

# Office of the City Auditor

City Boards and Commissions

Satisfaction Survey Results



December 14, 2021  
Mark S. Swann, City Auditor

Government Performance & Financial Management Committee



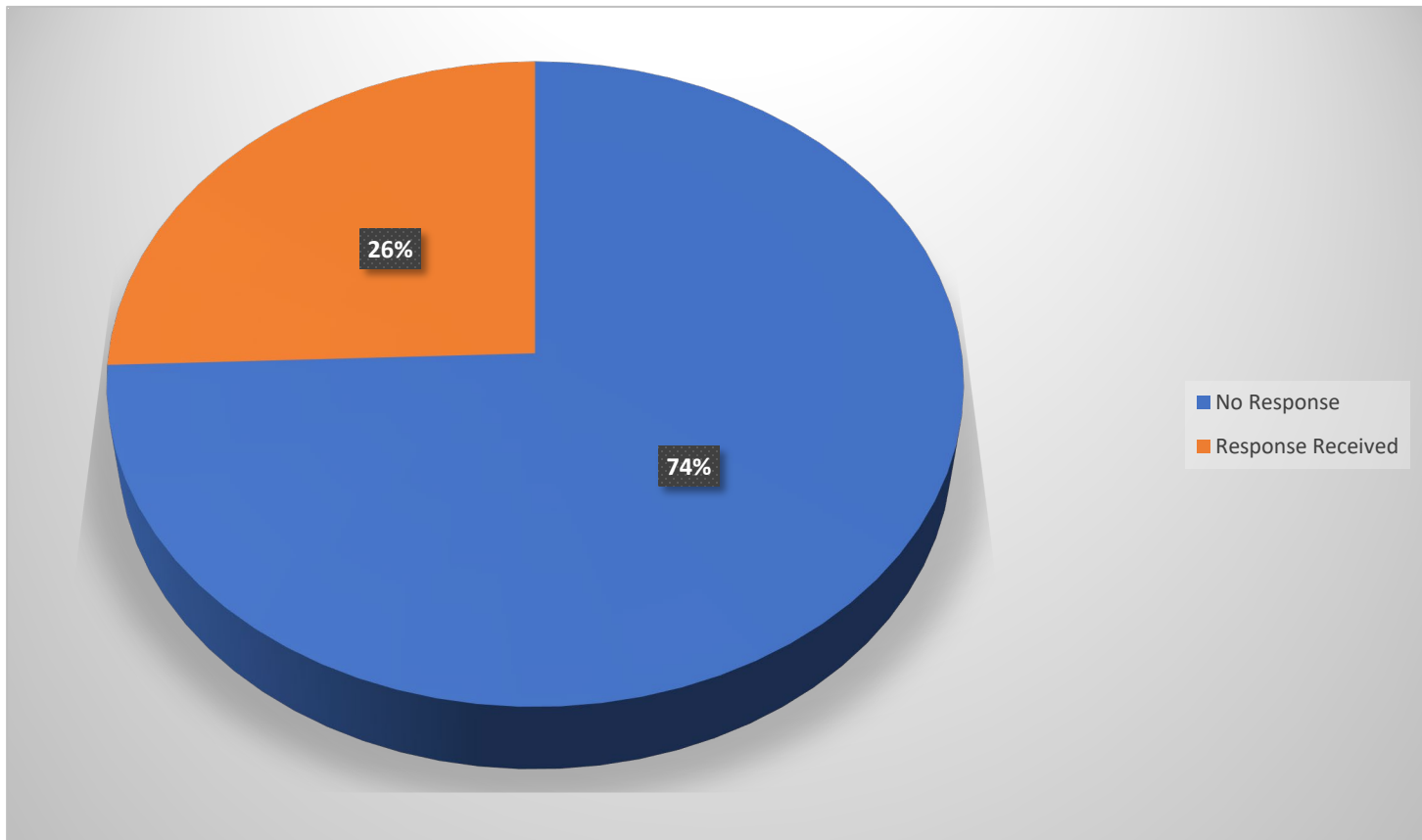
# City Boards and Commissions Satisfaction Survey

