



2024

City of Dallas, Texas

Community Survey

Findings Report



ETC
INSTITUTE

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Executive Summary

City of Dallas 2024 Community Survey

Executive Summary

Overview and Methodology

During the spring of 2024, 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, 2020, 2023, and 2024. 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 2,118 households completed the survey.

The results for the random sample of 2,118 households have a 95% level of confidence with a precision of at least +/-2.1%. 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 150 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-eight percent (58%) of the residents surveyed felt the quality of life in Dallas was “excellent” (10%) or “good” (48%); 36% of residents felt the quality of life in Dallas was “fair” and only 7% felt it was poor.
- Ratings of Dallas as a Place to Live, Place to Work and do Business.** Seventy-six percent (76%) of the residents surveyed felt Dallas was an “excellent” (25%) or “good” (51%) place to work; 80% of residents felt Dallas was an “excellent” (32%) or “good” (48%) place to do business; and 63% felt Dallas was an “excellent” (12%) or “good” (51%) place to live.
- Ratings of Various Characteristics and Opportunities in the City.** Seventy-four percent (74%) of the residents surveyed rated opportunities to attend arts/cultural events in Dallas as “excellent” (29%) or “good” (45%); and 54% of residents rated the overall image/reputation of Dallas as “excellent” (9%) or “good” (45%).
- Ratings of Access in the Community.** Fifty-four percent (54%) of residents rated the access to affordable, quality food in Dallas as “excellent” (17%) or “good” (37%); and 48% of residents rated the access to quality education as “excellent” (13%) or “good” (35%).
- Ratings of Mobility in the Community.** Eighty-two percent (82%) of residents rated the ease of air travel in Dallas as “excellent” (37%) or “good” (45%); 32% of residents rated the ease of rail travel in Dallas as “excellent” (7%) or “good” (25%); and 34% of residents rated the ease of car travel in the City as “excellent” (7%) or “good” (27%).
- Speed of Growth.** Sixty-eight percent (68%) of residents felt population growth in Dallas was “much too fast” or “too fast,” 27% felt it was “about right” and 5% felt it was “much too slow” or “too slow”. Thirty-four percent (34%) of residents felt job growth in Dallas was “much too slow” or “too slow,” 61% felt it was “about right” and 4% 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 (73%), infrastructure/streets (60%), crime (52%) and drugs (51%).
- Perception of Safety in the City.** Based upon the combined percentage of residents who felt “very safe” or “safe,” residents felt most safe in restaurants/retail areas during the day (74%), in their neighborhood during the day (73%), and in Dallas’ parks during the day (66%). Residents felt least safe in Dallas’s parks after dark.

- **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 (92%), public library services (90%), and fire services (88%). Residents rated the maintenance of infrastructure the lowest (22%). The City services that residents felt should be the top three priorities were: 1) maintenance of infrastructure 2) police services, and 3) traffic management.
- **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 (80%) and response time of fire to medical emergencies (79%). Residents rated mental health programs (10%) the lowest. The public safety services that residents felt were most important were: 1) visibility of police in neighborhoods and 2) response time of police to emergency calls.
- **Parks and Recreation.** The parks and recreation services that residents rated the highest, based upon a combined percentage of “excellent” and “good” responses, were: City golf courses (67%), City parks (67%), and accessibility of parks (65%). The parks and recreation services that residents felt were most important were: 1) 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 (54%), enforcement of yard parking regulations in your neighborhood (41%), and enforcement of bulk-brush trash violations (40%). 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) enforcement of food safety in restaurants.
- **Solid Waste.** The solid waste services that residents rated the highest, based upon a combined percentage of “excellent” and “good” responses, were: garbage collections (78%) and bulk trash pick-up (73%). 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 (35%), and bike lanes in the city (29%). Residents rated alley maintenance the lowest (14%). 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: variety of library materials (72%), appearance/maintenance of libraries/facilities (71%), and appearance/maintenance of arts and cultural centers/facilities (70%). Residents rated services to those experiencing homelessness the lowest (12%).
- **Customer Service.** Over half (60%) of residents indicated they have had in-person contact with an employee of the City of Dallas within the past 12 months. Over three-fourths (79%) 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” (38%).
- **Agreement with Statements Related to the City of Dallas.** The highest percentage of respondents (39%) felt neutral about the employees at the City of Dallas conducting business in an ethical.

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: 0.4715)
 - Police services (IS Rating: 0.2891)
 - Traffic management (IS Rating: 0.1913)
- **Quality of Life Characteristics:**
 - Access to affordable, quality housing (IS Rating: 0.4330)
 - Access to living-wage jobs (IS Rating: 0.1605)
 - Ease of car travel in Dallas (IS Rating: 0.1418)

- **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:**
 - Visibility of police in neighborhoods (IS Rating: 0.2797)
 - Response time of police to emergency calls (IS Rating: 0.2616)
 - Mental health programs (IS Rating: 0.2514)
 - **Parks and Recreation:**
 - City parks (IS Rating: 0.1783)
 - Walking trails in the city (IS Rating: 0.1486)
 - Recreation programs or classes (IS Rating: 1177)
 - **Code Enforcement:**
 - Enforcement of multi-family building conditions (IS Rating: 0.4936)
 - Enforcement of blighted residential properties (IS Rating: 0.4597)
 - City efforts to survey and abate mosquitos carrying viruses (IS Rating: 0.3037)
 - **Solid Waste:**
 - Household hazardous waste disposal (IS Rating: 0.1417)
 - Recycling (IS Rating: 0.1368)
 - Garbage collections (IS Rating: 0.1252)
 - **Streets and Infrastructure/Mobility:**
 - Maintenance and repair of thoroughfares and major streets (IS Rating: 0.4831)
 - Maintenance and repair of streets in your neighborhood (IS Rating: 0.3767)
 - Sidewalk maintenance (IS Rating: 0.1479)



Charts and Graphs

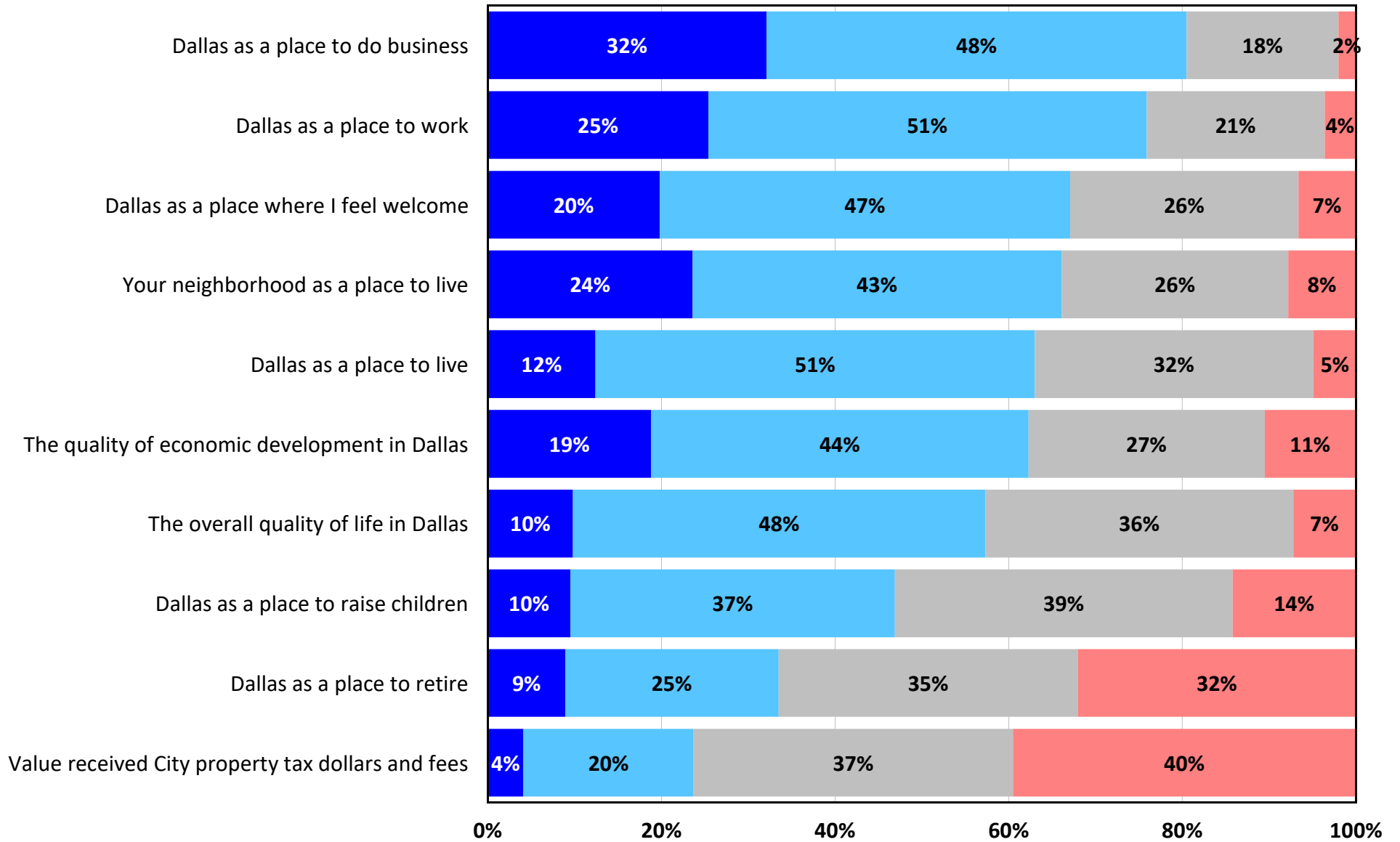
City of Dallas

2024 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)



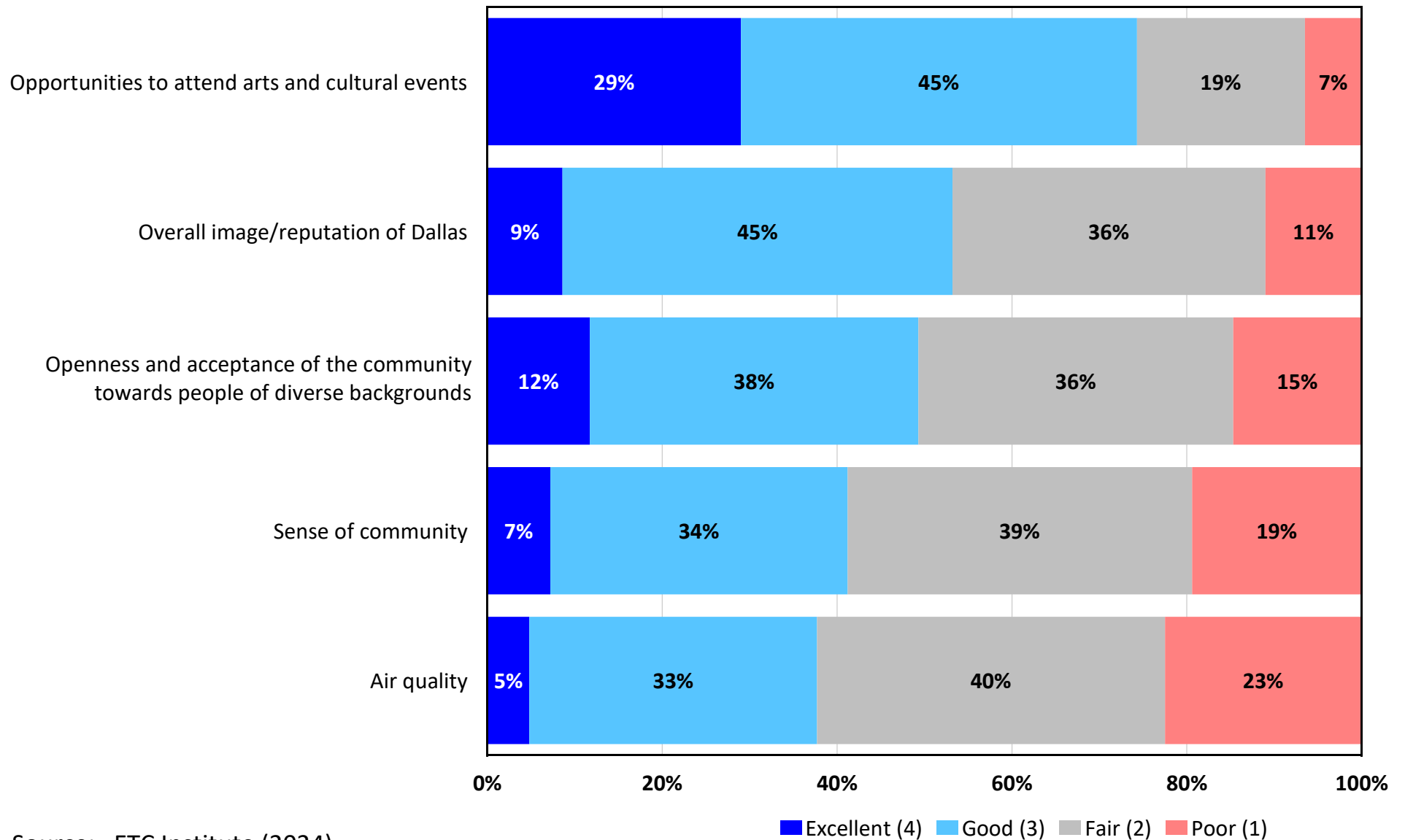
Source: ETC Institute (2024)

ETC Institute (2024)

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

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

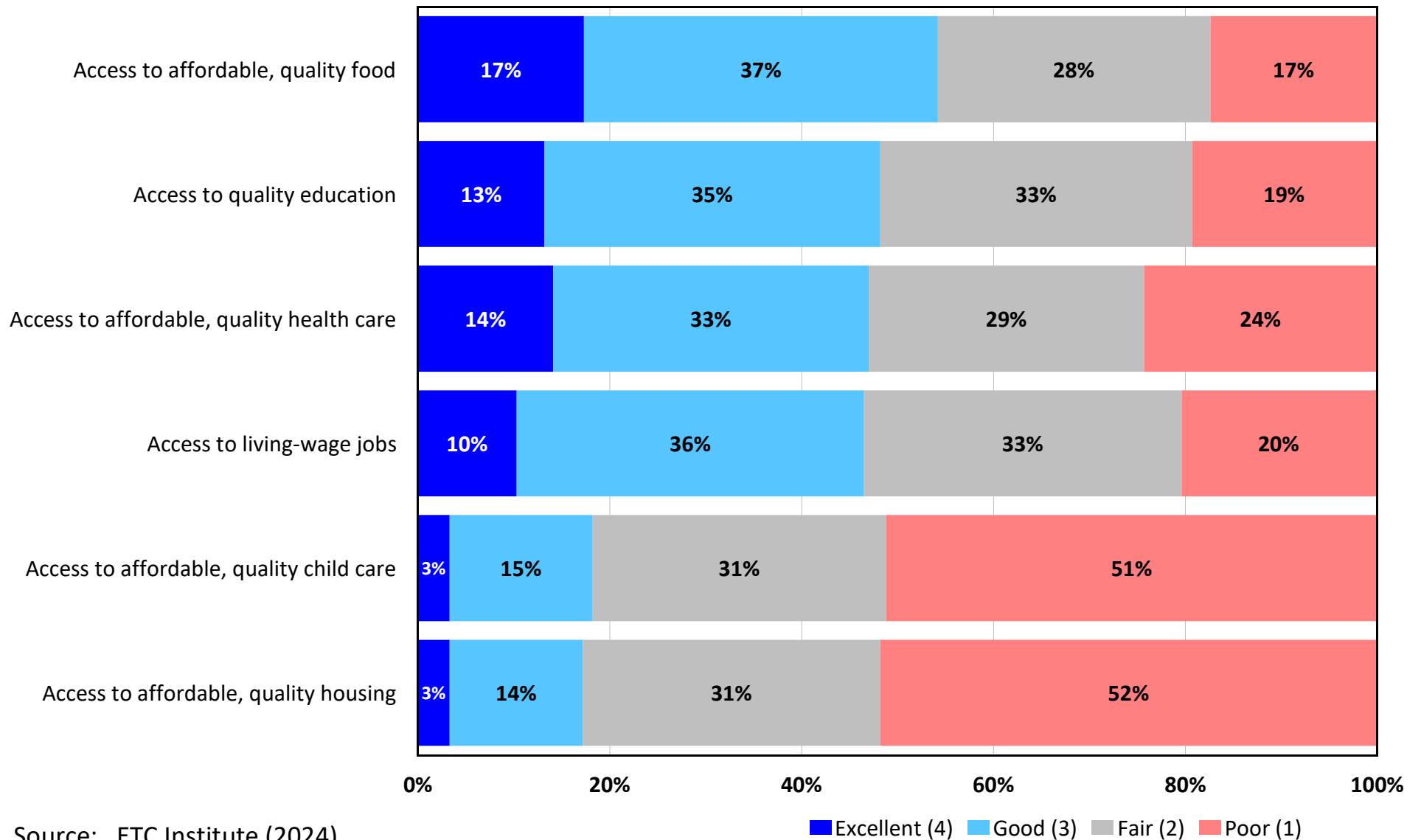
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 4 is "excellent" and a rating of 1 is "poor" (excluding don't knows)



Source: ETC Institute (2024)
ETC Institute (2024)

Q2. Ratings of Characteristics of the Community: Access

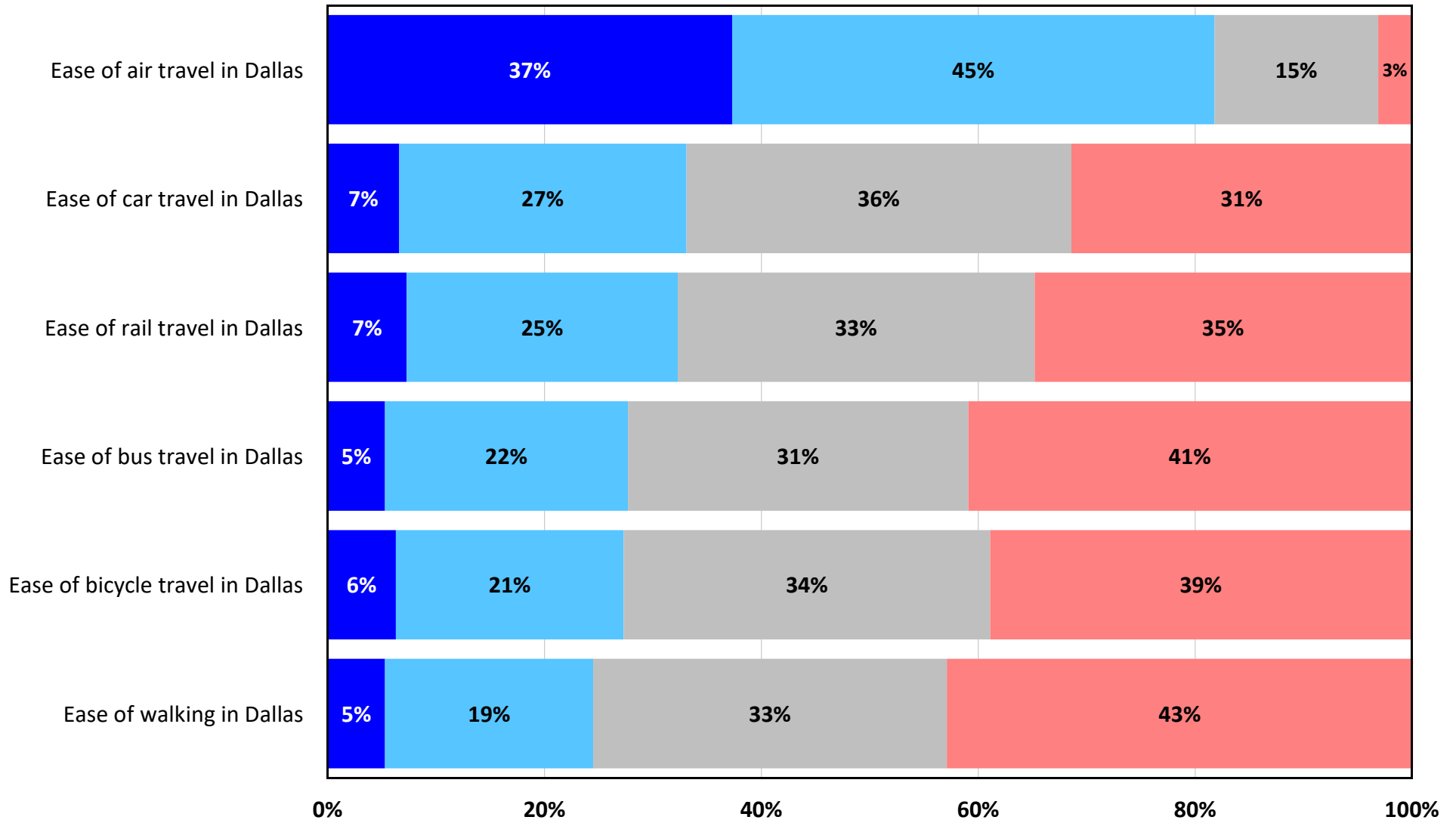
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 4 is "excellent" and a rating of 1 is "poor" (excluding don't knows)



Source: ETC Institute (2024)
ETC Institute (2024)

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)

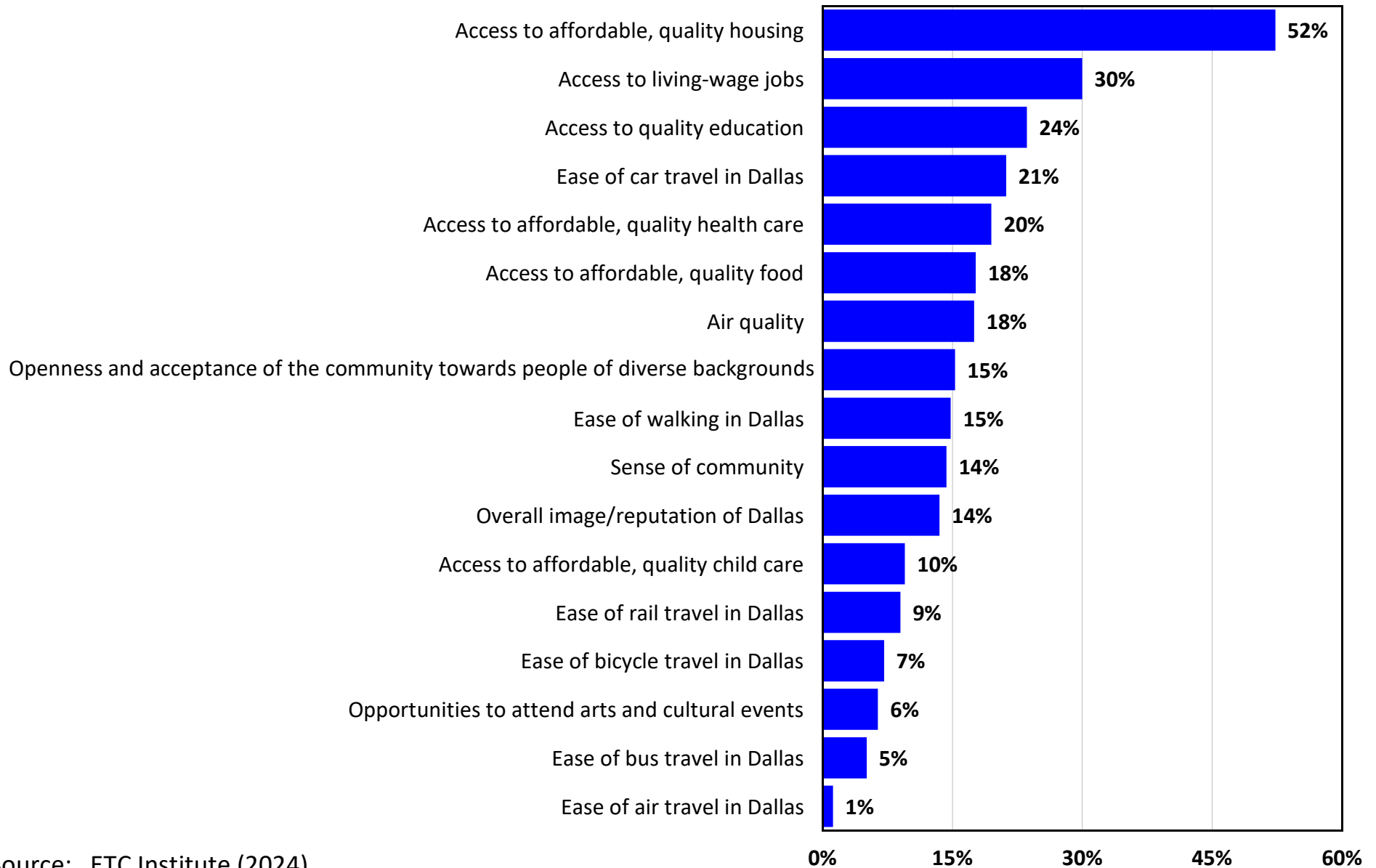


Source: ETC Institute (2024)
ETC Institute (2024)

■ 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

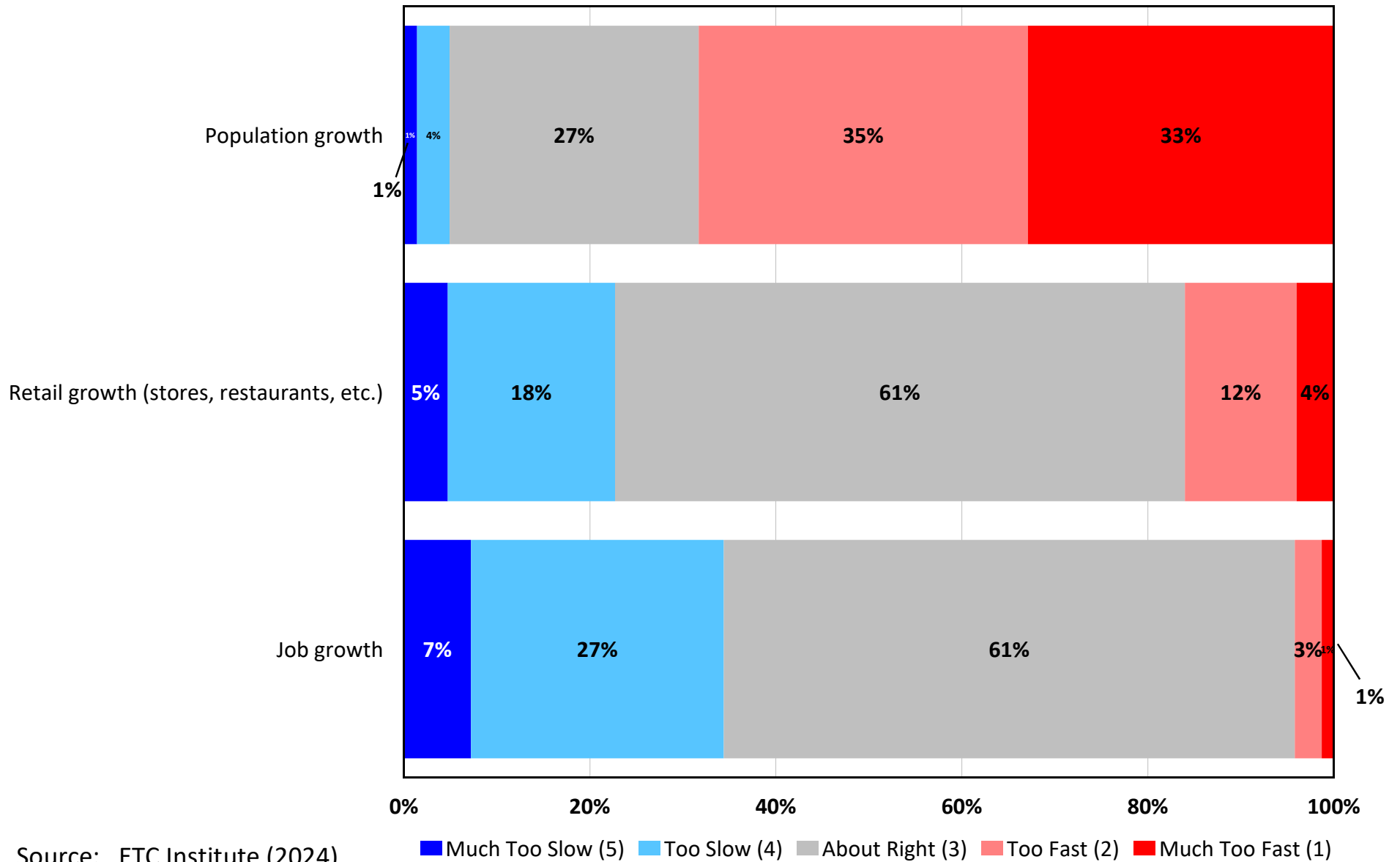


Source: ETC Institute (2024)

ETC Institute (2024)

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

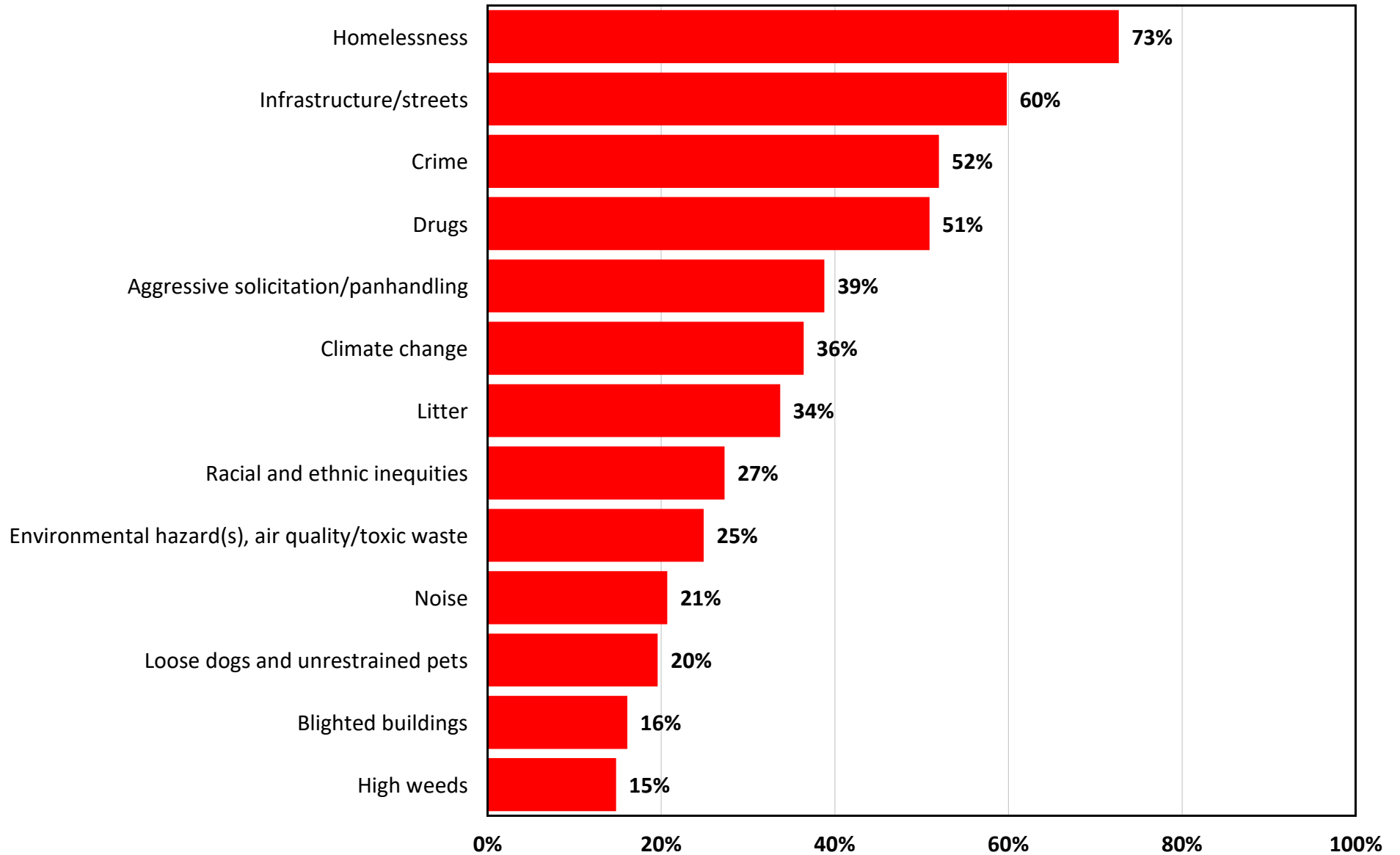
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale, where a rating of 5 is "much too slow" and a rating of 1 is "much too fast" (excluding don't knows)



Source: ETC Institute (2024)
ETC Institute (2024)

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)



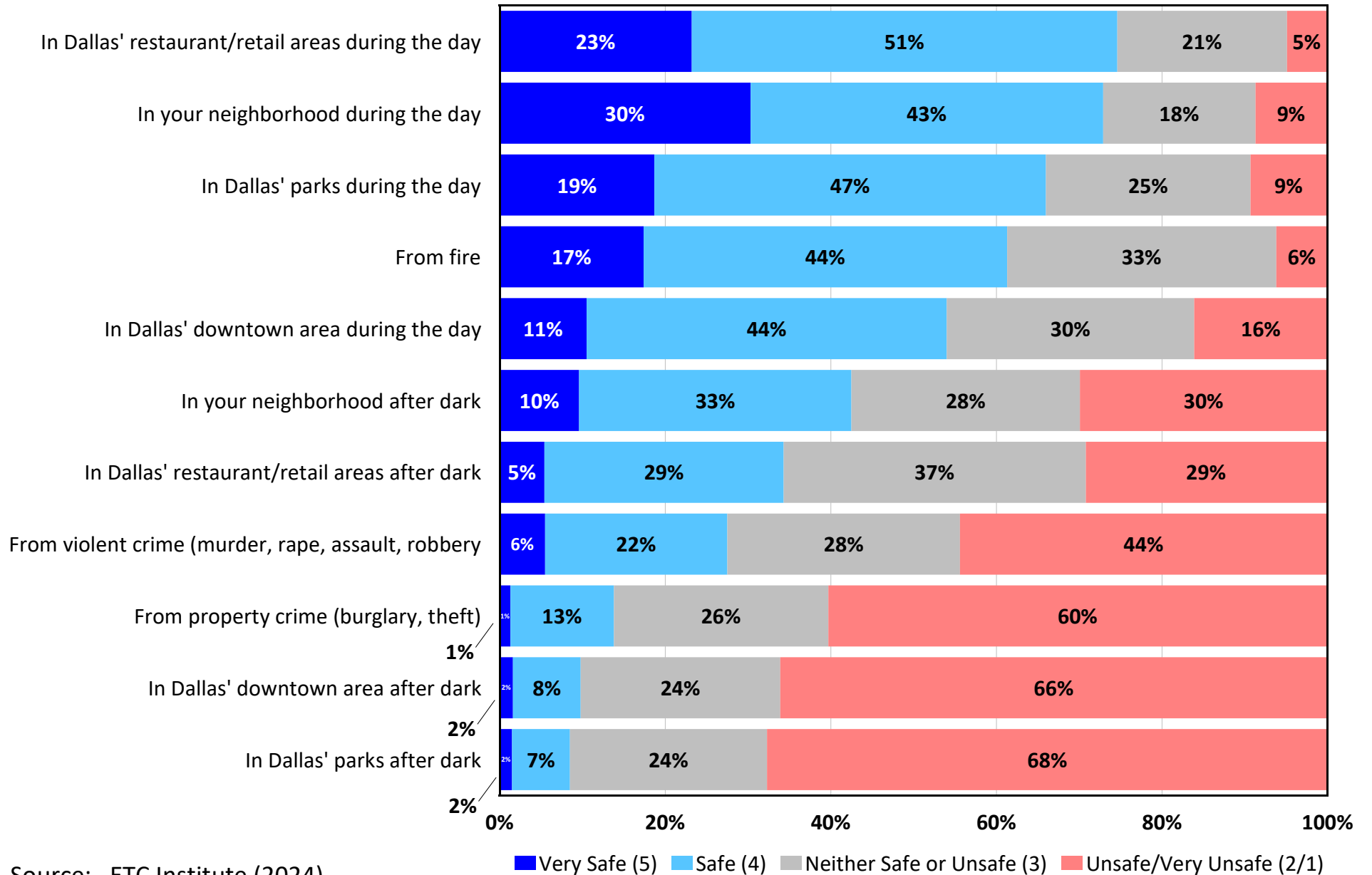
Source: ETC Institute (2024)
ETC Institute (2024)

■ 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)

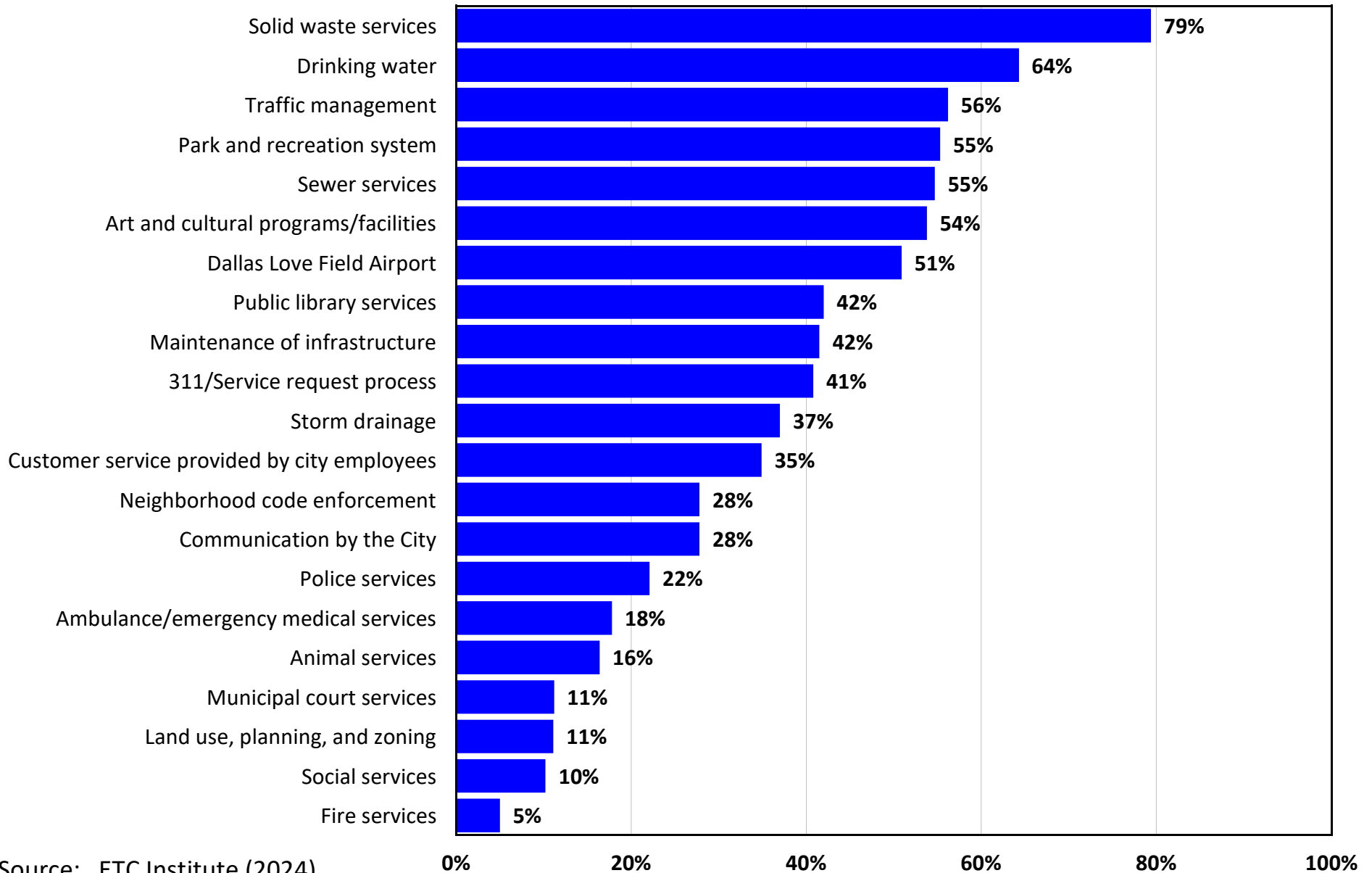


Source: ETC Institute (2024)
ETC Institute (2024)

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)

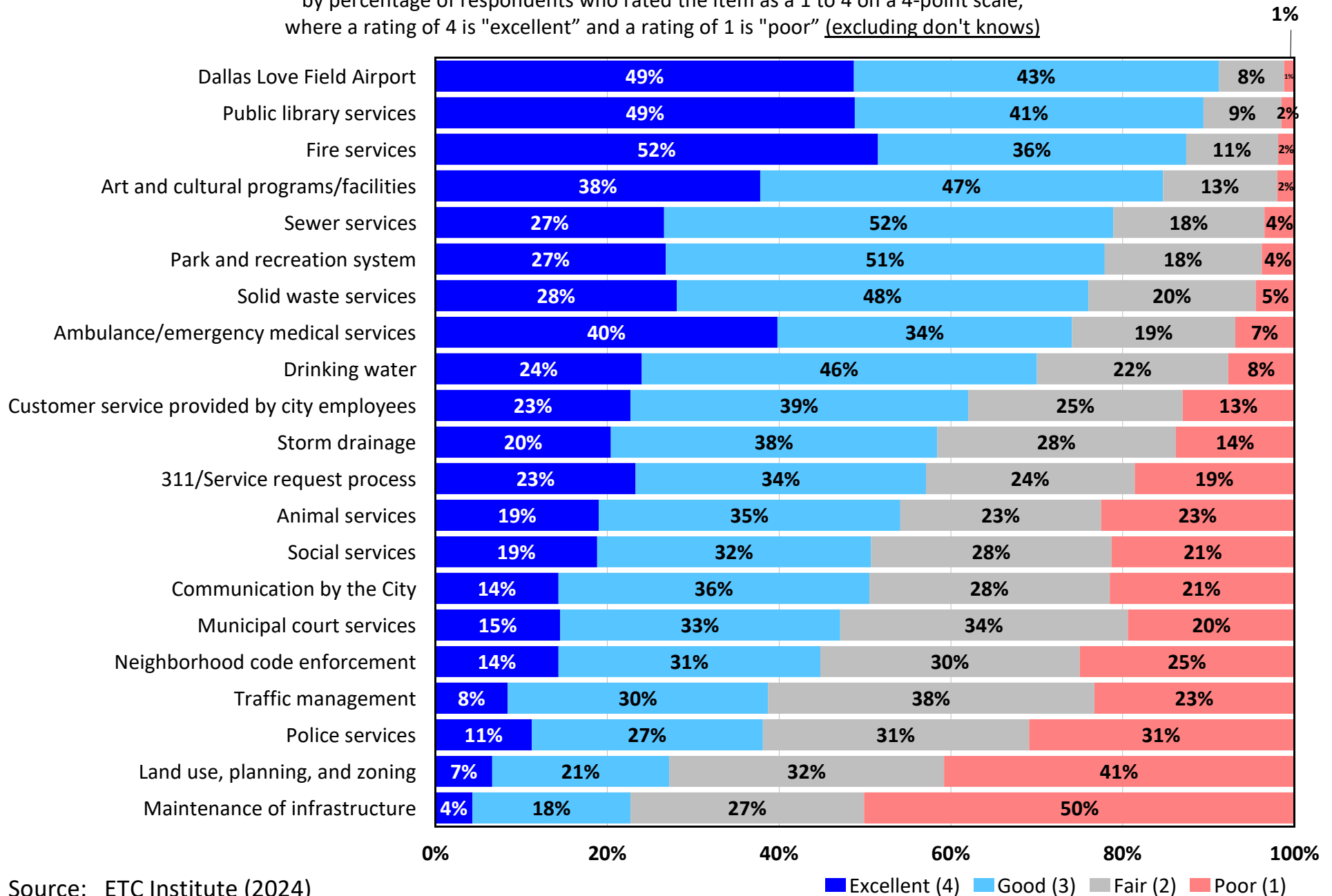


Source: ETC Institute (2024)

ETC Institute (2024)

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)

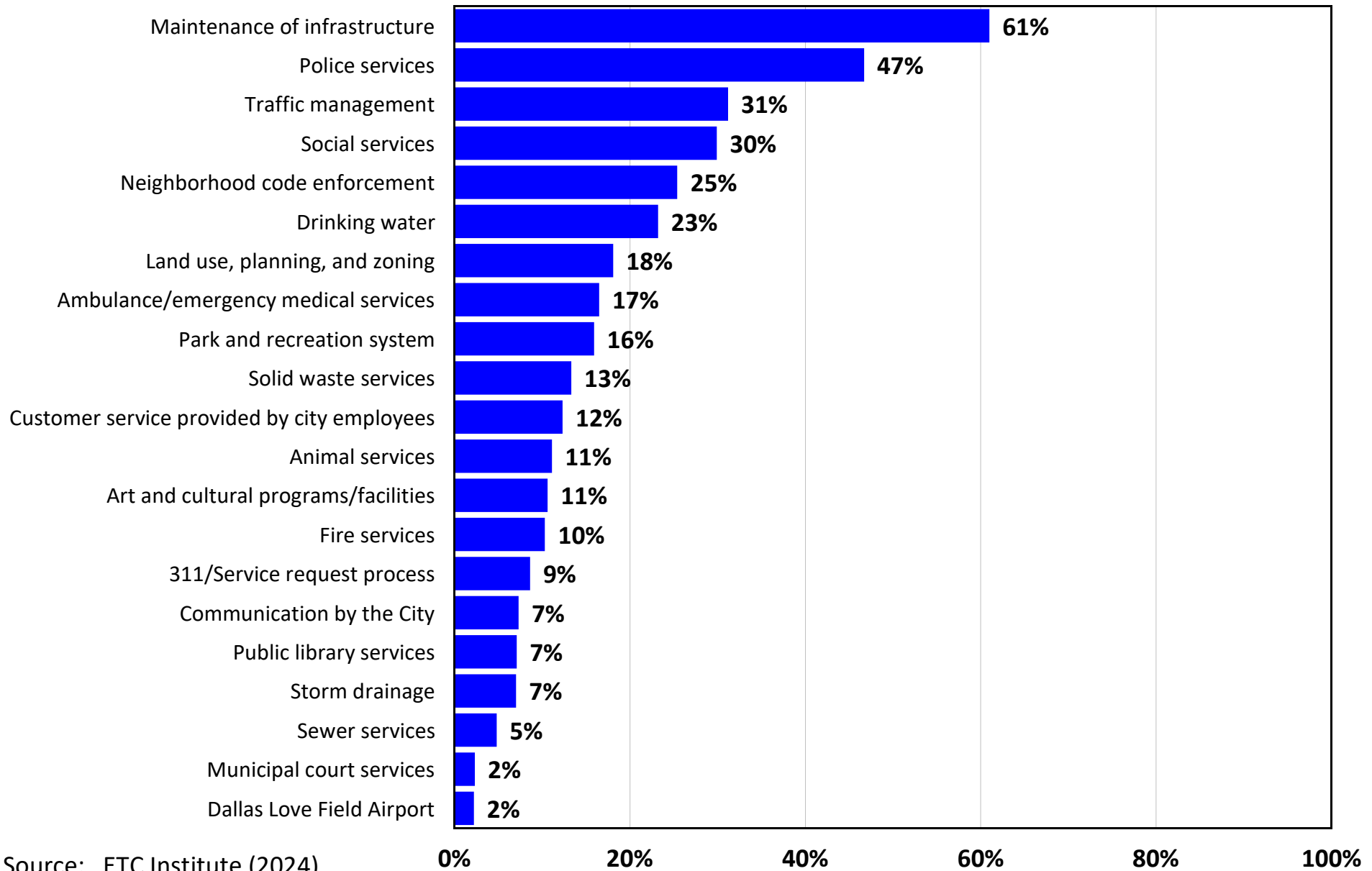


Source: ETC Institute (2024)

