

The National

CITIZEN SURVEY™

2005

Report of Results for the City of Dallas, Texas



City of Dallas

Submitted by:

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SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA).

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically reweighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The City of Dallas staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries NRC used for sampling; and they provided the appropriate letterhead and signatures for mailings. City of Dallas staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

UNDERSTANDING THE RESULTS

Survey Administration

Following the mailing of a pre-survey notification postcard to a random sample of 8,400 households, surveys were mailed to the same residences approximately one week later. A reminder letter and a new survey were sent to the same households after two weeks. All mailed materials were printed in English and Spanish. Of the mailed postcards, 814 were undeliverable due to vacant or “not found” addresses. Completed surveys were received from 1,919 residents, for a response rate of 25%. Typically, the response rates obtained on citizen surveys range from 25% to 40%. Response rates for individual Council Districts are reported in Appendix II.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95 percent confidence level for this survey of 8,400 residents is generally no greater than plus or minus 2 percentage points around any given percent reported for the entire sample.

The results were weighted to reflect the demographic profile of all residents in the City of Dallas. (For more information on the survey methodology, see Appendix II. A copy of the survey materials can be found in Appendix III.)

Survey Validity

The question of survey validity has two parts: 1) how can we be confident that the results from our sample are representative of the results we would have gotten had we administered the survey to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, we use the best survey research practices for the resources spent to assure that the results from the sample reflect the opinions of residents in the entire jurisdiction. These practices include:

- 1) Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent.
- 2) Selecting households at random within the jurisdiction.

- 3) Over-sampling attached units to improve response from hard-to-reach, lower income, or younger apartment dwellers.
- 4) Selecting the respondent within the household using an unbiased sampling procedure¹.
- 5) Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- 6) Soliciting response on jurisdiction letterhead signed by the highest ranking elected official or staff member.
- 7) Providing a self-addressed, postage-paid return envelope.
- 8) Offering the survey in Spanish when appropriate and requested by City officials.
- 9) Using the most recent available information about the characteristics of jurisdiction residents to reweight the data to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), her confidence that she can be honest without suffering any

¹ The birthday method requests that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.

negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g. family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality tend to be ambiguous, some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of fire fighters, breadth of services and training provided). Whether some research confirms or disconfirms that relationship between what residents think about a community and what can be seen "objectively" in a community, we have argued that resident opinion is a perspective that cannot be ignored by government administrators. Elsewhere we have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

Use of the “Excellent, Good, Fair, Poor” Response Scale

The scale on which respondents are asked to record their opinions about service and community quality is “excellent,” “good,” “fair” or “poor” (EGFP). This scale has important advantages over other scale possibilities (very good to very bad; very satisfied to very dissatisfied; strongly agree to strongly disagree, as examples). EGFP is used by the plurality of jurisdictions conducting citizen surveys across the U.S. The advantage of familiarity is one we did not want to dismiss because elected officials, staff and residents already are acquainted with opinion surveys measured this way. EGFP also has the advantage of offering three positive options, rather than only two, over which a resident can offer an opinion. While symmetrical scales often are the right choice in other measurement tasks, we have found that ratings of almost every local government service in almost every jurisdiction tend, on average, to be positive (that is, above the scale midpoint). Therefore, to permit finer distinctions among positively rated services, EGFP offers three options across which to spread those ratings. EGFP is more neutral because it requires no positive statement of service quality to judge (as agree-disagree scales require) and, finally, EGFP intends to measure absolute quality of service delivery or community quality (unlike satisfaction scales which ignore residents’ perceptions of quality in favor of their report on the acceptability of the level of service offered).

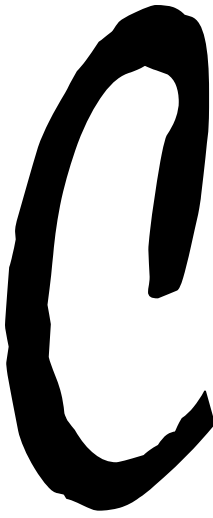
“Don’t Know” Responses

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix I. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

For two of the items related to crime victimization and crime reporting, “don’t know” responses were not removed. These questions were not evaluative; rather, respondents were asked if they or any member of their household had been a victim of a crime within the last year. If they were, they were then asked whether the crime had been reported to police.

Putting Evaluations Onto a 100-Point Scale

Although responses to many of the evaluative questions were made on a 4 point scale with 4 representing the best rating and 1 the worst, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent,” then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor” rating, the result would be 0 on the 100-point scale. If the average rating for quality of life was “good,” then the result would be 67 on a 100-point scale; “fair” would be 33 on the 100-point scale. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus 2 points based on all respondents.



COMMUNITY LIFE

The National Citizen Survey™ contained many questions related to the life of residents in the community. Survey participants were asked to rate their overall quality of life, as well as other aspects of quality of life in Dallas. They also evaluated characteristics of the community, and gave their perceptions of safety in the City of Dallas. The questionnaire assessed use of the amenities of the community and involvement by respondents in the civic and economic life of Dallas.

QUALITY OF LIFE

When asked to rate the overall quality of life in Dallas, 6% of respondents thought it was “excellent.” Only 8% rated overall quality of life as “poor.” All of the responses of residents who had an opinion about the overall quality of life in Dallas are shown in Figure 1 below. Other ratings can be seen in the figures on the following page.

Figure 1: Overall Quality of Life in Dallas

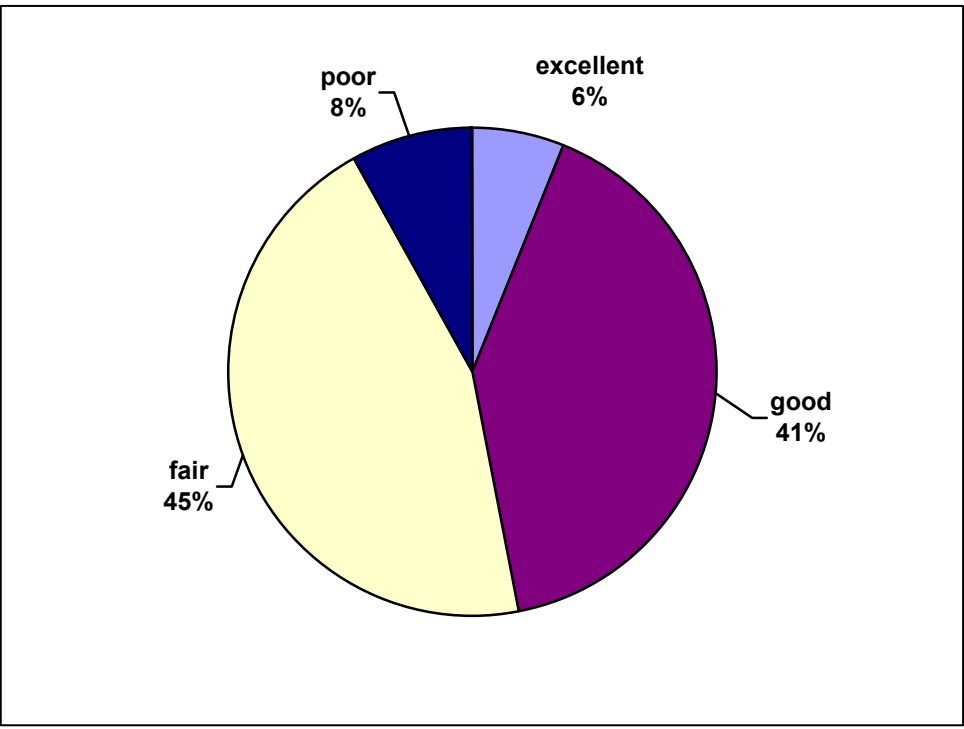


Figure 2: Quality of Life Ratings

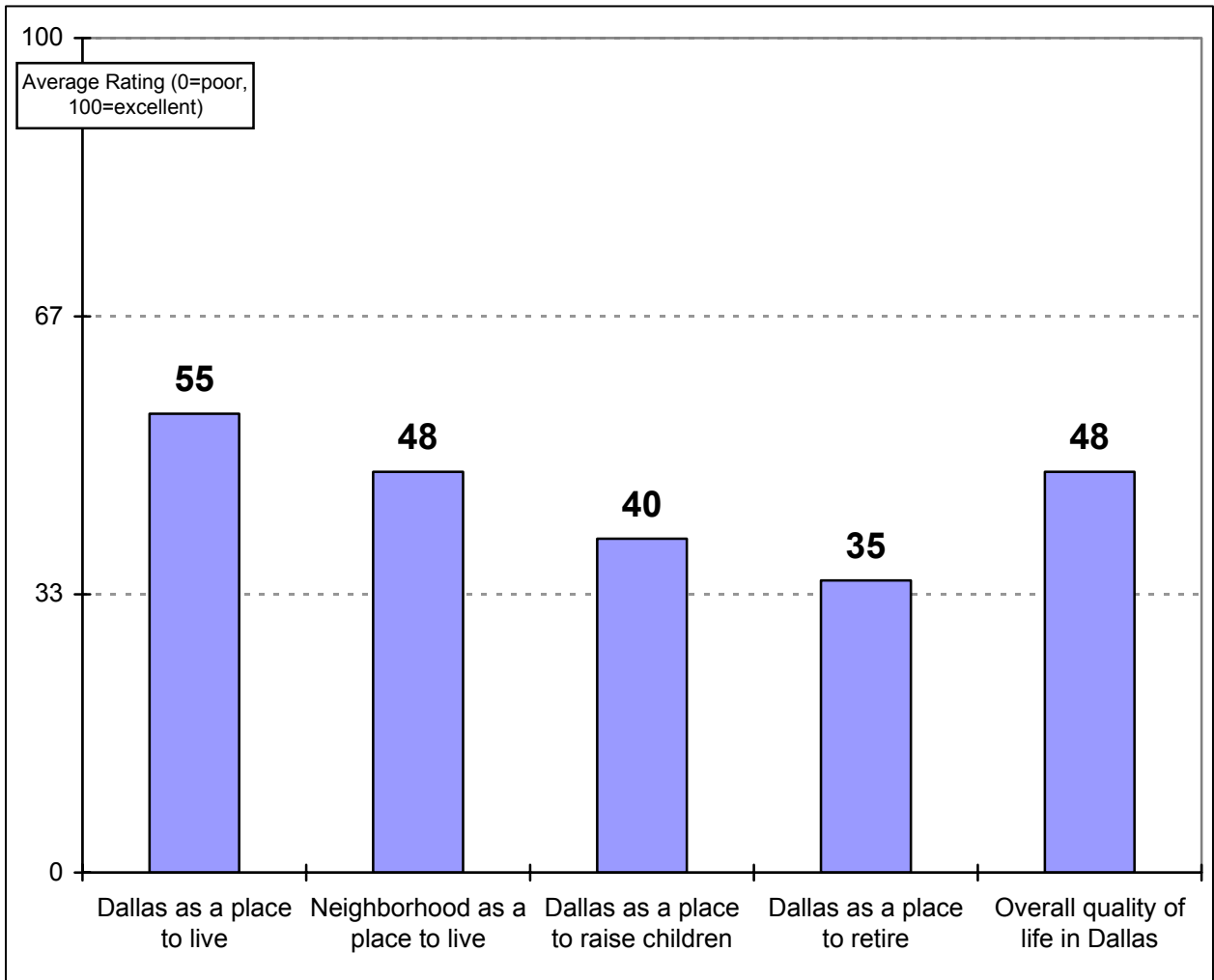


Figure 2b: Quality of Life Ratings

	excellent	good	fair	poor
How do you rate Dallas as a place to live?	11%	50%	34%	6%
How do you rate your neighborhood as a place to live?	11%	38%	35%	16%
How do you rate Dallas as a place to raise children?	5%	31%	43%	21%
How do you rate Dallas as a place to retire?	5%	25%	41%	30%
How do you rate the overall quality of life in Dallas?	6%	41%	45%	8%

Note: "Don't Know" responses are removed

RATINGS OF COMMUNITY CHARACTERISTICS IN DALLAS

The highest rated characteristics of Dallas were shopping opportunities, opportunities to attend cultural activities and ease of rail/subway travel. When asked about potential problems in Dallas, the three concerns rated by the highest proportion of respondents as a “major problem” were drugs, crime and homelessness. The rate of population growth in Dallas was viewed as “too fast” by 61% of respondents, while 4% thought it was “too slow.”

Figure 3a: Characteristics of the Community: General and Opportunities

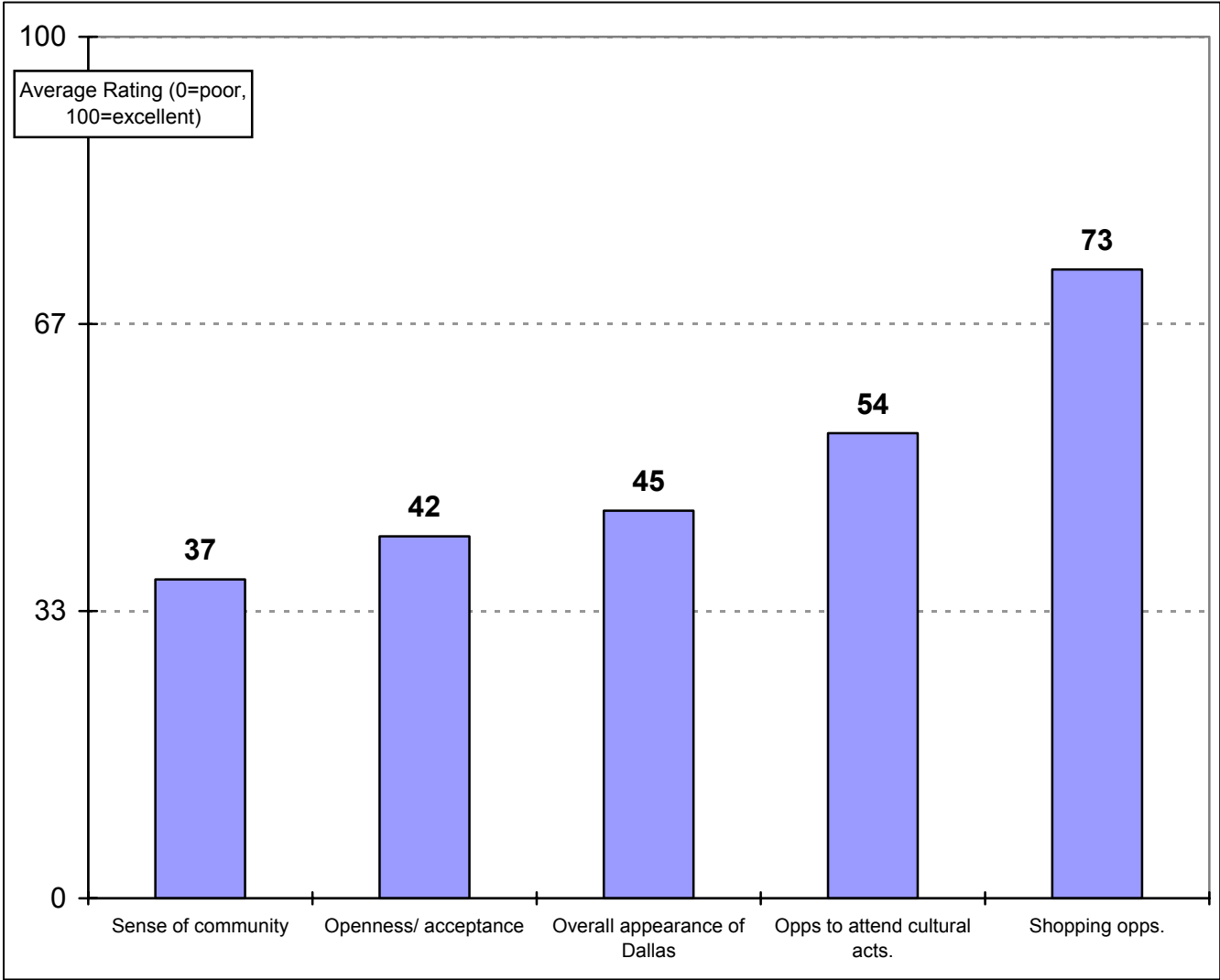


Figure 3b: Characteristics of the Community: General and Opportunities
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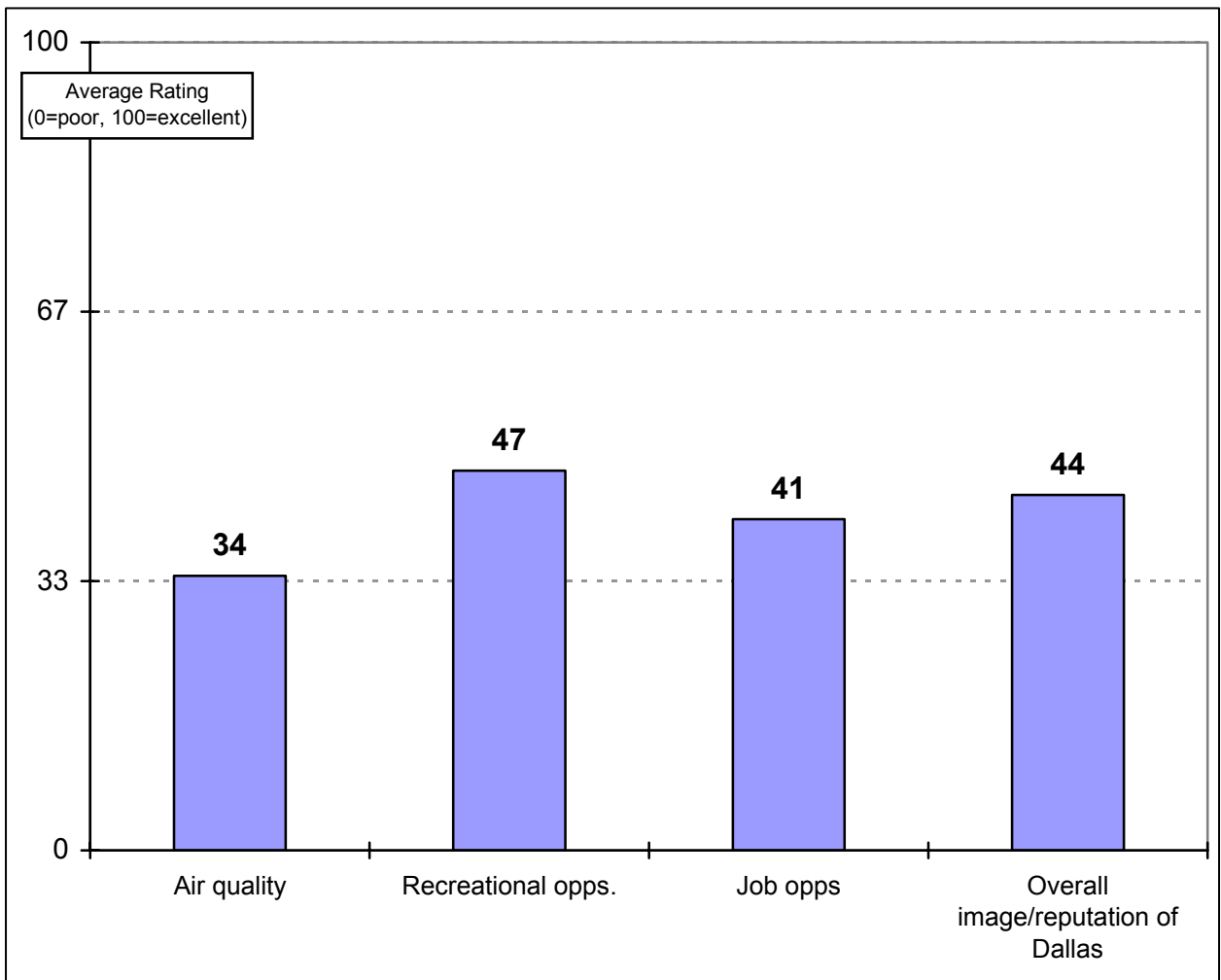


Figure 3c: Characteristics of the Community: General and Opportunities

	excellent	good	fair	poor
Sense of community	3%	29%	44%	25%
Openness and acceptance of the community towards people of diverse backgrounds	7%	30%	43%	19%
Overall appearance of Dallas	5%	38%	44%	13%
Opportunities to attend cultural activities	15%	42%	31%	12%
Shopping opportunities	43%	38%	14%	5%
Air quality	4%	23%	46%	27%
Recreational opportunities	10%	36%	38%	16%
Job opportunities	8%	33%	35%	25%
Overall image/reputation of Dallas	5%	38%	42%	15%

