



**City of Dallas**

*2013 City of Dallas  
DirectionFinder® Survey*

**Final Report**

*Submitted to*

*The City of Dallas, TX*

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# 2013 City of Dallas Community Survey

## Executive Summary Report

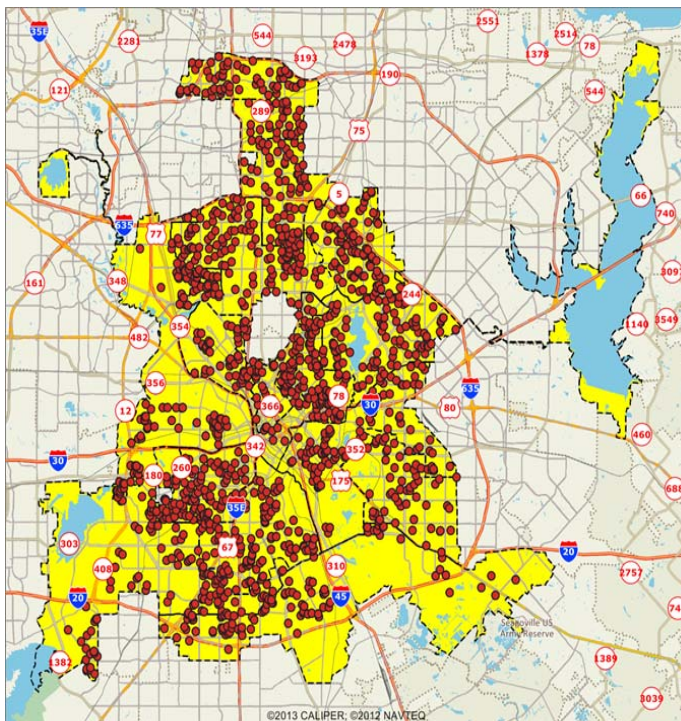
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### Overview and Methodology

During the spring of 2013, ETC Institute administered a Community Survey on behalf of the City of Dallas. Previous Community Surveys were conducted in 2005, 2006, 2007, 2009 and 2011. The purpose of the survey was to assess citizen satisfaction with the delivery of major city services, to help improve the quality of city services and to determine priorities for the community.

The seven-page survey was mailed to a random sample of 10,000 households in the City of Dallas. Approximately seven days after the surveys were mailed residents who received the survey were contacted by phone. Those who indicated they had not returned the survey were given the option of completing it by phone. A total of 1,431 households completed the survey.

The results for the random sample of 1,431 households have a 95% level of confidence with a precision of at least +/- 2.6%. In order to better understand how well services are being delivered by the City, ETC Institute mapped the home address of respondents to the survey. The map to the right shows the physical distribution of survey respondents based on the location of their home; areas on the map lacking responses are low density areas (i.e. industrial areas, commercial areas, and etc.).



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

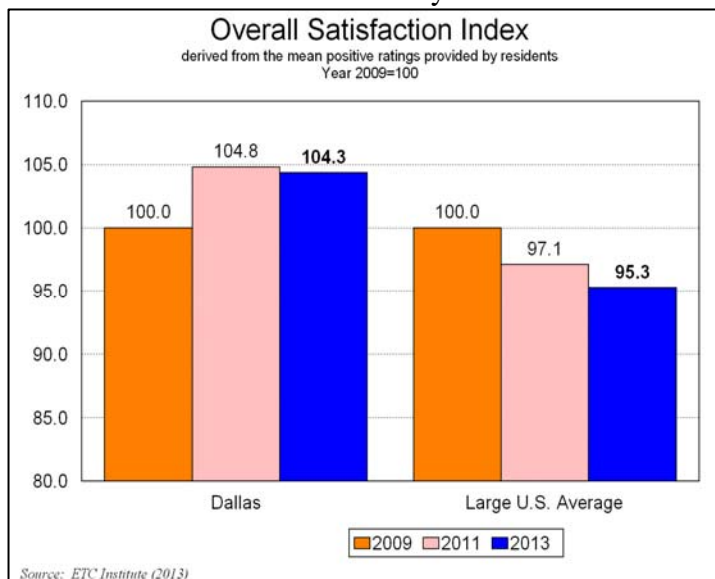
This summary report contains:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for most questions on the survey
- GIS maps that show the results of selected questions as maps of the City
- importance-satisfaction analysis
- tabular data that show the results for each question on the survey
- a copy of the English and Spanish survey instruments.

## Trend Summary

**Overall satisfaction with the quality of City services stayed about the same from 2011 to 2013.** To objectively assess the change in overall satisfaction with city services from 2009 to 2013, ETC Institute developed a Composite Satisfaction Index for the City. The Composite Satisfaction Index is derived from the mean rating given for the 16 major categories of city services that were assessed in 2009, 2011 and 2013. The index is calculated by dividing the mean rating from 2013 by the mean rating from 2009 and then multiplying the result by 100.

The chart to the right shows the Composite Satisfaction Index from 2009, 2011 and 2013 for the City of Dallas and large U.S. communities. While the Composite Customer Satisfaction Index for other large U.S. Cities has showed a steady decline from 2009 to 2013, the City of Dallas continues to score well above the 2009 baseline ratings. Despite a slight decrease of 0.5 points since 2011, the City of Dallas’s index is still 4.3 points higher than the 2009 baseline rating of 100. City leaders in Dallas are to be commended for their efforts to sustain high levels of service during a period in which national and regional attitudes toward local government continue to become more negative.



Although overall satisfaction with the overall quality of governmental services stayed about the same from 2011 to 2013, there were significant changes in some of the specific areas that were assessed on the survey. Given the sample size of both surveys, changes of 3.0% or more from 2011 to 2013 were statistically significant. The most significant increases and decreases among all items that were assessed in 2011 and 2013 on the survey are listed below.

**Most Significant INCREASES.** The areas where ratings increased by 5% or more from 2011 to 2013 were:

- Quality of economic development in Dallas (+11%)
- I am pleased with the direction the City is taking (+11%)
- Dallas as a place to work (+7%)
- Dallas as a place to raise children (+7%)
- Job opportunities (+7%)
- Dallas as a place to live (+6%)
- Overall quality of life in Dallas (+6%)
- Garbage collections (+6%)
- Townhall meetings (+6%)
- Dallas as a place to do business (+5%)
- Dallas as a place to retire (+5%)
- Quality of new development in Dallas (+5%)
- Perceptions of safety in Dallas's downtown area during the day (+5%)

**Most Significant DECREASES.** The areas where ratings decreased by 5% or more from 2011 to 2013 were:

- Water related issues:
  - Drinking water (-11%)
  - Taste of tap water in your home (-10%)
  - Response to water/wastewater service issues (-8%)
  - Water conservation programs (-7%)
- Street lighting (-8%)
- Fire prevention and education (-7%)
- Maintenance of neighborhood streets (-6%)
- Quality of City's cable TV channel (-5%)
- Outdoor athletic facilities (-5%)

## Major Findings by Area

- **Perception of the Overall Quality of Life in Dallas.** Seventy-three percent (73%) of the residents surveyed felt the quality of life in Dallas was “excellent” (15%) or “good” (58%); 24% of residents felt the quality of life in Dallas was “fair” and only 3% felt it was poor.

- **Ratings of Dallas as a Place to Live, Place to Work and do Business.** Eighty-two percent (82%) of the residents surveyed felt Dallas was an “excellent” (29%) or “good” (53%) place to live; 82% of residents felt Dallas was an “excellent” (32%) or “good” (50%) place to work and 82% felt Dallas was an “excellent” (34%) or “good” (48%) place to do business.
- **Ratings of Various Characteristics and Opportunities in the City.** Eighty-six percent (86%) of the residents surveyed rated shopping opportunities in Dallas as “excellent” (43%) or “good” (43%) and 80% of residents rated the opportunities to attend arts/cultural events in Dallas as “excellent” (31%) or “good” (49%).
- **Ratings of Access in the Community.** Seventy-three percent (73%) of residents rated the access to affordable, quality food in Dallas as “excellent” (25%) or “good” (48%) and 60% of residents rated the access to affordable, quality health care as “excellent” (16%) or “good” (44%).
- **Ratings of Mobility in the Community.** Fifty-nine percent (59%) of residents rated the ease of rail travel in Dallas as “excellent” (18%) or “good” (41%); 55% of residents rated the ease of bus travel in Dallas as “excellent” (16%) or “good” (39%), and 50% of residents rated the ease of car travel in the City as “excellent” (11%) or “good” (39%).
- **Speed of Growth.** Nearly half (49%) of residents felt population growth in Dallas was “much too fast” (15%) or “too fast” (34%), 48% felt it was “about right” and 3% felt it was “much too slow” (1%) or “too slow” (2%). Forty-eight percent (48%) of residents felt job growth in Dallas was “much too slow” (10%) or “too slow” (38%), 48% felt it was “about right” and 4% felt it was “much too fast” (1%) or “too fast” (3%).
- **Perceptions of Problems in the City.** The items that residents felt were the biggest problems in the City, based upon the percentage of residents who rated the item as a “major” problem, were: drugs (57%), traffic congestion (46%), crime (43%), homelessness (38%), and unsupervised youth (35%).
- **Perception of Safety in the City.** Based upon the combined percentage of residents who felt “very safe” or “safe,” residents felt most safe walking in their neighborhood during the day (80%), in Dallas’s downtown area during the day (73%) and in Dallas’s parks during the day (68%). Residents felt least safe in Dallas’s parks after dark (13%).

- **Major Categories of City Services.** The City services that residents rated the highest, based upon a combination of “excellent” and “good” ratings, were: fire services (87%), ambulance/emergency medical services (84%), arts and cultural programs (80%), public library services (78%), solid waste services (75%) and sewer services (67%). Residents rated the maintenance of infrastructure lowest (29%). The City services that residents felt should be the top four priorities were: 1) police services, 2) the maintenance of infrastructure, 3) drinking water and 4) code enforcement.
- **Public Safety.** The public safety services that residents rated the highest, based upon a combination of “excellent” and “good” responses were: the response time of the fire department to emergencies (79%) and fire prevention and education (58%). Residents rated the quality of animal control lowest (40%). The public safety services that residents felt were most important were: 1) crime prevention and 2) the response time of police to emergencies.
- **Streets and Infrastructure.** The street and infrastructure services that residents rated the highest, based upon a combined percentage of “excellent” and “good” responses were: street lighting (39%), street cleaning (37%) and the maintenance of neighborhood streets (32%). Residents rated alley maintenance lowest (22%). The streets and infrastructure services that residents felt were most important were: 1) street repair and 2) street lighting.
- **Solid Waste.** The solid waste services that residents rated the highest, based upon a combined percentage of “excellent” and “good” responses were: garbage collections (82%), recycling (81%) and yard waste pickup (71%). The solid waste services that residents felt should be the City’s top priorities were: 1) garbage collections and 2) recycling.
- **Water and Wastewater.** The water and wastewater services that residents rated the highest, based a combined percentage of “excellent” and “good” responses were water pressure in your home (78%) and the ease of understanding water/wastewater bills (65%). The water and wastewater services that residents felt should be the City’s top priorities were: 1) the taste of tap water in your home and 2) water pressure in your home.
- **Public Information.** The public information services that residents rated the highest, based upon a combined percentage of “excellent” and “good” responses were: WRR’s 101.1 FM broadcast of City Council meetings (68%), 3-1-1 services (64%) and the quality of the City’s website (63%). The public information services that residents felt were most important were: 1) the level of public involvement in decision making and 2) the availability of information about City programs/services.

The top two sources where residents get news and information about City programs, services and events were: the television news (73%) and local newspapers (52%).

- **Park and Recreation.** The park and recreation services that residents rated the highest, based upon a combined percentage of “excellent” and “good” responses were: the accessibility of parks (71%), City parks (67%), the accessibility of recreation centers/facilities (65%) and City golf courses (62%). The park and recreation services that residents felt were most important were: 1) City parks, 2) the appearance/maintenance of parks and 3) walking and biking trails in the City.
- **Customer Service.** Three-fourths (75%) of the residents surveyed rated the courtesy of City employees they interacted with as “excellent” (40%) or “good” (35%); 74% of residents rated the knowledge of City employees as “excellent” (32%) or “good” (42%) and 68% of residents rated the responsiveness of City employees as “excellent” (32%) or “good” (36%).
- **3-1-1 Customer Service.** More than three-fourths (76%) of the residents surveyed rated the 3-1-1 customer service agent who handled their call as “excellent” (36%) or “good” (40%); 70% of residents rated the service provided by agents handling water service calls as “excellent” (30%) or “good” (40%) and 67% of residents rated the quality of the City’s Web-based Service Request System as “excellent” (27%) or “good” (40%).
- **Overall Quality of Service Provided by the City of Dallas.** Sixty-one percent (61%) of the residents surveyed rated the quality of services provided by the City of Dallas as “excellent” (11%) or “good” (50%); 32% rated City services as “fair” and 7% rated City services as “poor.”

## Other Findings

- More than three-fourths (77%) of the residents surveyed rated the appearance of arts/cultural centers/facilities in the City as “excellent” (26%) or “good” (51%) and 64% of residents rated the accessibility of arts/cultural centers/facilities in the City as “excellent” (16%) or “good” (48%).
- Seventy-one percent (71%) of residents rated the variety of library materials in Dallas as “excellent” (18%) or “good” (53%).
- Two-thirds (66%) of the residents surveyed rated the accessibility of facilities/services for the disabled as “excellent” (16%) or “good” (50%).
- More than half (54%) of the residents surveyed either “strongly agreed” (8%) or “agreed” (46%) that they were pleased with the direction the City is taking.



- Ninety-one percent (91%) of residents reported they had not used the Trinity River Corridor’s recreation amenities during the last 12 months and 9% indicated they had used the Corridor’s recreational amenities at least once during the past 12 months.
- Most (86%) of the residents surveyed reported the mode of transportation they used on a regular basis was driving alone.

**Section 1:**  
**Charts and Graphs**

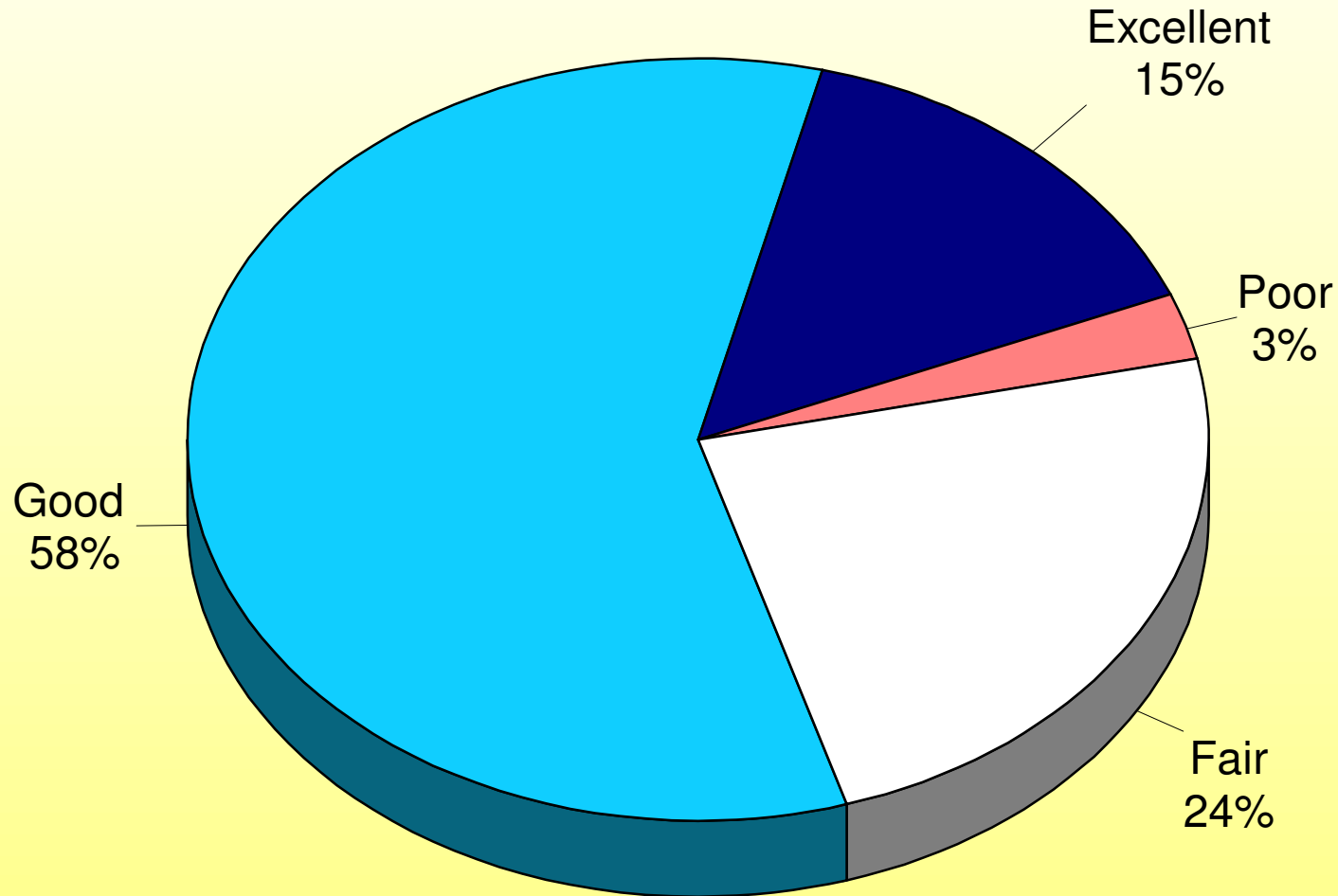
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*City of Dallas*  
**2013 Community Survey**

# Perceptions of the City

# Q1. Ratings of the Overall Quality of Life in Dallas

by percentage of respondents (excluding don't knows)

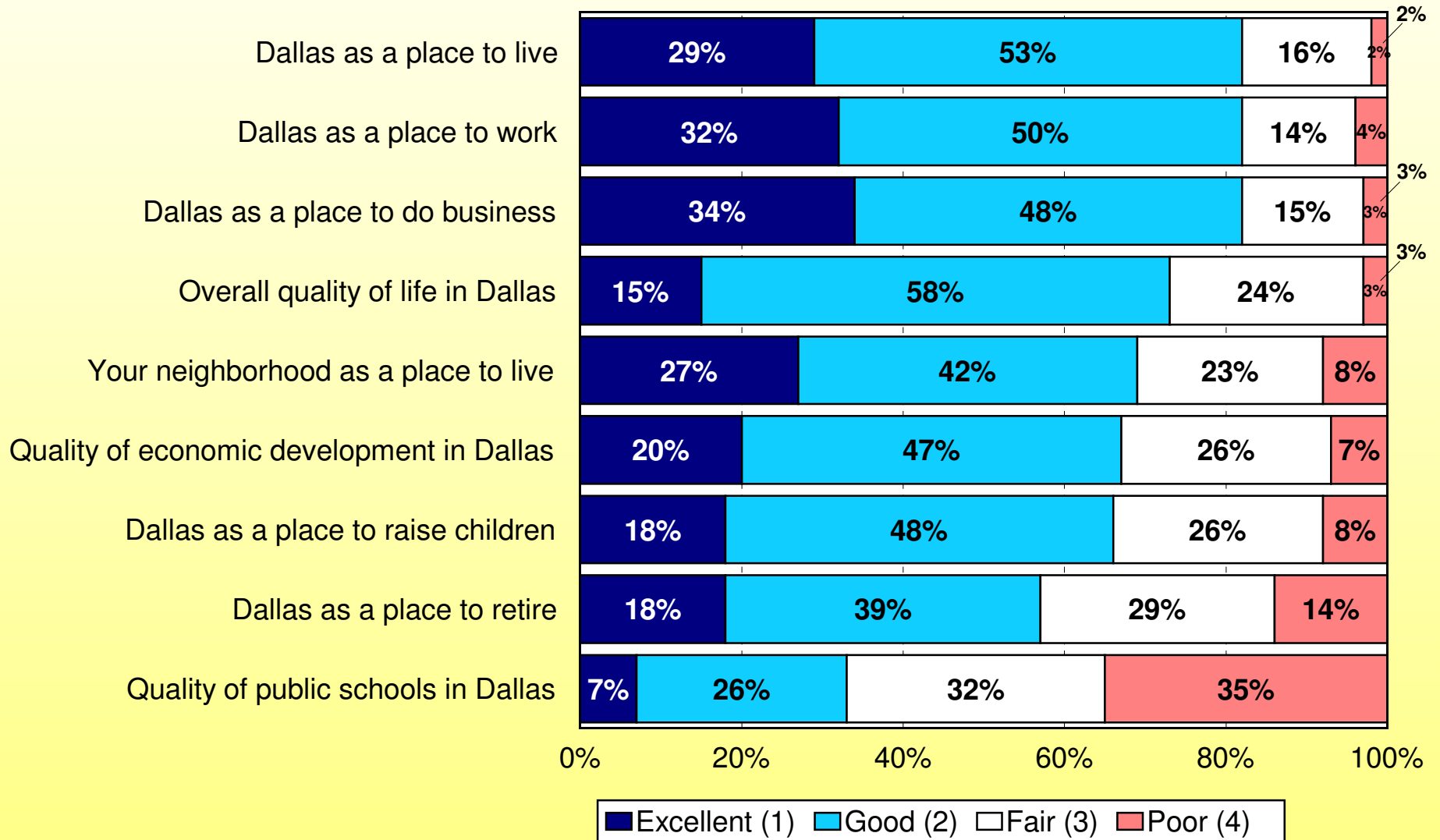


Source: ETC Institute (May 2013)

ETC Institute (2013)

# Q1. Quality of Life Ratings

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 1 is “excellent” and a rating of 4 is “poor” (excluding don't knows)

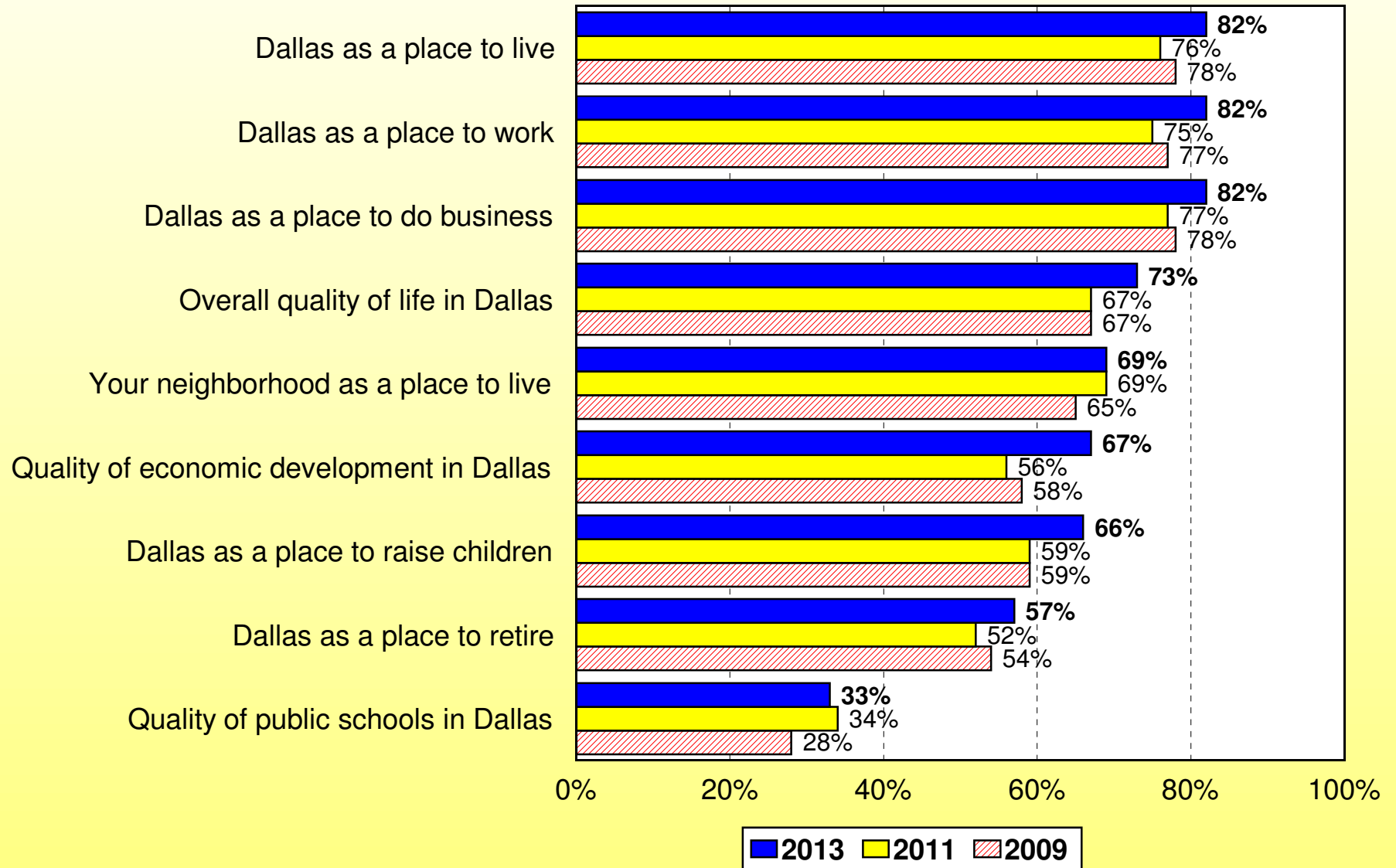


Source: ETC Institute (May 2013)

# Q1. Quality of Life Ratings

## Trends - 2013, 2011 & 2009

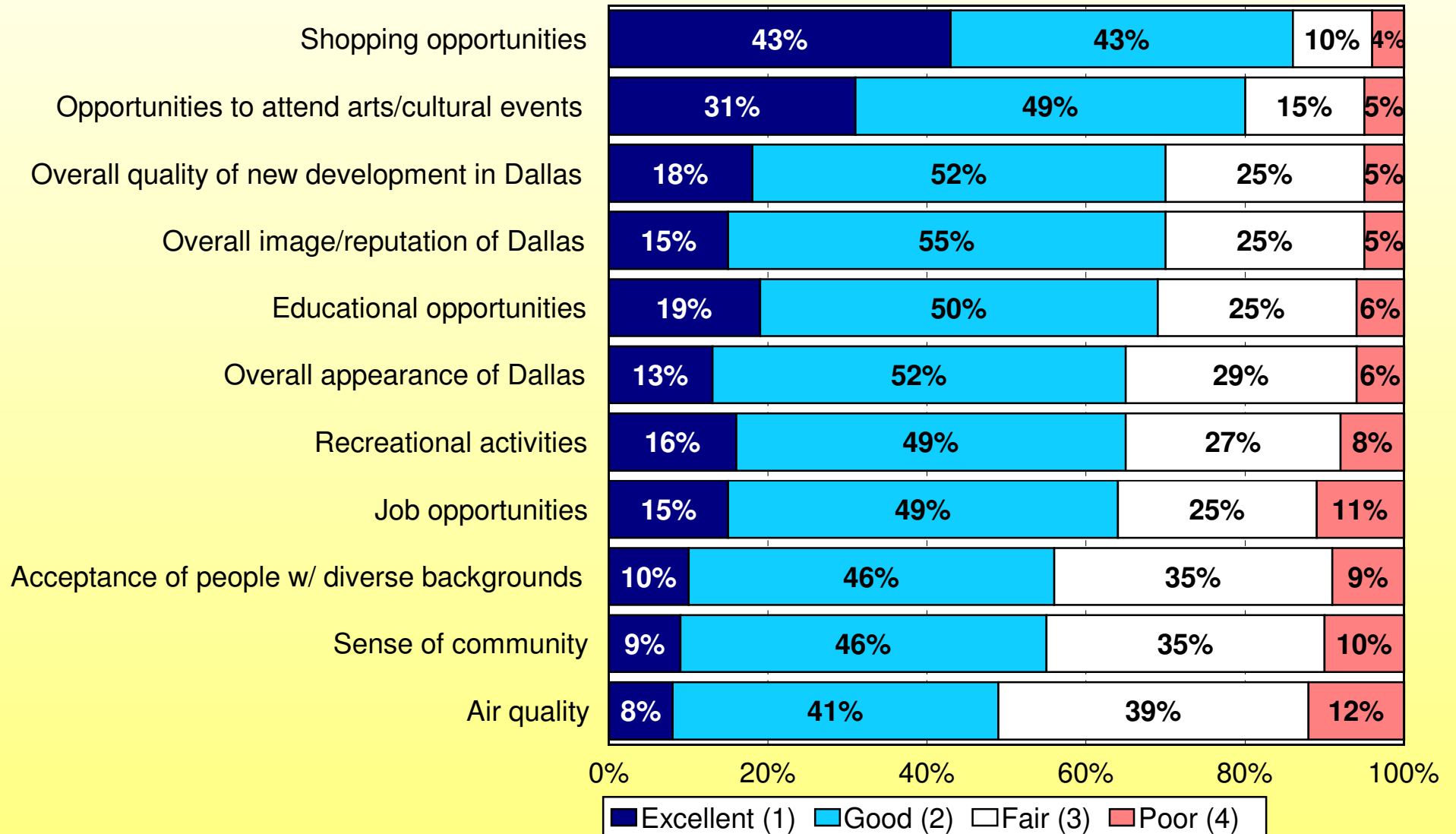
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Source: ETC Institute (May 2013)

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

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 1 is “excellent” and a rating of 4 is “poor” (excluding don't knows)



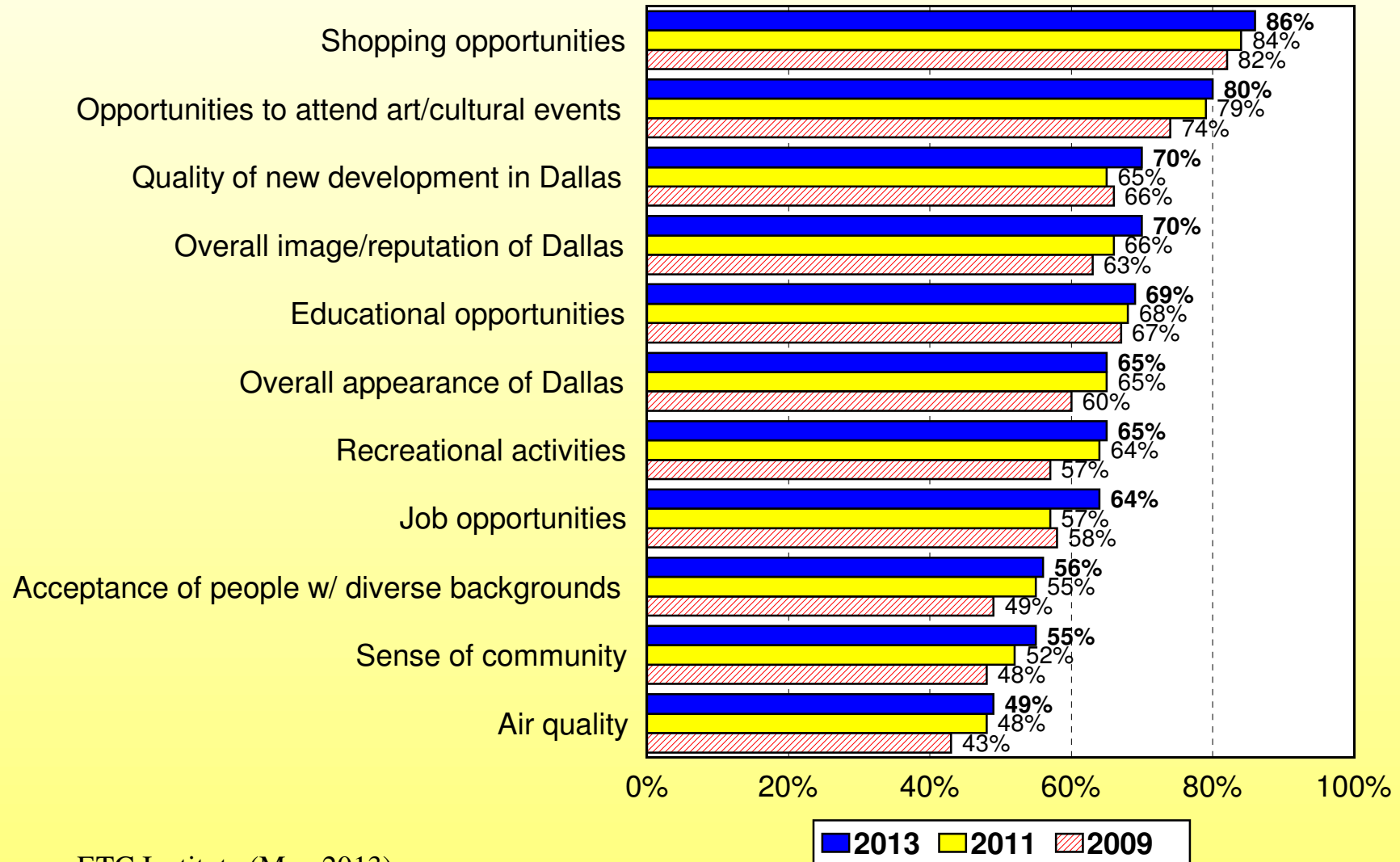
Source: ETC Institute (May 2013)



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

## *Trends - 2013, 2011 & 2009*

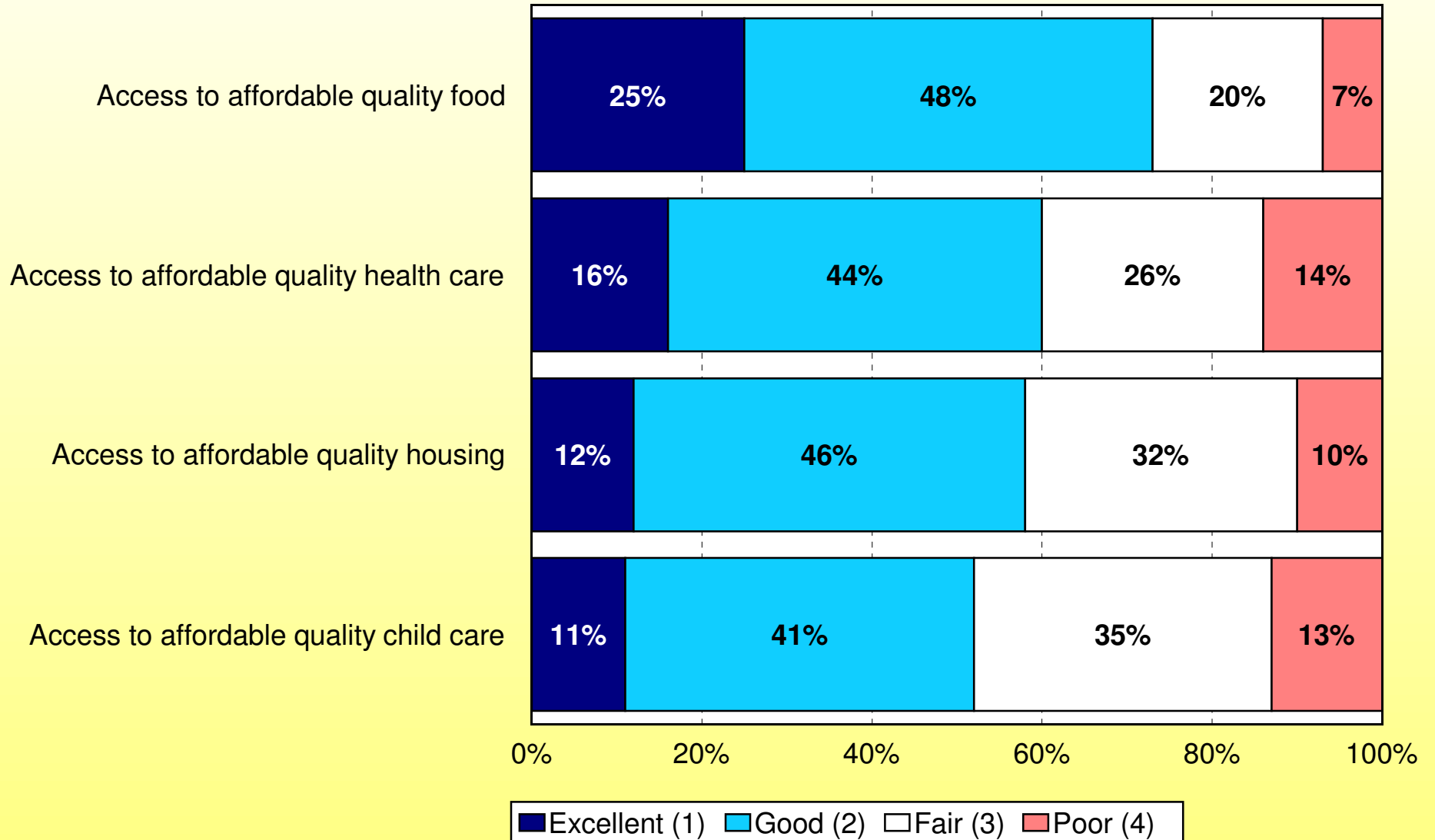
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Source: ETC Institute (May 2013)

# Q2. Ratings of Characteristics of the Community: Access

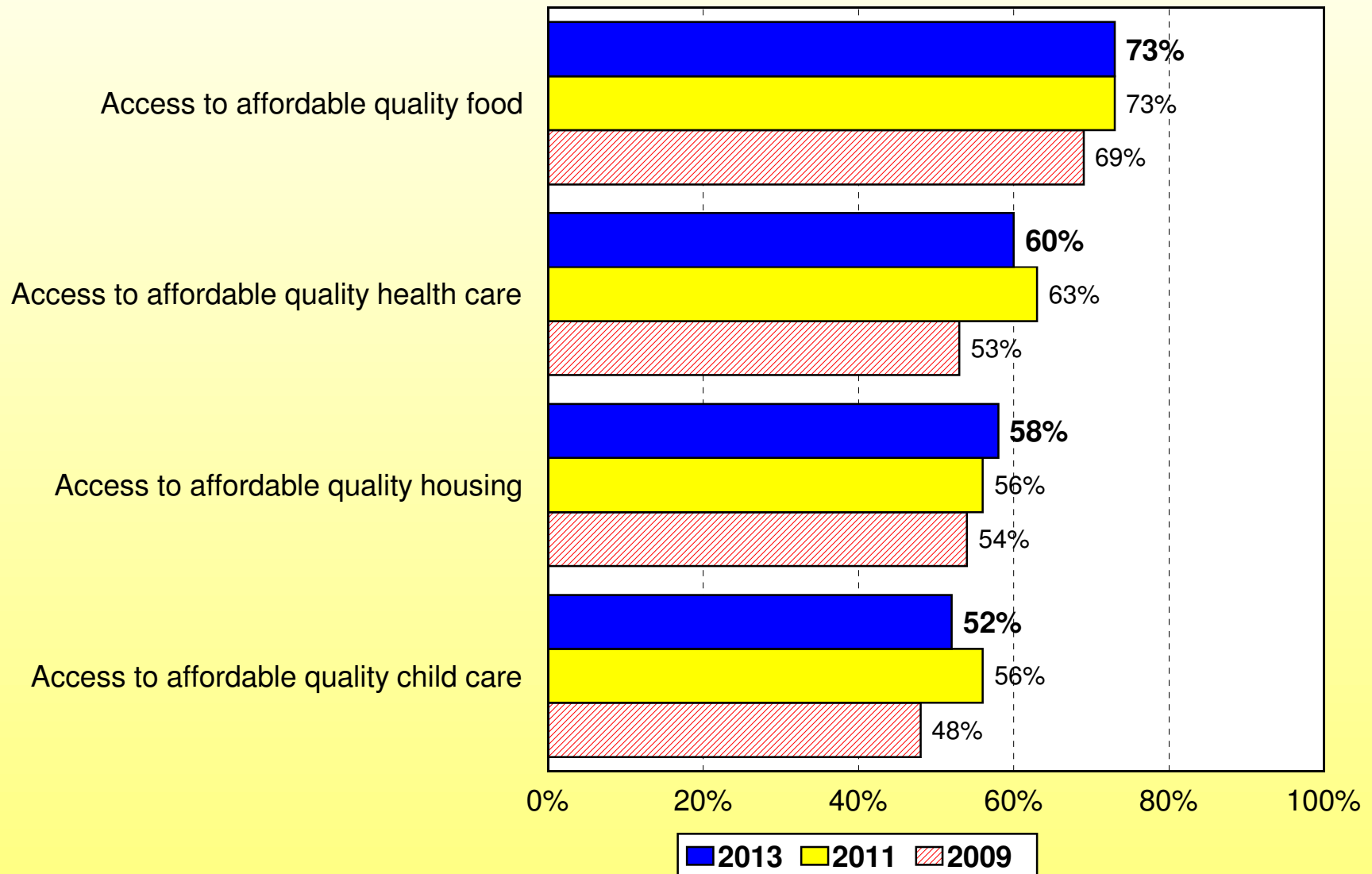
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 1 is “excellent” and a rating of 4 is “poor” (excluding don't knows)



Source: ETC Institute (May 2013)

## Q2. Ratings of Characteristics of the Community: Access - Trends 2013, 2011 & 2009

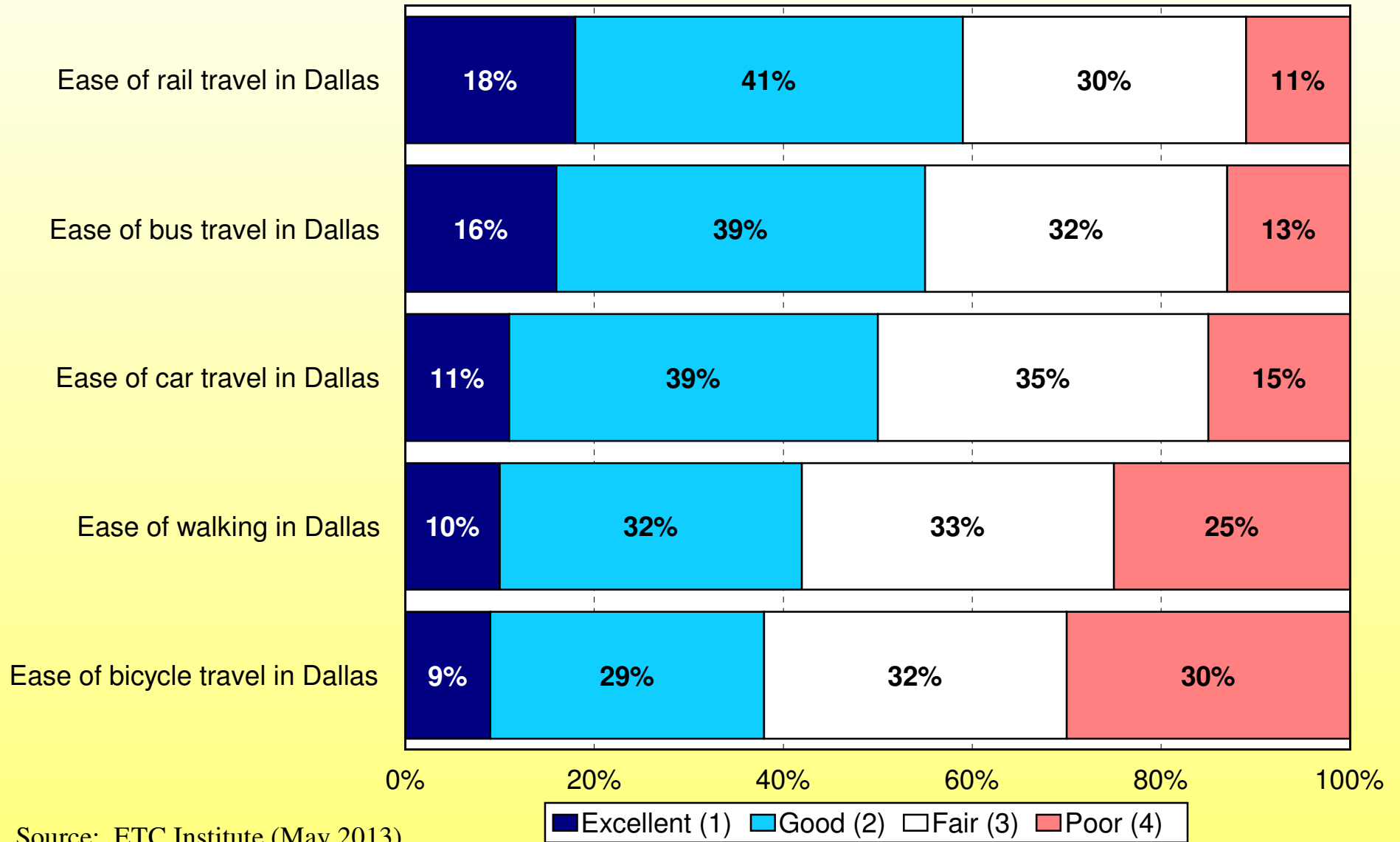
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Source: ETC Institute (May 2013)

# Q2. Ratings of Characteristics of the Community: Mobility

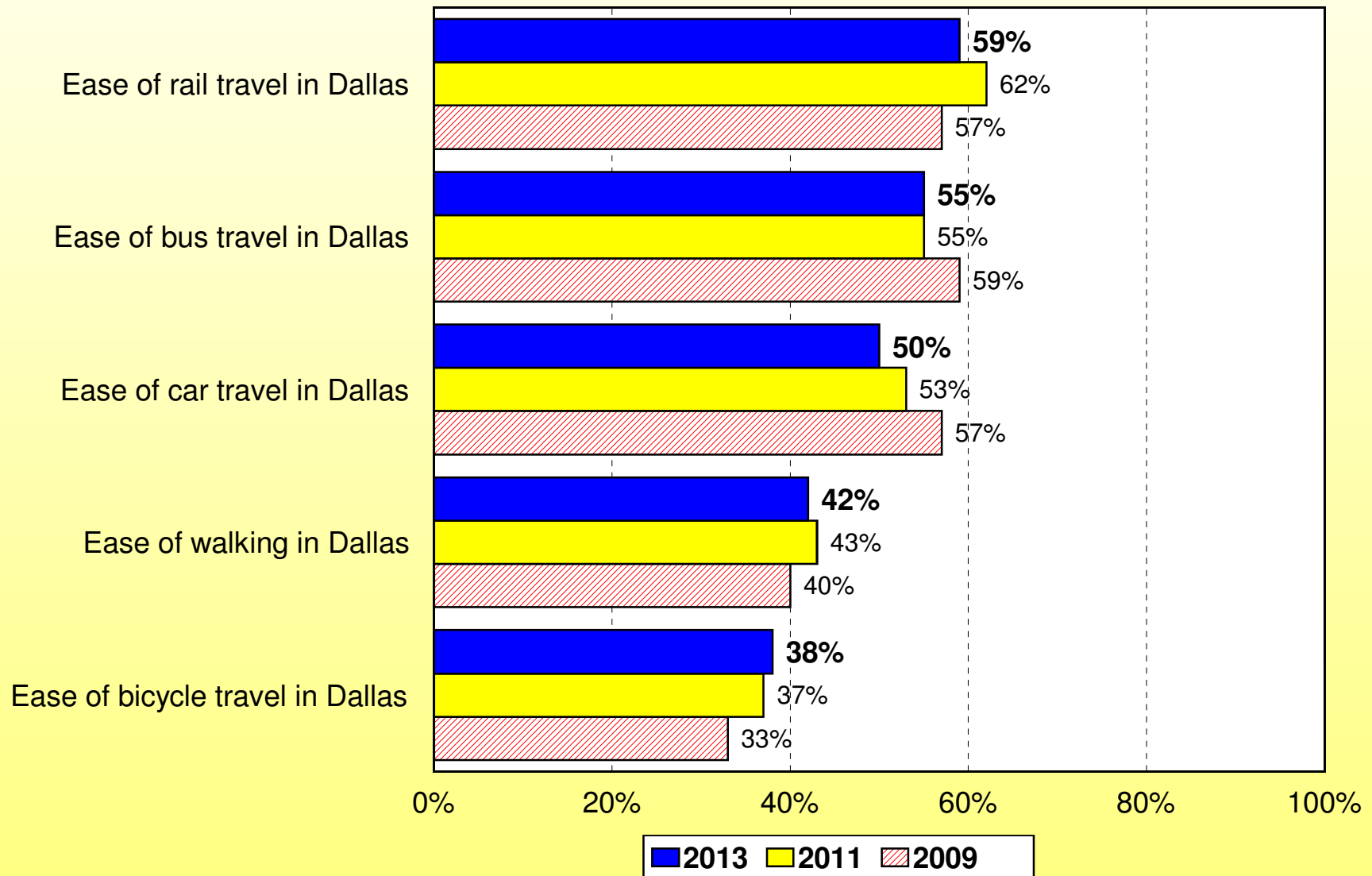
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 1 is “excellent” and a rating of 4 is “poor” (excluding don't knows)



Source: ETC Institute (May 2013)

## Q2. Ratings of Characteristics of the Community: Mobility - *Trends 2013, 2011 & 2009*

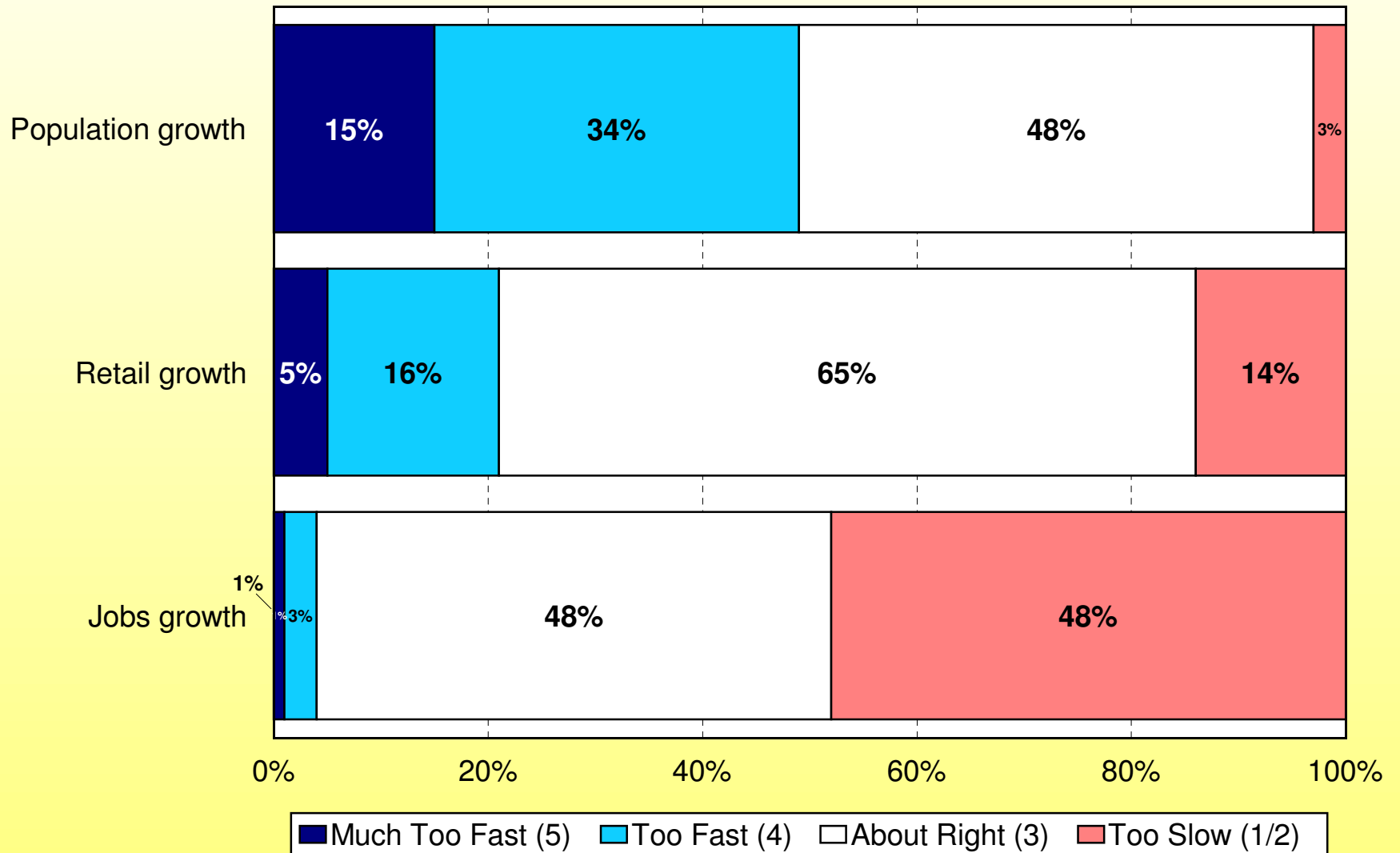
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Source: ETC Institute (May 2013)

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

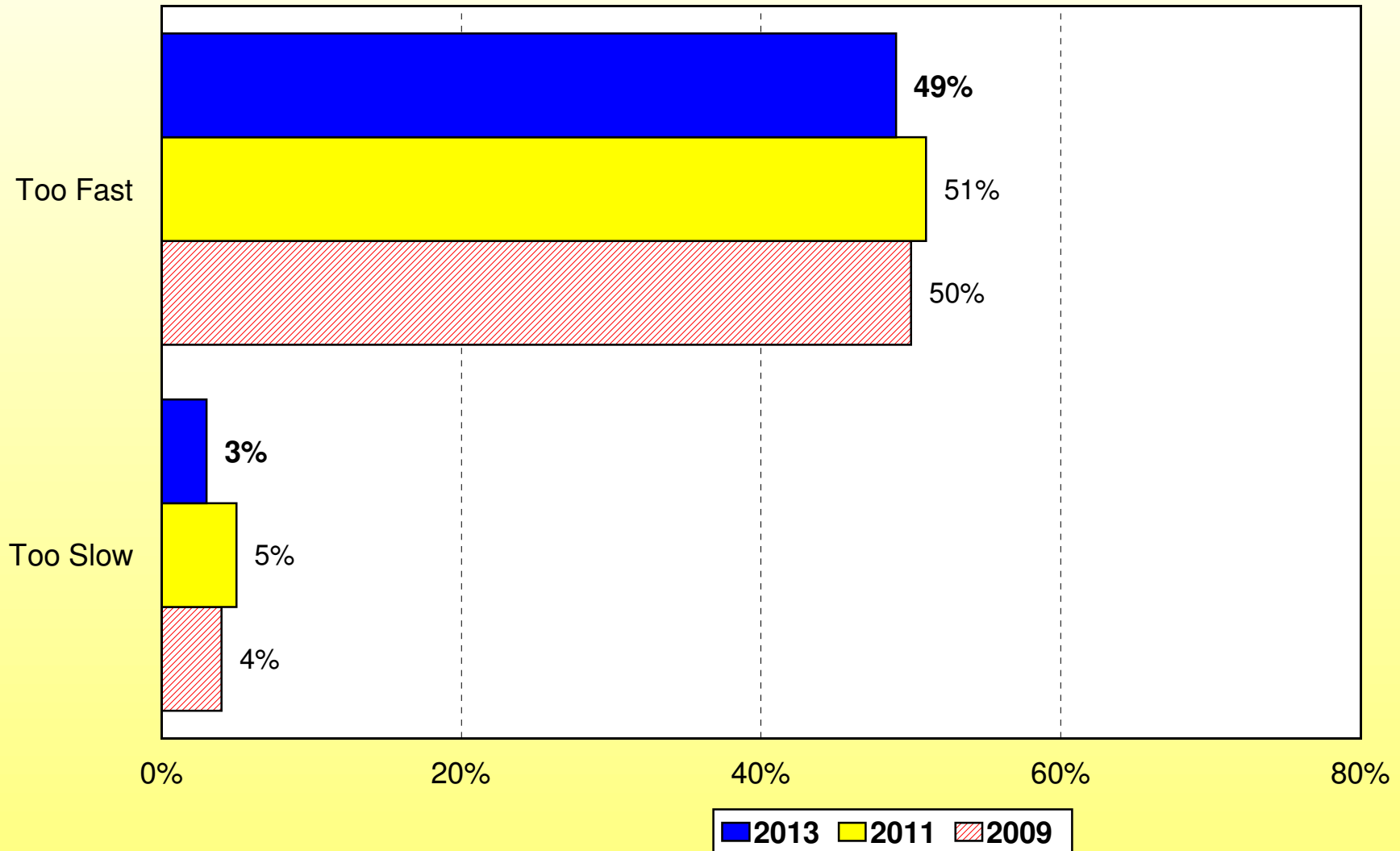
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale, where a rating of 5 is "much too fast" and a rating of 1 is "much too slow" (excluding don't knows)



Source: ETC Institute (May 2013)

# Q3. Ratings of Population Growth in Dallas: *Trends - 2013, 2011 & 2009*

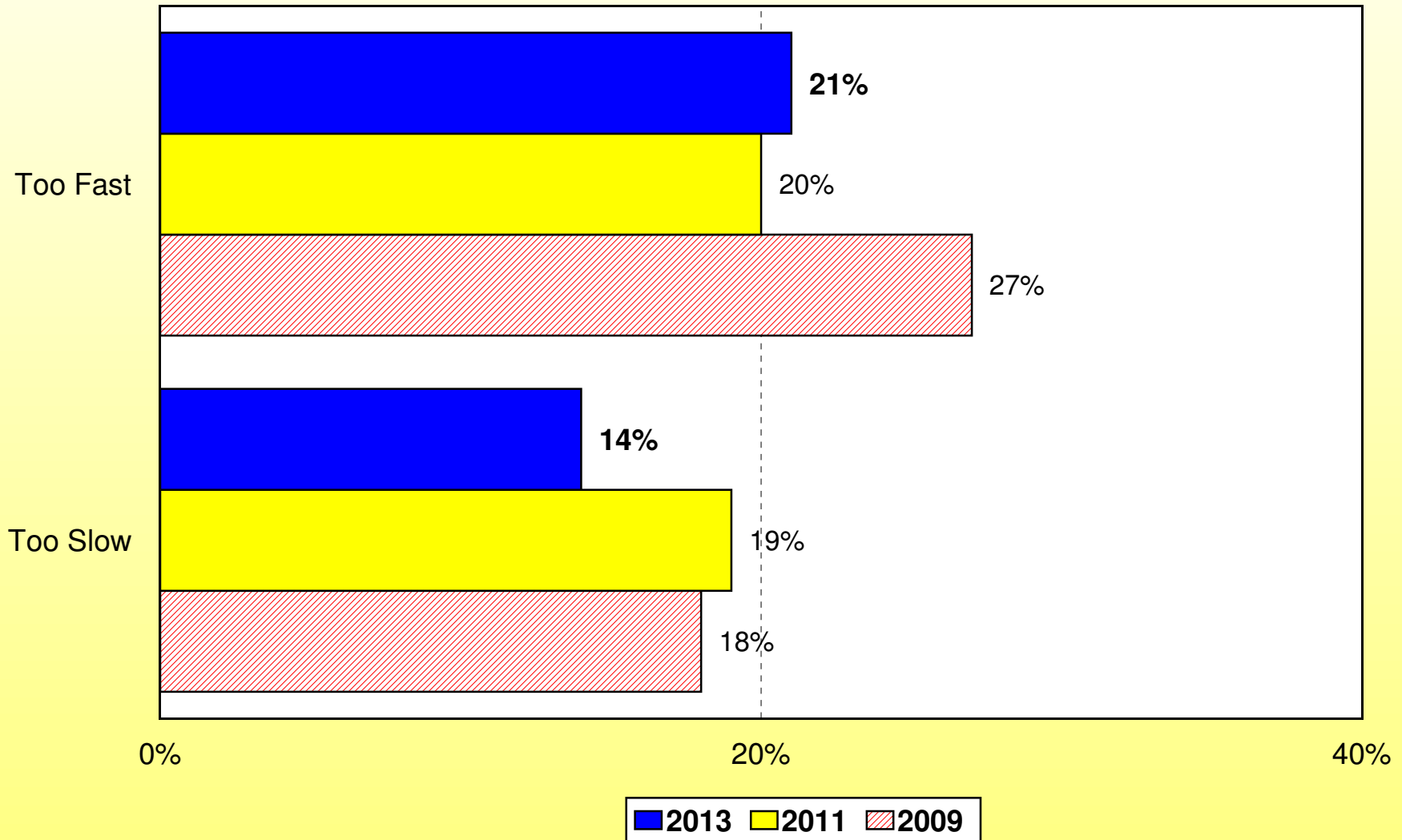
by percentage of respondents who rated the item on a 4-point scale  
("About right" responses were omitted and "don't know" responses were excluded to compare previous results)



