City of Dallas

2009 City of Dallas DirectionFinder® Survey

Final Report

Submitted to

The City of Dallas, TX

etc Institute

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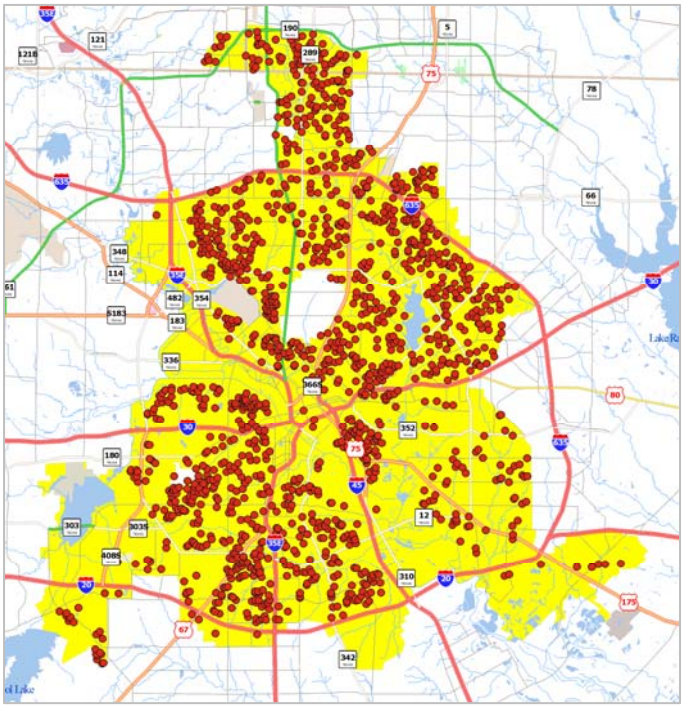
2009 City of Dallas Community Survey
Executive Summary Report

Overview and Methodology

During the winter of 2009, ETC Institute administered a Community Survey on behalf of the City of Dallas. Previous Community Surveys were conducted in 2005, 2006 and 2007. 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 seven-page survey was mailed to a random sample of 5,600 households in the City of Dallas. Approximately seven days after the surveys were mailed; residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone. A total of 1,646 households completed the survey.



The results for the random sample of 1,646 households have a 95% level of confidence with a precision of at least +/- 2.4%. In order to better understand how well services are being delivered by the City, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of survey respondents based on the location of their home.

The percentage of "don't know" responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Dallas with the results from other communities in ETC Institute's *DirectionFinder*® database. Since the number of "don't know" responses often reflects the utilization and awareness of city services, the percentage of "don't know" responses has been provided in the tabular data section of this report.

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
- GIS maps that show the results of selected questions as maps of the City
- importance-satisfaction analysis
- tabular data that show the results for each question on the survey
- a copy of the survey instrument.

Major Findings

- **Perception of the Overall Quality of Life in Dallas**. More than two-thirds (67%) of the residents surveyed felt the quality of life in Dallas was "excellent" (12%) or "good" (55%); 30% of residents felt the quality of life in Dallas was "fair" and only 3% felt it was poor.

- **Ratings of Dallas As a Place to Live, Do Business and Work.** Seventy-eight percent (78%) of the residents surveyed felt Dallas was an "excellent" (22%) or "good" (56%) place to live; 78% of residents felt Dallas was an "excellent" (25%) or "good" (53%) place to do business and 77% felt Dallas was an "excellent" (24%) or "good" (53%) place to work.

- **Ratings of Various Characteristics and Opportunities in the City.** Eighty-two percent (82%) of the residents surveyed rated shopping opportunities in Dallas as "excellent" (40%) or "good" (42%); 74% of residents rated the opportunities to attend art/cultural events in Dallas as "excellent" (23%) or "good" (51%); 67% of residents rated education opportunities in Dallas as "excellent" (17%) or "good" (50%) and 66% of resident rated the quality of new development as "excellent" (12%) or "good" (54%).

- **Ratings of Access in the Community.** Sixty-nine percent (69%) of residents rated the access to affordable, quality food in Dallas as "excellent" (19%) or "good" (50%); 54% of residents rated the access to affordable quality housing as "excellent" (10%) or "good" (44%) and 53% rated the access to affordable quality health care as "excellent" (13%) or "good" (40%).

- **Ratings of Mobility in the Community.** Fifty-nine percent (59%) of residents rated the ease of bus travel in Dallas as "excellent" (14%) or "good" (45%); 57% of residents rated the ease of rail/subway travel in Dallas as "excellent" (15%) or "good" (42%) and 57% of residents rated the ease of car travel in the City as "excellent" (11%) or "good" (46%).

- **Speed of Growth.** Half (50%) of residents felt population growth in Dallas was "much too fast" (16%) or "too fast" (34%), 47% felt it was "about right" and 4% felt it was "much too slow" (1%) or "too slow" (3%). More than half (54%) of residents felt job growth in Dallas was "much too slow" (13%) or "too slow" (41%), 42% felt it was "about right" and 4% felt it was "much too fast" (1%) or "too fast" (3%)

- **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: drugs (67%), crime (54%), homelessness (46%), traffic congestion (43%) and unsupervised youth (42%).

- **Perception of Safety in the City.** Based upon the combined percentage of residents who felt "very safe" or "safe," residents felt most safe walking in their neighborhood during the day (72%), in Dallas's downtown area during the day (61%), in Dallas's parks during the day (58%) and from fire (55%). Residents felt least safe in Dallas's parks after dark (15%).

- **Major Categories of City Services**. The City services that residents rated the highest, based upon a combination of "excellent" and "good" ratings, were: fire services (86%), ambulance/emergency medical services (81%), public library services (78%), arts and cultural programs (76%) and solid waste services (73%). Residents rated the maintenance of infrastructure lowest (30%). The City services that residents felt should be the top four priorities were: 1) police services, 2) the maintenance of infrastructure, 3) health services and 4) code enforcement.

- **Public Safety.** The public safety services that residents rated the highest, based upon a combination of "excellent" and "good" responses were: the fire department's response time to emergencies (76%), fire prevention and education (58%), and traffic enforcement (52%). Residents rated the quality of animal control lowest (36%). The public safety services that residents felt were most important were: 1) crime prevention and 2) police response time to emergencies.

- **Streets and Infrastructure**. The street and infrastructure services that residents rated the highest, based upon a combined percentage of "excellent" and "good" responses were: snow removal (51%), street lighting (38%), street cleaning (36%) and the maintenance of neighborhood streets (35%). Residents rated alley maintenance lowest (22%). The street and infrastructure services that residents felt were most important were: 1) street repair and 2) street lighting.

- **Solid Waste**. The solid waste services that residents rated the highest, based a combined percentage of "excellent" and "good" responses were: garbage collections (78%) and recycling (70%). The solid waste services that residents felt should be the City's top priorities were: 1) garbage collections and 2) recycling.

- **Public Information.** The public information services that residents rated the highest, based upon a combined percentage of "excellent" and "good" responses were: WRR 101.1 classical music programming (74%), the quality of the City's website (68%), 3-1-1 services (66%) and WRR's broadcast of City Council meetings (65%). The public information services that residents felt were most important were: 1) the level of public involvement in decision making, 2) the availability of information about programs and services and 3) 3-1-1 services.

- **Parks and Recreation**. The park and recreation services that residents rated the highest, based upon a combined percentage of "excellent" and "good" responses were: the accessibility of parks (65%), City parks (62%), the accessibility of recreation centers and facilities (61%), and City golf courses (60%). The park and recreation services that residents felt were most important were: 1) City parks, 2) walking and biking trails in the City and 3) the appearance and maintenance of City parks.

- **Customer Service.** Three-fourths (75%) of the residents surveyed rated the knowledge of City employees as "excellent" (35%) or "good" (40%); 75% of residents rated the courtesy of City employees as "excellent" (40%) or "good" (35%) and 69% of residents rated the overall quality of City customer service as "excellent" (34%) or "good" (35%).

- **Overall Quality of Service Provided by the City of Dallas.** Sixty-two percent (62%) of the residents surveyed rated the quality of services provided by the City of Dallas as "excellent" (10%) or "good" (52%); 32% felt City services were "fair" and 7% felt City services were "poor."

Other Findings

- The top two ways that residents indicated they currently get news and information about City programs, services and events were: the television (77%) and local newspapers (61%).

- Seventy percent (70%) of the residents surveyed rated the appearance of arts and cultural centers and facilities in the City as "excellent" (18%) or "good" (52%); 26% rated the appearance of arts and cultural centers and facilities as "fair" and 5% rated them as "poor."

- Sixty-nine percent (69%) of residents rated the variety of library materials in Dallas as "excellent" (18%) or "good" (51%); 24% felt library materials in Dallas were "fair" and 7% felt they were "poor."

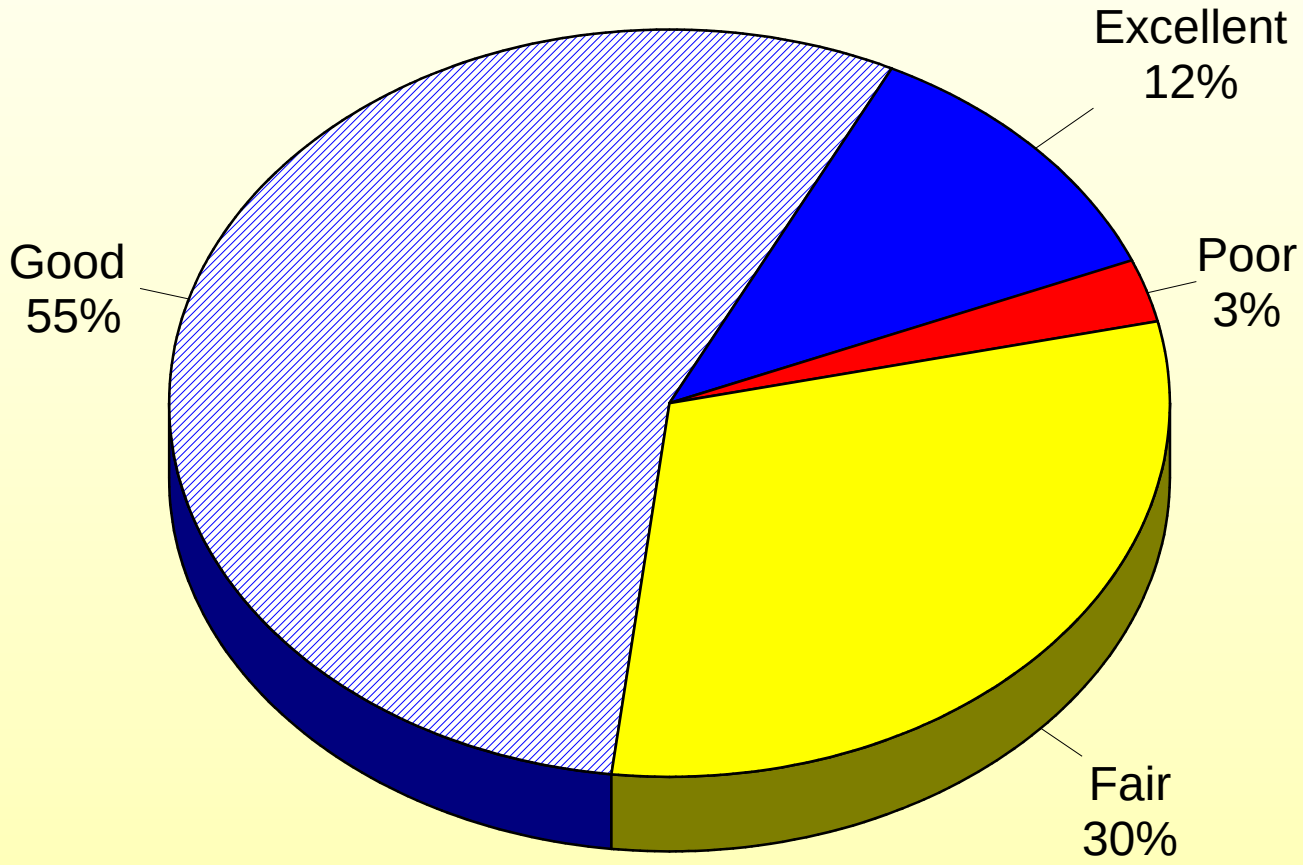
- Three-fourths (75%) of the residents surveyed indicated they had never used the Trinity River Corridor's recreation amenities; 17% of residents indicated they did know what was available in the Trinity River Corridor and 8% of residents indicated they had used the Trinity River Corridor's recreational amenities at least once.

Section 1:
Charts and Graphs

Perceptions of the City

Q1. Ratings of the Overall Quality of Life in Dallas

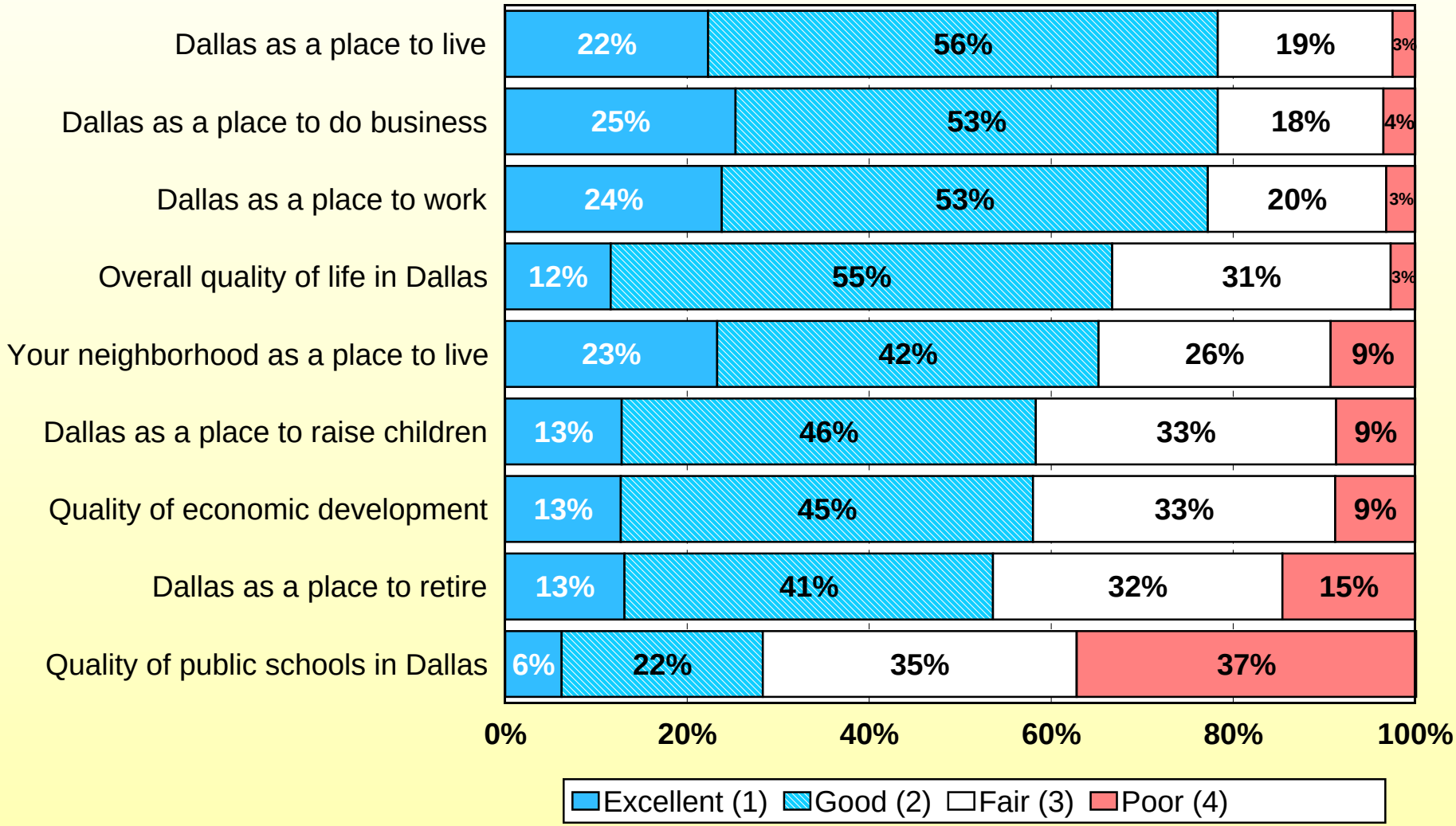
by percentage of respondents (excluding don't knows)



Source: ETC Institute (February 2009)

Q1. Quality of Life Ratings

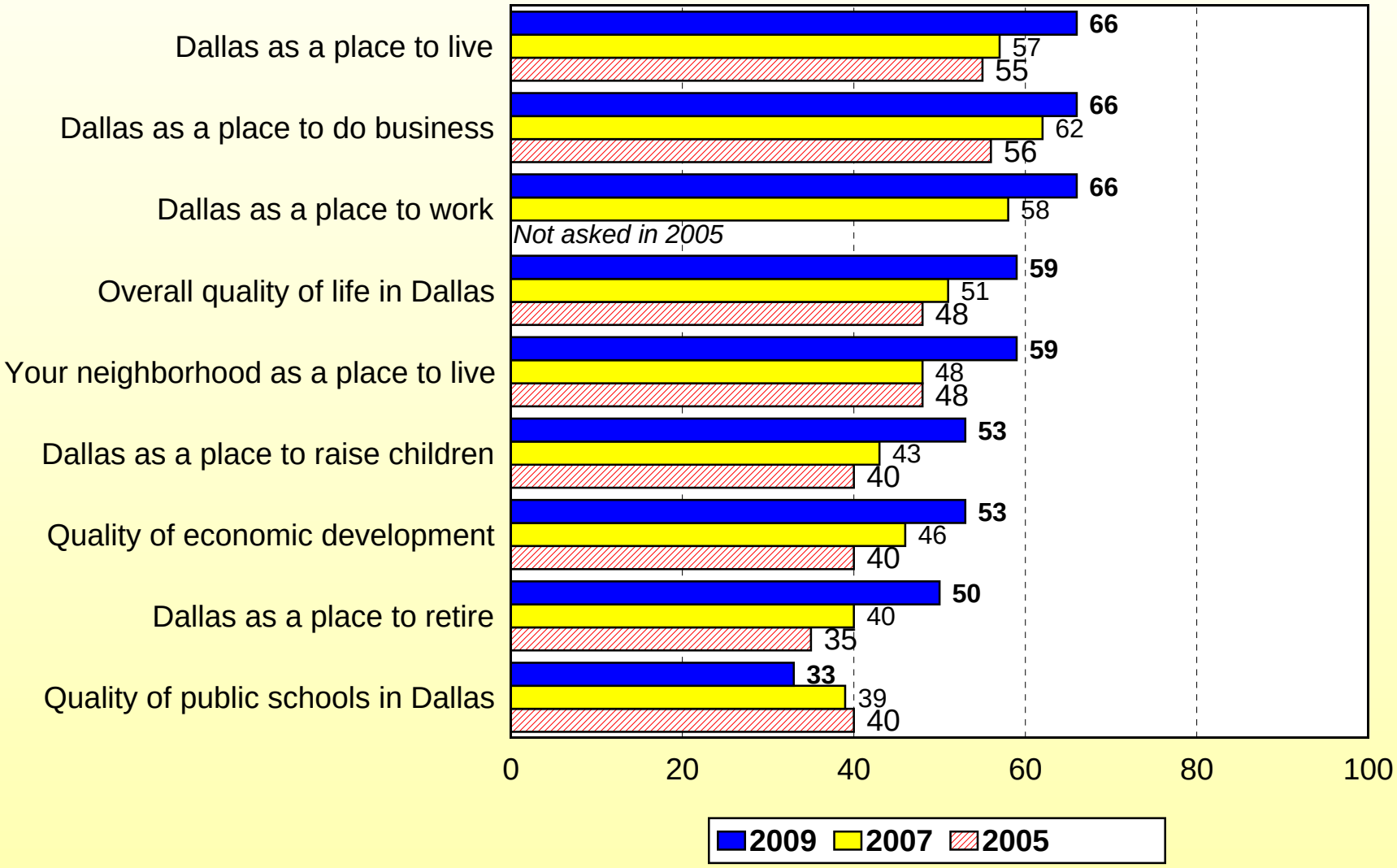
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (February 2009)

Q1. Quality of Life Ratings
Trends - 2009, 2007 & 2005

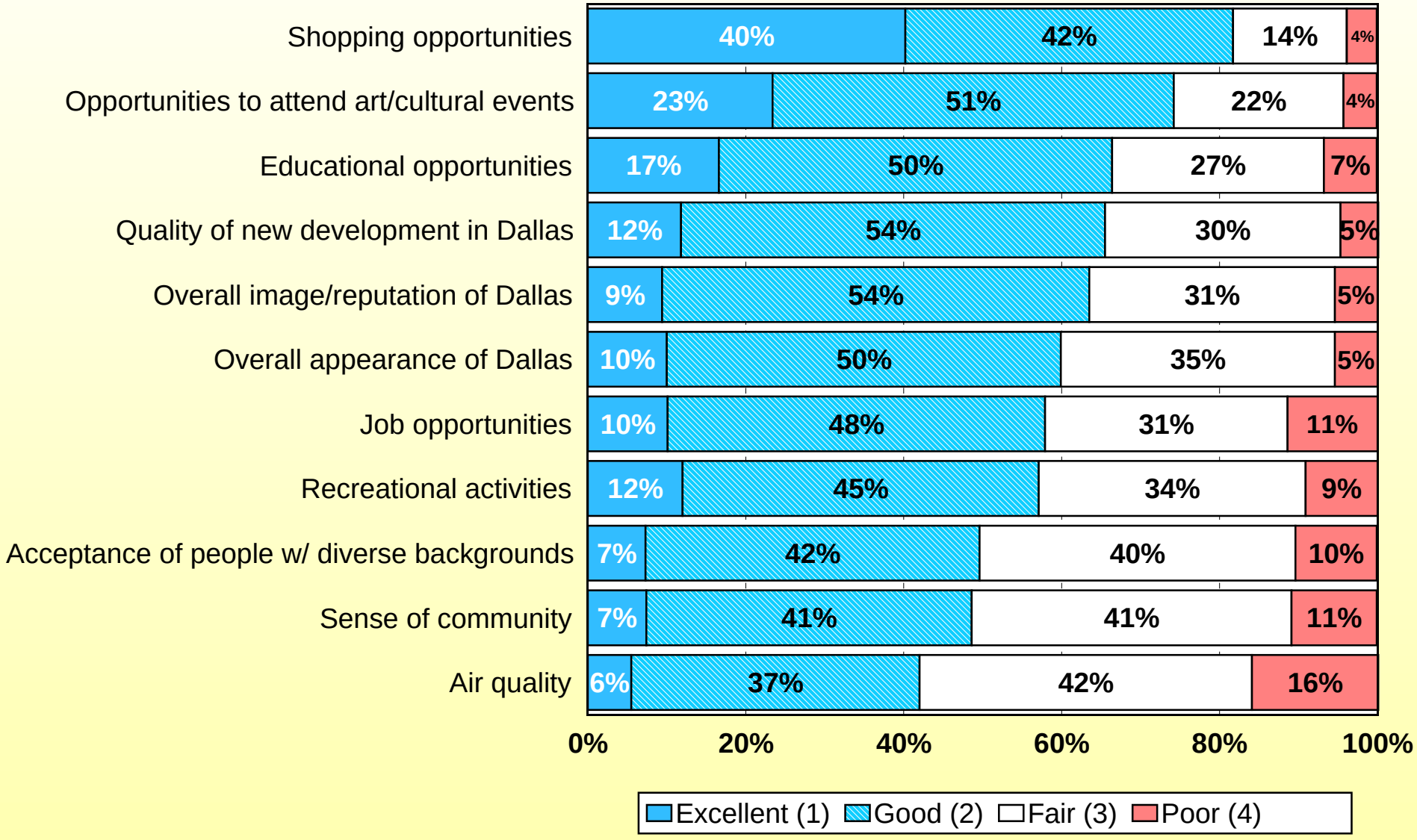
by "average ratings" where 100="excellent" and 1="poor" (excluding "don't know")



Source: ETC Institute (February 2009)

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 (excluding don't knows)

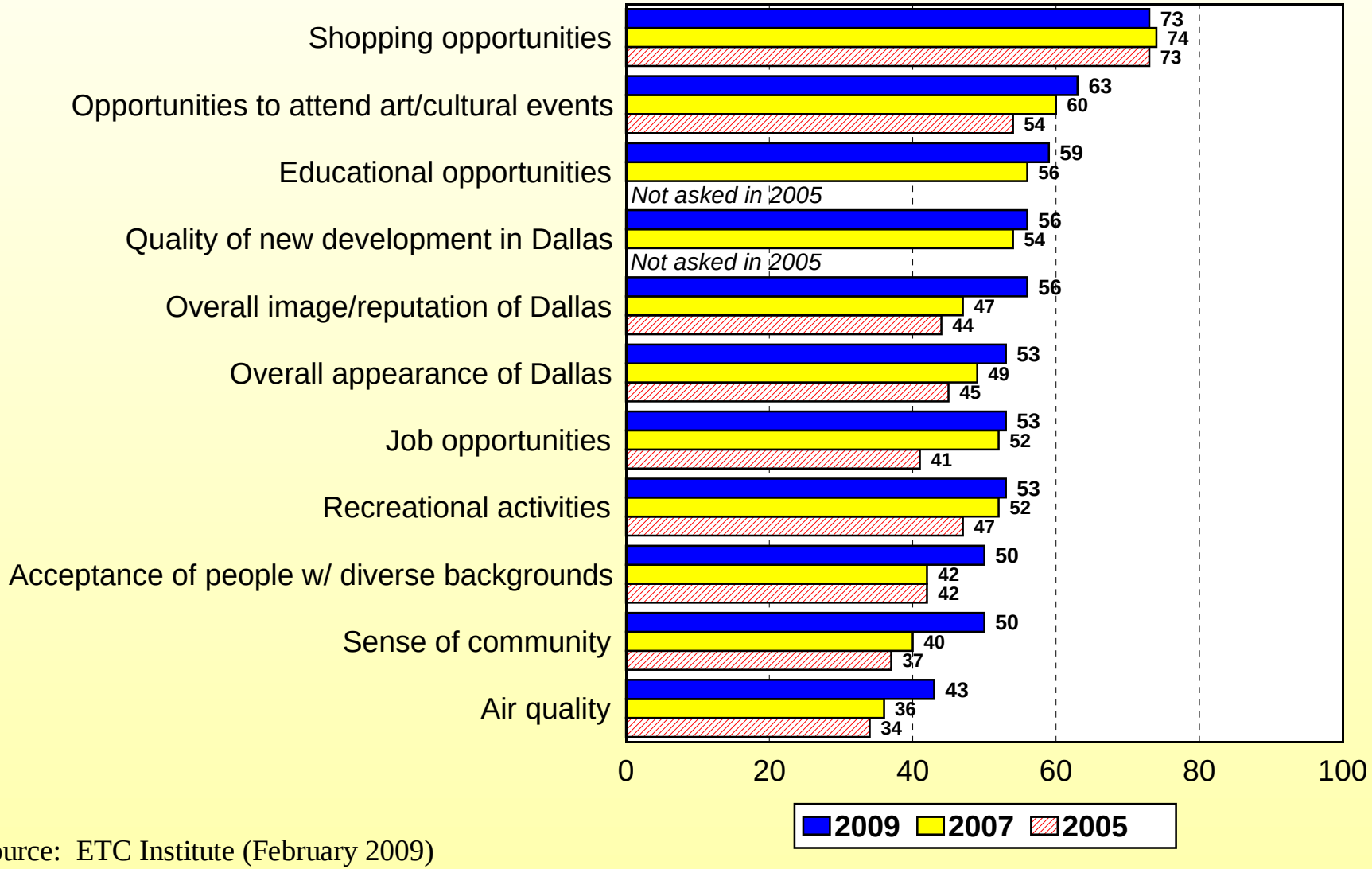


Source: ETC Institute (February 2009)

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

Trends - 2009, 2007 & 2005

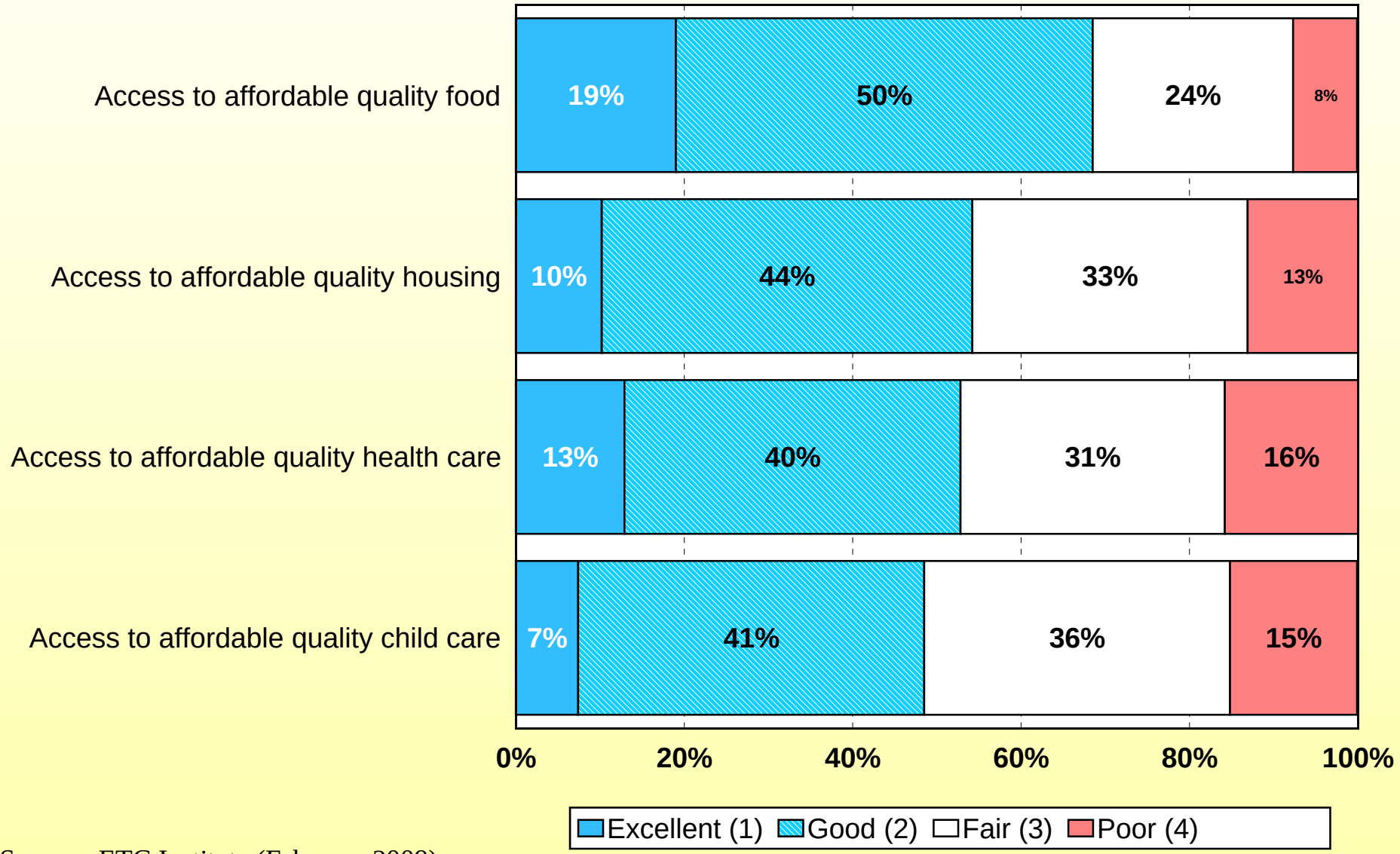
by "average ratings" where 100="excellent" and 1="poor" (excluding "don't know")



Source: ETC Institute (February 2009)

Q2. Ratings of Characteristics of the Community: Access

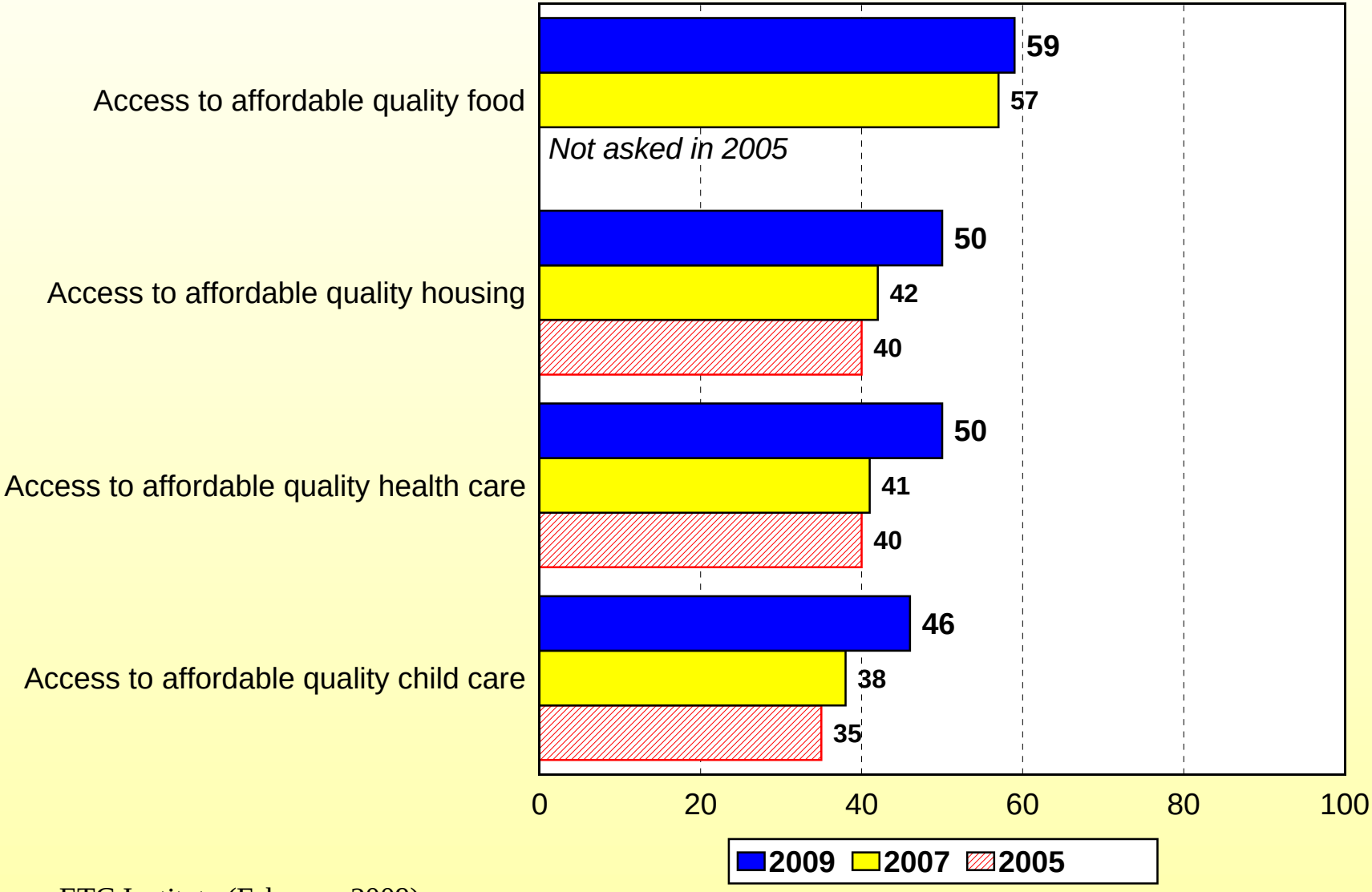
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (February 2009)

Q2. Ratings of Characteristics of the Community: Access -*Trends 2009, 2007 & 2005*

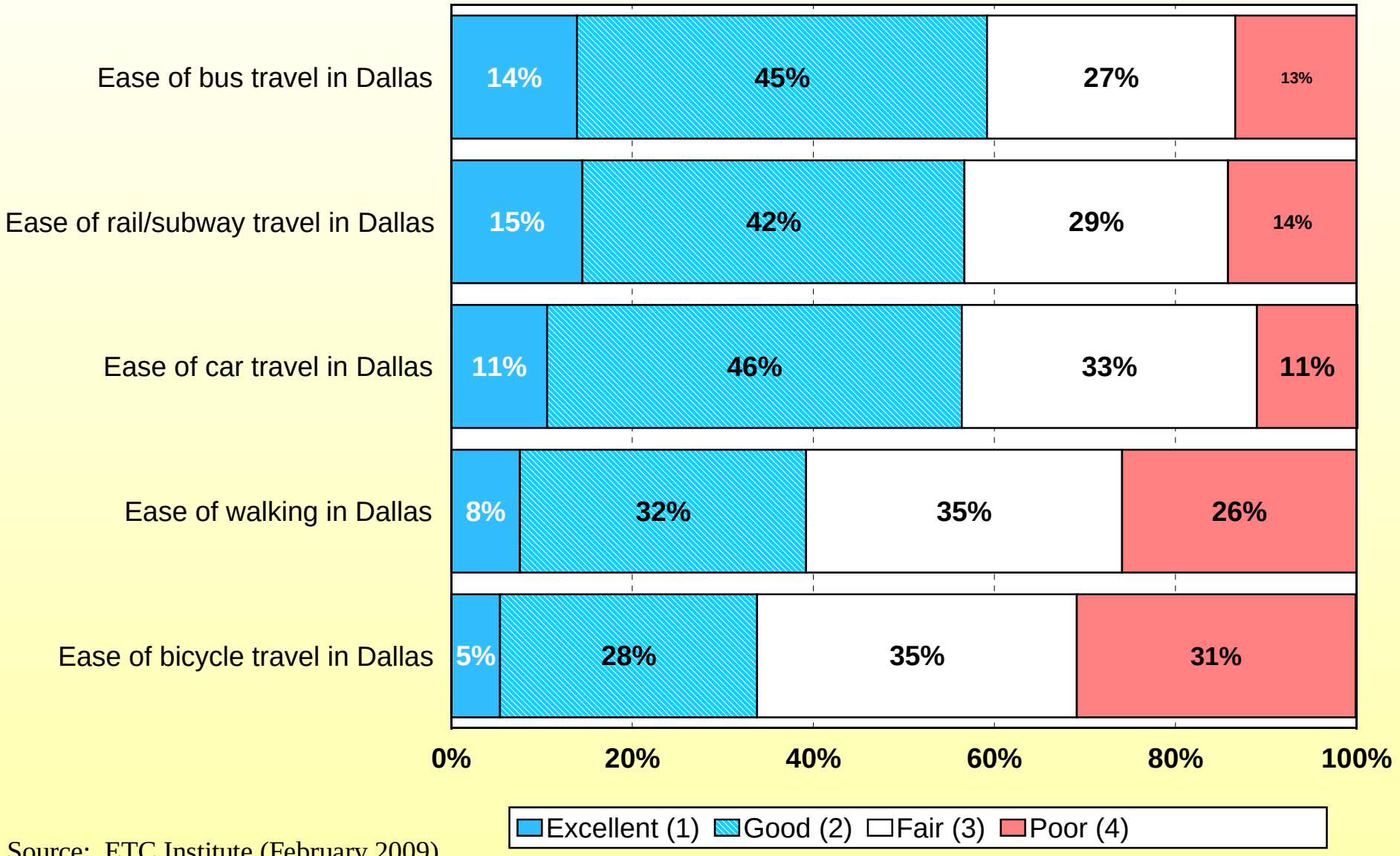
by "average ratings" where 100="excellent" and 1="poor" (excluding "don't know")



Source: ETC Institute (February 2009)

Q2. Ratings of Characteristics of the Community: Mobility

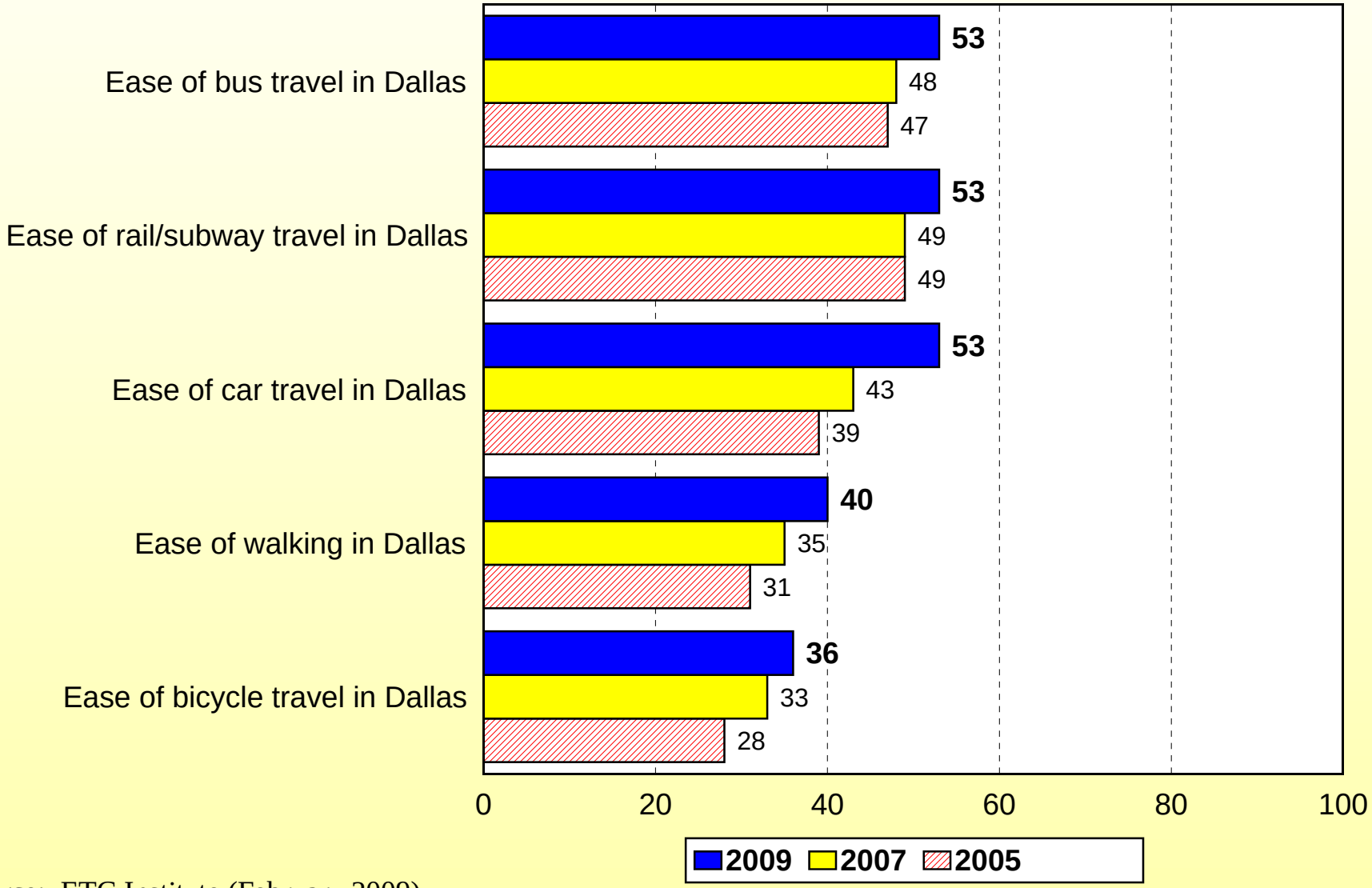
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (February 2009)

Q2. Ratings of Characteristics of the Community: Mobility -*Trends 2009, 2007 & 2005*

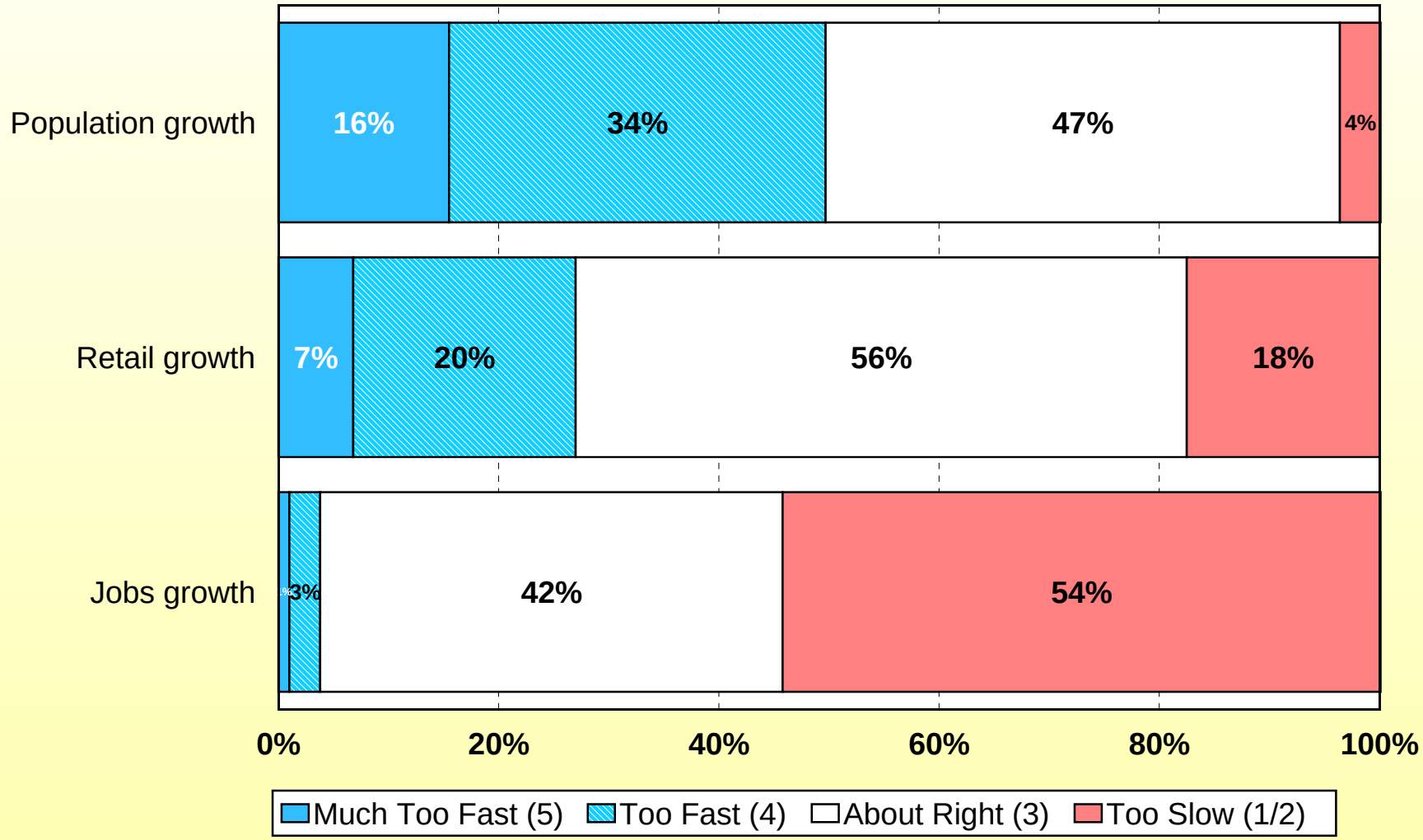
by "average ratings" where 100="excellent" and 1="poor" (excluding "don't know")



Source: ETC Institute (February 2009)

Q3. Ratings of the Speed of Growth in Dallas Over the Past Two Years

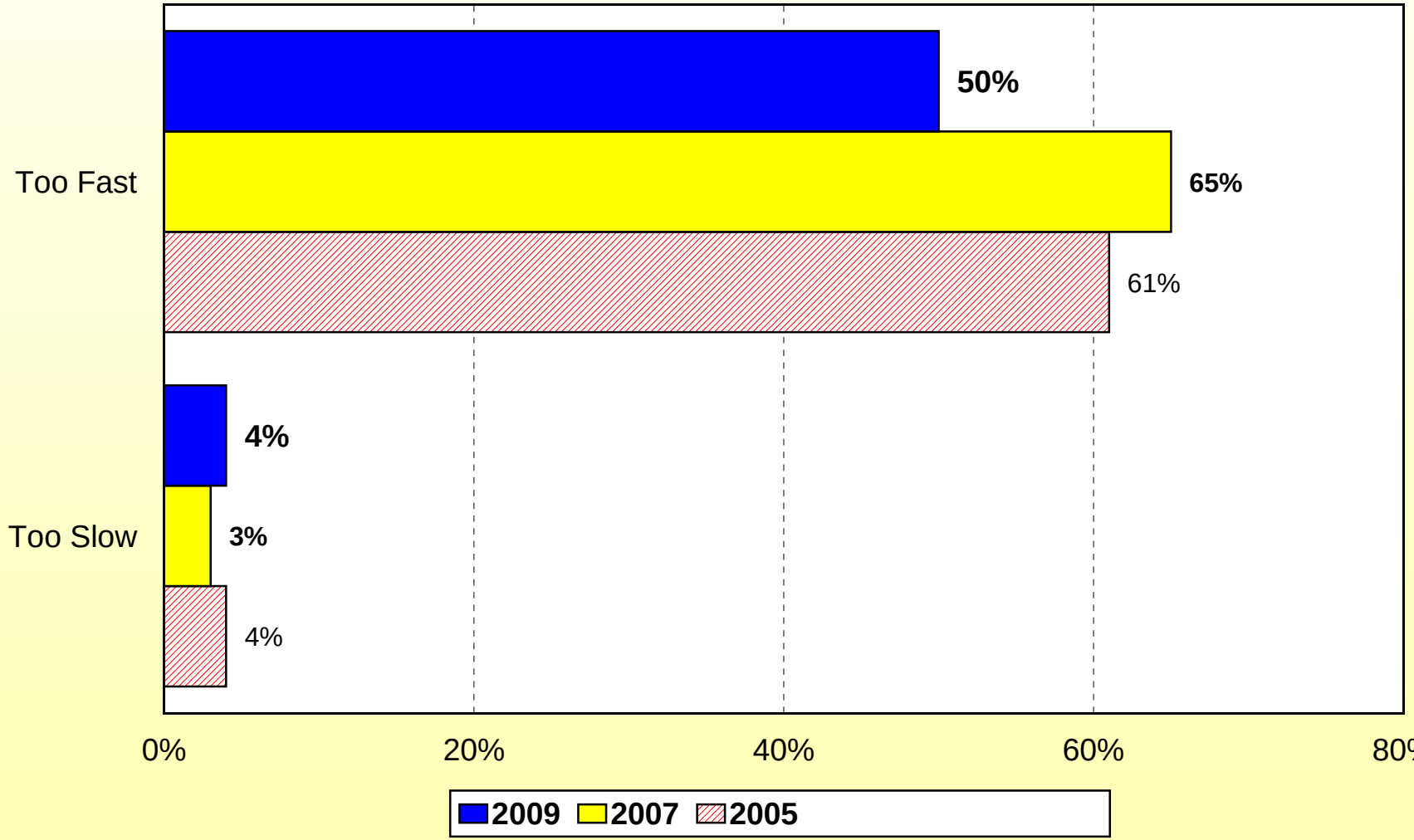
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (February 2009)

Q3. Ratings of Population Growth in Dallas: *Trends - 2009, 2007 & 2005*

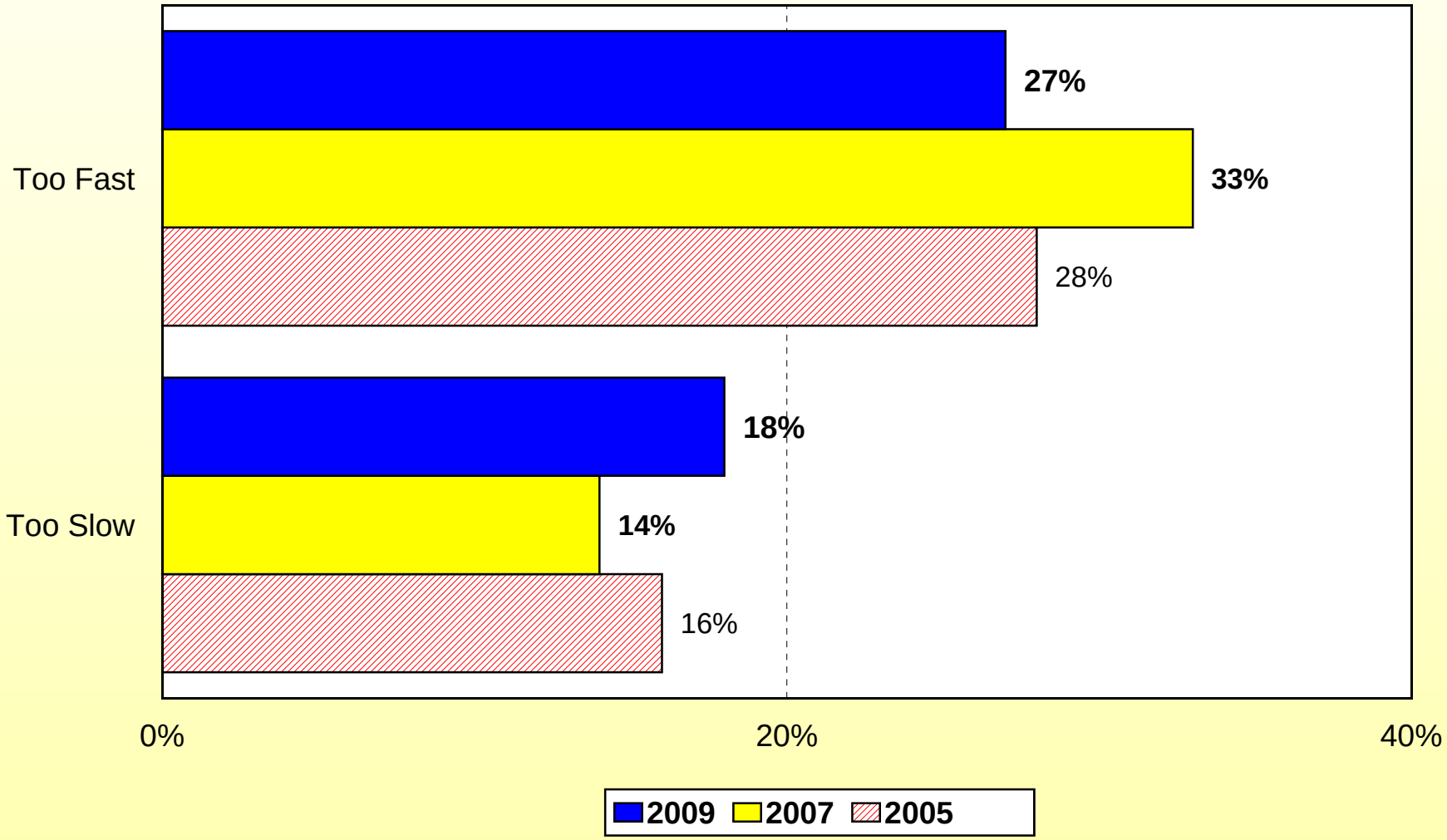
by percentage of respondents who rated the item on a 4-point scale
("right amount" responses were omitted and "don't know" responses were excluded)



Source: ETC Institute (February 2009)

Q3. Ratings of Retail Growth in Dallas: *Trends - 2009, 2007 & 2005*

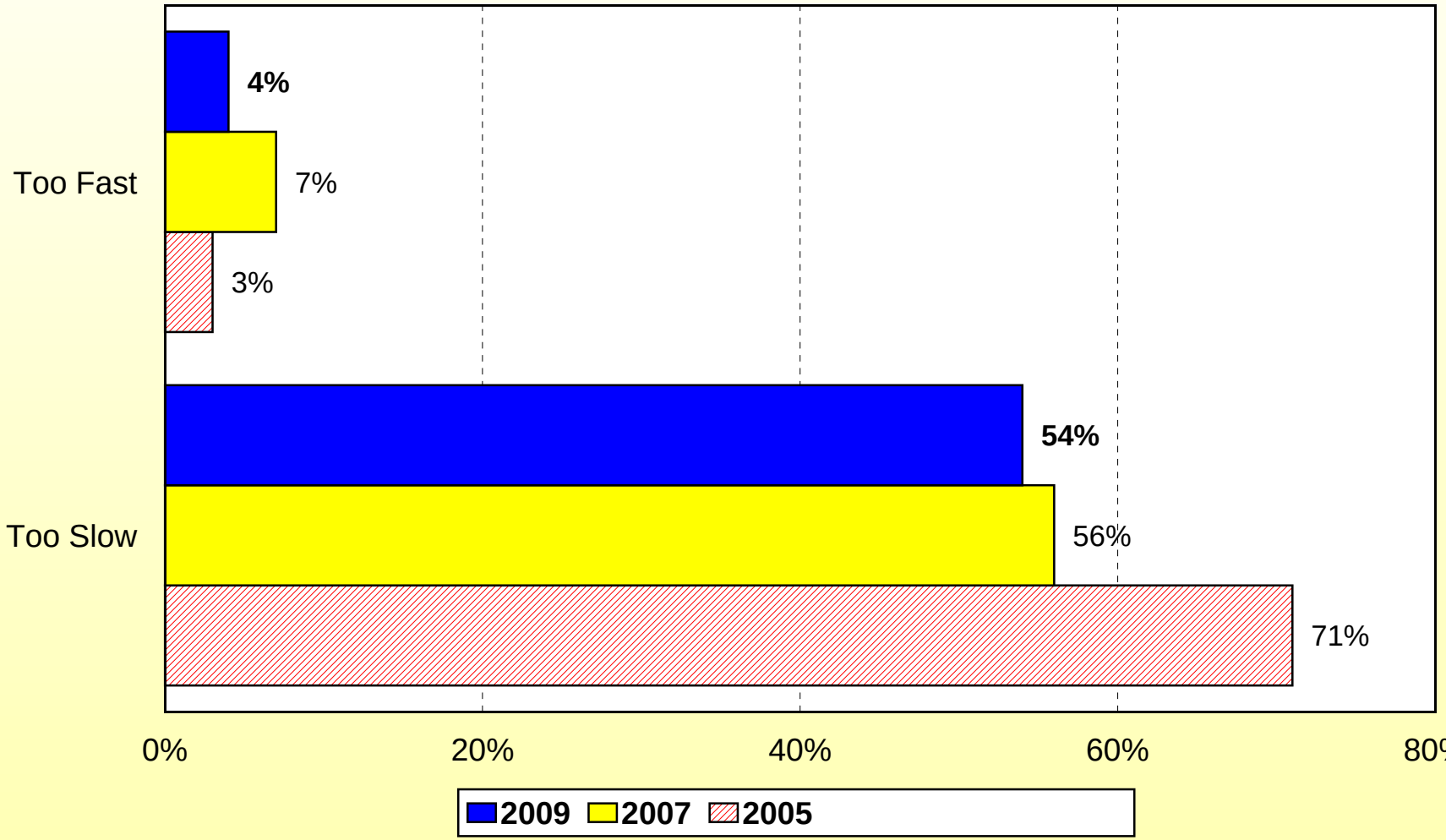
by percentage of respondents who rated the item on a 4-point scale
("right amount" responses were omitted and "don't know" responses were excluded)



Source: ETC Institute (February 2009)

Q3. Ratings of Job Growth in Dallas: *Trends - 2009, 2007 & 2005*

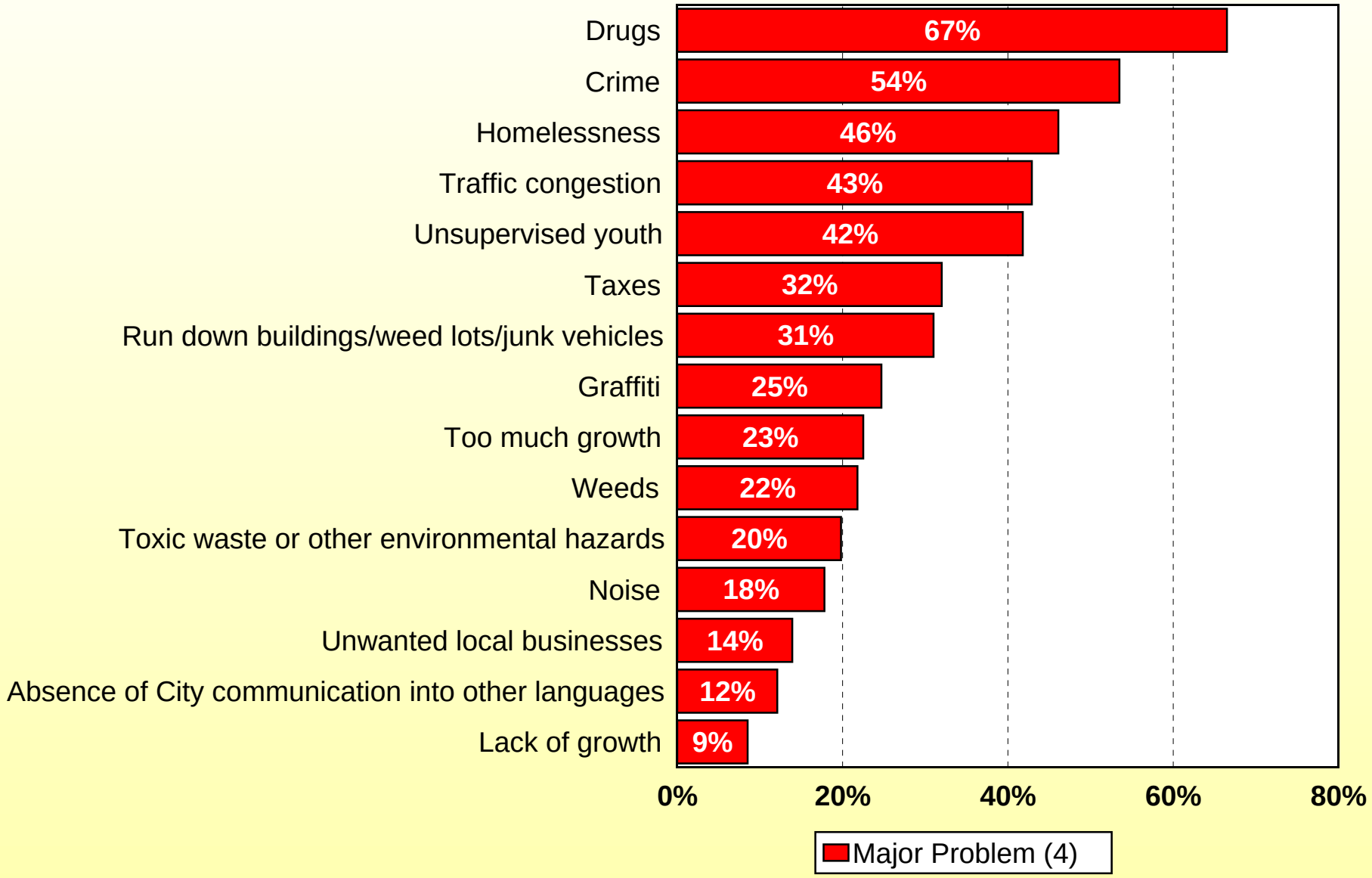
by percentage of respondents who rated the item on a 4-point scale
("right amount" responses were omitted and "don't know" responses were excluded)



Source: ETC Institute (February 2009)

Q4. Perceptions of Problems in the City of Dallas

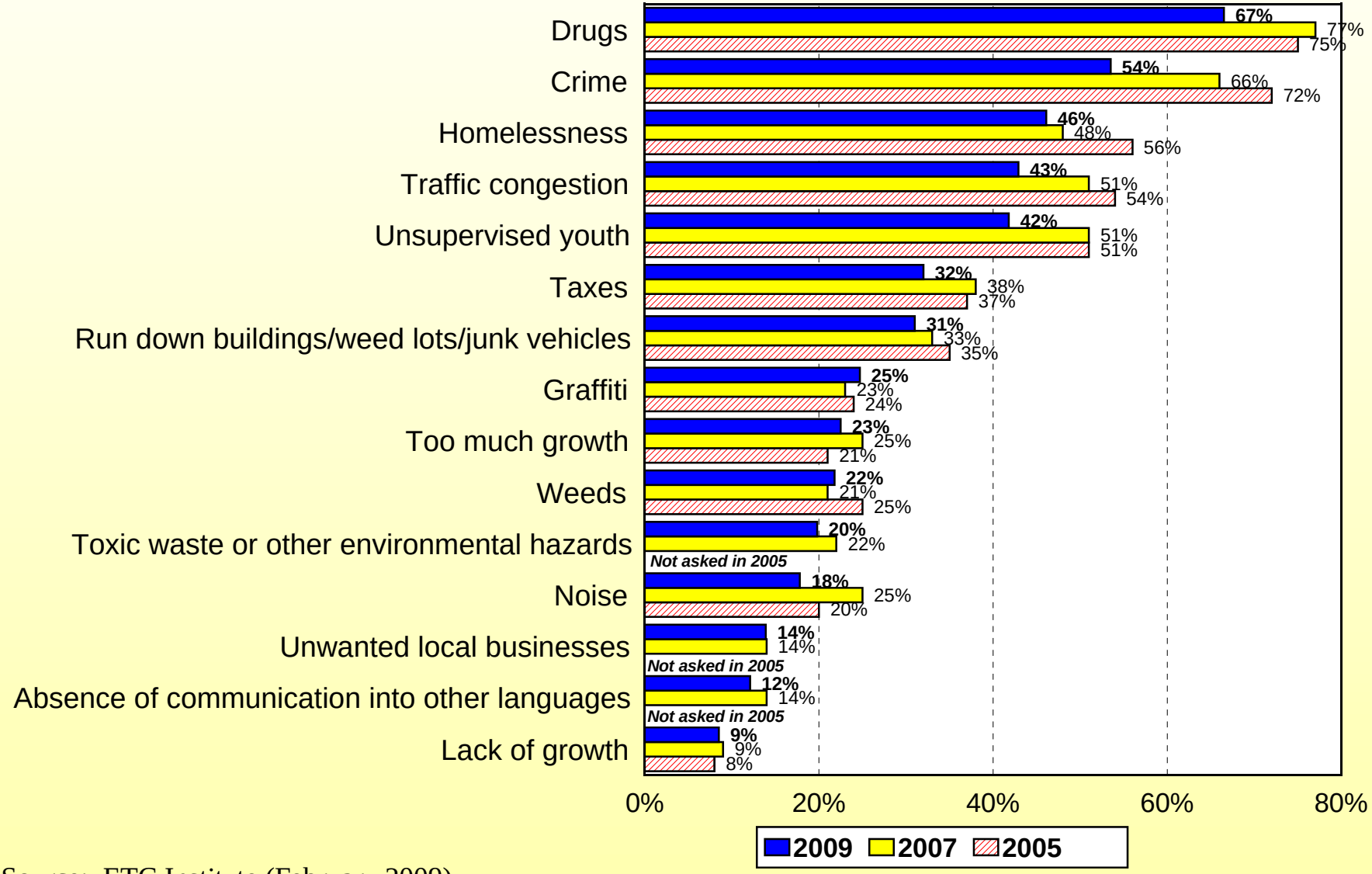
by percentage of respondents who rated the item as a "major problem" (excluding don't knows)



Source: ETC Institute (February 2009)

Q4. Perceptions of Problems in the City of Dallas
Trends - 2009, 2007 & 2005

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

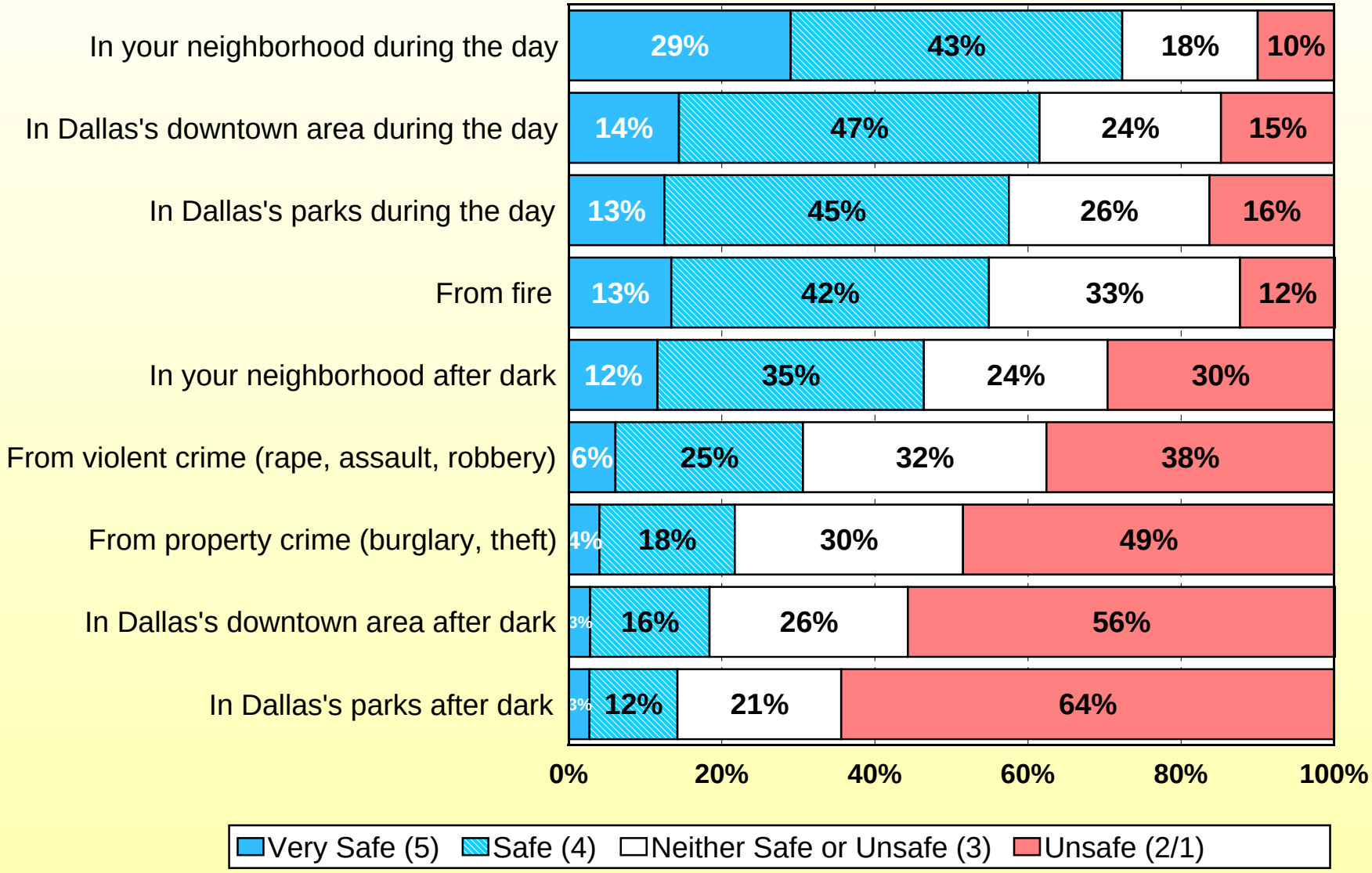


Source: ETC Institute (February 2009)

Perceptions of Safety

Q5. How Safe Do You Feel:

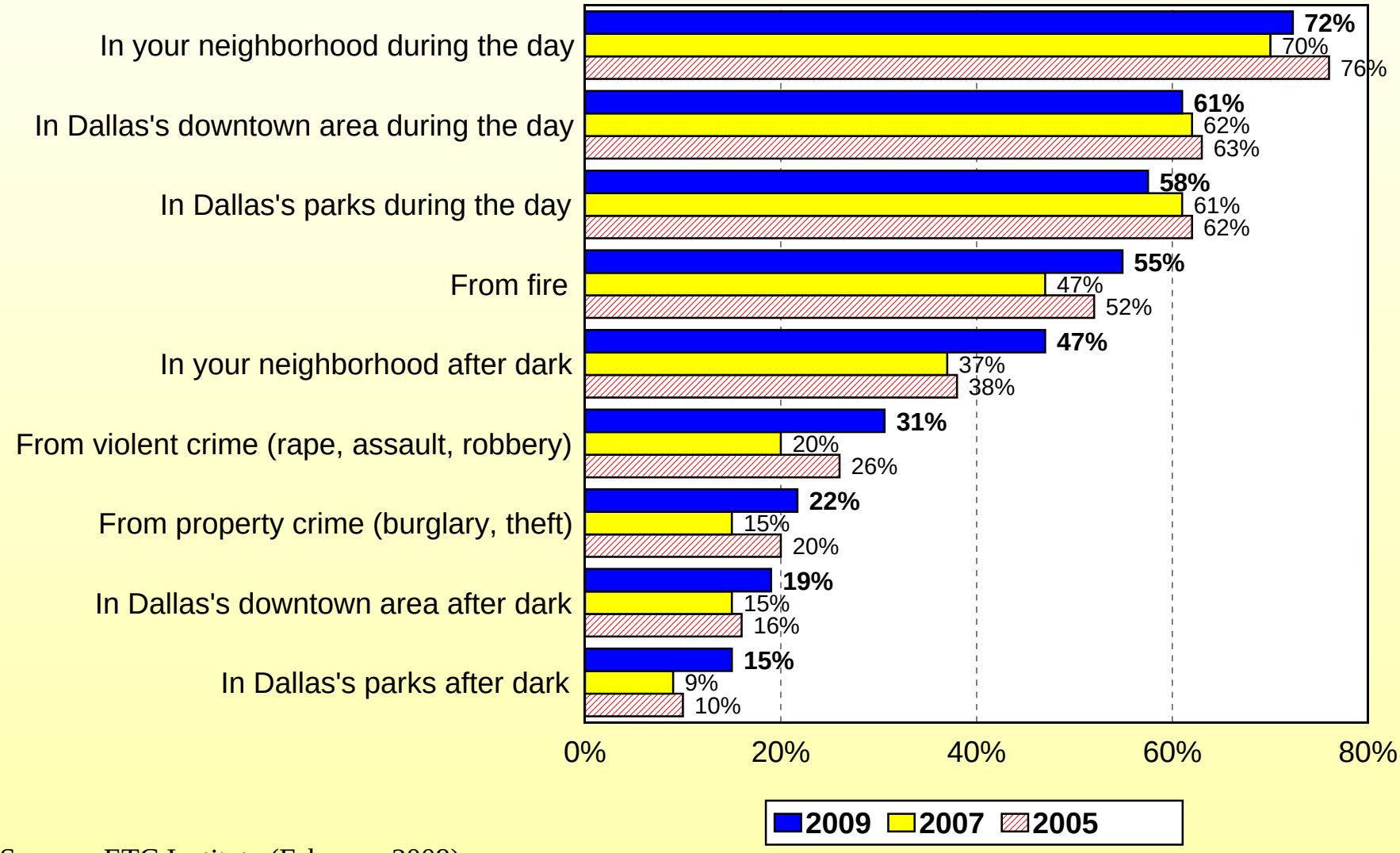
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (February 2009)

Q5. Perceptions of Safety in the City
Trends - 2009, 2007 & 2005

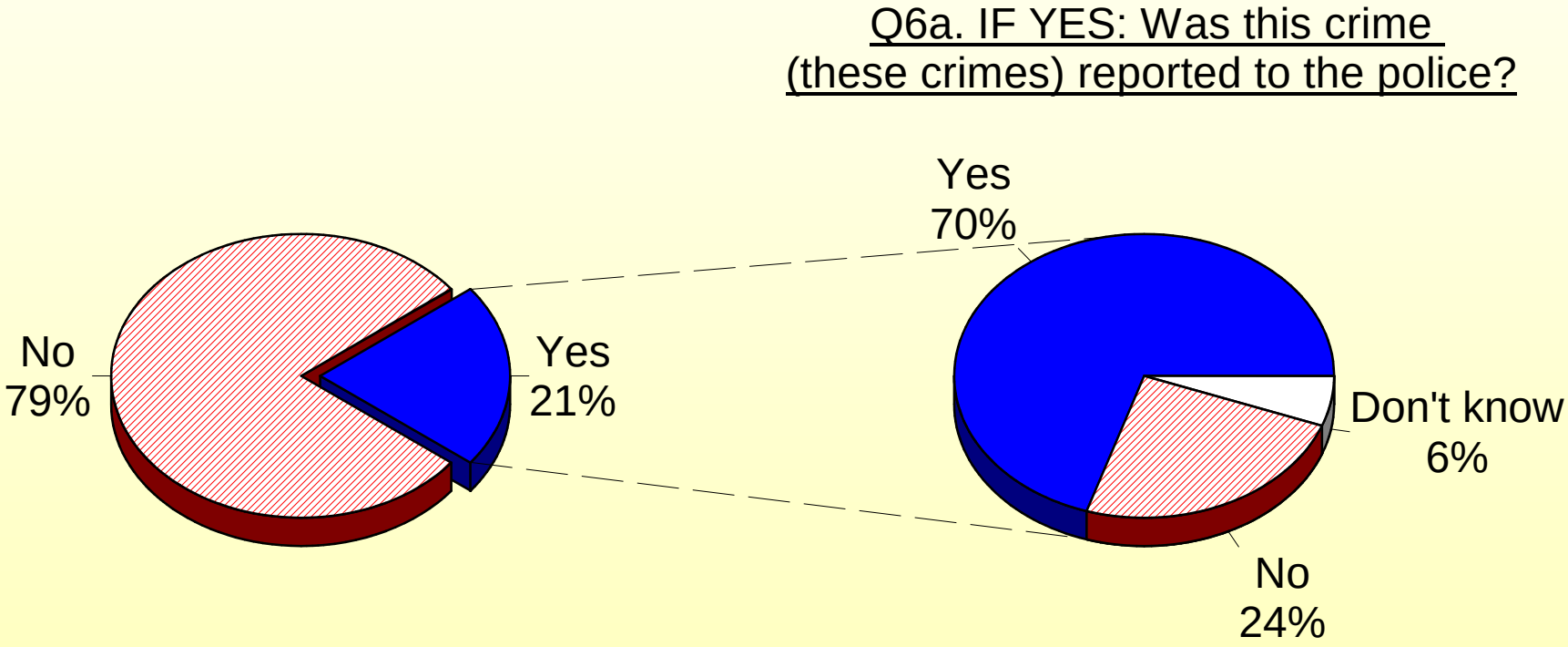
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
where 5 was "very safe" and 4 was "somewhat safe" (excluding don't knows)



Source: ETC Institute (February 2009)

Q6. During the past twelve months, were you or anyone in your household a victim of any crime?

by percentage of respondents

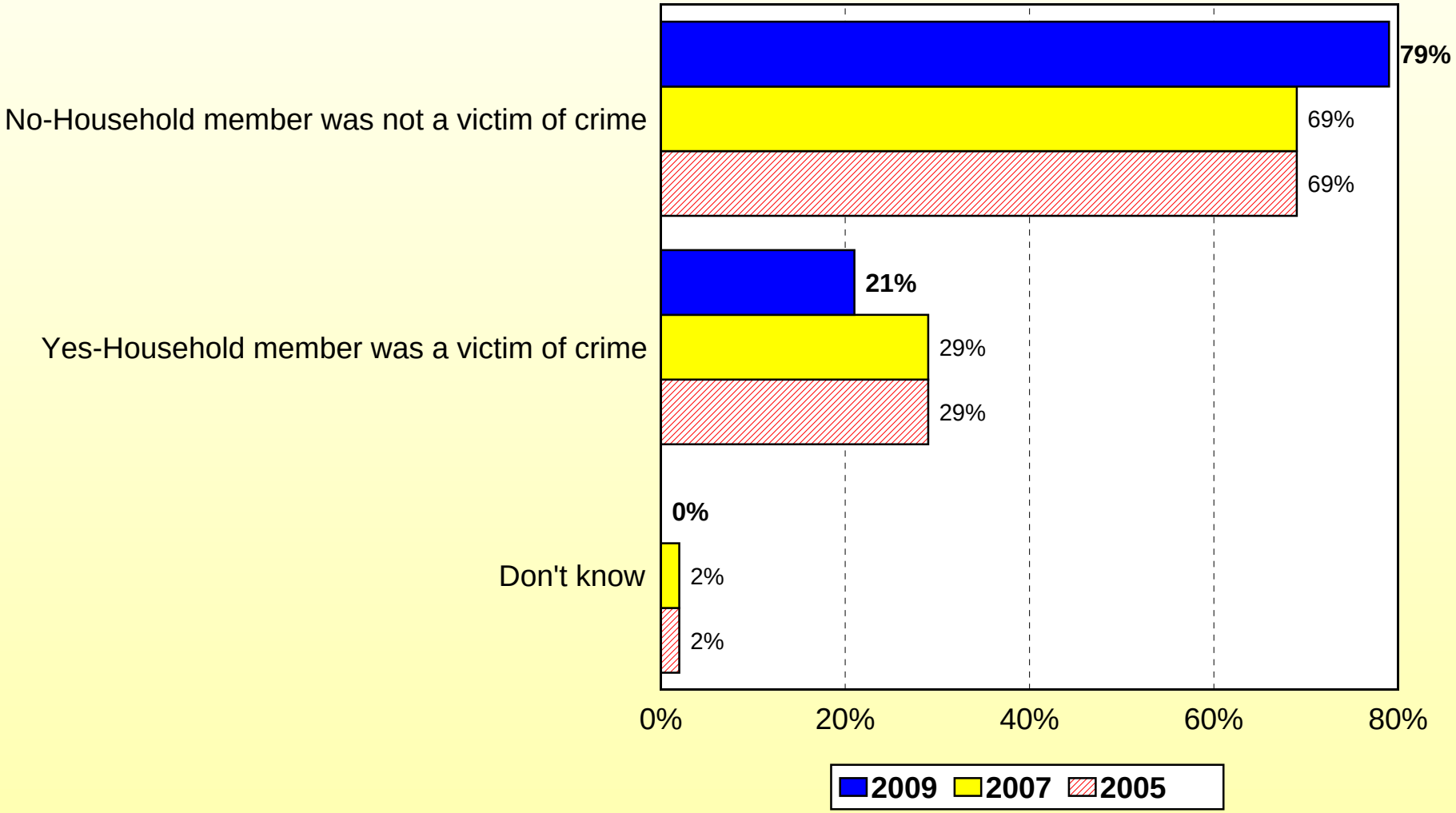


Source: ETC Institute (February 2009)

Q6. During the past twelve months, were you or anyone in your household a victim of any crime?