Note: "Don't Know" responses are removed

COMMUNITY LIFE

Figure 4: Characteristics of the Community: Access

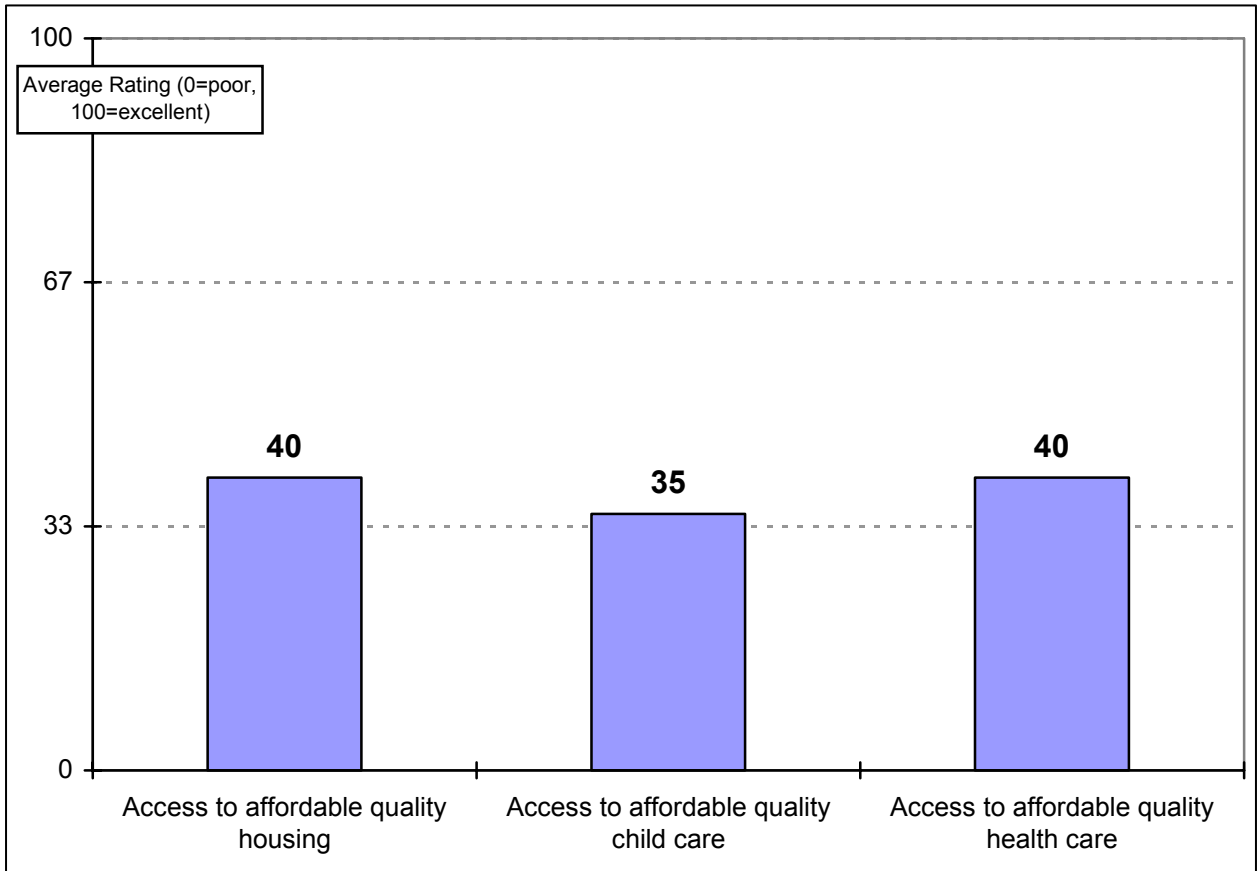


Figure 4b: Characteristics of the Community: Access

	excellent	good	fair	poor
Access to affordable quality housing	7%	30%	37%	25%
Access to affordable quality child care	5%	26%	39%	30%
Access to affordable quality health care	9%	31%	31%	29%

Note: "Don't Know" responses are removed

Figure 5: Characteristics of the Community: Mobility

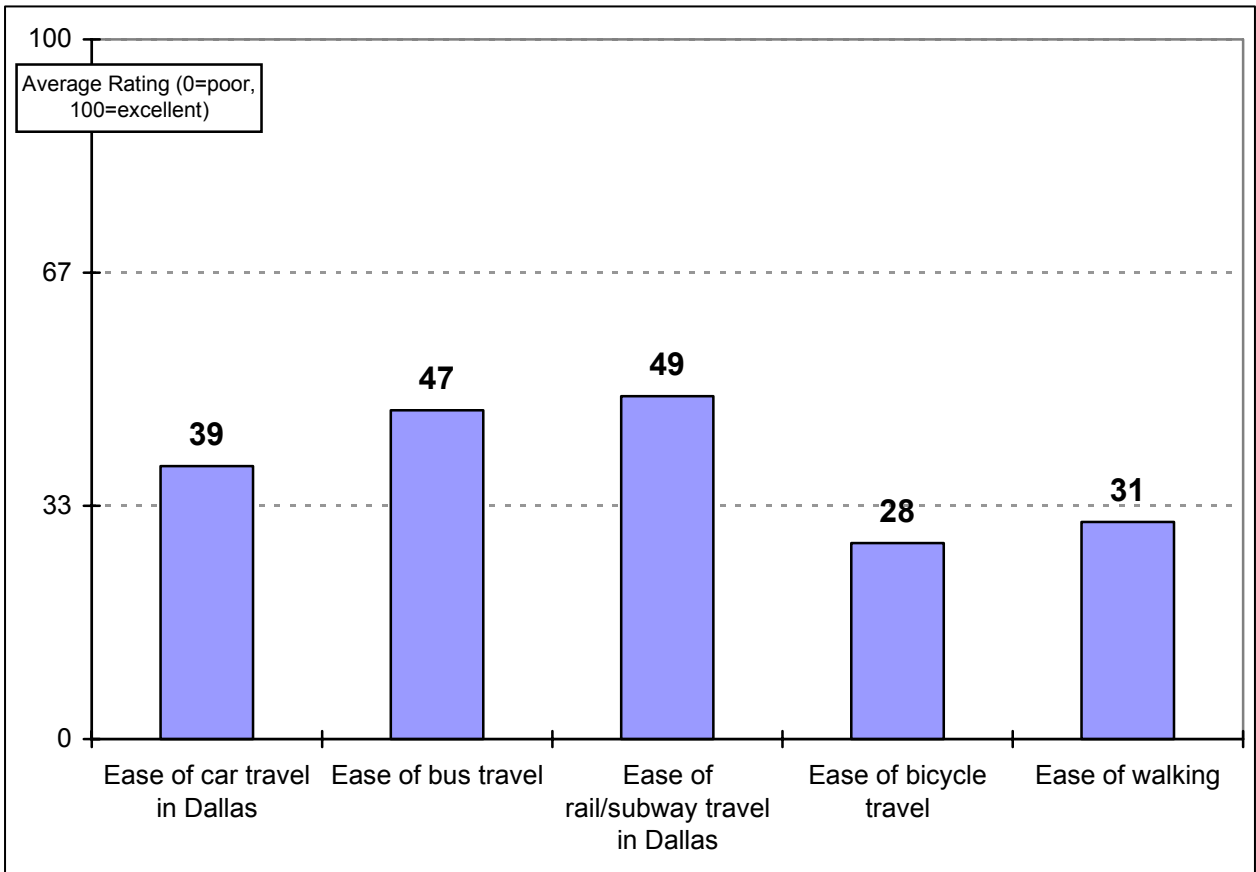


Figure 5b: Characteristics of the Community: Mobility

	excellent	good	fair	poor
Ease of car travel in Dallas	6%	28%	41%	24%
Ease of bus travel in Dallas	10%	38%	33%	19%
Ease of rail/subway travel in Dallas	13%	37%	33%	17%
Ease of bicycle travel in Dallas	4%	18%	35%	43%
Ease of walking in Dallas	4%	21%	36%	38%

Note: "Don't Know" responses are removed

Figure 6: Ratings of Potential Problems in Dallas

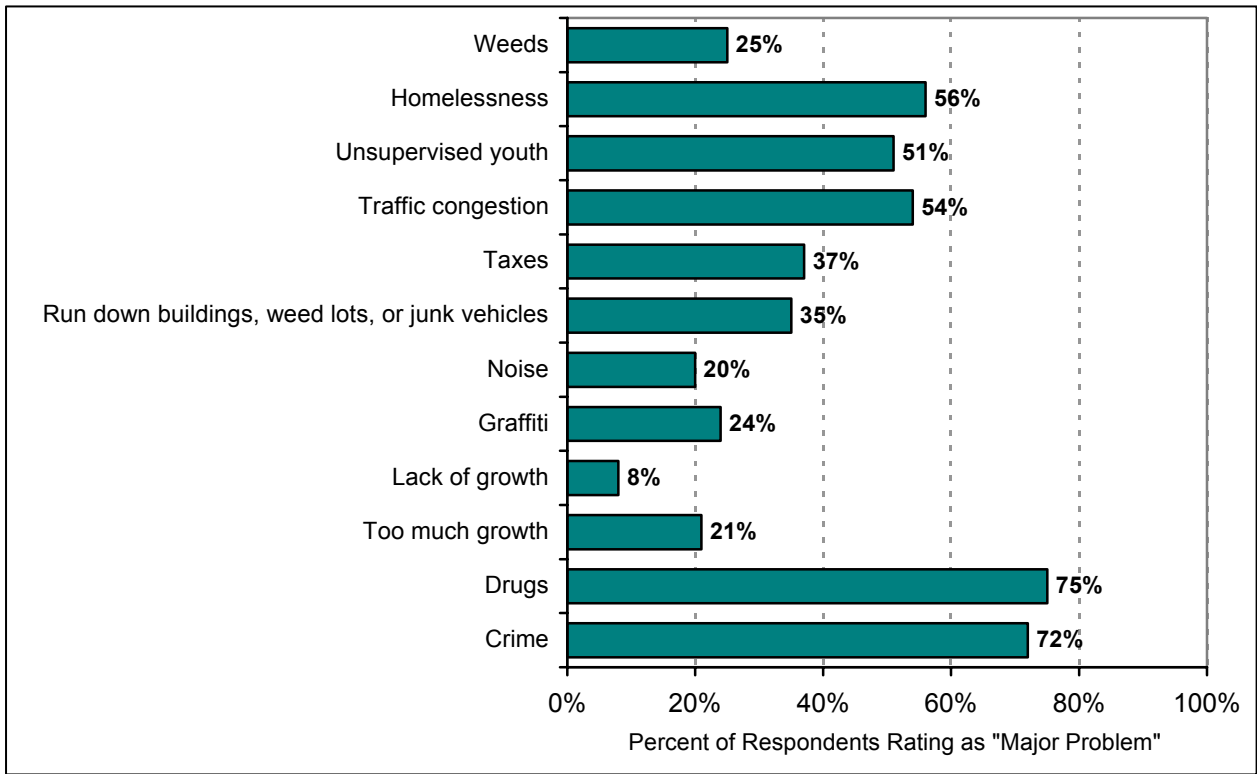
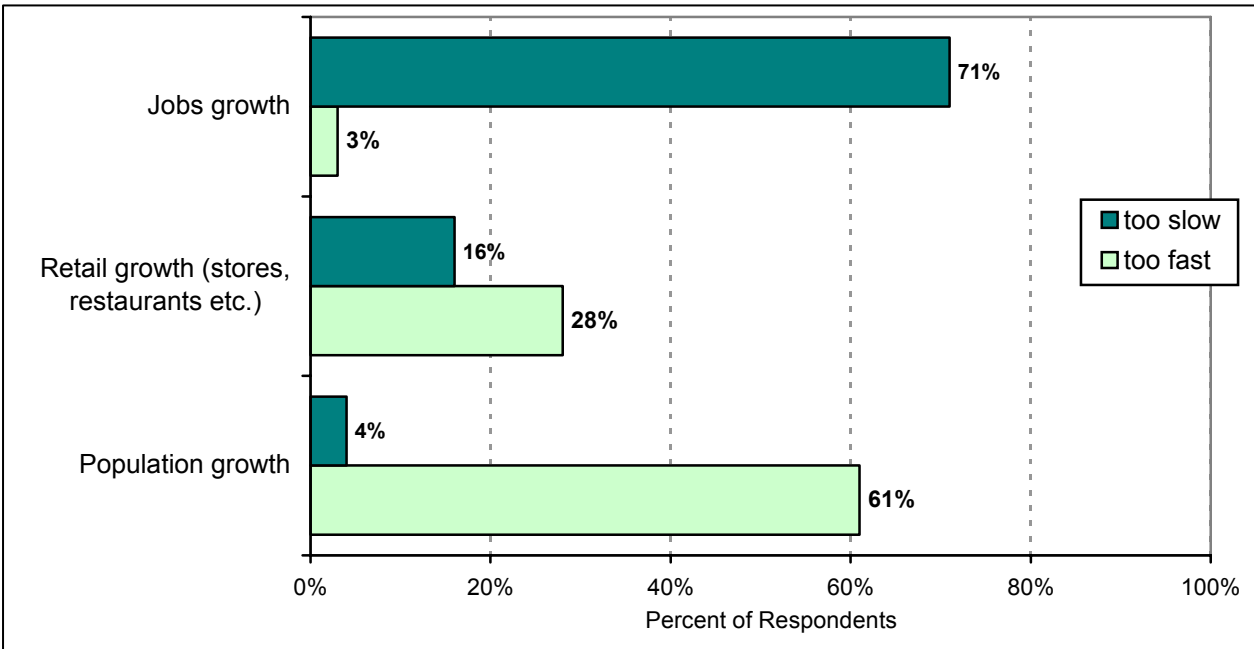


Figure 7: Ratings of Rates of Growth in Dallas

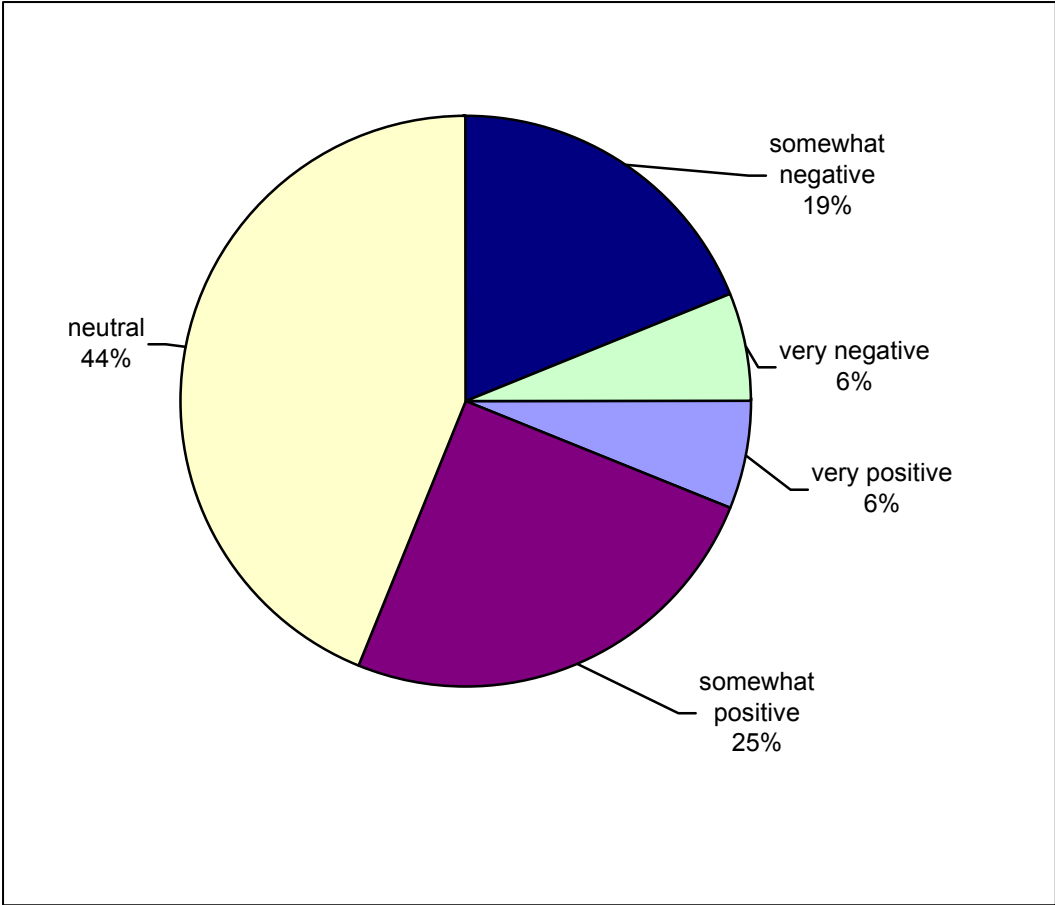


*Note: Responses of "neither too fast nor too slow" were omitted.

Thirty-one percent of Dallas residents expected that the coming six months would have a somewhat or very positive impact on their family, while 25% felt that the economic future would be somewhat or very negative.

Figure 8: Perceptions of Economy

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be



PERCEPTIONS OF SAFETY

When evaluating safety in the community, 26% of respondents felt “somewhat” or “very safe” from violent crimes in Dallas. In their neighborhood after dark, 38% of survey participants felt “somewhat” or “very safe.”

As assessed by the survey, 29% of households reported that at least one member had been the victim of one or more crimes in the past year. Of those who had been the victim of a crime, 71% had reported it to police.