Source: ETC Institute (May 2013)

# Q3. Ratings of Retail Growth in Dallas: *Trends - 2013, 2011 & 2009*

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

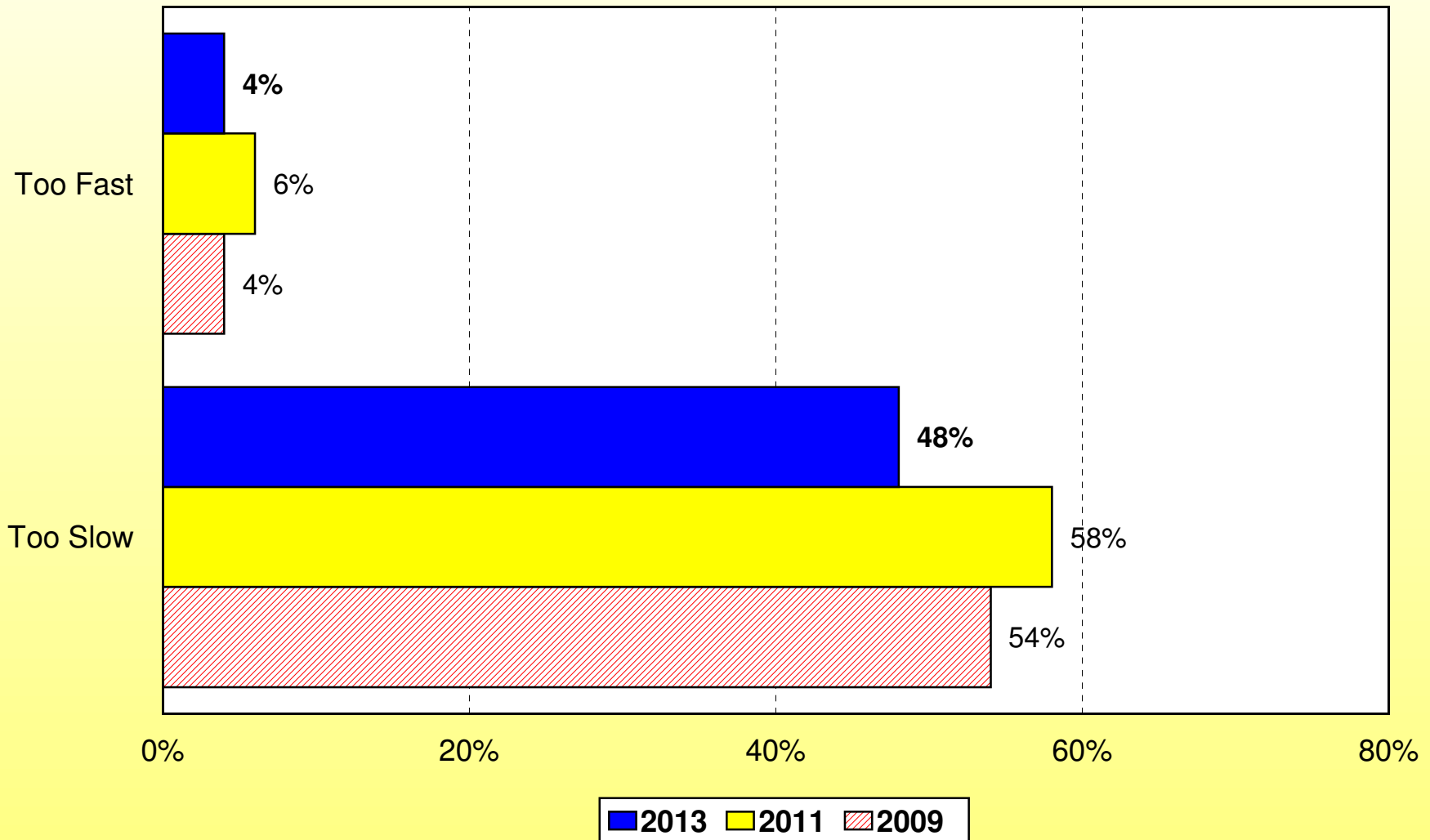


Source: ETC Institute (May 2013)



# Q3. Ratings of Job Growth in Dallas: *Trends - 2013, 2011 & 2009*

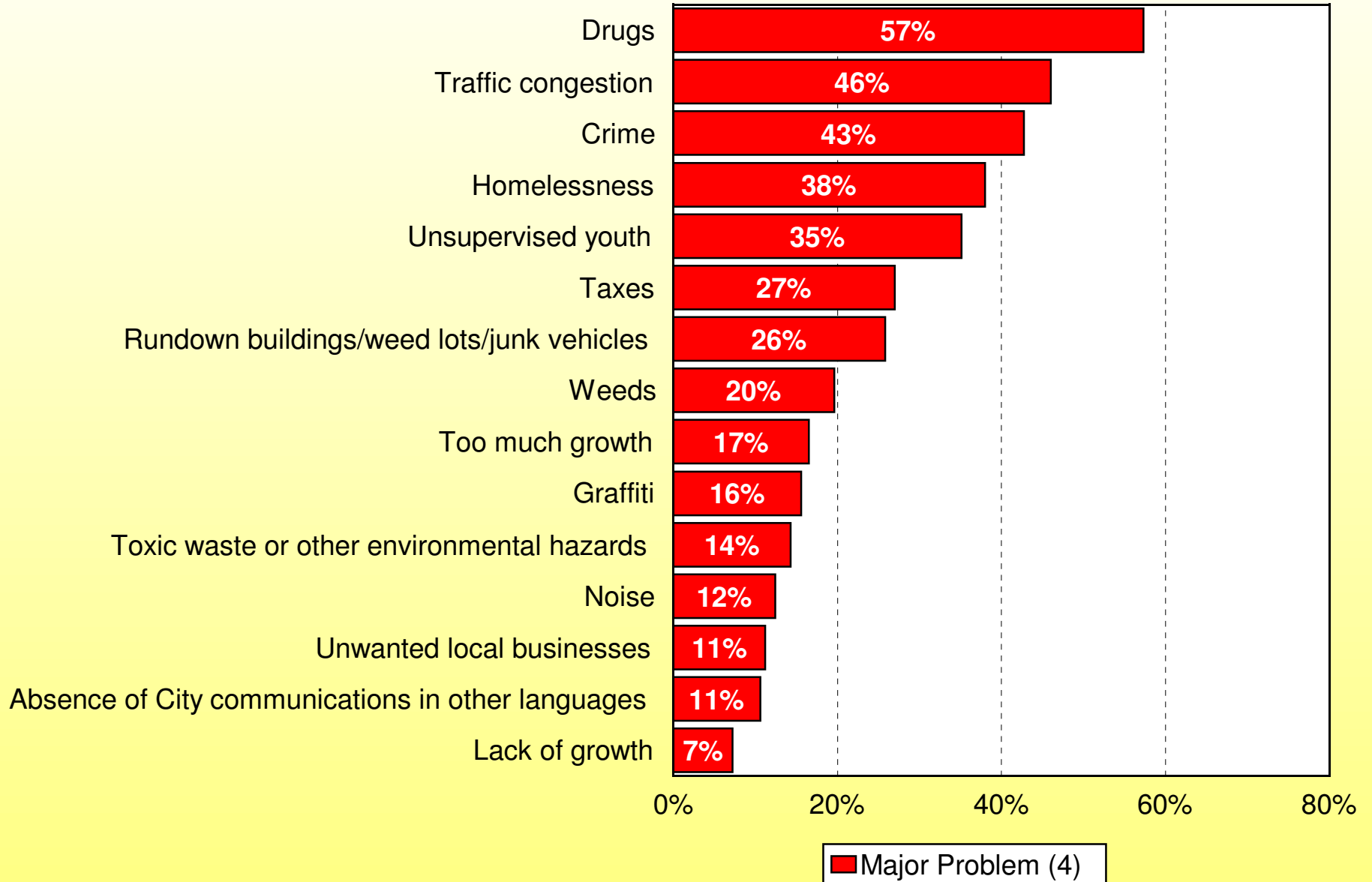
by percentage of respondents who rated the item on a 4-point scale  
("About right" responses were omitted and "don't know" responses were excluded to compare previous results)



Source: ETC Institute (May 2013)

# Q4. Perceptions of Problems in the City of Dallas

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

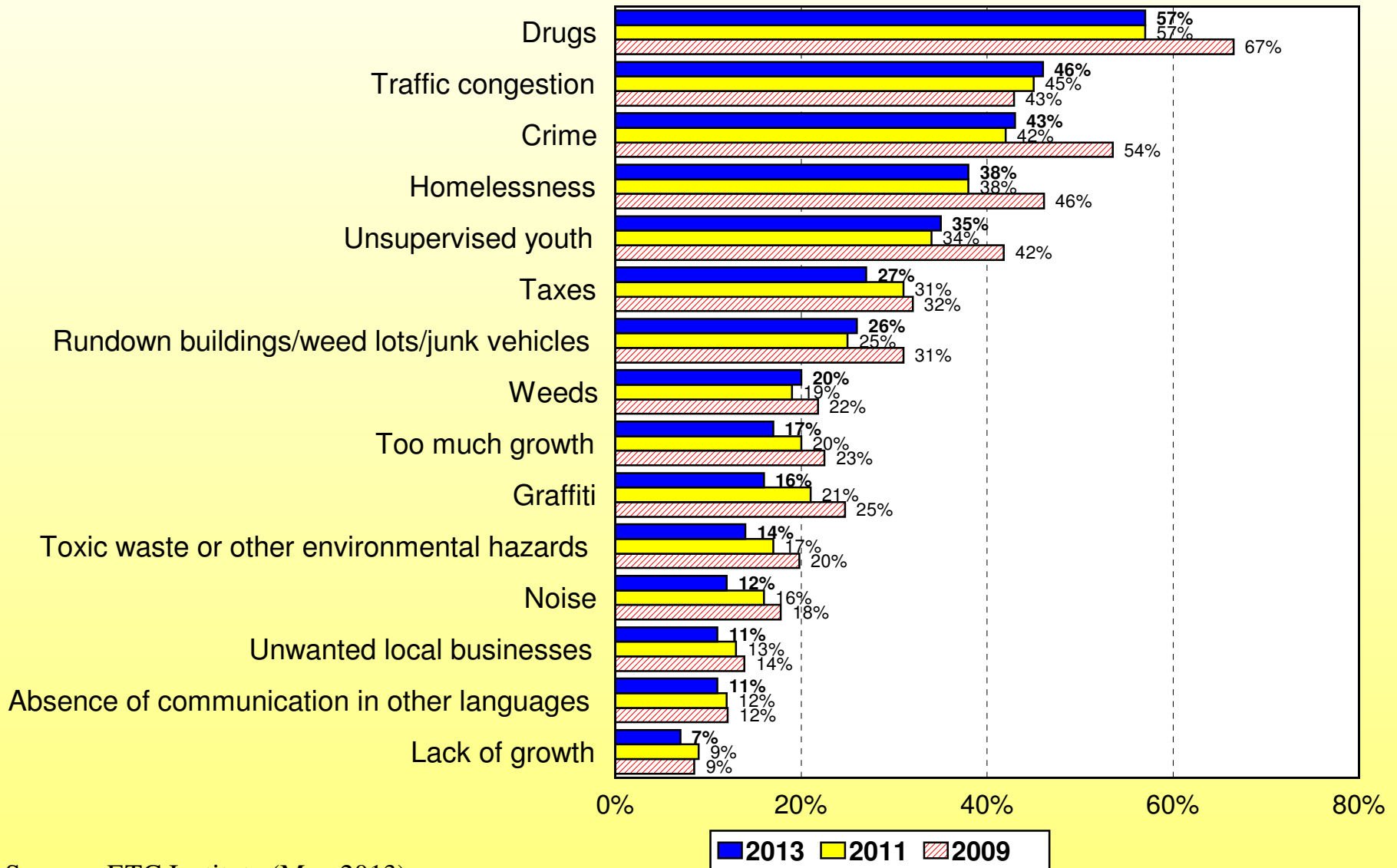


Source: ETC Institute (May 2013)

# Q4. Perceptions of Problems in the City of Dallas

## *Trends - 2013, 2011 & 2009*

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

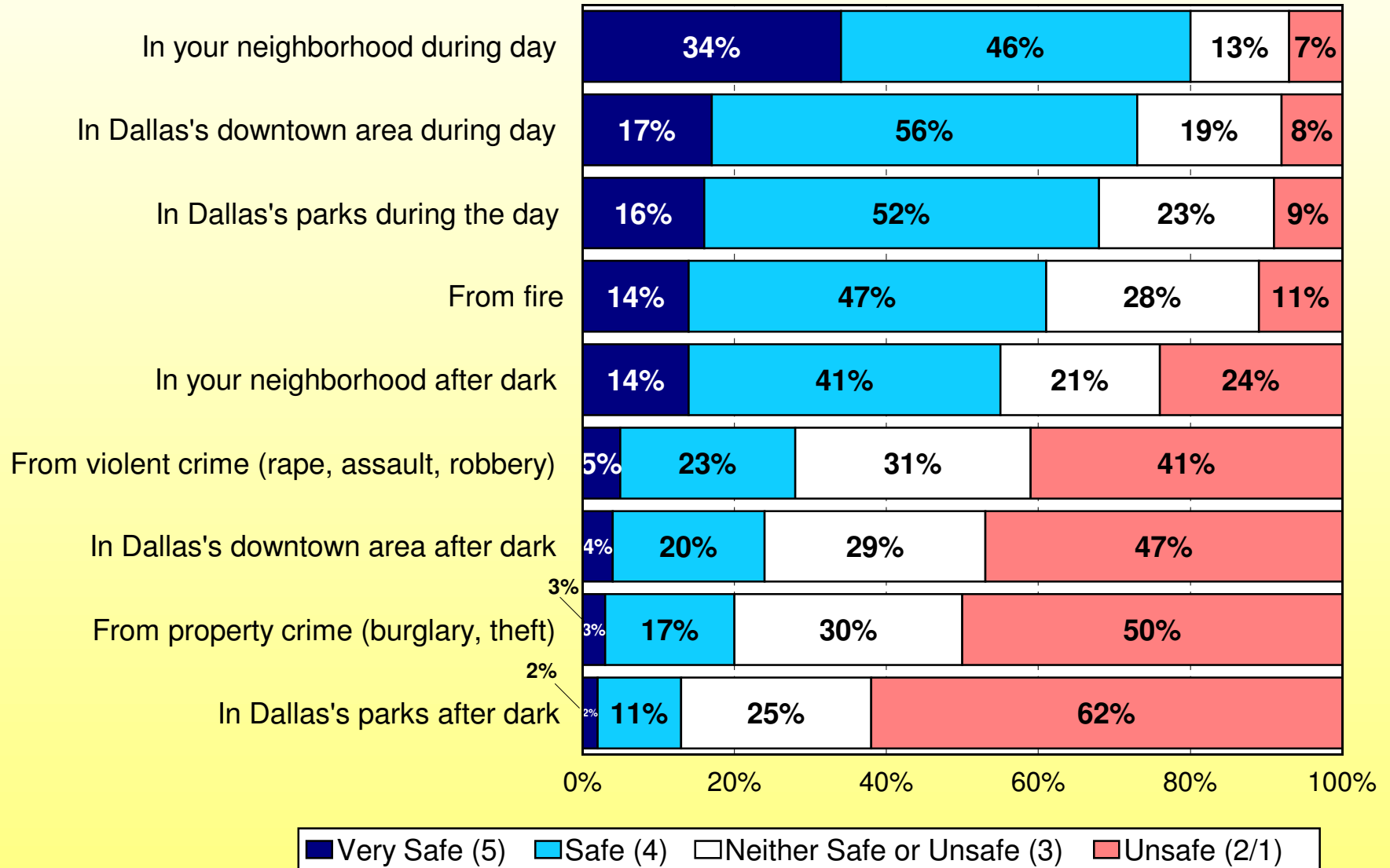


Source: ETC Institute (May 2013)

# Perceptions of Safety

## Q5. How Safe Do You Feel:

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale, where a rating of 5 meant "very safe" and a rating of 1 meant "very unsafe" (excluding don't knows)

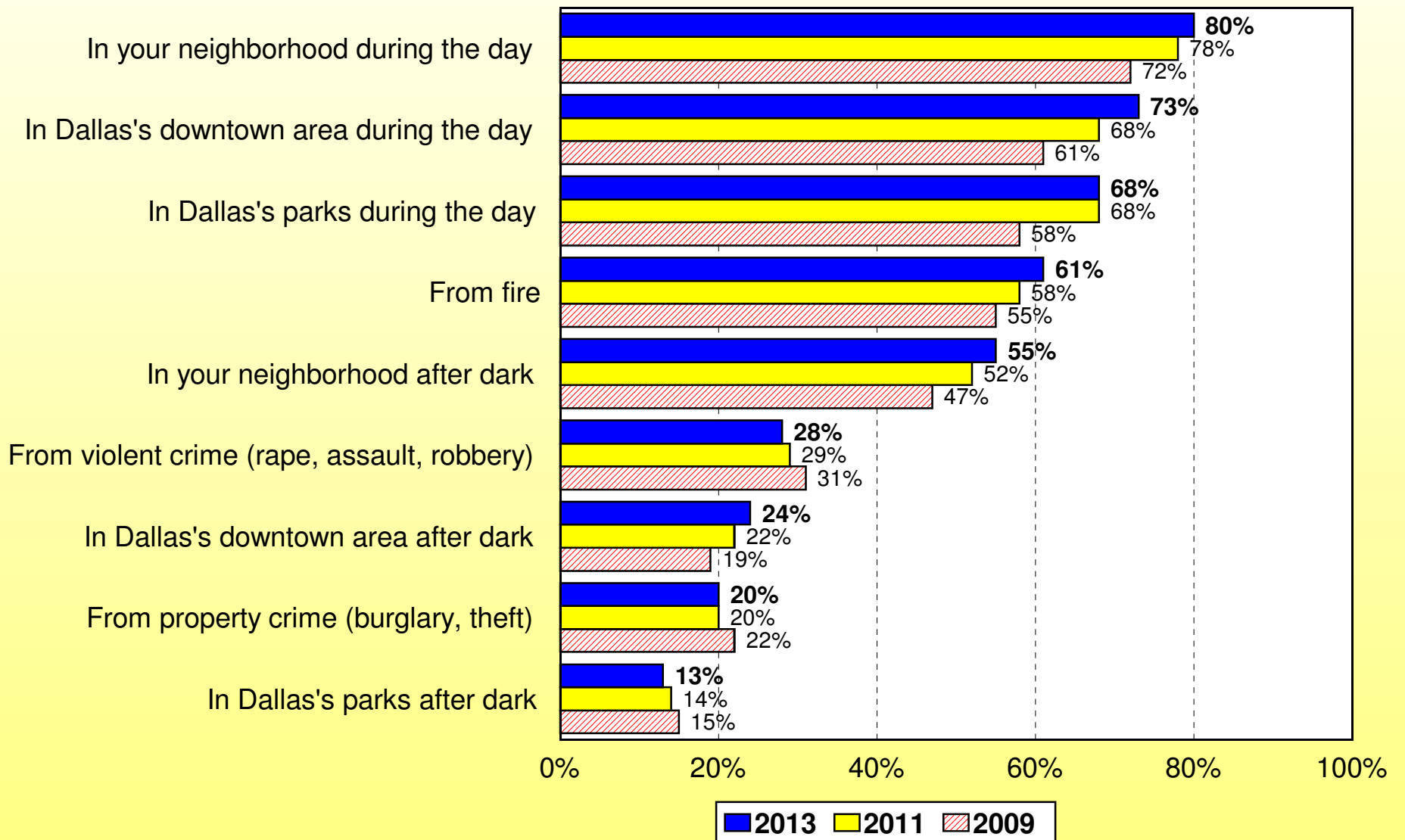


Source: ETC Institute (May 2013)

# Q5. Perceptions of Safety in the City

## *Trends - 2013, 2011 & 2009*

by percentage of respondents who rated the item as "very safe" or "somewhat safe" (excluding don't knows)



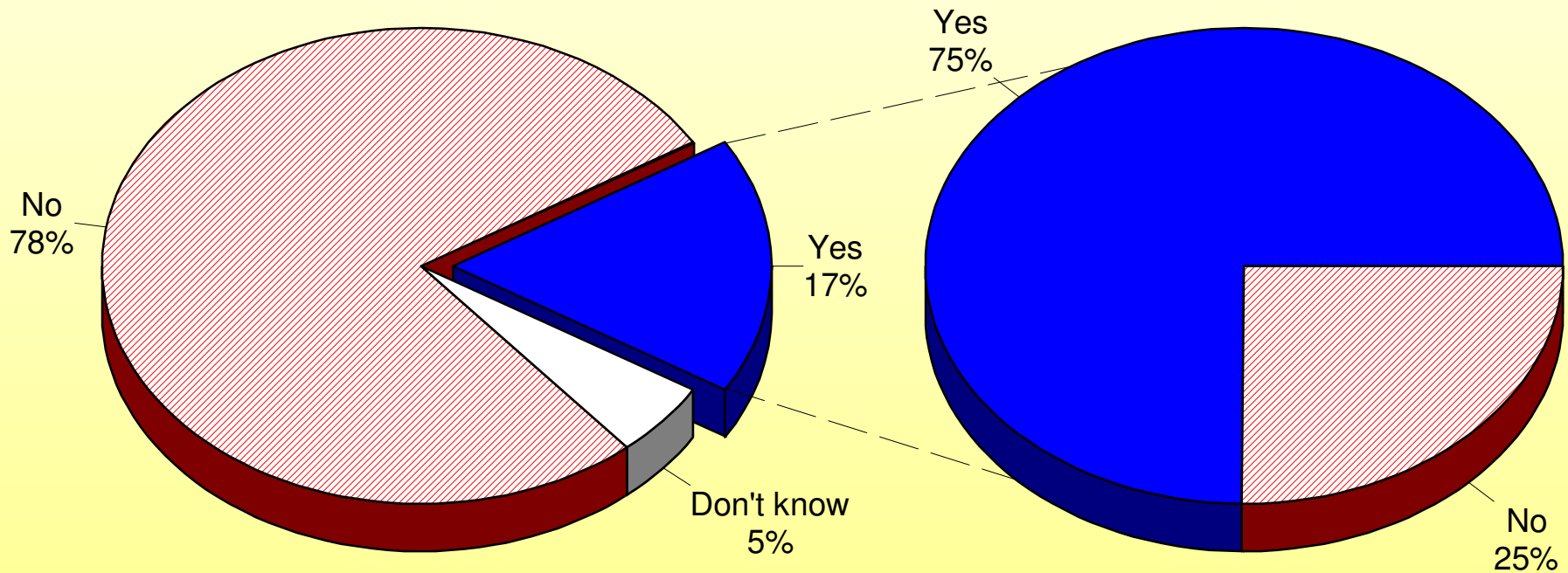
Source: ETC Institute (May 2013)

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

by percentage of respondents

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

(asked only to residents who indicated they had been a victim of crime during the past twelve months)

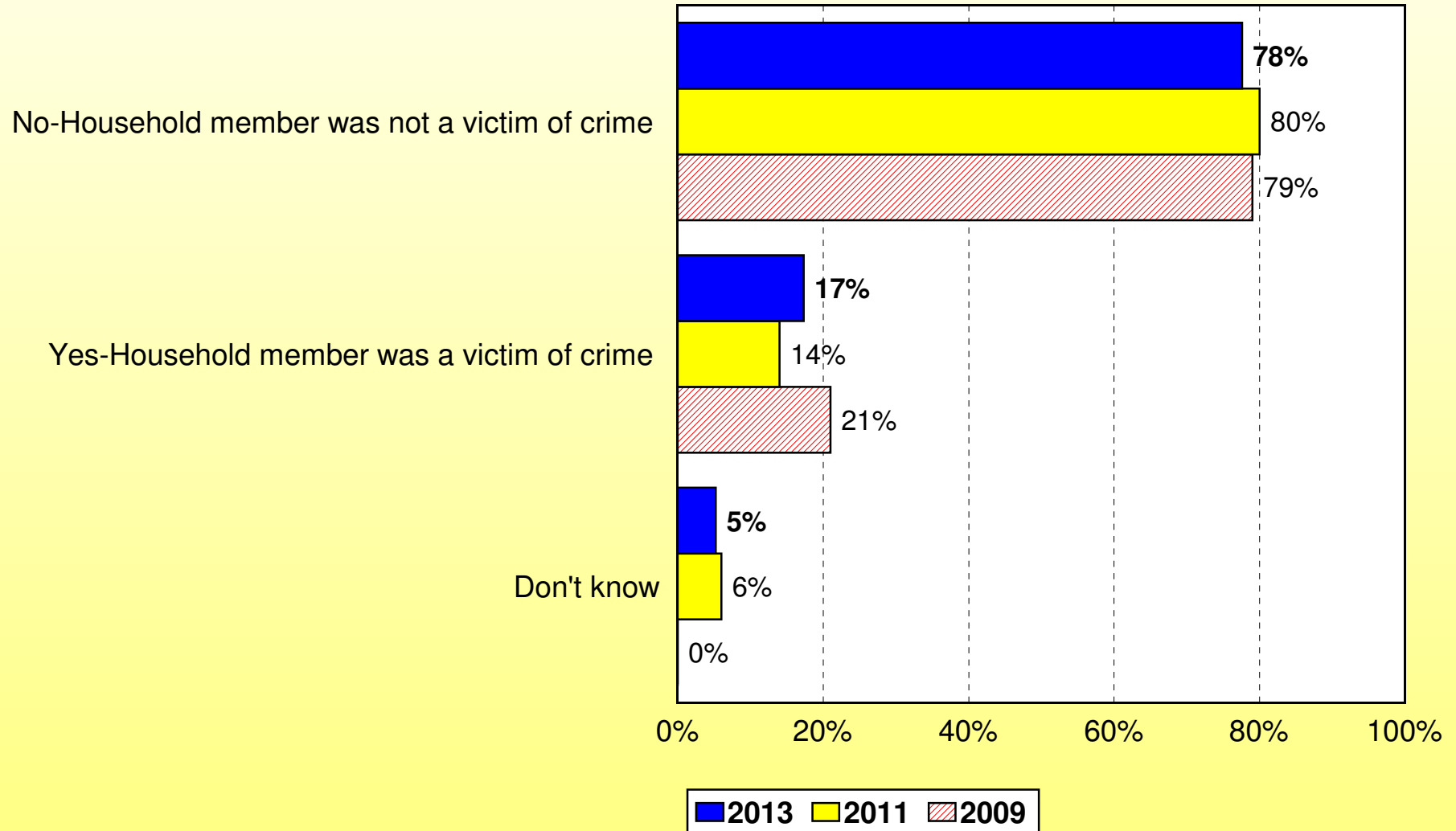


Source: ETC Institute (May 2013)

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

## *Trends - 2013, 2011 & 2009*

by percentage of respondents who said "yes"



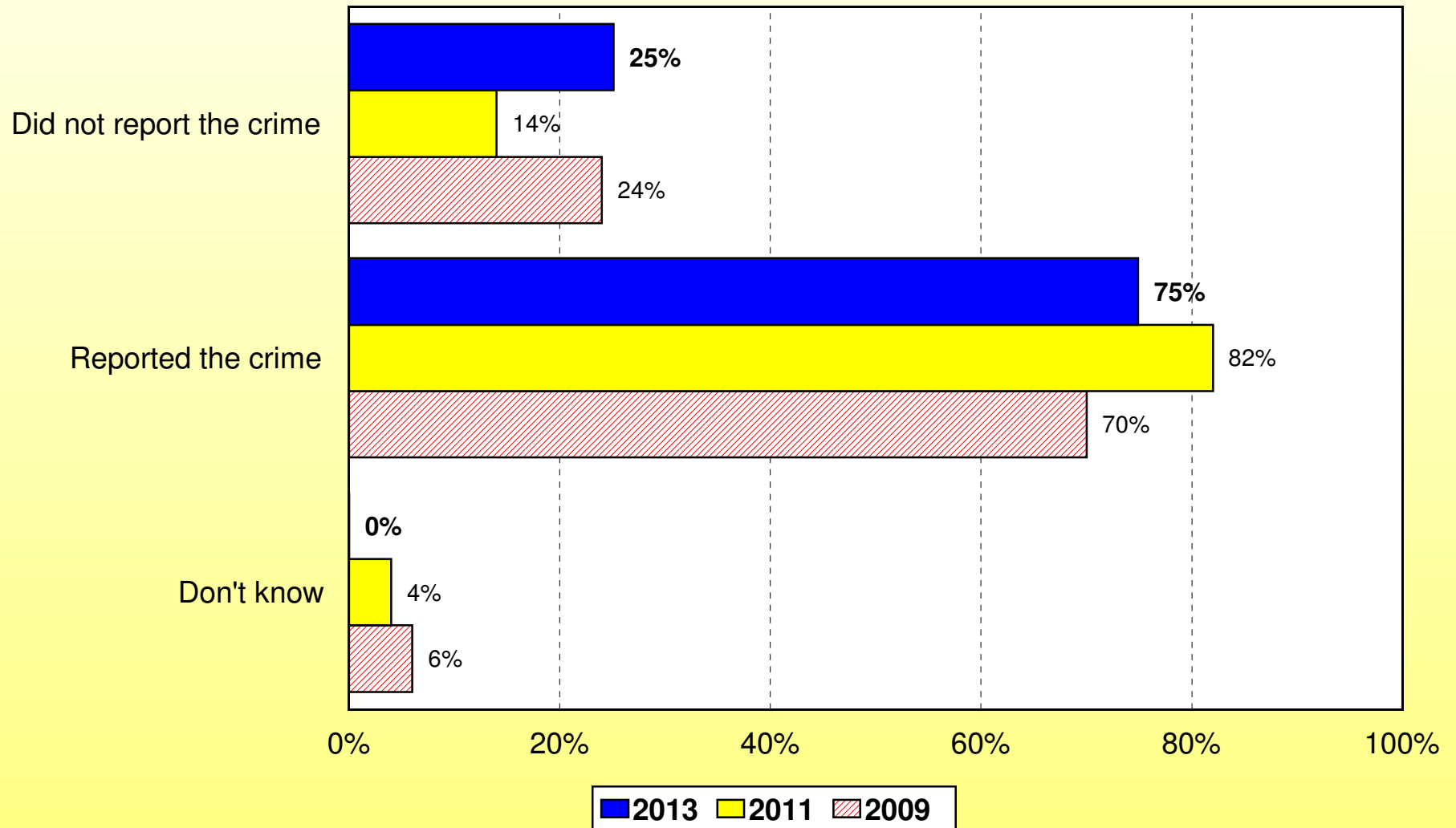
Source: ETC Institute (May 2013)



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

## *Trends - 2013, 2011 & 2009*

asked only to residents who indicated they had been a victim of crime during the past twelve months

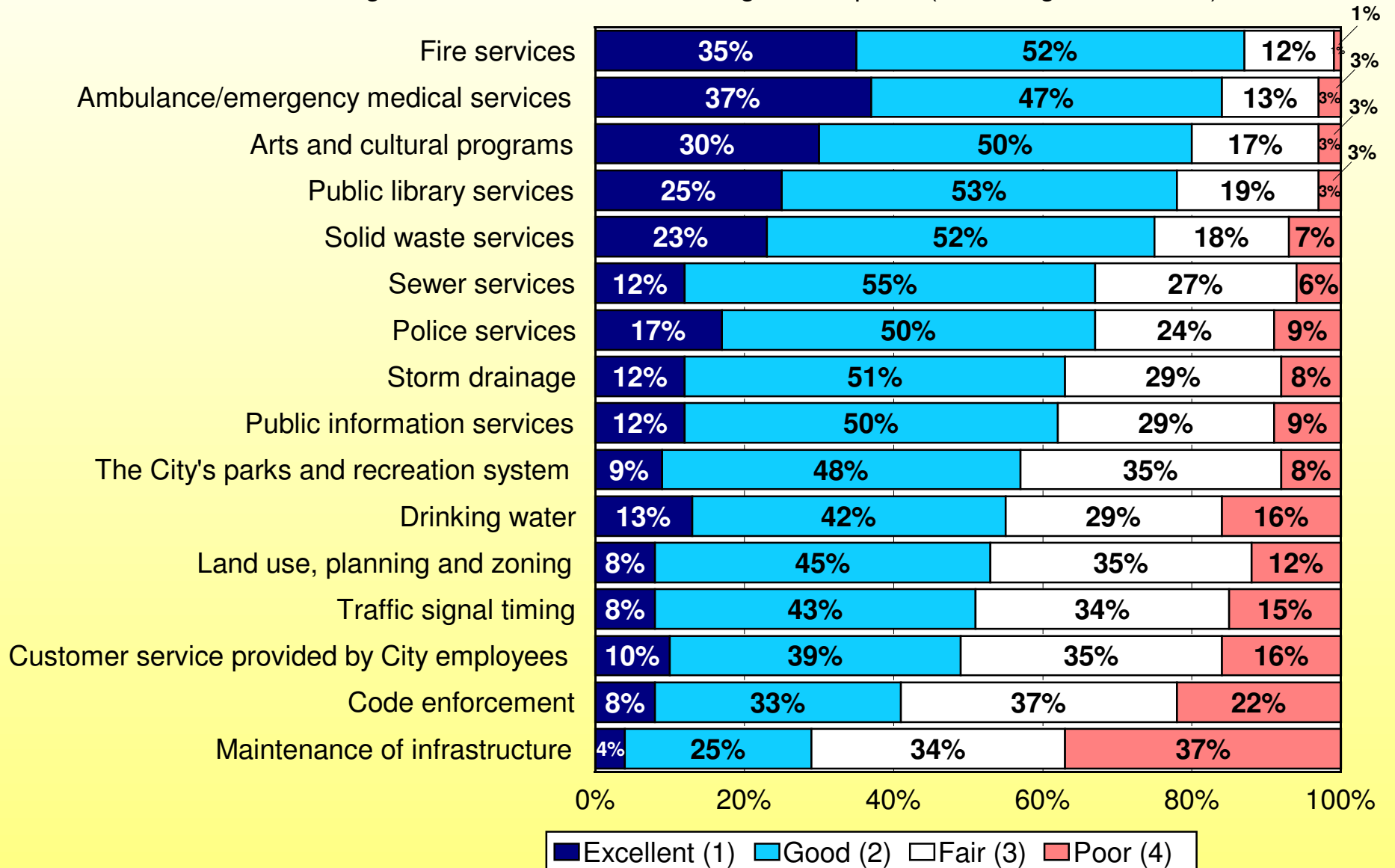


Source: ETC Institute (May 2013)

# Major Categories of City Services

# Q7. Ratings of Major Categories of City Services

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 1 is “excellent” and a rating of 4 is “poor” (excluding don't knows)

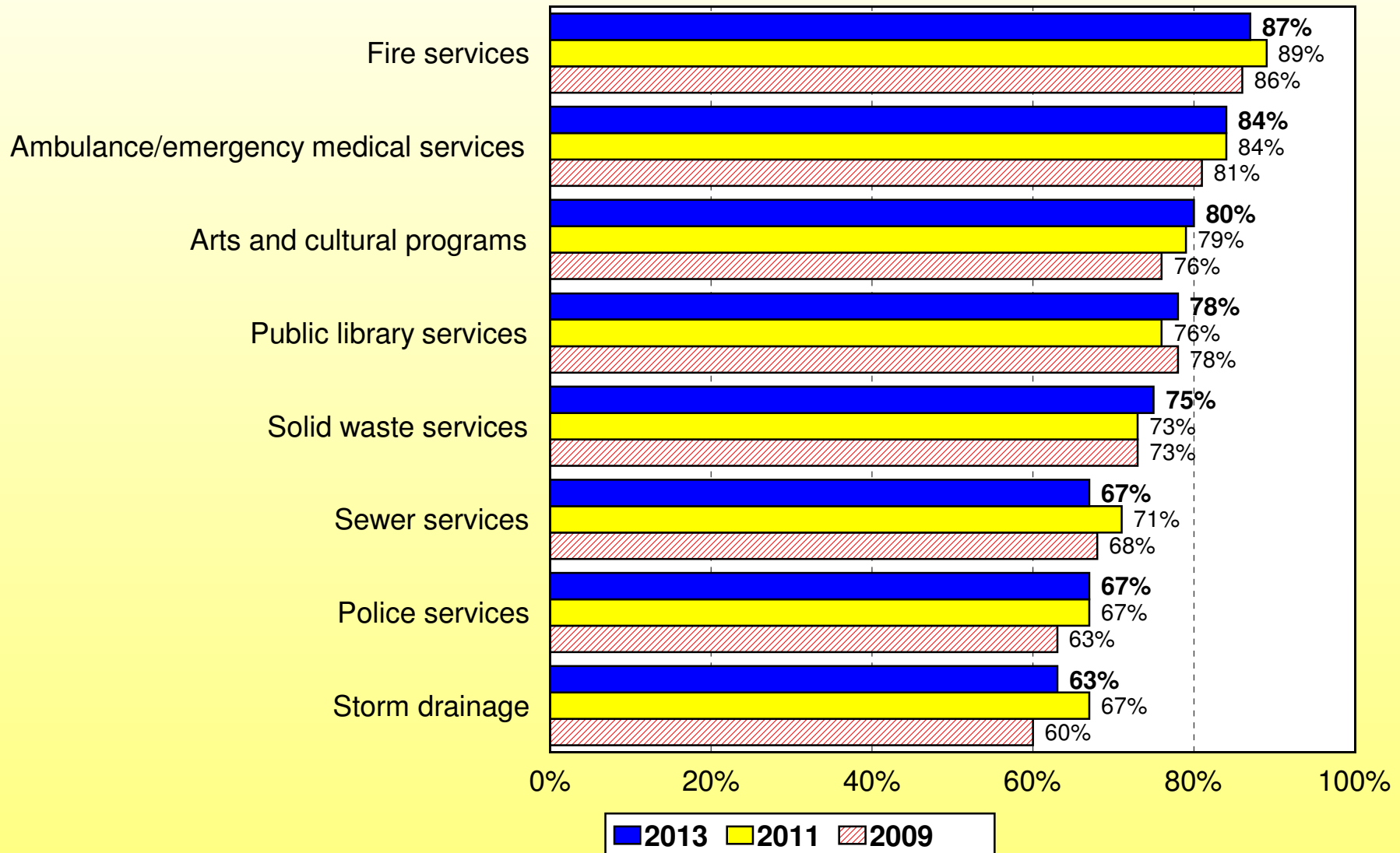


Source: ETC Institute (May 2013)

# Q7. Ratings of Major Categories of City Services

## *Trends - 2013, 2011 & 2009*

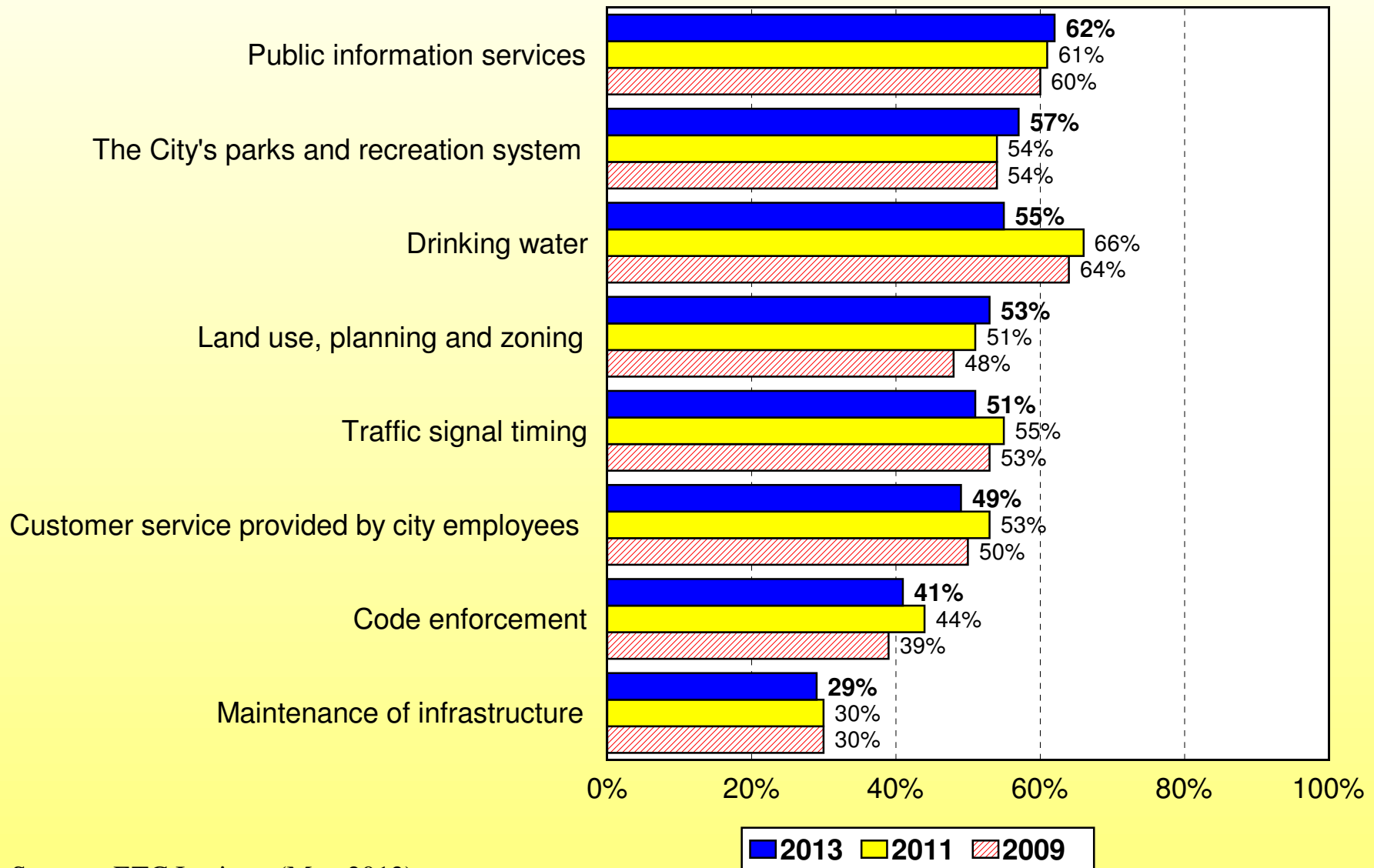
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Source: ETC Institute (May 2013)

# Q7. (Cont.) Ratings of Major Categories of City Services *Trends - 2013, 2011 & 2009*

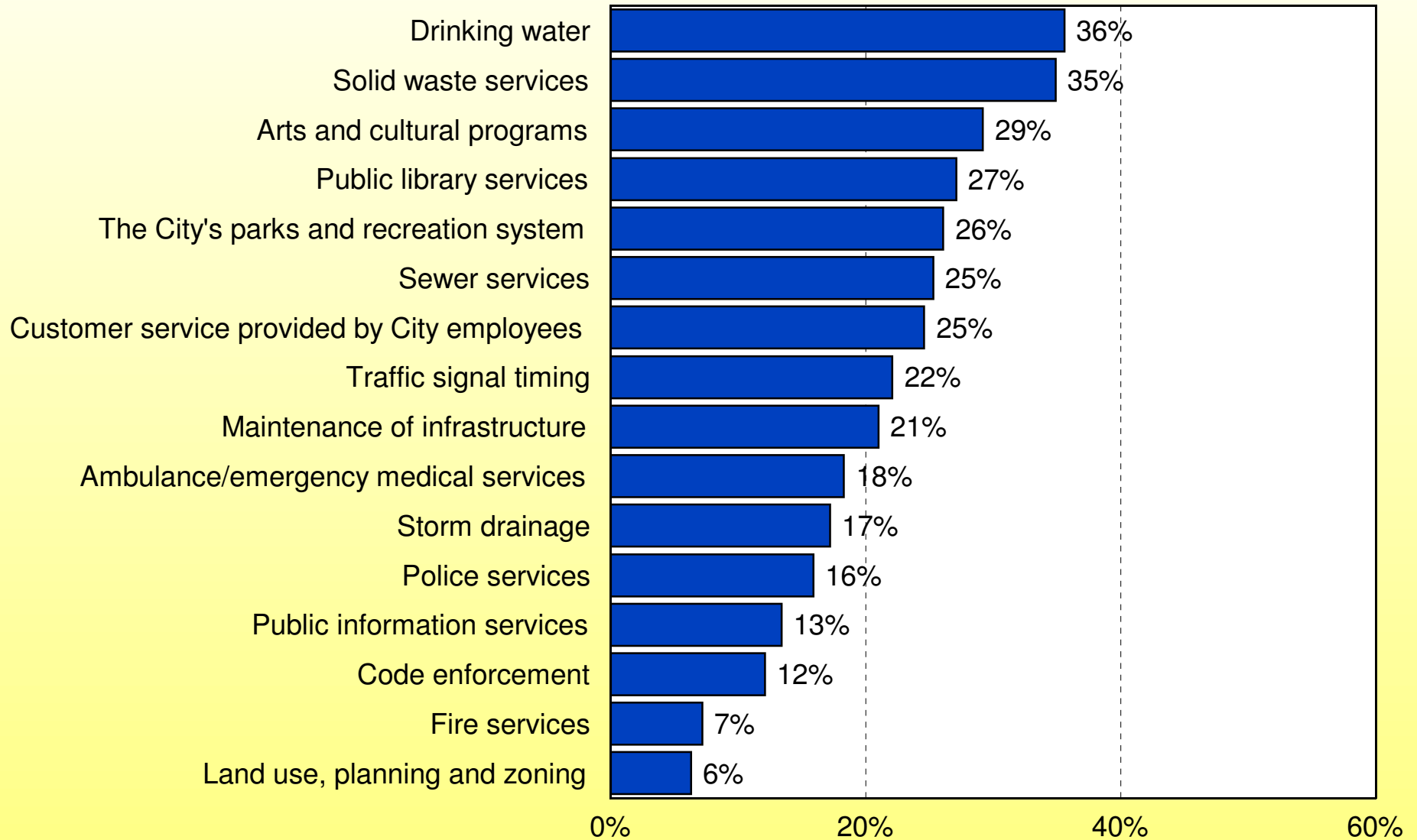
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Source: ETC Institute (May 2013)

# Q7a. Use of Major Categories of City Services During the Past Year

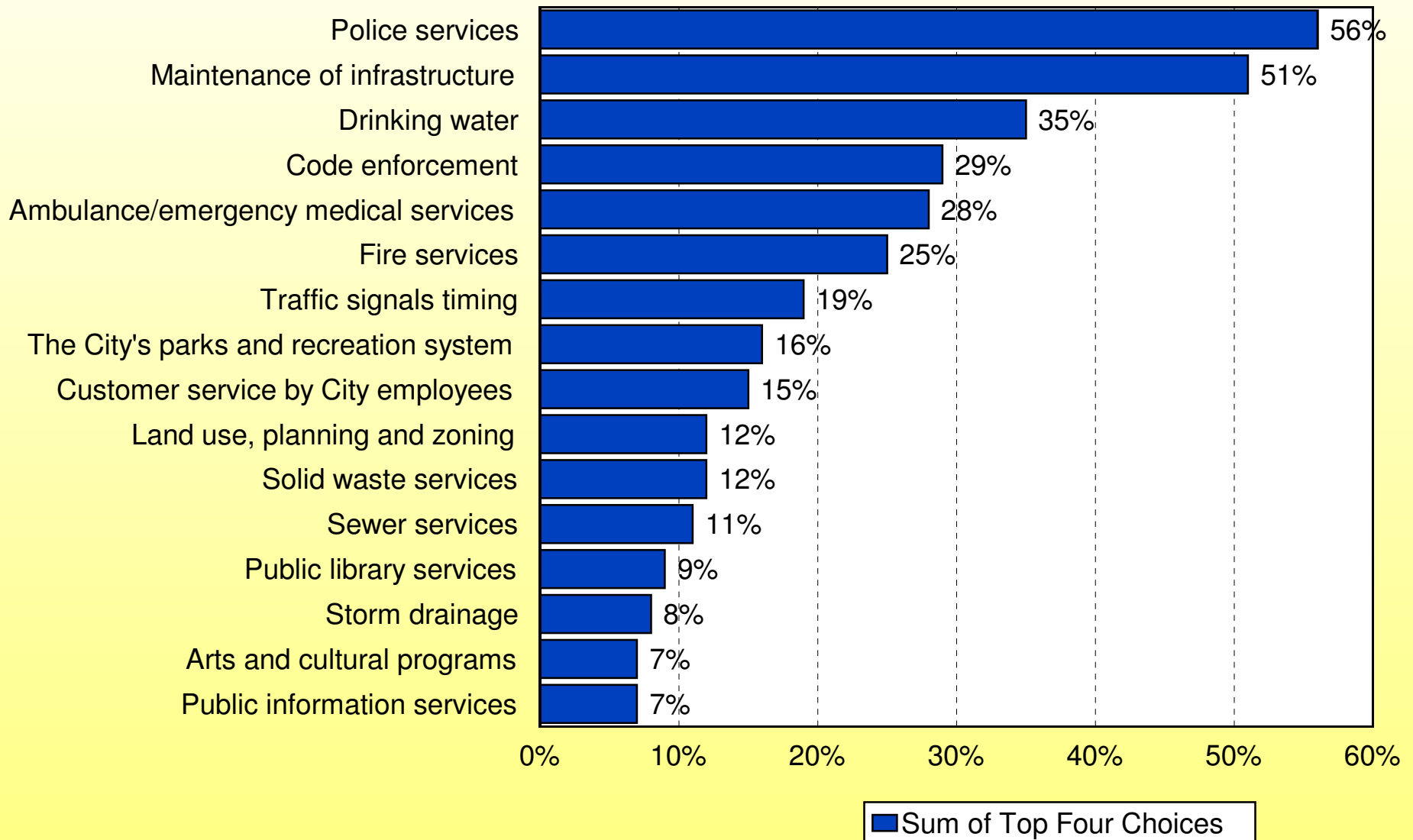
by percentage of respondents who had used the City service during the past year



Source: ETC Institute (May 2013)

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

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



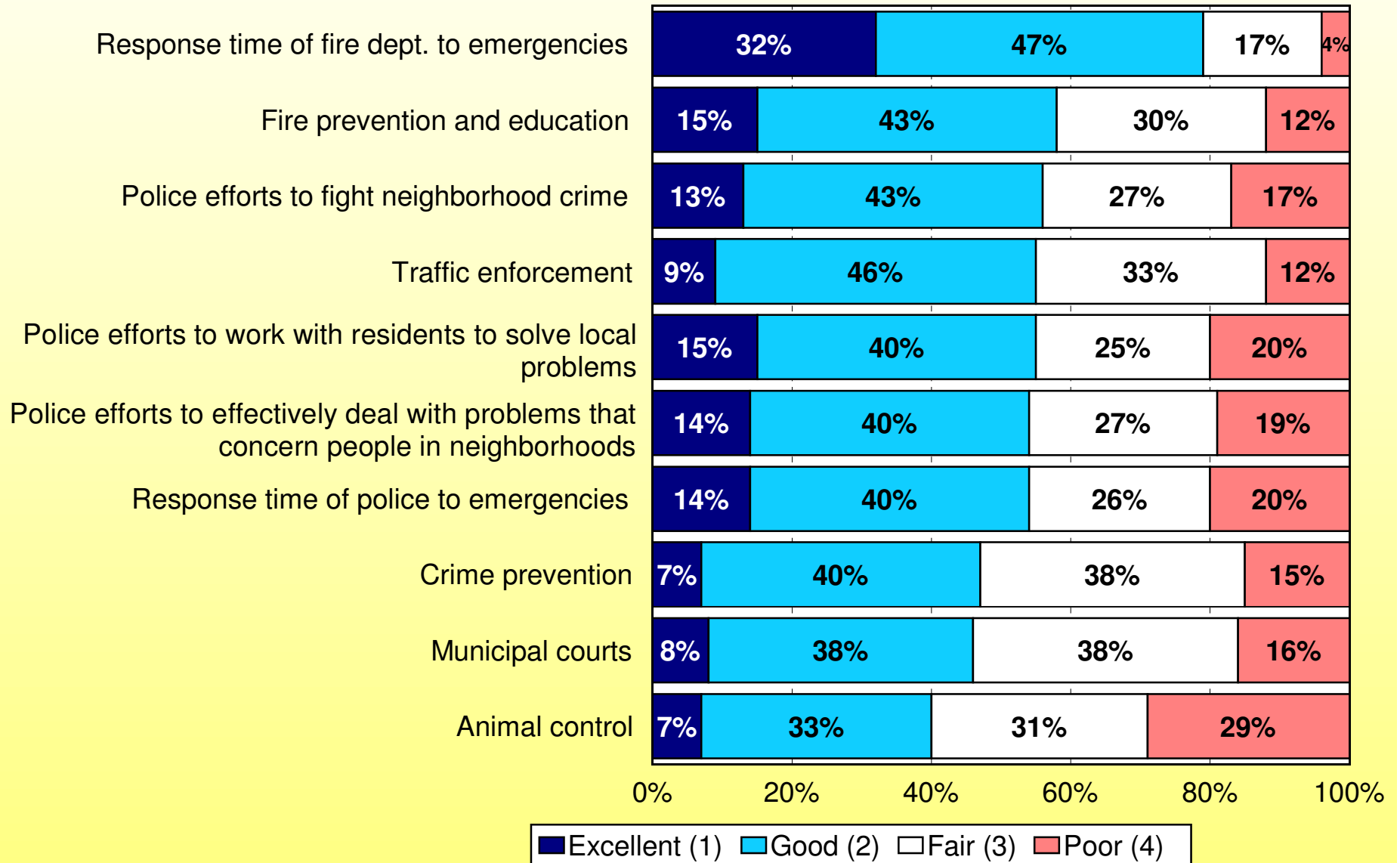
Source: ETC Institute (May 2013)

# Public Safety Services



# Q9. Ratings of Public Safety Services

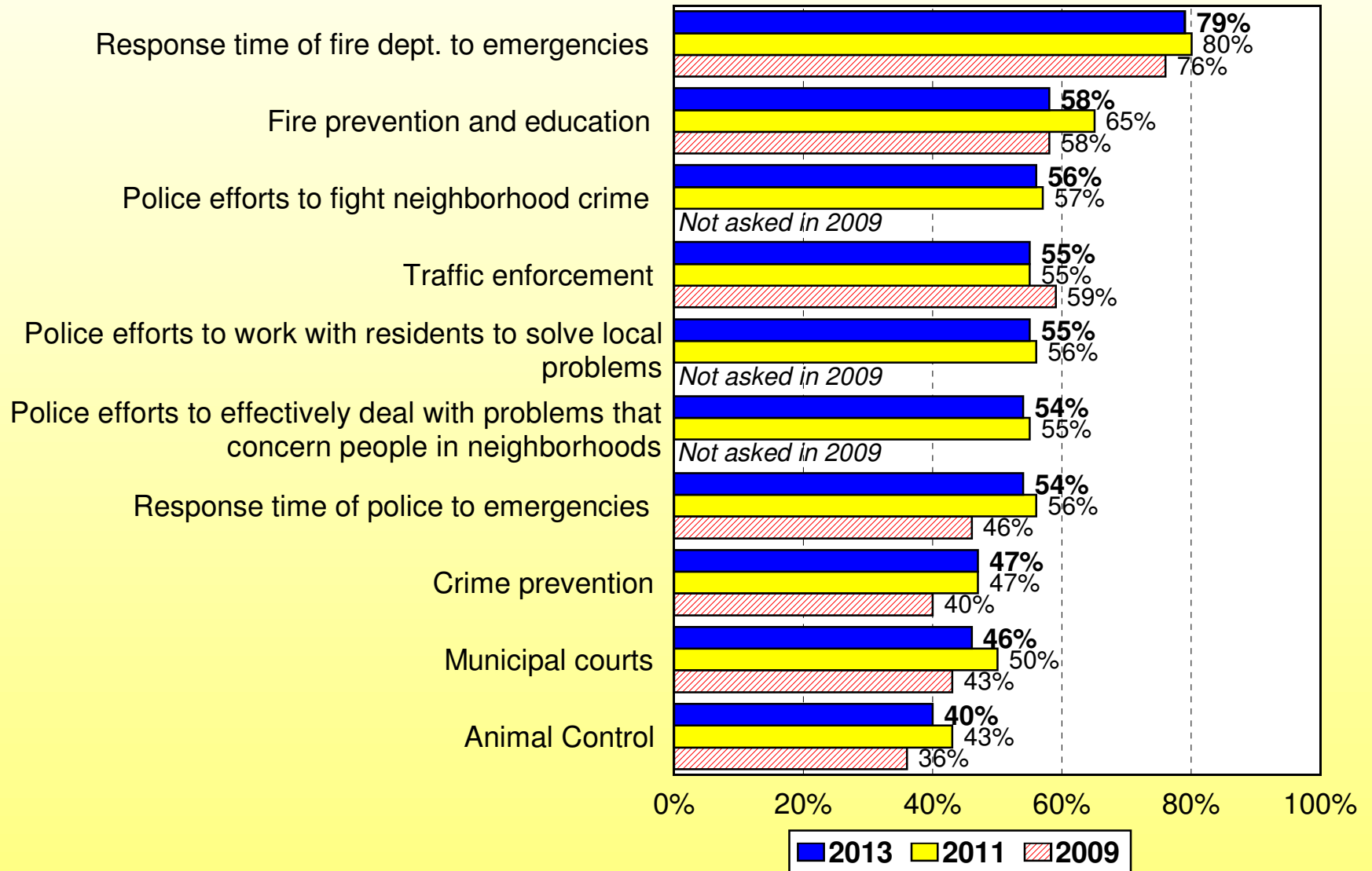
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 1 is “excellent” and a rating of 4 is “poor” (excluding don't knows)