## Timeline

Date	Activity
<b>August 4, 2021</b>	Final Audit of City Boards and Commissions Released
<b>September 27, 2021</b>	Audit Results Briefed to Government Performance and Financial Management Committee
<b>October 25, 2021</b>	Audit Follow-up with Government Performance and Financial Management Committee. Committee requested satisfaction survey of City Boards and Commissions current and past members
<b>November 2021</b>	City Boards and Commissions Satisfaction Survey Commenced
<b>December 8, 2021</b>	Satisfaction Survey Cut-Off

# City Boards and Commissions Satisfaction Survey

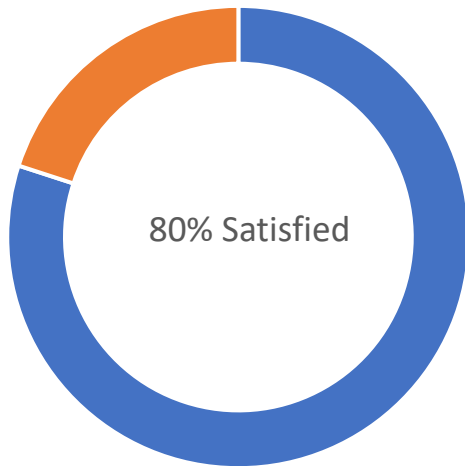
Overall Response Rate – 133 out of 520 Members or 26 Percent



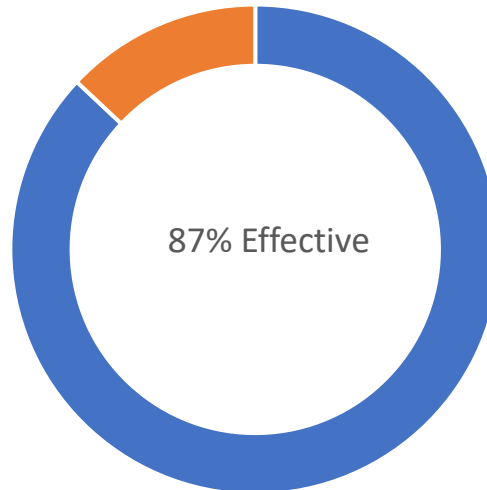
# City Boards and Commissions Satisfaction Survey

## Overall Results

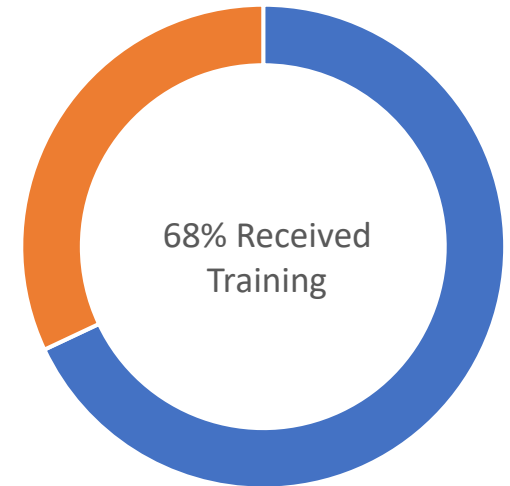
Satisfaction



Effective



Training



# City Boards and Commissions Satisfaction Survey

## Satisfaction Level Serving on the Board or Commission

- Four of four (100 percent) responding *South Dallas/Fair Park Opportunity Fund Board* members expressed a level of dissatisfaction.
- Four of six (67 percent) responding *Citizen Homelessness Commission* members expressed a level of dissatisfaction.
- Four of six (67 percent) responding *Senior Affairs Commission* members expressed a level of dissatisfaction.

# City Boards and Commissions Satisfaction Survey

## Effectiveness of the Board's or Commission's Work

- Three of six (50 percent) responding *Citizen Homelessness Commission* members did not believe the commission's work was effective.
- Four of four (100 percent) responding *South Dallas/Fair Park Opportunity Fund Board* members did not believe the board's work was effective.

# City Boards and Commissions Satisfaction Survey

## Not Receiving the Necessary Training

- Three of the six (50 percent) responding *Animal Advisory Commission* members.
- Four of the six (67 percent) responding *Citizen Homelessness Commission* members.
- Two of the four (50 percent) responding *Community Development Commission* members.
- Two of the four (50 percent) responding *Fire Code Advisory and Appeals Board* members.
- Four of the nine (44 percent) responding *Park and Recreation Board* members.
- Three of the six (50 percent) responding *Senior Affairs Commission* members.

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