2023 Resident Survey

Q1. As a resident of Lewisville, how satisfied or dissatisfied are you with the following?

	Very Satisfic	ed	Somewhat Sa	itisfied	Somewhat Diss	satisfied	Very Dissatis	sfied	No opinio	on	Total	Rating	Rank
Lewisville as a place to live	42.30%	390	45.34%	418	9.54%	88	2.82%	26	0.11%	1	923	87.64%	2
The overall appearance of the city	20.00%	184	51.41%	473	21.63%	199	6.96%	64	0.44%	4	924	71.41%	11
As a place to raise your children	32.58%	215	47.58%	314	13.79%	91	6.06%	40	28.63%	260	920	80.15%	5
Its public schools	35.32%	207	38.23%	224	16.55%	97	9.90%	58	36.46%	331	917	73.55%	7
As a place to retire	29.12%	219	38.96%	293	18.88%	142	13.03%	98	17.59%	158	910	68.09%	13
As having art or culture	21.60%	162	50.93%	382	20.53%	154	6.93%	52	17.89%	161	911	72.53%	8
Being an affordable place to live	26.19%	237	45.64%	413	16.91%	153	11.27%	102	1.43%	13	918	71.82%	10
Its recreational opportunities	33.29%	285	44.39%	380	14.84%	127	7.48%	64	6.43%	58	914	77.69%	6
Its employment opportunities	25.28%	134	43.02%	228	21.13%	112	10.57%	56	41.99%	375	905	68.30%	12
Having accessibility to public information	46.00%	380	40.44%	334	8.11%	67	5.45%	45	10.04%	91	917	86.44%	4
Having opportunities to volunteer	45.60%	259	42.78%	243	7.57%	43	4.05%	23	37.40%	336	904	88.38%	1
As a place that welcomes diversity	47.10%	333	39.46%	279	8.63%	61	4.81%	34	21.51%	192	899	86.56%	3
Having opportunities to participate in city planning activities	29.32%	168	42.93%	246	18.50%	106	9.25%	53	37.56%	339	912	72.25%	9
									An	swered	924		
									Ski	ipped	5		

Q2. During the time you have lived here, do you think that as a community Lewisville has improved, stayed the same or gotten worse?

Answer Choices	Response	S
Improved	46.52%	428
Stayed the same	24.57%	226
Gotten worse	27.07%	249
No Opinion	1.85%	17
	Answered	920
	Skipped	9

Q3. How aware or unaware are you about the following facts related to city services and city finances in Lewisville?

	Very Aware		Somewhat A	ware	Somewhat L	Jnaware	Very Unav	vare	No Opini	on	Total	Rating
More than half of the city's annual operating budget is dedicated to the police and fire departments Only about one-fifth of your annual property tax bill goes to the city	17.80%	157	32.77%	289	19.61%	173	29.82%	263	3.55%	32	914	50.57%
(22 percent)	24.01%	207	27.61%	238	18.91%	163	29.47%	254	5.66%	51	913	51.62%
Lewisville has one of the lowest property tax rates of any North Texas city	29.25%	253	29.60%	256	14.22%	123	26.94%	233	3.72%	35	900	58.84%
Lewisville's current property tax rate is lower than it was 20 years ago and has remained under 45 cents per \$100 assessed value since 2007 According to a 2021 study by the City of Carrollton, Lewisville has	18.48%	160	24.71%	214	22.75%	197	34.06%	295	4.68%	44	910	43.19%
the lowest total cost of service to its residents among comparable North Texas cities Lewisville is one of a small number of Texas cities with a AAA bond rating on all debt issues, resulting in lower fees and interest	12.94%	113	27.03%	236	24.28%	212	35.74%	312	3.79%	35	908	39.98%
rates	16.17%	140	21.02%	182	21.94%	190	40.88%	354		45 swered pped	911 915 14	37.18%

Q4. How satisfied or dissatisfied are you with the level of City Services you receive in return for the City Property taxes you pay?

Answer Choices	Responses	-
Very Satisfied	25.64%	221
Satisfied	53.02%	457
Dissatisfied	17.87%	154
Very Dissatisfied	3.48%	30
	Answered	862
	Skipped	67

Q5. Rate the following City Services.

