



# 2024 City of Dallas Business Survey Crosstabs

Presented to the City of Dallas,  
TX

October 2024



An aerial photograph of a city skyline at sunset, with a dark blue semi-transparent overlay covering the top half of the image. The skyline includes several prominent buildings, including a tall, thin skyscraper on the left and a large, modern building with a blue-tinted facade on the right. The sky is a mix of orange, pink, and blue.

# Contents

**Section 1: Crosstabs by City Council District ..... 1**

**Section 2: Crosstabs by Number of Employees ..... 84**



# Crosstabs by City Council District

**Q1. Please indicate if your business has used the services listed below in the past 2 years.**

N=430	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q1-1. Building Permits</u>														
Yes	26.7%	33.3%	53.3%	53.3%	36.7%	25.8%	23.3%	43.3%	33.3%	36.7%	41.2%	36.7%	36.7%	45.7%
No	73.3%	66.7%	46.7%	46.7%	63.3%	74.2%	76.7%	56.7%	66.7%	63.3%	58.8%	63.3%	63.3%	54.3%

**Q1. Please indicate if your business has used the services listed below in the past 2 years.**

N=430	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q1-2. Building Inspections</u>														
Yes	43.3%	36.7%	53.3%	53.3%	23.3%	25.8%	30.0%	40.0%	30.0%	33.3%	38.2%	36.7%	46.7%	57.1%
No	56.7%	63.3%	46.7%	46.7%	76.7%	74.2%	70.0%	60.0%	70.0%	66.7%	61.8%	63.3%	53.3%	42.9%

**Q1. Please indicate if your business has used the services listed below in the past 2 years.**

N=430	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q1-3. Fire Inspection</u>														
Yes	46.7%	46.7%	46.7%	46.7%	30.0%	35.5%	33.3%	36.7%	33.3%	30.0%	41.2%	43.3%	33.3%	54.3%
No	53.3%	53.3%	53.3%	53.3%	70.0%	64.5%	66.7%	63.3%	66.7%	70.0%	58.8%	56.7%	66.7%	45.7%

**Q1. Please indicate if your business has used the services listed below in the past 2 years.**

N=430	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q1-4. Planning &amp; Zoning</u>														
Yes	13.3%	20.0%	23.3%	26.7%	20.0%	9.7%	6.7%	13.3%	23.3%	26.7%	23.5%	16.7%	23.3%	31.4%
No	86.7%	80.0%	76.7%	73.3%	80.0%	90.3%	93.3%	86.7%	76.7%	73.3%	76.5%	83.3%	76.7%	68.6%

**Q1. Please indicate if your business has used the services listed below in the past 2 years.**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14

Q1-5. Code Enforcement

Yes	20.0%	23.3%	30.0%	46.7%	30.0%	29.0%	20.0%	26.7%	50.0%	26.7%	29.4%	20.0%	33.3%	28.6%
No	80.0%	76.7%	70.0%	53.3%	70.0%	71.0%	80.0%	73.3%	50.0%	73.3%	70.6%	80.0%	66.7%	71.4%

**Q1. Please indicate if your business has used the services listed below in the past 2 years.**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14

Q1-6. Economic Development

Yes	10.0%	13.3%	16.7%	20.0%	10.0%	9.7%	13.3%	16.7%	20.0%	13.3%	17.6%	13.3%	30.0%	25.7%
No	90.0%	86.7%	83.3%	80.0%	90.0%	90.3%	86.7%	83.3%	80.0%	86.7%	82.4%	86.7%	70.0%	74.3%

**Q1. Please indicate if your business has used the services listed below in the past 2 years.**

N=430	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q1-7. Small Business Services</u>														
Yes	36.7%	43.3%	16.7%	30.0%	30.0%	9.7%	33.3%	30.0%	40.0%	30.0%	23.5%	40.0%	36.7%	34.3%
No	63.3%	56.7%	83.3%	70.0%	70.0%	90.3%	66.7%	70.0%	60.0%	70.0%	76.5%	60.0%	63.3%	65.7%

**Q1. Please indicate if your business has used the services listed below in the past 2 years.**

N=430	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q1-8. Police Department</u>														
Yes	33.3%	36.7%	53.3%	43.3%	20.0%	51.6%	13.3%	33.3%	23.3%	30.0%	23.5%	26.7%	20.0%	11.4%
No	66.7%	63.3%	46.7%	56.7%	80.0%	48.4%	86.7%	66.7%	76.7%	70.0%	76.5%	73.3%	80.0%	88.6%

**Q1. Please indicate if your business has used the services listed below in the past 2 years.**

N=430	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q1-9. Police Traffic Enforcement</u>														
Yes	0.0%	6.7%	6.7%	13.3%	3.3%	9.7%	3.3%	3.3%	10.0%	13.3%	2.9%	3.3%	6.7%	11.4%
No	100.0%	93.3%	93.3%	86.7%	96.7%	90.3%	96.7%	96.7%	90.0%	86.7%	97.1%	96.7%	93.3%	88.6%

**Q1. Please indicate if your business has used the services listed below in the past 2 years.**

N=430	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q1-10. City Hall (General)</u>														
Yes	30.0%	23.3%	16.7%	30.0%	23.3%	6.5%	13.3%	10.0%	16.7%	20.0%	17.6%	20.0%	23.3%	11.4%
No	70.0%	76.7%	83.3%	70.0%	76.7%	93.5%	86.7%	90.0%	83.3%	80.0%	82.4%	80.0%	76.7%	88.6%



**Q1. Please indicate if your business has used the services listed below in the past 2 years.**

N=430	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q1-11. Streets Maintenance</u>														
Yes	33.3%	20.0%	20.0%	26.7%	13.3%	9.7%	13.3%	13.3%	23.3%	20.0%	17.6%	10.0%	30.0%	14.3%
No	66.7%	80.0%	80.0%	73.3%	86.7%	90.3%	86.7%	86.7%	76.7%	80.0%	82.4%	90.0%	70.0%	85.7%

**Q1. Please indicate if your business has used the services listed below in the past 2 years.**

N=430	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q1-12. Street Drainage</u>														
Yes	10.0%	20.0%	13.3%	30.0%	10.0%	16.1%	16.7%	3.3%	13.3%	13.3%	8.8%	3.3%	10.0%	11.4%
No	90.0%	80.0%	86.7%	70.0%	90.0%	83.9%	83.3%	96.7%	86.7%	86.7%	91.2%	96.7%	90.0%	88.6%

**Q1. Please indicate if your business has used the services listed below in the past 2 years.**

N=430	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q1-13. Restaurant Inspections</u>														
Yes	13.3%	16.7%	3.3%	23.3%	3.3%	9.7%	0.0%	3.3%	10.0%	6.7%	8.8%	13.3%	10.0%	8.6%
No	86.7%	83.3%	96.7%	76.7%	96.7%	90.3%	100.0%	96.7%	90.0%	93.3%	91.2%	86.7%	90.0%	91.4%

**Q1. Please indicate if your business has used the services listed below in the past 2 years.**

N=430	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q1-14. Water &amp; Sewer Billing</u>														
Yes	50.0%	60.0%	36.7%	36.7%	43.3%	29.0%	30.0%	40.0%	60.0%	43.3%	26.5%	33.3%	20.0%	31.4%
No	50.0%	40.0%	63.3%	63.3%	56.7%	71.0%	70.0%	60.0%	40.0%	56.7%	73.5%	66.7%	80.0%	68.6%

**Q1. Please indicate if your business has used the services listed below in the past 2 years.**

N=430

Council District

	1	2	3	4	5	6	7	8	9	10	11	12	13	14
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Q1-15. Water Services

Yes	43.3%	60.0%	50.0%	56.7%	43.3%	38.7%	40.0%	33.3%	46.7%	40.0%	23.5%	30.0%	30.0%	34.3%
No	56.7%	40.0%	50.0%	43.3%	56.7%	61.3%	60.0%	66.7%	53.3%	60.0%	76.5%	70.0%	70.0%	65.7%

**Q1. If your business has used the service, please rate your overall satisfaction with each service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=396

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q1-1. Building Permits</u>														
Very satisfied	50.0%	0.0%	37.5%	38.5%	27.3%	25.0%	33.3%	23.1%	30.0%	10.0%	16.7%	20.0%	27.3%	13.3%
Satisfied	12.5%	50.0%	31.3%	30.8%	36.4%	50.0%	50.0%	30.8%	50.0%	40.0%	66.7%	30.0%	54.5%	60.0%
Neutral	12.5%	40.0%	6.3%	23.1%	9.1%	12.5%	16.7%	23.1%	0.0%	30.0%	8.3%	20.0%	18.2%	13.3%
Dissatisfied	25.0%	0.0%	12.5%	0.0%	9.1%	12.5%	0.0%	15.4%	0.0%	10.0%	8.3%	10.0%	0.0%	6.7%
Very dissatisfied	0.0%	10.0%	12.5%	7.7%	18.2%	0.0%	0.0%	7.7%	20.0%	10.0%	0.0%	20.0%	0.0%	6.7%

**Q1. If your business has used the service, please rate your overall satisfaction with each service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=396

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q1-2. Building Inspections</u>														
Very satisfied	30.8%	27.3%	31.3%	42.9%	57.1%	37.5%	50.0%	25.0%	33.3%	30.0%	18.2%	50.0%	35.7%	36.8%
Satisfied	46.2%	45.5%	50.0%	35.7%	42.9%	50.0%	37.5%	50.0%	22.2%	60.0%	72.7%	30.0%	42.9%	36.8%
Neutral	15.4%	18.2%	12.5%	14.3%	0.0%	12.5%	12.5%	8.3%	11.1%	0.0%	0.0%	0.0%	21.4%	10.5%
Dissatisfied	7.7%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	11.1%	0.0%	9.1%	10.0%	0.0%	10.5%
Very dissatisfied	0.0%	0.0%	6.3%	7.1%	0.0%	0.0%	0.0%	0.0%	22.2%	10.0%	0.0%	10.0%	0.0%	5.3%

**Q1. If your business has used the service, please rate your overall satisfaction with each service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=396

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q1-3. Fire Inspection</u>														
Very satisfied	28.6%	42.9%	28.6%	66.7%	44.4%	18.2%	44.4%	27.3%	40.0%	66.7%	7.7%	38.5%	40.0%	38.9%
Satisfied	50.0%	35.7%	57.1%	25.0%	55.6%	72.7%	44.4%	36.4%	30.0%	33.3%	92.3%	30.8%	50.0%	55.6%
Neutral	21.4%	14.3%	7.1%	8.3%	0.0%	0.0%	11.1%	18.2%	20.0%	0.0%	0.0%	15.4%	10.0%	5.6%
Dissatisfied	0.0%	7.1%	0.0%	0.0%	0.0%	9.1%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Very dissatisfied	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	9.1%	10.0%	0.0%	0.0%	15.4%	0.0%	0.0%

**Q1. If your business has used the service, please rate your overall satisfaction with each service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=396

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q1-4. Planning &amp; Zoning</u>														
Very satisfied	0.0%	16.7%	28.6%	28.6%	50.0%	33.3%	50.0%	25.0%	28.6%	25.0%	0.0%	20.0%	33.3%	18.2%
Satisfied	25.0%	33.3%	57.1%	28.6%	33.3%	66.7%	0.0%	75.0%	42.9%	37.5%	87.5%	40.0%	66.7%	63.6%
Neutral	50.0%	0.0%	0.0%	28.6%	16.7%	0.0%	0.0%	0.0%	0.0%	37.5%	12.5%	20.0%	0.0%	0.0%
Dissatisfied	25.0%	33.3%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%
Very dissatisfied	0.0%	16.7%	14.3%	14.3%	0.0%	0.0%	0.0%	0.0%	28.6%	0.0%	0.0%	20.0%	0.0%	9.1%

**Q1. If your business has used the service, please rate your overall satisfaction with each service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=396

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q1-5. Code Enforcement</u>														
Very satisfied	33.3%	0.0%	12.5%	25.0%	33.3%	11.1%	33.3%	50.0%	33.3%	12.5%	0.0%	60.0%	44.4%	40.0%
Satisfied	50.0%	57.1%	50.0%	33.3%	33.3%	77.8%	50.0%	37.5%	6.7%	62.5%	70.0%	0.0%	33.3%	30.0%
Neutral	16.7%	42.9%	0.0%	41.7%	11.1%	11.1%	0.0%	12.5%	33.3%	12.5%	20.0%	20.0%	22.2%	30.0%
Dissatisfied	0.0%	0.0%	12.5%	0.0%	11.1%	0.0%	16.7%	0.0%	20.0%	0.0%	10.0%	0.0%	0.0%	0.0%
Very dissatisfied	0.0%	0.0%	25.0%	0.0%	11.1%	0.0%	0.0%	0.0%	6.7%	12.5%	0.0%	20.0%	0.0%	0.0%



**Q1. If your business has used the service, please rate your overall satisfaction with each service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=396

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q1-6. Economic Development</u>														
Very satisfied	33.3%	25.0%	20.0%	20.0%	66.7%	33.3%	0.0%	80.0%	16.7%	25.0%	20.0%	50.0%	22.2%	50.0%
Satisfied	33.3%	0.0%	60.0%	40.0%	33.3%	66.7%	50.0%	20.0%	16.7%	75.0%	60.0%	25.0%	66.7%	37.5%
Neutral	0.0%	50.0%	20.0%	20.0%	0.0%	0.0%	25.0%	0.0%	33.3%	0.0%	20.0%	0.0%	11.1%	12.5%
Dissatisfied	33.3%	0.0%	0.0%	20.0%	0.0%	0.0%	25.0%	0.0%	16.7%	0.0%	0.0%	25.0%	0.0%	0.0%
Very dissatisfied	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%

**Q1. If your business has used the service, please rate your overall satisfaction with each service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=396

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q1-7. Small Business Services</u>														
Very satisfied	9.1%	46.2%	40.0%	44.4%	55.6%	66.7%	30.0%	55.6%	33.3%	33.3%	42.9%	36.4%	70.0%	41.7%
Satisfied	36.4%	30.8%	20.0%	33.3%	22.2%	33.3%	40.0%	33.3%	41.7%	44.4%	57.1%	63.6%	30.0%	50.0%
Neutral	45.5%	15.4%	40.0%	0.0%	11.1%	0.0%	30.0%	11.1%	16.7%	22.2%	0.0%	0.0%	0.0%	0.0%
Dissatisfied	9.1%	0.0%	0.0%	22.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Very dissatisfied	0.0%	7.7%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	8.3%

**Q1. If your business has used the service, please rate your overall satisfaction with each service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=396

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q1-8. Police Department</u>														
Very satisfied	55.6%	45.5%	33.3%	18.2%	33.3%	13.3%	50.0%	33.3%	28.6%	11.1%	12.5%	37.5%	16.7%	25.0%
Satisfied	22.2%	9.1%	33.3%	36.4%	33.3%	80.0%	50.0%	33.3%	57.1%	66.7%	62.5%	25.0%	66.7%	75.0%
Neutral	11.1%	27.3%	6.7%	36.4%	16.7%	6.7%	0.0%	0.0%	0.0%	11.1%	12.5%	12.5%	16.7%	0.0%
Dissatisfied	0.0%	18.2%	13.3%	9.1%	16.7%	0.0%	0.0%	22.2%	0.0%	11.1%	12.5%	12.5%	0.0%	0.0%
Very dissatisfied	11.1%	0.0%	13.3%	0.0%	0.0%	0.0%	0.0%	11.1%	14.3%	0.0%	0.0%	12.5%	0.0%	0.0%

**Q1. If your business has used the service, please rate your overall satisfaction with each service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=396

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q1-9. Police Traffic Enforcement</u>														
Very satisfied	0.0%	50.0%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	50.0%
Satisfied	0.0%	0.0%	0.0%	50.0%	0.0%	33.3%	0.0%	0.0%	100.0%	75.0%	0.0%	0.0%	50.0%	50.0%
Neutral	0.0%	0.0%	100.0%	50.0%	0.0%	0.0%	0.0%	100.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%
Dissatisfied	0.0%	50.0%	0.0%	0.0%	100.0%	33.3%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%

**Q1. If your business has used the service, please rate your overall satisfaction with each service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=396

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q1-10. City Hall (General)</u>														
Very satisfied	11.1%	14.3%	0.0%	28.6%	28.6%	50.0%	25.0%	33.3%	0.0%	16.7%	0.0%	33.3%	50.0%	25.0%
Satisfied	77.8%	57.1%	80.0%	42.9%	42.9%	0.0%	50.0%	66.7%	40.0%	83.3%	83.3%	33.3%	16.7%	50.0%
Neutral	0.0%	14.3%	0.0%	14.3%	14.3%	50.0%	25.0%	0.0%	40.0%	0.0%	16.7%	16.7%	16.7%	25.0%
Dissatisfied	11.1%	14.3%	20.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	16.7%	0.0%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**Q1. If your business has used the service, please rate your overall satisfaction with each service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=396

