



2018 City of Mineral Wells Community Survey

The City of Mineral Wells would like your input on the needs and priorities of our community and the future direction of economic development for the city. This input will assist in directing policy and resources toward action that will help accomplish the goals our citizens believe are most important. Your responses to these questions are completely confidential and anonymous. Participants may only complete the survey once.

Please return this survey by January 30, 2019.

Mineral Wells Water Account No. ___-____-__

1. When you think about the City of Mineral Wells, what would you say is the most important issue facing our community today?

2. How well do you agree with the following statements about Mineral Wells?	No Opinion	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
a. Mineral Wells is a great place to live						
b. Mineral Wells is a great place to raise a family						
c. Mineral Wells is a great place to work						
d. Mineral Wells is a great place to visit						
e. Mineral Wells is moving in the "right direction"						

ECONOMIC DEVELOPMENT

3. How important are the following economic development topics to you?	No Opinion	Very Important	Important	Neutral	Not Important
a. The plan for Envision Mineral Wells					
b. Revitalization of the downtown area					
c. Redevelopment of the Baker Hotel					
d. More Big Box Retail Shopping					
e. Attracting more Chain Restaurants					
f. Incentives for more Locally Owned Businesses					
g. Promoting Tourism to the City					
h. Destination Attractions and Events					
i. Increased Light Industrial Development					
j. Expanding Professional Office Space					
k. Small Retail Opportunities and Access					
l. Heavy Industrial / Heavy Manufacturing					
m. City's efforts in attracting new business					
n. City's efforts in creating local jobs					

QUALITY OF LIFE

4. Please rate your satisfaction with the following services or functions.	No Opinion	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied
a. Overall quality of life in Mineral Wells						
b. Appearance of the City						
c. City Library materials and programs						
d. City Library available technologies						
e. Quality of parks, trails, and amenities						
f. Maintenance of parks, trails, and amenities						
g. Amenities at West City Park						
h. Maintenance at West City Park swimming pool						
i. Recreational programs						
j. Downtown appearance						
k. Downtown parking access						
l. Community events						
m. Quality of public schools						
n. Employment opportunities						
o. Availability and affordability of housing						
p. Overall quality of available housing						
q. Access to quality shopping						
r. Public transportation options						
s. Access to restaurants and entertainment						
t. Small town feel of Mineral Wells						
u. Overall sense of community in Mineral Wells						

INFRASTRUCTURE

5. Please rate your satisfaction with the following services or functions.	No Opinion	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied
a. Overall quality of the city infrastructure						
b. Street maintenance in your neighborhood						
c. Overall street maintenance in the city						
d. Storm-water drainage in your neighborhood						
e. Drainage control efforts by the City						
f. Overall condition of roads in the city						
g. Pedestrian access in the city (sidewalks)						
h. Traffic flow / ease of mobility in town						
i. Right-of-way maintenance along major roads						
j. Water quality (taste and clarity)						
k. Water pressure in your neighborhood						
l. Overall quality of wastewater utility service						
m. Overall quality of trash service						
n. Overall quality of water utility service						

PUBLIC SAFETY

6. Please rate your satisfaction with the following services or functions.	No Opinion	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied
a. Overall quality of police service						
b. Safety and security in your neighborhood						
c. Traffic enforcement in your neighborhood						
d. Narcotics enforcement efforts by police						
e. Responsiveness of the police to calls						
f. Responsiveness of detectives to questions						
g. Criminal prosecutions by the courts						
h. Overall level of safety within the community						
i. Animal control service						
j. Responsiveness of Animal control personnel						
k. Overall quality of fire service						
l. Responsiveness of fire service						
m. Level of fire prevention activities offered						
n. Overall quality of emergency medical service						
o. Responsiveness of EMS ambulance service						
p. Overall quality of care by EMS personnel						
q. Police/Fire/EMS Dispatch (9-1-1)						
r. Police/Fire/EMS Dispatch responsiveness						
s. Overall quality of Police/Fire/EMS Dispatch						
t. Enforcement of city property codes (weeds, junk vehicles, signs, etc...)						

