



2023

City of Dallas, Texas

Community Survey

Findings Report



ETC
INSTITUTE

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Executive Summary

City of Dallas 2023 Community Survey

Executive Summary

Overview and Methodology

During the spring of 2023, ETC Institute administered a Community Survey on behalf of the City of Dallas. Previous Community Surveys were conducted in 2005, 2006, 2007, 2009, 2011, 2013, 2014, 2016, 2018, and 2020. The purpose of the survey was to assess citizen satisfaction with the delivery of major city services, to help improve the quality of city services and to determine priorities for the community.

The six-page survey was mailed to a random sample of households in the City of Dallas. The mailed survey included a postage-paid return envelope and a cover letter. The cover letter explained the purpose of the survey and encouraged residents to return their surveys in the mail. A link to an online survey was provided for those who preferred to fill out the survey over the internet. A total of 1,475 households completed the survey.

The results for the random sample of 1,475 households have a 95% level of confidence with a precision of at least +/-2.5%. To better understand how well services are being delivered in the City, ETC Institute geocoded the home address of respondents to the survey. This allowed ETC Institute to analyze the data by Council District. A minimum of 100 surveys were completed in each of the City's 14 Council Districts.

ETC Institute has carefully reviewed the data to ensure that the demographics of households that completed a survey are comparable to the actual demographics of Dallas residents based on data from the U.S. Census in key demographics such as age, ethnicity, and gender.

This summary report contains:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for most questions on the survey
- trend charts comparing year over year survey results
- importance-satisfaction analysis
- tabular data that show the results for each question on the survey
- responses to the open-ended question
- a copy of the survey instrument

Major Findings by Area

- Perception of the Overall Quality of Life in Dallas.** Fifty-five percent (55%) of the residents surveyed felt the quality of life in Dallas was “excellent” (7%) or “good” (48%); 37% of residents felt the quality of life in Dallas was “fair” and only 8% felt it was poor.
- Ratings of Dallas as a Place to Live, Place to Work and do Business.** Seventy-five percent (75%) of the residents surveyed felt Dallas was an “excellent” (26%) or “good” (49%) place to work; 76% of residents felt Dallas was an “excellent” (29%) or “good” (47%) place to do business; and 62% felt Dallas was an “excellent” (13%) or “good” (29%) place to live.
- Ratings of Various Characteristics and Opportunities in the City.** Seventy-three percent (73%) of the residents surveyed rated opportunities to attend arts/cultural events in Dallas as “excellent” (28%) or “good” (45%); and 51% of residents rated the overall image/reputation of Dallas as “excellent” (8%) or “good” (43%).
- Ratings of Access in the Community.** Fifty-five percent (55%) of residents rated the access to affordable, quality food in Dallas as “excellent” (16%) or “good” (39%); and 46% of residents rated the access to quality education as “excellent” (12%) or “good” (34%).
- Ratings of Mobility in the Community.** Seventy-nine percent (79%) of residents rated the ease of air travel in Dallas as “excellent” (31%) or “good” (48%); 37% of residents rated the ease of rail travel in Dallas as “excellent” (7%) or “good” (30%); and 33% of residents rated the ease of car travel in the City as “excellent” (6%) or “good” (27%).
- Speed of Growth.** Seventy percent (70%) of residents felt population growth in Dallas was “much too fast” or “too fast,” 28% felt it was “about right” and 3% felt it was “much too slow” or “too slow.” Thirty-seven percent (37%) of residents felt job growth in Dallas was “much too slow” or “too slow,” 58% felt it was “about right” and 5% felt it was “much too fast” or “too fast.”
- Perceptions of Problems in the City.** The items that residents felt were the biggest problems in the City, based upon the percentage of residents who rated the item as a “major” problem, were: homelessness (75%), crime (61%), drugs (60%), infrastructure/streets (55%), and aggressive solicitation and panhandling (45%).
- Perception of Safety in the City.** Based upon the combined percentage of residents who felt “very safe” or “safe,” residents felt most safe in their neighborhoods during the day (72%), Dallas’ restaurant/retail areas during the day (71%), from fire (62%), and in Dallas’s parks during the day (62%). Residents felt least safe in Dallas’s parks after dark (9%).

- **Major Categories of City Services.** The City services that residents rated the highest, based upon a combination of “excellent” and “good” ratings, were: Dallas Love Field Airport (94%), fire services (90%), public library services (90%), art and cultural programs/facilities (88%), and ambulance/emergency medical services (85%). Residents rated the maintenance of infrastructure the lowest (18%). The City services that residents felt should be the top three priorities were: 1) maintenance of infrastructure 2) police services, and 3) social services.
- **Public Safety.** The public safety services that residents rated the highest, based upon a combination of “excellent” and “good” responses, were: the response time of the fire department to structure fires (79%) and response time of fire to medical emergencies (77%). Residents rated mental health programs (8%) the lowest. The public safety services that residents felt were most important were: 1) crime prevention and 2) mental health programs.
- **Parks and Recreation.** The parks and recreation services that residents rated the highest, based upon a combined percentage of “excellent” and “good” responses, were: the accessibility of parks (70%), City parks (68%), and the appearance/maintenance of parks (64%). The parks and recreation services that residents felt were most important were: city parks, 2) walking trails in the city, and 3) the appearance/maintenance of parks.
- **Code Enforcement.** The code enforcement services that residents rated the highest, based upon a combined percentage of “excellent” and “good” responses, were: enforcement of food safety in restaurants (55%), enforcement of yard parking regulations in your neighborhood (38%), and enforcement of bulk-brush trash violations (38%). The code enforcement services that residents felt were most important were: 1) enforcement of multi-family building conditions, 2) enforcement of blighted residential properties, 3) city efforts to survey and abate mosquitos carrying viruses.
- **Solid Waste.** The solid waste services that residents rated the highest, based upon a combined percentage of “excellent” and “good” responses, were: garbage collections (71%) and bulk trash pick-up (67%). The solid waste services that residents felt should be the City’s top priorities were: 1) garbage collections and 2) recycling.
- **Streets and Infrastructure/Mobility.** The streets and infrastructure/mobility services that residents rated the highest, based upon a combined percentage of “excellent” and “good” responses, were: traffic signs and signal operations (51%), street lighting (40%), and bike lanes in the city (30%). Residents rated alley maintenance the lowest (15%). The streets and infrastructure/mobility services that residents felt were most important were: 1) maintenance and repair of thoroughfares and major streets and 2) maintenance and repair of neighborhood streets.

- **Other City Services/Facilities.** Other city services and facilities that residents rated the highest, based upon a combined percentage of “excellent” and “good” responses, were: appearance/maintenance of arts and cultural centers/facilities (73%), variety of library materials (72%), and variety of library materials (72%). Residents rated services to those experiencing homelessness the lowest (13%).
- **Customer Service.** Over half (64%) of residents indicated they have had in-person contact with an employee of the City of Dallas within the past 12 months. More than three-fourths (76%) of the residents who indicated they have had contact with the city rated the courtesy of City employees they interacted with as “excellent” (41%) or “good” (35%); 74% of residents rated the knowledge of City employees as “excellent” (35%) or “good” (39%); and 69% of residents rated the overall quality of customer service from City employees as “excellent” (33%) or “good” (36%).
- **Agreement with Statements Related to the City of Dallas.** The highest percentage of respondents (40%) felt neutral about the employees at the City of Dallas conducting business in an ethical way and 37% felt neutral about the government leaders conducting business in an ethical way. Almost half of respondents (47%) disagree or strongly disagree that they receive a good value for the tax dollars they pay.

Investment Priorities

To help the City identify future investment priorities, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service.

By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services in the future. If the City wants to improve its overall satisfaction rating, the City should prioritize improvements in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report.

- **Overall Priorities for the City by Major Category.** The first level of analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top three priorities for investment in order to raise the City’s overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:
 - Maintenance of infrastructure (IS Rating: 0.4884)
 - Police services (IS Rating: 0.3156)
 - Traffic management (IS Rating: 0.1784)
- **Quality of Life Characteristics:**
 - Access to affordable, quality housing (IS Rating: 0.4365)
 - Access to living-wage jobs (IS Rating: 0.1813)
 - Access to quality education (IS Rating: 0.1463)

- **Priorities within Departments and Specific Areas.** This analysis reviewed the importance of and satisfaction with services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department and area are listed below:
 - **Public Safety:**
 - Crime prevention (IS Rating: 0.3922)
 - Mental health programs (IS Rating: 0.2952)
 - Response time of police to emergency calls (IS Rating: 0.2353)
 - **Parks and Recreation:**
 - Walking trails in the city (IS Rating: 0.1449)
 - City parks (IS Rating: 0.1301)
 - Appearance/maintenance of parks (IS Rating: 0.1296)
 - **Code Enforcement:**
 - Enforcement of multi-family building conditions (IS Rating: 0.2805)
 - Enforcement of blighted residential properties (IS Rating: 0.2302)
 - City efforts to survey and abate mosquitos carrying viruses (IS Rating: 0.1530)
 - **Solid Waste:**
 - Garbage collections (IS Rating: 0.1720)
 - Recycling (IS Rating: 0.1577)
 - Household hazardous waste disposal (IS Rating: 0.1562)
 - **Streets and Infrastructure/Mobility:**
 - Maintenance and repair of thoroughfares and major streets (IS Rating: 0.4786)
 - Maintenance and repair of streets in your neighborhood (IS Rating: 0.3836)
 - Sidewalk maintenance (IS Rating: 0.1353)

2

Charts and Graphs

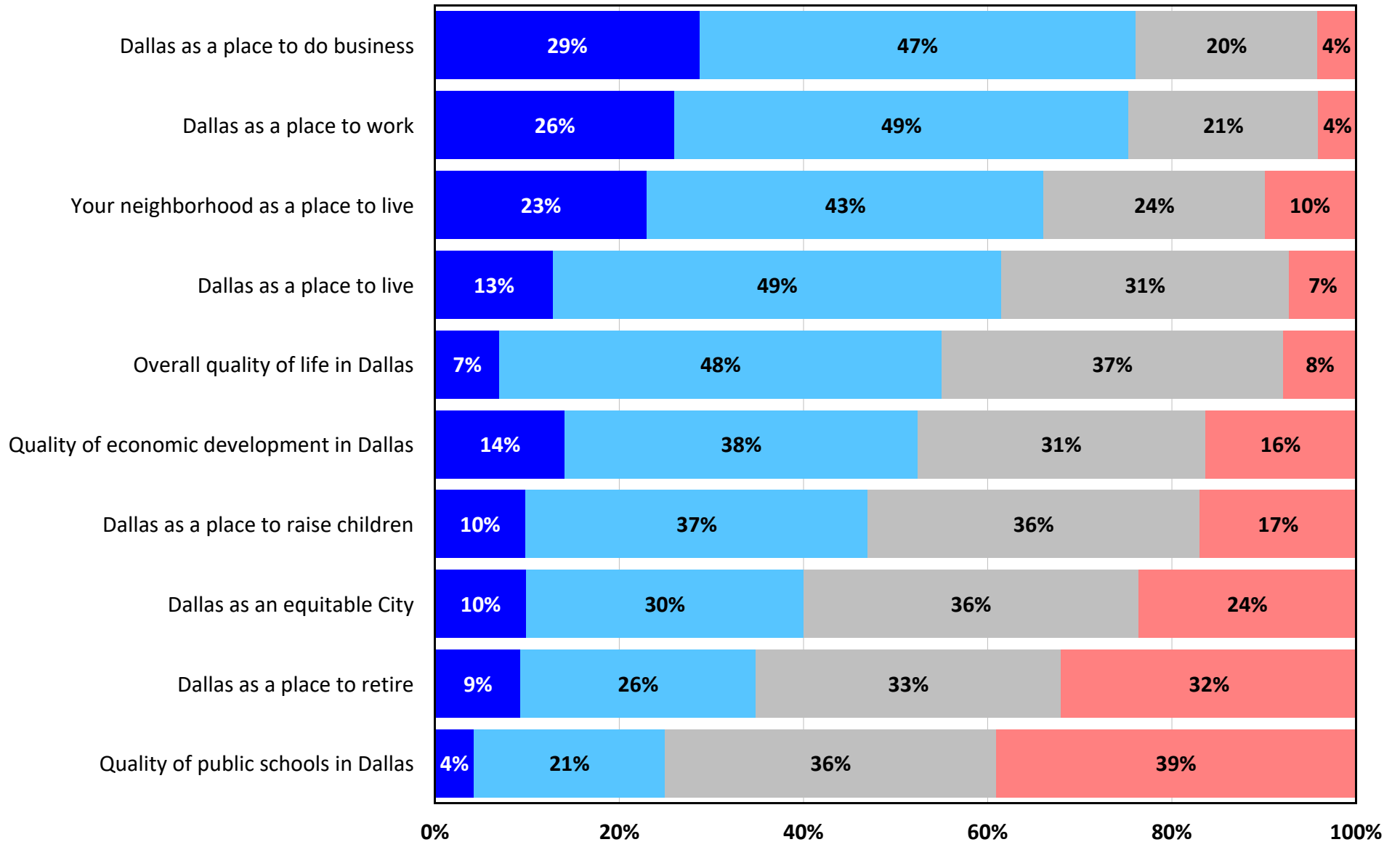
City of Dallas

2023 Community Survey

Perceptions of the City

Q1. Quality of Life Ratings

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 4 is "excellent" and a rating of 1 is "poor" (excluding don't knows)



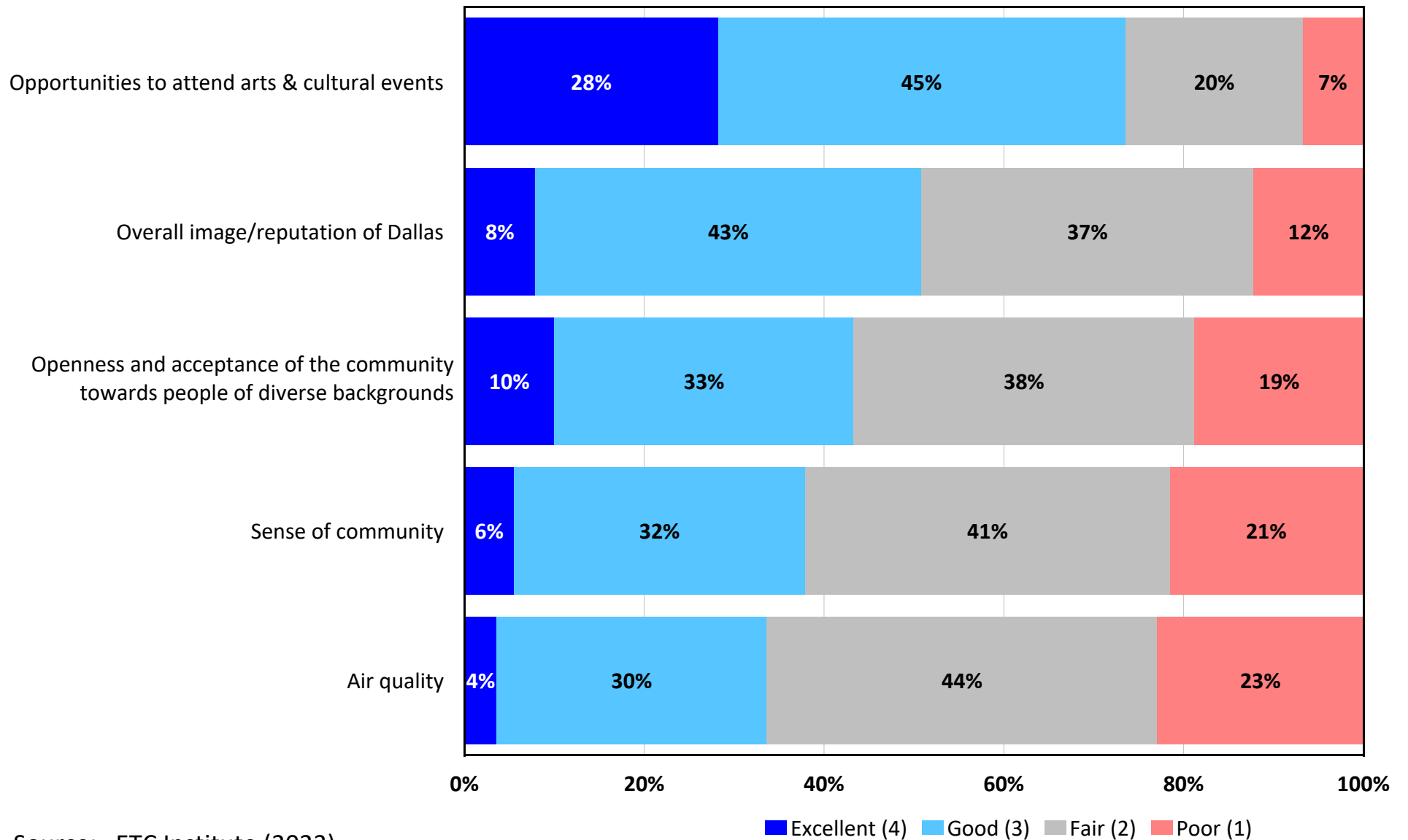
Source: ETC Institute (2023)

ETC Institute (2023)

■ Excellent (4) ■ Good (3) ■ Fair (2) ■ Poor (1)

Q2. Ratings of Characteristics of the Community: General Characteristics and Opportunities

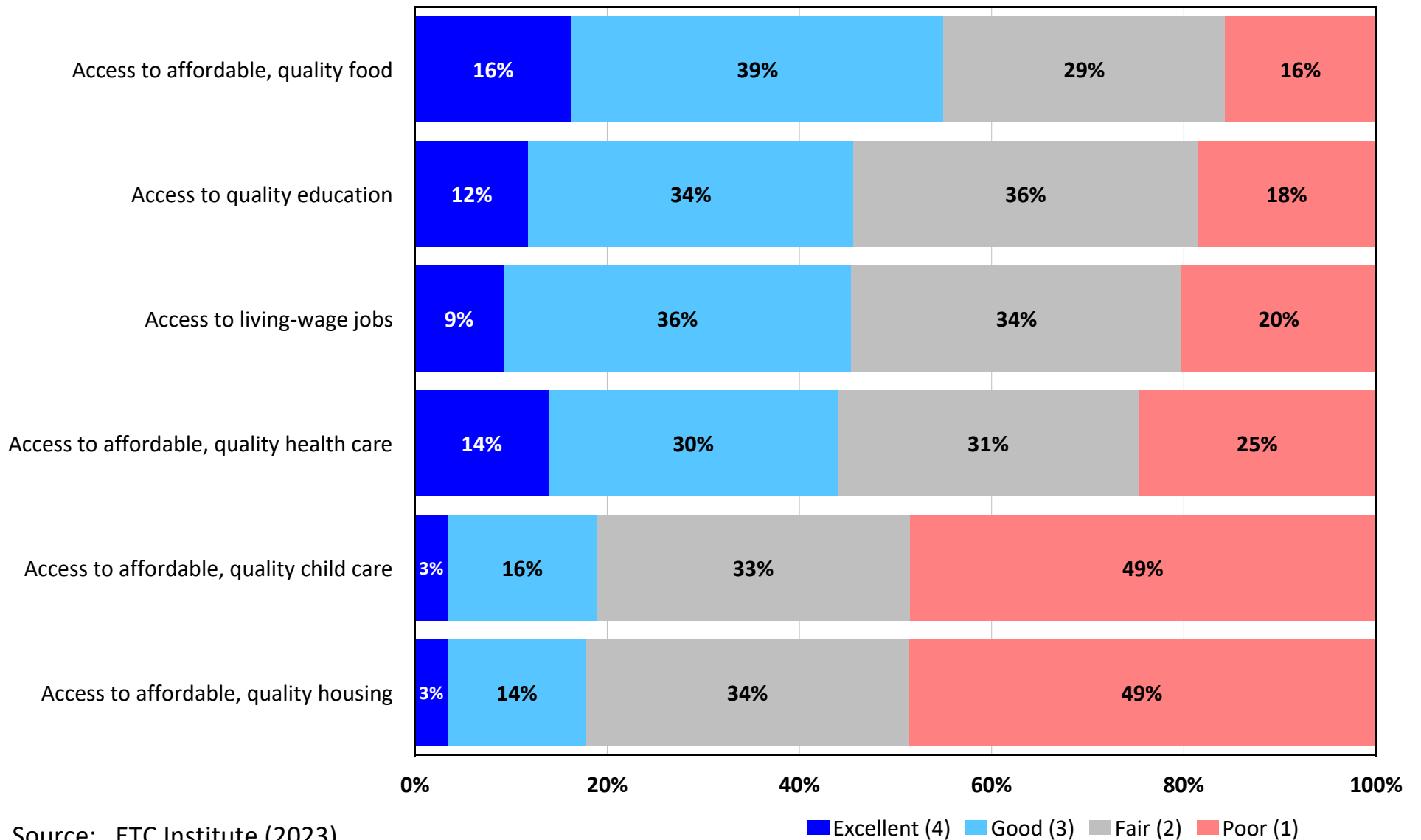
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 4 is "excellent" and a rating of 1 is "poor" (excluding don't knows)



Source: ETC Institute (2023)
ETC Institute (2023)

Q2. Ratings of Characteristics of the Community: Access

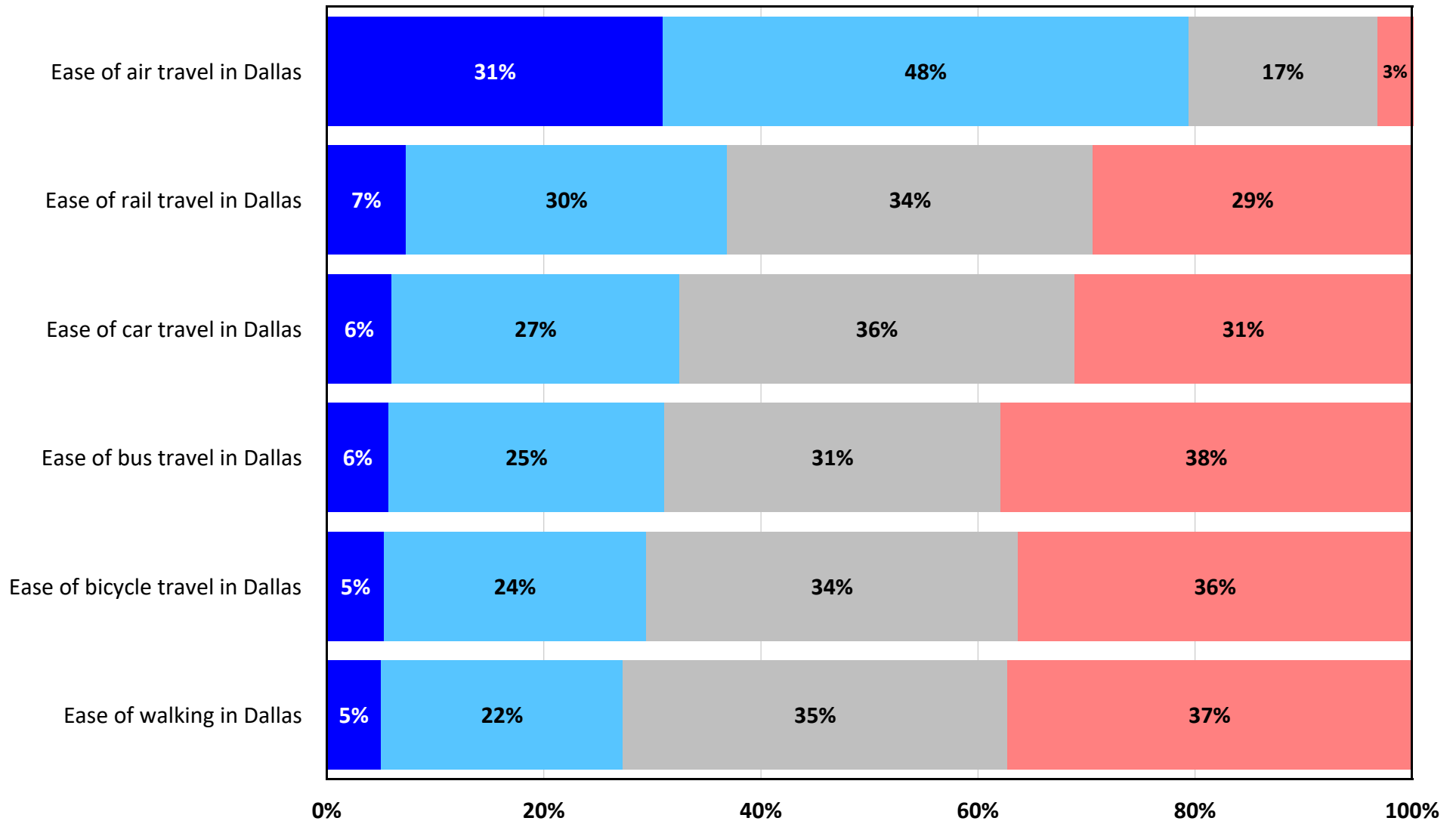
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 4 is "excellent" and a rating of 1 is "poor" (excluding don't knows)



Source: ETC Institute (2023)
ETC Institute (2023)

Q2. Ratings of Characteristics of the Community: Mobility

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 4 is "excellent" and a rating of 1 is "poor" (excluding don't knows)

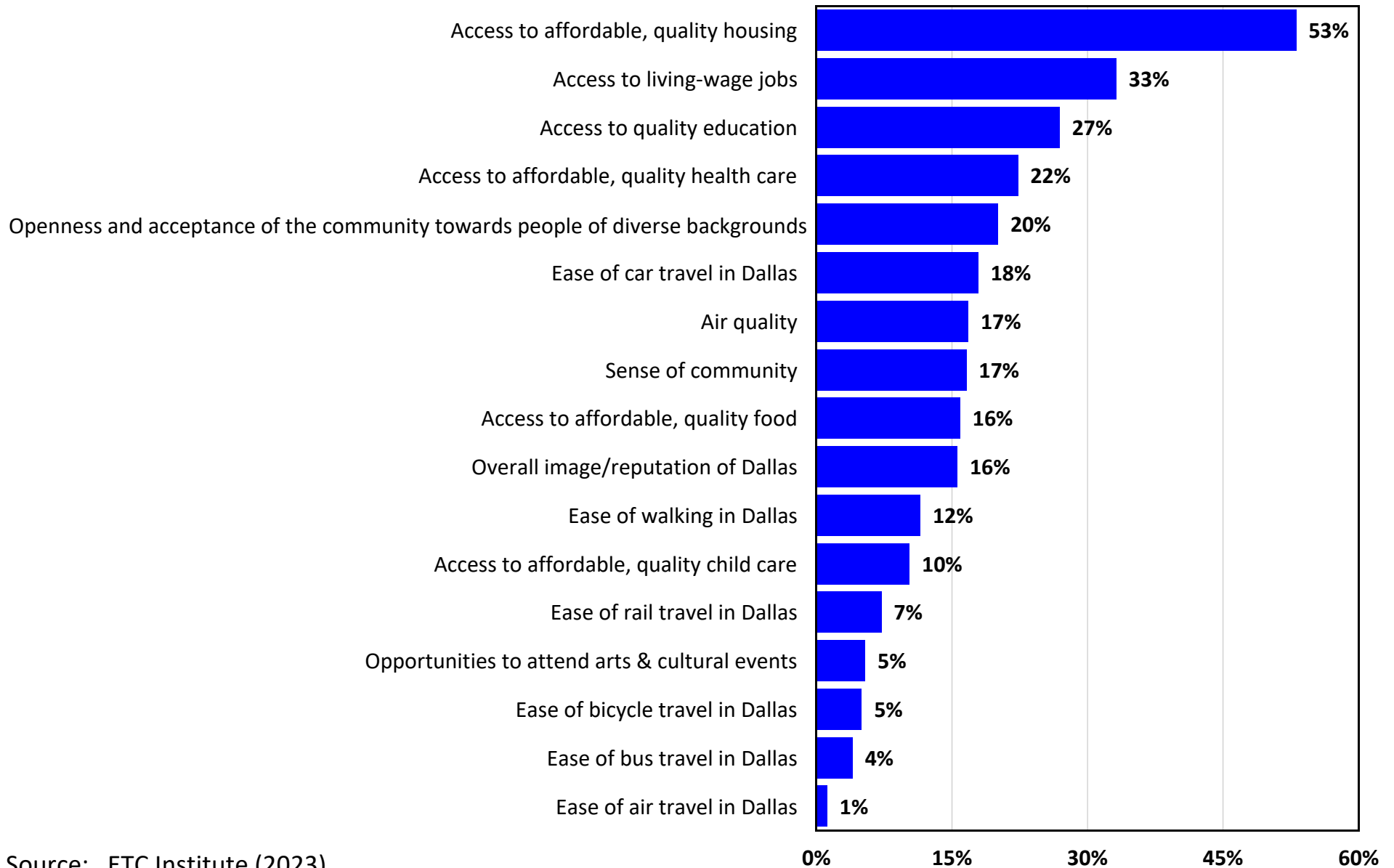


Source: ETC Institute (2023)
ETC Institute (2023)

■ Excellent (4) ■ Good (3) ■ Fair (2) ■ Poor (1)

Q3. Characteristics of the Community Residents Think Should Be the City's Top Priorities

by percentage of respondents who selected the item as one of their top three choices

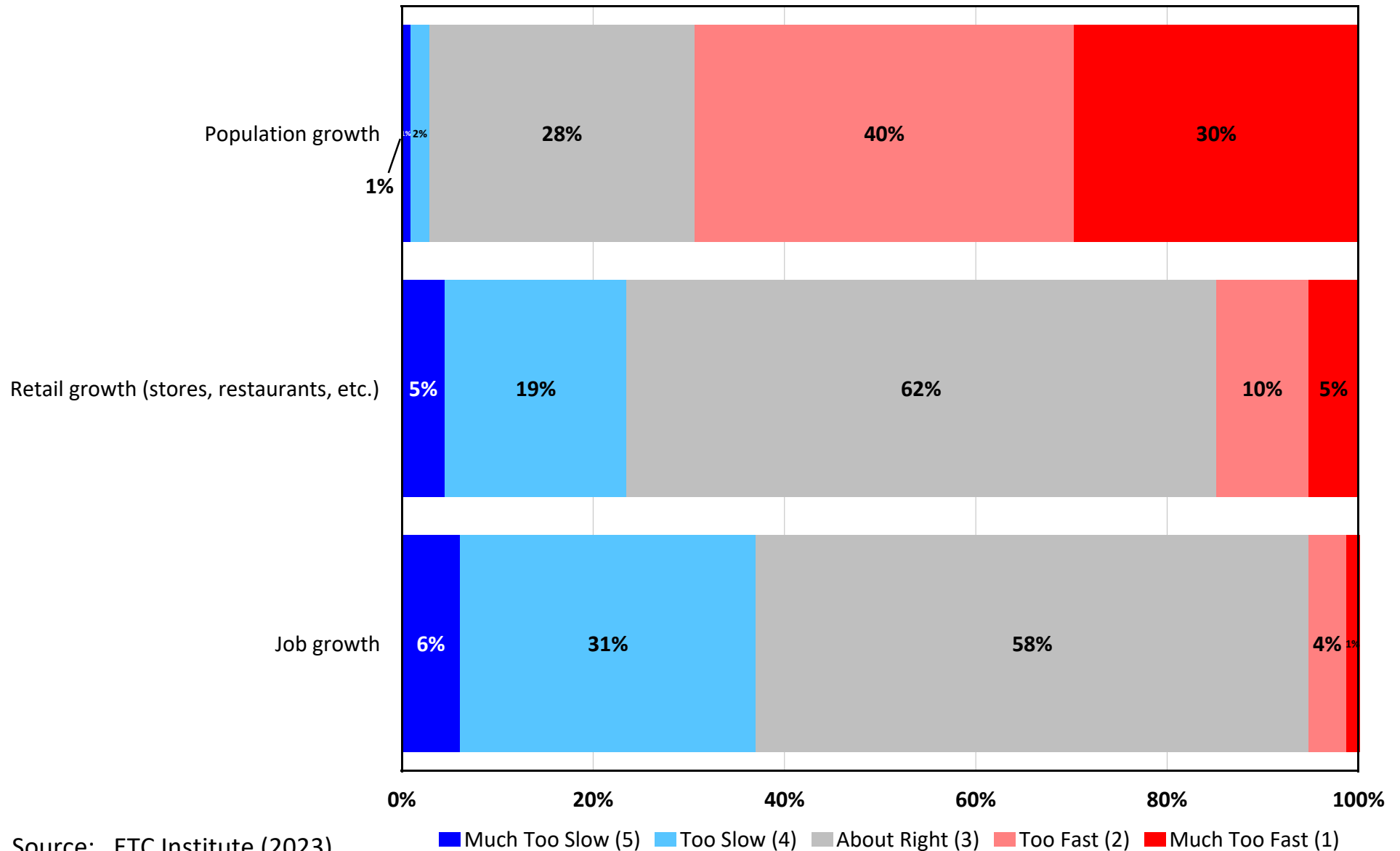


Source: ETC Institute (2023)

ETC Institute (2023)

Q4. Ratings of the Speed of Growth in Dallas Over the Past Two Years

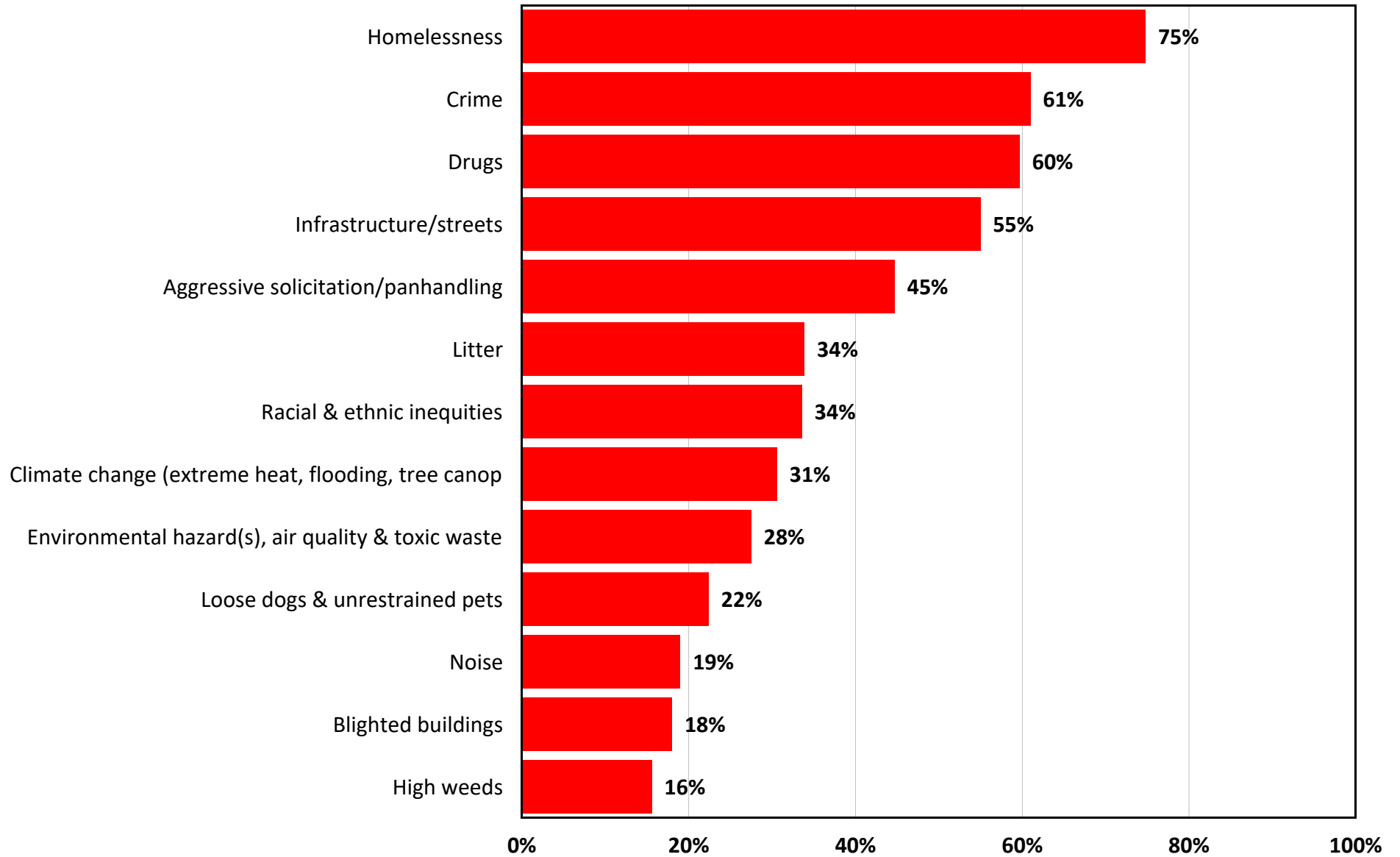
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale,
where a rating of 5 is "much too slow" and a rating of 1 is "much too fast" (excluding don't knows)



Source: ETC Institute (2023)
ETC Institute (2023)

Q5. Perceptions of Problems in the City of Dallas

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 4 is "not a problem" and a rating of 1 is "a major problem" (excluding don't knows)



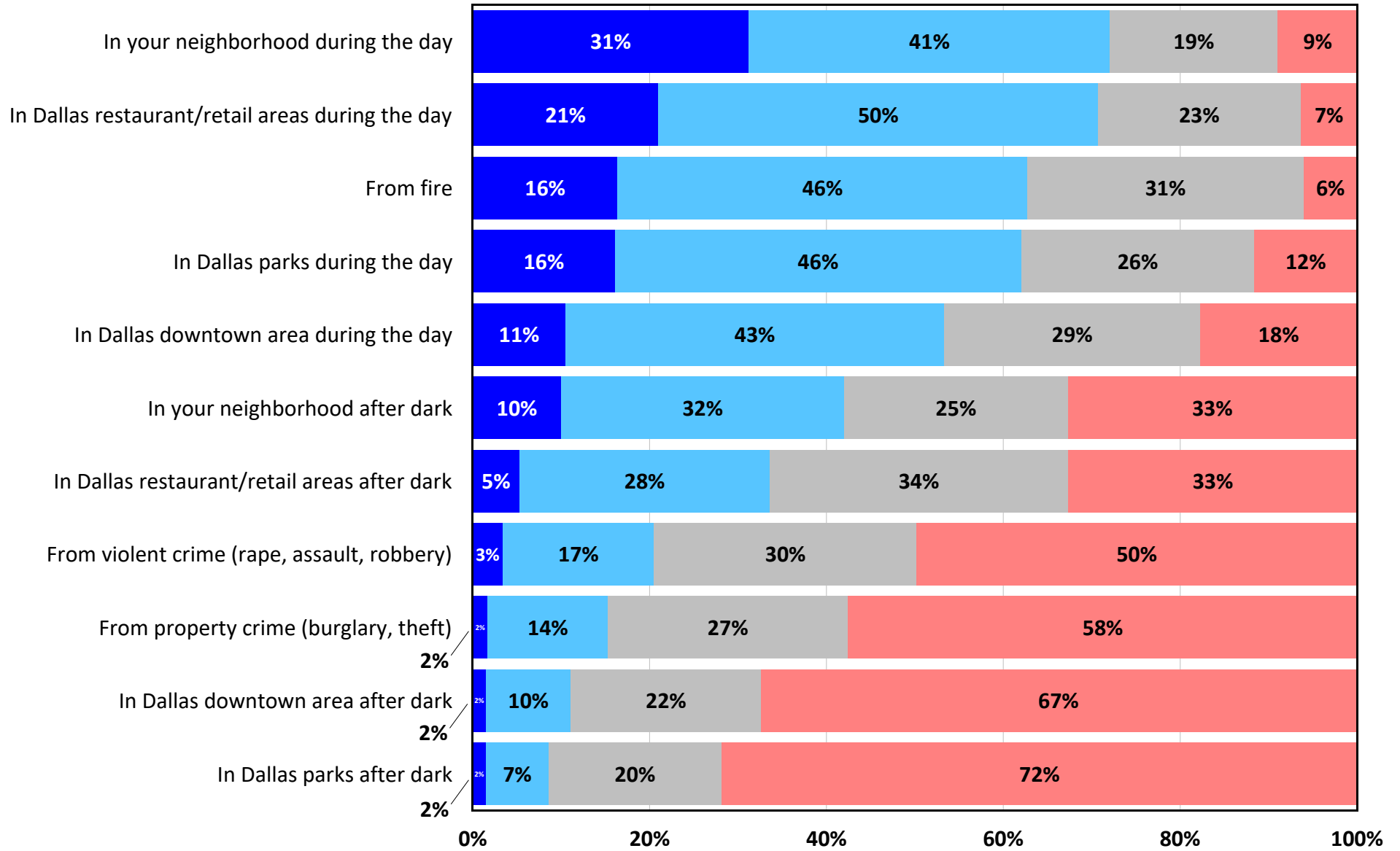
Source: ETC Institute (2023)
ETC Institute (2023)

■ Major Problem (1)

Perceptions of Safety

Q6. How Safe Do You Feel:

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale, where a rating of 5 meant "very safe" and a rating of 1 meant "very unsafe" (excluding don't knows)



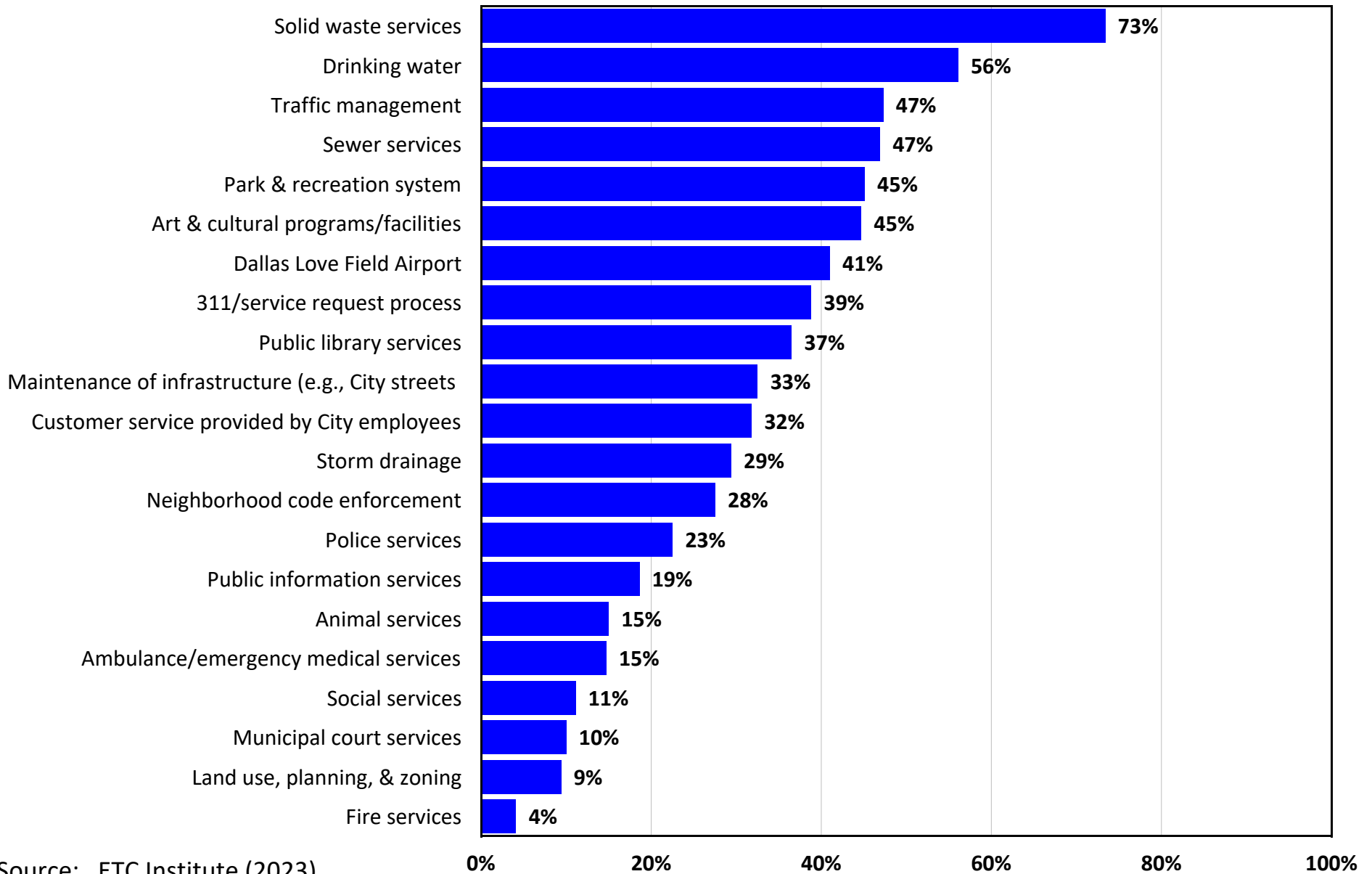
Source: ETC Institute (2023)
ETC Institute (2023)

Very Safe (5) Safe (4) Neither Safe or Unsafe (3) Unsafe/Very Unsafe (2/1)

Major Categories of City Services

Q7. Use of Major Categories of City Services During the Past Year

by percentage of respondents (multiple choices could be made)

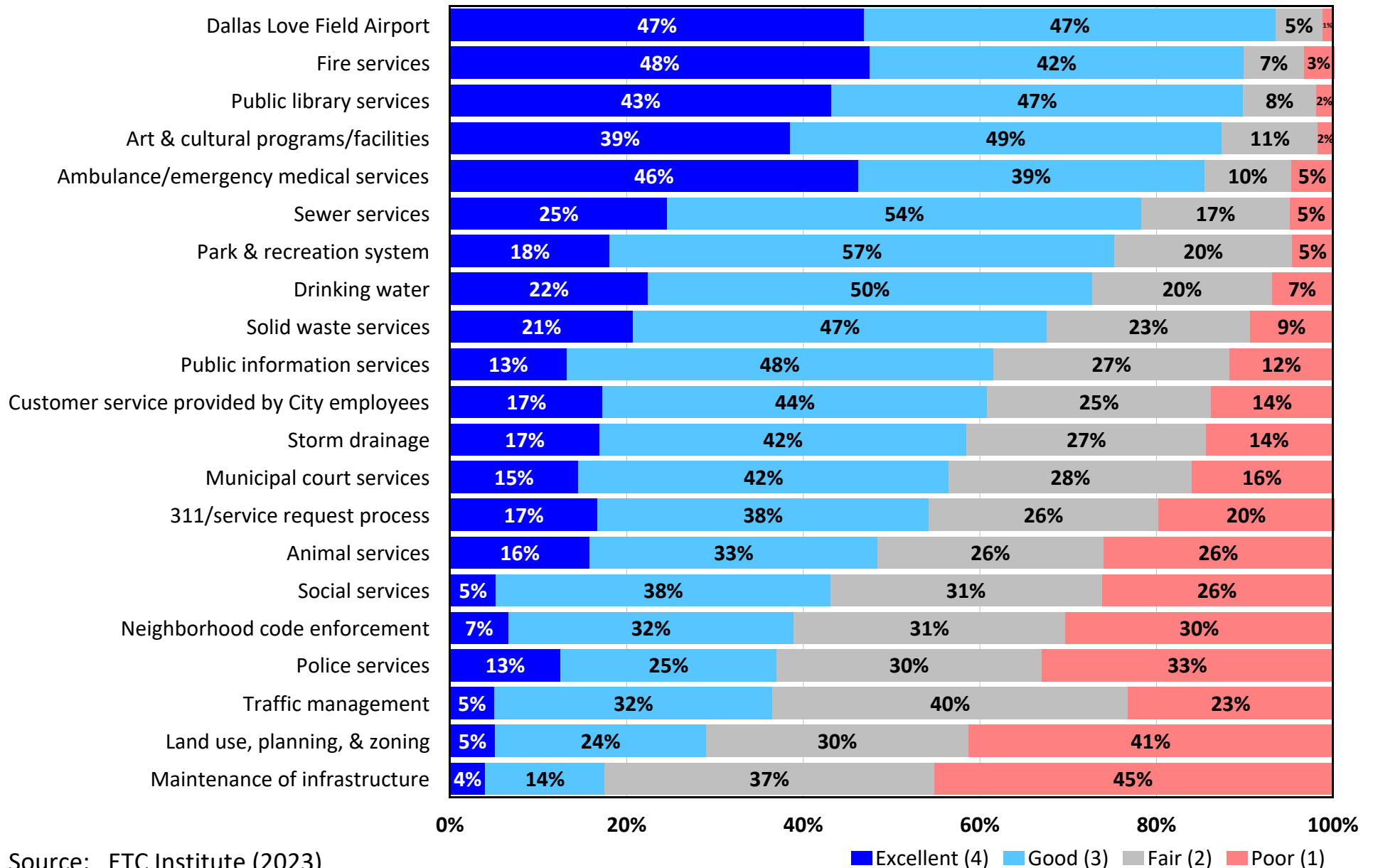


Source: ETC Institute (2023)

ETC Institute (2023)

Q7. Ratings of Major Categories of City Services

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 4 is "excellent" and a rating of 1 is "poor" (excluding don't knows)