Trends - 2009, 2007 & 2005

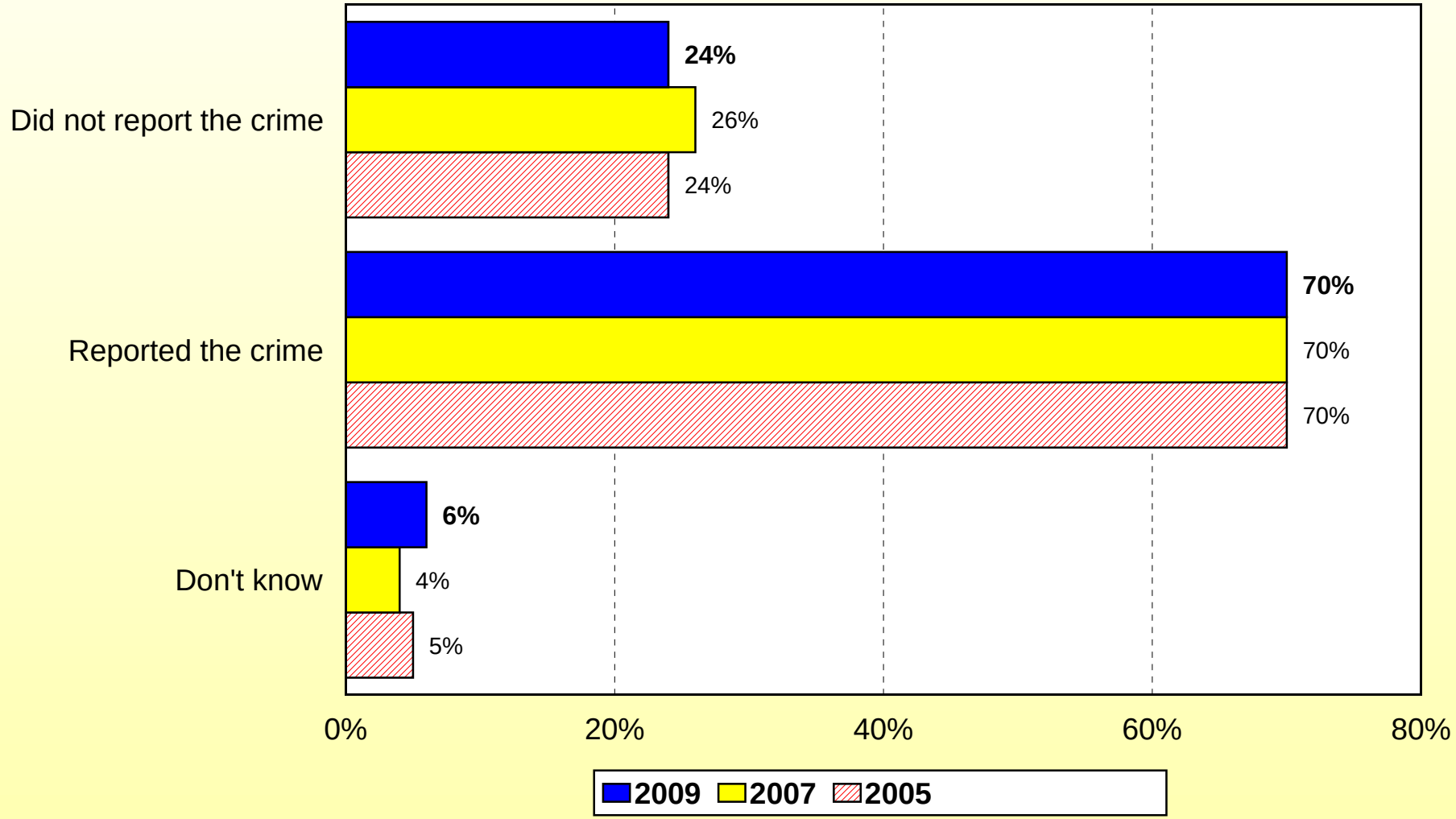
by percentage of respondents



Source: ETC Institute (February 2009)

Q6a. IF YES: Was this crime (or these crimes) reported to the police?
Trends - 2009, 2007 & 2005

by percentage of respondents who indicated someone in their household was a victim of crime the previous year

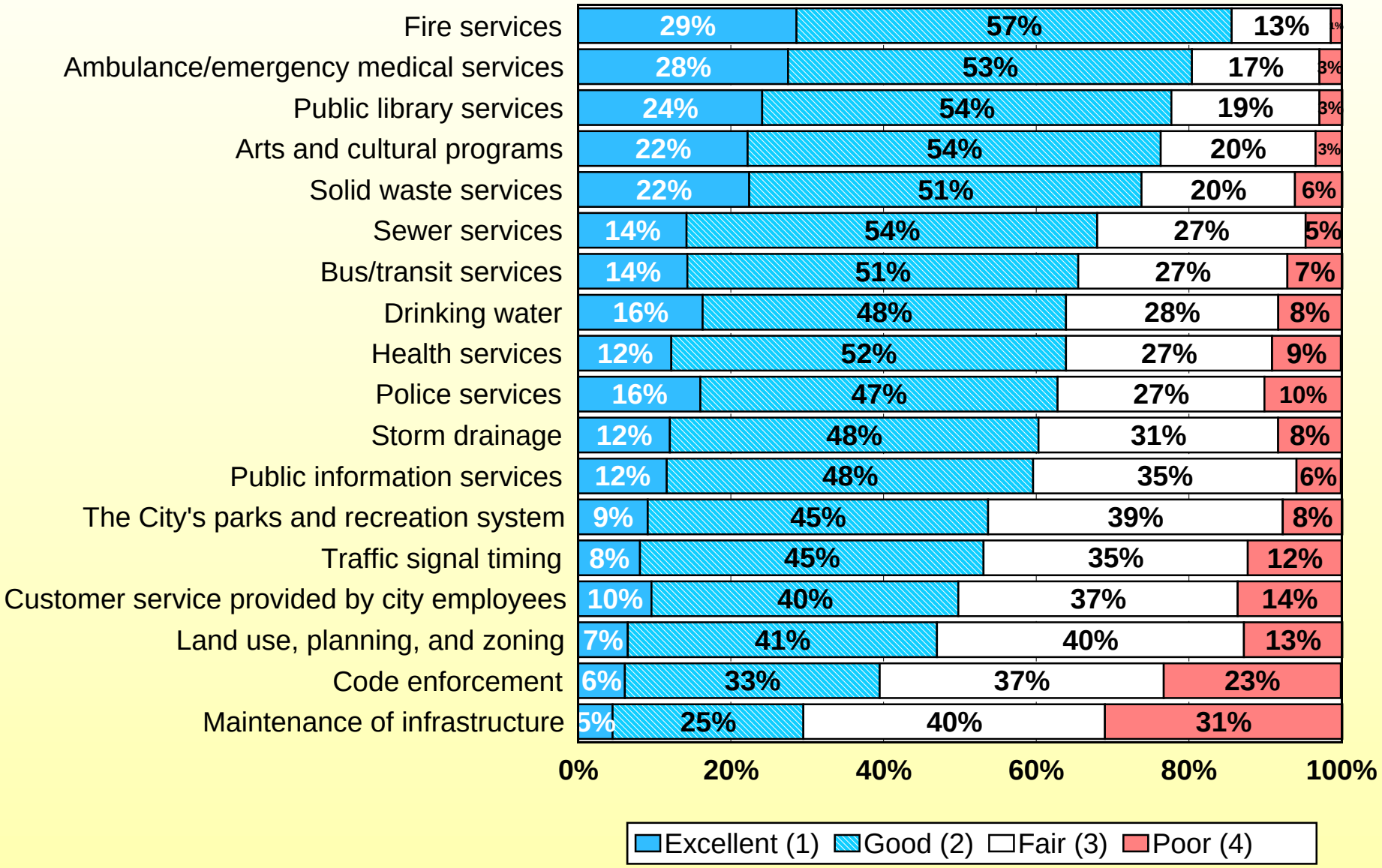


Source: ETC Institute (February 2009)

Major Categories of City Services

Q7. Ratings of Major Categories of City Services

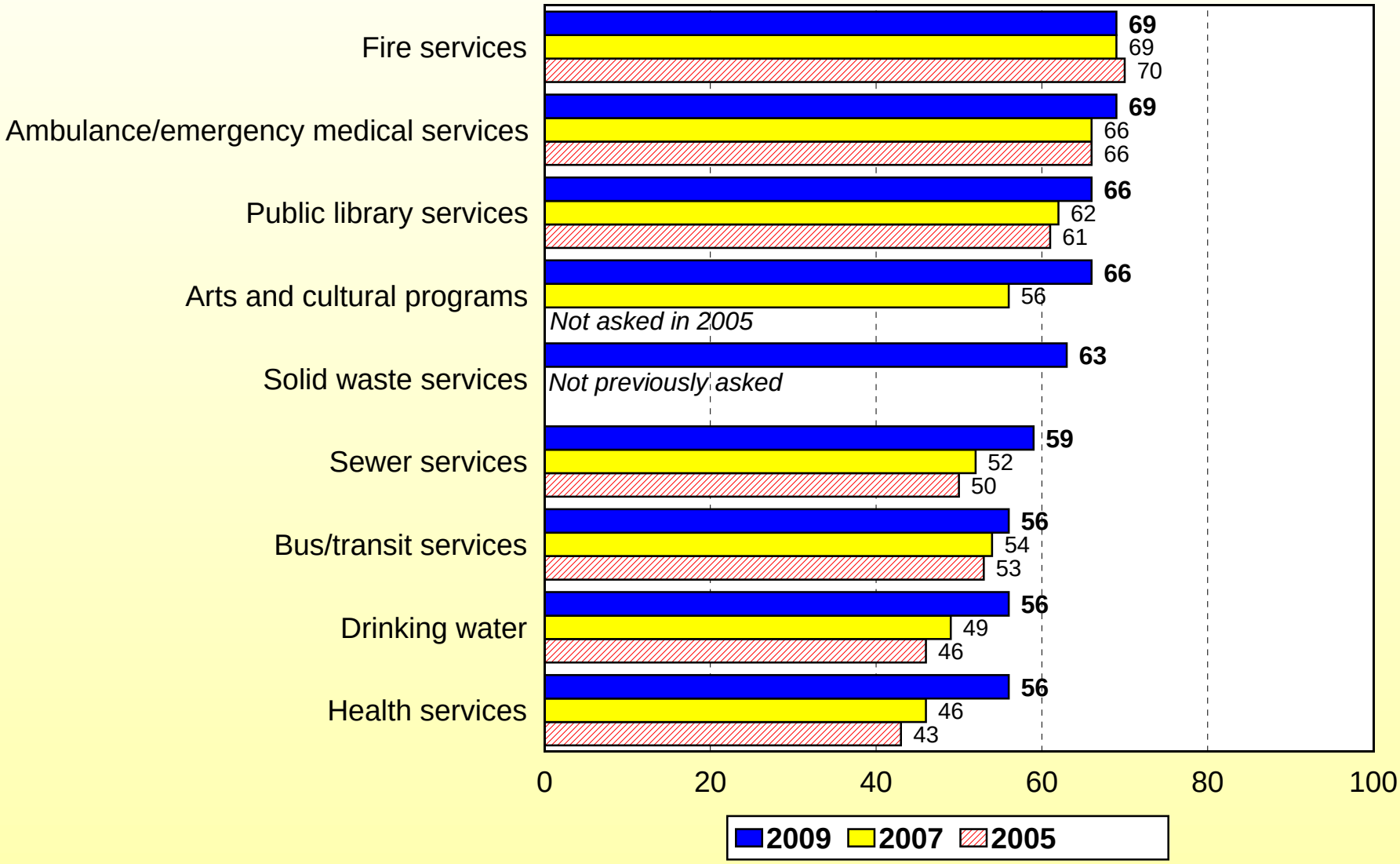
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (February 2009)

Q7. Ratings of Major Categories of City Services
Trends - 2009, 2007 & 2005

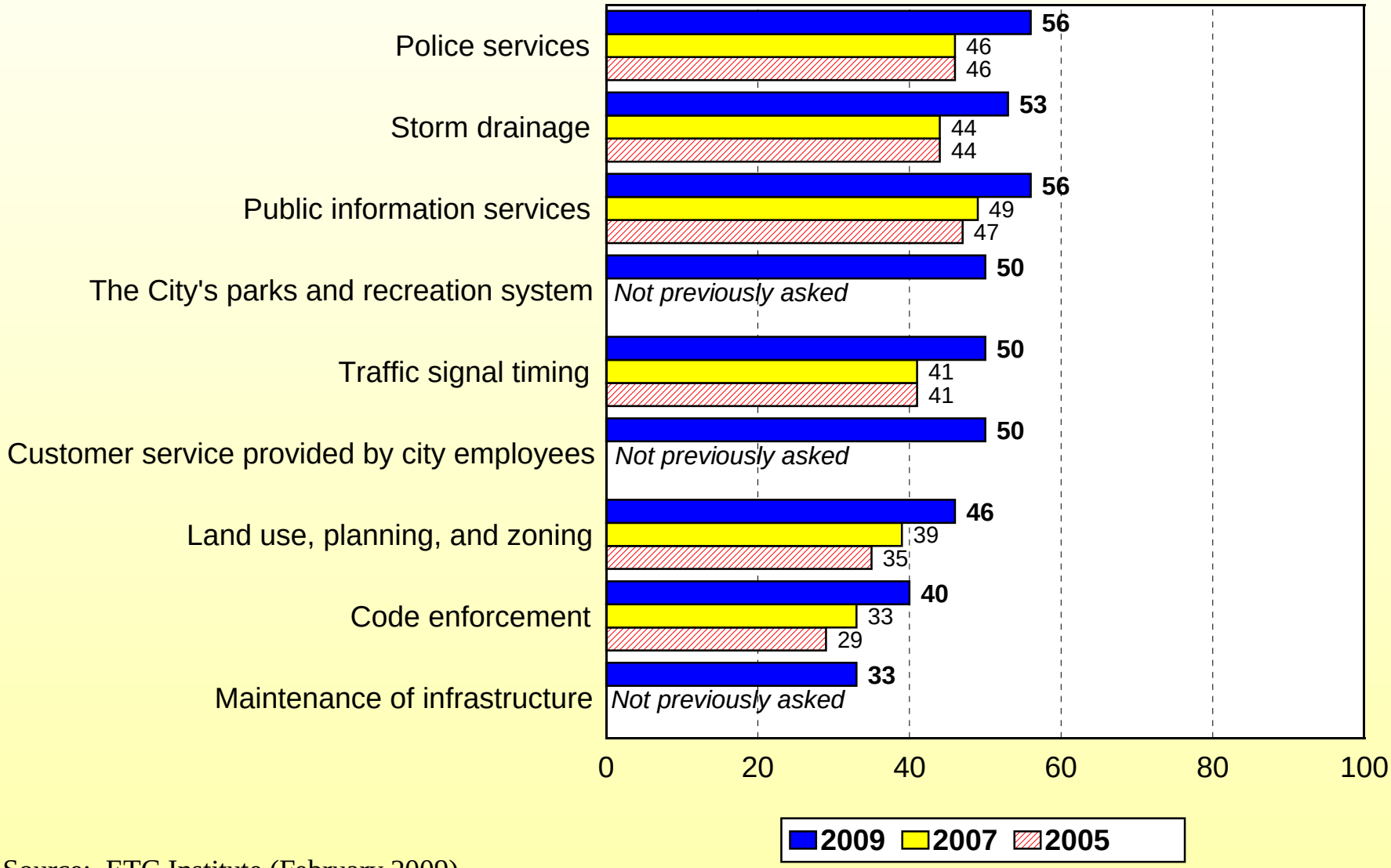
by "average ratings" where 100="excellent" and 1="poor" (excluding "don't know")



Source: ETC Institute (February 2009)

Q7. (Cont.) Ratings of Major Categories of City Services
Trends - 2009, 2007 & 2005

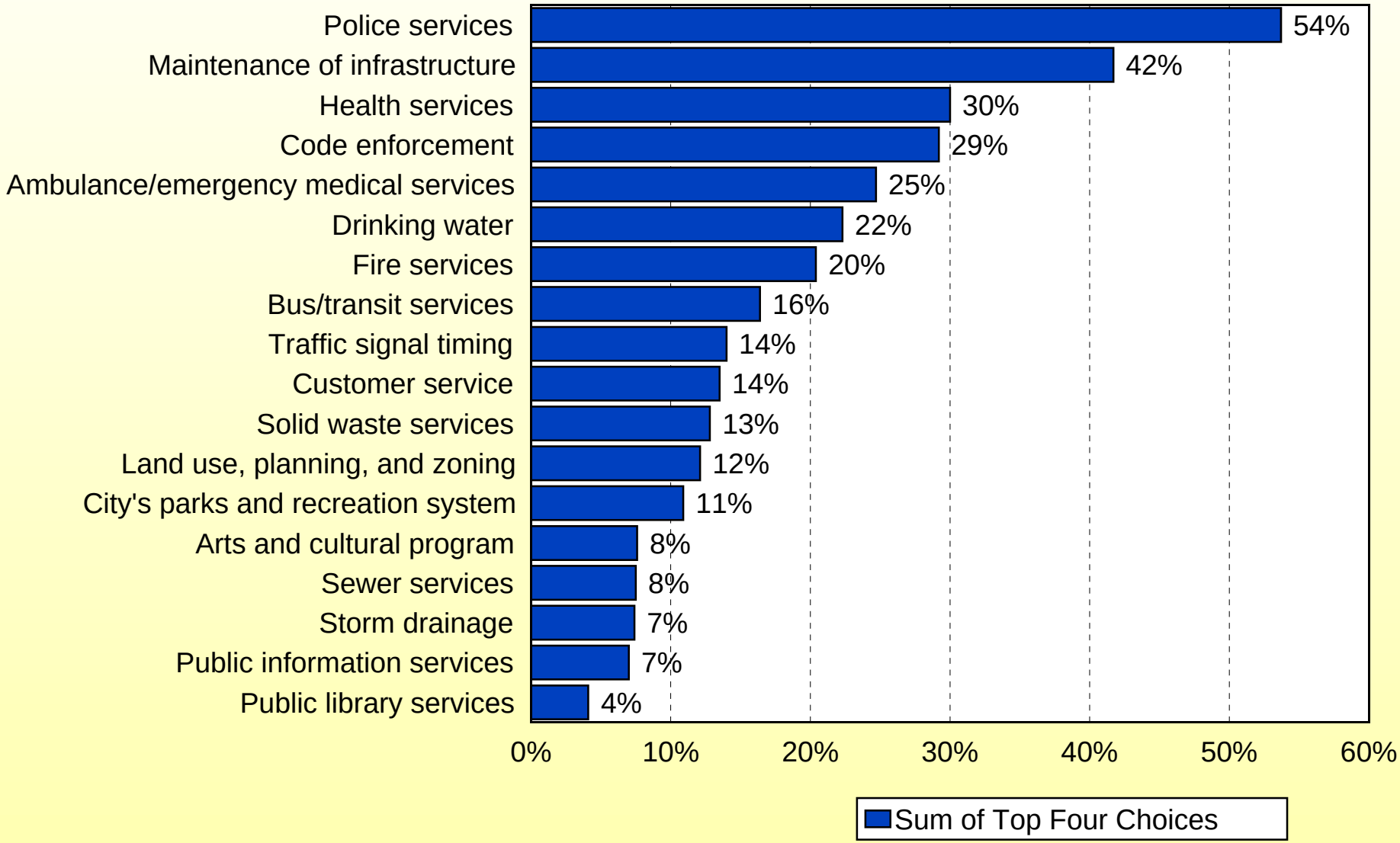
by "average ratings" where 100="excellent" and 1="poor" (excluding "don't know")



Source: ETC Institute (February 2009)

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

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

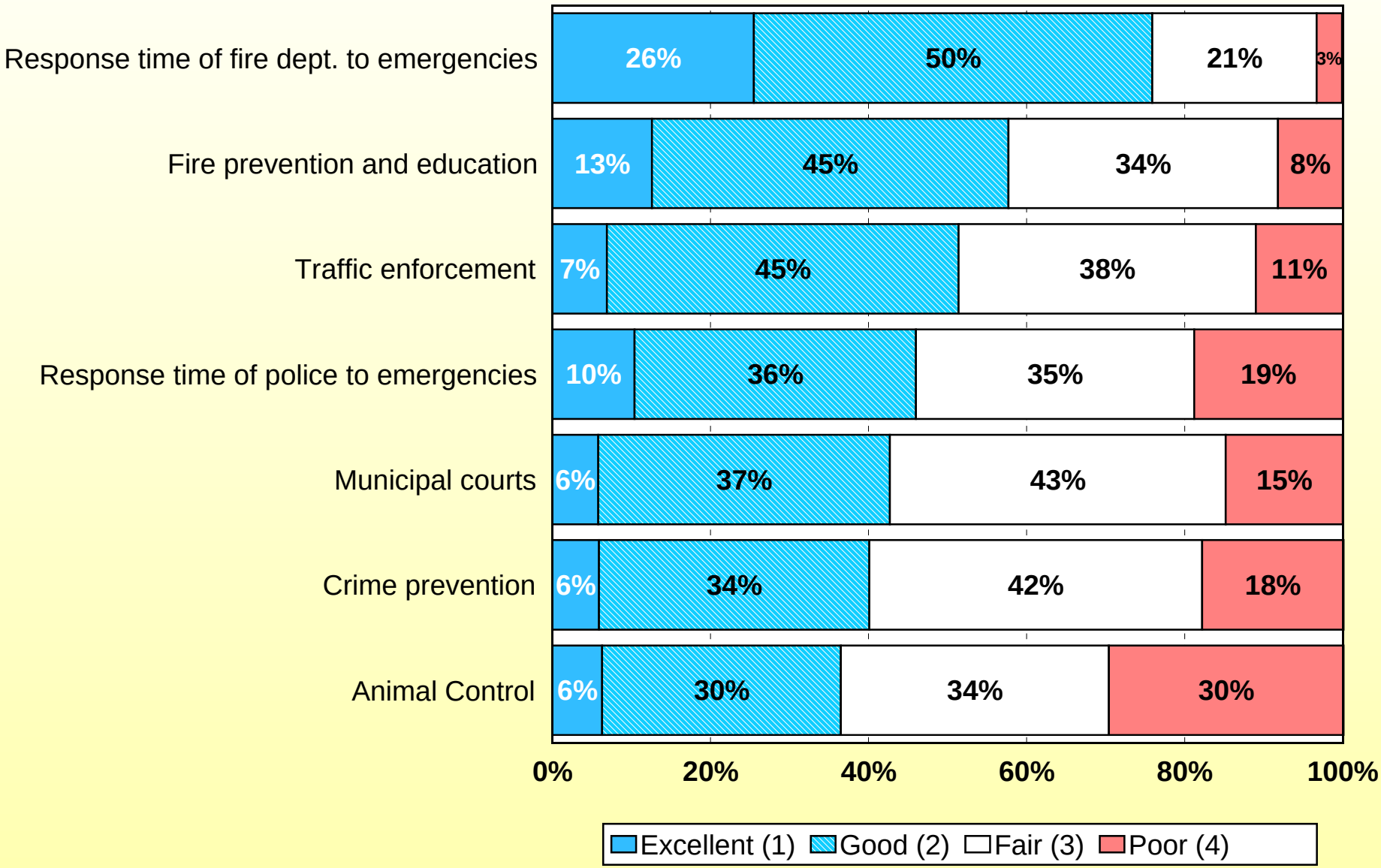


Source: ETC Institute (February 2009)

Public Safety Services

Q9. Ratings of Public Safety Services

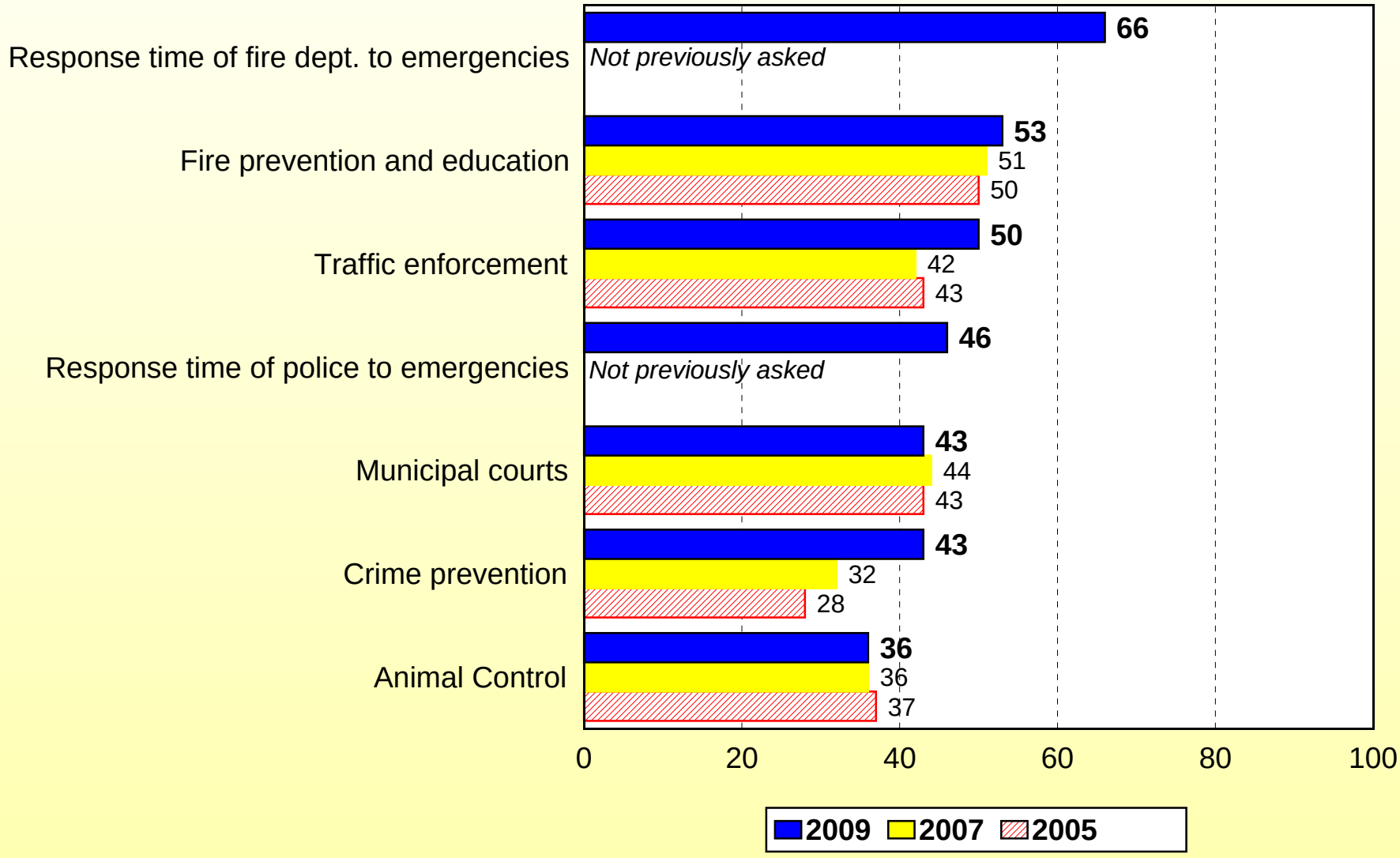
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (February 2009)

Q9. Ratings of Public Safety Services
Trends - 2009, 2007 & 2005

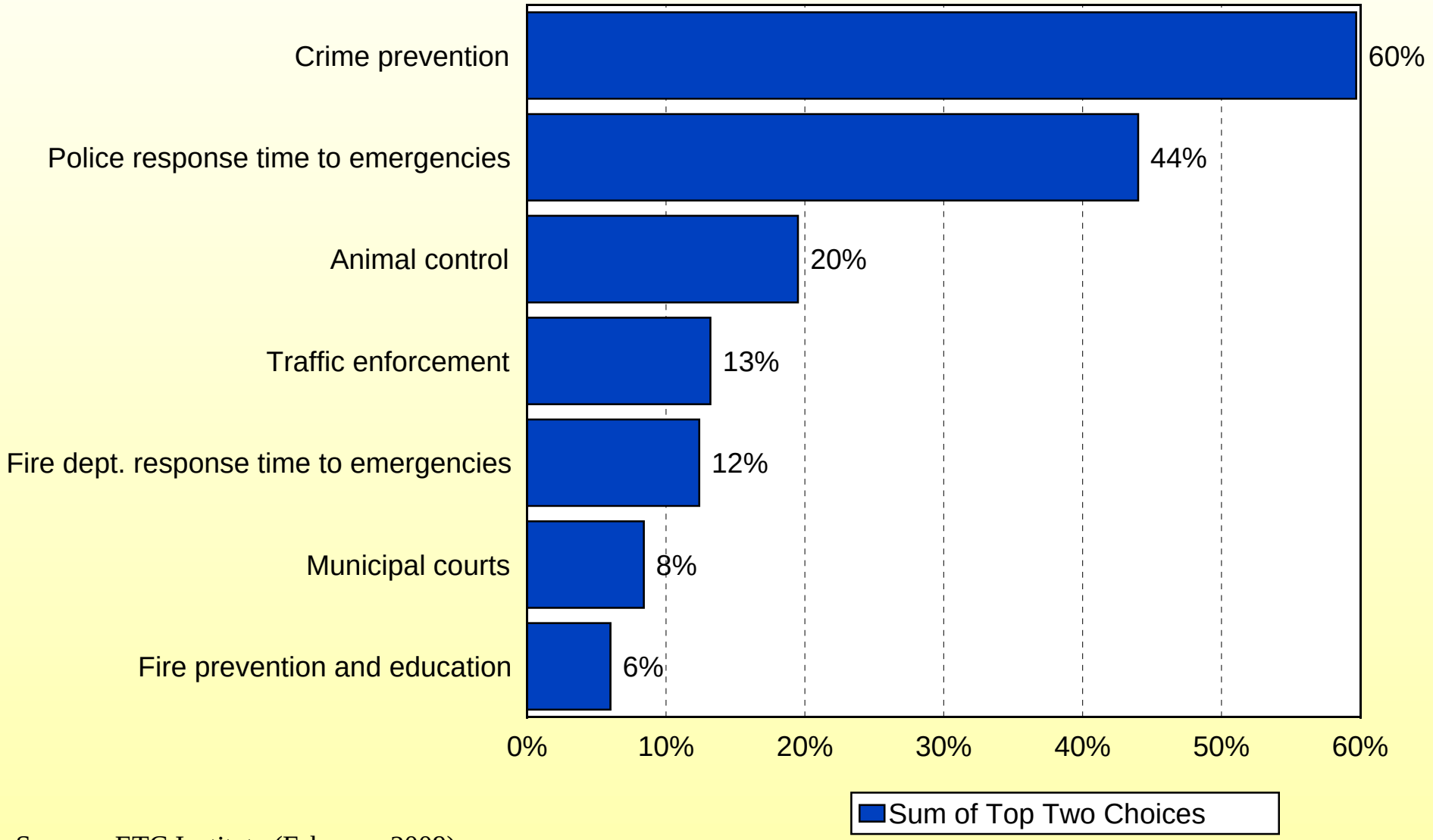
by "average ratings" where 100="excellent" and 1="poor" (excluding "don't know")



Source: ETC Institute (February 2009)

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

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

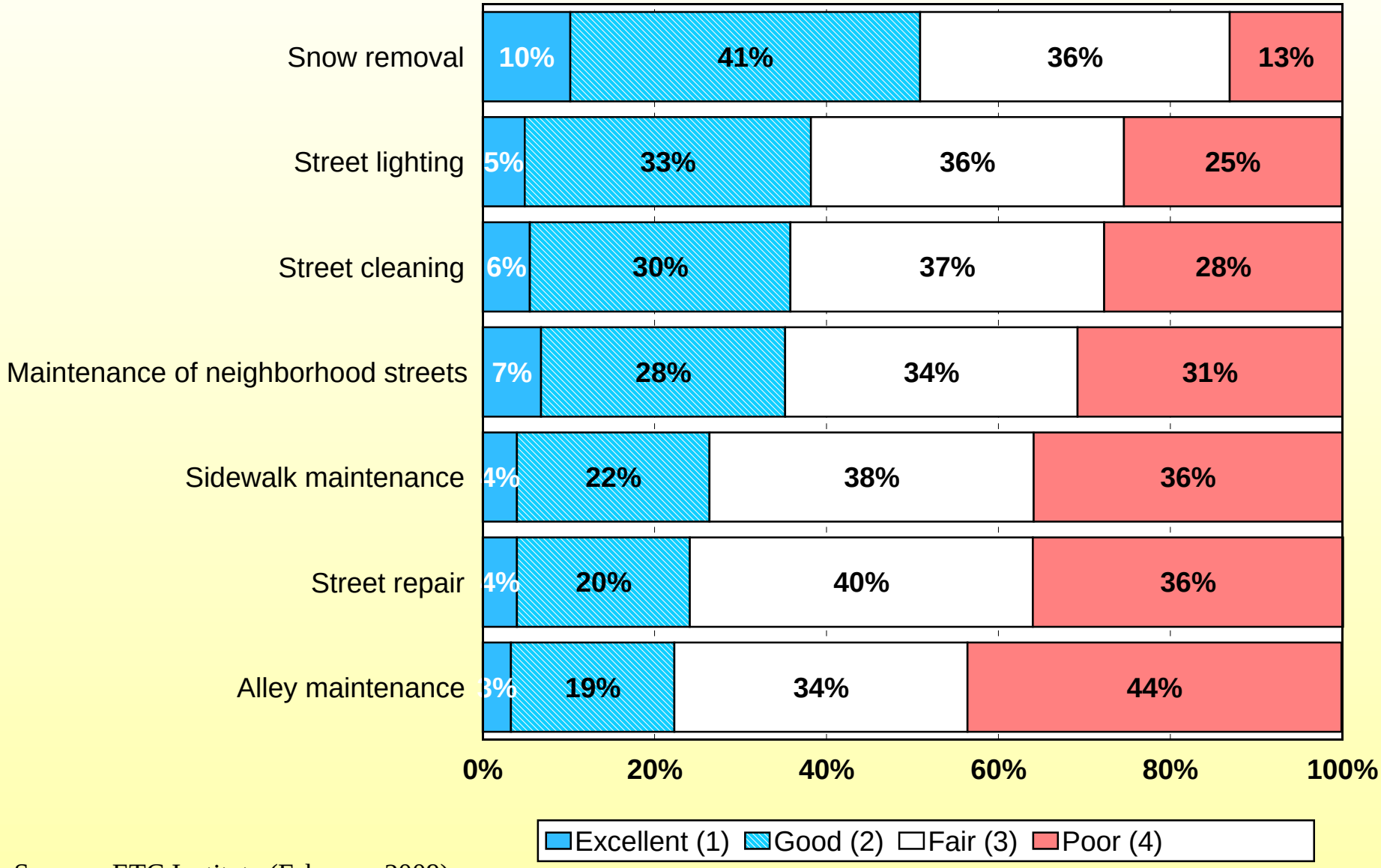


Source: ETC Institute (February 2009)

Streets and Infrastructure

Q11. Ratings of Street and Infrastructure Services

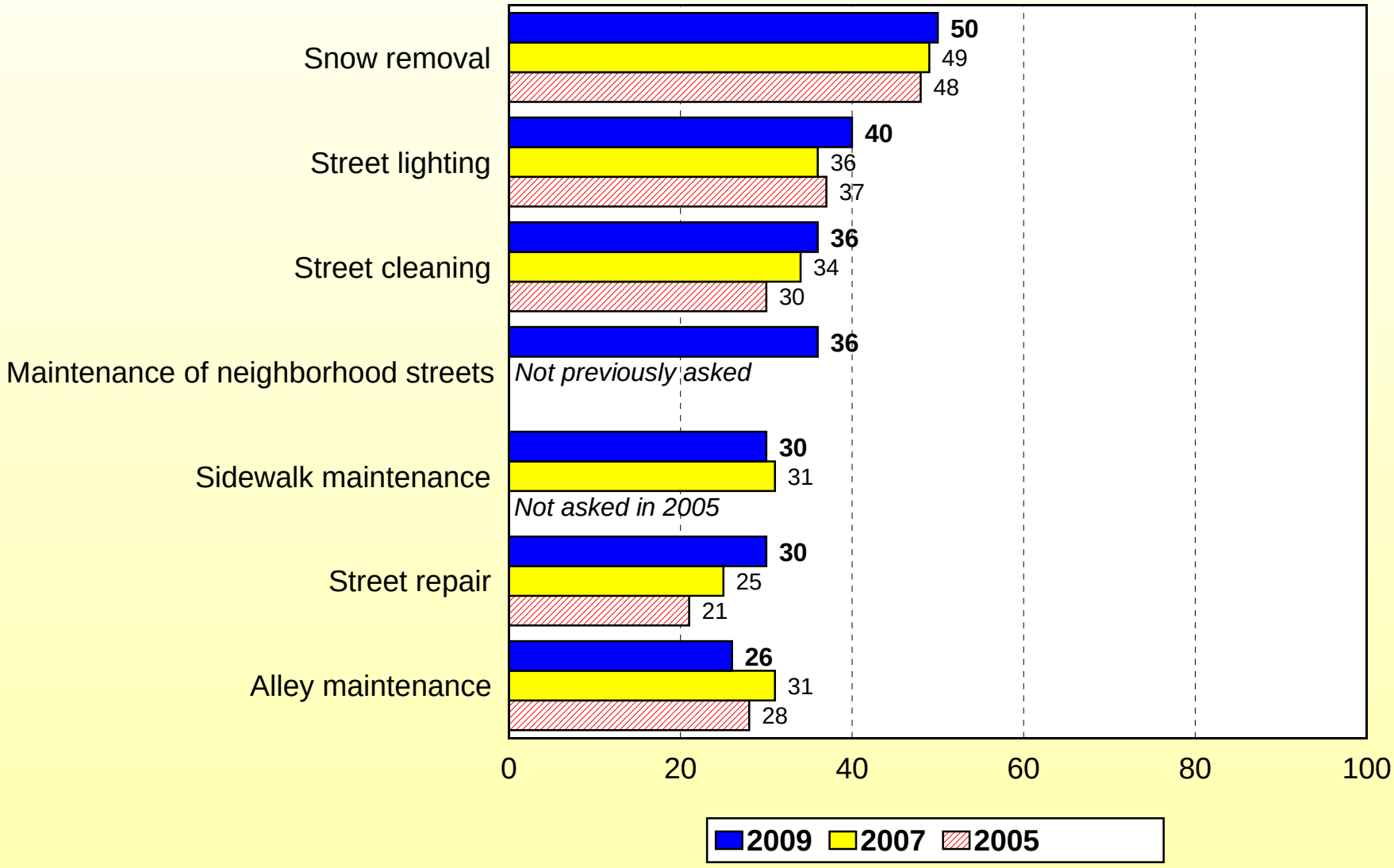
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (February 2009)

Q11. Ratings of Streets and Infrastructure Services
Trends - 2009, 2007 & 2005

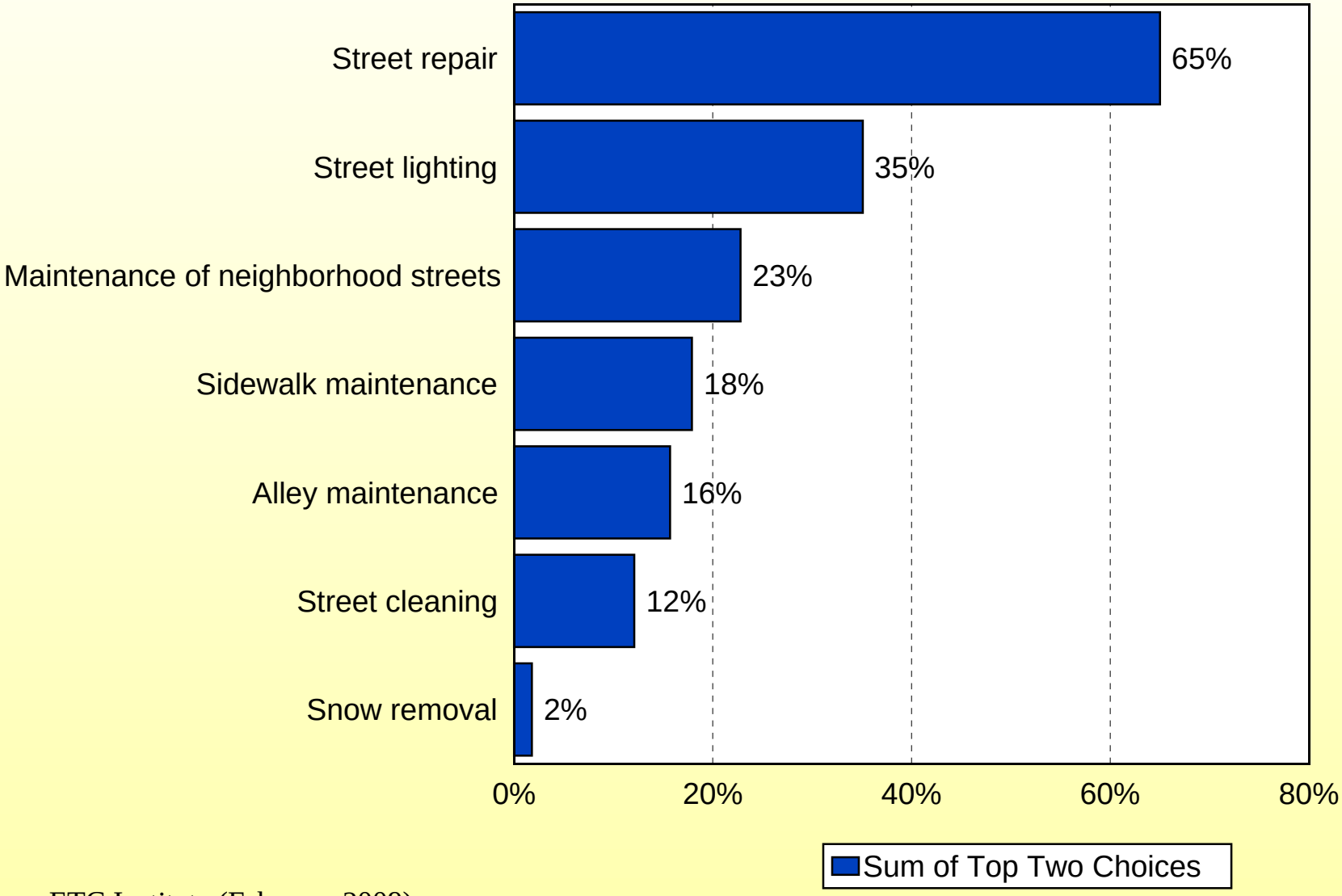
by "average ratings" where 100="excellent" and 1="poor" (excluding "don't know")



Source: ETC Institute (February 2009)

Q12. Street and Infrastructure 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

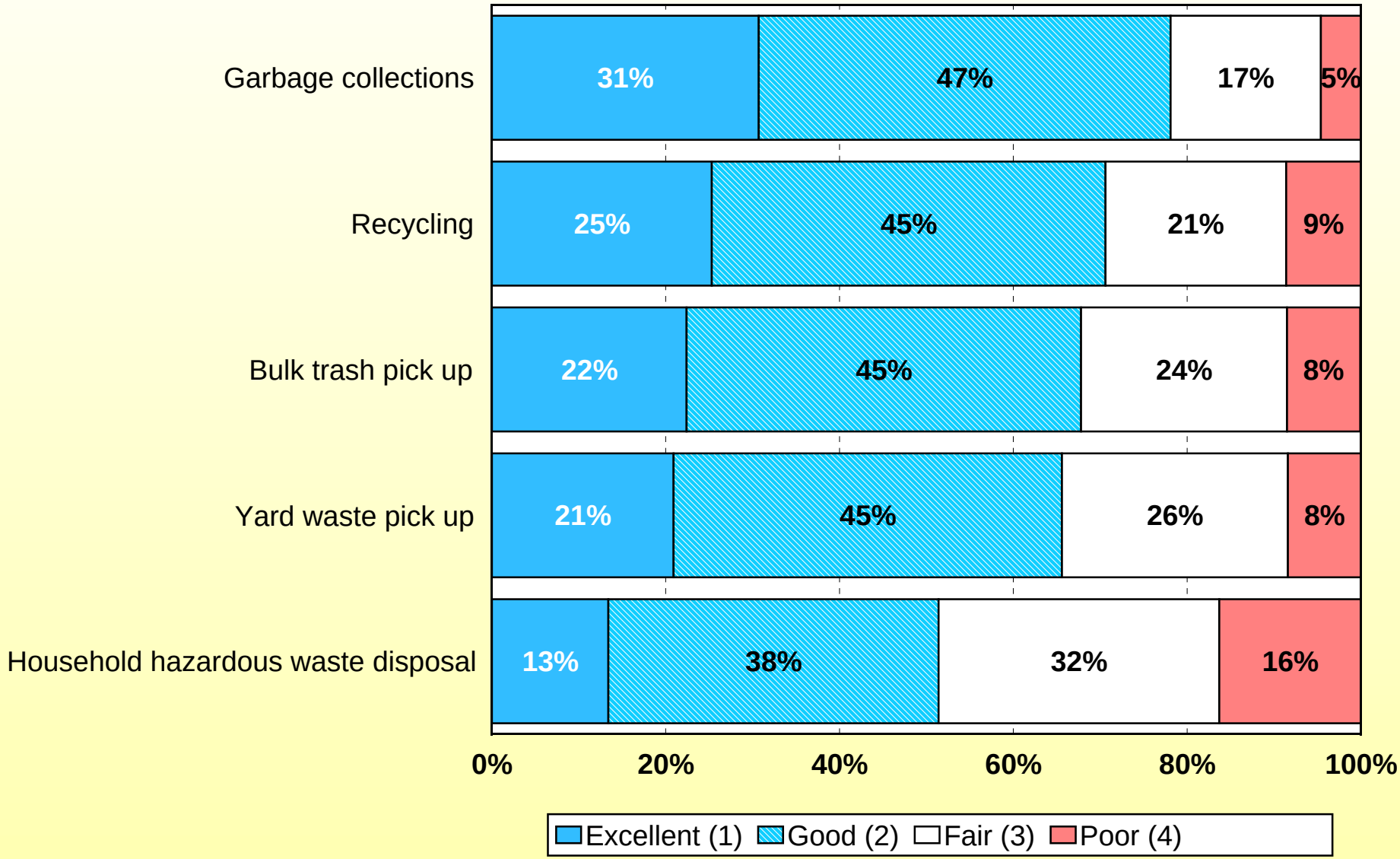


Source: ETC Institute (February 2009)

Solid Waste Services

Q13. Ratings of Solid Waste Services

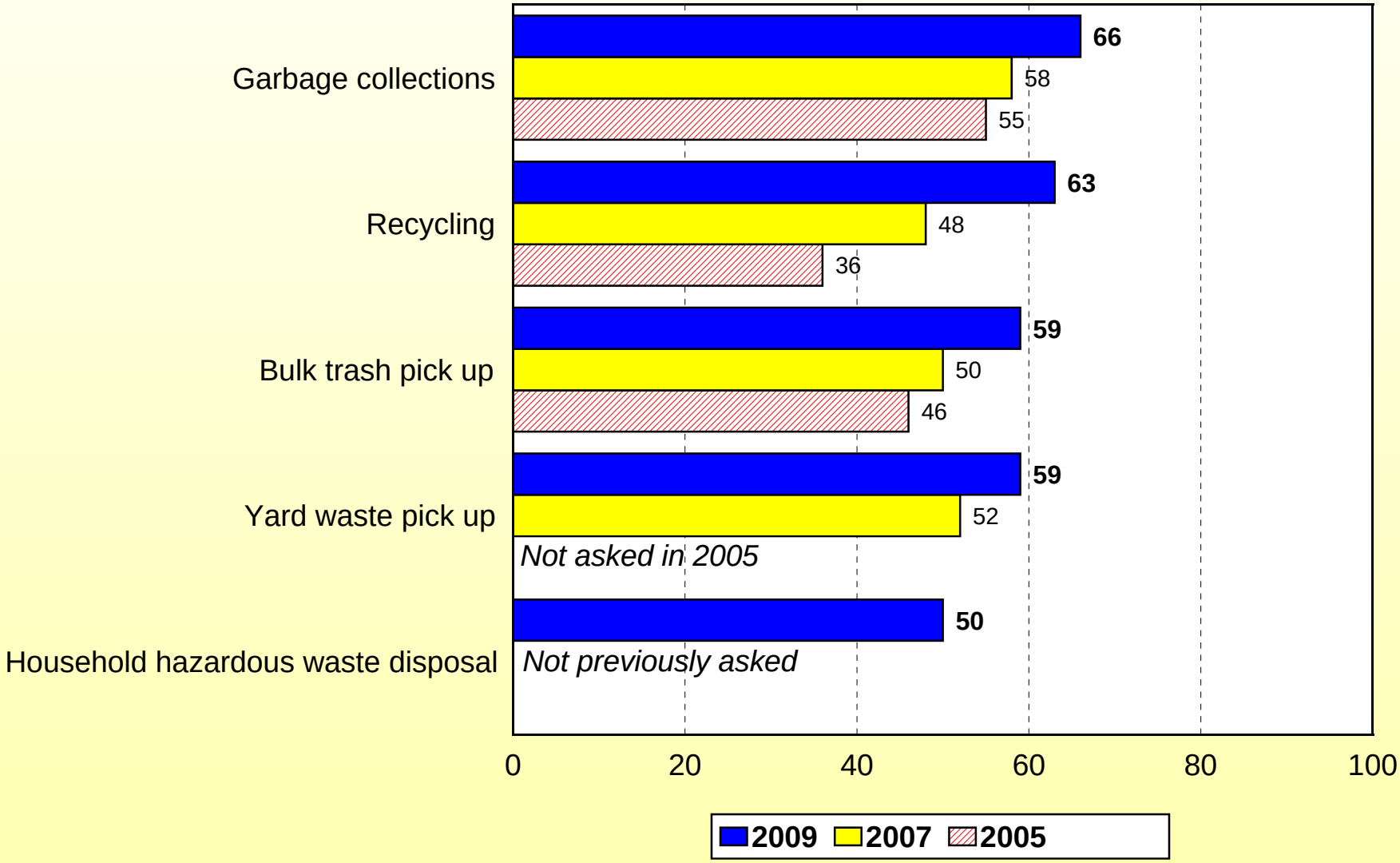
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (February 2009)

Q13. Ratings of Solid Waste Services
Trends - 2009, 2007 & 2005

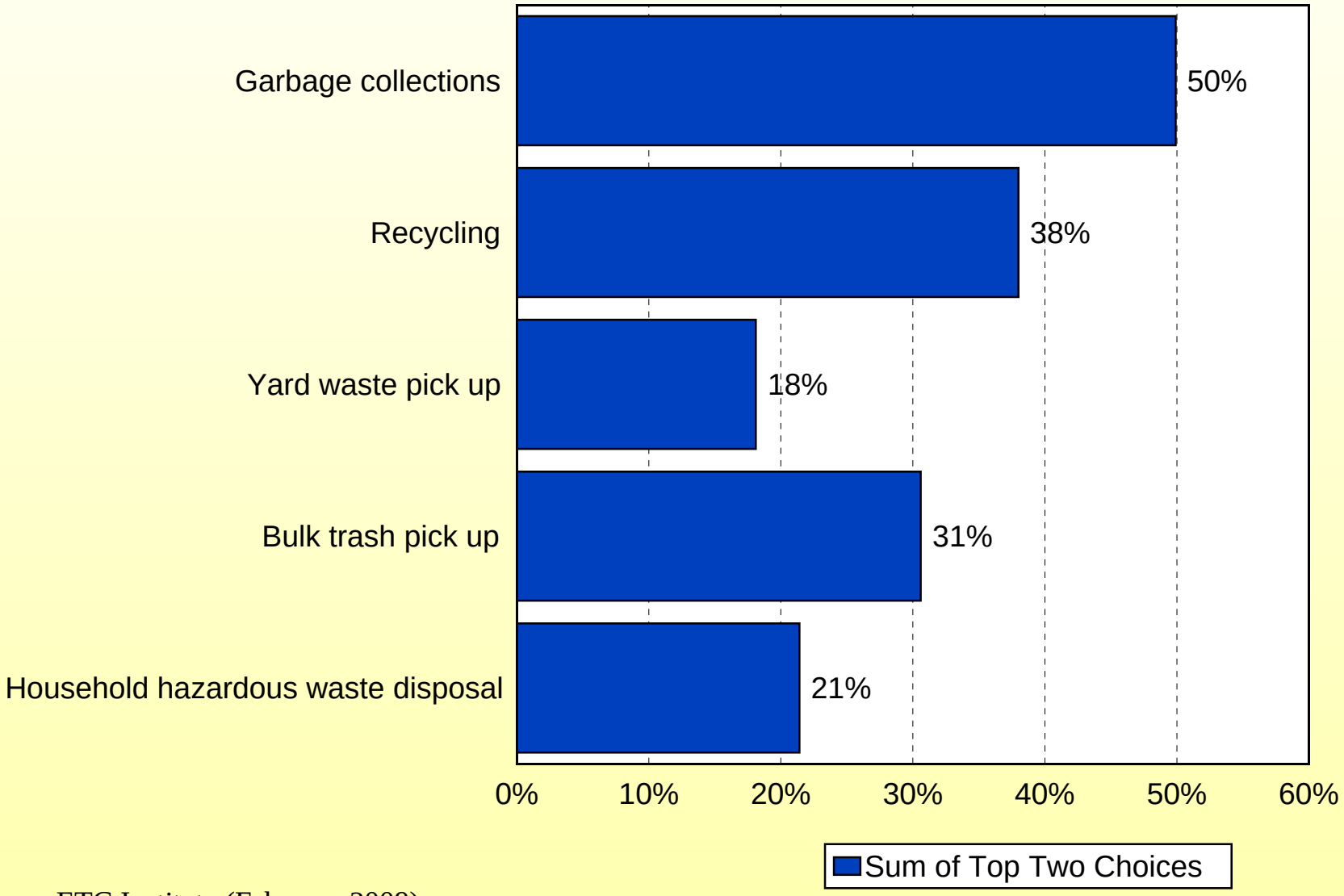
by "average ratings" where 100="excellent" and 1="poor" (excluding "don't know")



Source: ETC Institute (February 2009)

Q14. Solid Waste Services Residents Think Should Be the City's Top Priorities

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

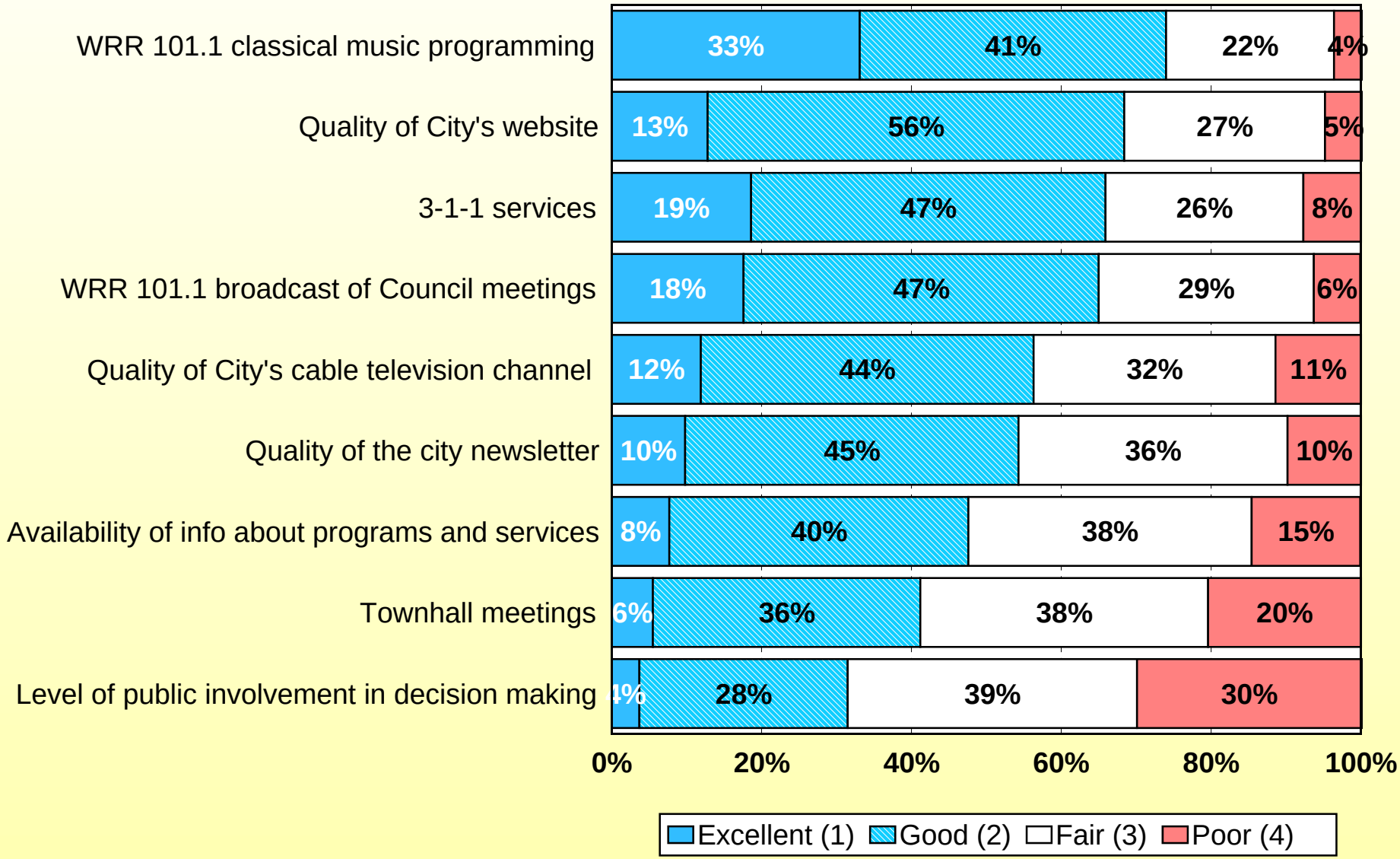


Source: ETC Institute (February 2009)

Public Information Services

Q15. Ratings of Public Information Services

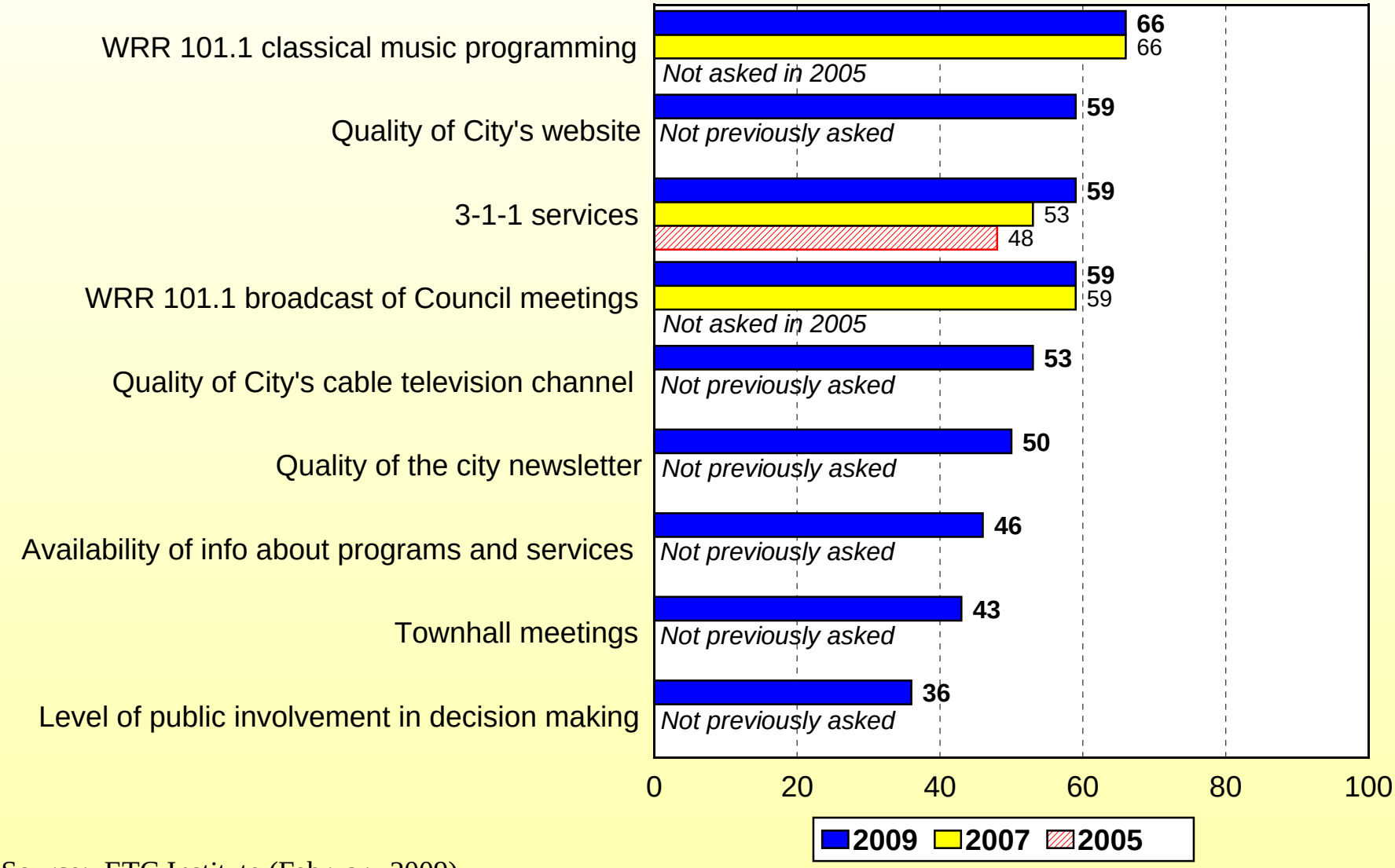
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (February 2009)

