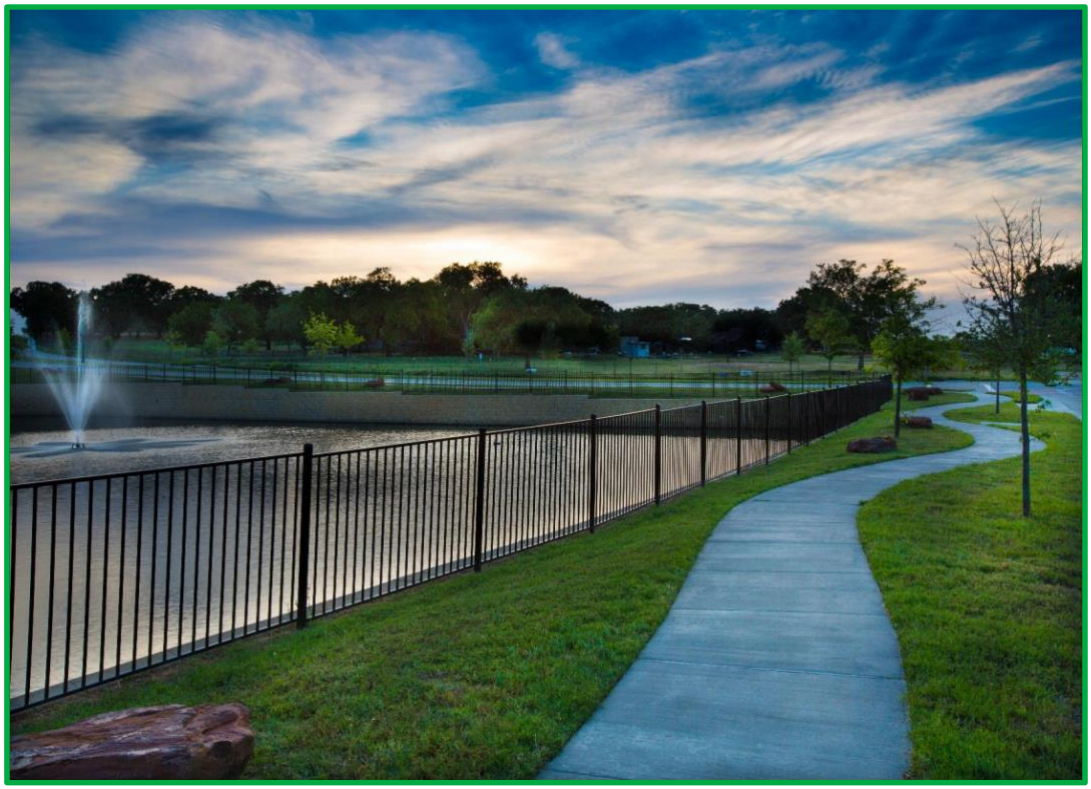

City of Corinth

2019 Citizen Survey

Responses, Trend Analysis, and Recommendations

University of Texas at Arlington, Master of Public Administration Capstone, Spring 2019
Tiffany Lucas, Cecile Joblin, Alison Novak, Jade Miller, Alex Luckhardt

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Executive Summary

Survey Purpose

The University of Texas at Arlington's College of Architecture, Planning and Public Affairs graduate students (Tiffany Lucas, Cecile Joblin, Jade Miller, Alison Novak, and Alex Luckhardt) conducted a Citizen Survey for the City of Corinth utilizing the values proposition method and the 2017's survey's results as a baseline. The survey measures citizen satisfaction with the following municipal services: Communication and Quality of Life, Planning and Economic Development, Public Works, Public Safety, and Utility Operations. Residents were asked to respond to a set of questions, indicating whether service quality and community amenities are "less than I expected, same as I expected, or better than I expected" as a measure. The results will allow city leadership to better understand the residents' perceptions of city living conditions, i.e., neighborhoods, satisfaction of municipality services, and satisfaction of economic development. The primary purpose of this Citizen Survey is to gain an understanding of residents' satisfaction with their community, as well as their insight toward Corinth's future growth and development. Additionally, the City of Corinth is awarded the opportunity to identify areas of improvement and the value that the City's amenities bring to its citizens.

Survey Methodology

For the 2019 City of Corinth Citizen Survey, the satisfaction survey was set to reach 21,819 residents, in order to evaluate their fulfillment of the city's performance in multiple areas. The survey was administered using Survey Monkey via link posted on the City's social media accounts, such as Facebook and Twitter, a news release, and printed upon postcards that the City utilized as mailouts with utility bills. The City published this survey through various avenues, as a way to capture as many of its 21,819 residents as possible. However, according to the Survey Monkey report, only about 312 residents made responses to the survey, which is about 1.42% of the City's reported residences. Noting this percentage, it is important to consider that the survey did not capture a full representational voice of its citizens, but rather a sample. Within the 312 who had a response to the survey, not all respondents answered every

question; however, the percentage of all questions answered does not fall below 95% for the survey. The 2019 Citizen Survey was created using the baseline data of the 2017 Opinion Survey to reconstruct questions that would denote value, and it was also created with values proposition approach in mind. The complete analysis was conducted using similar data sources from 2017, such as one-way tables, frequencies, sequence scales, charts, and tables, as a way to maintain a clear baseline for a trend analysis. As noted previously, the values approach was utilized to allow the citizens' opinions to construct a direction for the Corinth's economic development, utility operations, and its approach to customer service. As a result, this will assist City of Corinth's city officials make improvements with their citizens' quality of life in mind. The goal is to ensure that the City will deliver fulfilling citizen services, directly led by the values provided in the results of this survey. The value-added measure of the citizen satisfaction survey, measured on customer expectations and experiences of the City's performance, will aid leadership with operational and strategic planning, through valid data. Moreover, the data aims to present the City with areas that they may want to maintain, due to overwhelming positive data, or areas that the City may need to improve, based upon a positive yielding of citizens concerns with a particular service, or lack thereof. Additionally, this data serves as a building block for process improvement and/or innovation from the City's officials. The overall goal and object of City of Corinth's Citizen Survey is to provide decision makers with pertinent information and actionable data analytics to make informed decisions in the best interest of Corinth's community.

Survey Findings

Out of the estimated 21,819 residents, in the City of Corinth, only 312 responded to the survey. As a result, this survey is roughly a 1.43% representation of the voices in Corinth. However, there is a notable 0.26% positive differential between 2017's survey and the present survey. It also important to note that the resident count in Corinth reduced from 22,000 to 21, 819, since 2017. Despite some negative feedback regarding the City's lack of development, the residents, on average, feel as though their expectations are being met by the City. This feedback from citizens is a direct reflection

of their feelings connected to their quality of life, community, and all the services that the City of Corinth provides.

Survey Background

The University of Texas at Arlington's (UTA) College of Architecture, Planning, and Public Affairs (CAPPA) graduate students were retained in both 2017 and 2019 to complete a Citizen Survey. The city manager and council want to give the residents of Corinth an opportunity to assess all of the services being administered to them, as a means to serve them better in the near future.

An interest in citizens opinions, as it relates to the City's performance, was evaluated by Raymond Turco & Associates through a telephone poll in 2008. Moreover, a recent survey, for City of Corinth, was also given in 2017 by UTA's CAPPA graduate students, in a similar format to the present survey, to examine the value that of the City's services that the citizens were receiving.

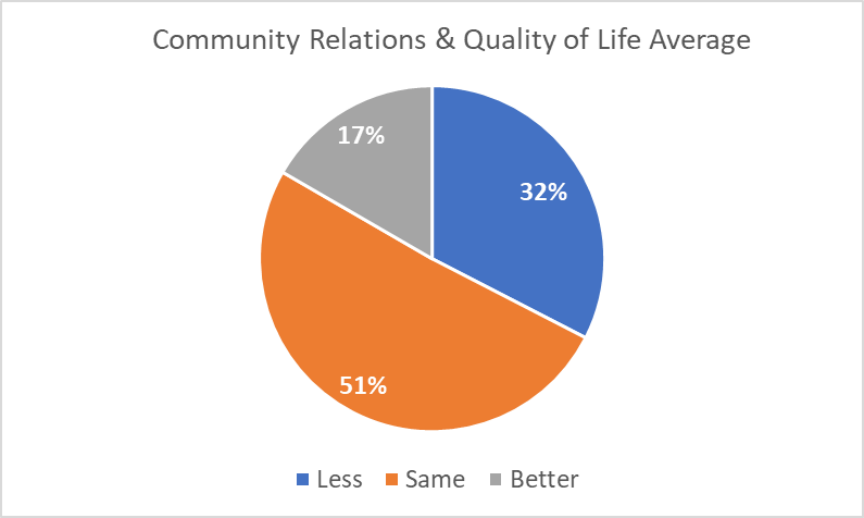
The goal of both surveys mentioned above is the same goal of this survey that was conducted presently. The survey will provide the city administrators and decision makers with tangible and necessary opinions of those they aim to serve and protect daily. The survey also allows for the residents to voice "raw" opinions and praise, through the utilization of the open-ended responses. Moreover, this survey serves as an open and transparent platform for residents' voice to be heard and to become actionable City initiatives.

Community Relations and Quality of Life

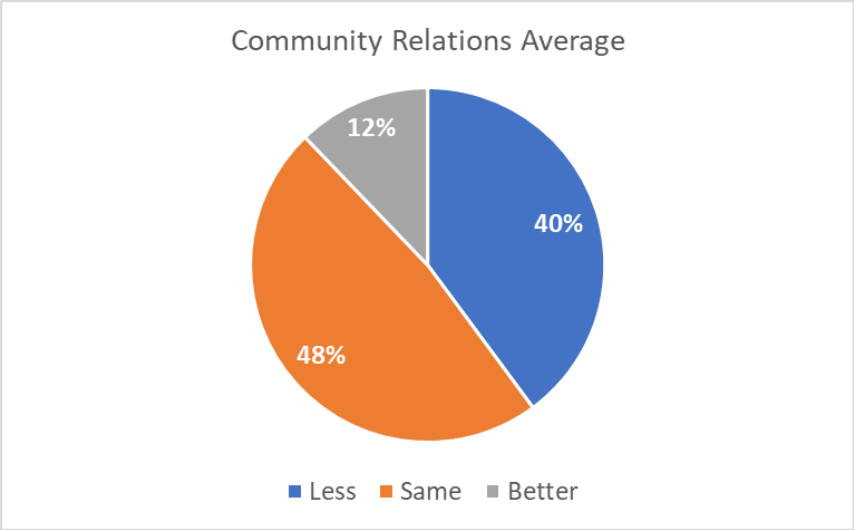
The City of Corinth, Texas lies within the North Texas Region, one of the fastest growing regions within the country and one of the largest. The 4th largest to be specific. According to the North Texas Commission, North Texas "grows by one person every 3.6 minutes" (http://ntc-dfw.org/north-texas/). Corinth is located in Denton County, but also conveniently only 35 miles northwest of Dallas. The influx of new businesses diversifying the region, population increase, and amenity shortages have communities seeking to update their strategic plan to meet these needs.

The City of Corinth published a Citizen Survey in 2017 to assess resident satisfaction levels with various city services and again in 2019. 312 residents responded to the 2019 survey. Fifty-one percent of responses in Community Relations and Quality of Life indicated that services were the same as they expected, a 5.6 percent increase from the 2017 survey results. Over the same period, communication and quality of life being better than expected decreased from 36% to 17%; a 19% drop in confidence. There was also a significant increase in the response of less than expected (18.5% to 32%).

Community Relations and Quality of Life



Community Relations



An average of forty-four percent of responses to questions about Community Relations indicated they were the same or less than expectations, an 8.5-percentage-point decrease from 2017. There has also been, however, a seventeen percent decline (from 29% to 12%) over the same period in the percentage of responses indicating services exceeded expectations. On average, 99 percent of survey respondents answered questions in this section (312 responders), and 95 percent (257 responders), on average, of respondents to the 2017 survey did.

Survey Data: Percentage Distribution

Please rate the following in terms of your expectations:	**Less**	**Same**	**Better**
Q1: How would you rate the level of communication within the community	36.01%	51.13%	12.86%
Q2: How would you rate the method of communication with the community	37.10%	50%	12.90%
Q3: How would you rate the city administrator's relationship with the community	50.32%	43.51%	6.17%
Q4: How would you rate the level of outreach to the community	48.87%	38.26%	12.86%

Q7: How would you rate the effectiveness of social media outreach	36.25%	43.69%	20.06%
Q8: How would you rate the amount of information released to the community	47.23%	40.39%	12.38%
Q9: How would you rate the timeliness of information released to the community	38.19%	50.81%	11%
Q10: How would you rate the accessibility of information on the City of Corinth website	25.89%	64.72%	9.39%

Trend Analysis

In the 2017 survey trend analysis, a focus was placed on the city's social media accounts, such as Facebook and Twitter, due to open-ended question responses, although residents are not specifically asked about their interactions with social media only the website functionality in the survey. Respondents rated the City of Corinth website at 64.72% same as expected. There was not a lot of resident feedback from the open-ended questions in relation to communication patterns or lack thereof.

The City's Facebook page in 2017 had a following of 908 and 918 likes. In 2019, the City's page has increased to a following of 3,279 and 3,165 likes.

The City of Corinth does have a Twitter presence which has slightly increased. In 2017, the city had 339 followers and now has a following of 552.

