

An aerial photograph of Dallas, Texas, showing the city skyline in the background, a large green park in the foreground, and a lake with a fountain. A large, light blue chevron graphic points from the top left towards the bottom right, partially obscuring the city and park.

2025 City of Dallas, Texas Community Survey Findings Report

Contents

Section 1: Executive Summary.....	4
Section 2: Charts and Graphs.....	10
Section 3: Trend Charts.....	65
Section 4: Importance-Satisfaction Analysis.....	94
Section 5: Tabular Data.....	114
Section 6: Open-Ended Responses.....	165
Section 7: Survey Instrument.....	175



Executive Summary

City of Dallas 2025 Community Survey

Executive Summary

Overview and Methodology

During the spring of 2025, ETC Institute administered a Community Survey on behalf of the City of Dallas. Previous Community Surveys were conducted in 2005, 2006, 2007, 2009, 2011, 2013, 2014, 2016, 2018, 2020, 2023, and 2024. The purpose of the survey was to assess citizen satisfaction with the delivery of major city services, to help improve the quality of city services and to determine priorities for the community.

The six-page survey was mailed to a random sample of households in the City of Dallas. The mailed survey included a postage-paid return envelope and a cover letter. The cover letter explained the purpose of the survey and encouraged residents to return their surveys in the mail. A link to an online survey was provided for those who preferred to fill out the survey over the internet. A total of 2,118 households completed the survey.

The results for the random sample of 2,220 households have a 95% level of confidence with a precision of at least $\pm 2.1\%$. To better understand how well services are being delivered in the City, ETC Institute geocoded the home address of respondents to the survey. This allowed ETC Institute to analyze the data by Council District. A minimum of 150 surveys were completed in each of the City's 14 Council Districts.

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

This summary report contains:

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

Major Findings by Area

- Perception of the Overall Quality of Life in Dallas.** Sixty-three percent (63%) of the residents surveyed felt the quality of life in Dallas was “excellent” (15%) or “good” (48%); 31% of residents felt the quality of life in Dallas was “fair” and only 6% felt it was poor.
- Ratings of Dallas as a Place to Live, Place to Work and do Business.** Seventy-six percent (79%) of the residents surveyed felt Dallas was an “excellent” (31%) or “good” (48%) place to work; 81% of residents felt Dallas was an “excellent” (36%) or “good” (45%) place to do business; and 67% felt Dallas was an “excellent” (29%) or “good” (42%) place to live.
- Ratings of Various Characteristics and Opportunities in the City.** Seventy-nine percent (79%) of the residents surveyed rated opportunities to attend arts/cultural events in Dallas as “excellent” (38%) or “good” (41%); and 58% of residents rated the overall image/reputation of Dallas as “excellent” (13%) or “good” (45%).
- Ratings of Access in the Community.** Sixty percent (60%) of residents rated the access to affordable, quality food in Dallas as “excellent” (22%) or “good” (38%); and 56% of residents rated the access to quality education as “excellent” (19%) or “good” (37%).
- Ratings of Mobility in the Community.** Eighty-two percent (82%) of residents rated the ease of air travel in Dallas as “excellent” (38%) or “good” (44%); 40% of residents rated the ease of rail travel in Dallas as “excellent” (13%) or “good” (27%); and 36% of residents rated the ease of car travel in the City as “excellent” (10%) or “good” (26%).
- Speed of Growth.** Sixty-eight percent (68%) of residents felt population growth in Dallas was “much too fast” or “too fast,” 28% felt it was “about right” and 4% felt it was “much too slow” or “too slow.” Forty percent (40%) of residents felt job growth in Dallas was “much too slow” or “too slow,” 52% felt it was “about right” and 9% felt it was “much too fast” or “too fast.”
- Perceptions of Problems in the City.** The items that residents felt were the biggest problems in the City, based upon the percentage of residents who rated the item as a “major” problem, were homelessness (65%), infrastructure/streets (49%), crime (45%) and drugs (42%).
- Perception of Safety in the City.** Based upon the combined percentage of residents who felt “very safe” or “safe,” residents felt most safe in restaurants/retail areas during the day (78%), in their neighborhood during the day (77%), and in Dallas’ parks during the day (71%). Residents felt least safe in Dallas’s parks after dark.

- Major Categories of City Services.** The City services that residents rated the highest, based upon a combination of “excellent” and “good” ratings, were: Dallas Love Field Airport (91%), public library services (91%), and fire services (87%). Residents rated the maintenance of infrastructure the lowest (23%). The City services that residents felt should be the top three priorities were: 1) maintenance of infrastructure 2) police services, and 3) social services.
- Public Safety.** The public safety services that residents rated the highest, based upon a combination of “excellent” and “good” responses, were the response time of the fire department to structure fires (77%) and response time of fire to medical emergencies (80%). Residents rated visibility of police in neighborhoods (27%) the lowest. The public safety services that residents felt were most important were: 1) response time of police to emergency calls and 2) visibility of police in neighborhoods.
- Parks and Recreation.** The parks and recreation services that residents rated the highest, based upon a combined percentage of “excellent” and “good” responses, were accessibility of parks (69%), City parks (69%), and accessibility of recreation centers/facilities (67%). The parks and recreation services that residents felt were most important were: 1) city parks, 2) walking trails in the city, and 3) the appearance/maintenance of parks.
- Code Enforcement.** The code enforcement services that residents rated the highest, based upon a combined percentage of “excellent” and “good” responses, were: enforcement of food safety in restaurants (55%), enforcement of yard parking regulations in your neighborhood (44%), and enforcement of bulk-brush trash violations (43%). The code enforcement services that residents felt were most important were: 1) enforcement of multi-family building conditions, 2) enforcement of food safety in restaurants, and 3) enforcement of blighted residential properties.
- Solid Waste.** The solid waste services that residents rated the highest, based upon a combined percentage of “excellent” and “good” responses, were garbage collections (80%), bulk trash pick-up (72%), and recycling (72%). The solid waste services that residents felt should be the City’s top priorities were: 1) garbage collections and 2) bulk trash pick-up.
- Streets and Infrastructure/Mobility.** The streets and infrastructure/mobility services that residents rated the highest, based upon a combined percentage of “excellent” and “good” responses, were traffic signs and signal operations (54%), street lighting (40%), and bike lanes in the city (36%). Residents rated alley maintenance the lowest (19%). The streets and infrastructure/mobility services that residents felt were most important were: 1) maintenance and repair of thoroughfares and major streets and 2) maintenance and repair of neighborhood streets.

- **Other City Services/Facilities.** Other city services and facilities that residents rated the highest, based upon a combined percentage of “excellent” and “good” responses, were: variety of library materials (73%), appearance/maintenance of libraries/facilities (73%), and appearance/maintenance of arts and cultural centers/facilities (69%).
- **Customer Service.** Over half (57%) of residents indicated they have had in-person contact with an employee of the City of Dallas within the past 12 months. Of those respondents, most (74%) rated their experience overall as either “good” (37%) or “excellent” (37%).
- **Communication.** Respondents felt most satisfied (rating “excellent” or “good”) with City Government communication regarding the overall usefulness of the City Government website (47%) and the quality of City video programming (46%). The two communication services of highest priority to respondents are the availability of information about City Government programs and services (63%) and the opportunity to engage/provide input into decisions made by City Government (52%). The highest percentage of respondents prefer to receive communication via email (52%) or the City website (49%).
- **Agreement with Statements Related to the City of Dallas.** Respondents were asked to rate their level of agreement regarding seven statements about the City of Dallas. Respondents most often agreed (rating “agree” or “strongly agree”) that employees at the City of Dallas are ethical in the way they conduct City business (37%) and the City of Dallas government welcomes resident involvement (34%).

Investment Priorities

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

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

- **Overall Priorities for the City by Major Category.** The first level of analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top three priorities for investment in order to raise the City’s overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:
 - Maintenance of infrastructure (IS Rating: 0.4368)
 - Police services (IS Rating: 0.2668)
 - Traffic management (IS Rating: 0.1502)

- **Quality of Life Characteristics:**
 - Access to affordable, quality housing (IS Rating: 0.3516)
 - Access to living-wage jobs (IS Rating: 0.1664)
 - Ease of car travel in Dallas (IS Rating: 0.1314)

Priorities within Departments and Specific Areas. This analysis reviewed the importance of and satisfaction with services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department and area are listed below:

- **Public Safety:**
 - Response time of police to emergency calls (IS Rating: 0.2955)
 - Visibility of police in neighborhoods (IS Rating: 0.2285)
 - Mental health programs (IS Rating: 0.2045)
- **Parks and Recreation:**
 - City parks (IS Rating: 0.1790)
 - Walking trails in the city (IS Rating: 0.1277)
 - Recreation programs or classes (IS Rating: 1161)
- **Code Enforcement:**
 - Enforcement of multi-family building conditions (IS Rating: 0.1963)
 - Enforcement of blighted residential properties (IS Rating: 0.1950)
 - City efforts to survey and abate mosquitos carrying viruses (IS Rating: 0.1433)
- **Solid Waste:**
 - Garbage collections (IS Rating: 0.1218)
 - Bulk trash pick-up (IS Rating: 0.1184)
 - Recycling (IS Rating: 0.1133)
- **Streets and Infrastructure/Mobility:**
 - Maintenance and repair of thoroughfares and major streets (IS Rating: 0.4467)
 - Maintenance and repair of streets in your neighborhood (IS Rating: 0.3633)
 - Sidewalk maintenance (IS Rating: 0.1268)
- **Streets and Infrastructure/Mobility:**
 - Maintenance and repair of thoroughfares and major streets (IS Rating: 0.4467)
 - Maintenance and repair of streets in your neighborhood (IS Rating: 0.3633)
 - Sidewalk maintenance (IS Rating: 0.1268)



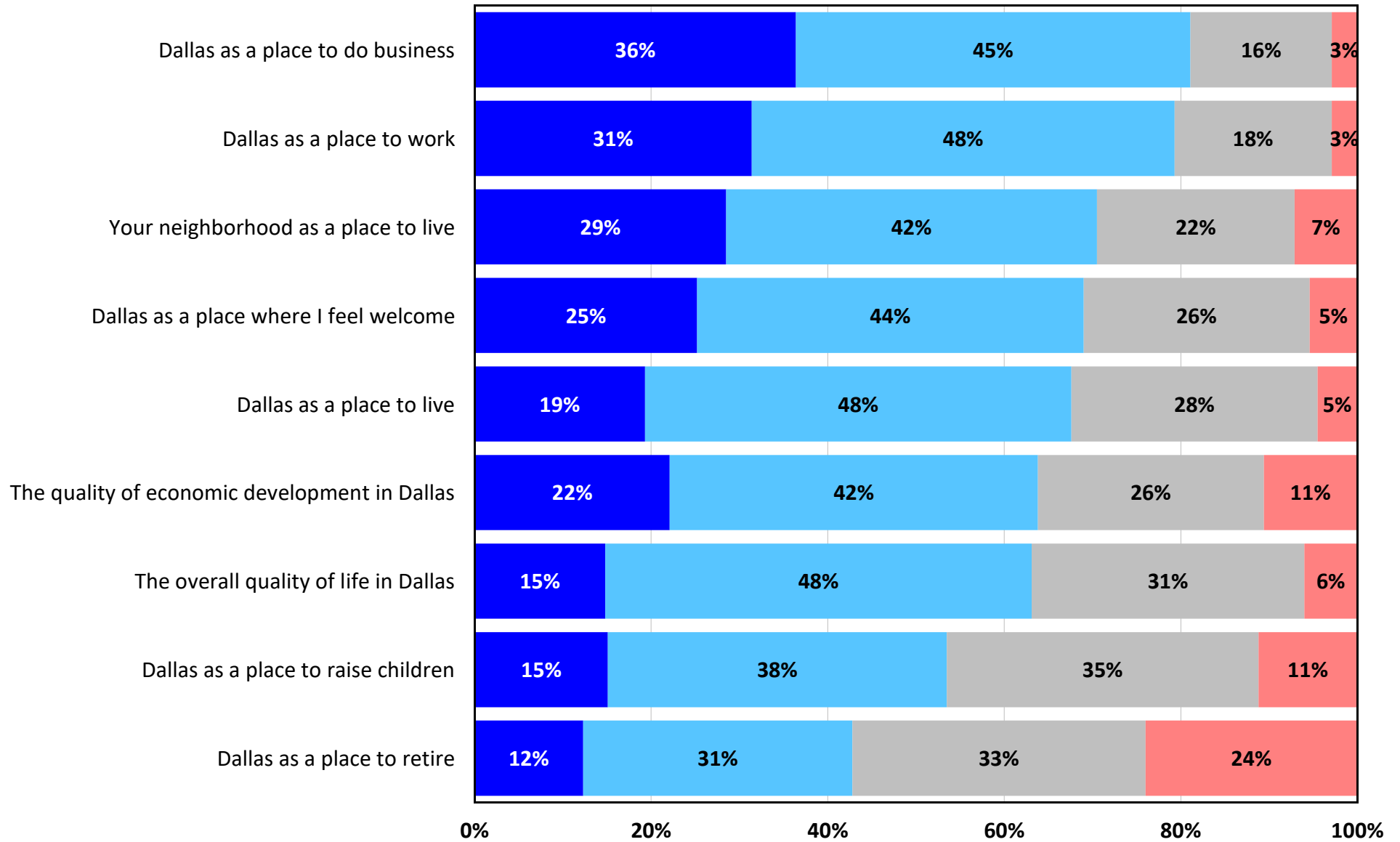
Charts and Graphs

City of Dallas **2025 Community Survey**

Perceptions of the City

Q1. Quality of Life Ratings

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



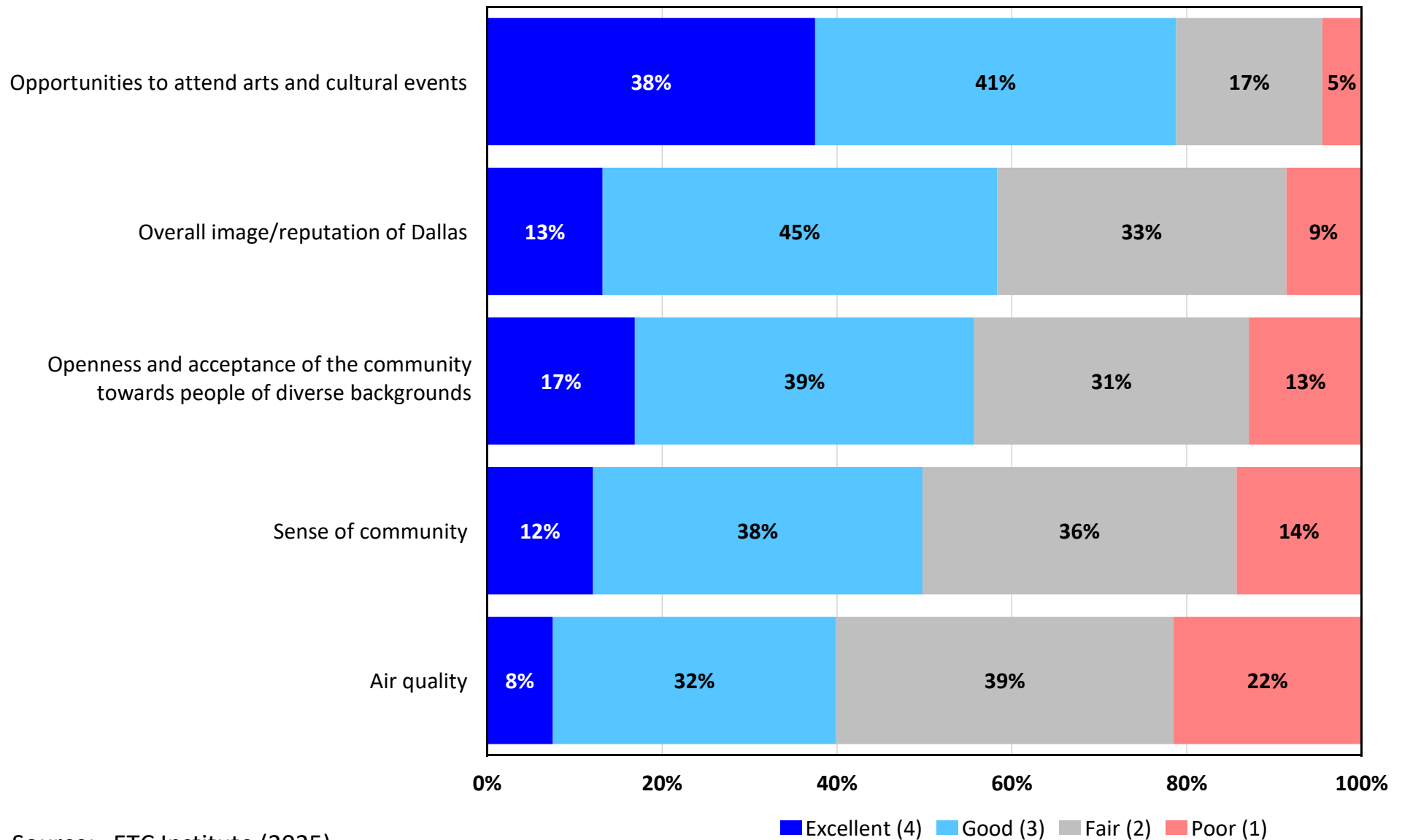
Source: ETC Institute (2025)

ETC Institute (2025)

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

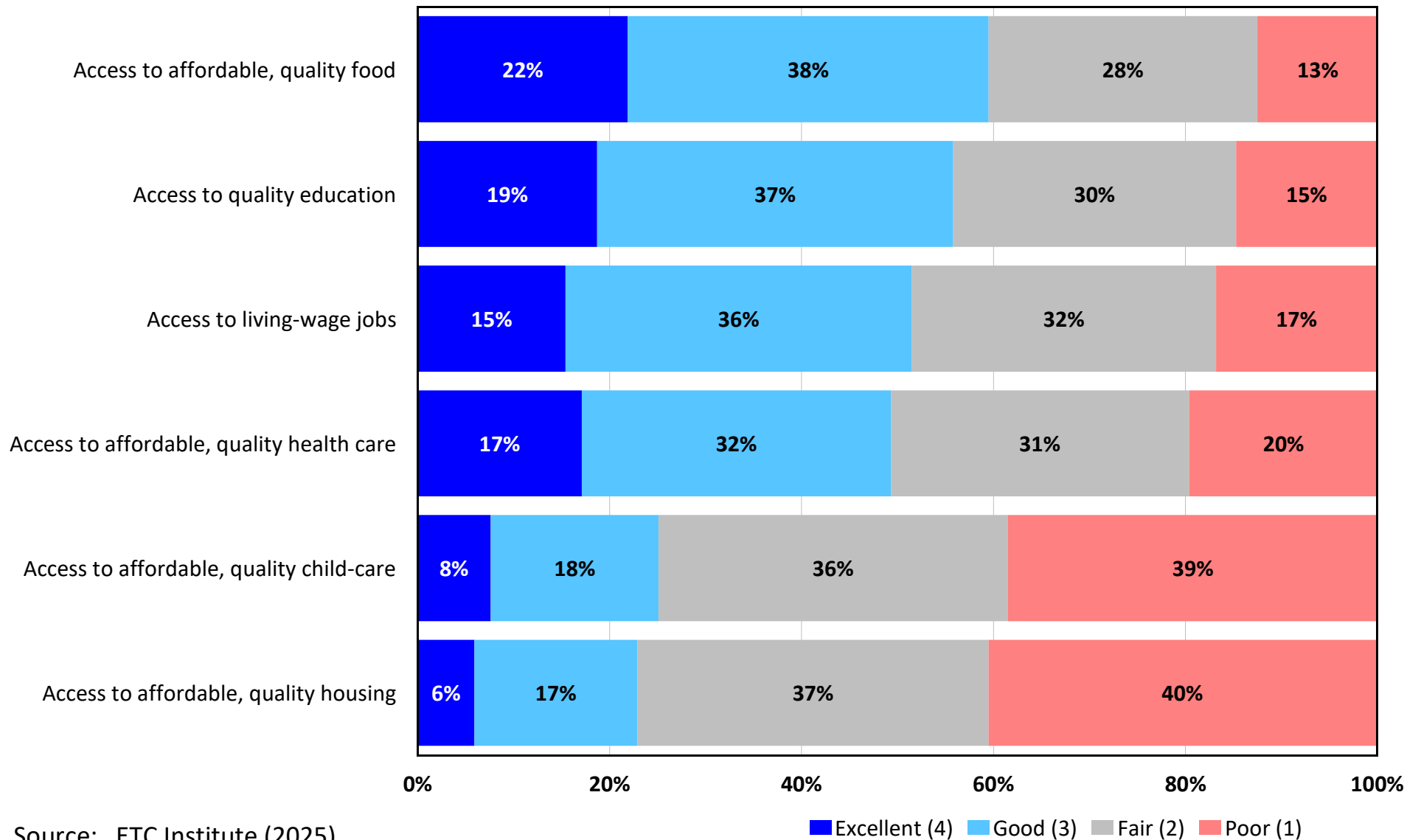
Q2. Ratings of Characteristics of the Community: General Characteristics and Opportunities

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



Q2. Ratings of Characteristics of the Community: Access

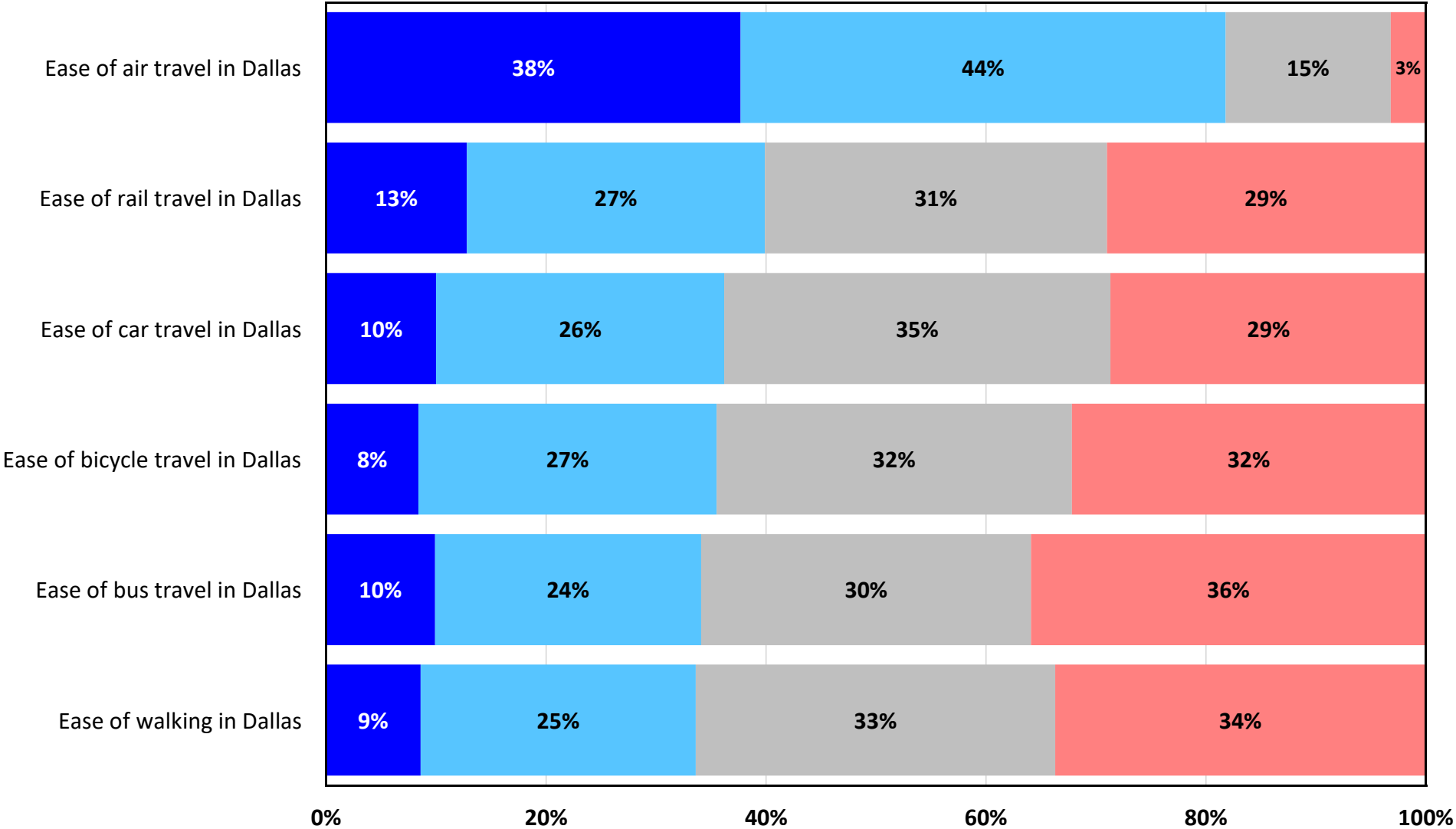
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 4 is "excellent" and a rating of 1 is "poor" (excluding don't knows)



Source: ETC Institute (2025)
ETC Institute (2025)

Q2. Ratings of Characteristics of the Community: Mobility

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

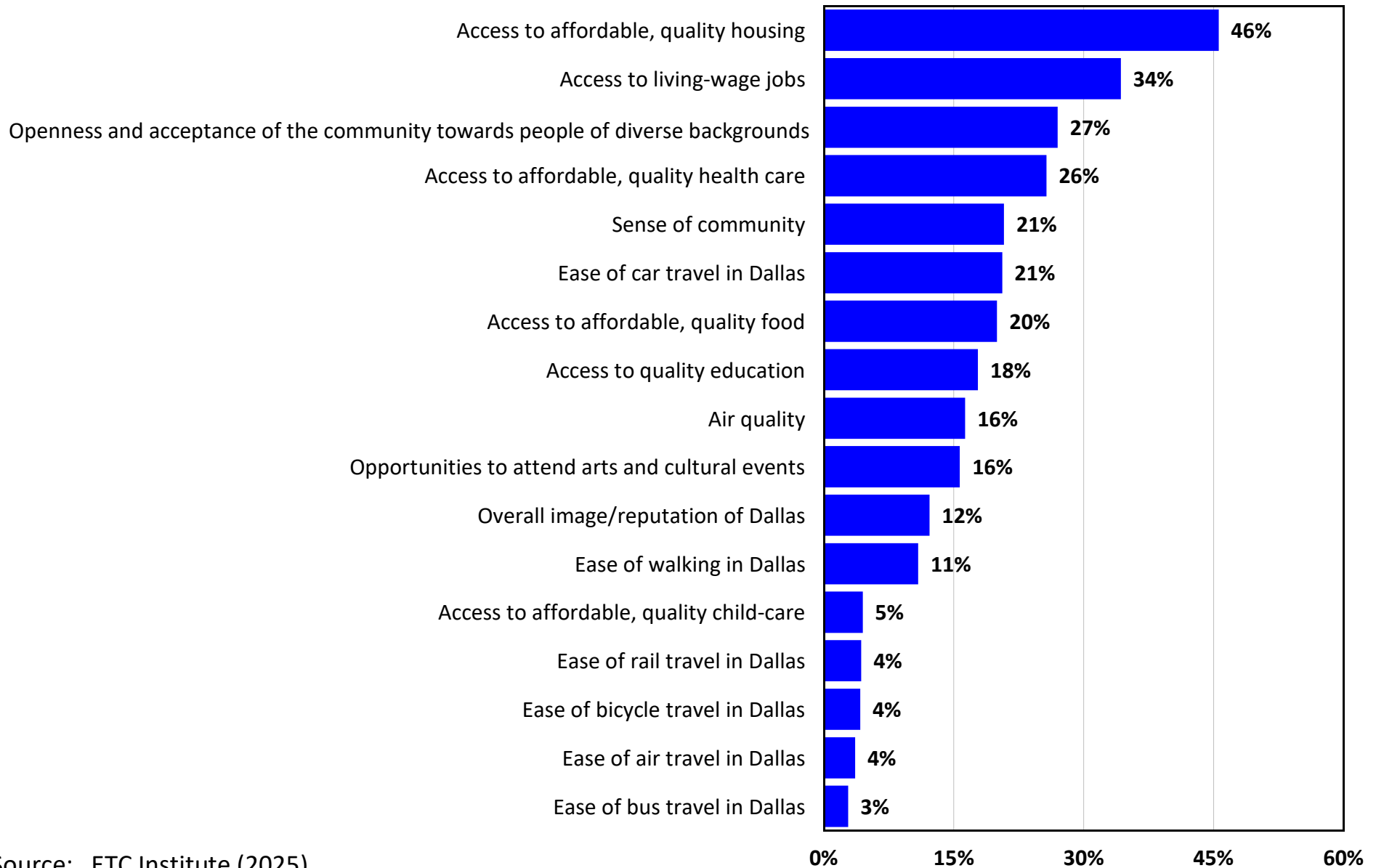


Source: ETC Institute (2025)
ETC Institute (2025)

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

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

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

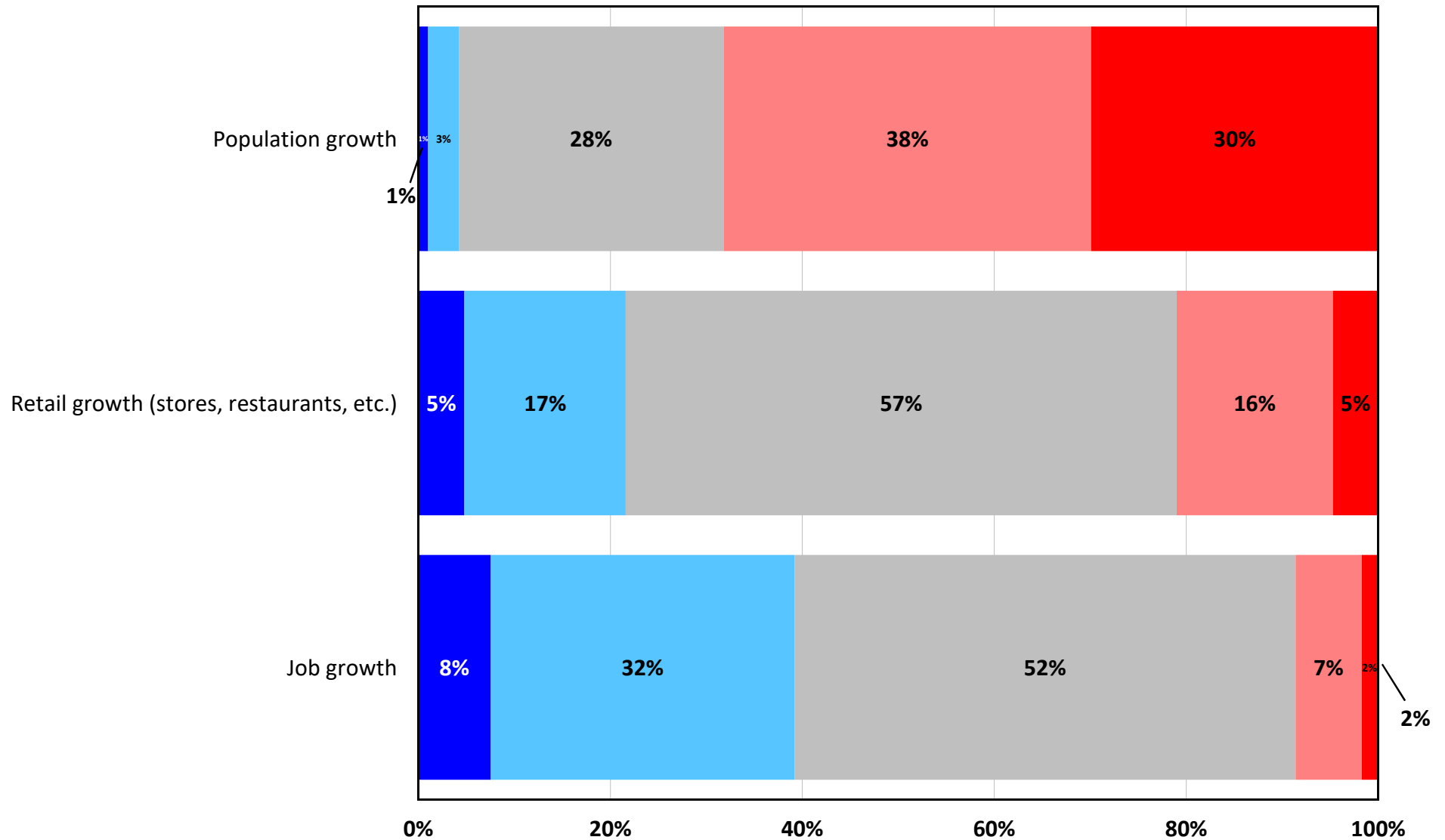


Source: ETC Institute (2025)

ETC Institute (2025)

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

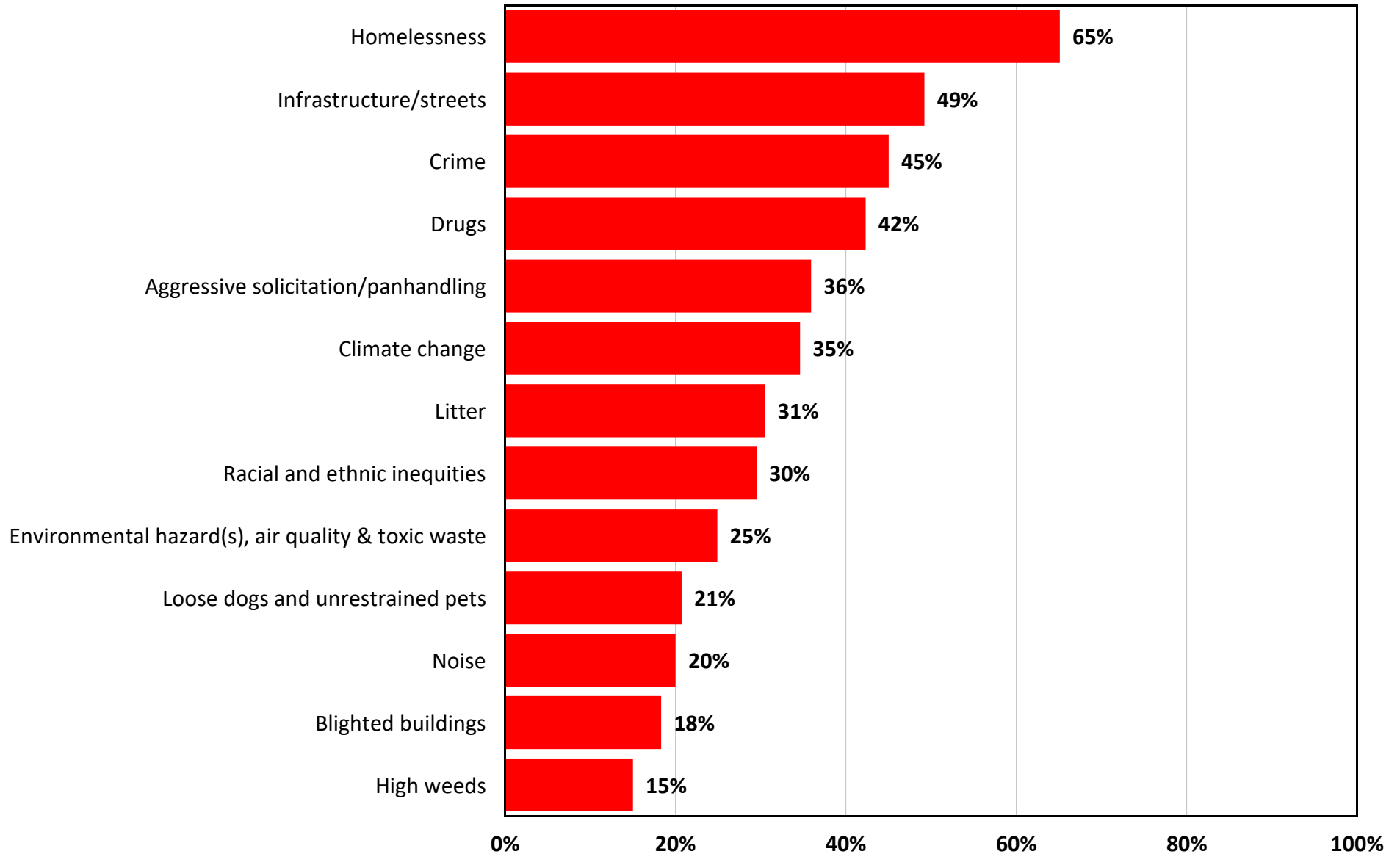
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale,
where a rating of 5 is "much too slow" and a rating of 1 is "much too fast" (excluding don't knows)



Source: ETC Institute (2025)
ETC Institute (2025)

Q5. Perceptions of Problems in the City of Dallas

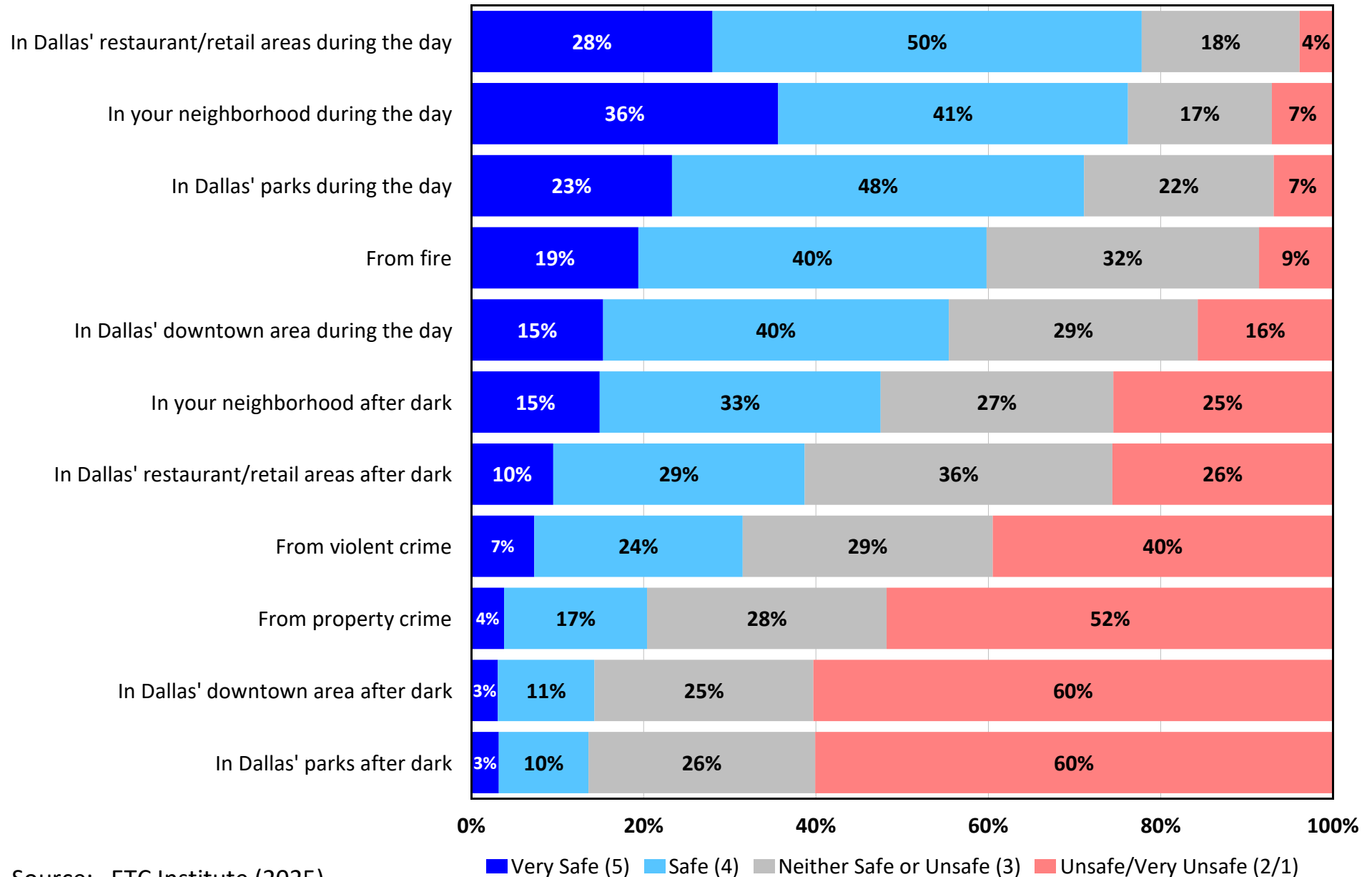
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 4 is "not a problem" and a rating of 1 is "a major problem" (excluding don't knows)



Perceptions of Safety

Q6. How Safe Do You Feel:

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



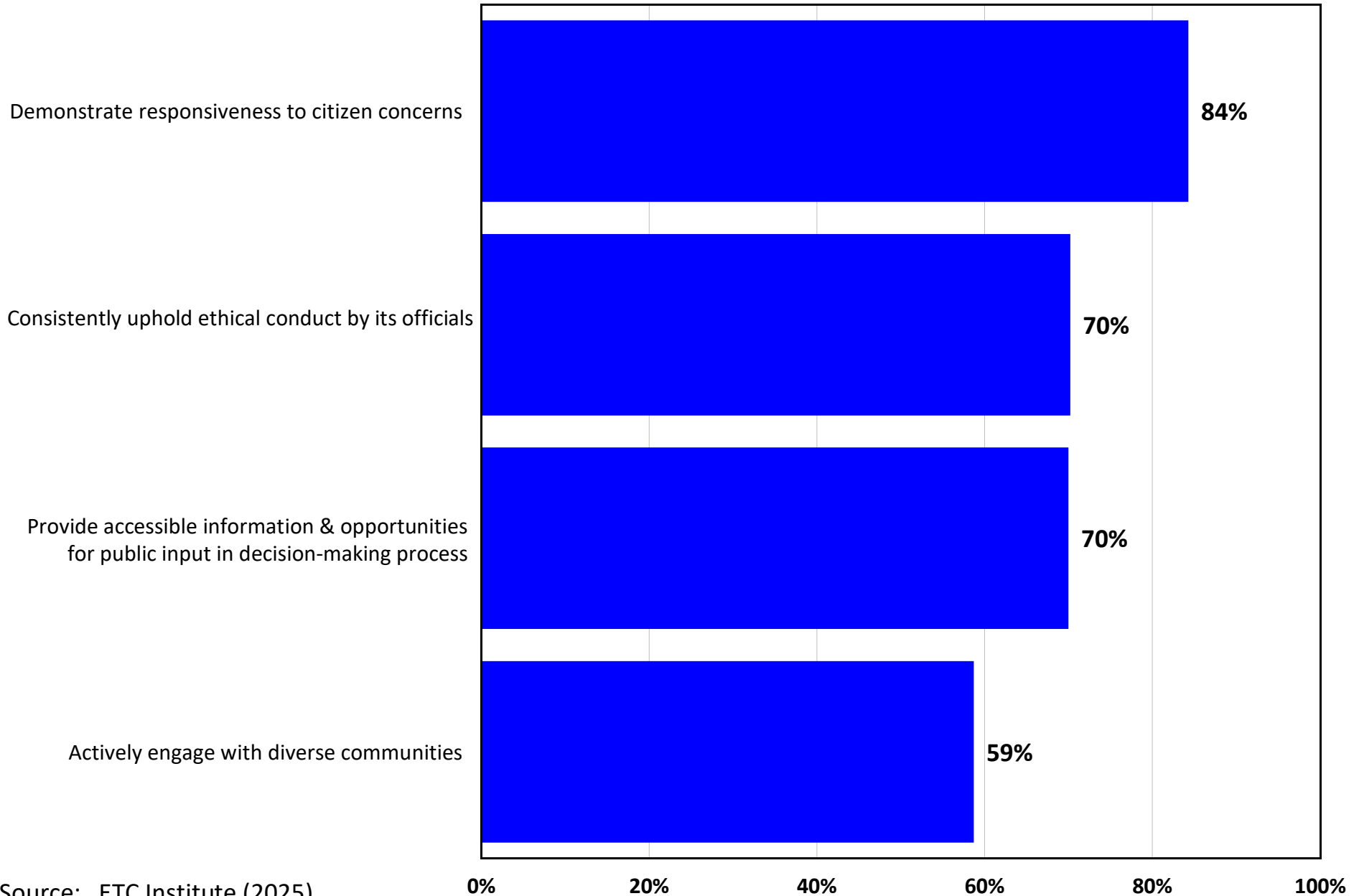
Source: ETC Institute (2025)

ETC Institute (2025)

Major Categories of City Services

Q7. How can City Government improve public trust?

by percentage of respondents (multiple choices could be made)

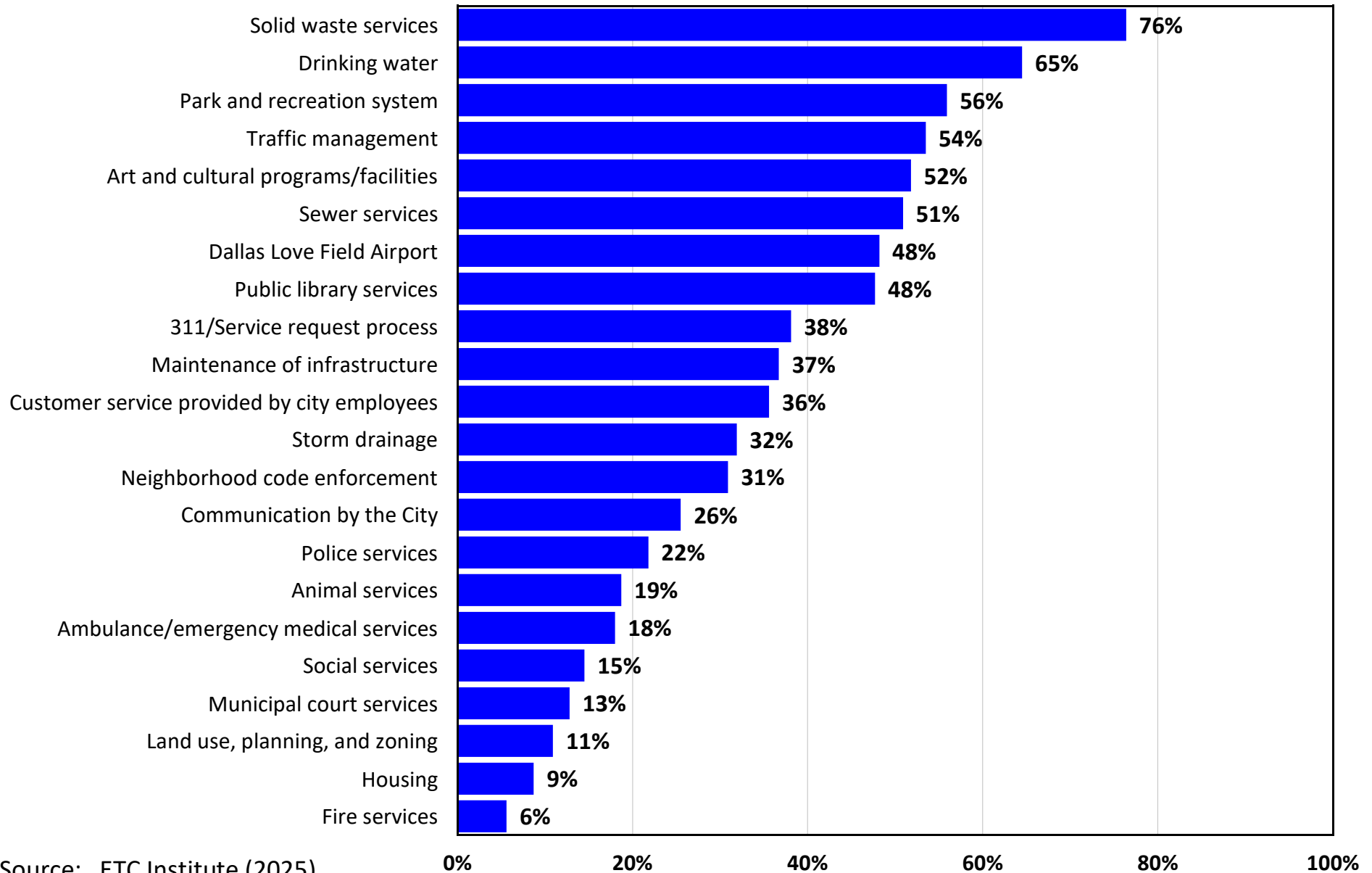


Source: ETC Institute (2025)

ETC Institute (2025)

Q8. Use of Major Categories of City Services During the Past Year

by percentage of respondents (multiple choices could be made)

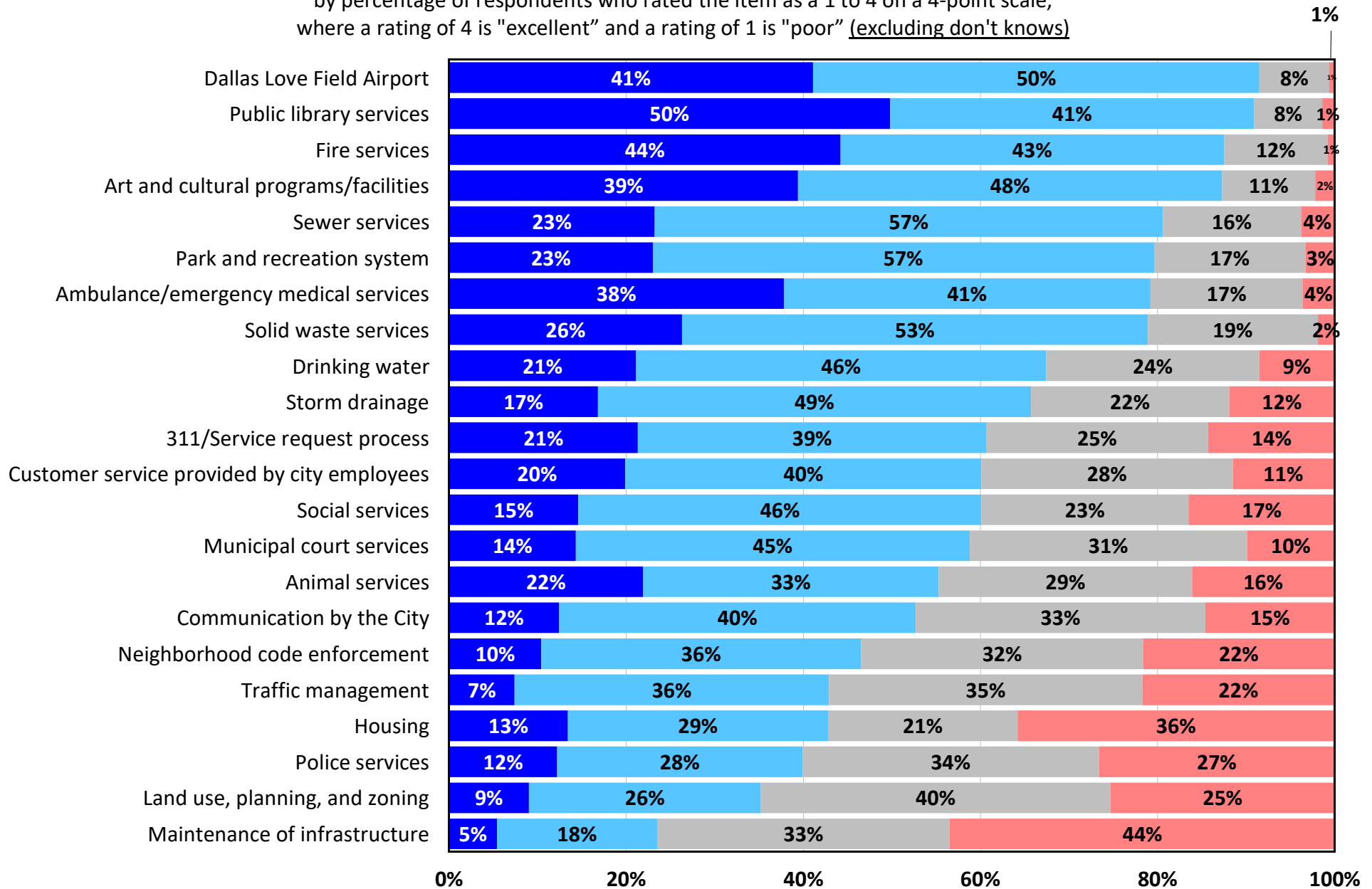


Source: ETC Institute (2025)

ETC Institute (2025)