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q1-11. Streets Maintenance</u>														
Very satisfied	30.0%	33.3%	16.7%	33.3%	33.3%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	33.3%	20.0%
Satisfied	30.0%	16.7%	33.3%	0.0%	33.3%	66.7%	25.0%	100.0%	14.3%	50.0%	50.0%	33.3%	33.3%	20.0%
Neutral	20.0%	16.7%	0.0%	50.0%	33.3%	0.0%	25.0%	0.0%	0.0%	33.3%	0.0%	66.7%	33.3%	40.0%
Dissatisfied	20.0%	16.7%	16.7%	0.0%	0.0%	33.3%	50.0%	0.0%	42.9%	0.0%	50.0%	0.0%	0.0%	20.0%
Very dissatisfied	0.0%	16.7%	33.3%	16.7%	0.0%	0.0%	0.0%	0.0%	28.6%	16.7%	0.0%	0.0%	0.0%	0.0%

**Q1. If your business has used the service, please rate your overall satisfaction with each service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=396

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q1-12. Street Drainage</u>														
Very satisfied	0.0%	16.7%	25.0%	42.9%	0.0%	0.0%	40.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%
Satisfied	100.0%	50.0%	25.0%	28.6%	100.0%	80.0%	40.0%	100.0%	75.0%	50.0%	100.0%	0.0%	50.0%	75.0%
Neutral	0.0%	16.7%	25.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	100.0%	0.0%	0.0%
Dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%
Very dissatisfied	0.0%	16.7%	25.0%	14.3%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**Q1. If your business has used the service, please rate your overall satisfaction with each service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=396

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q1-13. Restaurant Inspections</u>														
Very satisfied	25.0%	0.0%	0.0%	14.3%	100.0%	33.3%	0.0%	100.0%	0.0%	50.0%	0.0%	0.0%	33.3%	33.3%
Satisfied	75.0%	20.0%	100.0%	42.9%	0.0%	33.3%	0.0%	0.0%	0.0%	50.0%	100.0%	75.0%	66.7%	33.3%
Neutral	0.0%	80.0%	0.0%	42.9%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%
Dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	25.0%	0.0%	0.0%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	66.7%	0.0%	0.0%	0.0%	0.0%	0.0%



**Q1. If your business has used the service, please rate your overall satisfaction with each service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=396

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q1-14. Water &amp; Sewer Billing</u>														
Very satisfied	20.0%	22.2%	27.3%	27.3%	50.0%	14.3%	22.2%	33.3%	33.3%	0.0%	42.9%	40.0%	20.0%	45.5%
Satisfied	53.3%	50.0%	45.5%	27.3%	33.3%	42.9%	33.3%	33.3%	27.8%	75.0%	57.1%	40.0%	40.0%	54.5%
Neutral	26.7%	27.8%	18.2%	27.3%	16.7%	42.9%	22.2%	8.3%	27.8%	25.0%	0.0%	10.0%	40.0%	0.0%
Dissatisfied	0.0%	0.0%	9.1%	9.1%	0.0%	0.0%	22.2%	8.3%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Very dissatisfied	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%

**Q1. If your business has used the service, please rate your overall satisfaction with each service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=396

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q1-15. Water Services</u>														
Very satisfied	15.4%	27.8%	26.7%	46.7%	41.7%	0.0%	41.7%	30.0%	28.6%	8.3%	42.9%	44.4%	37.5%	25.0%
Satisfied	61.5%	44.4%	53.3%	20.0%	58.3%	70.0%	50.0%	30.0%	42.9%	75.0%	57.1%	44.4%	62.5%	66.7%
Neutral	23.1%	22.2%	13.3%	33.3%	0.0%	30.0%	8.3%	20.0%	28.6%	16.7%	0.0%	11.1%	0.0%	8.3%
Dissatisfied	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Very dissatisfied	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**Q2. Which THREE of the services, City departments or programs listed in Question 1, are most important to your business? (top 3)**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q2. Sum of Top 3 Choices</u>														
Building Permits	26.7%	26.7%	36.7%	23.3%	20.0%	12.9%	23.3%	46.7%	23.3%	26.7%	11.8%	43.3%	10.0%	22.9%
Building Inspections	26.7%	30.0%	30.0%	16.7%	20.0%	16.1%	20.0%	33.3%	23.3%	26.7%	23.5%	36.7%	16.7%	31.4%
Fire Inspection	10.0%	20.0%	20.0%	26.7%	13.3%	16.1%	26.7%	20.0%	20.0%	20.0%	14.7%	23.3%	16.7%	31.4%
Planning & Zoning	16.7%	16.7%	10.0%	13.3%	10.0%	3.2%	10.0%	3.3%	16.7%	13.3%	11.8%	20.0%	16.7%	20.0%
Code Enforcement	10.0%	13.3%	10.0%	6.7%	10.0%	9.7%	20.0%	10.0%	30.0%	20.0%	8.8%	13.3%	6.7%	17.1%
Economic Development	20.0%	16.7%	10.0%	10.0%	33.3%	16.1%	16.7%	23.3%	23.3%	26.7%	20.6%	20.0%	23.3%	34.3%
Small Business Services	30.0%	33.3%	16.7%	46.7%	36.7%	16.1%	26.7%	30.0%	46.7%	23.3%	26.5%	46.7%	30.0%	22.9%
Police Department	33.3%	33.3%	36.7%	30.0%	20.0%	41.9%	20.0%	36.7%	26.7%	30.0%	23.5%	13.3%	20.0%	14.3%
Police Traffic Enforcement	6.7%	3.3%	0.0%	0.0%	10.0%	6.5%	6.7%	6.7%	3.3%	10.0%	5.9%	0.0%	3.3%	5.7%
City Hall (General)	16.7%	20.0%	6.7%	23.3%	20.0%	9.7%	20.0%	16.7%	16.7%	3.3%	11.8%	13.3%	23.3%	17.1%
Streets Maintenance	30.0%	13.3%	6.7%	16.7%	13.3%	6.5%	20.0%	16.7%	23.3%	30.0%	14.7%	10.0%	26.7%	22.9%
Street Drainage	6.7%	3.3%	0.0%	10.0%	3.3%	3.2%	6.7%	3.3%	3.3%	6.7%	5.9%	0.0%	3.3%	2.9%
Restaurant Inspections	3.3%	13.3%	3.3%	10.0%	6.7%	6.5%	6.7%	3.3%	0.0%	3.3%	2.9%	3.3%	3.3%	0.0%
Water & Sewer Billing	16.7%	16.7%	10.0%	3.3%	20.0%	19.4%	16.7%	13.3%	13.3%	13.3%	11.8%	3.3%	10.0%	14.3%
Water Services	16.7%	30.0%	20.0%	20.0%	33.3%	22.6%	30.0%	10.0%	10.0%	16.7%	8.8%	16.7%	20.0%	17.1%
None chosen	0.0%	0.0%	0.0%	3.3%	6.7%	16.1%	6.7%	3.3%	3.3%	6.7%	8.8%	6.7%	10.0%	2.9%

**Q3. Overall, how would you rate the City of Dallas' customer service? (without "haven't used Dallas customer service")**

N=430	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q3. How would you rate overall City's customer service</u>														
Very good	17.9%	37.9%	33.3%	25.9%	22.7%	17.9%	18.5%	15.4%	38.5%	30.0%	14.8%	29.6%	29.6%	29.4%
Good	42.9%	27.6%	22.2%	40.7%	45.5%	32.1%	44.4%	53.8%	23.1%	30.0%	48.1%	33.3%	37.0%	44.1%
Average	32.1%	27.6%	22.2%	18.5%	27.3%	50.0%	37.0%	15.4%	34.6%	35.0%	25.9%	29.6%	29.6%	20.6%
Poor	7.1%	6.9%	22.2%	14.8%	4.5%	0.0%	0.0%	11.5%	0.0%	5.0%	7.4%	3.7%	3.7%	0.0%
Very poor	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%	3.8%	0.0%	3.7%	3.7%	0.0%	5.9%

**Q4. In general, how satisfied are you with the overall quality of services provided by the City of Dallas? (without "haven't used City services")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14

Q4. How satisfied are you with overall quality of services provided by City

Very satisfied	14.3%	30.0%	20.7%	26.9%	21.4%	14.3%	20.7%	17.2%	28.6%	20.8%	18.5%	29.6%	20.7%	26.5%
Satisfied	50.0%	26.7%	48.3%	30.8%	46.4%	53.6%	55.2%	55.2%	35.7%	45.8%	51.9%	37.0%	58.6%	55.9%
Neutral	25.0%	36.7%	20.7%	30.8%	25.0%	32.1%	20.7%	10.3%	32.1%	25.0%	22.2%	22.2%	17.2%	11.8%
Dissatisfied	10.7%	3.3%	6.9%	11.5%	7.1%	0.0%	3.4%	13.8%	3.6%	8.3%	7.4%	7.4%	3.4%	5.9%
Very dissatisfied	0.0%	3.3%	3.4%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%

**Q5. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied your business is with the City of Dallas in the following areas. (without "don't know")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q5-1. Working to retain existing businesses in Dallas</u>														
Very satisfied	15.4%	40.7%	14.3%	11.5%	18.5%	16.7%	8.7%	15.4%	12.0%	25.0%	10.7%	25.0%	17.9%	20.6%
Satisfied	57.7%	29.6%	66.7%	42.3%	44.4%	37.5%	43.5%	42.3%	56.0%	37.5%	64.3%	42.9%	42.9%	47.1%
Neutral	19.2%	22.2%	9.5%	38.5%	29.6%	41.7%	39.1%	26.9%	24.0%	33.3%	17.9%	21.4%	28.6%	23.5%
Dissatisfied	7.7%	3.7%	4.8%	7.7%	7.4%	4.2%	8.7%	15.4%	4.0%	4.2%	7.1%	3.6%	10.7%	5.9%
Very dissatisfied	0.0%	3.7%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	7.1%	0.0%	2.9%

**Q5. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied your business is with the City of Dallas in the following areas. (without "don't know")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q5-2. Working to attract new businesses to Dallas</u>														
Very satisfied	30.8%	40.7%	14.3%	21.7%	23.1%	16.7%	16.0%	19.2%	24.0%	25.9%	14.8%	21.4%	21.4%	20.6%
Satisfied	46.2%	25.9%	61.9%	43.5%	50.0%	54.2%	52.0%	38.5%	36.0%	44.4%	55.6%	28.6%	46.4%	55.9%
Neutral	19.2%	22.2%	14.3%	21.7%	11.5%	29.2%	32.0%	26.9%	32.0%	22.2%	22.2%	42.9%	21.4%	11.8%
Dissatisfied	3.8%	7.4%	4.8%	8.7%	15.4%	0.0%	0.0%	11.5%	4.0%	7.4%	7.4%	0.0%	10.7%	8.8%
Very dissatisfied	0.0%	3.7%	4.8%	4.3%	0.0%	0.0%	0.0%	3.8%	4.0%	0.0%	0.0%	7.1%	0.0%	2.9%

**Q5. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied your business is with the City of Dallas in the following areas. (without "don't know")**

N=430	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q5-3. Supporting business growth &amp; development</u>														
Very satisfied	11.1%	32.1%	12.5%	25.0%	20.0%	15.4%	12.5%	11.1%	33.3%	26.9%	15.2%	29.6%	14.3%	18.2%
Satisfied	66.7%	32.1%	54.2%	37.5%	52.0%	57.7%	62.5%	33.3%	33.3%	34.6%	48.5%	37.0%	46.4%	45.5%
Neutral	18.5%	25.0%	16.7%	20.8%	12.0%	19.2%	25.0%	29.6%	11.1%	26.9%	33.3%	18.5%	32.1%	24.2%
Dissatisfied	3.7%	7.1%	8.3%	12.5%	12.0%	7.7%	0.0%	25.9%	14.8%	11.5%	3.0%	7.4%	3.6%	6.1%
Very dissatisfied	0.0%	3.6%	8.3%	4.2%	4.0%	0.0%	0.0%	0.0%	7.4%	0.0%	0.0%	7.4%	3.6%	6.1%



**Q5. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied your business is with the City of Dallas in the following areas. (without "don't know")**

N=430	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q5-4. Small business &amp; support for entrepreneurs</u>														
Very satisfied	7.7%	34.6%	14.3%	34.8%	11.1%	15.4%	4.3%	7.7%	19.2%	18.5%	11.1%	14.3%	16.7%	14.7%
Satisfied	50.0%	23.1%	42.9%	17.4%	29.6%	42.3%	47.8%	30.8%	38.5%	33.3%	48.1%	53.6%	26.7%	52.9%
Neutral	38.5%	23.1%	19.0%	21.7%	29.6%	34.6%	30.4%	42.3%	15.4%	37.0%	22.2%	21.4%	46.7%	17.6%
Dissatisfied	3.8%	15.4%	9.5%	21.7%	25.9%	7.7%	17.4%	15.4%	19.2%	11.1%	18.5%	3.6%	10.0%	8.8%
Very dissatisfied	0.0%	3.8%	14.3%	4.3%	3.7%	0.0%	0.0%	3.8%	7.7%	0.0%	0.0%	7.1%	0.0%	5.9%

**Q5. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied your business is with the City of Dallas in the following areas. (without "don't know")**

N=430	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q5-5. Working on easing traffic congestion</u>														
Very satisfied	14.3%	18.5%	7.7%	15.4%	11.1%	13.3%	8.0%	11.5%	7.4%	10.7%	3.2%	11.5%	10.0%	11.8%
Satisfied	3.6%	7.4%	23.1%	11.5%	14.8%	20.0%	28.0%	19.2%	25.9%	7.1%	45.2%	7.7%	30.0%	38.2%
Neutral	50.0%	11.1%	23.1%	23.1%	18.5%	36.7%	8.0%	30.8%	14.8%	39.3%	16.1%	30.8%	26.7%	14.7%
Dissatisfied	21.4%	55.6%	26.9%	42.3%	37.0%	20.0%	32.0%	15.4%	29.6%	32.1%	29.0%	34.6%	20.0%	32.4%
Very dissatisfied	10.7%	7.4%	19.2%	7.7%	18.5%	10.0%	24.0%	23.1%	22.2%	10.7%	6.5%	15.4%	13.3%	2.9%

**Q5. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied your business is with the City of Dallas in the following areas. (without "don't know")**

N=430	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q5-6. Working on road conditions</u>														
Very satisfied	3.6%	17.9%	11.5%	15.4%	11.1%	9.7%	8.3%	11.1%	14.8%	14.3%	6.5%	11.1%	17.2%	8.8%
Satisfied	17.9%	14.3%	26.9%	3.8%	18.5%	16.1%	20.8%	14.8%	7.4%	14.3%	41.9%	14.8%	20.7%	38.2%
Neutral	39.3%	10.7%	26.9%	26.9%	14.8%	32.3%	20.8%	18.5%	25.9%	17.9%	19.4%	22.2%	20.7%	14.7%
Dissatisfied	32.1%	39.3%	15.4%	42.3%	33.3%	29.0%	33.3%	29.6%	37.0%	28.6%	25.8%	44.4%	24.1%	38.2%
Very dissatisfied	7.1%	17.9%	19.2%	11.5%	22.2%	12.9%	16.7%	25.9%	14.8%	25.0%	6.5%	7.4%	17.2%	0.0%

**Q5. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied your business is with the City of Dallas in the following areas. (without "don't know")**

N=430	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q5-7. Creating attractions/events to bring residents from surrounding towns to Dallas</u>														
Very satisfied	14.3%	40.0%	4.0%	16.0%	19.2%	22.7%	13.0%	8.0%	18.5%	17.9%	18.5%	25.9%	17.9%	17.6%
Satisfied	35.7%	32.0%	60.0%	52.0%	46.2%	31.8%	60.9%	44.0%	40.7%	57.1%	51.9%	29.6%	32.1%	58.8%
Neutral	50.0%	20.0%	24.0%	20.0%	26.9%	40.9%	21.7%	16.0%	33.3%	21.4%	22.2%	33.3%	42.9%	17.6%
Dissatisfied	0.0%	8.0%	8.0%	8.0%	7.7%	4.5%	4.3%	20.0%	3.7%	3.6%	7.4%	7.4%	3.6%	2.9%
Very dissatisfied	0.0%	0.0%	4.0%	4.0%	0.0%	0.0%	0.0%	12.0%	3.7%	0.0%	0.0%	3.7%	3.6%	2.9%

**Q5. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied your business is with the City of Dallas in the following areas. (without "don't know")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q5-8. Neighborhood/local streets</u>														
Very satisfied	10.7%	19.2%	14.3%	16.0%	11.1%	14.3%	9.5%	7.4%	7.1%	6.9%	12.0%	11.1%	10.7%	11.8%
Satisfied	42.9%	19.2%	47.6%	20.0%	29.6%	28.6%	19.0%	18.5%	25.0%	24.1%	44.0%	37.0%	28.6%	52.9%
Neutral	14.3%	23.1%	23.8%	28.0%	11.1%	38.1%	38.1%	18.5%	28.6%	34.5%	32.0%	25.9%	32.1%	11.8%
Dissatisfied	32.1%	26.9%	0.0%	28.0%	40.7%	14.3%	28.6%	40.7%	21.4%	27.6%	8.0%	22.2%	21.4%	17.6%
Very dissatisfied	0.0%	11.5%	14.3%	8.0%	7.4%	4.8%	4.8%	14.8%	17.9%	6.9%	4.0%	3.7%	7.1%	5.9%

