



# 2014

## City of Bedford Citizen Survey



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## EXECUTIVE SUMMARY

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During the months of February 2014 through March 2014, a citizen survey was administered to residents of the City of Bedford, Texas. The University of North Texas Survey Research Center (SRC) surveyed 545 households in the city. The survey was administered to a selected set of households using telephone, web and mail methodologies. Ratings for quality of life, city services and code violations are shown in the table below.

	Percentage Responding	
	Excellent or Good	Average
Quality of Life in Bedford	93.2	1.73
Fire Department	98.5	1.43
Ambulance Services	97.6	1.60
Library Services	97.1	1.36
Trash Collection Services	93.3	1.64
Police Department	92.4	1.64
Sewer Services	91.7	1.86
Animal Control	89.3	1.87
Recycling Collection Services	88.4	1.79
Storm Water Drainage	83.2	2.00
Water Pressure	81.9	1.97
Parks	80.5	2.00
Recreational Programs	79.0	2.03
Code Compliance	77.0	2.10
Water Quality	76.7	2.07
Recreational Facilities	75.0	2.08
Street Maintenance	66.8	2.28
Control of Dead Animals in the Roadway	90.2	1.80
Control of Stray Animals	88.5	1.85
Control of Drainage and Flooding Problems	86.7	1.93
Control of Junk Vehicles	83.2	2.00
Control of Litter	81.7	2.01
Control of Vehicles Parked in Yards	76.8	2.10
Control of High Grass and Weeds	74.9	2.13
Control of Substandard/Deteriorated Housing	73.7	2.15
Control of Potholes	67.3	2.25
Control of a Lack of Sidewalks or Sidewalks in Disrepair	66.1	2.29
Control of Junk or Debris in Yards	65.1	2.28
Control of Fences in Disrepair	59.8	2.40

## **ACKNOWLEDGEMENTS**

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No project this size is complete without the collaborative efforts of many individuals. The authors wish to give special thanks to the City of Bedford City Council and staff that participated in the design of the questionnaire.

We also thank the many interviewers who were diligent in collecting the data for more than 180 telephone interviews. Efforts of several SRC staff and student employees are highlighted below:

- Student assistant Erica Acosta, managing the web and mail questionnaires, entering data entry from mail questionnaires and preparing the final report.
- Student research assistants Jacquilyn Randolph, Stephanie Hawkins, and Ajewel Harden for supervision of data collection.
- Jody Huddleston for GIS and mapping tools used in the report.

## I. INTRODUCTION

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During the months of February 2014 through March 2014, a citizen survey was administered to residents of the City of Bedford, Texas. The survey measured citizen perceptions regarding several areas of interest:

- Ratings of the quality of life in Bedford today and challenges for the future;
- Future policy matters the City may address;
- Ratings of City services; and
- Communication with citizens.

The University of North Texas Survey Research Center (SRC) conducted the survey in association with the staff of the City of Bedford.

## II. METHODOLOGY

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### Sample

The conceptual population for the survey was all residents of the City of Bedford who were 18 years of age or older. To ensure that only residents of Bedford were interviewed, SRC used an address-based sample of 2,850 Bedford addresses. Using an address-based sample represents a change in sampling from previous years where random digit dialing (RDD) was used. RDD has fallen out of favor since over 30 percent of households do not have landline telephones. This situation renders RDD samples less representative than they were in the past.

The addressed-based sample has a higher level of accuracy. Selected households could answer the survey via telephone, web or mail. This process will be described in the Data Collection section.

### Data Collection

All 2,850 households were sent a mail invitation to complete the survey on January 24, 2014. Respondents had several options for answering the survey. The mail invitation gave all recipients the option of calling SRC or logging onto a web-based questionnaire. Web questionnaires were accessible from January 26 to March 13. Those with listed telephone numbers (45.7 percent of the sample) were actively called up to eight times between February 4 and March 13. On February 21, all non-responding households were sent a one-page abbreviated survey. Incoming mail was collected through March 13.

Trained telephone interviewers who had previous experience in telephone surveys were used to conduct the survey. Each interviewer completed an intensive general training session. The purposes of general training were to ensure that interviewers understood and practiced all of the basic skills needed to conduct interviews and that they were knowledgeable about standard interviewing conventions. The interviewers also attended a specific training session for the project. The project training session provided information on the background and goals of the study. Interviewers practiced administering the questionnaire to become familiar with the questions.

All interviewing was conducted from a centralized telephone bank in Denton, Texas. An experienced telephone supervisor was on duty at all times to supervise the administration of the sample, monitor for quality control, and handle any other problems. Data for the survey were collected from February 4 to March 13, 2014.

### Sample results

A total of 545 usable interviews were conducted (183 by phone, 171 by Web, and 191 by mail). Since 357 of the 2,850 households contained undeliverable addresses, the adjusted response rate for the survey was 25.4 percent. Eighty one percent of the undeliverable addresses were vacant households.

In a random sample, 545 interviews yield a margin of error of  $\pm 4.19$  percent. This means, for example, that if 40 percent of the respondents answered "yes" to a question, we can be 95 percent confident that the actual proportion of residents in the population who would answer "yes" to the same question is 4.19 percentage points higher or lower than 40 percent (35.81 percent to 44.19 percent).

Map 1 shows the approximate locations of the respondents to the survey. The respondents are grouped by Police District as a way of segmenting the findings where appropriate. The number of responses in each Police District is also shown. Throughout the report, these areas will be referred to as Districts.

## **Analysis by Demographic Groups**

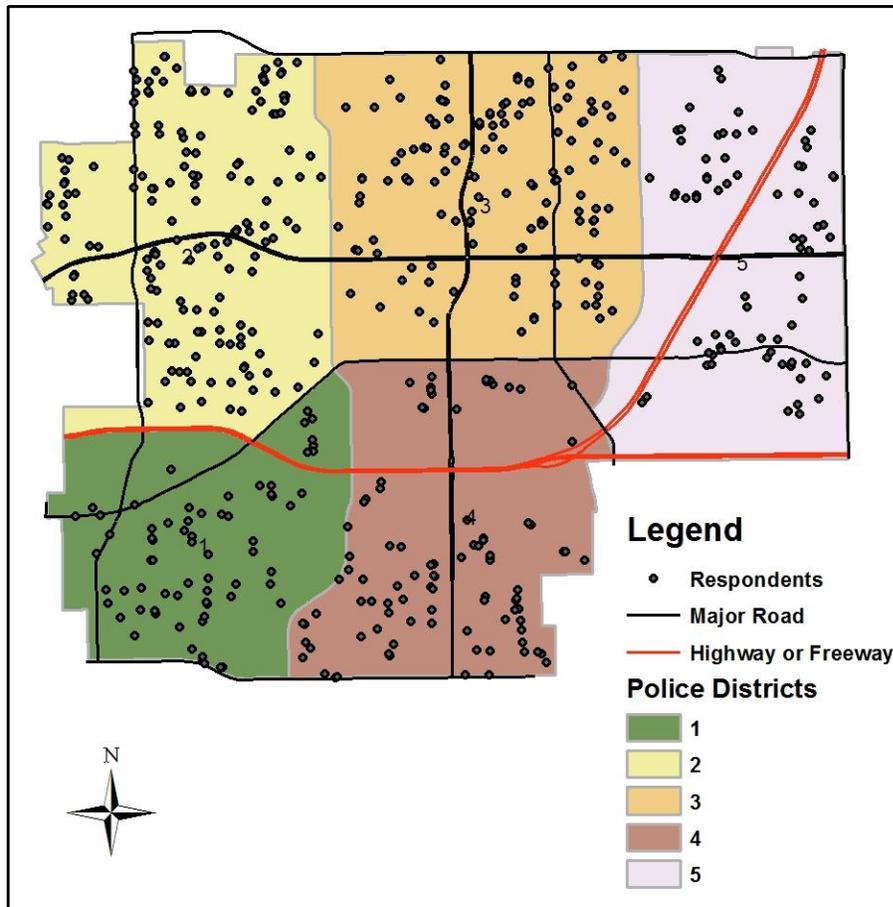
Each question in the survey was cross-tabulated with the following 11 demographic categories:

Years of education	Employment status
Age of respondent	Have children under 19 in household
Gender of respondent	Ethnicity
Length of residence	Zip code
Household income	Police Districts
Own or rent home	

Whenever the responses to a single question are divided by demographic groups, the percentage distribution of responses within one group will rarely exactly match the percentage distribution of another group; there will often be some variation between groups.

The most important consideration in interpreting these differences is to determine if the differences in the sample are representative of differences between the same groups within the general population. This consideration can be fulfilled with a test of statistical significance. The Survey Research Center only reports those differences between groups that are found to be statistically significant.

**Map 1  
Responses by District**



UNT Survey Research Center  
March 2014

## Report Format

The remainder of the report is arranged in four sections beginning with Section III. The section, “Sample Characteristics,” presents the findings for all respondents, except where it is otherwise noted. Section IV, “Quality of Life,” presents findings about attitudes regarding the quality of life in Bedford today and in the next several years. Section V, “Policy Guidance,” presents findings regarding the level of support citizens have for certain policy matters that the City may consider in the future, including banning smoking in restaurants and parks and ways to invest city resources. Section VI, “City Services,” presents findings regarding ratings and usage of city services received. Ratings for the City’s control of code violations are also discussed in this section. “Communications,” where citizens get their information about Bedford plus an assessment of Internet access and usage is dealt with in Section VII. Section VIII is the report “Conclusions”.

### III. SAMPLE CHARACTERISTICS

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**Table 1**  
**Demographics**

Demographics	Percentage (n=545)
Education	
8 years or less	0.7
Some high school	0.9
High school graduate	13.0
Some college	27.9
College graduate	38.5
Graduate school/degree	18.8
Length of residence	
1 to 5 years	16.3
6 to 10 years	12.2
More than 10 years	71.5
Gender of respondent	
Female	54.0
Male	46.0
Age of Respondent	
18 to 25	0.9
26 to 35	4.7
36 to 45	12.1
46 to 60	25.9
61 to 70	28.9
71 or older	27.4
Ethnicity	
African American	1.2
Asian	3.5
Hispanic	3.5
White	88.9
Other	2.9

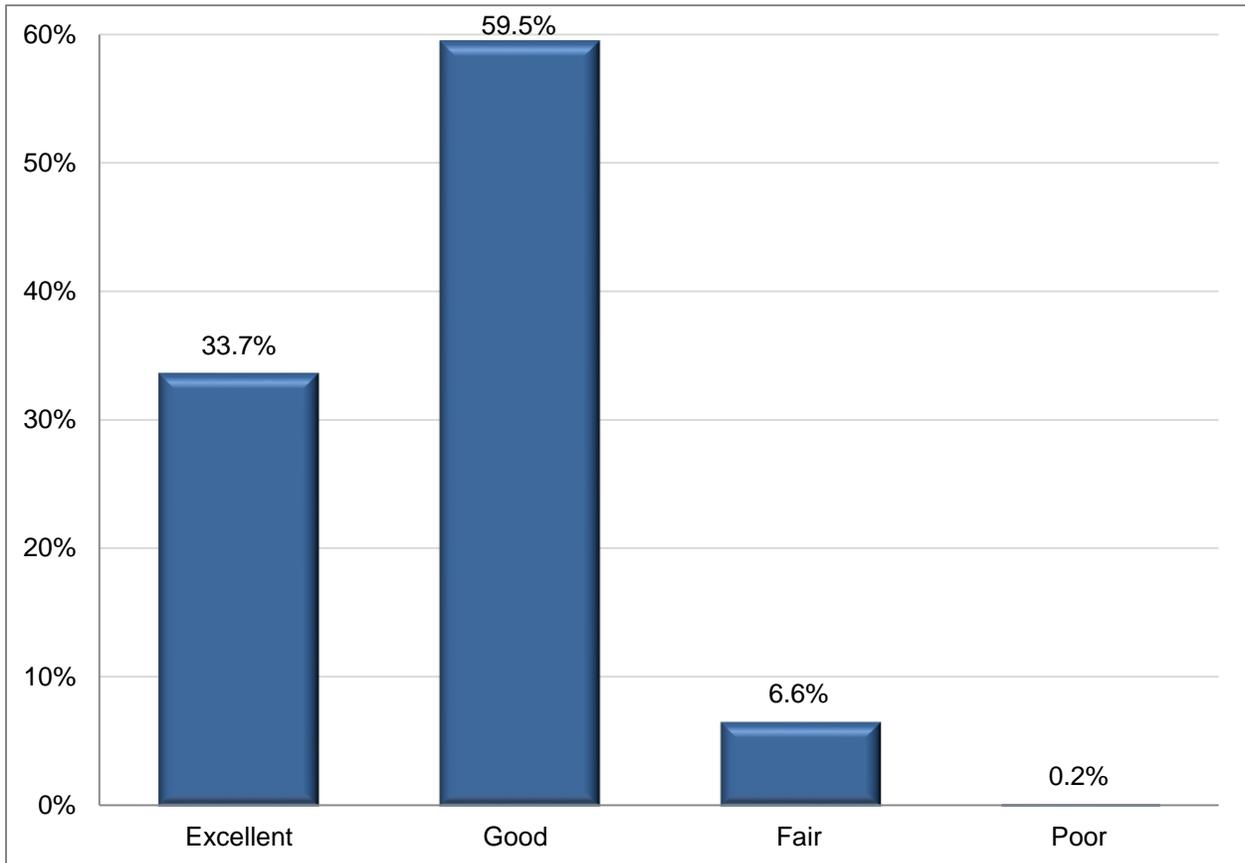
- As seen in Table 1, 85.2 percent of respondents had some college education (27.9 percent), had graduated college (38.5 percent) or attended graduate school/received a graduate degree (18.8 percent). The first three categories were combined (high school grad or less) in cross-tabulations appearing later in this report.
- Seventy-two percent of respondents had lived in Bedford more than 10 years.
- Fifty-four percent of respondents were female and 46.0 percent were male.
- Eighty-two percent of respondents in the sample were 46 years old or older.
- A large majority (88.9 percent) of respondents were White. All other ethnicities were combined (Other) to run cross-tabulations.

Demographics	Percentage (n=545)
Have children	
Yes	20.1
No	79.9
Have children by age	
Less than 6 years old	8.1
6 to 12 years old	14.0
13 to 18 years old	16.1
Income	
Under \$10,000	1.7
\$10,001 to \$25,000	8.1
\$25,001 to \$50,000	18.8
\$50,001 to \$75,000	19.8
\$75,001 to \$100,000	19.4
\$100,001 to \$125,000	13.6
\$125,001 to \$150,000	9.0
Over \$150,000	9.6
Own or rent home	
Own	89.3
Rent	10.6
Rent free situation	0.2
Employment status	
Full-time	43.8
Part-time	7.6
Unemployed	1.7
Retired	42.3
Student	0.7
Homemaker	3.9
Zip code	
76022	28.2
76021	71.8

- Twenty percent of respondents had children under 19 living in the household.
- Eight percent reported having children less than 6 years old. Fourteen percent had children age 6 to 12, and 16.1 percent had children age 13 to 18.
- Thirty-nine percent of respondents earned between \$50,000 and \$100,000 per year. Twenty-nine percent earned less than \$50,000 per year. Thirty-two percent earned over \$100,000 per year. The first two categories were collapsed into one (\$25,000 or less) to run the cross-tabulations.
- Eighty-nine percent of respondents owned their homes.
- Over half (51.4 percent) of respondents were employed either full-time (43.8 percent) or part-time (7.6 percent). Forty-two percent were retired. Unemployed, student and homemaker categories were collapsed into one to run the cross-tabulations.
- Nearly three-quarters (71.8 percent) of respondents lived in the 76021 zip code area.

## IV. QUALITY OF LIFE

**Figure 1**  
**Quality of Life in Bedford**  
**(n=528)**



- Respondents were asked to describe the quality of life in Bedford. As shown in Figure 1, 93.2 percent of respondents reported that the quality of life in Bedford was either excellent (33.7 percent) or good (59.5 percent).
- As shown in Table 2, ratings of the quality of life in Bedford varied with employment status but were highest among retired respondents.

**Table 2**  
**Quality of Life in Bedford**  
**by Selected Demographics**

	Percentage Responding			
	Excellent	Good	Fair	Poor
Employment status				
Full-time	30.6	61.1	8.3	0.0
Part-time	38.5	56.4	2.6	2.6
Unemployed/student/homemaker	38.7	45.2	16.1	0.0
Retired	35.3	60.2	4.5	0.0

**Table 3**  
**Greatest Challenge Facing Bedford in the Future**  
**(n=337)**

	Percentage responding
Economic growth/city finances	16.3
Businesses/Developments	15.7
Taxes	10.7
Construction	10.1
Traffic	6.5
City aging	6.5
Lack of land/land locked	4.7
Schools	4.5
City services	3.9
Housing	3.0
City government/politics	2.4
Crime	1.8
Parks/recreational facilities	1.8
I don't know/I have no idea	6.2
Other	5.6

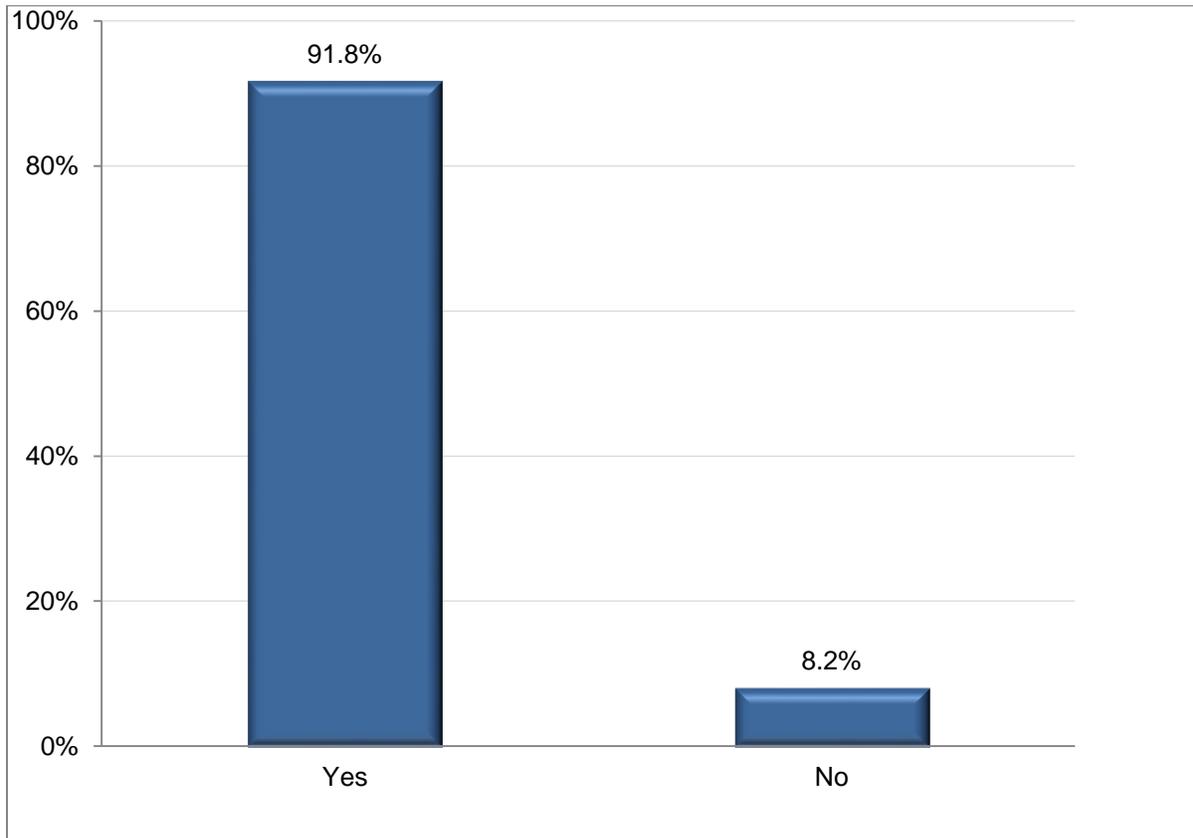
- Respondents were asked to identify the greatest challenge facing Bedford in the future. As shown in Table 3, 16.3 percent of respondents identified economic growth or city finances as the greatest challenge facing Bedford in the future. Smaller percentages of respondents reported that increasing businesses/developments (15.7 percent) and City taxes (10.7 percent) were challenges facing Bedford in the future.

**Table 4**  
**Changes to Make Bedford a Better Place to Live**  
**(n=330)**

	Percentage responding
Parks/Recreation	14.5
Businesses	12.4
City services	7.6
Taxes	6.4
City government/communication	6.0
Road Construction	4.5
City fund uses/Debt	4.5
Roads/Streets	3.3
Police	3.0
Code enforcement	3.0
Up keep	3.0
Housing	2.1
Schools	1.8
No changes	5.8
Don't know/Can't think of any/Not sure	13.3
Other	8.8

- Respondents were asked what one thing the City government could change to make Bedford a better place to live now and in the future. As shown in Table 4, 14.5 percent of respondents identified improving parks and recreational facilities could make Bedford a better place to live now and in the future. Smaller percentages of respondents reported that increasing businesses (12.4 percent), improving city services (7.6 percent), and decreasing taxes (6.4 percent) would also make Bedford a better place to live.

**Figure 2**  
**Plan on Remaining in Bedford for Next Several Years**  
**(n=342)**



- Respondents were asked if they planned to remain in Bedford in the next several years. As shown in Figure 2, 91.8 percent of respondents planned to remain in Bedford.
- As length of residence increased, the intent to remain in Bedford generally increased (see Table 5). One hundred percent of respondents age 18 to 35 stated they planned to remain in Bedford for the next several years. Respondents age 61 or older also had a very high percentage responding they plan to remain in Bedford.
- Respondents who were retired (97.1 percent) or were employed part-time (93.1 percent) and respondents without any children in the household (93.8 percent) were most likely to say they planned on remaining in Bedford.

**Table 5**  
**Plan on Remaining in Bedford for Next Several Years**  
**by Selected Demographics**

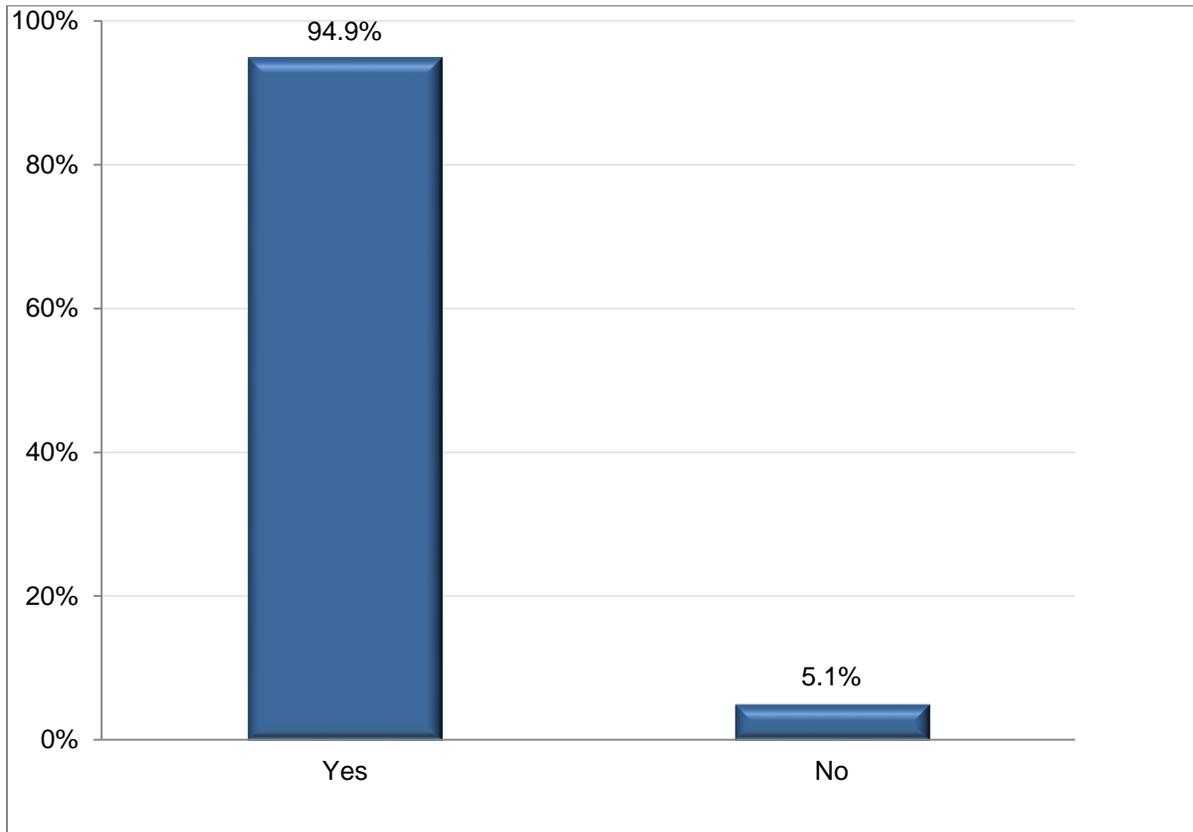
Demographics	Percentage Responding	
	Yes	No
Length of residence		
1 to 5 years	89.3	10.7
6 to 10 years	82.1	17.9
More than 10 years	93.9	6.1
Age of respondent		
18 to 25	100.0	0.0
26 to 35	100.0	0.0
36 to 45	76.9	23.1
46 to 60	88.2	11.8
61 to 70	95.1	4.9
71 and over	96.5	3.5
Has children under 19 in household		
Yes	83.3	16.7
No	93.8	6.2
Employment status		
Full-time	88.6	11.4
Part-time	93.1	6.9
Unemployed/student/homemaker	78.3	21.7
Retired	97.1	2.9

**Table 6**  
**Primary Reason for Leaving Bedford**  
**(n=35)**

	Percentage responding
Move to a better/nicer community	20.0
Retirement	17.1
Move closer to family	11.4
Move to better school district	8.6
Taxes are too high	8.6
Want bigger/newer housing	8.6
Congestion	8.6
Crime	5.7
Other	11.4

- Respondents who did not plan to remain in Bedford were asked the primary reason they considered leaving. As shown in Table 6, 20.0 percent of respondents stated they wanted to move to a better or nicer community. Seventeen percent of respondents were close to retirement and 11.4 percent wanted to move closer to their family.

**Figure 3**  
**Recommend Bedford as Good Place to Live**  
**(n=533)**



- Respondents were asked if they would recommend Bedford to a friend or family member as a good place to live. Ninety-five percent of respondents answered “yes” (see Figure 3).
- As shown in Table 7, 100.0 percent of respondents age 18 to 35 would recommend Bedford as a good place to live. Respondents age 71 or older and those without children were more likely to recommend Bedford to a friend or family member as a good place to live.

**Table 7**  
**Recommend Bedford as a Good Place to Live**  
**by Selected Demographics**

Demographics	Percentage Responding	
	Yes	No
Age of respondent		
18 to 25	100.0	0.0
26 to 35	100.0	0.0
36 to 45	93.7	6.3
46 to 60	89.8	10.2
61 to 70	94.7	5.3
71 and over	99.3	0.7
Have children under 6		
Yes	86.2	13.8
No	95.1	4.9
Have children age 6 to 12		
Yes	75.8	24.2
No	93.8	6.2

**Table 8**  
**Type of Community Member in Bedford**  
**(n=347)**

	Percentage responding
I stay somewhat informed	50.1
I become involved when issues affect me	27.7
I just live here	15.9
I am very active in my community	6.3

- Respondents were given a list of statements and asked which best describes them as a member of their community in Bedford. As shown in Table 8, 50.1 percent of respondents stated they stay somewhat informed and 27.7 percent stated they become involved when issues affect them.
- The percentage of respondents who stated they stay somewhat informed varied by education and income, and was higher among respondents without children and those in the 76021 zip code (see Table 9).

**Table 9**  
**Type of Community Member in Bedford**  
**by Selected Demographics**

	Percentage Responding			
	Stay somewhat informed	Become involved when affected	Just live here	Very active in community
Education				
High school grad or less	32.6	21.7	41.3	4.3
Some college	53.7	26.3	14.7	5.3
College grad	51.1	29.6	12.6	6.7
Grad school/degree	53.6	30.4	7.2	8.7
Have children under 6				
Yes	25.0	20.0	30.0	25.0
No	51.4	28.2	15.2	5.3
Income				
\$25,000 or less	31.4	31.4	31.4	5.7
\$25,001 to \$50,000	43.6	25.5	29.1	1.8
\$50,001 to \$75,000	55.7	21.3	11.5	11.5
\$75,001 to \$100,000	55.6	27.0	7.9	9.5
\$100,001 to \$125,000	53.3	35.6	8.9	2.2
\$125,001 to \$150,000	59.4	18.8	9.4	12.5
Over \$150,000	45.8	33.3	16.7	4.2
Zip code				
76022	42.7	22.9	29.2	5.2
76021	53.0	29.5	10.8	6.8

## V. POLICY GUIDANCE

---

**Table 10**  
**Support/Oppose Policy Matters in Bedford**

	Percentage Responding			
	Strongly support	Support	Oppose	Strongly oppose
Investing city resources to develop new businesses (n=496)	43.1	50.6	4.4	1.8
Banning texting while driving (n=507)	70.8	21.7	3.9	3.6
Investing city resources to revitalize existing commercial areas (n=480)	36.7	55.2	6.5	1.7
Banning smoking in restaurants (n=508)	65.2	21.9	8.5	4.5
Investing city resources to bury utility wires on major streets (n=412)	26.9	60.0	11.2	1.9
Banning smoking in parks (n=434)	44.2	27.9	21.4	6.5
Replacing the recycling bin that you currently use with a larger recycling cart that has a lid and wheels (n=439)	34.2	34.4	22.8	8.7
Investing city resources to pursue mass transit options (n=412)	21.8	45.9	25.0	7.3

- Respondents were asked if they strongly support, support, oppose or strongly oppose each of the policy matters listed in Table 10 in the city. Results are presented in descending order of the combined percentage of strongly support and support responses.

### Investing city resources to develop new businesses

- Ninety-four percent of respondents stated they strongly support (43.1 percent) or support (50.6 percent) investing city resources to develop new businesses (see Table 10).

### Banning texting while driving

- Ninety-three percent of respondents stated they strongly support (70.8 percent) or support (21.7 percent) banning texting while driving (see Table 10).
- As shown in Table 11, support for banning texting while driving varied by age and employment status, with younger respondents and those who were unemployed/student/homemaker reporting lower percentages of support. Respondents without children and White respondents were more likely to support banning texting while driving.

**Table 11**  
**Support/Oppose Banning Texting while Driving**  
**by Selected Demographics**

	Percentage Responding			
	Strongly support	Support	Oppose	Strongly oppose
Age of respondent				
18 to 25	20.0	40.0	20.0	20.0
26 to 35	40.0	55.0	5.0	0.0
36 to 45	54.4	36.8	5.3	3.5
46 to 60	68.5	28.3	3.1	0.0
61 to 70	80.0	12.7	4.0	3.3
71 and over	75.0	14.3	3.6	7.1
Ethnicity				
White	67.6	23.8	3.4	5.2
Other	55.9	32.4	11.8	0.0
Have children under 19 in household				
Yes	55.7	36.1	6.2	2.1
No	74.4	18.3	3.4	3.9
Have children under 6				
Yes	46.2	42.3	11.5	0.0
No	67.2	23.7	4.2	4.9
Employment status				
Full-time	66.4	28.9	3.3	1.4
Part-time	76.3	18.4	2.6	2.6
Unemployed/student/homemaker	46.9	40.6	12.5	0.0
Retired	77.2	13.2	3.7	5.9

Investing city resources to revitalize existing commercial areas

- Investing city resources to revitalize existing commercial areas was strongly supported (36.7 percent) or supported (55.2 percent) by 91.9 percent of respondents (see Table 10).
- Support for investing city resources to revitalize existing commercial areas was lowest among respondents age 18 to 25 (75.0 percent) then decreased as age increased for all other age categories. Support was higher among respondents of Other ethnicities (see Table 12).

**Table 12**  
**Support/Oppose Investing City Resources to Revitalize Existing Commercial Areas**  
**by Selected Demographics**

	Percentage Responding			
	Strongly support	Support	Oppose	Strongly oppose
Age of respondent				
18 to 25	50.0	25.0	0.0	25.0
26 to 35	39.1	56.5	4.3	0.0
36 to 45	41.0	54.1	3.3	1.6
46 to 60	45.2	48.4	4.8	1.6
61 to 70	30.7	61.3	7.3	0.7
71 and over	29.8	57.9	9.9	2.5
Ethnicity				
White	37.3	54.5	7.1	1.2
Other	29.4	62.7	2.0	5.9

### Banning smoking in restaurants

- Eighty-seven percent of respondents stated they strongly support (65.2 percent) or support (21.9 percent) banning smoking in restaurants (see Table 10).
- White respondents were more likely to support banning smoking in restaurants than respondents of Other ethnicities (see Table 13).

