Memorandum

TO Honorable Mayor and Members of the City Council

SUBJECT **Follow-Up to Budget Overview Briefing on June 18, 2019**

Thank you for your questions regarding the FY 2019-20 and FY 2020-21 Budget Overview briefing on Tuesday. We have provided responses to some of those questions below, and we will respond to all remaining questions by memo next Friday.

Please note several Council members had questions related to Tax Increment Financing (TIF) districts. Director of Economic Development Courtney Pogue is preparing a briefing for City Council to provide additional information about that topic.

1. **Can City Council proactively vote to exceed SB2's 3.5% cap in the following year?**

   City Council may not proactively vote to exceed the cap in the following year. SB2 amended Tax Code Section 26.05(a) to read: "The governing body of each taxing unit shall adopt a tax rate for the current tax year...after the date the certified tax appraisal roll is received by the taxing unit." This means a decision on the tax rate must be based upon certified tax rolls, which are not available for the upcoming year.

2. **Does a database of resident contact information exist that Council members may access?**

   The Department of Planning and Urban Design (PUD) maintains a database of contact information for neighborhood organizations and proactively communicates with these residents via a monthly newsletter and event notifications. PUD provides this information to all City departments and City Council as needed for City business. The City does not maintain a centralized database of information for participants at all community meetings and events.

3. **What questions were included in the 2018 Community Survey related to public information services?**

   The questions related to public information services are included on the next page. The full survey instrument is also attached for reference. All questions and results from the 2018 survey, as well as previous surveys, are posted online at https://dallascityhall.com/departments/budget/Pages/community-survey.aspx.

8. **Major Categories of City Services.** Please indicate if you have used each of the major categories of services listed below during the past 12 months. Then, rate the City's overall performance in that service by circling the corresponding number.

Major categories of city services	Have you used this service during the past year?		Excellent	Good	Fair	Poor	Don't Know
01. Ambulance/emergency medical services	Yes	No	4	3	2	1	9
02. Art and Cultural programs/facilities	Yes	No	4	3	2	1	9
03. Neighborhood code enforcement (e.g. high weeds, litter, blight)	Yes	No	4	3	2	1	9
04. Customer service provided by city employees	Yes	No	4	3	2	1	9
05. Drinking water	Yes	No	4	3	2	1	9
06. Fire services	Yes	No	4	3	2	1	9
07. Solid waste services (e.g. garbage and recycling collection)	Yes	No	4	3	2	1	9
08. Land use, planning, and zoning	Yes	No	4	3	2	1	9
09. Maintenance of infrastructure (e.g. city streets and sidewalks)	Yes	No	4	3	2	1	9
10. Parks and recreation system	Yes	No	4	3	2	1	9
11. Police services	Yes	No	4	3	2	1	9
12. Public information services	Yes	No	4	3	2	1	9
13. Public library services	Yes	No	4	3	2	1	9
14. Sewer services (e.g. sanitary sewer/wastewater)	Yes	No	4	3	2	1	9
15. Storm drainage	Yes	No	4	3	2	1	9
16. Traffic signal timing	Yes	No	4	3	2	1	9
17. Dallas Love Field Airport	Yes	No	4	3	2	1	9
18. Municipal court services	Yes	No	4	3	2	1	9

9. Which **FOUR** of the services listed in Question 8 do you think should be the City's **TOP PRIORITIES?** *[Write in your answers below using the numbers from the list in Question 8.]*

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

23. **Public Information Services.** Where do you currently get news and information about city programs, services, and events? *[Check all that apply.]*

____(1) Local newspapers   ____(4) City website   ____(7) Radio FM 101.1
____(2) Social media   ____(5) Other local radio   ____(8) 311
____(3) Dallas City TV (Cable)   ____(6) Television News   ____(9) Townhall meetings