Q15. Ratings of Public Information Services
Trends - 2009, 2007 & 2005

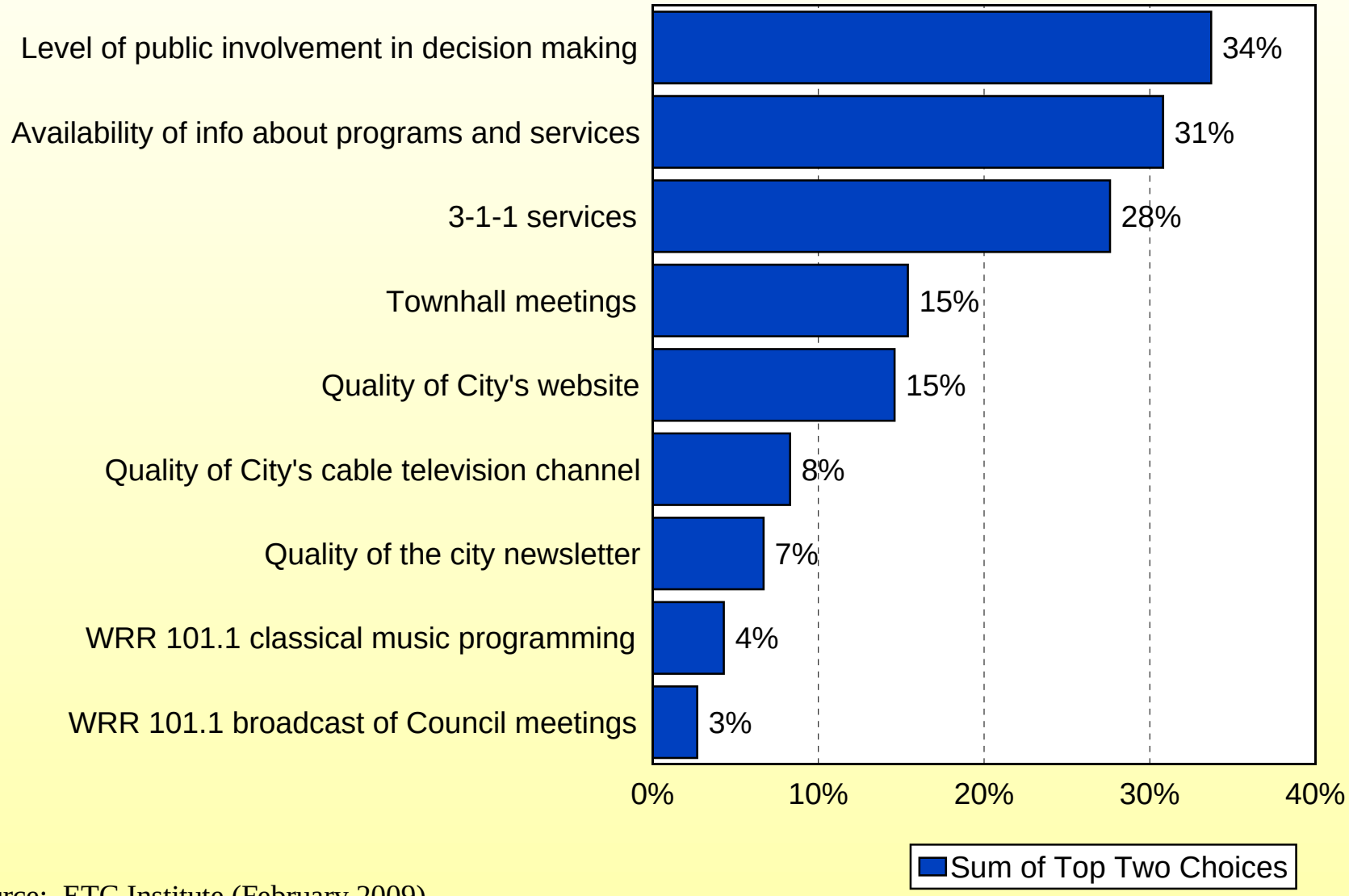
by "average ratings" where 100="excellent" and 1="poor" (excluding "don't know")



Source: ETC Institute (February 2009)

Q16. Public Information Services Residents Think Should Be the City's Top Priorities

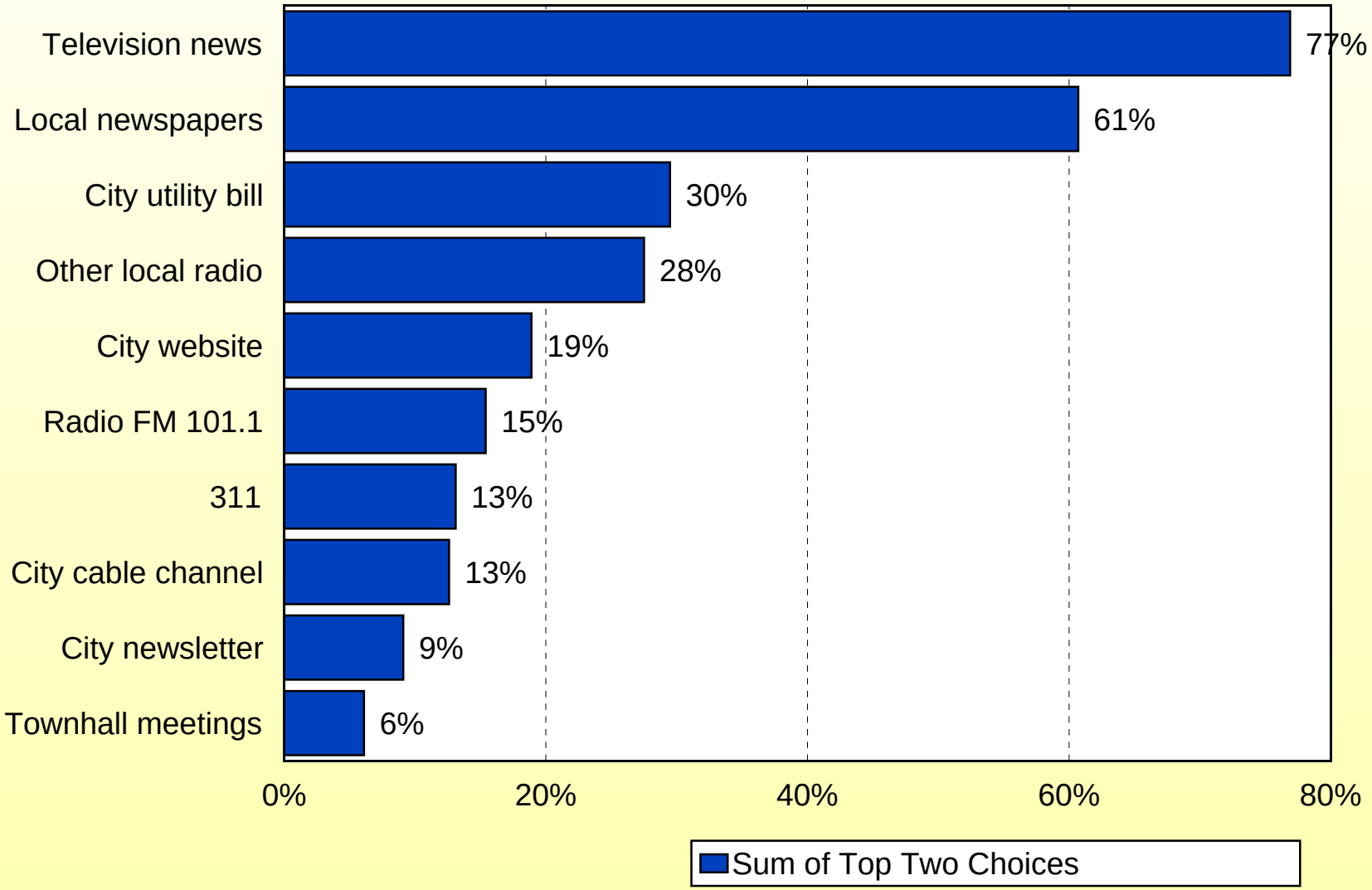
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (February 2009)

Q17. Sources Where Residents Currently Get News and Information about City Programs, Services and Events

by percentage of respondents (multiple responses allowed)

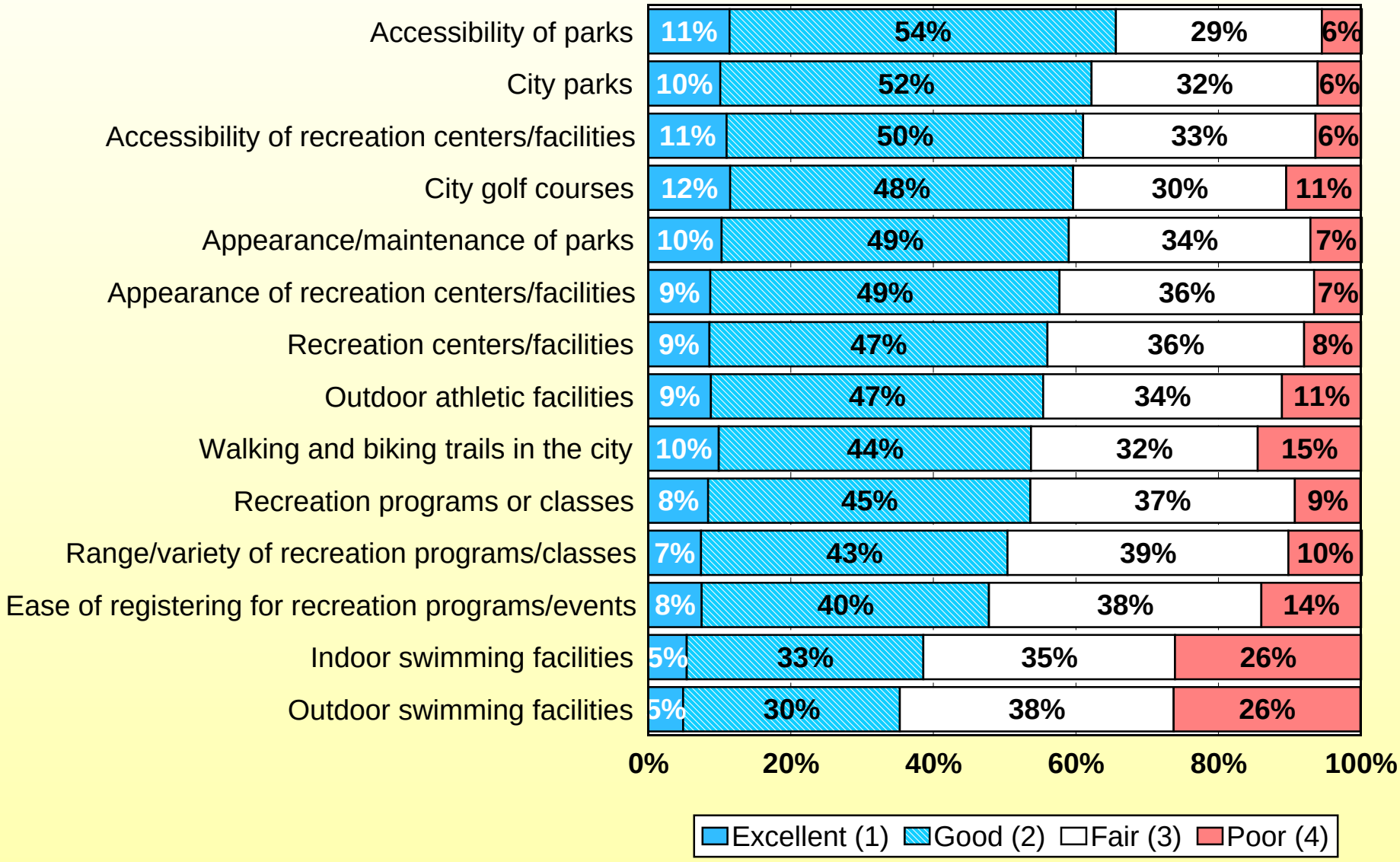


Source: ETC Institute (February 2009)

Parks and Recreation Services

Q18. Ratings of Parks and Recreation Services

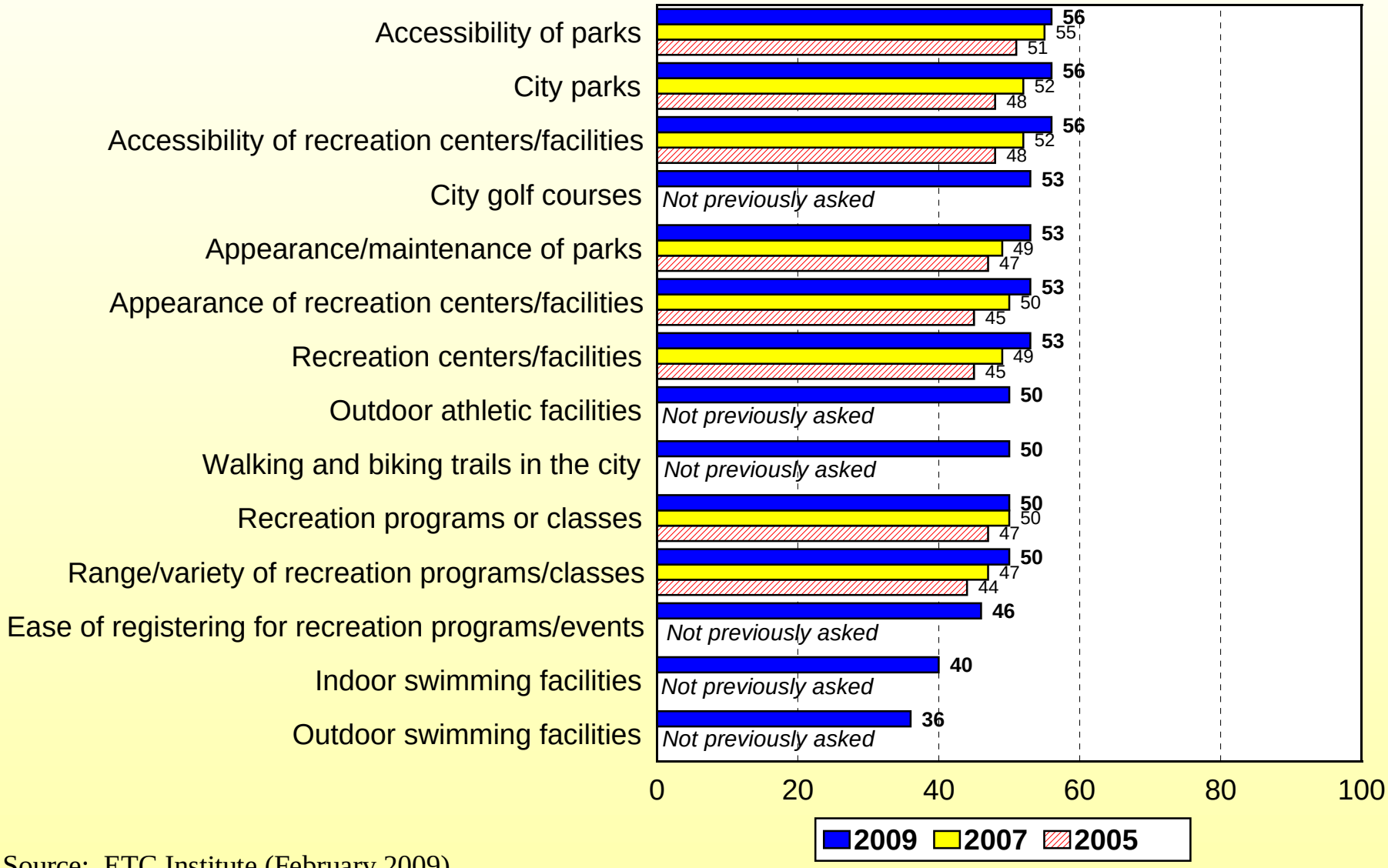
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (February 2009)

Q18. Ratings of Parks and Recreation Services
Trends - 2009, 2007 & 2005

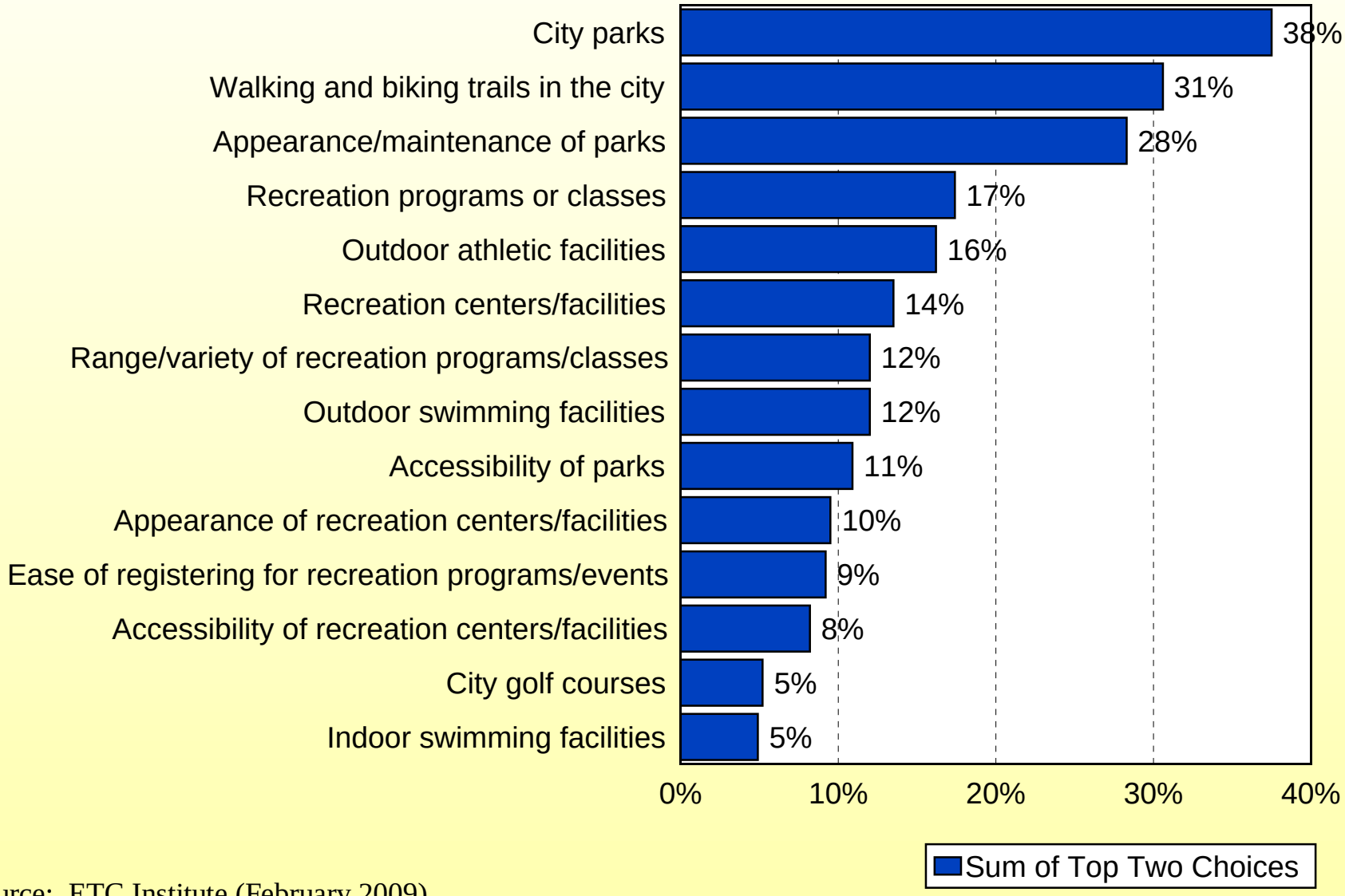
by "average ratings" where 100="excellent" and 1="poor" (excluding "don't know")



Source: ETC Institute (February 2009)

Q19. 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

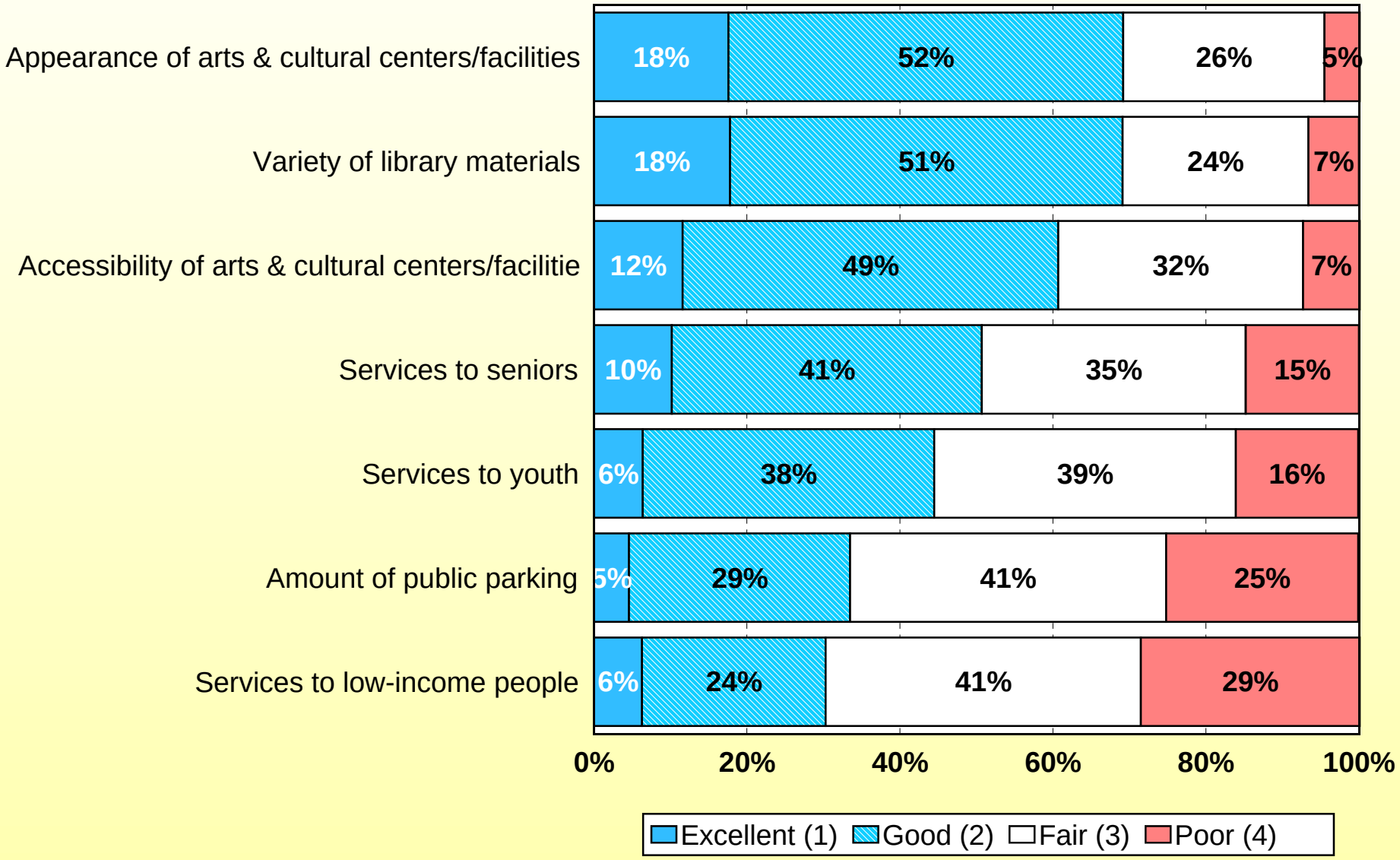


Source: ETC Institute (February 2009)

Other City Services

Q20. Ratings of Various City Services

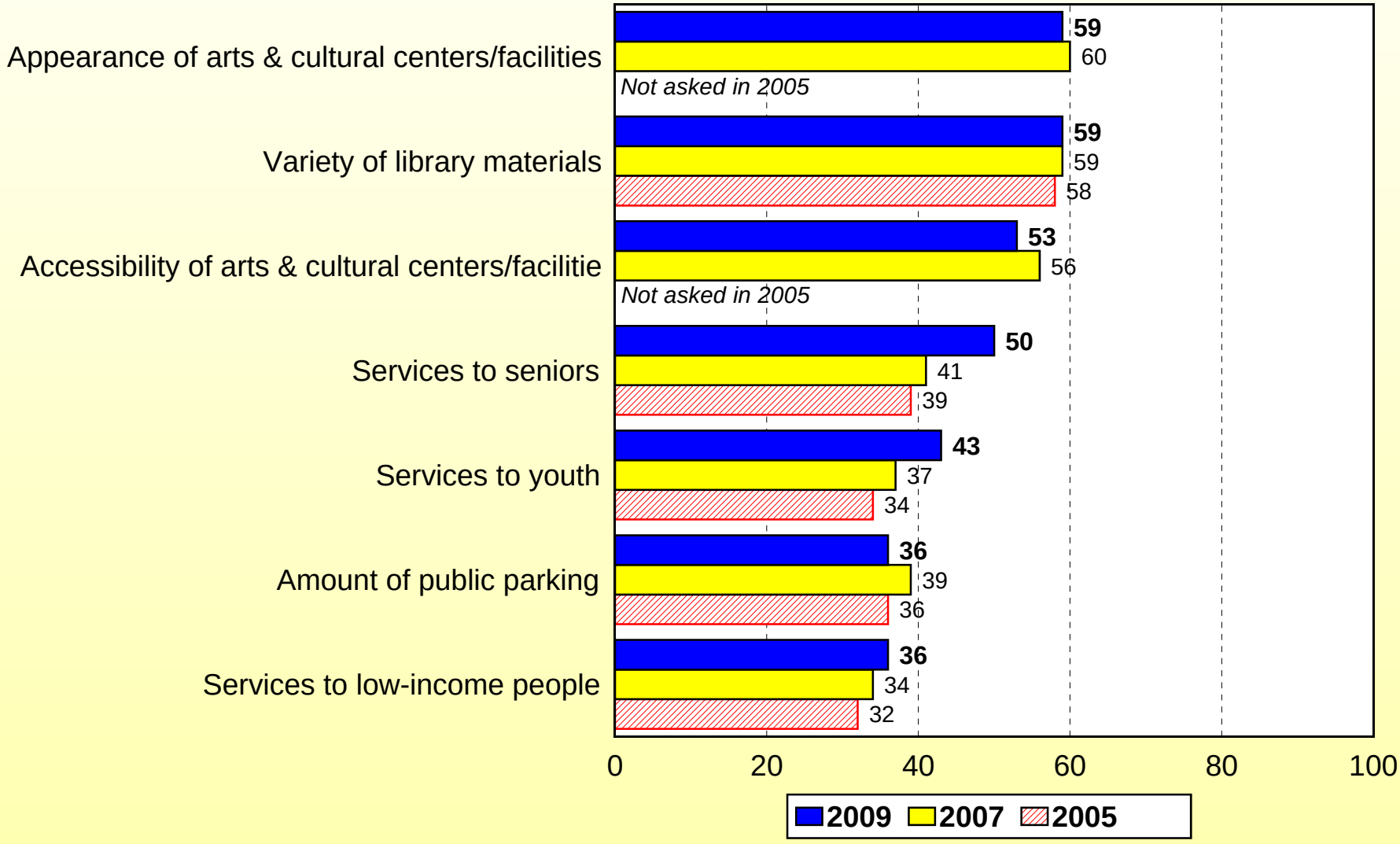
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (February 2009)

Q20. Ratings of Various City Services
Trends - 2009, 2007 & 2005

by "average ratings" where 100="excellent" and 1="poor" (excluding "don't know")

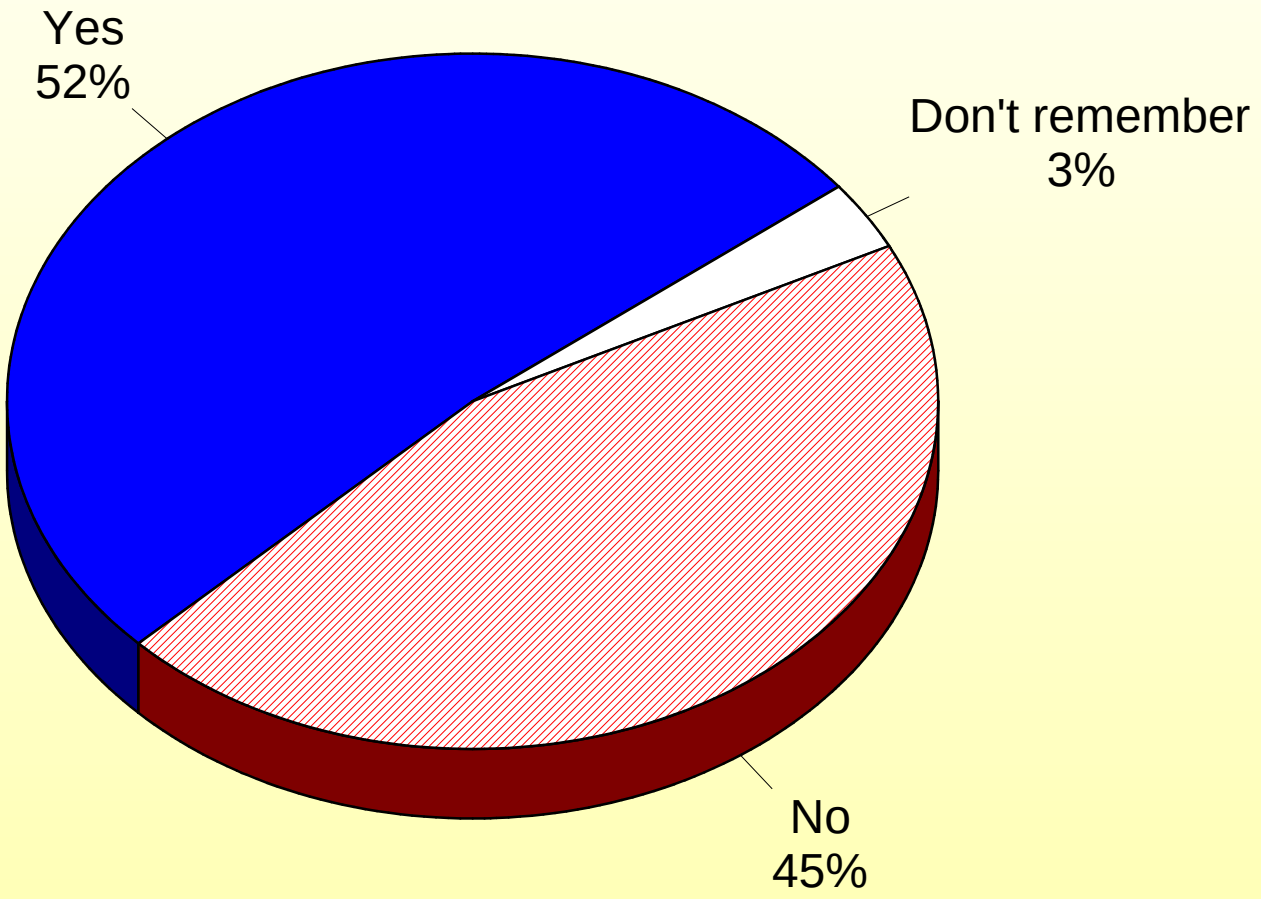


Source: ETC Institute (February 2009)

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?

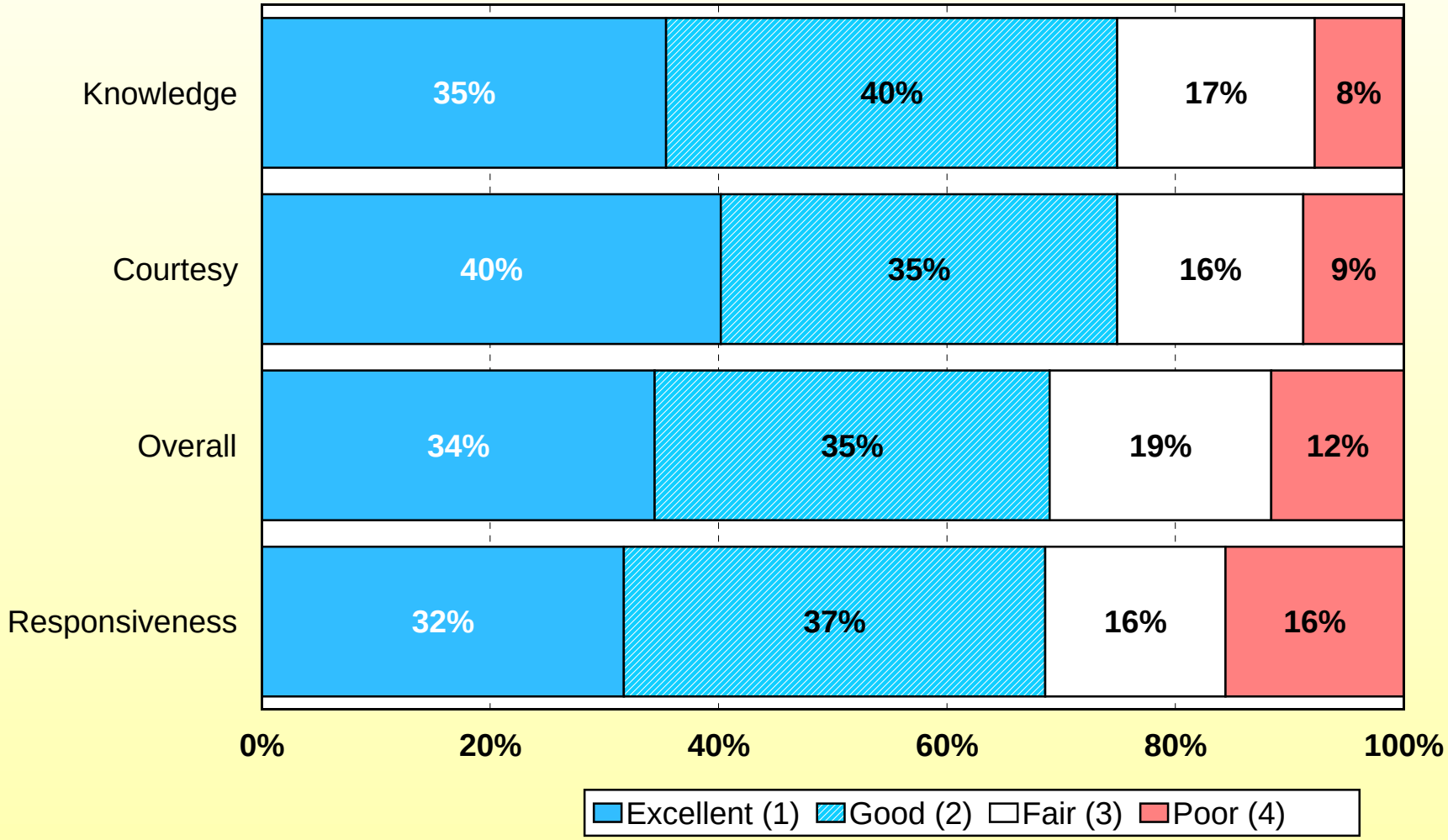
by percentage of respondents



Source: ETC Institute (February 2009)

Q21b-e. Ratings of the Customer Service Provided by City Employees

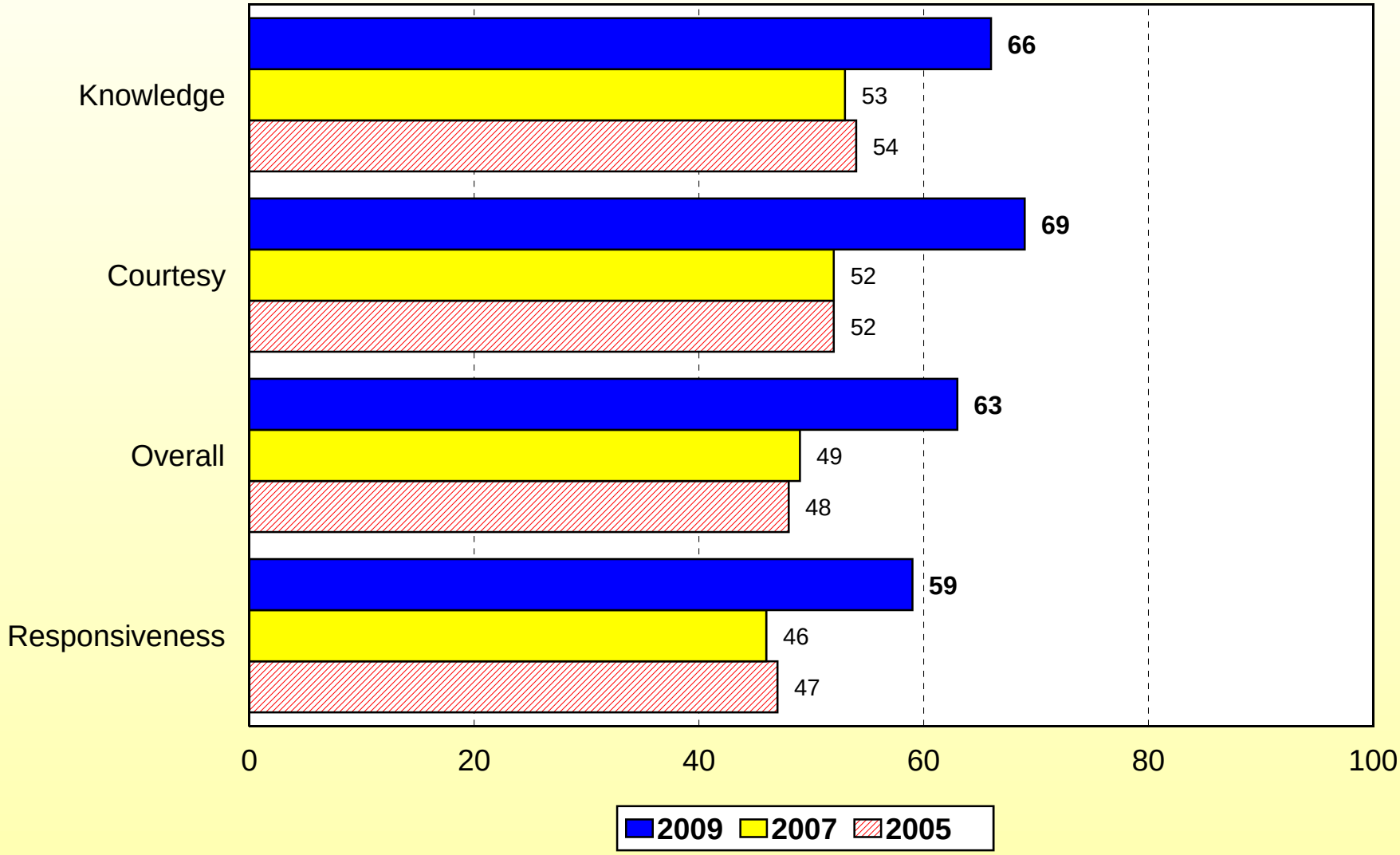
by percentage of respondents who had contact with a City employee during the previous year and by the percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (February 2009)

Q21b-e. Ratings of the Customer Service
Trends - 2009, 2007 & 2005

by "average ratings" where 100="excellent" and 1="poor" (excluding "don't know")

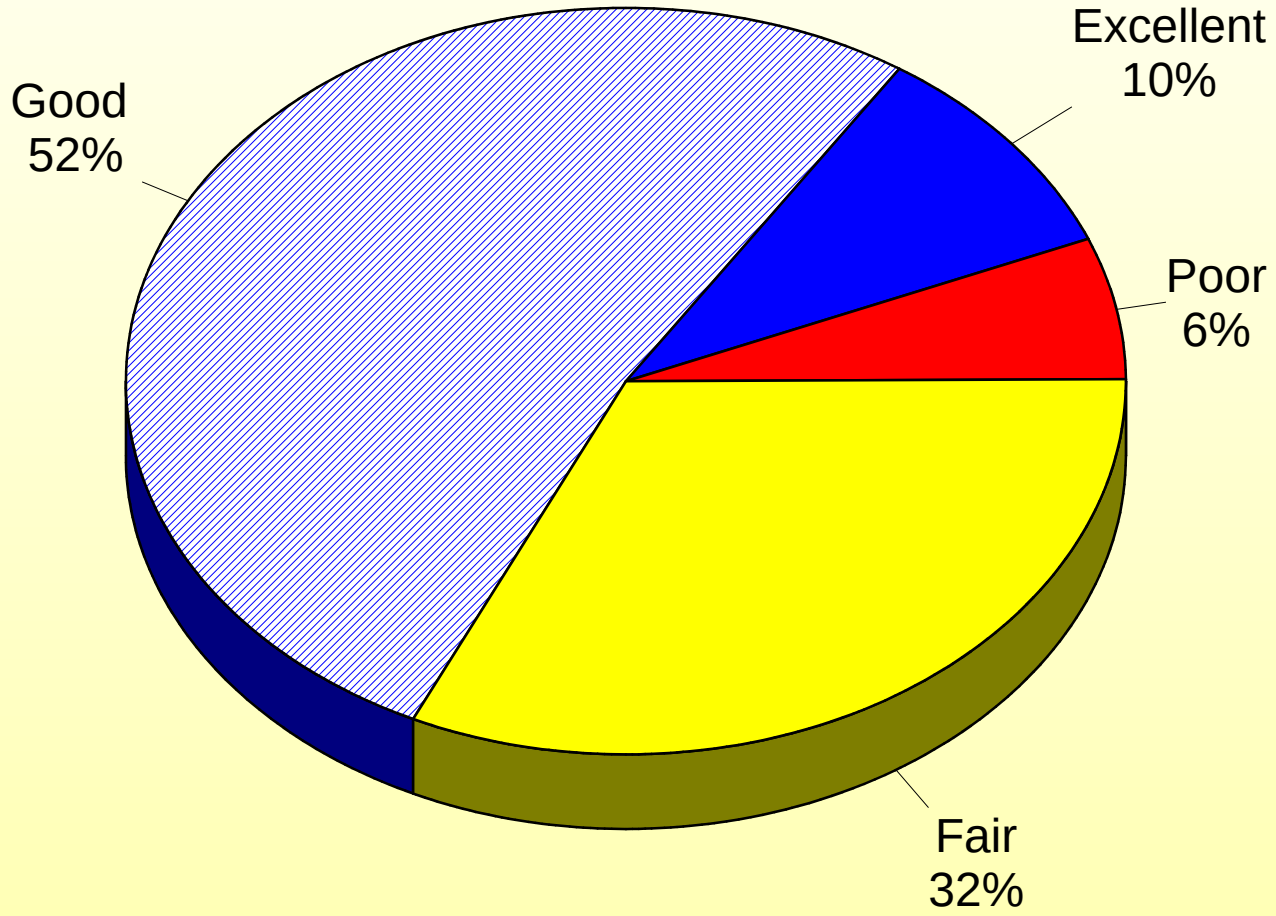


Source: ETC Institute (February 2009)

Overall Quality of Governmental Services

Q22. Overall Quality of Services Provided by the City of Dallas

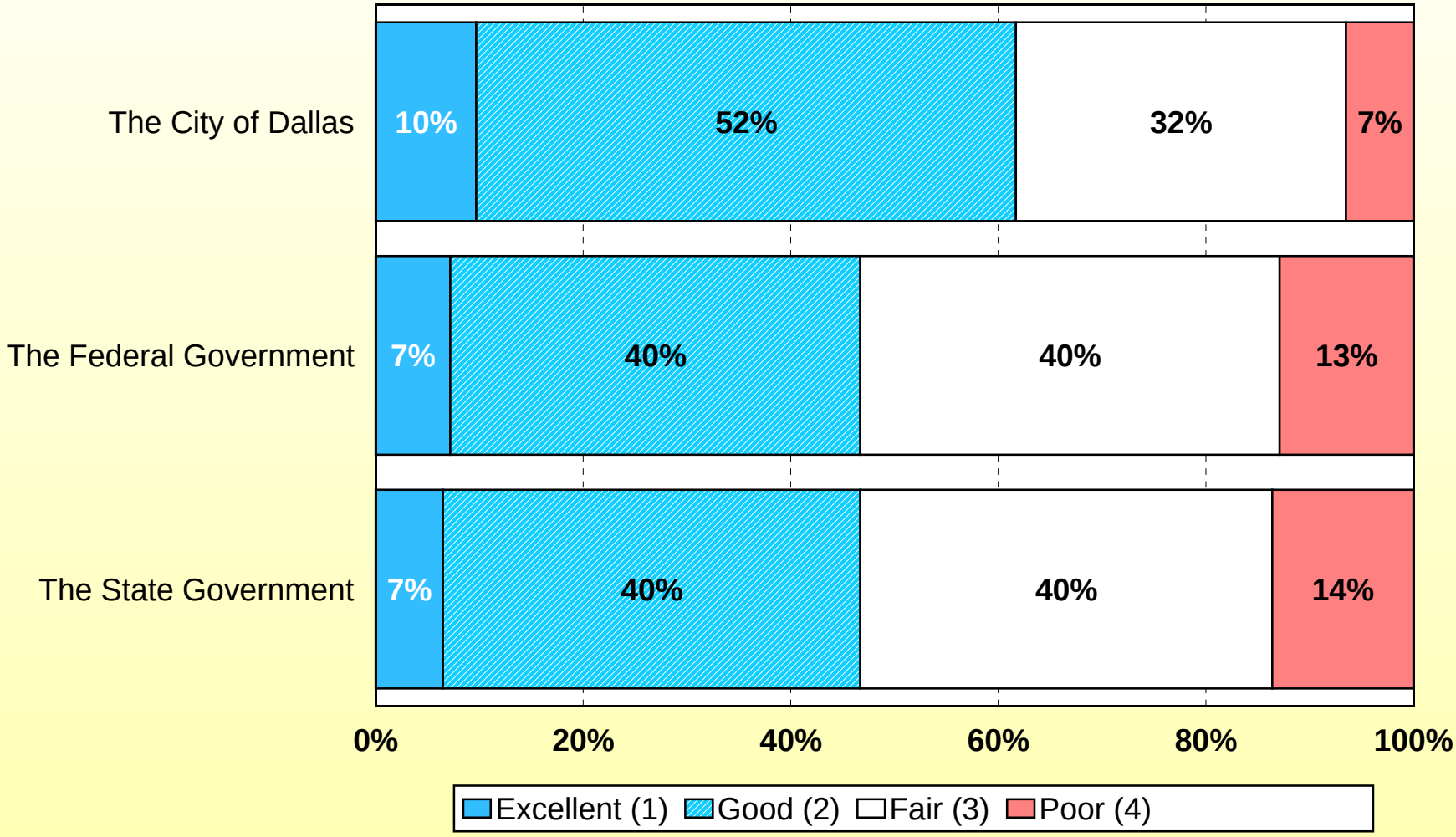
by percentage of respondents (excluding don't knows)



Source: ETC Institute (February 2009)

Q22. How Would Your Rate the Quality of Services Provided By:

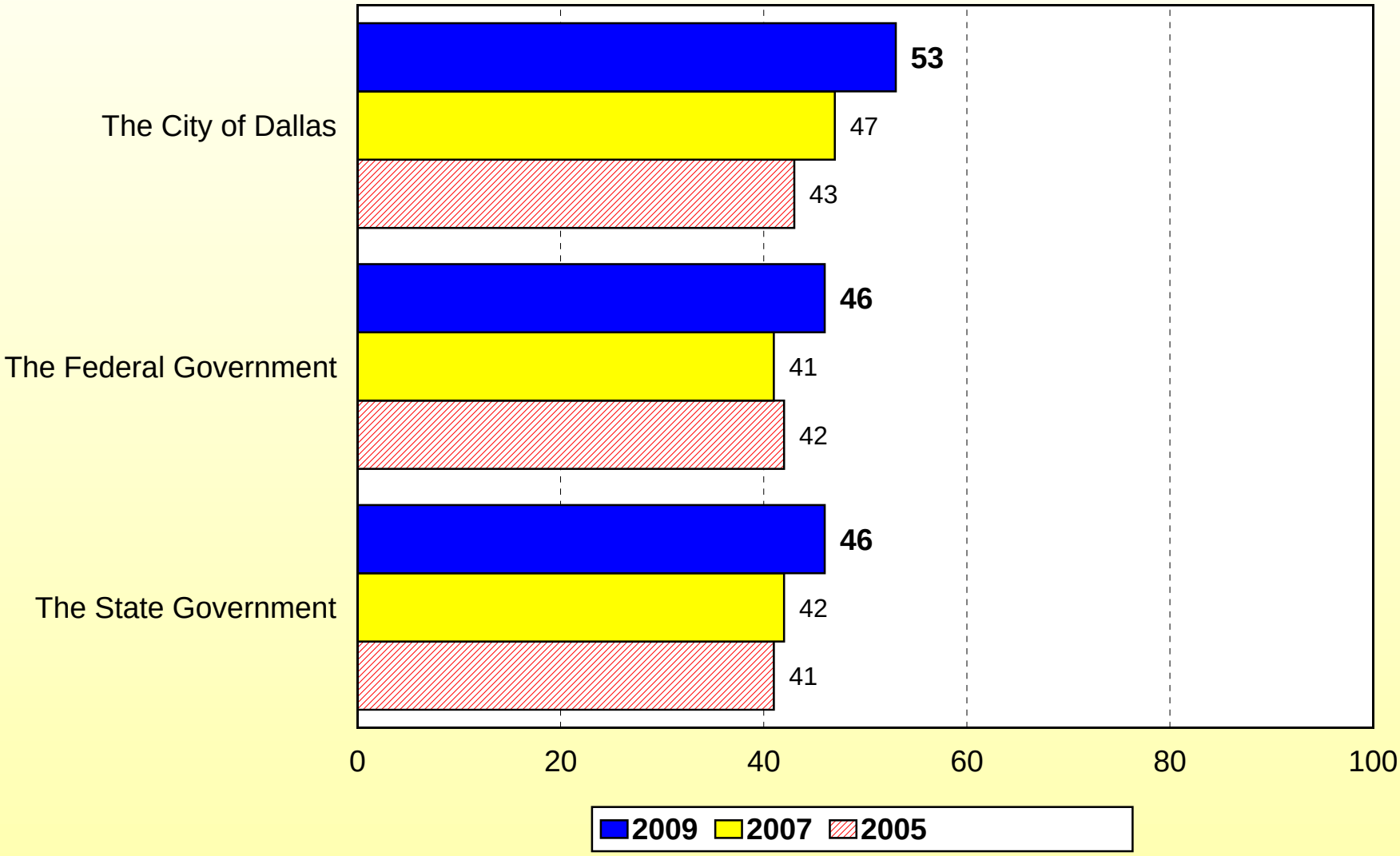
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (February 2009)

Q22. Overall Ratings of Government
Trends - 2009, 2007 & 2005

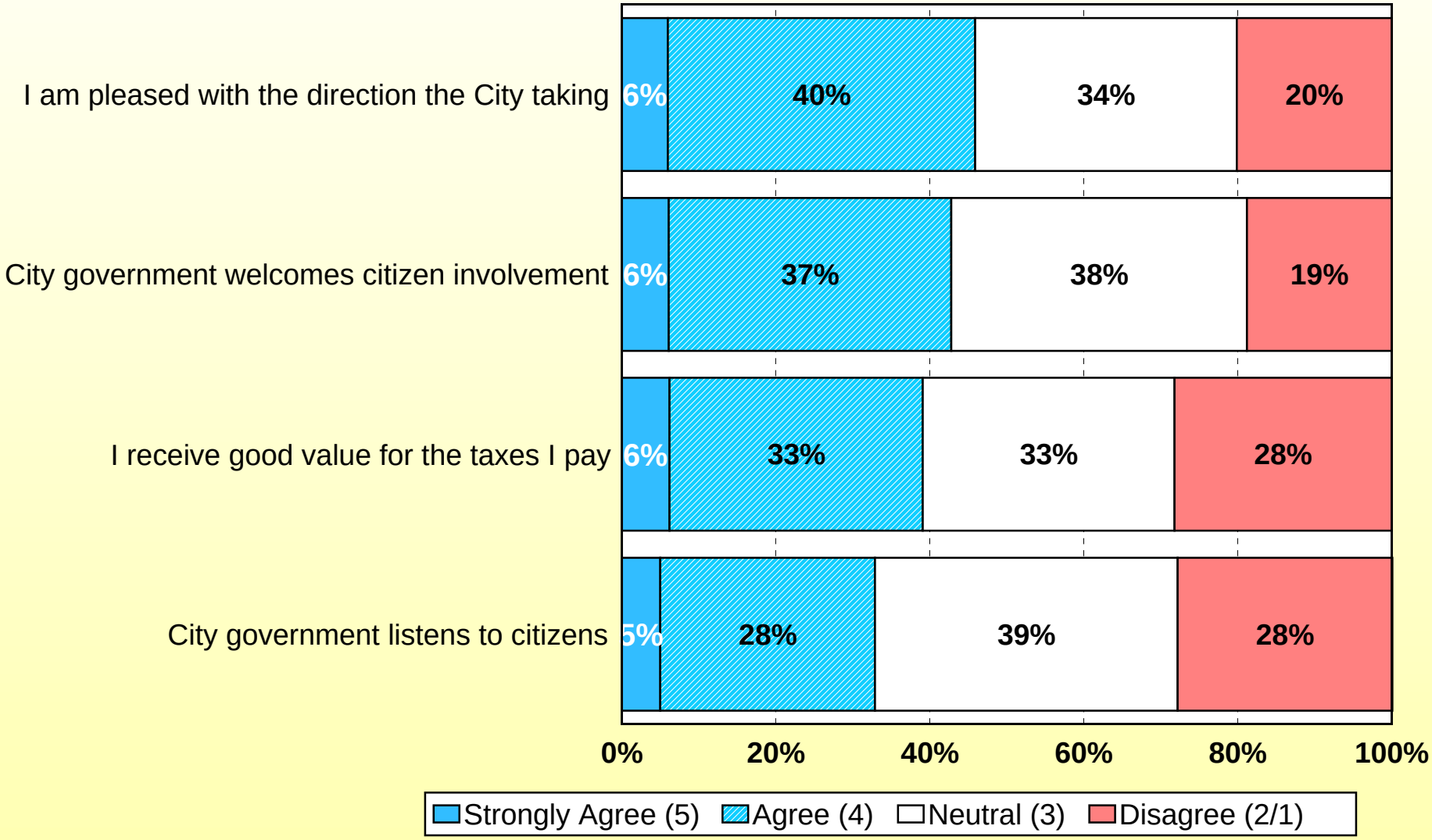
by "average ratings" where 100="excellent" and 1="poor" (excluding "don't know")



Source: ETC Institute (February 2009)

Q23. Level of Agreement with Statements Related to the City of Dallas

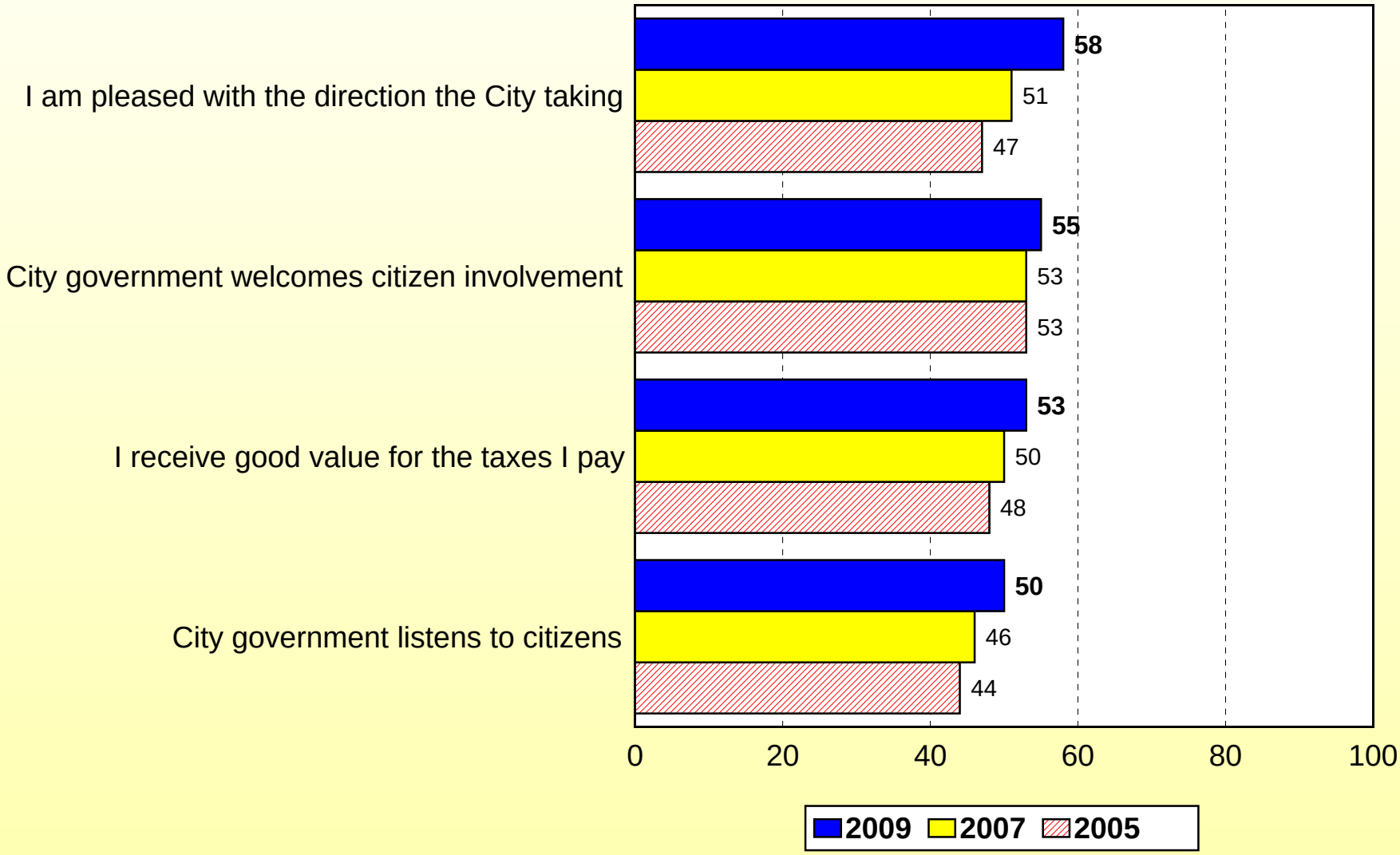
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (February 2009)

Q23. Level of Agreement with Statements Related to the City of Dallas:*Trends - 2009, 2007 & 2005*

by "average ratings" where 100="strongly agree" and 1="strongly disagree" (excluding "don't know")

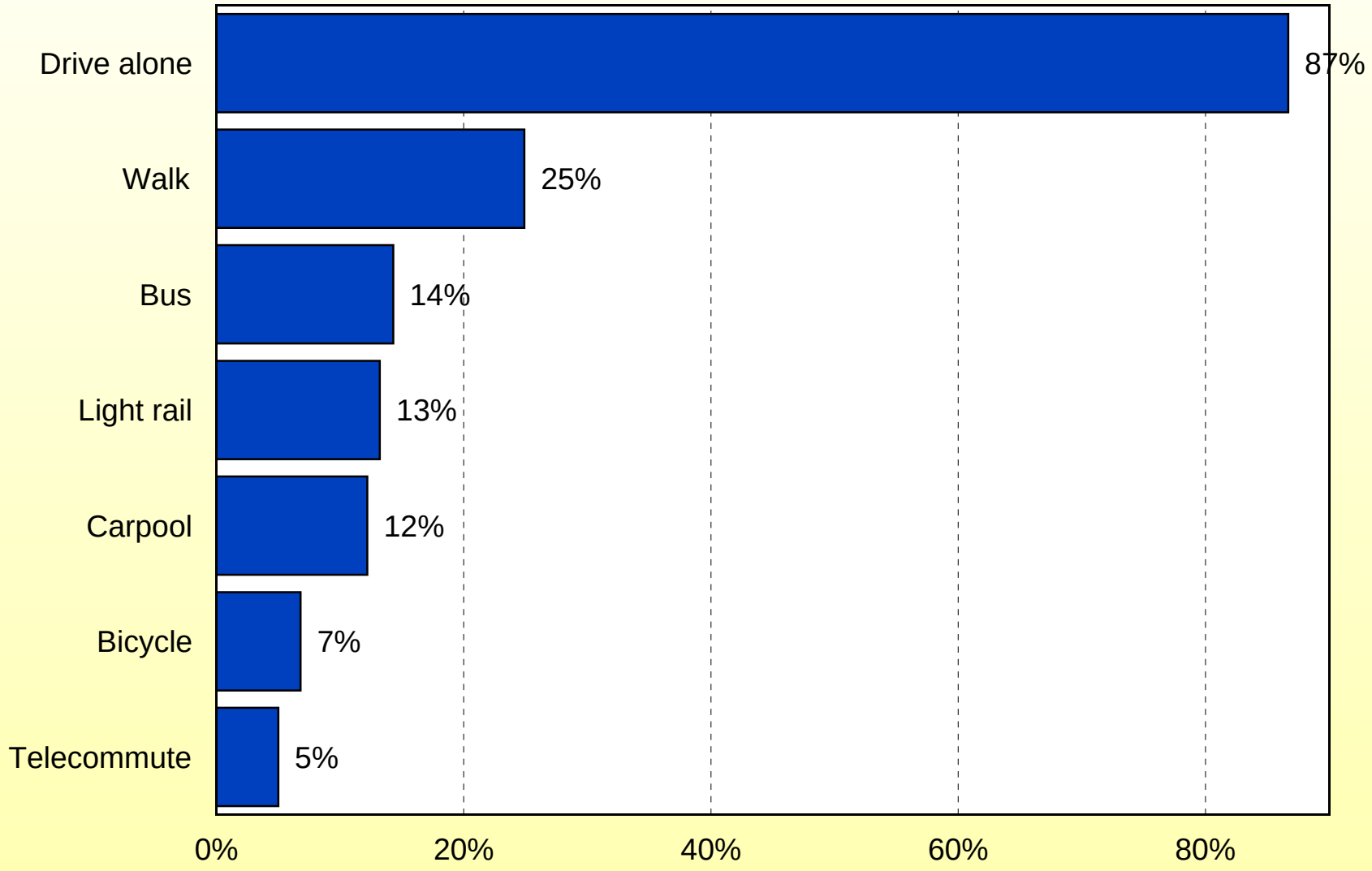


Source: ETC Institute (February 2009)

Transportation Issues

Q24. Which modes of transportation do you use on a regular basis?

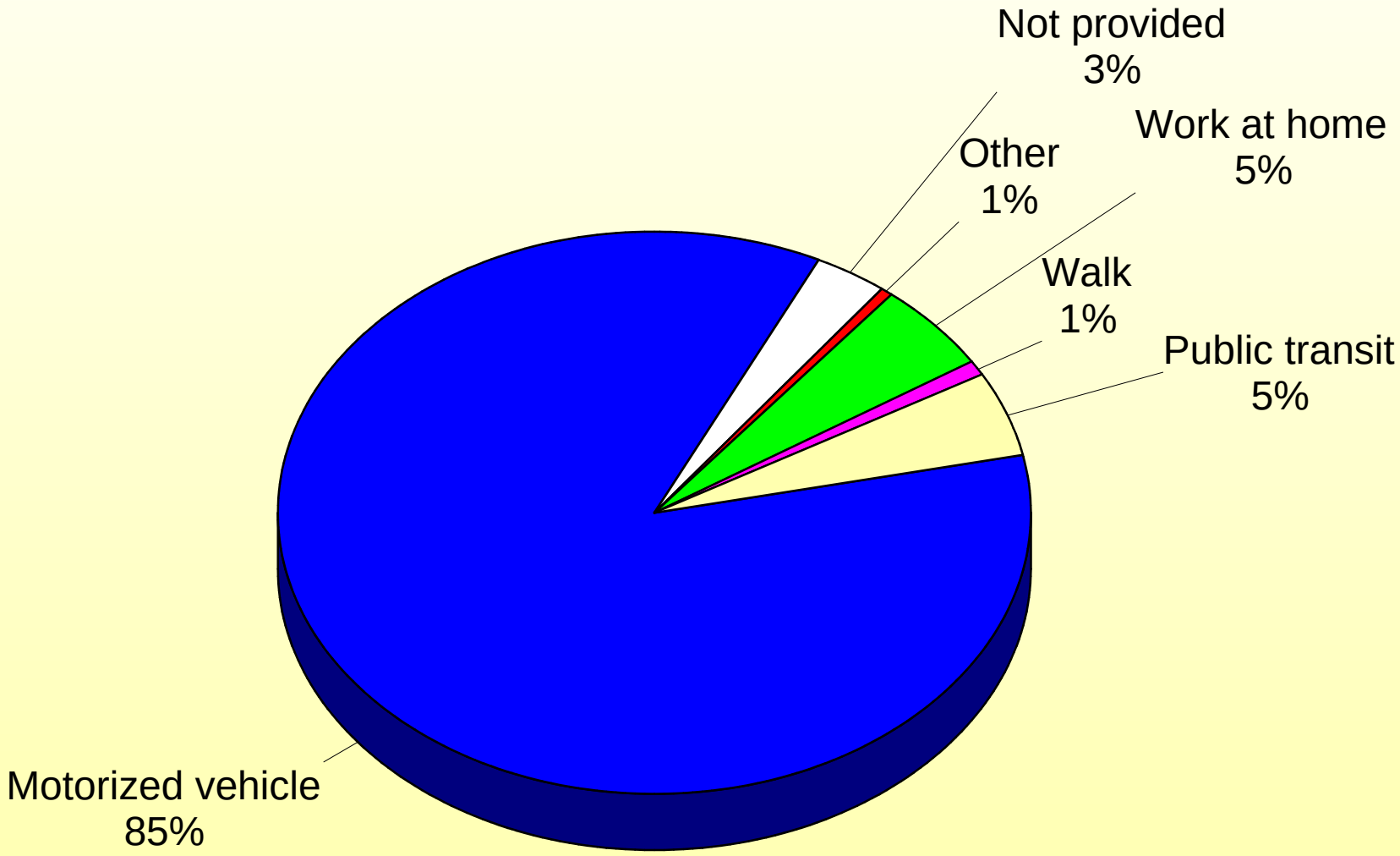
by percentage of respondents (multiple responses allowed)



Source: ETC Institute (February 2009)

Q24a. Which ONE of the following best describes the method of transportation you usually use to travel to work?

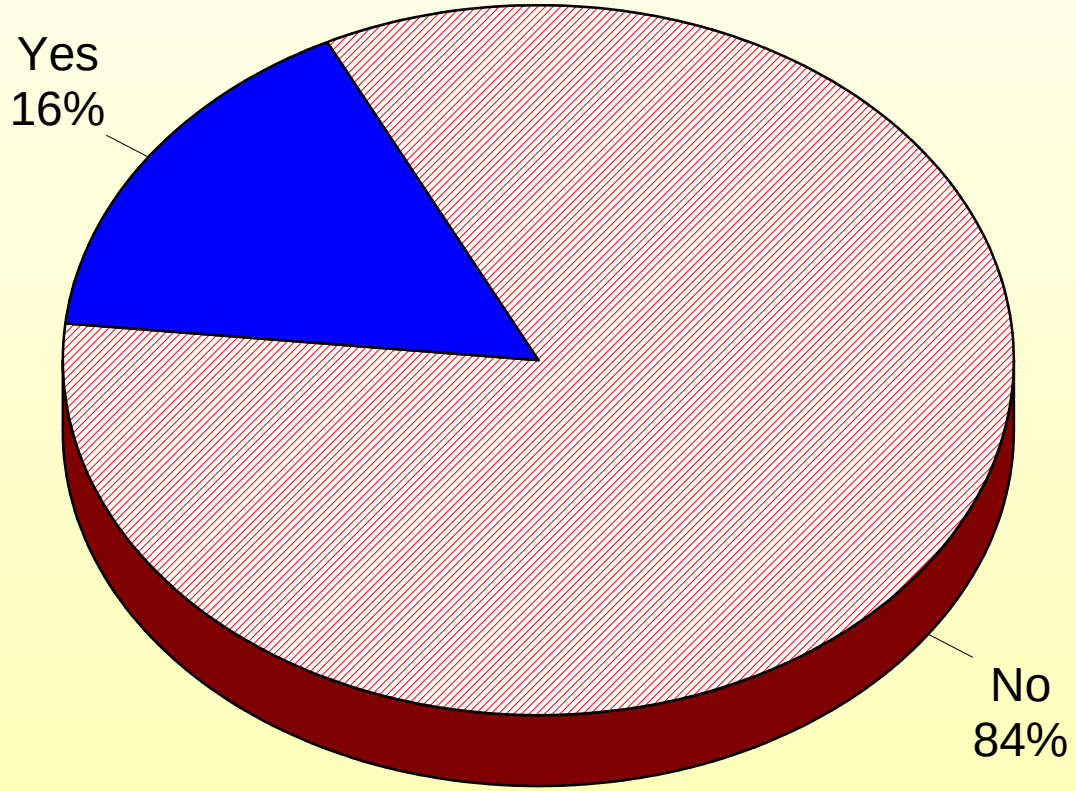
by percentage of respondents



Source: ETC Institute (February 2009)

Q24b. If you usually use a motorized vehicle to travel to work, do other people ride with you to or from work?