**Table 13**  
**Support/Oppose Banning Smoking in Restaurants**  
**by Selected Demographics**

	Percentage Responding			
	Strongly support	Support	Oppose	Strongly oppose
Ethnicity				
White	61.7	25.1	9.8	3.5
Other	57.6	21.2	6.1	15.2

### Investing city resources to bury utility wires on major streets

- Eighty-seven percent of respondents stated they strongly support (26.9 percent) or support (60.0 percent) investing city resources to bury utility wires on major streets (see Table 10).

### Banning smoking in parks

- Banning smoking in parks was strongly supported (44.2 percent) or supported (27.9 percent) by 72.1 percent of respondents.
- As shown in Table 14, homeowners were more likely to strongly support or support banning smoking in parks than renters.

**Table 14**  
**Support/Oppose Banning Smoking in Parks**  
**by Selected Demographics**

	Percentage Responding			
	Strongly support	Support	Oppose	Strongly oppose
Own or rent home				
Own	42.8	29.6	22.2	5.4
Rent	53.5	14.0	16.3	16.3

### Replacing recycling bins with larger recycling cart

- Sixty-nine percent of respondents stated they strongly support (34.2 percent) or support (34.4 percent) replacing the recycling bin they currently use with a larger recycling cart that has a lid and wheels (see Table 10).
- Support for replacing the recycling bins with a larger recycling cart was highest among younger respondents, female respondents and renters. Support was also higher among respondents with children under 19, respondents with children age 13 to 18, respondents without children under 6 and those employed full-time (see Table 15).

**Table 15**  
**Support/Oppose Replacing Recycling Bins with Larger Recycling Cart**  
**by Selected Demographics**

	Percentage Responding			
	Strongly support	Support	Oppose	Strongly oppose
Gender				
Female	38.0	36.3	17.1	8.5
Male	28.8	31.9	29.8	9.4
Age of respondent				
18 to 25	50.0	50.0	0.0	0.0
26 to 35	60.0	25.0	10.0	5.0
36 to 45	50.9	31.6	12.3	5.3
46 to 60	37.3	35.5	19.1	8.2
61 to 70	33.1	33.1	25.2	8.7
71 and over	19.0	38.8	31.0	11.2
Have children under 19 in household				
Yes	49.5	33.0	12.1	5.5
No	30.2	34.8	25.6	9.5
Have children under 6				
Yes	50.0	16.7	20.8	12.5
No	33.7	37.7	24.5	4.0
Have children age 13 to 18				
Yes	54.2	35.4	4.2	6.3
No	32.7	37.0	26.5	3.9
Own or rent home				
Own	33.0	33.2	24.3	9.5
Rent	43.2	45.5	9.1	2.3
Employment status				
Full-time	44.6	34.8	14.7	6.0
Part-time	42.4	27.3	27.3	3.0
Unemployed/student/homemaker	29.6	33.3	29.6	7.4
Retired	22.6	35.8	28.9	12.6

Investing city resources to pursue mass transit options

- Sixty-eight percent of respondents stated they strongly support (21.8 percent) or support (45.9 percent) investing city resources to pursue mass transit options (see Table 10).
- Responses supporting investing city resources to pursue mass transit options varied with education and were higher among female respondents and those without children under 6 (see Table 16).

**Table 16**  
**Support/Oppose Investing City Resources to Pursue Mass Transit Options**  
**by Selected Demographics**

	Percentage Responding			
	Strongly support	Support	Oppose	Strongly oppose
Education				
High school grad or less	24.1	51.7	22.4	1.7
Some college	26.7	41.7	23.3	8.3
College grad	12.5	44.4	32.5	10.6
Grad school/degree	32.4	50.7	14.1	2.8
Gender				
Female	24.5	48.6	21.8	5.0
Male	16.7	43.3	29.4	10.6
Have children under 6				
Yes	20.8	25.0	37.5	16.7
No	20.8	50.2	24.7	4.3

## VI. CITY SERVICES

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### City Service Ratings

**Table 17**  
**Ratings of City Services**

	Percentage responding			
	Excellent	Good	Fair	Poor
Fire department (n=518)	58.9	39.6	0.8	0.8
Ambulance services (n=460)	43.3	54.3	2.0	0.4
Library (n=517)	67.5	29.6	2.3	0.6
Trash collection services (n=535)	44.3	49.0	5.6	1.1
Police department (n=527)	45.5	46.9	5.7	1.9
Sewer service (n=507)	23.1	68.6	7.9	0.4
Animal control (n=512)	26.4	62.9	8.0	2.7
Recycling collection services (n=525)	35.8	52.6	8.8	2.9
Storm water drainage (n=512)	19.9	63.3	13.7	3.1
Water pressure (n=536)	24.6	57.3	14.4	3.7
Parks (n=552)	21.5	59.0	17.6	1.9
Recreational programs (n=490)	20.0	59.0	19.0	2.0
Code compliance (n=503)	19.1	57.9	16.9	6.2
Water quality (n=534)	23.0	53.7	16.5	6.7
Recreational facilities (n=511)	20.4	54.6	21.7	3.3
Street maintenance (n=537)	11.9	54.9	26.6	6.5

- Respondents were asked to rate services provided by the City of Bedford. Services are presented in descending order of the combined percentage of excellent and good responses.

#### Fire department

- As shown in Table 17, 98.5 percent of respondents rated fire department services as either excellent (58.9 percent) or good (39.6 percent).
- Ratings of the fire department were very favorable among all listed demographic categories; with 4 percent or less rating the fire department as fair or poor (see Table 18). Combined excellent and good ratings were higher among respondents who had lived in Bedford for 5 years or less, respondents without children age 6 to 12 and White respondents.
- One hundred percent of respondents who were employed part-time, unemployed/student/homemaker, or retired rated the fire department as excellent or good (see Table 18).

**Table 18**  
**Ratings of Fire Department**  
**by Selected Demographics**

	Percentage Responding			
	Excellent	Good	Fair	Poor
Length of residence				
1 to 5 years	43.9	54.9	0.0	1.2
6 to 10 years	57.4	41.0	0.0	1.6
More than 10 years	62.5	35.9	1.1	0.5
Employment status				
Full-time	54.4	42.0	1.8	1.8
Part-time	73.7	26.3	0.0	0.0
Unemployed/student/homemaker	44.1	55.9	0.0	0.0
Retired	62.8	37.2	0.0	0.0
Ethnicity				
White	62.8	36.9	0.3	0.0
Other	55.9	41.2	0.0	2.9
Have children age 6 to 12				
Yes	68.0	28.0	0.0	4.0
No	60.1	39.2	0.3	0.3

Ambulance services

- Ninety-eight percent of respondents rated ambulance services as either excellent (43.3 percent) or good (54.3 percent) (see Table 17).
- Ambulance services ratings were higher among respondents of Other ethnicities (see Table 19).

**Table 19**  
**Ratings of Ambulance Services**  
**by Selected Demographics**

	Percentage Responding			
	Excellent	Good	Fair	Poor
Ethnicity				
White	48.6	49.0	1.9	0.4
Other	22.6	77.4	0.0	0.0

Library

- Ninety-seven percent of respondents rated the library as either excellent (67.5 percent) or good (29.6 percent) (see Table 17).
- Ratings of the library were higher among those age 61 or older\* and retired respondents (see Table 20). Female respondents, respondents without children under 6, respondents of Other ethnicities and homeowners were more likely to rate the library as excellent.

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\* While 100 percent of respondents age 18 to 25 rated the library as excellent, it is important to note that there were 4 responses to this question from that age category. The statistical significance is greater for the 99.3 percent of respondents age 61 and older who rated the library as excellent or good.

**Table 20**  
**Ratings of Library**  
**by Selected Demographics**

	Percentage Responding			
	Excellent	Good	Fair	Poor
Gender				
Female	72.8	25.7	0.7	0.7
Male	63.3	32.3	3.9	0.4
Age of respondent				
18 to 25	100.0	0.0	0.0	0.0
26 to 35	50.0	37.5	8.3	4.2
36 to 45	60.3	38.1	0.0	1.6
46 to 60	58.1	35.3	5.9	0.7
61 to 70	75.8	23.5	0.7	0.0
71 and over	72.4	26.9	0.7	0.0
Ethnicity				
White	69.8	27.9	1.7	0.7
Other	73.5	14.7	11.8	0.0
Have children under 6				
Yes	55.2	41.4	0.0	3.4
No	70.8	26.0	2.8	0.3
Own or rent home				
Own	68.8	28.8	1.7	0.6
Rent	53.8	38.5	7.7	0.0
Employment status				
Full-time	61.7	34.8	3.1	0.4
Part-time	72.5	20.0	2.5	5.0
Unemployed/student/homemaker	54.8	35.5	9.7	0.0
Retired	73.8	25.7	0.5	0.0

Trash collection services

- Ninety-three percent of respondents rated trash collection services as either excellent (44.3 percent) or good (49.0 percent) (see Table 17).
- As shown in Table 21, ratings of trash collection were higher among older respondents, retired respondents and homeowners.

**Table 21**  
**Ratings of Trash Collection Services**  
**by Selected Demographics**

	Percentage Responding			
	Excellent	Good	Fair	Poor
Age of respondent				
18 to 25	25.0	50.0	0.0	25.0
26 to 35	21.7	69.6	8.7	0.0
36 to 45	39.1	42.2	15.6	3.1
46 to 60	47.4	45.3	6.6	0.7
61 to 70	46.5	49.0	3.9	0.6
71 and over	45.9	51.4	2.1	0.7
Employment status				
Full-time	44.6	48.5	6.1	0.9
Part-time	42.5	50.0	7.5	0.0
Unemployed/student/homemaker	23.5	55.9	17.6	2.9
Retired	46.9	48.7	3.1	1.3
Own or rent home				
Own	46.8	46.8	5.2	1.3
Rent	18.9	71.7	9.4	0.0

Police department

- Ninety-two percent of respondents rated police services as either excellent (45.5 percent) or good (46.9 percent) (see Table 17).
- Ratings of the police department varied by income (see Table 22).

**Table 22**  
**Ratings of Police Department**  
**by Selected Demographics**

	Percentage Responding			
	Excellent	Good	Fair	Poor
Income				
\$25,000 or less	25.5	66.0	6.4	2.1
\$25,001 to \$50,000	39.1	54.0	6.9	0.0
\$50,001 to \$75,000	47.3	49.5	3.3	0.0
\$75,001 to \$100,000	54.9	38.5	4.4	2.2
\$100,001 to \$125,000	59.4	29.7	6.3	4.7
\$125,001 to \$150,000	41.9	51.2	7.0	0.0
Over \$150,000	37.8	51.1	6.7	4.4

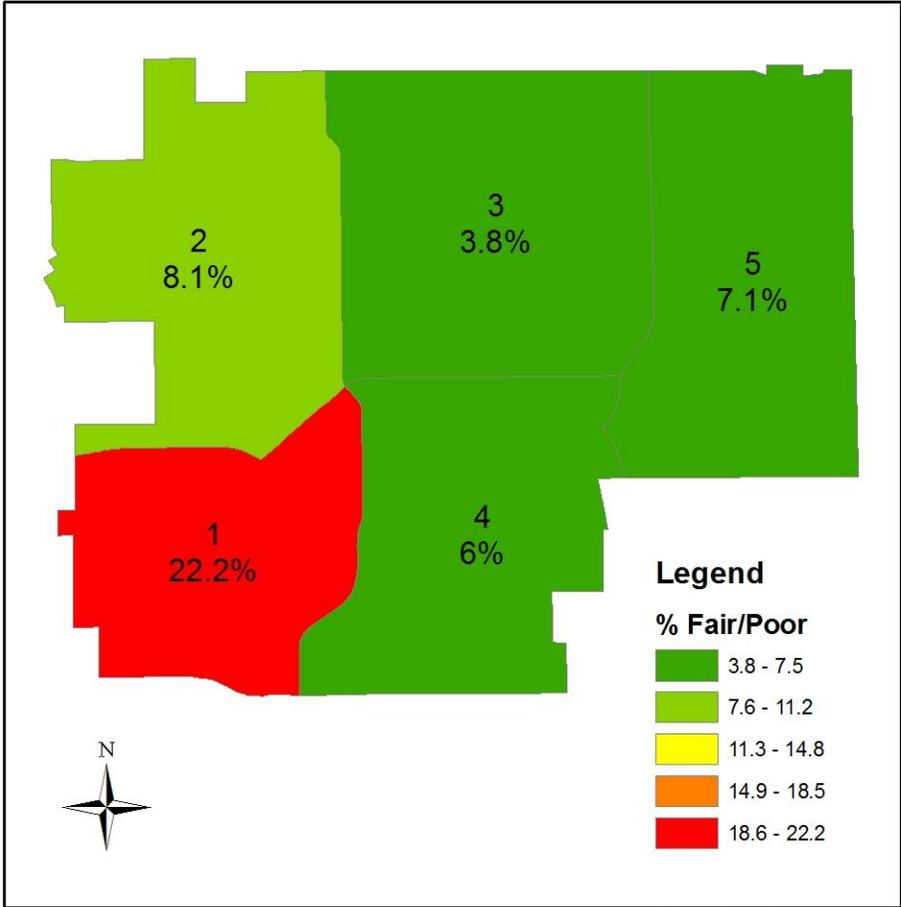
Sewer service

- Ninety-two percent of respondents rated sewer service either excellent (23.1 percent) or good (68.6 percent) (see Table 17).
- The percentage of respondents who rated sewer service either excellent or good was greater among respondents in District 3 (see Table 23).
- As shown in Map 2, fair or poor ratings for sewer service were highest among respondents in District 1 (22.2 percent) and lowest among respondents in District 3 (3.8 percent).

**Table 23**  
**Ratings of Sewer Service**  
**by Selected Demographics**

District	Percentage Responding			
	Excellent	Good	Fair	Poor
District 1	15.9	61.9	20.6	1.6
District 2	21.4	70.4	7.5	0.6
District 3	26.5	69.7	3.8	0.0
District 4	26.5	67.5	6.0	0.0
District 5	22.9	70.0	7.1	0.0

**Map 2**  
**Percentage Fair/Poor for Sewer Services**



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### Animal Control

- Eighty-nine percent of respondents rated animal control services either excellent (26.4 percent) or good (62.9 percent) (see Table 17).

### Recycling collection services

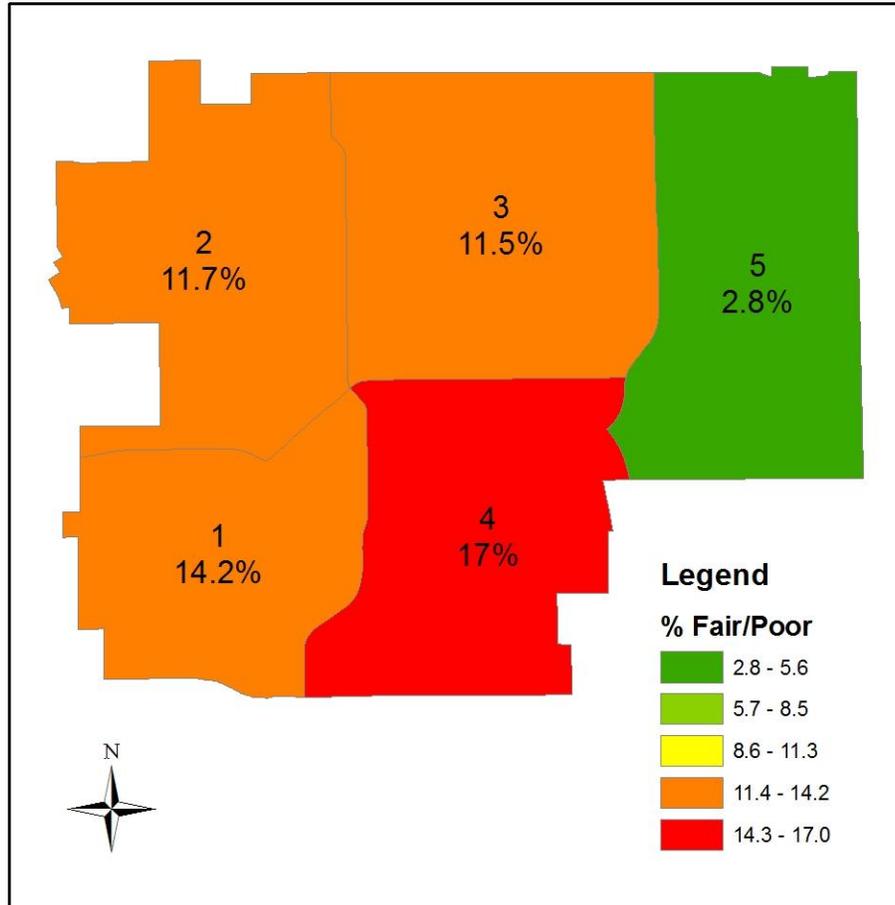
- Eighty-eight percent of respondents rated recycling collection services as either excellent (35.8 percent) or good (52.6 percent) (see Table 17).
- Recycling collection services received higher ratings from respondents without children, retired respondents, homeowners and respondents in the 76021 zip code (see Table 24). Excellent or good ratings of recycling collection services increased as length of residence and age increased.

**Table 24  
Ratings of Recycling Collection Services  
by Selected Demographics**

	Percentage Responding			
	Excellent	Good	Fair	Poor
Length of residence				
1 to 5 years	30.5	47.6	12.2	9.8
6 to 10 years	33.9	54.8	8.1	3.2
More than 10 years	37.2	53.1	8.4	1.3
Age of respondent				
18 to 25	0.0	75.0	0.0	25.0
26 to 35	25.0	37.5	20.8	16.7
36 to 45	31.7	50.0	15.0	3.3
46 to 60	37.5	48.5	10.3	3.7
61 to 70	36.8	54.6	7.9	0.7
71 and over	37.8	56.6	4.2	1.4
Have children under 19 in household				
Yes	28.3	51.9	14.2	5.7
No	37.7	52.7	7.4	2.1
Own or rent home				
Own	37.1	53.4	8.2	1.3
Rent	18.8	47.9	14.6	18.8
Employment status				
Full-time	36.7	49.6	9.3	4.4
Part-time	36.6	51.2	12.2	0.0
Unemployed/student/homemaker	14.7	58.8	20.6	5.9
Retired	37.3	55.5	5.9	1.4
Zip code				
76022	23.7	60.2	10.8	5.4
76021	40.2	49.4	7.6	2.8
District				
District 1	20.6	65.1	6.3	7.9
District 2	39.3	49.1	8.6	3.1
District 3	35.3	53.2	10.1	1.4
District 4	35.2	47.7	13.6	3.4
District 5	43.1	54.2	2.8	0.0

- As shown in Map 3, fair or poor ratings for recycling collection service were highest among respondents in District 4 (17.0 percent) and lowest among respondents in District 5 (2.8 percent).

**Map 3**  
**Percentage Fair/Poor for Recycling Collection Services**



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Storm water drainage

- Storm water drainage was rated either excellent (19.9 percent) or good (63.3 percent) by 83.2 percent of respondents.
- As shown in Table 25, excellent or good ratings of storm water drainage were highest among male respondents and those employed part-time.

**Table 25**  
**Ratings of Storm Water Drainage**  
**by Selected Demographics**

	Percentage Responding			
	Excellent	Good	Fair	Poor
Gender				
Female	17.6	61.8	17.6	3.1
Male	23.3	64.8	8.9	3.0
Employment status				
Full-time	21.8	62.7	12.0	3.6
Part-time	17.5	72.5	7.5	2.5
Unemployed/student/homemaker	9.7	54.8	35.5	0.0
Retired	20.4	64.0	12.8	2.8

Water pressure

- Water pressure was rated either excellent (24.6 percent) or good (57.3 percent) by 81.9 percent of respondents (see Table 17).

Parks

- Parks were rated either excellent (21.5 percent) or good (59.0 percent) by 80.5 percent of respondents (see Table 17).
- Ratings of parks generally increased as age increased and were higher among respondents without children and retired respondents (see Table 26).

**Table 26**  
**Ratings of Parks**  
**by Selected Demographics**

	Percentage Responding			
	Excellent	Good	Fair	Poor
Age of respondent				
18 to 25	0.0	40.0	40.0	20.0
26 to 35	16.7	50.0	33.3	0.0
36 to 45	20.6	50.8	22.2	6.3
46 to 60	24.1	57.7	16.8	1.5
61 to 70	21.7	57.9	19.1	1.3
71 and over	20.9	67.9	10.4	0.7
Have children under 19 in household				
Yes	18.5	48.1	28.7	4.6
No	22.2	61.8	14.7	1.2
Have children under 6				
Yes	10.7	50.0	39.3	0.0
No	22.1	58.9	17.1	1.9
Have children age 6 to 12				
Yes	31.4	39.2	25.5	3.9
No	20.6	61.1	17.0	1.3
Have children age 13 to 18				
Yes	19.0	50.0	22.4	8.6
No	22.2	59.3	17.9	0.7
Employment status				
Full-time	25.2	52.2	19.1	3.5
Part-time	12.5	57.5	30.0	0.0
Unemployed/student/homemaker	9.1	63.6	24.2	3.0
Retired	21.1	66.2	12.2	0.5

### Recreational programs

- Recreational programs were rated either excellent (20.0 percent) or good (59.0 percent) by 79.0 percent of respondents (see Table 17).
- Excellent and good ratings of recreational programs decreased as education increased and were higher among respondents with children and White respondents (see Table 27).

**Table 27**  
**Ratings of Recreational Programs**  
**by Selected Demographics**

	Percentage Responding			
	Excellent	Good	Fair	Poor
Education				
High school grad or less	16.7	75.0	5.0	3.3
Some college	20.0	59.3	17.1	3.6
College grad	23.4	54.3	21.8	0.5
Grad school/degree	14.7	57.9	25.3	2.1
Ethnicity				
White	20.6	60.1	17.5	1.7
Other	14.7	47.1	29.4	8.8
Have children under 6				
Yes	7.1	71.4	10.7	10.7
No	21.2	58.3	18.9	1.7

### Code compliance

- Code compliance was rated either excellent (19.1 percent) or good (57.9 percent) by 77.0 percent of respondents (see Table 17).
- As shown in Table 28, respondents who have lived in Bedford 6 to 10 years were most likely to rate code compliance as excellent or good.

**Table 28**  
**Ratings of Code Compliance**  
**by Selected Demographics**

	Percentage Responding			
	Excellent	Good	Fair	Poor
Length of residence				
1 to 5 years	19.0	48.1	24.1	8.9
6 to 10 years	15.9	69.8	4.8	9.5
More than 10 years	19.1	57.8	17.9	5.1

### Water quality

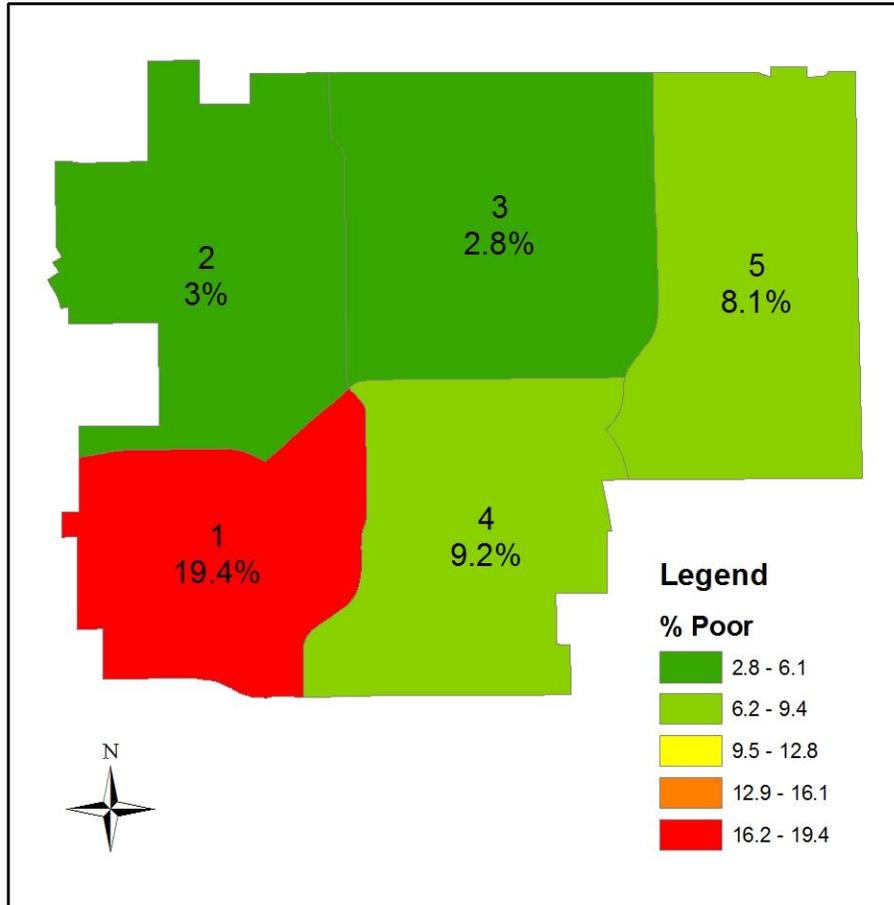
- Water quality was rated either excellent (23.0 percent) or good (53.7 percent) by 76.7 percent of respondents (see Table 17).
- The percentage of respondents who rated sewer service as excellent or good was greater among White respondents, homeowners and respondents in the 76021 zip code (see Table 29).

**Table 29**  
**Ratings of Water Quality**  
**by Selected Demographics**

	Percentage Responding			
	Excellent	Good	Fair	Poor
Ethnicity				
White	25.6	51.5	16.7	6.2
Other	20.6	47.1	11.8	20.6
Own or rent home				
Own	24.4	54.5	15.6	5.5
Rent	10.9	47.3	25.5	16.4
Zip code				
76022	15.6	55.2	14.6	14.6
76021	28.9	49.8	16.6	4.7
District				
District 1	9.0	49.3	22.4	19.4
District 2	23.6	53.3	20.0	3.0
District 3	26.2	58.2	12.8	2.8
District 4	18.4	58.6	13.8	9.2
District 5	33.8	44.6	13.5	8.1

- As shown in Map 4, fair or poor ratings for water quality were highest among respondents in District 1 (19.4 percent) and lowest among respondents in District 3 (2.8 percent).

**Map 4**  
**Percentage Fair/Poor for Water Quality**



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Recreational facilities

- Recreational facilities were rated either excellent (20.4 percent) or good (54.6 percent) by 75.0 percent of respondents (see Table 17).
- Respondents without children were more likely to rate recreational facilities as excellent than respondents with children (see Table 30).

**Table 30**  
**Ratings of Recreational Facilities**  
**by Selected Demographics**

	Percentage Responding			
	Excellent	Good	Fair	Poor
Have children under 19 in household				
Yes	13.1	54.2	26.2	6.5
No	22.3	54.7	20.5	2.5
Have children under 6				
Yes	7.1	71.4	10.7	10.7
No	21.2	58.3	18.9	1.7

Street maintenance

- Sixty-seven percent of respondents rated street maintenance as either excellent (11.9 percent) or good (54.9 percent) (see Table 17).

## Usage of City Services/Facilities

**Table 31**  
**City Service/Facility Usage in Past Year**

	Percentage responding	
	Yes	No
Library (n=538)	76.2	23.8
Other City Parks (n=533)	56.1	43.9
Boys Ranch Activity Center (n=535)	43.9	56.1
Bedford Splash (n=531)	28.1	71.9
Called for police services (n=532)	25.0	75.0
Recreational programs (n=526)	20.2	79.8
Called for ambulance services (n=530)	14.0	86.0
Meadow Park Athletic Complex (n=528)	12.7	87.3
Called for fire department services (n=530)	10.8	89.2

- Respondents were asked if they had used any of the services or facilities listed in Table 31 in the past year. Services are presented in descending order of reported usage.

### Library

- Seventy-six percent of respondents indicated they had used the library in the past year (see Table 31).
- As shown in Table 32, the percentage of respondents who reported using the library in the past year was higher among respondents who attended graduate school/completed graduate degree, those with children and homeowners.

**Table 32**  
**Used Library in Past Year**  
**by Selected Demographics**

	Percentage responding	
	Yes	No
Education		
High school grad or less	60.3	39.7
Some college	81.1	18.9
College grad	76.3	23.7
Grad school/degree	81.2	18.8
Have children under 19 in household		
Yes	85.5	14.5
No	73.8	26.2
Own or rent home		
Own	77.5	22.5
Rent	64.3	35.7

Other city parks

- Other city parks were used in the past year by 56.1 percent of respondents (see Table 31).
- The percentage of respondents who reported using other city parks in the past year generally increased as education and income increased, and varied by age of the respondent. Respondents with children and those employed full-time were more likely to use other city parks (see Table 33).

**Table 33  
Used Other City Parks in Past Year  
by Selected Demographics**

	Percentage responding	
	Yes	No
Education		
High school grad or less	39.0	61.0
Some college	53.4	46.6
College grad	61.2	38.8
Grad school/degree	62.0	38.0
Age of respondent		
18 to 25	100.0	0.0
26 to 35	76.0	24.0
36 to 45	90.8	9.2
46 to 60	60.1	39.9
61 to 70	55.9	44.1
71 and over	31.7	68.3
Have children under 19 in household		
Yes	80.9	19.1
No	49.6	50.4
Have children under 6		
Yes	93.1	6.9
No	55.2	44.8
Have children age 6 to 12		
Yes	90.2	9.8
No	53.4	46.6
Have children age 13 to 18		
Yes	74.6	25.4
No	53.7	46.3
Income		
\$25,000 or less	42.2	57.8
\$25,001 to \$50,000	41.6	58.4
\$50,001 to \$75,000	55.8	44.2
\$75,001 to \$100,000	62.4	37.6
\$100,001 to \$125,000	69.2	30.8
\$125,001 to \$150,000	72.1	27.9
Over \$150,000	61.4	38.6
Employment status		
Full-time	67.8	32.2
Part-time	52.5	47.5
Unemployed/student/homemaker	62.5	37.5
Retired	43.1	56.9

### Boys Ranch Activity Center

- Forty-four percent of respondents reported using the Boys Ranch Activity Center in the past year (see Table 31).
- As shown in Table 34, usage of the Boys Ranch Activity Center in the past year varied by age and income, and was higher among respondents with children and homeowners.

**Table 34**  
**Used Boys Ranch Activity Center in Past Year**  
**by Selected Demographics**

	Percentage responding	
	Yes	No
Age of respondent		
18 to 25	20.0	80.0
26 to 35	52.0	48.0
36 to 45	53.8	46.2
46 to 60	53.6	46.4
61 to 70	36.6	63.4
71 and over	38.9	61.1
Have children under 19 in household		
Yes	62.7	37.3
No	39.1	60.9
Have children age 6 to 12		
Yes	74.5	25.5
No	40.7	59.3
Have children age 13 to 18		
Yes	59.3	40.7
No	42.5	57.5
Income		
\$25,000 or less	41.3	58.7
\$25,001 to \$50,000	27.0	73.0
\$50,001 to \$75,000	41.5	58.5
\$75,001 to \$100,000	47.3	52.7
\$100,001 to \$125,000	61.5	38.5
\$125,001 to \$150,000	32.6	67.4
Over \$150,000	55.6	44.4
Own or rent home		
Own	45.4	54.6
Rent	30.9	69.1

### Bedford Splash

- Bedford Splash was used in the past year by 28.1 percent of respondents (see Table 31).
- Usage of Bedford Splash varied with age of the respondent and income, and increased as education increased (see Table 35). Respondents with children and respondents employed full-time were more likely to use Bedford Splash.