Source: ETC Institute (May 2013)

# Q9. Ratings of Public Safety Services Trends - 2013, 2011 & 2009

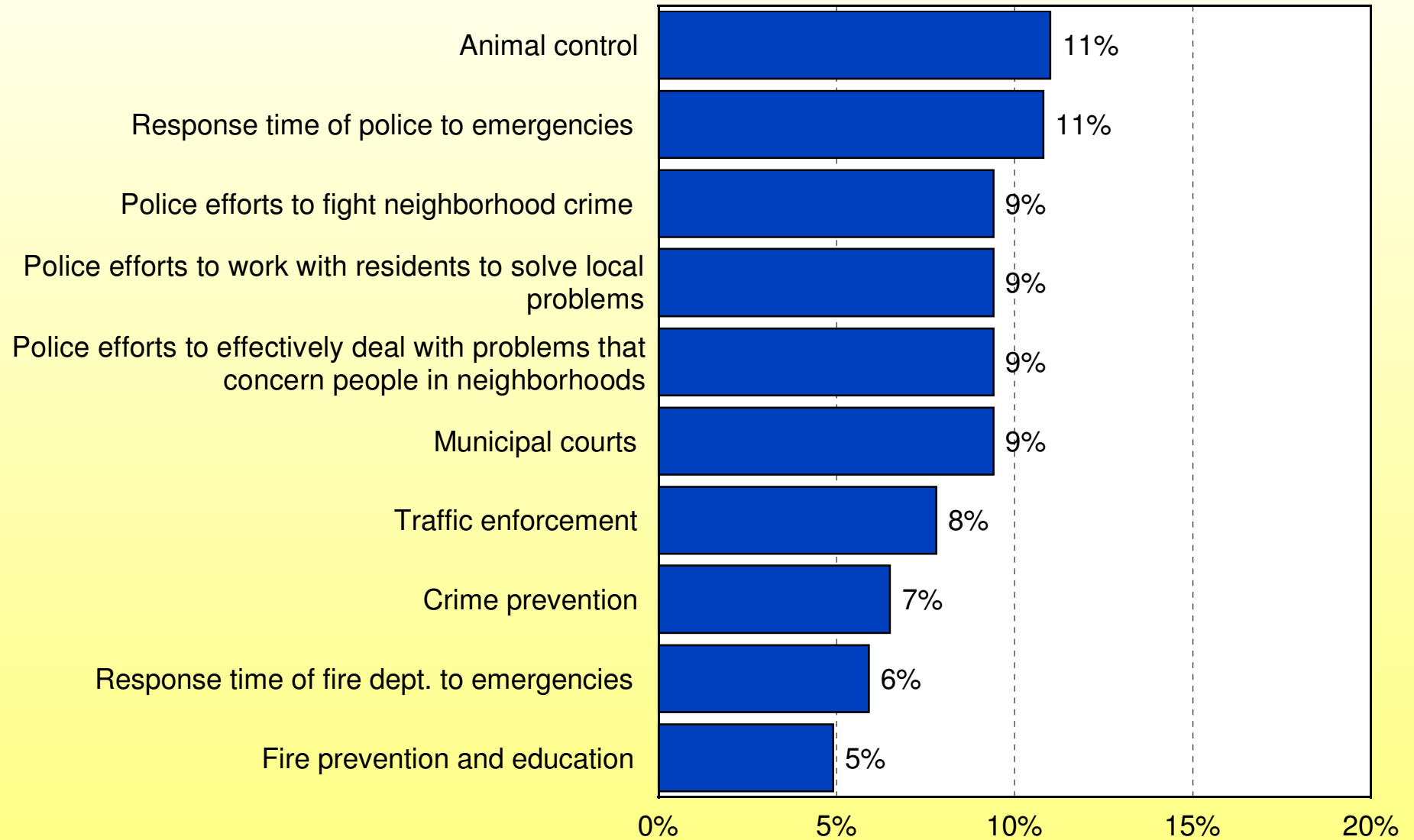
by percentage of respondents who rated the item as “excellent” or “good” (excluding don’t knows)



Source: ETC Institute (May 2013)

# Q9a. Use of Public Safety Services During the Past Year

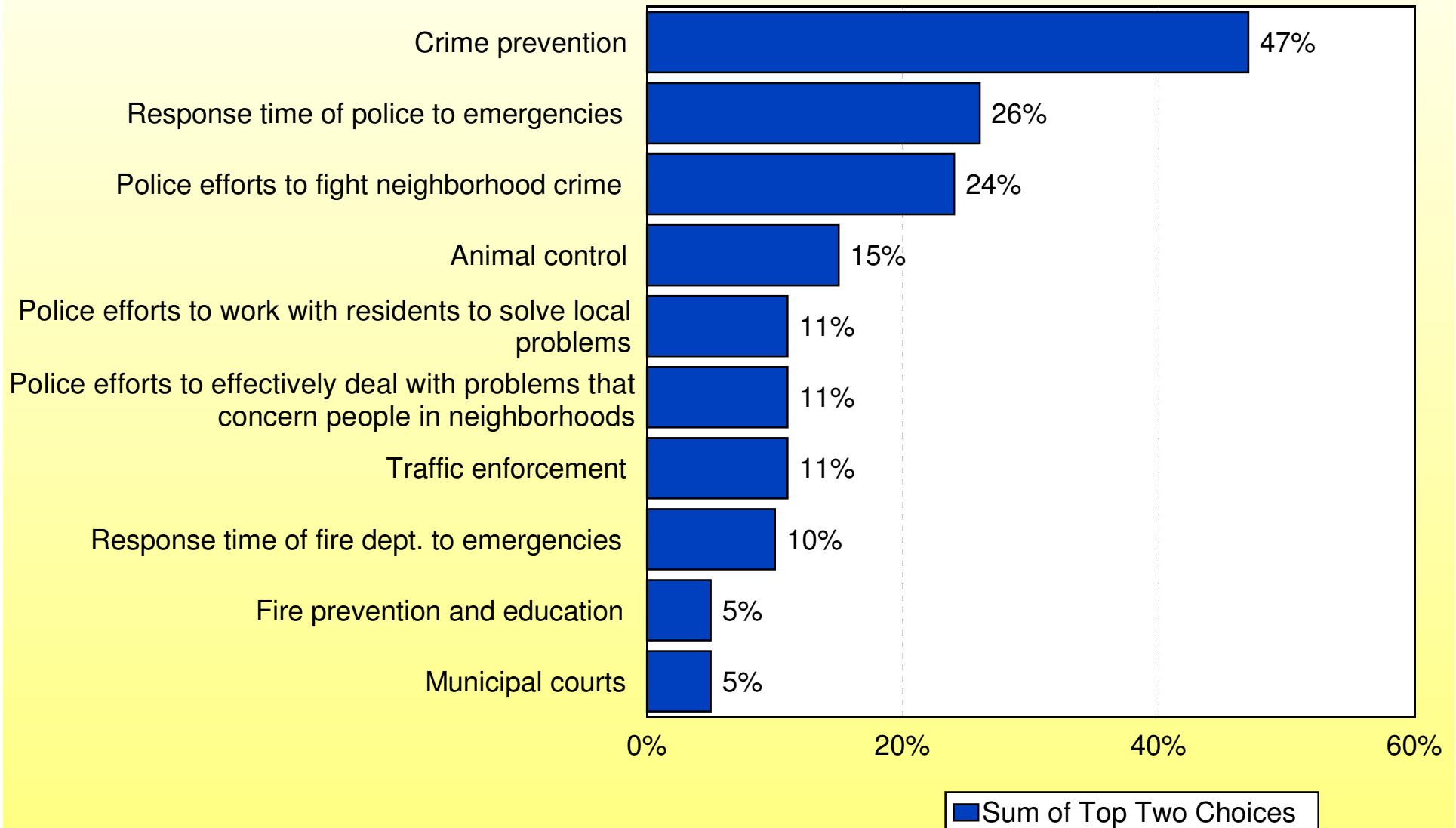
by percentage of respondents who had used the City service during the past year



Source: ETC Institute (May 2013)

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

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

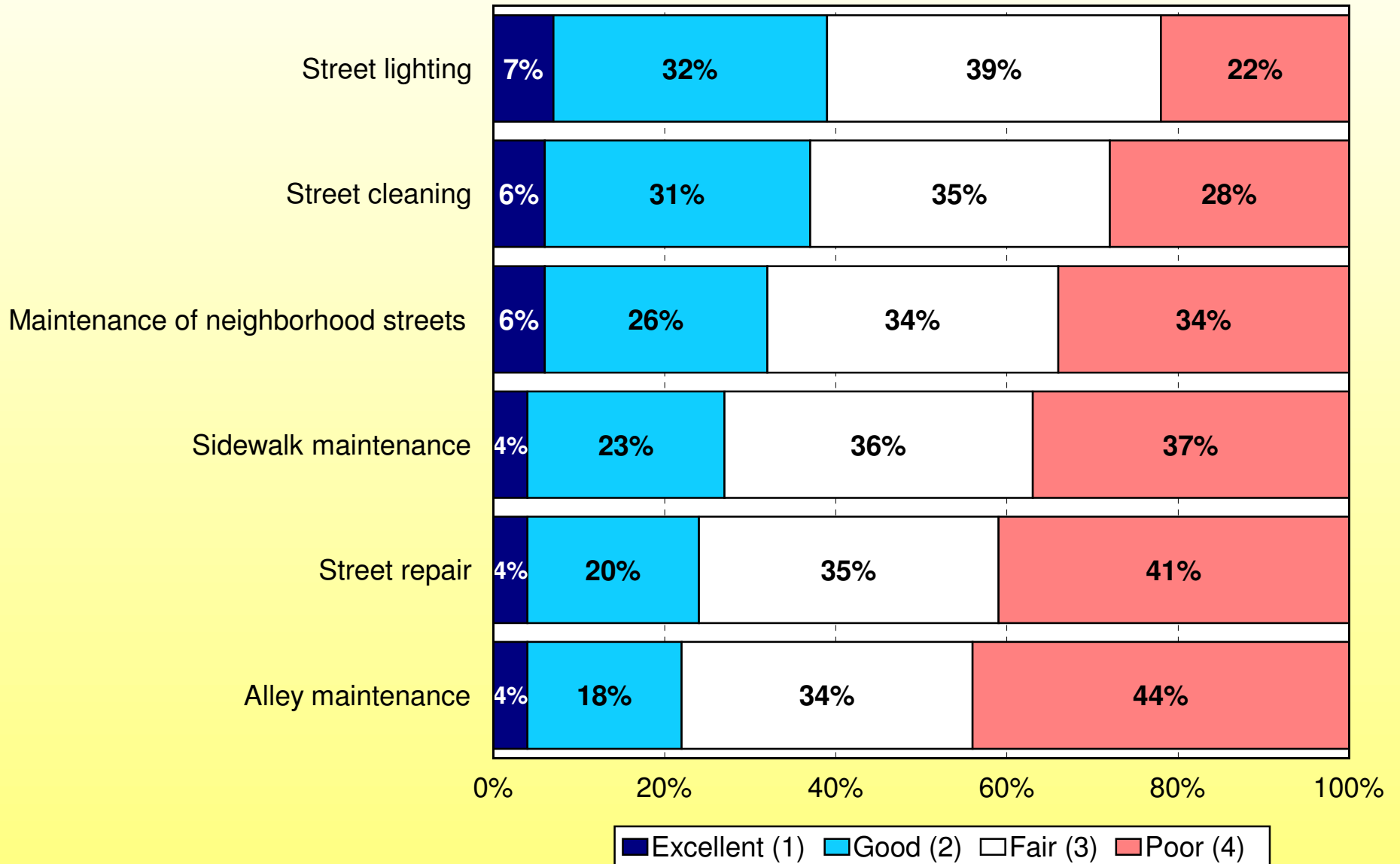


Source: ETC Institute (May 2013)

# Streets and Infrastructure

# Q11. Ratings of Street and Infrastructure Services

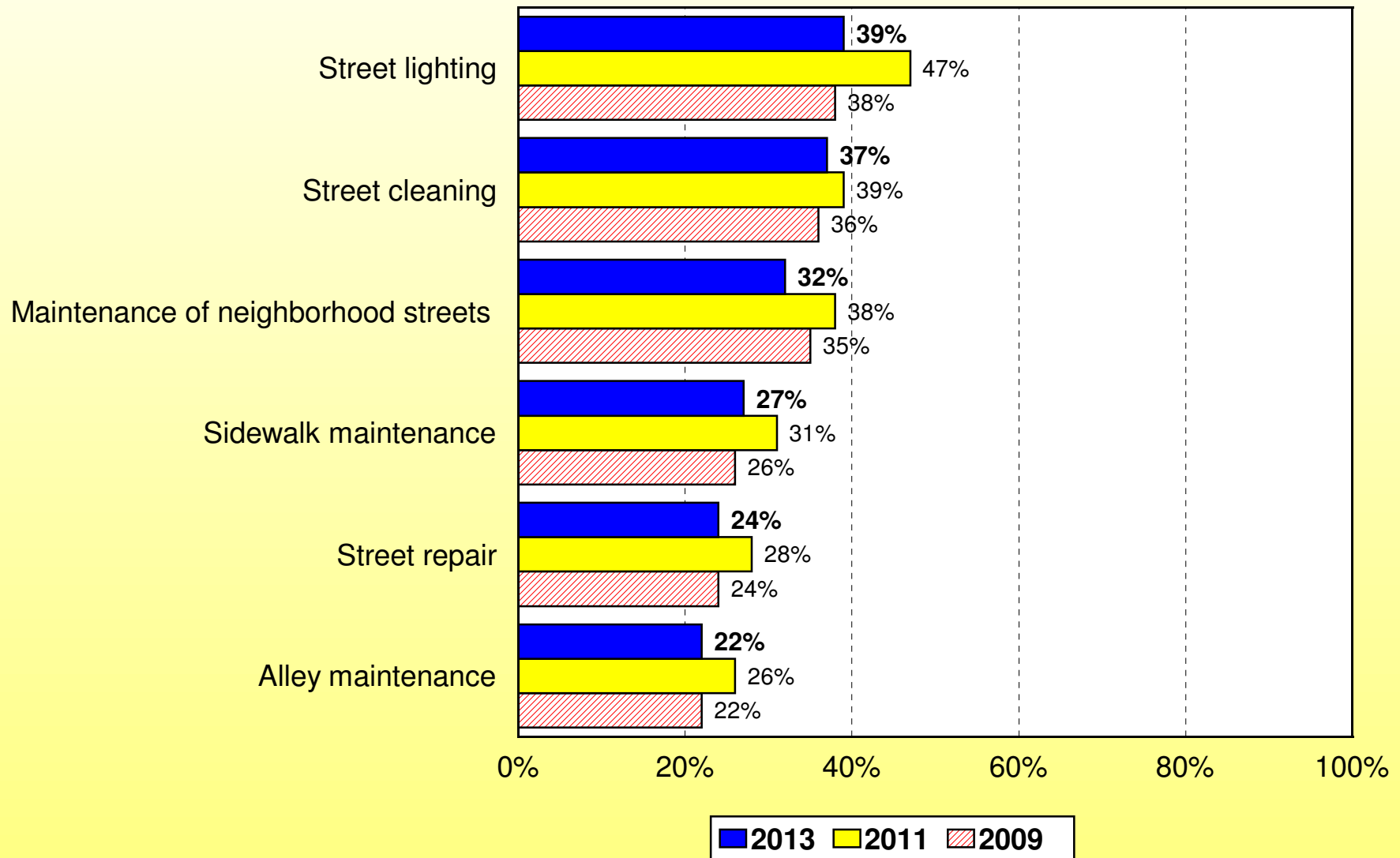
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 1 is “excellent” and a rating of 4 is “poor” (excluding don't knows)



Source: ETC Institute (May 2013)

# Q11. Ratings of Streets and Infrastructure Services Trends - 2013, 2011 & 2009

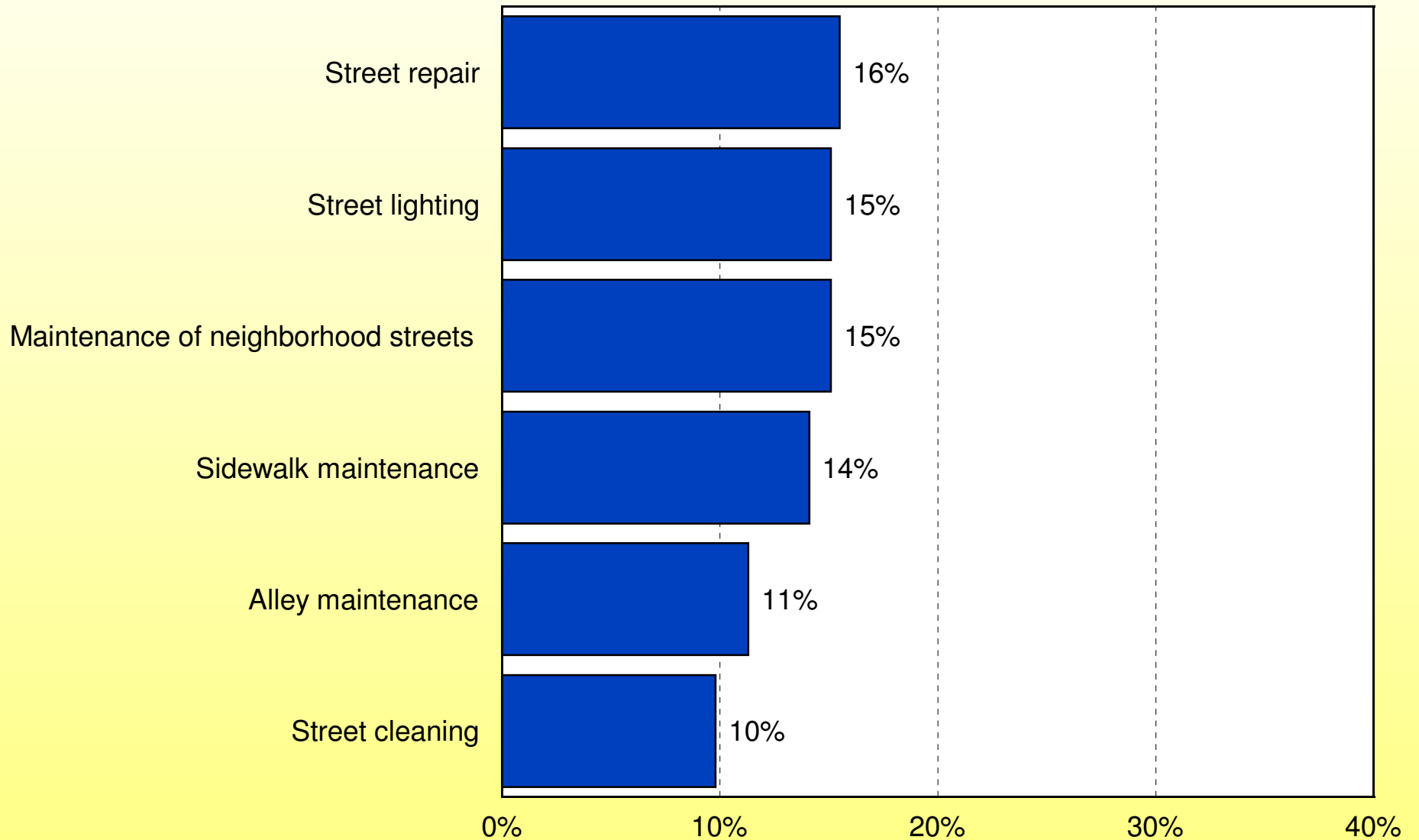
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Source: ETC Institute (May 2013)

# Q11a. Use of Street and Infrastructure Services During the Past Year

by percentage of respondents who had used the City service during the past year

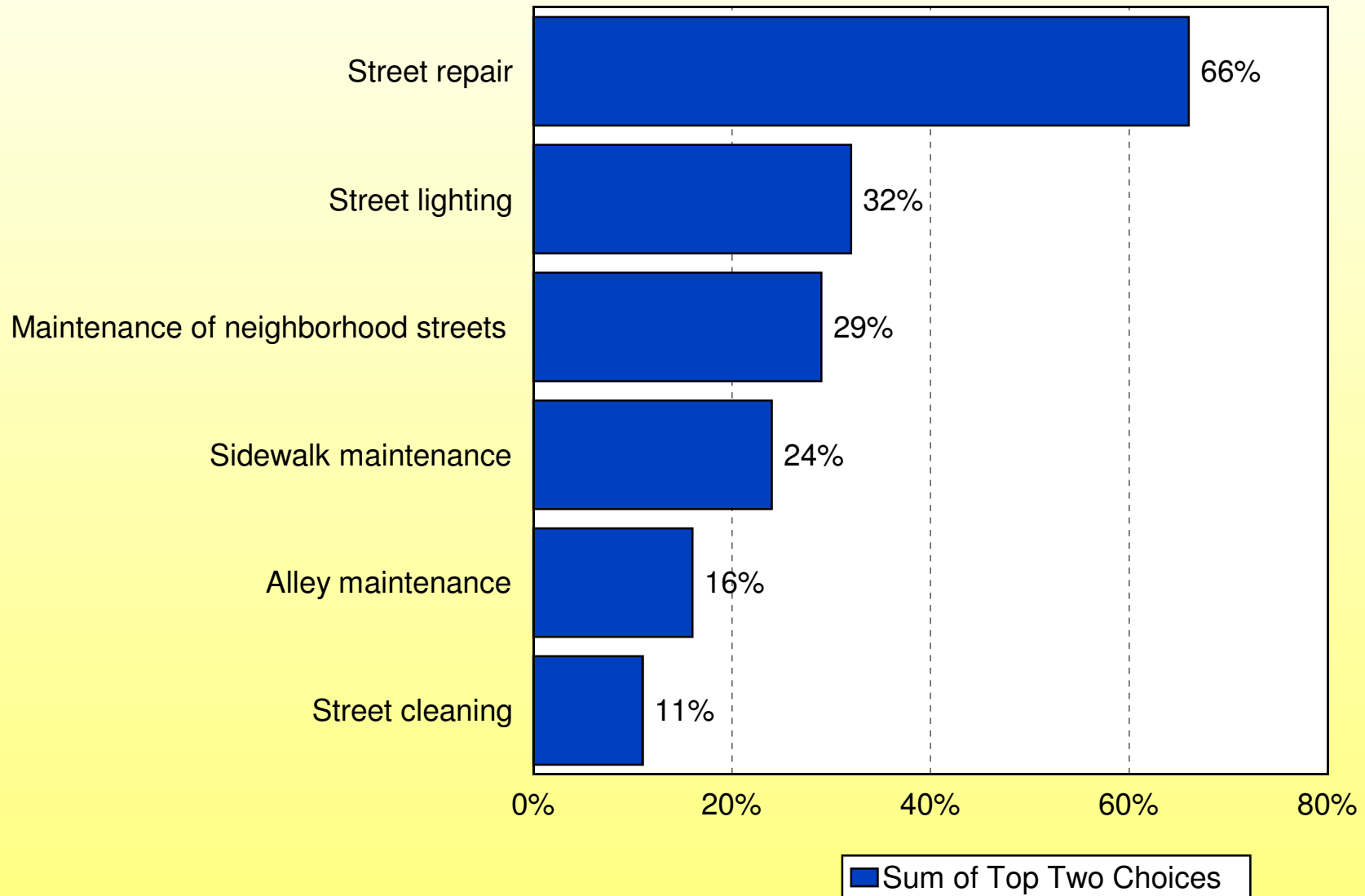


Source: ETC Institute (May 2013)



# Q12. Street and Infrastructure Services Residents Think Should Be the City's Top Priorities

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

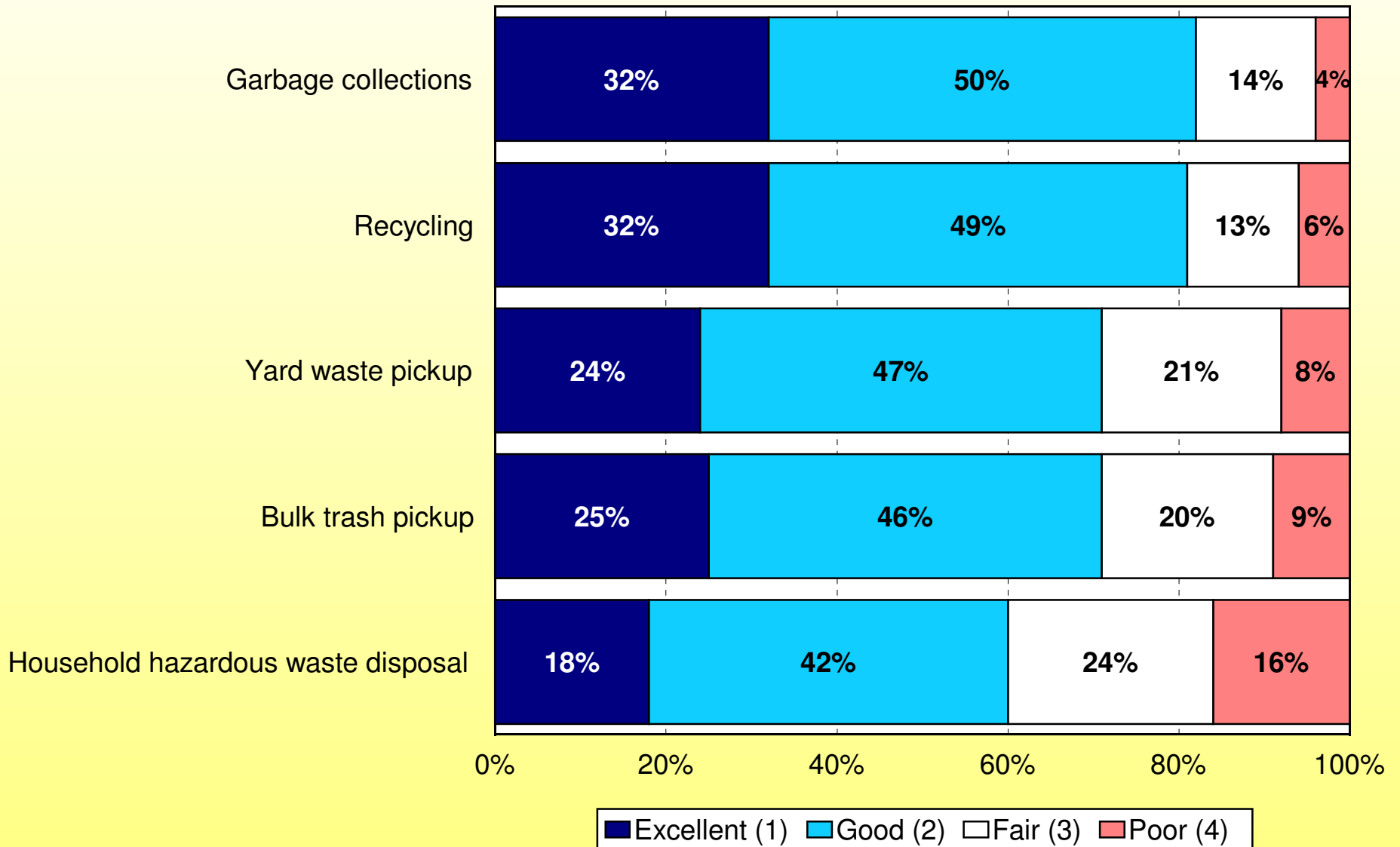


Source: ETC Institute (May 2013)

# Solid Waste Services

# Q13. Ratings of Solid Waste Services

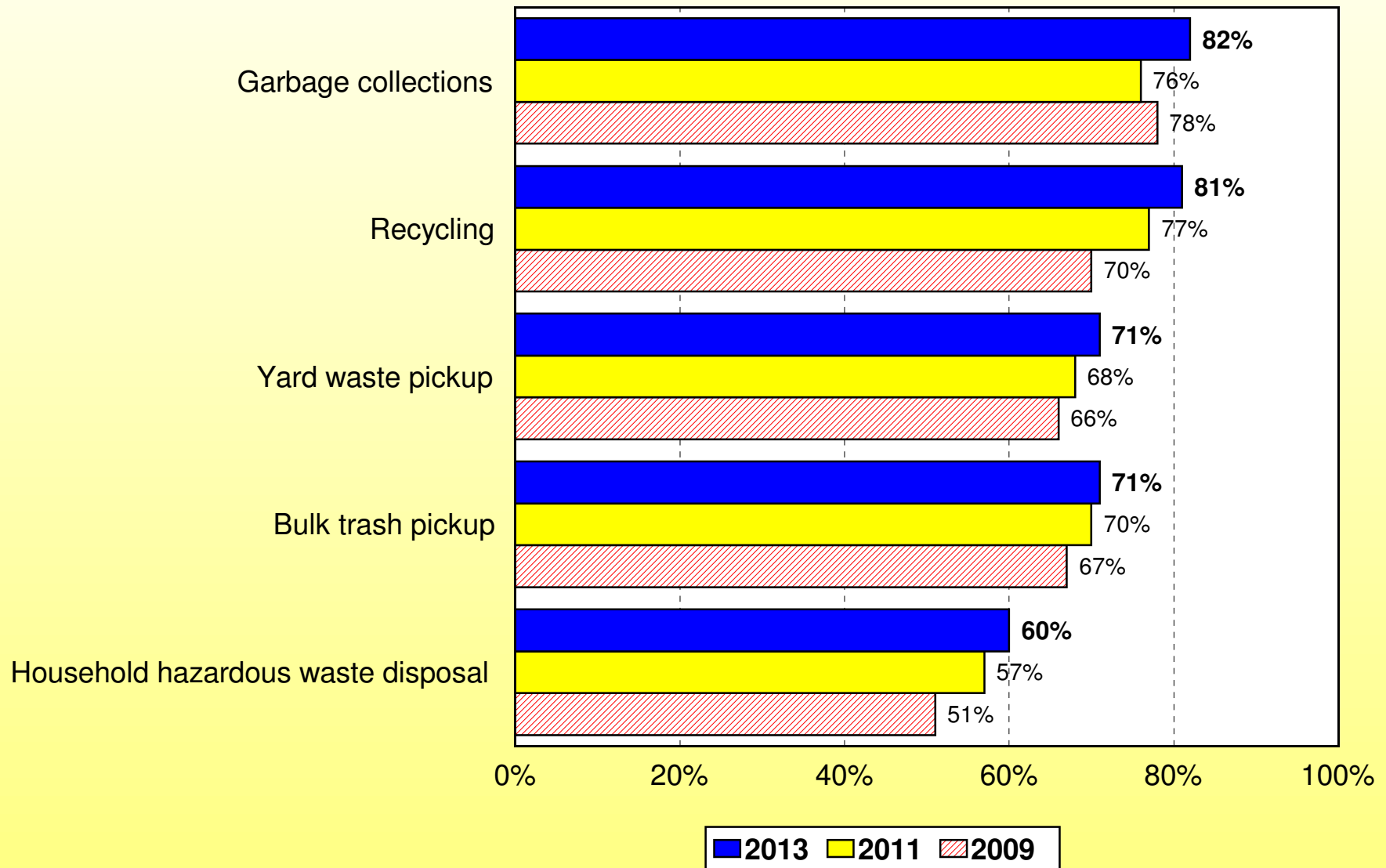
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 1 is “excellent” and a rating of 4 is “poor” (excluding don't knows)



Source: ETC Institute (May 2013)

# Q13. Ratings of Solid Waste Services Trends - 2013, 2011 & 2009

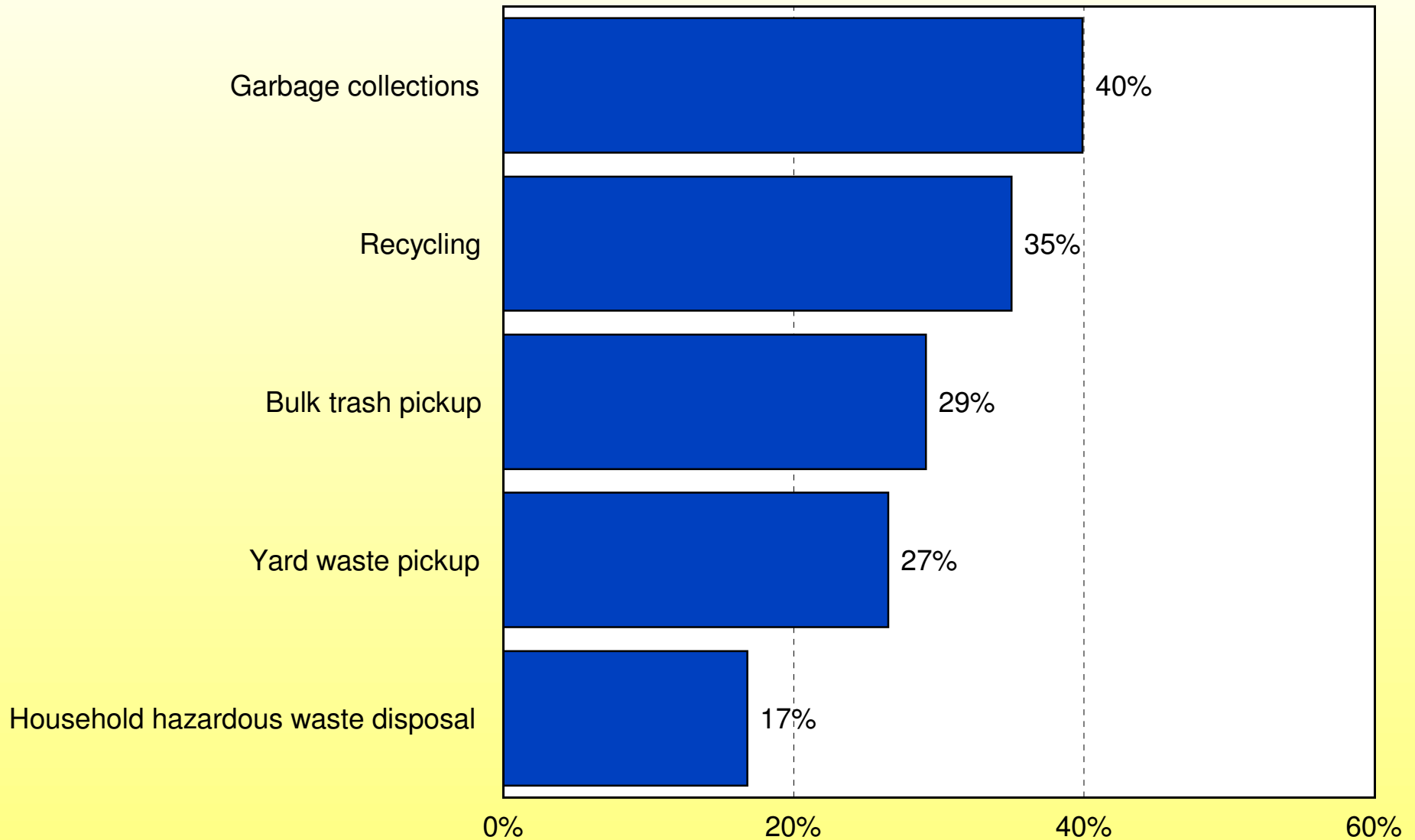
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Source: ETC Institute (May 2013)

# Q13a. Use of Solid Waste Services During the Past Year

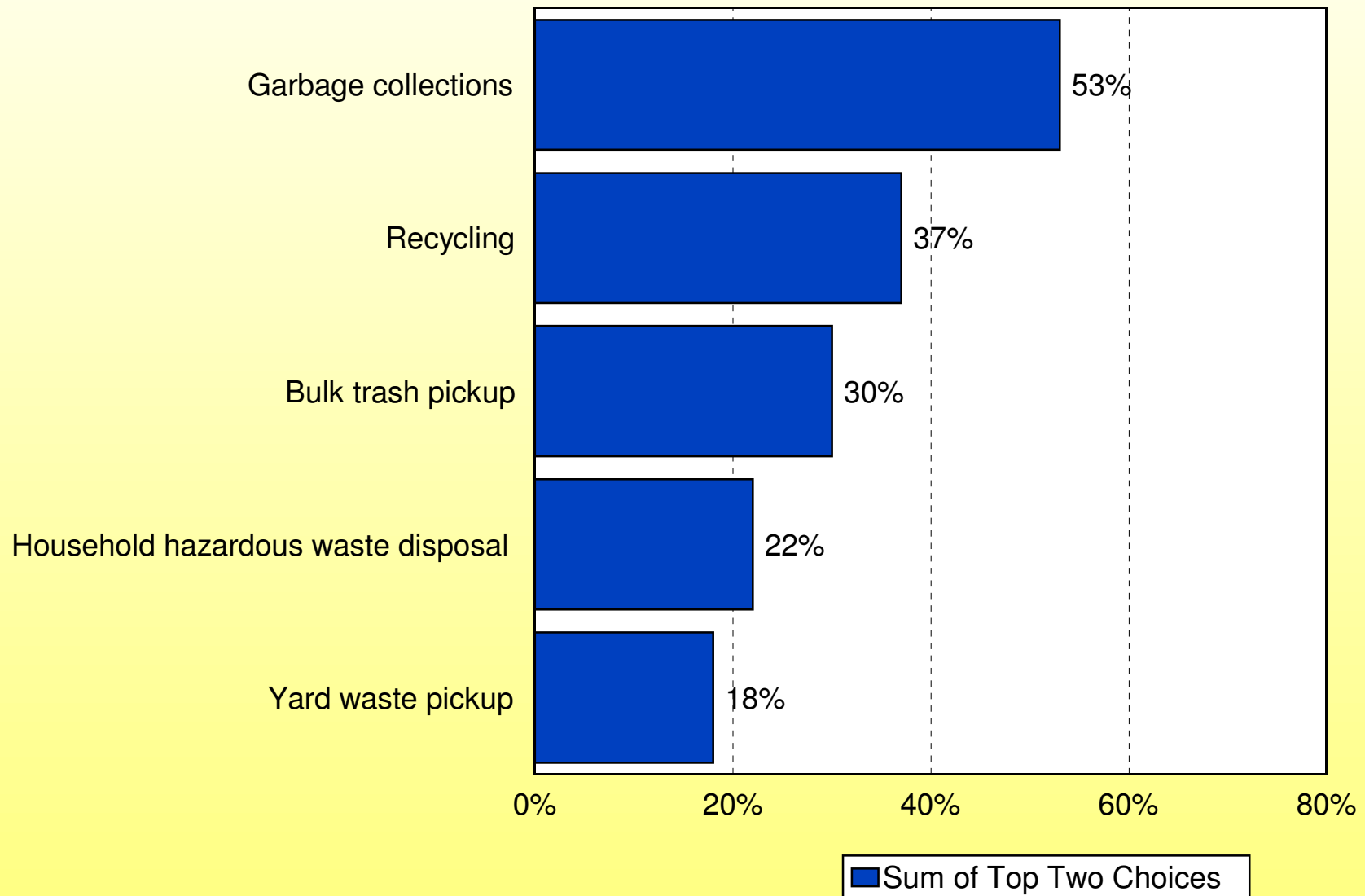
by percentage of respondents who had used the City service during the past year



Source: ETC Institute (May 2013)

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

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

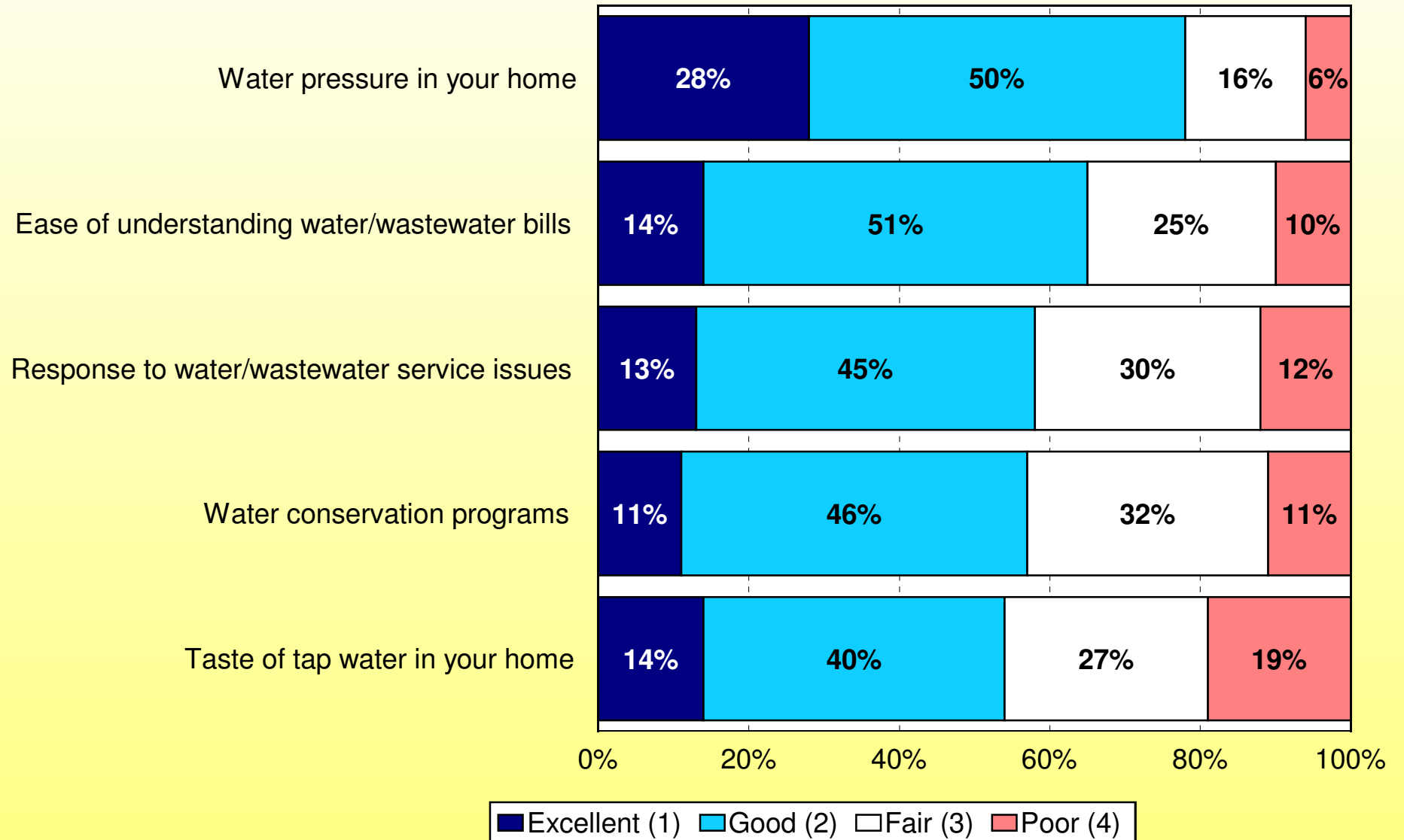


Source: ETC Institute (May 2013)

# Water and Wastewater Services

# Q15. Ratings of Water and Wastewater Services

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 1 is “excellent” and a rating of 4 is “poor” (excluding don't knows)

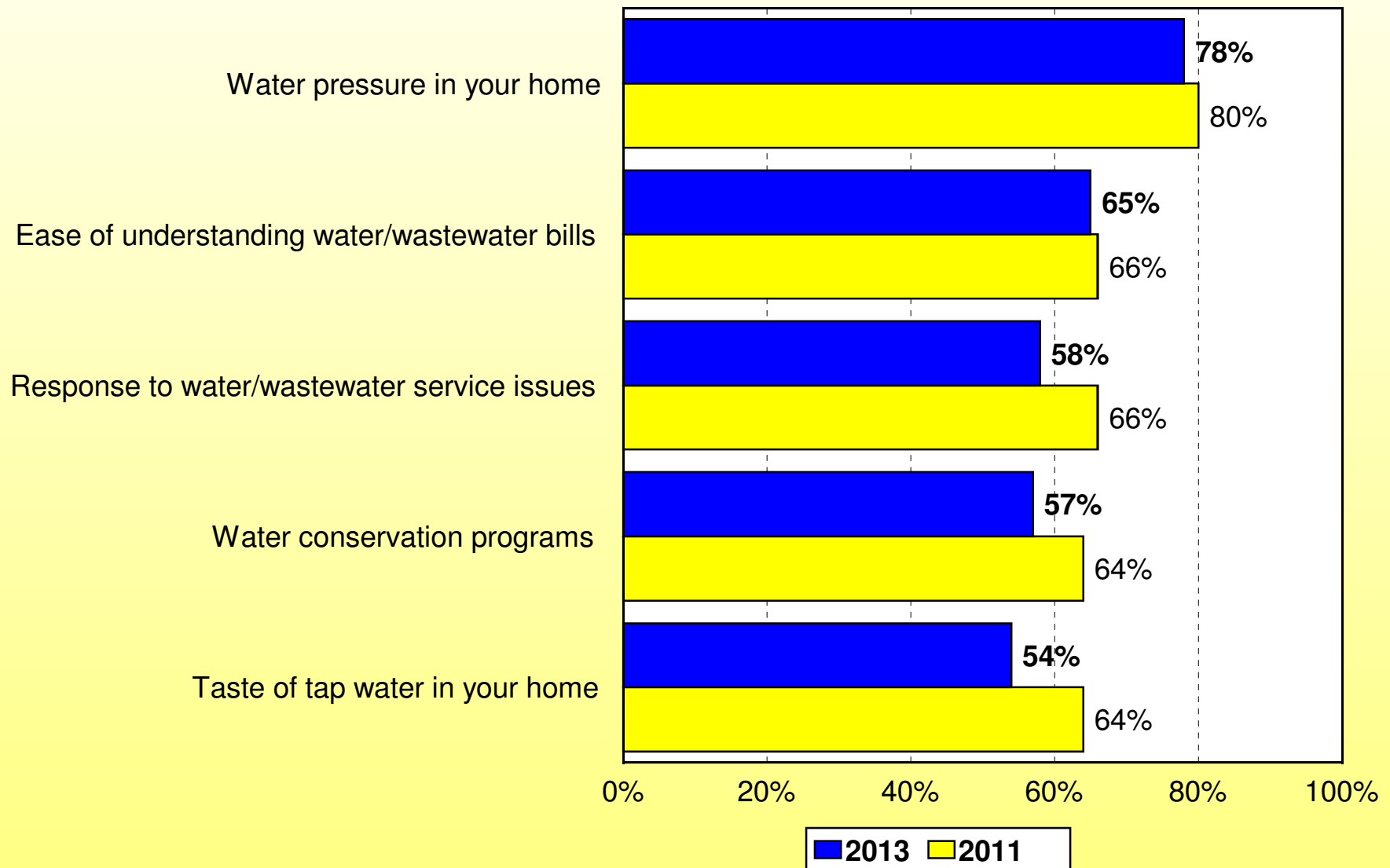


Source: ETC Institute (May 2013)



# Q15. Ratings of Water and Wastewater Services Trends - 2013 & 2011

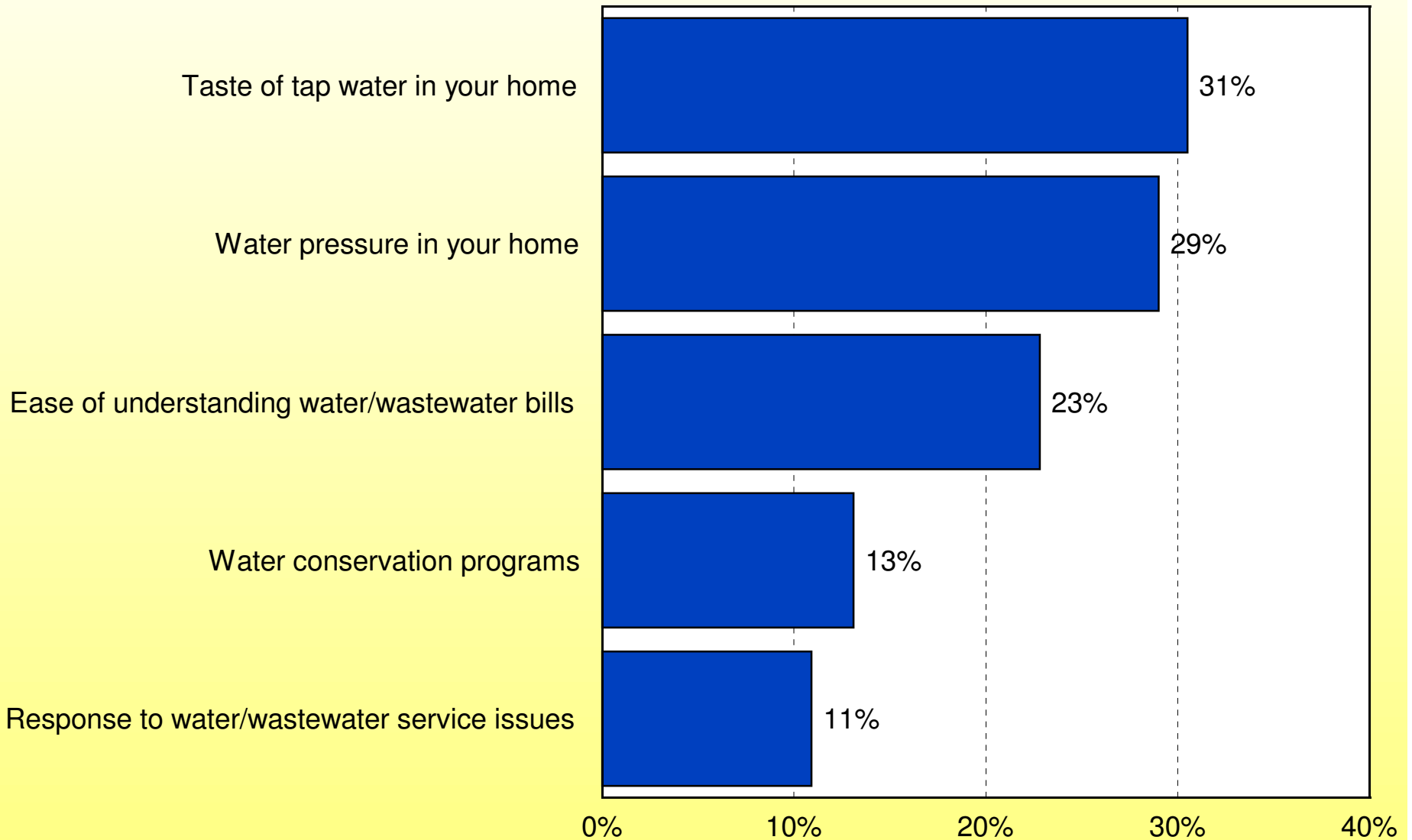
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Source: ETC Institute (May 2013)

# Q15a. Use of Water and Wastewater Services During the Past Year

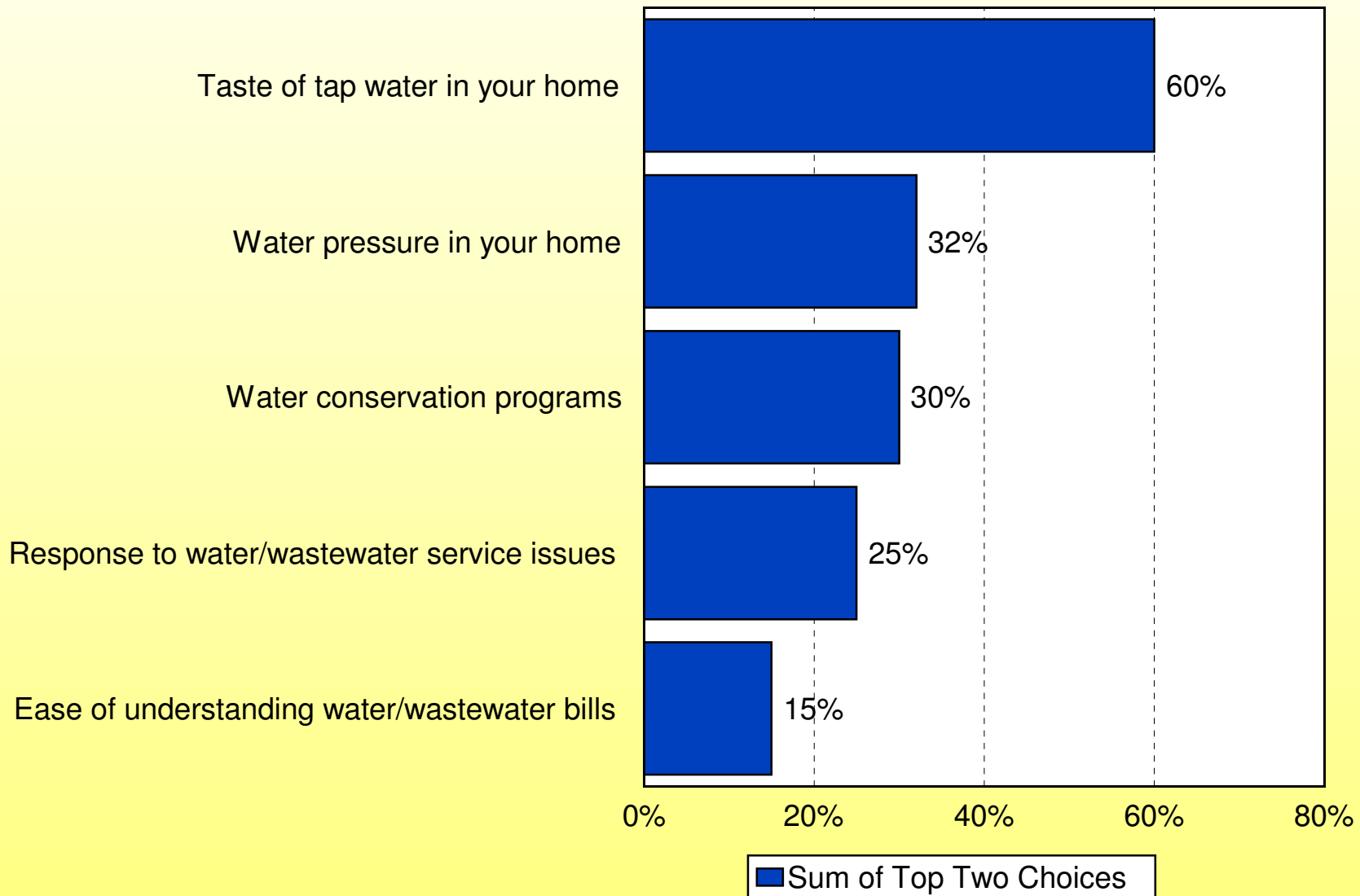
by percentage of respondents who had used the City service during the past year



Source: ETC Institute (May 2013)

# Q16. Water and Wastewater Services Residents Think Should Be the City's Top Priorities

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

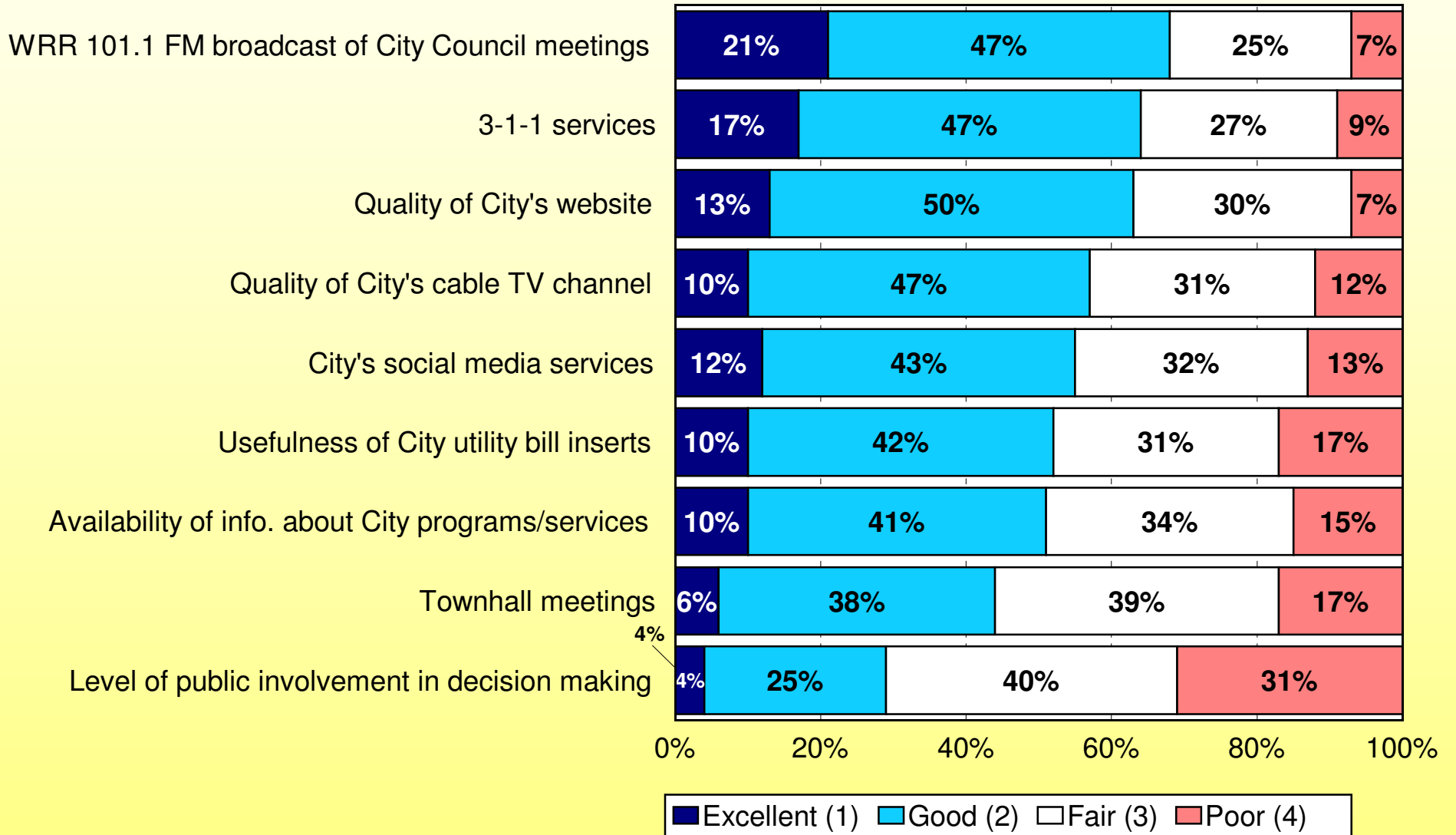


Source: ETC Institute (May 2013)

