

Memorandum



CITY OF DALLAS

DATE May 1, 2020

TO Honorable Mayor and Members of the City Council

SUBJECT **ETC Institute COVID-19 Survey Responses**

Earlier this year, ETC Institute administered the 2020 Community Survey to 1,677 Dallas households and briefed the Dallas City Council on the survey results April 1.

In response to the Coronavirus (COVID-19) pandemic, ETC Institute began conducting surveys to gain insight into the attitudes and behaviors of U.S. residents regarding the COVID-19 pandemic in late March. Surveys were conducted in all 50 states and the 30 largest cities, including Dallas.

ETC Institute administered two surveys of Dallas residents. ETC conducted the first survey the week of April 5 and the second survey the week of April 26. Survey results reveal the financial impact, government response satisfaction ratings, and stay-at-home order compliance actions of Dallas residents with a 95 percent confidence level and a +/- 6.9 percent margin of error. The resulting data includes a comparison of Dallas residents' perceptions to Texas residents' perceptions as well as changes in Dallas residents' perceptions over time.

Notable findings from the early April survey include:

- 29.4 percent of Dallas residents personally knew someone who tested positive for the Coronavirus (COVID-19), compared to 13.1 percent of Texas residents;
- 80.9 percent of Dallas residents thought the Coronavirus (COVID-19) is a real threat to their community, compared to 76.4 percent of Texas residents; and
- 62.5 percent of Dallas residents reported that their financial situation had gotten worse as a result of the Coronavirus (COVID-19) outbreak, compared to 59.1 percent of Texas residents.

A comparison of Dallas' results in early April to results of the survey conducted in late April, reveals the following:

- More Dallas residents personally knew someone who tested positive for the Coronavirus (COVID-19) – positive responses rose from 29.4 percent to 45.5 percent; and,
- More Dallas residents think the Coronavirus (COVID-19) is a real threat to their community – positive responses rose from 80.9 percent to 84.5 percent.

A majority of Dallas residents also responded positively to a question about their confidence in city and county leaders to manage community needs during the Coronavirus (COVID-19) pandemic. Dallas residents also rated the City's response more favorably than county, state, and federal response efforts.

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ETC Institute will publish the most recent results next week on their website <https://etcinstitute.com/>. The attached document provides additional details on the survey results. ETC Institute will conduct its next survey of Dallas residents in late May; updated results will be provided at that time.

Should you have any questions or need additional information, please contact me, or Jack Ireland, Director of the Office of Budget.



M. Elizabeth Reich
Chief Financial Officer

[Attachment]

c: T.C. Broadnax, City Manager
Chris Caso, City Attorney
Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer Tolbert, Chief of Staff to the City Manager
Majed A. Al-Ghafry, Assistant City Manager
Jon Fortune, Assistant City Manager

Jon Fortune, Assistant City Manager
Joey Zapata, Assistant City Manager
Nadia Chandler Hardy, Assistant City Manager
Dr. Eric A. Johnson, Chief of Economic Development and Neighborhood Services
Laila Alequresh, Chief Innovation Officer
M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion
Directors and Assistant Directors

ETC Institute COVID-19 Survey Responses

Dallas and Texas Survey Responses
(excluding "don't knows")

