



2026 COMMUNITY SURVEY

REPORT OF SURVEY RESULTS
PREPARED BY OFFICE OF STRATEGY, BUDGET, AND PERFORMANCE
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Executive Summary

The City of Denton Community Survey provides residents with an opportunity to evaluate the quality of life in Denton and the services they receive. The results serve as a critical input for City Council and leadership in setting priorities, allocating resources, and planning for the future. The 2026 results reflect a community that continues to value Denton as a place to live, while also identifying persistent and highly visible challenges that influence residents' day-to-day experiences and long-term perceptions of the city.

Key Results

The 2026 Community Survey provides a comprehensive view of how residents experience the City of Denton, highlighting both areas of strength and opportunities for improvement. Overall, residents continue to view Denton as a desirable place to live, supported by strong ratings for community amenities, public safety, and direct interactions with City staff. At the same time, the results point to a consistent set of challenges, particularly related to infrastructure, transportation, economic opportunity, and homelessness, that are shaping resident priorities and expectations for the future.

Quality of Life Remains Strong, Though Key Measures Show Decline

- 67% rate overall quality of life positively, aligning with state and national benchmarks
- Denton continues to perform well as a place to live and at the neighborhood level
- Denton as a place to work declined to 53%, indicating growing concern around economic opportunity

Infrastructure, Transportation, and Mobility Drive Top Resident Priorities

- Streets, sidewalks, and transportation rank as the highest priorities for City leadership
- These areas also received some of the lowest performance ratings in the survey
- Results reflect visible impacts of growth, congestion, and infrastructure demands

Residents Feel Safe, but Perceptions of Police Services Lag

- 89% feel safe overall, significantly exceeding national benchmarks
- Safety perceptions are strong across neighborhoods, parks, retail areas, and Downtown
- Police visibility, enforcement, and service ratings remain moderate and below benchmarks

Community Services and Denton's Appeal Remain Significant Strengths

- Parks, recreation, library services, and Denton as a place to visit receive strong ratings, many exceeding benchmarks
- Maintenance of city parks and library services are among the highest-rated services
- Residents express gratitude for community amenities that contribute to quality of life and community character

Homelessness Is a Significant and Widely Shared Concern

- 84% of residents view homelessness as a moderate or major problem
- Strong support for service-based solutions, including shelter and mental health programs
- Only 28% rate the City's efforts positively, indicating a gap between expectations and performance

Residents Are Engaged, but Communication Effectiveness Is Mixed

- 83% of residents accessed the City's website in the past year
- Direct notifications (newsletters, alerts) are the most frequently used communication method
- Moderate ratings suggest opportunities to improve clarity, accessibility, and delivery

Strong Customer Service Contrasts with Lower Confidence in Government

- Over 80% of residents rate customer service, professionalism, and responsiveness positively
- Ratings significantly exceed state and national benchmarks
- Confidence in government, value of services, and overall direction remain moderate and lower

Resident Priorities Align Closely with Lower-Performing Areas

- Top priorities include infrastructure, transportation, public safety, and homelessness
- These areas correspond directly with lower performance ratings in the survey
- Parks, libraries, and community amenities rank lower in priority, reflecting strong performance

Conclusion

The 2026 Community Survey results provide a clear and actionable framework for decision-making. Denton continues to demonstrate strong performance in many areas that contribute to quality of life, including safety, community services, and customer service. At the same time, the results highlight a set of interconnected challenges related to infrastructure, mobility, economic opportunity, and homelessness that will require focused attention. By aligning resources and strategies with these priorities, while continuing to build on areas of strength, the City is well-positioned to enhance service delivery, strengthen trust, and maintain the high quality of life that residents value.

Survey Introduction

Purpose

The City of Denton conducts a biennial Community Survey, inviting residents to evaluate the City's quality of life and services. This survey serves as a platform for residents to voice their satisfaction, suggest improvements, and highlight service priorities for the upcoming two years. Acting as a performance report for the City and a guide for resource allocation, the survey's insights play a crucial role in shaping service levels, budget distribution, and future planning.

Methodology

An invitation to complete the 2026 Community Survey was sent to a random sample of 18,000 single-family and multifamily households in Denton, stratified by ZIP code to ensure proportional representation of each area in line with the City's population distribution. The invitation, along with the survey instrument, was available in both English and Spanish. A total of 9,720 survey invitations were sent to single-family households across the City. An additional 8,280 surveys were sent to multifamily households. A total of three reminder emails were sent to encourage participation. The survey was open from February 18 to March 18.

From this effort, the City received 1,509 complete responses, a statistically valid sample representing a response rate of 8.38 percent. With a confidence level of 95 percent and a margin of error of ±2.51 percentage points, these results can be confidently applied to the entire population.

The survey comprised 132 rating statements, free response comments, and eight demographic questions. The primary rating scale ranged from "Excellent" to "No Opinion," with additional scales for safety, importance, and likelihood. As per industry standards, "No Opinion" ratings and blank responses were excluded from the analysis.

Constraints

Although the survey methodology is robust and its results applicable to Denton's entire population, certain data constraints and biases must be acknowledged. The demographic profile of respondents does not completely align with the City's population (Appendix E).

The Hispanic population is underrepresented in the survey, with only 6 percent of responses from this group, against their 24 percent share in Denton's population. Similarly, the younger age group (18-34 years) is underrepresented, constituting only 16 percent of responses, while 26 percent of respondents are over 65. This is in contrast with the City's demographics where 37 percent are aged 18-34 and 12 percent are 65 or older.

Ethnic Background	Respondent Characteristics	Population Characteristics
Asian or Pacific Islander	3%	4%
Black or African American	6%	11%
Hispanic or Latino	6%	24%
Native American or Alaskan Native	1%	0%
White or Caucasian	62%	57%
Multiracial or Biracial	2%	4%
A race/ethnicity not listed here	2%	0%
No response	18%	

Age Group	Respondent Characteristics	Population Characteristics
18-24 years	4%	19%
25-34 years	12%	18%
35-44 years	13%	11%
45-54 years	11%	10%
55-64 years	15%	9%
65-74 years	17%	7%
75 years or older	9%	5%
Prefer not to answer	2%	
No response	17%	

There is a significant bias towards homeownership among respondents. While 51 percent of Denton residents are renters, they make up only 33 percent of survey respondents. In contrast, homeowners constitute 50 percent of respondents, making the survey somewhat more representative of this group.

These biases should be factored into the analysis, as the survey results are not adjusted to account for them. Applying demographic-based weights may affect the confidence level in extrapolating the results to the entire city population.

Another limitation is in the subgroup analysis, especially ZIP codes (Appendix E). Although data is available by ZIP code, the overall sample's 95 percent confidence level and ± 2.51 percentage points margin of error do not apply to these subgroups. The accuracy of subgroup results for their respective populations is lower. Hence, it's critical to understand that subgroup results may not be as accurately applicable to their populations as the overall results to the overall population.

Reading the Results

The survey is segmented into eight key categories: Quality of Life, Community Characteristics, Public Safety, Quality of City Services, Homelessness, Communication, City Performance, and Service Priorities.

The survey results, primarily expressed as percent positive responses, amalgamate the top two positive responses for each statement (e.g., "Excellent" and "Good", "Very Safe" and "Safe", "Very Likely" and "Likely", etc.). These findings shape city initiatives and budget priorities. The report's comparative analysis underscores significant trends from the 2024 to 2026 survey, focusing on the highest positive rating of "Excellent" and the most negative ratings of "Poor" and "Very Poor". This depth of analysis is necessitated by the shift from a 4-point to a 5-point Likert scale (Appendix A).

Because community surveys collect opinions from a sample of residents rather than every household, each survey result includes a margin of error. When comparing results between two years, a difference must be large enough to rise above normal statistical variation before we can say a "real" change occurred.

For this survey, the margin of error in 2024 was 3.4% and the margin of error in 2026 was 2.5%. When combined, this means that year-to-year differences must be at least 4.2 percentage points to be considered statistically significant at the 95% confidence level. Changes smaller than 4.2 points may reflect normal sampling variation rather than a meaningful shift in public opinion. In this report, only differences of ± 4.2 percentage points or more are flagged as statistically significant. (Appendix C)

In addition to the quantitative findings, the report incorporates resident perspectives gathered through the survey's open-ended question on service priorities. While respondents were specifically invited to share feedback related to priority areas, broader themes also emerged within these comments. To provide additional context, these themes are summarized in Appendix E, offering a qualitative complement to the survey's statistical results and helping illuminate the issues that most shape resident perceptions.

Benchmarking

The report integrates benchmark data from various cities, selected for their similarities to Denton in terms of location, population, services, and amenities. This data, reported on a 5-point Likert scale and available in Appendix D, is critical for the City's strategic planning and budget allocation. It provides a comparative measure of Denton's performance against leading cities nationwide. This comparative analysis, coupled with tracking Denton's performance trends, offers invaluable insights for the City's development.

Results

The City of Denton Community Survey is a comprehensive instrument designed to measure the quality of life in Denton, the quality of city services, and residents' service priorities. Results from the 2026 survey are organized into key categories that capture the core elements of residents' experience, including Quality of Life, Community Characteristics, Public Safety, Quality of City Services, Communication, City Performance, Homelessness, and Service Priorities. Together, these categories provide a holistic view of how residents experience the community and the services they receive.



Each category highlights areas where the City is performing well, as well as areas presenting opportunities for improvement. Viewed collectively, the results offer insight into the strengths that support Denton's overall quality of life and the challenges that most directly shape residents' day-to-day experience. The Results section also includes the service priorities identified by residents, which provide important context for interpreting performance. These priorities help illustrate where residents believe City leadership should focus attention and resources, linking survey findings to future planning and decision-making.

Taken together, the findings in this section are intended to provide a clear and actionable understanding of resident experience, helping to guide service delivery, resource allocation, and the City's ongoing strategic efforts.

Quality of Life

The Quality of Life section evaluates residents' perceptions of Denton as a place to live, work, raise children, retire, and visit, as well as their perception of their neighborhood. This section reflects how residents experience the community overall and serves as a key indicator of Denton's livability.

Overall, residents continue to rate quality of life in Denton positively. In 2026, 67 percent of residents rate the overall quality of life as "Good" or "Excellent," aligning with the state benchmark (67 percent) and slightly exceeding the U.S. benchmark (66 percent). This represents a decline from 2024 (72 percent).

Denton as a place to live remains a strong measure, with 72 percent positive, aligning closely with both the state benchmark (76 percent) and the U.S. benchmark (75 percent). Similarly, residents' perceptions of their neighborhood are high at 76 percent positive, though this falls below the U.S. benchmark (83 percent).

Perceptions of Denton as a place to raise children are 64 percent positive, slightly below the state benchmark (68 percent) but above the U.S. benchmark (63 percent).

Denton as a place to work is one of the lowest-rated measures in this section at 53 percent positive, falling below both the state benchmark (60 percent) and the U.S. benchmark (61 percent). This represents a decline from 2024 (62 percent) and is the most notable shift within this category. This lower rating aligns closely with resident perceptions of employment opportunities, which are among the lowest-rated measures in the survey, suggesting that concerns about economic opportunity are influencing broader perceptions of Denton as a place to work.

In contrast, Denton as a place to visit is rated at 61 percent positive, significantly exceeding both the state benchmark (37 percent) and the U.S. benchmark (55 percent). Denton as a place to retire is rated at 58 percent positive, aligning closely with both the state (56 percent) and U.S. (56 percent) benchmarks.

Variation across ZIP codes remains notable. For overall quality of life, ratings range from a high of 73 percent in ZIP code 76207 to a low of 58 percent in ZIP code 76208, a 15-point difference. Similar variation is present across other measures, including:

- Denton as a place to live, ranging from 75 percent (76210) to 65 percent (76208)
- Neighborhood ratings, ranging from 83 percent (76207) to 67 percent (76201)
- Denton as a place to work, ranging from 58 percent (76208 and 76210) to 50 percent (76201 and 76209)

These differences indicate that perceptions of quality of life vary meaningfully across the city and may be influenced by localized conditions such as infrastructure, development patterns, and access to amenities.

1. Please rate the following aspects of quality of life in Denton.						
	76201	76205	76207	76208	76209	76210
Denton as a place to live	70%	72%	73%	65%	73%	75%
Your neighborhood as a place to live	67%	78%	83%	73%	68%	82%
Denton as a place to raise children	61%	64%	63%	58%	62%	72%
Denton as a place to work	50%	54%	53%	58%	50%	58%
Denton as a place to visit	70%	63%	56%	58%	62%	56%
Denton as a place to retire	52%	55%	67%	51%	53%	60%
Overall quality of life in Denton	67%	66%	73%	58%	64%	70%

Resident feedback reinforces these findings, with comments frequently highlighting concerns related to job opportunities, cost of living, and the impacts of growth and congestion on overall livability.

Overall, the Quality of Life results indicate that Denton remains a strong and desirable place to live, with performance generally aligned with benchmark comparisons. However, the decline in overall quality of life and in perceptions of Denton as a place to work, combined with persistent variation across ZIP codes, highlights areas where focused attention may be warranted moving forward.

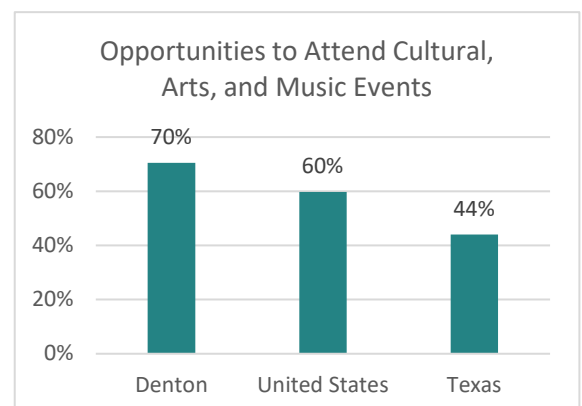
Community Characteristics

The Community Characteristics section evaluates residents’ perceptions of community opportunities, transportation and mobility, maintenance and appearance, development patterns, and economic activity. These elements are among the most visible aspects of daily life and play a significant role in shaping how residents experience Denton as it continues to grow.

Overall, results in this section are mixed, with stronger performance in community amenities and economic activity, and lower ratings in areas related to mobility, development, and city appearance.