**Table 35**  
**Used Bedford Splash in Past Year**  
**by Selected Demographics**

	Percentage responding	
	Yes	No
Education		
High school grad or less	14.5	85.5
Some college	28.3	71.7
College grad	30.2	69.8
Grad school/degree	33.7	66.3
Age of respondent		
18 to 25	50.0	50.0
26 to 35	32.0	68.0
36 to 45	50.8	49.2
46 to 60	33.8	66.2
61 to 70	28.1	71.9
71 and over	11.2	88.8
Have children under 19 in household		
Yes	58.2	41.8
No	20.2	79.8
Have children under 6		
Yes	58.6	41.4
No	26.2	73.8
Have children age 6 to 12		
Yes	72.5	27.5
No	23.3	76.7
Have children age 13 to 18		
Yes	54.2	45.8
No	24.6	75.4
Income		
\$25,000 or less	11.1	88.9
\$25,001 to \$50,000	20.5	79.5
\$50,001 to \$75,000	26.9	73.1
\$75,001 to \$100,000	31.2	68.8
\$100,001 to \$125,000	46.2	53.8
\$125,001 to \$150,000	27.9	72.1
Over \$150,000	38.6	61.4
Employment status		
Full-time	37.1	62.9
Part-time	24.4	75.6
Unemployed/student/homemaker	28.1	71.9
Retired	19.7	80.3

Called for police services

- Twenty-five percent of respondents indicated they had called for police services in the past year (see Table 31).
- The percentage of respondents who called for police services in the past year varied by age and income. Usage of police services was higher among respondents with children age 6 to 12 and unemployed/student/homemaker respondents (see Table 36).

**Table 36**  
**Called for Police Services in Past Year**  
**by Selected Demographics**

	Percentage responding	
	Yes	No
Age of respondent		
18 to 25	40.0	60.0
26 to 35	20.0	80.0
36 to 45	36.9	63.1
46 to 60	30.7	69.3
61 to 70	22.2	77.8
71 and over	18.3	81.7
Have children age 6 to 12		
Yes	35.3	64.7
No	21.2	78.8
Income		
\$25,000 or less	19.6	80.4
\$25,001 to \$50,000	14.8	85.2
\$50,001 to \$75,000	32.6	67.4
\$75,001 to \$100,000	32.3	67.7
\$100,001 to \$125,000	29.2	70.8
\$125,001 to \$150,000	18.6	81.4
Over \$150,000	20.9	79.1
Employment status		
Full-time	30.2	69.8
Part-time	30.0	70.0
Unemployed/student/homemaker	34.4	65.6
Retired	17.9	82.1

Recreational programs

- Twenty percent of respondents indicated they had used recreational programs in the past year (see Table 31).
- As shown in Table 37, the percentage of respondents who reported using recreational programs in the past year was higher with female respondents and respondents with children.

**Table 37**  
**Used Recreational Programs in Past Year**  
**by Selected Demographics**

	Percentage responding	
	Yes	No
Gender		
Female	24.3	75.7
Male	15.8	84.2
Have children under 19 in household		
Yes	27.3	72.7
No	18.3	81.7
Have children age 6 to 12		
Yes	35.3	64.7
No	19.9	80.1

Called for ambulance services

- Fourteen percent of respondents indicated they had called for ambulance services in the past year (see Table 31).
- As shown in Table 38, the percentage of respondents who reported they called for ambulance services in the past year varied by length of residence and age.

**Table 38**  
**Called for Ambulance Services in Past Year**  
**by Selected Demographics**

	Percentage responding	
	Yes	No
Length of residence		
1 to 5 years	7.1	92.9
6 to 10 years	6.3	93.8
More than 10 years	16.7	83.3
Age of respondent		
18 to 25	20.0	80.0
26 to 35	0.0	100.0
36 to 45	13.8	86.2
46 to 60	8.1	91.9
61 to 70	15.4	84.6
71 and over	20.0	80.0

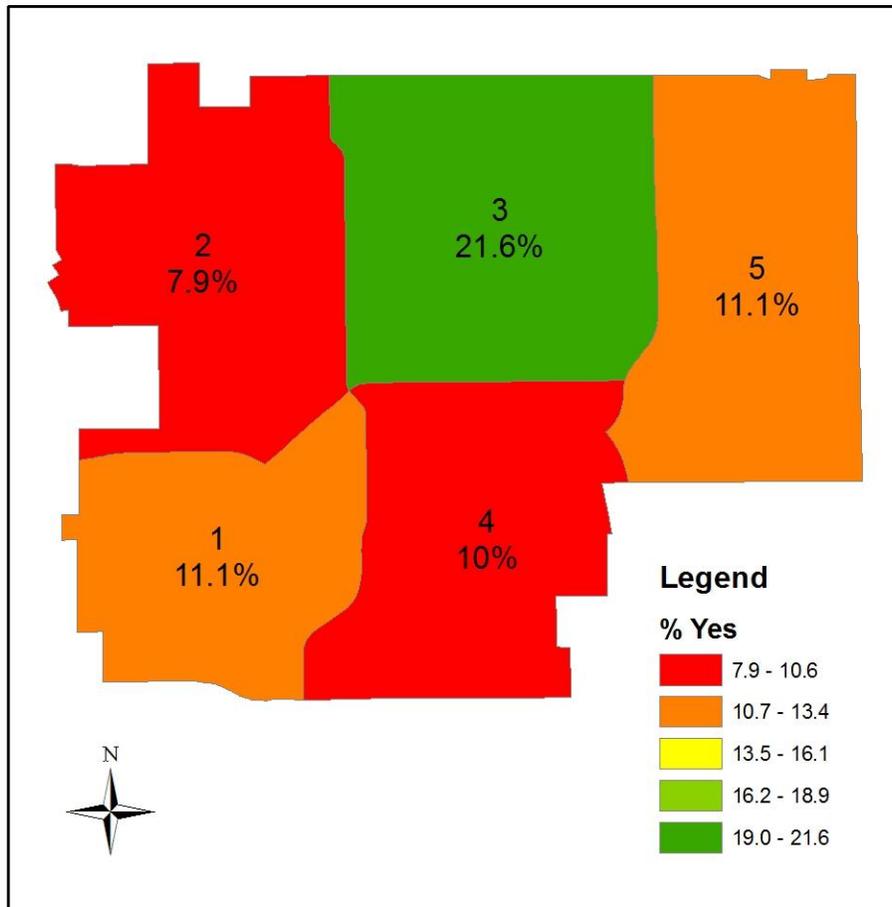
Meadow Park Athletic Center

- Thirteen percent of respondents indicated they had used the Meadow Park Athletic Complex in the past year (see Table 31).
- The percentage of respondents who reported using the Meadow Park Athletic Center in the past year varied by age of respondent, and was higher among respondents with children and those who were unemployed/student/homemaker (see Table 39).
- As shown in Map 5, usage of the Meadow Park Athletic Center was highest in District 3 (21.6 percent) and lowest in District 2 (7.9 percent).

**Table 39**  
**Used Meadow Park Athletic Center in Past Year**  
**by Selected Demographics**

	Percentage responding	
	Yes	No
Age of respondent		
18 to 25	0.0	100.0
26 to 35	16.0	84.0
36 to 45	20.3	79.7
46 to 60	17.8	82.2
61 to 70	12.0	88.0
71 and over	5.5	94.5
Have children under 19 in household		
Yes	21.7	78.3
No	10.4	89.6
Have children age 6 to 12		
Yes	24.5	75.5
No	10.4	89.6
Have children age 13 to 18		
Yes	24.6	75.4
No	10.2	89.9
Employment status		
Full-time	16.8	83.2
Part-time	14.6	85.4
Unemployed/student/homemaker	19.4	80.6
Retired	7.2	92.8
District		
District 1	11.1	88.9
District 2	7.9	92.1
District 3	21.6	78.4
District 4	10.0	90.0
District 5	11.1	88.9

**Map 5  
Used Meadow Park Athletic Center**



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Called for fire department services

- Eleven percent of respondents reported calling for fire department services in the past year (see Table 31).
- Respondents without children called for fire department services more than those with children (see Table 40).

**Table 40  
Called for Fire Department Services in Past Year  
by Selected Demographics**

	Percentage responding	
	Yes	No
Have children under 19 in household		
Yes	2.8	97.2
No	12.8	87.2
Have children age 6 to 12		
Yes	2.0	98.0
No	11.9	88.1

## Code Compliance

**Table 41**  
**Code Violations Seen in City**

	Percentage responding			
	Excellent	Good	Fair	Poor
Dead animals in roadway (n=520)	30.4	59.8	9.0	0.8
Stray animals (n=520)	28.7	59.8	9.4	2.1
Drainage or flooding problems (n=515)	21.7	65.0	11.7	1.6
Junk vehicles (n=513)	21.2	62.0	12.3	4.5
Litter (n=526)	20.3	61.4	15.0	3.2
Vehicles parked in yards or on grass (n=512)	18.6	58.2	18.4	4.9
High grass and weeds (n=529)	15.9	59.0	21.4	3.8
Substandard/deteriorating housing (n=508)	15.2	58.5	22.2	4.1
Potholes (n=522)	11.9	55.4	29.1	3.6
A lack of sidewalks or sidewalks in disrepair (n=515)	11.3	54.8	28.2	5.8
Properties with junk/debris in yard or driveway (n=521)	13.1	52.0	29.0	6.0
Fences in disrepair (n=511)	7.0	52.8	32.9	7.2

- Respondents were asked to rate the City's control or prevention of the code violations listed in Table 41. Results are presented in descending order of the combined percentage of excellent and good responses.

### Dead animals in roadway

- Ninety percent of respondents rated the City's control or prevention of dead animals in roadways as excellent (30.4 percent) or good (59.8 percent) (see Table 41).
- As shown in Table 42, the percentage ratings for control of dead animals in roadways varied by age and income.

**Table 42**  
**Ratings of Dead Animals in the Roadway**  
**by Selected Demographics**

	Percentage Responding			
	Excellent	Good	Fair	Poor
Age of respondent				
18 to 25	0.0	60.0	40.0	0.0
26 to 35	43.5	52.2	4.3	0.0
36 to 45	21.5	67.7	10.8	0.0
46 to 60	33.3	52.6	11.1	3.0
61 to 70	29.4	60.8	9.8	0.0
71 and over	32.6	62.2	5.2	0.0
Income				
\$25,000 or less	18.6	62.8	18.6	0.0
\$25,001 to \$50,000	25.9	67.1	7.1	0.0
\$50,001 to \$75,000	26.6	66.0	6.4	1.1
\$75,001 to \$100,000	35.9	54.3	9.8	0.0
\$100,001 to \$125,000	44.4	42.9	9.5	3.2
\$125,001 to \$150,000	34.9	60.5	4.7	0.0
Over \$150,000	35.6	48.9	15.6	0.0

### Stray animals

- Eighty-nine percent of respondents rated the City's control or prevention of stray animals in the city as excellent (28.7 percent) or good (59.8 percent) (see Table 41).
- Ratings of the City's control of stray animals were highest among retired respondents (see Table 43).

**Table 43**  
**Ratings of Stray Animals**  
**by Selected Demographics**

	Percentage Responding			
	Excellent	Good	Fair	Poor
Employment status				
Full-time	31.4	54.4	10.6	3.5
Part-time	35.0	55.0	5.0	5.0
Unemployed/student/homemaker	9.4	78.1	12.5	0.0
Retired	27.5	63.3	8.7	0.5

### Drainage or flooding problems

- Eighty-seven percent of respondents rated the City's control or prevention of drainage or flooding problems in the city as excellent (21.7 percent) or good (65.0 percent) (see Table 41).
- As shown in Table 44, male respondents and retired respondents were most likely to report positive ratings of the City's control or prevention of drainage or flooding problems.

**Table 44**  
**Ratings of Drainage or Flooding Problems**  
**by Selected Demographics**

	Percentage Responding			
	Excellent	Good	Fair	Poor
Gender				
Female	18.2	66.2	14.9	0.7
Male	27.0	63.5	6.9	2.6
Employment status				
Full-time	23.8	62.1	11.9	2.2
Part-time	22.5	67.5	10.0	0.0
Unemployed/student/homemaker	6.3	56.3	37.5	0.0
Retired	22.2	68.9	7.5	1.4

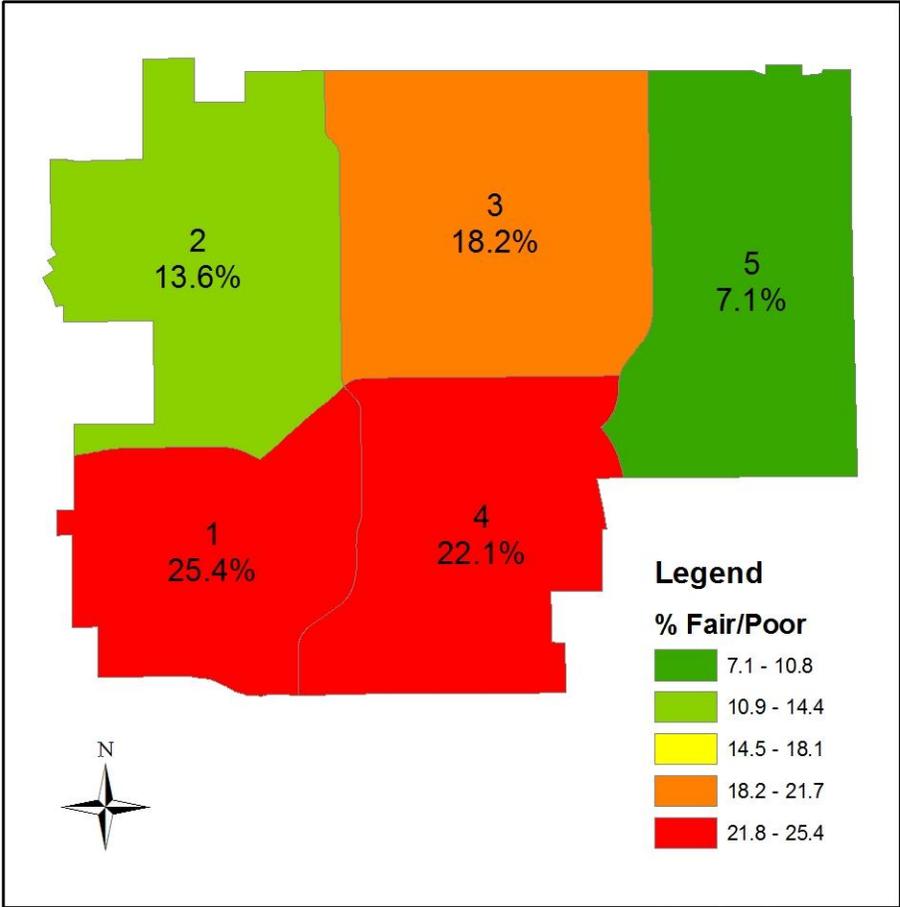
### Junk vehicles

- The City's control or prevention of junk vehicles was rated as excellent (21.2 percent) or good (62.0 percent) by 83.2 percent of respondents (see Table 41).
- As shown in Map 6, fair or poor ratings for control or prevention of junk vehicles were highest among respondents in District 1 (25.4 percent) and lowest among respondents in District 5 (7.1 percent).

**Table 45**  
**Ratings of Junk Vehicles**  
**by Selected Demographics**

District	Percentage Responding			
	Excellent	Good	Fair	Poor
District 1	12.7	61.9	22.2	3.2
District 2	23.5	63.0	11.1	2.5
District 3	19.7	62.1	12.9	5.3
District 4	23.3	54.7	11.6	10.5
District 5	24.3	68.6	5.7	1.4

**Map 6**  
**Percentage Fair/Poor for Junk Vehicles**



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### Litter

- Eighty-two percent of respondents rated the City’s control or prevention of litter as excellent (20.3 percent) or good (61.4 percent) (see Table 41).
- Retired respondents were more likely to rate the City’s control or prevention of litter as excellent or good (see Table 46).

**Table 46**  
**Ratings of Litter by Selected Demographics**

	Percentage Responding			
	Excellent	Good	Fair	Poor
Employment status				
Full-time	19.4	62.1	15.1	3.4
Part-time	31.7	48.8	17.1	2.4
Unemployed/student/homemaker	6.3	68.8	12.5	12.5
Retired	21.7	61.3	15.2	1.8

### Vehicles parked in yards or on grass

- Seventy-seven percent of respondents rated the City’s control or prevention of vehicles parked in yards or on grass as excellent (18.6 percent) or good (58.2 percent) (see Table 41).
- As shown in Table 47, ratings of vehicles parked in yards or on grass were higher among respondents with children.

**Table 47**  
**Ratings of Vehicles Parked in Yard or Grass**  
**by Selected Demographics**

	Percentage Responding			
	Excellent	Good	Fair	Poor
Have children under 19 in household				
Yes	22.9	63.8	11.4	1.9
No	17.4	56.8	20.1	5.7

### High grass and weeds

- Seventy-five percent of respondents rated the City’s control or prevention of high grass and weeds as excellent (15.9 percent) or good (59.0 percent) (see Table 41).

### Substandard/deteriorating housing

- Seventy-four percent of respondents rated the City’s control or prevention of substandard or deteriorating housing in the city as excellent (15.2 percent) or good (58.5 percent) (see Table 41).

### Potholes

- Sixty-seven percent of respondents rated the City’s control or prevention of potholes in the city as excellent (11.9 percent) or good (55.4 percent).
- Female respondents reported higher ratings of the City’s control of potholes. (see Table 48).

**Table 48**  
**Ratings of Potholes by Selected Demographics**

	Percentage Responding			
	Excellent	Good	Fair	Poor
Gender				
Female	8.5	65.5	31.0	4.1
Male	16.4	53.4	28.2	2.1

Lack of sidewalks or sidewalks in disrepair

- Sixty-six percent of respondents rated the City’s prevention of a lack of sidewalks or sidewalks in disrepair in the city as excellent (11.3 percent) or good (54.8 percent) (see Table 41).

Properties with junk/debris in yard or driveway

- Sixty-five percent of respondents rated the City’s control or prevention of properties with junk/debris in the yard or driveway as excellent (13.1 percent) or good (52.0 percent) (see Table 41).
- Ratings of the City’s control or prevention of properties with junk/debris in the yard or driveway varied with education (see Table 49).

**Table 49**  
**Ratings of Properties with Junk/Debris in Yard or Driveway**  
**by Selected Demographics**

	Percentage Responding			
	Excellent	Good	Fair	Poor
Education				
High school grad or less	12.2	70.3	14.9	2.7
Some college	13.2	43.1	36.8	6.9
College grad	11.9	50.5	29.7	7.9
Grad school/degree	16.5	53.6	26.8	3.1

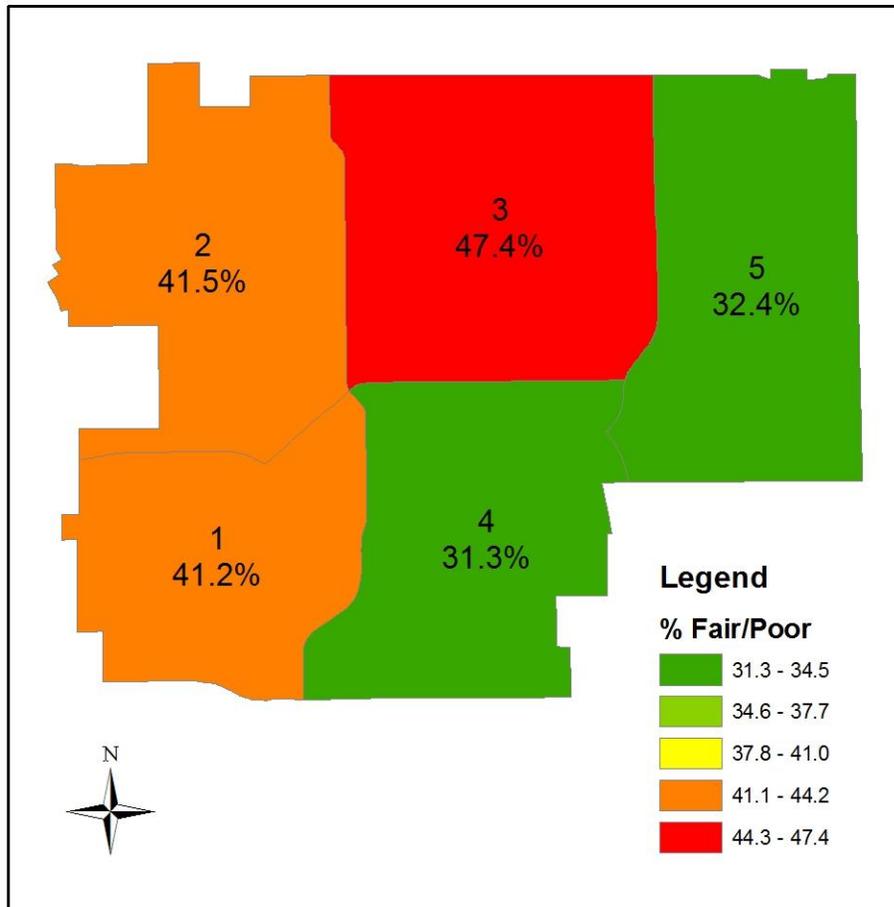
Fences in disrepair

- Sixty percent of respondents rated the City’s control or prevention of fences in disrepair in the city as excellent (7.0 percent) or good (52.8 percent) (see Table 41).
- Fences in disrepair received higher ratings from respondents who received a high school diploma or less (see Table 50).
- As shown in Map 7, fair or poor ratings of fences in disrepair were highest among respondents in District 3 (47.4 percent) and lowest among respondents in District 4 (31.3 percent).

**Table 50**  
**Ratings of Fences in Disrepair by Selected Demographics**

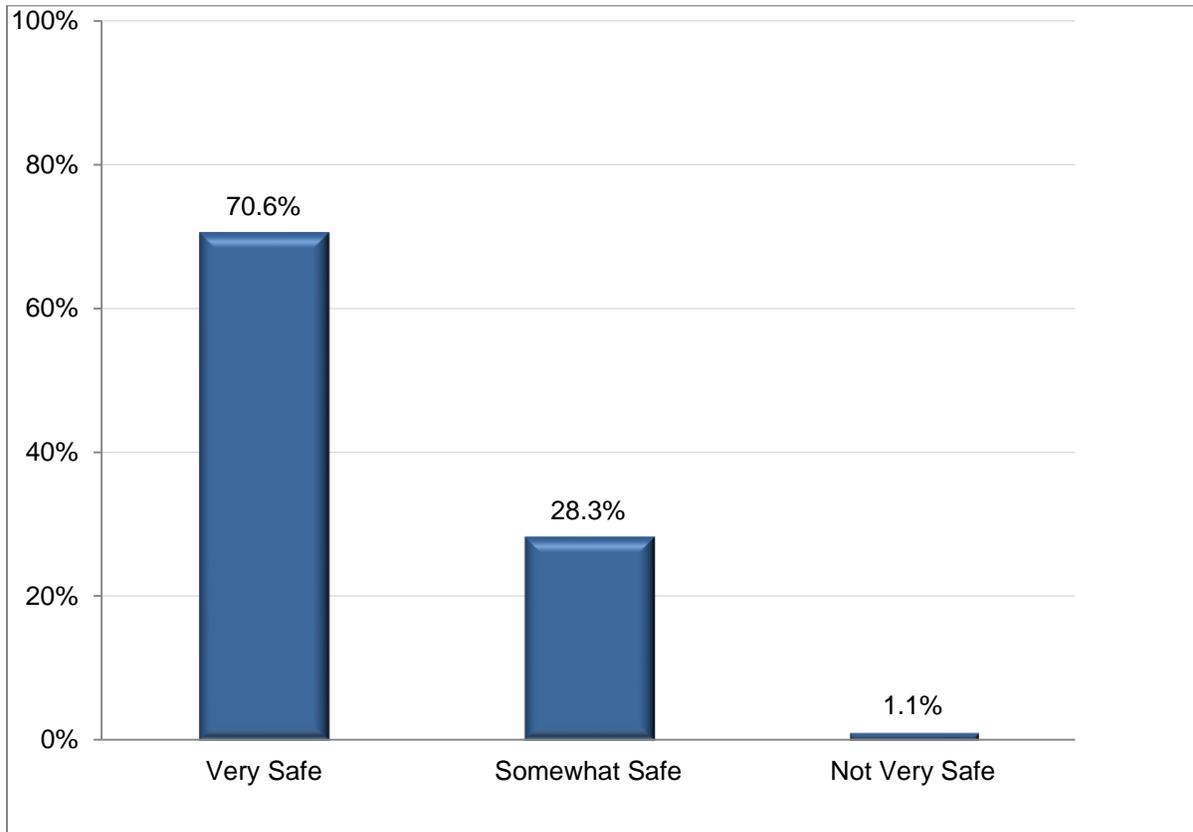
	Percentage Responding			
	Excellent	Good	Fair	Poor
<b>Education</b>				
High school grad or less	4.2	73.2	22.5	0.0
Some college	6.4	52.5	35.5	5.7
College grad	8.0	45.2	35.2	11.6
Grad school/degree	8.3	54.2	31.3	6.3
<b>District</b>				
District 1	1.6	57.1	34.9	6.3
District 2	10.7	47.8	36.5	5.0
District 3	6.7	45.9	37.8	9.6
District 4	8.4	60.2	21.7	9.6
District 5	2.8	64.8	26.8	5.6

**Map 7**  
**Percentage Fair/Poor for Fences in Disrepair**



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**Figure 4**  
**Feel Safe Living in Bedford**  
**(n=530)**



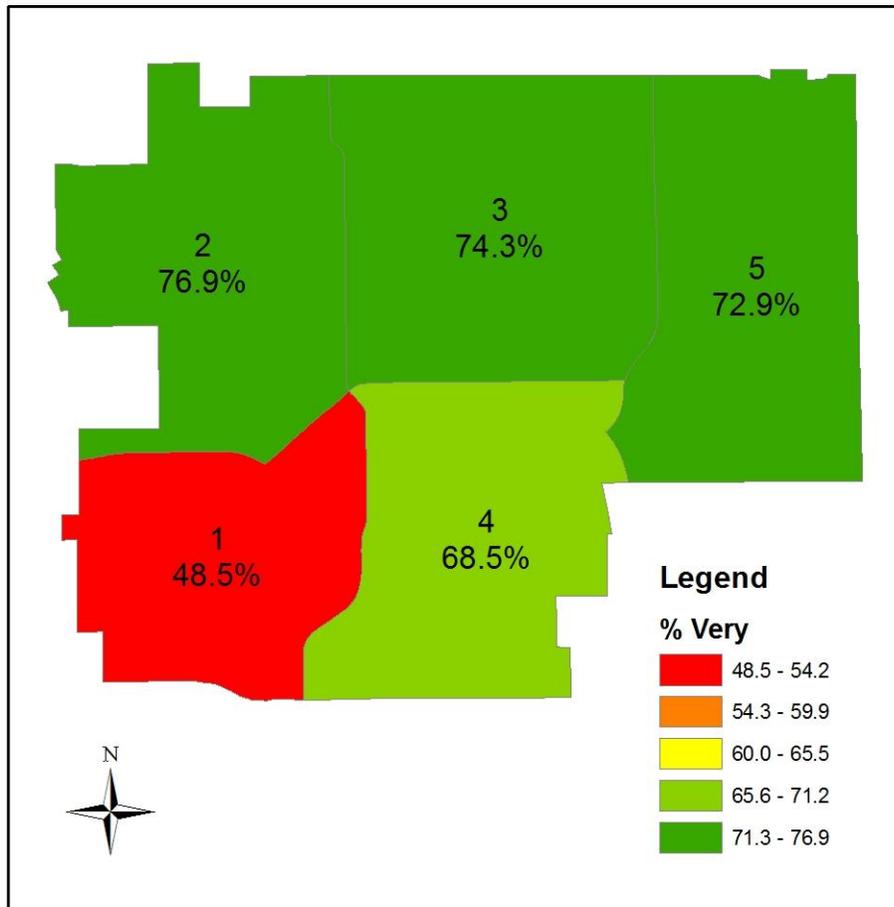
- Respondents were asked if they feel safe living in Bedford. As shown in Figure 4, 98.9 percent of respondents indicated that they feel either very safe (70.6 percent) or somewhat safe (28.3 percent) living in Bedford.
- The percentage of respondents who stated they feel very safe living in Bedford was higher among White respondents, homeowners, and respondents in the 76021 zip code (see Table 51).

**Table 51**  
**Feel Safe Living in Bedford**  
**by Selected Demographics**

	Percent responding		
	Very Safe	Somewhat safe	Not very safe
Ethnicity			
White	76.5	21.8	1.6
Other	57.1	42.9	0.0
Own or rent home			
Own	72.6	26.5	0.8
Rent	54.7	41.5	3.8
Zip code			
76022	61.9	36.1	2.1
76021	78.0	20.9	1.2
District			
District 1	48.5	48.5	2.9
District 2	76.9	22.5	0.6
District 3	74.3	25.0	0.7
District 4	68.5	29.3	2.2
District 5	72.9	27.1	0.0

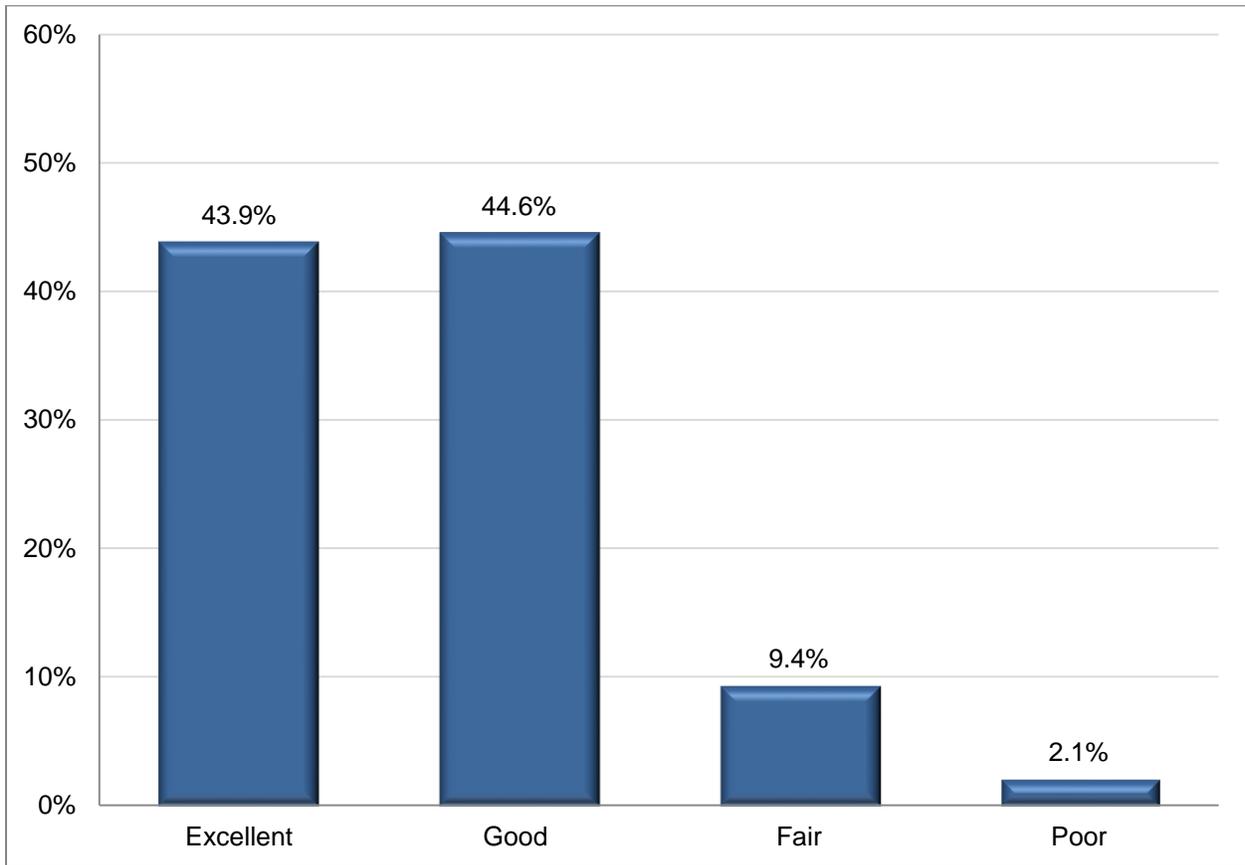
- As shown in Map 8, respondents in District 2 were most likely (76.9 percent) to state they feel very safe living in their neighborhood while respondents in District 1 were least likely (48.5 percent).

**Map 8**  
**Percentage Feel Very Safe in Neighborhood**



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**Figure 5**  
**Ratings of Police Visibility**  
**(n=531)**



- As shown in Figure 5, 88.5 percent of respondents rated police visibility as either excellent (43.9 percent) or good (44.6 percent).
- Ratings varied by income and were higher among retired respondents (see Table 52).