	Excellent		Good		Fair		Poor		No Opinior	า	Total	R	ating	Rank
Ambulance Services	62.16%	276	32.21%	143	4.73%	21	0.90%	4	48.88%	419	863		94.37%	
Code Enforcement	15.77%	111	37.78%	266	26.28%	185	20.17%	142	18.52%	161	865		53.55%	1:
Fire Services	63.64%	434	34.02%	232	2.20%	15	0.15%	1	21.34%	183	865		97.65%	:
Library Services	54.75%	369	34.57%	233	8.16%	55	2.52%	17	22.09%	189	863		89.32%	3
Park Facilities	32.42%	261	40.87%	329	19.63%	158	7.08%	57	6.59%	57	862		73.29%	8
Police Services	49.80%	375	35.46%	267	10.76%	81	3.98%	30	12.20%	103	856		85.26%	4
Public Communication	33.42%	258	42.49%	328	16.06%	124	8.03%	62	9.30%	79	851		75.91%	7
Recreational Programming	26.09%	179	45.63%	313	19.83%	136	8.45%	58	20.21%	172	858		71.72%	10
Sidewalks	11.14%	92	38.50%	318	32.57%	269	17.80%	147	3.21%	27	853		49.64%	12
Special Events (festivals & concerts)	31.56%	238	45.36%	342	16.98%	128	6.10%	46	11.11%	94	848		76.92%	e
Street Lighting in Neighborhoods	9.67%	80	34.34%	284	31.56%	261	24.43%	202	2.74%	23	850		44.01%	14
Street Maintenance	8.42%	70	35.98%	299	31.29%	260	24.31%	202	1.32%	11	842		44.40%	13
Trash Collection and Curbside Recycling	33.76%	287	39.41%	335	17.41%	148	9.41%	80	1.18%	10	860		73.18%	9

Water and Sewer Service	34.82%	289	43.98%	365	16.02%	133	5.18%	43	3.20%	27	857	78.80%	5
									Ans	wered	870		
									Skip	ped	59		

Q6. How would you rate the Lewisville Police Department in each of the following areas?

	Excellent		Good		Fair		Poor		No Opinio	n	Total	Rating
Speed in responding to calls	47.79%	260	38.05%	207	10.11%	55	4.04%	22	37.32%	320	864	85.85%
Courtesy	51.62%	367	35.02%	249	8.72%	62	4.64%	33	17.53%	151	862	86.64%
Professionalism	54.34%	388	32.77%	234	8.68%	62	4.20%	30	17.27%	149	863	87.11%
Customer Service	47.47%	310	38.90%	254	9.65%	63	3.98%	26	24.09%	206	859	86.37%
									An	swered	865	
									Ski	pped	64	

Q7. How safe or unsafe do you feel in the following locations?

	Very Safe)	Safe		Somewhat U	Insafe	Very Unsafe	е	No Opinio	n	Total	Rating	Rank
Within your own neighborhood during the day	60.89%	531	33.49%	292	4.82%	42	0.80%	7	0.23%	2	874	94.38%	2
Within your own neighborhood at night	33.60%	290	43.22%	373	19.12%	165	4.06%	35	0.35%	3	866	76.83%	8
Other residential areas outside your neighborhood during the day	25.64%	211	56.99%	469	14.95%	123	2.43%	20	4.47%	39	862	82.62%	7
Other residential areas outside your neighborhood at night	8.60%	68	42.86%	339	37.42%	296	11.13%	88	8.44%	73	864	51.45%	13
Shopping in major retail areas during the day	40.66%	346	51.47%	438	6.70%	57	1.18%	10	1.29%	11	862	92.13%	4
Shopping in major retail areas at night	14.25%	115	48.45%	391	30.48%	246	6.82%	55	6.24%	54	861	62.70%	11
Walking in the historic Old Town district during the day	56.93%	419	37.77%	278	4.21%	31	1.09%	8	14.42%	122	858	94.70%	1
Walking in the historic Old Town district at night	24.16%	159	42.71%	281	24.77%	163	8.36%	55	24.24%	208	866	66.87%	10
In Lewisville parks	23.43%	183	51.60%	403	19.08%	149	5.89%	46	9.73%	84	865	75.03%	9
At Lewisville festivals and concerts	37.87%	253	51.95%	347	8.68%	58	1.50%	10	22.31%	190	858	89.82%	6
At a Lewisville ISD school function	42.26%	213	47.62%	240	7.94%	40	2.18%	11	41.78%	353	857	89.88%	5
In the city of Lewisville as a whole during the day	37.35%	319	55.04%	470	7.38%	63	0.23%	2	0.82%	8	862	92.39%	3
In the city of Lewisville as a whole at night	10.90%	90	49.76%	411	32.32%	267	7.02%	58	4.79%	42	868	60.65%	12
									Ans	wered	875		
									Skir	pped	54		