# Public Information Services

# Q17. Ratings of Public Information Services

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 1 is “excellent” and a rating of 4 is “poor” (excluding don't knows)

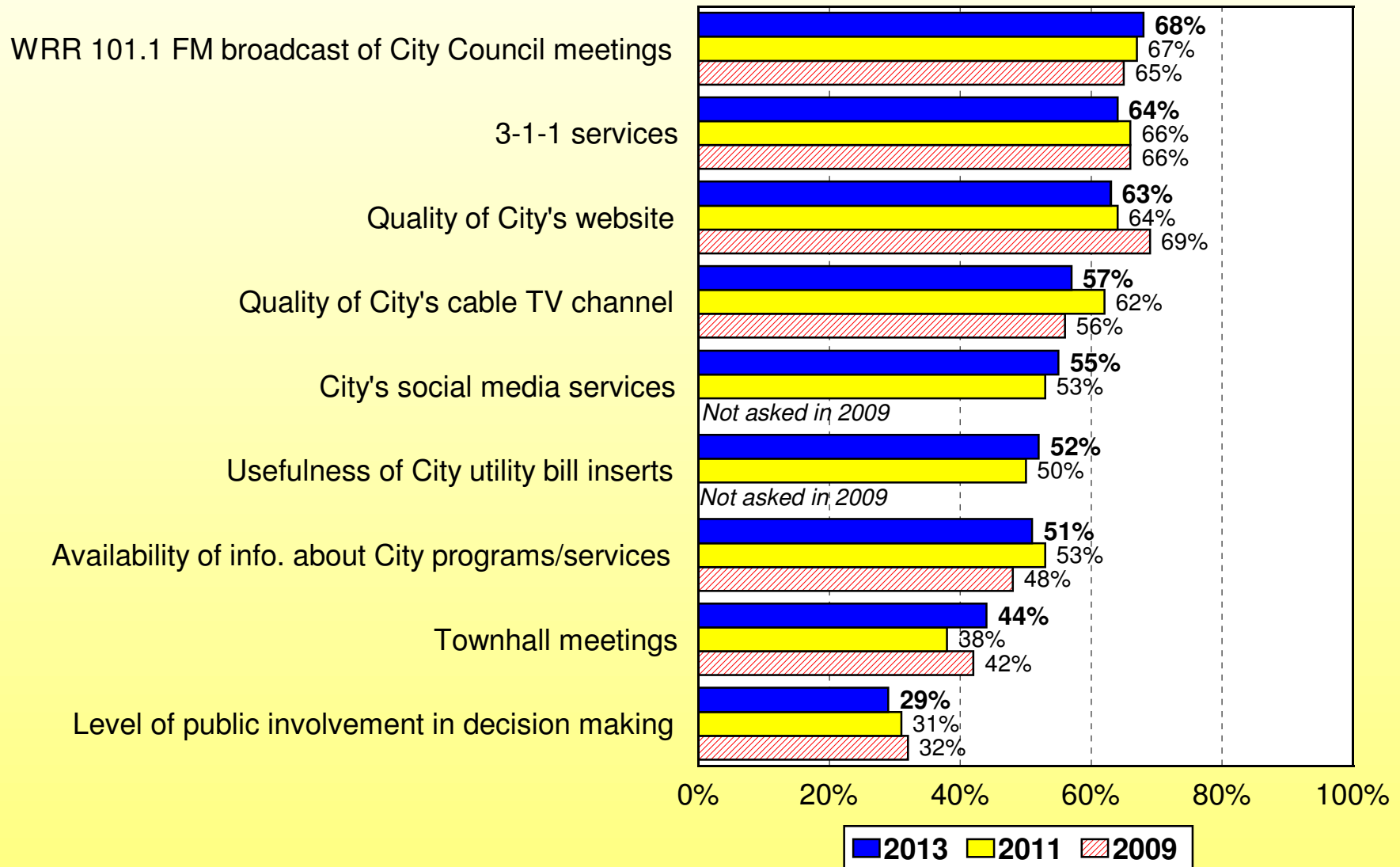


Source: ETC Institute (May 2013)

# Q17. Ratings of Public Information Services

## *Trends - 2013, 2011 & 2009*

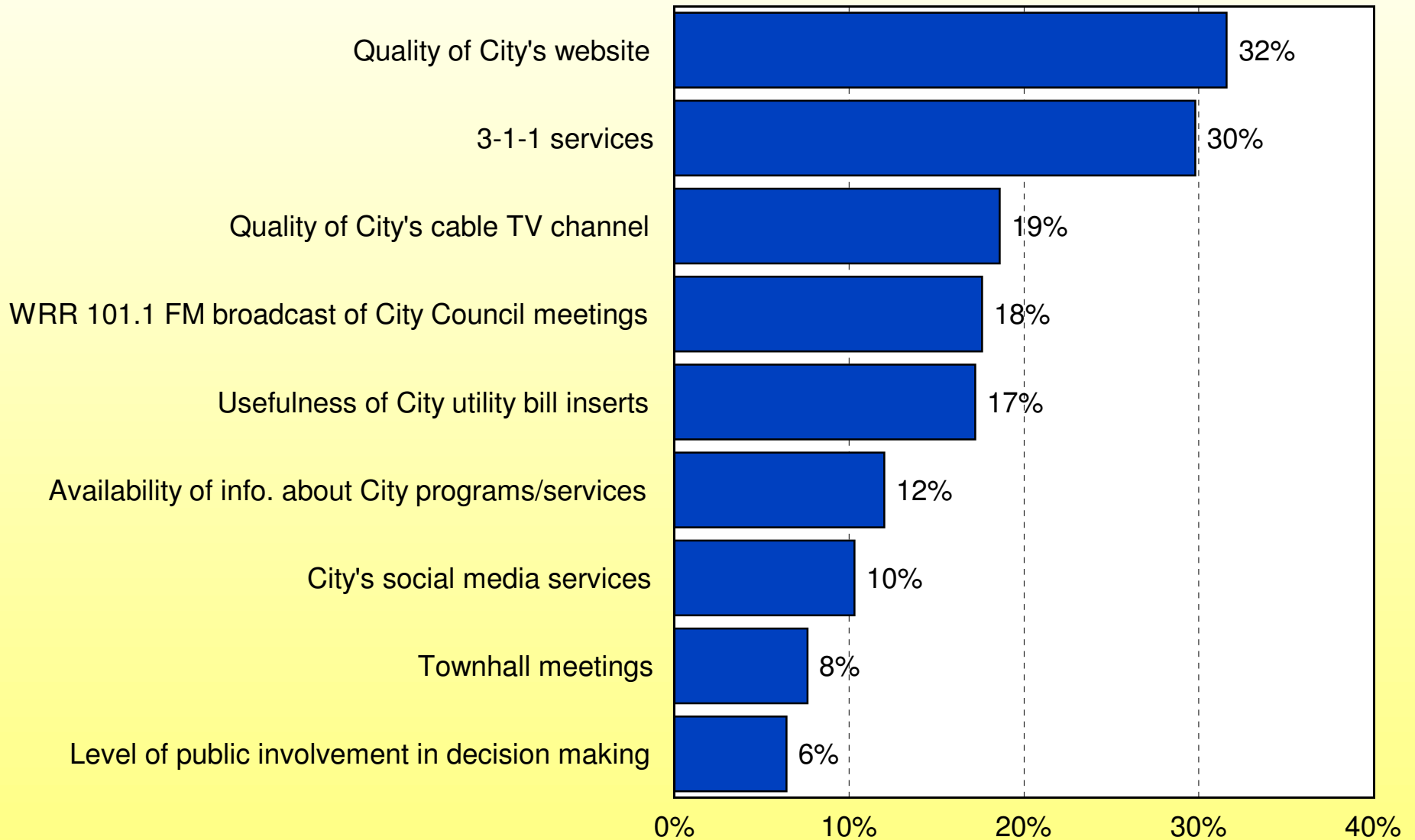
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Source: ETC Institute (May 2013)

# Q17a. Use of Public Information Services During the Past Year

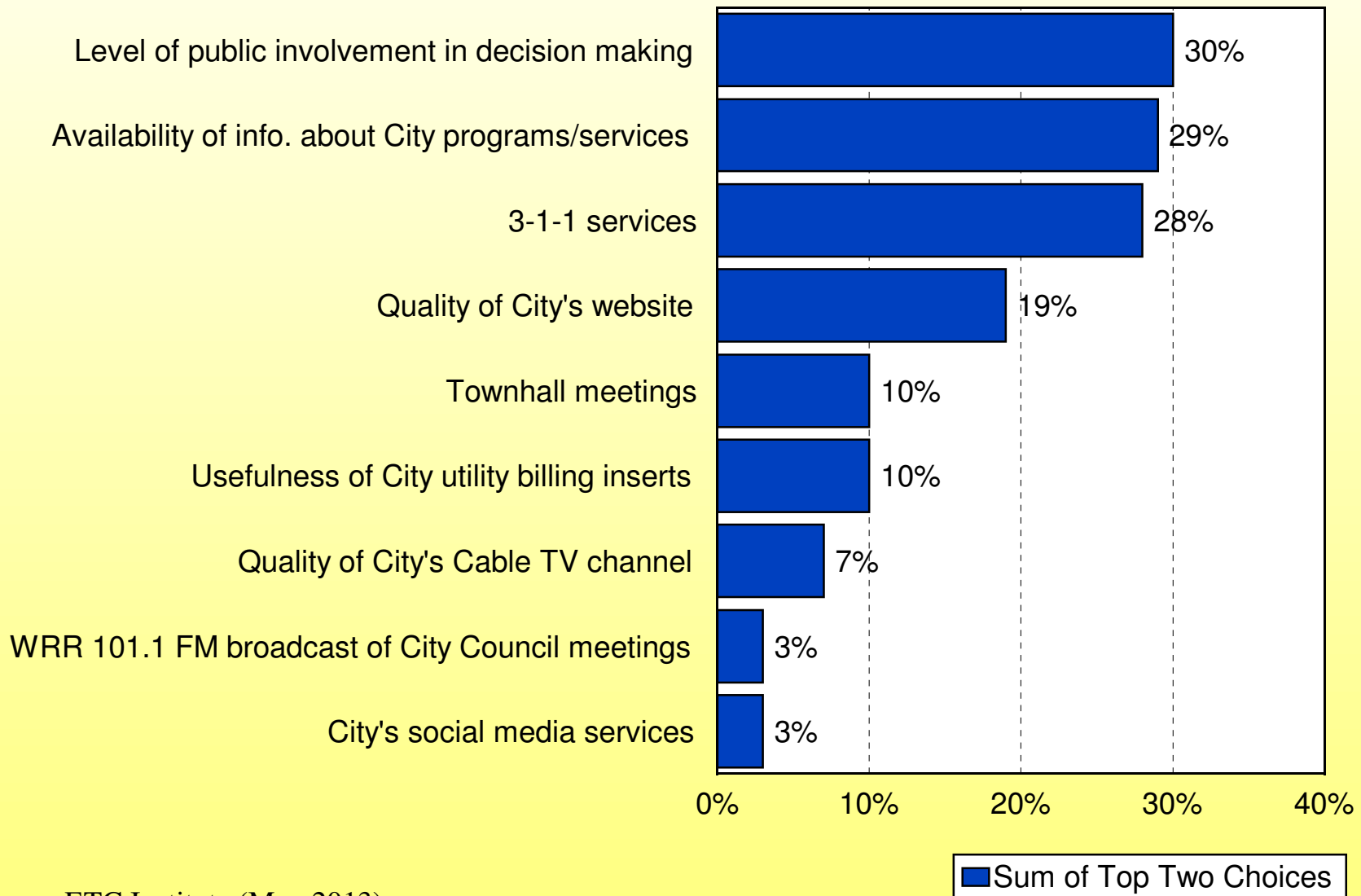
by percentage of respondents who had used the City service during the past year



Source: ETC Institute (May 2013)

# Q18. Public Information Services Residents Think Should Be the City's Top Priorities

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

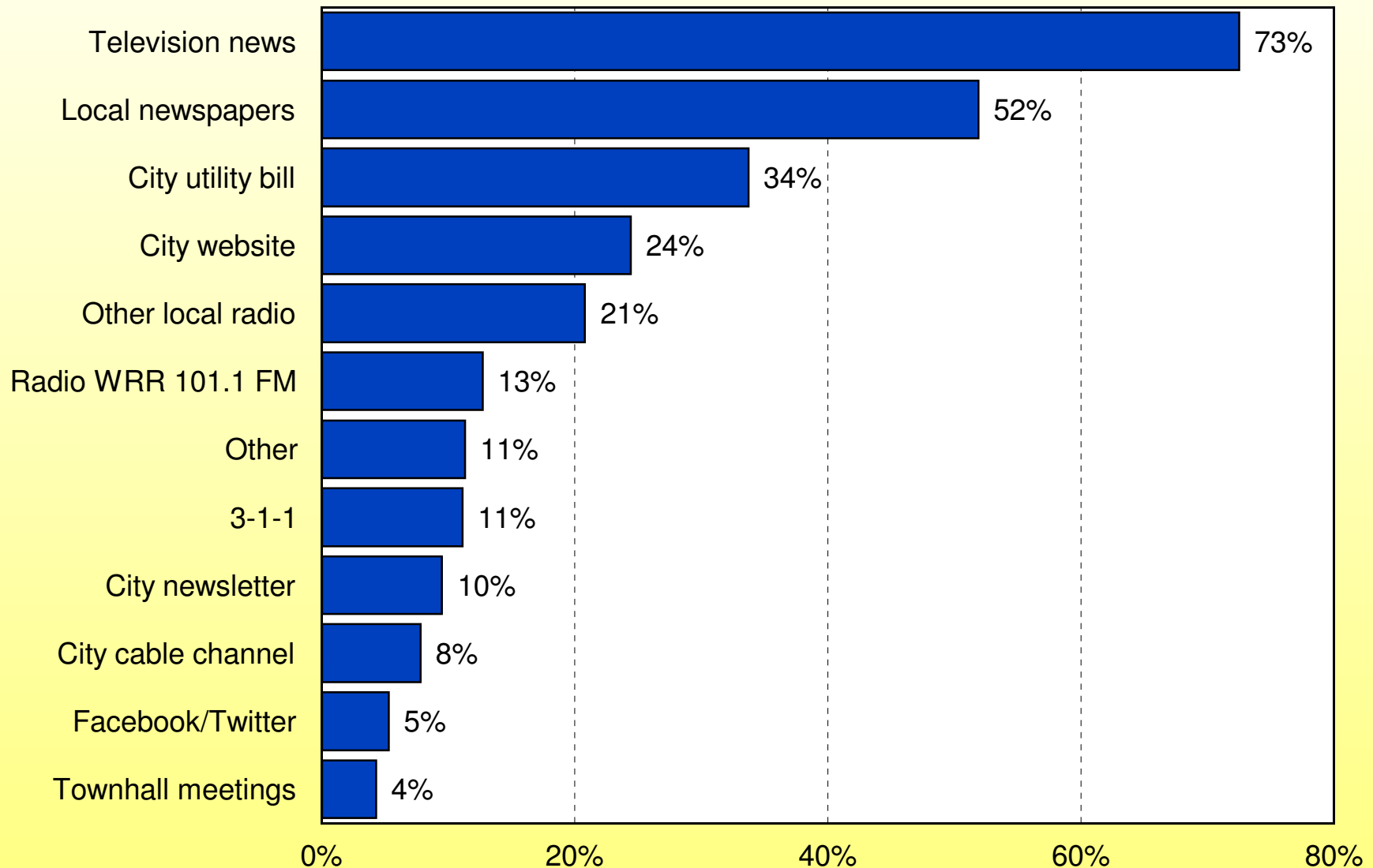


Source: ETC Institute (May 2013)



# Q19. Sources Where Residents Currently Get News and Information about City Programs, Services and Events

by percentage of respondents (multiple responses allowed)

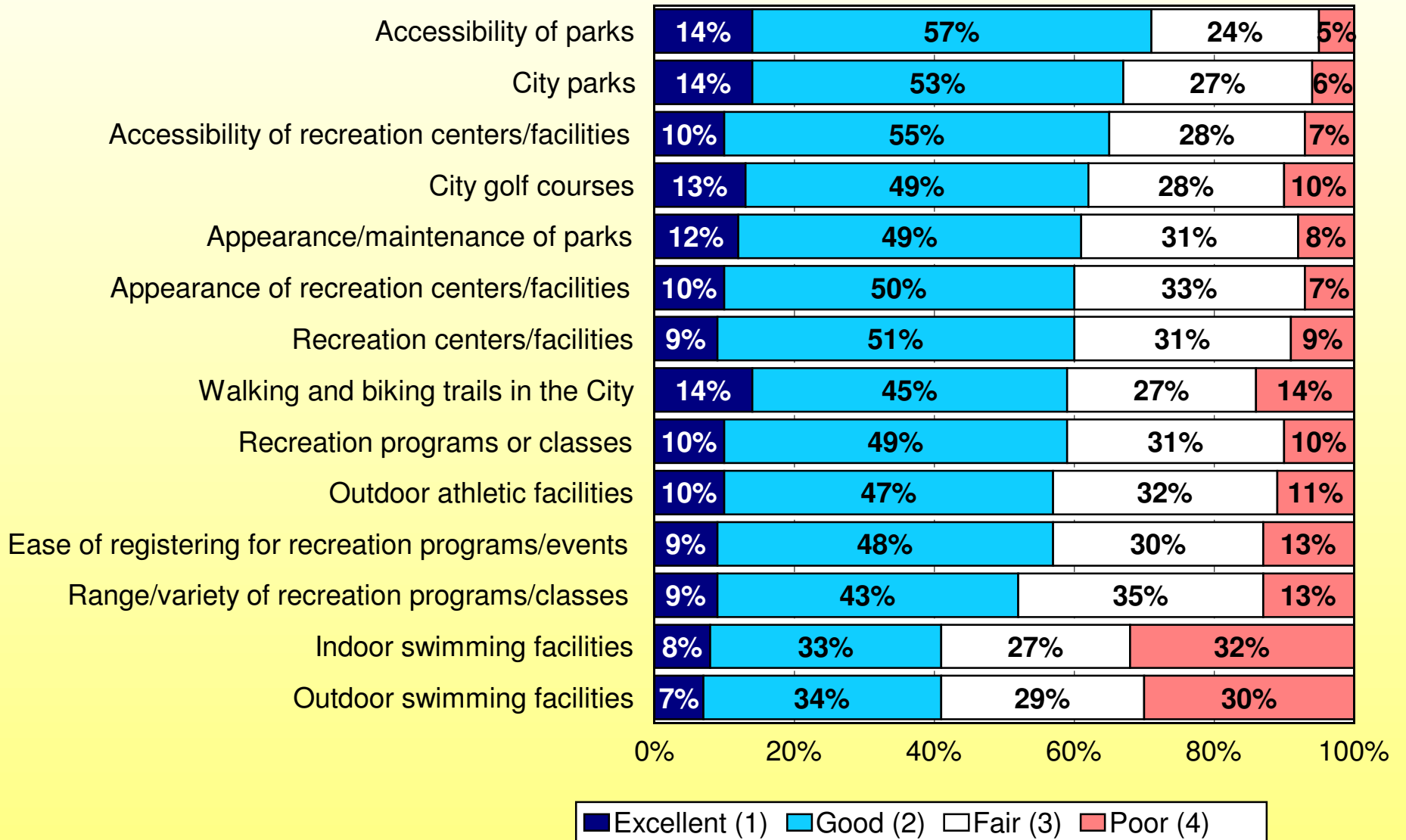


Source: ETC Institute (May 2013)

# Park and Recreation Services

## Q20. Ratings of Park and Recreation Services

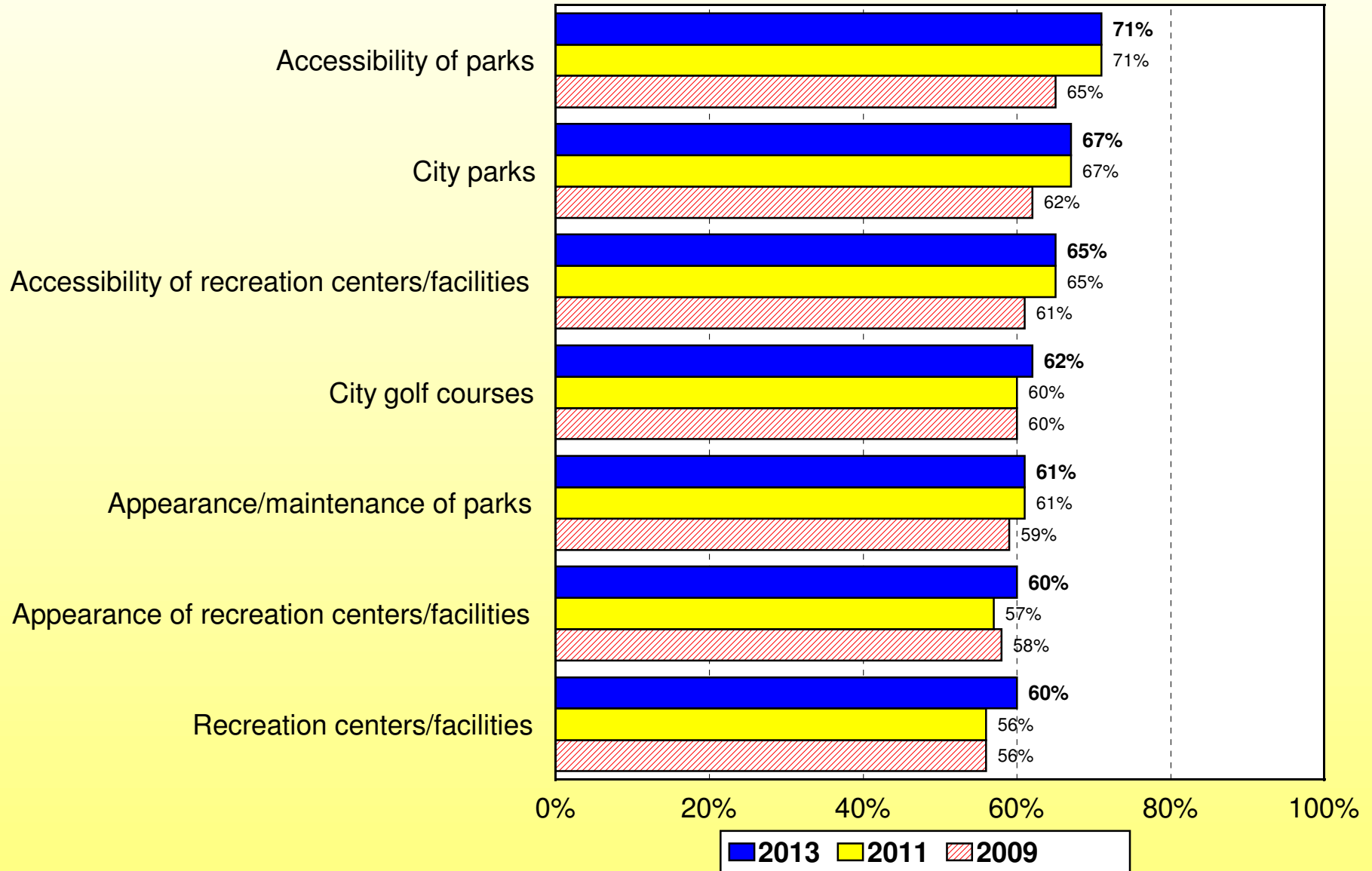
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 1 is “excellent” and a rating of 4 is “poor” (excluding don't knows)



Source: ETC Institute (May 2013)

# Q20. Ratings of Park and Recreation Services Trends - 2013, 2011 & 2009

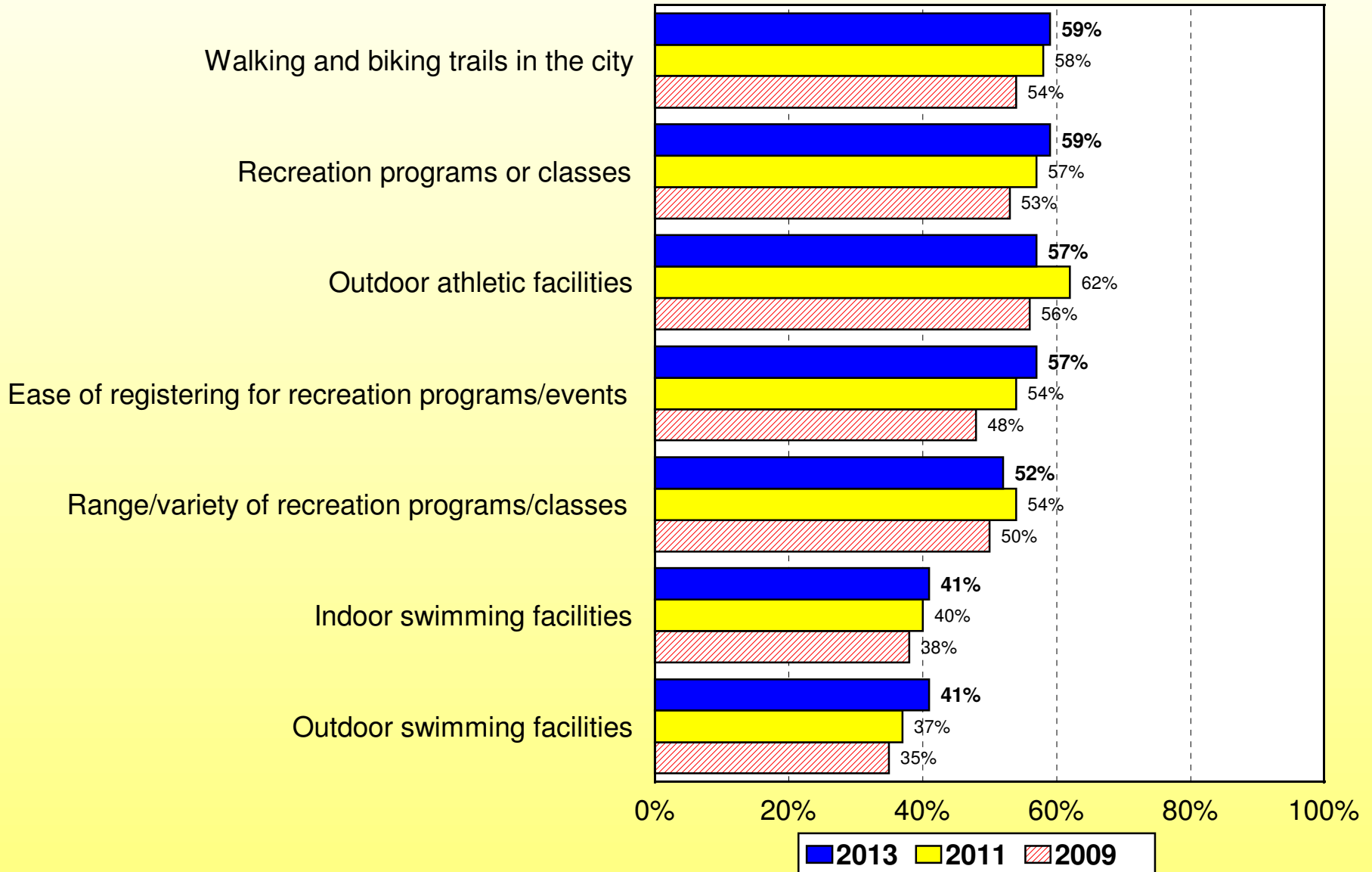
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Source: ETC Institute (May 2013)

# Q20. (Continued) Ratings of Park and Recreation Services Trends - 2013, 2011 & 2009

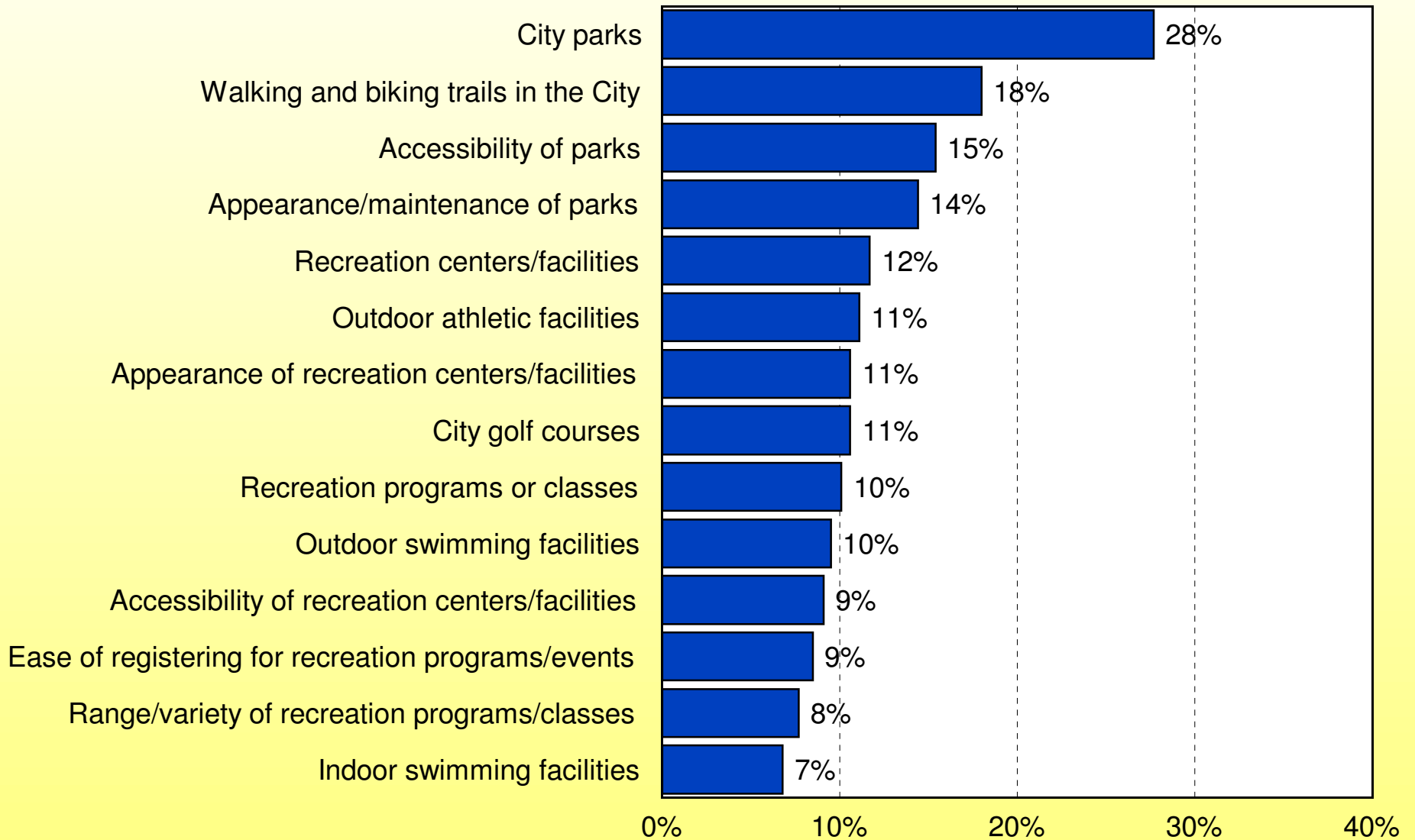
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Source: ETC Institute (May 2013)

# Q20a. Use of Park and Recreation Services During the Past Year

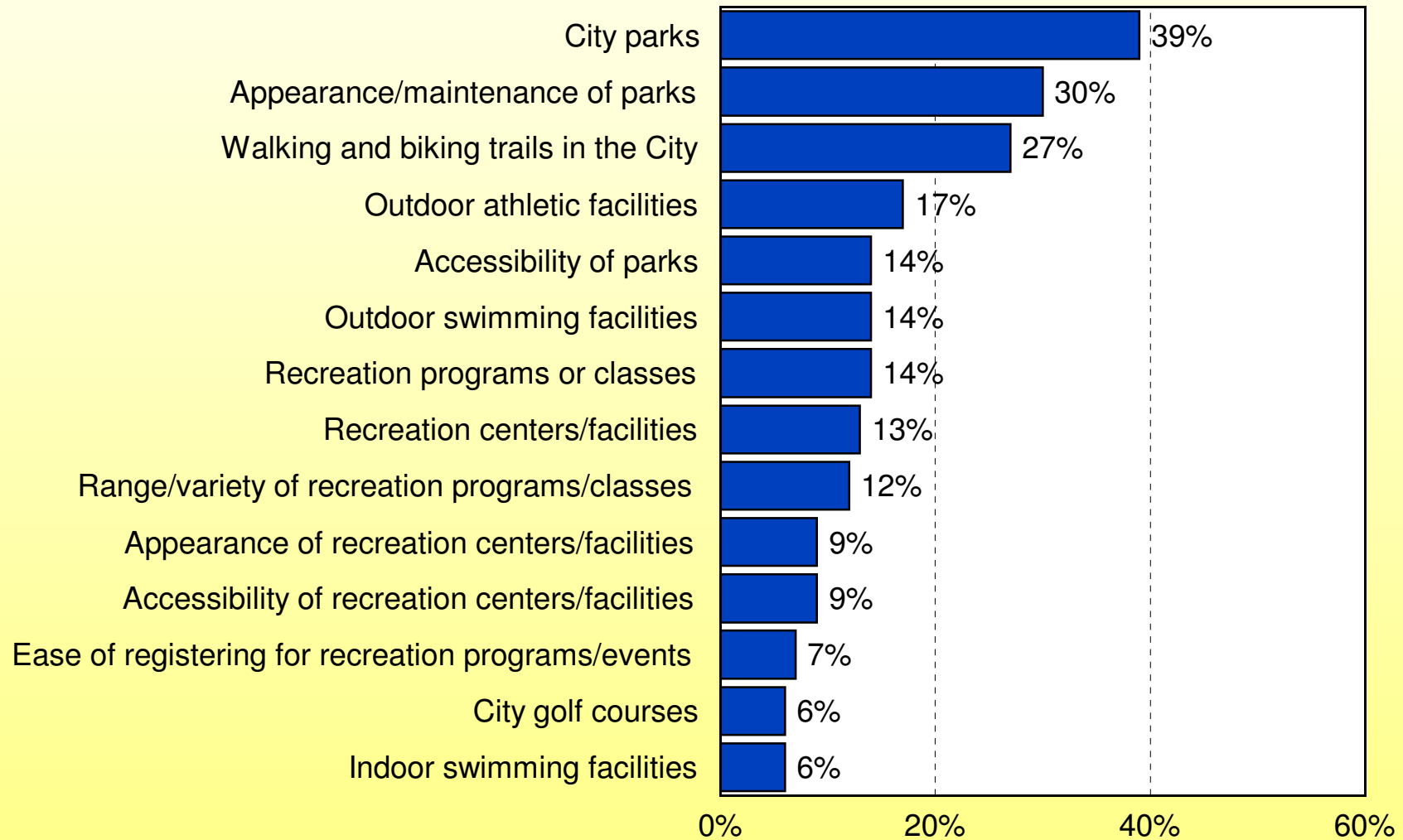
by percentage of respondents who had used the City service during the past year



Source: ETC Institute (May 2013)

# Q21. Park and Recreation Services Residents Think Should Be the City's Top Priorities

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



■ Sum of Top Two Choices

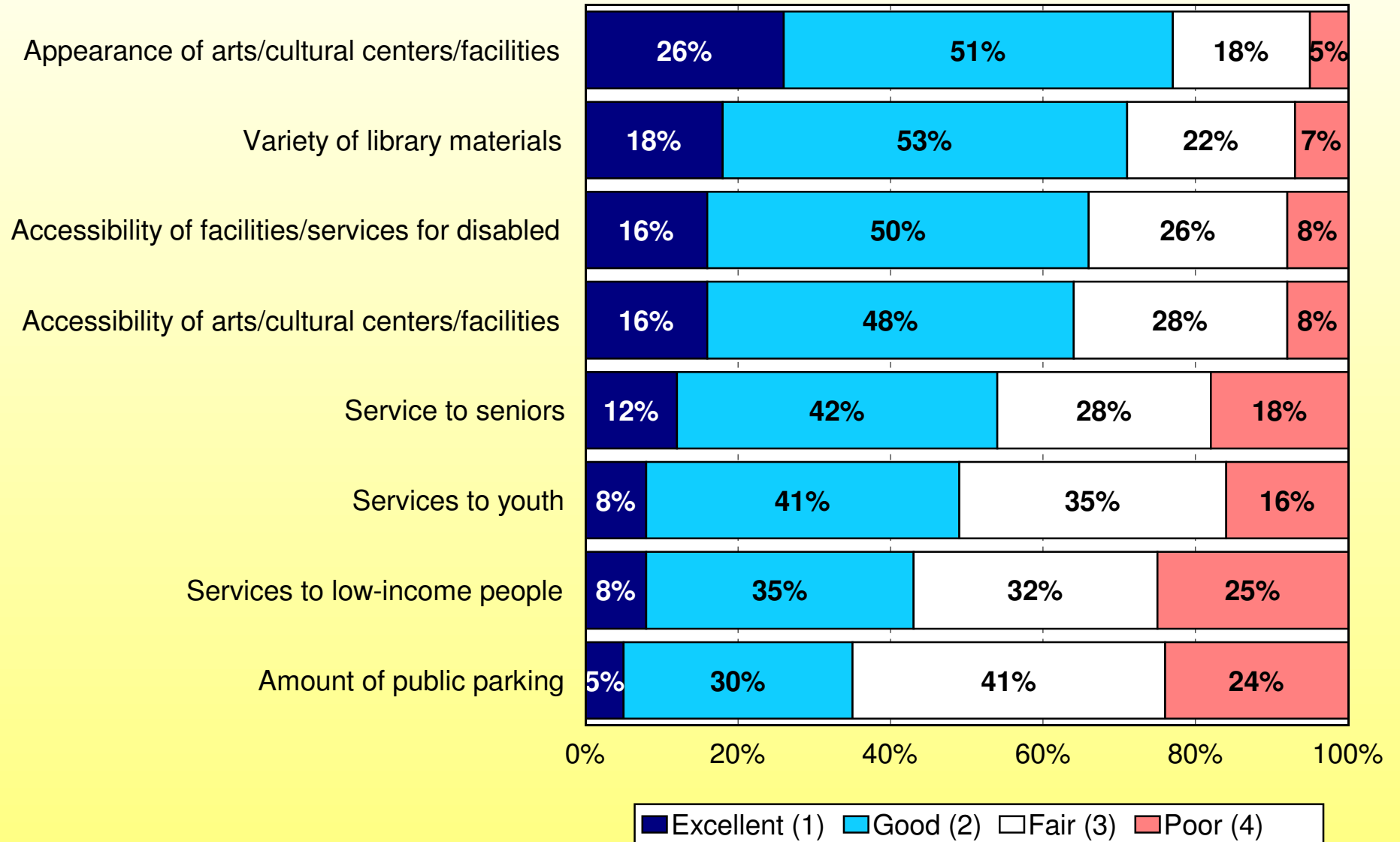
Source: ETC Institute (May 2013)

# Other City Services



## Q22. Ratings of Various City Services

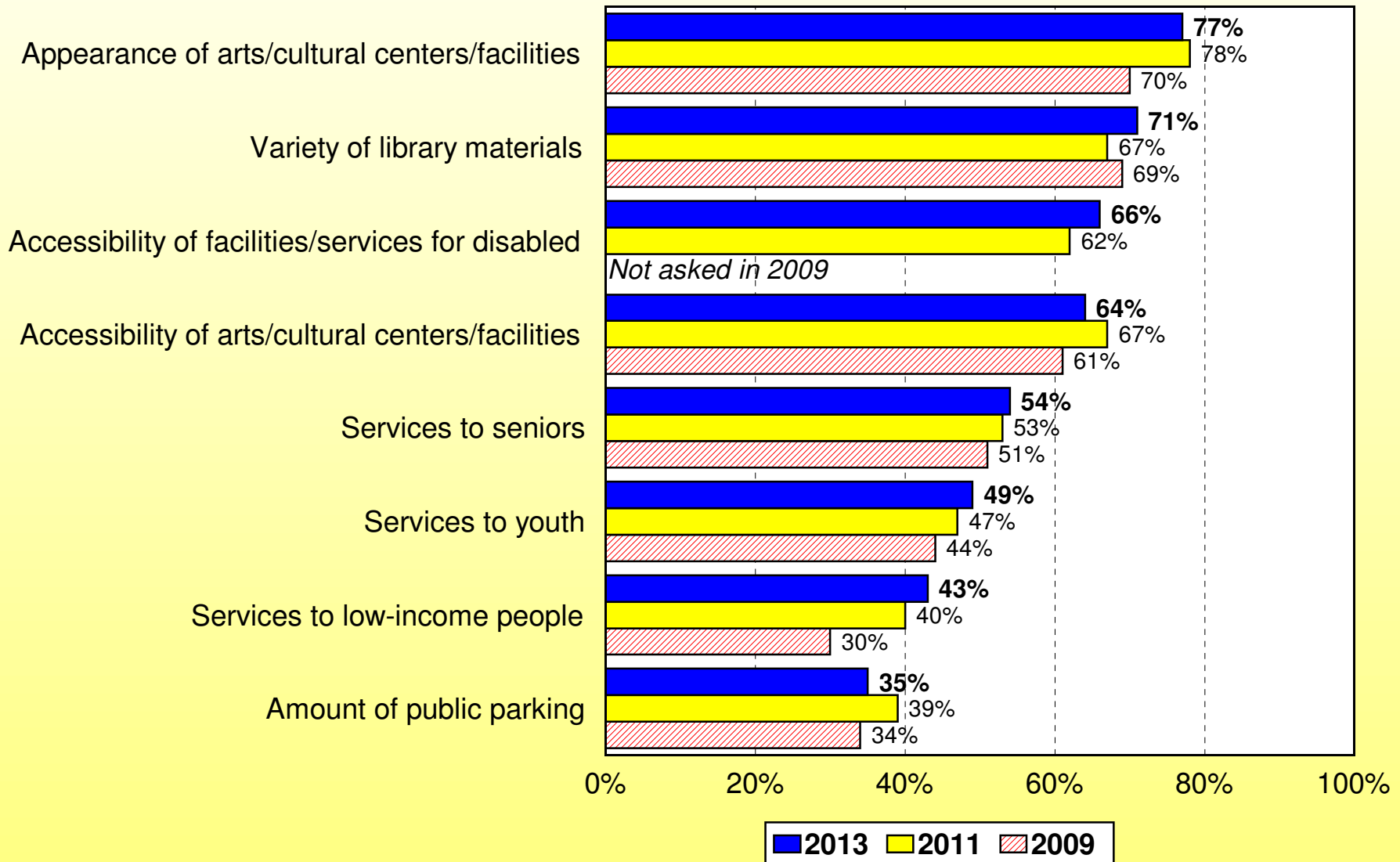
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 1 is “excellent” and a rating of 4 is “poor” (excluding don't knows)



Source: ETC Institute (May 2013)

## Q22. Ratings of Various City Services *Trends - 2013, 2011 & 2009*

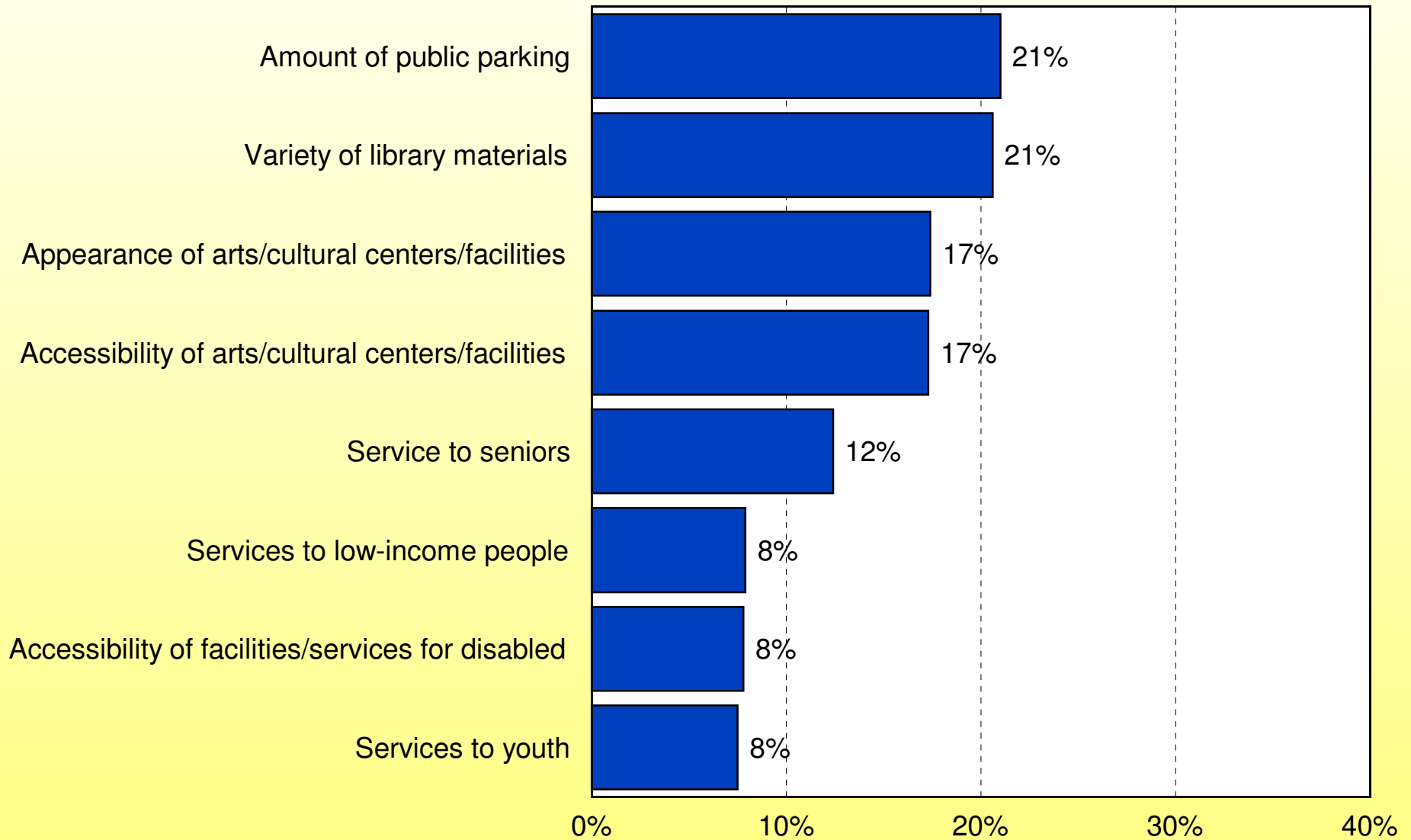
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Source: ETC Institute (May 2013)

# Q22a. Use of Other City Services During the Past Year

by percentage of respondents who had used the City service during the past year

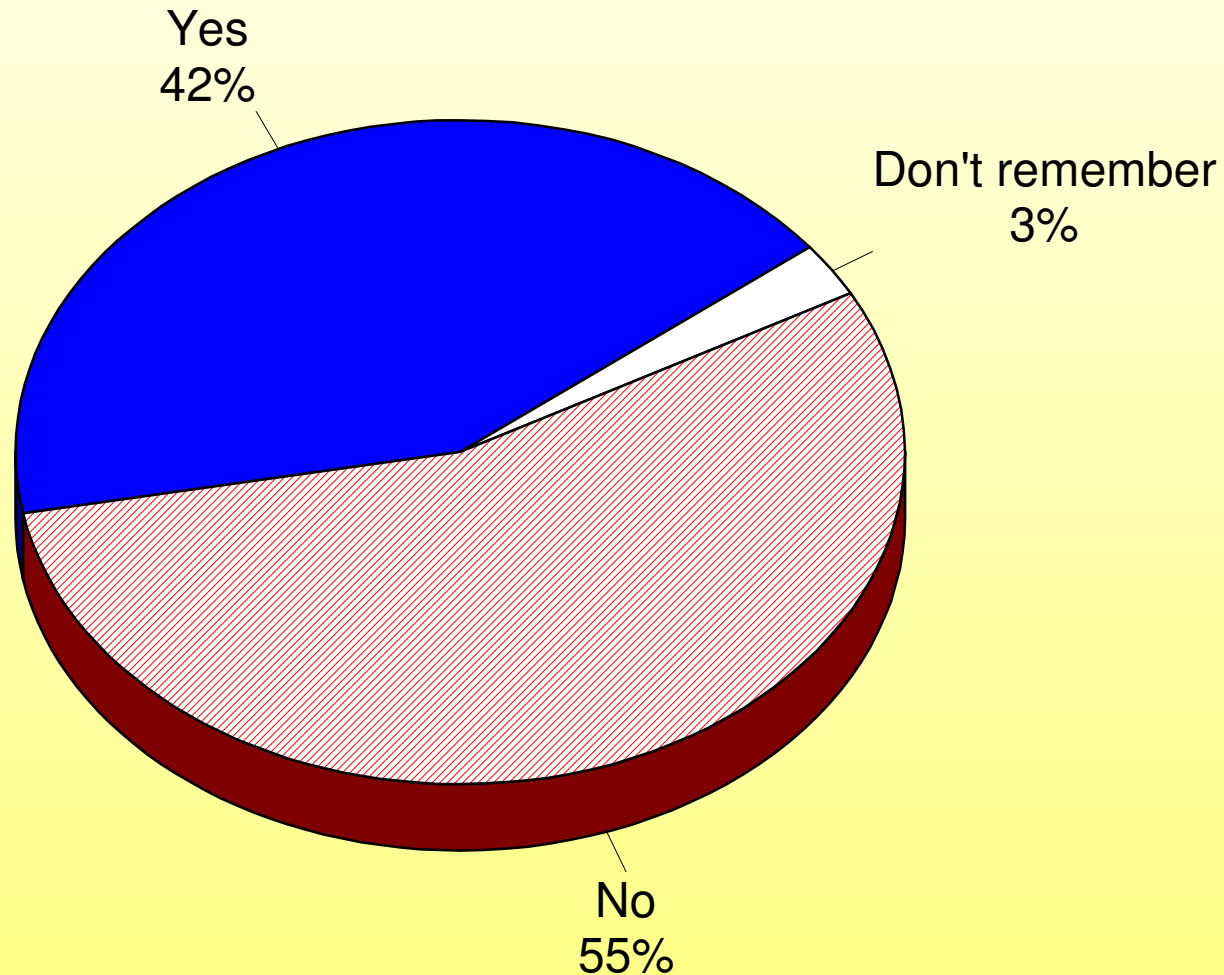


Source: ETC Institute (May 2013)

# Customer Service

# Q23. Have you had any in-person or phone contact with an employee of the City of Dallas within the last 12 months?

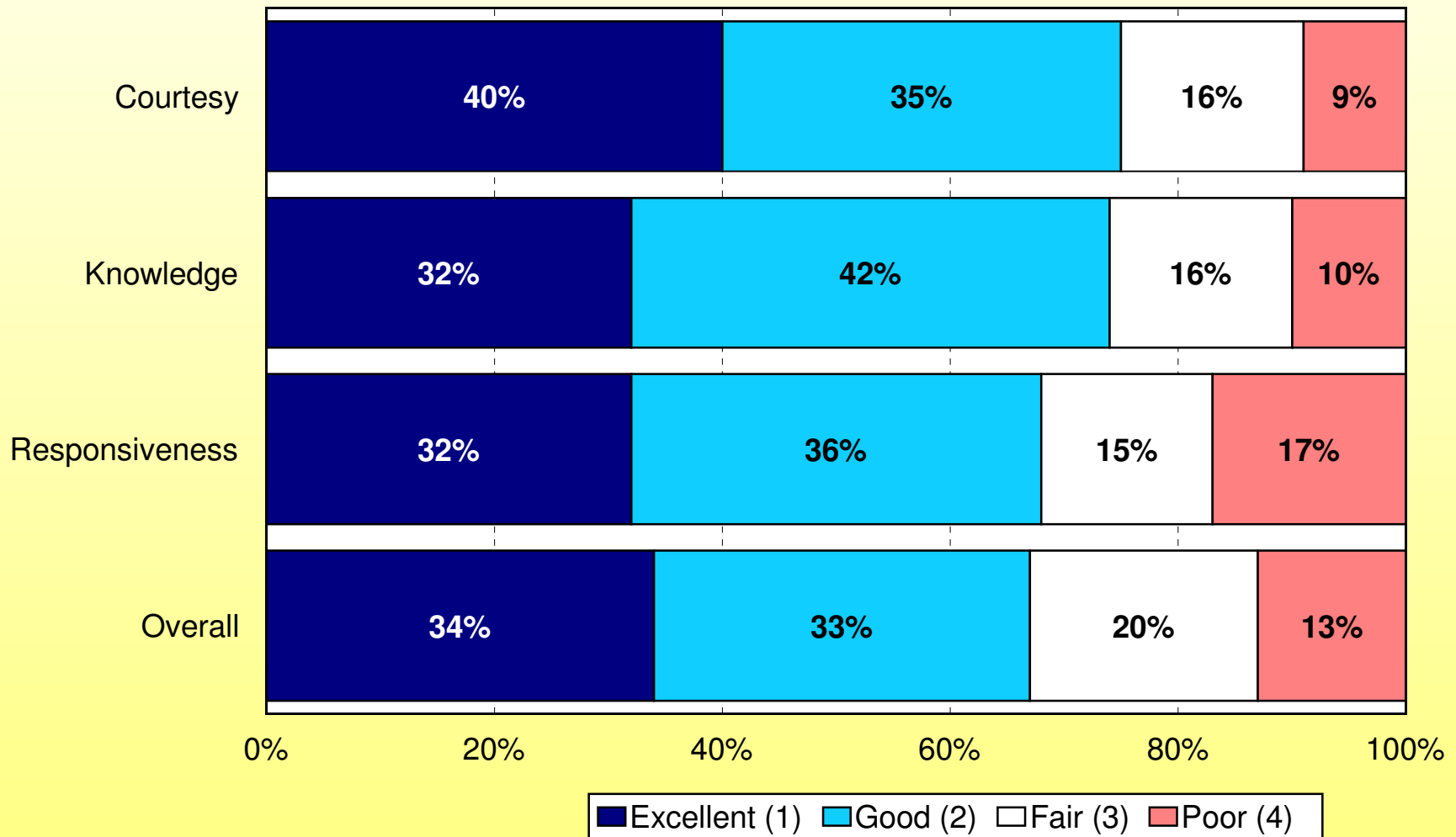
by percentage of respondents



Source: ETC Institute (May 2013)

## Q23b-e. Ratings of the Customer Service Provided by City Employees

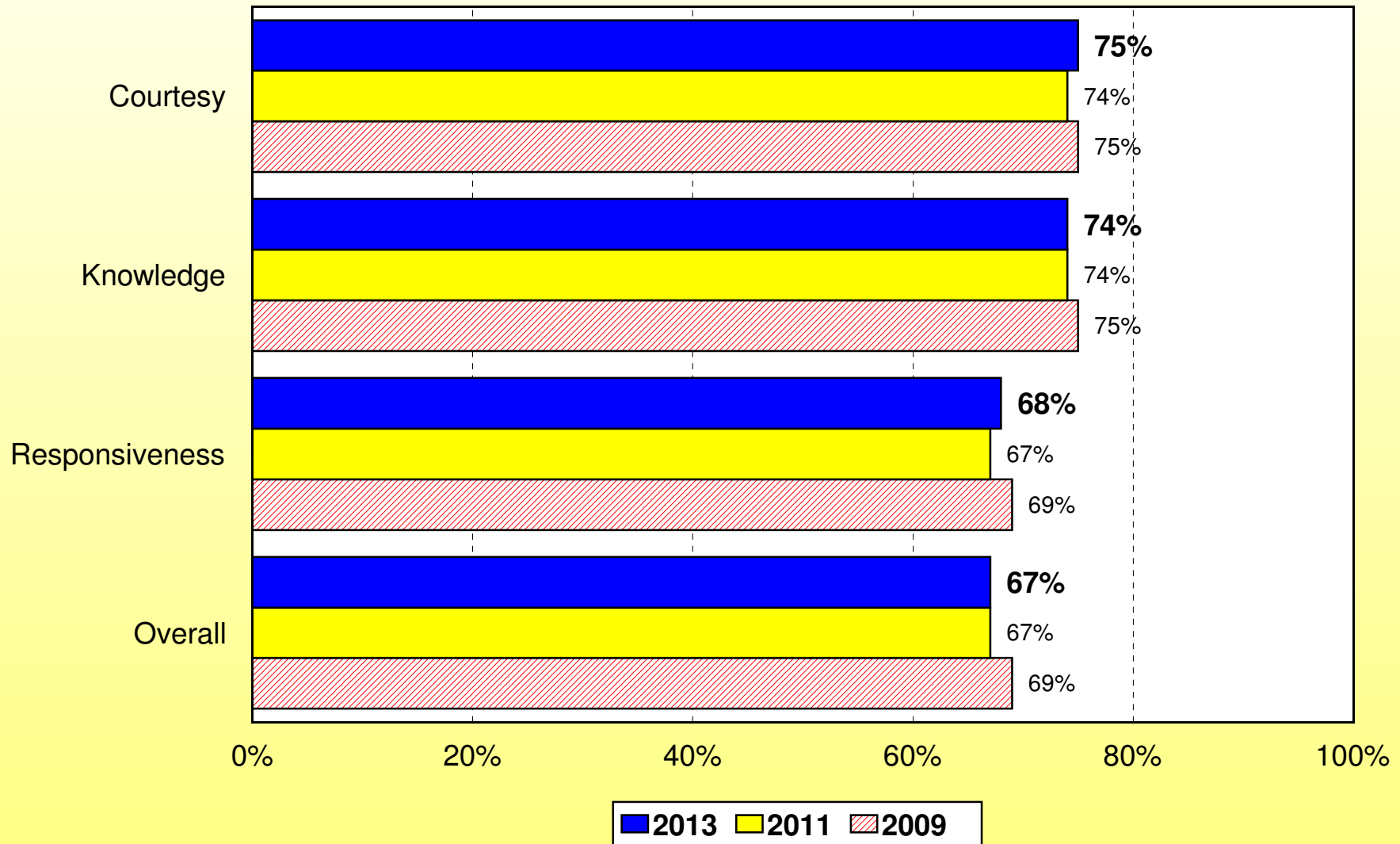
by percentage of respondents who had contact with a City employee during the previous year and by the percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 1 is “excellent” and a rating of 4 is “poor” (excluding don't knows)



Source: ETC Institute (May 2013)

# Q23b-e. Ratings of City Customer Service Trends - 2013, 2011 & 2009

by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



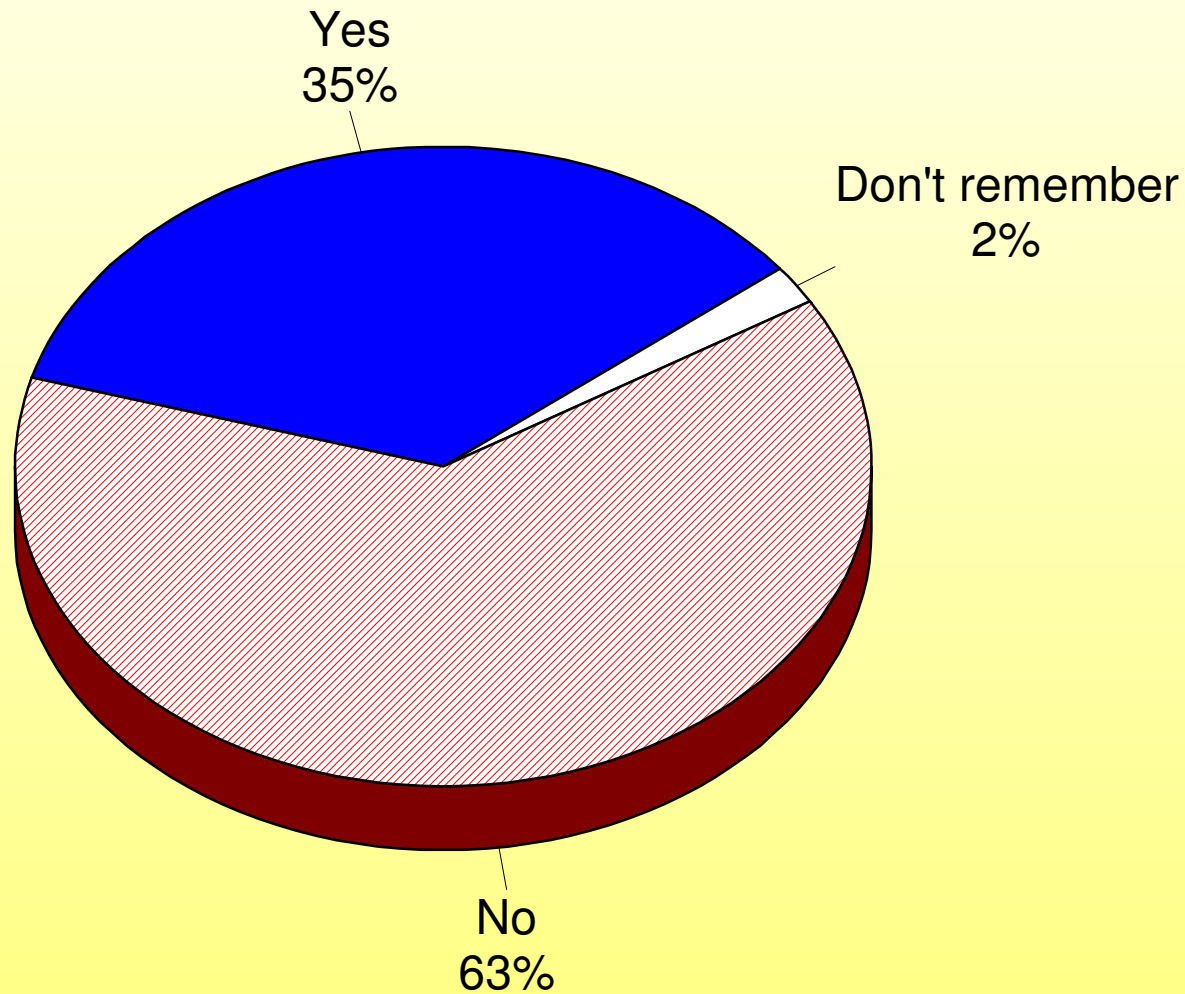
Source: ETC Institute (May 2013)

# **3-1-1 Customer Service Call Center**



# Q24. Have you used either the City's 3-1-1 Customer Service Call Center or the Water Customer Service line in the past 6 months?

