

Survey Year	2014	2015	2016	2017	2018	2019	2021	2023
Total Responses	1,300	1,498	1,257	748	1,387	302	831	929

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

Lewisville as a place to live						90.70%	88.79%	87.64%
The overall appearance of the city						70.76%	75.91%	71.41%
As a place to raise your children						79.82%	85.57%	80.15%
Its public schools						76.02%	76.19%	73.55%
As a place to retire						70.85%	73.59%	68.09%
As having art or culture						74.62%	74.27%	72.53%
Being an affordable place to live						79.73%	78.61%	71.82%
Its recreational opportunities						75.80%	80.31%	77.69%
Its employment opportunities						73.87%	73.54%	68.30%
Having accessibility to public information						89.01%	87.87%	86.44%
Having opportunities to volunteer						86.55%	85.61%	88.38%
As a place that welcomes diversity						90.04%	85.37%	86.56%
Having opportunities to participate in city planning						75.23%	76.83%	72.25%

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

Improved	43.07%	41.66%	46.81%	47.47%	54.49%	45.00%	54.30%	46.52%
Stayed the Same	35.29%	37.25%	33.57%	31.33%	28.80%	22.67%	25.33%	24.57%
Gotten Worse	19.26%	17.76%	18.10%	18.93%	14.76%	27.33%	18.67%	27.07%
No Opinion	2.39%	3.34%	1.52%	2.27%	1.95%	5.00%	1.70%	1.85%
SATISFACTION RATIO	2.2	2.3	2.6	2.5	3.7	1.7	2.9	1.7

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?

Very Likely	40.63%	34.79%	41.04%	40.19%	42.15%	32.03%	43.11%	36.61%
Likely	40.63%	47.26%	41.71%	36.63%	42.40%	45.70%	40.00%	44.55%
Unlikely	13.10%	11.96%	13.08%	12.48%	10.08%	15.23%	10.67%	11.17%
Very Unlikely	5.64%	5.98%	4.17%	6.32%	5.37%	7.03%	6.22%	7.67%

OVERALL SATISFACTION RATING	81.26%	82.06%	82.75%	76.82%	84.55%	77.73%	83.11%	81.16%
SATISFACTION RATIO	4.3	4.6	4.8	4.1	5.5	3.5	4.9	4.3

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

More than half of the city's annual operating budget is dedicated to the police and fire departments.					43.22%		51.98%	50.57%
Only about one-fifth of your annual property tax bill goes to the city.					41.22%		46.82%	51.62%
Lewisville has one of the lowest property tax rates of any North Texas city.					53.66%		61.27%	58.84%
Lewisville's current property tax rate is lower than it was 20 years ago.					37.84%		44.25%	43.19%
According to a 2021 study by the City of Carrollton, Lewisville has the lowest total cost of service to its residents among comparable North Texas cities.					31.81%		41.28%	39.98%
Lewisville is one of a small number of Texas cities with a AAA bond rating on all debt issues								37.18%

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

Very Satisfied		13.90%	16.88%	16.33%	21.49%	12.67%	29.72%	25.64%
Satisfied		61.48%	62.48%	58.23%	63.50%	52.67%	52.74%	53.02%
Dissatisfied		20.78%	18.80%	20.88%	13.47%	20.67%	13.52%	17.87%
Very dissatisfied		3.84%	1.84%	4.55%	2.58%	6.00%	4.02%	3.48%
OVERALL SATISFACTION RATING	62.90%	75.38%	79.36%	74.56%	84.99%	71.01%	82.46%	78.66%
SATISFACTION RATIO	3.3	3.1	3.8	2.9	5.3	2.5	4.7	3.7

Rate the following City Services (adjusted satisfaction ratings shown for each listed service area).