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

Public information services	Excellent	Good	Fair	Poor	Don't Know
1. Quality of City's cable television channel	4	3	2	1	9
2. WRR 101.1 FM broadcast of City Council meetings	4	3	2	1	9
3. 3-1-1 services	4	3	2	1	9
4. Availability of information about city programs and services	4	3	2	1	9
5. Level of public involvement in decision making	4	3	2	1	9
6. Townhall meetings	4	3	2	1	9
7. The City's social media services (e.g. Facebook, Twitter)	4	3	2	1	9
8. Quality of City website	4	3	2	1	9

25. Which **TWO** of the public information services listed in Question 24 do you think should be the City's **TOP PRIORITIES?** *[Write in your answers below using the numbers from the list in Question 24.]*

1st: ____   2nd: ____

4. **Are the results of the 2018 Community Survey available by City Council district?**

   Yes, the data is broken down by City Council district. The Office of Budget also prepared one-page summaries highlighting what residents in each district considered their greatest priorities, and these are attached for reference.

5. **Provide additional information about the use of the equity tool in the budget process.**

   The City Council approved a partnership with the Government Alliance on Race and Equity (GARE) on November 28, 2018. They are a national network of governments working to achieve racial equity and advance opportunities for all. The City developed the equity tool at the direction of City management and in concert with GARE.

   The budgeting for equity tool is based on GARE's six-step process and aligns to the GARE training provided to all City executives and budget staff. An overview of the tool and the budgeting for equity process is attached for reference.

6. **What expenses are included in the Public Safety strategic priority?**

   Various departments and services align to each of the six strategic priorities. For the current year, FY 2018-19, the table below shows the General Fund expenses included in the Public Safety strategic priority.

   As indicated during the June 18 briefing, the Public Safety strategic priority totals $820.8 million and accounts for 60 percent of the General Fund budget. The Police and Fire-Rescue departments alone total $781.2 million and account for 57.2 percent of the General Fund budget.

Department	FY 2018-19 Budget
City Attorney's Office (municipal prosecution and police liaison)	$3,055,661
Court and Detention Services (including Lew Sterrett jail contract, Marshal's Office, security services, court services, and school crossing guards)	$32,180,201
Dallas Fire-Rescue	$294,483,209
Dallas Police	$486,752,691
Judiciary	$3,446,356
Office of Emergency Management	$877,113
Total Public Safety	**$820,795,231**

Please contact Director of Budget Jack Ireland if you have additional questions.

M. Elizabeth Reich
Chief Financial Officer

[Attachments]

c:

T.C. Broadnax, City Manager	Jon Fortune, Assistant City Manager
Chris Caso, City Attorney (Interim)	Joey Zapata, Assistant City Manager
Mark Swann, City Auditor	Nadia Chandler Hardy, Assistant City Manager and Chief Resilience Officer
Bilierae Johnson, City Secretary	Michael Mendoza, Chief of Economic Development and Neighborhood Services
Preston Robinson, Administrative Judge	Laila Alequresh, Chief Innovation Officer
Kimberly Bizor Tolbert, Chief of Staff to the City Manager	Liz Cedillo-Pereira, Chief of Equity and Inclusion
Majed A. Al-Ghafry, Assistant City Manager	Directors and Assistant Directors

2018 Community Survey

City of Dallas

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

1.   **Perceptions of the City. Please rate the following items by circling the corresponding number below.**

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

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

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

3.   **Which THREE of the quality of life characteristics listed in Question 2 do you think should be the City's TOP PRIORITIES?** *[Write in your answers below using the numbers from the list in Question 2.]*

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

4. Please rate the speed of growth in the following categories in Dallas over the past TWO years.

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

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

Problem in The City	Not a Problem	Minor Problem	Moderate Problem	Major Problem	Don't Know
01. Crime	4	3	2	1	9
02. Drugs	4	3	2	1	9
03. High weeds	4	3	2	1	9
04. Noise	4	3	2	1	9
05. Blighted buildings	4	3	2	1	9
06. Homelessness	4	3	2	1	9
07. Environmental hazard(s), air quality, and toxic waste	4	3	2	1	9
08. Loose dogs and unrestrained pets	4	3	2	1	9
09. Litter	4	3	2	1	9
10. Infrastructure/Streets	4	3	2	1	9
11. Aggressive solicitation/panhandling	4	3	2	1	9
12. Other: _____	4	3	2	1	9