**Q5. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied your business is with the City of Dallas in the following areas. (without "don't know")**

N=430	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q5-9. Quality of new development in City</u>														
Very satisfied	10.7%	25.9%	13.6%	11.5%	15.4%	14.3%	4.0%	14.8%	25.0%	14.8%	9.7%	11.5%	17.2%	11.8%
Satisfied	64.3%	33.3%	45.5%	42.3%	30.8%	42.9%	48.0%	22.2%	35.7%	40.7%	35.5%	46.2%	37.9%	58.8%
Neutral	25.0%	22.2%	27.3%	30.8%	30.8%	32.1%	32.0%	44.4%	25.0%	29.6%	41.9%	26.9%	37.9%	17.6%
Dissatisfied	0.0%	14.8%	9.1%	11.5%	23.1%	7.1%	16.0%	11.1%	14.3%	14.8%	12.9%	11.5%	6.9%	8.8%
Very dissatisfied	0.0%	3.7%	4.5%	3.8%	0.0%	3.6%	0.0%	7.4%	0.0%	0.0%	0.0%	3.8%	0.0%	2.9%

**Q5. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied your business is with the City of Dallas in the following areas. (without "don't know")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14

Q5-10. Physical appearance of the area where your business is located

Very satisfied	17.9%	35.7%	17.9%	16.7%	11.5%	19.4%	16.0%	10.7%	14.8%	13.8%	23.5%	23.1%	17.2%	17.6%
Satisfied	46.4%	17.9%	53.6%	41.7%	34.6%	38.7%	36.0%	32.1%	25.9%	44.8%	52.9%	50.0%	55.2%	47.1%
Neutral	28.6%	28.6%	17.9%	25.0%	26.9%	25.8%	32.0%	32.1%	29.6%	27.6%	5.9%	15.4%	24.1%	20.6%
Dissatisfied	7.1%	10.7%	0.0%	12.5%	15.4%	12.9%	16.0%	17.9%	25.9%	13.8%	14.7%	3.8%	3.4%	11.8%
Very dissatisfied	0.0%	7.1%	10.7%	4.2%	11.5%	3.2%	0.0%	7.1%	3.7%	0.0%	2.9%	7.7%	0.0%	2.9%

**Q5. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied your business is with the City of Dallas in the following areas. (without "don't know")**

N=430	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q5-11. Overall safety in the area where your business is located</u>														
Very satisfied	28.6%	25.9%	13.8%	20.0%	11.1%	19.4%	12.0%	14.3%	15.4%	13.8%	20.6%	17.9%	16.7%	5.9%
Satisfied	50.0%	29.6%	37.9%	44.0%	40.7%	35.5%	40.0%	39.3%	23.1%	34.5%	41.2%	46.4%	43.3%	47.1%
Neutral	14.3%	29.6%	31.0%	12.0%	25.9%	12.9%	24.0%	14.3%	26.9%	34.5%	14.7%	21.4%	26.7%	32.4%
Dissatisfied	7.1%	7.4%	6.9%	12.0%	11.1%	22.6%	24.0%	21.4%	23.1%	13.8%	14.7%	7.1%	6.7%	11.8%
Very dissatisfied	0.0%	7.4%	10.3%	12.0%	11.1%	9.7%	0.0%	10.7%	11.5%	3.4%	8.8%	7.1%	6.7%	2.9%



**Q5. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied your business is with the City of Dallas in the following areas. (without "don't know")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q5-12. Overall public safety &amp; emergency response times</u>														
Very satisfied	25.0%	32.1%	11.1%	18.5%	19.2%	17.2%	16.7%	14.3%	12.0%	24.1%	14.7%	14.8%	17.9%	14.7%
Satisfied	53.6%	25.0%	48.1%	37.0%	23.1%	34.5%	45.8%	35.7%	36.0%	13.8%	52.9%	59.3%	42.9%	41.2%
Neutral	10.7%	17.9%	25.9%	25.9%	30.8%	27.6%	20.8%	25.0%	36.0%	37.9%	26.5%	11.1%	21.4%	20.6%
Dissatisfied	7.1%	21.4%	3.7%	7.4%	19.2%	13.8%	16.7%	10.7%	8.0%	13.8%	2.9%	7.4%	17.9%	23.5%
Very dissatisfied	3.6%	3.6%	11.1%	11.1%	7.7%	6.9%	0.0%	14.3%	8.0%	10.3%	2.9%	7.4%	0.0%	0.0%

**Q6. How satisfied are you with the current overall business climate in the City of Dallas? (without "haven't used City services")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14

Q6. How satisfied are you with current overall business climate in City

Very satisfied	10.7%	22.2%	18.5%	17.9%	7.4%	12.9%	7.7%	7.4%	8.0%	10.3%	25.8%	25.9%	6.7%	20.0%
Satisfied	60.7%	40.7%	48.1%	28.6%	40.7%	38.7%	65.4%	40.7%	56.0%	48.3%	51.6%	48.1%	66.7%	57.1%
Neutral	25.0%	22.2%	18.5%	42.9%	40.7%	45.2%	19.2%	25.9%	24.0%	31.0%	19.4%	18.5%	26.7%	14.3%
Dissatisfied	3.6%	7.4%	11.1%	10.7%	11.1%	0.0%	7.7%	25.9%	8.0%	6.9%	3.2%	0.0%	0.0%	8.6%
Very dissatisfied	0.0%	7.4%	3.7%	0.0%	0.0%	3.2%	0.0%	0.0%	4.0%	3.4%	0.0%	7.4%	0.0%	0.0%

**Q7. Which of the following best describes what you believe the business climate will be like in Dallas two years from now? (without "haven't used City services")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q7. What will business climate be like in Dallas two years from now</u>														
Much better	17.9%	33.3%	14.8%	11.1%	18.5%	20.0%	11.5%	18.5%	18.5%	17.2%	24.1%	25.9%	18.5%	23.5%
Somewhat better	39.3%	29.6%	37.0%	40.7%	29.6%	33.3%	38.5%	48.1%	51.9%	44.8%	34.5%	51.9%	44.4%	50.0%
Same	32.1%	25.9%	25.9%	37.0%	29.6%	30.0%	46.2%	18.5%	18.5%	31.0%	27.6%	14.8%	29.6%	20.6%
Somewhat worse	10.7%	7.4%	14.8%	11.1%	18.5%	16.7%	3.8%	7.4%	11.1%	6.9%	13.8%	0.0%	3.7%	5.9%
Much worse	0.0%	3.7%	7.4%	0.0%	3.7%	0.0%	0.0%	7.4%	0.0%	0.0%	0.0%	7.4%	3.7%	0.0%

**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q9-1. Overall image of City</u>														
Extremely important	39.3%	42.9%	18.5%	36.7%	22.2%	20.7%	11.5%	22.2%	25.9%	17.2%	14.7%	28.0%	36.7%	32.4%
Very important	28.6%	21.4%	63.0%	26.7%	44.4%	44.8%	57.7%	51.9%	40.7%	44.8%	55.9%	40.0%	33.3%	41.2%
Important	25.0%	28.6%	11.1%	20.0%	18.5%	20.7%	23.1%	22.2%	22.2%	31.0%	14.7%	28.0%	26.7%	14.7%
Less important	3.6%	7.1%	0.0%	10.0%	11.1%	13.8%	3.8%	3.7%	11.1%	6.9%	5.9%	4.0%	3.3%	8.8%
Not important	3.6%	0.0%	7.4%	6.7%	3.7%	0.0%	3.8%	0.0%	0.0%	0.0%	8.8%	0.0%	0.0%	2.9%

**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q9-2. Quality of life</u>														
Extremely important	40.7%	44.4%	39.3%	36.7%	25.9%	40.0%	32.0%	33.3%	38.5%	42.9%	14.7%	26.9%	36.7%	37.1%
Very important	37.0%	33.3%	46.4%	43.3%	55.6%	36.7%	48.0%	40.7%	38.5%	35.7%	58.8%	50.0%	43.3%	45.7%
Important	18.5%	14.8%	10.7%	16.7%	18.5%	23.3%	16.0%	22.2%	11.5%	21.4%	14.7%	23.1%	20.0%	14.3%
Less important	3.7%	7.4%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%	11.5%	0.0%	5.9%	0.0%	0.0%	2.9%
Not important	0.0%	0.0%	3.6%	3.3%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%

**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q9-3. Low crime rate</u>														
Extremely important	53.6%	51.9%	67.9%	62.1%	40.7%	70.0%	53.8%	48.1%	50.0%	37.9%	42.4%	57.7%	36.7%	26.5%
Very important	28.6%	29.6%	25.0%	27.6%	40.7%	13.3%	34.6%	33.3%	28.6%	41.4%	33.3%	34.6%	33.3%	38.2%
Important	17.9%	18.5%	3.6%	6.9%	14.8%	13.3%	3.8%	14.8%	21.4%	20.7%	21.2%	7.7%	30.0%	20.6%
Less important	0.0%	0.0%	3.6%	0.0%	3.7%	0.0%	3.8%	3.7%	0.0%	0.0%	0.0%	0.0%	0.0%	8.8%
Not important	0.0%	0.0%	0.0%	3.4%	0.0%	3.3%	3.8%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	5.9%

**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q9-4. Availability of skilled workforce</u>														
Extremely important	21.4%	42.3%	55.6%	41.4%	21.4%	33.3%	30.8%	25.0%	25.9%	24.1%	27.3%	34.6%	46.7%	28.6%
Very important	53.6%	34.6%	37.0%	31.0%	32.1%	46.7%	46.2%	46.4%	33.3%	37.9%	33.3%	50.0%	26.7%	48.6%
Important	21.4%	15.4%	3.7%	17.2%	39.3%	3.3%	19.2%	21.4%	25.9%	27.6%	18.2%	11.5%	20.0%	17.1%
Less important	3.6%	7.7%	0.0%	3.4%	3.6%	10.0%	3.8%	7.1%	11.1%	6.9%	9.1%	3.8%	3.3%	2.9%
Not important	0.0%	0.0%	3.7%	6.9%	3.6%	6.7%	0.0%	0.0%	3.7%	3.4%	12.1%	0.0%	3.3%	2.9%

**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q9-5. Level of taxation</u>														
Extremely important	29.6%	40.7%	32.1%	35.7%	30.8%	36.7%	38.5%	33.3%	44.4%	41.4%	29.4%	50.0%	43.3%	38.2%
Very important	48.1%	40.7%	60.7%	46.4%	38.5%	60.0%	34.6%	37.0%	22.2%	34.5%	32.4%	34.6%	26.7%	47.1%
Important	14.8%	11.1%	7.1%	10.7%	19.2%	3.3%	23.1%	22.2%	25.9%	10.3%	20.6%	7.7%	20.0%	11.8%
Less important	3.7%	7.4%	0.0%	0.0%	11.5%	0.0%	3.8%	3.7%	7.4%	13.8%	14.7%	7.7%	6.7%	0.0%
Not important	3.7%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	2.9%	0.0%	3.3%	2.9%



**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q9-6. Access to airports</u>														
Extremely important	25.0%	32.1%	22.2%	34.5%	25.0%	13.3%	26.9%	37.0%	28.6%	17.9%	27.3%	26.9%	13.3%	25.7%
Very important	32.1%	32.1%	44.4%	10.3%	25.0%	30.0%	19.2%	22.2%	25.0%	21.4%	30.3%	19.2%	23.3%	45.7%
Important	21.4%	14.3%	14.8%	20.7%	25.0%	20.0%	15.4%	22.2%	28.6%	17.9%	12.1%	38.5%	20.0%	14.3%
Less important	10.7%	10.7%	0.0%	13.8%	14.3%	10.0%	19.2%	11.1%	10.7%	25.0%	12.1%	11.5%	16.7%	2.9%
Not important	10.7%	10.7%	18.5%	20.7%	10.7%	26.7%	19.2%	7.4%	7.1%	17.9%	18.2%	3.8%	26.7%	11.4%

**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q9-7. Availability of quality housing &amp; other amenities for employees</u>														
Extremely important	25.9%	53.8%	28.6%	46.4%	21.4%	26.7%	38.5%	25.0%	32.1%	17.2%	17.6%	19.2%	36.7%	14.3%
Very important	51.9%	15.4%	46.4%	28.6%	35.7%	40.0%	34.6%	50.0%	32.1%	27.6%	32.4%	42.3%	36.7%	48.6%
Important	22.2%	11.5%	10.7%	17.9%	25.0%	16.7%	11.5%	17.9%	25.0%	27.6%	23.5%	30.8%	13.3%	25.7%
Less important	0.0%	7.7%	3.6%	0.0%	7.1%	6.7%	3.8%	3.6%	3.6%	13.8%	11.8%	7.7%	3.3%	8.6%
Not important	0.0%	11.5%	10.7%	7.1%	10.7%	10.0%	11.5%	3.6%	7.1%	13.8%	14.7%	0.0%	10.0%	2.9%

**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q9-8. Proximity of businesses that are important to your business</u>														
Extremely important	21.4%	39.3%	21.4%	27.6%	17.9%	16.7%	34.6%	28.6%	30.8%	34.5%	23.5%	30.8%	26.7%	21.2%
Very important	46.4%	35.7%	60.7%	41.4%	32.1%	50.0%	30.8%	32.1%	34.6%	27.6%	38.2%	30.8%	40.0%	63.6%
Important	14.3%	17.9%	10.7%	24.1%	35.7%	23.3%	11.5%	25.0%	23.1%	17.2%	14.7%	26.9%	16.7%	12.1%
Less important	17.9%	7.1%	0.0%	0.0%	10.7%	0.0%	23.1%	14.3%	11.5%	10.3%	11.8%	11.5%	13.3%	3.0%
Not important	0.0%	0.0%	7.1%	6.9%	3.6%	10.0%	0.0%	0.0%	0.0%	10.3%	11.8%	0.0%	3.3%	0.0%

**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q9-9. Availability of local economic incentives</u>														
Extremely important	21.4%	35.7%	22.2%	37.9%	25.0%	23.3%	23.1%	18.5%	38.5%	21.4%	11.8%	23.1%	30.0%	29.4%
Very important	46.4%	21.4%	40.7%	24.1%	21.4%	36.7%	38.5%	40.7%	11.5%	14.3%	44.1%	50.0%	30.0%	41.2%
Important	21.4%	25.0%	14.8%	13.8%	35.7%	26.7%	19.2%	25.9%	30.8%	39.3%	20.6%	19.2%	13.3%	17.6%
Less important	3.6%	14.3%	3.7%	13.8%	10.7%	10.0%	11.5%	14.8%	15.4%	14.3%	8.8%	7.7%	16.7%	8.8%
Not important	7.1%	3.6%	18.5%	10.3%	7.1%	3.3%	7.7%	0.0%	3.8%	10.7%	14.7%	0.0%	10.0%	2.9%

**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q9-10. Availability of public transportation</u>														
Extremely important	14.3%	25.0%	11.5%	33.3%	28.6%	16.7%	26.9%	18.5%	32.1%	10.7%	15.2%	23.1%	16.7%	32.4%
Very important	39.3%	25.0%	34.6%	20.0%	25.0%	13.3%	7.7%	22.2%	21.4%	25.0%	21.2%	19.2%	20.0%	29.4%
Important	17.9%	17.9%	15.4%	13.3%	28.6%	6.7%	23.1%	29.6%	28.6%	32.1%	15.2%	23.1%	23.3%	14.7%
Less important	17.9%	28.6%	7.7%	13.3%	10.7%	20.0%	23.1%	14.8%	7.1%	25.0%	6.1%	30.8%	16.7%	17.6%
Not important	10.7%	3.6%	30.8%	20.0%	7.1%	43.3%	19.2%	14.8%	10.7%	7.1%	42.4%	3.8%	23.3%	5.9%

**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14

Q9-11. Availability of libraries, arts, & cultural amenities

Extremely important	17.9%	32.1%	25.0%	24.1%	17.9%	20.0%	23.1%	22.2%	33.3%	21.4%	14.7%	24.0%	20.0%	20.6%
Very important	39.3%	10.7%	42.9%	31.0%	32.1%	40.0%	23.1%	22.2%	14.8%	25.0%	35.3%	12.0%	36.7%	32.4%
Important	17.9%	25.0%	21.4%	27.6%	21.4%	20.0%	26.9%	37.0%	22.2%	14.3%	17.6%	36.0%	23.3%	26.5%
Less important	17.9%	17.9%	7.1%	6.9%	17.9%	3.3%	19.2%	7.4%	22.2%	28.6%	14.7%	24.0%	6.7%	14.7%
Not important	7.1%	14.3%	3.6%	10.3%	10.7%	16.7%	7.7%	11.1%	7.4%	10.7%	17.6%	4.0%	13.3%	5.9%

