




















1. First, how long have you lived in Hurst?

		Response Percent	Response Count
Less than 3 months		1.2%	10
3 to 12 months		2.2%	18
1 to 5 years		13.9%	116
6 to 10 years		14.0%	117
More than 10 years		5.7%	48
11 to 20 years		14.0%	117
21 to 30 years		14.6%	122
More than 30 years		24.9%	208
No longer live in Hurst		0.8%	7
Do not live in Hurst		8.5%	71
Don't know		0.4%	3
		answered question	837
		skipped question	6



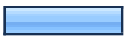

2. What is your Zip Code?

		Response Percent	Response Count
76053		57.6%	479
76054		33.2%	276
Other		9.3%	77
answered question			832
skipped question			11







3. How would you describe the Quality of Life in Hurst? Would you say. . .

		Response Percent	Response Count
Excellent		39.0%	326
Good		48.0%	401
Adequate		11.0%	92
Poor		0.6%	5
Don't Know		1.4%	12
answered question			836
skipped question			7






4. Do you think the quality of life in Hurst will improve, stay the same, or decline over the next five years?

		Response Percent	Response Count
Improve		41.5%	348
Stay the Same		34.4%	288
Decline		17.5%	147
Don't Know		6.6%	55
answered question			838
skipped question			5

5. Which of the following would you say is the most critical issue facing Hurst today? (Select only one)

		Response Percent	Response Count
Redeveloping Older Areas of the City		65.2%	498
Improving City Services		3.1%	24
Increasing Transportation Options		12.6%	96
Increasing Employment Opportunities		6.8%	52
Decreasing Crime		9.0%	69
Don't Know		3.3%	25
Or some other issue			63
answered question			764
skipped question			79

6. Overall, how would you describe the way in which the City is maintained?

		Response Percent	Response Count
Excellent		33.0%	264
Good		53.7%	430
Adequate		12.4%	99
Poor		0.7%	6
Don't Know		0.2%	2
answered question			801
skipped question			42

7. Considering all City services, please rate the value of the services you receive versus the City taxes you pay?

	Great Value	Good Value	Adequate Value	Little Value	Don't Know	Rating Average	Response Count
Would you say that the services you receive for the taxes you pay are a ...	27.6% (218)	41.4% (327)	22.8% (180)	2.8% (22)	5.3% (42)	2.17	789
answered question							789
skipped question							54

8. For each of the services provided by the City, please rate the service as excellent, good, adequate or poor.

	Excellent	Good	Adequate	Poor	No Opinion	Rating Average	Response Count
Library	54.2% (432)	27.7% (221)	4.9% (39)	0.5% (4)	12.7% (101)	1.90	797
Street Maintenance	26.3% (210)	50.7% (404)	18.1% (144)	3.8% (30)	1.1% (9)	2.03	797
Parks	49.9% (399)	37.8% (302)	7.6% (61)	0.8% (6)	3.9% (31)	1.71	799
Recreational Programs	43.0% (343)	36.6% (292)	8.9% (71)	0.8% (6)	10.7% (85)	1.99	797
Storm Water Drainage	24.6% (195)	46.7% (371)	19.0% (151)	2.9% (23)	6.8% (54)	2.21	794
Police	51.9% (415)	32.5% (260)	9.1% (73)	2.3% (18)	4.3% (34)	1.75	800
Fire	57.2% (455)	29.5% (235)	4.3% (34)	0.5% (4)	8.5% (68)	1.74	796
Emergency Medical Services	48.3% (384)	26.4% (210)	4.5% (36)	0.4% (3)	20.4% (162)	2.18	795
Trash Collection Services	39.3% (312)	40.3% (320)	12.8% (102)	3.0% (24)	4.5% (36)	1.93	794
Recycling Collection Services	39.4% (314)	37.3% (297)	12.8% (102)	4.8% (38)	5.7% (45)	2.00	796
Water Quality	32.8% (262)	43.7% (349)	17.2% (137)	3.8% (30)	2.5% (20)	1.99	798
Water Pressure	31.9% (253)	42.4% (336)	18.3% (145)	4.7% (37)	2.8% (22)	2.04	793
Animal Control	33.5% (266)	37.5% (298)	13.0% (103)	4.8% (38)	11.2% (89)	2.23	794
Sewer Service	29.9% (238)	45.2% (360)	12.9% (103)	1.9% (15)	10.2% (81)	2.17	797
Code Enforcement	18.8% (150)	38.3% (305)	18.9% (151)	11.8% (94)	12.2% (97)	2.60	797