Community Opportunities

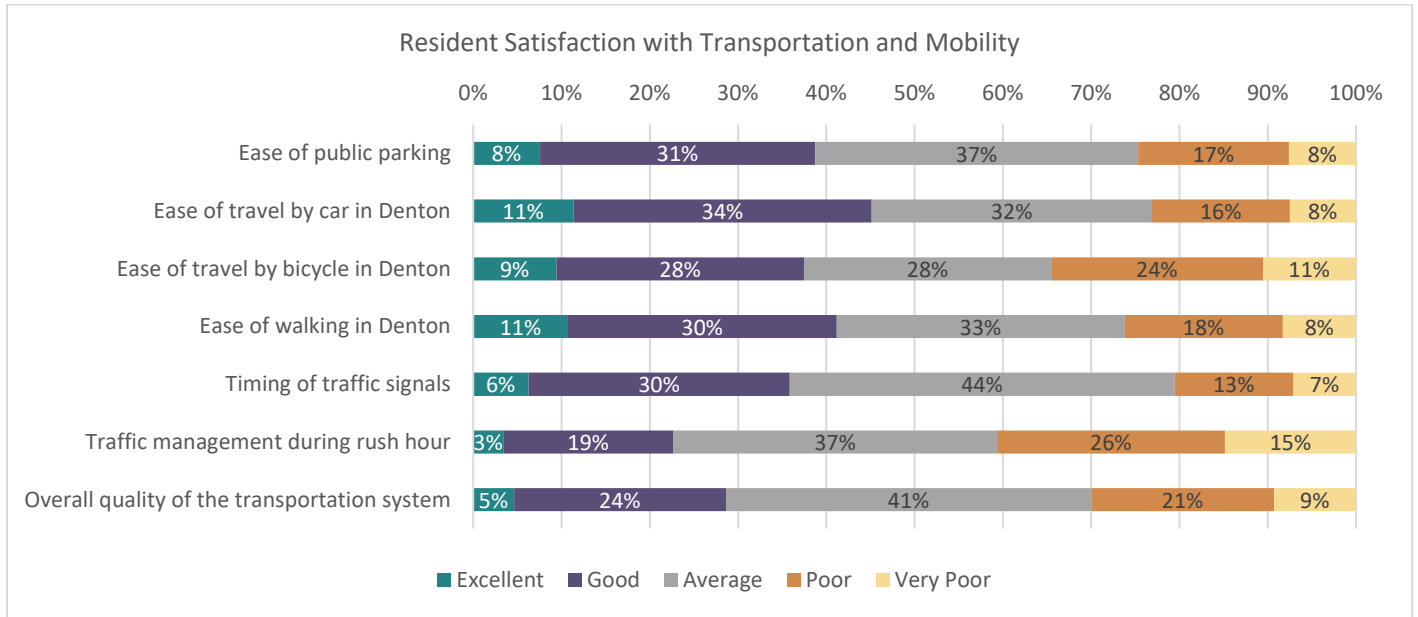
Community opportunities remain a relative strength. Opportunities to attend cultural, arts, and music activities are rated at 70 percent positive, exceeding both the state benchmark (44 percent) and the U.S. benchmark (60 percent). Similarly, opportunities to attend special events and festivals are rated at 68 percent positive, aligning with the U.S. benchmark (64 percent). Opportunities to participate in community matters are also rated positively at 59 percent, significantly exceeding both the state (19 percent) and U.S. (37 percent) benchmarks. These results indicate that residents feel strongly about Denton’s cultural and civic engagement opportunities.



In contrast, employment opportunities are rated at 34 percent positive, falling well below both the state benchmark (52 percent) and the U.S. benchmark (48 percent). This represents a decline from 2024 (41 percent) and is one of the lowest-rated measures in this section. This finding aligns directly with the Quality of Life results related to Denton as a place to work, reinforcing a consistent concern regarding economic opportunity.

Transportation and Mobility

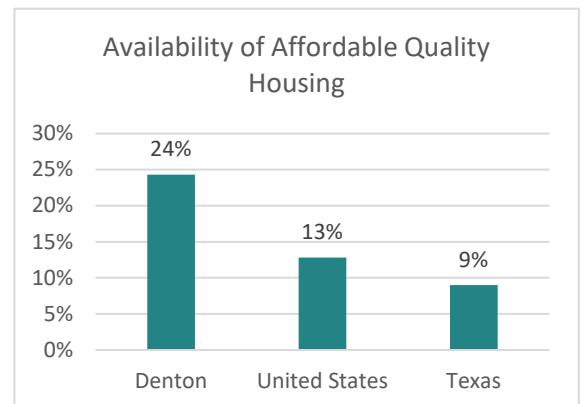
Transportation and mobility measures remain among the lowest-rated aspects of the survey. Ease of travel by car is rated at 45 percent positive, aligning with the U.S. benchmark (49 percent), while ease of walking is rated at 41 percent, slightly below both the state and U.S. benchmarks (44 percent). More notably, traffic management during rush hour is rated at just 23 percent positive, significantly below both the state (42 percent) and U.S. (38 percent) benchmarks. The overall quality of the transportation system is rated at 29 percent positive, also well below the U.S. benchmark (47 percent). These results indicate that mobility challenges remain a persistent and highly visible concern.



These lower ratings closely mirror resident priorities, where transportation and mobility rank among the highest areas for emphasis, indicating that these challenges are both visible and impactful in daily life.

Community Appearance and Design

Maintenance and appearance measures reflect moderate performance but remain below benchmark comparisons in several areas. The overall appearance of the city is rated at 51 percent positive, falling well below both the state (71 percent) and U.S. (65 percent) benchmarks. Similarly, the appearance of major streets and corridors is rated at 40 percent positive, significantly below both the state (56 percent) and U.S. (52 percent) benchmarks. Other measures, such as maintenance of business and residential properties and cleanup of litter and debris, fall in the mid-range and generally align more closely with benchmarks.



Perceptions related to development reflect ongoing concerns about growth and design. Well-planned residential growth is rated at 31 percent positive, while well-planned commercial growth is rated at 33 percent, both indicating relatively low satisfaction. The availability of affordable quality housing is rated even lower at 24 percent positive, despite exceeding both the state (9 percent) and U.S. (13 percent) benchmarks. Quality of new development and overall design of residential and commercial areas are also rated below 40 percent positive, reinforcing concerns about how growth is being managed. In contrast, preservation of historical or cultural character remains a relative strength at 59 percent positive, exceeding the U.S. benchmark (49 percent).

Economic Development

Economic development measures show stronger performance in specific areas. The overall quality of business and service establishments is rated at 57 percent positive, aligning with the U.S. benchmark (56 percent), while the variety of establishments is rated at 59 percent, exceeding the U.S. benchmark (51 percent). The vibrancy of Denton’s Downtown is rated particularly high at 70 percent positive, significantly exceeding benchmark comparisons. However, overall economic development efforts are rated at 48 percent positive, indicating more moderate perceptions of the City’s broader economic strategy.

Variation across ZIP codes is evident throughout this section. For example:

- Employment opportunities range from 41 percent (76207) to 30 percent (76201 and 76208)
- Traffic management ranges from 26 percent (76201) to 18 percent (76208)
- Appearance of the city ranges from 55 percent (76201 and 76210) to 46 percent (76208)
- Vibrancy of Downtown ranges from 79 percent (76201) to 61 percent (76208)

These differences indicate that resident experience varies meaningfully across the city, particularly in areas related to mobility, development, and economic activity.

Overall, the Community Characteristics results highlight a clear pattern: residents value Denton’s cultural amenities, community engagement opportunities, and certain aspects of economic activity, while continuing to express concern about employment opportunities, transportation, development, and city appearance. In addition, residents frequently reflect these concerns, particularly around traffic congestion, road conditions, development patterns, and the pace of growth, reinforcing the connection between these issues and overall perceptions of the community. These findings point to a set of interconnected and highly visible issues that will be important to address as the City continues to grow.

Public Safety

The Public Safety section evaluates residents’ perceptions of safety, their satisfaction with police, fire, and emergency services, and their overall sense of safety in Denton. These measures reflect both actual and perceived safety conditions and are foundational to overall quality of life.

Residents report very high levels of safety in daily environments. For example, 95 percent feel safe in their neighborhood during the day, and 86 percent feel safe in their neighborhood in the evening, both exceeding benchmark comparisons. Safety perceptions are similarly strong in parks and retail areas, with ratings generally ranging from the mid-80s to mid-90s during the day and remaining high in the evening. Downtown safety perceptions are also strong, with 94 percent reporting feeling safe during the day and 77 percent in the evening, both significantly exceeding benchmark comparisons.

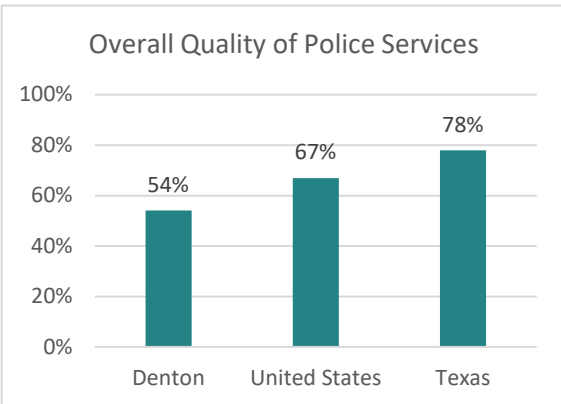
8. Please rate how safe or unsafe you feel walking.

	Denton	United States	Compared to	
			US	Texas
In your neighborhood during the day	95%	88%	↗	89%
In your neighborhood in the evening	86%	68%	↑	71%
In your neighborhood park during the day	95%	66%	↑	72%
In your neighborhood park in the evening	76%	49%	↑	49%
In retail areas during the day	94%	78%	↑	82%
In retail areas in the evening	80%	54%	↑	55%
In city's downtown during the day	94%	62%	↑	73%
In city's downtown in the evening	77%	35%	↑	17%

Overall, residents report a strong sense of safety across the city. In 2026, 89 percent of residents report feeling safe or very safe, aligning with the state benchmark (89 percent) and significantly exceeding the U.S. benchmark (64 percent).

This high level of perceived safety is consistent across multiple measures and represents one of the strongest areas of performance in the survey.

Perceptions of safety from specific risks are also positive. Residents report 83 percent feeling safe from violent crime and 76 percent from property crime, indicating generally favorable perceptions in these areas. Perceptions of safety from natural disasters and environmental hazards remain high overall and broadly aligned with benchmark comparisons.



In contrast to strong safety outcomes, perceptions of police services are more moderate. The overall quality of police services is rated at 54 percent positive, falling well below both the state benchmark (78 percent) and the U.S. benchmark (67 percent). Similarly, visibility of police across neighborhoods, retail areas, and Downtown ranges from the upper 30s to upper 40s, consistently below benchmark comparisons. Efforts to prevent crime are rated at 52 percent positive, below the state benchmark (58 percent), and traffic enforcement is rated at 44 percent, also below both state (55 percent) and U.S. (49 percent) benchmarks. These results indicate a gap between residents' overall sense of safety and their perceptions of police visibility and service delivery.

Fire and emergency services continue to perform strongly. The overall quality of fire services is rated at 82 percent positive, aligning closely with the U.S. benchmark (83 percent), while ambulance services are rated at 80 percent positive, slightly exceeding the U.S. benchmark (79 percent). Animal services are rated at 60 percent positive, aligning with both state (60 percent) and U.S. (57 percent) benchmarks.

Variation across ZIP codes is present but less pronounced than in other sections. Overall safety ranges from 94 percent in ZIP code 76210 to 77 percent in ZIP code 76208, a 17-point difference, indicating that while safety perceptions are high overall, they vary across the city. Similar variation is evident in police-related measures, such as visibility and crime prevention efforts, as well as in perceptions of safety in the evening.

Overall, the Public Safety results reveal a consistent pattern: residents feel safe in Denton and report strong safety outcomes across most environments. At the same time, perceptions of police services, particularly visibility and enforcement are more moderate and fall below benchmark comparisons. This contrast points to an opportunity to build greater confidence in police service delivery while sustaining the community's strong sense of safety. Resident feedback aligns with these findings: commenters often describe Denton as generally safe but express a desire for increased police visibility, enhanced traffic enforcement, and improved responsiveness in specific areas.

Quality of City Services

The Quality of City Services section evaluates resident satisfaction with community services, public works and infrastructure, and solid waste and environmental sustainability services. These services represent core City functions and play a significant role in residents' day-to-day experience.

Overall, results in this section are mixed, with strong performance in community services and more moderate to lower ratings in infrastructure and environmental services.

Quality of Life Services

Recreation and library services are rated positively. The overall quality of recreation centers is rated at 69 percent positive, exceeding the U.S. benchmark (58 percent), while the variety of programs is rated at 69 percent, also exceeding benchmarks. Library services remain among the highest-rated, with 80 percent of residents rating the overall quality of libraries positively, aligning with the state benchmark (79 percent) and exceeding the U.S. benchmark (76 percent). Collection of library materials is similarly strong at 78 percent positive.

Community amenities remain a clear strength. Maintenance of city parks is rated at 88 percent positive, exceeding both the state benchmark (80 percent) and the U.S. benchmark (74 percent) and representing a notable improvement from 2024 (77 percent). Other park-related measures also perform well, including overall quality of city parks at 73 percent positive, aligning with both state (73 percent) and U.S. (70 percent) benchmarks, and quality of facilities at parks at 71 percent, exceeding both benchmarks.

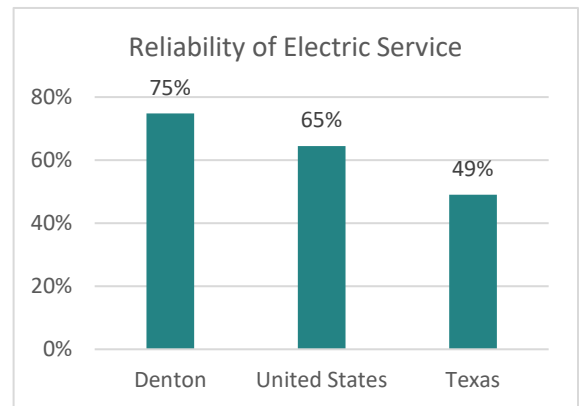


Public Works Services

Public works and infrastructure services receive more moderate ratings and, in several areas, fall below benchmark comparisons. The condition of major streets is rated at 33 percent positive—well below both the state benchmark (50 percent) and the U.S. benchmark (43 percent). Similarly, neighborhood streets are rated at 31 percent positive, and neighborhood sidewalks at 36 percent, each significantly below comparison benchmarks. The overall quality of infrastructure is rated at 54 percent positive, trailing the U.S. benchmark of 65 percent. These lower ratings align directly with Service Priorities, where streets, sidewalks, and core infrastructure rank among the areas requiring the greatest emphasis, underscoring the importance of focusing on foundational systems that shape residents’ daily experiences.

Several infrastructure-related measures show declines compared to 2024. Quality of stormwater drainage is rated at 61 percent positive, representing a decline from 67 percent. Street sweeping is rated at 51 percent, down from 56 percent. These results indicate a downward shift in several service areas that are highly visible to residents.