Figure 9: Ratings of Safety from Various Problems in Dallas

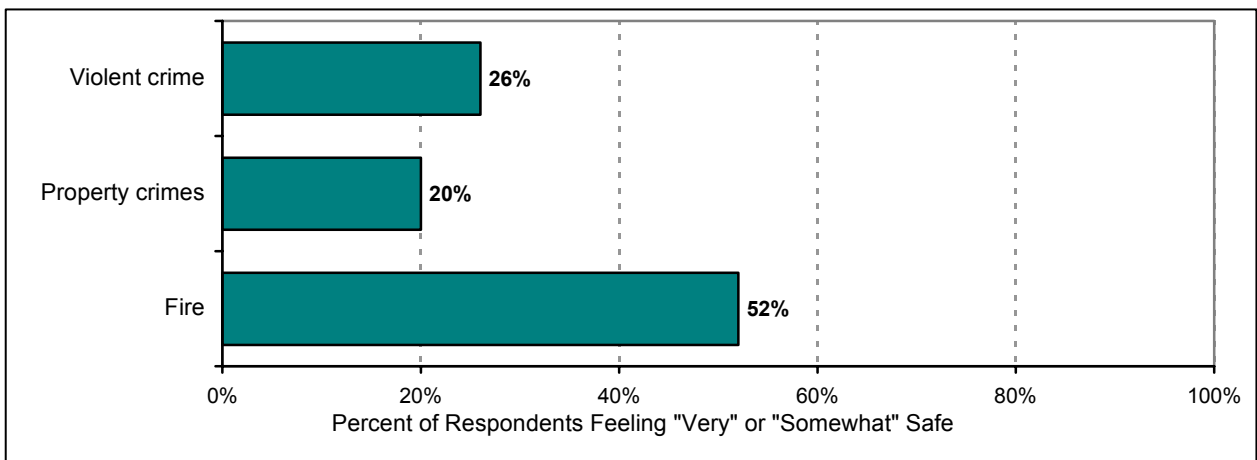


Figure 10: Ratings of Safety in Various Areas in Dallas

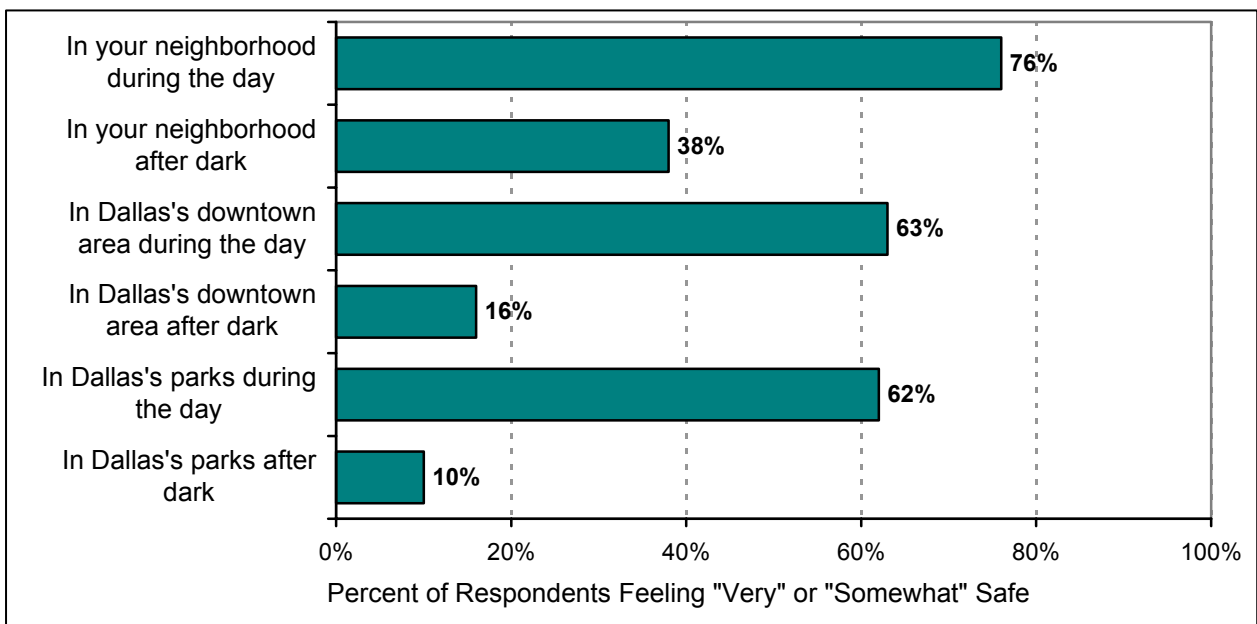


Figure 11: Percent of Respondents' Households That Were Victim of a Crime in the Last 12 Months

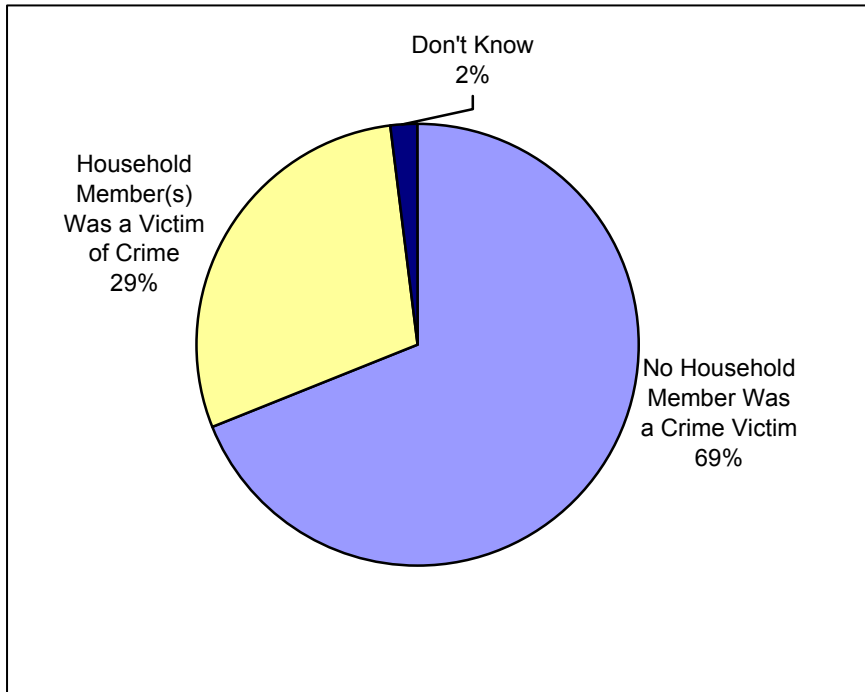
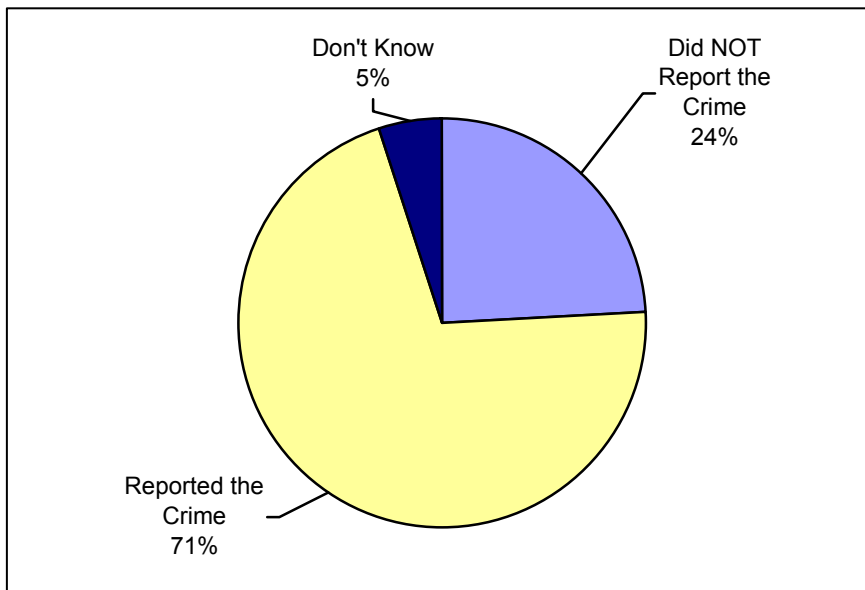


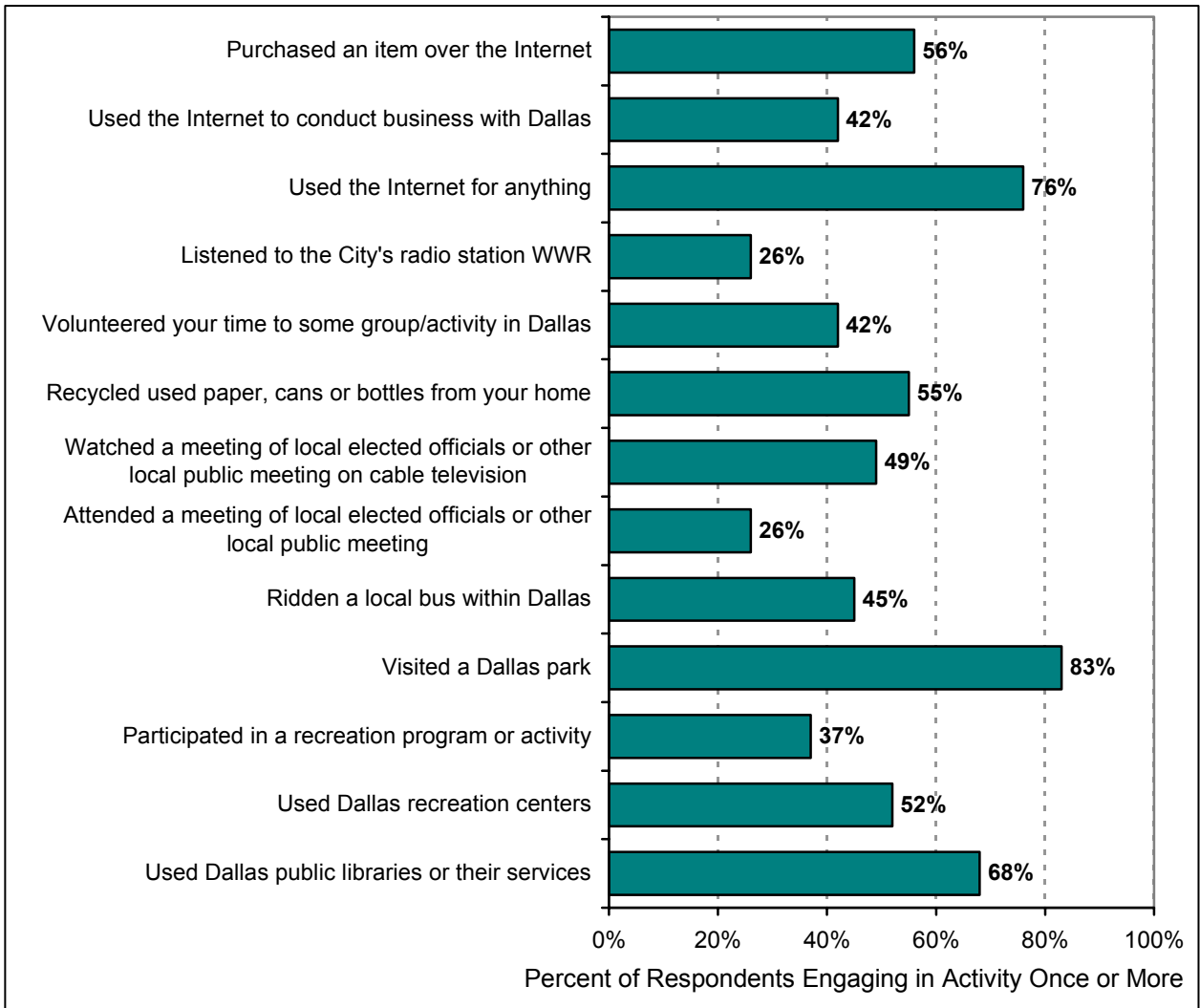
Figure 12: Percent of Respondents' Households That Were Victim of a Crime Who Reported the Crime



COMMUNITY PARTICIPATION

Participation in the civic, social and economic life of Dallas during the past year was assessed on the survey. The proportion of respondents engaging in various activities is shown in the chart below. Among those completing the questionnaire, 83% reported visiting a park in Dallas in the past year and 26% had attended a meeting of elected officials or other local public meeting.

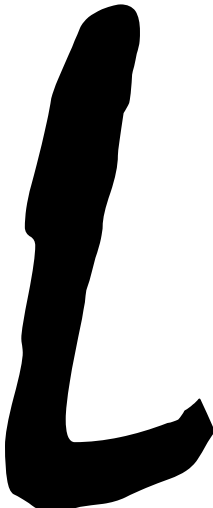
Figure 13: Percent of Respondents Engaging in Various Activities in Dallas in the Past Year



Voter status was also estimated², with 67% saying that they had voted in the last election.

Figure 14: Voter Status		
	no	yes
Did you vote in the last election?	33%	67%
Are you likely to vote in the next election?	14%	86%

² In general on a survey, a greater proportion of people will report having voted, than actual voting records verify.



LOCAL GOVERNMENT

Several aspects of the government of the City of Dallas were evaluated by residents completing The National Citizen Survey™. They were asked how much trust they placed in their local government, and what they felt about the services they receive from the City of Dallas. Those who had any contact with a City of Dallas employee in the past year gave their impressions of the most recent encounter.

PUBLIC TRUST

When asked to evaluate whether they felt they received good value for taxes they pay, residents gave an average rating of 48 on a 100-point scale.

Figure 15: Ratings of Public Trust

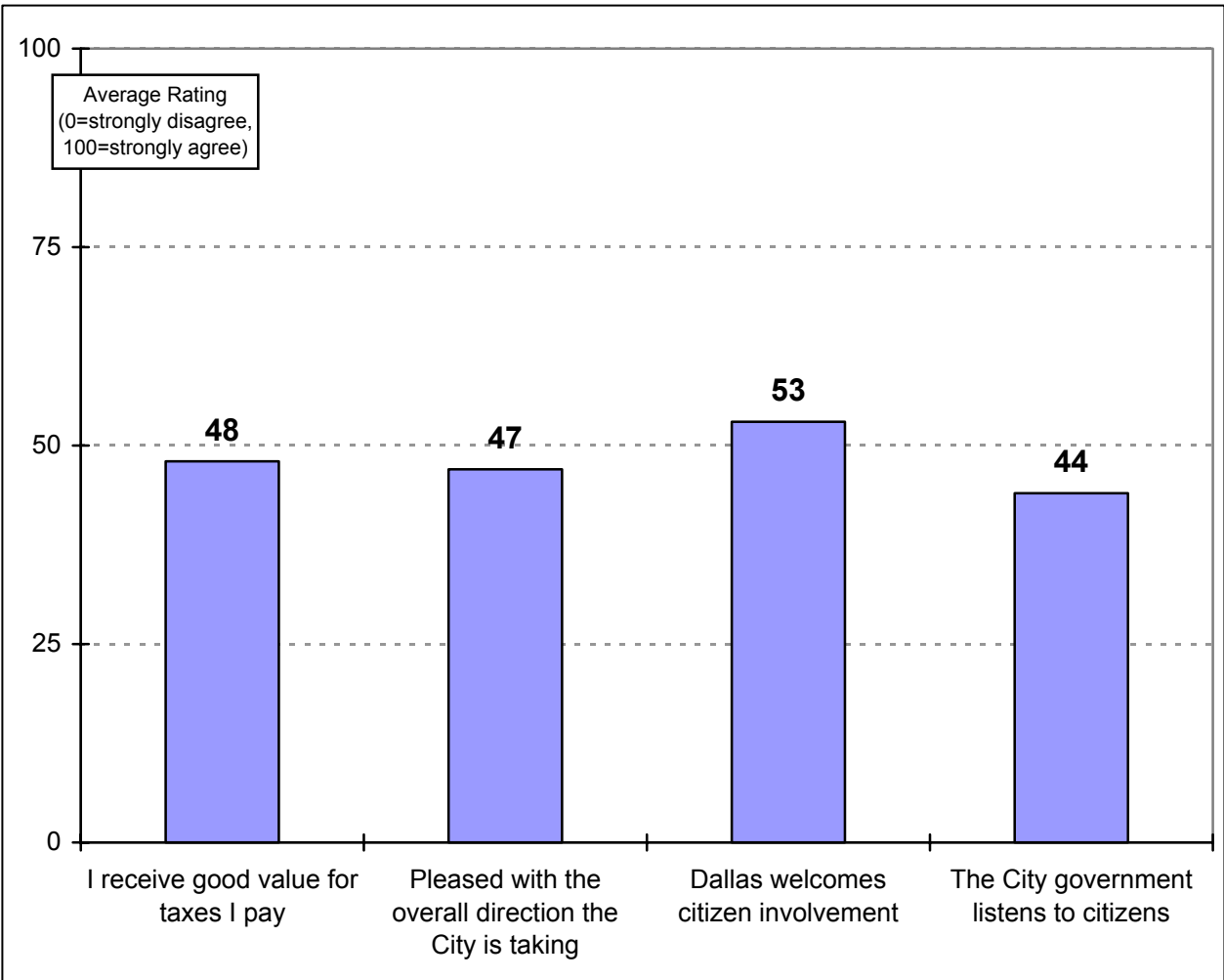
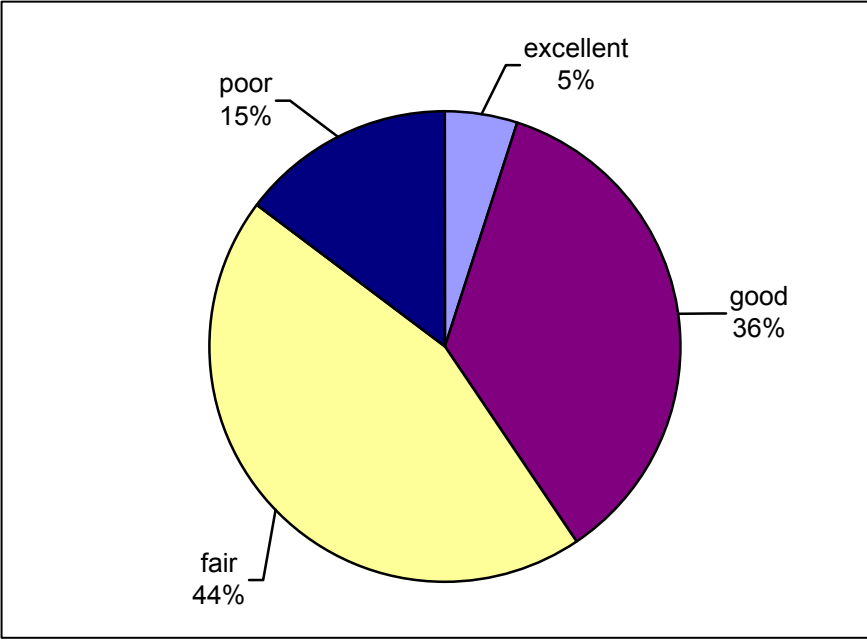


Figure 15b: Public Trust Ratings					
	strongly agree	somewhat agree	neither agree nor disagree	somewhat disagree	strongly disagree
I receive good value for the City of Dallas taxes I pay	6%	31%	26%	21%	16%
I am pleased with the overall direction that the City of Dallas is taking	6%	29%	29%	22%	14%
The City of Dallas government welcomes citizen involvement	10%	32%	30%	17%	11%
The City of Dallas government listens to citizens	6%	25%	27%	24%	18%
Note: "Don't Know" responses are removed					

SERVICES PROVIDED BY DALLAS

The responses of residents with an opinion about the overall quality of services provided by Dallas are shown in Figure 16 below. These responses result in an average rating of 43 on the 100-point scale.

Figure 16: Overall Quality of Services Provided by the City of Dallas



There is no reliable difference in ratings given by residents to the state, federal or Dallas local government.

Figure 17: Rating of Overall Quality of Services Provided by Various Levels of Government

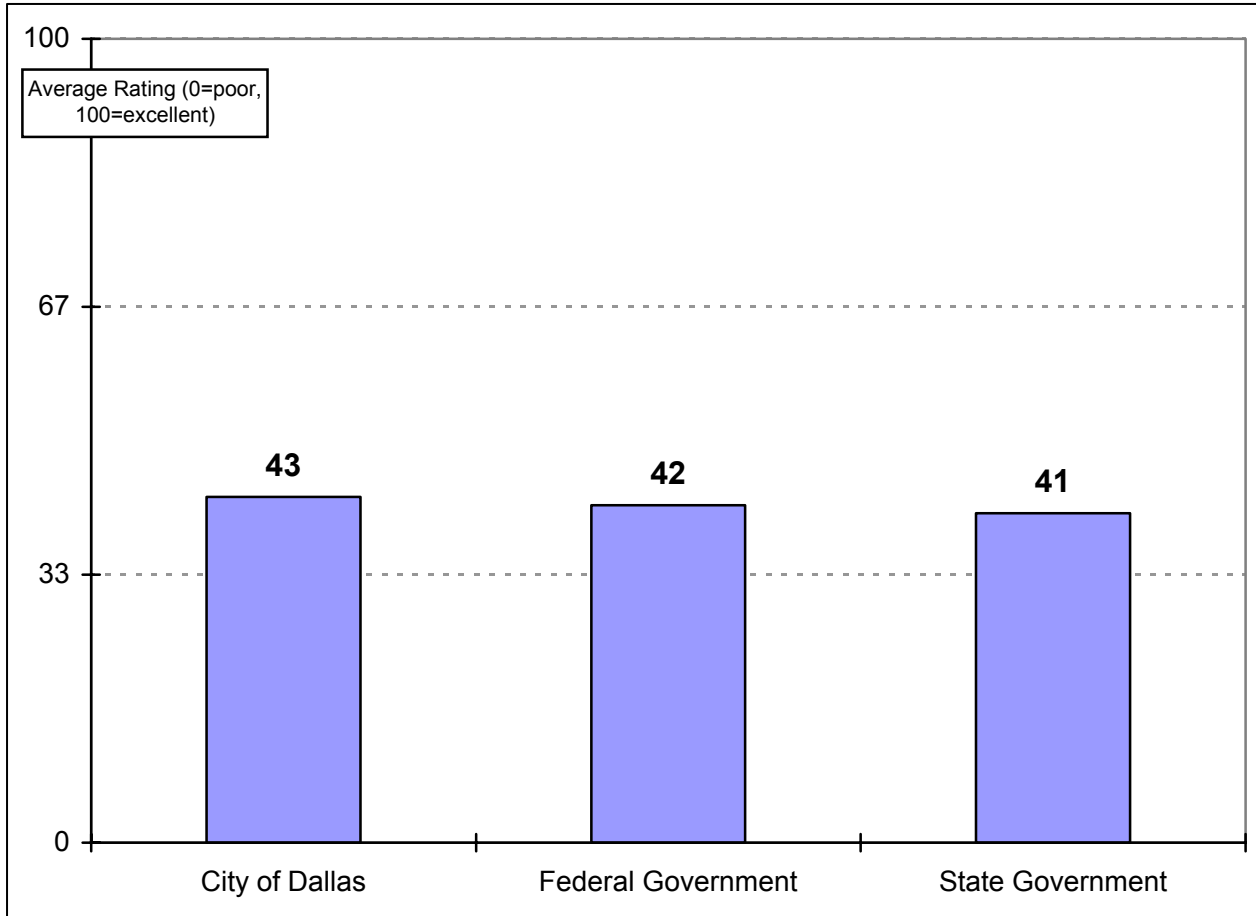


Figure 17b: Overall Quality of Services: City of Dallas, Federal Government and State Government

	excellent	good	fair	poor
Overall, how would you rate the quality of the services provided by the City of Dallas?	5%	36%	45%	15%
Overall, how would you rate the quality of the services provided by the Federal Government?	4%	34%	46%	16%
Overall, how would you rate the quality of the services provided by the State Government?	4%	31%	47%	17%