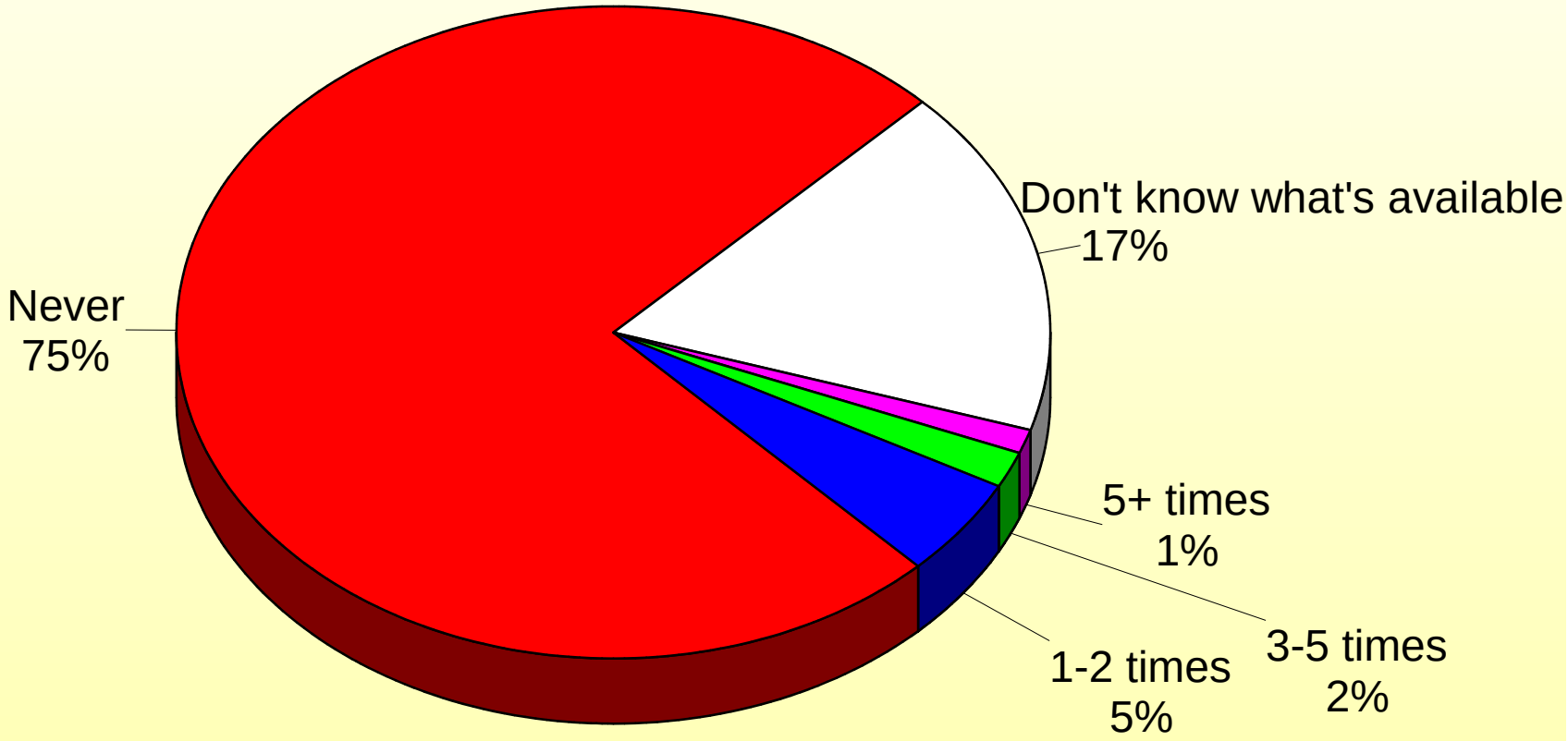
by percentage of respondents who indicated they usually used a "motorized vehicle" to get to work



Source: ETC Institute (February 2009)

Q25. In the last 12 months, how many times, if ever, have you or other household members used the Trinity River Corridor's recreational amenities?

by percentage of respondents

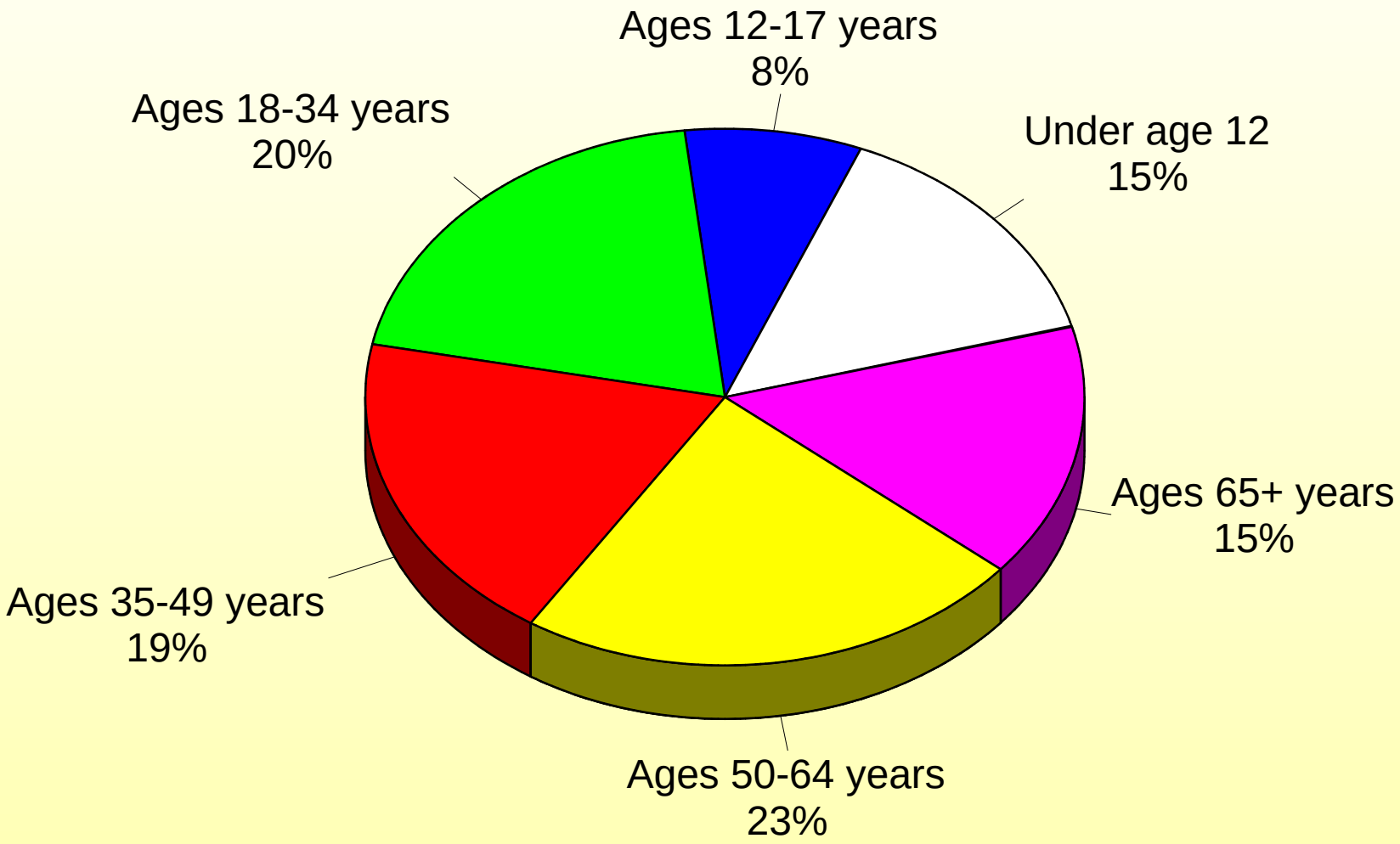


Source: ETC Institute (February 2009)

Demographics

Q27. Demographics: Ages of Household Occupants

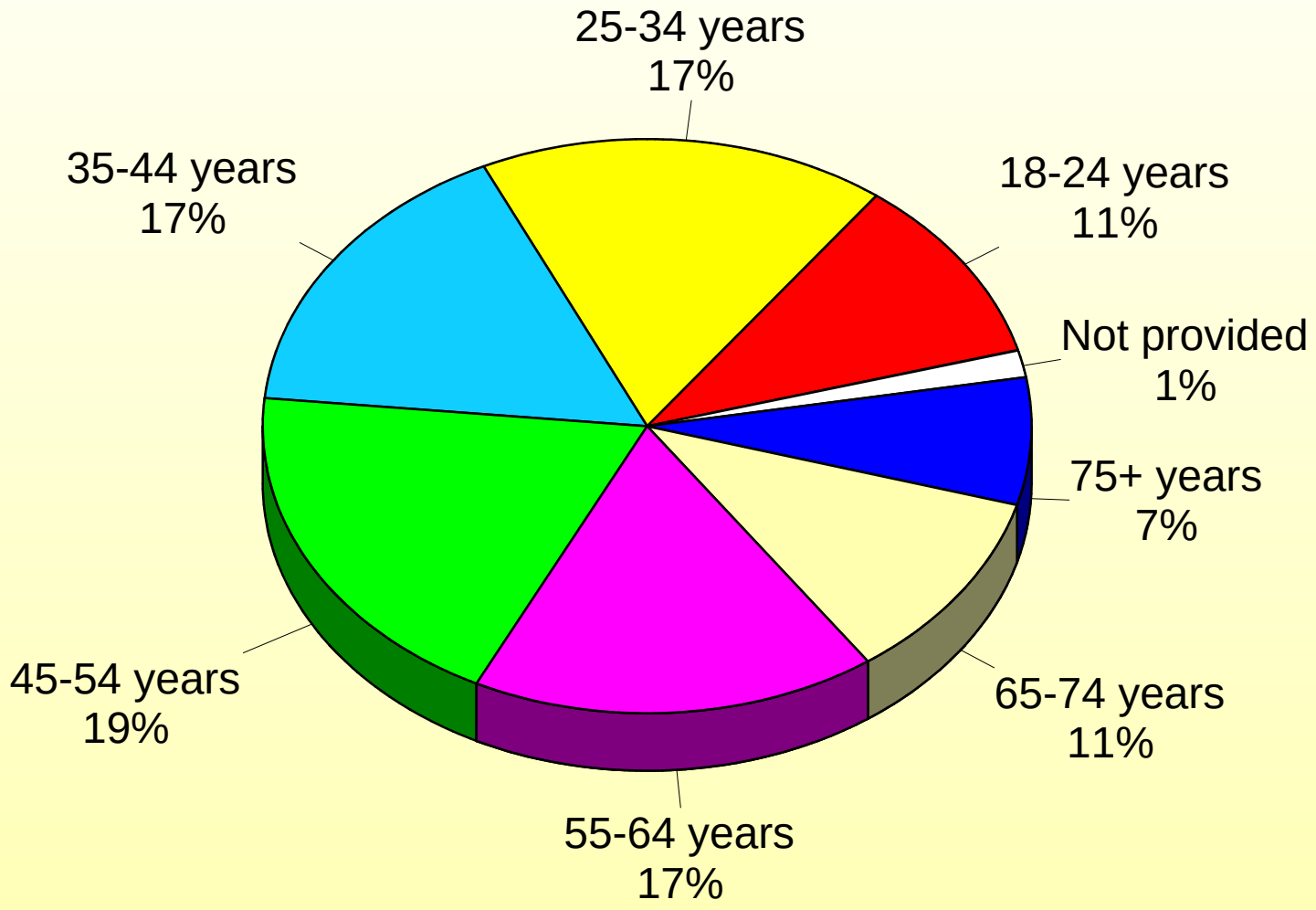
by percentage of respondents



Source: ETC Institute (February 2009)

Q28. Demographics: Age of Respondents

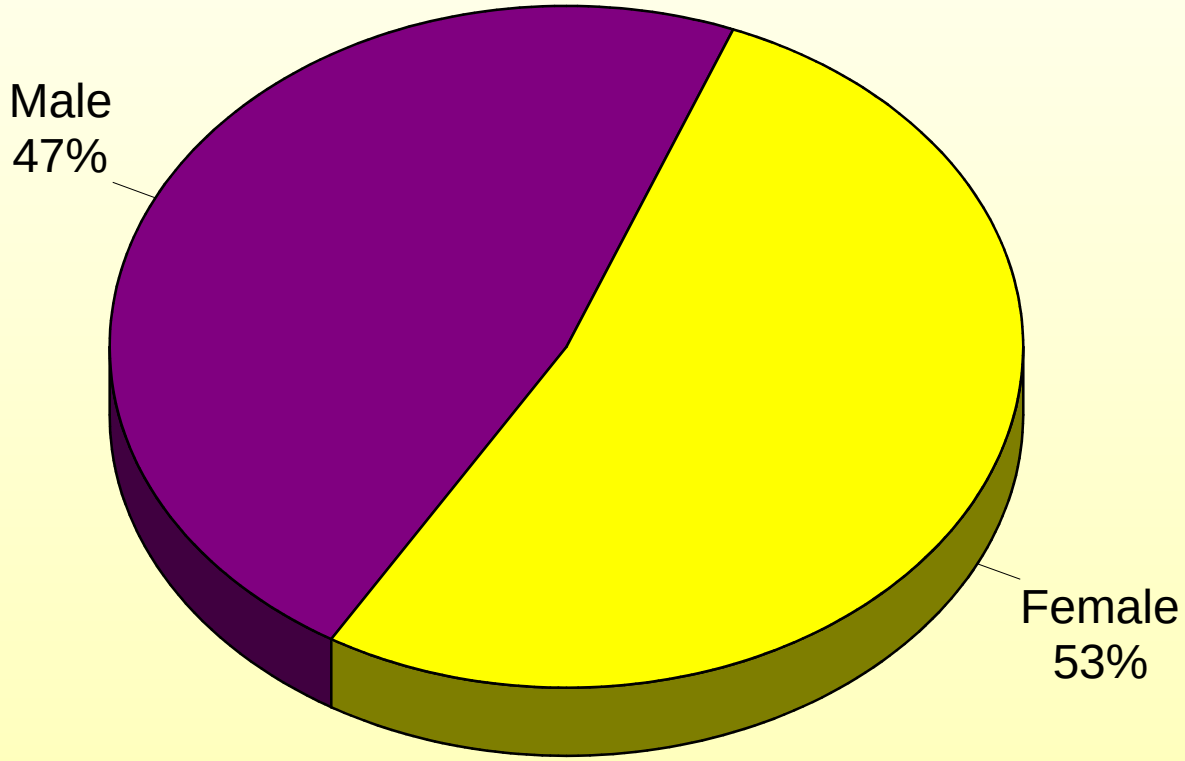
by percentage of respondents



Source: ETC Institute (February 2009)

Q29. Demographics: Gender of Respondents

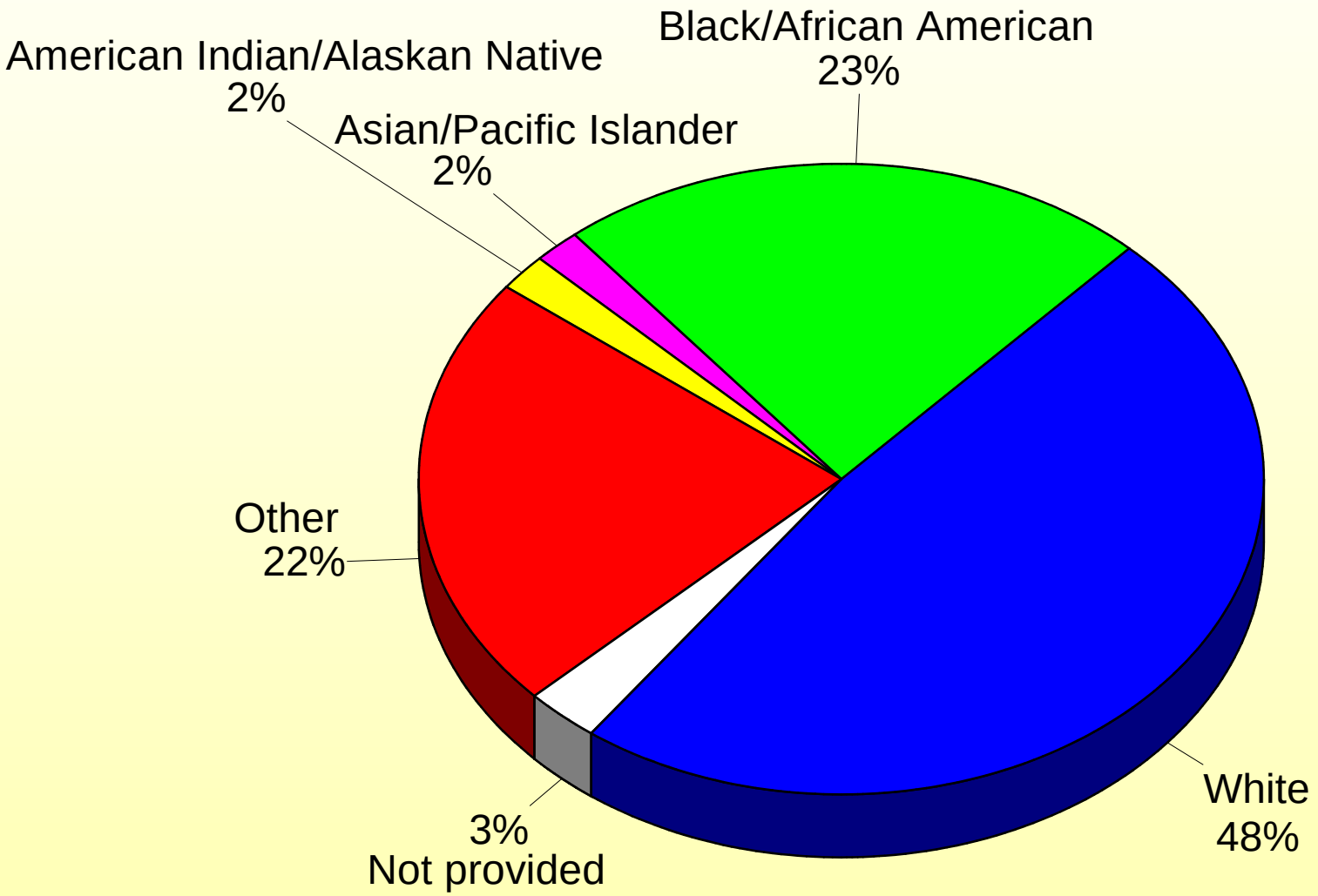
by percentage of respondents



Source: ETC Institute (February 2009)

Q33. Demographics: Race/Ethnicity

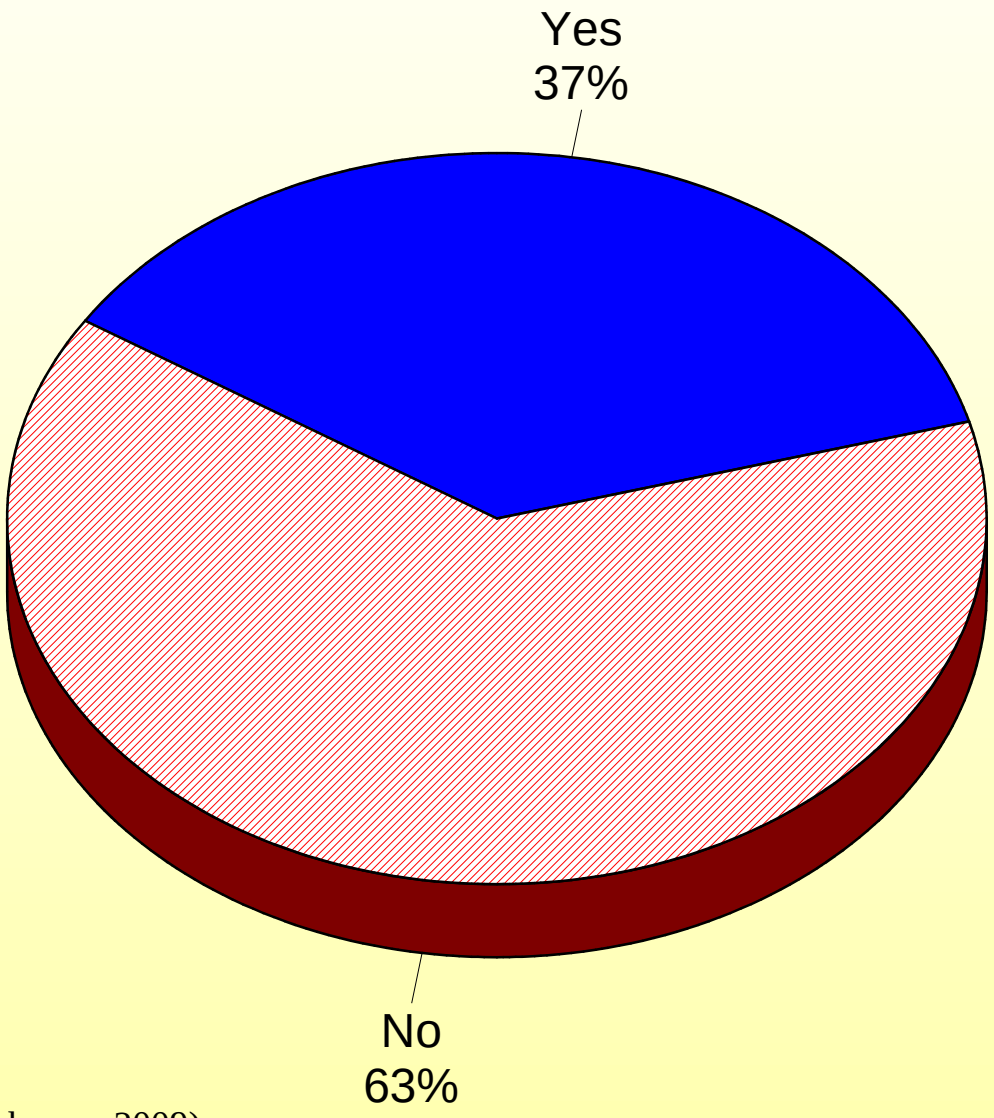
by percentage of respondents



Source: ETC Institute (February 2009)

Q34. Demographics: Are you Spanish, Hispanic or Latino ?

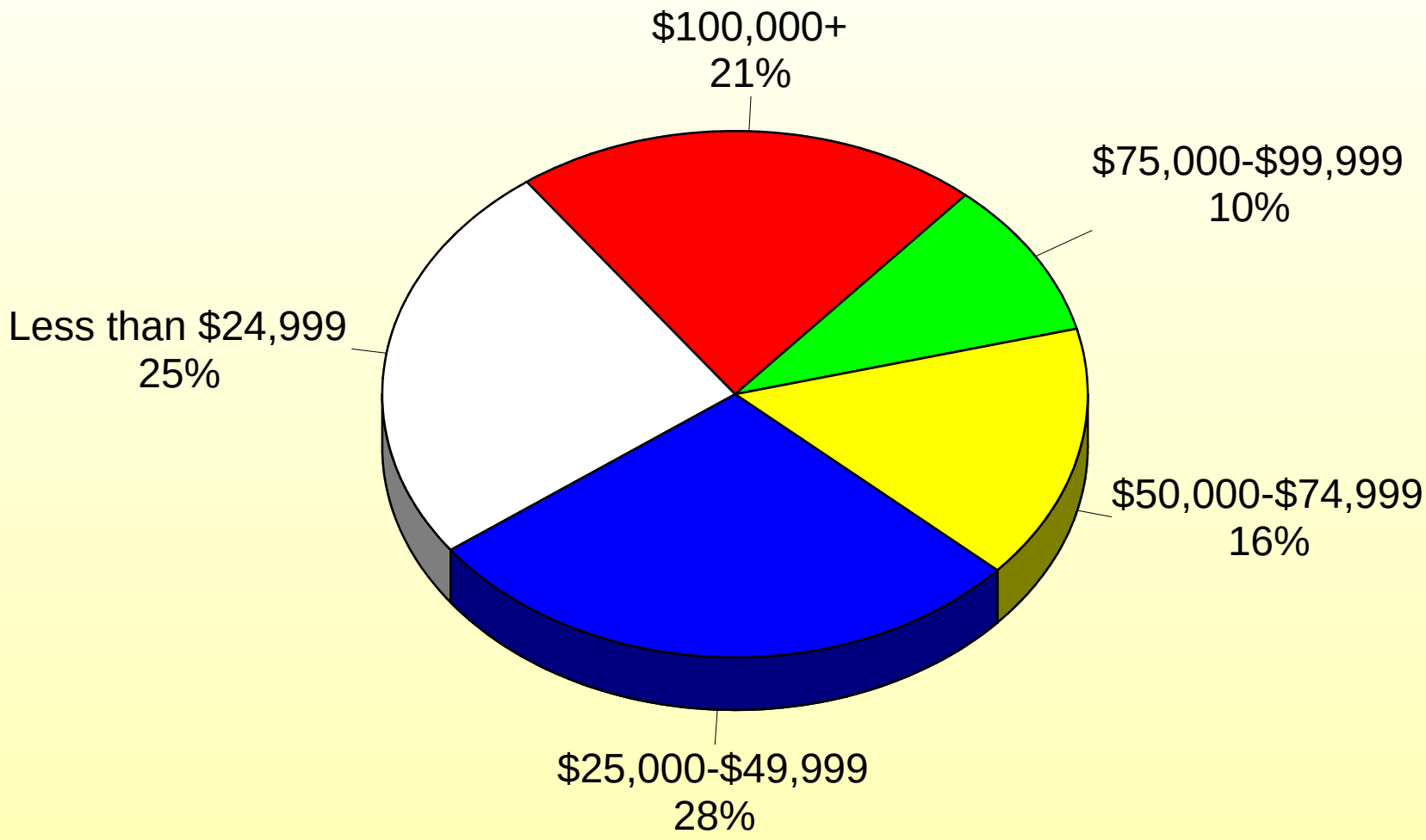
by percentage of respondents



Source: ETC Institute (February 2009)

Q35. Demographics: Total Annual Household Income

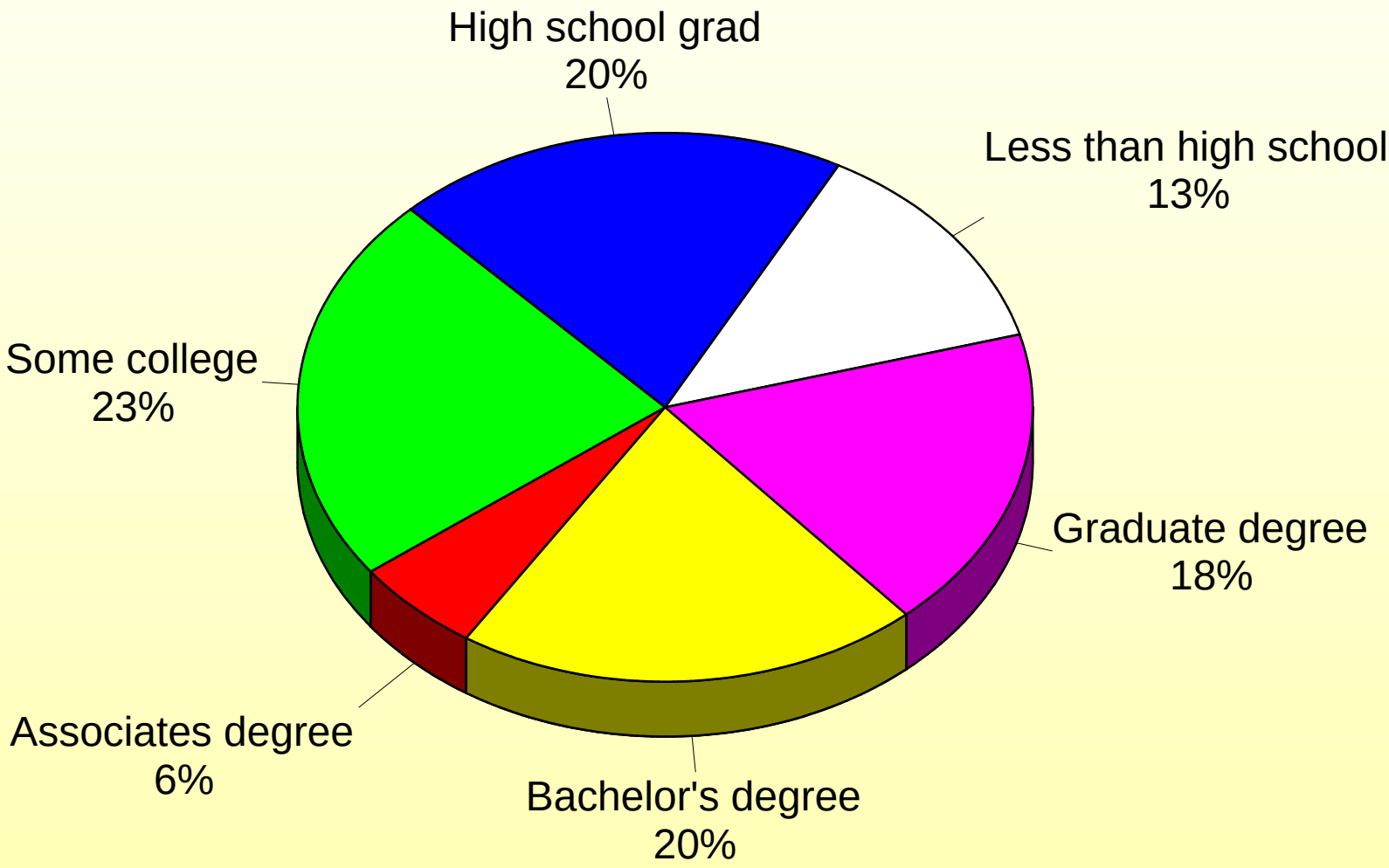
by percentage of respondents



Source: ETC Institute (February 2009)

Q36. Demographics: Education

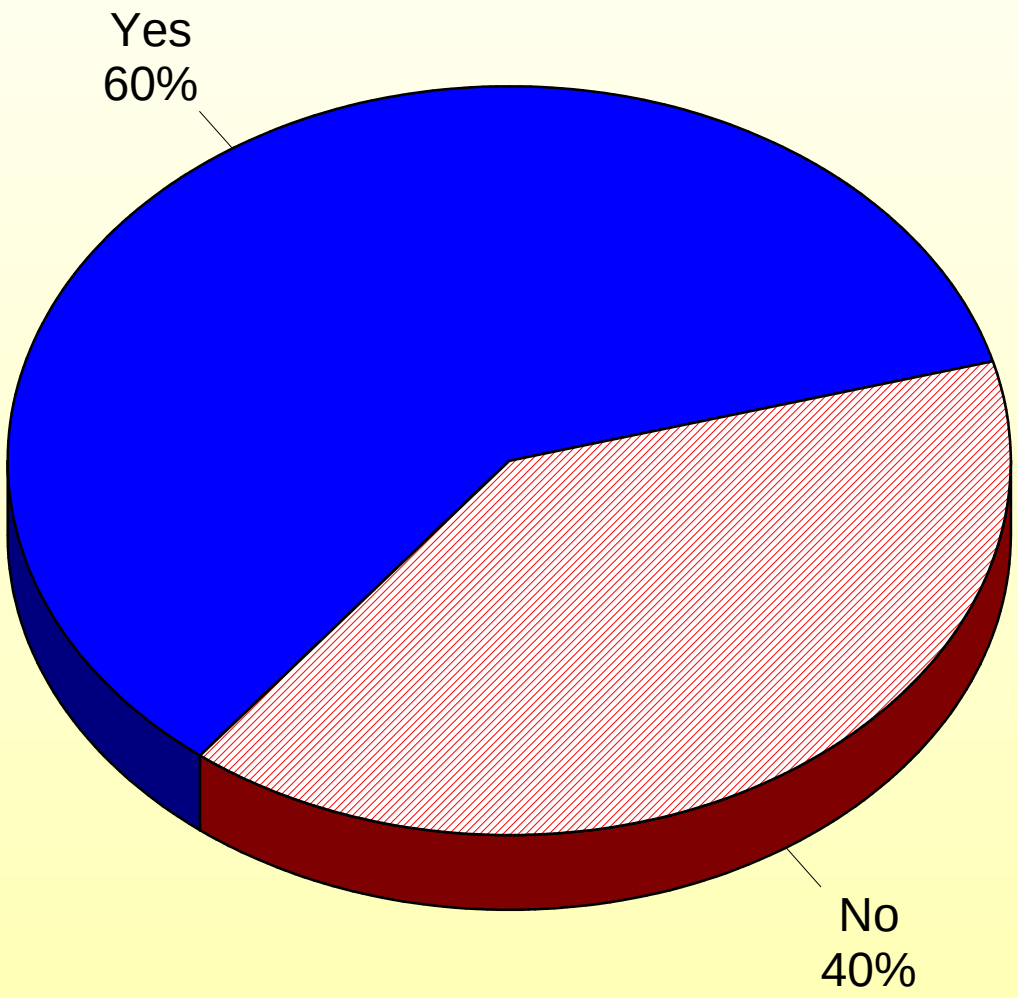
by percentage of respondents



Source: ETC Institute (February 2009)

Q37. Demographics: Are you currently employed?

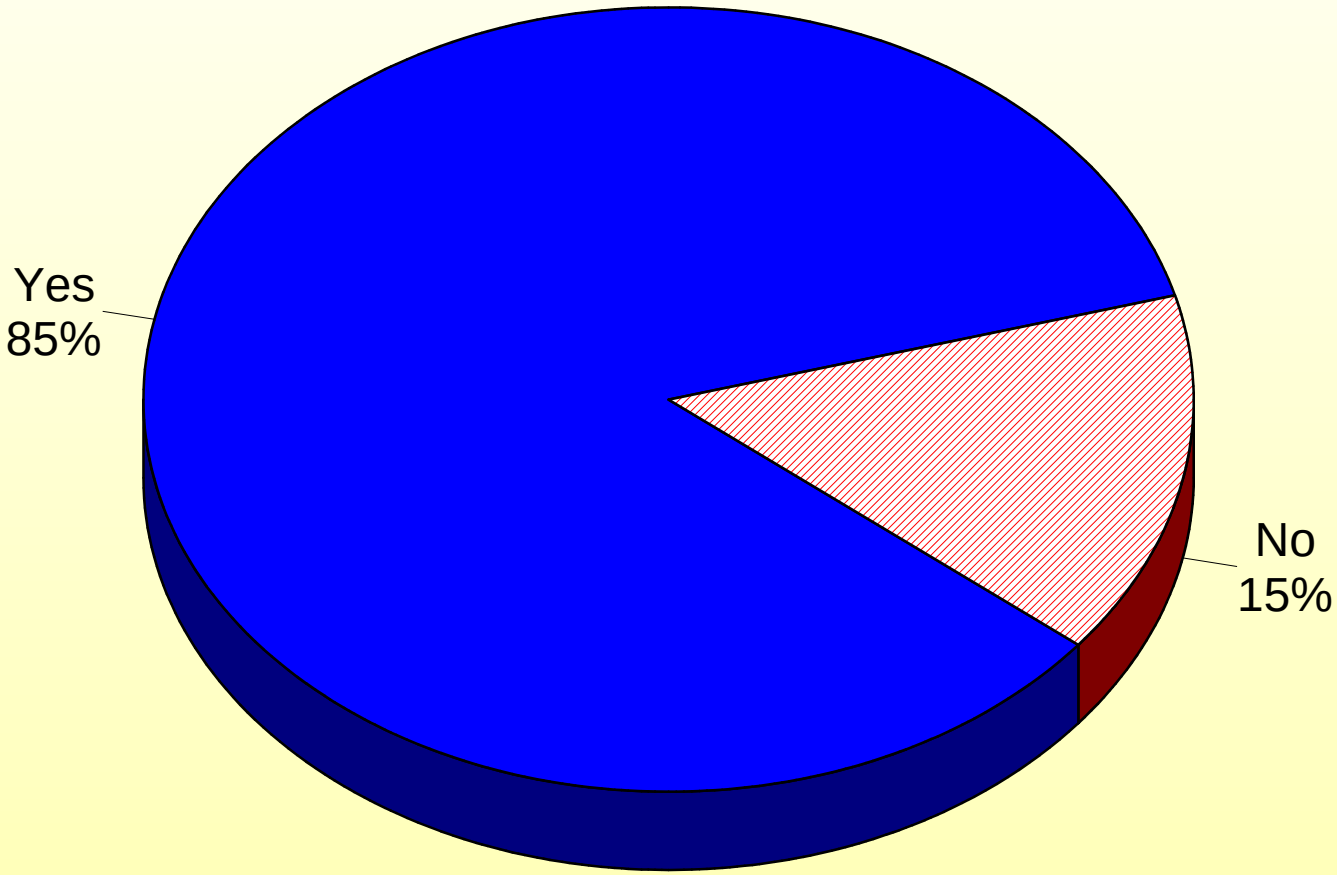
by percentage of respondents



Source: ETC Institute (February 2009)

Q38. Demographics: Are you registered to vote in the jurisdiction where you live?

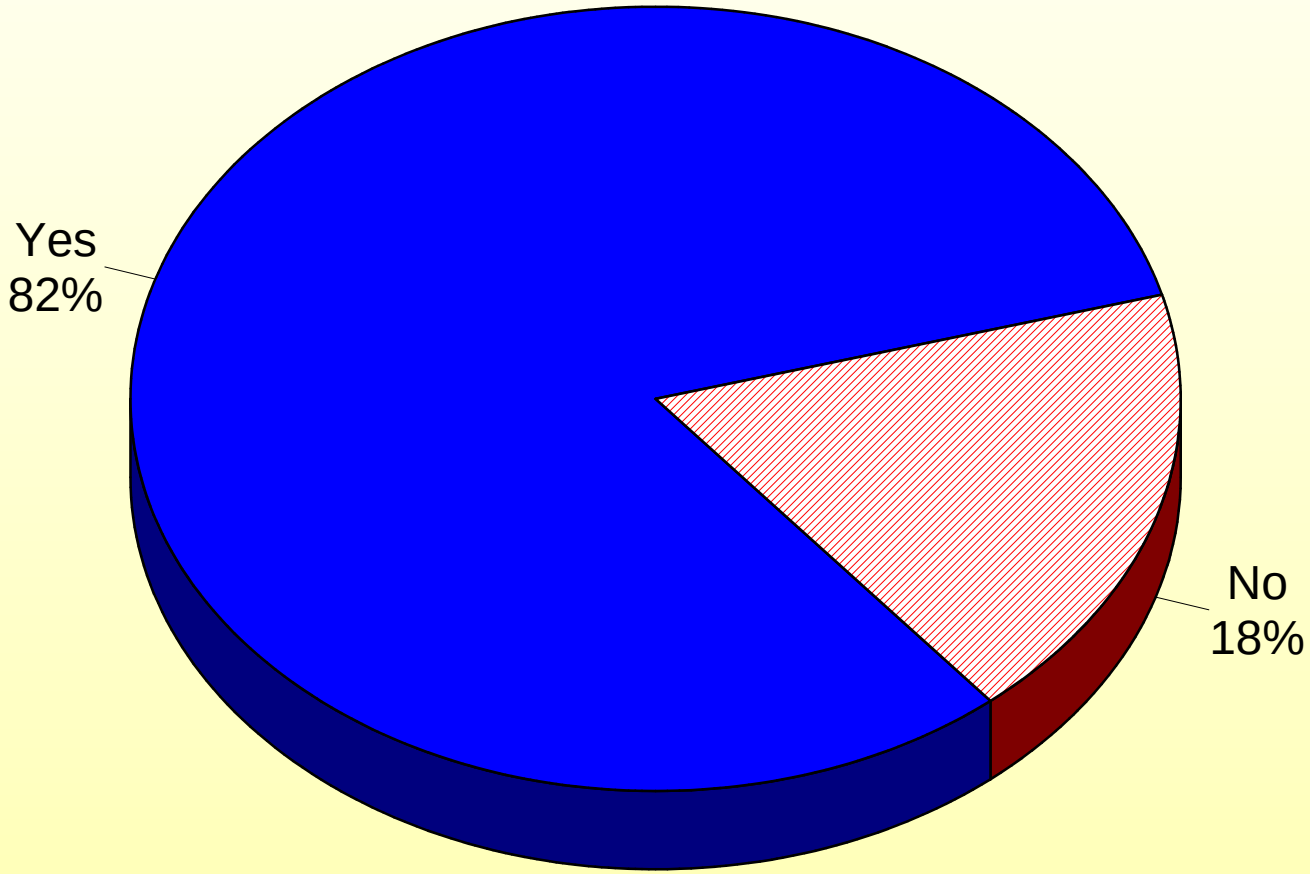
by percentage of respondents



Source: ETC Institute (February 2009)

Q39. Demographics: Did you vote in the 2008 Presidential election?

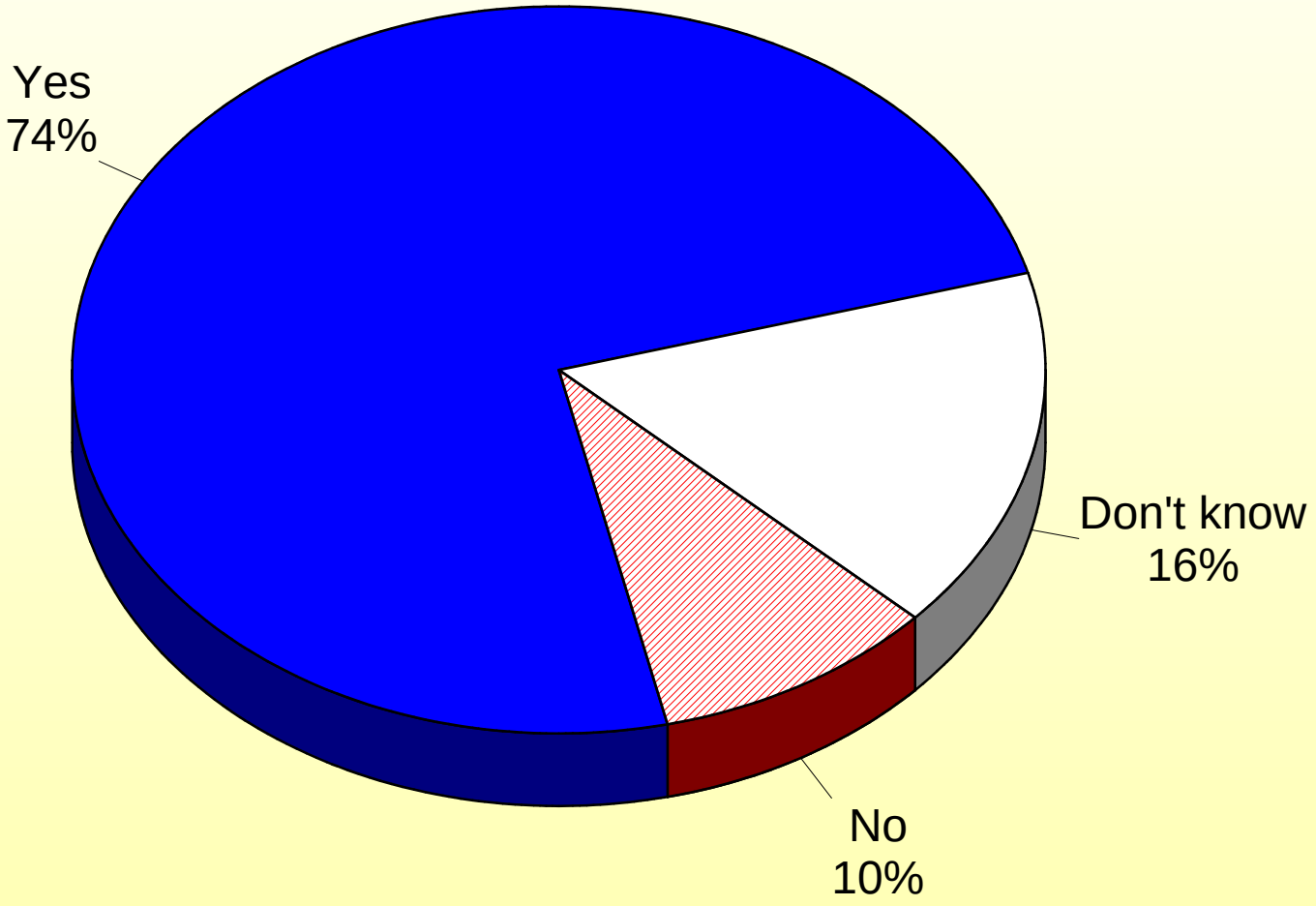
by percentage of respondents



Source: ETC Institute (February 2009)

Q40. Demographics: Do you plan to vote in the next City election?

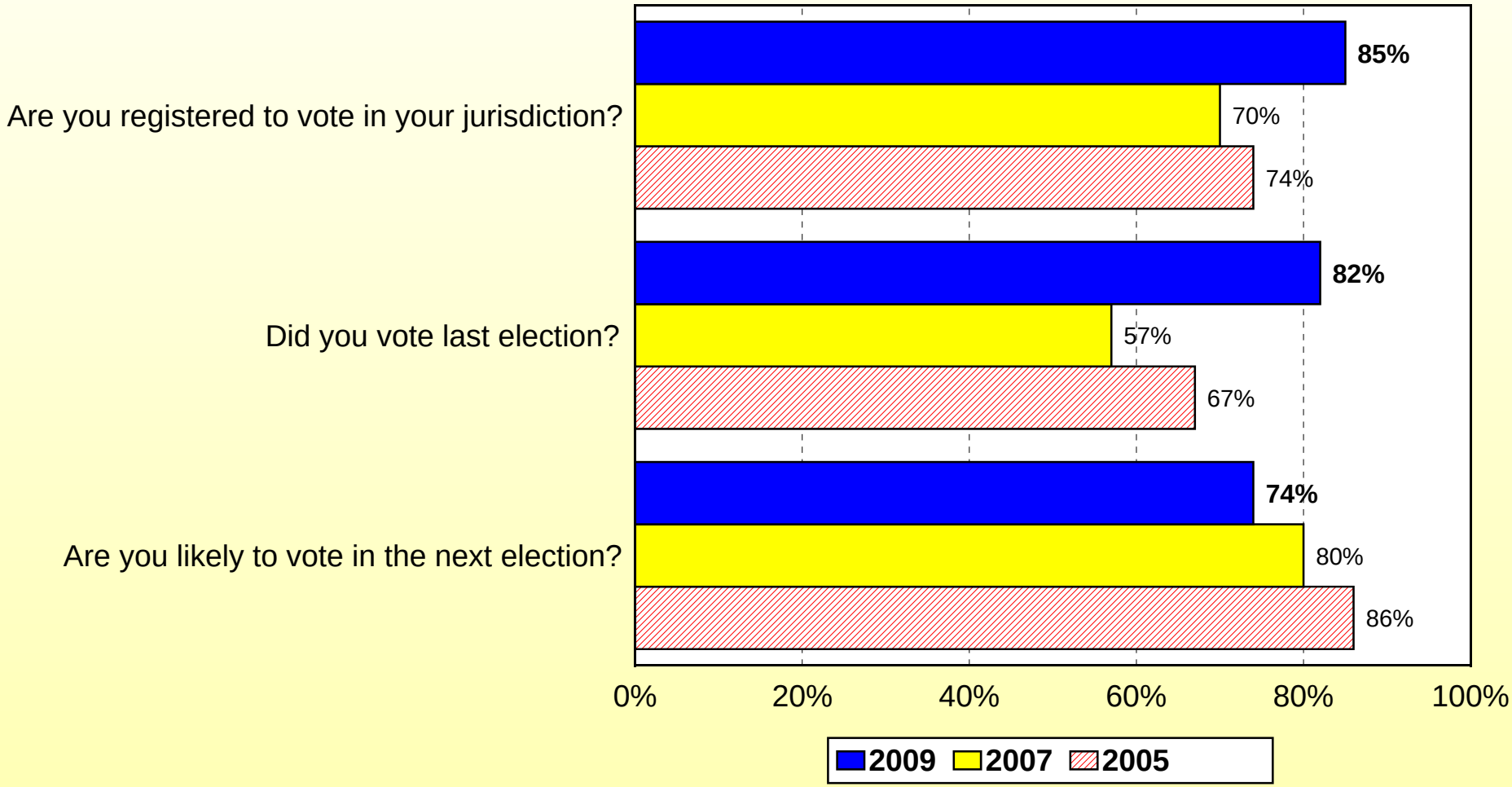
by percentage of respondents



Source: ETC Institute (February 2009)

Voting Status and Activity Trends Among Dallas Residents: 2009, 2007 and 2005

by percentage of respondents who gave a "Yes" response



Source: ETC Institute (February 2009)

Section 2:
GIS Maps

Interpreting the Maps

The maps on the following pages show the mean ratings for several questions by zip code within the City of Dallas.

If all zip codes on a map are the same color, then most residents in the City generally feel the same about that issue.

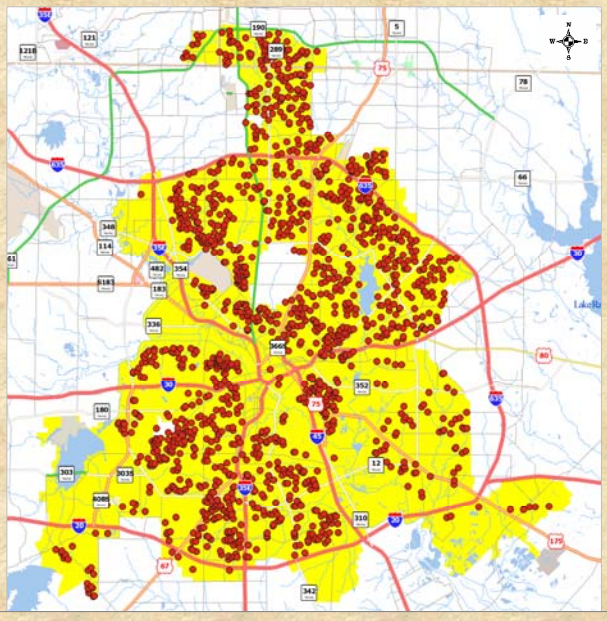
When reading the maps, please use the following color scheme as a guide:

- DARK/LIGHT BLUE shades indicate POSITIVE ratings. Shades of blue generally indicate higher levels of "excellent" or "good" responses, higher levels of "very safe" or "safe" responses or higher levels of agreement depending upon the type of question.

- OFF-WHITE shades indicate NEUTRAL ratings. Shades of off-white generally indicate that residents thought the quality of service delivery is adequate or that residents were neutral about the issue in question.

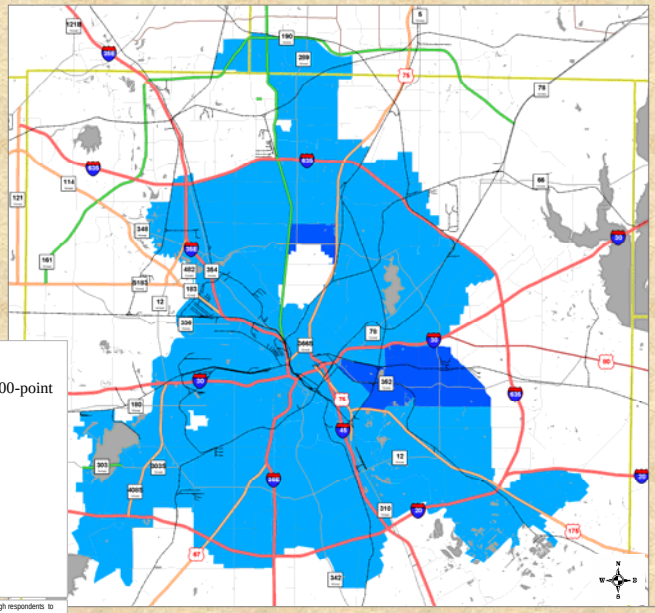
- ORANGE/RED shades indicate NEGATIVE ratings. Shades of orange/red generally indicate higher levels of "fair" or "poor" responses, higher levels of "unsafe" or "very unsafe" responses and higher levels of disagreement depending on the question.

Location of Survey Respondents



City of Dallas, Texas
2009 Community Survey

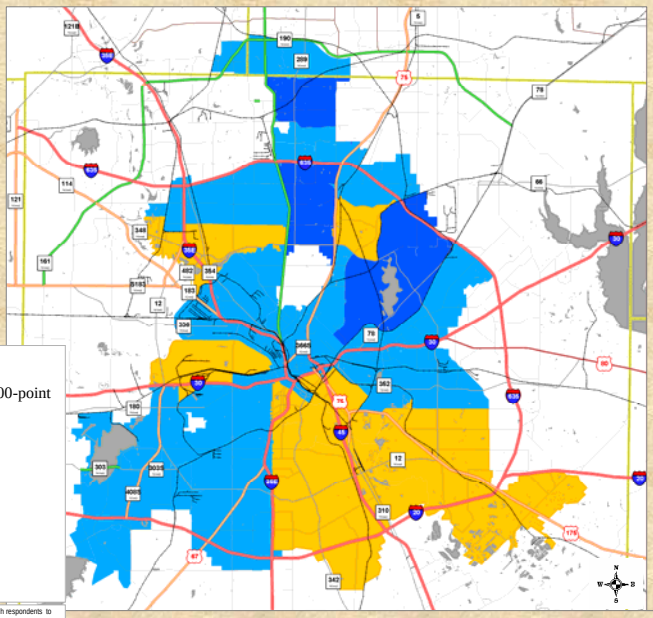
Q1a Ratings of Dallas as a place to live



Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q1b Ratings of your neighborhood as a place to live



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

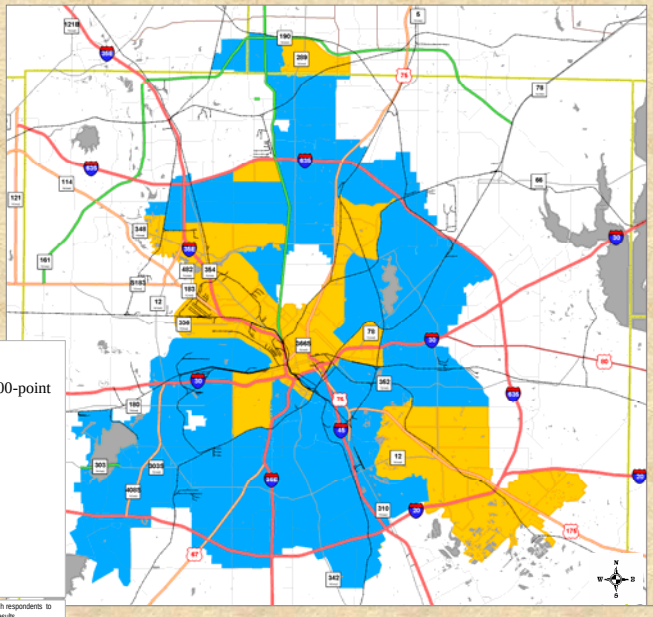
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q1c Ratings of Dallas as a place to raise children



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

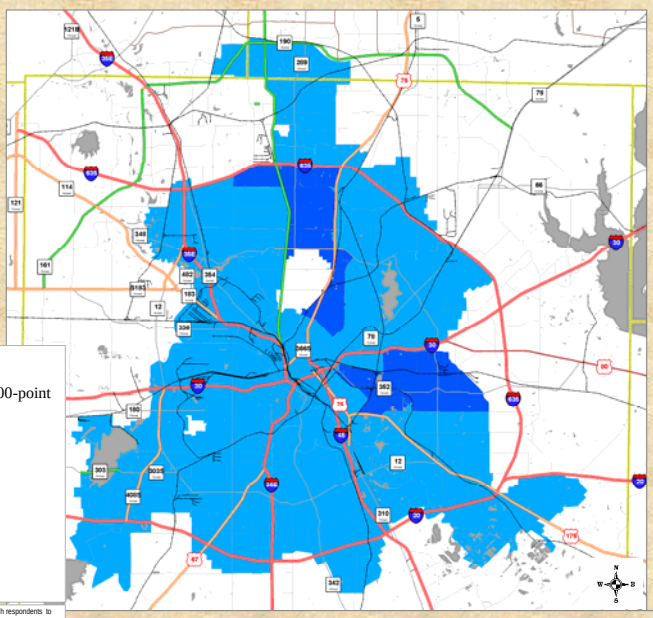
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q1d Ratings of Dallas as a place to work



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

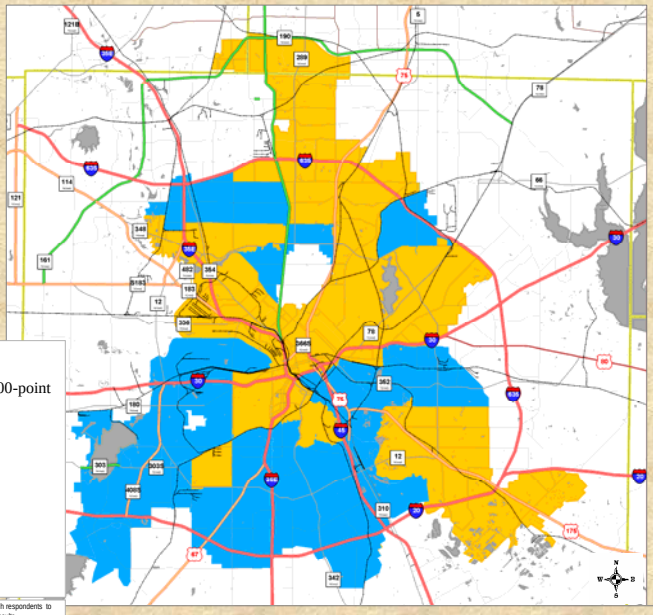
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

*Shading reflects the mean rating for all respondents **by ZIP Code*** (**combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q1e Ratings of Dallas as a place to retire



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

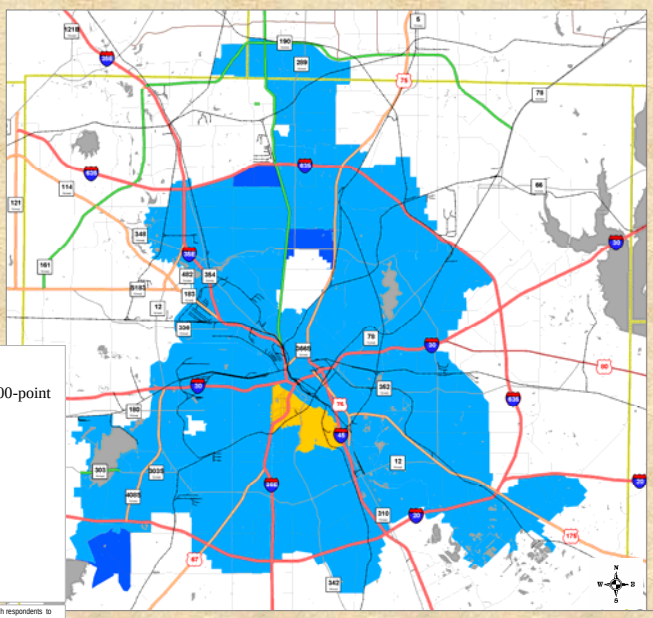
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

*Shading reflects the mean rating for all respondents **by ZIP Code*** (**combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q1f Ratings of Dallas as a place to do business



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

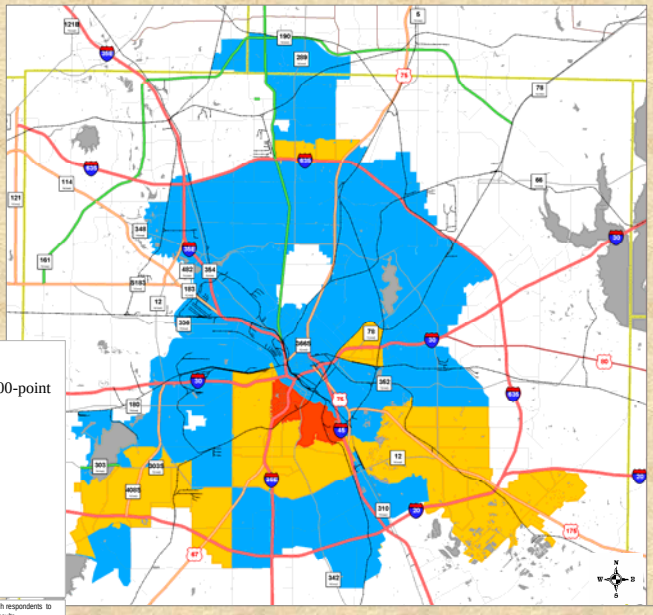
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

*Shading reflects the mean rating for all respondents **by ZIP Code*** (**combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q1g Ratings of the quality of economic development in Dallas



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

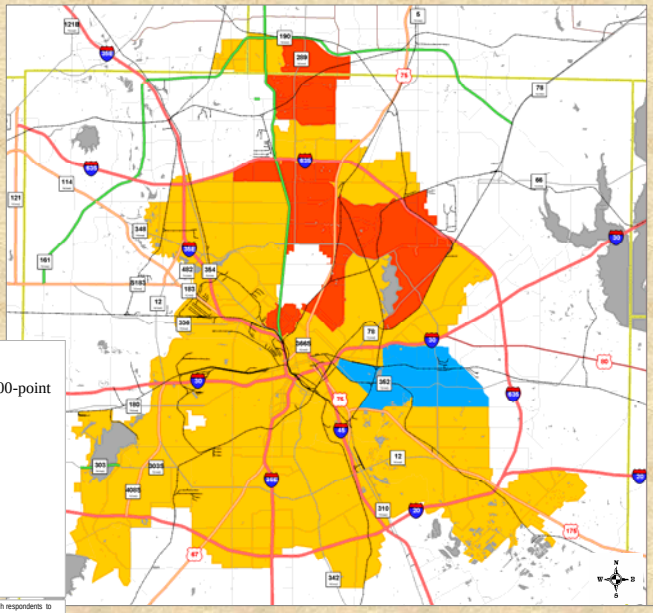
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

*Shading reflects the mean rating for all respondents **by ZIP Code*** (**combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q1h Ratings of the quality of public schools in Dallas



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

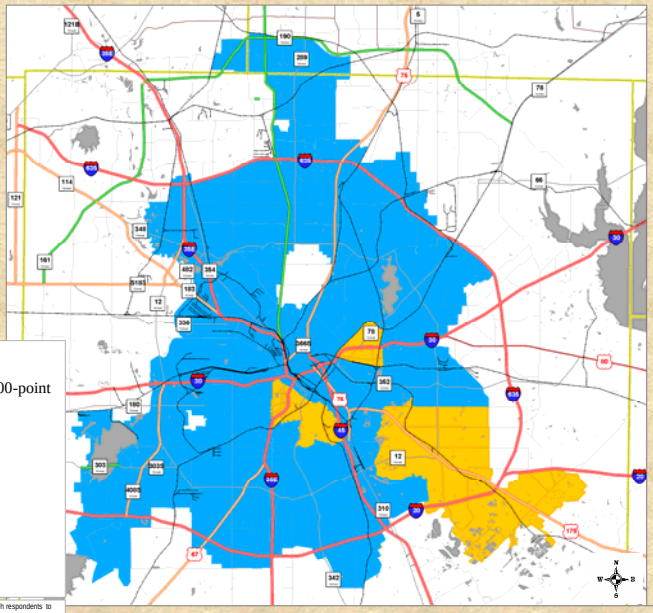
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q1i Ratings of the overall quality of life in Dallas



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

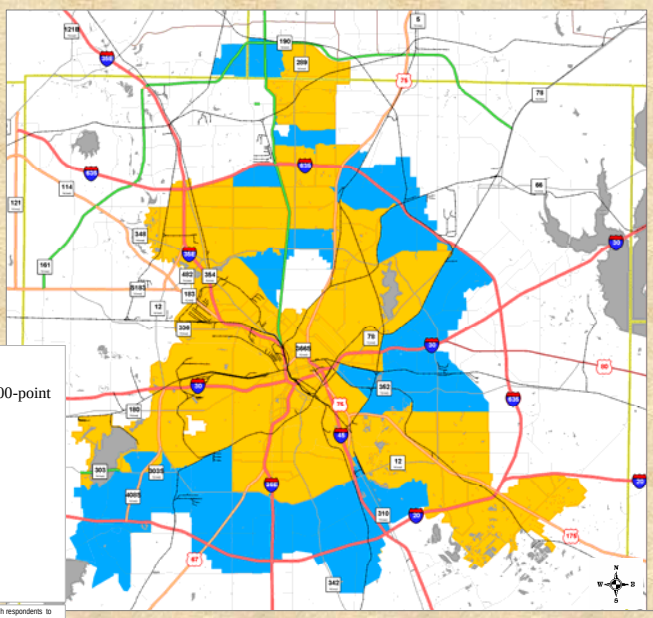
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q2a Ratings of the sense of community



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

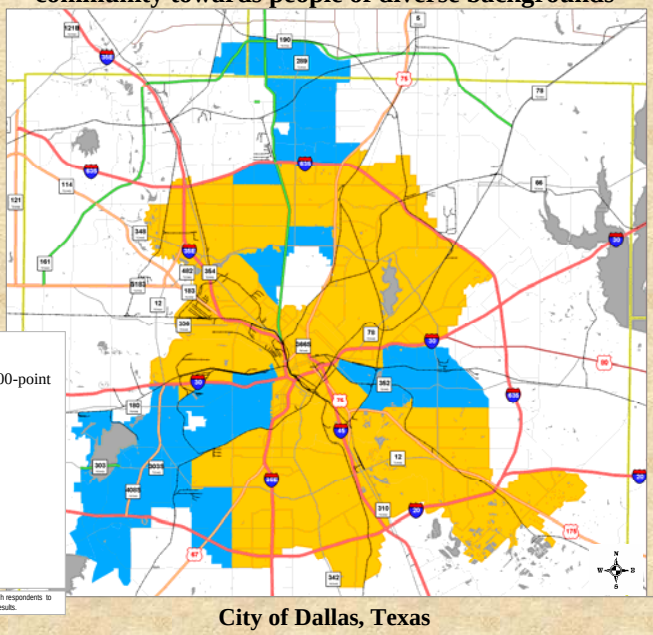
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q2b Ratings of the openness and acceptance of the community towards people of diverse backgrounds



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

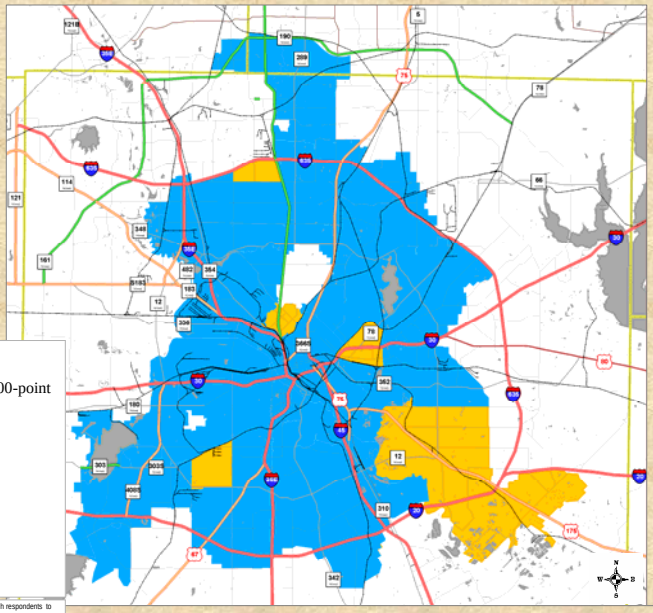
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q2c Ratings of the overall appearance of Dallas



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

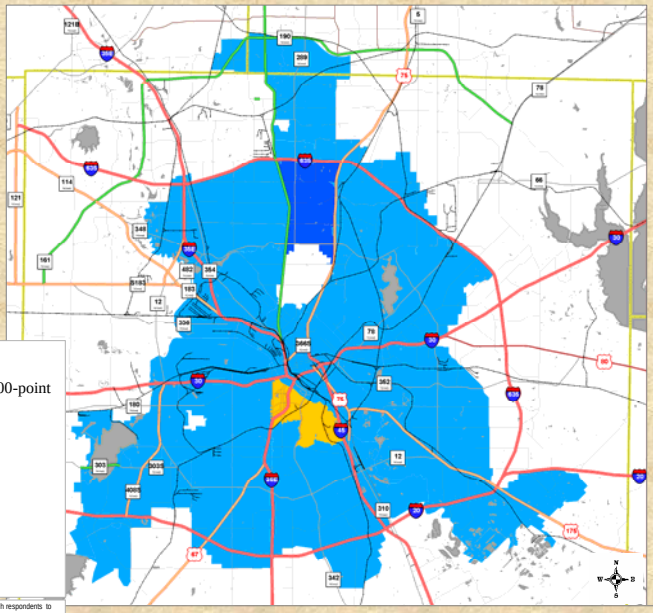
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** (**combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q2d Ratings of the opportunities to attend arts and cultural events



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

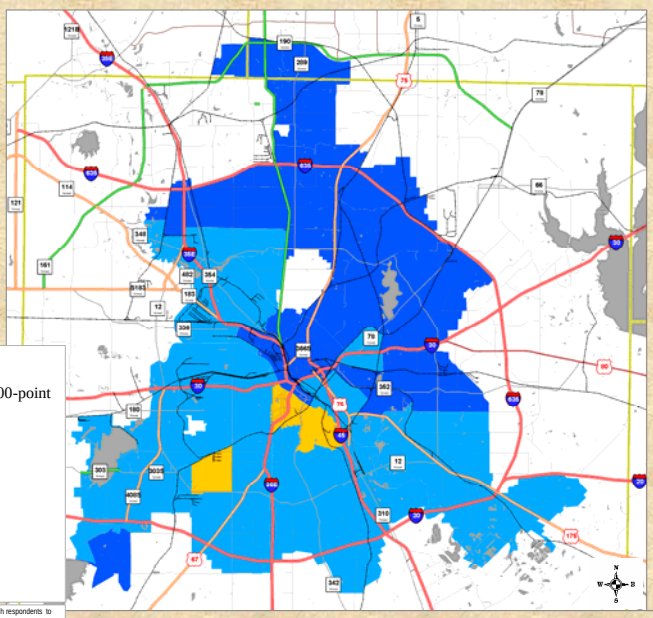
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** (**combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q2e Ratings of shopping opportunities in Dallas



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

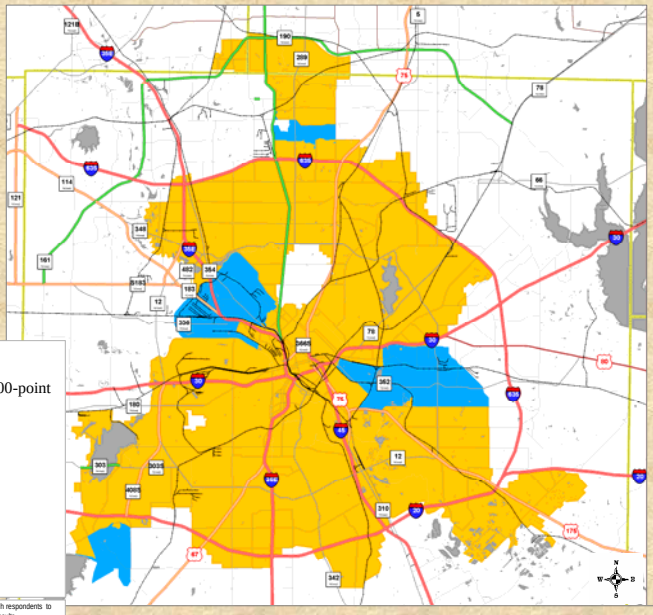
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q2f Ratings of air quality in Dallas



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

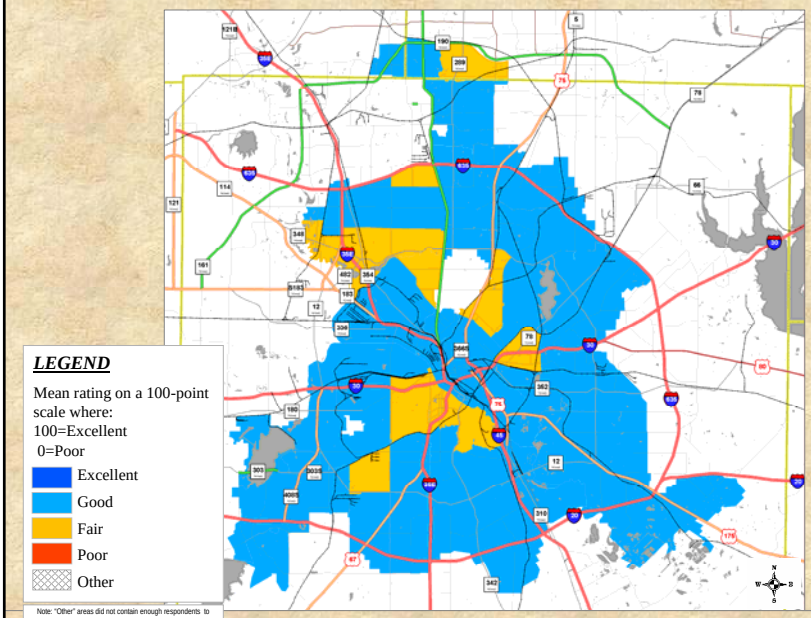
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

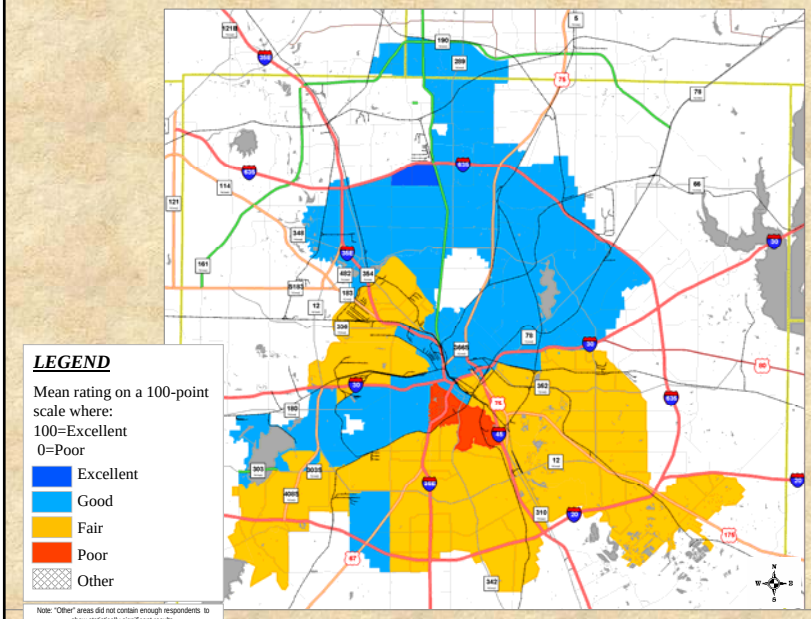
City of Dallas, Texas
2009 Community Survey