ETC Institute (2024)

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



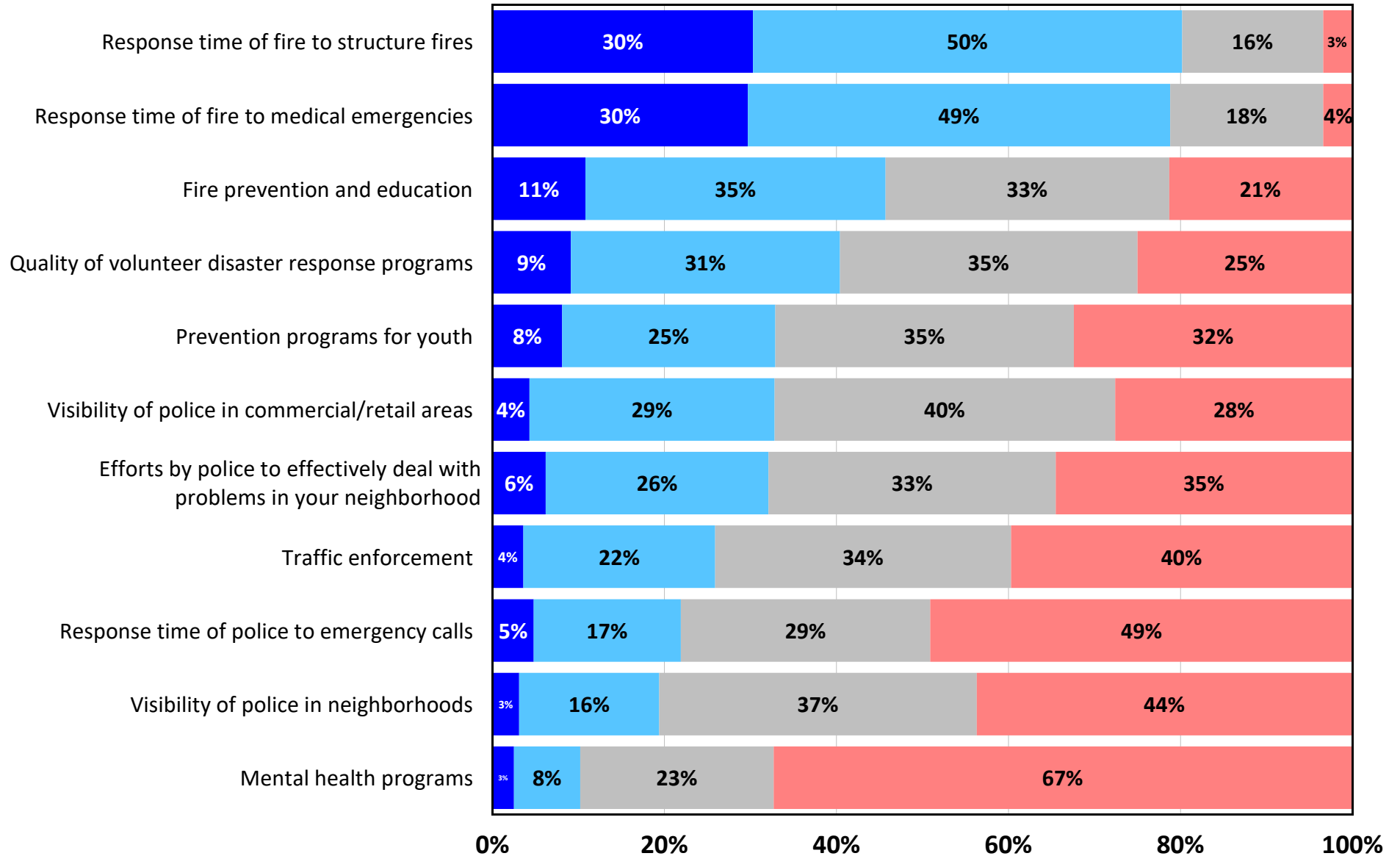
Source: ETC Institute (2024)

ETC Institute (2024)

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)



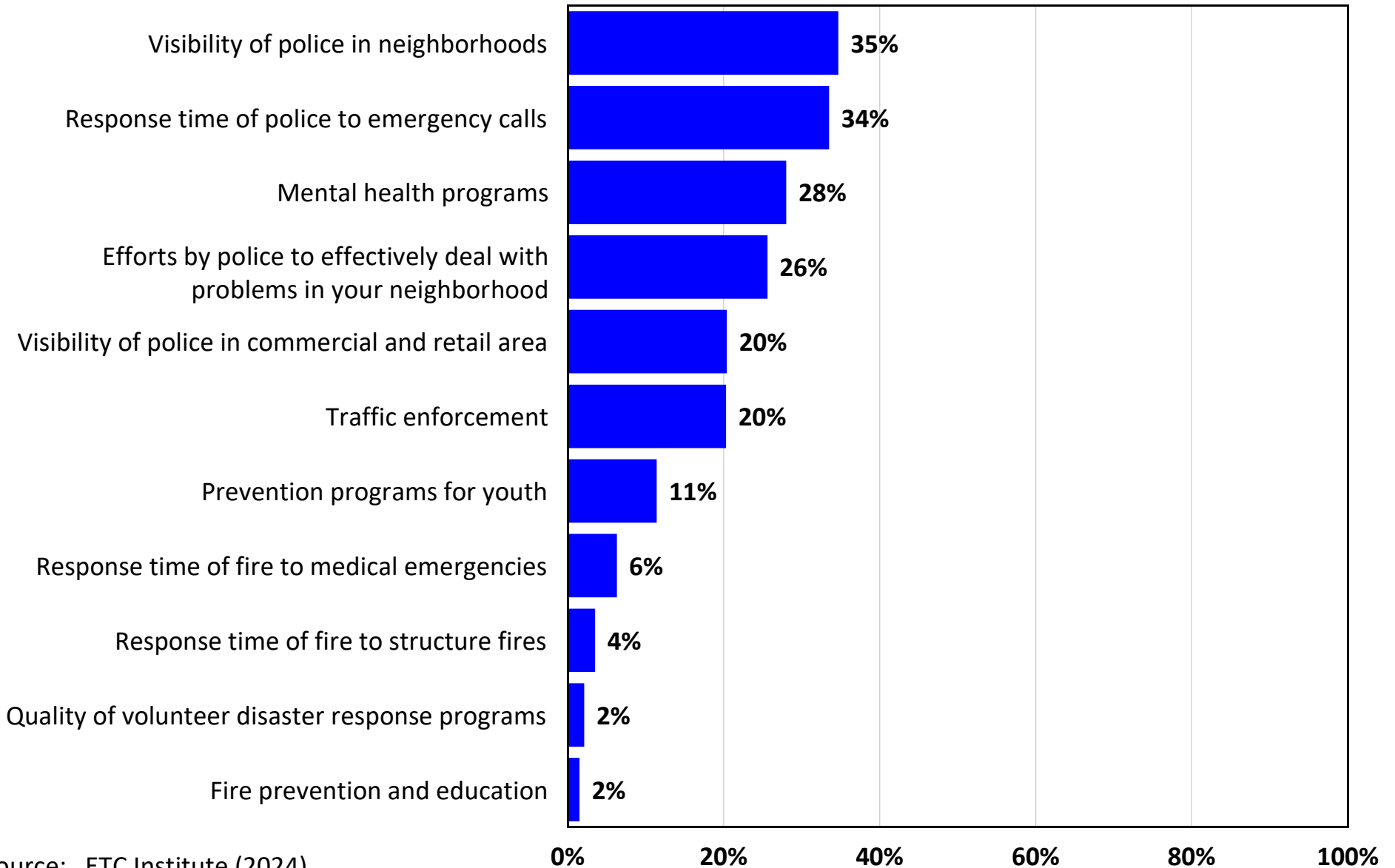
Source: ETC Institute (2024)

ETC Institute (2024)

■ 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



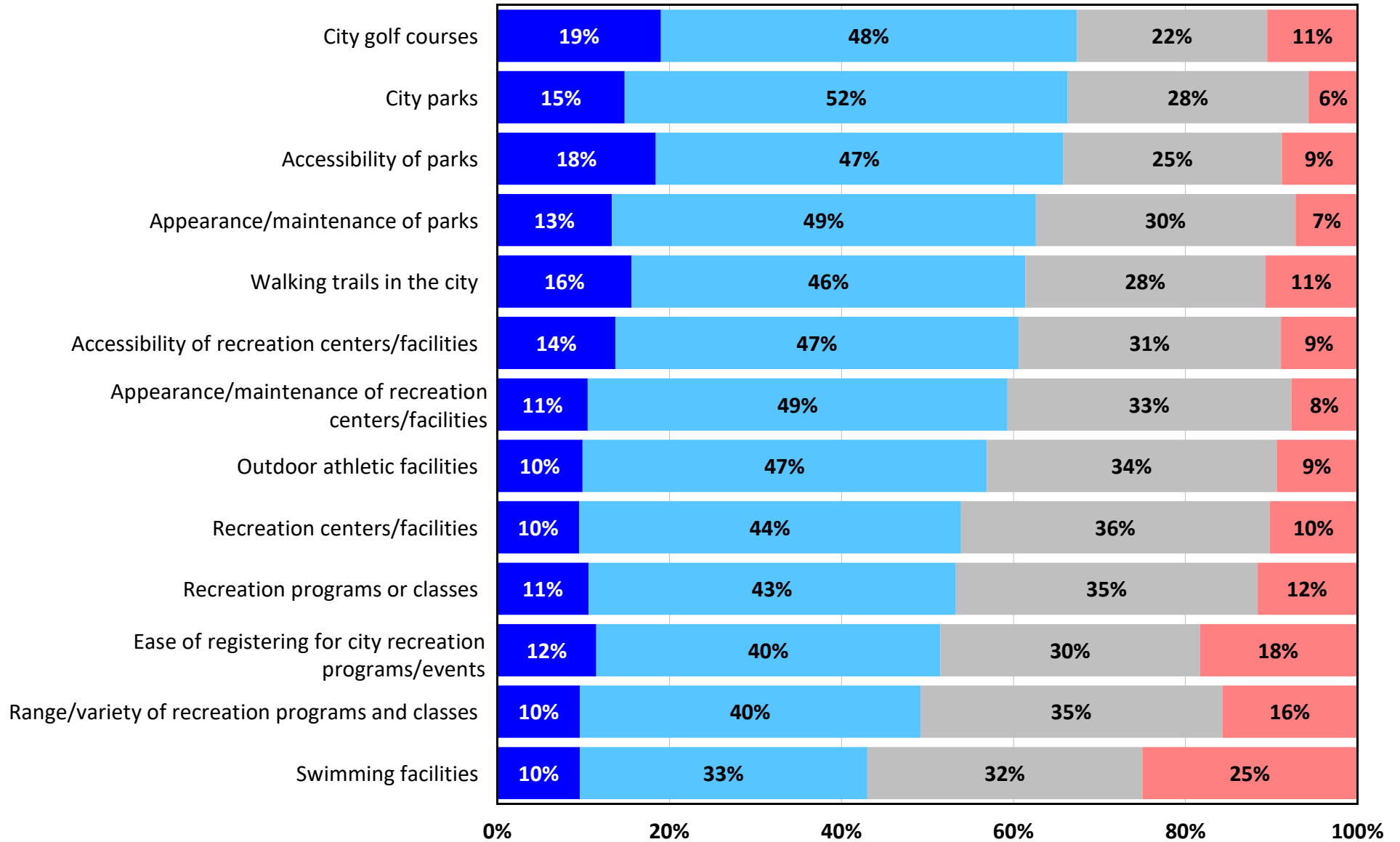
Source: ETC Institute (2024)

ETC Institute (2024)

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)



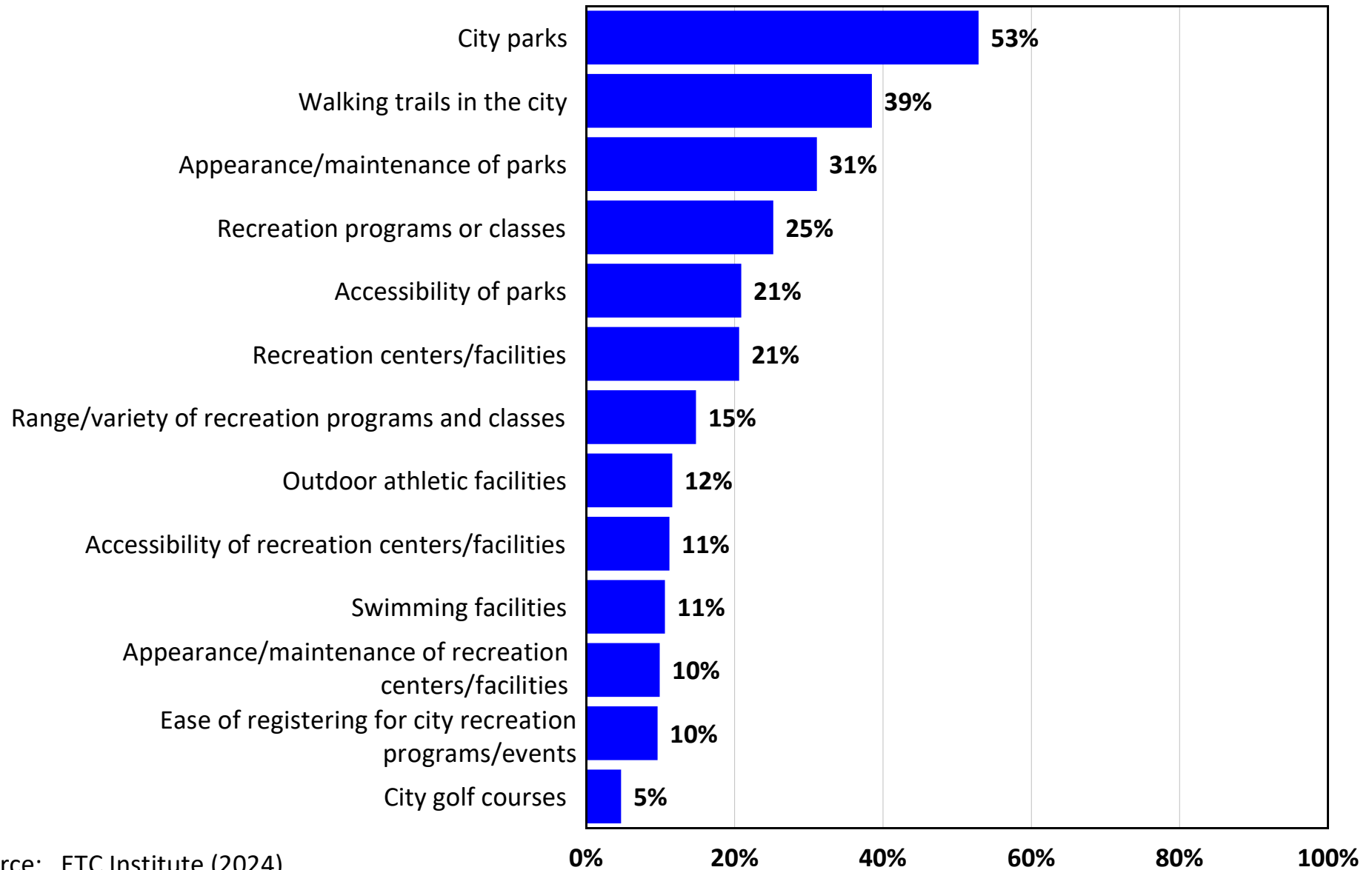
Source: ETC Institute (2024)

ETC Institute (2024)

■ 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



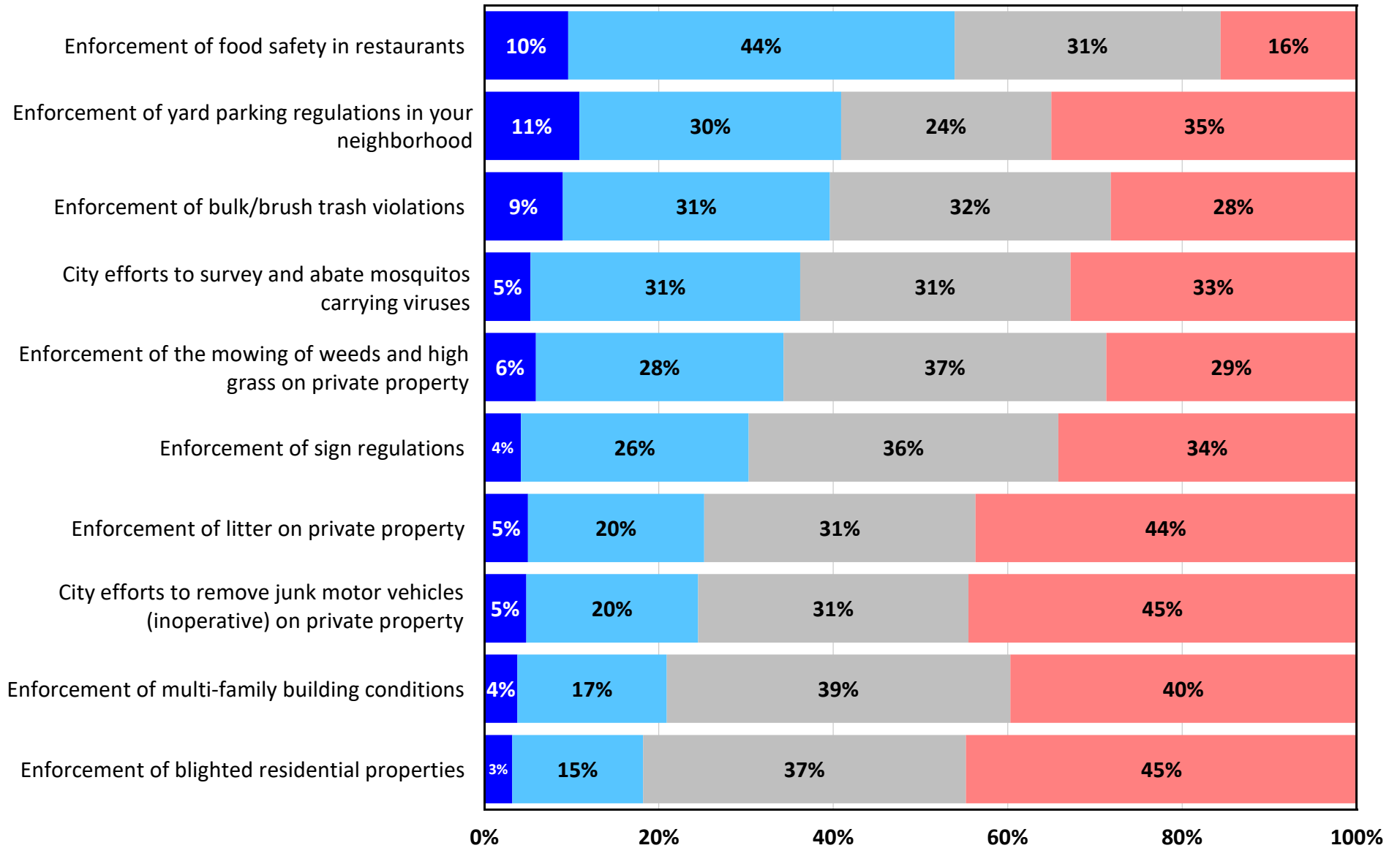
Source: ETC Institute (2024)

ETC Institute (2024)

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)



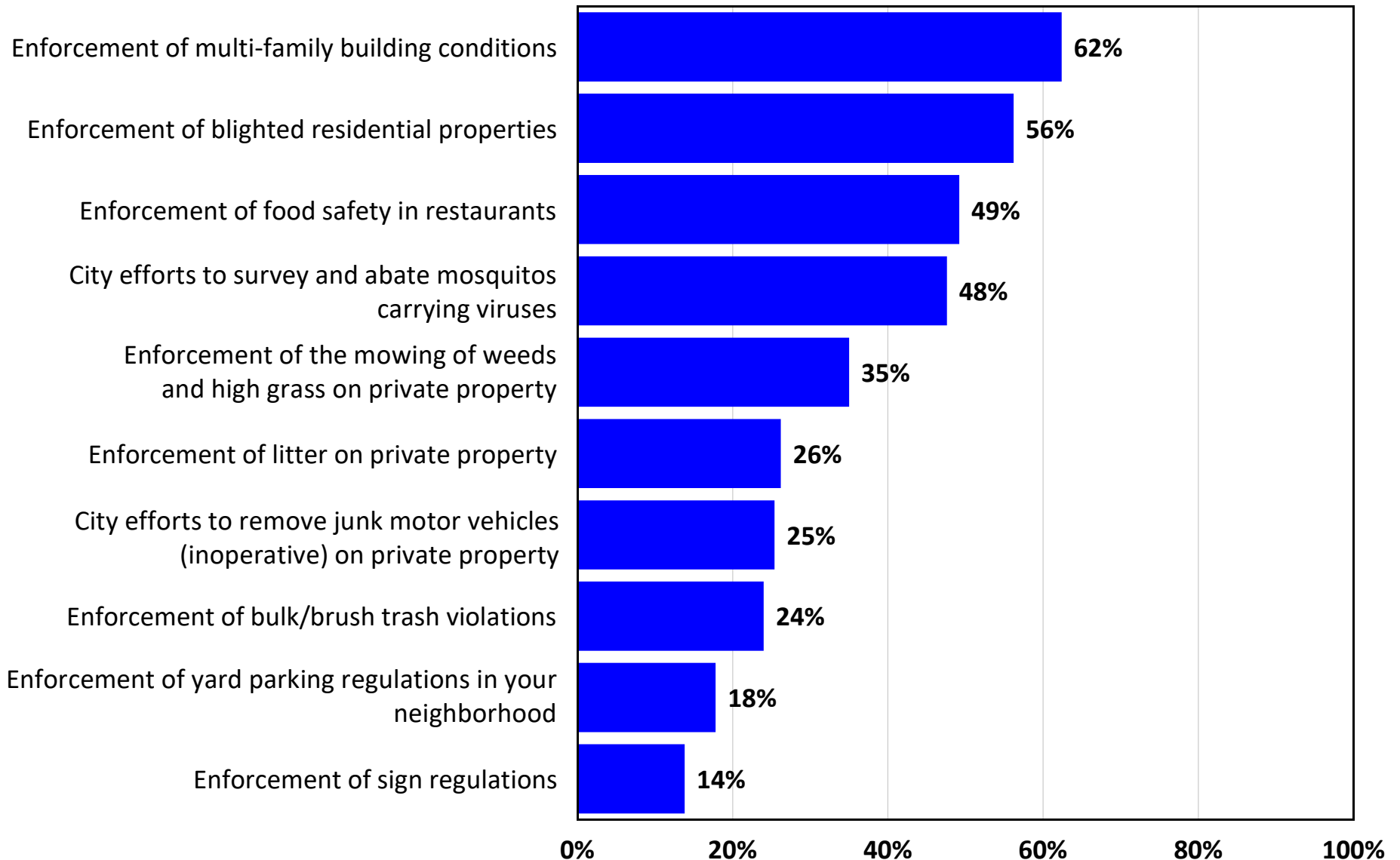
Source: ETC Institute (2024)

ETC Institute (2024)

■ 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



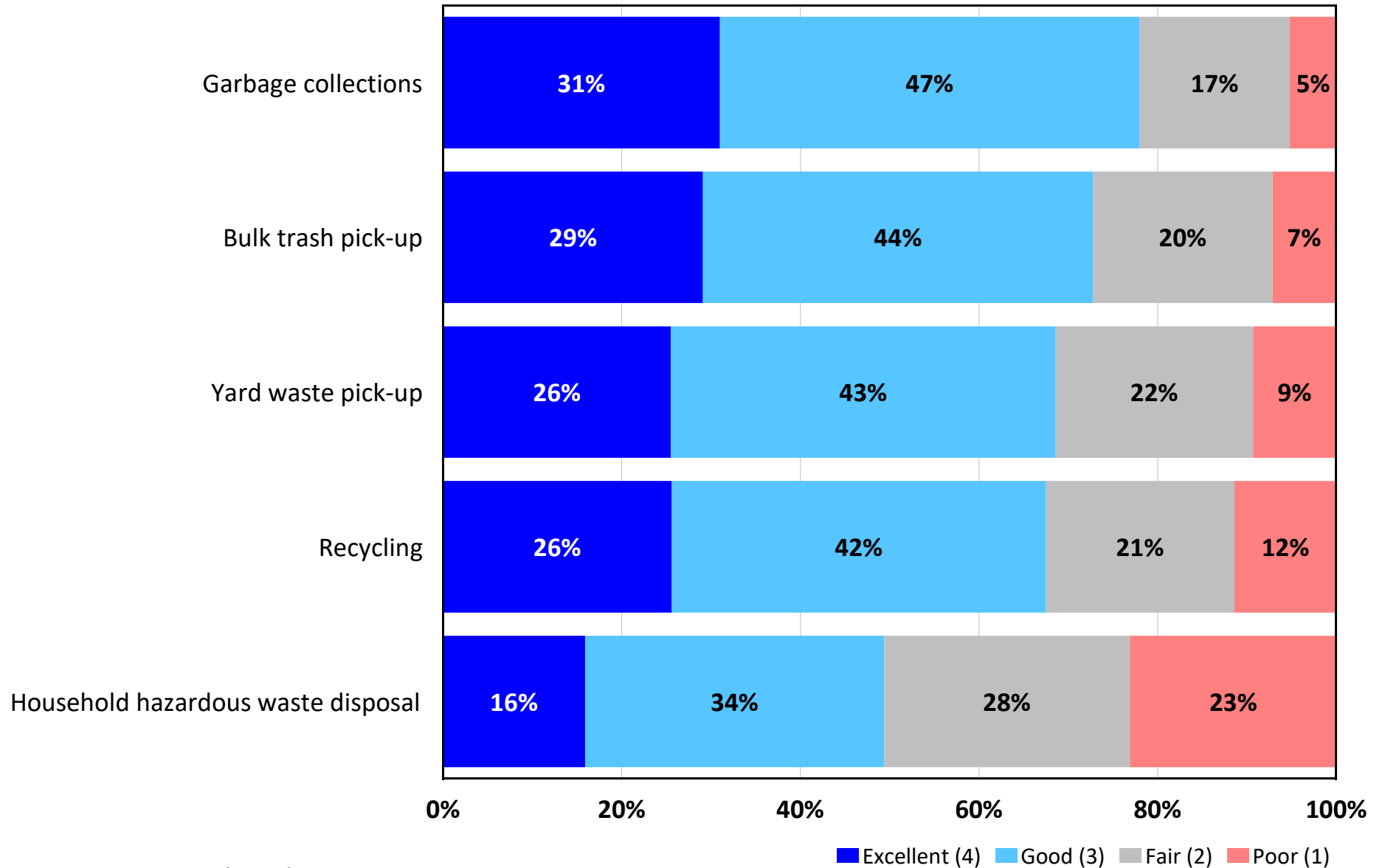
Source: ETC Institute (2024)

ETC Institute (2024)

Solid Waste Services

Q15. Ratings of Solid Waste Services

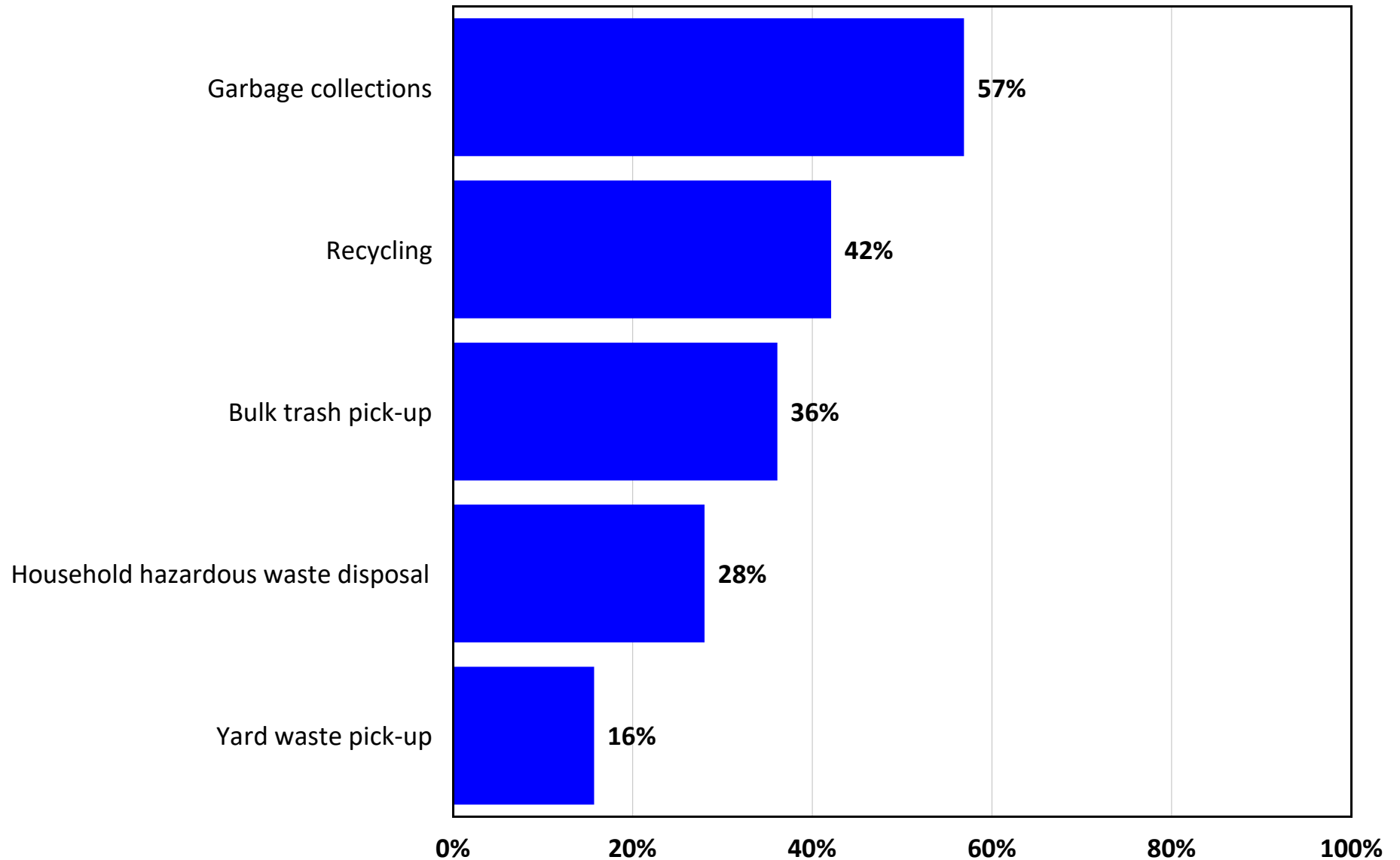
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 4 is "excellent" and a rating of 1 is "poor" (excluding don't knows)



Source: ETC Institute (2024)
ETC Institute (2024)

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

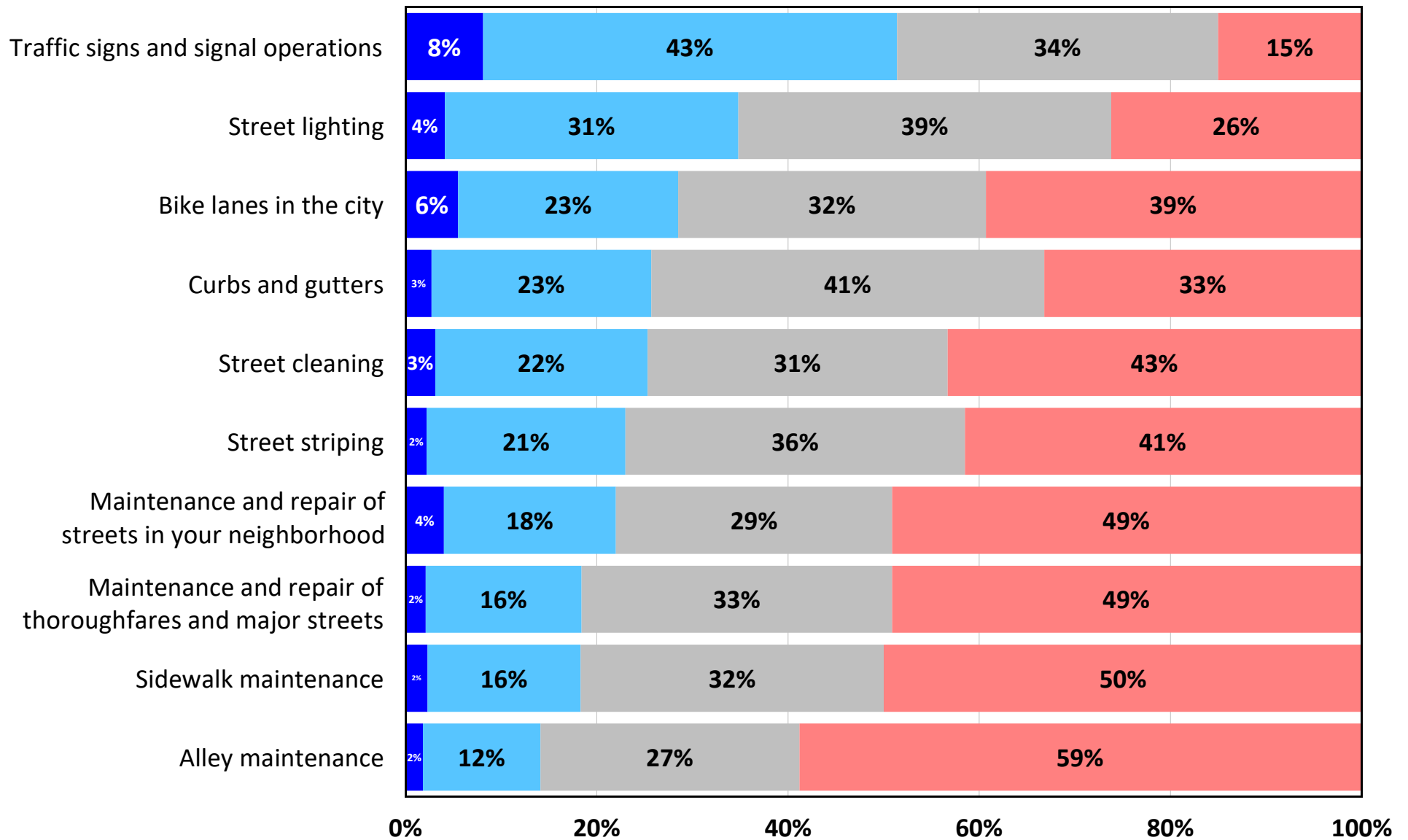


Source: ETC Institute (2024)
ETC Institute (2024)

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)

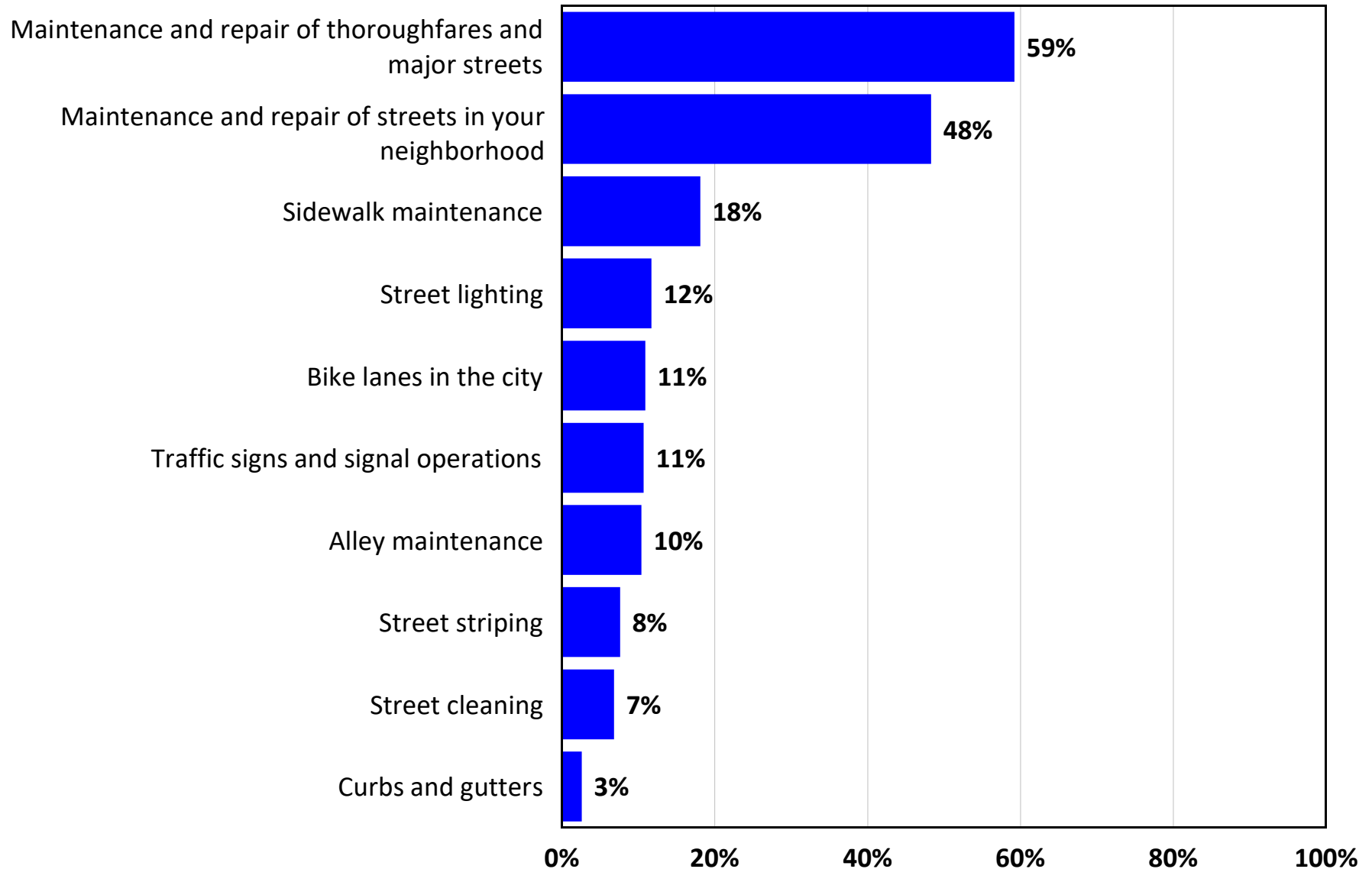


Source: ETC Institute (2024)
ETC Institute (2024)

■ 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



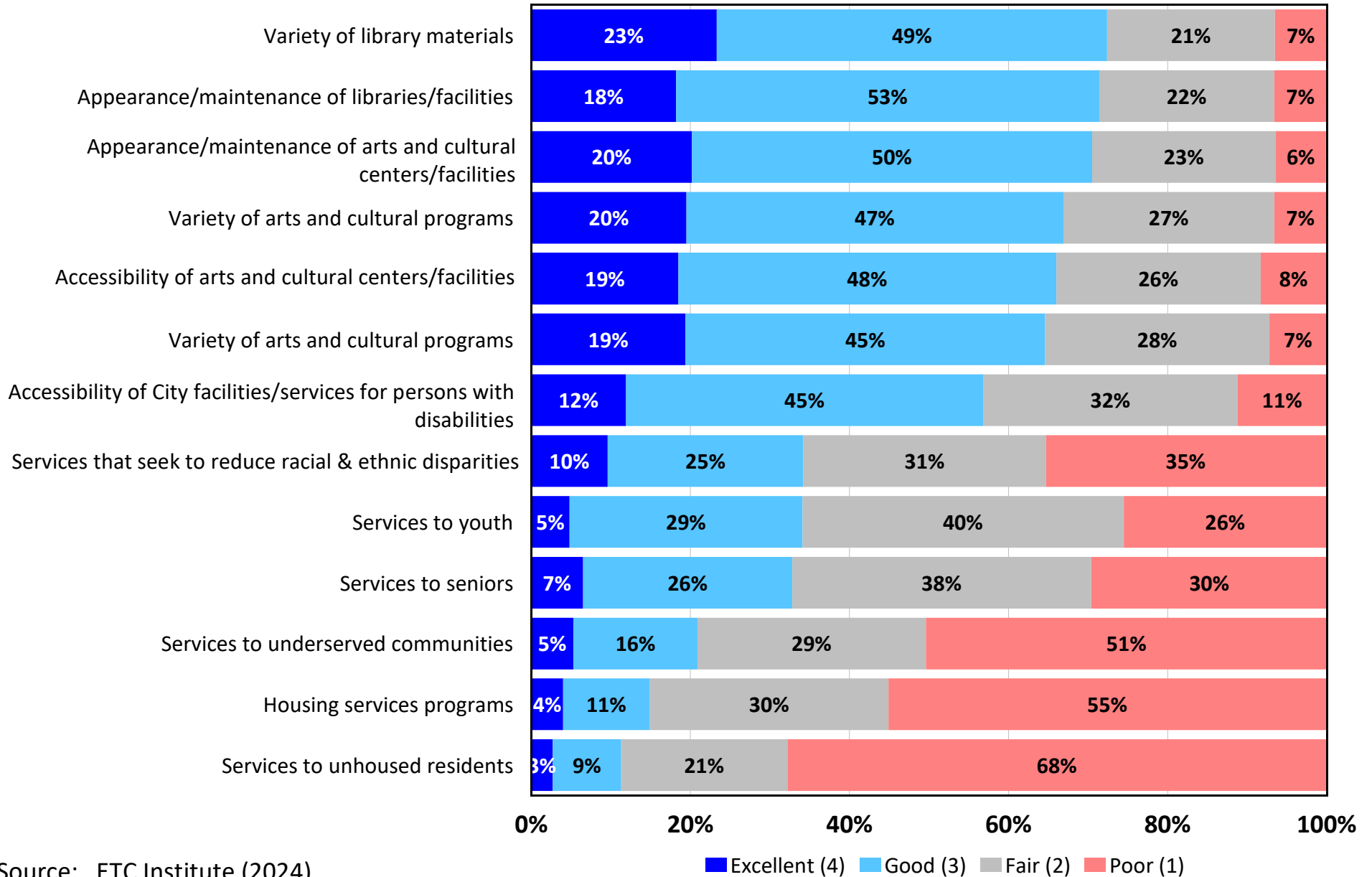
Source: ETC Institute (2024)

ETC Institute (2024)

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)



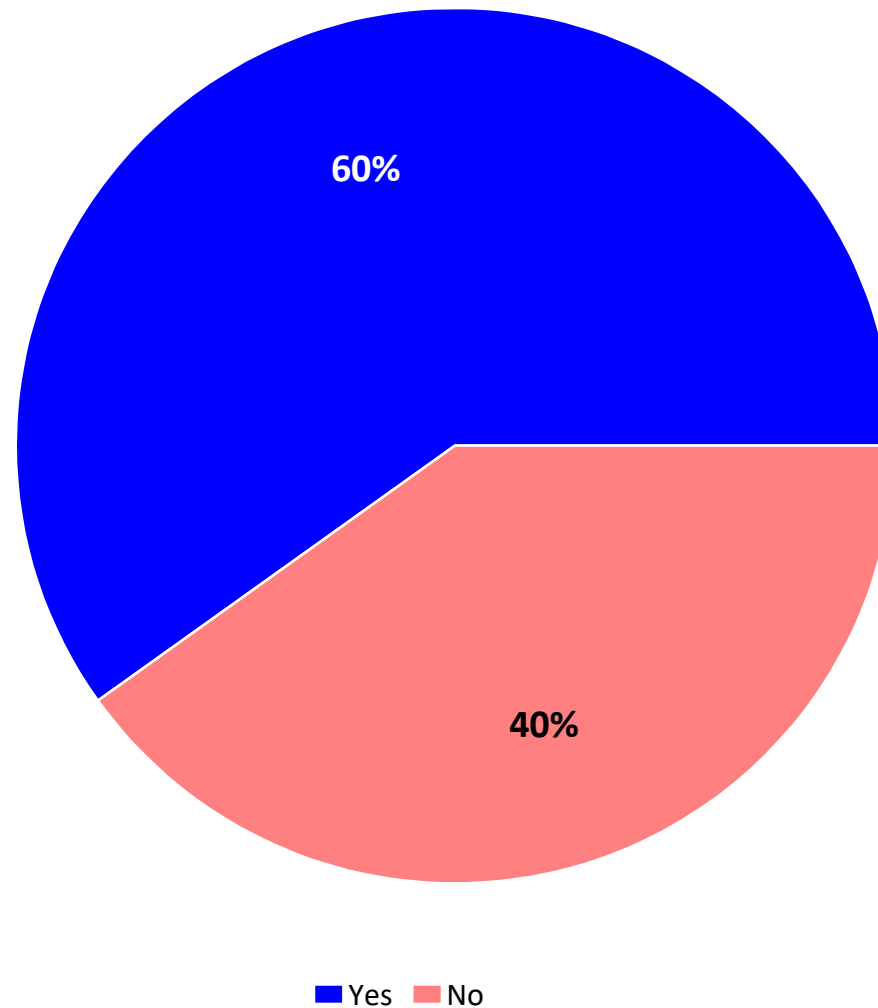
Source: ETC Institute (2024)

ETC Institute (2024)

Customer Service

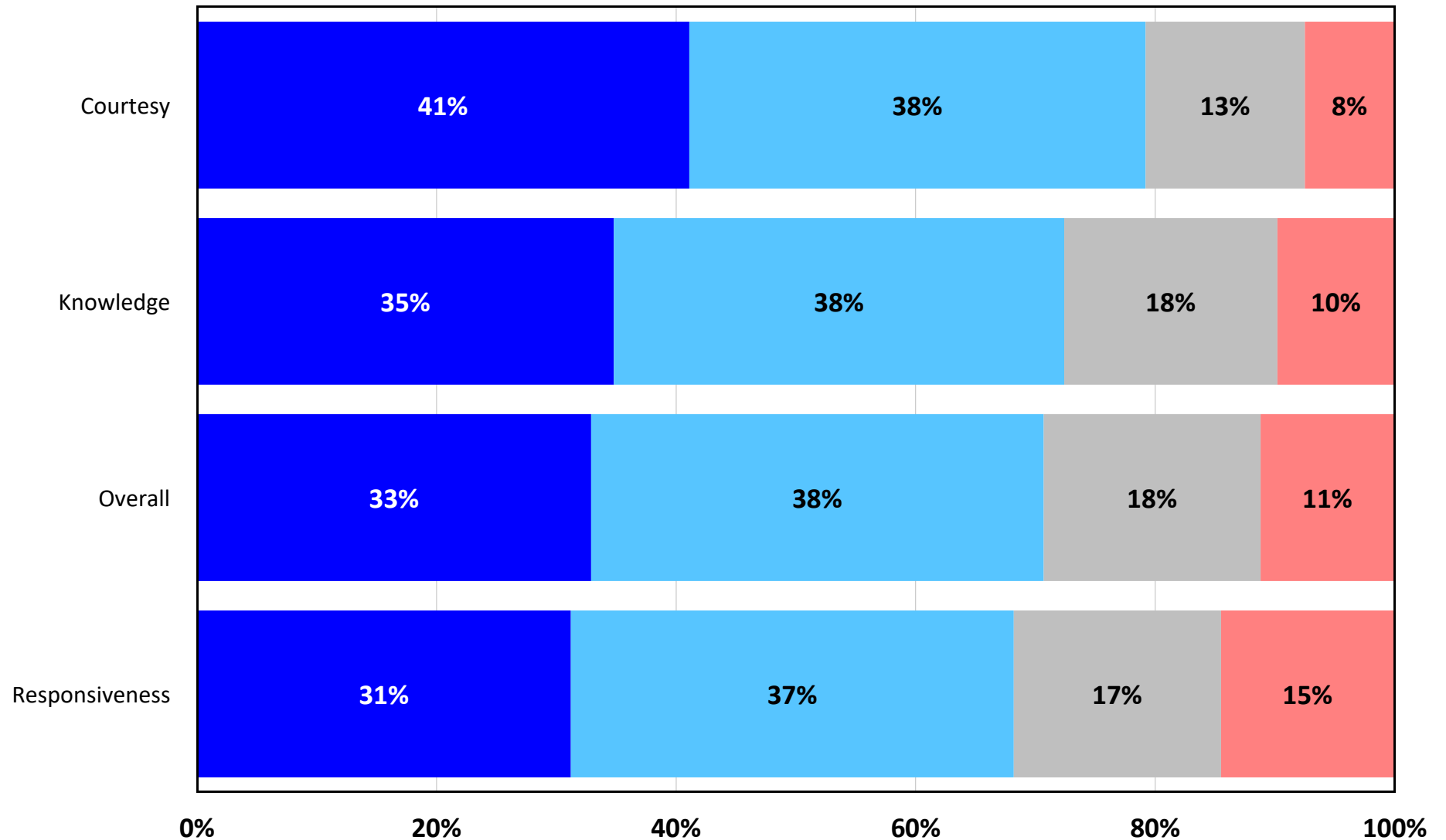
Q20. Have you had any in-person or phone contact with an employee of the City of Dallas within the last 12 months (including police, receptionists, librarians, or any others)?