Note: "Don't Know" responses are removed

Figure 18: Quality of Public Safety Services

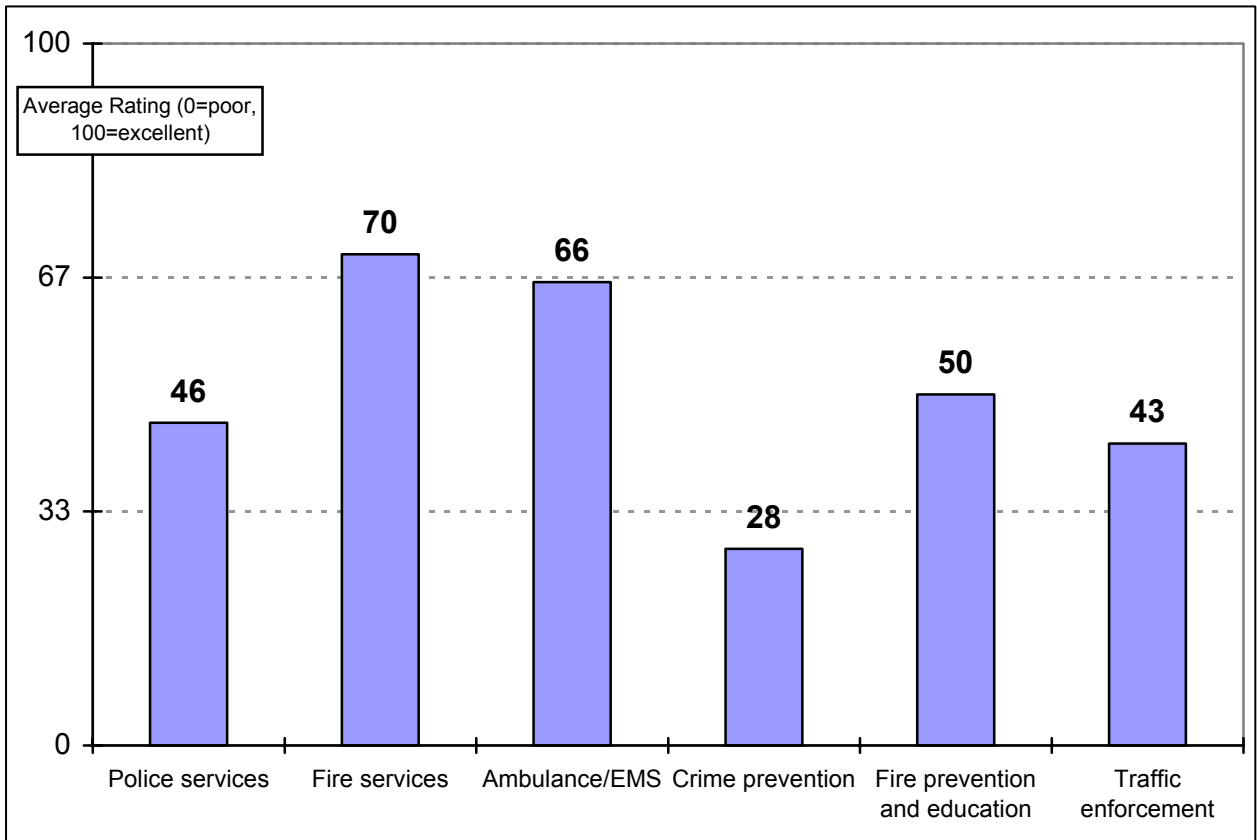
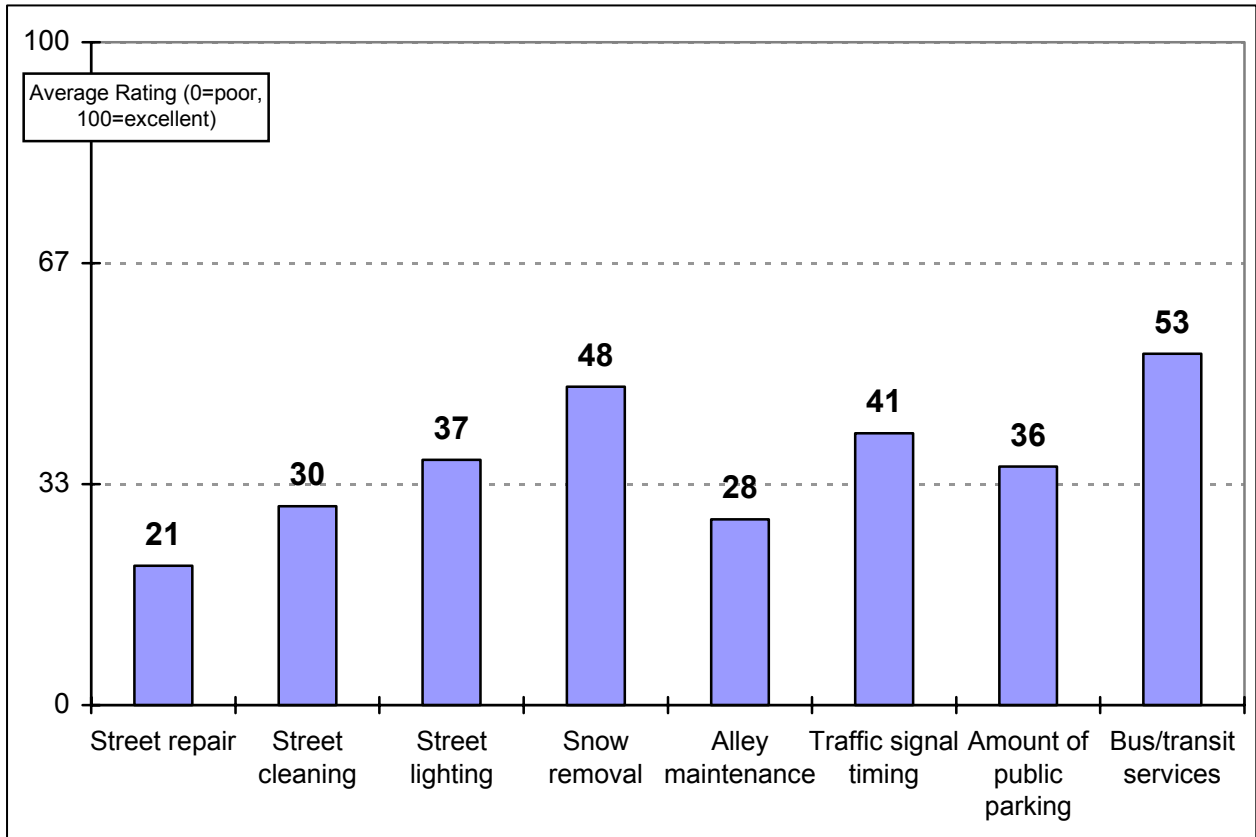


Figure 18b: Quality of Public Safety Services

	excellent	good	fair	poor
Police services	9%	39%	36%	17%
Fire services	28%	54%	17%	1%
Ambulance/emergency medical services	24%	53%	19%	4%
Crime prevention	2%	19%	42%	38%
Fire prevention and education	9%	42%	40%	9%
Traffic enforcement	8%	34%	37%	21%

Note: "Don't Know" responses are removed

Figure 19: Quality of Transportation Services



	excellent	good	fair	poor
Street repair	2%	14%	30%	54%
Street cleaning	4%	21%	39%	37%
Street lighting	4%	28%	42%	26%
Snow removal	12%	36%	38%	14%
Alley maintenance	2%	22%	33%	43%
Traffic signal timing	6%	31%	43%	20%
Amount of public parking	5%	27%	40%	28%
Bus/transit services	15%	39%	35%	11%

Note: "Don't Know" responses are removed

Figure 20: Quality of Leisure Services

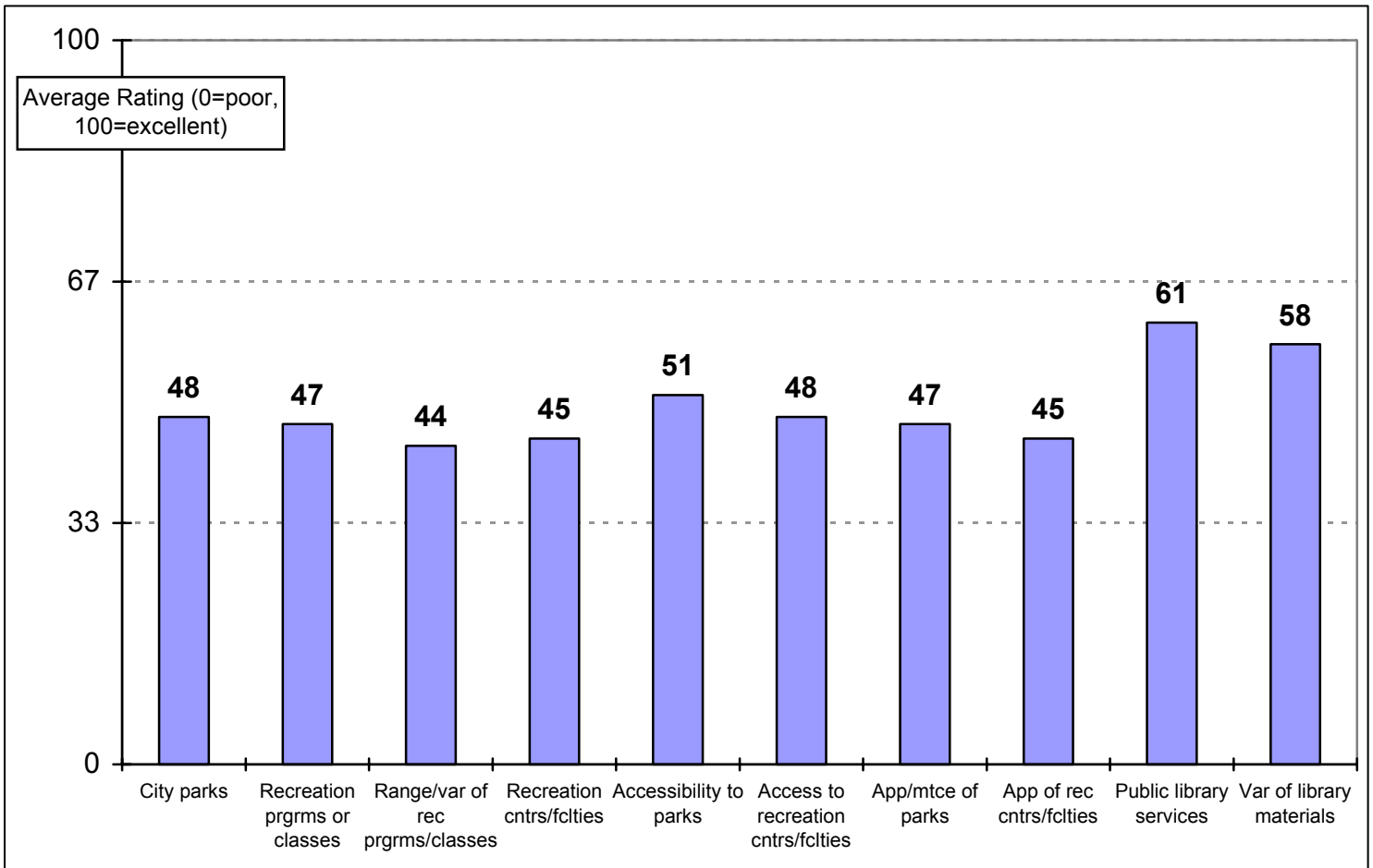


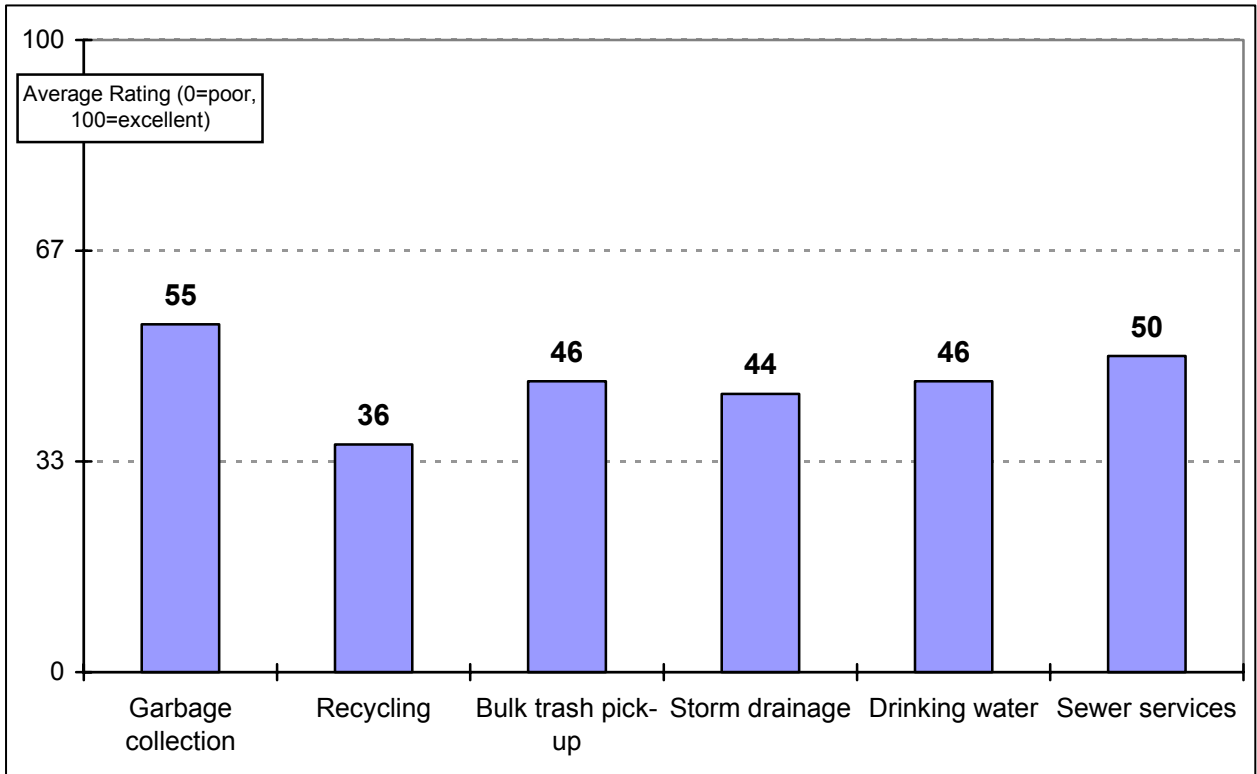
Figure 20b: Quality of Leisure Services

	excellent	good	fair	poor
City parks	7%	40%	43%	9%
Recreation programs or classes	7%	37%	46%	10%
Range/variety of recreation programs and classes	7%	33%	46%	14%
Recreation centers/facilities	6%	36%	48%	11%
Accessibility of parks	10%	43%	40%	8%
Accessibility of recreation centers/facilities	7%	39%	45%	9%
Appearance/maintenance of parks	6%	40%	43%	12%
Appearance of recreation centers/facilities	6%	36%	46%	12%
Public library services	20%	47%	30%	3%
Variety of library materials	17%	45%	32%	6%

Note: "Don't Know" responses are removed

LOCAL GOVERNMENT

Figure 21: Quality of Utility Services



	excellent	good	fair	poor
Garbage collection	16%	44%	30%	10%
Recycling	8%	25%	35%	33%
Bulk trash pick-up	10%	37%	34%	19%
Storm drainage	6%	35%	44%	15%
Drinking water	11%	35%	35%	19%
Sewer services	7%	44%	38%	10%

Note: "Don't Know" responses are removed

Figure 22: Quality of Planning and Code Enforcement Services

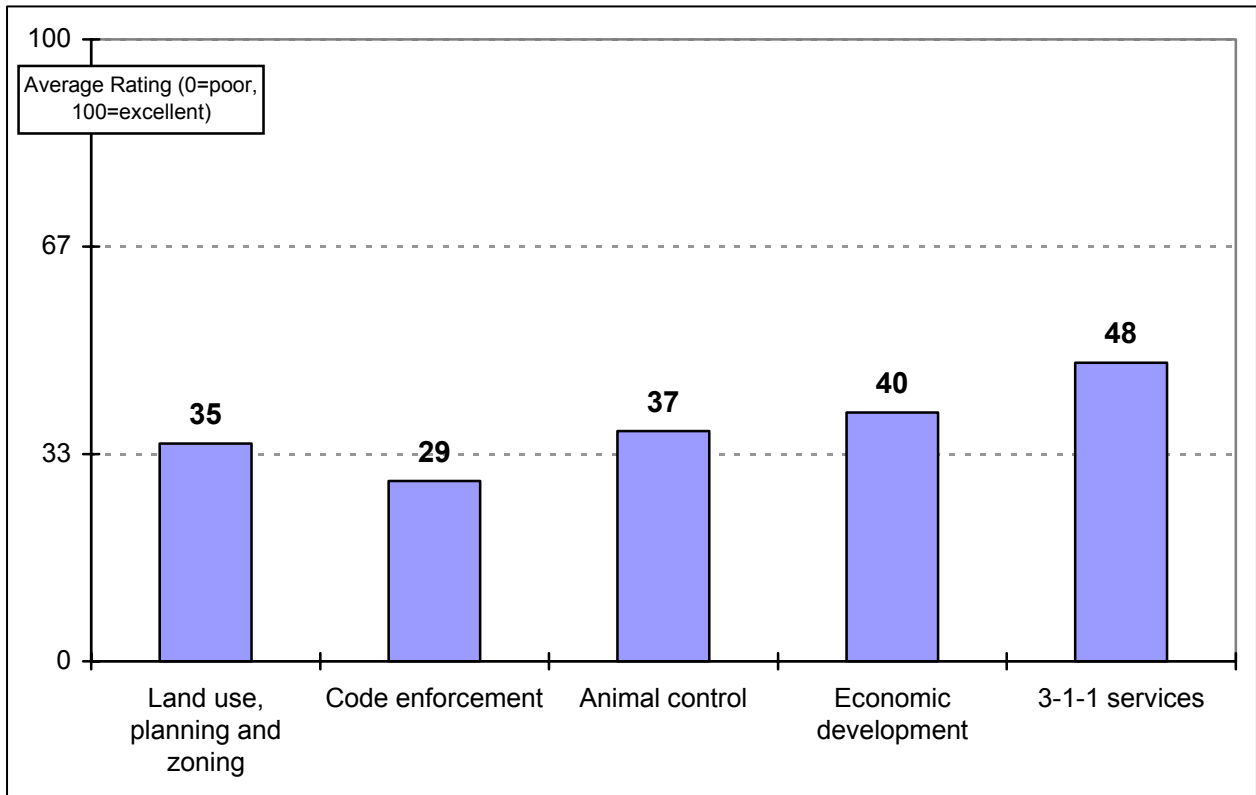


Figure 22b: Quality of Planning and Code Enforcement Services

	excellent	good	fair	poor
Land use, planning and zoning	3%	26%	46%	25%
Code enforcement (weeds, abandoned buildings, etc)	3%	21%	37%	39%
Animal control	6%	29%	35%	30%
Economic development	4%	33%	43%	21%
3-1-1 services	10%	37%	38%	14%