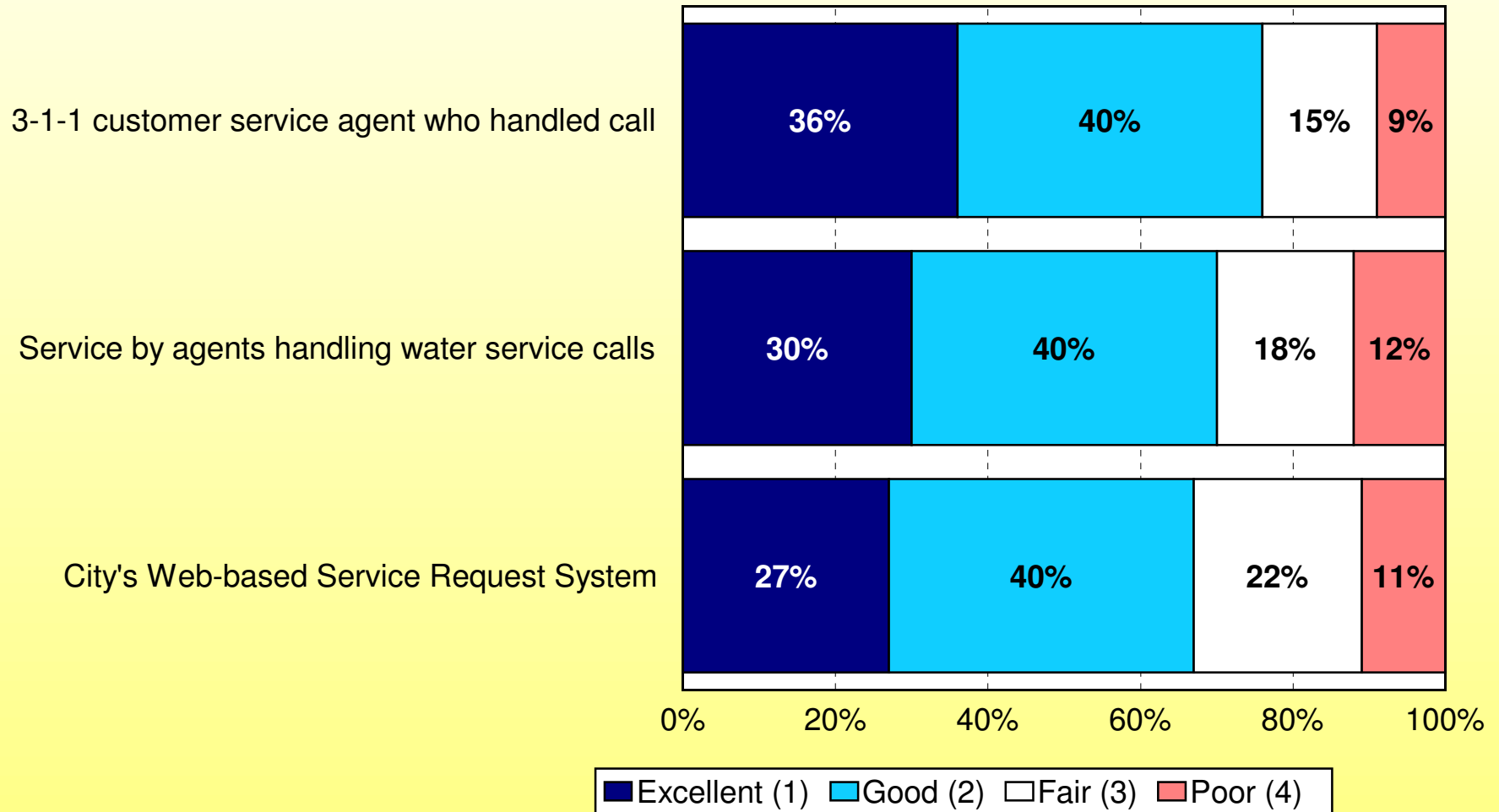
by percentage of respondents



Source: ETC Institute (May 2013)

## Q24a-c. Ratings of the 3-1-1 Customer Service Provided by City Employees

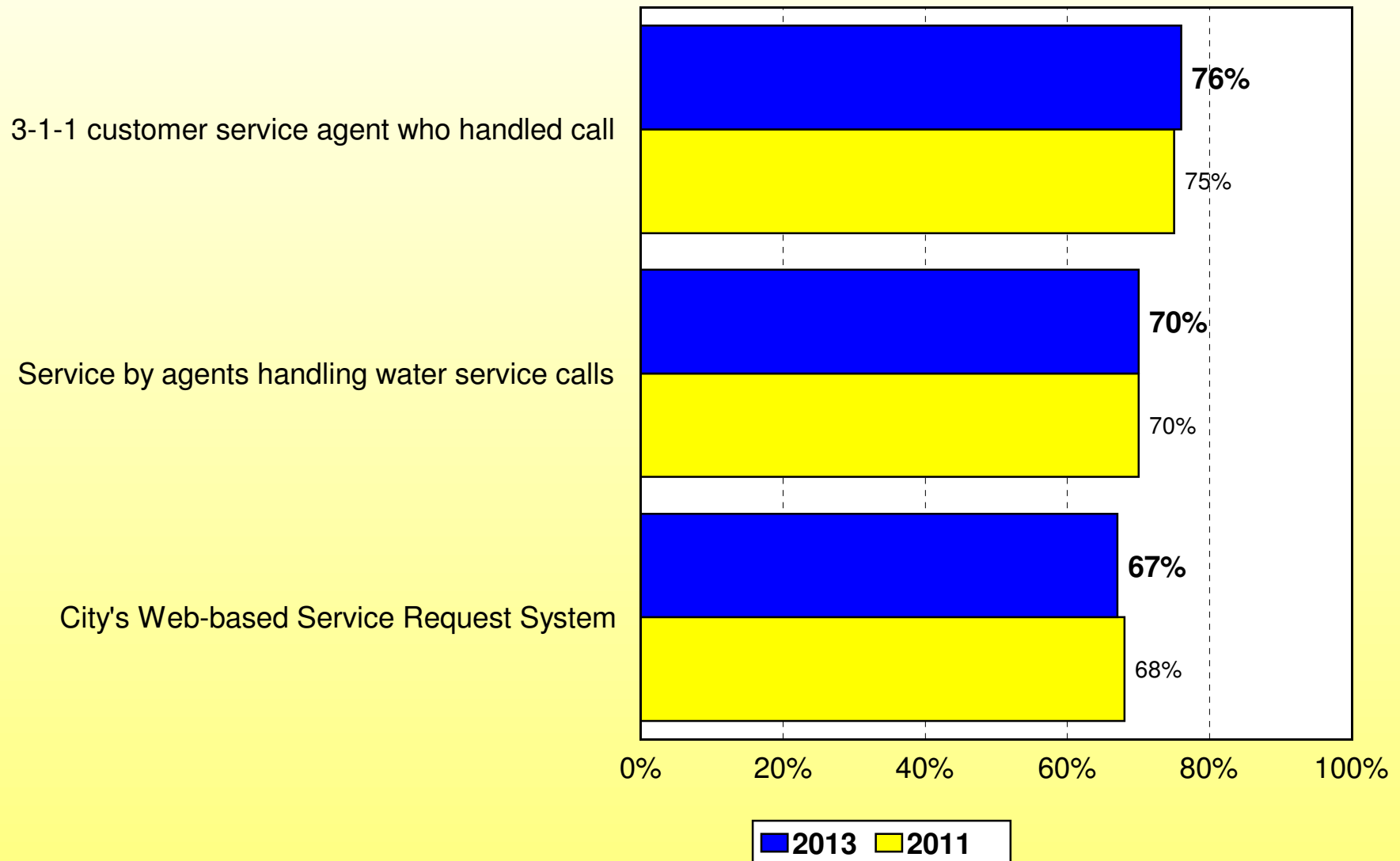
by percentage of respondents who had contact with a City employee during the previous six months and by the percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 1 is “excellent” and a rating of 4 is “poor” (excluding don't knows)



Source: ETC Institute (May 2013)

# Q24a-c. Ratings of 3-1-1 Customer Service Trends - 2013 & 2011

by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)

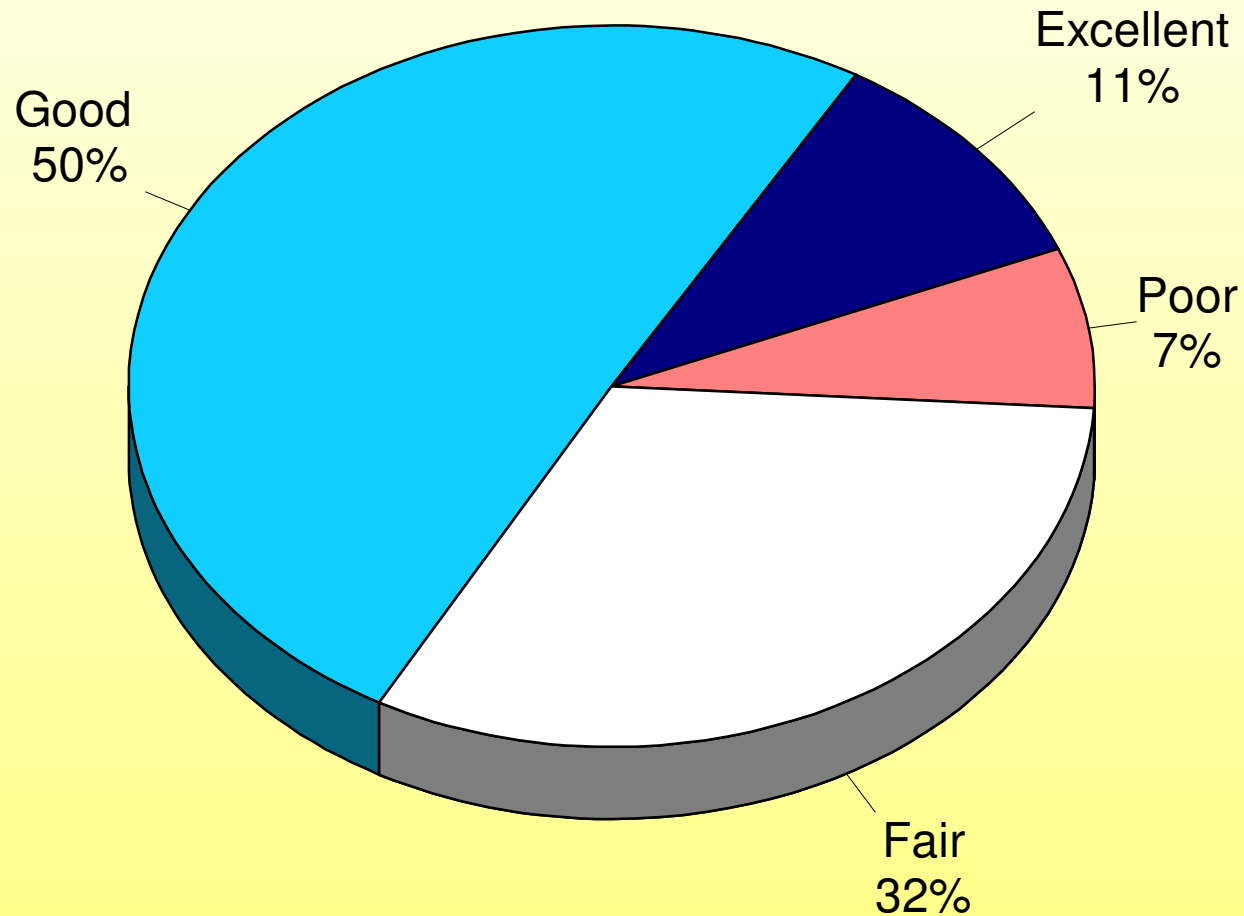


Source: ETC Institute (May 2013)

# Overall Quality of Governmental Services

## Q25. Overall Quality of Services Provided by the City of Dallas

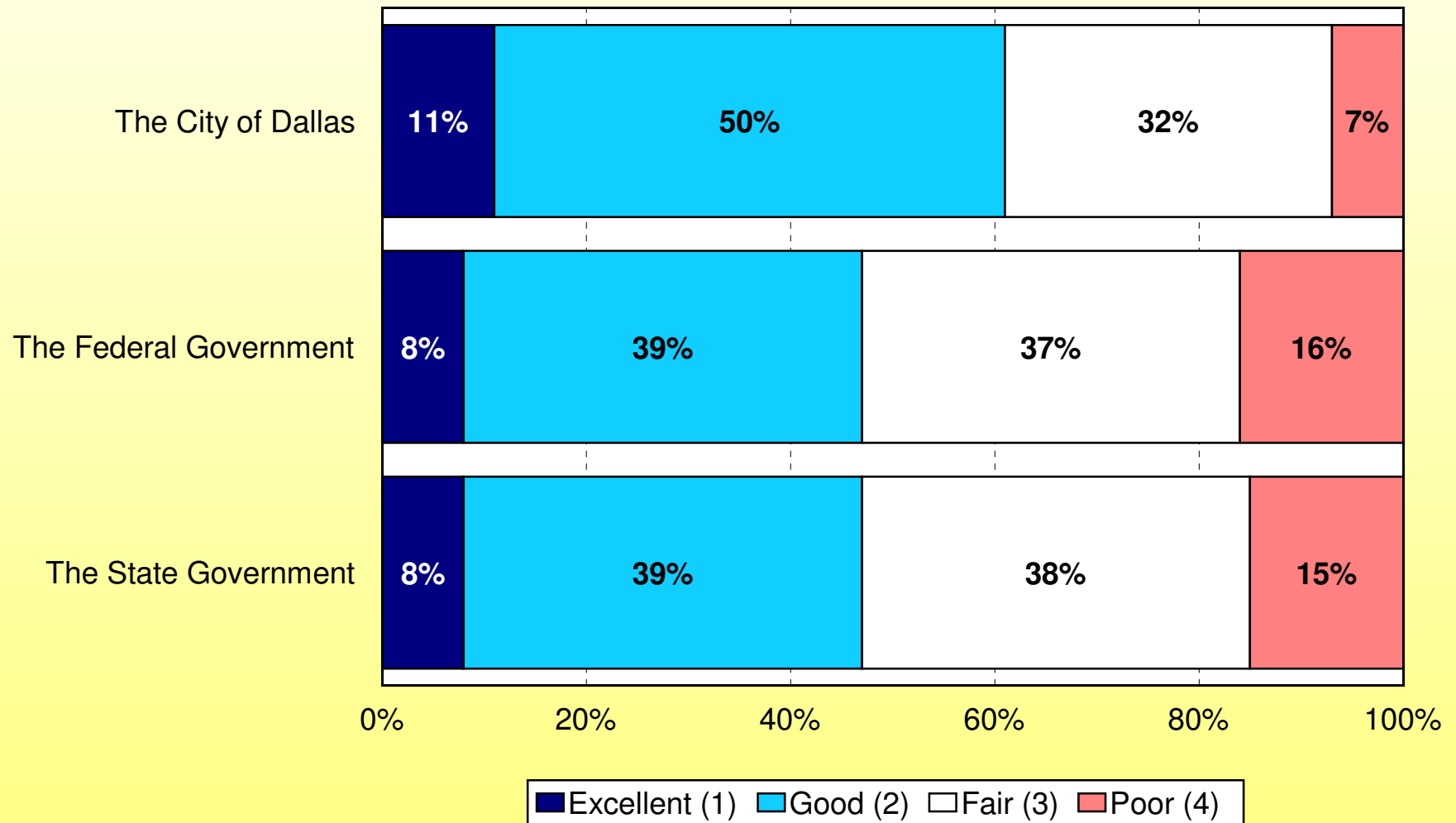
by percentage of respondents (excluding don't knows)



Source: ETC Institute (May 2013)

## Q25. How Would You Rate the Quality of Services Provided By:

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 1 is “excellent” and a rating of 4 is “poor” (excluding don't knows)

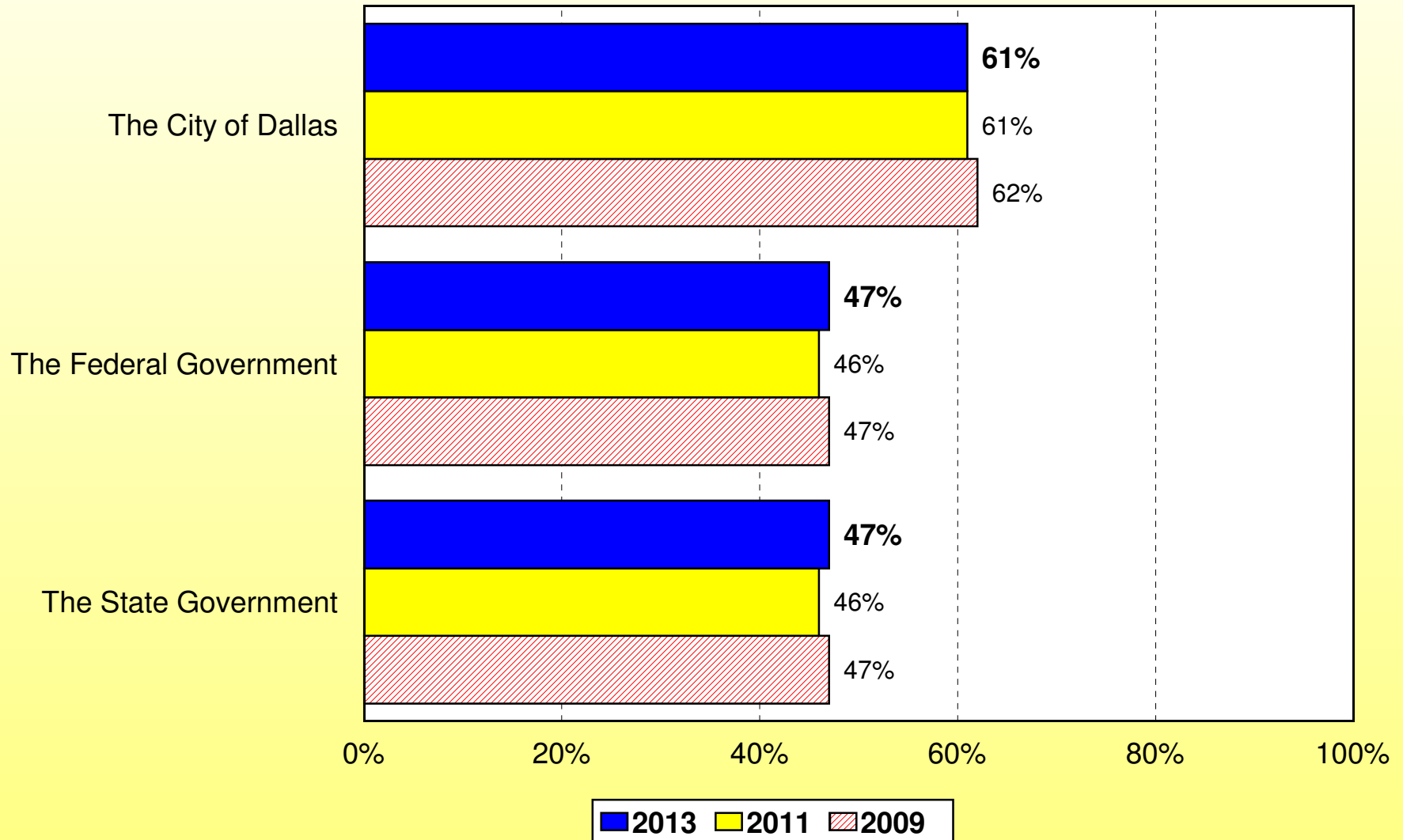


Source: ETC Institute (May 2013)

# Q25. Overall Ratings of Government

## *Trends - 2013, 2011 & 2009*

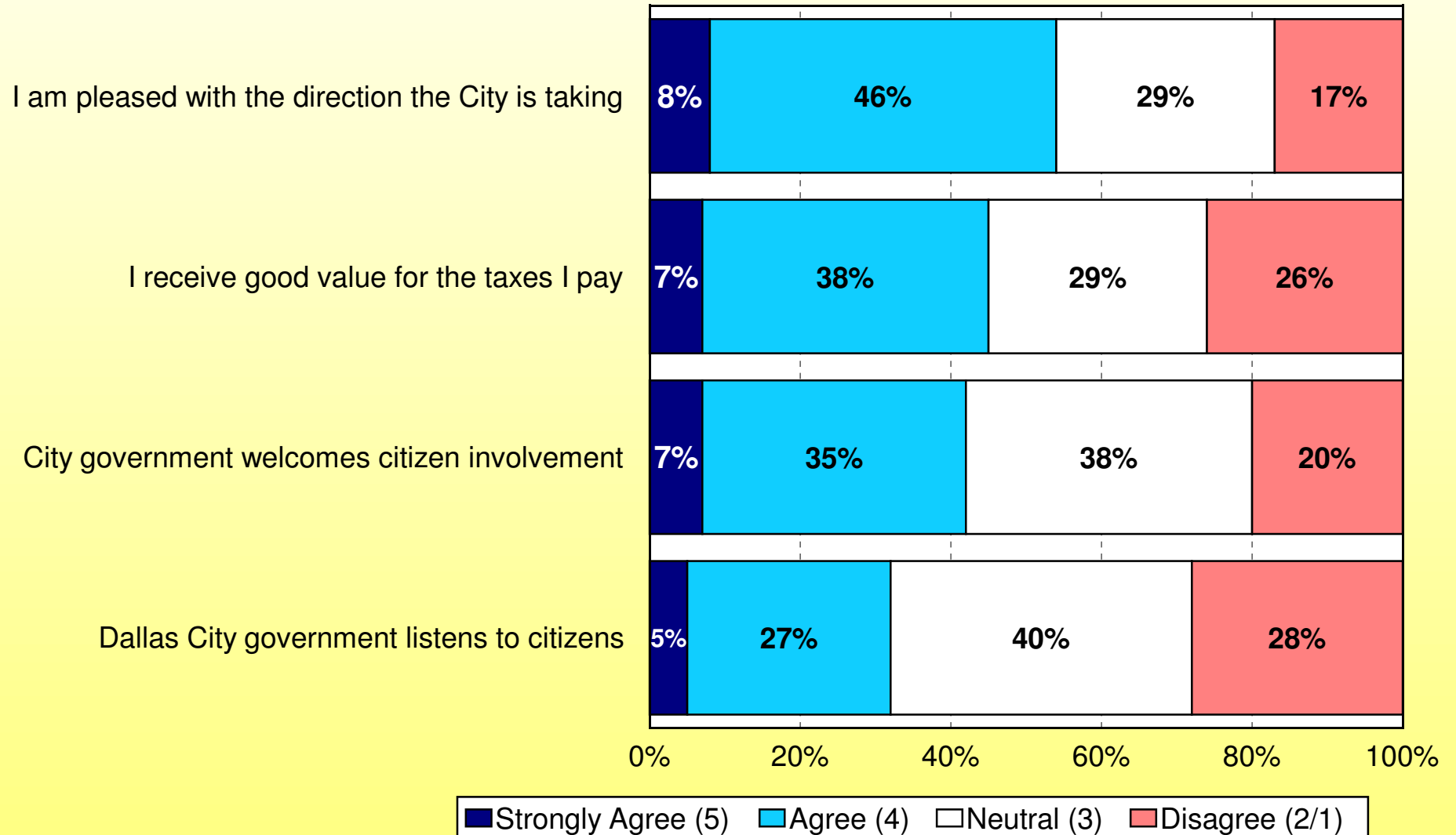
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Source: ETC Institute (May 2013)

## Q26. Level of Agreement with Statements Related to the City of Dallas

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale, where a rating of 5 meant "strongly agree" and a rating of 1 meant "strongly disagree" (excluding don't knows)

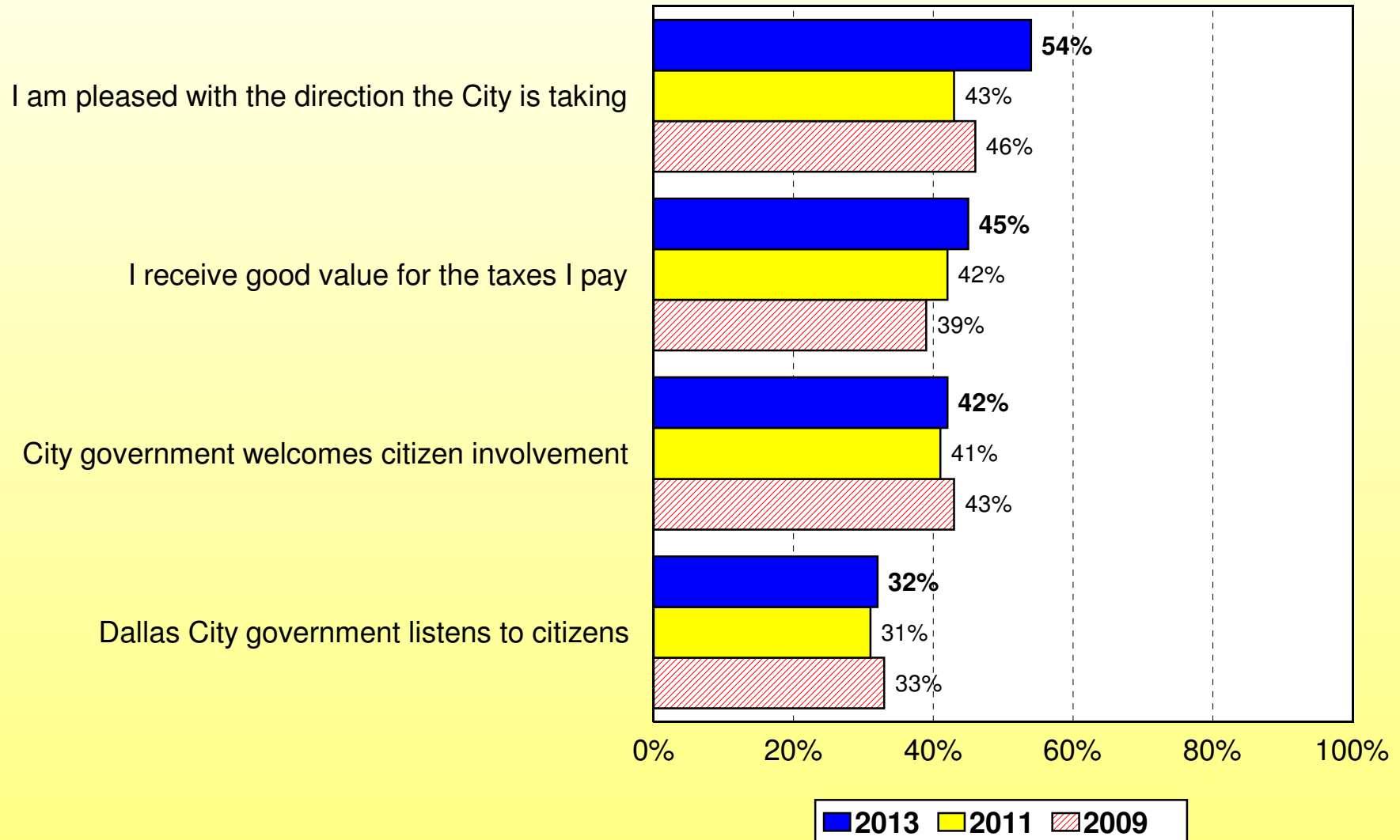


Source: ETC Institute (May 2013)



# Q26. Level of Agreement with Statements Related to the City of Dallas: *Trends - 2013, 2011 & 2009*

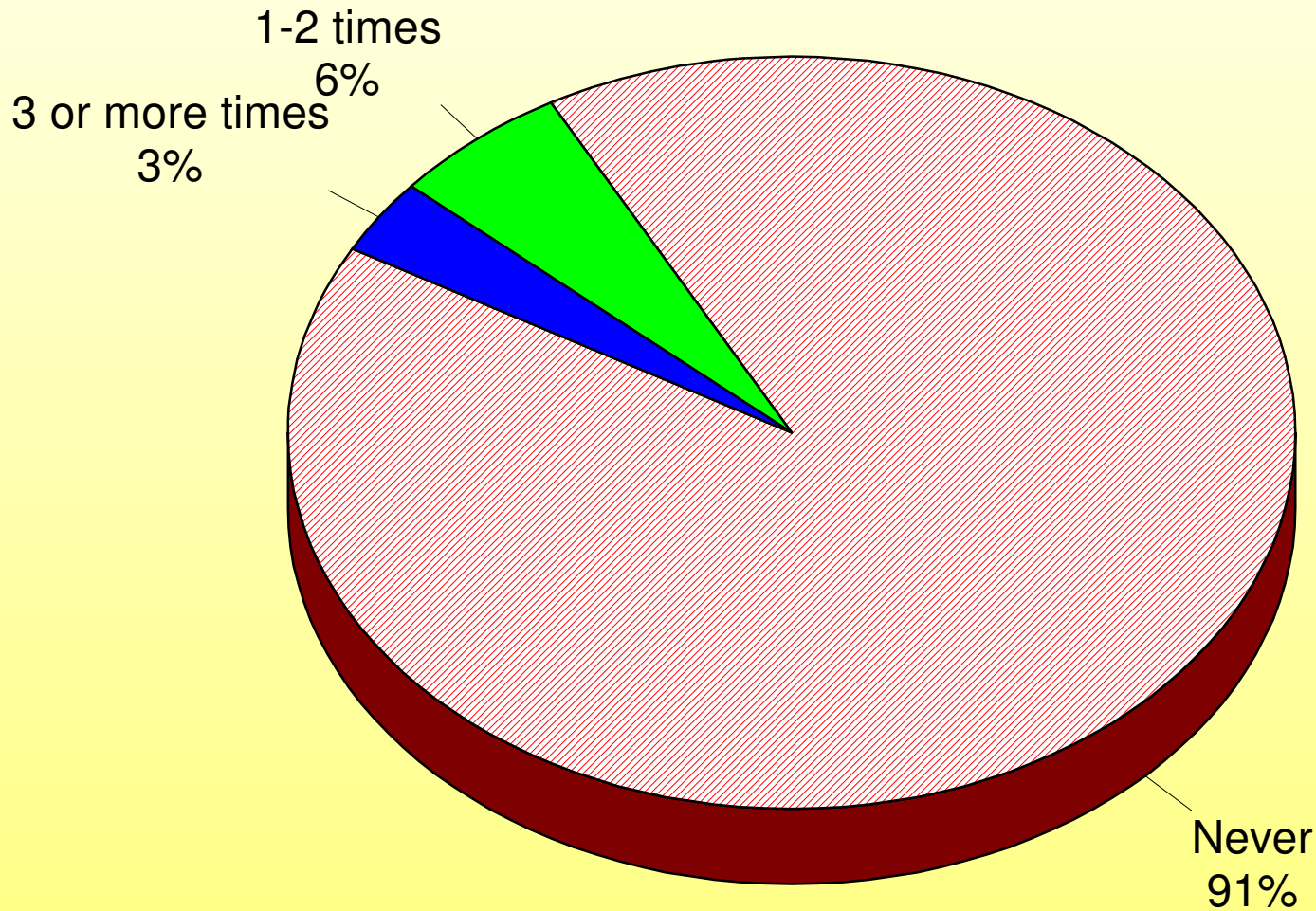
by percentage of respondents who rated the item as “strongly agree” or “agree” (excluding don’t knows)



Source: ETC Institute (May 2013)

# Q27. In the last 12 months, how many times, if ever, have you or other household members used the Trinity River Corridor's recreational amenities?

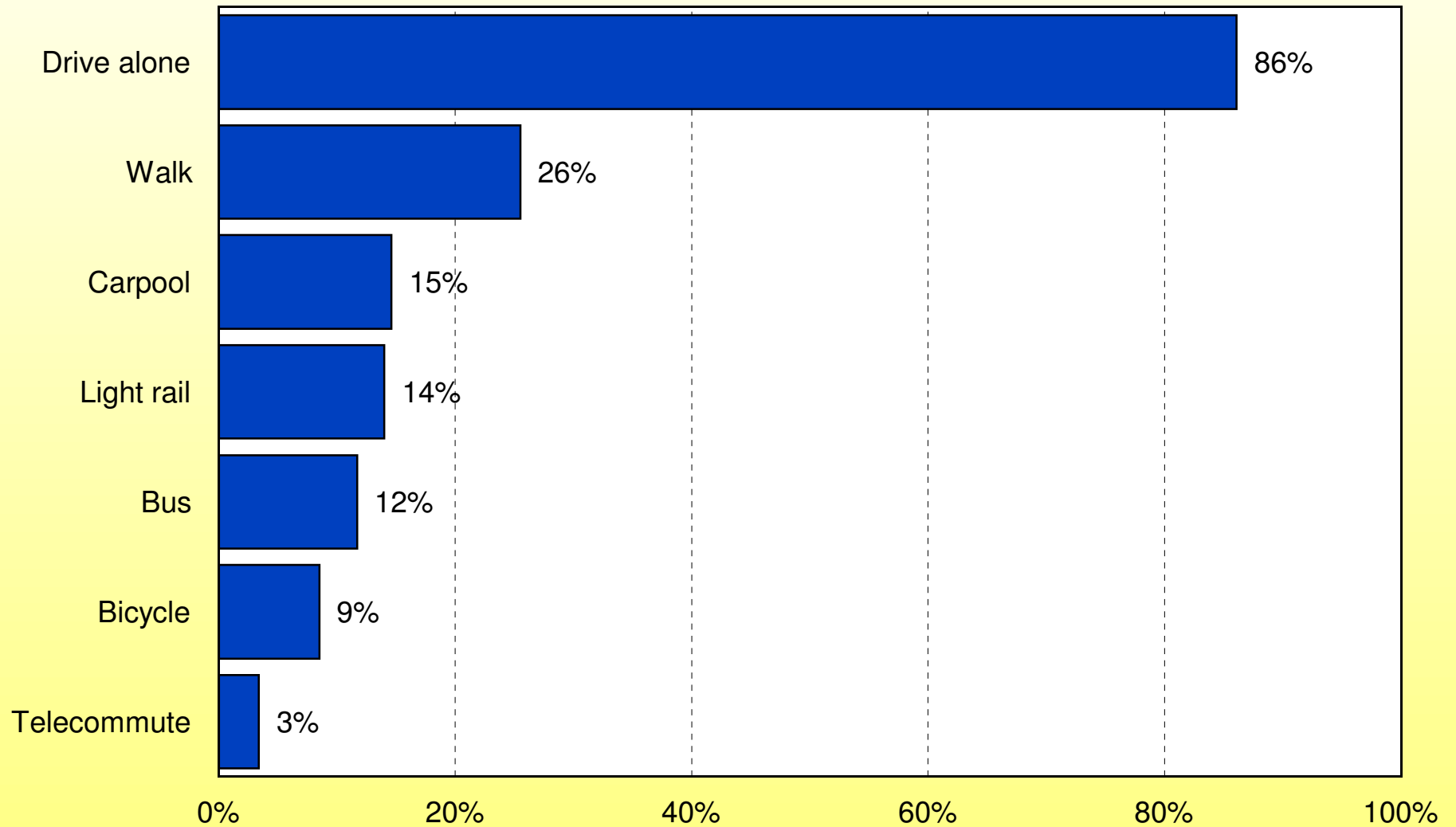
by percentage of respondents



Source: ETC Institute (May 2013)

# Q28. Which modes of transportation do you use on a regular basis?

by percentage of respondents



Source: ETC Institute (May 2013)

## **Section 2: GIS Maps**

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## Interpreting the Maps

The maps on the following pages show the mean ratings for several questions by the 14 Council Districts within the City of Dallas.

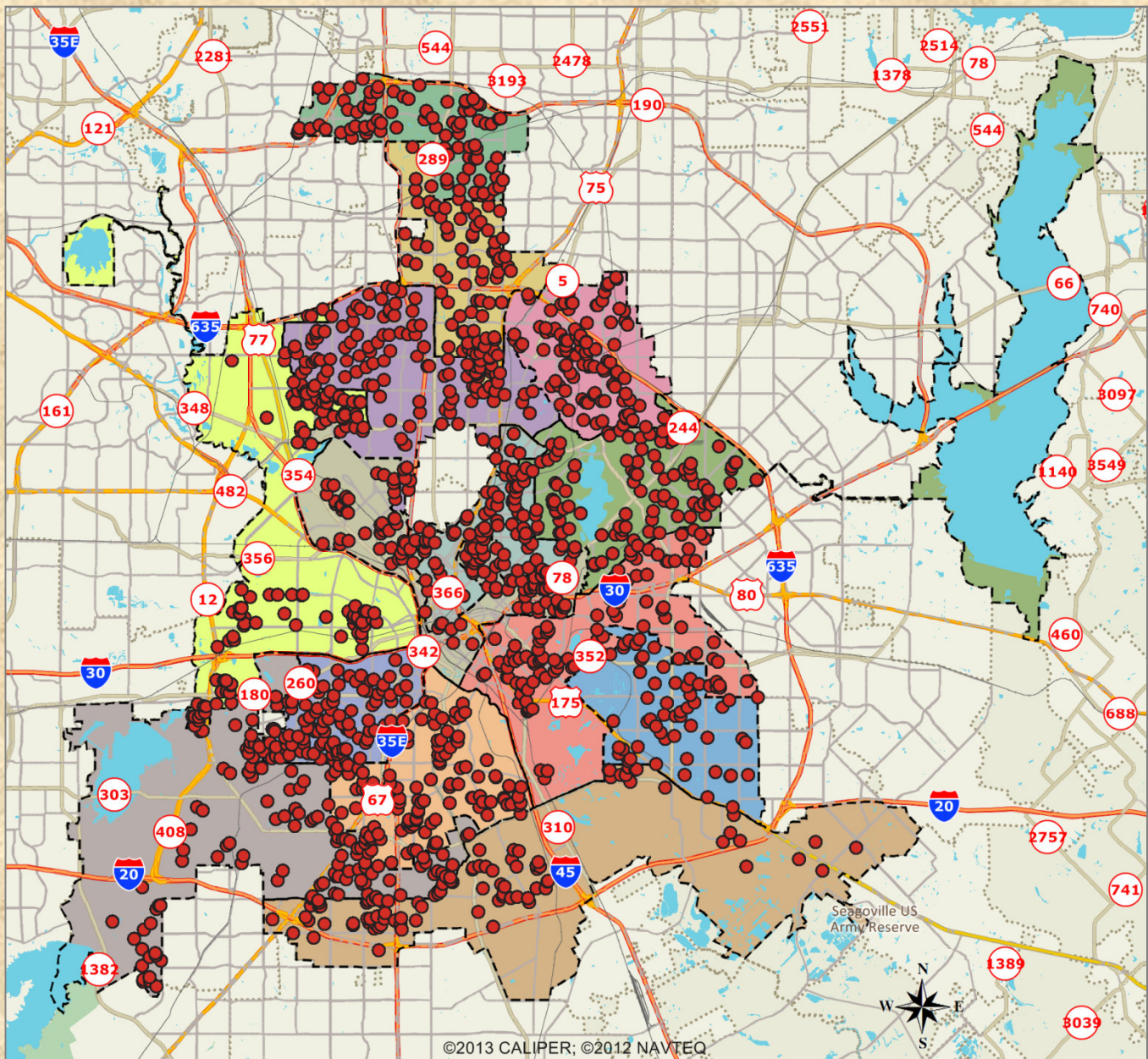
If all council districts on a map are the same color, then most residents in the City generally feel the same about that issue.

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

- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate higher levels of “excellent” or “good” responses, higher levels of “very safe” or “safe” responses or higher levels of agreement depending upon the type of question.
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of off-white generally indicate that residents thought the quality of service delivery is adequate or that residents were neutral about the issue in question.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate higher levels of “fair” or “poor” responses, higher levels of “unsafe” or “very unsafe” responses and higher levels of disagreement depending on the question.

# Location of Survey Respondents

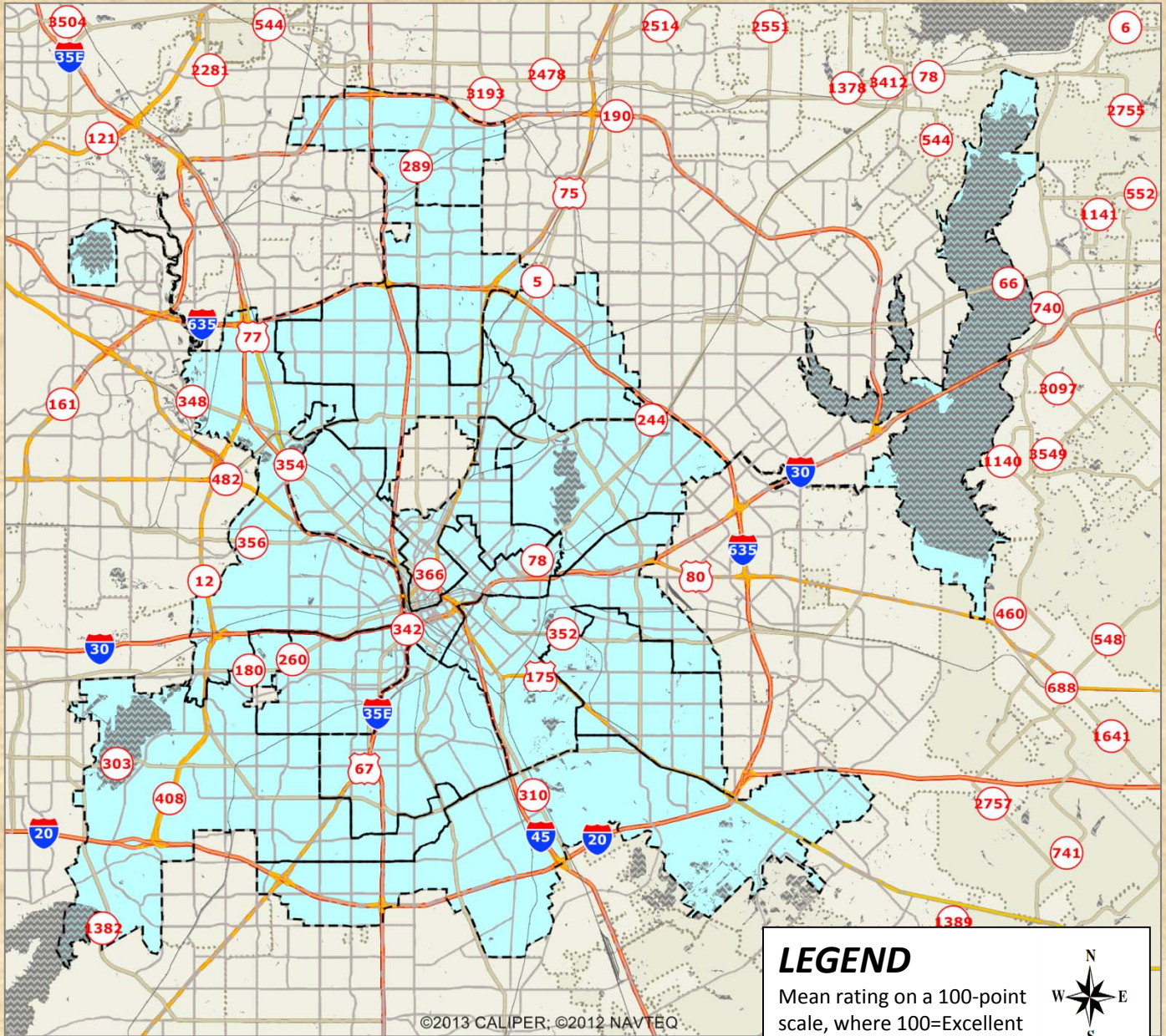
*by Council District*



## 2013 City of Dallas Community Survey

*Areas on the map lacking responses are low density areas  
(i.e., industrial areas, commercial areas, etc.)*

# Ratings of Dallas as a Place to Live



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

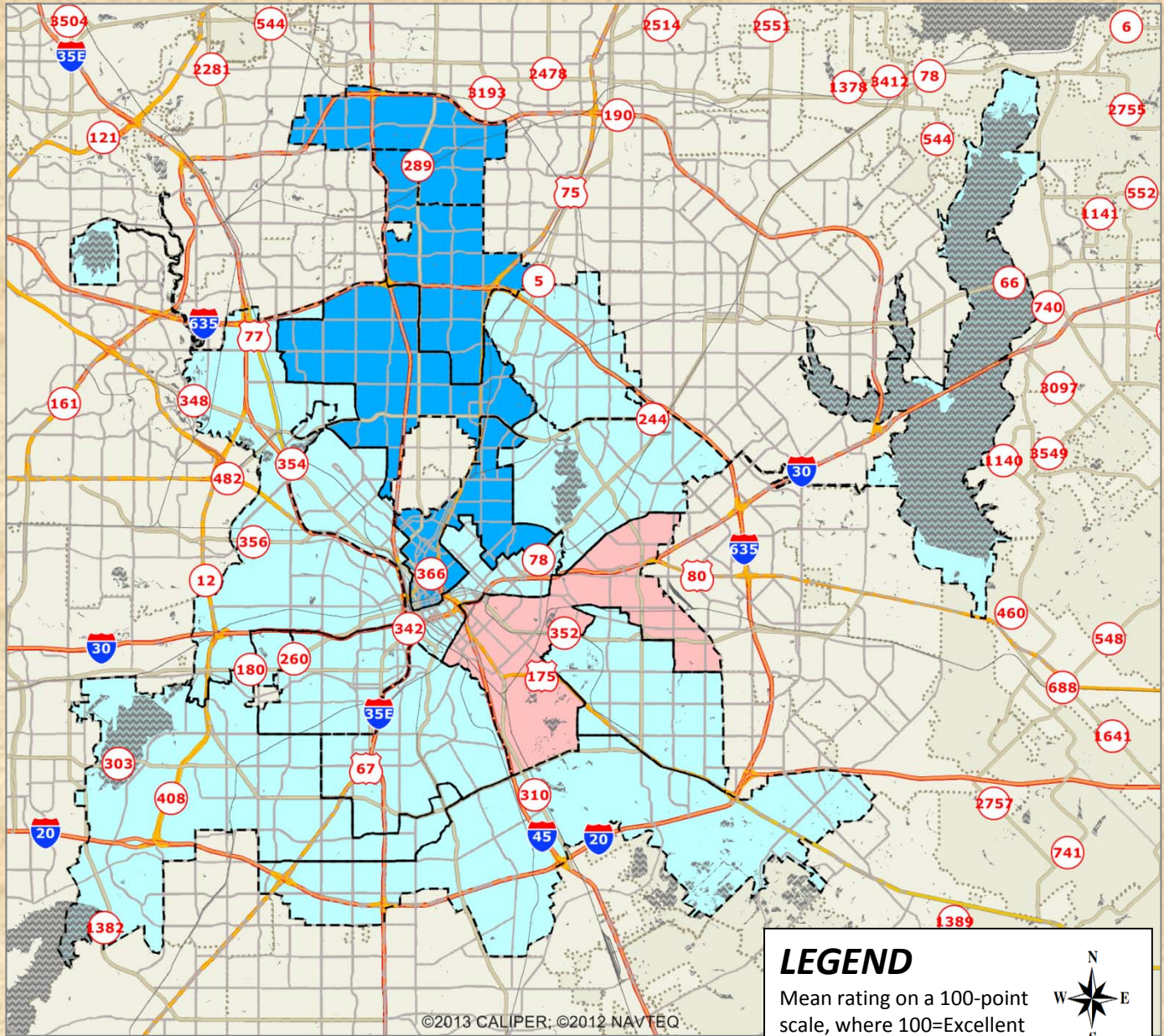
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of Your Neighborhood as a Place to Live

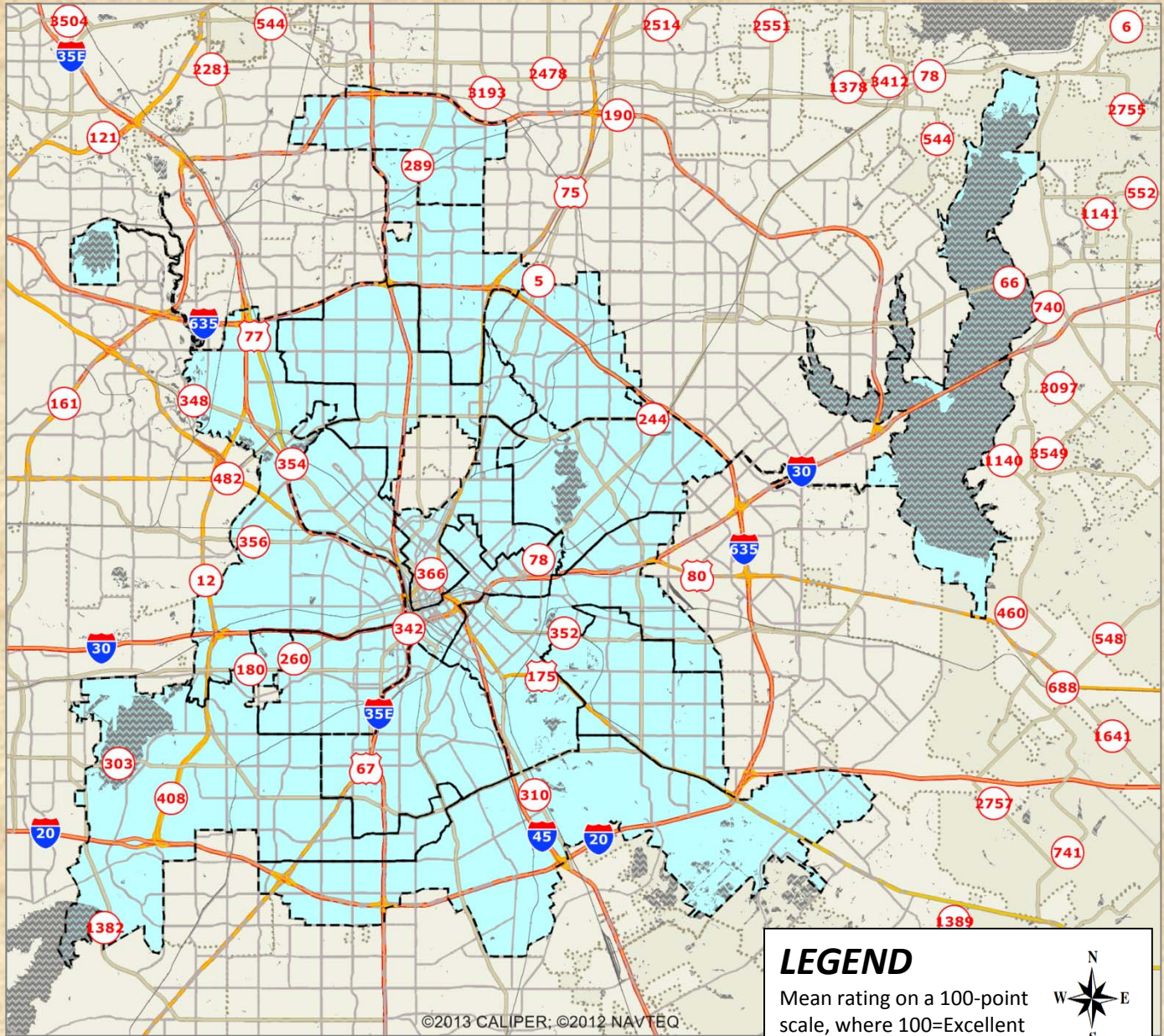


## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District



# Ratings of Dallas as a Place to Raise Children



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

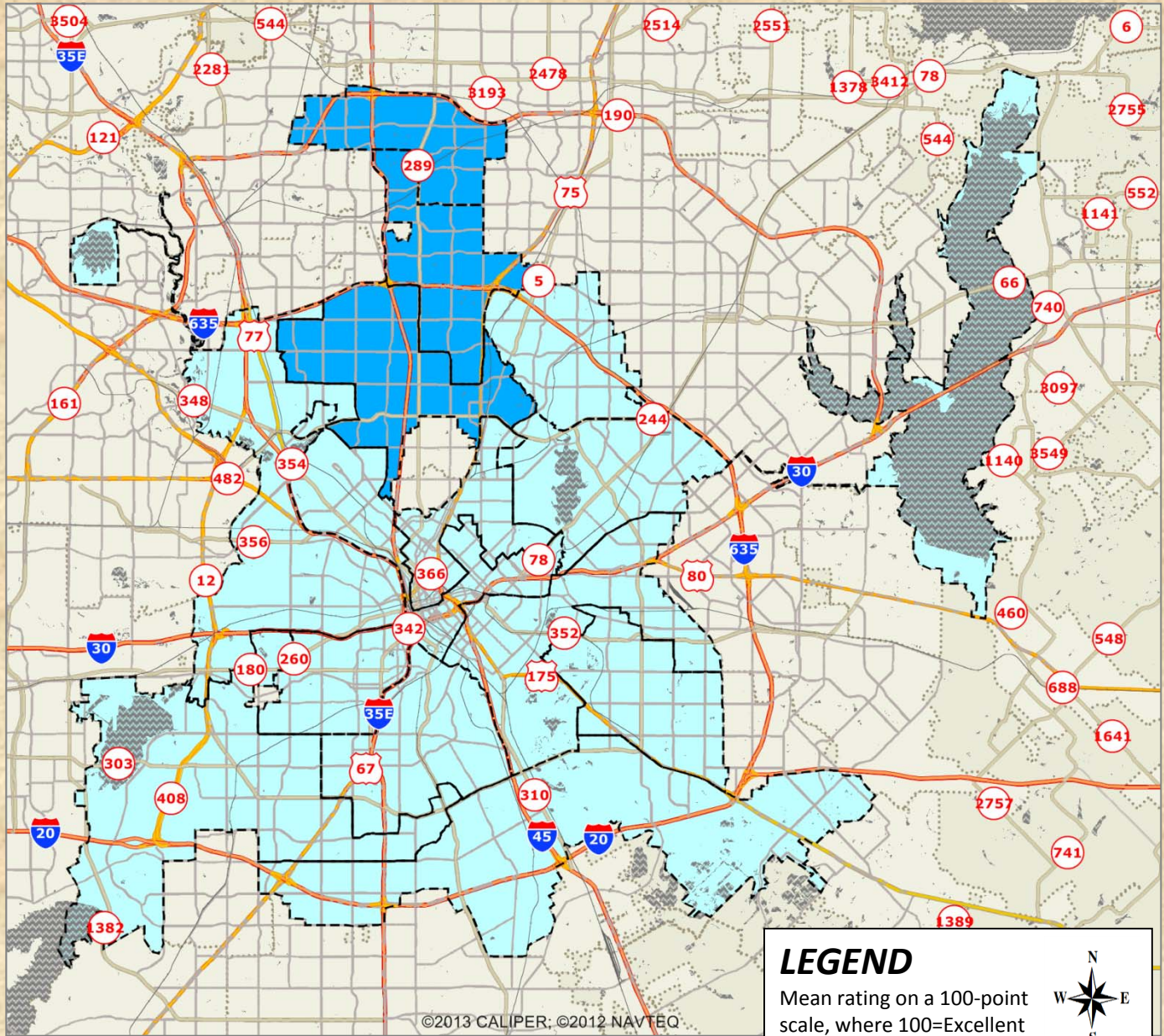
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of Dallas as a Place to Work