Q2g Ratings of recreational activities in Dallas



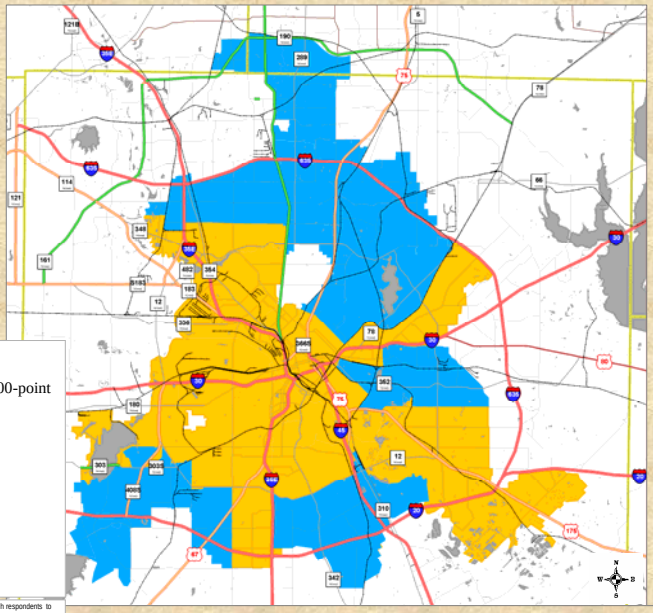
City of Dallas, Texas
2009 Community Survey

Q2h Ratings of job opportunities in Dallas



City of Dallas, Texas
2009 Community Survey

Q2i Ratings of the access to affordable quality housing in Dallas



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

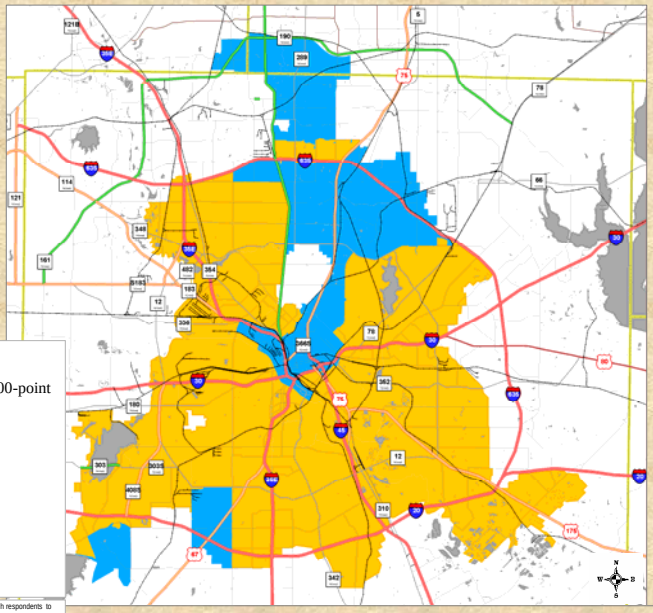
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q2j Ratings of the access to affordable quality child care in Dallas



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

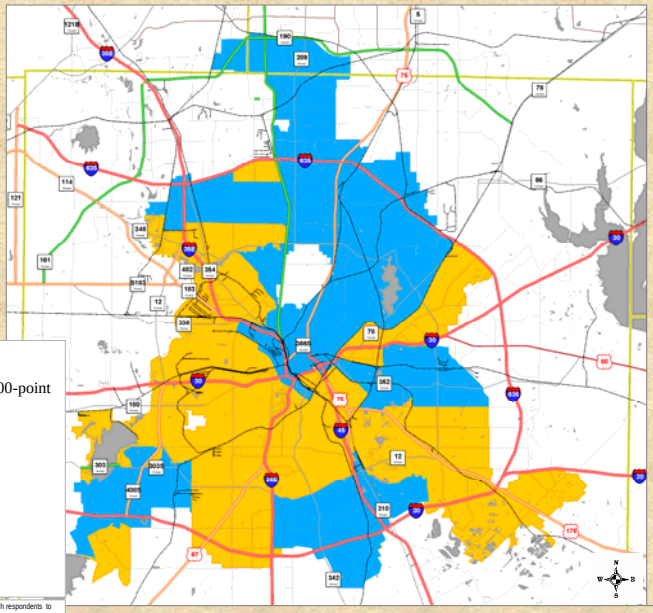
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q2k Ratings of the access to affordable quality health care in Dallas



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

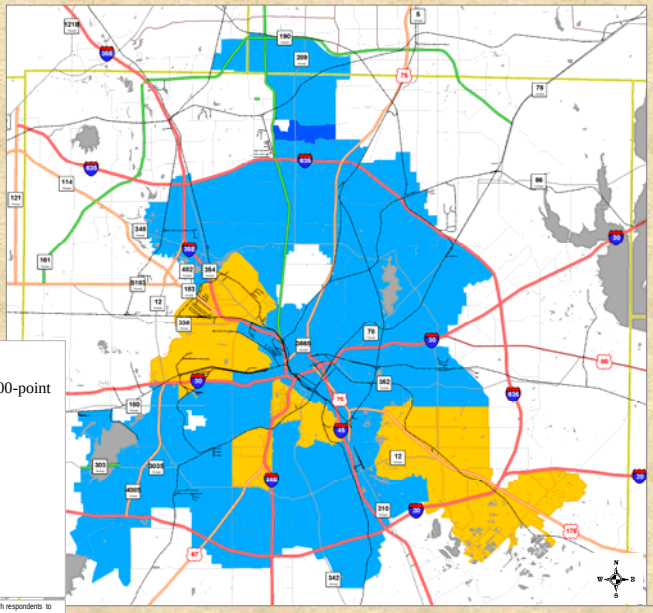
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q2l Ratings of the access to affordable quality food



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

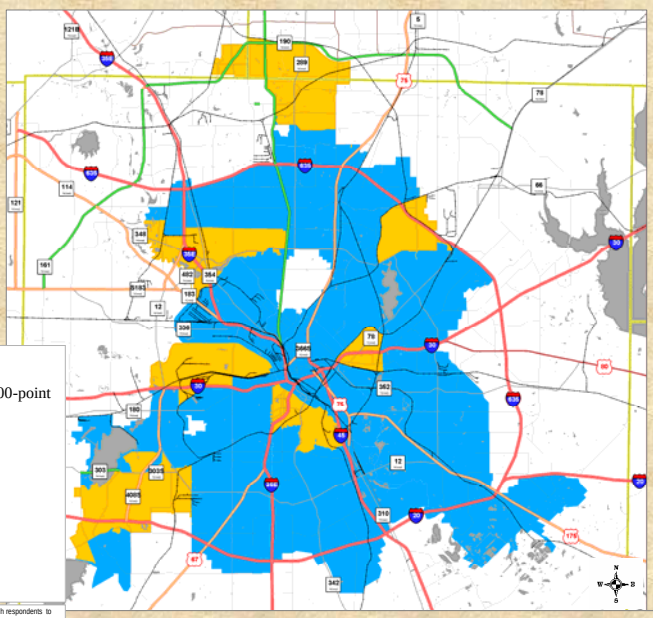
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q2m Ratings of the ease of car travel in Dallas



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

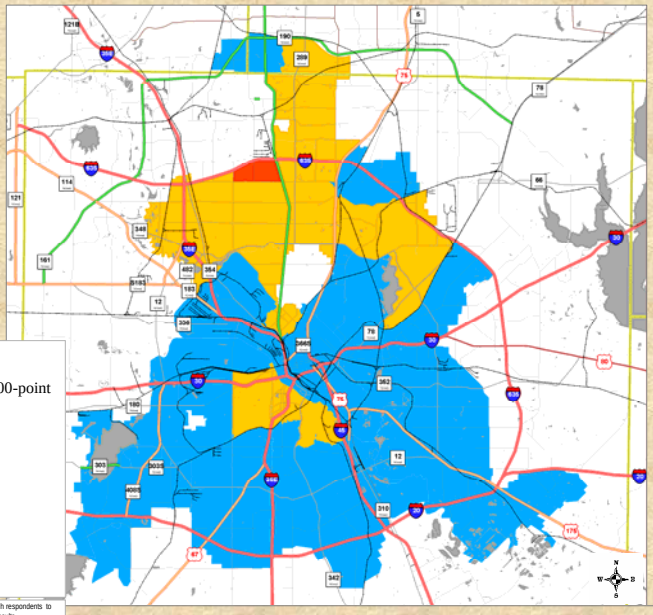
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q2n Ratings of the ease of bus travel in Dallas



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

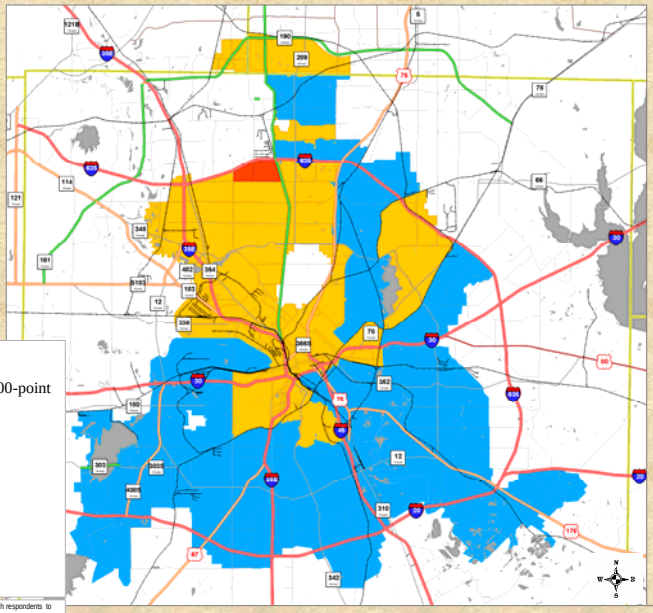
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q2o Ratings of the ease of rail/subway travel in Dallas



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

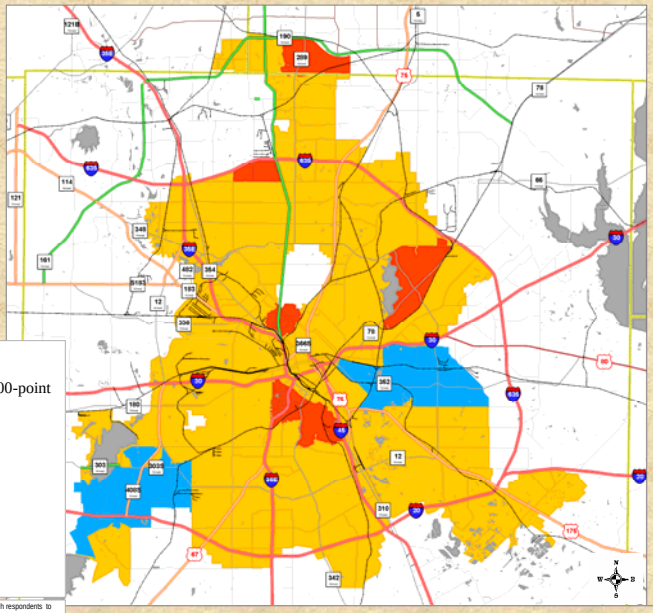
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q2p Ratings of the ease of bicycle travel in Dallas



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

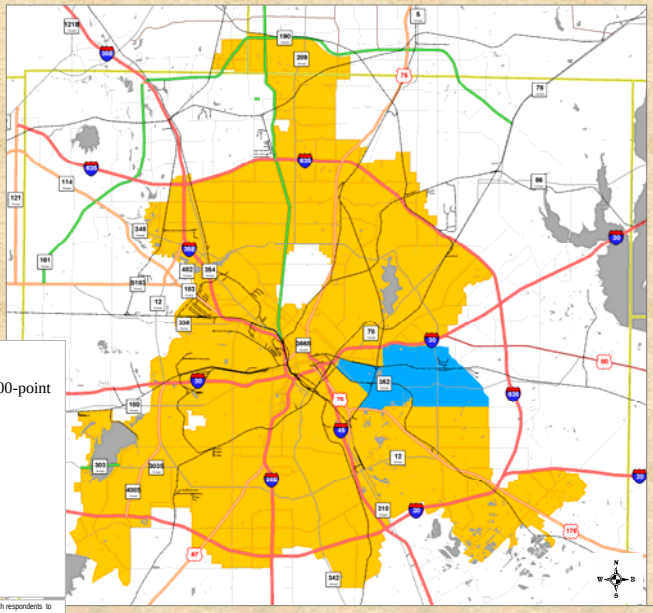
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q2q Rating of the ease of walking in Dallas



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

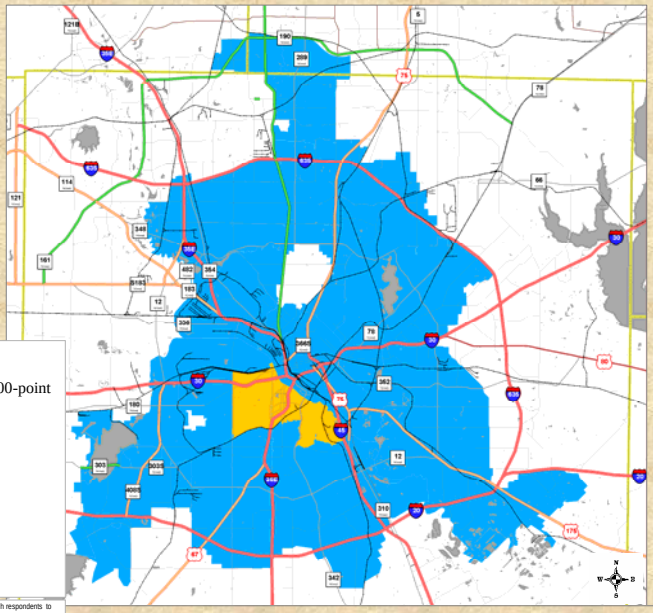
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q2r Ratings of educational opportunities in Dallas



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

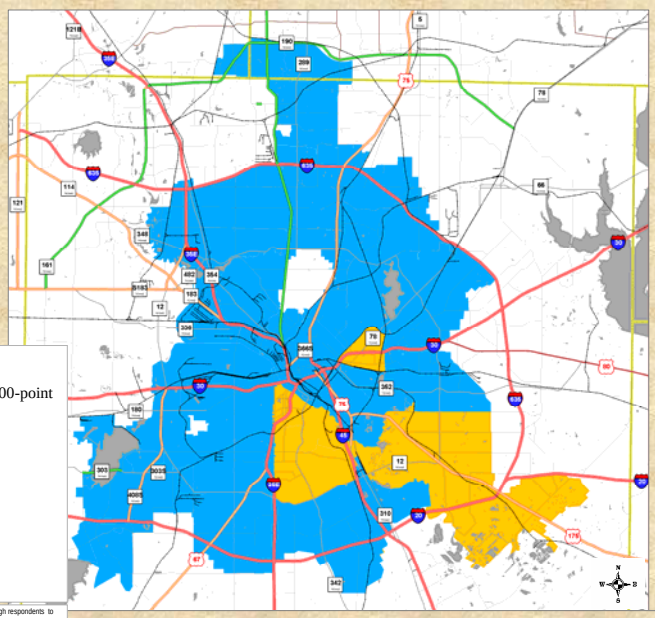
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q2s Ratings of the overall image/reputation of Dallas



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

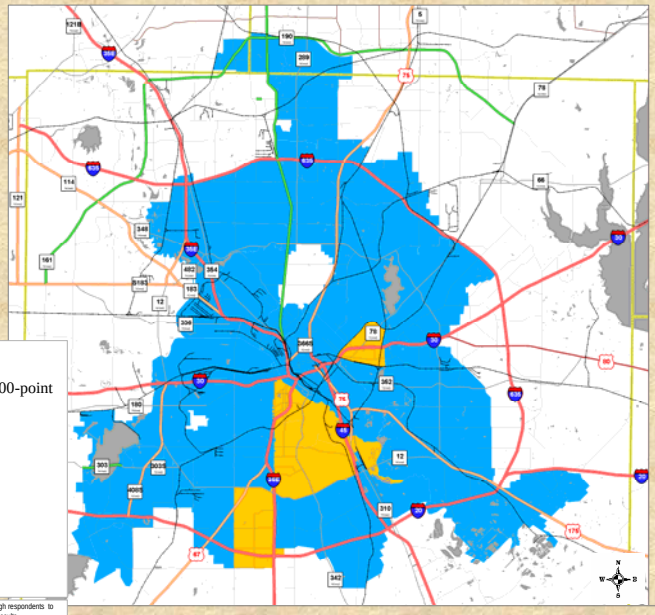
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q2t Ratings of the overall quality of new development in Dallas



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

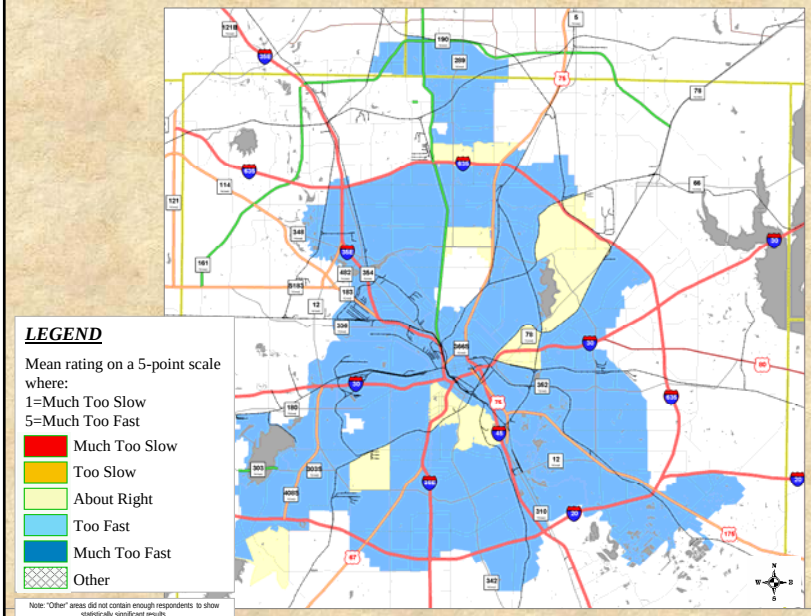
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q3a Ratings of population growth over the past two years



LEGEND

Mean rating on a 5-point scale where:
1=Much Too Slow
5=Much Too Fast

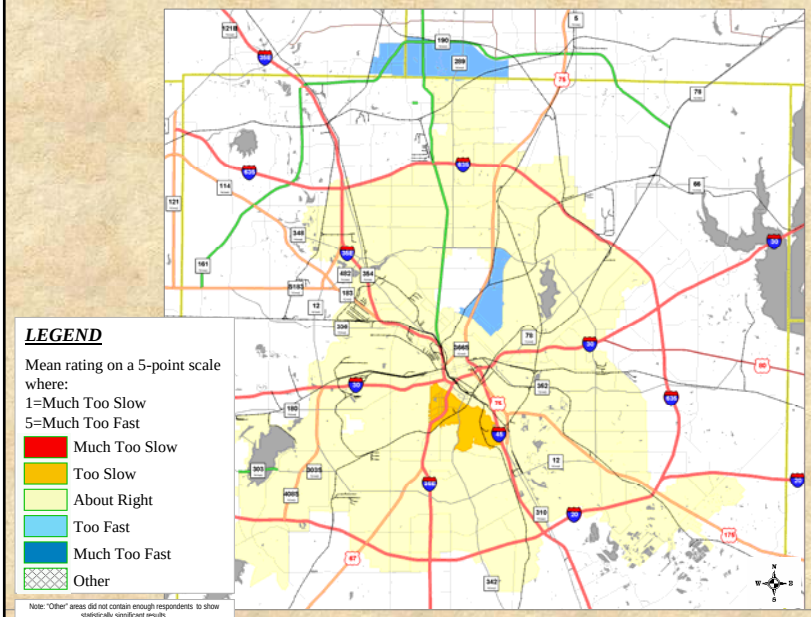
- Much Too Slow
- Too Slow
- About Right
- Too Fast
- Much Too Fast
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

*Shading reflects the mean rating for all respondents **by ZIP Code*** (**combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q3b Ratings of retail growth over the past two years (stores, restaurants, etc.)



LEGEND

Mean rating on a 5-point scale where:
1=Much Too Slow
5=Much Too Fast

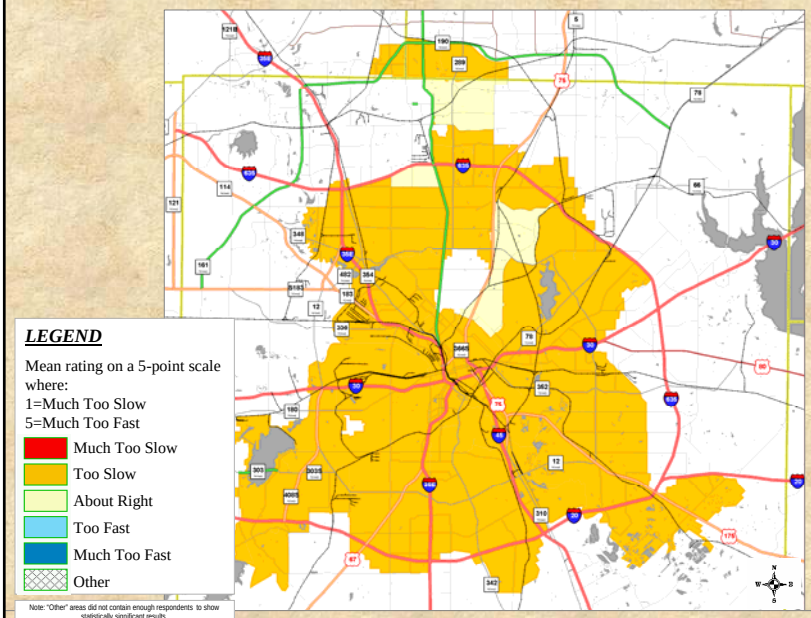
- Much Too Slow
- Too Slow
- About Right
- Too Fast
- Much Too Fast
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

*Shading reflects the mean rating for all respondents **by ZIP Code*** (**combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q3c Ratings of job growth over the past two years



LEGEND

Mean rating on a 5-point scale where:
1=Much Too Slow
5=Much Too Fast

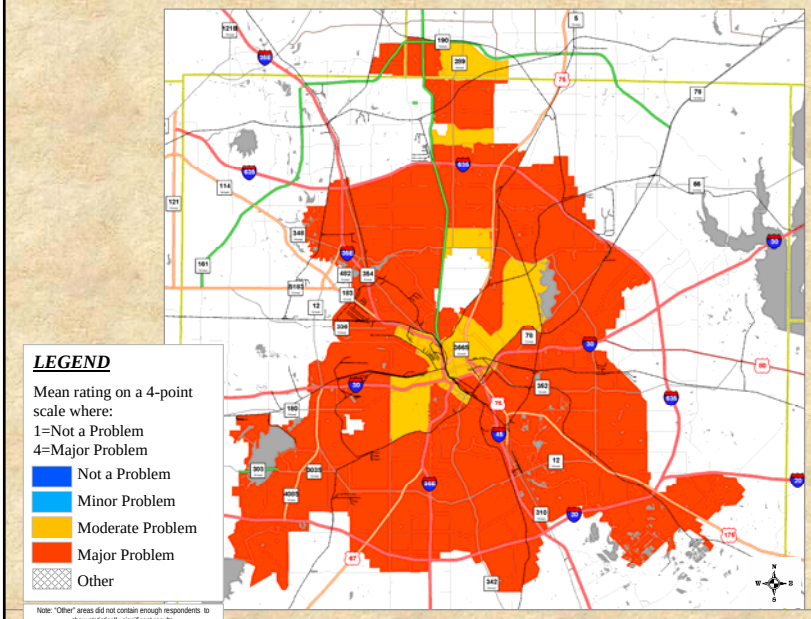
- Much Too Slow
- Too Slow
- About Right
- Too Fast
- Much Too Fast
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

*Shading reflects the mean rating for all respondents **by ZIP Code*** (**combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q4a Do you think crime is a problem in Dallas?



LEGEND

Mean rating on a 4-point scale where:
1=Not a Problem
4=Major Problem

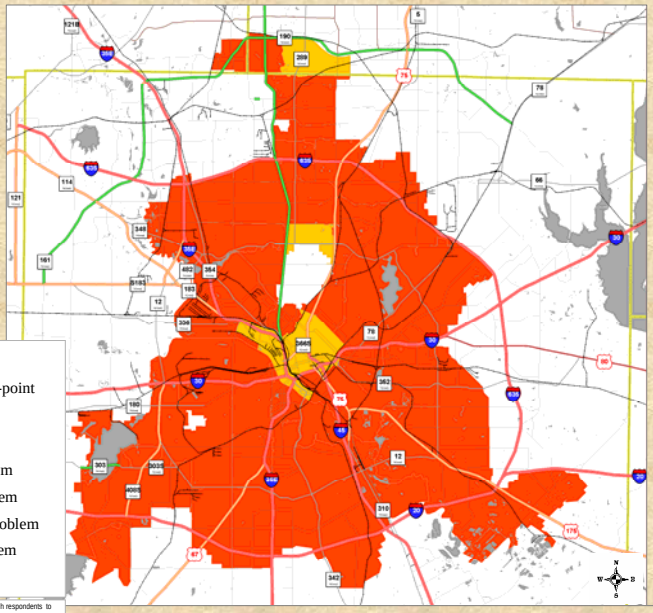
- Not a Problem
- Minor Problem
- Moderate Problem
- Major Problem
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

*Shading reflects the mean rating for all respondents **by ZIP Code*** (**combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q4b Do you think drugs are a problem in Dallas?



LEGEND

Mean rating on a 4-point scale where:
1=Not a Problem
4=Major Problem

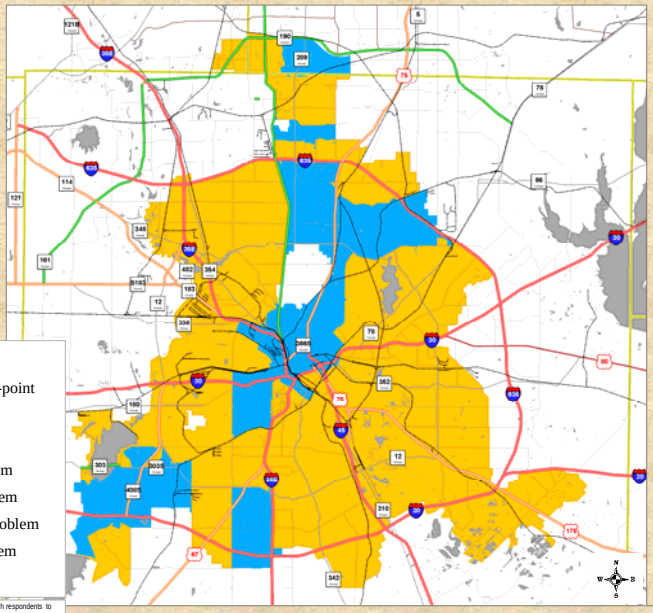
- Not a Problem
- Minor Problem
- Moderate Problem
- Major Problem
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q4c Do you think too much growth is a problem in Dallas?



LEGEND

Mean rating on a 4-point scale where:
1=Not a Problem
4=Major Problem

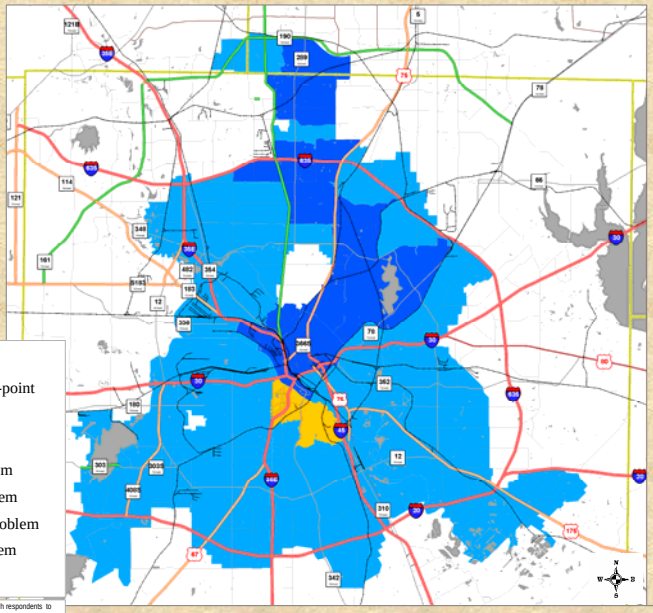
- Not a Problem
- Minor Problem
- Moderate Problem
- Major Problem
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q4d Do you think lack of growth is a problem in Dallas?



LEGEND

Mean rating on a 4-point scale where:
1=Not a Problem
4=Major Problem

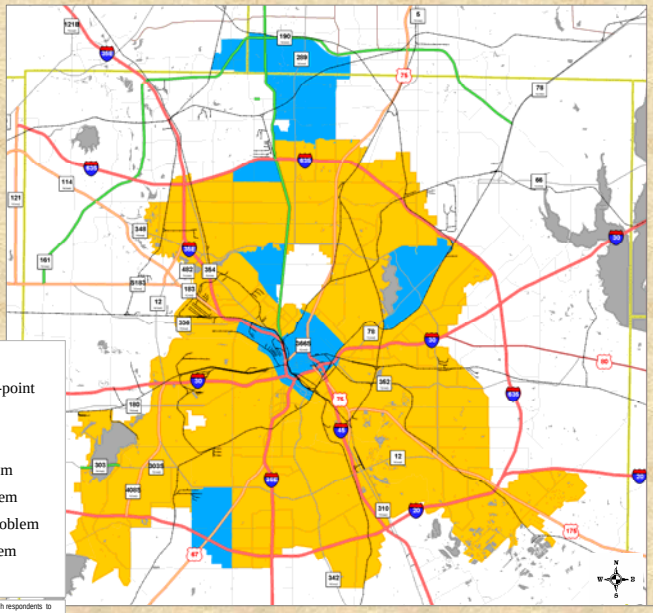
- Not a Problem
- Minor Problem
- Moderate Problem
- Major Problem
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q4e Do you think graffiti is a problem in Dallas?



LEGEND

Mean rating on a 4-point scale where:
1=Not a Problem
4=Major Problem

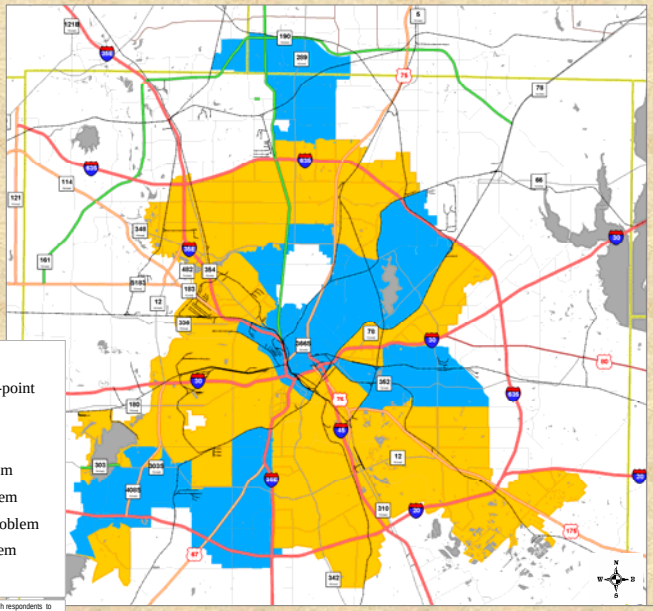
- Not a Problem
- Minor Problem
- Moderate Problem
- Major Problem
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q4f Do you think noise is a problem in Dallas?



LEGEND

Mean rating on a 4-point scale where:
1=Not a Problem
4=Major Problem

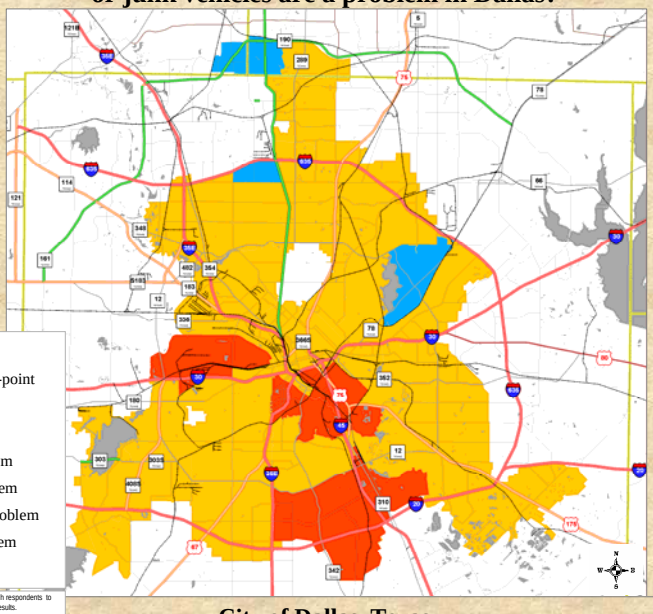
- Not a Problem
- Minor Problem
- Moderate Problem
- Major Problem
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q4g Do you think run down buildings, weed lots, or junk vehicles are a problem in Dallas?



LEGEND

Mean rating on a 4-point scale where:
1=Not a Problem
4=Major Problem

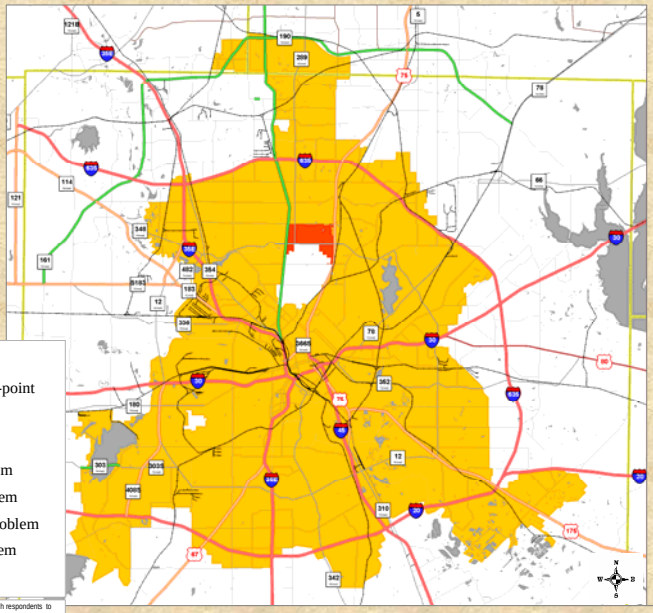
- Not a Problem
- Minor Problem
- Moderate Problem
- Major Problem
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q4h Do you think taxes are a problem in Dallas?



LEGEND

Mean rating on a 4-point scale where:
1=Not a Problem
4=Major Problem

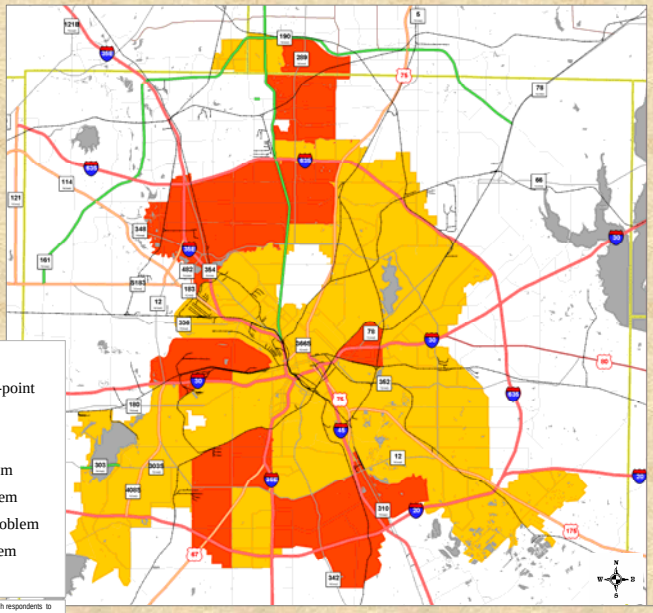
- Not a Problem
- Minor Problem
- Moderate Problem
- Major Problem
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q4i Do you think traffic congestion is a problem in Dallas?



LEGEND

Mean rating on a 4-point scale where:
1=Not a Problem
4=Major Problem

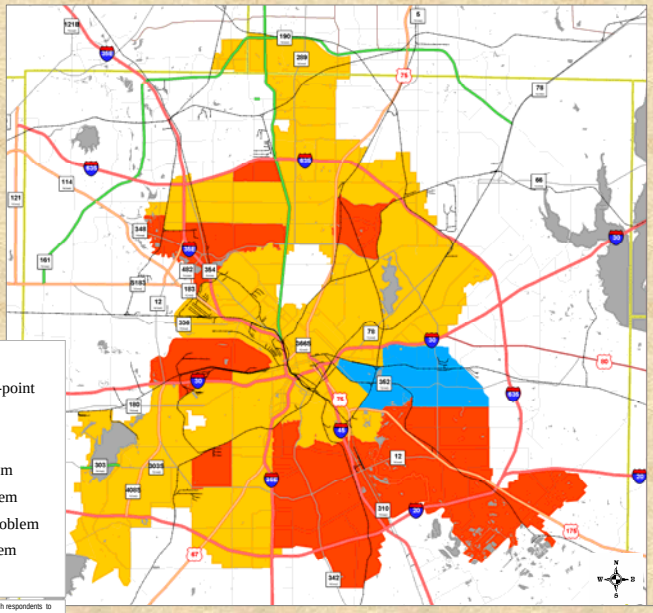
- Not a Problem
- Minor Problem
- Moderate Problem
- Major Problem
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q4j Do you think unsupervised youth is a problem in Dallas?



LEGEND

Mean rating on a 4-point scale where:
1=Not a Problem
4=Major Problem

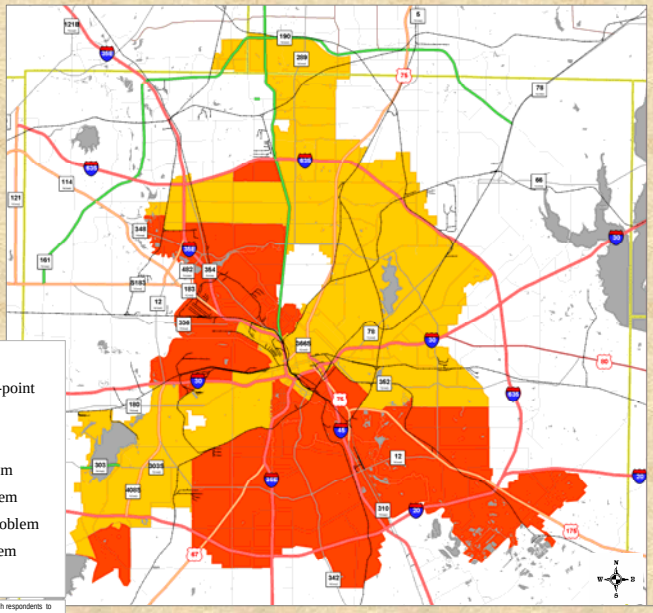
- Not a Problem
- Minor Problem
- Moderate Problem
- Major Problem
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q4k Do you think homelessness is a problem in Dallas?



LEGEND

Mean rating on a 4-point scale where:
1=Not a Problem
4=Major Problem

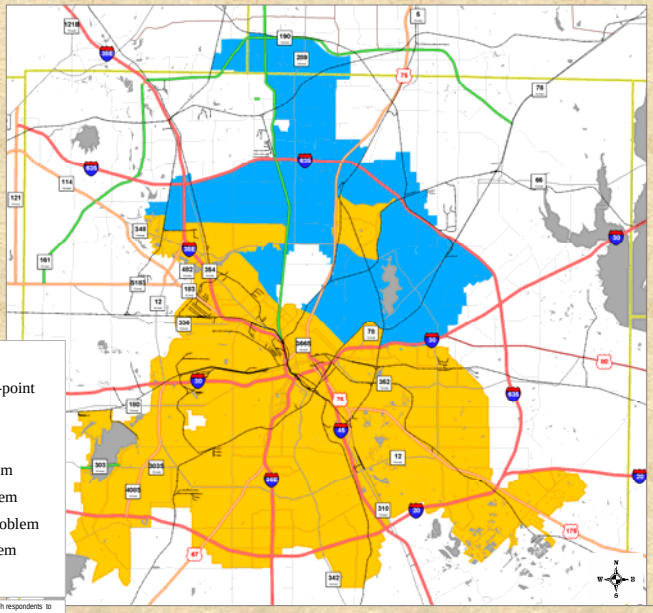
- Not a Problem
- Minor Problem
- Moderate Problem
- Major Problem
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q4l Do you think weeds are a problem in Dallas?



LEGEND

Mean rating on a 4-point scale where:
1=Not a Problem
4=Major Problem

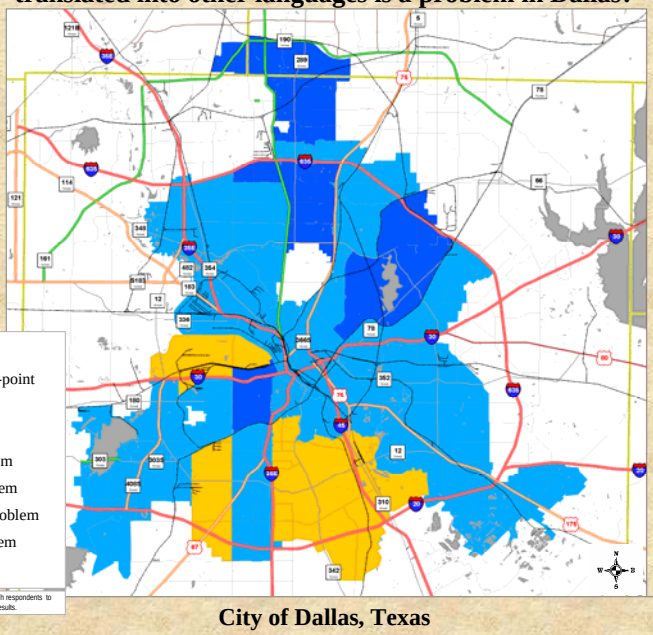
- Not a Problem
- Minor Problem
- Moderate Problem
- Major Problem
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q4m Do you think the absence of communications from the City translated into other languages is a problem in Dallas?



LEGEND

Mean rating on a 4-point scale where:
1=Not a Problem
4=Major Problem

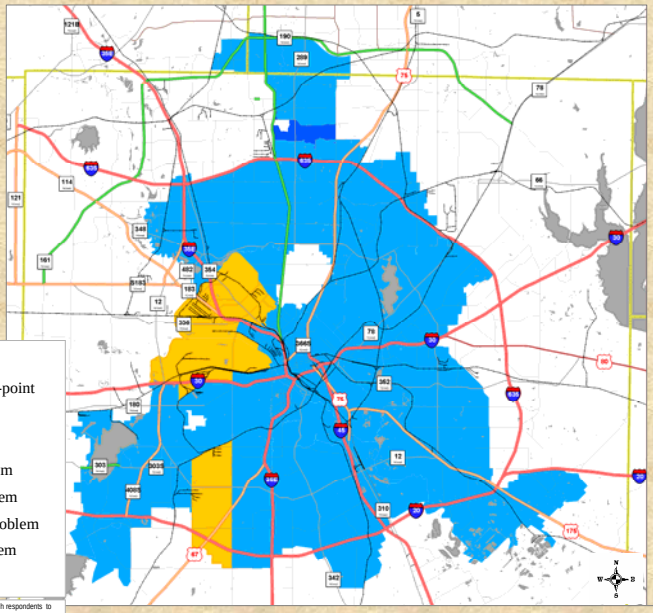
- Not a Problem
- Minor Problem
- Moderate Problem
- Major Problem
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q4n Do you think unwanted local businesses are a problem in Dallas?



LEGEND

Mean rating on a 4-point scale where:
1=Not a Problem
4=Major Problem

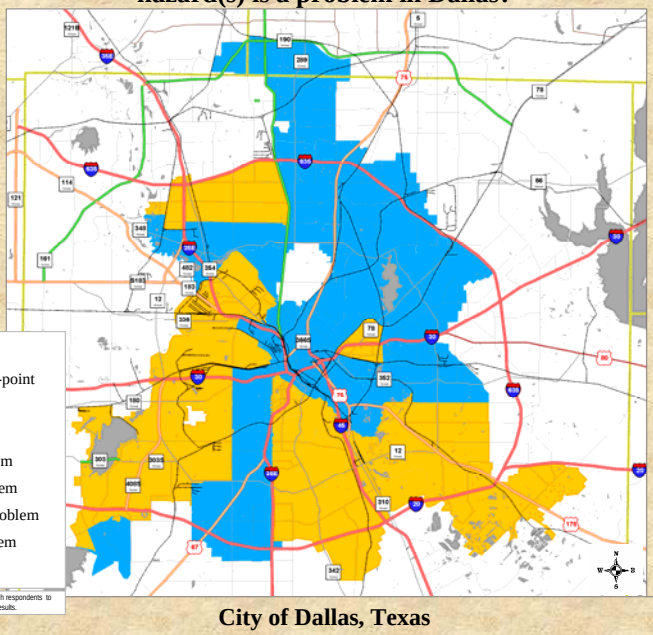
- Not a Problem
- Minor Problem
- Moderate Problem
- Major Problem
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q4o Do you think toxic waste or other environmental hazard(s) is a problem in Dallas?



LEGEND

Mean rating on a 4-point scale where:
1=Not a Problem
4=Major Problem

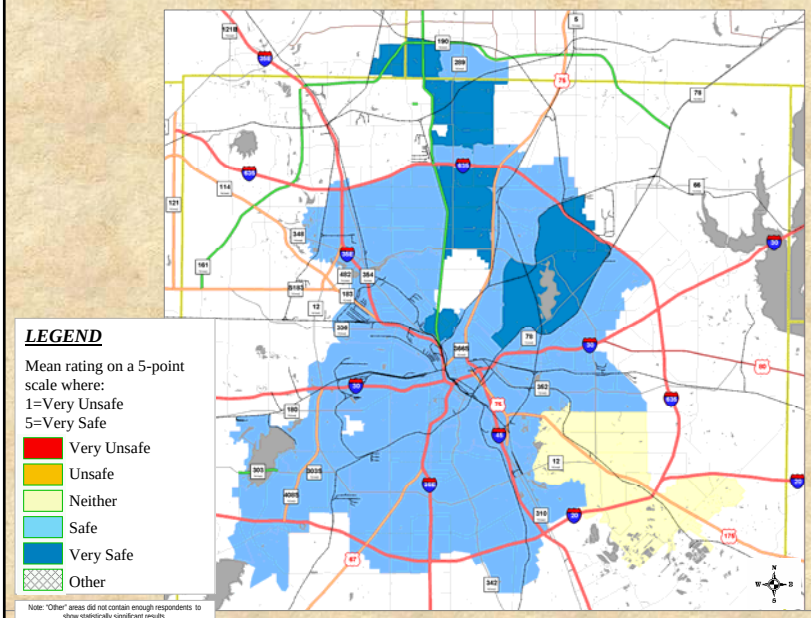
- Not a Problem
- Minor Problem
- Moderate Problem
- Major Problem
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q5a How safe do you feel during day?



LEGEND

Mean rating on a 5-point scale where:
1=Very Unsafe
5=Very Safe

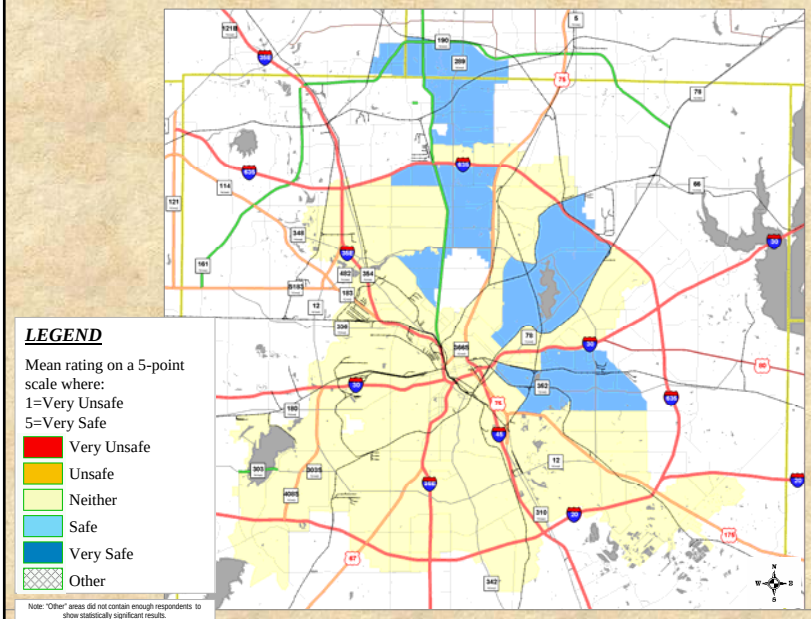
- Very Unsafe
- Unsafe
- Neither
- Safe
- Very Safe
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q5b How safe do you feel after dark?



LEGEND

Mean rating on a 5-point scale where:
1=Very Unsafe
5=Very Safe

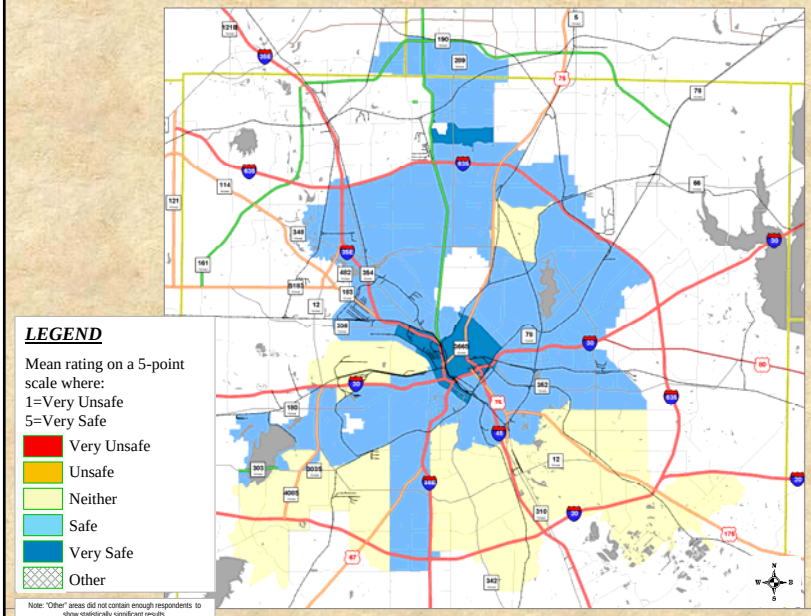
- Very Unsafe
- Unsafe
- Neither
- Safe
- Very Safe
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q5c How safe do you feel in Dallas's downtown area during the day?



LEGEND

Mean rating on a 5-point scale where:
1=Very Unsafe
5=Very Safe

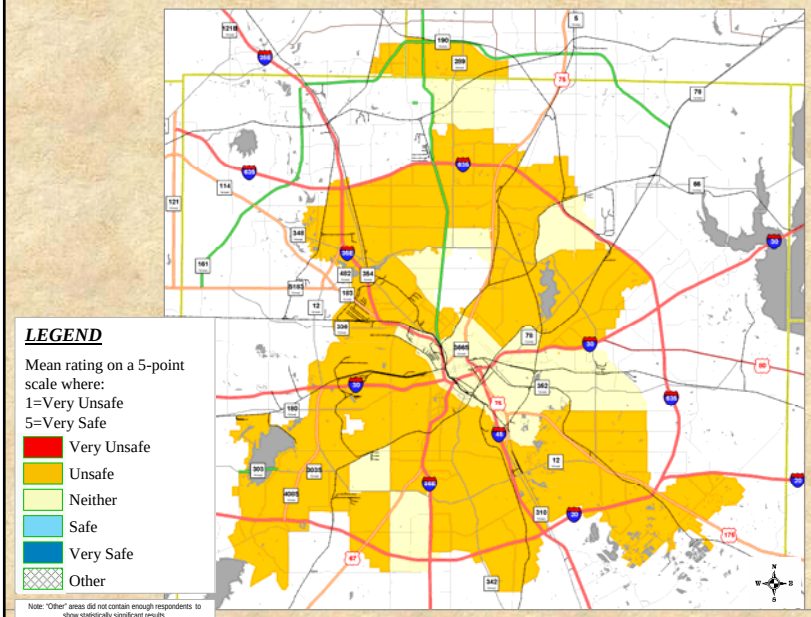
- Very Unsafe
- Unsafe
- Neither
- Safe
- Very Safe
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** (**combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q5d How safe do you feel in Dallas's downtown area after dark?



LEGEND

Mean rating on a 5-point scale where:
1=Very Unsafe
5=Very Safe

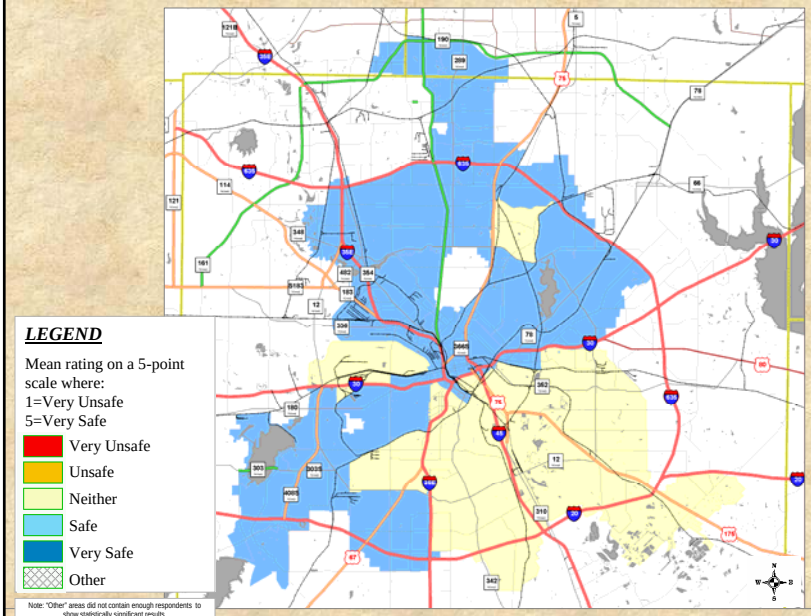
- Very Unsafe
- Unsafe
- Neither
- Safe
- Very Safe
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** (**combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q5e How safe do you feel in Dallas's parks during the day?



LEGEND

Mean rating on a 5-point scale where:
1=Very Unsafe
5=Very Safe

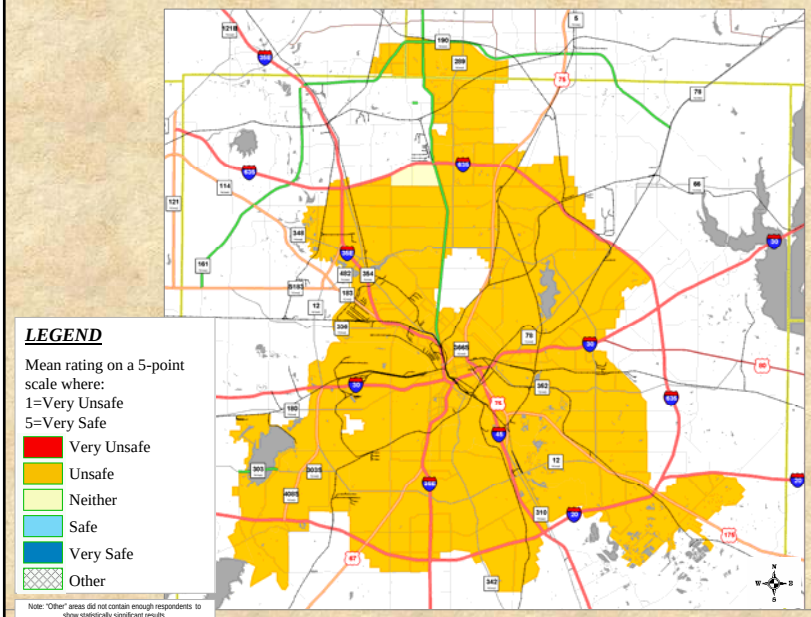
- Very Unsafe
- Unsafe
- Neither
- Safe
- Very Safe
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q5f How safe do you feel in Dallas's parks after dark?



LEGEND

Mean rating on a 5-point scale where:
1=Very Unsafe
5=Very Safe

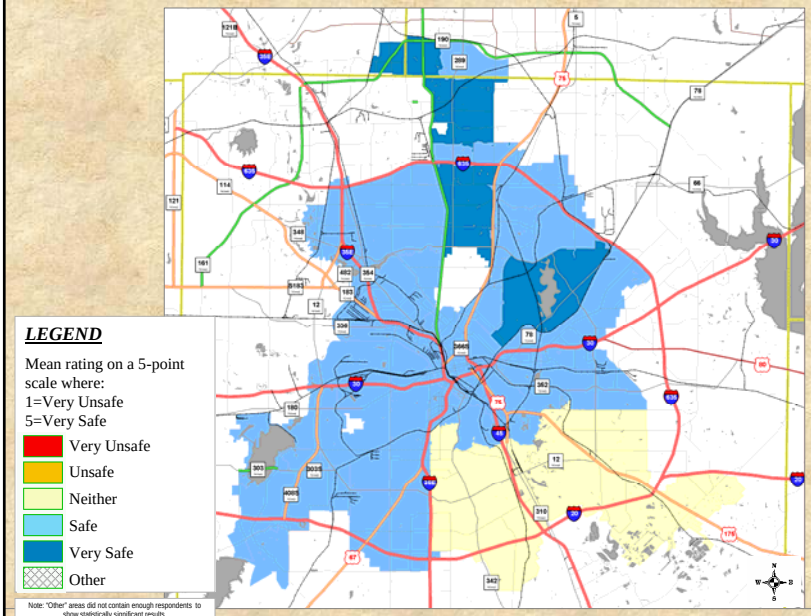
- Very Unsafe
- Unsafe
- Neither
- Safe
- Very Safe
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q5g How safe do you feel in your neighborhood during day?



LEGEND

Mean rating on a 5-point scale where:
1=Very Unsafe
5=Very Safe

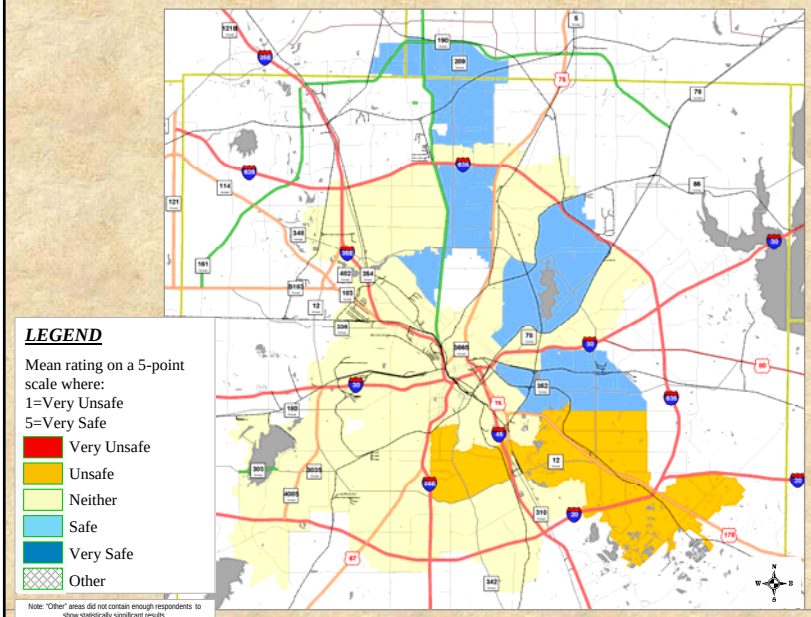
- Very Unsafe
- Unsafe
- Neither
- Safe
- Very Safe
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q5h How safe do you feel in your neighborhood after dark?



LEGEND

Mean rating on a 5-point scale where:
1=Very Unsafe
5=Very Safe

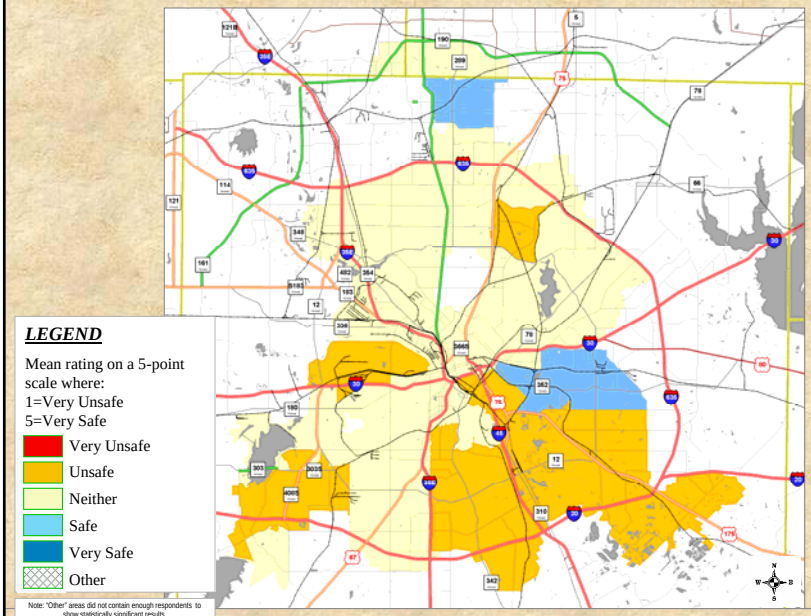
- Very Unsafe
- Unsafe
- Neither
- Safe
- Very Safe
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q5i How safe do you feel from violent crime (rape, assault, robbery)?



LEGEND

Mean rating on a 5-point scale where:
1=Very Unsafe
5=Very Safe

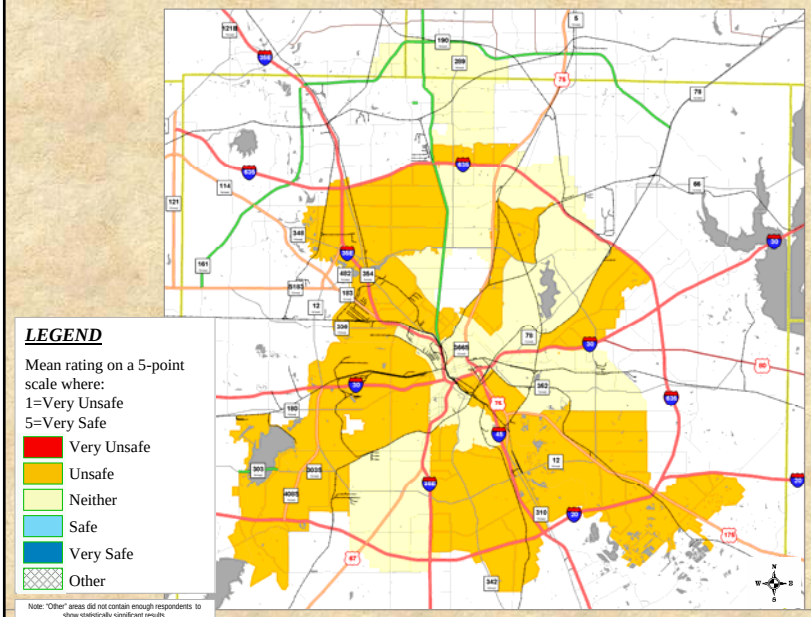
- Very Unsafe
- Unsafe
- Neither
- Safe
- Very Safe
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q5j How safe do you feel from property crime (burglary, theft)?



LEGEND

Mean rating on a 5-point scale where:
1=Very Unsafe
5=Very Safe

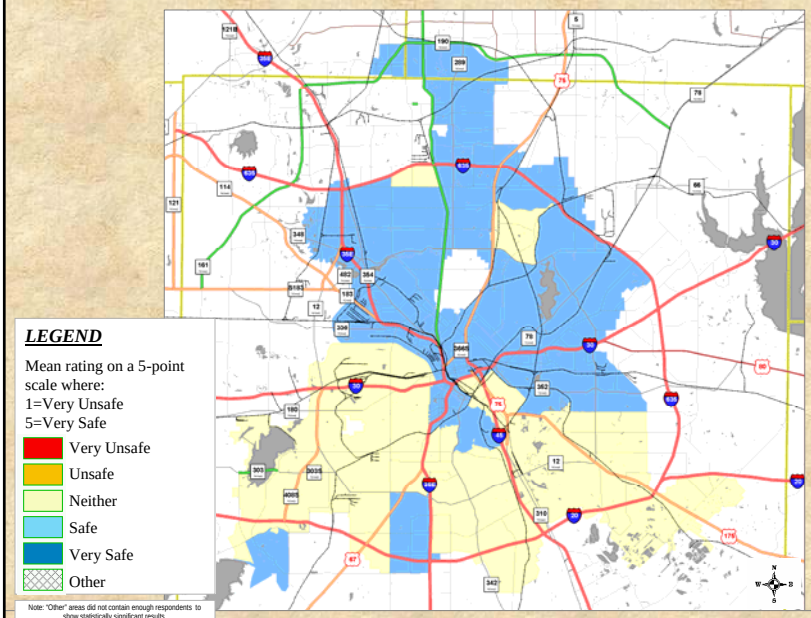
- Very Unsafe
- Unsafe
- Neither
- Safe
- Very Safe
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q5k How safe do you feel from fire?



LEGEND

Mean rating on a 5-point scale where:
1=Very Unsafe
5=Very Safe

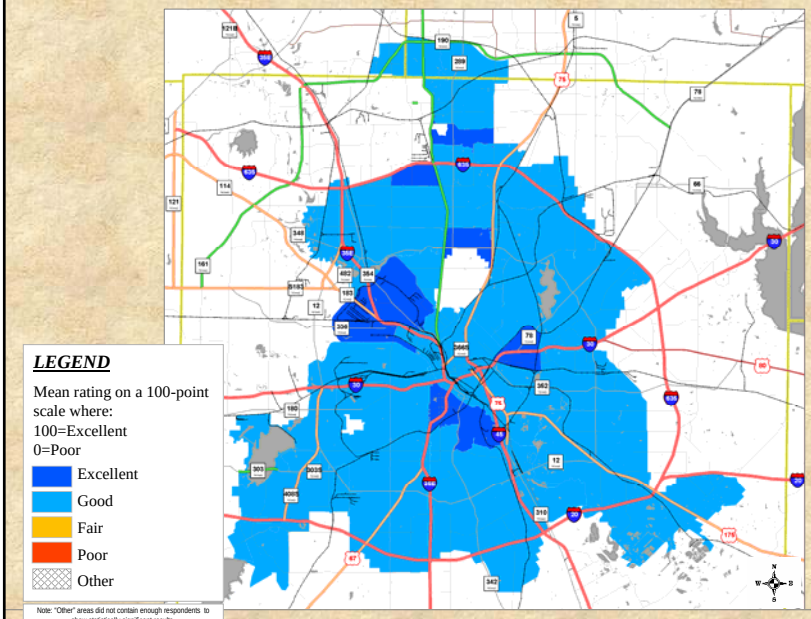
- Very Unsafe
- Unsafe
- Neither
- Safe
- Very Safe
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q7a Ratings of ambulance/emergency medical services



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

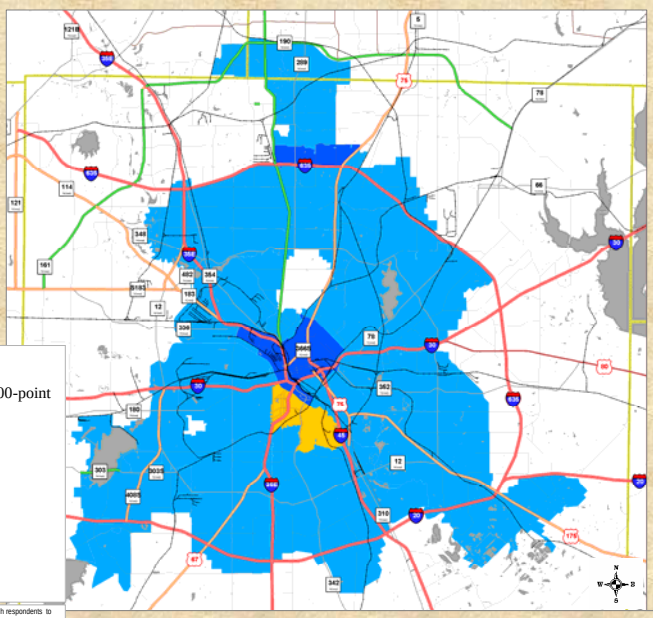
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q7b Ratings of arts and cultural programs



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

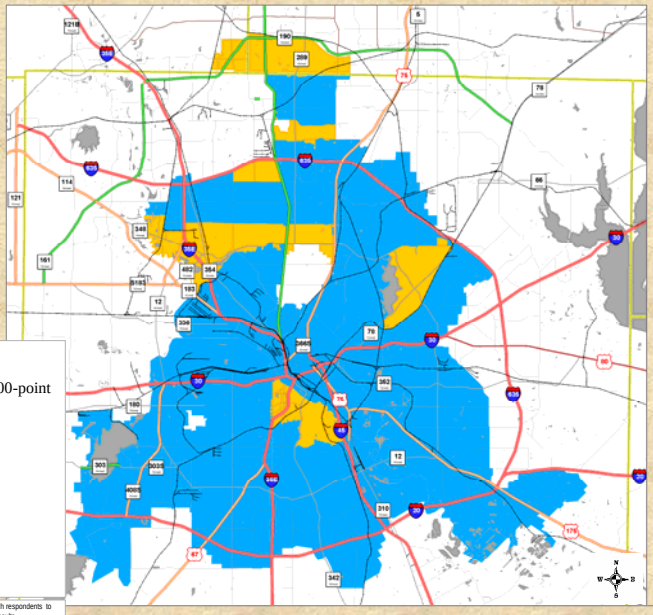
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** (**combined* *based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q7c Ratings of bus/transit services



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

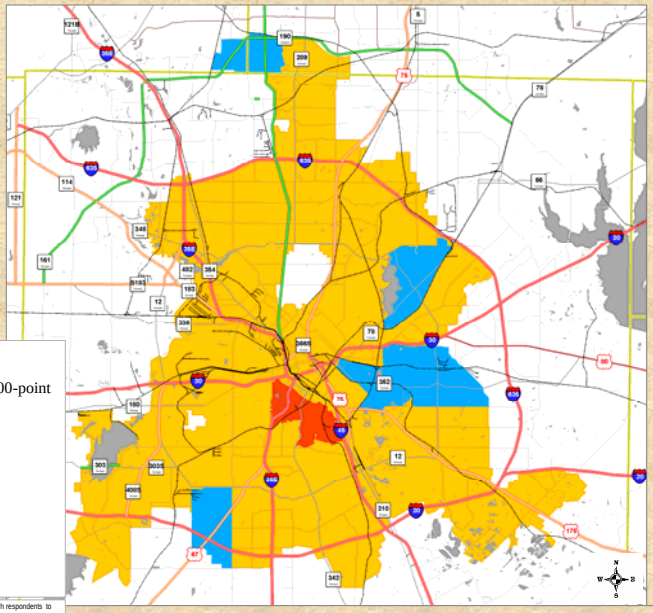
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** (**combined* *based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q7d Ratings of code enforcement (weeds, abandoned buildings, etc.)