Note: "Don't Know" responses are removed

Figure 23: Quality of Services to Special Populations and Other Services

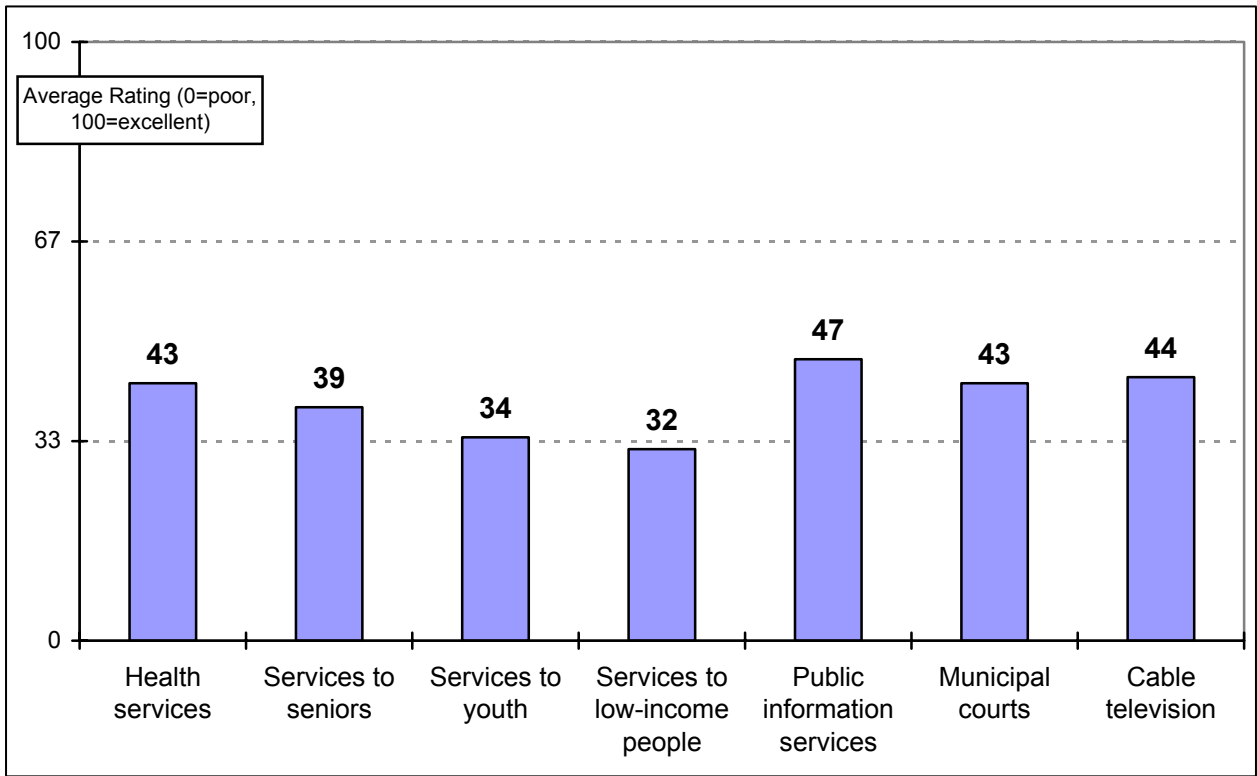


Figure 23b: Quality of Services to Special Populations and Other Services

	excellent	good	fair	poor
Health services	8%	33%	41%	18%
Services to seniors	7%	28%	39%	26%
Services to youth	5%	22%	43%	30%
Services to low-income people	6%	22%	36%	37%
Public information services	8%	36%	45%	11%
Municipal courts	6%	33%	45%	16%
Cable television	9%	35%	35%	22%

Note: "Don't Know" responses are removed

THE CITY OF DALLAS EMPLOYEES

Impressions of the City of Dallas employees were assessed on the questionnaire. Those who had been in contact with a City of Dallas employee in the past year (57%) rated their overall impression as 48 on a 100-point scale.

Figure 24: Percent of Respondents Who Had Contact with a City of Dallas Employee

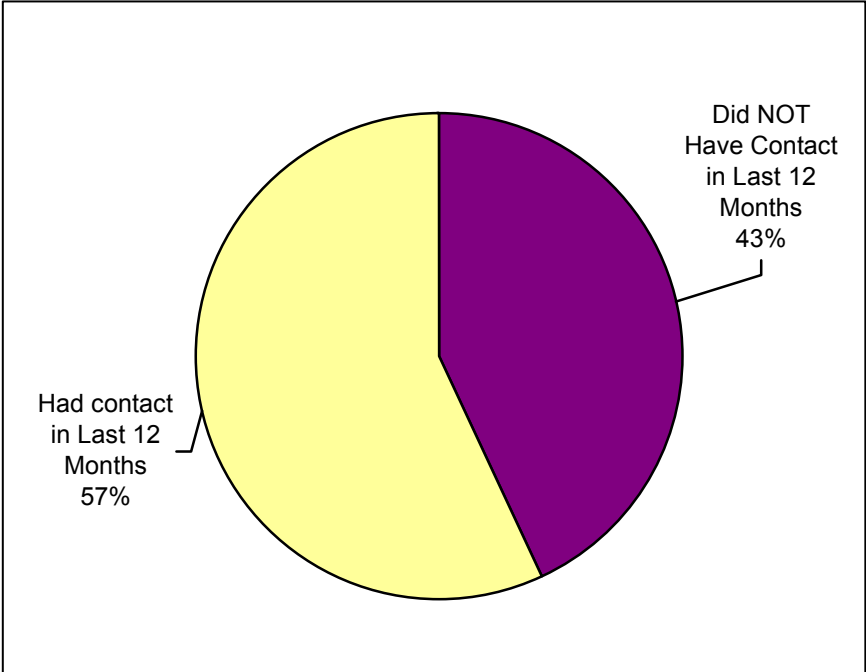


Figure 25: Ratings of Contact with the City of Dallas Employees

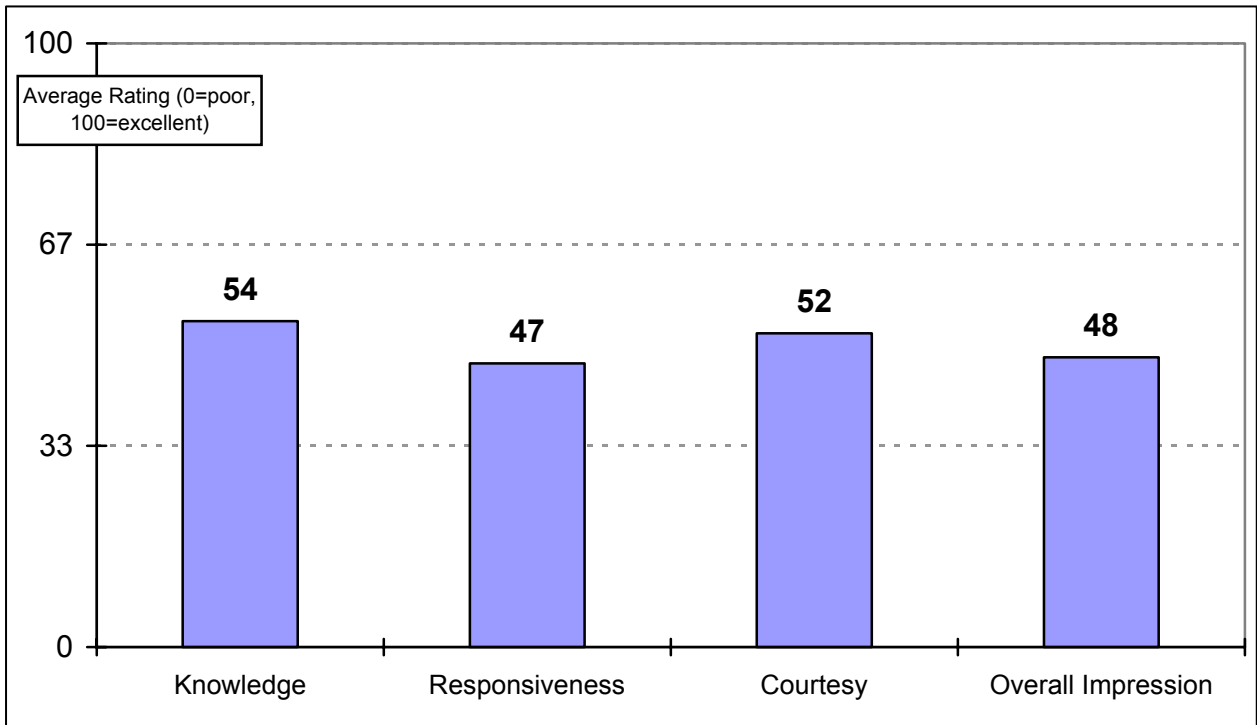
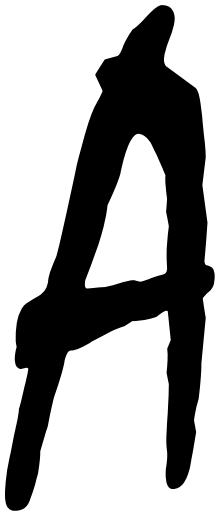


Figure 25b: Impression of Contact with Employees

	excellent	good	fair	poor
Knowledge	16%	44%	26%	14%
Responsiveness	16%	34%	26%	24%
Courtesy	20%	37%	22%	21%
Overall Impression	14%	36%	30%	21%

Note: "Don't Know" responses are removed



ADDITIONAL QUESTIONS

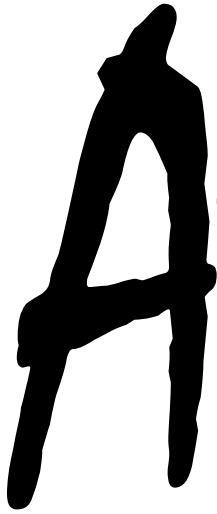
Four additional questions were asked by the City of Dallas. The results for these questions are displayed below.

Figure 26: Policy Question #1	
	Which school district do you live in?
	Percent of Respondents
Carrollton-Farmers Branch	2%
Cedar Hill	0%
Dallas	82%
DeSoto	0%
Duncanville	1%
Garland	0%
Highland Park	1%
Irving	0%
Mesquite	0%
Plano	3%
Richardson	7%
Sunnyvale	0%
Wilmer-Hutchins	1%
Don't know	3%

Figure 27: Policy Question #2	
	Please rate the school district in which you live
	Percent of Respondents
excellent	11%
good	26%
fair	36%
poor	27%
Note: "Don't Know" responses are removed	

Figure 28: Policy Question #3	
How do you rate Dallas as a place to do business?	
Percent of Respondents	
excellent	14%
good	50%
fair	30%
poor	7%
Note: "Don't Know" responses are removed	

Figure 29: Policy Question #4				
To what degree, if at all, are the following problems in your neighborhood:				
	not a problem	minor problem	moderate problem	major problem
Lack of sidewalks	43%	22%	17%	17%
Broken sidewalks	26%	26%	23%	25%
Note: "Don't Know" responses are removed				



APPENDIX I: FREQUENCY OF RESPONSES TO ALL SURVEY QUESTIONS

Question #1: Quality of Life Ratings						
	excellent	good	fair	poor	don't know	Total
How do you rate Dallas as a place to live?	11%	49%	34%	6%	1%	100%
How do you rate your neighborhood as a place to live?	11%	37%	35%	16%	0%	100%
How do you rate Dallas as a place to raise children?	5%	29%	41%	19%	7%	100%
How do you rate Dallas as a place to retire?	5%	22%	36%	26%	11%	100%
How do you rate the overall quality of life in Dallas?	6%	41%	45%	8%	2%	100%

Question #2: Please rate each of the following characteristics as they relate to Dallas as a whole						
	excellent	good	fair	poor	don't know	Total
Sense of community	3%	28%	42%	24%	4%	100%
Openness and acceptance of the community towards people of diverse backgrounds	7%	29%	42%	19%	4%	100%
Overall appearance of Dallas	5%	38%	43%	12%	2%	100%
Opportunities to attend cultural activities	15%	40%	29%	11%	5%	100%
Shopping opportunities	43%	37%	14%	5%	0%	100%
Air quality	3%	23%	45%	26%	3%	100%
Recreational opportunities	9%	35%	37%	15%	3%	100%
Job opportunities	8%	31%	33%	23%	5%	100%
Access to affordable quality housing	7%	29%	35%	23%	6%	100%
Access to affordable quality child care	3%	16%	25%	19%	37%	100%
Access to affordable quality health care	8%	28%	29%	27%	7%	100%
Ease of car travel in Dallas	6%	28%	40%	24%	2%	100%
Ease of bus travel in Dallas	8%	27%	24%	14%	28%	100%
Ease of rail/subway travel in Dallas	9%	28%	25%	13%	25%	100%
Ease of bicycle travel in Dallas	3%	12%	24%	29%	31%	100%
Ease of walking in Dallas	4%	19%	33%	34%	10%	100%
Overall image/reputation of Dallas	4%	37%	41%	15%	3%	100%

Report of Results

Question #3: Please rate the speed of growth in the following categories in Dallas over the past two years							
	much too slow	somewhat too slow	right amount	somewhat too fast	much too fast	don't know	Total
Population growth	1%	3%	29%	36%	16%	15%	100%
Retail growth (stores, restaurants etc.)	2%	12%	51%	18%	7%	9%	100%
Jobs growth	20%	41%	22%	2%	1%	15%	100%

Question #4: To what degree are the following problems in Dallas						
	not a problem	minor problem	moderate problem	major problem	don't know	Total
Crime	1%	3%	24%	70%	2%	100%
Drugs	1%	4%	18%	69%	9%	100%
Too much growth	13%	19%	36%	18%	13%	100%
Lack of growth	32%	23%	21%	7%	18%	100%
Graffiti	7%	32%	28%	20%	13%	100%
Noise	9%	31%	39%	19%	2%	100%
Run down buildings, weed lots or junk vehicles	6%	23%	34%	33%	4%	100%
Taxes	8%	16%	34%	33%	9%	100%
Traffic congestion	1%	10%	34%	53%	1%	100%
Unsupervised youth	2%	14%	27%	45%	12%	100%
Homelessness	2%	12%	27%	52%	7%	100%
Weeds	10%	27%	30%	22%	11%	100%

Question #5: Please rate how safe you feel from the following occurring to you in Dallas							
	very safe	somewhat safe	neither safe nor unsafe	somewhat unsafe	very unsafe	don't know	Total
Violent crime (e.g., rape, assault, robbery)	4%	22%	19%	31%	23%	1%	100%
Property crimes (e.g., burglary, theft)	2%	18%	15%	33%	31%	1%	100%
Fire	13%	36%	27%	13%	5%	6%	100%

Question #6: Please rate how safe you feel:							
	very safe	somewhat safe	neither safe nor unsafe	somewhat unsafe	very unsafe	don't know	Total
In your neighborhood during the day	29%	47%	10%	11%	3%	0%	100%
In your neighborhood after dark	8%	30%	17%	27%	17%	1%	100%
In Dallas's downtown area during the day	17%	41%	16%	13%	5%	9%	100%
In Dallas's downtown area after dark	2%	13%	15%	31%	29%	12%	100%
In Dallas's parks during the day	13%	43%	16%	14%	4%	9%	100%
In Dallas's parks after dark	1%	8%	12%	24%	41%	15%	100%

Question #7: During the past twelve months, were you or anyone in your household the victim of any crime?		
		Percent of Respondents
During the past twelve months, were you or anyone in your household the victim of any crime?	no	69%
	yes	29%
	don't know	2%
	Total	100%

Question #8: If yes, was this crime (these crimes) reported to the police?		
		Percent of Respondents
If yes, was this crime (these crimes) reported to the police?	no	24%
	yes	70%
	don't know	5%
	Total	100%

Question #9: In the last 12 months, about how many times, if ever, have you or other household members done the following things in the City of Dallas?						
	never	once or twice	3 to 12 times	13 to 26 times	more than 26 times	Total
Used Dallas public libraries or their services	32%	28%	27%	8%	5%	100%
Used Dallas recreation centers	48%	24%	17%	6%	5%	100%
Participated in a recreation program or activity	63%	19%	11%	4%	2%	100%
Visited a Dallas park	17%	30%	31%	12%	10%	100%
Ridden a local bus within Dallas	55%	19%	12%	5%	9%	100%
Attended a meeting of local elected officials or other local public meeting	74%	17%	7%	1%	1%	100%
Watched a meeting of local elected officials or other local public meeting on cable television	51%	30%	13%	3%	3%	100%
Recycled used paper, cans or bottles from your home	45%	18%	15%	9%	13%	100%
Volunteered your time to some group/activity in Dallas	58%	19%	12%	5%	7%	100%
Listened to the City's radio station WWR	74%	10%	6%	3%	8%	100%
Used the Internet for anything	24%	7%	7%	6%	56%	100%
Used the Internet to conduct business with Dallas	58%	14%	12%	4%	11%	100%
Purchased an item over the Internet	44%	14%	22%	7%	13%	100%

Question #10: How do you rate the quality of each of the following services in Dallas?						
	excellent	good	fair	poor	don't know	Total
Police services	8%	37%	34%	17%	4%	100%
Fire services	24%	46%	14%	1%	15%	100%
Ambulance/emergency medical services	20%	43%	16%	3%	19%	100%
Crime prevention	2%	16%	36%	33%	13%	100%
Fire prevention and education	6%	32%	30%	7%	24%	100%
Traffic enforcement	7%	32%	35%	19%	7%	100%
Garbage collection	15%	42%	28%	10%	5%	100%
Recycling	6%	20%	27%	26%	21%	100%
Street repair	2%	13%	30%	53%	2%	100%
Street cleaning	3%	20%	37%	35%	5%	100%
Street lighting	4%	28%	41%	25%	2%	100%
Snow removal	7%	22%	23%	9%	40%	100%
Traffic signal timing	6%	30%	41%	19%	3%	100%
Amount of public parking	4%	25%	37%	26%	8%	100%
Bus/transit services	11%	29%	26%	8%	25%	100%
Storm drainage	5%	30%	37%	12%	16%	100%
Drinking water	10%	34%	34%	18%	4%	100%
Sewer services	6%	37%	32%	8%	17%	100%
City parks	7%	36%	39%	8%	10%	100%
Recreation programs or classes	4%	22%	28%	6%	41%	100%
Range/variety of recreation programs and classes	4%	18%	26%	8%	44%	100%
Recreation centers/facilities	4%	24%	32%	7%	33%	100%
Accessibility of parks	9%	38%	36%	7%	10%	100%
Accessibility of recreation centers/facilities	6%	29%	34%	6%	25%	100%
Appearance/maintenance of parks	5%	36%	39%	11%	9%	100%
Appearance of recreation centers/facilities	5%	26%	34%	9%	26%	100%
Land use, planning and zoning	2%	19%	34%	19%	26%	100%
Code enforcement (weeds, abandoned buildings, etc.)	2%	18%	32%	33%	15%	100%
Animal control	5%	25%	30%	26%	14%	100%
Economic development	3%	28%	36%	18%	16%	100%
Health services	7%	28%	35%	16%	15%	100%
Services to seniors	4%	17%	24%	16%	40%	100%
Services to youth	3%	14%	26%	19%	39%	100%
Services to low-income people	4%	15%	24%	25%	31%	100%
Public library services	17%	39%	25%	3%	16%	100%
Variety of library materials	14%	35%	25%	5%	21%	100%
Public information services	6%	27%	34%	8%	25%	100%

Question #10: How do you rate the quality of each of the following services in Dallas?						
	excellent	good	fair	poor	don't know	Total
Municipal courts	4%	21%	29%	10%	36%	100%
Cable television	7%	27%	27%	17%	21%	100%
Bulk trash pick-up	9%	31%	28%	16%	16%	100%
Alley maintenance	2%	16%	24%	31%	27%	100%
3-1-1 services	6%	21%	22%	8%	43%	100%

Question #11: Overall, how would you rate the quality of the services provided by . . .						
	excellent	good	fair	poor	don't know	Total
Overall, how would you rate the quality of the services provided by the City of Dallas?	4%	34%	44%	14%	4%	100%
Overall, how would you rate the quality of the services provided by the Federal Government?	3%	29%	39%	14%	14%	100%
Overall, how would you rate the quality of the services provided by the State Government?	4%	27%	40%	15%	14%	100%

Question #12: Have you had any in-person or phone contact with an employee of the City of Dallas within the last 12 months?		
		Percent of Respondents
Have you had any in-person or phone contact with an employee of the City of Dallas within the last 12 months?	no	43%
	yes	57%
	don't know	0%
	Total	100%