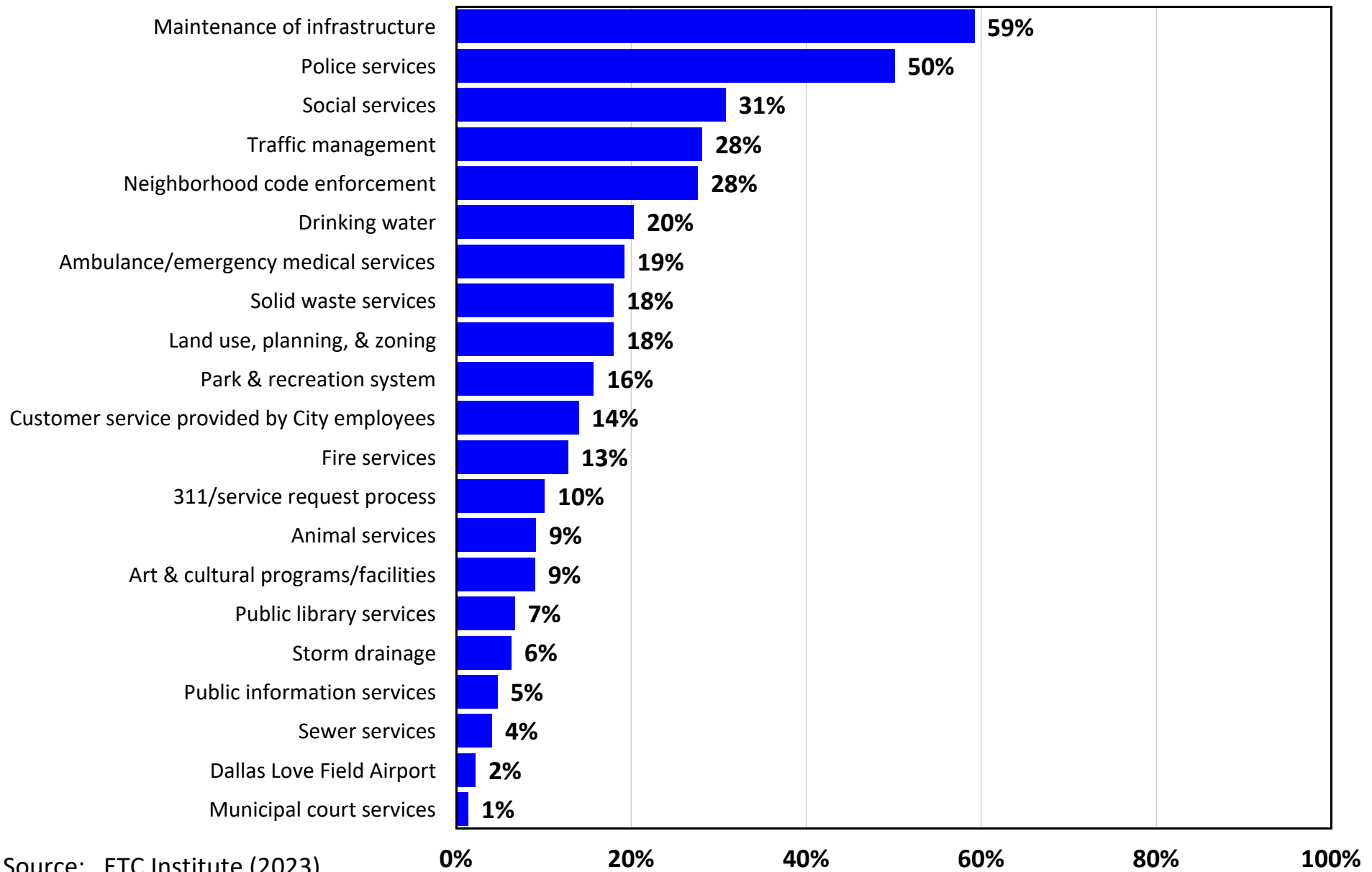


Source: ETC Institute (2023)

ETC Institute (2023)

Q8. Major Categories of City Services Residents Think Should Be the City's Top Priorities

by percentage of respondents who selected the item as one of their top four choices



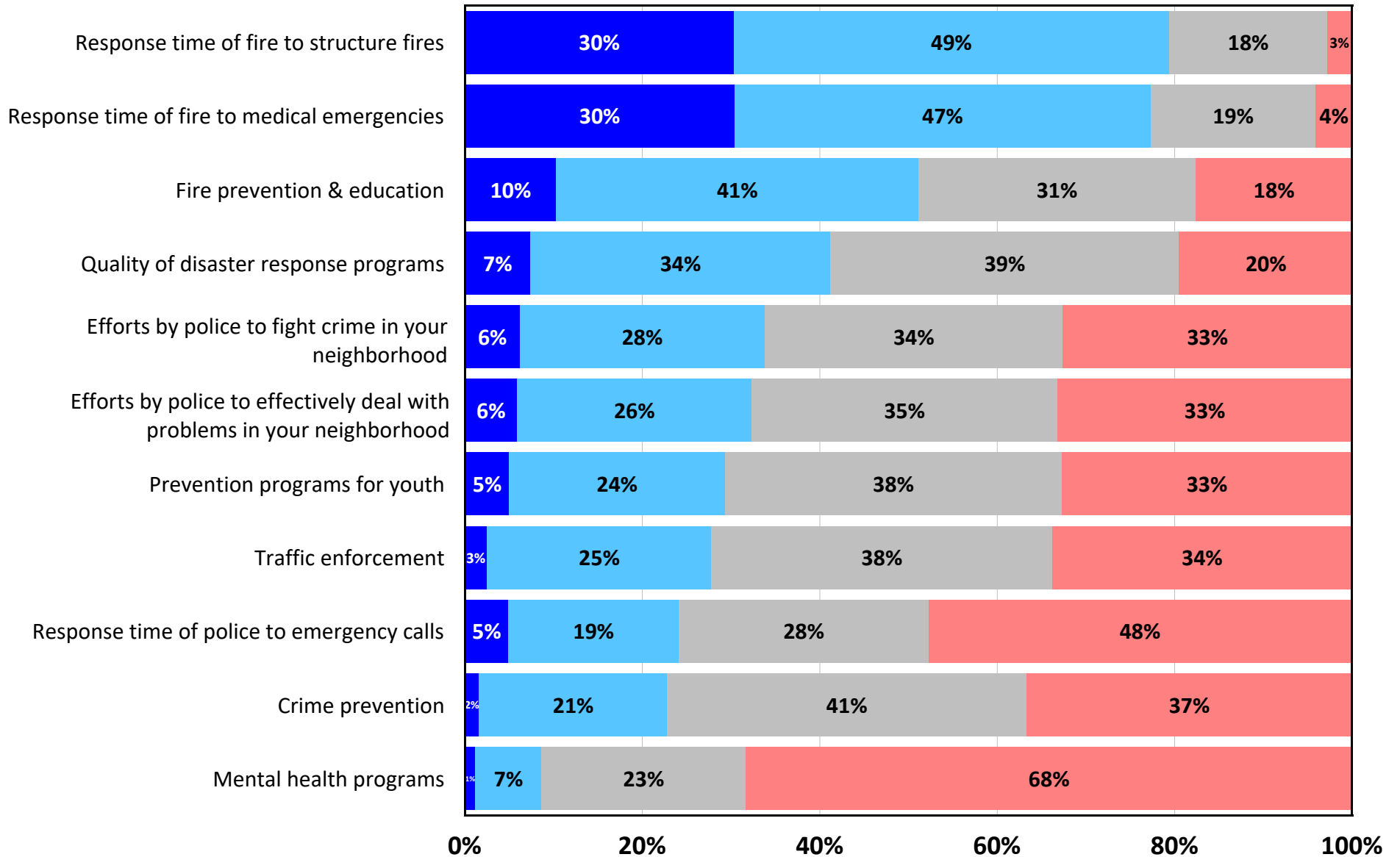
Source: ETC Institute (2023)

ETC Institute (2023)

Public Safety Services

Q9. Ratings of Public Safety Services

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 4 is "excellent" and a rating of 1 is "poor" (excluding don't knows)



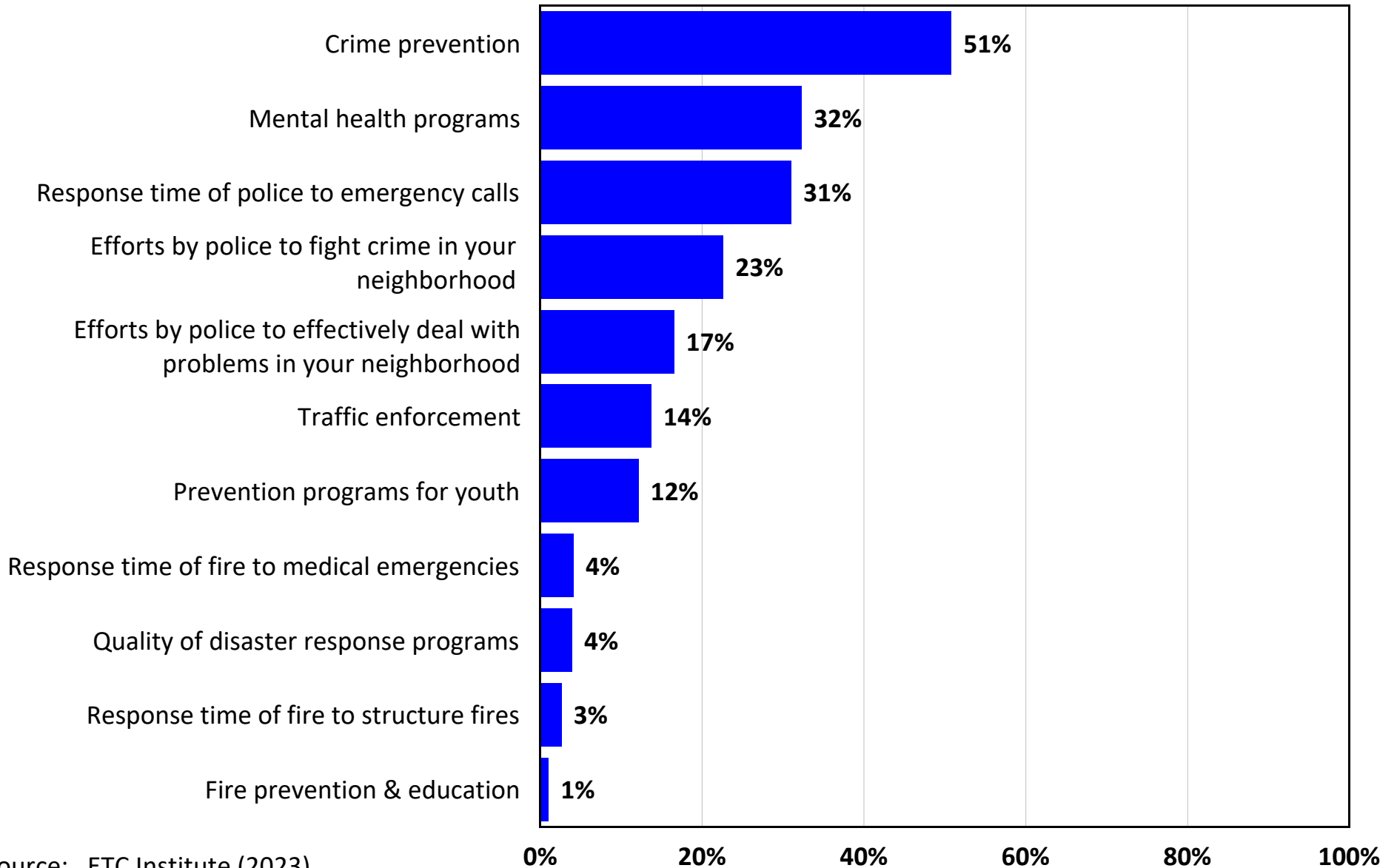
Source: ETC Institute (2023)

ETC Institute (2023)

■ Excellent (4) ■ Good (3) ■ Fair (2) ■ Poor (1)

Q10. Public Safety Services Residents Think Should Be the City's Top Priorities

by percentage of respondents who selected the item as one of their top two choices



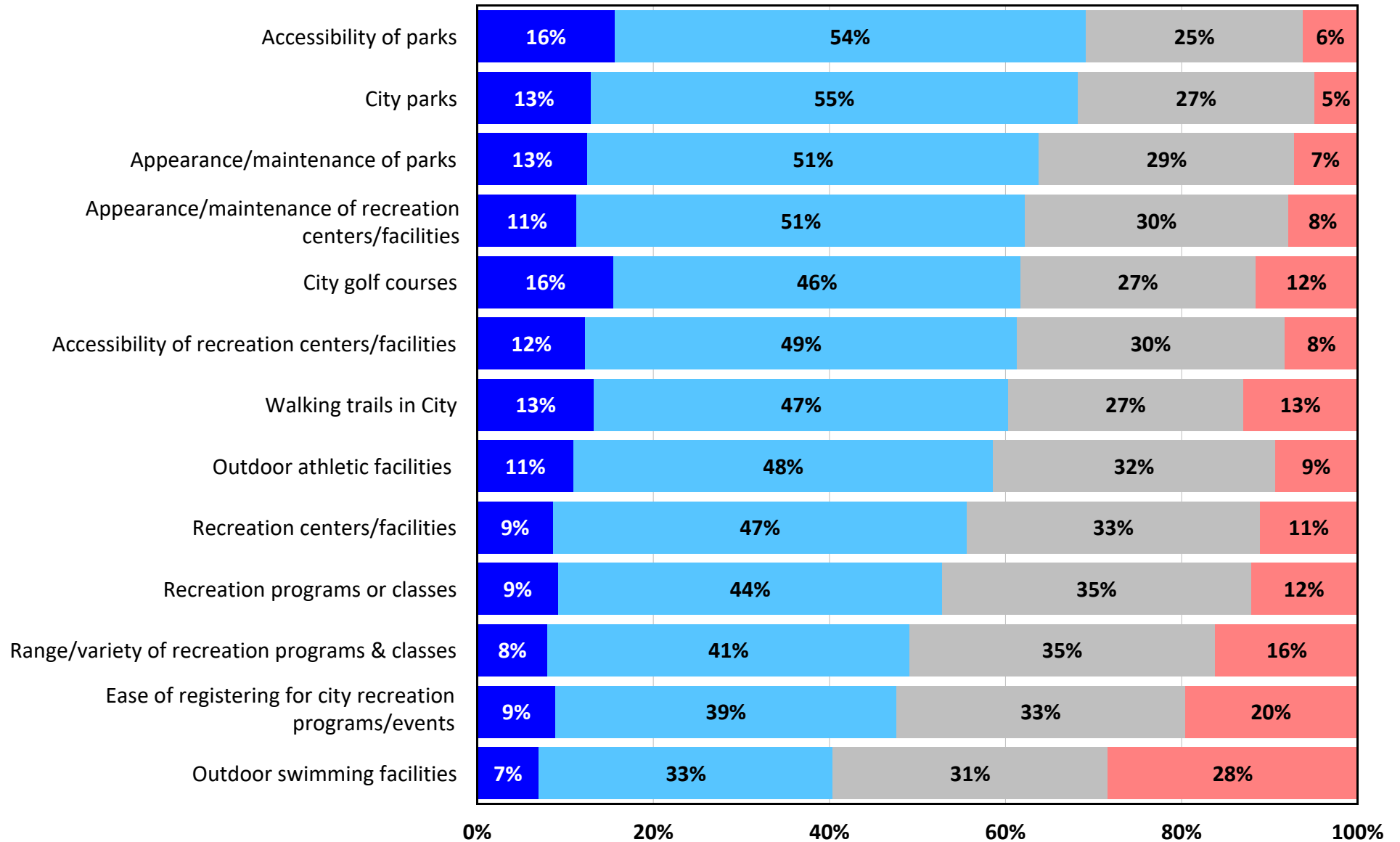
Source: ETC Institute (2023)

ETC Institute (2023)

Parks and Recreation Services

Q11. Ratings of Parks and Recreation Services

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 4 is "excellent" and a rating of 1 is "poor" (excluding don't knows)



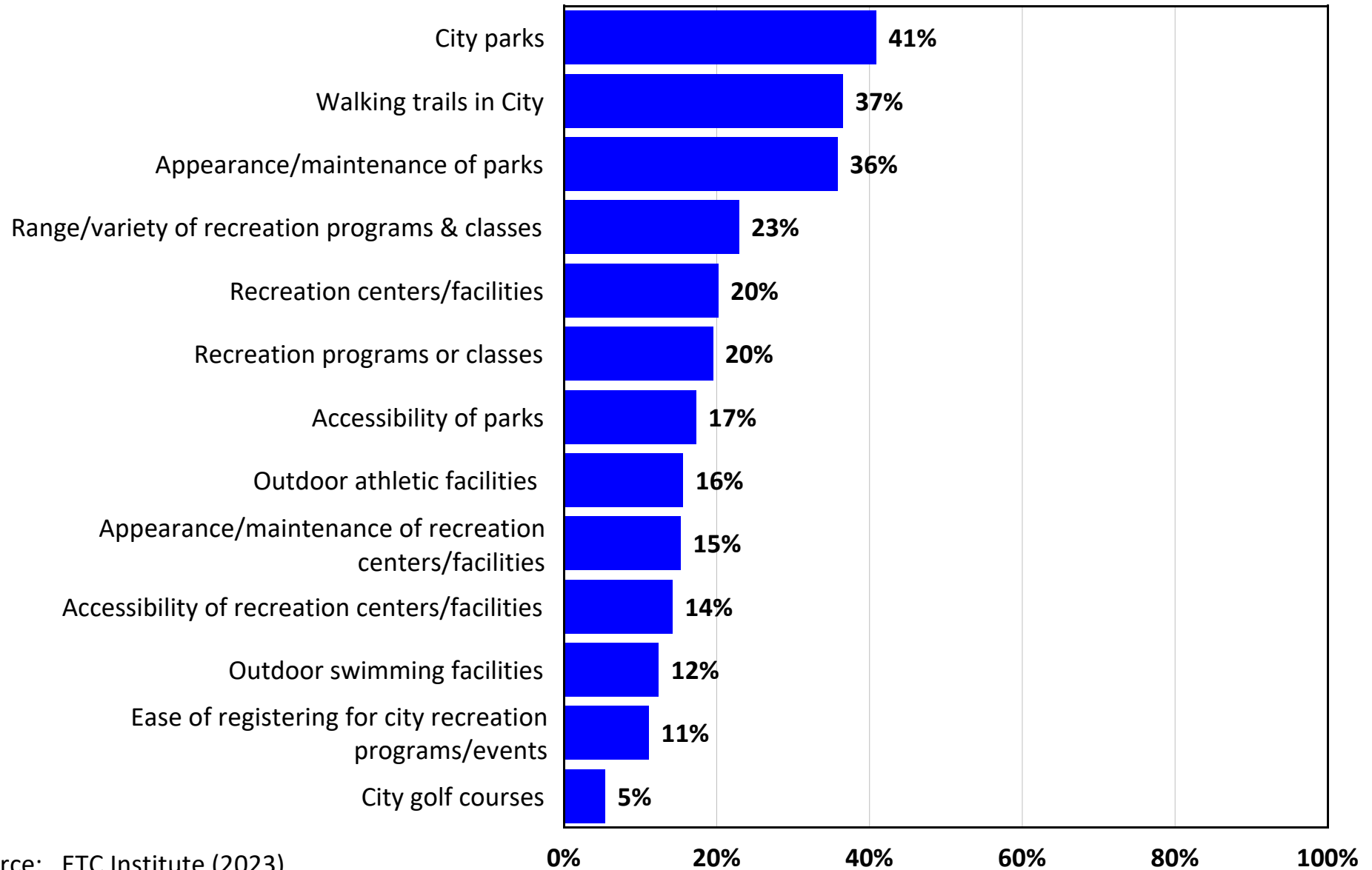
Source: ETC Institute (2023)

ETC Institute (2023)

■ Excellent (4)
 ■ Good (3)
 ■ Fair (2)
 ■ Poor (1)

Q12. Parks and Recreation Services Residents Think Should Be the City's Top Priorities

by percentage of respondents who selected the item as one of their top three choices



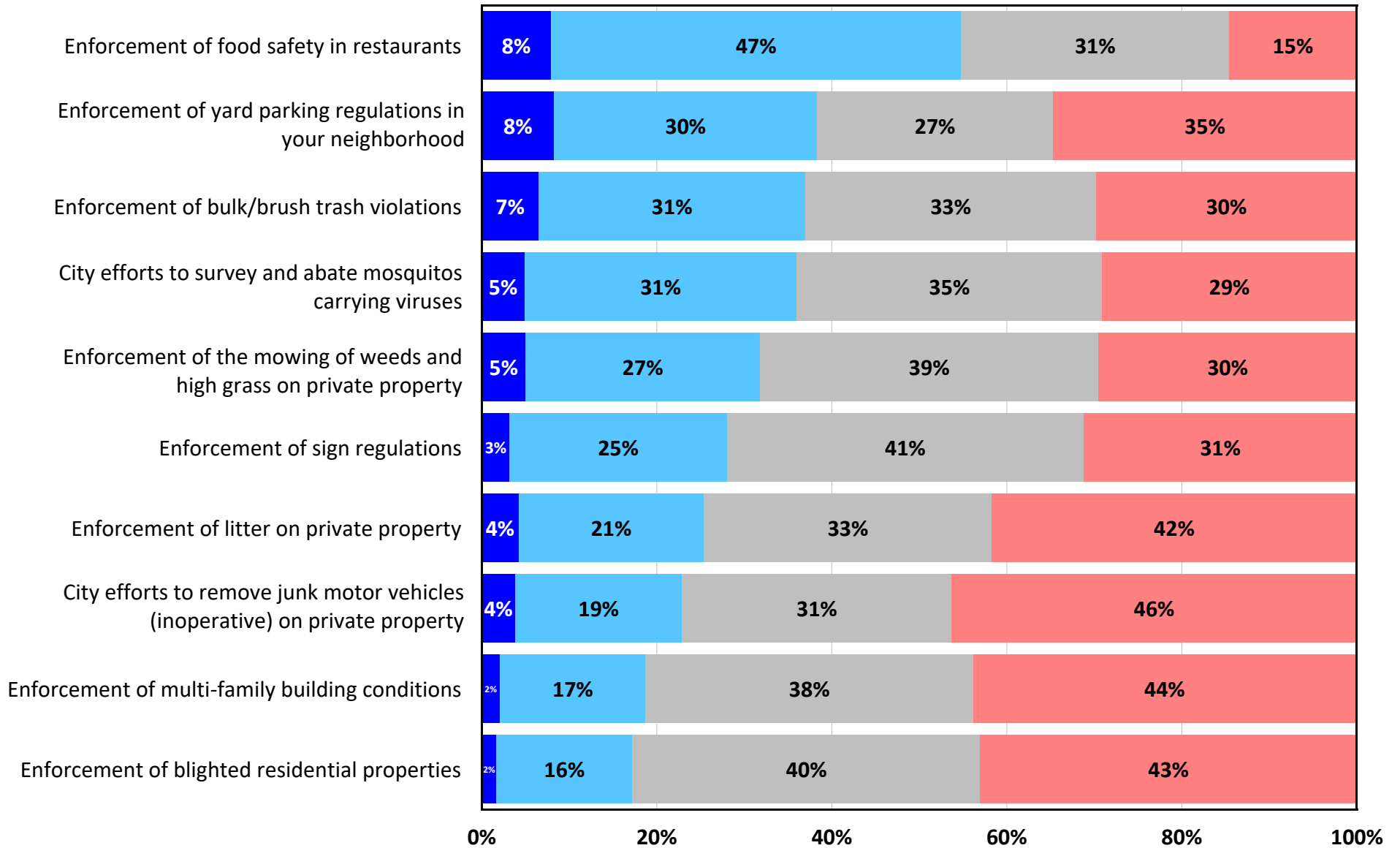
Source: ETC Institute (2023)

ETC Institute (2023)

Code Enforcement

Q13. Ratings of Code Enforcement Services

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 4 is "excellent" and a rating of 1 is "poor" (excluding don't knows)



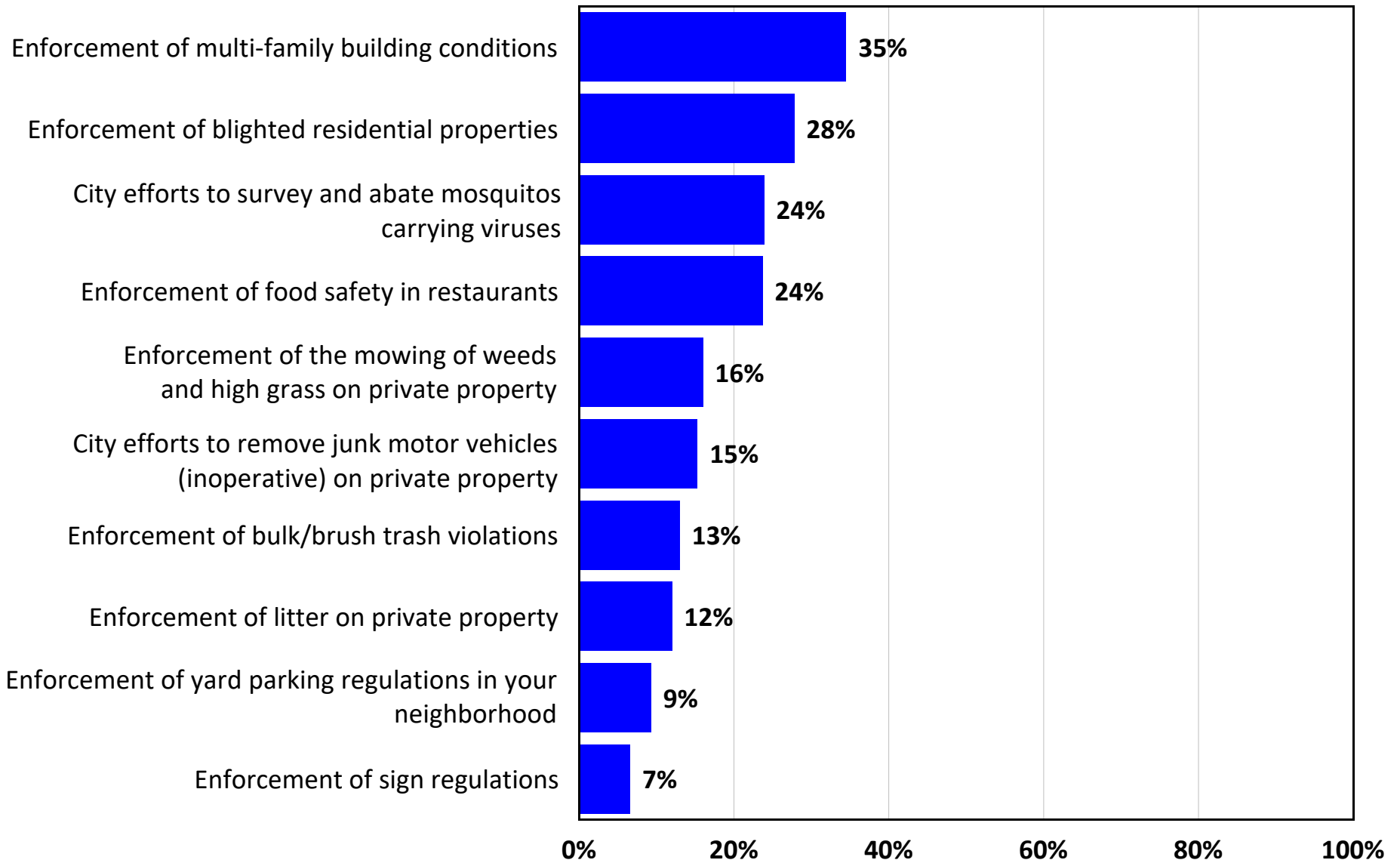
Source: ETC Institute (2023)

ETC Institute (2023)

■ Excellent (4) ■ Good (3) ■ Fair (2) ■ Poor (1)

Q14. Code Enforcement Services Residents Think Should Be the City's Top Priorities

by percentage of respondents who selected the item as one of their top two choices



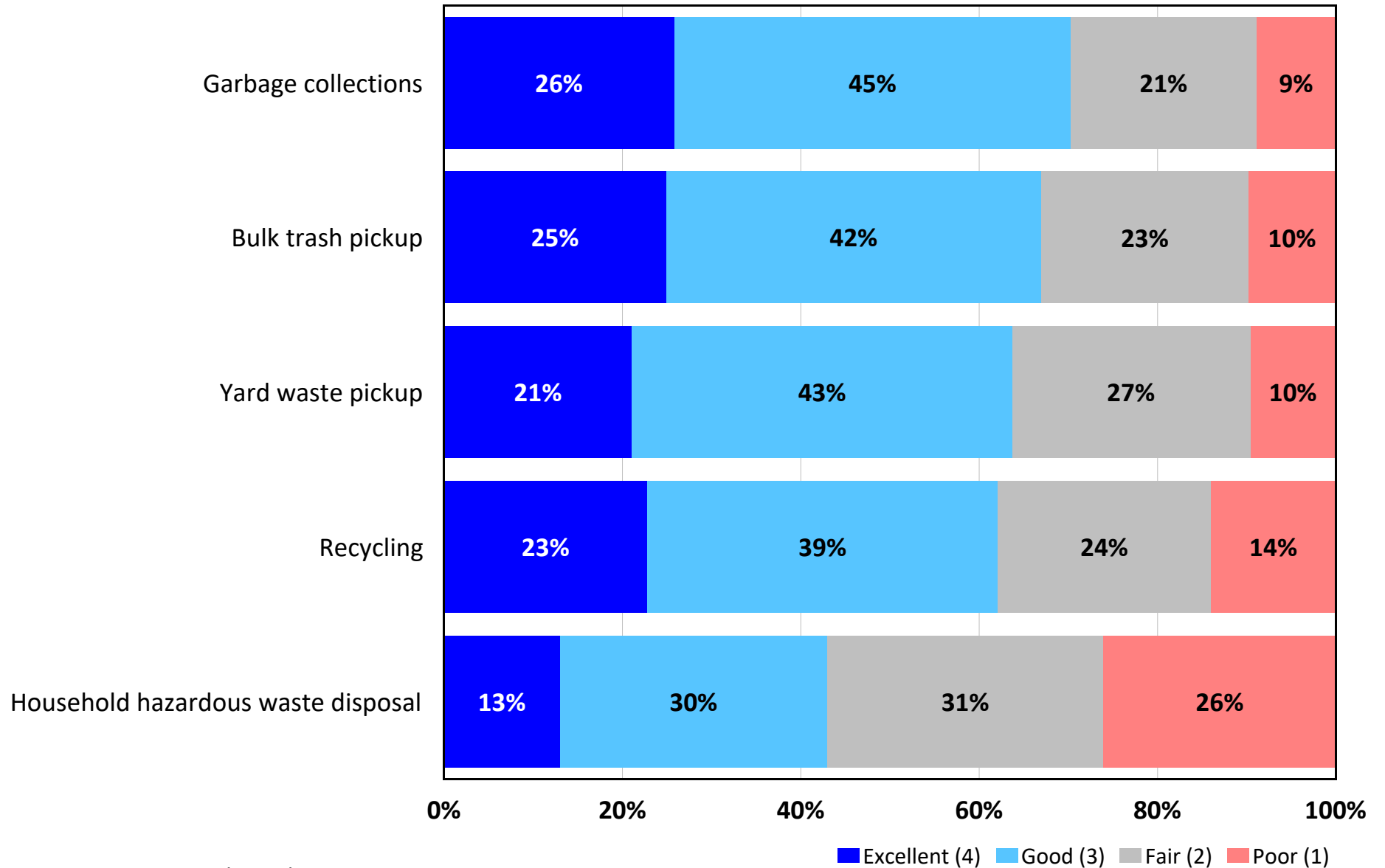
Source: ETC Institute (2023)

ETC Institute (2023)

Solid Waste Services

Q15. Ratings of Solid Waste Services

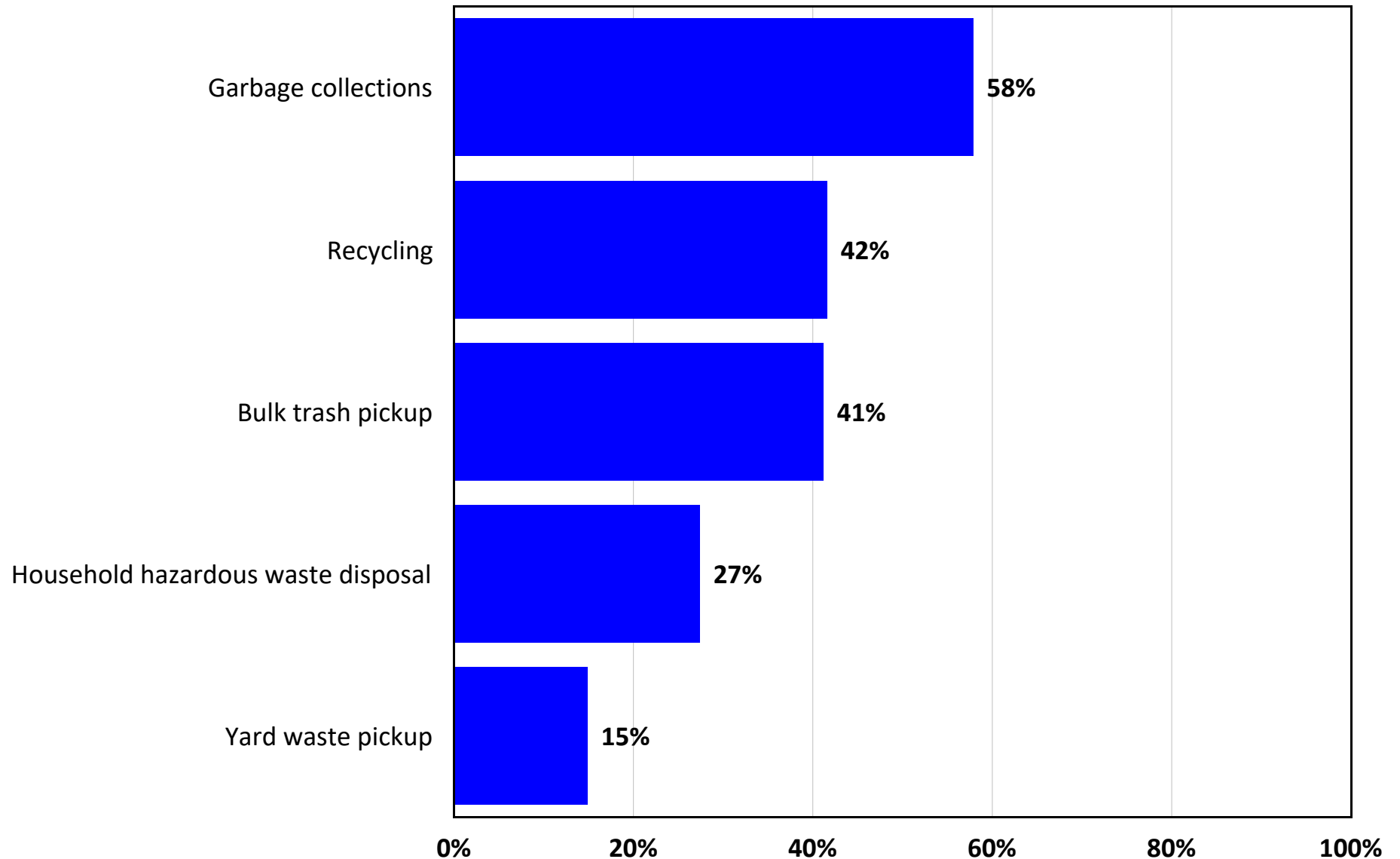
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 4 is "excellent" and a rating of 1 is "poor" (excluding don't knows)



Source: ETC Institute (2023)
ETC Institute (2023)

Q16. Solid Waste Services Residents Think Should Be the City's Top Priorities

by percentage of respondents who selected the item as one of their top two choices

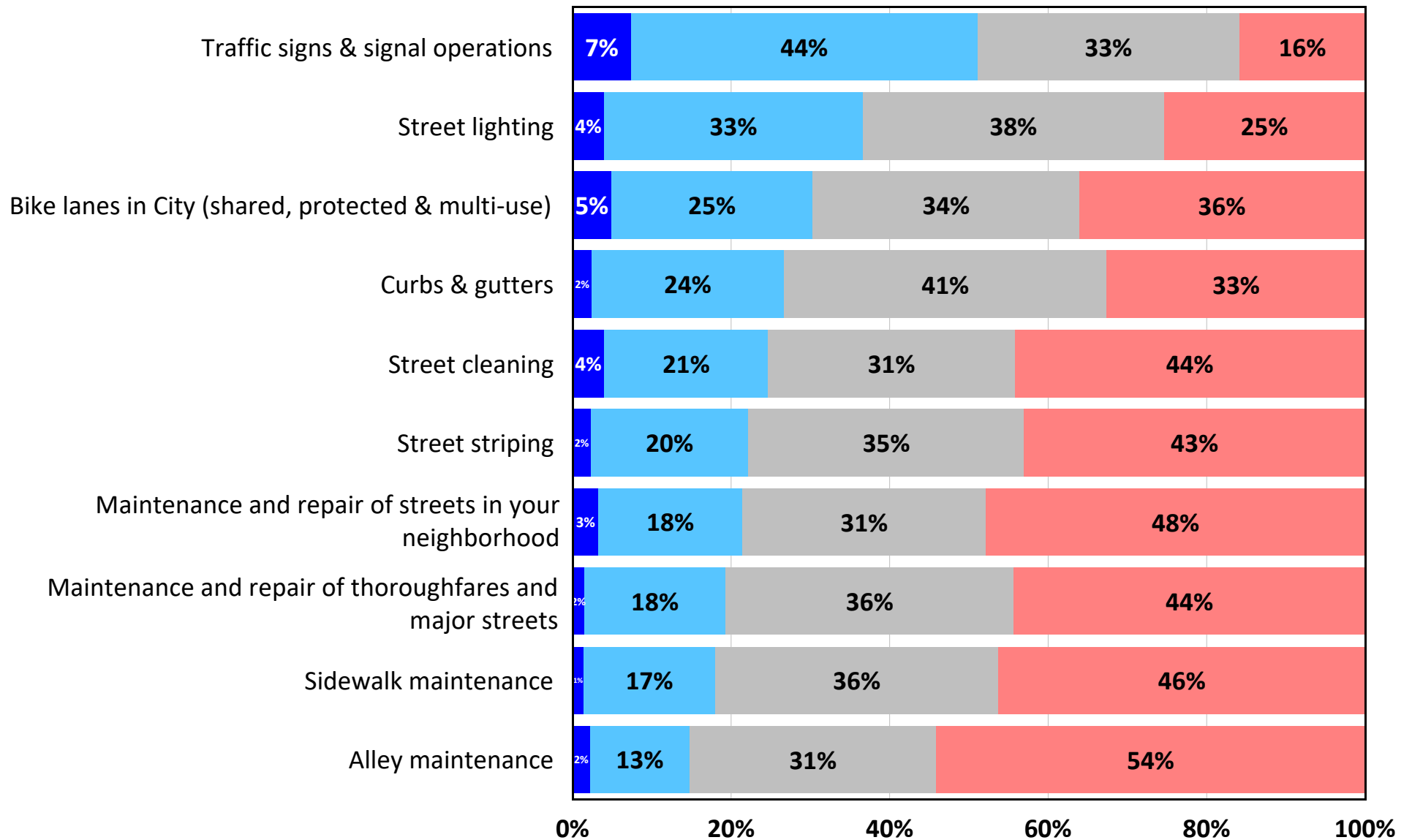


Source: ETC Institute (2023)
ETC Institute (2023)

Streets and Infrastructure/Mobility

Q17. Ratings of Streets and Infrastructure/Mobility Services

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 4 is "excellent" and a rating of 1 is "poor" (excluding don't knows)

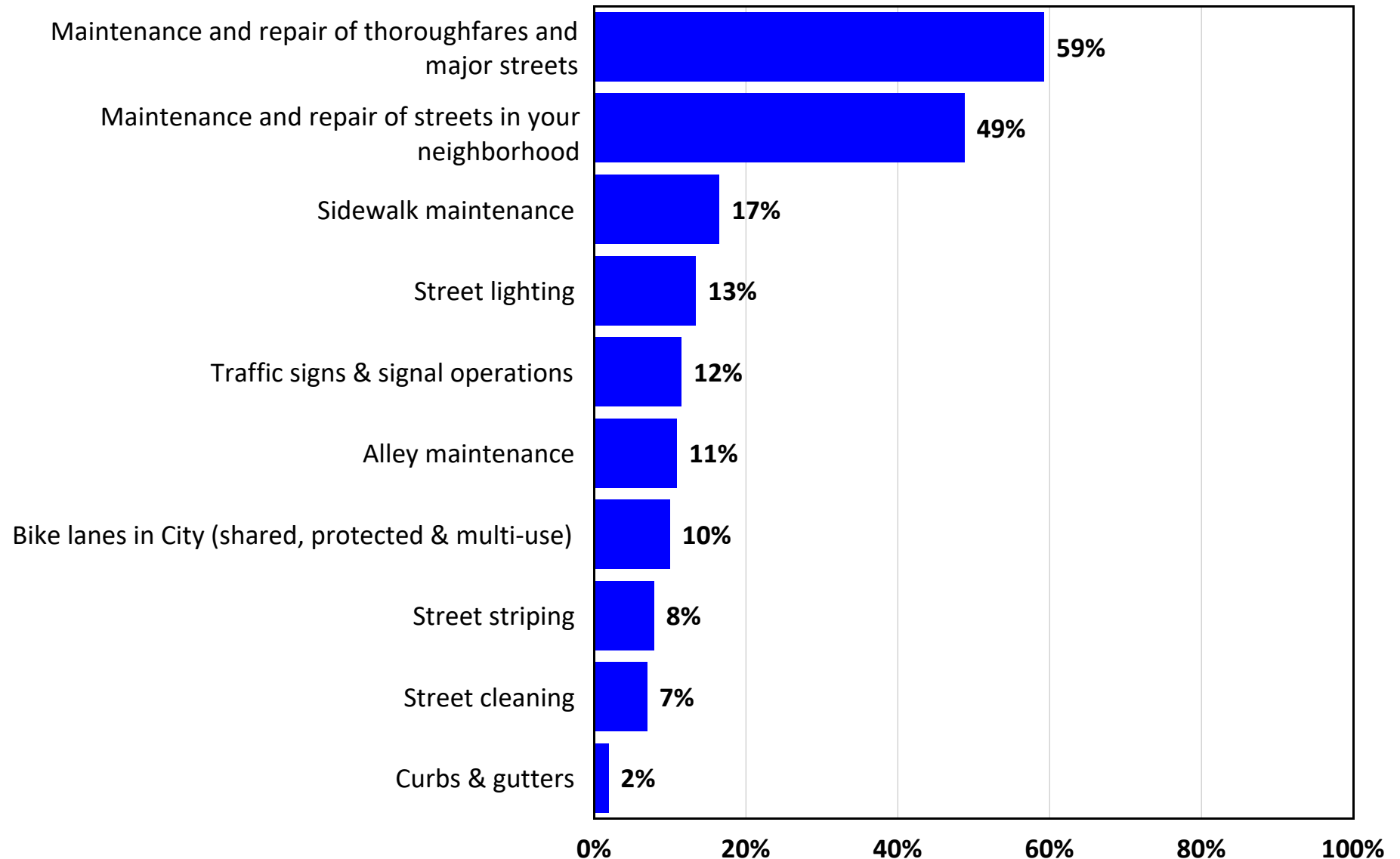


Source: ETC Institute (2023)
ETC Institute (2023)

■ Excellent (4) ■ Good (3) ■ Fair (2) ■ Poor (1)

Q18. Streets and Infrastructure/Mobility Services Residents Think Should Be the City's Top Priorities

by percentage of respondents who selected the item as one of their top two choices



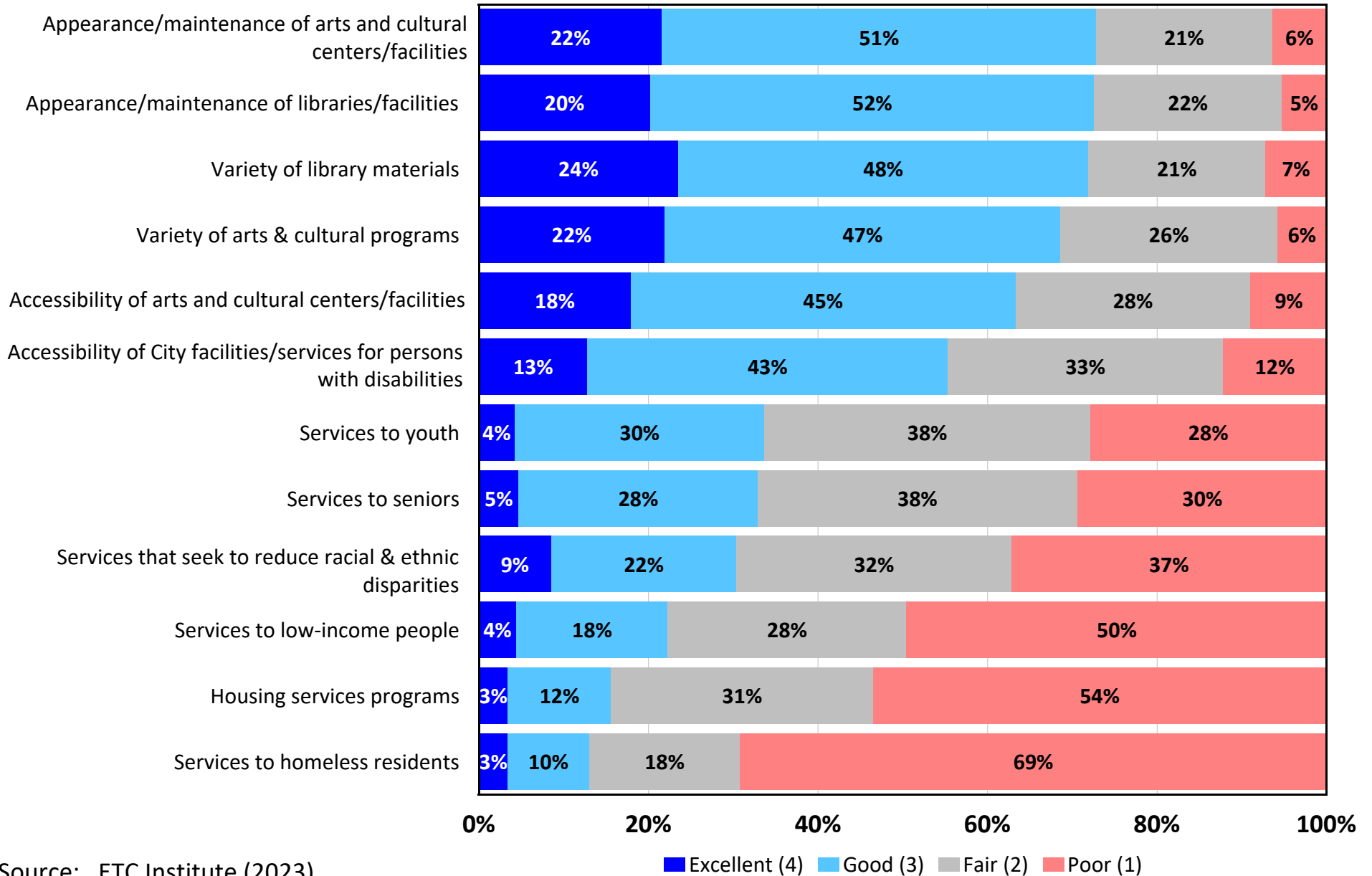
Source: ETC Institute (2023)

ETC Institute (2023)

Other City Services/Facilities

Q19. Ratings of Other City Services/Facilities

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 4 is "excellent" and a rating of 1 is "poor" (excluding don't knows)



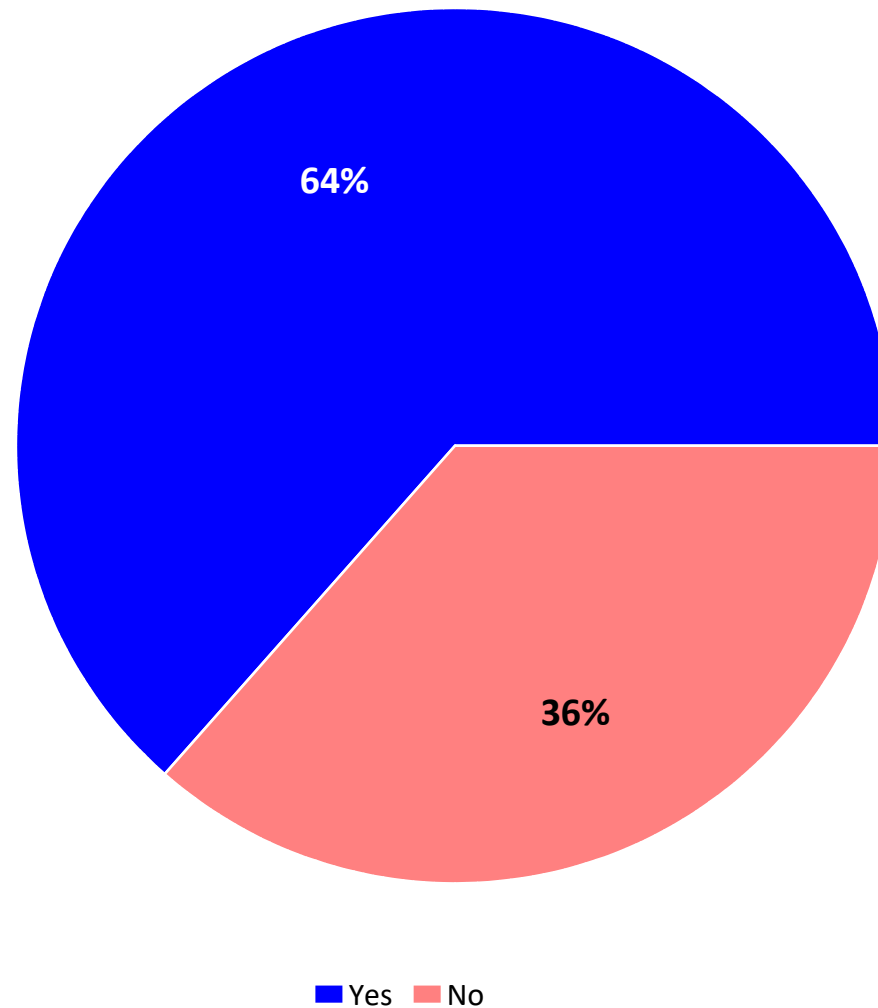
Source: ETC Institute (2023)

ETC Institute (2023)

Customer Service

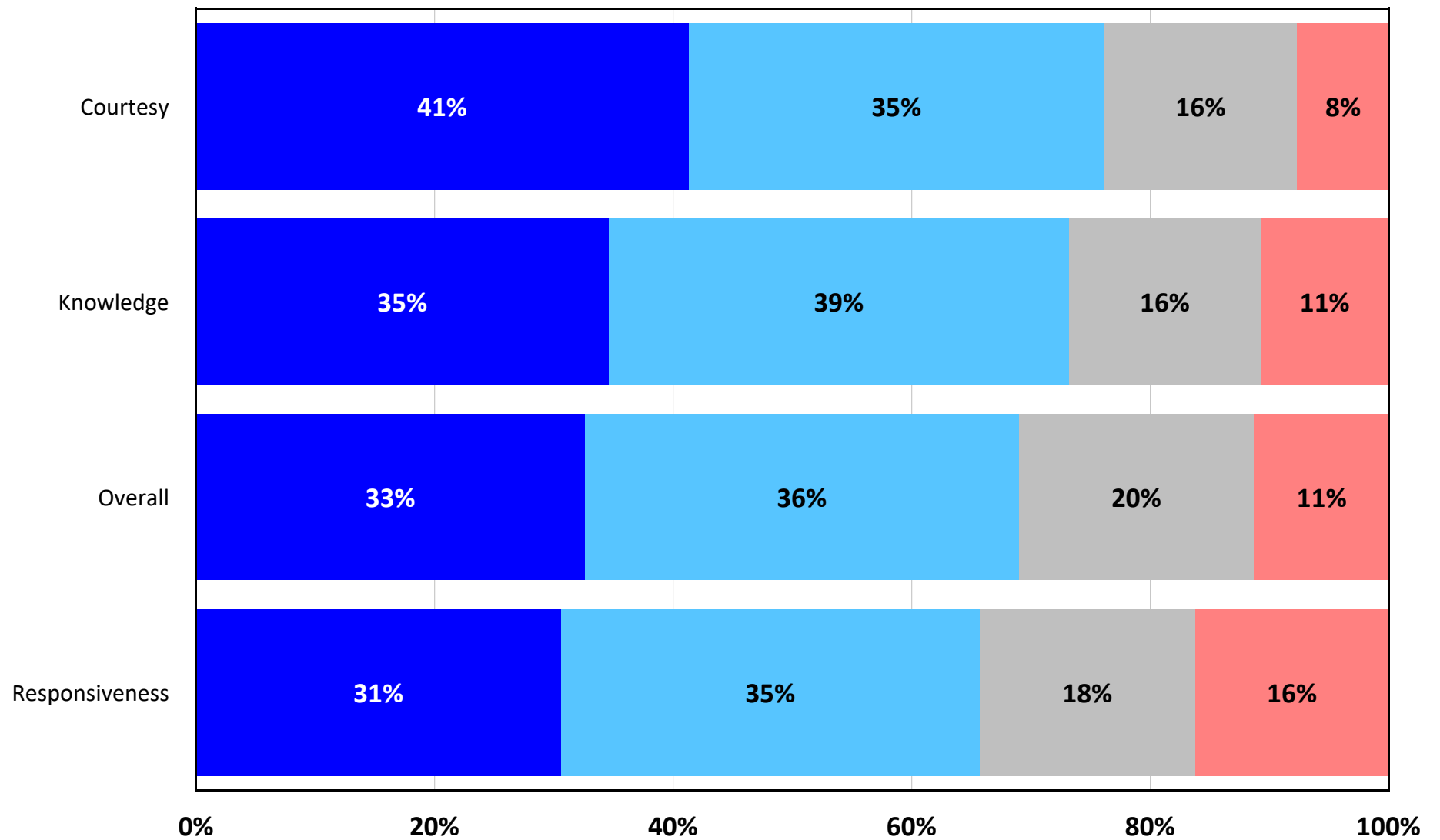
Q20. Have you had any in-person or phone contact with an employee of the City of Dallas within the last 12 months (including police, receptionists, librarians, or any others)?