Q8. Ratings of Major Categories of City Services

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



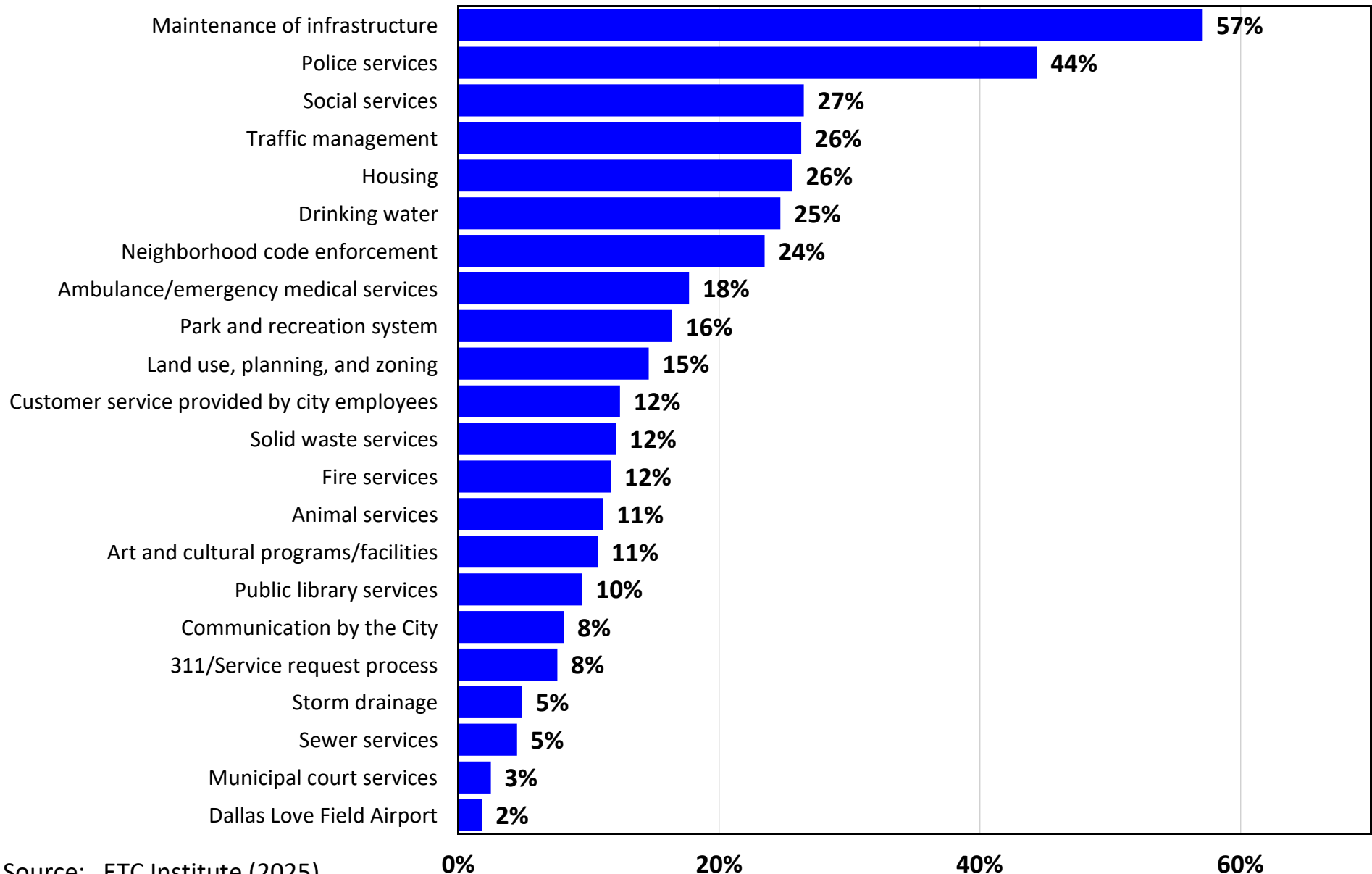
Source: ETC Institute (2025)

ETC Institute (2025)

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

Q9. Major Categories of City Services Residents Think Should Be the City's Top Priorities

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



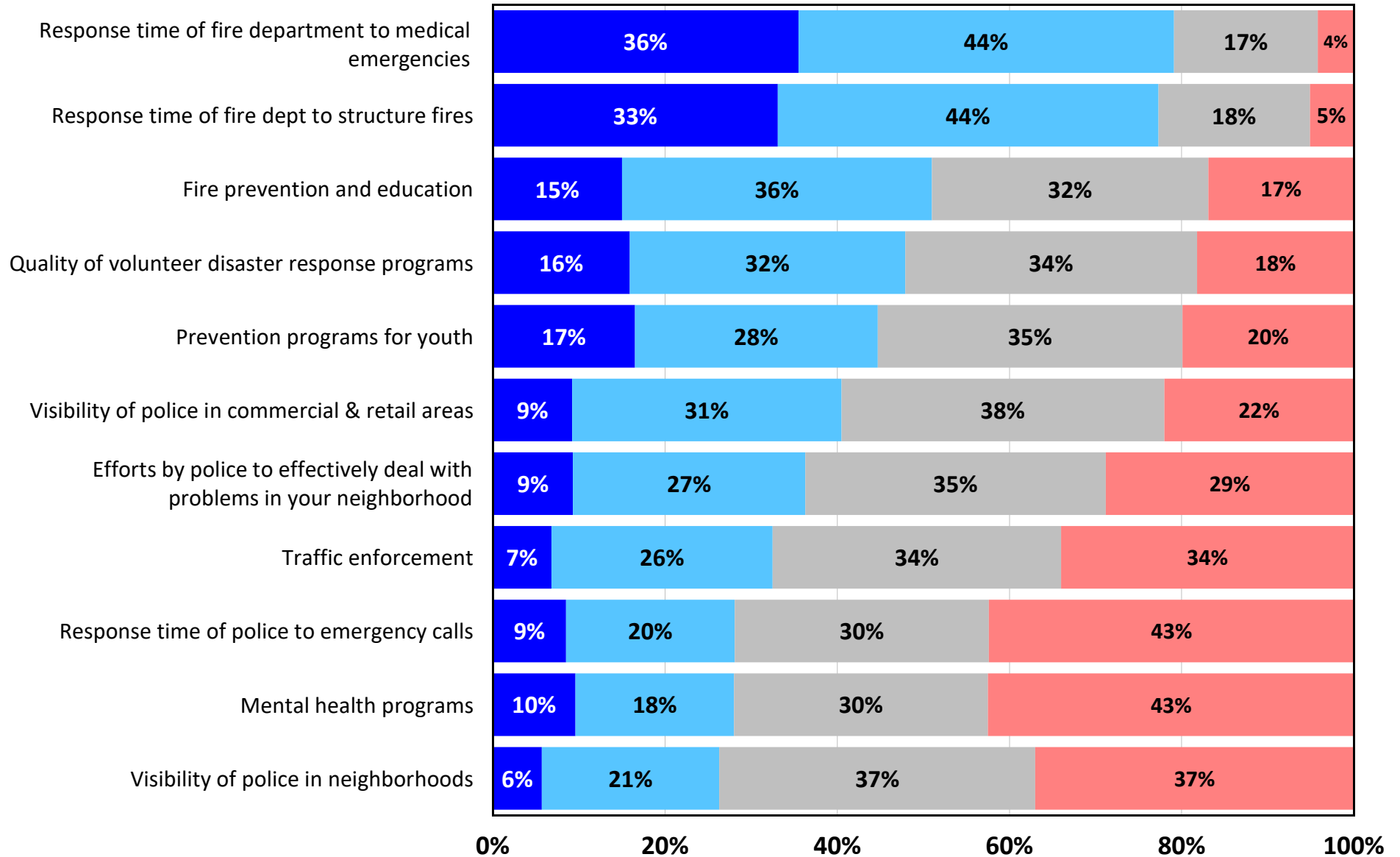
Source: ETC Institute (2025)

ETC Institute (2025)

Public Safety Services

Q10. Ratings of Public Safety Services

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



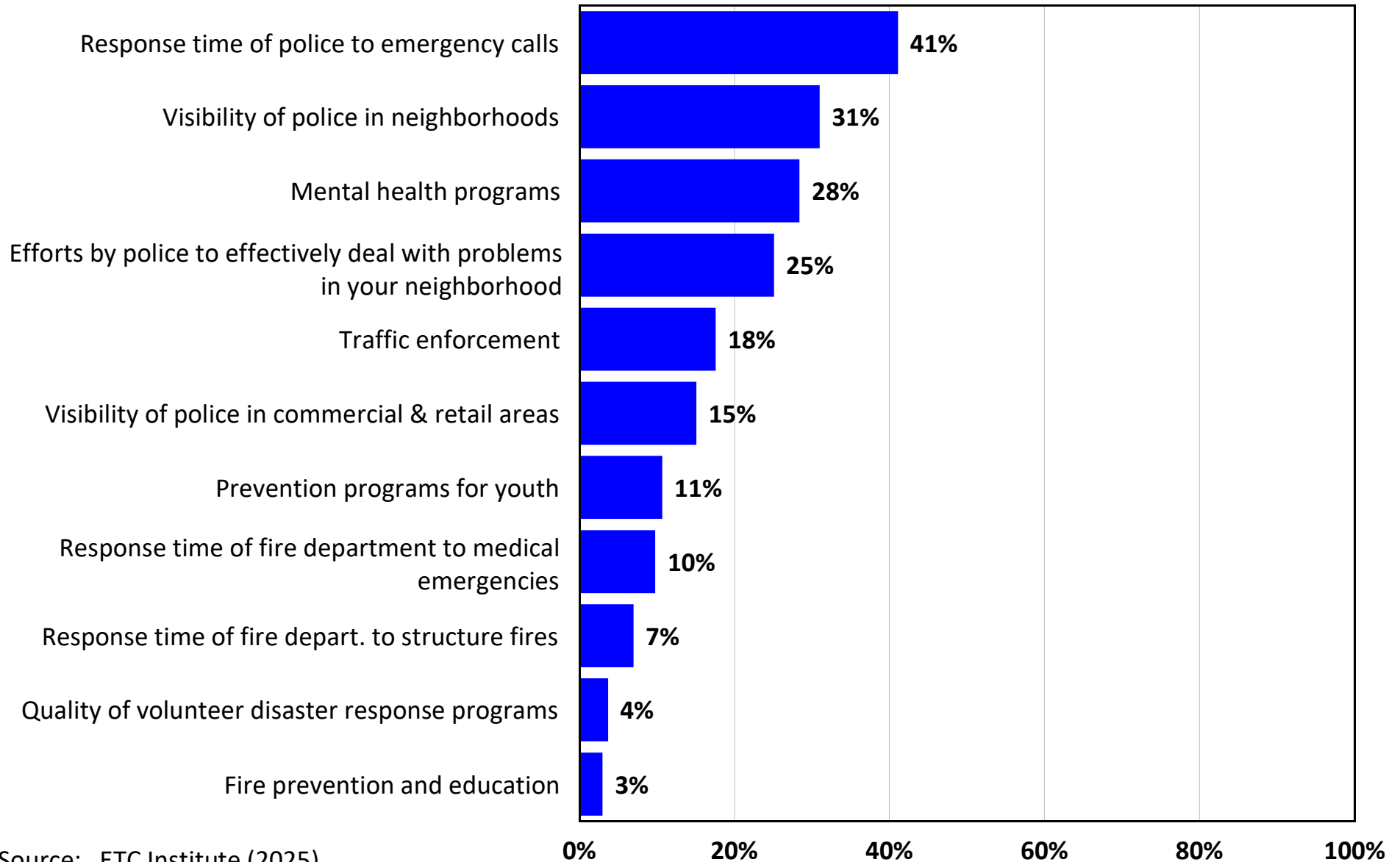
Source: ETC Institute (2025)

ETC Institute (2025)

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

Q11. Public Safety Services Residents Think Should Be the City's Top Priorities

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



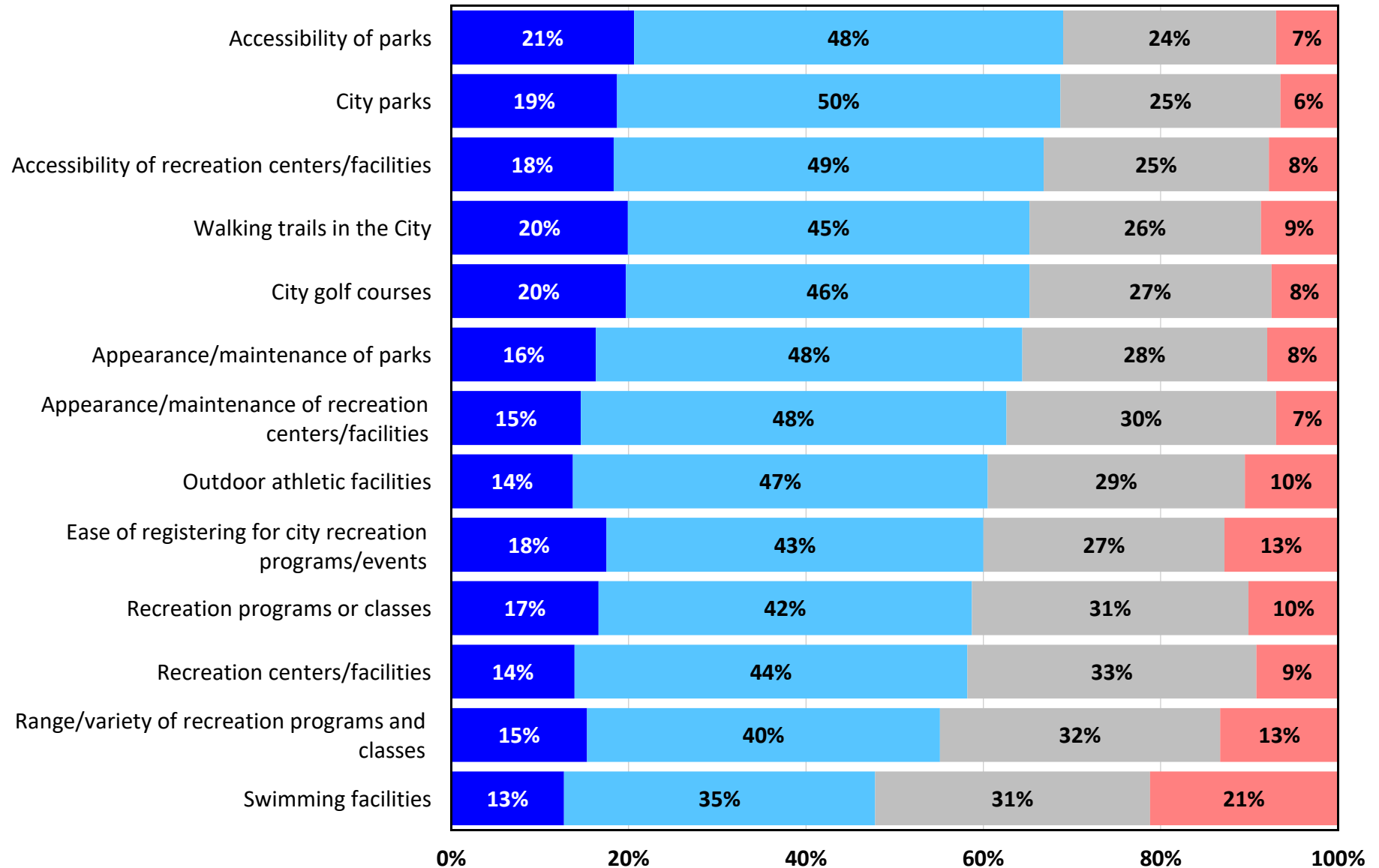
Source: ETC Institute (2025)

ETC Institute (2025)

Parks and Recreation Services

Q12. Ratings of Parks and Recreation Services

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



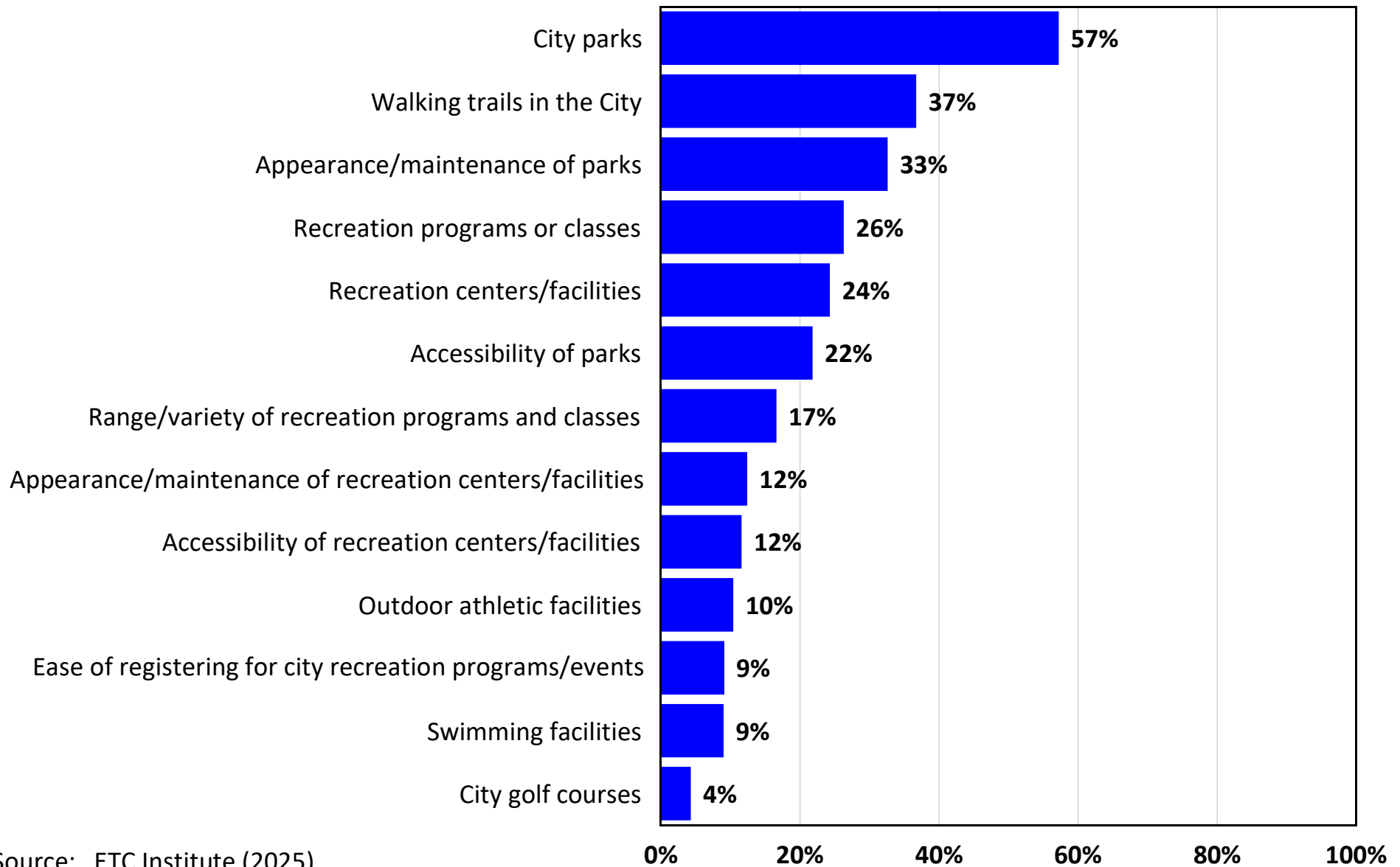
Source: ETC Institute (2025)

ETC Institute (2025)

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

Q13. Parks and Recreation Services Residents Think Should Be the City's Top Priorities

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



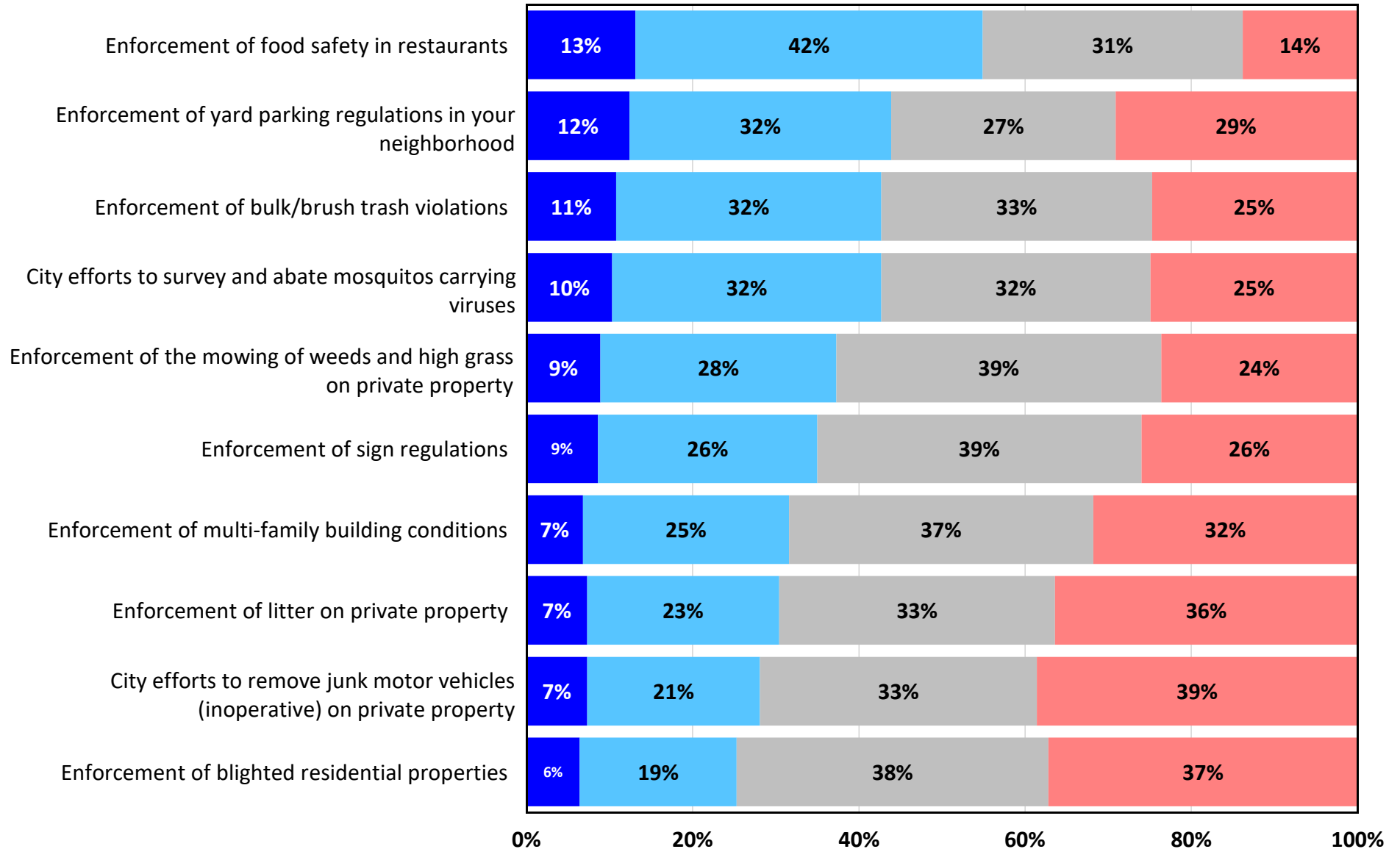
Source: ETC Institute (2025)

ETC Institute (2025)

Code Enforcement

Q14. Ratings of Code Enforcement Services

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



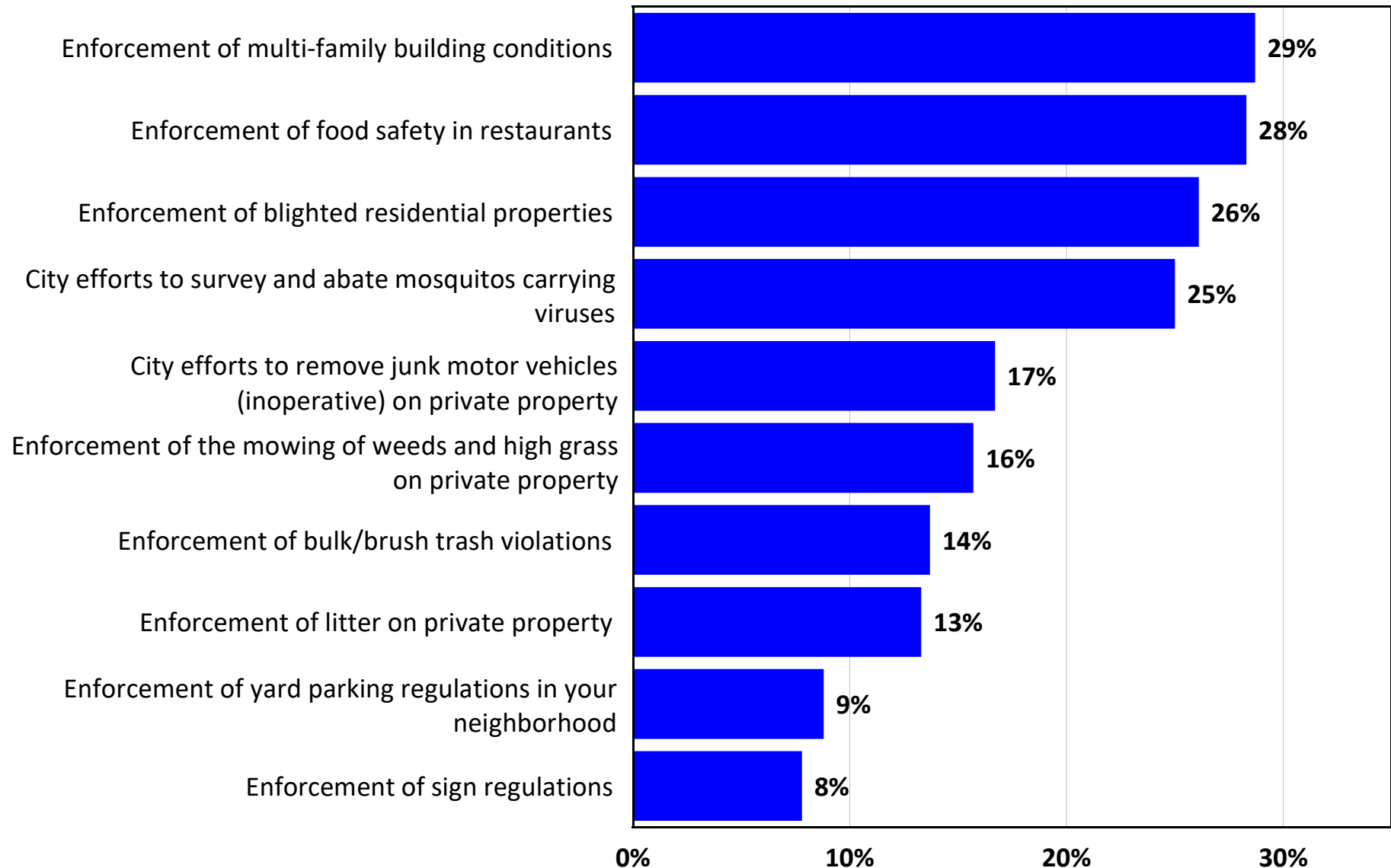
Source: ETC Institute (2025)

ETC Institute (2025)

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

Q15. Code Enforcement Services Residents Think Should Be the City's Top Priorities

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



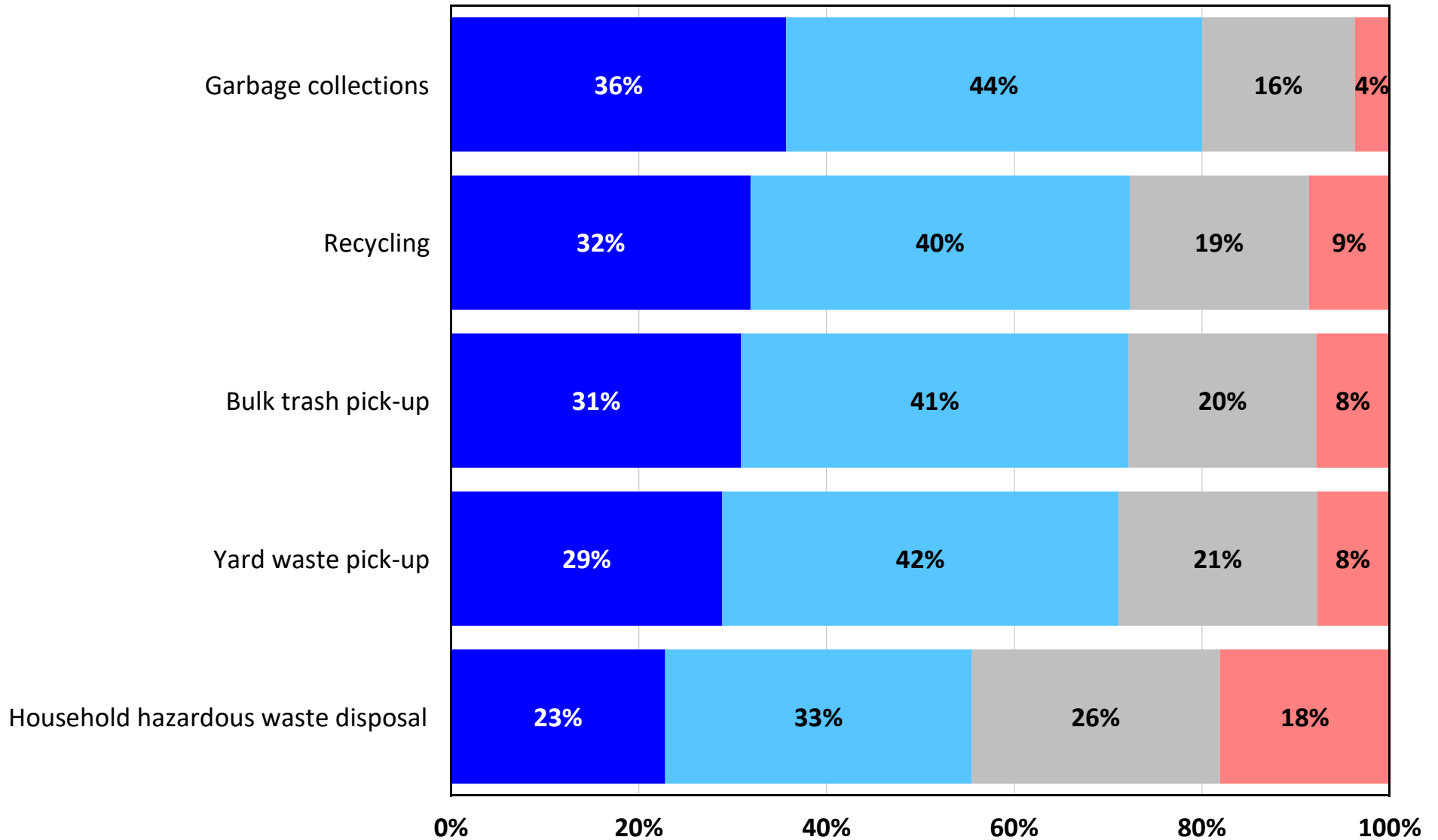
Source: ETC Institute (2025)

ETC Institute (2025)

Solid Waste Services

Q16. Ratings of Solid Waste Services

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



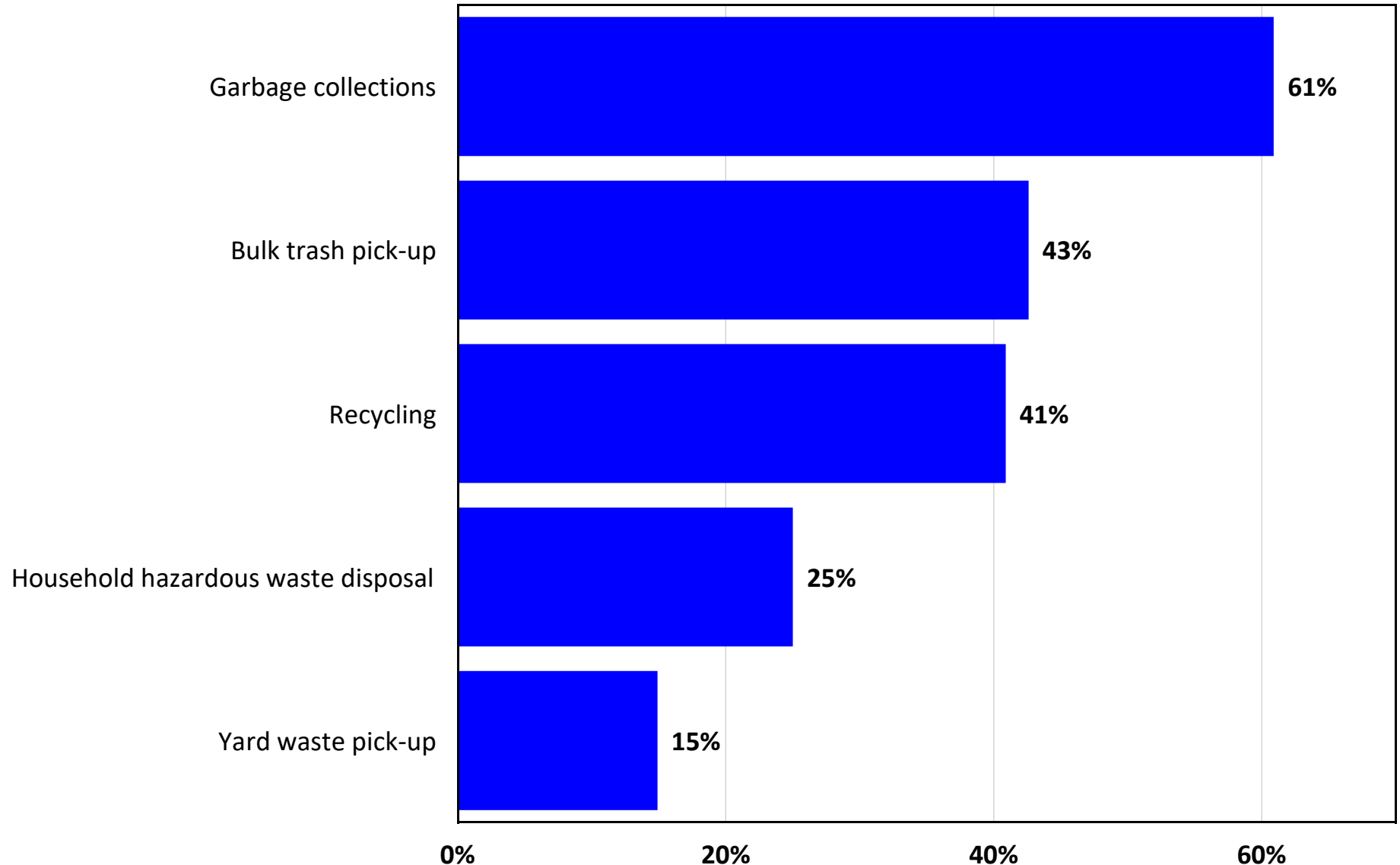
Source: ETC Institute (2025)

ETC Institute (2025)

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

Q17. Solid Waste Services Residents Think Should Be the City's Top Priorities

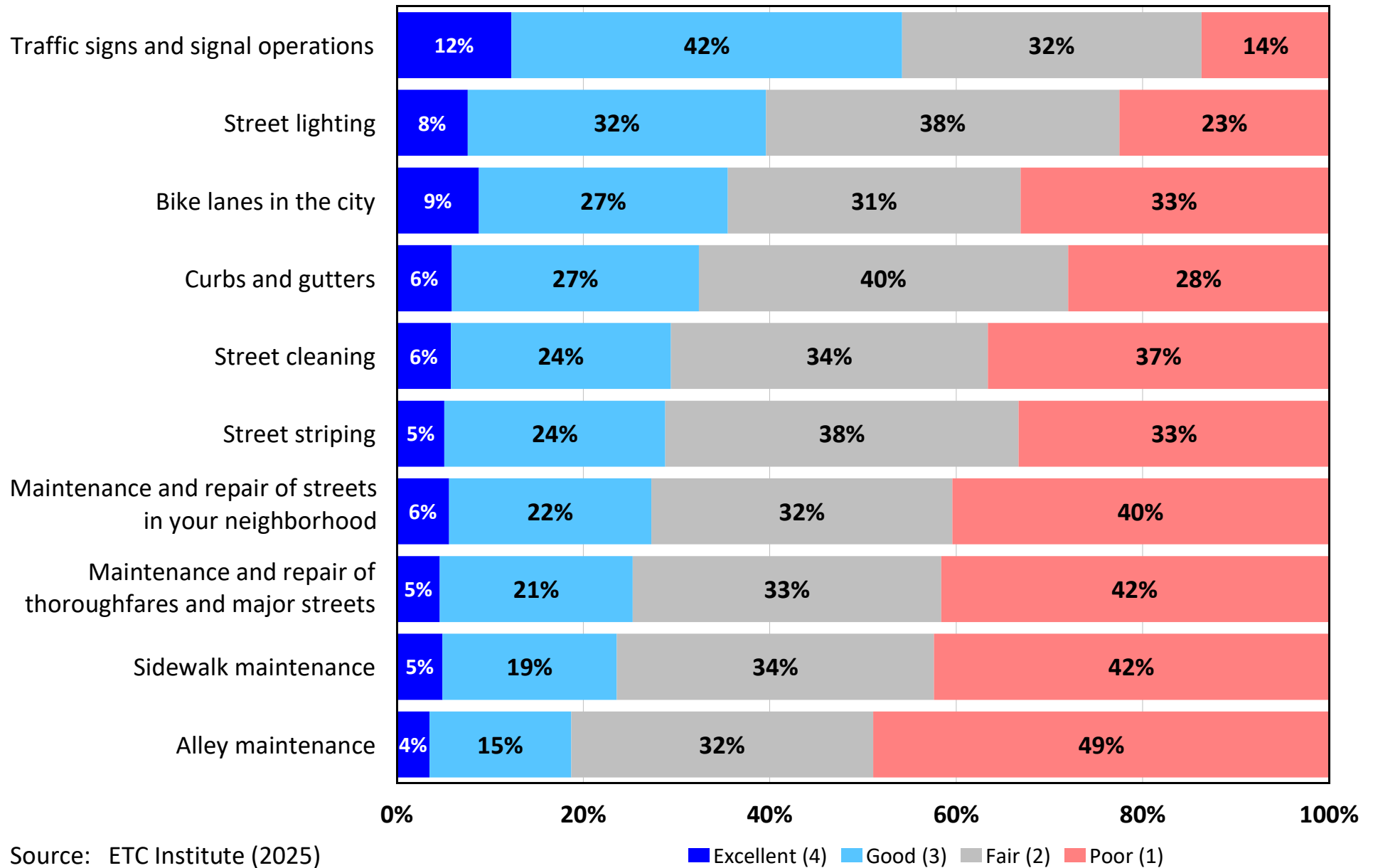
by percentage of respondents who selected the item as one of their top two choices



Streets and Infrastructure/Mobility

Q18. Ratings of Streets and Infrastructure/Mobility Services

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

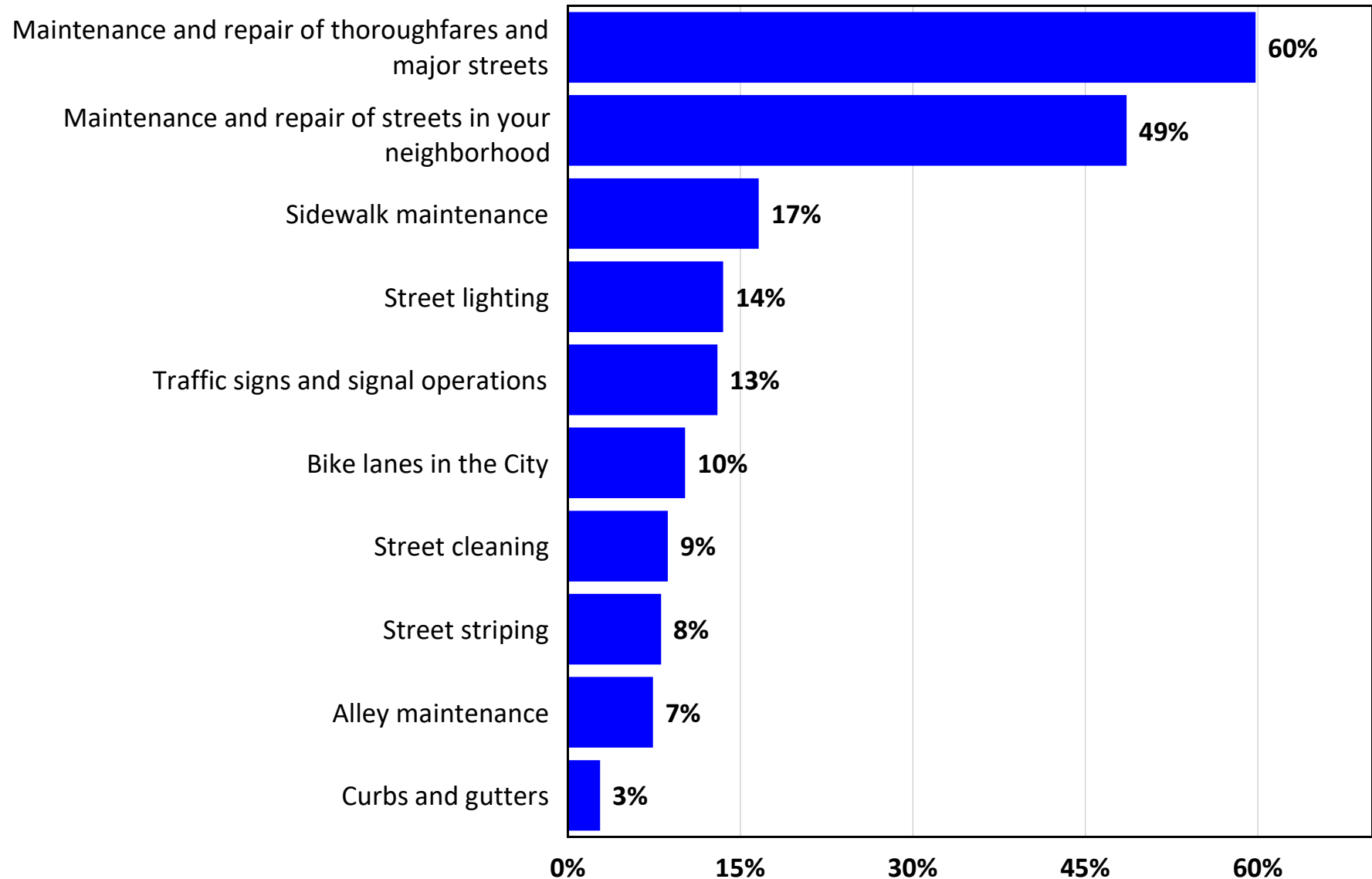


Source: ETC Institute (2025)

ETC Institute (2025)

Q19. Streets and Infrastructure/Mobility Services Residents Think Should Be the City's Top Priorities

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



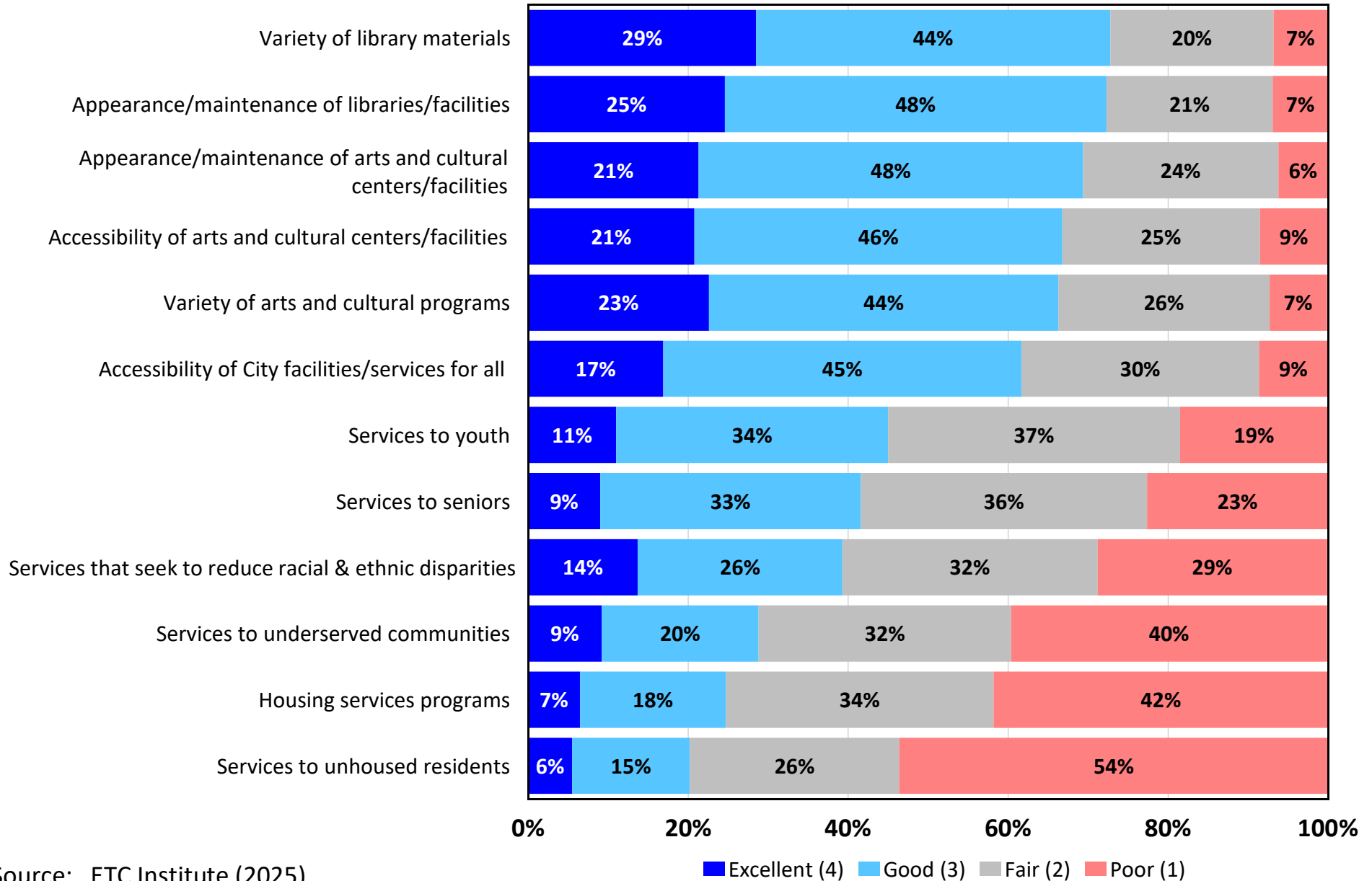
Source: ETC Institute (2025)

ETC Institute (2025)

Other City Services/Facilities

Q20. Ratings of Other City Services/Facilities

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



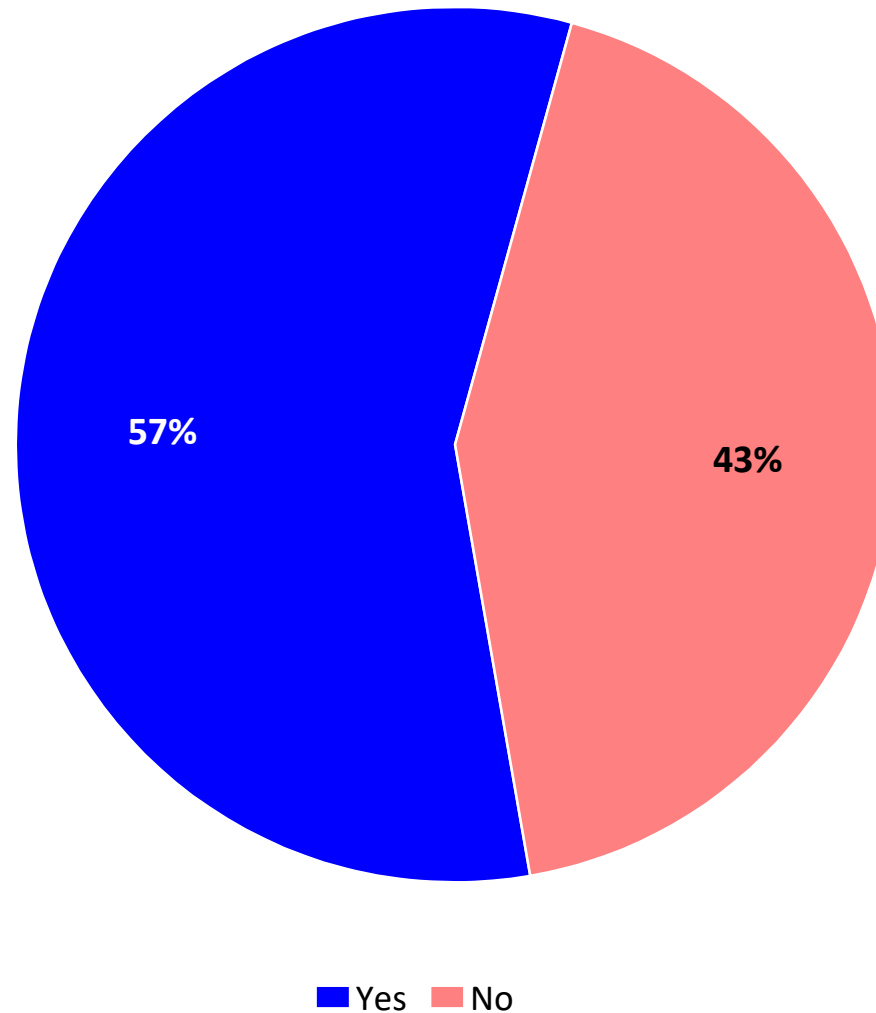
Source: ETC Institute (2025)

ETC Institute (2025)

Customer Service

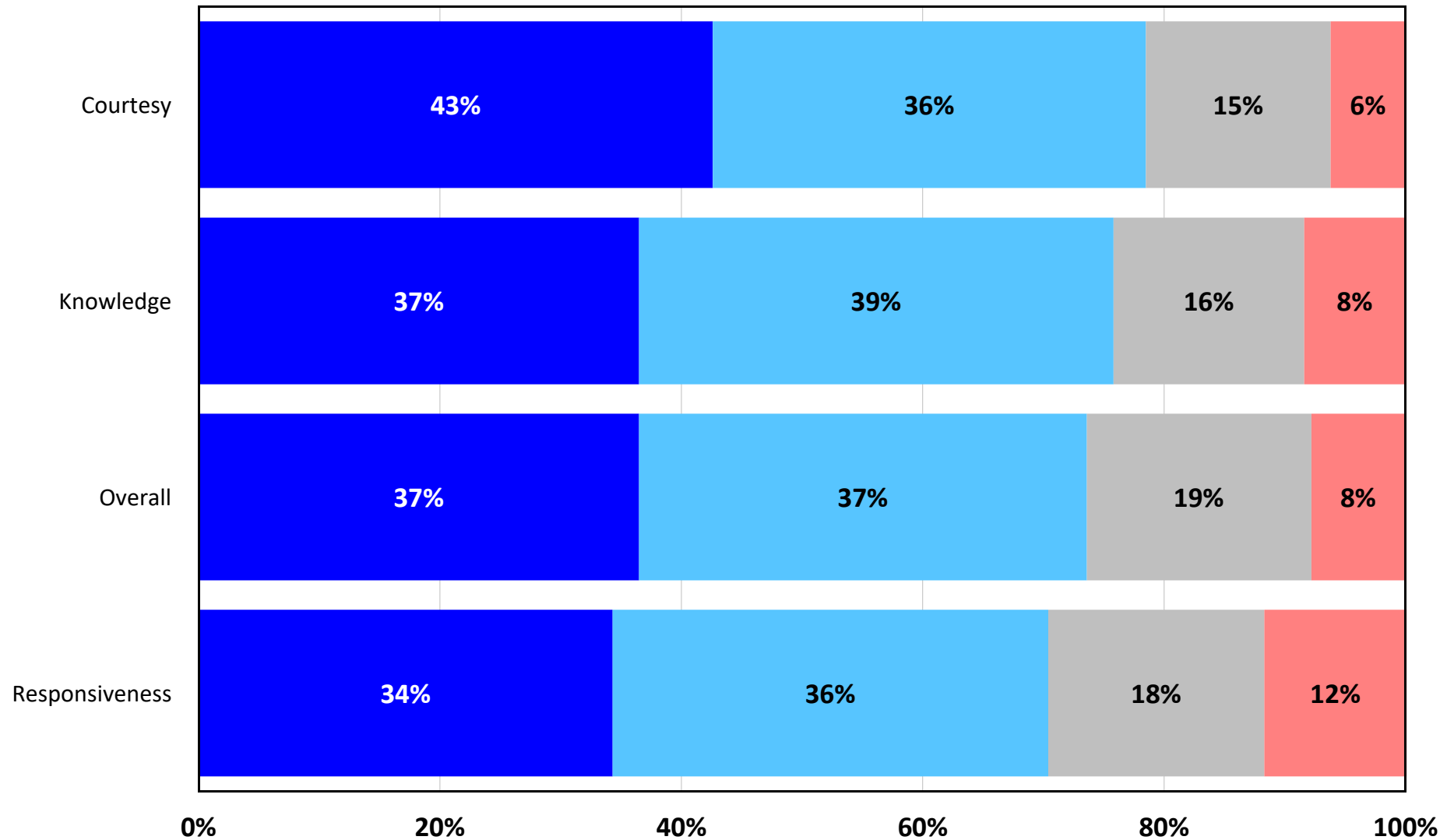
Q21. Have you had any in-person or phone contact with an employee of the City of Dallas within the last 12 months (including police, receptionists, librarians, or any others)?