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)



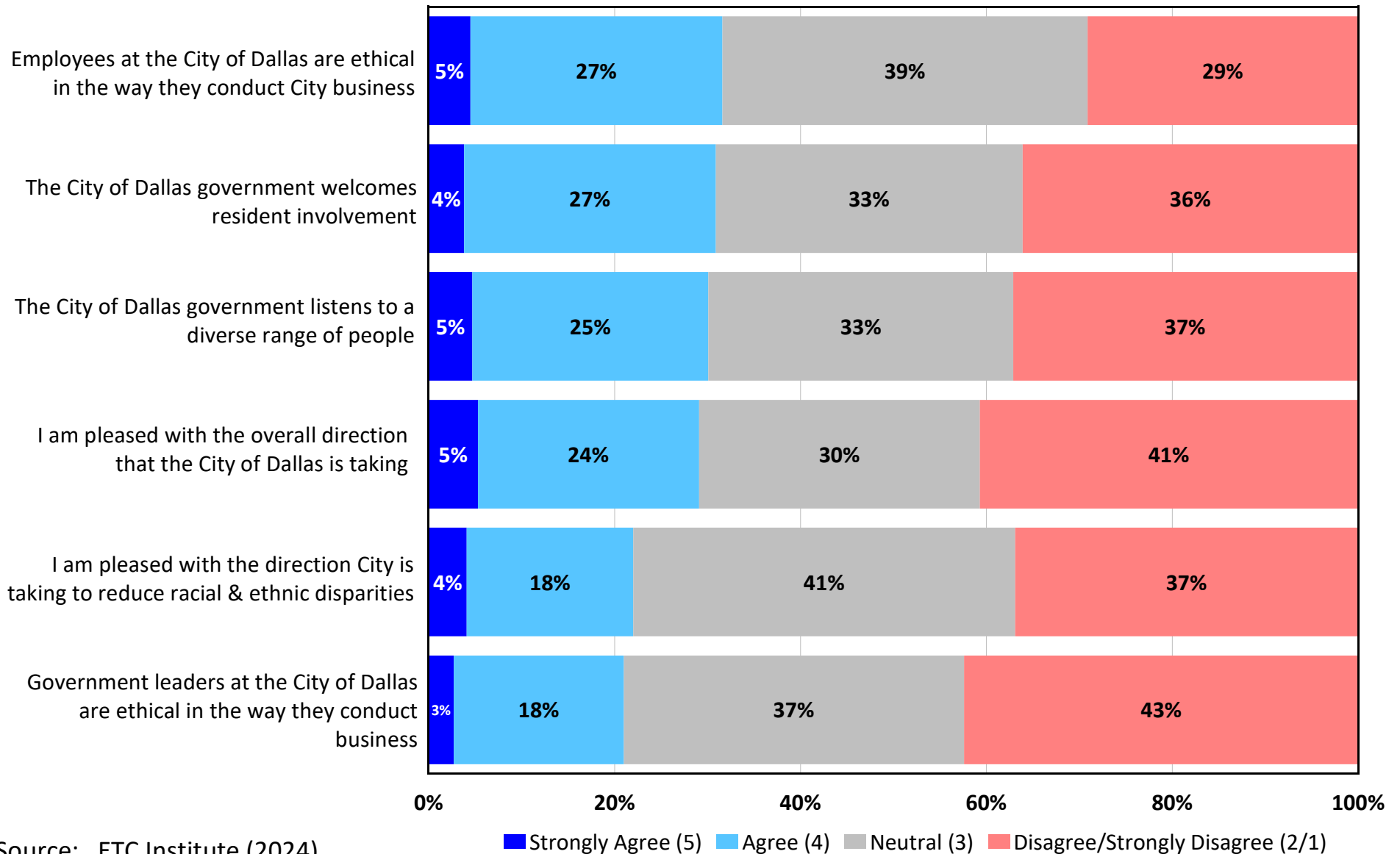
Source: ETC Institute (2024)
ETC Institute (2024)

■ 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

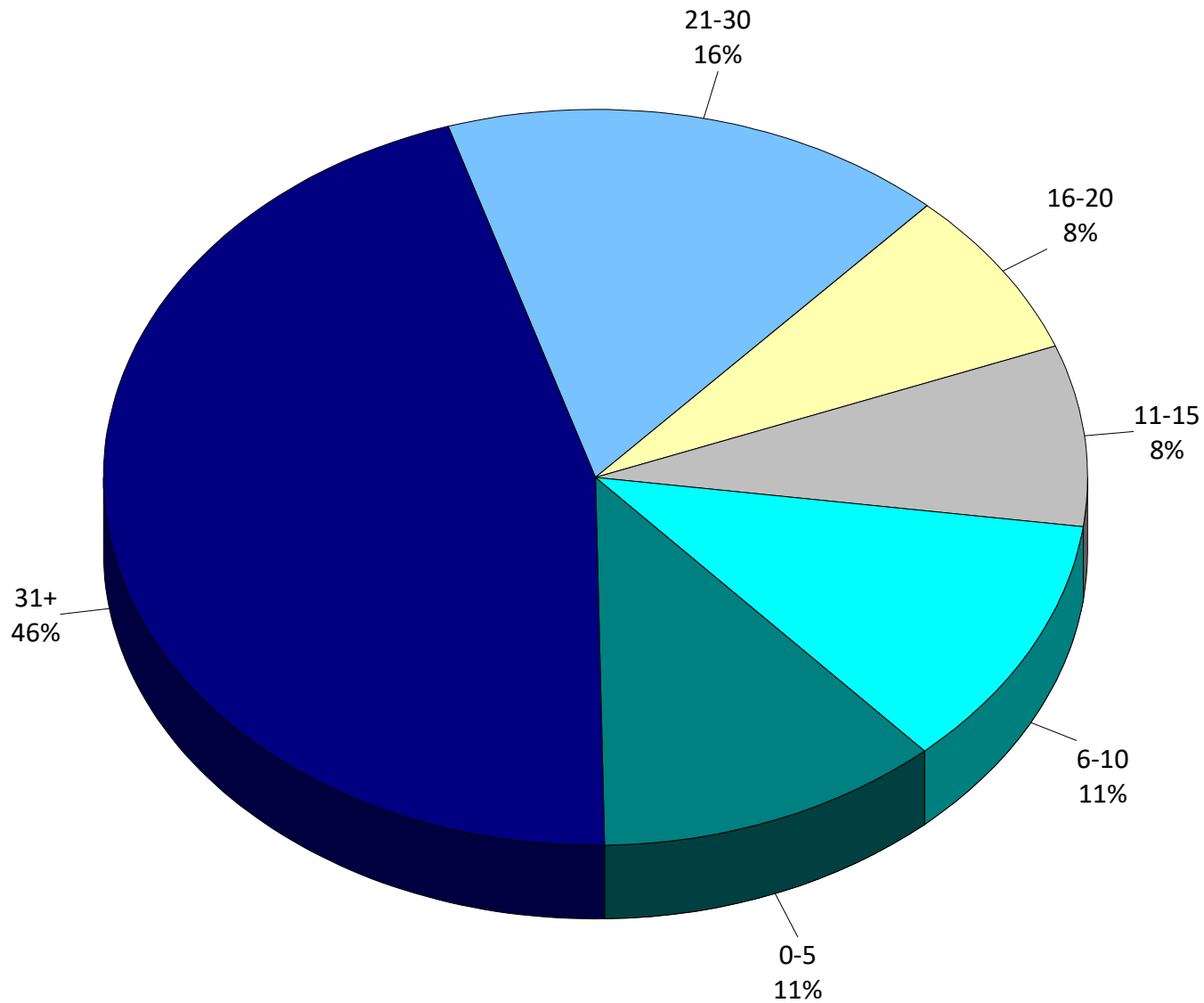
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale, where a rating of 5 meant "strongly agree" and a rating of 1 meant "strongly disagree" (excluding don't knows)



Source: ETC Institute (2024)
ETC Institute (2024)

Q22. How many years have you lived in Dallas?

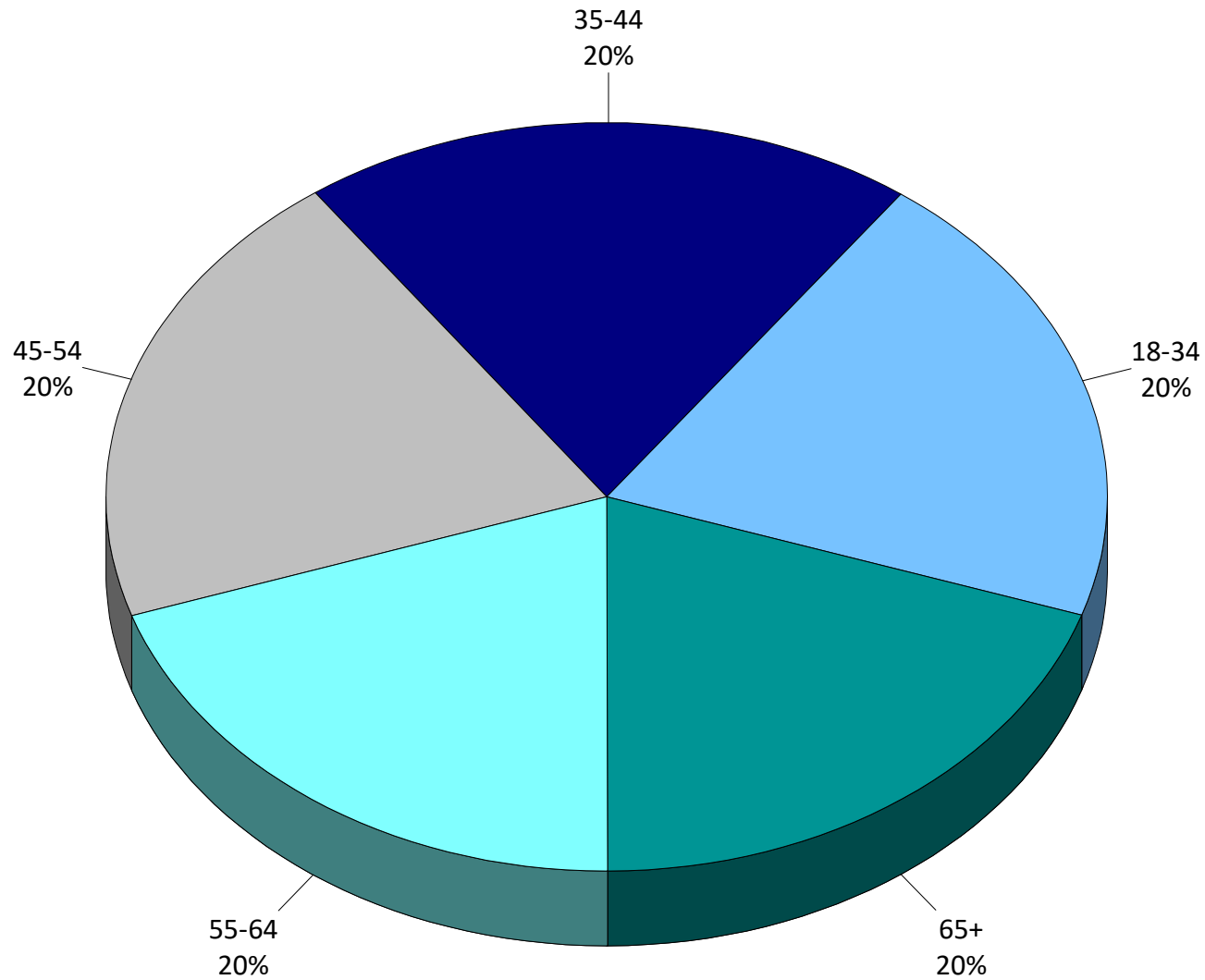
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2024)
ETC Institute (2024)

Q23. What is your age?

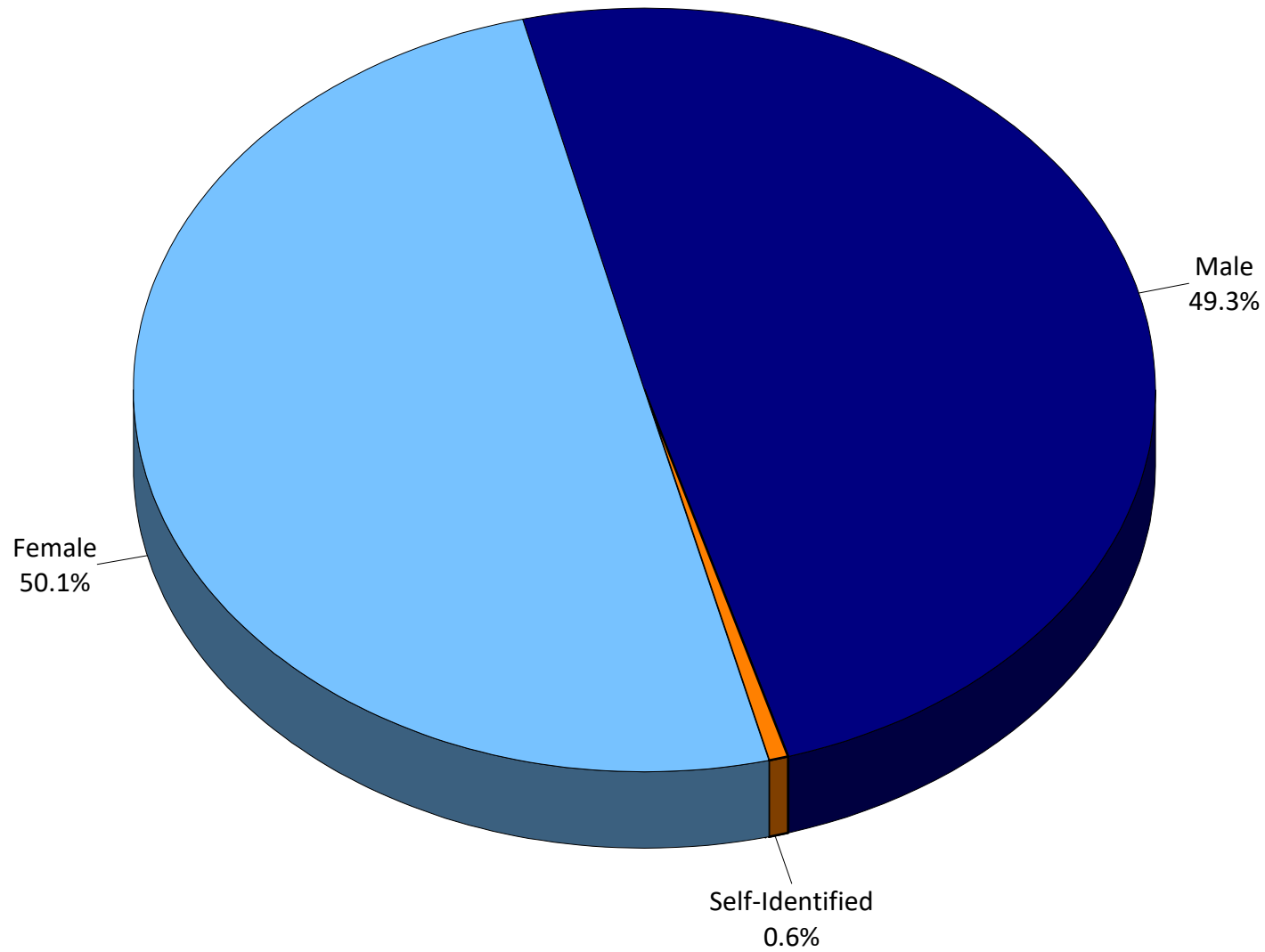
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2024)
ETC Institute (2024)

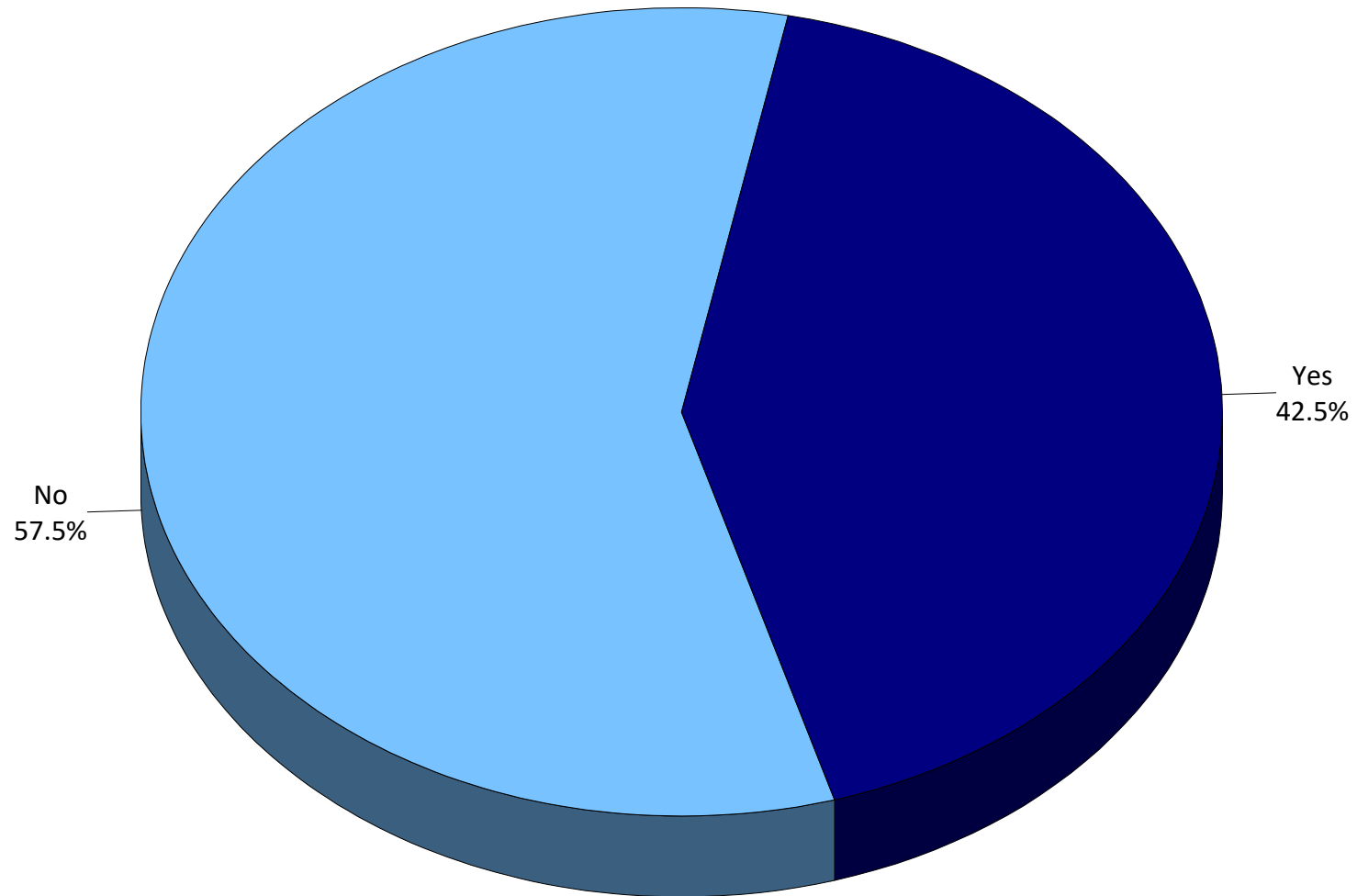
Q24. What is your gender?

by percentage of respondents



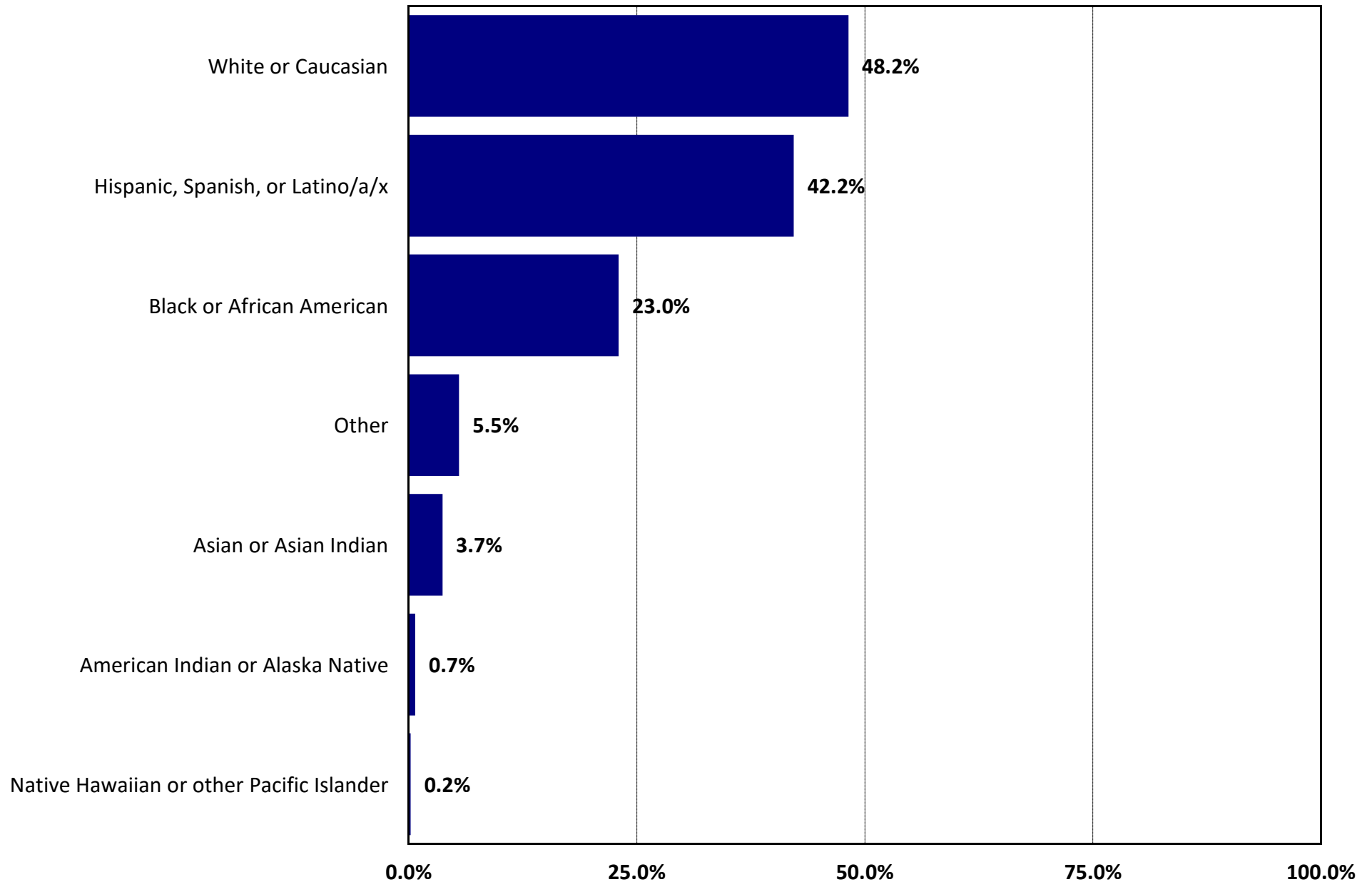
Q25. Are you of Hispanic, Latino, or Spanish origin?

by percentage of respondents (excluding "not provided")



Q26. Which of the following best describes your race/ethnicity?

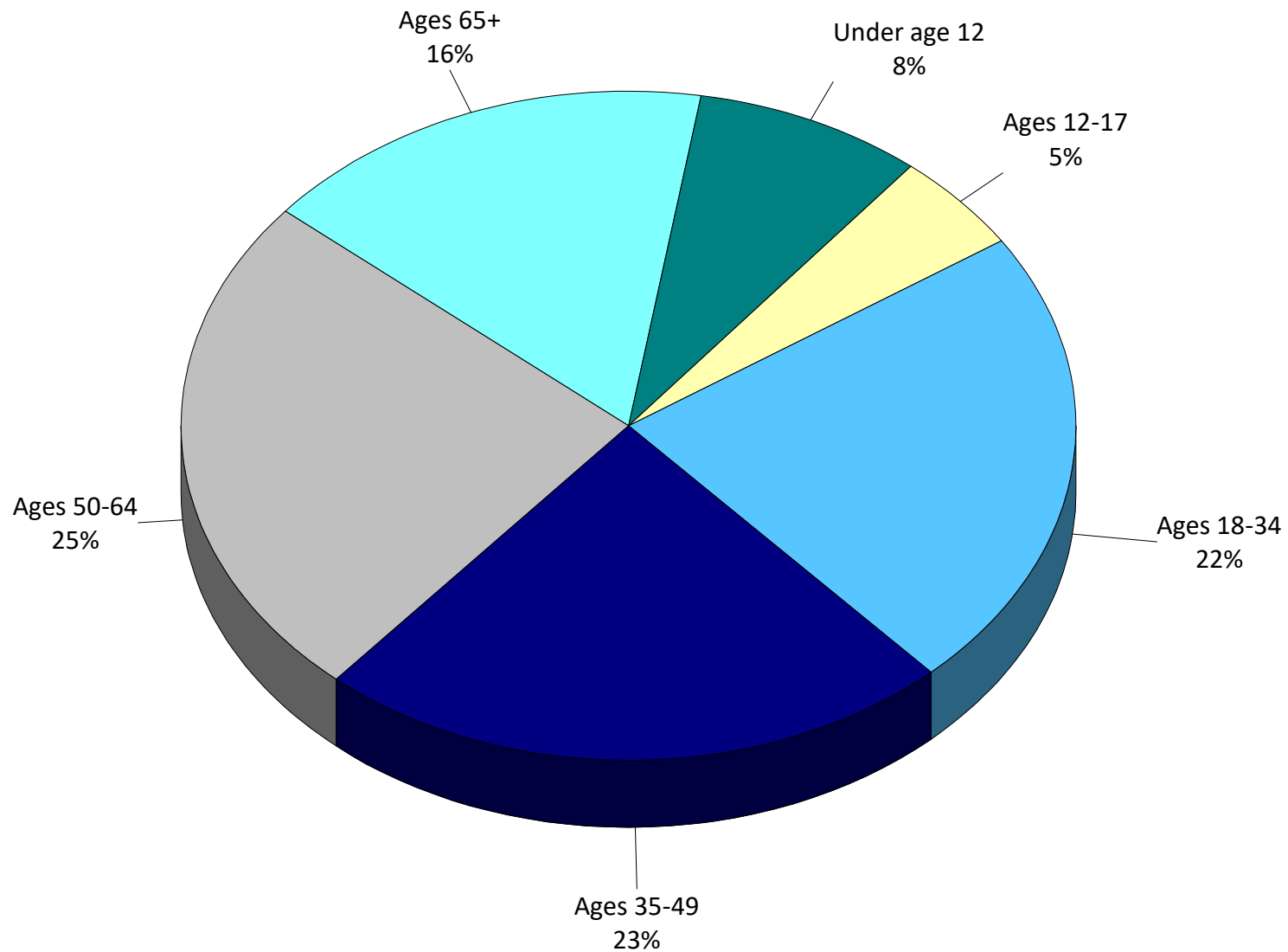
by percentage of respondents (multiple selections could be made)



Source: ETC Institute (2024)
ETC Institute (2024)

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

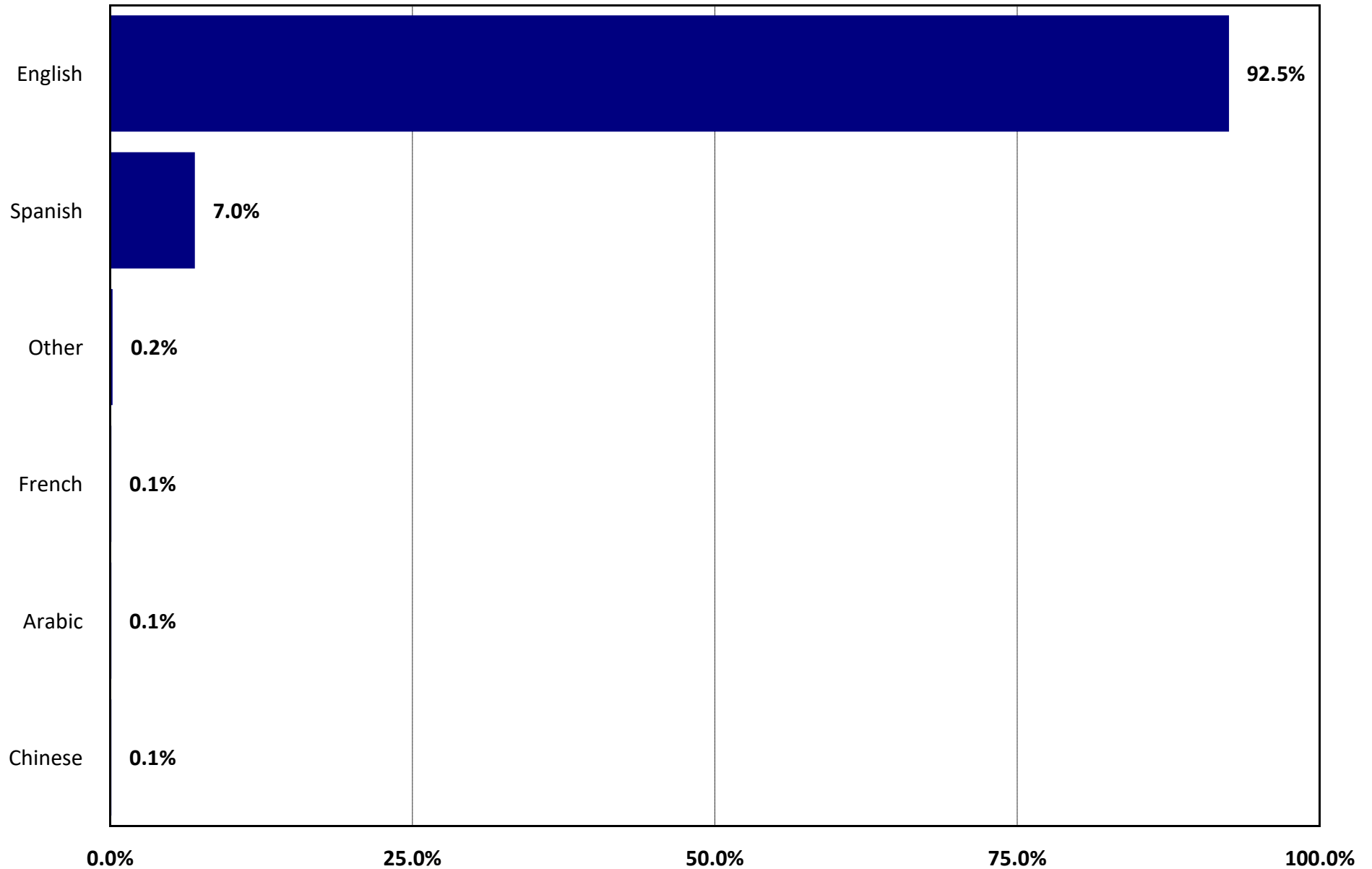
by percentage of persons in household



Source: ETC Institute (2024)
ETC Institute (2024)

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

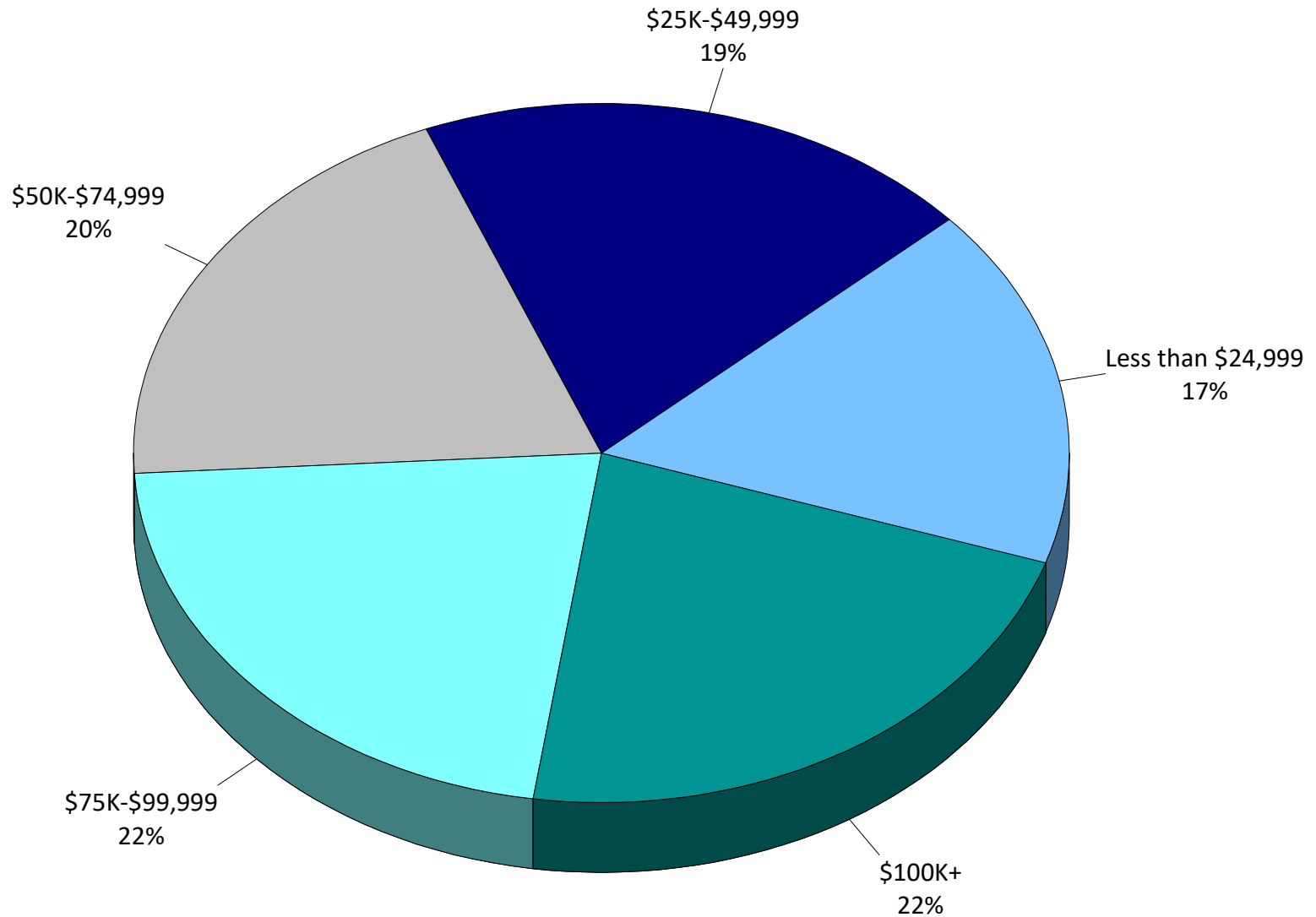
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2024)
ETC Institute (2024)

Q29. What is your total annual household income?

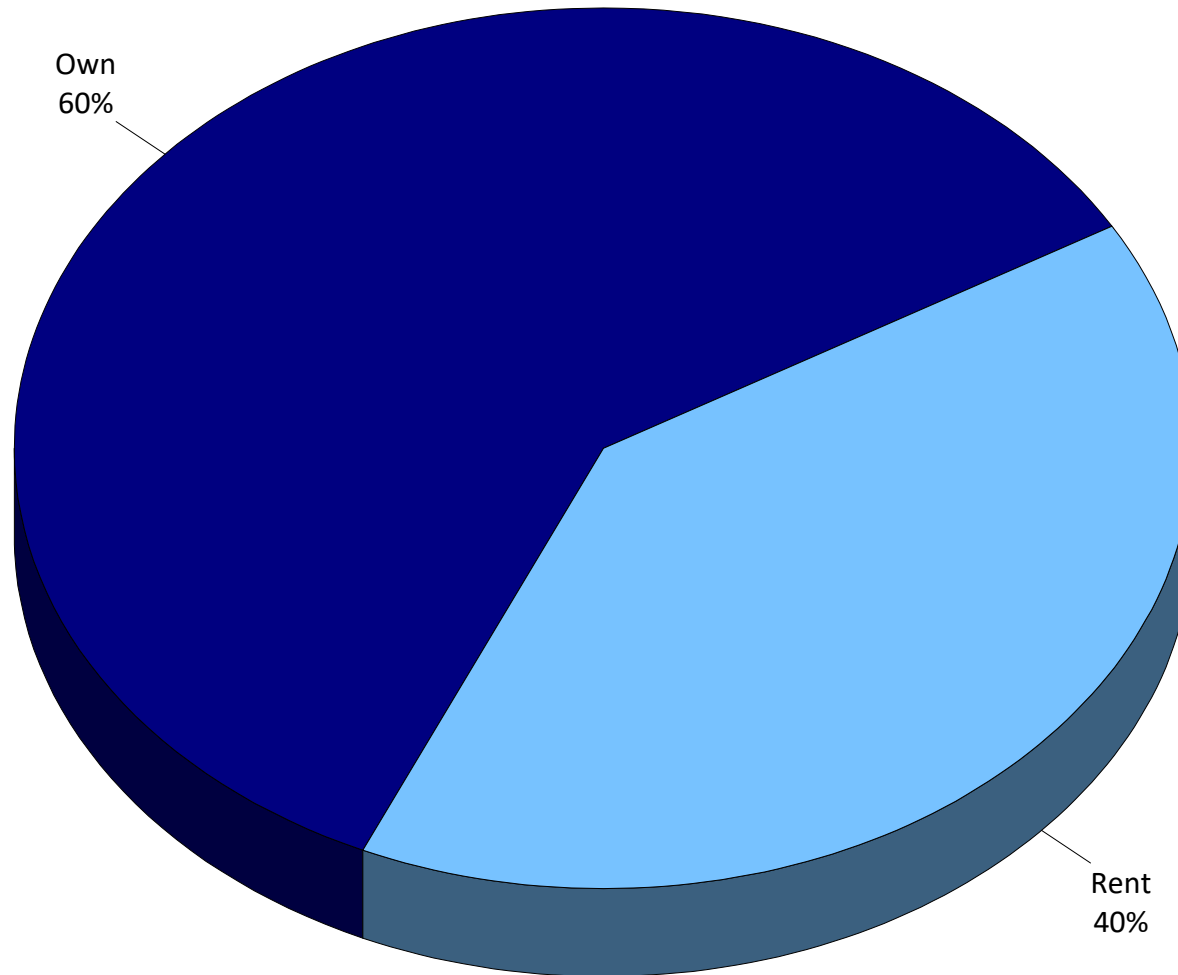
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2024)
ETC Institute (2024)

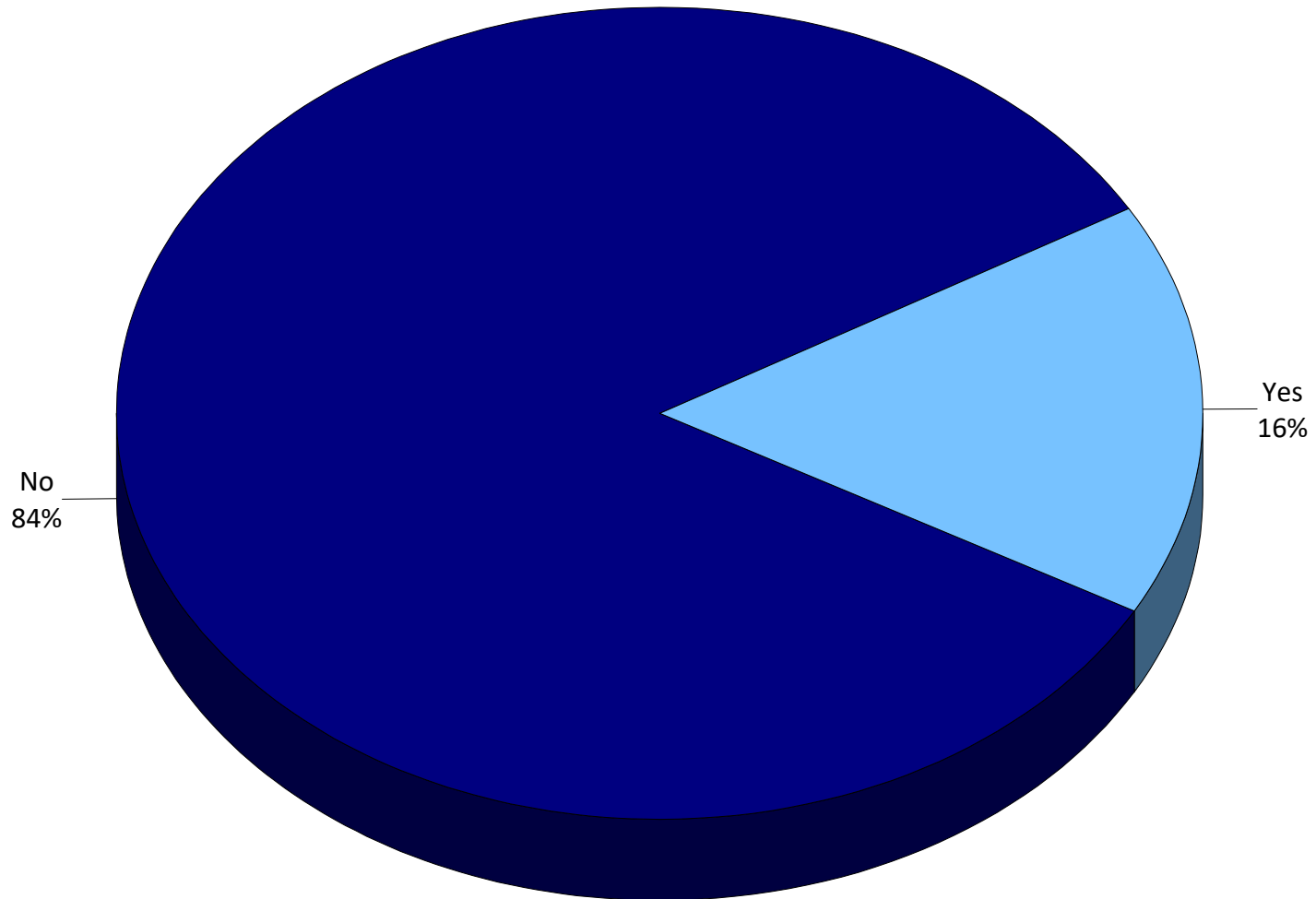
Q30. Do you own or rent your home?

by percentage of respondents (excluding "not provided")



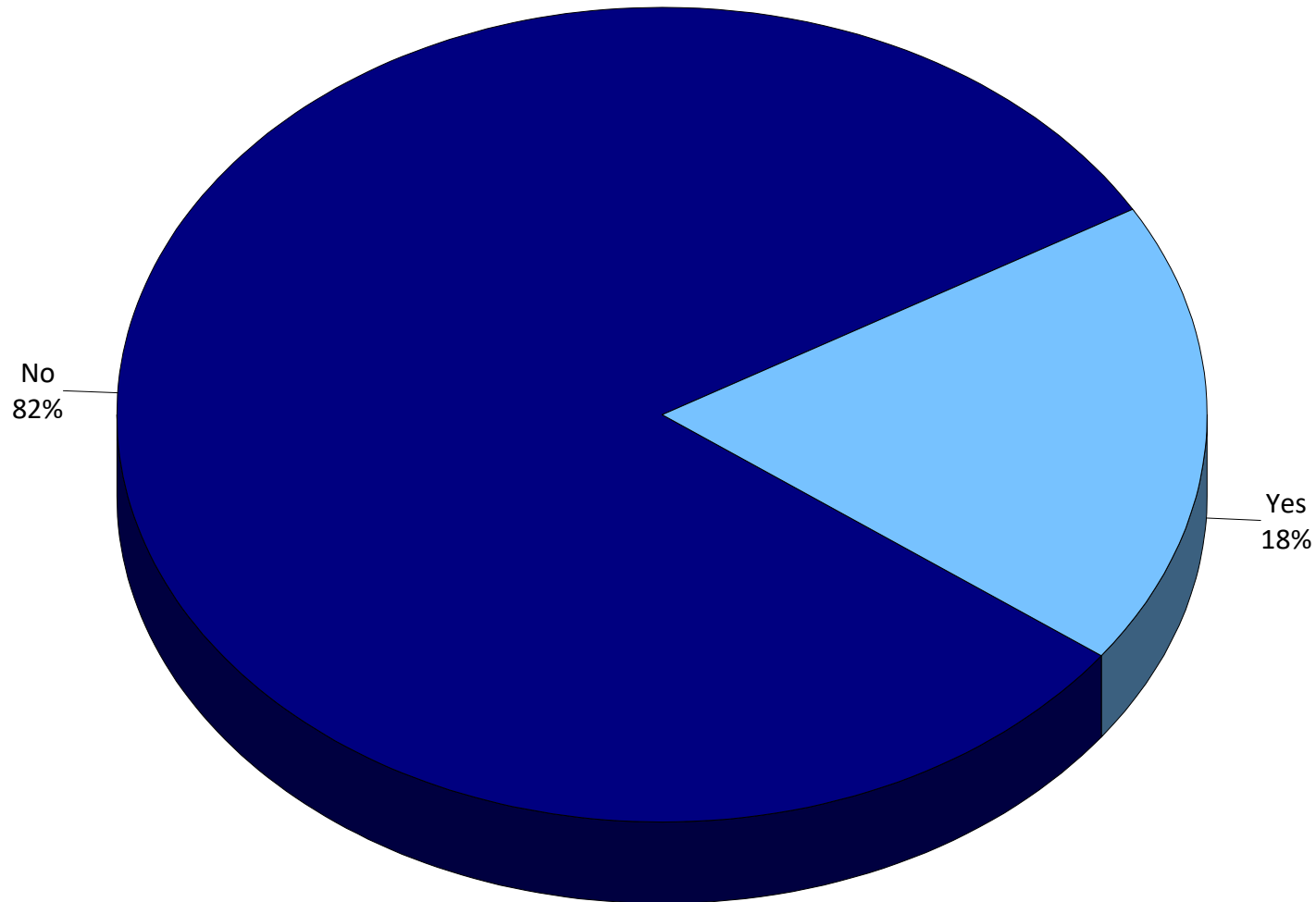
Q31. Are you or is anyone in your household disabled?