**Table 52**  
**Ratings of Police Visibility by Selected Demographics**

	Percentage Responding			
	Excellent	Good	Fair	Poor
Income				
\$25,000 or less	31.1	62.2	4.4	2.2
\$25,001 to \$50,000	44.9	39.3	15.7	0.0
\$50,001 to \$75,000	45.2	45.2	8.6	1.1
\$75,001 to \$100,000	48.9	37.0	13.0	1.1
\$100,001 to \$125,000	60.9	29.7	3.1	6.3
\$125,001 to \$150,000	35.7	57.1	7.1	0.0
Over \$150,000	42.2	48.9	4.4	4.4
Employment status				
Full-time	43.9	42.2	10.9	3.0
Part-time	46.3	31.7	17.1	4.9
Unemployed/student/homemaker	37.5	40.6	18.8	3.1
Retired	44.4	49.8	5.4	0.4

## VII. COMMUNICATIONS

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**Table 53**  
**Aware of City Programs**

	Percentage responding	
	Aware	Not aware
Aware residents can donate 50 cents on your utility bill that is dedicated to improving Bedford parks (n=535)	62.1	37.9
Bedford Alert—a system that will call you or text you with automated messages during an emergency (n=537)	61.8	38.2
Aware that pets in Bedford must be registered with the city (n=539)	60.7	39.3
The “Better it” app—a smart phone application that lets you submit a request to a city staff person with the location and photo of maintenance needs (n=529)	14.9	85.1

- Respondents were asked if they were aware or had heard about the City programs listed in Table 53. Results are presented in descending order of percentage of respondent awareness of the programs.

### Aware of park donations

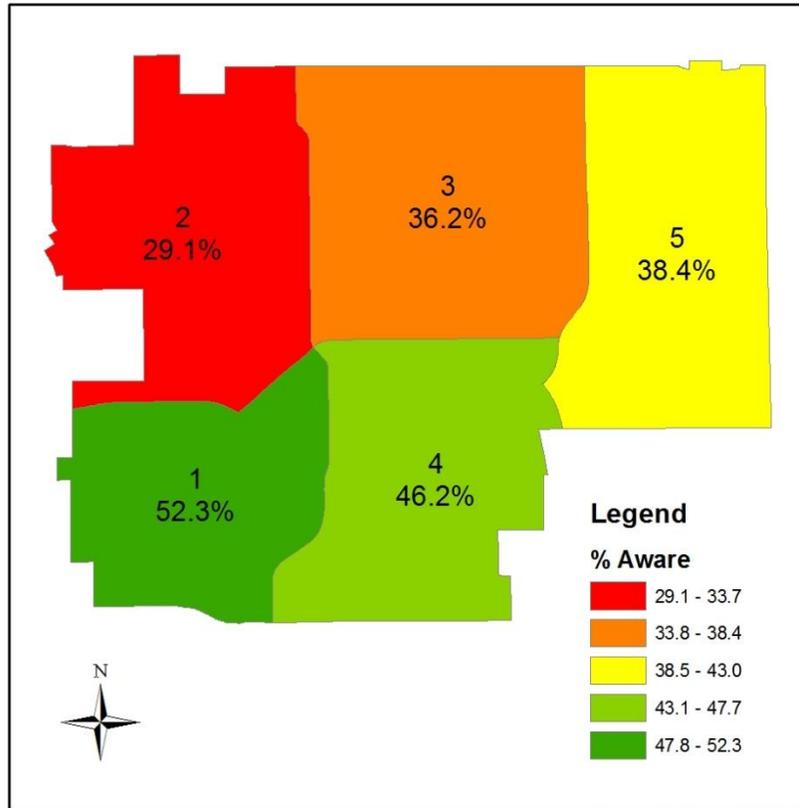
- As shown in Table 53, 62.1 percent of respondents stated they were aware that residents can donate 50 cents on their utility bill that is dedicated to improving Bedford parks.
- Awareness of park donations generally increased as length of residence and age of respondent increased. Awareness was higher among respondents without children, retired respondents, homeowners and those in the 76021 zip code (see Table 54).

**Table 54**  
**Aware of Park Donations**  
**by Selected Demographics**

	Percentage responding	
	Aware	Not Aware
Length of residence		
1 to 5 years	36.0	64.0
6 to 10 years	47.7	52.3
More than 10 years	71.2	28.8
Age of respondent		
18 to 25	25.0	75.0
26 to 35	16.0	84.0
36 to 45	49.2	50.8
46 to 60	58.7	41.3
61 to 70	74.3	25.7
71 and over	66.4	33.6
Have children under 19 in household		
Yes	50.0	50.0
No	65.2	34.8
Have children under 6		
Yes	41.4	58.6
No	63.6	36.4
Have children age 6 to 12		
Yes	49.0	51.0
No	64.4	35.6
Employment status		
Full-time	52.1	47.9
Part-time	65.0	35.0
Unemployed/student/homemaker	69.7	30.3
Retired	70.7	29.3
Own or rent home		
Own	67.4	32.6
Rent	16.4	83.6
Zip code		
76022	52.1	47.9
76021	67.1	32.9
District		
District 1	47.7	52.3
District 2	70.9	29.1
District 3	63.8	36.2
District 4	53.8	46.2
District 5	61.6	38.4

- As shown in Map 9, respondent awareness of park donations was highest in District 1 (52.3 percent) and lowest in District 2 (29.1 percent).

**Map 9**  
**Percentage Aware of Park Donations**



UNT Survey Research Center  
March 2014

Aware of Bedford Alert

- Sixty-two percent of respondents stated they were aware of the Bedford Alert system that will call or text residents with automated messages during an emergency (see Table 53).
- The percentage of respondents who indicated they were aware of Bedford Alert generally increased as length of residence and age increased, and varied by education. Respondents without children, retired respondents, homeowners and respondents in the 76021 zip code were more likely to be aware of Bedford Alert (see Table 55).

**Table 55**  
**Aware of Bedford Alert**  
**by Selected Demographics**

	Percentage responding	
	Aware	Not Aware
Education		
High school grad or less	48.7	51.3
Some college	62.4	37.6
College grad	67.8	32.2
Grad school/degree	58.4	41.6
Length of residence		
1 to 5 years	41.4	58.6
6 to 10 years	49.2	50.8
More than 10 years	69.5	30.5
Age of respondent		
18 to 25	20.0	80.0
26 to 35	24.0	76.0
36 to 45	44.6	55.4
46 to 60	61.9	38.1
61 to 70	72.9	27.1
71 and over	65.7	34.3
Have children under 19 in household		
Yes	51.8	48.2
No	64.4	35.6
Have children under 6		
Yes	44.8	55.2
No	64.7	35.3
Employment status		
Full-time	54.0	46.0
Part-time	63.4	36.6
Unemployed/student/homemaker	67.6	32.4
Retired	69.5	30.5
Own or rent home		
Own	64.2	35.8
Rent	43.9	56.1
Zip code		
76022	55.7	44.3
76021	67.2	32.8

Aware of pet registry

- Sixty-one percent of respondents reported they were aware that pets in Bedford must be registered with the City (see Table 53).
- As shown in Table 56, female respondents and homeowners were more likely to be aware of Bedford’s pet registry.

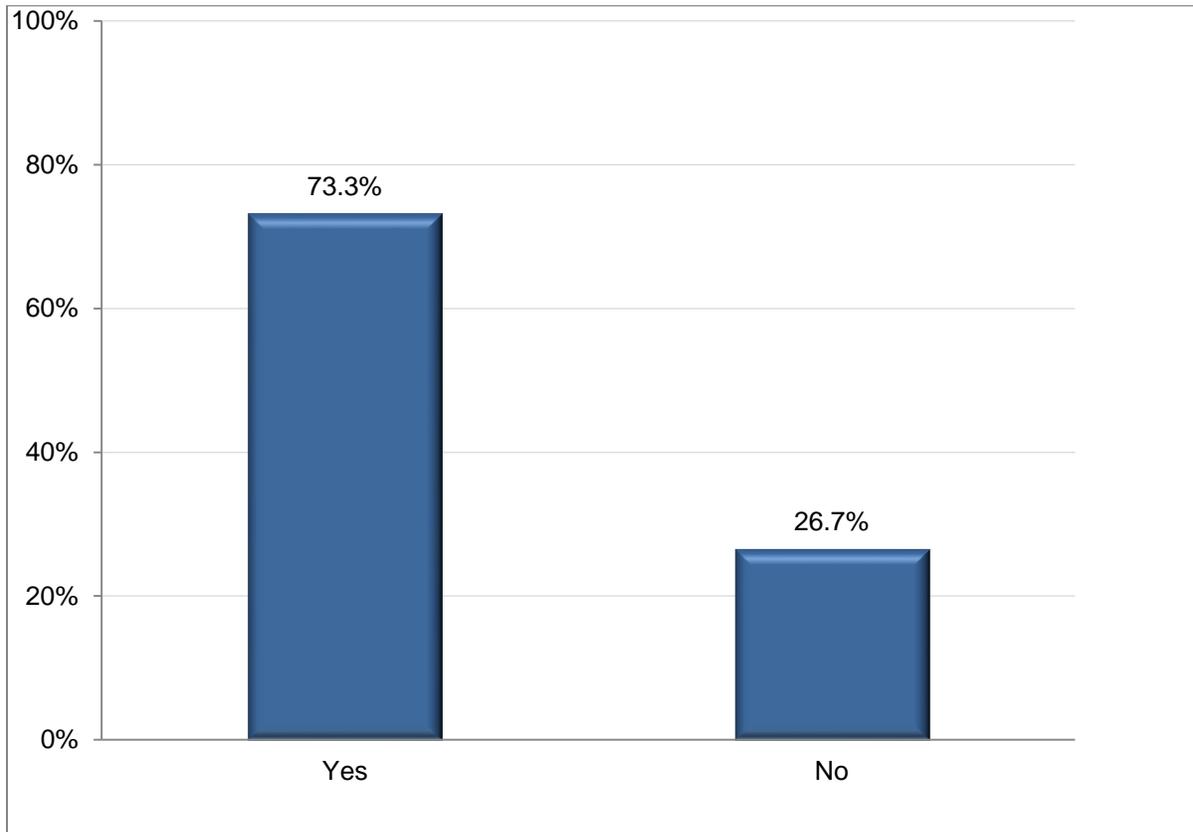
**Table 56**  
**Aware of Pet Registry**  
**by Selected Demographics**

	Percentage responding	
	Aware	Not Aware
Gender		
Female	67.0	33.0
Male	53.3	46.7
Own or rent home		
Own	62.4	37.6
Rent	48.2	51.8

Aware of the “Better it” app

- As shown in Table 53, 14.9 percent of respondents reported they were aware of the “Better it” smart phone application that allows residents submit a request to a City staff person with the location and photo of maintenance needs.

**Figure 6**  
**Get Enough Information about City Programs and Services**  
**(n=536)**

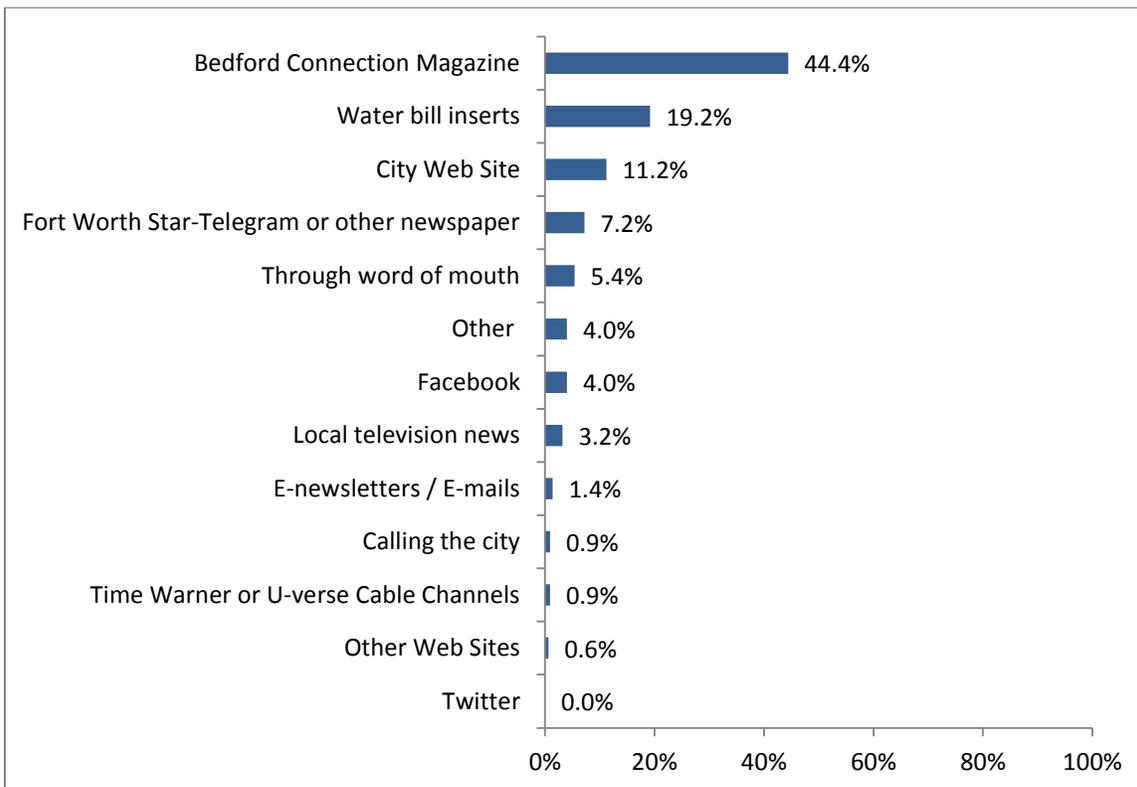


- Respondents were asked if they receive enough information about City programs and services. As shown in Figure 6, 73.3 percent of respondents reported that they received enough information.
- As shown in Table 57, the percentage of respondents who stated they get enough information about City programs and services generally increased as age increased, and was higher among homeowners and retired respondents.

**Table 57**  
**Get Enough Information about City Programs and Services**  
**by Selected Demographics**

	Percentage responding	
	Yes	No
Age of respondent		
18 to 25	60.0	40.0
26 to 35	48.0	52.0
36 to 45	67.7	32.3
46 to 60	68.1	31.9
61 to 70	77.9	22.1
71 and over	79.7	20.3
Own or rent home		
Own	75.4	24.6
Rent	56.1	43.9
Employment status		
Full-time	65.8	34.2
Part-time	73.2	26.8
Unemployed/student/homemaker	78.1	21.9
Retired	80.4	19.6

**Figure 7**  
**Source of Most News about City of Bedford**  
**(n=349)**

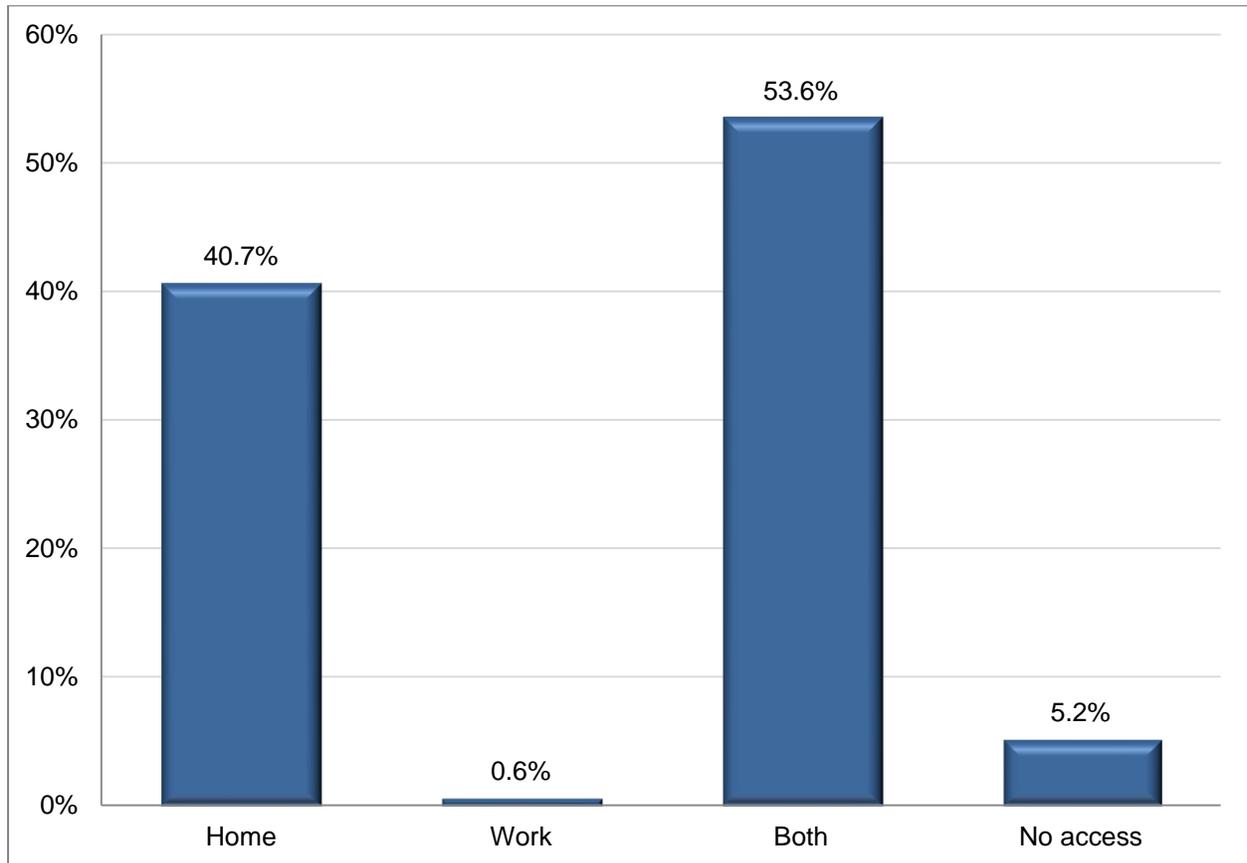


- Respondents were asked where they got most of their information about the City of Bedford. As shown in Figure 7, 44.4 percent of respondents reported getting most of their information from the Bedford Connection Magazine. Following Bedford Connection Magazine were water bill inserts (19.2 percent), the City web site (11.2 percent), the Fort Worth Star-Telegram or other newspaper (7.2 percent) and word of mouth (5.4 percent).
- The most common sources of news—Bedford Connection Magazine, water bill inserts, and the City web site—were examined by demographic characteristics. As shown in Table 58, respondents whose income was over \$150,000, homeowners, respondents without children and respondents living in District 4 were more likely to report getting news from the Bedford Connection Magazine.
- Monthly water bill inserts was the primary source of information by respondents whose income was \$25,000 or less and \$125,001 to \$150,000, homeowners, respondents without children and respondents living in District 1 (see Table 58).
- The percentage of respondents who get most of their news from the City’s web site was higher among respondents whose income was \$100,001 to \$125,000, homeowners, respondents with children and respondents living in District 5 (see Table 58).

**Table 58**  
**Source of Most News about City of Bedford**  
**by Selected Demographics**

	Percentage Responding		
	Bedford Connection Magazine	Water bill inserts	City Web Site
Income			
\$25,000 or less	63.0	33.3	3.7
\$25,001 to \$50,000	65.2	23.9	10.9
\$50,001 to \$75,000	63.0	13.0	23.9
\$75,001 to \$100,000	67.3	22.4	10.2
\$100,001 to \$125,000	38.9	30.6	30.6
\$125,001 to \$150,000	54.2	33.3	12.5
Over \$150,000	73.3	20.0	6.7
Own or rent home			
Own	56.7	27.9	15.4
Rent	87.5	4.2	8.3
Have children under 19 in household			
Yes	54.9	17.6	27.5
No	60.5	27.9	11.6
District			
District 1	52.9	41.2	5.9
District 2	65.9	24.7	9.4
District 3	57.1	27.0	15.9
District 4	66.7	22.2	11.1
District 5	46.2	17.9	35.9

**Figure 8**  
**Have Internet Access at Home or Work**  
**(n=349)**

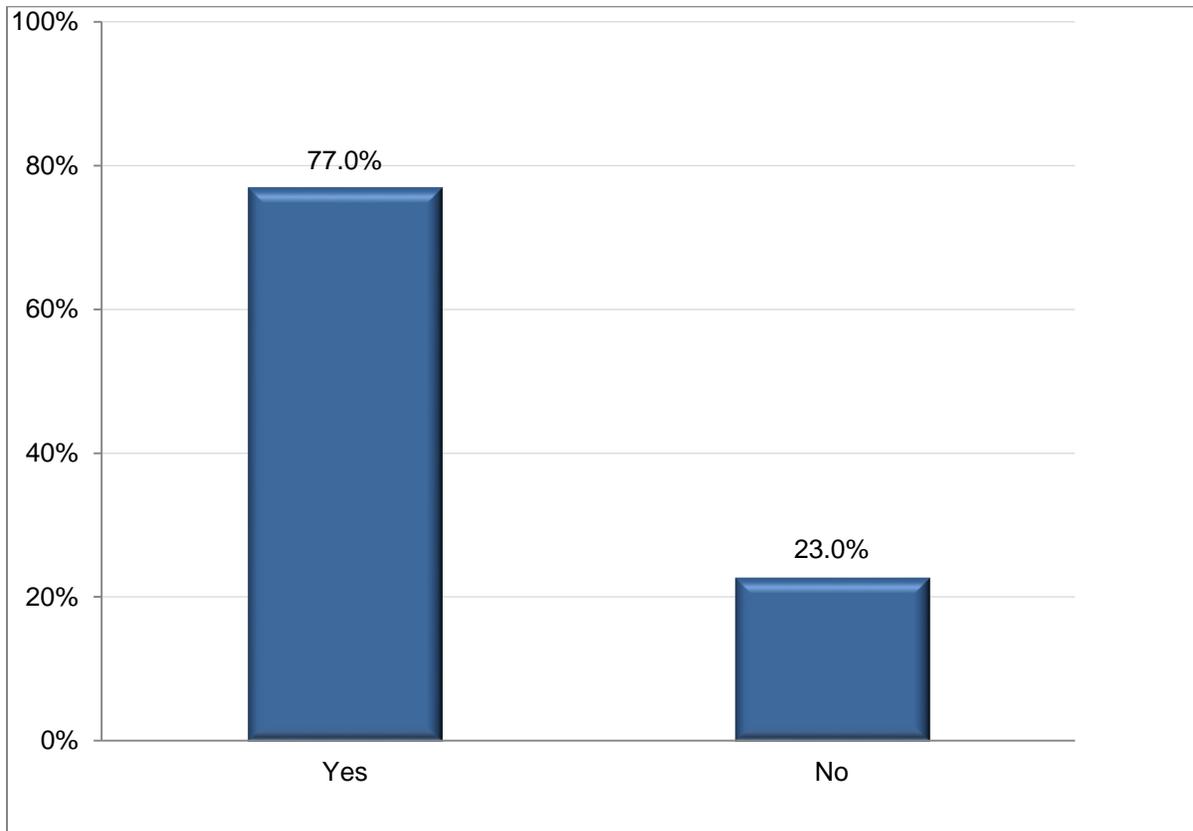


- Respondents were asked if they had access to the Internet from their home, work or both. Fifty-four percent of respondents reported having access to the Internet from both home and work (see Figure 8). Forty-one percent had Internet access at home. Five percent did not have access to the Internet from either home or work.
- As shown in Table 59, the percentage of respondents who reported access to the Internet from both home and work generally increased as education and income increased, generally decreased as age increased and varied by length of residence. Percentages were higher among respondents with children, renters and those employed full-time.

**Table 59**  
**Have Internet Access at Home or Work**  
**by Selected Demographics**

	Percentage responding			
	Home	Work	Both	No access
<b>Education</b>				
High school grad or less	44.7	2.1	38.3	14.9
Some college	51.0	0.0	42.7	6.3
College grad	36.8	0.7	60.3	2.2
Grad school/degree	30.9	0.0	66.2	2.9
<b>Length of residence</b>				
1 to 5 years	26.3	1.8	68.4	3.5
6 to 10 years	23.8	0.0	71.4	4.8
More than 10 years	46.8	0.4	47.2	5.6
<b>Age of respondent</b>				
18 to 25	25.0	0.0	75.0	0.0
26 to 35	6.3	0.0	93.8	0.0
36 to 45	4.9	2.4	92.7	0.0
46 to 60	19.1	1.1	77.7	2.1
61 to 70	51.9	0.0	45.2	2.9
71 and over	73.9	0.0	11.4	14.8
<b>Have children under 19 in household</b>				
Yes	11.8	1.5	86.8	0.0
No	47.7	0.4	45.6	6.4
<b>Have children age 6 to 12</b>				
Yes	11.4	2.9	85.7	0.0
No	43.9	0.3	50.0	5.8
<b>Have children age 13 to 18</b>				
Yes	10.5	2.6	86.8	0.0
No	44.4	0.3	49.3	5.9
<b>Income</b>				
\$25,000 or less	60.0	2.9	22.9	14.3
\$25,001 to \$50,000	45.6	0.0	42.1	12.3
\$50,001 to \$75,000	37.7	1.6	59.0	1.6
\$75,001 to \$100,000	42.9	0.0	57.1	0.0
\$100,001 to \$125,000	28.9	0.0	71.1	0.0
\$125,001 to \$150,000	34.4	0.0	62.5	3.1
Over \$150,000	8.3	0.0	91.7	0.0
<b>Own or rent home</b>				
Own	42.2	0.3	51.8	5.8
Rent	26.5	2.9	70.6	0.0
<b>Employment status</b>				
Full-time	6.0	1.3	90.7	2.0
Part-time	20.0	0.0	80.0	0.0
Unemployed/student/homemaker	39.1	0.0	47.8	13.0
Retired	81.7	0.0	9.9	8.5

**Figure 9**  
**Visited Bedford Web Site**  
**(n=518)**



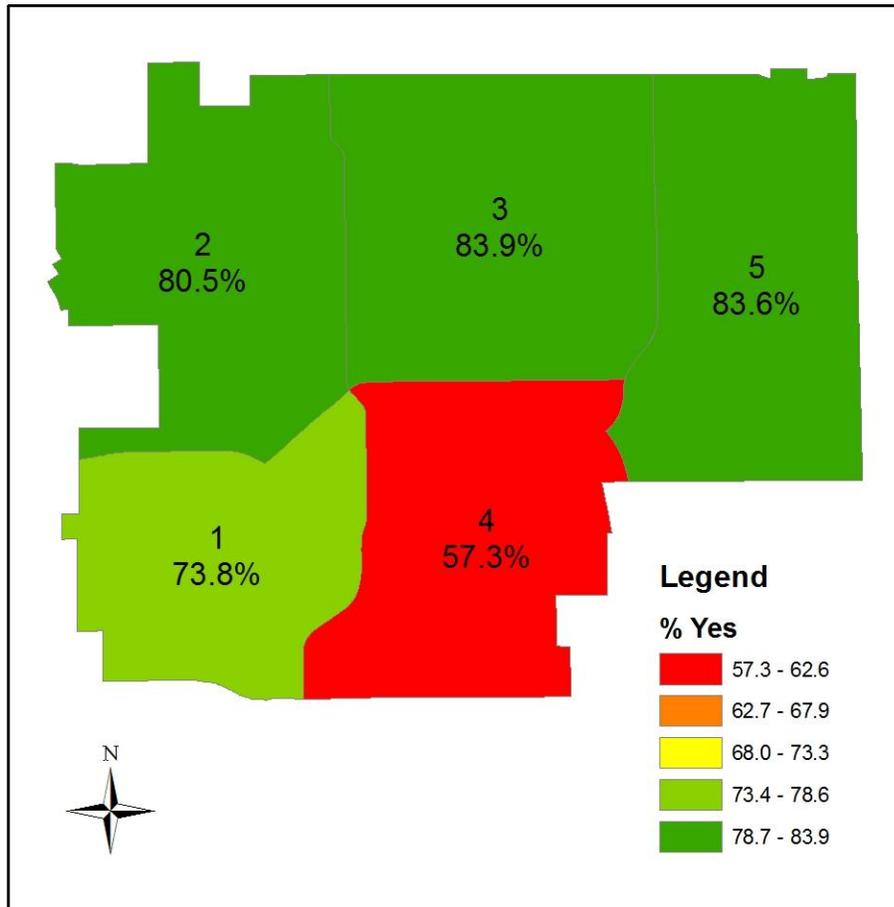
- Respondents with Internet access were asked if any member of their household had visited Bedford’s web site. Seventy-seven percent reported visiting the web site (see Figure 9).
- As shown in Table 60, the percentage of respondents that reported visiting the Bedford web site generally increased as education increased and varied by income. The percentage of respondents reporting they visited the Bedford web site was similar among all age categories with the exception of those age 71 and older, with 58.1 percent visiting the site compared to 80.0 percent or more from younger respondents.
- Respondents with children, homeowners, respondents employed full-time and those in the 76021 zip code were also more likely to visit the Bedford web site.

**Table 60**  
**Visited Bedford Web Site**  
**by Selected Demographics**

	Percentage responding	
	Yes	No
Education		
High school grad or less	50.0	50.0
Some college	72.7	27.3
College grad	85.1	14.9
Grad school/degree	84.8	15.2
Age of respondent		
18 to 25	80.0	20.0
26 to 35	84.0	16.0
36 to 45	83.1	16.9
46 to 60	85.3	14.7
61 to 70	81.6	18.4
71 and over	58.1	41.9
Have children under 19 in household		
Yes	86.4	13.6
No	74.5	25.5
Income		
\$25,000 or less	50.0	50.0
\$25,001 to \$50,000	69.5	30.5
\$50,001 to \$75,000	79.3	20.7
\$75,001 to \$100,000	87.0	13.0
\$100,001 to \$125,000	84.6	15.4
\$125,001 to \$150,000	85.7	14.3
Over \$150,000	76.1	23.9
Own or rent home		
Own	79.5	20.5
Rent	56.1	43.9
Employment status		
Full-time	84.4	15.6
Part-time	78.0	22.0
Unemployed/student/homemaker	76.7	23.3
Retired	69.2	30.8
Zip code		
76022	73.9	26.1
76021	84.0	16.0
District		
District 1	73.8	26.2
District 2	80.5	19.5
District 3	83.9	16.1
District 4	57.3	42.7
District 5	83.6	16.4

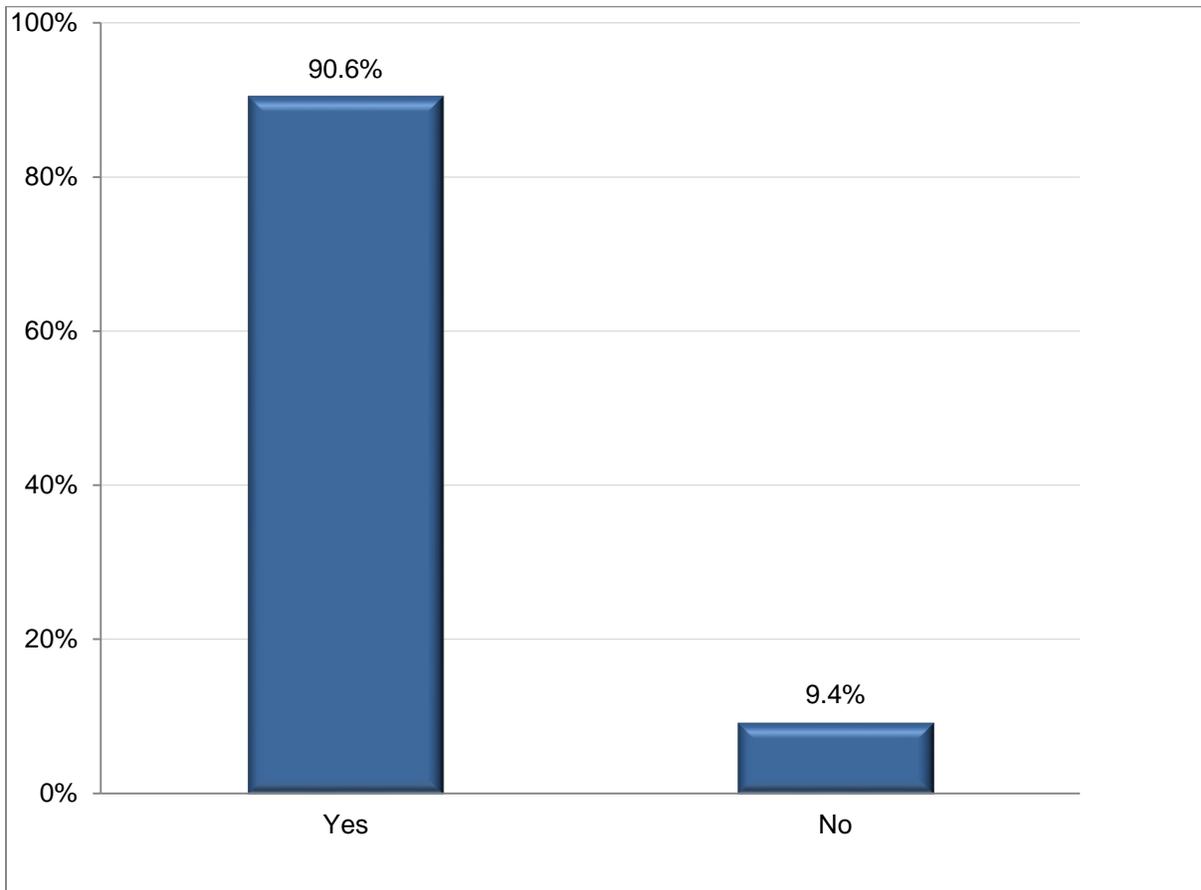
- As shown in Map 10, respondents in District 3 reported visiting the Bedford web site most often (83.9 percent) while respondents in District 4 visited the web site least often (57.3 percent).

