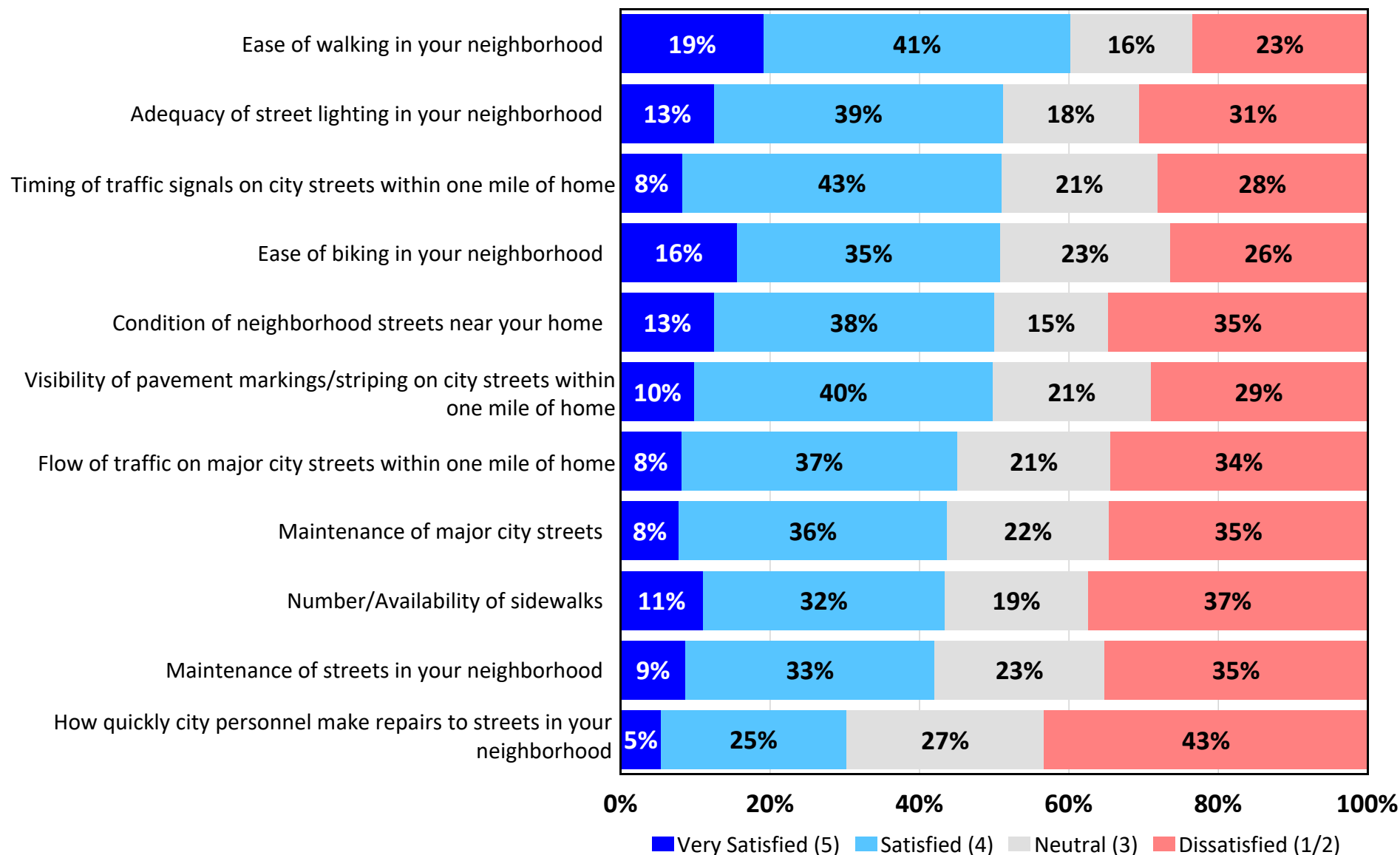
Q18. Do you generally think the state of the economy in Fort Worth is better, about the same, or worse than the rest of the United States?

by percentage of respondents (excluding don't knows)



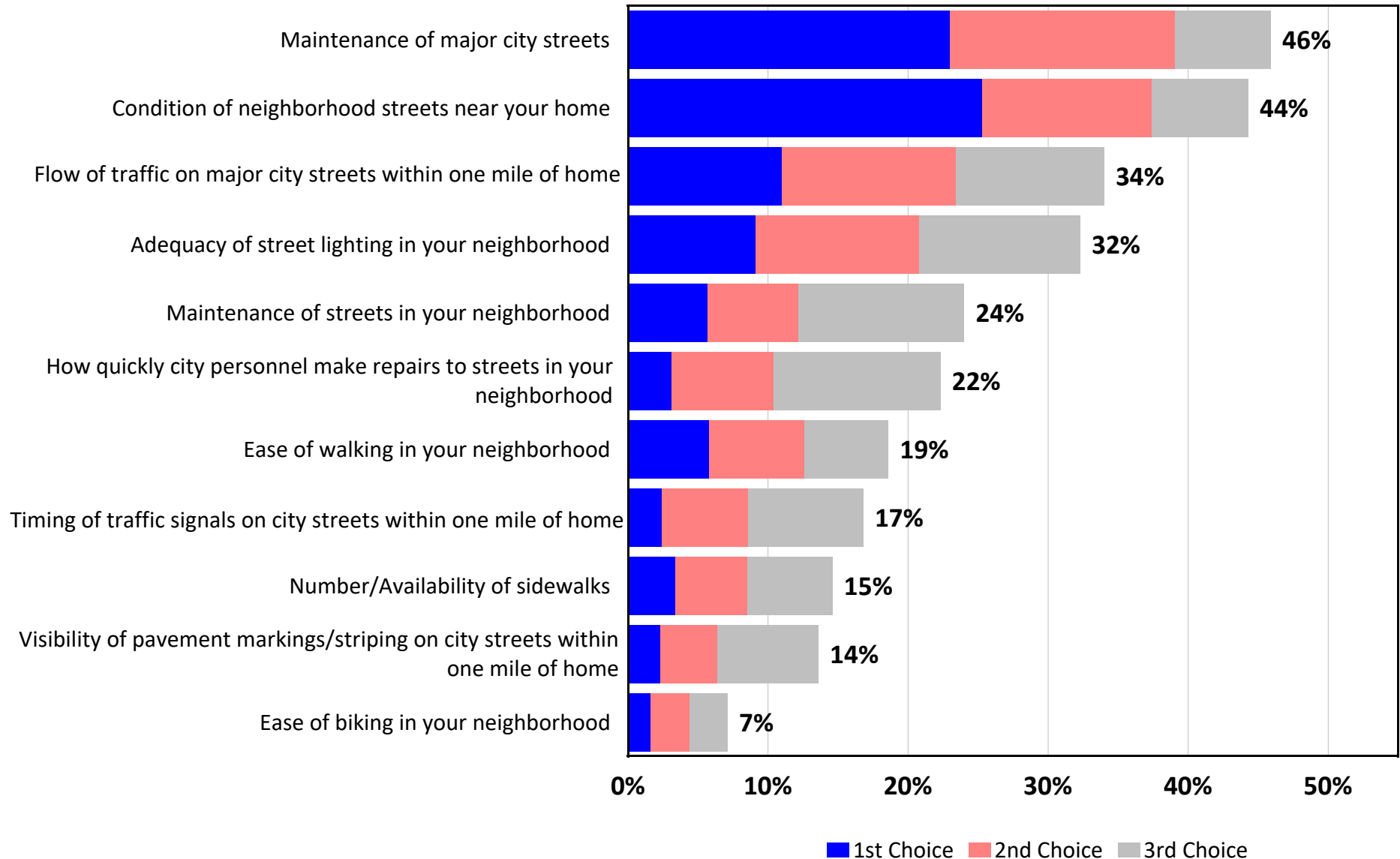
Q19. Satisfaction With Traffic and Transportation Services and Facilities

by percentage of respondents (excluding don't knows)



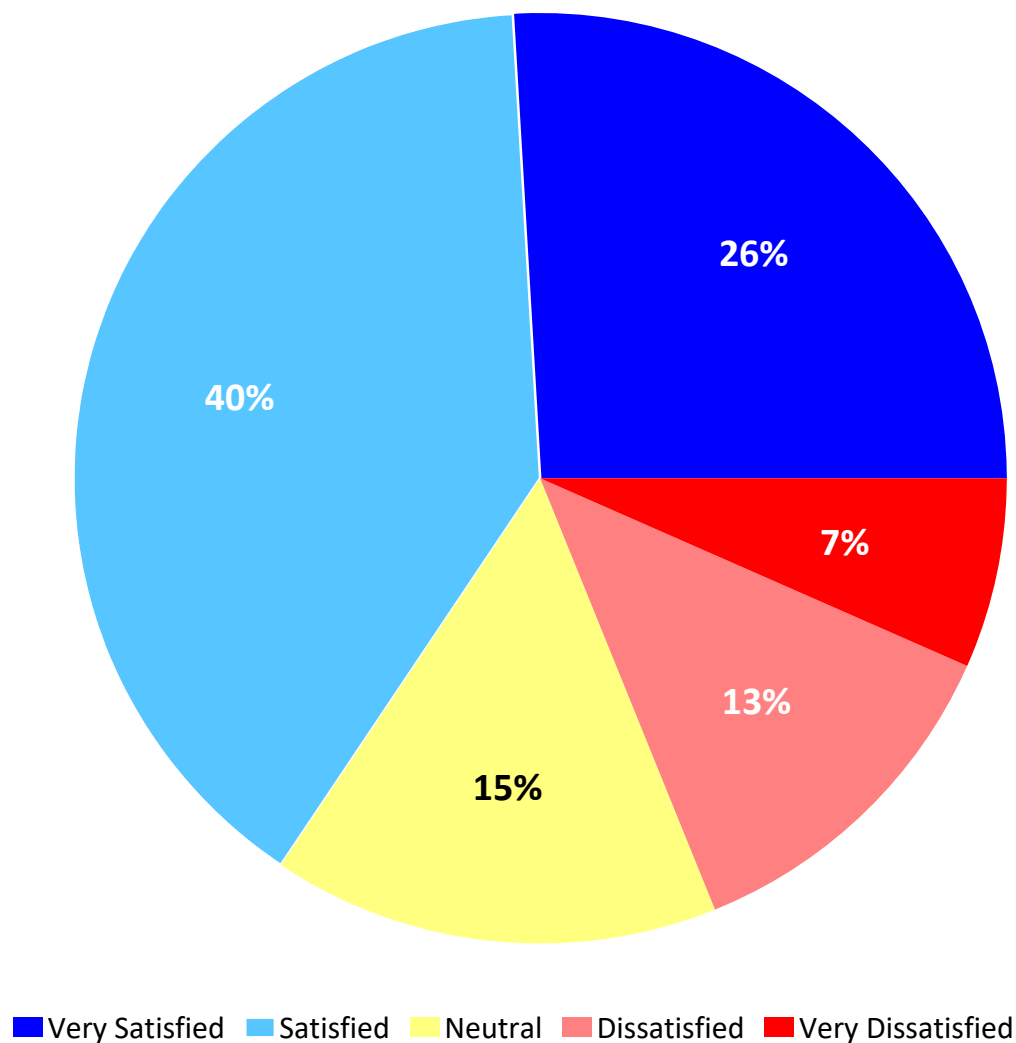
Q20. Traffic and Transportation Services and Facilities That Are Most Important For The City to Provide

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



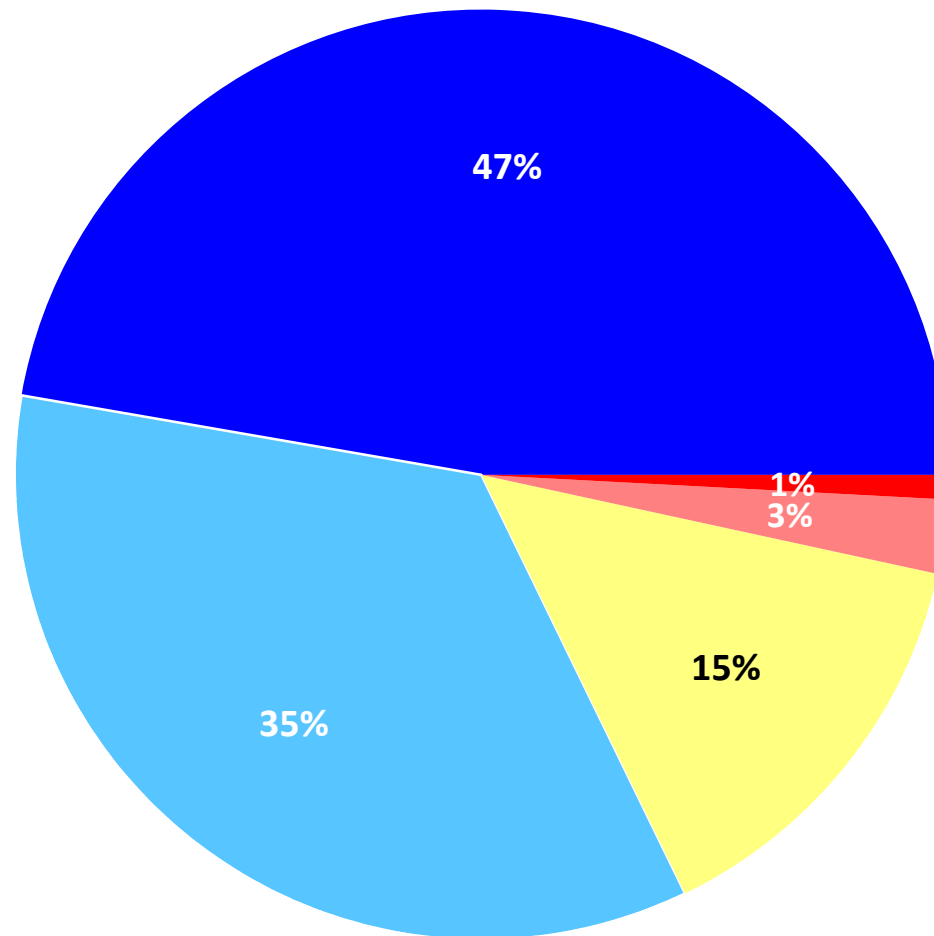
Q21. Satisfaction With the Availability and Accessibility of Healthy Foods

by percentage of respondents (excluding don't knows)



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

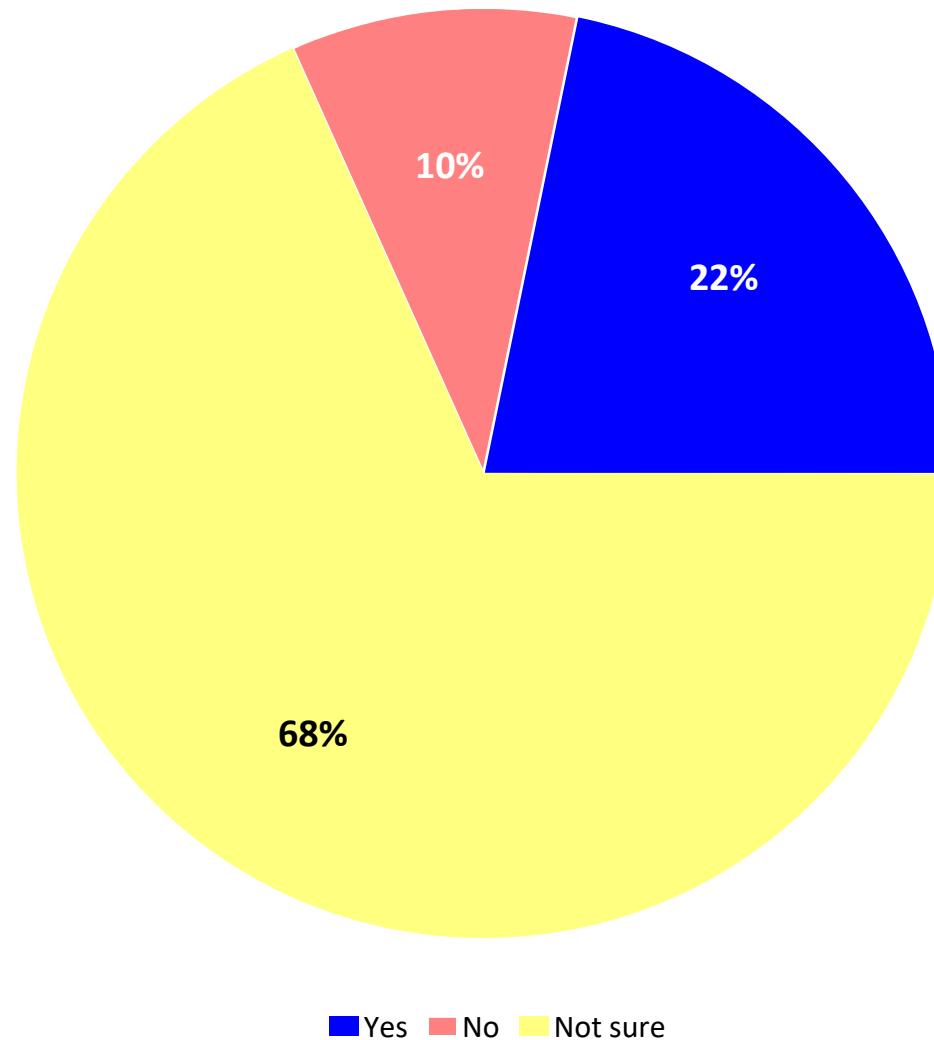
by percentage of respondents (excluding don't knows)



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

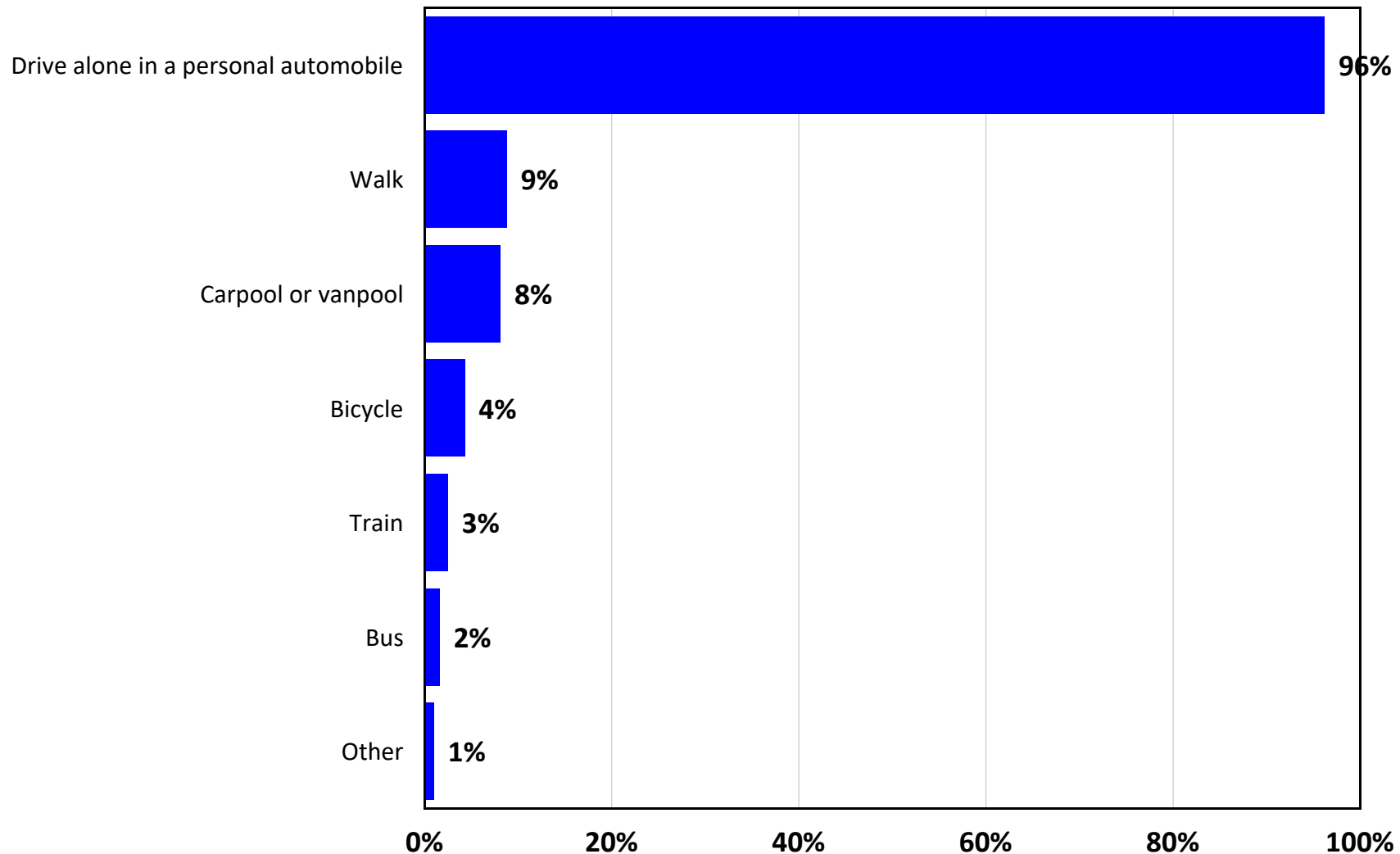
Q23. Does the City offer you adequate ways to address Municipal Court citations without coming to the courthouse?

by percentage of respondents (excluding not provided)



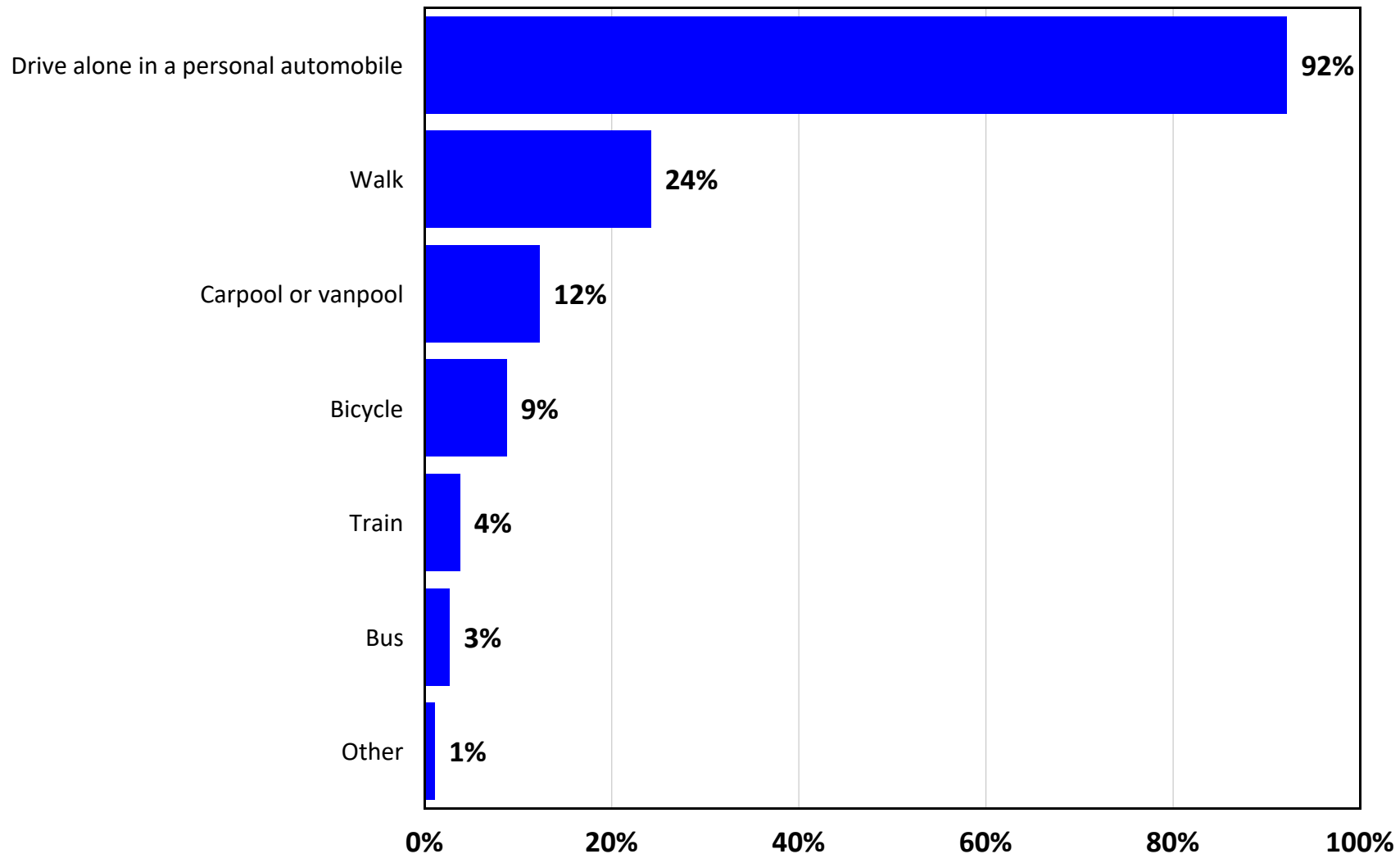
Q24. Demographics: Which of the following types of transportation do you usually use to get to and from most destinations in Fort Worth?

by percentage of respondents (multiple selections could be made)



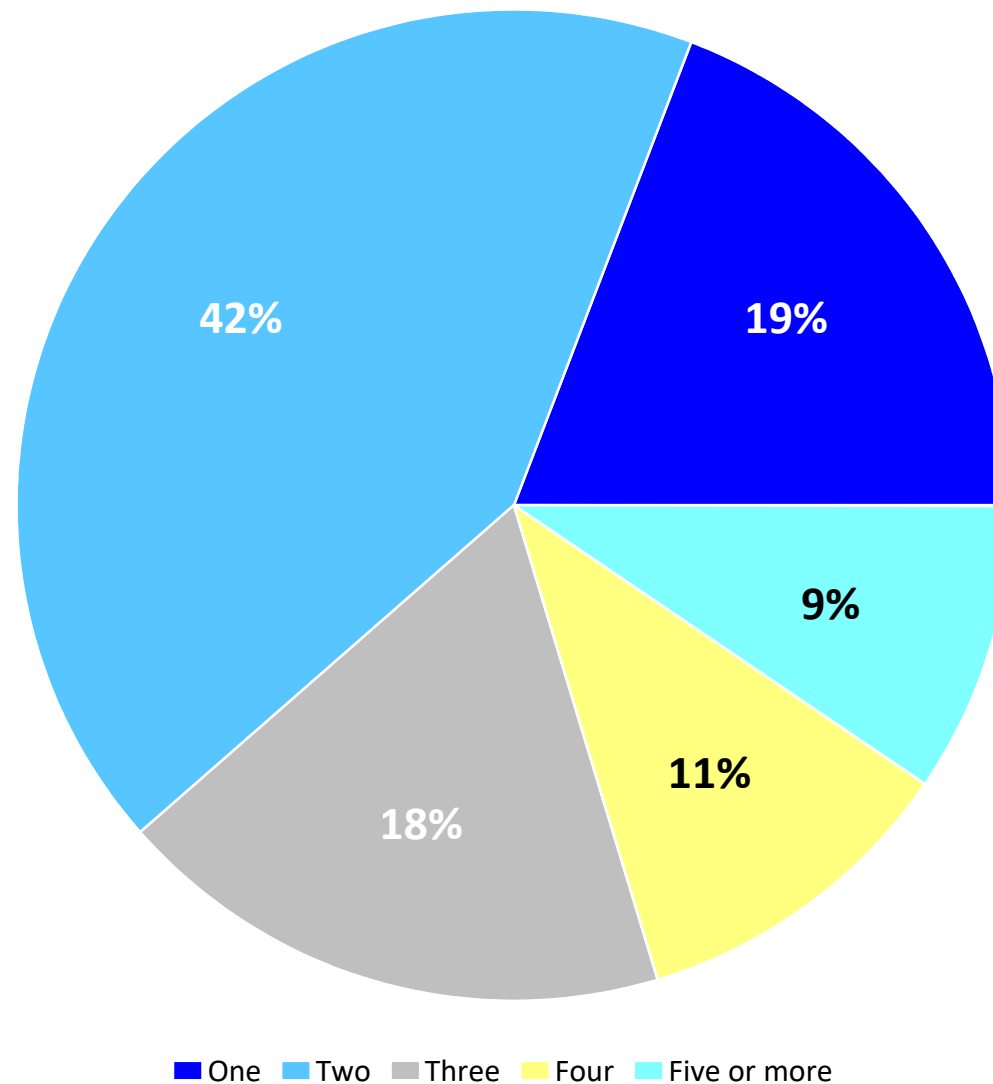
Q25. Demographics: In the past 30 days, have you used any of the following types of transportation to get around the City of Fort Worth?

by percentage of respondents (multiple selections could be made)



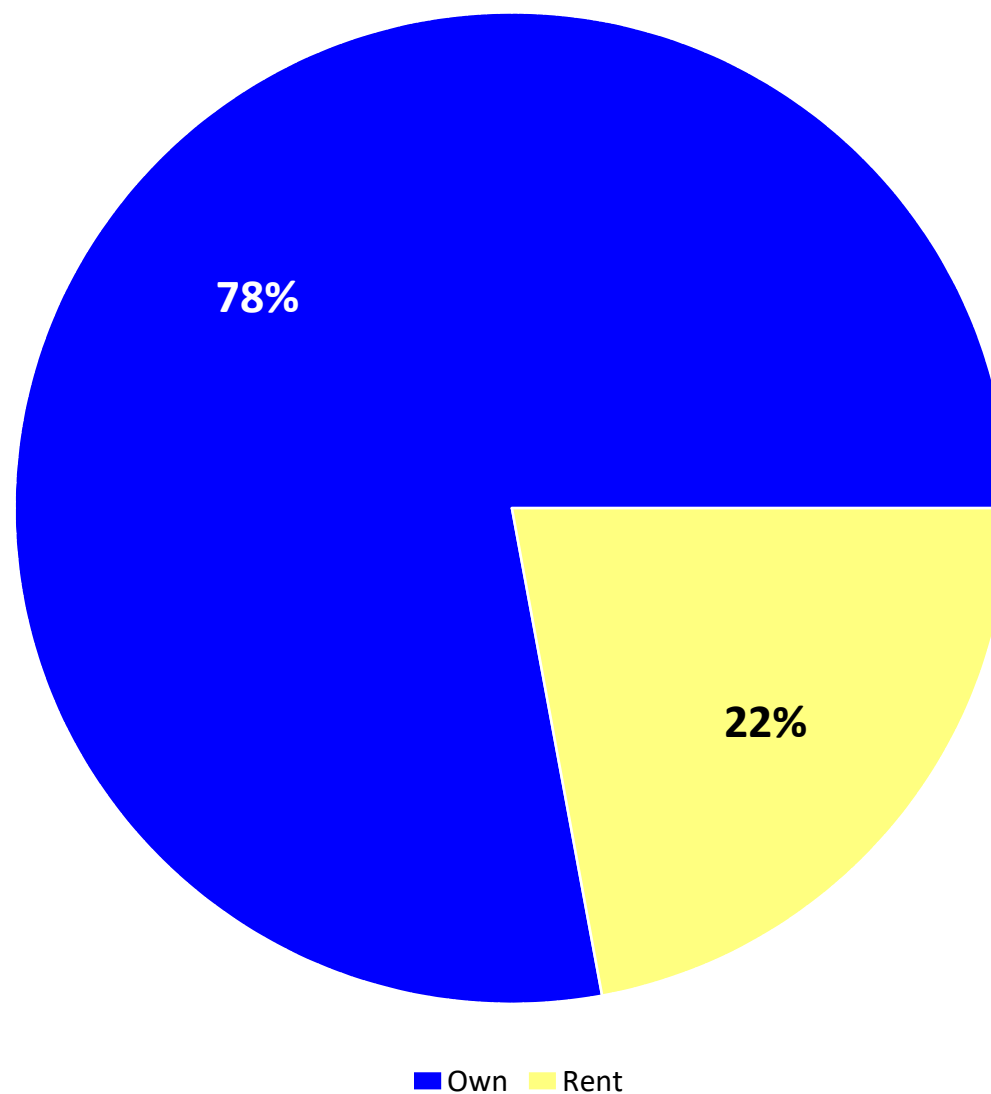
Q26. Demographics: How many persons currently live in your household?