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")



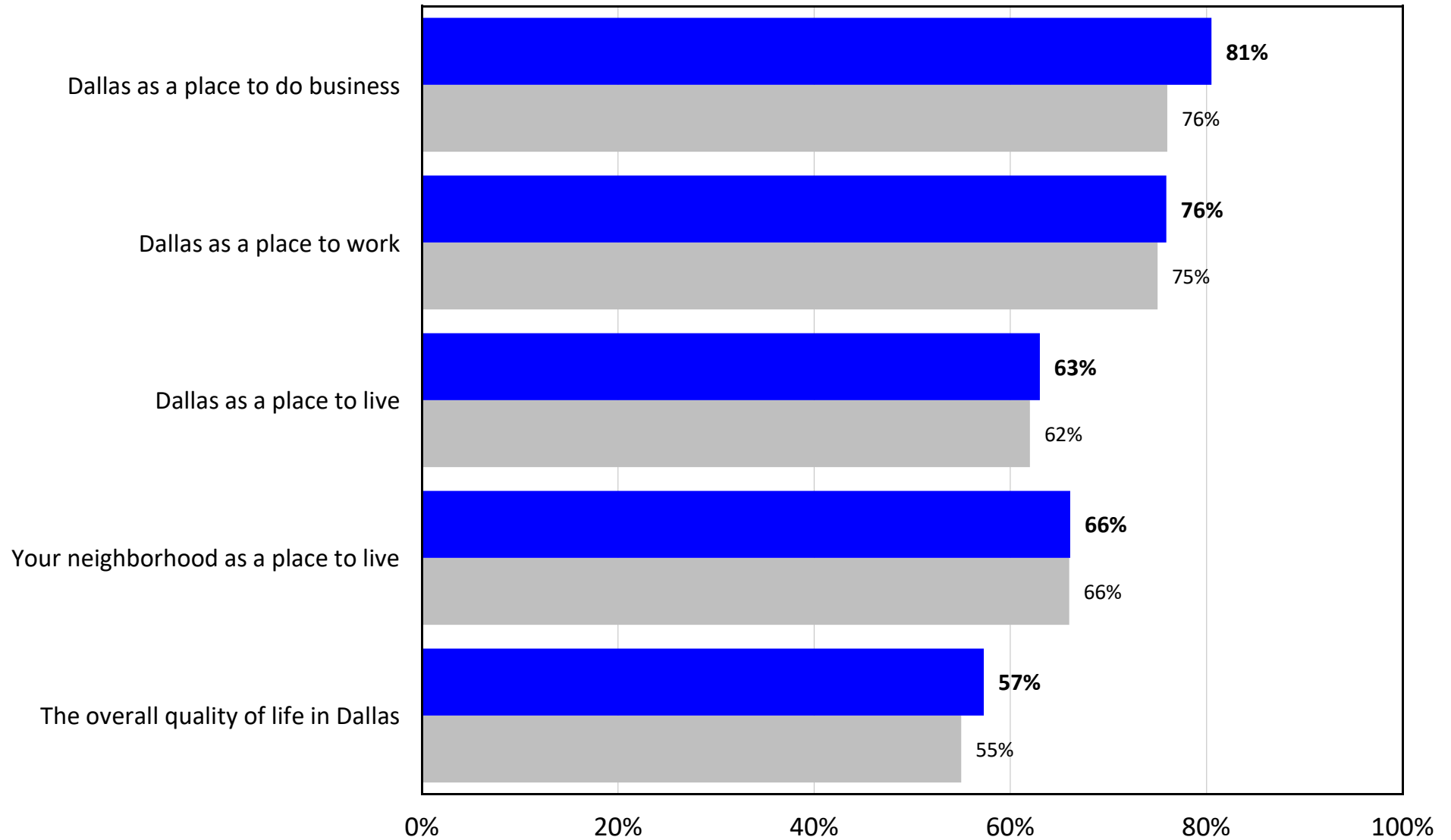
3

Trend Charts

Q1. Quality of Life Ratings

Trends - 2023 & 2024

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



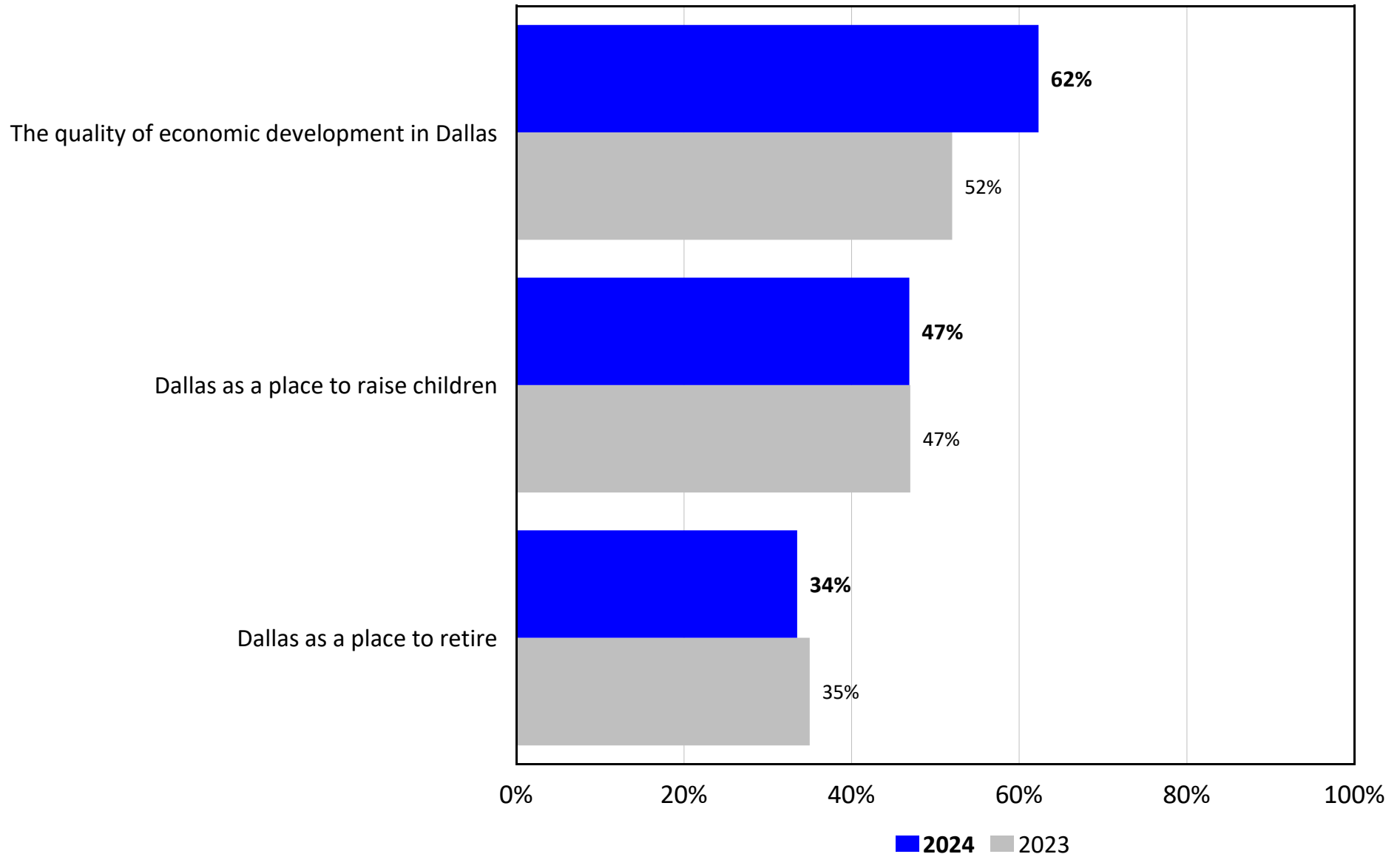
Source: ETC Institute (2023)
ETC Institute (2024)

■ 2024 ■ 2023

Q1. Quality of Life Ratings (Cont.)

Trends - 2023 & 2024

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

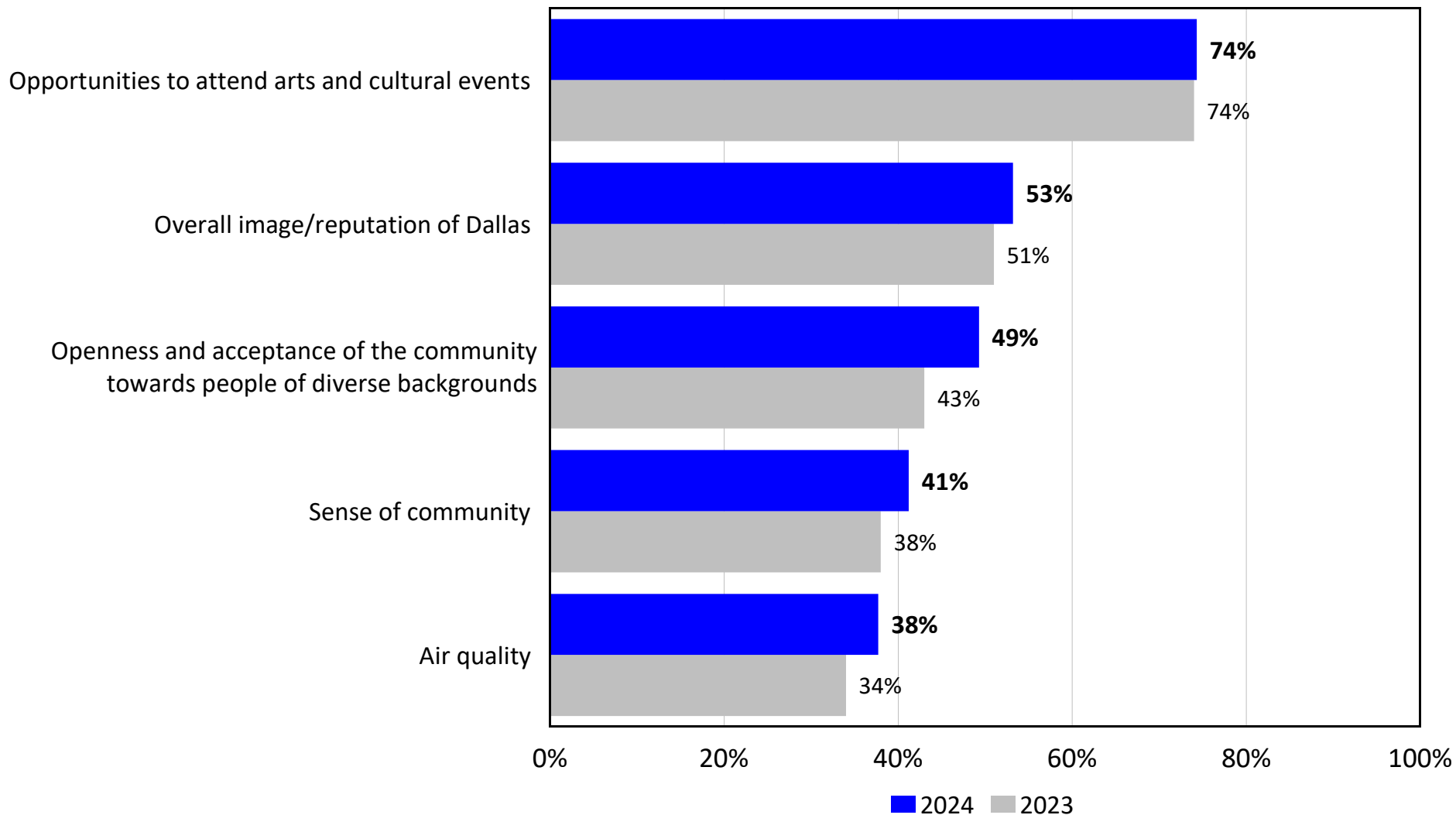


Source: ETC Institute (2024)
ETC Institute (2024)

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

Trends - 2023 & 2024

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

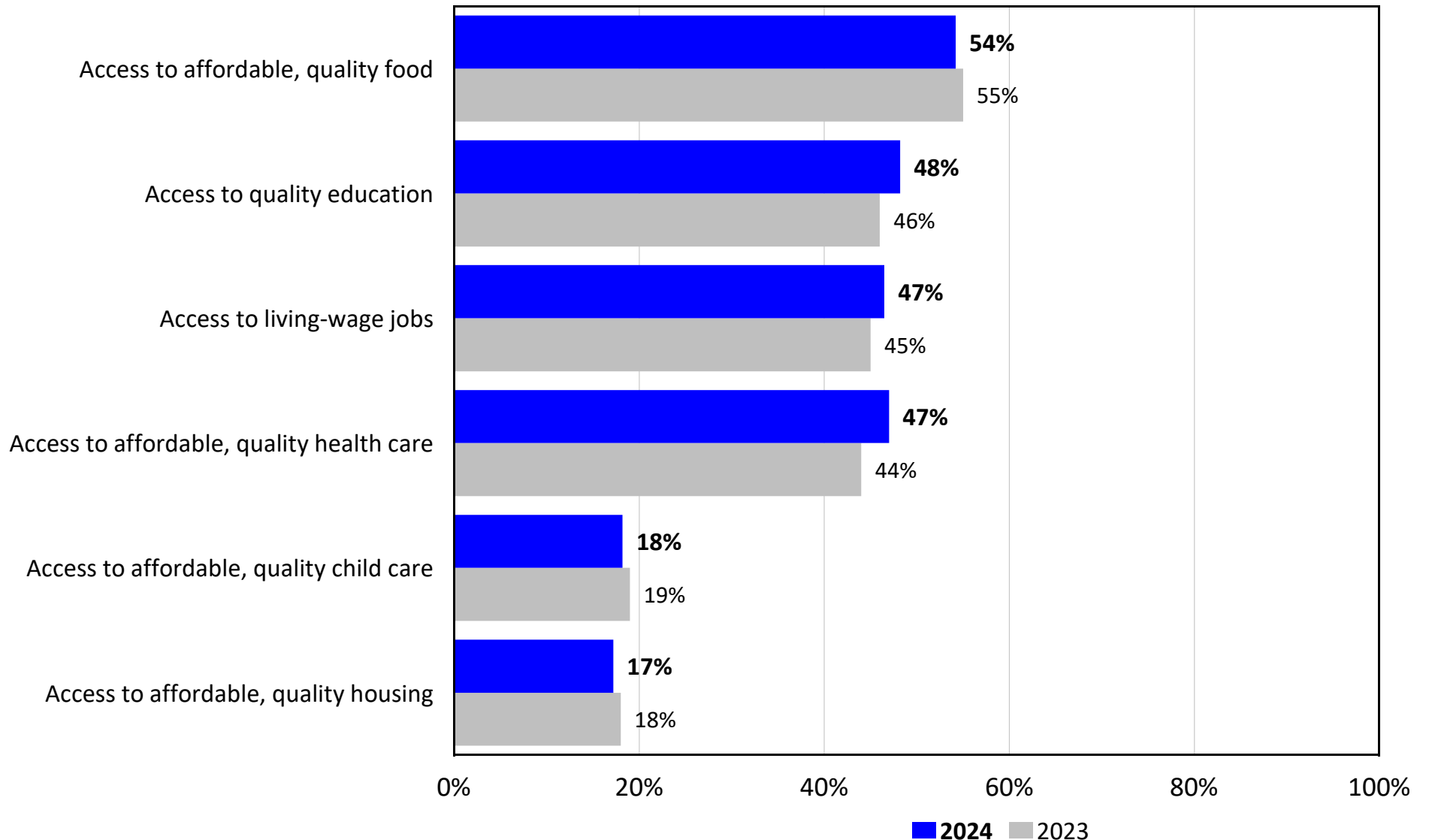


Source: ETC Institute (2024)
ETC Institute (2024)

Q2. Ratings of Characteristics of the Community: Access

Trends - 2023 & 2024

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

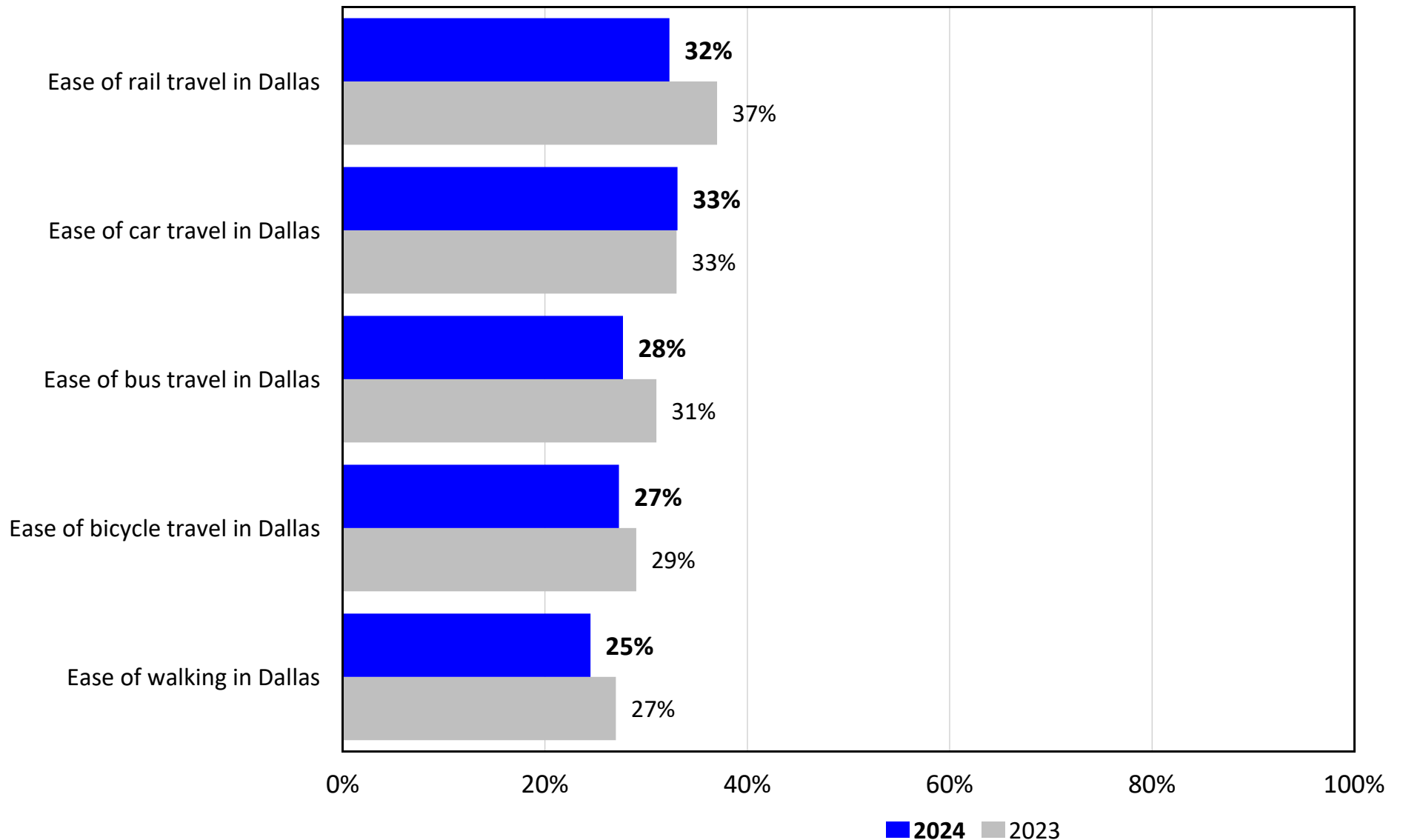


Source: ETC Institute (2024)
ETC Institute (2024)

Q2. Ratings of Characteristics of the Community: Mobility

Trends - 2023 & 2024

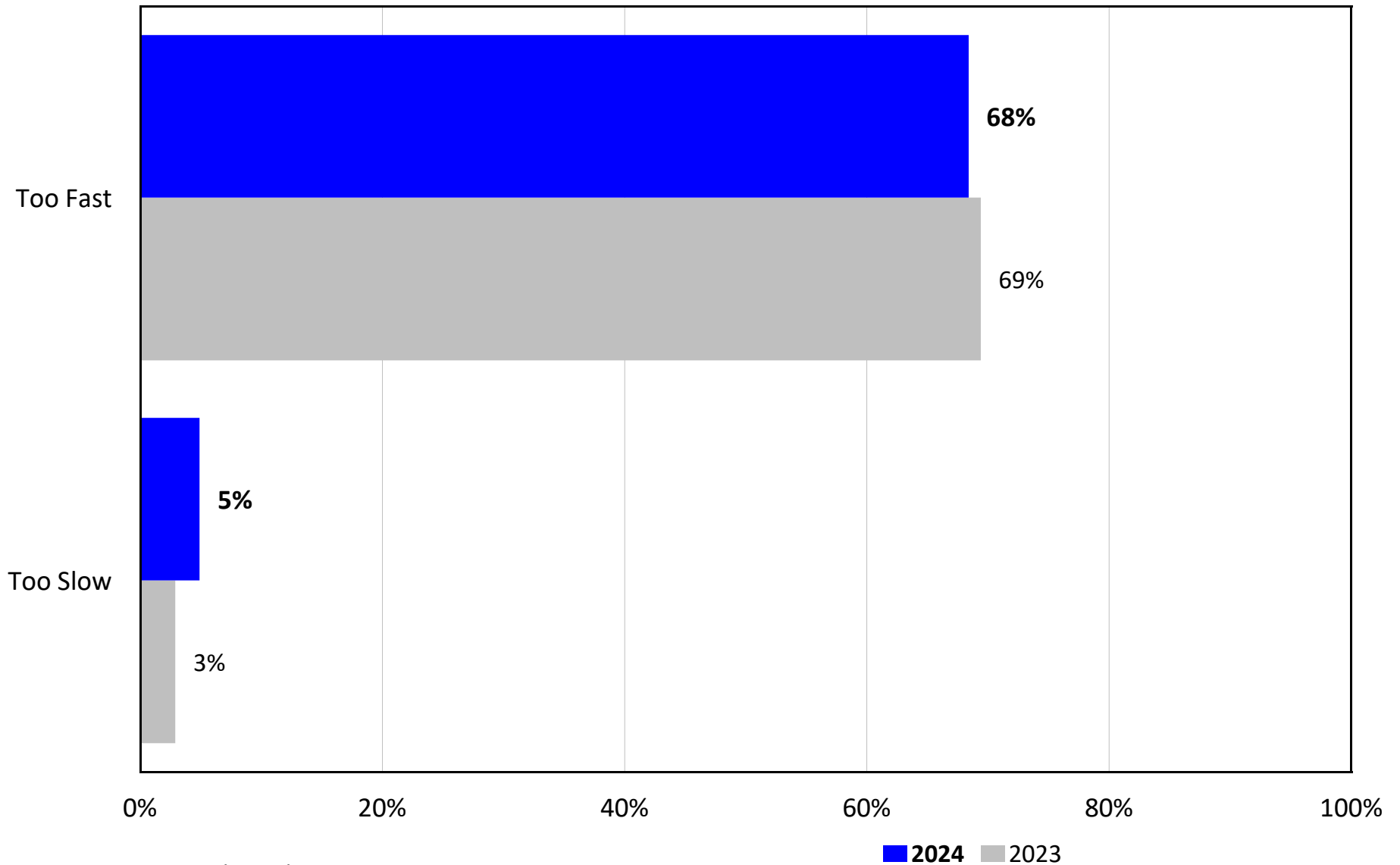
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Source: ETC Institute (2024)
ETC Institute (2024)

Q4. Ratings of Population Growth in Dallas: *Trends - 2023 & 2024*

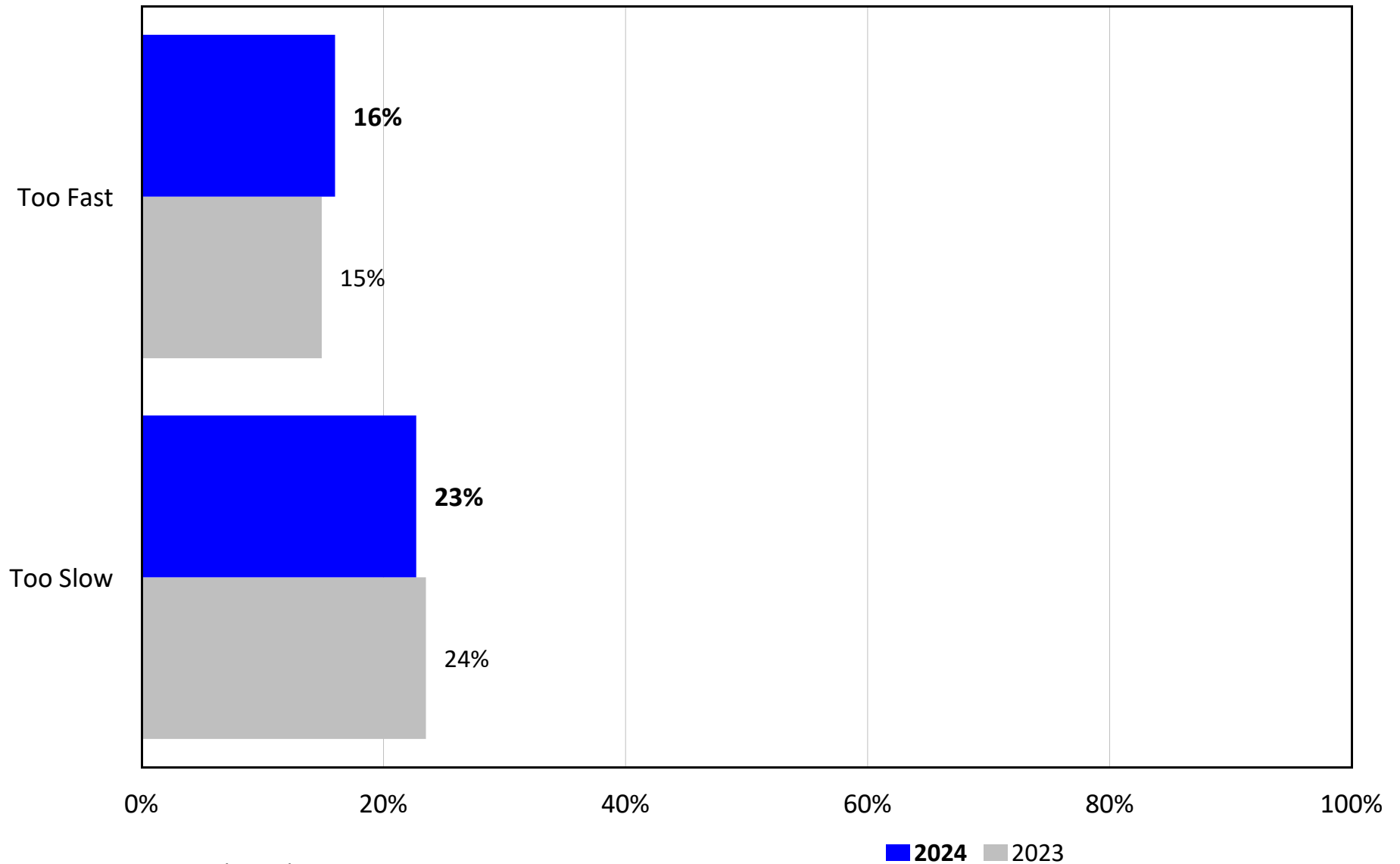
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2024)
ETC Institute (2024)

Q4. Ratings of Retail Growth in Dallas: *Trends - 2023 & 2024*

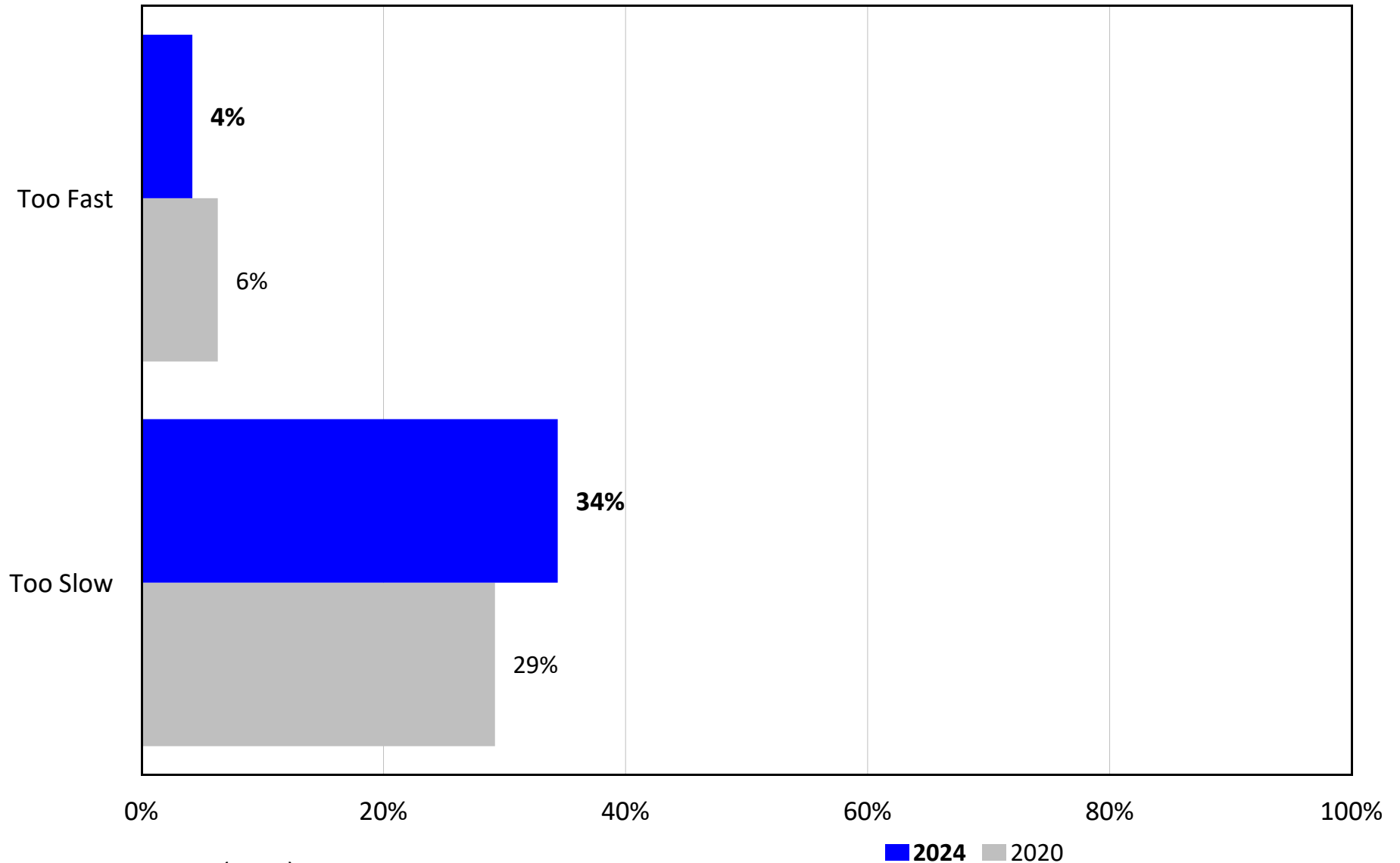
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2024)
ETC Institute (2024)

Q4. Ratings of Job Growth in Dallas: *Trends - 2023 & 2024*

by percentage of respondents (excluding don't knows)

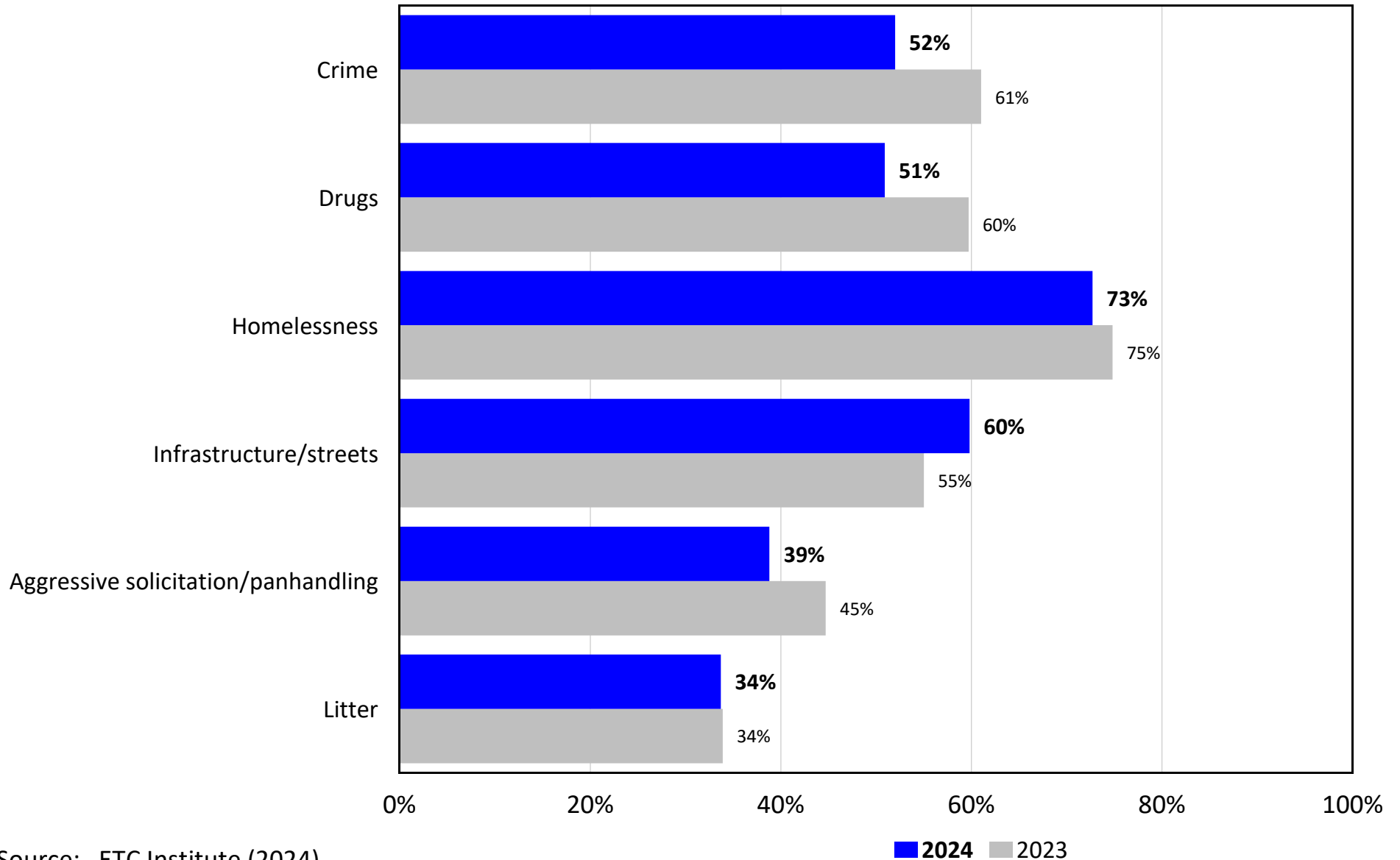


Source: ETC Institute (2024)
ETC Institute (2024)

Q5. Perceptions of Problems in the City of Dallas

Trends - 2023 & 2024

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

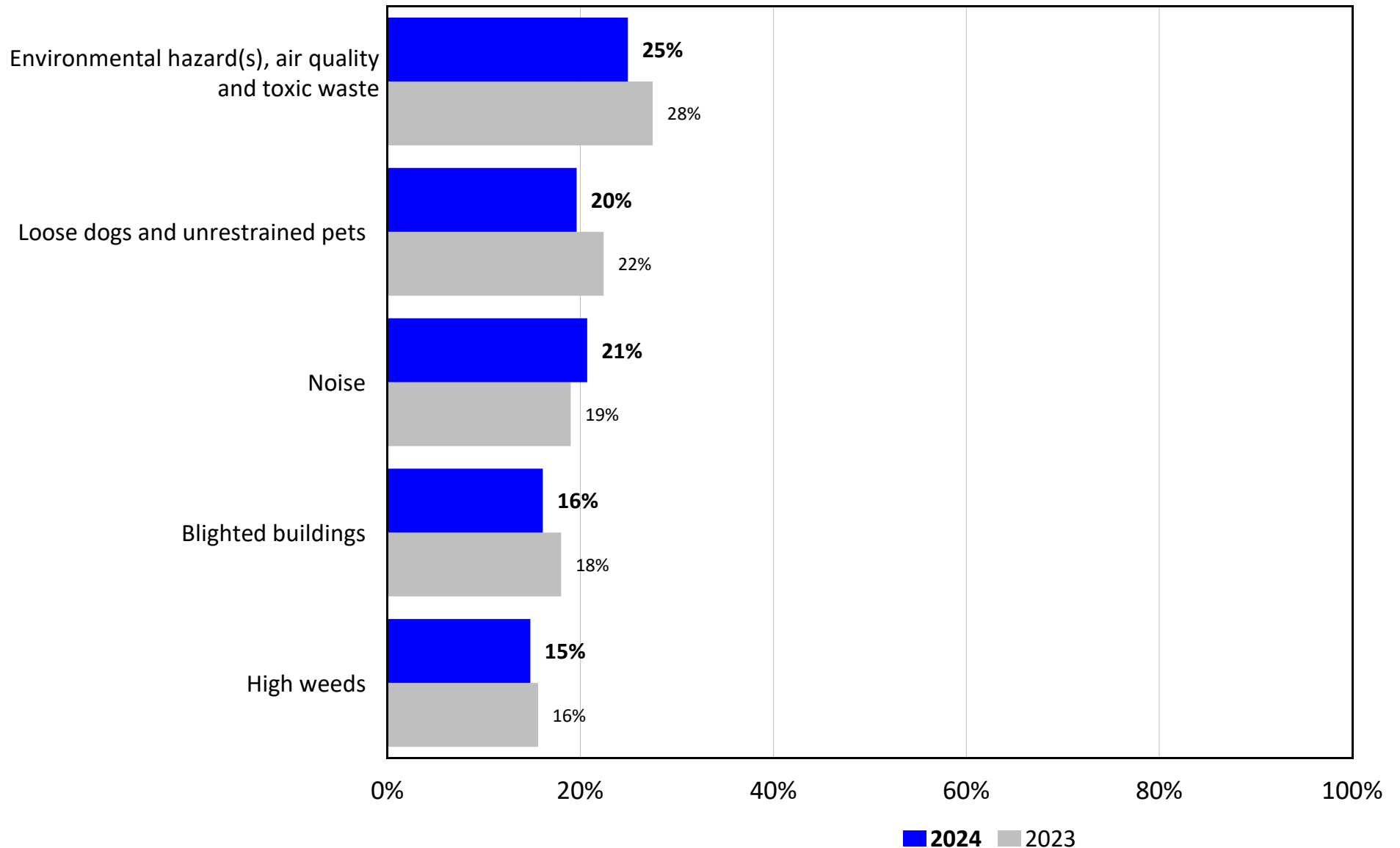


Source: ETC Institute (2024)
ETC Institute (2024)

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

Trends - 2023 & 2024

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

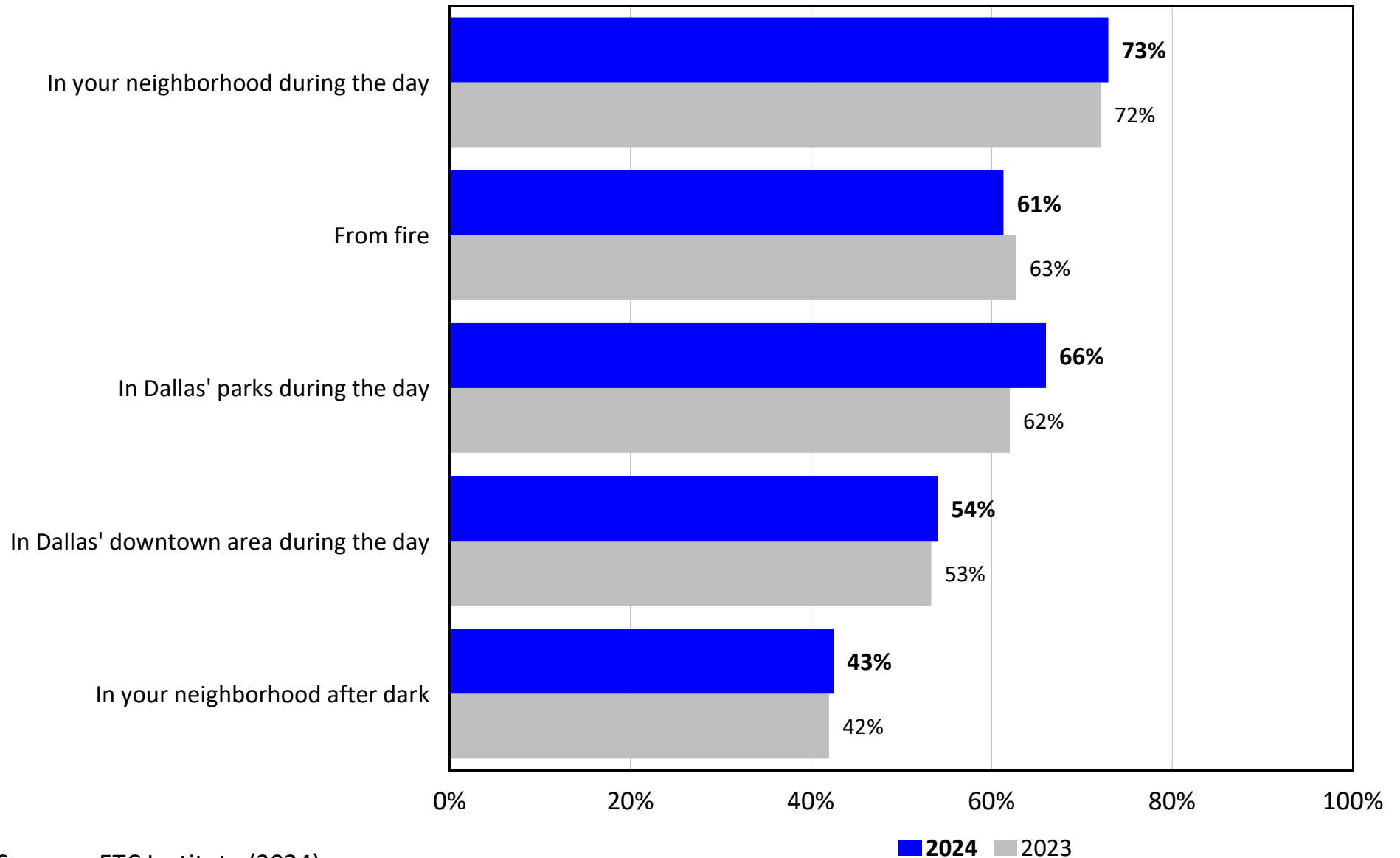


Source: ETC Institute (2024)
ETC Institute (2024)

Q6. Perceptions of Safety in the City

Trends - 2023 & 2024

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

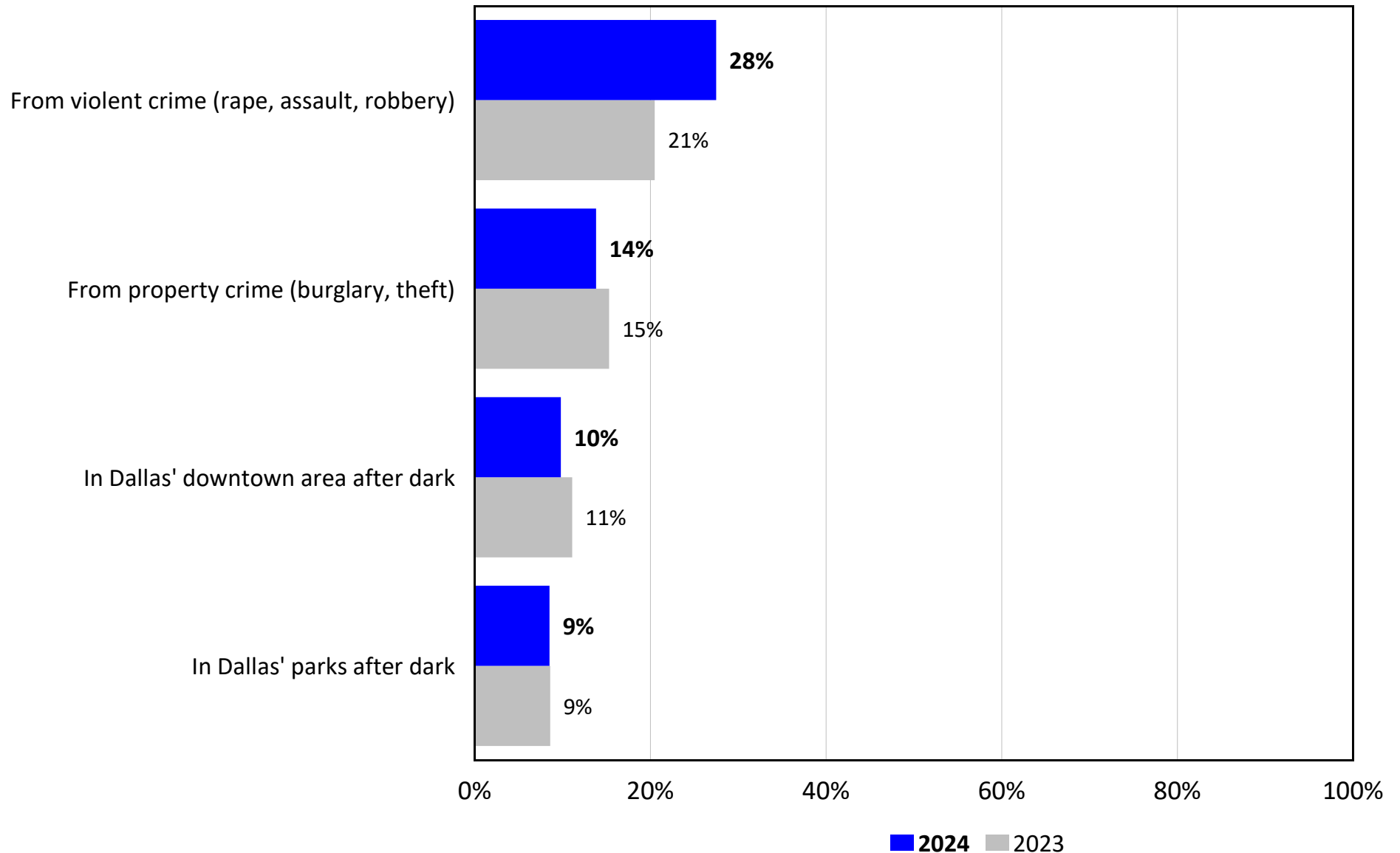


Source: ETC Institute (2024)
ETC Institute (2024)

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

Trends - 2023 & 2024

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

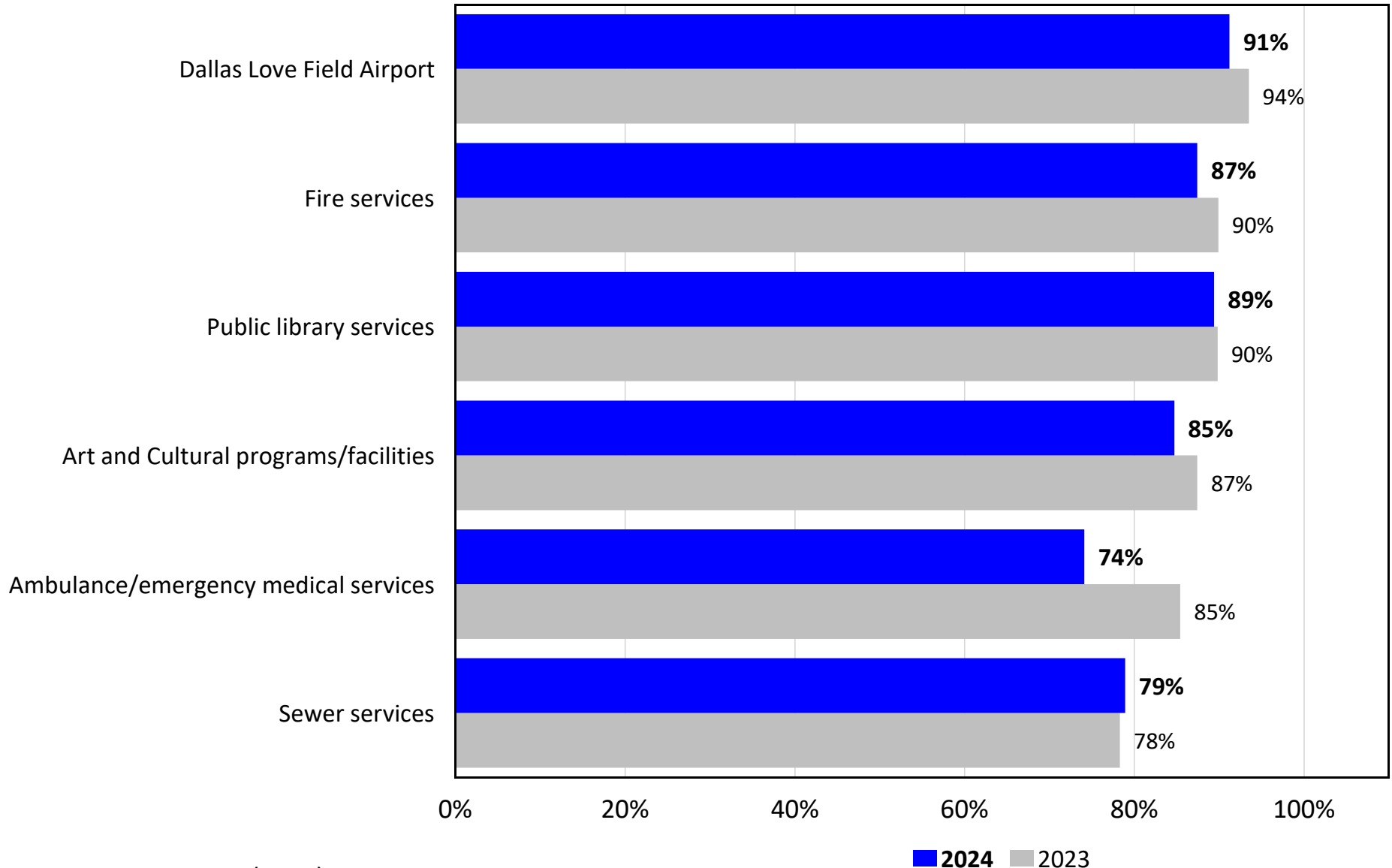


Source: ETC Institute (2024)
ETC Institute (2024)