Question #13: What was your impression of the employees of the City of Dallas in your most recent contact?						
	excellent	good	fair	poor	don't know	Total
Knowledge	16%	43%	26%	13%	2%	100%
Responsiveness	15%	33%	26%	24%	2%	100%
Courtesy	20%	36%	22%	21%	1%	100%
Overall Impression	14%	35%	29%	20%	2%	100%

Question #14: Please rate your agreement or disagreement with the following statements.							
	strongly agree	somewhat agree	neither agree nor disagree	somewhat disagree	strongly disagree	don't know	Total
I receive good value for the City of Dallas taxes I pay	6%	27%	22%	19%	14%	12%	100%
I am pleased with the overall direction that the City of Dallas is taking	5%	26%	27%	20%	13%	8%	100%
The City of Dallas government welcomes citizen involvement	8%	26%	25%	14%	9%	18%	100%
The City of Dallas government listens to citizens	5%	21%	23%	20%	15%	16%	100%

Question #15: What impact, if any, do you think the economy will have on your family income in the next 6 months?		
		Percent of Respondents
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	very positive	6%
	somewhat positive	25%
	neutral	44%
	somewhat negative	19%
	very negative	6%
	Total	100%

Question #16a: Which school district do you live in?		
		Percent of Respondents
Which school district do you live in?	Carrollton-Farmers Branch	2%
	Cedar Hill	0%
	Dallas	82%
	DeSoto	0%
	Duncanville	1%
	Garland	0%
	Highland Park	1%
	Irving	0%
	Mesquite	0%
	Plano	3%
	Richardson	7%
	Sunnyvale	0%
	Wilmer-Hutchins	1%
	don't know	3%
Total	100%	

Question #16b: Please rate the school district in which you live:		
		Percent of Respondents
Please rate the school district in which you live:	excellent	8%
	good	20%
	fair	27%
	poor	21%
	don't know	24%
	Total	100%

Question #16c: How do you rate Dallas as a place to do business?		
		Percent of Respondents
How do you rate Dallas as a place to do business?	excellent	12%
	good	45%
	fair	27%
	poor	6%
	don't know	10%
	Total	100%

Question #16d: To what degree, if at all, are the following problems in your neighborhood:						
	not a problem	minor problem	moderate problem	major problem	don't know	Total
Lack of sidewalks	41%	22%	17%	17%	3%	100%
Broken sidewalks	24%	25%	21%	24%	5%	100%

Question #17: Do you live within the City limits of the City of Dallas?		
		Percent of Respondents
Do you live within the limits of the City of Dallas?	no	4%
	yes	96%
	Total	100%

Question #18: Employment Status		
		Percent of Respondents
Are you currently employed?	no	27%
	yes	73%
	Total	100%

Question #18a: Usual Mode of Transportation to Work		
		Percent of Employed Respondents
What one method of transportation do you usually use (for the longest distance of your commute) to travel to work?	Motorized vehicle	90%
	Bus, Rail, Subway, or other public transportation	6%
	Walk	1%
	Work at home	3%
	Other	0%
	Total	100%

Question #18b: Drive Alone or Carpool		
		Percent of Employed Respondents
If you checked the motorized vehicle (e.g., car, truck, van, motorcycle, etc.) box in 18a, do other people usually ride with you to or from work?	no	76%
	yes	24%
	Total	100%

Usual Mode of Transportation to Work, Including Carpooling		
		Percent of Employed Respondents
Usual mode of transportation to work	Motorized vehicle, no others (SOV)	69%
	Motorized vehicle, with others (MOV)	21%
	Bus, rail, subway, or other public transportation	6%
	walk	1%
	work at home	3%
	other	0%
	Total	100%

Question #19: Length of Residency		
		Percent of Respondents
How many years have you lived in Dallas?	less than 2 years	7%
	2-5 years	14%
	6-10 years	14%
	11-20 years	16%
	more than 20 years	48%
	Total	100%

Question #20: Type of Housing Unit		
		Percent of Respondents
Which best describes the building you live in?	one family house detached from any other houses	46%
	one family house attached to one or more houses	8%
	building with two or more apartments or condominiums	43%
	mobile home	1%
	other	2%
	Total	100%

Question #21: Tenure Status		
		Percent of Respondents
Is this house, apartment, or mobile home...	rented for cash or occupied without cash payment?	54%
	owned by you or someone in this house	46%
	Total	100%

Question #22: Presence of Children in Household		
		Percent of Respondents
Do any children age 12 or under live in your household?	no	68%
	yes	32%
	Total	100%

Question #23: Presence of Teenagers in Household		
		Percent of Respondents
Do any teenagers ages 13 through 17 live in your household?	no	84%
	yes	16%
	Total	100%

Question #24: Presence of Senior Adults in Household		
		Percent of Respondents
Are you or any other members of your household aged 65 or older?	no	83%
	yes	17%
	Total	100%

Question #25: Presence of Persons with Disabilities in Household		
		Percent of Respondents
Does any member of your household have a physical handicap or is anyone disabled?	no	82%
	yes	18%
	Total	100%

Question #26: Education		
		Percent of Respondents
What is the highest degree or level of school you have completed?	12th Grade or less, no diploma	17%
	high school diploma	19%
	some college, no degree	22%
	associate's degree (e.g., AA, AS)	6%
	bachelor's degree (e.g., BA, AB, BS)	21%
	graduate degree or professional degree	15%
	Total	100%

Question #27: Annual Household Income		
		Percent of Respondents
How much do you anticipate your household's total income before taxes will be for the current year?	less than \$24,999	33%
	\$25,000 to \$49,999	32%
	\$50,000 to \$99,999	22%
	\$100,000 or more	12%
	Total	100%

Question #28: Ethnicity		
		Percent of Respondents
Are you Spanish/Hispanic/Latino?	no	73%
	yes	27%
	Total	100%

Question #29: Race		
		Percent of Respondents
American Indian or Alaskan native		2%
Asian or Pacific Islander		3%
Black, African American		28%
White/Caucasian		52%
Other		18%
Total may exceed 100% as respondents could select more than one category.		

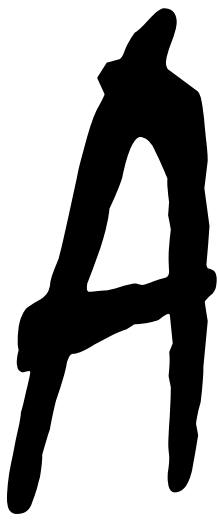
Question #30: Age		
		Percent of Respondents
In which category is your age?	18-24 years	8%
	25-34 years	32%
	35-44 years	18%
	45-54 years	20%
	55-64 years	9%
	65-74 years	8%
	75 years or older	5%
	Total	100%

Question #31: Gender		
		Percent of Respondents
What is your gender?	Female	52%
	Male	48%
	Total	100%

Question #32: Voter Registration Status		
		Percent of Respondents
Are you registered to vote in your jurisdiction?	no	25%
	yes	71%
	don't know	4%
	Total	100%

Question #33: Vote in Last Election?		
		Percent of Respondents
Did you vote in the last election?	no	33%
	yes	66%
	don't know	1%
	Total	100%

Question #34: Likely to Vote in Next Election?		
		Percent of Respondents
Are you likely to vote in the next election?	no	13%
	yes	75%
	don't know	12%
	Total	100%



APPENDIX II: SURVEY METHODOLOGY

The National Citizen Survey™ was developed to provide local jurisdictions an accurate, affordable and easy way to assess and interpret resident opinion about important community issues. While standardization of question wording and survey methods provide the rigor to assure valid results, each jurisdiction has enough flexibility to construct a customized version of The National Citizen Survey™ that asks residents about key local services and important local issues.

Results offer insight into residents' perspectives about local government performance and as such provide important benchmarks for jurisdictions working on performance measurement. The National Citizen Survey™ is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The National Citizen Survey™ permits questions to test support for local policies and answers to its questions also speak to community trust and involvement in community-building activities as well as to resident demographic characteristics.

SAMPLING

Approximately 8,400 households were selected to participate in the survey using a stratified systematic sampling method.³ An individual within each household was selected using the birthday method.⁴ For the City of Dallas, the sample was divided equally among the 14 Council Districts. Six hundred households were selected within each district.

SURVEY ADMINISTRATION

Households received three mailings between February 22nd and March 8th of 2005. The first was a postcard notifying them they had been selected to participate in the City of Dallas 2005 Citizen Survey. The postcard was signed by the Acting City Manager. About a week later a survey was mailed with a cover letter also signed by the Acting City Manager. Approximately one week

³ Systematic sampling is a method that closely approximates random sampling by selecting every Nth address until the desired number of households is chosen.

⁴ The birthday method is a process to remove bias in the selection of a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys but leaving selection of respondent to household members will lead to bias.

after the first survey was mailed, a second survey was mailed, with a cover letter asking those who had not yet participated to do so, while informing those who had already completed the survey not to do so again.

RESPONSE RATE AND CONFIDENCE INTERVALS

Of the 8,400 eligible households, 1,919 completed the survey providing an overall city-wide response rate of 25%. Approximately 814 addresses sampled were “vacant” or “not found.”⁵ In general, the response rates obtained on citizen surveys range from 25% to 40%. For the City of Dallas, response rates were also calculated for each of the 14 Council Districts. Response rates by Council District can be seen in the table on the following page. The sample of households was selected systematically and impartially from a list of residences in the United States maintained by the U.S. postal service and sold to NRC through an independent vendor. For each household, one adult, selected in an unbiased fashion, was asked to complete the survey. The City of Dallas elected to have surveys sent in both English and Spanish to each of the 8,400 households. Of the 1,919 completed surveys, 176 were completed in Spanish.

In theory, in 95 cases out of 100, the results based on such samples will differ by no more than 2 percentage points in either direction from what would have been obtained had responses been collected from all Dallas adults. This difference is also called a “margin of error.”⁶ This difference from the presumed population finding is referred to as the sampling error. For subgroups of responses, the margin of sampling error is larger. In addition to sampling error, the practical difficulties of conducting any survey of the public may introduce other sources of error. For example, the failure of some of the selected adults to participate in the sample or the difficulty of including all sectors of the population, such as residents of some institutions or group residences, may lead to somewhat different results.

⁵ “Eligible” households refer to addresses that belong to residences that are not vacant within the City of Dallas.

⁶ The margin of error was calculated using the following formula: $1.96 * \text{square root}(0.25/400)$. This margin of error is calculated in the most conservative way. The standard error was assumed to be the greatest for a binomial distribution: 50%/50%.

City of Dallas 2005 Citizen Survey Response Rates by Council District				
	Number of surveys mailed within district	Number of completed surveys received	Number of postcards returned as undeliverable/vacant	Response rate
District 1	600	157	31	28%
District 2	600	97	80	19%
District 3	600	104	41	19%
District 4	600	160	40	29%
District 5	600	154	41	28%
District 6	600	90	76	17%
District 7	600	109	92	21%
District 8	600	125	42	22%
District 9	600	198	51	36%
District 10	600	125	86	24%
District 11	600	149	58	27%
District 12	600	146	23	25%
District 13	600	162	70	31%
District 14	600	143	83	28%

WEIGHTING AND ANALYZING THE DATA

The surveys were analyzed using the SPSS statistical package. Frequency distributions and average (mean) ratings are presented in the body of the report.

The demographic characteristics of the sample were compared to those of the City of Dallas as reflected in the information sent by staff to National Research Center, Inc. When necessary, survey results were statistically adjusted to reflect the known population profile.

Generally, only two variables are used in a weighting scheme. Known population characteristics are compared to the characteristics of survey respondents. Generally, characteristics chosen as weighting variables are selected because they are not in proportion to what is shown in a jurisdiction's demographic profile and because differences in opinion are observed between subgroups of these characteristics. For the City of Dallas, each of the 14 Council Districts were weighted individually. The weights of the individual Council Districts were then used to determine the overall weight for the City. The socioeconomic characteristics that were used to weight the data were tenure, gender, and age. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics, although the percentages are not always identical in the sample compared to the population norms. The results of the weighting schemes are presented in the tables on the following pages.

Weighting Scheme for the City of Dallas 2005 Citizen Survey (City as a whole)*			
Respondent Characteristics	Population Norm*	Unweighted Survey Data	Weighted Survey Data
Tenure			
Rent Home	57%	38%	54%
Own Home	43%	62%	46%
Type of Housing Unit			
Single-Family Detached	44%	58%	47%
Attached	56%	42%	53%
Ethnicity			
Non-Hispanic	64%	79%	73%
Hispanic	36%	21%	27%
Race			
White/Caucasian Only	51%	57%	50%
Black/African American Only	26%	25%	27%
Other**	23%	17%	23%
Gender			
Female	50%	57%	52%
Male	50%	43%	48%
Age			
18-34	43%	20%	41%
35-54	37%	40%	38%
55+	21%	40%	21%

*Source: 2000 Census

** "Other" includes respondents who identified themselves as American Indian or Alaskan native, Asian or Pacific Islander or another race, as well as those respondents who selected more than one racial category.

**Weighting Scheme for the City of Dallas 2005 Citizen Survey
District 1**

Respondent Characteristics	Population Norm*	Unweighted Survey Data	Weighted Survey Data
Tenure*			
Rent Home	46%	32%	46%
Own Home	54%	38%	54%
Type of Housing Unit*			
Single-Family Detached	62%	72%	60%
Attached	38%	28%	40%
Ethnicity**			
Non-Hispanic	20%	46%	36%
Hispanic	80%	54%	64%
Race**			
White/Caucasian	48%	45%	37%
Black/African American	6%	15%	15%
Other***	46%	40%	48%
Gender*			
Female	47%	56%	50%
Male	43%	44%	50%
Age*			
18-34	47%	22%	44%
35-54	36%	41%	37%
55+	17%	37%	19%

* Source: City of Dallas

** Source: United States Census 2000

*** "Other" includes respondents who identified themselves as American Indian or Alaskan native, Asian or Pacific Islander or another race, as well as those respondents who selected more than one racial category.

**Weighting Scheme for the City of Dallas 2005 Citizen Survey
District 2**

Respondent Characteristics	Population Norm*	Unweighted Survey Data	Weighted Survey Data
Tenure*			
Rent Home	80%	61%	80%
Own Home	20%	39%	20%
Type of Housing Unit*			
Single-Family Detached	25%	32%	18%
Attached	75%	68%	82%
Ethnicity**			
Non-Hispanic	29%	68%	68%
Hispanic	71%	32%	32%
Race**			
White/Caucasian	45%	58%	60%
Black/African American	11%	12%	10%
Other***	45%	29%	30%
Gender*			
Female	43%	47%	47%
Male	57%	53%	53%
Age*			
18-34	53%	29%	50%
35-54	34%	41%	37%
55+	13%	30%	13%

* Source: City of Dallas

** Source: United States Census 2000

*** "Other" includes respondents who identified themselves as American Indian or Alaskan native, Asian or Pacific Islander or another race, as well as those respondents who selected more than one racial category.

**Weighting Scheme for the City of Dallas 2005 Citizen Survey
District 3**

Respondent Characteristics	Population Norm*	Unweighted Survey Data	Weighted Survey Data
Tenure*			
Rent Home	48%	31%	45%
Own Home	52%	69%	55%
Type of Housing Unit*			
Single-Family Detached	57%	69%	62%
Attached	43%	31%	38%
Ethnicity**			
Non-Hispanic	58%	78%	71%
Hispanic	42%	22%	29%
Race**			
White/Caucasian	35%	42%	38%
Black/African American	36%	39%	40%
Other***	28%	19%	22%
Gender*			
Female	51%	63%	59%
Male	49%	37%	41%
Age*			
18-34	42%	19%	37%
35-54	38%	53%	42%
55+	20%	28%	21%

* Source: City of Dallas

** Source: United States Census 2000

*** "Other" includes respondents who identified themselves as American Indian or Alaskan native, Asian or Pacific Islander or another race, as well as those respondents who selected more than one racial category.

**Weighting Scheme for the City of Dallas 2005 Citizen Survey
District 4**

Respondent Characteristics	Population Norm*	Unweighted Survey Data	Weighted Survey Data
Tenure*			
Rent Home	39%	24%	29%
Own Home	61%	76%	71%
Type of Housing Unit*			
Single-Family Detached	78%	77%	76%
Attached	22%	23%	24%
Ethnicity**			
Non-Hispanic	70%	82%	75%
Hispanic	30%	18%	25%
Race**			
White/Caucasian	21%	25%	25%
Black/African American	60%	66%	61%
Other***	20%	9%	13%
Gender*			
Female	53%	71%	53%
Male	47%	29%	47%
Age*			
18-34	36%	14%	36%
35-54	36%	34%	36%
55+	28%	52%	28%

* Source: City of Dallas

** Source: United States Census 2000

*** "Other" includes respondents who identified themselves as American Indian or Alaskan native, Asian or Pacific Islander or another race, as well as those respondents who selected more than one racial category

**Weighting Scheme for the City of Dallas 2005 Citizen Survey
District 5**

Respondent Characteristics	Population Norm*	Unweighted Survey Data	Weighted Survey Data
Tenure*			
Rent Home	34%	25%	33%
Own Home	66%	75%	67%
Type of Housing Unit*			
Single-Family Detached	73%	79%	72%
Attached	27%	21%	28%
Ethnicity**			
Non-Hispanic	68%	75%	67%
Hispanic	32%	25%	33%
Race**			
White/Caucasian	25%	22%	21%
Black/African American	55%	56%	52%
Other***	21%	21%	26%
Gender*			
Female	52%	61%	51%
Male	48%	39%	49%
Age*			
18-34	37%	16%	37%
35-54	38%	44%	39%
55+	25%	40%	25%

* Source: City of Dallas

** Source: United States Census 2000

*** "Other" includes respondents who identified themselves as American Indian or Alaskan native, Asian or Pacific Islander or another race, as well as those respondents who selected more than one racial category.

**Weighting Scheme for the City of Dallas 2005 Citizen Survey
District 6**

Respondent Characteristics	Population Norm*	Unweighted Survey Data	Weighted Survey Data
Tenure*			
Rent Home	70%	45%	68%
Own Home	30%	55%	32%
Type of Housing Unit*			
Single-Family Detached	41%	57%	48%
Attached	59%	43%	52%
Ethnicity**			
Non-Hispanic	23%	51%	38%
Hispanic	77%	49%	62%
Race**			
White/Caucasian	52%	58%	41%
Black/African American	10%	12%	11%
Other***	38%	30%	48%
Gender*			
Female	43%	58%	48%
Male	57%	42%	52%
Age*			
18-34	56%	19%	51%
35-54	33%	42%	38%
55+	11%	39%	11%

* Source: City of Dallas

** Source: United States Census 2000

*** "Other" includes respondents who identified themselves as American Indian or Alaskan native, Asian or Pacific Islander or another race, as well as those respondents who selected more than one racial category.

**Weighting Scheme for the City of Dallas 2005 Citizen Survey
District 7**

Respondent Characteristics	Population Norm*	Unweighted Survey Data	Weighted Survey Data
Tenure*			
Rent Home	59%	42%	57%
Own Home	41%	58%	43%
Type of Housing Unit*			
Single-Family Detached	50%	62%	47%
Attached	50%	38%	53%
Ethnicity**			
Non-Hispanic	71%	83%	78%
Hispanic	29%	17%	22%
Race**			
White/Caucasian	27%	31%	32%
Black/African American	54%	53%	49%
Other***	19%	16%	19%
Gender*			
Female	52%	65%	61%
Male	48%	35%	39%
Age*			
18-34	38%	12%	33%
35-54	37%	42%	40%
55+	25%	46%	27%

* Source: City of Dallas

** Source: United States Census 2000

*** "Other" includes respondents who identified themselves as American Indian or Alaskan native, Asian or Pacific Islander or another race, as well as those respondents who selected more than one racial category.