by percentage of respondents



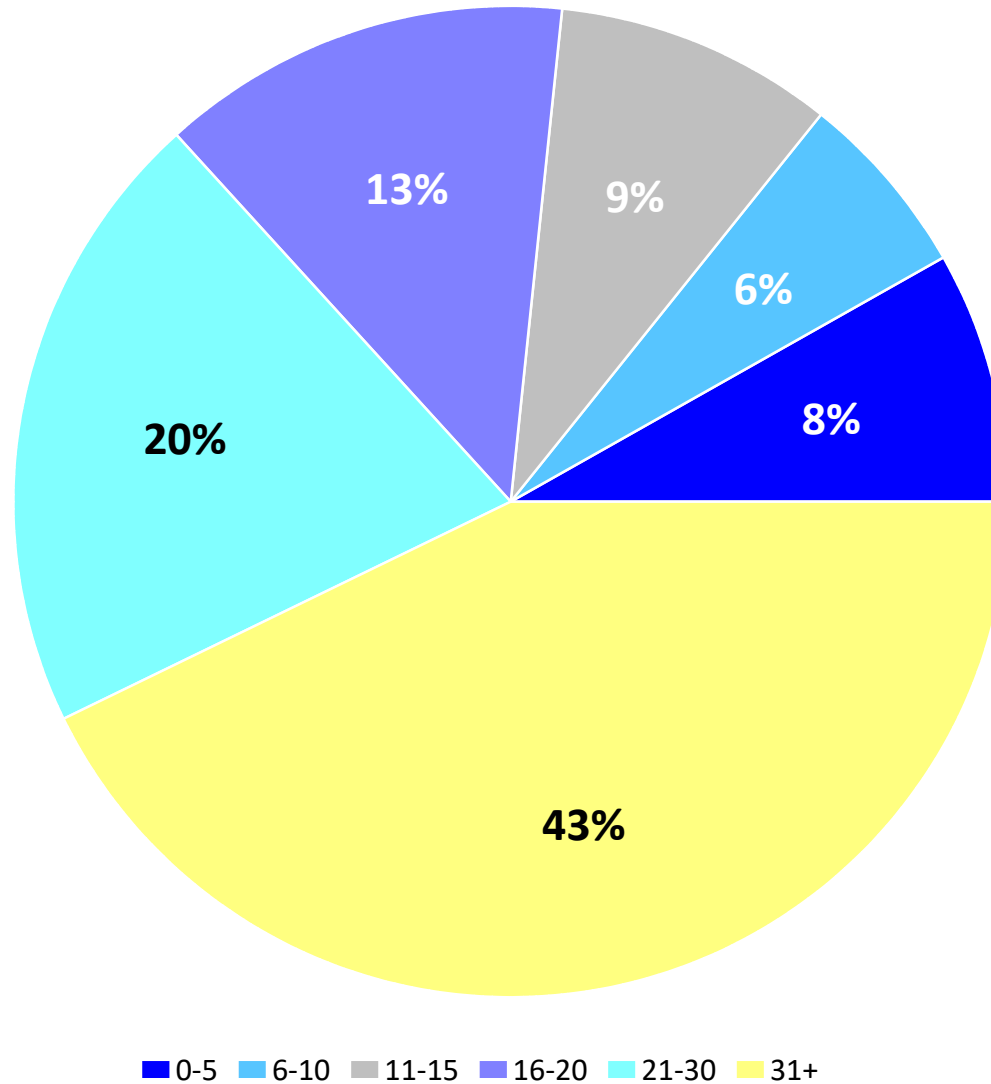
Q27. Demographics: Do you own or rent your home?

by percentage of respondents



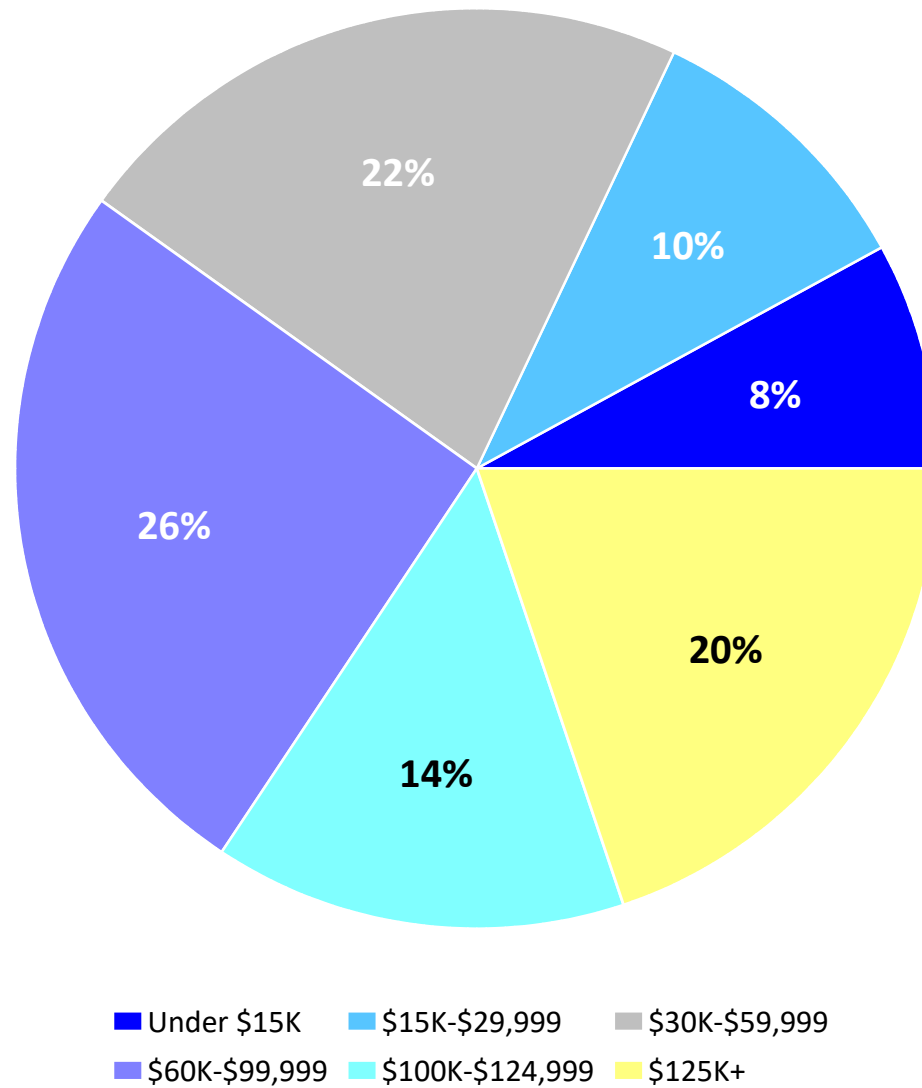
Q28. Demographics: Approximately, how many years have you lived in the City of Fort Worth?

by percentage of respondents



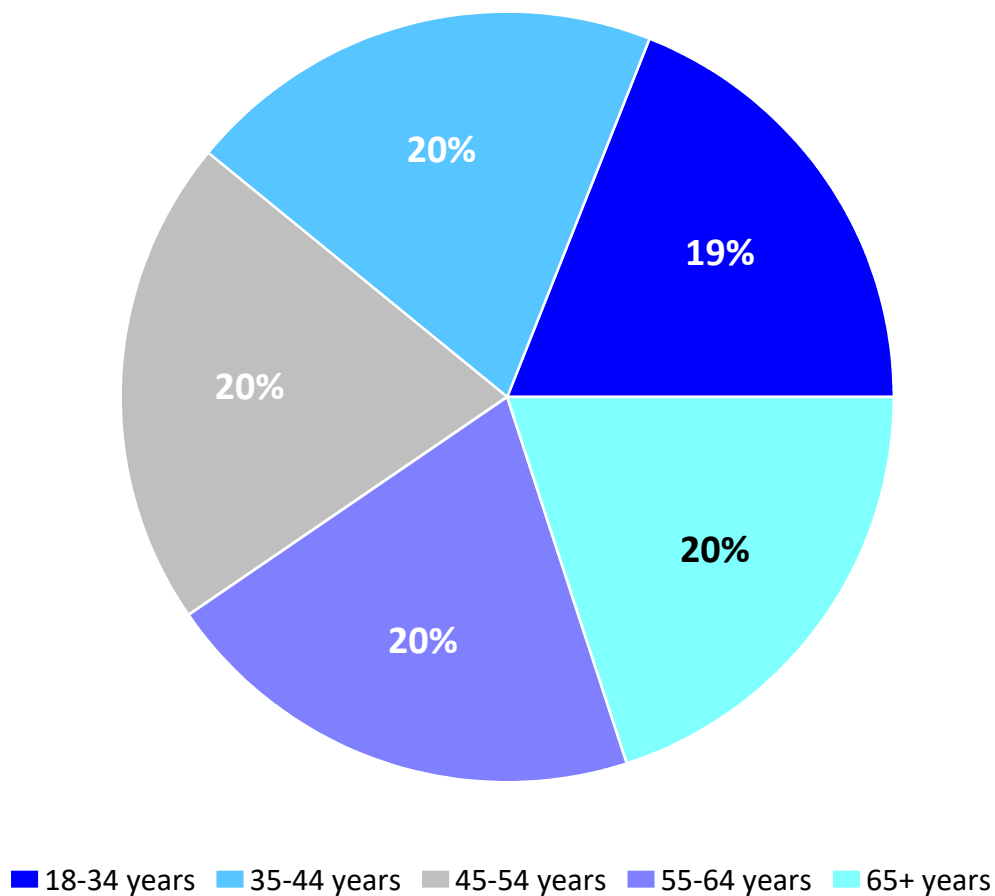
Q29. Demographics: Annual Household Income

by percentage of respondents



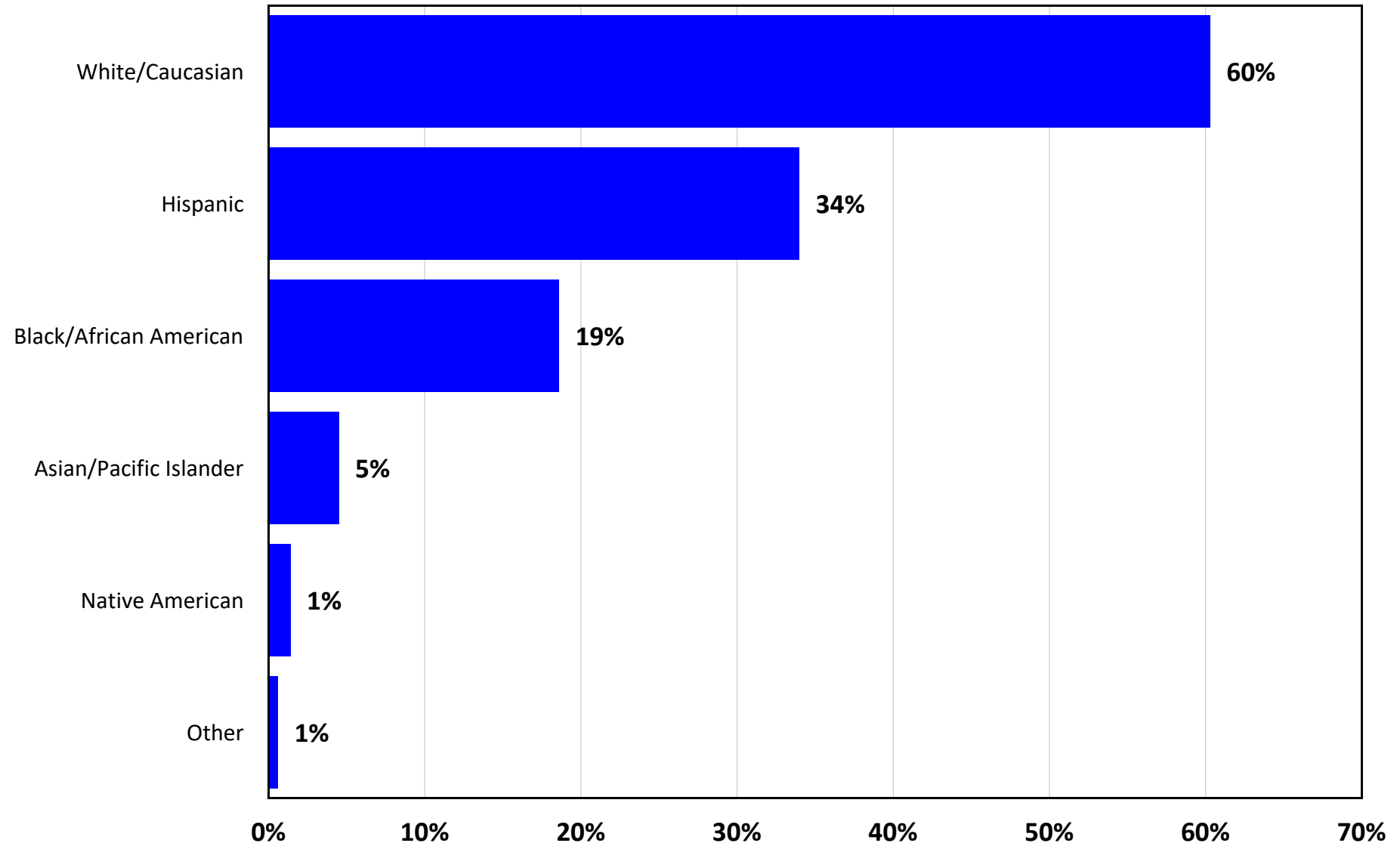
Q30. Demographics: Age of Respondent

by percentage of respondents



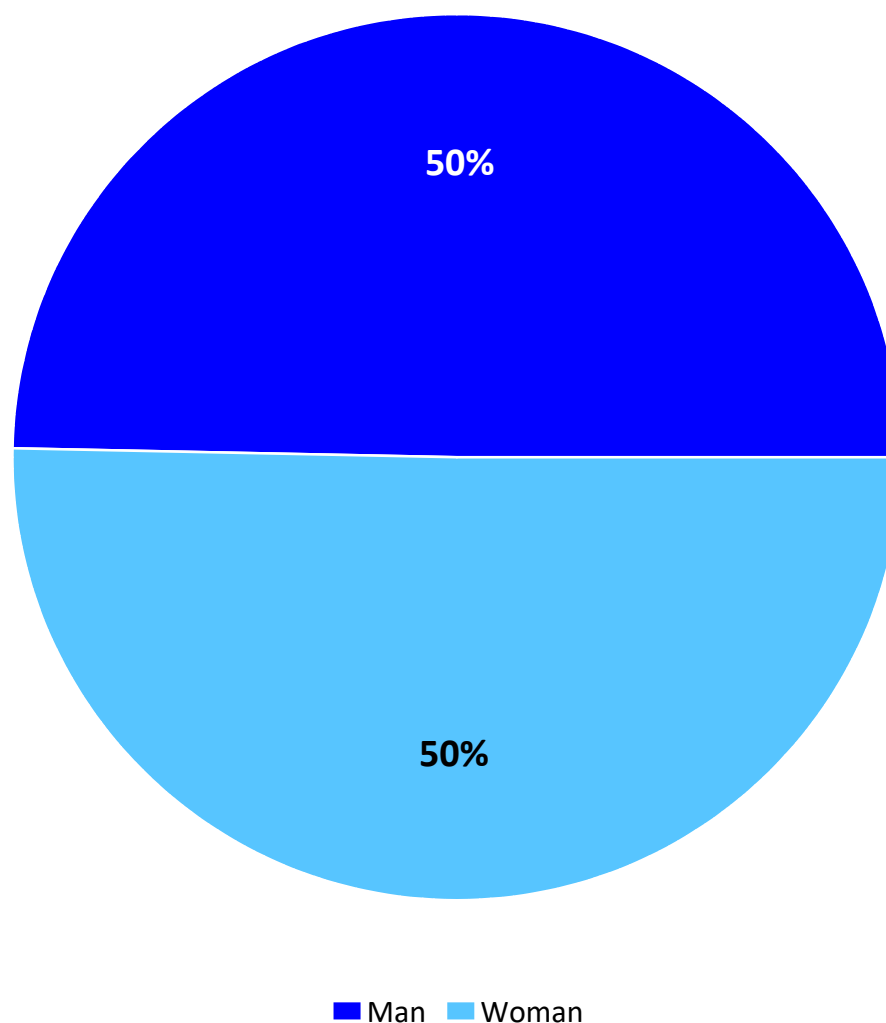
Q31. Demographics: Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple selections could be made)



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

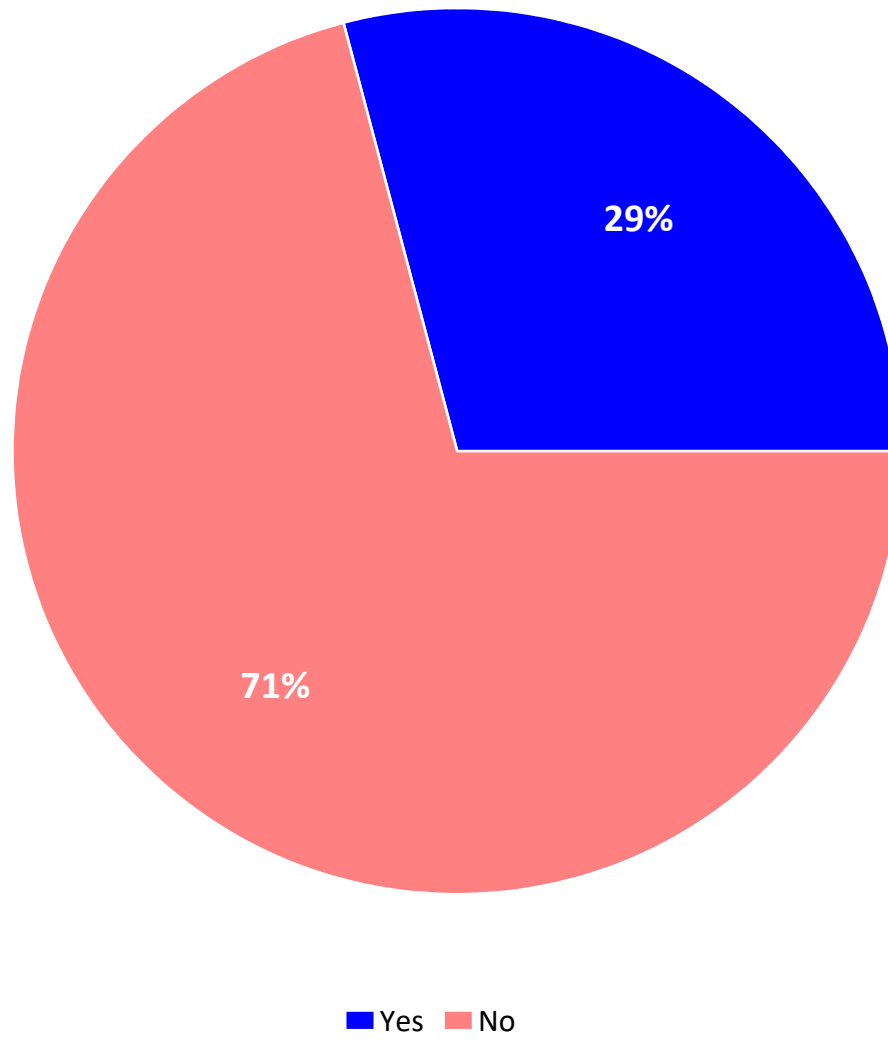
by percentage of respondents



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



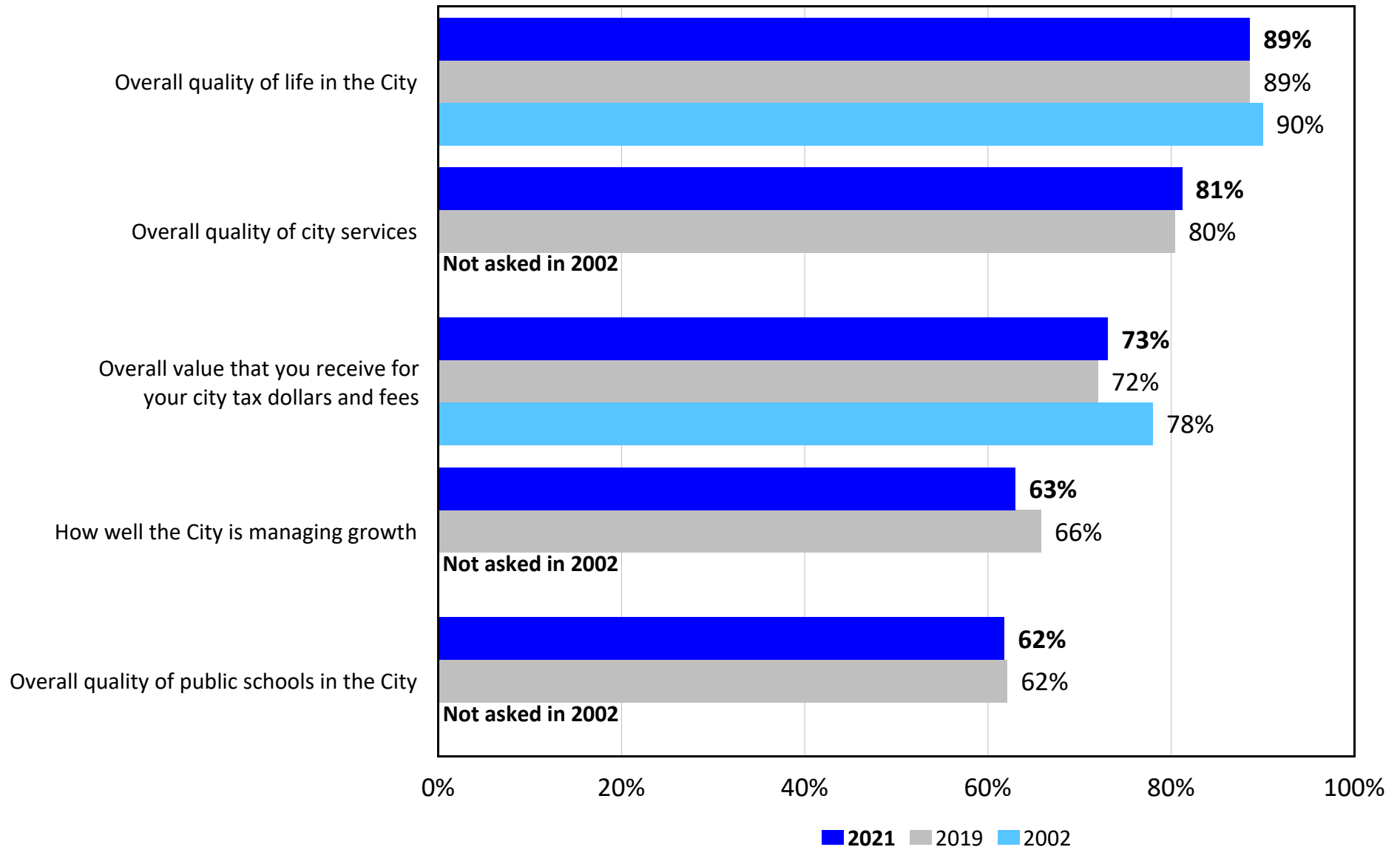


Trend Charts

Q1. Perceptions of the City

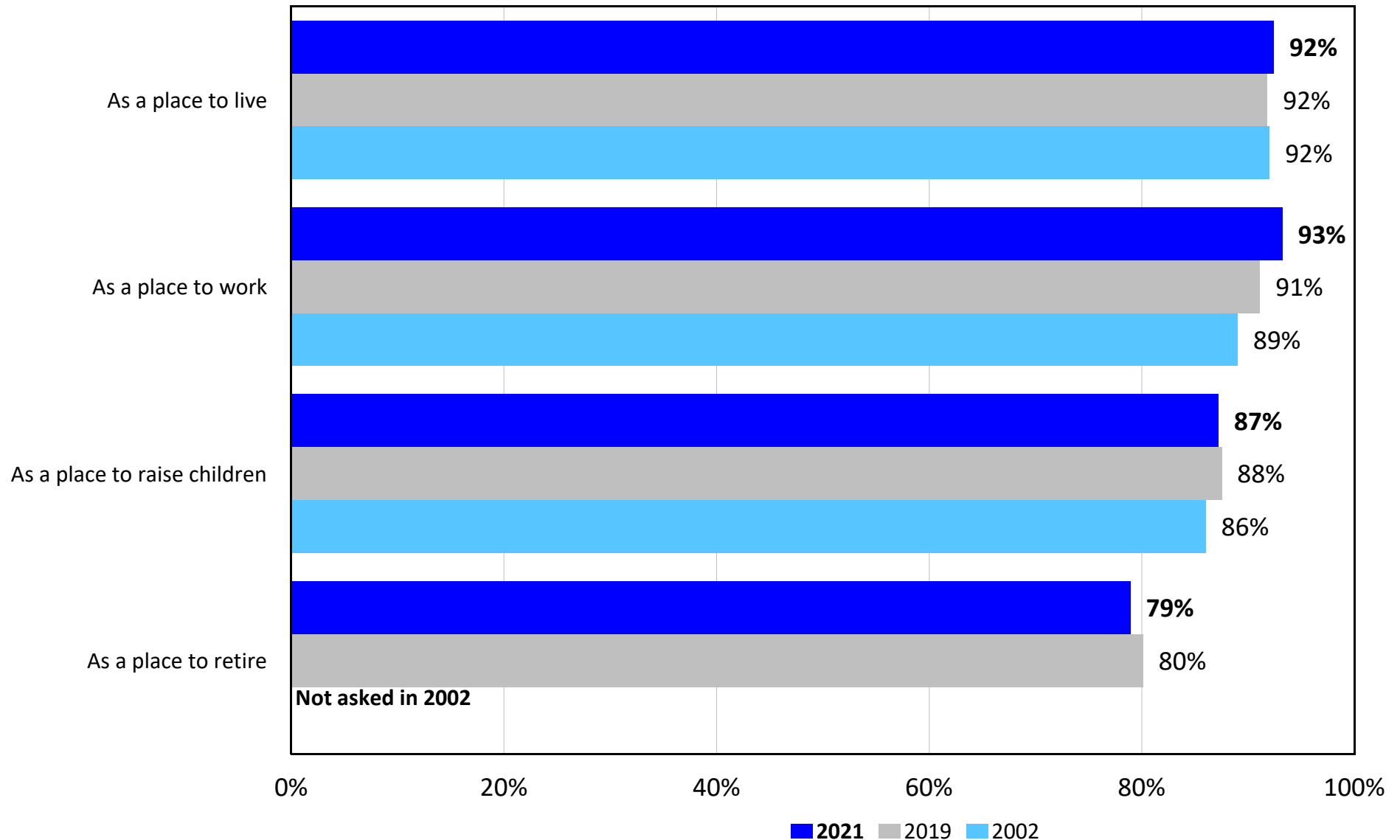
2021, 2019, & 2002

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

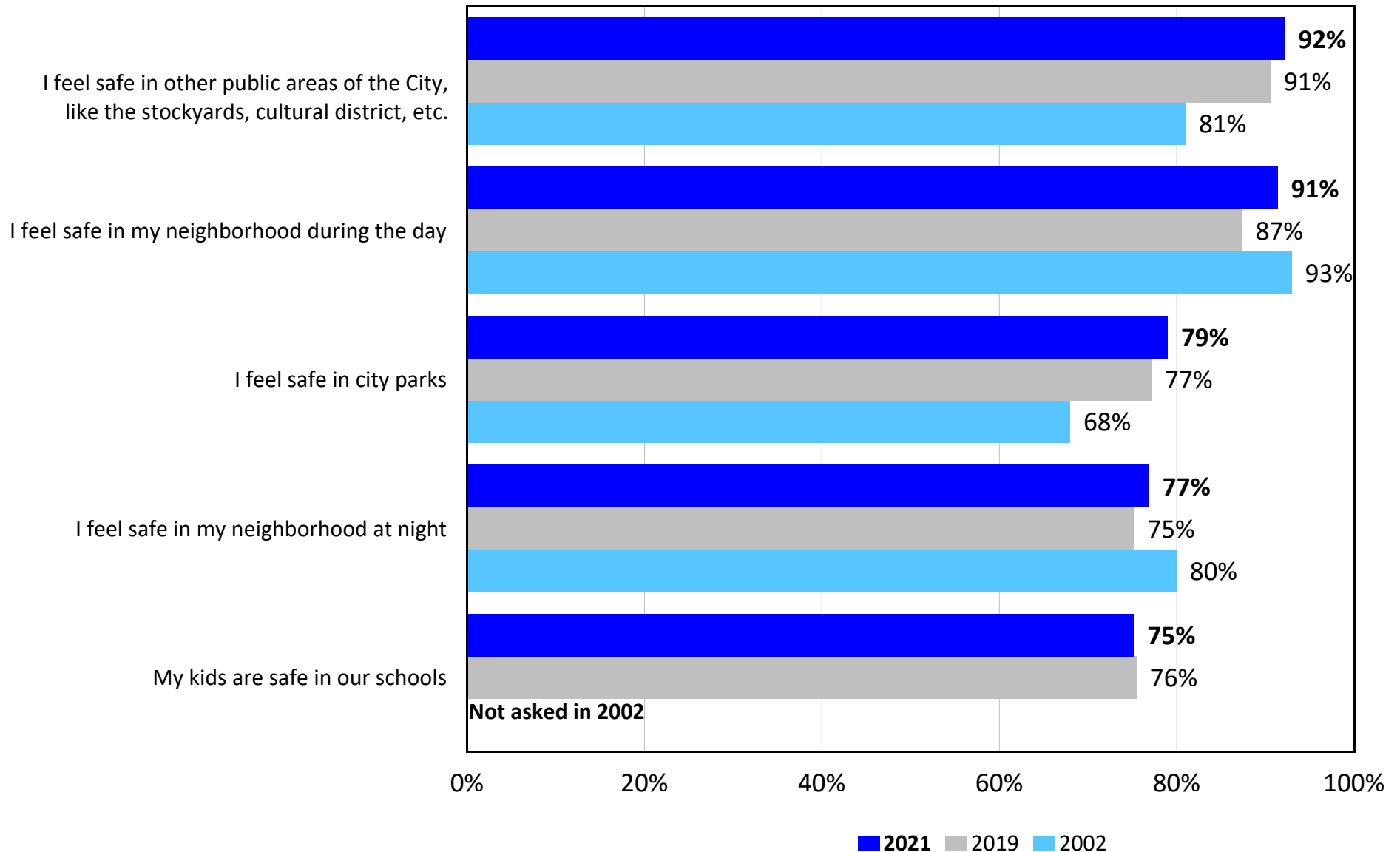
by percentage of respondents who rated the item as a 3, 4, or 5 on a 5-point scale (excluding don't knows)