Despite these challenges, some infrastructure services remain strong. Reliability of water service is rated at 75 percent positive, aligning closely with both the state (78 percent) and U.S. (74 percent) benchmarks. Reliability of electric service is rated at 75 percent positive, aligning closely with both the state (49 percent) and U.S. (65 percent) benchmarks.



Solid Waste and Environmental Sustainability Services

Solid waste services continue to perform well overall, though ratings are generally lower than in 2024. Residential trash collection is rated at 81 percent positive, aligning with both the state and U.S. benchmarks (82 percent). Residential recycling is rated at 77 percent, aligning with the U.S. benchmark (77 percent) and exceeding the state benchmark (75 percent). Brush and bulky waste collection and landfill operations are also rated positively and align with benchmark comparisons.

However, the overall quality of solid waste services is rated at 75 percent positive, which falls below both the state (87 percent) and U.S. (87 percent) benchmarks and represents a decline from 2024 (80 percent). In addition, education about environmental issues is rated at 53 percent, and promotion of water and energy conservation are rated at 54 percent and 52 percent, respectively, indicating more moderate perceptions in these areas.

Variation across ZIP codes is evident throughout this section. For example:

- Maintenance of city parks ranges from 80 percent (76205) to 69 percent (76208)
- Condition of neighborhood streets ranges from 50 percent (76210) to 21 percent (76201 and 76209)
- Overall quality of infrastructure ranges from 63 percent (76210) to 48 percent (76201)
- Overall quality of solid waste services ranges from 84 percent (76210) to 66 percent (76208)

These differences indicate that service experience varies across the city, particularly in infrastructure and solid waste services.

Overall, the Quality of City Services results indicate strong performance in community services, particularly parks and libraries—balanced by more moderate perceptions of infrastructure, solid waste, and environmental services. Declines in several infrastructure, solid waste, and environmental measures, along with gaps relative to benchmark comparisons, point to areas where continued focus may be needed. Resident comments reinforce this pattern, frequently citing concerns about road conditions, infrastructure maintenance, and service consistency, while also expressing appreciation for parks, libraries, and other community amenities.

Homelessness

The Homelessness section evaluates residents’ perceptions of homelessness as a community issue, their views on the importance of services to address it, and their assessment of the City’s efforts.

Homelessness continues to be viewed as a significant issue in Denton. In 2026, 44 percent of residents identify homelessness as a major problem, while an additional 40 percent identify it as a moderate problem. Taken together, this indicates that 84 percent of residents view homelessness as at least a moderate concern. While the share of residents identifying homelessness as a major problem declined from 50 percent in 2024, this change reflects a shift toward moderate concern rather than a reduction in overall concern.

14. To what degree, if at all, is homelessness a problem in the City of Denton?			
	2024	2026	Change
Major Problem	50%	44%	-6.0
Moderate Problem	35%	40%	4.6
Minor Problem	14%	13%	-0.9
Not a Problem	2%	3%	1.4

Perceptions of homelessness vary across the city. The percentage of residents identifying homelessness as a major problem ranges from 53 percent in ZIP code 76208 to 34 percent in ZIP code 76210, indicating notable differences in how the issue is experienced across communities. Similarly, moderate concern ranges from 32 percent (76208) to 44 percent (76207), reinforcing that while overall concern is widespread, its intensity varies geographically.

Residents express strong support for services aimed at addressing homelessness, particularly those that address immediate needs. Providing shelter during severe weather is rated as important by 59 percent of residents, the highest among the service categories. Mental health programs (53 percent) and substance abuse programs (50 percent) are also rated highly, indicating strong support for services that address underlying causes. Supportive housing, which combines housing with services, is rated at 45 percent, while housing and rental assistance programs (40 percent) and job training programs (38 percent) are rated somewhat lower, though still important to a substantial portion of residents.

15. How important to you, if at all, is it for the City of Denton to contribute funding to community-based organizations that provide each of the following services to the homeless population and others in need?

	Essential	Very Important	Somewhat Important	Not at all Important
Job training programs	38%	37%	20%	5%
Mental health programs	53%	31%	12%	4%
Substance abuse programs	50%	34%	12%	4%
Shelter during severe weather, including temperature extremes	59%	28%	10%	3%
Housing and rental assistance programs	40%	32%	20%	8%
Supportive housing, which combines housing with services such as job training and substance abuse treatment	45%	33%	17%	5%

ZIP code results show consistently high levels of support for services across the city. For example, support for shelter during severe weather ranges from 83 percent to 91 percent, while support for mental health and substance abuse programs generally falls in the mid-80 percent range across all ZIP codes. This consistency indicates broad agreement on the importance of service-based responses.

In contrast to the strong concern about homelessness and broad support for services, perceptions of the City’s efforts in this area are more limited. Only 28 percent of residents rate Denton’s efforts to address homelessness as “Good” or “Excellent.” Ratings are relatively consistent across ZIP codes—ranging from 23 percent in 76201 to 32 percent in 76210—suggesting a widely shared view that current efforts are not meeting expectations. This combination of high concern and more moderate assessments of the City’s performance highlights a clear gap between resident expectations and the perceived effectiveness of current approaches.

Overall, the Homelessness results reveal a consistent pattern: residents view homelessness as a significant and highly visible issue, support a range of service-based responses, and express more moderate confidence in the City’s current efforts. This combination of high concern, strong support for services, and lower performance ratings suggests an opportunity to strengthen both the visibility and effectiveness of the City’s approach moving forward. Resident feedback reinforces these findings, noting the visibility of homelessness and its impact on public spaces, as well as the need for solutions that address underlying causes such as mental health, housing stability, and access to services.

Communication

The Communication section evaluates how effectively the City of Denton shares information with residents, how residents access that information, and how frequently they engage with City communication channels.

Overall, results indicate that residents are actively accessing City information but have more moderate perceptions of how effectively that information is delivered.

Residents report relatively strong performance in time-sensitive communication. Providing accurate and timely information during emergencies is rated at 67 percent positive, making it one of the highest-rated measures in this section. This suggests that the City performs well in critical communication situations where clarity and speed are essential.

Other aspects of communication are rated more moderately. Explaining complex topics in an easy-to-understand way is rated at 55 percent positive, while ease of finding information on City digital platforms is rated at 53 percent. Similarly, communication style reflecting the community’s character and values is rated at 57 percent positive. These results indicate that while communication is generally effective, there is room to improve clarity, accessibility, and overall connection with residents.

Keeping residents well-informed about news, projects, and meetings is rated at 51 percent positive, though this measure significantly exceeds both the state and U.S. benchmarks (30 percent). While this suggests Denton performs well relative to peers, the moderate rating indicates that residents still see an opportunity for improvement in staying informed.

Usage patterns provide important context for these perceptions. A large majority of residents report accessing the City’s website, with 83 percent indicating they have visited the site in the past 12 months. This high level of engagement suggests that digital platforms are a primary and widely used communication channel. This pattern suggests that while residents are actively accessing City information, perceptions of communication effectiveness are more moderate, indicating a gap between engagement and satisfaction.

Among communication sources, residents rely most on direct notifications, such as newsletters, texts, and utility bill inserts, with 53 percent reporting frequent use. Community-led platforms, including social media groups and word-of-mouth, are also widely used at 39 percent, followed by the City’s digital tools (website and apps) at 37 percent. In contrast, reliance on official City social media accounts and traditional media sources is lower, both at 29 percent.

18. Please rate how often you rely on the following sources for City of Denton information.

	Very Often	Often	Sometimes	Rarely	Never	Very Often/ Often
City’s digital tools (website, apps) to learn about services or report issues	12%	26%	39%	17%	7%	37%
City’s official social media accounts for events, programs, and service updates	9%	20%	32%	22%	16%	29%
Direct notifications (City newsletter, texts, utility bill inserts) for information	19%	34%	29%	12%	6%	53%
Traditional sources (local news outlets, Denton Record-Chronicle, Community Impact)	9%	20%	30%	24%	17%	29%
Community-led platforms (NextDoor, Facebook groups, word-of-mouth) for City updates	14%	25%	30%	16%	14%	39%

These patterns suggest that while the City’s website is widely accessed, residents rely more heavily on push communication methods, particularly direct notifications, when seeking timely or relevant information.

Variation across ZIP codes is present but relatively moderate compared to other sections. For example:

- Ease of finding information ranges from 59 percent (76210) to 49 percent (76201, 76208, and 76209)
- Keeping residents informed ranges from 55 percent (76201 and 76210) to 47 percent (76205 and 76209)
- Website usage ranges from 85 percent (76209) to 80 percent (76207)

These differences suggest some variation in how residents experience and access City communication, though patterns are generally consistent across the city.

Overall, the Communication results reveal a clear dynamic: residents are actively engaging with City information—particularly through digital platforms and direct notifications—yet perceptions of communication effectiveness remain more moderate. This suggests an opportunity to enhance how information is presented, delivered, and tailored to meet resident expectations more effectively. Resident comments frequently point to a desire for clearer and more accessible communication, especially around complex topics, major projects, and City decision-making.

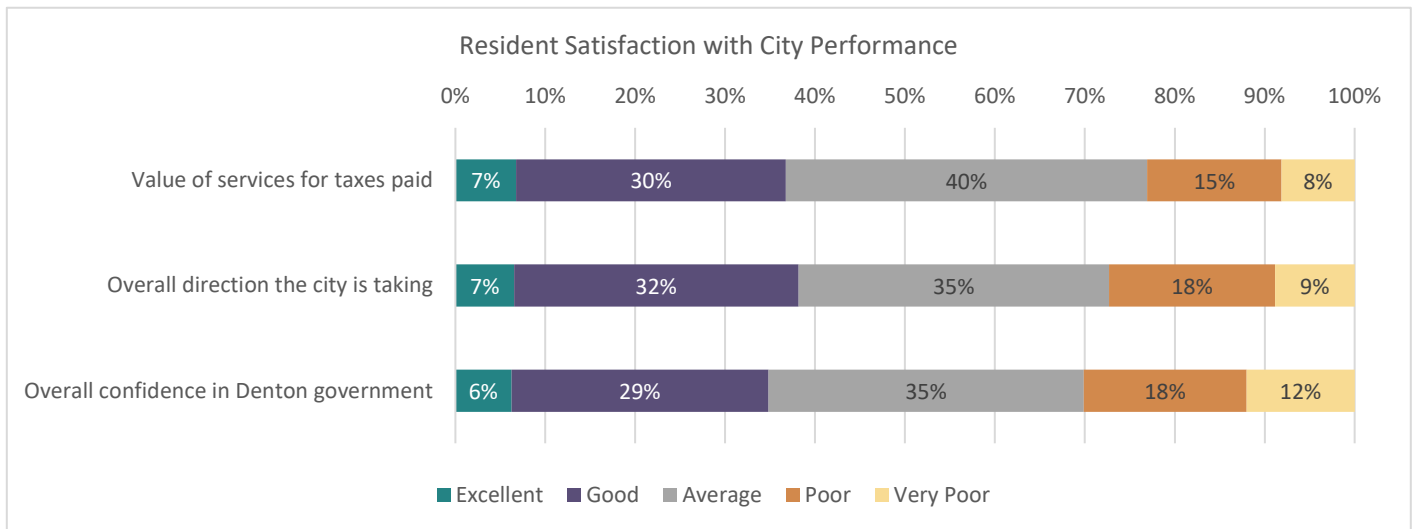
City Performance

The City Performance section evaluates residents’ perceptions of value, direction, and confidence in government, as well as their likelihood to remain in Denton, their assessment of service quality across levels of government, and their direct experiences with City staff.

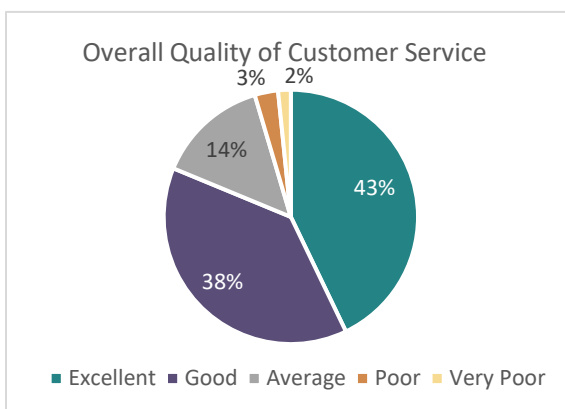
Overall, results indicate a clear distinction between residents’ experiences with City services and their broader perceptions of City performance and governance.

Perceptions of value and confidence are more moderate. The value of services for taxes paid is rated at 37 percent positive, falling below both the state benchmark (47 percent) and the U.S. benchmark (43 percent) and representing a decline from 2024 (43 percent). Similarly, overall confidence in Denton government is rated at 35 percent positive, also well below both the state and U.S. benchmarks (57 percent) and declining from 40 percent in 2024. These results indicate that while residents receive services, perceptions of value and trust in government remain areas of concern.

Perceptions of the overall direction the city is taking are somewhat stronger but still moderate, at 38 percent positive. This exceeds the state benchmark (33 percent) but falls below the U.S. benchmark (50 percent), suggesting mixed sentiment regarding the City’s trajectory.



Despite these more moderate perceptions, residents continue to express strong attachment to the community. Seventy-three percent of residents report they would recommend living in Denton, and 75 percent indicate they are likely to remain in the city for the next five years, both exceeding the U.S. benchmark (66 percent). These results reinforce the strength of Denton as a place to live, even as broader perceptions of governance are more measured.



Ratings of service quality further illustrate this dynamic. The overall quality of services provided by the City of Denton is rated at 63 percent positive, aligning closely with the U.S. benchmark (65 percent) but declining from 69 percent in 2024. Ratings for other levels of government are lower, with Denton County at 54 percent, the State of Texas at 45 percent, and the U.S. Government at 33 percent. These results indicate that while perceptions of City services are stronger than other levels of government, they remain moderate overall.

Direct experience with City staff is both common and highly positive. Eighty-three percent of residents report having contact with a City employee in the past 12 months. Among those residents, impressions of staff are consistently strong—82 percent positive for knowledge, 84 percent for professionalism, 80 percent for

responsiveness, and 81 percent for willingness to help. Overall customer service is rated at 81 percent positive, significantly exceeding both the state (68 percent) and U.S. (66 percent) benchmarks. This contrast reflects a broader pattern observed throughout the survey: strong day-to-day service experiences do not fully translate into higher perceptions of value, direction, or confidence in government.

