



CITY COUNCIL MEMORANDUM

FROM: The Office of the City Manager **DATE:** January 12, 2026
SUBJECT: 2025 Resident Survey Results
PRESENTER: Paulette Hartman, City Manager

GENERAL DESCRIPTION:

Every other year, North Richland Hills residents are invited to participate in a survey to evaluate city services. The purpose of the survey is to objectively assess the public's satisfaction with city services and identify areas where improvements can be made.

The 2025 survey was administered by Onpointe Insights from October 30 through November 30. Residents were informed about the survey through the city's website, e-newsletters, social media and the NRHTX app. An invitation to participate was also sent via email and text message to a random selection of residents. This year 910 residents completed the survey. The margin of error for this sample size is plus or minus 3%.

Ron Gailey with Onpointe Insights will present the survey results to City Council during the January 12, 2026 work session.