by percentage of respondents



Q21a. Ratings of Customer Service Provided by City Employees

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



Source: ETC Institute (2025)

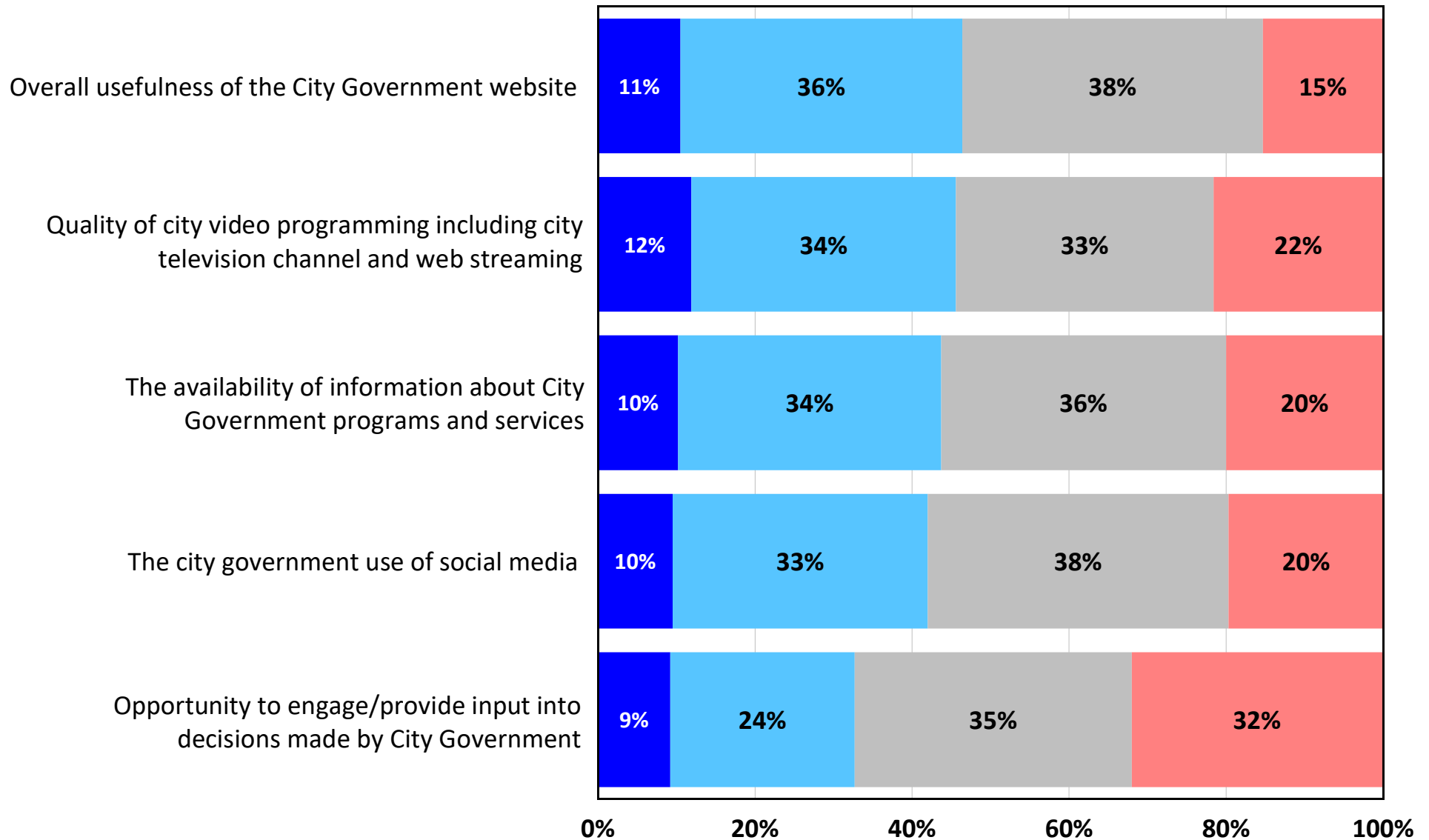
ETC Institute (2025)

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

Communication

Q22. Rating City Government Communication

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



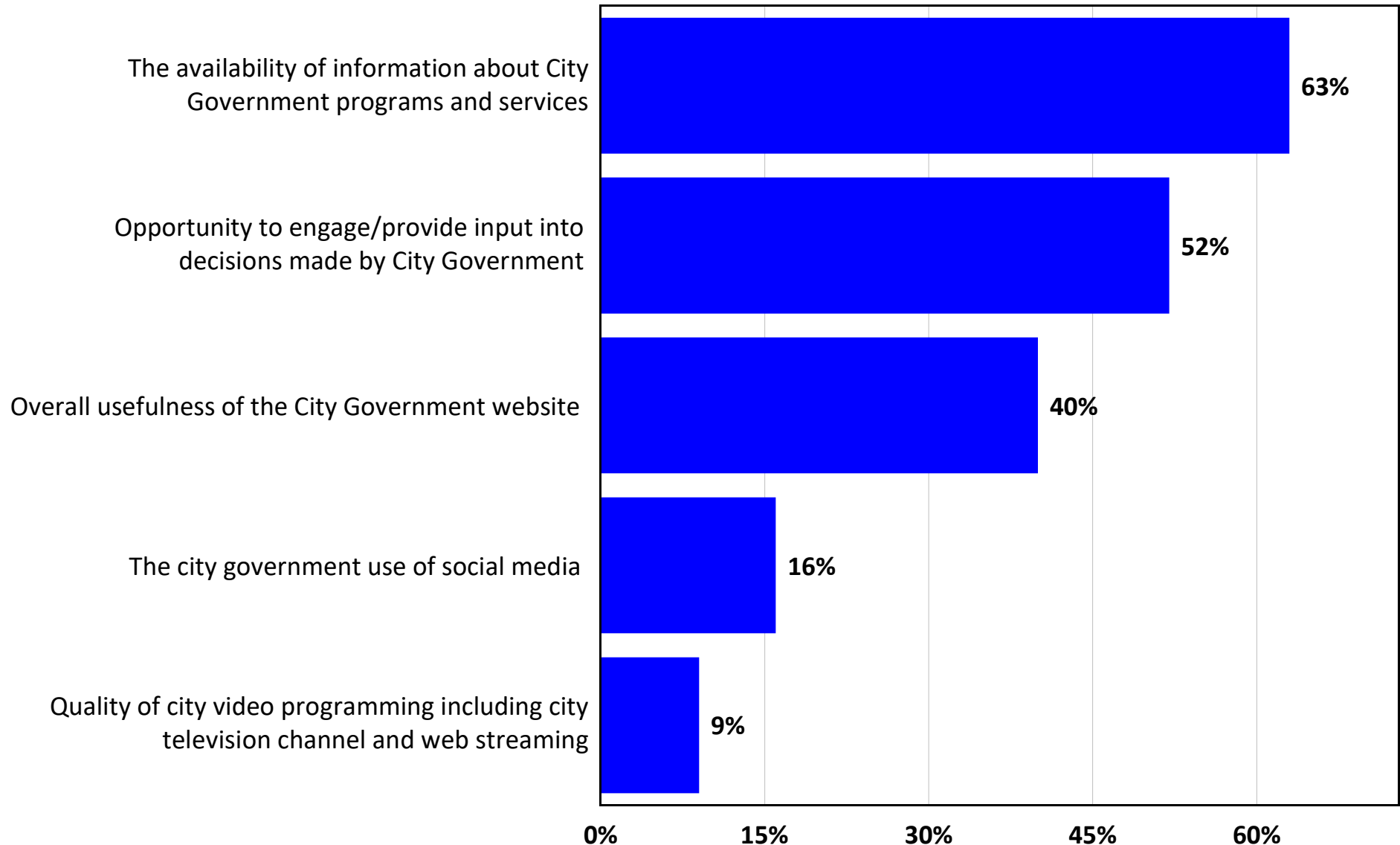
Source: ETC Institute (2025)

ETC Institute (2025)

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

Q23. Which TWO of the communication services do you think should be City Government top priorities?

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

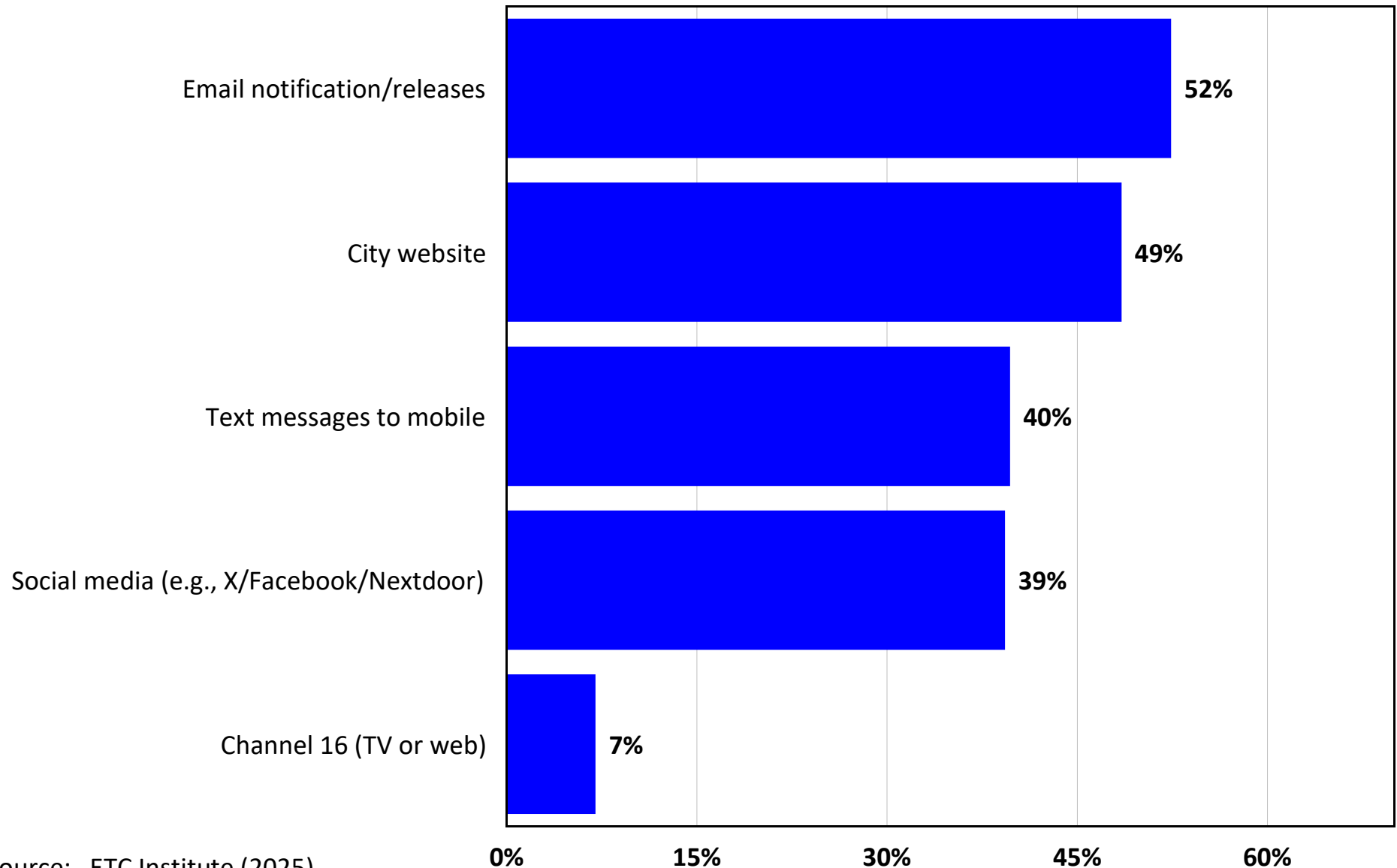


Source: ETC Institute (2025)

ETC Institute (2025)

Q24. Which are your top 2 preferred methods of receiving information from City Government?

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

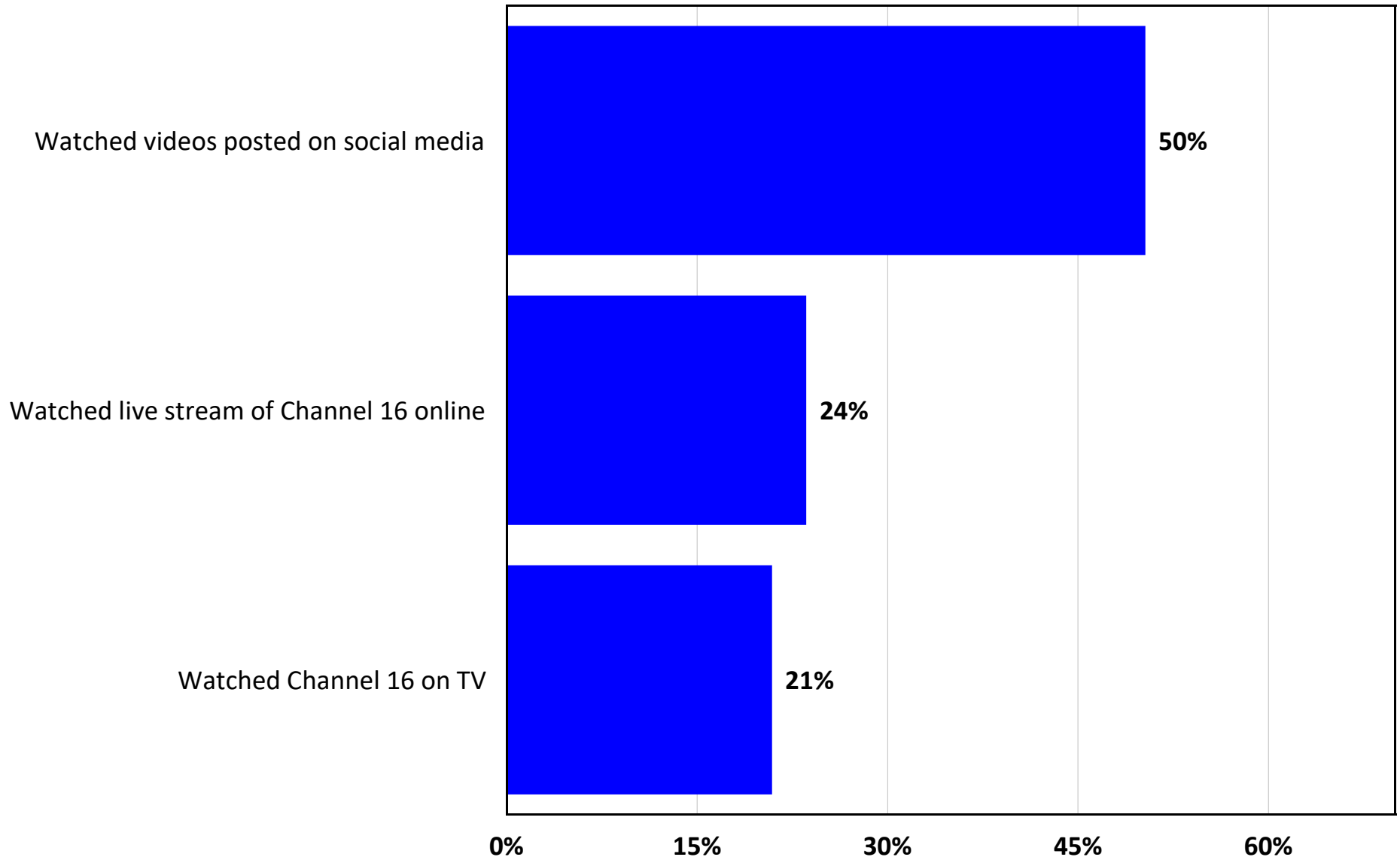


Source: ETC Institute (2025)

ETC Institute (2025)

Q25. How have you watched Channel 16 or other video content from City Government in the last year?

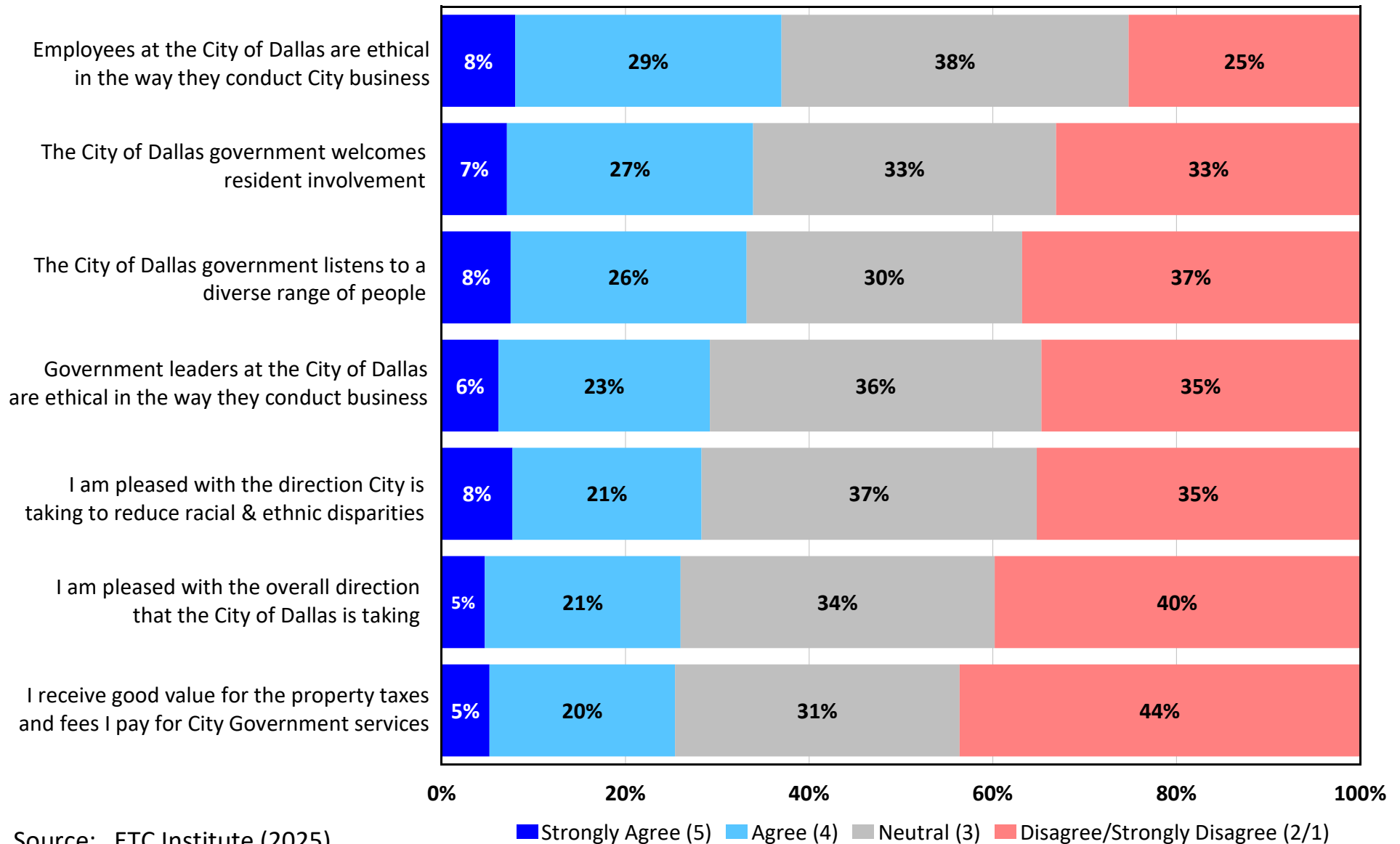
by percentage of respondents (multiple choices could be made) (excluding "none of these")



Overall Quality of Governmental Services

Q26. Level of Agreement with Statements Related to the City of Dallas

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

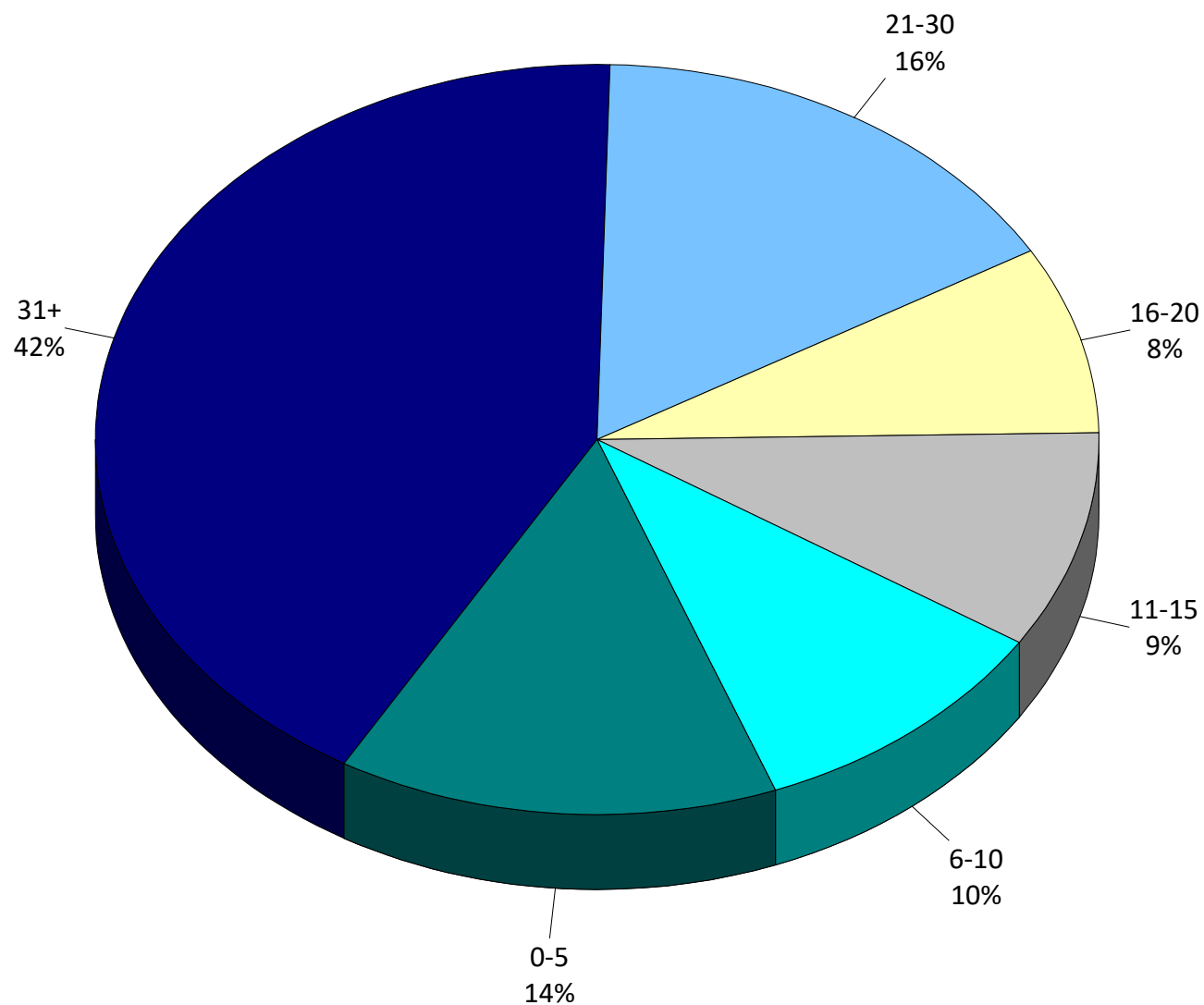


Source: ETC Institute (2025)

ETC Institute (2025)

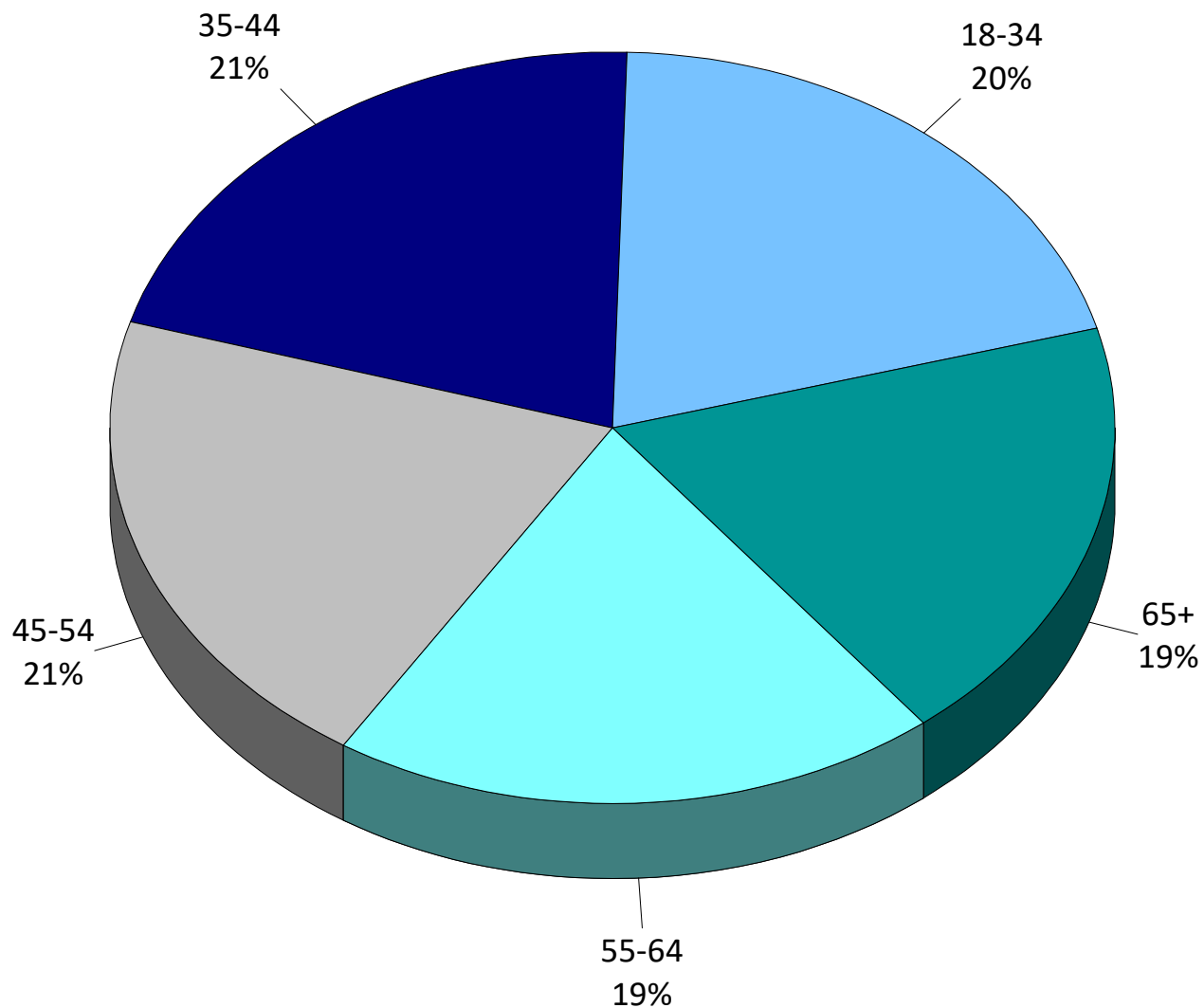
Q27. How many years have you lived in Dallas?

by percentage of respondents (excluding "not provided")



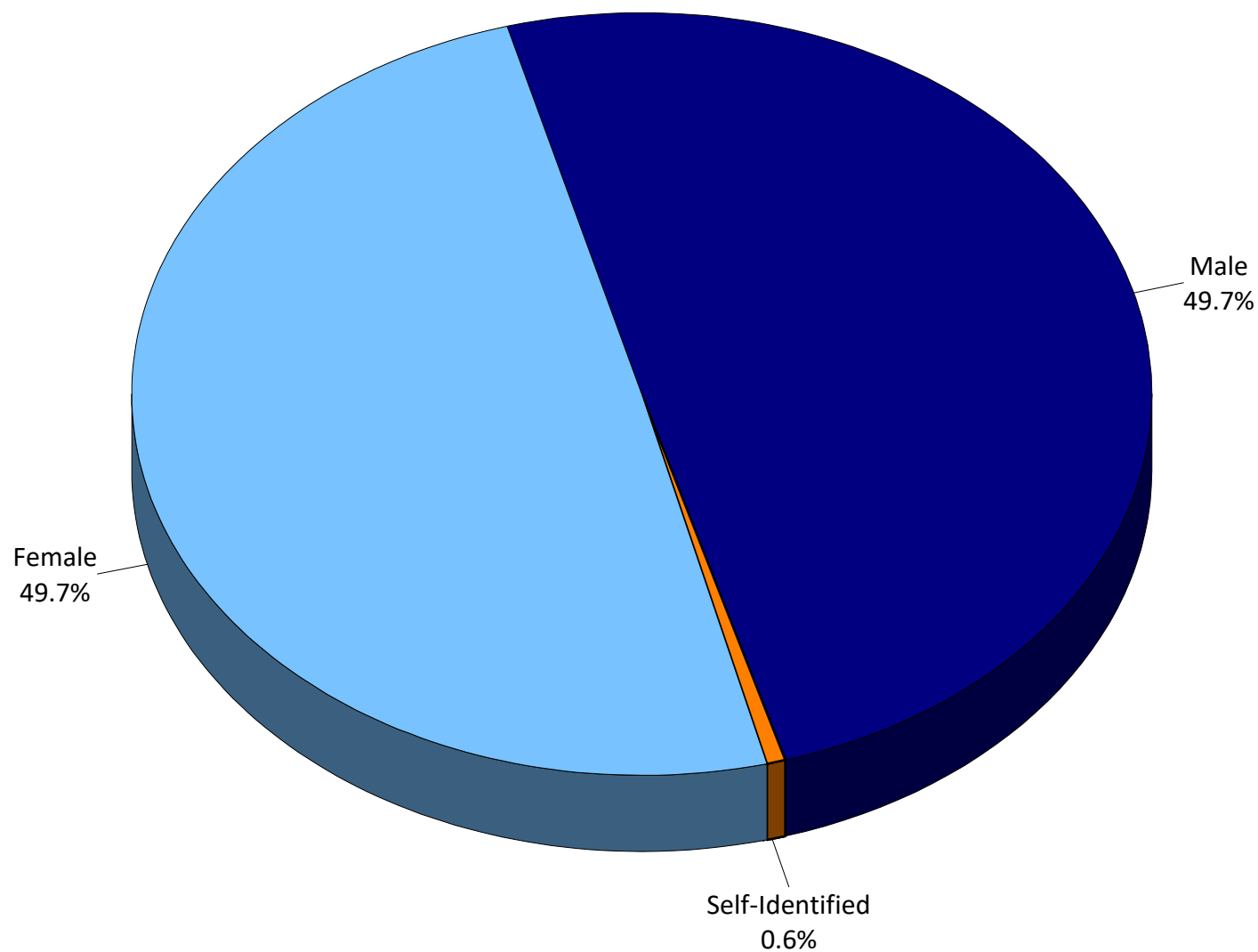
Q28. What is your age?

by percentage of respondents (excluding "not provided")



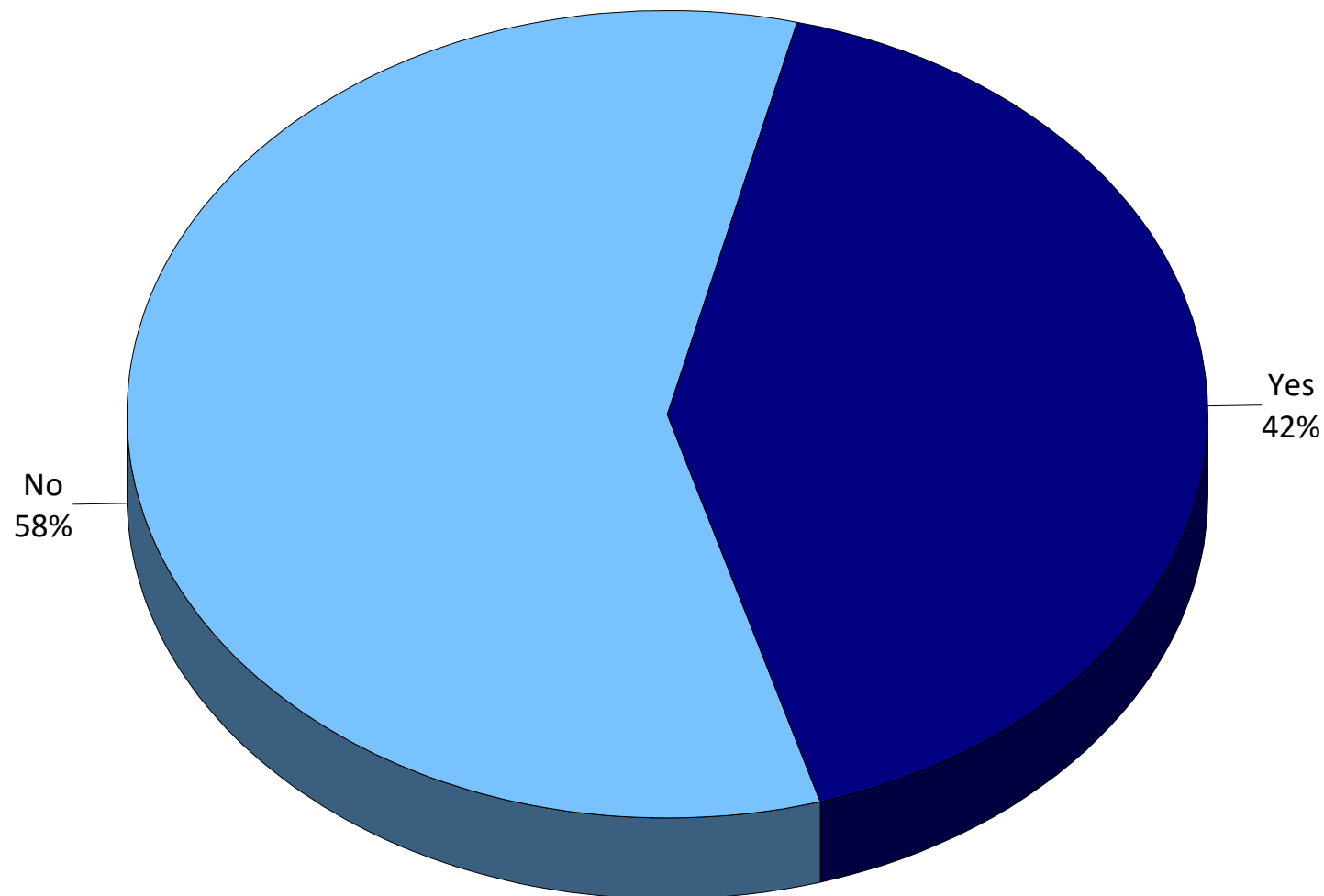
Q29. What is your gender?

by percentage of respondents (excluding "not provided")



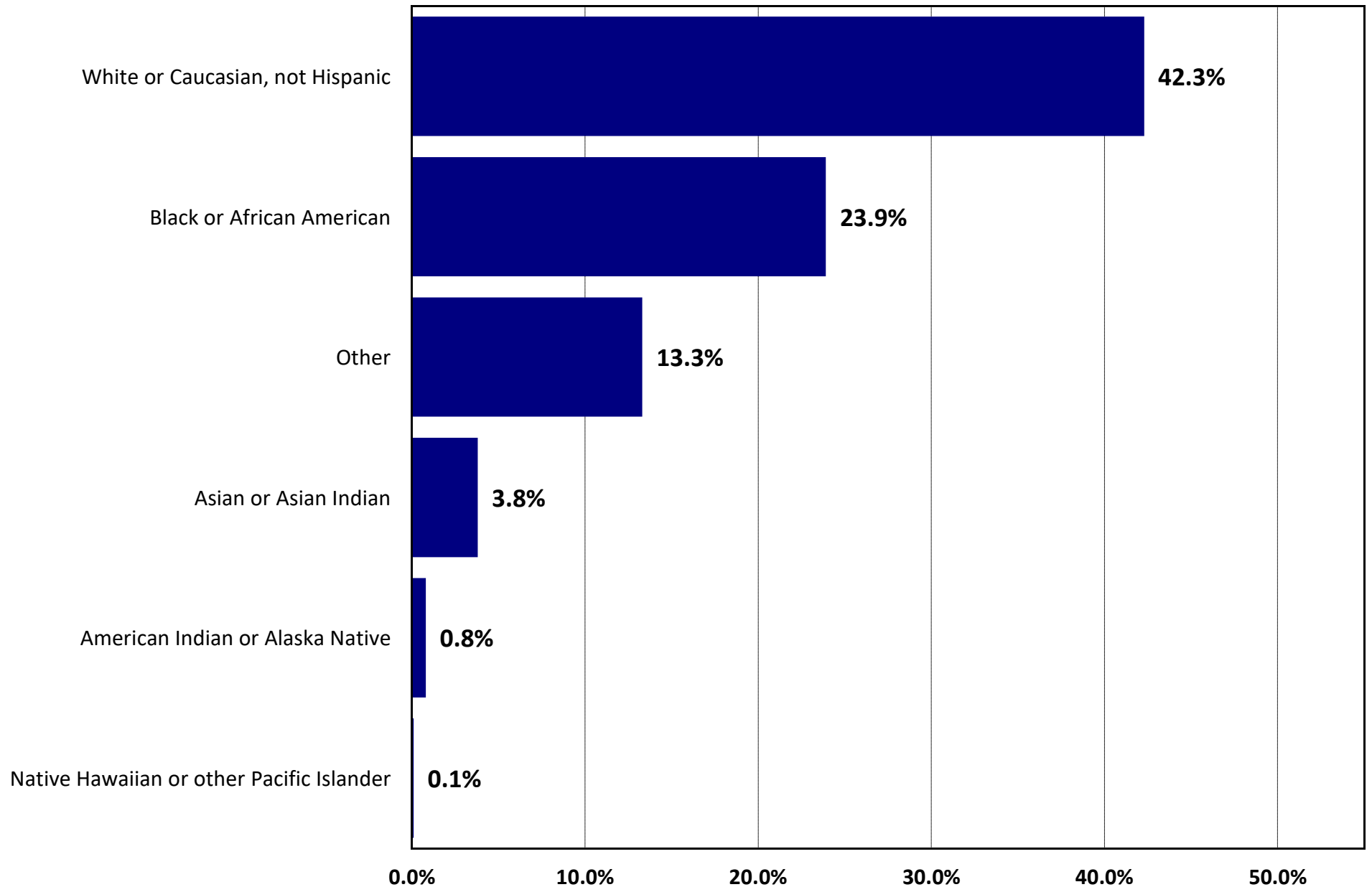
Q30. Are you of Hispanic, Latino, or Spanish origin?

by percentage of respondents (excluding "not provided")



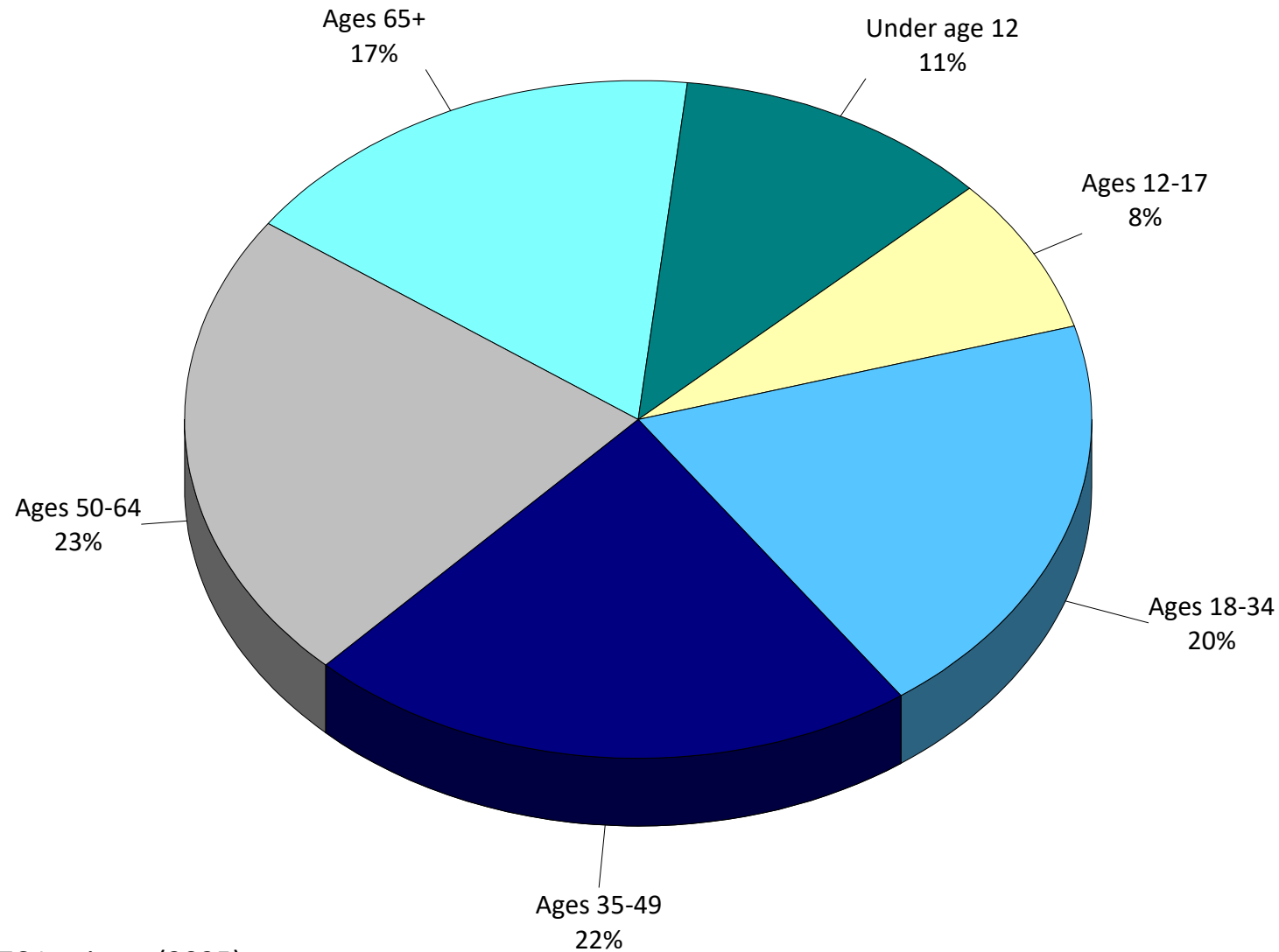
Q31. Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple selections could be made)



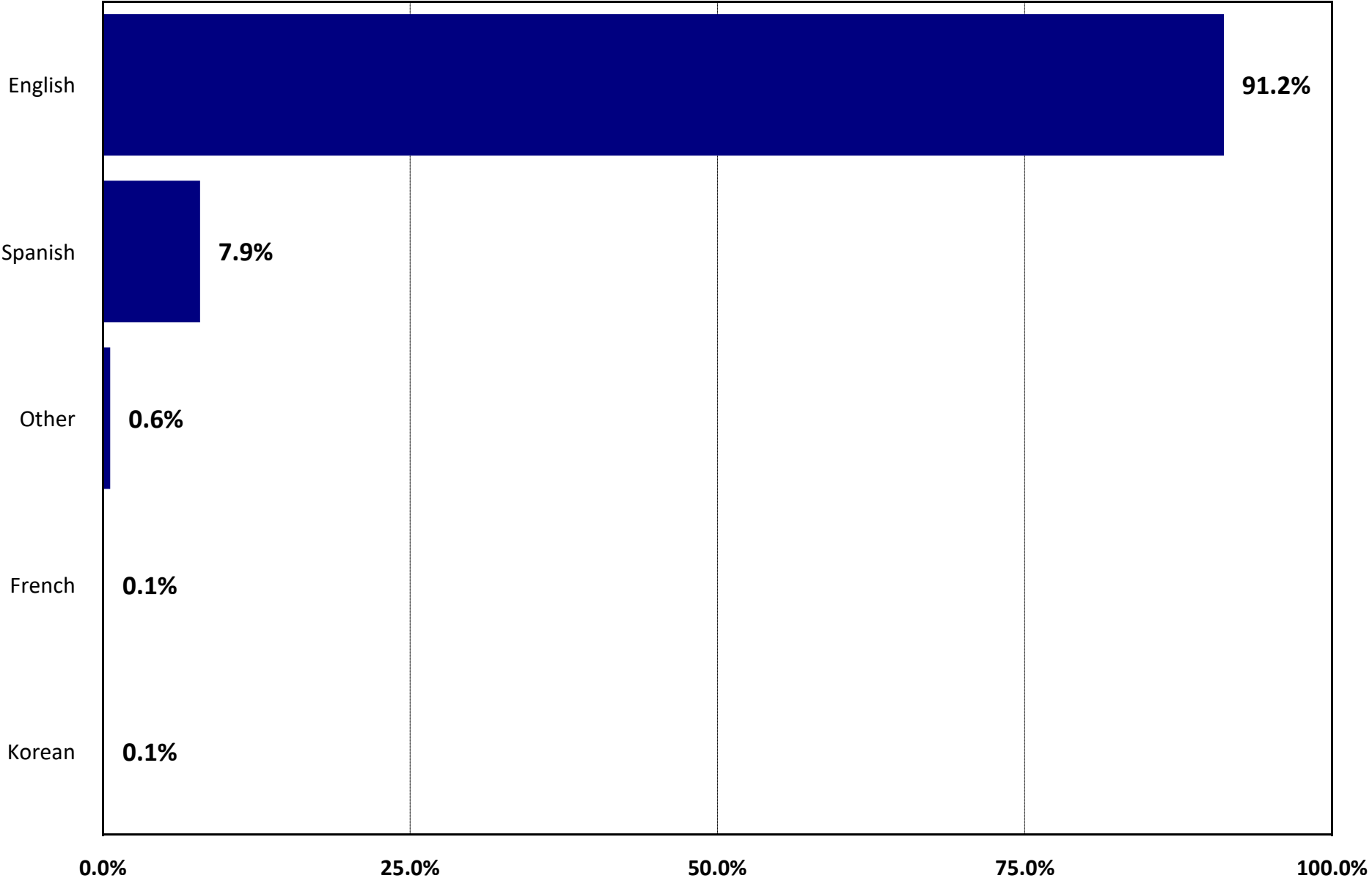
Q32. Including yourself, how many people in your household are in the following age groups?

by percentage of persons in household



Q33. What is the primary language spoken in your home?

by percentage of respondents (excluding "not provided")

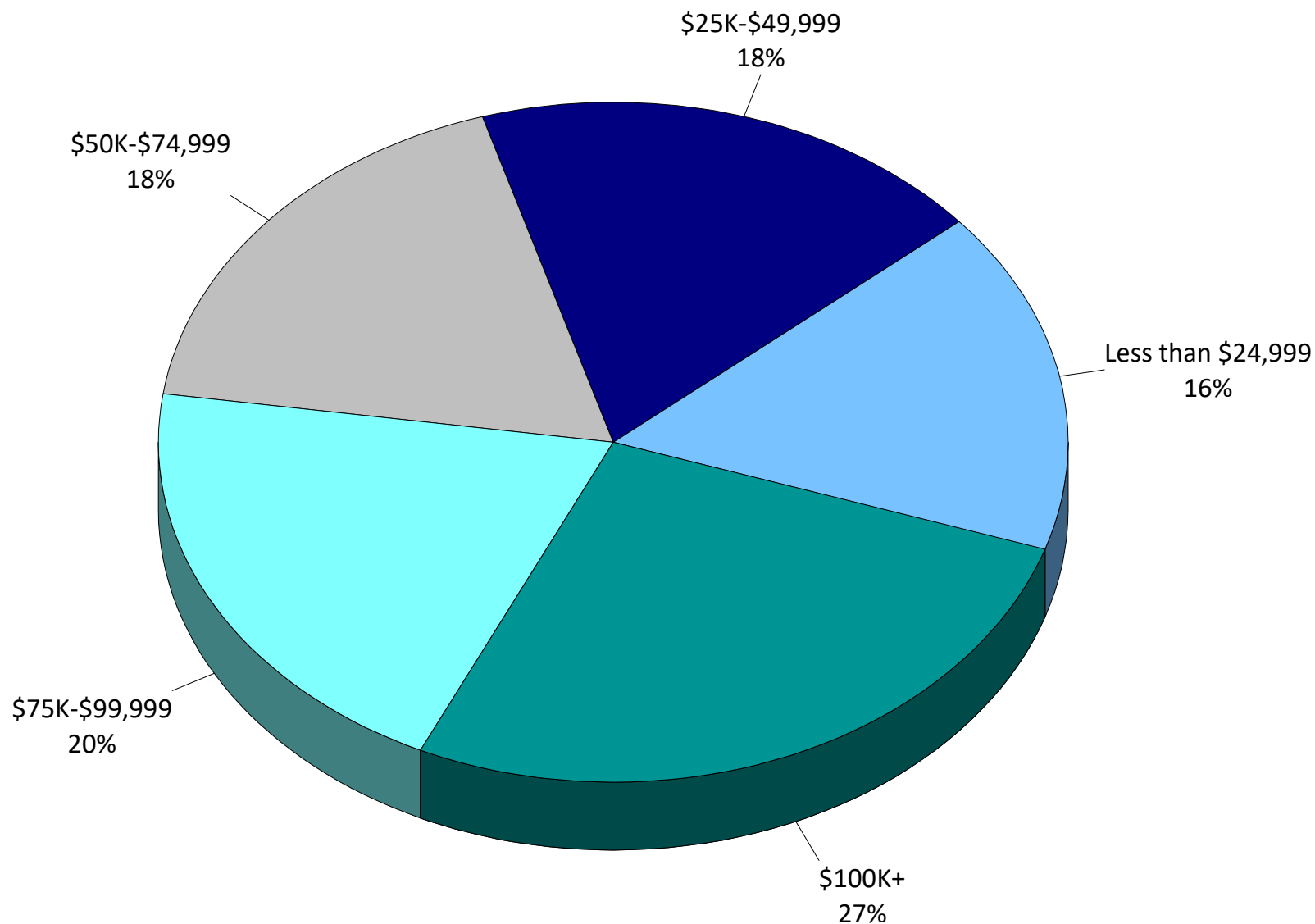


Source: ETC Institute (2025)

ETC Institute (2025)