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

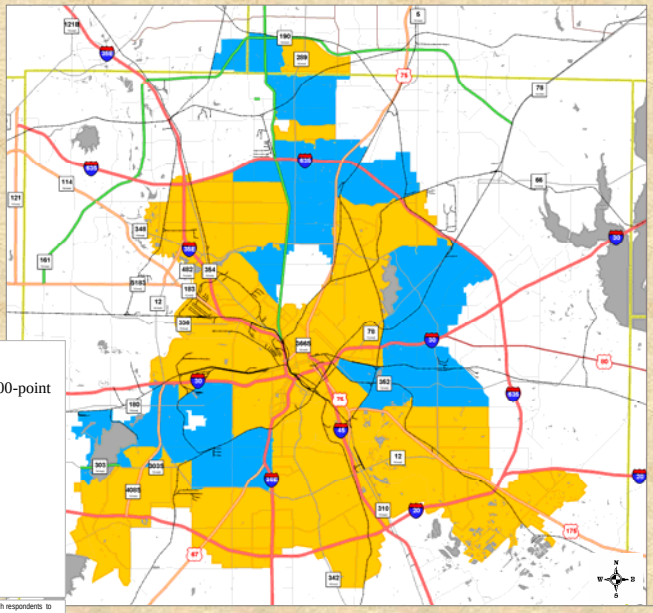
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q7e Ratings of customer service provided by City employees



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

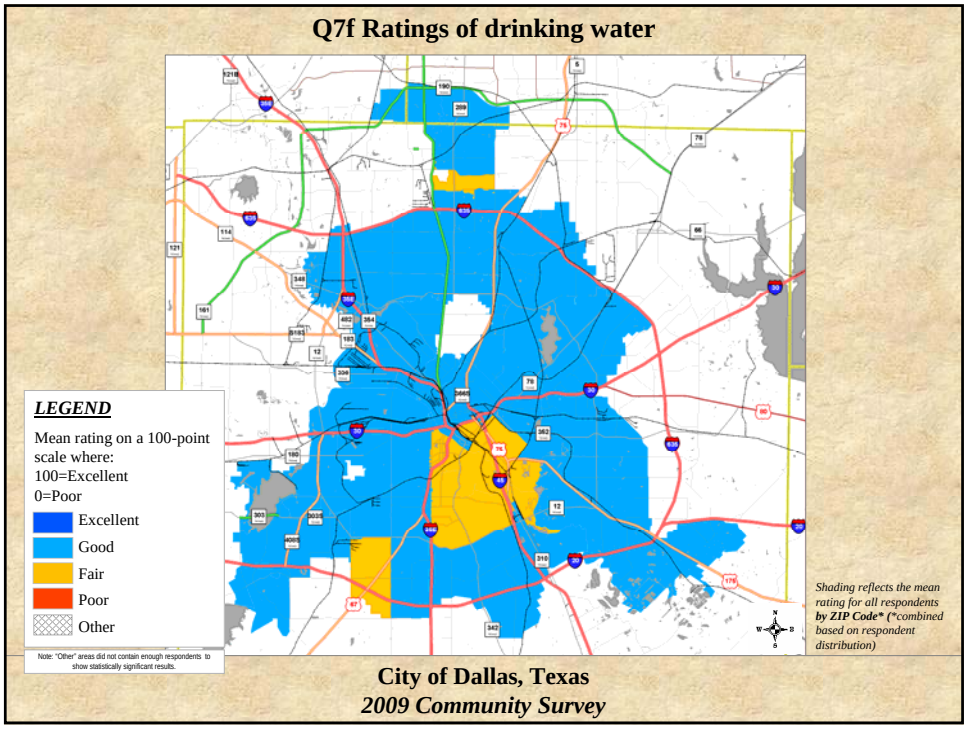
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

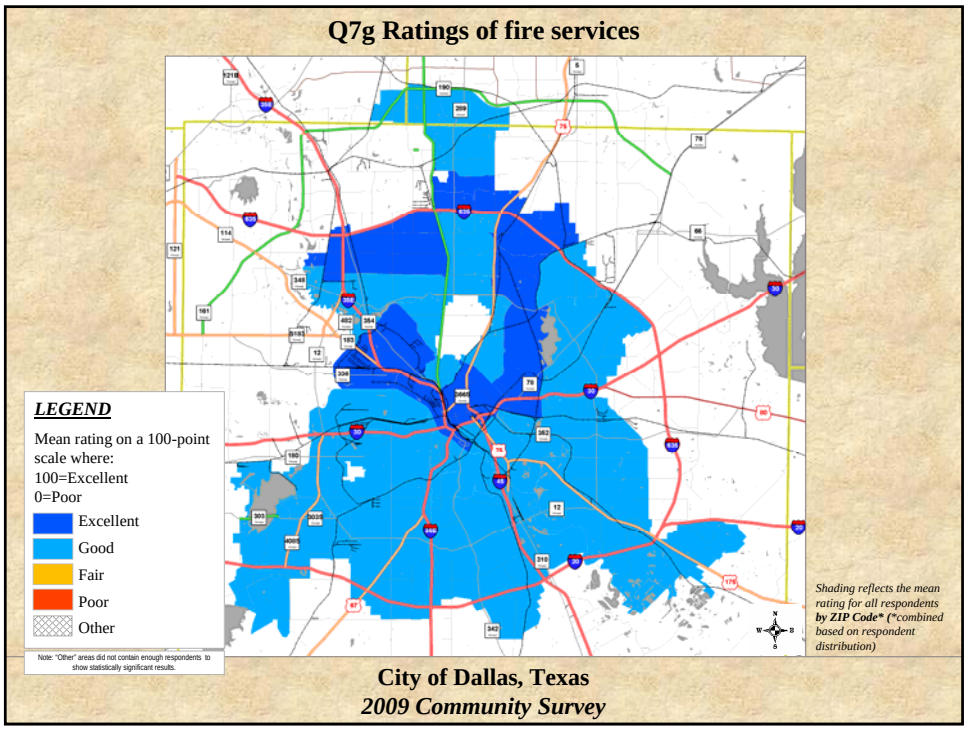
Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

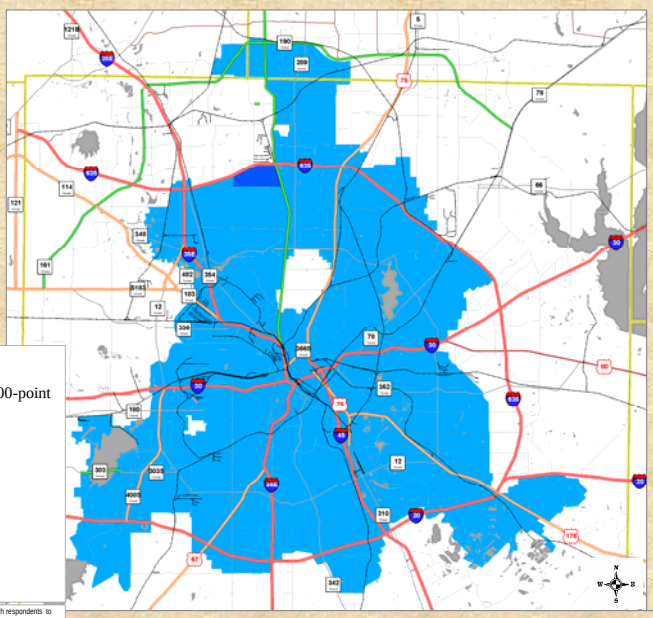
Q7f Ratings of drinking water



Q7g Ratings of fire services



Q7h Ratings of solid waste services



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

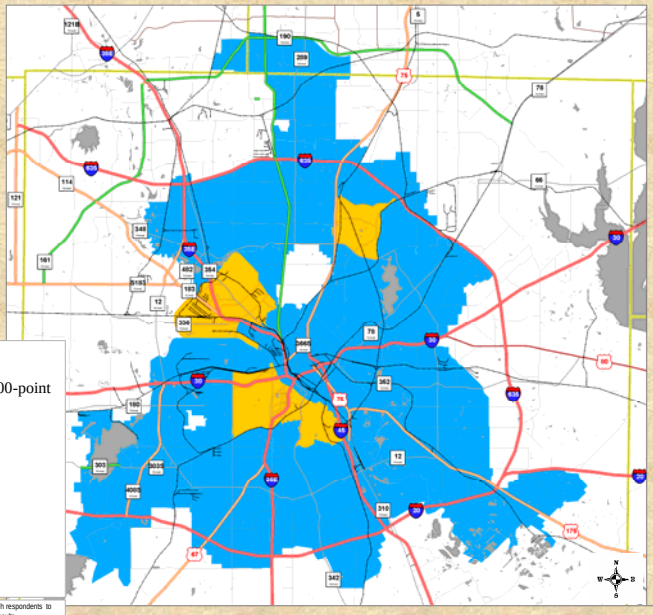
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

*Shading reflects the mean rating for all respondents **by ZIP Code*** (**combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q7i Ratings of health services



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

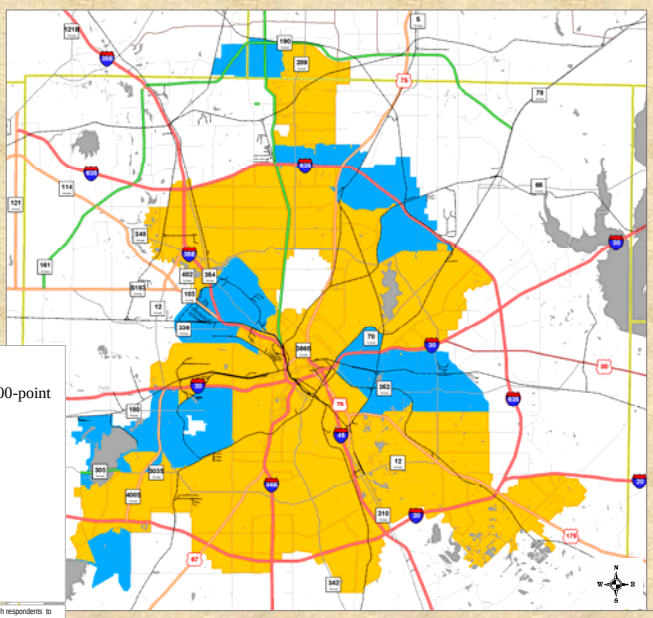
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

*Shading reflects the mean rating for all respondents **by ZIP Code*** (**combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q7j Ratings of land use, planning and zoning



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

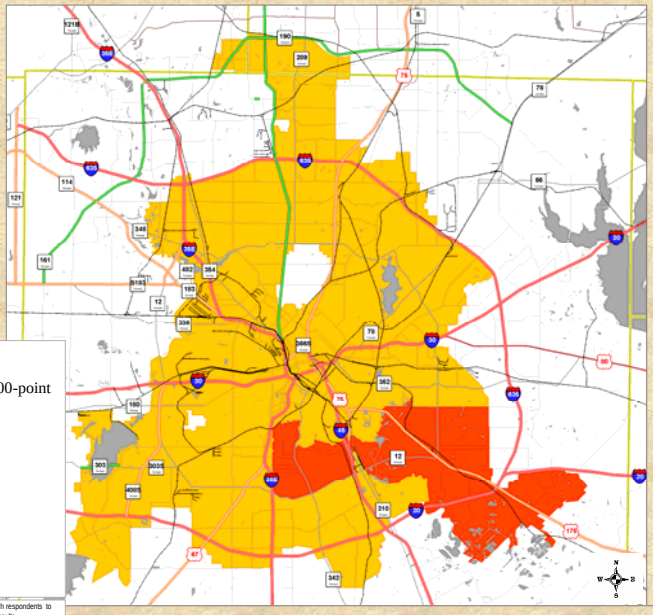
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q7k Ratings of maintenance of infrastructure



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

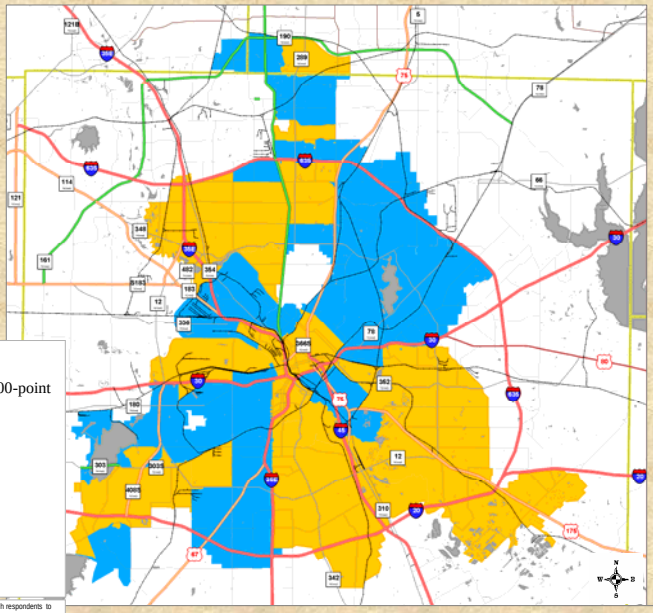
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q7l Ratings of the City's parks and recreation system



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

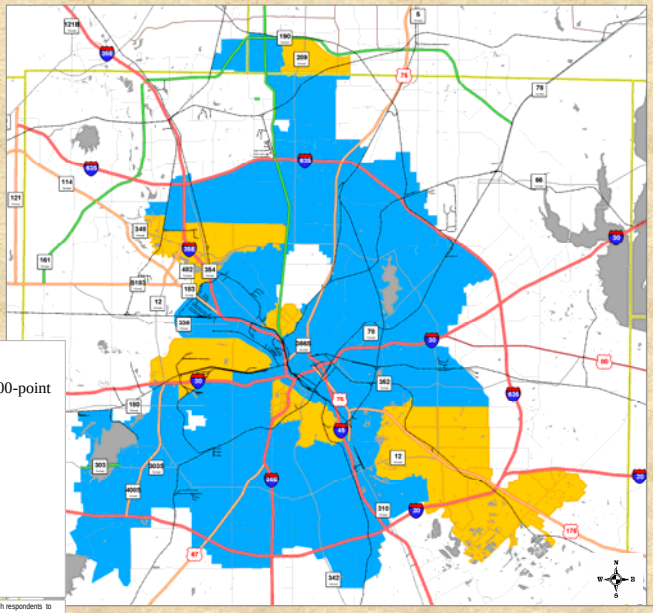
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q7m Ratings of police services



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

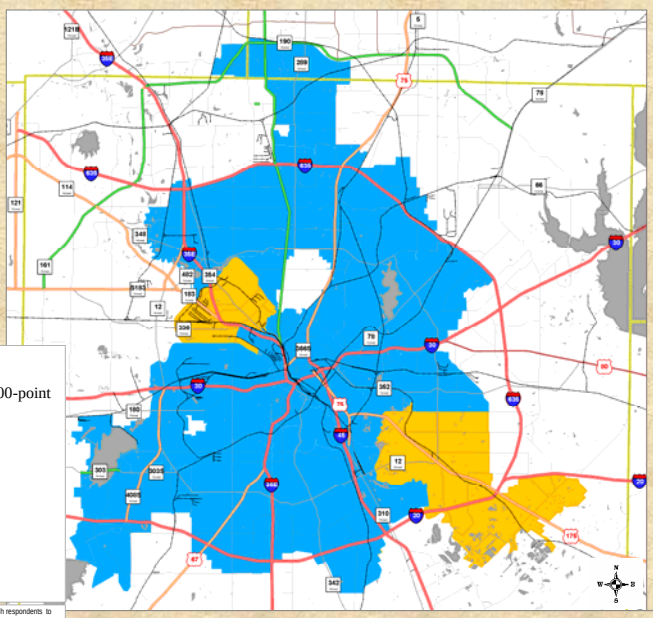
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q7n Ratings of public information services



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

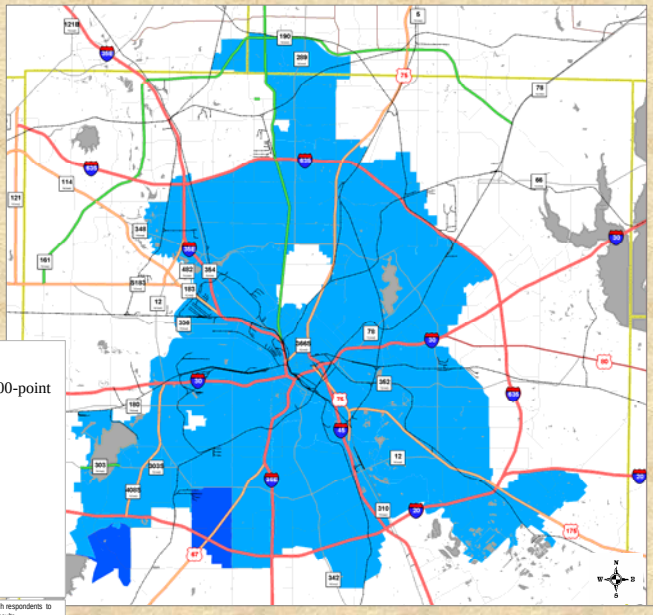
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

*Shading reflects the mean rating for all respondents **by ZIP Code*** (**combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q7o Ratings of public library services



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

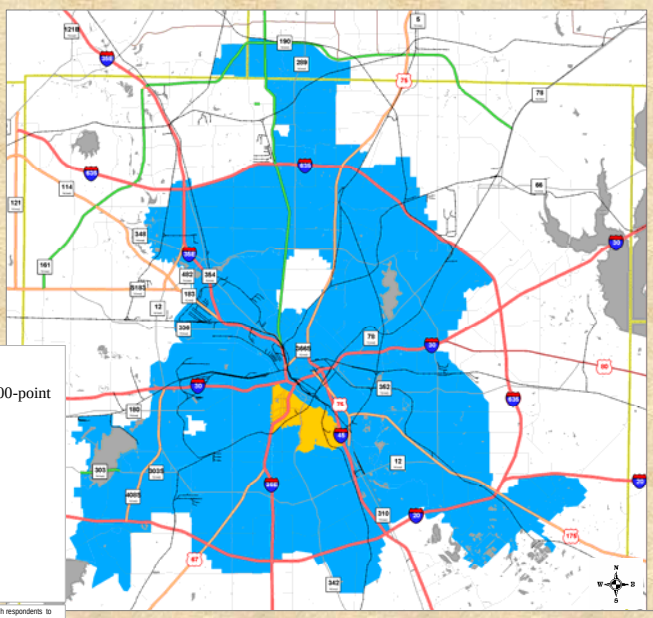
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

*Shading reflects the mean rating for all respondents **by ZIP Code*** (**combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q7p Ratings of sewer services



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

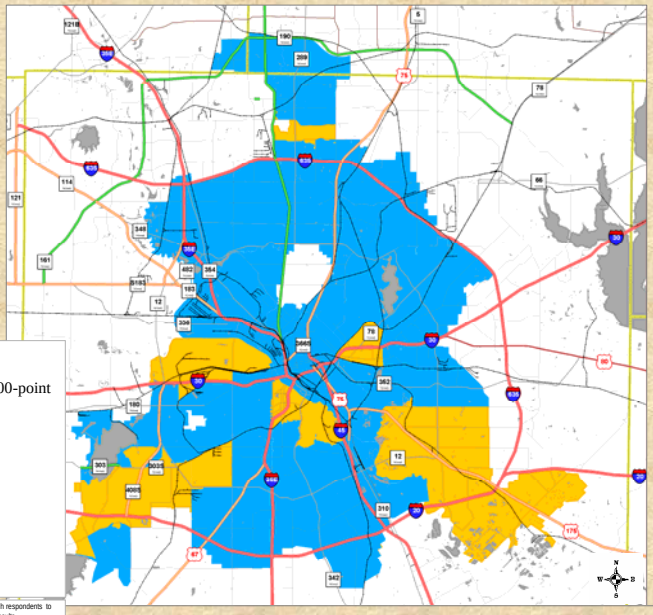
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** (**combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q7q Ratings of storm drainage



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

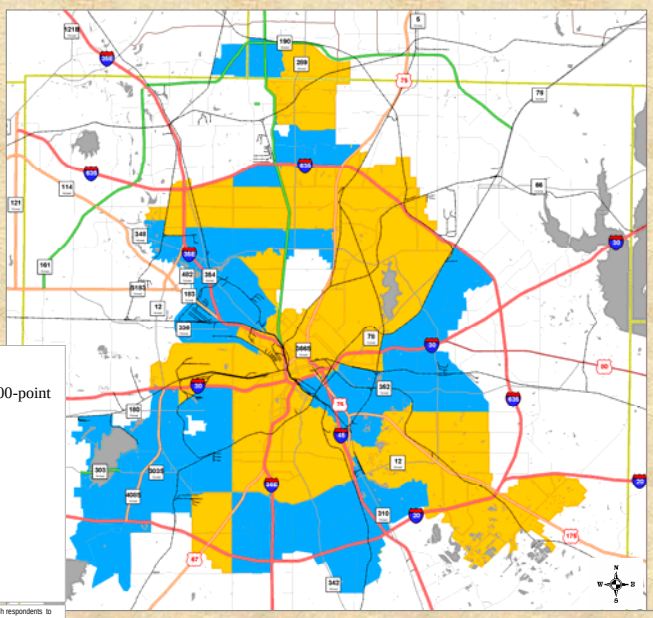
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** (**combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q7r Ratings of traffic signal timing



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

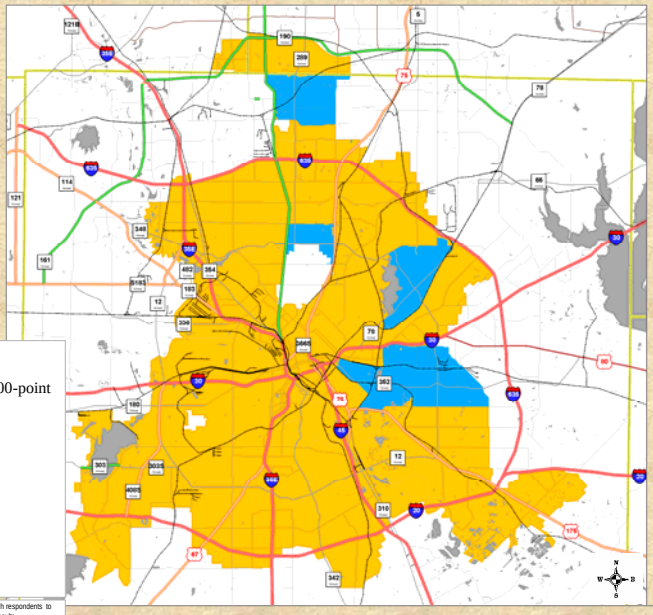
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q9a Ratings of crime prevention



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

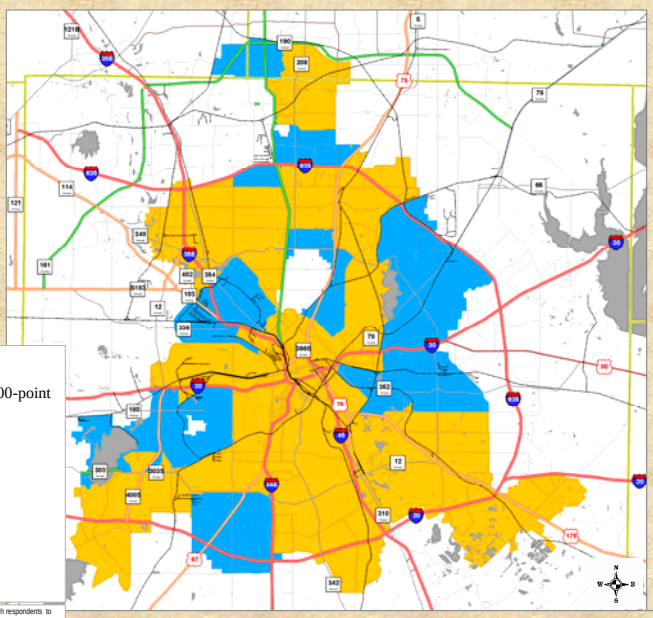
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q9b Ratings of traffic enforcement



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

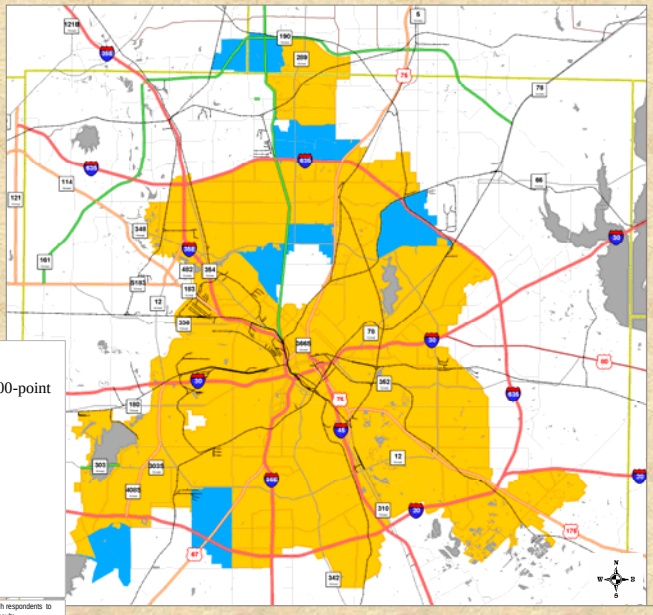
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q9c Ratings of the response time of police to emergencies



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

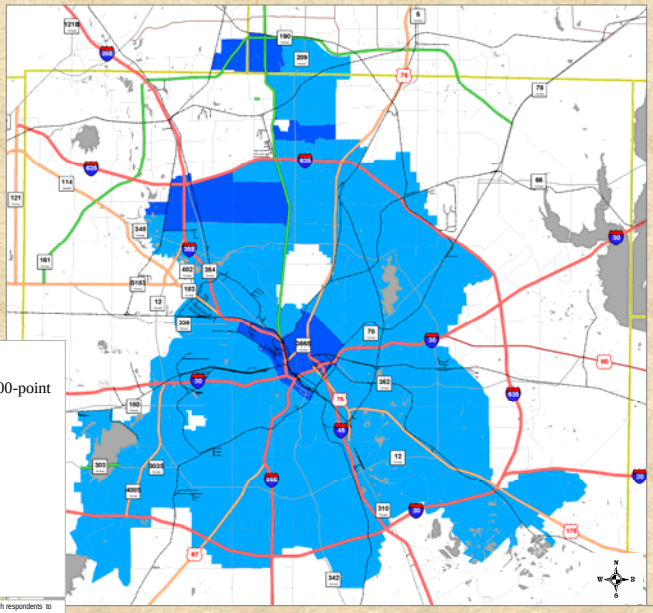
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q9d Ratings of the response time of the fire department to emergencies



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

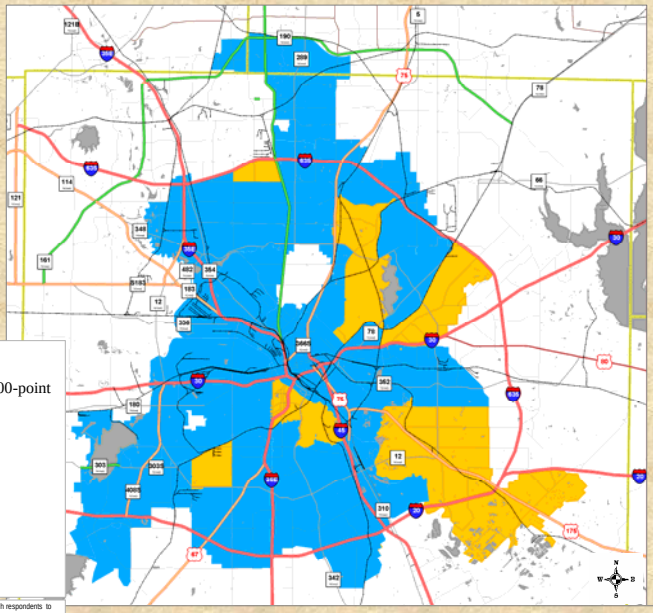
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q9e Ratings of fire prevention and education



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

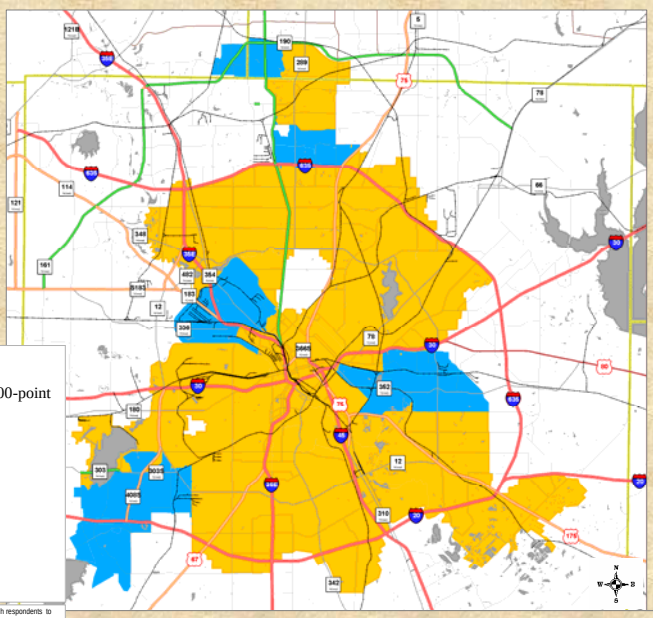
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q9f Ratings of municipal courts



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

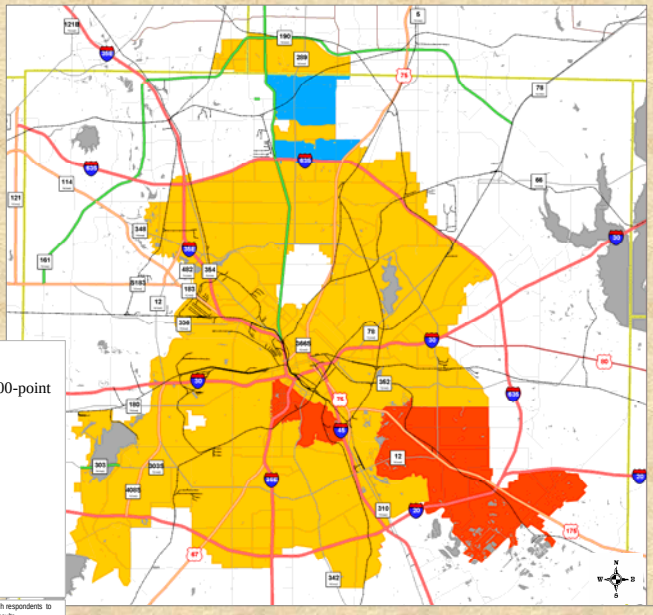
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q9g Ratings of animal Control



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

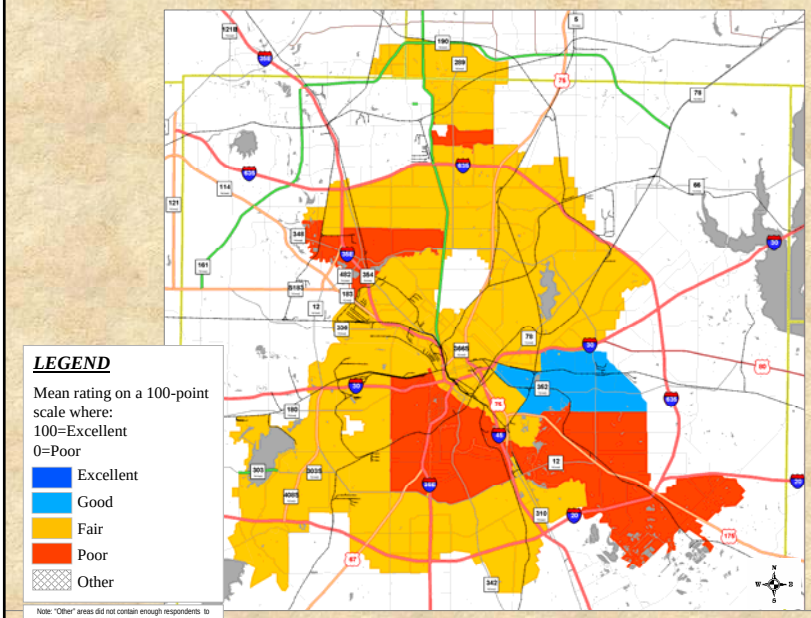
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q11a Ratings of street repair



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

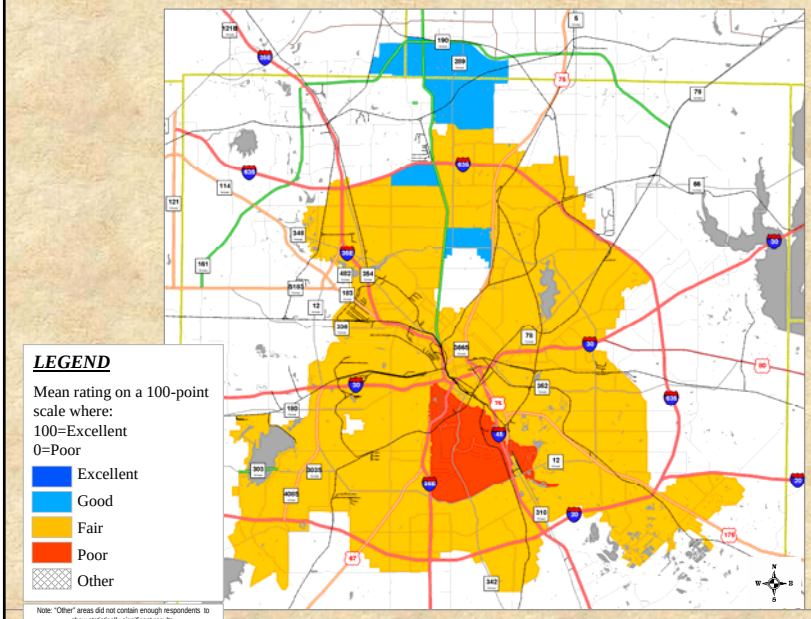
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** (**combined* *based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q11b Ratings of street cleaning



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

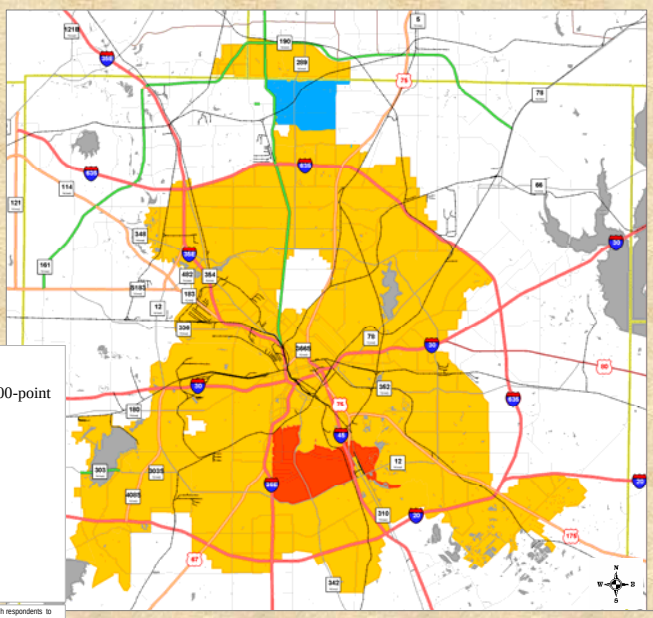
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** (**combined* *based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q11c Ratings of street lighting



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

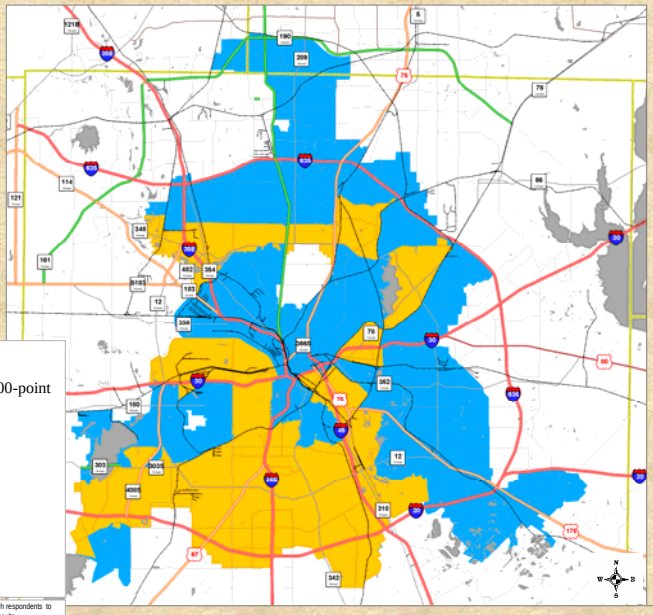
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q11d Ratings of snow removal



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

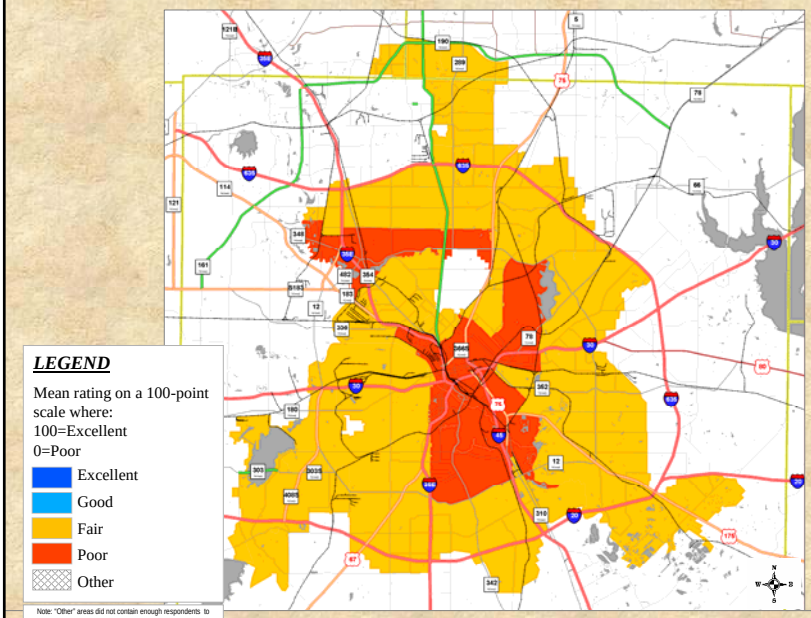
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q11e Ratings of sidewalk maintenance



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

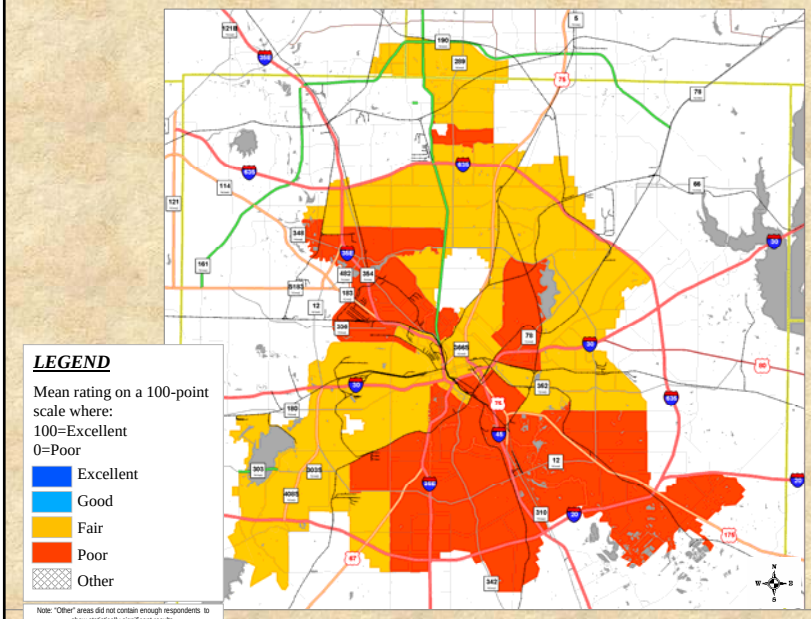
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q11f Ratings of alley maintenance



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

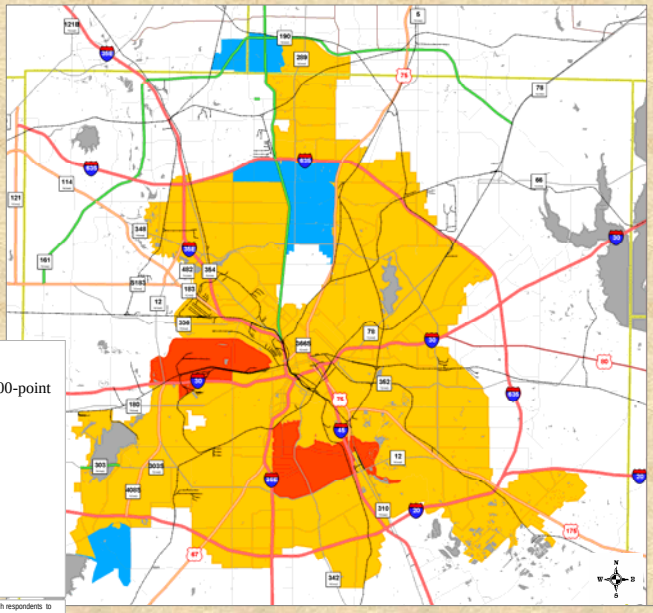
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q11g Ratings of the maintenance of streets in your neighborhood



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

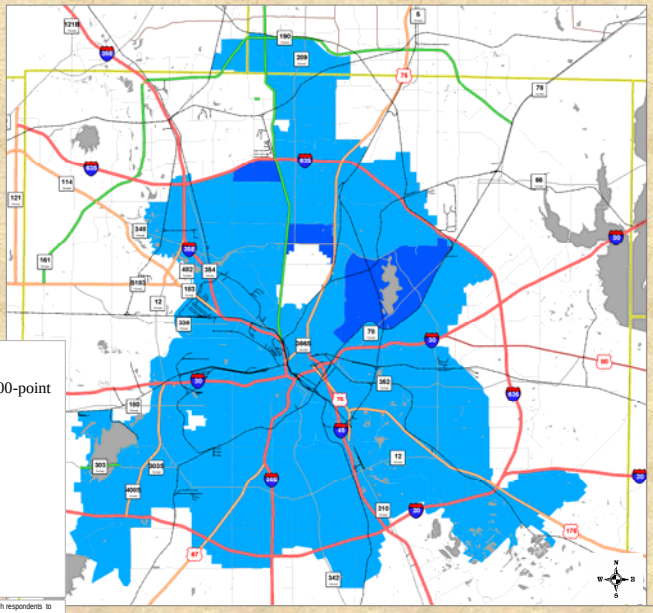
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q13a Ratings of garbage collections



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

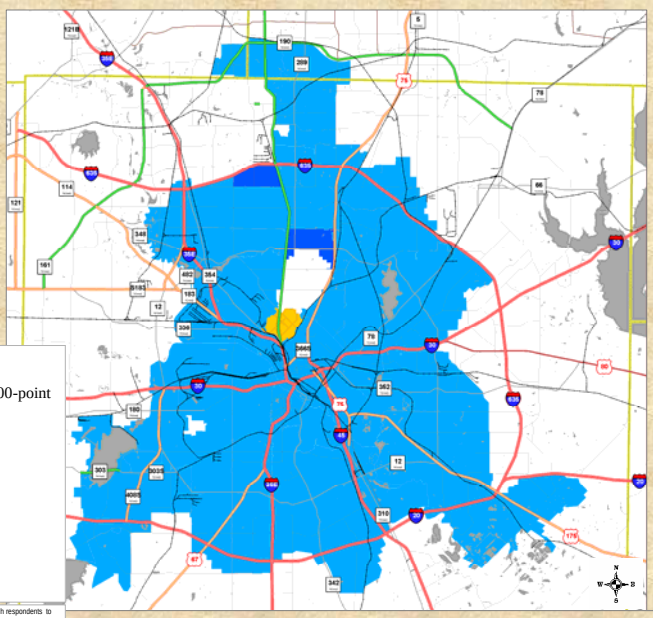
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q13b Ratings of recycling



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

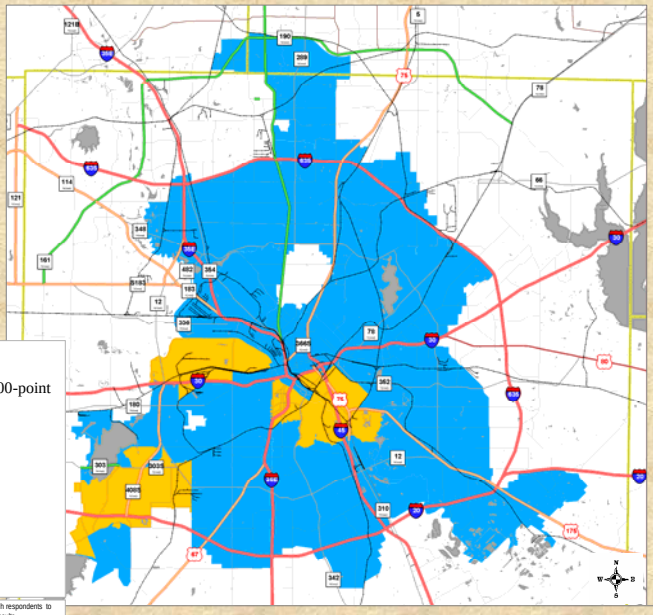
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

*Shading reflects the mean rating for all respondents **by ZIP Code*** (*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q13c Ratings of yard waste pick-up



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

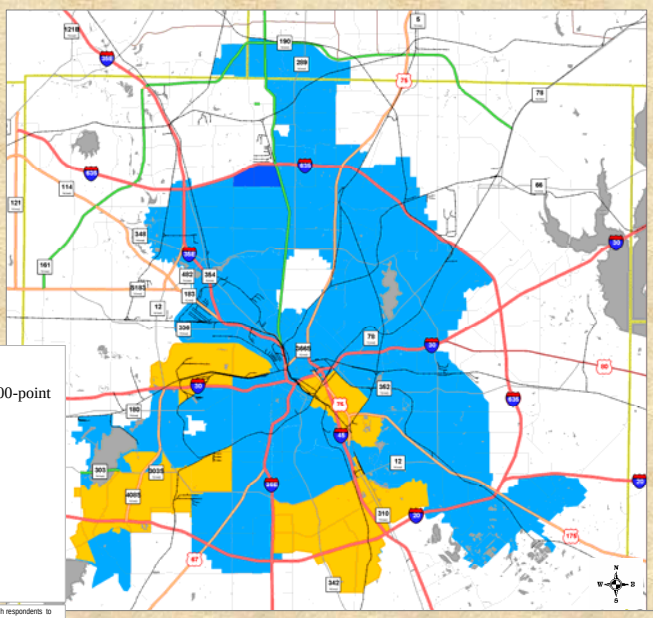
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

*Shading reflects the mean rating for all respondents **by ZIP Code*** (*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q13d Ratings of bulk trash pick-up



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

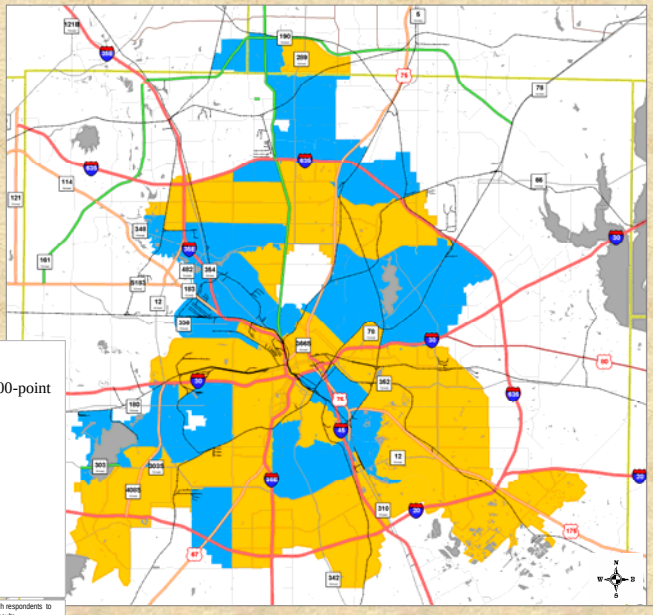
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** (**combined* *based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q13e Ratings of household hazardous waste disposal



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

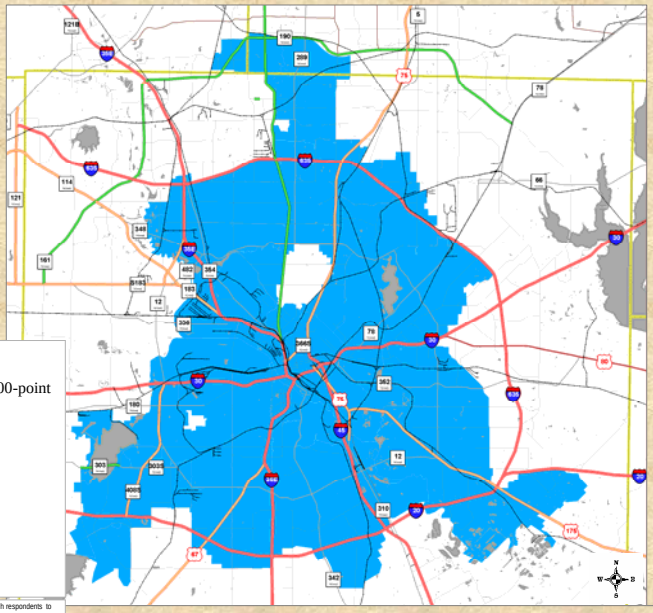
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** (**combined* *based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q15a Ratings of the quality of the City's website



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

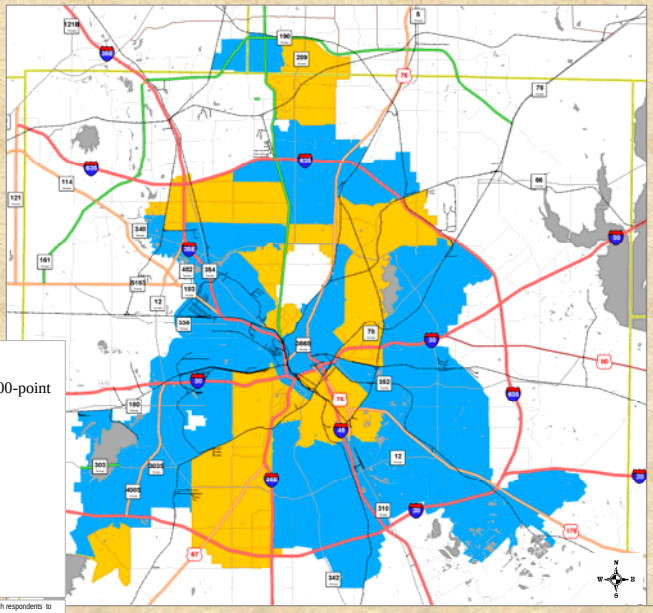
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q15b Ratings of the quality of the City's cable television channel



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

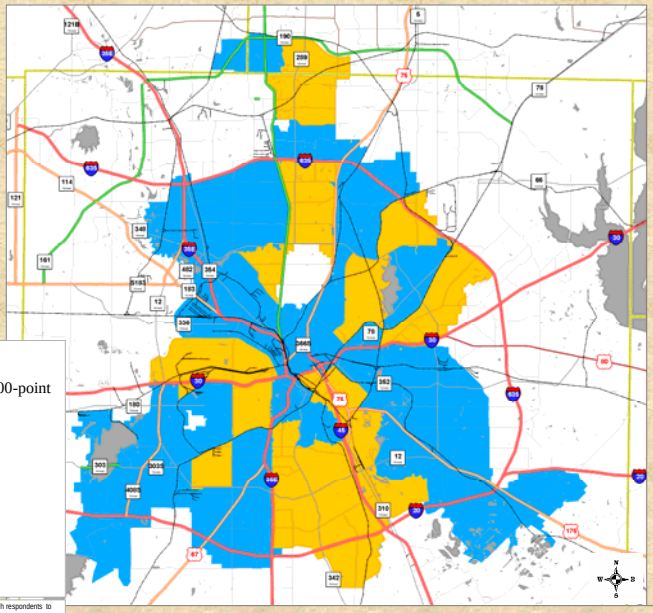
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q15c Ratings of the quality of the City newsletter



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

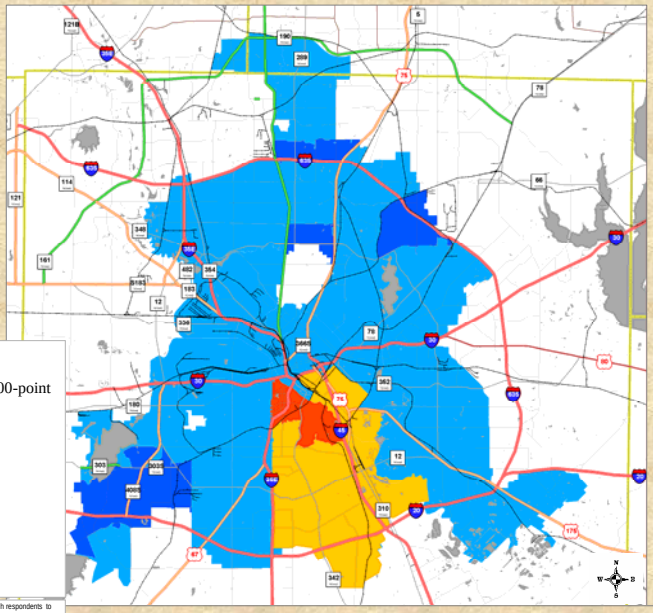
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

*Shading reflects the mean rating for all respondents **by ZIP Code*** (**combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q15d Ratings of WRR 101.1 FM broadcast of City Council meetings



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

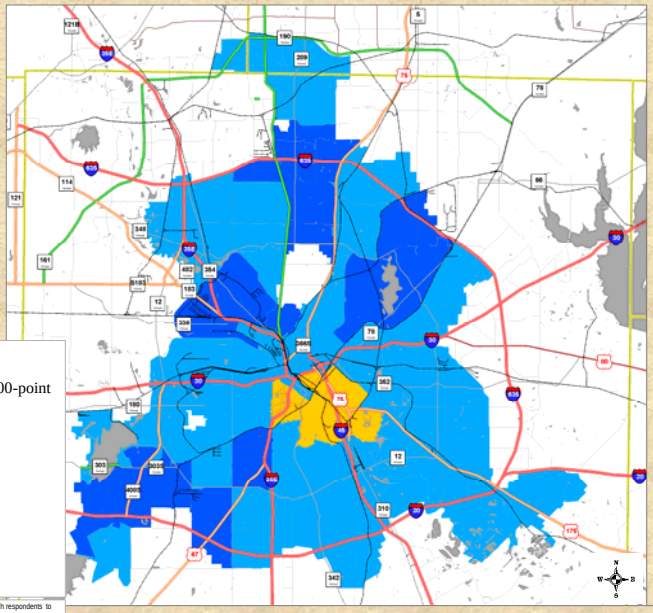
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

*Shading reflects the mean rating for all respondents **by ZIP Code*** (**combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q15e Ratings of WRR 101.1 FM classical music programming



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

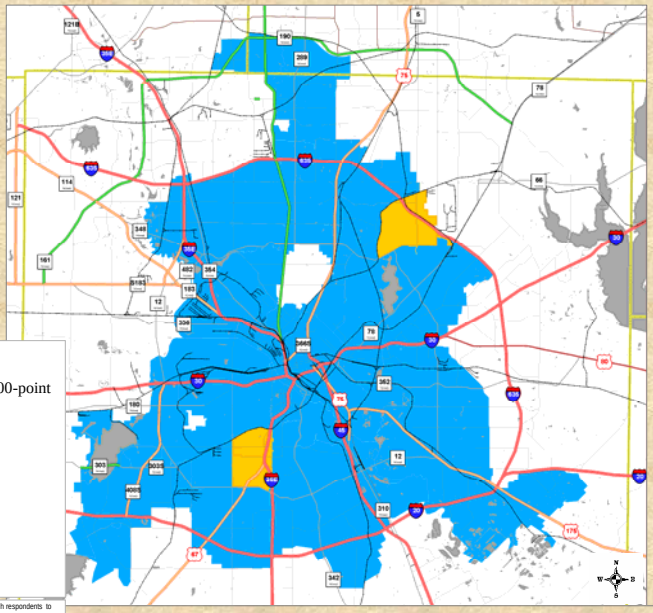
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q15f Ratings of 3-1-1 services



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

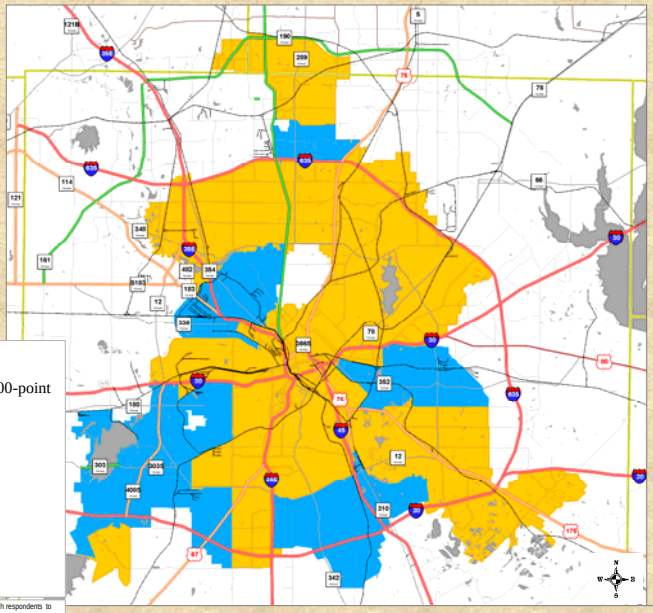
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q15g Ratings of the availability of information about City programs and services



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

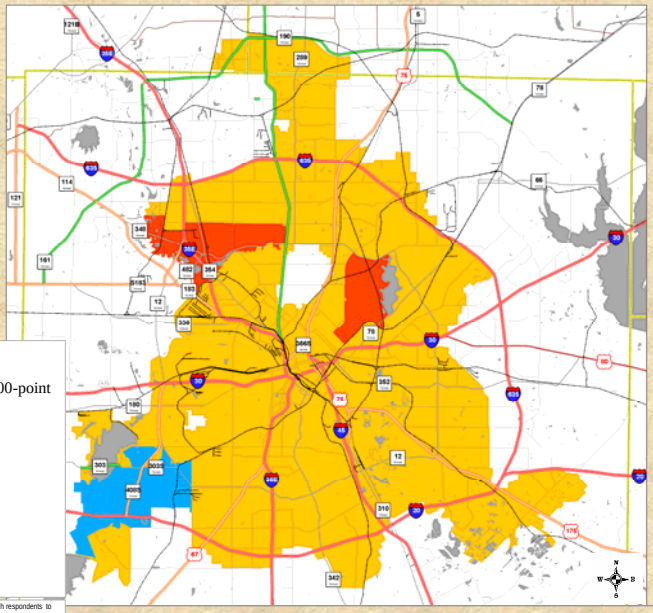
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q15h Ratings of the level of public involvement in decision making



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

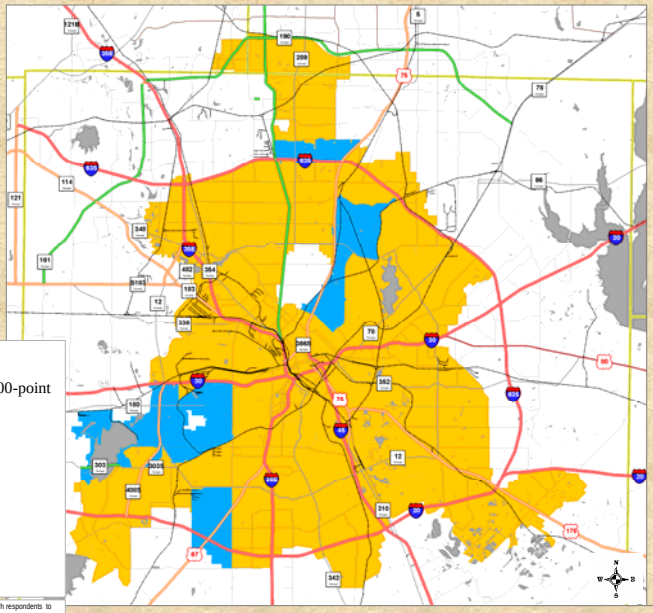
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q15i Ratings of townhall meetings



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

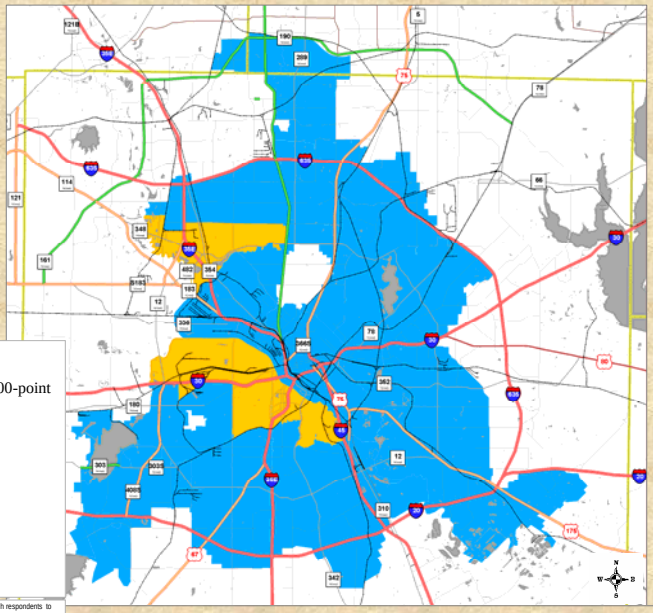
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

*Shading reflects the mean rating for all respondents **by ZIP Code*** (**combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q18a Ratings of City parks



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

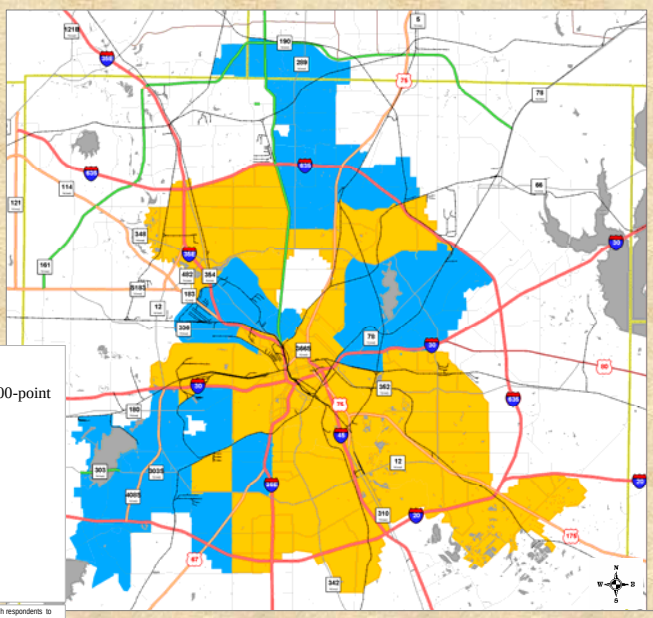
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

*Shading reflects the mean rating for all respondents **by ZIP Code*** (**combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q18b Ratings of recreation programs or classes



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

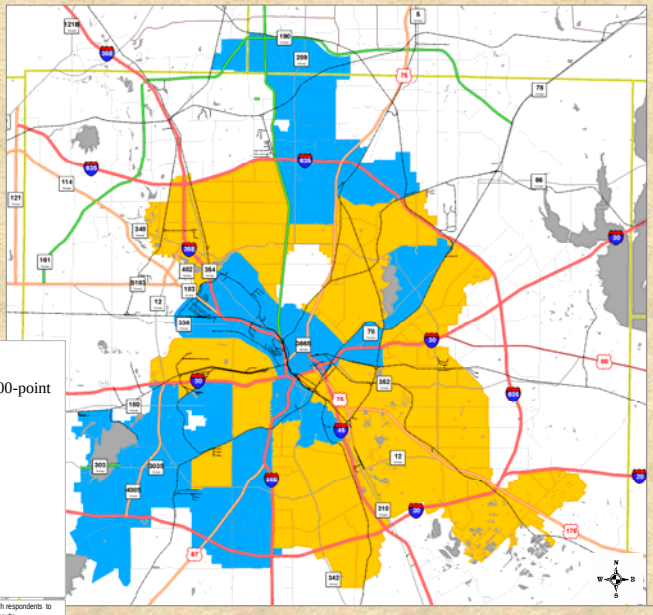
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

*Shading reflects the mean rating for all respondents **by ZIP Code*** (*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q18c Ratings of the range/variety of recreation programs and classes



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

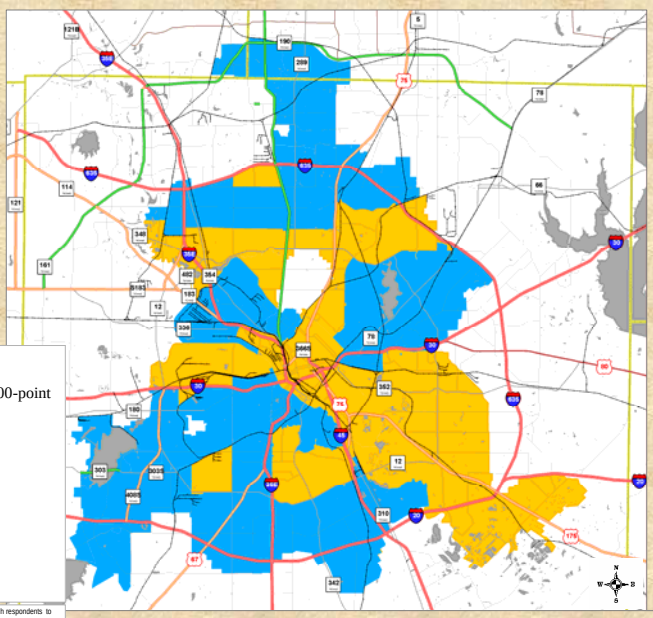
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

*Shading reflects the mean rating for all respondents **by ZIP Code*** (*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q18d Ratings of recreation centers/facilities



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

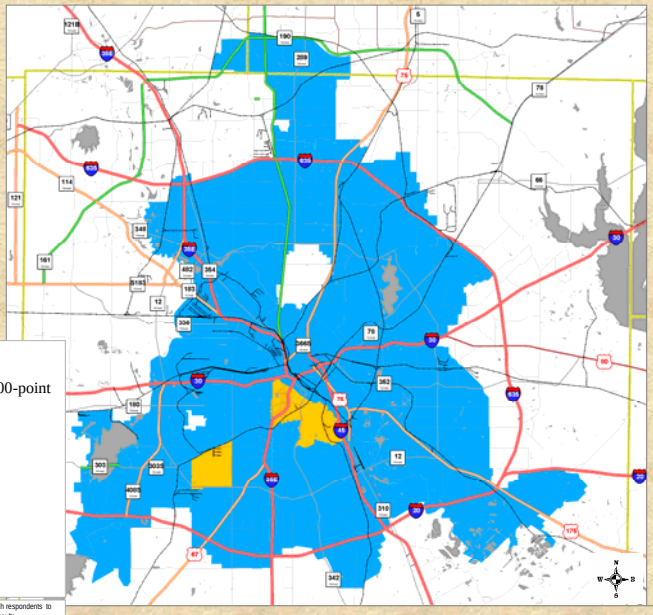
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q18e Ratings of the accessibility of parks



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

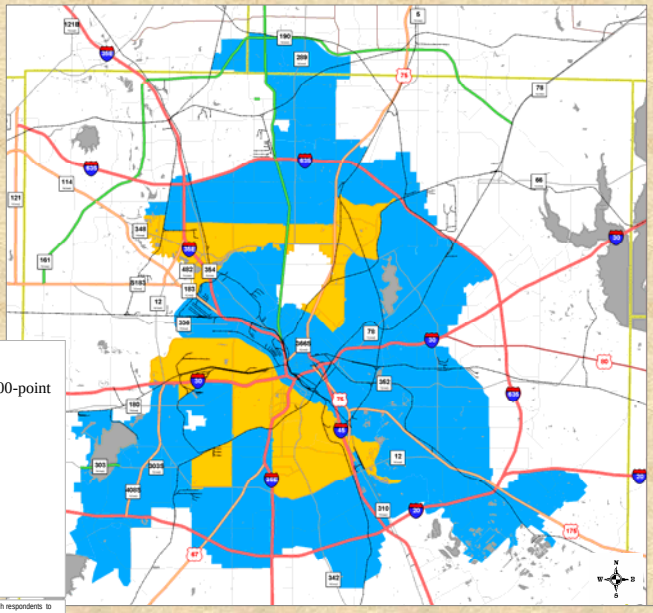
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q18f Ratings of the accessibility of recreation centers/facilities



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

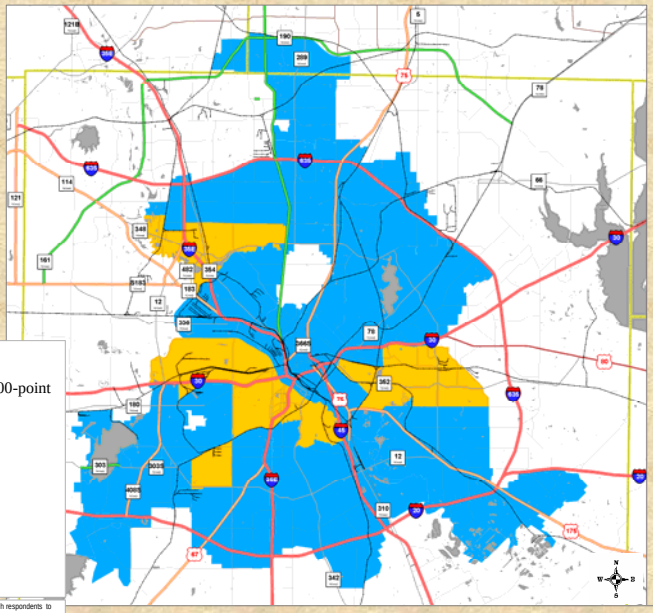
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q18g Ratings of the appearance/maintenance of parks



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

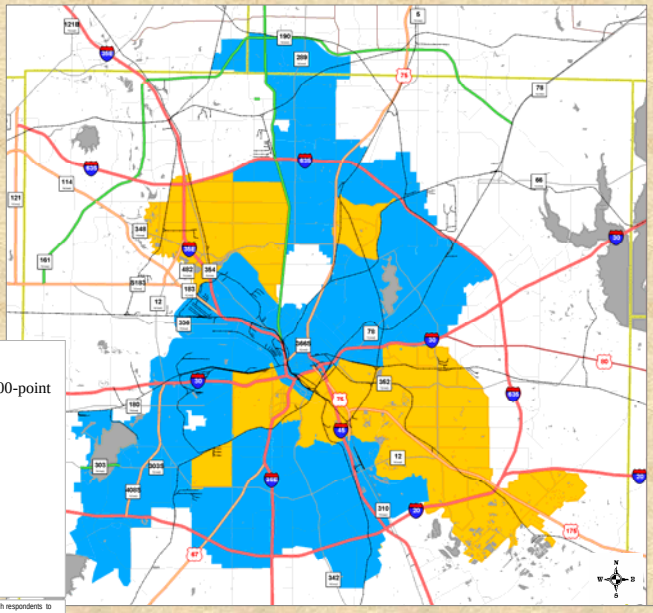
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q18h Ratings of the appearance of recreation centers/facilities



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

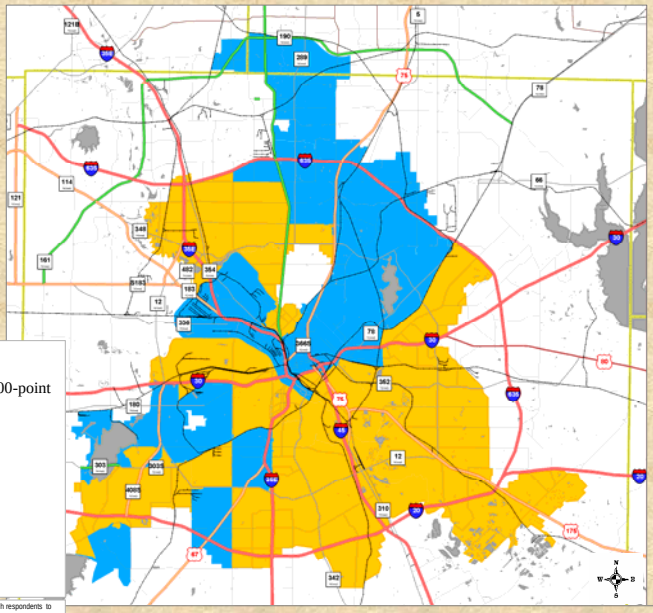
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q18i Ratings of outdoor athletic facilities