**Map 10**  
**Visited Bedford Web Site**



UNT Survey Research Center  
March 2014

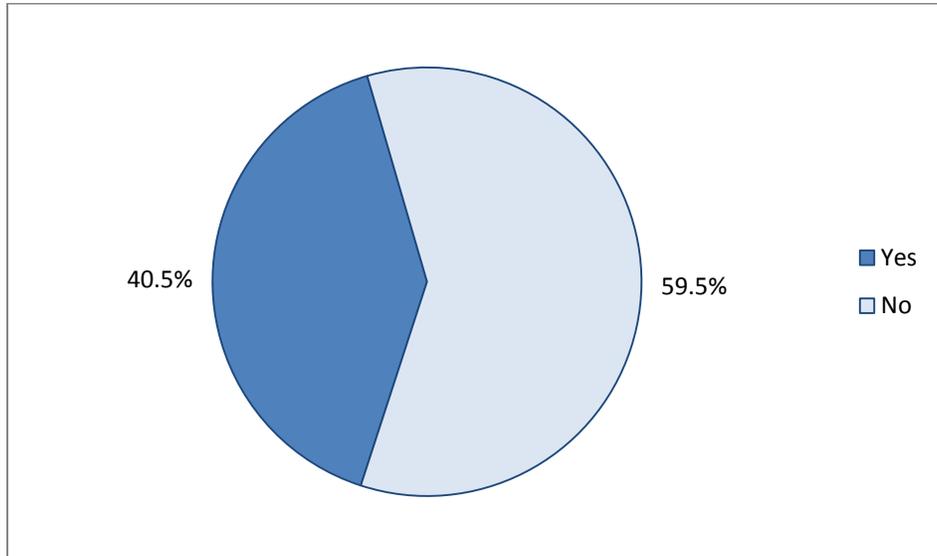
**Figure 10**  
**Found Needed Information on Web Site**  
**(n=266)**



- Respondents who said a member of the household had visited the Bedford web site were asked if they found the information they needed. As shown in Figure 10, 90.6 percent of those respondents reported finding the information they needed.

## Contact with City Officials

**Figure 11**  
**Contacted City Officials in Past 12 Months**  
**(n=533)**



- Respondents were asked if a member of their household had contacted the City of Bedford about a complaint, request for service, or for information in the past 12 months. As shown in Figure 11, 40.5 percent of respondents reported contacting the City of Bedford in the past 12 months.
- The percentage of respondents who reported contacting the City was higher among college graduates and homeowners and varied with income (see Table 61).

**Table 61**  
**Contacted City Officials in Past 12 Months**  
**by Selected Demographics**

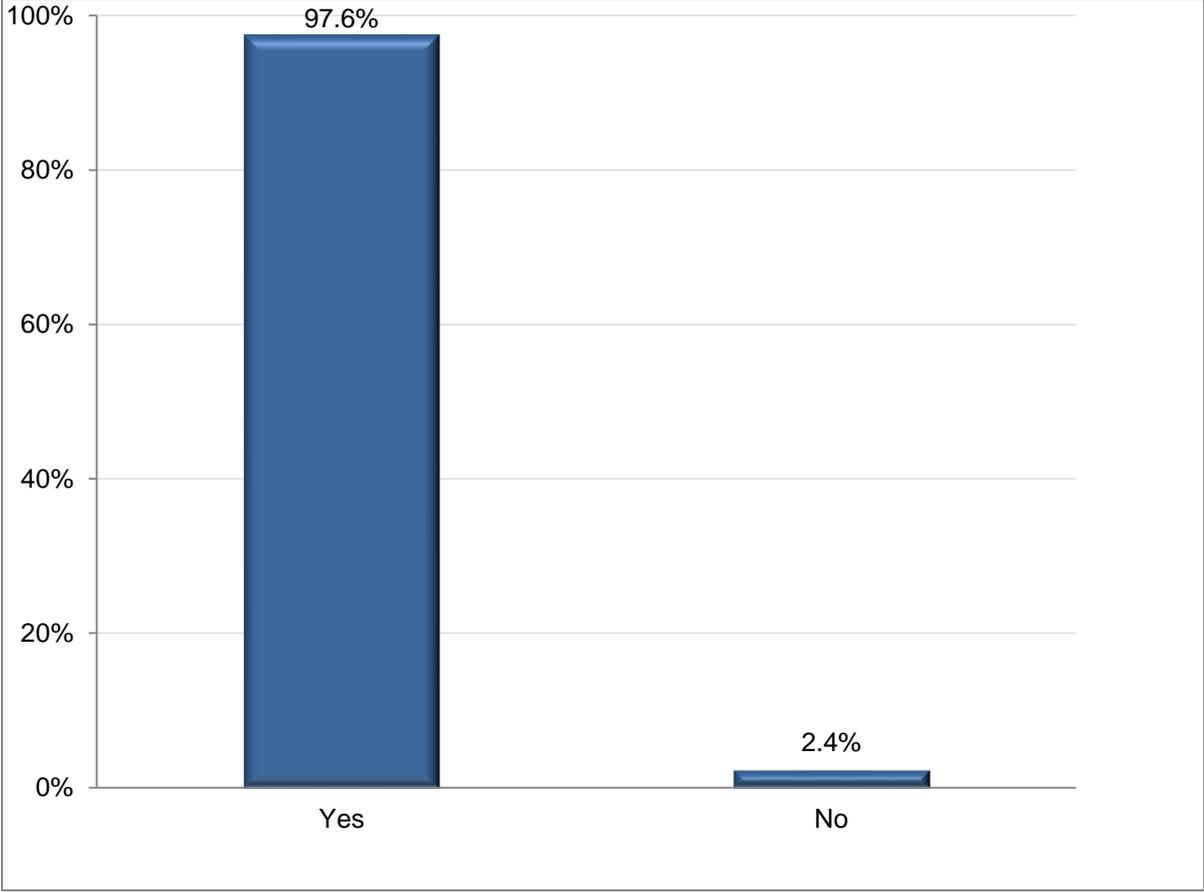
	Percentage responding	
	Yes	No
<b>Education</b>		
High school grad or less	28.6	71.4
Some college	39.7	60.3
College grad	46.6	53.4
Grad school/degree	38.0	62.0
<b>Income</b>		
\$25,000 or less	20.0	80.0
\$25,001 to \$50,000	45.6	54.4
\$50,001 to \$75,000	45.7	54.3
\$75,001 to \$100,000	40.9	59.1
\$100,001 to \$125,000	46.9	53.1
\$125,001 to \$150,000	23.3	76.7
Over \$150,000	43.2	56.8
<b>Own or rent home</b>		
Own	42.9	57.1
Rent	20.0	80.0

**Table 62**  
**City Person or Office Contacted**  
**(n=123)**

	Percentage responding
Public Works	22.0
Water/Utility Billing	16.3
Animal Control	11.4
Code Compliance	9.8
Police	7.3
City Manager's office	4.9
Inspections	3.3
Parks and Recreation	2.4
Mayor or Council	1.6
Fire	1.6
Library	1.6
Planning and Zoning	0.8
Municipal Court	0.8
Economic Development	0.8
Other	15.4

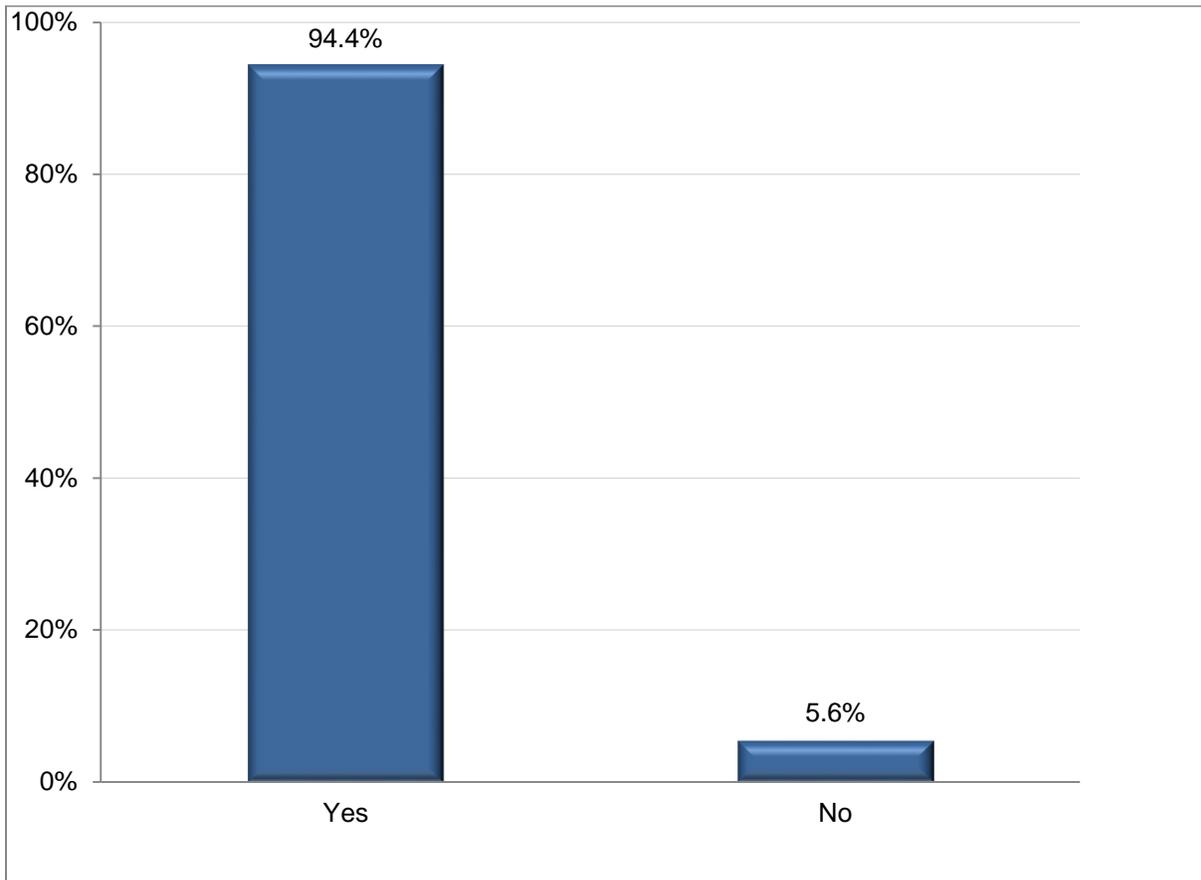
- Respondents who had contacted the City in the past 12 months were asked who or what office they contacted. As shown in Table 62, the most common response was public works (22.0 percent). This response was followed by water/utility billing (16.3 percent), and animal control (11.4 percent). Less than 10 percent had contacted any other department.

**Figure 12**  
**City Officials were Courteous**



- Respondents who had contacted the City were asked if the people they contacted were courteous. As shown in Figure 12, 97.6 percent of respondents who had contacted the City reported the officials were courteous.

**Figure 13  
City Officials were Helpful**

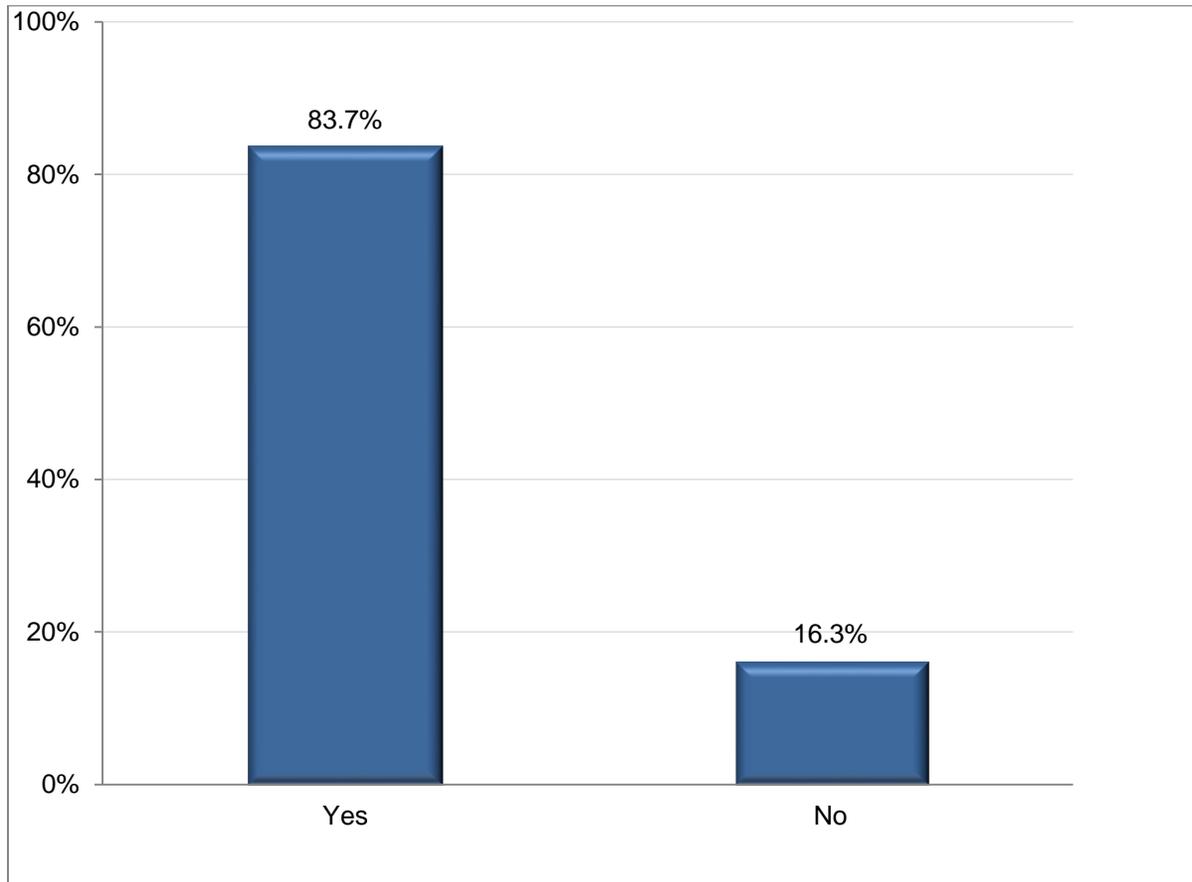


- Respondents who had contacted the City were asked if the people they contacted were helpful. As shown in Figure 13, 94.4 percent of respondents who had contacted the City reported the officials were helpful.
- The percentage of respondents who reported contacting the City was higher among those employed part-time and varied by age (see Table 63).

**Table 63  
City Officials were Helpful  
by Selected Demographics**

	Percentage responding	
	Yes	No
Age of respondent		
26 to 35	100.0	0.0
36 to 45	100.0	0.0
46 to 60	85.0	15.0
61 to 70	100.0	0.0
71 and over	96.0	4.0
Employment status		
Full-time	92.3	7.7
Part-time	100.0	0.0
Unemployed/student/homemaker	71.4	28.6
Retired	98.0	2.0

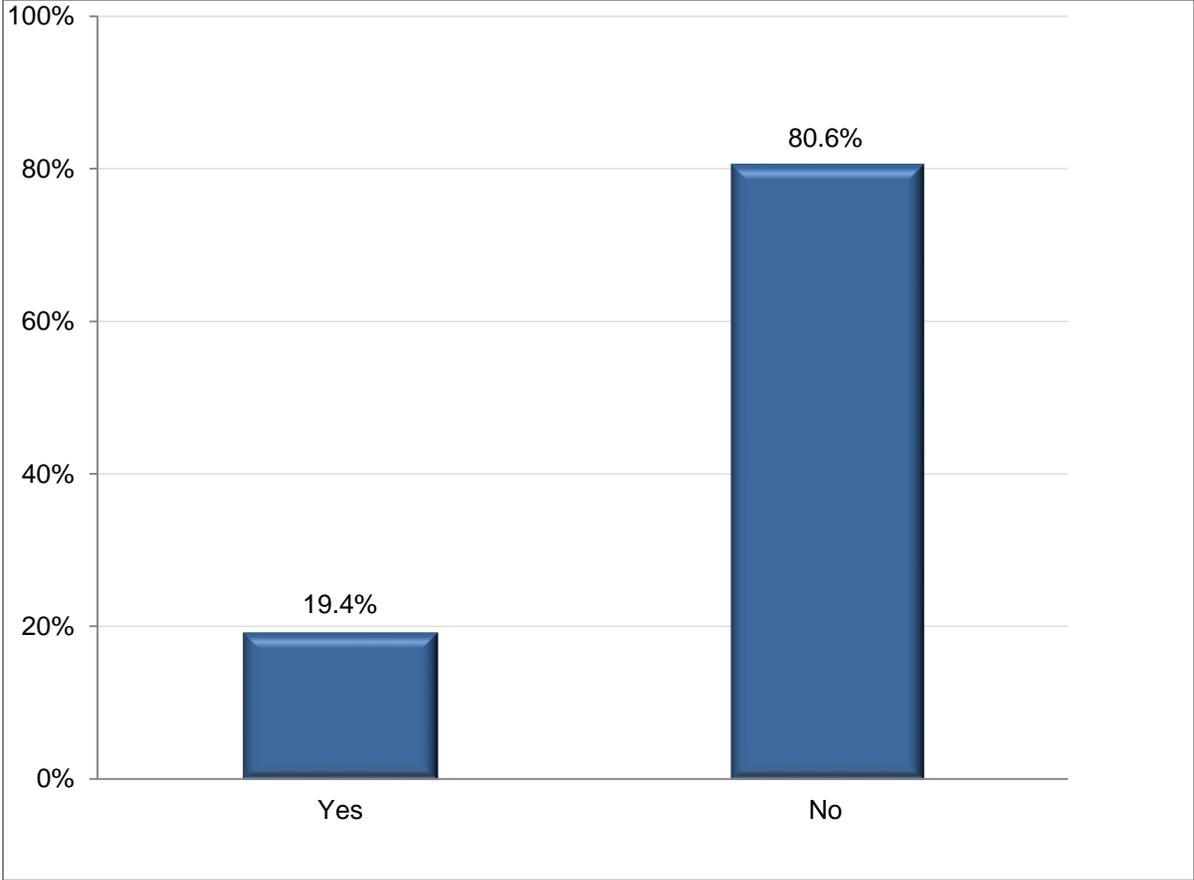
**Figure 14**  
**Satisfied with Results of Contact**



- Respondents who had contacted the City were asked if they were satisfied with the results of the contact. As shown in Figure 14, 83.7 percent of respondents were satisfied with the results of their contact with the City.

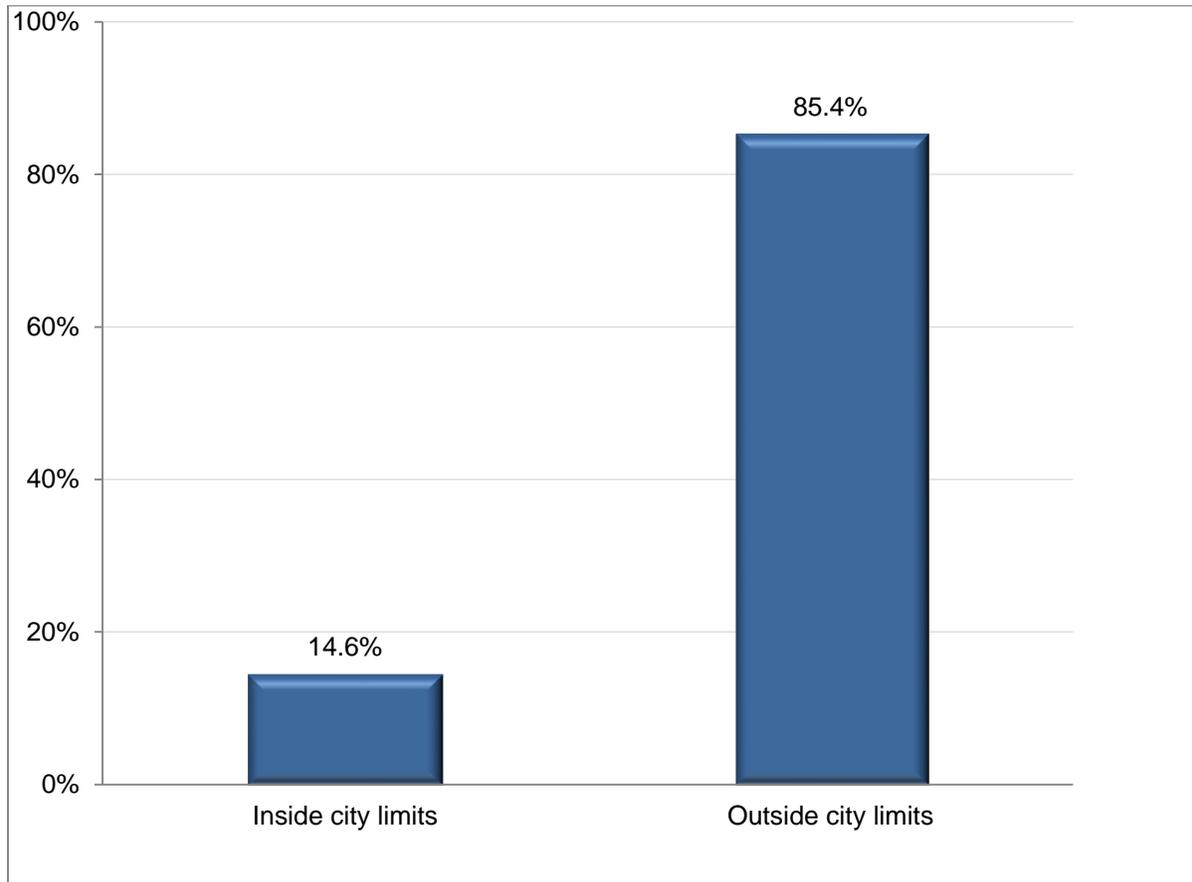
# Commuter Information

**Figure 15**  
**Work from Home**  
**(n=366)**



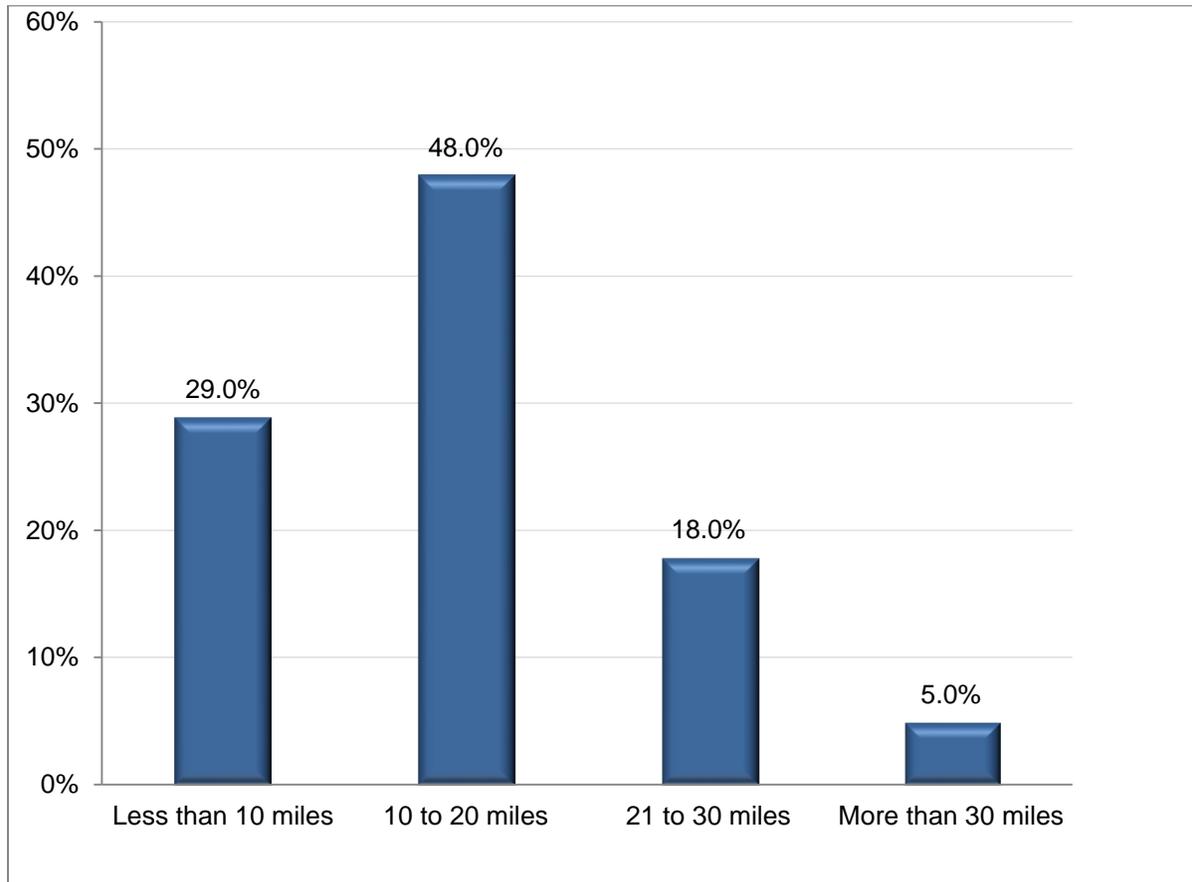
- Respondents who stated they were employed were asked if they work from their home. As shown in Figure 15, 19.4 percent of respondents stated they work from home.

**Figure 16**  
**Work Inside or Outside Bedford City Limits**  
**(n=144)**



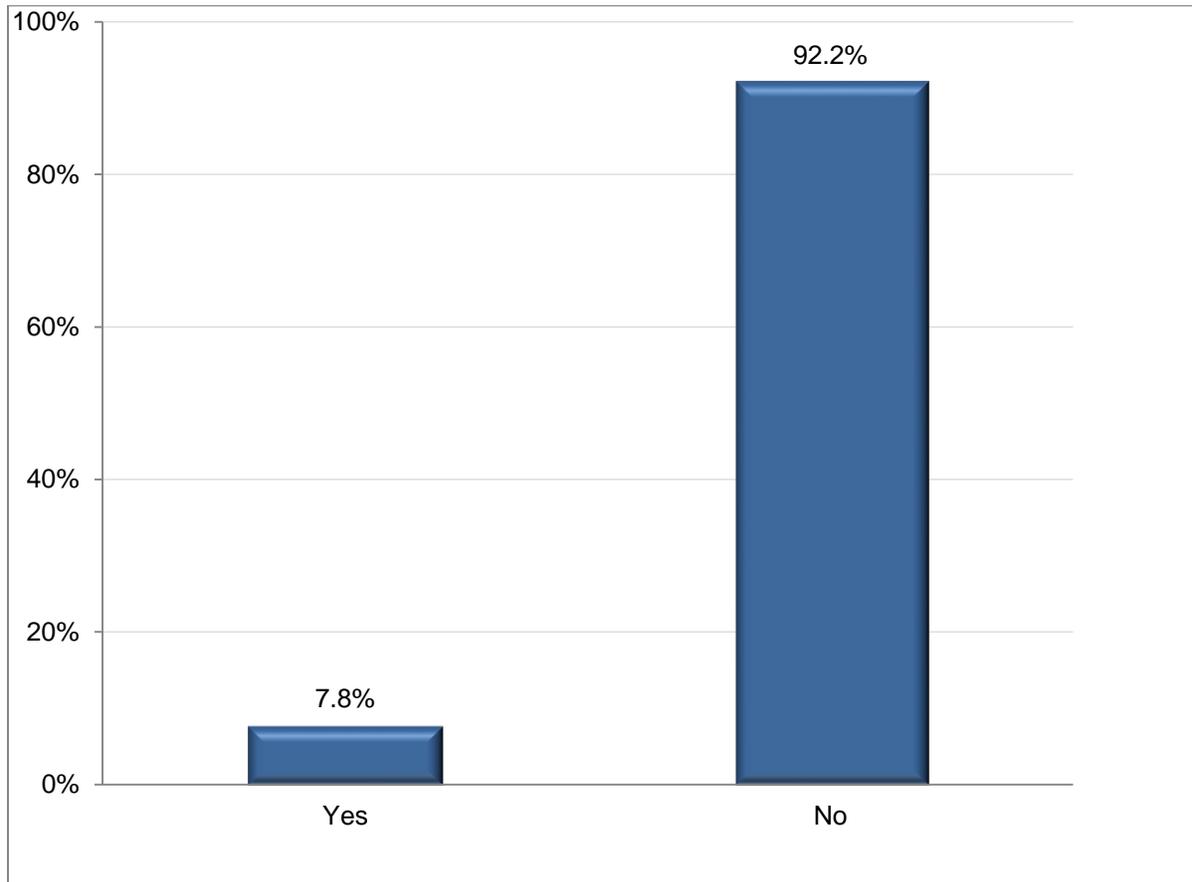
- Respondents who stated they do not work from home were asked if they work inside Bedford city limits or outside Bedford city limits. Eight-five percent of respondents stated they work outside Bedford city limits (see Figure 16).

**Figure 17**  
**Miles Traveled to Work**  
**(n=119)**



- Respondents who work outside Bedford city limits were asked how many miles they travel to get to work. As shown in Figure 17, 77.0 percent of respondents indicated they travel 20 miles or less to get to work.

**Figure 18**  
**Smoke Tobacco or use other Tobacco Products**  
**(n=348)**



- Respondents were asked if they smoke cigarettes or use other tobacco products. As shown in Figure 18, 7.8 percent of respondents reported they smoke cigarettes or use other tobacco products.

## VIII. CONCLUSIONS

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The 2014 Bedford Citizen Survey reveals that residents have a very favorable view of the quality of life in the city. The majority of respondents (93.2 percent) rated the quality of life in Bedford as excellent (33.7 percent) or good (59.5 percent). Ninety-two percent planned to remain in Bedford in the next several years. Ninety-five percent indicated they would recommend Bedford to a friend or family member as a good place to live. Fifty percent of respondents stated they stay somewhat informed about their community in Bedford.

Sixteen percent of respondents stated that the greatest challenge facing Bedford in the future was economic growth and city finances. When asked what change respondents would like to see from the City government to make Bedford a better place to live now and in the future, 14.5 percent of respondents stated they would like to see improvements to city parks and recreational facilities/programs.

Respondent support of policy matters the City may consider in the future was high. A majority of respondents (93.7 percent) supported investing city resources to develop new businesses. Support was also high for banning texting while driving (92.5 percent) and investing city resources to revitalize existing commercial areas (91.9 percent).

Many City services and facilities are well utilized by residents. Respondents were most likely to report using the library (76.2 percent), other city parks (56.1 percent) and the Boys Ranch Activity Center (43.9 percent). Parks (80.5 percent), recreational programs (79.0 percent) and recreational facilities (75.0 percent) all received favorable (excellent or good) ratings. A large majority of respondents (97.1 percent) rated the public library services as excellent or good.

Several City services received favorable ratings (excellent or good) from 87 percent or more of respondents: trash collection services (93.3 percent), sewer services (91.7 percent), animal control (89.3 percent) and recycling collection services (88.4 percent). Ratings for code compliance (77.0 percent), water quality (76.7 percent) and street maintenance (66.8 percent) were less favorable.

The City's control or prevention of code violations were highly rated by most respondents. The City's control of dead animals in roadways was rated as excellent (30.4 percent) or good (59.8 percent) by 90.2 percent of respondents. Control or prevention of stray animals (88.5 percent) and drainage and flooding problems (86.7 percent) also received high ratings. Less favorable ratings were reported for the City's control or prevention of properties with junk/debris in yards or driveways (65.1 percent) and fences in disrepair (59.8 percent).

Nearly all respondents feel either very safe or somewhat safe living in Bedford (98.9 percent). A small percentage of respondents (25.0 percent) stated they called for police services in the past year. Eighty-nine percent of respondents rated police visibility as excellent or good. Bedford police services received excellent or good ratings from 92.4 percent of respondents. Ninety-nine percent of respondents rated fire services as excellent or good and 10.8 percent called for fire department services in the past year.