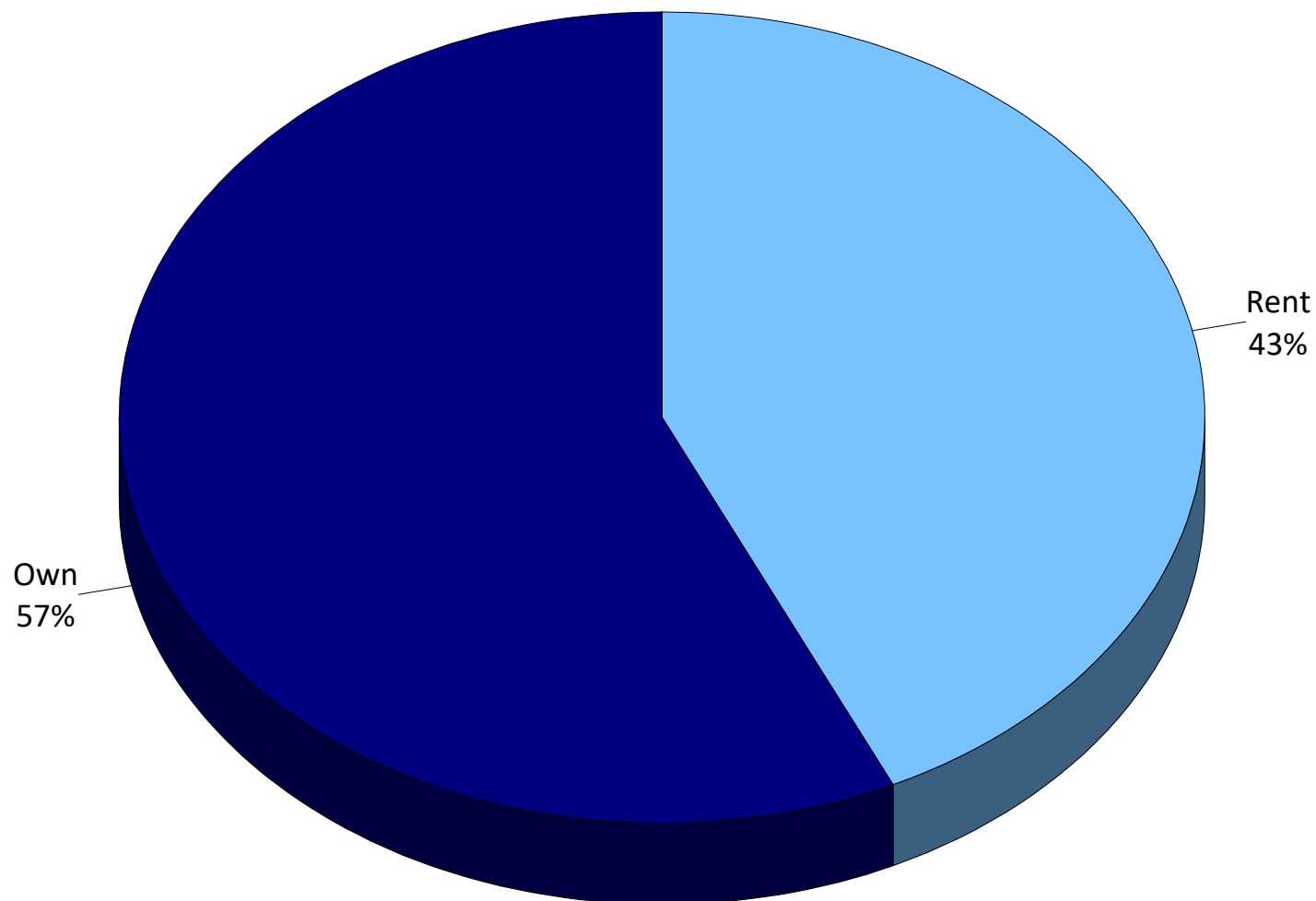
Q34. What is your total annual household income?

by percentage of respondents (excluding "not provided")



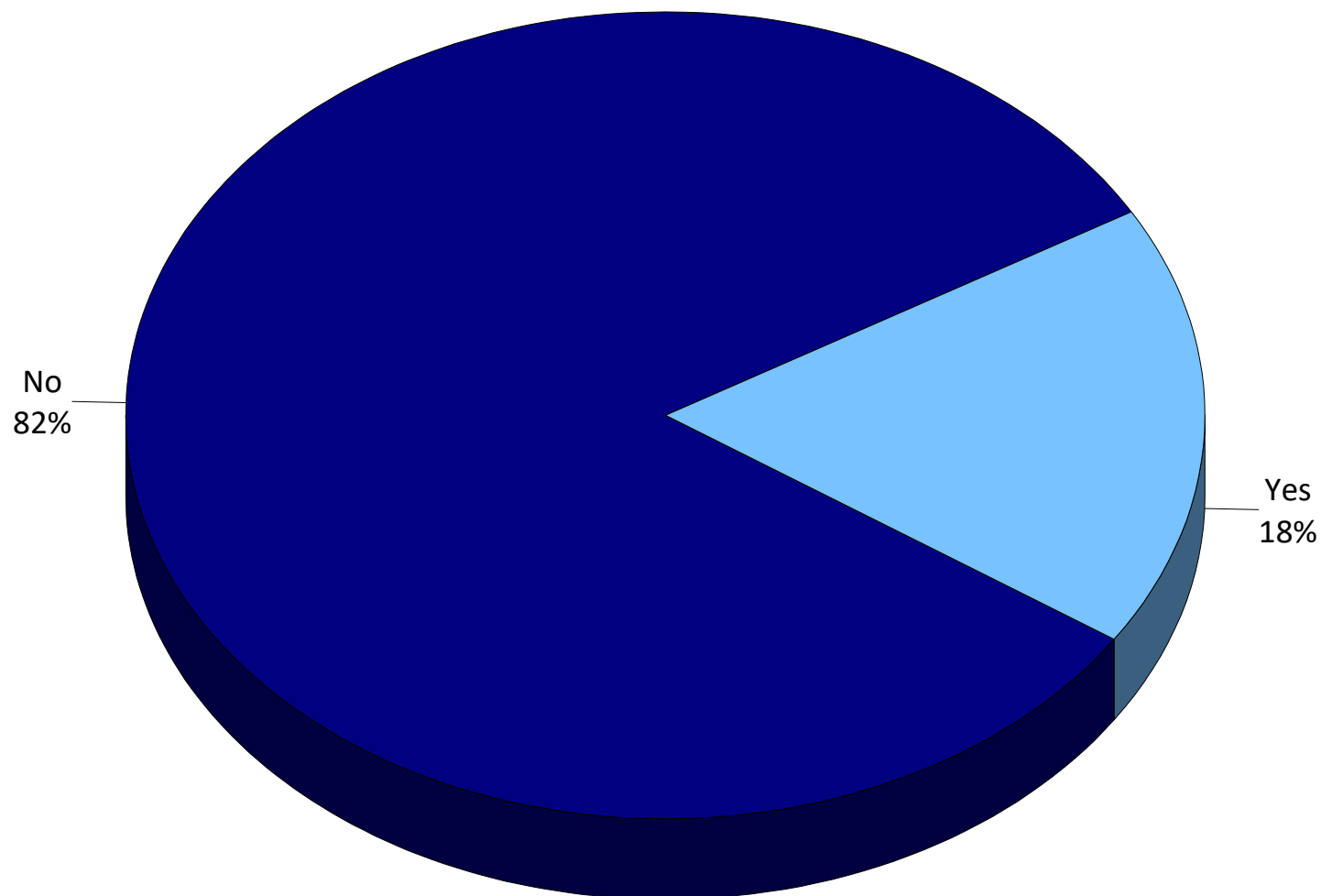
Q35. Do you own or rent your home?

by percentage of respondents (excluding "not provided")



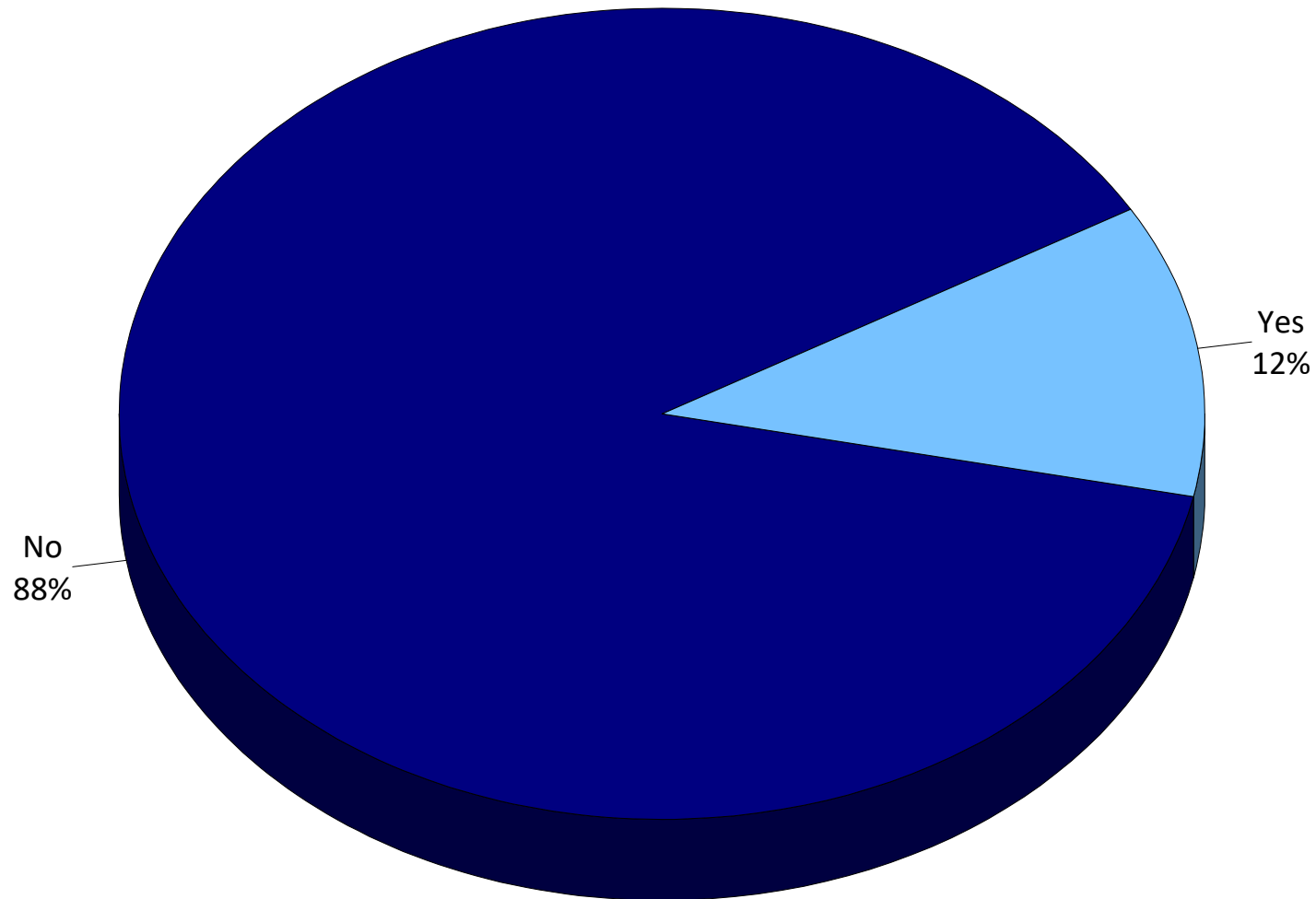
Q36. Are you or is anyone in your household disabled?

by percentage of respondents (excluding "not provided")



Q37. Are you or is anyone in your household a member of the LGBTQ+ community?

by percentage of respondents (excluding "not provided")



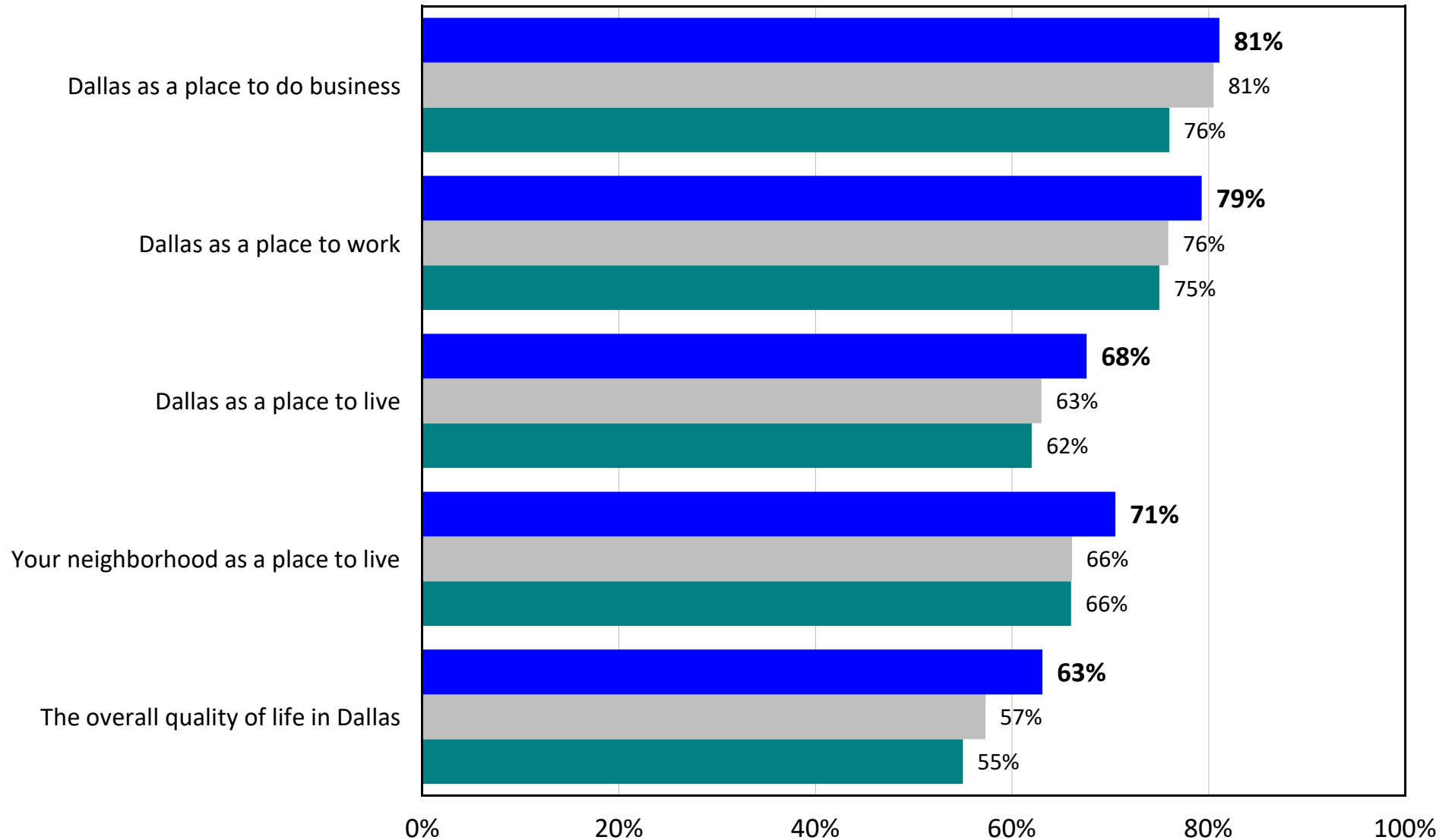
3

Trend Charts

Q1. Quality of Life Ratings

Trends - 2023, 2024, and 2025

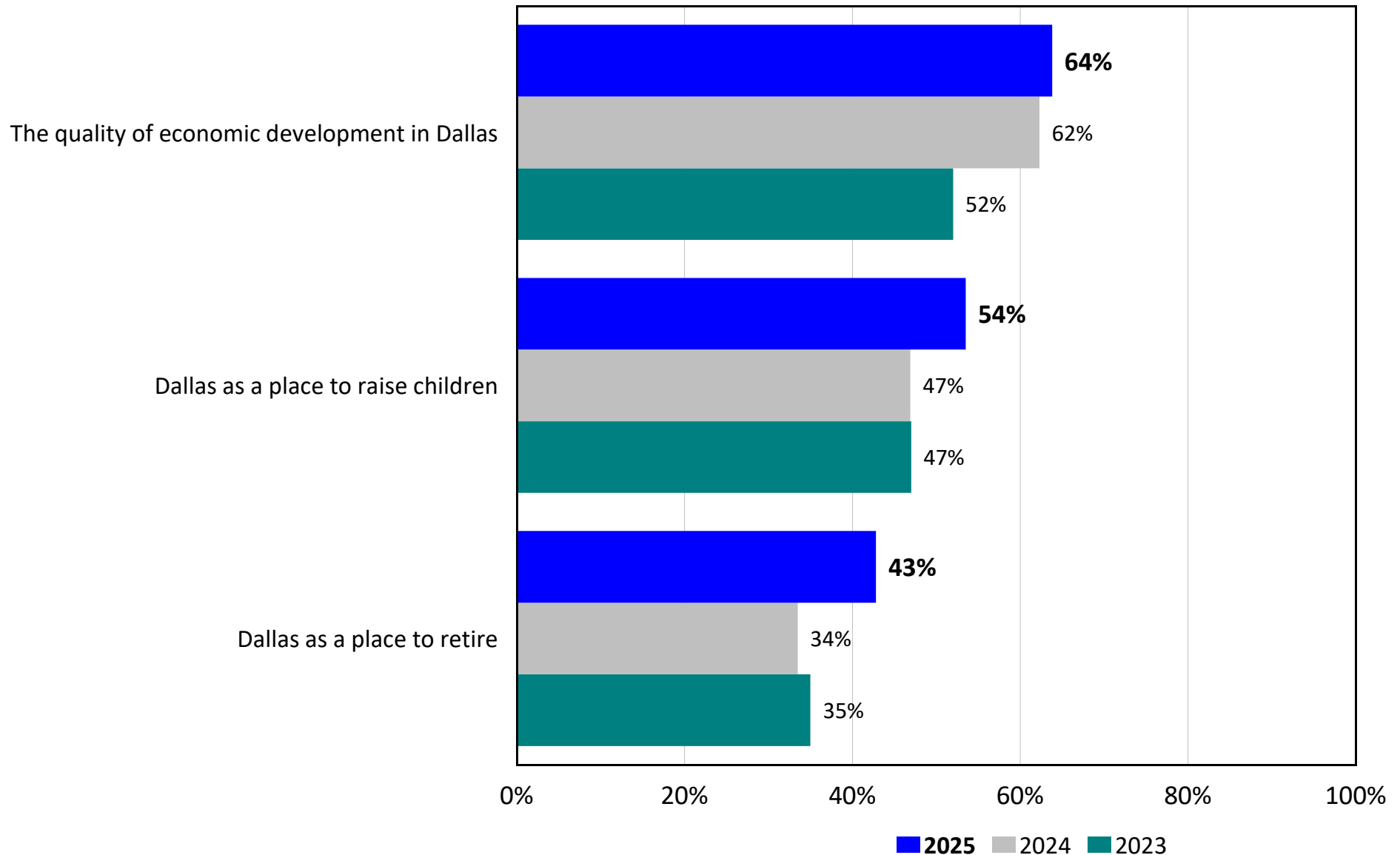
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Q1. Quality of Life Ratings (Cont.)

Trends - 2023, 2024, and 2025

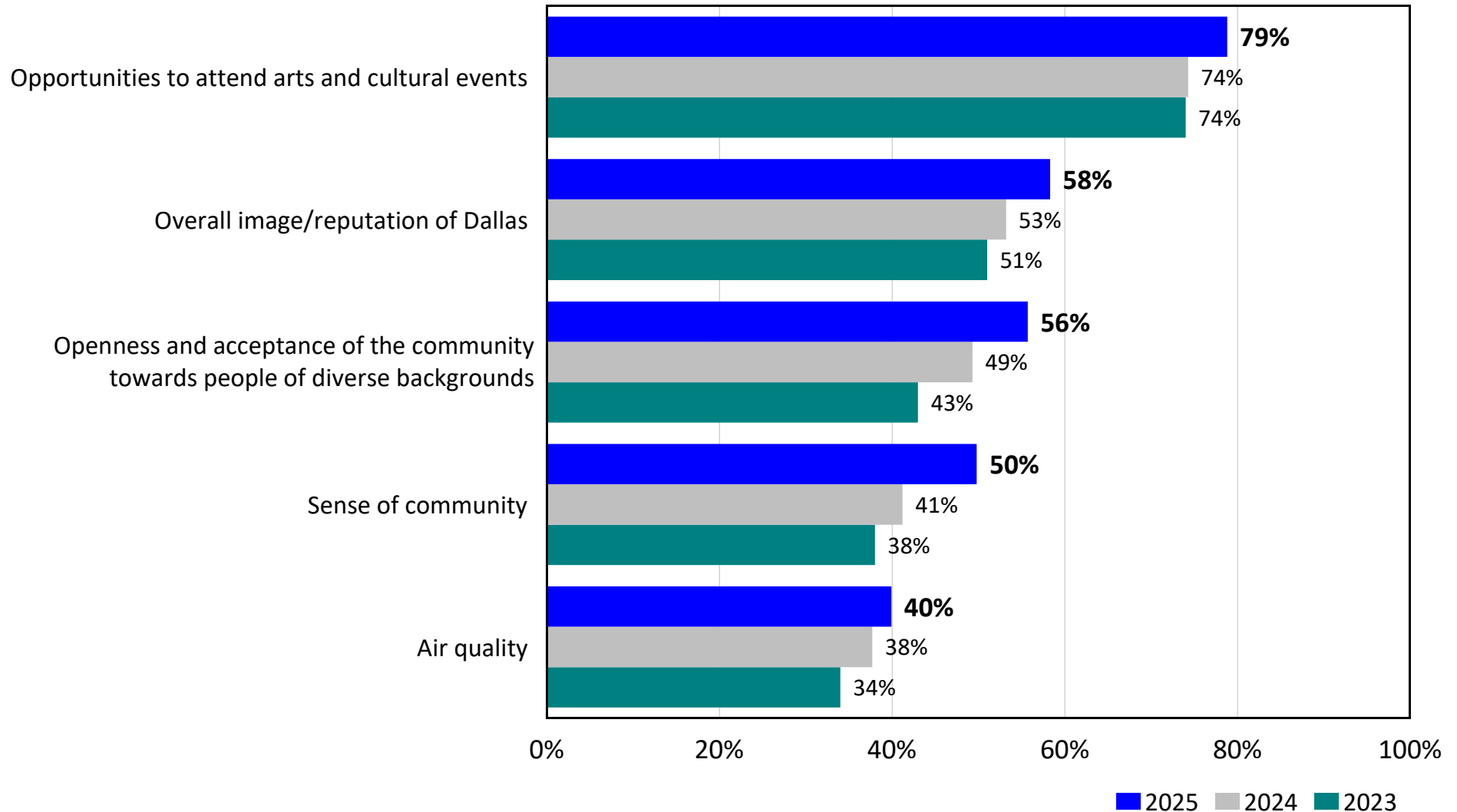
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



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

Trends - 2023, 2024, and 2025

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

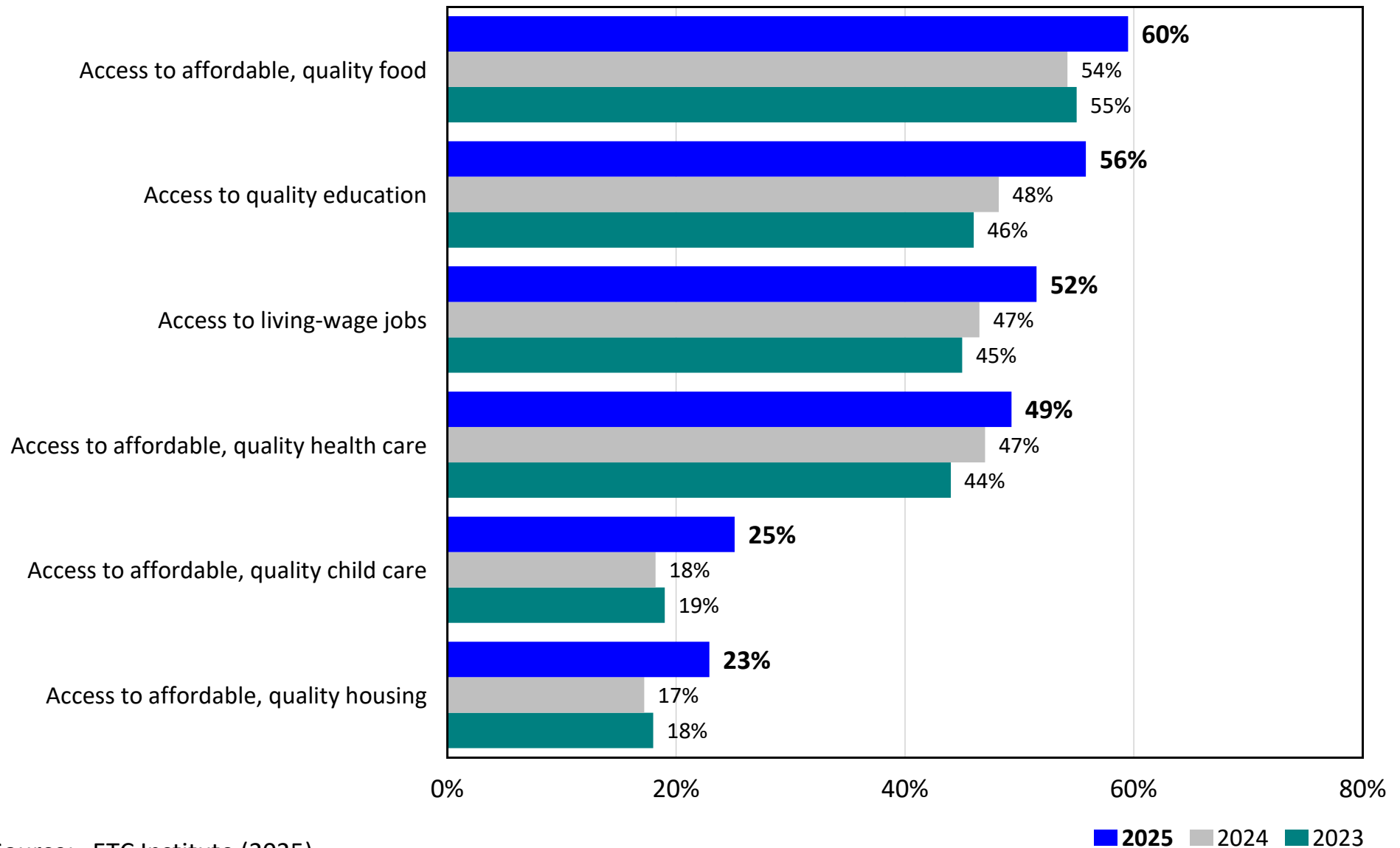


Source: ETC Institute (2025)

ETC Institute (2025)

Q2. Ratings of Characteristics of the Community: Access *Trends - 2023, 2024, and 2025*

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

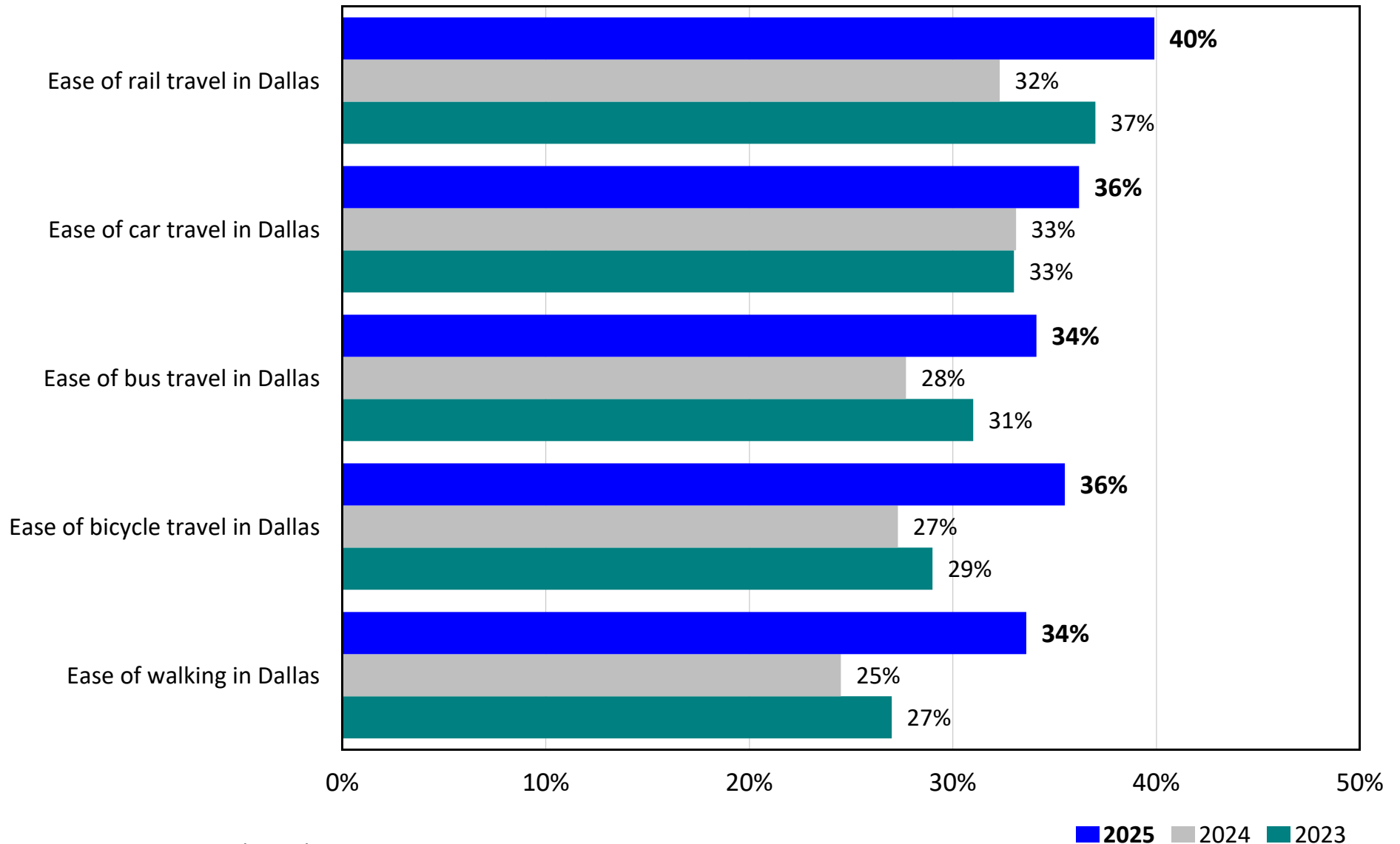


Source: ETC Institute (2025)

ETC Institute (2025)

Q2. Ratings of Characteristics of the Community: Mobility *Trends - 2023, 2024, and 2025*

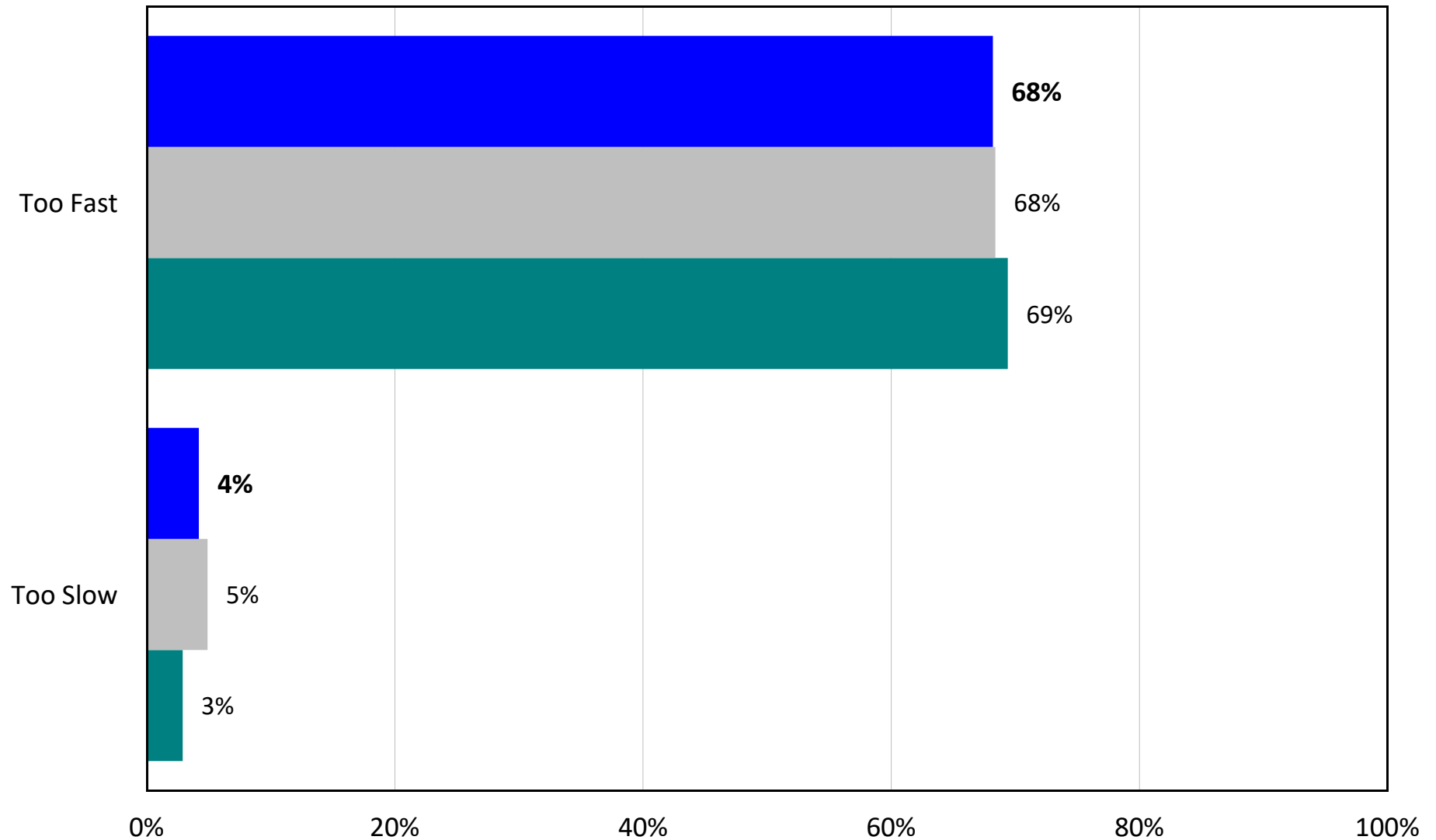
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Source: ETC Institute (2025)
ETC Institute (2025)

Q4. Ratings of Population Growth in Dallas: *Trends - 2023, 2024, and 2025*

by percentage of respondents (excluding don't knows)

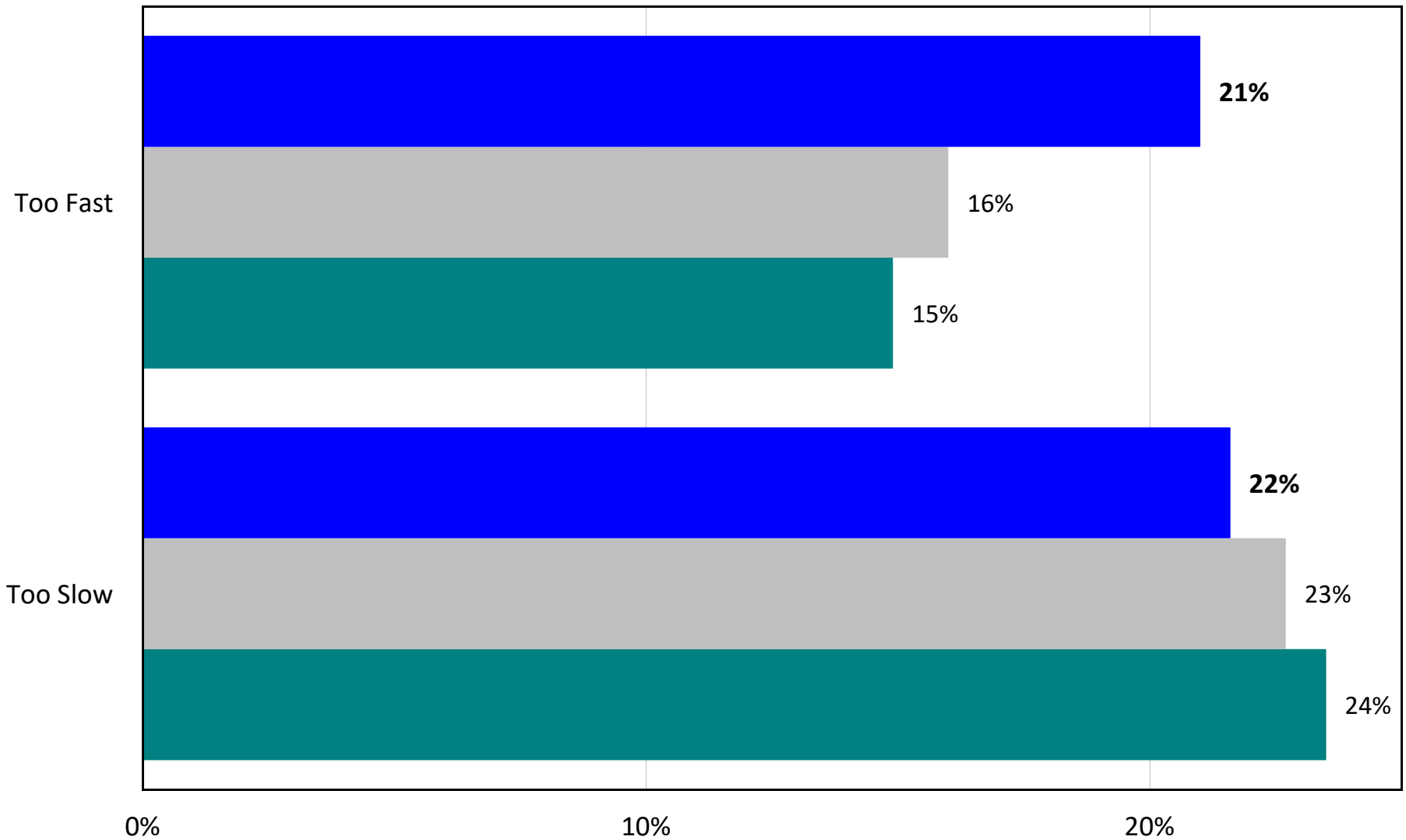


Source: ETC Institute (2025)
ETC Institute (2025)

■ 2025 ■ 2024 ■ 2023

Q4. Ratings of Retail Growth in Dallas: *Trends - 2023, 2024, and 2025*

by percentage of respondents (excluding don't knows)

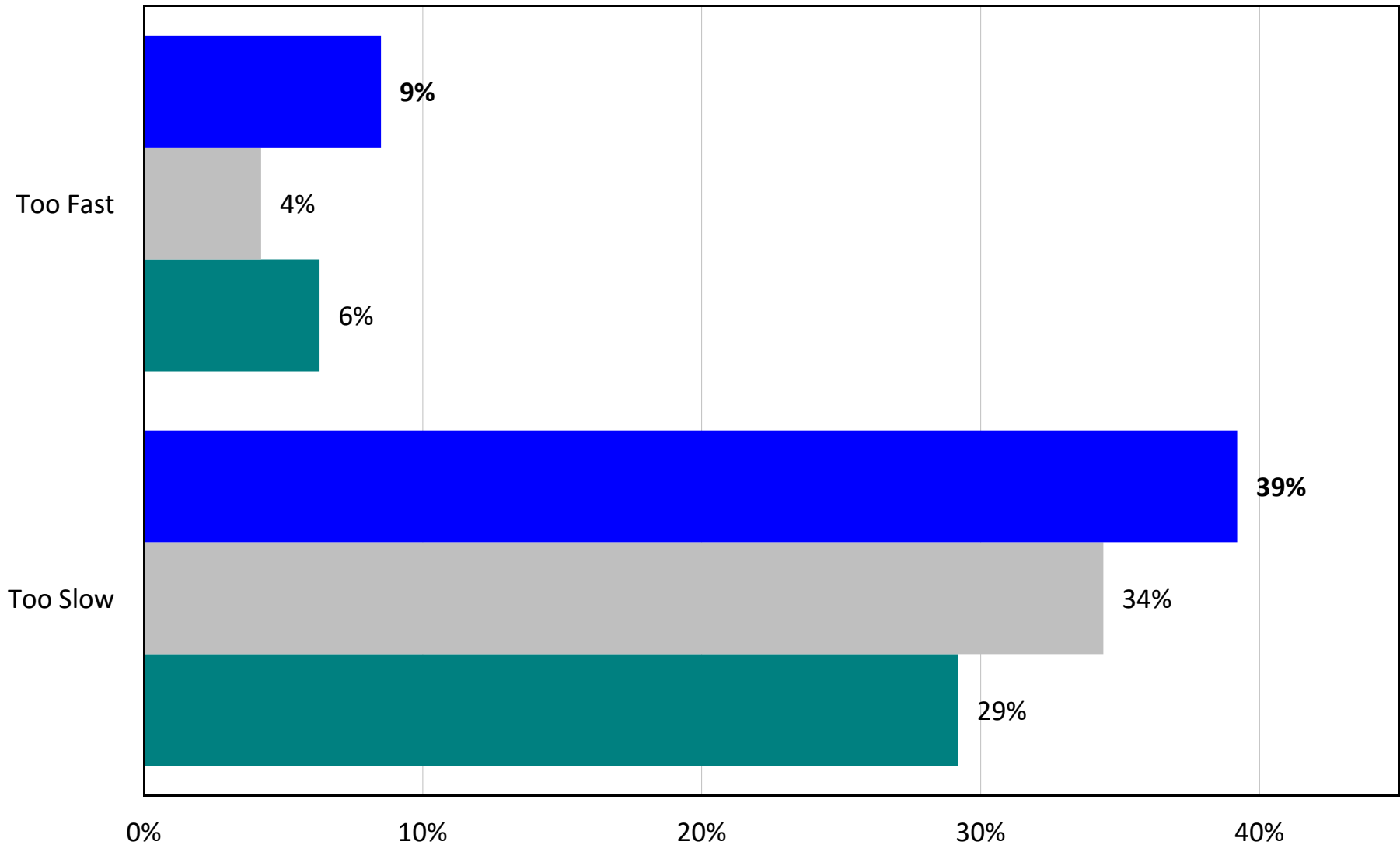


Source: ETC Institute (2025)
ETC Institute (2025)

■ 2025 ■ 2024 ■ 2023

Q4. Ratings of Job Growth in Dallas: *Trends - 2023, 2024, and 2025*

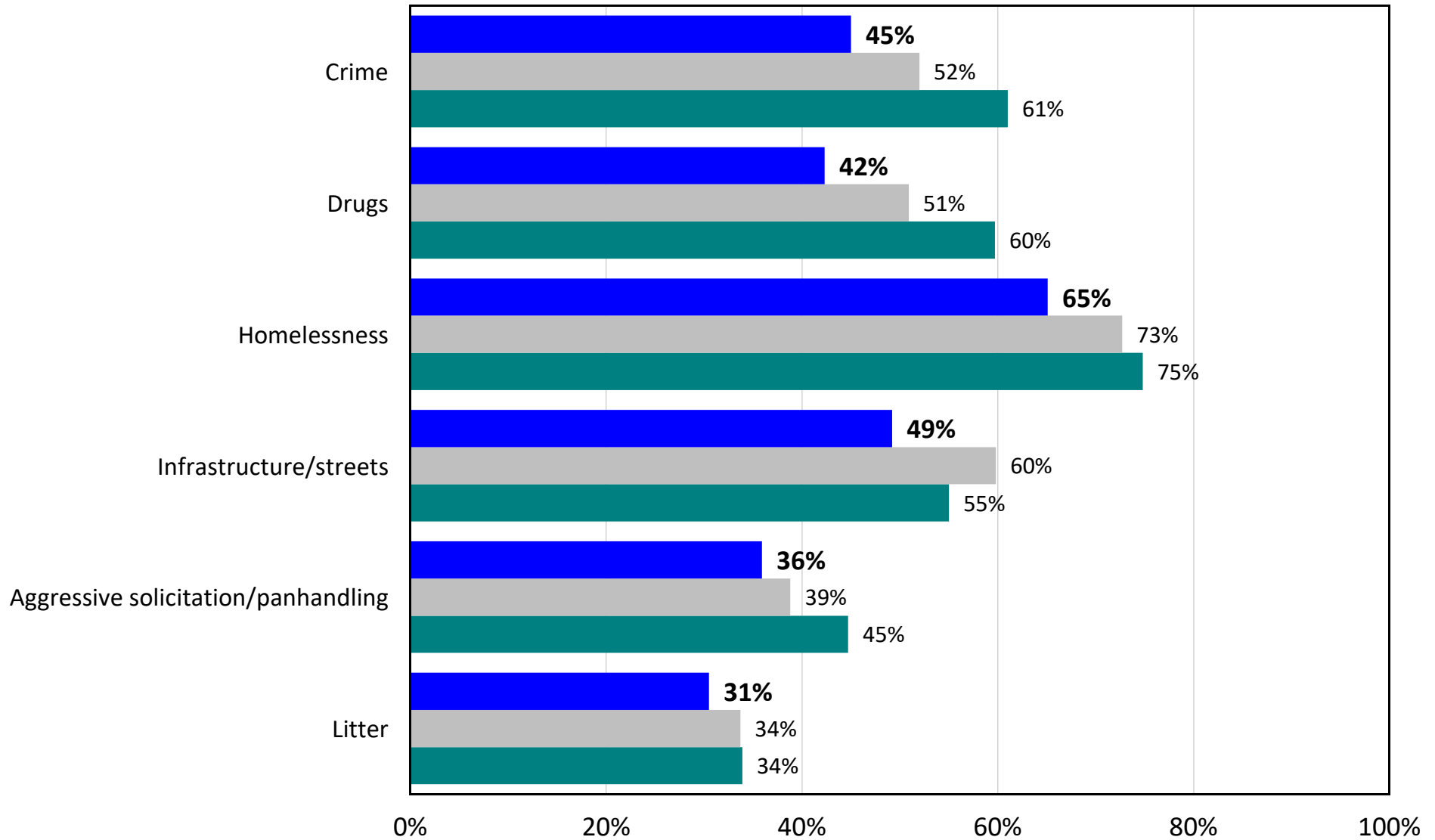
by percentage of respondents (excluding don't knows)



Q5. Perceptions of Problems in the City of Dallas

Trends - 2023, 2024, and 2025

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



Source: ETC Institute (2025)

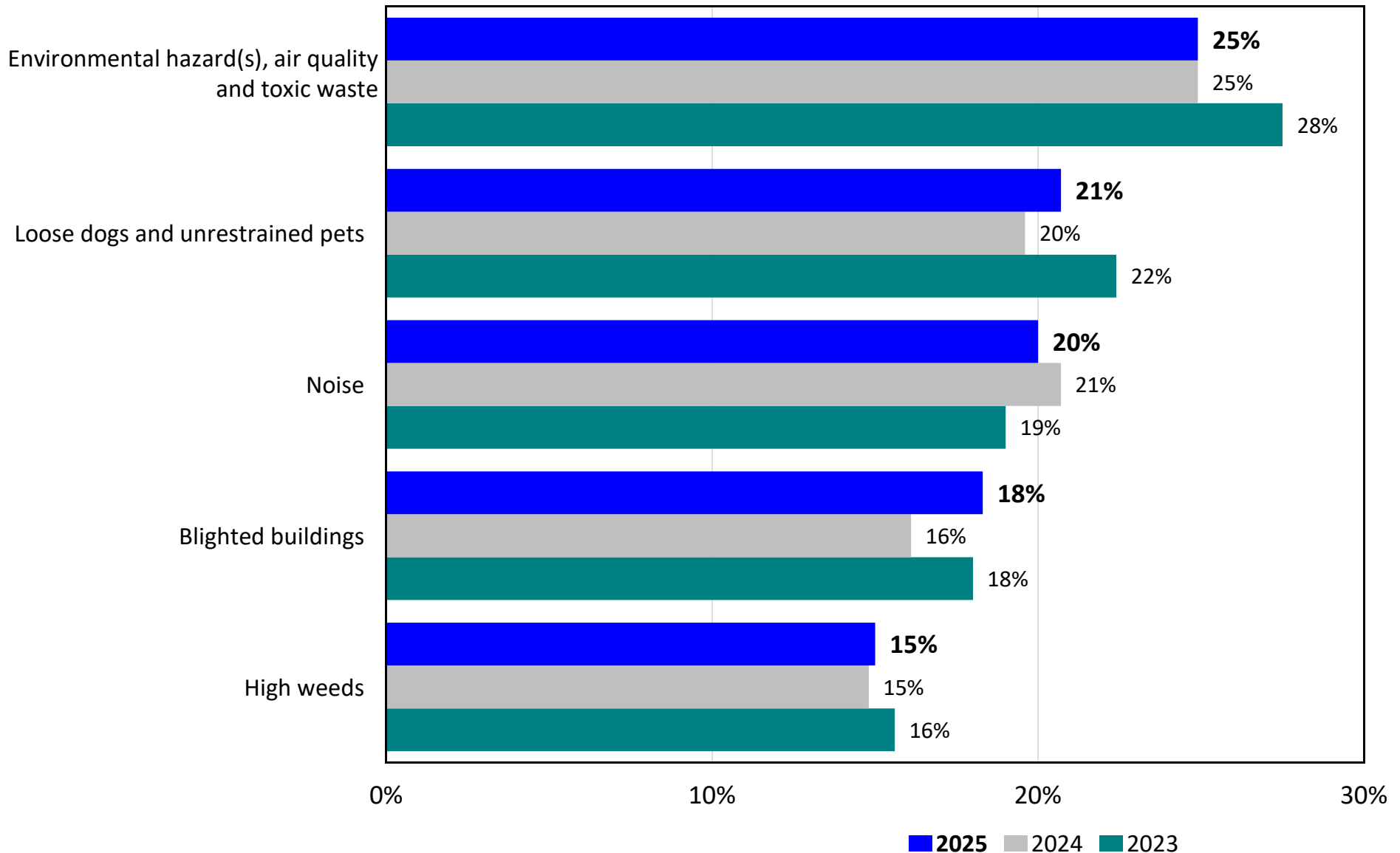
ETC Institute (2025)

■ 2025 ■ 2024 ■ 2023

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

Trends - 2023, 2024, and 2025

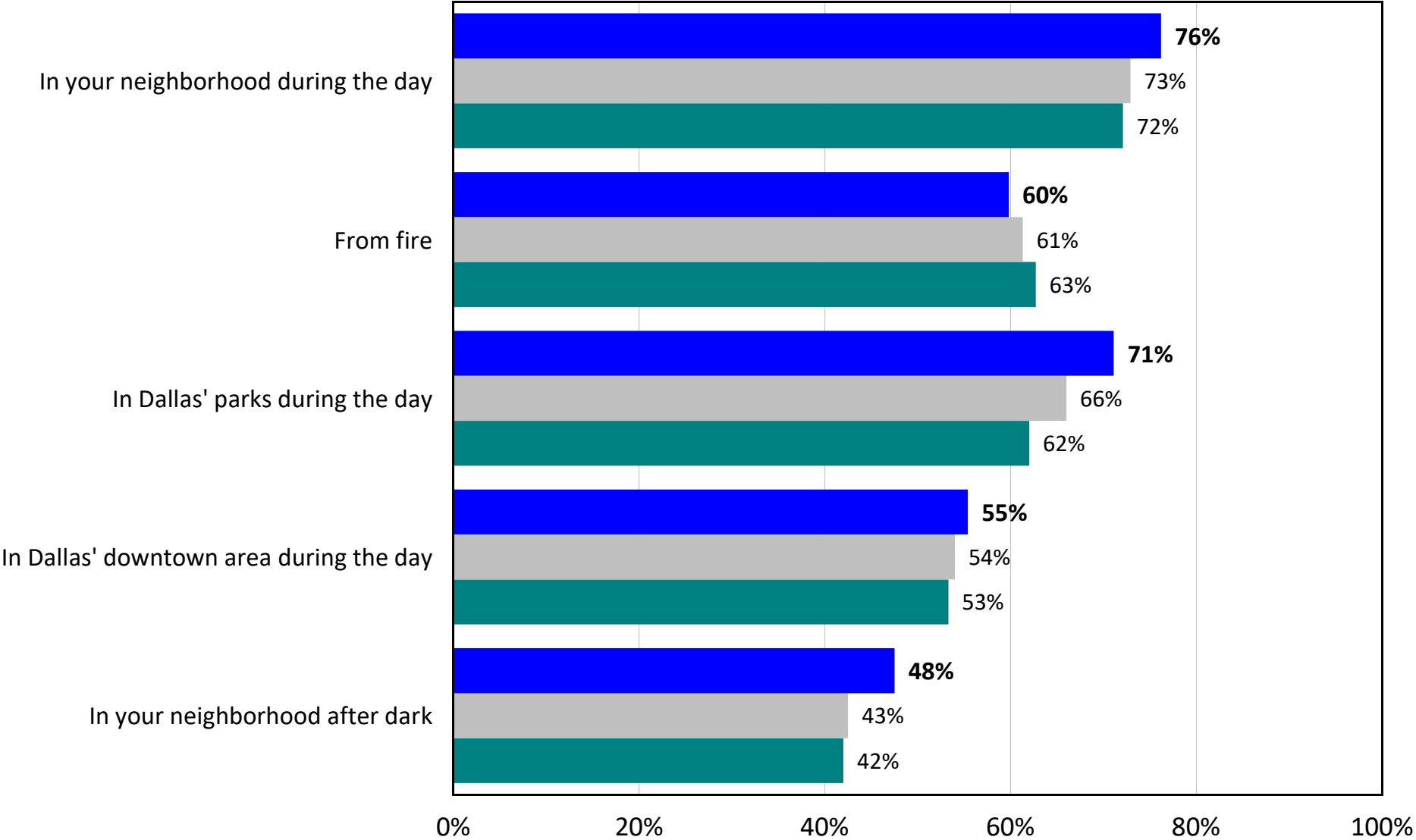
by percentage of respondents who rated the item as a “major problem” (excluding don't knows)