Ambulance Services	94.17%	95.16%	94.93%	95.11%	94.60%	98.51%	93.80%	94.37%
--------------------	--------	--------	--------	--------	--------	--------	--------	--------

Code Enforcement	50.05%	50.51%	54.26%	50.95%	56.16%	52.89%	56.89%	53.55%
Fire Services	97.74%	97.46%	99.24%	97.30%	97.52%	99.05%	97.50%	97.65%
Library Services	92.64%	90.65%	93.23%	91.59%	92.25%	94.47%	91.09%	89.32%
Park Facilities	81.08%	75.93%	80.02%	78.25%	78.14%	76.83%	81.21%	73.29%
Police Services	86.73%	86.33%	89.82%	86.32%	89.30%	86.69%	89.04%	85.26%
Public Communication						75.38%	76.71%	75.91%
Recreational Programming	72.95%	68.88%	75.99%	66.67%	71.59%	69.64%	75.40%	71.72%
Sidewalks	54.70%	53.93%	56.63%	53.87%	56.75%	41.40%	56.66%	49.64%
Special Events Organized by City	75.56%	74.74%	80.20%	77.76%	79.26%	82.24%	79.09%	76.92%
Street Lighting in Neighborhoods	42.72%	46.57%	45.11%	43.30%	46.10%	47.67%	46.04%	44.01%
Street Maintenance	54.74%	48.81%	52.91%	51.90%	55.81%	45.74%	49.41%	44.40%
Trash & Recycling Collection (since 2019)	73.62%	76.08%	81.52%	81.74%	84.16%	73.31%	82.26%	73.18%
Water & Sewer Service (since 2019)	83.51%	86.95%	88.26%	85.33%	87.46%	84.00%	84.39%	78.80%

How satisfied or dissatisfied are you with the overall appearance of the following areas: (adjusted satisfaction ratings shown for each listed category).

Your own neighborhood								78.58%
Other residential areas outside your neighborhood								75.58%
Commercial districts								68.77%
Vacant lots								45.85%
City streets and rights-of-way								71.90%
The city of Lewisville as a whole								80.32%

The City of Lewisville provides enforcement programs that address Code Compliance and Environmental Health and Safety concerns. How effective or ineffective are each of the following enforcement programs? (adjusted satisfaction ratings shown for each listed category)

High grass and weeds	70.06%							67.93%
Junk vehicles	69.92%							65.08%
Parking on the grass								70.28%
Trash and gutter	64.50%							63.92%
Illegal dumping	77.39%							69.20%

Property cleanliness	66.44%								67.52%
Residential fences									63.83%
Residential building appearance									75.04%
Commercial building appearance									78.50%
Abandoned properties									51.12%

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? (average ranking listed)

High grass and weeds									7.75
Junk vehicles									6.75
Parking on the grass									5.42
Trash and gitter									7.39
Illegal dumping									5.31
Property cleanliness									6.59
Residential fences									4.90
Residential building appearance									4.56
Commercial building appearance									3.19
Abandoned properties									3.13

How would you rate the Lewisville Police Department in each of the following areas? (adjusted satisfaction ratings shown for each listed category)

Speed in responding to calls	85.32%	84.84%		85.81%	87.54%	86.83%	89.00%	85.85%
Courtesy	85.80%	86.45%		89.04%	89.66%	90.64%	88.38%	86.64%
Professionalism	87.84%	88.01%		91.17%	91.15%	91.45%	88.69%	87.11%
Customer Service	84.52%	85.49%		86.67%	88.32%	87.67%	86.98%	86.37%

How safe or unsafe do you feel in the following locations? (adjusted satisfaction ratings shown for each listed category)

Within your own neighborhood	85.48%	85.37%		85.47%	86.07%	93.43%	95.92%	94.38%
Within your own neighborhood (night)						74.09%	85.19%	76.83%
Residential areas outside your neighborhood	71.10%	64.75%		67.89%	70.60%	77.70%	88.62%	82.62%

Residential outside your neighborhood (night)					49.43%	66.96%	51.45%
Shopping in major retail areas			78.95%	86.08%	88.28%	96.16%	92.13%
Shopping in major retail areas (night)					60.15%	77.05%	62.70%
Walking in the historic Old Town district			85.81%	88.56%	94.56%	96.09%	94.70%
Walking in the historic Old Town district (night)					68.98%	75.13%	66.87%
In Lewisville parks			69.74%	77.63%	73.90%	87.13%	75.03%
At Lewisville festivals and concerts			90.99%	93.75%	92.66%	92.39%	89.82%
At a Lewisville ISD school function			92.52%	92.44%	89.50%	94.36%	89.88%
In the city of Lewisville as a whole			80.46%	86.93%	91.18%	96.04%	92.39%
In the city of Lewisville as a whole (night)					63.20%	74.86%	60.65%