by percentage of respondents



Q20a. Ratings of Customer Service Provided by City Employees

by percentage of respondents who had contact with a City employee during the previous year and rated the item as a 1 to 4 on a 4-point scale, where a rating of 4 is "excellent" and a rating of 1 is "poor" (excluding don't knows)



Source: ETC Institute (2023)

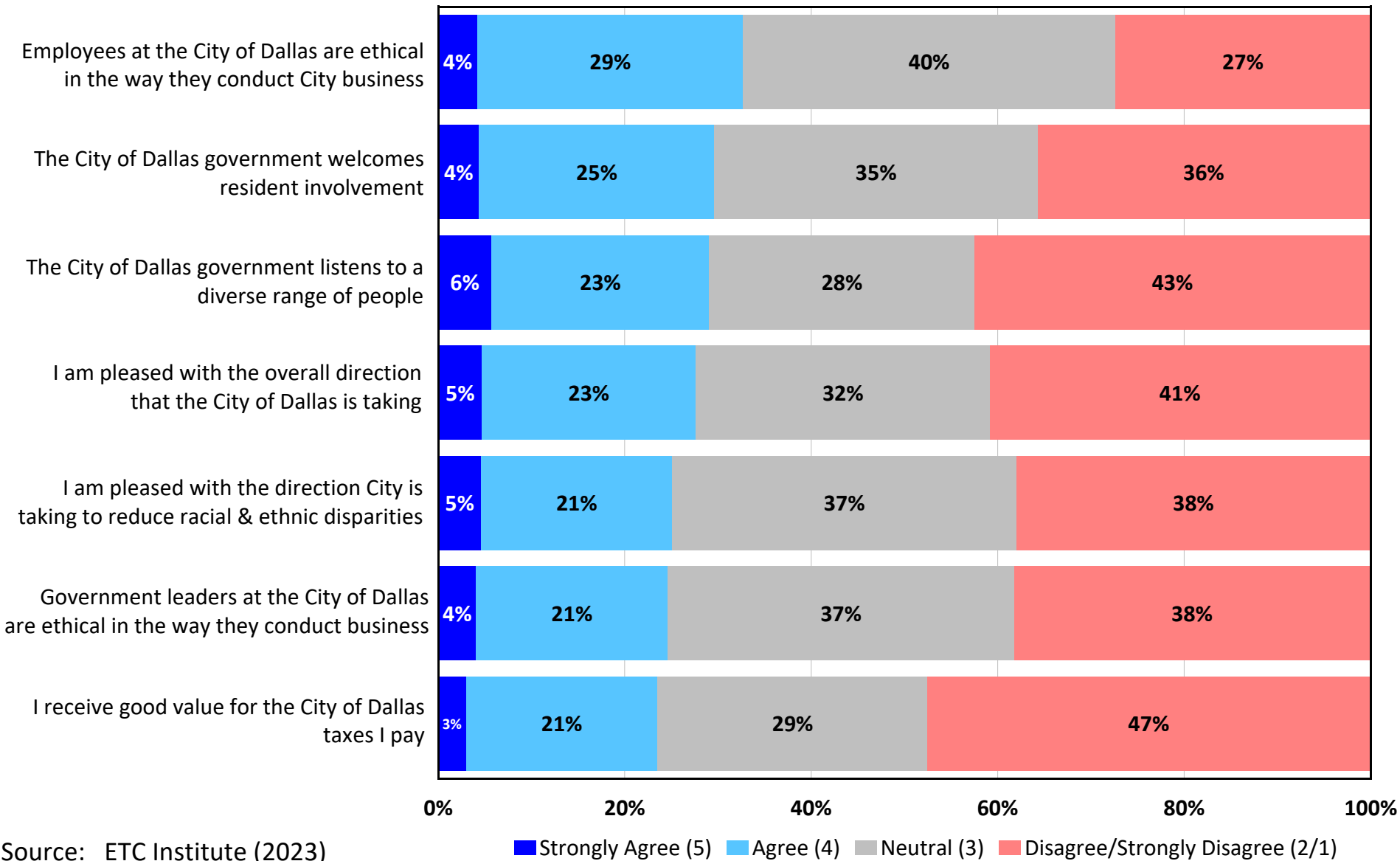
ETC Institute (2023)

■ Excellent (4) ■ Good (3) ■ Fair (2) ■ Poor (1)

Overall Quality of Governmental Services

Q21. Level of Agreement with Statements Related to the City of Dallas

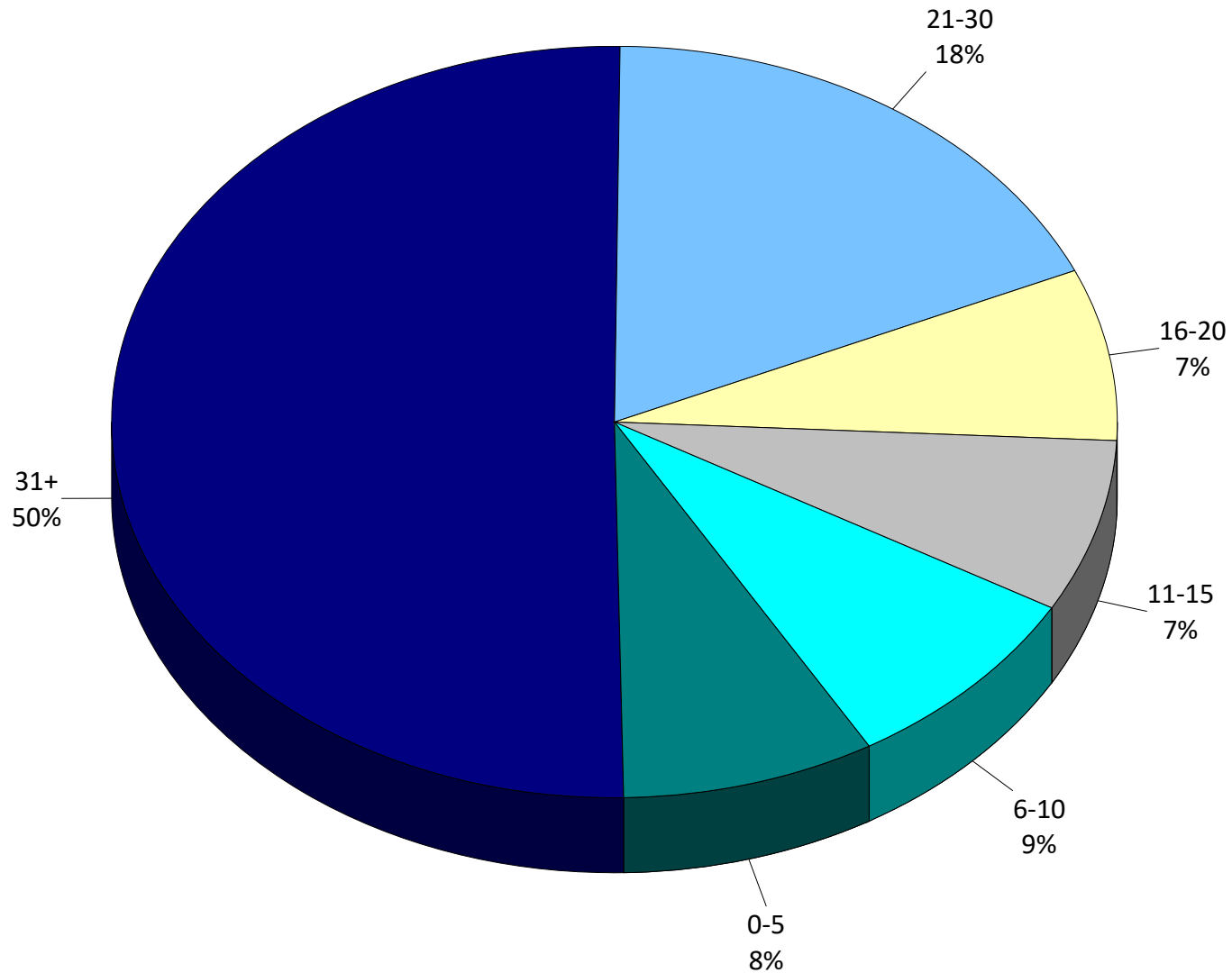
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale, where a rating of 5 meant "strongly agree" and a rating of 1 meant "strongly disagree" (excluding don't knows)



Source: ETC Institute (2023)
ETC Institute (2023)

Q22. How many years have you lived in Dallas?

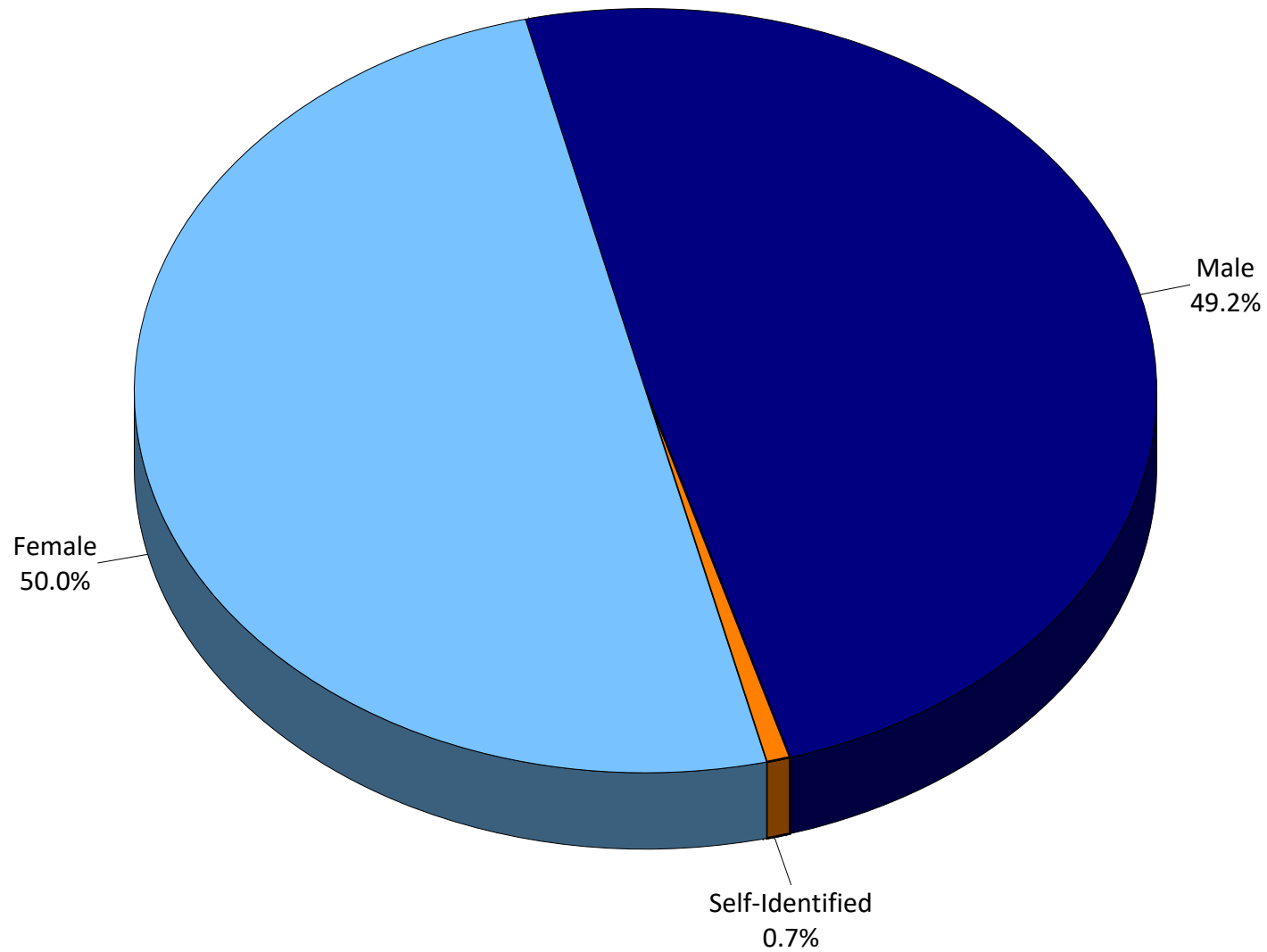
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2023)
ETC Institute (2023)

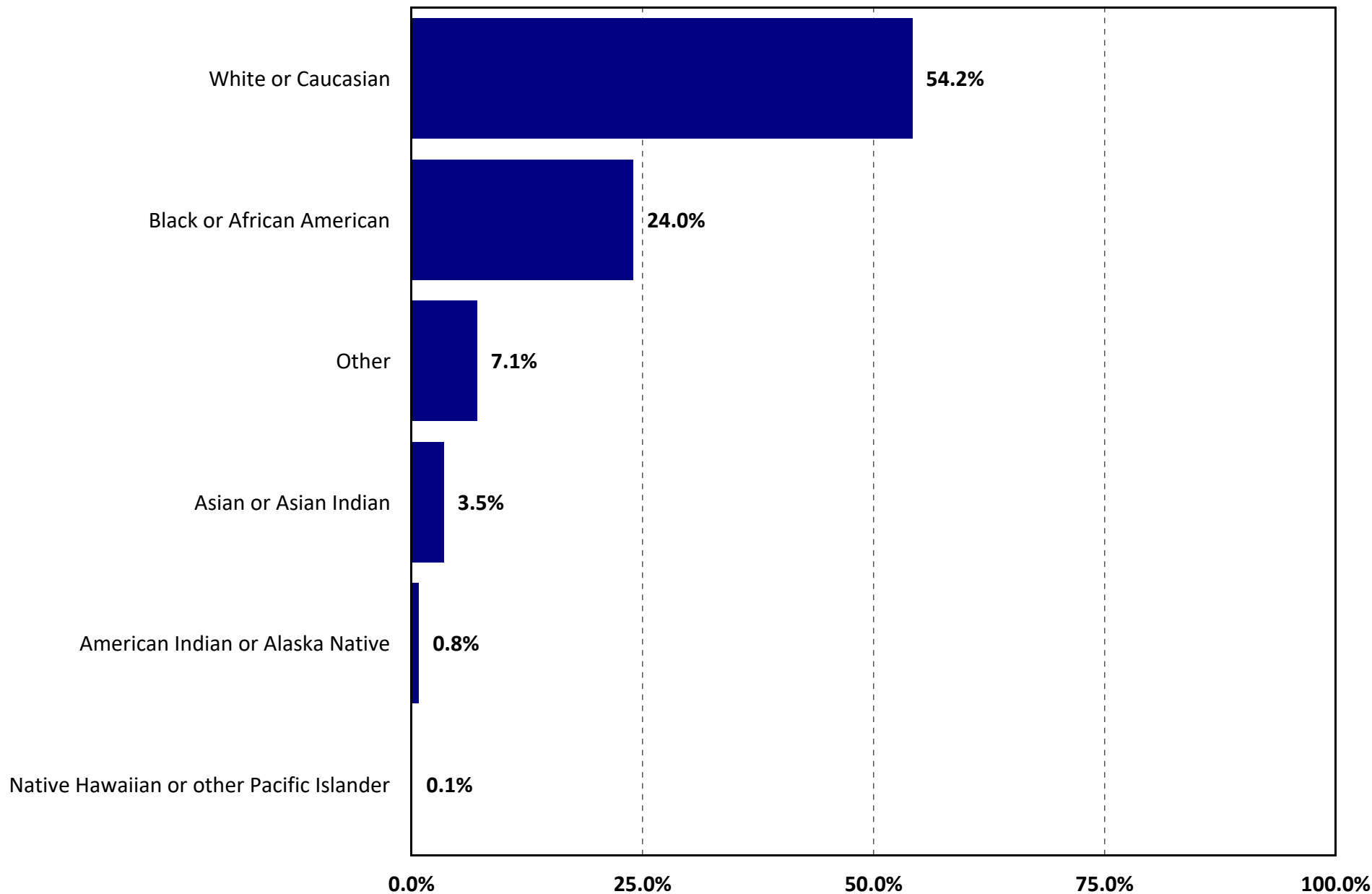
Q24. What is your gender?

by percentage of respondents



Q25. What is your race?

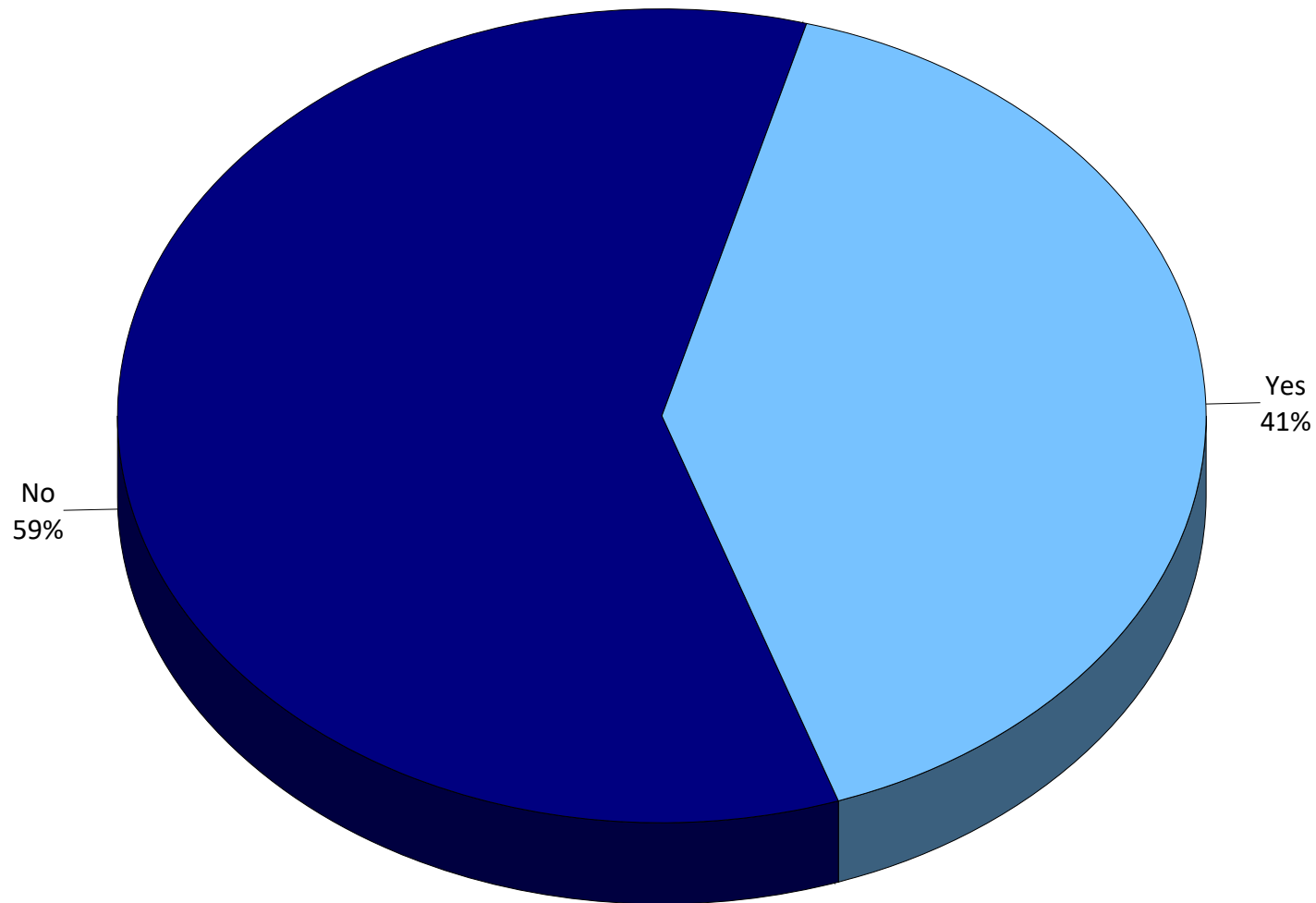
by percentage of respondents (multiple selections could be made)



Source: ETC Institute (2023)
ETC Institute (2023)

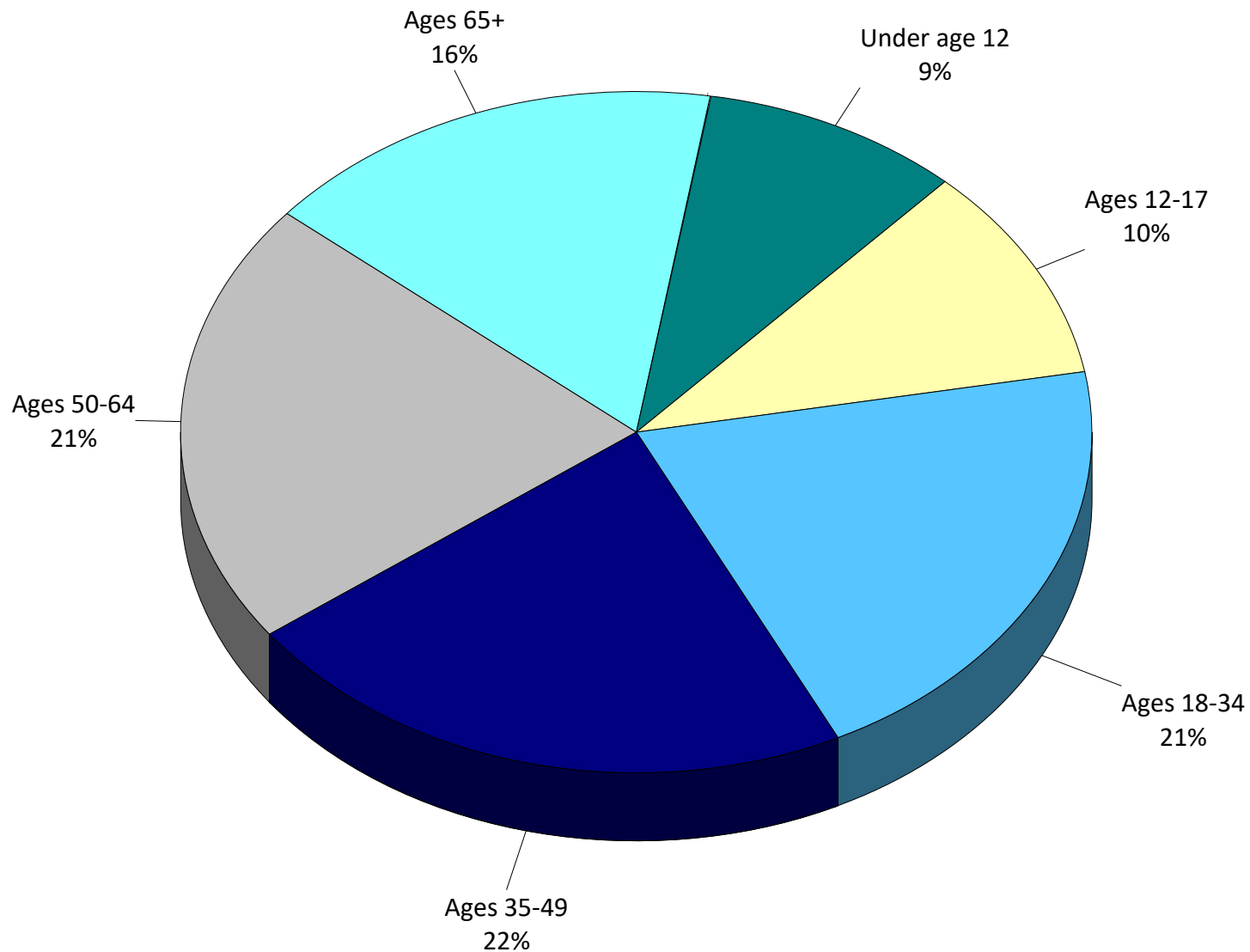
Q26. Are you of Hispanic, Latino, or Spanish origin?

by percentage of respondents (excluding "not provided")



Q27. Including yourself, how many people in your household are in the following age groups?

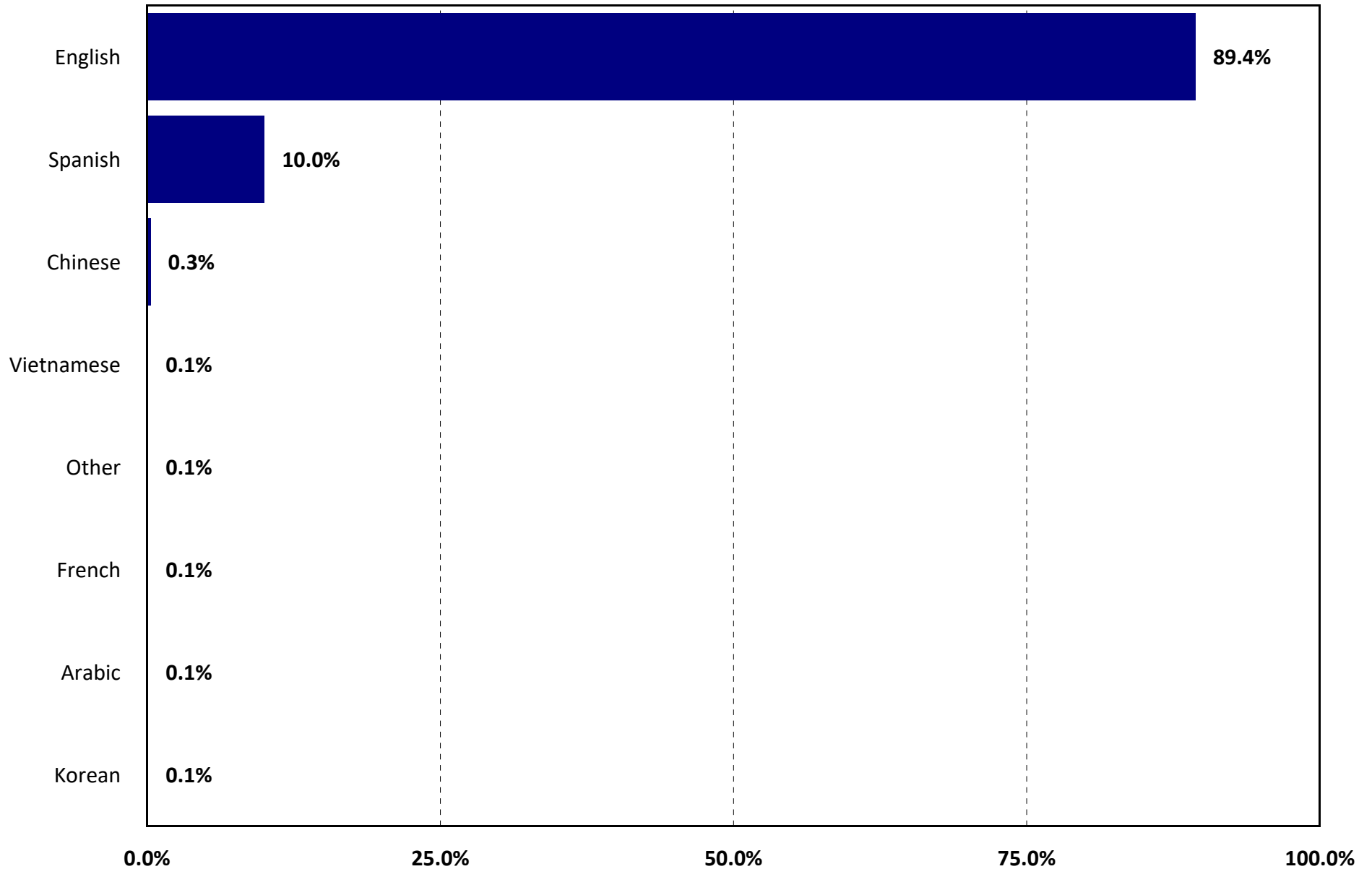
by percentage of persons in household



Source: ETC Institute (2023)
ETC Institute (2023)

Q28. What is the primary language spoken in your home?

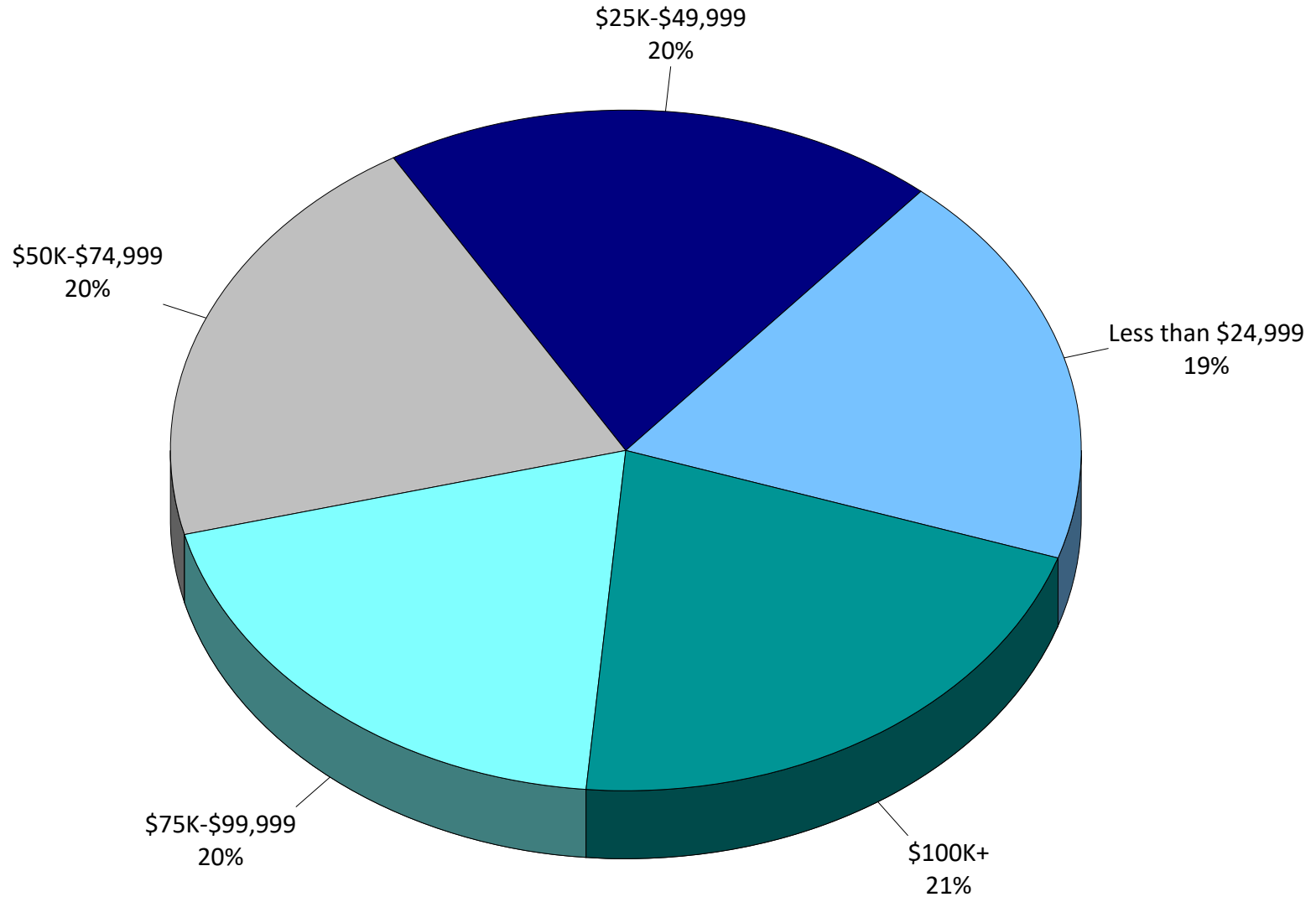
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2023)
ETC Institute (2023)

Q29. What is your total annual household income?

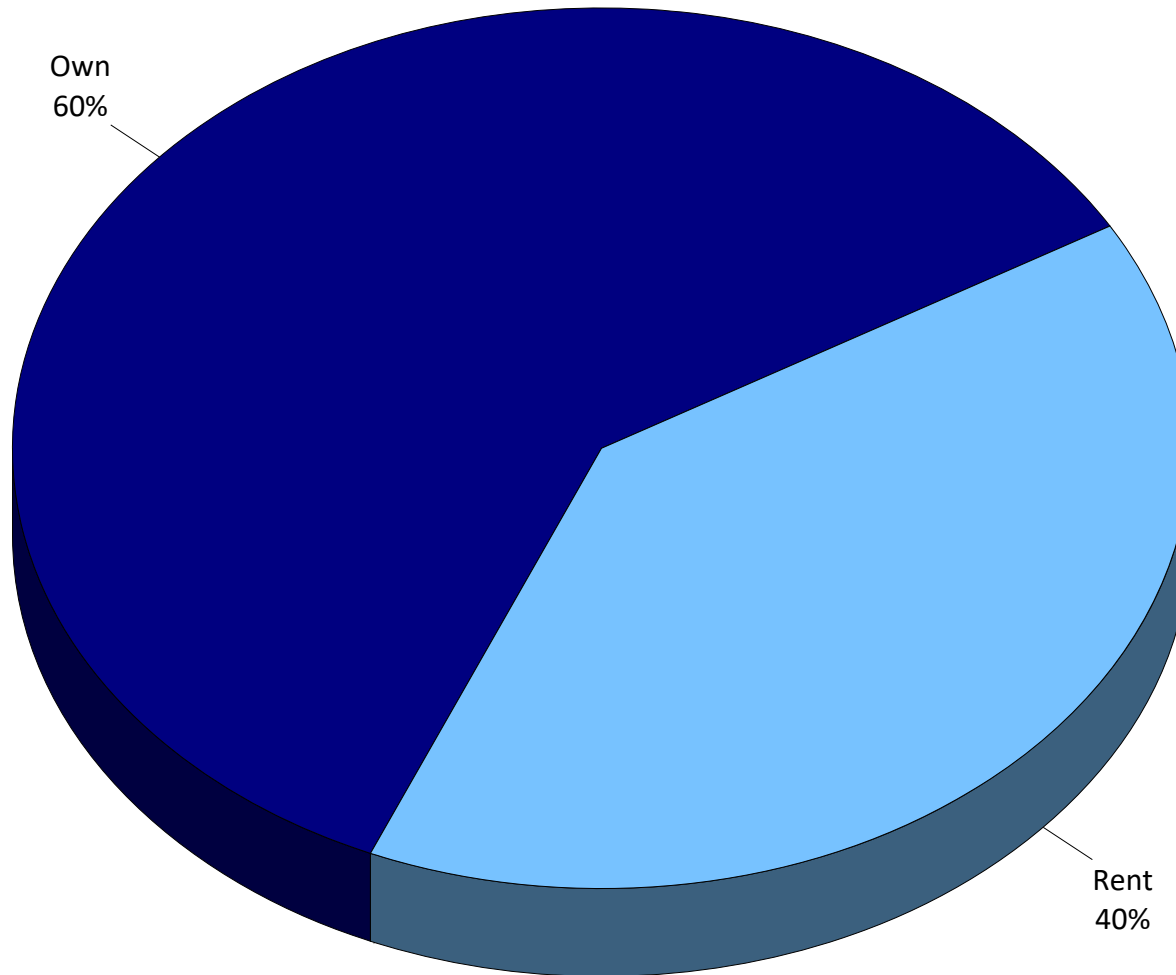
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2023)
ETC Institute (2023)

Q30. Do you own or rent your home?

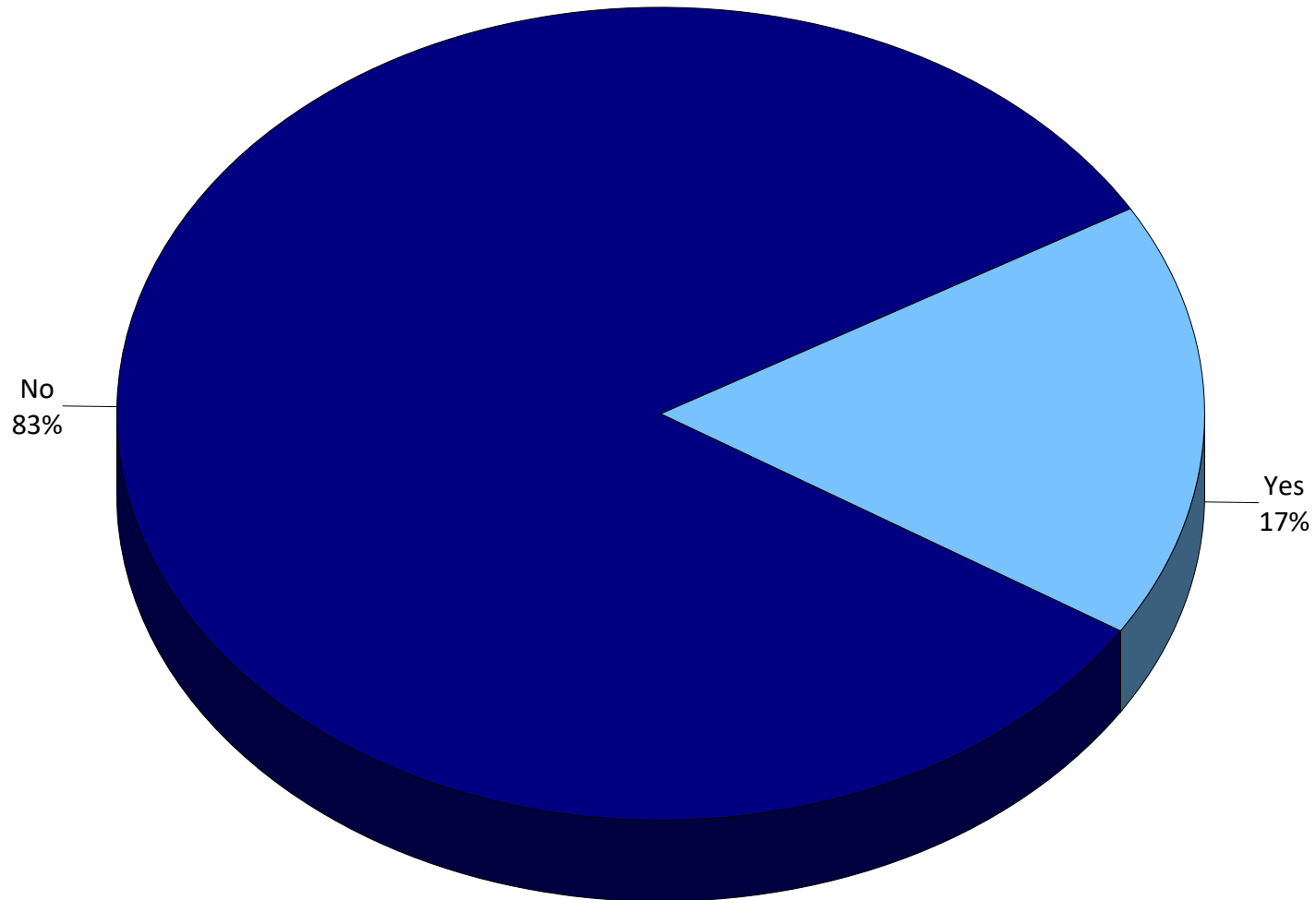
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2023)
ETC Institute (2023)

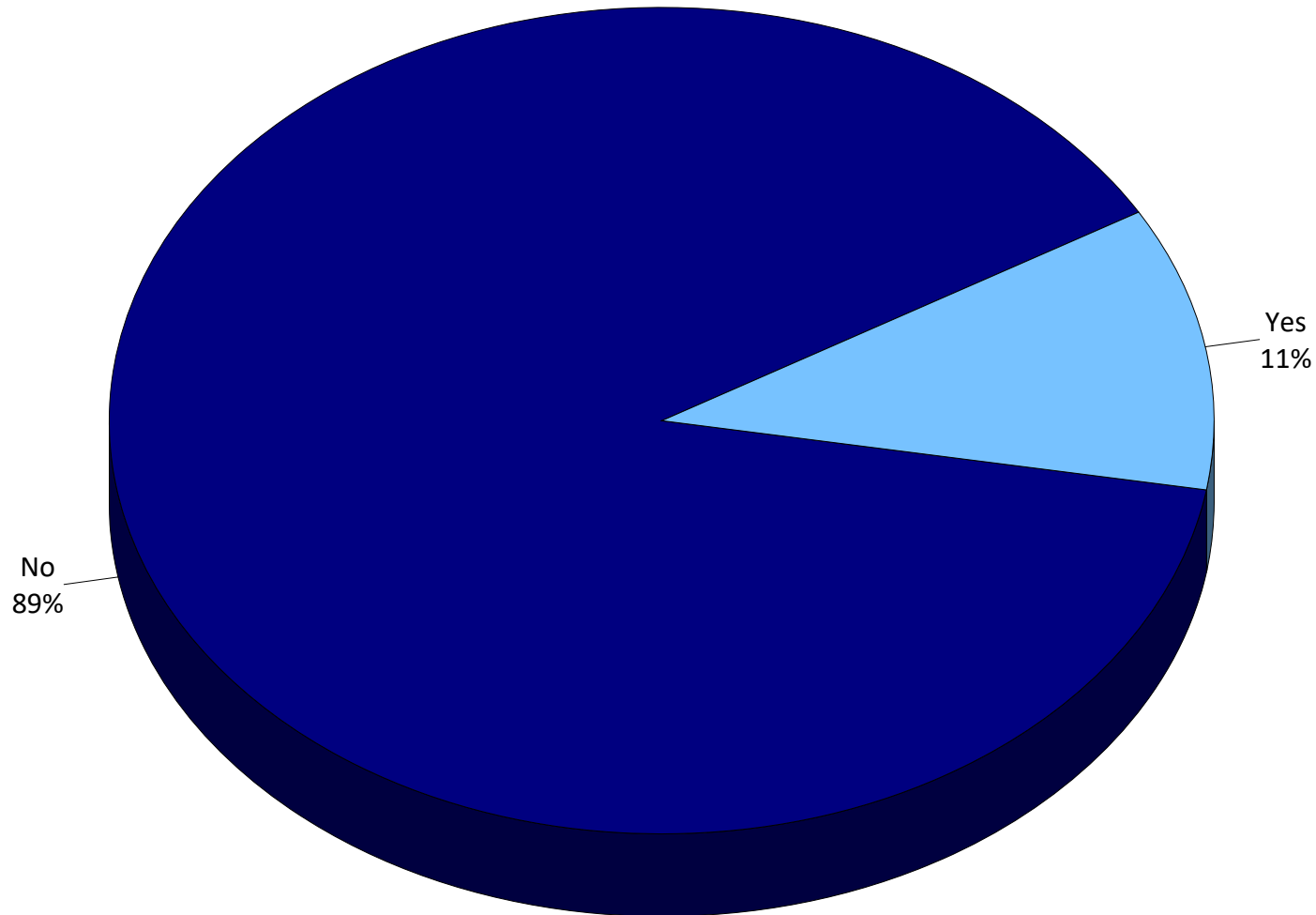
Q31. Are you or is anyone in your household disabled?

by percentage of respondents (excluding "not provided")



Q32. Are you or is anyone in your household a member of the LGBTQ+ community?

by percentage of respondents (excluding "not provided")



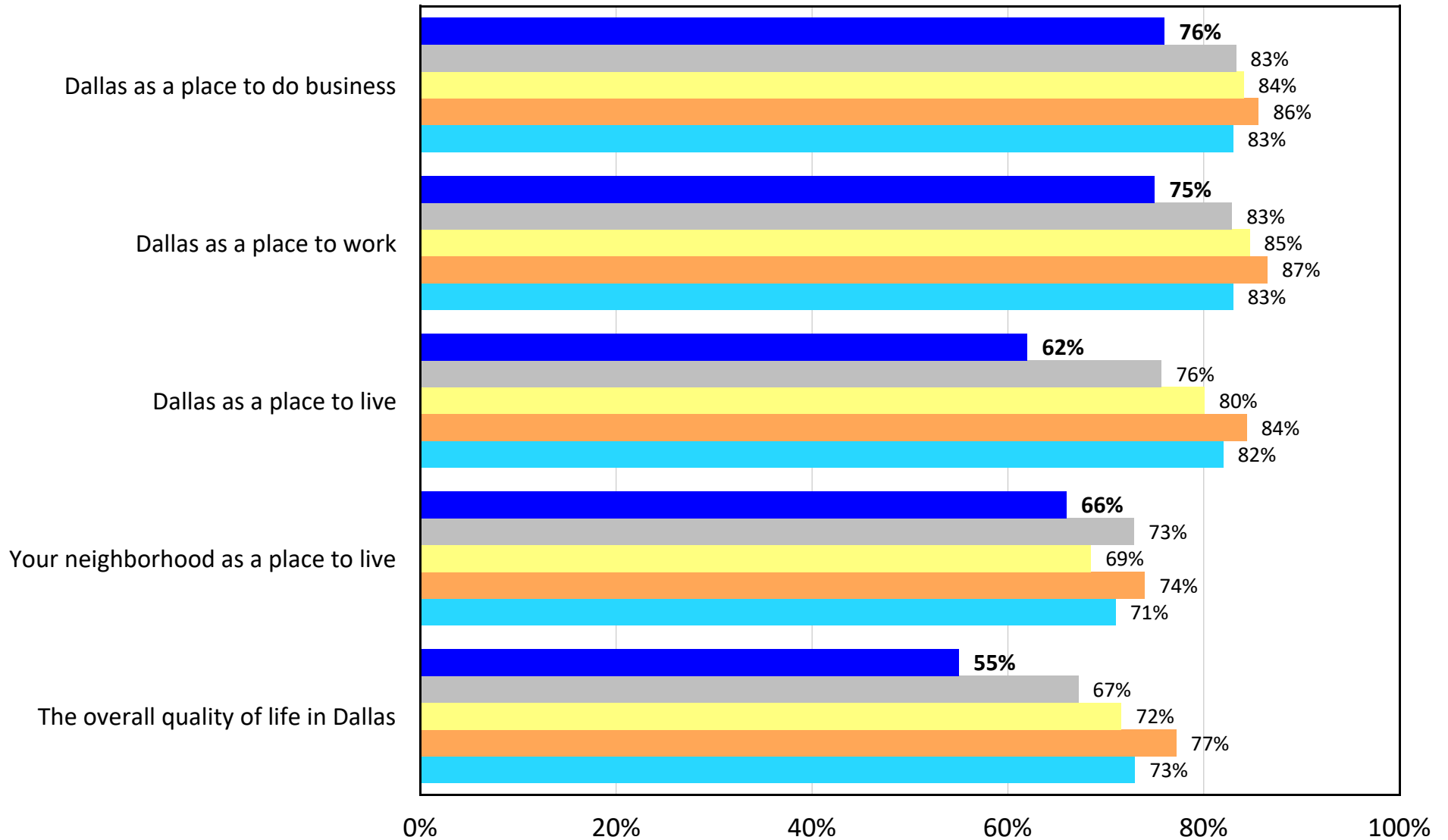
3

Trend Charts

Q1. Quality of Life Ratings

Trends - 2023, 2020, 2018, 2016, 2014

by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Source: ETC Institute (2023)

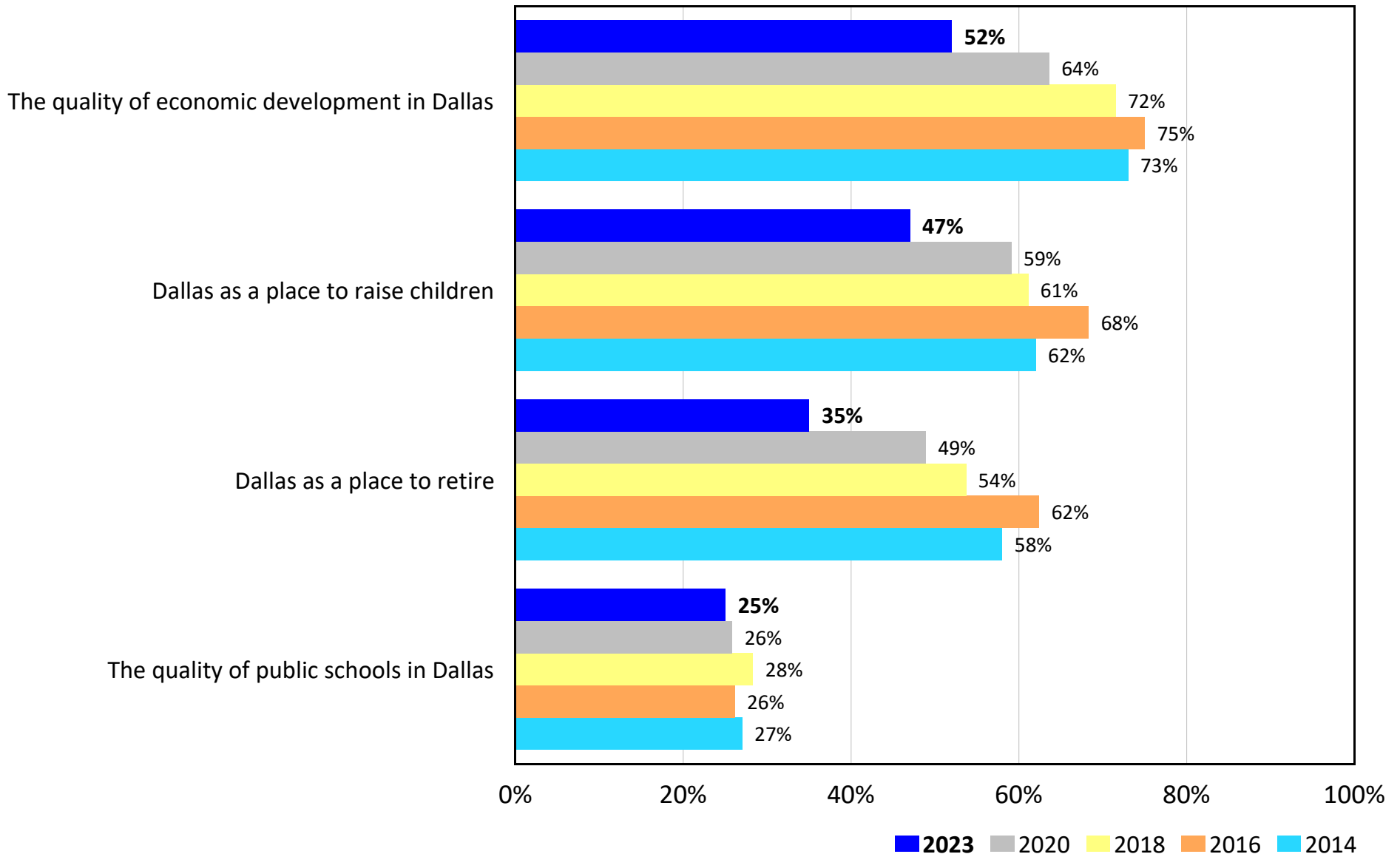
ETC Institute (2023)

■ 2023 ■ 2020 ■ 2018 ■ 2016 ■ 2014

Q1. Quality of Life Ratings (Cont.)