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

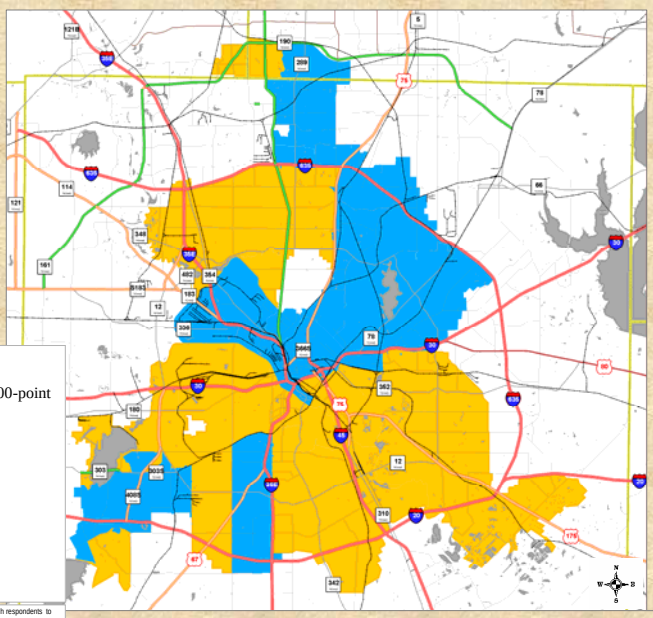
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q18j Ratings of walking and biking trails in city



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

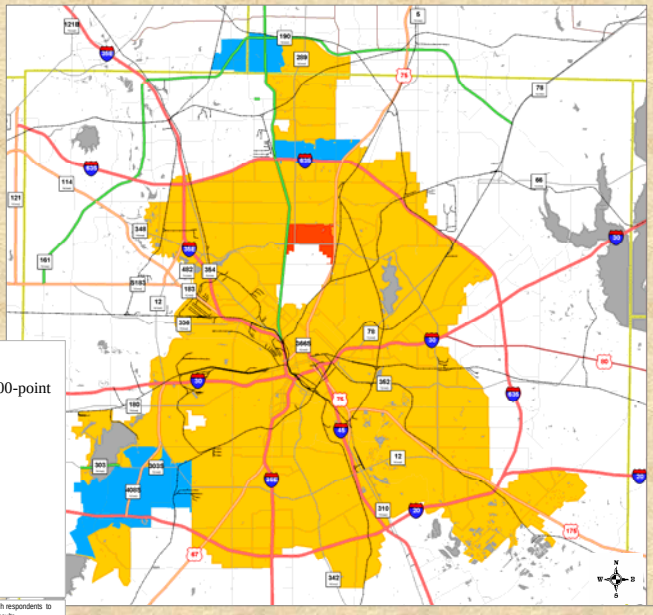
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** (**combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q18k Ratings of outdoor swimming facilities



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

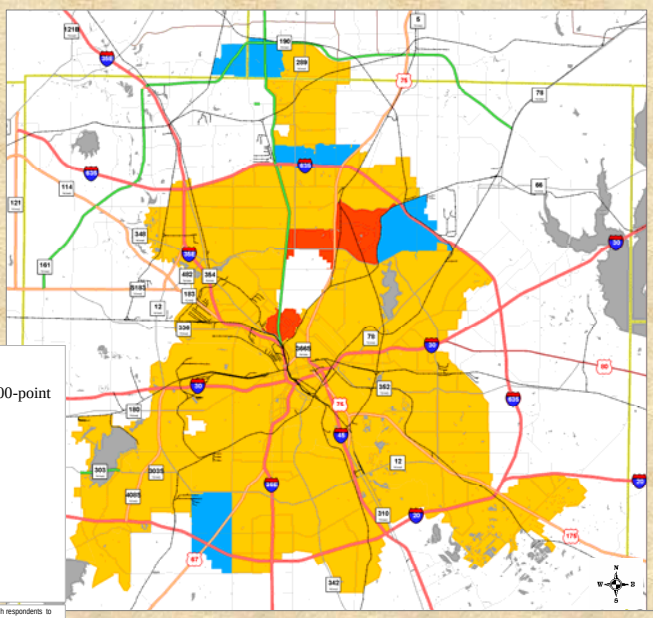
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** (**combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q18l Ratings of indoor swimming facilities



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

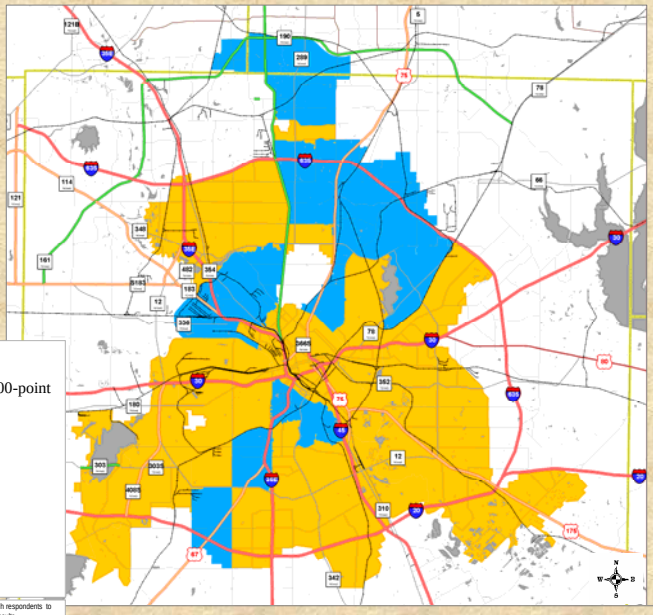
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q18m Ratings of the ease of registering for recreation programs/events



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

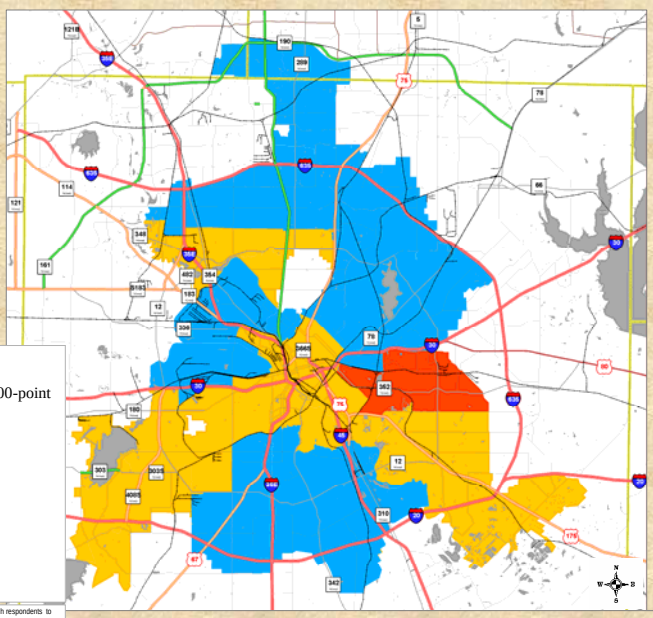
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q18n Ratings of City golf courses



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

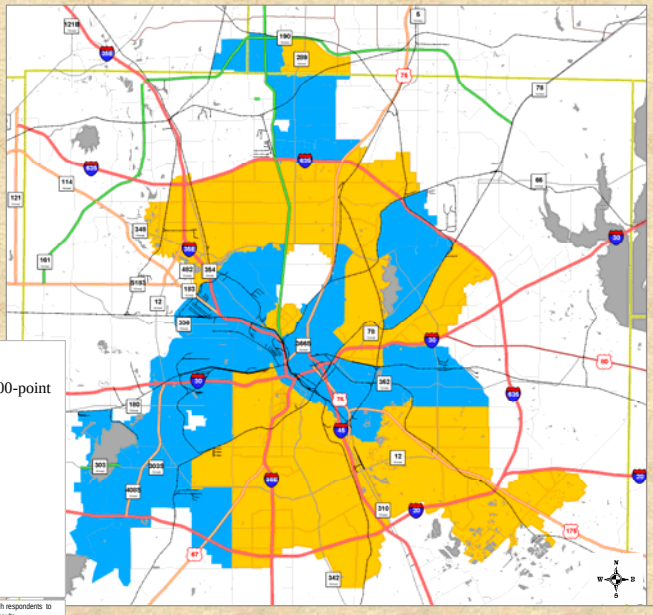
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q20a Ratings of services to seniors



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

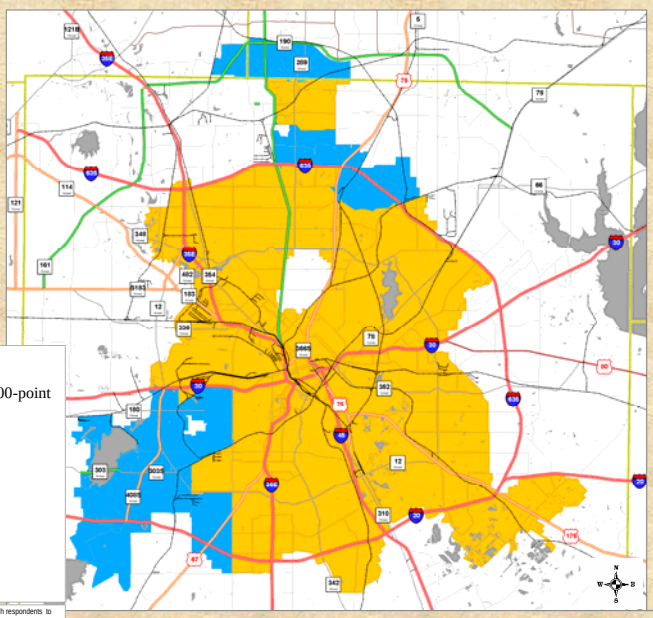
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q20b Ratings of services to youth



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

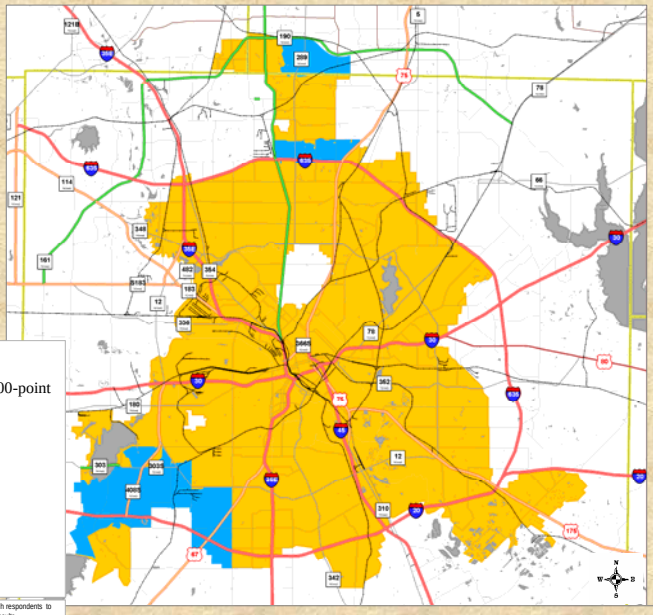
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** (**combined* *based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q20c Ratings of services to low-income people



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

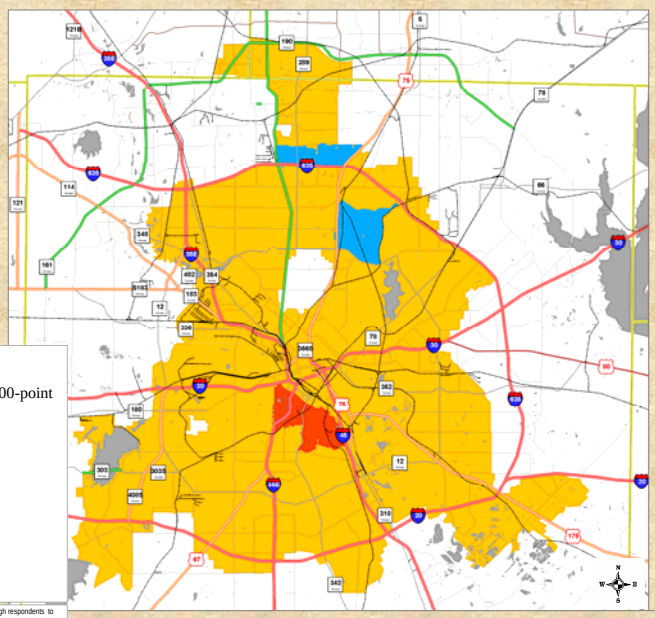
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** (**combined* *based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q20d Ratings of the amount of public parking



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

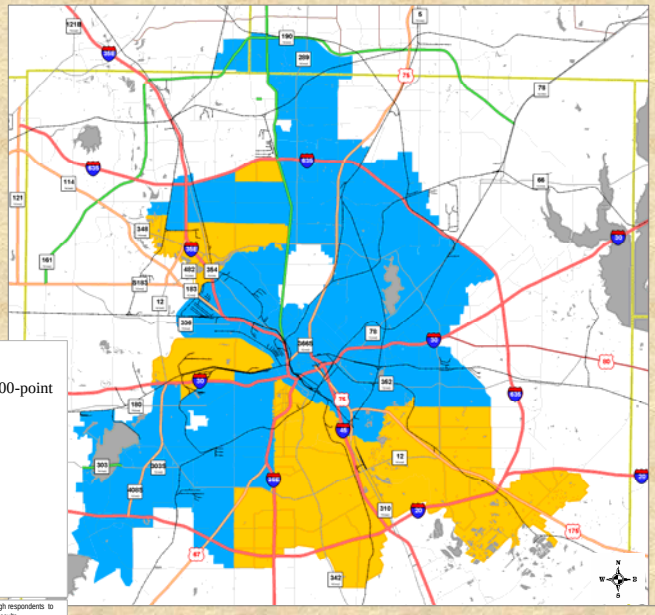
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q20e Ratings of the accessibility of arts and cultural centers/facilities



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

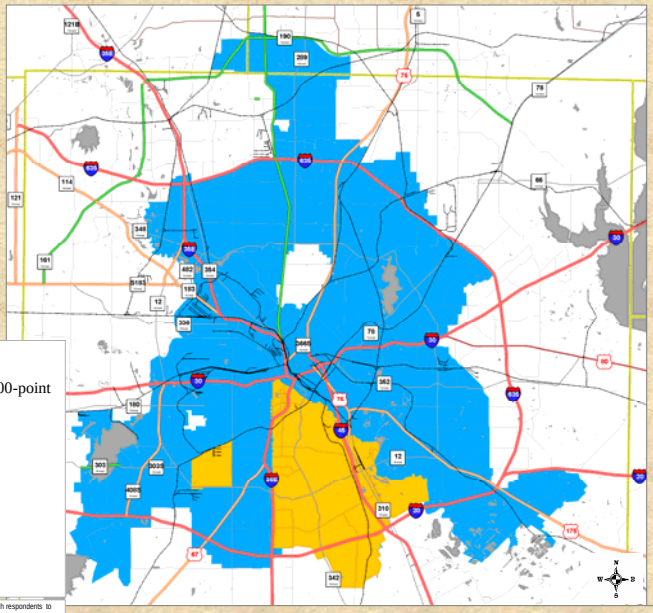
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q20f Ratings of the appearance of arts and cultural centers/facilities



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

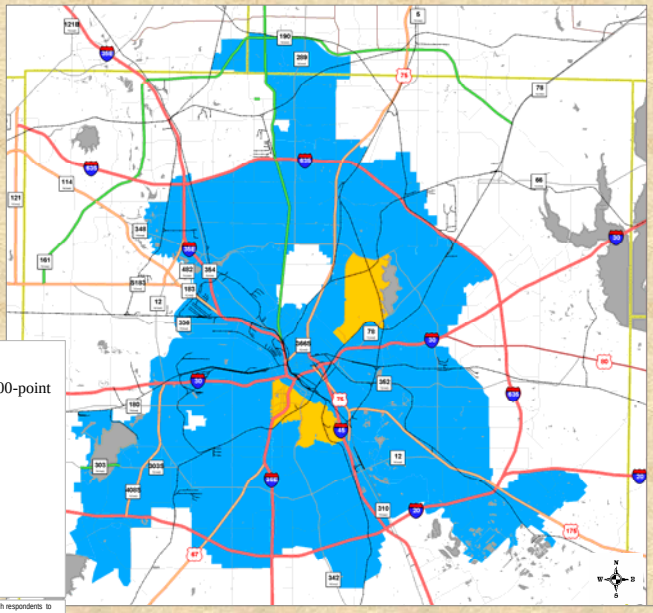
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** (**combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q20g Ratings of the variety of library materials



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

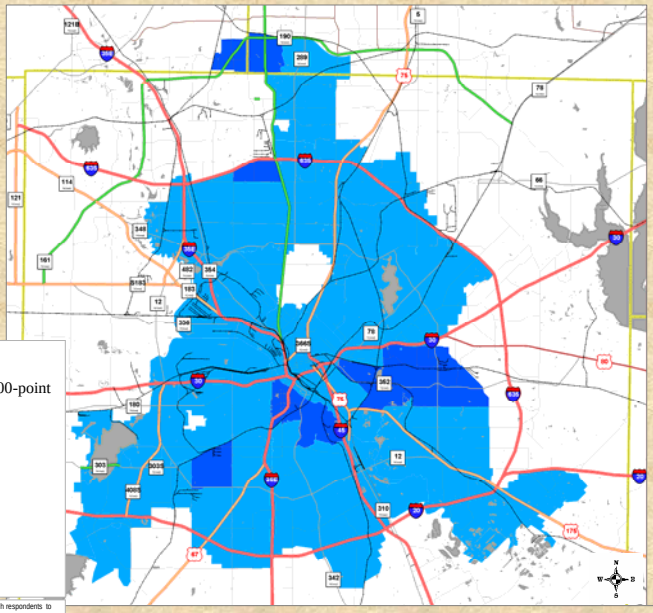
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** (**combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q21b Ratings of the knowledge of City employees



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

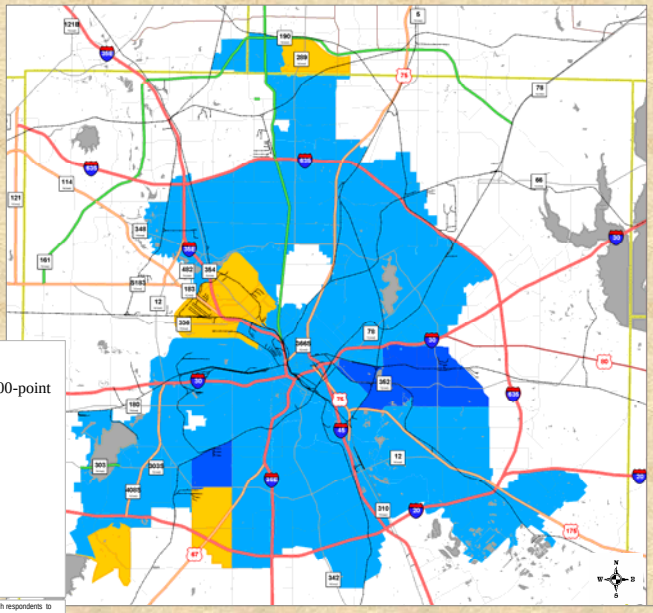
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** (**combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q21c Ratings of the responsiveness of City employees



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

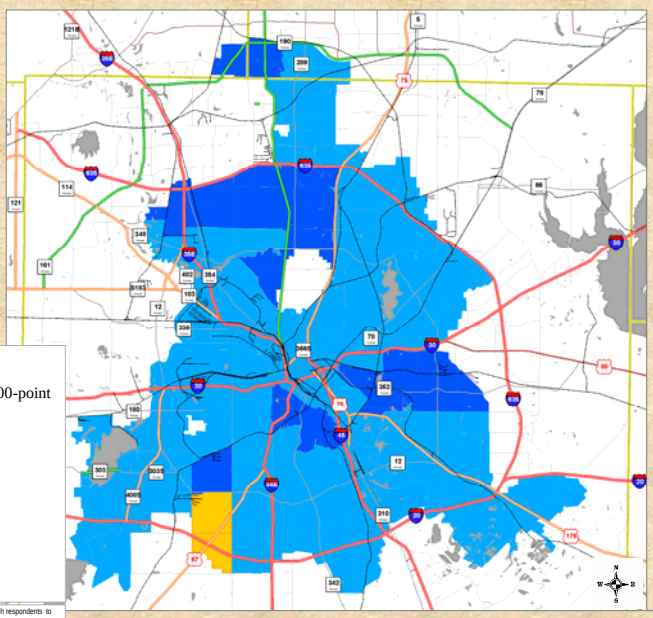
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** (**combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q21d Ratings of the courtesy of City employees



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

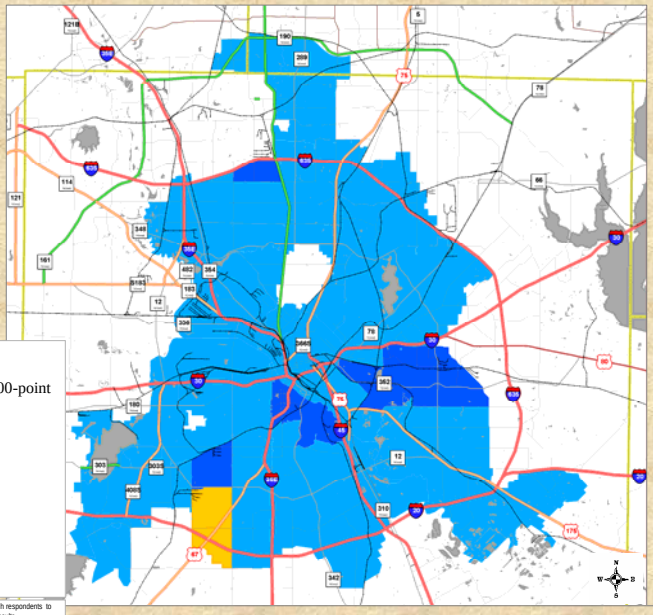
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

*Shading reflects the mean rating for all respondents **by ZIP Code*** (**combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q21e Overall ratings of City employees



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

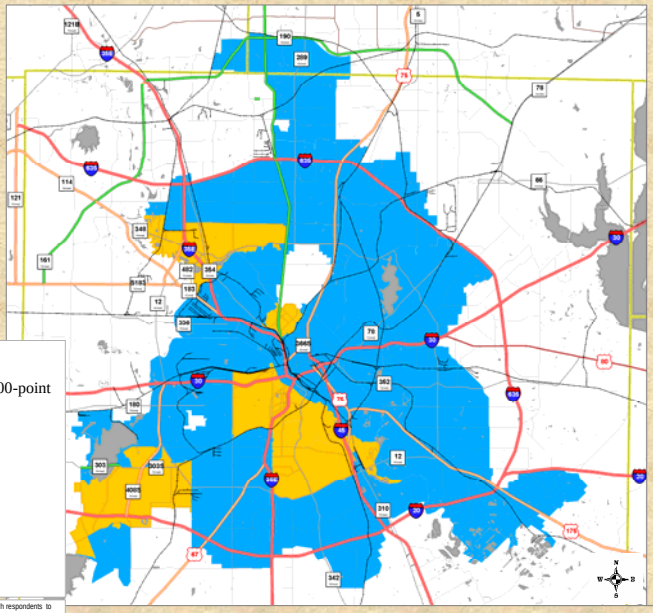
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

*Shading reflects the mean rating for all respondents **by ZIP Code*** (**combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q22a Ratings of the overall quality of services provided by the City of Dallas



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

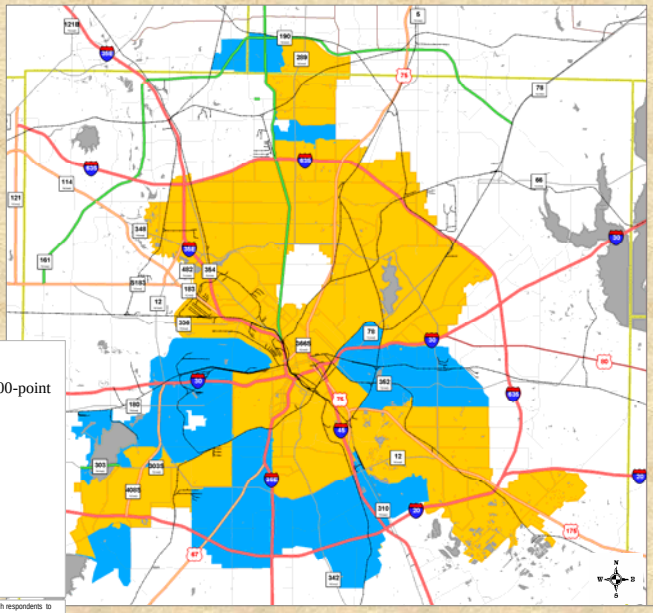
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** (**combined* *based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q22b Ratings of the overall quality of services provided by the Federal Government



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

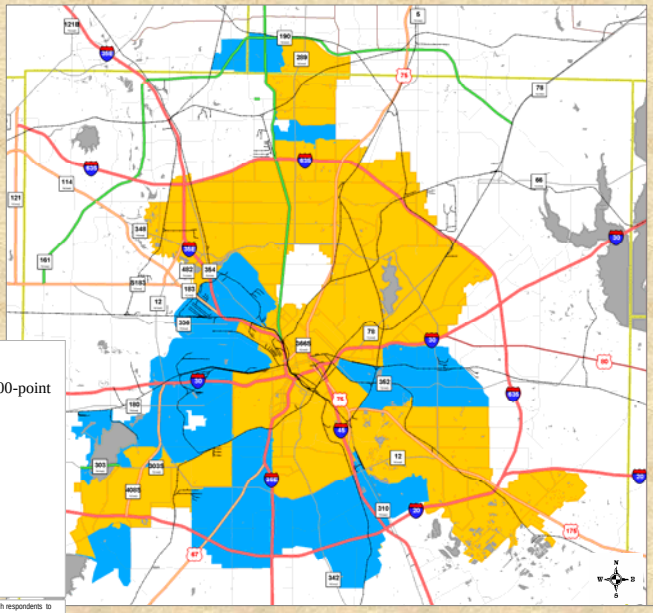
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** (**combined* *based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q22c Ratings of the overall quality of services provided by the State Government



LEGEND

Mean rating on a 100-point scale where:
100=Excellent
0=Poor

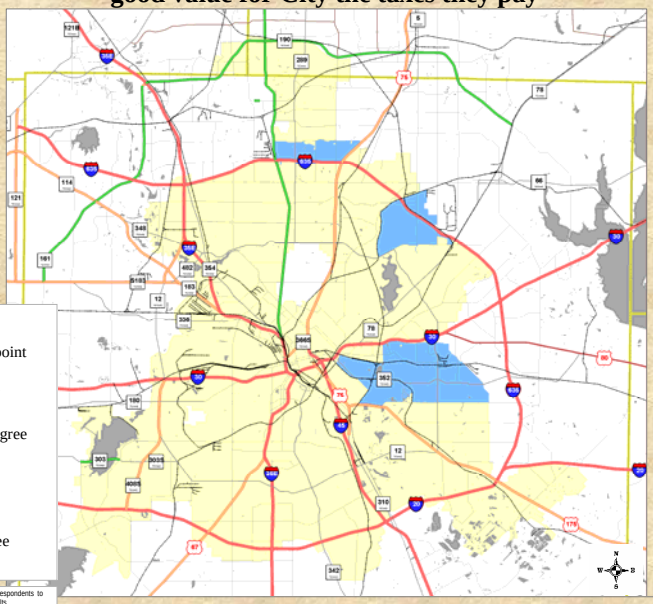
- Excellent
- Good
- Fair
- Poor
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

*Shading reflects the mean rating for all respondents **by ZIP Code*** (*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q23a Level of agreement that residents receive good value for City the taxes they pay



LEGEND

Mean rating on a 5-point scale where:
1=Strongly Disagree
5=Strongly Agree

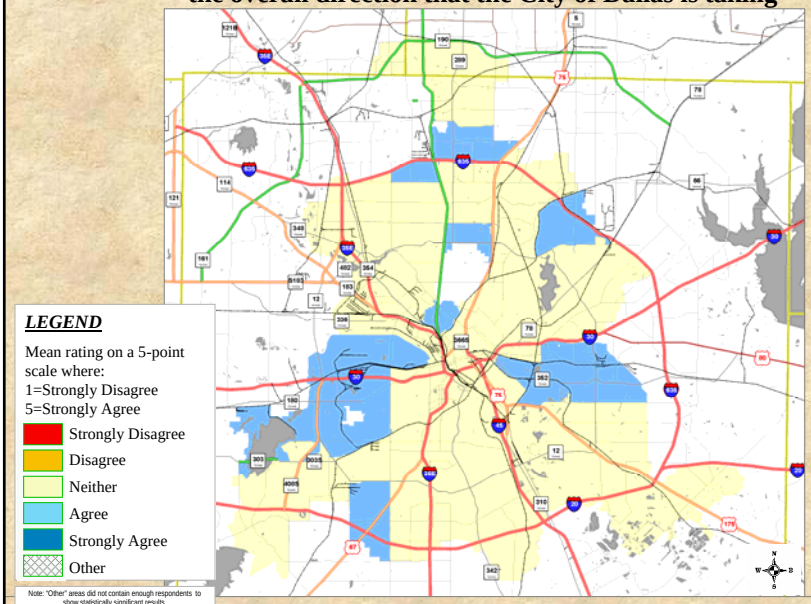
- Strongly Disagree
- Disagree
- Neither
- Agree
- Strongly Agree
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

*Shading reflects the mean rating for all respondents **by ZIP Code*** (*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q23b Level of agreement that residents are pleased with the overall direction that the City of Dallas is taking



LEGEND

Mean rating on a 5-point scale where:
1=Strongly Disagree
5=Strongly Agree

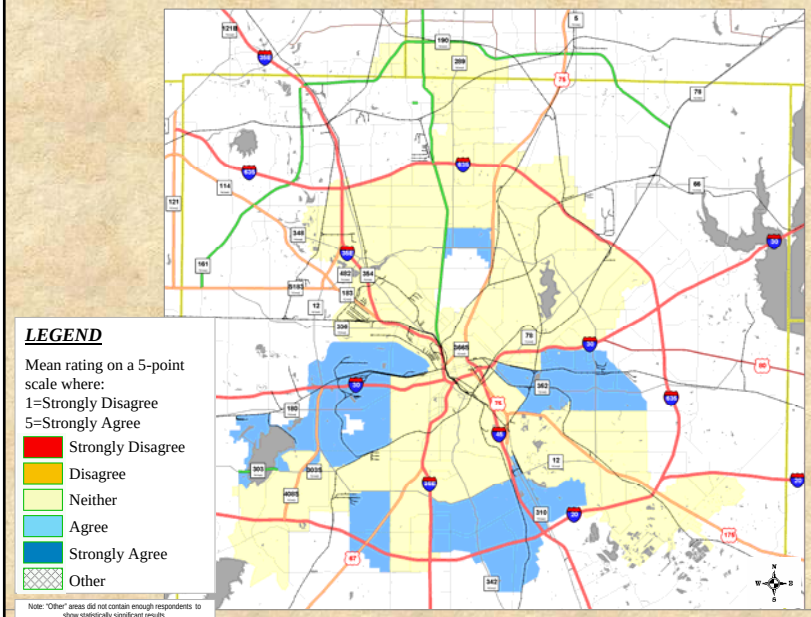
- Strongly Disagree
- Disagree
- Neither
- Agree
- Strongly Agree
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** (**combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q23c Level of agreement that the City of Dallas welcomes citizen involvement



LEGEND

Mean rating on a 5-point scale where:
1=Strongly Disagree
5=Strongly Agree

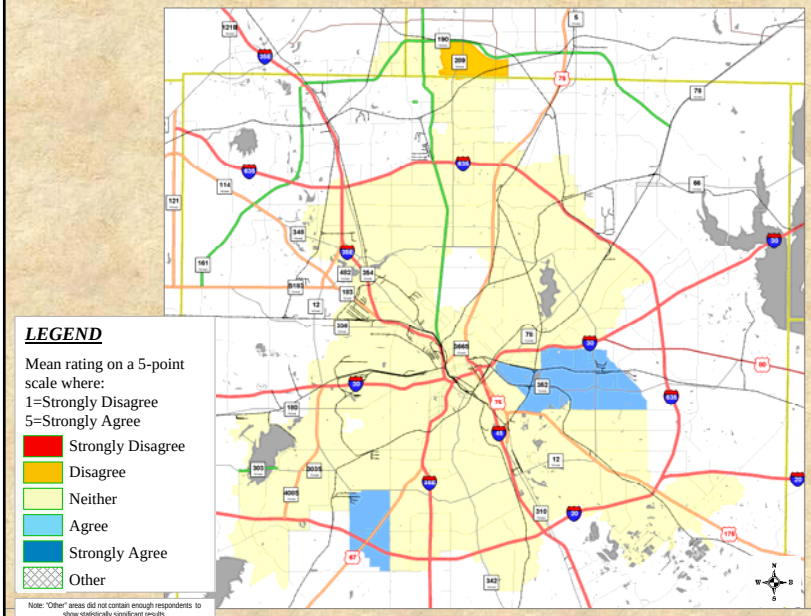
- Strongly Disagree
- Disagree
- Neither
- Agree
- Strongly Agree
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** (**combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Q23d Level of agreement that the City of Dallas listens to citizens



LEGEND

Mean rating on a 5-point scale where:
1=Strongly Disagree
5=Strongly Agree

- Strongly Disagree
- Disagree
- Neither
- Agree
- Strongly Agree
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Shading reflects the mean rating for all respondents ***by ZIP Code**** *(*combined based on respondent distribution)*

City of Dallas, Texas
2009 Community Survey

Section 3:
Importance-Satisfaction Analysis

Importance-Satisfaction Analysis
2009 Dallas Community Survey

Overview

Today, city 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 to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) 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 rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the most important services for the City to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 1 and 2 on a 4-point scale where 1 was "excellent" and 2 was "good"). The "don't know" responses were also excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

Example Calculation. Respondents were asked to identify the major categories of city services they thought should be the City's top priorities. Fifty-four percent (54%) of the residents surveyed felt *police services* should be one the City's top priorities.

With regard to satisfaction (ratings of "excellent" or "good"), 63% of the residents survey rated the city's overall performance in *police services* as a "1" or a "2" on a 4-point scale (where "1" means "excellent") excluding "Don't know" responses. The I-S rating for *police services* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 54% was multiplied by 37% (1-0.63). This calculation yielded an I-S rating of **0.1998**, which was ranked second out of eighteen major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as a top priority and 0% of respondents indicate that they are positively satisfied (ratings of "excellent" or "good" with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one 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 a top priority.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis from the City. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis (IS>=0.20)*
- *Increase Current Emphasis (0.10<=IS<0.20)*
- *Maintain Current Emphasis (IS<0.10)*

The results for Dallas are provided on the following pages.

Importance-Satisfaction Rating
City of Dallas
Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Maintenance of infrastructure	**42%**	**2**	**30%**	**18**	0.2940	**1**
High Priority (IS .10-.20)						
Police services	**54%**	**1**	**63%**	**10**	0.1998	**2**
Code enforcement	**29%**	**4**	**40%**	**17**	0.1767	**3**
Health services	**30%**	**3**	**64%**	**8**	0.1083	**4**
Medium Priority (IS <.10)						
Drinking water	**22%**	**6**	**64%**	**9**	0.0805	**5**
Customer service provided by city employees	**14%**	**10**	**50%**	**15**	0.0678	**6**
Traffic signal timing	**14%**	**9**	**53%**	**14**	0.0657	**7**
Land use, planning, and zoning	**12%**	**12**	**47%**	**16**	0.0641	**8**
Bus/transit services	**16%**	**8**	**66%**	**7**	0.0566	**9**
The City's parks and recreation system	**11%**	**13**	**54%**	**13**	0.0505	**10**
Ambulance/emergency medical services	**25%**	**5**	**80%**	**2**	0.0484	**11**
Solid waste services	**13%**	**11**	**74%**	**5**	0.0335	**12**
Storm drainage	**7%**	**16**	**60%**	**11**	0.0294	**13**
Fire services	**20%**	**7**	**86%**	**1**	0.0294	**14**
Public information services	**7%**	**17**	**60%**	**12**	0.0283	**15**
Sewer services	**8%**	**15**	**68%**	**6**	0.0240	**16**
Arts and cultural program	**8%**	**14**	**76%**	**4**	0.0180	**17**
Public library services	**4%**	**18**	**78%**	**3**	0.0091	**18**

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 priorties.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "1" and "2" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 4 with "1" being excellent and "4" being poor.

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Importance-Satisfaction Rating
City of Dallas
Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Crime prevention	**60%**	**1**	**40%**	**6**	0.3576	**1**
Response time of police to emergencies	**44%**	**2**	**46%**	**4**	0.2376	**2**
High Priority (IS .10-.20)						
Animal Control	**20%**	**3**	**37%**	**7**	0.1238	**3**
Medium Priority (IS <.10)						
Traffic enforcement	**13%**	**4**	**51%**	**3**	0.0642	**4**
Municipal courts	**8%**	**6**	**43%**	**5**	0.0481	**5**
Response time of fire dept. to emergencies	**12%**	**5**	**76%**	**1**	0.0299	**6**
Fire prevention and education	**6%**	**7**	**58%**	**2**	0.0254	**7**

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 priorties.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "1" and "2" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 4 with "1" being excellent and "4" being poor.

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Importance-Satisfaction Rating
City of Dallas
Streets and Infrastructure Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Street repair	**65%**	**1**	**24%**	**6**	0.4934	**1**
Street lighting	**35%**	**2**	**38%**	**2**	0.2169	**2**
High Priority (IS .10-.20)						
Maintenance of neighborhood streets	**23%**	**3**	**35%**	**4**	0.1477	**3**
Sidewalk maintenance	**18%**	**4**	**26%**	**5**	0.1317	**4**
Alley maintenance	**16%**	**5**	**22%**	**7**	0.1220	**5**
Medium Priority (IS <.10)						
Street cleaning	**12%**	**6**	**36%**	**3**	0.0777	**6**
Snow removal	**2%**	**7**	**51%**	**1**	0.0088	**7**

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 priorties.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "1" and "2" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 4 with "1" being excellent and "4" being poor.

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Importance-Satisfaction Rating
City of Dallas
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)						
Recycling	**38%**	**2**	**71%**	**2**	0.1117	**1**
Garbage collections	**50%**	**1**	**78%**	**1**	0.1093	**2**
Household hazardous waste disposal	**21%**	**4**	**51%**	**5**	0.1040	**3**
Medium Priority (IS <.10)						
Bulk trash pick up	**31%**	**3**	**68%**	**3**	0.0985	**4**
Yard waste pick up	**18%**	**5**	**66%**	**4**	0.0623	**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 priorties.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "1" and "2" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 4 with "1" being excellent and "4" being poor.

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Importance-Satisfaction Rating
City of Dallas
Public Information Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Level of public involvement in decision making	**34%**	**1**	**32%**	**9**	0.2308	**1**
High Priority (IS .10-.20)						
Availability of info about programs and services	**31%**	**2**	**48%**	**7**	0.1614	**2**
Medium Priority (IS <.10)						
3-1-1 services	**28%**	**3**	**66%**	**3**	0.0941	**3**
Townhall meetings	**15%**	**4**	**41%**	**8**	0.0906	**4**
Quality of City's website	**15%**	**5**	**68%**	**2**	0.0461	**5**
Quality of City's cable television channel	**8%**	**6**	**56%**	**5**	0.0363	**6**
Quality of the city newsletter	**7%**	**7**	**54%**	**6**	0.0306	**7**
WRR 101.1 classical music programming	**4%**	**8**	**74%**	**1**	0.0112	**8**
WRR 101.1 broadcast of Council meetings	**3%**	**9**	**65%**	**4**	0.0095	**9**

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 priorties.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "1" and "2" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 4 with "1" being excellent and "4" being poor.

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Importance-Satisfaction Rating
City of Dallas
Parks and Recreation Services

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	**38%**	**1**	**62%**	**2**	0.1418	**1**
Walking and biking trails in the city	**31%**	**2**	**54%**	**9**	0.1417	**2**
Appearance/maintenance of parks	**28%**	**3**	**59%**	**5**	0.1160	**3**
Medium Priority (IS <.10)						
Recreation programs or classes	**17%**	**4**	**54%**	**10**	0.0807	**4**
Outdoor swimming facilities	**12%**	**7**	**35%**	**14**	0.0776	**5**
Outdoor athletic facilities	**16%**	**5**	**55%**	**8**	0.0723	**6**
Range/variety of recreation programs/classes	**12%**	**8**	**50%**	**11**	0.0595	**7**
Recreation centers/facilities	**14%**	**6**	**56%**	**7**	0.0594	**8**
Ease of registering for recreation programs/events	**9%**	**11**	**48%**	**12**	0.0480	**9**
Appearance of recreation centers/facilities	**10%**	**10**	**58%**	**6**	0.0402	**10**
Accessibility of parks	**11%**	**9**	**66%**	**1**	0.0375	**11**
Accessibility of recreation centers/facilities	**8%**	**12**	**61%**	**3**	0.0320	**12**
Indoor swimming facilities	**5%**	**14**	**39%**	**13**	0.0301	**13**
City golf courses	**5%**	**13**	**60%**	**4**	0.0210	**14**

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 priorties.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "1" and "2" excluding 'don't knows. Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 4 with "1" being excellent and "4" being poor.

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***Importance-Satisfaction Matrix Analysis*.**

The Importance-Satisfaction 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 (higher levels of "fair" and "poor" ratings) and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction 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 (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

- *Continued Emphasis (above average importance and above average satisfaction).* This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.

- *Exceeding Expectations (below average importance and above average satisfaction).* This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.

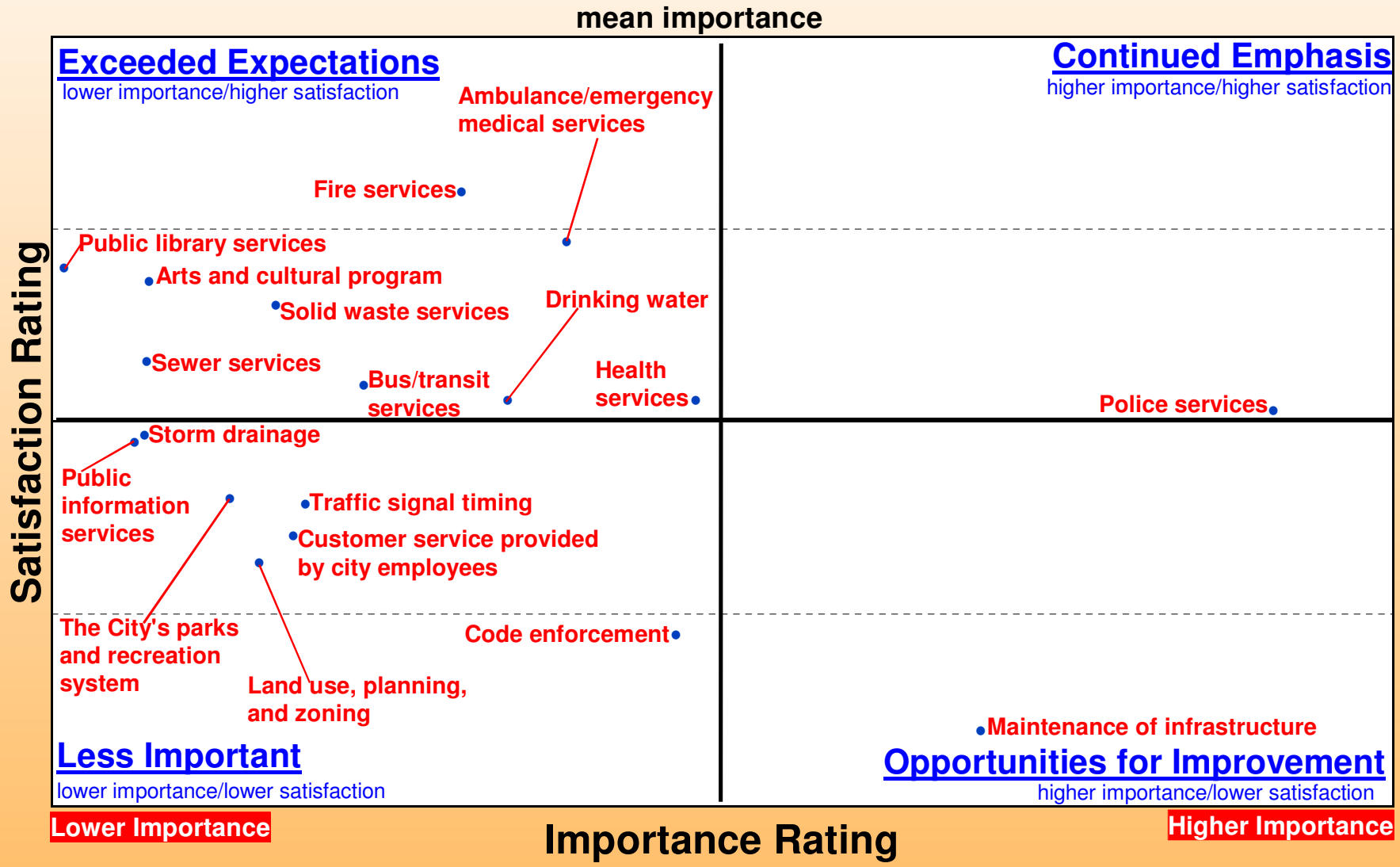
- *Opportunities for Improvement (above average importance and below average satisfaction).* This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.

- *Less Important (below average importance and below average satisfaction).* This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for Dallas are provided on the following pages.

2009 City of Dallas DirectionFinder
Importance-Satisfaction Assessment Matrix
-Major Categories of City Services-

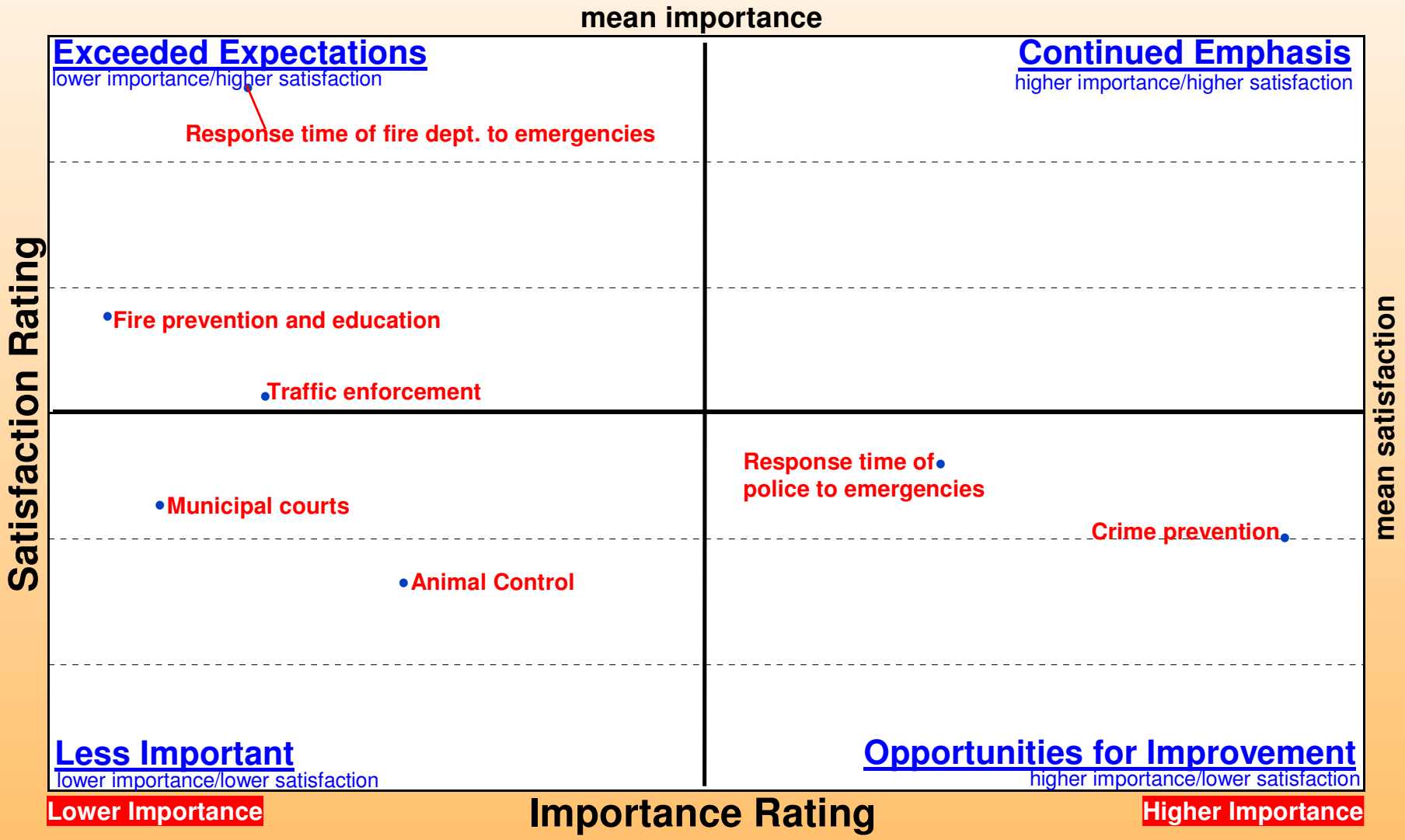
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2009)

2009 City of Dallas DirectionFinder
Importance-Satisfaction Assessment Matrix
-Public Safety Services-

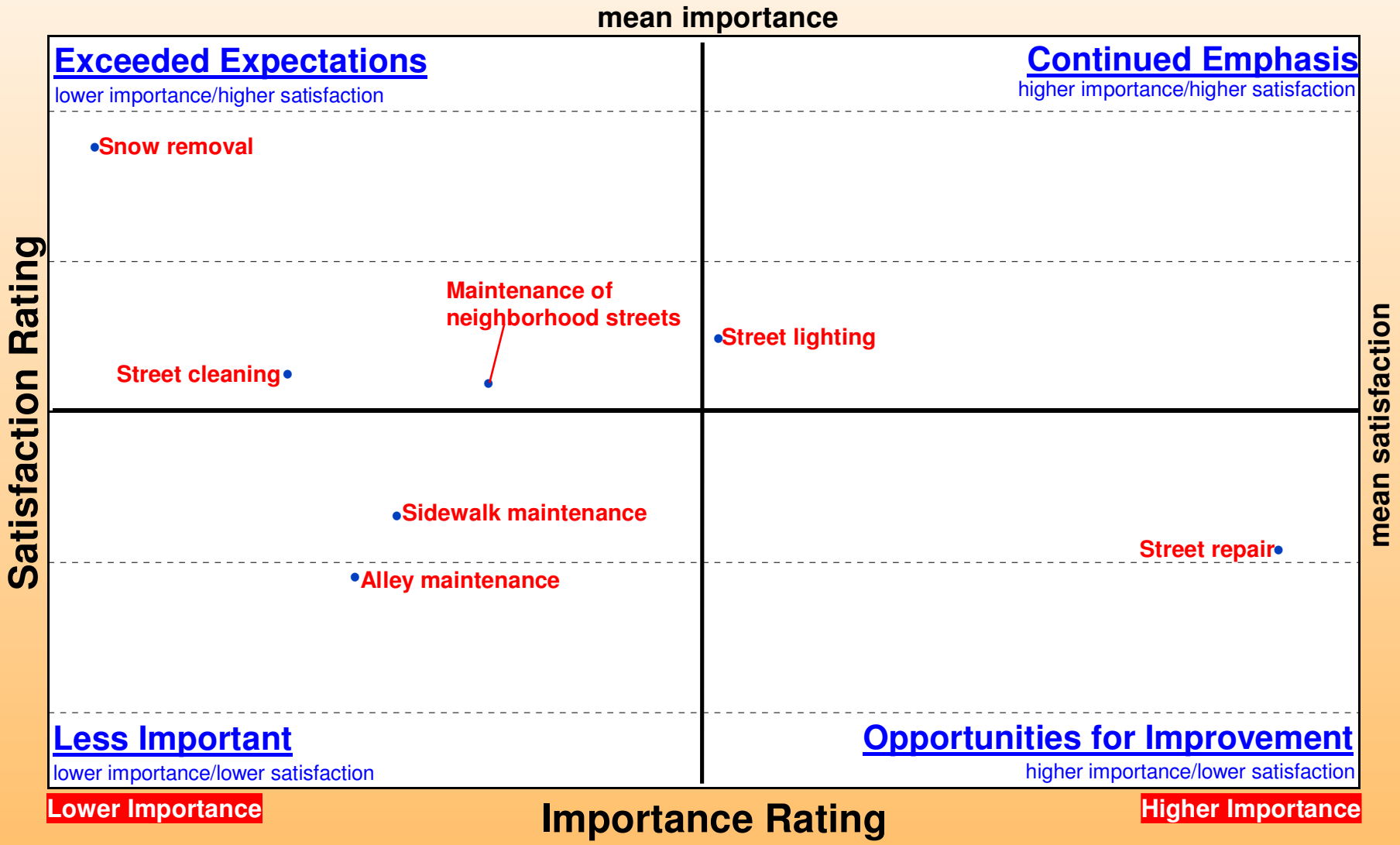
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2009)

2009 City of Dallas DirectionFinder
Importance-Satisfaction Assessment Matrix
-Streets and Infrastructure Services-

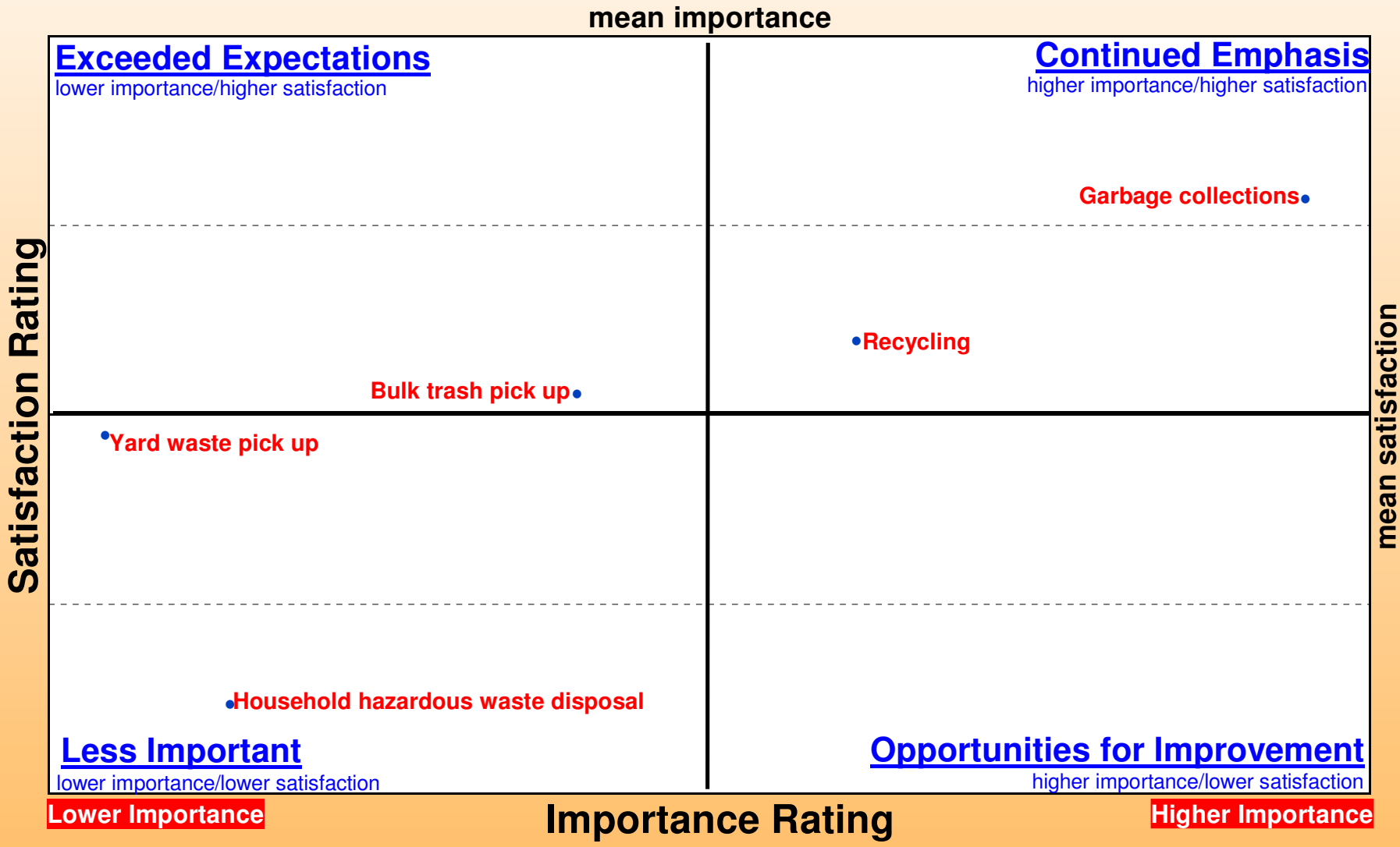
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2009)

2009 City of Dallas DirectionFinder
Importance-Satisfaction Assessment Matrix
-Solid Waste Services-

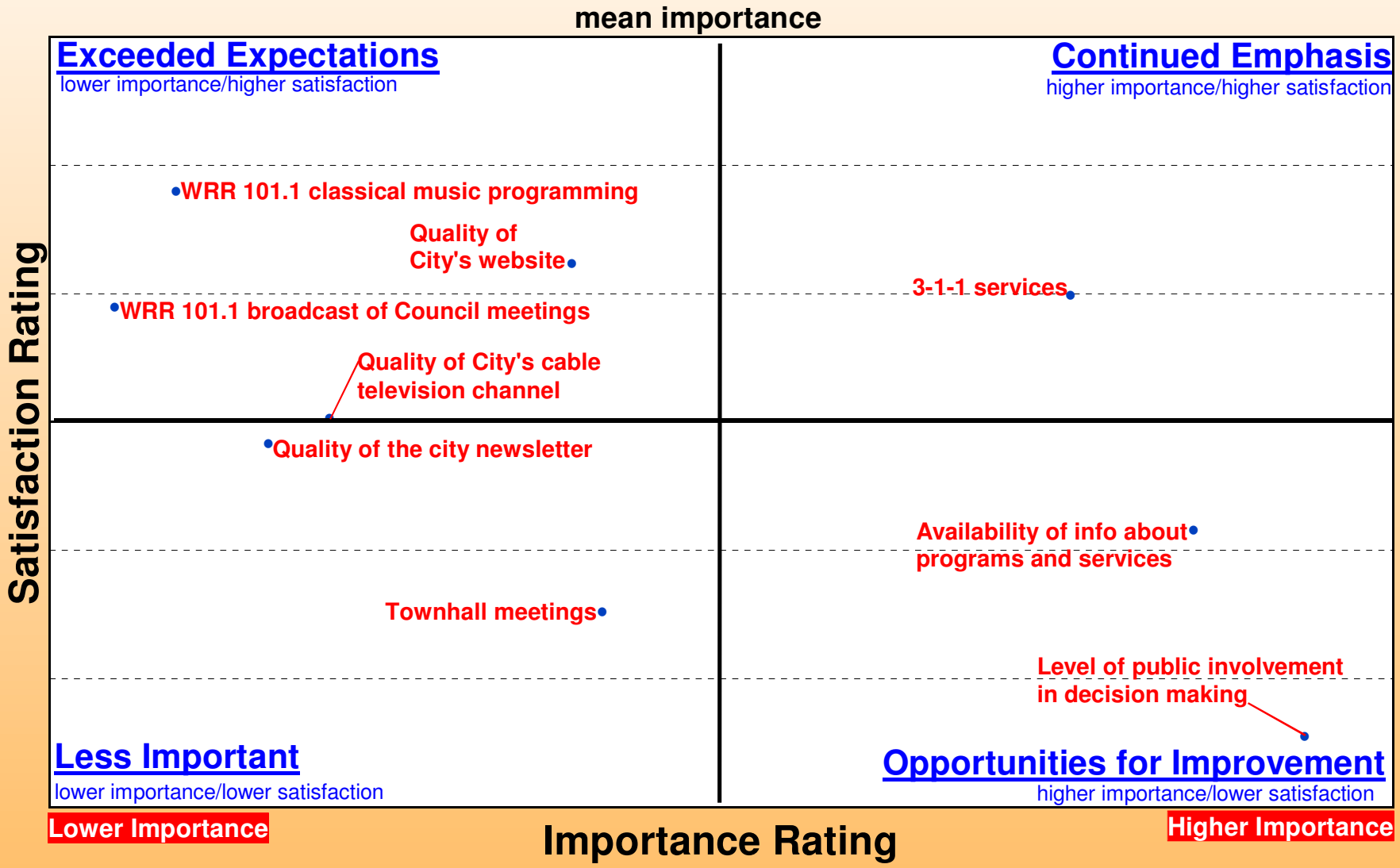
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2009)

2009 City of Dallas DirectionFinder
Importance-Satisfaction Assessment Matrix
-Public Information Services-

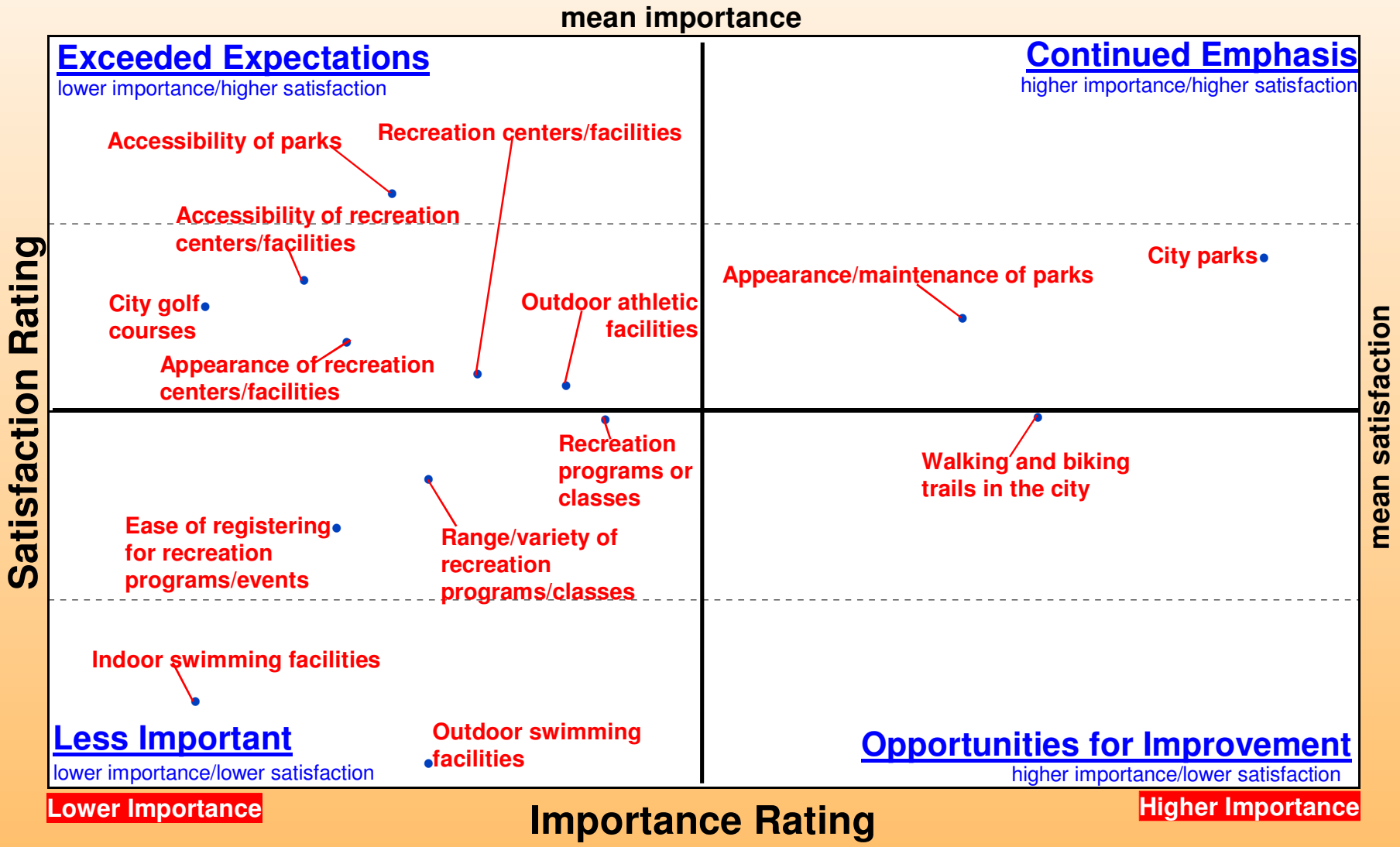
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2009)

2009 City of Dallas DirectionFinder
Importance-Satisfaction Assessment Matrix
-Parks and Recreation Services-

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



Source: ETC Institute (2009)

Section 4:
Tabular Data

Distribution of Respondents by District

District	Number	Percent
District 1	103	6.3 %
District 2	101	6.1 %
District 3	128	7.8 %
District 4	105	6.4 %
District 5	102	6.2 %
District 6	136	8.3 %
District 7	118	7.2 %
District 8	132	8.0 %
District 9	132	8.0 %
District 10	125	7.6 %
District 11	104	6.3 %
District 12	127	7.7 %
District 13	111	6.7 %
District 14	122	7.4 %
Total	1646	100.0 %

Q1. Please rate the following items.

(N=1646)

	Excellent 1	Good 2	Fair 3	Poor 4	Don't Know 9
Q1a Dallas as a place to live	22.1%	55.5%	19.0%	2.5%	0.9%
Q1b Your neighborhood as a place to live	23.0%	41.5%	25.3%	9.2%	1.0%
Q1c Dallas as a place to raise children	11.9%	42.3%	30.7%	8.1%	6.9%
Q1d Dallas as a place to work	23.1%	51.8%	19.0%	3.1%	3.0%
Q1e Dallas as a place to retire	12.0%	37.1%	29.1%	13.4%	8.4%
Q1f Dallas as a place to do business	23.1%	48.4%	16.6%	3.2%	8.6%
Q1g The quality of economic development in Dallas	11.8%	42.0%	30.8%	8.1%	7.3%
Q1h The quality of public schools in Dallas	5.7%	20.2%	31.5%	34.1%	8.5%
Q1i The overall quality of life in Dallas	11.4%	54.3%	30.1%	2.7%	1.6%

EXCLUDING DON'T KNOW

Q1. Please rate the following items. (excluding don't know)

(N=1646)

	Excellent 1	Good 2	Fair 3	Poor 4
Q1a Dallas as a place to live	22.3%	56.0%	19.2%	2.5%
Q1b Your neighborhood as a place to live	23.3%	41.9%	25.5%	9.3%
Q1c Dallas as a place to raise children	12.8%	45.5%	33.0%	8.7%
Q1d Dallas as a place to work	23.8%	53.4%	19.6%	3.2%
Q1e Dallas as a place to retire	13.1%	40.5%	31.8%	14.6%
Q1f Dallas as a place to do business	25.3%	53.0%	18.2%	3.5%
Q1g The quality of economic development in Dallas	12.7%	45.3%	33.2%	8.8%
Q1h The quality of public schools in Dallas	6.2%	22.1%	34.5%	37.3%
Q1i The overall quality of life in Dallas	11.6%	55.1%	30.6%	2.7%

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

(N=1646)

	Excellent 1	Good 2	Fair 3	Poor 4	Don't Know 9
Q2a Sense of community	7.0%	38.9%	38.2%	10.2%	5.7%
Q2b Openness and acceptance of the community towards people of diverse backgrounds	6.9%	39.7%	37.5%	9.7%	6.3%
Q2c Overall appearance of Dallas	9.8%	48.6%	33.8%	5.2%	2.6%
Q2d Opportunities to attend arts and cultural events	22.0%	47.7%	20.2%	3.9%	6.2%
Q2e Shopping opportunities	39.4%	40.7%	14.1%	3.8%	2.0%
Q2f Air quality	5.3%	35.2%	40.5%	15.4%	3.6%
Q2g Recreational activities	11.3%	42.5%	31.8%	8.6%	5.8%
Q2h Job opportunities	9.6%	45.3%	29.0%	10.8%	5.3%
Q2i Access to affordable quality housing	9.2%	39.9%	29.6%	11.8%	9.4%
Q1j Access to affordable quality child care	5.0%	27.6%	24.4%	10.1%	32.9%
Q1k Access to affordable quality health care	11.8%	36.8%	29.0%	14.5%	7.8%
Q2l Access to affordable quality food	18.3%	47.7%	23.0%	7.4%	3.6%
Q2m Ease of car travel in Dallas	10.0%	43.2%	30.7%	10.5%	5.6%
Q2n Ease of bus travel in Dallas	9.8%	31.8%	19.3%	9.4%	29.7%
Q2o Ease of rail/subway travel in Dallas	10.6%	30.7%	21.1%	10.3%	27.3%
Q2p Ease of bicycle travel in Dallas	3.7%	19.5%	24.1%	21.1%	31.6%
Q2q Ease of walking in Dallas	6.6%	27.7%	30.6%	22.7%	12.3%
Q2r Educational opportunities	15.5%	46.4%	25.0%	6.3%	6.9%
Q2s Overall image/reputation of Dallas	9.0%	51.6%	29.7%	5.2%	4.6%
Q2t Overall quality of new development in Dallas	10.7%	48.5%	26.9%	4.3%	9.5%

EXCLUDING DON'T KNOW

Q2. Please rate each of the following characteristics as they relate to Dallas as a whole. (excluding don't know)

(N=1646)

	Excellent 1	Good 2	Fair 3	Poor 4
Q2a Sense of community	7.4%	41.2%	40.5%	10.8%
Q2b Openness and acceptance of the community towards people of diverse backgrounds	7.3%	42.3%	40.0%	10.3%
Q2c Overall appearance of Dallas	10.0%	49.9%	34.7%	5.4%
Q2d Opportunities to attend arts and cultural events	23.4%	50.8%	21.5%	4.2%
Q2e Shopping opportunities	40.2%	41.5%	14.4%	3.8%
Q2f Air quality	5.5%	36.5%	42.1%	16.0%
Q2g Recreational activities	12.0%	45.1%	33.8%	9.1%
Q2h Job opportunities	10.1%	47.8%	30.7%	11.4%
Q2i Access to affordable quality housing	10.2%	44.0%	32.7%	13.1%
Q1j Access to affordable quality child care	7.4%	41.1%	36.3%	15.1%
Q1k Access to affordable quality health care	12.9%	39.9%	31.4%	15.8%
Q2l Access to affordable quality food	19.0%	49.5%	23.8%	7.6%
Q2m Ease of car travel in Dallas	10.6%	45.8%	32.6%	11.1%
Q2n Ease of bus travel in Dallas	13.9%	45.3%	27.4%	13.4%
Q2o Ease of rail/subway travel in Dallas	14.5%	42.2%	29.1%	14.2%
Q2p Ease of bicycle travel in Dallas	5.4%	28.4%	35.3%	30.8%
Q2q Ease of walking in Dallas	7.6%	31.6%	34.9%	25.9%
Q2r Educational opportunities	16.6%	49.8%	26.8%	6.7%
Q2s Overall image/reputation of Dallas	9.4%	54.1%	31.1%	5.4%
Q2t Overall quality of new development in Dallas	11.8%	53.7%	29.8%	4.8%

Q3. Please rate the speed of growth in the following categories in Dallas over the past two years:

(N=1646)

	Much too Slow 1	Too Slow 2	About Right 3	Too Fast 4	Much too Fast 5	Don't Know 9
Q3a Population growth	0.8%	2.4%	41.3%	30.2%	13.7%	11.7%
Q3b Retail growth	2.9%	13.2%	50.9%	18.5%	6.2%	8.4%
Q3c Jobs growth	11.2%	35.5%	36.1%	2.4%	0.9%	13.9%

EXCLUDING DON'T KNOW

Q3. Please rate the speed of growth in the following categories in Dallas over the past two years: (excluding don't know)

(N=1646)

	Much too Slow 1	Too Slow 2	About Right 3	Too Fast 4	Much too Fast 5
Q3a Population growth	0.9%	2.8%	46.7%	34.2%	15.5%
Q3b Retail growth	3.1%	14.4%	55.5%	20.2%	6.8%
Q3c Jobs growth	13.0%	41.3%	42.0%	2.8%	1.0%

Q4. Please indicate the extent to which you think each of the following is a problem in the City of Dallas.