**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14

Q9-12. Attitude of local government toward business

Extremely important	32.1%	59.3%	35.7%	46.7%	21.4%	27.6%	50.0%	44.4%	56.0%	22.2%	21.2%	42.3%	34.5%	35.3%
Very important	46.4%	18.5%	42.9%	26.7%	42.9%	48.3%	26.9%	37.0%	28.0%	63.0%	60.6%	30.8%	41.4%	41.2%
Important	21.4%	7.4%	10.7%	16.7%	25.0%	17.2%	11.5%	14.8%	12.0%	11.1%	9.1%	23.1%	13.8%	14.7%
Less important	0.0%	11.1%	3.6%	0.0%	10.7%	3.4%	7.7%	3.7%	4.0%	3.7%	0.0%	3.8%	3.4%	5.9%
Not important	0.0%	3.7%	7.1%	10.0%	0.0%	3.4%	3.8%	0.0%	0.0%	0.0%	9.1%	0.0%	6.9%	2.9%

**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q9-13. Availability of parks &amp; open space</u>														
Extremely important	21.4%	39.3%	39.3%	26.7%	25.0%	24.1%	23.1%	24.0%	26.9%	14.8%	21.2%	28.0%	26.7%	20.6%
Very important	32.1%	17.9%	46.4%	46.7%	32.1%	37.9%	34.6%	32.0%	34.6%	33.3%	27.3%	32.0%	20.0%	29.4%
Important	25.0%	28.6%	7.1%	13.3%	21.4%	13.8%	19.2%	20.0%	34.6%	25.9%	18.2%	12.0%	30.0%	29.4%
Less important	17.9%	3.6%	3.6%	6.7%	14.3%	10.3%	7.7%	20.0%	0.0%	14.8%	18.2%	28.0%	10.0%	14.7%
Not important	3.6%	10.7%	3.6%	6.7%	7.1%	13.8%	15.4%	4.0%	3.8%	11.1%	15.2%	0.0%	13.3%	5.9%



**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q9-14. Access to major highway system</u>														
Extremely important	25.0%	46.4%	48.3%	36.7%	39.3%	23.3%	38.5%	50.0%	50.0%	50.0%	27.3%	38.5%	30.0%	41.2%
Very important	57.1%	32.1%	34.5%	43.3%	35.7%	60.0%	42.3%	25.0%	28.6%	15.4%	54.5%	42.3%	23.3%	38.2%
Important	17.9%	14.3%	13.8%	13.3%	21.4%	10.0%	19.2%	17.9%	17.9%	26.9%	12.1%	15.4%	26.7%	11.8%
Less important	0.0%	7.1%	3.4%	0.0%	3.6%	0.0%	0.0%	3.6%	3.6%	3.8%	0.0%	3.8%	10.0%	5.9%
Not important	0.0%	0.0%	0.0%	6.7%	0.0%	6.7%	0.0%	3.6%	0.0%	3.8%	6.1%	0.0%	10.0%	2.9%

**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q9-15. Water quality</u>														
Extremely important	44.4%	57.1%	53.6%	53.3%	35.7%	33.3%	42.3%	34.6%	53.6%	41.4%	30.3%	44.0%	37.9%	44.1%
Very important	33.3%	28.6%	42.9%	23.3%	32.1%	46.7%	30.8%	42.3%	21.4%	20.7%	48.5%	32.0%	31.0%	29.4%
Important	18.5%	3.6%	3.6%	13.3%	17.9%	13.3%	15.4%	15.4%	21.4%	24.1%	12.1%	16.0%	20.7%	17.6%
Less important	3.7%	7.1%	0.0%	0.0%	14.3%	3.3%	7.7%	7.7%	3.6%	10.3%	3.0%	8.0%	6.9%	8.8%
Not important	0.0%	3.6%	0.0%	10.0%	0.0%	3.3%	3.8%	0.0%	0.0%	3.4%	6.1%	0.0%	3.4%	0.0%

**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q9-16. Wireless connectivity/broadband availability</u>														
Extremely important	48.1%	59.3%	48.3%	51.7%	42.9%	50.0%	53.8%	46.4%	50.0%	51.7%	48.5%	50.0%	40.0%	32.4%
Very important	44.4%	18.5%	41.4%	31.0%	39.3%	36.7%	30.8%	42.9%	32.1%	20.7%	42.4%	26.9%	40.0%	50.0%
Important	7.4%	18.5%	3.4%	10.3%	14.3%	10.0%	11.5%	3.6%	14.3%	24.1%	9.1%	19.2%	16.7%	14.7%
Less important	0.0%	0.0%	3.4%	0.0%	3.6%	3.3%	3.8%	0.0%	3.6%	3.4%	0.0%	3.8%	0.0%	2.9%
Not important	0.0%	3.7%	3.4%	6.9%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%

**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q9-17. School Council Districts/public schools</u>														
Extremely important	35.7%	39.3%	39.3%	43.3%	18.5%	33.3%	26.9%	19.2%	32.1%	21.4%	12.1%	29.2%	30.0%	20.6%
Very important	28.6%	25.0%	32.1%	23.3%	40.7%	16.7%	26.9%	34.6%	14.3%	7.1%	30.3%	29.2%	16.7%	38.2%
Important	25.0%	17.9%	14.3%	10.0%	14.8%	6.7%	15.4%	15.4%	25.0%	32.1%	12.1%	20.8%	23.3%	11.8%
Less important	3.6%	7.1%	3.6%	6.7%	14.8%	6.7%	19.2%	11.5%	21.4%	25.0%	3.0%	20.8%	13.3%	8.8%
Not important	7.1%	10.7%	10.7%	16.7%	11.1%	36.7%	11.5%	19.2%	7.1%	14.3%	42.4%	0.0%	16.7%	20.6%

**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q9-18. Cost of real estate</u>														
Extremely important	50.0%	53.6%	44.8%	60.0%	28.6%	43.3%	40.0%	42.9%	42.3%	28.6%	39.4%	50.0%	37.9%	41.2%
Very important	35.7%	28.6%	34.5%	26.7%	35.7%	40.0%	40.0%	39.3%	34.6%	50.0%	33.3%	26.9%	41.4%	44.1%
Important	10.7%	14.3%	13.8%	6.7%	28.6%	10.0%	16.0%	10.7%	23.1%	17.9%	24.2%	19.2%	20.7%	8.8%
Less important	3.6%	0.0%	6.9%	0.0%	3.6%	3.3%	4.0%	3.6%	0.0%	3.6%	0.0%	3.8%	0.0%	2.9%
Not important	0.0%	3.6%	0.0%	6.7%	3.6%	3.3%	0.0%	3.6%	0.0%	0.0%	3.0%	0.0%	0.0%	2.9%

**Q10. Which THREE of the reasons listed in Question 9 will have the most impact on your business's decision to stay in the City of Dallas for the next 10 years? (top 3)**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q10. Sum of Top 3 Choices</u>														
Overall image of City	13.3%	13.3%	16.7%	33.3%	16.7%	12.9%	20.0%	13.3%	10.0%	20.0%	17.6%	23.3%	16.7%	22.9%
Quality of life	40.0%	30.0%	20.0%	26.7%	40.0%	22.6%	26.7%	20.0%	20.0%	43.3%	20.6%	20.0%	33.3%	40.0%
Low crime rate	50.0%	50.0%	56.7%	46.7%	43.3%	48.4%	30.0%	33.3%	40.0%	53.3%	50.0%	46.7%	36.7%	28.6%
Availability of skilled workforce	16.7%	23.3%	30.0%	16.7%	16.7%	19.4%	26.7%	13.3%	20.0%	13.3%	11.8%	23.3%	20.0%	25.7%
Level of taxation	33.3%	26.7%	20.0%	16.7%	30.0%	32.3%	30.0%	30.0%	46.7%	43.3%	11.8%	30.0%	26.7%	31.4%
Access to airports	3.3%	3.3%	0.0%	6.7%	6.7%	0.0%	3.3%	10.0%	3.3%	6.7%	14.7%	0.0%	6.7%	5.7%
Availability of quality housing & other amenities for employees	20.0%	6.7%	3.3%	30.0%	20.0%	3.2%	6.7%	13.3%	13.3%	6.7%	20.6%	6.7%	13.3%	8.6%
Proximity of businesses that are important to your business	10.0%	6.7%	3.3%	6.7%	10.0%	3.2%	13.3%	20.0%	13.3%	20.0%	14.7%	10.0%	23.3%	20.0%
Availability of local economic incentives	6.7%	16.7%	3.3%	3.3%	13.3%	6.5%	20.0%	13.3%	6.7%	13.3%	2.9%	20.0%	13.3%	14.3%
Availability of public transportation	0.0%	3.3%	0.0%	3.3%	10.0%	0.0%	6.7%	3.3%	3.3%	3.3%	0.0%	3.3%	3.3%	8.6%

**Q10. Which THREE of the reasons listed in Question 9 will have the most impact on your business's decision to stay in the City of Dallas for the next 10 years? (top 3)**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q10. Sum of Top 3 Choices (Cont.)</u>														
Availability of libraries, arts, & cultural amenities	0.0%	3.3%	0.0%	3.3%	6.7%	6.5%	0.0%	16.7%	6.7%	0.0%	2.9%	6.7%	6.7%	11.4%
Attitude of local government toward business	20.0%	20.0%	6.7%	10.0%	10.0%	9.7%	6.7%	20.0%	23.3%	10.0%	8.8%	16.7%	20.0%	14.3%
Availability of parks & open space	0.0%	0.0%	3.3%	0.0%	0.0%	3.2%	3.3%	3.3%	3.3%	0.0%	5.9%	0.0%	0.0%	5.7%
Access to major highway system	6.7%	13.3%	20.0%	3.3%	0.0%	9.7%	10.0%	16.7%	6.7%	16.7%	8.8%	3.3%	3.3%	5.7%
Water quality	6.7%	0.0%	10.0%	3.3%	16.7%	0.0%	6.7%	3.3%	3.3%	3.3%	2.9%	0.0%	10.0%	0.0%
Wireless connectivity/ broadband availability	6.7%	6.7%	6.7%	13.3%	13.3%	12.9%	13.3%	0.0%	6.7%	6.7%	5.9%	16.7%	16.7%	11.4%
School Council Districts/public schools	6.7%	3.3%	10.0%	16.7%	0.0%	3.2%	0.0%	3.3%	6.7%	3.3%	0.0%	0.0%	3.3%	5.7%
Cost of real estate	26.7%	43.3%	6.7%	16.7%	10.0%	19.4%	16.7%	43.3%	26.7%	16.7%	11.8%	26.7%	13.3%	20.0%
None chosen	6.7%	10.0%	6.7%	10.0%	10.0%	6.5%	13.3%	6.7%	13.3%	0.0%	0.0%	10.0%	3.3%	5.7%

**Q11. Please rate the labor pool in the Dallas area on the following characteristics using a scale of 5 to 1, where 5 means "Very Good" and 1 means "Very Poor." (without "don't know")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q11-1. Quality of workers</u>														
Very good	17.2%	27.6%	10.3%	21.4%	14.3%	33.3%	16.7%	10.0%	21.4%	17.9%	31.3%	13.3%	28.6%	25.7%
Good	51.7%	31.0%	48.3%	28.6%	42.9%	30.0%	46.7%	33.3%	32.1%	21.4%	46.9%	53.3%	46.4%	42.9%
Average	24.1%	31.0%	27.6%	46.4%	39.3%	33.3%	26.7%	50.0%	42.9%	42.9%	15.6%	26.7%	17.9%	22.9%
Poor	6.9%	10.3%	6.9%	0.0%	3.6%	3.3%	10.0%	3.3%	3.6%	7.1%	3.1%	3.3%	3.6%	8.6%
Very poor	0.0%	0.0%	6.9%	3.6%	0.0%	0.0%	0.0%	3.3%	0.0%	10.7%	3.1%	3.3%	3.6%	0.0%



**Q11. Please rate the labor pool in the Dallas area on the following characteristics using a scale of 5 to 1, where 5 means "Very Good" and 1 means "Very Poor." (without "don't know")**

N=430	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q11-2. Availability of workers</u>														
Very good	10.3%	20.7%	3.4%	21.4%	11.1%	26.7%	3.3%	13.3%	21.4%	21.4%	31.3%	13.8%	20.7%	22.9%
Good	44.8%	31.0%	55.2%	32.1%	33.3%	26.7%	46.7%	33.3%	35.7%	35.7%	37.5%	27.6%	44.8%	48.6%
Average	27.6%	34.5%	27.6%	32.1%	48.1%	36.7%	43.3%	40.0%	32.1%	32.1%	18.8%	37.9%	27.6%	28.6%
Poor	13.8%	13.8%	6.9%	10.7%	3.7%	10.0%	3.3%	10.0%	10.7%	7.1%	12.5%	13.8%	3.4%	0.0%
Very poor	3.4%	0.0%	6.9%	3.6%	3.7%	0.0%	3.3%	3.3%	0.0%	3.6%	0.0%	6.9%	3.4%	0.0%

**Q11. Please rate the labor pool in the Dallas area on the following characteristics using a scale of 5 to 1, where 5 means "Very Good" and 1 means "Very Poor." (without "don't know")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14

Q11-3. Stability of available workers

Very good	10.3%	20.7%	0.0%	21.4%	11.1%	23.3%	6.7%	3.3%	11.1%	14.3%	25.8%	10.3%	11.1%	17.1%
Good	44.8%	24.1%	51.7%	42.9%	25.9%	20.0%	30.0%	23.3%	29.6%	17.9%	41.9%	24.1%	44.4%	40.0%
Average	31.0%	48.3%	34.5%	21.4%	48.1%	43.3%	56.7%	53.3%	44.4%	46.4%	22.6%	41.4%	33.3%	37.1%
Poor	13.8%	3.4%	10.3%	14.3%	14.8%	13.3%	6.7%	16.7%	11.1%	17.9%	9.7%	10.3%	7.4%	5.7%
Very poor	0.0%	3.4%	3.4%	0.0%	0.0%	0.0%	0.0%	3.3%	3.7%	3.6%	0.0%	13.8%	3.7%	0.0%

**Q11. Please rate the labor pool in the Dallas area on the following characteristics using a scale of 5 to 1, where 5 means "Very Good" and 1 means "Very Poor." (without "don't know")**

N=430	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q11-4. Education &amp; technical skills of work force</u>														
Very good	10.3%	24.1%	6.9%	28.6%	11.1%	16.7%	6.7%	10.0%	22.2%	17.9%	29.0%	16.7%	14.3%	20.0%
Good	48.3%	34.5%	55.2%	25.0%	33.3%	43.3%	40.0%	20.0%	40.7%	35.7%	35.5%	43.3%	50.0%	42.9%
Average	31.0%	34.5%	17.2%	35.7%	40.7%	33.3%	43.3%	50.0%	29.6%	35.7%	25.8%	26.7%	28.6%	31.4%
Poor	10.3%	3.4%	17.2%	10.7%	14.8%	6.7%	10.0%	16.7%	7.4%	10.7%	9.7%	3.3%	3.6%	5.7%
Very poor	0.0%	3.4%	3.4%	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	10.0%	3.6%	0.0%

**Q11. Please rate the labor pool in the Dallas area on the following characteristics using a scale of 5 to 1, where 5 means "Very Good" and 1 means "Very Poor." (without "don't know")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q11-5. Attitude of employees</u>														
Very good	10.3%	20.7%	0.0%	17.9%	11.1%	17.2%	17.2%	10.0%	18.5%	17.9%	25.0%	20.7%	20.7%	17.1%
Good	44.8%	34.5%	65.5%	25.0%	25.9%	41.4%	31.0%	20.0%	33.3%	28.6%	46.9%	34.5%	27.6%	37.1%
Average	31.0%	37.9%	17.2%	50.0%	44.4%	24.1%	37.9%	53.3%	29.6%	32.1%	15.6%	20.7%	48.3%	31.4%
Poor	13.8%	6.9%	13.8%	3.6%	11.1%	13.8%	13.8%	10.0%	14.8%	21.4%	9.4%	13.8%	0.0%	11.4%
Very poor	0.0%	0.0%	3.4%	3.6%	7.4%	3.4%	0.0%	6.7%	3.7%	0.0%	3.1%	10.3%	3.4%	2.9%

**Q11. Please rate the labor pool in the Dallas area on the following characteristics using a scale of 5 to 1, where 5 means "Very Good" and 1 means "Very Poor." (without "don't know")**

N=430	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q11-6. Productivity of workforce</u>														
Very good	3.4%	24.1%	3.4%	21.4%	15.4%	23.3%	13.3%	10.0%	18.5%	14.8%	31.3%	13.8%	21.4%	20.0%
Good	55.2%	48.3%	62.1%	32.1%	26.9%	30.0%	36.7%	33.3%	29.6%	33.3%	40.6%	41.4%	46.4%	48.6%
Average	27.6%	27.6%	20.7%	32.1%	46.2%	40.0%	43.3%	46.7%	40.7%	37.0%	21.9%	31.0%	25.0%	31.4%
Poor	13.8%	0.0%	10.3%	10.7%	7.7%	6.7%	6.7%	6.7%	11.1%	14.8%	6.3%	6.9%	3.6%	0.0%
Very poor	0.0%	0.0%	3.4%	3.6%	3.8%	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	6.9%	3.6%	0.0%

