



Dear Fellow Fort Worth Resident:

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 and bond packages, we will be making critical decisions that affect a wide range of city services, including public safety, parks, code enforcement, transportation and many others. To ensure that the city's priorities are aligned with the needs of our residents, 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 our decisions and impact 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 Amethyst Sloane, Performance Administrator, at 817-392-6073 or amethyst.sloane@fortworthtexas.gov

Thank you for your continued support, and remember "It's YOUR Fort Worth!"

Sincerely,

Betsy Price
Mayor

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



2019 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 questions, please call Amethyst Sloane at 817-392-6073. **THANK YOU!** If you would like to take the survey online please go <http://fortworthcommunity.org>.

1. Perceptions of the City		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
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. Quality of Life in Fort Worth		Excellent	Good	Neutral	Below Average	Poor	Don't Know
Please rate the City of Fort Worth:							
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. Feeling of Safety		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Please rate your level of agreement with the following statements:							
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. Overall Satisfaction with Major City Services		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
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. Public Safety Services		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
01.	Overall quality of local police protection and services	5	4	3	2	1	9
02.	Visibility of police in <u>your neighborhood</u>	5	4	3	2	1	9
03.	Visibility of police in <u>retail areas</u>	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. Parks and Recreation Services		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
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 <u>you</u> 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 <u>you</u> 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

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. Library Ratings		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
1.	Overall quality of available materials	5	4	3	2	1	9
2.	Overall quality and quantity of programs for children	5	4	3	2	1	9
3.	Overall quality and quantity of programs for teens	5	4	3	2	1	9
4.	Overall quality and quantity of programs for adults	5	4	3	2	1	9
5.	Overall quality of city libraries	5	4	3	2	1	9

11. Maintenance and Appearance of the City		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
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 <u>your neighborhood</u>	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 <u>your neighborhood</u>	5	4	3	2	1	9
08.	Condition of rental housing/apartments in <u>your neighborhood</u>	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 above]

1st. _____ 2nd. _____ 3rd. _____

13. City Communication		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
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 programming on the City's cable television channels	5	4	3	2	1	9
4.	The quality of the City's Web page	5	4	3	2	1	9
5.	The quality of the City's informational inserts that come with the City water bill	5	4	3	2	1	9
6.	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 – weekly electronic 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

15. Solid Waste, Water, and Environmental Ratings		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
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

CUSTOMER SERVICE

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

___ (1) Yes – answer 16a-b ___ (2) No – go to 17

16a. If YES: Which ONE of the following services/issues did you contact the City most recently?

- | | |
|-------------------------------|---|
| ___ (01) Animal control | ___ (07) Police |
| ___ (02) City council issue | ___ (08) Traffic Signals/Streetlights |
| ___ (03) Code Enforcement | ___ (09) Trash, recycling or yard waste |
| ___ (04) Planning/development | ___ (10) Water |
| ___ (05) Fire | ___ (11) Street Maintenance |
| ___ (06) Parks and recreation | ___ (12) Other: _____ |

16b. Customer Service Ratings		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
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:							
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 | ___ (4) A few times per year |
| ___ (2) A few times per week | ___ (5) Seldom or never |
| ___ (3) A few times per month | |

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 | ___ (3) Worse |
| ___ (2) About the same | ___ (9) Don't know |

19. Traffic and Transportation Services and Facilities in the Area Where you Live		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following where you live:							
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 above]

1st: ____ 2nd: ____ 3rd: ____

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

☐ (1) Very Satisfied ☐ (4) Dissatisfied
☐ (2) Satisfied ☐ (5) Very Dissatisfied
☐ (3) Neutral ☐ (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 ☐ (4) Not Supportive
☐ (2) Supportive ☐ (5) Not at all Supportive
☐ (3) Neutral ☐ (9) Don't Know

DEMOGRAPHICS

23. Which of the following types of transportation do you usually use to get to and from most destinations in Fort Worth? (Select all that apply)

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

24. In the past 30 days, have you used any of the following types of transportation to get around the City of Fort Worth? (Select 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. How many persons currently live in your household? _____

26. Do you own or rent your home? ☐ (1) Own ☐ (2) Rent

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

28. Is your total annual household income:

- | | |
|--|--|
| <input type="checkbox"/> (1) Under \$15,000 | <input type="checkbox"/> (4) \$60,000-\$99,999 |
| <input type="checkbox"/> (2) \$15,000-\$29,999 | <input type="checkbox"/> (5) \$100,000-\$124,999 |
| <input type="checkbox"/> (3) \$30,000-\$59,999 | <input type="checkbox"/> (6) \$125,000+ |

29. What is your age? _____ years

30. Which of the following best describes your race/ethnicity? (Check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> (1) Asian/Pacific Islander | <input type="checkbox"/> (4) Hispanic |
| <input type="checkbox"/> (2) Black/African American | <input type="checkbox"/> (5) American Indian/Eskimo |
| <input type="checkbox"/> (3) White | <input type="checkbox"/> (6) Other: _____ |

31. Your gender: ☐ (1) Male ☐ (2) Female

32. 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.