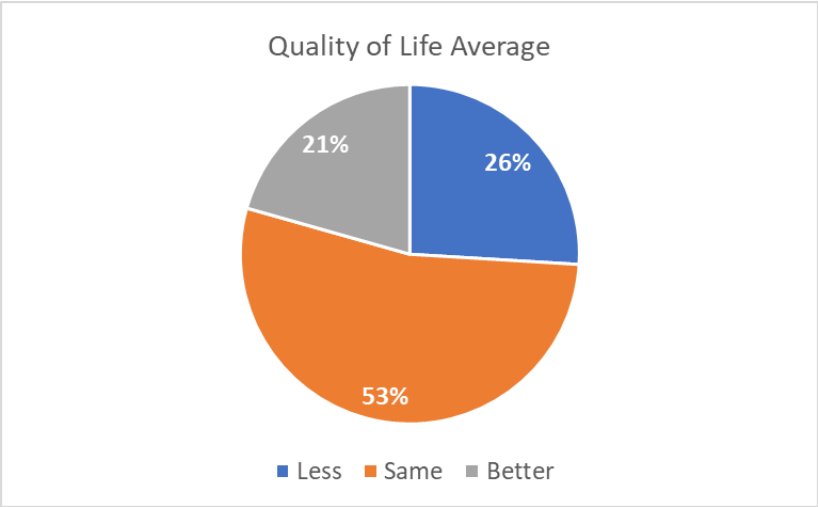
The city currently does not have an Instagram account.

> *"…lack of communication and transparency from our city leadership."* - Survey Respondent
>
> *"Website to get a garage sale permit is horrid and not user friendly."* - Survey Respondent
>
> "*City employees and law enforcement have always been friendly and helpful.*" - Survey Respondent

Recommendations

In the 2017 survey, a recommendation was suggested that expanding the city's social media presence could be beneficial to connect with current residents. It was also suggested that the links to these social media accounts be added to the city's website for ease of access and promoting the city's presence. In the 2019 survey, this recommendation is also being made, as well as a recommendation to increase the City's presence on Instagram to attract a different demographic and set of opportunities. The City of Corinth's 2030 *Embracing the Future* Strategic Plan states that the median age of resident population is 37.3. These avenues are paramount for not only attracting potential homeowners, but also future businesses.

Quality of Life



Fifty-three percent of responses to questions about Quality of Life indicated they were the same as expected, with twenty-seven percent less than expected. In 2017, Corinth residents were asked to rate neighborhood quality. At that time, 45% of residents responded same as expected, an eight percent difference in response rate. The most noticeable difference is the drop from 36% better than expected in 2017 to 21% in the 2019 survey, a fifteen percent drop in positive feedback.

Survey Data: Percentage Distribution

Please rate the following in terms of your expectations:	**Less**	**Same**	**Better**
Q5: How would you rate the number of special events	31.07%	50.16%	18.77%
Q6: How would you rate the quality of special events	21.57%	57.84%	20.59%
Q11: How would you rate the level of Customer Service provided collectively by all employees	18.45%	59.22%	22.33%
Q12: How would you rate the responsiveness to your service requests	14.71%	66.34%	18.95%
Q13: How would you rate the overall quality of your neighborhood	23.47%	51.13%	25.40%
Q14: How would you rate Corinth's uniqueness compared to other surrounding cities	44.37%	38.59%	17.04%
Q15: How would you rate Corinth's beautification efforts	44.01%	42.39%	13.59%
Q16: How would you rate trash collection services	22.51%	54.34%	23.15%
Q17: How would you rate the availability of recycling services	13.50%	60.77%	25.72%

Trend Analysis

Open-ended responses in 2017 suggested that many residents were dissatisfied with trash services and the cleanliness of the streets, so questions 16 and 17 were added to the survey for 2019. Respondents to the survey in the 2019 open-ended questions again voiced frustrations with the trash service leaving behind debris, but the comments were not to an extreme. The most repeated comment was the request for a twice a week pickup service. 99% of all respondents answered the Quality of Life questions.

Respondents are overall satisfied with the community events that are planned within the community but are be open to more. Question 5, asking residents to rate the number of special events is a new question for the 2019 survey. 31.07% of respondents rated that there were less events than expected, 50.16 same as expected, and 18.77% better than expected. This is an area the city is doing a good job and the community is enjoying.

> *"Disappointed in lack a bulk pick-up or lack of communicating frequency of bulk pick up."* - Survey Respondent
>
> *"I do not like that trash is only picked up one day a week."* - Survey Respondent
>
> *"We need more than one trash and recycle day."* - Survey Respondent
>
> "*We only get trash service once a week*." - Survey Respondent
>
> "…*the trash is strewn all over the street*." - Survey Respondent
>
> *"…they do not clean up the street or their own mess as needed."* - Survey Respondent

Recommendations

A little customer service goes a long way. The two new questions 16 and 17, which are targeting trash services due to issues in the last survey, reveal that respondents still need a resolution to the left behind debris and a new recommendation of an additional pickup day. One of the complaints was that if the one service day is missed there is no recourse. The city can review the current agreement and see if it is cost effective and feasible to add an additional day to pick-up services for residents. Similar cities have also negotiated a senior citizen discount program into their contract and "missed pickup" service. Incentives like these in basic services keep the city clean and citizens content with small concessions.

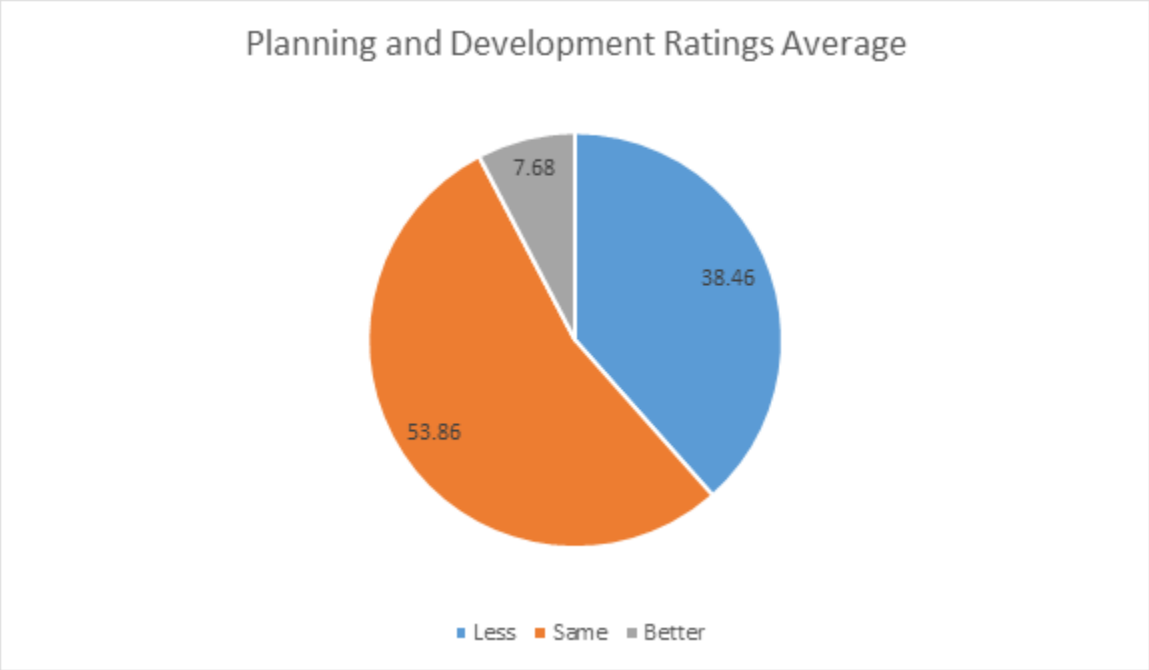
City of Corinth 2019 Citizen Survey

Planning and Development

Residents of the city of Corinth rated Planning and Development based on their experience with the city's efforts to develop business, plan reviews, and code enforcement. Their ratings are outlined in questions 18-22 of the Planning and Development Survey Data Table, as well as averaged in the Planning and Development Rating Average Chart. Survey questions in this area were reproduced from the 2017 survey to examine trends in critical areas. New questions were added to assess areas of weakness or improvements compared to the 2017 survey, to examine surrounding services that could be instrumental in promoting the city's future objectives, per the recently released strategic plan, Embracing the Future: Corinth 2030.

Please rate the following in terms of your expectations:	**Less**	**Same**	**Better**
Q18: How would rate the methods used to notify you about zoning applications via your direct mail, sign postings, or newspaper postings	51.13%	44.66%	4.21%
Q19: How would you rate the professionalism of the Planning Development & Building Permit employees	22.04%	69.41%	8.55%
Q20: How would rate the Planning Development website	28.62%	67.43%	3.95%
Q21: How would you rate the city's effort to secure a commuter rail stop and complimentary residential and retail development	53.75%	36.81%	9.45%

Q22: How would you rate code enforcement efforts relating to nuisance issues such as high grass, debris, and junk vehicles	36.77%	50.97%	12.26%



Trend Analysis

In review of the ratings for survey questions 18-22, the average ratings were 38.46% "less than expected," 53.86% for the "same as expected" and 7.68% for "better than expected." This is a 2-point increase from "less than expected," a 5-point decrease from "same as expected", and a 3-point increase from "better than expected," in comparison to the 2017 survey results. Of the 312 respondents, 26 participants omitted the questions and between 286-300 answered the questions. Based off the above data, the "same as expected" ratings are the highest and indicate that residents' expectations have stayed the same. In comparison with the 2017 survey, resident responses indicated that the following services neither increased nor decreased, therefore their expectations for better improvement stayed stagnant "same as expected."

Question 19 is a reconstructed question, from the 2017 survey, designed to capture not only the City's professionalism regarding the city officials' planning development

services, but also the building permit employee's professionalism/customer service. As a result, there has been an 11-point decline (from 33% to 22%) over the "less than expected" rating, a 12-point increase (from 56% to 69%) over the "same as expected," and a 1-point decline (from 9% to 8%) over the "better than expected".

According to Corinth's strategic plan, one of the prioritize goals and objectives identified was to create an attractive quality residential and non-residential development, such as a commuter rail station in Corinth. Therefore, to detect progress in the 2019 survey, question 21 was included. Ratings showed that citizens were 53.75% not satisfied with the city's efforts to build development. A number of open-ended survey responses addressed this theme:

> *"Been here for 37 years. Where is the train station in Corinth?....."* - Survey Respondent
>
> *"Your city master plan and rail efforts are a joke....."* - Survey Respondent
>
> *"Corinth and North Central Texas College (NCTC) should get together on a train station since we have a track that runs through the city...."* - Survey Respondent

Lastly, question 22 is a verbatim code enforcement question from the 2017 survey. Responses highlight an increase of 11 points in the "same as expected" category. According to the 2017 results responses indicated that there was a need to review code enforcements, grow faster, and review road developments. As a result, 2019 responses indicate no change.

Recommendations

Overall the survey data presented for planning and development does not illustrate much variation. Majority of respondent's rate Corinth's efforts as "same as expected". This data is important because citizens of Corinth expectations are not being met. This type of gap can lead to a lack of trust toward city officials and cause a decline in

Corinth's overall growth/development. Since the release of Corinth 2030 strategic plan citizens have been presented with expectations regarding the planning and development of Corinth and have yet to see real-time action occur. Lack of quality planning and development/growth, as well as no change seem to be the presenting theme identified.

Therefore, city officials need to increase their transparency with the citizens of Corinth. Corinth needs to make changes in zoning applications via your direct mail, sign postings, or newspaper postings, commuter rail stops and retail development areas. These improvements will meet citizens expectations in the planning and development area, which coincides with growth. Thus, bridging the gap between officials and the citizens of Corinth's faith in their city. Further, it would behoove city officials to examine these results in order to figure out how citizens can gain a better understanding of the city's objectives, time frame, and overall arching goals. Reality versus expectations.

Respondents also expressed the need to incorporate other answer choices to avoid skewed results. A number of open-ended survey responses addressed this theme:

> *"You need a N/A or "have not used" choice as one of your answers so your data is not skewed unfairly."* -Survey Respondent
>
> *"You should include an option for people to select 'have no knowledge' of this question. I had to select an answer even when I had no experience with the question."* -Survey Respondent

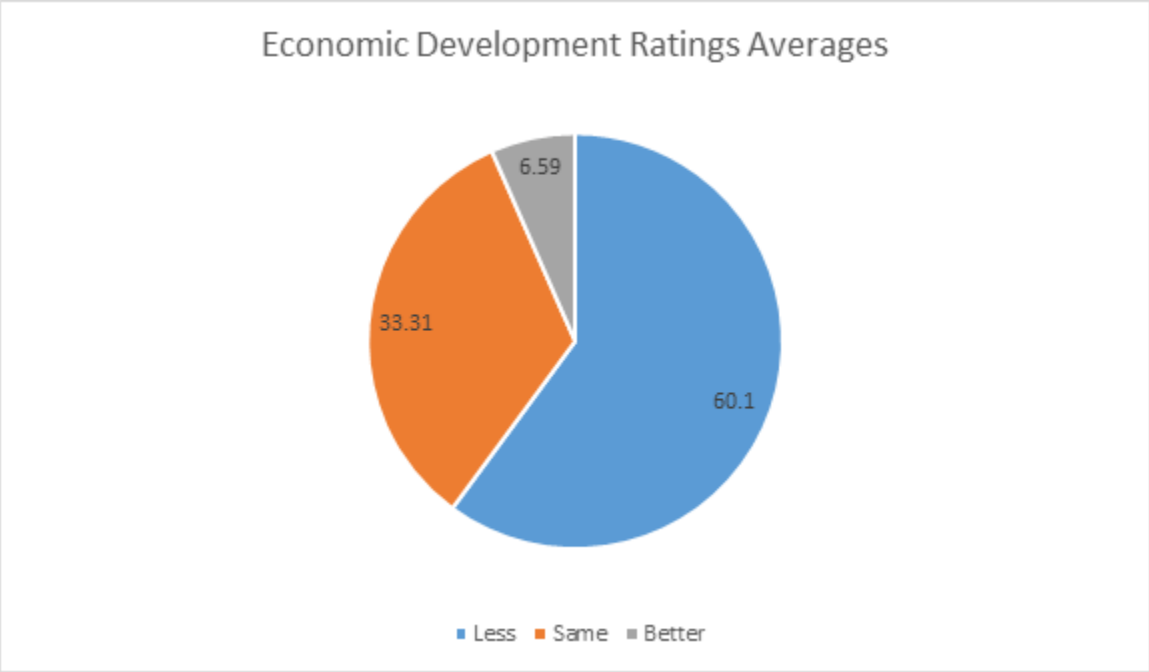
Economic Development Survey Analysis

Residents of the city of Corinth rated Economic Development based on their experience with the city's efforts to attract new business (fast food, fine dining, retail chains, etc), provide high speed internet, and offer employment opportunities. Their ratings are outlined in questions 23-33 of the Economic Development Survey Data Table, as well as

averaged in the Economic Development Rating Average Chart. Survey questions in this area were also reproduced from the 2017 survey to examine trends in critical areas.