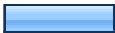


answered question 800

skipped question 43

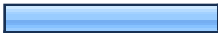




9. Have you used any of the following City services in the past two years?

	Yes	No	Rating Average	Response Count
Library	71.2% (565)	28.8% (228)	1.29	793
Parks	84.8% (674)	15.2% (121)	1.15	795
Recreational Programs	57.7% (455)	42.3% (333)	1.42	788
Fire	10.3% (80)	89.7% (698)	1.90	778
Emergency Medical Services	16.6% (130)	83.4% (651)	1.83	781
			answered question	802
			skipped question	41






10. Do you feel very safe, safe, somewhat safe, or not very safe living in Hurst?

		Response Percent	Response Count	
Very Safe		28.4%	227	
Safe		49.5%	396	
Somewhat Safe		16.3%	130	
Not Very Safe		2.4%	19	
No Opinion		3.5%	28	
			answered question	800
			skipped question	43





11. Do you feel very safe, safe, somewhat safe, or not very safe living in your neighborhood?

		Response Percent	Response Count
Very Safe		31.9%	255
Safe		43.6%	348
Somewhat Safe		16.0%	128
Not Very Safe		3.6%	29
No Opinion		4.9%	39
answered question			799
skipped question			44




12. Would you rate Police visibility as excellent, good, fair or poor?

		Response Percent	Response Count
Excellent		27.9%	223
Good		45.7%	365
Fair		19.9%	159
Poor		4.3%	34
No Opinion		2.1%	17
answered question			798
skipped question			45




13. Please select the answer which best represents your opinion about natural gas drilling in Hurst:

		Response Percent	Response Count
I am opposed to all natural gas drilling in Hurst.		20.4%	162
I am strongly in favor of gas drilling in Hurst.		14.7%	117
I support gas drilling as long as there are adequate protections and oversight.		57.6%	458
No Opinion		7.3%	58
answered question			795
skipped question			48

14. Are your mineral rights currently leased to an oil and gas exploration company?

		Response Percent	Response Count
Yes		39.4%	312
No		42.2%	334
Don't Know		18.3%	145
answered question			791
skipped question			52

15. If your mineral rights have not been leased, have you been offered a lease within the last two years?

		Response Percent	Response Count
Yes		42.6%	250
No		33.6%	197
Don't Know		23.9%	140
answered question			587
skipped question			256

16. Hurst 101 will be an interactive program that will give participants a behind-the-scenes look at their local government. Elected officials, department heads and other city staff will host unique and informative sessions designed to give citizens an inside view of city government operations.

	Very interested	Somewhat interested	Slightly interested	Not interested	No opinion	Rating Average	Response Count
Please rank:	32.5% (258)	37.3% (296)	15.4% (122)	9.2% (73)	5.5% (44)	2.18	793
answered question							793
skipped question							50

17. Joint Animal Control Facility Expansion (This will be a joint facility with North Richland Hills as the current facility is overcrowded.)

	1 Low priority	2	3	4	5 High priority	No Opinion	Rating Average	Response Count
Please rank:	10.4% (82)	10.5% (83)	26.9% (212)	24.4% (192)	19.8% (156)	7.9% (62)	3.56	787
answered question								787
skipped question								56

18. Police and Court Justice Center / Parking Facility for City Hall (Current Police facility is 30 years old, overcrowded conditions and lack of parking.)