Q6. Perceptions of Safety in the City

Trends - 2023, 2024, and 2025

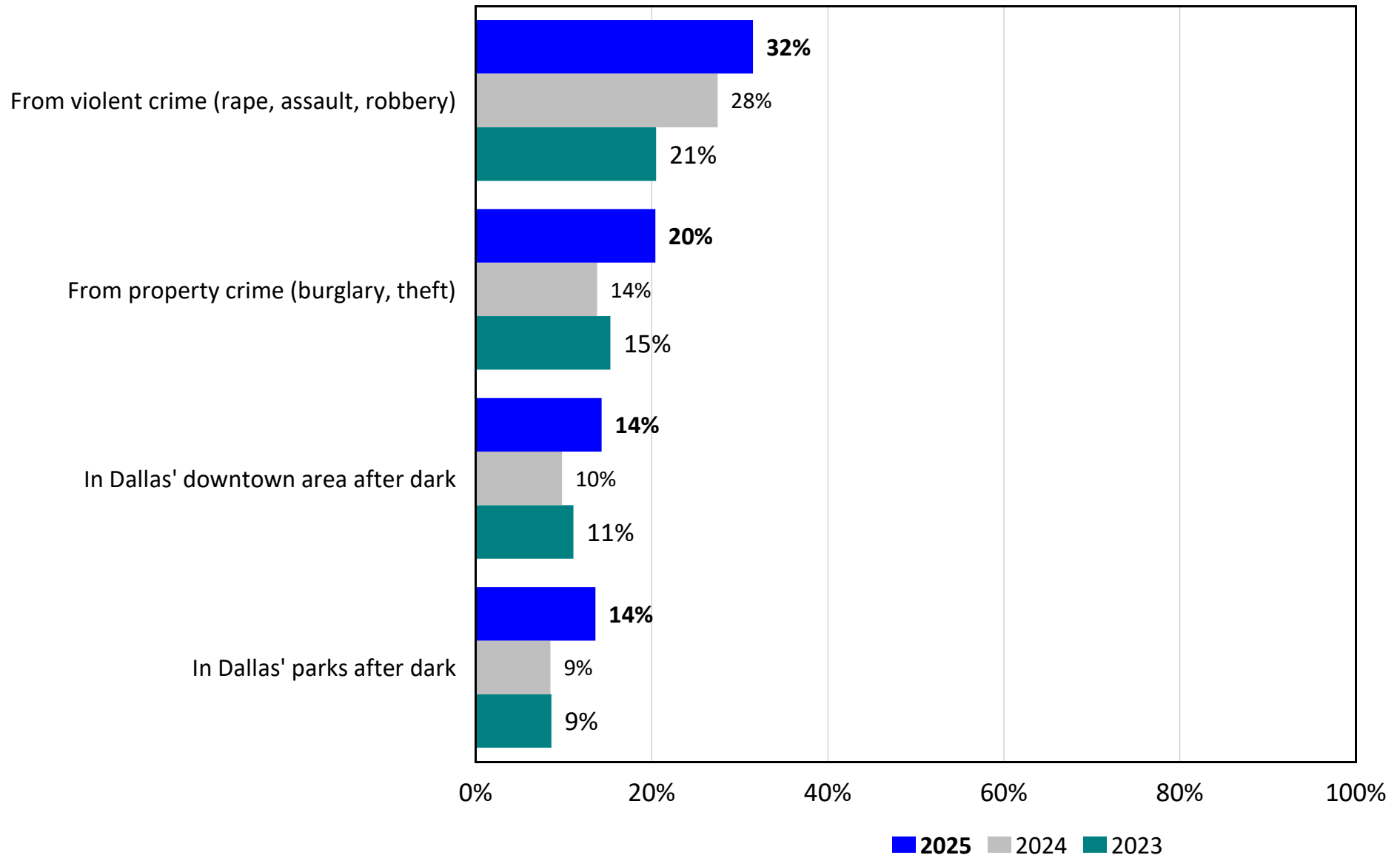
by percentage of respondents who rated the item as “very safe” or “somewhat safe” (excluding don't knows)



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

Trends - 2023, 2024, and 2025

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

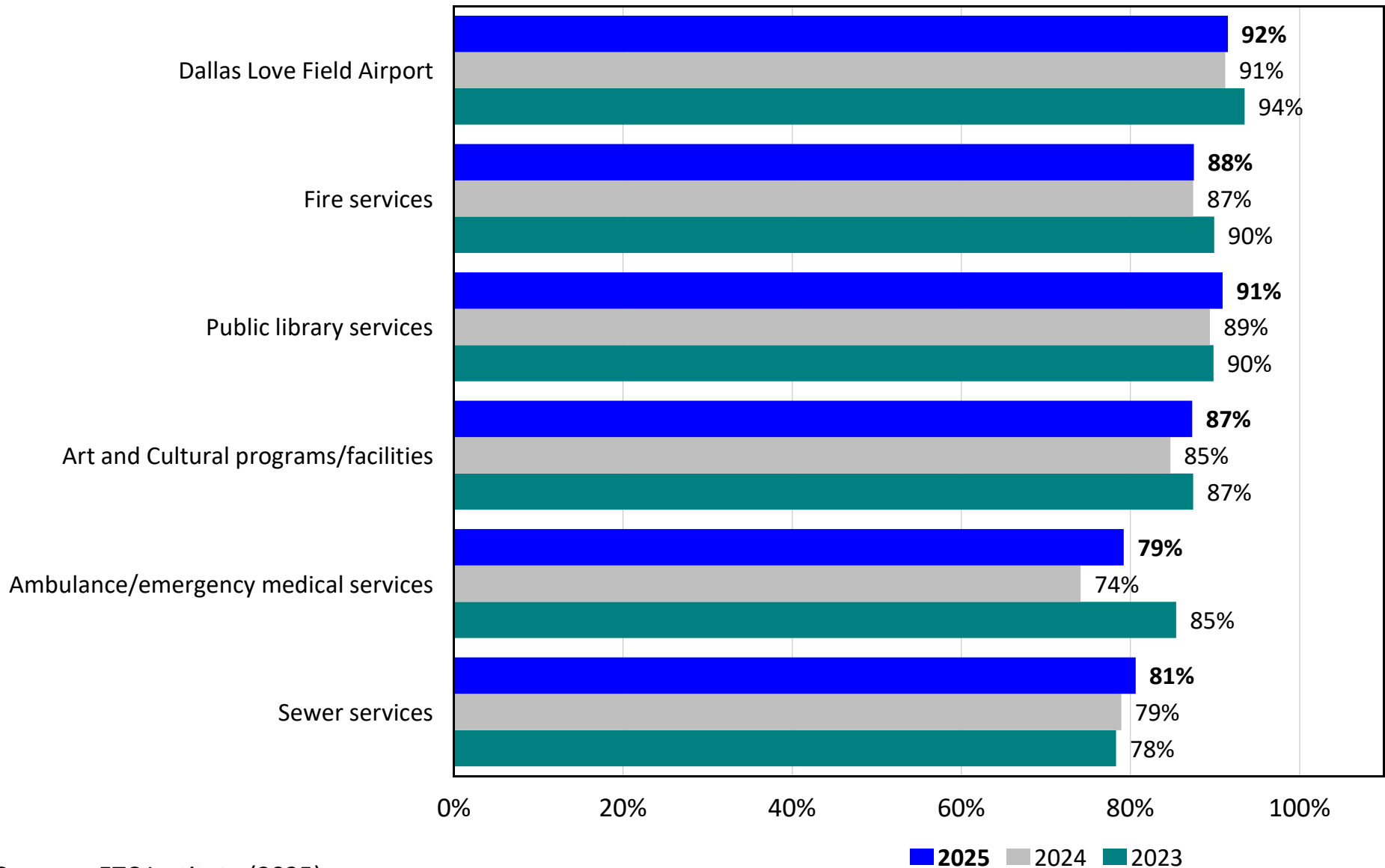


Source: ETC Institute (2025)
ETC Institute (2025)

Q7. Ratings of Major Categories of City Services

Trends - 2023, 2024, and 2025

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

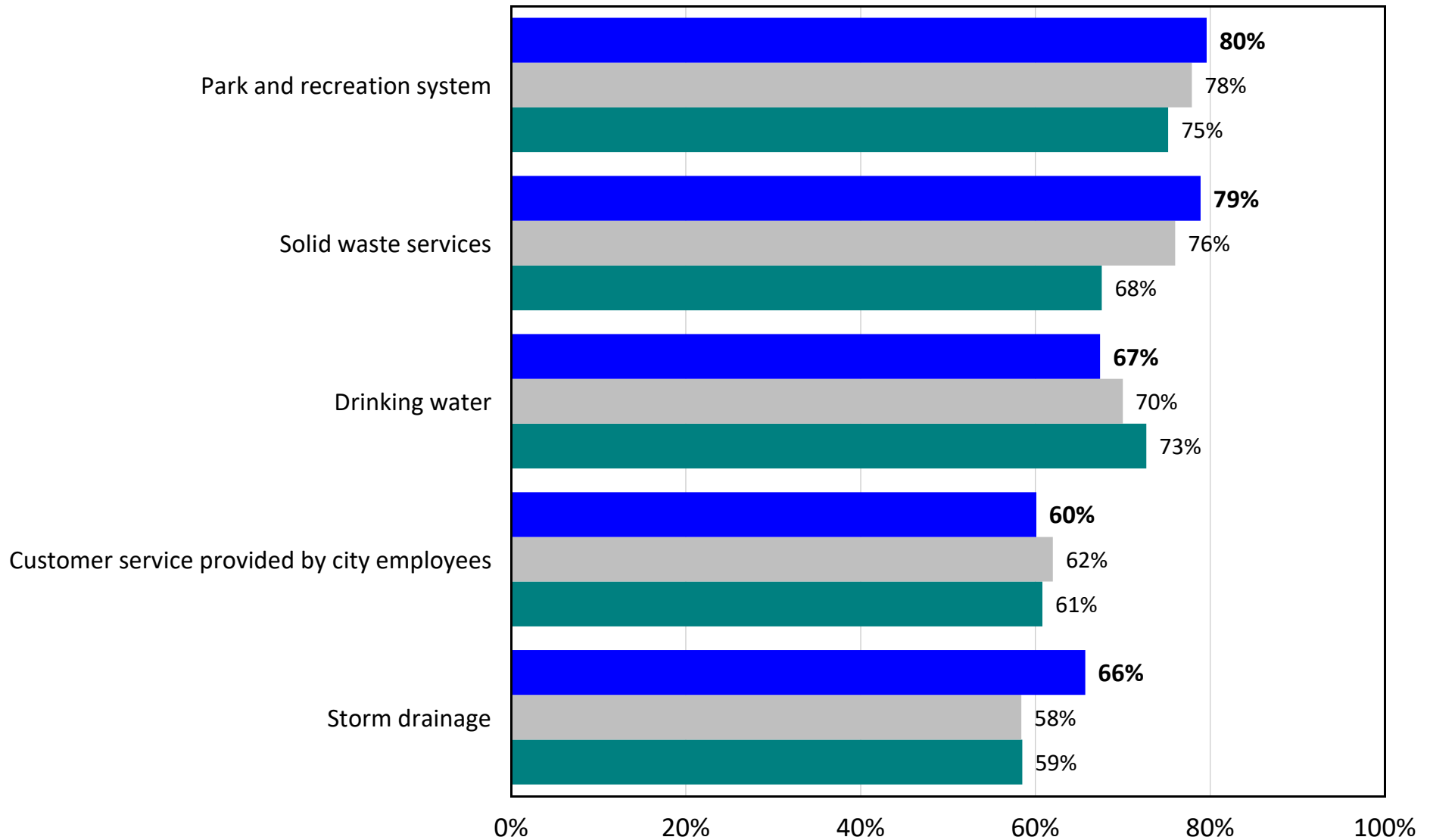


Source: ETC Institute (2025)
ETC Institute (2025)

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

Trends - 2023, 2024, and 2025

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



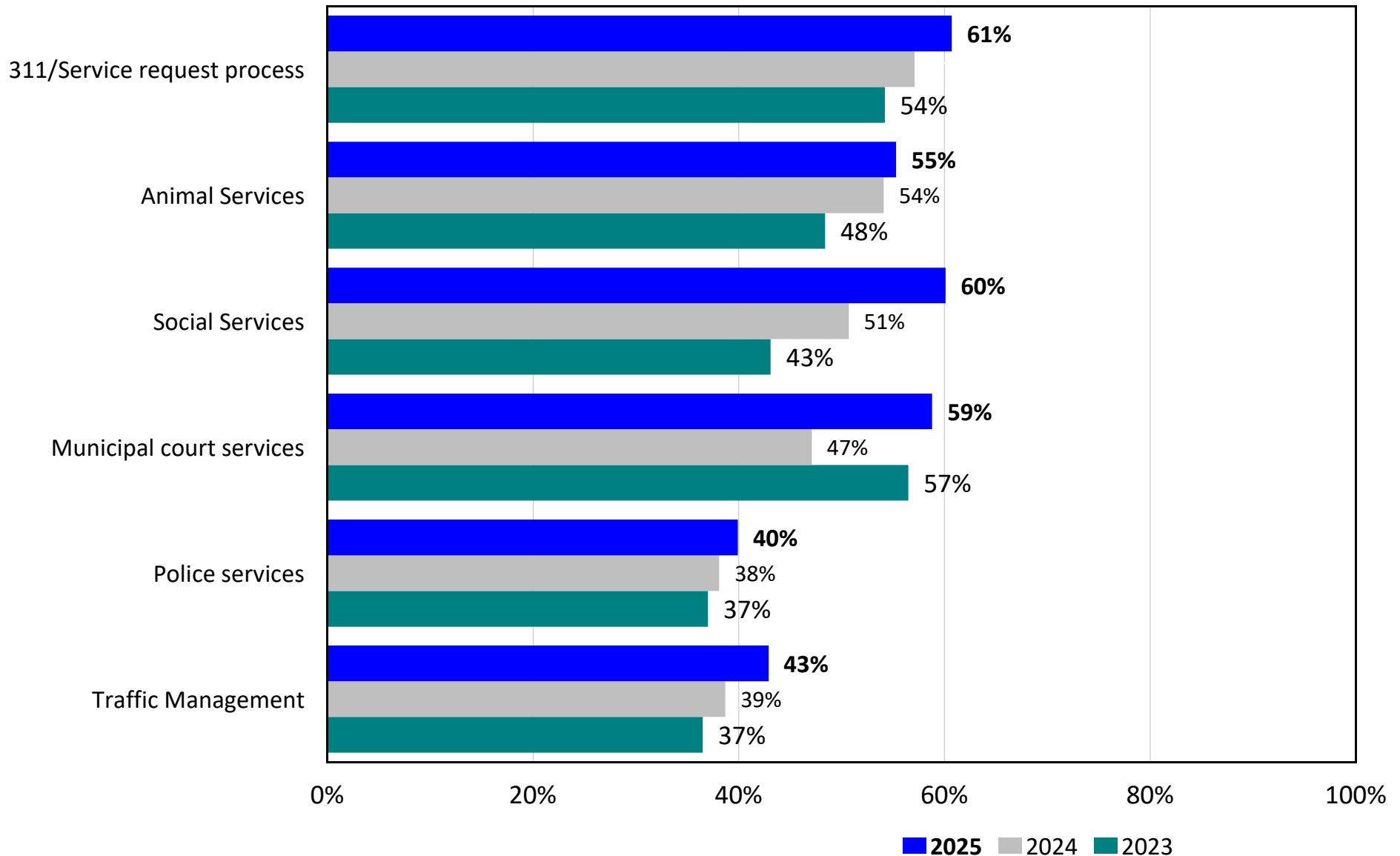
Source: ETC Institute (2025)

ETC Institute (2025)

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

Trends - 2023, 2024, and 2025

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

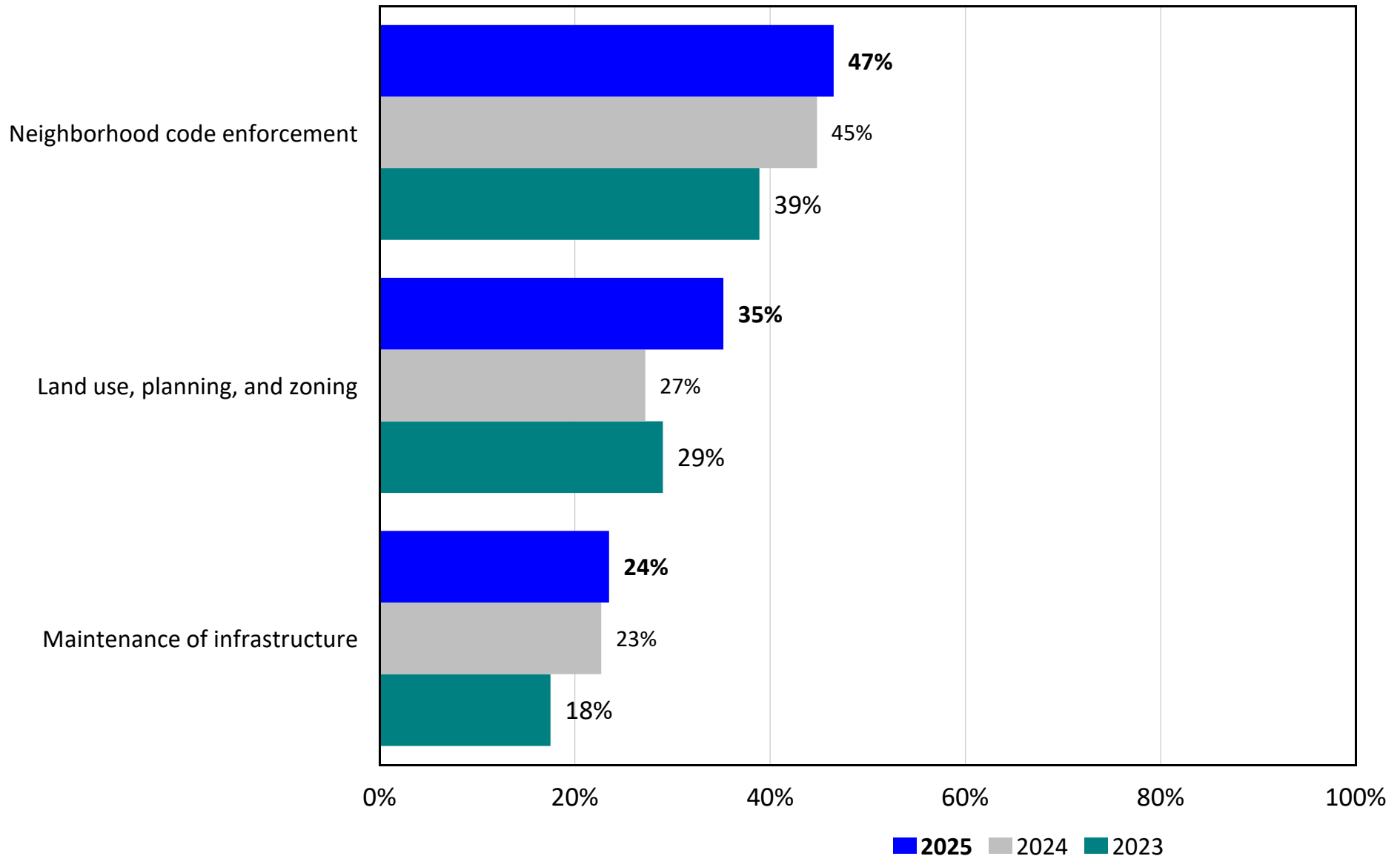


Source: ETC Institute (2025)
ETC Institute (2025)

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

Trends - 2023, 2024, and 2025

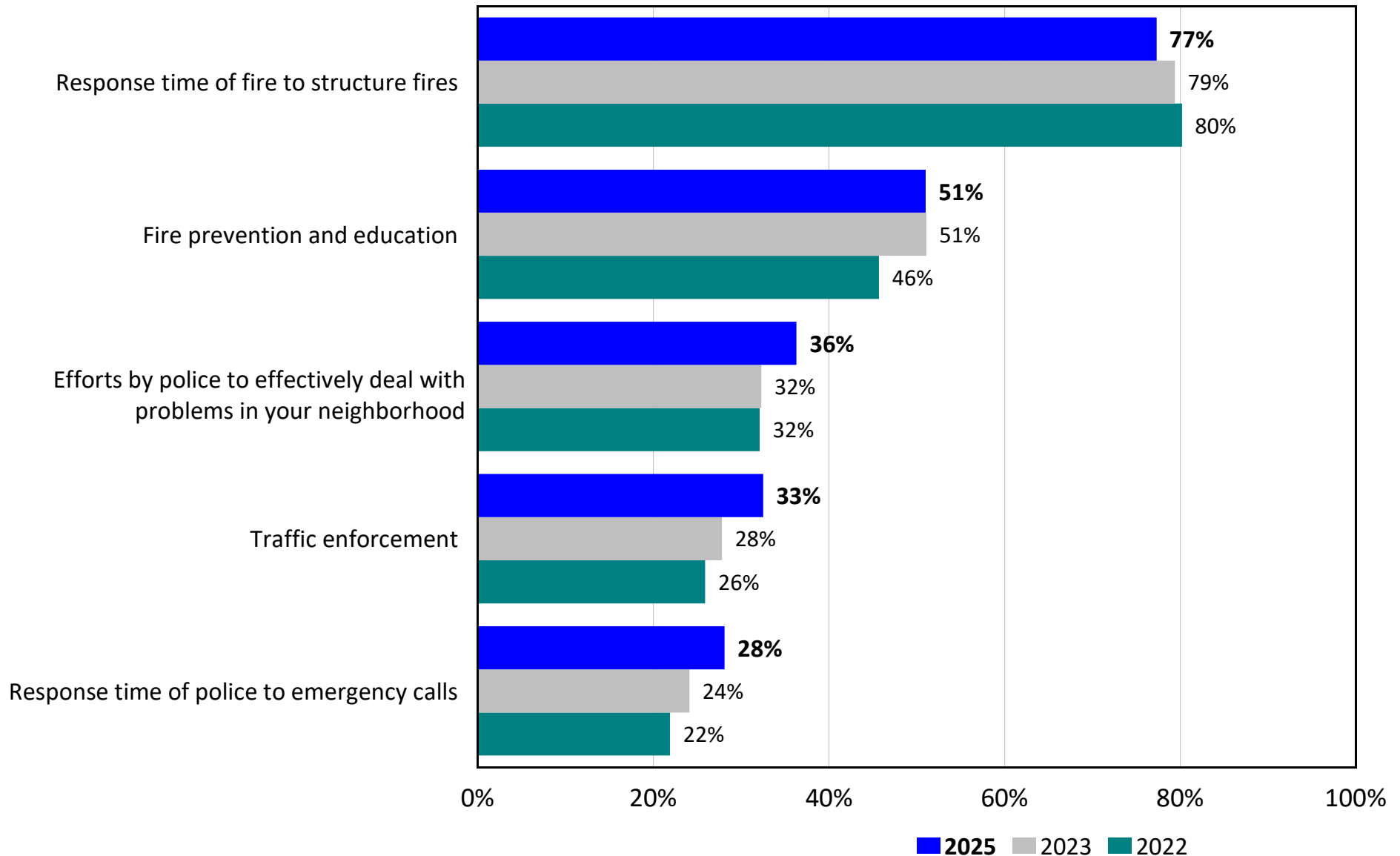
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Q9. Ratings of Public Safety Services

Trends - 2023, 2024, and 2025

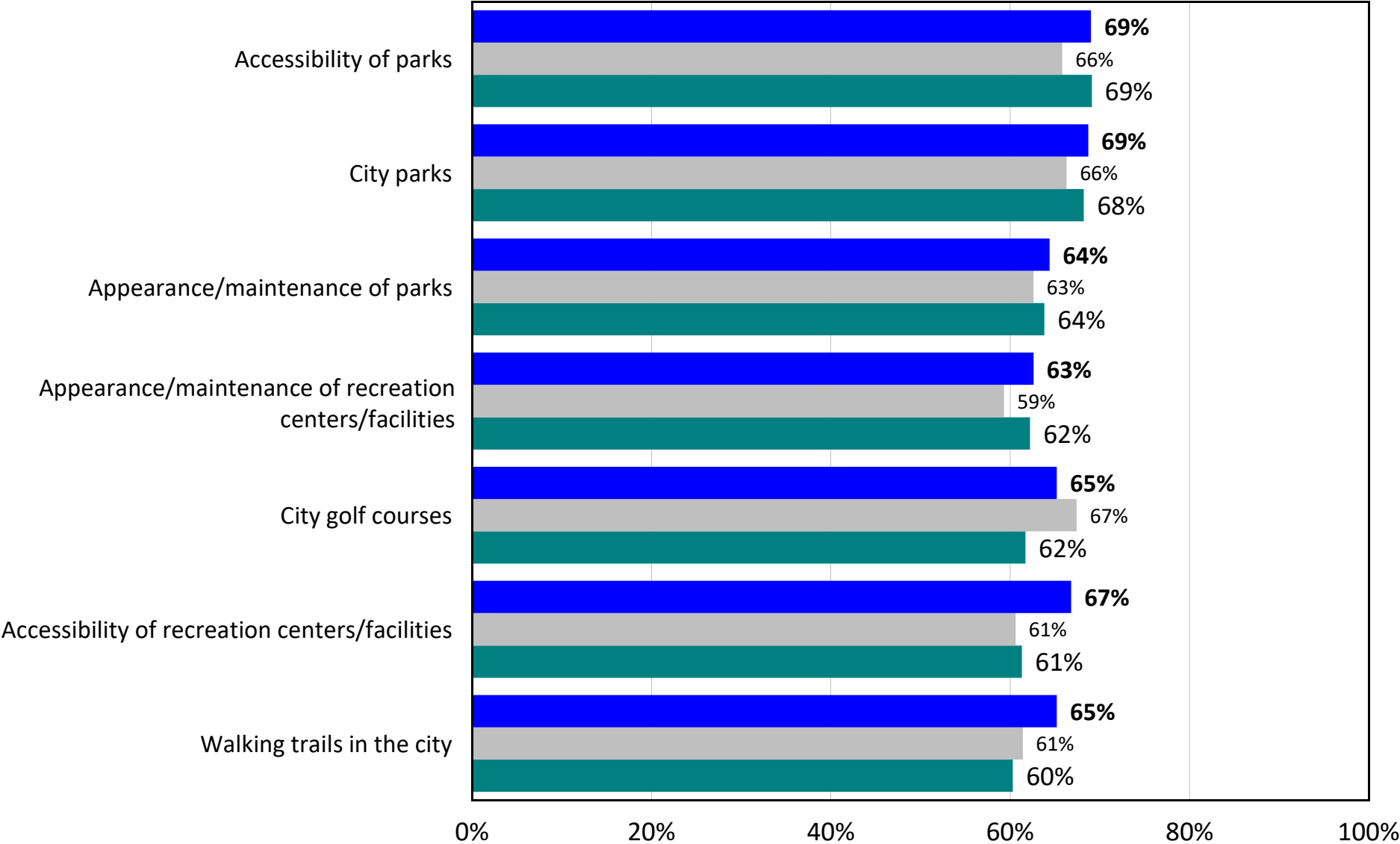
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Q11. Ratings of Parks and Recreation Services

Trends - 2023, 2024, and 2025

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

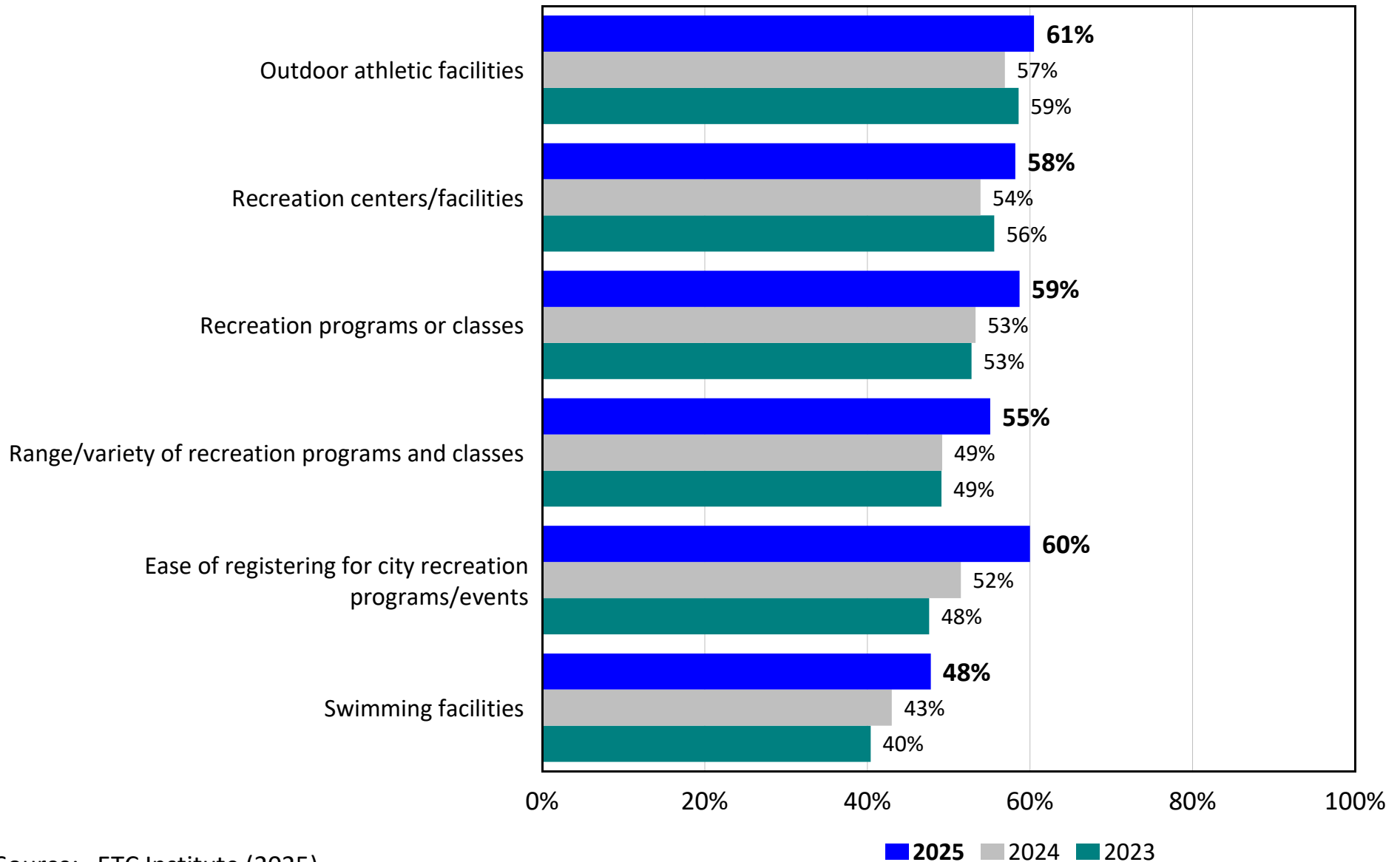


Source: ETC Institute (2025)
ETC Institute (2025)

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

Trends - 2023, 2024, and 2025

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



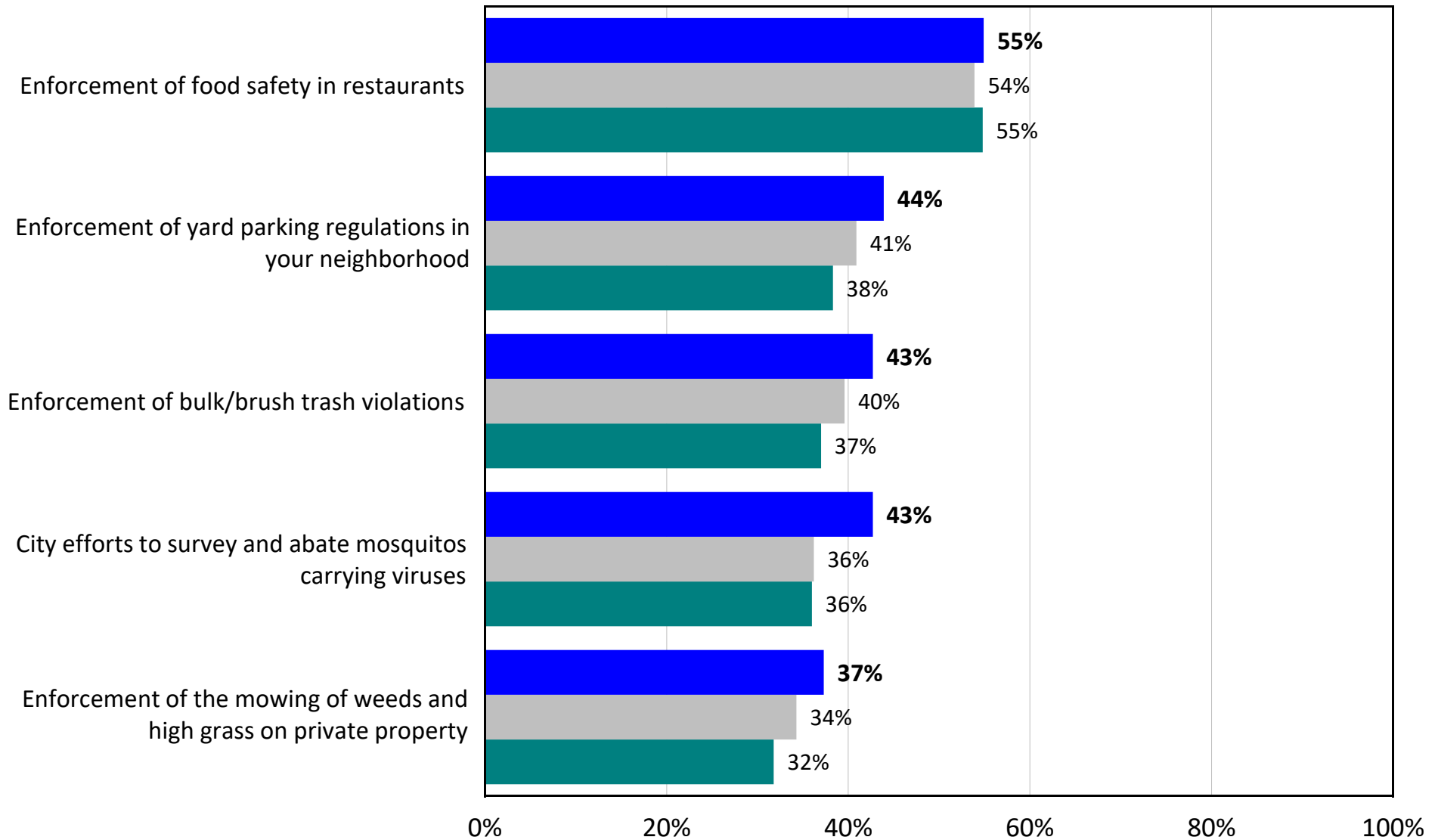
Source: ETC Institute (2025)

ETC Institute (2025)

Q13. Ratings of Code Enforcement Services

Trends - 2023, 2024, and 2025

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



Source: ETC Institute (2025)

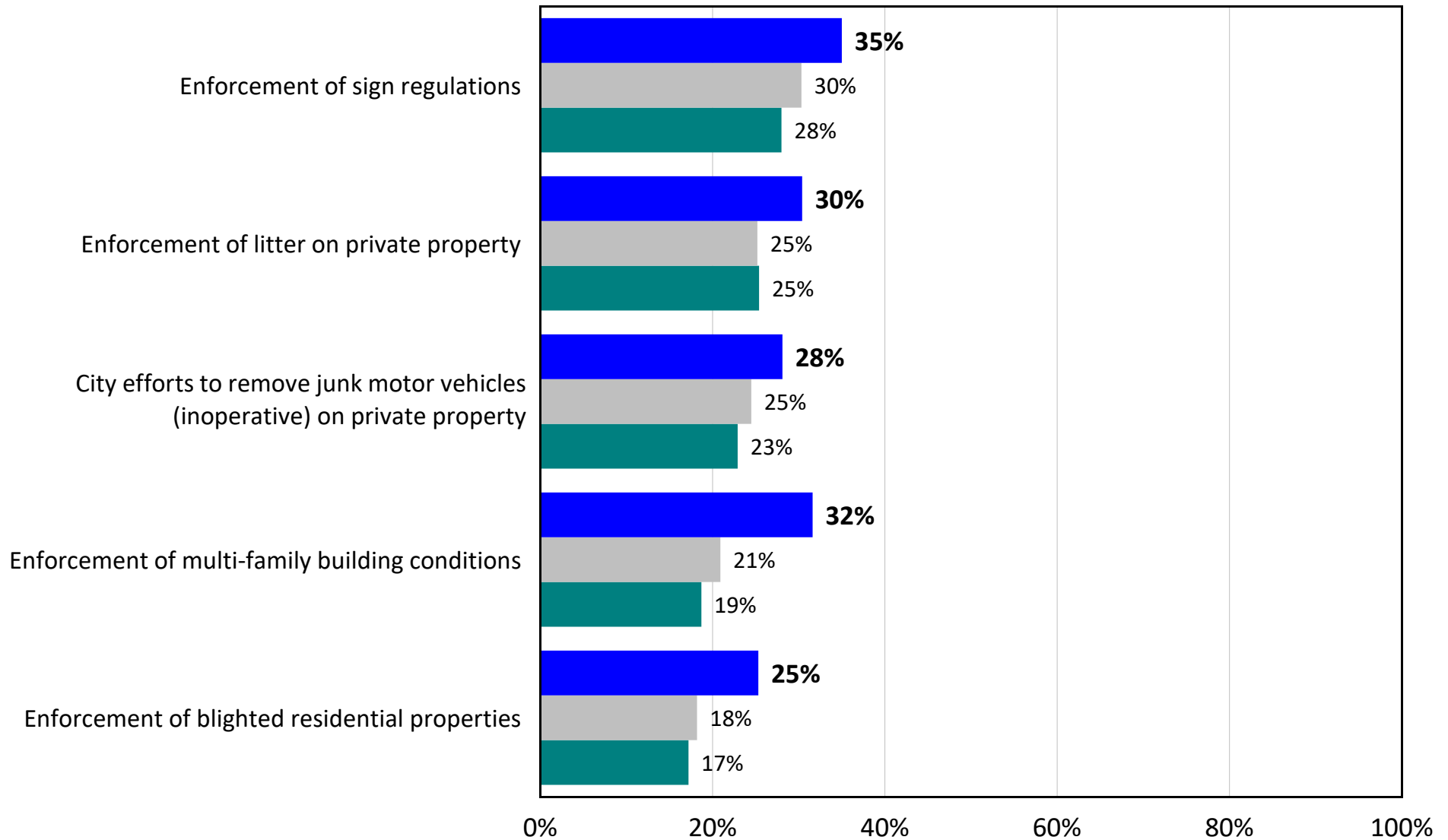
ETC Institute (2025)

■ 2025 ■ 2024 ■ 2023

Q13. Ratings of Code Enforcement Services (Cont.)

Trends - 2023, 2024, and 2025

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



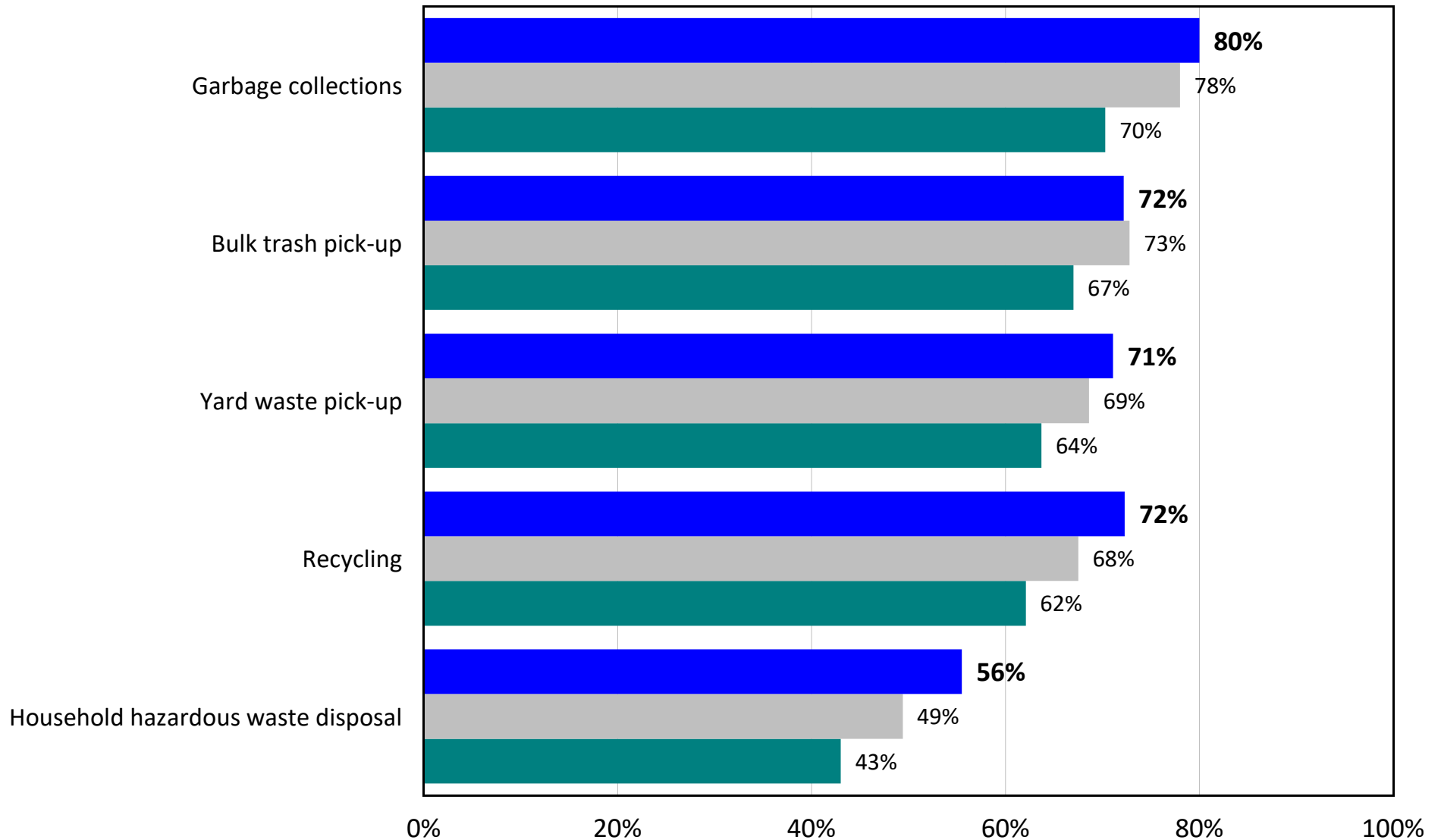
Source: ETC Institute (2025)

ETC Institute (2025)

Q15. Ratings of Solid Waste Services

Trends - 2023, 2024, and 2025

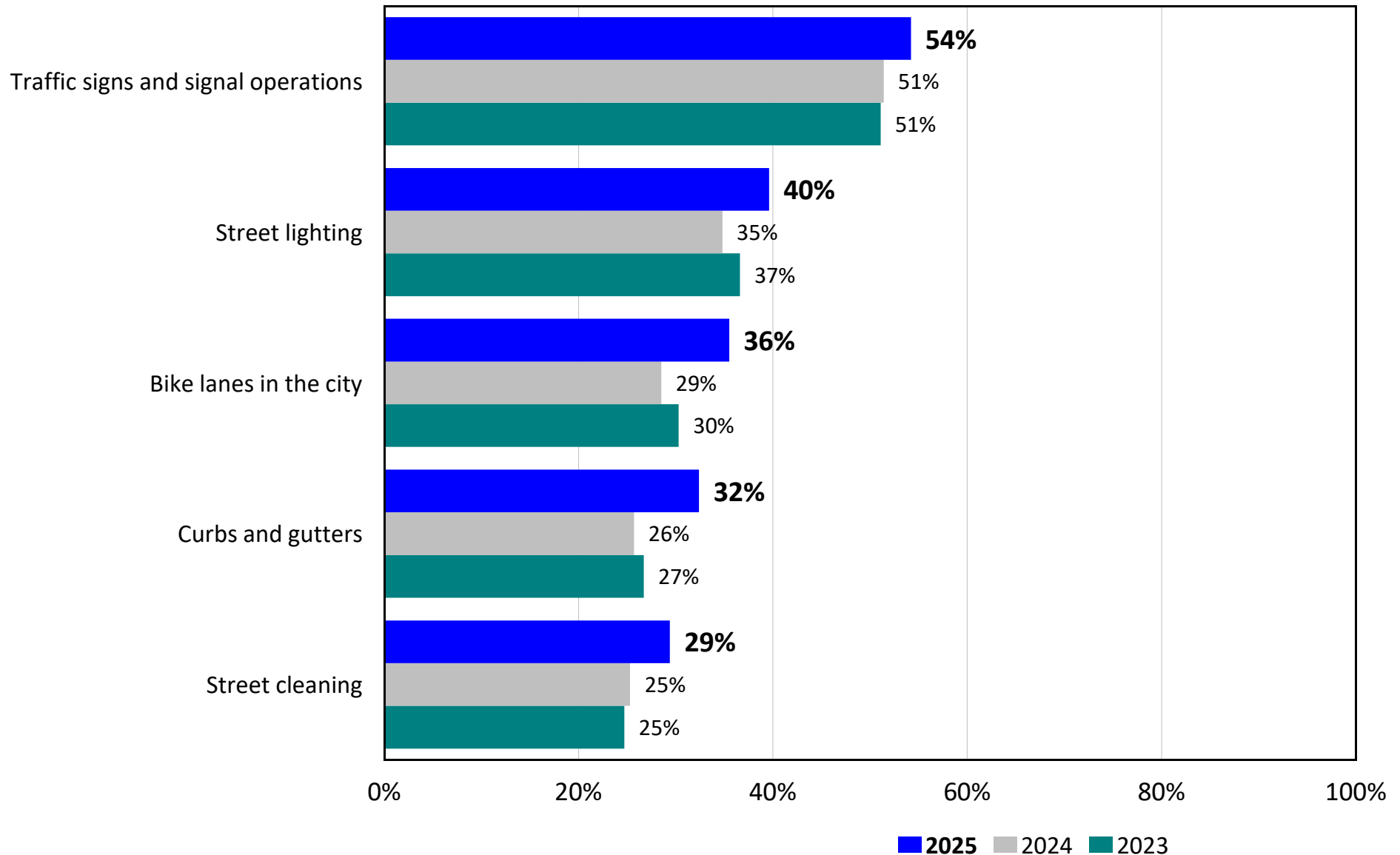
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Q17. Ratings of Streets and Infrastructure/Mobility Services

Trends - 2023, 2024, and 2025

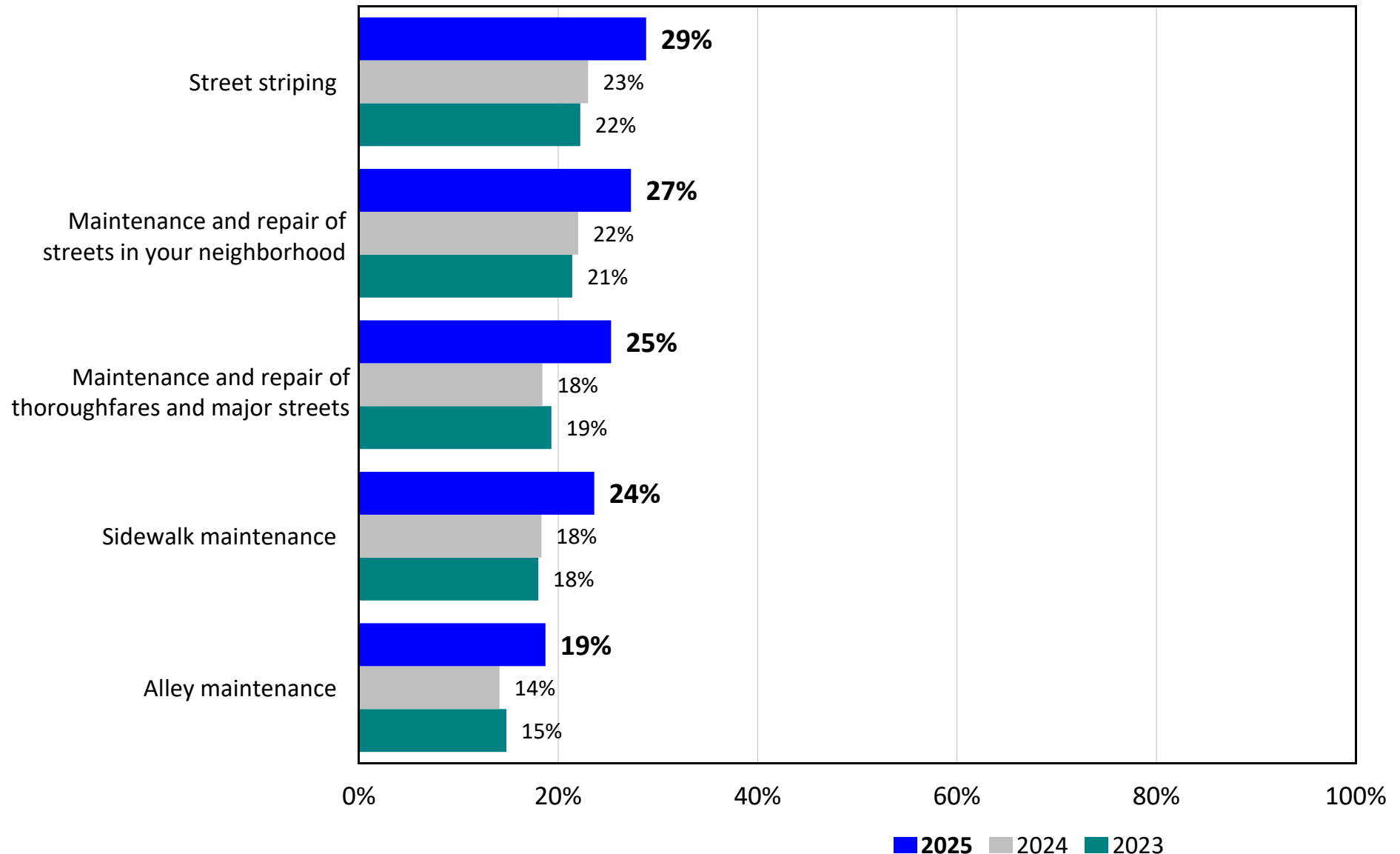
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