More than half of respondents were aware of several City programs. Sixty-two percent of respondents were aware that residents can donate 50 cents on their water bill that is dedicated to improving Bedford parks. Few respondents (14.9 percent) stated they were aware of the "Better it" smart phone application.

Seventy-three percent indicated that they get enough information about City programs and services. The two most common sources of news about Bedford were Bedford Connection Magazine (44.4 percent) and water bill inserts (19.1 percent).

Forty-one percent of respondents reported contacting the City about a complaint, request for service, or for information in the past 12 months. Departments contacted most often were public works (22.0 percent), water/utility billing (16.3 percent) and animal control (11.4 percent). A large percentage of respondents indicated that city officials were courteous (97.6 percent) and helpful (94.4 percent). Eighty-four percent were satisfied with the results of their contact with the City.

Eighty-one percent of respondents indicated they do not work from home. Of those respondents, 85.4 percent stated they work outside Bedford city limits. Twenty-three percent of respondents who work outside of Bedford city limits travel 21 miles or more to get to work.

## APPENDIX A: SURVEY INSTRUMENT

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### BEDFORD CITIZEN SURVEY 2014

Hello, my name is \_\_\_\_\_. I'm calling from the Survey Research Center at the University of North Texas. The City of Bedford is conducting a survey of its citizens and I would like to talk with any female/male age 18 or older. **(TO RESPONDENT)** The City is conducting a survey to determine how citizens rate City services. The questions that I want to ask you will take about 15 minutes and your answers will be useful to the City as it develops programs and budgets for the future. Your participation is completely voluntary and all your answers will remain confidential. Your decision to participate or withdraw will not affect you in any way. This project has been reviewed by the UNT Institutional Review Board. If you have any questions, please call 1-800-687-7055.

Text in ALL CAPS is not read out loud.

1. To be sure that we are speaking with people in all parts of the city, can you first give me your zip code? **(DO NOT READ RESPONSES WHEN ALL IN CAPS)**

1. 76022
2. 76021
3. OTHER (TERMINATE INTERVIEW)
9. DK/NR (TERMINATE INTERVIEW)

2. How long have you lived in Bedford?

1. NO LONGER LIVE IN BEDFORD **(TERMINATE INTERVIEW)**
2. LESS THAN 12 MONTHS **(TERMINATE INTERVIEW)**
3. 1-5 YEARS
4. 6-10 YEARS
5. MORE THAN 10 YEARS
9. NR/DK

#### Quality of Life

3. Generally, would you rate the quality of life in Bedford as excellent, good, fair, or poor?

1. EXCELLENT      2. GOOD      3. FAIR      4. POOR **[SPECIFY]**      9. NR/DK

4. What do you consider to be the greatest challenge facing Bedford in the future?

---

5. If the City government could change one thing to make Bedford a better place to live now and in the future, what change would you like to see?

---

Policy Guidance

There are a number of policy matters within city limits that the City may consider in the future. I am going to read to you a number of policy statements. For each one, tell me if you strongly support, support, oppose, or strongly oppose that policy or if you have no opinion. The first is \_\_\_\_\_. Do you support, support, oppose, or strongly oppose \_\_\_\_\_.

	ROTATE	Strongly Support	Support	No Opinion	Oppose	Strongly Oppose
6.	Banning smoking in restaurants					
7.	Banning smoking in parks					
8.	Banning texting while driving					
9.	Investing city resources to pursue mass transit options					
10.	Investing city resources to bury utility wires on major streets					
11.	Investing city resources to develop new businesses					
12.	Investing city resources to revitalize existing commercial areas					
13.	Replacing the recycling bin that you currently use with a larger recycling cart that has a lid and wheels.					

City Service Ratings

14. Next I am going to read you a list of city services. For each, please rate the service in Bedford as excellent, good, fair or poor. Starting with \_\_\_\_\_; would you rate \_\_\_\_\_ as excellent, good, fair or poor? FOR EACH "POOR" RESPONSE, ASK "Can you explain the reason or reasons for your rating of poor?"

Rotate order of services	Excellent	Good	Fair	Poor (SPECIFY WHY)	NR/DK
a. The library	1	2	3	4	9
b. Street maintenance	1	2	3	4	9
c. Parks	1	2	3	4	9
d. Recreational programs	1	2	3	4	9
e. Recreational facilities	1	2	3	4	9
f. Storm water drainage	1	2	3	4	9
g. Water quality	1	2	3	4	9
h. Water pressure	1	2	3	4	9
i. Trash collection services	1	2	3	4	9
j. Recycling collection services	1	2	3	4	9
k. Animal control	1	2	3	4	9
l. Sewer services	1	2	3	4	9
m. Code compliance	1	2	3	4	9
n. Police department	1	2	3	4	9
o. Fire Department	1	2	3	4	9

<b>Rotate order of services</b>	Excellent	Good	Fair	Poor (SPECIFY WHY)	NR/DK
p. Ambulance services	1	2	3	4	9

15. Have you, or a member of your family, used the following services or facilities in the past year?

	Yes	No	NR/DK
a. The library	1	2	9
b. Boys Ranch Activity Center	1	2	9
c. Meadow Park Athletic Complex	1	2	9
d. Bedford Splash	1	2	9
e. Other City parks	1	2	9
f. Recreational programs	1	2	9
g. Called for Police services	1	2	9
h. Called for Fire Department services	1	2	9
i. Called for Ambulance services	1	2	9

Code Compliance

16. How would you rate Bedford's control or prevention of \_\_\_\_\_. Would you rate the city's control or prevention of \_\_\_\_\_ as excellent, good, fair, or poor?

	Excellent	Good	Fair	Poor (Specify, Why)	NR/DK
a. Litter	1	2	3	4	9
b. High grass and weeds	1	2	3	4	9
c. Junk vehicles	1	2	3	4	9
d. Stray Animals	1	2	3	4	9
e. Drainage or Flooding Problems	1	2	3	4	9
f. Substandard or deteriorating housing	1	2	3	4	9
g. Fences in disrepair	1	2	3	4	9
h. Properties with junk or debris in yard or driveway	1	2	3	4	9
i. Vehicles parked in yards or on the grass	1	2	3	4	9
j. A lack of sidewalks or sidewalks in disrepair	1	2	3	4	9
k. Potholes	1	2	3	4	9
l. Dead animals in roadway	1	2	3	4	9

Emergency Services

17. Do you feel very safe, somewhat safe, or not very safe living in Bedford?

- 1. VERY SAFE
- 2. SOMEWHAT SAFE
- 3. NOT VERY SAFE
- 9. DK/NR



23. Where do you get most of your news about Bedford?

a. Bedford Connection Magazine
b. Time Warner or U-verse Cable Channels
c. E-newsletters / E-mails
d. Water bill inserts
e. Fort Worth Star-Telegram or other newspaper
f. Local television news
g. Calling the city
h. Through word of mouth
i. City Web Site
j. Other Web Sites
k. Facebook
l. Twitter
m. Other [specify]
99. DK/NR

Contact with City Staff

24. Now I would like to ask you about contacts you have had with City staff. Have you or a member of your household contacted the City of Bedford about a complaint, request for service, or for information in the past 12 months?

1. YES (**ASK Q24A-24D**)      2. NO (**SKIP TO 25**)      9. NR/DK

24A. Who in the City did you contact what person or office?

- |                          |                           |
|--------------------------|---------------------------|
| 1. CITY MANAGER'S OFFICE | 9. PARKS AND RECREATION   |
| 2. MAYOR OR COUNCIL      | 10. ANIMAL CONTROL        |
| 3. PUBLIC WORKS          | 11. CODE COMPLIANCE       |
| 4. PLANNING/ZONING       | 12. ECONOMIC DEVELOPMENT  |
| 5. INSPECTIONS           | 13. WATER/UTILITY BILLING |
| 6. POLICE                | 14. MUNICIPAL COURT       |
| 7. FIRE                  | 15. OTHER, _____          |
| 8. LIBRARY               | 99. NR/DK                 |

24B. Were the people you contacted courteous or not courteous when you called?

1. YES, COURTEOUS      2. NO, NOT COURTEOUS      9. NR/DK

24C. Were the people you contacted helpful or not helpful when you called?

1. YES, HELPFUL      2. NO, NOT HELPFUL      9. NR/DK

24D. Were you generally satisfied with the results you got?

1. SATISFIED      2. NOT SATISFIED (Why not? \_\_\_\_\_)      9. NR/DK

Profile

25. Now for the last few questions, I would like to ask you several things about yourself so that we can develop a general profile of our sample. First of all, are you between the ages of . . .

**(INTERVIEWER: CODE RESPONSE INTO CORRECT CATEGORY)**

- |          |                |
|----------|----------------|
| 1. 18-25 | 5. 61-70       |
| 2. 26-35 | 6. 71 and over |
| 3. 36-45 | 9. NR/DK       |
| 4. 46-60 |                |

26. Are you employed fulltime, part-time, presently unemployed, retired, or are you a student, or homemaker?

- |                                    |                           |
|------------------------------------|---------------------------|
| 1. FULLTIME (incl. self-employed)  | 5. STUDENT (SKIP TO 29)   |
| 2. PART-TIME (incl. self-employed) | 6. HOMEMAKER (SKIP TO 29) |
| 3. UNEMPLOYED (SKIP TO 29)         | 9. NR/DK (SKIP TO 29)     |
| 4. RETIRED (SKIP TO 29)            |                           |

27. Do you work from your home?

- |                     |       |          |
|---------------------|-------|----------|
| 1. YES (SKIP TO 29) | 2. NO | 9. NR/DK |
|---------------------|-------|----------|

28. Do you work inside Bedford City limits or outside Bedford City limits?

1. INSIDE CITY LIMITS (SKIP TO 29)
2. OUTSIDE CITY LIMITS (ASK 28a)

28a. How many miles do you travel to get to work? \_\_\_\_\_

29. How many years of education have you completed?

- |                     |                            |
|---------------------|----------------------------|
| 1. 8 OR LESS        | 5. COLLEGE GRAD            |
| 2. SOME HIGH SCHOOL | 6. GRAD SCHOOL/GRAD DEGREE |
| 3. HIGH SCHOOL GRAD | 9. NR/DK                   |
| 4. SOME COLLEGE     |                            |

30. I am going to read several different income categories. Without telling me your exact income, into which category did your total household income for the past year fall?

- |                    |                        |
|--------------------|------------------------|
| 1. Under \$10,000  | 5. \$75,001-100,000    |
| 2. \$10,001-25,000 | 6. \$100,001-125,000   |
| 3. \$25,001-50,000 | 7. \$125,001 – 150,000 |
| 4. \$50,001-75,000 | 8. OVER \$150,000      |
|                    | 9. DK/NR               |

31. Please tell me if you have any children living at home in the following age groups.

	<u>YES</u>	<u>NO</u>	<u>NR/DK</u>
Less than 6 years old	1	2	9
6-12 years old	1	2	9
13-18 years old	1	2	9

32. Do you own your home or do you rent?

- |        |         |                        |          |
|--------|---------|------------------------|----------|
| 1. OWN | 2. RENT | 3. RENT FREE SITUATION | 9. NR/DK |
|--------|---------|------------------------|----------|

33. Do you smoke cigarettes or other tobacco products?

1. YES
2. NO

34. Does anyone in your household have a cell phone?

1. YES
2. NO

35. Would you describe your race or ethnicity as. . .

1. White
2. African American
3. Hispanic
4. Asian, or
5. Other (SPECIFY \_\_\_\_\_)

36. Looking ahead for the next several years, do you plan on remaining in Bedford?

1. Yes (**SKIP TO Q36**)
2. No (**ASK Q36**)
9. NR/DK

36A. What is the primary reason causing you to consider leaving Bedford?

\_\_\_\_\_

37. Which of the following statements would best describe you as a member of your community in Bedford?

1. I am very active in my community
2. I stay somewhat informed
3. I become involved when issues affect me
4. I just live here
9. NR/DK

38. Would you recommend Bedford as a good place to live to a friend or family member?

1. Yes
2. No [**SPECIFY WHY**]
9. NR/DK

Thank you very much for your time and cooperation. We believe that this project will help City officials provide better services to all citizens.

**39. INTERVIEWER: RECORD GENDER OF RESPONDENT**

1. FEMALE
2. MALE
9. NR/DK

**CITY OF BEDFORD 2014 CITIZEN SURVEY**

Please answer the following questions by checking the box that best represents your answer. Your answers will be useful to the City as it develops programs and budgets for the future. All of your answers will be kept confidential. This project has been approved by the UNT Institutional Review Board. If you have any questions, please call 1-800-687-7055.

You can access this survey online at [www.UNTSurvey.com](http://www.UNTSurvey.com) Login ID (2691) Password (11910)

1. Generally, would you rate the quality of life in Bedford as . . .

Excellent	Good	Fair	Poor
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

There are a number of policy matters within city limits that the City may consider in the future. Rate your level of support or opposition to each of the matters listed below.

	Strongly Support	Support	No Opinion	Oppose	Strongly Oppose
2. Banning smoking in restaurants	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
3. Banning smoking in parks	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
4. Banning texting while driving	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
5. Investing city resources to pursue mass transit options	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
6. Investing city resources to bury utility wires on major streets	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
7. Investing city resources to develop new businesses	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
8. Investing city resources to revitalize existing commercial areas	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
9. Replacing the recycling bin that you currently use with a larger recycling cart that has a lid and wheels.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Rate the following aspects on the scale provided. If you are unfamiliar with an aspect, you can leave it blank.

Overall Ratings	Excellent	Good	Fair	Poor
10. The Library	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
11. Police department	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
12. Police visibility	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
13. Fire department	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
14. Storm water drainage	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
15. Street maintenance	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
16. Water quality	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
17. Water pressure	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
18. Sewer services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
19. Ambulance	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
20. Recreation facilities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
21. Recreational programs	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
22. Parks	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
23. Animal control	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
24. Trash collection services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
25. Recycling collection services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
26. Code compliance	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

27. If you assigned a "poor" rating to any of the items above, please explain why: \_\_\_\_\_

28. Do you think you get enough information about City programs and services?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No
29. Have you or a member of your household visited Bedford's web site?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No
30. Would you recommend Bedford as a good place to live to a friend or family member?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No

31. Indicate if you or a family member has used any of the following facilities or services in the past 12 months:				
	<b>Used</b>	<b>Did not Use</b>		
a. The library	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>		
b. Boys Ranch Activity Center	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>		
c. Meadow Park Athletic Complex	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>		
d. Bedford Splash	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>		
e. Other City parks	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>		
f. Recreational programs	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>		
g. Called for Police services	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>		
h. Called for Fire Department services	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>		
i. Called for Ambulance services	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>		
j. Contacted the City staff about a complaint, request for service, or information	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>		
32. Do you feel very safe, somewhat safe, or not very safe living in your neighborhood?				
	<input type="checkbox"/> <sub>1</sub> Very Safe	<input type="checkbox"/> <sub>2</sub> Somewhat Safe	<input type="checkbox"/> <sub>3</sub> Not Very Safe	
33. How would you rate Bedford's control or prevention of the code compliance issues listed below.				
	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
a. Litter	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
b. High grass and weeds	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
c. Junk vehicles	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
d. Stray animals	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
e. Drainage or flooding problems	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
f. Substandard or deteriorating housing	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
g. Fences in disrepair	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
h. Properties with junk or debris in yard or driveway	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
i. Vehicles parked in yards or on the grass	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
j. A lack of sidewalks or sidewalks in disrepair	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
k. Potholes	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
l. Dead animals in roadway	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
34. Are you aware of or have you heard of the following City programs:				
		<b>Aware</b>	<b>Not Aware</b>	
a. Bedford alert—a system that will call you or text you with automated messages during an emergency.		<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	
b. The "Better it" app—a smart phone application that lets you submit a request to a city staff person with the location and photo of maintenance needs		<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	
c. Are you aware you can donate 50 cents on your utility bill to be dedicated to improving Bedford parks?		<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	
d. Are you aware that pets in Bedford must be registered with the city?		<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	
Please answer the following questions to help us better understand your responses. All your information will be kept confidential				
Your age:	<input type="checkbox"/> <sub>1</sub> 18-25	<input type="checkbox"/> <sub>3</sub> 36-45	<input type="checkbox"/> <sub>6</sub> 71 and over	
	<input type="checkbox"/> <sub>2</sub> 26-35	<input type="checkbox"/> <sub>4</sub> 46-60	<input type="checkbox"/> <sub>5</sub> 61-70	
Employment status:	<input type="checkbox"/> <sub>1</sub> Fulltime	<input type="checkbox"/> <sub>4</sub> Retired		
	<input type="checkbox"/> <sub>2</sub> Part-Time	<input type="checkbox"/> <sub>5</sub> Student		
	<input type="checkbox"/> <sub>3</sub> Unemployed	<input type="checkbox"/> <sub>6</sub> Homemaker		
How many years of education have you completed?	<input type="checkbox"/> <sub>1</sub> 8 <sup>th</sup> grade or less		<input type="checkbox"/> <sub>4</sub> Some College	
	<input type="checkbox"/> <sub>2</sub> Some High School		<input type="checkbox"/> <sub>5</sub> College Graduate	
	<input type="checkbox"/> <sub>3</sub> High School Grad.		<input type="checkbox"/> <sub>6</sub> Grad School/Grad. Degree	
Total household income:	<input type="checkbox"/> <sub>1</sub> Under \$10,000	<input type="checkbox"/> <sub>5</sub> \$75,001-100,000		
	<input type="checkbox"/> <sub>2</sub> \$10,001-25,000	<input type="checkbox"/> <sub>6</sub> \$100,001-125,000		
	<input type="checkbox"/> <sub>3</sub> \$25,001-50,000	<input type="checkbox"/> <sub>7</sub> \$125,001-150,000		
	<input type="checkbox"/> <sub>4</sub> \$50,001-75,000	<input type="checkbox"/> <sub>8</sub> Over \$150,000		
If you have children living in the household, check the box of the ages of your children (check all that apply).	<input type="checkbox"/> <sub>1</sub> Less than 6 yrs. old		<input type="checkbox"/> <sub>2</sub> 6-12	<input type="checkbox"/> <sub>3</sub> 13-18
Housing status:	<input type="checkbox"/> <sub>1</sub> Own		<input type="checkbox"/> <sub>2</sub> Rent	
Gender:	<input type="checkbox"/> <sub>1</sub> Female		<input type="checkbox"/> <sub>2</sub> Male	
Length of residence in Bedford	Years _____ (If under 1 yr., indicate months _____)			

## APPENDIX B: BENCHMARK FINDINGS

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### Overview

The University of North Texas Survey Research Center (SRC) performed a survey of Metroplex residents between November 2 and December 15, 2011. The “Metroplex Survey” is a survey of 1,200 residents of Collin, Tarrant, Denton, and Tarrant Counties. Interviews were conducted using cellphone and landline sampling frames. In all, 486 interviews were conducted with cellphone users. Approximately 300 respondents were interviewed in each of the four counties. Among the questions asked in the survey, a total of 16 questions regarding City services were included. These questions provide a benchmark for 16 questions in the City of Bedford Citizen Survey.

The Metroplex consists of many cities in various stages of development and population levels. Therefore, it can prove difficult to provide an exact match of community characteristics when constructing a benchmark comparison. In this section, three benchmark measures are presented for comparison to Bedford’s findings.

- Metroplex benchmark: This measure consists of all 1,200 respondents included in the four-county Metroplex Survey. Tarrant County benchmark: This measure consists of 300 respondents from the Metroplex survey living in Tarrant County.
- Metroplex Suburb benchmark: This measure was created by selecting all respondents from the Metroplex survey who lived in cities with populations of less than 100,000 people.

### Findings

When examining the Bedford findings compared to benchmarks, it is often helpful to consider the “excellent” and “good” ratings combined. Other findings can be better understood when comparing the excellent or good findings only. Findings are presented in Table B-1 through B-6.

Sampling error is inherent in survey samples of large populations. When one observes a difference in percentage distributions between Bedford and a benchmark comparison, they must ask the question, “Does this difference represent a difference in the population or could this difference be attributed to sampling error?” A test of statistical significance indicates when the differences observed between a Bedford finding and a comparison finding have a low probability of being attributed to sampling error. The probability is expressed with asterisks where “\*” indicates a probability of less than .05, “\*\*” a probability of less than .01, and “\*\*\*” a probability of less than .001. If there are no asterisks, then the probability of this type of error is too high to conclude that the differences observed in the findings represent actual differences in the populations. Any time a finding is denoted with one or more asterisks, we state that it is a “statistically significant difference.”

Ratings of the quality of life in Bedford are higher than ratings from residents living in the Metroplex as a whole, those living in Tarrant County, and those in other Metroplex Suburbs. Other findings show high points for the City of Bedford as well. Ratings of the police department and police visibility were higher than the Metroplex and police department was also rated higher than Tarrant County. Excellent ratings of the fire department were higher in Bedford than Tarrant County. Ambulance services received higher ratings in Bedford compared to the Metroplex and Tarrant County.

Parks and recreation programs were rated higher in the all of the other area benchmarks than Bedford. Nearly all respondents (97.1 percent) in Bedford rated library services as excellent or good compared to all other area benchmarks (90.7 percent or less).

Code compliance in Bedford received similar ratings to all of the other area benchmarks. Bedford residents reported similar ratings of trash collection services as the Metroplex Suburbs and higher ratings than the Metroplex and Tarrant County. Recycling collection services, storm water drainage, and sewer services were all rated higher in Bedford than the Metroplex and Metroplex Suburb benchmarks. All other area benchmark ratings of water pressure were higher than those in Bedford, while ratings for street maintenance and animal control where higher in Bedford.

When asked to rate their level of feeling safe in their neighborhood, ratings of “very safe” were higher in Bedford than in the Metroplex and Tarrant County benchmarks. The Metroplex Suburb benchmark had a higher percentage reporting “very safe” than in Bedford.

The percentage of respondents in Bedford who stated they get enough information about City programs and services was lower than all other area benchmarks. Internet access and visiting the City’s web site resulted in higher percentages compared to all other area benchmarks.

**Table B-1  
City Services Benchmark Comparisons**

Area	Percentage responding			
	Excellent	Good	Fair	Poor
<b>Quality of Life</b>				
Bedford	33.7	59.5	6.6	0.2
Metroplex***	34.8	51.0	12.2	2.0
Tarrant County***	31.8	53.8	11.5	3.0
Metroplex Suburb**	39.8	49.7	9.1	1.5
<b>Police Visibility</b>				
Bedford	43.9	44.6	9.4	2.1
Metroplex**	40.6	42.6	12.1	4.7
Tarrant County	40.6	41.6	13.5	4.3
Metroplex Suburb	46.5	40.0	9.5	4.0
<b>Police Department</b>				
Bedford	45.5	46.9	5.7	1.9
Metroplex***	36.8	48.6	9.8	4.8
Tarrant County**	34.8	52.8	8.0	4.0
Metroplex Suburb	42.9	45.5	8.1	3.6
<b>Fire Department</b>				
Bedford	58.9	39.6	0.8	0.8
Metroplex	55.7	41.3	2.4	0.6
Tarrant County*	51.2	45.5	3.0	0.3
Metroplex Suburb	59.9	37.4	1.9	0.8
<b>Ambulance Services</b>				
Bedford	43.3	54.3	2.0	0.4
Metroplex**	42.5	50.5	6.0	0.9
Tarrant County**	36.7	55.7	6.8	0.8
Metroplex Suburb	45.3	49.3	4.3	1.1
<b>Library Services</b>				
Bedford	67.5	29.6	2.3	0.6
Metroplex***	47.2	42.4	7.9	2.6
Tarrant County**	43.6	45.9	7.9	2.6
Metroplex Suburb***	50.7	40.0	7.1	2.1
<b>Parks</b>				
Bedford	21.5	59.0	17.6	1.9
Metroplex***	37.0	46.9	12.6	3.5
Tarrant County***	36.7	46.4	13.8	3.1
Metroplex Suburb***	42.9	44.6	10.1	2.5
<b>Recreational Programs</b>				
Bedford	20.0	59.0	19.0	2.0
Metroplex***	32.1	44.8	16.4	6.7
Tarrant County***	30.9	45.4	14.9	8.9
Metroplex Suburb***	37.7	44.2	13.2	4.9

**Table B-2  
City Services Benchmark Comparisons (Continued)**

Area	Percentage responding			
	Excellent	Good	Fair	Poor
<b>Code Compliance</b>				
Bedford	19.1	57.9	16.9	6.2
Metroplex	18.9	55.5	18.9	6.7
Tarrant County	17.9	58.0	17.9	6.1
Metroplex Suburb	21.7	56.8	16.0	5.5
<b>Trash Collection Services</b>				
Bedford	44.3	49.0	5.6	1.1
Metroplex**	40.9	46.7	9.4	2.9
Tarrant County**	34.4	52.3	9.6	3.6
Metroplex Suburb	45.8	45.2	7.5	1.6
<b>Recycling Collection Services</b>				
Bedford	35.8	52.6	8.8	2.9
Metroplex***	40.2	42.3	11.8	5.7
Tarrant County	35.2	47.9	10.7	6.2
Metroplex Suburb***	44.9	39.4	10.8	4.9
<b>Storm Water Drainage</b>				
Bedford	19.9	63.3	13.7	3.1
Metroplex**	23.9	53.1	17.8	5.2
Tarrant County	19.9	56.8	16.8	6.5
Metroplex Suburb*	26.4	54.6	15.7	3.4
<b>Sewer Services</b>				
Bedford	23.1	68.6	13.7	3.1
Metroplex***	30.0	57.0	9.7	3.2
Tarrant County**	25.3	61.2	10.0	3.5
Metroplex Suburb***	34.0	56.9	6.7	2.4
<b>Water Pressure</b>				
Bedford	24.6	57.3	14.4	3.7
Metroplex***	34.6	51.5	9.7	4.1
Tarrant County**	34.1	52.2	9.0	4.7
Metroplex Suburb***	38.0	50.3	8.0	3.6
<b>Street Maintenance</b>				
Bedford	11.9	54.9	26.6	6.5
Metroplex***	17.4	44.2	25.8	12.5
Tarrant County**	13.2	49.0	23.8	13.9
Metroplex Suburb***	21.1	45.5	24.9	8.5
<b>Animal Control</b>				
Bedford	26.4	62.9	8.0	2.7
Metroplex***	26.8	50.9	14.5	7.8
Tarrant County***	24.7	50.5	15.5	9.2
Metroplex Suburb**	30.0	53.0	11.7	5.2

**Table B-3  
Neighborhood Safety Benchmark Comparisons**

Area	Percentage responding		
	Very safe	Somewhat safe	Not very safe
<b>Feel Safe in Neighborhood</b>			
Bedford	70.6	28.3	1.1
Metroplex**	66.9	29.6	3.5
Tarrant County	64.8	32.9	2.3
Metroplex Suburb	73.8	24.4	1.8

**Table B-4  
Information about City Programs & Services Benchmark Comparisons**

Area	Percentage responding	
	Yes	No
<b>Get Enough Information</b>		
Bedford	73.3	26.7
Metroplex	74.5	25.5
Tarrant County	75.3	24.7
Metroplex Suburb**	79.5	20.5

**Table B-5  
Have access to a Computer with Internet Access Comparisons**

Area	Percentage responding			
	Home	Work	Both	No Access
<b>Internet Access</b>				
Bedford	40.7	0.6	53.6	5.2
Metroplex***	31.0	2.4	53.2	13.4
Tarrant County***	33.2	3.3	46.1	17.4
Metroplex Suburb**	30.8	1.6	57.5	10.2

**Table B-6  
Visited City's Website Benchmark Comparisons**

Area	Percentage responding	
	Yes	No
<b>Visited city's website</b>		
Bedford	77.0	23.0
Metroplex*	70.9	29.1
Tarrant County*	69.8	30.2
Metroplex Suburb	74.4	25.6

## APPENDIX C: OPEN-ENDED RESPONSES

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### Specified poor ratings regarding quality of life in Bedford

Lack of interest in managing problem people. There are sadly 7 million 'potential victims' in the metro area. Why should persons in neighboring communities, towns, cities and counties be at risk for becoming victimized by the very people who should have been, or could have been stopped before they fanned out to find more victims?

### Specified responses for greatest challenge facing Bedford in the future

#### Economic growth/city finances

Any vibrant income-base.

Basic expenses keeping up city properties and services.

Budget.

Budget and use of funds. I don't have a lot of knowledge in this area, but it seems like property taxes are higher here than surrounding areas.

Continue discovering ways to fund the city budget without further increases to the property taxes.

Demographics of the income. The 121 side is becoming more of a lower income area and it is changing the dynamics of the other side.

Economic development (5).

Economic growth (4).

Economy crunch.

Expanding and developing new facilities.

Expanding and improving parks.

Finances.

For them to put more money in the parks and to be more progressive.

Funding. Bedford is trying to grow and in order to grow you have to have money and the bulk of the residents in Bedford don't favor debt. So that's what they're faced with.

Growth (6).

Housing growth. Expansion of 121.

How to grow the city when our boundaries are already set. We have to find a way to grow within our boundaries.

I guess growth. Also, tax space so that we may have better stores, shops, outlets and services.

I would say its economic development.

I would say, having the funds for population as its aging.

Issues involving growth and property taxes.

Keep a moderate City Council that can balance taxes/funds. Continue to maintain roads and public facilities.

Lack of ability to expand commerce and residential. The City Council is very conservative.

Lack of area for expansion and older homes.

Making sure Bedford grows as a quality place to live. No more apartments or cheap hotels.

Managing the city budget; better utilization of tax dollars, less waste.

No retail growth.

No room for growth/expansion.  
Not wasting money on the resident's rate.  
Overcrowding, there is not enough land to build more houses or apartment complexes to accommodate the growing population.  
Paying firemen and police officers enough money to protect us.  
Population growth and getting more business into the city.  
Probably keeping up the services considering there's not that much room to grow.  
Replacing revenue lost because of the 183 business that left.  
Revenue sources since there is not a big driver like a mall or the airport.  
Revitalizing and refurbishing older sections of town to bring new citizen growth to our town.  
Slow economic growth and I don't like the businesses they are bringing in Bedford.  
Spending too much money on things such as park beautification when our city has bad roads, too few policemen and not enough employees to properly staff the city offices. Properties that are not maintained properly and yet the city ignores them. High grass, yards full of junk and debris. Continually raising property taxes for ridiculous things such as an indoor practice field at the high school.  
The ability to keep up with area cities, no room for progress, need to be innovative and look outside the box for ways to promote the city, use the location to bring opportunity to people here to shop.  
The city doesn't have much money.  
The greatest challenge has to be to make sure that the City of Bedford has a strong basis for its economy.  
To keep growing and I think people are moving to Southlake and other city we just need to keep growing to compete.  
Trying to keep up with the growth of water systems, electricity, etc.

### Businesses/Developments

Attracting and retaining new businesses. We have too many old strip malls with too many vacancies. I also worry about our failure to keep up to date such as the failure of our officials to even discuss the T.N.R. program, which is not only more humane but would save the city money in the future.  
Attracting business (3)  
Attracting business, there's a lot of empty retail space.  
Attracting businesses and developing a city center core.  
Attracting businesses to the area and growing our tax base.  
Attracting more businesses and diversifying the types of businesses attracted.  
Attracting more businesses to possibly move into the already vacant buildings especially along Pipeline Rd.  
Attracting new businesses and keeping the neighborhoods in good condition.  
Attracting stable, small business.  
Bedford should make use of old buildings and business not being occupied being stagnate.  
Bringing more market to these businesses so they are alive with market and use.  
Bringing in more businesses.  
Bringing in revenue. It's like a bed-room community. Doesn't have a mall, airport, or any other business to bring in revenue.