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

How safe do you feel...	Very Safe	Safe	Neither Safe or Unsafe	Unsafe	Very Unsafe	Don't Know
1. In your neighborhood during the day	5	4	3	2	1	9
2. In your neighborhood after dark	5	4	3	2	1	9
3. In Dallas' downtown area during the day	5	4	3	2	1	9
4. In Dallas' downtown area after dark	5	4	3	2	1	9
5. In Dallas' parks during the day	5	4	3	2	1	9
6. In Dallas' parks after dark	5	4	3	2	1	9
7. From violent crime (rape, assault, robbery)	5	4	3	2	1	9
8. From property crime (burglary, theft)	5	4	3	2	1	9
9. From fire	5	4	3	2	1	9

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

____(1) Yes *[Answer Q7a.]*   ____(2) No *[Skip to Q8.]*

7a. Was this crime/these crimes reported to the police?   ____(1) Yes   ____(2) No

8. <u>Major Categories of City Services.</u> Please indicate if you have used each of the major categories of services listed below during the past 12 months. Then, rate the City's overall performance in that service by circling the corresponding number.

Major categories of city services	Have you used this service during the past year?		Excellent	Good	Fair	Poor	Don't Know
01. Ambulance/emergency medical services	Yes	No	4	3	2	1	9
02. Art and Cultural programs/facilities	Yes	No	4	3	2	1	9
03. Neighborhood code enforcement (e.g. high weeds, litter, blight)	Yes	No	4	3	2	1	9
04. Customer service provided by city employees	Yes	No	4	3	2	1	9
05. Drinking water	Yes	No	4	3	2	1	9
06. Fire services	Yes	No	4	3	2	1	9
07. Solid waste services (e.g. garbage and recycling collection)	Yes	No	4	3	2	1	9
08. Land use, planning, and zoning	Yes	No	4	3	2	1	9
09. Maintenance of infrastructure (e.g. city streets and sidewalks)	Yes	No	4	3	2	1	9
10. Parks and recreation system	Yes	No	4	3	2	1	9
11. Police services	Yes	No	4	3	2	1	9
12. Public information services	Yes	No	4	3	2	1	9
13. Public library services	Yes	No	4	3	2	1	9
14. Sewer services (e.g. sanitary sewer/wastewater)	Yes	No	4	3	2	1	9
15. Storm drainage	Yes	No	4	3	2	1	9
16. Traffic signal timing	Yes	No	4	3	2	1	9
17. Dallas Love Field Airport	Yes	No	4	3	2	1	9
18. Municipal court services	Yes	No	4	3	2	1	9

9. Which FOUR of the services listed in Question 8 do you think should be the City's TOP PRIORITIES? *[Write in your answers below using the numbers from the list in Question 8.]*

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

10. Public Safety Services. Please rate the City's performance in the following areas.

Public safety services	Have you used this service during the past year?		Excellent	Good	Fair	Poor	Don't Know
1. Crime prevention	Yes	No	4	3	2	1	9
2. Traffic enforcement	Yes	No	4	3	2	1	9
3. Efforts by police to fight crime in your neighborhood	Yes	No	4	3	2	1	9
4. Efforts by police to effectively deal with problems in your neighborhood	Yes	No	4	3	2	1	9
5. Response time of police to emergency calls	Yes	No	4	3	2	1	9
6. Response time of fire to emergency calls	Yes	No	4	3	2	1	9
7. Fire prevention and education	Yes	No	4	3	2	1	9

11. Which TWO of the public safety services listed in Question 10 do you think should be the City's TOP PRIORITIES? *[Write in your answers below using the numbers from the list in Question 10.]*

