

# Memorandum



CITY OF DALLAS

DATE May 18, 2018

TO Honorable Mayor and Members of the City Council

SUBJECT **Community Survey Results by District**

On May 2, 2018, the Office of Budget presented a briefing on the Dallas Community Survey Results to City Council. We conduct the community survey to gather valuable feedback from our residents about city services, which we use to inform our biennial budget process. This year, we are making that survey data available in the attached Council district specific handouts. The data on the handouts comes from a question in which respondents were given a list of 18 services, and they were asked to rank their top three for the following categories: most important, least important, most satisfied with, and least satisfied with.

The complete report of the survey results, geographic comparisons, GIS mapped data, and raw data are all available online on the Office of Budget webpage at: <http://dallascityhall.com/departments/budget/Pages/community-survey.aspx>. If you need further information, please contact the Office of Budget at (214) 670-7008.

In the Spirit of Excellence,

A handwritten signature in black ink, appearing to read 'T.C. Broadnax'.

T.C. Broadnax  
City Manager

## Attachments

c: Larry Casto, City Attorney  
Craig D. Kinton, City Auditor  
Billierae Johnson, City Secretary  
Daniel F. Solis, Administrative Judge  
Kimberly Bizzor Tolbert, Chief of Staff to the City Manager  
Majed A. Al-Ghafry, Assistant City Manager  
Jo M. (Jody) Puckett, Assistant City Manager (Interim)

Jon Fortune, Assistant City Manager  
Joey Zapata, Assistant City Manager  
M. Elizabeth Reich, Chief Financial Officer  
Nadia Chandler Hardy, Chief of Community Services  
Raquel Favela, Chief of Economic Development & Neighborhood Services  
Theresa O'Donnell, Chief of Resilience  
Directors and Assistant Directors