**Q12. Has your business used the City of Dallas website to get information on City services? (without "don't know/unsure")**

N=430	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14

Q12. Has your business used City website to get information on City services

Yes	65.5%	67.9%	76.0%	66.7%	66.7%	63.3%	56.7%	70.0%	76.7%	65.5%	71.9%	79.3%	83.3%	85.7%
No	34.5%	32.1%	24.0%	33.3%	33.3%	36.7%	43.3%	30.0%	23.3%	34.5%	28.1%	20.7%	16.7%	14.3%

**Q13. Please rate the website on the following characteristics using a scale of 1 to 5, where 5 means "Very Good" and 1 means "Very Poor." (without "don't know")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q13-1. Easy to navigate</u>														
Very good	26.3%	36.8%	21.1%	37.5%	15.0%	38.9%	29.4%	9.5%	27.3%	26.3%	28.6%	36.4%	13.6%	23.3%
Good	42.1%	31.6%	52.6%	37.5%	35.0%	22.2%	58.8%	38.1%	31.8%	21.1%	47.6%	40.9%	40.9%	53.3%
Average	31.6%	15.8%	21.1%	25.0%	50.0%	27.8%	11.8%	33.3%	31.8%	52.6%	23.8%	9.1%	36.4%	23.3%
Poor	0.0%	15.8%	5.3%	0.0%	0.0%	11.1%	0.0%	14.3%	0.0%	0.0%	0.0%	9.1%	9.1%	0.0%
Very poor	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	9.1%	0.0%	0.0%	4.5%	0.0%	0.0%

**Q13. Please rate the website on the following characteristics using a scale of 1 to 5, where 5 means "Very Good" and 1 means "Very Poor." (without "don't know")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q13-2. Informative content</u>														
Very good	26.3%	42.1%	21.1%	29.4%	20.0%	41.2%	11.8%	10.0%	8.7%	21.1%	28.6%	43.5%	13.6%	20.0%
Good	47.4%	26.3%	57.9%	41.2%	40.0%	47.1%	64.7%	40.0%	39.1%	42.1%	47.6%	26.1%	40.9%	60.0%
Average	26.3%	31.6%	15.8%	29.4%	40.0%	11.8%	23.5%	30.0%	39.1%	31.6%	23.8%	21.7%	36.4%	20.0%
Poor	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	20.0%	8.7%	5.3%	0.0%	8.7%	9.1%	0.0%
Very poor	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%



**Q13. Please rate the website on the following characteristics using a scale of 1 to 5, where 5 means "Very Good" and 1 means "Very Poor." (without "don't know")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q13-3. Useful</u>														
Very good	26.3%	36.8%	26.3%	29.4%	15.0%	41.2%	12.5%	4.8%	8.7%	21.1%	33.3%	27.3%	18.2%	16.7%
Good	47.4%	36.8%	52.6%	41.2%	55.0%	41.2%	68.8%	42.9%	47.8%	21.1%	47.6%	50.0%	36.4%	63.3%
Average	26.3%	15.8%	15.8%	23.5%	20.0%	11.8%	12.5%	42.9%	30.4%	52.6%	19.0%	13.6%	36.4%	16.7%
Poor	0.0%	10.5%	5.3%	5.9%	5.0%	5.9%	6.3%	4.8%	8.7%	0.0%	0.0%	4.5%	9.1%	3.3%
Very poor	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	4.8%	4.3%	5.3%	0.0%	4.5%	0.0%	0.0%

**Q14. Please indicate if you are aware of the following business assistance programs. (without "not provided")**

N=430	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q14-1. Small Business Incentive Program</u>														
Yes	34.5%	37.0%	29.6%	42.9%	35.7%	33.3%	53.6%	32.1%	50.0%	35.7%	40.6%	32.1%	46.7%	64.7%
No	65.5%	63.0%	70.4%	57.1%	64.3%	66.7%	46.4%	67.9%	50.0%	64.3%	59.4%	67.9%	53.3%	35.3%

**Q14. Please indicate if you are aware of the following business assistance programs. (without "not provided")**

N=430	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q14-2. Economic Development Incentive Programs</u>														
Yes	39.3%	37.0%	19.2%	32.1%	41.4%	26.7%	34.5%	37.0%	48.3%	22.2%	40.6%	28.6%	36.7%	47.1%
No	60.7%	63.0%	80.8%	67.9%	58.6%	73.3%	65.5%	63.0%	51.7%	77.8%	59.4%	71.4%	63.3%	52.9%

**Q14. If you are aware of the program, please indicate if you have used the program. (without "not provided")**

N=186	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q14-1. Small Business Incentive Program</u>														
Yes	10.0%	22.2%	50.0%	41.7%	66.7%	71.4%	14.3%	22.2%	28.6%	50.0%	53.8%	44.4%	28.6%	54.5%
No	90.0%	77.8%	50.0%	58.3%	33.3%	28.6%	85.7%	77.8%	71.4%	50.0%	46.2%	55.6%	71.4%	45.5%

**Q14. If you are aware of the program, please indicate if you have used the program. (without "not provided")**

N=186	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q14-2. Economic Development Incentive Programs</u>														
Yes	27.3%	22.2%	0.0%	55.6%	45.5%	66.7%	22.2%	40.0%	30.8%	16.7%	53.8%	37.5%	18.2%	56.3%
No	72.7%	77.8%	100.0%	44.4%	54.5%	33.3%	77.8%	60.0%	69.2%	83.3%	46.2%	62.5%	81.8%	43.8%

**Q14. If you have used the program, please rate your satisfaction on a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."**

N=73

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q14-1. Small Business Incentive Program</u>														
Very satisfied	0.0%	50.0%	50.0%	40.0%	33.3%	60.0%	100.0%	50.0%	50.0%	20.0%	28.6%	25.0%	25.0%	0.0%
Satisfied	100.0%	50.0%	0.0%	40.0%	66.7%	40.0%	0.0%	50.0%	25.0%	80.0%	71.4%	75.0%	50.0%	91.7%
Neutral	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	25.0%	8.3%
Dissatisfied	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**Q14. If you have used the program, please rate your satisfaction on a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."**

N=73

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q14-2. Economic Development Incentive Programs</u>														
Very satisfied	0.0%	50.0%	0.0%	60.0%	40.0%	75.0%	50.0%	50.0%	50.0%	0.0%	42.9%	0.0%	0.0%	0.0%
Satisfied	100.0%	0.0%	0.0%	20.0%	60.0%	25.0%	50.0%	50.0%	50.0%	100.0%	57.1%	66.7%	100.0%	88.9%
Neutral	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	11.1%
Dissatisfied	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**Q15. Overall, how would you rate the job the City of Dallas does in communicating with business owners and managers? (without "don't know/unsure/not needed")**

N=430

Council District

	1	2	3	4	5	6	7	8	9	10	11	12	13	14
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Q15. How would you rate the job City does in communicating with business owners & managers

Very good	3.6%	16.0%	14.8%	15.4%	11.5%	10.3%	7.7%	7.4%	14.8%	12.0%	20.0%	6.9%	14.3%	5.9%
Good	35.7%	20.0%	44.4%	19.2%	23.1%	27.6%	34.6%	29.6%	29.6%	16.0%	23.3%	37.9%	35.7%	61.8%
Average	53.6%	48.0%	25.9%	42.3%	46.2%	44.8%	42.3%	37.0%	33.3%	44.0%	36.7%	27.6%	35.7%	20.6%
Poor	7.1%	4.0%	11.1%	23.1%	7.7%	13.8%	11.5%	14.8%	11.1%	16.0%	20.0%	20.7%	10.7%	5.9%
Very poor	0.0%	12.0%	3.7%	0.0%	11.5%	3.4%	3.8%	11.1%	11.1%	12.0%	0.0%	6.9%	3.6%	5.9%

**Q16. Please indicate how satisfied or dissatisfied your business is with the following City codes and regulations using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q16-1. Zoning codes</u>														
Very satisfied	7.7%	20.8%	0.0%	15.8%	16.0%	13.6%	8.3%	3.8%	7.7%	15.4%	8.3%	11.1%	4.2%	20.6%
Satisfied	50.0%	37.5%	78.3%	47.4%	40.0%	40.9%	50.0%	30.8%	42.3%	38.5%	58.3%	37.0%	62.5%	41.2%
Neutral	34.6%	33.3%	8.7%	21.1%	32.0%	45.5%	33.3%	57.7%	42.3%	34.6%	25.0%	37.0%	25.0%	26.5%
Dissatisfied	7.7%	8.3%	4.3%	15.8%	8.0%	0.0%	8.3%	3.8%	7.7%	7.7%	8.3%	7.4%	8.3%	11.8%
Very dissatisfied	0.0%	0.0%	8.7%	0.0%	4.0%	0.0%	0.0%	3.8%	0.0%	3.8%	0.0%	7.4%	0.0%	0.0%

**Q16. Please indicate how satisfied or dissatisfied your business is with the following City codes and regulations using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q16-2. Landscaping requirements</u>														
Very satisfied	7.1%	19.2%	8.0%	22.7%	19.2%	18.2%	11.1%	0.0%	11.5%	11.1%	12.5%	11.1%	4.5%	17.6%
Satisfied	57.1%	30.8%	56.0%	31.8%	34.6%	50.0%	55.6%	40.0%	42.3%	33.3%	54.2%	44.4%	54.5%	52.9%
Neutral	28.6%	42.3%	28.0%	22.7%	42.3%	27.3%	29.6%	48.0%	38.5%	44.4%	33.3%	25.9%	40.9%	23.5%
Dissatisfied	7.1%	7.7%	8.0%	18.2%	0.0%	4.5%	3.7%	4.0%	7.7%	11.1%	0.0%	11.1%	0.0%	2.9%
Very dissatisfied	0.0%	0.0%	0.0%	4.5%	3.8%	0.0%	0.0%	8.0%	0.0%	0.0%	0.0%	7.4%	0.0%	2.9%

**Q16. Please indicate how satisfied or dissatisfied your business is with the following City codes and regulations using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14

Q16-3. Business signage regulations

Very satisfied	6.9%	16.7%	3.8%	12.5%	11.5%	13.6%	7.4%	7.4%	7.4%	13.8%	21.7%	10.3%	8.7%	15.2%
Satisfied	55.2%	37.5%	57.7%	41.7%	34.6%	59.1%	59.3%	33.3%	40.7%	27.6%	39.1%	48.3%	43.5%	42.4%
Neutral	34.5%	41.7%	23.1%	29.2%	46.2%	27.3%	33.3%	44.4%	48.1%	48.3%	39.1%	27.6%	43.5%	39.4%
Dissatisfied	3.4%	4.2%	11.5%	8.3%	3.8%	0.0%	0.0%	7.4%	3.7%	6.9%	0.0%	6.9%	4.3%	0.0%
Very dissatisfied	0.0%	0.0%	3.8%	8.3%	3.8%	0.0%	0.0%	7.4%	0.0%	3.4%	0.0%	6.9%	0.0%	3.0%



**Q16. Please indicate how satisfied or dissatisfied your business is with the following City codes and regulations using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14

Q16-4. Business parking regulations

Very satisfied	3.3%	16.7%	3.8%	16.7%	15.4%	9.5%	3.7%	3.7%	7.7%	10.7%	12.0%	6.9%	12.5%	11.8%
Satisfied	46.7%	25.0%	53.8%	29.2%	26.9%	57.1%	59.3%	33.3%	38.5%	39.3%	52.0%	48.3%	50.0%	50.0%
Neutral	36.7%	54.2%	38.5%	37.5%	50.0%	28.6%	29.6%	48.1%	46.2%	39.3%	16.0%	24.1%	29.2%	29.4%
Dissatisfied	13.3%	4.2%	3.8%	16.7%	3.8%	4.8%	7.4%	7.4%	3.8%	10.7%	20.0%	10.3%	8.3%	2.9%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	7.4%	3.8%	0.0%	0.0%	10.3%	0.0%	5.9%

**Q16. Please indicate how satisfied or dissatisfied your business is with the following City codes and regulations using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q16-5. Building codes</u>														
Very satisfied	7.7%	17.4%	4.0%	19.0%	11.1%	13.6%	3.8%	14.8%	8.0%	6.9%	12.0%	4.0%	22.7%	14.7%
Satisfied	61.5%	30.4%	68.0%	47.6%	33.3%	50.0%	69.2%	37.0%	40.0%	31.0%	60.0%	60.0%	36.4%	50.0%
Neutral	26.9%	52.2%	24.0%	14.3%	40.7%	27.3%	23.1%	37.0%	40.0%	48.3%	24.0%	20.0%	36.4%	20.6%
Dissatisfied	3.8%	0.0%	4.0%	14.3%	0.0%	9.1%	3.8%	3.7%	8.0%	13.8%	4.0%	4.0%	4.5%	11.8%
Very dissatisfied	0.0%	0.0%	0.0%	4.8%	14.8%	0.0%	0.0%	7.4%	4.0%	0.0%	0.0%	12.0%	0.0%	2.9%

**Q16. Please indicate how satisfied or dissatisfied your business is with the following City codes and regulations using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q16-6. Trash screening requirements</u>														
Very satisfied	11.1%	20.0%	4.5%	13.6%	16.0%	17.4%	3.7%	8.0%	4.5%	10.7%	11.5%	14.3%	9.1%	11.8%
Satisfied	40.7%	16.0%	54.5%	40.9%	32.0%	47.8%	63.0%	40.0%	45.5%	32.1%	46.2%	42.9%	54.5%	41.2%
Neutral	40.7%	52.0%	36.4%	27.3%	48.0%	30.4%	25.9%	44.0%	27.3%	42.9%	38.5%	17.9%	36.4%	38.2%
Dissatisfied	7.4%	12.0%	0.0%	18.2%	4.0%	4.3%	7.4%	4.0%	18.2%	10.7%	0.0%	14.3%	0.0%	5.9%
Very dissatisfied	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	4.0%	4.5%	3.6%	3.8%	10.7%	0.0%	2.9%

**Q16. Please indicate how satisfied or dissatisfied your business is with the following City codes and regulations using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

N=430

	Council District													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<u>Q16-7. Stormwater &amp; environmental regulations</u>														
Very satisfied	3.8%	20.8%	0.0%	12.0%	16.7%	17.4%	8.3%	12.0%	4.8%	3.7%	8.3%	17.4%	9.5%	9.1%
Satisfied	57.7%	33.3%	68.0%	52.0%	41.7%	56.5%	54.2%	36.0%	52.4%	29.6%	54.2%	43.5%	47.6%	54.5%
Neutral	34.6%	41.7%	28.0%	20.0%	29.2%	21.7%	20.8%	40.0%	33.3%	55.6%	33.3%	21.7%	42.9%	30.3%
Dissatisfied	3.8%	0.0%	0.0%	16.0%	12.5%	4.3%	12.5%	8.0%	4.8%	7.4%	4.2%	8.7%	0.0%	3.0%
Very dissatisfied	0.0%	4.2%	4.0%	0.0%	0.0%	0.0%	4.2%	4.0%	4.8%	3.7%	0.0%	8.7%	0.0%	3.0%

**Q17. If you had a complaint or comment to make about City services received by your business, would you know who to call or where to go? (without "don't know/unsure")**

N=430

		Council District													
		1	2	3	4	5	6	7	8	9	10	11	12	13	14

Q17. Would you know who to call or where to go if you had a complaint or comment to make about City services received by your business

Yes	63.6%	63.2%	70.0%	64.0%	56.5%	84.6%	66.7%	62.5%	77.3%	69.2%	81.5%	71.4%	73.1%	84.4%
No	36.4%	36.8%	30.0%	36.0%	43.5%	15.4%	33.3%	37.5%	22.7%	30.8%	18.5%	28.6%	26.9%	15.6%



# 2 Crosstabs by Number of Employees

**Q1. Please indicate if your business has used the services listed below in the past 2 years.**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

**Q1-1. Building Permits**

Yes	22.3%	50.8%	37.0%	51.0%	59.1%	56.5%	47.5%
No	77.7%	49.2%	63.0%	49.0%	40.9%	43.5%	52.5%

**Q1. Please indicate if your business has used the services listed below in the past 2 years.**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

**Q1-2. Building Inspections**

Yes	19.6%	49.2%	37.0%	60.8%	77.3%	52.2%	60.0%
No	80.4%	50.8%	63.0%	39.2%	22.7%	47.8%	40.0%

**Q1. Please indicate if your business has used the services listed below in the past 2 years.**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

**Q1-3. Fire Inspection**

Yes	20.3%	42.4%	57.4%	54.9%	68.2%	56.5%	52.5%
No	79.7%	57.6%	42.6%	45.1%	31.8%	43.5%	47.5%