Please rate the following in terms of your expectations:	**Less**	**Same**	**Better**
Q23: How would you rate New Development in Corinth (i.e. retail, restaurants, entertainment)	70.10%	19.29%	10.61%
Q24: Corinth's efforts to attract location/relocation of small Corporate Headquarters	63.87%	30.65%	5.48%
Q25: Corinth's efforts to attract high technology and commercial warehousing opportunities	62.78%	33.98%	3.24%
Q26: How would you rate the availability of high speed internet and its reliability	73.87%	23.23%	2.90%
Q27: Corinth's ability to attract national retail chains that add to community appeal	71.52%	25.57%	2.91%
Q28: Corinth's ability to attract small boutiques and locally-owned retail stores	59.22%	35.92%	4.85%
Q29: Attraction of sit-down restaurants in Corinth	83.92%	14.47%	1.61%
Q30: Attraction of fine dining restaurants in Corinth	86.82%	12.22%	0.96%
Q31: Attraction of fast food (i.e. Chic-fil-a, McDonald's, Wendy's, etc) restaurants in Corinth	15.16%	64.84%	20.00%
Q32: Attraction of quick service (i.e. Panda Express, Chipotle, Subway, etc) restaurants in Corinth	19.29%	63.34%	17.36%

Q33: Growth of employment opportunities in Corinth	54.55%	42.86%	2.60%



Trend Analysis

In review of the ratings for survey questions 23-33 the average ratings were 60.10% "less than expected," 33.31% for the "same as expected" and 6.59% for "better than expected." (Note: questions 25, 26, and 32 were added because of their importance to the city's economic development, to detect progression, and because these were areas listed in Corinth's 2030 strategic plan). This is a 5-point increase from "less than expected," a 1-point decrease from "same as expected", and a 6-point decrease from "better than expected" compared to 2017 survey results.

Question 23 is a verbatim new development query from the 2017 survey, however due to the generality of the question we decided to specify what type of development (i.e. retail, restaurants, entertainment) in order to give respondents clarity and achieve better results. In doing so responses indicated a significant shift from "same as expected" (2017) to "less than expected" (2019). This result echoes the responses from questions 27, 29, 30, 32. The following questions asked respondents for direct feedback ratings on the City of Corinth's national retail chains, sit-down restaurants, fine dining, and quick services. Consequently, the overwhelming responses indicated "less than expected". Question 27 had a 7-point increase from the 2017 survey "less than expected", and question 29 had a 9-point increase from "less than expected". Question 30 also displays a large increase in "less than expected" ratings, a 26-point increase. It appears residents of Corinth are not pleased with the fine dining options. Several open-ended survey responses addressed this theme:

> *"We need fine dining, a recreational center with similar amenities like other cities offer (ex: gym, pool, spray parks, classes), more shopping options."* - Survey Respondent
> *"We need WAY more fine dining and sit-down restaurants. The fast food and quick service on I-35 cheapens Corinth's appearance."* -Survey Respondent
> *"We also need more options to go out to eat. Corinth does not have many " fine dining" spots at all. We are losing tax revenue from people going to other cities to eat."* - Survey Respondent

Lastly, question 32 echo's similar ratings and sentiments as question 31. There is an 8-point increase in "same as expected" ratings. It is stated in Corinth's 2030 strategic plan that spotty coverage of high-speed internet is a limiting factor. Therefore, question 26 was added in order to see if this service has improved. Unanimously 73.87% rated the availability of high-speed internet as "less than expected", and only 2.90% rated the access as "better than expected". A number of open-ended survey responses echo these ratings:

> *"The internet access is far worse than I expected. We only have Charter Spectrum or Dish internet available in Lake Sharon. This is not by any means a new development and should have more quality options in internet. My husband works from home & we rely on the internet for baby devices. I would expect Corinth to have a much higher quality option for internet"* - Survey Respondent
>
> *"I have been extremely dissatisfied with the internet in my area. Where I live, the only option is CenturyLink and they are terrible. One of my neighbors on the same street I live on has another option which is not available to me even though I live only a 100-200 yards away. We really need more options for high speed internet access, specifically on Shady Rest Lane and Fritz area."* -Survey Respondent
>
> *"By a large margin my chief issue is the lack of high-speed internet options in the Lake Sharron community."* -Survey Respondent

Lastly, the variation between employment opportunities in Corinth does not show significant variations. There is a 7-point decrease from "less than expected," a 9-point increase from "same as expected", and a 3-point increase from "better than expected" compared to 2017 survey results.

Recommendations

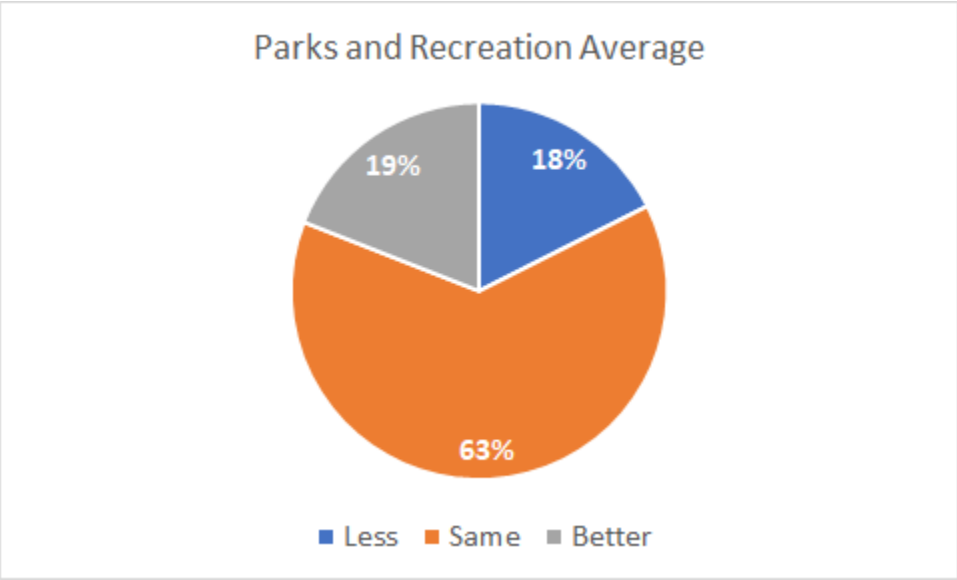
Comparatively to the 2017 survey results, as previously stated, in the City of Corinth's strategic planning document (p.26-27), it states attracting younger families and entrepreneurs, in addition to their vision to engage residents and provide a good mix of high quality retail, restaurants, entertainment, along with attracting residential and business development as the city's first priority. Therefore, the following data is allowing the City of Corinth the opportunity to reflect, adjust, and plan economic development accordingly. Appeasing the City of Corinth's residents will increase the city's population size and overall economic growth. Corinth is a city with uprising potential to really appeal to the type of residents that are moving into the community.

However, with two years passing since the last survey was conducted, citizens expectation has yet to increase and have yielded similar results. According to the current data, the desire for development for the City of Corinth has shifted. Residents are now requesting for the city to move away from fast food chains and incorporate a more natural home town uniqueness to its culture.

Public Works

Public Works provides services directly to the city's residents through the Parks and Recreation, Water and Wastewater, and Street, Drainage, and Storm Water departments. Survey questions in this area were in part reproduced from the 2017 survey to examine trends in critical areas. New questions were also introduced to assess both areas of weakness identified in the 2017 survey as well as sentiment surrounding services that could be instrumental in promoting the city's future objectives, as articulated in its recently released strategic plan, Embracing the Future: Corinth 2030. As in the 2017 survey, resident responses indicated these services were most often being provided in ways that met expectations, and each department on average experienced a small reduction in the percentage of residents reporting dissatisfaction with services. Nevertheless, all three departments experienced a larger relative reduction in the percentage of residents responding that services exceeded their expectations.

PARKS AND RECREATION



Eighty-two percent of responses to questions about Parks and Recreation services indicated they met or exceeded expectations; a two-percentage-point increase from 2017. There has been, however, a seven-point decline (from 26% to 19%) over the same period in the percentage of responses indicating services exceeded expectations.

On average, 98.3 percent of survey respondents answered questions in this section, whereas only 64.3 percent, on average, of respondents to the 2017 survey did.

Survey Data: Percentage Distribution

Please rate the following in terms of your expectations:	**Less**	**Same**	**Better**
Q34: How are the park amenities	29.13%	53.72%	17.15%
Q35: How family-friendly are Corinth parks	17.48%	59.87%	22.65%
Q36: How would you rate the athletic fields	17.59%	60.26%	22.15%
Q37: How would you rate the Corinth Summer Camp program	9.67%	78%	12.33%
Q38: How is the cleanliness and upkeep of the parks, including mowing	17.53%	58.12%	24.35%
Q39: How would you rate the playground structures in the parks	14.01%	70.36%	15.64%

Trend Analysis

Question 34 is a reworded question designed to capture overall sentiment about park features and was introduced in part because a 2008 phone survey and responses to the 2017 survey suggested dissatisfaction with the hike-and-bike trails. Because this question's 2017 counterpart asked about "the hike and bike trails and parks," it seemed likely it could preclude a more comprehensive evaluation of park facilities on the part of respondents. Current data do not support this hypothesis: 17 percent of respondents report amenities exceeded their expectations, a seven-point decline from the 2017 response, and 29 percent say amenities fell below their expectations, a four-point increase from 2017.

2019 respondents were nine percentage points less likely than 2017 respondents to answer that parks were more family-friendly than they expected, and the majority of this shift is reflected in a six-point increase in the met expectations response.

Question 36 is a new question to measure satisfaction with the athletic fields because the City's strategic plan identified the lack of a draw for younger families as a potential constraint to future growth. Respondents were relatively satisfied with these features;

82 percent rated them at meeting or exceeding expectations. Open-ended responses did indicate some opportunity to improve upkeep on the baseball fields, however, and water drainage on the fields seemed to be a particular concern.

> *"Kids play baseball and our fields are in need of some maintenance and upgrades. It's embarrassing when teams from other cities come to play. They take days to drain when it rains which causes teams valuable practice time. Drainage and weed management would improve the fields and keep us competitive with neighboring communities."* - Survey Respondent
>
> *"Would like to see better upkeep/drainage of the Baseball fields."* - Survey Respondent
>
> *"...I think that the city could do a much better job of keeping the facilities in playable shape. Maybe even have a community clean up before the seasons start. Don't know how well that would go over but I would sure be willing to help the parks department on a Saturday so that the children of our city and visiting teams had a clean and well kept park to play in."* - Survey Respondent

An overwhelming majority of 78 percent felt the summer camp program met their expectations, and 12 percent felt it exceeded them. Together, this represents a six-point increase from 2017, when 16 percent rather than 10 percent felt their expectations were not met. There has been only a three-point decline in the percentage of exceeded expectation answers over this period.

Fewer respondents (24% versus 37% in 2017) felt the cleanliness and mowing of the parks exceeded their expectations, however. The magnitude of the decline in sentiment was not dramatic: those who felt cleanliness fell short of their expectations increased by less than one percentage point (from 16.76% to 17.53%).

A similar trend is seen with regard to the playground structures in the parks, which fall short of expectations for only 14 percent of respondents in both surveys. There has been a 14-point decline (from 30% to 16%), however, in the percentage of respondents reporting that playgrounds have exceeded their expectations.

Because the response rate for these questions in the 2019 survey is 34 percentage points higher than in 2017, it is possible that heightened non-response bias in 2017 could explain some of the decrease in exceeds expectations responses in 2019. 2017 respondents with strong positive or negative feelings about parks may have been more likely than others to answer these questions. It seems unlikely this effect is large,

however, because there is not a symmetric decrease in the percentage of respondents indicating services fell short of their expectations in 2019.

Recommendations

The survey data illustrates that Parks and Recreation has continued to perform well overall with regard to resident sentiment. Any increases in the percentage of surveyed residents claiming services fell below their expectations have been minor, between one and four percentage points. There have been larger decreases, however, in respondents indicating their expectations were exceeded, ranging from three to 14 points and averaging 10 points.