Q7. Ratings of Major Categories of City Services

Trends - 2023 & 2024

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

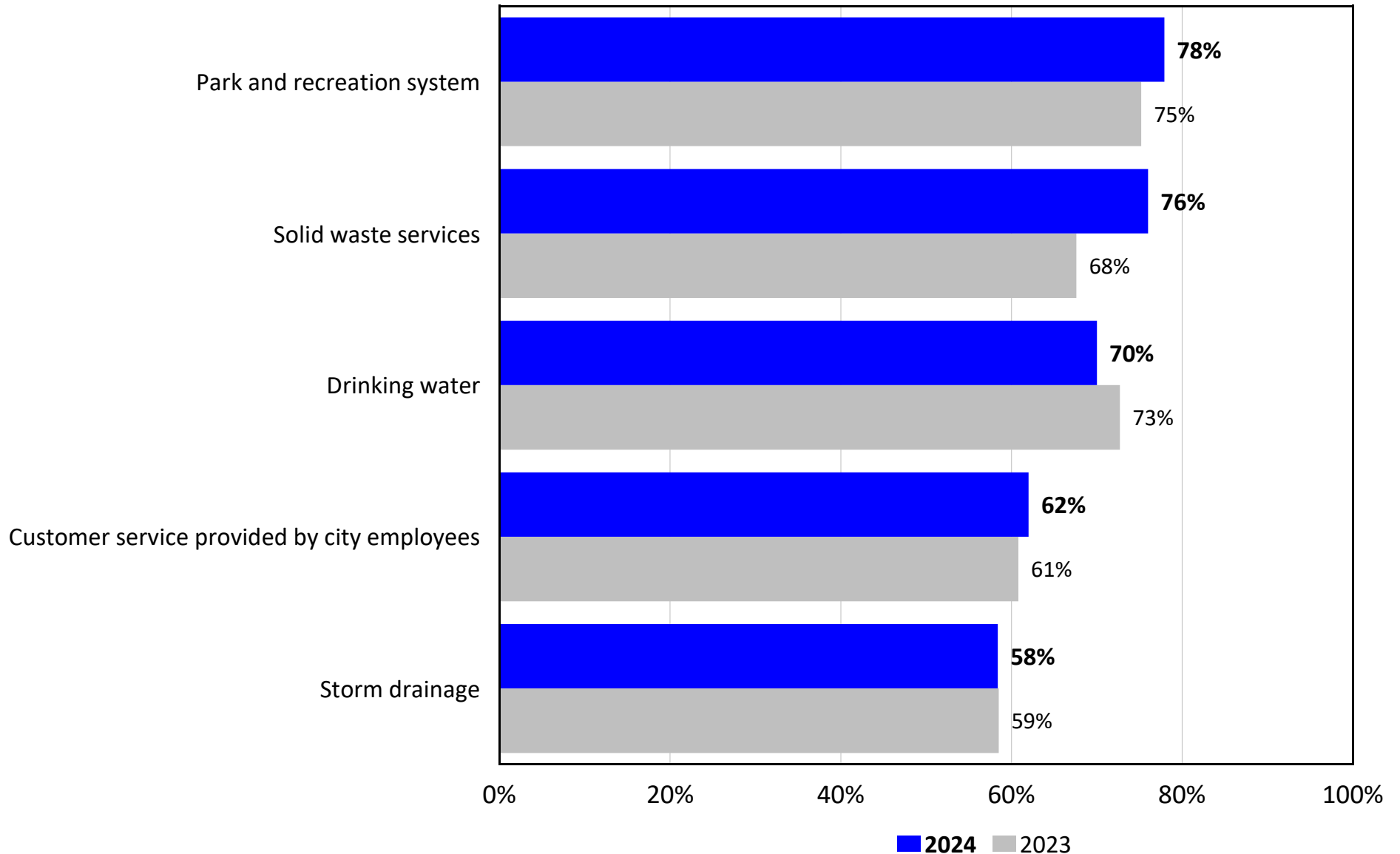


Source: ETC Institute (2024)
ETC Institute (2024)

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

Trends - 2023 & 2024

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

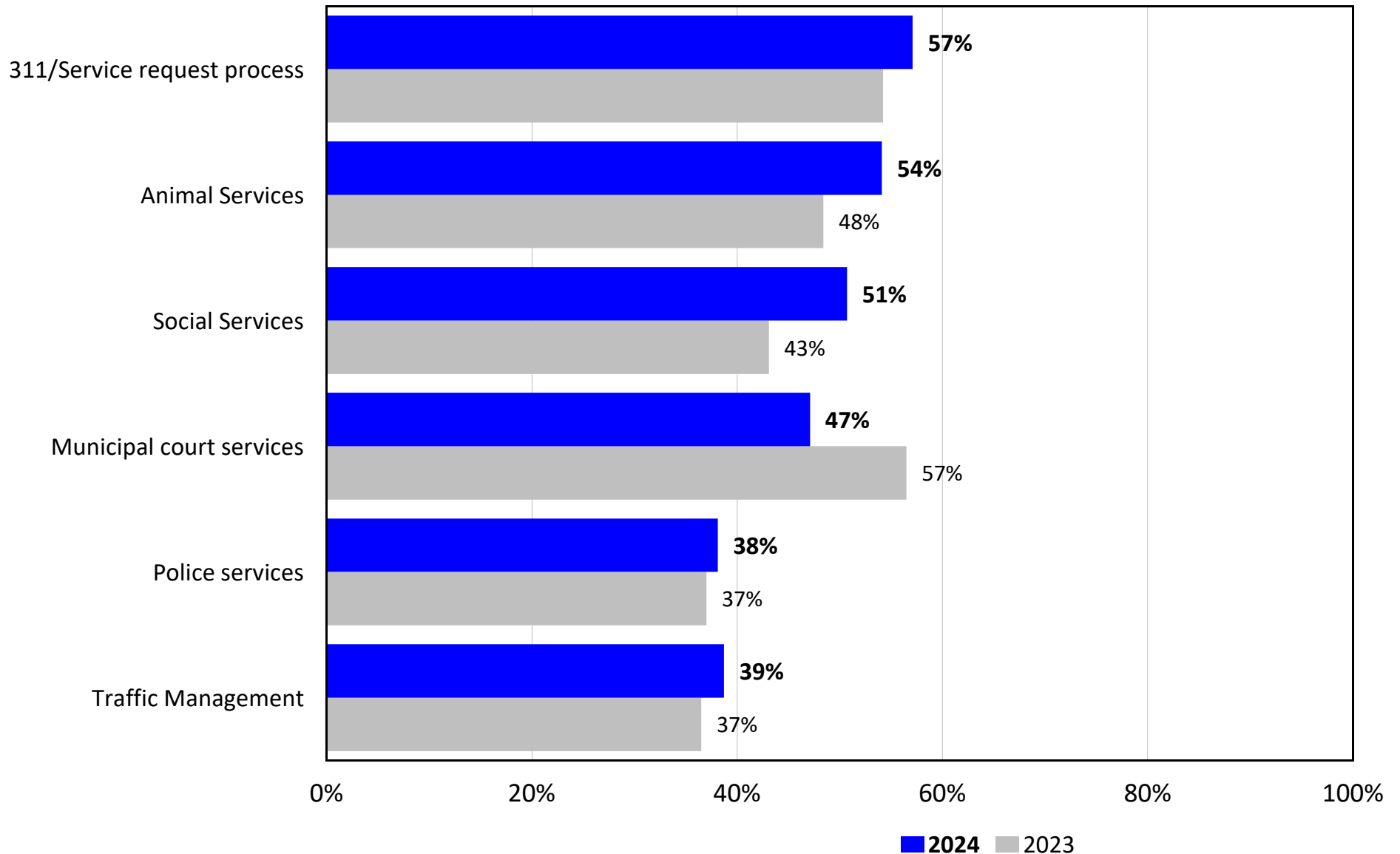


Source: ETC Institute (2024)
ETC Institute (2024)

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

Trends - 2023 & 2024

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

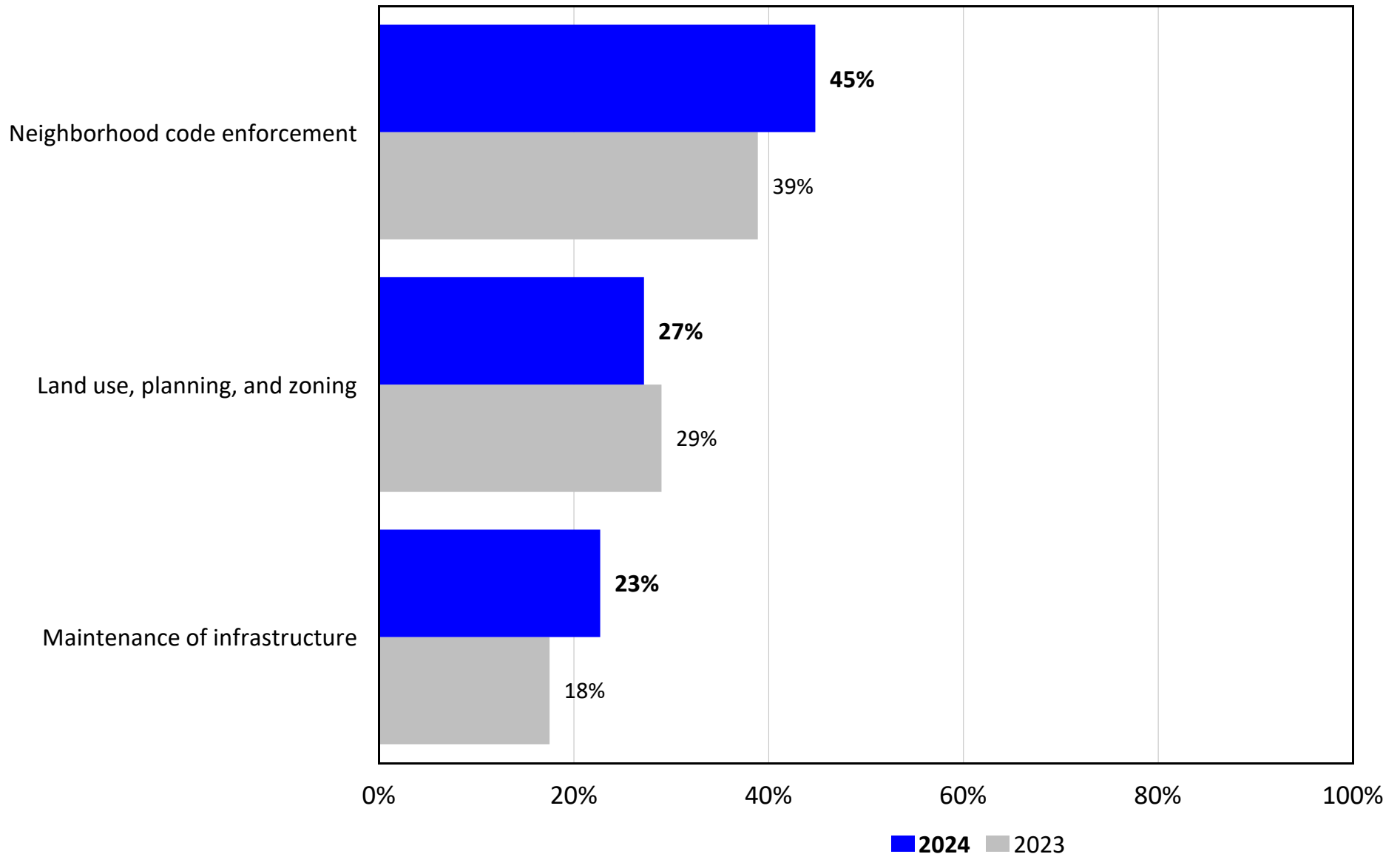


Source: ETC Institute (2024)
ETC Institute (2024)

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

Trends - 2023 & 2024

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

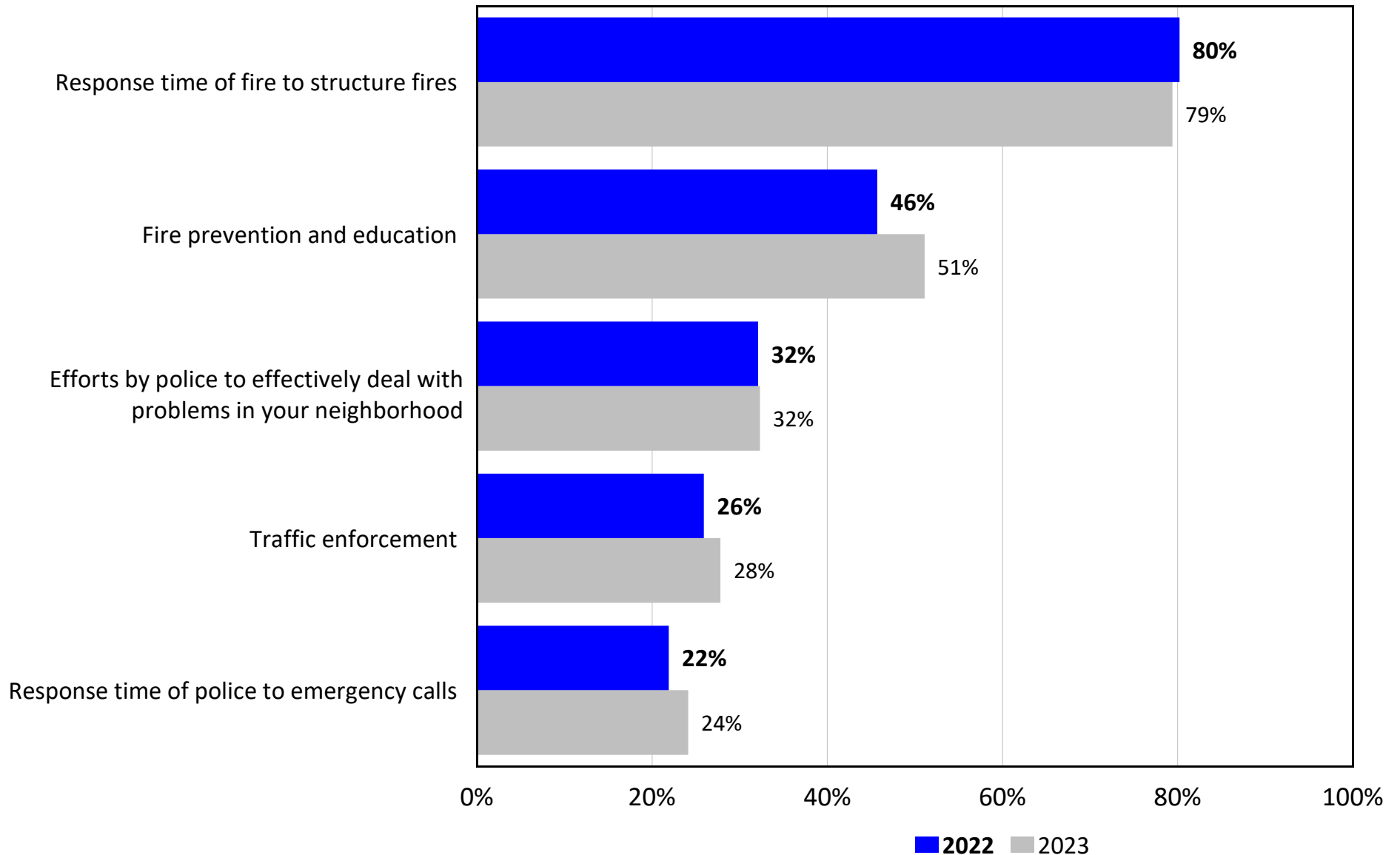


Source: ETC Institute (2024)
ETC Institute (2024)

Q9. Ratings of Public Safety Services

Trends - 2023 & 2024

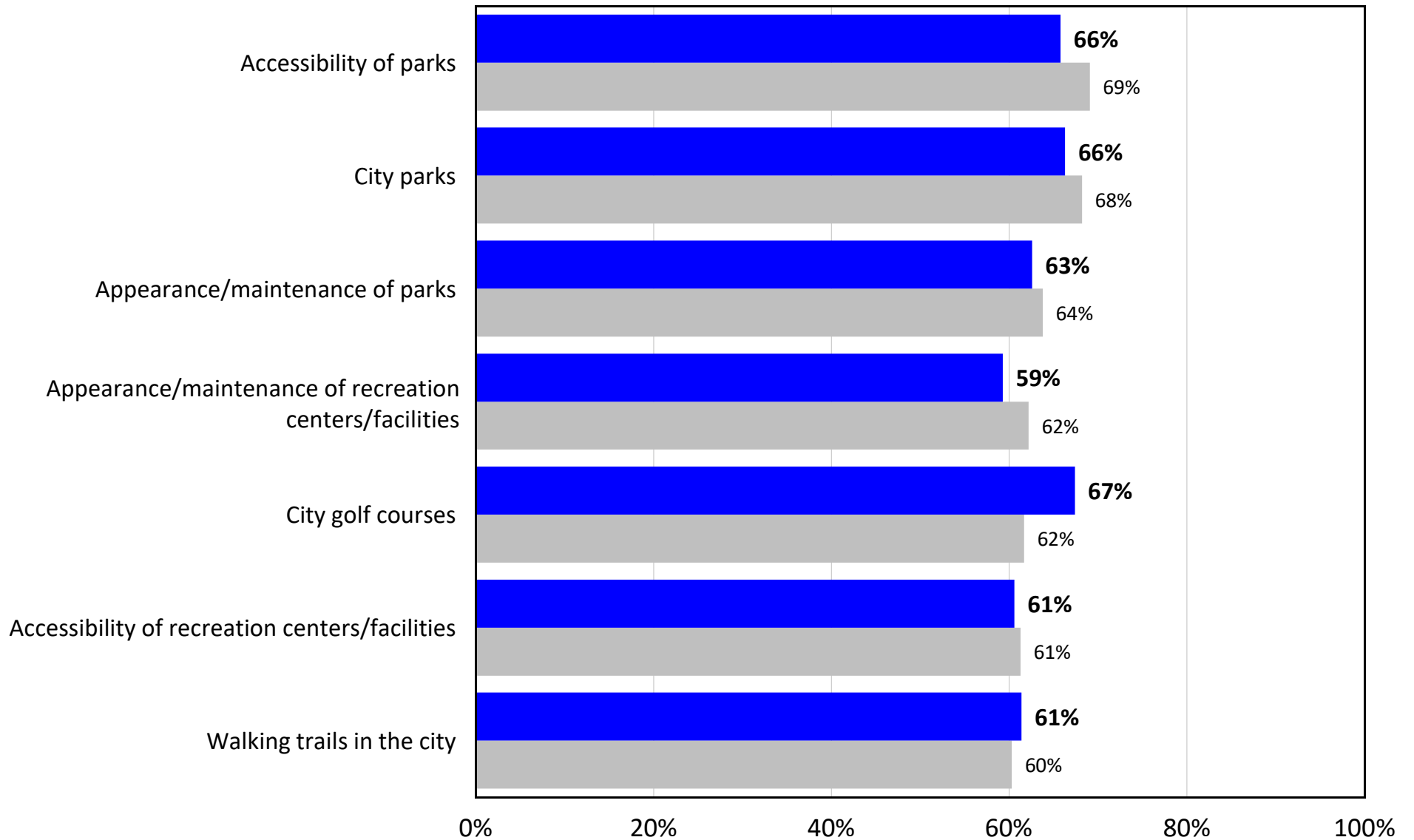
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Source: ETC Institute (2024)
ETC Institute (2024)

Q11. Ratings of Parks and Recreation Services Trends - 2023 & 2024

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



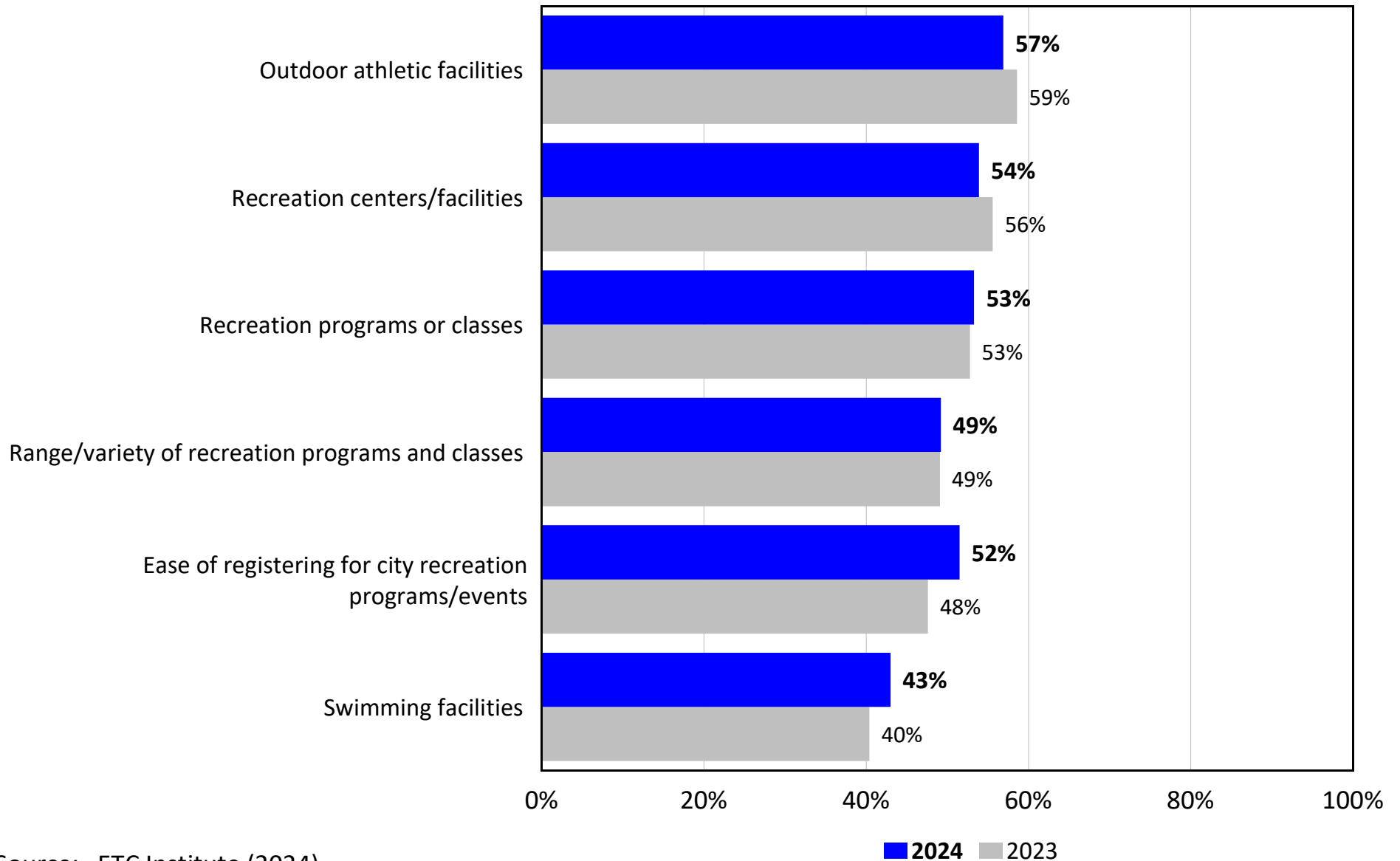
Source: ETC Institute (2024)
ETC Institute (2024)

■ 2024 ■ 2023

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

Trends - 2023 & 2024

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



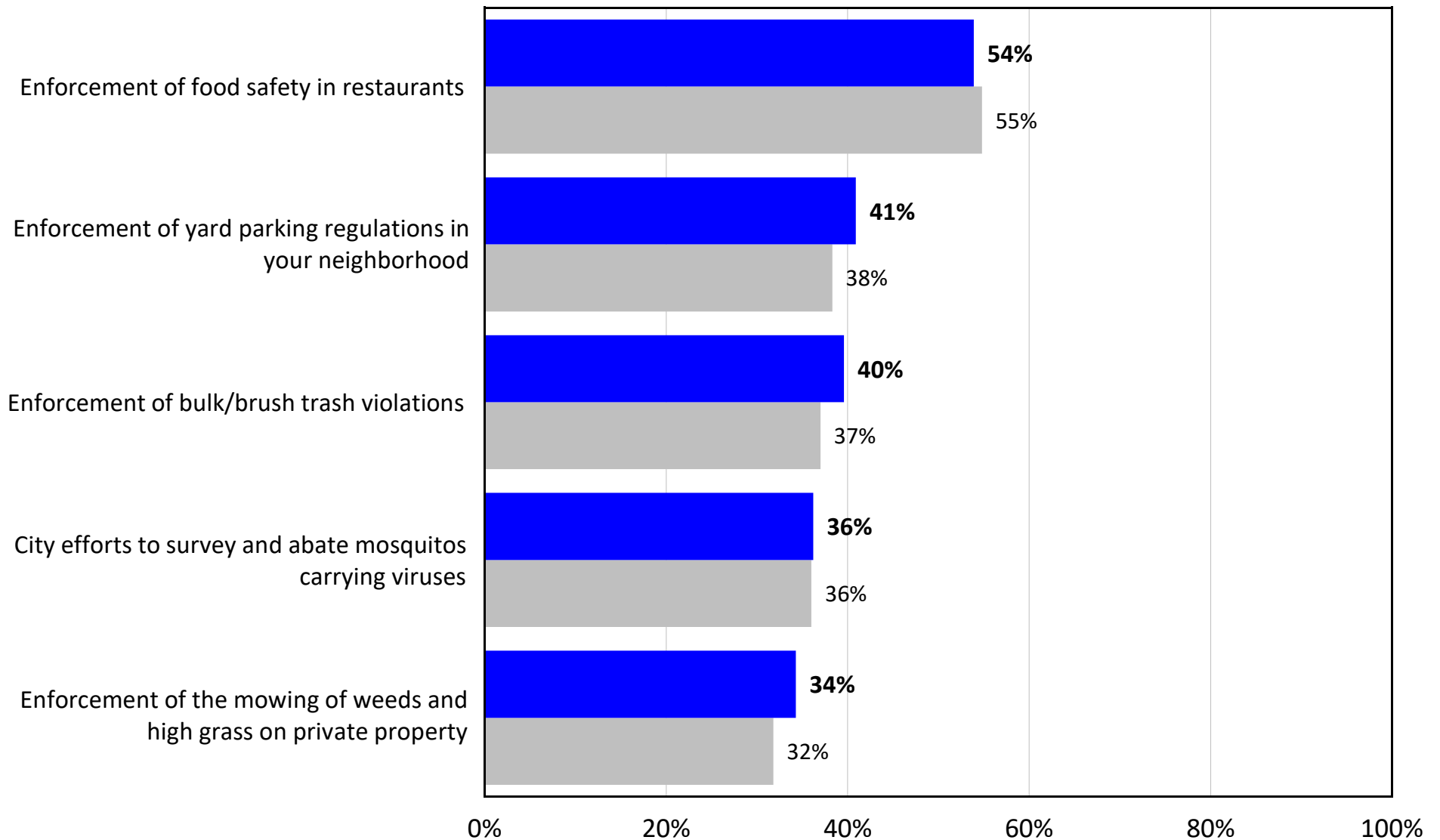
Source: ETC Institute (2024)

ETC Institute (2024)

Q13. Ratings of Code Enforcement Services

Trends - 2023 & 2024

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



Source: ETC Institute (2024)

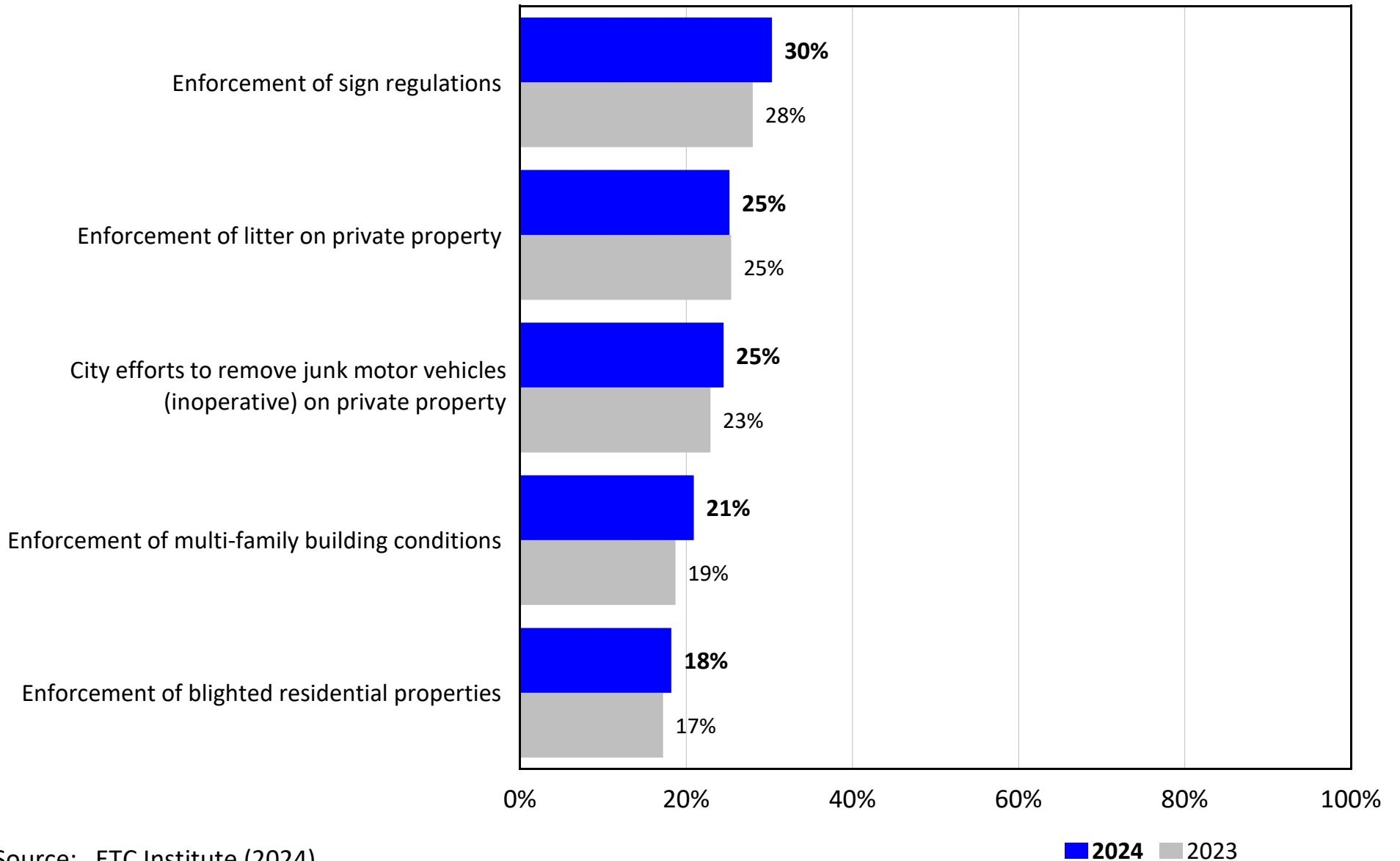
ETC Institute (2024)

■ 2024 ■ 2023

Q13. Ratings of Code Enforcement Services (Cont.)

Trends - 2023 & 2024

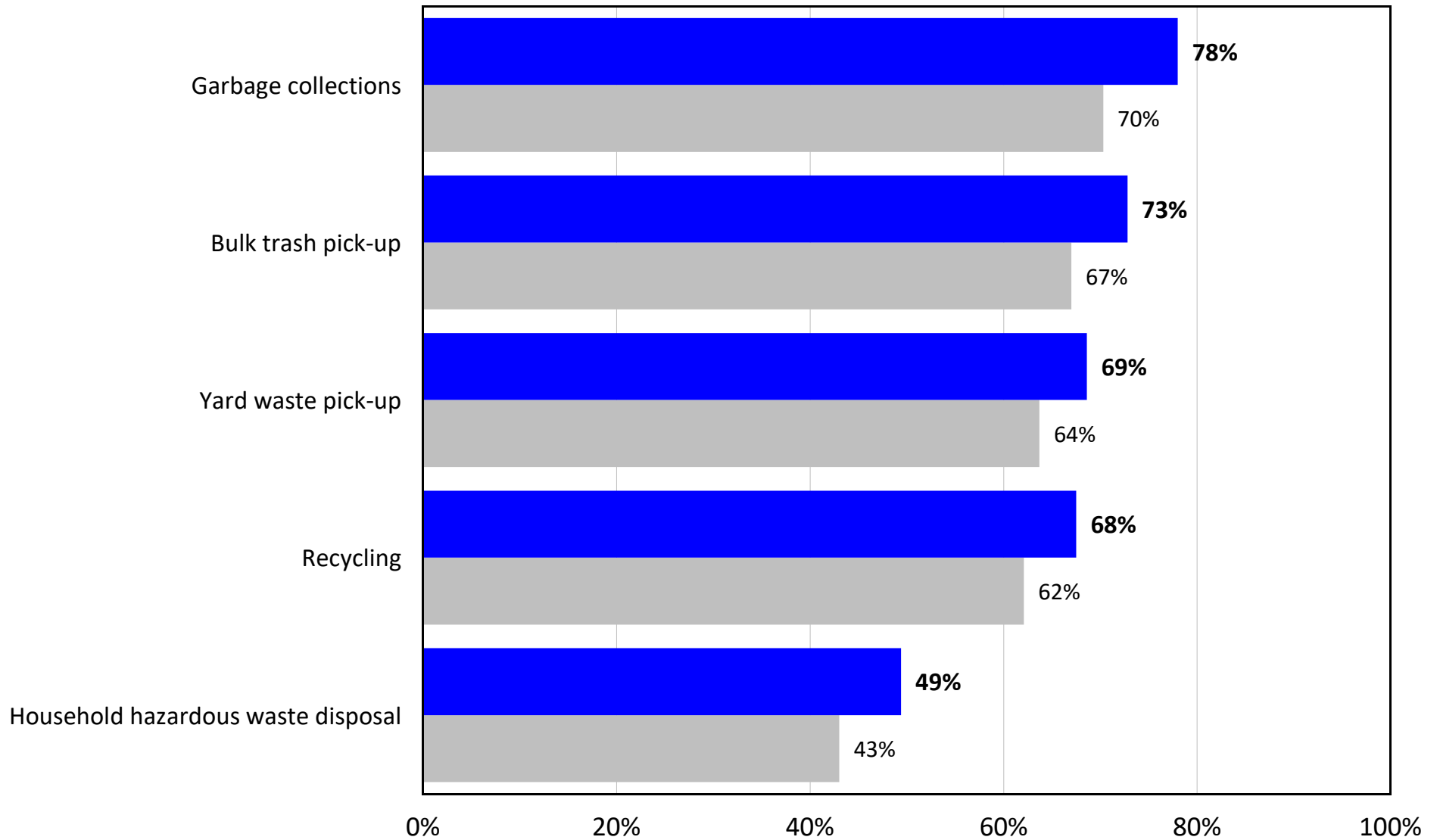
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Source: ETC Institute (2024)
ETC Institute (2024)

Q15. Ratings of Solid Waste Services Trends - 2023 & 2024

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



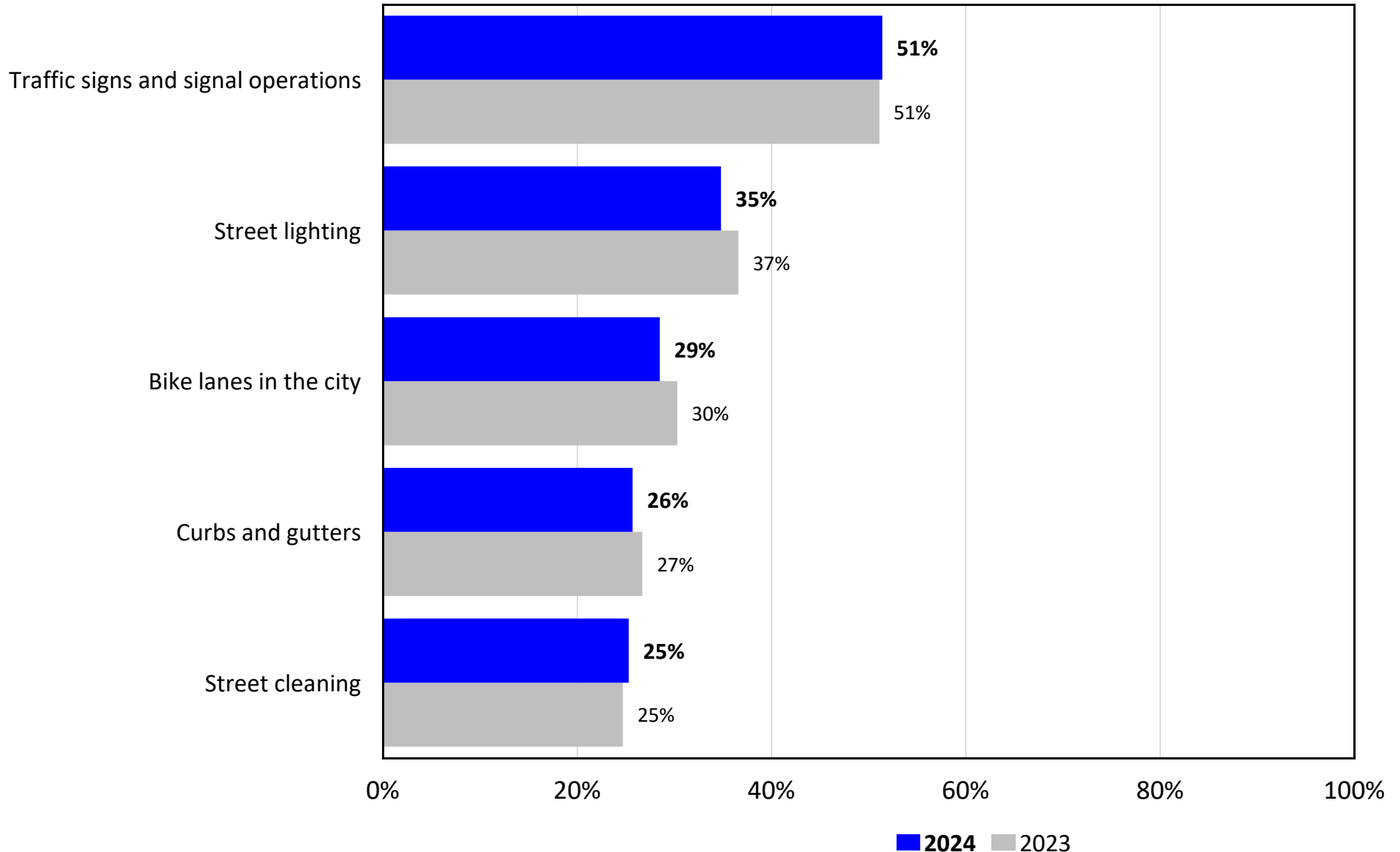
Source: ETC Institute (2024)
ETC Institute (2024)

■ 2024 ■ 2023

Q17. Ratings of Streets and Infrastructure/Mobility Services

Trends - 2023 & 2024

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

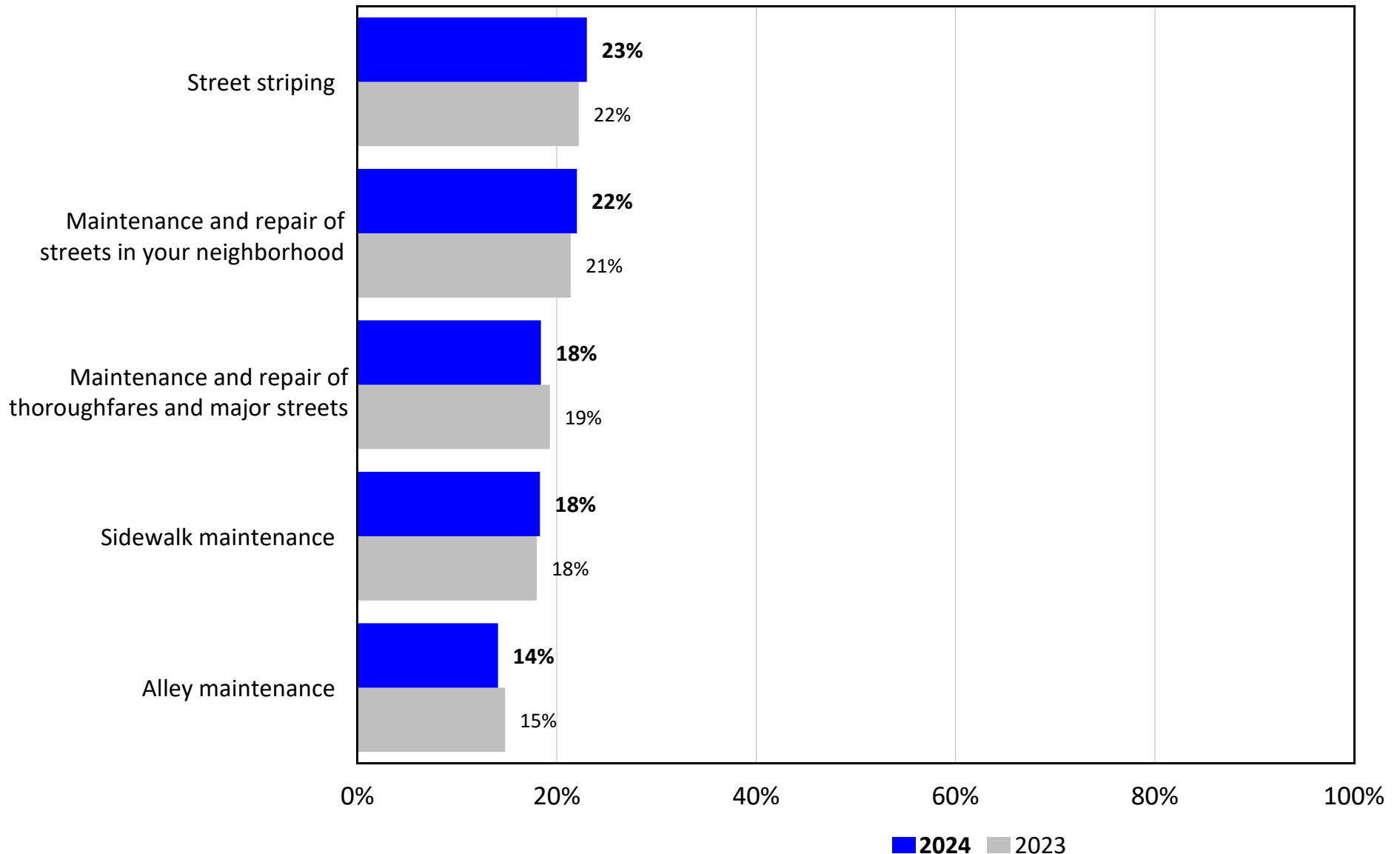


Source: ETC Institute (2024)
ETC Institute (2024)

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

Trends - 2023 & 2024

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



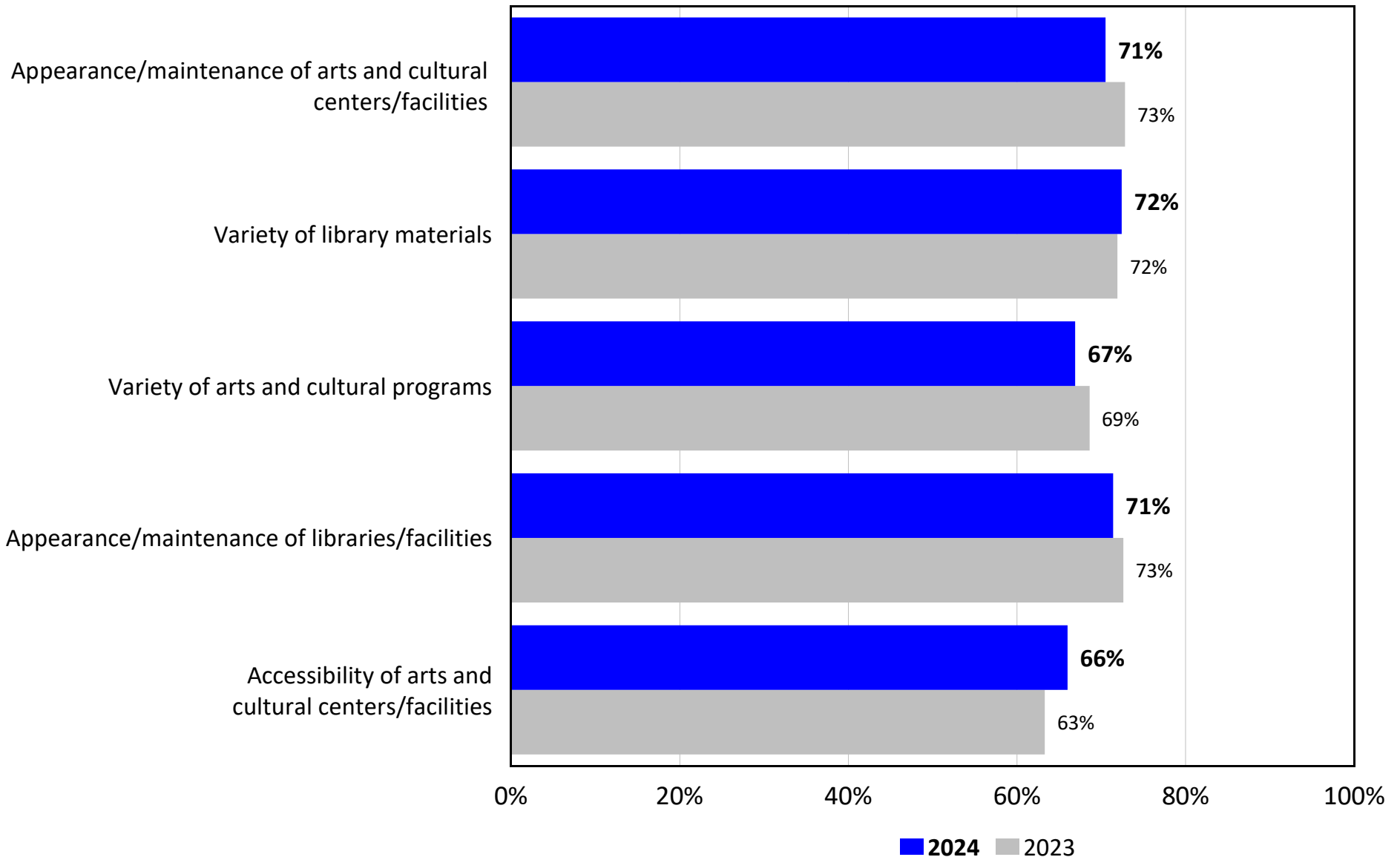
Source: ETC Institute (2024)