# District 1 Community Survey Results



**Scott Griggs, Dallas Council Member - District 1**

## Major Categories of Services Most Important in District 1:



#1

Maintenance of Infrastructure



#2

Police Services



#3

Neighborhood Code Enforcement

## Highest Satisfaction Services in District 1:



#1

Fire Services



#2

Dallas Love-Field Airport



#3

Sewer Services

## Major Categories of Services Least Important in District 1:



#18

Dallas Love-Field Airport



#17

Public Information Services



#16

Municipal Court Services

## Least Satisfied in District 1:



#18

Neighborhood Code Enforcement



#17

Ambulance/Emergency Services



#16

Land Use, Planning, Zoning



# District 2 Community Survey Results



**Adam Medrano, Deputy Mayor Pro-tem - District 2**

## Major Categories of Services Most Important in District 2:



#1

Maintenance of Infrastructure



#2

Police Services



#3

Neighborhood Code Enforcement

## Highest Satisfaction Services in District 2:



#1

Art and Cultural Programs



#2

Dallas Love-Field Airport



#3

Ambulance/Emergency Services

## Major Categories of Services Least Important in District 2:



#18

Public Library Services



#17

Municipal Court Services



#16

Dallas Love-Field Airport

## Least Satisfied in District 2:



#18

Maintenance of Infrastructure



#17

Land Use, Planning, Zoning



#16

Neighborhood Code Enforcement





# District 3 Community Survey Results



**Casey Thomas, II, Dallas Council Member - District 3**

## Major Categories of Services Most Important in District 3:



#1

Police Services



#2

Maintenance of Infrastructure



#3

Neighborhood Code Enforcement

## Highest Satisfaction Services in District 3:



#1

Ambulance/Emergency Services



#2

Public Library Services



#3

Dallas Love-Field Airport

## Major Categories of Services Least Important in District 3:



#18

Dallas Love-Field Airport



#17

Municipal Court Services



#16

Public Library Services

## Least Satisfied in District 3:



#18

Land Use, Planning, Zoning



#17

Maintenance of Infrastructure



#16

Neighborhood Code Enforcement



# District 4 Community Survey Results



**Dwaine Carraway, Mayor Pro-tem - District 4**

## Major Categories of Services Most Important in District 4:



#1

Police Services



#2

Maintenance of Infrastructure



#3

Neighborhood Code Enforcement

## Highest Satisfaction Services in District 4:



#1

Fire Services



#2

Dallas Love-Field Airport



#3

Public Library Services

## Major Categories of Services Least Important in District 4:



#18

Dallas Love-Field Airport



#17

Art and Cultural Programs



#16

Municipal Court Services

## Least Satisfied in District 4:



#18

Neighborhood Code Enforcement



#17

Maintenance of Infrastructure



#16

Storm Drainage





# District 5 Community

# Survey Results



**Ricky D. Callahan, Dallas Council Member - District 5**

## Major Categories of Services Most Important in District 5:



#1

Maintenance of Infrastructure



#2

Police Services



#3

Neighborhood Code Enforcement

## Highest Satisfaction Services in District 5:



#1

Ambulance/Emergency Services



#2

Public Library Services



#3

Dallas Love-Field Airport

## Major Categories of Services Least Important in District 5:



#18

Dallas Love-Field Airport



#17

Municipal Court Services



#16

Public Library Services

## Least Satisfied in District 5:



#18

Maintenance of Infrastructure



#17

Neighborhood Code Enforcement



#16

Municipal Court Services



# District 6 Community Survey Results



**Omar Narvaez, Dallas Council Member - District 6**

## Major Categories of Services Most Important in District 2:



#1

Maintenance of Infrastructure



#2

Police Services



#3

Neighborhood Code Enforcement

## Highest Satisfaction Services in District 6:



#1

Fire Services



#2

Dallas Love-Field Airport



#3

Storm Drainage

## Major Categories of Services Least Important in District 6:



#18

Dallas Love-Field Airport



#17

Storm Drainage



#16

Public Information Services

## Least Satisfied in District 6:



#18

Maintenance of Infrastructure



#17

Neighborhood Code Enforcement



#16

Land Use, Planning, Zoning





# District 7 Community Survey Results



**Kevin Felder, Dallas Council Member - District 7**

## Major Categories of Services Most Important in District 7:



#1

Police Services



#2

Maintenance of Infrastructure



#3

Neighborhood Code Enforcement

## Highest Satisfaction Services in District 7:



#1

Dallas Love-Field Airport



#2

Public Information Services



#3

Public Library Services

## Major Categories of Services Least Important in District 7:



#18

Dallas Love-Field Airport



#17

Public Library Services



#16

Municipal Court Services

## Least Satisfied in District 7:



#18

Neighborhood Code Enforcement



#17

Maintenance of Infrastructure



#16

Traffic Signal Timing





# District 8 Community

# Survey Results



**Tennell Atkins, Dallas Council Member - District 8**

## Major Categories of Services Most Important in District 8:



#1

Maintenance of Infrastructure



#2

Police Services



#3

Neighborhood Code Enforcement

## Highest Satisfaction Services in District 8:



#1

Fire Services



#2

Public Library Services



#3

Dallas Love-Field Airport

## Major Categories of Services Least Important in District 8:



#18

Dallas Love-Field Airport



#17

Public Library Services



#16

Public Information Services

## Least Satisfied in District 8:



#18

Maintenance of Infrastructure



#17

Land Use, Planning, Zoning



#16

Neighborhood Code Enforcement



# District 9 Community

# Survey Results



**Mark Clayton, Dallas Council Member - District 9**

## Major Categories of Services Most Important in District 9:



#1



#2



#3

Maintenance of Infrastructure

Police Services

Neighborhood Code Enforcement

## Highest Satisfaction Services in District 9:



#1



#2



#3

Fire Services

Dallas Love-Field Airport

Art and Cultural Programs

## Major Categories of Services Least Important in District 9:



#18



#17



#16

Public Information Services

Dallas Love-Field Airport

Municipal Court Services

## Least Satisfied in District 9:



#18



#17



#16

Maintenance of Infrastructure

Neighborhood Code Enforcement

Traffic Signal Timing





# District 10 Community

# Survey Results



**Adam McGough, Dallas Council Member - District 10**

## Major Categories of Services Most Important in District 10:



#1

Police Services



#2

Maintenance of Infrastructure



#3

Drinking Water

## Highest Satisfaction Services in District 10:



#1

Fire Services



#2

Dallas Love-Field Airport



#3

Art and Cultural Programs

## Major Categories of Services Least Important in District 10:



#18

Dallas Love-Field Airport



#17

Public Information Services



#16

Municipal Court Services

## Least Satisfied in District 10:



#18

Neighborhood Code Enforcement



#17

Maintenance of Infrastructure



#16

Municipal Court Services



# District 11 Community

# Survey Results



**Lee Kleiman, Dallas Council Member - District 11**

## Major Categories of Services Most Important in District 11:



#1

Police Services



#2

Maintenance of Infrastructure



#3

Fire Services

## Highest Satisfaction Services in District 11:



#1

Fire Services



#2

Ambulance/Emergency Services



#3

Art and Cultural Programs

## Major Categories of Services Least Important in District 11:



#18

Public Information Services



#17

Municipal Court Services



#16

Dallas Love-Field Airport

## Least Satisfied in District 11:



#18

Maintenance of Infrastructure



#17

Land Use, Planning, Zoning



#16

Neighborhood Code Enforcement





# District 12 Community

# Survey Results



**Sandy Grayson, Dallas Council Member - District 12**

## Major Categories of Services Most Important in District 12:



#1

Police Services



#2

Maintenance of Infrastructure



#3

Drinking Water

## Highest Satisfaction Services in District 12:



#1

Fire Services



#2

Art and Cultural Programs



#3

Public Library Services

## Major Categories of Services Least Important in District 12:



#18

Municipal Court Services



#17

Public Information Services



#16

Dallas Love-Field Airport

## Least Satisfied in District 12:



#18

Municipal Court Services



#17

Land Use, Planning, Zoning



#16

Maintenance of Infrastructure



# District 13 Community

# Survey Results



**Jennifer S. Gates, Dallas Council Member - District 13**

## Major Categories of Services Most Important in District 13:



#1

Maintenance of Infrastructure



#2

Police Services



#3

Drinking Water

## Highest Satisfaction Services in District 13:



#1

Ambulance/Emergency Services



#2

Public Library Services



#3

Dallas Love-Field Airport

## Major Categories of Services Least Important in District 13:



#18

Municipal Court Services



#17

Dallas Love-Field Airport



#16

Public Information Services

## Least Satisfied in District 13:



#18

Maintenance of Infrastructure



#17

Traffic Signal Timing



#16

Land Use, Planning, Zoning





# District 14 Community Survey Results



**Phillip T. Kingston, Dallas Council Member - District 14**

## Major Categories of Services Most Important in District 14:



#1

Maintenance of Infrastructure



#2

Police Services



#3

Drinking Water

## Highest Satisfaction Services in District 14:



#1

Fire Services



#2

Dallas Love-Field Airport



#3

Public Library Services

## Major Categories of Services Least Important in District 14:



#18

Municipal Court Services



#17

Dallas Love-Field Airport



#16

Public Information Services

## Least Satisfied in District 14:



#18

Maintenance of Infrastructure



#17

Land Use, Planning, Zoning



#16

Customer Service by City Employees