#	Survey Question	Dallas 4/5 Survey	Texas 4/19 Survey
1	Do you have confidence in your city and county leaders to manage your community's needs during the Coronavirus (COVID-19) pandemic? (answered yes)	47.1%	56.5%
2	Do you personally know anyone who has tested positive for the Coronavirus (COVID-19)? (answered yes)	29.4%	13.1%
3	Do you think anyone in your household might currently be infected with Coronavirus (COVID-19)? (answered yes)	2.9%	2.5%
4	Do you think local officials in your community are doing a good job of keeping you informed about the Coronavirus (COVID-19) Pandemic? (answered yes)	75.7%	67.5%
5	Do you think the Coronavirus (COVID-19) is a real threat to your community? (answered yes)	80.9%	76.4%
6	Do you think the COVID-19 Pandemic will be a national pandemic for 12 more weeks? (answered yes)	25.7%	19.0%
7	Do you think you will have problems paying for basic necessities such as rent/mortgage, food, utilities, etc. during the Coronavirus (COVID-19) pandemic? (answered yes)	22.1%	32.9%
8	Do you think your financial situation will get worse in the weeks ahead? (answered yes)	55.1%	47.7%
9	Financial impact: My work hours have been reduced as a result of the Coronavirus (COVID-19)	21.3%	23.2%
10	Financial impact: Projects/contracts have been postponed as a result of the Coronavirus (COVID-19) outbreak. (answered yes)	30.9%	21.1%
11	Financial impact: Sales are down at my company/business as a result of the Coronavirus (COVID-19) outbreak. (answered yes)	19.9%	12.7%
12	Has your financial situation gotten worse as a result of the Coronavirus (COVID-19) outbreak? (answered yes)	62.5%	59.1%
13	In your opinion, how likely are you or others in your household to get infected with the Coronavirus (COVID-19) over the next few weeks? (answered very likely/likely)	15.4%	19.4%
14	Life Change: Avoiding hospitals/doctors offices as a result of the Coronavirus (COVID-19) Pandemic. (answered yes)	51.5%	40.9%
15	Life Change: Not going to church/religious services as a result of the Coronavirus (COVID-19) Pandemic. (answered yes)	54.4%	51.9%
16	Life Change: Spending more time with my family as a result of the Coronavirus (COVID-19) Pandemic. (answered yes)	52.2%	49.8%
17	Life Change: Started working more from home as a result of the Coronavirus (COVID-19) Pandemic. (answered yes)	40.4%	27.8%
18	Life Change: Volunteered to help others as a result of the Coronavirus (COVID-19) Pandemic. (answered yes)	10.3%	8.9%
19	Satisfaction with City Government Response (answered excellent/good)	61.0%	50.6%
20	Satisfaction with County Government Response (answered excellent/good)	63.2%	53.6%
21	Satisfaction with State Government Response (answered excellent/good)	46.3%	54.0%
22	Satisfaction with U.S. Government Response (answered excellent/good)	33.1%	44.7%

ETC Institute COVID-19 Survey Responses

Dallas Responses
(excluding "don't knows")

#	Survey Question	4/5/2020	4/26/2020
1	Do you have confidence in your city and county leaders to manage your community's needs during the Coronavirus (COVID-19) pandemic? (answered yes)	47.1% ▲	59.8%
2	Do you personally know anyone who has tested positive for the Coronavirus (COVID-19)? (answered yes)	29.4% ▲	45.5%
3	Do you think anyone in your household might currently be infected with Coronavirus (COVID-19)? (answered yes)	2.9% ▼	2.9%
4	Do you think local officials in your community are doing a good job of keeping you informed about the Coronavirus (COVID-19) Pandemic? (answered yes)	75.7% ▲	76.6%
5	Do you think the Coronavirus (COVID-19) is a real threat to your community? (answered yes)	80.9% ▲	84.5%
6	Do you think the COVID-19 Pandemic will be a national pandemic for 12 more weeks? (answered yes)	25.7%	Not Asked
7	Do you think you will have problems paying for basic necessities such as rent/mortgage, food, utilities, etc. during the Coronavirus (COVID-19) pandemic? (answered yes)	22.1%	Not Asked
8	Do you think your financial situation will get worse in the weeks ahead? (answered yes)	55.1%	Not Asked
9	Financial impact: My work hours have been reduced as a result of the Coronavirus (COVID-19) outbreak. (answered yes)	21.3%	Not Asked
10	Financial impact: Projects/contracts have been postponed as a result of the Coronavirus (COVID-19) outbreak. (answered yes)	30.9%	Not Asked
11	Financial impact: Sales are down at my company/business as a result of the Coronavirus (COVID-19) outbreak. (answered yes)	19.9%	Not Asked
12	Has your financial situation gotten worse as a result of the Coronavirus (COVID-19) outbreak? (answered yes)	62.5% ▲	71.3%
13	In your opinion, how likely are you or others in your household to get infected with the Coronavirus (COVID-19) over the next few weeks? (answered very likely/likely)	15.4% ▲	24.9%
14	Life Change: Avoiding hospitals/doctors offices as a result of the Coronavirus (COVID-19) Pandemic. (answered yes)	51.5%	Not Asked
15	Life Change: Not going to church/religious services as a result of the Coronavirus (COVID-19) Pandemic. (answered yes)	54.4%	Not Asked
16	Life Change: Spending more time with my family as a result of the Coronavirus (COVID-19) Pandemic. (answered yes)	52.2%	Not Asked
17	Life Change: Started working more from home as a result of the Coronavirus (COVID-19) Pandemic. (answered yes)	40.4%	Not Asked
18	Life Change: Volunteered to help others as a result of the Coronavirus (COVID-19) Pandemic. (answered yes)	10.3%	Not Asked
19	Satisfaction with City Government Response (answered excellent/good)	61.0%	Not Asked
20	Satisfaction with County Government Response (answered excellent/good)	63.2%	Not Asked
21	Satisfaction with State Government Response (answered excellent/good)	46.3%	Not Asked
22	Satisfaction with U.S. Government Response (answered excellent/good)	33.1%	Not Asked
23	Have you had problems paying for basic necessities, such as rent/mortgage, food, utilities, etc. during the Corona Virus (COVID-19) Pandemic? (answered yes)	Not Asked	32.00%
24	How would you rate your level of stress, anxiety, and/or depression during this time? (answered extremely stressed)	Not Asked	12.9%