Variation across ZIP codes is evident but not extreme. For example:

- Value of services ranges from 45 percent (76205) to 29 percent (76208)
- Confidence in government ranges from 43 percent (76210) to 26 percent (76209)
- Overall service quality ranges from 69 percent (76210) to 60 percent (76201 and 76209)
- Customer service ratings remain consistently high across all ZIP codes, generally in the low-80 percent range

These patterns suggest that while perceptions of value and confidence vary across the city, experiences with City staff are consistently positive.

Overall, the City Performance results highlight an important dynamic: residents report strong experiences with City employees and continue to value Denton as a place to live, yet broader perceptions of value, direction, and confidence in government remain more moderate, and in some cases, are declining. This gap between service delivery and overall perception represents a key opportunity to strengthen trust and alignment moving forward. Resident feedback reflects this pattern, with comments expressing appreciation for City staff and services while also raising concerns about broader issues such as growth, infrastructure, and the City’s overall direction.

Service Priorities

The Service Priorities section identifies the areas where residents believe City leadership should place the greatest emphasis over the next two years. These priorities provide important context for interpreting survey results, as they reflect not only resident concerns, but also expectations for future action.

Overall, resident priorities are concentrated in a relatively small number of highly visible and foundational service areas. The highest-ranked priority is the overall quality and maintenance of streets and sidewalks, followed closely by public safety services and the overall quality of the transportation system. Together, these top priorities reflect a strong emphasis on core infrastructure, mobility, and safety—areas that directly shape residents’ day-to-day experience. Infrastructure systems, including water, sewer, stormwater, and electric services, also rank among the highest priorities. This reinforces a consistent theme across the survey: residents are focused on maintaining and improving the City’s foundational systems as growth continues.

25. Selecting from the following, rank the three service areas that need the most emphasis from city leaders over the next two years by entering the corresponding number, in priority order, in the boxes below.

	Average Rank	Top-1 Count	Top-3 Count	Bottom-3 Count
Overall quality and maintenance of streets and sidewalks	4.581	155	485	110
Overall quality of public safety services	4.830	176	465	174
Overall quality of the transportation system	4.914	196	438	187
Overall quality of infrastructure	5.032	102	395	150
Efforts to manage issues related to homelessness	5.318	220	473	306
Overall economic development efforts	6.121	69	257	280
Overall design and layout of Denton’s residential and commercial areas	6.277	76	254	326
Overall quality of community amenities	6.369	46	200	294
Overall quality of code enforcement	7.271	21	151	452
Efforts to engage with and inform residents about key issues	7.636	40	158	564
Efforts to promote environmental sustainability	7.652	45	162	595

Efforts to manage issues related to homelessness rank as a top-tier priority as well. While it is not the highest-ranked issue overall, its placement among the top priorities reflects the level of concern residents expressed elsewhere in the survey. This aligns with earlier findings showing that homelessness is widely viewed as a significant issue and that residents are seeking more visible and effective responses.

Mid-tier priorities include economic development efforts and the design and layout of residential and commercial areas. These areas reflect broader concerns about growth, job opportunities, and how development is shaping the community. Their placement in the middle of the ranking suggests that while important, they are viewed as secondary to more immediate infrastructure and safety needs.

Lower-ranked priorities include community amenities, code enforcement, communication and engagement, and environmental sustainability. These areas generally correspond to sections of the survey where performance ratings were stronger or where concerns were less urgent relative to other issues.

Comments provided by residents reinforce and add context to these priorities. Feedback frequently highlights concerns about road conditions, traffic congestion, and the impact of growth on infrastructure, with residents noting the need for improved maintenance, better traffic flow, and more coordinated planning. Comments related to homelessness emphasize both the visibility of the issue and the need for solutions that address underlying causes, including mental health and housing stability. Residents also express concerns about development patterns, including the pace of growth, the quality of new development, and the preservation of community character.

At the same time, comments reflect appreciation for parks, libraries, and community amenities, often noting that these services are well-maintained and valued by the community. This supports their lower placement in priority rankings, as residents appear to view these areas as strengths that require continued support rather than significant additional emphasis.

Overall, the Service Priorities results provide a clear and consistent message. Residents are primarily focused on maintaining and improving core infrastructure, addressing mobility challenges, ensuring continued public safety, and responding effectively to homelessness. These priorities closely align with lower-performing areas identified throughout the survey, reinforcing the validity of the findings and providing a strong foundation for future planning and decision-making.

Conclusion

The 2026 Community Survey results present a clear and consistent picture of resident experience in Denton. Overall, residents continue to view Denton as a strong and desirable place to live, with positive ratings for quality of life, community amenities, and personal safety. These strengths are reinforced by high levels of satisfaction with parks, libraries, and direct interactions with City staff, as well as a strong sense of community reflected in residents' likelihood to remain in Denton and recommend it to others.

At the same time, the results highlight a set of interconnected challenges that are shaping resident perception and driving priorities for future action. Infrastructure, transportation, and mobility emerge as the most critical areas of concern, with lower performance ratings and top priority rankings reinforcing the importance of maintaining and improving core systems. Similarly, perceptions of Denton as a place to work and broader concerns related to economic opportunity point to the need for continued focus on economic development and workforce conditions.

The survey also reveals a gap between strong service delivery and broader perceptions of value, direction, and confidence in government. While residents report highly positive experiences with City employees and specific services, ratings related to value for taxes paid, overall direction, and confidence in government are more moderate. This dynamic suggests an opportunity to strengthen alignment between the services provided and how those services are experienced and understood by residents.

Homelessness is another area where resident concern is both significant and widely shared. The results indicate strong support for service-based responses, alongside more moderate perceptions of the City's current efforts. This

combination highlights the importance of both continuing to address the issue and improving how efforts are communicated and experienced by the community.

Across the survey, a consistent pattern emerges: the areas where residents are most satisfied—such as community amenities and customer service—are not the areas they identify as needing the greatest emphasis. Instead, residents are focused on foundational services and highly visible conditions that directly impact daily life, including streets, transportation, infrastructure, and public safety. This alignment between lower-performing areas and top priorities reinforces the validity of the findings and provides clear direction for future focus.

Moving forward, the results suggest several strategic considerations for City leadership. Continued investment in infrastructure and mobility will be critical to addressing resident concerns and supporting growth. Strengthening economic opportunity and perceptions of Denton as a place to work will also be important to maintaining overall quality of life. At the same time, there is an opportunity to build trust and confidence by more clearly connecting service delivery to outcomes, improving communication, and ensuring that residents understand the value of the services they receive.

Taken together, the 2026 Community Survey results provide a strong foundation for decision-making. By focusing on the areas of greatest need while sustaining areas of strength, the City is well-positioned to align resources, priorities, and strategies with the expectations of the community and continue to enhance the quality of life for residents.

Appendix A: Results Frequency

1. Please rate the following aspects of quality of life in Denton.

	Excellent	Good	Average	Poor	Very Poor	Excellent/ Good
Denton as a place to live	21%	51%	22%	5%	1%	72%
Your neighborhood as a place to live	35%	41%	19%	4%	1%	76%
Denton as a place to raise children	21%	43%	26%	7%	3%	64%
Denton as a place to work	16%	37%	31%	11%	5%	53%
Denton as a place to visit	20%	41%	28%	8%	2%	61%
Denton as a place to retire	20%	37%	24%	11%	7%	58%
Overall quality of life in Denton	18%	49%	26%	5%	2%	67%

2. Please rate the following community characteristics as they relate to Denton.

	Excellent	Good	Average	Poor	Very Poor	Excellent/ Good
Employment opportunities	7%	27%	40%	18%	8%	34%
Recreational opportunities	16%	40%	31%	10%	2%	57%
Shopping opportunities	17%	41%	30%	9%	2%	58%
Opportunities to attend cultural/arts/music activities	30%	40%	22%	6%	1%	70%
Opportunities to attend special events and festivals	27%	41%	23%	7%	2%	68%
Opportunities to participate in community matters	16%	43%	31%	8%	3%	59%

3. Please rate the following as they relate to aspects of transportation and mobility in Denton.

	Excellent	Good	Average	Poor	Very Poor	Excellent/ Good
Ease of public parking	8%	31%	37%	17%	8%	39%
Ease of travel by car in Denton	11%	34%	32%	16%	8%	45%
Ease of travel by bicycle in Denton	9%	28%	28%	24%	11%	38%
Ease of walking in Denton	11%	30%	33%	18%	8%	41%
Timing of traffic signals	6%	30%	44%	13%	7%	36%
Traffic management during rush hour	3%	19%	37%	26%	15%	23%
Overall quality of the transportation system	5%	24%	41%	21%	9%	29%

4. Please rate the following as they relate to the maintenance and appearance of Denton.

	Excellent	Good	Average	Poor	Very Poor	Excellent/ Good
Appearance of the city	10%	41%	34%	11%	3%	51%
Appearance of major streets and corridors	8%	33%	36%	16%	7%	40%
Maintenance of business properties	9%	40%	40%	9%	2%	49%
Maintenance of residential properties	7%	40%	42%	8%	3%	46%
Cleanup of litter and debris	10%	36%	35%	14%	5%	47%
Overall quality of code enforcement	9%	37%	38%	11%	6%	45%

5. Please rate the following as they relate to development in Denton.

	Excellent	Good	Average	Poor	Very Poor	Excellent/ Good
Well-planned residential growth	7%	24%	30%	24%	15%	31%
Well-planned commercial growth	7%	26%	39%	18%	10%	33%
Well-designed neighborhoods	7%	30%	41%	15%	6%	38%
Availability of affordable quality housing	5%	20%	34%	25%	17%	24%
Preservation of the historical or cultural character	15%	44%	29%	8%	4%	59%
Quality of new development/redevelopment	7%	30%	37%	16%	9%	37%
Overall design or layout of Denton's residential and commercial areas	7%	31%	42%	14%	7%	37%

6. Please rate the following aspects of economic development in Denton.

	Excellent	Good	Average	Poor	Very Poor	Excellent/ Good
Overall quality of business and service establishments	12%	45%	36%	6%	2%	57%
Variety of business and service establishments	14%	44%	32%	7%	2%	59%
Vibrancy of retail areas	11%	37%	38%	11%	2%	48%
Vibrancy of Denton's Downtown	27%	43%	22%	6%	2%	70%
Overall economic development efforts	8%	40%	39%	11%	3%	48%

7. Rate public safety in the following areas.

	Excellent	Good	Average	Poor	Very Poor	Excellent/ Good
Efforts to prevent crime	10%	42%	36%	8%	4%	52%
Traffic enforcement	9%	35%	36%	13%	7%	44%
Visibility of police in neighborhoods	11%	27%	38%	17%	8%	38%
Visibility of police in retail areas	10%	28%	42%	14%	5%	38%
Visibility of police in Denton's Downtown	14%	34%	38%	10%	4%	48%
Overall quality of police services	16%	38%	34%	6%	5%	54%
Overall quality of fire services	35%	47%	16%	1%	1%	82%
Overall quality of ambulance services	36%	44%	18%	1%	1%	80%
Overall quality of animal services	20%	40%	31%	6%	4%	60%

8. Please rate how safe or unsafe you feel walking.

	Very Safe	Safe	Unsafe	Very Unsafe	Safe/ Very Safe
In your neighborhood during the day	51%	45%	3%	2%	95%
In your neighborhood in the evening	36%	49%	11%	3%	86%
In your neighborhood park during the day	45%	50%	4%	1%	95%
In your neighborhood park in the evening	29%	47%	19%	5%	76%
In retail areas during the day	35%	59%	5%	1%	94%
In retail areas in the evening	23%	57%	16%	4%	80%
In Denton's Downtown during the day	40%	55%	5%	1%	94%
In Denton's Downtown in the evening	24%	53%	18%	5%	77%

9. Please rate how safe or unsafe you feel from the following in Denton.

	Very Safe	Safe	Unsafe	Very Unsafe	Very Safe/ Safe
Violent crimes	22%	61%	14%	3%	83%
Property crimes	16%	60%	20%	5%	76%
Natural disasters	19%	66%	12%	3%	85%
Environmental hazards	23%	62%	11%	4%	86%

10. Please rate your overall feeling of safety in Denton.

	Very Safe	Safe	Unsafe	Very Unsafe	Very Safe/ Safe
	20%	69%	9%	2%	89%

11. Please rate community services in the following areas.

	Excellent	Good	Average	Poor	Very Poor	Excellent/ Good
Maintenance of city parks	20%	68%	9%	2%	1%	88%
Quality of facilities at parks	22%	49%	24%	4%	1%	71%
Quality of aquatics facilities	22%	48%	25%	4%	1%	70%
Overall quality of city parks	23%	50%	24%	2%	1%	73%
Variety of programs at recreation centers	22%	47%	25%	5%	2%	69%
Overall quality of recreation centers	21%	48%	26%	4%	1%	69%
Collection of library books and materials	32%	46%	19%	2%	1%	78%
Overall quality of libraries	38%	42%	17%	3%	0%	80%

12. Please rate public works services in the following areas.

	Excellent	Good	Average	Poor	Very Poor	Excellent/ Good
Condition of major streets	7%	27%	37%	21%	9%	33%
Condition of neighborhood sidewalks	8%	28%	36%	19%	9%	36%
Condition of neighborhood streets	7%	24%	36%	22%	11%	31%
Reliability of water service	29%	46%	21%	3%	1%	75%
Quality of stormwater drainage	18%	43%	27%	8%	3%	61%
Street sweeping	15%	37%	33%	10%	5%	51%
Street lighting	11%	37%	35%	13%	4%	48%
Condition of traffic signs, roadway striping	10%	34%	35%	15%	5%	44%
Reliability of electric service	30%	45%	20%	3%	2%	75%
Overall quality of infrastructure	12%	42%	34%	10%	3%	54%

13. Please rate solid waste and environmental sustainability services in the following areas.

	Excellent	Good	Average	Poor	Very Poor	Excellent/ Good
Residential trash collection	40%	41%	15%	2%	2%	81%
Residential recycling	38%	40%	15%	5%	3%	77%
Brush and bulky waste collection	36%	39%	17%	5%	3%	75%
Landfill operations	27%	44%	23%	4%	2%	71%
Household hazardous waste collection	27%	41%	24%	5%	3%	68%
Overall quality of solid waste services	31%	44%	21%	2%	1%	75%
Education about environmental issues	17%	36%	31%	11%	6%	53%
Promotion of water conservation	17%	37%	31%	11%	4%	54%
Promotion of energy conservation	16%	36%	32%	11%	4%	52%

14. To what degree, if at all, is homelessness a problem in the City of Denton?

Major Problem	44%
Moderate Problem	40%
Minor Problem	13%
Not a Problem	3%

15. How important to you, if at all, is it for the City of Denton to contribute funding to community-based organizations that provide each of the following services to the homeless population and others in need?