SERVICE DELIVERY

7. Please rate your satisfaction with the following services or functions.	No Opinion	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied
a. Overall quality of City's customer service						
b. Overall value of city services you receive versus the amount of city taxes you pay						
c. Utility billing customer service						
d. Responsiveness of City's utility service						
e. Quality and usefulness of city information						
f. Building Inspections / Permits						
g. City of Mineral Wells' website						
h. Effectiveness of communication by the City						
i. Overall opinion of the City staff						

8. What is your preferred method to receive information from the City of Mineral Wells? (Please circle only one option)

- a.) Local newspaper b.) Water bill insert c.) City website d.) Social media e.) Other _____

9. If you have contacted the City of Mineral Wells in the last 12 months for any of the services listed Below, please rate your opinion or interaction.	No Opinion	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied
a. Utility billing						
b. Street department						
c. Water department						
d. Library						
e. Municipal court						
f. Police department						
g. Fire department						
h. Code enforcement						
i. Building Inspections						
j. Animal Control services						
k. Parks & Recreation						
l. West City Park Swimming Pool						
m. Woodland Park Cemetery						
n. City Manager's Office						
10. How important are the following topics or projects to you?	No Opinion	Very Important	Important	Neutral	Not Important	
a. Commercial space for new businesses						
b. Neighborhood improvements/revitalization						
c. Beautification of the city						
d. Roadway/street improvements						
e. Drainage improvements and flood control						
f. Additional fire hydrants in neighborhoods						
g. Additional sidewalks and/or walking trails						
h. Commuter Park and Ride locations						
i. Increasing police visibility						
j. Improving public safety response times						
k. New Public Safety facility (Police/Fire/Court)						
l. New Sports field complex						
m. N. Oak Community Center – Renovation						
n. Community Center – New Construction						
o. Community Storm Shelter (Safe Rooms)						
p. Park Improvements – West City Park						
q. Park improvements – SE “Plastic” Park						
r. Additional City Parks in neighborhoods						
s. Construction of a Dog Park						
t. Water features (ie. Splash pad)						
u. Traffic signal lights for SE 25 th @ Murco/MLK						
v. The Turkey Peak Reservoir Project						
w. Expanded green space in downtown						
x. Construction of New City Hall						
y. Comprehensive planning for the City						

11. Based on the list provided in Question 10, what are your top three priorities for the City of Mineral Wells?
 1. _____ 2. _____ 3. _____

12. Would you support a bond proposition or additional bond proposals to fund the priorities you listed in Question 11?
 a.) Yes b.) No

DEMOGRAPHIC INFORMATION

13. Do you reside within the Mineral Wells city limits? a.) Yes b.) No

If "Yes", how long have you lived in Mineral Wells? _____ years

In which City Council Ward do you live? a.) Ward 1 b.) Ward 2 c.) Ward 3 d.) Ward 4

14. Do you own a business within the Mineral Wells city limits? a.) Yes b.) No

15. Do you rent or own your home? a.) Own b.) Rent

16. Which of the following options best describes your age group?

a.) 18-25 b.) 26-40 c.) 41-50 d.) 51-65 e.) Over 65

17. Which of the following best describes your race/ethnicity?

a.) White/Caucasian b.) Asian c.) Black/African American d.) Hispanic e.) Native American Indian f.) Other

18. What is your gender? a.) Male b.) Female

19. Which of the following best describes you total annual household income?

a.) Less than \$25,000 b.) \$25,000 - \$49,999 c.) \$50,000 - \$74,999 d.) \$75,000 – \$99,999 e.) Over \$100,000

20. Which of the following options best describes your highest education level achieved?

a.) Less than High School b.) High School diploma c.) Some College d.) College degree e.) Advanced College degree

21. If you or a member of your household commutes to work, how long is the commute?

a.) Less than 30 minutes b.) 30 – 45 minutes c.) 45 – 60 minutes d.) More than 1 hour

22. How many adults (18 or older) live in your household? _____ adults

How many children (younger than 18) live in your household? _____ children

24. Where do you go to do most of your shopping?

a.) In the community b.) Outside of the community c.) Online / by mail

25. When thinking of going out to eat, where do you go?

a.) In the community b.) Outside of the community c.) Do not go out to eat

26. What is one word you would use to describe Mineral Wells to visitors? _____

Anything else you want us to know?