Q3. Feeling of Safety

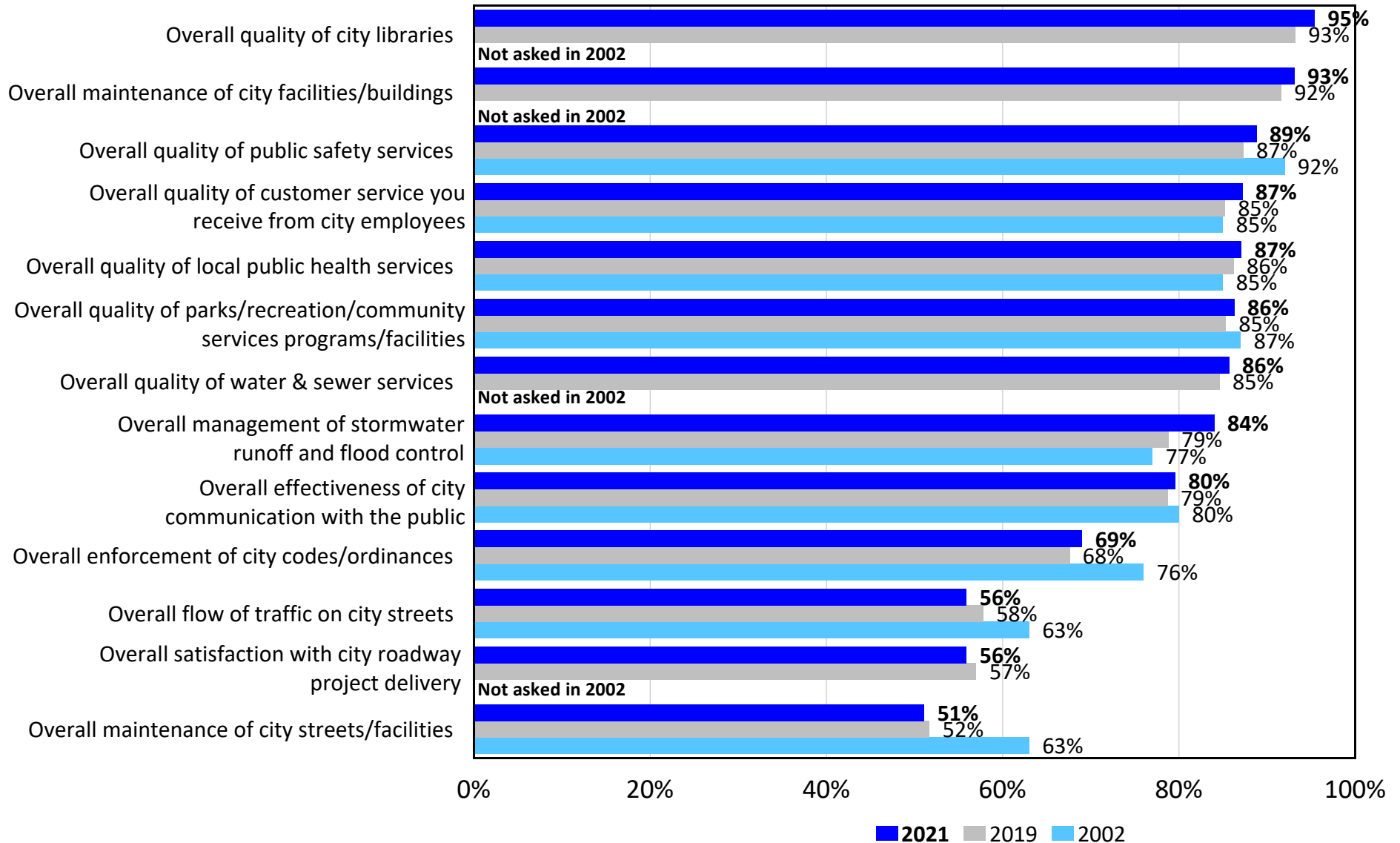
2021, 2019, & 2002

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



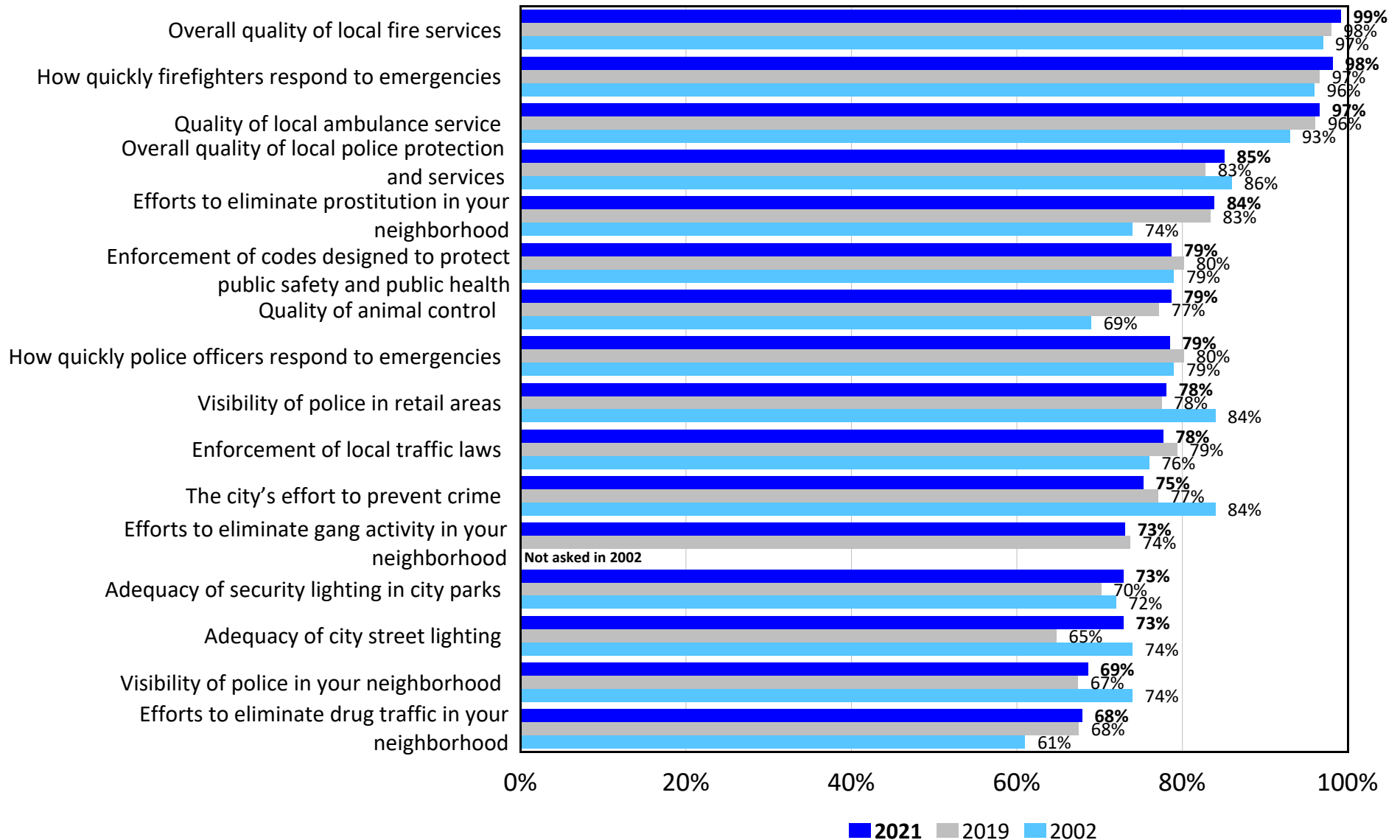
Q4. Overall Satisfaction with Major City Services 2021, 2019, & 2002

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



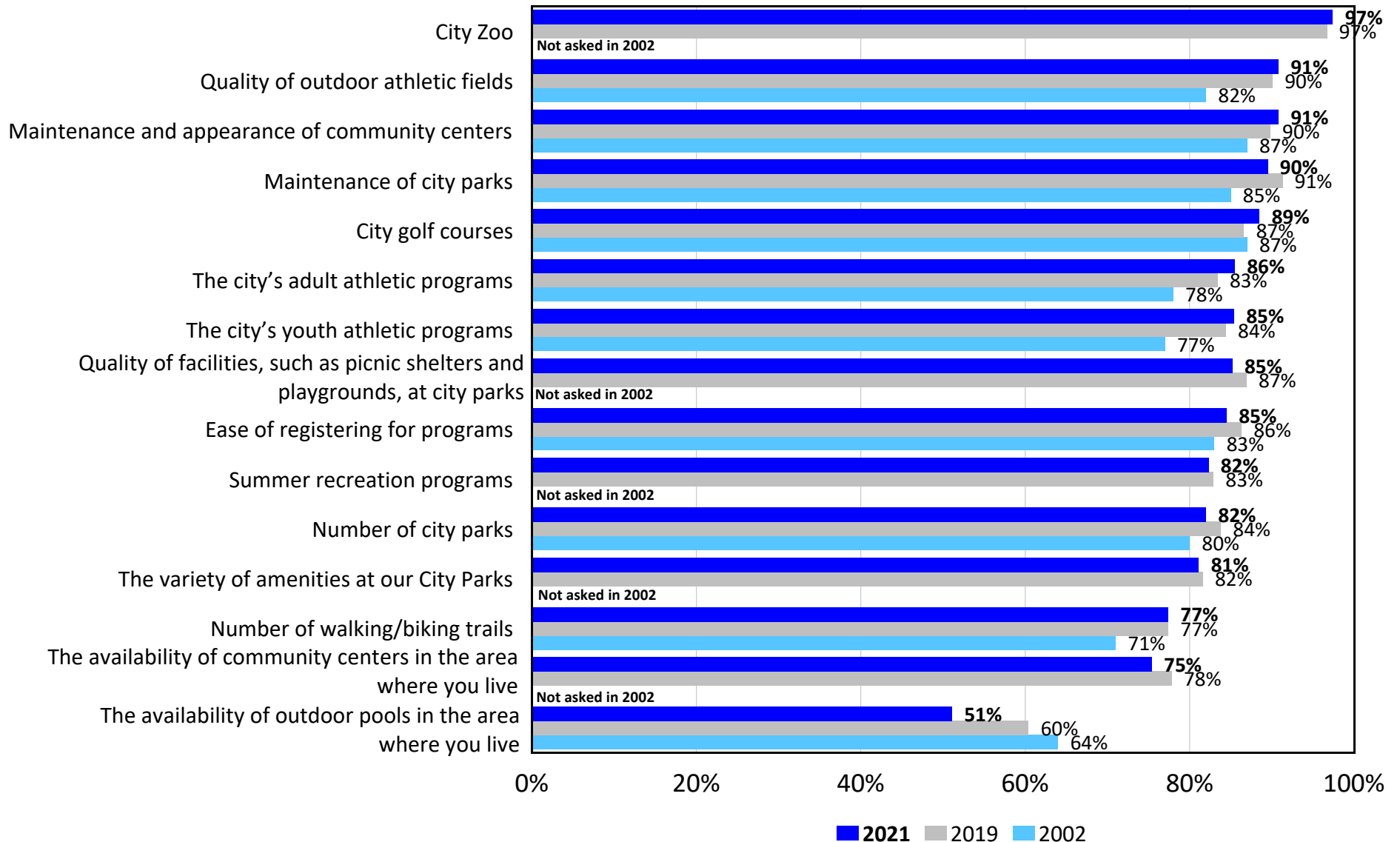
Q6. Public Safety Services 2021, 2019, & 2002

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

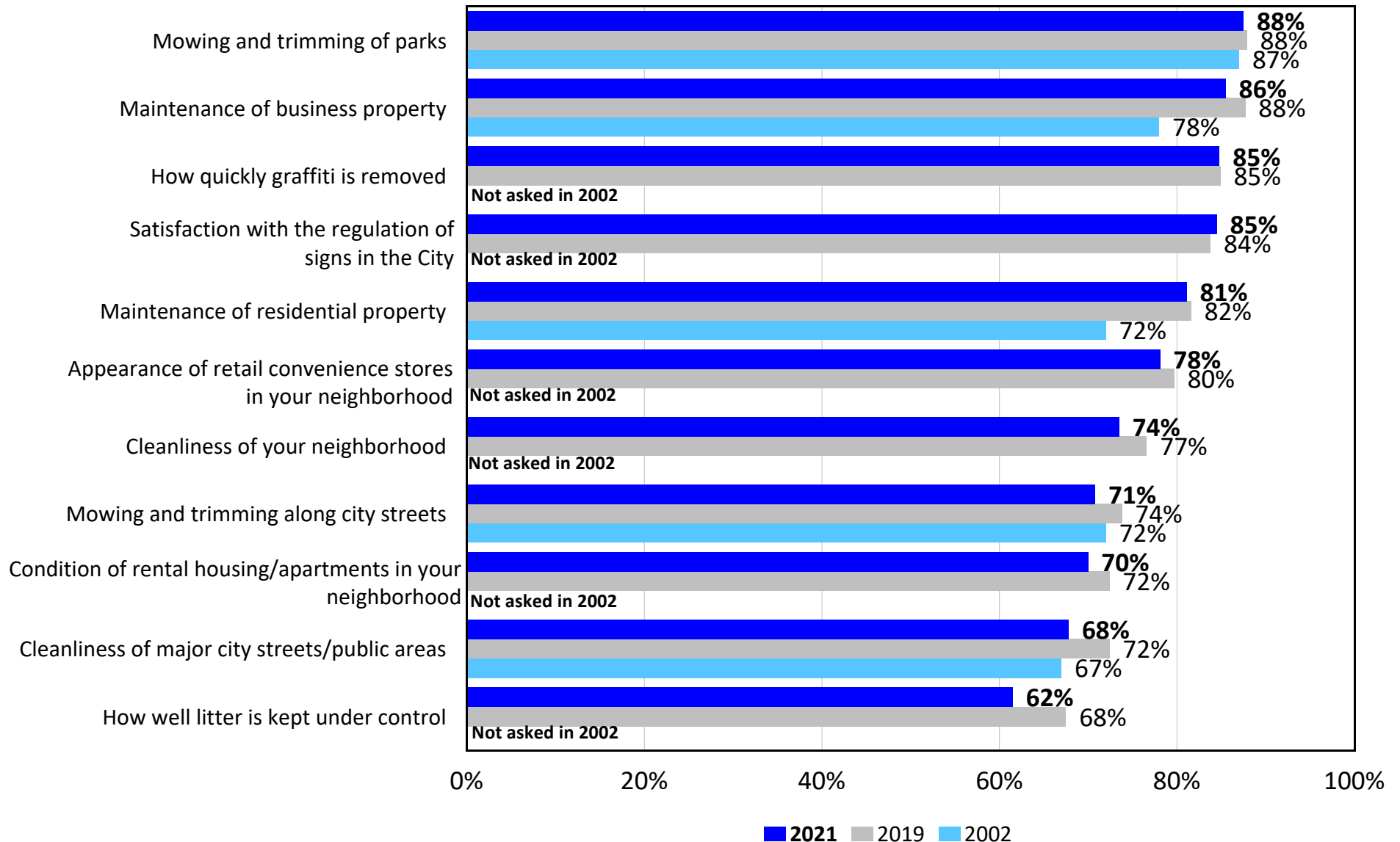
by percentage of respondents who rated the item as a 3, 4, or 5 on a 5-point scale (excluding don't knows)



Q11. Maintenance and Appearance of the City

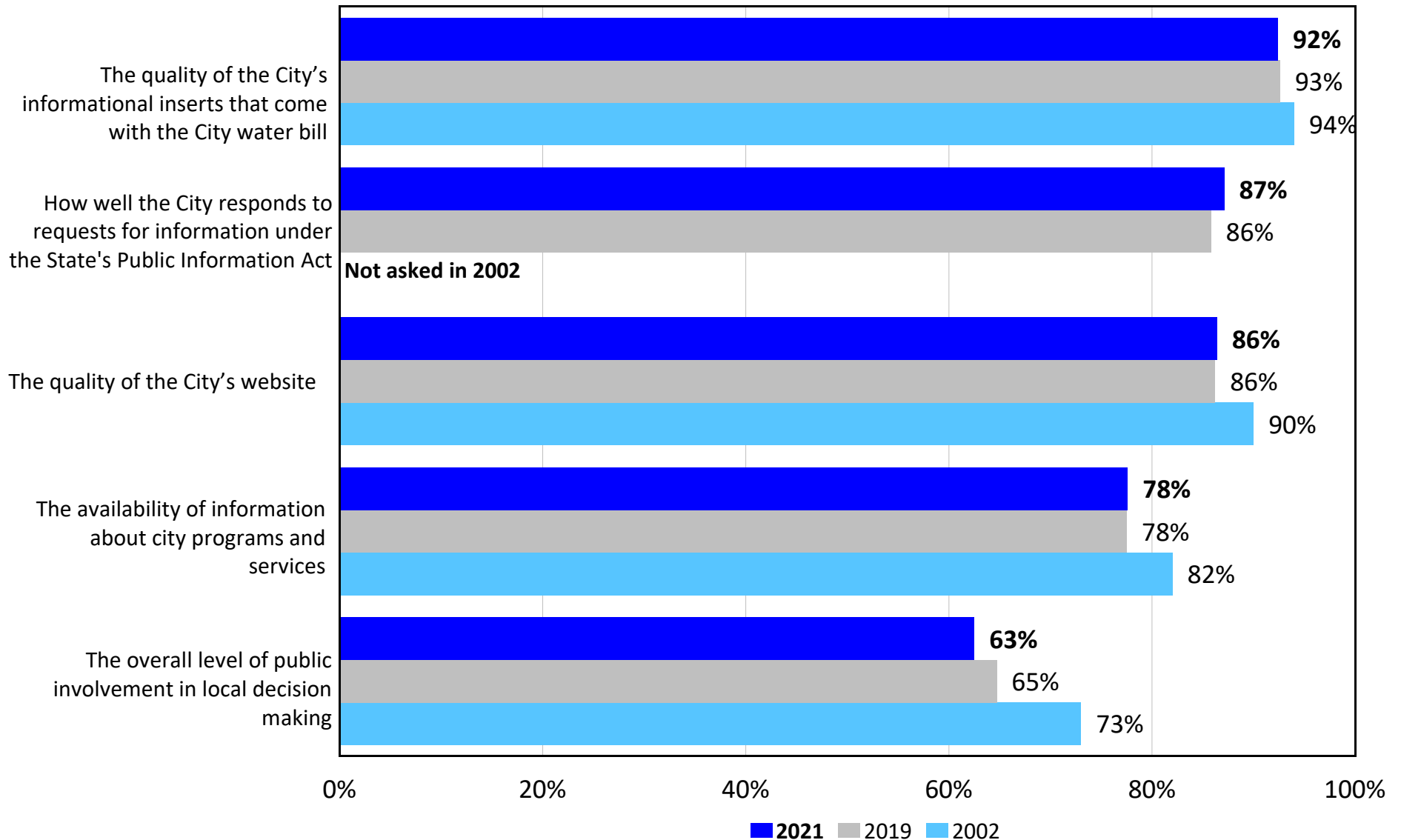
2021, 2019, & 2002

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



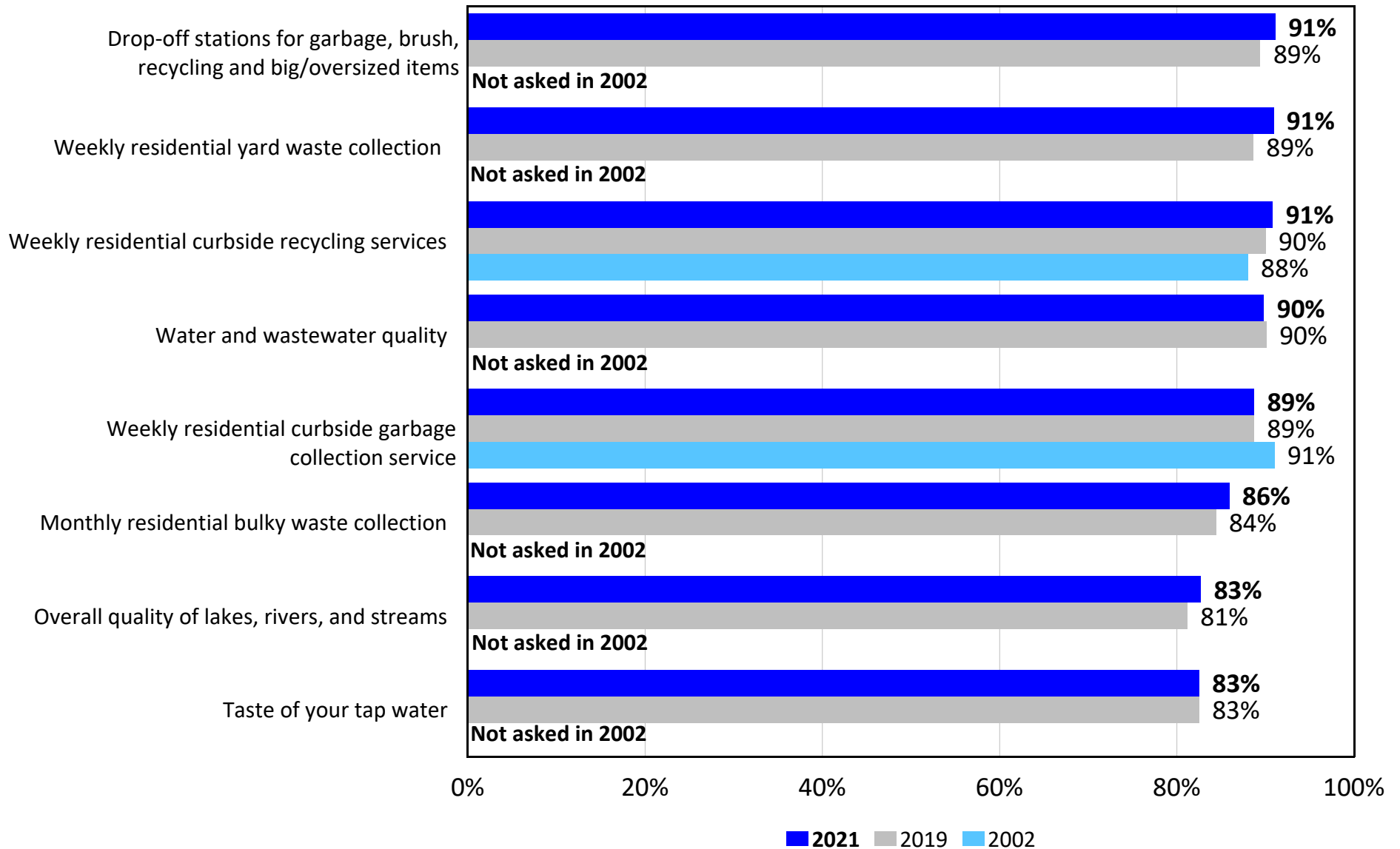
Q13. City Communication 2021, 2019, & 2002

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



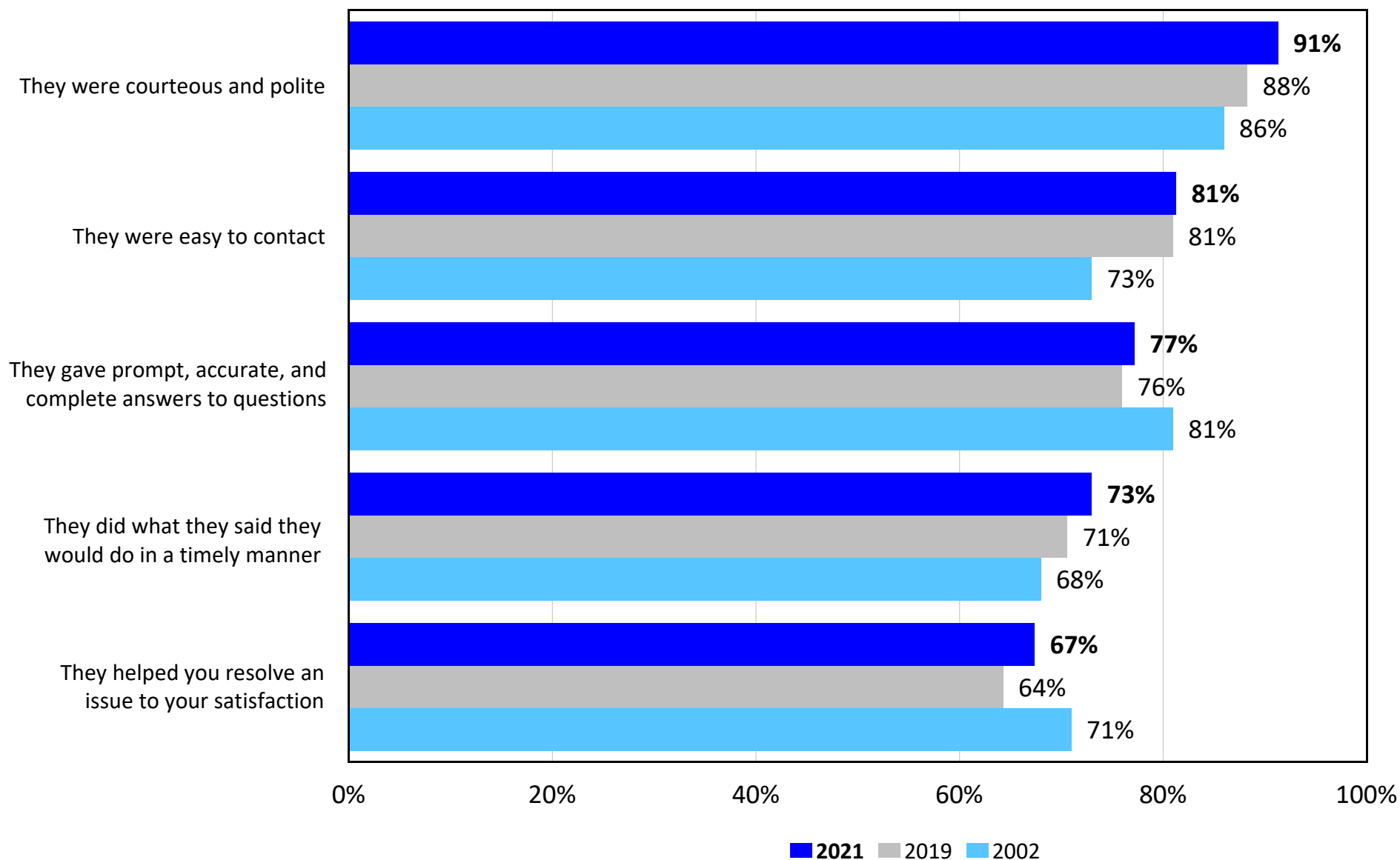
Q15. Solid Waste, Water, and Environmental 2021, 2019, & 2002

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



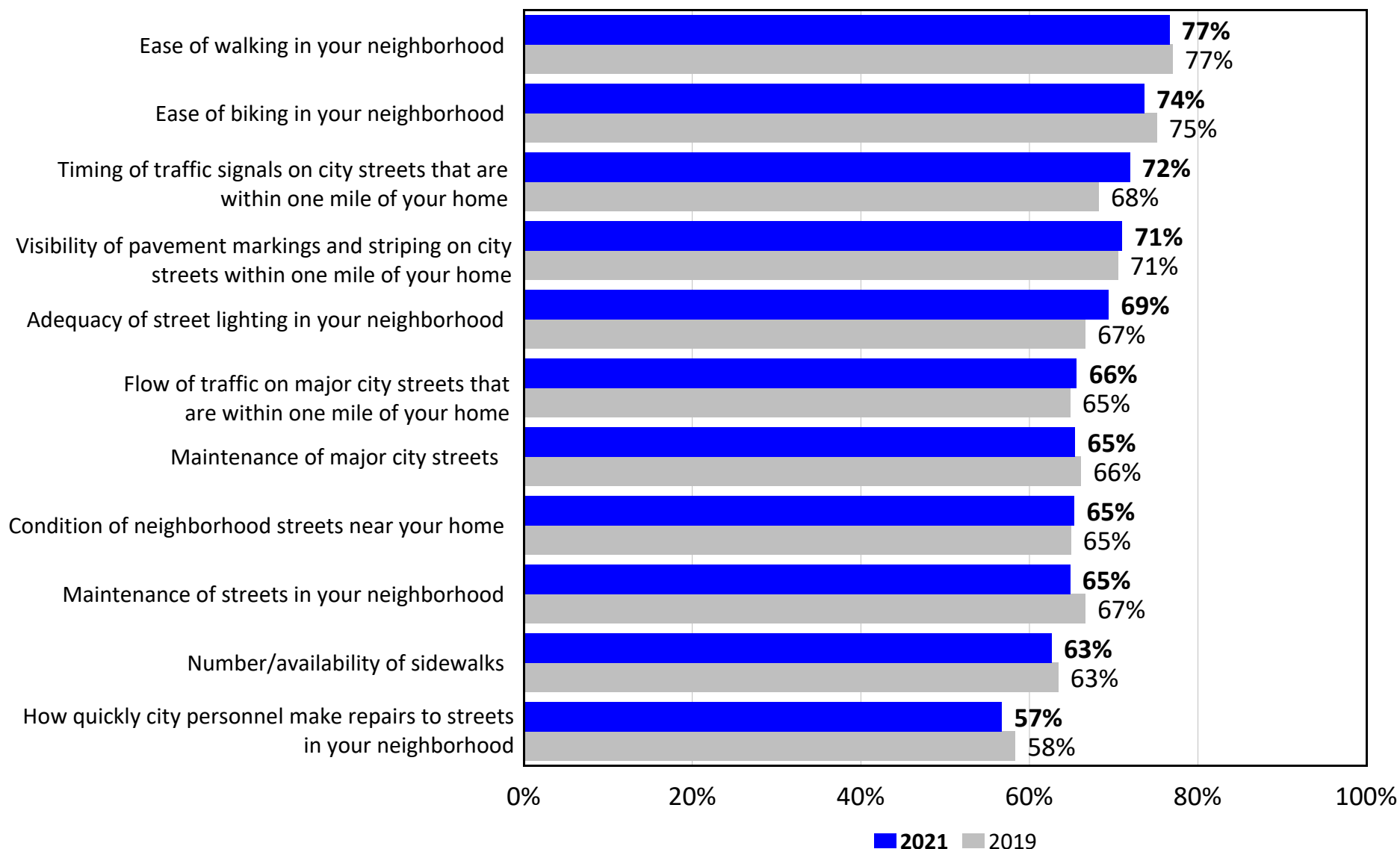
Q16b. Customer Service Ratings 2021, 2019, & 2002

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

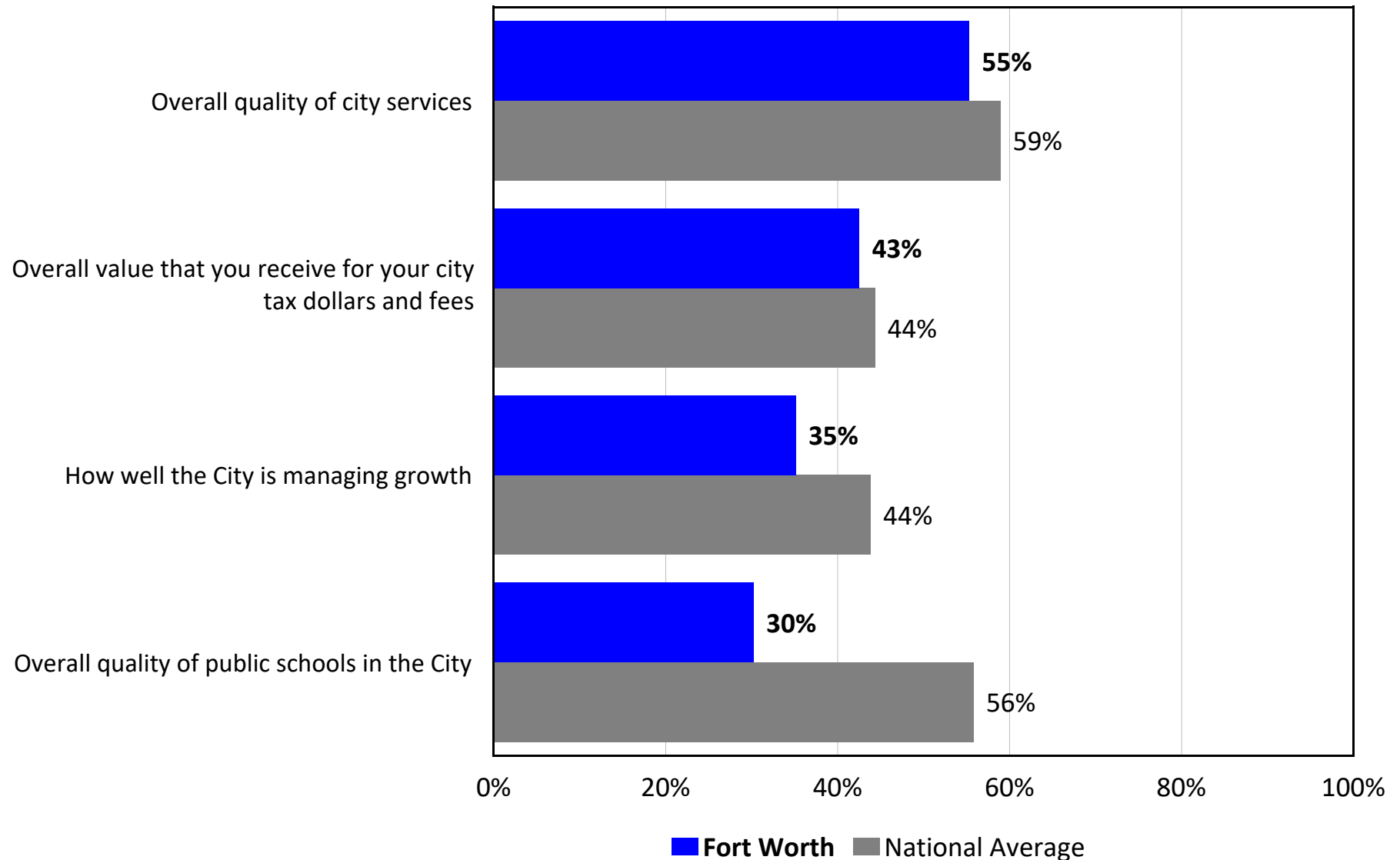
National Comparisons

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.

