

2017 Citizen Survey Summary

Overall, quality of life in North Richland Hills is excellent or good as reported by 96 percent of the survey respondents. Ninety-six 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. Seven of every 10 respondents (71%) 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 (94%); ambulance (97%); and fire (99%). Most residents also gave excellent/good ratings to fire department responsiveness (98%), police department responsiveness (91%), and police visibility (86%). Eighty-seven percent rated the feeling of safety in their neighborhood as excellent or good and 81% rated the level of traffic safety enforcement as excellent or good.
- More than 90 percent gave excellent or good quality ratings to the library (97%), parks, trails and open spaces (94%), special events (94%), and recreation programs and services (91%). On average, respondents visited city parks, trails and the library 4 to 5 times each during the past year.
- Ninety-two percent rated water service as excellent/good, 94% rated recycling collection as excellent/good and 95% rated garbage collection as excellent/good.
- Ratings for street maintenance improved with 69% rating maintenance of major streets and 59% rating maintenance of residential streets as excellent / good, up from 67% and 55% respectively in 2015. Only 17% frequently see potholes in their neighborhood, down from 21% in 2015. Twenty-seven percent frequently see a lack of sidewalks or sidewalks in disrepair. Streets identified most as needing repairs were Rufe Snow Drive, Smithfield Road and Glenview Drive, while intersections identified most as needing improvements were Davis/Mid Cities and Mid Cities/Rufe Snow.
- More than half of residents rated management of traffic flow (58%) and traffic signal timing (58%) as excellent/good. Thirty-one percent frequently see speeding or traffic safety concerns in their neighborhood.
- Animal control was rated excellent/good by 84% and code enforcement by 63%. Eighty percent rated the overall appearance of the city as excellent/good. A small percentage of respondents frequently see high grass and weeds (15%), litter (13%), junk or debris (12%) and fences in disrepair (11%) in their neighborhood.
- Respondents were asked what types of businesses they want more of in NRH. Full service restaurants (52%) and movie theater (39%) topped the list.
- About half of respondents (48%) contacted the city in the past 12 months with a complaint, request for service or seeking information. Ninety percent said the person they contacted was very or somewhat courteous and helpful.
- Eighty-five percent said they get enough information about city programs and services.