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

Trends - 2023, 2024, and 2025

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

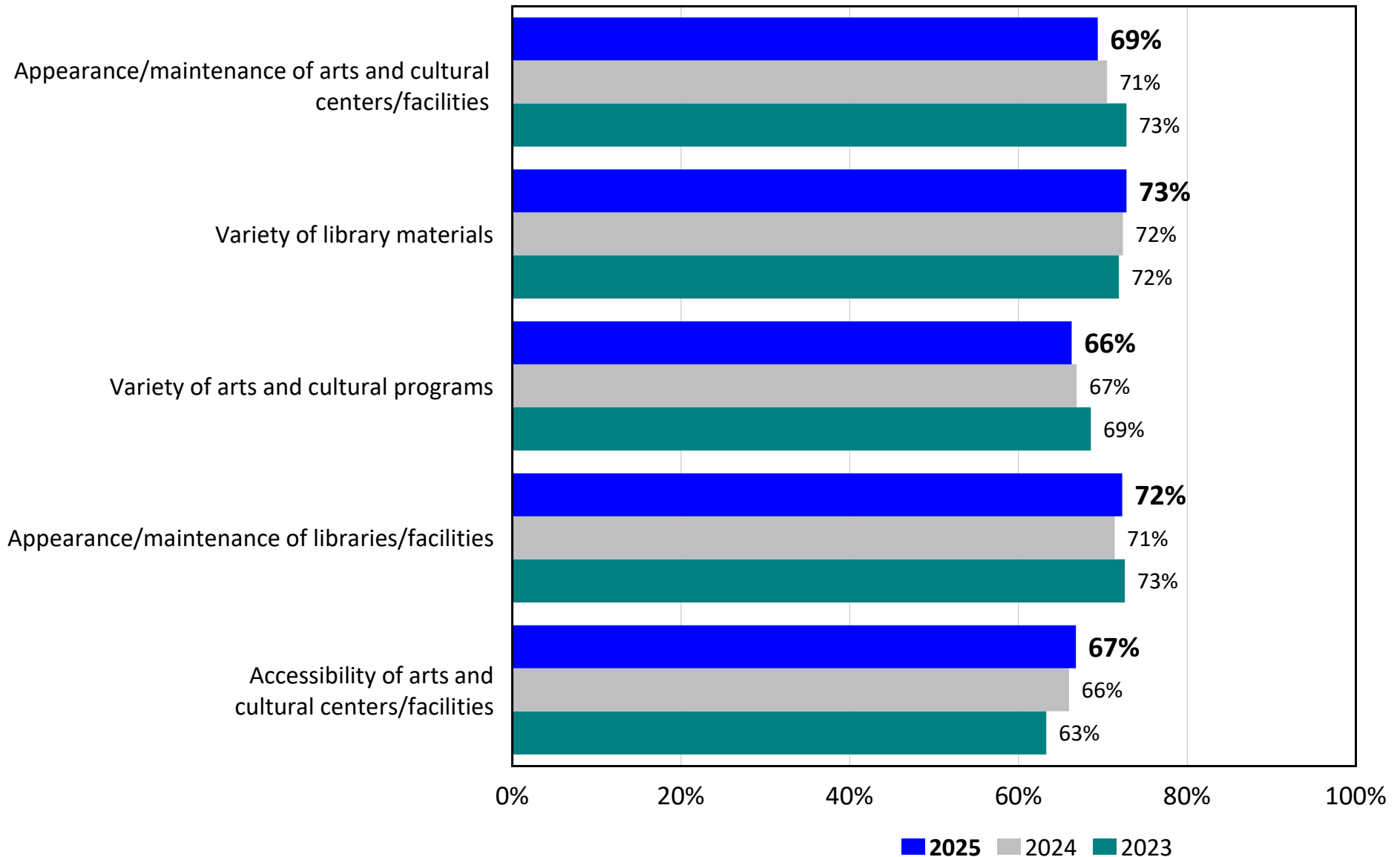


Source: ETC Institute (2025)
ETC Institute (2025)

Q19. Ratings of Other City Services/Facilities

Trends - 2023, 2024, and 2025

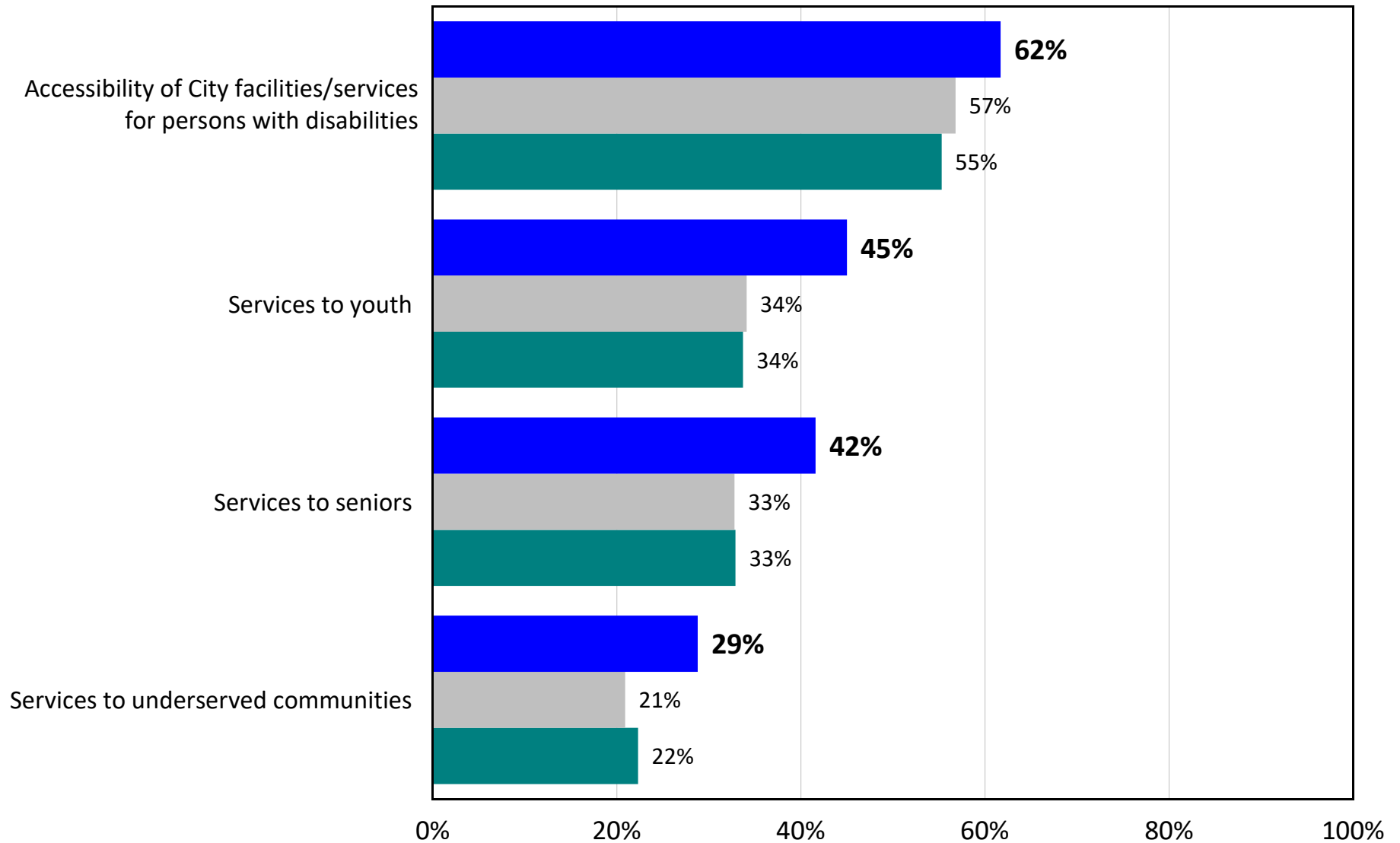
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



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

Trends - 2023, 2024, and 2025

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



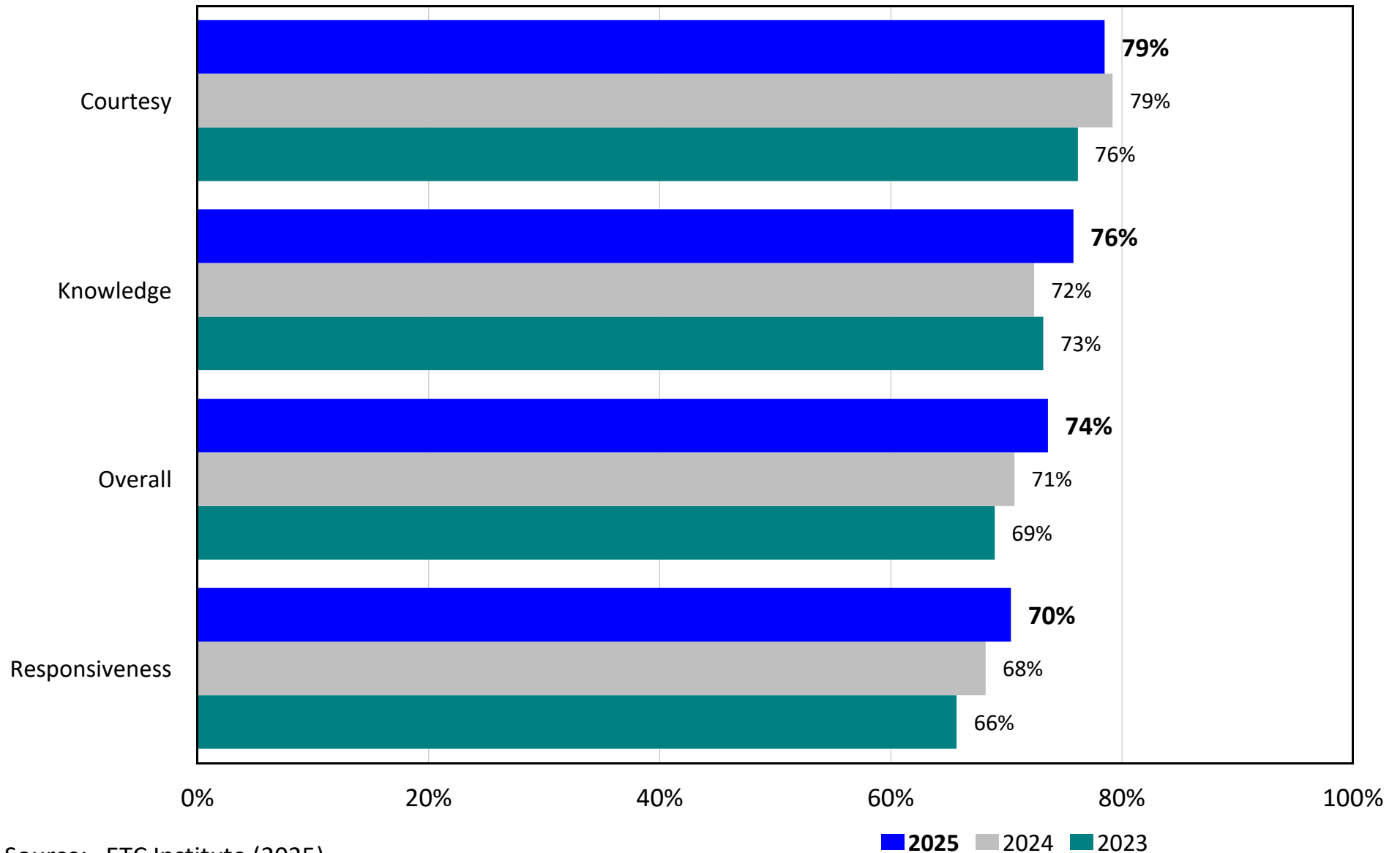
Source: ETC Institute (2025)

ETC Institute (2025)

Q20a. Ratings of Customer Service from City Employees

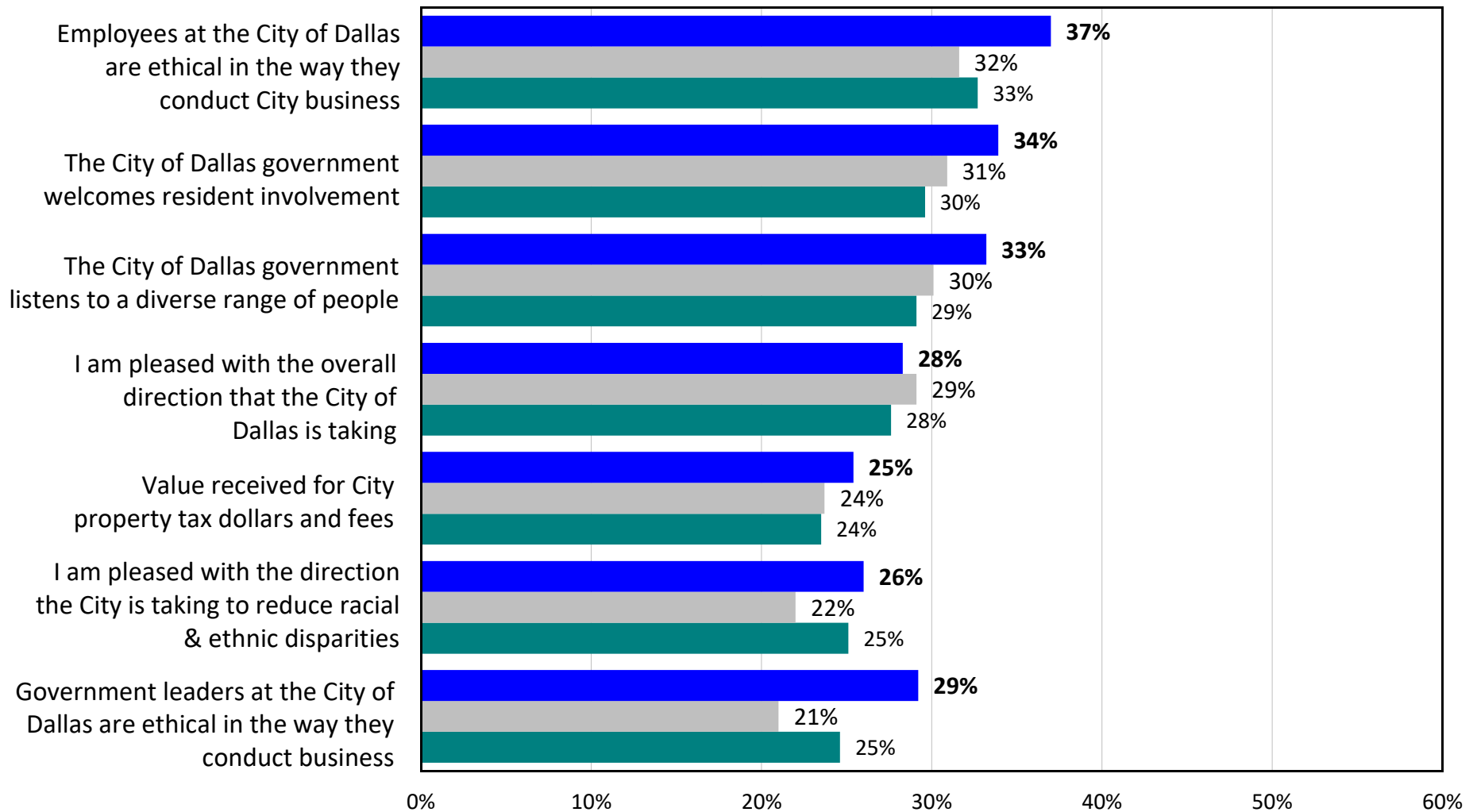
Trends - 2023, 2024, and 2025

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



Q21. Level of Agreement with Statements Related to the City of Dallas *Trends - 2023, 2024, and 2025*

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



Source: ETC Institute (2025)

ETC Institute (2025)



Importance- Satisfaction Analysis

Importance-Satisfaction Analysis

Dallas, Texas

Overview

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

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

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

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

Example of the Calculation

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

With regard to satisfaction, 65% of respondents surveyed rated “walking trails in the city” as a “4” or “5” on a 5-point scale (where “5” means “Very Satisfied”) excluding “Don’t Know” responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 37% was multiplied by 35% (1-0.65). This calculation yielded an I-S rating of 0.1277, which ranked 2nd out of 13 parks and recreation services.

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

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

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

Interpreting the Ratings

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

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

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

2025 Importance-Satisfaction Rating

Dallas, Texas

Quality of Life Characteristics

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Access to affordable, quality housing	46%	1	23%	17	0.3516	1
<u>High Priority (IS .10-.20)</u>						
Access to living-wage jobs	34%	2	52%	7	0.1664	2
Ease of car travel in Dallas	21%	6	36%	12	0.1314	3
Access to affordable, quality health care	26%	4	49%	9	0.1303	4
Openness and acceptance of the community towards people of diverse backgrounds	27%	3	56%	6	0.1196	5
Sense of community	21%	5	50%	8	0.1044	6
<u>Medium Priority (IS <.10)</u>						
Air quality	16%	9	40%	10	0.0980	7
Access to affordable, quality food	20%	7	60%	3	0.0810	8
Access to quality education	18%	8	56%	5	0.0787	9
Ease of walking in Dallas	11%	12	34%	15	0.0724	10
Overall image/reputation of Dallas	12%	11	58%	4	0.0509	11
Access to affordable, quality child-care	5%	13	25%	16	0.0337	12
Opportunities to attend arts and cultural events	16%	10	79%	2	0.0333	13
Ease of bicycle travel in Dallas	4%	15	36%	13	0.0271	14
Ease of rail travel in Dallas	4%	14	40%	11	0.0258	15
Ease of bus travel in Dallas	3%	17	34%	14	0.0185	16
Ease of air travel in Dallas	4%	16	82%	1	0.0066	17

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

Most Important %:

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

Satisfaction %:

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

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2025 Importance-Satisfaction Rating Dallas, Texas Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Maintenance of infrastructure	57%	1	24%	22	0.4368	1
Police services	44%	2	40%	20	0.2668	2
<u>High Priority (IS .10-.20)</u>						
Traffic management	26%	4	43%	18	0.1502	3
Housing	26%	5	43%	19	0.1464	4
Neighborhood code enforcement	24%	7	47%	17	0.1257	5
Social services	27%	3	60%	12	0.1057	6
<u>Medium Priority (IS <.10)</u>						
Land use, planning, and zoning	15%	10	35%	21	0.0946	7
Drinking water	25%	6	67%	9	0.0805	8
Animal services	11%	14	55%	15	0.0496	9
Customer service provided by city employees	12%	11	60%	13	0.0495	10
Communication by the City	8%	17	53%	16	0.0383	11
Ambulance/emergency medical services	18%	8	79%	7	0.0368	12
Park and recreation system	16%	9	80%	6	0.0335	13
311/Service request process	8%	18	61%	11	0.0299	14
Solid waste services	12%	12	79%	8	0.0255	15
Storm drainage	5%	19	66%	10	0.0168	16
Fire services	12%	13	88%	3	0.0146	17
Art and cultural programs/facilities	11%	15	87%	4	0.0136	18
Municipal court services	3%	21	59%	14	0.0103	19
Sewer services	5%	20	81%	5	0.0087	20
Public library services	10%	16	91%	2	0.0086	21
Dallas Love Field Airport	2%	22	92%	1	0.0015	22

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

Most Important %:

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

Satisfaction %:

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

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2025 Importance-Satisfaction Rating

Dallas, Texas

Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Response time of police to emergency calls	41%	1	28%	9	0.2955	1
Visibility of police in neighborhoods	31%	2	26%	11	0.2285	2
Mental health programs	28%	3	28%	10	0.2045	3
<u>High Priority (IS .10-.20)</u>						
Efforts by police to effectively deal with problems in your neighborhood	25%	4	36%	7	0.1599	4
Traffic enforcement	18%	5	33%	8	0.1188	5
<u>Medium Priority (IS <.10)</u>						
Visibility of police in commercial and retail areas	15%	6	41%	6	0.0898	6
Prevention programs for youth	11%	7	45%	5	0.0592	7
Response time of fire department to medical emergencies	10%	8	79%	1	0.0205	8
Quality of volunteer disaster response programs	4%	10	48%	4	0.0193	9
Response time of fire department to structure fires	7%	9	77%	2	0.0159	10
Fire prevention and education	3%	11	51%	3	0.0147	11

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

Most Important %:

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

Satisfaction %:

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

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2025 Importance-Satisfaction Rating

Dallas, Texas

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
City parks	57.20%	1	68.70%	2	0.1790	1
Walking trails in the City	36.70%	2	65.20%	4	0.1277	2
Appearance/maintenance of parks	32.60%	3	64.40%	6	0.1161	3
Recreation programs or classes	26.30%	4	58.70%	10	0.1086	4
Recreation centers/facilities	24.30%	5	58.20%	11	0.1016	5
Medium Priority (IS <.10)						
Range/variety of recreation programs and classes	16.60%	7	55.10%	12	0.0745	6
Accessibility of parks	21.80%	6	69.00%	1	0.0676	7
Swimming facilities	9.00%	12	47.80%	13	0.0470	8
Appearance/maintenance of recreation centers/facilities	12.40%	8	62.60%	7	0.0464	9
Outdoor athletic facilities	10.40%	10	60.50%	8	0.0411	10
Accessibility of recreation centers/facilities	11.60%	9	66.80%	3	0.0385	11
Ease of registering for city recreation programs/events	9.10%	11	60.00%	9	0.0364	12
City golf courses	4.30%	13	65.20%	5	0.0150	13

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

Most Important %:

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

Satisfaction %:

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

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2025 Importance-Satisfaction Rating

Dallas, Texas

Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Enforcement of multi-family building conditions	29%	1	32%	7	0.1963	1
Enforcement of blighted residential properties	26%	3	25%	10	0.1950	2
City efforts to survey and abate mosquitos carrying viruses	25%	4	43%	3	0.1433	3
Enforcement of food safety in restaurants	28%	2	55%	1	0.1276	4
City efforts to remove junk motor vehicles on private property	17%	5	28%	9	0.1201	5
Enforcement of the mowing of weeds and high grass on private property	16%	6	37%	5	0.0984	6
Enforcement of litter on private property	13%	8	30%	8	0.0926	7
Enforcement of bulk/brush trash violations	14%	7	43%	4	0.0785	8
Enforcement of sign regulations	8%	10	35%	6	0.0507	9
Enforcement of yard parking regulations in your neighborhood	9%	9	44%	2	0.0494	10

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

Most Important %:

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

Satisfaction %:

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

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2025 Importance-Satisfaction Rating
Dallas, Texas
Solid Waste Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Garbage collections	61%	1	80%	1	0.1218	1
Bulk trash pick-up	43%	2	72%	3	0.1184	2
Recycling	41%	3	72%	2	0.1133	3
Household hazardous waste disposal	25%	4	56%	5	0.1113	4
Medium Priority (IS <.10)						
Yard waste pick-up	15%	5	71%	4	0.0431	5

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

Most Important %:

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

Satisfaction %:

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

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2025 Importance-Satisfaction Rating

Dallas, Texas

Streets and Infrastructure/Mobility

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Maintenance and repair of thoroughfares and major streets	60%	1	25%	8	0.4467	1
Maintenance and repair of streets in your neighborhood	49%	2	27%	7	0.3533	2
<u>Medium Priority (IS <.10)</u>						
Sidewalk maintenance	17%	3	24%	9	0.1268	3
Street lighting	14%	4	40%	2	0.0815	4
Bike lanes in the City	10%	6	36%	3	0.0658	5
Street cleaning	9%	7	29%	5	0.0614	6
Alley maintenance	7%	9	19%	10	0.0602	7
Traffic signs and signal operations	13%	5	54%	1	0.0595	8
Street striping	8%	8	29%	6	0.0577	9
Curbs and gutters	3%	10	32%	4	0.0189	10

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

Most Important %:

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

Satisfaction %:

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

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2025 Importance-Satisfaction Rating
Dallas, Texas
Communication

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
The availability of information about City Government programs and services	63%	1	44%	3	0.3547	1
Opportunity to engage/provide input into decisions made by City Government	52%	2	33%	5	0.3500	2
Overall usefulness of the City Government website	40%	3	46%	1	0.2144	3
Medium Priority (IS <.10)						
The city government use of social media	16%	4	42%	4	0.0928	4
Quality of city video programming including city television channel and web streaming	9%	5	46%	2	0.0490	5

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

Most Important %:

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

Satisfaction %:

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

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I-S Matrix Analysis

Dallas, Texas

Overview

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

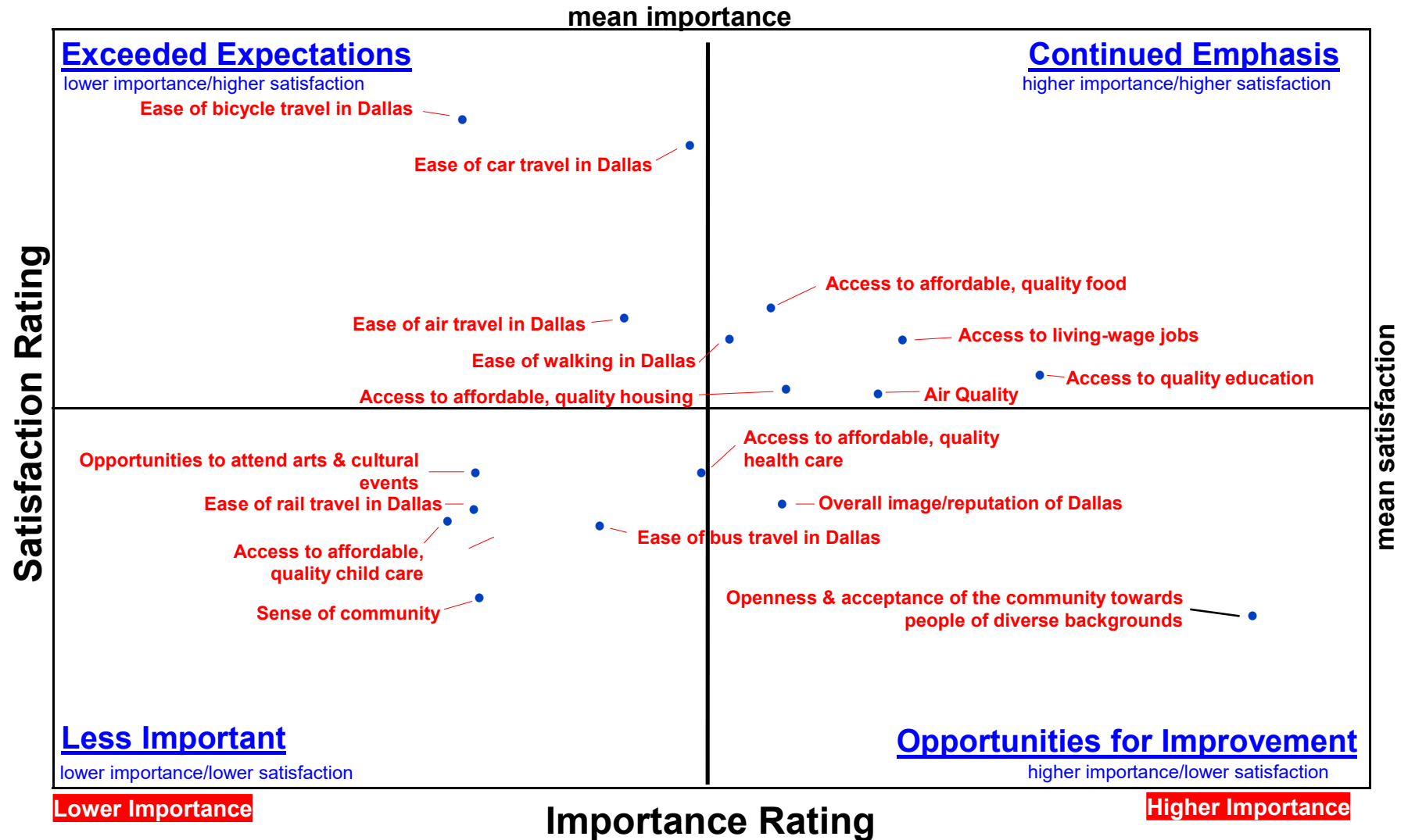
The Matrix Analysis rating is a unique tool that allows public officials to better understand these highly important decision making criteria for each of the services they are providing. The Matrix Analysis rating is based on the concept that public agencies will maximize overall resident satisfaction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

The matrices in this section should be interpreted as follows.

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

2025 City of Dallas Community Survey Importance-Satisfaction Assessment Matrix -Quality of Life Characteristics-

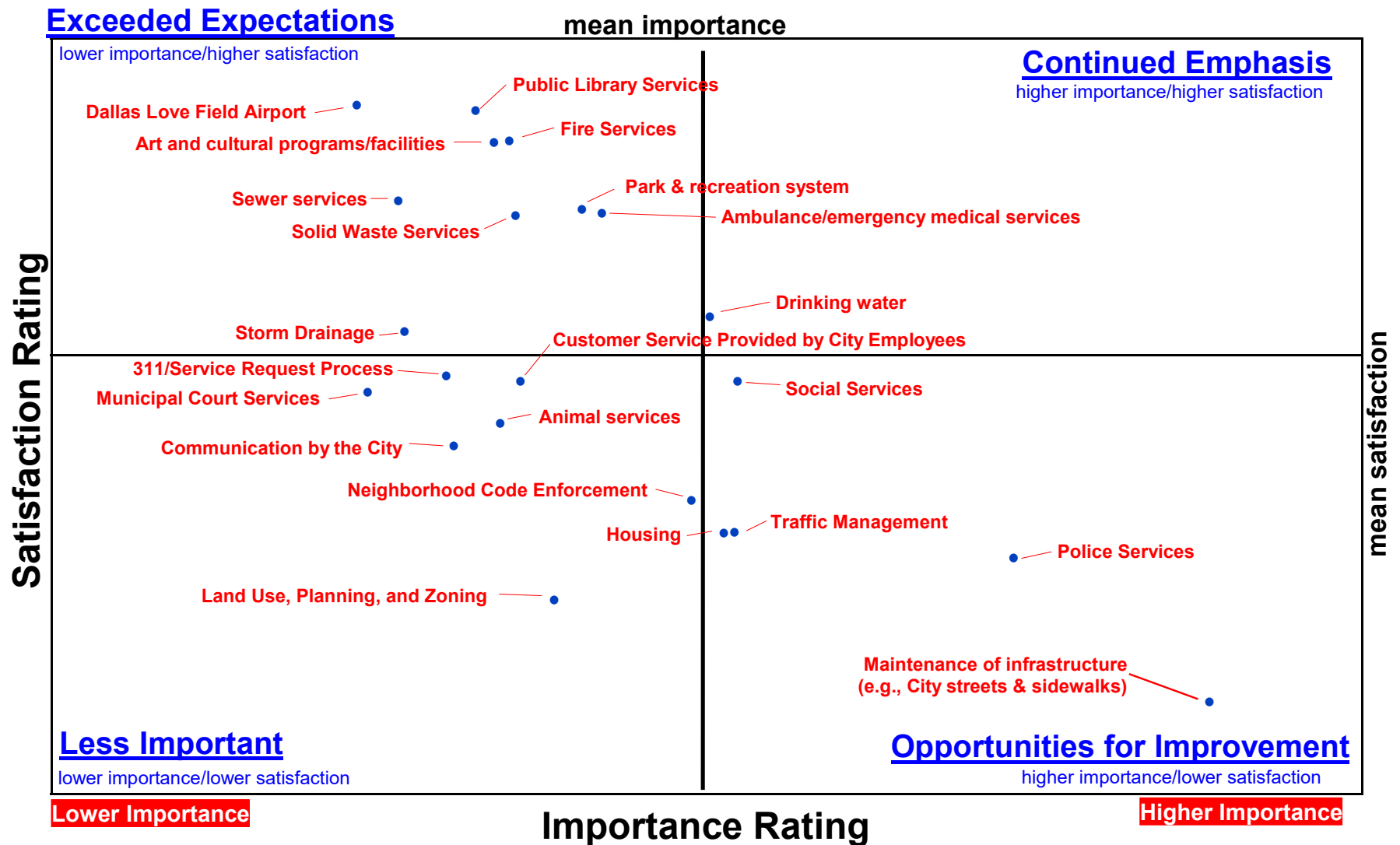
(points on the graph show deviations from the mean importance and agreement ratings given by respondents to the survey)



Source: ETC Institute (2025)

2025 City of Dallas Community Survey Importance-Satisfaction Assessment Matrix -Major Categories of City Services-

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



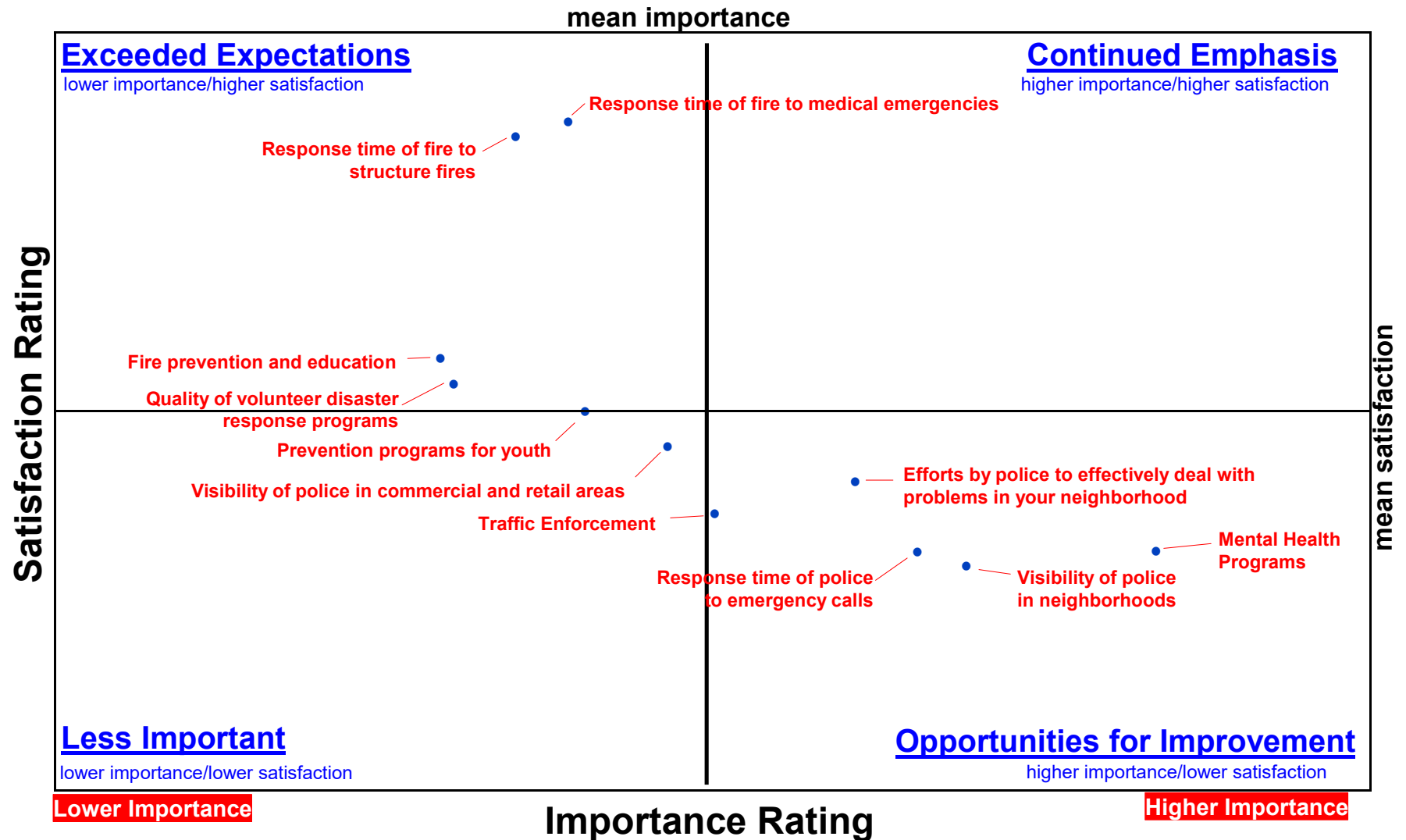
Source: ETC Institute (2025)

2025 City of Dallas Community Survey

Importance-Satisfaction Assessment Matrix

-Public Safety-

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



Source: ETC Institute (2025)

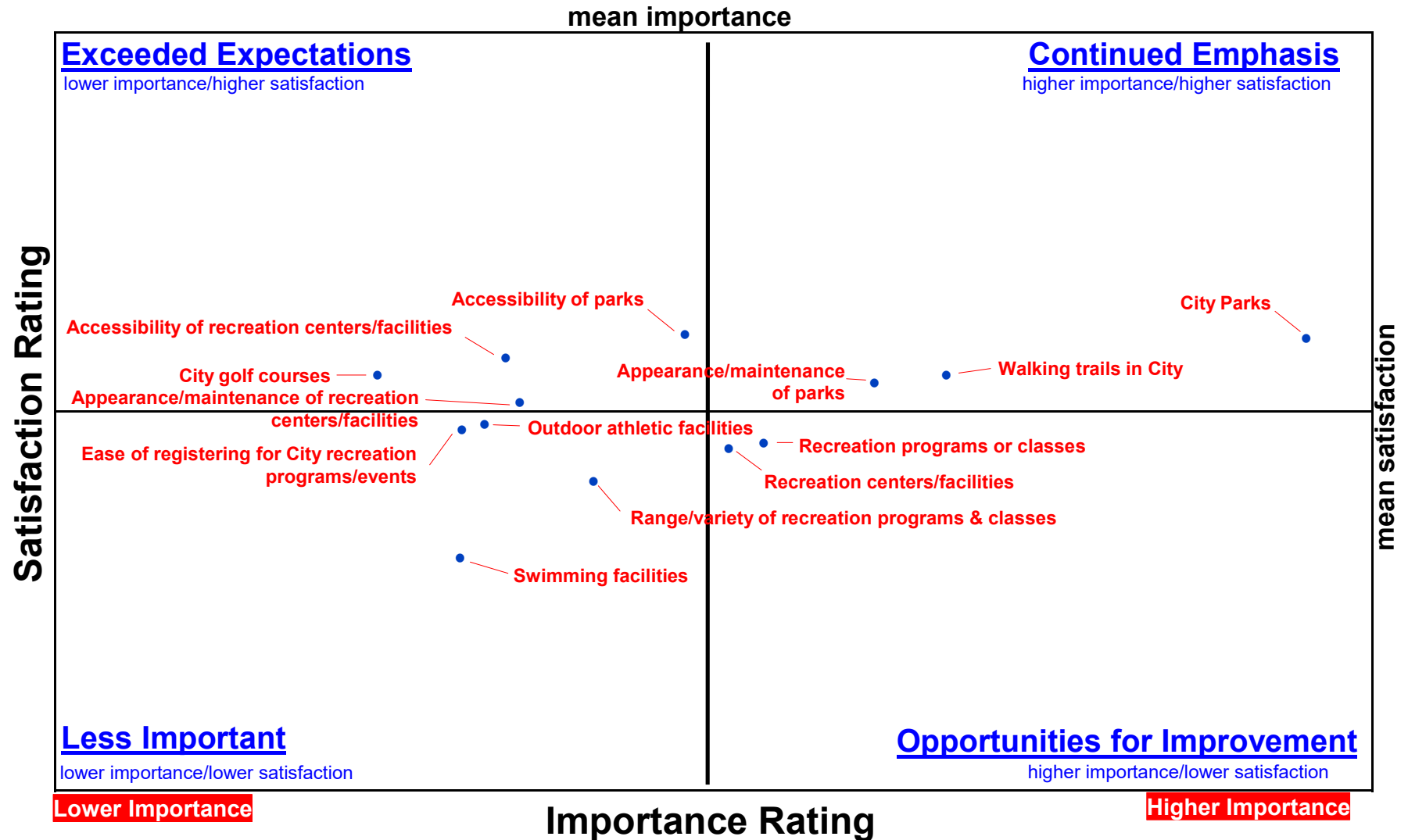
ETC Institute (2025)

2025 City of Dallas Community Survey

Importance-Satisfaction Assessment Matrix

-Parks and Recreation-

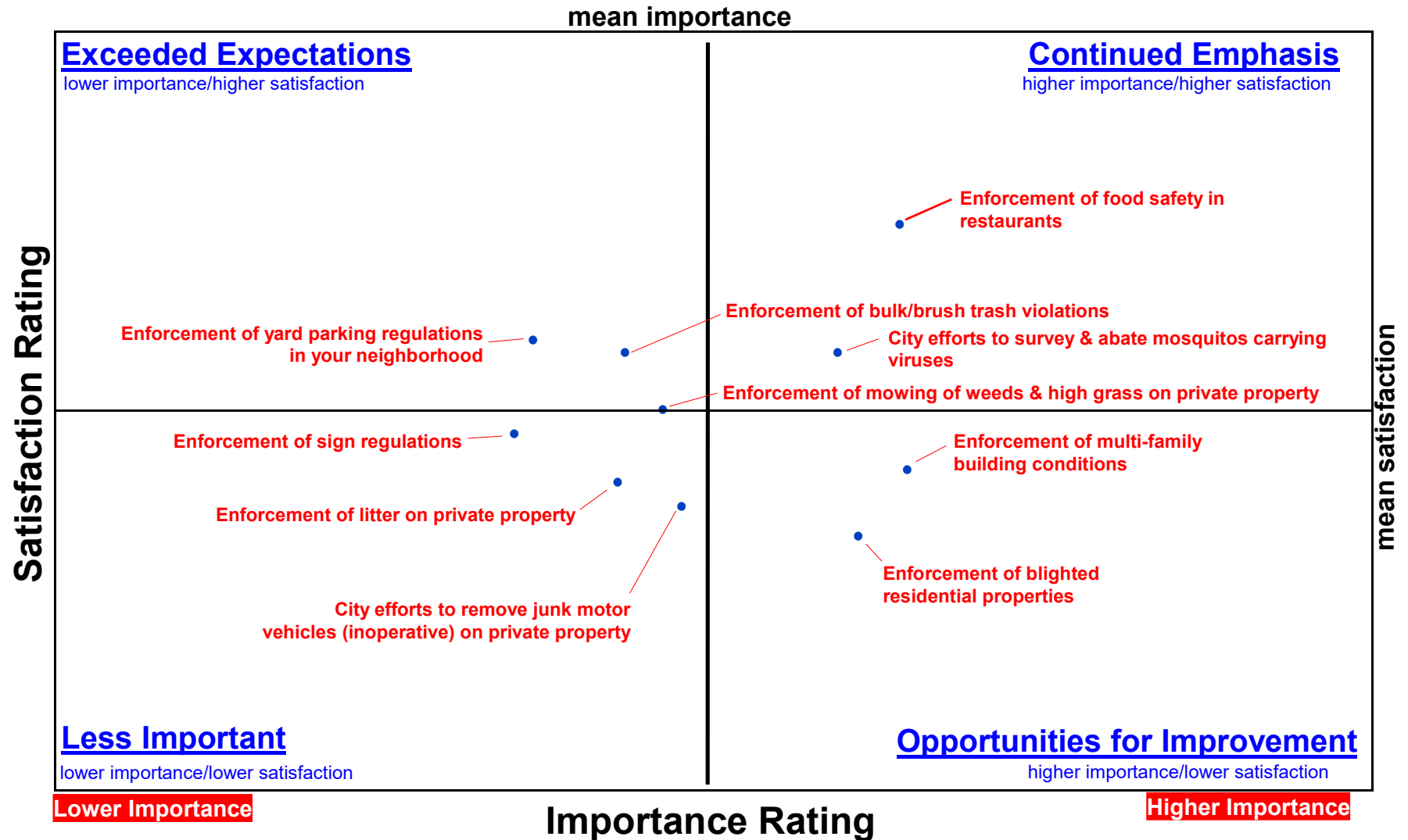
(points on the graph show deviations from the mean importance and agreement ratings given by respondents to the survey)



Source: ETC Institute (2025)

2025 City of Dallas Community Survey Importance-Satisfaction Assessment Matrix -Code Enforcement-

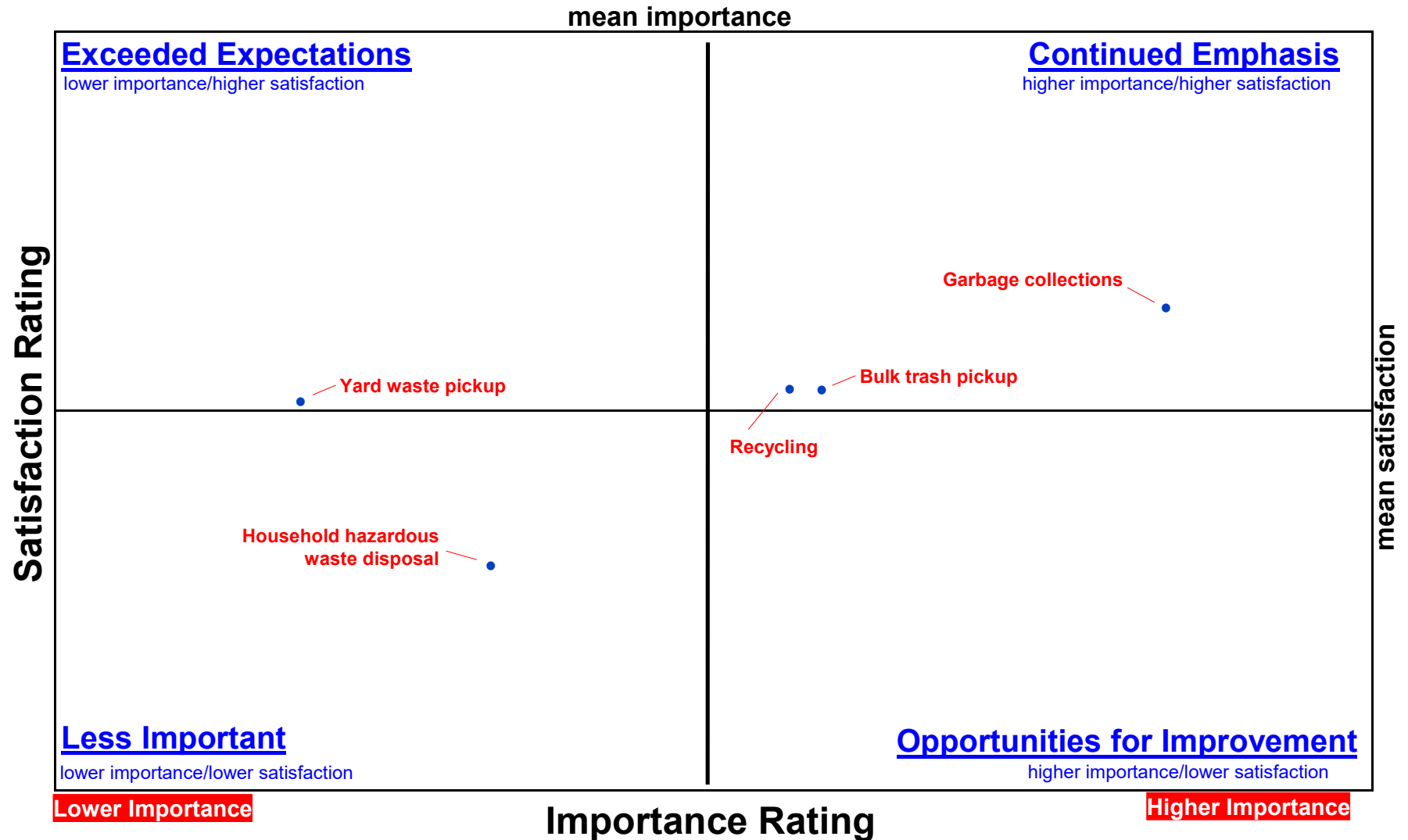
(points on the graph show deviations from the mean importance and agreement ratings given by respondents to the survey)



Source: ETC Institute (2025)

2025 City of Dallas Community Survey Importance-Satisfaction Assessment Matrix -Solid Waste Services-

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



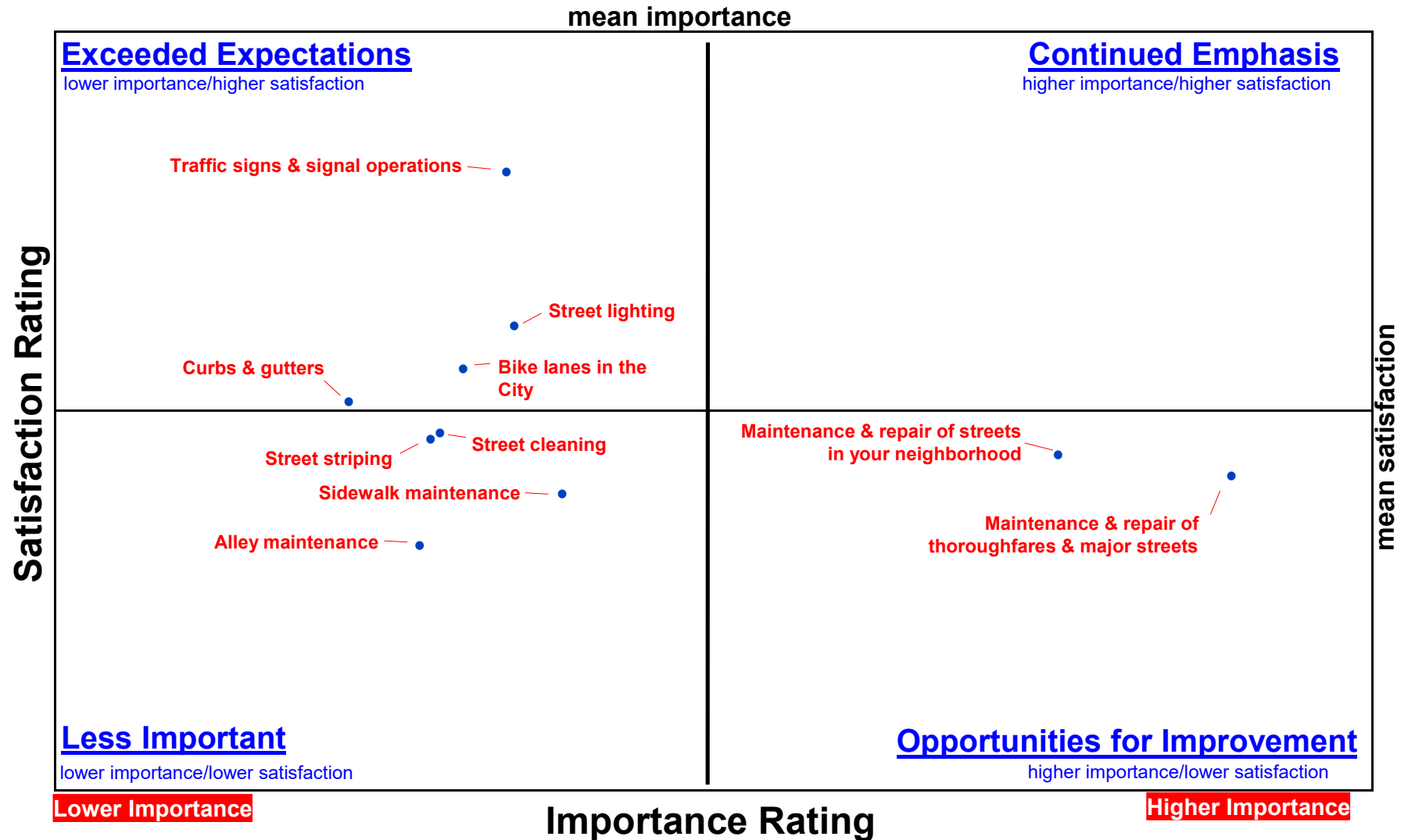
Source: ETC Institute (2025)

2025 City of Dallas Community Survey

Importance-Satisfaction Assessment Matrix

-Streets and Infrastructure/Mobility-

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



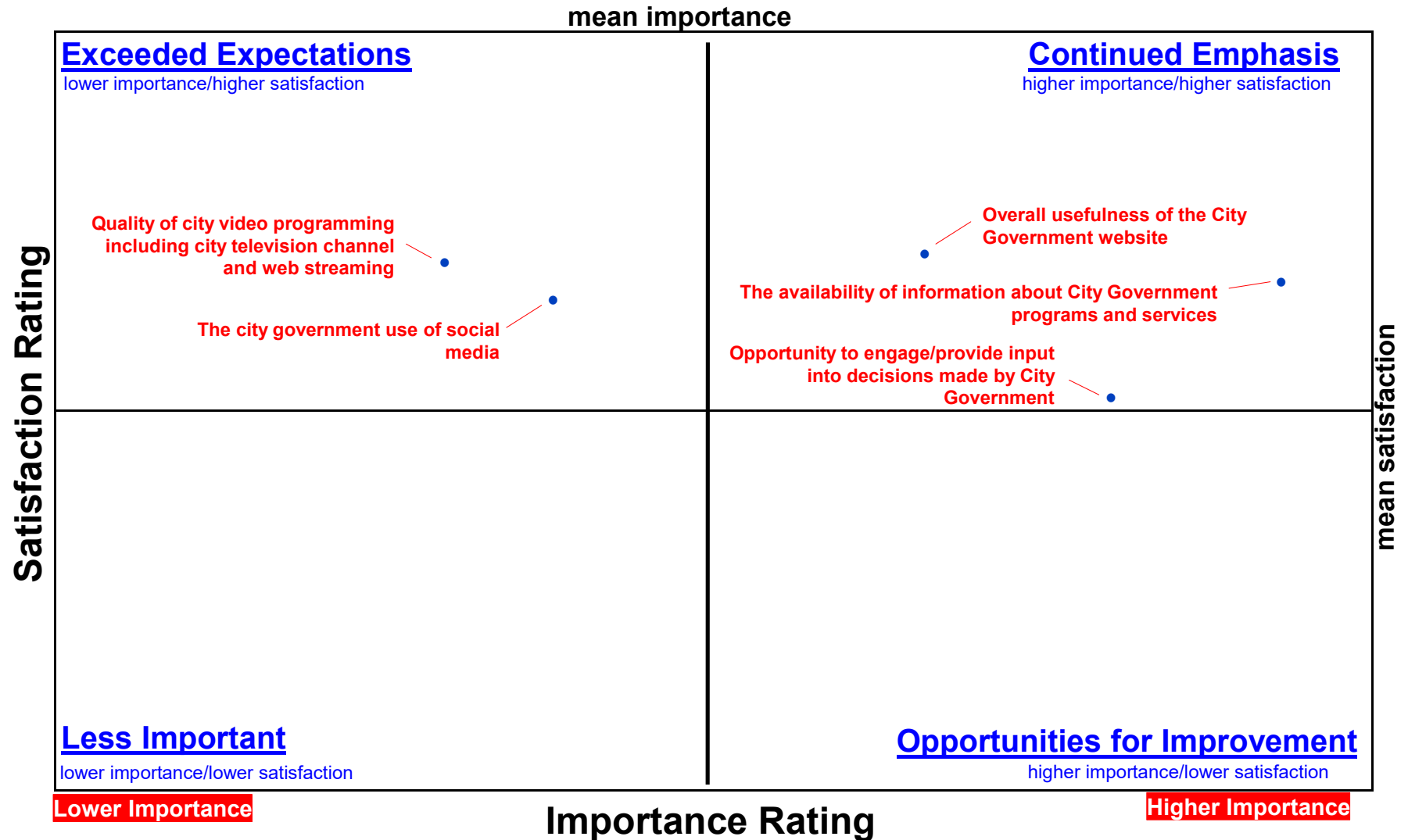
Source: ETC Institute (2025)

2025 City of Dallas Community Survey

Importance-Satisfaction Assessment Matrix

-Communication-

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



Source: ETC Institute (2025)



Tabular Data

District:

District	Number	Percent
1	154	6.9 %
2	154	6.9 %
3	154	6.9 %
4	157	7.1 %
5	151	6.8 %
6	158	7.1 %
7	152	6.8 %
8	156	7.0 %
9	181	8.2 %
10	162	7.3 %
11	159	7.2 %
12	152	6.8 %
13	153	6.9 %
14	177	8.0 %
Total	2220	100.0 %

Q1. Perceptions of Dallas as a whole: Please rate the following items by circling the corresponding number below.