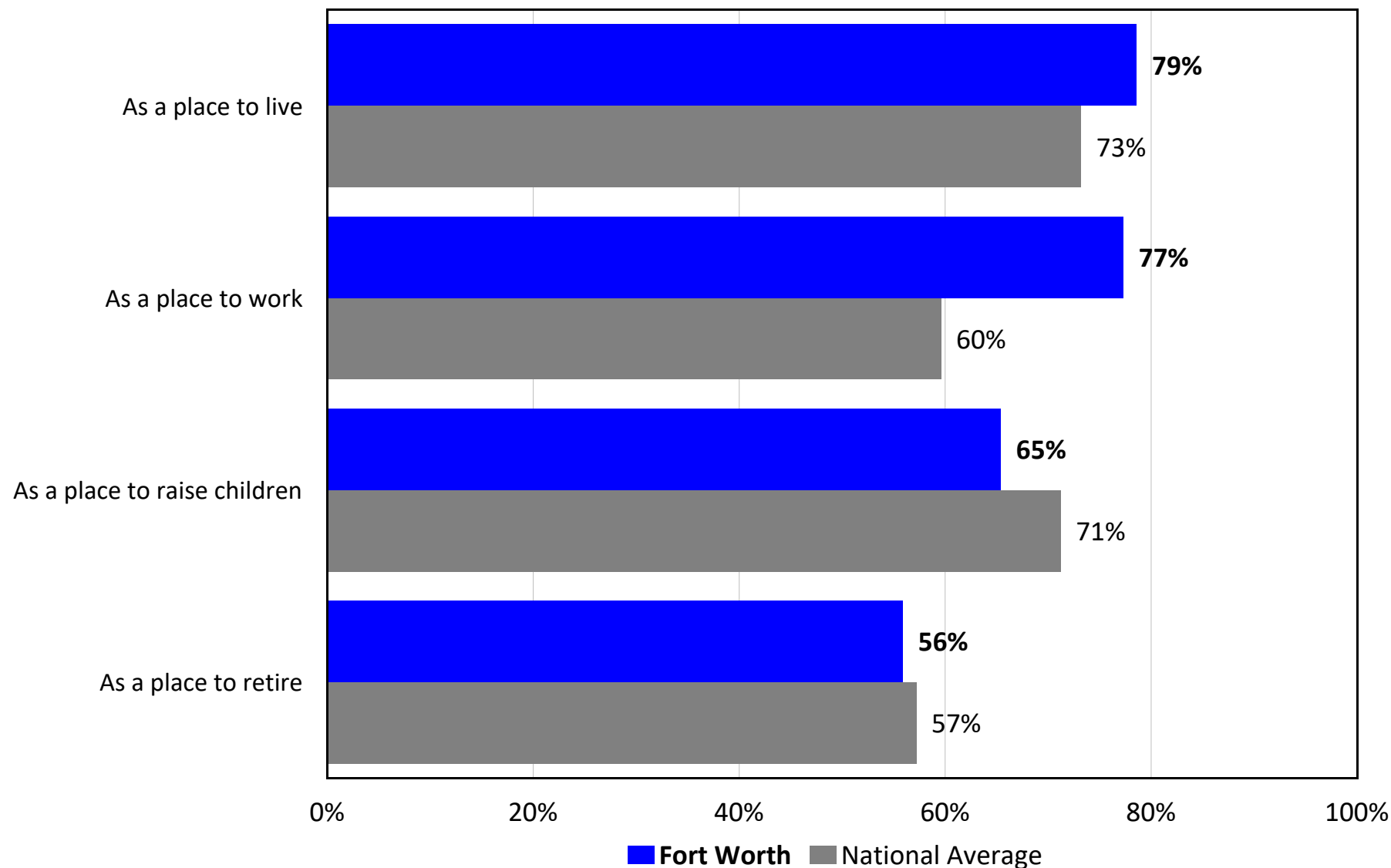
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q2. Quality of Life in Fort Worth

Fort Worth vs. U.S.

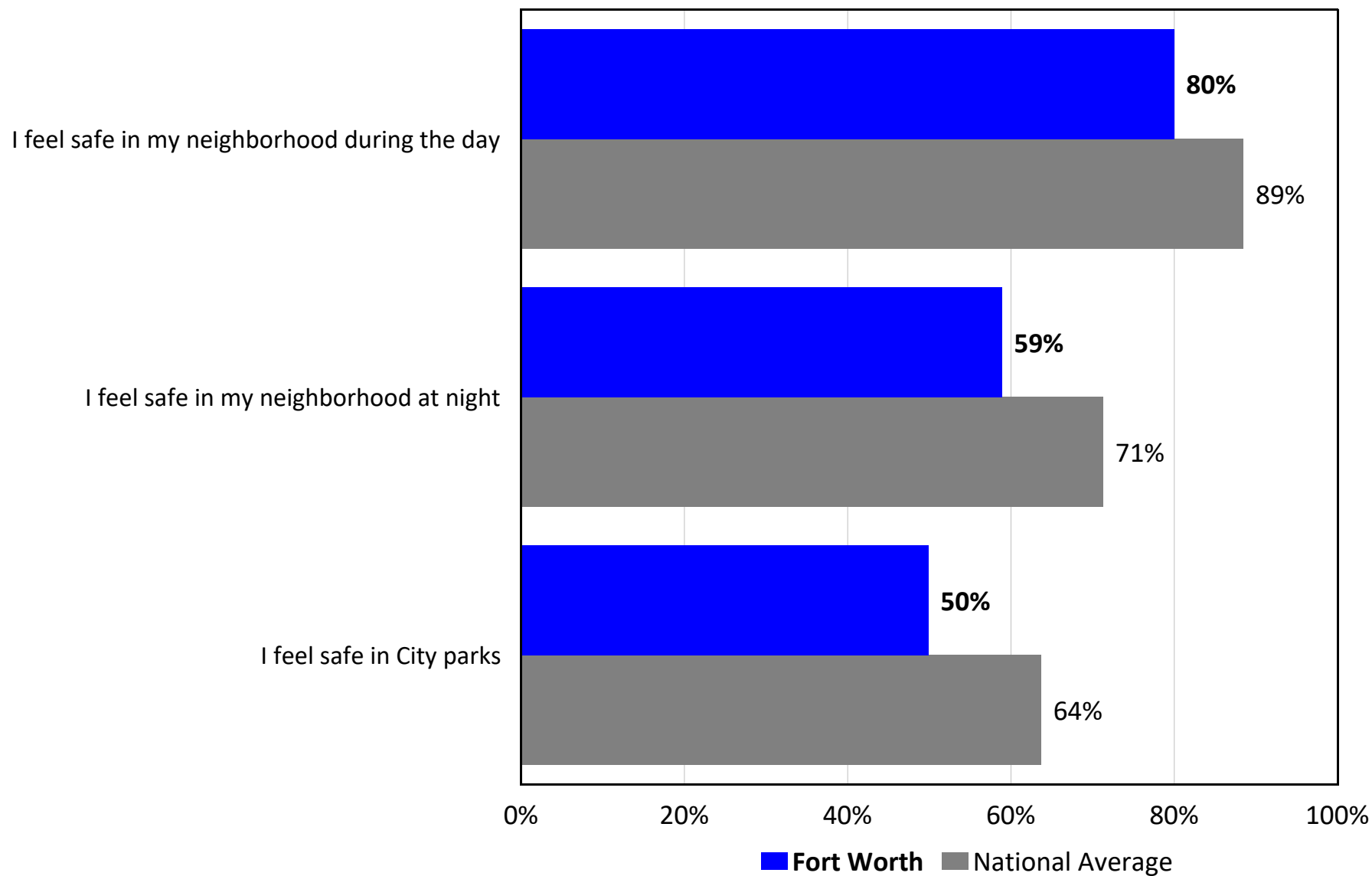
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q3. Feeling of Safety

Fort Worth vs. U.S.

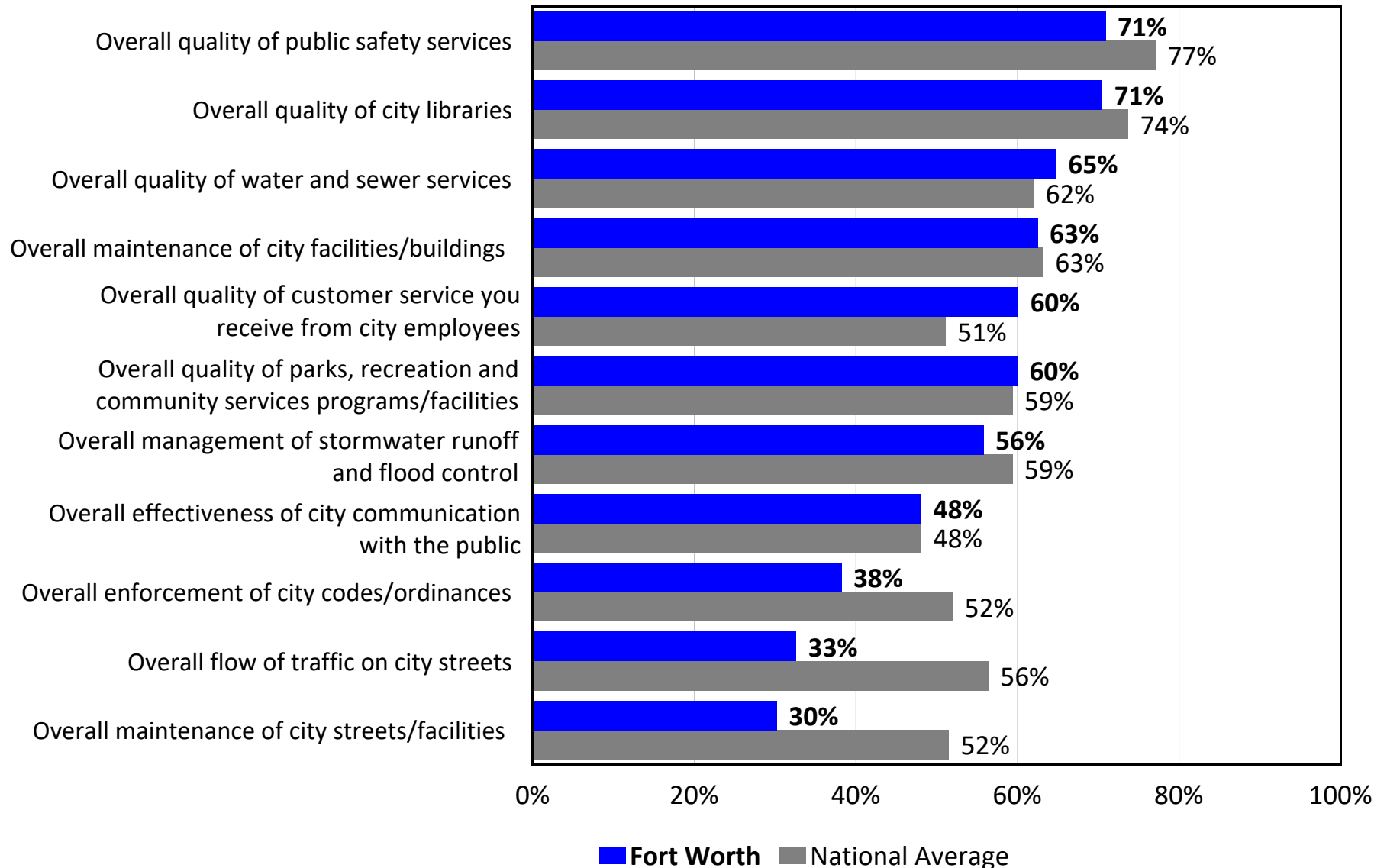
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q4. Overall Satisfaction with Major City Services

Fort Worth vs. U.S.

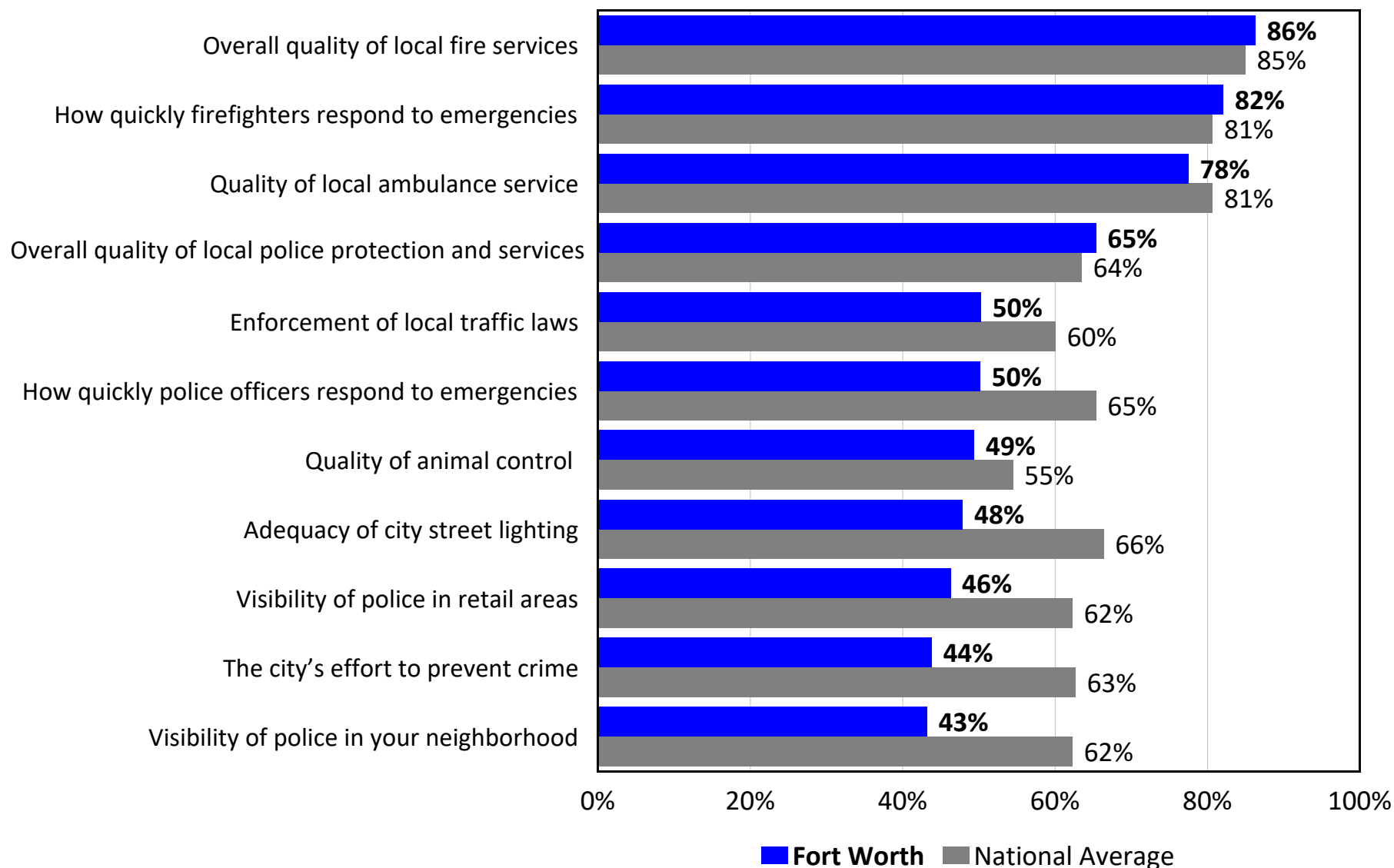
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q6. Public Safety Services

Fort Worth vs. U.S.

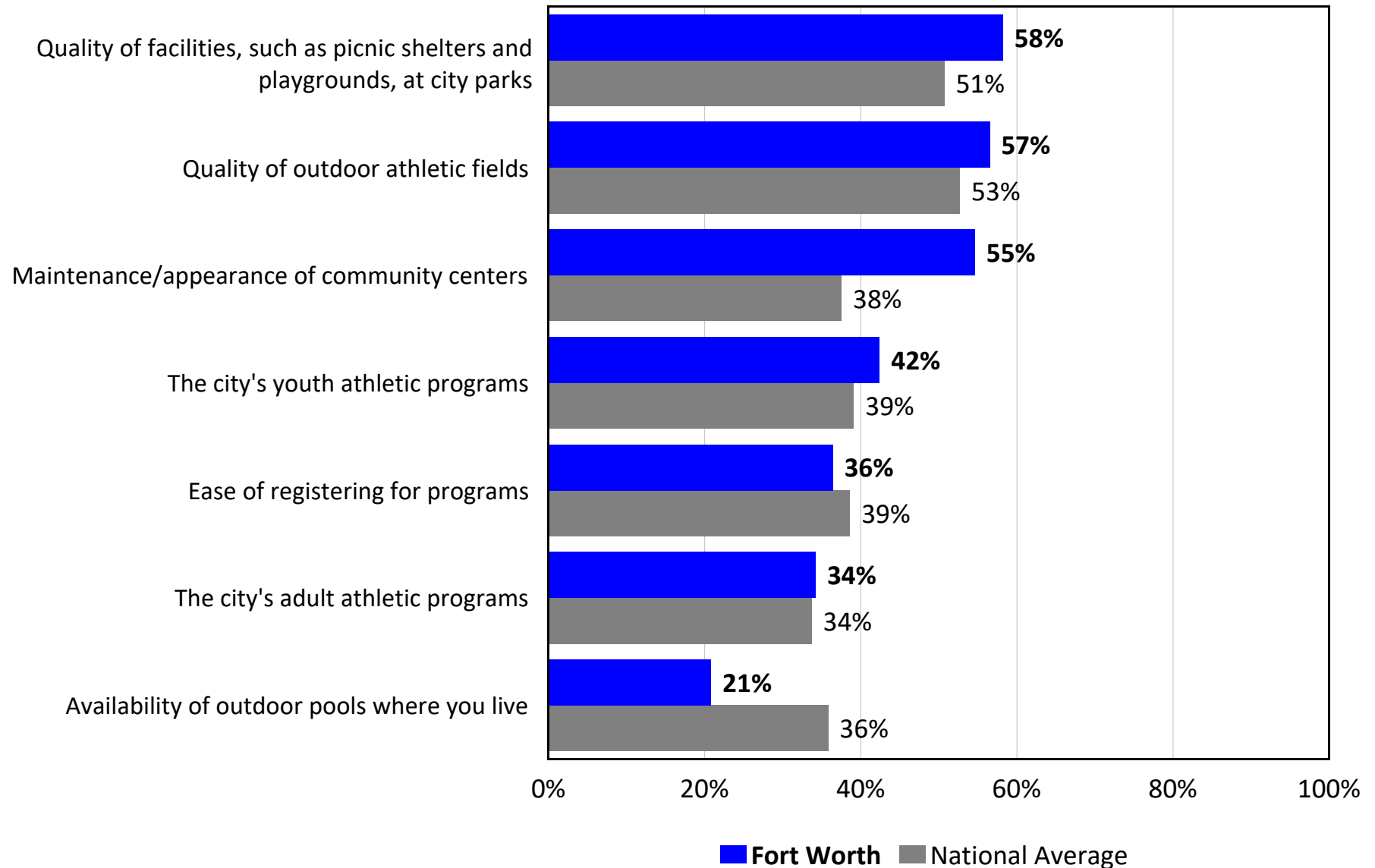
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q8. Parks and Recreation Services

Fort Worth vs. U.S.

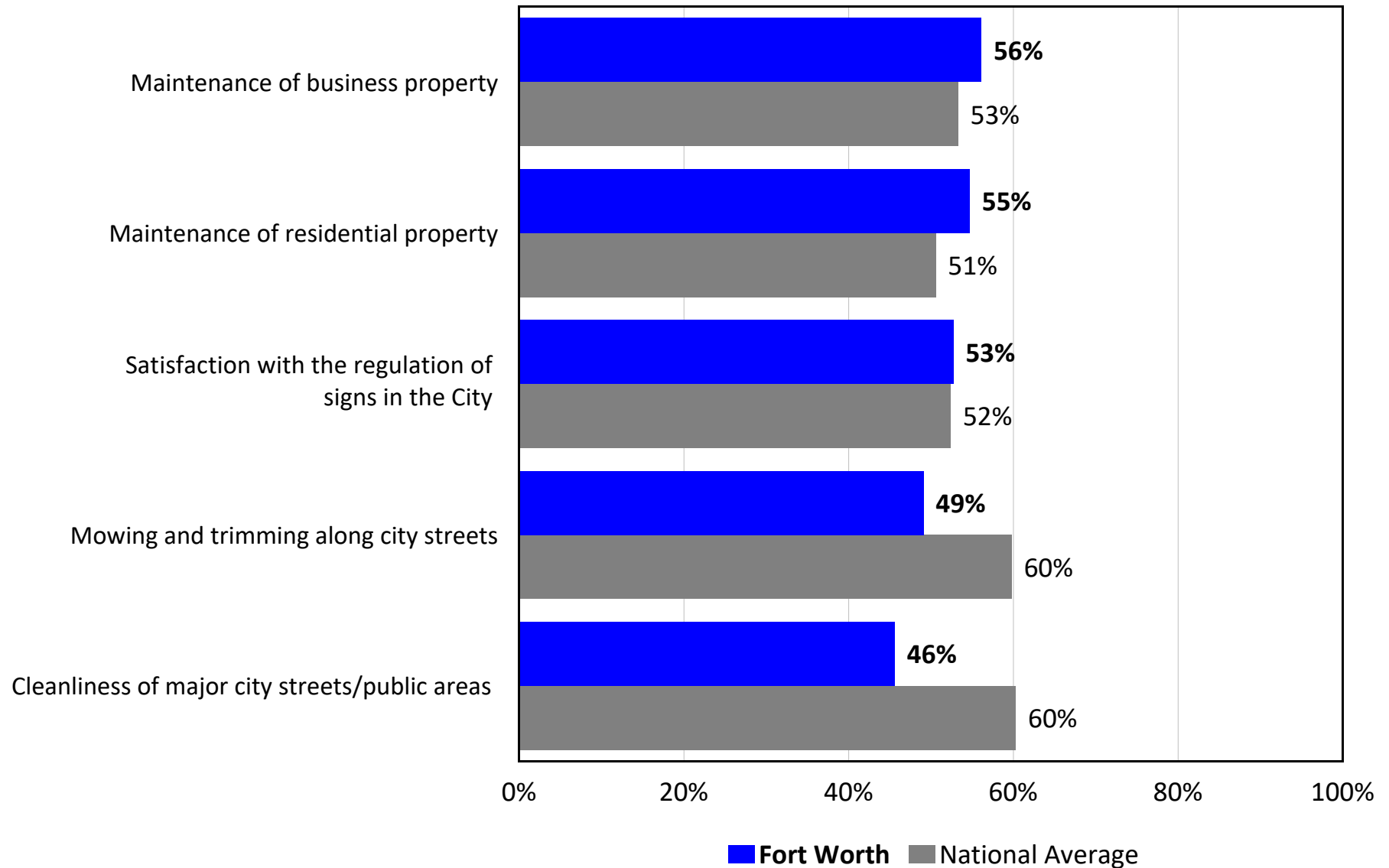
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q11. Maintenance and Appearance of the City

Fort Worth vs. U.S.

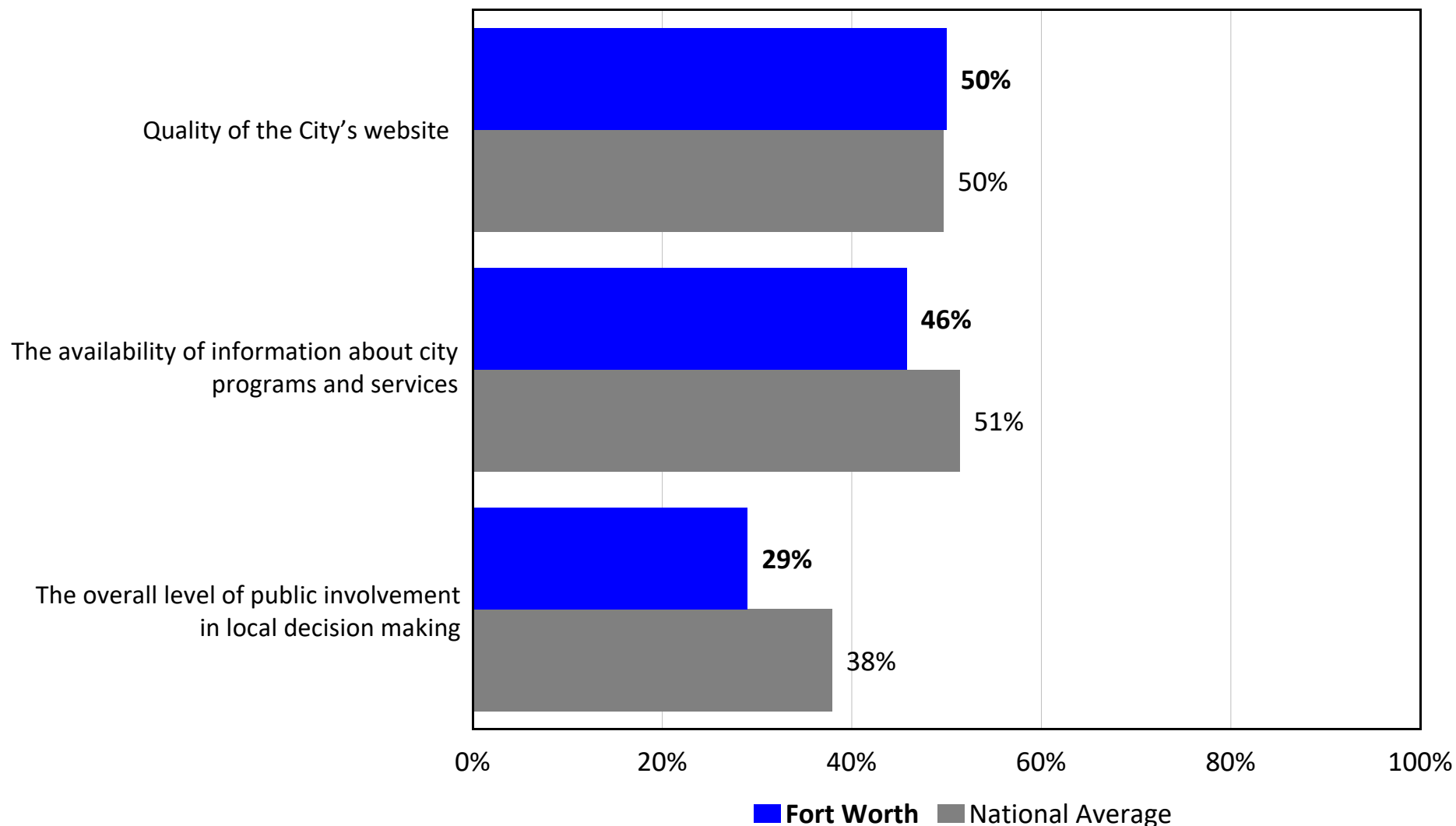
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q13. City Communication

Fort Worth vs. U.S.

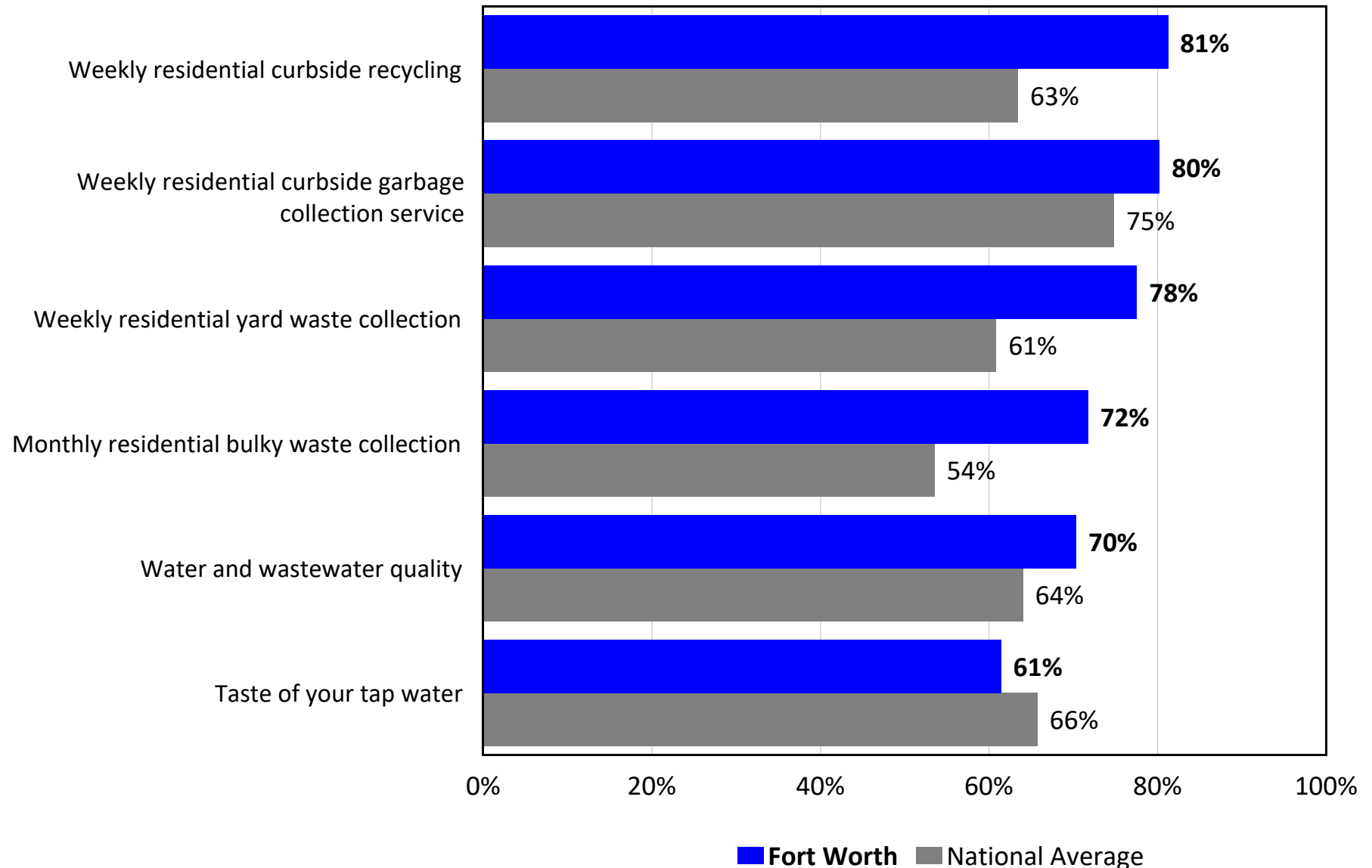
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



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.