	Essential	Very Important	Somewhat Important	Not at all Important
Job training programs	38%	37%	20%	5%
Mental health programs	53%	31%	12%	4%
Substance abuse programs	50%	34%	12%	4%
Shelter during severe weather, including temperature extremes	59%	28%	10%	3%
Housing and rental assistance programs	40%	32%	20%	8%
Supportive housing, which combines housing with services such as job training and substance abuse treatment	45%	33%	17%	5%

16. Overall, how would you rate Denton's efforts to manage issues related to homelessness?

	Excellent	Good	Average	Poor	Very Poor	Excellent/ Good
	6%	22%	35%	20%	17%	28%

17. Please rate the following aspects of the City of Denton's communications.

	Excellent	Good	Average	Poor	Very Poor	Excellent/ Good
Explains complex topics in an easy-to-understand way	12%	43%	35%	7%	2%	55%
Provides accurate and timely information during emergencies	19%	47%	26%	6%	2%	67%
Ease of finding information on City digital platforms	13%	40%	33%	11%	3%	53%
Keeps residents well-informed about news, projects, and meetings	12%	39%	34%	11%	4%	51%
Communication style reflects the community's character and values	14%	43%	33%	7%	3%	57%

18. Please rate how often you rely on the following sources for City of Denton information.

	Very Often	Often	Sometimes	Rarely	Never	Very Often/ Often
City's digital tools (website, apps) to learn about services or report issues	12%	26%	39%	17%	7%	37%
City's official social media accounts for events, programs, and service updates	9%	20%	32%	22%	16%	29%
Direct notifications (City newsletter, texts, utility bill inserts) for information	19%	34%	29%	12%	6%	53%
Traditional sources (local news outlets, Denton Record-Chronicle, Community Impact)	9%	20%	30%	24%	17%	29%
Community-led platforms (NextDoor, Facebook groups, word-of-mouth) for City updates	14%	25%	30%	16%	14%	39%

19. In the past 12 months, have you accessed the City's website (cityofdenton.com)?

Yes	83%
No	17%

20. Please rate the following regarding city performance.

	Excellent	Good	Average	Poor	Very Poor	Excellent/ Good
Value of services for taxes paid	7%	30%	40%	15%	8%	37%
Overall direction the city is taking	7%	32%	35%	18%	9%	38%
Overall confidence in Denton government	6%	29%	35%	18%	12%	35%

21. Please indicate how likely or unlikely you are to do each of the following.

	Very Likely	Somewhat Likely	Somewhat Unlikely	Very Unlikely	Don't Know	Very Likely/ Somewhat Likely
Recommend living in Denton to someone who asks	28%	45%	13%	10%	4%	73%
Remain living in Denton for the next five years	46%	29%	10%	11%	4%	75%

22. Overall, how would you rate the quality of services provided by each of the following.

	Excellent	Good	Average	Poor	Very Poor	Excellent/ Good
City of Denton	19%	44%	29%	5%	3%	63%
Denton County	14%	41%	35%	8%	3%	54%
State of Texas	15%	30%	26%	16%	13%	45%
U.S. Government	10%	23%	28%	17%	22%	33%

22. Have you had contact with a City of Denton employee in the past 12 months?

Yes	68%
No	32%

24. If yes, what was your impression of Denton employees in your most recent contact?

	Excellent	Good	Average	Poor	Very Poor	Excellent/ Good
Knowledge	41%	41%	15%	3%	1%	82%
Professionalism	46%	38%	13%	2%	1%	84%
Responsiveness	42%	38%	14%	4%	2%	80%
Willingness to help	46%	35%	13%	4%	2%	81%
Overall customer service	43%	38%	14%	3%	2%	81%

25. Selecting from the following, rank the three service areas that need the most emphasis from city leaders over the next two years by entering the corresponding number, in priority order, in the boxes below.

	Average Rank	Top-1 Count	Top-3 Count	Bottom-3 Count
Overall quality and maintenance of streets and sidewalks	4.581	155	485	110
Overall quality of public safety services (police, fire, EMS)	4.830	176	465	174
Overall quality of the transportation system (auto, bicycle, foot, traffic management)	4.914	196	438	187
Overall quality of infrastructure (water, sewer, storm water, electric)	5.032	102	395	150
Efforts to manage issues related to homelessness	5.318	220	473	306
Overall economic development efforts	6.121	69	257	280
Overall design and layout of Denton’s residential and commercial areas	6.277	76	254	326
Overall quality of community amenities (parks, recreation centers, libraries)	6.369	46	200	294
Overall quality of code enforcement	7.271	21	151	452
Efforts to engage with and inform residents about key issues	7.636	40	158	564
Efforts to promote environmental sustainability	7.652	45	162	595

Appendix B: Select Results by Zip Code

Shown as a percent of positive responses (Excellent/Good, Very Likely/Likely, Very Safe/Safe)

1. Please rate the following aspects of quality of life in Denton.						
	76201	76205	76207	76208	76209	76210
Denton as a place to live	70%	72%	73%	65%	73%	75%
Your neighborhood as a place to live	67%	78%	83%	73%	68%	82%
Denton as a place to raise children	61%	64%	63%	58%	62%	72%
Denton as a place to work	50%	54%	53%	58%	50%	58%
Denton as a place to visit	70%	63%	56%	58%	62%	56%
Denton as a place to retire	52%	55%	67%	51%	53%	60%
Overall quality of life in Denton	67%	66%	73%	58%	64%	70%

2. Please rate the following community characteristics as they relate to Denton.						
	76201	76205	76207	76208	76209	76210
Employment opportunities	30%	34%	41%	30%	31%	38%
Recreational opportunities	62%	55%	57%	48%	59%	55%
Shopping opportunities	60%	59%	58%	59%	57%	58%
Opportunities to attend cultural/arts/music activities	82%	70%	64%	61%	73%	71%
Opportunities to attend special events and festivals	77%	68%	63%	54%	72%	71%
Opportunities to participate in community matters	65%	58%	57%	50%	59%	63%

3. Please rate the following as they relate to aspects of transportation and mobility in Denton.						
	76201	76205	76207	76208	76209	76210
Ease of public parking	38%	40%	37%	36%	34%	49%
Ease of travel by car in Denton	45%	47%	39%	50%	43%	52%
Ease of travel by bicycle in Denton	41%	42%	32%	36%	35%	37%
Ease of walking in Denton	44%	42%	38%	43%	34%	46%
Timing of traffic signals	34%	39%	34%	35%	35%	37%
Traffic management during rush hour	26%	25%	20%	18%	24%	22%
Overall quality of the transportation system	30%	29%	23%	28%	28%	36%

4. Please rate the following as they relate to the maintenance and appearance of Denton.						
	76201	76205	76207	76208	76209	76210
Appearance of the city	55%	52%	50%	46%	48%	55%
Appearance of major streets and corridors	39%	39%	38%	43%	40%	44%
Maintenance of business properties	51%	48%	48%	46%	47%	50%
Maintenance of residential properties	43%	45%	46%	42%	44%	57%
Cleanup of litter and debris	43%	50%	46%	40%	43%	55%
Overall quality of code enforcement	40%	51%	47%	40%	42%	53%

5. Please rate the following as they relate to development in Denton.

	76201	76205	76207	76208	76209	76210
Well-planned residential growth	26%	33%	29%	34%	24%	39%
Well-planned commercial growth	31%	30%	35%	36%	27%	37%
Well-designed neighborhoods	31%	40%	40%	40%	29%	45%
Availability of affordable quality housing	17%	21%	29%	31%	20%	29%
Preservation of the historical or cultural character	58%	65%	60%	52%	53%	65%
Quality of new development/redevelopment	31%	33%	43%	39%	31%	41%
Overall design or layout of Denton's residential and commercial areas	35%	41%	33%	39%	33%	45%

6. Please rate the following aspects of economic development in Denton.

	76201	76205	76207	76208	76209	76210
Overall quality of business and service establishments	59%	56%	53%	58%	53%	62%
Variety of business and service establishments	69%	59%	53%	56%	54%	62%
Vibrancy of retail areas	56%	52%	46%	46%	42%	49%
Vibrancy of Denton's Downtown	79%	70%	64%	61%	73%	72%
Overall economic development efforts	51%	47%	43%	46%	46%	54%

7. Rate public safety in the following areas.

	76201	76205	76207	76208	76209	76210
Efforts to prevent crime	52%	51%	52%	47%	50%	56%
Traffic enforcement	43%	48%	40%	43%	42%	50%
Visibility of police in neighborhoods	44%	41%	32%	36%	37%	39%
Visibility of police in retail areas	41%	41%	32%	38%	40%	40%
Visibility of police in Denton's Downtown	51%	49%	44%	49%	46%	50%
Overall quality of police services	50%	56%	54%	51%	51%	62%
Overall quality of fire services	85%	81%	78%	79%	83%	87%
Overall quality of ambulance services	82%	77%	77%	75%	82%	84%
Overall quality of animal services	62%	59%	57%	55%	62%	59%

8. Please rate how safe or unsafe you feel walking.

	76201	76205	76207	76208	76209	76210
In your neighborhood during the day	93%	96%	98%	87%	96%	97%
In your neighborhood in the evening	75%	85%	93%	81%	83%	92%
In your neighborhood park during the day	94%	96%	97%	87%	95%	97%
In your neighborhood park in the evening	67%	77%	83%	67%	75%	81%
In retail areas during the day	93%	96%	93%	88%	96%	98%
In retail areas in the evening	82%	85%	76%	69%	80%	88%
In Denton's Downtown during the day	94%	96%	94%	88%	95%	97%
In Denton's Downtown in the evening	81%	80%	75%	68%	77%	80%

9. Please rate how safe or unsafe you feel from the following in Denton.

	76201	76205	76207	76208	76209	76210
Violent crimes	85%	86%	81%	71%	83%	89%
Property crimes	75%	78%	79%	67%	72%	80%
Natural disasters	83%	84%	83%	82%	86%	90%
Environmental hazards	84%	86%	89%	79%	85%	88%

10. Please rate your overall feeling of safety in Denton.

	76201	76205	76207	76208	76209	76210
	88%	92%	89%	77%	89%	94%

11. Please rate community services in the following areas.

	76201	76205	76207	76208	76209	76210
Maintenance of city parks	74%	80%	74%	69%	79%	79%
Quality of facilities at parks	70%	77%	69%	60%	71%	74%
Quality of aquatics facilities	74%	71%	65%	56%	78%	75%
Overall quality of city parks	77%	79%	71%	61%	73%	76%
Variety of programs at recreation centers	78%	69%	67%	53%	68%	72%
Overall quality of recreation centers	74%	69%	67%	53%	72%	72%
Collection of library books and materials	83%	81%	80%	62%	79%	76%
Overall quality of libraries	87%	82%	81%	66%	83%	78%

12. Please rate public works services in the following areas.

	76201	76205	76207	76208	76209	76210
Condition of major streets	31%	36%	29%	36%	30%	44%
Condition of neighborhood sidewalks	23%	34%	37%	40%	30%	53%
Condition of neighborhood streets	21%	32%	30%	37%	21%	50%
Reliability of water service	75%	74%	77%	71%	70%	81%
Quality of stormwater drainage	53%	66%	64%	57%	56%	71%
Street sweeping	52%	61%	46%	43%	47%	60%
Street lighting	41%	56%	45%	42%	46%	59%
Condition of traffic signs, roadway striping	44%	43%	40%	43%	43%	51%
Reliability of electric service	76%	76%	73%	72%	74%	77%
Overall quality of infrastructure	48%	58%	51%	53%	50%	63%

13. Please rate solid waste and environmental sustainability services in the following areas.

	76201	76205	76207	76208	76209	76210
Residential trash collection	82%	84%	82%	72%	77%	87%
Residential recycling	73%	79%	78%	71%	77%	84%
Brush and bulky waste collection	71%	80%	79%	66%	71%	80%
Landfill operations	72%	79%	74%	61%	65%	77%
Household hazardous waste collection	69%	74%	66%	59%	64%	76%
Overall quality of solid waste services	73%	78%	76%	66%	70%	84%
Education about environmental issues	43%	55%	57%	40%	52%	64%
Promotion of water conservation	44%	56%	58%	48%	52%	62%
Promotion of energy conservation	46%	52%	58%	45%	48%	60%

14. To what degree, if at all, is homelessness a problem in the City of Denton?						
	76201	76205	76207	76208	76209	76210
Major Problem	46%	46%	38%	53%	51%	34%
Moderate Problem	41%	35%	44%	32%	38%	42%
Minor Problem	11%	13%	17%	13%	7%	19%
Not a Problem	1%	7%	2%	1%	3%	5%

15. How important to you, if at all, is it for the City of Denton to contribute funding to community-based organizations that provide each of the following services to the homeless population and others in need?						
	76201	76205	76207	76208	76209	76210
Job training programs	76%	80%	71%	74%	79%	79%
Mental health programs	86%	85%	84%	84%	87%	87%
Substance abuse programs	85%	86%	83%	84%	87%	87%
Shelter during severe weather, including temperature extremes	89%	91%	87%	83%	86%	86%
Housing and rental assistance programs	77%	80%	67%	71%	75%	75%
Supportive housing, which combines housing with services such as job training and substance abuse treatment	83%	82%	74%	78%	79%	79%

16. Overall, how would you rate Denton's efforts to manage issues related to homelessness?						
	76201	76205	76207	76208	76209	76210
	23%	27%	25%	24%	27%	32%

17. Please rate the following aspects of the City of Denton's communications.						
	76201	76205	76207	76208	76209	76210
Explains complex topics in an easy-to-understand way	53%	50%	59%	46%	53%	65%
Provides accurate and timely information during emergencies	67%	65%	70%	55%	63%	74%
Ease of finding information on City digital platforms	49%	51%	57%	49%	49%	59%
Keeps residents well-informed about news, projects, and meetings	55%	47%	53%	48%	47%	55%
Communication style reflects the community's character and values	58%	53%	55%	52%	58%	61%

18. Please rate how often you rely on the following sources for City of Denton Information.						
	76201	76205	76207	76208	76209	76210
City's digital tools (website, apps) to learn about services or report issues	41%	41%	36%	39%	41%	41%
City's official social media accounts for events, programs, and service updates	32%	37%	21%	38%	42%	38%
Direct notifications (City newsletter, texts, utility bill inserts) for information	58%	53%	50%	55%	60%	55%
Traditional sources (local news outlets, Denton Record-Chronicle, Community Impact)	40%	41%	26%	33%	33%	38%
Community-led platforms (NextDoor, Facebook groups, word-of-mouth) for City updates	44%	48%	36%	53%	46%	46%

19. In the past 12 months, have you accessed the City's website?

	76201	76205	76207	76208	76209	76210
Yes	84%	84%	80%	83%	85%	82%
No	16%	16%	20%	17%	15%	18%

20. Please rate the following regarding city performance.

	76201	76205	76207	76208	76209	76210
Value of services for taxes paid	37%	45%	39%	29%	35%	34%
Overall direction the city is taking	33%	42%	42%	41%	32%	41%
Overall confidence in Denton government	33%	37%	38%	34%	26%	43%

21. Please indicate how likely or unlikely you are to do each of the following.

	76201	76205	76207	76208	76209	76210
Recommend living in Denton to someone who asks	72%	81%	77%	72%	75%	77%
Remain living in Denton for the next five years	73%	77%	81%	75%	78%	84%

22. Overall, how would you rate the quality of services provided by each of the following.

	76201	76205	76207	76208	76209	76210
City of Denton	60%	62%	65%	61%	60%	69%
Denton County	47%	52%	61%	54%	48%	61%
State of Texas	32%	43%	52%	57%	34%	54%
U.S. Government	23%	30%	38%	51%	23%	41%

23. Have you had contact with a City of Denton employee in the past 12 months?






	76201	76205	76207	76208	76209	76210
Yes	72%	71%	60%	67%	69%	71%
No	28%	29%	40%	33%	31%	29%

employees in your most recent contact?