ETC Institute (2024)

Q19. Ratings of Other City Services/Facilities

Trends - 2023 & 2024

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

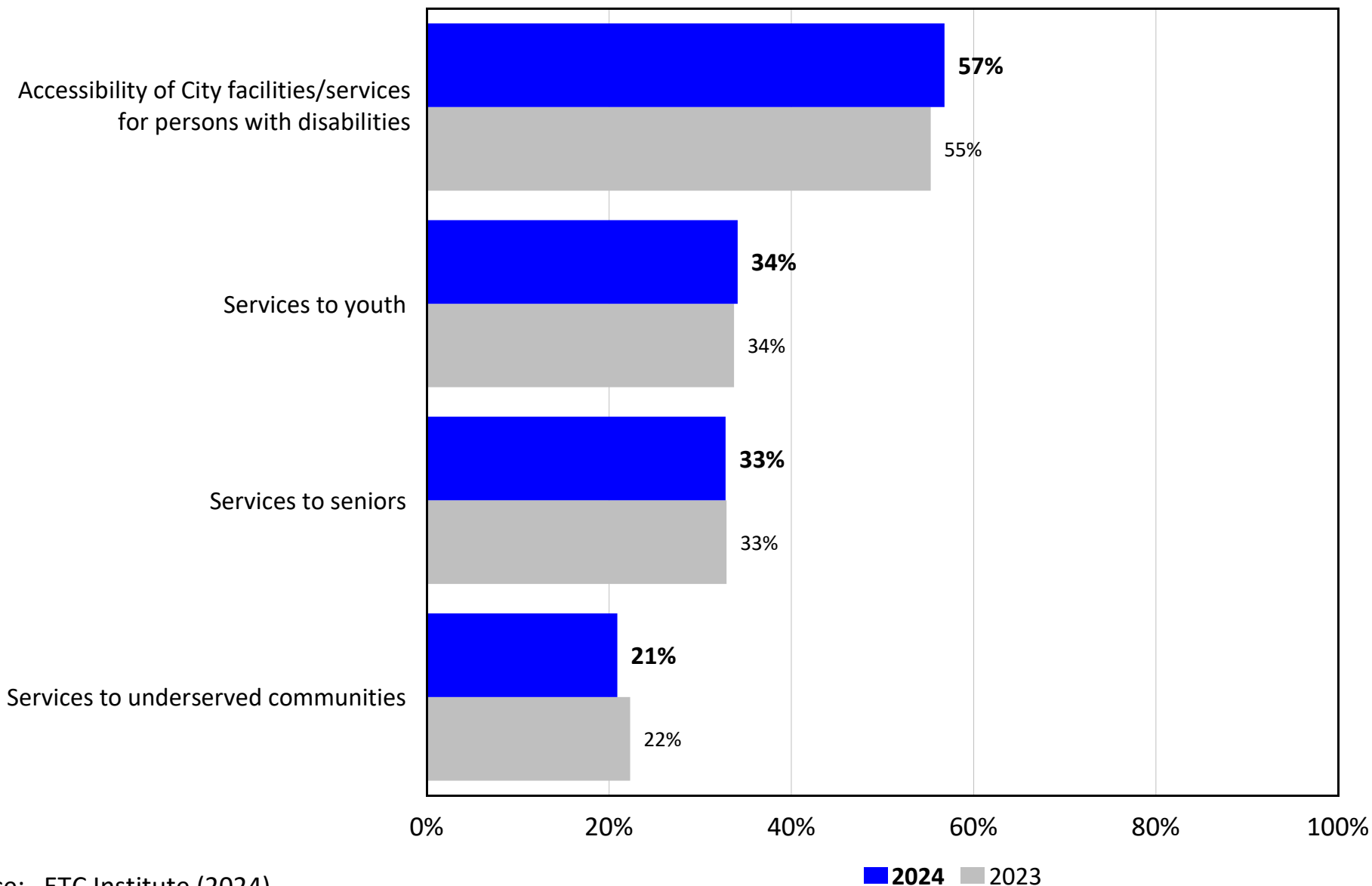


Source: ETC Institute (2024)
ETC Institute (2024)

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

Trends - 2023 & 2024

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

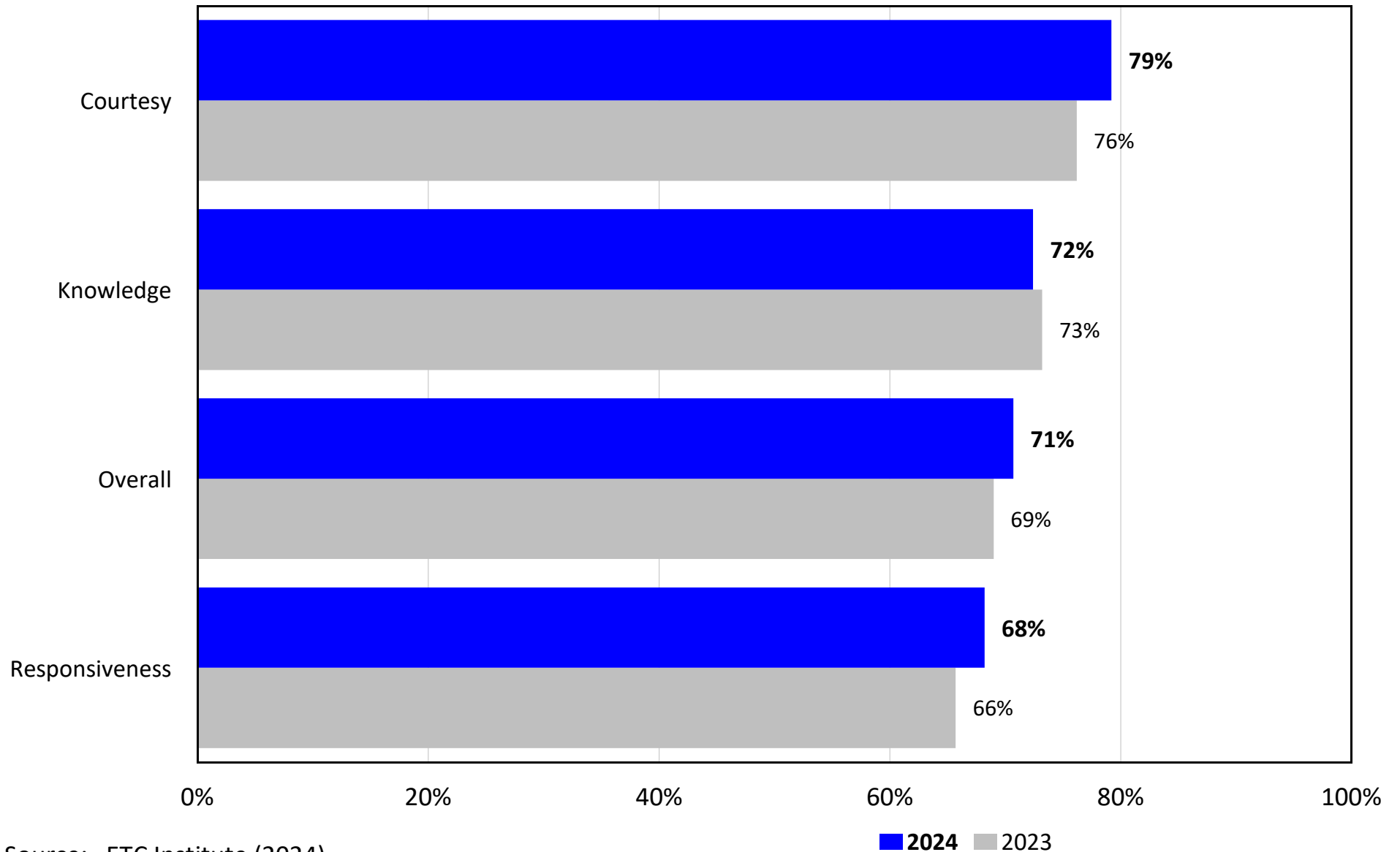


Source: ETC Institute (2024)
ETC Institute (2024)

Q20a. Ratings of Customer Service from City Employees

Trends - 2023 & 2024

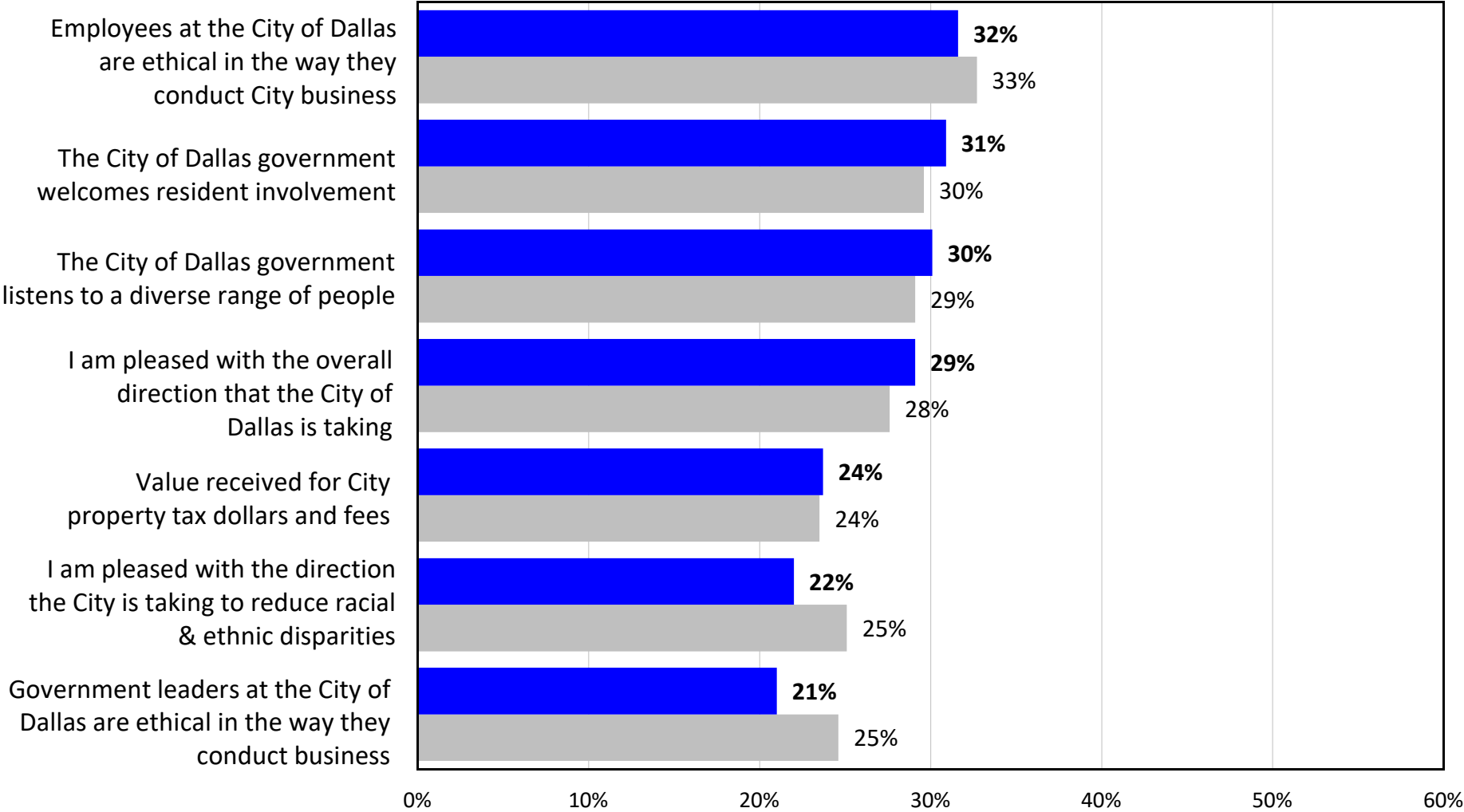
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Source: ETC Institute (2024)
ETC Institute (2024)

Q21. Level of Agreement with Statements Related to the City of Dallas *Trends - 2023 & 2024*

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



Source: ETC Institute (2024)
ETC Institute (2024)

■ 2024 ■ 2023

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.

2024 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	52%	1	17%	17	0.4330	1
High Priority (IS .10-.20)						
Access to living-wage jobs	30%	2	47%	8	0.1605	2
Ease of car travel in Dallas	21%	4	33%	11	0.1418	3
Access to quality education	24%	3	48%	6	0.1222	4
Ease of walking in Dallas	15%	9	25%	15	0.1117	5
Air quality	18%	7	38%	10	0.1090	6
Access to affordable, quality health care	20%	5	47%	7	0.1034	7
Medium Priority (IS <.10)						
Sense of community	14%	10	41%	9	0.0841	8
Access to affordable, quality food	18%	6	54%	3	0.0811	9
Access to affordable, quality child care	10%	12	18%	16	0.0777	10
Openness and acceptance of the community towards people of diverse backgrounds	15%	8	49%	5	0.0776	11
Overall image/reputation of Dallas	14%	11	53%	4	0.0632	12
Ease of rail travel in Dallas	9%	13	32%	12	0.0609	13
Ease of bicycle travel in Dallas	7%	14	27%	14	0.0516	14
Ease of bus travel in Dallas	5%	16	28%	13	0.0369	15
Opportunities to attend arts and cultural events	6%	15	74%	2	0.0164	16
Ease of air travel in Dallas	1%	17	82%	1	0.0022	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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2024 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
<u>Very High Priority (IS >.20)</u>						
Maintenance of infrastructure	61%	1	23%	21	0.4715	1
Police services	47%	2	38%	19	0.2891	2
<u>High Priority (IS .10-.20)</u>						
Traffic management	31%	3	39%	18	0.1913	3
Social services	30%	4	51%	14	0.1474	4
Neighborhood code enforcement	25%	5	45%	17	0.1402	5
Land use, planning, and zoning	18%	7	27%	20	0.1318	6
<u>Medium Priority (IS <.10)</u>						
Drinking water	23%	6	70%	9	0.0696	7
Animal services	11%	12	54%	13	0.0509	8
Customer service provided by city employees	12%	11	62%	10	0.0467	9
Ambulance/emergency medical services	17%	8	74%	8	0.0427	10
311/Service request process	9%	15	57%	12	0.0369	11
Communication by the City	7%	16	51%	15	0.0361	12
Park and recreation system	16%	9	78%	6	0.0351	13
Solid waste services	13%	10	76%	7	0.0319	14
Storm drainage	7%	18	58%	11	0.0291	15
Art and cultural programs/facilities	11%	13	85%	4	0.0162	16
Fire services	10%	14	87%	3	0.0130	17
Municipal court services	2%	20	47%	16	0.0122	18
Sewer services	5%	19	79%	5	0.0101	19
Public library services	7%	17	89%	2	0.0075	20
Dallas Love Field Airport	2%	21	91%	1	0.0019	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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2024 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)						
Visibility of police in neighborhoods	35%	1	19%	10	0.2797	1
Response time of police to emergency calls	34%	2	22%	9	0.2616	2
Mental health programs	28%	3	10%	11	0.2514	3
High Priority (IS .10-.20)						
Efforts by police to effectively deal with problems in your neighborhood	26%	4	32%	7	0.1738	4
Traffic enforcement	20%	6	26%	8	0.1504	5
Visibility of police in commercial and retail areas	20%	5	33%	6	0.1371	6
Medium Priority (IS <.10)						
Prevention programs for youth (PALS, after-school programming, etc.)	11%	7	33%	5	0.0765	7
Response time of fire to medical emergencies	6%	8	79%	2	0.0134	8
Quality of volunteer disaster response programs (Community Emergency Response Team)	2%	10	40%	4	0.0125	9
Fire prevention and education	2%	11	46%	3	0.0081	10
Response time of fire to structure fires	4%	9	80%	1	0.0069	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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2024 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)						
City parks (appearance, quality, amenities)	52.90%	1	66.30%	2	0.1783	1
Walking trails in the city (access, appearance, quality)	38.50%	2	61.40%	5	0.1486	2
Recreation programs or classes (classes offered, activities, resources)	25.20%	4	53.30%	10	0.1177	3
Appearance/maintenance of parks	31.10%	3	62.60%	4	0.1163	4
Medium Priority (IS <.10)						
Recreation centers/facilities (appearance, quality, safety)	20.60%	6	53.90%	9	0.0950	5
Range/variety of recreation programs and classes	14.80%	7	49.20%	12	0.0752	6
Accessibility of parks (ease of access from home)	20.90%	5	65.80%	3	0.0715	7
Swimming facilities (access, appearance, quality)	10.60%	10	43.00%	13	0.0604	8
Outdoor athletic facilities (soccer/baseball fields, tennis courts)	11.60%	8	56.90%	8	0.0500	9
Ease of registering for city recreation programs/events	9.60%	12	51.50%	11	0.0466	10
Accessibility of recreation centers/facilities	11.20%	9	60.60%	6	0.0441	11
Appearance/maintenance of recreation centers/facilities	9.90%	11	59.30%	7	0.0403	12
City golf courses	4.70%	13	67.40%	1	0.0153	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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2024 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	62%	1	21%	9	0.4936	1
Enforcement of blighted residential properties	56%	2	18%	10	0.4597	2
City efforts to survey and abate mosquitos carrying viruses	48%	4	36%	4	0.3037	3
Enforcement of the mowing of weeds and high grass on private property	35%	5	34%	5	0.2300	4
Enforcement of food safety in restaurants	49%	3	54%	1	0.2268	5
High Priority (IS .10-.20)						
Enforcement of litter on private property	26%	6	25%	7	0.1960	6
City efforts to remove junk motor vehicles (inoperative) on private property	25%	7	25%	8	0.1918	7
Enforcement of bulk/brush trash violations	24%	8	40%	3	0.1450	8
Enforcement of yard parking regulations in your neighborhood	18%	9	41%	2	0.1052	9
Medium Priority (IS <.10)						
Enforcement of sign regulations	14%	10	30%	6	0.0962	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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2024 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)						
Household hazardous waste disposal	28%	4	49%	5	0.1417	1
Recycling	42%	2	68%	4	0.1368	2
Garbage collections	57%	1	78%	1	0.1252	3
Medium Priority (IS <.10)						
Bulk trash pick-up	36%	3	73%	2	0.0982	4
Yard waste pick-up	16%	5	69%	3	0.0493	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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2024 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 and repair of thoroughfares and major streets	59%	1	18%	8	0.4831	1
Maintenance and repair of streets in your neighborhood	48%	2	22%	7	0.3767	2
High Priority (IS .10-.20)						
Sidewalk maintenance	18%	3	18%	9	0.1479	3
Medium Priority (IS <.10)						
Alley maintenance	10%	7	14%	10	0.0893	4
Bike lanes in the city (shared, protected and multi-use)	11%	5	29%	3	0.0779	5
Street lighting	12%	4	35%	2	0.0763	6
Street striping	8%	8	23%	6	0.0585	7
Traffic signs and signal operations	11%	6	51%	1	0.0520	8
Street cleaning	7%	9	25%	5	0.0508	9
Curbs and gutters	3%	10	26%	4	0.0193	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.

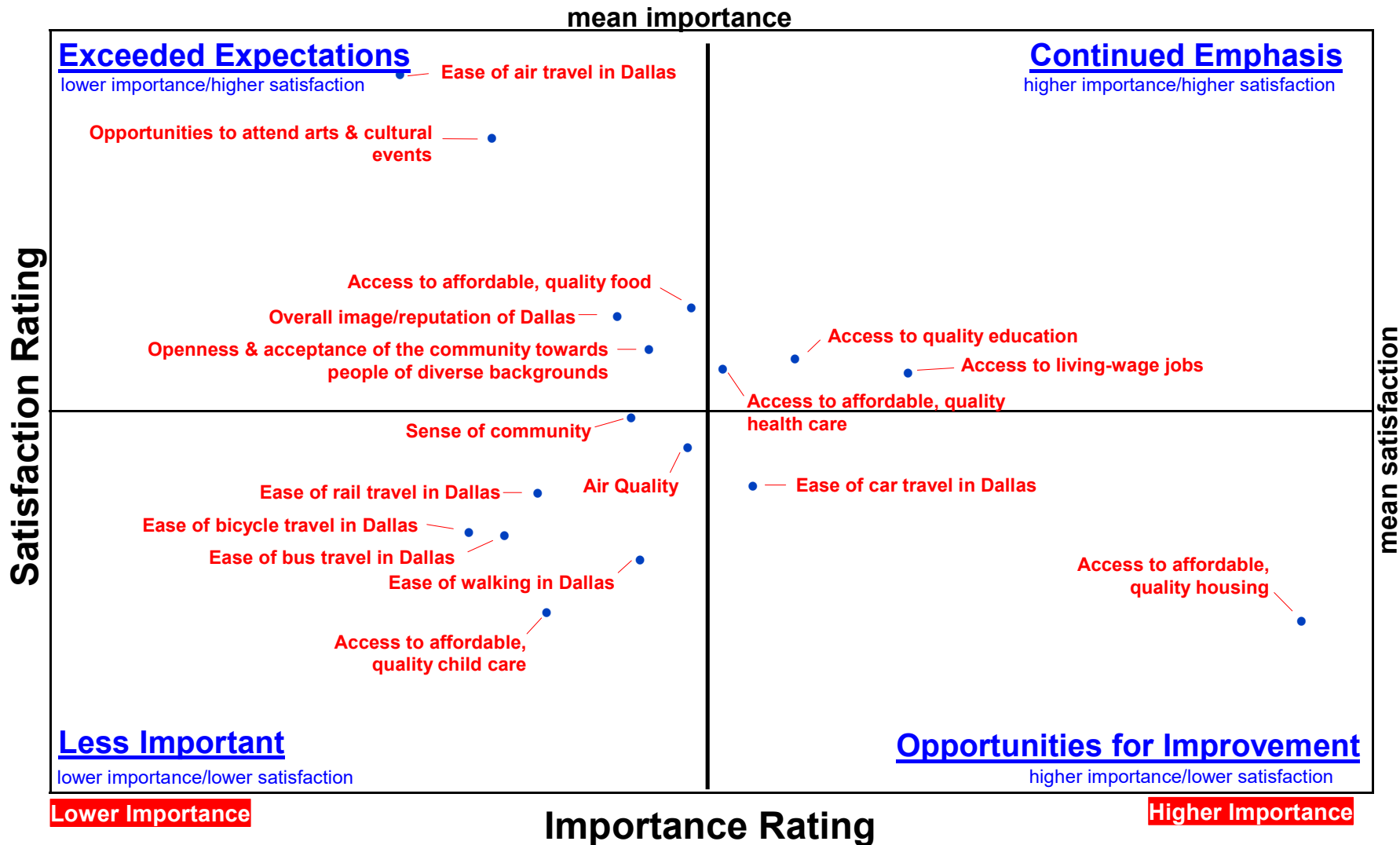
The Matrix Analysis rating is a unique tool that allows public officials to better understand these highly important decision making criteria for each of the services they are providing. The Matrix Analysis rating is based on the concept that public agencies will maximize overall resident satisfaction 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.

2024 City of Dallas Community Survey Importance-Satisfaction Assessment Matrix -Quality of Life Characteristics-

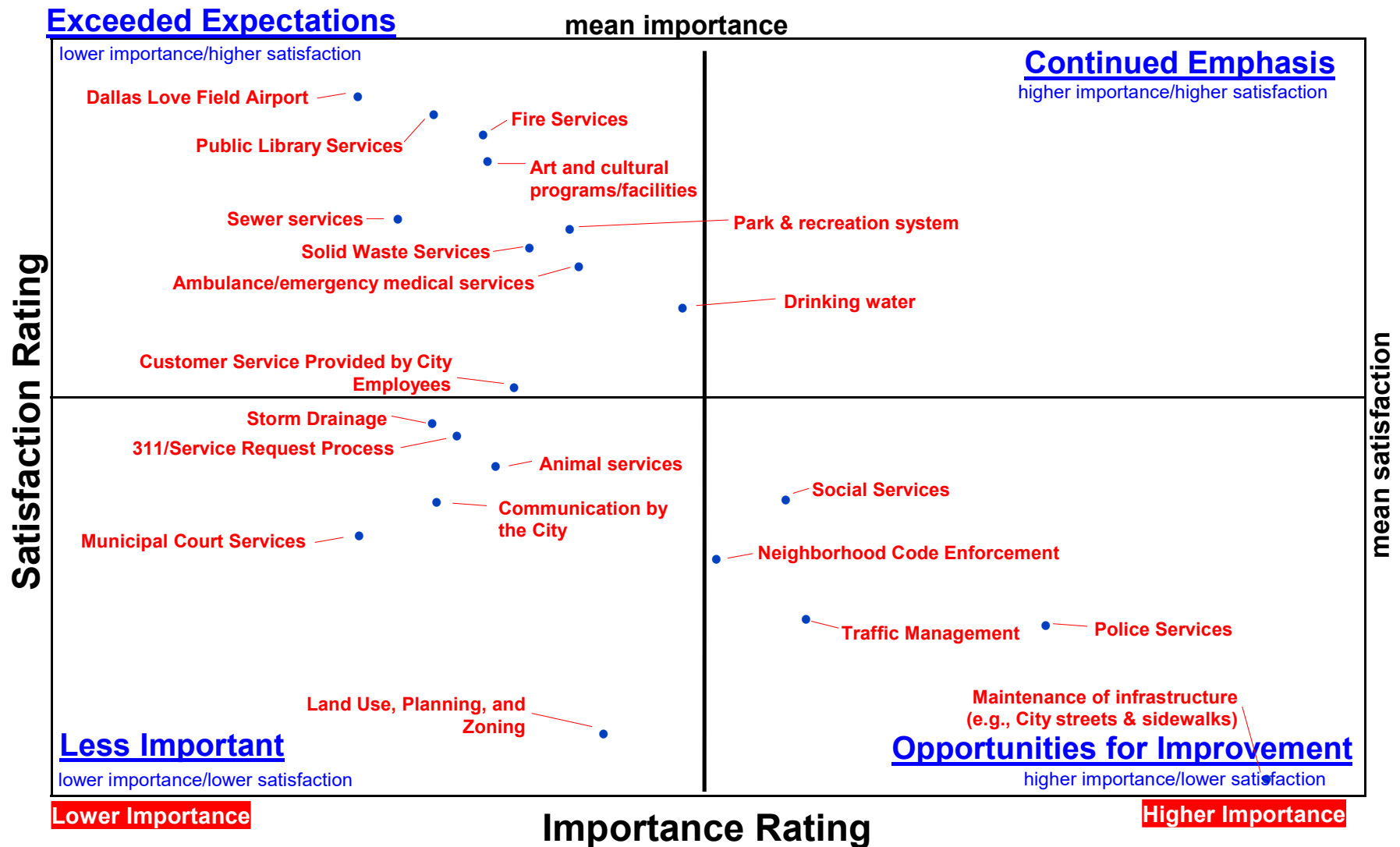
(points on the graph show deviations from the mean importance and agreement ratings given by respondents to the survey)



Source: ETC Institute (2024)

2024 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)



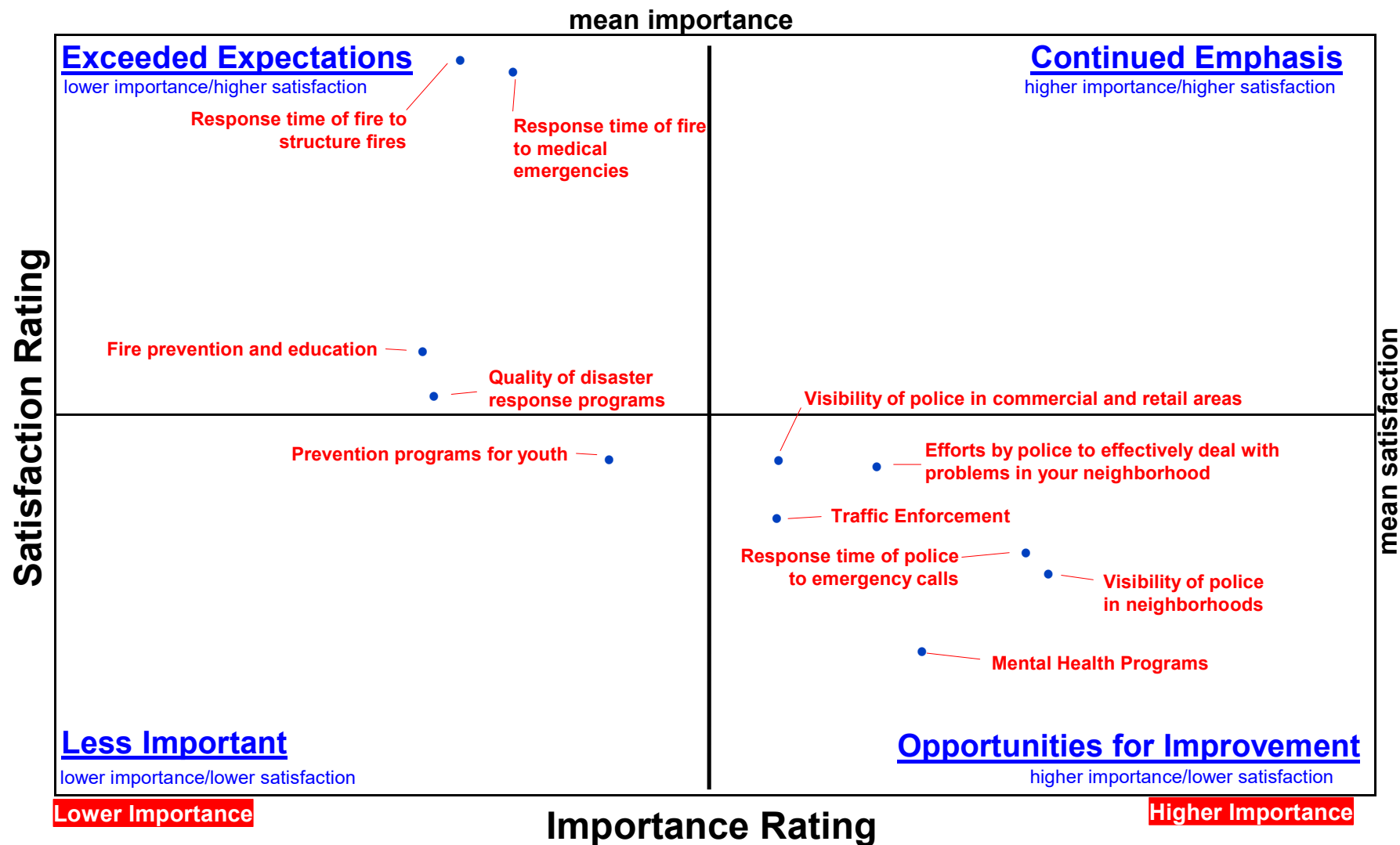
Source: ETC Institute (2024)

ETC Institute (2024)

2024 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)

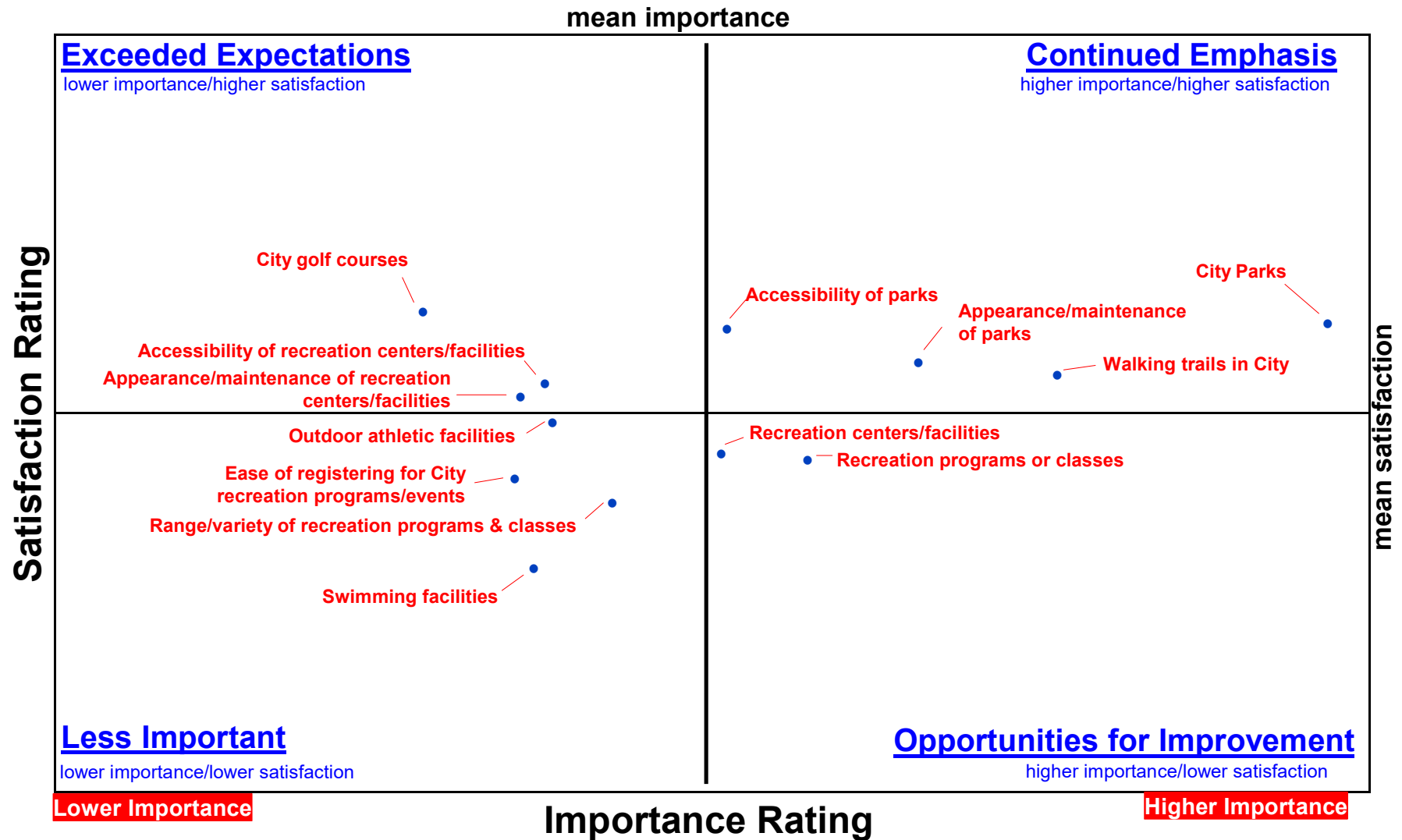


Source: ETC Institute (2024)

ETC Institute (2024)

2024 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)



Exceeded Expectations
lower importance/higher satisfaction

Continued Emphasis
higher importance/higher satisfaction

Less Important
lower importance/lower satisfaction

Opportunities for Improvement
higher importance/lower satisfaction

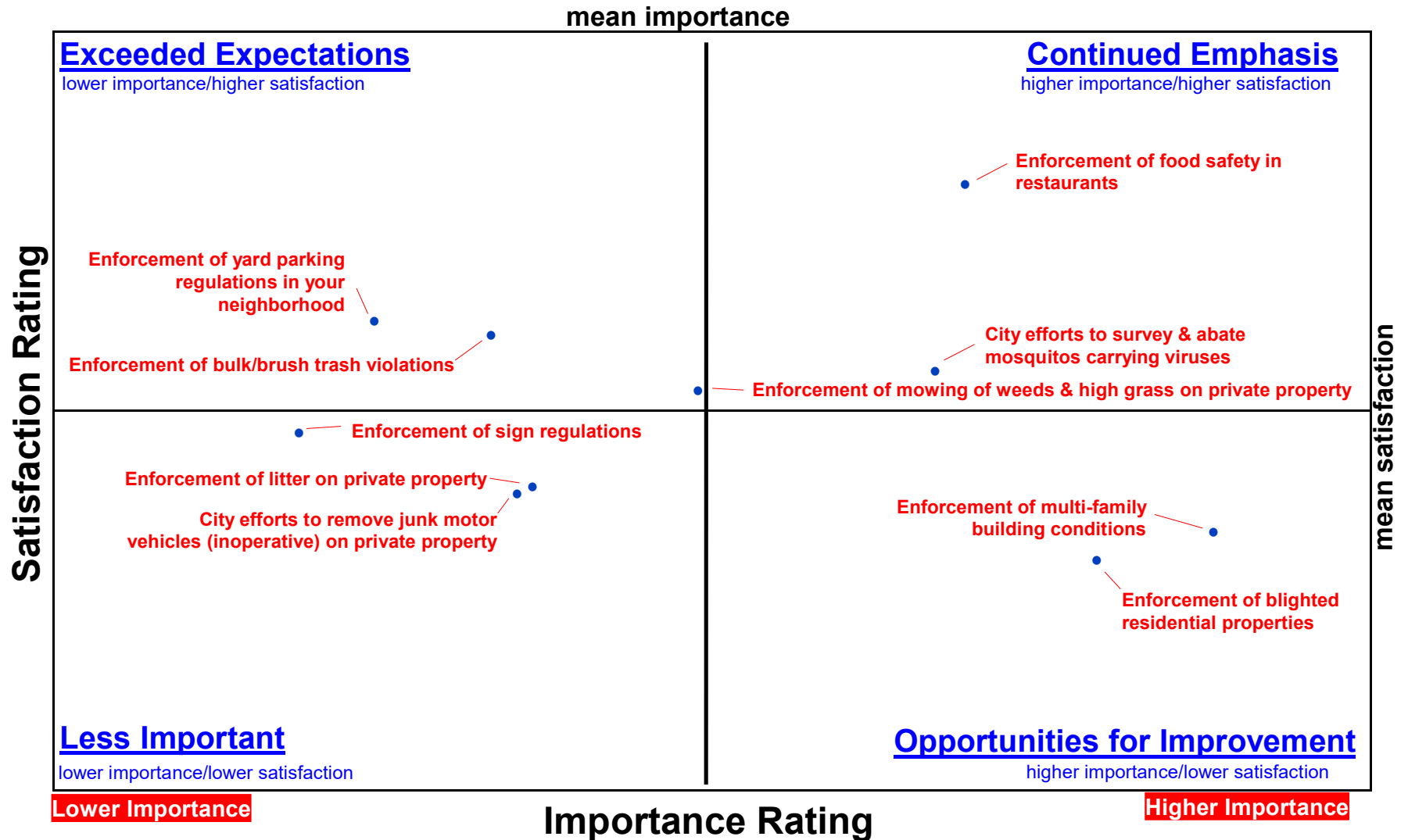
Lower Importance

Higher Importance

Source: ETC Institute (2024)
ETC Institute (2024)

2024 City of Dallas Community Survey Importance-Satisfaction Assessment Matrix -Code Enforcement-

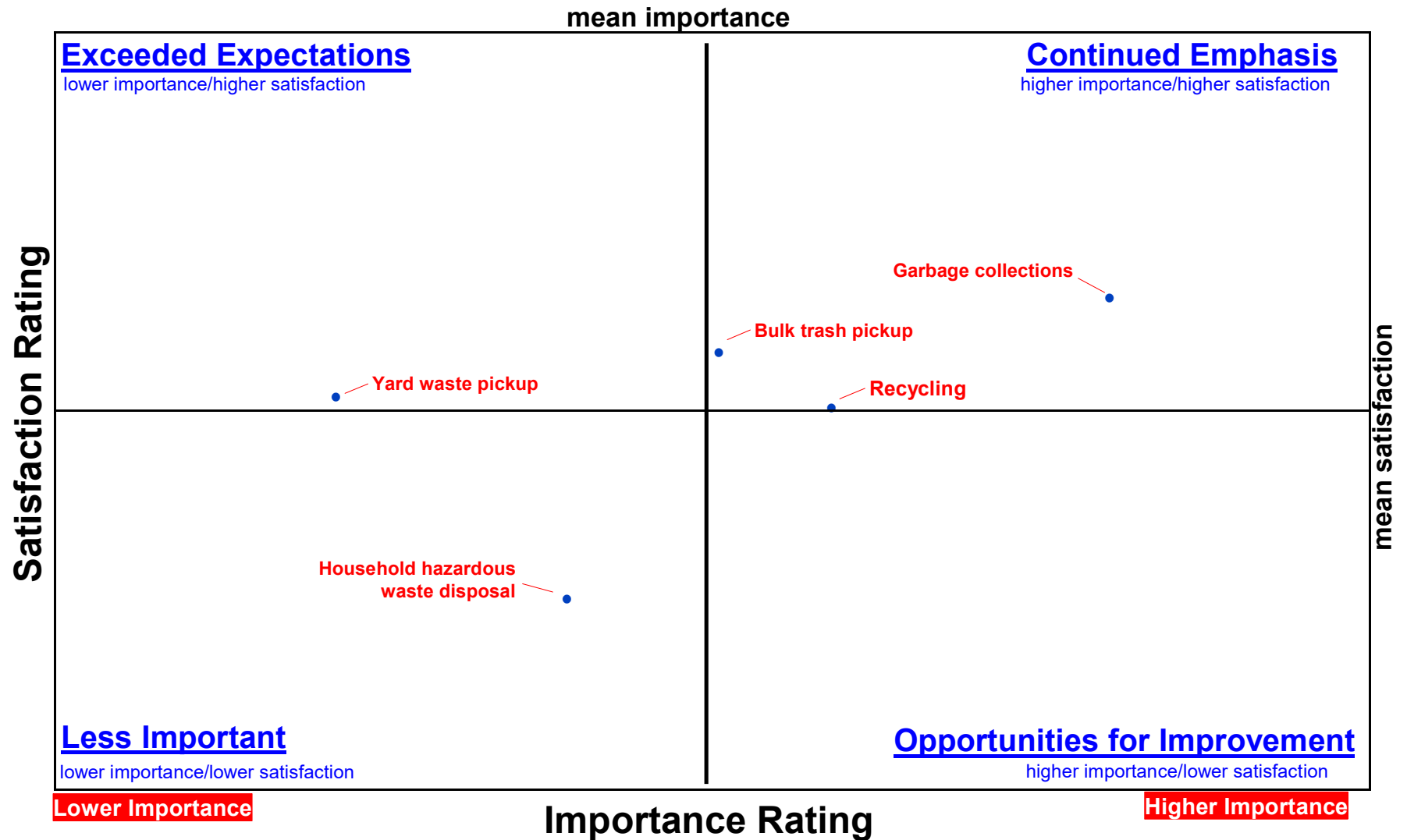
(points on the graph show deviations from the mean importance and agreement ratings given by respondents to the survey)



Source: ETC Institute (2024)

2024 City of Dallas Community Survey Importance-Satisfaction Assessment Matrix -Solid Waste Services-

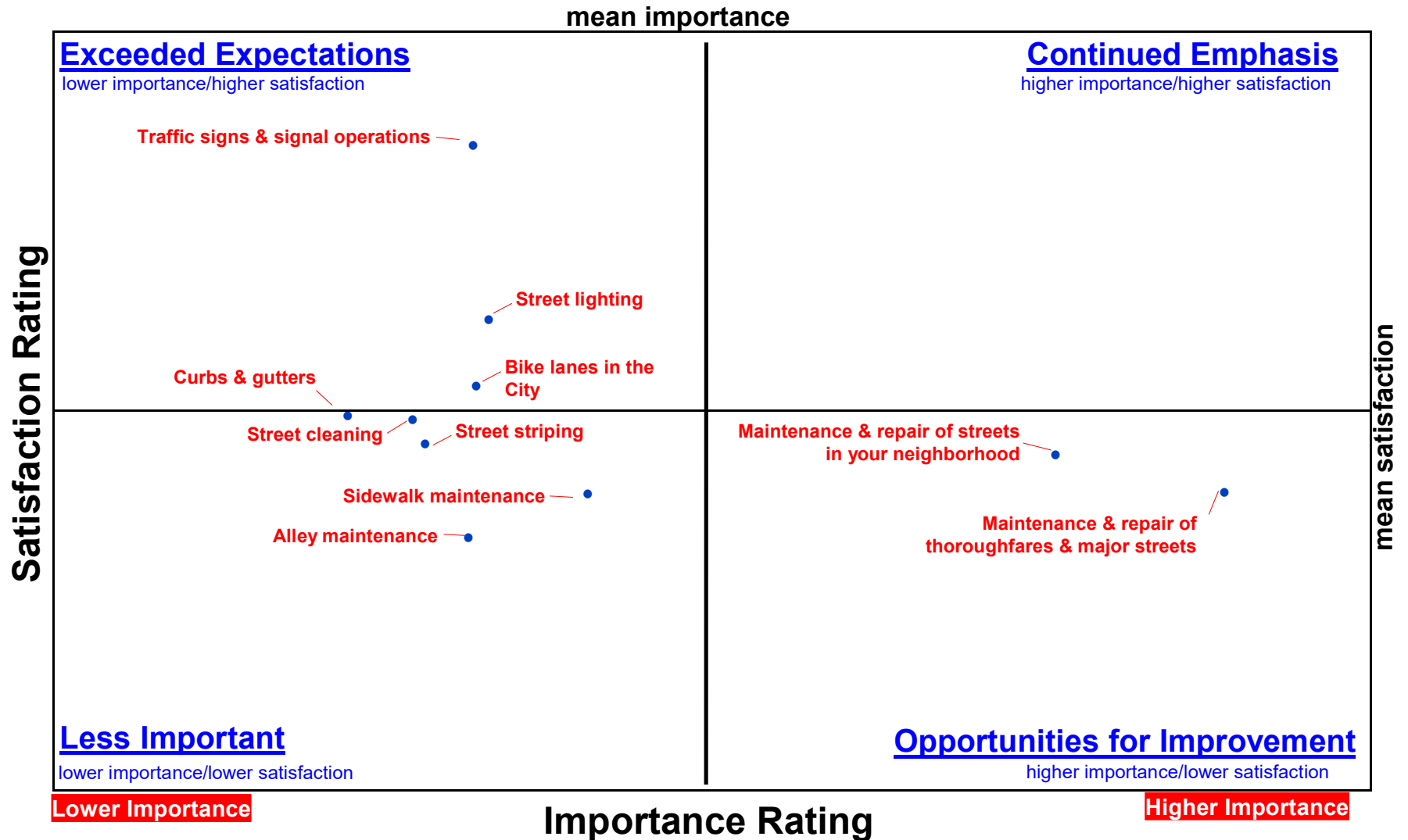
(points on the graph show deviations from the mean importance and agreement ratings given by respondents to the survey)



Source: ETC Institute (2024)

2024 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 (2024)

5

Tabular Data

Council District

Council District	Number	Percent
1	151	7.1 %
2	154	7.3 %
3	150	7.1 %
4	151	7.1 %
5	151	7.1 %
6	150	7.1 %
7	150	7.1 %
8	150	7.1 %
9	152	7.2 %
10	155	7.3 %
11	151	7.1 %
12	151	7.1 %
13	151	7.1 %
14	151	7.1 %
Total	2118	100.0 %

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

(N=2118)

	Excellent	Good	Fair	Poor	Don't know
Q1-1. Dallas as a place to live	12.3%	50.3%	31.9%	5.0%	0.5%
Q1-2. Your neighborhood as a place to live	23.5%	42.3%	26.0%	7.8%	0.5%
Q1-3. Dallas as a place to raise children	8.6%	33.6%	35.0%	12.8%	10.0%
Q1-4. Dallas as a place to work	24.6%	48.9%	19.8%	3.5%	3.2%
Q1-5. Dallas as a place to retire	8.1%	22.2%	31.3%	28.9%	9.5%
Q1-6. Dallas as a place to do business	29.2%	44.1%	16.0%	1.8%	8.8%
Q1-7. Dallas as a place where I feel welcome	19.5%	46.6%	25.9%	6.5%	1.6%
Q1-8. Quality of economic development in Dallas	17.9%	41.4%	25.9%	10.0%	4.8%
Q1-9. Overall quality of life in Dallas	9.7%	46.9%	35.1%	7.1%	1.1%
Q1-10. Overall value you receive for your City property tax dollars & fees	3.8%	18.4%	34.4%	36.9%	6.5%

(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=2118)

	Excellent	Good	Fair	Poor
Q1-1. Dallas as a place to live	12.4%	50.6%	32.1%	5.0%
Q1-2. Your neighborhood as a place to live	23.6%	42.5%	26.1%	7.8%
Q1-3. Dallas as a place to raise children	9.5%	37.4%	38.9%	14.2%
Q1-4. Dallas as a place to work	25.4%	50.5%	20.5%	3.6%
Q1-5. Dallas as a place to retire	8.9%	24.6%	34.5%	32.0%
Q1-6. Dallas as a place to do business	32.1%	48.4%	17.5%	2.0%
Q1-7. Dallas as a place where I feel welcome	19.8%	47.3%	26.3%	6.6%
Q1-8. Quality of economic development in Dallas	18.8%	43.5%	27.2%	10.5%
Q1-9. Overall quality of life in Dallas	9.8%	47.5%	35.5%	7.2%
Q1-10. Overall value you receive for your City property tax dollars & fees	4.1%	19.6%	36.8%	39.5%

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

(N=2118)

	Excellent	Good	Fair	Poor	Don't know
Q2-1. Sense of community	7.0%	33.4%	38.7%	19.0%	1.9%
Q2-2. Openness & acceptance of community towards people of diverse backgrounds	11.2%	35.9%	34.3%	14.0%	4.5%
Q2-3. Opportunities to attend arts & cultural events	28.2%	44.1%	18.7%	6.3%	2.7%
Q2-4. Air quality	4.7%	31.9%	38.6%	21.9%	3.0%
Q2-5. Access to affordable, quality housing	3.1%	13.0%	29.1%	48.5%	6.3%
Q2-6. Access to affordable, quality child care	1.9%	8.5%	17.5%	29.3%	42.8%
Q2-7. Access to affordable, quality health care	13.3%	31.0%	27.1%	22.9%	5.8%
Q2-8. Access to affordable, quality food	17.0%	36.4%	28.0%	17.1%	1.5%
Q2-9. Access to living-wage jobs	9.2%	32.2%	29.4%	18.0%	11.2%
Q2-10. Access to quality education	12.1%	32.1%	29.8%	17.6%	8.4%
Q2-11. Ease of car travel in Dallas	6.5%	26.2%	34.9%	31.0%	1.5%
Q2-12. Ease of bus travel in Dallas	3.2%	13.3%	18.6%	24.3%	40.6%
Q2-13. Ease of rail travel in Dallas	5.1%	17.6%	23.1%	24.5%	29.6%
Q2-14. Ease of air travel in Dallas	34.5%	41.2%	13.9%	2.9%	7.6%
Q2-15. Ease of bicycle travel in Dallas	4.5%	15.1%	24.3%	27.9%	28.2%
Q2-16. Ease of walking in Dallas	4.9%	17.8%	30.3%	40.0%	6.9%
Q2-17. Overall image/reputation of Dallas	8.4%	43.7%	35.0%	10.8%	2.0%

(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=2118)

	Excellent	Good	Fair	Poor
Q2-1. Sense of community	7.2%	34.0%	39.4%	19.4%
Q2-2. Openness & acceptance of community towards people of diverse backgrounds	11.7%	37.6%	36.0%	14.7%
Q2-3. Opportunities to attend arts & cultural events	29.0%	45.3%	19.2%	6.5%
Q2-4. Air quality	4.8%	32.9%	39.8%	22.5%
Q2-5. Access to affordable, quality housing	3.3%	13.9%	31.0%	51.8%
Q2-6. Access to affordable, quality child care	3.3%	14.9%	30.6%	51.2%
Q2-7. Access to affordable, quality health care	14.1%	32.9%	28.7%	24.3%
Q2-8. Access to affordable, quality food	17.3%	36.9%	28.4%	17.4%
Q2-9. Access to living-wage jobs	10.3%	36.2%	33.1%	20.3%
Q2-10. Access to quality education	13.2%	35.0%	32.5%	19.2%
Q2-11. Ease of car travel in Dallas	6.6%	26.5%	35.5%	31.4%
Q2-12. Ease of bus travel in Dallas	5.3%	22.4%	31.4%	40.9%
Q2-13. Ease of rail travel in Dallas	7.3%	25.0%	32.9%	34.8%
Q2-14. Ease of air travel in Dallas	37.3%	44.5%	15.1%	3.1%
Q2-15. Ease of bicycle travel in Dallas	6.3%	21.0%	33.8%	38.9%
Q2-16. Ease of walking in Dallas	5.3%	19.2%	32.6%	43.0%
Q2-17. Overall image/reputation of Dallas	8.6%	44.6%	35.8%	11.0%

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

Q3. Top choice	Number	Percent
Sense of community	104	4.9 %
Openness & acceptance of community towards people of diverse backgrounds	103	4.9 %
Opportunities to attend arts & cultural events	32	1.5 %
Air quality	136	6.4 %
Access to affordable, quality housing	616	29.1 %
Access to affordable, quality child care	25	1.2 %
Access to affordable, quality health care	81	3.8 %
Access to affordable, quality food	65	3.1 %
Access to living-wage jobs	182	8.6 %
Access to quality education	183	8.6 %
Ease of car travel in Dallas	168	7.9 %
Ease of bus travel in Dallas	19	0.9 %
Ease of rail travel in Dallas	47	2.2 %
Ease of air travel in Dallas	3	0.1 %
Ease of bicycle travel in Dallas	30	1.4 %
Ease of walking in Dallas	95	4.5 %
Overall image/reputation of Dallas	106	5.0 %
None chosen	123	5.8 %
Total	2118	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?