1st: _____   2nd: _____

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

Parks and Recreation services	Have you used this service during the past year?		Excellent	Good	Fair	Poor	Don't Know
01. City parks	Yes	No	4	3	2	1	9
02. Recreation programs or classes	Yes	No	4	3	2	1	9
03. Range/variety of recreation programs and classes	Yes	No	4	3	2	1	9
04. Recreation centers/facilities	Yes	No	4	3	2	1	9
05. Accessibility of parks	Yes	No	4	3	2	1	9
06. Accessibility of recreation centers/facilities	Yes	No	4	3	2	1	9
07. Appearance/maintenance of parks	Yes	No	4	3	2	1	9
08. Appearance/maintenance of recreation centers/facilities	Yes	No	4	3	2	1	9
09. Outdoor athletic facilities (soccer/baseball fields, tennis courts)	Yes	No	4	3	2	1	9
10. Walking trails in the city	Yes	No	4	3	2	1	9
11. Outdoor swimming facilities	Yes	No	4	3	2	1	9
12. Ease of registering for city recreation programs/events	Yes	No	4	3	2	1	9
13. City golf courses	Yes	No	4	3	2	1	9

13.   Which THREE of the Park and Recreation services in Question 12 do you think should be the City's TOP PRIORITIES? *[Write in your answers below using the numbers from the list in Question 12.]*

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

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

Code enforcement services	Have you used this service during the past year?		Excellent	Good	Fair	Poor	Don't Know
1. Enforcement at multi-family building conditions	Yes	No	4	3	2	1	9
2. Enforcement of the mowing of weeds and high grass on private property	Yes	No	4	3	2	1	9
3. Enforcement of blighted residential properties	Yes	No	4	3	2	1	9
4. Enforcement of sign regulations	Yes	No	4	3	2	1	9
5. City efforts to remove junk motor vehicles (inoperative) on private property	Yes	No	4	3	2	1	9
6. Enforcement of bulk/brush trash violations	Yes	No	4	3	2	1	9
7. Enforcement of litter on private property	Yes	No	4	3	2	1	9
8. City efforts to survey and abate mosquitos carrying viruses	Yes	No	4	3	2	1	9
9. Enforcement of food safety in restaurants	Yes	No	4	3	2	1	9

15.   Which TWO of the code enforcement services listed in Question 14 do you think should be the City's TOP PRIORITIES? *[Write in your answers below using the numbers from the list in Question 14.]*

1st: ____   2nd: ____

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

Solid waste services	Have you used this service during the past year?		Excellent	Good	Fair	Poor	Don't Know
1. Garbage collections	Yes	No	4	3	2	1	9
2. Recycling	Yes	No	4	3	2	1	9
3. Yard waste pick-up	Yes	No	4	3	2	1	9
4. Bulk trash pick-up	Yes	No	4	3	2	1	9
5. Household hazardous waste disposal	Yes	No	4	3	2	1	9

17. **Which TWO of the solid waste services listed in Question 16 on the previous page do you think should be the City's TOP PRIORITIES?** *[Write in your answers below using the numbers from the list in Question 16.]*

1st: _____   2nd: _____

18. **Streets and Infrastructure/Mobility. Please rate the City's performance in the following areas.**

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

19. **Which TWO of the street and infrastructure services in Question 18 do you think should be the City's TOP PRIORITIES?** *[Write in your answers below using the numbers from the list in Question 18.]*

1st: _____   2nd: _____

20. **Water and Wastewater Services. Please rate the City's performance in the following areas.**

Water and wastewater	Excellent	Good	Fair	Poor	Don't Know
1. Water pressure in your home	4	3	2	1	9
2. Taste/smell of tap water in your home	4	3	2	1	9
3. Ease of understanding your water/wastewater bill	4	3	2	1	9
4. Efforts by the City to respond timely to water/wastewater service issues at your home or business	4	3	2	1	9
5. Pricing for water and wastewater service	4	3	2	1	9

21. **Which TWO of the water and wastewater services in Question 20 do you think should be the City's TOP PRIORITIES?** *[Write in your answers below using the numbers from the list in Question 20.]*