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

Reporting a stray animal or encroaching wildlife			12.70%	10.67%		13.50%	10.22%	9.92%
Reporting a dead animal in a public roadway			4.49%	3.84%		6.57%	3.41%	3.58%
Looking for a lost or missing pet			3.30%	2.84%		2.55%	1.91%	16.51%
Looking to adopt a pet			6.18%	6.12%		7.66%	5.04%	5.54%
Volunteering at the Animal Adoption Center			1.52%	1.28%		1.82%	0.54%	0.92%
Donating to the Animal Adoption Center			5.00%	6.26%		9.85%	6.13%	5.31%
No contact			75.61%	76.96%		68.98%	79.02%	79.12%

Regarding Animal Service and the Lewisville Animal Shelter and Adoption Center, how satisfied or dissatisfied are you with the following services?

Response to reports of stray animals			88.14%	80.41%		94.20%		85.59%
Response to reports of wildlife			82.26%	79.10%		90.20%	82.19%	85.51%
Response to reports of dead animals in roadways			86.21%	84.62%		91.84%	79.17%	88.73%
Assistance with finding a lost or missing pet			88.76%	79.59%		85.71%	82.50%	80.77%
Ease of adopting a new pet			92.78%	91.53%		90.20%	90.32%	91.18%
Cost of adopting a new pet			82.73%	87.88%		82.46%	92.06%	91.03%
Physical appearance of the Adoption Center			94.82%	98.32%		98.94%	97.27%	99.28%
Facilities at the Adoption Center			94.54%	99.09%		97.73%	98.02%	97.67%
Professionalism of staff at the Adoption Center			92.31%	91.27%		96.94%	91.23%	93.53%
Friendliness of staff at the Adoption Center			94.20%	92.00%			91.30%	92.03%

Volunteer programs at the Adoption Center 88.89% 86.44% 72.13% 86.79% 84.78%

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

None because I did not know it existed								17.42%
None								37.60%
1-3 times								13.73%
4-6 times								6.69%
7-10 times								3.34%
More than 10 times								18.92%
Decline to answer								2.31%

Regarding Thrive multigenerational recreation center, how satisfied or dissatisfied would you say you are with the following? (adjusted satisfaction ratings shown for each listed category)

Hours of operation								91.34%
Courtesy of staff								94.46%
Value received for the membership fee paid								91.05%
Communication about programs and classes								82.01%
Variety of programs and classes								78.19%
Registration for programs and classes								79.01%
Using the Amila SmartRec online registration system								65.02%
Cost of programs and classes								87.36%
Quality of programs for children								74.75%
Quality of programs for teens								72.60%
Quality of programs for adults								83.53%
Quality of programs for seniors								82.26%
Quality of the facility								92.15%

How familiar are you with the Lewisville 2025 vision plan?

I do not know anything about the Lewisville 2025 vision plan 49.76% 38.05% 30.68% 26.77% 20.48% 30.16%

I have heard about the Lewisville 2025 plan but do not know what it contains		28.25%	28.39%	27.92%	29.74%		21.34%	26.82%
I have heard about the nine "Big Moves" in the plan but do not know any specific action steps		6.66%	7.74%	10.55%	12.22%		14.79%	11.50%
I am familiar with the contents of the Lewisville 2025 plan but do not know what progress has been made on action steps		9.39%	17.97%	17.86%	20.10%		27.60%	21.26%
I am keeping up with website postings and other information about progress and accomplishments related to the Lewisville 2025 vision plan		5.94%	7.84%	12.99%	11.17%		15.79%	10.26%

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?

The new UDC allows backyard cottages (accessory dwelling units) in most residential zoning districts								18.69%
The new UDC allows smaller minimum home sizes to address affordability								22.05%
The new UDC allows solar and wind energy systems on buildings with an approved building permit								45.52%
The new UDC contains additional protections for trees throughout the city								23.51%
The new UDC contains a list of native and adaptive plant species that perform best in Lewisville								22.77%

Which of the following best describes your primary residence?

