

## 2021 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-two percent would recommend NRH to a friend or family member as a good place to live and 84% plan to remain in NRH for several years. A majority (62%) 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 (91%); ambulance (95%); and fire (98%). Most residents also gave excellent/good ratings to fire department responsiveness (98%), police department responsiveness (91%), and police visibility (82%). Eighty-four 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 (95%), parks, trails and open spaces (91%), special events (87%), and recreation programs and services (87%). Forty-three percent of respondents used the NRH Centre during the past year, down 10% compared to 2019. Use of the city's trail system increased 9% to 73%.
- Ninety-one percent rated recycling collection as excellent/good and 89% rated garbage collection as excellent/good. Eight-eight percent rated water service as excellent/good.
- Sixty-five percent rated code enforcement as excellent/good, up 4% from 2019. Animal control was rated excellent/good by 80%.
- Sixty-four percent rated maintenance of major streets as excellent/good, down 5% from 2019. Fifty percent rated maintenance of residential streets as excellent/good, down 3% from 2019. Iron Horse Boulevard and Glenview Drive topped the list of streets needing repair.
- Management of traffic flow and traffic signal timing were rated as excellent/good by 62% and 59% respectively, up 4% and 2% from 2019. Davis / Main was the top intersection residents said they spend too much time at due to congestion or signal timing.
- Respondents were asked what types of businesses they want more of in NRH and full service restaurants (56%) topped the list again.
- Forty-four percent of respondents contacted the city in the past 12 months for information, a service request or complaint. Ninety-one percent said the person they contacted was very or somewhat courteous and helpful.
- Eighty-four percent said they get enough information about city programs and services.