Trends - 2023, 2020, 2018, 2016, 2014

by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



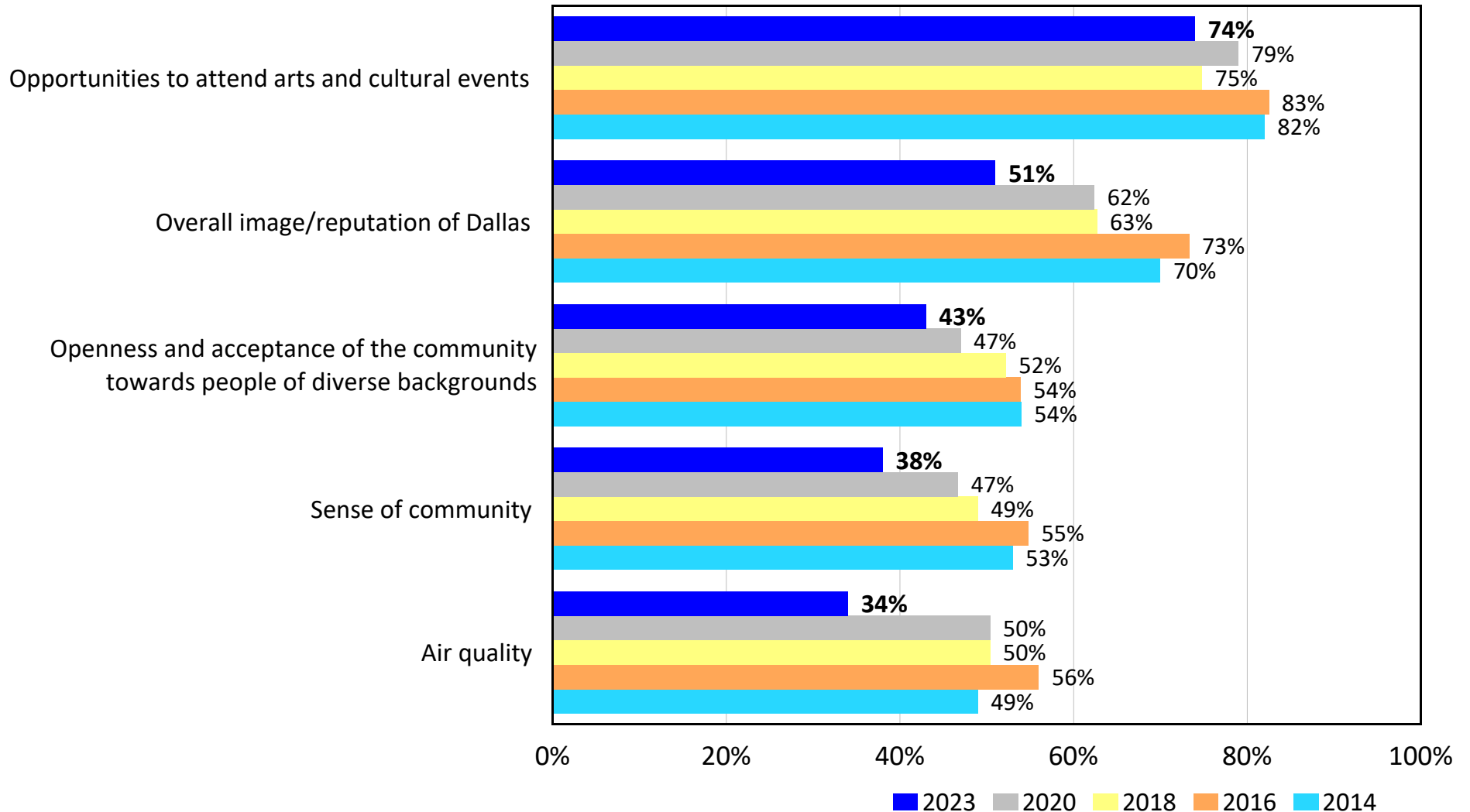
Source: ETC Institute (2023)

ETC Institute (2023)

Q2. Ratings of Characteristics of the Community: General Characteristics and Opportunities

Trends - 2023, 2020, 2018, 2016, 2014

by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)

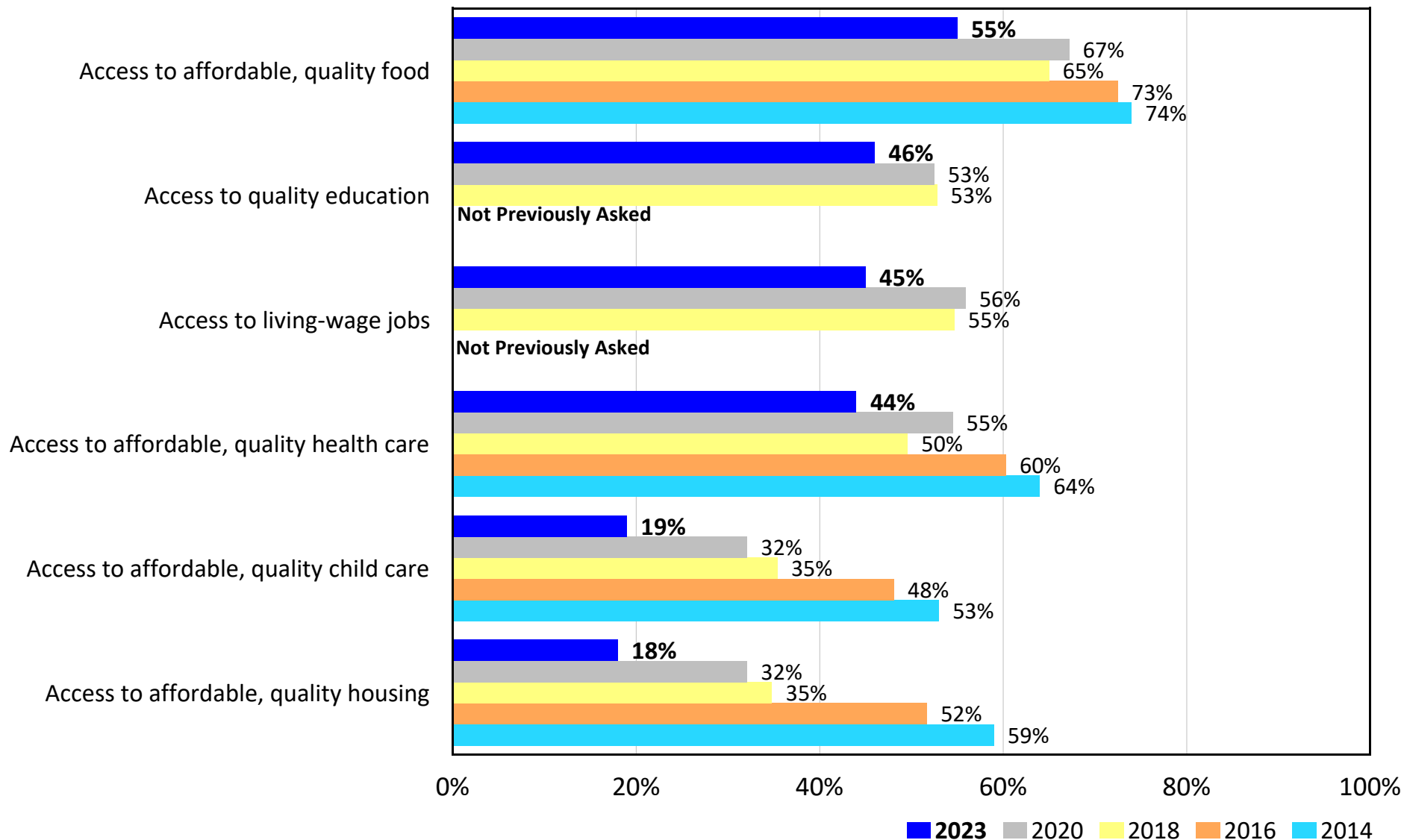


Source: ETC Institute (2023)

ETC Institute (2023)

Q2. Ratings of Characteristics of the Community: Access Trends - 2023, 2020, 2018, 2016, 2014

by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)

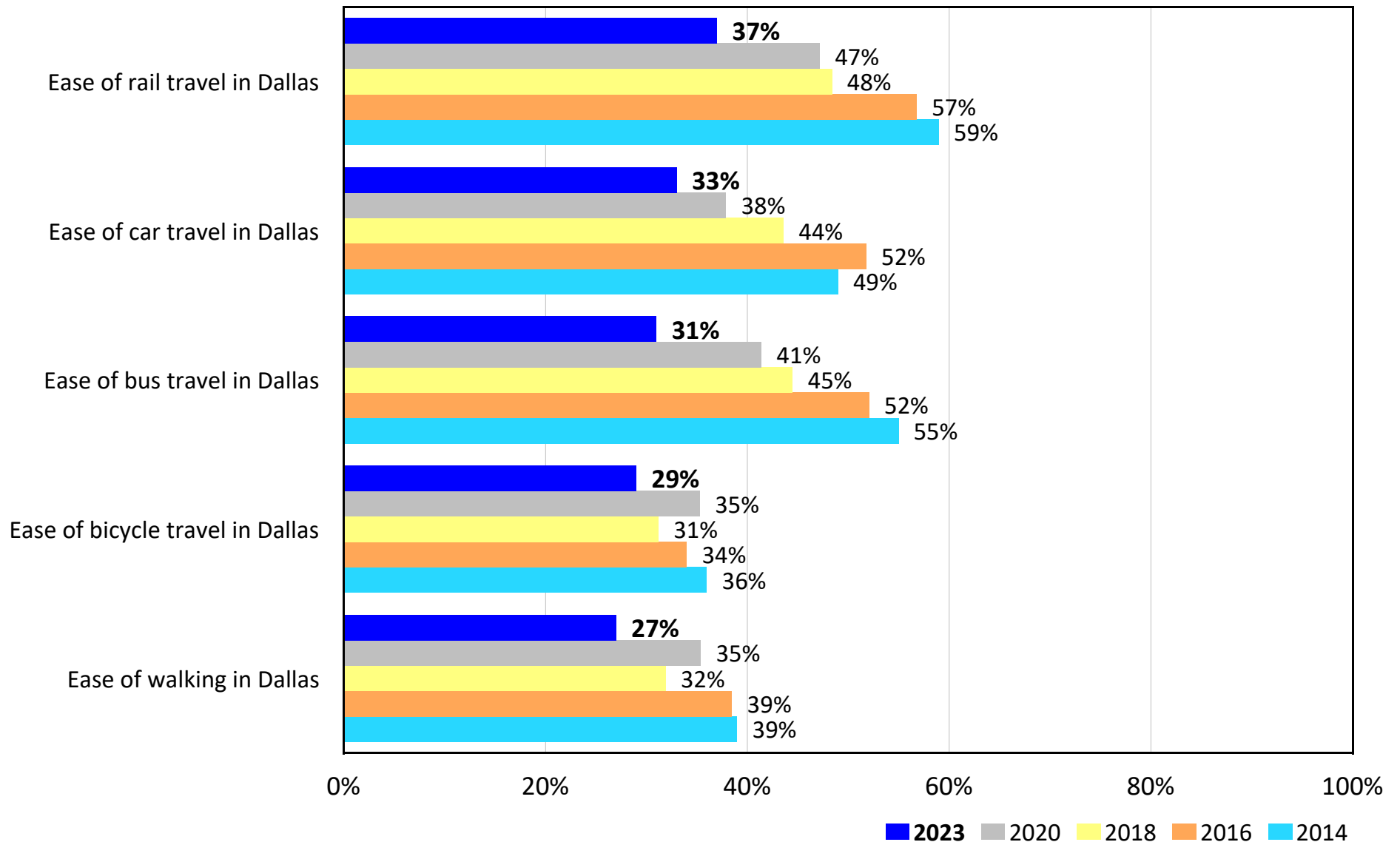


Source: ETC Institute (2023)
ETC Institute (2023)

Q2. Ratings of Characteristics of the Community: Mobility

Trends - 2023, 2020, 2018, 2016, 2014

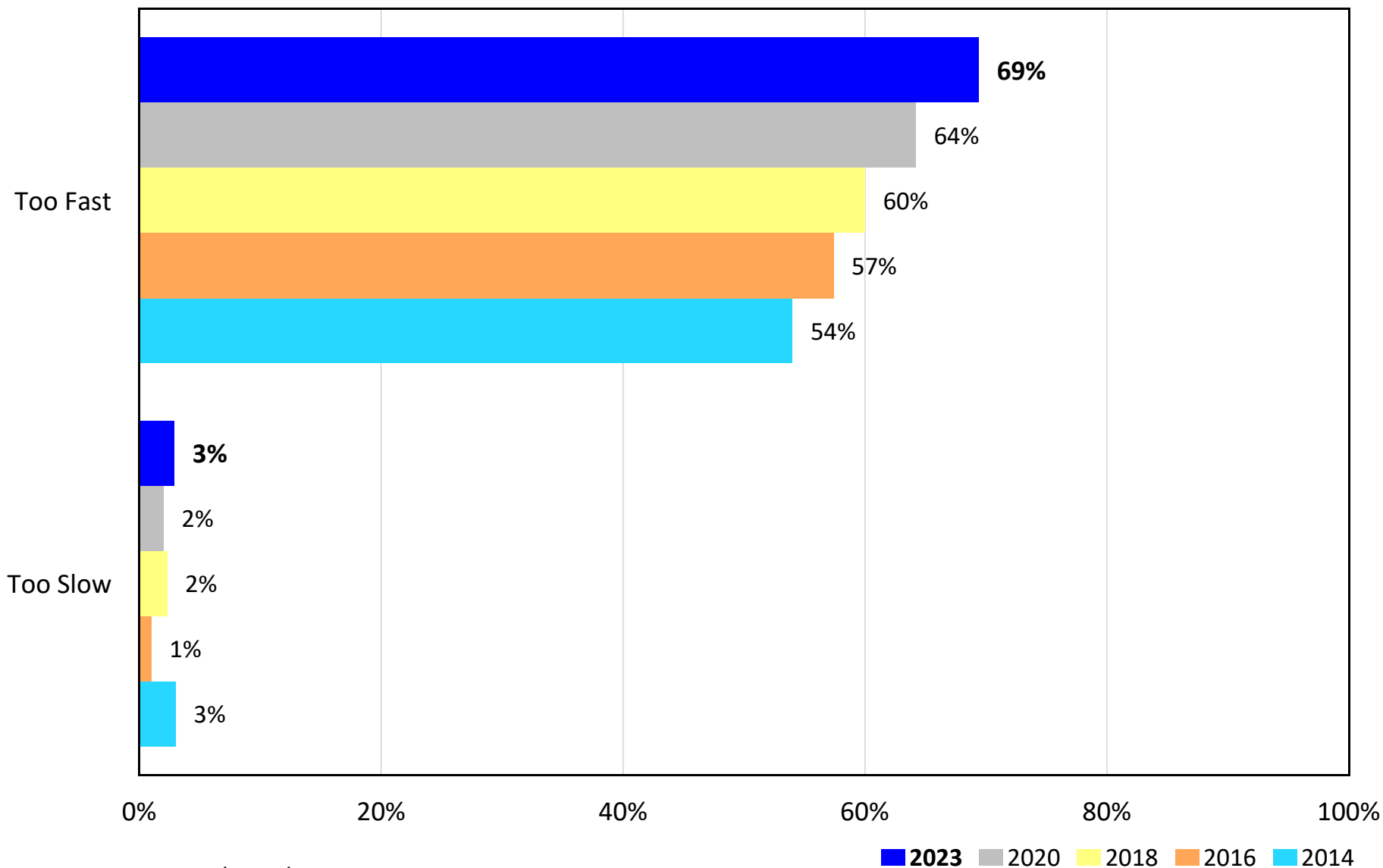
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Source: ETC Institute (2023)
ETC Institute (2023)

Q4. Ratings of Population Growth in Dallas: *Trends - 2023, 2020, 2018, 2016, 2014*

by percentage of respondents (excluding don't knows)

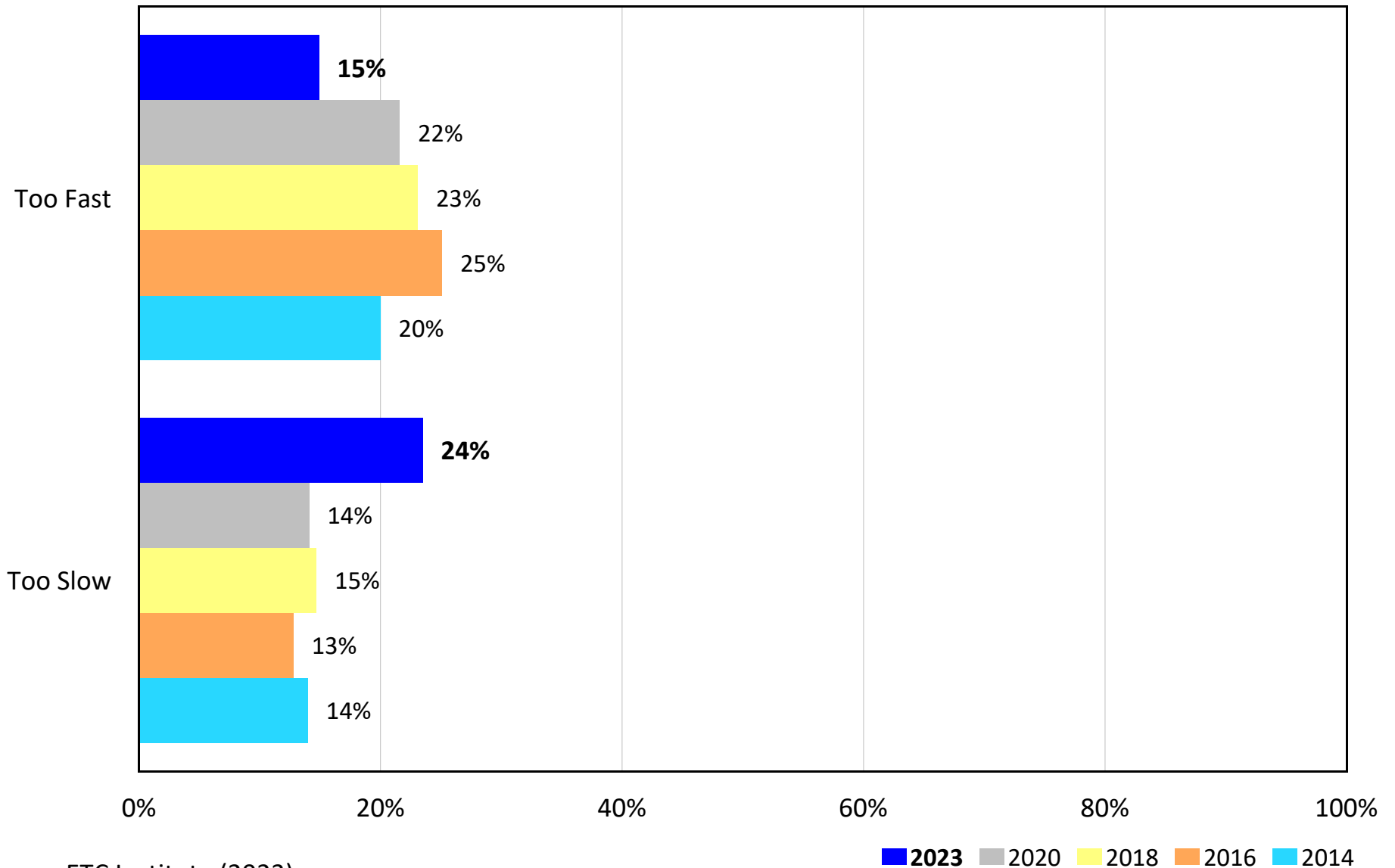


Source: ETC Institute (2023)

ETC Institute (2023)

Q4. Ratings of Retail Growth in Dallas: *Trends - 2023, 2020, 2018, 2016, 2014*

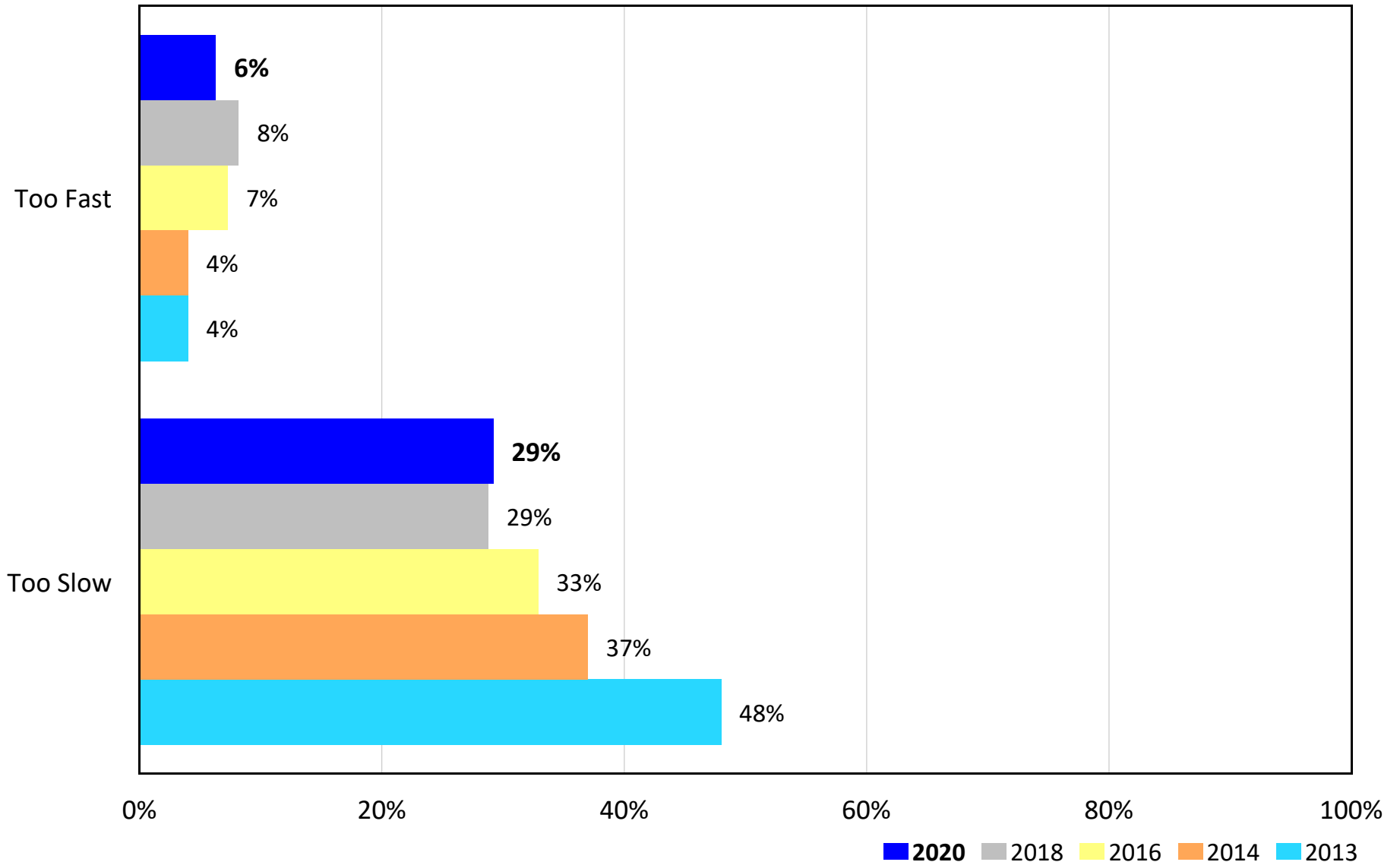
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2023)
ETC Institute (2023)

Q4. Ratings of Job Growth in Dallas: *Trends - 2023, 2020, 2018, 2016, 2014*

by percentage of respondents (excluding don't knows)

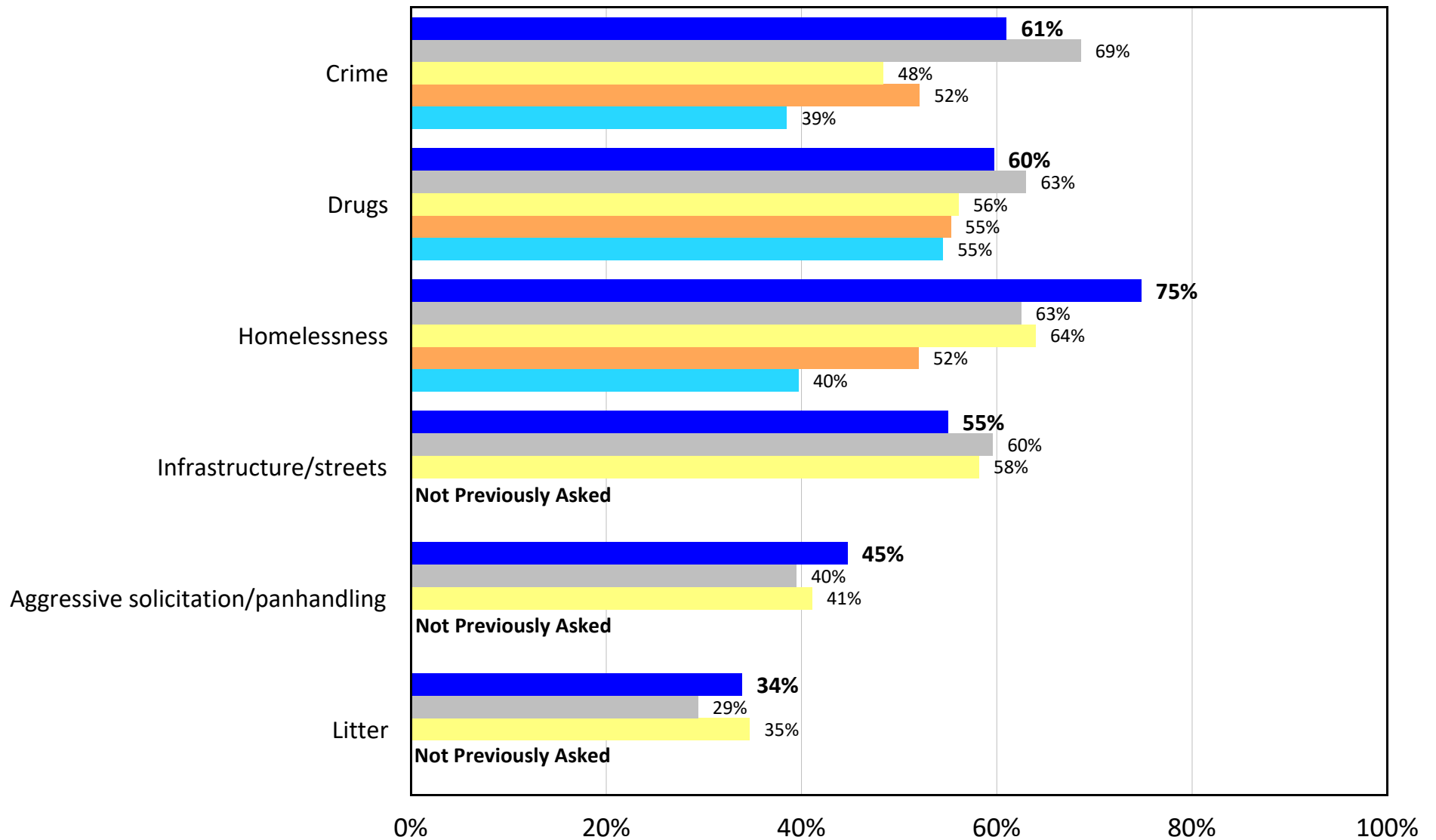


Source: ETC Institute (2023)
ETC Institute (2023)

Q5. Perceptions of Problems in the City of Dallas

Trends - 2023, 2020, 2018, 2016, 2014

by percentage of respondents who rated the item as a “major problem” (excluding don't knows)



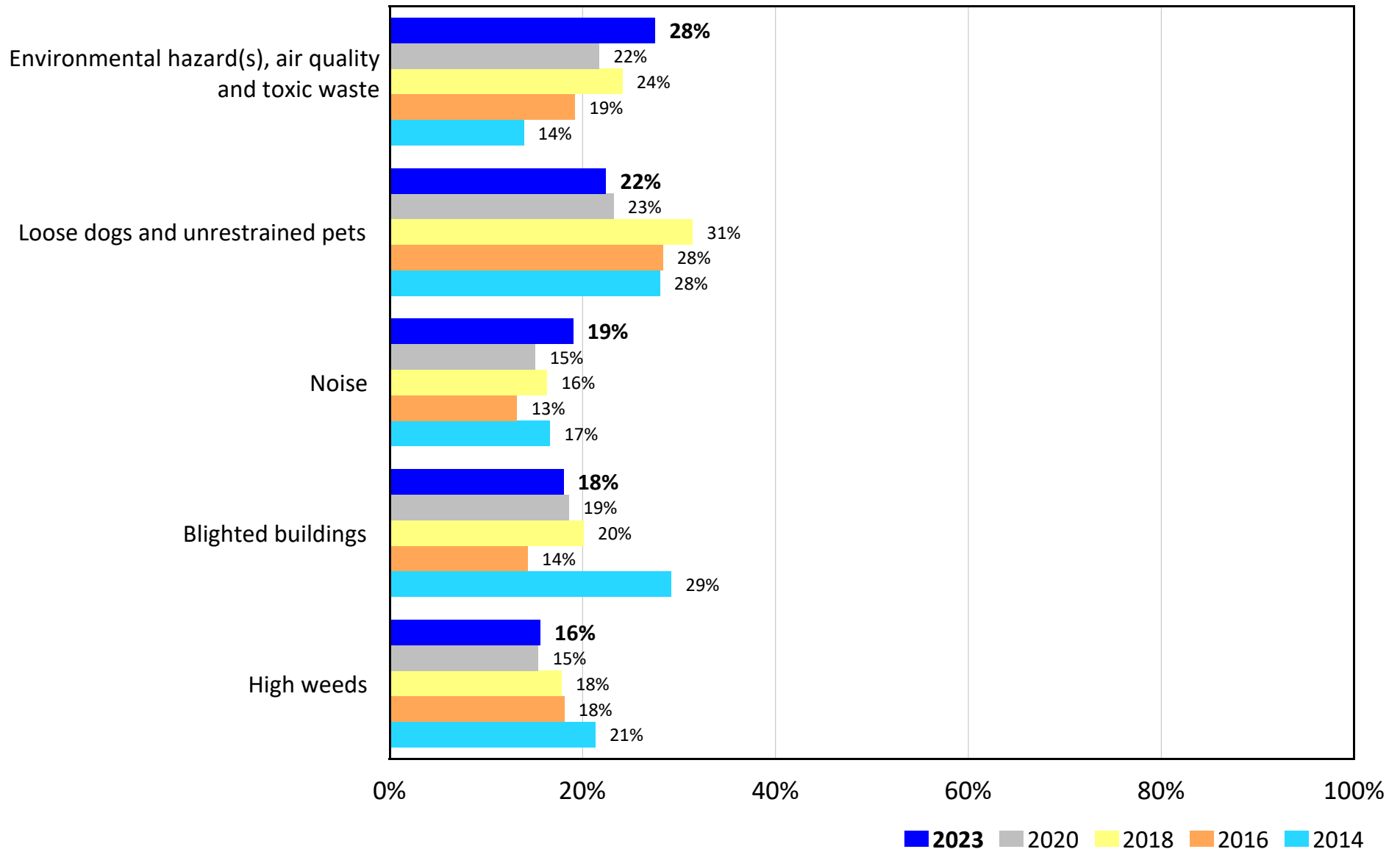
Source: ETC Institute (2023)
ETC Institute (2023)

■ 2023 ■ 2020 ■ 2018 ■ 2016 ■ 2014

Q5. Perceptions of Problems in the City of Dallas (Cont.)

Trends - 2023, 2020, 2018, 2016, 2014

by percentage of respondents who rated the item as a “major problem” (excluding don't knows)



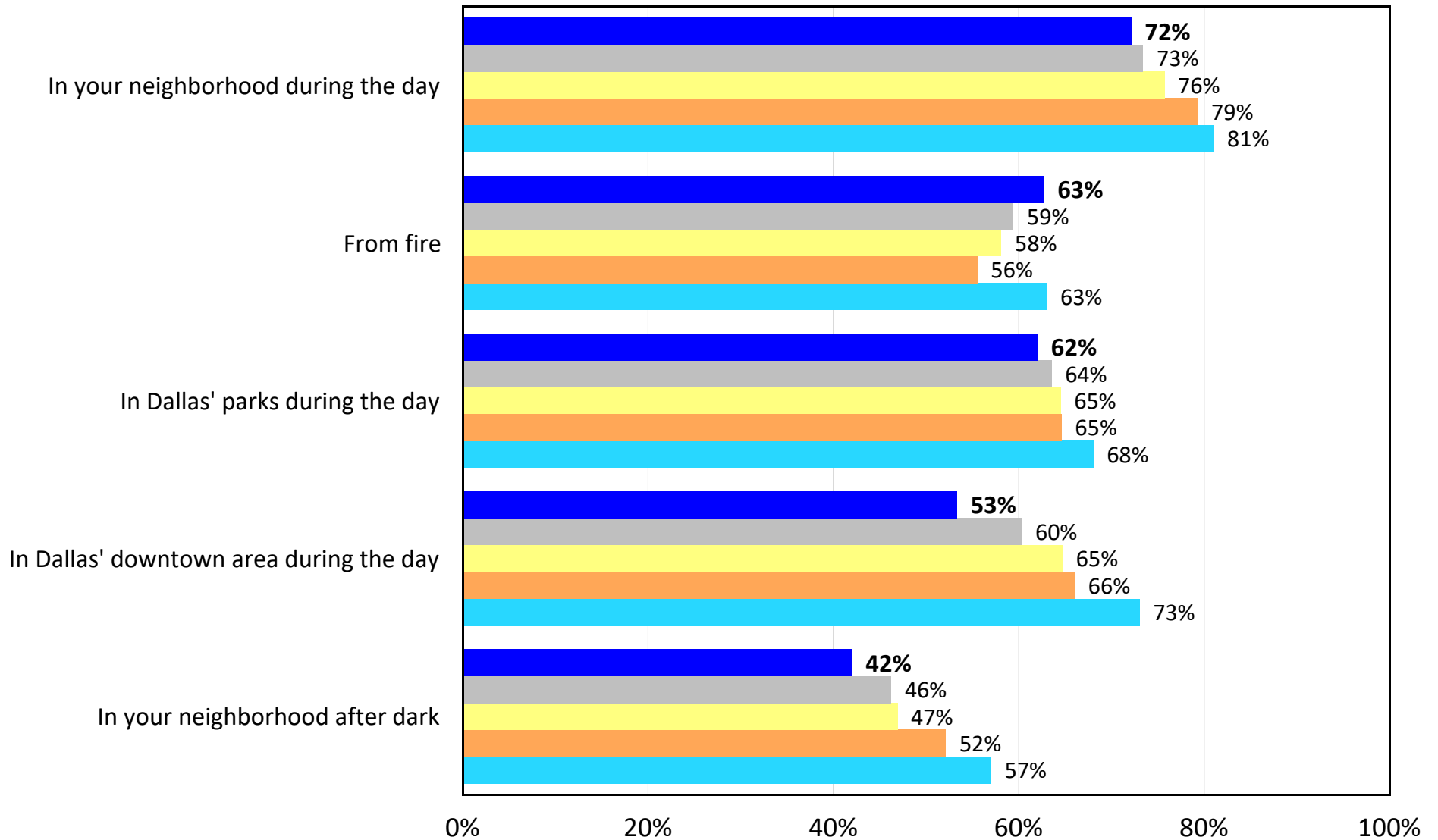
Source: ETC Institute (2023)

ETC Institute (2023)

Q6. Perceptions of Safety in the City

Trends - 2023, 2020, 2018, 2016, 2014

by percentage of respondents who rated the item as "very safe" or "somewhat safe" (excluding don't knows)



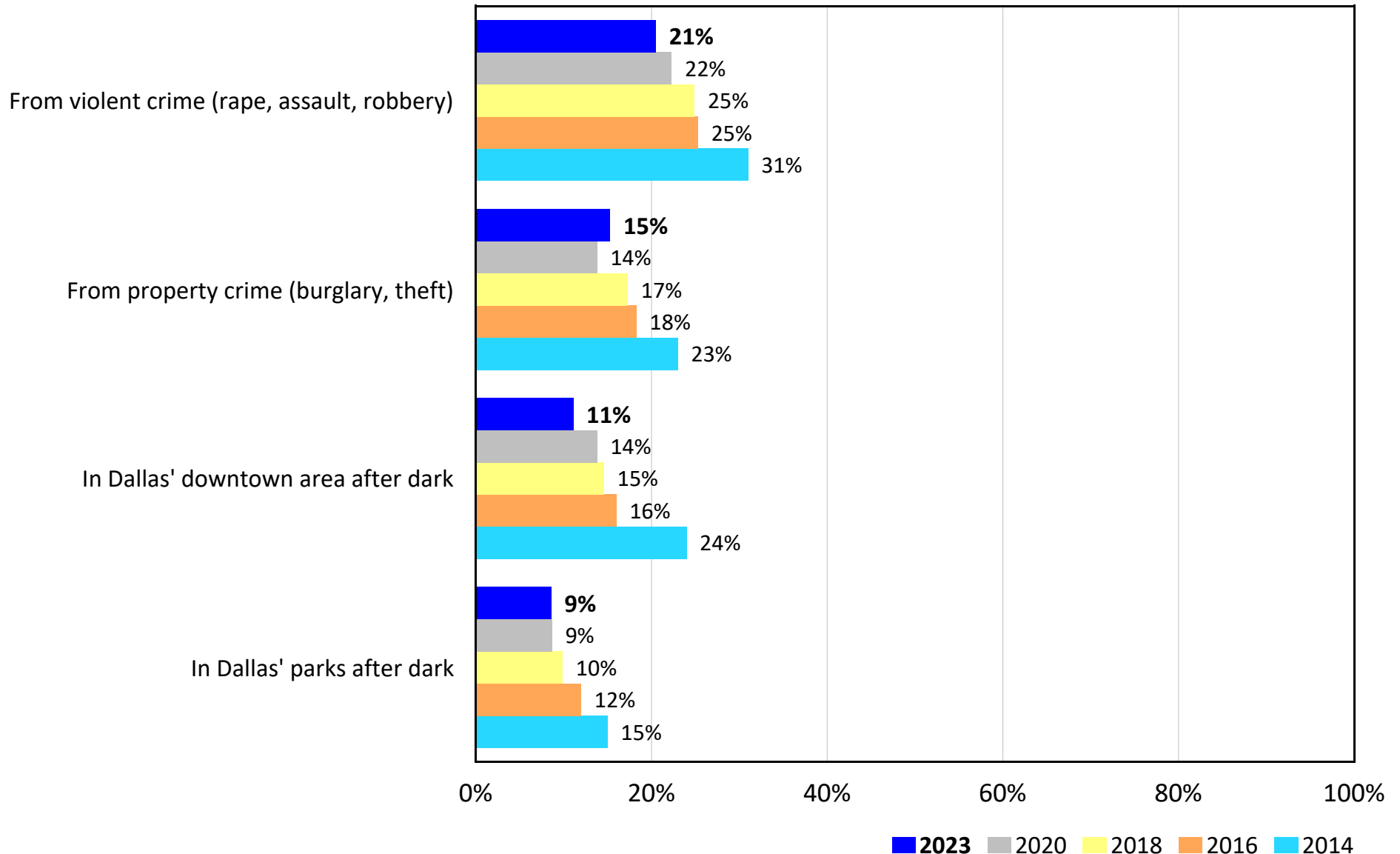
Source: ETC Institute (2023)
ETC Institute (2023)

2023 2020 2018 2016 2014

Q6. Perceptions of Safety in the City (Cont.)

Trends - 2023, 2020, 2018, 2016, 2014

by percentage of respondents who rated the item as "very safe" or "somewhat safe" (excluding don't knows)



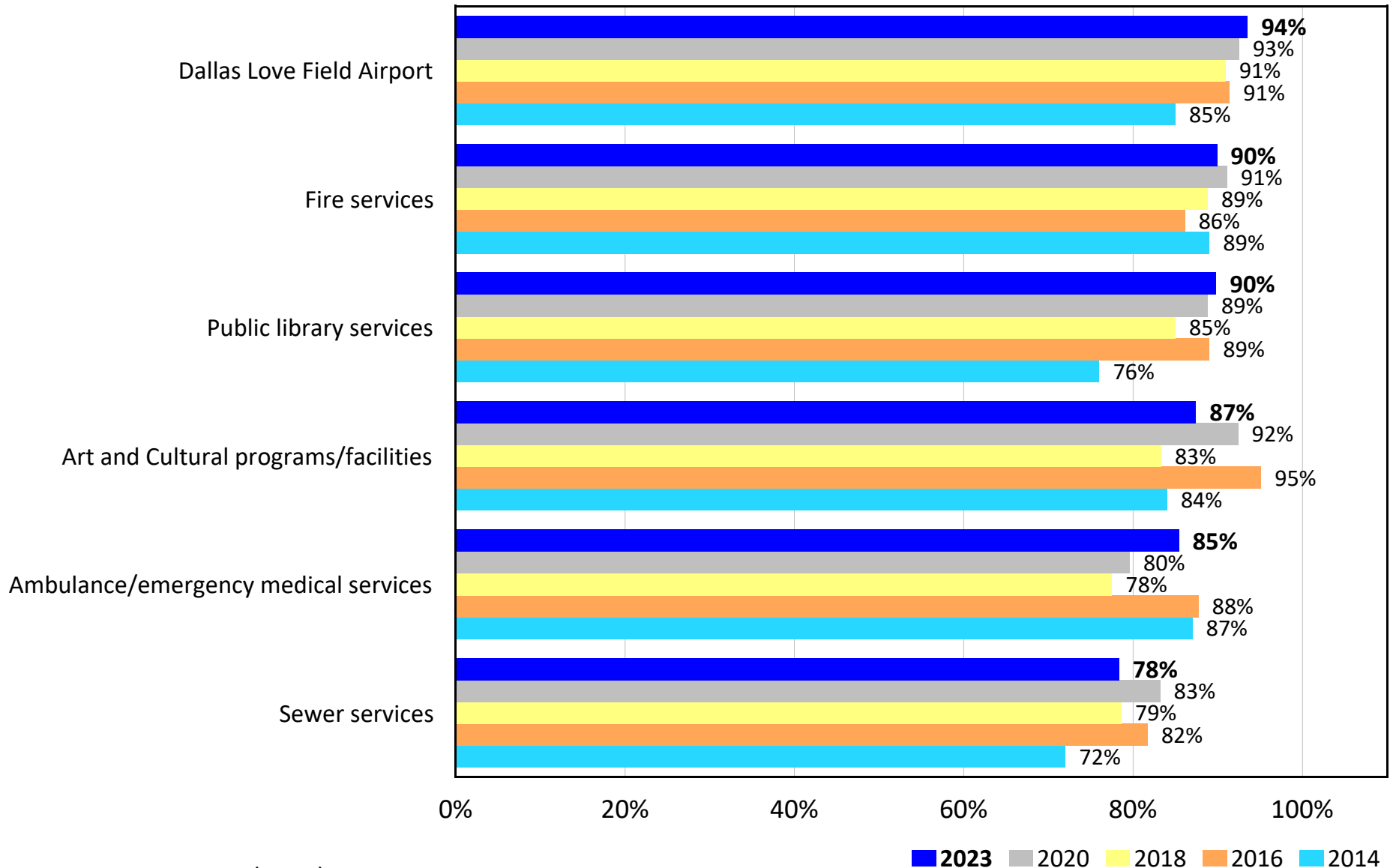
Source: ETC Institute (2023)

ETC Institute (2023)

Q7. Ratings of Major Categories of City Services

Trends - 2023, 2020, 2018, 2016, 2014

by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)

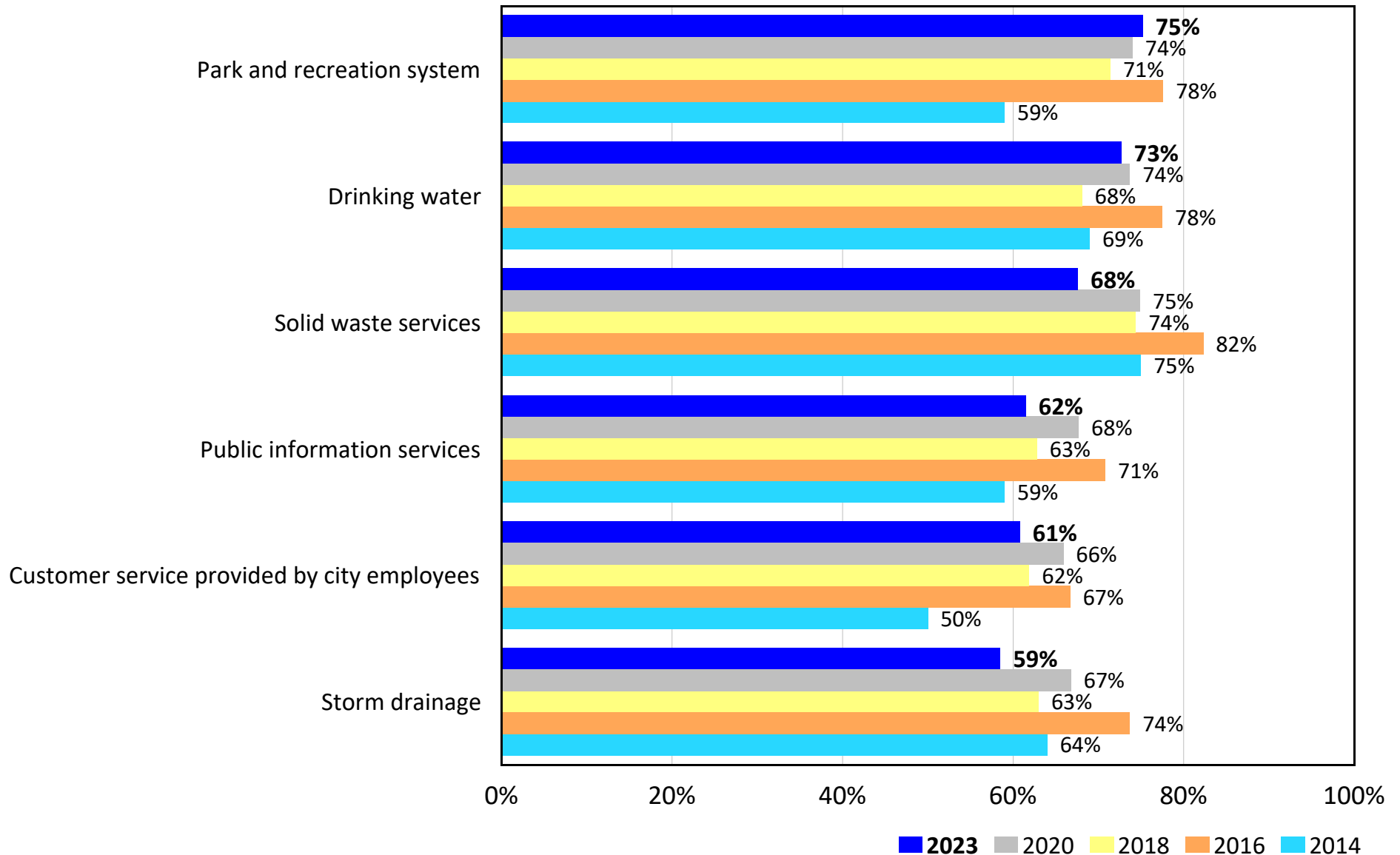


Source: ETC Institute (2023)
ETC Institute (2023)

Q7. Ratings of Major Categories of City Services (Cont.)