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

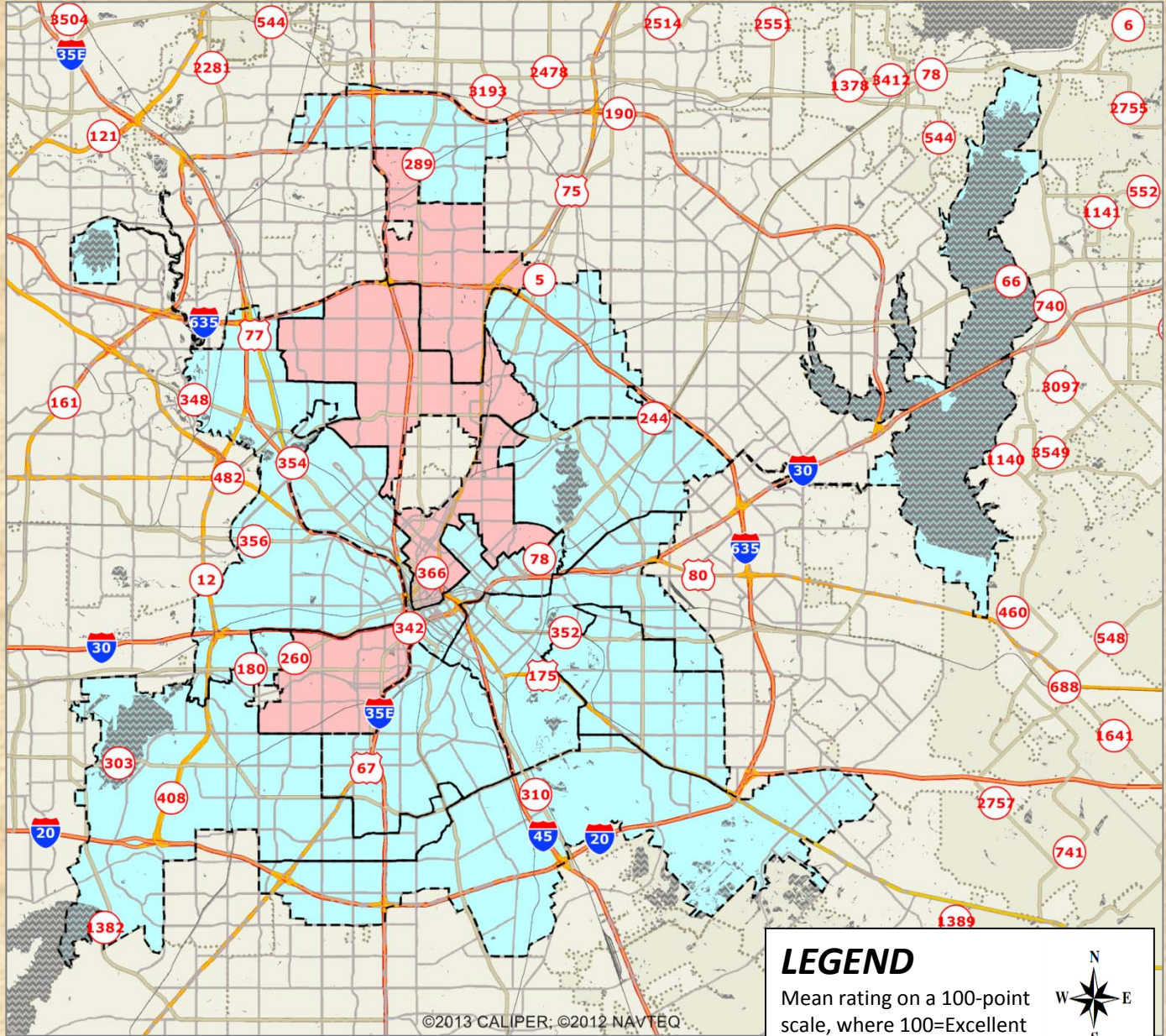
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of Dallas as a Place to Retire



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

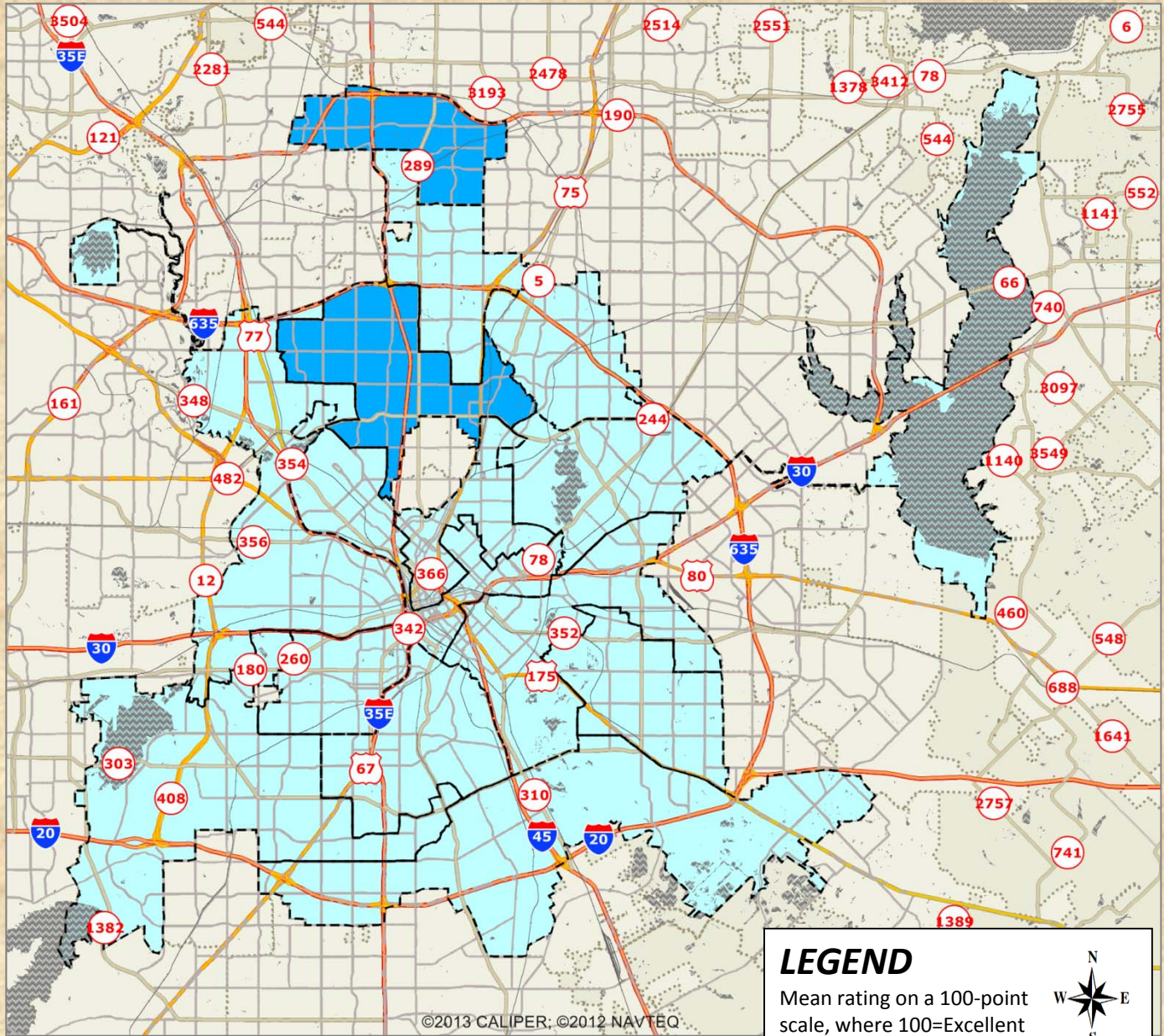
### LEGEND

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

-  Excellent
-  Good
-  Fair
-  Poor
-  Other (no responses)



# Ratings of Dallas as a Place to do Business



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

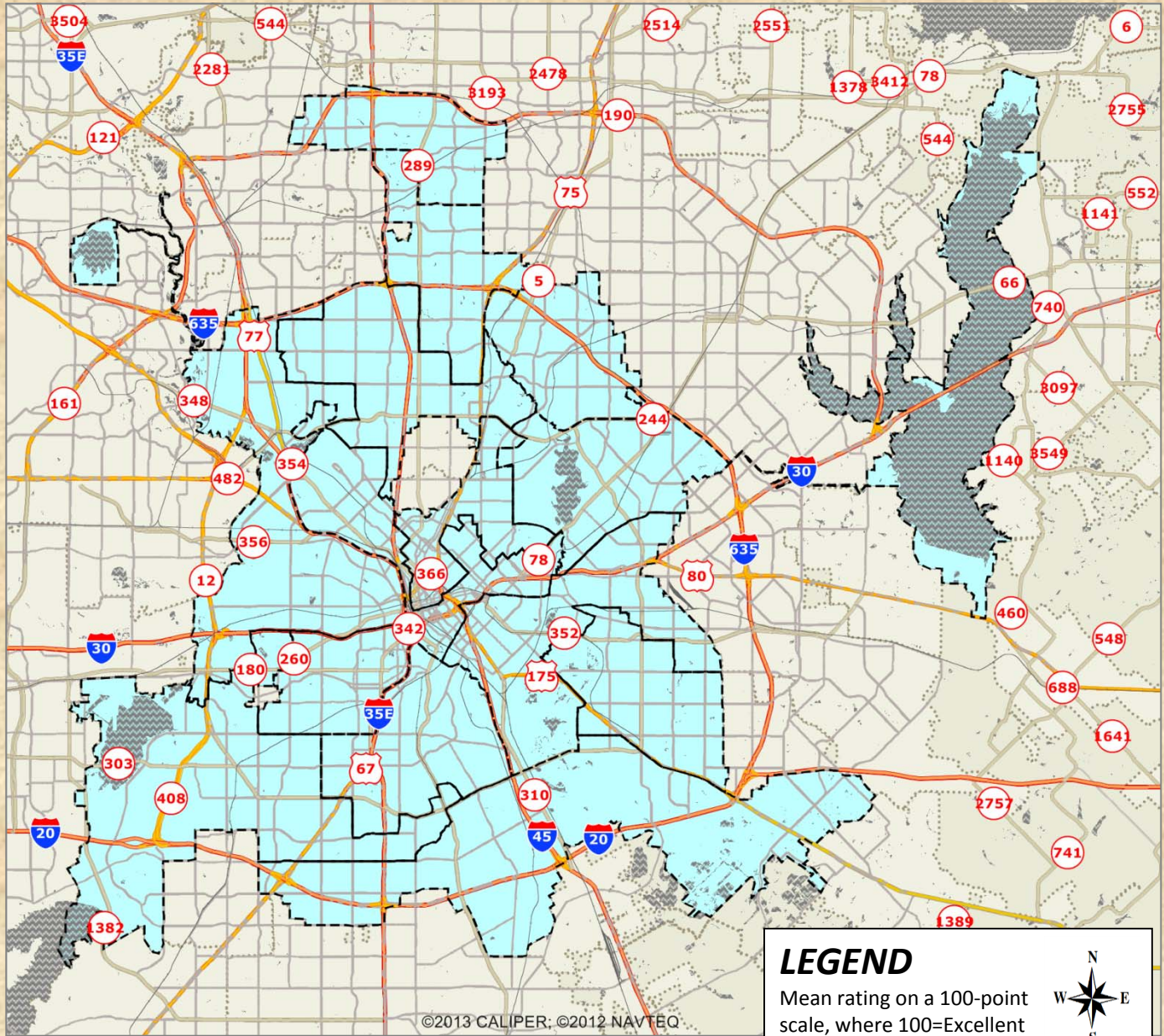
### LEGEND

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

-  Excellent
-  Good
-  Fair
-  Poor
-  Other (no responses)



# Ratings of the Quality of Economic Development in Dallas



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

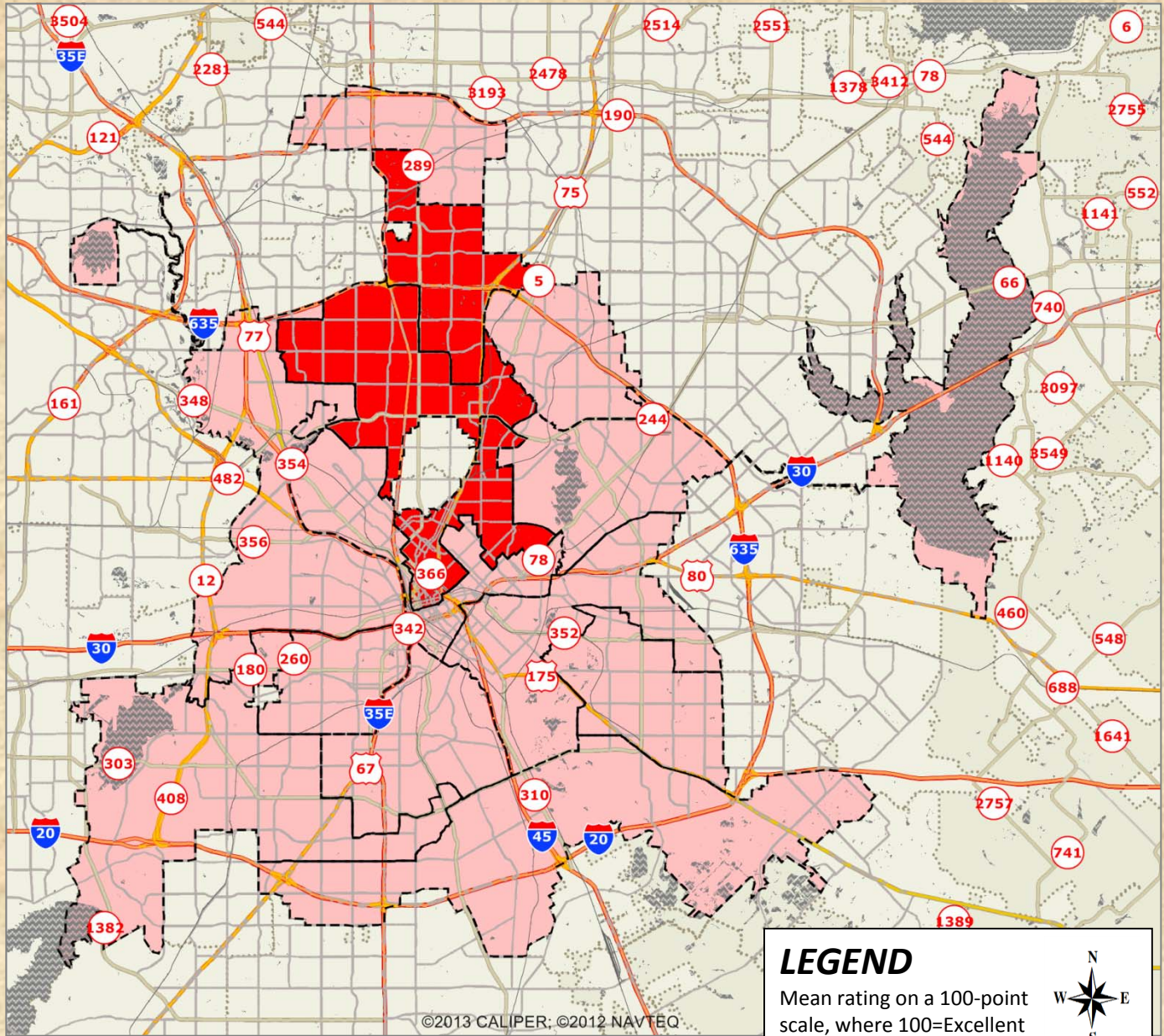
### LEGEND

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

-  Excellent
-  Good
-  Fair
-  Poor
-  Other (no responses)



# Ratings of the Quality of Public Schools in Dallas



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

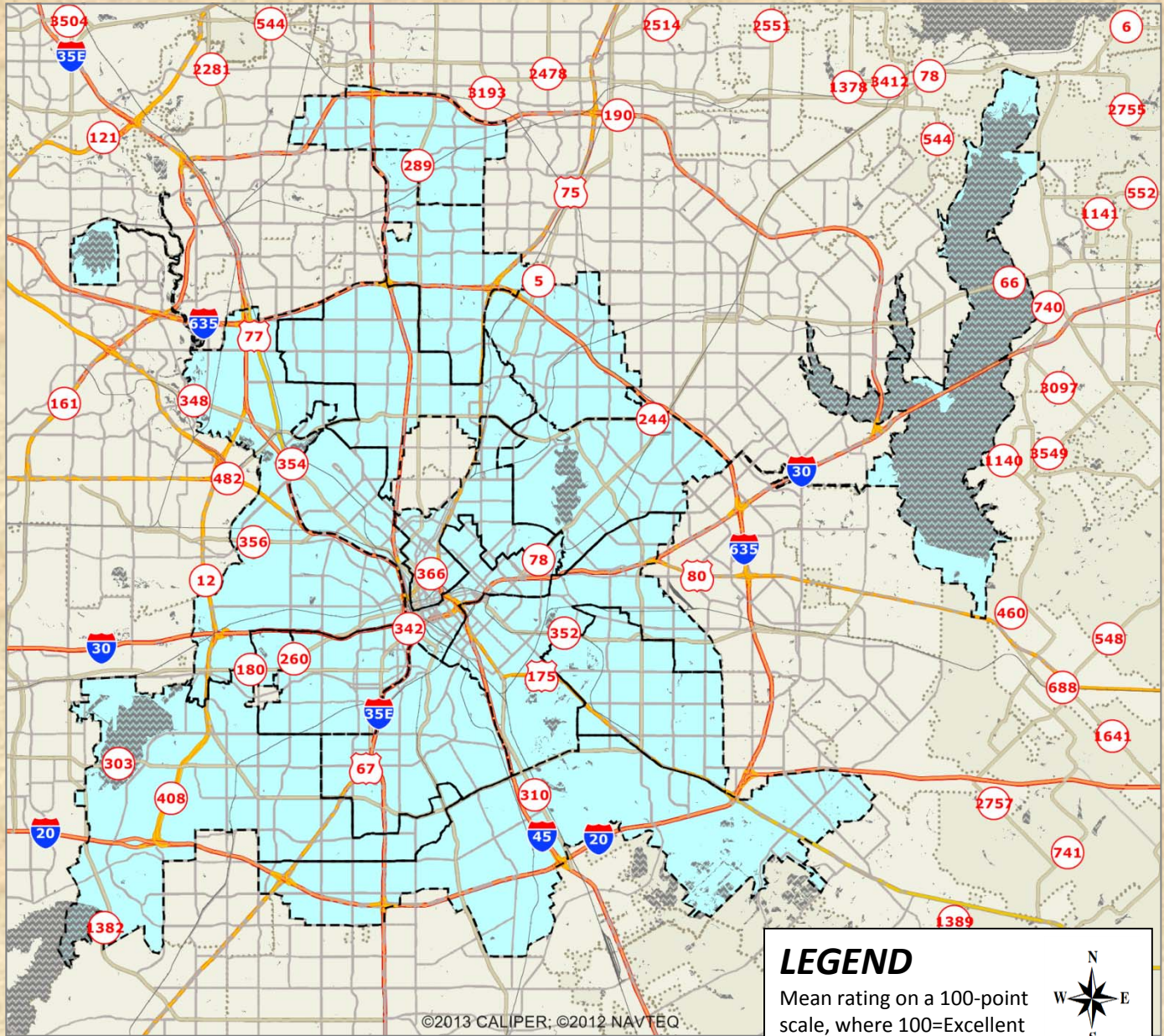
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of the Overall Quality of Life in Dallas



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

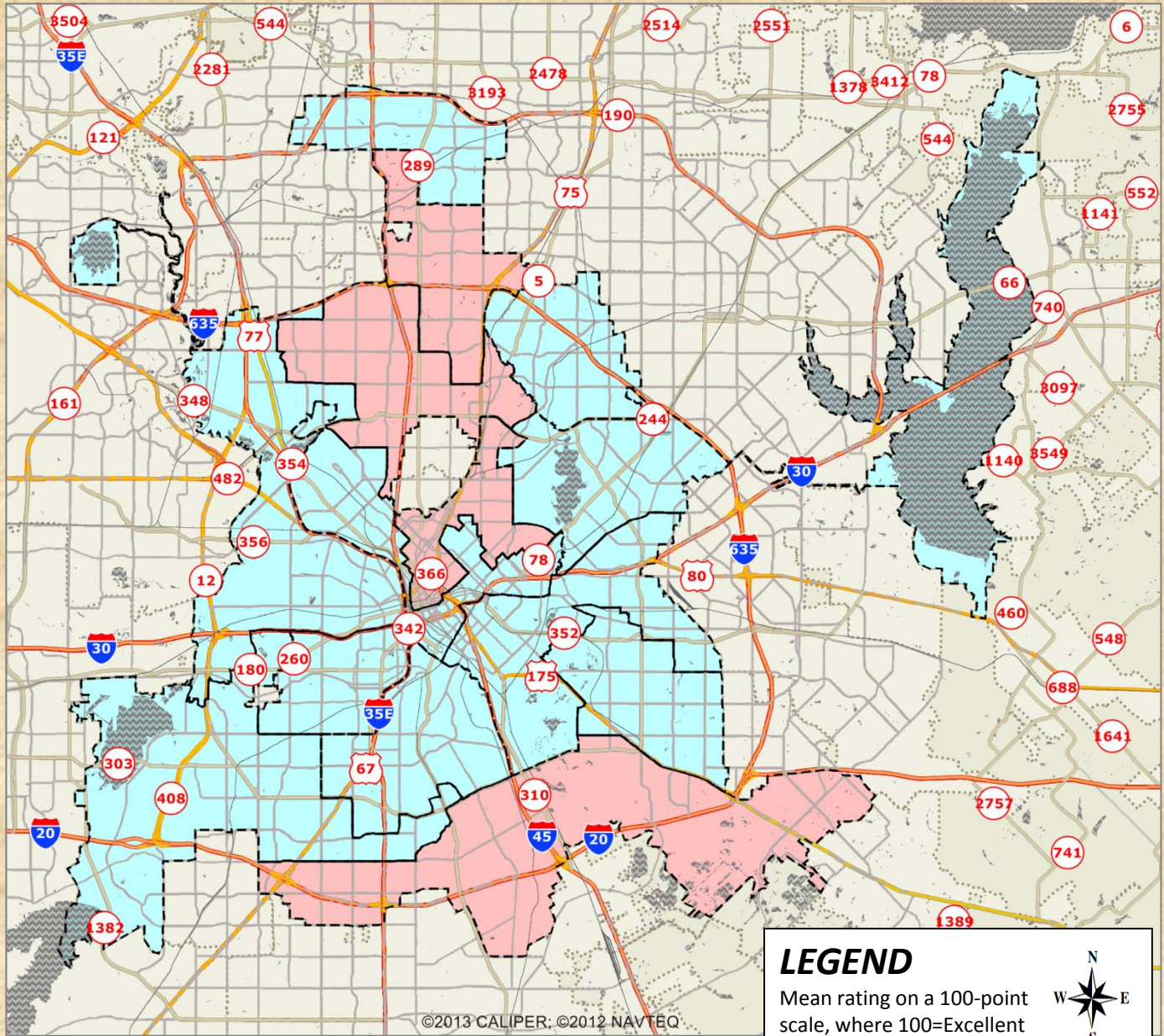
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of the Sense of Community

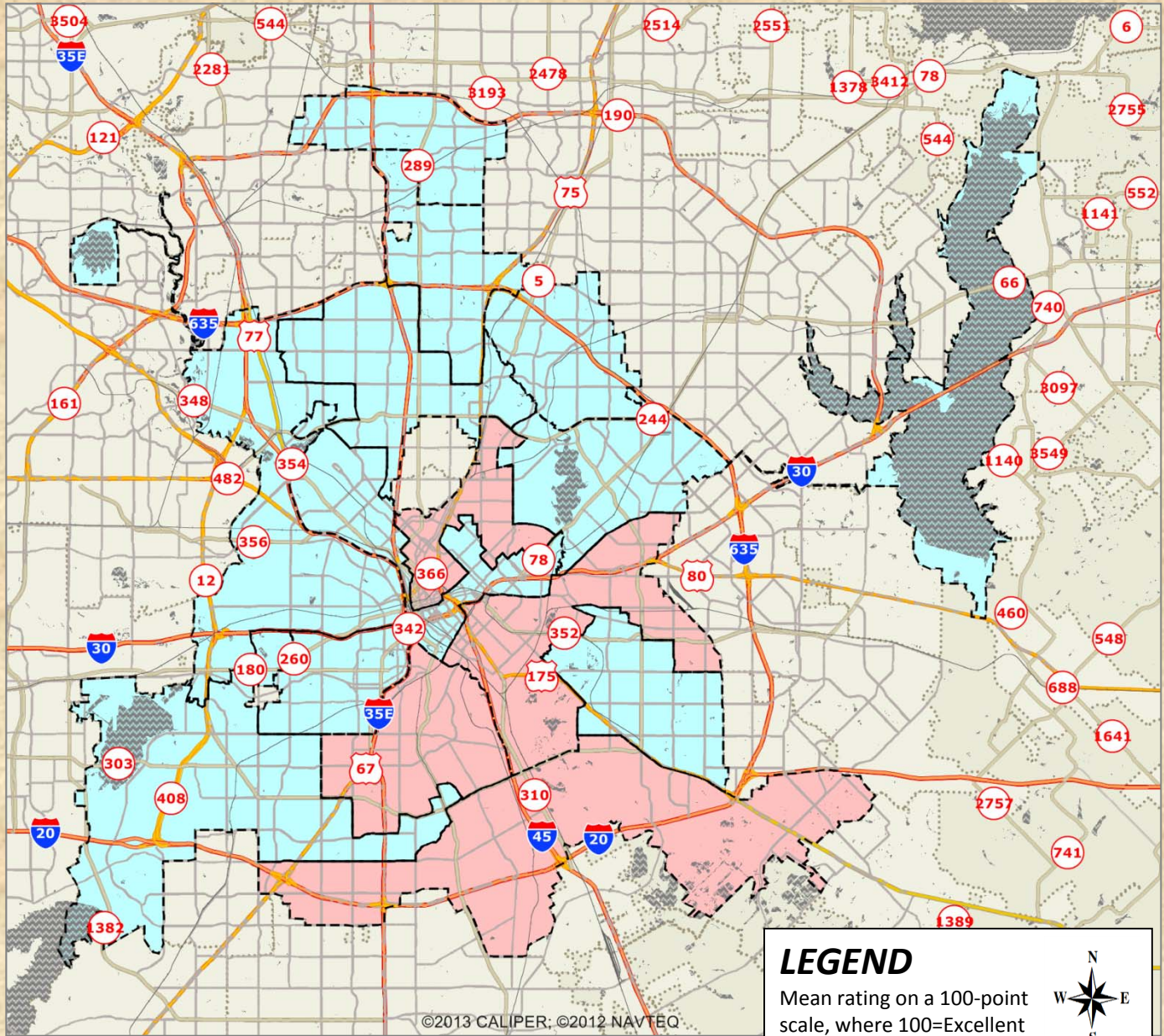


## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District



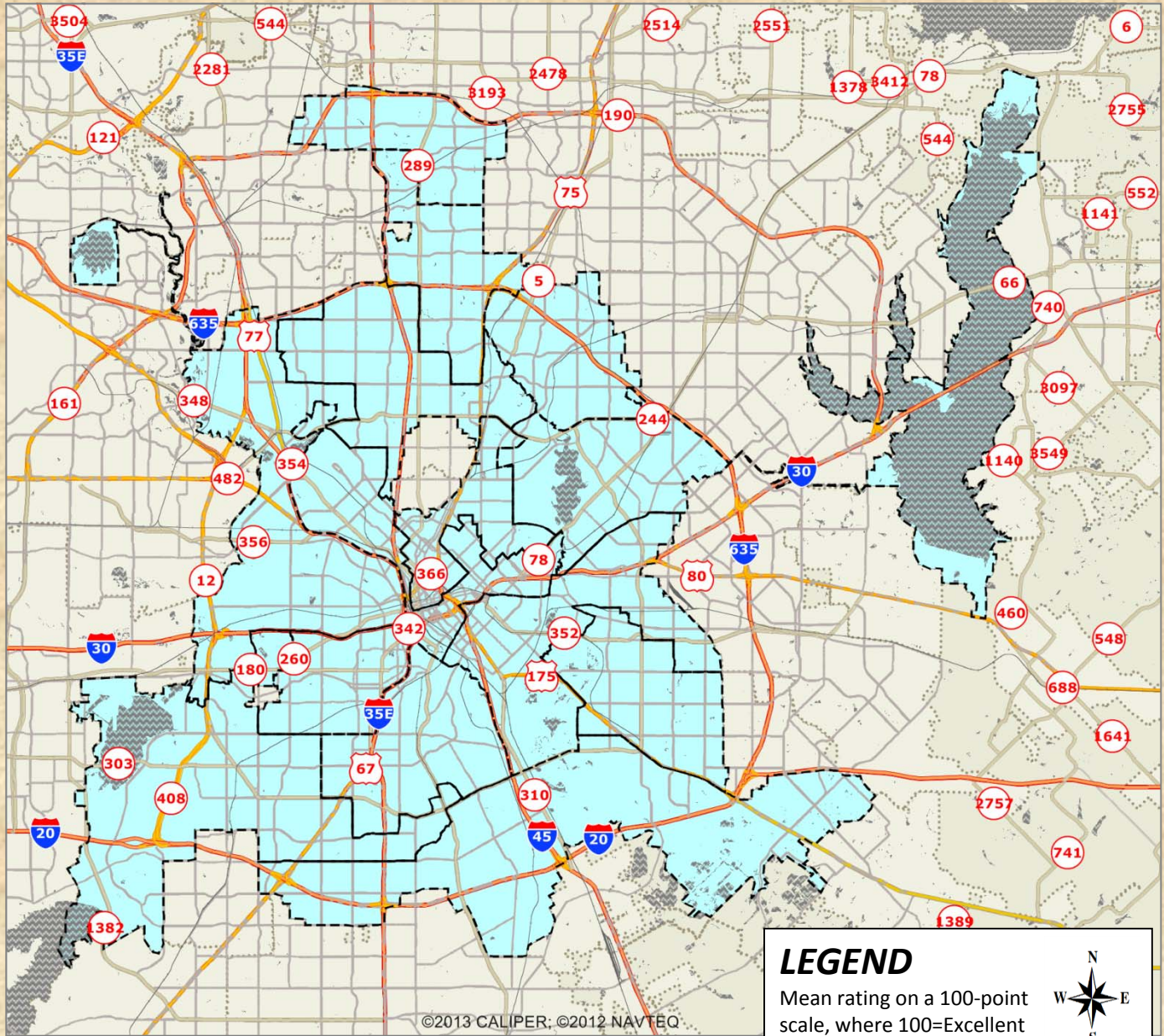
# Ratings of the Acceptance of People with Diverse Backgrounds



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

# Ratings of the Overall Appearance of Dallas



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

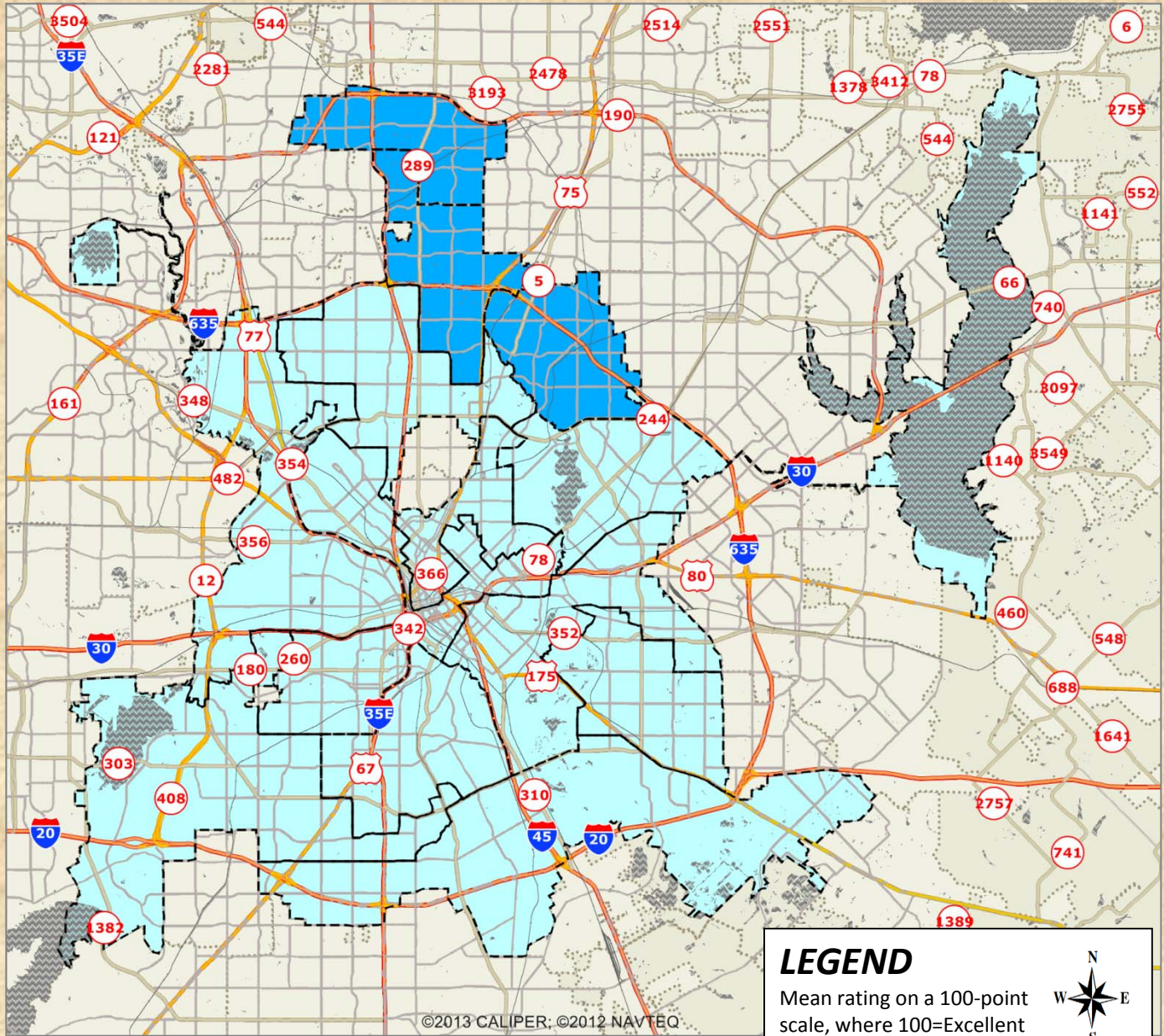
### LEGEND

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

-  Excellent
-  Good
-  Fair
-  Poor
-  Other (no responses)



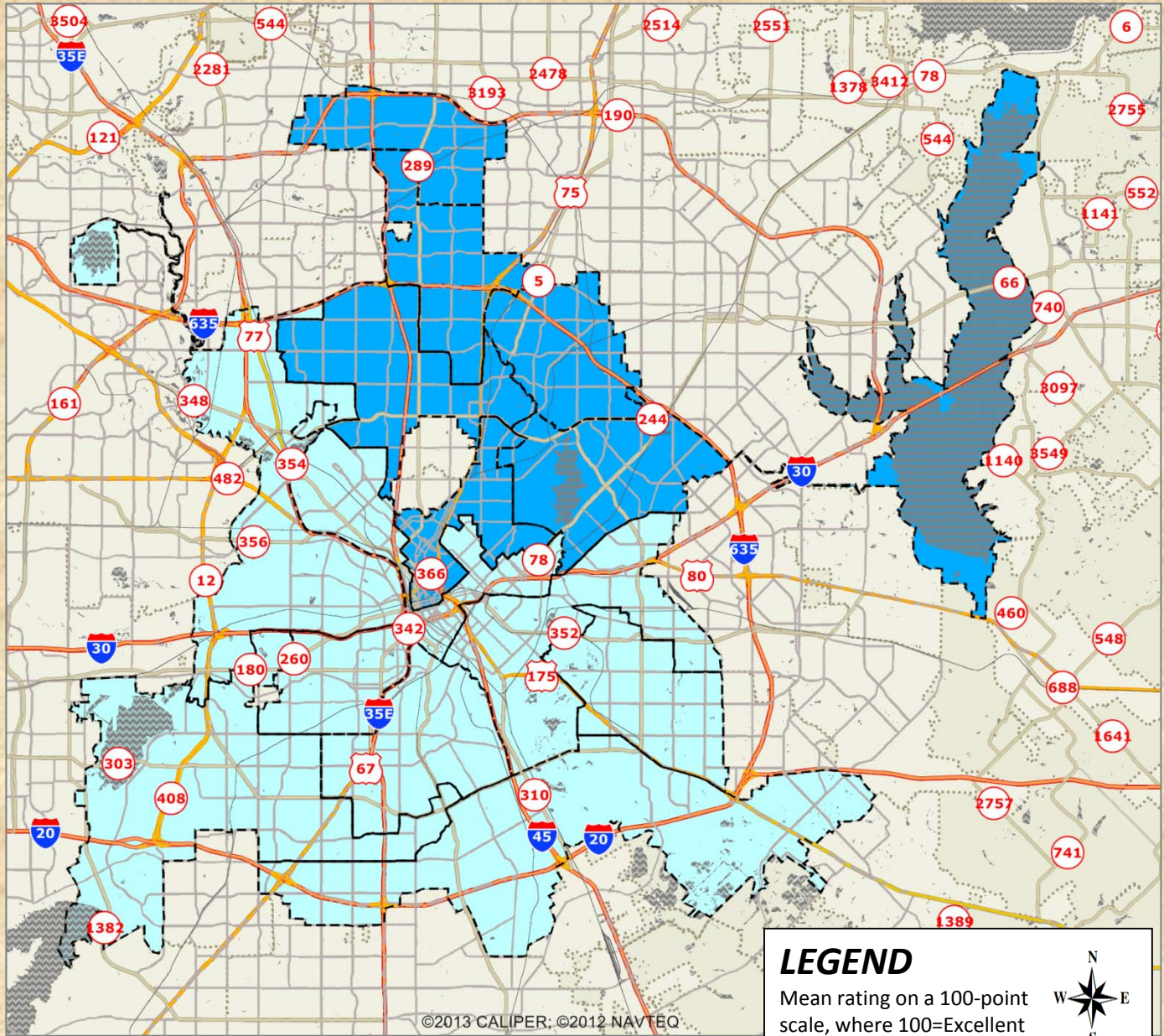
# Ratings of Opportunities to Attend Arts/Cultural Events



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

# Ratings of Shopping Opportunities



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

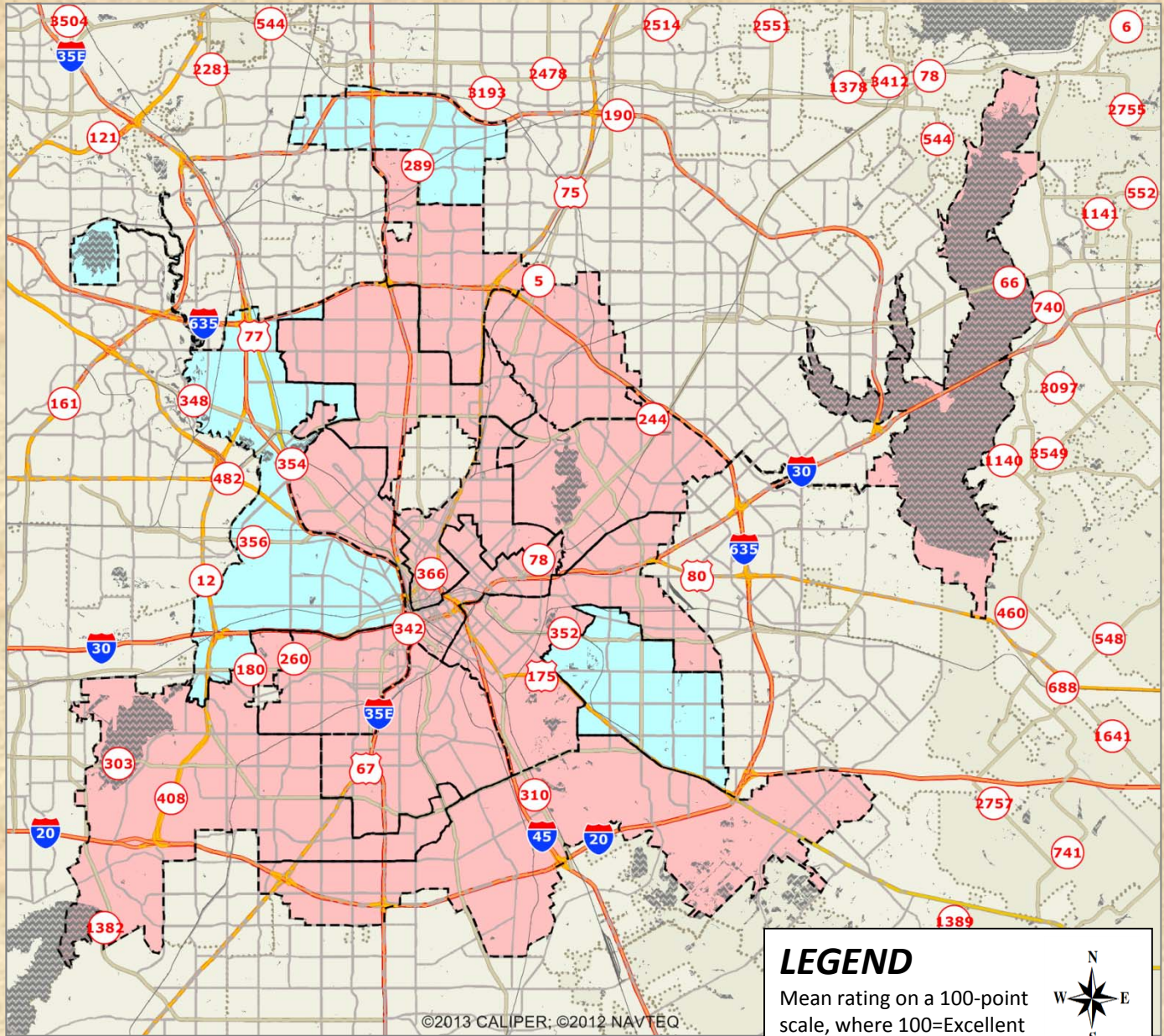
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of Air Quality



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

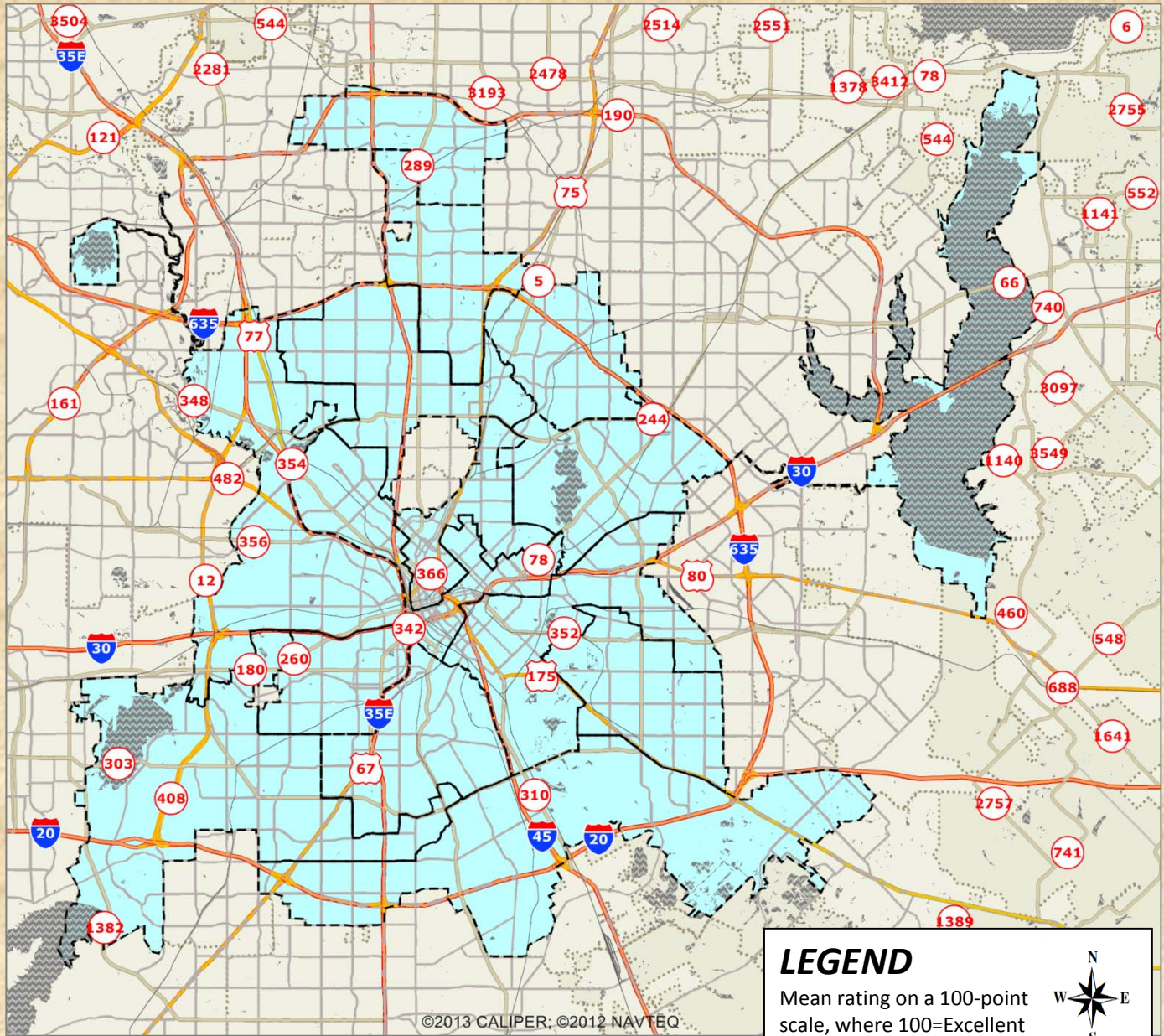
### LEGEND

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

-  Excellent
-  Good
-  Fair
-  Poor
-  Other (no responses)



# Ratings of Recreational Activities



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

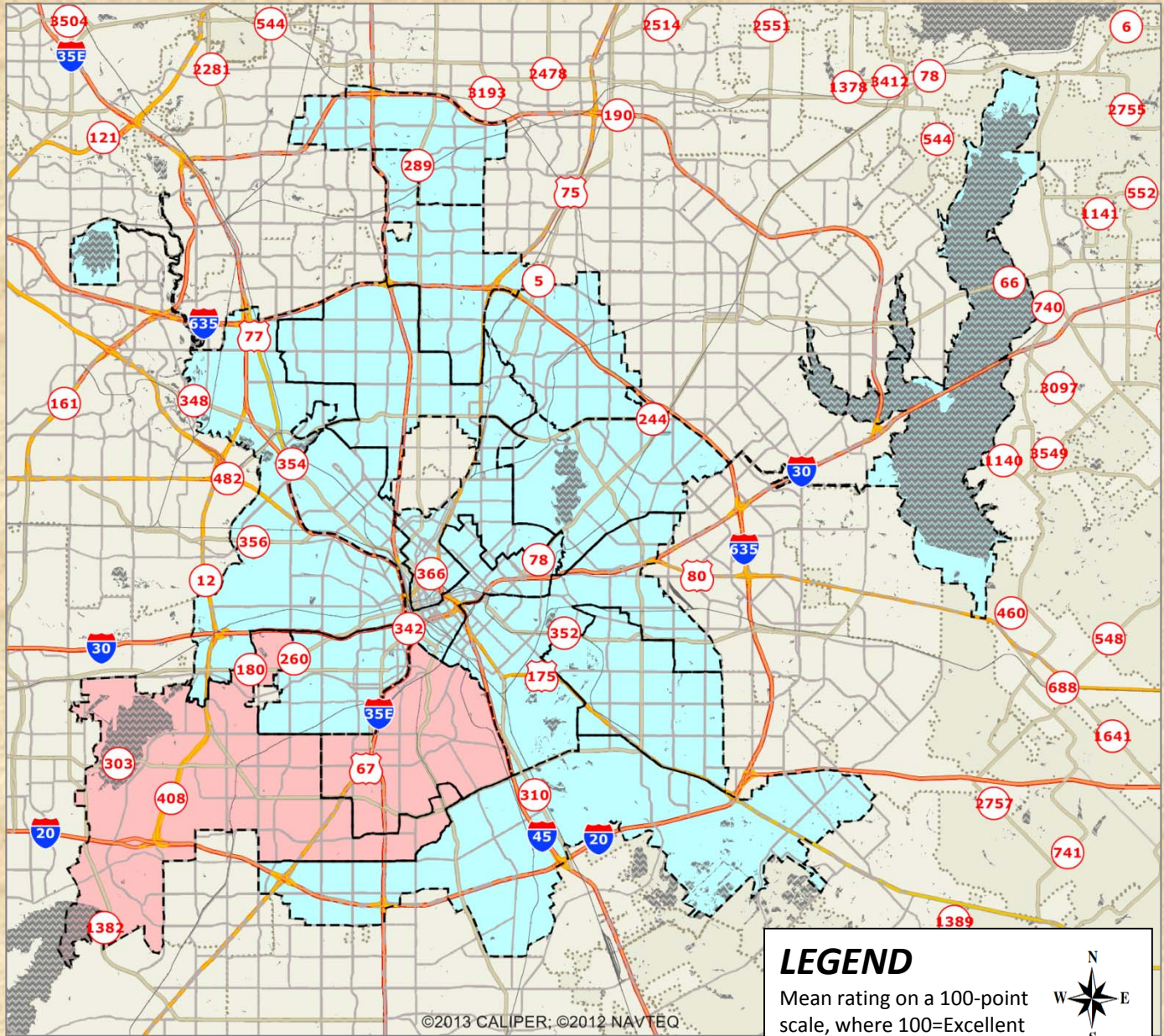
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of Job Opportunities



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

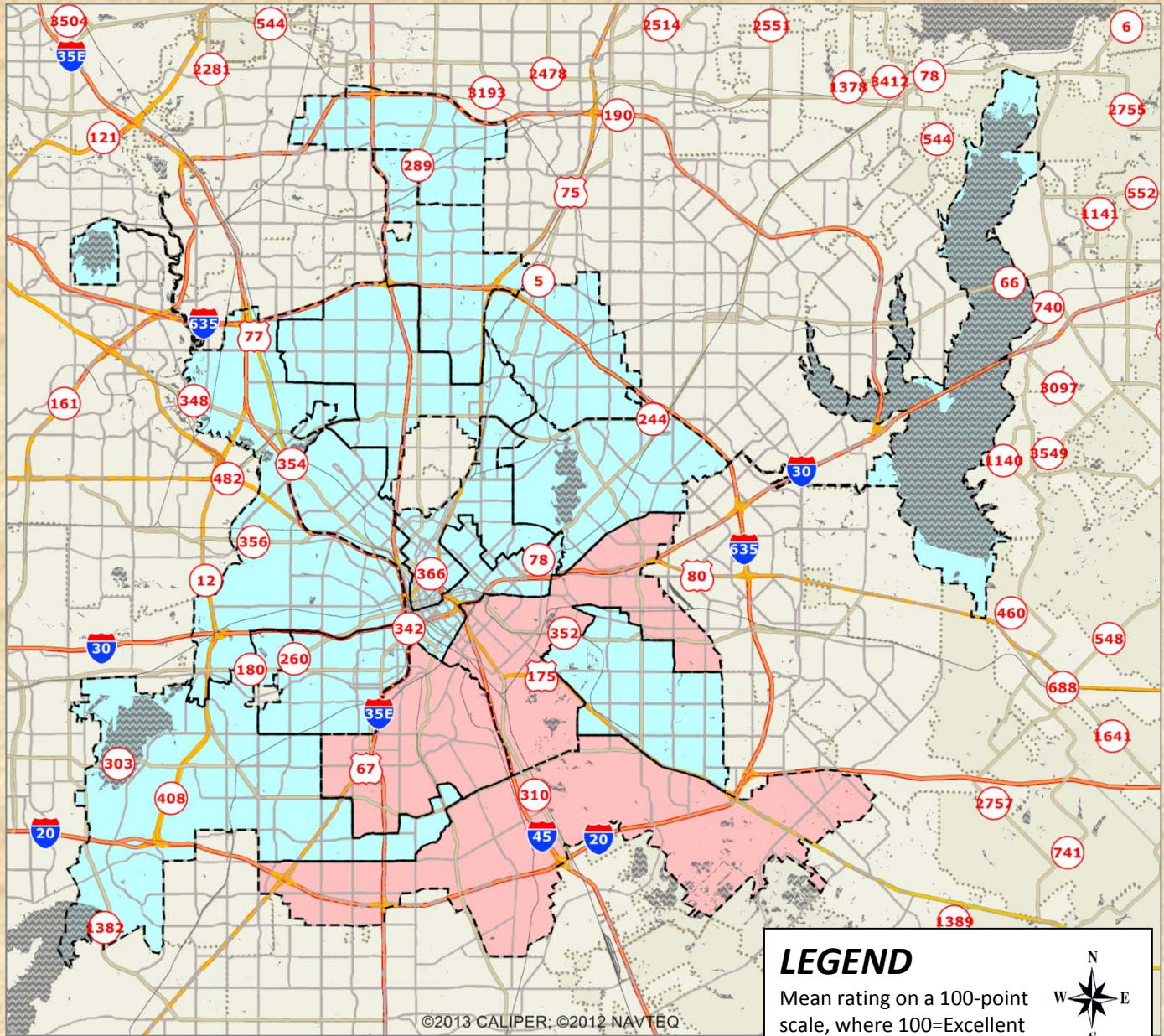
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of Access to Affordable Quality Housing



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

### LEGEND

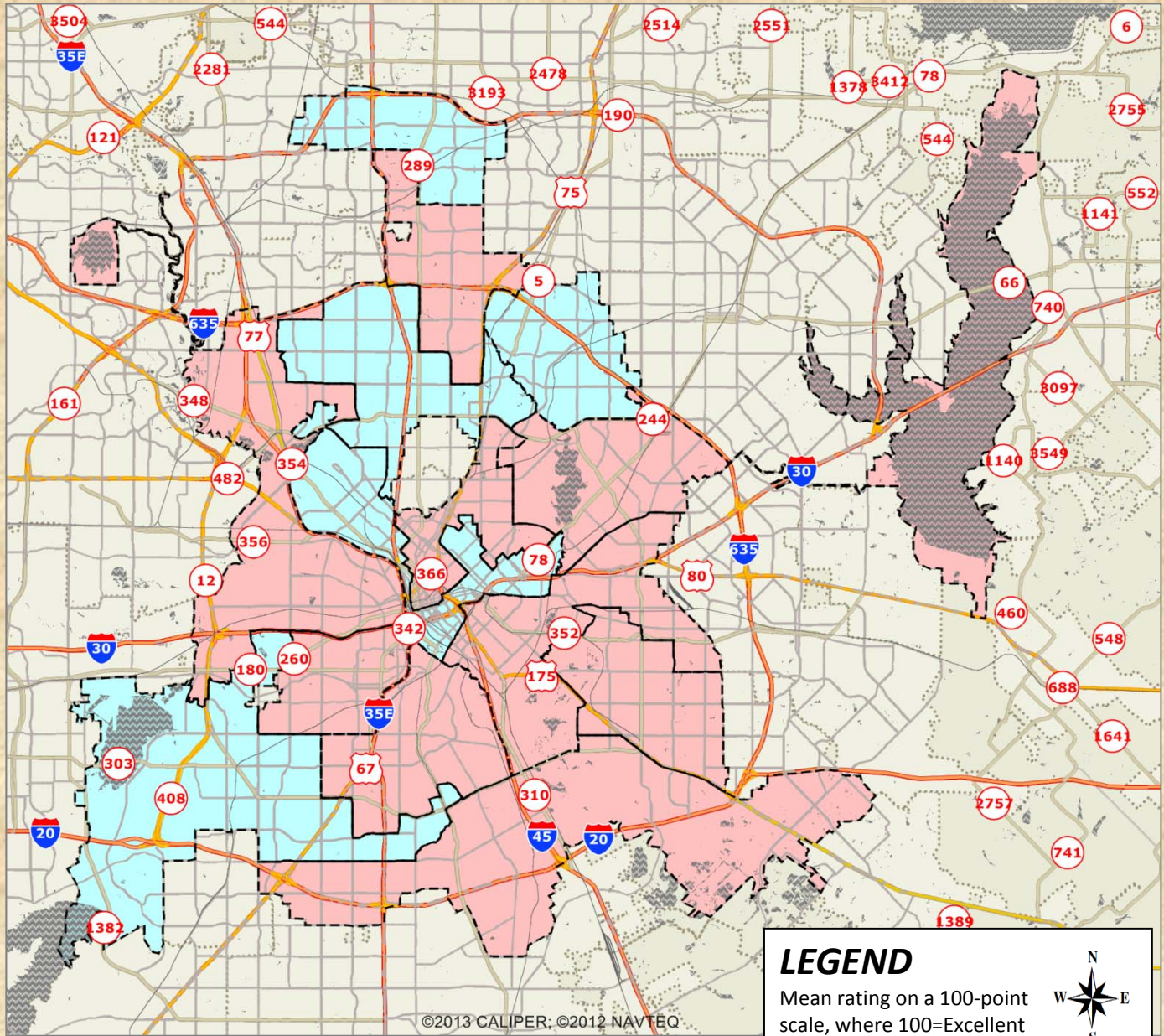
Mean rating on a 100-point scale, where 100=Excellent and 0=Poor