Q3. 2nd choice	Number	Percent
Sense of community	87	4.1 %
Openness & acceptance of community towards people of diverse backgrounds	104	4.9 %
Opportunities to attend arts & cultural events	41	1.9 %
Air quality	112	5.3 %
Access to affordable, quality housing	323	15.3 %
Access to affordable, quality child care	91	4.3 %
Access to affordable, quality health care	148	7.0 %
Access to affordable, quality food	150	7.1 %
Access to living-wage jobs	249	11.8 %
Access to quality education	158	7.5 %
Ease of car travel in Dallas	153	7.2 %
Ease of bus travel in Dallas	33	1.6 %
Ease of rail travel in Dallas	68	3.2 %
Ease of air travel in Dallas	13	0.6 %
Ease of bicycle travel in Dallas	57	2.7 %
Ease of walking in Dallas	105	5.0 %
Overall image/reputation of Dallas	76	3.6 %
None chosen	150	7.1 %
Total	2118	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?

Q3. 3rd choice	Number	Percent
Sense of community	112	5.3 %
Openness & acceptance of community towards people of diverse backgrounds	117	5.5 %
Opportunities to attend arts & cultural events	62	2.9 %
Air quality	122	5.8 %
Access to affordable, quality housing	169	8.0 %
Access to affordable, quality child care	86	4.1 %
Access to affordable, quality health care	184	8.7 %
Access to affordable, quality food	160	7.6 %
Access to living-wage jobs	205	9.7 %
Access to quality education	159	7.5 %
Ease of car travel in Dallas	127	6.0 %
Ease of bus travel in Dallas	55	2.6 %
Ease of rail travel in Dallas	75	3.5 %
Ease of air travel in Dallas	10	0.5 %
Ease of bicycle travel in Dallas	64	3.0 %
Ease of walking in Dallas	113	5.3 %
Overall image/reputation of Dallas	104	4.9 %
None chosen	194	9.2 %
Total	2118	100.0 %

(SUM OF TOP 3)

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)

Q3. Top choice	Number	Percent
Sense of community	303	14.3 %
Openness & acceptance of community towards people of diverse backgrounds	324	15.3 %
Opportunities to attend arts & cultural events	135	6.4 %
Air quality	370	17.5 %
Access to affordable, quality housing	1108	52.3 %
Access to affordable, quality child care	202	9.5 %
Access to affordable, quality health care	413	19.5 %
Access to affordable, quality food	375	17.7 %
Access to living-wage jobs	636	30.0 %
Access to quality education	500	23.6 %
Ease of car travel in Dallas	448	21.2 %
Ease of bus travel in Dallas	107	5.1 %
Ease of rail travel in Dallas	190	9.0 %
Ease of air travel in Dallas	26	1.2 %
Ease of bicycle travel in Dallas	151	7.1 %
Ease of walking in Dallas	313	14.8 %
Overall image/reputation of Dallas	286	13.5 %
None chosen	123	5.8 %
Total	6010	

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

(N=2118)

	Much too slow	Too slow	About right	Too fast	Much too fast	Don't know
Q4-1. Population growth	1.3%	3.3%	25.2%	33.2%	31.0%	6.0%
Q4-2. Retail growth (stores, restaurants, etc.)	4.4%	16.6%	56.7%	11.1%	3.7%	7.5%
Q4-3. Job growth	5.9%	22.3%	50.4%	2.4%	1.1%	17.9%

(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=2118)

	Much too slow	Too slow	About right	Too fast	Much too fast
Q4-1. Population growth	1.4%	3.5%	26.8%	35.4%	33.0%
Q4-2. Retail growth (stores, restaurants, etc.)	4.7%	18.0%	61.3%	12.0%	4.0%
Q4-3. Job growth	7.2%	27.2%	61.4%	2.9%	1.3%

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=2118)

	Not a problem	Minor problem	Moderate problem	Major problem	Don't know
Q5-1. Crime	0.7%	8.4%	37.9%	50.9%	2.1%
Q5-2. Drugs	2.5%	10.7%	31.1%	45.8%	10.1%
Q5-3. High weeds	15.0%	34.4%	27.8%	13.4%	9.3%
Q5-4. Noise	12.2%	31.1%	33.6%	20.0%	3.1%
Q5-5. Blighted buildings	7.7%	30.5%	34.1%	13.9%	13.7%
Q5-6. Homelessness	1.1%	5.2%	20.4%	71.4%	1.8%
Q5-7. Environmental hazard(s), air quality & toxic waste	5.1%	22.8%	40.7%	22.8%	8.6%
Q5-8. Loose dogs & unrestrained pets	13.5%	34.9%	26.5%	18.3%	6.7%
Q5-9. Litter	3.3%	24.9%	36.8%	33.0%	2.1%
Q5-10. Infrastructure/streets	1.6%	9.4%	28.2%	58.4%	2.4%
Q5-11. Aggressive solicitation/panhandling	5.0%	23.6%	30.7%	37.6%	3.0%
Q5-12. Climate change (extreme heat, flooding, tree canopy, etc.)	12.8%	18.8%	28.1%	34.2%	6.0%
Q5-13. Racial & ethnic inequities	13.2%	21.0%	32.0%	24.9%	9.0%
Q5-14. Other	0.2%	0.3%	1.5%	9.9%	88.1%

(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=2118)

	Not a problem	Minor problem	Moderate problem	Major problem
Q5-1. Crime	0.7%	8.6%	38.7%	52.0%
Q5-2. Drugs	2.7%	11.9%	34.5%	50.9%
Q5-3. High weeds	16.6%	38.0%	30.7%	14.8%
Q5-4. Noise	12.6%	32.1%	34.7%	20.7%
Q5-5. Blighted buildings	8.9%	35.4%	39.6%	16.1%
Q5-6. Homelessness	1.2%	5.3%	20.8%	72.7%
Q5-7. Environmental hazard(s), air quality & toxic waste	5.6%	24.9%	44.5%	24.9%
Q5-8. Loose dogs & unrestrained pets	14.5%	37.4%	28.4%	19.6%
Q5-9. Litter	3.3%	25.4%	37.6%	33.7%
Q5-10. Infrastructure/streets	1.6%	9.7%	28.9%	59.8%
Q5-11. Aggressive solicitation/ panhandling	5.2%	24.3%	31.7%	38.8%
Q5-12. Climate change (extreme heat, flooding, tree canopy, etc.)	13.7%	20.0%	29.9%	36.4%
Q5-13. Racial & ethnic inequities	14.5%	23.0%	35.1%	27.3%
Q5-14. Other	1.6%	2.8%	12.3%	83.3%

Q6. 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.

(N=2118)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q6-1. In your neighborhood during the day	29.8%	41.9%	18.1%	6.8%	1.6%	1.7%
Q6-2. In your neighborhood after dark	9.4%	32.3%	27.1%	19.4%	9.9%	1.9%
Q6-3. In Dallas' downtown area during the day	9.4%	39.0%	26.9%	11.7%	2.7%	10.3%
Q6-4. In Dallas' downtown area after dark	1.4%	7.2%	21.1%	35.8%	22.1%	12.4%
Q6-5. In Dallas' restaurant/retail areas during the day	22.4%	49.7%	19.8%	3.5%	1.2%	3.4%
Q6-6. In Dallas' restaurant/retail areas after dark	5.1%	27.3%	34.5%	21.4%	6.2%	5.5%
Q6-7. In Dallas' parks during the day	17.4%	44.1%	23.0%	6.5%	2.1%	6.9%
Q6-8. In Dallas' parks after dark	1.3%	6.1%	20.6%	35.6%	23.0%	13.4%
Q6-9. From violent crime (murder, rape, assault, robbery)	5.1%	20.8%	26.5%	27.0%	14.9%	5.7%
Q6-10. From property crime (burglary, theft)	1.3%	12.1%	25.0%	36.0%	22.2%	3.4%
Q6-11. From fire	15.9%	40.0%	29.6%	4.3%	1.4%	8.9%

(WITHOUT "DON'T KNOW")**Q6. 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. (without "don't know")**

(N=2118)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q6-1. In your neighborhood during the day	30.3%	42.6%	18.4%	7.0%	1.6%
Q6-2. In your neighborhood after dark	9.6%	32.9%	27.6%	19.8%	10.1%
Q6-3. In Dallas' downtown area during the day	10.5%	43.5%	29.9%	13.0%	3.1%
Q6-4. In Dallas' downtown area after dark	1.6%	8.2%	24.1%	40.8%	25.3%
Q6-5. In Dallas' restaurant/retail areas during the day	23.2%	51.4%	20.5%	3.6%	1.2%
Q6-6. In Dallas' restaurant/retail areas after dark	5.4%	28.9%	36.5%	22.6%	6.5%
Q6-7. In Dallas' parks during the day	18.7%	47.3%	24.7%	7.0%	2.2%
Q6-8. In Dallas' parks after dark	1.5%	7.0%	23.8%	41.2%	26.6%
Q6-9. From violent crime (murder, rape, assault, robbery)	5.5%	22.0%	28.1%	28.6%	15.8%
Q6-10. From property crime (burglary, theft)	1.3%	12.5%	25.9%	37.3%	23.0%
Q6-11. From fire	17.4%	43.9%	32.5%	4.7%	1.5%

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=2118)

	Yes	No
Q7-1. Ambulance/emergency medical services	17.8%	82.2%
Q7-2. Art & cultural programs/facilities	53.8%	46.2%
Q7-3. Neighborhood code enforcement (e.g., high weeds, litter, blight)	27.8%	72.2%
Q7-4. Customer service provided by City employees	34.9%	65.1%
Q7-5. Drinking water	64.3%	35.7%
Q7-6. Fire services	5.0%	95.0%
Q7-7. Solid waste services (e.g., garbage & recycling collection)	79.4%	20.6%
Q7-8. Land use, planning, & zoning	11.1%	88.9%
Q7-9. Maintenance of infrastructure (e.g., City streets & sidewalks)	41.5%	58.5%
Q7-10. Park & recreation system	55.3%	44.7%
Q7-11. Police services	22.1%	77.9%
Q7-12. Communication by City	27.8%	72.2%
Q7-13. Public library services	42.0%	58.0%
Q7-14. Sewer services (e.g., sanitary sewer/wastewater)	54.7%	45.3%
Q7-15. Storm drainage	37.0%	63.0%
Q7-16. Traffic management (traffic signals, traffic flow, signs, parking)	56.2%	43.8%
Q7-17. Dallas Love Field Airport	50.9%	49.1%

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
Q7-18. Municipal court services (e.g., traffic & parking ticket processing, misdemeanor court cases, fine collection)	11.2%	88.8%
Q7-19. Social services (community centers, child care programs, homeless programs, senior programs)	10.2%	89.8%
Q7-20. 311/service request process (call to report problem)	40.8%	59.2%
Q7-21. Animal services (e.g., shelter, adoptions, animal control)	16.4%	83.6%

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

(N=2118)

	Excellent	Good	Fair	Poor	Don't know
Q7-1. Ambulance/emergency medical services	38.6%	33.2%	18.4%	6.6%	3.2%
Q7-2. Art & cultural programs/facilities	37.4%	46.4%	13.2%	2.0%	1.1%
Q7-3. Neighborhood code enforcement (e.g., high weeds, litter, blight)	14.1%	30.1%	29.8%	24.7%	1.4%
Q7-4. Customer service provided by City employees	22.6%	39.1%	24.9%	13.0%	0.5%
Q7-5. Drinking water	23.4%	44.9%	21.7%	7.6%	2.3%
Q7-6. Fire services	50.5%	35.2%	10.5%	1.9%	1.9%
Q7-7. Solid waste services (e.g., garbage & recycling collection)	27.7%	47.3%	19.2%	4.5%	1.3%
Q7-8. Land use, planning, & zoning	6.4%	20.0%	31.1%	39.6%	3.0%
Q7-9. Maintenance of infrastructure (e.g., City streets & sidewalks)	4.2%	18.2%	26.8%	49.6%	1.1%
Q7-10. Park & recreation system	26.5%	50.4%	18.1%	3.8%	1.3%
Q7-11. Police services	11.1%	26.7%	30.7%	30.5%	1.1%
Q7-12. Communication by City	13.9%	35.4%	27.4%	20.9%	2.4%
Q7-13. Public library services	48.1%	40.0%	9.0%	1.5%	1.3%
Q7-14. Sewer services (e.g., sanitary sewer/wastewater)	25.5%	50.2%	16.8%	3.5%	4.1%
Q7-15. Storm drainage	20.0%	37.2%	27.3%	13.5%	1.9%
Q7-16. Traffic management (traffic signals, traffic flow, signs, parking)	8.3%	29.8%	37.4%	22.9%	1.6%
Q7-17. Dallas Love Field Airport	48.2%	42.1%	7.5%	1.1%	1.1%

Q7. 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
Q7-18. Municipal court services (e.g., traffic & parking ticket processing, misdemeanor court cases, fine collection)	13.5%	30.4%	31.2%	18.1%	6.8%
Q7-19. Social services (community centers, child care programs, homeless programs, senior programs)	18.0%	30.4%	26.7%	20.3%	4.6%
Q7-20. 311/service request process (call to report problem)	23.0%	33.3%	24.0%	18.4%	1.3%
Q7-21. Animal services (e.g., shelter, adoptions, animal control)	18.7%	34.6%	23.1%	22.2%	1.4%

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

(N=2118)

	Excellent	Good	Fair	Poor
Q7-1. Ambulance/emergency medical services	39.8%	34.3%	19.0%	6.9%
Q7-2. Art & cultural programs/facilities	37.8%	46.9%	13.3%	2.0%
Q7-3. Neighborhood code enforcement (e.g., high weeds, litter, blight)	14.3%	30.5%	30.2%	25.0%
Q7-4. Customer service provided by City employees	22.7%	39.3%	25.0%	13.0%
Q7-5. Drinking water	24.0%	46.0%	22.3%	7.7%
Q7-6. Fire services	51.5%	35.9%	10.7%	1.9%
Q7-7. Solid waste services (e.g., garbage & recycling collection)	28.1%	47.9%	19.5%	4.6%
Q7-8. Land use, planning, & zoning	6.6%	20.6%	32.0%	40.8%
Q7-9. Maintenance of infrastructure (e.g., City streets & sidewalks)	4.3%	18.4%	27.2%	50.2%
Q7-10. Park & recreation system	26.8%	51.1%	18.3%	3.8%
Q7-11. Police services	11.2%	26.9%	31.0%	30.8%
Q7-12. Communication by City	14.3%	36.2%	28.0%	21.4%
Q7-13. Public library services	48.8%	40.6%	9.1%	1.5%
Q7-14. Sewer services (e.g., sanitary sewer/wastewater)	26.6%	52.3%	17.6%	3.6%
Q7-15. Storm drainage	20.4%	38.0%	27.8%	13.8%
Q7-16. Traffic management (traffic signals, traffic flow, signs, parking)	8.4%	30.3%	38.0%	23.3%
Q7-17. Dallas Love Field Airport	48.7%	42.5%	7.6%	1.1%

(WITHOUT "DON'T KNOW")**Q7. 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
Q7-18. Municipal court services (e.g., traffic & parking ticket processing, misdemeanor court cases, fine collection)	14.5%	32.6%	33.5%	19.5%
Q7-19. Social services (community centers, child care programs, homeless programs, senior programs)	18.8%	31.9%	28.0%	21.3%
Q7-20. 311/service request process (call to report problem)	23.3%	33.8%	24.3%	18.6%
Q7-21. Animal services (e.g., shelter, adoptions, animal control)	19.0%	35.1%	23.4%	22.5%

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

Q8. Top choice	Number	Percent
Ambulance/emergency medical services	115	5.4 %
Art & cultural programs/facilities	32	1.5 %
Neighborhood code enforcement (e.g., high weeds, litter, blight)	132	6.2 %
Customer service provided by City employees	57	2.7 %
Drinking water	171	8.1 %
Fire services	19	0.9 %
Solid waste services (e.g., garbage & recycling collection)	46	2.2 %
Land use, planning, & zoning	83	3.9 %
Maintenance of infrastructure (e.g., City streets & sidewalks)	505	23.8 %
Park & recreation system	45	2.1 %
Police services	457	21.6 %
Communication by City	11	0.5 %
Public library services	13	0.6 %
Sewer services (e.g. sanitary sewer/wastewater)	7	0.3 %
Storm drainage	14	0.7 %
Traffic management (traffic signals, traffic flow, signs, parking)	86	4.1 %
Dallas Love Field Airport	4	0.2 %
Municipal Court services (e.g., traffic & parking ticket processing, misdemeanor court cases, fine collection)	5	0.2 %
Social services (community centers, child care programs, homeless programs, senior programs)	144	6.8 %
311/service request process (call to report problem)	20	0.9 %
Animal services (e.g., shelter, adoptions, animal control)	34	1.6 %
<u>None chosen</u>	<u>118</u>	<u>5.6 %</u>
Total	2118	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	92	4.3 %
Art & cultural programs/facilities	49	2.3 %
Neighborhood code enforcement (e.g., high weeds, litter, blight)	139	6.6 %
Customer service provided by City employees	64	3.0 %
Drinking water	122	5.8 %
Fire services	80	3.8 %
Solid waste services (e.g., garbage & recycling collection)	67	3.2 %
Land use, planning, & zoning	92	4.3 %
Maintenance of infrastructure (e.g., City streets & sidewalks)	373	17.6 %
Park & recreation system	96	4.5 %
Police services	246	11.6 %
Communication by City	29	1.4 %
Public library services	36	1.7 %
Sewer services (e.g. sanitary sewer/wastewater)	26	1.2 %
Storm drainage	40	1.9 %
Traffic management (traffic signals, traffic flow, signs, parking)	189	8.9 %
Dallas Love Field Airport	9	0.4 %
Municipal Court services (e.g., traffic & parking ticket processing, misdemeanor court cases, fine collection)	6	0.3 %
Social services (community centers, child care programs, homeless programs, senior programs)	137	6.5 %
311/service request process (call to report problem)	41	1.9 %
Animal services (e.g., shelter, adoptions, animal control)	33	1.6 %
<u>None chosen</u>	<u>152</u>	<u>7.2 %</u>
Total	2118	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	55	2.6 %
Art & cultural programs/facilities	55	2.6 %
Neighborhood code enforcement (e.g., high weeds, litter, blight)	139	6.6 %
Customer service provided by City employees	62	2.9 %
Drinking water	105	5.0 %
Fire services	68	3.2 %
Solid waste services (e.g., garbage & recycling collection)	87	4.1 %
Land use, planning, & zoning	112	5.3 %
Maintenance of infrastructure (e.g., City streets & sidewalks)	249	11.8 %
Park & recreation system	90	4.2 %
Police services	172	8.1 %
Communication by City	43	2.0 %
Public library services	44	2.1 %
Sewer services (e.g. sanitary sewer/wastewater)	37	1.7 %
Storm drainage	44	2.1 %
Traffic management (traffic signals, traffic flow, signs, parking)	206	9.7 %
Dallas Love Field Airport	17	0.8 %
Municipal Court services (e.g., traffic & parking ticket processing, misdemeanor court cases, fine collection)	21	1.0 %
Social services (community centers, child care programs, homeless programs, senior programs)	191	9.0 %
311/service request process (call to report problem)	59	2.8 %
Animal services (e.g., shelter, adoptions, animal control)	74	3.5 %
<u>None chosen</u>	<u>188</u>	<u>8.9 %</u>
Total	2118	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	90	4.2 %
Art & cultural programs/facilities	89	4.2 %
Neighborhood code enforcement (e.g., high weeds, litter, blight)	127	6.0 %
Customer service provided by City employees	78	3.7 %
Drinking water	91	4.3 %
Fire services	51	2.4 %
Solid waste services (e.g., garbage & recycling collection)	81	3.8 %
Land use, planning, & zoning	97	4.6 %
Maintenance of infrastructure (e.g., City streets & sidewalks)	166	7.8 %
Park & recreation system	109	5.1 %
Police services	114	5.4 %
Communication by City	71	3.4 %
Public library services	58	2.7 %
Sewer services (e.g. sanitary sewer/wastewater)	33	1.6 %
Storm drainage	48	2.3 %
Traffic management (traffic signals, traffic flow, signs, parking)	180	8.5 %
Dallas Love Field Airport	18	0.8 %
Municipal Court services (e.g., traffic & parking ticket processing, misdemeanor court cases, fine collection)	17	0.8 %
Social services (community centers, child care programs, homeless programs, senior programs)	160	7.6 %
311/service request process (call to report problem)	64	3.0 %
Animal services (e.g., shelter, adoptions, animal control)	93	4.4 %
<u>None chosen</u>	<u>283</u>	<u>13.4 %</u>
Total	2118	100.0 %

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

Q8. Top choice	Number	Percent
Ambulance/emergency medical services	352	16.6 %
Art & cultural programs/facilities	225	10.6 %
Neighborhood code enforcement (e.g., high weeds, litter, blight)	537	25.4 %
Customer service provided by City employees	261	12.3 %
Drinking water	489	23.1 %
Fire services	218	10.3 %
Solid waste services (e.g., garbage & recycling collection)	281	13.3 %
Land use, planning, & zoning	384	18.1 %
Maintenance of infrastructure (e.g., City streets & sidewalks)	1293	61.0 %
Park & recreation system	340	16.1 %
Police services	989	46.7 %
Communication by City	154	7.3 %
Public library services	151	7.1 %
Sewer services (e.g. sanitary sewer/wastewater)	103	4.9 %
Storm drainage	146	6.9 %
Traffic management (traffic signals, traffic flow, signs, parking)	661	31.2 %
Dallas Love Field Airport	48	2.3 %
Municipal Court services (e.g., traffic & parking ticket processing, misdemeanor court cases, fine collection)	49	2.3 %
Social services (community centers, child care programs, homeless programs, senior programs)	632	29.8 %
311/service request process (call to report problem)	184	8.7 %
Animal services (e.g., shelter, adoptions, animal control)	234	11.0 %
<u>None chosen</u>	<u>118</u>	<u>5.6 %</u>
Total	7849	

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

(N=2118)

	Excellent	Good	Fair	Poor	Don't know
Q9-1. Visibility of police in commercial & retail areas	4.0%	26.7%	37.1%	25.9%	6.3%
Q9-2. Traffic enforcement	3.4%	20.6%	31.9%	36.8%	7.4%
Q9-3. Visibility of police in neighborhoods	2.9%	15.4%	34.8%	41.3%	5.6%
Q9-4. Efforts by police to effectively deal with problems in your neighborhood	5.1%	21.1%	27.2%	28.1%	18.5%
Q9-5. Response time of police to emergency calls	3.1%	11.1%	18.8%	32.0%	35.0%
Q9-6. Response time of fire to structure fires	12.8%	21.2%	6.9%	1.4%	57.6%
Q9-7. Response time of fire to medical emergencies	14.8%	24.6%	8.9%	1.7%	50.0%
Q9-8. Fire prevention & education	4.7%	15.1%	14.3%	9.2%	56.8%
Q9-9. Prevention programs for youth (PALS, after-school programming, etc.)	2.2%	6.8%	9.5%	8.9%	72.6%
Q9-10. Mental health programs	1.2%	3.6%	10.6%	31.6%	53.0%
Q9-11. Quality of volunteer disaster response programs (Community Emergency Response Team)	2.2%	7.5%	8.3%	6.0%	76.0%

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

(N=2118)

	Excellent	Good	Fair	Poor
Q9-1. Visibility of police in commercial & retail areas	4.3%	28.5%	39.6%	27.7%
Q9-2. Traffic enforcement	3.6%	22.3%	34.4%	39.7%
Q9-3. Visibility of police in neighborhoods	3.1%	16.3%	36.9%	43.7%
Q9-4. Efforts by police to effectively deal with problems in your neighborhood	6.2%	25.9%	33.4%	34.5%
Q9-5. Response time of police to emergency calls	4.8%	17.1%	29.0%	49.2%
Q9-6. Response time of fire to structure fires	30.3%	49.9%	16.4%	3.3%
Q9-7. Response time of fire to medical emergencies	29.7%	49.1%	17.8%	3.5%
Q9-8. Fire prevention & education	10.8%	34.9%	33.0%	21.2%
Q9-9. Prevention programs for youth (PALS, after-school programming, etc.)	8.1%	24.8%	34.7%	32.4%
Q9-10. Mental health programs	2.5%	7.7%	22.5%	67.2%
Q9-11. Quality of volunteer disaster response programs (Community Emergency Response Team)	9.1%	31.3%	34.6%	25.0%

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
Visibility of police in commercial & retail areas	252	11.9 %
Traffic enforcement	264	12.5 %
Visibility of police in neighborhoods	378	17.8 %
Efforts by police to effectively deal with problems in your neighborhood	256	12.1 %
Response time of police to emergency calls	402	19.0 %
Response time of fire to structure fires	20	0.9 %
Response time of fire to medical emergencies	37	1.7 %
Fire prevention & education	12	0.6 %
Prevention programs for youth (PALS, after-school programming, etc.)	77	3.6 %
Mental health programs	297	14.0 %
Quality of volunteer disaster response programs (Community Emergency Response Team)	9	0.4 %
<u>None chosen</u>	114	5.4 %
Total	2118	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
Visibility of police in commercial & retail areas	181	8.5 %
Traffic enforcement	165	7.8 %
Visibility of police in neighborhoods	357	16.9 %
Efforts by police to effectively deal with problems in your neighborhood	286	13.5 %
Response time of police to emergency calls	308	14.5 %
Response time of fire to structure fires	56	2.6 %
Response time of fire to medical emergencies	98	4.6 %
Fire prevention & education	19	0.9 %
Prevention programs for youth (PALS, after-school programming, etc.)	166	7.8 %
Mental health programs	297	14.0 %
Quality of volunteer disaster response programs (Community Emergency Response Team)	35	1.7 %
<u>None chosen</u>	150	7.1 %
Total	2118	100.0 %

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

Q10. Top choice	Number	Percent
Visibility of police in commercial & retail areas	433	20.4 %
Traffic enforcement	429	20.3 %
Visibility of police in neighborhoods	735	34.7 %
Efforts by police to effectively deal with problems in your neighborhood	542	25.6 %
Response time of police to emergency calls	710	33.5 %
Response time of fire to structure fires	76	3.6 %
Response time of fire to medical emergencies	135	6.4 %
Fire prevention & education	31	1.5 %
Prevention programs for youth (PALS, after-school programming, etc.)	243	11.5 %
Mental health programs	594	28.0 %
Quality of volunteer disaster response programs (Community Emergency Response Team)	44	2.1 %
<u>None chosen</u>	<u>114</u>	<u>5.4 %</u>
Total	4086	

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

(N=2118)

	Excellent	Good	Fair	Poor	Don't know
Q11-1. City parks (appearance, quality, amenities)	13.6%	47.3%	25.7%	5.3%	8.2%
Q11-2. Recreation programs or classes (classes offered, activities, resources)	5.8%	23.1%	19.0%	6.2%	45.8%
Q11-3. Range/variety of recreation programs & classes	4.9%	20.1%	17.8%	7.9%	49.3%
Q11-4. Recreation centers/facilities (appearance, quality, safety)	6.7%	31.0%	25.1%	7.1%	30.1%
Q11-5. Accessibility of parks (ease of access from home)	16.7%	42.9%	23.0%	7.9%	9.6%
Q11-6. Accessibility of recreation centers/facilities	10.2%	35.1%	22.9%	6.7%	25.0%
Q11-7. Appearance/maintenance of parks	12.1%	44.9%	27.5%	6.6%	8.8%
Q11-8. Appearance/maintenance of recreation centers/facilities	7.6%	35.5%	24.0%	5.6%	27.3%
Q11-9. Outdoor athletic facilities (soccer/baseball fields, tennis courts)	6.9%	33.1%	23.7%	6.6%	29.6%
Q11-10. Walking trails in City (access, appearance, quality)	13.3%	39.1%	23.8%	9.2%	14.6%
Q11-11. Swimming facilities (access, appearance, quality)	4.2%	14.7%	14.1%	11.0%	56.0%
Q11-12. Ease of registering for City recreation programs/events	4.6%	16.1%	12.1%	7.3%	59.9%
Q11-13. City golf courses	6.3%	16.1%	7.4%	3.5%	66.6%

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

(N=2118)

	Excellent	Good	Fair	Poor
Q11-1. City parks (appearance, quality, amenities)	14.8%	51.5%	28.0%	5.8%
Q11-2. Recreation programs or classes (classes offered, activities, resources)	10.6%	42.7%	35.1%	11.5%
Q11-3. Range/variety of recreation programs & classes	9.6%	39.6%	35.1%	15.7%
Q11-4. Recreation centers/facilities (appearance, quality, safety)	9.5%	44.4%	35.9%	10.2%
Q11-5. Accessibility of parks (ease of access from home)	18.4%	47.4%	25.4%	8.7%
Q11-6. Accessibility of recreation centers/facilities	13.7%	46.9%	30.5%	8.9%
Q11-7. Appearance/maintenance of parks	13.3%	49.3%	30.2%	7.3%
Q11-8. Appearance/maintenance of recreation centers/facilities	10.5%	48.8%	33.0%	7.7%
Q11-9. Outdoor athletic facilities (soccer/ baseball fields, tennis courts)	9.9%	47.0%	33.7%	9.4%
Q11-10. Walking trails in City (access, appearance, quality)	15.6%	45.8%	27.9%	10.7%
Q11-11. Swimming facilities (access, appearance, quality)	9.6%	33.4%	32.0%	25.0%
Q11-12. Ease of registering for City recreation programs/events	11.5%	40.0%	30.2%	18.2%
Q11-13. City golf courses	19.0%	48.4%	22.1%	10.6%

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 (appearance, quality, amenities)	652	30.8 %
Recreation programs or classes (classes offered, activities, resources)	212	10.0 %
Range/variety of recreation programs & classes	78	3.7 %
Recreation centers/facilities (appearance, quality, safety)	118	5.6 %
Accessibility of parks (ease of access from home)	137	6.5 %
Accessibility of recreation centers/facilities	48	2.3 %
Appearance/maintenance of parks	156	7.4 %
Appearance/maintenance of recreation centers/facilities	34	1.6 %
Outdoor athletic facilities (soccer/baseball fields, tennis courts)	42	2.0 %
Walking trails in City (access, appearance, quality)	262	12.4 %
Swimming facilities (access, appearance, quality)	64	3.0 %
Ease of registering for City recreation programs/events	59	2.8 %
City golf courses	32	1.5 %
None chosen	224	10.6 %
Total	2118	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 (appearance, quality, amenities)	262	12.4 %
Recreation programs or classes (classes offered, activities, resources)	196	9.3 %
Range/variety of recreation programs & classes	111	5.2 %
Recreation centers/facilities (appearance, quality, safety)	175	8.3 %
Accessibility of parks (ease of access from home)	168	7.9 %
Accessibility of recreation centers/facilities	99	4.7 %
Appearance/maintenance of parks	276	13.0 %
Appearance/maintenance of recreation centers/facilities	92	4.3 %
Outdoor athletic facilities (soccer/baseball fields, tennis courts)	80	3.8 %
Walking trails in City (access, appearance, quality)	257	12.1 %
Swimming facilities (access, appearance, quality)	57	2.7 %
Ease of registering for City recreation programs/events	54	2.5 %
City golf courses	24	1.1 %
None chosen	267	12.6 %
Total	2118	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 (appearance, quality, amenities)	205	9.7 %
Recreation programs or classes (classes offered, activities, resources)	125	5.9 %
Range/variety of recreation programs & classes	124	5.9 %
Recreation centers/facilities (appearance, quality, safety)	142	6.7 %
Accessibility of parks (ease of access from home)	138	6.5 %
Accessibility of recreation centers/facilities	88	4.2 %
Appearance/maintenance of parks	227	10.7 %
Appearance/maintenance of recreation centers/facilities	85	4.0 %
Outdoor athletic facilities (soccer/baseball fields, tennis courts)	123	5.8 %
Walking trails in City (access, appearance, quality)	297	14.0 %
Swimming facilities (access, appearance, quality)	103	4.9 %
Ease of registering for City recreation programs/events	91	4.3 %
City golf courses	44	2.1 %
None chosen	326	15.4 %
Total	2118	100.0 %

(SUM OF TOP 3)

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. Top choice	Number	Percent
City parks (appearance, quality, amenities)	1119	52.8 %
Recreation programs or classes (classes offered, activities, resources)	533	25.2 %
Range/variety of recreation programs & classes	313	14.8 %
Recreation centers/facilities (appearance, quality, safety)	435	20.5 %
Accessibility of parks (ease of access from home)	443	20.9 %
Accessibility of recreation centers/facilities	235	11.1 %
Appearance/maintenance of parks	659	31.1 %
Appearance/maintenance of recreation centers/facilities	211	10.0 %
Outdoor athletic facilities (soccer/baseball fields, tennis courts)	245	11.6 %
Walking trails in City (access, appearance, quality)	816	38.5 %
Swimming facilities (access, appearance, quality)	224	10.6 %
Ease of registering for City recreation programs/events	204	9.6 %
City golf courses	100	4.7 %
None chosen	224	10.6 %
Total	5761	

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

(N=2118)

	Excellent	Good	Fair	Poor	Don't know
Q13-1. Enforcement of multi-family building conditions	2.0%	9.0%	20.6%	20.8%	47.6%
Q13-2. Enforcement of mowing of weeds & high grass on private property	4.2%	20.2%	26.3%	20.4%	28.8%
Q13-3. Enforcement of blighted residential properties	2.0%	9.3%	22.9%	27.9%	37.9%
Q13-4. Enforcement of sign regulations	2.4%	14.8%	20.2%	19.5%	43.2%
Q13-5. City efforts to remove junk motor vehicles (inoperative) on private property	2.6%	10.8%	16.9%	24.3%	45.4%
Q13-6. Enforcement of bulk/brush trash violations	6.1%	20.6%	21.7%	19.0%	32.6%
Q13-7. Enforcement of litter on private property	3.1%	12.6%	19.3%	27.1%	37.9%
Q13-8. City efforts to survey & abate mosquito carrying viruses	3.3%	19.1%	19.1%	20.2%	38.3%
Q13-9. Enforcement of food safety in restaurants	5.3%	24.7%	17.0%	8.7%	44.2%
Q13-10. Enforcement of yard parking regulations in your neighborhood	6.4%	17.6%	14.1%	20.5%	41.4%

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

(N=2118)

	Excellent	Good	Fair	Poor
Q13-1. Enforcement of multi-family building conditions	3.8%	17.1%	39.4%	39.7%
Q13-2. Enforcement of mowing of weeds & high grass on private property	5.9%	28.4%	37.0%	28.7%
Q13-3. Enforcement of blighted residential properties	3.2%	15.0%	37.0%	44.9%
Q13-4. Enforcement of sign regulations	4.2%	26.1%	35.5%	34.2%
Q13-5. City efforts to remove junk motor vehicles (inoperative) on private property	4.8%	19.7%	31.0%	44.5%
Q13-6. Enforcement of bulk/brush trash violations	9.0%	30.6%	32.2%	28.2%
Q13-7. Enforcement of litter on private property	5.0%	20.2%	31.1%	43.7%
Q13-8. City efforts to survey & abate mosquito carrying viruses	5.3%	30.9%	31.0%	32.8%
Q13-9. Enforcement of food safety in restaurants	9.6%	44.3%	30.5%	15.6%
Q13-10. Enforcement of yard parking regulations in your neighborhood	10.9%	30.0%	24.1%	35.1%

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

<u>Q14. Top choice</u>	<u>Number</u>	<u>Percent</u>
Enforcement of multi-family building conditions	477	22.5 %
Enforcement of mowing of weeds & high grass on private property	190	9.0 %
Enforcement of blighted residential properties	314	14.8 %
Enforcement of sign regulations	66	3.1 %
City efforts to remove junk motor vehicles (inoperative) on private property	125	5.9 %
Enforcement of bulk/brush trash violations	98	4.6 %
Enforcement of litter on private property	101	4.8 %
City efforts to survey & abate mosquito carrying viruses	263	12.4 %
Enforcement of food safety in restaurants	212	10.0 %
Enforcement of yard parking regulations in your neighborhood	70	3.3 %
None chosen	202	9.5 %
Total	2118	100.0 %

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

<u>Q14. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Enforcement of multi-family building conditions	184	8.7 %
Enforcement of mowing of weeds & high grass on private property	180	8.5 %
Enforcement of blighted residential properties	282	13.3 %
Enforcement of sign regulations	80	3.8 %
City efforts to remove junk motor vehicles (inoperative) on private property	145	6.8 %
Enforcement of bulk/brush trash violations	157	7.4 %
Enforcement of litter on private property	176	8.3 %
City efforts to survey & abate mosquito carrying viruses	241	11.4 %
Enforcement of food safety in restaurants	309	14.6 %
Enforcement of yard parking regulations in your neighborhood	118	5.6 %
None chosen	246	11.6 %
Total	2118	100.0 %

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

Q14. Top choice	Number	Percent
Enforcement of multi-family building conditions	661	31.2 %
Enforcement of mowing of weeds & high grass on private property	370	17.5 %
Enforcement of blighted residential properties	596	28.1 %
Enforcement of sign regulations	146	6.9 %
City efforts to remove junk motor vehicles (inoperative) on private property	270	12.7 %
Enforcement of bulk/brush trash violations	255	12.0 %
Enforcement of litter on private property	277	13.1 %
City efforts to survey & abate mosquito carrying viruses	504	23.8 %
Enforcement of food safety in restaurants	521	24.6 %
Enforcement of yard parking regulations in your neighborhood	188	8.9 %
None chosen	202	9.5 %
Total	3990	

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

(N=2118)

	Excellent	Good	Fair	Poor	Don't know
Q15-1. Garbage collections	28.8%	43.6%	15.6%	4.9%	7.1%
Q15-2. Recycling	22.8%	37.3%	18.7%	10.2%	11.0%
Q15-3. Yard waste pick-up	19.2%	32.5%	16.6%	7.0%	24.7%
Q15-4. Bulk trash pick-up	25.2%	37.9%	17.5%	6.2%	13.2%
Q15-5. Household hazardous waste disposal	8.8%	18.6%	15.3%	12.9%	44.3%

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

(N=2118)

	Excellent	Good	Fair	Poor
Q15-1. Garbage collections	31.0%	47.0%	16.8%	5.3%
Q15-2. Recycling	25.6%	41.9%	21.1%	11.5%
Q15-3. Yard waste pick-up	25.5%	43.1%	22.1%	9.3%
Q15-4. Bulk trash pick-up	29.1%	43.7%	20.1%	7.1%
Q15-5. Household hazardous waste disposal	15.9%	33.5%	27.5%	23.2%

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	904	42.7 %
Recycling	391	18.5 %
Yard waste pick-up	93	4.4 %
Bulk trash pick-up	235	11.1 %
Household hazardous waste disposal	300	14.2 %
None chosen	195	9.2 %
Total	2118	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	302	14.3 %
Recycling	501	23.7 %
Yard waste pick-up	239	11.3 %
Bulk trash pick-up	529	25.0 %
Household hazardous waste disposal	292	13.8 %
None chosen	255	12.0 %
Total	2118	100.0 %

(SUM OF TOP 2)**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	1206	56.9 %
Recycling	892	42.1 %
Yard waste pick-up	332	15.7 %
Bulk trash pick-up	764	36.1 %
Household hazardous waste disposal	592	28.0 %
None chosen	195	9.2 %
Total	3981	

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

(N=2118)

	Excellent	Good	Fair	Poor	Don't know
Q17-1. Maintenance & repair of thoroughfares & major streets	2.1%	15.9%	31.6%	47.5%	2.9%
Q17-2. Maintenance & repair of streets in your neighborhood	3.9%	17.5%	28.0%	47.5%	3.2%
Q17-3. Street striping	1.9%	18.3%	31.2%	36.4%	12.1%
Q17-4. Street cleaning	2.7%	19.5%	27.6%	38.0%	12.1%
Q17-5. Street lighting	3.9%	29.3%	37.2%	25.1%	4.5%
Q17-6. Traffic signs & signal operations	7.7%	41.5%	32.2%	14.4%	4.2%
Q17-7. Sidewalk maintenance	2.1%	14.9%	29.5%	46.7%	6.8%
Q17-8. Alley maintenance	1.5%	9.8%	21.6%	46.7%	20.5%
Q17-9. Curbs & gutters	2.4%	20.0%	35.6%	28.8%	13.3%
Q17-10. Bike lanes in City (shared, protected & multi-use)	4.0%	16.7%	23.4%	28.4%	27.5%

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

(N=2118)

	Excellent	Good	Fair	Poor
Q17-1. Maintenance & repair of thoroughfares & major streets	2.1%	16.3%	32.5%	49.0%
Q17-2. Maintenance & repair of streets in your neighborhood	4.0%	18.0%	28.9%	49.0%
Q17-3. Street striping	2.2%	20.8%	35.5%	41.4%
Q17-4. Street cleaning	3.1%	22.2%	31.4%	43.3%
Q17-5. Street lighting	4.1%	30.7%	39.0%	26.2%
Q17-6. Traffic signs & signal operations	8.1%	43.3%	33.6%	15.0%
Q17-7. Sidewalk maintenance	2.3%	16.0%	31.7%	50.1%
Q17-8. Alley maintenance	1.8%	12.3%	27.1%	58.7%
Q17-9. Curbs & gutters	2.7%	23.0%	41.1%	33.2%
Q17-10. Bike lanes in City (shared, protected & multi-use)	5.5%	23.0%	32.2%	39.2%

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

Q18. Top choice	Number	Percent
Maintenance & repair of thoroughfares & major streets	957	45.2 %
Maintenance & repair of streets in your neighborhood	440	20.8 %
Street striping	64	3.0 %
Street cleaning	44	2.1 %
Street lighting	76	3.6 %
Traffic signs & signal operations	51	2.4 %
Sidewalk maintenance	132	6.2 %
Alley maintenance	99	4.7 %
Curbs & gutters	13	0.6 %
Bike lanes in City (shared, protected & multi-use)	109	5.1 %
None chosen	133	6.3 %
Total	2118	100.0 %

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

Q18. 2nd choice	Number	Percent
Maintenance & repair of thoroughfares & major streets	297	14.0 %
Maintenance & repair of streets in your neighborhood	584	27.6 %
Street striping	97	4.6 %
Street cleaning	99	4.7 %
Street lighting	171	8.1 %
Traffic signs & signal operations	175	8.3 %
Sidewalk maintenance	252	11.9 %
Alley maintenance	121	5.7 %
Curbs & gutters	43	2.0 %
Bike lanes in City (shared, protected & multi-use)	122	5.8 %
None chosen	157	7.4 %
Total	2118	100.0 %

(SUM OF TOP 2)

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

Q18. Top choice	Number	Percent
Maintenance & repair of thoroughfares & major streets	1254	59.2 %
Maintenance & repair of streets in your neighborhood	1024	48.3 %
Street striping	161	7.6 %
Street cleaning	143	6.8 %
Street lighting	247	11.7 %
Traffic signs & signal operations	226	10.7 %
Sidewalk maintenance	384	18.1 %
Alley maintenance	220	10.4 %
Curbs & gutters	56	2.6 %
Bike lanes in City (shared, protected & multi-use)	231	10.9 %
None chosen	133	6.3 %
Total	4079	

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

(N=2118)

	Excellent	Good	Fair	Poor	Don't know
Q19-1. Services to seniors	2.6%	10.8%	15.4%	12.2%	59.0%
Q19-2. Services to youth	1.9%	11.8%	16.2%	10.2%	59.8%
Q19-3. Services to underserved communities, including populations who face barriers such as low income, lower levels of education, limited English proficiency, & mental or physical disabilities	2.6%	7.7%	14.2%	25.0%	50.6%
Q19-4. Services to unhoused residents	1.6%	5.0%	12.2%	39.4%	41.8%
Q19-5. Housing services programs (home repair, loan assistance, neighborhood grants, etc.)	1.6%	4.4%	12.0%	22.1%	59.8%
Q19-6. Variety of arts & cultural programs	14.8%	34.5%	21.5%	5.5%	23.7%
Q19-7. Appearance/maintenance of arts & cultural centers/facilities	15.5%	38.6%	17.7%	4.9%	23.4%
Q19-8. Accessibility of arts & cultural centers/facilities	14.1%	36.2%	19.6%	6.3%	23.9%
Q19-9. Variety of library materials	16.1%	34.0%	14.6%	4.5%	30.7%
Q19-10. Appearance/maintenance of libraries/facilities	14.1%	41.3%	17.1%	5.1%	22.4%
Q19-11. Accessibility of City facilities/services for all persons	8.1%	30.6%	21.8%	7.6%	31.9%
Q19-12. Variety of arts & cultural programs	14.2%	34.5%	19.3%	4.8%	27.1%
Q19-13. Services that seek to address racial & ethnic disparities	4.6%	11.9%	14.7%	16.9%	51.9%

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

(N=2118)

	Excellent	Good	Fair	Poor
Q19-1. Services to seniors	6.5%	26.3%	37.6%	29.7%
Q19-2. Services to youth	4.8%	29.3%	40.4%	25.5%
Q19-3. Services to underserved communities, including populations who face barriers such as low income, lower levels of education, limited English proficiency, & mental or physical disabilities	5.3%	15.6%	28.7%	50.5%
Q19-4. Services to unhoused residents	2.7%	8.6%	20.9%	67.8%
Q19-5. Housing services programs (home repair, loan assistance, neighborhood grants, etc.)	4.0%	10.9%	30.0%	55.1%
Q19-6. Variety of arts & cultural programs	19.4%	45.2%	28.2%	7.2%
Q19-7. Appearance/maintenance of arts & cultural centers/facilities	20.2%	50.3%	23.1%	6.3%
Q19-8. Accessibility of arts & cultural centers/facilities	18.5%	47.5%	25.7%	8.3%
Q19-9. Variety of library materials	23.3%	49.1%	21.1%	6.5%
Q19-10. Appearance/maintenance of libraries/facilities	18.2%	53.2%	22.0%	6.6%
Q19-11. Accessibility of City facilities/services for all persons	11.9%	44.9%	32.0%	11.2%
Q19-12. Variety of arts & cultural programs	19.5%	47.4%	26.5%	6.6%
Q19-13. Services that seek to address racial & ethnic disparities	9.6%	24.6%	30.5%	35.2%

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	1267	59.8 %
No	851	40.2 %
Total	2118	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=1267)

	Excellent	Good	Fair	Poor	Don't know
Q20a-1. Knowledge	34.3%	37.2%	17.6%	9.6%	1.3%
Q20a-2. Responsiveness	30.7%	36.4%	17.0%	14.2%	1.7%
Q20a-3. Courtesy	40.5%	37.5%	13.1%	7.3%	1.6%
Q20a-4. Overall	32.4%	37.3%	17.8%	11.0%	1.3%

(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=1267)

	Excellent	Good	Fair	Poor
Q20a-1. Knowledge	34.8%	37.6%	17.8%	9.8%
Q20a-2. Responsiveness	31.2%	37.0%	17.3%	14.5%
Q20a-3. Courtesy	41.1%	38.1%	13.3%	7.5%
Q20a-4. Overall	32.9%	37.8%	18.1%	11.2%

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=2118)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q21-1. I am pleased with overall direction that City of Dallas is taking	3.6%	25.7%	31.3%	22.0%	12.2%	5.3%
Q21-2. City of Dallas government welcomes resident involvement	4.0%	21.6%	27.9%	21.4%	10.1%	15.0%
Q21-3. City of Dallas government listens to a diverse range of people	4.2%	19.2%	24.3%	20.0%	12.8%	19.5%
Q21-4. Employees at City of Dallas are ethical in the way they conduct City business	3.4%	20.6%	30.0%	13.5%	8.7%	23.7%
Q21-5. Government leaders at City of Dallas are ethical in the way they conduct business	2.1%	14.4%	28.8%	19.7%	13.8%	21.1%
Q21-6. I am pleased with the direction City is taking to address racial & ethnic disparities	3.0%	13.3%	30.5%	16.6%	10.8%	25.8%

(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=2118)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q21-1. I am pleased with overall direction that City of Dallas is taking	3.8%	27.1%	33.0%	23.2%	12.9%
Q21-2. City of Dallas government welcomes resident involvement	4.7%	25.4%	32.8%	25.2%	11.8%
Q21-3. City of Dallas government listens to a diverse range of people	5.3%	23.8%	30.2%	24.8%	15.9%
Q21-4. Employees at City of Dallas are ethical in the way they conduct City business	4.5%	27.1%	39.3%	17.6%	11.5%
Q21-5. Government leaders at City of Dallas are ethical in the way they conduct business	2.7%	18.3%	36.6%	25.0%	17.5%
Q21-6. I am pleased with the direction City is taking to address racial & ethnic disparities	4.1%	17.9%	41.1%	22.3%	14.6%

Q22. How many years have you lived in Dallas?