	1 Low priority	2	3	4	5 High priority	No Opinion	Rating Average	Response Count
Please rank:	7.6% (60)	10.0% (79)	20.4% (161)	25.7% (203)	32.7% (258)	3.5% (28)	3.77	789
answered question								789
skipped question								54





19. Bellaire Area Redevelopment (Final phase of Transforming Hurst Program.)

	1 Low priority	2	3	4	5 High priority	No Opinion	Rating Average	Response Count
Please rank:	4.7% (37)	5.7% (45)	17.0% (134)	30.2% (238)	37.4% (295)	5.1% (40)	4.05	789
answered question								789
skipped question								54






20. Pipeline Road Reconstruction (Reconstruction of Pipeline Rd from Precinct to Bellaire Drive, four lanes with a center turn lane and landscaping.)

	1 Low priority	2	3	4	5 High priority	No Opinion	Rating Average	Response Count
Please rank:	6.9% (54)	6.5% (51)	20.2% (159)	30.3% (239)	33.6% (265)	2.5% (20)	3.85	788
answered question								788
skipped question								55

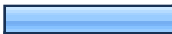

21. Do you have access to the Internet from your home or work?

		Response Percent	Response Count
Yes at Home		42.0%	330
Yes at Work		1.3%	10
Yes at Both		55.5%	436
No		1.3%	10
answered question			786
skipped question			57











22. How often do you access the City's website (www.ci.hurst.tx.us) to get information?

		Response Percent	Response Count
Daily		5.0%	39
Weekly		35.7%	280
Monthly		50.2%	394
Yearly		5.9%	46
Never		3.3%	26
answered question			785
skipped question			58






23. Do you access the website with a mobile device? (Spartphone, iphone, ipad, etc.)

		Response Percent	Response Count
Yes		25.0%	195
No		75.0%	584
answered question			779
skipped question			64

24. What are your reasons for visiting the Hurst website?

		Response Percent	Response Count
To get information about a City meeting		27.6%	210
To find City facilities		27.9%	212
To use online services		39.0%	297
To get City government information		36.4%	277
To conduct business with the City		13.0%	99
Find events and recreation information		52.0%	396
For job opportunities		20.9%	159
To get business information		9.3%	71
To get crime information		39.4%	300
To submit a request for action		10.1%	77
answered question			761
skipped question			82










25. How would you rate the website for ease in finding what you're looking for?

		Response Percent	Response Count
Excellent		17.1%	133
Good		62.1%	484
Fair		16.3%	127
Poor		1.0%	8
No Opinion		3.6%	28
answered question			780
skipped question			63





26. What information or subject(s) not currently on the website might be added?

	Response Count
	101
answered question	101
skipped question	742






27. Where do you get most of your information about the City of Hurst? (Select only one)

		Response Percent	Response Count
Local Newspapers		8.0%	61
Television News		1.2%	9
Public Access Cable Channel		0.1%	1
Word of Mouth		10.9%	83
City Website		37.0%	283
City Magazine		25.5%	195
Fliers Included in Water Bills		8.9%	68
Marquee Signs at City Facilities		1.0%	8
Social Media (Facebook, Twitter)		7.3%	56
Other (please specify)			31
answered question			764
skipped question			79



28. Is the information you receive about the City of Hurst . . .

		Response Percent	Response Count
Too much		1.0%	8
Enough		63.0%	493
Adequate, but not enough		29.6%	232
Not enough		6.4%	50
answered question			783
skipped question			60






29. What form of Internet access do you use at home, dial-up, DSL, cable or satellite?

		Response Percent	Response Count
Dial-up		1.8%	14
Cable		33.9%	261
Satellite		3.9%	30
DSL		55.8%	430
Don't know		4.7%	36
answered question			771
skipped question			72



30. Would you like to receive e-mail notifications about City services, meetings, events and publications?

		Response Percent	Response Count
Yes		65.4%	502
No		34.6%	265
answered question			767
skipped question			76