**Weighting Scheme for the City of Dallas 2005 Citizen Survey
District 8**

Respondent Characteristics	Population Norm*	Unweighted Survey Data	Weighted Survey Data
Tenure*			
Rent Home	48%	40%	47%
Own Home	52%	60%	53%
Type of Housing Unit*			
Single-Family Detached	53%	70%	61%
Attached	47%	30%	39%
Ethnicity**			
Non-Hispanic	79%	82%	79%
Hispanic	21%	18%	21%
Race**			
White/Caucasian	28%	22%	20%
Black/African American	57%	63%	61%
Other***	14%	16%	20%
Gender*			
Female	53%	72%	53%
Male	47%	28%	47%
Age*			
18-34	42%	18%	37%
35-54	38%	48%	40%
55+	20%	34%	23%

* Source: City of Dallas

** Source: United States Census 2000

*** "Other" includes respondents who identified themselves as American Indian or Alaskan native, Asian or Pacific Islander or another race, as well as those respondents who selected more than one racial category.

**Weighting Scheme for the City of Dallas 2005 Citizen Survey
District 9**

Respondent Characteristics	Population Norm*	Unweighted Survey Data	Weighted Survey Data
Tenure*			
Rent Home	47%	30%	47%
Own Home	53%	70%	53%
Type of Housing Unit*			
Single-Family Detached	54%	72%	60%
Attached	46%	28%	40%
Ethnicity**			
Non-Hispanic	75%	85%	80%
Hispanic	25%	15%	20%
Race**			
White/Caucasian	69%	81%	74%
Black/African American	14%	8%	12%
Other***	17%	11%	14%
Gender*			
Female	52%	57%	52%
Male	48%	43%	48%
Age*			
18-34	36%	17%	35%
35-54	37%	43%	38%
55+	27%	40%	27%

* Source: City of Dallas

** Source: United States Census 2000

*** "Other" includes respondents who identified themselves as American Indian or Alaskan native, Asian or Pacific Islander or another race, as well as those respondents who selected more than one racial category.

**Weighting Scheme for the City of Dallas 2005 Citizen Survey
District 10**

Respondent Characteristics	Population Norm*	Unweighted Survey Data	Weighted Survey Data
Tenure*			
Rent Home	64%	34%	64%
Own Home	36%	66%	36%
Type of Housing Unit*			
Single-Family Detached	32%	59%	34%
Attached	68%	41%	66%
Ethnicity**			
Non-Hispanic	86%	88%	81%
Hispanic	14%	12%	19%
Race**			
White/Caucasian	55%	65%	49%
Black/African American	29%	19%	30%
Other***	16%	16%	21%
Gender*			
Female	52%	56%	56%
Male	48%	44%	44%
Age*			
18-34	42%	28%	41%
35-54	38%	34%	37%
55+	20%	38%	22%

* Source: City of Dallas

** Source: United States Census 2000

*** "Other" includes respondents who identified themselves as American Indian or Alaskan native, Asian or Pacific Islander or another race, as well as those respondents who selected more than one racial category.

**Weighting Scheme for the City of Dallas 2005 Citizen Survey
District 11**

Respondent Characteristics	Population Norm*	Unweighted Survey Data	Weighted Survey Data
Tenure*			
Rent Home	72%	50%	71%
Own Home	28%	50%	29%
Type of Housing Unit*			
Single-Family Detached	18%	31%	17%
Attached	82%	69%	83%
Ethnicity**			
Non-Hispanic	71%	90%	82%
Hispanic	29%	10%	18%
Race**			
White/Caucasian	71%	75%	63%
Black/African American	10%	12%	17%
Other***	19%	14%	20%
Gender*			
Female	49%	45%	53%
Male	51%	55%	47%
Age*			
18-34	47%	16%	47%
35-54	33%	42%	33%
55+	20%	42%	20%

* Source: City of Dallas

** Source: United States Census 2000

*** "Other" includes respondents who identified themselves as American Indian or Alaskan native, Asian or Pacific Islander or another race, as well as those respondents who selected more than one racial category.

**Weighting Scheme for the City of Dallas 2005 Citizen Survey
District 12**

Respondent Characteristics	Population Norm*	Unweighted Survey Data	Weighted Survey Data
Tenure*			
Rent Home	63%	52%	62%
Own Home	37%	48%	38%
Type of Housing Unit*			
Single-Family Detached	34%	44%	36%
Attached	66%	56%	64%
Ethnicity**			
Non-Hispanic	92%	90%	89%
Hispanic	8%	10%	11%
Race**			
White/Caucasian	79%	76%	74%
Black/African American	7%	7%	8%
Other***	14%	17%	18%
Gender*			
Female	50%	59%	54%
Male	50%	41%	46%
Age*			
18-34	44%	24%	42%
35-54	40%	41%	41%
55+	16%	35%	17%

* Source: City of Dallas

** Source: United States Census 2000

*** "Other" includes respondents who identified themselves as American Indian or Alaskan native, Asian or Pacific Islander or another race, as well as those respondents who selected more than one racial category.

**Weighting Scheme for the City of Dallas 2005 Citizen Survey
District 13**

Respondent Characteristics	Population Norm*	Unweighted Survey Data	Weighted Survey Data
Tenure*			
Rent Home	43%	23%	44%
Own Home	57%	77%	56%
Type of Housing Unit*			
Single-Family Detached	48%	61%	50%
Attached	52%	39%	50%
Ethnicity**			
Non-Hispanic	76%	86%	80%
Hispanic	24%	14%	20%
Race**			
White/Caucasian	74%	89%	81%
Black/African American	11%	3%	7%
Other***	15%	7%	12%
Gender*			
Female	50%	52%	52%
Male	50%	48%	48%
Age*			
18-34	32%	11%	31%
35-54	37%	33%	37%
55+	31%	56%	32%

* Source: City of Dallas

** Source: United States Census 2000

*** "Other" includes respondents who identified themselves as American Indian or Alaskan native, Asian or Pacific Islander or another race, as well as those respondents who selected more than one racial category.

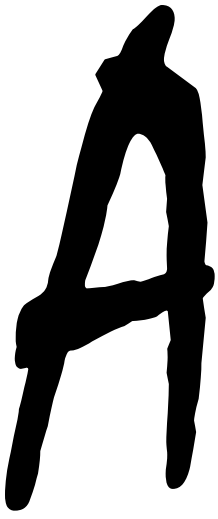
**Weighting Scheme for the City of Dallas 2005 Citizen Survey
District 14**

Respondent Characteristics	Population Norm*	Unweighted Survey Data	Weighted Survey Data
Tenure*			
Rent Home	69%	55%	69%
Own Home	31%	45%	31%
Type of Housing Unit*			
Single-Family Detached	26%	17%	13%
Attached	74%	83%	87%
Ethnicity**			
Non-Hispanic	80%	94%	93%
Hispanic	20%	6%	7%
Race**			
White/Caucasian	76%	85%	81%
Black/African American	10%	4%	5%
Other***	15%	11%	13%
Gender*			
Female	47%	44%	45%
Male	53%	56%	55%
Age*			
18-34	51%	35%	51%
35-54	33%	32%	32%
55+	16%	33%	17%

* Source: City of Dallas

** Source: United States Census 2000

*** "Other" includes respondents who identified themselves as American Indian or Alaskan native, Asian or Pacific Islander or another race, as well as those respondents who selected more than one racial category



APPENDIX III: SURVEY MATERIALS

The following pages contain copies of the survey materials sent to randomly selected households within the City of Dallas. All households selected for inclusion in the study were first sent a prenotification postcard informing them that they would be receiving a questionnaire within the following week. A week later, a cover letter and survey were sent, with a postage paid return envelope. Two weeks later a second cover letter and survey were sent. The second cover letter asked that those who had responded not do so again, while urging those who had not yet returned their surveys to please do so.

The City of Dallas 2005 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please circle the response that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please circle the number that comes closest to your opinion for each of the following questions:

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
How do you rate Dallas as a place to live?	1	2	3	4	5
How do you rate your neighborhood as a place to live?	1	2	3	4	5
How do you rate Dallas as a place to raise children?	1	2	3	4	5
How do you rate Dallas as a place to retire?	1	2	3	4	5
How do you rate the overall quality of life in Dallas?	1	2	3	4	5

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

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
Sense of community	1	2	3	4	5
Openness and acceptance of the community towards people of diverse backgrounds ...	1	2	3	4	5
Overall appearance of Dallas	1	2	3	4	5
Opportunities to attend cultural activities	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Air quality	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Job opportunities	1	2	3	4	5
Access to affordable quality housing	1	2	3	4	5
Access to affordable quality child care	1	2	3	4	5
Access to affordable quality health care	1	2	3	4	5
Ease of car travel in Dallas	1	2	3	4	5
Ease of bus travel in Dallas	1	2	3	4	5
Ease of rail/subway travel in Dallas	1	2	3	4	5
Ease of bicycle travel in Dallas	1	2	3	4	5
Ease of walking in Dallas	1	2	3	4	5
Overall image/reputation of Dallas	1	2	3	4	5

3. Please rate the speed of growth in the following categories in Dallas over the past 2 years:

	<u>much too slow</u>	<u>somewhat too slow</u>	<u>right amount</u>	<u>somewhat too fast</u>	<u>much too fast</u>	<u>don't know</u>
Population growth	1	2	3	4	5	6
Retail growth (stores, restaurants etc.)	1	2	3	4	5	6
Jobs growth	1	2	3	4	5	6

4. To what degree, if at all, are the following problems in Dallas:

	<u>not a problem</u>	<u>minor problem</u>	<u>moderate problem</u>	<u>major problem</u>	<u>don't know</u>
Crime	1	2	3	4	5
Drugs	1	2	3	4	5
Too much growth	1	2	3	4	5
Lack of growth	1	2	3	4	5
Graffiti	1	2	3	4	5
Noise	1	2	3	4	5
Run down buildings, weed lots, or junk vehicles	1	2	3	4	5
Taxes	1	2	3	4	5
Traffic congestion	1	2	3	4	5
Unsupervised youth	1	2	3	4	5
Homelessness	1	2	3	4	5
Weeds	1	2	3	4	5

5. Please rate how safe you feel from the following occurring to you in Dallas:

	very <u>safe</u>	somewhat <u>safe</u>	neither safe <u>nor unsafe</u>	somewhat <u>unsafe</u>	very <u>unsafe</u>	don't <u>know</u>
Violent crime (e.g., rape, assault, robbery).....	1	2	3	4	5	6
Property crimes (e.g., burglary, theft).....	1	2	3	4	5	6
Fire.....	1	2	3	4	5	6

6. Please rate how safe you feel:

	very <u>safe</u>	somewhat <u>safe</u>	neither safe <u>nor unsafe</u>	somewhat <u>unsafe</u>	very <u>unsafe</u>	don't <u>know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In your neighborhood after dark	1	2	3	4	5	6
In Dallas's downtown area during the day	1	2	3	4	5	6
In Dallas's downtown area after dark	1	2	3	4	5	6
In Dallas's parks during the day	1	2	3	4	5	6
In Dallas's parks after dark.....	1	2	3	4	5	6

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

- no [go to question #9] yes [go to question #8] don't know

8. If yes, was this crime (these crimes) reported to the police?

- no yes don't know

9. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Dallas?

	never	once or <u>twice</u>	3 to 12 <u>times</u>	13 to 26 <u>times</u>	more than <u>26 times</u>
Used Dallas public libraries or their services.....	1	2	3	4	5
Used Dallas recreation centers.....	1	2	3	4	5
Participated in a recreation program or activity	1	2	3	4	5
Visited a neighborhood or City park.....	1	2	3	4	5
Ridden a local bus within Dallas.....	1	2	3	4	5
Attended a meeting of local elected officials or other local public meeting	1	2	3	4	5
Watched a meeting of local elected officials or other local public meeting on cable television	1	2	3	4	5
Recycled used paper, cans or bottles from your home.....	1	2	3	4	5
Volunteered your time to some group/activity in Dallas	1	2	3	4	5
Listened to the City's radio station WWR.....	1	2	3	4	5
Used the Internet for anything	1	2	3	4	5
Used the Internet to conduct business with Dallas.....	1	2	3	4	5
Purchased an item over the Internet.....	1	2	3	4	5

10. How do you rate the quality of each of the following services in Dallas?

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
Police services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Ambulance/emergency medical services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Amount of public parking.....	1	2	3	4	5
Bus/transit services.....	1	2	3	4	5
Storm drainage.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Range/variety of recreation programs and classes.....	1	2	3	4	5
Recreation centers/facilities.....	1	2	3	4	5
Accessibility of parks.....	1	2	3	4	5
Accessibility of recreation centers/facilities.....	1	2	3	4	5
Appearance/maintenance of parks.....	1	2	3	4	5
Appearance of recreation centers/facilities.....	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc).....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Health services.....	1	2	3	4	5
Services to seniors.....	1	2	3	4	5
Services to youth.....	1	2	3	4	5
Services to low-income people.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Variety of library materials.....	1	2	3	4	5
Public information services.....	1	2	3	4	5
Municipal courts.....	1	2	3	4	5
Cable television.....	1	2	3	4	5
Bulk trash pick-up.....	1	2	3	4	5
Alley maintenance.....	1	2	3	4	5
3-1-1 services.....	1	2	3	4	5

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

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
The City of Dallas?.....	1	2	3	4	5
The Federal Government?.....	1	2	3	4	5
The State Government?.....	1	2	3	4	5

12. 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, code enforcement, planners or any others)?

- no [go to question #14] yes [go to question #13]

13. What was your impression of employees of the City of Dallas in your most recent contact? (Rate each characteristic below.)

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
Knowledge.....	1	2	3	4	5
Responsiveness.....	1	2	3	4	5
Courtesy	1	2	3	4	5
Overall impression	1	2	3	4	5

14. Please rate the following statements by circling the number that most clearly represents your opinion:

	<u>strongly agree</u>	<u>somewhat agree</u>	<u>neither agree nor disagree</u>	<u>somewhat disagree</u>	<u>strongly disagree</u>	<u>don't know</u>
I receive good value for the City of Dallas taxes I pay	1	2	3	4	5	6
I am pleased with the overall direction that the City of Dallas is taking	1	2	3	4	5	6
The City of Dallas government welcomes citizen involvement.....	1	2	3	4	5	6
The City of Dallas government listens to citizens.....	1	2	3	4	5	6

15. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

- very positive somewhat positive neutral somewhat negative very negative

16. Please check the response that comes closest to your opinion for each of the following questions:

a. Which school district do you live in?

- | | |
|--|--|
| <input type="checkbox"/> Carrollton-Farmers Branch | <input type="checkbox"/> Irving |
| <input type="checkbox"/> Cedar Hill | <input type="checkbox"/> Lancaster |
| <input type="checkbox"/> Dallas | <input type="checkbox"/> Mesquite |
| <input type="checkbox"/> DeSoto | <input type="checkbox"/> Plano |
| <input type="checkbox"/> Duncanville | <input type="checkbox"/> Richardson |
| <input type="checkbox"/> Garland | <input type="checkbox"/> Sunnyvale |
| <input type="checkbox"/> Grand Prairie | <input type="checkbox"/> Wilmer-Hutchins |
| <input type="checkbox"/> Highland Park | <input type="checkbox"/> don't know |

b. Please rate the school district in which you live:

- | | |
|------------------------------------|-------------------------------------|
| <input type="checkbox"/> excellent | <input type="checkbox"/> poor |
| <input type="checkbox"/> good | <input type="checkbox"/> don't know |
| <input type="checkbox"/> fair | |

c. How do you rate Dallas as a place to do business?

- | | |
|------------------------------------|-------------------------------------|
| <input type="checkbox"/> excellent | <input type="checkbox"/> poor |
| <input type="checkbox"/> good | <input type="checkbox"/> don't know |
| <input type="checkbox"/> fair | |

d. To what degree, if at all, are the following problems in your neighborhood:

	<u>not a problem</u>	<u>minor problem</u>	<u>moderate problem</u>	<u>major problem</u>	<u>don't know</u>
Lack of sidewalks	1	2	3	4	5
Broken sidewalks	1	2	3	4	5

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

17. Do you live within the City limits of the City of Dallas?

- no yes

18. Are you currently employed?

- no [go to question #19] yes [go to question #18a]

18a. What one method of transportation do you usually use (for the longest distance of your commute) to travel to work?

- Motorized vehicle (e.g. car, truck, van, motorcycle etc...)
 Bus, Rail, Subway, or other public transportation
 Walk
 Work at home
 Other

18b. If you checked the motorized vehicle (e.g. car, truck, van, motorcycle, etc.) box in 18a, do other people (adults or children) usually ride with you to or from work?

- no yes

19. How many years have you lived in Dallas?

- less than 2 years 11-20 years
 2-5 years more than 20 years
 6-10 years

20. Which best describes the building you live in?

- one family house detached from any other houses
 house attached to one or more houses (e.g. a duplex or townhome)
 building with two or more apartments or condominiums
 mobile home
 other

21. Is this house, apartment, or mobile home...

- rented for cash or occupied without cash payment?
 owned by you or someone in this house with a mortgage or free and clear?

22. Do any children 12 or under live in your household?

- no yes

23. Do any teenagers aged between 13 and 17 live in your household?

- no yes

24. Are you or any other members of your household aged 65 or older?

- no yes

25. Does any member of your household have a physical handicap or is anyone disabled?

- no yes

26. What is the highest degree or level of school you have completed? (mark one box)

- 12th Grade or less, no diploma
 high school diploma
 some college, no degree
 associate's degree (e.g. AA, AS)
 bachelor's degree (e.g. BA, AB, BS)
 graduate degree or professional degree

27. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- less than \$24,999
 \$25,000 to \$49,999
 \$50,000 to \$99,999
 \$100,000 or more

28. Are you Spanish/Hispanic/Latino?

- no yes

29. What is your race? (Mark one or more races to indicate what race you consider yourself to be)

- American Indian or Alaskan native
 Asian or Pacific Islander
 Black, African American
 White/Caucasian
 Other

30. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

31. What is your sex?

- female male

32. Are you registered to vote in your jurisdiction?

- no yes don't know

33. Did you vote in the last election?

- no yes don't know

34. Are you likely to vote in the next election?

- no yes don't know

Thank you for completing this survey. Please return the completed survey in the postage paid envelope to: National Research Center, Inc., 3005 30th St., Boulder, CO 80301

Encuesta Ciudadana del 2005 del Gobierno de la Ciudad de Dallas

Por favor, llene este cuestionario si usted es el adulto (18 años o más) de su hogar que cumplió años más recientemente. El año de nacimiento del adulto no importa. Por favor, encierre en un círculo la respuesta que mejor refleje su opinión en cada pregunta. Sus respuestas permanecerán anónimas y sólo se reportarán en forma general.

1. Por favor, encierre en un círculo el número que mejor refleje su opinión para cada una de las siguientes preguntas:

	<u>excelente</u>	<u>bueno</u>	<u>aceptable</u>	<u>bajo</u>	<u>no sé</u>
¿Cómo califica a Dallas como lugar de residencia?.....	1	2	3	4	5
¿Cómo califica a su vecindario como lugar de residencia?.....	1	2	3	4	5
¿Cómo califica a la ciudad de Dallas como lugar para criar a sus hijos?.....	1	2	3	4	5
¿Cómo califica a la ciudad de Dallas como lugar para jubilarse?.....	1	2	3	4	5
¿Cómo califica la calidad de vida en general en la ciudad de Dallas?.....	1	2	3	4	5

2. Por favor, califique cada una de las siguientes características en cuanto a Dallas como un todo:

	<u>excelente</u>	<u>bueno</u>	<u>aceptable</u>	<u>bajo</u>	<u>no sé</u>
Sentido de cooperación comunitaria.....	1	2	3	4	5
Apertura hacia personas de diferentes culturas y aceptación por parte de la comunidad	1	2	3	4	5
Aspecto externo general de la ciudad de Dallas.....	1	2	3	4	5
Oportunidades para asistir a actividades culturales.....	1	2	3	4	5
Suficientes lugares para ir de compras.....	1	2	3	4	5
Calidad del aire.....	1	2	3	4	5
Oportunidades de recreación.....	1	2	3	4	5
Oportunidades de empleo.....	1	2	3	4	5
Disponibilidad de viviendas de calidad a precios razonables.....	1	2	3	4	5
Disponibilidad de buenas guarderías infantiles a precios razonables.....	1	2	3	4	5
Disponibilidad de servicios de salud a precios razonables.....	1	2	3	4	5
Facilidad para desplazarse en carro dentro de Dallas.....	1	2	3	4	5
Facilidad para desplazarse en autobús dentro de Dallas.....	1	2	3	4	5
Facilidad para viajar en tren / metro dentro de Dallas.....	1	2	3	4	5
Facilidad para andar en bicicleta dentro de Dallas.....	1	2	3	4	5
Facilidad para caminar dentro de Dallas.....	1	2	3	4	5
Imagen / reputación de Dallas en general.....	1	2	3	4	5

3. Por favor, califique el ritmo de crecimiento de Dallas durante los últimos 2 años en las siguientes categorías:

	<u>demasiado lento</u>	<u>un poco lento</u>	<u>ritmo razonable</u>	<u>muy rápido</u>	<u>demasiado rápido</u>	<u>no sé</u>
Crecimiento de la población.....	1	2	3	4	5	6
Crecimiento del comercio (tiendas, restaurantes, etc.).....	1	2	3	4	5	6
Aumento de oportunidades de empleo.....	1	2	3	4	5	6

4. ¿Cuán graves son los siguientes problemas, si es que existen, en la ciudad de Dallas?