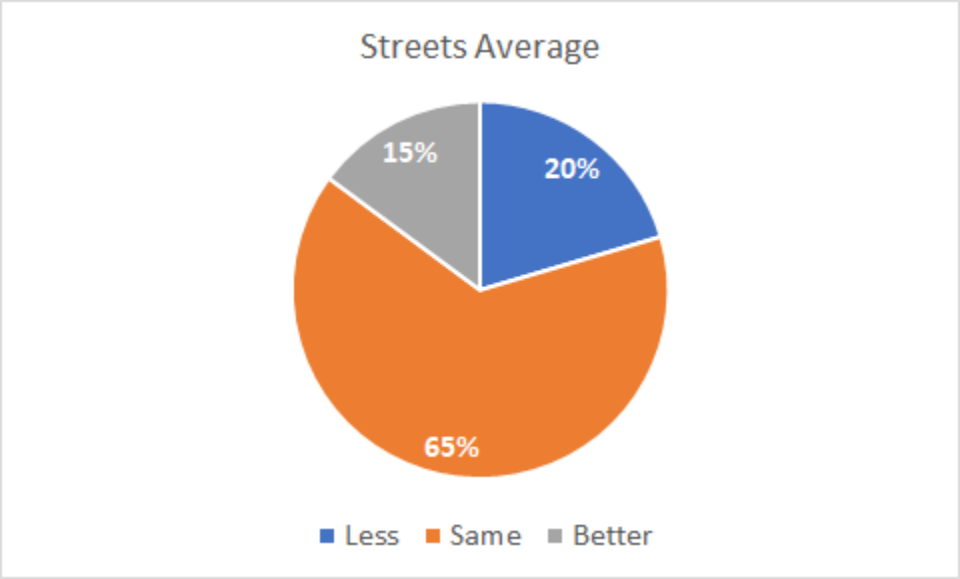
Maintaining Parks and Recreation quality while targeting areas with reduced abilities to exceed expectations will be vital to the city's long-term goals of attracting more quality residential development and young families, as well as improving the general health status of residents. In particular, the cleanliness and upkeep of park facilities, including grass mowing, could be prioritized as a way to improve on the ability of facilities to exceed the expectations of residents in this area. While responses indicate cleanliness is unlikely to be harming the reputation of city parks, a large portion (37%) of 2017 respondents found Corinth parks to be especially clean and well-mowed. Returning to and surpassing this threshold in sentiment offers the city an opportunity to promote community cohesion around its parks and a culture of engagement with these valued resources, a competitive advantage for the city in attracting diverse development.

Additionally, the department might further prioritize the development of various new recreational structures for children and adults within its parks. Nearly 30 percent of respondents felt the amenities overall did not meet expectations. Respondents have been less impressed than they were in the past about the playground structures that are currently available and, perhaps as a consequence, have felt that the family-friendly atmosphere in the parks has exceeded their expectations less than it did in prior years. Development and creativity in this area will also contribute to enhancing competitive advantage for the city in terms of attracting residents of various ages, fitness levels, and family structures, along with the businesses that serve them. A number of open-ended survey responses addressed this theme:

> *"A city of this size that is growing like it is should have a dog park and splash park somewhere."* - Survey Respondent
>
> *"Please get a dog park !!!"* - Survey Respondent

> *"Would love it if one of our parks had a splashpad."* - Survey Respondent
> *"...maybe a splash pad or another fun community/family gathering place."* - Survey Respondent
>
> "*...a recreational center with similar amenities like other cities offer (ex:gym, pool, spray parks, classes)...*" - Survey Respondent
>
> *"It would be nice if more recreational classes were added such as yoga."* - Survey Respondent

STREETS



Eighty percent of responses to questions about Street, Drainage, and Storm Water services indicated they met or exceeded expectations, a four-percentage-point increase from 2017. Over the same period, though, there has been a six-point decrease in the percentage of respondents saying these services exceeded their expectations. On average, 98.7 percent of survey respondents answered questions in this section, whereas on average only 68.3 percent of respondents to the 2017 survey did.

Survey Data: Percentage Distribution

Please rate the following in terms of your expectations:	**Less**	**Same**	**Better**
Q40: How would you rate the cleanliness of streets and sidewalks	17.15%	58.25%	24.60%
Q41: How would you rate the rainwater runoff and drainage infrastructure	25%	60.39%	14.61%
Q42: The placement of crosswalks in Corinth promotes the safety of pedestrians	23.62%	62.46%	13.92%
Q43: How would you rate the visibility of school zone lights	6.43%	76.53%	17.04%
Q44: How would you rate the timeliness of sidewalk repairs	23.86%	66.67%	9.48%
Q45: Quantity of sidewalks in Corinth	33.01%	56.31%	10.68%
Q46: How would you rate the mowing of the city's street medians	23.47%	59.16%	17.36%
Q47: How would you rate the response time for the replacement of street signs	11%	77.67%	11.33%

Trend Analysis

Open-ended responses to the 2017 survey suggested some residents regularly experienced discarded trash on sidewalks and decomposing animal remains on roadways, question 40 was introduced to assess the overall cleanliness of streets and sidewalks. This does not appear to be a widespread issue: only 17 percent of respondents felt their expectations in this area had not been met, and 25 percent felt they had been exceeded, the highest score in this section.

Question 41 is also a new question and was created to assess rainwater issues that might be affecting streets and properties because the city's strategic plan indicates that more robust infrastructure in this area might be necessary to accommodate any

significant increase in development. One in four respondents felt their expectations had not been met in this area, and this is reflected in several open-ended responses.

> *"I have lived in Corinth since 2006 and while I do like living here, I have had several issues with flooding. My issue is with the water drainage."* - Survey Respondent
>
> *"Multiple houses in my neighborhood flooded in Sept 2018, BEFORE we were warned of the new flood zone. I believe if the easements had been clear and the drains properly maintained it would not have happened."* - Survey Respondent
> *"...many drainage issues that the city won't take responsibility for, even though it was the city who approved these building sites when the housing developments were being built."* - Survey Respondent

Seventy-six percent of 2019 respondents felt the placement of crosswalks addresses pedestrian safety in a way that met or exceeded their expectations, a four-percentage-point increase from 2017. There was, however, a five-point decline in the percentage of respondents saying this exceeded their expectations.

A full 94 percent of respondents felt school zone light placement met or exceeded their expectations, a six-point increase from 2017 and the highest such proportion reported for the entire section. There was, however, a five-point decline in the percentage of respondents claiming their expectations were exceeded.

Sidewalk repairs were completed on a timeframe that met or exceeded expectations for 76 percent of respondents, a nine-point increase from 2017. There was only a four-point decline in the percentage of exceeds expectations responses over this period.

In 2017, 36 percent of respondents felt their expectations had not been met with regard to the number of sidewalks in the city, and this continues to be the most common issue reported in this section of the 2019 survey, where 33 percent said their expectations were not met. From 2017 to 2019, there was also a five-point decrease (from 16% to 11%) in respondents saying their expectations were exceeded. Open-ended responses reflect this concern and suggest some maintenance issues might be present.

> *"Sidewalks in many places are in disrepair or nonexistent."* - Survey Respondent
>
> *"The sidewalks in the Oakmont neighborhood are terrible. The sidewalks near Hawk Elementary School are constantly covered with mud and children can't walk on them to get to school. Please find a solution to prevent mud on sidewalks near the school."*

> - Survey Respondent
>
> "*Trees over growing the sidewalks across town."* - Survey Respondent
>
> "*I would love for there to be a sidewalk on Pecan Creek between Ford and Post Oak. Many people, including my family with young children, walk this stretch often. I also see children walking down this street to and from bus stops. It would be much safer if there were a sidewalk to use.*" - Survey Respondent

Question 46 is a new question introduced because open-ended responses to the 2017 survey described some dissatisfaction with the upkeep and mowing of street medians throughout the city. Nearly one in four (23%) felt their expectations in this area had not been met while 17 percent felt they had been exceeded.

An overwhelming majority (89%) of respondents said the response time for the replacement of street signs met or exceeded their expectations, a two-point increase from 2017. As in this section more generally, however, there was a decline (of 8 points) in respondents claiming their expectations had been exceeded.

Recommendations

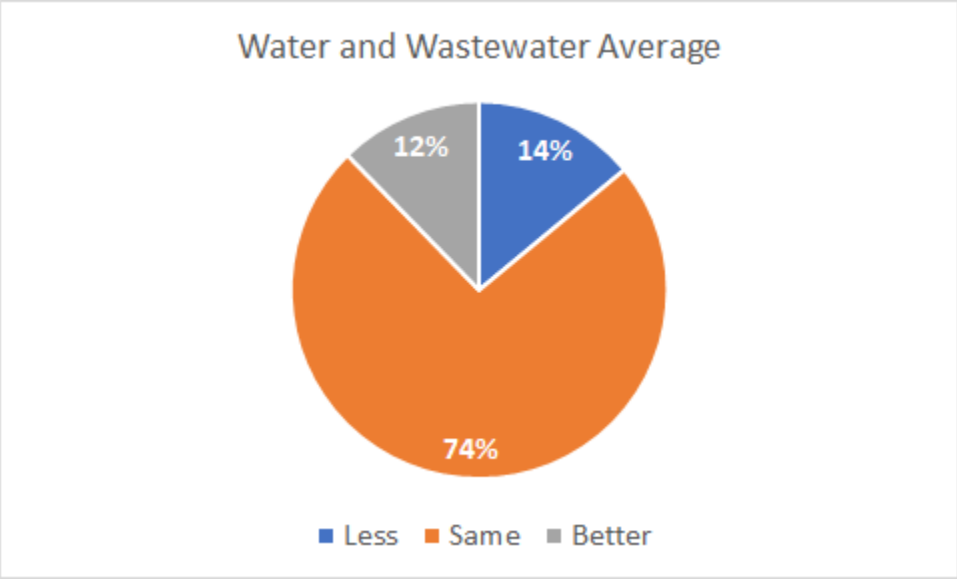
Survey data indicate that Street, Drainage, and Storm Water services have been successful overall in meeting the needs of residents and even in reducing (by four points since 2017) the percentage of survey respondents saying their expectations had not been met. Much as with Parks and Recreation services, however, there are new opportunities to exceed expectations, as this sentiment was reported less often in 2019 for each of the questions that had a 2017 survey counterpart, a decline ranging from four to eight points per question.

Perhaps the greatest opportunity seems to lie in better maintaining and expanding the network of sidewalks throughout the city. Residents report significant dissatisfaction in this area and claim that it undermines their safety as well as the safety of children and people exercising. Because attracting more active families is in line with the city's strategic goals, promoting more walkable areas can offer the city an advantage into the future as well as protect the safety and enjoyment of current residents. It is possible that repairs to sidewalks could also be better prioritized, based on traffic demands and the presence or absence of alternative routes: nearly one in four respondents felt the timeliness of repairs fell below their expectations. In contrast, residents are overwhelmingly satisfied with the placement of school zone lights and their impact on

safety, so current practices should be strictly maintained in this area. Crosswalks could be evaluated for design improvements in certain problem areas, as nearly one fourth of respondents said their expectations had not been met. Nearly nine in ten respondents had their expectations met or exceeded with regard to the timeliness of street sign replacements, though, so current practices should be maintained there.

Additionally, rainwater drainage concerns seem to threaten future development and endanger the property interests of current residents. Efforts to further ensure comprehensive drainage assessments are integrated with the entire development planning process could be helpful. Some residents expressed concern that existing drainage structures were not adequately maintained, and this, too, presents an opportunity for mitigating risks without additional capital investments.

WATER AND WASTEWATER



Eighty-six percent of responses to questions about Water and Wastewater services indicated they met or exceeded resident expectations, a one-point increase from 2017. There has been a seven-point decrease over the same period in the percentage of respondents claiming services exceeded their expectations. On average, 94.0 percent of survey respondents answered questions in this section, whereas on average only 57.8 percent of respondents to the 2017 survey did.

Survey Data: Percentage Distribution

Please rate the following in terms of your expectations:	**Less**	**Same**	**Better**
Q48: How would you rate the online work order request process	11.68%	79.38%	8.93%
Q49: How well did the service professional explain the work being performed	13.94%	78.05%	8.01%
Q50: How well did the service professional exemplify a professional appearance and demeanor during your interaction	9%	79.93%	11.07%
Q51: Do you feel that the service professional was courteous when addressing your service request	6.97%	79.09%	13.94%
Q52: How would you rate the service professional's cleanup effort at the work site	9.86%	80.28%	9.86%
Q53: Was the service you requested provided in a timely fashion	9.72%	78.13%	12.15%
Q54: How would you rate the response and service time your water department provides	11.90%	73.13%	14.97%
Q55: The water meters and meter boxes are being maintained	22.11%	68.98%	8.91%
Q56: Satisfaction with the taste of the water	20.26%	59.80%	19.93%
Q57: Confidence in the city's water department operations	24.59%	60%	15.41%

Trend Analysis

In terms of the online work order process for the Water Department, 88 percent of respondents felt their expectations had been met or exceeded, an 11-point increase since 2017. Over this period, there was only a four-point decline in the percentage of respondents saying their expectations had been exceeded.