	76201	76205	76207	76208	76209	76210
Knowledge	83%	81%	83%	81%	82%	83%
Professionalism	81%	86%	85%	84%	83%	87%
Responsiveness	79%	80%	82%	81%	80%	79%
Willingness to help	80%	78%	84%	84%	81%	81%
Overall customer service	80%	81%	83%	83%	81%	82%

Appendix C: Select Results by Year













Shown as a percent of positive responses (Excellent/Good, Very Likely/Likely, Very Safe/Safe).

Legend:									
	Significant Positive Change		Moderate Positive Change		No Significant Change		Moderate Negative Change		Significant Negative Change















1. Please rate the following aspects of quality of life in Denton.

	Positive Responses			Negative Responses		
	2024	2026	Change	2024	2026	Change
Denton as a place to live	76%	72%	 -4.2	5%	6%	 1.3
Your neighborhood as a place to live	80%	76%	 -4.5	5%	5%	 0.7
Denton as a place to raise children	68%	64%	 -4.5	8%	10%	 2.1
Denton as a place to work	62%	53%	 -8.9	12%	16%	 4.1
Denton as a place to visit	57%	61%	 4.2	12%	11%	 -1.3
Denton as a place to retire	61%	58%	 -3.1	15%	19%	 3.2
Overall quality of life in Denton	72%	67%	 -4.7	4%	6%	 1.9













2. Please rate the following community characteristics as they relate to Denton.

	Positive Responses			Negative Responses		
	2024	2026	Change	2024	2026	Change
Employment opportunities	41%	34%	 -6.8	17%	26%	 9.2
Recreational opportunities	55%	57%	 1.9	12%	12%	 0.3
Shopping opportunities	53%	58%	 5.3	13%	11%	 -1.4
Opportunities to attend cultural/arts/music activities	69%	70%	 1.3	7%	7%	 -0.2
Opportunities to attend special events and festivals	64%	68%	 3.9	12%	9%	 -3.4
Opportunities to participate in community matters	56%	59%	 3.2	9%	10%	 1.2

3. Please rate the following as they relate to aspects of transportation and mobility in

	Positive Responses			Negative Responses		
	2024	2026	Change	2024	2026	Change
Ease of public parking	40%	39%	 -1.4	23%	25%	 2.0
Ease of travel by car in Denton	49%	45%	 -4.3	19%	23%	 3.8
Ease of travel by bicycle in Denton	37%	38%	 0.6	36%	35%	 -1.2
Ease of walking in Denton	40%	41%	 1.1	26%	26%	 0.2
Timing of traffic signals	36%	36%	 0.1	19%	21%	 1.5
Traffic management during rush hour	23%	23%	 -0.1	37%	41%	 3.5
Overall quality of the transportation system	31%	29%	 -2.1	27%	30%	 3.2

4. Please rate the following as they relate to the maintenance and appearance of Denton.

	Positive Responses			Negative Responses		
	2024	2026	Change	2024	2026	Change
Appearance of the city	51%	51%	 0.4	16%	14%	 -1.3
Appearance of major streets and corridors	36%	40%	 4.4	18%	23%	 4.9
Maintenance of business properties	46%	49%	 2.5	9%	11%	 2.2
Maintenance of residential properties	45%	46%	 1.5	8%	11%	 3.6
Cleanup of litter and debris	47%	47%	 -0.5	21%	19%	 -1.8
Overall quality of code enforcement	44%	45%	 1.5	18%	16%	 -1.5

5. Please rate the following as they relate to development in Denton.

	Positive Responses			Negative Responses		
	2024	2026	Change	2024	2026	Change
Well-planned residential growth	34%	31%	➔ -3.5	30%	40%	⬇ 9.5
Well-planned commercial growth	35%	33%	➔ -2.1	24%	28%	➔ 4.5
Well-designed neighborhoods	38%	38%	➔ -0.5	20%	21%	➔ 1.3
Availability of affordable quality housing	29%	24%	⬇ -4.7	33%	42%	⬇ 9.1
Preservation of the historical or cultural character	60%	59%	➔ -1.2	10%	12%	➔ 2.3
Quality of new development/redevelopment	39%	37%	➔ -1.7	19%	25%	⬇ 6.2
Overall design or layout of Denton's residential and commercial areas	38%	37%	➔ -0.7	18%	20%	➔ 2.7

6. Please rate the following aspects of economic development in Denton.

	Positive Responses			Negative Responses		
	2024	2026	Change	2024	2026	Change
Overall quality of business and service establishments	53%	57%	➔ 3.6	8%	7%	➔ -0.5
Variety of business and service establishments	56%	59%	➔ 2.6	10%	9%	➔ -0.7
Vibrancy of retail areas	44%	48%	⬆ 4.3	16%	14%	➔ -2.3
Vibrancy of Denton's Downtown	65%	70%	⬆ 5.2	9%	7%	➔ -1.9
Overall economic development efforts	47%	48%	➔ 0.6	13%	14%	➔ 0.8

7. Rate public safety in the following areas.

	Positive Responses			Negative Responses		
	2024	2026	Change	2024	2026	Change
Efforts to prevent crime	50%	52%	➔ 1.7	13%	12%	➔ -1.1
Traffic enforcement	44%	44%	➔ -0.1	19%	20%	➔ 0.1
Visibility of police in neighborhoods	37%	38%	➔ 1.0	25%	24%	➔ -0.5
Visibility of police in retail areas	38%	38%	➔ 0.4	23%	19%	➔ -3.6
Visibility of police in Denton's Downtown	46%	48%	➔ 2.0	17%	14%	➔ -2.9
Overall quality of police services	55%	54%	➔ -0.8	10%	12%	➔ 1.5
Overall quality of fire services	81%	82%	➔ 1.3	1%	1%	➔ 0.4
Overall quality of ambulance services	80%	80%	➔ 0.0	1%	2%	➔ 0.3
Overall quality of animal services	58%	60%	➔ 1.6	9%	9%	➔ -0.1

8. Please rate how safe or unsafe you feel walking.

	Positive Responses			Negative Responses		
	2024	2026	Change	2024	2026	Change
In your neighborhood during the day	94%	95%	➔ 1.2	6%	5%	➔ -0.9
In your neighborhood in the evening	84%	86%	➔ 1.6	16%	14%	➔ -1.3
In your neighborhood park during the day	92%	95%	➔ 2.8	8%	5%	➔ -2.5
In your neighborhood park in the evening	71%	76%	⬆ 4.7	29%	24%	⬆ -5.2
In retail areas during the day	93%	94%	➔ 1.3	7%	6%	➔ -1.1
In retail areas in the evening	76%	80%	➔ 4.1	24%	20%	⬆ -4.4
In Denton's Downtown during the day	95%	94%	➔ -0.6	5%	6%	➔ 0.6
In Denton's Downtown in the evening	75%	77%	➔ 2.4	25%	23%	➔ -2.4

9. Please rate how safe or unsafe you feel from the following in Denton.

	Positive Responses			Negative Responses		
	2024	2026	Change	2024	2026	Change
Violent crimes	80%	83%	➔ 3.0	20%	17%	➔ -3.3
Property crimes	68%	76%	⬆️ 7.6	32%	24%	⬆️ -7.8
Natural disasters	89%	85%	➔ -4.2	11%	15%	➔ 4.3
Environmental hazards	90%	86%	➔ -4.3	10%	14%	➔ 4.0

10. Please rate your overall feeling of safety in Denton.

	Positive Responses			Negative Responses		
	2024	2026	Change	2024	2025	Change
	88%	89%	● 0.7	12%	11%	➔ -0.5

11. Please rate community services in the following areas.

	Positive Responses			Negative Responses		
	2024	2026	Change	2024	2026	Change
Maintenance of city parks	77%	88%	⬆️ 11.0	3%	3%	➔ -0.6
Quality of facilities at parks	70%	71%	➔ 0.8	6%	5%	➔ -1.0
Quality of aquatics facilities	68%	70%	➔ 2.2	9%	5%	⬆️ -4.3
Overall quality of city parks	71%	73%	➔ 2.4	3%	3%	➔ -0.1
Variety of programs at recreation centers	70%	69%	➔ -1.4	8%	7%	➔ -0.9
Overall quality of recreation centers	68%	69%	➔ 0.9	7%	5%	➔ -2.3
Collection of library books and materials	78%	78%	➔ -0.1	3%	3%	➔ 0.0
Overall quality of libraries	80%	80%	➔ 0.3	2%	3%	➔ 0.4

12. Please rate public works services in the following areas.

	Positive Responses			Negative Responses		
	2024	2026	Change	2024	2026	Change
Condition of major streets	35%	33%	➔ -1.5	32%	30%	➔ -2.0
Condition of neighborhood sidewalks	35%	36%	➔ 0.9	26%	28%	➔ 1.3
Condition of neighborhood streets	32%	31%	➔ -1.1	34%	33%	➔ -1.0
Reliability of water service	79%	75%	➔ -4.1	2%	4%	➔ 2.1
Quality of stormwater drainage	67%	61%	⬇️ -5.8	8%	12%	➔ 4.0
Street sweeping	56%	51%	➔ -4.6	12%	15%	➔ 2.8
Street lighting	49%	48%	➔ -1.1	16%	17%	➔ 1.0
Condition of traffic signs, roadway striping	45%	44%	➔ -1.1	19%	21%	➔ 1.5
Reliability of electric service	79%	75%	➔ -4.2	4%	5%	➔ 0.4
Overall quality of infrastructure	56%	54%	➔ -2.5	10%	13%	➔ 3.0

13. Please rate solid waste and environmental sustainability services in the following areas.

	Positive Responses			Negative Responses		
	2024	2026	Change	2024	2026	Change
Residential trash collection	83%	81%	➔ -2.1	4%	4%	➔ 0.6
Residential recycling	80%	77%	➔ -2.7	6%	8%	➔ 2.2
Brush and bulky waste collection	79%	75%	➔ -4.0	6%	8%	➔ 1.6
Landfill operations	75%	71%	➔ -3.9	4%	6%	➔ 1.5
Household hazardous waste collection	72%	68%	➔ -3.9	5%	8%	➔ 2.6
Overall quality of solid waste services	80%	75%	➔ -5.0	3%	4%	➔ 0.7
Education about environmental issues	60%	53%	⬇ -7.4	12%	17%	➔ 4.8
Promotion of water conservation	59%	54%	➔ -5.0	11%	15%	➔ 4.9
Promotion of energy conservation	58%	52%	⬇ -5.5	10%	16%	⬇ 5.3

14. To what degree, if at all, is homelessness a problem in the City of Denton?

	2024	2026	Change
Major Problem	50%	44%	⬆ -6.0
Moderate Problem	35%	40%	➔ 4.6
Minor Problem	14%	13%	➔ -0.9
Not a Problem	2%	3%	➔ 1.4

17. Please rate the following aspects of the City of Denton's communications.

	Positive Responses			Negative Responses		
	2024	2026	Change	2024	2026	Change
Keeps residents well-informed about news, projects, and meetings	63%	51%	⬇ -11.6	6%	15%	⬇ 9.0

20. Please rate the following regarding city performance.

	Positive Responses			Negative Responses		
	2024	2026	Change	2024	2026	Change
Value of services for taxes paid	43%	37%	⬇ -6.2	19%	23%	➔ 4.3
Overall direction the city is taking	43%	38%	➔ -4.8	22%	27%	➔ 5.1
Overall confidence in Denton government	40%	35%	➔ -5.2	23%	30%	⬇ 7.3

21. Please indicate how likely or unlikely you are to do each of the following.

	Positive Responses			Negative Responses		
	2024	2026	Change	2024	2026	Change
Recommend living in Denton to someone who asks	75%	73%	➔ -1.9	23%	23%	➔ 0.5
Remain living in Denton for the next five years	79%	75%	➔ -3.6	19%	21%	➔ 1.6

22. Overall, how would you rate the quality of services provided by each of the following.

	Positive Responses			Negative Responses		
	2024	2026	Change	2024	2026	Change
City of Denton	69%	63%	⬇ -6.1	6%	8%	➔ 1.5
Denton County	63%	54%	⬇ -8.6	7%	11%	➔ 4.3
State of Texas	51%	45%	⬇ -6.3	17%	29%	⬇ 12.1
U.S. Government	31%	33%	➔ 1.6	36%	40%	➔ 3.4

24. If yes, what was your impression of Denton employees in your most recent contact?

	Positive Responses			Negative Responses		
	2024	2026	Change	2024	2026	Change
Knowledge	85%	82%	➔ -3.0	2%	4%	➔ 1.7
Professionalism	86%	84%	➔ -2.0	2%	3%	➔ 1.1
Responsiveness	84%	80%	➔ -4.0	4%	6%	➔ 1.5
Willingness to help	84%	81%	➔ -2.9	5%	6%	➔ 0.7
Overall customer service	84%	81%	➔ -2.8	4%	5%	➔ 0.8

Appendix D: Benchmark Comparisons

Shown as a percent of positive responses (Excellent/Good, Very Likely/Likely, Very Safe/Safe)

Legend:

Much Higher
 Higher
 Similar
 Lower
 Much Lower

1. Please rate the following aspects of quality of life in Denton.

	Denton	United States	Compared to US	Texas	Compared to Texas
City as a place to live	72%	75%	→	76%	→
Your neighborhood as a place to live	76%	83%	↓		
City as a place to raise children	64%	63%	→	68%	→
City as a place to work	53%	61%	↓	60%	↓
City as a place to visit	61%	55%	↗	37%	↑
City as a place to retire	58%	56%	→	56%	→
Overall quality of life	67%	66%	→	67%	→

