



City of Denton Citizen Survey Report

Summer 2009

City Departments, services, and programs rated by the survey:

Airport | Animal Control
Code Enforcement | Customer Service
DME | Drainage/Sewer
Fire/EMS | Library | Municipal Court
Parks & Recreation
Police | Public Transportation
Recycling | Solid Waste
Streets | Trail System
Water/Wastewater

Citizen Survey Process and Objectives

The City of Denton conducted a citywide citizen survey from October 15 thru November 12, 2008, as administered by the University of North Texas Survey Research Center. The last citywide survey was administered in 2003. The purpose of the 2008 survey is to commence a bi-annual process and to serve as a tool in setting City Council priorities and a guide for future resource allocation.

The citizen survey also set out to accomplish the following objectives:

- 1) Assess quality of customer service;
- 2) Assess citizen attitudes on community issues and programs;
- 3) Identify citizen needs and desires; and
- 4) Utilize survey results to improve service delivery.

200 telephone interviews per City Council district were conducted and analyzed, for a total of 800 respondents. The margin of error is +/- 3.5%. The full report may be found at: www.cityofdenton.com.



Citizen Survey Ratings

Quality of Life:

88.8% of respondents rated the quality of life in Denton as excellent or good.

91% felt safe and secure living in the City of Denton.

74.3% of respondents rated the value of city services compared to taxes & fees paid as either excellent or good.

64% of respondents who selected a city service to receive more funding support paying increased city-related taxes or fees.

Most Favorable Ratings:

(Percentage of respondents rating service as either excellent or good)

97.0% Fire

93.4% Ambulance

88.0% Police

96.0% Library

90.0% Parks

89.4% Recreational programs

87.2% Recreation centers

89.4% Water pressure

84.7% Water quality

85.5% Electric

84.2% Sewer

82.5% Trash & recycling

Least Favorable Ratings:

(Percentage of respondents rating service as either fair or poor)

65.3% Street Maintenance, primary reasons given were potholes, rough and uneven roads, and length of construction time.

56.8% Efficiency of Travel, construction, traffic and lack of a north/south route were primary concerns.

42.2% Code Enforcement, primarily based on inconsistent enforcement & response time.



CITY OF DENTON

Directors and Leadership Team Contacts

DEPARTMENT	NAME	TITLE	PHONE	E-MAIL
City Manager's Office	George Campbell	City Manager	940-349-8307	George.Campbell@cityofdenton.com
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Legal Administration	Anita Burgess	City Attorney	940-349-8336	Anita.Burgess@cityofdenton.com
Library	Eva Poole	Director of Libraries	940-349-8750	Eva.Poole@cityofdenton.com
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Police	Roy Minter	Chief of Police	940-349-8181	Roy.Minter@cityofdenton.com
Solid Waste	Vance Kemler	General Manager	940-349-8044	Vance.Kemler@cityofdenton.com
Technology Services	Kevin Gunn	Director of Technology Services	940-349-8595	Kevin.Gunn@cityofdenton.com
Transportation Administration	Mark Nelson	Director of Transportation	940-349-7702	Mark.Nelson@cityofdenton.com
Utilities/Electric Administration	Phil Williams	General Manager, Denton Municipal Electric	940-349-8487	Phil.Williams@cityofdenton.com
Utilities/Water/Wastewater Administration	Jim Coulter	General Manager	940-349-7194	Jim.Coulter@cityofdenton.com

To report a power outage, streetlight outage, or other utility emergency, please call (940) 349-7000.