Eighty-six percent of respondents said their expectations were met or exceeded with regard to service professionals' technical explanations, a five-point increase from 2017. There was a six-point decrease in exceeds expectation responses. In terms of the professionalism of service employees, 91 percent felt expectations were met or exceeded, a one-point increase from 2017. There was a six-point decrease in exceeds expectation responses. In terms of courteousness of these same professionals, 93 percent felt their expectations were met or exceeded, a two-point increase from 2017, but there was a six-point decrease in the percentage of responses indicating exceeded expectations. Open-ended responses further suggested high performance in this area, along with that of other departments:

> *"The police and first responders are exemplary both in their respectfulness and professionalism. The same can be said of the water department and whoever answers the phone every time I call the city has been extremely polite and helpful. Kudos to all of you!"* - Survey Respondent

Respondents were also satisfied with worksite cleanup in both surveys: 90 percent of 2019 respondents had their expectations met or exceeded, a four-point increase from 2017. There was a nine-point decrease, though, in the percentage of exceeds expectation responses given.

The department scored well on timeliness of work completion: 90 percent of responses claimed expectations that were met or exceeded, a four-point increase since 2017. There was a six-point decline, however, in the percentage of respondents saying their expectations had been exceeded. With regard to the individual response time and overall time of service calls, 88 percent felt expectations were met or exceeded, a three-point jump from 2017, but there was an eight-point drop in the percentage of exceeds expectation answers. Indeed, respondents felt timeliness was commendable even when they had experienced problems with their service:

> *"Although I am pleased with how the water dept responded in a timely fashion to neighborhood complaints, our lack of adequate water pressure is still unacceptable. The levels are at the very low end and need to be addressed!"* - Survey Respondent

There was no meaningful change in responses regarding the maintenance of water meters and meter boxes: 78 percent felt expectations were met or exceeded, the same proportion of respondents reporting the same in 2017, and there was a one-point decrease in the percentage of exceeds expectation responses.

There has been little change with regard to the overall acceptability of the taste of water, according to survey respondents: 80 percent felt expectations were met or exceeded, a one-point decline from 2017. There has been a 10-point decline in those responding that taste exceeded their expectations, however, and open-ended responses blamed some of this deterioration on the mineral composition of tap water in the city.

> *"The water is so bad in Corinth, a lot of mineral deposits causing problems."* - Survey Respondent
>
> *"The water tastes awful, I can only drink tap if I have a flavor additive. I normally almost always drink water and I pay for it at the store."* - Survey Respondent
>
> *"The water is so bad in Corinth, a lot of mineral deposits causing problems."* - Survey Respondent

Overall confidence in the operations of the water department, as measured by those indicating met or exceeded expectations, is down 12 points (from 87% in 2017 to 75% in 2019), constituting the only increase in this entire section in the percentage of respondents indicating their expectations had not been met. There has been a four-point decline in the percentage of exceeds expectation answers in this area.

Recommendations

Data suggest the department has been performing well overall, as seven of the ten questions asked indicated an increase in the percentage of respondents claiming that their expectations with regard to department services had been met or exceeded. As with other departments, though, there is room for growth in sentiment because each of these questions also featured a decrease in the percentage of respondents saying their expectations had been exceeded.

It is likely that responses to the confidence question, the only question indicating an increase in unmet expectations, are in part informed by dissatisfaction with the cost of water service and associated fees. Twenty-nine open-ended responses to the question soliciting additional comments and concerns (of 186 total such responses) expressed unhappiness with such costs. Multiple respondents felt charges were not in line with fees imposed by neighboring localities, and answers expressed that residents have experienced difficulties lowering their bills by way of conservation.

> *"Why is the water so high?? No one can explain this. My only complaint about this town. Surrounding areas are not as expensive. It's a little outrageous. It is a concern*

> *within the community."* - Survey Respondent
>
> *"Water rates here are incredibly high compared to surrounding cities and are the topic of many neighborhood discussions."* - Survey Respondent
>
> *"The water rates in this city are MUCH too high !!! Compared to the surrounding cities, our rates are OUTRAGEOUS !!."* - Survey Respondent
>
> *"I have only lived here for about 8 months and live alone. My water bill is VERY high and no matter how careful I am about using water I can't seem to get the bill amount down."* - Survey Respondent

The department might work to address these concerns by opening additional dialogues with residents and better explaining the rationales underlying current billing practices, providing additional information about ways that residents might conserve water through various household practices to reduce their overall costs. To address the decline in those reporting exemplary taste, the department might similarly open additional dialogues with residents about common environmental and treatment conditions impacting taste, along with the ways that residents who wish to soften their water might efficiently pursue such strategies in their households.

While standards of professionalism and courtesy remain high, there have been declines (about six percentage points on average) in residents saying their expectations were exceeded, and additional efforts to improve the personal response provided to each resident could make gains in this area. Timeliness, too, has been good overall, with a four- and three-point increase, respectively, in those saying work completion and response time meets or exceeds expectations. Nevertheless, the six- and eight-point declines, respectively, in those saying work completion and response time exceed expectations indicate an opportunity to improve in this area. Perhaps additional record keeping or analysis of response and work completion times by project type and city area could illustrate new ways the department could modify any standard operating procedures affecting timeliness.

While worksite cleanup appears to be very good (90 percent report expectations met or exceeded, a four-point jump from 2017), there has similarly been a decline (of nine points) in exceeds expectation responses. To increase the amount of exemplary service provided, the department might start gathering more feedback from those impacted by projects by way of satisfaction assessments, working to identify common cleanup oversights and implement additional improvements.

Despite strong overall performance by the department, these strategies to improve resident sentiment and grow the portion of residents who feel service is exemplary can build better communication pathways and trust between the department and the citizens it serves. Any resulting service improvements will further support the reputation of the city as providing quality infrastructure, an asset in future development and one that will encourage citizens to move to Corinth.

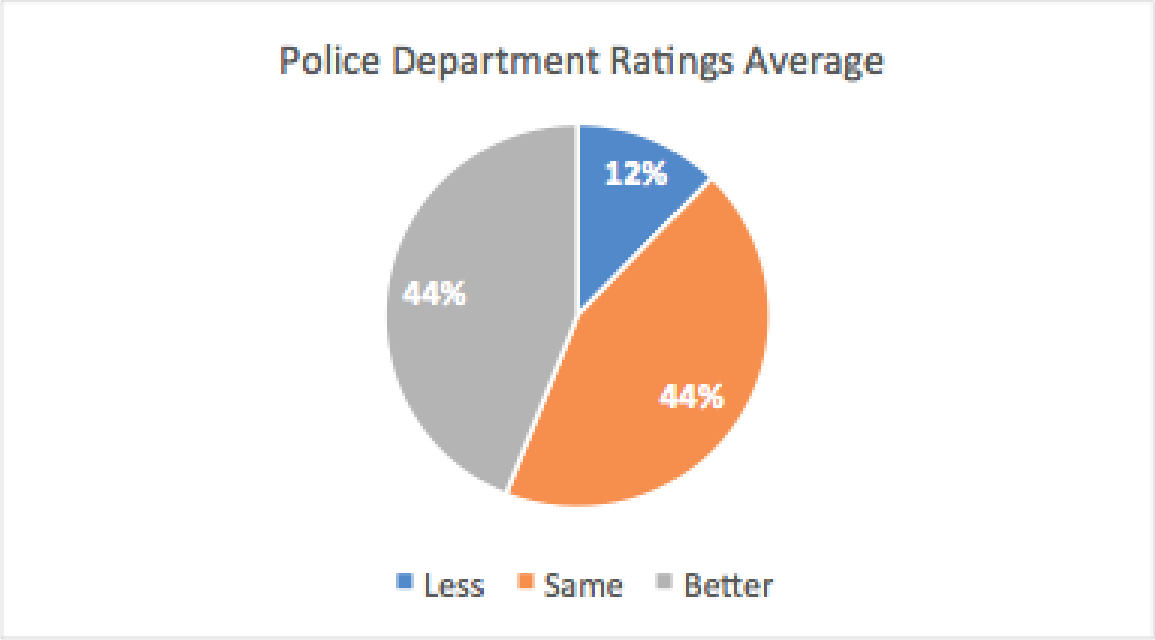
Public Safety

The citizens who reside in the community of Corinth, Texas responded to a survey based on their experiences with the local police and fire department. These assessments were based on the services provided, as well as the safety, camaraderie, and timeliness of the police and fire department of the City of Corinth. The respondents were also asked to rate animal control services. Some questions were extracted from the previous survey in 2017 along with some new questions to fully assess critical areas. With the results from this survey, city officials will be more knowledgeable of changes that need to be made and more importantly making sure they're following through with the city's objectives as released in their plan: Embracing the Future: Corinth 2030. The ratings towards the police department are outlined in questions 58-64. The ratings for animal control services are outlined in questions 65-69. The ratings for the fire department are outlined in questions 70-75.

Police Department

Please rate the following in terms of your expectations:	**Less**	**Same**	**Better**
Q58: Police interest in sense of safety in neighborhood.	13.64%	42.53%	43.83%
Q59: Presence of the police in your neighborhood.	27.60%	39.61%	32.79%
Q60: The response time of the police departments or officers	7.92%	55.45%	36.63%
Q61: The police's department community outreach and involvement	12.05%	41.69%	46.25%
Q62: The effectiveness of the social media outreach of the police department.	11.11%	42.81%	46.08%

Q63: The approachability of the police officers.	8.50%	42.48%	49.02%
Q64: The professionalism of the police officers and staff (friendly, courteous, effective).	5.21%	42.02%	52.77%



Trend Analysis

44 percent of citizens rated the police department "better than expected". From the previous survey taken in 2017, there has been a 6.75% decrease in the satisfaction of services. 12 percent of respondents felt the police department was "less than expected". A decrease as well from the previous survey by .67%. 44 percent of citizens rated the police department "same as I expected". However, this was an 8.6% increase from the previous survey.

Most of the questions were formatted in a similar pattern from the previous survey with the exception of Question 58 being reworded. City officials can make note that residents who previously answered questions in 2017 as "better than expected" to police services have decreased in almost every category.

> *"...The police department has amazing people on the ground but leadership needs to modernize and listen to this on the ground under one w stripes."*- Survey Respondent
>
> *"The police and first responders are exemplary both in their respectfulness and professionalism"*- Survey Respondent
>
> *"...While our police department is full of great officers, they appear to be lacking in numbers. More officers would mean more city areas constantly being patrolled for crimes against people and traffic violations."*- Survey Respondent

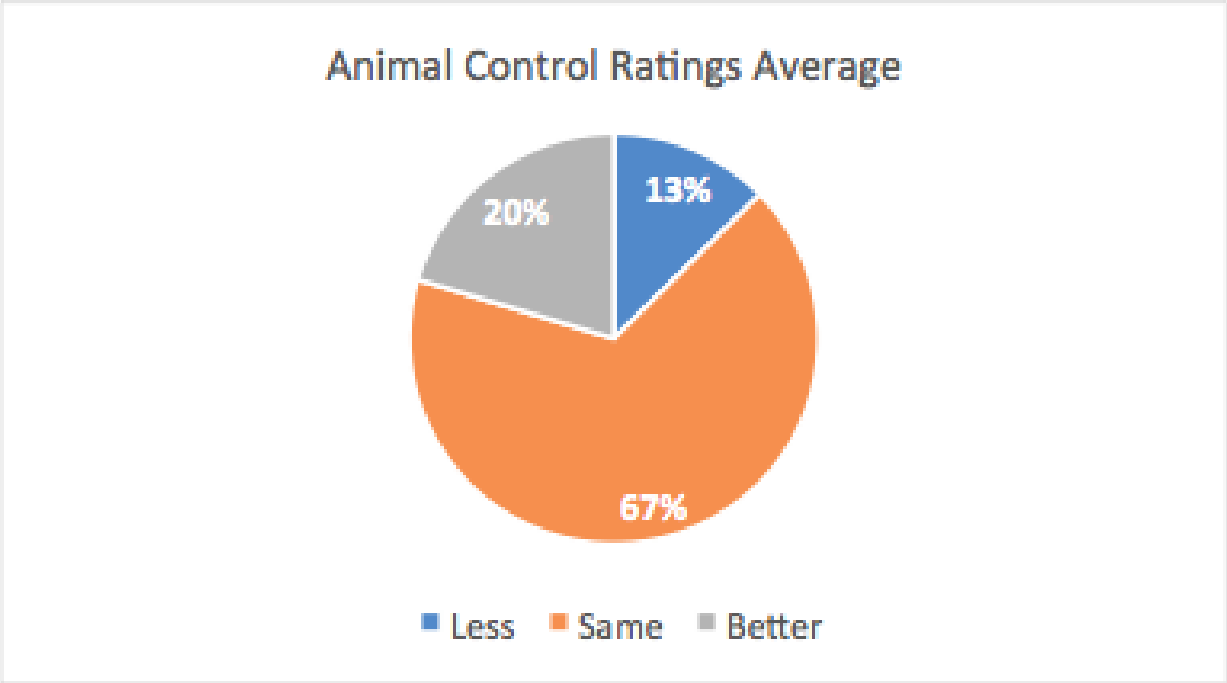
Recommendations

Overall survey respondents are more than satisfied with police service. However, with some areas decreasing from previous years, a bigger focus needs to be placed on increasing "better than expected" satisfaction from residents, especially with a 7% drop from 2017. Some of the recommendations include more numbers which will make community members feel more at ease and safe from constant patrolling of their neighborhoods.