Q8. During the past 12 months, what contacts have you had with the Gene Carey Animal Shelter and Adoption Center or an Animal Services employee? (mark all that apply)

Allswei Choices	Response	S
Reporting a stray animal or encroaching wildlife	9.92%	86
Reporting a dead animal in a public roadway	3.58%	31
Looking for a lost or missing pet	16.51%	18
Looking to adopt a new pet	5.54%	48
Volunteering at the Gene Carey Animal Shelter and Adoption Center	0.92%	8
Donating to the Gene Carey Animal Shelter and Adoption Center	5.31%	46
No contact	79.12%	686
	Answered	867
	Skinned	62

Q9. Regarding the Gene Carey Animal Shelter and Adoption Center and Animal Services staff, how satisfied or dissatisfied are you with the following?

	Very Satisfied		Somewhat Sati	isfied	Somewhat Dissa	itisfied	Very Dissatisfied		No Opinio	n	Total	Rating	Rank
Response to reports of stray animals	54.95%	61	30.63%	34	8.11%	9	6.31%	7	36.99%	64	175	85.59%	8
Response to reports of wildlife	50.72%	35	34.78%	24	5.80%	4	8.70%	6	60.69%	106	175	85.51%	9
Response to reports of dead animals in public roadways	47.89%	34	40.85%	29	9.86%	7	1.41%	1	60.34%	105	176	88.73%	7
Assistance with finding a lost or missing pet	51.92%	27	28.85%	15	9.62%	5	9.62%	5	71.10%	123	175	80.77%	11
Ease of adopting a new pet	75.00%	51	16.18%	11	7.35%	5	1.47%	1	60.23%	104	172	91.18%	5
Cost of adopting a new pet	70.51%	55	20.51%	16	6.41%	5	2.56%	2	55.23%	96	174	91.03%	6
Physical appearance of the Gene Carey Animal Shelter and Adoption Center	78.42%	109	20.86%	29	0.72%	1	0.00%	0	20.23%	36	175	99.28%	1
Facilities at the Gene Carey Animal Shelter and Adoption Center Professionalism of staff at the Gene Carey Animal Shelter and	72.09%	93	25.58%	33	2.33%	3	0.00%	0	25.58%	45	174	97.67%	2
Adoption Center Friendliness of staff at the Gene Carey Animal Shelter and	66.19%	92	27.34%	38	3.60%	5	2.88%	4	21.26%	37	176	93.53%	3
Adoption Center Volunteer programs at the Gene Carey Animal Shelter and	67.39%	93	24.64%	34	4.35%	6	3.62%	5	21.39%	37	175	92.03%	4
Adoption Center	50.00%	23	34.78%	16	10.87%	5	4.35%	2		129 wered pped	175 178 751	84.78%	10

Q10. During the past 12 months, how many times have you or a member of your household visited Thrive multigenerational recreation center?

Answer Choices	Response	es
None because I did not know it existed	17.42%	151
None	37.60%	326
1-3 times	13.73%	119
4-6 times	6.69%	58
7-10 times	3.34%	29
More than 10 times	18.92%	164

 Decline to answer
 2.31%
 20

 Answered
 867

 Skipped
 62

Q11. Regarding Thrive multigenerational recreation center, how satisfied or dissatisfied would you say you are with the following?