- Excellent
- Good
- Fair
- Poor
- Other (no responses)





# Ratings of Access to Affordable Quality Child Care



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

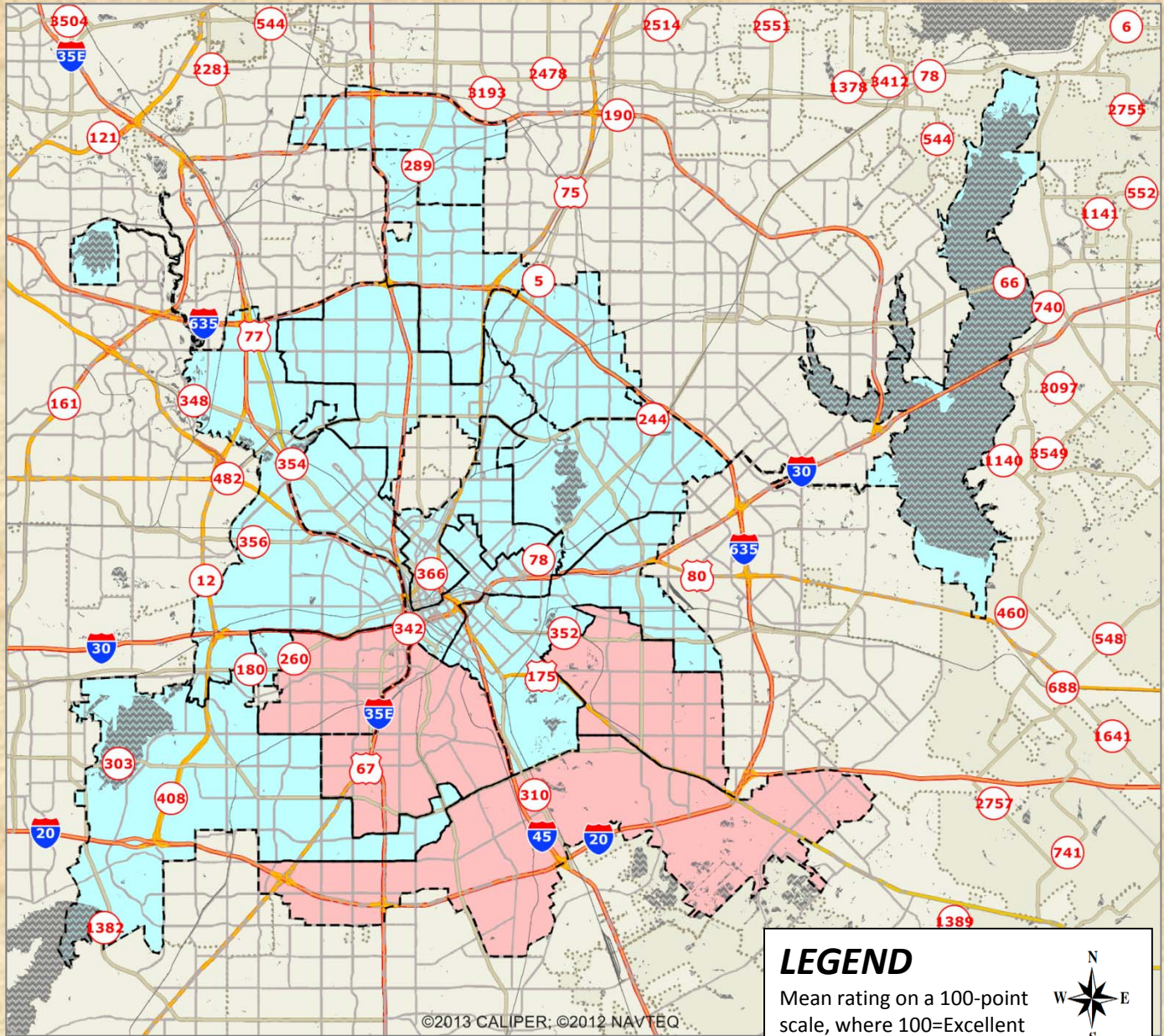
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of the Access to Affordable Quality Health Care



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

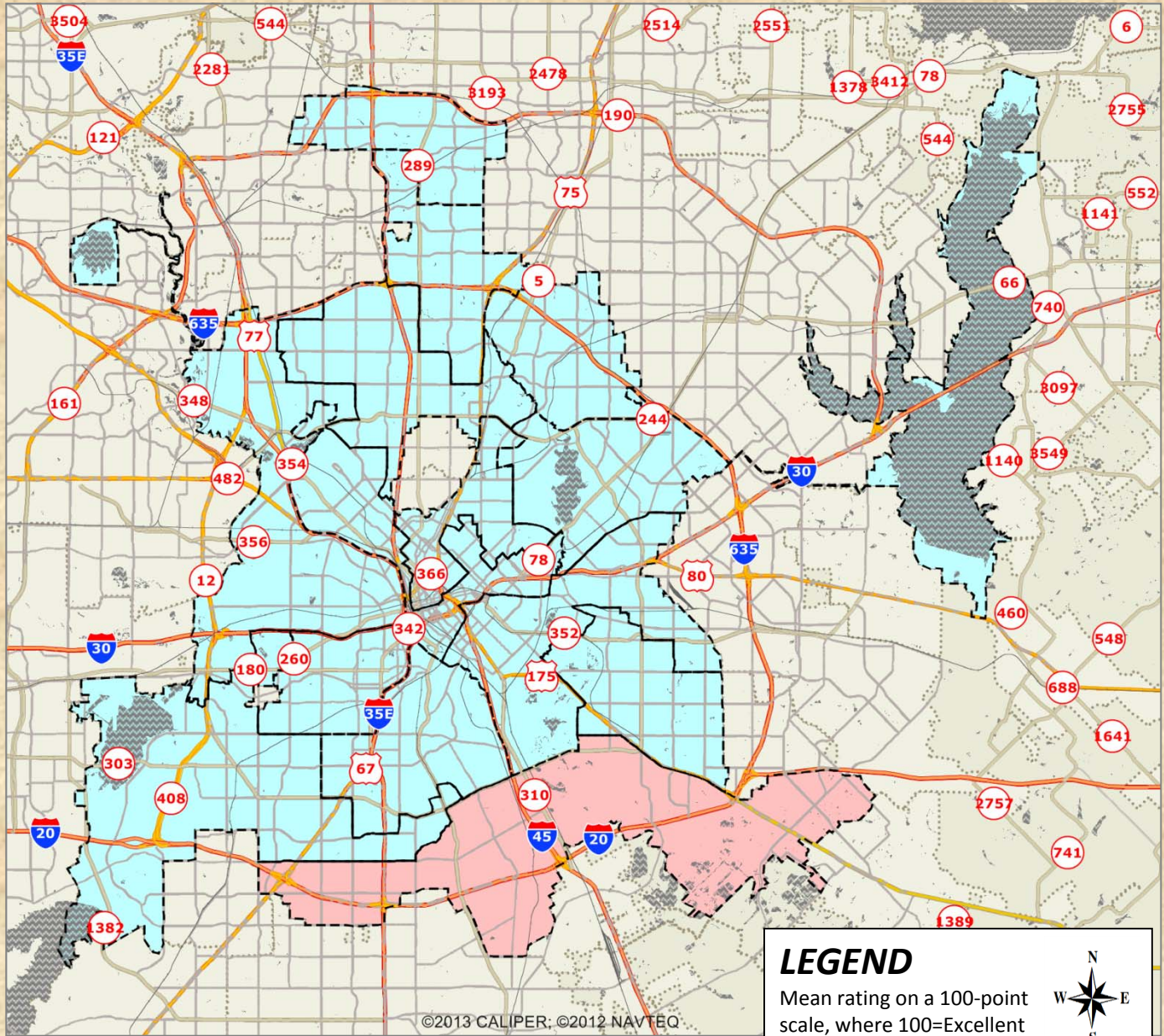
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of the Access to Affordable Quality Food



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

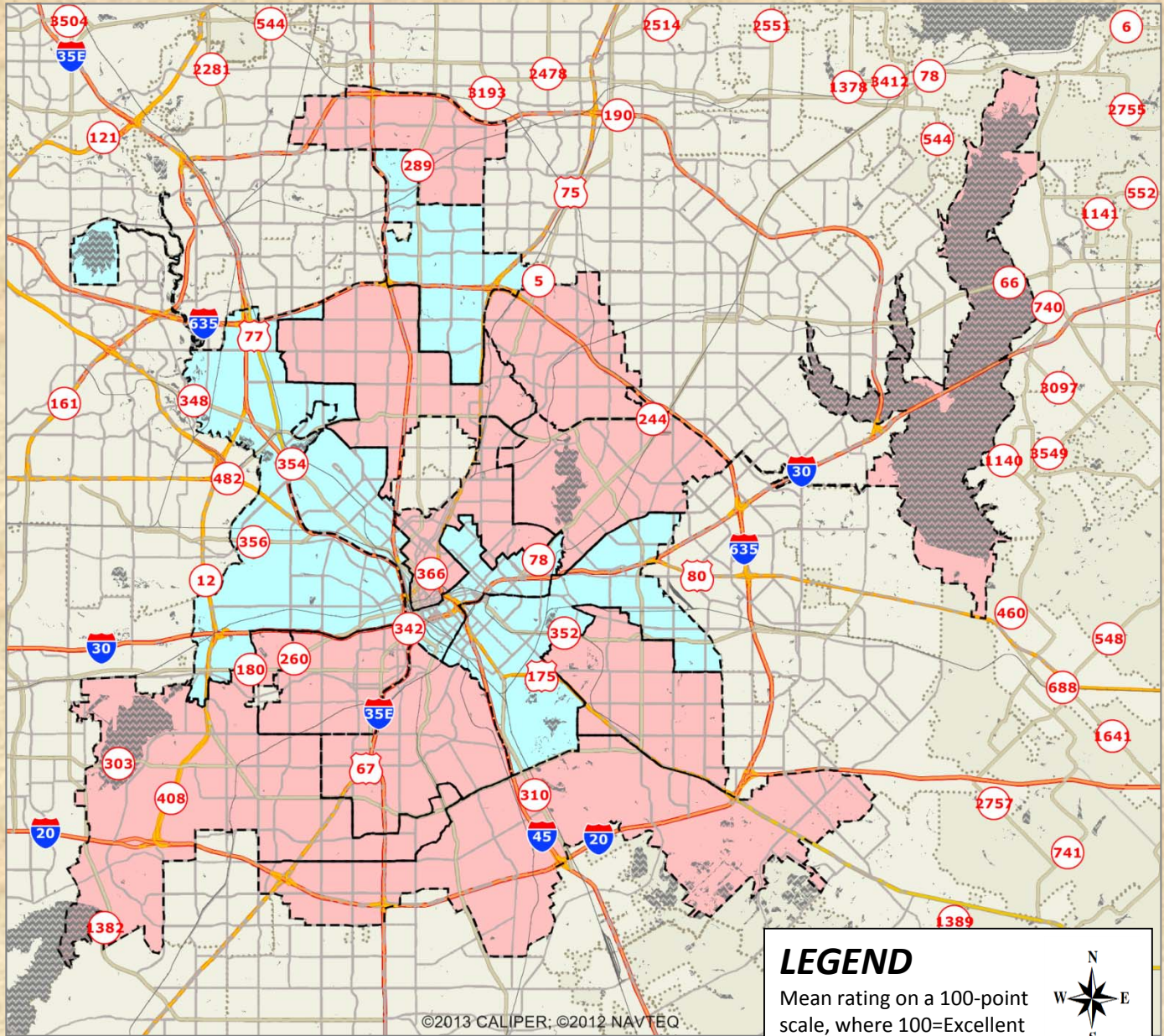
### LEGEND

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

-  Excellent
-  Good
-  Fair
-  Poor
-  Other (no responses)



# Ratings of the Ease of Car Travel in Dallas



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

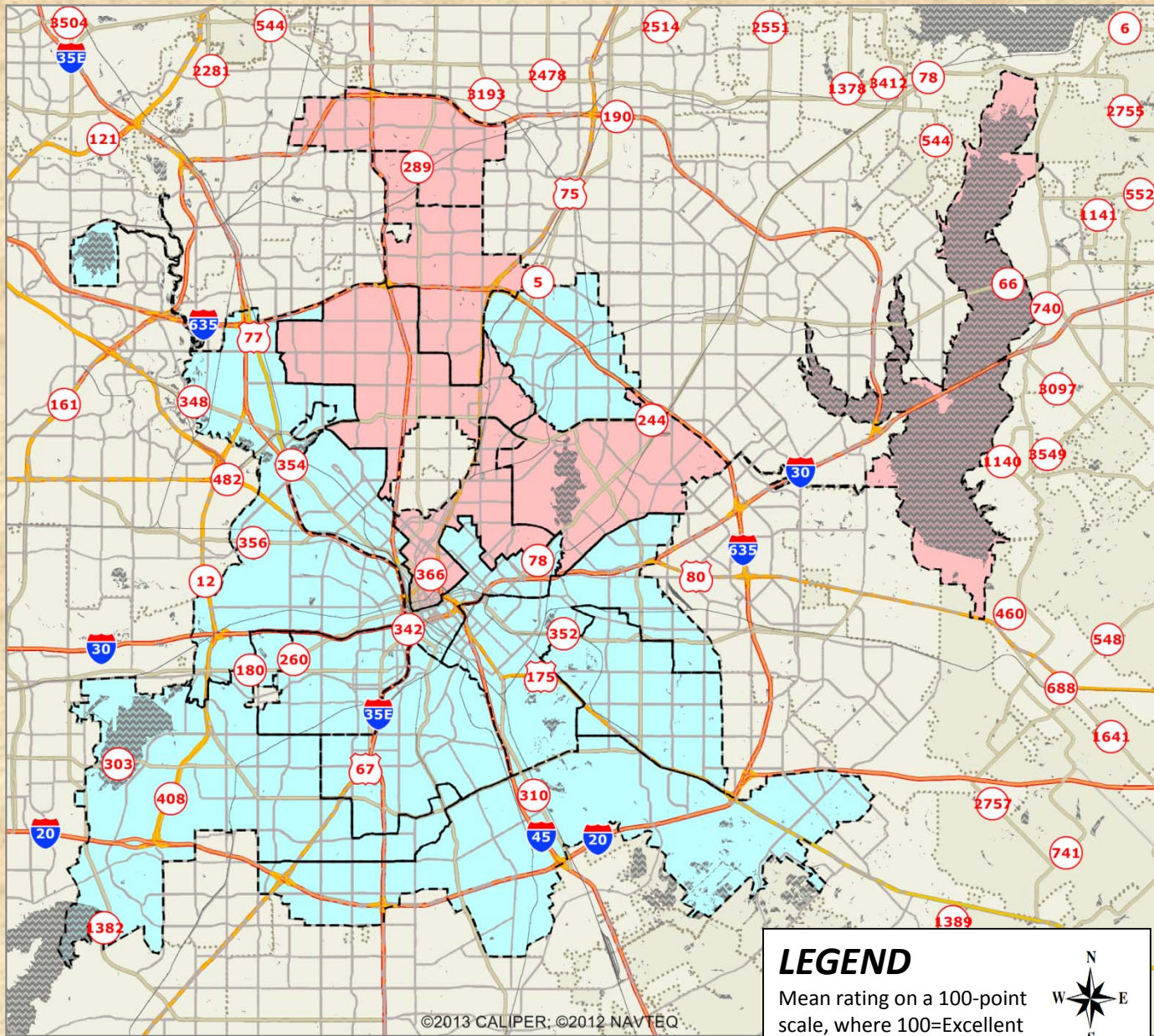
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of the Ease of Bus Travel in Dallas



**LEGEND**

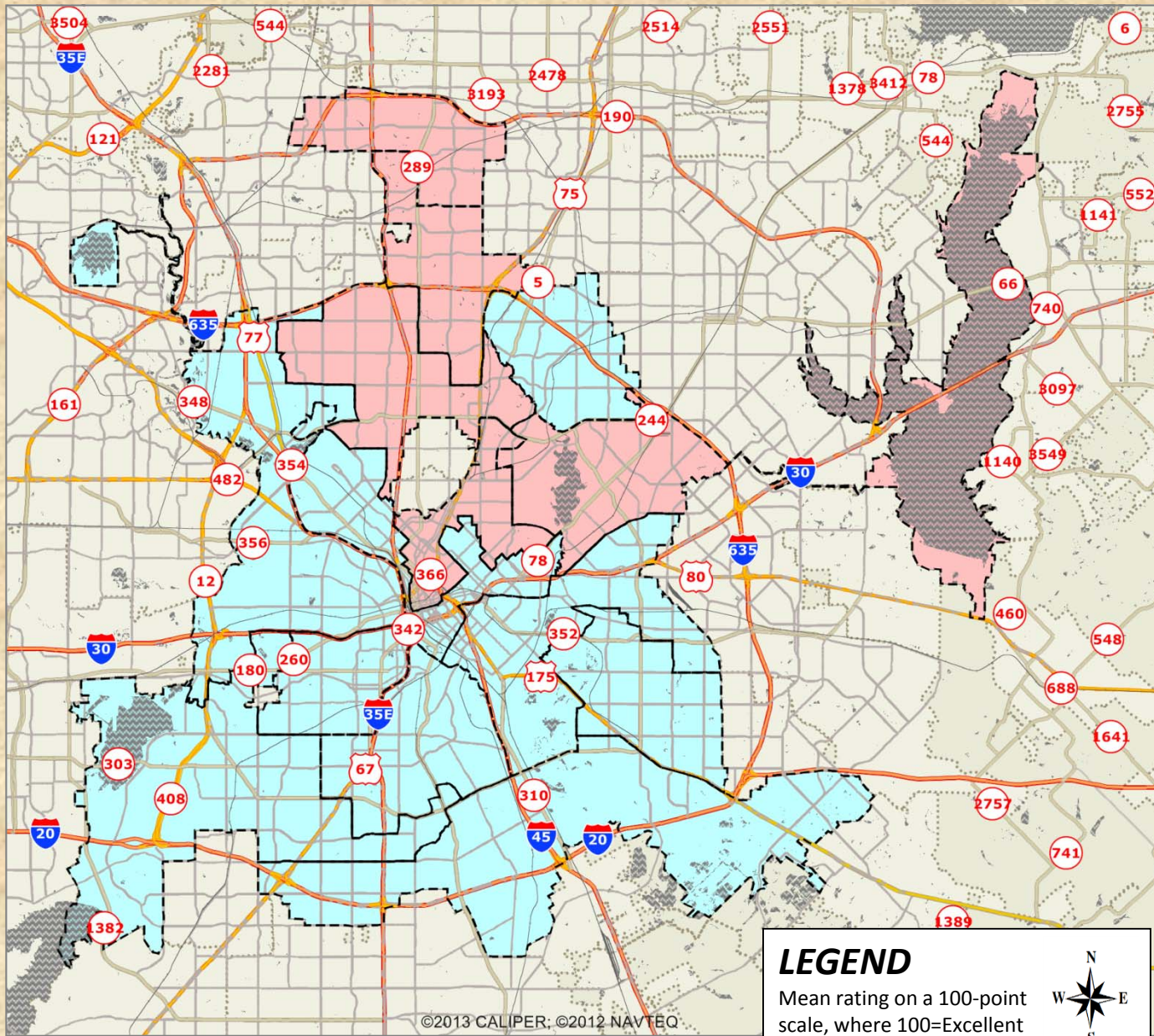
Mean rating on a 100-point scale, where 100=Excellent and 0=Poor

- Excellent
- Good
- Fair
- Poor
- Other (no responses)

## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

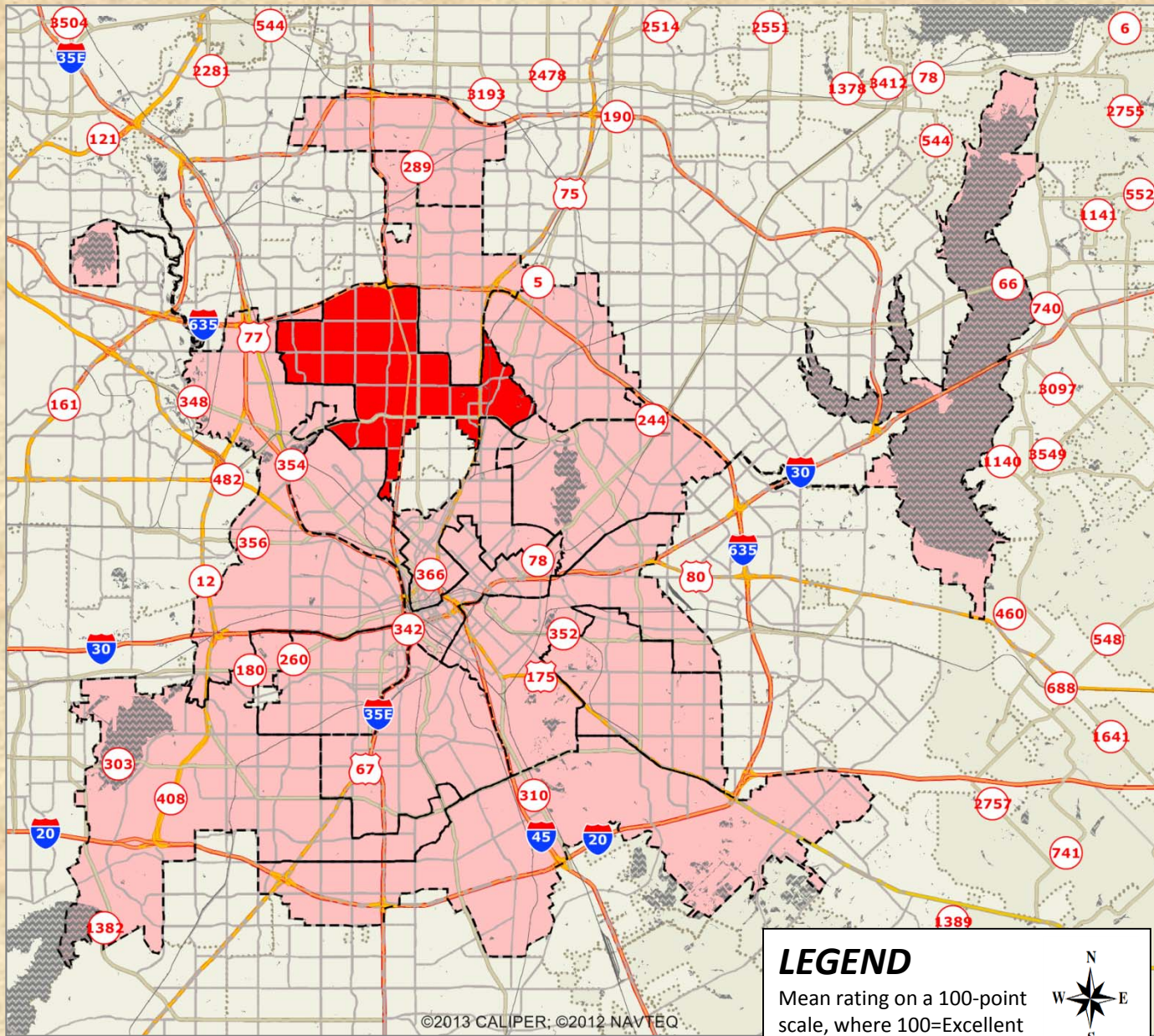
# Ratings of the Ease of Rail Travel in Dallas



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

# Ratings of the Ease of Bicycle Travel in Dallas



## 2013 Dallas Community Survey

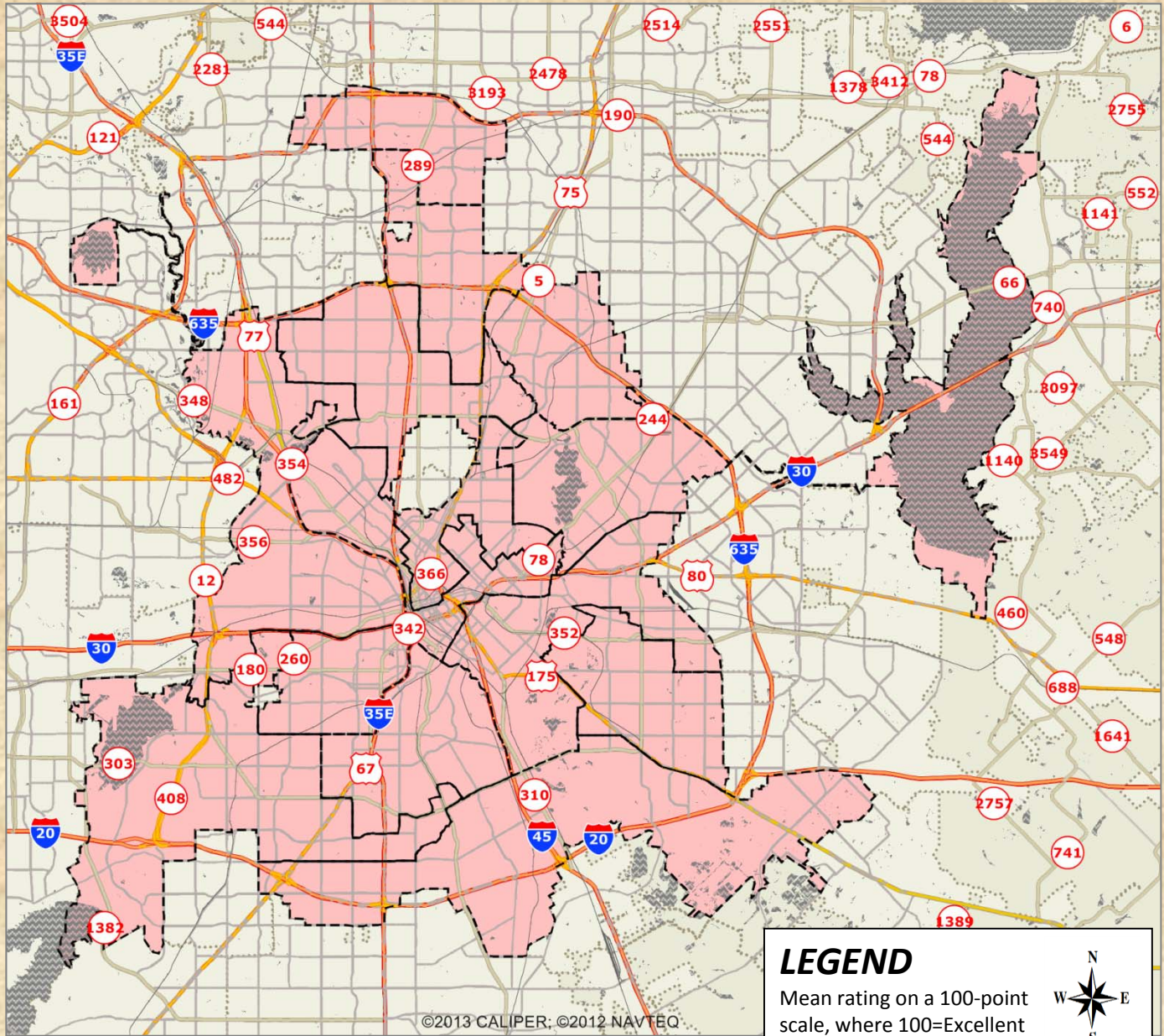
Shading reflects the mean rating for all respondents by District

**LEGEND**

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

	Excellent
	Good
	Fair
	Poor
	Other (no responses)

# Ratings of the Ease of Walking in Dallas



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

### LEGEND

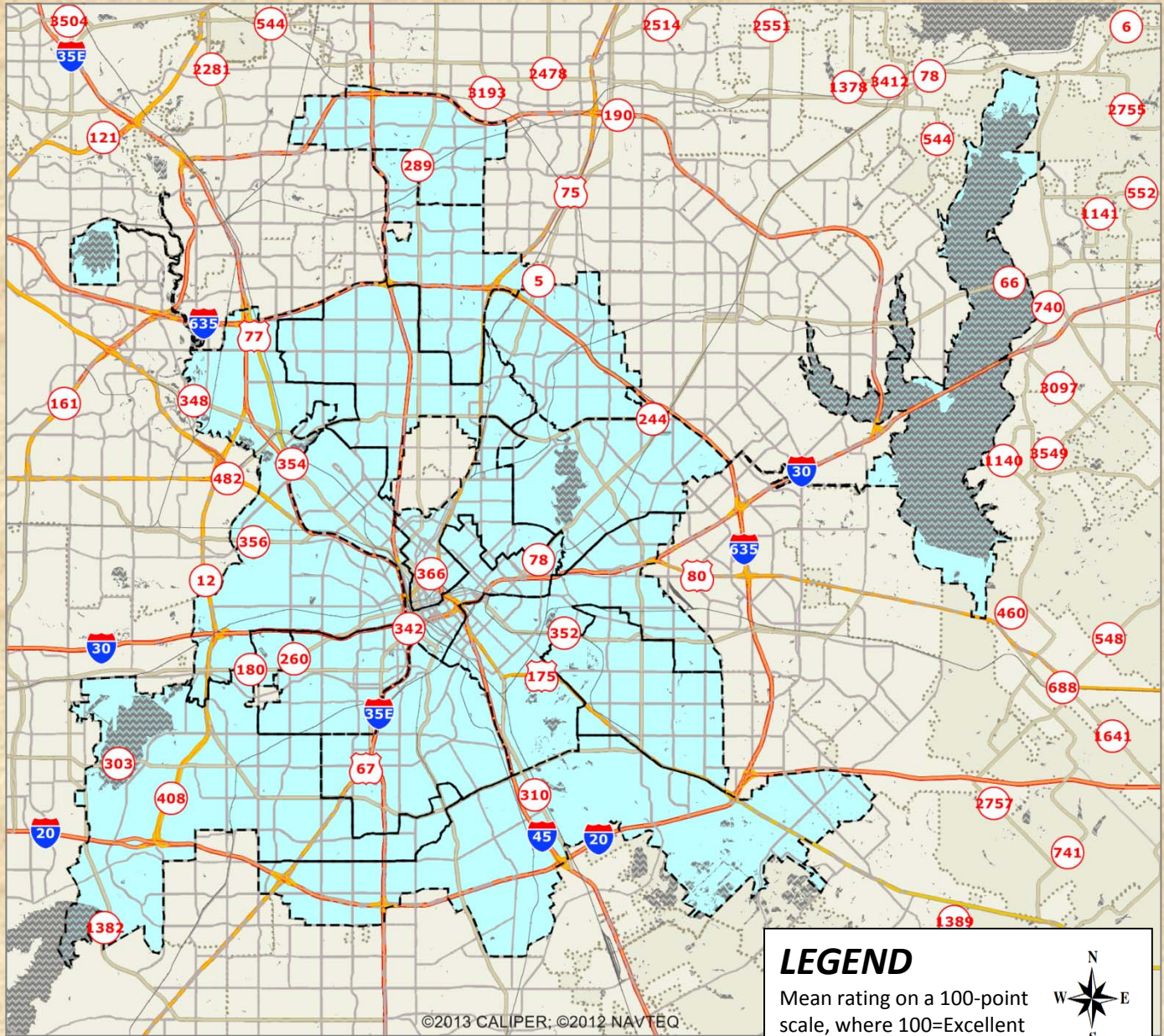
Mean rating on a 100-point scale, where 100=Excellent and 0=Poor

-  Excellent
-  Good
-  Fair
-  Poor
-  Other (no responses)





# Ratings of Educational Opportunities in Dallas



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

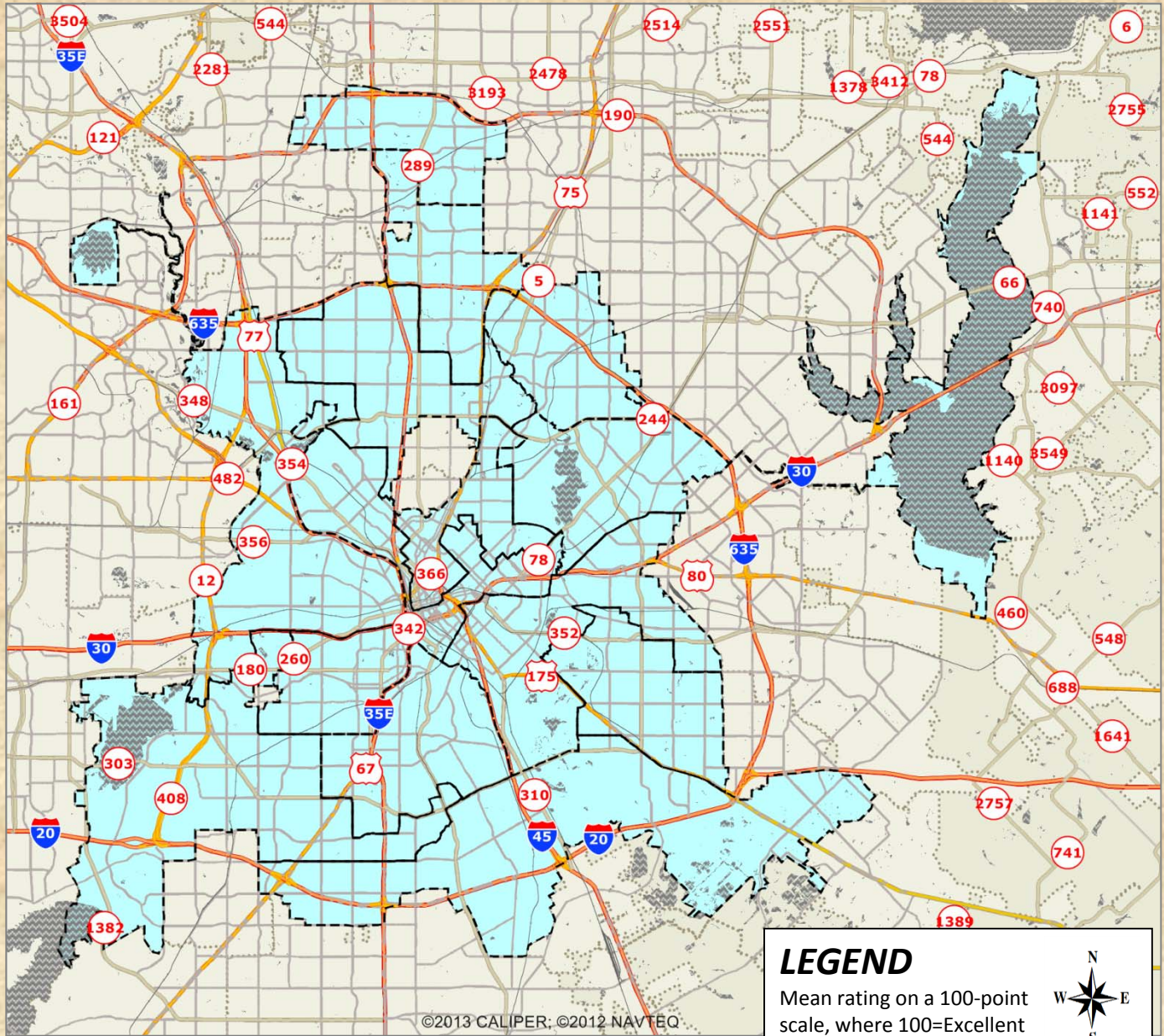
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)




# Ratings of the Overall Image/Reputation of Dallas



**LEGEND**

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

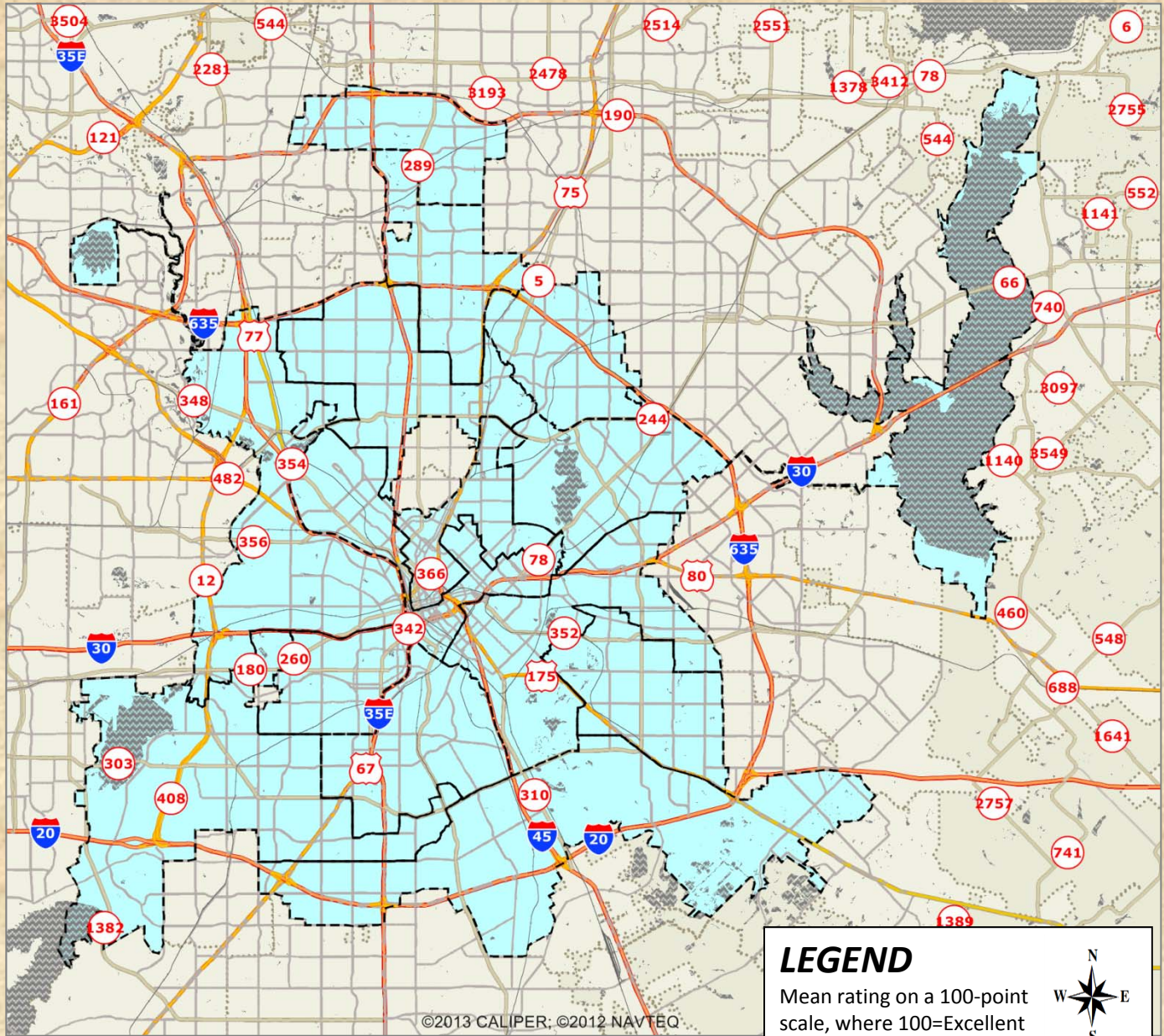
- Excellent
- Good
- Fair
- Poor
- Other (no responses)



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

# Ratings of the Overall Quality of New Development in Dallas



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

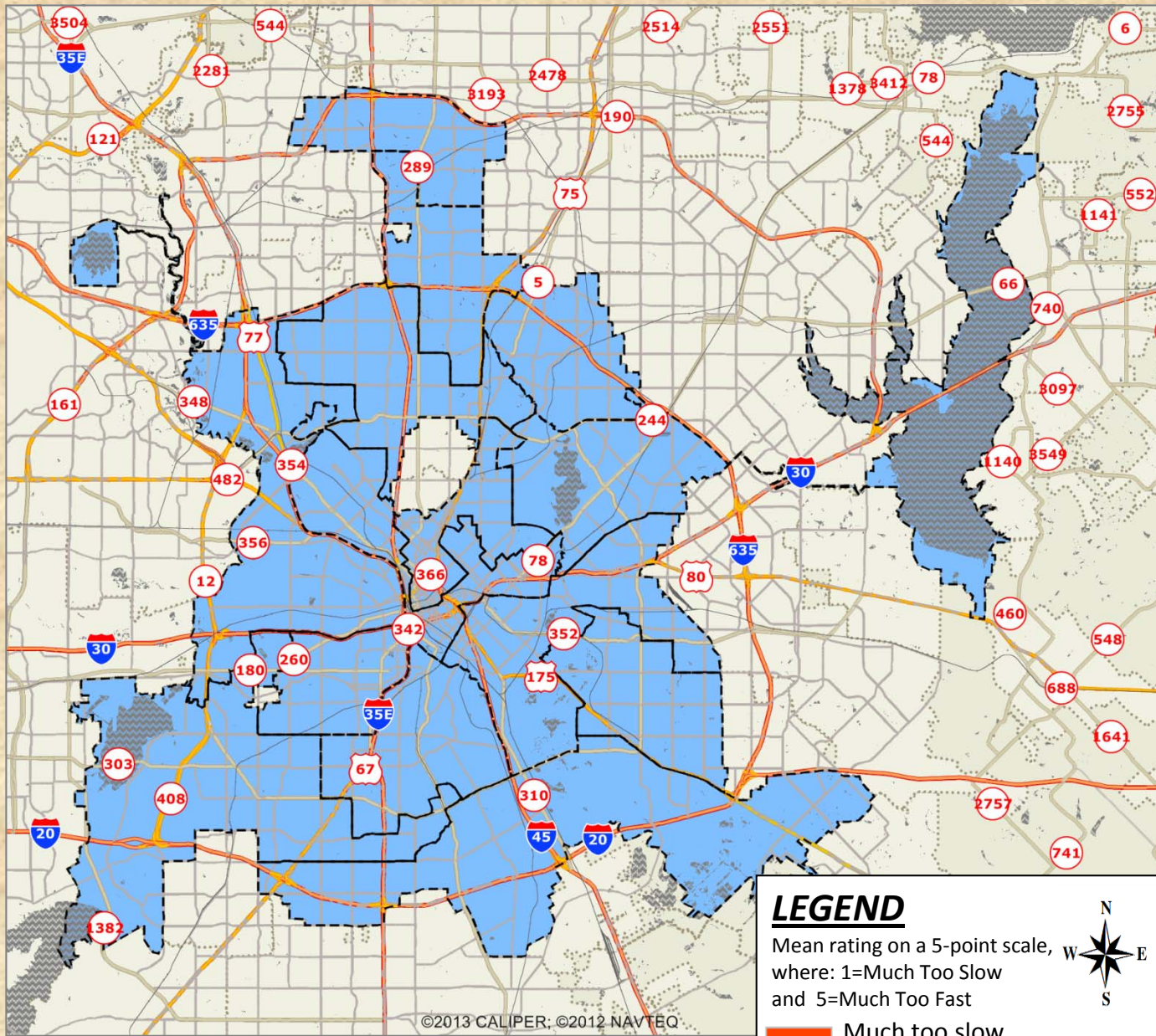
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



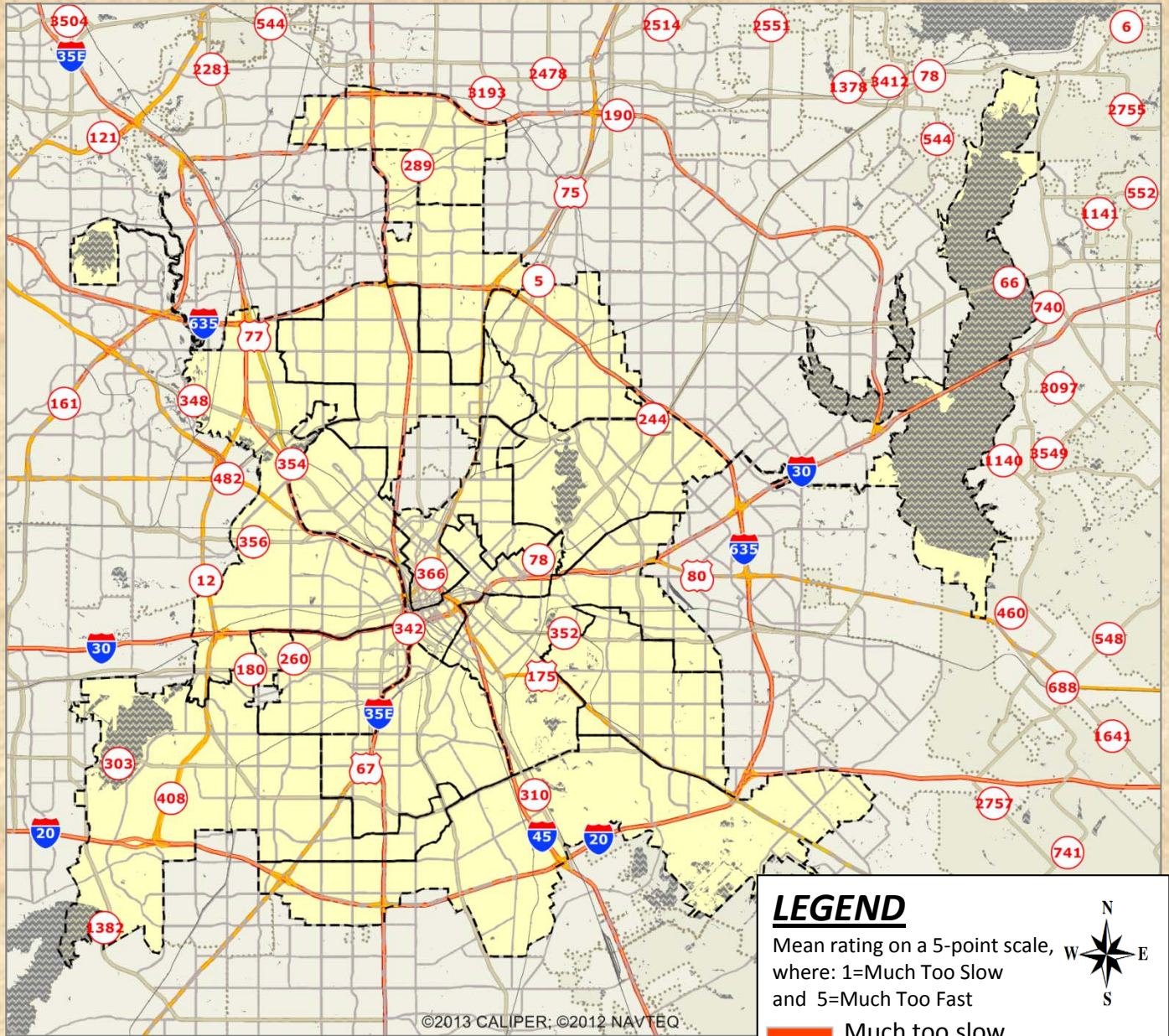
# Ratings of Population Growth



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

# Ratings of Retail Growth



## LEGEND

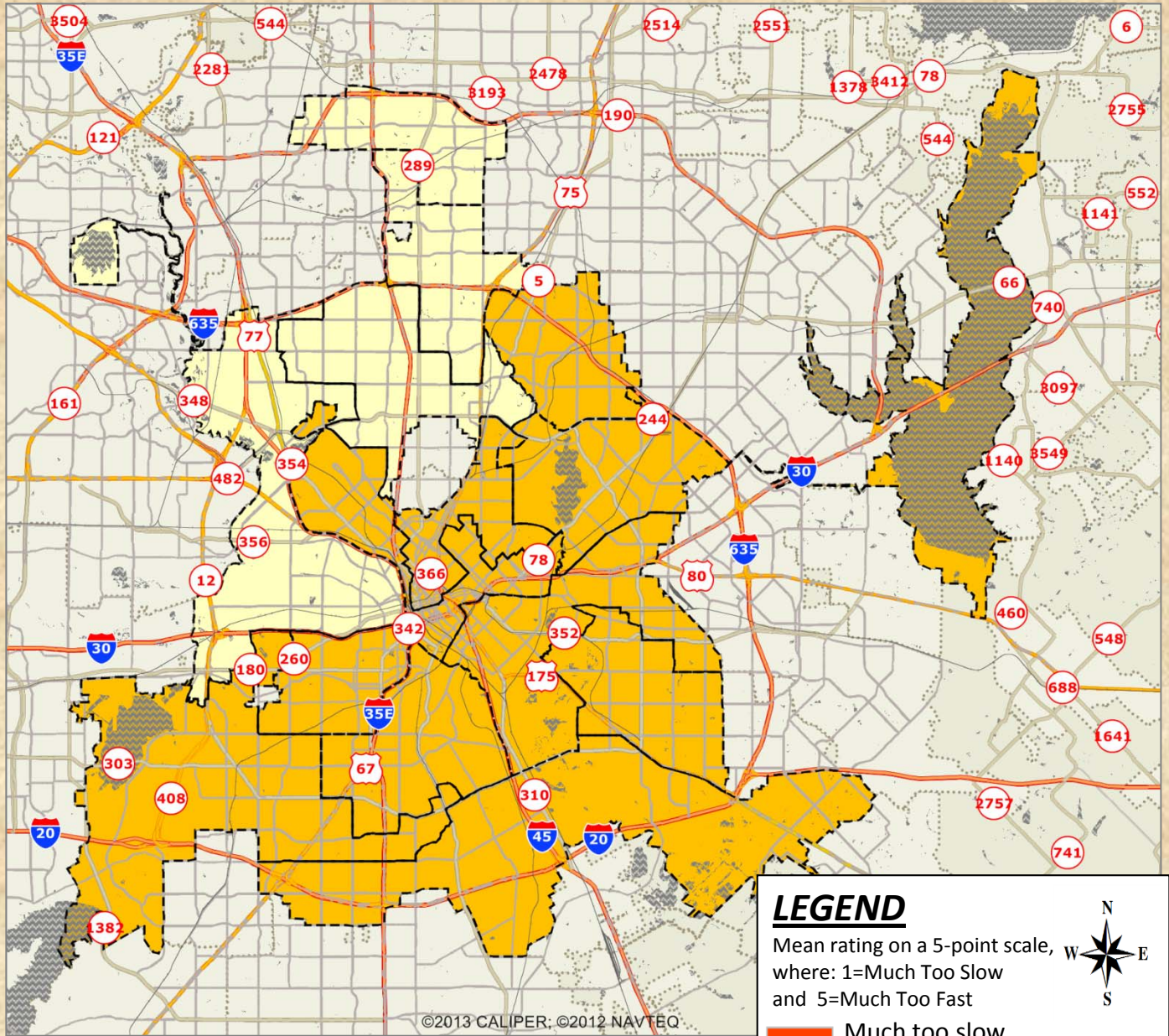
Mean rating on a 5-point scale, where: 1=Much Too Slow and 5=Much Too Fast

- Much too slow
- Too slow
- About right
- Too fast
- Much too fast
- Other (no responses)

## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

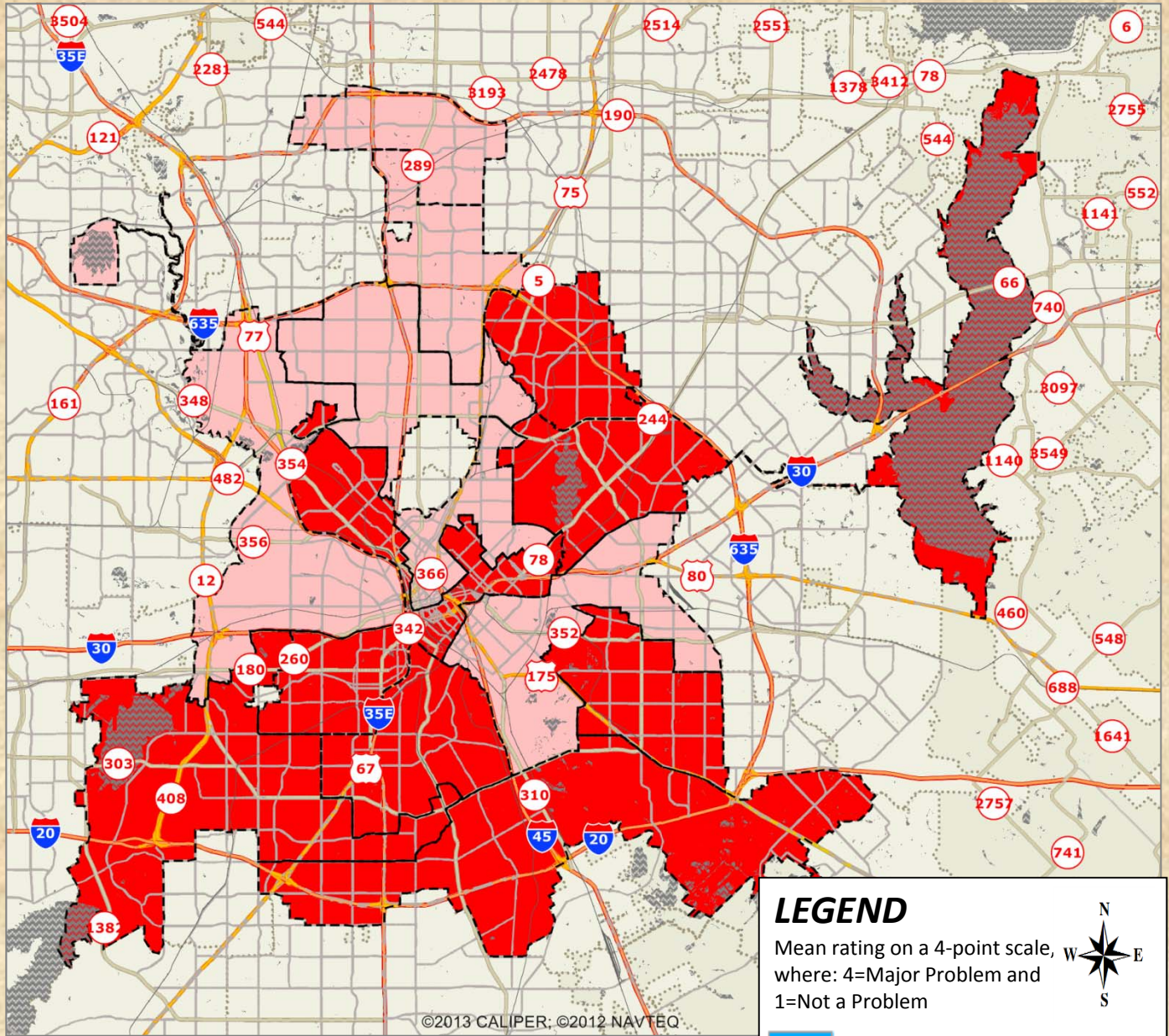
# Ratings of Job Growth



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

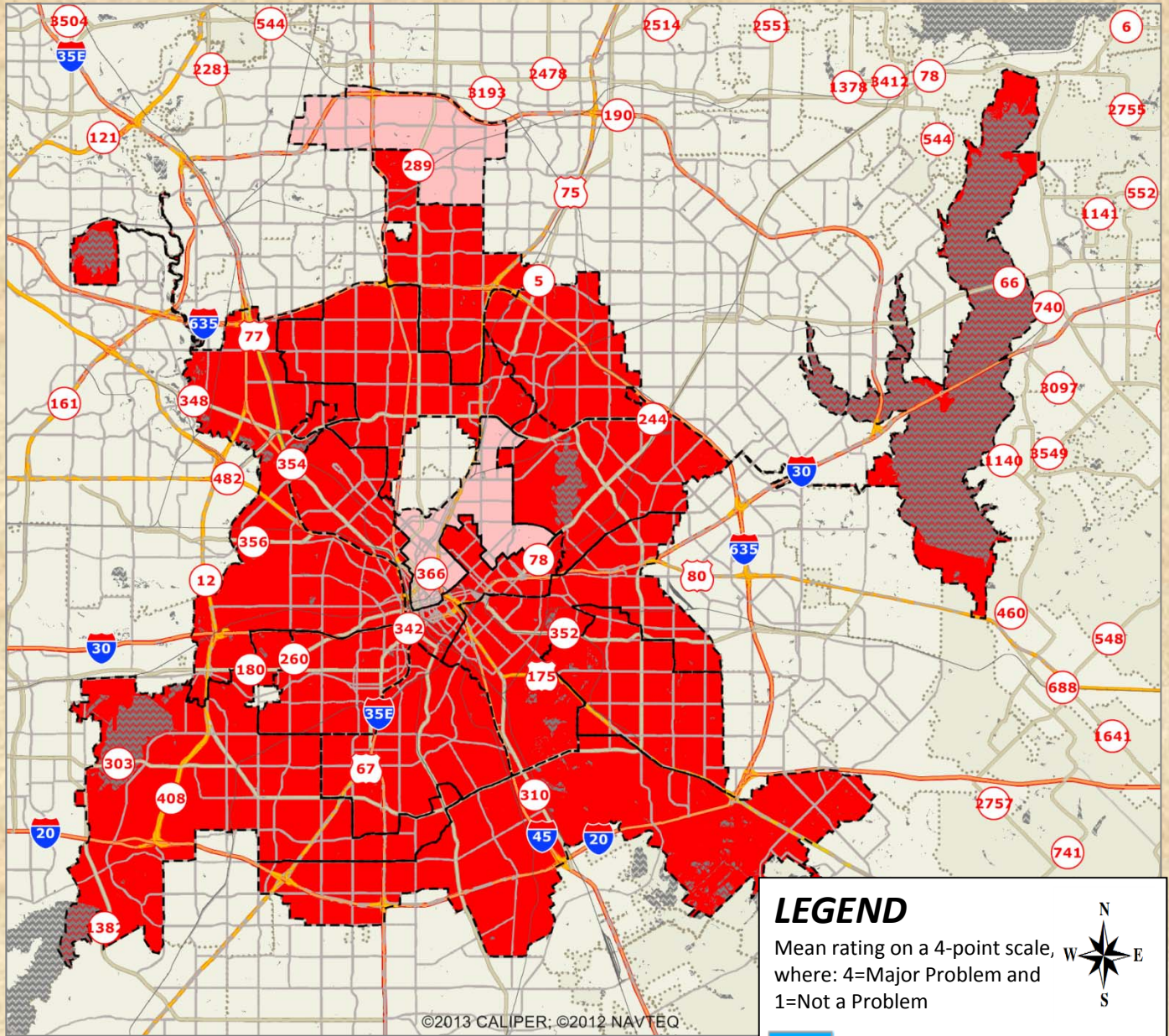
# Do you think crime is a problem in Dallas?