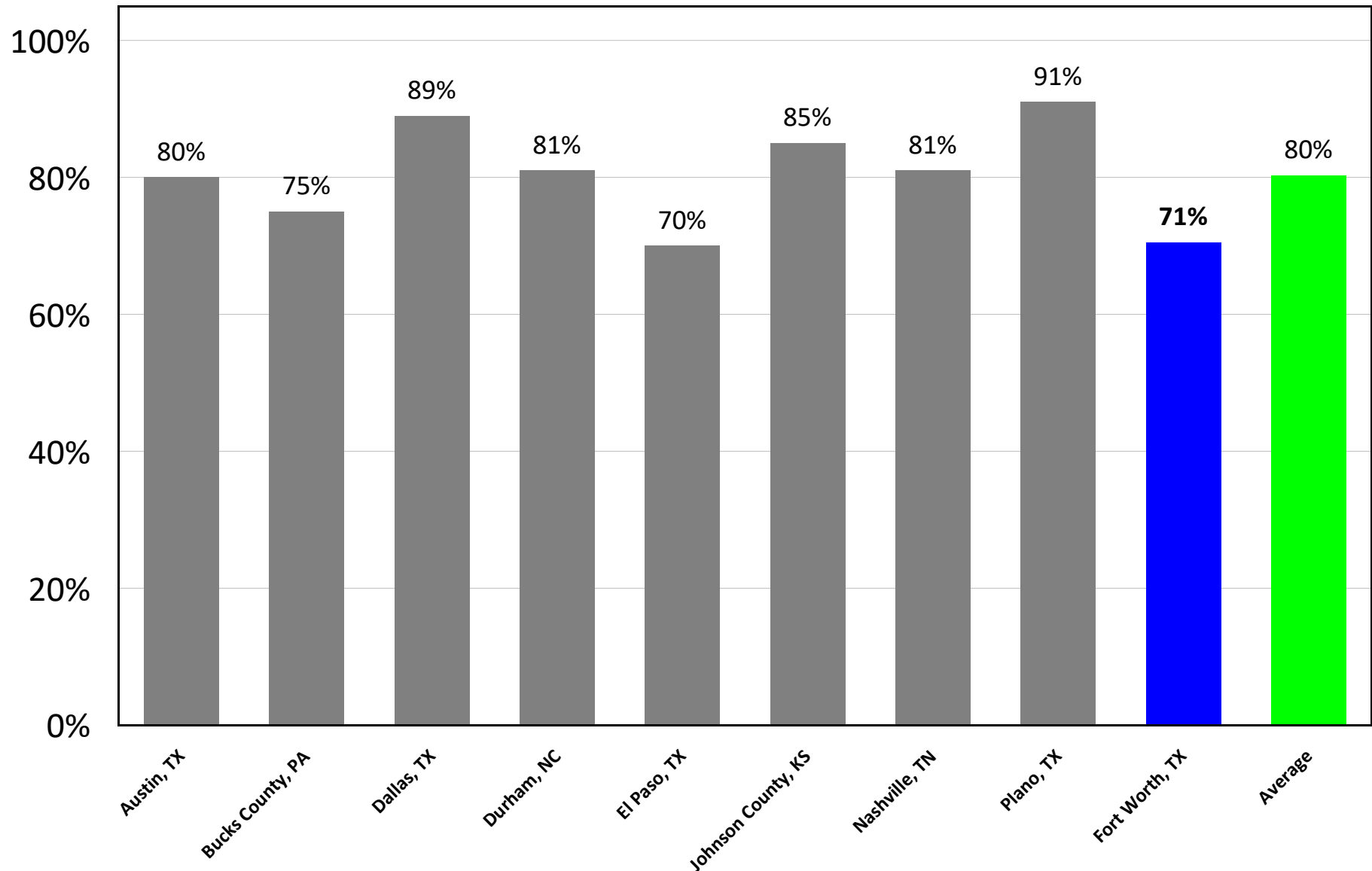
The following charts show head-to-head comparisons between the City of Fort Worth and other large cities in the United States. The gray bars show the results for the individual cities. The blue bar shows the results for the City of Fort Worth. The green bar shows the average for the results of surveys 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

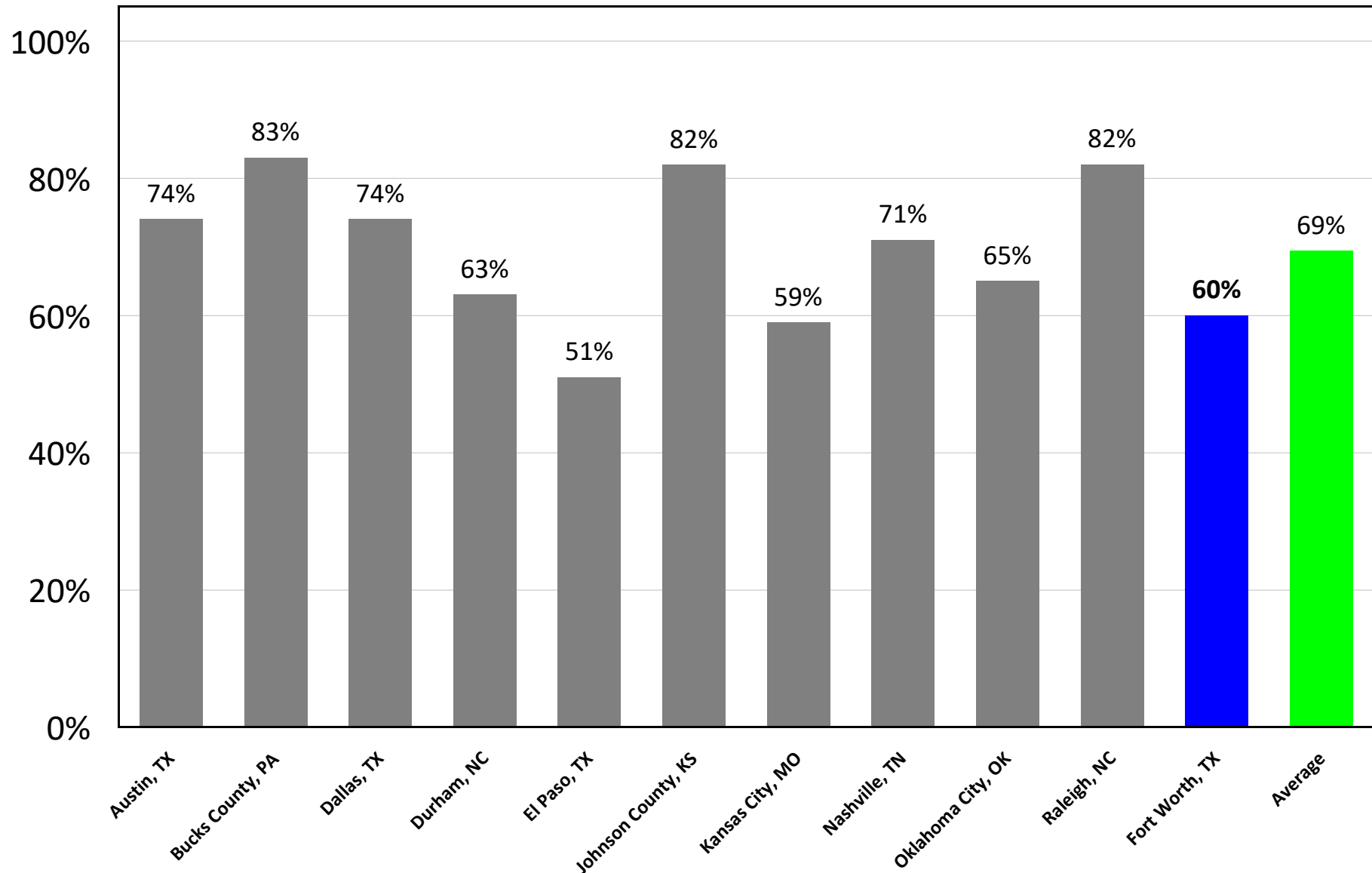


Overall Quality of City Parks, Recreation and Community Services

Programs/Facilities

U.S. Large City Regional Benchmarks

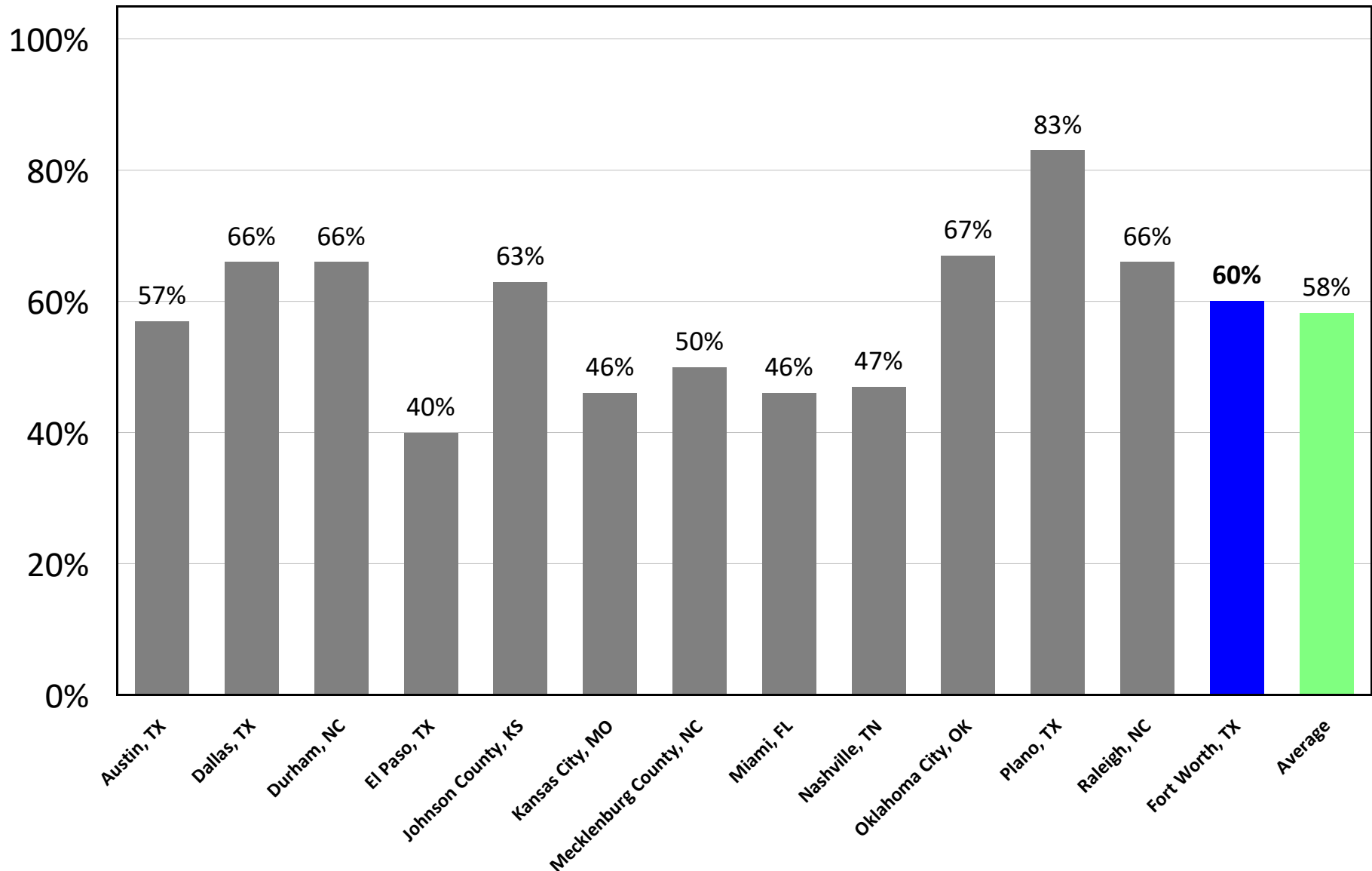
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