	Very satisfic	ed	Somewhat sa	atisfied	Somewhat dissa	atisfied	Very dissatist	fied	No Opinio	n	Total	Rating	Rank
Hours of operation	60.30%	202	31.04%	104	6.57%	22	2.09%	7	10.00%	37	372	91.34%	3
Courtesy of staff	69.97%	240	24.49%	84	4.37%	15	1.17%	4	7.84%	29	372	94.46%	1
Value received for the membership fee paid	69.33%	217	21.73%	68	4.47%	14	4.47%	14	15.72%	58	371	91.05%	4
Communication about programs and classes	45.73%	150	36.28%	119	12.20%	40	5.79%	19	11.62%	44	372	82.01%	8
Variety of programs and classes	36.14%	116	42.06%	135	14.95%	48	6.85%	22	13.28%	50	371	78.19%	10
Registration for programs and classes	40.84%	107	38.17%	100	14.12%	37	6.87%	18	28.49%	105	367	79.01%	9
Using the Amila SmartRec online registration system	30.05%	61	34.98%	71	23.65%	48	11.33%	23	45.38%	167	370	65.02%	13
Cost of programs and classes	49.07%	132	38.29%	103	7.06%	19	5.58%	15	26.98%	100	369	87.36%	5
Quality of programs for children	41.41%	41	33.33%	33	12.12%	12	13.13%	13	73.37%	271	370	74.75%	11
Quality of programs for teens	38.36%	28	34.25%	25	13.70%	10	13.70%	10	80.27%	294	367	72.60%	12
Quality of programs for adults	39.76%	99	43.78%	109	11.65%	29	4.82%	12	32.70%	120	369	83.53%	6
Quality of programs for seniors	45.70%	85	36.56%	68	11.29%	21	6.45%	12	49.86%	183	369	82.26%	7
Quality of the facility	68.90%	237	23.26%	80	6.10%	21	1.74%	6	6.56%	24	368	92.15%	2
									Ans	wered	372		
									Skip	oped	557		

Q12. How satisfied or dissatisfied are you with the overall appearance of the following areas:

	Very satisfie	ed	Somewhat sa	atisfied	Somewhat diss	satisfied	Very dissati	sfied	No Opinio	n	Total	Rating	Rank
Your own neighborhood	32.31%	264	46.27%	378	16.65%	136	4.77%	39	0.12%	1	818	78.58%	2
Other residential areas outside your neighborhood	14.32%	112	61.25%	479	18.93%	148	5.50%	43	3.98%	32	814	75.58%	3
Commercial districts	15.04%	117	53.73%	418	24.04%	187	7.20%	56	4.47%	37	815	68.77%	5
Vacant lots	6.97%	47	38.87%	262	34.12%	230	20.03%	135	17.41%	140	814	45.85%	6
City streets and rights-of-way	17.97%	142	53.92%	426	19.62%	155	8.48%	67	2.50%	20	810	71.90%	4
The city of Lewisville as a whole	22.40%	181	57.92%	468	16.46%	133	3.22%	26	0.75%	6	814	80.32%	1
									Ans	wered	819		
									Clair		440		

Q13. Overall, how effective or ineffective do you think city code enforcement and building inspections are in addressing the following issues within your own residential neighborhood?

	Very Effective	;	Effective		Ineffective	е	Very Ineffect	ive	No Opinio	n	Total	Rating	Rank
High grass and weeds	20.82%	148	47.12%	335	20.82%	148	11.25%	80	11.70%	94	805	67.93%	5
Junk vehicles	22.13%	135	42.95%	262	21.31%	130	13.61%	83	23.89%	191	801	65.08%	7
Parking on the grass	25.70%	147	44.58%	255	16.61%	95	13.11%	75	28.52%	227	799	70.28%	3
Trash and litter	19.03%	134	44.89%	316	24.29%	171	11.79%	83	11.91%	94	798	63.92%	8
Illegal dumping	25.60%	128	43.60%	218	19.00%	95	11.80%	59	37.20%	295	795	69.20%	4
Property cleanliness	16.31%	115	51.21%	361	23.69%	167	8.79%	62	12.23%	98	803	67.52%	6
Residential Fences	15.35%	101	48.48%	319	24.47%	161	11.70%	77	17.43%	138	796	63.83%	9
Residential building appearance	16.79%	111	58.25%	385	17.70%	117	7.26%	48	16.73%	132	793	75.04%	2
Commercial building appearance	15.61%	98	62.90%	395	14.97%	94	6.53%	41	21.94%	175	803	78.50%	1
Abandoned properties	13.44%	66	37.68%	185	31.57%	155	17.31%	85	38.78%	308	799	51.12%	10
									Ans	wered	809		
									Skip	ped	120		