Q22. How many years have you lived in Dallas	Number	Percent
0-5	232	11.0 %
6-10	231	10.9 %
11-15	158	7.5 %
16-20	154	7.3 %
21-30	336	15.9 %
31+	930	43.9 %
Not provided	77	3.6 %
Total	2118	100.0 %

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

Q22. How many years have you lived in Dallas	Number	Percent
0-5	232	11.4 %
6-10	231	11.3 %
11-15	158	7.7 %
16-20	154	7.5 %
21-30	336	16.5 %
31+	930	45.6 %
Total	2041	100.0 %

Q23. What is your age?

Q23. Your age	Number	Percent
18-34	408	19.3 %
35-44	402	19.0 %
45-54	411	19.4 %
55-64	407	19.2 %
65+	406	19.2 %
Not provided	84	4.0 %
Total	2118	100.0 %

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

Q23. Your age	Number	Percent
18-34	408	20.1 %
35-44	402	19.8 %
45-54	411	20.2 %
55-64	407	20.0 %
65+	406	20.0 %
Total	2034	100.0 %

Q24. What is your gender?

Q24. Your gender	Number	Percent
Male	1029	48.6 %
Female	1046	49.4 %
Self-identified	13	0.6 %
Not provided	30	1.4 %
Total	2118	100.0 %

(WITHOUT "NOT PROVIDED")**Q24. What is your gender? (without "not provided")**

Q24. Your gender	Number	Percent
Male	1029	49.3 %
Female	1046	50.1 %
Self-identified	13	0.6 %
Total	2088	100.0 %

Q25. Are you of Hispanic, Latino, or Spanish origin?

Q25. Are you of Hispanic, Latino, or Spanish origin	Number	Percent
Yes	893	42.2 %
No	1208	57.0 %
Not provided	17	0.8 %
Total	2118	100.0 %

(WITHOUT "NOT PROVIDED")**Q25. Are you of Hispanic, Latino, or Spanish origin? (without "not provided")**

Q25. Are you of Hispanic, Latino, or Spanish origin	Number	Percent
Yes	893	42.5 %
No	1208	57.5 %
Total	2101	100.0 %

Q26. Which of the following best describes your race/ethnicity?

Q26. Your race/ethnicity	Number	Percent
Asian or Asian Indian	78	3.7 %
Black or African American	488	23.0 %
American Indian or Alaska Native	14	0.7 %
White or Caucasian	1021	48.2 %
Native Hawaiian or other Pacific Islander	5	0.2 %
Hispanic, Spanish, or Latino/a/x	893	42.2 %
Other	117	5.5 %
Total	2616	

Q26-7. Self-describe your race/ethnicity:

<u>Q26-7. Self-describe your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Hispanic	37	35.9 %
Mexican	20	19.4 %
Mixed	10	9.7 %
Latino	9	8.7 %
Mexian	4	3.9 %
Jewish	2	1.9 %
Mexican, Chicana	2	1.9 %
Middle Eastern	2	1.9 %
Indian	1	1.0 %
Turkish	1	1.0 %
German and Cherokee	1	1.0 %
White	1	1.0 %
Puerto Rican	1	1.0 %
Latina/White/Native American	1	1.0 %
Iranian	1	1.0 %
German, Slovak, Rusyn, Irish	1	1.0 %
Multi American	1	1.0 %
Italian Spaniard	1	1.0 %
Italian	1	1.0 %
Arab	1	1.0 %
Native American and Caucasian	1	1.0 %
German	1	1.0 %
Latina	1	1.0 %
Irish	1	1.0 %
Multi-racial	1	1.0 %
Total	103	100.0 %

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

	<u>Mean</u>	<u>Sum</u>
number	2.2	4537
Under age 12	0.2	378
Ages 12-17	0.1	223
Ages 18-34	0.5	1018
Ages 35-49	0.5	1049
Ages 50-64	0.6	1123
Ages 65+	0.4	746

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	1874	88.5 %
Spanish	141	6.7 %
French	2	0.1 %
Arabic	2	0.1 %
Korean	1	0.0 %
Chinese	2	0.1 %
Other	4	0.2 %
Not provided	92	4.3 %
Total	2118	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	1874	92.5 %
Spanish	141	7.0 %
French	2	0.1 %
Arabic	2	0.1 %
Korean	1	0.0 %
Chinese	2	0.1 %
Other	4	0.2 %
Total	2026	100.0 %

Q28-8. Other primary language:

<u>Q28-8. Other</u>	<u>Number</u>	<u>Percent</u>
Portuguese	1	25.0 %
Italian	1	25.0 %
Kutchi Indian language	1	25.0 %
Urdu	1	25.0 %
Total	4	100.0 %

Q29. What is your total annual household income?

<u>Q29. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Less than \$24,999	286	13.5 %
\$25K-\$49,999	333	15.7 %
\$50K-\$74,999	342	16.1 %
\$75K-\$99,999	376	17.8 %
\$100K+	383	18.1 %
Not provided	398	18.8 %
Total	2118	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	286	16.6 %
\$25K-\$49,999	333	19.4 %
\$50K-\$74,999	342	19.9 %
\$75K-\$99,999	376	21.9 %
\$100K+	383	22.3 %
Total	1720	100.0 %

Q30. Do you own or rent your home?

Q30. Do you own or rent your home	Number	Percent
Own	1255	59.3 %
Rent (or occupy without paying)	834	39.4 %
Not provided	29	1.4 %
Total	2118	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	1255	60.1 %
Rent (or occupy without paying)	834	39.9 %
Total	2089	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	342	16.1 %
No	1751	82.7 %
Not provided	25	1.2 %
Total	2118	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	342	16.3 %
No	1751	83.7 %
Total	2093	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	383	18.1 %
No	1703	80.4 %
Not provided	32	1.5 %
Total	2118	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	383	18.4 %
No	1703	81.6 %
Total	2086	100.0 %

6

Open-Ended Responses

Open-Ended Question Responses

Q5—“Other”: Problems with the City

District 1

- Availability of city composting
- Black African American in community, education staff hire, business opportunities in downtown area has becoming less or none at all. Gentrifications in the neighborhood has been booming homes are being going up and the poor is being moved out more to the streets no solution for the homeless. Renting sad.
- Class inequities - the city only works well for Rick people and rich neighborhoods
- Corrupt city officials
- Corrupt city officials
- If fireworks are supposed to be illegal in the city of Dallas why can't there be something done about this major problem around the holidays like New Year's Eve & July 4th It sounds like the third world war has broken out in West Dallas on these holidays they go on until 2 - 3 in the morning reported this several times to authorities to get absolutely no response from anyone
- Lack of City Management
- LACK OF TC BROADNAX
- lack of vessels
- Poor code compliance enforcement
- Property taxes being ridiculously high and the City of Dallas failing to follow the 10% Homestead Value Cap imposed by the Texas Tax Code Sec. 23.23
- Public transportation interconnectedness and accessibility.
- Racism
- This racial divide is wrong. Bishop Arts can have open containers n then right down the street Hispanic n their vehicles are being towed n harassed. Just because if the skin color. When will this divide stop You need a coo near where you live but you can't get no one to respond for three to four hours. Don't make no sense.
- Traffic control - so many people running red lights that intersections are profoundly dangerous. Where are the traffic cops? Feral cat issues: this city is full of cat colonies and spaying and neutering doesn't work when neighbors continue to feed and let breed. The city needs to enforce current regulations. Alleys and streets need to be cleaned and maintained by the city. This will lead to less mosquitoes and pests.

- We need more police here in Dallas County! The code enforcement need training on how they talk to home owners especially upper management Code enforcement need to work on the city properties with high weeds before tearing off home owners head. To many children skipping school. Potholes are very bad in my neighborhood. Can they fix that. Police chases are more n more visible here. Anyway to control that Guns going off all hours of the day. Keep people safe. Drugged up people burglarizing the neighborhood . Too many animals on the loose n need more neutering clinics for cats. Help the elderly in the city. Get the homelessness medical n housing Get the homelessness mental assistance immediately
- Weak infrastructure

District 2

- Car accidents
- City billing
- Division caused by wokeness! Too many illegal migrants
- Focus on car transport
- Homelessness, cruising, noise and crime in downtown and deep ellum
- Irresponsible pet owners who seem to have no accountability or consequences to littering the streets and yards with either bags of dog feces or dog feces they don't even bag up.
- Lack of police presence in neighborhoods
- Lack of walkability
- Not having rent control/slum lords.
- Policing and use of force to solve social problems is such a disgrace. Our youth deserve better, Dallas lacks opportunity, housing is unaffordable and young people are being failed by politicians and older generation and being labeled as criminals.
- Poor public transit and inability to travel solely using public transit is a huge problem given our massive growth in people. That, coupled with extreme construction fraud (crews not fixing roads they're paid to work on) makes the city non-functional and difficult to navigate.
- Property taxes ridiculous. Water is unsafe. Too much construction at same time so traffic is abhorrent. I am a 4th generation Dallasite and this city is going to pot.
- reckless drivers
- Seniors need a senior center and especially LGBT Seniors, and an LGBTQ Senior Liaison to the Dallas City Council.
- South Dallas roads are bad everywhere
- Street crossing sign not working or cars Not stopping when light is red in the city

- Streets are a mess.. they need to be updated and resurfaced. Traffic signal fixtures need painted. Much of them are old and rusted and haven't been updated in 80 years. Intersections are so outdated compared to the burbs. They need to be expanded to handle the 2020+. They cause most of the traffic due to their out of date lighting and structure. They use traffic signals to cause traffic and should promote flow. Example Lemmon Ave. Promote smoother streets through out the city. Way too many nasty streets! Homeless is another major to moderate issue. The city is stymied when it comes to this.
- The houseless community does not have access to the resources they need. Instead their belongings are trashed and they are pushed somewhere else without any permanent and helpful solutions.
- Walkability
- We need to be planting trees in every single available space possible and create some kind of program that rewards businesses for also utilizing all of their available growing area for trees. This will actively lower the temperature of the city, absorb the air pollution where it's happening and improve our air quality and effectively cool the city in our increasingly hotter summers. Climate change is undeniable and Dallas is feeling the impacts VERY directly. You should actively employ every single homeless person in this city in a Dallas Civilian Conservation Corps. You should also create "Dignity" carts that are a shelter and means for them to pick up trash throughout the city so they may earn an income and gain respect and dignity for being good custodians of the city. You may contact me to discuss further. Charlie McDonald 214-686-6016 We do not have a lot of time left to make a difference before no one will want to move here. Last summer's temperatures were well over 108° in August. My plants on the back patio had leaves spontaneously catching on fire!! I've been here since 1993. The city CAN and MUST take bold effective action.

District 3

- Autos running red lights. Autos racing ft worth ave, Need more police officers
- Handy Cap Ramps constructed with walls cost more than Barrier Free Ramps and Collect street debris because of its grade.
- Helping students embrace goals for their life and education. Motivation in schools is not what it needs to be.
- If Dallas doesn't hire more Police, and pay them a decent wage, we will be moving away to a safer city.

- ignoring neighborhoods west of Mt creek lake , no regular police patrol , little to no response from the city council and especially the district 3 Councilman on quality of life issues
- Litter on freeway exits
- Mandatory spay and neuter. Early Education on how to treat animals . Better leadership at DAS. Working WITH rescues. Billboards giving weekly eu statistics so people are aware how many are dying in our “shelter” each day, each week, each month.
- Not enough officers patrolling the streets autos raising, rioted lights. Police not patrolling neighborhoods
- Not enough senior citizen qualified help on updated home help
- Not loose animals but lack of animal services and shelter staff, need bigger shelter, spay neuter in s Dallas area, lost and found cat support, more shot clinics and public education about pets top down - which is inequitable by race in Dallas more poc taken advantage of by dog thieves etc.
- Quality schools
- Senior living
- Street racing and gun shots
- The City of Dallas keeps saturating District 3 with multifamily low income apartments. We have enough! They are now trying to place a second homeless facility when they have yet to finish the first. They also pledged to place one homeless facility in Each district before placing 2 in the same district. This is inequality and after 2 years since they purchased the property just began to include the Hispanic community. Do better!
- The Southern sector as Cinderella. Who at city hall really cares about the southern sector?
- Too many code violations by repeat offenders, and there are no consequences. Oversized commercial vehicles are parked in driveways and on the street. They are given 24 hours to move them on the first offense and on the sixth offense. I think they should be towed or booted without warning after the third offense.
- Too much Graffiti everywhere. Not enough control to regulate drivers who have loud cars and playing loud music all times of the day, night and early mornings. No control over loose dogs and cats running wild through the neighborhoods. Pooping and Pissing on people lawns who don’t have animals and the homeowner has to pick up the animal waste. That’s not fair to the homeowner.

- Trash pick up to the front of my home back to my ally. My house is located on a hill and we are senior citizens. We have to take the can and trash to the front with a pick-up. We thought it was temporary until Atmos replaced the meters. This is a senior community.

District 4

- Access to groceries in Southern Dallas areas.
- Affordable everything
- Affordable housing
- Code compliance
- Code compliance - lazy
- emphasis on social justice
- Everything is a major problem
- Excessive fees on businesses from Fire Dept, has increased significantly past two years, more each time
- Food desert in many locations. Affluent locations are not affected by power failures, police & emergency response times, basic needs (affordable housing, clean water, maintained neighborhoods, grocery stores) whereas the transitioning or poorer areas are often not positioned for residents to live comfortably.
- illegals living on state fund
- Law enforcement in Dallas is a JOKE. I live in East Oak Cliff and it's non stop speeding, blowing through stop signs, loud bass from vehicles, aggressive homeless, litter EVERYWHERE all the time. My taxes go up every year but why If they can't won't even do the job my taxes pay for!??
- My husband and I moved to the oak cliff area from Garland I've never heard so many gunshots in my life we are retired and my husband has health problems we moved to the area to be close to the VA. This is our first home I'm very disappointed with this area , I love my home , neighborhood needs to be safe for families and children
- My neighborhood of Oak Cliff Garden district 4 has not had a code officer assigned to us in almost 4years. Cars parked in yards and on sidewalks, cars sitting on blocks in the road for months, vehicles abandoned in alleys, and overgrown trashy uncared for church properties and vacant lots are everyday things here. Also there is a complete lack of police, my neighbor got mugged and hit in the head with a bat. It took police 5 hours to show up, which gave the criminals time to assault and rob at least 4 more people.
- People throwing trash from their cars.

- Police
- Quality and issues of the road. Gun violence.
- Recreation Opportunities
- SQUATTING ON PRIVATE PROPERTY
- Street lighting in neighborhoods
- Taxes are ridiculous
- Too much for property taxes.
- Property taxes are too high. Dallas does not have an income problem, Dallas has a spending problem. Our current budget off \$4.6 Billion is significantly higher than just a few short years ago. We spend way too much money on issues that are NOT government responsibilities. Examples: Over \$1 Million removing statues to satisfy a vocal few when most of the city residents did not care and would rather have had the streets repaired. Funding special interest activities such as Pride parades, at the exclusion of other activities. Defunding and underfunding police when the city has a rampant crime problem. Spending tens of millions of dollars on housing programs for low income and indigent individuals when private charitable organizations can and should provide assistance more efficiently. Many of the city expenses are NOT government responsibilities. Government is responsible for the basics and we are NOT performing this well - police protection, public education (50% of our public school students are BELOW grade level in reading and math, and are NOT college, career, or military ready when they graduate!), removal of vagrancy and panhandling, litter control, and many more items. Recommend the city focus on the basics, not the peripheral non-governmental tasks.
- The housing is so bad that someone that makes \$35,000 a year can not buy a house. Rent keeps going up and up.
- Thing not see in the survey
- Trees are growing very high especially in back yards, to high up to reach, its to expensive to cut and we to old to cut trees that high up. We seriously need help getting these trees cut..
- Wages are low, housing cost is high, and no one is addressing the homeless crisis

District 5

- All homeless tents and population. Tents to be plowed up and land fenced in.
- Increased traffic congestion caused by too rapid population increase
- NOT ENOUGH GREEN SPACE/PARKS TO WALK AND PLAY IN
- Police Distrust
- UNSAFE PARKS, CRAWFORD PARK

District 6

- BRIBERY IN PLANNING AND ZONING
- Building, planning zoning and development services
- City streets and potholes. This is a very serious problem. Sadly, Dallas is known as the pothole capital of Texas.
- Dallas PD is trash. Refuse to respond to 911 calls for any reason.
- Fireworks, gun fire, street racing... In West Dallas it's a major problem. I don't care if you have to real time patrol with drones at night to identify and jail these criminal people...be aggressive, DO IT!
- Incredibly poor support for the arts relative to the wealth that exists in this city. Big institutions are funded but many of them are mostly unaffordable to all but the wealthy; little to no support for individual artists and small organizations. We also desperately need more, better, bigger parks, and more trees nearly everywhere.
- Lack of safety, Lack of streets getting fixed, not enough street lights, people Littering in our areas
- Lack of starter homes for future generations, real estate is unaffordable
- police brutality
- Have a budget for Parks and cultural and sports recreational centers that have social programs for children to seniors that are free or low cost. It would help a lot to lower the rates of violence, drugs, and lack of culture in general. The streets alley and sidewalk are a hot mess. I need my alley and driveway repaired
- Walkability
- Walkable/transport without car

District 7

- Access to public libraries
- City departments not proactive. Depends on residents to do their jobs, to report 311 or no action taken. Code budget should allow inspectors to proactively monitor known areas of violations. Streets have too many pot holes.
- Cluttered homes.
- Elected officials that put profits over people. They are all cowardly bastards that will ignore people's suffering and dismiss organized communities to keep their corporate bribes coming in. Also, fuck that Zionist bitch Cara Mendohlson.
- Equitable neighborhoods
- Guns control. Security in schools and public spaces/big events.
- Homeless people living everywhere

- If you don't find ways to lower rent a new class of homeless, "working homeless" is going to emerge. What is going on? The American dream of owning a home is so far out of range for young couples with families, not to mention the cost to rent a decent apartment. Who is profiting from all of this? Someone needs to find out! Seniors can't downsize because it would cost them more to downsize. Crazy isn't it?
- Lack of council members caring about their communities. They do what helps them and not what their constituents care about.
- Police, 911 needs revamping
- Providing quality grocery stores for the low income neighborhoods.
- Small minorities should be welcome for all opportunities.
- Street racing, donuts and noise pollution from cars
- Lack of quality business along Ferguson Road between 1-30 and Buckner in existing strip mall areas. This area needs a face like Casa View received a few years back. Specifically the strip mall area at Lakeland and Ferguson in the same parking lot as the post office. This would attract better business to our area. Also need a face lift at the intersection of Highlands and Ferguson, however an EOS Fitness is going in and that could help some, still waiting to see.
- Live in a neighborhood that don't have a grocery store, for years we have senior citizen home nearby but have to get transportation to get to the nearest grocery store, not the first time this issue has been brought forth ,it seems as if it doesn't exist all other neighborhoods have near by grocery stores but our neighborhood doesn't for over 8/9 years have written the major no one is interested..
- Specific to roads and traffic: need better signage, street lights brighter and on all the time (solar?), and paint the end of all. Turn islands and medians in a bright neon orange. They are invisible and dangerous.
- TOO MANY VEHICLES PER HOME
- Traffic
- Youth hooliganism, takeover of intersections, speeding, lack of adequate number of policemen, firearms discharge, proliferation of guns, bad sidewalks, curbs, & streets in poorer areas of town.
- Gun shootings in the air after dark not just on holidays. Not seeing police driving by when they are reported to the department
- Dallas TX needs lots of work to become a better city to me
- gun violence
- High weeds/grass, trash in some yards in neighborhood. Trash cans overflowing.
- Pot holes in the alley.

- The rate of evictions and families not able to find other housing's due to the hard hit. People in Dallas need a second chance no matter what. Emergency happens and all it takes is one day sick at work and it all fall's apart. Provide help, provide a hotline, provide something. No one cares about these people. The deposits are TOO much to put down and the monthly payments are TOO big as well. We have to make 2 -3 x's the rent, what about being on a fixed income? Ask yourselves would you want your family to be forgot about when times hit hard? Covid was horrible and so many are still recovering ?????, the city think or the worst GOVERNOR of all doesn't care about US!!!!!! Can the City of Dallas take a stand and be willing to help? Or will y'all just be all talk like so many of the city council? Some of us have been lied straight to our face from city council. Come and tell me what's going on, we did and he walked off and NO HELP came. We fear where we stay! The owners are ????? Help Us!!!!!! Do the research and see if you can find us? Or just do what you do, sit on your hands and don't care about the people who are trying to do better, doing anything to pay bills and support their families, but get knocked down and taken advantage of. Thanks for listening. Don't know if we will get help! City of Dallas resident!

District 8

- Dallas still has a major racist problem when addressing issues in the SOUTHERN SECTOR of Dallas . There is no major ECONOMIC DEVELOPMENT in the SOUTHERN SECTOR . Dallas STEERS low income development towards the SOUTHERN SECTOR/HOMELESSNES . Therefor all opportunities for wealth pass up the SOUTHERN SECTOR. Dallas Steers all tax dollars, new business, development away from the SOUTHERN SECTOR.
- Putting illegals before Americans living on the streets.
- The Pay doesn't Match The Bills!! The amount You pay in bills and at the end of paying. You barely have enough to make it to work the next week. Texas has to do Better! We need Better Pay, More Money to Pay Bills on Texas! I didn't say to live on. I said , to pay Bills!!! A shame Texas. Everything went Up in Price the Last Two Years. I wonder how many people have received a raise? You shouldn't have to work a Full time Job and get a second job so you can cover your BILLS!!! SAD TO SAY TEXAS!
- Transportation for charter school students
- Use of drugs in public area
- Zoning on companies building and retail building any where.
- Dallas water utilities aging pipes causing constant leaks and potholes. Ancient leaking pipes being patched only to spring leaks 30 feet down.

- Downtown specifically needs to find a solutions for the homelessness. It has become unsafe and businesses and residents will continue to heave unless the downtown core is cleaned up.

District 9

- Abusive and inequitable property code enforcement. Examples: WOOD CHIPS AND MULCH ARE NOT LITTER. Using an old dining room set for outside furniture should not be a code violation. And I'm sure there are many more. Update the code. Even the use of the term code enforcement is a problem. This is not a proactive stance. Effective communication should be required education for all code enforcement officers. Even referring to them as officers is problematic. They should actually know their jobs. Return calls should be required. And finally when a code enforcement officer knows part of the code is ridiculous and doesn't want to / and sometimes doesn't give the warning... maybe that code should be reconsidered, removed or changed to be more appropriate and fair.
- Affordable quality housing
- Car dependency
- Coyotes, drugs and crime.
- DPD does not enforce any traffic. Speeding and Racing in East Dallas / casa view area Ferguson road is terrible. Watch driven to death NBC 5 series
- Environmental quality of life, including poor air quality, noise pollution, and extreme heat with overuse of concrete
- Fiscal responsibility by our city government- wasting money by not prioritizing and not closely supervising street repair/infrastructure jobs.
- Fix the potholes.
- Fix the streets and alley
- No policing and lag-time in police response (and resolve) is crisis level. Buckner Blvd. is a drag strip 24/7 with frequent fatalities. Office and home auto theft and vandalism unresolved and lacking patrol.
- potholes
- The amount of red light runners, reckless drivers is insanely high. The police are very understaffed and under appreciated and underpaid. We need to improve and add to our green space and parks!!! Properly taxes are expensive and make the cost of living high!!! Our city council and government is not efficient or effective and seem very disjointed.
- understaffed police

- Rapidly increasing costs are a HUGE problem. The house I bought in 2016 (but had to sell in 2021) would now cost FOUR times (400%!!!) as much in 2024. That's insane. Add if you add in high interest rates, it means I am now COMPLETELY priced out of the market. And there are thousands and thousands of other in the same boat. And rents are increasing rapidly, too. The rent for tiny apartment has increased almost 25% in just 2 years. In that same period, my salary has increased about 5%. I've been told apartment complexes use a software program called YieldStar to collude in charging high rental rates. That surely needs to be investigated. PLEASE make affordable housing a high priority. Builders are building, yes, but mostly for luxury markets. And some neighborhood covenants forbid building smaller houses. Can't there be some kind of incentive to build and allow more modest homes? And I know Texas is very anti-regulations, but renters desperately need some kind of relief. Or perhaps the city could look at changing policies to allow for some creative problem solving, like allowing more ADUs or tiny houses. PLEASE, PLEASE do whatever you can to address this critical problem. It's close to reaching a crisis level. If nothing is done, people will no longer be able to afford to live here, I'm close to having to move to another city myself.
- Recreational water quality is terrible! White rock. Lake as tons of trash and human waste pollution. Trinity lake has huge amounts of industrial waste and trash. Our reservoirs have huge trash and pollution issues. We need to clean up our water ways, it ends up in our drinking water. This would also increase recreational spending, if people felt safe to enter our waters we would spend money on recreation to do so.
- Taxes of owning a home are ridiculously too high. Elderly and middle income families are being forced out of our homes because of the DCAD board constantly adding \$100k to the value of a lot. Last time I checked I'm not sitting on top of oil. I don't believe the city leaders are fiscally responsible and spend money on frivolous things. Who needs million dollar bridges on highways. We need that money for our horrible infrastructure. The political climate is toxic and very one sided. Our so called representatives only represent their interests and not the wishes of their constituents. They are adding apartments to Garland Road when the people in the area vehemently protested against them. I feel like those who approved it have a vested interest that goes directly into their bank accounts just like the short term rentals, vested interest in their pocket book not the wants and needs of their constituents.
- The police has to be trained on how to handle mental illness and how they treat them
- Tuning out the lower class of crime to keep poor people out of court system and jail.

- Unsafe neighborhoods and lack of patrols allowing drugs and transient populations to disregard peaceful living condition. Multiple adults of no relationship living in single family housing units. Too many cars parked on neighborhood streets and sidewalks in disrepair.
- We have always needed- and still need- transparency in COD government. Right now there is ZERO trust. Many instances —years of mere lip service while planning other things behind their backs. We are not as dumb as you think.
- Yard waste goes to the landfill. That's such a sad waste of rich organic material. We moved from San Antonio where we had a green bin that took all yard waste to be mulched. You could also take the extra to the mulching yard. Dallas needs to catch up with the times and do this simple thing to help improve quality of life.

District 10

- Affordable housing
- City government effectiveness and tax burden on homeowners
- Dallas leadership and the need to stand up more to the state.
- Human trafficking
- There is growth in Dallas but not in the older parts of Dallas. You have to drive way out to go to these locations
- Massive Ad Valorem tax increases on retirees homes that they worked their whole lives to pay off. Once you retire, there should be no more school taxes. Your kids are all out of school
- Need quicker police response
- Permitting process is totally broken. Jefferson St needs to go away!!!!
- Political divide.
- Pot holes on surface roads and on highways.
- Properties with high grass and weeds. Need better street lighting at night.
- property tax and utility prices
- Property taxes are too high
- Property taxes driving seniors out of their homes. Lack of law enforcement for red light runners and other dangerous drivers. Lack of law enforcement to prevent people standing in the streets (not standing on median, but actually standing in the streets and blocking traffic).
- public transportation
- SEX OFFENDERS HOUSING RESTRICTIONS NEEDED
- The lack of communal parks and traffic jams are big problem. It is becoming a concrete jungle.

- The parks & Rec website is an absolute nightmare to navigate. It's very difficult to understand what is happening @ local locations or to sign up and pay for classes online
- Those not listed
- Traffic
- Wasting tax dollars on multi-lingual. Either English only, or provide communication in all languages.

District 11

- Access to public transit (building out more core bus and train)
- City's permitting process for small business
- Guns, gunshots during the night and on weekends.
- Homeless, trash in streets, broken pot hole streets
- Illegal dumping
- Lack of police response and follow through on addressing criminal activity in a manner which protects the public from continued offenses by repeat offenders.
- Our property taxes are obscenely highly. Longtime homeowners are being forced out of their properties, and this will only get worse.
- Property tax
- Lack of unified population and a weak mayor system means Dallas vision and growth is ruled by committees and developers that have little regard for historic locations in and around Dallas, but tend to lean on tearing down the past to build their personal visions and monuments to themselves. Fort Worth kicks the crap out of Dallas with long term vision and implementation of a logical and coherent City/town development and layout and a unified population that feels in tune with its city vision
- Neighborhood safety
- Not enough law enforcement on the streets, and also turning a blind eye to the homeless sleeping and living under bridges with their trash and belongings. Not only is dangerous for them, but also a hazard when they are panhandling in the streets
- Not enough parks and open green spaces. Very bad zoning. Vast arrays of apartment units built causing severe traffic congestion. Street racing and bad driving, lack of traffic code violation penalties. I can hear idiots racing their cars on the DNT every night as I go to sleep. Nothing is being done about this and innocent people will be maimed or die.
- Roads in disrepair

- Slumlords, Lack of tenants rights enforcement
- The costs that should belong to business (like the gas companies issues) that are passed along to the home owner to pay for in taxes. The prices of home and car insurance is outrageous. The spraying for mosquitoes is insane. Doesn't effect the mosquitoes, but does impact other living creatures. Home appraisals have risen so fast due to the number of companies that have moved here due to all the breaks that they get from paying taxes and such that in effect this is past on to the homeowners. And due to the number of people from states like Calif that drove the prices up. Retiring in Dallas seems to be coming less and less of an option. Seems like the people that are in office are no longer representing the people, but instead are representing companies. Dallas needs to clean house.

District 12

- Affordable housing is a serious problem. I should be able to afford a one bedroom apartment on a \$90k a year salary but it is almost impossible. Apt complex's have trapped people with fees on top of rent, can no longer shop around for the best prices on electricity or cable/internet, I am forced to pay \$75 a month for a tech package although I qualify for the LEAP program
- Eliminate Section 8 housing, eliminate short term rentals in neighborhoods, eliminate uninsured / paper tag drivers
- Fiscal responsibility of the Dallas City Manager and the Dallas City Council.
- More police presence and fix the streets that are a disaster!
- More trees planted, less concrete parking lots that remain empty around shopping areas. More green spaces
- Need more police
- no more apartments. Greedy developers from all over the country want to build here and don't care about the neighbors, city or neighborhood.
- No traffic controls - Speeding on streets and highways and running red lights
- Outdated traffic light system
- Paper license plates/racing
- Pedestrian safety.
- Police department needs beefing up. Some people won't call the police because they know they won't come.
- Police response

- proposal to move trash pickup to the street is a bad idea. Trash has been picked up in the alley successfully for 30 years without incident where I am at. A one size fits all approach is not a good idea. Where alleys are designed with rear entry garages and garbage trucks have room to pickup trash then continue with the current system. If there are problem areas, focus on solutions that work for that neighborhood. Any budget savings from changes to trash service should go to reduce the sanitation fee, otherwise it is just another general tax. Residents should receive notice by US mail of any proposed change to trash pickup before the ordinance is approved so citizens are aware and can provide feedback before the change is made.
- public transportation
- Toll Roads and fees that keep on growing. No access to free roads because they are being removed for new toll roads which makes it harder to get to major freeways like 635/I35 to access downtown and other areas in DFW. High homeless rate increase after train was built into North Dallas. No local access for homes people or agencies to help the increasing homeless population in far North Dallas. Large tent cities developed in wooded areas. Significant increases in panhandling. Significant increases in crime in apartments complexes. No city grants or support to residents to open a small business. High levels of racial discrimination I'm local grocery stores, restaurants and other businesses. Increased racial discrimination in housing developments(i.e. Neighbors making false claims to Code enforcement due to their racial identity). No major paying jobs in North Dallas to promote younger people to move back to Dallas after college graduation.
- Traffic

District 13

- Car centric development patterns.
- City council members representing special interest including real estate developers.
- City meetings should be open to the public
- Disproportionate North Dallas patronage
- garbage collection
- General Trash, Non-existent street sweeping. Maintenance of city parks specifically lawns and trees. Code enforcement of existing rules
- Gun shots, revved up cars, drunk woman with kids hits cars and hung upon - stop devices, also fireworks

- Homeless sleeping in streets downtown. Embarrassing to have visitors see people laying on the sidewalk in busy tourist areas (West End specifically weekend of March Madness basketball).
- Lack of active police presence in entire city, which is encouraging crime. Citizens need to SEE our police force actively patrolling in neighborhoods, not just major thoroughfares.
- Lack of budget for animal control & enforcement of ordinances like spay/neuter & microchip
- Love Field needs a noise abatement program to be respectful to the surrounding neighborhoods.
- Many unfinished work on streets and lots of streets that need to be fixed
- No bail policy
- Pot holes, old bridges
- property taxes are way too high, and school vouchers need to be made available
- REPAINTING STREET LIGHT POSTS
- Self responsibility, unwillingness to self discipline, disrespect for others, unwillingness to work productively and solve own problem (s), this starts with self respect, discipline and working to solve own issues accepting life is what one individual makes and accepts —EVERYONE CAN PROGRESS THRU LIFE BY ACCEPTING THERE IS NO FREE RIDES OR LUNCH. Everyone needs to work and no job is unfair, WORK is not a dirty word. Needs to start in lender garden/home.
- Tax burdens
- traffic light timing
- WATER MAIN LEAKS-DAMAGING
- We need more police! Huge delays in them coming to a call. You can tell they are over worked - due to a shortage of officers. And the chief of police seems to be soft on crime. We need a tougher stance and more of a visible presence. It would be nice to feel safe again.

District 14

- Affordable housing
- Better policing of night clubs and surrounding areas near residential neighborhoods. Please, Please, Please get the streets in better shape. It reminds me of Afghanistan during the war.
- Building regulations allowing new buildings to be zero lot line. No grass, trees. This increases urban heat zones. Also, not enough parking near new apartments or townhouses so cars parked on street. Focus should be on people not business priorities.
- City Council members demanding bike lanes where people don't ride bikes. City Council is the main issue. These people do not act in the interest of either their city or their fiefdoms. It is hard to see what is in their minds. Johnson seems only to care about economic development and sports. ED is important, but it is not the only thing. Johnson doesn't seem to act like people live in Dallas, only businesses. Has he gotten so much flak from regular people about not having pro sports teams that he has to go out and get them? I love sports, but I am sick of hearing him talk about sports. Talk about actual people, places, and things. For someone with a history degree, he does not show much interest in the history of his own city and, importantly, how that history is managed in relation to the reputation of the city. I am also sick of him saying "I" all the time. He didn't do anything all alone, and if he did, then the city has an even bigger problem than it seems. Dallas has pockets of nice, interesting, fun, and worthwhile. Dallas also has massive redlining still (and systemic remnants), terrible roads, and a lousy track record for uniting north and south Dallas. City Hall is so honeycombed that it is easy to see that departments don't speak to each other or have a sense of camaraderie with each other. This lack of camaraderie shows with how departments interact. Citizens deserve better.
- City operation staff. Can't get anything done through the City!
- City's ability to hire police officers

- Cost of living here has risen significantly, and affordability is quickly disappearing.
- Dallas isd has become a ridiculous woke- not spending appropriately- focused on the wrong issues -total disgrace of a school district. For it to be as big as it is and be so FAR FROM THE front runners in ACTUALLY EDUCATING CHILDREN AND preparing for the real world IS RIDICULOUS— when you have a SEM school that has a robotics club that cut funding for the robots -WTH ! when you have a top rated magnet school (Tag- town view) and you decide to mess it up by lowering the standards to get in- making it just like every disd school -Wth?? When you waste money renaming STONEWALL Jackson elementary because you are trying to be woke activists- DID THE KIDS EVEN CARE WHAT THEIR SCHOOL WAS NAMED?? COULD THE MONEY IT COST TO CHANGE ITS NAME BE SPENT ON THINGS THAT MAKE A DIFFERENCE? YES IT COULD. When you think making the school day unbelievably long (9:00- 4:30 is ABSURD) is going to solve your issues (tell me you never read any research on best learning environments without telling me). There's a reason parents end up spending ungodly amounts of money on private schools in Dallas - Did is run by a load of idiots. You hurt the value of the city when your schools are bad. My child goes to Townview so thankfully it still a great school that teaches kids and kids learn- with fabulous teachers. But I am fairly sure DISD will mess that school up soon. Because again, DISD is run by idiots with no actual thought into quality educating.
- Fewer affordable parking options.
- Homelessness in downtown Dallas makes every visitor to downtown for a convention think the city is a blighted, third world, poverty infested s-hole. I've been to countless blighted third world s-holes and their homeless issues are all better than Dallas. We like to think Dallas is a rich cosmopolitan city, but until real solutions develop and money is invested to solve the issue we are nothing more than a basic wannabe city.
- Housing affordability IN Dallas
- Infrastructure, failure of grid, forward Dallas plan needs complete restructuring
- Lack of greenery throughout Dallas - apart from the Katy trail, there are barely any green spots/walking trails in the city itself. Please plant more trees!!
- Lack of walkability and rail lines to move within the city of Dallas.
- Police response times
- Police response times
- Poor infrastructure. Incompetent, dishonest, inefficient city services. Terrible city management at the mid and upper levels. Terrible respect for all our residents by city staff.

- Dallas needs to prioritize infrastructure, economic development, and education. I worry we are losing out to the suburbs in many of these categories. The last thing we want is for the city the metro is named for to rot. There have been many mistakes made in the past in maintaining Dallas hegemony, namely allowing the cowboys to move to Arlington and the repeated loss of corporate office tenants to various suburbs. I can tell the City is trying to turn the boat around, but it's slow. We need the downtown buildings to be full, we need to somehow make it unprofitable to let land in high density place types sit undeveloped (tax it. maybe even set tax based on place type. This could address single family areas not pulling weight, I know they're all mad their alleys aren't getting fixed. This could help), we need a transit system that is efficient enough, extensive enough, and SAFE enough that the white collar class will choose to use it, we need quality and equitable road infrastructure in ALL areas of the city, we need quality and equitable education opportunity in ALL areas of the city, we need safety and law enforcement in ALL areas of the city. Homelessness needs to be taken care of. Many homeless are extremely mentally ill and threatening. There is no reason the average person should have to fear using transit lest a homeless person threaten them, harass them for money, urinate in front of them, or follow them off the train. All of these things have happened to me personally.
- Potholes are a huge problem. Everyone runs red lights is a problem. Lack of police presence is a problem.
- Potholes in the streets are a major problem
- Replacing single family neighborhoods with high density rental units. Oak Lawn and Knox-Henderson are being destroyed by this.
- Road safety. The lack of traffic police is causing Dallas to be a VERY dangerous place to drive.
- The city has a significant income inequality
- Too much power concentrated in City Council officials elected every 2 years. It's challenging to get anything meaningful done without huge monetary backing.
- WE NEED MORE OUTDOOR SPACES!** What happened to the park that was supposed to clean up the river and give Dallas residents a place to be outside?! If Dallas is going to compete with other cities, we need outdoor spaces to play like Austin has.



Survey Instrument



March 2024

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 engagement 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 or complete the survey online at dallassurvey.org.
5. Nếu bạn không nói được tiếng Anh và muốn tham gia cuộc khảo sát này, vui lòng gọi 1-844-468-2571.

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

2024 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 dallasurvey.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 a place where I feel welcome	4	3	2	1	9
08. The quality of economic development in Dallas	4	3	2	1	9
09. The overall quality of life in Dallas	4	3	2	1	9
10. The overall value you receive for your City property tax dollars and fees	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 (murder, 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. Communication by the City	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 (e.g., traffic and parking ticket processing, misdemeanor court cases, fine collection)	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 (e.g., shelter, adoptions, animal control)	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. Visibility of police in commercial and retail areas	4	3	2	1	9
02. Traffic enforcement	4	3	2	1	9
03. Visibility of police in neighborhoods	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 volunteer 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 (appearance, quality, amenities)	4	3	2	1	9
02.	Recreation programs or classes (classes offered, activities, resources)	4	3	2	1	9
03.	Range/variety of recreation programs and classes	4	3	2	1	9
04.	Recreation centers/facilities (appearance, quality, safety)	4	3	2	1	9
05.	Accessibility of parks (ease of access from home)	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 (access, appearance, quality)	4	3	2	1	9
11.	Swimming facilities (access, appearance, quality)	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 underserved communities, including populations who face barriers such as low income, lower levels of education, limited English proficiency, and mental or physical disabilities	4	3	2	1	9
04.	Services to unhoused 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 all persons	4	3	2	1	9
12.	Variety of arts and cultural programs	4	3	2	1	9
13.	Services that seek to address 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 am pleased with the overall direction that the City of Dallas is taking	5	4	3	2	1	9
2. The City of Dallas government welcomes resident involvement	5	4	3	2	1	9
3. The City of Dallas government listens to a diverse range of people	5	4	3	2	1	9
4. Employees at the City of Dallas are ethical in the way they conduct City business	5	4	3	2	1	9
5. Government leaders at the City of Dallas are ethical in the way they conduct business	5	4	3	2	1	9
6. I am pleased with the direction the City is taking to address 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. Are you of Hispanic, Latino, or Spanish origin? _____(1) Yes _____(2) No

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

- _____ (01) Asian or Asian Indian
- _____ (02) Black or African American
- _____ (03) American Indian or Alaska Native
- _____ (04) White or Caucasian
- _____ (05) Native Hawaiian or other Pacific Islander
- _____ (99) Other: _____

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
- _____ (2) Spanish
- _____ (3) French
- _____ (4) Arabic
- _____ (5) Korean
- _____ (6) Chinese
- _____ (7) Vietnamese
- _____ (8) Other: _____

29. What is your total annual household income?

- _____ (1) Less than \$24,999
- _____ (2) \$25,000 - \$49,999
- _____ (3) \$50,000 - \$74,999
- _____ (4) \$75,000 - \$99,999
- _____ (5) \$100,000 or more

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 by the City of Dallas?

_____ (1) Yes [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.