I own a house, duplex, townhome or mobile home in Lewisville		86.28%	88.52%	85.85%	88.59%	89.39%	92.61%	87.84%
--	--	--------	--------	--------	--------	--------	--------	--------

I rent a house, duplex, townhome or mobile home in Lewisville		8.67%	7.38%	7.32%	5.78%	7.20%	4.12%	6.02%
I rent an apartment in Lewisville		4.17%	3.55%	6.18%	4.58%	3.41%	2.41%	5.51%
I live in a retirement center or similar facility in Lewisville		0.08%	0.09%	0.33%	0.32%	0.00%	0.14%	0.26%
I do not live in Lewisville		0.80%	0.46%	0.33%	0.72%	0.00%	0.14%	0.38%

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

75057		12.04%	9.84%	11.18%	10.69%	14.83%	12.78%	14.47%
75067		56.42%	58.74%	52.67%	52.97%	47.15%	56.53%	52.50%
75077		27.53%	29.78%	26.74%	30.14%	31.94%	26.85%	26.12%
75056		4.01%	1.64%	9.40%	6.19%	5.70%	3.84%	6.91%

How well do you know your neighbors / how often do you interact with your neighbors?

I do not know or interact with any of my neighbors		8.51%					5.14%	5.36%
I interact with my neighbors only if we happen to be outside together		52.09%					48.64%	50.00%
I regularly talk to and interact with at least some of my neighbors		36.44%					42.08%	40.31%
I regularly attend or host activities that bring me together with my neighbors		2.97%					4.14%	4.34%

Gender

Male	41.14%	41.84%	37.93%	39.50%	41.42%	40.93%	43.71%	41.96%
Female	58.86%	58.16%	62.07%	60.50%	58.58%	59.07%	50.43%	56.76%
Decline to Answer							5.86%	1.29%

Which would you describe yourself as?

Hispanic or Latino								9.49%
Not Hispanic or Latino								90.51%

Which would you describe yourself as? (mark all that apply)

American Indian or Alaska Native									1.70%
Asian									6.53%
Black or African American									4.96%
Native Hawaiian or Other Pacific Islander									39.00%
White									84.60%
Not Listed (describe):									4.18%

Which of these age groups includes your age?

18-24 years	0.74%	1.53%	0.91%	1.15%	0.81%	0.76%	0.57%	65.00%
25-34 years	17.25%	15.43%	11.69%	13.11%	11.67%	7.58%	8.33%	9.08%
35-44 years	20.87%	20.68%	19.63%	15.57%	20.69%	18.18%	16.09%	17.12%
45-54 years	27.74%	24.31%	23.65%	26.39%	21.01%	26.14%	22.99%	21.92%
55-64 years	18.37%	20.02%	23.56%	23.77%	25.44%	24.62%	24.57%	23.22%
65 and older	15.03%	18.01%	20.55%	20.00%	20.37%	22.73%	27.44%	28.15%

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?

No children	60.90%	67.32%	68.36%	67.99%	66.07%	70.34%	73.10%	74.22%
Under age 6	16.80%	15.85%	13.38%	14.10%	15.75%	9.51%	10.96%	9.90%
Ages 7-12	16.40%	12.52%	13.38%	12.11%	12.60%	11.79%	11.26%	10.42%
Ages 13-18	16.90%	14.31%	13.28%	15.09%	15.67%	15.59%	14.47%	12.37%

How long have you lived in the City of Lewisville?

Less than one year	1.83%	3.40%	2.56%	3.41%	2.89%	1.99%	0.85%	2.44%
1-3 years	13.02%	18.69%	16.62%	13.66%	15.19%	12.25%	8.52%	14.12%
4-6 years	13.20%	10.68%	10.41%	9.27%	12.78%	8.61%	14.20%	10.27%
7-9 years	13.02%	11.25%	9.41%	10.24%	7.40%	8.94%	9.66%	9.37%
10-20 years	31.44%	29.21%	29.68%	28.94%	27.57%	29.47%	25.57%	21.57%
More than 20 years	27.50%	26.78%	31.32%	34.47%	34.16%	38.74%	41.19%	42.23%