	<u>no es un problema</u>	<u>problema menor</u>	<u>problema moderado</u>	<u>problema grave</u>	<u>no sé</u>
Delincuencia.....	1	2	3	4	5
Drogas.....	1	2	3	4	5
Demasiado crecimiento.....	1	2	3	4	5
Falta de crecimiento.....	1	2	3	4	5
Grafitis.....	1	2	3	4	5
Ruido.....	1	2	3	4	5
Edificios en deterioro, terrenos con maleza, vehículos abandonados.....	1	2	3	4	5
Impuestos.....	1	2	3	4	5
Congestión del tránsito.....	1	2	3	4	5
Juventud sin supervisión.....	1	2	3	4	5
Indigencia.....	1	2	3	4	5
Maleza (malas hierbas).....	1	2	3	4	5

5. Por favor, indique cuán seguro se siente de que no le ocurran las siguientes cosas en Dallas:

	muy seguro	más o menos seguro	ni seguro ni inseguro	más o menos inseguro	muy inseguro	no sé
Delitos violentos (p. ej. violación, agresión, atraco)	1	2	3	4	5	6
Delitos contra su propiedad (p. ej. robo o escalamiento de morada)	1	2	3	4	5	6
Incendios.....	1	2	3	4	5	6

6. Por favor, indique cuán seguro se siente en:

	muy seguro	más o menos seguro	ni seguro ni inseguro	más o menos inseguro	muy inseguro	no sé
Su vecindario durante el día.....	1	2	3	4	5	6
Su vecindario durante la noche	1	2	3	4	5	6
El centro de la ciudad durante el día.....	1	2	3	4	5	6
El centro de la ciudad durante la noche	1	2	3	4	5	6
Los parques durante el día	1	2	3	4	5	6
Los parques durante la noche.....	1	2	3	4	5	6

7. Durante los últimos 12 meses, ¿ha sido usted o alguno de los miembros de su familia víctima de algún delito?

- no [pase a la pregunta n° 9] sí [pase a la pregunta n° 8] no sé

8. Si usted contestó que sí, ¿denunció acaso el delito/s ante la policía?

- no sí no sé

9. Durante los últimos 12 meses, ¿cuántas veces participó (usted o algún miembro de su familia) en las siguientes actividades en la ciudad de Dallas?

	nunca	1 ó 2 veces	3 a 12 veces	13 a 26 veces	más de 26 veces
Utilizó las bibliotecas públicas de Dallas o sus servicios	1	2	3	4	5
Utilizó alguno de los centros de recreación de Dallas	1	2	3	4	5
Participó en algún programa o actividad recreativa	1	2	3	4	5
Visitó un parque del vecindario o de la ciudad	1	2	3	4	5
Utilizó un autobús local para desplazarse dentro de la ciudad.....	1	2	3	4	5
Asistió a una reunión de autoridades locales u otra reunión pública	1	2	3	4	5
Vio por cable (TV) una reunión de autoridades locales u otra reunión pública	1	2	3	4	5
Recicló papel, latas o botellas usadas de su casa	1	2	3	4	5
Trabajó de voluntario en algún grupo o actividad.....	1	2	3	4	5
Escuchó la estación de radio municipal WWR	1	2	3	4	5
Utilizó la Internet para algo	1	2	3	4	5
Utilizó la Internet para hacer negocios con el Gobierno de Dallas	1	2	3	4	5
Compró algún producto por Internet.....	1	2	3	4	5

10. ¿Cómo califica usted la calidad de cada uno de los siguientes servicios en la ciudad de Dallas?

	<u>excelente</u>	<u>bueno</u>	<u>aceptable</u>	<u>deficiente</u>	<u>no sé</u>
Servicios Policiales.....	1	2	3	4	5
Servicios de Bomberos.....	1	2	3	4	5
Servicios de ambulancia / médicos de emergencia.....	1	2	3	4	5
Prevención del delito.....	1	2	3	4	5
Educación y prevención de incendios.....	1	2	3	4	5
Aplicación de las leyes de tránsito.....	1	2	3	4	5
Recolección de basura.....	1	2	3	4	5
Reciclaje.....	1	2	3	4	5
Reparación de calles.....	1	2	3	4	5
Limpieza de calles.....	1	2	3	4	5
Alumbrado de calles.....	1	2	3	4	5
Eliminación de la nieve.....	1	2	3	4	5
Regulación de semáforos / señales de tránsito.....	1	2	3	4	5
Disponibilidad de estacionamientos públicos.....	1	2	3	4	5
Servicios de autobús / transporte.....	1	2	3	4	5
Alcantarillas.....	1	2	3	4	5
Agua potable.....	1	2	3	4	5
Servicios de aguas residuales.....	1	2	3	4	5
Parques de la ciudad.....	1	2	3	4	5
Clases o programas recreativos.....	1	2	3	4	5
Cantidad y variedad de clases o programas recreativos.....	1	2	3	4	5
Centros / instalaciones de recreación.....	1	2	3	4	5
Accesibilidad a los parques.....	1	2	3	4	5
Accesibilidad a los centros / instalaciones de recreación.....	1	2	3	4	5
Aspecto y mantenimiento de los parques.....	1	2	3	4	5
Aspecto de los centros / instalaciones de recreación.....	1	2	3	4	5
Uso, planificación y zonificación de terrenos.....	1	2	3	4	5
Aplicación de códigos y normas (maleza, edificios abandonados, etc.).....	1	2	3	4	5
Control de animales.....	1	2	3	4	5
Desarrollo económico.....	1	2	3	4	5
Servicios de salud.....	1	2	3	4	5
Servicios para personas mayores (de la tercera edad, "seniors").....	1	2	3	4	5
Servicios para la juventud.....	1	2	3	4	5
Servicios para personas de bajos recursos.....	1	2	3	4	5
Servicios de bibliotecas públicas.....	1	2	3	4	5
Selección de materiales en la biblioteca.....	1	2	3	4	5
Servicios de información pública.....	1	2	3	4	5
Tribunales municipales.....	1	2	3	4	5
Televisión por cable.....	1	2	3	4	5
Recolección de desechos voluminosos.....	1	2	3	4	5
Mantenimiento de callejones.....	1	2	3	4	5
Servicios del 3-1-1.....	1	2	3	4	5

11. En líneas generales, ¿cómo califica usted los servicios prestados por...

	<u>excelentes</u>	<u>buenos</u>	<u>aceptables</u>	<u>deficientes</u>	<u>no sé</u>
El Gobierno de la Ciudad de Dallas?.....	1	2	3	4	5
El Gobierno Federal?.....	1	2	3	4	5
El Gobierno Estatal?.....	1	2	3	4	5

12. ¿Ha tenido contacto personal o por teléfono con algún empleado del Gobierno de la Ciudad de Dallas durante los últimos 12 meses (como por ejemplo, policías, recepcionistas, agentes del orden público, planificadores u otros)?

- no [pase a la pregunta n° 14] sí [pase a la pregunta n° 13]

13. ¿Cuál fue su impresión de los empleados del Gobierno de la Ciudad de Dallas en su más reciente contacto? (Califique cada uno de los siguientes puntos:)

	<u>excelente</u>	<u>buena</u>	<u>aceptable</u>	<u>deficiente</u>	<u>no sé</u>
Conocimiento	1	2	3	4	5
Receptividad e interés.....	1	2	3	4	5
Cortesía.....	1	2	3	4	5
Impresión general	1	2	3	4	5

14. Por favor, marque el número que refleje mejor su opinión para calificar las siguientes afirmaciones:

	completamente de acuerdo	más o menos de acuerdo	ni de acuerdo ni en desacuerdo	más o menos en desacuerdo	completamente en desacuerdo	no sé
Recibo suficientes beneficios por los impuestos que le pago al Gobierno de la Ciudad de Dallas.....	1	2	3	4	5	6
Estoy satisfecho con la dirección general que ha tomado el Gobierno de la Ciudad de Dallas.....	1	2	3	4	5	6
El Gobierno de la Ciudad de Dallas fomenta la participación ciudadana .	1	2	3	4	5	6
El Gobierno de la Ciudad de Dallas escucha a los ciudadanos.....	1	2	3	4	5	6

15. ¿Qué repercusiones, de haberlas, piensa usted que tendrá la economía en sus ingresos familiares en los próximos 6 meses? Usted piensa que el impacto será:

- muy positivo más o menos positivo neutral más o menos negativo muy negativo

16. Por favor, marque la respuesta que refleje mejor su opinión para cada una de las siguientes preguntas:

a. ¿En cuál distrito escolar vive usted?

- | | |
|--|--|
| <input type="checkbox"/> Carrollton-Farmers Branch | <input type="checkbox"/> Irving |
| <input type="checkbox"/> Cedar Hill | <input type="checkbox"/> Lancaster |
| <input type="checkbox"/> Dallas | <input type="checkbox"/> Mesquite |
| <input type="checkbox"/> DeSoto | <input type="checkbox"/> Plano |
| <input type="checkbox"/> Duncanville | <input type="checkbox"/> Richardson |
| <input type="checkbox"/> Garland | <input type="checkbox"/> Sunnyvale |
| <input type="checkbox"/> Grand Prairie | <input type="checkbox"/> Wilmer-Hutchins |
| <input type="checkbox"/> Highland Park | <input type="checkbox"/> no sé |

b. Por favor, califique el distrito escolar en el que vive:

- | | |
|------------------------------------|-------------------------------------|
| <input type="checkbox"/> excelente | <input type="checkbox"/> deficiente |
| <input type="checkbox"/> bueno | <input type="checkbox"/> no sé |
| <input type="checkbox"/> aceptable | |

c. ¿Cómo califica a Dallas como lugar para hacer negocios?

- | | |
|------------------------------------|-------------------------------------|
| <input type="checkbox"/> excelente | <input type="checkbox"/> deficiente |
| <input type="checkbox"/> bueno | <input type="checkbox"/> no sé |
| <input type="checkbox"/> aceptable | |

d. ¿Cuán graves son los siguientes problemas, si es que existen, en su vecindario?

	no es un problema	problema menor	problema moderado	problema grave	no sé
Falta de aceras (banquetas)	1	2	3	4	5
Aceras rotas.....	1	2	3	4	5

Nuestras últimas preguntas son acerca de usted y su hogar. Quisiéramos reafirmarle que todas las respuestas permanecerán anónimas y que se reportarán únicamente en forma general.

17. ¿Vive usted dentro de los límites de la ciudad de Dallas?

- no sí

18. ¿Tiene usted un empleo actualmente?

- no [pase a la preg. n° 19] sí [pase a la preg. n° 18a]

18a. ¿Qué tipo de transporte utiliza *normalmente* (para la parte más larga de su viaje) al ir trabajo?

- Vehículo automotor (p. ej. carro, camioneta, van, motocicleta, etc.)
 Autobús, tren, metro u otro servicio de transporte público
 Camina
 Trabaja en la casa
 Otro

18b. Si marcó en la pregunta 18a “vehículo automotor” (p. ej. carro, camioneta, van, motocicleta), ¿tiene algún otro familiar (adulto o niño) que *normalmente* viaje con usted camino al trabajo y de regreso a casa?

- no sí

19. ¿Por cuántos años ha vivido en Dallas?

- menos de 2 años 11-20 años
 2-5 años más de 20 años
 6-10 años

20. ¿Cuál de las siguientes opciones describe mejor la vivienda (edificio) en la que vive?

- Casa unifamiliar separada de cualquier otra casa
 Casa unida a una o más casas (p. ej. dúplex, townhouse)
 Edificio con 2 o más apartamentos o propietarios
 Casa rodante
 Otro

21. ¿Es esta casa, apartamento o casa rodante...

- alquilada o la ocupa sin hacer pagos en efectivo?
 propia, o de alguno de sus familiares que paga la hipoteca o ya está pagada?

22. ¿Viven en su casa niños de 12 años o menos?

- no sí

23. ¿Viven en su casa adolescentes entre los 13 y 17 años?

- no sí

24. ¿Tiene usted o cualquiera de los miembros de su familia 65 años o más?

- no sí

25. ¿Hay acaso en su hogar alguna persona con alguna incapacidad física o que esté minusválida?

- no sí

26. ¿Cuál es el nivel de estudio más alto que usted alcanzó? (marque sólo uno)

- 12° grado o menos, sin diploma
 Diploma de preparatoria / secundaria
 Algo de universidad, sin título
 Título técnico (p. ej. en humanidades, ciencias)
 Licenciatura (p. ej. en humanidades, ciencias)
 Postgrado (master, doctorado)

27. ¿Cuánto cree usted que será el ingreso de su familia antes de pagar los impuestos del año actual? (Por favor, incluya en el total el ingreso de todas las personas que viven en su casa).

- menos de \$24,999
 \$25,000 a \$49,999
 \$50,000 a \$99,999
 \$100,000 o más

28. ¿Es usted hispano / latino / español?

- no sí

29. ¿A qué raza pertenece? (Marque uno o más grupos para describir lo que usted se considera)

- Indio americano o nativo de Alaska
 Asiático o de las Islas del Pacífico
 Negro, afro-americano
 Blanco / Caucásico
 Otro

30. ¿Cuál es su categoría de edad?

- 18-24 años 55-64 años
 25-34 años 65-74 años
 35-44 años 75 años o más
 45-54 años

31. ¿Cuál es su sexo?

- femenino masculino

32. ¿Está inscrito para votar en su jurisdicción?

- no sí no sé

33. ¿Votó en las últimas elecciones?

- no sí no sé

34. ¿Cree que votará en las próximas elecciones?

- no sí no sé

Gracias por llenar esta encuesta. Por favor, envíela en el sobre prepagado a: National Research Center, Inc., 3005 30th St., Boulder, CO 80301



February 2005

Dear Dallas Resident:

The City of Dallas wants to know what you think about our community and municipal government. You have been randomly selected to participate in Dallas's 2005 Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your answers will help the City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate! If you need this survey to appear in larger font please contact the City of Dallas at (214) 671-9826.

To get a representative sample of Dallas residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

The survey results will be briefed to Council and posted on the City's Web site: www.dallascityhall.com in June 2005.

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey please call (214) 671-9826.

Please help us shape the future of Dallas. Thank you for your time and participation.

Sincerely,

Mary K. Suhm
Acting City Manager



March 2005

Dear Dallas Resident:

About one week ago, you should have received a copy of the enclosed survey. **If you completed it and sent it back, we thank you for your time and ask you to discard this survey. Please do not respond twice.** If you have not had a chance to complete the survey, we would appreciate your response. The City of Dallas wants to know what you think about our community and municipal government. You have been randomly selected to participate in the City of Dallas's Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your answers will help Dallas City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate! If you need this survey to appear in larger font please contact the City of Dallas at (214) 671-9826.

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Please help us shape the future of Dallas. Thank you for your time and participation.

Sincerely,

Mary K. Suhm
Acting City Manager



Ciudad de Dallas

Febrero de 2005

Estimado ciudadano de Dallas:

El Gobierno de la Ciudad de Dallas desea saber qué piensa usted sobre nuestra comunidad y el gobierno municipal. Su hogar ha sido seleccionado al azar para participar en la Encuesta Ciudadana de 2005 del Gobierno de la Ciudad de Dallas.

Por favor, tómese unos minutos para llenar la Encuesta Ciudadana adjunta. Sus respuestas ayudarán a que el Concejo de la Ciudad tome decisiones que influirán en nuestra comunidad. Estamos seguros de que las preguntas le parecerán interesantes y tenemos la certeza de que sus respuestas serán de gran utilidad. ¡Por favor participe! Si necesita que le enviemos una encuesta con letra más grande, por favor, comuníquese con el Gobierno de la Ciudad de Dallas por el (214) 671-9826.

A fin de obtener una muestra representativa de los habitantes de Dallas, le pedimos que la encuesta sea llenada por el adulto (de 18 años o más) de su hogar que haya cumplido años más recientemente. El año de nacimiento del adulto no tiene importancia.

Por favor, pídale al miembro de la familia que corresponda que se tome unos minutos para contestar todas las preguntas y devolver la encuesta en el sobre adjunto con franqueo pagado. **Sus respuestas permanecerán completamente anónimas.**

Los resultados de la encuesta serán informados al Concejo para luego ser colocados en el portal virtual del gobierno de la ciudad: www.alcaldiadedallas.com en junio de 2005.

Su participación en esta encuesta es muy importante, en especial, porque su familia es parte de un pequeño número de hogares seleccionados para este fin. Si tiene alguna pregunta acerca de esta encuesta, por favor llámenos al (214) 671-9826.

Por favor, ayúdenos a moldear el futuro de Dallas. Gracias por su tiempo y participación.

Atentamente,

Mary K. Suhm
Administradora de la Ciudad de Dallas



Ciudad de Dallas

Marzo de 2005

Estimado ciudadano de Dallas:

Hace aproximadamente una semana, usted debe haber recibido una copia de la encuesta que se adjunta. Si ya la llenó y devolvió, le damos las gracias por su tiempo y le rogamos que haga caso omiso de esta encuesta. Por favor, no responda dos veces. Si todavía no ha tenido la oportunidad de llenar la encuesta, le agradeceríamos que lo hiciera. El Gobierno de la Ciudad de Dallas desea saber qué piensa usted sobre la comunidad y el gobierno municipal. Su hogar ha sido seleccionado al azar para participar en la Encuesta Ciudadana de 2005 del Gobierno de la Ciudad de Dallas.

Por favor, tómese unos minutos para llenar la Encuesta Ciudadana adjunta. Sus respuestas ayudarán a que el Concejo de la Ciudad tome decisiones que influirán en la comunidad. Estamos seguros de que las preguntas le parecerán interesantes y tenemos la certeza de que sus respuestas serán de gran utilidad. ¡Por favor participe! Si necesita que le enviemos una encuesta con letra más grande, por favor, comuníquese con el Gobierno de la Ciudad de Dallas por el (214) 671-9826.

A fin de obtener una muestra representativa de los habitantes de Dallas, le pedimos que la encuesta sea llenada por el adulto (de 18 años o más) de su hogar que haya cumplido años más recientemente. La fecha de nacimiento del adulto no tiene importancia.

Por favor, pídale al miembro de la familia que corresponda que se tome unos minutos para contestar todas las preguntas y devolver la encuesta en el sobre adjunto con franqueo pagado. **Sus respuestas permanecerán completamente anónimas.**

Los resultados de la encuesta serán informados al Concejo para luego ser colocados en el portal virtual del gobierno de la ciudad: www.alcaldiadedallas.com en junio de 2005.

Su participación en esta encuesta es muy importante, en especial, porque su familia es parte de un pequeño número de hogares seleccionados para este fin. Si tiene alguna pregunta acerca de esta encuesta, por favor llámenos al (214) 671-9826.

Por favor, ayúdenos a moldear el futuro de Dallas. Gracias por su tiempo y participación.

Atentamente,

Mary K. Suhm
Administradora de la Ciudad de Dallas

Dear City of Dallas Resident,

Your household has been randomly selected to participate in a Citizen Survey about the City of Dallas. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Please be assured that your answers will be kept anonymous. Thank you in advance for helping us with this important project!

Sincerely,



Mary K. Suhm
Acting City Manager/Administradora de la Ciudad de Dallas

Estimado ciudadano de Dallas:

Su hogar ha sido seleccionado al azar para participar en una Encuesta Ciudadana sobre el Gobierno de la Ciudad de Dallas. La próxima semana, usted recibirá por correo una copia de la encuesta junto con las instrucciones sobre cómo llenarla y regresarla. Le garantizamos que sus respuestas permanecerán anónimas. ¡Gracias de antemano por su aporte a este importante proyecto!

Atentamente,

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Atentamente,



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