2. Please rate the following community characteristics as they relate to Denton.

	Denton	United States	Compared to US	Texas	Compared to Texas
Employment opportunities	34%	48%	↓	52%	↓
Recreational opportunities	57%	64%	↓	51%	↗
Shopping opportunities	58%	54%	→	53%	↗
Opportunities to attend cultural/arts/music activities	70%	60%	↑	44%	↑
Opportunities to attend special events and festivals	68%	64%	→		
Opportunities to participate in community matters	59%	37%	↑	19%	↑

3. Please rate the following as they relate to aspects of transportation and mobility in Denton.

	Denton	United States	Compared to US	Texas	Compared to Texas
Ease of public parking	39%	42%	→		
Ease of travel by car	45%	49%	→		
Ease of travel by bicycle	38%	44%	↓		
Ease of walking	41%	44%	→	44%	→
Timing of traffic signals	36%	51%	↓	51%	↓
Traffic management during rush hour	23%	38%	↓	42%	↓
Overall quality of the transportation system	29%	47%	↓		

4. Please rate the following as they relate to the maintenance and appearance of Denton.

	Denton	United States	Compared to US	Texas	Compared to Texas
Appearance of the city	51%	65%	↓	71%	↓
Appearance of major streets and corridors	40%	52%	↓	56%	↓
Maintenance of business properties	49%	50%	→	48%	→
Maintenance of residential properties	46%	47%	→	49%	→
Cleanup of litter and debris	47%	47%	→	52%	↓
Overall quality of code enforcement	45%	44%	→	46%	→

5. Please rate the following as they relate to development in Denton.

	Denton	United States	Compared to	
			US	Texas
Well-planned residential growth	31%	28%	➔	15%
Well-planned commercial growth	33%	40%	⬇️	
Availability of affordable quality housing	24%	13%	⬆️	9%
Preservation of the historical or cultural character	59%	49%	↗️	
Quality of new development/redevelopment	37%	50%	⬇️	53%

6. Please rate the following aspects of economic development in Denton.

	Denton	United States	Compared to	
			US	Texas
Overall quality of business and service establishments	57%	56%	➔	
Variety of business and service establishments	59%	51%	↗️	
Vibrancy of retail areas	48%	63%	⬇️	
Vibrancy of city's downtown	70%	18%	⬆️	
Overall economic development efforts	48%	31%	⬆️	21%

7. Rate public safety in the following areas.

	Denton	United States	Compared to	
			US	Texas
Efforts to prevent crime	52%	53%	➔	58%
Traffic enforcement	44%	49%	⬇️	55%
Visibility of police in neighborhoods	38%	48%	⬇️	50%
Visibility of police in retail areas	38%	50%	⬇️	51%
Overall quality of police services	54%	67%	⬇️	78%
Overall quality of fire services	82%	83%	➔	85%
Overall quality of ambulance services	80%	79%	➔	84%
Overall quality of animal services	60%	57%	➔	60%

8. Please rate how safe or unsafe you feel walking.

	Denton	United States	Compared to	
			US	Texas
In your neighborhood during the day	95%	88%	↗️	89%
In your neighborhood in the evening	86%	68%	⬆️	71%
In your neighborhood park during the day	95%	66%	⬆️	72%
In your neighborhood park in the evening	76%	49%	⬆️	49%
In retail areas during the day	94%	78%	⬆️	82%
In retail areas in the evening	80%	54%	⬆️	55%
In city's downtown during the day	94%	62%	⬆️	73%
In city's downtown in the evening	77%	35%	⬆️	17%

9. Please rate how safe or unsafe you feel from the following in Denton.

	Denton	United States	Compared to	
			US	Texas
Violent crimes	83%			71%
Environmental hazards	86%	91%	⬇️	91%

10. Please rate your overall feeling of safety in Denton.

	Denton	United States	Compared to US	Texas	Compared to Texas
	89%	64%	↑	89%	→

11. Please rate community services in the following areas.

	Denton	United States	Compared to US	Texas	Compared to Texas
Maintenance of city parks	88%	74%	↑	80%	↗
Quality of facilities at parks	71%	62%	↗	61%	↗
Quality of aquatics facilities	70%	47%	↑	50%	↑
Overall quality of city parks	73%	70%	→	73%	→
Variety of programs at recreation centers	69%	56%	↑	57%	↑
Overall quality of recreation centers	69%	58%	↑	77%	↘
Collection of library books and materials	78%	68%	↗	67%	↑
Overall quality of libraries	80%	76%	→	79%	→

12. Please rate public works services in the following areas.

	Denton	United States	Compared to US	Texas	Compared to Texas
Condition of major streets	33%	43%	↘	50%	↓
Condition of neighborhood sidewalks	36%	42%	↘	47%	↓
Condition of neighborhood streets	31%	50%	↓	56%	↓
Reliability of water service	75%	74%	→	78%	→
Quality of stormwater drainage	61%	58%	→	65%	→
Street sweeping	51%			48%	→
Street lighting	48%	54%	↘	52%	→
Condition of traffic signs, roadway striping	44%	55%	↓	60%	↓
Reliability of electric service	75%	65%	↑	49%	↑
Overall quality of infrastructure	54%	65%	↓		

13. Please rate solid waste and environmental sustainability services in the following areas.

	Denton	United States	Compared to US	Texas	Compared to Texas
Residential trash collection	81%	82%	→	82%	→
Residential recycling	77%	77%	→	75%	→
Brush and bulky waste collection	75%	74%	→	76%	→
Landfill operations	71%	72%	→	72%	→
Household hazardous waste collection	68%	61%	↗	61%	↗
Overall quality of solid waste services	75%	87%	↓	87%	↓
Education about environmental issues	53%	57%	→	51%	→
Promotion of water conservation	54%			48%	↗

14. Please rate the following aspects of the city of Denton's communications.

	Denton	United States	Compared to US	Texas	Compared to Texas
Keeps residents well-informed about news, projects, and meetings	51%	30%	↑	30%	↑

17. Please rate the following regarding city performance.

	Denton	United States	Compared to US	Texas	Compared to Texas
Value of services for taxes paid	37%	43%	↘	47%	↓
Overall direction the city is taking	38%	50%	↓	33%	↗
Overall confidence in city government	35%	57%	↓	57%	↓

18. Please indicate how likely or unlikely you are to do each of the following.

	Denton	United States	Compared to US	Texas	Compared to Texas
Recommend living in city to someone who asks	73%	66%	↗		
Remain living in city for the next five years	75%	66%	↗		

19. Overall, how would you rate the quality of services provided by each of the following.

	Denton	United States	Compared to US	Texas	Compared to Texas
City	63%	65%	→	69%	↘

23. If yes, what was your impression of Denton employees in your most recent contact?

	Denton	United States	Compared to US	Texas	Compared to Texas
Overall customer service	81%	66%	↑	68%	↑

Appendix E: Key Themes from Resident Comments

Resident comments collected through the Community Survey provide important context to the quantitative results presented in this report. While individual responses vary, several consistent themes emerged across comments. These themes reinforce patterns observed in the data and provide additional insight into how residents are experiencing the community and where expectations may not be fully met.

Infrastructure, Streets, and Traffic Congestion

Comments related to infrastructure and mobility were among the most frequent and consistent across responses. Residents noted concerns with the condition of streets and sidewalks, including potholes, uneven surfaces, and general wear. Feedback suggests that these issues are both visible and affect daily travel.

Traffic congestion was also a recurring theme. Residents described increasing travel times, particularly during peak hours, and expressed concern about how continued growth is affecting mobility. Comments often referenced challenges with traffic flow and signal timing.

These themes align with survey results showing lower ratings for infrastructure and transportation, as well as their prominence among top community priorities.

Growth, Development, and Community Design

Residents frequently commented on the pace and pattern of growth in Denton. Feedback reflects concerns about how development is occurring and whether it is keeping pace with infrastructure and service capacity.

Comments also noted the impact of new development on traffic, infrastructure, and neighborhood character. In addition, residents expressed interest in maintaining Denton's identity, including its historic and cultural elements.

Overall, comments in this area align with lower ratings related to development and community design and reflect ongoing concerns about how growth is being managed.

Homelessness and Visible Community Challenges

Homelessness was a prominent topic in resident comments. Many respondents described it as increasingly visible in public spaces, including parks, roadways, and commercial areas.

Comments reflect a range of perspectives, including concerns about impacts on public spaces and support for addressing underlying causes such as mental health, housing stability, and access to services.

These themes align with survey findings showing high levels of concern about homelessness and more moderate ratings of the City's efforts to address it.

Public Safety and Police Visibility

While overall perceptions of safety are strong, comments indicate a desire for increased police visibility and more proactive enforcement in certain areas, particularly related to traffic.

Residents generally describe Denton as a safe community but note that visibility and responsiveness are important to maintaining that perception.

These comments support survey results showing high levels of perceived safety alongside more moderate ratings for police visibility and enforcement.

Economic Opportunity and Cost of Living

Comments related to economic conditions highlight concerns about job availability, wages, and the overall economic environment. Residents noted the need for more employment opportunities and access to higher-paying jobs.

Cost of living, particularly housing affordability, was also a recurring theme, with some residents indicating that rising costs are affecting their ability to remain in the community.

These themes align with lower ratings for employment opportunities and Denton as a place to work.

Communication, Transparency, and Awareness

Residents expressed a desire for clearer, more accessible, and more consistent communication from the City. Comments referenced challenges in finding information, understanding complex topics, and staying informed about projects and decisions.

There is also interest in greater transparency, particularly related to decision-making and resource allocation.

These comments reinforce survey findings showing high engagement with City communication channels alongside more moderate ratings of communication effectiveness.

Appreciation for Community Amenities and Quality of Life Assets

In addition to areas of concern, many residents expressed appreciation for Denton's parks, libraries, and recreation services. Comments highlighted the quality, accessibility, and value of these amenities.

These themes align with strong performance ratings for community services and their lower ranking as priorities.

Customer Service and Interactions with City Staff

Residents who reported interactions with City staff often described those experiences positively, noting professionalism, responsiveness, and willingness to help.

At the same time, some comments suggest that these positive experiences do not always translate into broader perceptions of value or confidence in government.

This aligns with survey findings showing strong customer service ratings alongside more moderate perceptions of overall City performance.

Cross-Cutting Observations

Across all themes, several consistent patterns emerge:

- Highly visible, day-to-day issues—such as streets, traffic, and development—generate the most frequent feedback.
- Residents distinguish between individual service experiences and broader perceptions of City performance.
- Growth influences multiple areas of concern, including infrastructure, mobility, housing, and community character.
- Comment themes align closely with survey results and identified priorities.

Summary

Resident comments reinforce the key findings of the survey. Residents continue to value Denton's quality of life, community amenities, and safety, while expressing concerns related to infrastructure, mobility, growth, economic opportunity, and homelessness.

The consistency between comment themes, quantitative results, and identified priorities provides additional confidence in the findings and supports their use in guiding future planning and decision-making.

Appendix F: Respondent Characteristics

26. How many years have you lived in Denton?

	Respondent Characteristics
Less than 2 years	14%
2-5 years	28%
6-10 years	13%
11-20 years	10%
More than 20 years	18%
No response	17%

27. Which zip code do you live in?

	Respondent Characteristics	Population Characteristics
76201	16%	18%
76205	11%	13%
76207	20%	10%
76208	9%	16%
76209	14%	16%
76210	12%	27%
No response	17%	

28. Which best describes the building you live in?

	Respondent Characteristics
One family house detached from any other houses	57%
Building with two or more homes (duplex, townhome, apartment, or condominium)	24%
Mobile home	2%
Other	1%
No response	17%

29. Do you rent or own your home?

	Respondent Characteristics	Population Characteristics
Rent	33%	51%
Own	50%	49%
No response	17%	

30. Do any children 17 and younger live in your household?

	Respondent Characteristics
Yes	17%
No	66%
No response	17%

31 Which of the following best describes you?

	Respondent Characteristics	Population Characteristics
Asian or Pacific Islander	3%	4%
Black or African American	6%	11%
Hispanic or Latino	6%	24%
Native American or Alaskan Native	1%	0%
White or Caucasian	62%	57%
Multiracial or Biracial	2%	4%
A race/ethnicity not listed here	2%	0%
No response	18%	

**Category modified from race to ethnic background to account for the city's diversity. The US Census captures only race.*

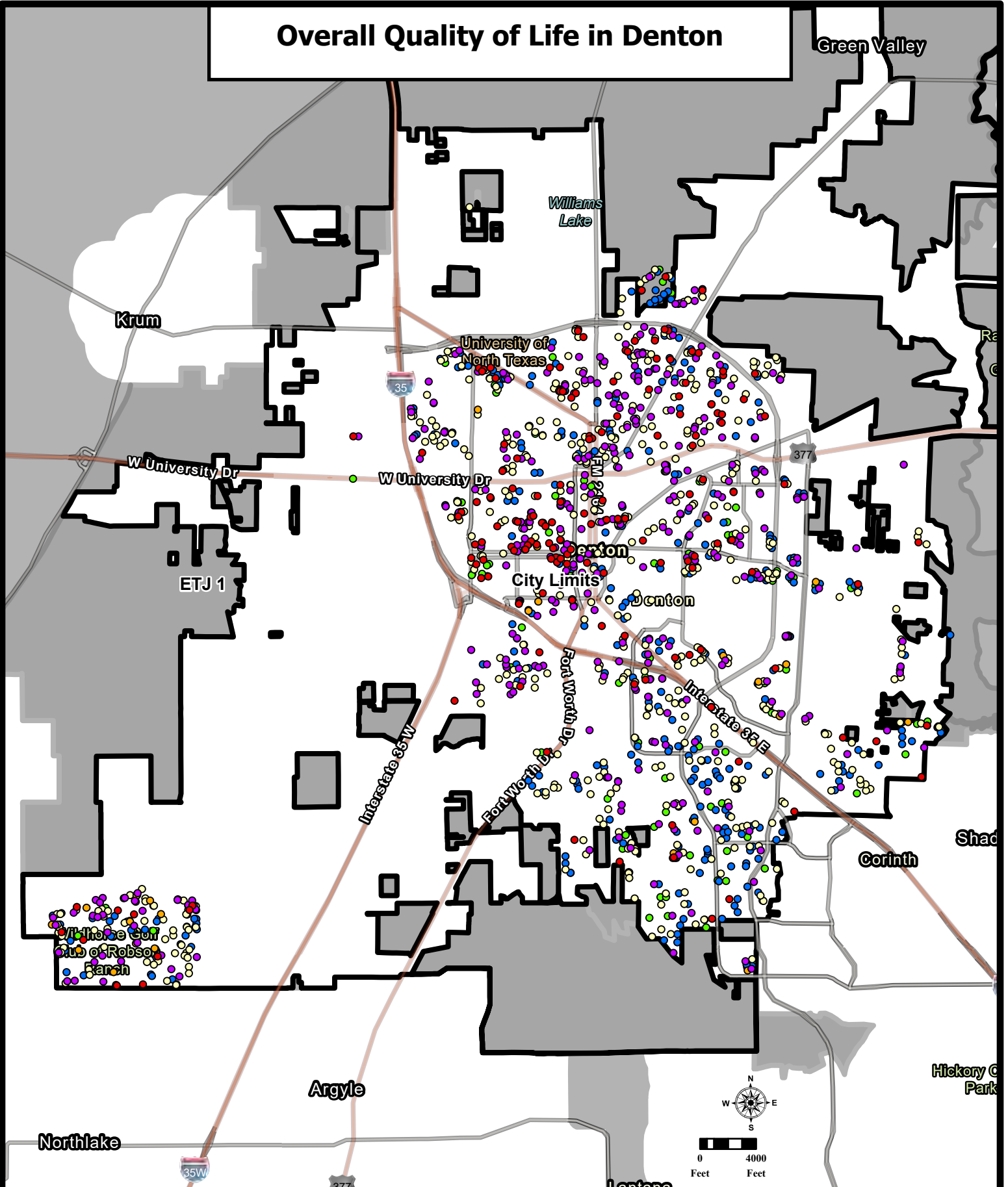
32. In which category is your age?