Trends - 2023, 2020, 2018, 2016, 2014

by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



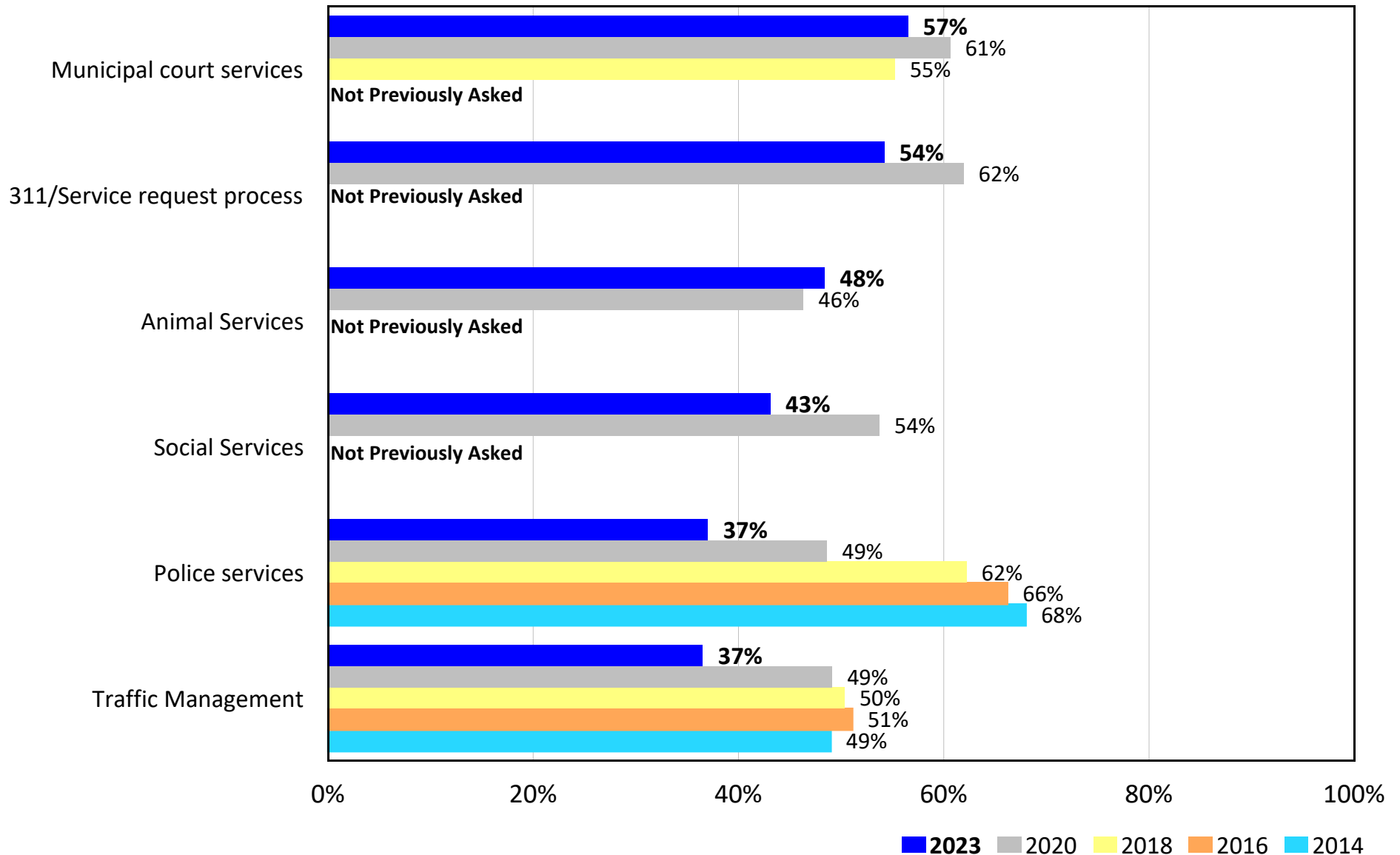
Source: ETC Institute (2023)

ETC Institute (2023)

Q7. Ratings of Major Categories of City Services (Cont.)

Trends - 2023, 2020, 2018, 2016, 2014

by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)

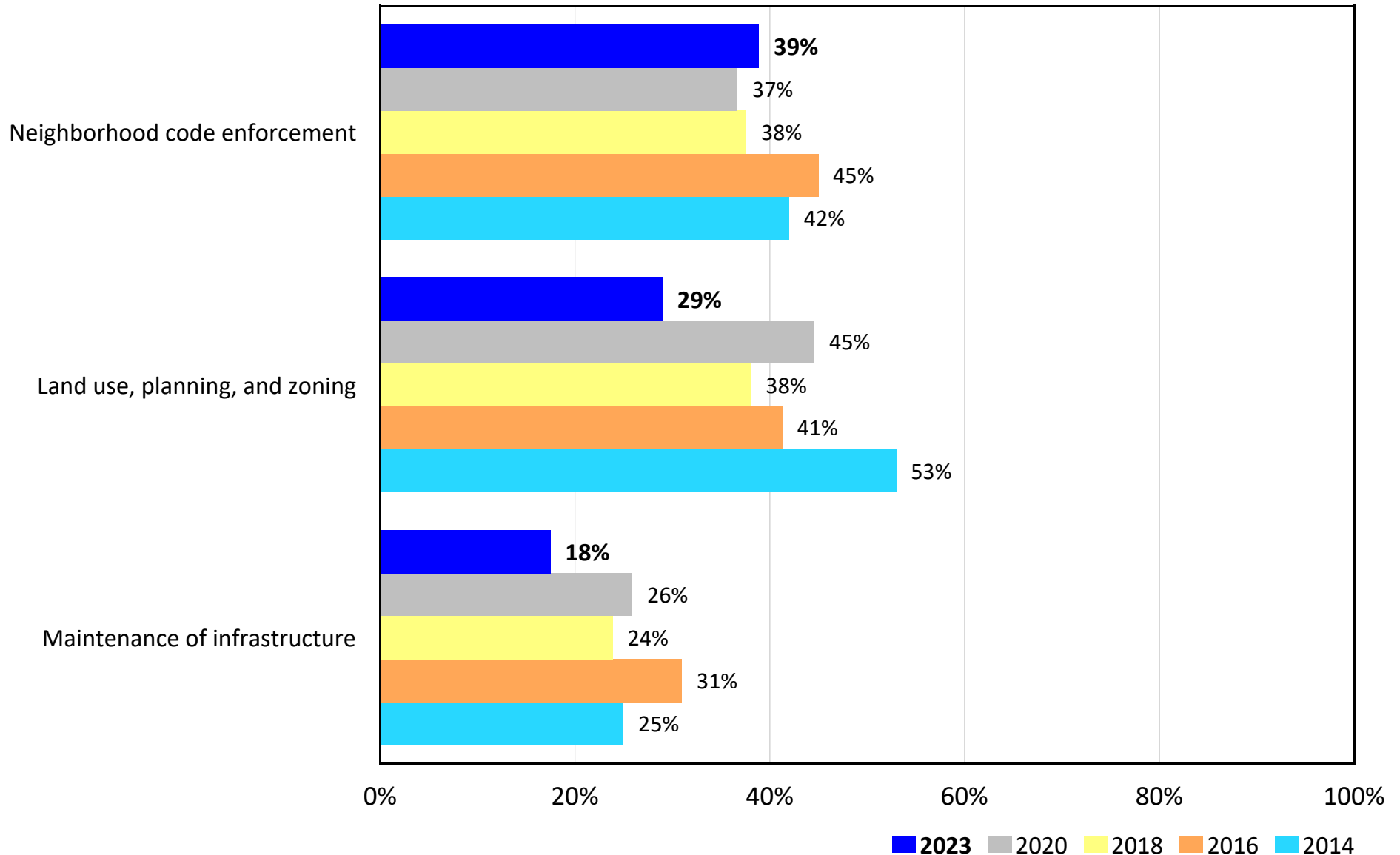


Source: ETC Institute (2023)
ETC Institute (2023)

Q7. Ratings of Major Categories of City Services (Cont.)

Trends - 2023, 2020, 2018, 2016, 2014

by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)

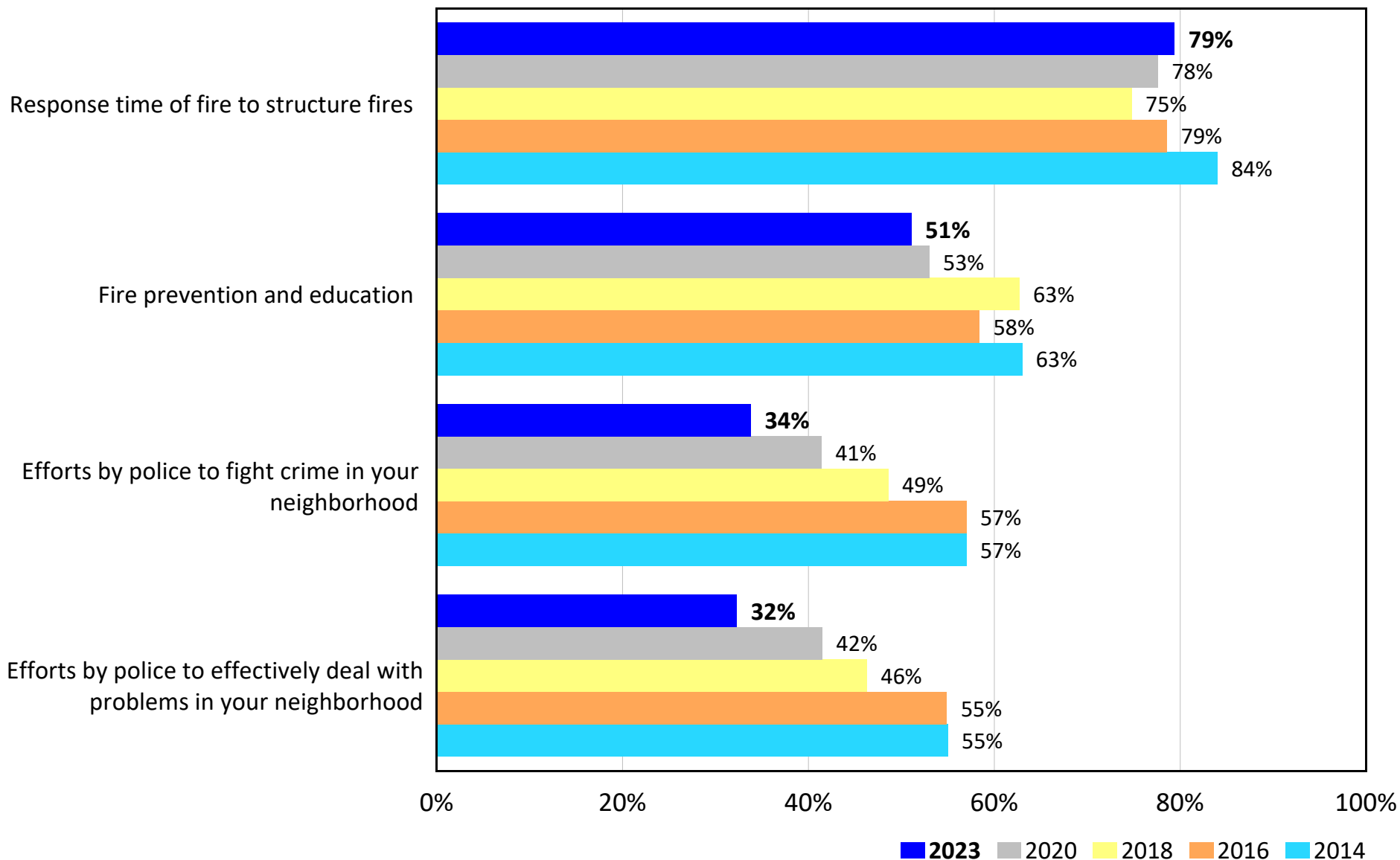


Source: ETC Institute (2023)
ETC Institute (2023)

Q9. Ratings of Public Safety Services

Trends - 2023, 2020, 2018, 2016, 2014

by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



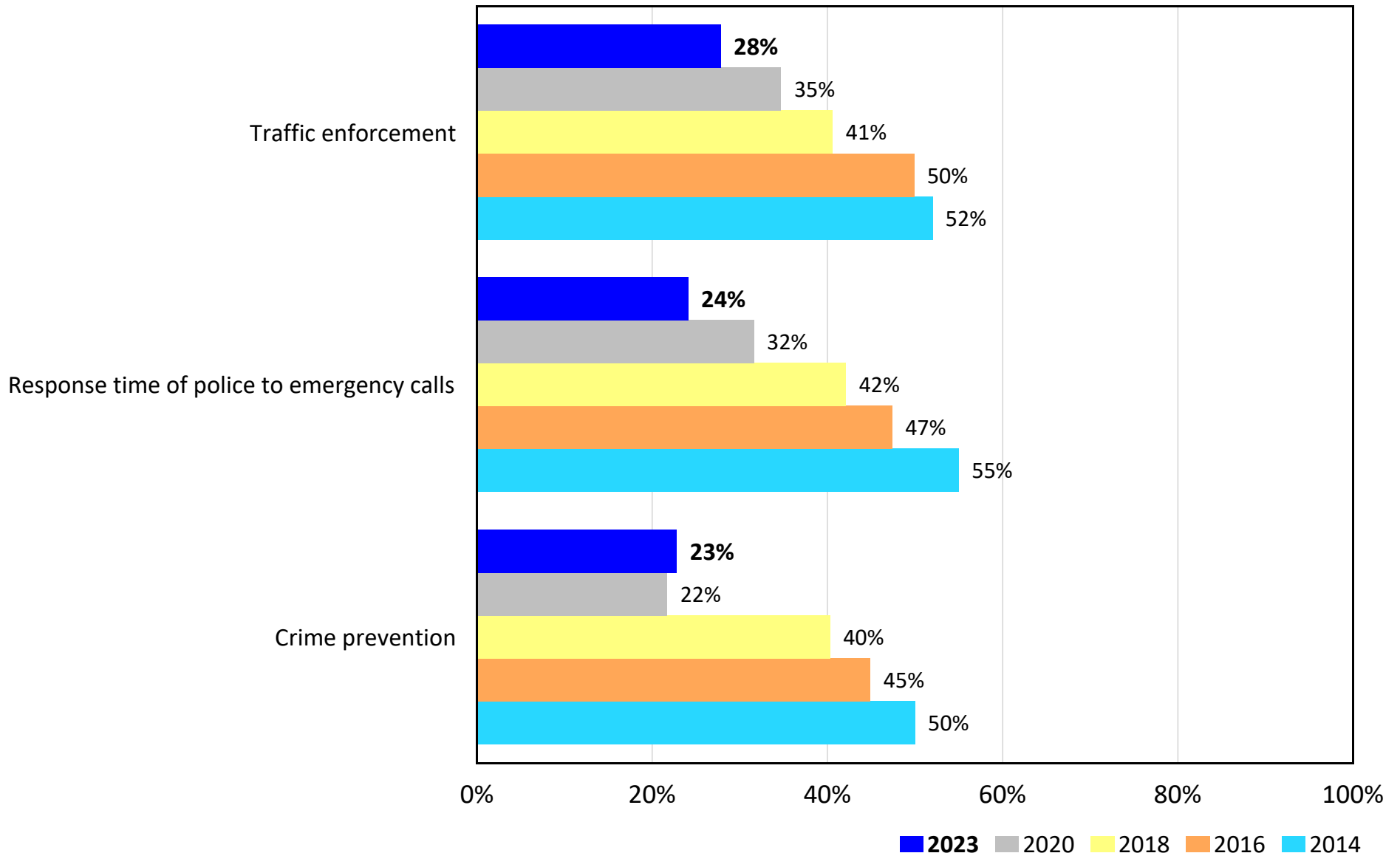
Source: ETC Institute (2023)

ETC Institute (2023)

Q9. Ratings of Public Safety Services (Cont.)

Trends - 2023, 2020, 2018, 2016, 2014

by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



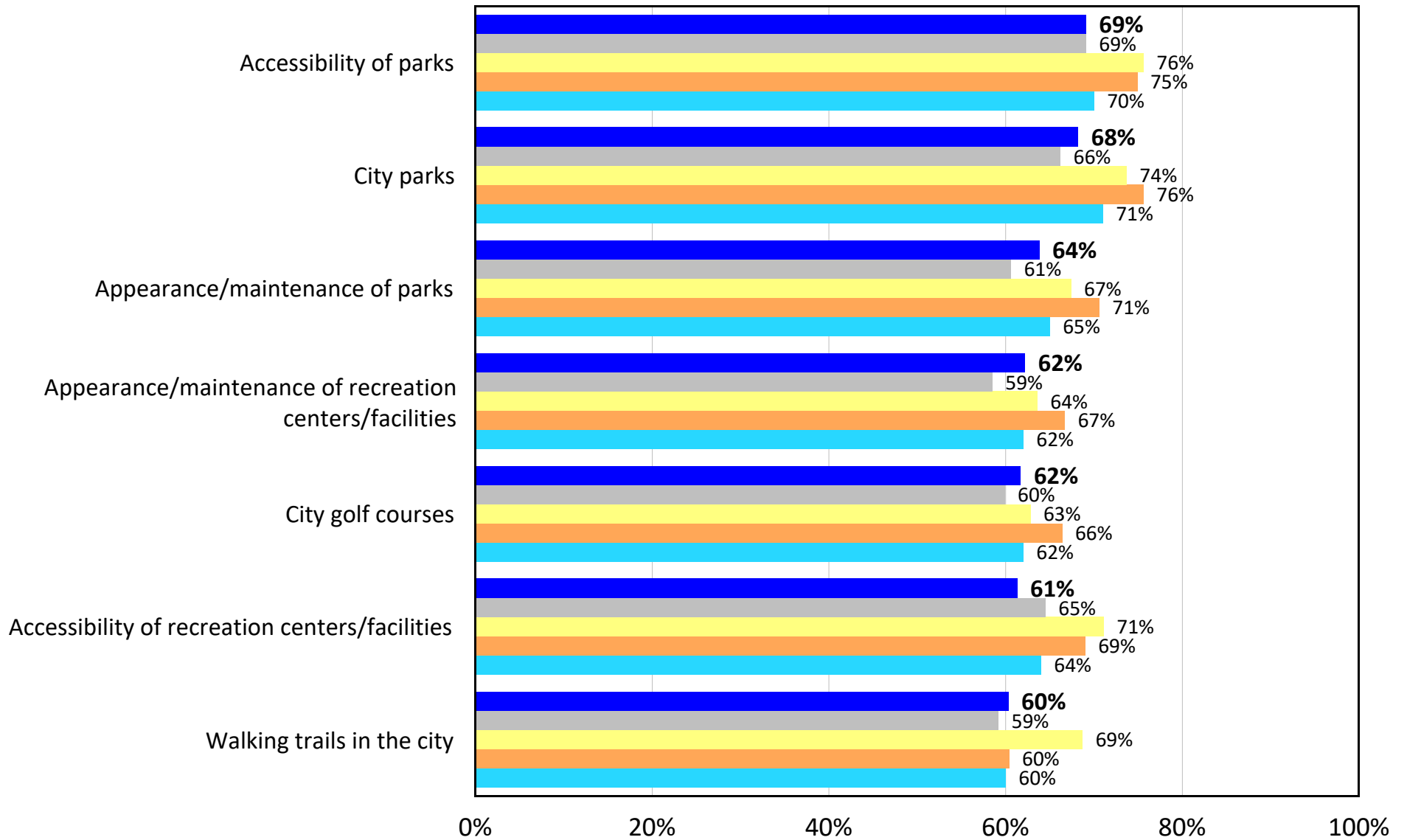
Source: ETC Institute (2023)

ETC Institute (2023)

Q11. Ratings of Parks and Recreation Services

Trends - 2023, 2020, 2018, 2016, 2014

by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Source: ETC Institute (2023)

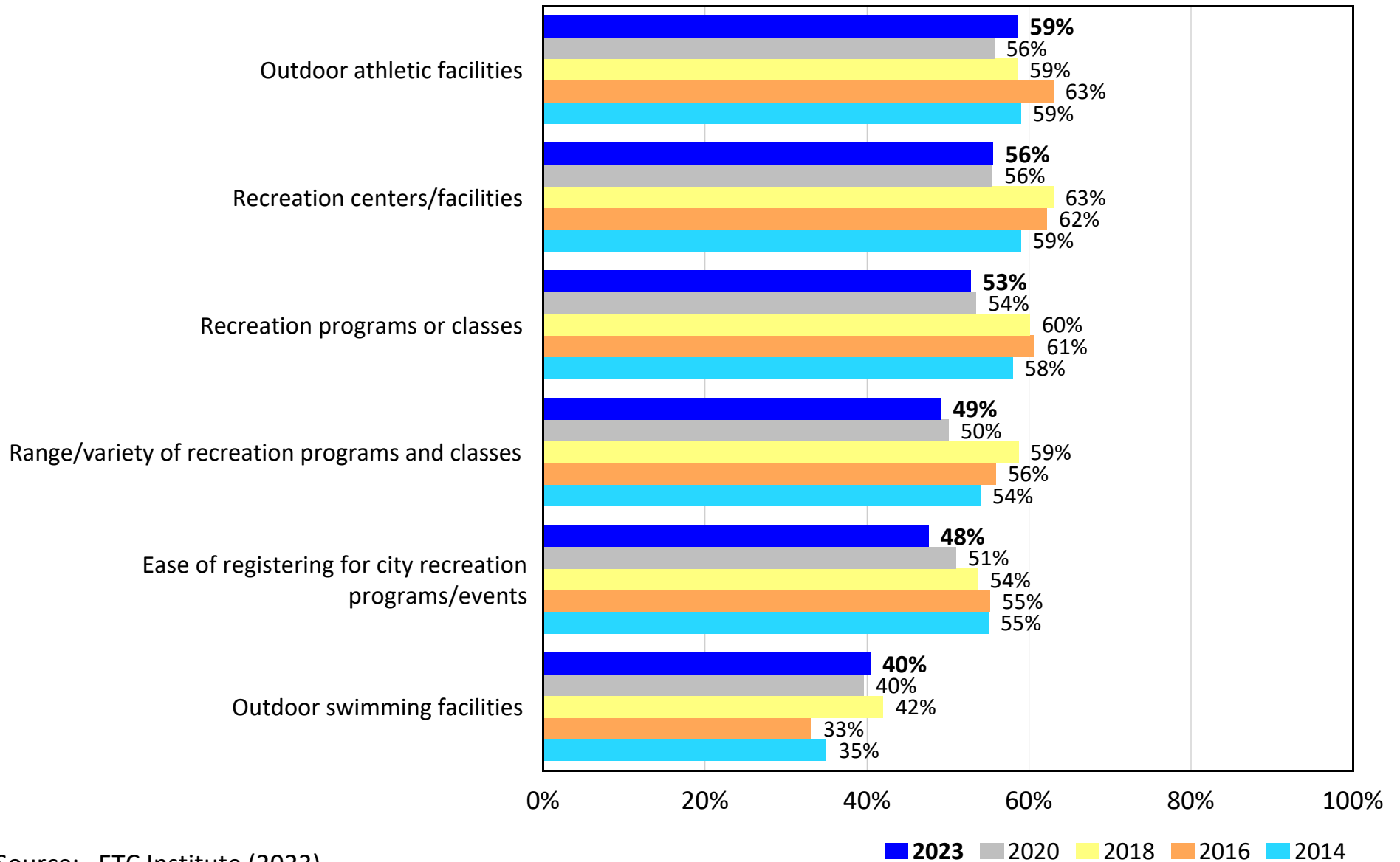
ETC Institute (2023)

■ 2023 ■ 2020 ■ 2018 ■ 2016 ■ 2014

Q11. Ratings of Parks and Recreation Services (Cont.)

Trends - 2023, 2020, 2018, 2016, 2014

by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



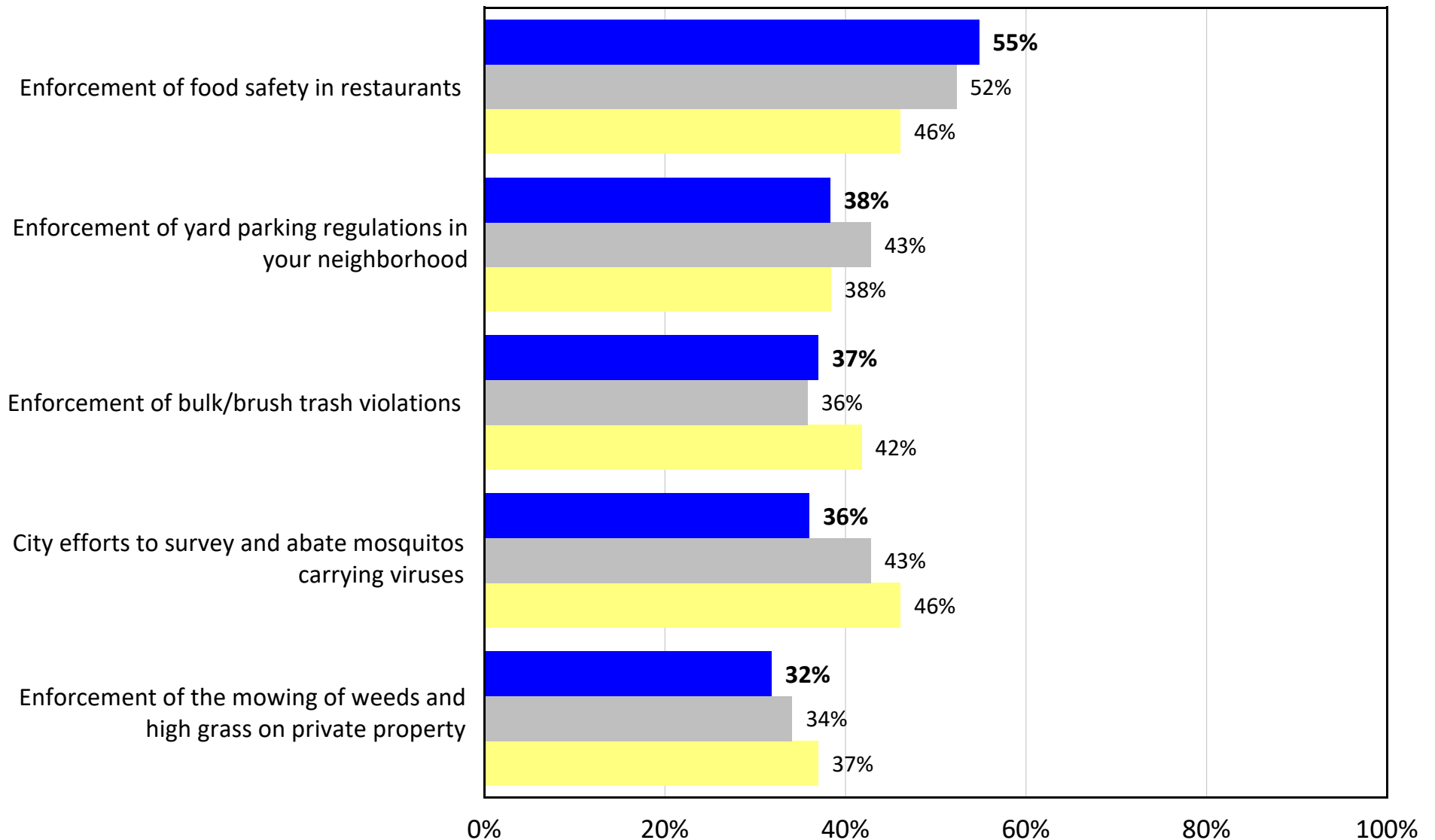
Source: ETC Institute (2023)

ETC Institute (2023)

Q13. Ratings of Code Enforcement Services

Trends - 2023, 2020, 2018

by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Source: ETC Institute (2023)

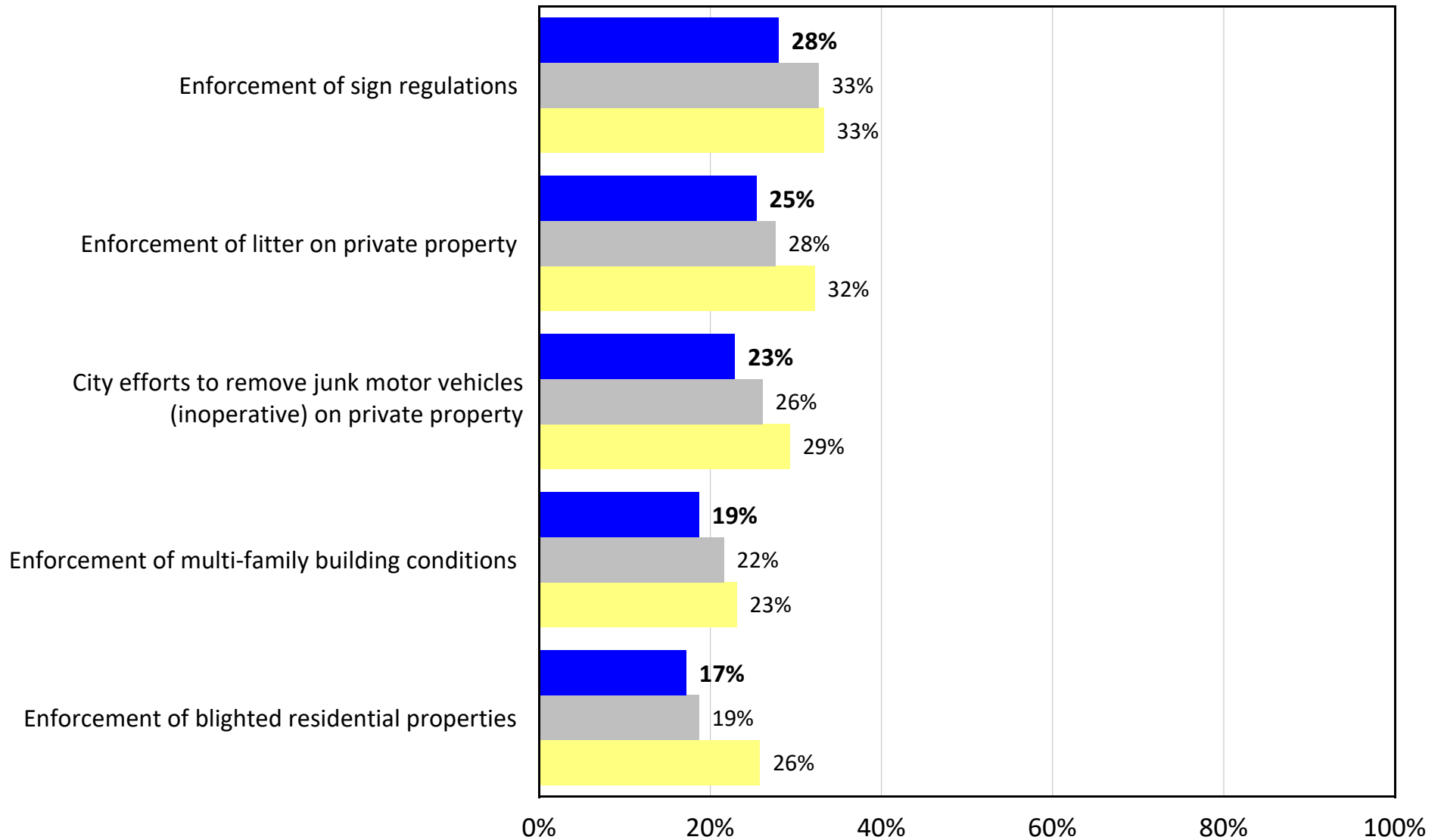
ETC Institute (2023)

■ 2023 ■ 2020 ■ 2018

Q13. Ratings of Code Enforcement Services (Cont.)

Trends - 2023, 2020, 2018

by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



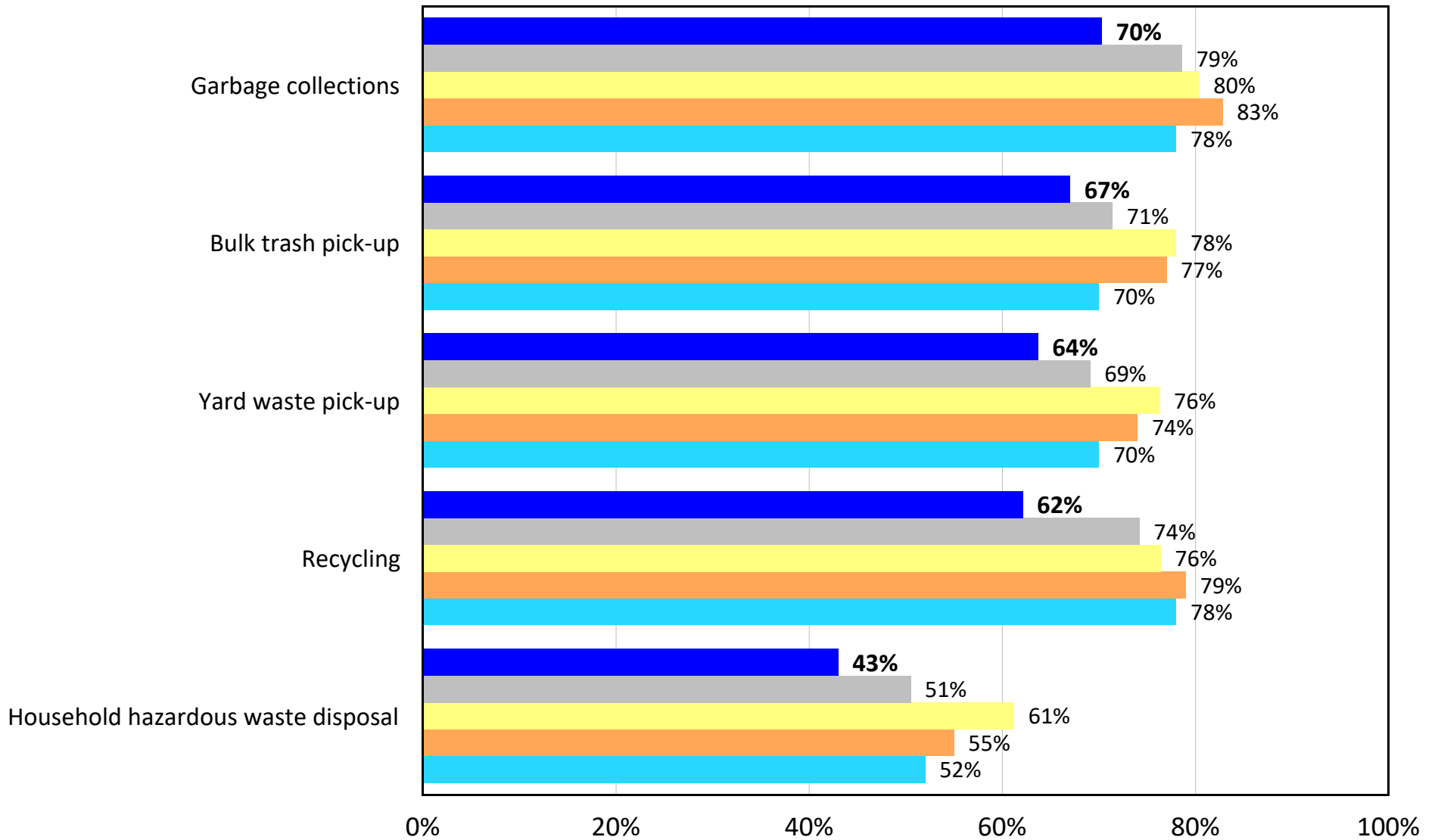
Source: ETC Institute (2023)

ETC Institute (2023)

■ 2023 ■ 2020 ■ 2018

Q15. Ratings of Solid Waste Services Trends - 2023, 2020, 2018, 2016, 2014

by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



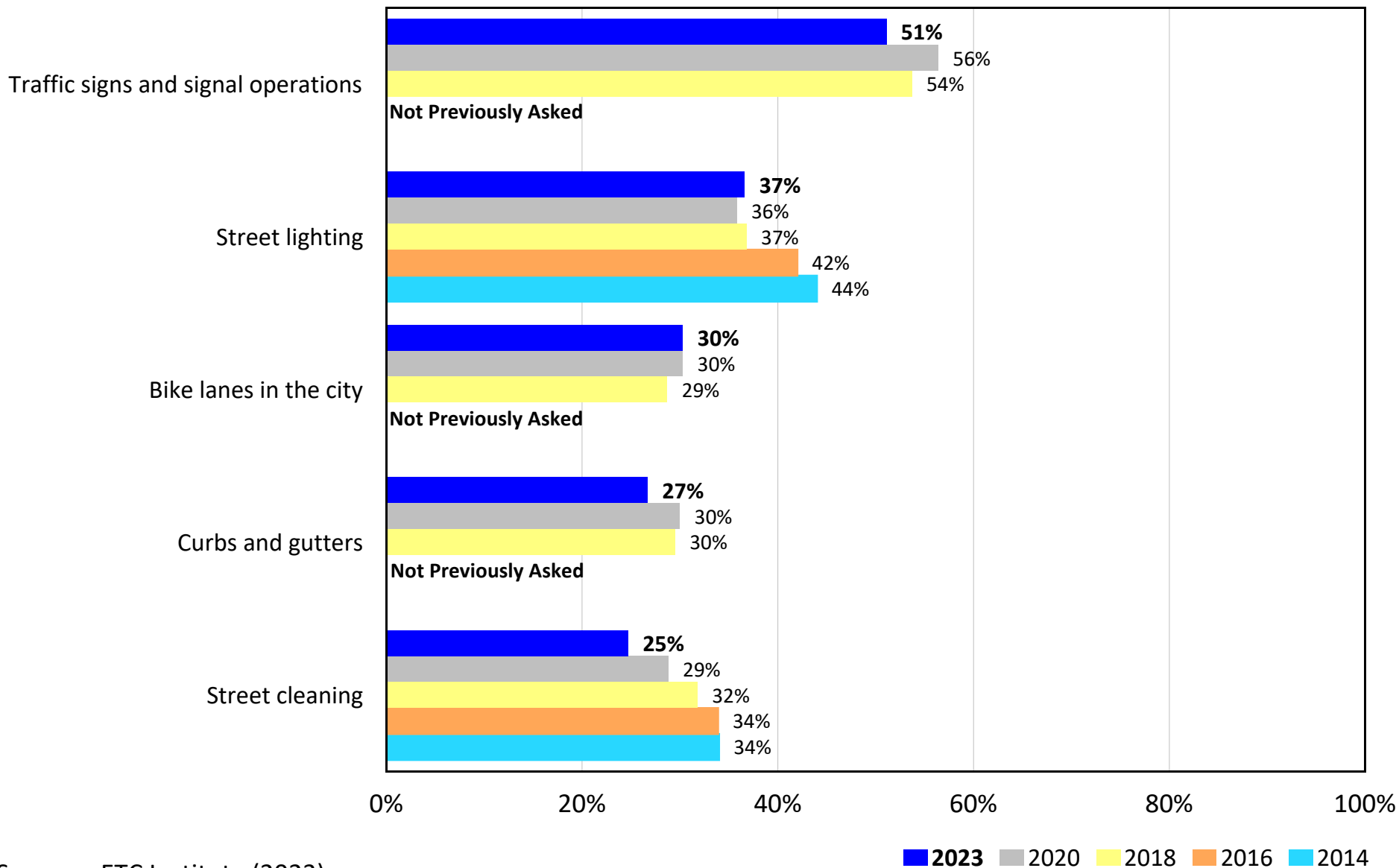
Source: ETC Institute (2023)

ETC Institute (2023)

Q17. Ratings of Streets and Infrastructure/Mobility Services

Trends - 2023, 2020, 2018, 2016, 2014

by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)

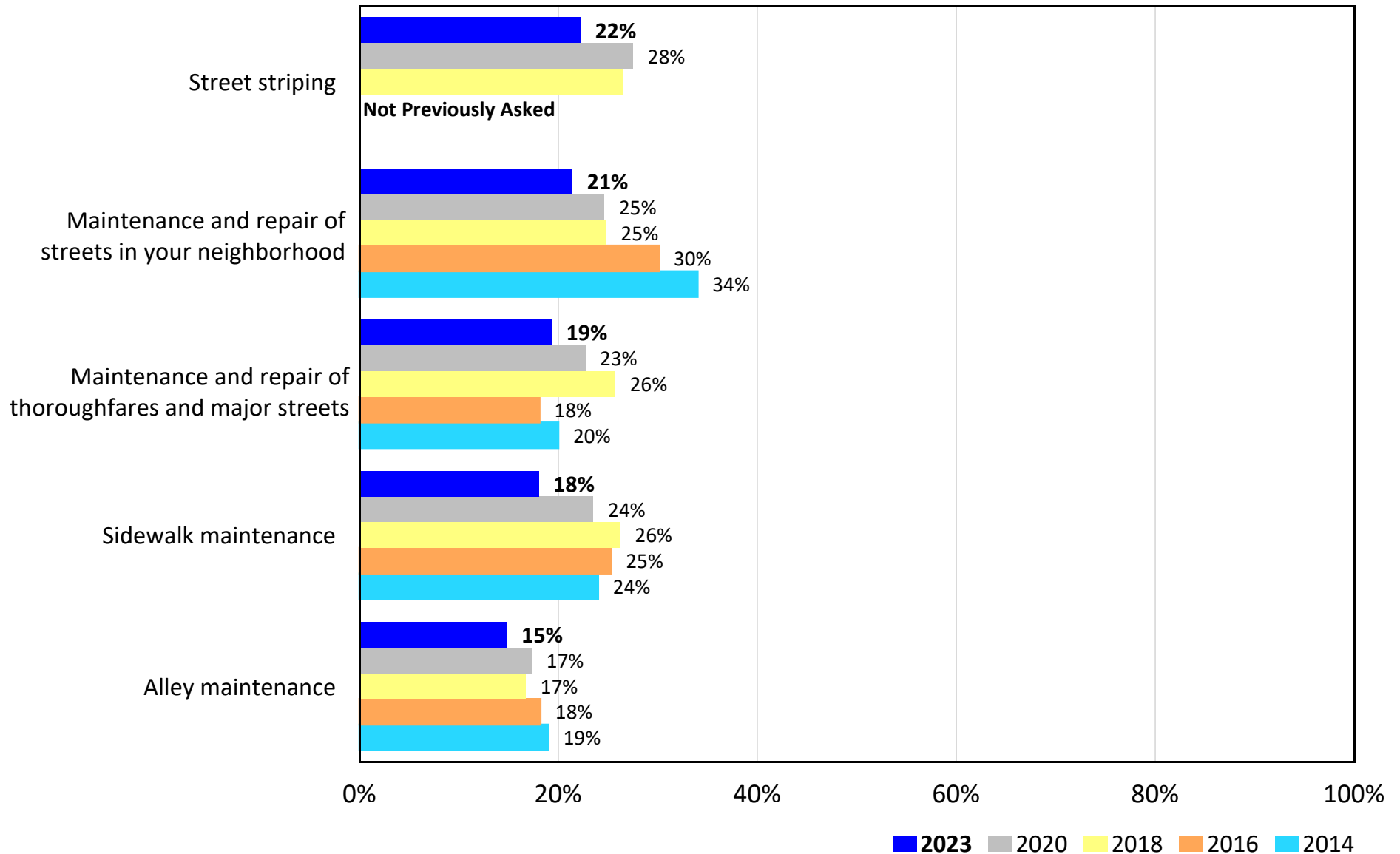


Source: ETC Institute (2023)
ETC Institute (2023)

Q17. Ratings of Streets and Infrastructure/Mobility Services (Cont.)

Trends - 2023, 2020, 2018, 2016, 2014

by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



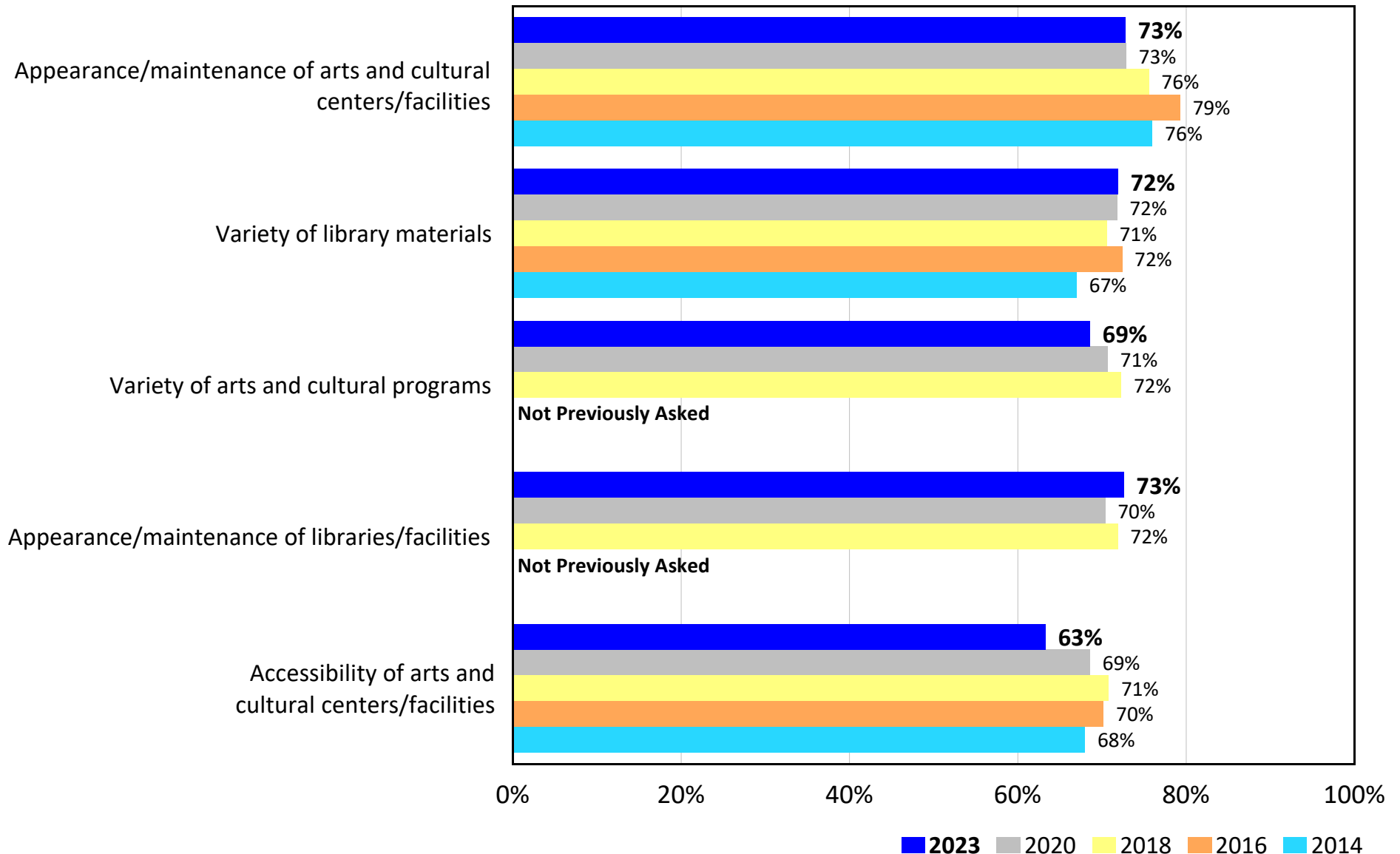
Source: ETC Institute (2023)

ETC Institute (2023)

Q19. Ratings of Other City Services/Facilities

Trends - 2023, 2020, 2018, 2016, 2014

by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)

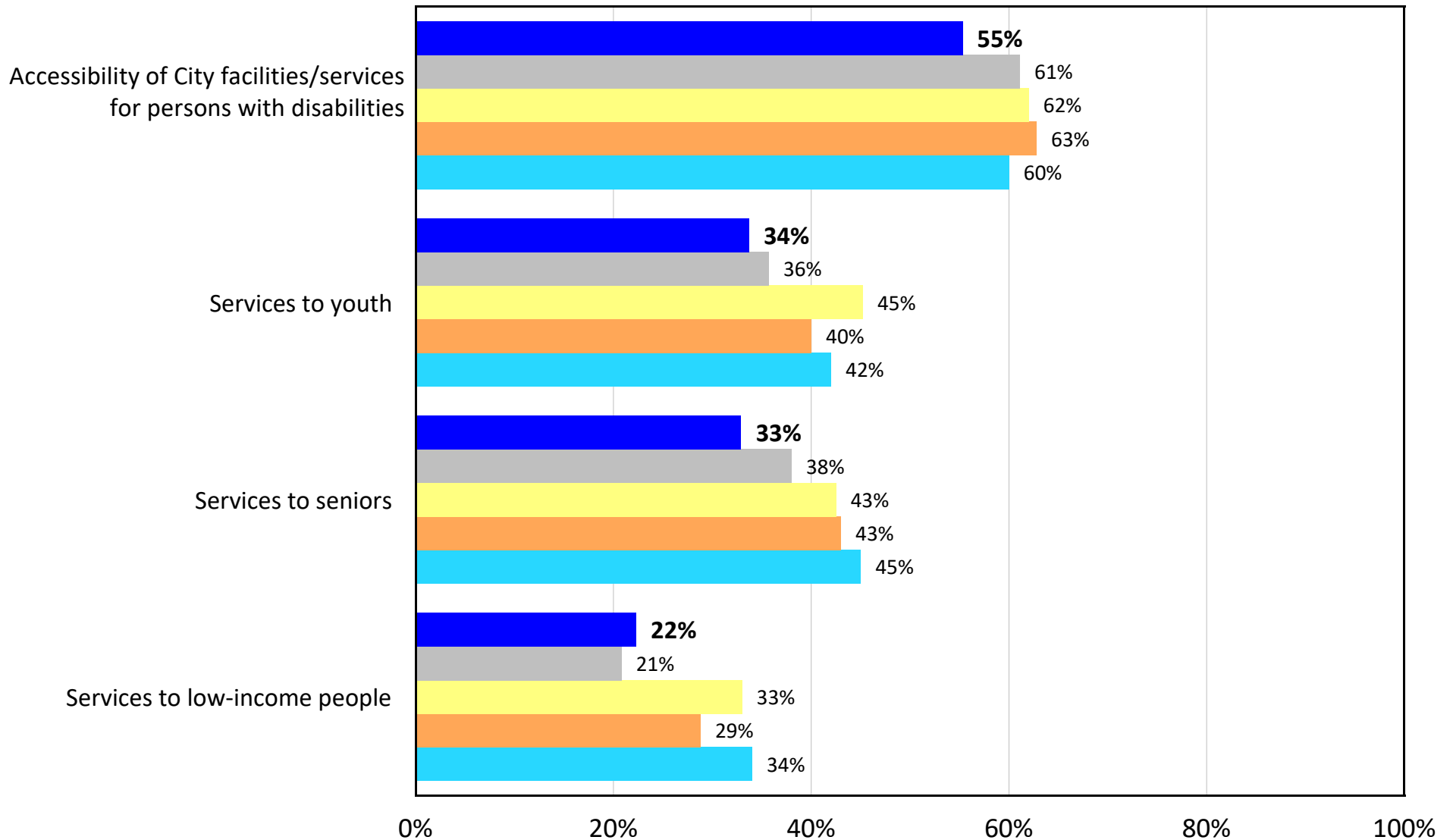


Source: ETC Institute (2023)
ETC Institute (2023)

Q19. Ratings of Other City Services/Facilities (Cont.)