Q14. Please rank the following code enforcement and building inspections issues in the order of importance related to improving the appearance of your own residential neighborhood? (click and drag, most important at the top, least important at the bottom)

	1		2		3		4		5		6		7		8		9		10		Total	Score	Rank
High grass and weeds	32.30%	249	18.42%	142	12.19%	94	11.67%	90	7.52%	58	5.71%	44	3.76%	29	3.63%	28	2.33%	18	2.46%	19	771	7.75	1
Junk vehicles	15.43%	119	18.29%	141	12.19%	94	11.80%	91	9.73%	75	11.41%	88	7.52%	58	6.23%	48	4.15%	32	3.24%	25	771	6.75	3
Parking on the grass	2.33%	18	8.82%	68	17.25%	133	10.25%	79	12.19%	94	11.67%	90	12.19%	94	8.56%	66	7.26%	56	9.47%	73	771	5.42	5
Trash and litter	16.34%	126	16.99%	131	14.66%	113	25.55%	197	10.12%	78	8.04%	62	4.28%	33	1.69%	13	1.56%	12	0.78%	6	771	7.39	2
Illegal dumping	5.45%	42	8.43%	65	7.39%	57	5.84%	45	19.46%	150	13.10%	101	14.14%	109	13.36%	103	8.69%	67	4.15%	32	771	5.31	6
Property cleanliness	9.60%	74	12.32%	95	15.69%	121	14.01%	108	11.41%	88	22.05%	170	9.47%	73	2.59%	20	1.69%	13	1.17%	9	771	6.59	4
Residential fences	4.67%	36	4.54%	35	8.56%	66	5.97%	46	10.89%	84	11.02%	85	27.50%	212	12.97%	100	8.69%	67	5.19%	40	771	4.90	7
Residential building appearance	4.41%	34	5.32%	41	5.84%	45	7.26%	56	9.47%	73	7.26%	56	11.02%	85	34.37%	265	11.15%	86	3.89%	30	771	4.56	8
Commercial building appearance	2.98%	23	3.24%	25	2.98%	23	3.37%	26	4.02%	31	5.71%	44	5.71%	44	11.28%	87	42.80%	330	17.90%	138	771	3.19	9
Abandoned properties	6.49%	50	3.63%	28	3.24%	25	4.28%	33	5.19%	40	4.02%	31	4.41%	34	5.32%	41	11.67%	90	51.75%	399	771	3.13	10
																				Α	nswered	771	
																				S	kipped	158	

Q15. How familiar are you with the Lewisville 2025 vision plan?

Answer Choices	Responses	
I do not know anything about the Lewisville 2025 vision plan	30.16%	244
I have heard about the Lewisville 2025 plan but do not know what		
it contains	26.82%	217
I have heard about the seven "Big Moves" and three "Strategic		
Moves" in the plan but do not know any specific action steps	11.50%	93
I am familiar with the contents of the Lewisville 2025 plan but do		
not know what progress has been made on action steps	21.26%	172

I am keeping up with website postings and other information about progress and accomplishments related to the Lewisville 2025

10.26% Answered

83 809 Skipped 120

Q16. Last year, the City combined its zoning and development ordinances into a new Unified Development Code (UDC). How aware or unaware are you about the following facts related to the new UDC?

	Very Aware		Somewhat A	ware	Somewhat U	naware	Very Unaw	are	No Opinio	n .	Total	Rating	Ranl	k
The new UDC allows backyard cottages (accessory dwelling units)														
in most residential zoning districts	5.71%	40	12.98%	91	15.69%	110	65.62%	460	7.34%	56	757	18.6	9%	5
The new UDC allows smaller minimum home sizes to address														
affordability	6.26%	44	15.79%	111	14.65%	103	63.30%	445	6.70%	51	754	22.0	15%	4
The new UDC allows solar and wind energy systems on buildings	40.700/	440	00.700/	000	40.070/	0.4	44.440/	000	0.040/	50	755		201	
with an approved building permit The new UDC contains additional protections for trees throughout	16.79%	118	28.73%	202	13.37%	94	41.11%	289	6.84%	52	755	45.5	2%	1
the city	6.52%	46	17.00%	120	20.68%	146	55.81%	394	6.30%	48	754	23.5	10/	2
The new UDC contains a list of native and adaptive plant species	0.52 /0	40	17.0076	120	20.0070	140	55.6176	394	0.30 /6	40	7 54	25.5	170	2
that perform best in Lewisville	6.79%	48	15.98%	113	14.85%	105	62.38%	441	6.04%	46	753	22.7	7%	3
,									Ans	wered	758			
									Skij	oped	169			

Q17. Which of the following best describes your primary residence?