31. How often do you visit the City's Facebook page?

		Response Percent	Response Count
Daily		1.8%	14
Weekly		9.8%	77
Monthly		15.8%	124
Yearly		2.6%	20
Never		70.0%	548
answered question			783
skipped question			60





32. Have you contacted the City for any issue, question or problem in the last year?

		Response Percent	Response Count
Yes		48.9%	376
No		51.1%	393
answered question			769
skipped question			74



33. If yes, what was the purpose of that contact?

		Response Percent	Response Count
Utility Bill (Specify below)		22.0%	74
Water, Wastewater & Streets (Specify below)		32.3%	109
City Council (Specify below)		5.3%	18
City Management (Specify below)		16.6%	56
Animal Control (Specify below)		28.2%	95
Police (Specify below)		30.3%	102
Fire (Specify below)		3.9%	13
	Please specify here		317
	answered question		337
	skipped question		506





34. How would you rate the overall customer service you received?

		Response Percent	Response Count
Excellent		39.4%	211
Good		41.2%	221
Adequate		11.4%	61
Poor		8.0%	43
	answered question		536
	skipped question		307




35. Are you registered to vote?

		Response Percent	Response Count
Yes		96.5%	746
No		3.5%	27
answered question			773
skipped question			70





36. Considering City elections only, would you say that you generally vote in most City elections, some City elections, few City elections or no City elections?

		Response Percent	Response Count
Most City elections		48.7%	375
Some City elections		20.8%	160
Few City elections		14.3%	110
No City elections		16.2%	125
answered question			770
skipped question			73





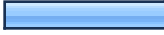

37. Do you live in a...?

		Response Percent	Response Count
House/Duplex		91.2%	707
Apartment		4.1%	32
Prefer Not to Answer		4.6%	36
answered question			775
skipped question			68

38. Do you own or rent your home?

		Response Percent	Response Count
Own		87.0%	671
Rent		6.2%	48
Rent Free Situation		0.9%	7
Prefer Not to Answer		5.8%	45
answered question			771
skipped question			72

39. Which best describes your age category?

		Response Percent	Response Count
18-25 Years		1.8%	14
26-40 Years		16.0%	124
41-50 Years		20.1%	156
51-65 Years		33.5%	260
66 Years or more		23.9%	185
Prefer Not to Answer		4.6%	36
answered question			775
skipped question			68









40. Which of the following best describes your ethnicity?

		Response Percent	Response Count
African American		0.8%	6
Asian		1.6%	12
Caucasian		84.2%	644
Hispanic		4.7%	36
Native American		1.0%	8
Prefer Not to Answer		7.7%	59
	Other (please specify)		13
answered question			765
skipped question			78





41. Which of the following best describes your education level?

		Response Percent	Response Count
Less than High School		0.4%	3
Some High School		0.4%	3
H. S. Diploma/GED		8.9%	69
Some College		42.6%	330
Bachelor's Degree		23.1%	179
Beyond Bachelor's Degree		18.3%	142
Prefer Not to Answer		6.3%	49
answered question			775
skipped question			68

42. Which range best describes your annual household (total) income level?

		Response Percent	Response Count
\$0-\$24,999		4.6%	35
\$25,000-\$49,999		16.1%	124
\$50,000-\$74,999		18.3%	141
\$75,000-\$99,999		13.4%	103
\$100,000 - \$124,999		12.0%	92
\$125,000 - \$149,999		4.8%	37
\$150,000 or more		4.7%	36
Prefer Not to Answer		26.1%	201
answered question			769
skipped question			74

43. How many people live in your household?

		Response Percent	Response Count
1-2		56.7%	437
3-4		29.3%	226
5 or more		5.8%	45
Prefer Not to Answer		8.2%	63
answered question			771
skipped question			72

44. Please use the space below for any additional comments.

**Response
Count**

146

answered question

146

skipped question

697