

2019 Citizen Survey Summary

Overall, quality of life in North Richland Hills is excellent or good as reported by 94 percent of the survey respondents. Ninety-three percent would recommend NRH to a friend or family member as a good place to live and 87% plan to remain in NRH for several years. About two-thirds of respondents (65%) rated the overall quality of services versus the taxes paid as excellent or good.

- Public safety services were ranked as the most important city services and received excellent or good quality ratings by most respondents: police (92%); ambulance (96%); and fire (99%). Most residents also gave excellent/good ratings to fire department responsiveness (98%), police department responsiveness (91%), and police visibility (84%). Eighty-six percent rated the feeling of safety in their neighborhood as excellent or good and 76% rated the level of traffic safety enforcement as excellent or good.
- Most respondents gave excellent or good quality ratings to library services (97%), parks, trails and open spaces (93%), special events (90%), and recreation programs and services (88%). On average, respondents visited city parks, trails and the library 8 to 9 times each during the past year.
- Ninety-one percent rated recycling collection as excellent/good and 90% rated garbage collection as excellent/good. Eight-nine percent rated water service as excellent/good.
- A majority, 69%, rated maintenance of major streets as excellent/good, with 53% rating maintenance of residential streets as excellent/good. Nineteen percent frequently see potholes in their neighborhood. Thirty-one percent frequently see a lack of sidewalks or sidewalks in disrepair. Glenview Drive topped the list of streets needing repair.
- More than half of residents rated management of traffic flow (58%) and traffic signal timing (57%) as excellent/good. Davis / Main was the top intersection residents said they spend too much time at due to congestion or signal timing. Thirty-three percent frequently see speeding or traffic safety concerns in their neighborhood.
- Animal control was rated excellent/good by 81% and code enforcement by 61%. Seventy-eight percent rated the overall appearance of the city as excellent/good. A small percentage of respondents frequently see high grass and weeds (18%), litter (14%), fences in disrepair (14%) and junk or debris (13%) in their neighborhood.
- Respondents were asked what types of businesses they want more of in NRH and full service restaurants (56%) topped the list.
- Less than half of respondents (45%) contacted the city in the past 12 months with a complaint, request for service or seeking information. Most (89%) said the person they contacted was very or somewhat courteous and helpful.
- Eighty-six percent said they get enough information about city programs and services.