(N=1646)

	Not a Problem 1	Minor Problem 2	Moderate Problem 3	Major Problem 4	Don't Know 9
Q4a Crime	1.7%	7.8%	35.3%	51.7%	3.5%
Q4b Drugs	1.6%	6.0%	23.2%	61.2%	8.0%
Q4c Too much growth	15.6%	20.4%	30.5%	19.3%	14.2%
Q4d Lack of growth	34.8%	19.5%	19.1%	6.8%	19.9%
Q4e Graffiti	9.2%	29.6%	28.0%	21.9%	11.3%
Q4f Noise	13.8%	32.9%	30.6%	16.7%	5.9%
Q4g Run down buildings, weed lots, or junk vehicles	7.8%	24.7%	32.5%	29.2%	5.7%
Q4h Taxes	9.4%	19.0%	33.3%	29.0%	9.4%
Q4i Traffic congestion	4.3%	14.2%	35.8%	40.9%	4.9%
Q4j Unsupervised youth	5.6%	17.3%	28.5%	36.9%	11.7%
Q4k Homelessness	4.2%	16.5%	29.2%	42.6%	7.6%
Q4l Weeds	11.2%	29.1%	30.3%	19.7%	9.7%
Q4m Absence of communication from the City of Dallas translated into languages other than English	30.8%	20.9%	14.8%	9.2%	24.3%
Q4n Unwanted local businesses	23.3%	28.0%	19.6%	11.4%	17.8%
Q4o Toxic waste or other environmental hazards	15.9%	21.7%	20.8%	14.4%	27.2%

EXCLUDING DON'T KNOW

Q4. Please indicate the extent to which you think each of the following is a problem in the City of Dallas. (excluding don't know)

(N=1646)

	Not a Problem 1	Minor Problem 2	Moderate Problem 3	Major Problem 4
Q4a Crime	1.8%	8.1%	36.6%	53.5%
Q4b Drugs	1.8%	6.5%	25.2%	66.5%
Q4c Too much growth	18.1%	23.7%	35.6%	22.5%
Q4d Lack of growth	43.4%	24.3%	23.8%	8.5%
Q4e Graffiti	10.4%	33.4%	31.5%	24.7%
Q4f Noise	14.7%	35.0%	32.6%	17.8%
Q4g Run down buildings, weed lots, or junk vehicles	8.3%	26.2%	34.5%	31.0%
Q4h Taxes	10.3%	20.9%	36.8%	32.0%
Q4i Traffic congestion	4.5%	15.0%	37.6%	42.9%
Q4j Unsupervised youth	6.3%	19.6%	32.3%	41.8%
Q4k Homelessness	4.5%	17.8%	31.6%	46.1%
Q4l Weeds	12.4%	32.2%	33.6%	21.8%
Q4m Absence of communication from the City of Dallas translated into languages other than English	40.7%	27.6%	19.5%	12.1%
Q4n Unwanted local businesses	28.3%	34.0%	23.8%	13.9%
Q4o Toxic waste or other environmental hazards	21.8%	29.8%	28.6%	19.8%

Q5. 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=1646)

	Very Safe 5	Safe 4	Neither Safe or Unsafe 3	Unsafe 2	Very Unsafe 1	Don't Know 9
Q5a In your neighborhood during the day	28.5%	42.6%	17.4%	7.6%	2.3%	1.6%
Q5b In your neighborhood after dark	11.4%	34.1%	23.5%	19.4%	9.4%	2.2%
Q5c In Dallas's downtown area during the day	12.2%	39.9%	20.1%	9.9%	2.6%	15.2%
Q5d In Dallas's downtown area after dark	2.3%	12.6%	21.0%	31.2%	14.1%	18.8%
Q5e In Dallas's parks during the day	10.8%	39.0%	22.7%	10.5%	3.6%	13.3%
Q5f In Dallas's parks after dark	2.2%	9.3%	17.3%	32.3%	19.7%	19.2%
Q5i From violent crime (rape, assault, robbery)	5.7%	22.9%	29.7%	23.2%	11.8%	6.6%
Q5j From property crime (burglary, theft)	3.8%	16.9%	28.5%	29.9%	16.6%	4.3%
Q5k Fire	12.3%	38.1%	30.1%	7.6%	3.8%	8.1%

EXCLUDING DON'T KNOW

Q5. 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. (excluding don't know)

(N=1646)

	Very Safe 5	Safe 4	Neither Safe or Unsafe 3	Unsafe 2	Very Unsafe 1
Q5a In your neighborhood during the day	29.0%	43.3%	17.7%	7.7%	2.3%
Q5b In your neighborhood after dark	11.6%	34.8%	24.0%	19.9%	9.6%
Q5c In Dallas's downtown area during the day	14.4%	47.1%	23.7%	11.7%	3.1%
Q5d In Dallas's downtown area after dark	2.8%	15.6%	25.9%	38.4%	17.4%
Q5e In Dallas's parks during the day	12.5%	45.0%	26.2%	12.1%	4.2%
Q5f In Dallas's parks after dark	2.7%	11.5%	21.4%	40.0%	24.4%
Q5i From violent crime (rape, assault, robbery)	6.1%	24.5%	31.8%	24.9%	12.7%
Q5j From property crime (burglary, theft)	4.0%	17.7%	29.8%	31.2%	17.3%
Q5k Fire	13.4%	41.5%	32.8%	8.3%	4.1%

Q6. During the past twelve months, were you or anyone in your household the victim of any crime?

Q6 Victim of crime?	Number	Percent
1=Yes	306	20.9 %
2=No	1155	79.1 %
Total	1461	100.0 %

Not provided = 185

Q6a. If YES, was this crime (these crimes) reported to the police?

Q6a Was the crime reported?	Number	Percent
1=Yes	215	70.3 %
2=No	74	24.2 %
9=Don't know	17	5.6 %
Total	306	100.0 %

Q7. Please rate the City's overall performance in each of the major categories listed below.

(N=1646)

	Excellent 1	Good 2	Fair 3	Poor 4	Don't know 9
Q7a Ambulance/emergency medical services	19.7%	38.0%	12.0%	2.1%	28.3%
Q7b Arts and cultural program	17.5%	42.6%	16.0%	2.7%	21.3%
Q7c Bus/transit services	10.3%	36.9%	19.7%	5.2%	27.8%
Q7d Code enforcement	4.9%	26.8%	29.8%	18.6%	19.9%
Q7e Customer service provided by city employees	7.9%	33.3%	30.3%	11.2%	17.3%
Q7f Drinking water	15.2%	44.3%	25.9%	7.7%	6.9%
Q7g Fire services	21.5%	42.9%	9.8%	1.0%	24.8%
Q7h Solid waste services	20.9%	48.0%	18.8%	5.8%	6.5%
Q7i Health services	8.9%	37.8%	19.8%	6.6%	26.9%
Q7j Land use, planning, and zoning	4.3%	27.1%	26.9%	8.6%	33.1%
Q7k Maintenance of infrastructure	4.1%	22.8%	36.0%	28.4%	8.6%
Q7l The City's parks and recreation system	7.8%	38.2%	33.1%	6.7%	14.2%
Q7m Police services	14.4%	42.0%	24.3%	9.1%	10.2%
Q7n Public information services	9.2%	38.2%	27.4%	4.6%	20.5%
Q7o Public library services	19.8%	44.1%	15.9%	2.4%	17.7%
Q7p Sewer services	12.0%	45.3%	23.0%	4.0%	15.7%
Q7q Storm drainage	10.3%	41.2%	26.8%	7.1%	14.7%
Q7r Traffic signal timing	7.6%	42.1%	32.4%	11.6%	6.3%

EXCLUDING DON'T KNOW

Q7. Please rate the City's overall performance in each of the major categories listed below. (excluding don't know)

(N=1646)

	Excellent 1	Good 2	Fair 3	Poor 4
Q7a Ambulance/emergency medical services	27.5%	52.9%	16.7%	2.9%
Q7b Arts and cultural program	22.2%	54.1%	20.3%	3.4%
Q7c Bus/transit services	14.3%	51.2%	27.4%	7.2%
Q7d Code enforcement	6.1%	33.4%	37.2%	23.2%
Q7e Customer service provided by city employees	9.6%	40.2%	36.6%	13.6%
Q7f Drinking water	16.3%	47.6%	27.8%	8.3%
Q7g Fire services	28.6%	57.0%	13.0%	1.4%
Q7h Solid waste services	22.4%	51.4%	20.1%	6.2%
Q7i Health services	12.2%	51.7%	27.0%	9.0%
Q7j Land use, planning, and zoning	6.5%	40.5%	40.2%	12.9%
Q7k Maintenance of infrastructure	4.5%	25.0%	39.5%	31.1%
Q7l The City's parks and recreation system	9.1%	44.6%	38.6%	7.8%
Q7m Police services	16.0%	46.8%	27.1%	10.1%
Q7n Public information services	11.6%	48.0%	34.5%	5.8%
Q7o Public library services	24.1%	53.6%	19.4%	3.0%
Q7p Sewer services	14.2%	53.8%	27.3%	4.7%
Q7q Storm drainage	12.0%	48.3%	31.4%	8.3%
Q7r Traffic signal timing	8.1%	45.0%	34.6%	12.3%

Q8. Which FOUR of the services from Question 7 do you think should be the City's top priorities? (Sum of Top 4)

Q8 Top priority	Number	Percent
A=Ambulance/emergency medical services	407	24.7 %
B=Arts and cultural program	125	7.6 %
C=Bus/transit services	270	16.4 %
D=Code enforcement	480	29.2 %
E=Customer service	222	13.5 %
F=Drinking water	367	22.3 %
G=Fire services	336	20.4 %
H=Solid waste services	210	12.8 %
I=Health services	494	30.0 %
J=Land use, planning, and zoning	199	12.1 %
K=Maintenance of infrastructure	687	41.7 %
L=City's parks and recreation system	180	10.9 %
M=Police services	884	53.7 %
N=Public information services	115	7.0 %
O=Public library services	67	4.1 %
P=Sewer services	123	7.5 %
Q=Storm drainage	122	7.4 %
R=Traffic signal timing	231	14.0 %
Z=None chosen	174	10.6 %
Total	5693	

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

(N=1646)

	Excellent 1	Good 2	Fair 3	Poor 4	Don't know 9
Q9a Crime prevention	5.2%	30.6%	37.6%	16.0%	10.6%
Q9b Traffic enforcement	6.2%	40.3%	34.0%	10.0%	9.5%
Q9c Response time of police to emergencies	8.2%	28.2%	27.8%	14.8%	21.0%
Q9d Response time of fire department to emergencies	18.2%	35.9%	14.8%	2.3%	28.7%
Q9e Fire prevention and education	8.6%	30.9%	23.3%	5.6%	31.6%
Q9f Municipal courts	3.7%	23.7%	27.2%	9.5%	35.9%
Q9g Animal Control	5.0%	24.1%	27.0%	23.7%	20.3%

EXCLUDING DON'T KNOW

Q9. Please rate the City's performance in the following areas. (excluding don't know)

(N=1646)

	Excellent 1	Good 2	Fair 3	Poor 4
Q9a Crime prevention	5.9%	34.2%	42.1%	17.9%
Q9b Traffic enforcement	6.9%	44.5%	37.6%	11.0%
Q9c Response time of police to emergencies	10.4%	35.6%	35.2%	18.8%
Q9d Response time of fire department to emergencies	25.5%	50.4%	20.8%	3.2%
Q9e Fire prevention and education	12.6%	45.1%	34.1%	8.2%
Q9f Municipal courts	5.8%	36.9%	42.5%	14.8%
Q9g Animal Control	6.3%	30.2%	33.9%	29.7%

Q10. Which TWO of the public safety services do you think should be the City's top priorities? (Top 2)

Q10 Top priority	Number	Percent
A=Crime prevention	983	59.7 %
B=Traffic enforcement	217	13.2 %
C=Police response time	725	44.0 %
D=Fire department response time	204	12.4 %
E=Fire prevention and education	98	6.0 %
F=Municipal courts	138	8.4 %
G=Animal control	321	19.5 %
Z=None chosen	257	15.6 %
Total	2943	

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

(N=1646)

	Excellent 1	Good 2	Fair 3	Poor 4	Don't know 9
Q11a Street repair	3.8%	19.5%	38.6%	34.9%	3.2%
Q11b Street cleaning	5.2%	28.4%	34.1%	25.9%	6.5%
Q11c Street lighting	4.7%	31.9%	34.9%	24.2%	4.3%
Q11d Snow removal	5.5%	22.1%	19.6%	7.1%	45.7%
Q11e Sidewalk maintenance	3.6%	20.3%	34.2%	32.6%	9.3%
Q11f Alley maintenance	2.7%	15.7%	28.3%	36.0%	17.3%
Q11g Maintenance of streets in neighborhood	6.6%	27.4%	32.7%	29.7%	3.6%

EXCLUDING DON'T KNOW

Q11. Please rate the City's performance in the following areas. (excluding don't know)

(N=1646)

	Excellent 1	Good 2	Fair 3	Poor 4
Q11a Street repair	4.0%	20.1%	39.9%	36.1%
Q11b Street cleaning	5.5%	30.3%	36.5%	27.7%
Q11c Street lighting	4.9%	33.3%	36.4%	25.3%
Q11d Snow removal	10.2%	40.7%	36.0%	13.1%
Q11e Sidewalk maintenance	4.0%	22.4%	37.7%	35.9%
Q11f Alley maintenance	3.3%	19.0%	34.1%	43.5%
Q11g Maintenance of streets in neighborhood	6.8%	28.4%	34.0%	30.8%

Q12. Which TWO of the street and infrastructure services do you think should be the City's top priorities? (Top 2)

Q12 Top priority	Number	Percent
A=Street repair	1070	65.0 %
B=Street cleaning	199	12.1 %
C=Street lighting	577	35.1 %
D=Snow removal	30	1.8 %
E=Sidewalk maintenance	294	17.9 %
F=Alley maintenance	258	15.7 %
G=Maintenance of streets in your neighborhood	376	22.8 %
Z=None chosen	207	12.6 %
Total	3011	

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

(N=1646)

	Excellent 1	Good 2	Fair 3	Poor 4	Don't know 9
Q13a Garbage collections	29.4%	45.3%	16.5%	4.4%	4.4%
Q13b Recycling	21.4%	38.4%	17.6%	7.3%	15.4%
Q13c Yard waste pick up	17.8%	38.0%	22.1%	7.2%	15.0%
Q13d Bulk trash pick up	19.9%	40.2%	21.0%	7.5%	11.5%
Q13e Household hazardous waste disposal	7.4%	20.9%	17.8%	9.0%	45.0%

EXCLUDING DON'T KNOW

Q13. Please rate the City's performance in the following areas. (excluding don't know)

(N=1646)

	Excellent 1	Good 2	Fair 3	Poor 4
Q13a Garbage collections	30.7%	47.4%	17.3%	4.6%
Q13b Recycling	25.3%	45.3%	20.8%	8.6%
Q13c Yard waste pick up	20.9%	44.7%	26.0%	8.4%
Q13d Bulk trash pick up	22.4%	45.4%	23.7%	8.4%
Q13e Household hazardous waste disposal	13.4%	38.0%	32.3%	16.3%

Q14. Which TWO of the solid waste services do you think should be the City's top priorities? (Top 2)

Q14 Top priority	Number	Percent
A=Garbage collections	822	49.9 %
B=Recycling	626	38.0 %
C=Yard waste pick up	298	18.1 %
D=Bulk trash pick up	503	30.6 %
E=Household hazardous waste disposal	353	21.4 %
Z=None chosen	293	17.8 %
Total	2895	

Q15. Please rate the City's performance in the following areas of communication. (excluding don't know)

(N=1646)

	Excellent 1	Good 2	Fair 3	Poor 4
Q15a Quality of City's website	12.8%	55.6%	26.8%	4.9%
Q15b Quality of City's cable television channel	11.9%	44.4%	32.3%	11.4%
Q15c Quality of the city newsletter	9.8%	44.5%	35.9%	9.8%
Q15d WRR 101.1 FM broadcast of City Council meetings	17.6%	47.4%	28.7%	6.2%
Q15e WRR 101.1 FM classical music programming	33.1%	40.9%	22.4%	3.7%
Q15f 3-1-1 services	18.6%	47.3%	26.4%	7.7%
Q15g Availability of information about city programs and services	7.7%	39.9%	37.8%	14.5%
Q15h Level of public involvement in decision making	3.7%	27.8%	38.6%	30.0%
Q15i Townhall meetings	5.5%	35.7%	38.4%	20.4%

EXCLUDING DON'T KNOW

Q15. Please rate the City's performance in the following areas of communication. (excluding don't know)

(N=1646)

	Excellent 1	Good 2	Fair 3	Poor 4
Q15a Quality of City's website	12.8%	55.6%	26.8%	4.9%
Q15b Quality of City's cable television channel	11.9%	44.4%	32.3%	11.4%
Q15c Quality of the city newsletter	9.8%	44.5%	35.9%	9.8%
Q15d WRR 101.1 FM broadcast of City Council meetings	17.6%	47.4%	28.7%	6.2%
Q15e WRR 101.1 FM classical music programming	33.1%	40.9%	22.4%	3.7%
Q15f 3-1-1 services	18.6%	47.3%	26.4%	7.7%
Q15g Availability of information about city programs and services	7.7%	39.9%	37.8%	14.5%
Q15h Level of public involvement in decision making	3.7%	27.8%	38.6%	30.0%
Q15i Townhall meetings	5.5%	35.7%	38.4%	20.4%

Q16. Which TWO of the public information services do you think should be the City's top priorities? (Top 2)

Q16 Top priority	Number	Percent
A=City's website	241	14.6 %
B=City's cable television channel	136	8.3 %
C=City newsletter	110	6.7 %
D=Broadcast of City Council meetings	44	2.7 %
E=Classical music programming	70	4.3 %
F=3-1-1 services	455	27.6 %
G=Availability of information about city programs and services	507	30.8 %
H=Public involvement in decision making	554	33.7 %
I=Townhall meetings	254	15.4 %
Z=None chosen	413	25.1 %
Total	2784	

Q17. Where do you currently get news and information about city programs, services, and events?

Q17 Sources of information	Number	Percent
01=Local newspapers	999	60.7 %
02=Radio FM 101.1	253	15.4 %
03=Other local radio	453	27.5 %
04=Television news	1266	76.9 %
05=City cable channel	207	12.6 %
06=City website	311	18.9 %
07=City utility bill	486	29.5 %
08=City newsletter	150	9.1 %
09=311	215	13.1 %
10=Townhall meetings	100	6.1 %
11=Other	150	9.1 %
99=None chosen	36	2.2 %
Total	4626	

Q18. Please rate the City's performance in the following areas.

(N=1646)

	Excellent 1	Good 2	Fair 3	Poor 4	Don't know 9
Q18a City parks	8.5%	43.9%	26.6%	5.2%	15.9%
Q18b Recreation programs or classes	4.9%	26.5%	21.8%	5.4%	41.4%
Q18c Range/variety-recreation programs & classes	4.1%	24.1%	22.1%	5.8%	44.0%
Q18d Recreation centers/facilities	5.9%	32.6%	24.8%	5.5%	31.2%
Q18e Accessibility of parks	9.4%	44.9%	24.0%	4.6%	17.1%
Q18f Accessibility of recreation centers/ facilities	8.0%	36.4%	23.7%	4.6%	27.3%
Q18g Appearance/maintenance of parks	8.8%	41.5%	28.9%	6.1%	14.7%
Q18h Appearance of recreation centers/ facilities	6.3%	35.8%	26.1%	4.9%	26.9%
Q18i Outdoor athletic facilities	6.3%	33.0%	23.7%	7.8%	29.2%
Q18j Walking and biking trails in the city	7.5%	33.5%	24.3%	11.1%	23.6%
Q18k Outdoor swimming facilities	2.6%	15.7%	19.9%	13.6%	48.3%
Q18l Indoor swimming facilities	2.2%	13.6%	14.4%	10.6%	59.2%
Q18m Ease of registering for city recreation programs/events	3.5%	18.8%	17.9%	6.6%	53.2%
Q18n City golf courses	4.7%	19.6%	12.2%	4.3%	59.3%

EXCLUDING DON'T KNOW

Q18. Please rate the City's performance in the following areas. (excluding don't know)

(N=1646)

	Excellent 1	Good 2	Fair 3	Poor 4
Q18a City parks	10.1%	52.1%	31.7%	6.1%
Q18b Recreation programs or classes	8.4%	45.2%	37.1%	9.2%
Q18c Range/variety-recreation programs & classes	7.4%	43.0%	39.4%	10.3%
Q18d Recreation centers/facilities	8.6%	47.4%	36.0%	8.0%
Q18e Accessibility of parks	11.4%	54.2%	28.9%	5.6%
Q18f Accessibility of recreation centers/ facilities	11.0%	50.0%	32.6%	6.4%
Q18g Appearance/maintenance of parks	10.3%	48.7%	33.9%	7.2%
Q18h Appearance of recreation centers/ facilities	8.7%	49.0%	35.7%	6.7%
Q18i Outdoor athletic facilities	8.8%	46.6%	33.5%	11.1%
Q18j Walking and biking trails in the city	9.9%	43.8%	31.8%	14.5%
Q18k Outdoor swimming facilitates	4.9%	30.4%	38.4%	26.2%
Q18l Indoor swimming facilities	5.4%	33.2%	35.3%	26.1%
Q18m Ease of registering for city recreation programs/events	7.5%	40.3%	38.2%	14.0%
Q18n City golf courses	11.5%	48.1%	29.9%	10.5%

Q19. Which THREE of the parks and recreation services do you think should be the City's top priorities? (Top 3)

Q19 Top priority	Number	Percent
A=City parks	617	37.5 %
B=Recreation programs or classes	286	17.4 %
C=Range/variety of recreation programs and classes	198	12.0 %
D=Recreation centers/facilities	223	13.5 %
E=Accessibility of parks	180	10.9 %
F=Accessibility of recreation centers/facilities	135	8.2 %
G=Appearance/maintenance of parks	465	28.3 %
H=Appearance of recreation centers/facilities	157	9.5 %
I=Outdoor athletic facilities	266	16.2 %
J=Walking and biking trails in the city	504	30.6 %
K=Outdoor swimming facilities	198	12.0 %
L=Indoor swimming facilities	81	4.9 %
M=Ease of registering for city recreation programs/events	151	9.2 %
N=City golf courses	85	5.2 %
Z=None chosen	387	23.5 %
Total	3933	

Q20. Please rate the City's performance in the following areas.

(N=1646)

	Excellent 1	Good 2	Fair 3	Poor 4	Don't know 9
Q20a Services to seniors	5.3%	21.3%	18.2%	7.8%	47.4%
Q20b Services to youth	3.5%	20.9%	21.6%	8.8%	45.2%
Q20c Services to low-income people	3.6%	13.6%	23.4%	16.2%	43.2%
Q20d Amount of public parking	3.6%	23.0%	32.8%	20.0%	20.6%
Q20e Accessibility of arts & cultural centers/ facilities	8.7%	37.0%	24.1%	5.5%	24.7%
Q20f Appearance of arts & cultural centers/ facilities	13.3%	38.9%	19.8%	3.5%	24.5%
Q20g Variety of library materials	13.2%	38.0%	18.0%	4.9%	26.0%

EXCLUDING DON'T KNOW

Q20. Please rate the City's performance in the following areas. (excluding don't know)

(N=1646)

	Excellent 1	Good 2	Fair 3	Poor 4
Q20a Services to seniors	10.2%	40.5%	34.5%	14.8%
Q20b Services to youth	6.4%	38.1%	39.4%	16.0%
Q20c Services to low-income people	6.3%	24.0%	41.2%	28.6%
Q20d Amount of public parking	4.6%	28.9%	41.3%	25.1%
Q20e Accessibility of arts & cultural centers/ facilities	11.6%	49.1%	32.0%	7.4%
Q20f Appearance of arts & cultural centers/ facilities	17.6%	51.6%	26.3%	4.6%
Q20g Variety of library materials	17.8%	51.3%	24.3%	6.6%

Q21. Have you had any in-person contact with an employee of the City of Dallas within the last 12 months?

Q21 Contact City within the last 12 months?	Number	Percent
1=Yes	845	51.4 %
2=No	745	45.3 %
9=Don't know	56	3.3 %
Total	1646	100.0 %

Q21b-e. [If YES to Q21] Please rate the performance of the City employee who helped you the last time you contacted the City in the following areas.

(N=845)

	Excellent 1	Good 2	Fair 3	Poor 4	Don't know 9
Q21b Knowledge	33.9%	37.8%	16.6%	7.3%	4.4%
Q21c Responsiveness	30.7%	35.6%	15.3%	15.0%	3.4%
Q21d Courtesy	39.1%	33.7%	15.9%	8.5%	2.8%
Q21e Overall	33.4%	33.5%	18.8%	11.2%	3.1%

EXCLUDING DON'T KNOW

Q21b-e. [If YES to Q21] Please rate the performance of the City employee who helped you the last time you contacted the City in the following areas. (excluding don't know)

(N=845)

	Excellent 1	Good 2	Fair 3	Poor 4
Q21b Knowledge	35.4%	39.5%	17.3%	7.7%
Q21c Responsiveness	31.7%	36.9%	15.8%	15.6%
Q21d Courtesy	40.2%	34.7%	16.3%	8.8%
Q21e Overall	34.4%	34.6%	19.4%	11.6%

Q22. Overall, how do you rate the quality of services provided by:

(N=1646)

	Excellent 1	Good 2	Fair 3	Poor 4	Don't know 9
Q22a The City of Dallas	8.9%	47.9%	29.3%	6.0%	8.0%
Q22b The Federal Government	5.7%	31.2%	31.9%	10.2%	21.0%
Q22c The State Government	5.1%	31.6%	31.2%	10.7%	21.3%

EXCLUDING DON'T KNOW

Q22. Overall, how do you rate the quality of services provided by: (excluding don't know)

(N=1646)

	Excellent 1	Good 2	Fair 3	Poor 4
Q22a The City of Dallas	9.7%	52.0%	31.8%	6.5%
Q22b The Federal Government	7.2%	39.5%	40.4%	12.9%
Q22c The State Government	6.5%	40.2%	39.7%	13.6%

Q23. 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=1646)

	Strongly Agree 5	Agree 4	Neither Agree or Disagree 3	Disagree 2	Strongly Disagree 1	Don't know 9
Q23a I receive good value for the City of Dallas taxes I pay	5.5%	29.2%	29.0%	17.0%	8.1%	11.1%
Q23b I am pleased with the overall direction that the City of Dallas is taking	5.4%	36.1%	30.7%	13.2%	4.9%	9.6%
Q23c The City of Dallas government welcomes citizen involvement	4.9%	29.9%	31.2%	11.1%	4.2%	18.6%
Q23d The City of Dallas government listens to citizens	4.0%	22.6%	31.9%	15.0%	7.6%	18.9%

EXCLUDING DON'T KNOW

Q23. 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. (excluding don't know)

(N=1646)

	Strongly Agree 5	Agree 4	Neither Agree or Disagree 3	Disagree 2	Strongly Disagree 1
Q23a I receive good value for the City of Dallas taxes I pay	6.2%	32.9%	32.7%	19.1%	9.1%
Q23b I am pleased with the overall direction that the City of Dallas is taking	6.0%	39.9%	34.0%	14.6%	5.5%
Q23c The City of Dallas government welcomes citizen involvement	6.1%	36.7%	38.4%	13.7%	5.2%
Q23d The City of Dallas government listens to citizens	5.0%	27.9%	39.3%	18.5%	9.4%

Q24. Which modes of transportation do you use on a regular basis?

Q24 Modes of transportation used	Number	Percent
0=None chosen	25	1.5 %
1=Drive alone	1427	86.7 %
2=Carpool	201	12.2 %
3=Light rail	217	13.2 %
4=Bus	235	14.3 %
5=Bicycle	112	6.8 %
6=Walk	410	24.9 %
7=Telecommute	82	5.0 %
8=Other	42	2.6 %
Total	2751	

Q24a. Which ONE of the following best describes the method of transportation you usually use to travel to work? (employed respondents only)

Q24a Method of transportation to work	Number	Percent
0=Not provided	31	3.1 %
1=Motorized vehicle	854	86.0 %
2=Public transit	46	4.6 %
3=Walk	8	0.8 %
4=Work at home	49	4.9 %
5=Other	5	0.5 %
Total	993	100.0 %

Q24b. If you checked "motorized vehicle" on Q24a, do other people usually ride with you to or from work?

Q24b If “motorized vehicle," did others ride with you?	Number	Percent
1=Yes	138	16.2 %
2=No	713	83.8 %
Total	851	100.0 %

Not provided = 3

Q25. In the last 12 months, about how many times, if ever, have you or other household members used Trinity River Corridor's recreational amenities?

Q25 Times used Trinity River Corridor's recreational amenities?	Number	Percent
1=Never	1212	74.7 %
2=1-2 times	81	5.0 %
3=3-5 times	30	1.8 %
4=More than 5	20	1.2 %
5=Don't know about recreational opportunities	279	17.2 %
Total	1622	100.0 %

Not provided = 24

Q26. How many years have you lived in Dallas?

Q26 Years lived in Dallas	Number	Percent
5 or fewer years	140	8.8 %
6-10 years	153	9.7 %
11-15 years	110	6.9 %
16-20 years	111	7.0 %
21-30 years	267	16.8 %
More than 31 years	804	50.7 %
Total	1585	100.0 %

Not provided = 61

Q27. How many persons in your household (counting yourself) are:

	Mean
Total	2.59
Under age 12	0.38
Ages 12-17 years	0.20
Ages 18-34 years	0.52
Ages 35-49 years	0.49
Ages 50-64 years	0.61
Ages 65+ years	0.39

Q28. In which of the following categories is your age?

Q28 Age of respondent	Number	Percent
1=18-24 years	177	10.8 %
2=25-34 years	281	17.1 %
3=35-44 years	275	16.7 %
4=45-54 years	320	19.4 %
5=55-64 years	279	17.0 %
6=65-74 years	182	11.1 %
7=75+ years	107	6.5 %
9=Not provided	25	1.5 %
Total	1646	100.0 %

Q29. What is your gender?

Q29 Gender of respondent	Number	Percent
1=Male	779	47.3 %
2=Female	867	52.7 %
Total	1646	100.0 %

Q30. Which of the following best describes your home? (excluding not provided)

Q30 Home description	Number	Percent
1=Single family	1040	63.2 %
2=Apartment/Condo	573	34.8 %
3=Mobile home	3	0.2 %
4=Other	30	1.8 %
Total	1646	100.0 %

Q31. Do you own or rent your home?

Q31 Own/rent home?	Number	Percent
1=Own	947	57.5 %
2=Rent	673	40.9 %
9=Not provided	26	1.6 %
Total	1646	100.0 %

Q32. Do any members of your household have a physical disability? (excluding don't know)

Q32 Physical disability?	Number	Percent
1=Yes	314	19.7 %
2=No	1283	80.3 %
Total	1597	100.0 %

Not provided = 49

Q33. What is your race or ethnic group?

Q33 Race/ethnic group of respondent	Number	Percent
1=American Indian/Alaskan native	32	1.9 %
2=Asian/Pacific Islander	33	2.0 %
3=Black/African American	380	23.1 %
4=White/Caucasian	815	49.5 %
5=Other	385	23.4 %
9=No provided	49	3.0 %
Total	1694	

Q34. Are you Spanish, Hispanic, or Latino? (excluding not provided)

Q34 Spanish, Hispanic, or Latino?	Number	Percent
1=Yes	606	36.8 %
2=No	1040	63.2 %
Total	1646	100.0 %

Q35. What is your total annual household income? (excluding not provided)

Q35 Total annual household income	Number	Percent
1=Less than $24,999	368	25.0 %
2=$25,000-$49,999	417	28.3 %
3=$50,000-$74,999	229	15.5 %
4=$75,000-$99,999	145	9.8 %
5=$100,000 or more	314	21.3 %
Total	1473	100.0 %

Not provided = 173

Q36. What is the highest degree or level of education you have completed? (excluding not provided)

Q36 Highest degree or level of education completed	Number	Percent
1=Less than high school	210	13.1 %
2=High school graduate	319	19.9 %
3=Some college	368	23.0 %
4=Associates degree	92	5.8 %
5=Bachelor's degree	326	20.4 %
6=Graduate degree	284	17.8 %
Total	1599	100.0 %

Not provided = 47

Q37. Are you currently employed?

Q37 Currently employed?	Number	Percent
1=Yes	993	60.3 %
2=No	653	39.7 %
Total	1646	100.0 %

Q38. Are you registered to vote in the jurisdiction where you live? (excluding not provided)

Q38 Registered to vote?	Number	Percent
1=Yes	1387	85.1 %
2=No	243	14.9 %
Total	1630	100.0 %

Not provided = 16

Q39. Did you vote in the 2008 Presidential election? (excluding not provided)

Q39 Vote in the 2008 Presidential election?	Number	Percent
1=Yes	1332	81.8 %
2=No	297	18.2 %
Total	1629	100.0 %

Not provided = 17

Q40. Do you plan to vote in the next City election?

Q40 Plan to vote in next City election?	Number	Percent
1=Yes	1223	74.3 %
2=No	158	9.6 %
9=Don't know	265	16.1 %
Total	1646	100.0 %

Section 5:
Survey Instrument

City of Dallas

December 2008

Dear Dallasite:

Have you ever thought of yourself as a customer of government services? Well, in the City of Dallas, we recognize that you have a choice about where you live, work and play. ***You are our most important customer, and we are working hard to change attitudes and to improve our processes to give you the best possible service.***

In my opinion, improving customer service has no end point. We can always improve, and we should never be afraid to ask our customers how we're doing.

This is where you come in.

For the fourth year, the City of Dallas is sending out the enclosed satisfaction survey to residents of Dallas. Your household is among a very small percent of all Dallas households randomly selected to receive this year's survey. ***Your honest opinion carries a great deal of weight!***

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. Fill out the survey completely. "Don't Know" is an acceptable response.
3. Send the completed survey back in the enclosed postage-paid envelope.
4. Only complete one survey per household.
5. Call 888-801-5368 if you have any questions.

Results will be posted on the City's website in March 2009 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 achieve our vision of becoming the number one city in America for customer service!

Sincerely,

Mary K. Suhm
City Manager

City of Dallas

2009 Community Survey

Thank you for taking time to complete this important survey. Your input will be used to help improve the quality of city services and set priorities for the community. If you have any questions, please call us toll free at (888) 801-5368. When you are finished, please return your completed survey in the enclosed postage-paid envelope. Your responses will remain confidential.

1. Please rate the following items by circling the corresponding number below.

HOW WOULD YOU RATE:		PERFORMANCE				
		Excellent	Good	Fair	Poor	Don't Know
a.	Dallas as a place to live?	1	2	3	4	9
b.	Your neighborhood as a place to live?	1	2	3	4	9
c.	Dallas as a place to raise children?	1	2	3	4	9
d.	Dallas as a place to work?	1	2	3	4	9
e.	Dallas as a place to retire?	1	2	3	4	9
f.	Dallas as a place to do business?	1	2	3	4	9
g.	The quality of economic development in Dallas?	1	2	3	4	9
h.	The quality of public schools in Dallas?	1	2	3	4	9
i.	The overall quality of life in Dallas?	1	2	3	4	9

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

HOW WOULD YOU RATE:		PERFORMANCE				
		Excellent	Good	Fair	Poor	Don't Know
a.	Sense of community	1	2	3	4	9
b.	Openness and acceptance of the community towards people of diverse backgrounds	1	2	3	4	9
c.	Overall appearance of Dallas	1	2	3	4	9
d.	Opportunities to attend arts and cultural events	1	2	3	4	9
e.	Shopping opportunities	1	2	3	4	9
f.	Air quality	1	2	3	4	9
g.	Recreational activities	1	2	3	4	9
h.	Job opportunities	1	2	3	4	9
i.	Access to affordable quality housing	1	2	3	4	9
j.	Access to affordable quality child care	1	2	3	4	9
k.	Access to affordable quality health care	1	2	3	4	9
l.	Access to affordable quality food	1	2	3	4	9
m.	Ease of car travel in Dallas	1	2	3	4	9
n.	Ease of bus travel in Dallas	1	2	3	4	9
o.	Ease of rail/subway travel in Dallas	1	2	3	4	9
p.	Ease of bicycle travel in Dallas	1	2	3	4	9
q.	Ease of walking in Dallas	1	2	3	4	9
r.	Educational opportunities	1	2	3	4	9
s.	Overall image/reputation of Dallas	1	2	3	4	9
t.	Overall quality of new development in Dallas	1	2	3	4	9

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

HOW WOULD YOU RATE:		Much too slow	Too Slow	About Right	Too Fast	Much too Fast	Don't Know
a.	Population growth	1	2	3	4	5	9
b.	Retail growth (stores, restaurants, etc.)	1	2	3	4	5	9
c.	Jobs growth	1	2	3	4	5	9

4. Please indicate the extent to which you think each of the following is a problem in the City of Dallas by circling the corresponding number below.

PROBLEMS IN THE CITY		PERFORMANCE				
		Not A Problem	Minor Problem	Moderate Problem	Major Problem	Don't Know
a.	Crime	1	2	3	4	9
b.	Drugs	1	2	3	4	9
c.	Too much growth	1	2	3	4	9
d.	Lack of growth	1	2	3	4	9
e.	Graffiti	1	2	3	4	9
f.	Noise	1	2	3	4	9
g.	Run down buildings, weed lots, or junk vehicles	1	2	3	4	9
h.	Taxes	1	2	3	4	9
i.	Traffic congestion	1	2	3	4	9
j.	Unsupervised youth	1	2	3	4	9
k.	Homelessness	1	2	3	4	9
l.	Weeds	1	2	3	4	9
m.	Absence of communications from the City of Dallas translated into languages other than English	1	2	3	4	9
n.	Unwanted local businesses	1	2	3	4	9
o.	Toxic waste or other environmental hazard(s)	1	2	3	4	9

5. 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	Neither Safe or Unsafe	Unsafe	Very Unsafe	Don't Know
a.	In your neighborhood during the day	5	4	3	2	1	9
b.	In your neighborhood after dark	5	4	3	2	1	9
c.	In Dallas's downtown area during the day	5	4	3	2	1	9
d.	In Dallas's downtown area after dark	5	4	3	2	1	9
e.	In Dallas's parks during the day	5	4	3	2	1	9
f.	In Dallas's parks after dark	5	4	3	2	1	9
g.	In your neighborhood during the day	5	4	3	2	1	9
h.	In your neighborhood after dark	5	4	3	2	1	9
i.	From violent crime (rape, assault, robbery)	5	4	3	2	1	9
j.	From property crime (burglary, theft)	5	4	3	2	1	9
k.	Fire	5	4	3	2	1	9

6. During the past twelve months, were you or anyone in your household the victim of any crime?

___(1) Yes: **<u>IF YES</u> – was this crime (these crimes) reported to the police?** YES NO

___(2) No

7. Please rate the City's overall performance in each of the major categories listed below by circling the corresponding number below. If you have used the service during the past 12 months, please check the gray box to the far right.

MAJOR CATEGORIES OF CITY SERVICES		PERFORMANCE					Check here if you used this service during the past year
		Excellent	Good	Fair	Poor	Don't Know	
a.	Ambulance/emergency medical services	1	2	3	4	9	
b.	Arts and cultural program	1	2	3	4	9	
c.	Bus/transit services	1	2	3	4	9	
d.	Code enforcement (weeds, abandoned buildings, etc.)	1	2	3	4	9	
e.	Customer service provided by city employees	1	2	3	4	9	
f.	Drinking water	1	2	3	4	9	
g.	Fire services	1	2	3	4	9	
h.	Solid waste services (e.g., garbage and recycling collection)	1	2	3	4	9	
i.	Health services	1	2	3	4	9	
j.	Land use, planning, and zoning	1	2	3	4	9	
k.	Maintenance of infrastructure (e.g., city streets and sidewalks)	1	2	3	4	9	
l.	The City's parks and recreation system	1	2	3	4	9	
m.	Police services	1	2	3	4	9	
n.	Public information services	1	2	3	4	9	
o.	Public library services	1	2	3	4	9	
p.	Sewer services (e.g. sanitary sewer / wastewater)	1	2	3	4	9	
q.	Storm drainage	1	2	3	4	9	
r.	Traffic signal timing	1	2	3	4	9	

8. Which FOUR of the services listed above do you think should be the City's top priorities? (list your top 4 choices below using the letters from the list in Question 7)

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

9. Please rate the City's performance in following areas.

PUBLIC SAFETY SERVICES		PERFORMANCE					Check here if you used this service during the past year
		Excellent	Good	Fair	Poor	Don't Know	
a.	Crime prevention	1	2	3	4	9	
b.	Traffic enforcement	1	2	3	4	9	
c.	Response time of police to emergencies	1	2	3	4	9	
d.	Response time of fire department to emergencies	1	2	3	4	9	
e.	Fire prevention and education	1	2	3	4	9	
f.	Municipal courts	1	2	3	4	9	
g.	Animal control	1	2	3	4	9	

10. Which TWO of the public safety services listed above do you think should be the City's top priorities? (list your top 2 choices below using the letters from the list in Question 9)

1st.____ 2nd.____

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

	STREETS AND INFRASTRUCTURE	PERFORMANCE					Check here if you used this service during the past year
		Excellent	Good	Fair	Poor	Don't Know	
a.	Street repair	1	2	3	4	9	
b.	Street cleaning	1	2	3	4	9	
c.	Street lighting	1	2	3	4	9	
d.	Snow removal	1	2	3	4	9	
e.	Sidewalk maintenance	1	2	3	4	9	
f.	Alley maintenance	1	2	3	4	9	
g.	Maintenance of streets in your neighborhood	1	2	3	4	9	

12. Which TWO of the street and infrastructure services listed above do you think should be the City's top priorities? (list your top 2 choices below using the letters from the list in Question 11)

1st:_____ 2nd:_____

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

	SOLID WASTE SERVICES	PERFORMANCE					Check here if you used this service during the past year
		Excellent	Good	Fair	Poor	Don't Know	
a.	Garbage collections	1	2	3	4	9	
b.	Recycling	1	2	3	4	9	
c.	Yard waste pick-up	1	2	3	4	9	
d.	Bulk trash pick-up	1	2	3	4	9	
e.	Household hazardous waste disposal	1	2	3	4	9	

14. Which TWO of the solid waste services listed above do you think should be the City's top priorities? (list your top 2 choices below using the letters from the list in Question 13)

1st:_____ 2nd:_____

15. Please rate the City's performance in the following areas of communication.

	PUBLIC INFORMATION SERVICES	PERFORMANCE					Check here if you used this service during the past year
		Excellent	Good	Fair	Poor	Don't Know	
a.	Quality of City's website	1	2	3	4	9	
b.	Quality of City's cable television channel	1	2	3	4	9	
c.	Quality of the city newsletter	1	2	3	4	9	
d.	WRR 101.1 FM broadcast of City Council meetings	1	2	3	4	9	
e.	WRR 101.1 FM classical music programming	1	2	3	4	9	
f.	3-1-1 services	1	2	3	4	9	
g.	Availability of information about city programs & services	1	2	3	4	9	
h.	Level of public involvement in decision making	1	2	3	4	9	
i.	Townhall meetings	1	2	3	4	9	

16. Which TWO of the public information services listed above do you think should be the City's top priorities? (list your top 2 choices below using the letters from the list in Question 15)

1st:_____ 2nd:_____

17. Where do you <u>currently</u> get news and information about city programs, services, and events? (check all that apply)

____(01) Local newspapers
____(02) Radio FM 101.1
____(03) Other local radio
____(04) Television News
____(05) City cable channel
____(06) City website
____(07) City utility bill
____(08) City newsletter
____(09) 311
____(10) Townhall meetings
____(11) Other: _____

18. Please rate the City's performance in the following areas.

PARKS AND RECREATION SERVICES		PERFORMANCE					Check here if you used this service during the past year
		Excellent	Good	Fair	Poor	Don't Know	
a.	City parks	1	2	3	4	9	
b.	Recreation programs or classes	1	2	3	4	9	
c.	Range/variety of recreation programs and classes	1	2	3	4	9	
d.	Recreation centers/facilities	1	2	3	4	9	
e.	Accessibility of parks	1	2	3	4	9	
f.	Accessibility of recreation centers/facilities	1	2	3	4	9	
g.	Appearance/maintenance of parks	1	2	3	4	9	
h.	Appearance of recreation centers/facilities	1	2	3	4	9	
i.	Outdoor athletic facilities (soccer/baseball fields, tennis courts)	1	2	3	4	9	
j.	Walking and biking trails in the city	1	2	3	4	9	
k.	Outdoor swimming facilities	1	2	3	4	9	
l.	Indoor swimming facilities	1	2	3	4	9	
m.	Ease of registering for city recreation programs/events	1	2	3	4	9	
n.	City golf courses	1	2	3	4	9	

19. Which THREE of the <u>parks and recreation</u> services listed above do you think should be the City's top priorities? (list your top 3 choices below using the letters from the list in Question 18)

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

20. Please rate the City's performance in the following areas.

OTHER CITY SERVICES		PERFORMANCE					Check here if you used this service during the past year
		Excellent	Good	Fair	Poor	Don't Know	
a.	Services to seniors	1	2	3	4	9	
b.	Services to youth	1	2	3	4	9	
c.	Services to low-income people	1	2	3	4	9	
d.	Amount of public parking	1	2	3	4	9	
e.	Accessibility of arts and cultural centers/facilities	1	2	3	4	9	
f.	Appearance of arts and cultural centers/facilities	1	2	3	4	9	
g.	Variety of library materials	1	2	3	4	9	

21. 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, planners or any others)?
___(1) Yes [answer Questions 21a-e] ___(2) No [go to Question 22]

21a. Which department did you contact most recently? _____

21b-e. Please rate the performance of the City employees who helped you the last time you contacted the City in the following areas:

		PERFORMANCE				
GOVERNMENT		Excellent	Good	Fair	Poor	Don't Know
b.	Knowledge	1	2	3	4	9
c.	Responsiveness	1	2	3	4	9
d.	Courtesy	1	2	3	4	9
e.	Overall	1	2	3	4	9

22. Overall, how would you rate the quality of services provided by:

		PERFORMANCE				
GOVERNMENT		Excellent	Good	Fair	Poor	Don't Know
a.	The City of Dallas	1	2	3	4	9
b.	The Federal Government	1	2	3	4	9
c.	The State Government	1	2	3	4	9

23. 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	Neither Agree or Disagree	Disagree	Strongly Disagree	Don't Know
a.	I receive good value for the City of Dallas taxes I pay	5	4	3	2	1	9
b.	I am pleased with the overall direction that the City of Dallas is taking	5	4	3	2	1	9
c.	The City of Dallas government welcomes citizen involvement	5	4	3	2	1	9
d.	The City of Dallas government listens to citizens	5	4	3	2	1	9

24. Which modes of transportation do you use on a regular basis? (Check all that apply)
___(1) Drive alone ___(4) Bus ___(7) Telecommute
___(2) Carpool ___(5) Bicycle ___(8) Other: _____
___(3) Light rail ___(6) Walk

24a. Which ONE of the following best describes the method of transportation you usually use to travel to work? (if you use more than one, select the one you use for the longest distance)
___(1) Motorized vehicle (car, truck, van, or motorcycle) ___(3) Walk
___(4) Work at home
___(2) Public transit (bus, rail, etc.) ___(5) Other

24b. If you checked "motorized vehicle," do other people usually ride with you to or from work?
___(1) Yes ___(2) No

25. In the last 12 months, about how many times, if ever, have you or other household members used Trinity River Corridor's recreational amenities?

___(1) Never
___(2) 1-2 times
___(3) 3-5 times
___(4) More than 5 times
___(5) Don't know about recreational opportunities

Please answer the following questions about yourself.

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

27. How many persons in your household (counting yourself), are:

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

28. In which of the following categories is your age?

___(1) 18-24 years
___(2) 25-34 years
___(3) 35-44 years
___(4) 45-54 years
___(5) 55-64 years
___(6) 65-74 years
___(7) 75+ years

29. What is your gender? ___(1) Male ___(2) Female

30. Which of the following best describes your home?

___(1) Single family home ___(2) Apartment/Condo ___(3) Mobile home ___(4) Other

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

32. Do any members of your household have a physical disability? ___(1) Yes ___(2) No

33. What is your race or ethnic group? (check all that apply)

___(1) American Indian/Alaskan native
___(2) Asian/Pacific Islander
___(3) Black, African/American
___(4) White/Caucasian
___(5) Other: _____

34. Are you Spanish, Hispanic, or Latino? ___(1) Yes ___(2) No

35. What is your total annual household income?

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

36. What is the highest degree or level of education you have completed?

___(1) Less than high school
___(2) High school graduate
___(3) Some college
___(4) Associate's degree
___(5) Bachelor's degree
___(6) Graduate degree

37. Are you currently employed? ___(1) Yes ___(2) No

38. Are you registered to vote in the jurisdiction where you live? ___(1) Yes ___(2) No

39. Did you vote in the 2008 Presidential election? ___(1) Yes ___(2) No

40. Do you plan to vote in the next City election? ___(1) Yes ___(2) No ___(9) Don't know

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 on the sticker 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.

Ciudad de Dallas

Dicíembre de 2008

Estimado residente de Dallas:

¿Se considera usted cliente de los servicios de gobierno? En el Ayuntamiento de Dallas reconocemos que usted tiene la libertad de escoger donde vivir. ***Por eso usted es nuestro más importante cliente y estamos trabajando para cambiar la actitud y mejorar el proceso por el cual le proveemos un mejor servicio.***

En mi concepto, mejorar el servicio al consumidor es una labor interminable. Siempre podemos mejorar y nunca debemos temer preguntarle a los usuarios, ¿cómo lo estamos haciendo?

Aquí es donde Ud. nos puede ayudar.

Por el cuarto año, la Ciudad de Dallas esta enviando una encuesta sobre satisfacción del cliente a los residentes de Dallas. Su hogar esta entre un pequeño porcentaje de todas las casas en Dallas que fue seleccionado al azar para la encuesta de este año. ***Su opinión honesta es de suma importancia!***

He aquí las instrucciones básicas:

1. De los moradores de su hogar, el adulto mayor de 18 años de edad, quien haya cumplido años recientemente, es quien debe llenar la encuesta.
2. Llene la encuesta completamente. "No se" es una respuesta aceptable.
3. Regrese la encuesta completa al Ayuntamiento en el sobre adjunto.
4. Solo llene una encuesta por hogar.
5. Llame al 888-801-5368, si tiene alguna pregunta.

Los resultados serán colocados en la página web del Ayuntamiento en Marzo de 2009 www.alcaldiadedallas.com. Ud. podrá revisar los resultados de previas encuestas. Le agradezco mucho su tiempo por ayudar a la Ciudad de Dallas a cumplir con nuestra visión de ser el Ayuntamiento numero uno de América en servicio al consumidor.

Cordialmente,

Mary K. Suhm
Administradora del Ayuntamiento

City of Dallas

Encuesta Ciudadana 2009

Gracias por tomarse el tiempo para completar esta importante encuesta. Su aportación será usada para ayudar a mejorar la calidad en los servicios de la ciudad y establecer prioridades para la comunidad. Si tiene alguna pregunta, por favor de llamarnos sin cargo al (888) 801-5368. Cuando haya acabado, por favor de devolver su encuesta completada en el sobre con franqueo que se ha incluido. Sus respuestas permanecerán confidenciales.

---

1. Por favor clasifique los siguientes artículos haciendo un círculo al número correspondiente.

COMO CLASIFICARIA USTED:		RENDIMIENTO				
		Excelente	Bueno	Regular	Malo	No lo Sé
a.	¿Dallas como lugar para vivir?	1	2	3	4	9
b.	¿Su vecindario como lugar para vivir?	1	2	3	4	9
c.	¿Dallas como lugar par criar niños?	1	2	3	4	9
d.	¿Dallas como lugar para trabajar?	1	2	3	4	9
e.	¿Dallas como lugar para retirarse¿	1	2	3	4	9
f.	¿Dallas como lugar para hacer negocios?	1	2	3	4	9
g.	¿La calidad del desarrollo económico en Dallas?	1	2	3	4	9
h.	¿La calidad de las escuelas públicas en Dallas?	1	2	3	4	9
i.	¿La calidad general de vida en Dallas?	1	2	3	4	9

2. ¿Por favor clasifique cada una de las siguientes características en cuanto a como se relaciona al total de Dallas.

COMO CLASIFICARIA USTED:		RENDIMIENTO				
		Excelente	Bueno	Regular	Malo	No lo Sé
a.	Sensación de comunidad	1	2	3	4	9
b.	Franqueza y aceptación de la comunidad hacia personas de antecedentes diversos	1	2	3	4	9
c.	Apariencia general de Dallas	1	2	3	4	9
d.	Oportunidades para asistir a eventos artísticos y culturales	1	2	3	4	9
e.	Oportunidades para ir de compras	1	2	3	4	9
f.	Calidad de aire	1	2	3	4	9
g.	Actividades recreativas	1	2	3	4	9
h.	Oportunidades de empleo	1	2	3	4	9
i.	Acceso a vivienda de calidad a precio razonable	1	2	3	4	9
j.	Acceso a cuidado de niños de calidad a precio razonable	1	2	3	4	9
k.	Acceso a cuidado de salud de calidad a precio razonable	1	2	3	4	9
l.	Acceso a alimentos de calidad a precio razonable	1	2	3	4	9
m.	Facilidad para andar en automóvil en Dallas	1	2	3	4	9
n.	Facilidad para andar en autobús en Dallas	1	2	3	4	9
o.	Facilidad para andar en tren/metro en Dallas	1	2	3	4	9
p.	Facilidad para andar en bicicleta en Dallas	1	2	3	4	9
q.	Facilidad para andar a pie en Dallas	1	2	3	4	9
r.	Oportunidades educativas	1	2	3	4	9
s.	Imagen/reputación general de Dallas	1	2	3	4	9
t.	Calidad general de los desarrollos nuevos en Dallas	1	2	3	4	9

3. Por favor clasifique la velocidad de crecimiento en las siguientes categorías en Dallas durante los últimos dos años:

COMO CLASIFICARIA USTED:		Muy Lento	Lento	Casi bien	Rápido	Muy Rápido	No Lo Sé
a.	Crecimiento poblacional	1	2	3	4	5	9
b.	Crecimiento Comercial (Tiendas, restaurantes, etc.)	1	2	3	4	5	9
c.	Crecimiento de empleos	1	2	3	4	5	9

4. Por favor indique el alcance en el que usted piensa que cada uno de los siguientes es un problema en la Ciudad de Dallas haciendo un círculo al número correspondiente.

PROBLEMAS EN LA CIUDAD		RENDIMIENTO				
		No Es Un Problema	Problema Menor	Problema Moderado	Problema Mayor	No Lo Sé
a.	Crimen	1	2	3	4	9
b.	Drogas	1	2	3	4	9
c.	Demasiado crecimiento	1	2	3	4	9
d.	Falta de crecimiento	1	2	3	4	9
e.	Graffiti	1	2	3	4	9
f.	Ruido	1	2	3	4	9
g.	Edificios sin mantenimiento, lotes enmalezados, o vehículos abandonados	1	2	3	4	9
h.	Impuestos	1	2	3	4	9
i.	Congestión de transito	1	2	3	4	9
j.	Juventud sin supervisión	1	2	3	4	9
k.	Indigencia	1	2	3	4	9
l.	Yerbas/maleza	1	2	3	4	9
m.	Ausencia de comunicación de la Ciudad de Dallas traducida a idiomas que no sean Inglés	1	2	3	4	9
n.	Negocios locales no-deseables	1	2	3	4	9
o.	Desechos tóxicos o otros riesgos ambientales	1	2	3	4	9

5. Usando una escala de 1 al 5 en la cual 5 significa" Muy Seguro" y 1 significa "Muy Peligroso" por favor indique que seguro se siente usted en las siguientes situaciones.

QUE SEGURO SE SIENTE:		Muy Seguro	Seguro	Ni Seguro Ni Peligroso	Peligroso	Muy Peligroso	No Lo Sé
a.	En su vecindario durante el día	5	4	3	2	1	9
b.	En su vecindario después del atardecer	5	4	3	2	1	9
c.	En el centro de Dallas durante el día	5	4	3	2	1	9
d.	En el centro de Dallas después del atardecer	5	4	3	2	1	9
e.	En los parques de Dallas durante el día	5	4	3	2	1	9
f.	En los parques de Dallas después del atardecer	5	4	3	2	1	9
g.	En su vecindario durante el día	5	4	3	2	1	9
h.	En su vecindario después del atardecer	5	4	3	2	1	9
i.	De crimen violento (violación, agresión, robo)	5	4	3	2	1	9
j.	De crimen contra la propiedad (escalamiento, robo)	5	4	3	2	1	9
k.	Fuego	5	4	3	2	1	9

6. ¿Durante los últimos doce meses, fue usted o alguien en su hogar victimas de algún crimen?

___ (1) Si: **<u>Es Si</u> – Este crimen (estos crímenes) fueron reportados a la policía?** Si NO

___ (2) No

7. Favor de clasificar el desempeño general de la Ciudad en cada una de las categorías principales listadas a continuación haciendo un círculo en el número correspondiente. Si ha usado el servicio en los últimos 12 meses, favor de marcar el encasillado gris en el extremo derecho.

CATEGORIAS PRINCIPALES DE SERVICIOS DE LA CIUDAD		RENDIMIENTO					Marque aquí si uso este servicio en el ultimo año
		Excelente	Bueno	Regular	Malo	No Lo Sé	
a.	Servicios de ambulancia/emergencia	1	2	3	4	9	
b.	Programa de arte y cultura	1	2	3	4	9	
c.	Servicios de autobús/transito	1	2	3	4	9	
d.	Ejecución de Códigos (maleza, edificios abandonados, etc.)	1	2	3	4	9	
e.	Servicio al consumidor provisto por empleados de la ciudad	1	2	3	4	9	
f.	Agua potable	1	2	3	4	9	
g.	Servicios de bomberos	1	2	3	4	9	
h.	Servicios de desperdicios sólidos (Ej., recogido de basura y reciclables)	1	2	3	4	9	
i.	Servicios de Salud	1	2	3	4	9	
j.	Uso, planificación y zonificación de terrenos	1	2	3	4	9	
k.	Mantenimiento de infraestructura (Ej., calles y aceras municipales)	1	2	3	4	9	
l.	El sistema de parques y recreos de la Ciudad	1	2	3	4	9	
m.	Servicios de policía	1	2	3	4	9	
n.	Servicios de información pública	1	2	3	4	9	
o.	Servicios de biblioteca pública	1	2	3	4	9	
p.	Servicios de alcantarillado (Ej. alcantarillado sanitario/agua residual)	1	2	3	4	9	
q.	Alcantarillado pluvial	1	2	3	4	9	
r.	Coordinación de señales de transito	1	2	3	4	9	

8. ¿Cuales CUATRO de los servicios arriba listados cree usted que deben ser las prioridades primordiales de la Ciudad? (enumere sus 4 selecciones abajo usando las letras de la lista en la pregunta 7)

1ra:_____ 2da:_____ 3ra:_____ 4ta:_____

9. Por favor clasifique el desempeño de la Ciudad en las siguientes áreas.

SERVICIOS DE SEGURIDAD PUBLICA		RENDIMIENTO					Marque aquí si uso este servicio en el ultimo año
		Excelente	Bueno	Regular	Malo	No Lo Sé	
a.	Prevención de crimen	1	2	3	4	9	
b.	Autoridad de tránsito	1	2	3	4	9	
c.	Tiempo de respuesta de la policía a emergencias	1	2	3	4	9	
d.	Tiempo de respuesta de los bomberos a emergencias	1	2	3	4	9	
e.	Prevención y educación contra incendios	1	2	3	4	9	
f.	Cortes municipales	1	2	3	4	9	
g.	Control de animales	1	2	3	4	9	

10. Cuales DOS de los servicios de seguridad pública listados arriba piensa usted que deben de ser las prioridades primordiales de la Ciudad? (enumere sus 2 selecciones abajo usando las letras de la lista en la pregunta 9)

1ra.____ 2da.____

11. Por favor clasifique el rendimiento de la Ciudad en las siguientes áreas.

CALLES E INFRAESTRUCTURA		RENDIMIENTO					Marque aquí si uso este servicio en el ultimo año
		Excelente	Bueno	Regular	Malo	No Lo Sé	
a.	Reparación de calles	1	2	3	4	9	
b.	Limpieza de calles	1	2	3	4	9	
c.	Alumbrado de calles	1	2	3	4	9	
d.	Remoción de nieve	1	2	3	4	9	
e.	Mantenimiento de aceras	1	2	3	4	9	
f.	Mantenimiento de callejones	1	2	3	4	9	
g.	Mantenimiento de las calles en su vecindario	1	2	3	4	9	

12. Cuales DOS de los servicios de <u>calles e infraestructura</u> listados arriba piensa usted que deben de ser las prioridades primordiales de la Ciudad? (enumere sus 2 selecciones abajo usando las letras de la lista en la pregunta 11)

1ra.:____ 2da.:____

13. Por favor clasifique el rendimiento de la Ciudad en las siguientes áreas.

SERVICIOS DE DESPERDICIOS SÓLIDOS		RENDIMIENTO					Marque aquí si uso este servicio en el ultimo año
		Excelente	Bueno	Regular	Malo	No Lo Sé	
a.	Recogido de basura	1	2	3	4	9	
b.	Reciclaje	1	2	3	4	9	
c.	Recogido de desperdicios de jardín	1	2	3	4	9	
d.	Recogido de basura a granel	1	2	3	4	9	
e.	Eliminación de desperdicios caseros peligrosos	1	2	3	4	9	

14. Cuales DOS de los servicios de <u>desperdicios sólidos</u> listados arriba piensa usted que deben de ser las prioridades primordiales de la Ciudad? (enumere sus 2 selecciones abajo usando las letras de la lista en la pregunta 13)

1ra.:____ 2da.:____

15. Por favor clasifique el rendimiento de la Ciudad en las siguientes áreas de comunicación.

SERVICIOS DE INFORMACION PUBLICA		RENDIMIENTO					Marque aquí si uso este servicio en el ultimo año
		Excelente	Bueno	Regular	Malo	No Lo Sé	
a.	Calidad del portal en red de la Ciudad	1	2	3	4	9	
b.	Calidad del canal de televisión por cable de la Ciudad	1	2	3	4	9	
c.	Calidad del boletín de la Ciudad	1	2	3	4	9	
d.	Transmisión de juntas de consejo de Ciudad por WRR 101.1 FM	1	2	3	4	9	
e.	Programación de música clásica por WRR 101.1 FM	1	2	3	4	9	
f.	Servicios 3-1-1	1	2	3	4	9	
g.	Disponibilidad de información sobre programas y servicios de Ciudad	1	2	3	4	9	
h.	Nivel de participación publica en la toma de decisiones	1	2	3	4	9	
i.	Juntas de ayuntamiento	1	2	3	4	9	

16. Cuales DOS de los servicios de <u>Información pública</u> listados arriba piensa usted que deben de ser las prioridades primordiales de la Ciudad? (enumere sus 2 selecciones abajo usando las letras de la lista en la pregunta 15)

1ra.:____ 2da.:____

17. ¿Donde es que usted <u>actualmente</u> obtiene noticias e información sobre los programas servicios y eventos de la ciudad? (Marque todas las que apliquen)

____ (01) Periódicos locales
____ (02) Radio FM 101.1
____ (03) Otra radio local
____ (04) Noticias en televisión
____ (05) Canal de cable de la ciudad
____ (06) Portal en red de la ciudad
____ (07) Factura de servicios de Ciudad
____ (08) Boletín de la Ciudad
____ (09) 311
____ (10) Juntas de ayuntamiento
____ (11) Otro: _____

18. Por favor clasifique el rendimiento de la Ciudad en las siguientes áreas.

PARKS AND RECREATION SERVICES		RENDIMIENTO					Marque aquí si uso este servicio en el ultimo año
		Excelente	Bueno	Regular	Malo	No Lo Sé	
a.	Parques de la ciudad	1	2	3	4	9	
b.	Clases o programas de recreación	1	2	3	4	9	
c.	Gama o variedad de clases y programas de recreación	1	2	3	4	9	
d.	Centros/facilidades de recreación	1	2	3	4	9	
e.	Accesibilidad de parques	1	2	3	4	9	
f.	Accesibilidad de centros/facilidades de recreación	1	2	3	4	9	
g.	Apariencia/mantenimiento de parques	1	2	3	4	9	
h.	Apariencia de centros/facilidades de recreación	1	2	3	4	9	
i.	Facilidades atléticas exteriores (campos de balompié/baseball, canchas de tenis)	1	2	3	4	9	
j.	Caminos para andar a pie y en bicicleta en la ciudad	1	2	3	4	9	
k.	Facilidades exteriores para natación	1	2	3	4	9	
l.	Facilidades interiores para natación	1	2	3	4	9	
m.	Facilidad para registrarse para programas/eventos de recreación de la ciudad	1	2	3	4	9	
n.	Campos de golf municipales	1	2	3	4	9	

19. Cuales TRES de los servicios de <u>parques y recreos</u> listados arriba piensa usted que deben de ser las prioridades primordiales de la Ciudad? (enumere sus 2 selecciones abajo usando las letras de la lista en la pregunta 18)

1ra.:_____ 2da.:_____ 3ra.:_____

20. Por favor clasifique el rendimiento de la Ciudad en las siguientes áreas.

OTROS SERVICIOS DE LA CIUDAD		RENDIMIENTO					Marque aquí si uso este servicio en el ultimo año
		Excelente	Bueno	Regular	Malo	No Lo Sé	
a.	Servicios a personas mayores	1	2	3	4	9	
b.	Servicios a la juventud	1	2	3	4	9	
c.	Servicios para personas de bajos ingresos	1	2	3	4	9	
d.	Cantidad de estacionamiento municipal	1	2	3	4	9	
e.	Accesibilidad a centros/facilidades de arte y cultura	1	2	3	4	9	
f.	Apariencia de los centros/facilidades de arte y cultura	1	2	3	4	9	
g.	Variedad de material bibliotecario	1	2	3	4	9	

21. Ha tenido usted algún contacto en persona o telefónico con un empleado de la Ciudad de Dallas en los últimos 12 meses (incluyendo policía, recepcionistas, planificadores o cualquier otros)?

___ (1) Si [conteste la pregunta 21a-e] ___(2) No [proceda a la 22]

21a. ¿Cuál departamento fue el que contacto más recientemente? _____

21b-e. Por favor clasifique el rendimiento de los empleados de la ciudad que le ayudaron la última vez que usted contactó a la ciudad en las siguientes áreas:

		RENDIMIENTO				
	GOBIERNO	Excelente	Bueno	Regular	Malo	No Lo Sé
b.	Conocimiento	1	2	3	4	9
c.	Receptividad	1	2	3	4	9
d.	Cortesía	1	2	3	4	9
e.	En general	1	2	3	4	9

22. En general como clasificaría la calidad de los servicios provistos por:

		RENDIMIENTO				
	GOBIERNO	Excelente	Bueno	Regular	Malo	No Lo Sé
a.	La Ciudad de Dallas	1	2	3	4	9
b.	El Gobierno Federal	1	2	3	4	9
c.	El Gobierno Estatal	1	2	3	4	9

23. Usando una escala de 1 a 5 en la cual 5 significa "Muy de Acuerdo" y 1 significa "Muy en desacuerdo" por favor clasifique su nivel acuerdo con las siguientes declaraciones.

	DECLARACION	Muy de Acuerdo	De Acuerdo	Ni de acuerdo ni desacuerdo	No de acuerdo	En nada de acuerdo	No lo Sé
a.	Recibo un buen valor de la ciudad de Dallas por los impuestos que pago	5	4	3	2	1	9
b.	Estoy satisfecho con la dirección general que la Ciudad de Dallas esta tomando	5	4	3	2	1	9
c.	El gobierno de la Ciudad de Dallas agradece la participación ciudadana	5	4	3	2	1	9
d.	El gobierno de la Ciudad de Dallas escucha a sus ciudadanos	5	4	3	2	1	9

24. ¿Cuales medios de transportación utiliza de manera regular? (marque todos los que se apliquen)

___ (1) Conduzco solo ___ (4) Autobús ___ (7) Tele conmuto
___ (2) "Carpool" ___ (5) Bicicleta ___ (8) Otro: _____
___ (3) Riel ligero ___ (6) Camino

24a. ¿Cual de estos describe el método de transportación que usualmente utiliza para ir al trabajo? (si usa mas de uno, seleccione el que usa por la mayor distancia)

___ (1) Vehículo motorizado (coche, camión, van, o motocicleta)
___ (2) Transporte público
___ (3) Caminar
___ (4) Trabajo en casa
___ (5) Otro

24b. ¿Si marco "vehículo motorizado," usualmente otras personas van con usted a, o desde, su trabajo? ___(1) Si ___(2) No

25. ¿En los últimos 12 meses, como cuantas veces, si alguna, usted o alguno de los miembros de su hogar han usado las amenidades recreativas del Corredor del Trinity River?

___ (1) Nunca
___ (2) 1-2 veces
___ (3) 3-5 veces
___ (4) Mas de 5 veces
___ (5) No sé de oportunidades recreativas

Por favor conteste las siguientes preguntas sobre usted.

26. ¿Cuantos años ha vivido en Dallas? _____ años

27. ¿Cuantas personas en el hogar (contándose usted), son:

Menores de 12	____	De 18-34	____	De 50-64	____
De 12-17	____	De 35-49	____	De 65+	____

28. ¿En cuál de las siguientes categorías está su edad?

___ (1) 18-24 años
___ (2) 25-34 años
___ (3) 35-44 años
___ (4) 45-54 años
___ (5) 55-64 años
___ (6) 65-74 años
___ (7) 75+ años

29. ¿Cual es su genero? ___ (1) Macho ___ (2) Hembra

30. ¿Cual de las siguientes mejor describe su hogar?

___ (1) Casa de una sola familia ___ (2) Apartamento/Condo ___ (3) Casa Móvil ___ (4) Otro

31. ¿Es usted dueño de, o renta su casa? ___ (1) Dueño ___ (2) Rento (u ocupo sin pagar)

32. ¿Algún miembro de su hogar tiene alguna discapacidad física? ___ (1) Si ___ (2) No

33. ¿Cual es su raza o grupo étnico? (marque todos los que apliquen)

___ (1) Indígena Americano /Nativo de Alaska
___ (2) Asiático/Isleño del Pacifico
___ (3) Negro, Afro/Americano
___ (4) Blanco/Caucásico
___ (5) Otro: _____

34. ¿Es usted Español Hispano o Latino? ___(1) Si ___(2) No

35. ¿Cual es el ingreso anual total de su hogar?

___ (1) Menos de $24,999
___ (2) $25,000 - $49,999
___ (3) $50,000 - $74,999
___ (4) $75,000 - $99,999
___ (5) $100,000 o más

36. ¿Cual es el grado o nivel mas alto de educación que usted ha completado?

___ (1) Grado 12 o menos
___ (2) Graduado de secundaria
___ (3) Algo de Universidad
___ (4) Grado Asociado
___ (5) Grado de Licenciatura
___ (6) Grado post graduado

37. ¿Está actualmente empleado? ___ (1) Si ___ (2) No

38. ¿Esta usted registrado para votar en la jurisdicción en la que vive? ___ (1) Si ___ (2) No

39. ¿Votó usted en las elecciones presidenciales del 2008? ___ (1) Si ___ (2) No

40. ¿Planea votar en las próximas elecciones de la Ciudad? ___ (1) Si ___ (2) No ___ (9) No lo sé

Por favor devuelva su encuesta completada en el sobre con franqueo que se ha incluido a:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Las respuestas individuales a la encuesta permanecerán confidenciales. La información empresa en la calcomanía a la derecha SOLAMENTE será usada para identificar que áreas de la ciudad están teniendo dificultades con servicios de la ciudad. Si su dirección no está correcta, favor de proveer la información correcta.