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

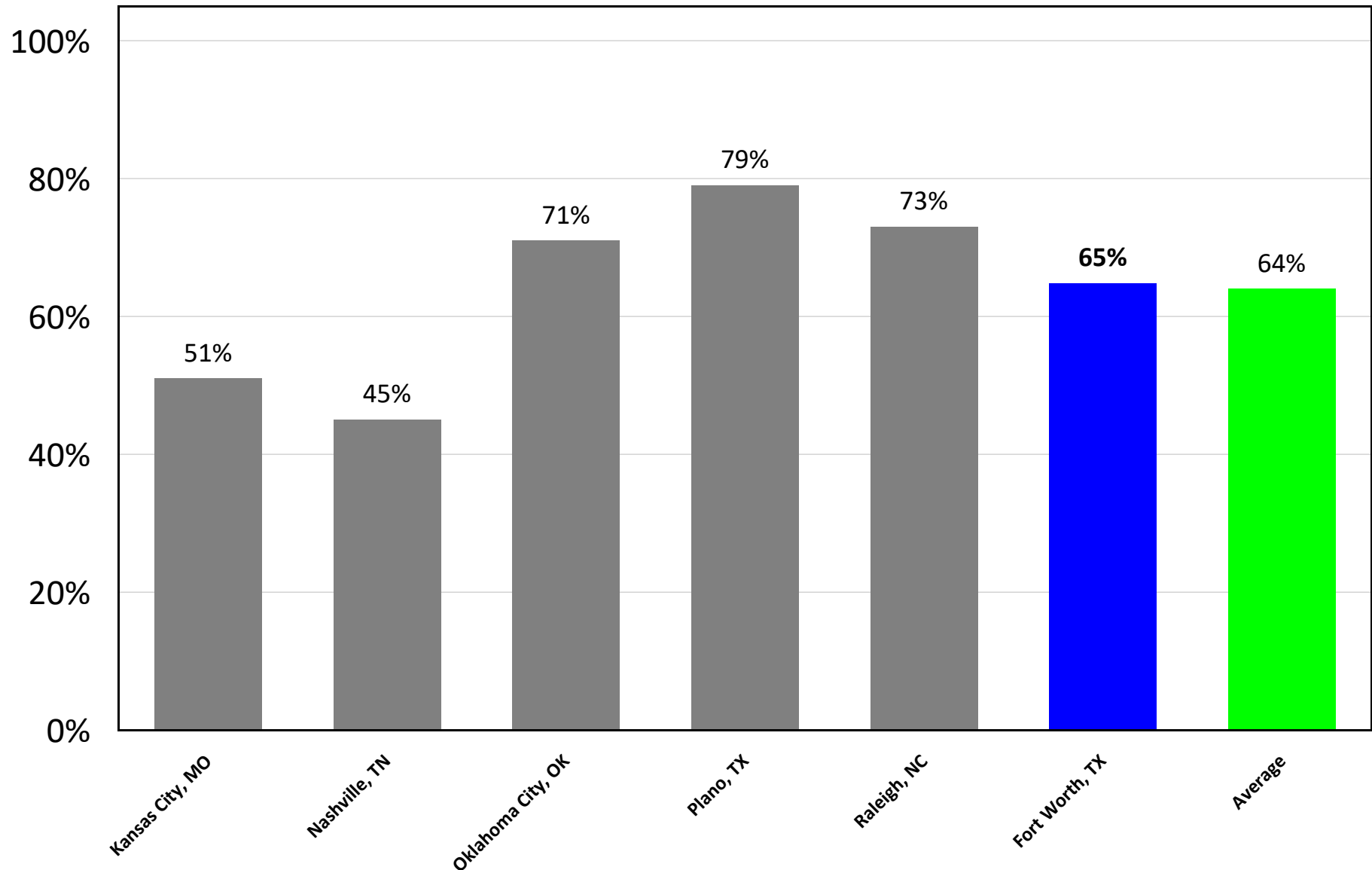
U.S. Large City Regional Benchmarks



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

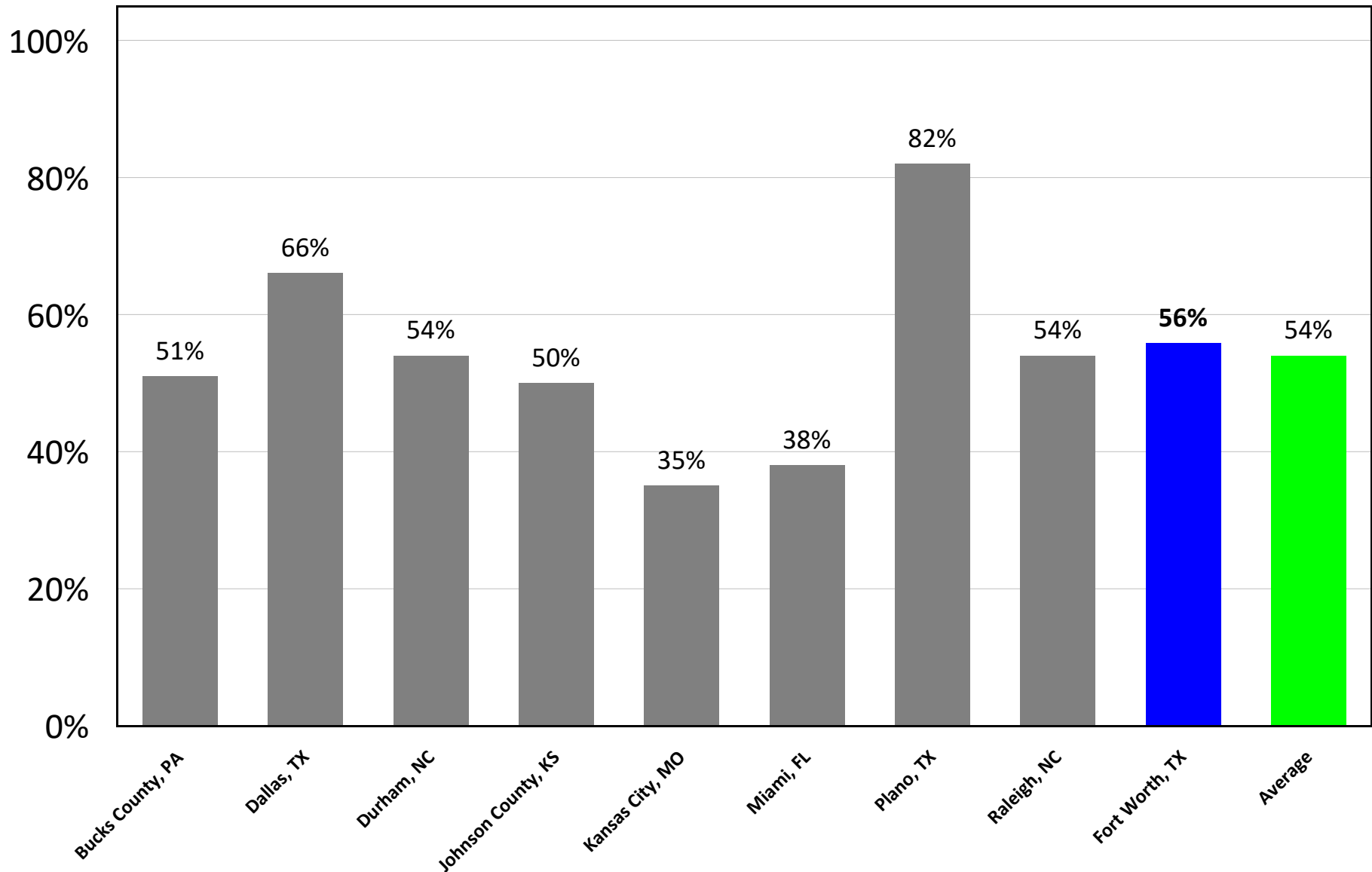
U.S. Large City Regional Benchmarks



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

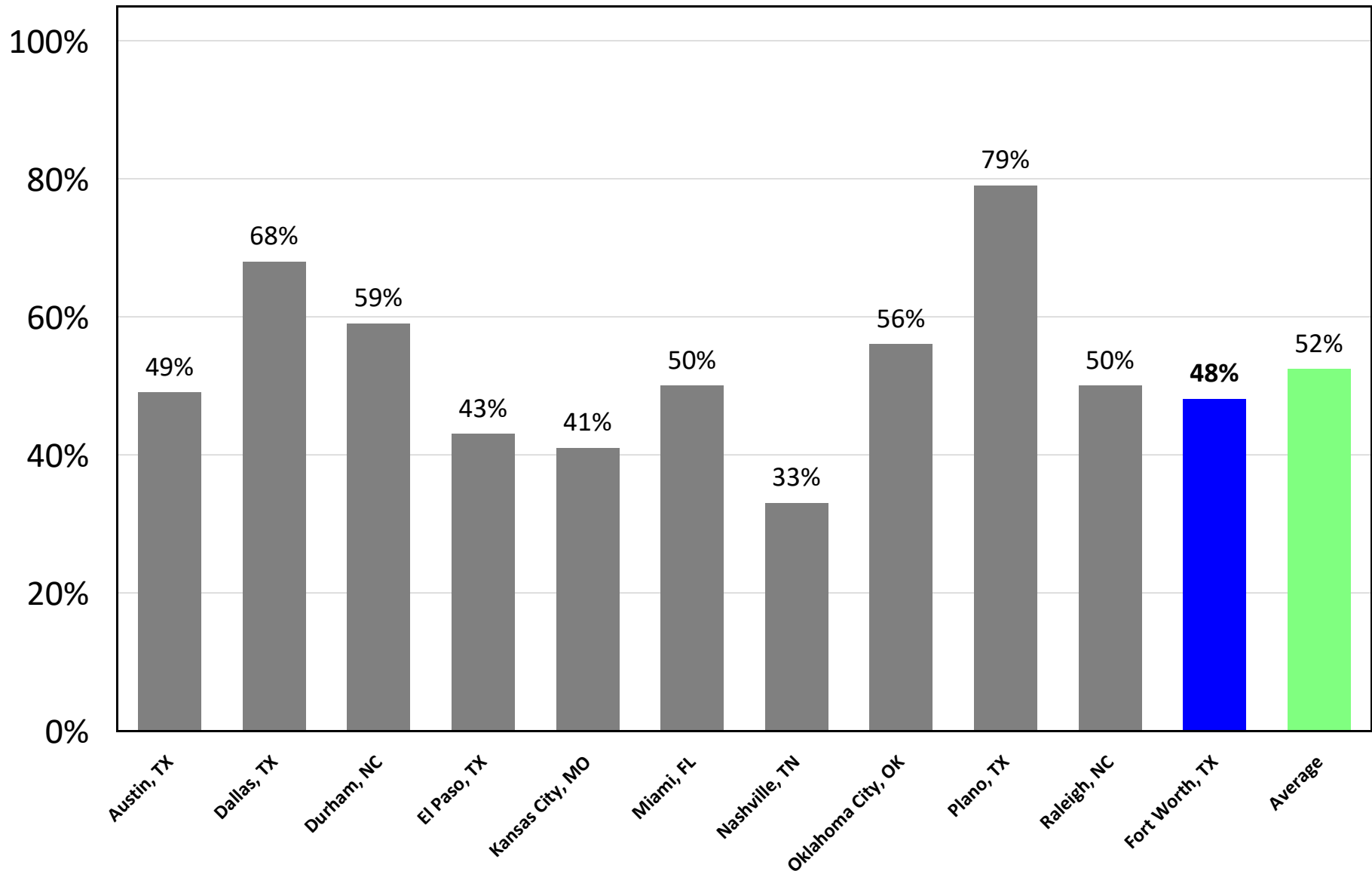
U.S. Large City Regional Benchmarks



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

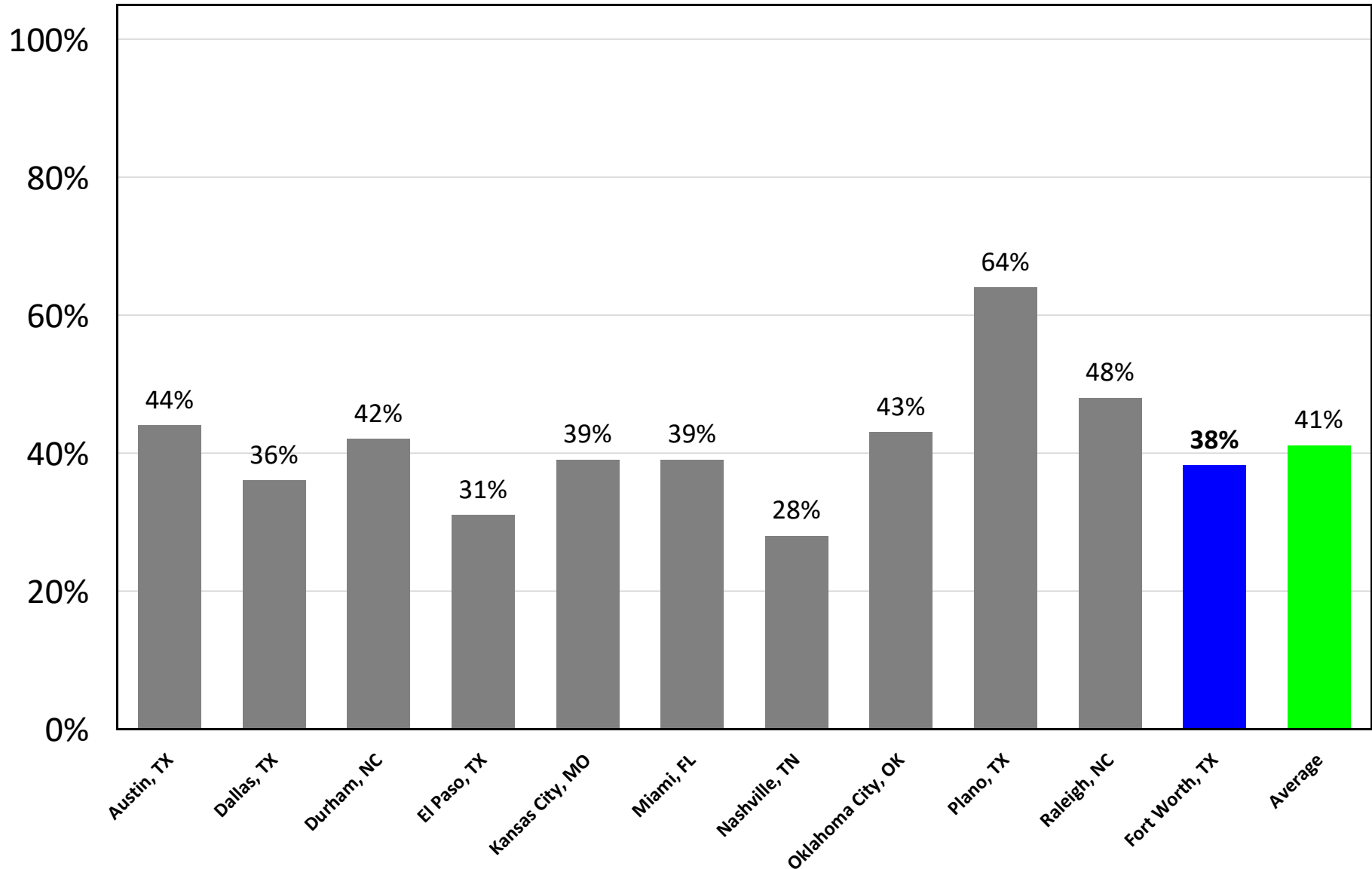
U.S. Large City Regional Benchmarks



Overall Enforcement of City Codes/Ordinances

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

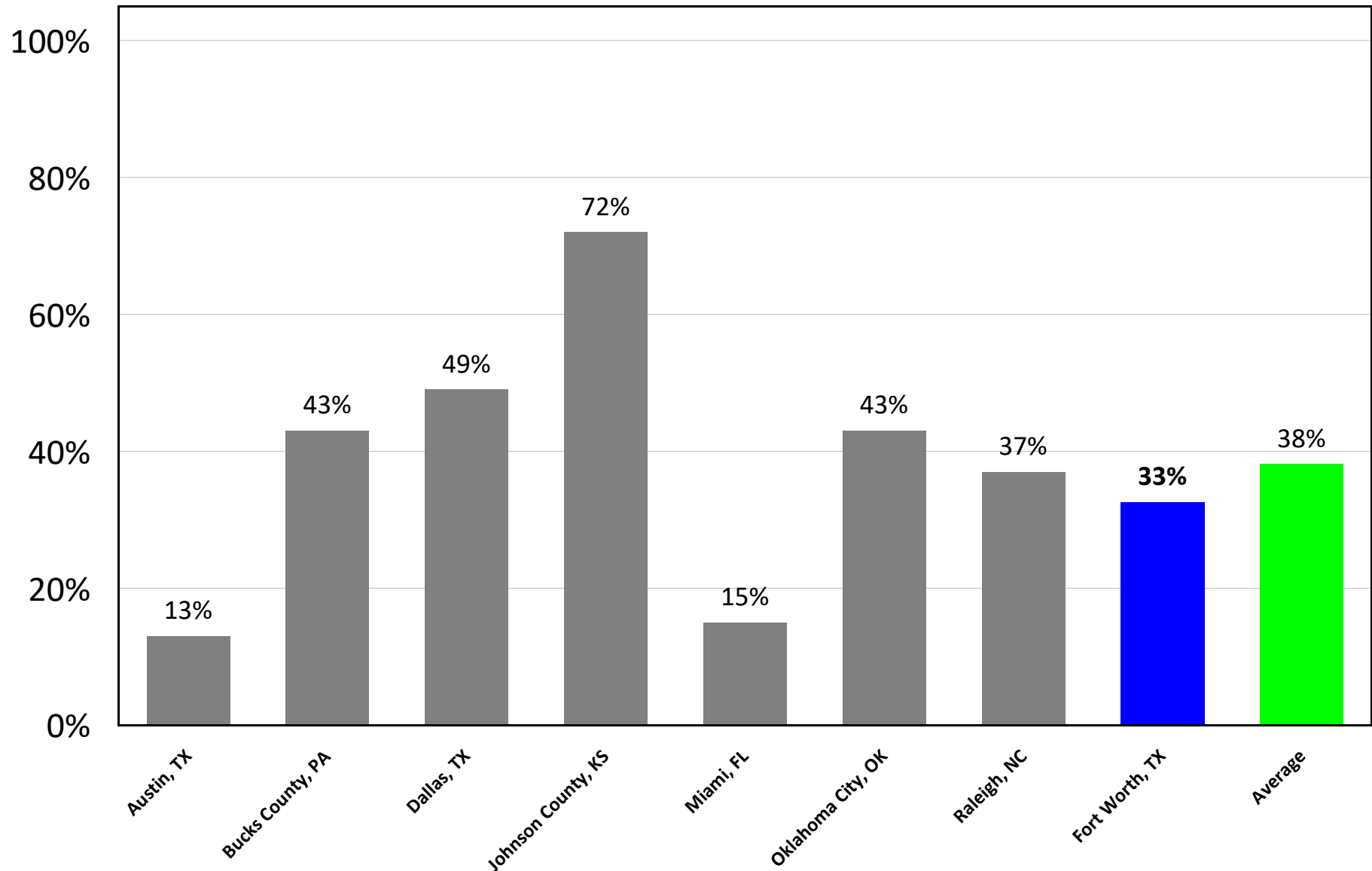
U.S. Large City Regional Benchmarks



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

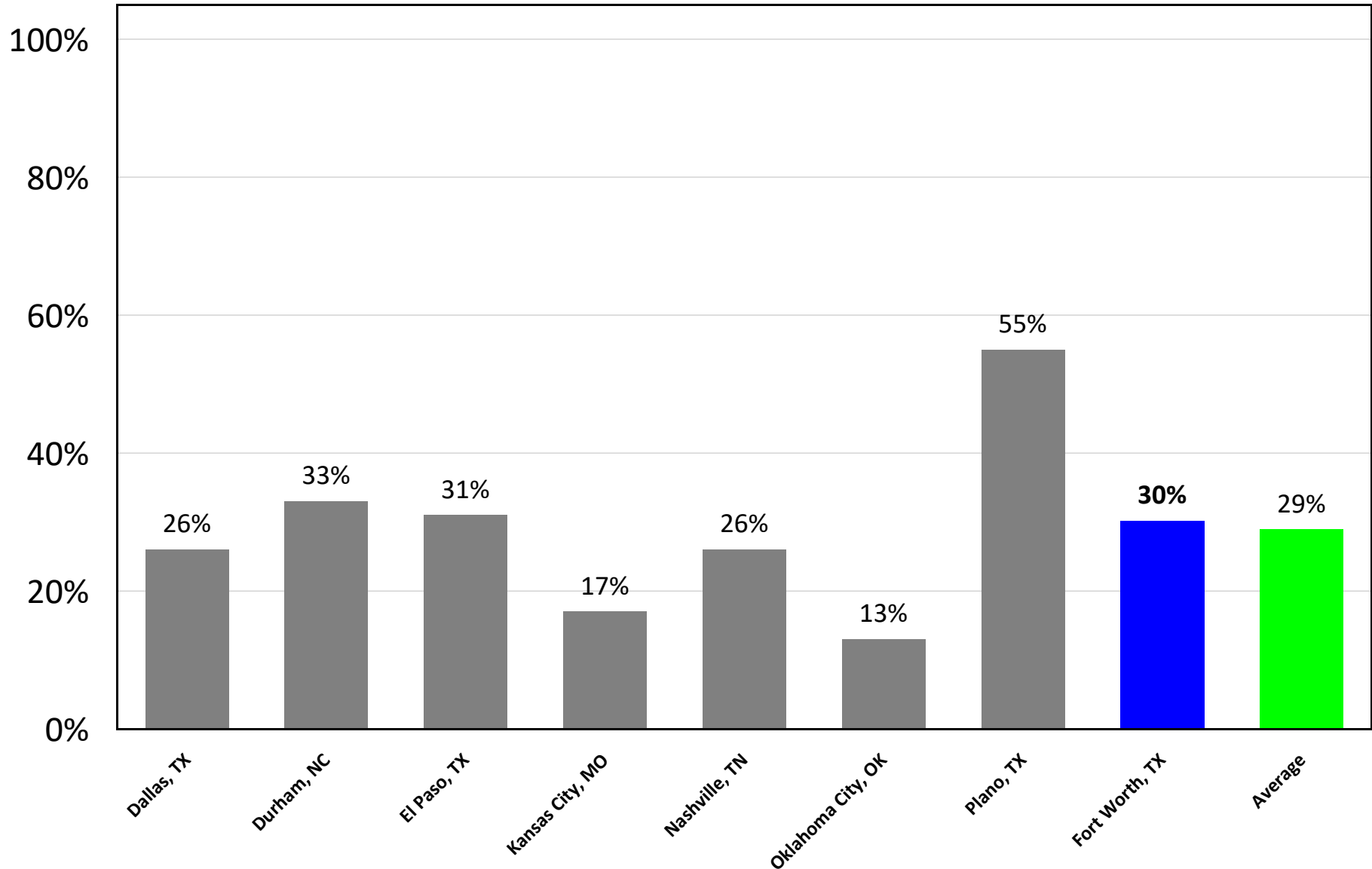
U.S. Large City Regional Benchmarks



Overall Maintenance of City Streets/Facilities

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

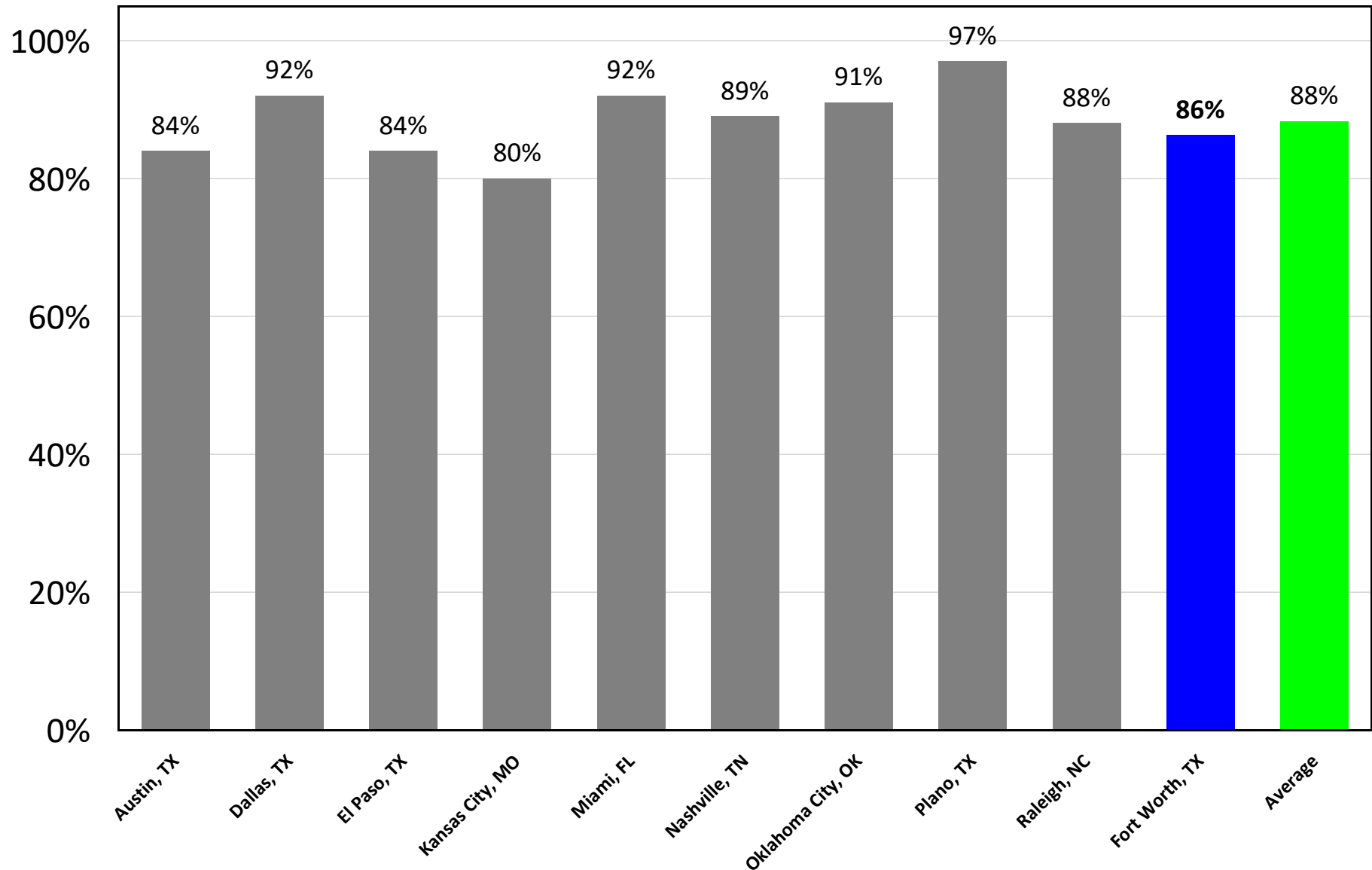
U.S. Large City Regional Benchmarks



Overall Quality of Local Fire Services

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

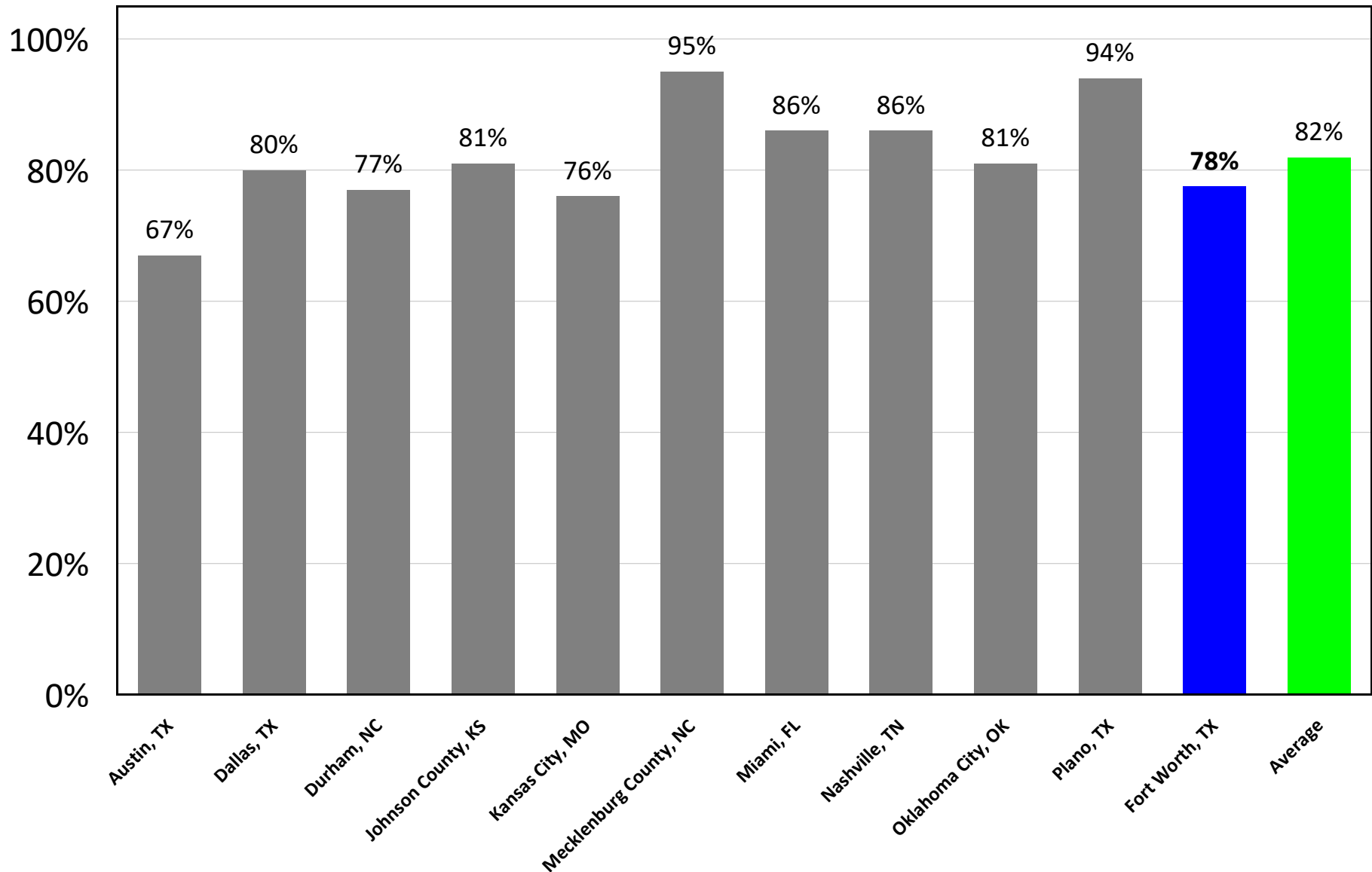
U.S. Large City Regional Benchmarks



Overall Quality of Local Ambulance Service

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

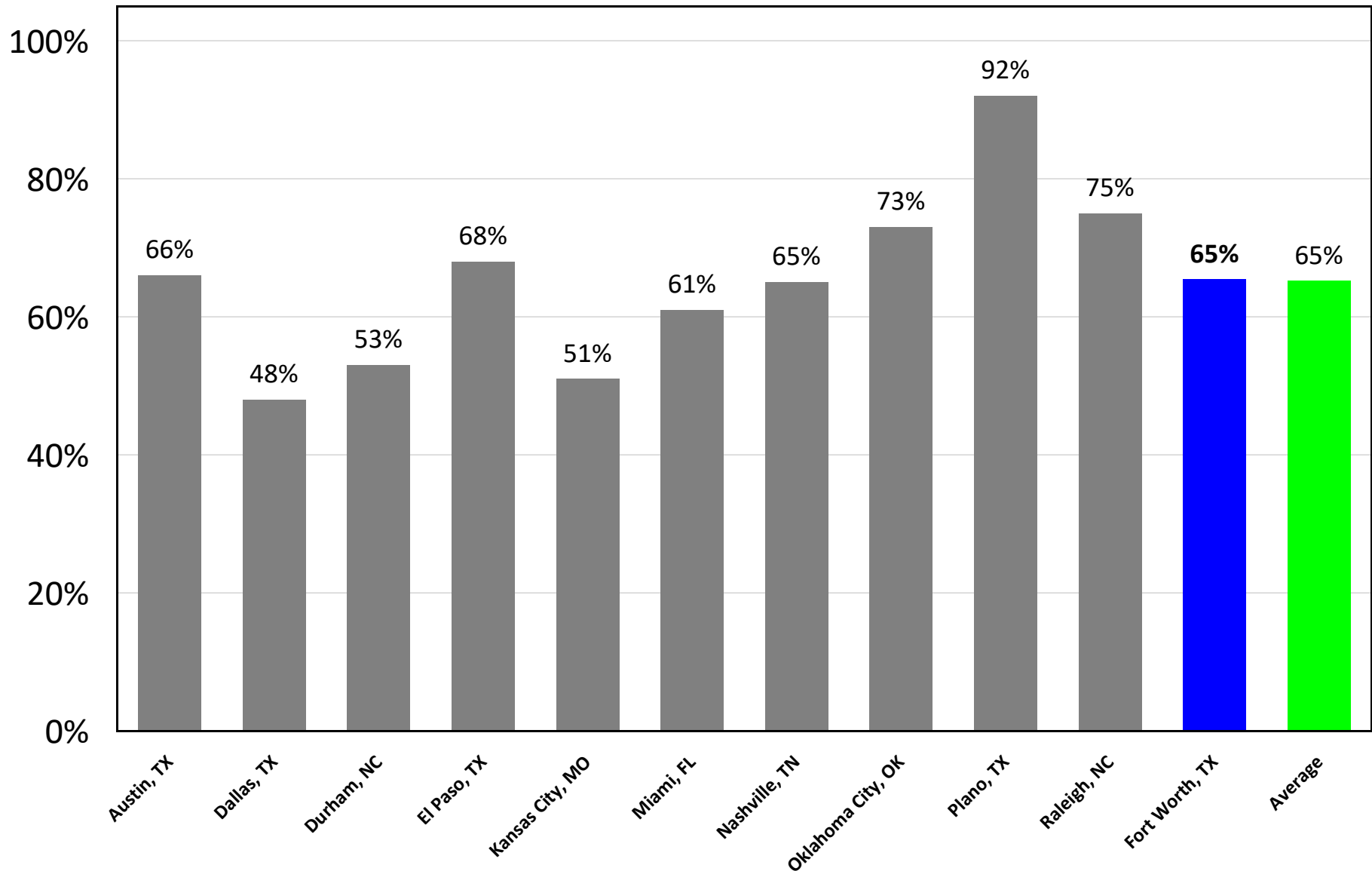
U.S. Large City Regional Benchmarks



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

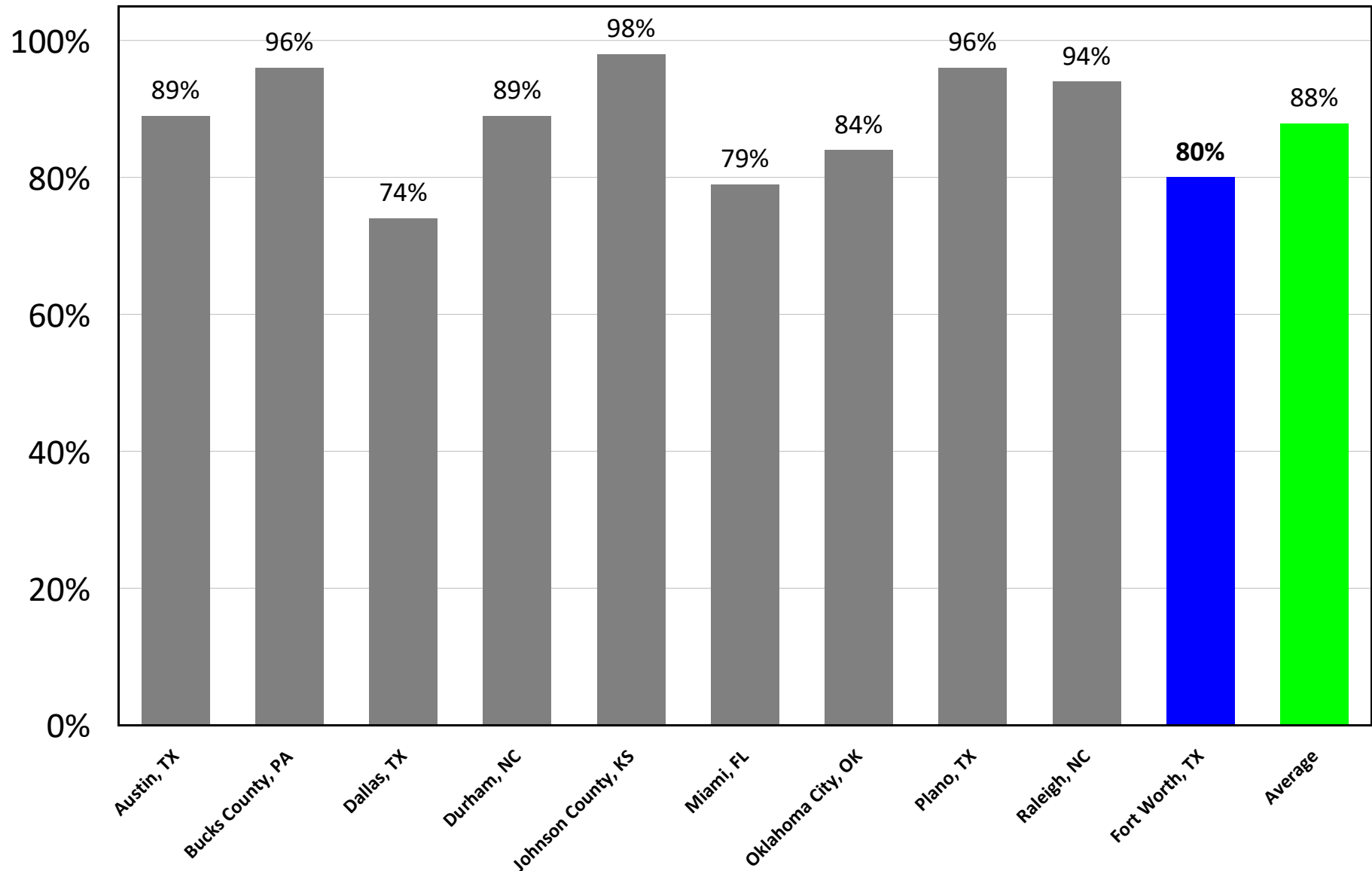
U.S. Large City Regional Benchmarks



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

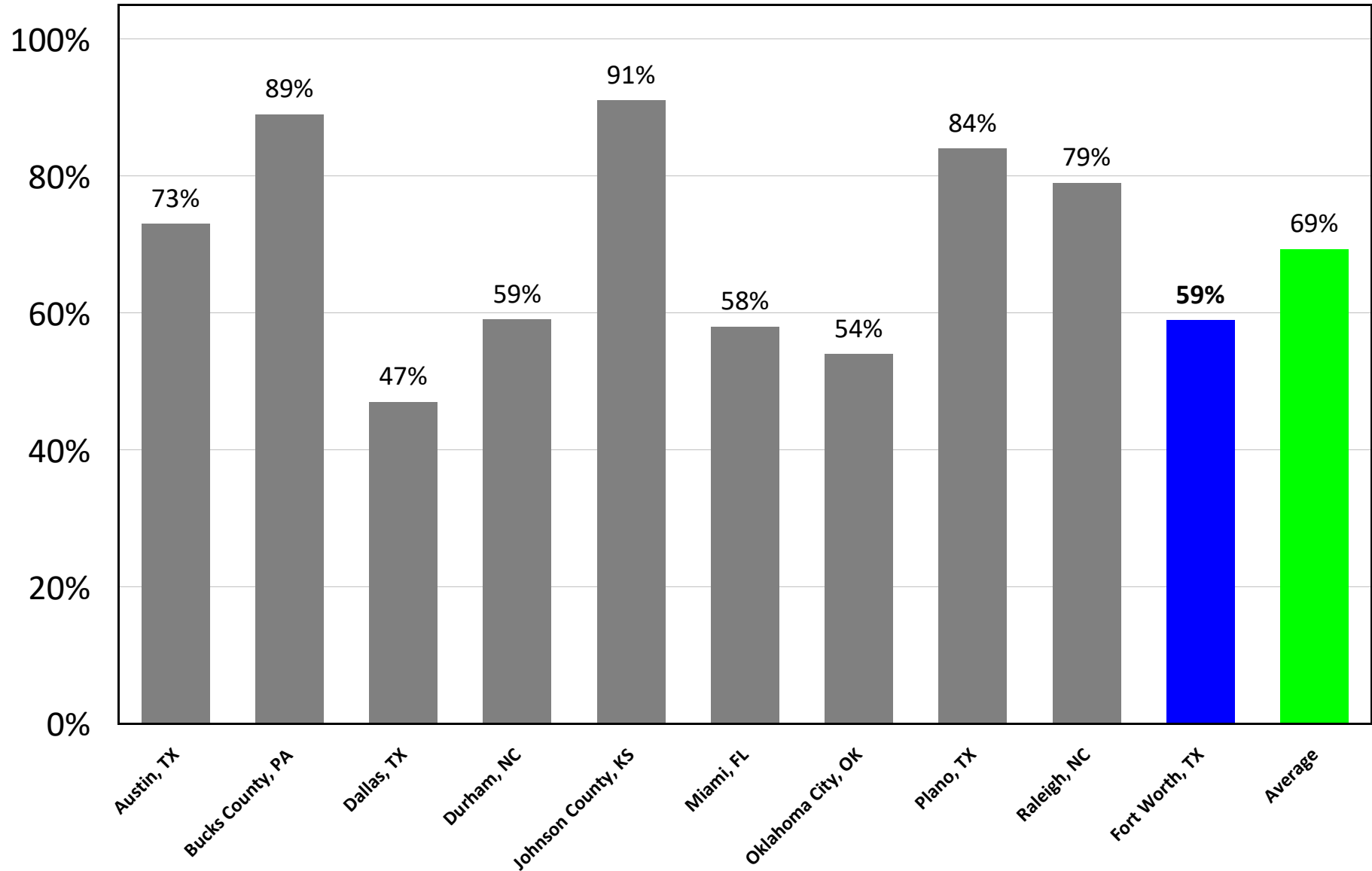
U.S. Large City Regional Benchmarks



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

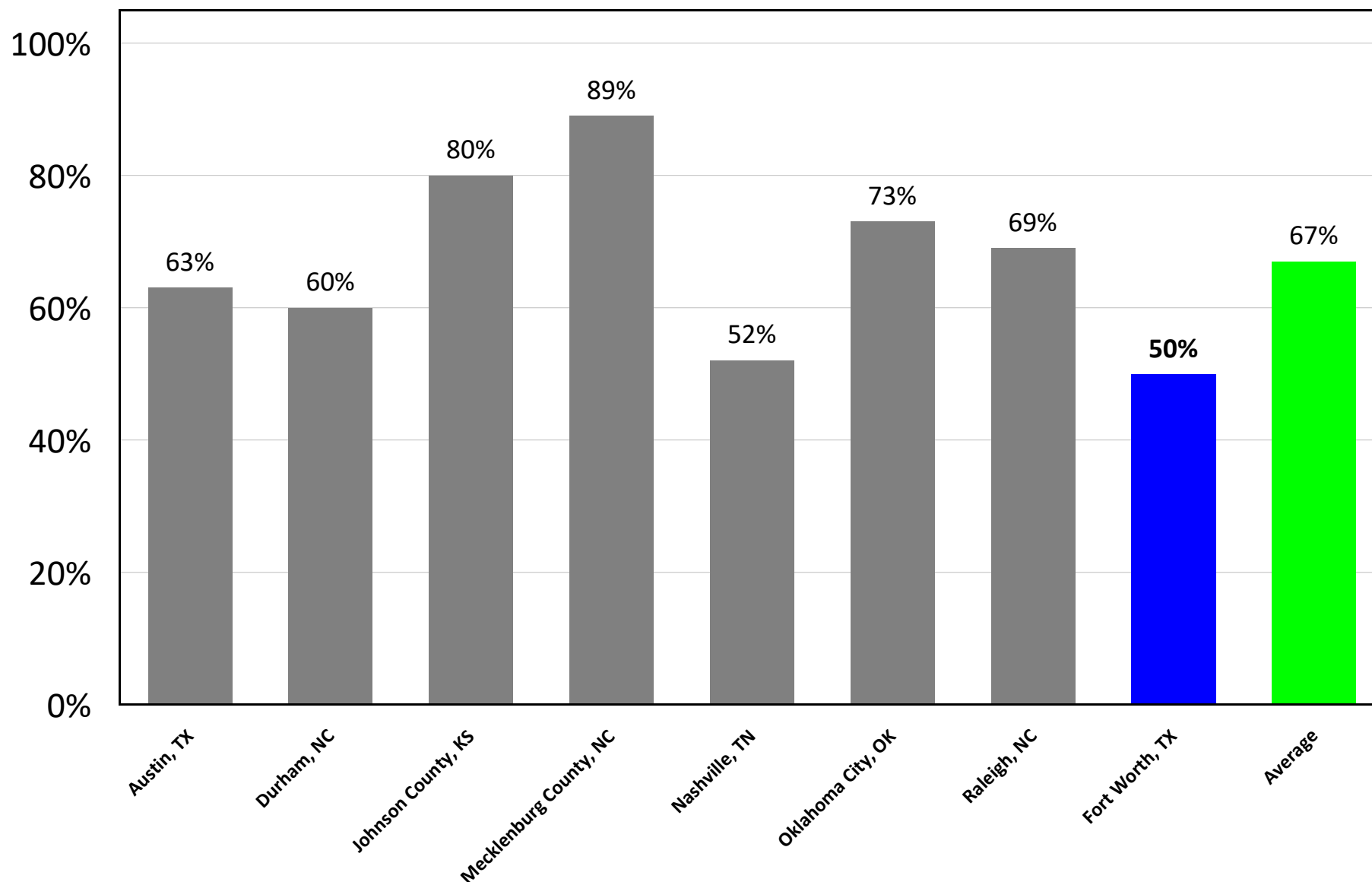
U.S. Large City Regional Benchmarks



Feeling of Safety in City Parks