**Q1. Please indicate if your business has used the services listed below in the past 2 years.**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

**Q1-4. Planning & Zoning**

Yes	8.8%	25.4%	22.2%	17.6%	22.7%	43.5%	50.0%
No	91.2%	74.6%	77.8%	82.4%	77.3%	56.5%	50.0%



**Q1. Please indicate if your business has used the services listed below in the past 2 years.**

N=430

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q1-5. Code Enforcement

Yes	20.9%	30.5%	35.2%	29.4%	40.9%	26.1%	52.5%
No	79.1%	69.5%	64.8%	70.6%	59.1%	73.9%	47.5%

**Q1. Please indicate if your business has used the services listed below in the past 2 years.**

N=430

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q1-6. Economic Development

Yes	6.1%	10.2%	16.7%	19.6%	18.2%	34.8%	52.5%
No	93.9%	89.8%	83.3%	80.4%	81.8%	65.2%	47.5%

**Q1. Please indicate if your business has used the services listed below in the past 2 years.**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q1-7. Small Business Services

Yes	35.8%	32.2%	33.3%	39.2%	13.6%	26.1%	17.5%
No	64.2%	67.8%	66.7%	60.8%	86.4%	73.9%	82.5%

**Q1. Please indicate if your business has used the services listed below in the past 2 years.**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q1-8. Police Department

Yes	27.7%	42.4%	40.7%	41.2%	31.8%	17.4%	12.5%
No	72.3%	57.6%	59.3%	58.8%	68.2%	82.6%	87.5%

**Q1. Please indicate if your business has used the services listed below in the past 2 years.**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

**Q1-9. Police Traffic Enforcement**

Yes	4.7%	6.8%	5.6%	7.8%	9.1%	21.7%	7.5%
No	95.3%	93.2%	94.4%	92.2%	90.9%	78.3%	92.5%

**Q1. Please indicate if your business has used the services listed below in the past 2 years.**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

**Q1-10. City Hall (General)**

Yes	20.3%	20.3%	16.7%	11.8%	4.5%	26.1%	30.0%
No	79.7%	79.7%	83.3%	88.2%	95.5%	73.9%	70.0%

**Q1. Please indicate if your business has used the services listed below in the past 2 years.**

N=430

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+

**Q1-11. Streets Maintenance**

Yes	14.9%	16.9%	29.6%	17.6%	22.7%	26.1%	30.0%
No	85.1%	83.1%	70.4%	82.4%	77.3%	73.9%	70.0%

**Q1. Please indicate if your business has used the services listed below in the past 2 years.**

N=430

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+

**Q1-12. Street Drainage**

Yes	7.4%	8.5%	13.0%	15.7%	13.6%	30.4%	27.5%
No	92.6%	91.5%	87.0%	84.3%	86.4%	69.6%	72.5%

**Q1. Please indicate if your business has used the services listed below in the past 2 years.**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

**Q1-13. Restaurant Inspections**

Yes	2.0%	13.6%	16.7%	13.7%	9.1%	0.0%	20.0%
No	98.0%	86.4%	83.3%	86.3%	90.9%	100.0%	80.0%

**Q1. Please indicate if your business has used the services listed below in the past 2 years.**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

**Q1-14. Water & Sewer Billing**

Yes	31.1%	45.8%	31.5%	43.1%	59.1%	56.5%	37.5%
No	68.9%	54.2%	68.5%	56.9%	40.9%	43.5%	62.5%

**Q1. Please indicate if your business has used the services listed below in the past 2 years.**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q1-15. Water Services

Yes	35.1%	42.4%	44.4%	54.9%	54.5%	34.8%	37.5%
No	64.9%	57.6%	55.6%	45.1%	45.5%	65.2%	62.5%

**Q1. If your business has used the service, please rate your overall satisfaction with each service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=396

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q1-1. Building Permits

Very satisfied	27.6%	24.1%	10.5%	20.0%	53.8%	0.0%	36.8%
Satisfied	31.0%	37.9%	68.4%	48.0%	7.7%	75.0%	47.4%
Neutral	24.1%	17.2%	0.0%	8.0%	23.1%	16.7%	15.8%
Dissatisfied	6.9%	10.3%	10.5%	16.0%	0.0%	8.3%	0.0%
Very dissatisfied	10.3%	10.3%	10.5%	8.0%	15.4%	0.0%	0.0%

**Q1. If your business has used the service, please rate your overall satisfaction with each service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=396

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q1-2. Building Inspections

Very satisfied	56.0%	35.7%	20.0%	26.7%	47.1%	18.2%	37.5%
Satisfied	24.0%	35.7%	50.0%	43.3%	47.1%	72.7%	54.2%
Neutral	12.0%	3.6%	15.0%	20.0%	5.9%	9.1%	4.2%
Dissatisfied	8.0%	14.3%	5.0%	6.7%	0.0%	0.0%	0.0%
Very dissatisfied	0.0%	10.7%	10.0%	3.3%	0.0%	0.0%	4.2%



**Q1. If your business has used the service, please rate your overall satisfaction with each service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=396

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q1-3. Fire Inspection

Very satisfied	44.4%	48.0%	32.3%	29.6%	53.3%	16.7%	33.3%
Satisfied	25.9%	36.0%	51.6%	55.6%	40.0%	83.3%	61.9%
Neutral	22.2%	8.0%	12.9%	7.4%	0.0%	0.0%	4.8%
Dissatisfied	3.7%	4.0%	0.0%	3.7%	0.0%	0.0%	0.0%
Very dissatisfied	3.7%	4.0%	3.2%	3.7%	6.7%	0.0%	0.0%

**Q1. If your business has used the service, please rate your overall satisfaction with each service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=396

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q1-4. Planning & Zoning

Very satisfied	27.3%	13.3%	25.0%	33.3%	60.0%	10.0%	25.0%
Satisfied	63.6%	40.0%	50.0%	44.4%	0.0%	60.0%	65.0%
Neutral	0.0%	20.0%	8.3%	11.1%	40.0%	10.0%	10.0%
Dissatisfied	9.1%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%
Very dissatisfied	0.0%	26.7%	16.7%	11.1%	0.0%	0.0%	0.0%

**Q1. If your business has used the service, please rate your overall satisfaction with each service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=396

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q1-5. Code Enforcement

Very satisfied	29.6%	27.8%	21.1%	20.0%	22.2%	0.0%	47.6%
Satisfied	29.6%	33.3%	42.1%	60.0%	66.7%	83.3%	28.6%
Neutral	25.9%	22.2%	26.3%	6.7%	11.1%	16.7%	23.8%
Dissatisfied	3.7%	11.1%	5.3%	6.7%	0.0%	0.0%	0.0%
Very dissatisfied	11.1%	5.6%	5.3%	6.7%	0.0%	0.0%	0.0%

**Q1. If your business has used the service, please rate your overall satisfaction with each service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=396

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q1-6. Economic Development

Very satisfied	50.0%	40.0%	22.2%	20.0%	50.0%	42.9%	33.3%
Satisfied	25.0%	40.0%	44.4%	50.0%	50.0%	42.9%	42.9%
Neutral	25.0%	0.0%	22.2%	20.0%	0.0%	0.0%	14.3%
Dissatisfied	0.0%	20.0%	0.0%	0.0%	0.0%	14.3%	9.5%
Very dissatisfied	0.0%	0.0%	11.1%	10.0%	0.0%	0.0%	0.0%

**Q1. If your business has used the service, please rate your overall satisfaction with each service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=396

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+
<u>Q1-7. Small Business Services</u>							
Very satisfied	45.1%	47.4%	16.7%	52.6%	66.7%	33.3%	57.1%
Satisfied	33.3%	36.8%	72.2%	26.3%	33.3%	33.3%	42.9%
Neutral	17.6%	0.0%	5.6%	15.8%	0.0%	33.3%	0.0%
Dissatisfied	0.0%	15.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Very dissatisfied	3.9%	0.0%	5.6%	5.3%	0.0%	0.0%	0.0%

**Q1. If your business has used the service, please rate your overall satisfaction with each service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=396

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q1-8. Police Department

Very satisfied	34.2%	24.0%	25.0%	25.0%	42.9%	0.0%	40.0%
Satisfied	39.5%	52.0%	50.0%	40.0%	28.6%	100.0%	20.0%
Neutral	13.2%	12.0%	10.0%	15.0%	0.0%	0.0%	40.0%
Dissatisfied	7.9%	12.0%	15.0%	5.0%	14.3%	0.0%	0.0%
Very dissatisfied	5.3%	0.0%	0.0%	15.0%	14.3%	0.0%	0.0%

**Q1. If your business has used the service, please rate your overall satisfaction with each service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=396

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q1-9. Police Traffic Enforcement

Very satisfied	42.9%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%
Satisfied	14.3%	50.0%	33.3%	0.0%	50.0%	100.0%	66.7%
Neutral	28.6%	25.0%	0.0%	25.0%	50.0%	0.0%	33.3%
Dissatisfied	14.3%	25.0%	33.3%	50.0%	0.0%	0.0%	0.0%
Very dissatisfied	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%

**Q1. If your business has used the service, please rate your overall satisfaction with each service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=396

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q1-10. City Hall (General)

Very satisfied	22.2%	25.0%	11.1%	33.3%	0.0%	0.0%	25.0%
Satisfied	59.3%	41.7%	55.6%	50.0%	100.0%	83.3%	41.7%
Neutral	14.8%	16.7%	0.0%	0.0%	0.0%	16.7%	33.3%
Dissatisfied	0.0%	16.7%	22.2%	16.7%	0.0%	0.0%	0.0%
Very dissatisfied	3.7%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%



**Q1. If your business has used the service, please rate your overall satisfaction with each service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=396

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q1-11. Streets Maintenance

Very satisfied	26.3%	20.0%	12.5%	0.0%	20.0%	0.0%	33.3%
Satisfied	15.8%	20.0%	37.5%	33.3%	60.0%	66.7%	33.3%
Neutral	26.3%	30.0%	18.8%	22.2%	0.0%	16.7%	25.0%
Dissatisfied	26.3%	20.0%	18.8%	22.2%	0.0%	16.7%	8.3%
Very dissatisfied	5.3%	10.0%	12.5%	22.2%	20.0%	0.0%	0.0%

**Q1. If your business has used the service, please rate your overall satisfaction with each service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=396

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q1-12. Street Drainage

Very satisfied	37.5%	0.0%	14.3%	14.3%	0.0%	14.3%	18.2%
Satisfied	62.5%	20.0%	71.4%	28.6%	100.0%	71.4%	63.6%
Neutral	0.0%	40.0%	0.0%	28.6%	0.0%	0.0%	18.2%
Dissatisfied	0.0%	20.0%	0.0%	0.0%	0.0%	14.3%	0.0%
Very dissatisfied	0.0%	20.0%	14.3%	28.6%	0.0%	0.0%	0.0%

**Q1. If your business has used the service, please rate your overall satisfaction with each service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=396

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q1-13. Restaurant Inspections

Very satisfied	33.3%	37.5%	11.1%	14.3%	0.0%	0.0%	12.5%
Satisfied	33.3%	0.0%	66.7%	57.1%	100.0%	0.0%	75.0%
Neutral	33.3%	37.5%	11.1%	28.6%	0.0%	0.0%	12.5%
Dissatisfied	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Very dissatisfied	0.0%	12.5%	11.1%	0.0%	0.0%	0.0%	0.0%

**Q1. If your business has used the service, please rate your overall satisfaction with each service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=396

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q1-14. Water & Sewer Billing

Very satisfied	40.5%	23.1%	18.8%	19.0%	46.2%	7.7%	26.7%
Satisfied	31.0%	34.6%	56.3%	52.4%	30.8%	84.6%	60.0%
Neutral	21.4%	30.8%	18.8%	28.6%	7.7%	7.7%	6.7%
Dissatisfied	4.8%	7.7%	6.3%	0.0%	0.0%	0.0%	6.7%
Very dissatisfied	2.4%	3.8%	0.0%	0.0%	15.4%	0.0%	0.0%

**Q1. If your business has used the service, please rate your overall satisfaction with each service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=396

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q1-15. Water Services

Very satisfied	36.2%	20.0%	21.7%	22.2%	50.0%	12.5%	46.7%
Satisfied	40.4%	48.0%	69.6%	55.6%	41.7%	87.5%	46.7%
Neutral	19.1%	28.0%	8.7%	18.5%	8.3%	0.0%	6.7%
Dissatisfied	2.1%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Very dissatisfied	2.1%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%

**Q2. Which THREE of the services, City departments or programs listed in Question 1, are most important to your business? (top 3)**

N=430

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+
<u>Q2. Sum of Top 3 Choices</u>							
Building Permits	18.2%	35.6%	16.7%	35.3%	36.4%	34.8%	22.5%
Building Inspections	14.2%	32.2%	16.7%	27.5%	40.9%	43.5%	47.5%
Fire Inspection	12.8%	13.6%	24.1%	21.6%	31.8%	34.8%	32.5%
Planning & Zoning	6.8%	11.9%	9.3%	9.8%	18.2%	21.7%	30.0%
Code Enforcement	12.2%	16.9%	7.4%	15.7%	9.1%	13.0%	20.0%
Economic Development	19.6%	13.6%	18.5%	21.6%	18.2%	39.1%	35.0%
Small Business Services	45.3%	30.5%	27.8%	15.7%	13.6%	17.4%	17.5%
Police Department	27.7%	25.4%	31.5%	35.3%	36.4%	8.7%	15.0%
Police Traffic Enforcement	4.1%	0.0%	5.6%	9.8%	4.5%	4.3%	10.0%
City Hall (General)	22.3%	16.9%	11.1%	7.8%	4.5%	13.0%	12.5%
Streets Maintenance	17.6%	23.7%	24.1%	17.6%	22.7%	4.3%	12.5%
Street Drainage	5.4%	3.4%	1.9%	0.0%	9.1%	4.3%	10.0%
Restaurant Inspections	2.7%	5.1%	5.6%	9.8%	4.5%	0.0%	5.0%
Water & Sewer Billing	13.5%	11.9%	11.1%	15.7%	13.6%	13.0%	12.5%
Water Services	20.9%	15.3%	22.2%	25.5%	18.2%	17.4%	2.5%
None chosen	7.4%	5.1%	9.3%	0.0%	0.0%	4.3%	0.0%

**Q3. Overall, how would you rate the City of Dallas' customer service? (without "haven't used Dallas customer service")**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q3. How would you rate overall City's customer service

Very good	26.6%	20.8%	17.8%	30.4%	40.9%	19.0%	33.3%
Good	33.1%	37.7%	37.8%	26.1%	45.5%	52.4%	56.4%
Average	33.9%	32.1%	26.7%	30.4%	9.1%	23.8%	10.3%
Poor	4.8%	7.5%	11.1%	13.0%	4.5%	4.8%	0.0%
Very poor	1.6%	1.9%	6.7%	0.0%	0.0%	0.0%	0.0%

**Q4. In general, how satisfied are you with the overall quality of services provided by the City of Dallas? (without "haven't used City services")**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q4. How satisfied are you with overall quality of services provided by City

Very satisfied	21.1%	18.5%	15.2%	26.0%	40.9%	21.7%	33.3%
Satisfied	42.9%	44.4%	54.3%	42.0%	45.5%	52.2%	56.4%
Neutral	27.8%	27.8%	21.7%	20.0%	9.1%	21.7%	7.7%
Dissatisfied	7.5%	7.4%	8.7%	8.0%	4.5%	4.3%	2.6%
Very dissatisfied	0.8%	1.9%	0.0%	4.0%	0.0%	0.0%	0.0%



**Q5. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied your business is with the City of Dallas in the following areas. (without "don't know")**

N=430

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+
<u>Q5-1. Working to retain existing businesses in Dallas</u>							
Very satisfied	16.8%	15.4%	14.9%	23.4%	27.3%	10.0%	25.6%
Satisfied	37.6%	55.8%	42.6%	44.7%	50.0%	70.0%	59.0%
Neutral	34.4%	17.3%	34.0%	25.5%	18.2%	20.0%	12.8%
Dissatisfied	9.6%	9.6%	6.4%	2.1%	4.5%	0.0%	2.6%
Very dissatisfied	1.6%	1.9%	2.1%	4.3%	0.0%	0.0%	0.0%

**Q5. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied your business is with the City of Dallas in the following areas. (without "don't know")**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q5-2. Working to attract new businesses to Dallas

Very satisfied	26.0%	19.6%	17.8%	21.3%	31.8%	14.3%	23.1%
Satisfied	34.6%	51.0%	55.6%	44.7%	54.5%	61.9%	53.8%
Neutral	29.9%	17.6%	13.3%	27.7%	9.1%	23.8%	15.4%
Dissatisfied	7.9%	7.8%	8.9%	2.1%	4.5%	0.0%	7.7%
Very dissatisfied	1.6%	3.9%	4.4%	4.3%	0.0%	0.0%	0.0%

**Q5. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied your business is with the City of Dallas in the following areas. (without "don't know")**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q5-3. Supporting business growth & development