Business. More business retail services.  
Business development, tax increases, city appeal, city pride.  
Commercial development.  
Continued growth. I realize there is no way to expand but I'm talking about business being able to stay here and expanding.  
Creating new jobs and businesses.  
Development. Bedford has done nothing to improve its services for its citizens. The surrounding cities have, however.  
Drawing big business to the city and keeping them (i.e., ensuring that leased space costs don't rise so high they leave the city). The second challenge is ensuring the undeveloped land in the city doesn't become another church or organization that doesn't pay property taxes (i.e., Daystar).  
Finding a nice market food chain store to be located in the South East corner of Hwy 183/Hwy 121 (Boomer Jacks/Jason Deli are located in this area) where Sack N Save was located. We need a high end chain market store here.  
Finding industry to locate in the City.  
Finding more businesses to open in Bedford to increase our tax base.  
Getting businesses into the city to provide taxes in it.  
Getting rid of cheap apartments and building more businesses. Too many government subsidized apartments.  
Having a major business or other way to produce taxes.  
I think lack of central city area. Civic center or mall or something like that. We don't have anything.  
I would like to see more businesses.  
I would say probably business that pay taxes.  
It doesn't have enough draws to bring people in to do business, so people will come do business. Compared to Southlake and Grapevine.  
It would be getting business into the city.  
It's all built out and there aren't any small businesses. Hurst is making more income because of the small businesses. It's limited in its commerce.  
Keeping businesses in the area for revenue.  
Maintaining infrastructure and getting businesses in Bedford.  
Maintaining current businesses and bringing in new companies.  
Maintaining small businesses.  
More business and fewer taxes.  
More businesses and a bigger tax base.  
New businesses, because there's not very much space left for new businesses.  
New businesses.  
Not a lot of industry, but a lot of restaurants. A lot of apartments, across Euless. It's not very cohesive.  
Obtaining quality businesses and restaurants to help increase taxes.  
Probably business. Hurst is so strong and we are so close to Hurst.  
Revenue, bringing in businesses to increase the tax base.  
Revitalizing retail, updating old structures.

Shopping area comparable to Grapevine or Hurst.

Small businesses, they have a lot of empty store spaces at this time.

The lack of Bedford business.

They need more business and fewer taxes.

We are pretty well keeping up with everything. I was going to say more eating places. Personal

Complaint: I would love to stay here, but the neighbors wake me up all during the night.

They live in 2713; [name of person] is the oldest teenager of household/neighbor next door.

Old Phone number [number provided]. I don't know what's going on often in Bedford, but if they would inform me more often I would participate and help all the time.

We need to bring businesses to Bedford.

Well, probably maintaining city services encourage more business along the freeway.

### Taxes

Bedford has become built out and it's going to be difficult to get tax revenue. For instance, we lost the library to a suburb.

Budgetary, making the most of the tax base.

Controlling taxes.

Don't have a good tax base as far as businesses go.

For tax purposes, you need more businesses. We wouldn't have to pay as much taxes if Bedford had more businesses.

I haven't really given it much thought. I know we're not happy with the property taxes that keep climbing, every year.

I think tax revenue.

I would say to small of a tax base. There are not enough businesses to bring down the property tax of the residents.

Keeping our taxes low.

Lack of property taxes.

Maintaining a good tax base for education.

Might be tax rate. I think the taxes are too high for people. I think we can use a mall here in Bedford. The street might use some attention like repair.

Probably tax money to get services.

Probably the lack of ability to grow its tax base.

Tax revenue. Residential tax revenue.

That taxes with continue to increase.

The economy challenges Bedford; the city needs more money through taxes.

The situation has to do with the growth and with the taxes being too high. Also, there are not a lot of businesses that choose to come to Bedford and to me it's sad because our surrounding areas have more attractive business than we do and if you shop outside of Bedford, you're giving your money to that particular city.

The tax level and the city government.

Updating some of the areas that are getting kind of old. They don't have enough tax based business for sales tax. The sale tax revenue is low because of the lack of businesses.

Reasonable taxes. Reasonable income for the city. Good intake. Be careful with debt.

Building a larger tax base by attracting viable business with proven track records.

Building the tax base by attracting small to medium size businesses and hopefully find ways to attract businesses that encourage residents to shop Bedford instead of having to go outside the city for so much of their shopping. Pursuing the long term plan to develop more of a centralized shopping, restaurant, entertaining district, etc.

High taxes that discourage investment, coupled with declining home values due to poor zoning and wasteful city government.

Keeping taxes low (2).

Maintaining services while keeping tax rate in check since city is close to being "built out."

Needs more tax revenue from retail. The city has not been business friendly in the past, but it is improving somewhat. It needs to attract interesting shops and restaurants, not just chain establishments. In my opinion, the city has no personality or identity. It is certainly not a destination. I often shop in other local cities to find what I need and want because I can't find the items in Bedford.

Property taxes being too high.

Tax base.

Tax base with a landlocked city.

Tax income. Not enough large business.

Tax revenue and new business.

Taxes. We have not kept up with Hurst and Grapevine with industry and shopping to help with the taxes.

Keeping the citizens utility rates (and other taxes) down is a challenge. The water bill is already too high. Also, the city bureaucracy and elected officials have attempted to pass unpopular bonds, which many of the citizens are against, and/or raise taxes to better their own pockets. This seems to be an ongoing issue. I don't know how the new highway toll system will affect the city.

Lowering homeowner's real estate taxes while not reducing services and at least making an attempt at drawing retail and business into Bedford.

### Road Construction/Transportation

A mass transit.

Any business loss from construction.

Completing highway construction.

Completion of the freeway.

Construction on the roads.

Construction on the streets and stop lights.

Finish fixing up the parks in the Bedford area and finish construction.

Finishing construction on the highway here.

Freeway issues due to expansion.

Getting 183 finished up. They've been at it over a year and a half now and it's still not finished.

Getting on to the expressway and getting off because of all the construction.

Highway construction.

Highways are making it difficult.

I go to the senior center and T.C.J.C to take classes. I hope it gets better. If they finish the construction, it might be better. Instead of hiring local people, they hired Hispanics and went with a company overseas instead of an American company.

I would say rapid transit.

Keeping the streets clean is crucial because I see a lot of leaves in the gutters and I got tagged for having an overhanging tree. They're not consistent with their enforcement of overgrown shrubbery.

Keeping up the construction in the city and the sewer.

Lack of public transportation.

Not sure. Possibly infrastructure/roads. Seems like everything is under construction right now, which makes going anywhere a royal pain. I'm sick of it and would rather live outside the city because of it. However, the roads that are not directly under construction right now need to be. There are a ton of pot holes everywhere.

One of them is this toll road that's coming in.

Over development of apartments, no public transportation, lack of revenue due to increased older population for fixed taxes

Probably keeping up with the road systems.

Probably maintaining roads.

Right now, it's the highway construction. I don't know, there's much more room for Bedford to expand because we're a landmark.

Road construction.

Roads. There is an intersection on Central that is terrible.

The construction and updating to keep up with Euless/Hurst.

The construction.

The highway construction. There's too much of it and completely takes too much of the city, leaving it inhabitable.

The road construction of 183.

The streets. I would like to see more than just potholes being filled. There's a lot of construction going on. There are quite a few potholes.

They don't do a real good job by keeping up their streets.

Well, with the new construction on the highway, I would really like to see some more businesses brought into town to help our taxes.

Working on the roads in Bedford and some are being neglected.

### Traffic

High volume traffic and resulting road wear.

Housing and traffic congestion.

Less traffic on the freeway. Adding more highway lines will be more traffic. More pollution.

Lowering the tax rate. The dynamic is that because there is very little commercial real estate in the City of Bedford. They get all of their taxes from housing taxes, so they get all their money from the citizens of Bedford simply because they have the money to spend. The City of Bedford either has to reduce the housing taxes or build more commercial buildings. The people that run this government don't know how to conserve the resources that they have at their disposal.

Managing traffic both on the highways and the city streets.

Maybe, traffic flow.

Probably traffic. There needs to be a better way to get around.

The traffic due to construction.

The traffic due to the construction. But once it's finished, it will be a busy city and have many people driving through it.

The work on the freeway getting straightened out and things will look nice and traffic will be better.

There is too much traffic; if population increases it would be a very big problem. Inside roads; how to control traffic after 4 pm, traffic going towards the west.

Too many people and too much traffic.

Traffic (5).

Traffic and infrastructures.

Traffic congestion (2).

Traffic congestion from the new freeway.

Traffic, a lot of construction going on right now that is causing the traffic.

### City aging/upkeep

Aging and depreciating neighborhoods.

Cleaning up run down parts of town, making the whole city look attractive and safe. Providing more of a downtown experience (more similar to Grapevine's Main Street) with walkable attractions and bigger/better parks.

Cleaning up the city. In the last few years it has changed into a second rate city.

Continuing the quality of our city with an aging population. Developing a city to attract a population base that will continue the quality of life we have grown to enjoy, while controlling our tax rate.

Dealing with an aging neighborhood in aging and business.

Dealing with the aging demographics.

Deteriorating homes.

Homeowners who can't afford to keep up their property.

I guess the upkeep.

In no particular order: 1. Better maintenance of parks, street medians and public areas. 2. Better control of number of vehicles parked per house. 3. Better sign control for businesses. 4. Better street maintenance. 5. Update senior citizen center. 6. Either enforce city codes or get rid of them. 7. Better city participation in regional projects like the 183/121 highway widening.

Keeping homes/neighborhoods from dilapidation and diminishing appeal.

Maintaining property values in an aging, built-out community.

Maintaining quality and home values.

Maintaining quality neighborhoods as homes and residents age.

Redevelopment; urban design; aging population.

Remaining a vibrant city as it ages and is completely build out.

The city looks old...examples include Central/Harwood intersection, Norwood/Harwood intersection, etc. The city needs a facelift to attract new business and residents.

The infrastructure in some parts of the city is aging and will require investment to keep the city strong.

To keep the city looking nice and updated (landscaping, building facades, parks, roads etc.) and to try and cut down on empty strip centers. The Twisted Root was a great addition to that

corner and we were hoping it would bring some more businesses to that area. Independent and unique restaurants are great!

Upkeep of Bedford Boys Ranch.

Upkeep of facilities and general appearance.

### Lack of land/land locked

Getting people here, because of the freeway, and there's no place for new housing.

Its land locked and there's no place to go it is difficult to get industry in.

Lack of land. Running out of land.

Lack of space to expand and maybe the dead strip malls.

Landlocked. Shortage of water because of drought.

Landlocked, cleanliness.

Our size. Cannot expand the land area.

The fact that we're land locked and there is not much space left for parks and recreations.

The land is taken up. There is no room for growth. Also, they need enticing new businesses.

There's a very limited amount of land.

There's no room to expand for big business. There's no room for businesses to move in.

They don't have any room to grow like Keller or Southlake does with businesses. Since I moved here, it seems like it has gone downhill. There was a point that city went bankrupt, it was very embarrassing.

They don't have land to build any new houses. Roads will have to be redone because of all of the construction.

We don't have that much land.

We have a set amount of acreage, and we are in the middle of the high way. I believe that a huge challenge would be that we would lose the amount of parks in the Bedford area.

Well, we were landlocked, not much expansion at all.

### Schools

All of the outsiders, section 8, coming in. The schools are going downhill and crime in the city in going up.

Bond elections for schools.

Education.

I feel we need another high school to accommodate and better serve our students.

Improving education system, preserving property values.

Marinating a high quality educational system for the City of Bedford. I just think that our school system needs a good educational system for the future of those kids.

Probably the school situation and that I think the schools are overcrowded with more people moving into Bedford.

Provide school systems which have a greater emphasis on education than on sports.

Providing a good school system.

Quality of school system.

School district, getting lower ratings on national average.

School system.

Schools. They should probably have more.

The children and the school district. Education.  
The deteriorating schools.

### City services

Aging infrastructure.

Bringing city services to a higher standard.

Electric and water utility bills are increasing faster than my pay is increasing.

Infrastructure as the population increases and changes demographically.

John Peter Smith is not providing the services the people need.

Maintaining a good infrastructure.

Maintaining services as they are right now. The services are good now, so they need to maintain them.

Providing high-quality service without proper resources. Taxes are kept too low for infrastructure upgrades that are sorely needed. City buildings need to be rebuilt or remodeled to show that we are a progressive city and care how we appear to other surrounding communities.

Providing quality services.

Recycling, they don't recycle and they should.

The highway system.

The thing that bothers me is the trash pick-up. They started adding a \$10 trash pick-up, this summer. We have a dumpster, but I don't understand what this trash fee is for if they aren't picking it up.

They don't have a good rec center. I want them to have an inside walking center. They have a Bedford Boys Ranch and it's a nice place, but they don't have what I really would like. The traffic would be a bigger problem because of the construction going on. There are also not much businesses here. There's some restaurants but not very nice ones.

### Housing

Affordable housing.

Changing demographics and city code violations of residences and apartments.

Construction of apartments and stores and perhaps getting here if you don't want to pay the upcoming toll ways.

Developing more single family housing instead of apartments.

Ensuring there is no new construction for apartment housing and that the apartments we have are kept up to high standards.

Keeping the apartment areas clean and crime free.

Not any new housing developments. No new housing projects.

Too many rent homes and lease homes and homes for assisted living etc. (also apts. and multifamily dwellings). When the actual owner does not live in the property, it is not kept up as well and contributes to neighborhoods and property values going down.

Too much multi-family housing and the strain that it puts on all city resources.

Way too many apartments.

### City government/politics

Cronyism in city government.

Finding qualified people to serve who will have the best interest of Bedford in mind instead of being "politicians".

Getting the right political people because the people now don't know what they are doing.

It doesn't seem to be a progressive city, like it's stuck in development. My impression of this city is that it has been run by a bunch of old men. It is too old fashion, very big on church and the way things used to be, but they just don't seem to have any desire to keep up with the times.

Lack of leadership, commitment by upper management to understand the city's role both locally and regionally. Management acts as if Bedford is an island in the Metroplex. This factor alone will begin to become clearer if this built out city continues to fall behind its neighbors in development and re-development and having a voice in addressing regional issues with other leaders. And not only elected leaders. There is also a sense of local officials that things in the city will work themselves out without planning and holding management accountable.

Political apathy. I believe four people voted in a political election.

The inability for the upper part of management to communicate properly to the people. Many of us in this retirement community have tried to communicate with the city by calling the main office, but we always get a recording.

Their liberal approach of providing a stronger local government. This includes city government employees that are being compensated on a feel good basis rather than performance. The council acts as a philanthropy organization using the citizen's taxes as a source to bring up the many city employees well-being regardless of their ability or accomplishments.

### Crime

A lot of older houses and older apartments, all of which can/will go downhill in value and up in crime. No one seems to have any concept of rejuvenating the area. Also, not much retail tax base to pay for city amenities. No money for infrastructure is a huge problem.

Bedford does not have much crime, I cannot really think of anything that could challenge Bedford in the future but less crime can sustain our current way of living.

Crime.

Drugs.

The amount of break in's. There's more crime than when I first moved in.

The diversity moving in is bringing in more crime. I have a rental house down the street and the quality of the applicants has gone downhill. The credit has been worse and the tenants have taken care of the property less than tenants have in the past. The city needs to work on code enforcement. I shouldn't have to call the city to tell them lawns are not mowed or cars are parked on the lawn. I see City of Bedford trucks all the time and yet no citations or warnings are issued unless me or my neighbors make a call. They need to be more proactive. I want our property values to stay up, not go down.

### Park/recreation facilities

Family related activities.

Lack of parks and nature areas.

Maintaining the quality of our parks.

More park space and greenbelts and improving the Boys Ranch "kiddy pool".

Need to get Bedford Boys Ranch master plan complete. Losing a lot of people to other community parks and we need to try to get town center built to bring in money for city growth. You go to Frisco or Southlake and look at the updated parks. They take more action.

*I don't know/I have no idea*

I don't know (10).

I have no idea. (5)

I haven't been long enough to know about that.

I haven't really thought about it. I haven't seen much to be concerned about.

I really couldn't answer that, I don't know.

I really don't know.

I really don't know. I haven't paid that much attention. I think it would be attracting more businesses to the city.

I really don't know. We haven't been here long enough it has only been a year and 4 months. I'm still getting used to it. Seems like everything is fine; they get the trash fine. They check on the people, and I like that. We are taking care of each other and it is quiet. We are older so we stay home more anyway. We are just getting accustomed to the area but we are enjoying it so far.

I think I have I think about that.

No opinion.

*Other*

Any challenge that most big cities face.

Awareness that any city's reputation relies upon the way citizens are treated, how safe they feel, and what people are allowed to do to them, just out of hate.

Declining property values.

Depreciating property values and deteriorating neighborhoods.

Future will be better.

Gee, I don't know. New people moving in. Low turnover. Lots of new people moving in.

I do know the city is not responsible for ONCOR, but do wish we didn't have so many power outages in my area (between Norwood and Brown Trail).

I don't think there is anything good about Bedford. Everything is in Euless. The people in Bedford aren't in "my category."

I would say that it's the younger generation. They don't want to work.

Identity. The city doesn't know what it wants to be.

Illegal immigration.

Low SES residents.

Maintaining the quality of life that we have here now.

Pollution from the highway and road noise.

Quiet little city and it's a nice place to live.

Taking of its citizens. Specifically the ones living on the south side of the freeway.

The change of people that are moving in.

To break out of the bedroom community.

Unknown challenges for Bedford.

Water.

**Specified responses for one thing the City government could change to make Bedford a better place to live now and in the future**

Parks/Recreation

A splash pad for young children.

Bedford Boys Ranch master plan.

Better animal control at Boys Ranch. Water improvement so less ducks are dying. More activities involving City involvement.

Continued investments/improvements in the parks.

Develop Bedford Boy's Ranch to be a premier park in the mid-cities. I know this is planned but will require bond money.

Develop more children and youth programs.

Encourage the youth of our city to participate in a wide range of community sponsored activities. People tend to want to live near where they play. As you can see, my response is going to be targeted toward keeping our young people in our town after they have completed their education.

I do not want any cut backs on Bedford Splash and the Library and nice parks. Take care of the sides of the road. Especially the south part of the city. Continue the fireworks.

I like the way they are improving. I'd like to see more parks.

I wish that Bedford had more facilities for Senior Citizens.

I wish there were more community services, especially for seniors.

I would like to see a high quality retirement home, more parks and rec centers.

I would like to see more improvements in the area of parks and recreation similar to what Euless has accomplished.

I would like to see more parks for my kids to be able to play in.

I would like to see probably, better maintenance of the Boys Ranch.

I would like to see some hiking trails.

I'd like to see our parks updated and better things for our citizens.

Improve city parks and trails.

Improve community recreational facilities.

Improve the city parks.

Improve the parks (2).

Improvement of the park. More family oriented activities to include the park.

Improvements to the Bedford Boys Ranch regarding the buildings, especially to the main facility with gyms and workout rooms.

Improvements to the Bedford Boys Ranch.

Lights at the dog park.

Lower price at the swimming pool.

Lower the prices for the public pool. They are too high compared to the surrounding cities.

Maintain parks.

More affordable opportunities for senior citizens, such as classes, etc. at The Bedford Boys Ranch.

More Boys Ranch activities.

More park acreage and an indoor pool.

More park recreation updates to walking trail.

More recreational facilities.

More walking trails.

NRH and Hurst have wonderful centers for seniors to work out. I have not shopped in Bedford for years. It has nothing to offer in either department.

One of the things that they spend money on is the improvement to Boys Ranch park. I haven't used it, but I don't think that I'm getting my money's worth with regards to the improvement to the park. I don't see the point of increasing my taxes for it.

Park improvements...tree's!

Parks maintenance.

Personally, a racket ball court.

Preserving the park.

Programs for senior adults.

The city pool to have longer hours during the summer.

The recreation center; the fees to be lowered for the residents.

Updating the Boys Ranch or city park.

Upgrade the baseball fields, bathrooms, etc. at Bedford Boys Ranch.

Well, I really can't think of anything right now. The parks are pretty clean as far as I know.

Work towards building a new senior center.

### Businesses

Actually more signs, we have a lot of little stores and that sort of thing that I would like to see them advertise a little more to let people know that Bedford has lots of little stores. We have some very great restaurants too.

Adding some larger companies to the city.

Again, rejuvenate the business community and bring a higher quality of businesses to Bedford. No reason for our spending dollars to go to Colleyville and Southlake.

Attract more businesses (to assist with taxes).

Attract more businesses, especially restaurants.

Attract more businesses.

Attract quality development.

Bedford needs a Town Center where people can gather, shop, eat, and be entertained.

Better control of the number of bars to our population. We have reached an over saturation of bars for our population.

Bring in more businesses.

Consider convention business and I would like Bedford to add bicycle lanes to the roads.

Create a Town Center similar to Southlake, Keller and Colleyville.

Creating a Town Center might be nice. Restaurants and stores that would bring other people into the city.

Develop a "downtown-type" area to attract visitors.

Develop a shopping/entertainment/cultural district to draw visitors and business.

Economic development to be classy. I strongly dislike the bars.

Encourage more business to come into town.

Encourage retail.

I don't like seeing so many run-down businesses or vacant buildings. This makes the town look old and uncared for.

I think that growth, just like new business, restaurant, and places to go.

I think they need to do more to bring in new businesses. They should give incentives so businesses can move into the city. It just seems like it's not going anywhere.

I would like to see a better business base in the City of Bedford.

I would like to see some businesses brought to Bedford. Seems like we have to go to Hurst, Colleyville, and Grapevine for all the good stuff. I would also like to see our parks updated.

I would say draw more retail business. Cause we don't have a mall in Bedford. Retail development.

I would say that the City of Bedford should try to bring in more businesses.

I'd like to see them attract small businesses.

If not for the lack of land issue, further promoting of businesses and restaurants in the city.

Again, it would provide assistance with the budget and offer closer services to the residents.

Improved communication between city and residents.

Improvement of eyesore buildings and shopping centers to make the city look classier.

Just more business needs to come in. There are too many empty stores.

More business.

More business establishments.

More conducive to a more business/commercial atmosphere.

More quality businesses in empty shopping centers, such as smaller independent businesses and restaurants. We would also love to have a Central Market...wishful thinking.

More small businesses to create more tax revenue.

Right now, I know that they are working on a lot of streets, so I would like to see more improvements on the road. Also there are a lot of empty stores, so I would like to see more business filling those stores.

The development of more shopping and dining within the city limits.

They need to bring more revenue into town.

They need to have more commercial businesses and restaurants.

To see HWY 10 utilized a little bit better with businesses and restaurants.

Upgrade businesses in strip malls to look better, be better.

Well, some improvements done to the older section of Bedford, maybe some new business.

### City Services

A better response to utilities, water, and garbage would be great. They don't want any trash cans, they want bags, yet they give us cans for recycling. That makes no sense. If they don't want trash cans, why can't we put the recycling in trash bags, also?

A mass transit.

Access to mass transit

Better safety ordinance.

Change in waste collection.

Continue to improve public services.

Cut some of the ridiculous rules. Meaning the trash pick and the certain time you are supposed to have it out.

For citizens, if the city was serious about recycling, they would make more convenient bins for senior citizens.

Have mass transportation, like a bus service.

I hope they can continue to prevent any gas drilling in the city or close to it because I think that's what's going to destroy more cities than anything else. The side effects are all these little earthquakes. I think we're going to lose all the water supplies because of that.

I would like to see Bedford actually do something that would make it more of a town. You don't have a town in Bedford, we're just kind of all strung out.

I would like to see them cleaning up the people that aren't fit in the community and clean up crime.

I would like to see them implement a plan for energy independence throughout the city, especially for individual homeowners.

I'd like to see the removal of above ground electrical wiring.

Improve the city website, specifically water department bill pay.

It's the trash pick-up. Also, there are about 200 apartments where I live, and I would like to see a smaller amount of people in these 1 bedroom apartments. The city or the health department should come check on that.

Let's see. More services. When the trees would overgrow in the streets, they used to do that for you. They don't do that anymore. We have to do it ourselves now.

More convenient ways to recycle Hazardous waste and yard waste (Tree limbs, leaves, etc.).

Public transportation.

Recycle more, conserve more, and water cisterns.

Recycling location available for apartment residents.

Spray or some form of spray of controlling mosquitoes in the Bedford area.

The City government has over stepped its boundaries. Bedford has people driving around checking on the trash pick up to make sure it is in the correct place. I received a citation for it not being in the right place. I think the city council should, "get a real job."

The smell of the water, sometimes it is very strong. It has a lot of chlorine and the gasses from the sewers sometimes backup.

The utilities are good and the fire dept. is good.

### Taxes

Do things to make Bedford an appealing place to live for reasons other than low taxes. Beautify the public areas and require business to maintain their property.

Ideally, of course, I'd like to see lower city taxes. But I understand that in order to keep up the high standard of living property taxes probably need to remain relatively high.

Keep cost of living affordable, low taxes, reasonable water/sewer costs, etc. Invest heavily in good schools.

Less people that don't pay taxes.

Lower property tax.

Lower property taxes

Lower regulations and lower taxes.

Lower Taxes (7).

Lower taxes, more commerce and more businesses.

Lowering taxes. Otherwise, we will move to Colleyville where the taxes are lower and the services are better.

Make the economic tax base more prevalent.

Property taxes low.

Reduce taxes.

Stable taxes.

The city needs less churches since churches don't have to pay taxes.

They have to be more concerned with people of age relative to their taxes.

### City government/communication

City Manager takes a stronger role in having a presence in the Metroplex. This is an embarrassment. Also our Mayor should get his head out of the sand and see what the issues are and develop a plan to keep Bedford economically viable. I do not want to see my home value begin to decline and our infrastructure beginning to fail.

Continue to look for timely ways to upgrade communications between the city and its citizens.

Don't see anything city government can do as the demographics of Irving and Euless continue to move toward Bedford.

Give the choice to the people.

I would like to see a decrease in the Tea Party.

I would like to see them communicate when people call the city. I came from a city much larger than Bedford, and when I called the City Hall, I got an actual person who would transfer us to whoever we were trying to talk to.

Less government and less intrusion.

Less liberals.

Listening to people other than the standard people who always have a idea on what's best.

Maybe more communication from the city regarding the positive things that are going on.

Maybe more information to the citizens. We are not getting a whole lot of feedback and I would like to hear a little more.

More communication.

More minority decision-making. More minorities having government positions.

More open government.

More participation in the city elections.

More responsive to citizen input.

Nicer government offices and making the offices easier to find.

Separate religion from government.

You grow or die and our council is too locked in to keeping Bedford a bedroom community.

### Construction

Airport freeway needs to be finished. Having access to roadways that aren't being blocked off. All this construction, once they finish they will be better. I like where I live because I'm by the doctors, and hospitals.

Finish the highway construction!

Finish the highway work.

Finish the road construction.

Finish up the airport freeway.

Hiring local people, if they ever get through the construction. Make sure the community is taken care of.

I would like to see the Highway completed.

It's awful to get around with the streets because there is so much construction. Harwood and Central lights are very slow and cause many traffic issues.

Less road construction.

Less traffic and less construction in areas.

Road construction is taking pain stacking long time to complete. It would be great if the traffic can be managed better organized way.

Some restraint on building so that the traffic does not worsen.

The highway construction is a huge problem in the city.

They should do something with the streets; they have a lot of potholes. Get rid of this construction.

### Use and allocation of City funds

Be more responsible with the spending.

Better financial stewardship. Personnel trained in city management.

Don't waste tens of thousands of dollars to change the city logo and slogan and all the money that it takes to convert from the old ones. Don't use "micro glaze" pavement. Repave roads correctly and spend a little more if necessary.

I'd like to see better use of funds.

More emphasis and money needs to be put into letting minorities have a say in city government. We have a growing population of minority citizens, but so far that is not reflected in elected positions.

More invested in quality of life. We have very few amenities that are well kept. Running/walking trails are not well kept and not readily available. Roadways and sidewalks are not well maintained and trash is quite an eyesore in most areas. How do you encourage people to move to an area that is declining not revamping?

Not to go into any further debt, if that's possible.

Our city government likes to waste money. They just recently put park benches for no reason. They don't know how to save money.

Pay off the debt, and eliminate the debt.

Place more revenue towards roads and their repairs.

Probably more money for the school teachers. Better education for kids.

Review the co called needs of the cities requirements to function as a small city. Example:

There are 5 separate city libraries within a 5 mile radius of the city of Bedford. Yet Bedford spent millions on a new library. They spent millions on a new police department. They have

the most expensive police training program where our policemen are trained and then go to other cities for employment. Over a million dollars were spent on my street for drainage improvements to prevent flooding. Their solution was inappropriate and will not solve the problem for the long run. After speaking to the Mayor I was ignored. Typical of small city elected bureaucracy.

Stop spending money and increasing taxes.

Stop spending money on frivolous things when the basics are not properly taken care of.

Stop wasting money on junk and put it to use in code compliance and encouraging the best use of the remaining available land.

### Roads/Streets

Better maintenance of roads. Make it easier for businesses to start up in the city. It is very hard for small businesses to start up in the city. Forms and application are more troublesome, costs are more, expenses to register and start a business in Bedford than surrounding cities like Hurst.

Better roads and sidewalk. They do the minimums.

Better roads and more improvements south of 183.

Continue to keep the roads in good repair. Don't increase the water rates too much. Keep the garbage and recycling as it is now and not go to the roll out containers.

I would like to change the major streets to add a "right turn lane only" on a 3 lane road. It would save so much gas for people wanting to turn right, rather than waiting for someone trying to go straight. I wish there were more community services, especially for seniors.

I would like to see more activity engaged in what streets are closed or not closed while we're living in the city.

I would suggest surfacing the road that are supposed to be smooth and quiet are the noisiest roads ever. They are very noisy.

I'd like to see better kept streets, and more of an up-keep on different things.

Improve streetscapes and create a sense of place.

Planning when streets are closed for construction to keep areas from being blocked off. Keeping up public walk ways, and park facilities (i.e. waste for water fountains that never worked).

Roads being kept up and cared for, especially with the new freeway updates and better flow of all roads leading to the freeway.

### Police

A secure community, good police protection, fire protection.

Better patrol of police in high crime rate areas!

Combine all the police/fire departments in Hurst, Euless and Bedford, and also city manager, and management staff.

Get rid of the cops.

I would like to see this city become friendlier. For example, I have not gotten any speeding tickets in this city or the entire state. However, the Bedford police department goes above and beyond in their attempts to write as many tickets as possible. If you don't believe me, drive down Central or Forest Ridge on any day at any time, or pick another major street?

Increase in police presence other than traffic violations.

Make the police better. Make better education.

My husband and I were students of the Citizen's Police Academy.

Not have speed traps. Instead, focus on where the police are really needed. I've seen speed traps with 2 officers, waste of time and money

Police patrolling on motorcycles when the weather is nice, police patrolling in cars or SUVs when needed or the weather is bad. A bigger police presence to make residents feel the Bedford police are "around". If necessary, convert the vehicles to run on moonshine, then setup a still to make the city's own moonshine to run in their vehicles (cheaper gas). Yeah, I'm not kidding.

### Code Compliance

Code enforcement improved.

Continue enforcing laws as well as rules and regulations (don't put garbage out before 7 p.m. the night before, don't park on the street indefinitely, etc.). Reduce the costs for water usage! (Maybe increase the rate, the more water you use. That would be an incentive to conserve water!)

I have a neighbor that plays loud music, parties, and talks loud and has people over a lot on the weekends.

Keep up code compliance efforts. Keep up city buildings. Keep bringing in upscale businesses. More code enforcement and a possible change in building permit requirements. The building codes seem to be outdated.

More home, street and yard code enforcement or additional codes added to keep the neighborhood values up. Also, not sure why city provided trash cans are not provided now. Trash bags strewn in front yards are very unappealing.

Revise laws that now allow people to park anything they want in their driveway as long as it is on pavement. such as large travel vans that go from the garage to the sidewalk or boats of equal size.

Stricter code enforcement.

Stricter enforcement on RV's.

Tighten code enforcement.

### Upkeep

A cleaner façade.

Clean up resident's homes/yards and require older shopping centers to bring updated buildings and landscape to make our town look nicer.

Demolish the empty buildings that are not being used for over 10 years. Like the old Houlihan's restaurant by Spring Creek BBQ. They are eye sores.

For people to keep their property up.

I would like to see more attention paid to the beauty and restoration of our older communities.

Many of the neighborhoods, especially south of 183, are run down and negatively affecting property values. Also, it is a waste of resources for the Bedford Police to watch the neighbor side roads for people who roll through stop signs when there is no traffic around.

More revitalization south of the freeway.

Removal or renovation of the buildings along 183 that have been empty for years. Better or more stringent code enforcement of commercial and personal properties.

Update some areas and make it more inviting and pretty.

Work with home owners and apartment facilities to clean up their property or make repairs on structures that are in disarray.

### Housing

A moratorium on apartments being build. There is no room for them.

Eliminate low-income apartment complexes.

Have fewer apartments.

In the future less zero lot line and small homes and also apartments.

Less apartment complexes.

More single family homes, less apartments.

The amount of cheap rent homes in the south part of town; attracts too much low life.

### Schools

Better school (2).

Have colleges.

I would like to improve the quality of our schools improve, in regards to facilities.

Maybe school. High school to be exact.

Though my children are not in school, I would like to see better schools.

### No Changes

Everything seems fine right now.

Everything seems to be in order and he likes the way everything is.

