

Results of the 2007 Citizen Survey

** Note: On-line Survey Results are denoted in parentheses ()*

- *93% (89%) said the quality of life in Hurst is good or excellent*
- *86% (76%) said quality of life would improve or stay the same*
- *50% (60%) said redevelopment is the most critical city issue*
- *89% (84%) said the city is well maintained*
- *67% (69%) said the value of city services received is good or great compared to taxes paid*
- *82% (64%) support the usage of Red Light Cameras*
- *78% (72%) support free wireless internet access being provided in public places*
- *54% (56%) are not in favor of switching to cart-style trash collection for lower rates*
- *44% said they get most of their information about the City from City newsletters, followed by local newspapers at 19% (online: city website was 1st @ 36%, newspapers & city newsletter tied at 22% each)*
- *50% (34%) said that the amount of City information they receive is adequate but not enough*
- *82% (99%) said they have access to the Internet*
- *45% (63%) said they would like to receive email about city events and related information*
- *36% said they never access the City's website to get information, followed by 33% who access it monthly (online: 44% monthly access, 31% weekly)*
- *39% (49%) said they would use the City website to make credit card payments online*
- *41% (62%) said they contacted the City last year*
- *89% (86%) said the overall customer service they received was adequate, good or excellent*
- *92% (97%) said they are registered to vote*
- *58% (62%) said they vote in most city elections*
- *90% (94%) live in a single-family dwelling*
- *86% (90%) own a home*
- *44% (43%) have lived in Hurst more than 21 years*
- *66% (46%) of the respondents are 51 years or older*
- *88% (90%) of the respondents are Caucasian*
- *42% (40%) of the respondents have taken some college coursework*
- *28% of the respondents have a household income in the range of \$25,000 to \$49,999 (online: largest group was 21%--earning \$50,000 - \$74,999)*
- *62% (58%) of the respondents live in a 1-2 person household*
- *61% (N/A) of the respondents are female*
- *78% (58%) reside in 76053 zip code*

Telephone Survey Conducted by the University of North Texas Survey Research Center Using Random Digit Dialing Methodology to Acquire 400 responses—margin of error is $\pm 4.9\%$

3/16/2007