Animal Control

Please rate the following in terms of your expectations:	**Less**	**Same**	**Better**
Q65: How would you rate animal control services.	9.00%	71.33 %	19.67%
Q66: How would you rate the school's crossing guards.	6.64%	66.78 %	26.58%
Q67: Presence of loose animals in your	31.05%	48.37	20.59%

neighborhood.		%	
Q68: How would you rate the response time of the animal control officer.	10.58%	72.01 %	17.41%
Q69: Cleanliness and accessibility of the Lake Dallas animal shelter.	5.82%	76.71 %	17.47%



Trend Analysis

Animal control is evaluated under the police department. In the previous survey, only one question was asked regarding animal services and had a high percentage of "same as expected" with a hundred and sixty-one respondents answering. However, three additional questions were added to the survey that gives a more in-depth glance if city members are actually satisfied with animal control services. 67 percent of survey respondents felt animal services were "same as expected" with close to 300 survey responses.

> *"Animal Control does little to nothing to help"* - Survey Respondent
>
> *"...What's the point of having ordinances if owners who do little to stop their animals from running loose and crapping on others property are not penalized?"* - Survey Respondent
>
> *"Animal control is is out of control. Just look on the Nextdoor app. Over 50%.of the posts are for missing, found or related animal issues"*- Survey Respondent
>
> *"Loose dogs have always been a problem & every time that I have called Animal Control, they don't seem to care"*- Survey Respondent

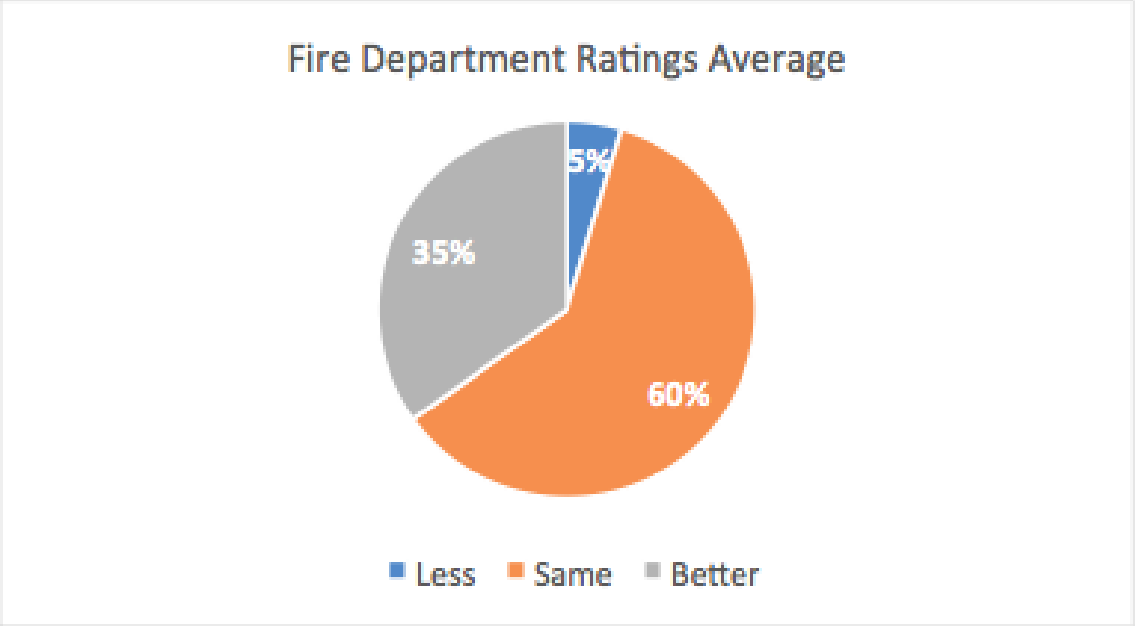
Recommendations

Given the open-ended responses from the citizens there is a great dissatisfaction of the current animal control services. The residents' responses suggest that the City's ordinances are not enforced enough, and as result, there are broken rules that go unpenalized. The City of Corinth should revisit the enforcement of the ordinances set to keep the city free of animal waste. Moreover, some resident responses suggest that there are not enough animal recreation areas, such as dog parks. So, possibly if the city can provide this for residents with animals, this may reduce the amount of animal waste in less desirable areas of the city. The citizens have an increase concern regarding the lack of support at the City's animal shelter, which potentially lends a problem to the number of stray arounds the City. Overall, the city's Animal Control department has some areas of the concern for its residents, and with these recommendations, the hope is that the City raises its favorability in this department.

Fire Department

Please rate the following in terms of your expectations:	**Less**	**Same**	**Better**
Q70: The overall presence of the fire department in	7.26%	58.09%	34.65%

your community.			
Q71: The response time for the fire/ems department.	1.71%	58.56%	39.73%
Q72: The professionalism of the paramedics.	1.04%	56.25%	42.41%
Q73: The emergency medical and life-saving services.	0.69%	57.99%	41.32%
Q74: The public education services of the fire department.	8.65%	61.59%	29.76%
Q75: The accessibility of information on the website about the fire department.	8.62%	70.00%	21.38%



Trend Analysis

Survey respondents overall felt the fire department was the "same as expected". Only 35 percent of respondents felt their ratings were "better than expected. There is a 14% decrease from 2017 survey where 49.43 of survey respondents rated the fire department "better than expected". All of those asked in the survey were also the exact same questions featured in the 2017 survey.

> *"I am disappointed with the response time of the fire department that services Cielo Ranch in Shady Shores. There was a recent incident in the neighborhood with a burning truck. I was amazed at how long it took for the firemen to arrive. If the trees were hanging low the fire would have attacked the tree and probably spread."* - Survey Respondent
>
> *"EMS very fast response and professional. Thanks!"* - Survey Respondent

Recommendations

Corinth residents seemed to be overall satisfied with the fire department. There were a lot of open responses thanking them for their services. Some of the recommendations included decreasing response time to emergency calls. Staffing numbers are low especially on the east side of I-35 which is raising concerns in the community. An increase in staff members can decrease response times to calls and increase the sense of safety for community members.

Conclusion

In order to provide the citizens of the City of Corinth with quality services, the city retained the University of Texas at Arlington's College of Architecture, Planning, and Public Affairs graduate students to conduct a Citizen's Survey. This survey gave residents the opportunity to rate the services provided by the City. These services fell within the following departments: Planning and Economic Development, Public Works, and Public Safety.

Furthermore, the UTA's CAPPA graduate students constructed a survey that utilized the value proposition approach. The survey's measures are designed to capture the amount of value that each service the City provides with the following response choices: "Less than expected," "Same as expected," and "Better than expected." These responses allowed for the data to articulate the particular areas that citizen felt were fulfilling their expectations, and also, the areas that could use some improvement from the departments.

The Citizen's Survey was issued via Survey Monkey, and the link was posted to the City of Corinth's social media accounts and it was also sent out in the form of post cards, as mailouts. This method of distribution was utilized as a way to make sure that all citizens were aware of the survey. Moreover, the survey was opened from February 11, 2019 to March 22, 2019, so that a greater sample of citizens could be captured, as a likely result 0.26% more residents took the survey than last year. There were 312 respondents that provided actionable data for the City's officials to proceed with a plan to make improvements, or sustainment plans for areas citizens thoroughly enjoy.

Community Relations and Quality of Life provided two new questions, 16 and 17, which targets trash services, due to issues in the last survey. The results reveal that respondents still need a resolution to the left behind debris and a new recommendation of an additional pickup day. An average of 44% of responses to questions regarding Community Relations indicated they were the same or less than expectations, an 8.5-percentage-point decrease from 2017. Additionally, a 17% decline (from 29% to 12%), over the same period, in the percentage of responses indicating services exceeded expectations. On average, 99% of survey respondents answered questions in this

section (312 respondents), and in the 2017 survey, there was an average of 95% (257 respondents) that answered questions within this section. Respondents are overall satisfied with the community events that are planned within the community but would be open to more. Question 5, asking residents to rate the number of special events is a new question for the 2019 survey. 31.07% of respondents rated that there were less events than expected, 50.16% same as expected, and 18.77% better than expected. This is an area the city is doing a good job and the community is enjoying.

Planning and Development added new and reconstructed questions in areas regarding the city's infrastructure, goals, future trends, and restraints were added to detect progression. These questions were also added as a means to gauge the ideas presented in Corinth's 2030 strategic plan. Overall, planning and economic development averaged 49.28% "less than expected," 43.58% "same as expected," and 7.14% "better than expected." However, in areas such as development (i.e. fast food, sit-down, fine dining, etc.), planning (i.e. zoning applications, the professionalism of the Planning, the city's effort to secure a commuter rail stop, etc.), high speed internet and employment opportunities the city of Corinth experienced a larger relative reduction in exceeded expectations. However, employment opportunities in the city of Corinth showed an increase in variation from the 2017 survey results, signifying positive growth toward the city's future economic growth.

The Public Works department has maintained a strong performance with 83% of responses on average report expectations met or exceeded (82% for Parks and Recreation, 80% for Streets, and 86% for Water and Wastewater). Moreover, there is a 2.3-point increase on average from 2017 (2 points for Parks and Recreation, 4 points for Streets, and 1 point for Water and Wastewater). However, each department experienced a larger relative reduction in exceeded expectations: 6.7 points on average (7 points for Parks and Recreation, 6 points for Streets, and 7 points for Water and Wastewater). There were high response rates to questions in this section: 97% on average (33.5-point increase from 63.5% in 2017). While Parks and Recreation has continued to meet resident expectations on average (+2 points overall from 2017), it falls short most often with regard to park amenities, which 29% say fall below their expectations. No meaningful increases in unmet expectations, but significant declines in exceeding expectations: 14% for playground structures (30% in 2017 to 16% in 2019); 13% in cleanliness and mowing (37% to 24%); 9% for family-friendly atmosphere

(32% to 23%). Streets, Drainage, and Storm Water experienced a 4-point average increase in expectations met or exceeded. There have been no increases in unmet expectations, but there were modest declines in exceeded expectations for each repeated question, ranging from 4 to 8 points.

Additionally, while responses indicate cleanliness is unlikely to be harming the reputation of city parks, Parks and Recreation might work to increase exceeded expectations by further prioritizing the cleanliness and upkeep of park facilities. Developing a variety of new recreational structures and classes in the parks can return exceeded expectations in this area to their prior levels and boost competitiveness with other cities by offering outdoor opportunities to a more diverse group of citizens. Streets might focus on building out the city's sidewalk network as much as possible to ensure the safety and comfort of pedestrians, and sidewalk repairs as well as attention to crosswalks might be better prioritized in some problem areas. Enhanced drainage assessments can support further development. The Water Department might address cost concerns by opening new dialogues with residents about the determinants of cost and ways they might reduce their household bills. While professionalism and worksite cleanup appear to be very good overall, additional attention to assessing and remedying resident concerns in these areas can boost exceeded expectations and leave a great impression.

Public Safety's results yield that overall the public safety has stayed the "same as expected". There has been a 6.75% decrease in satisfaction of services from the previous survey in 2017. Moreover, 67% of survey respondents felt animal control services were the "same as expected". However, there were more in-depth questions from the previous survey, as it relates to the response time and professionalism of the public safety employees. There has been a 14% decrease from the 2017 survey where respondents rated the fire department "better than expected". Furthermore, the unfavorable percentages indicated issues regarding the lack of staffing and leadership within the police department. Additionally, the lack of ordinance enforcement by animal control, the response time of the fire department, and the lack of fire department staff members east of I-35. As a result, recommendations have been constructed to guide the City's officials on a way to improve these areas, within Public Safety, for Corinth's residents. UTA's CAPPA students have suggested that for both the Police and Fire departments the City create an initiative to hire more staff, which may assist with

understaffing and the response time. Additionally, the recommendations suggest that the City make a plan to further enforce the ordinances, as it relates to animal control measures and to build more designated areas for pets around the city to further prevent animal control issues.

Conclusively, it is strongly suggested that City of Corinth put forth action to increase the unfavorable areas, within the respective departments. Moreover, the City should note the decrease in its citizens from 2017 to 2019 and evaluate the areas that have carried negative ratings forward, in order to see if this played a part in the departure of residents. Moreover, the City's officials are highly encouraged to engage more with the residents of Corinth, as a means to continually gauge the satisfaction of its community. Furthermore, the CAPPA students have provided meaningful recommendations gathered from the voices of Corinth's community, so the hopes are that the City's administrators use this information to improve the quality of life of its citizens.