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

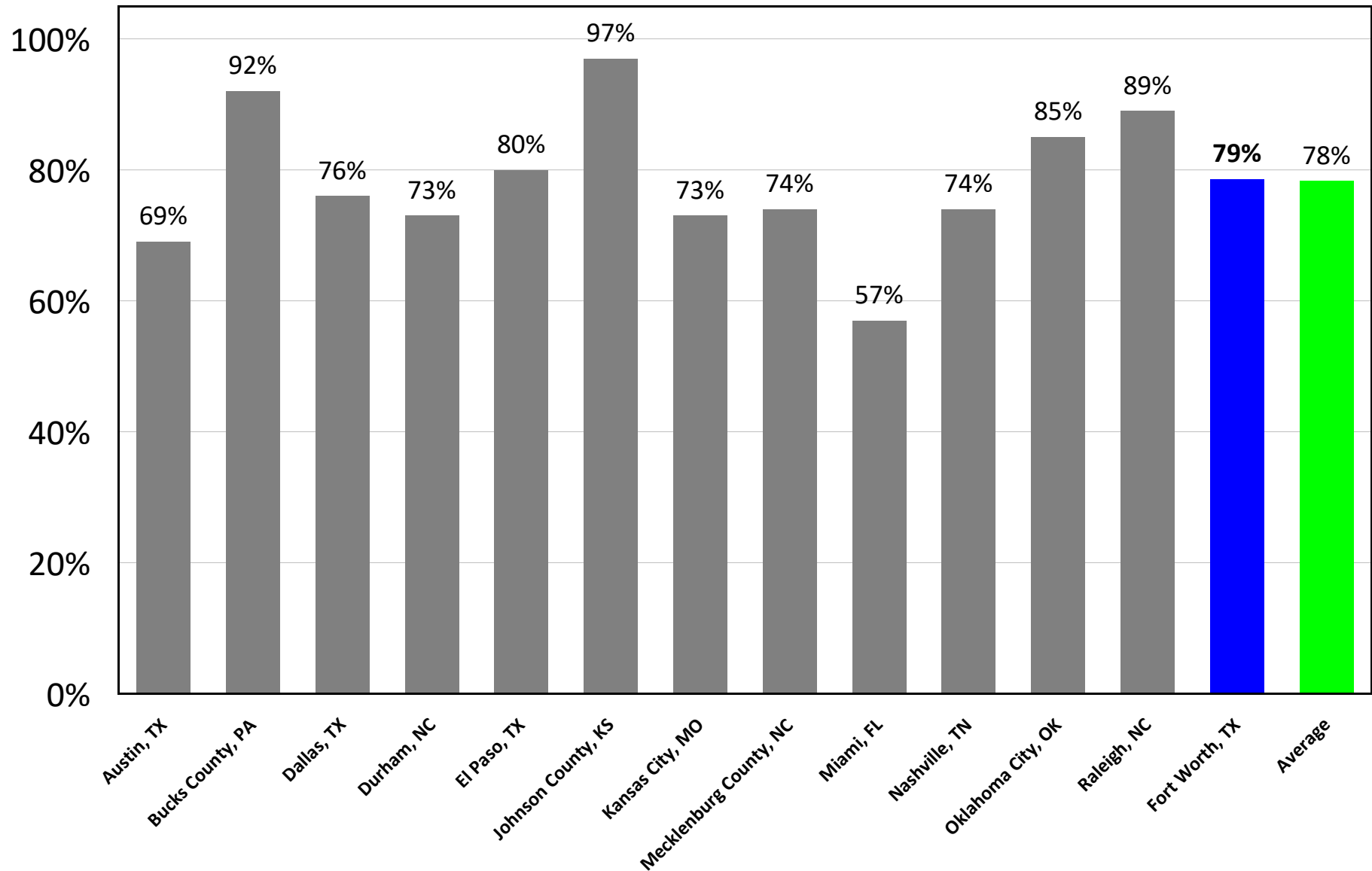
U.S. Large City Regional Benchmarks



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

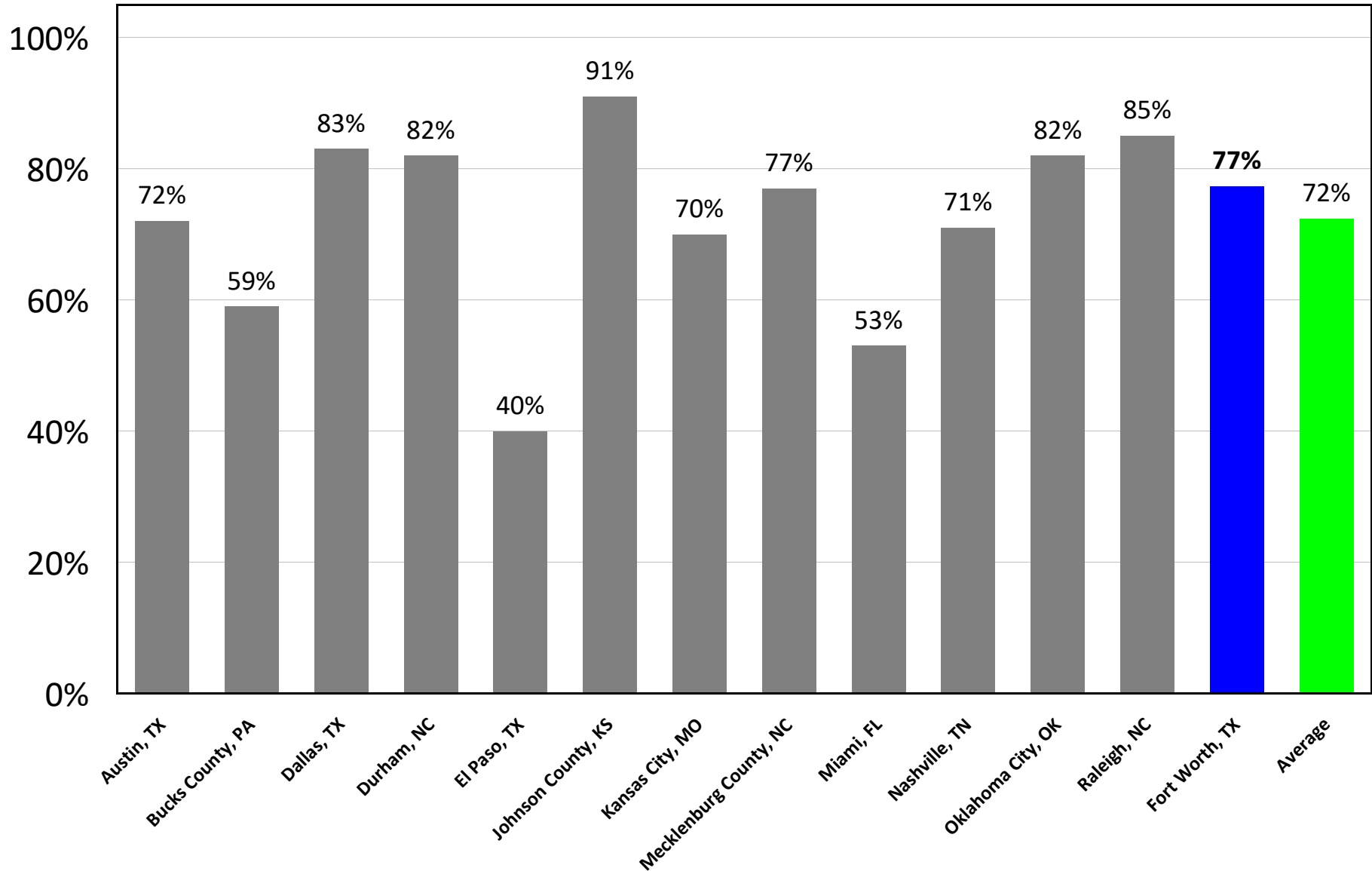
U.S. Large City Regional Benchmarks



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

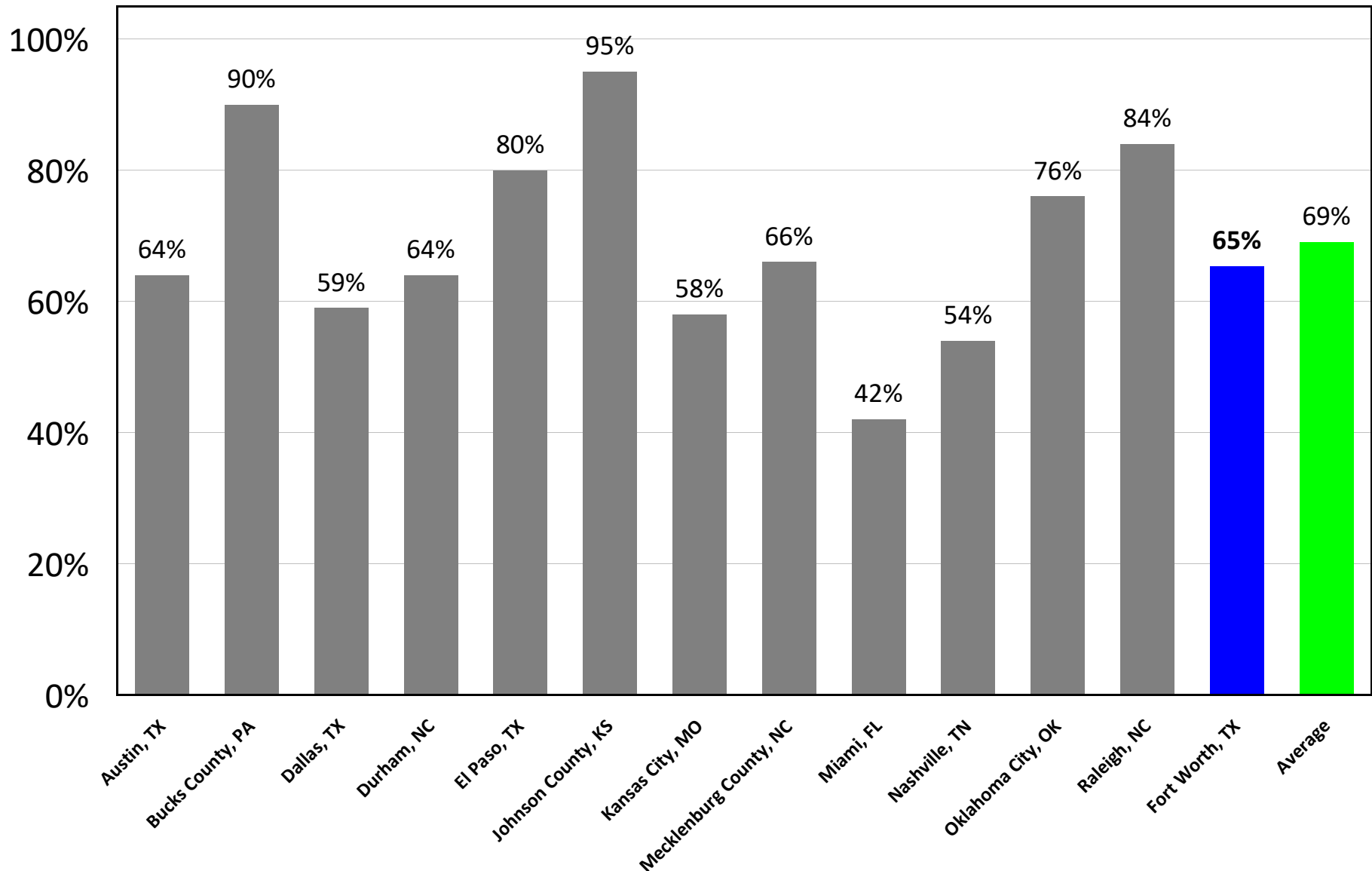
U.S. Large City Regional Benchmarks



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

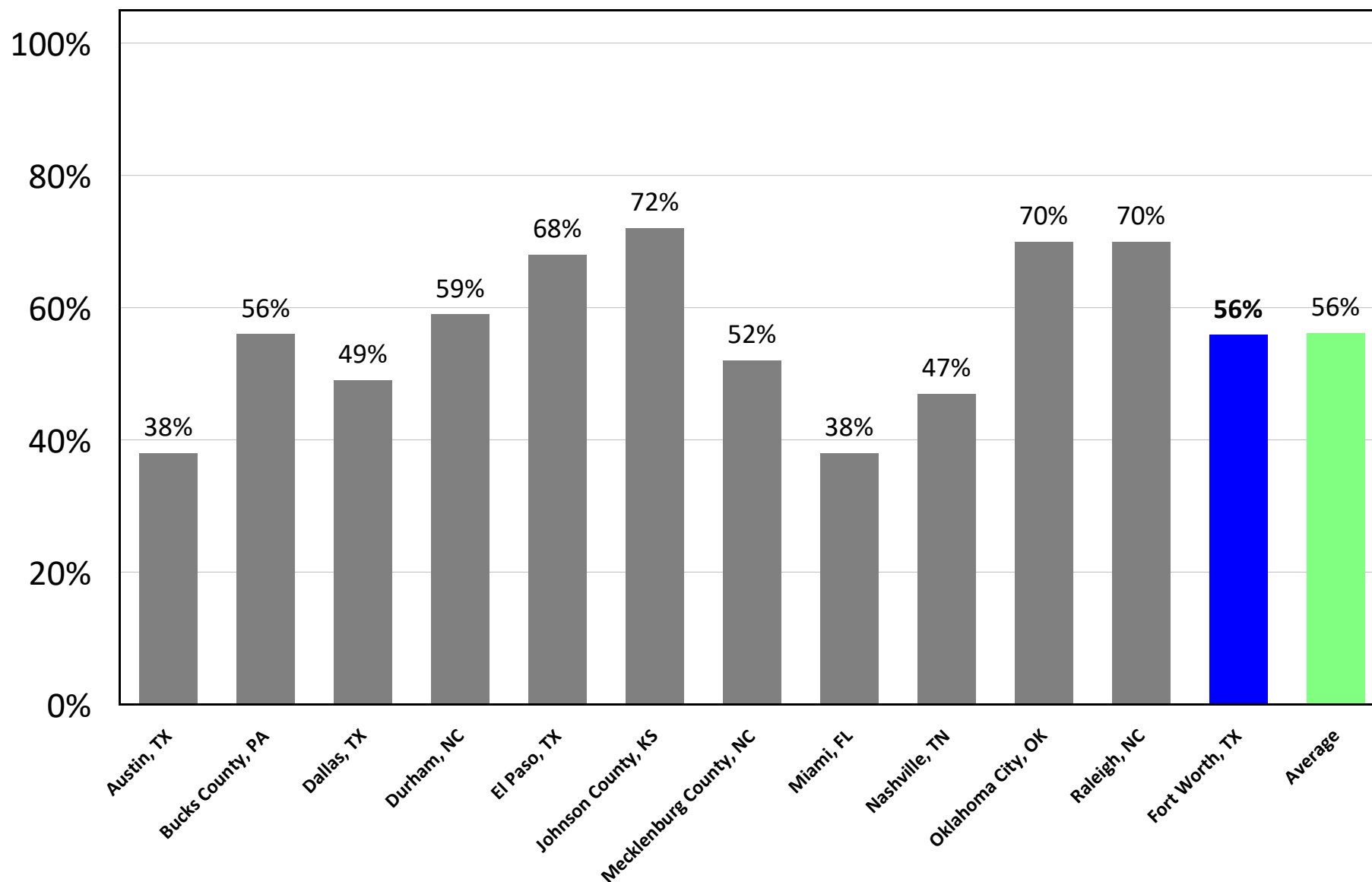
U.S. Large City Regional Benchmarks



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

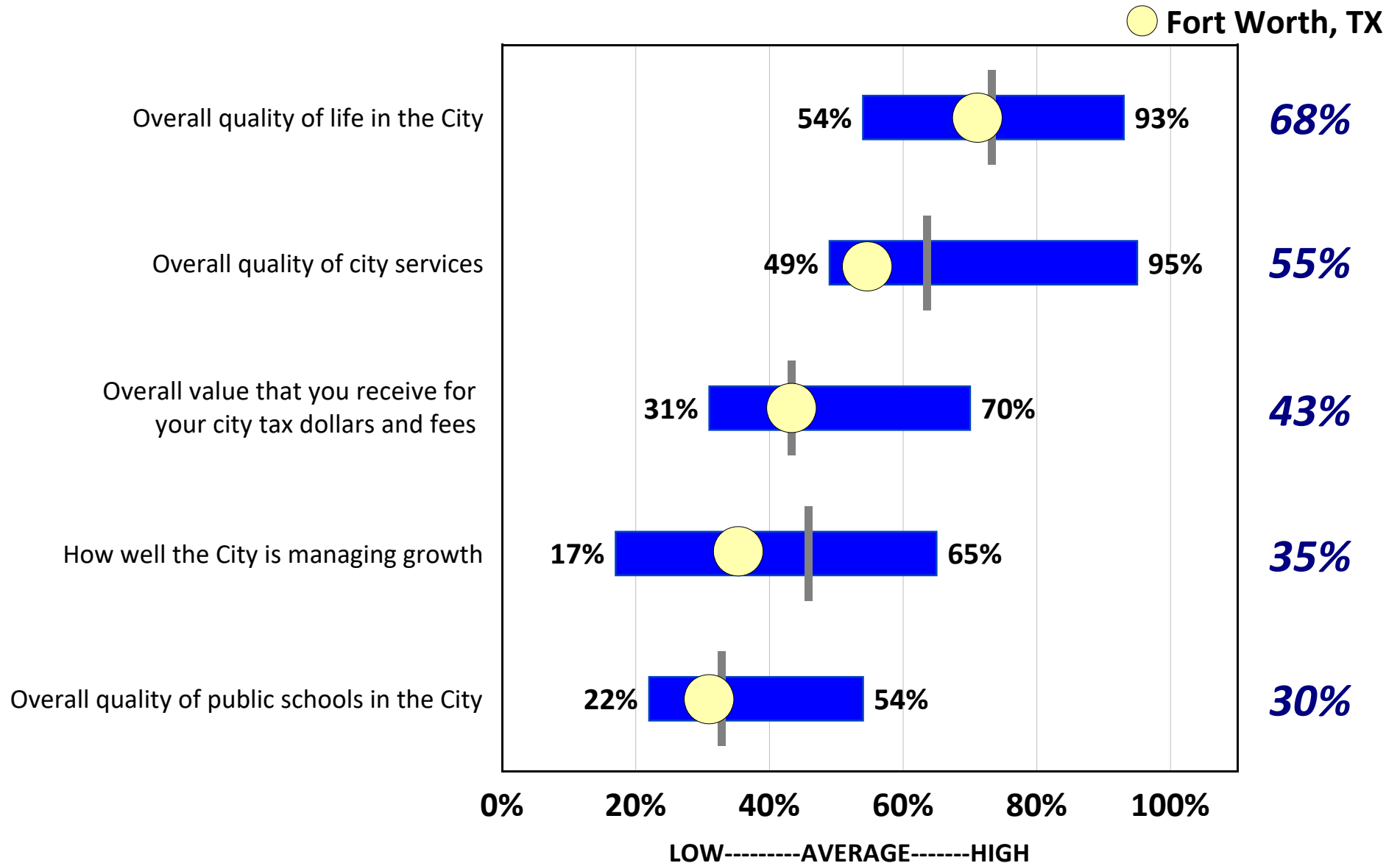
The following charts show how the results for the City of Fort Worth compare to the range of performance for other large U.S. Cities. A total of 13 U.S. cities with a population over 250,000 residents were included in this analysis. These cities are listed below. The horizontal blue bar shows the range 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)

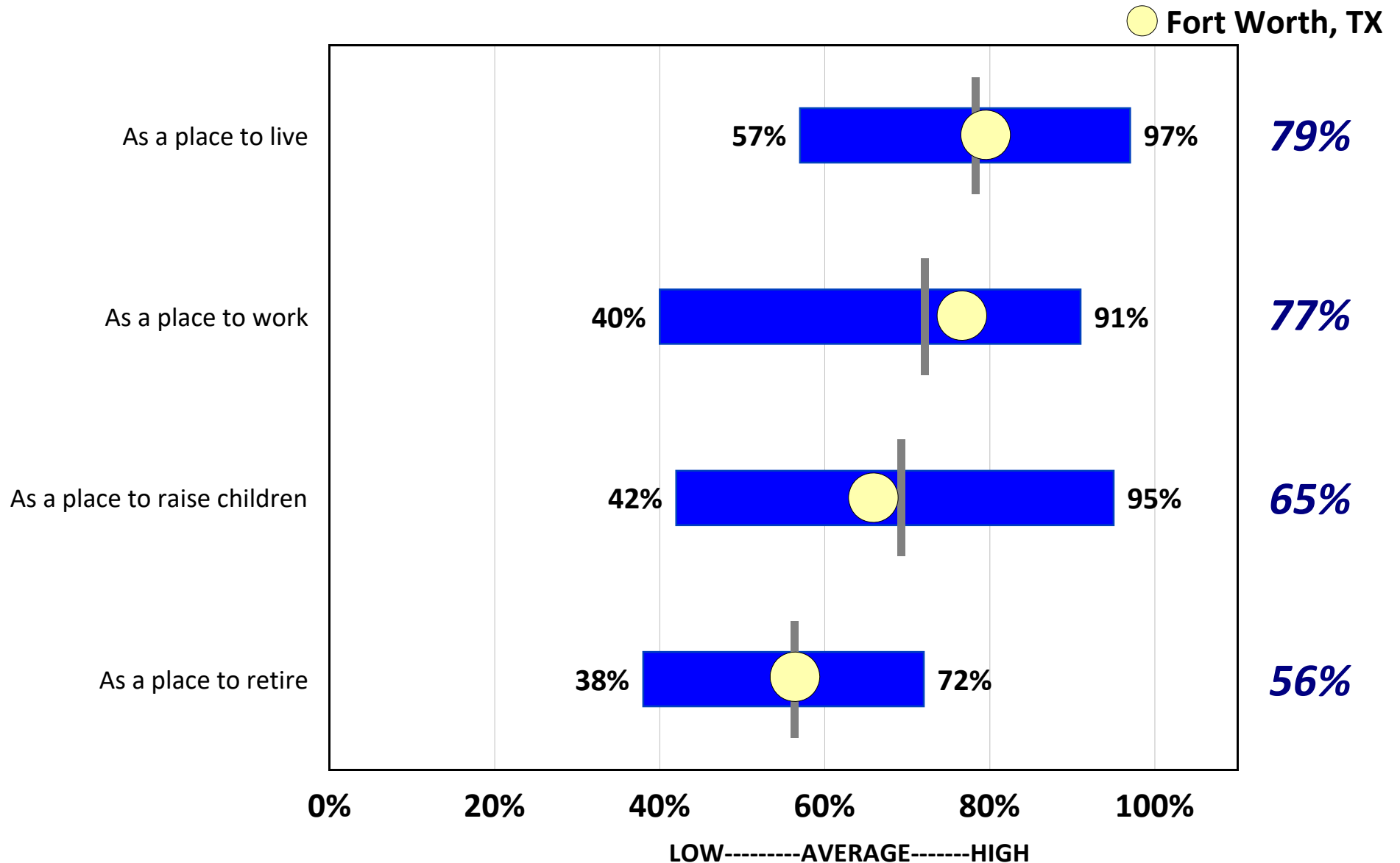
Performance Ranges for Large U.S. Communities



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)

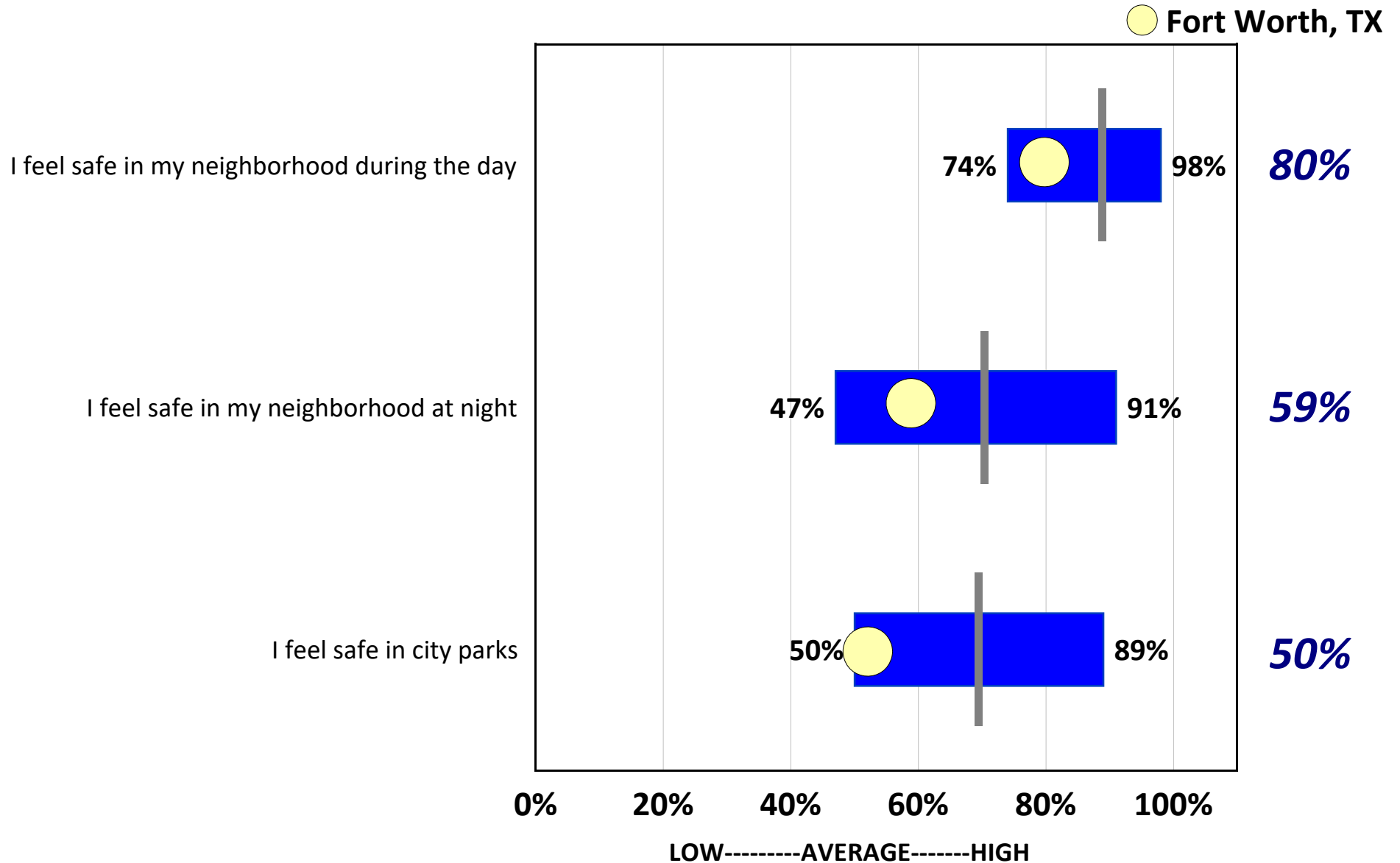
Performance Ranges for Large U.S. Communities



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)

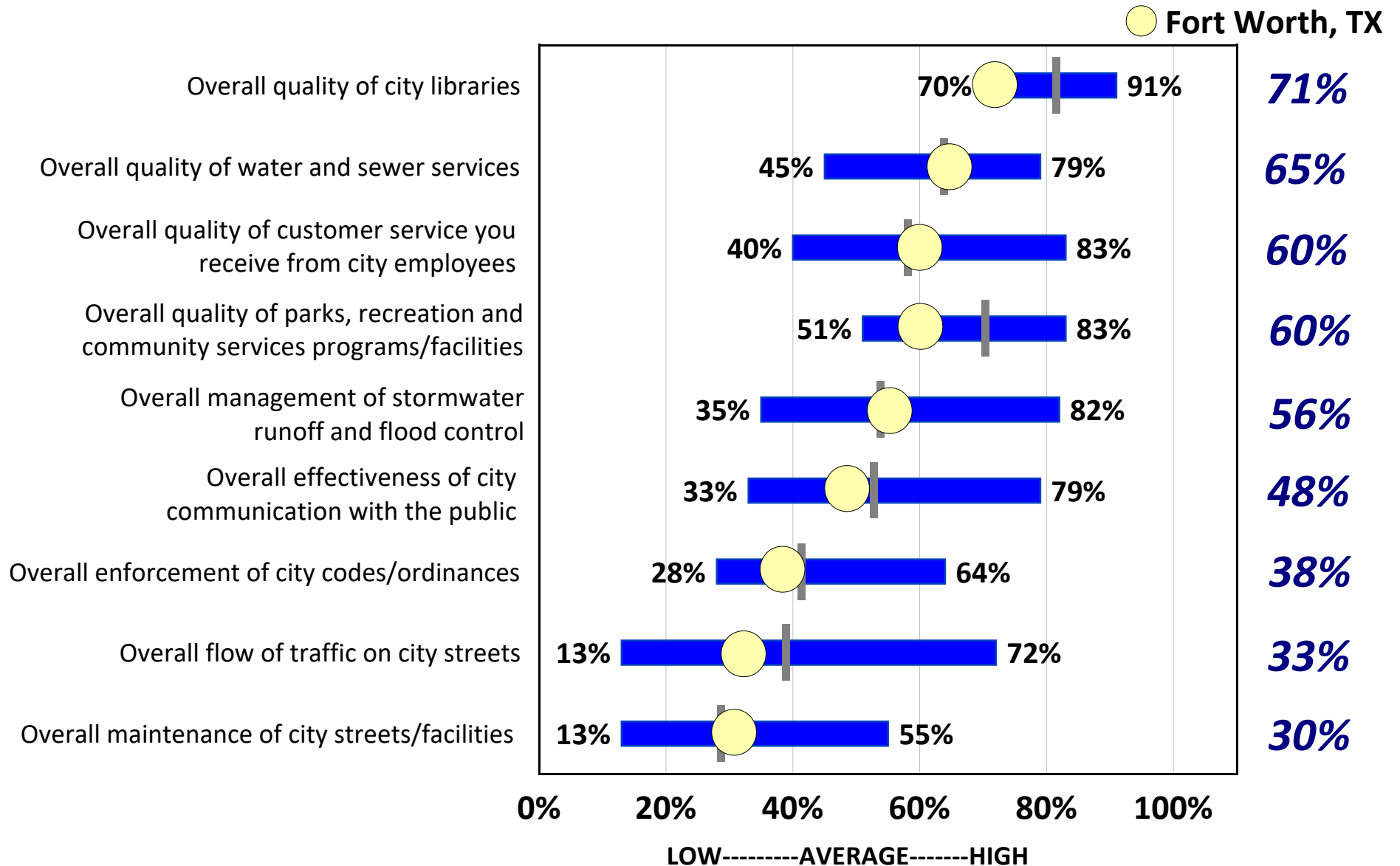
Performance Ranges for Large U.S. Communities



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)

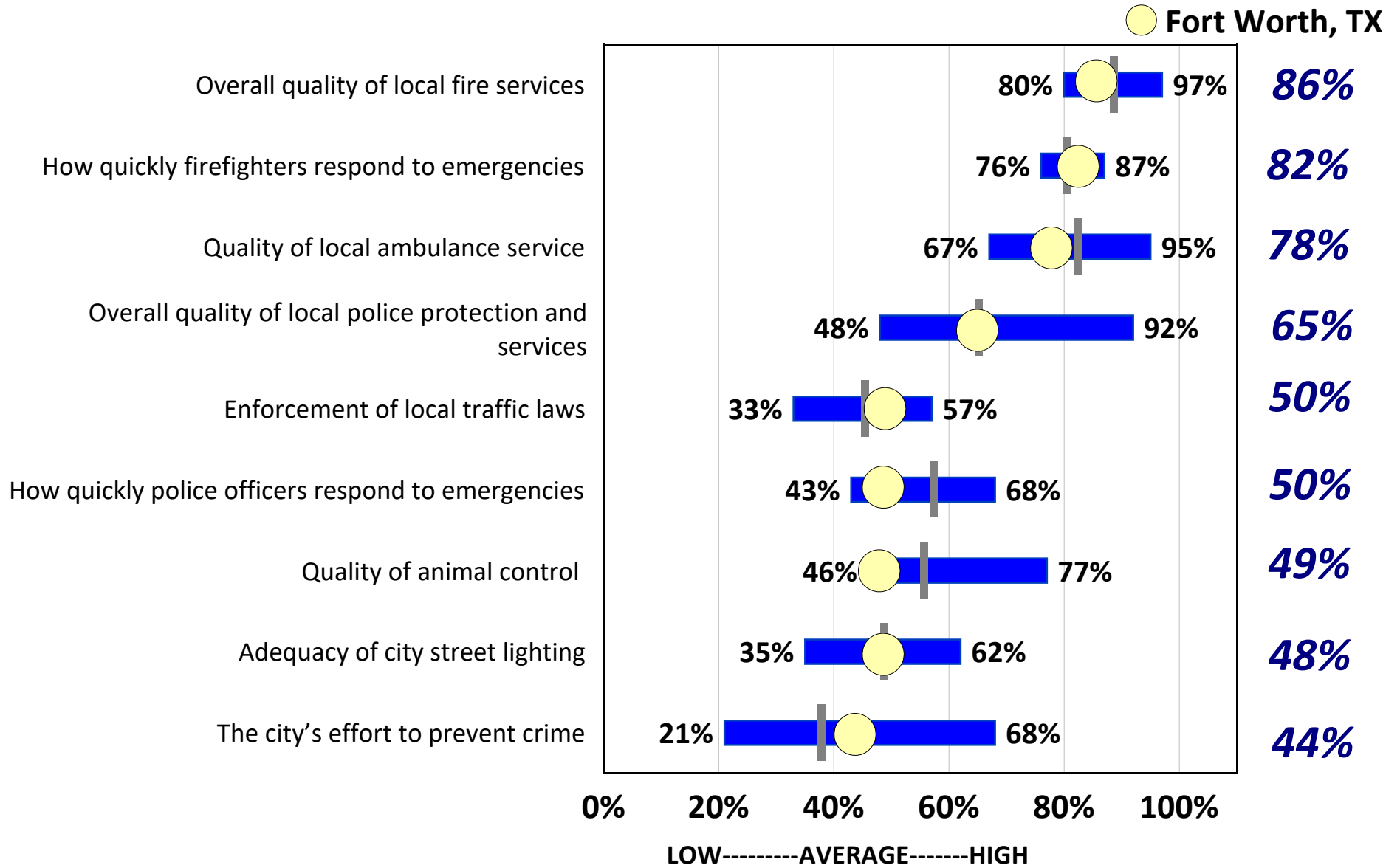
Performance Ranges for Large U.S. Communities



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

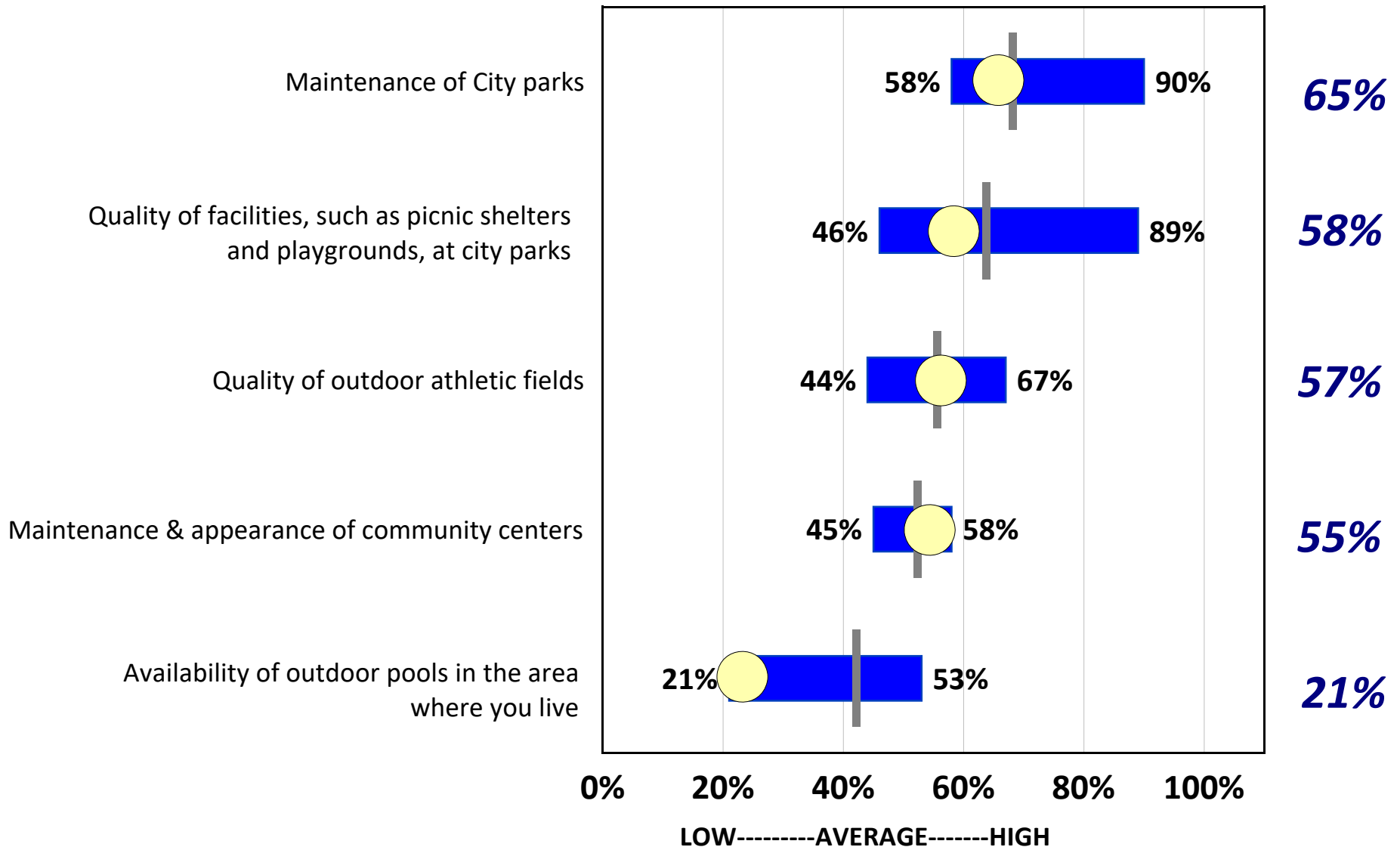


Q8. Parks and Recreation Services

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

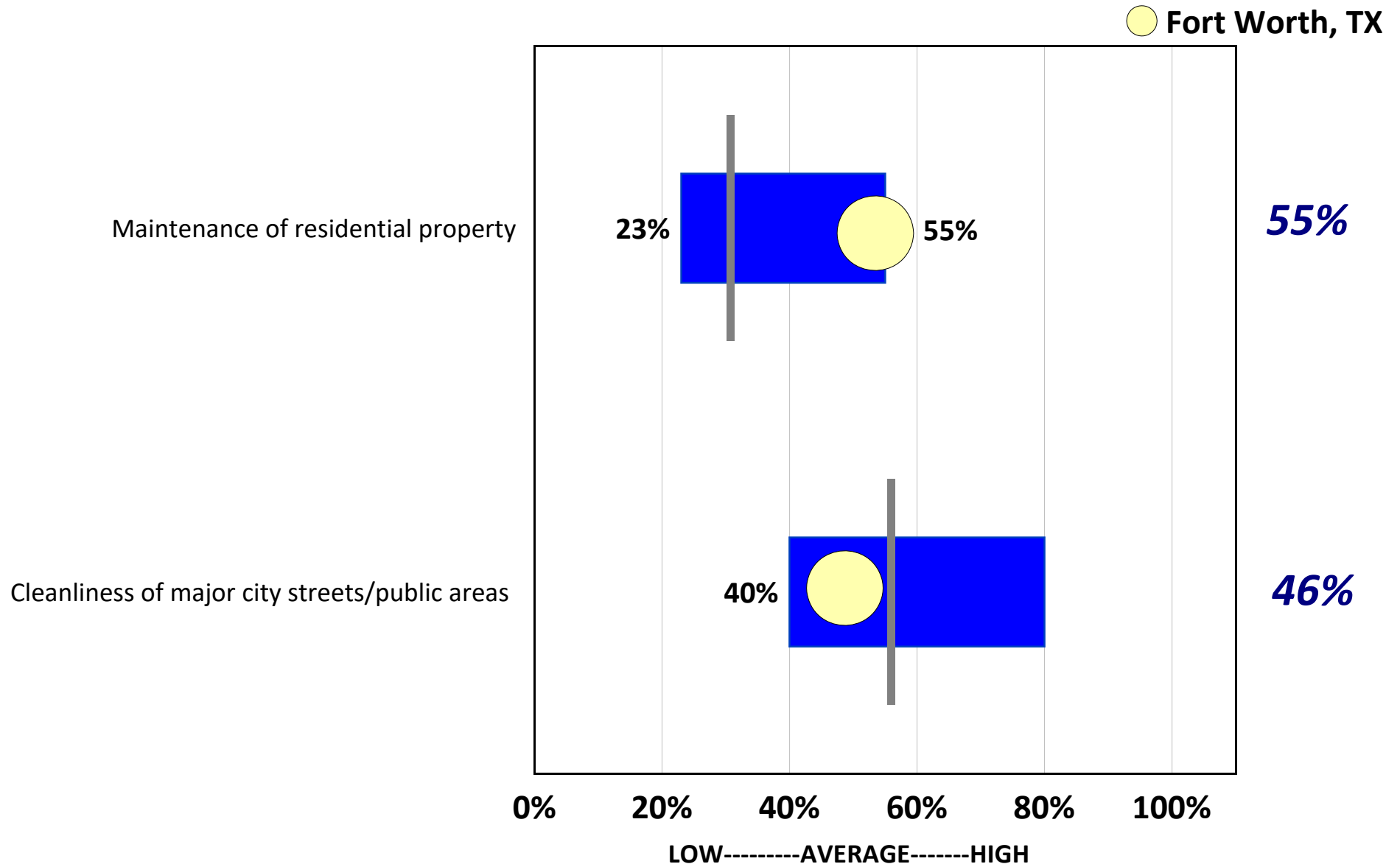
● Fort Worth, TX



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)