I am very pleased with the city, and the cleanliness of it, the many places to visit, and shop. I really wouldn't change anything.

I cannot think of anything. Content with things as they are or would not remain.

I don't think that there should be any changes.

I like Bedford and can't think of a change I would make.

I like it like it is, I don't like the traffic. But I am okay with everything.

I like that Bedford is a small town and I do not think I would change anything about it.

I think it's alright as it is right now.

I'm happy where I am.

I've lived in Bedford for 37 years and don't see a problem.

Just keep things the way they are. Not too into in growing the city.

None needed (3).

Nothing comes to mind.

Nothing, the city government is doing a great job.

So far I think they are doing a good job.

Things are running fairly smoothly now, so I'm not sure "change" is necessary.

### Don't know/Can't think of any

Cannot think of anything at this time.

Can't think of a thing I would do differently.

Can't think of anything.

I am not sure.

I cannot think of anything today.

I can't really make any suggestions.  
I can't think of any, I'm content.  
I can't think of anything right now (3)  
I couldn't think of anything at this second.  
I do not have an answer for this.  
I do not know (10).  
I don't have an answer.  
I don't have an opinion.  
I don't have any one thing that I would point out. I am pretty content.  
I don't think I have an answer on that one. Only to expand on what was previously said.  
I have no idea (2).  
I have no idea. I'm just a foreigner. There is a lot of construction.  
I haven't been here long enough to know.  
I really don't have any ideas on that.  
I really don't know.  
No answer (6).  
No comment. Doing great job!  
None that I can think of.  
Not sure (3).  
Nothing I can think of  
Well, I don't know really what they could do.  
Well, I really can think of anything right now. I can imagine that they could use improvement; there is always room for improvement. But I can't think of anything off the top of my head.

### Other

A little more open-minded. The opportunity to try new things.  
A proper attitude. Our best survival would be a strong community approach; not each individual armed and fighting each other for resources.  
Being allowed to have a normal life.  
Build on older infrastructure; give attention to older areas instead of building a lot of new stuff. I would like them to add a trap/neuter/release program for feral cats.  
Coordinate with nearby cities such as Euless and Colleyville. My house happens to be at Colleyville and Euless borderline. The Euless Highway 121 should be developed. This will make Bedford and Colleyville a better place to live.  
Embrace technology.  
Finding an equitable solution to living with those companies who wish to drill on Bedford land in search of oil and gas deposits, both of which are necessary for sustaining our current and future standard of living.  
Getting out with the community and making themselves known. I don't know very much about Bedford and more PR work.  
I think since they put the new freeway here it is too noisy. I want them to hold down the noise of the dogs and the ambulances and fire department and noisy neighbors. If they can put out a bulletin every now in then to mention the noise level in Bedford especially here by the freeway.

I wish that they would actually look to the future. They are not progressive.

I'd like to see smoking outlawed in all public places.

Improve its image to outsiders to make people want to be in Bedford to live, to eat, to shop, etc.

Buy nicer brick "City of Bedford" signs and landscaping on major roads that come into Bedford, better maintenance of public areas and landscaping, and better Recreation Center (very slim offerings to work out: no track, very small work out area, short supply of machines and equipment).

Keep green spaces to a maximum and zone to increase property values.

Less crime.

Limit parking in certain areas.

More job creation. Bedford is a bedroom community, so everyone gets in their cars and drives to Dallas or Fort Worth or even some other mid-city location.

No red light cameras begin public transportation; get better water (taste).

Reduce crime and traffic.

Remove red light cameras and actually use officers to police traffic.

Remove those red light cameras that constantly flash at night.

Safety, old buildings and maintaining the standards to older homes and apartment complexes.

Lower standards bring lower income, which brings crime.

Smoking banned in places that serve food. Truthfully, ban smoking in buildings and within a certain number of feet from the buildings, as they do in California. It's a health issue for everyone. I don't go to a lot of places that I might want to go because I can't handle the smoke.

Synchronize the many lights on Harwood so that traffic flows during rush hour. With the construction on Airport Freeway, many people utilize Harwood for east/west travel and the many lights (there are too many) lights on Harwood that are not synchronized make travel too slow during rush hour.

The people are good, rather than bad. I don't consider Bedford any better or worse in other cities.

They need to stress being more culturally diverse. Not just meaning race, but gender.

Think before you react.

To mind their own business and go about doing their job.

To treat its residents with respect.

Try to bring in more families.

### **Specified reasons for leaving Bedford**

#### *Move to a better/nicer community*

Desire better parks and a more updated city.

I will purchase a home a bit north in a safer and nicer community.

I would like to live in a more upscale, nicer area.

It used to be a really nice and pretty town but it's been going downhill for a long time now. Even the new businesses that have come to town aren't making our city prettier and we don't seem to be bringing better quality people and businesses to our town.

The culture of the city, economic growth, and aging city. And all the bars in the city.

There are other cities in this area that seem more progressive to me. This seems like an old person's town. There's nothing to do here. The city has done some things like discounts to use workout facilities but it's not as nice as some of the other cities in this area.

Upgrade to nicer area/city. We do most of our shopping, dining, etc. outside of Bedford. Better schools outside of Bedford, particularly middle and high schools.

### Retirement

Age. We're going to move into a retirement community/home.

I need more of a retirement atmosphere.

Retirement and grown children.

Retirement.

Retirement. Also, the City has done little to improve itself. I moved here in 1982 and have seen it deteriorate. It is a perfect location for access to both Fort Worth and Dallas. It is a shame that the city does little to capitalize on its location.

When I retire, I'm moving.

### Mover closer to family

I would move to be closer to relatives.

Moving closer to family.

My kids, and I watched the Bedford community grow, and I have closer connections to Grapevine and that I work 15 miles away.

To move closer to a family member.

### Move to better school district

Deteriorating neighborhoods and schools.

I do not like the surroundings of the junior high school.

School districts.

### Taxes are too high

City appeal, taxes, schooling and property values.

Poor services, bad roads, speeding police and property taxes that are outrageously high for what you get for them.

The taxes are too high. The over 65 exemptions are nothing.

### Want bigger/newer house

Looking for a larger home in a more up and coming neighborhood.

Relocating for new job opportunities, moving closer to current job, larger house.

Wanting to downsize to a condo or apartment/leaving Bedford for lack of choices.

### Congestion

Eventually, I would like to have a little more space around me and be out of traffic and masses of people.

I plan on staying for now but if the construction continues to be bad, I plan on leaving.

Too many people living here, 70 million people living here. We want to move to the country.

### Crime

Crime and environment.

I am worried about crime and the type of people moving into Bedford. I will keep my rental properties because I believe location wise, it's a great place.

### Other

It's personal.

Moving with partner in a different city

The highway.

To move closer to my other house by the lake.

### **Specified reasons for not recommending Bedford as a good place to live**

At one point in time, Bedford was a very nice city that people were proud to claim as their home. Unfortunately, it has begun to crumble at the edges. We transferred our children to Bedford Heights elementary because our home school is unacceptable and though our neighborhood is still nice, the adjacent neighborhoods are poor and run down.

Better quality of life in surrounding cities.

Due to the decline in maintenance of the city, I would probably encourage them to move to a neighboring city. Most cities around us seem to be investing in their citizen's quality of life for positive. I am not seeing or hearing information that encourages me to believe Bedford is doing that. I will remain here more than likely only because my home is free and clear.

For the reasons that I mentioned before. It is a nice community and I like being close to a grocery store, gasoline station, dry cleaner, and pharmacy. Crime is low and the people are generally friendly. I really can't complain about Bedford, but I have to go elsewhere for entertainment, good restaurants, and shopping for unique items. It is a good central location to live and an easy commute to Dallas or Fort Worth for work and play. Bedford is home, but not a destination that someone would travel to if he/she did not live here.

I think it was a good place but I think crime is on the rise and don't want to be around that.

Insiders club established.

It just kind of ghetto.

It seems to me like Hurst, Grapevine or North Richland Hills, TX is doing a better job of taking care of their towns and making it nicer to live in and shop in. I would tell my friends/family to consider those areas first or if they can afford it to move to Colleyville because they also seem to be making better improvements in their older shopping centers lately.

It's a declining city. It's not an up and rising city.

It's not a progressive place. I get the feeling that it's always going to be the same people running it and not looking to think outside the box and do something different. They drive away new business.

It's personal.

Limited tax base.

Property values not increasing as much as taxes. The downward spiral is growing in speed. The point of no return is close at hand.

So many of the surrounding towns have more to offer. Better streets, better shopping, better restaurants, better city owned work-out centers, much better housing, better landscaping, etc. Also: I don't know why we have metal park benches at a lot of the intersections near me and I have never seen one person sitting on them--what a waste of money.

The property taxes are pretty high compared to places that have more businesses than Bedford does. It's run-down, they haven't invested in the city at all.

The taxes are too high.

Too congested. A lot of road construction going on all over the place.

Too many shady residents.

Too much city government control who are these people.

### **Specified poor ratings regarding city services**

#### Trash Collection Services

Many times they have left trash in the streets and don't bother to pick it up.

No particular schedule on trash day collection times.

Only because we have no large trash pick-up days, even once a month would be nice. If people can't get rid of their debris, then it usually makes for junk in people's back yards.

Trash cans should be provided.

Trash put out sometimes days ahead (not counting when). Lawn services have multiple leaf bags in the fall.

You can't depend on when they'll be here and during the holidays or bad weather, they don't come or when they will they are always late.

#### Police Department

Bedford misuses police resources. The police department should never be considered a source of revenue for the city.

I think it could be better because they treat everyone differently. When they find out that your Hispanic they think they can treat you anyway.

Petty traffic tickets.

Police and fire have very poor benefits. We should be able to put trash cans out on trash day. Parks seem very dated.

Police dept. appears to be understaffed. Many roads in the area need ongoing maintenance/repair.

Seems they can give lots of citations but you never hear of them solving vandalism.

They always speed.

They're the most arrogant people I've met. They don't speak to anyone. They're terrible.

Trust issues, lost files, deleted files; they have to check to see if you are someone important enough to merit their involvement. Then you find 'they can't, or won't help you'.

We just have too many police officers for the size of our city.

#### Sewer Services

Depending on the politics, some are good and some are poor.

I get all my water from QT gas station.

Sewer back up at our commercial building.

We don't have good water flow and we are not in the budget for them to clean up our blocks gutters.

### Animal Control

I called animal control about a litter of stray cats. They said they would not come to pick them up for fear of being scratched. But they would bring me a cage so I could catch and deliver them.

It bothers me that they have such a high rate for killing animals.

Need new policy on animals. Too many are needlessly destroyed. Need more street sweepers and better mowing and trim at parks.

No dog catcher on weekends.

Not really, I have no experience other than calling for foxes and they told us that it doesn't concern it.

Stray problem.

The mosquito problem.

There is a leash law for both cats and dogs, yet one seldom sees dogs running loose but cats are all over the place.

We are in favor of trap, neuter, and replace stray animals.

We have a kill shelter.

When having to trap a unwanted cat you have to pay for it. I do not think it is right.

### Recycling Collection Services

Because I've watched them throw the recycling into the garbage truck.

Because of the bins. They are not made for senior citizens.

Bedford doesn't have a recycling program.

I don't have any service.

I oppose recycling.

My apartment complex does not have recycling. I'm not aware of a recycling program in Bedford.

None in apartments.

Not available for apartments.

Our apartment doesn't offer recycling. I believe all apartments should.

Sometimes, the collections are not regular.

We can't recycle at our apartment complex and we want to.

We do not have recycling.

We live in an apartment and don't see any dedicated recycling services.

We would like bigger bins and to be able to recycle pizza boxes.

### Storm Water Drainage

Attracting infected mosquitos (West Nile virus) is a concern because of standing water in front of my house due to no storm drain for water runoff. Street and curbing are flat which creates pools of water. Elderly population heavy in my neighborhood and young children.

Brown Trail has major water build in some parts such as Brown Trail and Bedford-Eules.

Central drive does not have enough sewers between Cummings and Harwood.

I have a small backyard so the water from surroundings floods my yard.

I live on Shumack and every time there's a heavy rain, they have to barricade the street.

Incompetent.

It's okay except for in front of my street. There is a low spot and the water collects there and it is nasty and stinks.

It's poor on the street that I live on.

Many streets flood in southern Bedford have bad drainage.

Neighborhood floods. Water tastes terrible, water pressure is not consistent, and code compliance is useless (too many inspections that failed to disclose noncompliance).

The city has rearranged it to where there are more mosquitos. They open up the fire hydrants to let the water run. They opened a retention pond.

The curb in front of my own house doesn't drain, just puddles up in front of my house and neighbor. I have called for 5 years to get it repaired and nothing has been done.

The runoff is not good.

They're spending too much money on charging us for flood control.

### Water Pressure

Always been low in our home.

Because it's very low pressure and doesn't adequately provide pressure.

I don't have any water pressure in my home.

I have poor water pressure.

My clothes in my washer don't come out clean and shower pressure is not strong.

My water pressure is terrible. I can't have two things running at the same time.

Not much that comes out of faucet.

Our house is on a hill in Bedford and we have hardly any water pressure.

Pressure inadequate for sprinkler system.

Serious problem in our neighborhood (Camelot).

Some days using the water at the same.

The water hardly comes out.

Very low water pressure in Camelot Estates, need for improvement.

We hardly have any pressure in our house at all. Flush the toilet and there's little pressure in the sink, etc. and only one person can take a shower at a time.

When I shower, the pressure is low and I have to stand almost completely under the shower head.

### Parks

Bedford Boys Ranch needs a serious upgrade.

Insufficient acreage and no indoor pool.

Need Boys Ranch redone. Tennis courts are horrible.

Need to be reconstructed. Other cities have really nice parks. Ours is simple but the kids would enjoy more.

Neglected.

Our parks here are old and need to be updated.

### Recreational Programs

Do not compete with other cities.

Limited.

Neglected.  
Poor facility.  
There aren't enough activities for adults.  
To go to any recreational program, you have to pay for it.

### Code compliance

#### *Lack of enforcement*

Code compliance seems to be under utilized

I don't think anything is enforced unless someone calls it in. I want to see the guys riding around to be proactive and give warnings or citations without us calling it in.

Inappropriate code enforcement.

Inconsistent. Some are allowed to do whatever they want (extended a variance); others are not allowed to do anything at all.

Large RV's and boats should be removed from driveways.

Many visible violations are not enforced.

Never happens,

Never see them and problems are never correct and are allowed to continue to exist.

Parking on residential streets, general appearance of many properties residential and commercial.

Rules/laws not being enforced.

Run down properties with continual high grass and junk in yards.

Take a look around at all the trashy unkempt areas!

The house at Meandering Way and Willow Bend still needs to be taken care of.

The only time high grass/weeds addresses is after a phone call about the same house 2 times a month during mowing season. No follow up/checkup is done. I have to call again and again on same property.

The people across the street have barbecue pits in the yard and broken toys and a car that doesn't run and barking dogs.

They don't enforce enough code compliance. Not enough people on the job.

They don't go after the offenders.

They don't seem to get people to take care of their property or landscape in a speedy manner (if at all).

Where I live, every backyard has old cars and junk that should be going to a junkyard. It's really bad.

#### *Too tight on regulations*

I don't agree with the city's code that homeowners cannot turn off their own water at the street.

It is very inconvenient that a homeowner cannot turn it off at the street or have a plumber turn it off. My house flooded with water heater on a Sunday and how was I supposed to prevent flooding if I can't turn it off? The city did not respond for over an hour. I had to have a plumber come replace the water heater and he said City of Bedford is the only city that has this ordinance.

The trash police are horrible.

They are too intrusive; some things that they get on to you about are silly.

They gave me such a hassle when I took a rundown home and tried to make it better. When I tried to improve the property here, they gave me such a hassle.

They should change it because it doesn't apply to everything. They spend too much time on little things like fences but forget about everything else.

They will come by and give you a thing saying you got to cut your trees, but the city doesn't cut its trees. They're not consistent.

Too tight on code regulations.

#### *Other*

Don't know.

Lack of information.

Raise residential and public trees over trees to 14 feet off the ground.

Some areas not cared for as they should be.

They will not spray for mosquitos.

#### Water Quality

##### *Water tastes bad*

Bad taste.

Bad tasting, rusty.

Does not taste good.

Does not taste good. I have to buy store water.

Have to use double water filters on refrigerator due to high contaminates. There's lots of stray cats on my street, neighborhood has deteriorated and too many habitually parking cars in front of other houses.

I prefer ground water. I don't like the taste.

I tested my water and it didn't pass the test.

It tastes horrible. I have to use a Britta pitcher and the water in Bedford kills fish and it has never changed in 25 years. Bedford residents use to have a rate at the gym for \$60 a year and now it's \$60 a month.

Skunky water each summer worries me.

Tap water tastes terrible.

Taste and pressure.

Taste is horrible.

Taste/shale.

Tastes bad.

Tastes terrible. I've lived here 20-something years and it tastes just horrible.

The taste of the water.

The water has a bad taste and a lot of buildup in the pipes.

The water is horrible; you have to filter it to drink. If you have an aquarium it would kill the fish/plants.

Water always has a bad taste. We really dislike Bedford water.

Water has bad taste. There's a drainage problem from main flooding my back yard and damaging house foundation. Animal control does nothing about 25 feral cats at Barons Ct.

Water quality is bad! Smells bad and taste bad.

Water straight out of tap used to taste good but now it's horrible. Street maintenance-construction is taking its toll on the side roads, seems unorganized, and it's taking a long time.

Water taste dirty. Scared to drink it. Smells bad too.

Well it just has a taste that doesn't taste good to me. We use water bottles. I like the water better in Fort Worth. We buy our water for drinking.

#### *Chemicals/residue in water*

Fight with shower and residue from water. Can't get deposit from water out of the shower.

Na<sub>3</sub>PO<sub>4</sub> high!

There is always so much chlorine in it.

Too many chemicals in our water.

Used to be soft, not hard and lower water pressure.

#### *Other*

I recently had a plumber out and my water meter was so dirty he wanted to know how the city had been reading my meter.

There's no water pressure, the water is horrible, and a lot can't afford to buy bottle water, and it stinks.

Water is bad!

#### *Recreational Facilities*

Bathrooms at Bedford Boys Ranch are nasty.

Boys Ranch Activity Center really needs a large expansion--work out area is too small and very little in it.

Boys Ranch needs some work on playground equip and utter control. Mowing of medians needs to be kept up with more in spring/fall.

Boys Ranch Park and area looks not cared for and neglected.

Compared to the surrounding cities.

Develop Boys Ranch for more night time use. Volleyball courts expanded with better lighting.

Overall parks are low quality compared to Hurst and Eules.

Insufficient acreage and no indoor pool.

Lack of upkeep, needs to be more inviting and clean.

Other cities have more to offer.

The exercise facility is poor in Bedford. Hurst is way better than poor.

The recreation facility needs to be replaced to match the neighbor cities such as Hurst and Eules.

Water park is small and expensive.

#### *Street Maintenance*

Area near me has had roads repeatedly torn up and repaved.

Better in Hurst.

Central is always crowded.

Construction is very difficult to deal with.

Do we have street maintenance?

Fixing potholes.

Garbage everywhere.

I think there spending too much on construction and have taken a toll on highways and roadways like Central and Forrest Ridge.

It needs work.

Lane marking is not only faded, but nearly invisible on many streets and intersections. Once incident of malicious mischief in yard.

McClain road always has pot holes.

More options for larger debris. Such as cherry picker trucks like Mesquite, TX does.

Need street sweeping weekly.

Need yellow stripes painted so old folks can see.

No one street sweeps.

Noisy streets. They've done a terrible job at repairing the streets. It's like driving on gravel.

Not very effective.

Poor condition everywhere.

Poorly marked and too many potholes.

Resurface Bedford water.

Right now, with all of the construction, they're bad. Potholes everywhere.

Some of the streets are a horror and it's not due to construction.

Streets are cracked and need repair; filling in with tar is just a Band-Aid and looks awful.

Streets are rough and deteriorating rapidly. Water is undrinkable.

The roads are filthy.

The streets are full of pot holes and so rough. I realize that bunch of it is due to the construction going on.

There have been 8 cones surrounding a section of bad pavement for two months. No one seems to care to fix it.

There's too much.

They are not clean.

Too many potholes.

### **Specified poor ratings for control or prevention of code violations**

#### *Dead animals in roadway*

Everywhere you go you see a dead animal. Nobody really moves them. It's like they are just there until they are no longer there.

I've had to call someone to get rid of some.

There are dead animals all over the place and they stay there until they're just flat.

#### *Stray animals*

I don't think we should spay and release cats. I think they should be euthanized.

Need to enact the T.N.R. program.

They run rampant all over the place.

We believe in trap, neuter and replace and Bedford doesn't do that.

### Drainage or flooding problems

Every time it rains, they have to barricade my street.

I have to use sump pumps to drain my property, then neighbors drain into mine.

If it rains a lot, I have to put sand bags in front of my porch so it won't go into my house. Once, I did have the water all the way in my den.

The debris that collects in the gutters causes backups.

The water drainage across my house actually runs through my yard and that's been an issue.

I'm in between uphill and downhill and when it drain it goes through my house instead of going to drainage.

### Junk vehicles

I drive a junker, who are they to say what's junk? What is an antique? Who gave you the power to call them junk?

My neighbor has two junk cars.

My neighbors park their junk cars in front of my house and they've got four more junk cars in their backyard.

One is right directly next to me and right across from me. And I don't live in a junky area.

People keep junk vehicles in their backyard.

See them and boats all over the city.

Seen six in two blocks.

Self-explanatory.

Some people have old vehicles in the side of the streets and backyards and it is a mess.

That and trailers sitting on the street for weeks in front of houses. If I don't call it in it doesn't get taken care of.

The neighbor next to me has a car with broken windows and tape a bag all over the car, and it's still setting there as we speak.

There are a lot of junky cars in people's driveways that don't move.

There are many junk vehicles in the area. It's horrible.

They don't do anything unless you call them.

We have a neighbor who has a lot of junk, including an old pickup loaded up with old tires that has been in his driveway for years, along with other junk. He recently got rid of a boat that had been there since before we moved in 10 years ago.

We have a neighborhood situation that seems no one will clear up. No one seems to be doing anything about the situation. It's reported all the time, and they come out, but nothing is ever done.

We have some in the neighborhood that we sent in, and they have not done anything.

### Litter

I don't think they put any effort.

I have called about cleanup needed on the walking path but nothing was done.

I see trash all over.

I walk almost every day in my neighborhood and at the Boys Ranch. I am constantly picking up trash by the bagfuls on my walks.

I would like to see garbage cans along major streets for dog walkers and joggers.

It is everywhere. I'm disgusted by the amount of trash in Central Park.

Litter all along the streets.

Need a public education campaign; businesses need to do a better job of keeping their parking lots clean; too many cigarette butts on the sidewalks and in parks.

No trash receptacles around the city.

Obvious on most streets.

Trash in all areas of town littering streets and sidewalks.

Vast majority of litter at intersections.

Why are leaves on the ground called litter by code enforcement?

### Vehicles parked on yards

Because the neighbors try to park 3-4 and park 4 on the drive way and park on my property.

They need to do something about that, I complained once 4 years ago. Those neighbors are not keeping up.

Because they're cars parked in the lawn.

I have a neighbor who left a camping vehicle in his yard for 7 or 8 months and no one said anything about it.

I've seen cars parked all around the town on grass. It happens when families grow up and the families have 2 or 3 cars, they park on the street, on the driveway, or on the grass.

I've seen them multiple.

Next door neighbor has cars in yard.

On my street there all over.

People keep vehicles in the backyard.

Rather not get into that. but I've seen it.

See lot of things in the south part of Bedford.

Too many neighborhoods have cars parked in streets and in open driveways. Should eliminate street parking completely!

Vehicles in backyards. Neighbors have vehicles that have not moved in twenty years.

When I drive around, I see too many cars wasting away in people's backyard.

Who is Bedford too control do, we live in the U.S.

### High grass and weeds

Because of the lack of water and rain, I can't mow or water, too much, plus I don't have the resources for mowing. Weeds grow in the spring, I don't mow and it looks ragged around here.

Down Bedford road, a lot of side streets empty into the yards and the yards aren't kept well.

I see too many awful lawns.

Never done.

Parks not mowed often and no enforcement of homeowners mowing.

People don't mow their front yard until its knee-high and they don't mow their back yard because of the junk and it causes mosquitos. The city doesn't spray where I live because we're the poor part.

People need to keep the lawns mowed and shrubs trimmed.

Residents get warnings if grass is too high, yet on city property, it grows 3 feet tall.

Tall weeds in medians.

The height of my grass is none of their business. 2.5 acres and it's not a golf course for you to look at.

They don't enforce it.

We see too much of it.

### Substandard or deteriorating housing

Again, the city is definitely declining. No longer pristine image.

Cars parked in front lawns.

Deteriorating housing seems to be increasing lately.

I am 60 and the house is older than me. We both have deteriorating and it is not their business.

Lot of homes need to be torn down.

Poor code enforcement.

Self-explanatory, some buildings and residences that need repairs. They are in a state of disrepair.

Several houses in my neighborhood are bringing the value of our neighborhood down.

The blue house on Belle.

There are several substandard houses that look like they are about to fall down on some back roads.

There are too many structures around that are not being taken care of.

Very bad in older areas.

### Potholes

Appear in my area after rain.

Don't maintain as they should.

I think their speed bumps that are low in the neighborhood and they ruin the rims on my car.

You almost have to come to a complete stop to prevent damage to the underside of your car.

I'm always having to dodge potholes. (In all fairness, it's in the same areas. As for Bedford as a whole, I don't know. I don't drive the whole city, esp. residential areas.)

It seems like that we're always running into potholes it seems like it's never taken care of.

Pothole everywhere (2).

There are a lot of potholes in my area on the side roads on Murphy Street.

There just seems to be a lot of them in the last six months to a year.

There was one big pothole and it took eight months to get it fixed.

They don't take care of them in time.

### Lack of sidewalks/sidewalks in disrepair

A large number of areas in neighborhood have uneven sidewalks with hazardous joints.

Because they were supposed to put blocks on my street but they didn't.

Control where do we live.

Got a lot of trees that are breaking up sidewalks.

I don't have a sidewalk. My house goes back down the elementary school. I think they should have sidewalks all over so people can walk and that the children have sidewalks.

I don't have sidewalk in my neighborhood.

I don't think that there are enough sidewalks.

I live one block from the Boys Ranch and there are no sidewalks. Why not? Kids walk to and from school and it is very unsafe.

I've seen the ones on Central Drive. They need some repair because kids are walking back and forth to school.

Lots of drainage issues on the west side of Hospital Parkway and no sidewalk down towards Pipeline. Also, no sidewalk on the Bedford side of Pipeline. Euless has a very nice sidewalk on their side. Why don't we have one??? We also have Bedford Snowball which has lots of people that walk to it with no sidewalk on our side of the street.

Major streets in Bedford do not have sidewalks. Sidewalks are not handicap accessible. Brown Trail and Bedford road.

Many sidewalks in disrepair and sidewalks just all of a sudden stop for no reason in heavy foot traffic areas.

Many uneven/broken areas in neighborhood.

My neighborhood could use some repairs on our sidewalks. I've seen people trip and fall on several occasions in front of my home.

Not enough sidewalks.

Sidewalks and curbs need to be fixed.

The sidewalks are not good.

The sidewalks in front of our houses on this cul-de-sac are in a pretty sad state of disrepair. Over the summer, a house guest tripped on one of them and broke his collar bone resulting in a 3 month recovery process before he could return home in Missouri. Pretty bad situation.

There are a lot of streets that do not have a lot of sidewalks. We live near a school and we never heard anything about it.

There are areas around where I live where literally there is no sidewalk to walk on. Little kids have to walk across grass and I feel like they need proper sidewalks.

We have sidewalks in my street that are in bad condition.

When they put the sidewalks down the entire Shady Brook Drive, our block was left out. The 2000 Blk. of Shady Brook Drive is very busy, being a major thoroughfare to Hwy 183. We have many children walking to and from school on our street. Super dangerous.

#### Properties with junk/debris in yard or driveway

Across the street the people have a grill on their front porch and broken toys and a car that does not run and newspapers in the yard. Kids play pit in front yard.

Debris and junk are in backyards and driveways.

I have several homes in my neighborhood with lots of junk in their yards.

I've driven by places where I thought wow; don't they have laws to prevent this? Seems like there's too much of that in this city. The grass is tall and I don't think the city is doing a good job.

I've seen lots of people with junk in their driveway for years and no one does anything about it. One per block is too much.

Same answer as before with junk cars. Neighbor with junk at end of driveway for at least 10 years - logs, truck, old tires, etc. Good place for wildlife to make a home, which they do - possums, raccoons, rats, etc.

Self-explanatory. Junk in yards, "trashy" people.

The area I live in is bad. Bedford road is just a junk yard.

The blue house on Belle.

The front yards and driveways aren't too bad, it's just the backyard.

There is a lot of trash in people's yards and driveways.

They aren't working on it.

They don't seem to do anything about properties that are in really bad shape with junk or trash or things falling down.

This is a serious problem in some areas of Bedford.

What in my yard is not their business? What they call junk is not always junk.

### Fences in disrepair

As you drive around, you see a lot of fences missing parts and on the ground.

Broken, missing and falling down fences are clearly visible along our major corridors such as Harwood.

Driving around one can find many fences in disrepair and they have been for a long period of time.

Fences falling in many areas.

I see too many falling or leaning fences.

I see too many fences in bad shape.

I've just seen fences about to fall down in my neighborhood.

Just drive down our major streets!

Lots of fences along Hospital Parkway that need repair. It's an eyesore.

Many are falling apart.

Many examples of non-compliant fences in city.

Many fences along Harwood Rd are in serious disrepair; this makes the city look bad. There are also dead trees along these fences that have been there for years.

My fence is not their business.

Requiring masonry fences is too expensive.

There are many fences in disrepair though out the city. A lot of fences in the city are dilapidated.

There are several fences around town that have been in disrepair for years.

### **Specified poor ratings regarding police visibility**

Focus may be on stop-sign runners and those traveling over the speed limit, which is, no doubt, important. That's only a part of the job if one is employed as a police officer in a labeled 'bedroom community' within a huge metro area.

I never see them.

I rarely see police presence anywhere unless called.

Never see the police in my neighborhood unless they're working traffic in the school zone. My street is a cut through street from Cheeksparger to avoid Central/Cheeksparger intersection. No traffic enforcement is seen.

The only time that we see the police is when they are speeding (way over the speed limit) down Bedford Road and Forest Ridge Road. Huge problem. We see it several times a week.

Very seldom do we see police car out in neighborhood.

We only see one car our street maybe once a month.

### **Specified ratings for not satisfied with results of city contact**

Because nothing has been done.

Continual problem.

Did not respond to left message on voicemail.

Didn't get a reply.

Don't know if they came out.

I didn't get any results from the public works department.

I didn't have anybody come by to take care of the street that is in right in front of my drive way.

They said they did not have any trucks at that time but I would like them to fix it.

I don't know what the end result was.

I entered request through the B service that we had and no one ever contacted me and when I got back online, it never showed what was being done to take care of the problem or if they were working on it.

I had to do it all by myself.

I live right next to a snow cone place and there is a lot of noise from kids and the results the code complaints place gave me was a problem because I still experiences a lot of noise.

My neighbor has chickens and I can't believe that the City of Bedford would allow anyone to have chickens or other "farm animals" in the city limits.

My question that I asked wasn't addressed.

Never saw anyone follow up.

Only temporary enforcement to resolve issue. Same problem returned with no ongoing monitoring by city staff.

Reported a street light out and it is still not repaired or on.

The first time I called to get information on the disposal of oil, I got an answering machine and I was very displeased that I could not talk to a person.

The problem keeps happening again. Sewage backup keeps occurring.

They didn't fix the problem.

They were asking me to take down the fence and I didn't understand why that was requested.

### **Miscellaneous comments**

City landscaping is poor.

Fences facing or backing up to a public street should at least have the "good side" showing. The city should have a minimum standard wood fence.

It might be nice to have a written opinion block on the next survey.

It would be wonderful if someone could please adjust the timing of the signal lights especially on Harwood and Murphy. It is very frustrating sitting and waiting for the light to change when no one is coming in the other direction.

It's a great place to live because of the surrounding cities.

It's freaking impossible to get a Texas driver's license anywhere near here. Lines and staff are ridiculous.

Neighbor parks in fire zone and the police have never given him a citation in the three to four calls I made! Good ole boy system sucks!

They do not do anything.

We feel that certain things are "over looked" while areas of less concern are enforced.

Would like to see better enforcement of control of barking dogs! Not satisfactory.