1st: _____   2nd: _____

22. **Other City Services/Facilities. Please rate the City's performance in the following areas.**

Other city services/facilities	Have you used this service during the past year?		Excellent	Good	Fair	Poor	Don't Know
01. Services to seniors	Yes	No	4	3	2	1	9
02. Services to youth	Yes	No	4	3	2	1	9
03. Services to low-income people	Yes	No	4	3	2	1	9
04. Variety of arts and cultural programs	Yes	No	4	3	2	1	9
05. Appearance/maintenance of arts and cultural centers/facilities	Yes	No	4	3	2	1	9
06. Accessibility of arts and cultural centers/facilities	Yes	No	4	3	2	1	9
07. Variety of library materials	Yes	No	4	3	2	1	9
08. Appearance/maintenance of libraries/facilities		No	4	3	2	1	9
09. Accessibility of City facilities/services for persons with disabilities	Yes	No	4	3	2	1	9
10. Enforcement of yard parking regulations in your neighborhood (was listed under Code enforcement in 2014)	Yes	No	4	3	2	1	9

23. **Public Information Services.** **Where do you currently get news and information about city programs, services, and events?** *[Check all that apply.]*

    ____(1) Local newspapers   ____(4) City website   ____(7) Radio FM 101.1

    ____(2) Social media   ____(5) Other local radio   ____(8) 311

    ____(3) Dallas City TV (Cable)   ____(6) Television News   ____(9) Townhall meetings

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

Public information services	Excellent	Good	Fair	Poor	Don't Know
1. Quality of City's cable television channel	4	3	2	1	9
2. WRR 101.1 FM broadcast of City Council meetings	4	3	2	1	9
3. 3-1-1 services	4	3	2	1	9
4. Availability of information about city programs and services	4	3	2	1	9
5. Level of public involvement in decision making	4	3	2	1	9
6. Townhall meetings	4	3	2	1	9
7. The City's social media services (e.g. Facebook, Twitter)	4	3	2	1	9
8. Quality of City website	4	3	2	1	9

25. **Which TWO of the public information services listed in Question 24 do you think should be the City's TOP PRIORITIES?** *[Write in your answers below using the numbers from the list in Question 24.]*

          1st: ____   2nd: ____

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

    ____(1) Yes *[Answer Q26a-b.]*   ____(2) No *[Skip to Q27.]*

    26a. **Which department did you contact MOST RECENTLY?**   _____

    26b. **Please rate the performance of the City employees who helped you the last time you contacted the City in the following areas.**

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

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

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

28. **Overall Quality of Governmental Services.** **Overall, how would you rate the quality of services provided by...**

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

29. **How many years have you lived in Dallas?** _____ years

30. **What is your age?** _____ years

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

32. **What is your race?** *[Check all that apply.]*

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

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

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

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

35. **Which modes of transportation do you use on a regular basis?** *[Check all that apply.]*

____(1) Drive alone ____(3) Light rail ____(5) Bicycle ____(7) Telecommute
____(2) Carpool ____(4) Bus ____(6) Walk ____(8) Other: _____

36. **Including yourself, how many people in your household are...**

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

37. **What is the primary language spoken in your home?**

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

38. **What is your total annual household income?**

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

39. **Do you own or rent your home?** ____(1) Own ____(2) Rent (or occupy without paying)

40. **Which of the following best describes your home?**

____(1) Single family home ____(2) Apartment/Condo ____(3) Mobile home ____(4) Other: _____

This concludes the survey – Thank you for your time!
Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

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

District 1 Community Survey Results

Chad West, City 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, 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, City 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

Carolyn King Arnold, City Council Member, 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

Jaime Resendez, City 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, City Council Member, District 6

Major Categories of Services Most Important in District 6:

#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

Adam Bazaldua, City 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, City 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

Paula Blackmon, City Council Member, District 9

Major Categories of Services Most Important in District 9:

#1 Maintenance of Infrastructure

#2 Police Services

#3 Neighborhood Code Enforcement

Highest Satisfaction Services in District 9:

#1 Fire Services

#2 Dallas Love Field Airport

#3 Art and Cultural Programs

Major Categories of Services Least Important in District 9:

#18 Public Information Services

#17 Dallas Love Field Airport

#16 Municipal Court Services

Least Satisfied in District 9:

#18 Maintenance of Infrastructure

#17 Neighborhood Code Enforcement

#16 Traffic Signal Timing

District 10 Community
Survey Results

Adam McGough, Deputy Mayor Pro Tem, 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 Kleinman, City 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

Cara Mendelsohn, City 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, City 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

David Blewett, City 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

CITY OF DALLAS

BUDGETING FOR EQUITY

TABLE OF CONTENTS

ADVANCING EQUITY

The City of Dallas' budgeting for equity tool is designed to integrate explicit consideration of the impact of City programs and services on every resident of Dallas. This tool helps departments develop strategies and action plans to reduce inequities and improve success for all residents. At its core, budgeting for equity provides a set of principles and reflective questions to evaluate policies, programs, and services.

Based on this evaluation, we can:

- Deconstruct those policies, programs, or services that are not working to increase equity
- Reconstruct and support those are that are working
- Shift the way decisions are made and dollars are allocated
- Transform Dallas institutions and systems

Valuing equity means first understanding and acknowledging how historical and deeply ingrained practices and policies produced the inequitable conditions present today and then committing to provide the resources and services necessary to address them. The budgeting for equity tool serves as a framework to measure and hold ourselves accountable for our progress.

THE EQUITY TOOL

Budgeting for equity is based on a six-step process developed by the Government Alliance on Race and Equity (GARE). The Office of Budget supports this effort by facilitating training, providing technical assistance to departments, and evaluating responses.

Step 1: Set desired outcome

Departments will define the most important community outcome for each proposed service, such as "safe and clean neighborhoods for all residents." The outcome should be the condition of well-being, not steps to achieve the outcome; for example, "increase safety in neighborhoods" would be a step, rather than the outcome itself. It should also apply to an entire population, like "all residents" or "all children." Multiple departments or even other organizations may contribute to this outcome, but we should still identify the long-term impacts of our services to ensure our investments are aligned with our goals.

After identifying the desired community outcome, departments should decide how to measure their performance. Keep in mind, there are three types of performance measures:

- Output: How much are we doing?
- Effectiveness: How well are we doing it?
- Outcome: Is anyone better off?

While departments may track output measures internally, they should select effectiveness or outcome measures for this step. They may also choose to use one or more of the Equity Indicators discussed on page 6.

Step 2: Analyze data

The more disaggregated the data, the more useful it can be in decision making. To that end, departments should submit at least one year of disaggregated performance data for the selected outcome(s). Possible data categories are listed in the box to the right.

This data will be used to answer these questions:
1. For whom and/or where do we achieve the desired outcome?
2. For whom and/or where do we not achieve the desired outcome?

Data categories might include:
- Race/ethnicity
- Gender identification
- Sexual orientation
- Age
- Disability status
- Immigrant or refugee status
- Primary language
- Household income
- Zip code
- Service area
- Council district

If certain groups of people or geographic areas are not achieving the desired outcome at the same rate as other groups/areas, departments are encouraged to identify the root cause of the disparity by completing a "5 Whys" exercise.

In addition to root cause analysis, departments should identify key factors that may impact performance, whether positive/negative, internal/external, or current/anticipated. These factors will help determine additional actions the City can take to remove barriers or replicate successes.

The "5 Whys" is a technique for determining cause and effect that involves stating the problem, then repeatedly asking "Why?" Each answer becomes the basis of the next question until the root cause is identified.

Step 3: Evaluate community engagement

For this step, departments should describe the process of engaging stakeholders, specifically members of the impacted communities identified in Step 2. Which stakeholders were involved in the development of the proposed strategy? How were they involved? What did you learn?

Community engagement should have taken place within the last 18 months to be relevant to requests. If you did not engage members of the impacted communities, explain why and what community need serves as the basis for the proposed plan.