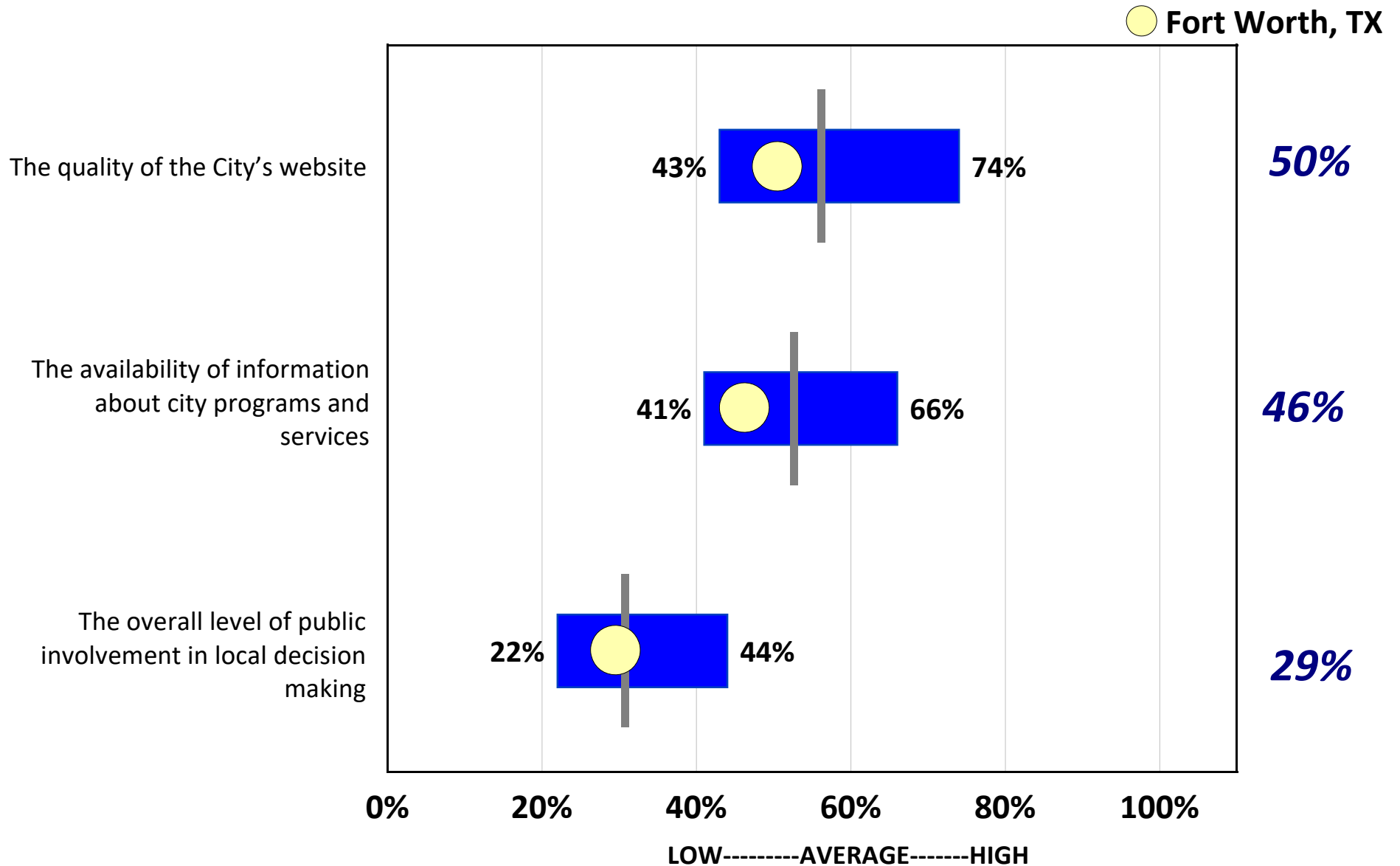
Performance Ranges for Large U.S. Communities



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)

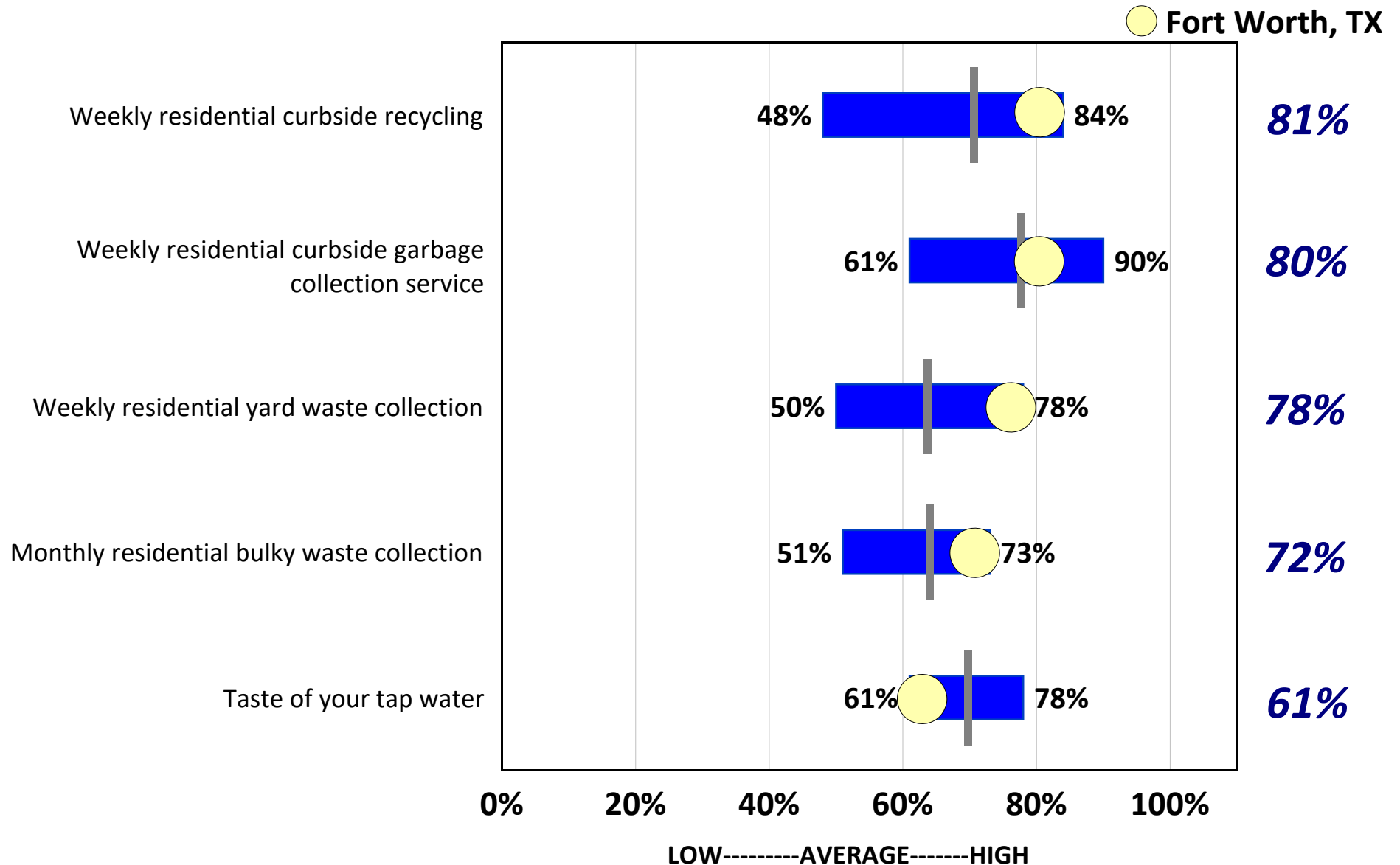
Performance Ranges for Large U.S. Communities



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



A graphic for section 4. It features a white circle with a dark blue outline containing the number '4'. To the right of the circle is a dark blue horizontal bar. The text 'Importance-Satisfaction Analysis' is written in white on this bar.

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 |
|--|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <u>Very High Priority (IS >.20)</u> | | | | | | |
| The city's effort to prevent crime | 37% | 2 | 44% | 13 | 0.2074 | 1 |
| <u>High Priority (IS .10-.20)</u> | | | | | | |
| 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 |
| <u>Medium Priority (IS <.10)</u> | | | | | | |
| 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.

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 |
|--|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <u>Very High Priority (IS >.20)</u> | | | | | | |
| 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 |
| <u>High Priority (IS .10-.20)</u> | | | | | | |
| 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 |
| <u>Medium Priority (IS <.10)</u> | | | | | | |
| 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.

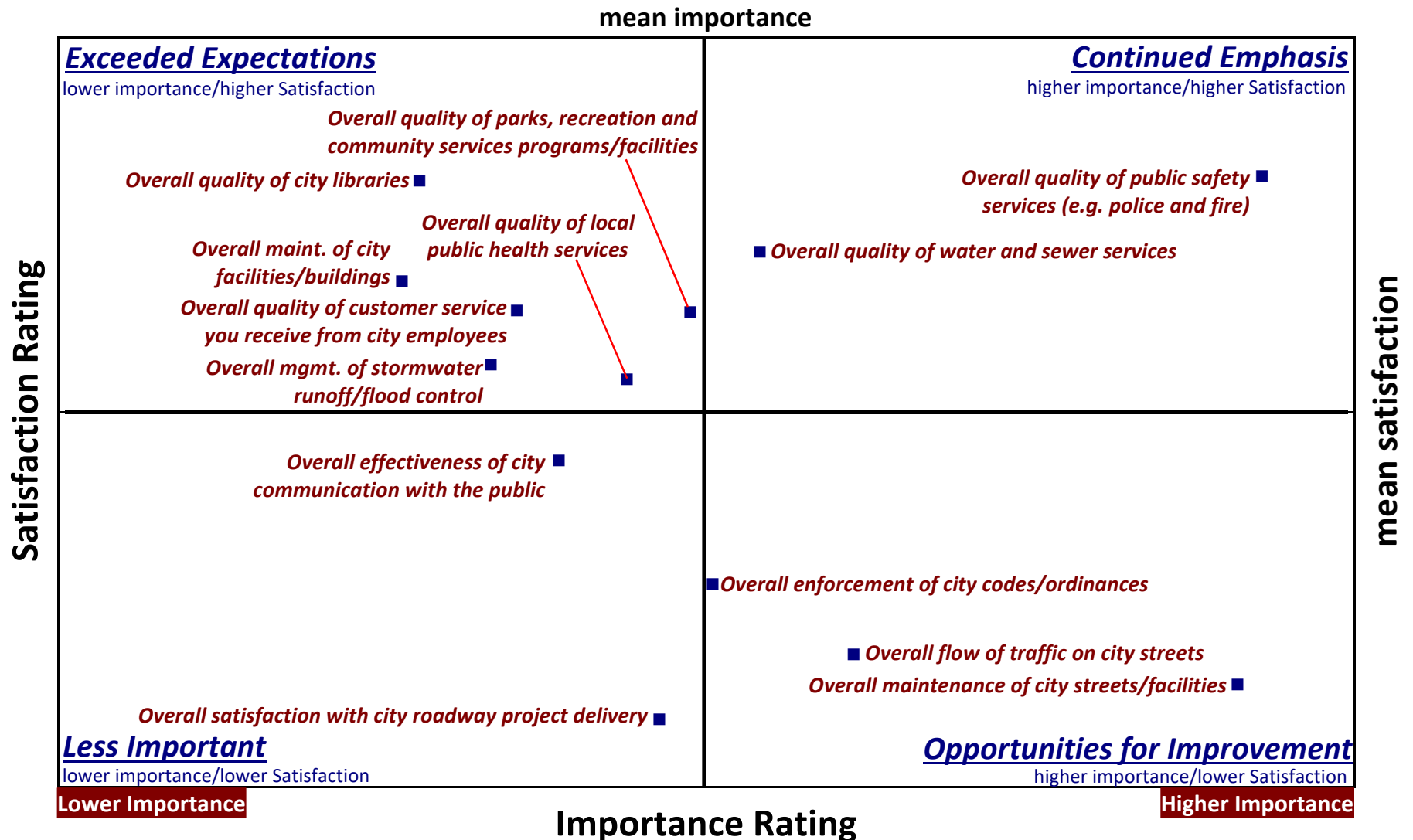
Matrix charts showing the results for the City of Fort Worth are provided on the following pages.

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)

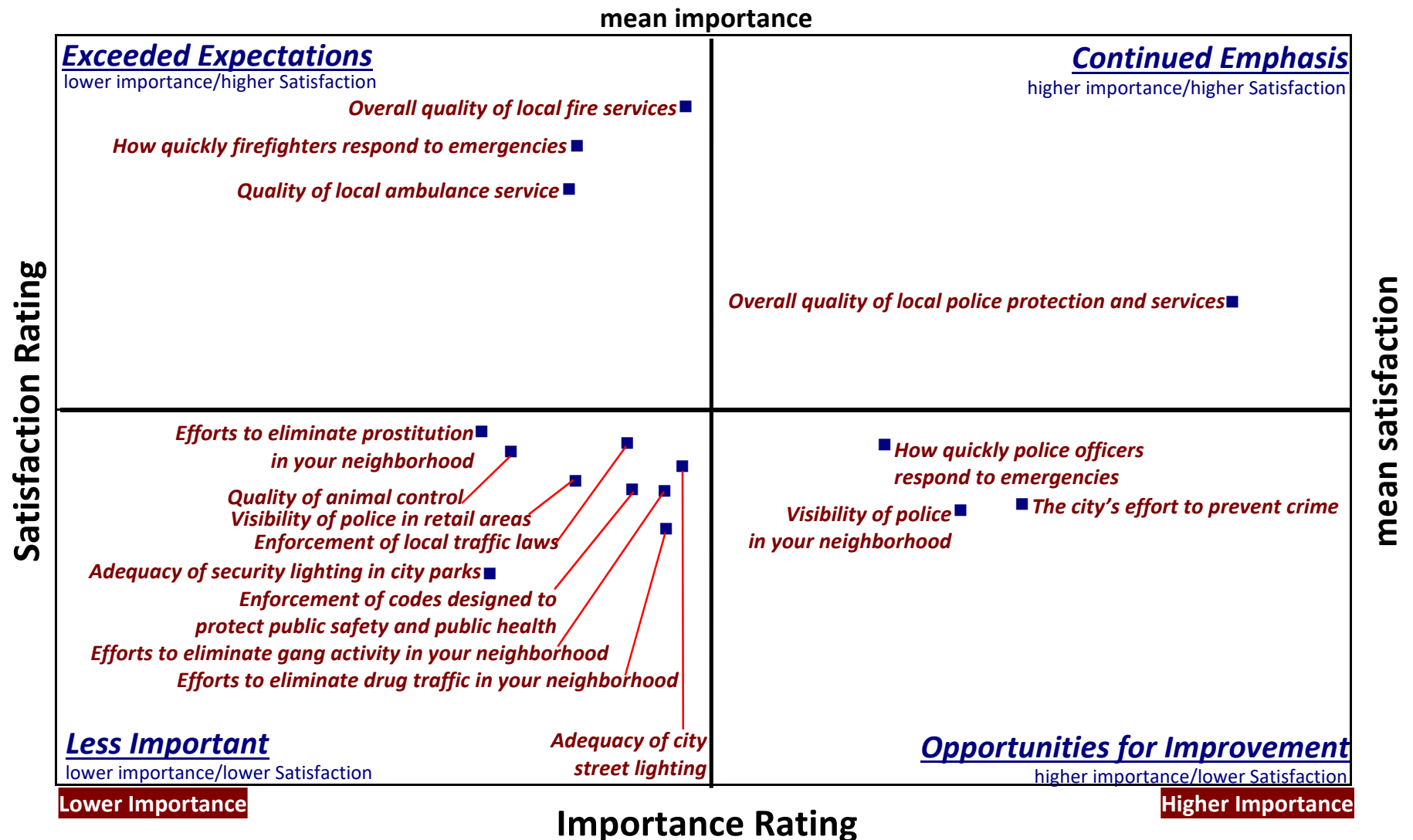


City of Fort Worth Community Survey

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)

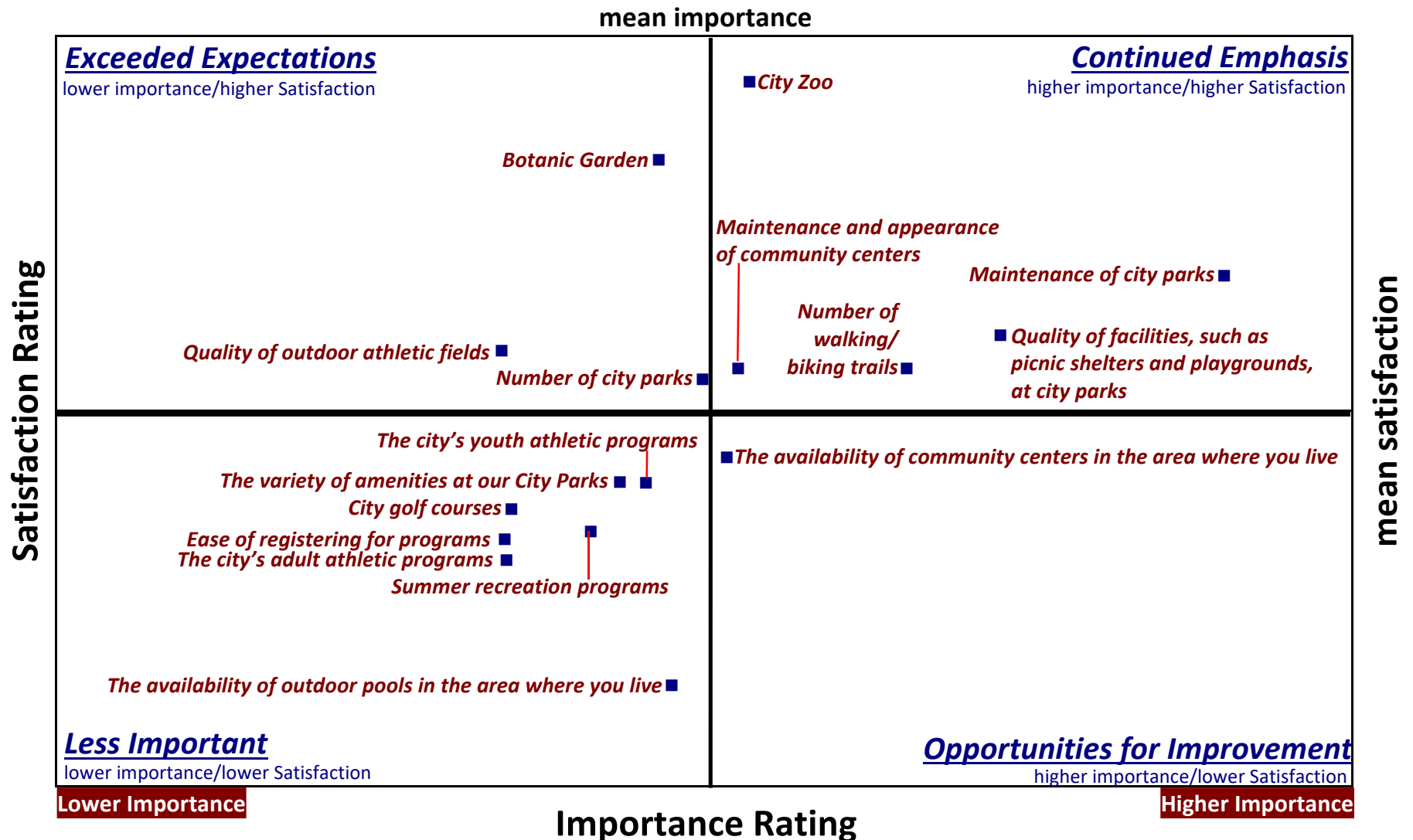


City of Fort Worth Community Survey

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)

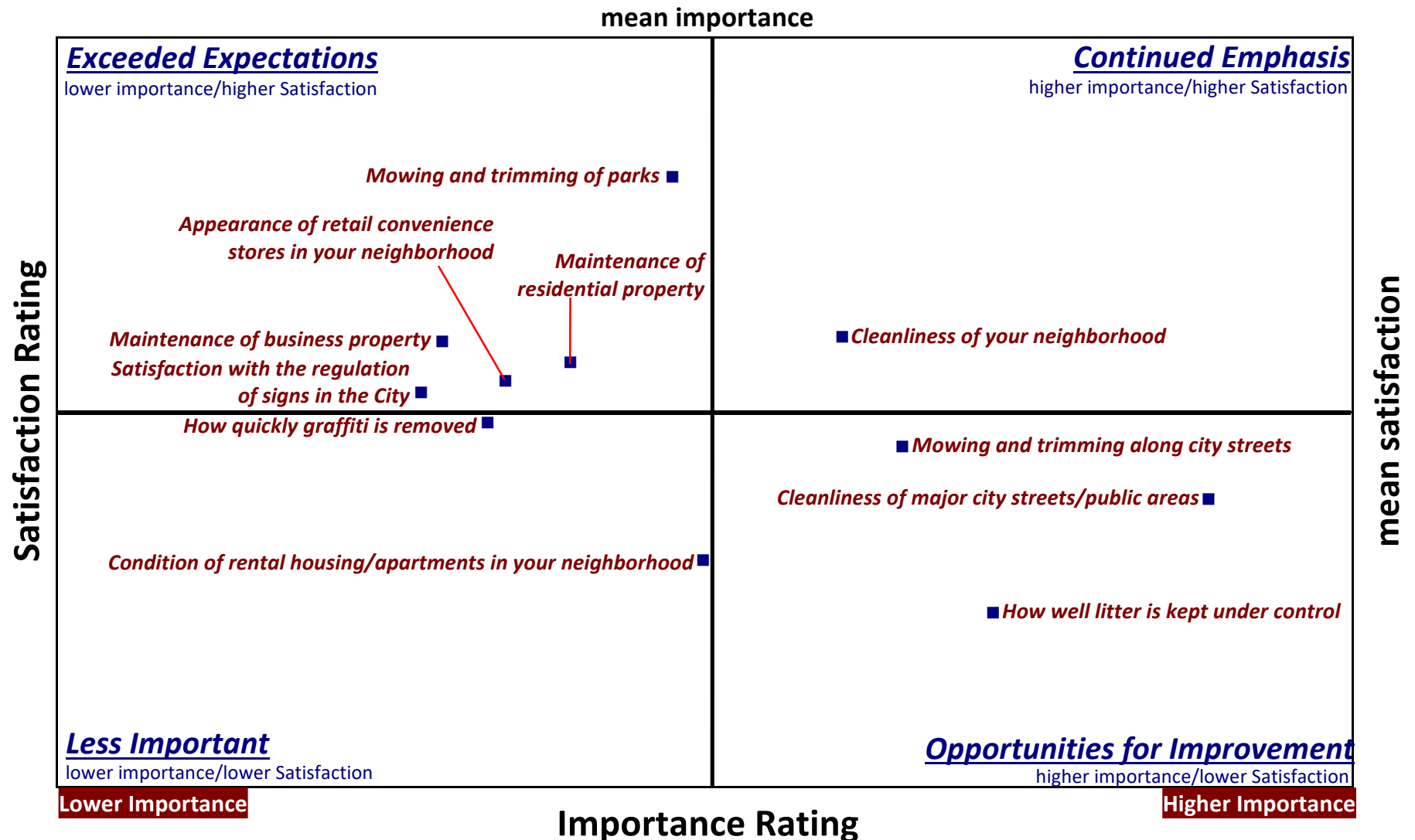


City of Fort Worth Community Survey

Importance-Satisfaction Assessment Matrix

-Maintenance-

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

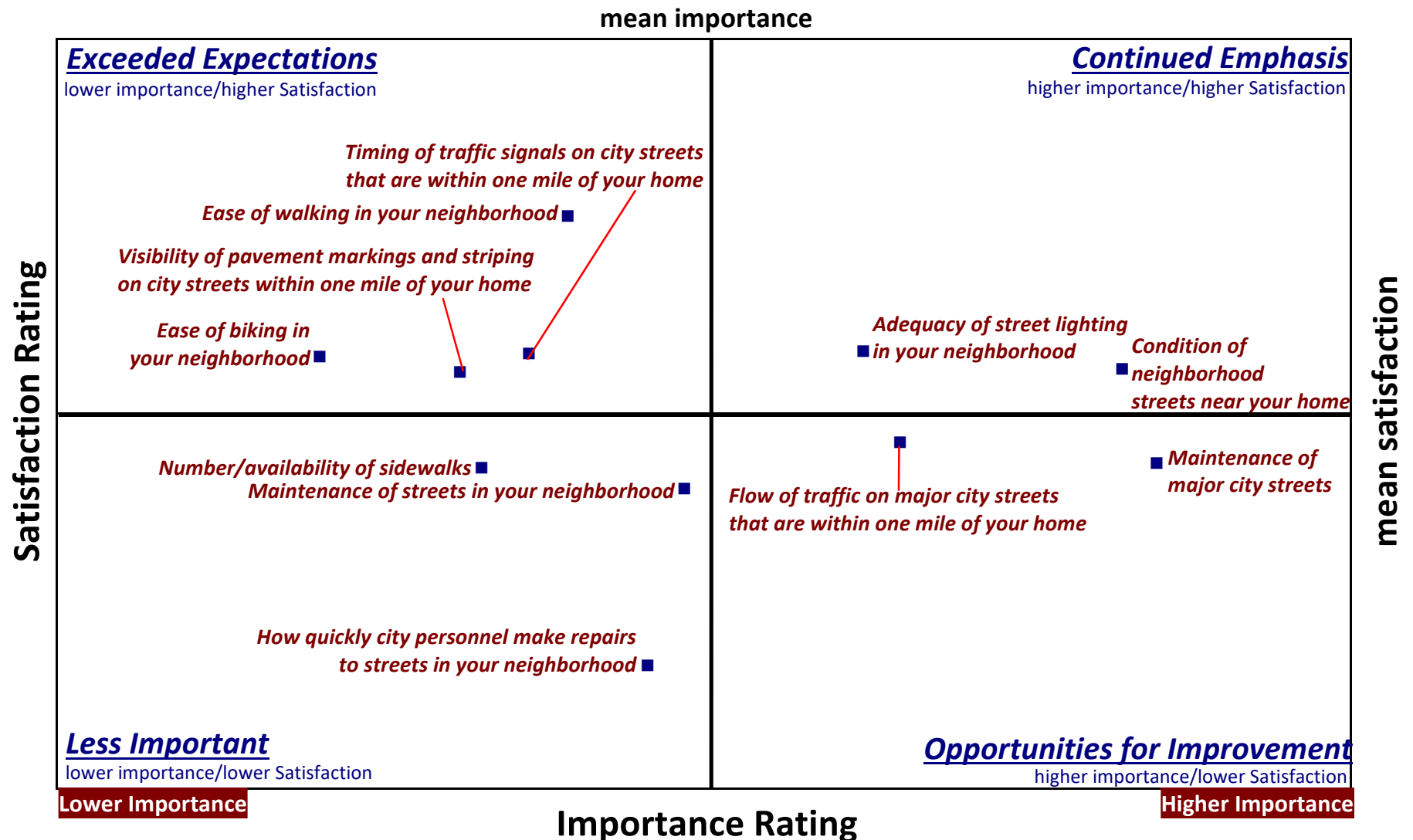


City of Fort Worth Community Survey

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?

| Q5. 3rd choice | Number | Percent |
|---|--------|---------|
| 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)**

| Q5. Sum of top 3 choices | Number | Percent |
|---|--------|---------|
| 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?

| Q7. 3rd choice | Number | Percent |
|--|--------|---------|
| 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)

| Q7. Sum of top 3 choices | Number | Percent |
|--|--------|---------|
| 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?

| <u>Q9. Top choice</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| 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?

| <u>Q9. 2nd choice</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| 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

| <u>Q16a-13. Other</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| 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 % |
| <u>Tree limbs</u> | <u>1</u> | <u>2.1 %</u> |
| 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 % |
| None chosen | 191 | 10.3 % |
| 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 % |
| None chosen | 138 | 7.4 % |
| 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 % |



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)
- ____ (02) City website-www.fortworthtexas.gov
- ____ (03) City News-daily newsletter
- ____ (04) City Times-monthly water bill insert
- ____ (05) City information through your Neighborhood Association
- ____ (06) City's Facebook page
- ____ (07) City's Twitter account
- ____ (08) NextDoor

- ____ (09) Town Halls or Public Meetings
- ____ (10) Presentations at neighborhood meetings
- ____ (11) Local TV news
- ____ (12) Star Telegram
- ____ (13) City Council District office
- ____ (14) City call center

| 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.