Complete Survey Results

Survey Data Analysis

Community Relations & Quality of Life

Please rate the following in terms of your expectations:	**Less**	**Same**	**Better**
Q1: How would you rate the level of communication within the community	36.01%	51.13%	12.86%
Q2: How would you rate the method of communication with the community	37.10%	50%	12.90%
Q3: How would you rate the city administrator's relationship with the community	50.32%	43.51%	6.17%
Q4: How would you rate the level of outreach to the community	48.87%	38.26%	12.86%
Q5: How would you rate the number of special events	31.07%	50.16%	18.77%
Q6: How would you rate the quality of special events	21.57%	57.84%	20.59%
Q7: How would you rate the effectiveness of social media outreach	36.25%	43.69%	20.06%
Q8: How would you rate the amount of information released to the community	47.23%	40.39%	12.38%
Q9: How would you rate the timeliness of information released to the community	38.19%	50.81%	11%
Q10: How would you rate the accessibility of information on the City of Corinth website	25.89%	64.72%	9.39%
Q11: How would you rate the level of Customer	18.45%	59.22%	22.33%

Service provided collectively by all employees			
Q12: How would you rate the responsiveness to your service requests	14.71%	66.34%	18.95%
Q13: How would you rate the overall quality of your neighborhood	23.47%	51.13%	25.40%
Q14: How would you rate Corinth's uniqueness compared to other surrounding cities	44.37%	38.59%	17.04%
Q15: How would you rate Corinth's beautification efforts	44.01%	42.39%	13.59%
Q16: How would you rate trash collection services	22.51%	54.34%	23.15%
Q17: How would you rate the availability of recycling services	13.50%	60.77%	25.72%

Planning and Development

Please rate the following in terms of your expectations:	**Less**	**Same**	**Better**
Q18: How would rate the methods used to notify you about zoning applications via your direct mail, sign postings, or newspaper postings	51.13%	44.66%	4.21%
Q19: How would you rate the professionalism of the Planning Development & Building Permit employees	22.04%	69.41%	8.55%
Q20: How would rate the Planning Development website	28.62%	67.43%	3.95%

Q21: How would you rate the city's effort to secure a commuter rail stop and complimentary residential and retail development	53.75%	36.81%	9.45%
Q22: How would you rate code enforcement efforts relating to nuisance issues such as high grass, debris, and junk vehicles	36.77%	50.97%	12.26%

Economic Development

Please rate the following in terms of your expectations:	**Less**	**Same**	**Better**
Q23: How would you rate New Development in Corinth (i.e. retail, restaurants, entertainment)	70.10%	19.29%	10.61%
Q24: Corinth's efforts to attract location/relocation of small Corporate Headquarters	63.87%	30.65%	5.48%
Q25: Corinth's efforts to attract high technology and commercial warehousing opportunities	62.78%	33.98%	3.24%
Q26: How would you rate the availability of high speed internet and its reliability	73.87%	23.23%	2.90%
Q27: Corinth's ability to attract national retail chains that add to community appeal	71.52%	25.57%	2.91%
Q28: Corinth's ability to attract small boutiques and locally-owned retail stores	59.22%	35.92%	4.85%

Q29: Attraction of sit-down restaurants in Corinth	83.92%	14.47%	1.61%
Q30: Attraction of fine dining restaurants in Corinth	86.82%	12.22%	0.96%
Q31: Attraction of fast food (i.e. Chic-fil-a, McDonald's, Wendy's, etc) restaurants in Corinth	15.16%	64.84%	20.00%
Q32: Attraction of quick service (i.e. Panda Express, Chipotle, Subway, etc) restaurants in Corinth	19.29%	63.34%	17.36%
Q33: Growth of employment opportunities in Corinth	54.55%	42.86%	2.60%

Parks and Recreation

Please rate the following in terms of your expectations:	**Less**	**Same**	**Better**
Q34: How are the park amenities	29.13%	53.72%	17.15%
Q35: How family-friendly are Corinth parks	17.48%	59.87%	22.65%
Q36: How would you rate the athletic fields	17.59%	60.26%	22.15%
Q37: How would you rate the Corinth Summer Camp program	9.67%	78%	12.33%
Q38: How is the cleanliness and upkeep of the parks, including mowing	17.53%	58.12%	24.35%
Q39: How would you rate the playground structures in the parks	14.01%	70.36%	15.64%

Streets

Please rate the following in terms of your expectations:	**Less**	**Same**	**Better**
Q40: How would you rate the cleanliness of streets and sidewalks	17.15%	58.25%	24.60%
Q41: How would you rate the rainwater runoff and drainage infrastructure	25%	60.39%	14.61%
Q42: The placement of crosswalks in Corinth promotes the safety of pedestrians	23.62%	62.46%	13.92%
Q43: How would you rate the visibility of school zone lights	6.43%	76.53%	17.04%
Q44: How would you rate the timeliness of sidewalk repairs	23.86%	66.67%	9.48%
Q45: Quantity of sidewalks in Corinth	33.01%	56.31%	10.68%
Q46: How would you rate the mowing of the city's street medians	23.47%	59.16%	17.36%
Q47: How would you rate the response time for the replacement of street signs	11%	77.67%	11.33%

Water and Wastewater

Please rate the following in terms of your expectations:	**Less**	**Same**	**Better**
Q48: How would you rate the online work order request process	11.68%	79.38%	8.93%
Q49: How well did the service professional explain the work being performed	13.94%	78.05%	8.01%

Q50: How well did the service professional exemplify a professional appearance and demeanor during your interaction	9%	79.93%	11.07%
Q51: Do you feel that the service professional was courteous when addressing your service request	6.97%	79.09%	13.94%
Q52: How would you rate the service professional's cleanup effort at the work site	9.86%	80.28%	9.86%
Q53: Was the service you requested provided in a timely fashion	9.72%	78.13%	12.15%
Q54: How would you rate the response and service time your water department provides	11.90%	73.13%	14.97%
Q55: The water meters and meter boxes are being maintained	22.11%	68.98%	8.91%
Q56: Satisfaction with the taste of the water	20.26%	59.80%	19.93%
Q57: Confidence in the city's water department operations	24.59%	60%	15.41%

Police Department

Please rate the following in terms of your expectations:	**Less**	**Same**	**Better**
Q58: Police interest in sense of safety in neighborhood.	13.64%	42.53%	43.83%
Q59: Presence of the police in your neighborhood.	27.60%	39.61%	32.79%
Q60: The response time of the police departments or officers	7.92%	55.45%	36.63%

Q61: The police's department community outreach and involvement	12.05%	41.69%	46.25%
Q62: The effectiveness of the social media outreach of the police department.	11.11%	42.81%	46.08%
Q63: The approachability of the police officers.	8.50%	42.48%	49.02%
Q64: The professionalism of the police officers and staff (friendly, courteous, effective).	5.21%	42.02%	52.77%

Animal Control

Please rate the following in terms of your expectations:	**Less**	**Same**	**Better**
Q65: How would you rate animal control services.	9.00%	71.33 %	19.67%
Q66: How would you rate the school's crossing guards.	6.64%	66.78 %	26.58%
Q67: Presence of loose animals in your neighborhood.	31.05%	48.37 %	20.59%
Q68: How would you rate the response time of the animal control officer.	10.58%	72.01 %	17.41%
Q69: Cleanliness and accessibility of the Lake Dallas animal shelter.	5.82%	76.71 %	17.47%

Fire Department

Please rate the following in terms of your expectations:	**Less**	**Same**	**Better**
Q70: The overall presence of the fire department in your community.	7.26%	58.09%	34.65%
Q71: The response time for the fire/ems department.	1.71%	58.56%	39.73%
Q72: The professionalism of the paramedics.	1.04%	56.25%	42.41%
Q73: The emergency medical and life-saving services.	0.69%	57.99%	41.32%
Q74: The public education services of the fire department.	8.65%	61.59%	29.76%
Q75: The accessibility of information on the website about the fire department.	8.62%	70.00%	21.38%

Survey Set of Frequencies

Q1 How would you rate the level of communication within the community

Answered: 311 Skipped: 1

ANSWER CHOICES	RESPONSES	
Less than I expected	36.01%	112
Same as I expected	51.13%	159
Better than I expected	12.86%	40
TOTAL		311

Q2 How would you rate the method of communication with the community

Answered: 310 Skipped: 2

ANSWER CHOICES	RESPONSES	
Less than I expected	37.10%	115
Same as I expected	50.00%	155
Better than I expected	12.90%	40
TOTAL		310

Q3 How would you rate the city administrators relationship with the community

Answered: 308 Skipped: 4

ANSWER CHOICES	RESPONSES	
Less than I expected	50.32%	155
Same as I expected	43.51%	134
Better than I expected	6.17%	19
TOTAL		308

Q4 How would you rate the level of outreach to the community

Answered: 311 Skipped: 1

ANSWER CHOICES	RESPONSES	
Less than I expected	48.87%	152
Same as I expected	38.26%	119
Better than I expected	12.86%	40
TOTAL		311

Q5 How would you rate the number of special events

Answered: 309 Skipped: 3

ANSWER CHOICES	RESPONSES	
Less than I expected	31.07%	96
Same as I expected	50.16%	155
Better than I expected	18.77%	58
TOTAL		309

Q6 How would you rate the quality of special events

Answered: 306 Skipped: 6

ANSWER CHOICES	RESPONSES	
Less than I expected	21.57%	66
Same as I expected	57.84%	177
Better than I expected	20.59%	63
TOTAL		306

Q7 How would you rate the effectiveness of social media outreach

Answered: 309 Skipped: 3

ANSWER CHOICES	RESPONSES	
Less than I expected	36.25%	112
Same as I expected	43.69%	135
Better than I expected	20.06%	62
TOTAL		309

Q8 How would you rate the amount of information released to the community

Answered: 307 Skipped: 5

ANSWER CHOICES	RESPONSES	
Less than I expected	47.23%	145
Same as I expected	40.39%	124
Better than I expected	12.38%	38
TOTAL		307

Q9 How would you rate the timeliness of information released to the community

Answered: 309 Skipped: 3

ANSWER CHOICES	RESPONSES	
Less than I expected	38.19%	118
Same as I expected	50.81%	157
Better than I expected	11.00%	34
TOTAL		309

Q10 How would you rate the accessibility of information on the City of Corinth website

Answered: 309 Skipped: 3

ANSWER CHOICES	RESPONSES	
Less than I expected	25.89%	80
Same as I expected	64.72%	200
Better than I expected	9.39%	29
TOTAL		309

Q11 How would you rate the level of Customer Service provided collectively by all employees

Answered: 309 Skipped: 3

ANSWER CHOICES	RESPONSES	
Less than I expected	18.45%	57
Same as I expected	59.22%	183
Better than I expected	22.33%	69
TOTAL		309

Q12 How would you rate the responsiveness to your service requests

Answered: 306 Skipped: 6

ANSWER CHOICES	RESPONSES	
Less than I expected	14.71%	45
Same as I expected	66.34%	203
Better than I expected	18.95%	58
TOTAL		306

Q13 How would you rate the overall quality of your neighborhood

Answered: 311 Skipped: 1

ANSWER CHOICES	RESPONSES	
Less than I expected	23.47%	73
Same as I expected	51.13%	159
Better than I expected	25.40%	79
TOTAL		311

Q14 How would you rate Corinth's uniqueness compared to other surrounding cities

Answered: 311 Skipped: 1

ANSWER CHOICES	RESPONSES	
Less than I expected	44.37%	138
Same as I expected	38.59%	120
Better than I expected	17.04%	53
TOTAL		311

Q15 How would you rate Corinth's beautification efforts

Answered: 309 Skipped: 3

ANSWER CHOICES	RESPONSES	
Less than I expected	44.01%	136
Same as I expected	42.39%	131
Better than I expected	13.59%	42
TOTAL		309

Q16 How would you rate trash collection services

Answered: 311 Skipped: 1

ANSWER CHOICES	RESPONSES	
Less than I expected	22.51%	70
Same as I expected	54.34%	169
Better than I expected	23.15%	72
TOTAL		311

Q17 How would you rate the availability of recycling services

Answered: 311 Skipped: 1

ANSWER CHOICES	RESPONSES	
Less than I expected	13.50%	42
Same as I expected	60.77%	189
Better than I expected	25.72%	80
TOTAL		311

Q18 How would rate the methods used to notify you about zoning applications via your direct mail, sign postings , or newspaper postings

Answered: 309 Skipped: 3

ANSWER CHOICES	RESPONSES	
Less than I expected	51.13%	158
Same as I expected	44.66%	138
Better than I expected	4.21%	13
TOTAL		309

Q19 How would you rate the professionalism of the Planning Development & Building Permit employees

Answered: 304 Skipped: 8

ANSWER CHOICES	RESPONSES	
Less than I expected	22.04%	67
Same as I expected	69.41%	211
Better than I expected	8.55%	26
TOTAL		304

Q20 How would rate the Planning Development website

Answered: 304 Skipped: 8

ANSWER CHOICES	RESPONSES	
Less than I expected	28.62%	87
Same as I expected	67.43%	205
Better than I expected	3.95%	12
TOTAL		304

Q21 How would you rate the city's effort to secure a commuter rail stop and complimentary residential and retail development

Answered: 307 Skipped: 5

ANSWER CHOICES	RESPONSES	
Less than I expected	53.75%	165
Same as I expected	36.81%	113
Better than I expected	9.45%	29
TOTAL		307

Q22 How would you rate code enforcement efforts relating to nuisance issues such as high grass, debris, and junk vehicles

Answered: 310 Skipped: 2

ANSWER CHOICES	RESPONSES	
Less than I expected	36.77%	114
Same as I expected	50.97%	158
Better than I expected	12.26%	38
TOTAL		310

Q23 How would you rate New Development in Corinth (i.e. retail, restaurants, entertainment)

Answered: 311 Skipped: 1

ANSWER CHOICES	RESPONSES	
Less than I expected	70.10%	218
Same as I expected	19.29%	60
Better than I expected	10.61%	33
TOTAL		311

Q24 Corinth's efforts to attract location/relocation of small Corporate Headquarters

Answered: 310 Skipped: 2

ANSWER CHOICES	RESPONSES	
Less than I expected	63.87%	198
Same as I expected	30.65%	95
Better than I expected	5.48%	17
TOTAL		310

Q25 Corinth's efforts to attract high technology and commercial warehousing opportunities

Answered: 309 Skipped: 3

ANSWER CHOICES	RESPONSES	
Less than I expected	62.78%	194
Same as I expected	33.98%	105
Better than I expected	3.24%	10
TOTAL		309

Q26 How would you rate the availability of high speed internet and its reliability