(N=2220)

	Excellent	Good	Fair	Poor	Don't know
Q1-1. Dallas as a place to live	19.2%	48.2%	27.9%	4.5%	0.2%
Q1-2. Your neighborhood as a place to live	28.3%	41.8%	22.3%	7.0%	0.7%
Q1-3. Dallas as a place to raise children	13.6%	34.6%	31.8%	10.1%	9.8%
Q1-4. Dallas as a place to work	30.4%	46.3%	17.2%	2.8%	3.3%
Q1-5. Dallas as a place to retire	11.4%	28.1%	30.5%	22.1%	7.9%
Q1-6. Dallas as a place to do business	33.4%	41.0%	14.7%	2.6%	8.3%
Q1-7. Dallas as a place where I feel welcome	24.8%	43.2%	25.3%	5.4%	1.4%
Q1-8. Quality of economic development in Dallas	21.0%	39.7%	24.4%	10.1%	4.8%
Q1-9. Overall quality of life in Dallas	14.7%	47.9%	30.7%	6.0%	0.7%

(WITHOUT "DON'T KNOW")

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

(N=2220)

	Excellent	Good	Fair	Poor
Q1-1. Dallas as a place to live	19.3%	48.3%	27.9%	4.5%
Q1-2. Your neighborhood as a place to live	28.5%	42.0%	22.4%	7.1%
Q1-3. Dallas as a place to raise children	15.1%	38.4%	35.3%	11.2%
Q1-4. Dallas as a place to work	31.4%	47.9%	17.8%	2.9%
Q1-5. Dallas as a place to retire	12.3%	30.5%	33.2%	24.0%
Q1-6. Dallas as a place to do business	36.4%	44.7%	16.0%	2.9%
Q1-7. Dallas as a place where I feel welcome	25.2%	43.8%	25.6%	5.4%
Q1-8. Quality of economic development in Dallas	22.1%	41.7%	25.6%	10.6%
Q1-9. Overall quality of life in Dallas	14.8%	48.3%	30.9%	6.0%

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

(N=2220)

	Excellent	Good	Fair	Poor	Don't know
Q2-1. Sense of community	11.9%	37.2%	35.4%	14.1%	1.4%
Q2-2. Openness & acceptance of community towards people of diverse backgrounds	16.4%	37.7%	30.5%	12.6%	2.7%
Q2-3. Opportunities to attend arts & cultural events	36.7%	40.4%	16.4%	4.4%	2.3%
Q2-4. Air quality	7.3%	31.4%	37.5%	20.9%	2.9%
Q2-5. Access to affordable, quality housing	5.6%	16.2%	34.7%	38.3%	5.1%
Q2-6. Access to affordable, quality child care	4.6%	10.7%	22.3%	23.6%	38.8%
Q2-7. Access to affordable, quality health care	16.2%	30.5%	29.5%	18.6%	5.2%
Q2-8. Access to affordable, quality food	21.6%	37.0%	27.5%	12.4%	1.5%
Q2-9. Access to living-wage jobs	13.9%	32.4%	28.5%	15.0%	10.2%
Q2-10. Access to quality education	17.1%	33.8%	26.9%	13.4%	8.8%
Q2-11. Ease of car travel in Dallas	9.8%	25.7%	34.5%	28.2%	1.8%
Q2-12. Ease of bus travel in Dallas	6.8%	16.4%	20.4%	24.5%	31.9%
Q2-13. Ease of rail travel in Dallas	9.5%	20.1%	23.1%	21.4%	25.9%
Q2-14. Ease of air travel in Dallas	35.3%	41.2%	14.1%	3.0%	6.4%
Q2-15. Ease of bicycle travel in Dallas	6.1%	19.8%	23.7%	23.6%	26.8%
Q2-16. Ease of walking in Dallas	8.1%	23.6%	30.8%	31.8%	5.7%
Q2-17. Overall image/reputation of Dallas	12.9%	44.2%	32.5%	8.4%	2.0%

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

(N=2220)

	Excellent	Good	Fair	Poor
Q2-1. Sense of community	12.1%	37.7%	35.9%	14.3%
Q2-2. Openness & acceptance of community towards people of diverse backgrounds	16.9%	38.8%	31.4%	13.0%
Q2-3. Opportunities to attend arts & cultural events	37.5%	41.3%	16.7%	4.5%
Q2-4. Air quality	7.5%	32.4%	38.6%	21.5%
Q2-5. Access to affordable, quality housing	5.9%	17.0%	36.6%	40.4%
Q2-6. Access to affordable, quality child care	7.6%	17.5%	36.4%	38.6%
Q2-7. Access to affordable, quality health care	17.1%	32.2%	31.1%	19.7%
Q2-8. Access to affordable, quality food	21.9%	37.6%	28.0%	12.6%
Q2-9. Access to living-wage jobs	15.4%	36.1%	31.7%	16.8%
Q2-10. Access to quality education	18.7%	37.1%	29.5%	14.7%
Q2-11. Ease of car travel in Dallas	10.0%	26.2%	35.1%	28.8%
Q2-12. Ease of bus travel in Dallas	9.9%	24.2%	30.0%	35.9%
Q2-13. Ease of rail travel in Dallas	12.8%	27.1%	31.1%	28.9%
Q2-14. Ease of air travel in Dallas	37.7%	44.1%	15.0%	3.2%
Q2-15. Ease of bicycle travel in Dallas	8.4%	27.1%	32.3%	32.2%
Q2-16. Ease of walking in Dallas	8.6%	25.0%	32.7%	33.7%
Q2-17. Overall image/reputation of Dallas	13.2%	45.1%	33.1%	8.5%

Q3. Which THREE of the quality-of-life characteristics listed in Question 2 about Dallas as a whole are the most important to you?

Q3. Top choice	Number	Percent
Sense of community	196	8.8 %
Openness & acceptance of community towards people of diverse backgrounds	253	11.4 %
Opportunities to attend arts & cultural events	107	4.8 %
Air quality	133	6.0 %
Access to affordable, quality housing	480	21.6 %
Access to affordable, quality child care	30	1.4 %
Access to affordable, quality health care	147	6.6 %
Access to affordable, quality food	101	4.5 %
Access to living-wage jobs	247	11.1 %
Access to quality education	96	4.3 %
Ease of car travel in Dallas	121	5.5 %
Ease of bus travel in Dallas	17	0.8 %
Ease of rail travel in Dallas	22	1.0 %
Ease of air travel in Dallas	21	0.9 %
Ease of bicycle travel in Dallas	34	1.5 %
Ease of walking in Dallas	66	3.0 %
Overall image/reputation of Dallas	71	3.2 %
None chosen	78	3.5 %
Total	2220	100.0 %

Q3. Which THREE of the quality-of-life characteristics listed in Question 2 about Dallas as a whole are the most important to you?

Q3. 2nd choice	Number	Percent
Sense of community	144	6.5 %
Openness & acceptance of community towards people of diverse backgrounds	203	9.1 %
Opportunities to attend arts & cultural events	103	4.6 %
Air quality	118	5.3 %
Access to affordable, quality housing	320	14.4 %
Access to affordable, quality child care	36	1.6 %
Access to affordable, quality health care	214	9.6 %
Access to affordable, quality food	170	7.7 %
Access to living-wage jobs	260	11.7 %
Access to quality education	146	6.6 %
Ease of car travel in Dallas	148	6.7 %
Ease of bus travel in Dallas	18	0.8 %
Ease of rail travel in Dallas	30	1.4 %
Ease of air travel in Dallas	29	1.3 %
Ease of bicycle travel in Dallas	29	1.3 %
Ease of walking in Dallas	73	3.3 %
Overall image/reputation of Dallas	78	3.5 %
None chosen	101	4.5 %
Total	2220	100.0 %

Q3. Which THREE of the quality-of-life characteristics listed in Question 2 about Dallas as a whole are the most important to you?

Q3. 3rd choice	Number	Percent
Sense of community	122	5.5 %
Openness & acceptance of community towards people of diverse backgrounds	145	6.5 %
Opportunities to attend arts & cultural events	140	6.3 %
Air quality	111	5.0 %
Access to affordable, quality housing	214	9.6 %
Access to affordable, quality child care	33	1.5 %
Access to affordable, quality health care	210	9.5 %
Access to affordable, quality food	173	7.8 %
Access to living-wage jobs	255	11.5 %
Access to quality education	154	6.9 %
Ease of car travel in Dallas	187	8.4 %
Ease of bus travel in Dallas	26	1.2 %
Ease of rail travel in Dallas	42	1.9 %
Ease of air travel in Dallas	31	1.4 %
Ease of bicycle travel in Dallas	31	1.4 %
Ease of walking in Dallas	103	4.6 %
Overall image/reputation of Dallas	123	5.5 %
None chosen	120	5.4 %
Total	2220	100.0 %

(SUM OF TOP 3 RESPONSES)

Q3. Which THREE of the quality-of-life characteristics listed in Question 2 about Dallas as a whole are the most important to you (top 3)

Q3. Top choice	Number	Percent
Sense of community	462	20.8 %
Openness & acceptance of community towards people of diverse backgrounds	601	27.1 %
Opportunities to attend arts & cultural events	350	15.8 %
Air quality	362	16.3 %
Access to affordable, quality housing	1014	45.7 %
Access to affordable, quality child care	99	4.5 %
Access to affordable, quality health care	571	25.7 %
Access to affordable, quality food	444	20.0 %
Access to living-wage jobs	762	34.3 %
Access to quality education	396	17.8 %
Ease of car travel in Dallas	456	20.5 %
Ease of bus travel in Dallas	61	2.7 %
Ease of rail travel in Dallas	94	4.2 %
Ease of air travel in Dallas	81	3.6 %
Ease of bicycle travel in Dallas	94	4.2 %
Ease of walking in Dallas	242	10.9 %
Overall image/reputation of Dallas	272	12.3 %
None chosen	78	3.5 %
Total	6439	

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

(N=2220)

	Much too slow	Too slow	About right	Too fast	Much too fast	Don't know
Q4-1. Population growth	0.9%	3.0%	25.9%	35.9%	28.0%	6.3%
Q4-2. Retail growth (stores, restaurants, etc.)	4.5%	15.7%	53.4%	15.1%	4.4%	6.9%
Q4-3. Job growth	6.3%	26.7%	44.0%	5.8%	1.4%	15.9%

(WITHOUT "DON'T KNOW")

Q4. Please rate the speed of growth in the following categories in Dallas as a whole over the past TWO years. (without "don't know")

(N=2220)

	Much too slow	Too slow	About right	Too fast	Much too fast
Q4-1. Population growth	1.0%	3.2%	27.6%	38.3%	29.9%
Q4-2. Retail growth (stores, restaurants, etc.)	4.8%	16.8%	57.4%	16.3%	4.7%
Q4-3. Job growth	7.5%	31.7%	52.2%	6.9%	1.6%

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

(N=2220)

	Not a problem	Minor problem	Moderate problem	Major problem	Don't know
Q5-1. Crime	1.6%	12.3%	39.6%	43.7%	2.8%
Q5-2. Drugs	3.5%	14.7%	33.7%	38.1%	10.0%
Q5-3. High weeds	15.0%	32.7%	27.9%	13.4%	11.0%
Q5-4. Noise	12.2%	30.8%	33.9%	19.2%	3.9%
Q5-5. Blighted buildings	9.3%	29.1%	31.2%	15.6%	14.8%
Q5-6. Homelessness	1.6%	7.6%	24.8%	63.5%	2.5%
Q5-7. Environmental hazards, air quality & toxic waste	7.2%	24.3%	36.5%	22.6%	9.4%
Q5-8. Loose dogs & unrestrained pets	15.0%	33.6%	25.9%	19.5%	6.0%
Q5-9. Litter	5.7%	24.7%	37.0%	29.6%	3.0%
Q5-10. Infrastructure/streets	2.6%	13.3%	33.3%	47.7%	3.1%
Q5-11. Aggressive solicitation/panhandling	6.8%	24.9%	29.4%	34.2%	4.6%
Q5-12. Climate change (extreme heat, flooding, tree canopy, etc.)	11.6%	19.9%	29.6%	32.3%	6.7%
Q5-13. Racial & ethnic inequities (fair access to opportunities & resources offered)	14.2%	18.9%	28.5%	25.7%	12.7%
Q5-14. Other	0.6%	0.5%	1.5%	6.4%	91.0%

(WITHOUT "DON'T KNOW")

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

(N=2220)

	Not a problem	Minor problem	Moderate problem	Major problem
Q5-1. Crime	1.6%	12.7%	40.7%	45.0%
Q5-2. Drugs	3.9%	16.4%	37.4%	42.3%
Q5-3. High weeds	16.8%	36.8%	31.4%	15.0%
Q5-4. Noise	12.7%	32.1%	35.3%	20.0%
Q5-5. Blighted buildings	10.9%	34.1%	36.6%	18.3%
Q5-6. Homelessness	1.6%	7.8%	25.5%	65.1%
Q5-7. Environmental hazards, air quality & toxic waste	8.0%	26.8%	40.3%	24.9%
Q5-8. Loose dogs & unrestrained pets	16.0%	35.7%	27.6%	20.7%
Q5-9. Litter	5.8%	25.5%	38.2%	30.5%
Q5-10. Infrastructure/streets	2.7%	13.7%	34.4%	49.2%
Q5-11. Aggressive solicitation/panhandling	7.2%	26.1%	30.8%	35.9%
Q5-12. Climate change (extreme heat, flooding, tree canopy, etc.)	12.4%	21.3%	31.7%	34.6%
Q5-13. Racial & ethnic inequities (fair access to opportunities & resources offered)	16.3%	21.6%	32.6%	29.5%
Q5-14. Other	6.5%	6.0%	16.5%	71.0%

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

(N=2220)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q6-1. In your neighborhood during the day	34.9%	39.8%	16.4%	5.3%	1.8%	1.8%
Q6-2. In your neighborhood after dark	14.6%	32.0%	26.5%	17.3%	7.7%	1.9%
Q6-3. In Dallas downtown area during the day	13.8%	36.1%	26.0%	11.0%	3.2%	9.9%
Q6-4. In Dallas downtown area after dark	2.7%	9.8%	22.3%	31.9%	21.1%	12.1%
Q6-5. In Dallas restaurant/retail areas during the day	27.1%	48.2%	17.7%	3.1%	0.7%	3.1%
Q6-6. In Dallas restaurant/retail areas after dark	9.0%	27.7%	33.8%	18.8%	5.5%	5.3%
Q6-7. In Dallas parks during the day	22.0%	45.1%	20.7%	5.2%	1.3%	5.6%
Q6-8. In Dallas parks after dark	2.7%	9.0%	22.7%	33.4%	18.3%	13.8%
Q6-9. From violent crime (murder, rape, assault, robbery)	6.8%	22.7%	27.2%	23.6%	13.5%	6.2%
Q6-10. From property crime (burglary, theft)	3.6%	15.9%	26.7%	31.9%	17.9%	3.9%
Q6-11. From fire	17.7%	36.8%	28.7%	6.2%	1.7%	8.9%

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

(N=2220)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q6-1. In your neighborhood during the day	35.6%	40.6%	16.7%	5.4%	1.8%
Q6-2. In your neighborhood after dark	14.9%	32.6%	27.0%	17.6%	7.8%
Q6-3. In Dallas downtown area during the day	15.3%	40.1%	28.9%	12.2%	3.5%
Q6-4. In Dallas downtown area after dark	3.1%	11.2%	25.4%	36.3%	24.0%
Q6-5. In Dallas restaurant/retail areas during the day	28.0%	49.8%	18.3%	3.2%	0.7%
Q6-6. In Dallas restaurant/retail areas after dark	9.5%	29.2%	35.7%	19.8%	5.8%
Q6-7. In Dallas parks during the day	23.3%	47.8%	22.0%	5.5%	1.3%
Q6-8. In Dallas parks after dark	3.2%	10.4%	26.3%	38.8%	21.3%
Q6-9. From violent crime (murder, rape, assault, robbery)	7.3%	24.2%	29.0%	25.1%	14.4%
Q6-10. From property crime (burglary, theft)	3.8%	16.6%	27.8%	33.2%	18.7%
Q6-11. From fire	19.4%	40.4%	31.6%	6.8%	1.8%

Q7. How can City Government improve public trust?

Q7. How can City Government improve public trust	Number	Percent
Actively engage with diverse communities	1303	58.7 %
Demonstrate responsiveness to citizen concerns	1872	84.3 %
Consistently uphold ethical conduct by its officials	1558	70.2 %
Provide accessible information & opportunities for public input in decision-making process	1554	70.0 %
Total	6287	

Q8. Major Categories of City Government Services. Please indicate whether you or any members of your household have used each of the following services in the past 12 months.

(N=2220)

	Yes	No
Q8-1. Ambulance/emergency medical services	18.0%	82.0%
Q8-2. Art & cultural programs/facilities	51.8%	48.2%
Q8-3. Neighborhood code enforcement (e.g., high weeds, litter, blight)	30.9%	69.1%
Q8-4. Customer service provided by City employees	35.6%	64.4%
Q8-5. Drinking water	64.5%	35.5%
Q8-6. Fire services	5.6%	94.4%
Q8-7. Solid waste services (e.g., garbage & recycling collection)	76.4%	23.6%
Q8-8. Land use, planning, & zoning	10.9%	89.1%
Q8-9. Maintenance of infrastructure (e.g., City streets & sidewalks)	36.7%	63.3%
Q8-10. Park & recreation system	55.9%	44.1%
Q8-11. Police services	21.8%	78.2%
Q8-12. Communication by City	25.5%	74.5%
Q8-13. Public library services	47.7%	52.3%
Q8-14. Sewer services (e.g., sanitary sewer/ wastewater)	50.9%	49.1%
Q8-15. Storm drainage	31.9%	68.1%
Q8-16. Traffic management (traffic signals, traffic flow, signs, parking)	53.5%	46.5%
Q8-17. Dallas Love Field Airport	48.2%	51.8%
Q8-18. Municipal court services (e.g., traffic & parking ticket processing, misdemeanor court cases, fine collection)	12.8%	87.2%
Q8-19. Social services (community centers, child-care programs, homeless programs, senior programs)	14.5%	85.5%

Q8. Major Categories of City Government Services. Please indicate whether you or any members of your household have used each of the following services in the past 12 months.

	Yes	No
Q8-20. 311/service request process (call to report problem)	38.1%	61.9%
Q8-21. Animal services (e.g., shelter, adoptions, animal control)	18.7%	81.3%
Q8-22. Housing (affordable housing, housing assistance, housing counseling)	8.7%	91.3%

Q8. Major Categories of City Government Services. If "Yes," please rate the City Government overall performance in each of the major categories of City services.

(N=2176)

	Excellent	Good	Fair	Poor	Don't know
Q8-1. Ambulance/emergency medical services	36.3%	39.8%	16.5%	3.5%	4.0%
Q8-2. Art & cultural programs/facilities	39.0%	47.3%	10.3%	2.2%	1.2%
Q8-3. Neighborhood code enforcement (e.g., high weeds, litter, blight)	10.2%	35.5%	31.3%	21.3%	1.7%
Q8-4. Customer service provided by City employees	19.6%	39.6%	27.9%	11.3%	1.6%
Q8-5. Drinking water	20.5%	45.1%	23.5%	8.3%	2.6%
Q8-6. Fire services	42.7%	41.9%	11.3%	0.8%	3.2%
Q8-7. Solid waste services (e.g., garbage & recycling collection)	25.8%	51.7%	18.9%	1.8%	1.7%
Q8-8. Land use, planning, & zoning	8.6%	25.1%	37.9%	24.3%	4.1%
Q8-9. Maintenance of infrastructure (e.g., City streets & sidewalks)	5.3%	17.8%	32.6%	43.0%	1.4%
Q8-10. Park & recreation system	22.6%	55.6%	16.9%	3.3%	1.6%
Q8-11. Police services	12.0%	27.3%	33.1%	26.2%	1.4%
Q8-12. Communication by City	12.2%	39.5%	32.1%	14.3%	1.9%
Q8-13. Public library services	48.9%	40.4%	7.6%	1.3%	1.9%
Q8-14. Sewer services (e.g., sanitary sewer/wastewater)	22.2%	55.0%	15.0%	3.5%	4.3%
Q8-15. Storm drainage	16.5%	48.0%	22.0%	11.7%	1.8%
Q8-16. Traffic management (traffic signals, traffic flow, signs, parking)	7.3%	35.0%	34.9%	21.5%	1.3%
Q8-17. Dallas Love Field Airport	40.8%	50.0%	7.9%	0.6%	0.7%
Q8-18. Municipal court services (e.g., traffic & parking ticket processing, misdemeanor court cases, fine collection)	13.7%	42.6%	29.9%	9.5%	4.2%

Q8. Major Categories of City Government Services. If "Yes," please rate the City Government overall performance in each of the major categories of City services.

	Excellent	Good	Fair	Poor	Don't know
Q8-19. Social services (community centers, child-care programs, homeless programs, senior programs)	13.9%	43.3%	22.3%	15.8%	4.6%
Q8-20. 311/service request process (call to report problem)	21.1%	38.9%	24.7%	14.2%	1.1%
Q8-21. Animal services (e.g., shelter, adoptions, animal control)	20.9%	32.0%	27.4%	15.4%	4.3%
Q8-22. Housing (affordable housing, housing assistance, housing counseling)	12.9%	28.4%	20.6%	34.5%	3.6%

(WITHOUT "DON'T KNOW")**Q8. Major Categories of City Government Services. If "Yes," please rate the City Government overall performance in each of the major categories of City services. (without "don't know")**

(N=2176)

	Excellent	Good	Fair	Poor
Q8-1. Ambulance/emergency medical services	37.8%	41.4%	17.2%	3.6%
Q8-2. Art & cultural programs/facilities	39.4%	47.9%	10.5%	2.2%
Q8-3. Neighborhood code enforcement (e.g., high weeds, litter, blight)	10.4%	36.1%	31.9%	21.6%
Q8-4. Customer service provided by City employees	19.9%	40.2%	28.4%	11.4%
Q8-5. Drinking water	21.1%	46.3%	24.1%	8.5%
Q8-6. Fire services	44.2%	43.3%	11.7%	0.8%
Q8-7. Solid waste services (e.g., garbage & recycling collection)	26.3%	52.6%	19.2%	1.9%
Q8-8. Land use, planning, & zoning	9.0%	26.2%	39.5%	25.3%
Q8-9. Maintenance of infrastructure (e.g., City streets & sidewalks)	5.4%	18.1%	33.0%	43.6%
Q8-10. Park & recreation system	23.0%	56.6%	17.1%	3.4%
Q8-11. Police services	12.2%	27.7%	33.5%	26.6%
Q8-12. Communication by City	12.4%	40.3%	32.7%	14.6%
Q8-13. Public library services	49.8%	41.1%	7.7%	1.3%
Q8-14. Sewer services (e.g., sanitary sewer/ wastewater)	23.2%	57.4%	15.6%	3.7%
Q8-15. Storm drainage	16.8%	48.9%	22.4%	11.9%
Q8-16. Traffic management (traffic signals, traffic flow, signs, parking)	7.4%	35.5%	35.4%	21.7%
Q8-17. Dallas Love Field Airport	41.1%	50.4%	7.9%	0.6%
Q8-18. Municipal court services (e.g., traffic & parking ticket processing, misdemeanor court cases, fine collection)	14.3%	44.5%	31.3%	9.9%
Q8-19. Social services (community centers, child-care programs, homeless programs, senior programs)	14.6%	45.5%	23.4%	16.6%

Q8. Major Categories of City Government Services. If "Yes," please rate the City Government overall performance in each of the major categories of City services. (without "don't know")

	Excellent	Good	Fair	Poor
Q8-20. 311/service request process (call to report problem)	21.3%	39.4%	25.0%	14.4%
Q8-21. Animal services (e.g., shelter, adoptions, animal control)	21.9%	33.4%	28.6%	16.1%
Q8-22. Housing (affordable housing, housing assistance, housing counseling)	13.4%	29.4%	21.4%	35.8%

Q9. Which FOUR of the services listed in Question 8 do you think should be City Government top priorities?

Q9. Top choice	Number	Percent
Ambulance/emergency medical services	143	6.4 %
Art & cultural programs/facilities	60	2.7 %
Neighborhood code enforcement (e.g., high weeds, litter, blight)	135	6.1 %
Customer service provided by City employees	69	3.1 %
Drinking water	214	9.6 %
Fire services	34	1.5 %
Solid waste services (e.g., garbage & recycling collection)	37	1.7 %
Land use, planning, & zoning	43	1.9 %
Maintenance of infrastructure (e.g., City streets & sidewalks)	422	19.0 %
Park & recreation system	53	2.4 %
Police services	400	18.0 %
Communication by City	22	1.0 %
Public library services	46	2.1 %
Sewer services (e.g. sanitary sewer/wastewater)	7	0.3 %
Storm drainage	13	0.6 %
Traffic management (traffic signals, traffic flow, signs, parking)	89	4.0 %
Dallas Love Field Airport	6	0.3 %
Municipal Court services (e.g., traffic & parking ticket processing, misdemeanor court cases, fine collection)	5	0.2 %
Social services (community centers, child care programs, homeless programs, senior programs)	102	4.6 %
311/service request process (call to report problem)	25	1.1 %
Animal services (e.g., shelter, adoptions, animal control)	57	2.6 %
Housing (affordable housing, housing assistance, housing counseling)	155	7.0 %
None chosen	83	3.7 %
Total	2220	100.0 %

Q9. Which FOUR of the services listed in Question 8 do you think should be City Government top priorities?

Q9. 2nd choice	Number	Percent
Ambulance/emergency medical services	106	4.8 %
Art & cultural programs/facilities	55	2.5 %
Neighborhood code enforcement (e.g., high weeds, litter, blight)	143	6.4 %
Customer service provided by City employees	52	2.3 %
Drinking water	121	5.5 %
Fire services	94	4.2 %
Solid waste services (e.g., garbage & recycling collection)	63	2.8 %
Land use, planning, & zoning	87	3.9 %
Maintenance of infrastructure (e.g., City streets & sidewalks)	362	16.3 %
Park & recreation system	92	4.1 %
Police services	268	12.1 %
Communication by City	39	1.8 %
Public library services	37	1.7 %
Sewer services (e.g. sanitary sewer/wastewater)	21	0.9 %
Storm drainage	19	0.9 %
Traffic management (traffic signals, traffic flow, signs, parking)	155	7.0 %
Dallas Love Field Airport	8	0.4 %
Municipal Court services (e.g., traffic & parking ticket processing, misdemeanor court cases, fine collection)	9	0.4 %
Social services (community centers, child care programs, homeless programs, senior programs)	135	6.1 %
311/service request process (call to report problem)	38	1.7 %
Animal services (e.g., shelter, adoptions, animal control)	56	2.5 %
Housing (affordable housing, housing assistance, housing counseling)	143	6.4 %
None chosen	117	5.3 %
Total	2220	100.0 %

Q9. Which FOUR of the services listed in Question 8 do you think should be City Government top priorities?

Q9. 3rd choice	Number	Percent
Ambulance/emergency medical services	69	3.1 %
Art & cultural programs/facilities	57	2.6 %
Neighborhood code enforcement (e.g., high weeds, litter, blight)	117	5.3 %
Customer service provided by City employees	69	3.1 %
Drinking water	104	4.7 %
Fire services	81	3.6 %
Solid waste services (e.g., garbage & recycling collection)	89	4.0 %
Land use, planning, & zoning	99	4.5 %
Maintenance of infrastructure (e.g., City streets & sidewalks)	278	12.5 %
Park & recreation system	103	4.6 %
Police services	196	8.8 %
Communication by City	56	2.5 %
Public library services	64	2.9 %
Sewer services (e.g. sanitary sewer/wastewater)	34	1.5 %
Storm drainage	36	1.6 %
Traffic management (traffic signals, traffic flow, signs, parking)	183	8.2 %
Dallas Love Field Airport	14	0.6 %
Municipal Court services (e.g., traffic & parking ticket processing, misdemeanor court cases, fine collection)	17	0.8 %
Social services (community centers, child care programs, homeless programs, senior programs)	168	7.6 %
311/service request process (call to report problem)	47	2.1 %
Animal services (e.g., shelter, adoptions, animal control)	73	3.3 %
Housing (affordable housing, housing assistance, housing counseling)	129	5.8 %
None chosen	137	6.2 %
Total	2220	100.0 %

Q9. Which FOUR of the services listed in Question 8 do you think should be City Government top priorities?

Q9. 4th choice	Number	Percent
Ambulance/emergency medical services	76	3.4 %
Art & cultural programs/facilities	64	2.9 %
Neighborhood code enforcement (e.g., high weeds, litter, blight)	126	5.7 %
Customer service provided by City employees	87	3.9 %
Drinking water	108	4.9 %
Fire services	54	2.4 %
Solid waste services (e.g., garbage & recycling collection)	81	3.6 %
Land use, planning, & zoning	96	4.3 %
Maintenance of infrastructure (e.g., City streets & sidewalks)	207	9.3 %
Park & recreation system	117	5.3 %
Police services	123	5.5 %
Communication by City	63	2.8 %
Public library services	62	2.8 %
Sewer services (e.g. sanitary sewer/wastewater)	41	1.8 %
Storm drainage	40	1.8 %
Traffic management (traffic signals, traffic flow, signs, parking)	157	7.1 %
Dallas Love Field Airport	11	0.5 %
Municipal Court services (e.g., traffic & parking ticket processing, misdemeanor court cases, fine collection)	25	1.1 %
Social services (community centers, child care programs, homeless programs, senior programs)	181	8.2 %
311/service request process (call to report problem)	60	2.7 %
Animal services (e.g., shelter, adoptions, animal control)	61	2.7 %
Housing (affordable housing, housing assistance, housing counseling)	141	6.4 %
None chosen	239	10.8 %
Total	2220	100.0 %

(SUM OF TOP 4 RESPONSES)**Q9. Which FOUR of the services listed in Question 8 do you think should be the City Government top priorities? (top 4)**

Q9. Top choice	Number	Percent
Ambulance/emergency medical services	394	17.7 %
Art & cultural programs/facilities	236	10.6 %
Neighborhood code enforcement (e.g., high weeds, litter, blight)	521	23.5 %
Customer service provided by City employees	277	12.5 %
Drinking water	547	24.6 %
Fire services	263	11.8 %
Solid waste services (e.g., garbage & recycling collection)	270	12.2 %
Land use, planning, & zoning	325	14.6 %
Maintenance of infrastructure (e.g., City streets & sidewalks)	1269	57.2 %
Park & recreation system	365	16.4 %
Police services	987	44.5 %
Communication by City	180	8.1 %
Public library services	209	9.4 %
Sewer services (e.g. sanitary sewer/wastewater)	103	4.6 %
Storm drainage	108	4.9 %
Traffic management (traffic signals, traffic flow, signs, parking)	584	26.3 %
Dallas Love Field Airport	39	1.8 %
Municipal Court services (e.g., traffic & parking ticket processing, misdemeanor court cases, fine collection)	56	2.5 %
Social services (community centers, child care programs, homeless programs, senior programs)	586	26.4 %
311/service request process (call to report problem)	170	7.7 %
Animal services (e.g., shelter, adoptions, animal control)	247	11.1 %
Housing (affordable housing, housing assistance, housing counseling)	568	25.6 %
None chosen	83	3.7 %
Total	8387	

Q10. Public Safety Services. Please rate City Government performance in the following areas.

(N=2220)

	Excellent	Good	Fair	Poor	Don't know
Q10-1. Visibility of police in commercial & retail areas	8.8%	29.8%	35.7%	20.9%	4.8%
Q10-2. Traffic enforcement	6.4%	24.1%	31.4%	31.9%	6.2%
Q10-3. Visibility of police in neighborhoods	5.5%	19.7%	35.1%	35.5%	4.3%
Q10-4. Efforts by police to effectively deal with problems in your neighborhood	7.7%	22.3%	28.9%	23.8%	17.3%
Q10-5. Response time of police to emergency calls	5.9%	13.6%	20.5%	29.6%	30.3%
Q10-6. Response time of fire department to structure fires	17.6%	23.5%	9.4%	2.7%	46.8%
Q10-7. Response time of fire department to medical emergencies	21.2%	26.0%	10.0%	2.5%	40.4%
Q10-8. Fire prevention & education	8.0%	19.2%	17.1%	9.0%	46.6%
Q10-9. Prevention programs for youth (PALS, after-school programming, etc.)	5.7%	9.8%	12.3%	6.9%	65.2%
Q10-10. Mental health programs (programs that divert police & EMS calls for services)	4.2%	8.2%	13.1%	18.9%	55.7%
Q10-11. Quality of volunteer disaster response programs (Community Emergency Response Team)	5.5%	10.9%	11.6%	6.2%	65.8%

(WITHOUT "DON'T KNOW")**Q10. Public Safety Services. Please rate City Government performance in the following areas. (without "don't know")**

(N=2220)

	Excellent	Good	Fair	Poor
Q10-1. Visibility of police in commercial & retail areas	9.2%	31.3%	37.5%	22.0%
Q10-2. Traffic enforcement	6.8%	25.7%	33.5%	34.0%
Q10-3. Visibility of police in neighborhoods	5.7%	20.6%	36.7%	37.0%
Q10-4. Efforts by police to effectively deal with problems in your neighborhood	9.3%	27.0%	34.9%	28.8%
Q10-5. Response time of police to emergency calls	8.5%	19.6%	29.5%	42.5%
Q10-6. Response time of fire department to structure fires	33.1%	44.2%	17.6%	5.0%
Q10-7. Response time of fire department to medical emergencies	35.5%	43.6%	16.7%	4.2%
Q10-8. Fire prevention & education	15.0%	36.0%	32.1%	16.9%
Q10-9. Prevention programs for youth (PALS, after-school programming, etc.)	16.5%	28.2%	35.4%	19.9%
Q10-10. Mental health programs (programs that divert police & EMS calls for services)	9.6%	18.4%	29.5%	42.6%
Q10-11. Quality of volunteer disaster response programs (Community Emergency Response Team)	15.9%	32.0%	33.9%	18.2%

Q11. Which TWO of the public safety services listed in Question 10 do you think should be City Government top priorities?

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in commercial & retail areas	199	9.0 %
Traffic enforcement	206	9.3 %
Visibility of police in neighborhoods	358	16.1 %
Efforts by police to effectively deal with problems in your neighborhood	284	12.8 %
Response time of police to emergency calls	531	23.9 %
Response time of fire department to structure fires	50	2.3 %
Response time of fire department to medical emergencies	66	3.0 %
Fire prevention & education	35	1.6 %
Prevention programs for youth (PALS, after-school programming, etc.)	95	4.3 %
Mental health programs (programs that divert police & EMS calls for services)	300	13.5 %
Quality of volunteer disaster response programs (Community Emergency Response Team)	24	1.1 %
None chosen	72	3.2 %
Total	2220	100.0 %

Q11. Which TWO of the public safety services listed in Question 10 do you think should be City Government top priorities?

<u>Q11. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in commercial & retail areas	136	6.1 %
Traffic enforcement	184	8.3 %
Visibility of police in neighborhoods	330	14.9 %
Efforts by police to effectively deal with problems in your neighborhood	273	12.3 %
Response time of police to emergency calls	381	17.2 %
Response time of fire department to structure fires	104	4.7 %
Response time of fire department to medical emergencies	152	6.8 %
Fire prevention & education	32	1.4 %
Prevention programs for youth (PALS, after-school programming, etc.)	141	6.4 %
Mental health programs (programs that divert police & EMS calls for services)	331	14.9 %
Quality of volunteer disaster response programs (Community Emergency Response Team)	58	2.6 %
None chosen	98	4.4 %
Total	2220	100.0 %

(SUM OF TOP 2 RESPONSES)**Q11. Which TWO of the public safety services listed in Question 10 do you think should be the City Government top priorities? (top 2)**

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in commercial & retail areas	335	15.1 %
Traffic enforcement	390	17.6 %
Visibility of police in neighborhoods	688	31.0 %
Efforts by police to effectively deal with problems in your neighborhood	557	25.1 %
Response time of police to emergency calls	912	41.1 %
Response time of fire department to structure fires	154	6.9 %
Response time of fire department to medical emergencies	218	9.8 %
Fire prevention & education	67	3.0 %
Prevention programs for youth (PALS, after-school programming, etc.)	236	10.6 %
Mental health programs (programs that divert police & EMS calls for services)	631	28.4 %
Quality of volunteer disaster response programs (Community Emergency Response Team)	82	3.7 %
<u>None chosen</u>	<u>72</u>	<u>3.2 %</u>
Total	4342	

Q12. Parks and Recreation. Please rate City Government performance in the following areas.

(N=2220)

	Excellent	Good	Fair	Poor	Don't know
Q12-1. City parks (appearance, quality, amenities)	17.4%	46.6%	23.1%	6.0%	6.9%
Q12-2. Recreation programs or classes (classes offered, activities, resources)	10.6%	26.9%	20.0%	6.5%	35.9%
Q12-3. Range/variety of recreation programs & classes	9.4%	24.5%	19.4%	8.2%	38.5%
Q12-4. Recreation centers/facilities (appearance, quality, safety)	10.5%	33.6%	24.8%	7.0%	24.1%
Q12-5. Accessibility of parks (ease of access from home)	19.0%	44.5%	22.1%	6.5%	7.9%
Q12-6. Accessibility of recreation centers/facilities	14.4%	38.2%	20.0%	6.2%	21.3%
Q12-7. Appearance/maintenance of parks	15.0%	44.3%	25.4%	7.4%	7.9%
Q12-8. Appearance/maintenance of recreation centers/facilities	11.3%	37.3%	23.6%	5.5%	22.4%
Q12-9. Outdoor athletic facilities (soccer/ baseball fields, tennis courts)	10.2%	34.7%	21.5%	7.7%	25.9%
Q12-10. Walking trails in City (access, appearance, quality)	17.4%	39.6%	22.9%	7.6%	12.5%
Q12-11. Swimming facilities (access, appearance, quality)	6.3%	17.4%	15.4%	10.5%	50.5%
Q12-12. Ease of registering for City recreation programs/events	9.0%	21.7%	13.9%	6.5%	48.9%
Q12-13. City golf courses	7.8%	18.0%	10.8%	3.0%	60.4%

(WITHOUT "DON'T KNOW")**Q12. Parks and Recreation. Please rate City Government performance in the following areas. (without "don't know")**

(N=2220)

	Excellent	Good	Fair	Poor
Q12-1. City parks (appearance, quality, amenities)	18.7%	50.0%	24.8%	6.4%
Q12-2. Recreation programs or classes (classes offered, activities, resources)	16.6%	42.1%	31.2%	10.2%
Q12-3. Range/variety of recreation programs & classes	15.3%	39.8%	31.6%	13.4%
Q12-4. Recreation centers/facilities (appearance, quality, safety)	13.9%	44.3%	32.6%	9.2%
Q12-5. Accessibility of parks (ease of access from home)	20.6%	48.4%	24.0%	7.0%
Q12-6. Accessibility of recreation centers/facilities	18.3%	48.5%	25.4%	7.8%
Q12-7. Appearance/maintenance of parks	16.3%	48.1%	27.6%	8.0%
Q12-8. Appearance/maintenance of recreation centers/facilities	14.6%	48.0%	30.4%	7.1%
Q12-9. Outdoor athletic facilities (soccer/ baseball fields, tennis courts)	13.7%	46.8%	29.0%	10.4%
Q12-10. Walking trails in City (access, appearance, quality)	19.9%	45.3%	26.1%	8.7%
Q12-11. Swimming facilities (access, appearance, quality)	12.7%	35.1%	31.0%	21.2%
Q12-12. Ease of registering for City recreation programs/events	17.5%	42.5%	27.2%	12.8%
Q12-13. City golf courses	19.7%	45.5%	27.3%	7.5%

Q13. Which THREE of the Park and Recreation services listed in Question 12 do you think should be City Government top priorities?

Q13. Top choice	Number	Percent
City parks (appearance, quality, amenities)	753	33.9 %
Recreation programs or classes (classes offered, activities, resources)	215	9.7 %
Range/variety of recreation programs & classes	95	4.3 %
Recreation centers/facilities (appearance, quality, safety)	153	6.9 %
Accessibility of parks (ease of access from home)	147	6.6 %
Accessibility of recreation centers/facilities	58	2.6 %
Appearance/maintenance of parks	188	8.5 %
Appearance/maintenance of recreation centers/facilities	46	2.1 %
Outdoor athletic facilities (soccer/baseball fields, tennis courts)	47	2.1 %
Walking trails in City (access, appearance, quality)	213	9.6 %
Swimming facilities (access, appearance, quality)	64	2.9 %
Ease of registering for City recreation programs/events	49	2.2 %
City golf courses	25	1.1 %
None chosen	167	7.5 %
Total	2220	100.0 %

Q13. Which THREE of the Park and Recreation services listed in Question 12 do you think should be City Government top priorities?

Q13. 2nd choice	Number	Percent
City parks (appearance, quality, amenities)	286	12.9 %
Recreation programs or classes (classes offered, activities, resources)	202	9.1 %
Range/variety of recreation programs & classes	131	5.9 %
Recreation centers/facilities (appearance, quality, safety)	208	9.4 %
Accessibility of parks (ease of access from home)	196	8.8 %
Accessibility of recreation centers/facilities	92	4.1 %
Appearance/maintenance of parks	287	12.9 %
Appearance/maintenance of recreation centers/facilities	114	5.1 %
Outdoor athletic facilities (soccer/baseball fields, tennis courts)	84	3.8 %
Walking trails in City (access, appearance, quality)	280	12.6 %
Swimming facilities (access, appearance, quality)	59	2.7 %
Ease of registering for City recreation programs/events	68	3.1 %
City golf courses	23	1.0 %
None chosen	190	8.6 %
Total	2220	100.0 %

Q13. Which THREE of the Park and Recreation services listed in Question 12 do you think should be City Government top priorities?

Q13. 3rd choice	Number	Percent
City parks (appearance, quality, amenities)	230	10.4 %
Recreation programs or classes (classes offered, activities, resources)	167	7.5 %
Range/variety of recreation programs & classes	142	6.4 %
Recreation centers/facilities (appearance, quality, safety)	177	8.0 %
Accessibility of parks (ease of access from home)	141	6.4 %
Accessibility of recreation centers/facilities	109	4.9 %
Appearance/maintenance of parks	248	11.2 %
Appearance/maintenance of recreation centers/facilities	115	5.2 %
Outdoor athletic facilities (soccer/baseball fields, tennis courts)	101	4.5 %
Walking trails in City (access, appearance, quality)	323	14.5 %
Swimming facilities (access, appearance, quality)	75	3.4 %
Ease of registering for City recreation programs/events	84	3.8 %
City golf courses	48	2.2 %
None chosen	260	11.7 %
Total	2220	100.0 %

(SUM OF TOP 3 RESPONSES)

Q13. Which THREE of the Park and Recreation services listed in Question 12 do you think should be City Government top priorities? (top 3)

Q13. Top choice	Number	Percent
City parks (appearance, quality, amenities)	1269	57.2 %
Recreation programs or classes (classes offered, activities, resources)	584	26.3 %
Range/variety of recreation programs & classes	368	16.6 %
Recreation centers/facilities (appearance, quality, safety)	538	24.2 %
Accessibility of parks (ease of access from home)	484	21.8 %
Accessibility of recreation centers/facilities	259	11.7 %
Appearance/maintenance of parks	723	32.6 %
Appearance/maintenance of recreation centers/facilities	275	12.4 %
Outdoor athletic facilities (soccer/baseball fields, tennis courts)	232	10.5 %
Walking trails in City (access, appearance, quality)	816	36.8 %
Swimming facilities (access, appearance, quality)	198	8.9 %
Ease of registering for City recreation programs/events	201	9.1 %
City golf courses	96	4.3 %
None chosen	167	7.5 %
Total	6210	

Q14. Code Enforcement Services. Please rate City Government performance in following areas.

(N=2220)

	Excellent	Good	Fair	Poor	Don't know
Q14-1. Enforcement of multi-family building conditions	3.7%	13.5%	19.9%	17.3%	45.7%
Q14-2. Enforcement of mowing of weeds & high grass on private property	6.5%	20.9%	28.9%	17.4%	26.2%
Q14-3. Enforcement of blighted residential properties	4.1%	12.3%	24.4%	24.1%	35.0%
Q14-4. Enforcement of sign regulations	5.5%	17.1%	25.2%	16.8%	35.5%
Q14-5. City efforts to remove junk motor vehicles (inoperative) on private property	4.6%	13.2%	21.2%	24.5%	36.4%
Q14-6. Enforcement of bulk/brush trash violations	7.9%	23.2%	23.7%	17.9%	27.3%
Q14-7. Enforcement of litter on private property	4.9%	15.5%	22.2%	24.3%	33.2%
Q14-8. City efforts to survey & abate mosquitos carrying viruses	6.7%	21.2%	21.2%	16.3%	34.6%
Q14-9. Enforcement of food safety in restaurants	8.0%	25.6%	19.2%	8.5%	38.7%
Q14-10. Enforcement of yard parking regulations in your neighborhood	8.0%	20.3%	17.4%	18.7%	35.5%

(WITHOUT "DON'T KNOW")**Q14. Code Enforcement Services. Please rate City Government performance in following areas. (without "don't know")**

(N=2220)

	Excellent	Good	Fair	Poor
Q14-1. Enforcement of multi-family building conditions	6.8%	24.8%	36.6%	31.8%
Q14-2. Enforcement of mowing of weeds & high grass on private property	8.9%	28.4%	39.1%	23.6%
Q14-3. Enforcement of blighted residential properties	6.4%	18.9%	37.5%	37.2%
Q14-4. Enforcement of sign regulations	8.6%	26.4%	39.0%	26.0%
Q14-5. City efforts to remove junk motor vehicles (inoperative) on private property	7.3%	20.8%	33.3%	38.6%
Q14-6. Enforcement of bulk/brush trash violations	10.8%	31.9%	32.6%	24.6%
Q14-7. Enforcement of litter on private property	7.3%	23.1%	33.2%	36.4%
Q14-8. City efforts to survey & abate mosquitos carrying viruses	10.3%	32.4%	32.4%	24.9%
Q14-9. Enforcement of food safety in restaurants	13.1%	41.8%	31.3%	13.8%
Q14-10. Enforcement of yard parking regulations in your neighborhood	12.4%	31.5%	27.0%	29.0%

Q15. Which TWO of the code enforcement services listed in Question 14 do you think should be City Government top priorities?

Q15. Top choice	Number	Percent
Enforcement of multi-family building conditions	405	18.2 %
Enforcement of mowing of weeds & high grass on private property	180	8.1 %
Enforcement of blighted residential properties	296	13.3 %
Enforcement of sign regulations	72	3.2 %
City efforts to remove junk motor vehicles (inoperative) on private property	180	8.1 %
Enforcement of bulk/brush trash violations	128	5.8 %
Enforcement of litter on private property	124	5.6 %
City efforts to survey & abate mosquito carrying viruses	276	12.4 %
Enforcement of food safety in restaurants	311	14.0 %
Enforcement of yard parking regulations in your neighborhood	92	4.1 %
None chosen	156	7.0 %
Total	2220	100.0 %

Q15. Which TWO of the code enforcement services listed in Question 14 do you think should be City Government top priorities?

Q15. 2nd choice	Number	Percent
Enforcement of multi-family building conditions	234	10.5 %
Enforcement of mowing of weeds & high grass on private property	169	7.6 %
Enforcement of blighted residential properties	285	12.8 %
Enforcement of sign regulations	103	4.6 %
City efforts to remove junk motor vehicles (inoperative) on private property	192	8.6 %
Enforcement of bulk/brush trash violations	175	7.9 %
Enforcement of litter on private property	172	7.7 %
City efforts to survey & abate mosquito carrying viruses	280	12.6 %
Enforcement of food safety in restaurants	317	14.3 %
Enforcement of yard parking regulations in your neighborhood	105	4.7 %
None chosen	188	8.5 %
Total	2220	100.0 %

(SUM OF TOP 2 RESPONSES)

Q15. Which TWO of the code enforcement services listed in Question 14 do you think should be City Government top priorities? (top 2)

Q15. Top choice	Number	Percent
Enforcement of multi-family building conditions	639	28.8 %
Enforcement of mowing of weeds & high grass on private property	349	15.7 %
Enforcement of blighted residential properties	581	26.2 %
Enforcement of sign regulations	175	7.9 %
City efforts to remove junk motor vehicles (inoperative) on private property	372	16.8 %
Enforcement of bulk/brush trash violations	303	13.6 %
Enforcement of litter on private property	296	13.3 %
City efforts to survey & abate mosquito carrying viruses	556	25.0 %
Enforcement of food safety in restaurants	628	28.3 %
Enforcement of yard parking regulations in your neighborhood	197	8.9 %
None chosen	156	7.0 %
Total	4252	

Q16. Solid Waste Services. Please rate City Government performance in the following areas.