Trends - 2023, 2020, 2018, 2016, 2014

by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



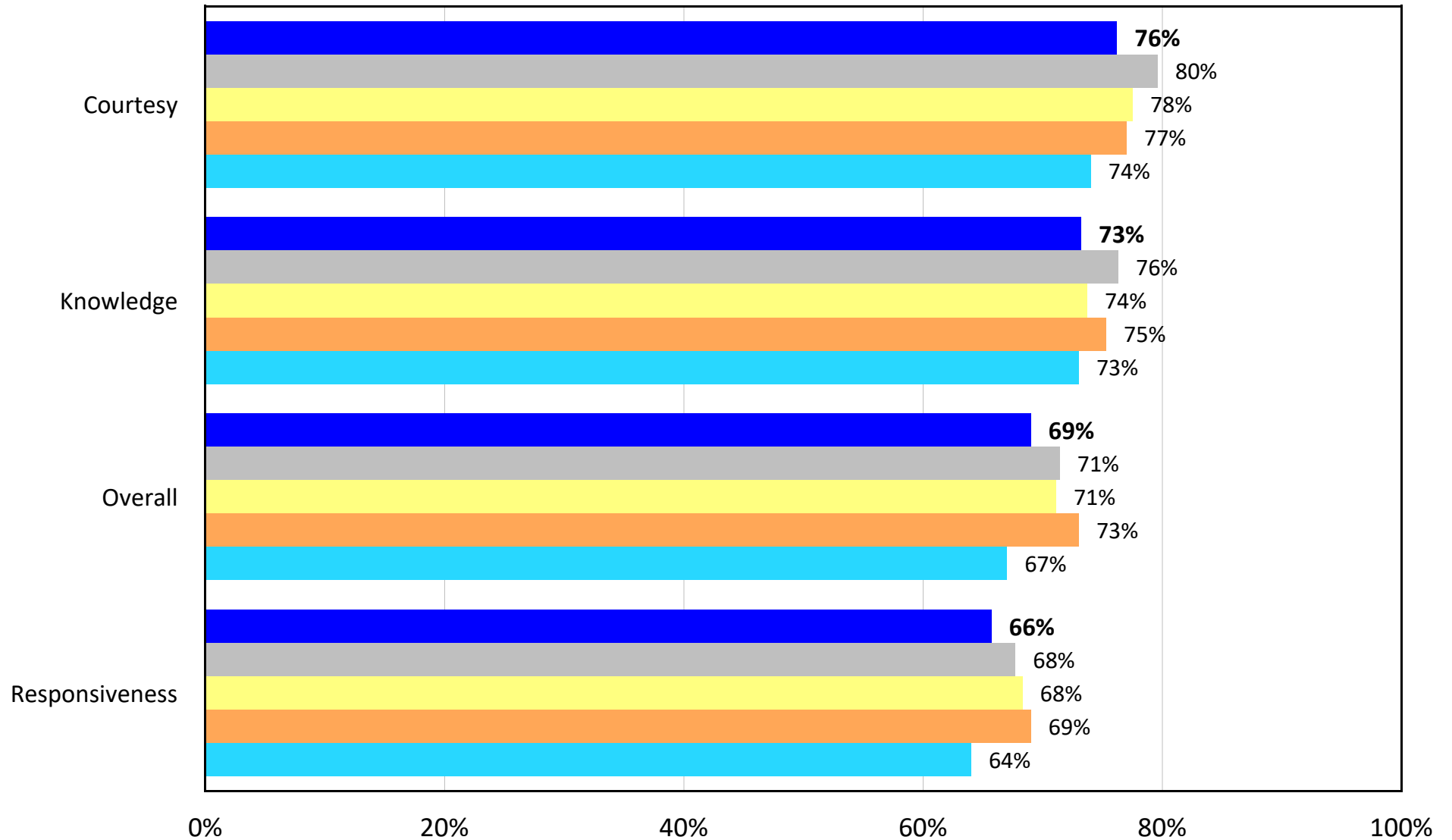
Source: ETC Institute (2023)
ETC Institute (2023)

■ 2023 ■ 2020 ■ 2018 ■ 2016 ■ 2014

Q20a. Ratings of Customer Service from City Employees

Trends - 2023, 2020, 2018, 2016, 2014

by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Source: ETC Institute (2023)

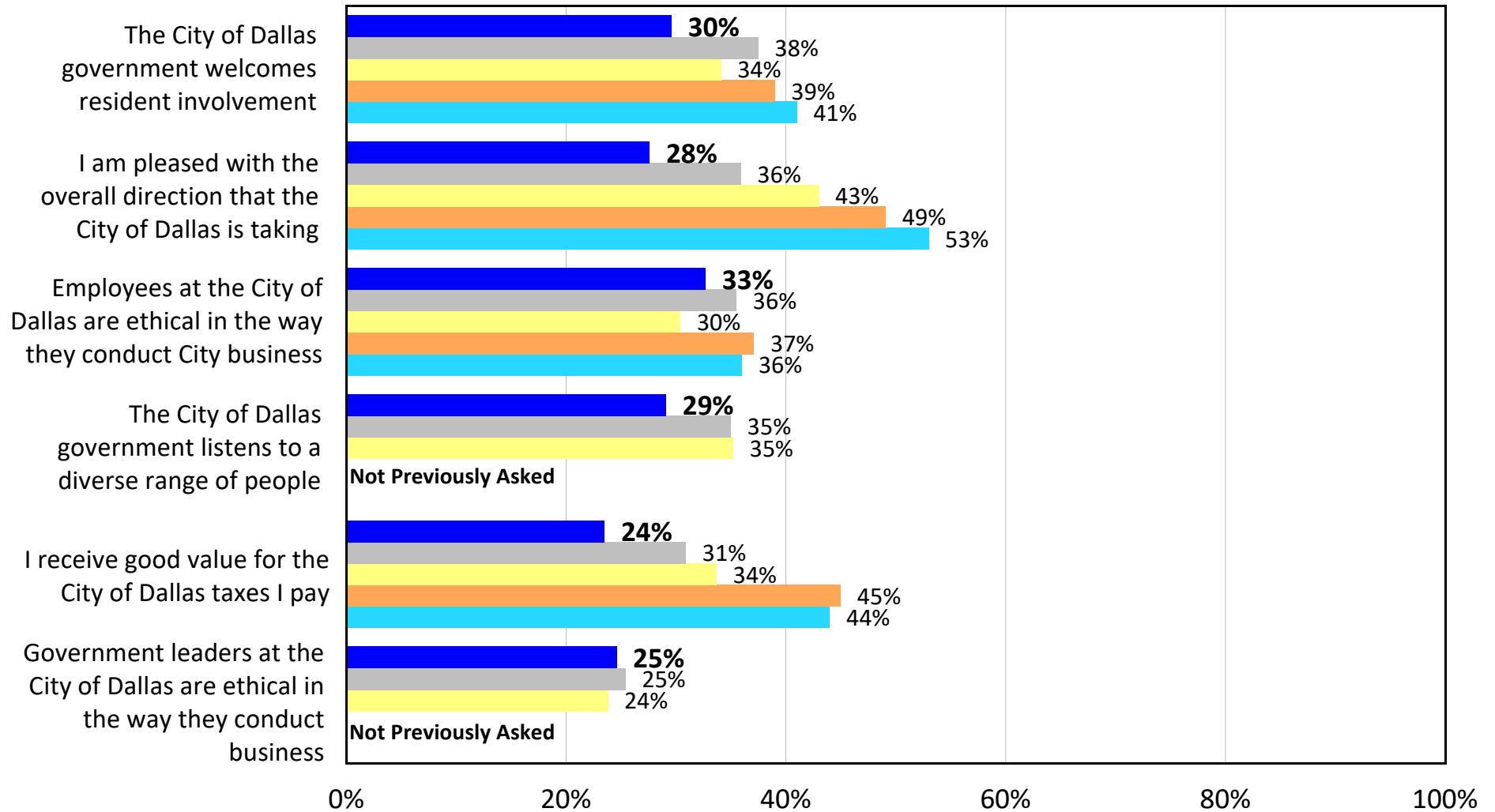
ETC Institute (2023)

■ 2023 ■ 2020 ■ 2018 ■ 2016 ■ 2014

Q21. Level of Agreement with Statements Related to the City of Dallas

Trends - 2023, 2020, 2018, 2016, 2014

by percentage of respondents who rated the item as "strongly agree" or "agree" (excluding don't knows)



Source: ETC Institute (2023)
ETC Institute (2023)

2023 2020 2018 2016 2014

4

Importance- Satisfaction Analysis

Importance-Satisfaction Analysis

Dallas, Texas

Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first and second most important growth and development areas for Dallas. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding “Don’t Know” responses). “Don’t Know” responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify the parks and recreation areas that are most important for the City to emphasize. Thirty-seven percent (37%) of households selected “walking trails in the city” as one of the most important parks and recreation services.

With regard to satisfaction, 60% of respondents surveyed rated “walking trails in the city” as a “4” or “5” on a 5-point scale (where “5” means “Very Satisfied”) excluding “Don’t Know” responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 37% was multiplied by 40% (1-0.60). This calculation yielded an I-S rating of 0.1449, which ranked 1st out of 13 parks and recreation services.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top two choices of importance and 0% indicate they are positively satisfied currently.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the two most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

The tables showing the results for the City of Dallas are provided on the following pages.

2023 Importance-Satisfaction Rating

Dallas, Texas

Quality of Life Characteristics

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Access to affordable, quality housing	53%	1	18%	17	0.4365	1
High Priority (IS .10-.20)						
Access to living-wage jobs	33%	2	45%	6	0.1813	2
Access to quality education	27%	3	46%	5	0.1463	3
Access to affordable, quality health care	22%	4	44%	7	0.1249	4
Ease of car travel in Dallas	18%	6	33%	12	0.1208	5
Openness & acceptance of the community towards people of diverse backgrounds	20%	5	43%	8	0.1140	6
Air quality	17%	7	34%	11	0.1116	7
Sense of community	17%	8	38%	9	0.1031	8
Medium Priority (IS <.10)						
Ease of walking in Dallas	12%	11	27%	15	0.0836	9
Access to affordable, quality child care	10%	12	19%	16	0.0835	10
Overall image/reputation of Dallas	16%	10	51%	4	0.0768	11
Access to affordable, quality food	16%	9	55%	3	0.0716	12
Ease of rail travel in Dallas	7%	13	37%	10	0.0454	13
Ease of bicycle travel in Dallas	5%	15	29%	14	0.0353	14
Ease of bus travel in Dallas	4%	16	31%	13	0.0276	15
Opportunities to attend arts & cultural events	5%	14	74%	2	0.0143	16
Ease of air travel in Dallas	1%	17	79%	1	0.0025	17

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "3" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 4 to 1 with "4" being Excellent and "1" being Poor.

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2023 Importance-Satisfaction Rating Dallas, Texas Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Maintenance of infrastructure (e.g., City streets & sidewalks)	59%	1	18%	21	0.4884	1
Police services	50%	2	37%	18	0.3156	2
High Priority (IS .10-.20)						
Traffic management	28%	4	37%	19	0.1784	3
Social services	31%	3	43%	16	0.1753	4
Neighborhood code enforcement	28%	5	39%	17	0.1686	5
Land use, planning, & zoning	18%	9	29%	20	0.1278	6
Medium Priority (IS <.10)						
Solid waste services	18%	8	68%	9	0.0583	7
Drinking water	20%	6	73%	8	0.0554	8
Customer service provided by City employees	14%	11	61%	11	0.0549	9
Animal services	9%	14	48%	15	0.0470	10
311/service request process	10%	13	54%	14	0.0463	11
Park & recreation system	16%	10	75%	7	0.0389	12
Ambulance/emergency medical services	19%	7	85%	5	0.0280	13
Storm drainage	6%	17	59%	12	0.0261	14
Public information services	5%	18	62%	10	0.0181	15
Fire services	13%	12	90%	2	0.0129	16
Art & cultural programs/facilities	9%	15	87%	4	0.0113	17
Sewer services	4%	19	78%	6	0.0089	18
Public library services	7%	16	90%	3	0.0068	19
Municipal court services	1%	21	57%	13	0.0061	20
Dallas Love Field Airport	2%	20	94%	1	0.0014	21

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, third, and fourth most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "3" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 4 to 1 with "4" being Excellent and "1" being Poor.

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2023 Importance-Satisfaction Rating

Dallas, Texas

Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Crime prevention	51%	1	23%	10	0.3922	1
Mental health programs	32%	2	9%	11	0.2952	2
Response time of police to emergency calls	31%	3	24%	9	0.2353	3
High Priority (IS .10-.20)						
Efforts by police to fight crime in your neighborhood	23%	4	34%	5	0.1496	4
Efforts by police to effectively deal with problems in your neighborhood	17%	5	32%	6	0.1117	5
Medium Priority (IS <.10)						
Traffic enforcement	14%	6	28%	8	0.0989	6
Prevention programs for youth	12%	7	29%	7	0.0855	7
Quality of disaster response programs	4%	9	41%	4	0.0229	8
Response time of fire to medical emergencies	4%	8	77%	2	0.0093	9
Response time of fire to structure fires	3%	10	79%	1	0.0054	10
Fire prevention & education	1%	11	51%	3	0.0049	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "3" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 4 to 1 with "4" being Excellent and "1" being Poor.

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2023 Importance-Satisfaction Rating

Dallas, Texas

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Walking trails in City	37%	2	60%	7	0.1449	1
City parks	41%	1	68%	2	0.1301	2
Appearance/maintenance of parks	36%	3	64%	3	0.1296	3
Range/variety of recreation programs & classes	23%	4	49%	11	0.1166	4
Medium Priority (IS <.10)						
Recreation programs or classes	20%	6	53%	10	0.0920	5
Recreation centers/facilities	20%	5	56%	9	0.0897	6
Outdoor swimming facilities	12%	11	40%	13	0.0739	7
Outdoor athletic facilities	16%	8	59%	8	0.0646	8
Ease of registering for City recreation programs/events	11%	12	48%	12	0.0582	9
Appearance/maintenance of recreation centers/facilities	15%	9	62%	4	0.0578	10
Accessibility of recreation centers/facilities	14%	10	61%	6	0.0550	11
Accessibility of parks	17%	7	69%	1	0.0535	12
City golf courses	5%	13	62%	5	0.0207	13

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "3" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 4 to 1 with "4" being Excellent and "1" being Poor.

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2023 Importance-Satisfaction Rating

Dallas, Texas

Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Enforcement of multi-family building conditions	35%	1	19%	9	0.2805	1
Enforcement of blighted residential properties	28%	2	17%	10	0.2302	2
High Priority (IS .10-.20)						
City efforts to survey & abate mosquitos carrying viruses	24%	3	36%	4	0.1530	3
City efforts to remove junk motor vehicles (inoperative) on private property	15%	6	23%	8	0.1180	4
Enforcement of mowing of weeds & high grass on private property	16%	5	32%	5	0.1091	5
Enforcement of food safety in restaurants	24%	4	55%	1	0.1071	6
Medium Priority (IS <.10)						
Enforcement of litter on private property	12%	8	25%	7	0.0895	7
Enforcement of bulk/brush trash violations	13%	7	37%	3	0.0819	8
Enforcement of yard parking regulations in your neighborhood	9%	9	38%	2	0.0574	9
Enforcement of sign regulations	7%	10	28%	6	0.0475	10

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "3" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 4 to 1 with "4" being Excellent and "1" being Poor.

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2023 Importance-Satisfaction Rating

Dallas, Texas

Solid Waste Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Garbage collections	58%	1	70%	1	0.1720	1
Recycling	42%	2	62%	4	0.1577	2
Household hazardous waste disposal	27%	4	43%	5	0.1562	3
Bulk trash pickup	41%	3	67%	2	0.1360	4
Medium Priority (IS <.10)						
Yard waste pickup	15%	5	64%	3	0.0541	5

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "3" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 4 to 1 with "4" being Excellent and "1" being Poor.

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2023 Importance-Satisfaction Rating

Dallas, Texas

Streets and Infrastructure/Mobility

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Maintenance & repair of thoroughfares & major streets	59%	1	19%	8	0.4786	1
Maintenance & repair of streets in your neighborhood	49%	2	21%	7	0.3836	2
High Priority (IS .10-.20)						
Sidewalk maintenance	17%	3	18%	9	0.1353	3
Medium Priority (IS <.10)						
Alley maintenance	11%	6	15%	10	0.0929	4
Street lighting	13%	4	37%	2	0.0850	5
Bike lanes in City (shared, protected & multi-use)	10%	7	30%	3	0.0697	6
Street striping	8%	8	22%	6	0.0615	7
Traffic signs & signal operations	12%	5	51%	1	0.0562	8
Street cleaning	7%	9	25%	5	0.0527	9
Curbs & gutters	2%	10	27%	4	0.0139	10

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "3" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 4 to 1 with "4" being Excellent and "1" being Poor.

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I-S Matrix Analysis

Dallas, Texas

Overview

Today, officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance or that are most useful to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

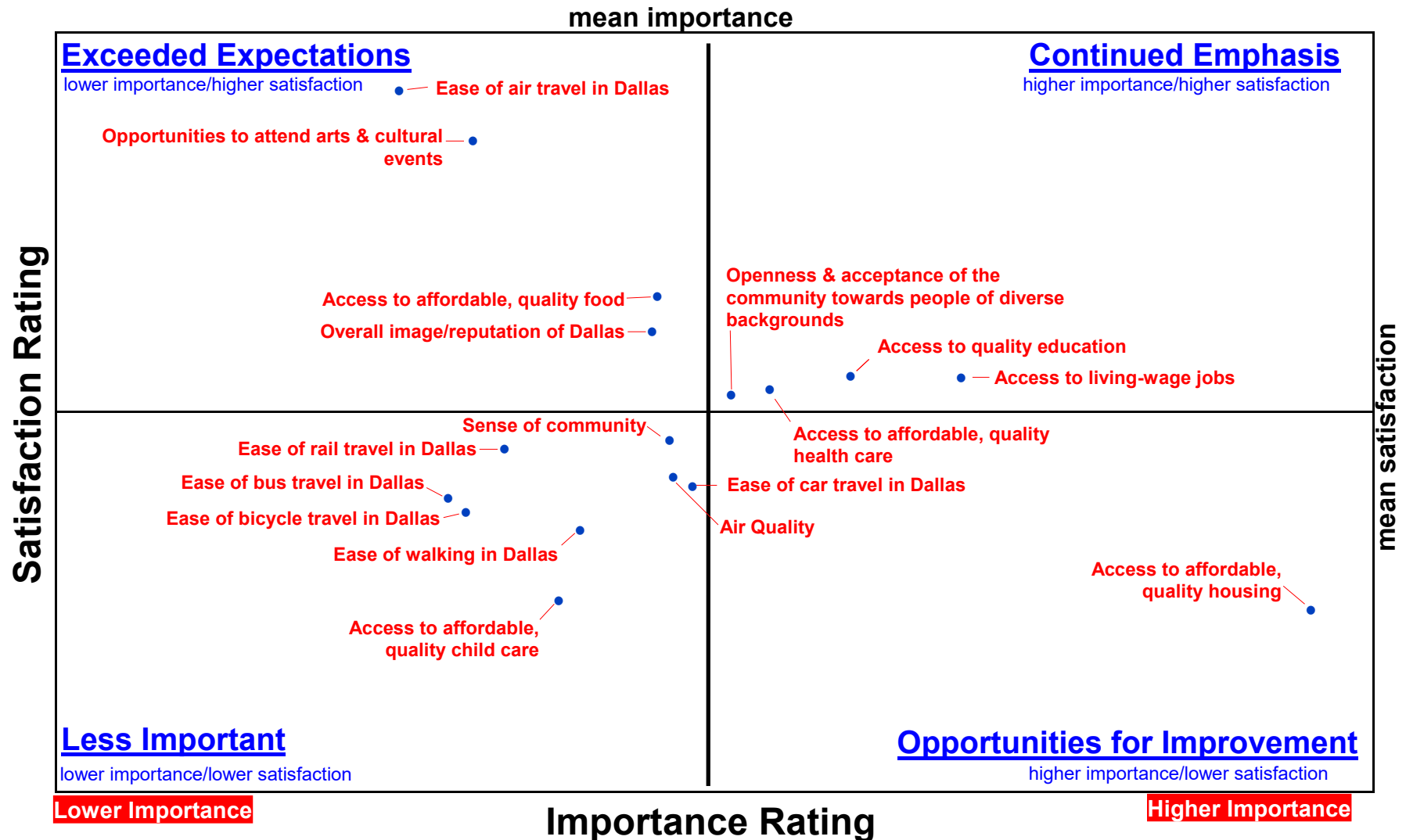
The Matrix Analysis rating is a unique tool that allows public officials to better understand these highly important decision making criteria for each of the services they are providing. The Matrix Analysis rating is based on the concept that public agencies will maximize overall resident satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance or usefulness of the service is relatively high. ETC Institute developed a matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction or Agreement (vertical) and relative Importance or Usefulness (horizontal).

The matrices in this section should be interpreted as follows.

- **Continued Emphasis (above average importance and above average agreement).** This area shows where the city is meeting resident expectations. Items in this area have a significant impact on the resident's overall level of agreement with each statement. The city should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average agreement).** This area shows where the city is performing significantly better than residents expect the city to perform. Items in this area do not significantly affect the overall level of agreement that residents have with each statement regarding city services. The city should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average agreement).** This area shows where the city is not performing as well as residents expect the city to perform. This area has a significant impact on resident agreement with statements regarding city services, and the city should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average agreement).** This area shows where the city is not performing well relative to the township's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall agreement with statements regarding city services because the items are less important to residents. The city should maintain current levels of emphasis on items in this area.

2023 City of Dallas Community Survey Importance-Satisfaction Assessment Matrix -Quality of Life Characteristics-

(points on the graph show deviations from the mean importance and agreement ratings given by respondents to the survey)

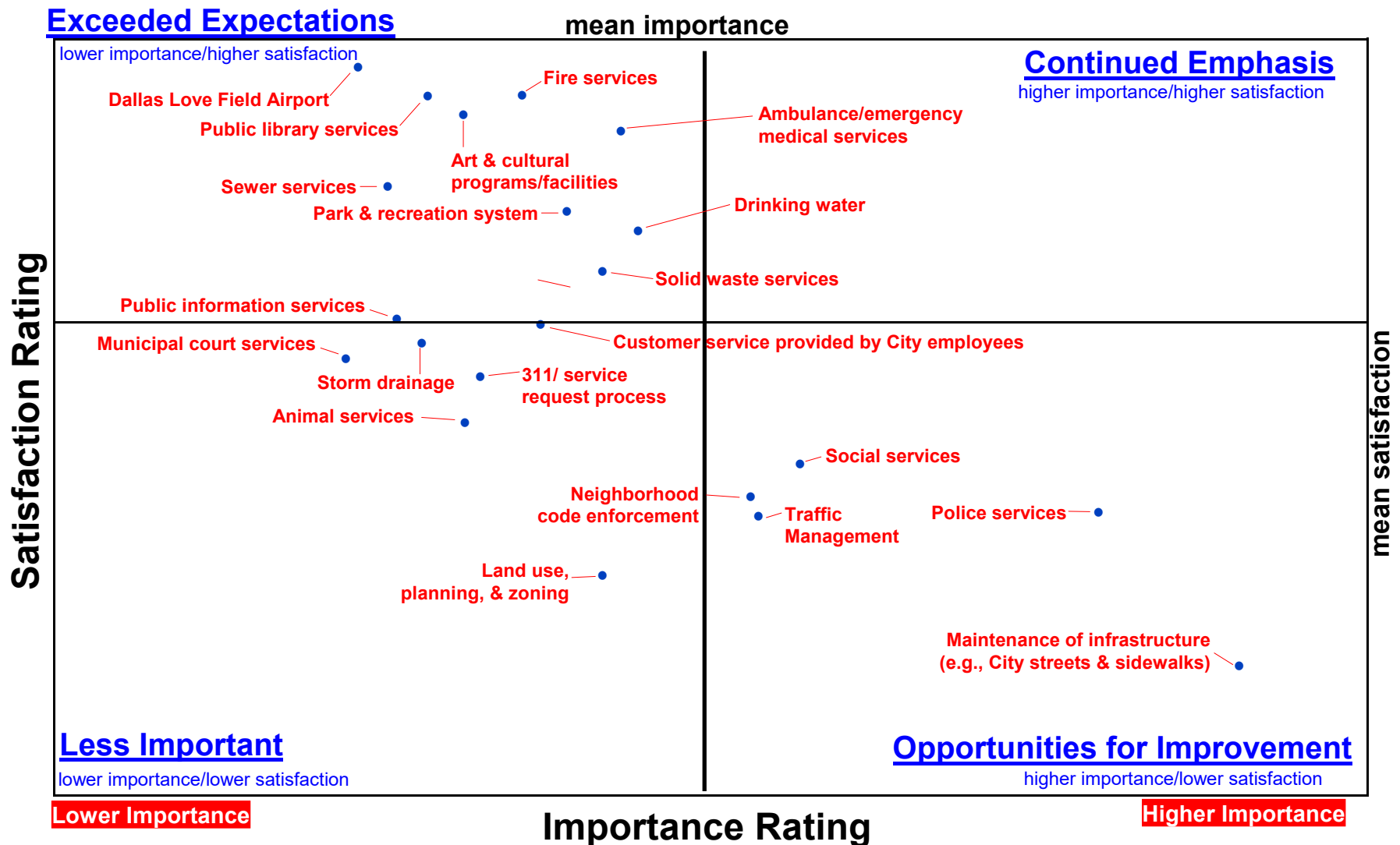


Source: ETC Institute (2023)

ETC Institute (2023)

2023 City of Dallas Community Survey Importance-Satisfaction Assessment Matrix -Major Categories of City Services-

(points on the graph show deviations from the mean importance and agreement ratings given by respondents to the survey)

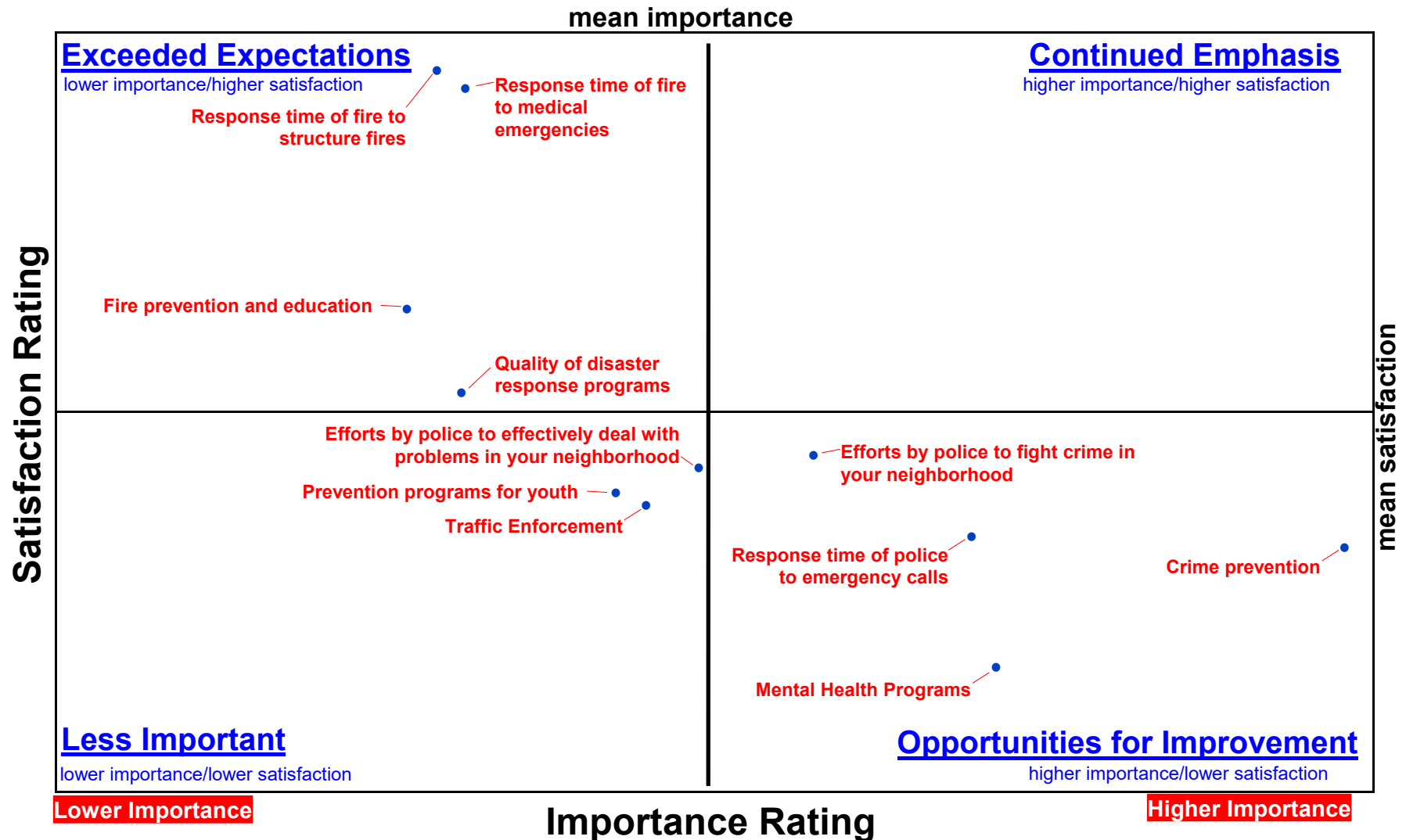


Source: ETC Institute (2023)

ETC Institute (2023)

2023 City of Dallas Community Survey Importance-Satisfaction Assessment Matrix -Public Safety-

(points on the graph show deviations from the mean importance and agreement ratings given by respondents to the survey)

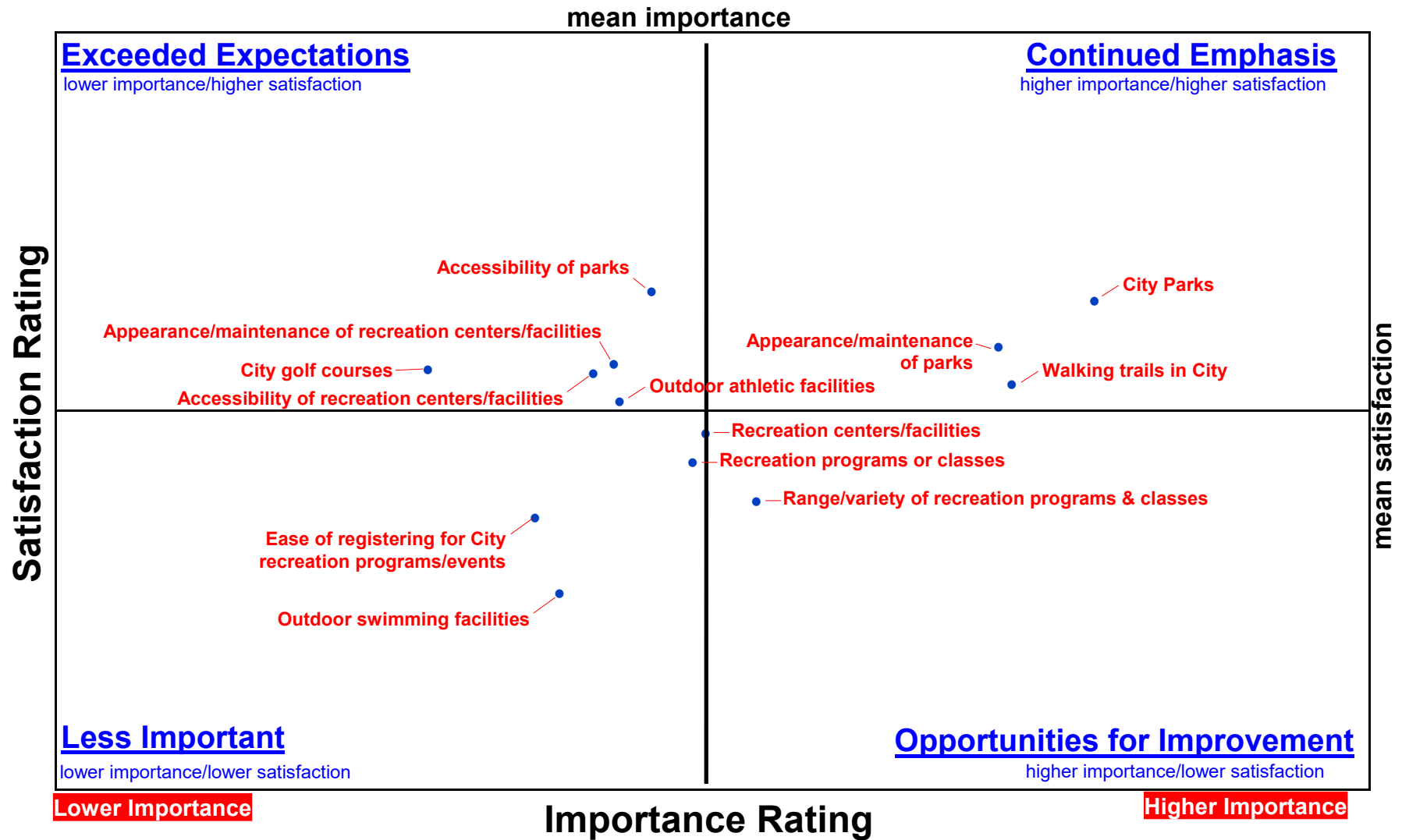


Source: ETC Institute (2023)

ETC Institute (2023)

2023 City of Dallas Community Survey Importance-Satisfaction Assessment Matrix -Parks and Recreation-

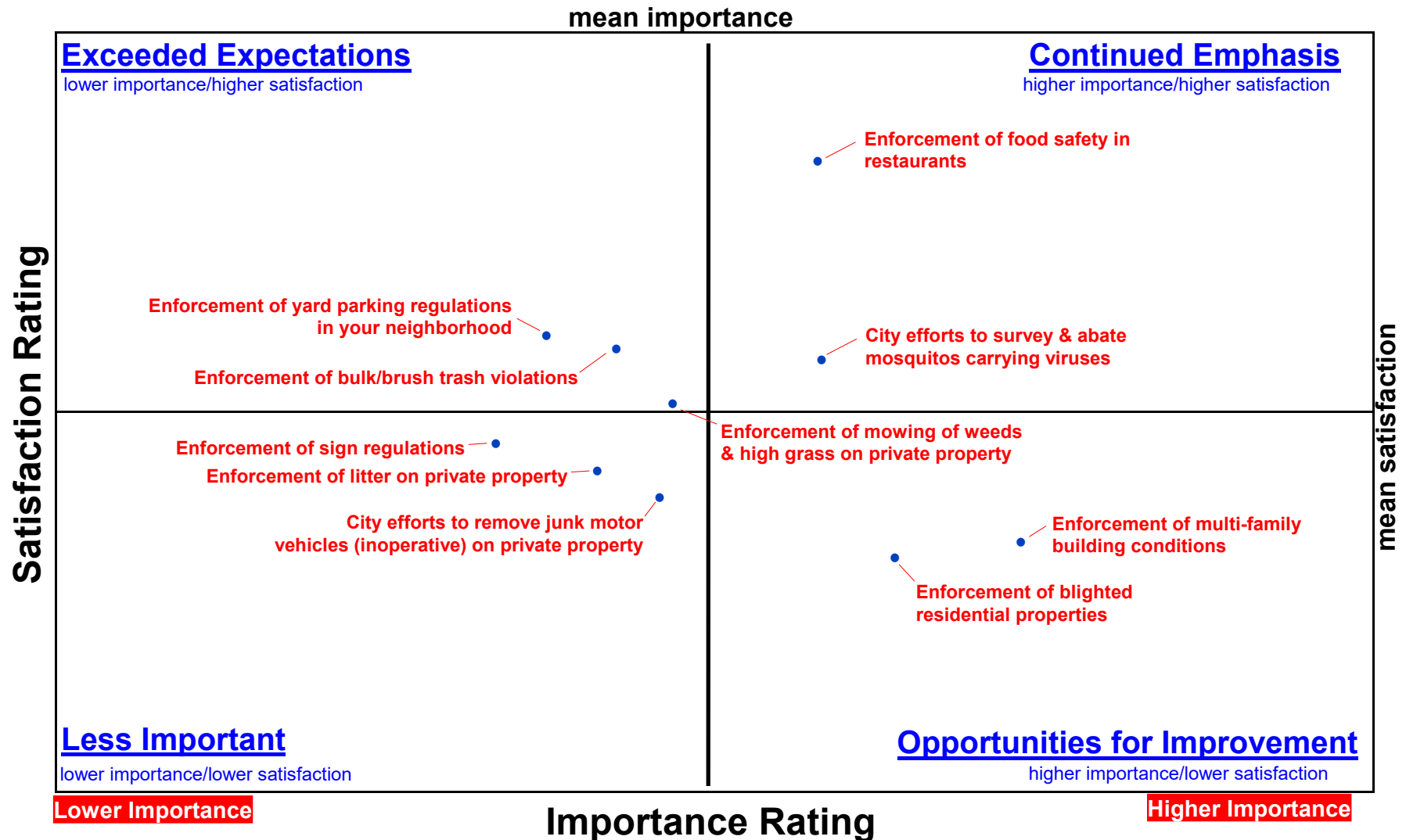
(points on the graph show deviations from the mean importance and agreement ratings given by respondents to the survey)



Source: ETC Institute (2023)
ETC Institute (2023)

2023 City of Dallas Community Survey Importance-Satisfaction Assessment Matrix -Code Enforcement-

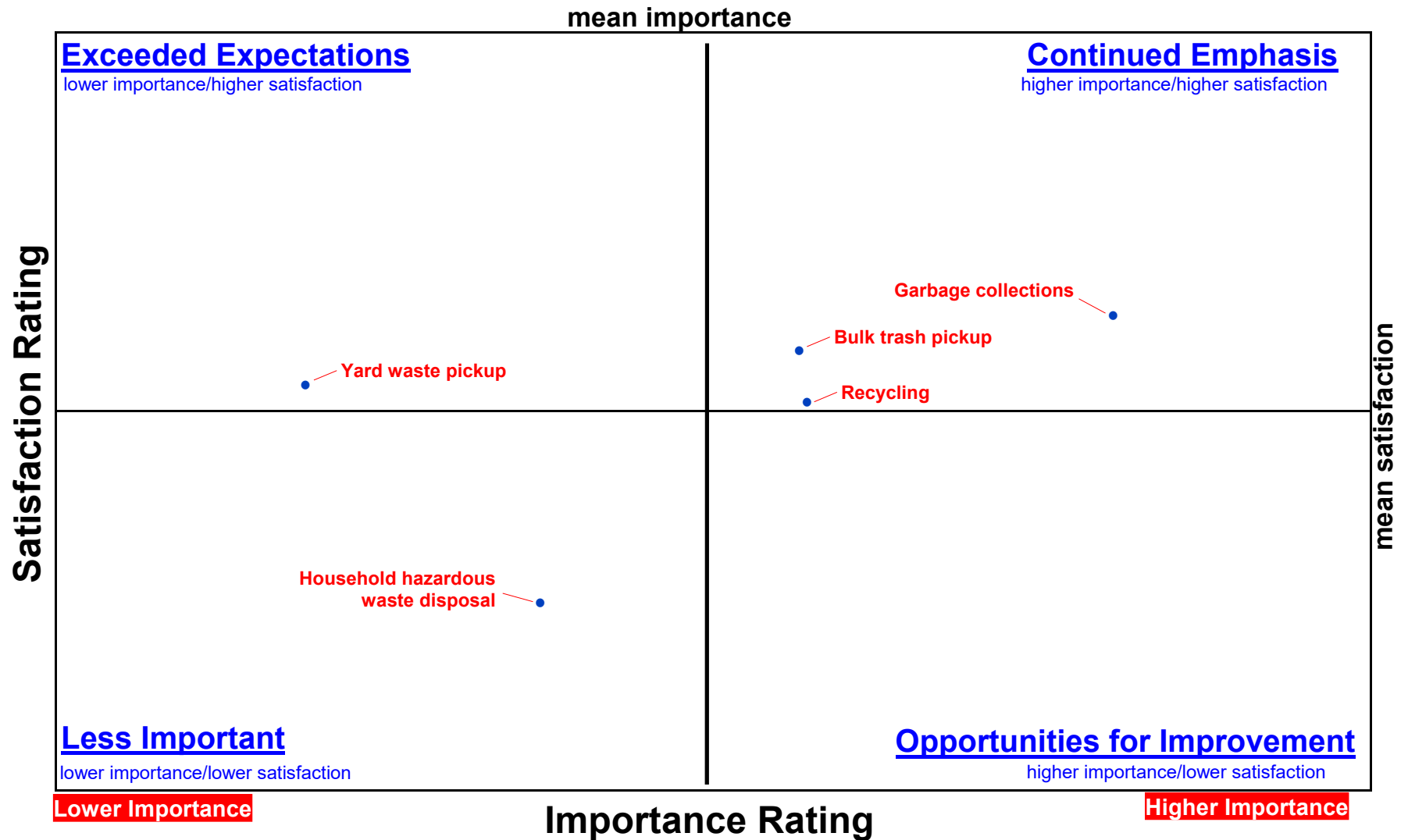
(points on the graph show deviations from the mean importance and agreement ratings given by respondents to the survey)



Source: ETC Institute (2023)

2023 City of Dallas Community Survey Importance-Satisfaction Assessment Matrix -Solid Waste Services-

(points on the graph show deviations from the mean importance and agreement ratings given by respondents to the survey)

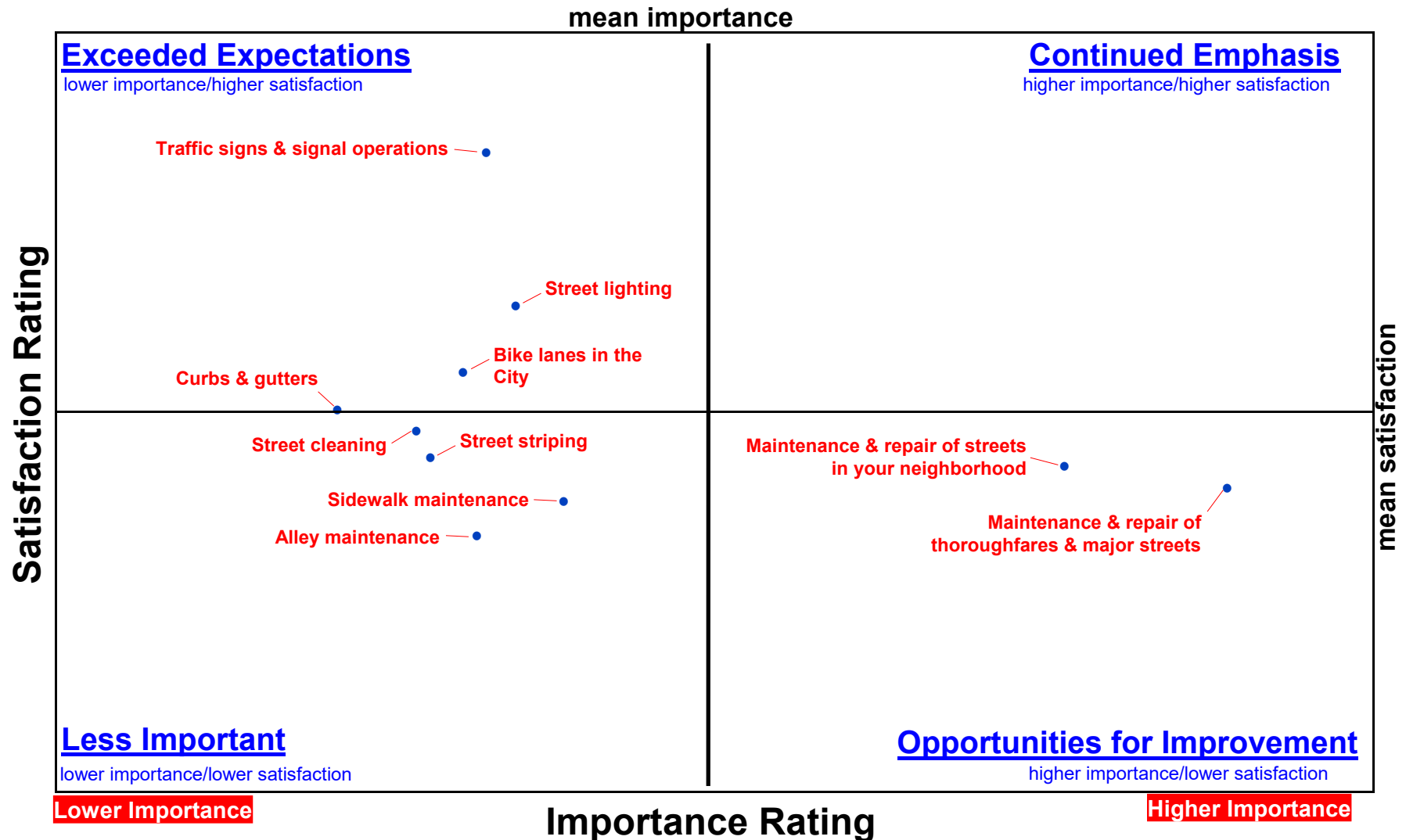


Source: ETC Institute (2023)

ETC Institute (2023)

2023 City of Dallas Community Survey Importance-Satisfaction Assessment Matrix -Streets and Infrastructure/Mobility-

(points on the graph show deviations from the mean importance and agreement ratings given by respondents to the survey)



Source: ETC Institute (2023)

5

Tabular Data

Q1. Perceptions of the City. Please rate the following items by circling the corresponding number below.

(N=1475)

	Excellent	Good	Fair	Poor	Don't know
Q1-1. Dallas as a place to live	12.7%	48.4%	31.0%	7.3%	0.6%
Q1-2. Your neighborhood as a place to live	23.0%	43.1%	24.0%	9.8%	0.2%
Q1-3. Dallas as a place to raise children	8.9%	33.8%	32.7%	15.5%	9.0%
Q1-4. Dallas as a place to work	24.9%	47.3%	19.8%	4.0%	3.9%
Q1-5. Dallas as a place to retire	8.6%	23.5%	30.6%	29.6%	7.6%
Q1-6. Dallas as a place to do business	25.9%	42.8%	17.8%	3.8%	9.7%
Q1-7. Dallas as an equitable City	8.9%	27.1%	32.7%	21.3%	10.0%
Q1-8. Quality of economic development in Dallas	13.4%	36.3%	29.6%	15.6%	5.2%
Q1-9. Quality of public schools in Dallas	3.8%	18.8%	32.5%	35.4%	9.4%
Q1-10. Overall quality of life in Dallas	6.9%	47.7%	36.9%	7.9%	0.5%

WITHOUT DON'T KNOW**Q1. Perceptions of the City. Please rate the following items by circling the corresponding number below.
(without "don't know")**

(N=1475)

	Excellent	Good	Fair	Poor
Q1-1. Dallas as a place to live	12.8%	48.7%	31.2%	7.4%
Q1-2. Your neighborhood as a place to live	23.0%	43.1%	24.0%	9.8%
Q1-3. Dallas as a place to raise children	9.8%	37.2%	36.0%	17.1%
Q1-4. Dallas as a place to work	26.0%	49.3%	20.6%	4.2%
Q1-5. Dallas as a place to retire	9.3%	25.5%	33.2%	32.1%
Q1-6. Dallas as a place to do business	28.7%	47.4%	19.7%	4.2%
Q1-7. Dallas as an equitable City	9.9%	30.1%	36.4%	23.6%
Q1-8. Quality of economic development in Dallas	14.1%	38.3%	31.2%	16.4%
Q1-9. Quality of public schools in Dallas	4.2%	20.8%	35.9%	39.1%
Q1-10. Overall quality of life in Dallas	7.0%	48.0%	37.1%	8.0%

Q2. Please rate each of the following characteristics as they relate to Dallas as a whole.

(N=1475)

	Excellent	Good	Fair	Poor	Don't know
Q2-1. Sense of community	5.4%	31.8%	39.9%	21.0%	1.9%
Q2-2. Openness & acceptance of the community towards people of diverse backgrounds	9.6%	31.8%	36.2%	18.0%	4.4%
Q2-3. Opportunities to attend arts & cultural events	27.6%	44.3%	19.4%	6.4%	2.3%
Q2-4. Air quality	3.5%	29.3%	42.4%	22.3%	2.4%
Q2-5. Access to affordable, quality housing	3.2%	13.4%	31.3%	45.1%	7.1%
Q2-6. Access to affordable, quality child care	2.2%	9.9%	20.8%	30.9%	36.2%
Q2-7. Access to affordable, quality health care	13.1%	28.4%	29.5%	23.3%	5.8%
Q2-8. Access to affordable, quality food	16.1%	38.0%	28.8%	15.4%	1.7%
Q2-9. Access to living-wage jobs	8.4%	32.9%	31.3%	18.4%	9.1%
Q2-10. Access to quality education	11.0%	31.4%	33.3%	17.1%	7.3%
Q2-11. Ease of car travel in Dallas	5.9%	26.2%	36.0%	30.7%	1.2%
Q2-12. Ease of bus travel in Dallas	3.6%	15.9%	19.5%	23.8%	37.2%
Q2-13. Ease of rail travel in Dallas	5.1%	20.6%	23.5%	20.5%	30.4%
Q2-14. Ease of air travel in Dallas	28.5%	44.6%	16.0%	3.1%	7.8%
Q2-15. Ease of bicycle travel in Dallas	3.7%	16.8%	23.9%	25.3%	30.3%
Q2-16. Ease of walking in Dallas	4.6%	20.7%	32.7%	34.5%	7.5%
Q2-17. Overall image/reputation of Dallas	7.7%	42.1%	36.3%	11.9%	1.9%

WITHOUT DON'T KNOW**Q2. Please rate each of the following characteristics as they relate to Dallas as a whole. (without "don't know")**

(N=1475)

	Excellent	Good	Fair	Poor
Q2-1. Sense of community	5.5%	32.4%	40.6%	21.4%
Q2-2. Openness & acceptance of the community towards people of diverse backgrounds	10.0%	33.3%	37.9%	18.9%
Q2-3. Opportunities to attend arts & cultural events	28.2%	45.3%	19.8%	6.6%
Q2-4. Air quality	3.6%	30.0%	43.5%	22.9%
Q2-5. Access to affordable, quality housing	3.4%	14.4%	33.6%	48.5%
Q2-6. Access to affordable, quality child care	3.4%	15.5%	32.6%	48.5%
Q2-7. Access to affordable, quality health care	13.9%	30.1%	31.3%	24.7%
Q2-8. Access to affordable, quality food	16.3%	38.7%	29.3%	15.7%
Q2-9. Access to living-wage jobs	9.2%	36.2%	34.4%	20.2%
Q2-10. Access to quality education	11.8%	33.8%	35.9%	18.4%
Q2-11. Ease of car travel in Dallas	6.0%	26.5%	36.4%	31.1%
Q2-12. Ease of bus travel in Dallas	5.7%	25.4%	31.0%	37.9%
Q2-13. Ease of rail travel in Dallas	7.3%	29.6%	33.7%	29.4%
Q2-14. Ease of air travel in Dallas	31.0%	48.4%	17.4%	3.3%
Q2-15. Ease of bicycle travel in Dallas	5.3%	24.1%	34.3%	36.3%
Q2-16. Ease of walking in Dallas	5.0%	22.3%	35.4%	37.3%
Q2-17. Overall image/reputation of Dallas	7.9%	42.9%	37.0%	12.2%

Q3. Which THREE of the quality of life characteristics listed in Question 2 do you think should be the City's top priorities?

<u>Q3. Top choice</u>	<u>Number</u>	<u>Percent</u>
Sense of community	90	6.1 %
Openness & acceptance of community towards people of diverse backgrounds	140	9.5 %
Opportunities to attend arts & cultural events	16	1.1 %
Air quality	91	6.2 %
Access to affordable, quality housing	415	28.1 %
Access to affordable, quality child care	20	1.4 %
Access to affordable, quality health care	68	4.6 %
Access to affordable, quality food	44	3.0 %
Access to living-wage jobs	122	8.3 %
Access to quality education	139	9.4 %
Ease of car travel in Dallas	80	5.4 %
Ease of bus travel in Dallas	12	0.8 %
Ease of rail travel in Dallas	31	2.1 %
Ease of air travel in Dallas	2	0.1 %
Ease of bicycle travel in Dallas	14	0.9 %
Ease of walking in Dallas	41	2.8 %
Overall image/reputation of Dallas	87	5.9 %
None chosen	63	4.3 %
Total	1475	100.0 %

Q3. Which THREE of the quality of life characteristics listed in Question 2 do you think should be the City's top priorities?