Answer Choices	Responses	
I own a house, duplex, townhome or mobile home in Lewisville	87.84%	686
I rent a house, duplex, townhome or mobile home in Lewisville	6.02%	47
I rent an apartment in Lewisville	5.51%	43
I live in a retirement center or similar facility in Lewisville	0.26%	2
I do not live in Lewisville	0.38%	3
	Answered	781
	Skipped	148

Q18. What is the ZIP Code for the street address of your primary residence?

Answer Choices	Response	S
75057	14.47%	113
75067	52.50%	410
75077	26.12%	204
75056	6.91%	54
	Answered	781
	Skipped	148

Q19. How well do you know your neighbors / how often do you interact with your neighbors? Answer Choices Responses

I do not know or interact with any of my neighbors 5.36% 42 I interact with my neighbors only if we happen to be outside 50.00% 392 I regularly talk to and interact with at least some of my neighbors 40.31% 316 I regularly attend or host activities that bring me together with my 4.34% 34 784 145 Answered Skipped

Q20. Gender

-,			
	Answer Choices	Responses	
Male		41.96%	326
Female		56.76%	441
Prefer to self-descr	ibe:	1.29%	10
		Answered	777
		Skinned	152

Prefer to self-describe:

human

American Ah ffgg

None

Person

male and female completed survey

Human

No

Unk No

Q21. Which would you describe yourself as?

Answer Choices	Responses	
Hispanic or Latino	9.49%	73

Not Hispanic or Latino	90.51%	696
	Answered	769
	Skipped	160

Q22. What would you describe yourself as? (mark all that apply)

Answer Choices	Respons	es
American Indian or Alaska Native	1.70%	13
Asian	6.53%	50
Black or African American	4.96%	38
Native Hawaiian or Other Pacific Islander	0.39%	3
White	84.60%	648
Not Listed (describe):	4.18%	32
	Answered	766
	Skipped	163

Not Listed (describe):

Other

Puertorrican

Hispanic Mixed

latino Peach

human

Latin

Middle Eastern

Human American

American

White/Hispanic mixed

Euro-American

Mexican Mexican American

Indian

Zoroastrian/ parsi MIXED

Caucasian

Heinz 57

Asian/Caucasian

Human Italian

Mexican

Puertorican

Caucásico

Latino Latino

Q23. Which of these age groups includes your age?

	Answered Skipped	771 158
65 and Older	28.15%	217
55 - 64 years	23.22%	179
45 - 54 years	21.92%	169
35 - 44 years	17.12%	132
25 - 34 years	9.08%	70
18 - 24 years	0.65%	5
Answer Choices	Responses	3

Q24. Do you have any children under the age of 18 living in your home? If yes, in which of the following age categories would your children be classified? (Mark all that apply)

	Answer Choices		Responses	
No children		74.22%	570	
Under age 6		9.90%	76	
Ages 7 - 12		10.42%	80	
Ages 13 - 18		12.37%	95	
		Answered	768	
		Skipped	161	

Q25. How long have you lived in the City of Lewisville?

Answer Choices	Responses	
Less than one year	2.44%	19
1 - 3 years	14.12%	110
4 - 6 years	10.27%	80
7 - 9 years	9.37%	73
10 - 20 years	21.57%	168

More than 20 years	42.23%	329
	Answered	779
	Skinned	150

Q26. If a friend or relative were considering a move to the North Texas area, how likely would you be to encourage them to consider Lewisville?

Answer Choices	Responses
Very likely	36.61% 272
Likely	44.55% 331
Unlikely	11.17% 83
Very unlikely	7.67% 57
No opinion	5.11% 40
	Answered 783
	Skipped 146