Very satisfied	18.0%	19.6%	12.0%	15.2%	31.8%	23.8%	32.4%
Satisfied	39.8%	42.9%	58.0%	50.0%	45.5%	61.9%	37.8%
Neutral	30.8%	16.1%	14.0%	23.9%	18.2%	14.3%	21.6%
Dissatisfied	9.0%	16.1%	10.0%	6.5%	4.5%	0.0%	8.1%
Very dissatisfied	2.3%	5.4%	6.0%	4.3%	0.0%	0.0%	0.0%

**Q5. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied your business is with the City of Dallas in the following areas. (without "don't know")**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q5-4. Small business & support for entrepreneurs

Very satisfied	15.5%	14.3%	12.2%	17.8%	20.0%	15.0%	23.1%
Satisfied	25.6%	33.9%	46.9%	40.0%	65.0%	55.0%	59.0%
Neutral	39.5%	23.2%	22.4%	31.1%	10.0%	30.0%	10.3%
Dissatisfied	16.3%	19.6%	16.3%	6.7%	5.0%	0.0%	7.7%
Very dissatisfied	3.1%	8.9%	2.0%	4.4%	0.0%	0.0%	0.0%

**Q5. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied your business is with the City of Dallas in the following areas. (without "don't know")**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q5-5. Working on easing traffic congestion

Very satisfied	11.4%	14.3%	1.9%	8.2%	18.2%	9.5%	18.4%
Satisfied	15.7%	14.3%	24.5%	20.4%	22.7%	28.6%	44.7%
Neutral	22.9%	21.4%	37.7%	24.5%	27.3%	33.3%	13.2%
Dissatisfied	32.9%	26.8%	30.2%	34.7%	22.7%	28.6%	18.4%
Very dissatisfied	17.1%	23.2%	5.7%	12.2%	9.1%	0.0%	5.3%

**Q5. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied your business is with the City of Dallas in the following areas. (without "don't know")**

N=430

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+
<u>Q5-6. Working on road conditions</u>							
Very satisfied	10.7%	14.3%	5.9%	10.0%	13.6%	18.2%	15.8%
Satisfied	15.7%	12.5%	17.6%	16.0%	27.3%	22.7%	52.6%
Neutral	20.7%	25.0%	29.4%	26.0%	18.2%	31.8%	10.5%
Dissatisfied	34.3%	32.1%	35.3%	34.0%	22.7%	22.7%	18.4%
Very dissatisfied	18.6%	16.1%	11.8%	14.0%	18.2%	4.5%	2.6%

**Q5. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied your business is with the City of Dallas in the following areas. (without "don't know")**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q5-7. Creating attractions/events to bring residents from surrounding towns to Dallas

Very satisfied	21.2%	19.2%	6.1%	17.8%	30.0%	20.0%	18.4%
Satisfied	35.6%	42.3%	53.1%	51.1%	60.0%	55.0%	57.9%
Neutral	31.8%	34.6%	26.5%	26.7%	10.0%	25.0%	18.4%
Dissatisfied	9.1%	0.0%	10.2%	2.2%	0.0%	0.0%	2.6%
Very dissatisfied	2.3%	3.8%	4.1%	2.2%	0.0%	0.0%	2.6%

**Q5. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied your business is with the City of Dallas in the following areas. (without "don't know")**

N=430

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+
<u>Q5-8. Neighborhood/local streets</u>							
Very satisfied	11.4%	13.2%	6.7%	11.1%	20.0%	10.0%	12.8%
Satisfied	22.7%	28.3%	37.8%	33.3%	40.0%	40.0%	53.8%
Neutral	28.8%	24.5%	22.2%	22.2%	15.0%	30.0%	17.9%
Dissatisfied	28.0%	26.4%	22.2%	22.2%	25.0%	20.0%	12.8%
Very dissatisfied	9.1%	7.5%	11.1%	11.1%	0.0%	0.0%	2.6%



**Q5. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied your business is with the City of Dallas in the following areas. (without "don't know")**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q5-9. Quality of new development in City

Very satisfied	12.4%	12.5%	4.0%	17.8%	33.3%	10.0%	25.6%
Satisfied	37.2%	42.9%	50.0%	44.4%	42.9%	50.0%	46.2%
Neutral	33.6%	30.4%	32.0%	28.9%	23.8%	35.0%	12.8%
Dissatisfied	13.9%	12.5%	12.0%	6.7%	0.0%	5.0%	12.8%
Very dissatisfied	2.9%	1.8%	2.0%	2.2%	0.0%	0.0%	2.6%

**Q5. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied your business is with the City of Dallas in the following areas. (without "don't know")**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q5-10. Physical appearance of the area where your business is located

Very satisfied	17.0%	17.2%	19.2%	24.0%	27.3%	4.5%	23.1%
Satisfied	39.0%	25.9%	48.1%	38.0%	50.0%	63.6%	48.7%
Neutral	24.1%	31.0%	21.2%	22.0%	9.1%	27.3%	25.6%
Dissatisfied	15.6%	20.7%	9.6%	6.0%	9.1%	4.5%	2.6%
Very dissatisfied	4.3%	5.2%	1.9%	10.0%	4.5%	0.0%	0.0%

**Q5. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied your business is with the City of Dallas in the following areas. (without "don't know")**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q5-11. Overall safety in the area where your business is located

Very satisfied	13.1%	17.2%	17.0%	24.0%	22.7%	4.5%	21.1%
Satisfied	37.9%	34.5%	41.5%	34.0%	45.5%	63.6%	42.1%
Neutral	29.7%	17.2%	17.0%	18.0%	18.2%	27.3%	21.1%
Dissatisfied	13.1%	15.5%	18.9%	12.0%	4.5%	4.5%	15.8%
Very dissatisfied	6.2%	15.5%	5.7%	12.0%	9.1%	0.0%	0.0%

**Q5. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied your business is with the City of Dallas in the following areas. (without "don't know")**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q5-12. Overall public safety & emergency response times

Very satisfied	17.7%	21.1%	7.5%	22.9%	28.6%	25.0%	18.4%
Satisfied	36.2%	31.6%	56.6%	27.1%	52.4%	35.0%	47.4%
Neutral	23.4%	21.1%	24.5%	27.1%	4.8%	30.0%	28.9%
Dissatisfied	15.6%	12.3%	7.5%	14.6%	14.3%	10.0%	5.3%
Very dissatisfied	7.1%	14.0%	3.8%	8.3%	0.0%	0.0%	0.0%

**Q6. How satisfied are you with the current overall business climate in the City of Dallas? (without "haven't used City services")**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q6. How satisfied are you with current overall business climate in City

Very satisfied	15.5%	14.3%	5.8%	14.0%	18.2%	13.6%	23.1%
Satisfied	46.5%	39.3%	53.8%	56.0%	50.0%	63.6%	61.5%
Neutral	30.3%	28.6%	34.6%	20.0%	27.3%	13.6%	12.8%
Dissatisfied	7.0%	16.1%	3.8%	4.0%	4.5%	4.5%	2.6%
Very dissatisfied	0.7%	1.8%	1.9%	6.0%	0.0%	4.5%	0.0%

**Q7. Which of the following best describes what you believe the business climate will be like in Dallas two years from now? (without "haven't used City services")**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q7. What will business climate be like in Dallas two years from now

Much better	21.3%	14.5%	11.5%	26.0%	18.2%	27.3%	20.0%
Somewhat better	35.5%	38.2%	42.3%	36.0%	59.1%	50.0%	57.1%
Same	31.2%	29.1%	32.7%	20.0%	18.2%	22.7%	20.0%
Somewhat worse	8.5%	16.4%	13.5%	12.0%	4.5%	0.0%	2.9%
Much worse	3.5%	1.8%	0.0%	6.0%	0.0%	0.0%	0.0%

**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q9-1. Overall image of City

Extremely important	30.1%	27.6%	24.1%	22.0%	31.8%	9.5%	27.5%
Very important	32.2%	44.8%	48.1%	42.0%	45.5%	61.9%	55.0%
Important	25.9%	17.2%	18.5%	26.0%	13.6%	23.8%	12.5%
Less important	6.3%	10.3%	9.3%	6.0%	9.1%	4.8%	2.5%
Not important	5.6%	0.0%	0.0%	4.0%	0.0%	0.0%	2.5%

**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+
<u>Q9-2. Quality of life</u>							
Extremely important	37.6%	29.3%	34.0%	36.0%	54.5%	27.3%	30.0%
Very important	38.3%	50.0%	49.1%	44.0%	31.8%	54.5%	55.0%
Important	17.7%	20.7%	13.2%	18.0%	9.1%	18.2%	12.5%
Less important	2.8%	0.0%	3.8%	2.0%	4.5%	0.0%	2.5%
Not important	3.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%



**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+
<u>Q9-3. Low crime rate</u>							
Extremely important	55.6%	50.8%	59.3%	48.0%	54.5%	25.0%	27.5%
Very important	27.5%	30.5%	24.1%	32.0%	31.8%	35.0%	52.5%
Important	13.4%	11.9%	14.8%	18.0%	9.1%	35.0%	20.0%
Less important	0.7%	5.1%	1.9%	2.0%	0.0%	5.0%	0.0%
Not important	2.8%	1.7%	0.0%	0.0%	4.5%	0.0%	0.0%

**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q9-4. Availability of skilled workforce

Extremely important	29.9%	42.4%	37.0%	30.0%	36.4%	27.3%	28.2%
Very important	37.5%	42.4%	31.5%	40.0%	54.5%	36.4%	51.3%
Important	18.1%	15.3%	24.1%	24.0%	9.1%	27.3%	10.3%
Less important	6.9%	0.0%	5.6%	6.0%	0.0%	9.1%	7.7%
Not important	7.6%	0.0%	1.9%	0.0%	0.0%	0.0%	2.6%

**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+
<u>Q9-5. Level of taxation</u>							
Extremely important	41.1%	44.1%	33.3%	34.7%	45.5%	19.0%	27.5%
Very important	31.9%	37.3%	51.9%	46.9%	40.9%	52.4%	47.5%
Important	18.4%	15.3%	11.1%	12.2%	4.5%	19.0%	15.0%
Less important	5.7%	1.7%	3.7%	6.1%	9.1%	9.5%	7.5%
Not important	2.8%	1.7%	0.0%	0.0%	0.0%	0.0%	2.5%

**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+
<u>Q9-6. Access to airports</u>							
Extremely important	27.3%	22.0%	20.4%	22.4%	50.0%	18.2%	20.0%
Very important	23.1%	28.8%	18.5%	30.6%	13.6%	45.5%	50.0%
Important	15.4%	18.6%	24.1%	24.5%	18.2%	27.3%	27.5%
Less important	15.4%	8.5%	14.8%	12.2%	18.2%	4.5%	0.0%
Not important	18.9%	22.0%	22.2%	10.2%	0.0%	4.5%	2.5%

**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+
<u>Q9-7. Availability of quality housing &amp; other amenities for employees</u>							
Extremely important	29.9%	32.2%	26.4%	22.0%	45.5%	13.6%	22.5%
Very important	31.9%	28.8%	37.7%	52.0%	36.4%	40.9%	52.5%
Important	18.1%	27.1%	22.6%	18.0%	18.2%	27.3%	20.0%
Less important	6.3%	3.4%	7.5%	4.0%	0.0%	18.2%	2.5%
Not important	13.9%	8.5%	5.7%	4.0%	0.0%	0.0%	2.5%

**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q9-8. Proximity of businesses that are important to your business

Extremely important	33.1%	25.4%	20.4%	14.0%	45.5%	4.8%	32.5%
Very important	31.0%	45.8%	44.4%	44.0%	36.4%	61.9%	50.0%
Important	20.0%	15.3%	25.9%	26.0%	18.2%	14.3%	12.5%
Less important	9.7%	8.5%	7.4%	12.0%	0.0%	19.0%	5.0%
Not important	6.2%	5.1%	1.9%	4.0%	0.0%	0.0%	0.0%

**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q9-9. Availability of local economic incentives

Extremely important	27.1%	30.5%	18.5%	20.0%	38.1%	14.3%	32.5%
Very important	24.3%	40.7%	38.9%	30.0%	38.1%	42.9%	42.5%
Important	26.4%	5.1%	29.6%	30.0%	9.5%	33.3%	17.5%
Less important	11.8%	15.3%	9.3%	12.0%	14.3%	9.5%	2.5%
Not important	10.4%	8.5%	3.7%	8.0%	0.0%	0.0%	5.0%

**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+
<u>Q9-10. Availability of public transportation</u>							
Extremely important	22.8%	20.7%	18.5%	14.6%	52.4%	14.3%	25.0%
Very important	15.9%	22.4%	22.2%	25.0%	19.0%	42.9%	40.0%
Important	19.3%	22.4%	20.4%	25.0%	9.5%	23.8%	20.0%
Less important	20.7%	10.3%	16.7%	20.8%	9.5%	19.0%	12.5%
Not important	21.4%	24.1%	22.2%	14.6%	9.5%	0.0%	2.5%



**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q9-11. Availability of libraries, arts, & cultural amenities

Extremely important	24.3%	20.3%	17.0%	20.0%	42.9%	9.5%	20.0%
Very important	20.8%	32.2%	35.8%	34.0%	19.0%	42.9%	40.0%
Important	23.6%	22.0%	26.4%	20.0%	23.8%	28.6%	32.5%
Less important	20.1%	11.9%	9.4%	16.0%	4.8%	19.0%	5.0%
Not important	11.1%	13.6%	11.3%	10.0%	9.5%	0.0%	2.5%

**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q9-12. Attitude of local government toward business

Extremely important	41.0%	42.4%	30.2%	30.0%	57.1%	28.6%	24.3%
Very important	34.0%	40.7%	47.2%	52.0%	28.6%	57.1%	43.2%
Important	13.9%	6.8%	17.0%	14.0%	9.5%	9.5%	29.7%
Less important	5.6%	5.1%	1.9%	2.0%	4.8%	4.8%	2.7%
Not important	5.6%	5.1%	3.8%	2.0%	0.0%	0.0%	0.0%

**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q9-13. Availability of parks & open space

Extremely important	30.3%	23.7%	21.6%	22.0%	35.0%	20.0%	15.8%
Very important	24.1%	39.0%	37.3%	32.0%	35.0%	40.0%	50.0%
Important	19.3%	18.6%	21.6%	24.0%	20.0%	25.0%	23.7%
Less important	13.8%	11.9%	13.7%	14.0%	5.0%	15.0%	7.9%
Not important	12.4%	6.8%	5.9%	8.0%	5.0%	0.0%	2.6%

**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q9-14. Access to major highway system

Extremely important	42.9%	37.3%	28.3%	38.0%	61.9%	33.3%	28.9%
Very important	35.4%	47.5%	41.5%	32.0%	33.3%	33.3%	50.0%
Important	15.0%	11.9%	17.0%	26.0%	0.0%	28.6%	18.4%
Less important	3.4%	1.7%	5.7%	2.0%	4.8%	4.8%	0.0%
Not important	3.4%	1.7%	7.5%	2.0%	0.0%	0.0%	2.6%

**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+
<u>Q9-15. Water quality</u>							
Extremely important	47.9%	47.5%	39.6%	32.7%	66.7%	42.9%	27.5%
Very important	28.5%	33.9%	35.8%	38.8%	19.0%	19.0%	52.5%
Important	11.1%	16.9%	17.0%	22.4%	9.5%	23.8%	15.0%
Less important	7.6%	1.7%	7.5%	2.0%	4.8%	14.3%	2.5%
Not important	4.9%	0.0%	0.0%	4.1%	0.0%	0.0%	2.5%

**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+
<u>Q9-16. Wireless connectivity/broadband availability</u>							
Extremely important	53.1%	50.8%	41.5%	46.9%	61.9%	28.6%	37.5%
Very important	34.7%	39.0%	47.2%	30.6%	19.0%	33.3%	37.5%
Important	10.2%	6.8%	9.4%	16.3%	14.3%	33.3%	20.0%
Less important	0.0%	3.4%	1.9%	0.0%	4.8%	4.8%	2.5%
Not important	2.0%	0.0%	0.0%	6.1%	0.0%	0.0%	2.5%

**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+
<u>Q9-17. School districts/public schools</u>							
Extremely important	29.2%	36.2%	32.7%	18.0%	50.0%	14.3%	15.4%
Very important	20.1%	25.9%	23.1%	28.0%	13.6%	23.8%	61.5%
Important	14.6%	12.1%	15.4%	26.0%	9.1%	47.6%	12.8%
Less important	14.6%	8.6%	11.5%	12.0%	13.6%	4.8%	7.7%
Not important	21.5%	17.2%	17.3%	16.0%	13.6%	9.5%	2.6%

**Q9. Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Dallas. (without "not provided")**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q9-18. Cost of real estate

Extremely important	43.8%	46.6%	43.4%	40.0%	63.6%	33.3%	34.2%
Very important	37.0%	39.7%	45.3%	36.0%	18.2%	28.6%	42.1%
Important	14.4%	12.1%	11.3%	16.0%	13.6%	19.0%	21.1%
Less important	2.1%	0.0%	0.0%	4.0%	4.5%	19.0%	0.0%
Not important	2.7%	1.7%	0.0%	4.0%	0.0%	0.0%	2.6%



**Q10. Which THREE of the reasons listed in Question 9 will have the most impact on your business's decision to stay in the City of Dallas for the next 10 years? (top 3)**

N=430

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+
<u>Q10. Sum of Top 3 Choices</u>							
Overall image of City	19.6%	16.9%	7.4%	21.6%	27.3%	30.4%	17.5%
Quality of life	28.4%	30.5%	24.1%	37.3%	36.4%	30.4%	35.0%
Low crime rate	54.7%	37.3%	50.0%	51.0%	59.1%	26.1%	25.0%
Availability of skilled workforce	14.2%	20.3%	16.7%	29.4%	18.2%	26.1%	40.0%
Level of taxation	33.1%	32.2%	29.6%	35.3%	22.7%	34.8%	20.0%
Access to airports	4.1%	3.4%	5.6%	3.9%	4.5%	8.7%	15.0%
Availability of quality housing & other amenities for employees	10.8%	11.9%	13.0%	11.8%	9.1%	17.4%	22.5%
Proximity of businesses that are important to your business	14.2%	13.6%	13.0%	3.9%	9.1%	13.0%	25.0%
Availability of local economic incentives	8.8%	16.9%	13.0%	5.9%	4.5%	17.4%	17.5%
Availability of public transportation	2.7%	5.1%	1.9%	0.0%	4.5%	8.7%	7.5%

**Q10. Which THREE of the reasons listed in Question 9 will have the most impact on your business's decision to stay in the City of Dallas for the next 10 years? (top 3)**

N=430

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q10. Sum of Top 3 Choices (Cont.)