(N=2220)

	Excellent	Good	Fair	Poor	Don't know
Q16-1. Garbage collections	33.7%	41.8%	15.4%	3.5%	5.6%
Q16-2. Recycling	29.2%	36.9%	17.5%	7.8%	8.6%
Q16-3. Yard waste pick-up	23.6%	34.5%	17.3%	6.2%	18.4%
Q16-4. Bulk trash pick-up	27.6%	36.8%	17.8%	7.0%	10.9%
Q16-5. Household hazardous waste disposal	14.1%	20.3%	16.4%	11.3%	38.0%

(WITHOUT "DON'T KNOW")**Q16. Solid Waste Services. Please rate City Government performance in the following areas. (without "don't know")**

(N=2220)

	Excellent	Good	Fair	Poor
Q16-1. Garbage collections	35.7%	44.3%	16.3%	3.7%
Q16-2. Recycling	31.9%	40.4%	19.1%	8.6%
Q16-3. Yard waste pick-up	28.9%	42.2%	21.2%	7.6%
Q16-4. Bulk trash pick-up	30.9%	41.3%	20.0%	7.8%
Q16-5. Household hazardous waste disposal	22.8%	32.7%	26.4%	18.2%

Q17. Which TWO of the solid waste services listed in Question 16 do you think should be City Government top priorities?

Q17. Top choice	Number	Percent
Garbage collections	963	43.4 %
Recycling	380	17.1 %
Yard waste pick-up	117	5.3 %
Bulk trash pick-up	346	15.6 %
Household hazardous waste disposal	263	11.8 %
None chosen	151	6.8 %
Total	2220	100.0 %

Q17. Which TWO of the solid waste services listed in Question 16 do you think should be City Government top priorities?

Q17. 2nd choice	Number	Percent
Garbage collections	388	17.5 %
Recycling	529	23.8 %
Yard waste pick-up	214	9.6 %
Bulk trash pick-up	599	27.0 %
Household hazardous waste disposal	294	13.2 %
None chosen	196	8.8 %
Total	2220	100.0 %

(SUM OF TOP 2 RESPONSES)**Q17. Which TWO of the solid waste services listed in Question 16 do you think should be City Government top priorities? (top 2)**

Q17. Top choice	Number	Percent
Garbage collections	1351	60.9 %
Recycling	909	40.9 %
Yard waste pick-up	331	14.9 %
Bulk trash pick-up	945	42.6 %
Household hazardous waste disposal	557	25.1 %
None chosen	151	6.8 %
Total	4244	

Q18. Streets and Infrastructure/Mobility. Please rate City Government performance in the following areas.

(N=2220)

	Excellent	Good	Fair	Poor	Don't know
Q18-1. Maintenance & repair of thoroughfares & major streets	4.4%	19.9%	31.8%	39.8%	4.2%
Q18-2. Maintenance & repair of streets in your neighborhood	5.5%	20.9%	31.2%	39.0%	3.5%
Q18-3. Street striping	4.4%	20.6%	33.0%	29.1%	12.8%
Q18-4. Street cleaning	5.1%	20.8%	29.9%	32.2%	11.9%
Q18-5. Street lighting	7.3%	30.8%	36.5%	21.8%	3.6%
Q18-6. Traffic signs & signal operations	11.7%	40.0%	30.6%	13.2%	4.5%
Q18-7. Sidewalk maintenance	4.5%	17.5%	31.8%	39.6%	6.6%
Q18-8. Alley maintenance	2.8%	12.3%	26.1%	39.5%	19.3%
Q18-9. Curbs & gutters	5.1%	23.1%	34.5%	24.4%	12.9%
Q18-10. Bike lanes in City (shared, protected & multi-use)	6.5%	19.6%	23.1%	24.3%	26.5%

(WITHOUT "DON'T KNOW")**Q18. Streets and Infrastructure/Mobility. Please rate City Government performance in the following areas. (without "don't know")**

(N=2220)

	Excellent	Good	Fair	Poor
Q18-1. Maintenance & repair of thoroughfares & major streets	4.6%	20.7%	33.1%	41.5%
Q18-2. Maintenance & repair of streets in your neighborhood	5.6%	21.7%	32.3%	40.4%
Q18-3. Street striping	5.1%	23.7%	37.9%	33.4%
Q18-4. Street cleaning	5.8%	23.6%	34.0%	36.6%
Q18-5. Street lighting	7.6%	32.0%	37.9%	22.6%
Q18-6. Traffic signs & signal operations	12.3%	41.9%	32.1%	13.8%
Q18-7. Sidewalk maintenance	4.9%	18.7%	34.0%	42.4%
Q18-8. Alley maintenance	3.5%	15.2%	32.4%	49.0%
Q18-9. Curbs & gutters	5.9%	26.5%	39.6%	28.0%
Q18-10. Bike lanes in City (shared, protected & multi-use)	8.8%	26.7%	31.4%	33.0%

Q19. Which TWO of the street and infrastructure services in Question 18 do you think should be City Government top priorities?

Q19. Top choice	Number	Percent
Maintenance & repair of thoroughfares & major streets	956	43.1 %
Maintenance & repair of streets in your neighborhood	478	21.5 %
Street striping	58	2.6 %
Street cleaning	76	3.4 %
Street lighting	129	5.8 %
Traffic signs & signal operations	79	3.6 %
Sidewalk maintenance	141	6.4 %
Alley maintenance	73	3.3 %
Curbs & gutters	22	1.0 %
Bike lanes in City (shared, protected & multi-use)	98	4.4 %
None chosen	110	5.0 %
Total	2220	100.0 %

Q19. Which TWO of the street and infrastructure services in Question 18 do you think should be City Government top priorities?

<u>Q19. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance & repair of thoroughfares & major streets	370	16.7 %
Maintenance & repair of streets in your neighborhood	601	27.1 %
Street striping	121	5.5 %
Street cleaning	118	5.3 %
Street lighting	171	7.7 %
Traffic signs & signal operations	208	9.4 %
Sidewalk maintenance	227	10.2 %
Alley maintenance	91	4.1 %
Curbs & gutters	39	1.8 %
Bike lanes in City (shared, protected & multi-use)	129	5.8 %
None chosen	145	6.5 %
Total	2220	100.0 %

(SUM OF TOP 2 RESPONSES)

Q19. Which TWO of the street and infrastructure services in Question 18 do you think should be City Government top priorities? (top 2)

<u>Q19. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance & repair of thoroughfares & major streets	1326	59.7 %
Maintenance & repair of streets in your neighborhood	1079	48.6 %
Street striping	179	8.1 %
Street cleaning	194	8.7 %
Street lighting	300	13.5 %
Traffic signs & signal operations	287	12.9 %
Sidewalk maintenance	368	16.6 %
Alley maintenance	164	7.4 %
Curbs & gutters	61	2.7 %
Bike lanes in City (shared, protected & multi-use)	227	10.2 %
None chosen	110	5.0 %
Total	4295	

Q20. Other City Services/Facilities. Please rate City Government performance in the following areas.

(N=2220)

	Excellent	Good	Fair	Poor	Don't know
Q20-1. Services to seniors	4.4%	15.8%	17.3%	10.9%	51.5%
Q20-2. Services to youth	5.2%	16.0%	17.3%	8.7%	52.8%
Q20-3. Services to underserved communities, including populations who face barriers such as low income, lower levels of education, limited English proficiency, & mental or physical disabilities	5.0%	10.7%	17.2%	21.5%	45.6%
Q20-4. Services to unhoused residents	3.6%	9.5%	16.9%	34.7%	35.3%
Q20-5. Housing services programs (home repair, loan assistance, neighborhood grants, etc.)	3.2%	8.8%	16.3%	20.4%	51.4%
Q20-6. Variety of arts & cultural programs	18.2%	35.2%	21.3%	5.8%	19.5%
Q20-7. Appearance/maintenance of arts & cultural centers/facilities	16.9%	38.1%	19.3%	4.9%	20.8%
Q20-8. Accessibility of arts & cultural centers/facilities	16.5%	36.4%	19.5%	6.7%	20.8%
Q20-9. Variety of library materials	21.4%	33.3%	15.3%	5.1%	24.9%
Q20-10. Appearance/maintenance of libraries/facilities	20.1%	39.0%	17.0%	5.6%	18.3%
Q20-11. Accessibility of City facilities/ services for all persons	12.3%	32.6%	21.6%	6.3%	27.3%
Q20-12. Services that seek to address racial & ethnic disparities	7.1%	13.2%	16.4%	14.8%	48.5%

(WITHOUT "DON'T KNOW")**Q20. Other City Services/Facilities. Please rate City Government performance in the following areas.**
(without "don't know")

(N=2220)

	Excellent	Good	Fair	Poor
Q20-1. Services to seniors	9.0%	32.6%	35.8%	22.6%
Q20-2. Services to youth	11.0%	34.0%	36.5%	18.5%
Q20-3. Services to underserved communities, including populations who face barriers such as low income, lower levels of education, limited English proficiency, & mental or physical disabilities	9.2%	19.6%	31.6%	39.5%
Q20-4. Services to unhoused residents	5.5%	14.7%	26.2%	53.7%
Q20-5. Housing services programs (home repair, loan assistance, neighborhood grants, etc.)	6.5%	18.2%	33.5%	41.9%
Q20-6. Variety of arts & cultural programs	22.6%	43.7%	26.4%	7.2%
Q20-7. Appearance/maintenance of arts & cultural centers/facilities	21.3%	48.1%	24.4%	6.2%
Q20-8. Accessibility of arts & cultural centers/facilities	20.8%	46.0%	24.7%	8.5%
Q20-9. Variety of library materials	28.5%	44.3%	20.4%	6.8%
Q20-10. Appearance/maintenance of libraries/facilities	24.6%	47.7%	20.8%	6.9%
Q20-11. Accessibility of City facilities/services for all persons	16.9%	44.8%	29.7%	8.6%
Q20-12. Services that seek to address racial & ethnic disparities	13.7%	25.6%	31.9%	28.7%

Q21. Customer Service. Have you had any in-person or phone contact with an employee of City Government within the last 12 months (including police, receptionists, librarians, or any others)?

Q21. Have you had any in-person or phone contact with an employee of City Government within last 12 months

	Number	Percent
Yes	1261	56.8 %
No	959	43.2 %
Total	2220	100.0 %

Q21a. Please rate the performance of City Government employees who helped you the last time you contacted the City in the following areas.

(N=1261)

	Excellent	Good	Fair	Poor	Don't know
Q21a-1. Knowledge	36.4%	39.1%	15.8%	8.3%	0.4%
Q21a-2. Responsiveness	34.0%	35.8%	17.8%	11.7%	0.8%
Q21a-3. Courtesy	42.3%	35.6%	15.1%	6.1%	0.9%
Q21a-4. Overall	36.4%	37.0%	18.5%	7.8%	0.4%

(WITHOUT "DON'T KNOW")

Q21a. Please rate the performance of City Government employees who helped you the last time you contacted the City in the following areas. (without "don't know")

(N=1261)

	Excellent	Good	Fair	Poor
Q21a-1. Knowledge	36.5%	39.3%	15.8%	8.4%
Q21a-2. Responsiveness	34.3%	36.1%	17.9%	11.8%
Q21a-3. Courtesy	42.6%	35.9%	15.3%	6.2%
Q21a-4. Overall	36.5%	37.1%	18.6%	7.8%

Q22. Communication. Please rate City Government performance in the following areas.

(N=2220)

	Excellent	Good	Fair	Poor	Don't know
Q22-1. Availability of information about City Government programs & services	8.4%	27.4%	29.7%	16.4%	18.2%
Q22-2. Overall usefulness of City Government website	8.5%	29.1%	31.0%	12.3%	19.1%
Q22-3. Opportunity to engage/provide input into decisions made by City Government	7.1%	18.1%	27.1%	24.5%	23.2%
Q22-4. Quality of City video programming including City television channel & web streaming	5.5%	15.5%	15.1%	10.0%	54.0%
Q22-5. City Government use of social media	5.5%	18.8%	22.2%	11.4%	42.1%

(WITHOUT "DON'T KNOW")**Q22. Communication. Please rate City Government performance in the following areas. (without "don't know")**

(N=2220)

	Excellent	Good	Fair	Poor
Q22-1. Availability of information about City Government programs & services	10.2%	33.5%	36.3%	20.0%
Q22-2. Overall usefulness of City Government website	10.5%	35.9%	38.3%	15.3%
Q22-3. Opportunity to engage/provide input into decisions made by City Government	9.2%	23.5%	35.3%	31.9%
Q22-4. Quality of City video programming including City television channel & web streaming	11.9%	33.7%	32.8%	21.6%
Q22-5. City Government use of social media	9.5%	32.5%	38.3%	19.8%

Q23. Which TWO of the communication services listed in Question 22 do you think should be City Government top priorities?

Q23. Top choice	Number	Percent
Availability of information about City Government programs & services	804	36.2 %
Overall usefulness of City Government website	462	20.8 %
Opportunity to engage/provide input into decisions made by City Government	524	23.6 %
Quality of City video programming including City television channel & web streaming	84	3.8 %
City Government use of social media	156	7.0 %
None chosen	190	8.6 %
Total	2220	100.0 %

Q23. Which TWO of the communication services listed in Question 22 do you think should be City Government top priorities?

Q23. 2nd choice	Number	Percent
Availability of information about City Government programs & services	594	26.8 %
Overall usefulness of City Government website	426	19.2 %
Opportunity to engage/provide input into decisions made by City Government	630	28.4 %
Quality of City video programming including City television channel & web streaming	115	5.2 %
City Government use of social media	200	9.0 %
None chosen	255	11.5 %
Total	2220	100.0 %

(SUM OF TOP 2 RESPONSES)**Q23. Which TWO of the communication services listed in Question 22 do you think should be City Government top priorities? (top 2)**

Q23. Top choice	Number	Percent
Availability of information about City Government programs & services	1398	63.0 %
Overall usefulness of City Government website	888	40.0 %
Opportunity to engage/provide input into decisions made by City Government	1154	52.0 %
Quality of City video programming including City television channel & web streaming	199	9.0 %
City Government use of social media	356	16.0 %
None chosen	190	8.6 %
Total	4185	

Q24. Which are your top 2 preferred methods of receiving information from City Government?

Q24. Top choice	Number	Percent
City website	664	29.9 %
Text messages to mobile	490	22.1 %
Channel 16 (TV or web)	57	2.6 %
Social media (e.g., X/Facebook/Nextdoor)	366	16.5 %
Email notification/releases	531	23.9 %
None chosen	112	5.0 %
Total	2220	100.0 %

Q24. Which are your top 2 preferred methods of receiving information from City Government?

Q24. 2nd choice	Number	Percent
City website	413	18.6 %
Text messages to mobile	390	17.6 %
Channel 16 (TV or web)	98	4.4 %
Social media (e.g., X/Facebook/Nextdoor)	506	22.8 %
Email notification/releases	633	28.5 %
None chosen	180	8.1 %
Total	2220	100.0 %

(SUM OF TOP 2 RESPONSES)**Q24. Which are your top 2 preferred methods of receiving information from City Government? (top 2)**

Q24. Top choice	Number	Percent
City website	1077	48.5 %
Text messages to mobile	880	39.6 %
Channel 16 (TV or web)	155	7.0 %
Social media (e.g., X/Facebook/Nextdoor)	872	39.3 %
Email notification/releases	1164	52.4 %
None chosen	112	5.0 %
Total	4260	

Q25. How have you watched Channel 16 or other video content from City Government in the last year?

Q25. How have you watched Channel 16 or other video
content from City Government in last year

	Number	Percent
Watched Channel 16 on TV	192	8.6 %
Watched live stream of Channel 16 online	191	8.6 %
Watched videos posted on social media	414	18.6 %
None of these	1504	67.7 %
Total	2301	

(WITHOUT "NONE OF THESE")**Q25. How have you watched Channel 16 or other video content from City Government in the last year?
(without "none of these")**

Q25. How have you watched Channel 16 or other video
content from City Government in last year

	Number	Percent
Watched videos posted on social media	360	50.3 %
Watched live stream of Channel 16 online	169	23.6 %
Watched Channel 16 on TV	150	20.9 %
Total	679	

Q26. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements.

(N=2220)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q26-1. I receive good value for property taxes & fees I pay for City Government services	4.5%	17.5%	26.8%	20.2%	17.6%	13.5%
Q26-2. I am pleased with overall direction that City Government is taking	4.3%	19.2%	30.9%	21.9%	14.0%	9.7%
Q26-3. City of Dallas Government welcomes resident involvement	6.0%	22.7%	27.9%	18.4%	9.7%	15.3%
Q26-4. City of Dallas Government listens to a diverse range of people	5.9%	20.5%	23.8%	18.5%	10.8%	20.5%
Q26-5. Employees at City of Dallas Government are ethical in the way they conduct City business	6.2%	22.4%	29.2%	12.6%	6.9%	22.7%
Q26-6. Government leaders at City of Dallas are ethical in the way they conduct business	5.0%	18.3%	28.6%	17.1%	10.5%	20.6%
Q26-7. I am pleased with direction City Government is taking to address racial & ethnic disparities	5.8%	15.6%	27.6%	17.2%	9.4%	24.5%

(WITHOUT "DON'T KNOW")

Q26. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements. (without "don't know")

(N=2220)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q26-1. I receive good value for property taxes & fees I pay for City Government services	5.2%	20.2%	31.0%	23.3%	20.3%
Q26-2. I am pleased with overall direction that City Government is taking	4.7%	21.3%	34.2%	24.3%	15.5%
Q26-3. City of Dallas Government welcomes resident involvement	7.1%	26.8%	33.0%	21.7%	11.5%
Q26-4. City of Dallas Government listens to a diverse range of people	7.5%	25.7%	30.0%	23.3%	13.5%
Q26-5. Employees at City of Dallas Government are ethical in the way they conduct City business	8.0%	29.0%	37.8%	16.3%	8.9%
Q26-6. Government leaders at City of Dallas are ethical in the way they conduct business	6.2%	23.0%	36.1%	21.5%	13.2%
Q26-7. I am pleased with direction City Government is taking to address racial & ethnic disparities	7.7%	20.6%	36.5%	22.7%	12.5%

Q27. How many years have you lived in Dallas?

<u>Q27. How many years have you lived in Dallas</u>	<u>Number</u>	<u>Percent</u>
0-5	307	13.8 %
6-10	226	10.2 %
11-15	204	9.2 %
16-20	176	7.9 %
21-30	358	16.1 %
31+	923	41.6 %
Not provided	26	1.2 %
Total	2220	100.0 %

(WITHOUT "NOT PROVIDED")**Q27. How many years have you lived in Dallas? (without "not provided")**

<u>Q27. How many years have you lived in Dallas</u>	<u>Number</u>	<u>Percent</u>
0-5	307	14.0 %
6-10	226	10.3 %
11-15	204	9.3 %
16-20	176	8.0 %
21-30	358	16.3 %
31+	923	42.1 %
Total	2194	100.0 %

Q28. What is your age?

<u>Q28. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	446	20.1 %
35-44	459	20.7 %
45-54	449	20.2 %
55-64	426	19.2 %
65+	406	18.3 %
Not provided	34	1.5 %
Total	2220	100.0 %

(WITHOUT "NOT PROVIDED")**Q28. What is your age? (without "not provided")**

<u>Q28. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	446	20.4 %
35-44	459	21.0 %
45-54	449	20.5 %
55-64	426	19.5 %
65+	406	18.6 %
Total	2186	100.0 %

Q29. What is your gender?

Q29. Your gender	Number	Percent
Male	1091	49.1 %
Female	1091	49.1 %
Self-identified	13	0.6 %
Not provided	25	1.1 %
Total	2220	100.0 %

(WITHOUT "NOT PROVIDED")**Q29. What is your gender? (without "not provided")**

Q29. Your gender	Number	Percent
Male	1091	49.7 %
Female	1091	49.7 %
Self-identified	13	0.6 %
Total	2195	100.0 %

Q30. Are you of Hispanic, Latino, or Spanish origin?

Q30. Are you of Hispanic, Latino, or Spanish origin	Number	Percent
Yes	922	41.5 %
No	1283	57.8 %
Not provided	15	0.7 %
Total	2220	100.0 %

(WITHOUT "NOT PROVIDED")**Q30. Are you of Hispanic, Latino, or Spanish origin? (without "not provided")**

Q30. Are you of Hispanic, Latino, or Spanish origin	Number	Percent
Yes	922	41.8 %
No	1283	58.2 %
Total	2205	100.0 %

Q31. Which of the following best describes your race?

Q31. Your race	Number	Percent
Asian or Asian Indian	85	3.8 %
Black or African American	530	23.9 %
American Indian or Alaska Native	18	0.8 %
White or Caucasian, not Hispanic	939	42.3 %
Native Hawaiian or other Pacific Islander	2	0.1 %
Other	296	13.3 %
Total	1870	

Q31-6. Self-describe your race:

<u>Q31-6. Self-describe your race</u>	<u>Number</u>	<u>Percent</u>
Hispanic/Latino	207	91.6 %
Middle Eastern	4	1.8 %
Puerto Rican	2	0.9 %
Multi-racial	2	0.9 %
Middle Eastern/Arab	1	0.4 %
Cajun	1	0.4 %
Iranian	1	0.4 %
Mixed	1	0.4 %
European	1	0.4 %
German, Hispanic, Chrokee	1	0.4 %
Bi-racial	1	0.4 %
Eastern European	1	0.4 %
Native Puerto Rican, Caucasian, Black	1	0.4 %
Jewish	1	0.4 %
Spanish/Polish	1	0.4 %
Total	226	100.0 %

Q32. Including yourself, how many people in your household are...

	<u>Mean</u>	<u>Sum</u>
number	2.4	5264
Under age 12	0.3	599
Ages 12-17	0.2	400
Ages 18-34	0.5	1030
Ages 35-49	0.5	1151
Ages 50-64	0.5	1193
Ages 65+	0.4	891

Q33. What is the primary language spoken in your home?

<u>Q33. Primary language spoken in your home</u>	<u>Number</u>	<u>Percent</u>
English	2003	90.2 %
Spanish	173	7.8 %
French	2	0.1 %
Arabic	1	0.0 %
Korean	2	0.1 %
Chinese	1	0.0 %
Vietnamese	1	0.0 %
Other	13	0.6 %
Not provided	24	1.1 %
Total	2220	100.0 %

(WITHOUT "NOT PROVIDED")**Q33. What is the primary language spoken in your home? (without "not provided")**

Q33. Primary language spoken in your home	Number	Percent
English	2003	91.2 %
Spanish	173	7.9 %
French	2	0.1 %
Arabic	1	0.0 %
Korean	2	0.1 %
Chinese	1	0.0 %
Vietnamese	1	0.0 %
Other	13	0.6 %
Total	2196	100.0 %

Q33-8. Other primary language:

Q33-8. Other	Number	Percent
Russian	2	15.4 %
Urdu	2	15.4 %
Turkish	2	15.4 %
Telugu	1	7.7 %
Romanian	1	7.7 %
Nepali	1	7.7 %
Lgbo	1	7.7 %
Cajun French	1	7.7 %
Hindi	1	7.7 %
Portuguese	1	7.7 %
Total	13	100.0 %

Q34. What is your total annual household income?

Q34. Your total annual household income	Number	Percent
Less than \$24,999	324	14.6 %
\$25K-\$49,999	366	16.5 %
\$50K-\$74,999	365	16.4 %
\$75K-\$99,999	406	18.3 %
\$100K+	537	24.2 %
Not provided	222	10.0 %
Total	2220	100.0 %

(WITHOUT "NOT PROVIDED")**Q34. What is your total annual household income? (without "not provided")**

Q34. Your total annual household income	Number	Percent
Less than \$24,999	324	16.2 %
\$25K-\$49,999	366	18.3 %
\$50K-\$74,999	365	18.3 %
\$75K-\$99,999	406	20.3 %
\$100K+	537	26.9 %
Total	1998	100.0 %

Q35. Do you own or rent your home?

Q35. Do you own or rent your home	Number	Percent
Own	1230	55.4 %
Rent (or occupy without paying)	932	42.0 %
Not provided	58	2.6 %
Total	2220	100.0 %

(WITHOUT "NOT PROVIDED")**Q35. Do you own or rent your home? (without "not provided")**

Q35. Do you own or rent your home	Number	Percent
Own	1230	56.9 %
Rent (or occupy without paying)	932	43.1 %
Total	2162	100.0 %

Q36. Are you or is anyone in your household disabled?

Q36. Are you or is anyone in your household disabled	Number	Percent
Yes	378	17.0 %
No	1764	79.5 %
Not provided	78	3.5 %
Total	2220	100.0 %

(WITHOUT "NOT PROVIDED")**Q36. Are you or is anyone in your household disabled? (without "not provided")**

Q36. Are you or is anyone in your household disabled	Number	Percent
Yes	378	17.6 %
No	1764	82.4 %
Total	2142	100.0 %

Q37. Are you or is anyone in your household a member of the LGBTQ+ community?

Q37. Are you or is anyone in your household a member of LGBTQ+ community	Number	Percent
Yes	239	10.8 %
No	1839	82.8 %
Not provided	142	6.4 %
Total	2220	100.0 %

(WITHOUT "NOT PROVIDED")**Q37. Are you or is anyone in your household a member of the LGBTQ+ community? (without "not provided")**

Q37. Are you or is anyone in your household a member of LGBTQ+ community	Number	Percent
Yes	239	11.5 %
No	1839	88.5 %
Total	2078	100.0 %

Q38. Which of the following best describes your employment status?

<u>Q38. Your employment status</u>	<u>Number</u>	<u>Percent</u>
Employed full-time	1210	54.5 %
Employed part-time	149	6.7 %
Unemployed/looking for work	115	5.2 %
Business owned/self-employed	196	8.8 %
Retired & not employed	433	19.5 %
Student	24	1.1 %
Not provided	93	4.2 %
Total	2220	100.0 %

(WITHOUT "NOT PROVIDED")**Q38. Which of the following best describes your employment status? (without "not provided")**

<u>Q38. Your employment status</u>	<u>Number</u>	<u>Percent</u>
Employed full-time	1210	56.9 %
Employed part-time	149	7.0 %
Unemployed/looking for work	115	5.4 %
Business owned/self-employed	196	9.2 %
Retired & not employed	433	20.4 %
Student	24	1.1 %
Total	2127	100.0 %



Open-Ended Responses

Open-Ended Question Responses

Q5-14—“Other”: Problems in the City

- Access for disabled: for example, when walking on the Margaret Hunt Hill (Calatrava) bridge, it was designed so that unless you can step really high and have good balance, you can only get up on the area along the rail to look over the Trinity at each end of the bridge. So you have to walk back the same way you came or go all the way to the other end to get back from the other side. I had my first ambulance rides recently and they were so rough I can't imagine that someone with a heart attack or a traumatic injury could survive! There are lots of areas with broken, damaged or no pavement. Parking is often difficult for a variety of reasons like too narrow spaces (have to open my door all the way), handicap spaces oddly placed or abused, and not being available (once tried to park downtown for a Sunday all afternoon event and found all metered spaces in a very wide range restricted to two hours or less). I used to like to go to city hall until I discovered that the short term meters in the back were consistently damaged and you had to walk even further from the back lot all around the building to get in. I could go on, but you get the idea.
- Building expensive and not affordable apts. and to many people moving here and the infrastructure is not in place to handle it. Traffic is terrible at all hours of the night because of this. Quality of life is compromised when these things are not in place. Paying taxes for so long and not seeing where they go is frustrating and then being asked to accept more people in less space.
- Daily gun fire
- Dallas used to be a more conservative place to live and now it is moving more and more toward radicalism like Austin and Houston.
- Gentrification is a major problem. Preservation of neighborhoods from over development is a major problem. Public transportation is a major problem because we don't have a reliable system that provides easy access to areas of Dallas. Example: the street car that goes from downtown to Bishop Arts could easily continue further south to connect to the dart rail system between Tyler Station and the Dallas Zoo. There's too much emphasis on parking, highways, and roads. We need infrastructure that will allow our community to be less dependent on our personal vehicles and more dependent on public transportation, bike lanes, and walkability.
- High costs of water bill for items other than water
- ignoring residents needs
- Inflated land values without support to artificially increase tax base and random gunfire ALL the time
- Jobs, how does one get one, equitably? The good ol boy system here is debilitating. Degreed professional with experience and working bits jobs for years. Who you know over what you know is far worse than the fear of DEI. DO BETTER DALLAS.
- Main concerns before housing, community, etc. are Police and Fire support, the unseen infrastructure (roads, water, etc.. forget about the feel good issues until you support our basic infrastructure.
- Politicians out of touch with the real community. Results in millions of dollars wasted on absurd projects.

- There are no green spaces in Dallas. This city sucks man. I'm a Texan raised in Houston who has also lived in Austin, Nashville and LA, and Dallas is by far the worst city I have lived in. There is no sense of community because you can't build a fucking community. The streets are terrible. You can't walk to anything because there either aren't sidewalks, or the crosswalks were never installed, or it's too far away. The rail system is abysmal so you're forced to drive everywhere and because EVERYONE is forced to drive everywhere, traffic is terrible so you just keep building more lanes as if that will fix the problem. We need way more mass transit and areas that are closed to cars to promote walking areas that are city centers that become a hub of community. Turn all the empty parking lots and buildings in downtown into housing and create more walkable areas. This is what people want! Car culture is the absolute worst and Dallas would be so much better if we would abandon it and improve mass public transit and build more green spaces.
- Traffic
- Zoning rules restricting housing development. Lack of walking/biking infrastructure. Sprawl.
- Allowing property developers to go unchecked. Profits before thinking of community impact. Tearing down the old and building new has also always been a Dallas problem.
- Car dependency and sprawling development
- City can't recruit businesses - they all go to the burbs. City council is full of crooks. This city is in debt, but we'll pay \$6,000,000 to count trees. WTF Dallas. Get your act together.
- City is growing rapidly fast along with more infrastructure projects being developed which leads to more pollution and less affordable housing options.
- Feeling like I am taken care of by the city at all. The roads are horrible, and shoddy construction and poor planning often makes it worse. The cutting that is allowed for commerce but then we have to deal with the consequences for decades. Commerce over residents in EVERYTHING. I don't feel I can call the police or request help in any aspect of life. My son fell in a storm drain. I reported. They came, looked, just left. Then a neighbor fell in. They just don't care. Our neighbors are being destroyed by developers who do cheap work without any look to the future well being of the neighborhood. No preservation. Nobody cares. The schools have been GREAT if you know how to work the system. But as soon as my kid graduates, I'm gone.
- High carbon lifestyles caused by auto dependence and low density
- I have lived in Dallas county and the city since 1974. This is a municipality that has a corrupt leadership and the city services are pathetic as to what they are even willing to talk about in regards to the city's liable and responsible duties. Our police department is overwhelmed and they have no serve of us and all serve themselves. This will never change and we are all complicit in the actions of our city employees who are mostly sub-par at best Our elected officials are not in the best interest of due diligence to serve their constituents rather than themselves. Matt Land. 214-996-4401
- I live in the East Dallas area, I-30/Dolphin Rd. I currently live in the house my parents bought and I grew up in. This area has always been lacking adequate resources such as; shopping, grocery stores, fast food etc.. We are also in the need of updating sidewalks and alleys. We have owned this house for 50+ years and the sidewalk in front of my house has never been repaired. It is very easy for someone who is walking to fall because of the severe cracks and unlevel surface. The alleys have overgrown trees, grass and bushes. I would really love to see more economic growth in this area.

- I wish there was better advertising for community activities that are free and engage people of all economic groups.
- Lack of clean area and upkeep of street and property. Broken disrepair things all around.
- Lack of sidewalks, cross walks and pedestrian crossing devices make the city dangerous to walk in.
- Minority low income communities do not get the same level of city, state or educational services as the higher income communities do. Our calls are often ignored. Code does not enforce or assist with much. No police patrol when needed. Postal service is poor and outdated. Roads and sidewalks are terrible especially in pleasant grove. The homeless are coming from entire country and either on chronic drugs or have serious mental health issues everywhere in the city, ohs is not enough alone to fix that issue. Also from what I hear there's increase a lot reports of child abuse and neglect in our city that is overlooked both in school district and reported to police. Smh
- Not owning a car is a major problems, public transit system is not so good here.
- Pedestrian safety
- public transit infrastructure
- Roads roads, roads. My street has been under construction for 5 month's. Bradford. No workers for 3 months until today.
- The public transit system seems to avoid stopping at any place that had employment, food sources, housing or entertainment. The rail system in particular is basically a lawless mobile traphouse complete with open drug use, prostitution and violence. Please stop asking passengers to photograph and text crimes in progress.
- We heard high caliber shooting during the night
- Code enforcement does not do its job. I live in the Southwest area and I rarely if ever see them in our neighborhood. Weeds grow tall on the tracks behind our house, in the park in our neighborhood, litter is high including but not limited to junked, wrecked cars that are sitting in residents yards. Part of our neighborhood streets were resurfaced... the front part.. but not the back half of neighborhood and there are major pot holes in the streets. There is shooting almost every night in neighborhood close to us. Loud music from party houses.. and our car was vandalized right after one v f these parties that was just 3 doors down from us. Have zoning laws changed? Used to be commercial and residential were not built together.. residential neighborhoods zoned for single family dwelling with modest homes to accommodate that, now have homes that clearly house multi family. Did the zoning laws change?
- DALLAS MAVERICKS NEW OWNERS
- HARRASS TO SELL OUR HOMES AND SOLICITATION
- Housing cost
- Minium wage ratio to housing is not comparable.
- Need a Dallas Log/O/Fun
- Need more police officers, fire fighters and medical personnel. City is growing to fast and not enough to care for the growing population.
- No senior citizens help with housing, home improvement, disabled care.
- Access to better grocery stores and restaurants
- Affordability

- Calls for police and neighborhood
- NEED BETTER ACCESS TO EDUCATION
- Poor economic development in the Southern Sector; where are all the good grocery stores?
- poor gov enforcement
- Public safety
- Widespread incompetence with city management incapable of completing projects on time and on budget. Molasses in the winter moves faster than city staff.
- Acceptance as a contributing member of the community
- Emergency response
- Noise
- Police response time, guns being fired all the time, lack of resources for low-income
- Police, specifically, have a much better reputation for being fair for the most part. (Some will disagree, so I just to say "most"). I don't know anyone personally that has had an unfair interaction with an officer in Dallas.
- road construction in the right lanes all over Dallas
- Ability yo find a community you feel comfortable with and the diversity of people
- Litter and city parks
- The population in Dallas is horrible
- Traffic
- Access to guns and resulting gun violence.
- Area needs cleaning up
- cars parking at houses
- Competent city staff
- Great place to belong
- Gun laws
- Gun shots
- Illegal immigrants
- Most moderately affordable areas are car-dependent. Changing this will take years and as a retiree I have a limited number of those in which I can depend on my own driving. Some areas lack sidewalks and many lack good sidewalks. Bus and train service remains spotty.
- Other races
- Piss poor city leadership
- Police response time.
- Property Taxes on the retired, the poor, the infirm.
- What about the high prices of gas and electricity keep going up and up!!
- Car theft
- Dallas has grown exponentially yet we have an animal shelter the same size it was 20 years ago forcing Dallas Animal Services to have euthanize healthy dogs for space this needs to change especially with increasing number of dogs being dumped. Would love for city council and mayor to fix this come volunteer foster to adopt stop letting people charge outrageous non refundable pet deposits and fees. DALLAS CAN DO BETTER FOR HELPLESS ANIMALS
- Street cleaning, Areas where street lights are badly needed
- Affordable childcare and health care

- bad city services, code enforcement members are bad all they want to do is write tickets which becomes a waste of citizens time need to work with community not against them . council members should come out and walk or drive there district every few months and engage with neighbors to see what is going on drug houses homeless noise bad streets etc.
- Car safety/high rate of car accidents/road rage/drivers with guns
- City budget deficit and Dallas' poor financial ranking. Lack of sufficient police.
- Downtown is a disaster! It's a trash covered, rundown, piss covered mess! It stinks like rotten trash and urine.
- Electric bikes and scooters are safety issue at White Rock Lake as are speeding cars
- Equitable access to quality education for all students - not just those who can get into private or magnet schools and get transportation to those schools everyday.
- Gentrification of older neighborhoods. Poor zoning ordinances allow offensive oversized houses in neighborhoods of small homes. Loss of trees and overall quality of life. Too many dogs are killed everyday at Dallas Animal Services. Not enough education about and enforcement of Spay/Neuter laws. Too many aggressive drivers, not enough police enforcement of red light and reckless driving laws.
- Gunfire, also the difference between the "have" areas and the others is to great. Street quality, police service, sidewalk condition, schools, available grocery options etc. Far East Dallas, South Dallas, much of West Dallas Oak Cliff, etc. need more attention. Shouldn't have to live in a million dollar home to send your kids to a good school. Thank you
- I-30 is a NIGHTMARE ! All highways are too congested. Chronic problems with power outages after storms.
- ignorant and slow city officials
- Loud modified cars and motorcycles on Shiloh Road between Ferguson and NW Hwy. the above have many Senior Citizens who are kept awake by noisy vehicles that race up and down Shiloh . Jay Durkin
- Mismanagement of the police and fire pension fund has created a situation where 50% of all revenues are earmarked for emergency services funding. This severely restricts the amount of money available for ALL other city services. We are actively soliciting new businesses and residents but are allocating far too little to non-emergency services spending to provide an acceptable level of services for the city going forward
- more police
- Parks maintenance. Replacing trees lost to age.
- Police response rate to safety incidents
- potholes
- Property taxes are through the roof and unreasonable! When you raise the price of my dirt 35k in one year it's like I was just screwed by the city! How do you go and argue the value of your dirt?
- Road conditions and traffic speed. No enforcement on speed on highways
- Road quality.
- Support to education, libraries and rec centers
- Traffic, speeding and street conditions. Lack of sidewalks and bike lanes.

- Why do retirees pay school tax? Lack of police presence and support. Road maintenance in east Dallas is lacking. Why do Dallas county public schools lower academic performance scores as opposed to surrounding counties?
- Zoning issues, esp. in/around single-family neighborhoods. Lack of people following traffic laws (speeding and running red lights)
- Abundance of trash on the highways!! Has become a hazard
- Allowing short term rentals (air-bnb, etc.) in single family residential neighborhoods, Big, Big, Big problem!!!!
- Electric line, electric poles and signage pollution (old dangling wires and old signs) that need to come down
- Lack of rail/trains to entertainment, and sporting venues
- Not enough public transportation infrastructure, issues with food deserts (not enough access to affordable groceries), and not enough support for people experiencing homelessness (the homelessness rate and solicitation/panhandling would be less of a problem if the city would take a more proactive approach to providing shelter and resources to help people get back on their feet, rather than sending in police to bust up encampments and harass homeless people!!!! I am bothered by the rate of homelessness and solicitation, but I want that solved by providing more support for people in that situation- NOT criminalizing homelessness and further harming people in that situation).
- Parks and rec - safe and good place to play
- Sufficient funding for schools, libraries and parks.
- Talk of reducing funding for DART
- Traffic
- Unsightly medians and roads. Interesting how lovely areas like Preston Hollow are and how ugly streets/medians/ walls along Abrams Rd are. I'm embarrassed to have visitors see the trash, homeless encampments & garbage, and overall ugliness of our main thoroughfares. If I didn't have to live here, I would NOT.
- Light on crime and you keep asking about Racial and ethnic inequities (fair access to opportunities) since the Biden admin whites have had issues getting jobs. because I'm not a tax credit to the company, so the companies hire everyone but whites
- Access to quality early childcare
- DENSITY - the city of Dallas is ruining the sense of community - ruining neighborhoods- driving out strong wage earners to outer counties in search of grass and trees and friendly neighbors - while massive tall apartment buildings are turning Dallas into LA and NY with traffic congestion, road noise, pollution excess - all the things that brought people from NY and LA to Dallas. By the time the city is done with Dallas they'll eventually wind up with more blighted neighborhoods like the suburban flight of old.
- Elected representatives ignoring the wishes and needs of their constituents. Political corruption.
- no casino, no Broadway
- Property taxes are still very high by comparison of other states; "streets and water" department need to be more aggressive with repairs needed when it comes to ruts, grading, drainage, runoff, curbs, sidewalks etc. For example in my immediate vicinity there are obvious underground sewer and water problems in need of replacement, repair and at the very least attention. Alleys are in poor shape and haven for vandalism, crime, etc.

- Prostitution
- Rent gouging
- Response times for cops is unacceptable! Hire more police now!
- Too many people being racist and not caring
- Too many unassimilated immigrants
- Allowing high density and asphalt heats up the city
- lack of parks and bike trails in far north dallas
- Outdoor venues
- Status of homeless pets. Need to require license for breeding & ENFORCEMENT. Criminally prosecute animal abuse
- taxes
- That thing which is not similar to the other things.
- Zero enforcement of traffic laws (speeding, running red lights, aggressive driving, DWI, DUI, etc.). Police Response times are absolutely unacceptable.
- Alley maintenance
- Alley maintenance
- Concerned about the power grid
- Dallas Animal Services should have a much bigger budget to improve the shelter and investigate people who are illegally breeding dogs and not spaying/neutering their pets.
- Dallas Independent School District
- Drainage ditches and gutters full of trash. Street racing Friday and Saturday nights on Web chapel between Merrill and Royal is loud.
- "Elderly and disabled, native born Dallasites, are financially struggling to pay for normal standards of living.
- This has been going on for decades in Dallas. Long-standing families are pushed out by high taxes and transportation costs.
- Dallas discourages old trees and old people to stay here in NW Dallas.
- Home-leasing development companies are gobbling up surrounding homes only to price us out with million-dollar homes to raise our taxes.
- The city allows Encore to lease dangerous cell towers within yards of where we sleep near this now very ugly "Northaven Desert Trail".
- How can we stay? "
- Homeless camps
- Illegal access to citizens amenities, lack of individual responsibility to integrate into USA culture, lack of respect of those natural citizens who molded this country and sacrificed years to make freedom and homes safe. Waste is everywhere (throw away society) vs use and reuse resources. Old houses re purpose materials , builders who tear down older homes need to fix/contribute to ally and street repairs that they are destroying. Keep alleys for trash/ recycle pick up safer for all(cleaner) . Remember the 10 Commandments!
- Kids driving golf carts on very busy and dangerous streets
- Not enough high paying jobs as well as the negativity towards homelessness and street charity. How can Texas be a part of the Bible Belt and not do what Jesus did and treat the homeless just

as important as he treated the rich. That is not being demonstrated here. Makes this state hypocritical and makes me wonder what else Texas is hypocritical about...

- Not enough police officers. Lack of investigative units for things like burglaries and credit card fraud.
- Potholes and crime
- Property taxes are not done professionally. They are too high and appraisals are arbitrary. No transparency no fairness no accountability for how budget is spent. More a money grab than a fair appraisal. Driving all but California out. You need to support long term residents and you aren't.
- road construction
- Streets need work
- The city has resurfaced all the major roads in Dallas in ugly chalky gray concrete that does not match the original concrete which was mixed with natural sand. You continue to ruin and destroy the visual aspect of all the streets in Dallas. It has ruined all the roads like Preston, Midway, NW HWY, Inwood, Hillcrest, Walnut Hill, Royal, Forest. This has made the area hodgepodge and ugly on streets that used to be beautiful to drive on. The constant road construction has turned the city into a dirty dusty and constant unhealthy air quality! The city is not controlling speed zones anywhere and the roads are scary to even try to cross at all! Even in a car!!! The homeless situation is still in much need of a solution!!! Houses are too expensive for young couples to afford or really even too expensive for most people at all! I have watched a city that. I used to think was beautiful become a dusty dirty place. Plus every major road and highway is constantly under construction! Ugh! Make it stop! Plus outlaw the leaf blowers! no peace! No quiet is ever a possibility! I can hardly wait to leave this place! The best thing the city has to offer is great Mexican restaurants!
- Commercial HVAC or Plumbing Contractors
- Dallas is so messy! DIRTY DIRTY DIRTIEST place ever! No Street cleaners!!!! Terrible road dumps! Tiny Parking spaces!!!
- Dallas' lack of access to cultural and educational opportunity is a major problem that will result in higher crime rates. Dallas needs to invest more in public programs and resources, not just police, to create a safe vibrant community.
- Empty commercial real estate
- Homeless camps
- I have a major problem with how much this city prioritizes the police at the expense of other civil priorities.
- Lack of safe sidewalks and walkability limits job opportunities and quality of life
- NEED OF ASPHALT REPAIR
- Our animal Shelter -Dallas Animal Services-needs more support in terms of resources and funding. We are 3rd in intake but 16th in funding. This is not acceptable.
- People in cars are killing people on foot or on a bicycle. They're also killing each other. See the Vision Zero dashboard for details. Dallas will never be a good or great place to live until people can walk safely everywhere in the city. If I were you, I'd concentrate first on the places where people congregate: downtown, uptown, deep ellum, etc.
- Personal safety at home, at work, while shopping, not just crime but violent crime against individuals.

- Public safety
- Quality food, access to great quality housing and several other initiatives, are easily accessible BUT they are NOT affordable. \$2500+ for a 1 bedroom in Uptown is crazy. Has anyone thought about offering discounts to Texans that were born and raised here or Dallasites that have been here for 30+ years. Just a thought
- Regional logistics or freight dispatch software. Ranch & agricultural equipment management (more common in rural parts near Dallas)
- Site plan reviews for mixed-use developments near the Trinity River Project. Occupancy permits for new restaurants or storefronts in Downtown.
- Street infrastructure is generally poor and new high density apartment building in Old east Dallas seriously impacting the important, beautiful and historic old neighborhoods
- Streets. Manhole covers way too low, potholes, make them level with the road.
- The building of only luxury apartments. Not building any affordable apartments. Not building any housing wherein people can acquire equity.
- There are loose data cables hanging from electrical poles throughout East Dallas. They look like we don't care about the way our city looks and to someone who wouldn't know the difference look dangerous. I've seen them throughout my neighborhood Hollywood Heights, all along Ross Ave, on Fitzhugh near Joe Leo's, on Abrams near Dan D Elementary to name a few. Code compliance should be looking for these opportunities to fix poor image of our city.
- Too many dangerous drivers on the roads and not enough reliable public transportation.
- too much luxury housing, not enough housing for low/median income households and seniors
- Traffic and road infrastructure.
- Transparency
- Transportation infrastructure other than car roads



Survey Instrument



March 2025

My fellow Dallas resident:

At the City of Dallas, we recognize you have a choice about where you live, work, and play. The most important product we deliver to our residents and taxpayers is service. **You are our most important customer.** We work hard to improve our engagement processes by continuing to **Connect, Collaborate, and Communicate** and our ongoing commitment to delivering **Service First** with the urgency of **Now!**

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

This is where you come in.

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

To participate, here are some basic instructions:

1. Of those individuals living in your home, the adult 18 years or older who had the most recent birthday should fill out the survey.
2. Only complete one survey per household.
3. Fill out the survey completely. "Don't Know" is an acceptable response.
4. Send the completed survey back in the enclosed postage-paid envelope or complete the survey online at dallasurvey.org.
5. Nếu bạn không nói được tiếng Anh và muốn tham gia cuộc khảo sát này, vui lòng gọi 1-844-468-2571.

Results will be posted in June on the City's website at www.dallascityhall.com. You can also check out the results from prior surveys.

Thank you so much for your time and for helping the City of Dallas!

Service First, Now!

Kimberly Bizzor Tolbert
City Manager



2025 City of Dallas Community Survey

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

1. Perceptions of Dallas as a whole. Please rate the following items by circling the corresponding number below.

How would you rate...	Excellent	Good	Fair	Poor	Don't Know
1. Dallas as a place to live	4	3	2	1	9
2. Your neighborhood as a place to live	4	3	2	1	9
3. Dallas as a place to raise children	4	3	2	1	9
4. Dallas as a place to work	4	3	2	1	9
5. Dallas as a place to retire	4	3	2	1	9
6. Dallas as a place to do business	4	3	2	1	9
7. Dallas as a place where I feel welcome	4	3	2	1	9
8. The quality of economic development in Dallas	4	3	2	1	9
9. The overall quality of life in Dallas	4	3	2	1	9

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

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

3. Which THREE of the quality-of-life characteristics listed above about Dallas as a whole are the most important to you? [Write in your answers below using the numbers from the list in Question 2.]

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

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

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

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

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

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

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

7. How can City Government improve public trust? [Check all that apply.]

- ☐ (1) Actively engage with diverse communities
☐ (2) Demonstrate responsiveness to citizen concerns
☐ (3) Consistently uphold ethical conduct by its officials
☐ (4) Provide accessible information and opportunities for public input in decision-making process

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

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

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

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

10. **Public Safety Services.** Please rate City Government performance in the following areas.

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

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

1st: ____ 2nd: ____

12. Parks and Recreation. Please rate City Government performance in the following areas.

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

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

1st: _____ 2nd: _____ 3rd: _____

14. Code Enforcement Services. Please rate City Government performance in the following areas.

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

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

1st: _____ 2nd: _____

16. Solid Waste Services. Please rate City Government performance in the following areas.

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

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

1st: _____ 2nd: _____

18. Streets and Infrastructure/Mobility. Please rate City Government performance in the following areas.

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

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

1st: _____ 2nd: _____

20. Other City Services/Facilities. Please rate City Government performance in the following areas.

Other City Government services		Excellent	Good	Fair	Poor	Don't Know
01.	Services to seniors	4	3	2	1	9
02.	Services to youth	4	3	2	1	9
03.	Services to underserved communities, including populations who face barriers such as low income, lower levels of education, limited English proficiency, and mental or physical disabilities	4	3	2	1	9
04.	Services to unhoused residents	4	3	2	1	9
05.	Housing services programs (home repair, loan assistance, neighborhood grants, etc.)	4	3	2	1	9
06.	Variety of arts and cultural programs	4	3	2	1	9
07.	Appearance/maintenance of arts and cultural centers/facilities	4	3	2	1	9
08.	Accessibility of arts and cultural centers/facilities	4	3	2	1	9
09.	Variety of library materials	4	3	2	1	9
10.	Appearance/maintenance of libraries/facilities	4	3	2	1	9
11.	Accessibility of City facilities/services for all persons	4	3	2	1	9
12.	Services that seek to address racial and ethnic disparities	4	3	2	1	9

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

____(1) Yes [Answer Q21a.] ____ (2) No [Skip to Q22.]

21a. Please rate the performance of City Government employees who helped you the last time you contacted the City in the following areas.

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

22. Communication. Please rate City Government performance in the following areas. Dallas, TX 2025 Survey

Communication	Excellent	Good	Fair	Poor	Don't Know
1. The availability of information about City Government programs and services	4	3	2	1	9
2. Overall usefulness of the City Government website	4	3	2	1	9
3. Opportunity to engage/provide input into decisions made by City Government	4	3	2	1	9
4. Quality of city video programming including city television channel and web streaming	4	3	2	1	9
5. The city government use of social media	4	3	2	1	9

23. Which TWO of the communication services listed above do you think should be City Government top priorities? *[Write in your answers below using the numbers from the list in Question 22.]*

1st: _____ 2nd: _____

24. Which are your top 2 preferred methods of receiving information from City Government? *[Write in your answers using the numbers from the list below.]*

- (1) City website

(2) Text messages to mobile

(3) Channel 16 (tv or web)

(4) Social media (e.g., X/Facebook/Nextdoor)

(5) Email notification/releases

1st: _____ 2nd: _____

25. How have you watched Channel 16 or other video content from City Government in the last year? *[Check all that apply.]*

- ____ (1) Watched Channel 16 on TV

____ (2) Watched live stream of Channel 16 online

____ (3) Watched videos posted on social media

____ (4) None of these

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

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

Demographics

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

28. What is your age? _____ years

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

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

31. Which of the following best describes your race? [Check all that apply.]

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

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

Under age 12: Ages 18-34: Ages 50-64:
 Ages 12-17: Ages 35-49: Ages 65+:

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

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

34. What is your total annual household income?

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

35. Do you own or rent your home? ☐ (1) Own ☐ (2) Rent (or occupy without paying)**36. Are you or is anyone in your household disabled? ☐ (1) Yes ☐ (2) No****37. Are you or is anyone in your household a member of the LGBTQ+ community?**

☐ (1) Yes ☐ (2) No

38. Which of the following best describes your employment status?

☐ (1) Employed full-time ☐ (4) Business owned/self-employed
☐ (2) Employed part-time ☐ (5) Retired and not employed
☐ (3) Unemployed/looking for work ☐ (6) Student

39. Would you be willing to participate in future surveys sponsored by City Government?

☐ (1) Yes [Answer Q39a.] ☐ (2) No

39a. Please provide your contact information.

Mobile Phone Number: _____

Email Address: _____

This concludes the survey. Thank you for your time!

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

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