<u>Q3. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Sense of community	86	5.8 %
Openness & acceptance of community towards people of diverse backgrounds	72	4.9 %
Opportunities to attend arts & cultural events	34	2.3 %
Air quality	73	4.9 %
Access to affordable, quality housing	226	15.3 %
Access to affordable, quality child care	65	4.4 %
Access to affordable, quality health care	136	9.2 %
Access to affordable, quality food	94	6.4 %
Access to living-wage jobs	177	12.0 %
Access to quality education	138	9.4 %
Ease of car travel in Dallas	111	7.5 %
Ease of bus travel in Dallas	26	1.8 %
Ease of rail travel in Dallas	30	2.0 %
Ease of air travel in Dallas	4	0.3 %
Ease of bicycle travel in Dallas	27	1.8 %
Ease of walking in Dallas	53	3.6 %
Overall image/reputation of Dallas	40	2.7 %
<u>None chosen</u>	<u>83</u>	<u>5.6 %</u>
Total	1475	100.0 %

Q3. Which THREE of the quality of life characteristics listed in Question 2 do you think should be the City's top priorities?

<u>Q3. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Sense of community	69	4.7 %
Openness & acceptance of community towards people of diverse backgrounds	84	5.7 %
Opportunities to attend arts & cultural events	29	2.0 %
Air quality	84	5.7 %
Access to affordable, quality housing	143	9.7 %
Access to affordable, quality child care	67	4.5 %
Access to affordable, quality health care	126	8.5 %
Access to affordable, quality food	96	6.5 %
Access to living-wage jobs	191	12.9 %
Access to quality education	119	8.1 %
Ease of car travel in Dallas	74	5.0 %
Ease of bus travel in Dallas	21	1.4 %
Ease of rail travel in Dallas	46	3.1 %
Ease of air travel in Dallas	12	0.8 %
Ease of bicycle travel in Dallas	34	2.3 %
Ease of walking in Dallas	75	5.1 %
Overall image/reputation of Dallas	103	7.0 %
<u>None chosen</u>	<u>102</u>	<u>6.9 %</u>
Total	1475	100.0 %

SUM OF TOP 3 CHOICES**Q3. Which THREE of the quality of life characteristics listed in Question 2 do you think should be the City's top priorities? (top 3)**

<u>Q3. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Sense of community	245	16.6 %
Openness & acceptance of community towards people of diverse backgrounds	296	20.1 %
Opportunities to attend arts & cultural events	79	5.4 %
Air quality	248	16.8 %
Access to affordable, quality housing	784	53.2 %
Access to affordable, quality child care	152	10.3 %
Access to affordable, quality health care	330	22.4 %
Access to affordable, quality food	234	15.9 %
Access to living-wage jobs	490	33.2 %
Access to quality education	396	26.8 %
Ease of car travel in Dallas	265	18.0 %
Ease of bus travel in Dallas	59	4.0 %
Ease of rail travel in Dallas	107	7.3 %
Ease of air travel in Dallas	18	1.2 %
Ease of bicycle travel in Dallas	75	5.1 %
Ease of walking in Dallas	169	11.5 %
Overall image/reputation of Dallas	230	15.6 %
None chosen	63	4.3 %
Total	4240	

Q4. Please rate the speed of growth in the following categories in Dallas over the past TWO years.

(N=1475)

	Much too slow	Too slow	About right	Too fast	Much too fast	Don't know
Q4-1. Population growth	0.9%	1.8%	26.0%	37.2%	27.9%	6.2%
Q4-2. Retail growth (stores, restaurants, etc.)	4.1%	17.4%	56.6%	8.9%	4.8%	8.1%
Q4-3. Job growth	5.2%	26.1%	48.8%	3.3%	1.2%	15.5%

WITHOUT DON'T KNOW**Q4. Please rate the speed of growth in the following categories in Dallas over the past TWO years. (without "don't know")**

(N=1475)

	Much too slow	Too slow	About right	Too fast	Much too fast
Q4-1. Population growth	0.9%	2.0%	27.7%	39.7%	29.7%
Q4-2. Retail growth (stores, restaurants, etc.)	4.5%	19.0%	61.6%	9.7%	5.2%
Q4-3. Job growth	6.1%	30.9%	57.8%	3.9%	1.4%

Q5. Please indicate the extent to which you think each of the following are an issue in the City of Dallas by circling the corresponding number below.

(N=1475)

	Not a problem	Minor problem	Moderate problem	Major problem	Don't know
Q5-1. Crime	0.6%	4.8%	32.9%	60.1%	1.5%
Q5-2. Drugs	2.2%	8.3%	26.7%	55.3%	7.5%
Q5-3. High weeds	13.0%	34.9%	29.4%	14.2%	8.5%
Q5-4. Noise	8.9%	33.9%	34.8%	18.2%	4.1%
Q5-5. Blighted buildings	6.6%	28.3%	34.6%	15.3%	15.1%
Q5-6. Homelessness	0.6%	4.0%	20.1%	73.2%	2.2%
Q5-7. Environmental hazard(s), air quality & toxic waste	5.4%	21.3%	39.5%	25.0%	8.9%
Q5-8. Loose dogs & unrestrained pets	12.1%	34.2%	27.1%	21.2%	5.4%
Q5-9. Litter	3.2%	23.8%	37.4%	33.1%	2.5%
Q5-10. Infrastructure/streets	1.2%	10.2%	32.3%	53.4%	2.8%
Q5-11. Aggressive solicitation/panhandling	4.7%	19.4%	29.2%	43.1%	3.7%
Q5-12. Climate change (extreme heat, flooding, tree canopy, etc.)	13.8%	18.4%	33.2%	28.9%	5.8%
Q5-13. Racial & ethnic inequities	12.2%	17.8%	31.5%	31.1%	7.4%
Q5-14. Other	3.7%	1.8%	14.7%	70.2%	9.6%

WITHOUT DON'T KNOW

Q5. Please indicate the extent to which you think each of the following are an issue in the City of Dallas by circling the corresponding number below. (without "don't know")

(N=1475)

	Not a problem	Minor problem	Moderate problem	Major problem
Q5-1. Crime	0.6%	4.9%	33.4%	61.0%
Q5-2. Drugs	2.4%	9.0%	28.9%	59.7%
Q5-3. High weeds	14.2%	38.1%	32.1%	15.6%
Q5-4. Noise	9.3%	35.4%	36.3%	19.0%
Q5-5. Blighted buildings	7.8%	33.4%	40.8%	18.0%
Q5-6. Homelessness	0.6%	4.1%	20.5%	74.8%
Q5-7. Environmental hazard(s), air quality & toxic waste	5.9%	23.4%	43.3%	27.5%
Q5-8. Loose dogs & unrestrained pets	12.8%	36.2%	28.7%	22.4%
Q5-9. Litter	3.3%	24.4%	38.4%	33.9%
Q5-10. Infrastructure/streets	1.3%	10.5%	33.3%	55.0%
Q5-11. Aggressive solicitation/panhandling	4.9%	20.1%	30.3%	44.7%
Q5-12. Climate change (extreme heat, flooding, tree canopy, etc.)	14.6%	19.5%	35.3%	30.6%
Q5-13. Racial & ethnic inequities	13.2%	19.3%	34.0%	33.6%
Q5-14. Other	4.1%	2.0%	16.2%	77.7%

Q6. Perception of Safety. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please indicate how safe you feel in the following situations.

(N=1475)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q6-1. In your neighborhood during the day	30.9%	40.5%	18.7%	6.5%	2.4%	0.9%
Q6-2. In your neighborhood after dark	9.9%	31.6%	24.9%	22.3%	10.0%	1.3%
Q6-3. In Dallas downtown area during the day	9.6%	39.0%	26.4%	12.4%	3.7%	8.9%
Q6-4. In Dallas downtown area after dark	1.4%	8.5%	19.0%	34.9%	24.4%	11.9%
Q6-5. In Dallas restaurant/retail areas during the day	20.4%	48.3%	22.2%	5.4%	0.9%	2.7%
Q6-6. In Dallas restaurant/retail areas after dark	5.0%	26.8%	32.0%	23.3%	7.8%	5.0%
Q6-7. In Dallas parks during the day	15.1%	42.9%	24.7%	8.5%	2.4%	6.4%
Q6-8. In Dallas parks after dark	1.3%	6.2%	17.2%	36.9%	26.6%	11.7%
Q6-9. From violent crime (rape, assault, robbery)	3.3%	16.5%	28.6%	28.4%	19.5%	3.7%
Q6-10. From property crime (burglary, theft)	1.6%	13.2%	26.4%	33.6%	22.6%	2.5%
Q6-11. From fire	15.5%	43.9%	29.6%	3.9%	1.8%	5.3%

WITHOUT DON'T KNOW

Q6. Perception of Safety. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please indicate how safe you feel in the following situations. (without "don't know")

(N=1475)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q6-1. In your neighborhood during the day	31.2%	40.9%	18.9%	6.6%	2.5%
Q6-2. In your neighborhood after dark	10.0%	32.0%	25.3%	22.6%	10.1%
Q6-3. In Dallas downtown area during the day	10.5%	42.8%	29.0%	13.6%	4.1%
Q6-4. In Dallas downtown area after dark	1.5%	9.6%	21.5%	39.6%	27.7%
Q6-5. In Dallas restaurant/retail areas during the day	21.0%	49.7%	22.9%	5.5%	1.0%
Q6-6. In Dallas restaurant/retail areas after dark	5.3%	28.3%	33.7%	24.6%	8.2%
Q6-7. In Dallas parks during the day	16.1%	45.9%	26.4%	9.1%	2.5%
Q6-8. In Dallas parks after dark	1.5%	7.1%	19.5%	41.8%	30.2%
Q6-9. From violent crime (rape, assault, robbery)	3.4%	17.1%	29.7%	29.5%	20.3%
Q6-10. From property crime (burglary, theft)	1.7%	13.6%	27.1%	34.5%	23.2%
Q6-11. From fire	16.4%	46.3%	31.3%	4.1%	1.9%

Q7. Major Categories of City Services. Please indicate whether you or any members of your household have used each of the following services in the past 12 months.

(N=1475)

	Yes	No
Q7-1. Ambulance/emergency medical services	14.7%	85.3%
Q7-2. Art & cultural programs/facilities	44.7%	55.3%
Q7-3. Neighborhood code enforcement (e.g., high weeds, litter, blight)	27.5%	72.5%
Q7-4. Customer service provided by City employees	31.8%	68.2%
Q7-5. Drinking water	56.1%	43.9%
Q7-6. Fire services	4.1%	95.9%
Q7-7. Solid waste services (e.g., garbage & recycling collection)	73.4%	26.6%
Q7-8. Land use, planning, & zoning	9.4%	90.6%
Q7-9. Maintenance of infrastructure (e.g., City streets & sidewalks)	32.5%	67.5%
Q7-10. Park & recreation system	45.1%	54.9%
Q7-11. Police services	22.5%	77.5%
Q7-12. Public information services	18.6%	81.4%
Q7-13. Public library services	36.5%	63.5%
Q7-14. Sewer services (e.g. sanitary sewer/wastewater)	46.9%	53.1%
Q7-15. Storm drainage	29.4%	70.6%
Q7-16. Traffic management (traffic signals, traffic flow, signs, parking)	47.3%	52.7%
Q7-17. Dallas Love Field Airport	41.0%	59.0%
Q7-18. Municipal court services	10.0%	90.0%

Q7. Major Categories of City Services. Please indicate whether you or any members of your household have used each of the following services in the past 12 months.

	Yes	No
Q7-19. Social services (community centers, child care programs, homeless programs, senior programs)	11.1%	88.9%
Q7-20. 311/service request process (call to report problem)	38.8%	61.2%
Q7-21. Animal services	15.0%	85.0%

Q7. Major Categories of City Services. If "Yes," please rate the City's overall performance in each of the major categories of City services.

(N=1422)

	Excellent	Good	Fair	Poor	Don't know
Q7-1. Ambulance/emergency medical services	45.2%	38.2%	9.7%	4.6%	2.3%
Q7-2. Art & cultural programs/facilities	37.9%	48.2%	10.8%	1.7%	1.5%
Q7-3. Neighborhood code enforcement (e.g., high weeds, litter, blight)	6.4%	31.6%	30.1%	29.6%	2.2%
Q7-4. Customer service provided by City employees	16.8%	42.4%	24.7%	13.4%	2.6%
Q7-5. Drinking water	21.8%	48.9%	19.8%	6.7%	2.9%
Q7-6. Fire services	45.9%	41.0%	6.6%	3.3%	3.3%
Q7-7. Solid waste services (e.g., garbage & recycling collection)	20.2%	45.9%	22.6%	9.2%	2.0%
Q7-8. Land use, planning, & zoning	5.0%	23.7%	29.5%	41.0%	0.7%
Q7-9. Maintenance of infrastructure (e.g., City streets & sidewalks)	4.0%	13.3%	36.9%	44.6%	1.3%
Q7-10. Park & recreation system	17.7%	56.1%	19.8%	4.5%	1.8%
Q7-11. Police services	12.3%	24.1%	29.5%	32.5%	1.5%
Q7-12. Public information services	12.8%	46.7%	25.9%	11.3%	3.3%
Q7-13. Public library services	42.6%	45.9%	8.2%	1.9%	1.5%
Q7-14. Sewer services (e.g. sanitary sewer/wastewater)	23.3%	50.7%	15.9%	4.6%	5.5%
Q7-15. Storm drainage	16.1%	39.6%	25.8%	13.6%	4.8%
Q7-16. Traffic management (traffic signals, traffic flow, signs, parking)	4.9%	30.9%	39.5%	22.8%	1.9%
Q7-17. Dallas Love Field Airport	45.8%	45.5%	5.1%	1.2%	2.5%
Q7-18. Municipal court services	13.6%	39.5%	25.9%	15.0%	6.1%

Q7. Major Categories of City Services. If "Yes," please rate the City's overall performance in each of the major categories of City services.

	Excellent	Good	Fair	Poor	Don't know
Q7-19. Social services (community centers, child care programs, homeless programs, senior programs)	4.9%	35.6%	28.8%	24.5%	6.1%
Q7-20. 311/service request process (call to report problem)	16.3%	36.5%	25.3%	19.4%	2.4%
Q7-21. Animal services	15.4%	31.7%	24.9%	25.3%	2.7%

WITHOUT DON'T KNOW**Q7. Major Categories of City Services. If "Yes," please rate the City's overall performance in each of the major categories of City services. (without "don't know")**

(N=1422)

	Excellent	Good	Fair	Poor
Q7-1. Ambulance/emergency medical services	46.2%	39.2%	9.9%	4.7%
Q7-2. Art & cultural programs/facilities	38.5%	48.9%	10.9%	1.7%
Q7-3. Neighborhood code enforcement (e.g., high weeds, litter, blight)	6.6%	32.3%	30.8%	30.3%
Q7-4. Customer service provided by City employees	17.3%	43.5%	25.4%	13.8%
Q7-5. Drinking water	22.4%	50.3%	20.4%	6.8%
Q7-6. Fire services	47.5%	42.4%	6.8%	3.4%
Q7-7. Solid waste services (e.g., garbage & recycling collection)	20.7%	46.9%	23.0%	9.4%
Q7-8. Land use, planning, & zoning	5.1%	23.9%	29.7%	41.3%
Q7-9. Maintenance of infrastructure (e.g., City streets & sidewalks)	4.0%	13.5%	37.3%	45.1%
Q7-10. Park & recreation system	18.1%	57.1%	20.2%	4.6%
Q7-11. Police services	12.5%	24.5%	30.0%	33.0%
Q7-12. Public information services	13.2%	48.3%	26.8%	11.7%
Q7-13. Public library services	43.2%	46.6%	8.3%	1.9%
Q7-14. Sewer services (e.g. sanitary sewer/wastewater)	24.6%	53.7%	16.8%	4.9%
Q7-15. Storm drainage	16.9%	41.6%	27.1%	14.3%
Q7-16. Traffic management (traffic signals, traffic flow, signs, parking)	5.0%	31.5%	40.3%	23.2%
Q7-17. Dallas Love Field Airport	46.9%	46.6%	5.3%	1.2%
Q7-18. Municipal court services	14.5%	42.0%	27.5%	15.9%

WITHOUT DON'T KNOW**Q7. Major Categories of City Services. If "Yes," please rate the City's overall performance in each of the major categories of City services. (without "don't know")**

	Excellent	Good	Fair	Poor
Q7-19. Social services (community centers, child care programs, homeless programs, senior programs)	5.2%	37.9%	30.7%	26.1%
Q7-20. 311/service request process (call to report problem)	16.7%	37.5%	26.0%	19.9%
Q7-21. Animal services	15.8%	32.6%	25.6%	26.0%

Q8. Which FOUR of the services listed in Question 7 do you think should be the City's top priorities?

<u>Q8. Top choice</u>	<u>Number</u>	<u>Percent</u>
Ambulance/emergency medical services	113	7.7 %
Art & cultural programs/facilities	18	1.2 %
Neighborhood code enforcement (e.g., high weeds, litter, blight)	109	7.4 %
Customer service provided by City employees	53	3.6 %
Drinking water	108	7.3 %
Fire services	14	0.9 %
Solid waste services (e.g., garbage & recycling collection)	37	2.5 %
Land use, planning, & zoning	58	3.9 %
Maintenance of infrastructure (e.g., City streets & sidewalks)	287	19.5 %
Park & recreation system	28	1.9 %
Police services	339	23.0 %
Public information services	4	0.3 %
Public library services	13	0.9 %
Sewer services (e.g. sanitary sewer/wastewater)	10	0.7 %
Storm drainage	13	0.9 %
Traffic management (traffic signals, traffic flow, signs, parking)	52	3.5 %
Dallas Love Field Airport	3	0.2 %
Municipal court services	3	0.2 %
Social services (community centers, child care programs, homeless programs, senior programs)	102	6.9 %
311/service request process (call to report problem)	16	1.1 %
Animal services	22	1.5 %
None chosen	73	4.9 %
Total	1475	100.0 %

Q8. Which FOUR of the services listed in Question 7 do you think should be the City's top priorities?

<u>Q8. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Ambulance/emergency medical services	72	4.9 %
Art & cultural programs/facilities	23	1.6 %
Neighborhood code enforcement (e.g., high weeds, litter, blight)	117	7.9 %
Customer service provided by City employees	48	3.3 %
Drinking water	81	5.5 %
Fire services	77	5.2 %
Solid waste services (e.g., garbage & recycling collection)	76	5.2 %
Land use, planning, & zoning	54	3.7 %
Maintenance of infrastructure (e.g., City streets & sidewalks)	272	18.4 %
Park & recreation system	42	2.8 %
Police services	175	11.9 %
Public information services	20	1.4 %
Public library services	19	1.3 %
Sewer services (e.g. sanitary sewer/wastewater)	11	0.7 %
Storm drainage	23	1.6 %
Traffic management (traffic signals, traffic flow, signs, parking)	106	7.2 %
Dallas Love Field Airport	5	0.3 %
Municipal court services	5	0.3 %
Social services (community centers, child care programs, homeless programs, senior programs)	97	6.6 %
311/service request process (call to report problem)	33	2.2 %
Animal services	27	1.8 %
None chosen	92	6.2 %
Total	1475	100.0 %

Q8. Which FOUR of the services listed in Question 7 do you think should be the City's top priorities?

<u>Q8. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Ambulance/emergency medical services	57	3.9 %
Art & cultural programs/facilities	37	2.5 %
Neighborhood code enforcement (e.g., high weeds, litter, blight)	93	6.3 %
Customer service provided by City employees	53	3.6 %
Drinking water	57	3.9 %
Fire services	60	4.1 %
Solid waste services (e.g., garbage & recycling collection)	73	4.9 %
Land use, planning, & zoning	66	4.5 %
Maintenance of infrastructure (e.g., City streets & sidewalks)	197	13.4 %
Park & recreation system	84	5.7 %
Police services	152	10.3 %
Public information services	12	0.8 %
Public library services	28	1.9 %
Sewer services (e.g. sanitary sewer/wastewater)	13	0.9 %
Storm drainage	24	1.6 %
Traffic management (traffic signals, traffic flow, signs, parking)	142	9.6 %
Dallas Love Field Airport	13	0.9 %
Municipal court services	6	0.4 %
Social services (community centers, child care programs, homeless programs, senior programs)	123	8.3 %
311/service request process (call to report problem)	35	2.4 %
Animal services	33	2.2 %
None chosen	117	7.9 %
Total	1475	100.0 %

Q8. Which FOUR of the services listed in Question 7 do you think should be the City's top priorities?

<u>Q8. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Ambulance/emergency medical services	40	2.7 %
Art & cultural programs/facilities	55	3.7 %
Neighborhood code enforcement (e.g., high weeds, litter, blight)	89	6.0 %
Customer service provided by City employees	51	3.5 %
Drinking water	53	3.6 %
Fire services	39	2.6 %
Solid waste services (e.g., garbage & recycling collection)	79	5.4 %
Land use, planning, & zoning	87	5.9 %
Maintenance of infrastructure (e.g., City streets & sidewalks)	117	7.9 %
Park & recreation system	78	5.3 %
Police services	73	4.9 %
Public information services	32	2.2 %
Public library services	38	2.6 %
Sewer services (e.g. sanitary sewer/wastewater)	27	1.8 %
Storm drainage	33	2.2 %
Traffic management (traffic signals, traffic flow, signs, parking)	115	7.8 %
Dallas Love Field Airport	12	0.8 %
Municipal court services	8	0.5 %
Social services (community centers, child care programs, homeless programs, senior programs)	133	9.0 %
311/service request process (call to report problem)	65	4.4 %
Animal services	53	3.6 %
None chosen	198	13.4 %
Total	1475	100.0 %

SUM OF TOP 4 CHOICES**Q8. Which FOUR of the services listed in Question 7 do you think should be the City's top priorities? (top 4)**

Q8. Sum of Top 4 Choices	Number	Percent
Ambulance/emergency medical services	282	19.1 %
Art & cultural programs/facilities	133	9.0 %
Neighborhood code enforcement (e.g., high weeds, litter, blight)	408	27.7 %
Customer service provided by City employees	205	13.9 %
Drinking water	299	20.3 %
Fire services	190	12.9 %
Solid waste services (e.g., garbage & recycling collection)	265	18.0 %
Land use, planning, & zoning	265	18.0 %
Maintenance of infrastructure (e.g., City streets & sidewalks)	873	59.2 %
Park & recreation system	232	15.7 %
Police services	739	50.1 %
Public information services	68	4.6 %
Public library services	98	6.6 %
Sewer services (e.g. sanitary sewer/wastewater)	61	4.1 %
Storm drainage	93	6.3 %
Traffic management (traffic signals, traffic flow, signs, parking)	415	28.1 %
Dallas Love Field Airport	33	2.2 %
Municipal court services	22	1.5 %
Social services (community centers, child care programs, homeless programs, senior programs)	455	30.8 %
311/service request process (call to report problem)	149	10.1 %
Animal services	135	9.2 %
None chosen	73	4.9 %
Total	5493	

Q9. Public Safety Services. Please rate the City's performance in the following areas.

(N=1475)

	Excellent	Good	Fair	Poor	Don't know
Q9-1. Crime prevention	1.5%	19.9%	38.0%	34.4%	6.1%
Q9-2. Traffic enforcement	2.4%	23.7%	36.0%	31.7%	6.2%
Q9-3. Efforts by police to fight crime in your neighborhood	5.6%	24.9%	30.4%	29.4%	9.6%
Q9-4. Efforts by police to effectively deal with problems in your neighborhood	5.1%	22.9%	29.9%	28.8%	13.3%
Q9-5. Response time of police to emergency calls	3.5%	13.7%	20.1%	34.0%	28.7%
Q9-6. Response time of fire to structure fires	15.1%	24.5%	8.9%	1.4%	50.0%
Q9-7. Response time of fire to medical emergencies	17.2%	26.5%	10.5%	2.3%	43.5%
Q9-8. Fire prevention & education	5.0%	19.8%	15.2%	8.5%	51.5%
Q9-9. Prevention programs for youth (PALS, after-school programming, etc.)	1.8%	8.6%	13.5%	11.6%	64.5%
Q9-10. Mental health programs	0.7%	4.3%	13.5%	39.9%	41.6%
Q9-11. Quality of disaster response programs (Community Emergency Response Team)	3.0%	13.7%	15.9%	7.9%	59.5%

WITHOUT DON'T KNOW**Q9. Public Safety Services. Please rate the City's performance in the following areas. (without "don't know")**

(N=1475)

	Excellent	Good	Fair	Poor
Q9-1. Crime prevention	1.6%	21.2%	40.5%	36.7%
Q9-2. Traffic enforcement	2.5%	25.3%	38.4%	33.8%
Q9-3. Efforts by police to fight crime in your neighborhood	6.2%	27.6%	33.6%	32.6%
Q9-4. Efforts by police to effectively deal with problems in your neighborhood	5.9%	26.4%	34.5%	33.2%
Q9-5. Response time of police to emergency calls	4.9%	19.2%	28.2%	47.6%
Q9-6. Response time of fire to structure fires	30.3%	49.1%	17.8%	2.8%
Q9-7. Response time of fire to medical emergencies	30.4%	46.9%	18.6%	4.1%
Q9-8. Fire prevention & education	10.3%	40.8%	31.3%	17.6%
Q9-9. Prevention programs for youth (PALS, after-school programming, etc.)	5.0%	24.3%	38.0%	32.7%
Q9-10. Mental health programs	1.2%	7.4%	23.1%	68.3%
Q9-11. Quality of disaster response programs (Community Emergency Response Team)	7.4%	33.8%	39.3%	19.6%

Q10. Which TWO of the public safety services listed in Question 9 do you think should be the City's top priorities?

Q10. Top choice	Number	Percent
Crime prevention	571	38.7 %
Traffic enforcement	73	4.9 %
Efforts by police to fight crime in your neighborhood	128	8.7 %
Efforts by police to effectively deal with problems in your neighborhood	81	5.5 %
Response time of police to emergency calls	221	15.0 %
Response time of fire to structure fires	11	0.7 %
Response time of fire to medical emergencies	18	1.2 %
Fire prevention & education	5	0.3 %
Prevention programs for youth (PALS, after-school programming, etc.)	57	3.9 %
Mental health programs	232	15.7 %
Quality of disaster response programs (Community Emergency Response Team)	18	1.2 %
None chosen	60	4.1 %
Total	1475	100.0 %

Q10. Which TWO of the public safety services listed in Question 9 do you think should be the City's top priorities?

Q10. 2nd choice	Number	Percent
Crime prevention	179	12.1 %
Traffic enforcement	129	8.7 %
Efforts by police to fight crime in your neighborhood	206	14.0 %
Efforts by police to effectively deal with problems in your neighborhood	163	11.1 %
Response time of police to emergency calls	236	16.0 %
Response time of fire to structure fires	27	1.8 %
Response time of fire to medical emergencies	42	2.8 %
Fire prevention & education	10	0.7 %
Prevention programs for youth (PALS, after-school programming, etc.)	121	8.2 %
Mental health programs	245	16.6 %
Quality of disaster response programs (Community Emergency Response Team)	39	2.6 %
None chosen	78	5.3 %
Total	1475	100.0 %

SUM OF TOP 2 CHOICES**Q10. Which TWO of the public safety services listed in Question 9 do you think should be the City's top priorities? (top 2)**

<u>Q10. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
Crime prevention	750	50.8 %
Traffic enforcement	202	13.7 %
Efforts by police to fight crime in your neighborhood	334	22.6 %
Efforts by police to effectively deal with problems in your neighborhood	244	16.5 %
Response time of police to emergency calls	457	31.0 %
Response time of fire to structure fires	38	2.6 %
Response time of fire to medical emergencies	60	4.1 %
Fire prevention & education	15	1.0 %
Prevention programs for youth (PALS, after-school programming, etc.)	178	12.1 %
Mental health programs	477	32.3 %
Quality of disaster response programs (Community Emergency Response Team)	57	3.9 %
None chosen	60	4.1 %
Total	2872	

Q11. Parks and Recreation. Please rate the City's performance in the following areas.

(N=1475)

	Excellent	Good	Fair	Poor	Don't know
Q11-1. City parks	11.8%	50.5%	24.5%	4.5%	8.7%
Q11-2. Recreation programs or classes	5.4%	25.6%	20.6%	7.1%	41.3%
Q11-3. Range/variety of recreation programs & classes	4.4%	22.7%	19.2%	9.0%	44.7%
Q11-4. Recreation centers/facilities	6.0%	32.8%	23.3%	7.7%	30.2%
Q11-5. Accessibility of parks	14.0%	47.9%	22.2%	5.6%	10.4%
Q11-6. Accessibility of recreation centers/facilities	8.9%	35.7%	22.2%	6.1%	27.1%
Q11-7. Appearance/maintenance of parks	11.5%	47.0%	26.6%	6.5%	8.5%
Q11-8. Appearance/maintenance of recreation centers/facilities	8.1%	36.8%	21.6%	5.7%	27.7%
Q11-9. Outdoor athletic facilities (soccer/baseball fields, tennis courts)	7.8%	34.1%	22.9%	6.7%	28.5%
Q11-10. Walking trails in City	11.1%	39.1%	22.2%	10.8%	16.9%
Q11-11. Outdoor swimming facilities	3.5%	16.8%	15.7%	14.3%	49.6%
Q11-12. Ease of registering for City recreation programs/events	4.1%	17.9%	15.2%	9.0%	53.8%
Q11-13. City golf courses	5.7%	17.0%	9.8%	4.3%	63.2%

WITHOUT DON'T KNOW**Q11. Parks and Recreation. Please rate the City's performance in the following areas. (without "don't know")**

(N=1475)

	Excellent	Good	Fair	Poor
Q11-1. City parks	12.9%	55.3%	26.9%	4.9%
Q11-2. Recreation programs or classes	9.2%	43.6%	35.1%	12.0%
Q11-3. Range/variety of recreation programs & classes	8.0%	41.1%	34.7%	16.3%
Q11-4. Recreation centers/facilities	8.6%	47.0%	33.3%	11.1%
Q11-5. Accessibility of parks	15.6%	53.5%	24.7%	6.2%
Q11-6. Accessibility of recreation centers/facilities	12.3%	49.0%	30.4%	8.4%
Q11-7. Appearance/maintenance of parks	12.5%	51.3%	29.0%	7.1%
Q11-8. Appearance/maintenance of recreation centers/facilities	11.3%	50.9%	29.9%	7.9%
Q11-9. Outdoor athletic facilities (soccer/baseball fields, tennis courts)	10.9%	47.7%	32.0%	9.4%
Q11-10. Walking trails in City	13.3%	47.0%	26.7%	13.0%
Q11-11. Outdoor swimming facilities	7.0%	33.4%	31.2%	28.4%
Q11-12. Ease of registering for City recreation programs/events	8.9%	38.7%	32.8%	19.5%
Q11-13. City golf courses	15.5%	46.2%	26.7%	11.6%

Q12. Which THREE of the Park and Recreation services listed in Question 11 do you think should be the City's top priorities?

Q12. Top choice	Number	Percent
City parks	369	25.0 %
Recreation programs or classes	111	7.5 %
Range/variety of recreation programs & classes	94	6.4 %
Recreation centers/facilities	78	5.3 %
Accessibility of parks	75	5.1 %
Accessibility of recreation centers/facilities	50	3.4 %
Appearance/maintenance of parks	190	12.9 %
Appearance/maintenance of recreation centers/facilities	53	3.6 %
Outdoor athletic facilities (soccer/baseball fields, tennis courts)	44	3.0 %
Walking trails in City	178	12.1 %
Outdoor swimming facilities	43	2.9 %
Ease of registering for City recreation programs/events	32	2.2 %
City golf courses	25	1.7 %
None chosen	133	9.0 %
Total	1475	100.0 %

Q12. Which THREE of the Park and Recreation services listed in Question 11 do you think should be the City's top priorities?

Q12. 2nd choice	Number	Percent
City parks	118	8.0 %
Recreation programs or classes	91	6.2 %
Range/variety of recreation programs & classes	135	9.2 %
Recreation centers/facilities	132	8.9 %
Accessibility of parks	94	6.4 %
Accessibility of recreation centers/facilities	78	5.3 %
Appearance/maintenance of parks	193	13.1 %
Appearance/maintenance of recreation centers/facilities	87	5.9 %
Outdoor athletic facilities (soccer/baseball fields, tennis courts)	73	4.9 %
Walking trails in City	188	12.7 %
Outdoor swimming facilities	60	4.1 %
Ease of registering for City recreation programs/events	53	3.6 %
City golf courses	19	1.3 %
None chosen	154	10.4 %
Total	1475	100.0 %

Q12. Which THREE of the Park and Recreation services listed in Question 11 do you think should be the City's top priorities?

Q12. 3rd choice	Number	Percent
City parks	116	7.9 %
Recreation programs or classes	85	5.8 %
Range/variety of recreation programs & classes	108	7.3 %
Recreation centers/facilities	89	6.0 %
Accessibility of parks	86	5.8 %
Accessibility of recreation centers/facilities	81	5.5 %
Appearance/maintenance of parks	145	9.8 %
Appearance/maintenance of recreation centers/facilities	86	5.8 %
Outdoor athletic facilities (soccer/baseball fields, tennis courts)	114	7.7 %
Walking trails in City	173	11.7 %
Outdoor swimming facilities	79	5.4 %
Ease of registering for City recreation programs/events	78	5.3 %
City golf courses	36	2.4 %
None chosen	199	13.5 %
Total	1475	100.0 %

SUM OF TOP 3 CHOICES

Q12. Which THREE of the Park and Recreation services listed in Question 11 do you think should be the City's top priorities? (top 3)

Q12. Sum of Top 3 Choices	Number	Percent
City parks	603	40.9 %
Recreation programs or classes	287	19.5 %
Range/variety of recreation programs & classes	337	22.8 %
Recreation centers/facilities	299	20.3 %
Accessibility of parks	255	17.3 %
Accessibility of recreation centers/facilities	209	14.2 %
Appearance/maintenance of parks	528	35.8 %
Appearance/maintenance of recreation centers/facilities	226	15.3 %
Outdoor athletic facilities (soccer/baseball fields, tennis courts)	231	15.7 %
Walking trails in City	539	36.5 %
Outdoor swimming facilities	182	12.3 %
Ease of registering for City recreation programs/events	163	11.1 %
City golf courses	80	5.4 %
None chosen	133	9.0 %
Total	4072	

Q13. Code Enforcement Services. Please rate the City's performance in following areas.

(N=1475)

	Excellent	Good	Fair	Poor	Don't know
Q13-1. Enforcement of multi-family building conditions	1.3%	10.1%	22.8%	26.5%	39.3%
Q13-2. Enforcement of mowing of weeds & high grass on private property	3.9%	20.8%	30.0%	22.8%	22.4%
Q13-3. Enforcement of blighted residential properties	1.2%	10.5%	27.1%	29.2%	32.1%
Q13-4. Enforcement of sign regulations	2.1%	16.2%	26.6%	20.3%	34.7%
Q13-5. City efforts to remove junk motor vehicles (inoperative) on private property	2.3%	11.5%	18.4%	27.7%	40.1%
Q13-6. Enforcement of bulk/brush trash violations	4.7%	21.8%	23.8%	21.4%	28.3%
Q13-7. Enforcement of litter on private property	2.8%	14.3%	22.2%	28.1%	32.5%
Q13-8. City efforts to survey & abate mosquitos carrying viruses	3.3%	21.2%	23.8%	19.9%	31.8%
Q13-9. Enforcement of food safety in restaurants	5.0%	30.0%	19.5%	9.4%	36.1%
Q13-10. Enforcement of yard parking regulations in your neighborhood	5.6%	20.2%	18.2%	23.3%	32.7%

WITHOUT DON'T KNOW**Q13. Code Enforcement Services. Please rate the City's performance in following areas. (without "don't know")**

(N=1475)

	Excellent	Good	Fair	Poor
Q13-1. Enforcement of multi-family building conditions	2.1%	16.6%	37.5%	43.7%
Q13-2. Enforcement of mowing of weeds & high grass on private property	5.0%	26.8%	38.7%	29.5%
Q13-3. Enforcement of blighted residential properties	1.7%	15.5%	39.8%	43.0%
Q13-4. Enforcement of sign regulations	3.2%	24.8%	40.8%	31.2%
Q13-5. City efforts to remove junk motor vehicles (inoperative) on private property	3.8%	19.1%	30.8%	46.3%
Q13-6. Enforcement of bulk/brush trash violations	6.5%	30.5%	33.2%	29.8%
Q13-7. Enforcement of litter on private property	4.2%	21.2%	32.9%	41.7%
Q13-8. City efforts to survey & abate mosquitos carrying viruses	4.9%	31.1%	34.9%	29.1%
Q13-9. Enforcement of food safety in restaurants	7.9%	46.9%	30.6%	14.6%
Q13-10. Enforcement of yard parking regulations in your neighborhood	8.3%	30.0%	27.0%	34.7%

Q14. Which TWO of the code enforcement services listed in Question 13 do you think should be the City's top priorities?

Q14. Top choice	Number	Percent
Enforcement of multi-family building conditions	372	25.2 %
Enforcement of mowing of weeds & high grass on private property	126	8.5 %
Enforcement of blighted residential properties	184	12.5 %
Enforcement of sign regulations	40	2.7 %
City efforts to remove junk motor vehicles (inoperative) on private property	109	7.4 %
Enforcement of bulk/brush trash violations	75	5.1 %
Enforcement of litter on private property	58	3.9 %
City efforts to survey & abate mosquitos carrying viruses	172	11.7 %
Enforcement of food safety in restaurants	157	10.6 %
Enforcement of yard parking regulations in your neighborhood	58	3.9 %
None chosen	124	8.4 %
Total	1475	100.0 %

Q14. Which TWO of the code enforcement services listed in Question 13 do you think should be the City's top priorities?

Q14. 2nd choice	Number	Percent
Enforcement of multi-family building conditions	137	9.3 %
Enforcement of mowing of weeds & high grass on private property	110	7.5 %
Enforcement of blighted residential properties	225	15.3 %
Enforcement of sign regulations	58	3.9 %
City efforts to remove junk motor vehicles (inoperative) on private property	116	7.9 %
Enforcement of bulk/brush trash violations	116	7.9 %
Enforcement of litter on private property	119	8.1 %
City efforts to survey & abate mosquitos carrying viruses	180	12.2 %
Enforcement of food safety in restaurants	193	13.1 %
Enforcement of yard parking regulations in your neighborhood	79	5.4 %
None chosen	142	9.6 %
Total	1475	100.0 %

SUM OF TOP 2 CHOICES**Q14. Which TWO of the code enforcement services listed in Question 13 do you think should be the City's top priorities? (top 2)**

<u>Q14. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
Enforcement of multi-family building conditions	509	34.5 %
Enforcement of mowing of weeds & high grass on private property	236	16.0 %
Enforcement of blighted residential properties	409	27.7 %
Enforcement of sign regulations	98	6.6 %
City efforts to remove junk motor vehicles (inoperative) on private property	225	15.3 %
Enforcement of bulk/brush trash violations	191	12.9 %
Enforcement of litter on private property	177	12.0 %
City efforts to survey & abate mosquitos carrying viruses	352	23.9 %
Enforcement of food safety in restaurants	350	23.7 %
Enforcement of yard parking regulations in your neighborhood	137	9.3 %
None chosen	124	8.4 %
Total	2808	

Q15. Solid Waste Services. Please rate the City's performance in the following areas.

(N=1475)

	Excellent	Good	Fair	Poor	Don't know
Q15-1. Garbage collections	24.8%	42.8%	20.0%	8.5%	3.9%
Q15-2. Recycling	20.7%	35.7%	21.8%	12.7%	9.0%
Q15-3. Yard waste pickup	16.9%	34.2%	21.5%	7.7%	19.6%
Q15-4. Bulk trash pickup	22.7%	38.4%	21.2%	8.9%	8.7%
Q15-5. Household hazardous waste disposal	7.6%	17.6%	18.1%	15.3%	41.4%

WITHOUT DON'T KNOW**Q15. Solid Waste Services. Please rate the City's performance in the following areas. (without "don't know")**

(N=1475)

	Excellent	Good	Fair	Poor
Q15-1. Garbage collections	25.8%	44.5%	20.8%	8.9%
Q15-2. Recycling	22.8%	39.3%	23.9%	14.0%
Q15-3. Yard waste pickup	21.1%	42.6%	26.7%	9.6%
Q15-4. Bulk trash pickup	24.9%	42.1%	23.2%	9.8%
Q15-5. Household hazardous waste disposal	13.0%	30.0%	30.9%	26.2%

Q16. Which TWO of the solid waste services listed in Question 15 do you think should be the City's top priorities?

Q16. Top choice	Number	Percent
Garbage collections	669	45.4 %
Recycling	254	17.2 %
Yard waste pickup	77	5.2 %
Bulk trash pickup	169	11.5 %
Household hazardous waste disposal	189	12.8 %
None chosen	117	7.9 %
Total	1475	100.0 %

Q16. Which TWO of the solid waste services listed in Question 15 do you think should be the City's top priorities?

Q16. 2nd choice	Number	Percent
Garbage collections	184	12.5 %
Recycling	360	24.4 %
Yard waste pickup	143	9.7 %
Bulk trash pickup	438	29.7 %
Household hazardous waste disposal	215	14.6 %
None chosen	135	9.2 %
Total	1475	100.0 %

SUM OF TOP 2 CHOICES

Q16. Which TWO of the solid waste services listed in Question 15 do you think should be the City's top priorities? (top 2)

Q16. Top choice	Number	Percent
Garbage collections	853	57.8 %
Recycling	614	41.6 %
Yard waste pickup	220	14.9 %
Bulk trash pickup	607	41.2 %
Household hazardous waste disposal	404	27.4 %
None chosen	117	7.9 %
Total	2815	

Q17. Streets and Infrastructure/Mobility. Please rate the City's performance in the following areas.

(N=1475)

	Excellent	Good	Fair	Poor	Don't know
Q17-1. Maintenance & repair of thoroughfares & major streets	1.5%	17.3%	35.4%	43.1%	2.7%
Q17-2. Maintenance & repair of streets in your neighborhood	3.2%	17.8%	30.2%	46.8%	2.0%
Q17-3. Street striping	2.1%	17.9%	31.3%	38.7%	10.0%
Q17-4. Street cleaning	3.5%	18.3%	27.5%	39.0%	11.7%
Q17-5. Street lighting	3.9%	31.5%	36.7%	24.3%	3.6%
Q17-6. Traffic signs & signal operations	7.1%	42.2%	32.0%	15.3%	3.4%
Q17-7. Sidewalk maintenance	1.3%	15.6%	33.6%	43.7%	5.8%
Q17-8. Alley maintenance	1.8%	10.4%	25.7%	44.7%	17.4%
Q17-9. Curbs & gutters	2.1%	21.4%	35.9%	28.9%	11.7%
Q17-10. Bike lanes in City (shared, protected & multi-use)	3.6%	18.6%	24.6%	26.2%	27.0%

WITHOUT DON'T KNOW**Q17. Streets and Infrastructure/Mobility. Please rate the City's performance in the following areas. (without "don't know")**

(N=1475)

	Excellent	Good	Fair	Poor
Q17-1. Maintenance & repair of thoroughfares & major streets	1.5%	17.8%	36.4%	44.3%
Q17-2. Maintenance & repair of streets in your neighborhood	3.3%	18.1%	30.8%	47.8%
Q17-3. Street striping	2.3%	19.9%	34.8%	43.0%
Q17-4. Street cleaning	4.0%	20.7%	31.1%	44.2%
Q17-5. Street lighting	4.0%	32.6%	38.1%	25.2%
Q17-6. Traffic signs & signal operations	7.4%	43.7%	33.1%	15.8%
Q17-7. Sidewalk maintenance	1.4%	16.6%	35.7%	46.4%
Q17-8. Alley maintenance	2.2%	12.6%	31.1%	54.1%
Q17-9. Curbs & gutters	2.4%	24.3%	40.7%	32.7%
Q17-10. Bike lanes in City (shared, protected & multi-use)	4.9%	25.4%	33.7%	35.9%

Q18. Which TWO of the street and infrastructure services in Question 17 do you think should be the City's top priorities?

<u>Q18. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance & repair of thoroughfares & major streets	668	45.3 %
Maintenance & repair of streets in your neighborhood	314	21.3 %
Street striping	47	3.2 %
Street cleaning	31	2.1 %
Street lighting	73	4.9 %
Traffic signs & signal operations	35	2.4 %
Sidewalk maintenance	77	5.2 %
Alley maintenance	66	4.5 %
Curbs & gutters	7	0.5 %
Bike lanes in City (shared, protected & multi-use)	71	4.8 %
None chosen	86	5.8 %
Total	1475	100.0 %

Q18. Which TWO of the street and infrastructure services in Question 17 do you think should be the City's top priorities?

<u>Q18. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance & repair of thoroughfares & major streets	207	14.0 %
Maintenance & repair of streets in your neighborhood	405	27.5 %
Street striping	70	4.7 %
Street cleaning	73	4.9 %
Street lighting	126	8.5 %
Traffic signs & signal operations	134	9.1 %
Sidewalk maintenance	166	11.3 %
Alley maintenance	95	6.4 %
Curbs & gutters	21	1.4 %
Bike lanes in City (shared, protected & multi-use)	76	5.2 %
None chosen	102	6.9 %
Total	1475	100.0 %

SUM OF TOP 2 CHOICES**Q18. Which TWO of the street and infrastructure services in Question 17 do you think should be the City's top priorities? (top 2)**

<u>Q18. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance & repair of thoroughfares & major streets	875	59.3 %
Maintenance & repair of streets in your neighborhood	719	48.7 %
Street striping	117	7.9 %
Street cleaning	104	7.1 %
Street lighting	199	13.5 %
Traffic signs & signal operations	169	11.5 %
Sidewalk maintenance	243	16.5 %
Alley maintenance	161	10.9 %
Curbs & gutters	28	1.9 %
Bike lanes in City (shared, protected & multi-use)	147	10.0 %
None chosen	86	5.8 %
Total	2848	

Q19. Other City Services/Facilities. Please rate the City's performance in the following areas.

(N=1475)

	Excellent	Good	Fair	Poor	Don't know
Q19-1. Services to seniors	2.4%	14.6%	19.6%	15.3%	48.0%
Q19-2. Services to youth	2.1%	14.6%	19.1%	13.8%	50.4%
Q19-3. Services to low-income people	2.4%	10.0%	15.7%	27.9%	43.9%
Q19-4. Services to homeless residents	2.2%	6.2%	11.5%	44.9%	35.1%
Q19-5. Housing services programs (home repair, loan assistance, neighborhood grants, etc.)	1.6%	5.8%	14.7%	25.5%	52.3%
Q19-6. Variety of arts & cultural programs	16.1%	35.3%	21.3%	6.0%	21.3%
Q19-7. Appearance/maintenance of arts & cultural centers/facilities	16.9%	40.1%	16.3%	5.0%	21.6%
Q19-8. Accessibility of arts & cultural centers/facilities	13.8%	35.0%	21.4%	7.0%	22.9%
Q19-9. Variety of library materials	16.7%	34.6%	14.9%	5.2%	28.6%
Q19-10. Appearance/maintenance of libraries/facilities	16.0%	41.6%	17.6%	4.2%	20.7%
Q19-11. Accessibility of City facilities/services for persons with disabilities	7.3%	24.3%	18.6%	7.0%	42.8%
Q19-12. Variety of arts & cultural programs	16.3%	34.8%	19.1%	4.3%	25.6%
Q19-13. Services that seek to reduce racial & ethnic disparities	4.8%	12.5%	18.4%	21.2%	43.1%

WITHOUT DON'T KNOW**Q19. Other City Services/Facilities. Please rate the City's performance in the following areas. (without "don't know")**

(N=1475)

	Excellent	Good	Fair	Poor
Q19-1. Services to seniors	4.7%	28.2%	37.7%	29.5%
Q19-2. Services to youth	4.2%	29.5%	38.4%	27.9%
Q19-3. Services to low-income people	4.4%	17.9%	28.1%	49.7%
Q19-4. Services to homeless residents	3.4%	9.6%	17.8%	69.2%
Q19-5. Housing services programs (home repair, loan assistance, neighborhood grants, etc.)	3.4%	12.2%	30.9%	53.5%
Q19-6. Variety of arts & cultural programs	20.5%	44.8%	27.0%	7.7%
Q19-7. Appearance/maintenance of arts & cultural centers/facilities	21.6%	51.2%	20.8%	6.4%
Q19-8. Accessibility of arts & cultural centers/facilities	17.9%	45.4%	27.7%	9.1%
Q19-9. Variety of library materials	23.5%	48.4%	20.9%	7.2%
Q19-10. Appearance/maintenance of libraries/facilities	20.2%	52.4%	22.1%	5.3%
Q19-11. Accessibility of City facilities/services for persons with disabilities	12.8%	42.5%	32.5%	12.2%
Q19-12. Variety of arts & cultural programs	21.9%	46.7%	25.6%	5.8%
Q19-13. Services that seek to reduce racial & ethnic disparities	8.5%	21.9%	32.4%	37.2%

Q20. Customer Service. Have you had any in-person or phone contact with an employee of the City of Dallas within the last 12 months (including police, receptionists, librarians, or any others)?

Q20. Have you had any in-person or phone contact with a City employee within last 12 months	Number	Percent
Yes	937	63.5 %
No	538	36.5 %
Total	1475	100.0 %

Q20a. Please rate the performance of the City employees who helped you the last time you contacted the City in the following areas.

(N=937)

	Excellent	Good	Fair	Poor	Don't know
Q20a-1. Knowledge	33.8%	37.8%	15.8%	10.5%	2.1%
Q20a-2. Responsiveness	30.0%	34.5%	17.7%	15.9%	1.9%
Q20a-3. Courtesy	40.8%	34.5%	15.9%	7.7%	1.2%
Q20a-4. Overall	32.1%	35.9%	19.4%	11.2%	1.4%

WITHOUT DON'T KNOW

Q20a. Please rate the performance of the City employees who helped you the last time you contacted the City in the following areas. (without "don't know")

(N=937)

	Excellent	Good	Fair	Poor
Q20a-1. Knowledge	34.6%	38.6%	16.1%	10.7%
Q20a-2. Responsiveness	30.6%	35.1%	18.1%	16.2%
Q20a-3. Courtesy	41.3%	34.9%	16.1%	7.8%
Q20a-4. Overall	32.6%	36.4%	19.7%	11.4%

Q21. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements.