Availability of libraries, arts, & cultural amenities	5.4%	1.7%	3.7%	2.0%	9.1%	0.0%	12.5%
Attitude of local government toward business	16.9%	13.6%	5.6%	17.6%	18.2%	21.7%	10.0%
Availability of parks & open space	0.7%	5.1%	3.7%	0.0%	4.5%	0.0%	2.5%
Access to major highway system	8.1%	8.5%	7.4%	11.8%	13.6%	8.7%	10.0%
Water quality	4.7%	1.7%	5.6%	9.8%	4.5%	0.0%	5.0%
Wireless connectivity/broadband availability	13.5%	8.5%	14.8%	5.9%	4.5%	13.0%	5.0%
School districts/public schools	4.1%	5.1%	7.4%	3.9%	4.5%	4.3%	0.0%
Cost of real estate	25.0%	27.1%	18.5%	23.5%	22.7%	13.0%	15.0%
None chosen	1.4%	3.4%	5.6%	2.0%	4.5%	4.3%	2.5%

**Q11. Please rate the labor pool in the Dallas area on the following characteristics using a scale of 5 to 1, where 5 means "Very Good" and 1 means "Very Poor." (without "don't know")**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q11-1. Quality of workers

Very good	21.3%	18.6%	31.5%	18.0%	27.3%	21.7%	10.0%
Good	34.6%	39.0%	33.3%	42.0%	36.4%	56.5%	65.0%
Average	33.8%	37.3%	29.6%	32.0%	36.4%	17.4%	20.0%
Poor	5.1%	1.7%	5.6%	6.0%	0.0%	4.3%	5.0%
Very poor	5.1%	3.4%	0.0%	2.0%	0.0%	0.0%	0.0%

**Q11. Please rate the labor pool in the Dallas area on the following characteristics using a scale of 5 to 1, where 5 means "Very Good" and 1 means "Very Poor." (without "don't know")**

N=430

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+
<u>Q11-2. Availability of workers</u>							
Very good	16.9%	8.5%	20.4%	16.0%	27.3%	21.7%	20.0%
Good	28.7%	47.5%	38.9%	36.0%	40.9%	47.8%	62.5%
Average	41.2%	22.0%	35.2%	38.0%	27.3%	26.1%	17.5%
Poor	8.1%	20.3%	3.7%	10.0%	0.0%	4.3%	0.0%
Very poor	5.1%	1.7%	1.9%	0.0%	4.5%	0.0%	0.0%

**Q11. Please rate the labor pool in the Dallas area on the following characteristics using a scale of 5 to 1, where 5 means "Very Good" and 1 means "Very Poor." (without "don't know")**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q11-3. Stability of available workers

Very good	15.7%	6.9%	18.5%	10.0%	27.3%	13.0%	10.0%
Good	24.6%	32.8%	37.0%	32.0%	27.3%	52.2%	50.0%
Average	42.5%	37.9%	33.3%	44.0%	40.9%	26.1%	40.0%
Poor	12.7%	19.0%	11.1%	14.0%	0.0%	8.7%	0.0%
Very poor	4.5%	3.4%	0.0%	0.0%	4.5%	0.0%	0.0%

**Q11. Please rate the labor pool in the Dallas area on the following characteristics using a scale of 5 to 1, where 5 means "Very Good" and 1 means "Very Poor." (without "don't know")**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q11-4. Education & technical skills of work force

Very good	16.4%	11.9%	18.5%	16.0%	18.2%	21.7%	20.5%
Good	33.6%	30.5%	44.4%	42.0%	36.4%	47.8%	61.5%
Average	37.3%	45.8%	31.5%	28.0%	31.8%	21.7%	15.4%
Poor	9.7%	11.9%	5.6%	12.0%	9.1%	8.7%	2.6%
Very poor	3.0%	0.0%	0.0%	2.0%	4.5%	0.0%	0.0%

**Q11. Please rate the labor pool in the Dallas area on the following characteristics using a scale of 5 to 1, where 5 means "Very Good" and 1 means "Very Poor." (without "don't know")**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q11-5. Attitude of employees

Very good	17.8%	15.3%	18.5%	12.2%	18.2%	8.7%	17.9%
Good	31.1%	28.8%	33.3%	38.8%	22.7%	73.9%	41.0%
Average	36.3%	35.6%	29.6%	32.7%	50.0%	13.0%	35.9%
Poor	9.6%	16.9%	13.0%	14.3%	4.5%	4.3%	5.1%
Very poor	5.2%	3.4%	5.6%	2.0%	4.5%	0.0%	0.0%

**Q11. Please rate the labor pool in the Dallas area on the following characteristics using a scale of 5 to 1, where 5 means "Very Good" and 1 means "Very Poor." (without "don't know")**

N=430

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q11-6. Productivity of workforce

Very good	19.7%	15.3%	16.7%	14.0%	22.7%	8.7%	15.4%
Good	34.1%	37.3%	42.6%	40.0%	31.8%	69.6%	53.8%
Average	37.9%	33.9%	31.5%	40.0%	36.4%	17.4%	23.1%
Poor	5.3%	10.2%	9.3%	6.0%	4.5%	4.3%	7.7%
Very poor	3.0%	3.4%	0.0%	0.0%	4.5%	0.0%	0.0%



**Q12. Has your business used the City of Dallas website to get information on City services? (without "don't know/unsure")**

N=430

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q12. Has your business used City website to get information on City services

Yes	63.3%	77.6%	69.2%	82.0%	63.6%	78.3%	85.0%
No	36.7%	22.4%	30.8%	18.0%	36.4%	21.7%	15.0%

**Q13. Please rate the website on the following characteristics using a scale of 1 to 5, where 5 means "Very Good" and 1 means "Very Poor." (without "don't know")**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q13-1. Easy to navigate

Very good	19.8%	23.3%	38.2%	30.0%	42.9%	16.7%	21.9%
Good	40.7%	34.9%	41.2%	25.0%	35.7%	61.1%	59.4%
Average	32.6%	32.6%	17.6%	37.5%	14.3%	22.2%	15.6%
Poor	3.5%	9.3%	2.9%	5.0%	7.1%	0.0%	3.1%
Very poor	3.5%	0.0%	0.0%	2.5%	0.0%	0.0%	0.0%

**Q13. Please rate the website on the following characteristics using a scale of 1 to 5, where 5 means "Very Good" and 1 means "Very Poor." (without "don't know")**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q13-2. Informative content

Very good	20.0%	23.3%	26.5%	25.6%	35.7%	16.7%	23.5%
Good	40.0%	32.6%	47.1%	48.7%	42.9%	66.7%	61.8%
Average	31.8%	39.5%	23.5%	23.1%	14.3%	16.7%	11.8%
Poor	8.2%	4.7%	0.0%	2.6%	7.1%	0.0%	2.9%
Very poor	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%

**Q13. Please rate the website on the following characteristics using a scale of 1 to 5, where 5 means "Very Good" and 1 means "Very Poor." (without "don't know")**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q13-3. Useful

Very good	19.8%	26.2%	23.5%	26.3%	35.7%	11.1%	17.6%
Good	41.9%	33.3%	55.9%	44.7%	42.9%	61.1%	64.7%
Average	27.9%	33.3%	20.6%	23.7%	14.3%	27.8%	17.6%
Poor	8.1%	7.1%	0.0%	2.6%	7.1%	0.0%	0.0%
Very poor	2.3%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%

**Q14. Please indicate if you are aware of the following business assistance programs. (without "not provided")**

N=430

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+

**Q14-1. Small Business Incentive Program**

Yes	27.1%	35.7%	34.6%	40.8%	60.0%	72.7%	84.2%
No	72.9%	64.3%	65.4%	59.2%	40.0%	27.3%	15.8%

**Q14. Please indicate if you are aware of the following business assistance programs. (without "not provided")**

N=430

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+

**Q14-2. Economic Development Incentive Programs**

Yes	20.9%	35.1%	30.8%	32.7%	60.0%	61.9%	68.4%
No	79.1%	64.9%	69.2%	67.3%	40.0%	38.1%	31.6%

**Q14. If you are aware of the program, please indicate if you have used the program. (without "not provided")**

N=186

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

**Q14-1. Small Business Incentive Program**

Yes	24.3%	35.0%	33.3%	38.9%	50.0%	46.7%	64.5%
No	75.7%	65.0%	66.7%	61.1%	50.0%	53.3%	35.5%

**Q14. If you are aware of the program, please indicate if you have used the program. (without "not provided")**

N=186

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

**Q14-2. Economic Development Incentive Programs**

Yes	27.6%	26.3%	25.0%	35.7%	50.0%	38.5%	72.0%
No	72.4%	73.7%	75.0%	64.3%	50.0%	61.5%	28.0%

**Q14. If you have used the program, please rate your satisfaction on a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."**

N=73

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+
<u>Q14-1. Small Business Incentive Program</u>							
Very satisfied	44.4%	71.4%	16.7%	57.1%	50.0%	0.0%	15.0%
Satisfied	33.3%	28.6%	50.0%	42.9%	50.0%	100.0%	75.0%
Neutral	11.1%	0.0%	33.3%	0.0%	0.0%	0.0%	10.0%
Dissatisfied	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**Q14. If you have used the program, please rate your satisfaction on a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."**

N=73

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+
<u>Q14-2. Economic Development Incentive Programs</u>							
Very satisfied	50.0%	80.0%	0.0%	60.0%	33.3%	0.0%	22.2%
Satisfied	37.5%	0.0%	100.0%	40.0%	66.7%	100.0%	66.7%
Neutral	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	11.1%
Dissatisfied	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**Q15. Overall, how would you rate the job the City of Dallas does in communicating with business owners and managers? (without "don't know/unsure/not needed")**

N=430

		Number of Employees					
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q15. How would you rate the job City does in communicating with business owners & managers

Very good	9.6%	11.3%	6.1%	14.6%	15.8%	4.8%	26.3%
Good	16.3%	28.3%	36.7%	33.3%	52.6%	61.9%	63.2%
Average	51.1%	34.0%	34.7%	37.5%	26.3%	23.8%	7.9%
Poor	13.3%	20.8%	20.4%	10.4%	0.0%	4.8%	2.6%
Very poor	9.6%	5.7%	2.0%	4.2%	5.3%	4.8%	0.0%



**Q16. Please indicate how satisfied or dissatisfied your business is with the following City codes and regulations using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

N=430

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q16-1. Zoning codes

Very satisfied	10.6%	14.9%	6.5%	9.1%	22.7%	9.5%	8.1%
Satisfied	37.2%	46.8%	52.2%	59.1%	40.9%	52.4%	59.5%
Neutral	36.3%	23.4%	37.0%	27.3%	36.4%	28.6%	32.4%
Dissatisfied	12.4%	12.8%	4.3%	0.0%	0.0%	9.5%	0.0%
Very dissatisfied	3.5%	2.1%	0.0%	4.5%	0.0%	0.0%	0.0%

**Q16. Please indicate how satisfied or dissatisfied your business is with the following City codes and regulations using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

N=430

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q16-2. Landscaping requirements

Very satisfied	10.2%	15.7%	6.5%	11.1%	18.2%	14.3%	21.1%
Satisfied	38.1%	33.3%	54.3%	53.3%	50.0%	66.7%	57.9%
Neutral	44.1%	25.5%	34.8%	31.1%	31.8%	19.0%	18.4%
Dissatisfied	5.9%	17.6%	2.2%	4.4%	0.0%	0.0%	2.6%
Very dissatisfied	1.7%	7.8%	2.2%	0.0%	0.0%	0.0%	0.0%

**Q16. Please indicate how satisfied or dissatisfied your business is with the following City codes and regulations using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q16-3. Business signage regulations

Very satisfied	7.4%	13.7%	6.3%	11.4%	18.2%	9.5%	23.1%
Satisfied	41.0%	31.4%	43.8%	54.5%	63.6%	52.4%	46.2%
Neutral	41.8%	37.3%	43.8%	31.8%	18.2%	33.3%	30.8%
Dissatisfied	7.4%	7.8%	4.2%	0.0%	0.0%	4.8%	0.0%
Very dissatisfied	2.5%	9.8%	2.1%	2.3%	0.0%	0.0%	0.0%

**Q16. Please indicate how satisfied or dissatisfied your business is with the following City codes and regulations using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q16-4. Business parking regulations

Very satisfied	8.9%	11.5%	4.2%	11.1%	13.6%	4.8%	12.8%
Satisfied	37.4%	40.4%	45.8%	51.1%	54.5%	47.6%	51.3%
Neutral	41.5%	26.9%	39.6%	33.3%	31.8%	42.9%	28.2%
Dissatisfied	9.8%	15.4%	6.3%	4.4%	0.0%	4.8%	5.1%
Very dissatisfied	2.4%	5.8%	4.2%	0.0%	0.0%	0.0%	2.6%

**Q16. Please indicate how satisfied or dissatisfied your business is with the following City codes and regulations using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q16-5. Building codes

Very satisfied	9.5%	19.1%	2.1%	13.0%	18.2%	0.0%	21.6%
Satisfied	43.1%	31.9%	58.3%	58.7%	68.2%	71.4%	37.8%
Neutral	40.5%	27.7%	29.2%	26.1%	13.6%	4.8%	29.7%
Dissatisfied	2.6%	10.6%	8.3%	2.2%	0.0%	19.0%	10.8%
Very dissatisfied	4.3%	10.6%	2.1%	0.0%	0.0%	4.8%	0.0%

**Q16. Please indicate how satisfied or dissatisfied your business is with the following City codes and regulations using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q16-6. Trash screening requirements

Very satisfied	8.6%	16.0%	0.0%	16.3%	15.0%	9.5%	18.4%
Satisfied	38.8%	22.0%	61.7%	39.5%	65.0%	57.1%	47.4%
Neutral	43.1%	38.0%	31.9%	37.2%	20.0%	28.6%	26.3%
Dissatisfied	6.9%	16.0%	2.1%	7.0%	0.0%	4.8%	7.9%
Very dissatisfied	2.6%	8.0%	4.3%	0.0%	0.0%	0.0%	0.0%

**Q16. Please indicate how satisfied or dissatisfied your business is with the following City codes and regulations using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

N=430

	Number of Employees						
	Less than 5	6-10	11-20	21-50	50-99	100-499	500+
<u>Q16-7. Stormwater &amp; environmental regulations</u>							
Very satisfied	8.0%	17.3%	4.2%	8.9%	27.3%	4.5%	7.9%
Satisfied	39.3%	38.5%	60.4%	55.6%	54.5%	72.7%	50.0%
Neutral	45.5%	21.2%	29.2%	31.1%	13.6%	18.2%	36.8%
Dissatisfied	6.3%	15.4%	2.1%	2.2%	4.5%	4.5%	5.3%
Very dissatisfied	0.9%	7.7%	4.2%	2.2%	0.0%	0.0%	0.0%

**Q17. If you had a complaint or comment to make about City services received by your business, would you know who to call or where to go? (without "don't know/unsure")**

N=430

		Number of Employees						
		Less than 5	6-10	11-20	21-50	50-99	100-499	500+

Q17. Would you know who to call or where to go if you had a complaint or comment to make about City services received by your business

Yes	62.8%	68.8%	71.7%	78.0%	70.6%	84.2%	86.1%
No	37.2%	31.3%	28.3%	22.0%	29.4%	15.8%	13.9%