Answered: 310 Skipped: 2

ANSWER CHOICES	RESPONSES	
Less than I expected	73.87%	229
Same as I expected	23.23%	72
Better than I expected	2.90%	9
TOTAL		310

Q27 Corinth's ability to attract national retail chains that add to community appeal

Answered: 309 Skipped: 3

ANSWER CHOICES	RESPONSES	
Less than I expected	71.52%	221
Same as I expected	25.57%	79
Better than I expected	2.91%	9
TOTAL		309

Q28 Corinth's ability to attract small boutiques and locally-owned retail stores

Answered: 309 Skipped: 3

ANSWER CHOICES	RESPONSES	
Less than I expected	59.22%	183
Same as I expected	35.92%	111
Better than I expected	4.85%	15
TOTAL		309

Q29 Attraction of sit-down restaurants in Corinth

Answered: 311 Skipped: 1

ANSWER CHOICES	RESPONSES	
Less than I expected	83.92%	261
Same as I expected	14.47%	45
Better than I expected	1.61%	5
TOTAL		311

Q30 Attraction of fine dining restaurants in Corinth

Answered: 311 Skipped: 1

ANSWER CHOICES	RESPONSES	
Less than I expected	86.82%	270
Same as I expected	12.22%	38
Better than I expected	0.96%	3
TOTAL		311

Q31 Attraction of fast food (i.e. Chic-fil-a, McDonald's, Wendy's, etc) restaurants in Corinth

Answered: 310 Skipped: 2

ANSWER CHOICES	RESPONSES	
Less than I expected	15.16%	47
Same as I expected	64.84%	201
Better than I expected	20.00%	62
TOTAL		310

Q32 Attraction of quick service (i.e. Panda Express, Chipotle, Subway, etc) restaurants in Corinth

Answered: 311 Skipped: 1

ANSWER CHOICES	RESPONSES	
Less than I expected	19.29%	60
Same as I expected	63.34%	197
Better than I expected	17.36%	54
TOTAL		311

Q33 Growth of employment opportunities in Corinth

Answered: 308 Skipped: 4

ANSWER CHOICES	RESPONSES	
Less than I expected	54.55%	168
Same as I expected	42.86%	132
Better than I expected	2.60%	8
TOTAL		308

Q34 How are the park amenities

Answered: 309 Skipped: 3

ANSWER CHOICES	RESPONSES	
Less than I expected	29.13%	90
Same as I expected	53.72%	166
Better than I expected	17.15%	53
TOTAL		309

Q35 How family-friendly are Corinth parks

Answered: 309 Skipped: 3

ANSWER CHOICES	RESPONSES	
Less than I expected	17.48%	54
Same as I expected	59.87%	185
Better than I expected	22.65%	70
TOTAL		309

Q36 How would you rate the athletic fields

Answered: 307 Skipped: 5

ANSWER CHOICES	RESPONSES	
Less than I expected	17.59%	54
Same as I expected	60.26%	185
Better than I expected	22.15%	68
TOTAL		307

Q37 How would you rate the Corinth Summer Camp program

Answered: 300 Skipped: 12

ANSWER CHOICES	RESPONSES	
Less than I expected	9.67%	29
Same as I expected	78.00%	234
Better than I expected	12.33%	37
TOTAL		300

Q38 How is the cleanliness and upkeep of the parks, including mowing

Answered: 308 Skipped: 4

ANSWER CHOICES	RESPONSES	
Less than I expected	17.53%	54
Same as I expected	58.12%	179
Better than I expected	24.35%	75
TOTAL		308

Q39 How would you rate the playground structures in the parks

Answered: 307 Skipped: 5

ANSWER CHOICES	RESPONSES	
Less than I expected	14.01%	43
Same as I expected	70.36%	216
Better than I expected	15.64%	48
TOTAL		307

Q40 How would you rate the cleanliness of streets and sidewalks

Answered: 309 Skipped: 3

ANSWER CHOICES	RESPONSES	
Less than I expected	17.15%	53
Same as I expected	58.25%	180
Better than I expected	24.60%	76
TOTAL		309

Q41 How would you rate the rainwater runoff and drainage infrastructure

Answered: 308 Skipped: 4

ANSWER CHOICES	RESPONSES	
Less than I expected	25.00%	77
Same as I expected	60.39%	186
Better than I expected	14.61%	45
TOTAL		308

Q42 The placement of crosswalks in Corinth promotes the safety of pedestrians

Answered: 309 Skipped: 3

ANSWER CHOICES	RESPONSES	
Less than I expected	23.62%	73
Same as I expected	62.46%	193
Better than I expected	13.92%	43
TOTAL		309

Q43 How would you rate the visibility of school zone lights

Answered: 311 Skipped: 1

ANSWER CHOICES	RESPONSES	
Less than I expected	6.43%	20
Same as I expected	76.53%	238
Better than I expected	17.04%	53
TOTAL		311

Q44 How would you rate the timeliness of the sidewalk repairs

Answered: 306 Skipped: 6

ANSWER CHOICES	RESPONSES	
Less than I expected	23.86%	73
Same as I expected	66.67%	204
Better than I expected	9.48%	29
TOTAL		306

Q45 Quantity of sidewalks in Corinth

Answered: 309 Skipped: 3

ANSWER CHOICES	RESPONSES	
Less than I expected	33.01%	102
Same as I expected	56.31%	174
Better than I expected	10.68%	33
TOTAL		309

Q46 How would you rate the mowing of the city's street medians

Answered: 311 Skipped: 1

ANSWER CHOICES	RESPONSES	
Less than I expected	23.47%	73
Same as I expected	59.16%	184
Better than I expected	17.36%	54
TOTAL		311

Q47 How would rate the response time for the replacement of street signs

Answered: 300 Skipped: 12

ANSWER CHOICES	RESPONSES	
Less than I expected	11.00%	33
Same as I expected	77.67%	233
Better than I expected	11.33%	34
TOTAL		300

Q48 How would you rate the online work order request process

Answered: 291 Skipped: 21

ANSWER CHOICES	RESPONSES	
Less than I expected	11.68%	34
Same as I expected	79.38%	231
Better than I expected	8.93%	26
TOTAL		291

Q49 How well did the service professional explain the work being performed

Answered: 287 Skipped: 25

ANSWER CHOICES	RESPONSES	
Less than I expected	13.94%	40
Same as I expected	78.05%	224
Better than I expected	8.01%	23
TOTAL		287

Q50 How well did the service professional exemplify a professional appearance and demeanor during your interaction

Answered: 289 Skipped: 23

ANSWER CHOICES	RESPONSES	
Less than I expected	9.00%	26
Same as I expected	79.93%	231
Better than I expected	11.07%	32
TOTAL		289

Q51 Do you feel that the service professional was courteous when addressing your service request

Answered: 287 Skipped: 25

ANSWER CHOICES	RESPONSES	
Less than I expected	6.97%	20
Same as I expected	79.09%	227
Better than I expected	13.94%	40
TOTAL		287

Q52 How would you rate the service professional's cleanup effort at the work site

Answered: 284 Skipped: 28

ANSWER CHOICES	RESPONSES	
Less than I expected	9.86%	28
Same as I expected	80.28%	228
Better than I expected	9.86%	28
TOTAL		284

Q53 Was the service you requested provided in a timely fashion

Answered: 288 Skipped: 24

ANSWER CHOICES	RESPONSES	
Less than I expected	9.72%	28
Same as I expected	78.13%	225
Better than I expected	12.15%	35
TOTAL		288

Q54 How would you rate the response and service time your water department provides

Answered: 294 Skipped: 18

ANSWER CHOICES	RESPONSES	
Less than I expected	11.90%	35
Same as I expected	73.13%	215
Better than I expected	14.97%	44
TOTAL		294

Q55 The water meters and meter boxes are being maintained

Answered: 303 Skipped: 9

ANSWER CHOICES	RESPONSES	
Less than I expected	22.11%	67
Same as I expected	68.98%	209
Better than I expected	8.91%	27
TOTAL		303

Q56 Satisfaction with the taste of the water

Answered: 306 Skipped: 6

ANSWER CHOICES	RESPONSES	
Less than I expected	20.26%	62
Same as I expected	59.80%	183
Better than I expected	19.93%	61
TOTAL		306

Q57 Confidence in the city's water department operations

Answered: 305 Skipped: 7

ANSWER CHOICES	RESPONSES	
Less than I expected	24.59%	75
Same as I expected	60.00%	183
Better than I expected	15.41%	47
TOTAL		305

Q58 Police interest in sense of safety in neighborhood

Answered: 308 Skipped: 4

ANSWER CHOICES	RESPONSES	
Less than I expected	13.64%	42
Same as I expected	42.53%	131
Better than I expected	43.83%	135
TOTAL		308

Q59 Presence of the police in your neighborhood

Answered: 308 Skipped: 4

ANSWER CHOICES	RESPONSES	
Less than I expected	27.60%	85
Same as I expected	39.61%	122
Better than I expected	32.79%	101
TOTAL		308

Q60 The response time of the police department or officers

Answered: 303 Skipped: 9

ANSWER CHOICES	RESPONSES	
Less than I expected	7.92%	24
Same as I expected	55.45%	168
Better than I expected	36.63%	111
TOTAL		303

Q61 The police department's community outreach and involvement

Answered: 307 Skipped: 5

ANSWER CHOICES	RESPONSES	
Less than I expected	12.05%	37
Same as I expected	41.69%	128
Better than I expected	46.25%	142
TOTAL		307

Q62 The effectiveness of the social media outreach of the police department

Answered: 306 Skipped: 6

ANSWER CHOICES	RESPONSES	
Less than I expected	11.11%	34
Same as I expected	42.81%	131
Better than I expected	46.08%	141
TOTAL		306

Q63 The approachability of the police officers

Answered: 306 Skipped: 6

ANSWER CHOICES	RESPONSES	
Less than I expected	8.50%	26
Same as I expected	42.48%	130
Better than I expected	49.02%	150
TOTAL		306

Q64 The professionalism of the police officers and staff (friendly, courteous, effective)

Answered: 307 Skipped: 5

ANSWER CHOICES	RESPONSES	
Less than I expected	5.21%	16
Same as I expected	42.02%	129
Better than I expected	52.77%	162
TOTAL		307

Q65 How would you rate animal control service

Answered: 300 Skipped: 12

ANSWER CHOICES	RESPONSES	
Less than I expected	9.00%	27
Same as I expected	71.33%	214
Better than I expected	19.67%	59
TOTAL		300

Q66 How would you rate the school crossing guards

Answered: 301 Skipped: 11

ANSWER CHOICES	RESPONSES	
Less than I expected	6.64%	20
Same as I expected	66.78%	201
Better than I expected	26.58%	80
TOTAL		301

Q67 Presence of loose animals in your neighborhood

Answered: 306 Skipped: 6

ANSWER CHOICES	RESPONSES	
Less than I expected	31.05%	95
Same as I expected	48.37%	148
Better than I expected	20.59%	63
TOTAL		306

Q68 How would you rate the response time of the animal control officer

Answered: 293 Skipped: 19

ANSWER CHOICES	RESPONSES	
Less than I expected	10.58%	31
Same as I expected	72.01%	211
Better than I expected	17.41%	51
TOTAL		293

Q69 Cleanliness and accessibility of the Lake Dallas animal shelter

Answered: 292 Skipped: 20

ANSWER CHOICES	RESPONSES	
Less than I expected	5.82%	17
Same as I expected	76.71%	224
Better than I expected	17.47%	51
TOTAL		292

Q70 The overall presence of the fire department in your community

Answered: 303 Skipped: 9

ANSWER CHOICES	RESPONSES	
Less than I expected	7.26%	22
Same as I expected	58.09%	176
Better than I expected	34.65%	105
TOTAL		303

Q71 The response time for the fire/ems department

Answered: 292 Skipped: 20

ANSWER CHOICES	RESPONSES	
Less than I expected	1.71%	5
Same as I expected	58.56%	171
Better than I expected	39.73%	116
TOTAL		292

Q72 The professionalism of the paramedics

Answered: 288 Skipped: 24

ANSWER CHOICES	RESPONSES	
Less than I expected	1.04%	3
Same as I expected	56.25%	162
Better than I expected	42.71%	123
TOTAL		288

Q73 The emergency medical and life-saving services

Answered: 288 Skipped: 24

ANSWER CHOICES	RESPONSES	
Less than I expected	0.69%	2
Same as I expected	57.99%	167
Better than I expected	41.32%	119
TOTAL		288

Q74 The public education services of the fire department

Answered: 289 Skipped: 23

ANSWER CHOICES	RESPONSES	
Less than I expected	8.65%	25
Same as I expected	61.59%	178
Better than I expected	29.76%	86
TOTAL		289

Q75 The accessibility of information on the website about the fire department

Answered: 290 Skipped: 22

ANSWER CHOICES	RESPONSES	
Less than I expected	8.62%	25
Same as I expected	70.00%	203
Better than I expected	21.38%	62
TOTAL		290

Appendix A: Survey Open-Ended Questions Responses

The following are responses from Question 76, which was an Open-Ended Question. These responses have been directly excerpted from the survey, as written by the respondents, so it may include typographical and grammatical errors. The report will present these responses verbatim, as to maintain data integrity (Please see responses enclosed below).

Q76 Please include additional comments or concerns:

Answered: 186 Skipped: 126

Enclosure:

Open-Ended Question

References

1. City of Corinth Website. Retrieved February 23, 2019.- https://www.cityofcorinth.com/
2. "Citizens Opinion Survey". 2017
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4. Survey Monkey Retrieved March 23 2019.-Survey Data