Step 4: Identify strategies

Departments are now ready to identify strategies to maintain or improve current performance for the selected measures. When developing strategies, consider potential internal or external partners that can assist in improving performance outcomes for impacted communities.

Finally, and most importantly, be sure to explore whether proposed strategies could unintentionally benefit or harm any group(s) more than others. If so, provide corrective action plans to mitigate or balance these burdens.

Steps 5-6: Implement and communicate

The final step is to provide a detailed implementation plan for each proposed strategy and use of requested funds, as well as a strategy for communicating progress toward the desired outcome.

Provide specific timelines, deliverables, and the individual (or position) responsible for each action or step. Emphasize ways to communicate with impacted communities and give thought to updating internal and/or external partners of program activities.

EQUITY INDICATORS

UNDERSTANDING AND MEASURING PROGRESS TOWARD EQUITY IN DALLAS

The Equity Indicators measure equity across five themes: Economic Opportunity, Education, Neighborhoods and Infrastructure, Justice and Government, and Public Health. Within these themes, the tool examines outcomes for different population groups across multiple indicators, such as childhood poverty or business ownership, and "scores" indicators based on the size of the disparity between groups.

Data for each indicator will be collected, analyzed, and published annually, providing a clear view into how inequity in our community changes over time.

The Equity Indicators framework can help residents, businesses and nonprofit leaders, City administrators, and elected officials understand where to focus public policy and institutional power to improve outcomes for all residents. The findings are also publicly available, so communities can hold the City accountable for its efforts.

The Dallas Equity Indicators project was launched in late 2017 in collaboration with the City University of New York, with funding from the Rockefeller Foundation. The full list of indicators can be found on the next page.

Theme	Topic	Indicator
Economic Opportunity	Business Development	Business Establishments
		Business Ownership
		Long-Term Business Vacancies
	Employment	Labor Force Non-Participation
		Unemployment
		High-Growth, High-Paying Employment
	Income	Median Full-Time Income
		Median Hourly Wage
		Median Household Income
	Poverty	Child Poverty
		Senior Poverty
		Working Poverty
Education	Early Education	Early Education Enrollment by Race
		Early Education Enrollment by Income
		Kindergarten Readiness
	Elementary & Middle School Education	Third-Grade Reading Proficiency
		Elementary & Middle School Academic Quality
		Middle School Suspensions
	High School Education	College Readiness
		High School Dropouts
		Distinguished Achievement Program Graduation
	Education in the General Population	Adults with No High School Diploma
		High School Graduates Living in Poverty
		College-Educated Adults
Neighborhoods & Infrastructure	Access to Housing	Homeownership
		Evictions
		Home Loan Denials
	Housing Affordability & Services	Housing Cost Burden
		Internet Access
		Utility Expenses
	Neighborhoods	Long-Term Residential Vacancies
		Street Quality
		Access to Parks
	Transportation	Private Vehicle Availability
		Commute Time
		Transit Frequency (Full Day)
Justice & Government	Civic Engagement	Sense of Community
		Representation in Government
		Government Service Satisfaction
	Incarceration	Fines & Fees
		Jail Admissions
		Juvenile Detentions
	Law Enforcement	Arrests
		Police Force Diversity
		Traffic Stops & Searches
	Victimization	Property Crime
		Violent Crime
		Domestic Violence
Public Health	Access to Health Care	Primary Care
		Health Insurance
		Prenatal Care
	Population Health	Chronic Disease
		Mortality
		Opioid-Related Deaths
	Maternal & Child Health	Infant Mortality
		Teen Pregnancy
		Low Birth Weight
	Health Risk Factors	Child Food Insecurity
		Physical Activity
		Smoking

The original six-step process developed by GARE is outlined below. More information about GARE and its parent organization, Race Forward, can be found at racialequityalliance.org.

1	• Desired results
2	• Analysis of data
3	• Community engagement
4	• Strategies for racial equity
5	• Implementation plan
6	• Communications and accountability