(N=1475)

	Strongl- y agree	Agree	Neutral	Disagr- ee	Strongl- y disagree	Don't know
Q21-1. I receive good value for City of Dallas taxes I pay	2.8%	18.9%	26.8%	22.6%	21.2%	7.8%
Q21-2. I am pleased with overall direction that City of Dallas is taking	4.4%	21.5%	29.6%	22.1%	16.1%	6.3%
Q21-3. City of Dallas government welcomes resident involvement	3.6%	20.7%	28.5%	16.9%	12.4%	17.8%
Q21-4. City of Dallas government listens to a diverse range of people	4.4%	18.2%	22.1%	19.1%	14.0%	22.2%
Q21-5. Employees at City of Dallas are ethical in the way they conduct City business	3.2%	21.5%	30.2%	11.8%	8.9%	24.5%
Q21-6. Government leaders at City of Dallas are ethical in the way they conduct business	3.2%	15.9%	28.9%	17.5%	12.1%	22.4%
Q21-7. I am pleased with the direction City is taking to reduce racial & ethnic disparities	3.5%	15.8%	28.4%	17.0%	12.2%	23.1%

WITHOUT DON'T KNOW

Q21. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements. (without "don't know")

(N=1475)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q21-1. I receive good value for City of Dallas taxes I pay	3.0%	20.5%	29.0%	24.5%	22.9%
Q21-2. I am pleased with overall direction that City of Dallas is taking	4.7%	22.9%	31.6%	23.6%	17.1%
Q21-3. City of Dallas government welcomes resident involvement	4.4%	25.2%	34.7%	20.5%	15.1%
Q21-4. City of Dallas government listens to a diverse range of people	5.7%	23.4%	28.4%	24.5%	18.0%
Q21-5. Employees at City of Dallas are ethical in the way they conduct City business	4.2%	28.5%	39.9%	15.6%	11.8%
Q21-6. Government leaders at City of Dallas are ethical in the way they conduct business	4.1%	20.5%	37.2%	22.5%	15.6%
Q21-7. I am pleased with the direction City is taking to reduce racial & ethnic disparities	4.6%	20.5%	36.9%	22.1%	15.9%

Q22. How many years have you lived in Dallas?

<u>Q22. How many years have you lived in Dallas</u>	<u>Number</u>	<u>Percent</u>
0-5	115	7.8 %
6-10	121	8.2 %
11-15	105	7.1 %
16-20	103	7.0 %
21-30	261	17.7 %
31+	718	48.7 %
Not provided	52	3.5 %
Total	1475	100.0 %

WITHOUT NOT PROVIDED**Q22. How many years have you lived in Dallas? (without "not provided")**

<u>Q22. How many years have you lived in Dallas</u>	<u>Number</u>	<u>Percent</u>
0-5	115	8.1 %
6-10	121	8.5 %
11-15	105	7.4 %
16-20	103	7.2 %
21-30	261	18.3 %
31+	718	50.5 %
Total	1423	100.0 %

Q23. What is your age?

<u>Q23. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	271	18.4 %
35-44	287	19.5 %
45-54	285	19.3 %
55-64	280	19.0 %
65+	295	20.0 %
Not provided	57	3.9 %
Total	1475	100.0 %

WITHOUT NOT PROVIDED**Q23. What is your age? (without "not provided")**

<u>Q23. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	271	19.1 %
35-44	287	20.2 %
45-54	285	20.1 %
55-64	280	19.7 %
65+	295	20.8 %
Total	1418	100.0 %

Q24. What is your gender?

<u>Q24. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	726	49.2 %
Female	738	50.0 %
Self-identified	11	0.7 %
Total	1475	100.0 %

Q25. What is your race?

<u>Q25. Your race</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	52	3.5 %
Black or African American	354	24.0 %
American Indian or Alaska Native	12	0.8 %
White or Caucasian	800	54.2 %
Native Hawaiian or other Pacific Islander	2	0.1 %
Other	105	7.1 %
Total	1325	

Q25-6. Self-describe your race:

<u>Q25-6. Self-describe your race</u>	<u>Number</u>	<u>Percent</u>
Hispanic	66	62.9 %
Latino	15	14.3 %
Mexican	8	7.6 %
Mixed	8	7.6 %
Mestizo	3	2.9 %
White/Hispanic	2	1.9 %
Multi-racial	1	1.0 %
European	1	1.0 %
Middle Eastern	1	1.0 %
Total	105	100.0 %

Q26. Are you of Hispanic, Latino, or Spanish origin?

Q26. Are you of Hispanic, Latino, or Spanish origin	Number	Percent
Yes	595	40.3 %
No	867	58.8 %
Not provided	13	0.9 %
Total	1475	100.0 %

WITHOUT NOT PROVIDED

Q26. Are you of Hispanic, Latino, or Spanish origin? (without "not provided")

Q26. Are you of Hispanic, Latino, or Spanish origin	Number	Percent
Yes	595	40.7 %
No	867	59.3 %
Total	1462	100.0 %

Q27. Including yourself, how many persons in your household are...

	Mean	Sum
number	2.40	3415
Under age 12	0.22	318
Ages 12-17	0.25	356
Ages 18-34	0.49	702
Ages 35-49	0.53	756
Ages 50-64	0.51	721
Ages 65+	0.40	562

Q28. What is the primary language spoken in your home?

<u>Q28. Primary language spoken in your home</u>	<u>Number</u>	<u>Percent</u>
English	1302	88.3 %
Spanish	145	9.8 %
French	1	0.1 %
Arabic	1	0.1 %
Korean	1	0.1 %
Chinese	4	0.3 %
Vietnamese	1	0.1 %
Other	2	0.1 %
Not provided	18	1.2 %
Total	1475	100.0 %

WITHOUT NOT PROVIDED**Q28. What is the primary language spoken in your home? (without "not provided")**

<u>Q28. Primary language spoken in your home</u>	<u>Number</u>	<u>Percent</u>
English	1302	89.4 %
Spanish	145	10.0 %
French	1	0.1 %
Arabic	1	0.1 %
Korean	1	0.1 %
Chinese	4	0.3 %
Vietnamese	1	0.1 %
Other	2	0.1 %
Total	1457	100.0 %

Q28-8. Other

<u>Q28-8. Other</u>	<u>Number</u>	<u>Percent</u>
Filipino	1	50.0 %
Esan	1	50.0 %
Total	2	100.0 %

Q29. What is your total annual household income?

Q29. Your total annual household income	Number	Percent
Less than \$24,999	223	15.1 %
\$25K-\$49,999	233	15.8 %
\$50K-\$74,999	242	16.4 %
\$75K-\$99,999	235	15.9 %
\$100K+	253	17.2 %
Not provided	289	19.6 %
Total	1475	100.0 %

WITHOUT NOT PROVIDED**Q29. What is your total annual household income? (without "not provided")**

Q29. Your total annual household income	Number	Percent
Less than \$24,999	223	18.8 %
\$25K-\$49,999	233	19.6 %
\$50K-\$74,999	242	20.4 %
\$75K-\$99,999	235	19.8 %
\$100K+	253	21.3 %
Total	1186	100.0 %

Q30. Do you own or rent your home?

Q30. Do you own or rent your home	Number	Percent
Own	885	60.0 %
Rent (or occupy without paying)	581	39.4 %
Not provided	9	0.6 %
Total	1475	100.0 %

WITHOUT NOT PROVIDED**Q30. Do you own or rent your home? (without "not provided")**

Q30. Do you own or rent your home	Number	Percent
Own	885	60.4 %
Rent (or occupy without paying)	581	39.6 %
Total	1466	100.0 %

Q31. Are you or is anyone in your household disabled?

Q31. Are you or is anyone in your household disabled	Number	Percent
Yes	252	17.1 %
No	1212	82.2 %
Not provided	11	0.7 %
Total	1475	100.0 %

WITHOUT NOT PROVIDED

Q31. Are you or is anyone in your household disabled? (without "not provided")

Q31. Are you or is anyone in your household disabled	Number	Percent
Yes	252	17.2 %
No	1212	82.8 %
Total	1464	100.0 %

Q32. Are you or is anyone in your household a member of the LGBTQ+ community?

Q32. Are you or is anyone in your household a member of LGBTQ+ community	Number	Percent
Yes	159	10.8 %
No	1297	87.9 %
Not provided	19	1.3 %
Total	1475	100.0 %

WITHOUT NOT PROVIDED

Q32. Are you or is anyone in your household a member of the LGBTQ+ community? (without "not provided")

Q32. Are you or is anyone in your household a member of LGBTQ+ community	Number	Percent
Yes	159	10.9 %
No	1297	89.1 %
Total	1456	100.0 %

City Council District

<u>District</u>	<u>Number</u>	<u>Percent</u>
1	104	7.1 %
2	103	7.0 %
3	103	7.0 %
4	101	6.8 %
5	100	6.8 %
6	100	6.8 %
7	105	7.1 %
8	100	6.8 %
9	122	8.3 %
10	111	7.5 %
11	101	6.8 %
12	102	6.9 %
13	111	7.5 %
14	112	7.6 %
Total	1475	100.0 %

6

Open-Ended Responses

Open-Ended Question Responses

Q5—“Other”: Problems in the city.

District 1:

- Gentrification, people move in from out of state or the northern area and expect for the community to change into what they think it should be. They never wanted to cross the Trinity River because it was the bad part of town. Now they want to change what the original community has developed into something we don't need or want.
- gunfire
- Inequality of city services in the southern sector. Litter, mowing, and code compliance are much worse in areas south of the Trinity.
- Inequality of infrastructure investment between rich areas like Bishop Arts and poor areas like West Oak Cliff. Green space initiatives are much too slow in coming."
- Low voter turn out in municipal elections.
- Need more Police on streets
- Parks
- PD is working hard
- Police brutality
- Public health is abysmal in our car dominated city.
- Response time by 311. Sense of urgency to fix problems by city hall.
- Services/affordable residential options (including being able to stay in own home) for seniors
- Too many cars without current inspection.
- Too many street parked cars
- Vehículos a altas velocidad en calles poco patrullas para este tipo de casos
- We need to treat unhoused folks with humanity. Homelessness is not a “problem.” They need effective wrap around services, not to be pushed around from neighborhood to neighborhood and vilified. We also need more emphasis on public transit and walkability. We should not have to rely on cars to travel around the city. In 2023, the only reliable option for transit around the city is by driving.

District 2:

- Cancel culture us a HUGE problem and erasing the city’s, the state’s and country’s history and removing statues is horrific and demoralizing all for the sake of one race! The there, is not equitable at all!
- Code Enforcement for pet clean up.
- Cost of living and cost for affordable housing in the city is climbing faster than employers are willing to adjust compensation for their employees. Including employees of Dallas County who are barely able to afford to live in the city in which they serve.
- Destruction of legacy single family neighborhoods. They are being replaced by large out of character homes which also raises taxes for long time homeowners.
- Discriminatory punishment for crimes.
- Downtown is dead outside of working hours. Need more parks, public transportation, sidewalk. Convention center is old and should renovate or rebuild to bring more business

- Drug/Gun selling houses are not being taken down. No one can do anything. Not DPD or City of Dallas. It's a shame for children to be exposed to such a behavior.
- fear of police
- Lack of our police officers and code compliance
- No one gives a shit about woke shit. Give people equal access and they will make it to the top themselves. Equity is bullshit. You're just lying to people to get them to vote for you. If you care about this city make sure it's safe, the roads aren't full of pot holes, and that it's easy to open a business. This will make poor people thrive. Don't push division among races, ethnicities or religions. People need to hear that their neighbors aren't the enemy just because they might disagree. People need messages of live and let live and being kind.
- Police relationship with community
- Police response and concern
- Property taxes need to be eliminated immediately, as they are unconstitutional and politicians know this. There has been a plan for this for a long time at ELIMINATEPROPERTYTAX.COM. Per the Constitution property taxes are DIRECT TAXES and are ILLEGAL. Read the laws here: PER THE CONSTITUTION: Article 1, Section 9, Clause 4. NO DIRECT TAXES. No capitation, or other direct tax, shall be laid, unless in proportion to the census or enumeration herein before directed to be taken. A great read on the history: In 1895, the Supreme Court expanded its interpretation of the meaning of direct taxes in its two decisions in Pollock v. Farmers' Loan & Trust Co.,¹ holding that taxes on real and personal property, and income derived from them, were direct taxes.
https://constitution.congress.gov/.../artl.../ALDE_00013595/ Clause 4 Direct Taxes No Capitation, or other direct, Tax shall be laid, unless in Proportion to the Census or enumeration herein before directed to be taken. ArtI.S9.C4.1 Overview of Direct Taxes ArtI.S9.C4.2 Historical Background on Direct Taxes ArtI.S9.C4.3 Early Jurisprudence on Direct Taxes ArtI.S9.C4.4 Direct Taxes and the Sixteenth Amendment ArtI.S9.C4.4 Direct Taxes and the Sixteenth Amendment
https://constitution.congress.gov/browse/essay/artI-S9-C4-4/ALDE_00013595/
- Traffic speeds on Elm St
- Zero enforcement of traffic laws/people driving crazy everywhere

District 3:

- Accessibility for the Disabled all over the city.
- As something else not listed
- Bad drivers not using signals.
- Bad police and politicians.
- City Manger TC Broadnax ego is like the graffiti in Dallas.
- Ethical public service needed
- Far to many people in jail that have not been convicted or not able pay bond, jail is far over crowded with failed inspections. We need funding and program's for people suffering with addiction and mental illness. They should not be in jail they need treatment. We need more police accountability not more police. We need funding for youth program's and jobs for them. Senior citizen's need better care in all area's. I also believe council members should be ranked on their work and accomplishments by their constituents not by their peer's or the mayor they need accountability as well, some areas are better served them other's the Hispanic community in my area is always overlooked.

- Gerry Meandering
- Grocery store in black communities
- Lack of 311
- Lack of police presence, slow ems and fire response , no code compliance , no animal control , a piss poor city council with a thin skinned mayor
- Language access across the metroplex. Messages are only available in English and Spanish. Signage, messages, news, city information should represent the diverse language base in the DFW (Dallas) area. Open Interpretation into American Sign Language, Desi languages, Asian, African and Middle Eastern and Deep European languages are all commonly used. Imagine a newscast primary broadcast and with a secondary simultaneous broadcast in an over-the-air alternate channel with Open ASL Interpretation, Open English captions, Open Spanish captions, alternate Spoken Spanish interpretation and live Russian, Nigerian, Tamil, etc... broadcast options. Everyone actually included. At the very least, done during severe weather and community emergencies.
- Not sure what you want as an answer. Other could be streets and pot holes. Major.
- please attempt to increase all City of Dallas employees pay and not just solely Police & Fire as they are very important to the eco-system of the city of Dallas services.
- Police officers assigned to areas where they are not acquainted with. Not residing in the area where they patrol.
- Police report time.
- Police response to noise.
- Potholes and quality of streets
- Property taxes
- Regulation of long-term and short-term rental properties
- The city of Dallas reported they had discovered "other" money in which they didn't know about spending budget. How is this possible? The spending budget should be up to date with any other amounts not already being spent notated. I can't fathom how a council can be so unorganized to have no clue on how to spend the money they didn't know they had! So many stop signs missing, so many school lights not functioning properly, too many police not patrolling school zones in the morning people speed like crazy!!!!!! Too many code patrols not enough info gave to help prevent tickets being authorized for any random reason!!!! Too many abandoned houses with trash and animals living that it attracts to the houses next door to them.
- The difference between the North and the Southern sector of Dallas.
- The Southern half of Dallas is like the tale of two cities. You have to know this.
- There is no maintenance on the part of Dallas I live. Falcon Dr 75051
- There should be more opportunity for businesses available to the people that live in Dallas v/s to the people that live in other areas. They own the corner stores/beauty supply/nail shops in Dallas. They only take the money out of Dallas and only SPEND their money in the areas where they live and nothing is put back into Dallas.
- We need police to drive around the Mountain Creek area. The closest police to mountain Creek area is on Illinois. And Mountain Creek area has grown Thanks
- Women's reproductive rights being taken away.

District 4:

- Buying a house in Dallas on a 52000 dollar salary is impossible help us do your job
- Communication same cases
- Ease of running a small business with city enforcement & fees (i.e. health inspector & fire inspections). Demands & fees have greatly increased, almost to the point of cessation of doing business.
- economic disparities
- General overall impression of Dallas is not good, difficult to get help from city officials, too many expensive permits required for every activity, etc.
- I need that definition from you
- Lack of valuable economic development in the southern sector
- No other
- Not replacing old growth trees being cut down for construction projects.
- Removal of bus route 21.
- Response time for the police.
- The City of Dallas Ambulance Personnel Permits need to go. The city does NOT have authority to regulate EMS personnel. Texas Health & Safety Code specifies that municipalities may regulate providers, but no such provision or permission is given to regulate personnel. It is a major hindrance to the health & well being of the residents and patients in Dallas Hospitals when assistance comes from out of state and the crews refuse to run calls in the City of Dallas. This delays treatment of patients who need dialysis, urgent transfer for life saving procedures, and other interventions. Regulate the companies as stated in Health & Safety Code, but stop making these absurd demands of the personnel. Turning in a notarized form within 48 hours of it being notarized, for example, is stupid. The person doesn't become a different being and the notary stamp doesn't expire. Demanding that everyone have a Texas Driver's License....well we have college students working here from New Hampshire. She legally cannot get a Texas Driver's license. So she has to risk a \$300+ fine just for trying to work and help people because of these stupid laws that do not protect anyone. I personally know of two persons who had City Of Dallas Personnel permits working at a private company. One was recently fired for use of illegal drugs. The other for possession of child pornography. Both of them had COD permits. How were your citizens protected from that? Nothing the city did protected its citizens, the company fired them without any input from Dallas. End the money grabbing scheme of Ambulance Personnel permits. Now.
- The cost of city services is too high vs the quality of the services that we receive.
- The price of taxes are always rising to the point where they are a problem! (Too much to afford) for many citizens! Had great neighbors forced to move due to gentrification
- Women with a higher education still make less than men. Dallas makes it too hard for Doing business for MWBE's businesses.
- Worst roads ever.

District 5:

- All the above
- Bulldozing communities gardens.
- Churches
- Dallas has a very bad reputation for NOT taking care of it's first responders. They have turned a blind eye to those who have retired, and threats to cut them off completely without ANY remorse, regarding promises made and full\filled by those very employees.
- Panhandle
- People not mentally qualified to own guns
- pls lower speed limits, its scary to drive in Dallas
- Some neighborhoods have no sidewalks at all or it's not good to walk on or good for the handicapped and that's a major problem that can cause a death by car accident. Urban Av. And Red Bud 75227 thanks a lot for your concern.
- The thing that matters is how few of us know other parts of Dallas than our own. There is little shared knowledge of the city at large because half this living here moved here from elsewhere & so did their friends. I for instance live at the north east corner of the Great Trinity Forest which is like 5 miles south of Lakewood white rock & people have no idea Dallas has a 6,400acre forest. That's crazy.
- Too many garage sales.

District 6:

- Abandoned cars on streets.
- Accepting bad behavior, Not enforcing laws, Selective expectation, Elected leaders: failure to insist affluent towns/cities do their part. Tax residence out of their homes, We are better than this
- All of the new jobs are in Plano or Collin County
- Dallas in general is not a city that is safe and convenient for people who want to walk and ride bicycles for transportation. This is a huge problem in vast areas where many people do not have cars or easy access to mass transit. Our city forefathers designed a city under the assumption that everyone would be driving cars. How else can we explain the outrageous fact that so many of our major thoroughfares have NO SIDEWALKS? Much less, protected bike lanes. We can tell ourselves all day long that we are world class, but people who come here from other cities and other countries know right off the bat that in these important areas we are nowhere near world class.
- Gentrification can be good in some ways, bad in other ways. So many new people, apartments and houses have raised rent and taxes astronomically. Would like to see INFRASTRUCTURE \$\$ working on this issue.
- Idiots like chad west
- Noise
- Property taxes
- We need more mixed income owner occupied housing in Dallas with the 635 loop.
- WHAT DO YOU DEFINE AS "OTHER?" NEED MORE PUBLIC TRANSPORTATION TO MAKE IT EASIER FOR PEOPLE TO GET AROUND THE CITY WITHOUT HAVING TO DRIVE EVERYWHERE!

District 7:

- Car racing problems including road hazards and noise. Police presence at night. But over all the difference of care and attention between North Dallas compared to South Dallas.
- Gun control
- gunfire
- Guns, rifles, automatic weaponry, gunfire, knife weapons, lack of police patrolling streets,
- Lack of Traffic Violation Enforcement causing the massive increase in vehicle insurance. Junk cars in driveways and other than public street.
- Not Enough Police Presence
- pay day lending institutions
- Poorly coordinated road construction projects
- Professional job creation in the inner city instead of the surrounding cities. (Plano, Mesquite, Garland, Richardson etc.)
- Property taxes are excessive.
- Senior services that actually help.
- They need lights over 310 bridge, & speed bumps on Valentine St 75215, fix all these pot Holes

District 8:

- Better schools, with better pay for excellent teachers. Going to be a problem if the flood of illegals kids are crammed into our schools with eligible students. The illegal kids have not been vetted against child trafficking and diseases. DISD announced today that the American kids will lose their gyms to illegals being warehouses there. Again, illegals first-vets and taxpaying Americans last.
- GUN FIRE EVENINGS & NIGHTS
- I want Southern Dallas gentrified. I want a Starbucks down here, I want a chick fil a. There's NOTHING in southern Dallas by the VA hospital. I pay an exorbitant amount of taxes each year that keep rising and I can't have anything without going 20-30 minutes out of the way
- Lack of bicycle infrastructure.
- Murder rates high
- Need lower tax on mortgage
- No quality grocery stores, they're all spread out in the nicer areas, poor areas only have a pricey family dollar in every corner
- Not Enough Police Presence
- Police community relations.
- Problems with young adults skipping schools. Truancy not in effect
- Quality YMCA for seniors in low income area
- Run down apartment, vacant lot not being cut, a lot of traffic in small neighborhoods, nothing for children or elderly to do in the oak Cliff area, police don't patrol like they use too, calls for 911 is delayed, etc.
- Street lighting and target shooting.
- Very loud music with live bands no response from city. It keeps a lot of neighbors awake. Not fair to us. Southern sector.

District 9:

- Firearms being discharged in my area. Fireworks, often weeks before and after 4th of July and Jan 1st. Illegal and dangerous even on those days.
- I believe we need to invest in more crime prevention and mental health interventions. It should start with a partnership with DISD and the city to combat truancy and discipline issues at schools. Some kids that do the right thing every day don't feel safe at school just on a daily basis because the district doesn't have enough people to maintain discipline. There also needs to be help with truant students that damage quality of life in some of the neighborhoods. We need to develop alternative ed programs for kids with attendance issues, possible in school online high school programs for kids that have long term attendance and behavioral issues. I also believe the city is really starting to look dirty and unkempt in some areas and I believe we need to invest in the police presence a bit more.
- Infrastructure issues- badly timed traffic lights, broken curbs, pot holes and rough street surfaces, dirty streets due to no street sweeping.
- Lack of mental health care/availability
- Lack of walkable city spaces
- Not enough police. We hear gunfire every single night in the Casa View area. Rapid shots from Ferguson Road Gus Thomasson Road Maylee road. Barnes Bridge Road. In daytime too, frequently. People driving too fast and being drunk. Killing and injuring innocent people. Driving the wrong way on highways and interstates. Taxes too high, crime too high, too much traffic, call the police because someone getting stabbed and it takes 45 minutes? Crooked and corrupt officials. The only good thing going on here are the green spaces, and the arts. At least someone has a vision for this miserable crime ridden traffic heavy pothole laden place
- Police enforcement. Crime. Gun regulations. Vehicle speeding. Law enforcement staff is too small for a large metropolitan area.
- Poor management of city officials.
- Property taxes
- Pull corporate jobs back into Dallas city proper, instead of far flung suburbs like Frisco. I am so tired of having to commute huge distances for an office job. We need more density in Dallas proper, rather than driving 40 mins one way for dinner, work, friends.
- Safety of its citizens. We need many more police. This survey is stacked with questions related to what its agenda is. Excellence has taken a back seat. Try to think about why Californians are moving here and not make it like what they are escaping.
- Streets, The homeless and panhandling, Infrastructure alleyways
- Structure of city politics. Mayor with no power and a City Manager and Council Members who really are in pitting each other's greased hands for their own well being and not the constituents. Still a Good old boys club (even the women on the council).
- Teacher shortage.
- Terrible Traffic control system (old traffic lights that increase traffic vs help traffic.
- Unethical practices at City Hall
- Woeful lack of resources for homeless, poor, mental health and addiction, re-entry for formerly incarcerated, kids aging out of foster care. The city is growing and thriving economically but at the expense of these groups.

District 10:

- Ad Valorem taxes are too high on the homes of retirees. The taxes should be LOCKED AS OF THE DATE A PERSON RETIRES. The city of Dallas is deliberately trying to tax retirees out of their homes. As a retiree the only COLA is in Social Security, and it isn't enough. There are no COLA's on pensions or 401K's payments.
- Affordability is an issue for all people regardless of race; increase in property taxes, housing prices, gas, food costs make even the average family not able to live within the city boundaries. Commercial properties have skyrocketed making it where only chains can afford to lease properties and have businesses, no longer see mom & pop or family businesses-sad state of affairs!
- High property taxes and traffic and gun problems
- Infrastructure. 8th largest city in the nation and our traffic lights start flashing every time it rains. Permitting: the city structure finds the most inefficient way of doing business which leads to inequity.
- Major Problems how these research and surveys never comes up with real resolutions that are affecting our great city...
- No question here.
- Police accountability for services not performed. It takes more than 3 days for police to respond to a 911 call.
- Police brutality
- Property taxes and auto insurance
- Road Rage, people running red lights, people speeding 20 mph or more over speed limit
- Sidewalk infrastructure to public services needs to be improved. Public services includes libraries, parks, trail system. Additionally, I would like to see Dallas increase it's spending on parks as a place for young children to play.
- street racing
- Support of City libraries that serve all our population
- Trash as well as homeless encampments on major highways like 635.
- Walkability. The city has embraced a terrible development pattern and focused only on moving cars and not on people. Try being a pedestrian in this city for an afternoon. It is a truly frightening experience.

District 11:

- Anti Transgender discrimination
- Areas in south and south East Dallas without convenient access to grocery stores.
- Criminals get light sentences for serious crimes. Too many repeat offenders with little consequences. Police response time is too slow. Need more police officers for this size if city.
- Dirty filthy bug ridden rental properties landlords need to be held accountable for their unsanitary and unhealthy conditions! Low income seniors housing should NOT be in dangerous and unsatisfactory areas of Dallas. Dallas Housing needs to provide much better housing opportunities in safer neighborhoods,.
- DISD recruiting and retaining High quality teachers. The district does not pay high enough for what is expected of the teachers

- Enforcement of driving/speeding and related laws on a regular basis.
- Excessive speed, running red lights, and reckless driving. Traffic control is terrible in Dallas, Texas.
- NO POLICE OFFICERS BECAUSE THEY ARE DISRESPECTED! CRIME, CRIME, CRIME, PANHANDLERS, THEIR TRASH, DRUGS, HIGHLY AGGRESSIVE BEHAVIOR PATHETIC \$423,000 CITY MANAGER. WHAT DOES BROADNAX DO??? INEFFECTIVE CITY COUNCIL. DALLAS CITY HALL IS 100% INEFFECTIVE. DALLAS IS DYING. (Born & raised in Dallas) "
- Over regulation
- The air quality is very concerning. It is starting to be similar to polluted parts of China and India. Please plant more trees and stop building so much. We can eat or breathe money.
- Too much money spend on WOKE agenda.

District 12:

- \$400 unsafe firetrap ancient apartments cost \$1200 a month. Landlords need to have maximum allowable rents, and those old death traps need to be DEMOLISHED.
- Anything not previously listed
- City of Dallas horrifically unresponsive to code compliance infractions. Officers don't do their job. They repeatedly "close the case" instead of issuing citations and following up on health hazards. Code compliance has endangered citizens to neighbors who have swampy, bacterial and viral infested swimming pools. Mosquito hazards that can affect people for the rest of their lives, if bitten by a dangerous mosquito. And the garbage and recycling pickup - they drop garbage out of the cans while emptying them and leave the trash where they dropped it. City of Dallas employees have zero pride. Shameful and tasteless.
- Dallas has been destroyed from one of the best cities in America in many respects to another liberal democrat shithole. The cancer of this ideology and its supporters has ruined the city and Dallas County. Texas is rapidly being destroyed at large,
- Dallas needs to eliminate the vagrants and homeless problem by either sending them to prison or institutions for mental health. Downtown is filthy, and has become dangerous unless the law abiding citizens are able to defend themselves. Serving in juries is a risk when having to deal with criminals. If that's affected, crime increases exponentially. Clean up the city!
- Gun legislations with open carry allowed, creates a sense of terror Statewide abortion rights will create a big issue with younger generation, loosing vitality of the city
- Not enough Police patrol officers.
- Paying DART way too much of the city's budget for low quality product and inconsistent communication about projects.
- People driving around with no insurance and paper tags on cars. And parking them on public streets
- People who don't follow the rules. Shop lifting, speeders, lack of police presence, paper fake license plates. Too many apartments, that are too expensive or they are just trash and a dog shouldn't live there. People who just don't care for there neighborhoods
- Quality of life disappeared in the 80's
- Sidewalks and alleys are falling apart and are in need of immediate repair.

- The City of Dallas encouraging homelessness and panhandling and illegals because they don't do a damn thing about any of it and, in fact, try to make these people comfortable at the expense of the tax payers.
- The high cost of living is hurting everyone rent have gone so high so many will be home less very soon if Apts keep on rising rent like the way they are doing
- THIS CITY HAS LOTS OF TRAFFIC AND CONSTRUCTION
- unnecessary city officers

District 13:

- A school system that has the reputation as a very "dumbed-down system". which leads to under educated and under informed future adults. Public schools are basically one-minority schools. Teachers in public schools held back by over restrictions and regulations.
- Adequate drainage/sewers - when a street like N Versailles has NO intake sewers from Tollway to Lemmon - UNACCEPTABLE - we are flooding and floating cars and trashcans down the street in rain - reported/documentated for over 10 year, falls out of bond package and we continue to flood
- Crime is major problem
- Diminished police force
- Illegals
- Infrastructure
- Lack of police presence on foot and in traffic. Speeding and reckless driving and running red lights has become a major issue
- Loud mufflers on cars. Need an ordinance to outlaw. Ridiculous we allow these few to destroy everyone else's peace. Street racing still a problem but much better.
- Our alley is too narrow for garbage and recycling pickup so trucks drive on lawns, recycling is skipped often, street lights are rusty and lights are out, most roads need major repair.
- Personal agenda of city staff.
- Pot holes in this city are horrible! They need major repairs. Homelessness- panhandling is horrible and so is the trash they generate. Our ally is not paved even though we pay massive property taxes. Is mosquito ridden, high weeds, mud and unusable.
- Property taxes are way too high. Official corruption, looking at you John Wiley Price, City council.
- Stupid expensive projects. We ""needed"" the Margret Hunt Hill Bridge to get on somebody's ""Map"" , short-cut safety testing. Looks pretty, but I won't travel on it.
- Real estate scams: The bridge to nowhere (MHHB) that ended up displacing a lot of housing. "
- Street racing and recreational gun shooting in the streets
- Too much is spent to bring more people and big companies to our area. Not enough is spent to take care of those of us who are already here. Safety (police), health care, affordable housing, etc. Over development has drastically reduced our green space. It's forced the wildlife from their territories and into our residential neighborhoods. Coyotes and bobcats have killed our pets, have threatened humans and a coyote has even attacked a child. It's not the fault of the animals. They are only trying to survive. It's caused by humans. We are an invasive species and we are ruining our once beautiful city in our quest for profit.
- Understaffed police force
- Unresponsive police force

- Walkability is all but non-existent outside of high-rent areas. And the lack of some form of rent control is an ever-increasing problem for renters.
- We need our streets maintained and to protect single family neighborhoods. No STRs or multi families in single family homes. No group homes, boarding homes, residential hotels in neighborhoods!
- You have done nothing to reinstate a feral cat spay/ neuter program. You let citizens do all of the work on that. So tired of doing trapping in my neighborhood and hauling cats to get fixed everywhere but Dallas. My gas, my time, my breaking back. There's not enough education on loose dogs or fixing pets. Don't get me started on fireworks and gunshots. Nor crumbling streets and sidewalks in my hood. Tried for over 10 years to get our street repaved, council folks favor the rich on that. I feel like there is much prejudice against are mostly Latino little area. Let's not forget the poor education on recycling right. Why do we bother when most of it just goes to landfill?
- Your survey, you define it.

District 14:

- 1) Lack of child sex offender ordinance restrictions, regarding where they can live in proximity to a school, daycare, playground, etc. This is a MAJOR problem and city council has not responded to my emails regarding this. 2) Lack of gun control and/or Dallas police presence at schools.
- Gun violence / Gun control
- Lack of coordination with suburbs and other communities e.g., loss of police officers to the suburbs
- Lack of development
- Lack of enforcement of traffic laws, speeding, red light running, etc.
- Minor crime in neighborhoods
- Pedestrian friendly neighborhoods and ease of public transit
- People sounding off on public forums when they do not have the facts or current information. Public agencies need to be transparent with their actions or activities advocating for creatures, people and plants. Example: if we all new the good job an agency is doing, it could improve the light of it after citizens only recall the bad history
- Property tax rates/annual property value high increases as a means to supplement poor city budget control. Waste of tax payers money on city management and school district management that has had unprecedented turnover and personal financial gains for last two decades.
- Quality city management and police force.
- Quality of public schools.
- Quality of Roads
- Recycling. Dallas does not recycle yard waste and concrete from big and small construction sites. I do not completely believe Dallas recycles what is collected in the blue carts.
- Safety and Quality of Life
- Speeding, reckless driving!
- Street racing - dodge chargers

- Why are our streets falling apart and full of suspension destroying pot holes while we have too many designer bridges to nowhere? Why couldn't we have utilitarian and functional bridges and decent road upkeep. And why are our damn property taxes so out of control?
- The City Manager needs to go. He's presided over failure after failure in various city departments. He's failed totally in running Building Permits. His "IT Manager of the Year" has failed OVER AND OVER in lost data, hackers, hacked tornado sirens, missing police files, utter incompetence. He's not good at choosing other managers. The City Manager has to go. He's just gotten bored and uninterested in Dallas. He doesn't care about running a competent city. We have to rent fire trucks. We don't have enough garbage trucks. Just failure after failure.



Survey Instrument



April 2023

My fellow Dallas resident:

At the City of Dallas, we recognize you have a choice about where you live, work, and play. The most important product we deliver to our residents and taxpayers is service. **You are our most important customer.** We work hard to improve our processes and provide services with empathy and high ethical standards in the spirit of excellence and equity for all.

I am proud of Dallas' hard-working, dedicated staff, and understand the City has room for growth. We strive to improve and are not afraid to ask our customers how we're doing.

This is where you come in.

The City of Dallas is asking Dallas residents to complete the satisfaction survey. Your household is among a small percentage of Dallas households randomly selected to receive this year's survey. We want to hear both what you value and where we can improve. **Your honest opinion carries a great deal of weight for future spending decisions in the City!**

To participate, here are some basic instructions:

1. Of those individuals living in your home, the adult 18 years or older who had the most recent birthday should fill out the survey.
2. Only complete one survey per household.
3. Fill out the survey completely. "Don't Know" is an acceptable response.
4. Send the completed survey back in the enclosed postage-paid envelope.
5. Call 888-801-5368 if you have any questions. Si usted no habla ingles y quiere participar en esta encuesta, por favor llame al 1-844-811-0411.

Results will be posted in June on the City's website at www.dallascityhall.com. You can also check out the results from prior surveys. Thank you so much for your time and for helping the City of Dallas!

Sincerely,

T.C. Broadnax
City Manager

2023 City of Dallas Community Survey



Thank you for completing this important survey. Your input will be used to improve the quality of city services and set priorities for the community. If you have questions, please call us toll free at (888) 801-5368. Upon completion, please return your survey in the enclosed postage-paid envelope. If you prefer, you can take the survey online at dallassurvey.org. Your responses will remain confidential.

1. **Perceptions of the City. Please rate the following items by circling the corresponding number below.**

How would you rate...	Excellent	Good	Fair	Poor	Don't Know
01. Dallas as a place to live	4	3	2	1	9
02. Your neighborhood as a place to live	4	3	2	1	9
03. Dallas as a place to raise children	4	3	2	1	9
04. Dallas as a place to work	4	3	2	1	9
05. Dallas as a place to retire	4	3	2	1	9
06. Dallas as a place to do business	4	3	2	1	9
07. Dallas as an equitable city	4	3	2	1	9
08. The quality of economic development in Dallas	4	3	2	1	9
09. The quality of public schools in Dallas	4	3	2	1	9
10. The overall quality of life in Dallas	4	3	2	1	9

2. **Please rate each of the following characteristics as they relate to Dallas as a whole.**

How would you rate...	Excellent	Good	Fair	Poor	Don't Know
01. Sense of community	4	3	2	1	9
02. Openness and acceptance of the community towards people of diverse backgrounds	4	3	2	1	9
03. Opportunities to attend arts and cultural events	4	3	2	1	9
04. Air quality	4	3	2	1	9
05. Access to affordable, quality housing	4	3	2	1	9
06. Access to affordable, quality child care	4	3	2	1	9
07. Access to affordable, quality health care	4	3	2	1	9
08. Access to affordable, quality food	4	3	2	1	9
09. Access to living-wage jobs	4	3	2	1	9
10. Access to quality education	4	3	2	1	9
11. Ease of car travel in Dallas	4	3	2	1	9
12. Ease of bus travel in Dallas	4	3	2	1	9
13. Ease of rail travel in Dallas	4	3	2	1	9
14. Ease of air travel in Dallas	4	3	2	1	9
15. Ease of bicycle travel in Dallas	4	3	2	1	9
16. Ease of walking in Dallas	4	3	2	1	9
17. Overall image/reputation of Dallas	4	3	2	1	9

3. **Which THREE of the quality of life characteristics listed above do you think should be the City's top priorities? [Write in your answers below using the numbers from the list in Question 2.]**

1st: ____ 2nd: ____ 3rd: ____

4. Please rate the speed of growth in the following categories in Dallas over the past two years.

How would you rate:	Much too slow	Too Slow	About Right	Too Fast	Much too Fast	Don't Know
1. Population growth	5	4	3	2	1	9
2. Retail growth (stores, restaurants, etc.)	5	4	3	2	1	9
3. Job growth	5	4	3	2	1	9

5. Please indicate the extent to which you think each of the following are an issue in the City of Dallas by circling the corresponding number below.

Problems in the city	Not A Problem	Minor Problem	Moderate Problem	Major Problem	Don't Know
01. Crime	4	3	2	1	9
02. Drugs	4	3	2	1	9
03. High weeds	4	3	2	1	9
04. Noise	4	3	2	1	9
05. Blighted buildings	4	3	2	1	9
06. Homelessness	4	3	2	1	9
07. Environmental hazard(s), air quality and toxic waste	4	3	2	1	9
08. Loose dogs and unrestrained pets	4	3	2	1	9
09. Litter	4	3	2	1	9
10. Infrastructure/streets	4	3	2	1	9
11. Aggressive solicitation/panhandling	4	3	2	1	9
12. Climate change (extreme heat, flooding, tree canopy, etc.)	4	3	2	1	9
13. Racial and ethnic inequities	4	3	2	1	9
14. Other: _____	4	3	2	1	9

6. Perceptions of Safety. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please indicate how safe you feel in the following situations.

How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
01. In your neighborhood during the day	5	4	3	2	1	9
02. In your neighborhood after dark	5	4	3	2	1	9
03. In Dallas' downtown area during the day	5	4	3	2	1	9
04. In Dallas' downtown area after dark	5	4	3	2	1	9
05. In Dallas' restaurant/retail areas during the day	5	4	3	2	1	9
06. In Dallas' restaurant/retail areas after dark	5	4	3	2	1	9
07. In Dallas' parks during the day	5	4	3	2	1	9
08. In Dallas' parks after dark	5	4	3	2	1	9
09. From violent crime (rape, assault, robbery)	5	4	3	2	1	9
10. From property crime (burglary, theft)	5	4	3	2	1	9
11. From fire	5	4	3	2	1	9

7. **Major Categories of City Services.** Please indicate whether you or any member of your household have used each of the following services in the past 12 months. If "Yes," please rate the City's overall performance in each of the major categories of city services.

Major categories of city services	Have you used this service in the past 12 months?		How would you rate the overall performance?				
	Yes	No	Excellent	Good	Fair	Poor	Don't Know
01. Ambulance/emergency medical services	Yes	No	4	3	2	1	9
02. Art and cultural programs/facilities	Yes	No	4	3	2	1	9
03. Neighborhood code enforcement (e.g., high weeds, litter, blight)	Yes	No	4	3	2	1	9
04. Customer service provided by city employees	Yes	No	4	3	2	1	9
05. Drinking water	Yes	No	4	3	2	1	9
06. Fire services	Yes	No	4	3	2	1	9
07. Solid waste services (e.g., garbage and recycling collection)	Yes	No	4	3	2	1	9
08. Land use, planning, and zoning	Yes	No	4	3	2	1	9
09. Maintenance of infrastructure (e.g., city streets and sidewalks)	Yes	No	4	3	2	1	9
10. Park and recreation system	Yes	No	4	3	2	1	9
11. Police services	Yes	No	4	3	2	1	9
12. Public information services	Yes	No	4	3	2	1	9
13. Public library services	Yes	No	4	3	2	1	9
14. Sewer services (e.g. sanitary sewer/wastewater)	Yes	No	4	3	2	1	9
15. Storm drainage	Yes	No	4	3	2	1	9
16. Traffic management (traffic signals, traffic flow, signs, parking)	Yes	No	4	3	2	1	9
17. Dallas Love Field Airport	Yes	No	4	3	2	1	9
18. Municipal court services	Yes	No	4	3	2	1	9
19. Social Services (community centers, child care programs, homeless programs, senior programs)	Yes	No	4	3	2	1	9
20. 311/Service request process (call to report problem)	Yes	No	4	3	2	1	9
21. Animal Services	Yes	No	4	3	2	1	9

8. **Which FOUR of the services listed above do you think should be the City's top priorities?** [Write in your answers below using the numbers from the list in Question 7.]

1st: ____ 2nd: ____ 3rd: ____ 4th: ____

9. **Public Safety Services.** Please rate the City's performance in the following areas.

Public safety services	Excellent	Good	Fair	Poor	Don't Know
01. Crime prevention	4	3	2	1	9
02. Traffic enforcement	4	3	2	1	9
03. Efforts by police to fight crime in your neighborhood	4	3	2	1	9
04. Efforts by police to effectively deal with problems in your neighborhood	4	3	2	1	9
05. Response time of police to emergency calls	4	3	2	1	9
06. Response time of fire to structure fires	4	3	2	1	9
07. Response time of fire to medical emergencies	4	3	2	1	9
08. Fire prevention and education	4	3	2	1	9
09. Prevention programs for youth (PALS, after-school programming, etc.)	4	3	2	1	9
10. Mental health programs	4	3	2	1	9
11. Quality of disaster response programs (Community Emergency Response Team)	4	3	2	1	9

10. **Which TWO of the public safety services listed above do you think should be the City's top priorities?** [Write in your answers below using the numbers from the list in Question 9.]

1st: ____ 2nd: ____

11. Parks and Recreation. Please rate the City's performance in the following areas.

Park and Recreation services		Excellent	Good	Fair	Poor	Don't Know
01.	City parks	4	3	2	1	9
02.	Recreation programs or classes	4	3	2	1	9
03.	Range/variety of recreation programs and classes	4	3	2	1	9
04.	Recreation centers/facilities	4	3	2	1	9
05.	Accessibility of parks	4	3	2	1	9
06.	Accessibility of recreation centers/facilities	4	3	2	1	9
07.	Appearance/maintenance of parks	4	3	2	1	9
08.	Appearance/maintenance of recreation centers/facilities	4	3	2	1	9
09.	Outdoor athletic facilities (soccer/baseball fields, tennis courts)	4	3	2	1	9
10.	Walking trails in the city	4	3	2	1	9
11.	Outdoor swimming facilities	4	3	2	1	9
12.	Ease of registering for city recreation programs/events	4	3	2	1	9
13.	City golf courses	4	3	2	1	9

12. Which THREE of the park and recreation services listed above do you think should be the City's top priorities? [Write in your answers below using the numbers from the list in Question 11.]

1st: ____ 2nd: ____ 3rd: ____

13. Code Enforcement Services. Please rate the City's performance in the following areas.

Code enforcement services		Excellent	Good	Fair	Poor	Don't Know
01.	Enforcement of multi-family building conditions	4	3	2	1	9
02.	Enforcement of the mowing of weeds and high grass on private property	4	3	2	1	9
03.	Enforcement of blighted residential properties	4	3	2	1	9
04.	Enforcement of sign regulations	4	3	2	1	9
05.	City efforts to remove junk motor vehicles (inoperative) on private property	4	3	2	1	9
06.	Enforcement of bulk/brush trash violations	4	3	2	1	9
07.	Enforcement of litter on private property	4	3	2	1	9
08.	City efforts to survey and abate mosquitos carrying viruses	4	3	2	1	9
09.	Enforcement of food safety in restaurants	4	3	2	1	9
10.	Enforcement of yard parking regulations in your neighborhood	4	3	2	1	9

14. Which TWO of the code enforcement services listed above do you think should be the City's top priorities? [Write in your answers below using the numbers from the list in Question 13.]

1st: ____ 2nd: ____

15. Solid Waste Services. Please rate the City's performance in the following areas.

Solid waste services		Excellent	Good	Fair	Poor	Don't Know
1.	Garbage collections	4	3	2	1	9
2.	Recycling	4	3	2	1	9
3.	Yard waste pick-up	4	3	2	1	9
4.	Bulk trash pick-up	4	3	2	1	9
5.	Household hazardous waste disposal	4	3	2	1	9

16. Which TWO of the solid waste services listed above do you think should be the City's top priorities? [Write in your answers below using the numbers from the list in Question 15.]

1st: ____ 2nd: ____

17. Streets and Infrastructure/Mobility. Please rate the City's performance in the following areas.

Streets and infrastructure		Excellent	Good	Fair	Poor	Don't Know
01.	Maintenance and repair of thoroughfares and major streets	4	3	2	1	9
02.	Maintenance and repair of streets in your neighborhood	4	3	2	1	9
03.	Street striping	4	3	2	1	9
04.	Street cleaning	4	3	2	1	9
05.	Street lighting	4	3	2	1	9
06.	Traffic signs and signal operations	4	3	2	1	9
07.	Sidewalk maintenance	4	3	2	1	9
08.	Alley maintenance	4	3	2	1	9
09.	Curbs and gutters	4	3	2	1	9
10.	Bike lanes in the city (shared, protected and multi-use)	4	3	2	1	9

18. Which TWO of the street and infrastructure services listed above do you think should be the City's top priorities? [Write in your answers below using the numbers from the list in Question 17.]

1st: ____ 2nd: ____

19. Other City Services/Facilities. Please rate the City's performance in the following areas.

Other city services		Excellent	Good	Fair	Poor	Don't Know
01.	Services to seniors	4	3	2	1	9
02.	Services to youth	4	3	2	1	9
03.	Services to low-income people	4	3	2	1	9
04.	Services to homeless residents	4	3	2	1	9
05.	Housing services programs (home repair, loan assistance, neighborhood grants, etc.)	4	3	2	1	9
06.	Variety of arts and cultural programs	4	3	2	1	9
07.	Appearance/maintenance of arts and cultural centers/facilities	4	3	2	1	9
08.	Accessibility of arts and cultural centers/facilities	4	3	2	1	9
09.	Variety of library materials	4	3	2	1	9
10.	Appearance/maintenance of libraries/facilities	4	3	2	1	9
11.	Accessibility of City facilities/services for persons with disabilities	4	3	2	1	9
12.	Variety of arts and cultural programs	4	3	2	1	9
13.	Services that seek to reduce racial and ethnic disparities	4	3	2	1	9

20. Customer Service. Have you had any in-person or phone contact with an employee of the City of Dallas within the last 12 months (including police, receptionists, librarians, or any others)?

____(1) Yes [Answer Q20a.] ____ (2) No [Skip to Q21.]

20a. Please rate the performance of the City employees who helped you the last time you contacted the City in the following areas.

Customer service		Excellent	Good	Fair	Poor	Don't Know
1.	Knowledge	4	3	2	1	9
2.	Responsiveness	4	3	2	1	9
3.	Courtesy	4	3	2	1	9
4.	Overall	4	3	2	1	9

21. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements.

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1. I receive good value for the City of Dallas taxes I pay	5	4	3	2	1	9
2. I am pleased with the overall direction that the City of Dallas is taking	5	4	3	2	1	9
3. The City of Dallas government welcomes resident involvement	5	4	3	2	1	9
4. The City of Dallas government listens to a diverse range of people	5	4	3	2	1	9
5. Employees at the City of Dallas are ethical in the way they conduct City business	5	4	3	2	1	9
6. Government leaders at the City of Dallas are ethical in the way they conduct business	5	4	3	2	1	9
7. I am pleased with the direction the City is taking to reduce racial and ethnic disparities	5	4	3	2	1	9

22. How many years have you lived in Dallas? _____ years

23. What is your age? _____ years

24. What is your gender? ____ (1) Male ____ (2) Female ____ (3) Self-identified

25. What is your race? [Check all that apply.]

____ (01) Asian or Asian Indian

____ (04) White or Caucasian

____ (02) Black or African American

____ (05) Native Hawaiian or other Pacific Islander

____ (03) American Indian or Alaska Native

____ (99) Other: _____

26. Are you of Hispanic, Latino, or Spanish origin? ____ (1) Yes ____ (2) No

27. Including yourself, how many persons in your household are...

Under age 12: ____ Ages 18-34: ____ Ages 50-64: ____

Ages 12-17: ____ Ages 35-49: ____ Ages 65+: ____

28. What is the primary language spoken in your home?

____ (1) English

____ (3) French

____ (5) Korean

____ (7) Vietnamese

____ (2) Spanish

____ (4) Arabic

____ (6) Chinese

____ (8) Other: _____

29. What is your total annual household income?

____ (1) Less than \$24,999

____ (3) \$50,000 - \$74,999

____ (5) \$100,000 or more

____ (2) \$25,000 - \$49,999

____ (4) \$75,000 - \$99,999

30. Do you own or rent your home? ____ (1) Own ____ (2) Rent (or occupy without paying)

31. Are you or is anyone in your household disabled? ____ (1) Yes ____ (2) No

32. Are you or is anyone in your household a member of the LGBTQ+ community?

____ (1) Yes

____ (2) No

33. Would you be willing to participate in future surveys sponsored the City of Dallas?

____ (1) Yes [Please answer Q33a.]

____ (2) No

33a. Please provide your contact information.

Mobile Phone Number: _____

Email Address: _____

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Individual responses to the survey will remain confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having difficulties with city services. If your address is not correct, please provide the correct information. Thank you.