ETC Institute COVID-19 Survey Responses

Dallas Responses
(excluding "don't knows")

# 25 Have you or someone in your household filed for unemployment?	4/5/2020	4/29/2020
Yes	Not Asked	20.1%
No	Not Asked	75.6%
Would like to but cannot access	Not Asked	4.3%

Please indicate how your financial situation has gotten worse as a result of the Corona Virus		
# 26 (COVID-19) - multiple responses allowed	4/5/2020	4/29/2020
Unable to work due to sickness of myself or other person in my household	Not Asked	2.9%
None of these	Not Asked	16.7%
Job loss	Not Asked	17.7%
Projects/contracts postponed	Not Asked	21.5%
Sales are down at my company/business	Not Asked	29.7%
Work hours reduced	Not Asked	33.5%
Value of Stocks/Investments down	Not Asked	55.5%

Please indicate if you are taking any of the following actions to comply with the area's stay at home order and public health directives - multiple responses allowed		
# 27	4/5/2020	4/29/2020
Working from home	Not Asked	54.5%
Using delivery/curbside pick-up to obtain necessities	Not Asked	61.7%
Avoiding hospitals and doctor's offices	Not Asked	67.9%
Buying necessities less frequently	Not Asked	74.6%
Not spending time with people outside my household	Not Asked	78.5%
Avoiding crowded parks and trails	Not Asked	83.7%
Wearing a mask while in stores	Not Asked	91.4%

# 28 Have you or any member of your household accessed mental health services during the coronavirus (COVID-19) pandemic in order to help deal with anxiety, stress or depression?		
	4/5/2020	4/29/2020
Yes	Not Asked	5.3%
No	Not Asked	93.3%
Would like to but not able to access	Not Asked	1.4%

What are your primary sources of information about the Corona Virus (COVID-19)? Multiple responses allowed.		
# 29	4/5/2020	4/29/2020
National News	Not Asked	75.10%
Local News	Not Asked	63.60%
Social Media	Not Asked	50.20%
Friends/Family/Colleagues	Not Asked	38.80%
Local/national websites	Not Asked	33.50%
Health Professionals	Not Asked	32.10%
Local Newspaper	Not Asked	22.00%
National Newspaper	Not Asked	21.10%
Local Radio	Not Asked	19.10%

Overall, how would you rate the way leaders at the following levels of government have responded so far to the COVID-19 (Corona Virus) pandemic?		
# 30	4/5/2020	4/29/2020
National Level (sum of excellent/good)	Not Asked	35%
State Level (sum of excellent/good)	Not Asked	40%
County Level (sum of excellent/good)	Not Asked	55%
City Level (sum of excellent/good)	Not Asked	56%