	Respondent Characteristics	Population Characteristics
18-24 years	4%	19%
25-34 years	12%	18%
35-44 years	13%	11%
45-54 years	11%	10%
55-64 years	15%	9%
65-74 years	17%	7%
75 years or older	9%	5%
Prefer not to answer	2%	
No response	17%	

33. What is your gender?

	Respondent Characteristics	Population Characteristics
Female	44%	51%
Male	37%	49%
Non-binary	1%	
Prefer to self-describe	1%	
No response	17%	

Overall Quality of Life in Denton

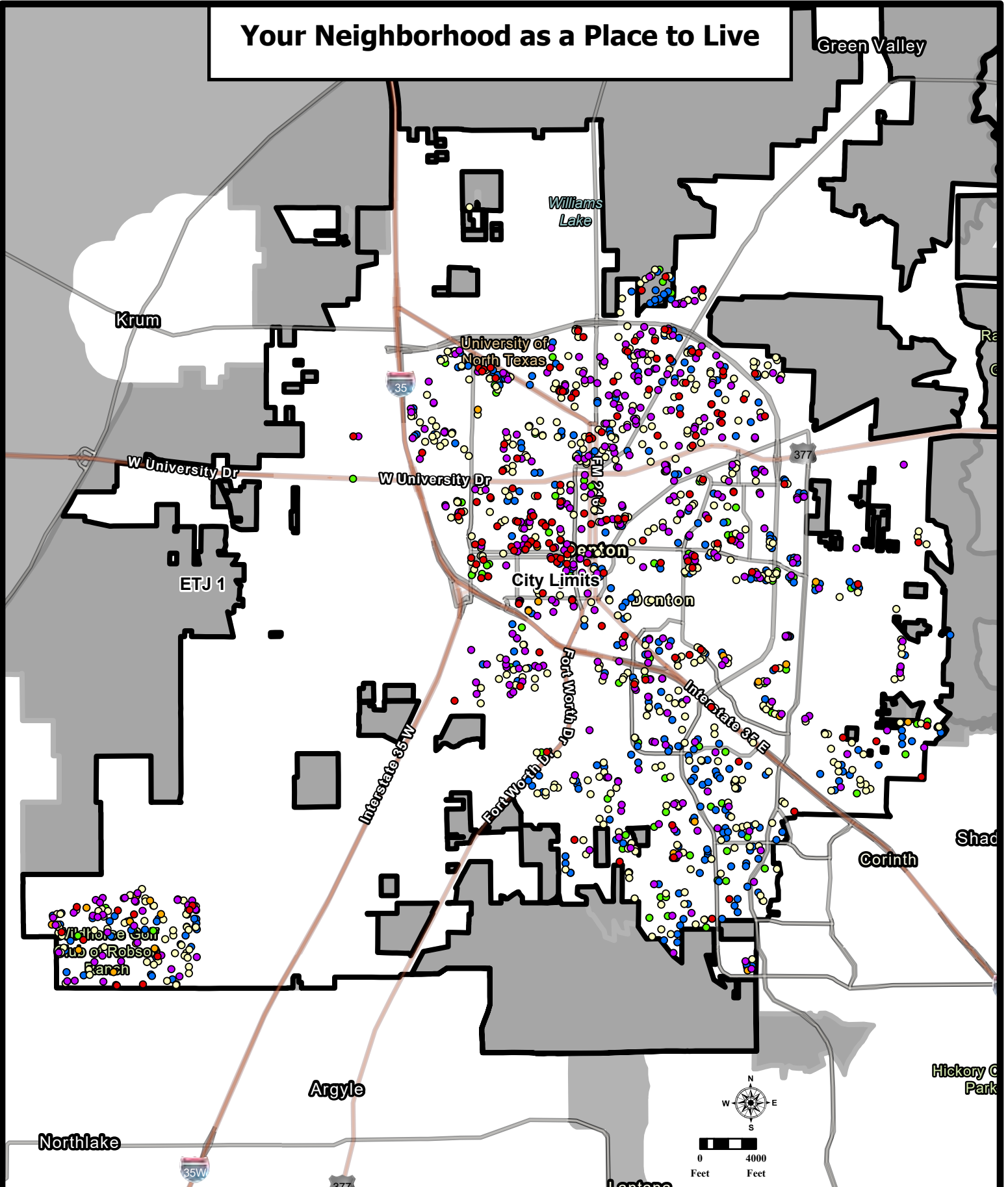


Legend		
Overall Quality of Life in Denton	● Good	● Poor
● Excellent	● Average	● Very Poor
● No Opinion		▭ City Limits
		▭ ETJ

Spatial Reference: NAD 1983 StatePlane Texas North Central FIPS 4202 Feet
Author: Development Services GIS - 2930105
Date: 5/8/2026 11:51 AM
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Your Neighborhood as a Place to Live

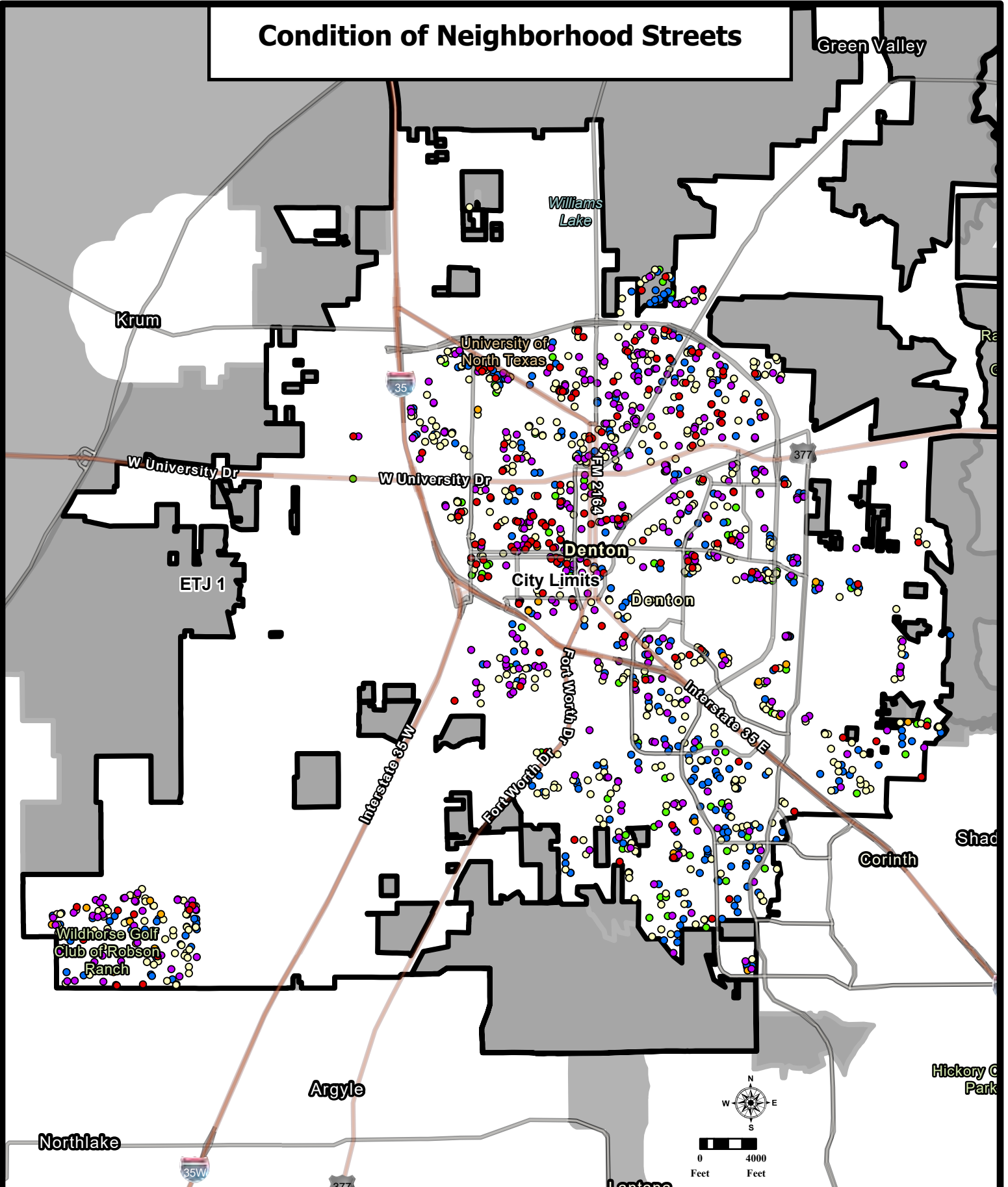


Legend		
● Excellent	● Good	● Poor
● Average	● No Opinion	● Very Poor
▭ City Limits	▭ ETJ	

Spatial Reference: NAD 1983 StatePlane Texas North Central FIPS 4202 Feet
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Condition of Neighborhood Streets

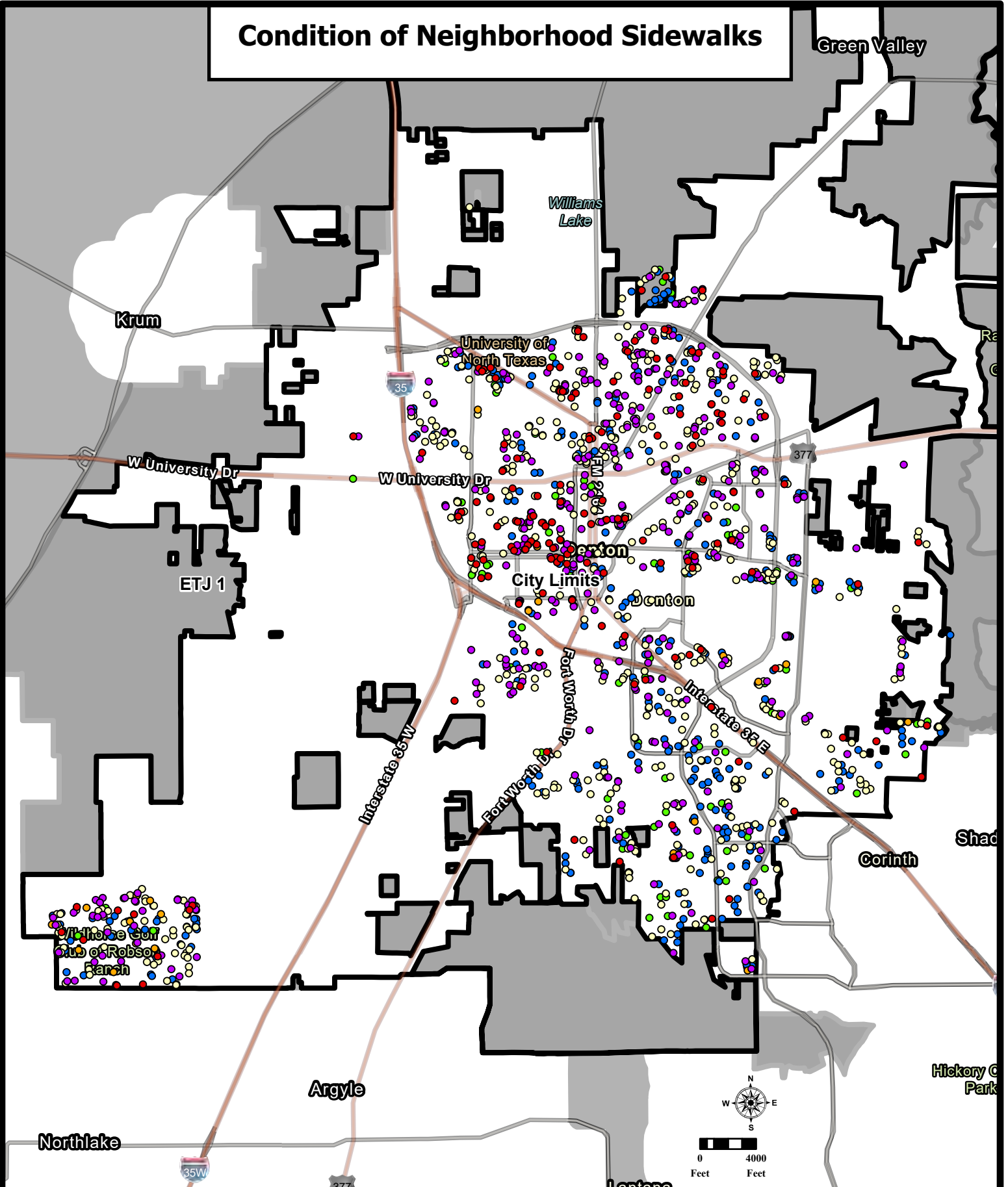


● Excellent	○ Average	● Poor	City Limits
● Good	● No Opinion	● Very Poor	ETJ

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Condition of Neighborhood Sidewalks



Legend		
Condition of Neighborhood Sidewalks	● Good	● Poor
● Excellent	● Average	● Very Poor
● No Opinion		▭ City Limits
		▭ ETJ

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