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

# Do you think drugs are a problem in Dallas?



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

### LEGEND

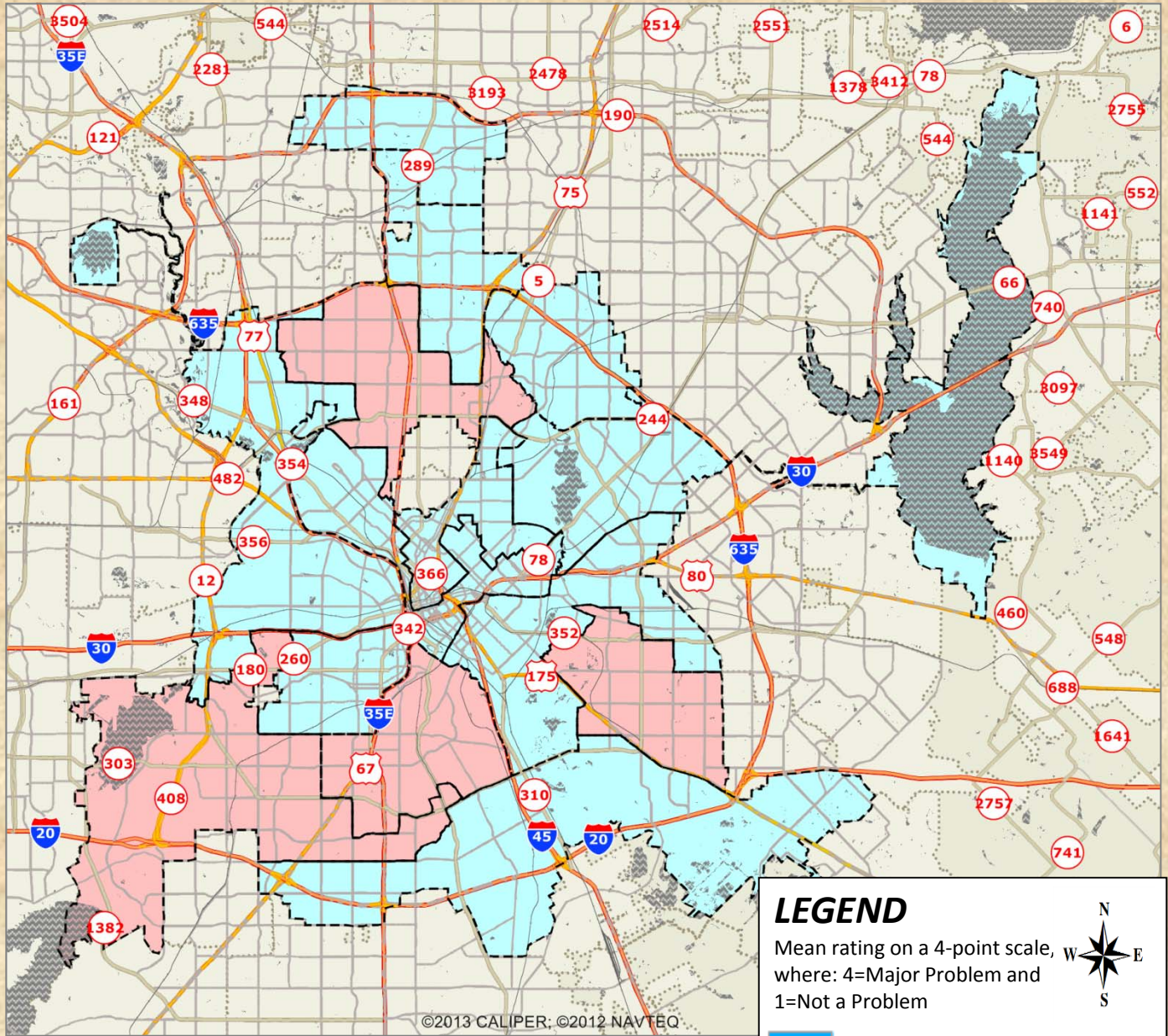
Mean rating on a 4-point scale, where: 4=Major Problem and 1=Not a Problem



- Not a problem
- Minor problem
- Moderate problem
- Major problem
- Other (no responses)



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








## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

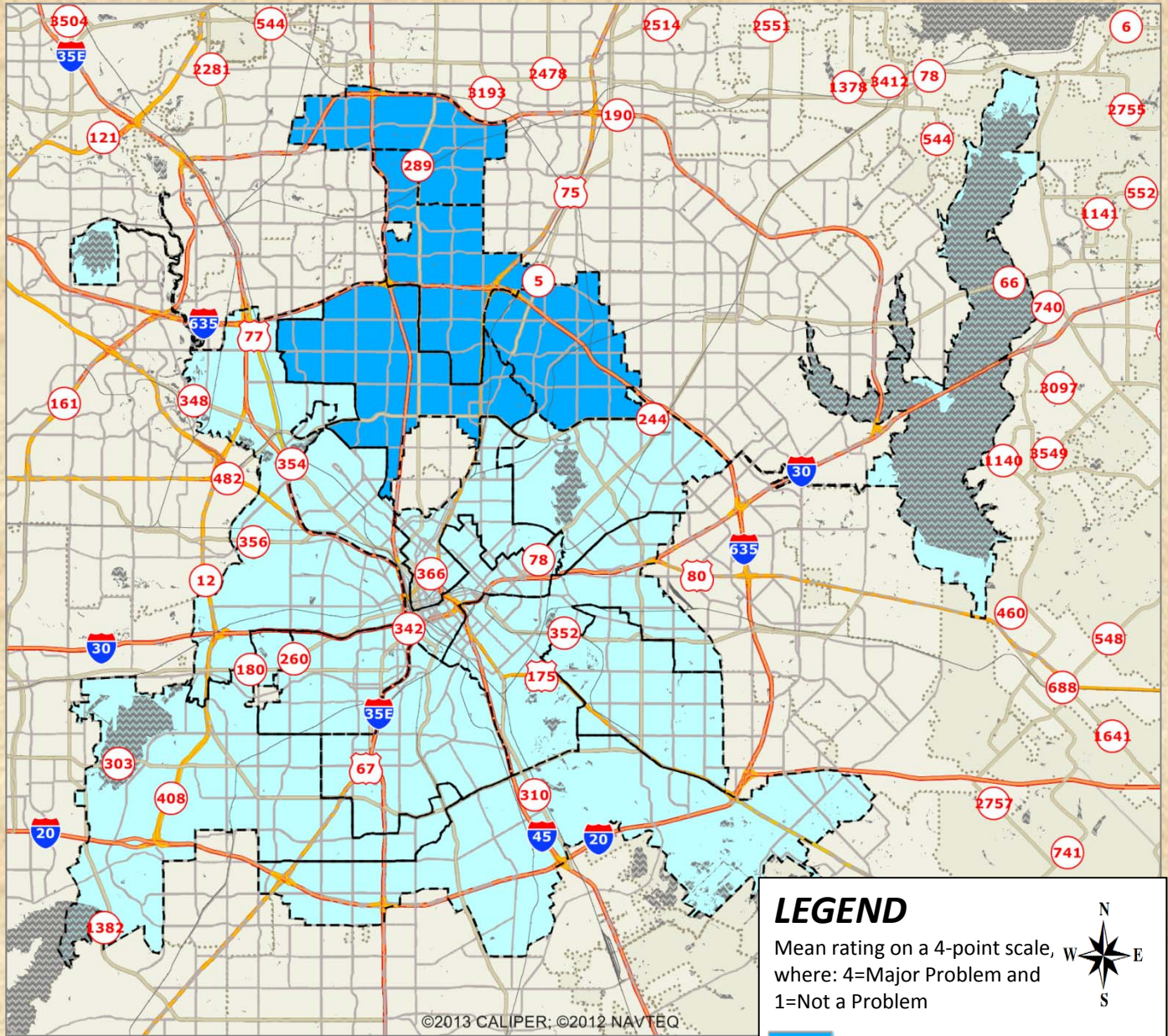
### LEGEND

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



-  Not a problem
-  Minor problem
-  Moderate problem
-  Major problem
-  Other (no responses)

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








## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

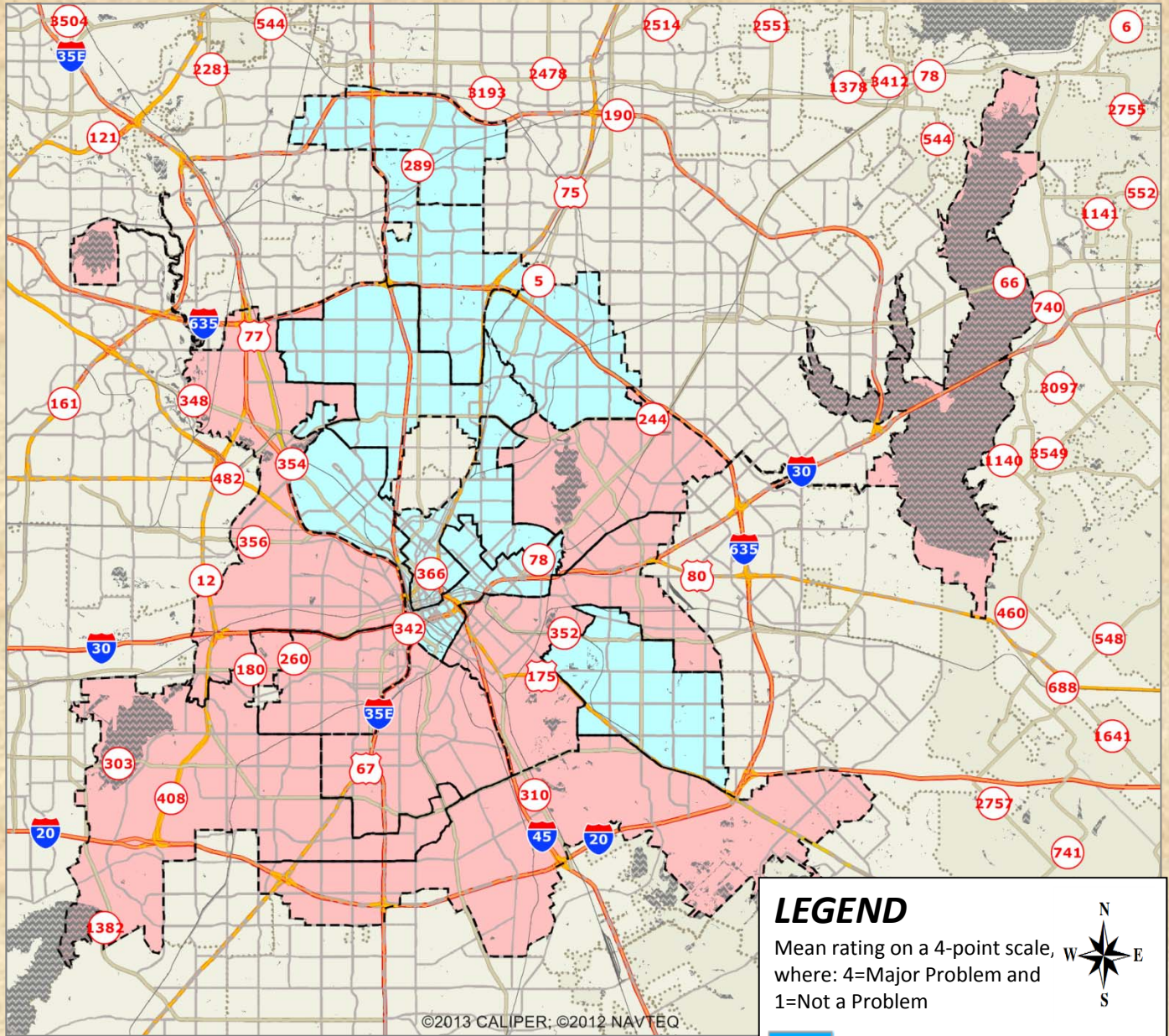
### LEGEND

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



-  Not a problem
-  Minor problem
-  Moderate problem
-  Major problem
-  Other (no responses)

# Do you think graffiti is a problem in Dallas?








## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

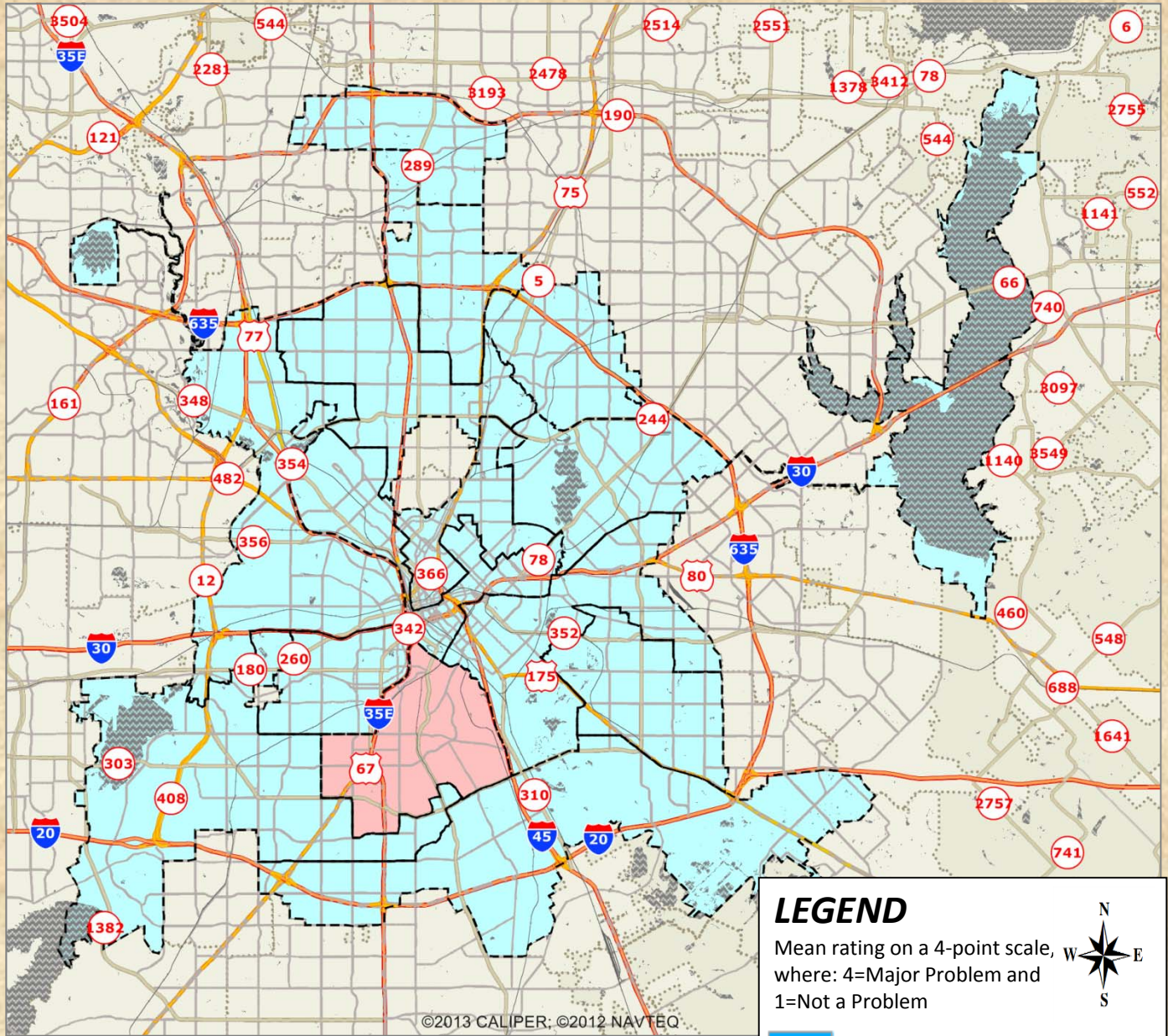
### LEGEND

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



-  Not a problem
-  Minor problem
-  Moderate problem
-  Major problem
-  Other (no responses)

# Do you think noise is a problem in Dallas?



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

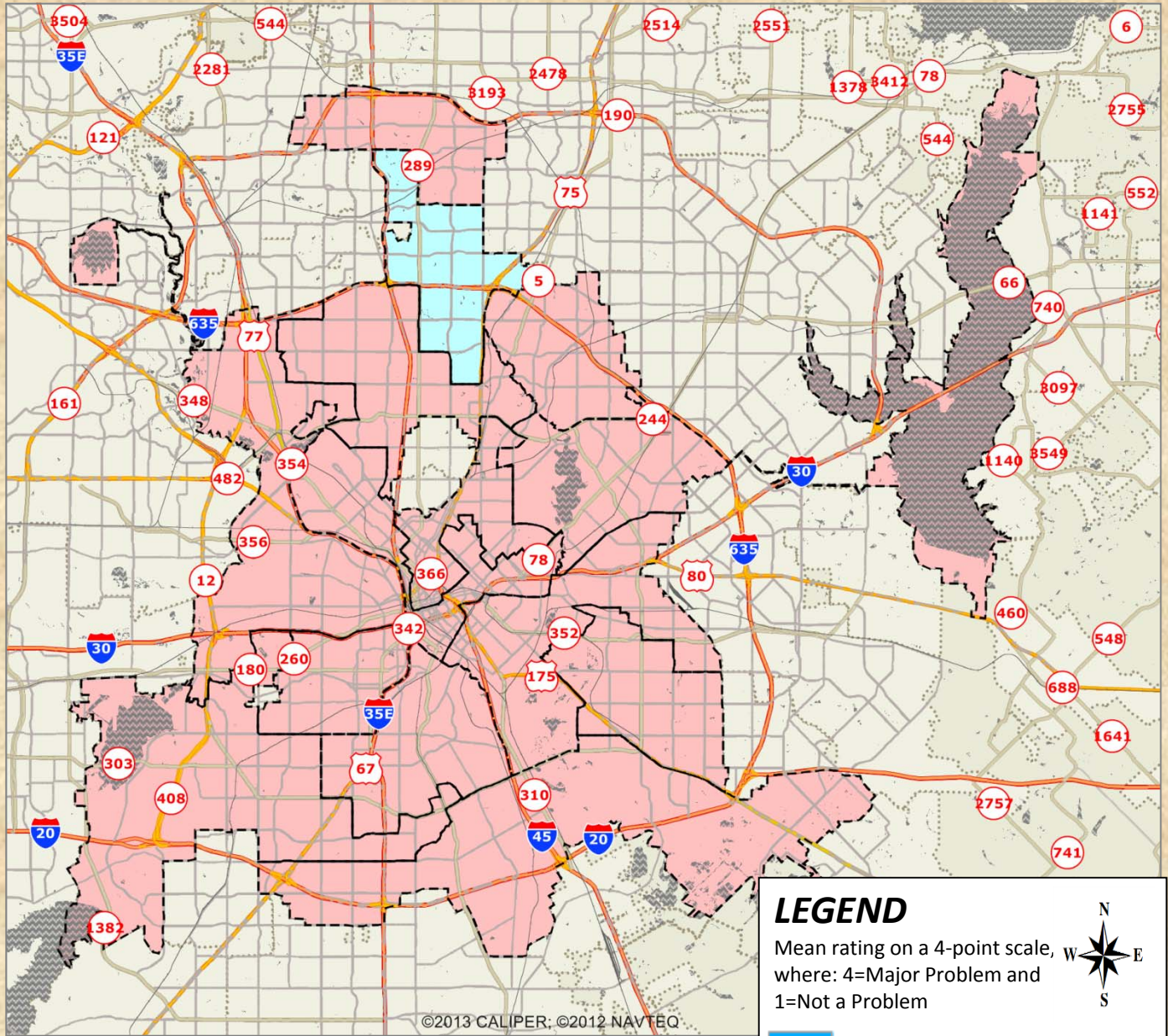
### LEGEND

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



- Not a problem
- Minor problem
- Moderate problem
- Major problem
- Other (no responses)

# Do you think rundown buildings, weed lots, or junk vehicles are a problem in Dallas?



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

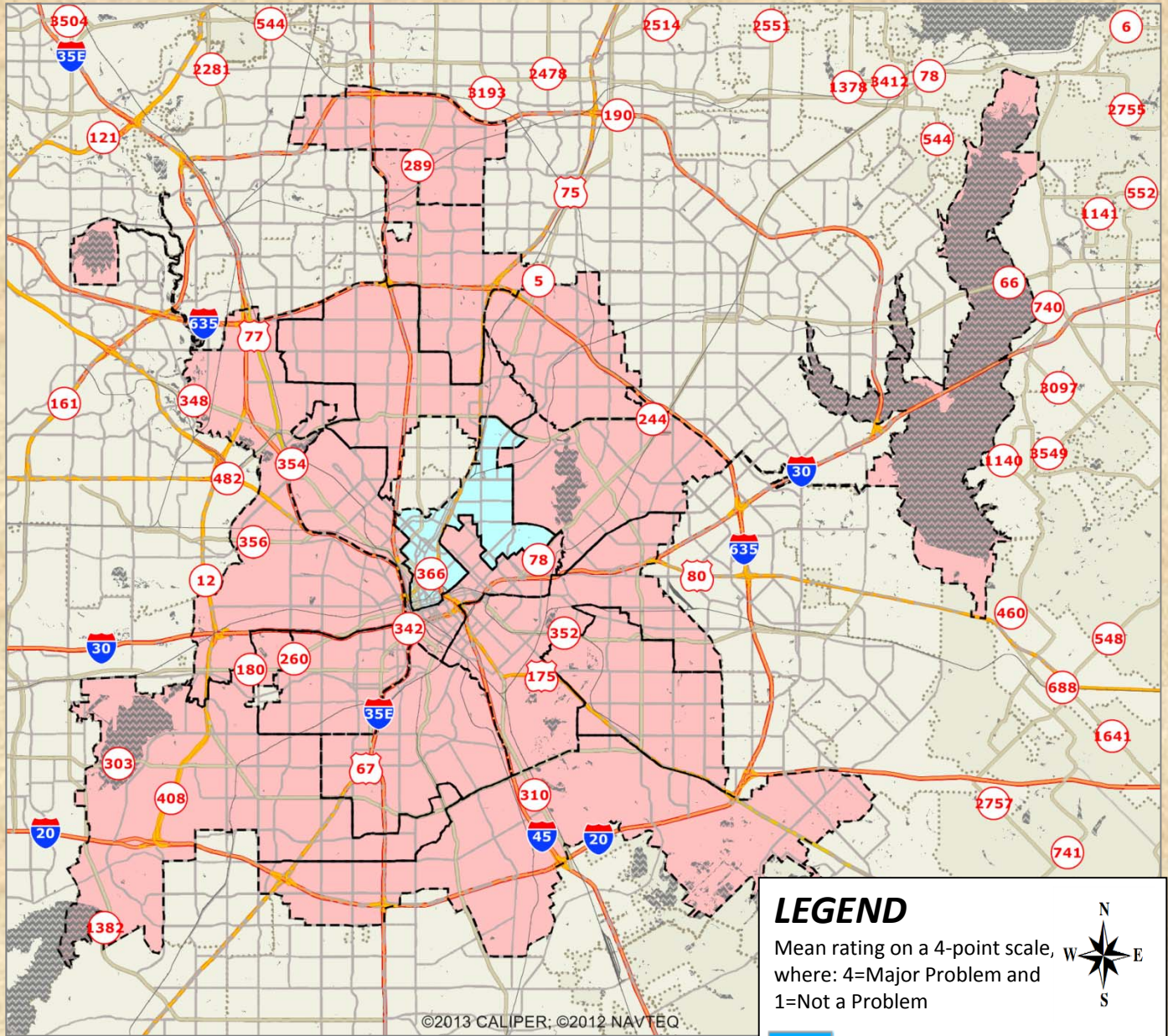
### LEGEND

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

- Not a problem
- Minor problem
- Moderate problem
- Major problem
- Other (no responses)



# Do you think taxes are a problem in Dallas?



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

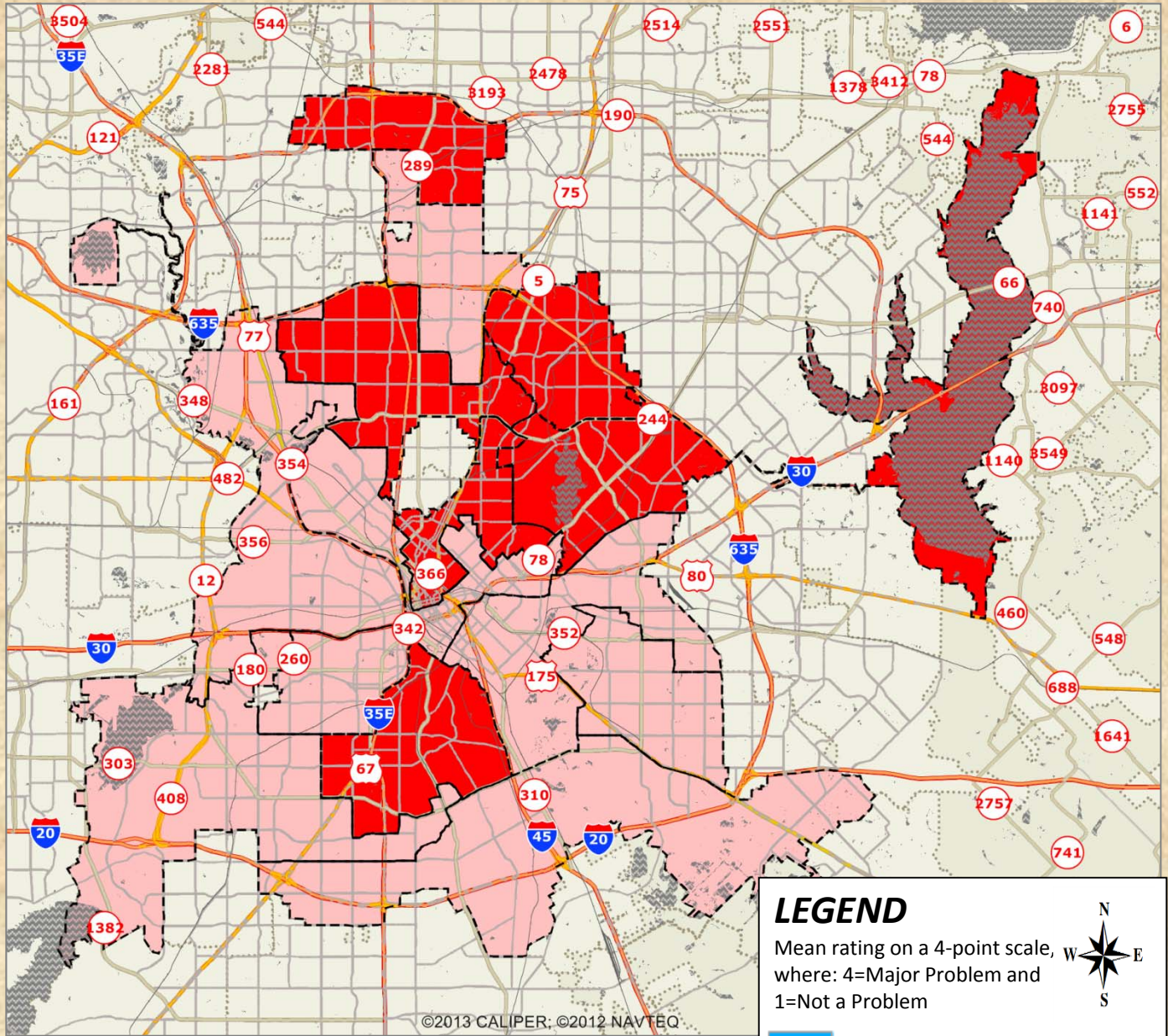
### LEGEND

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



- Not a problem
- Minor problem
- Moderate problem
- Major problem
- Other (no responses)

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








## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

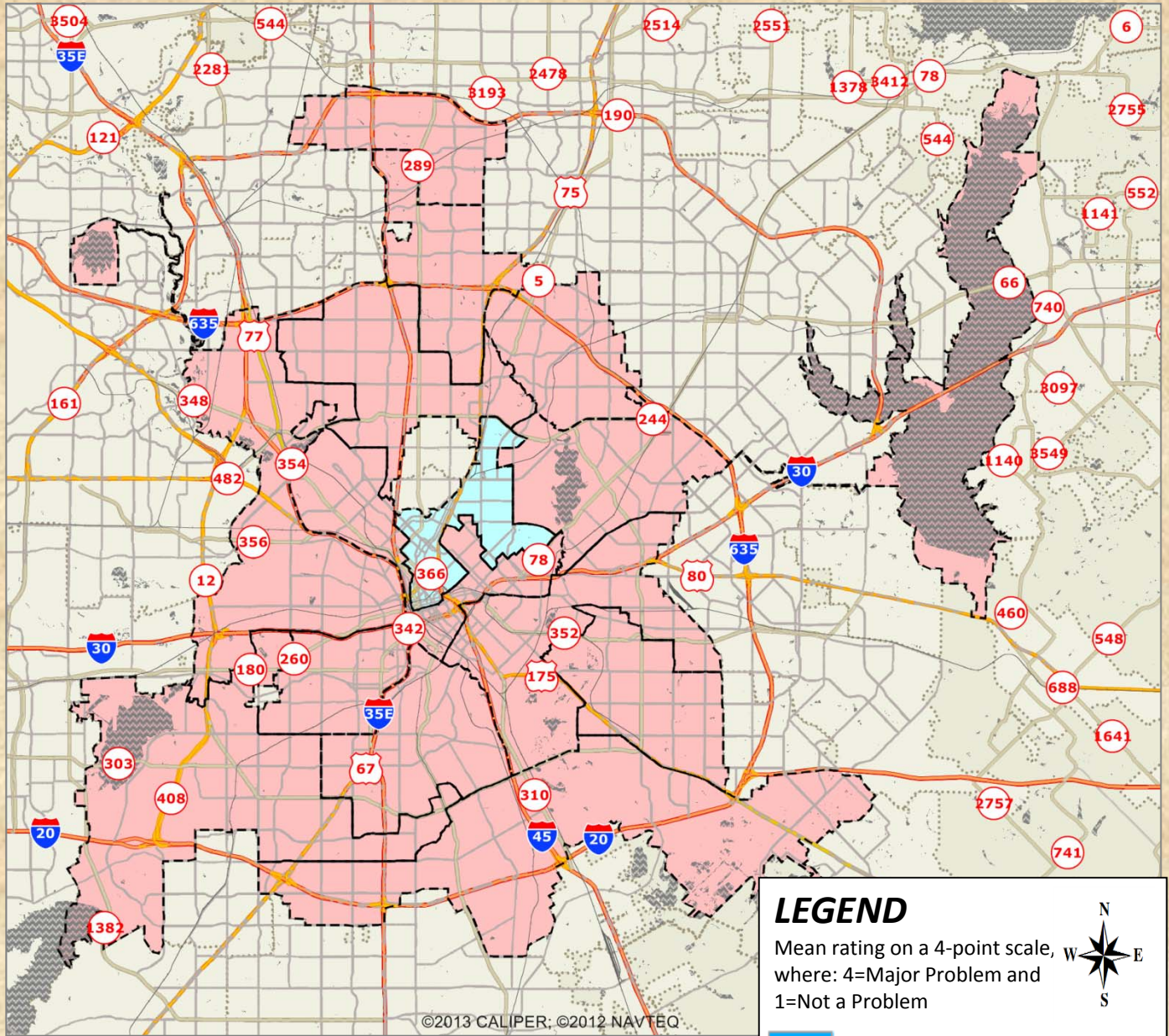
### LEGEND

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



-  Not a problem
-  Minor problem
-  Moderate problem
-  Major problem
-  Other (no responses)

# Do you think unsupervised youth are a problem in Dallas?

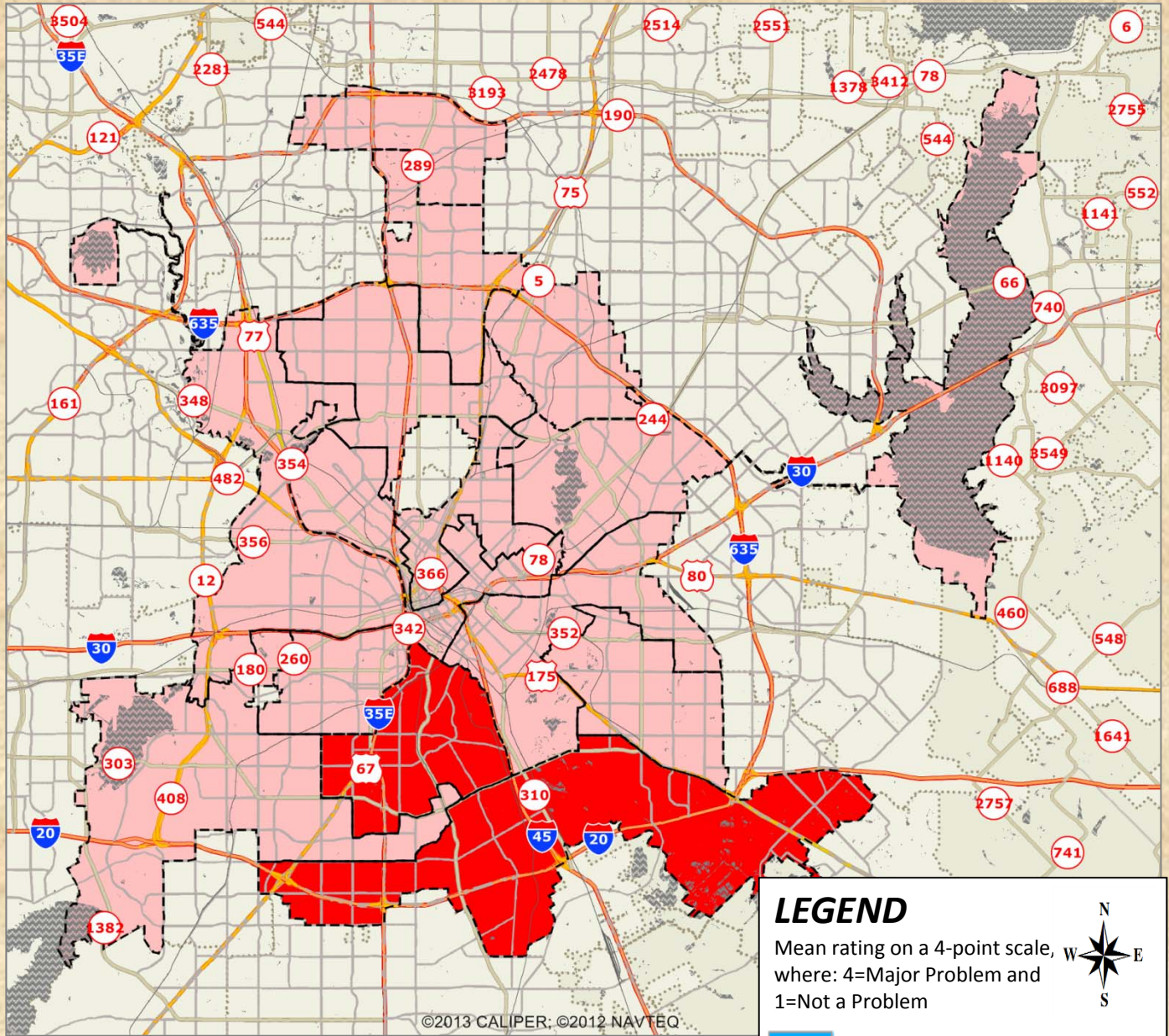


## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District



# Do you think homelessness is a problem in Dallas?








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## 2013 Dallas Community Survey

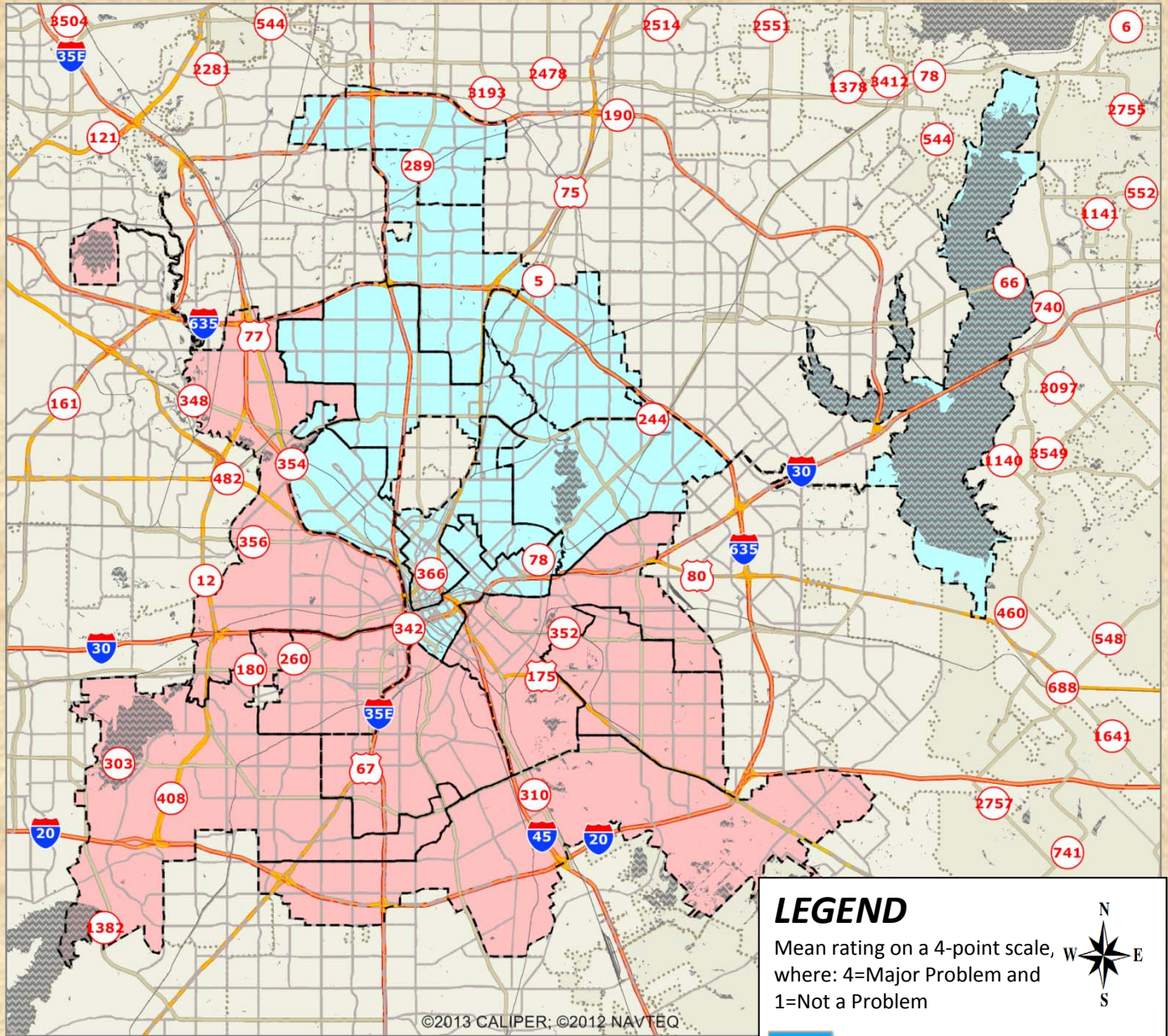
Shading reflects the mean rating for all respondents by District

### LEGEND

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

-  Not a problem
-  Minor problem
-  Moderate problem
-  Major problem
-  Other (no responses)

# Do you think weeds are a problem in Dallas?



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

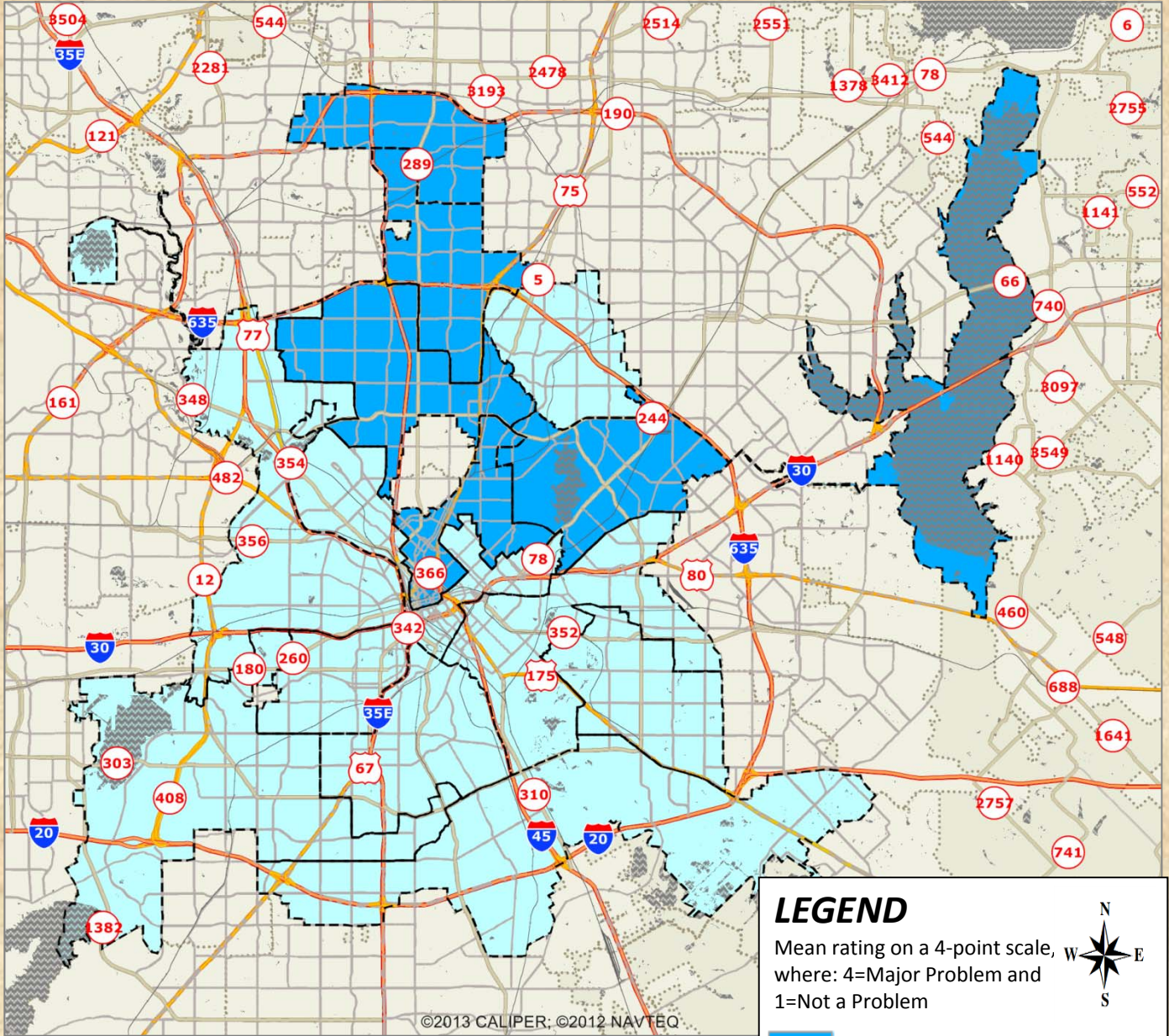
### LEGEND

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



- Not a problem
- Minor problem
- Moderate problem
- Major problem
- Other (no responses)

# Do you think the absence of communication from the City of Dallas translated into languages other than English is a problem in Dallas?



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

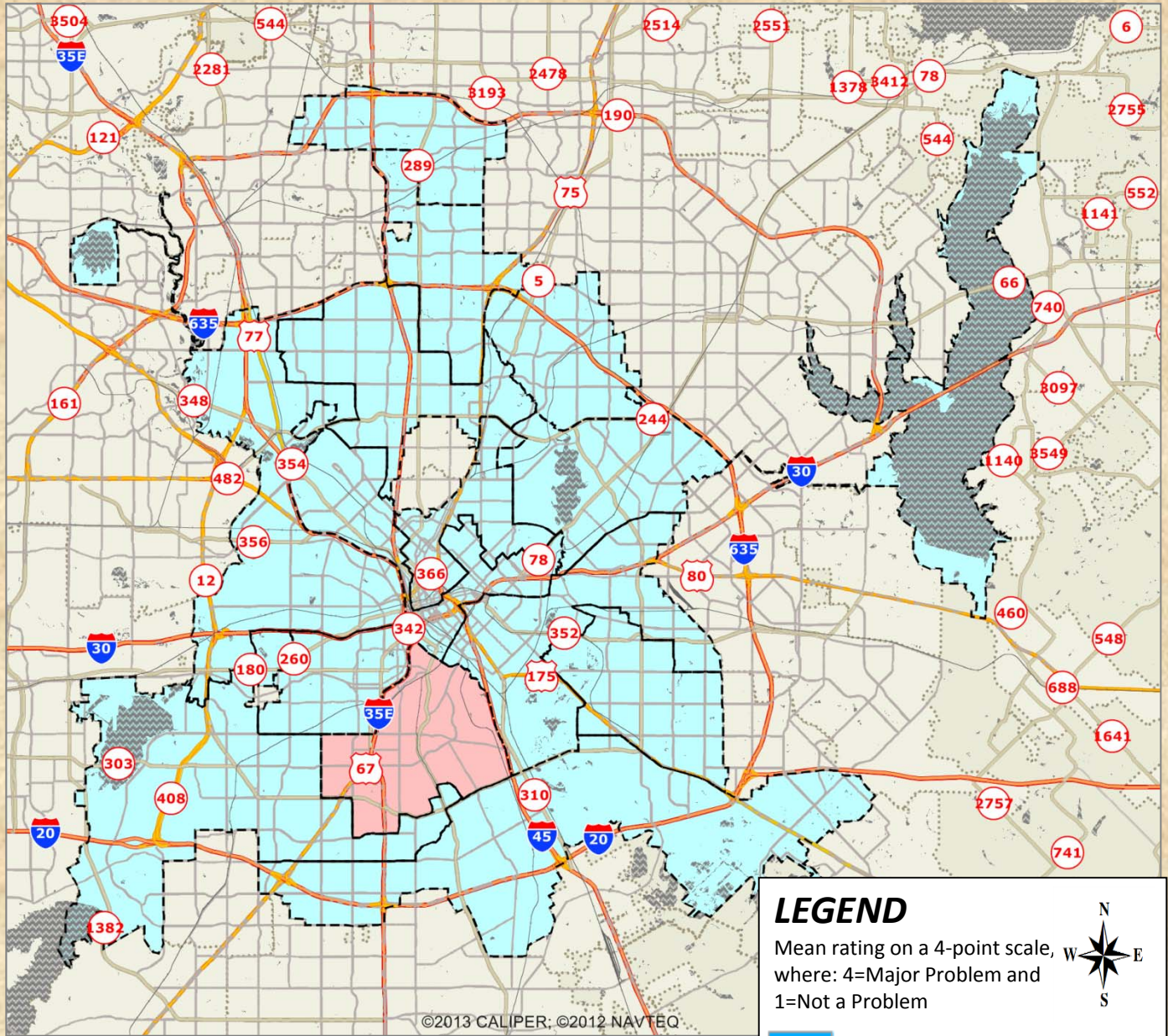
### LEGEND

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



- Not a problem
- Minor problem
- Moderate problem
- Major problem
- Other (no responses)

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



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

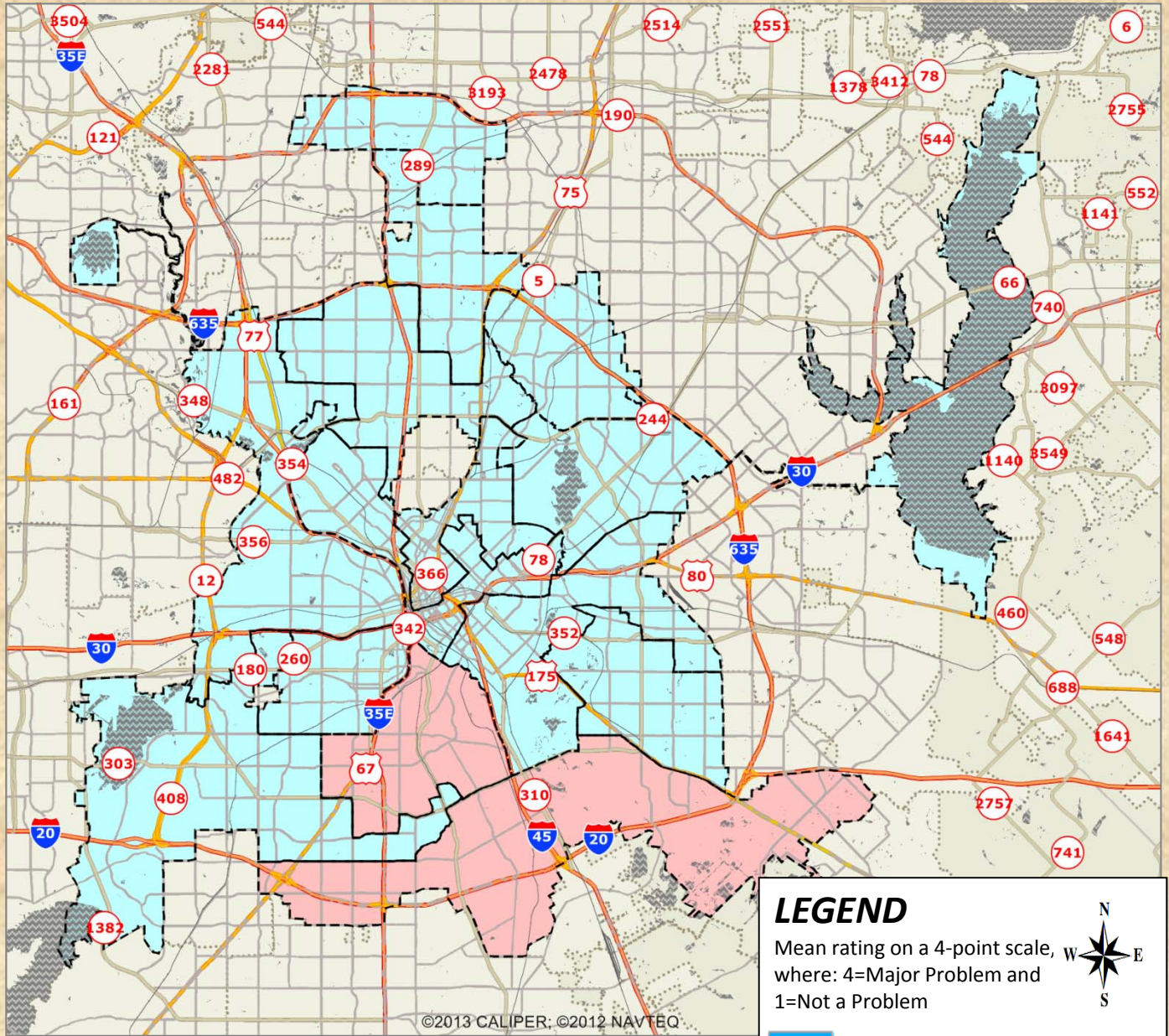
### LEGEND

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



- Not a problem
- Minor problem
- Moderate problem
- Major problem
- Other (no responses)

# Do you think toxic waste or other environmental hazards are a problem in Dallas?



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

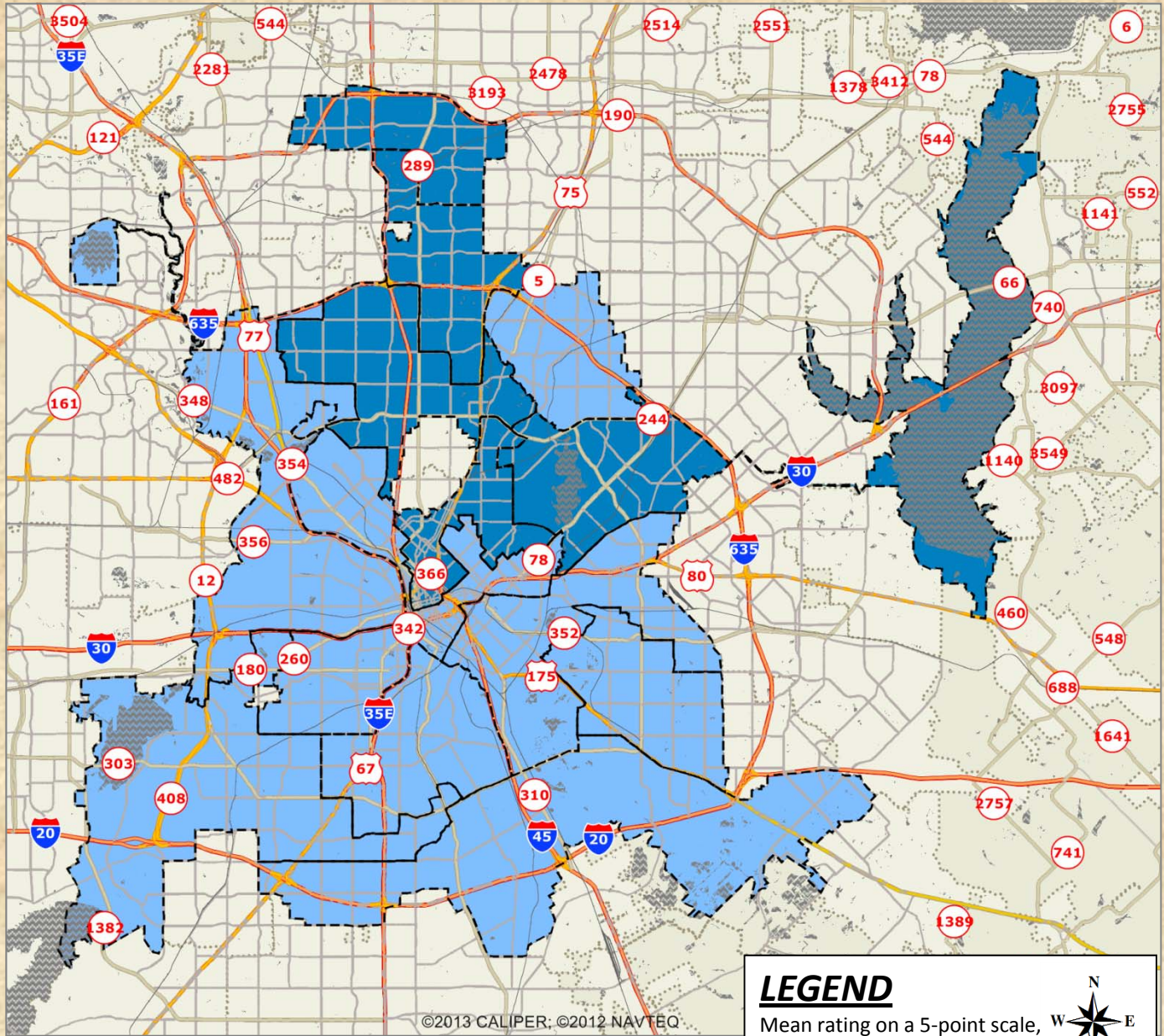
### LEGEND

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



- Not a problem
- Minor problem
- Moderate problem
- Major problem
- Other (no responses)

# Feeling of Safety in Your Neighborhood During the Day



**LEGEND**

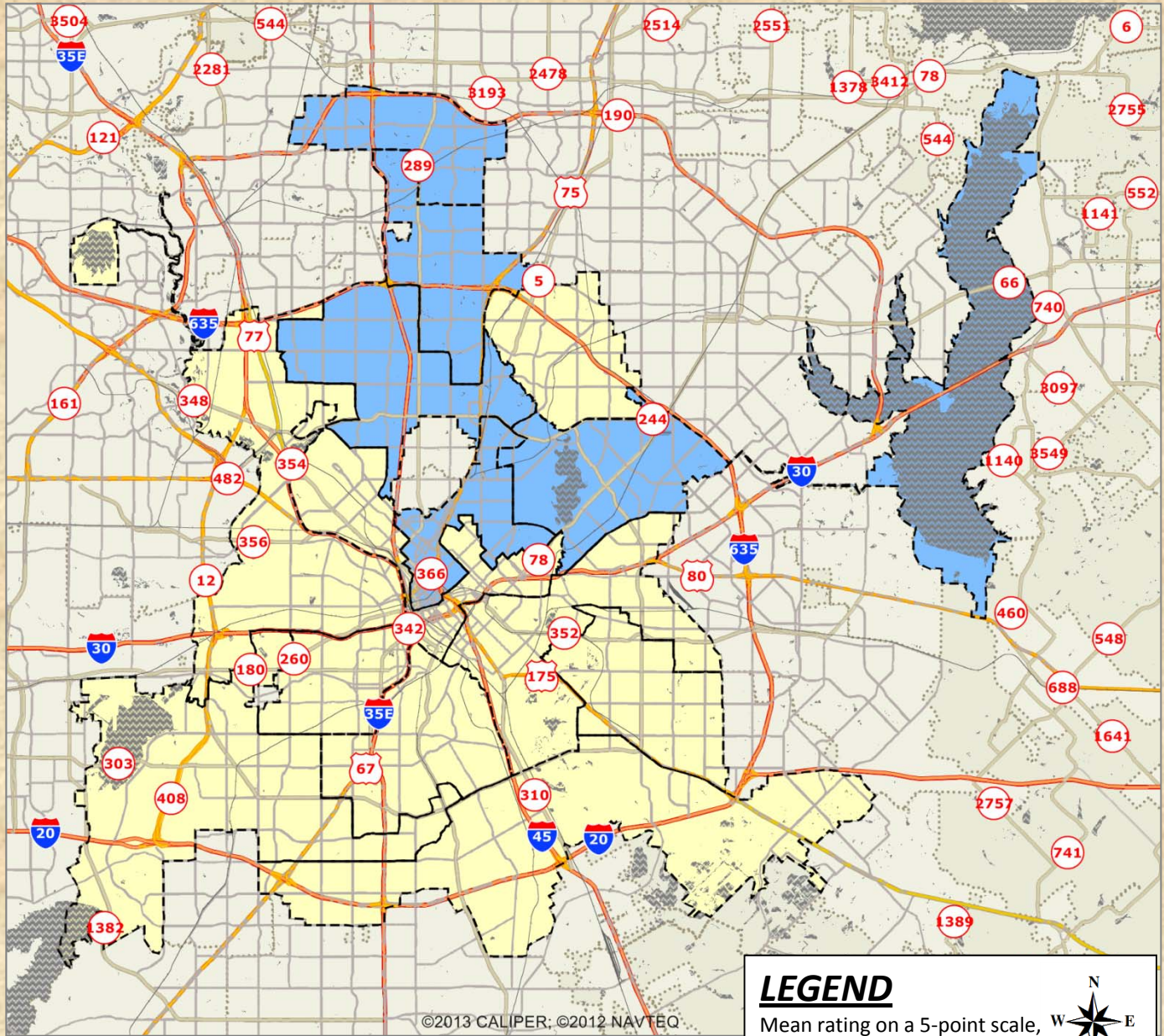
Mean rating on a 5-point scale, 5=Very Safe and 1=Very Unsafe

- Very unsafe
- Unsafe
- Neutral
- Safe
- Very safe
- Other (no responses)

## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

# Feeling of Safety in Your Neighborhood After Dark



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## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

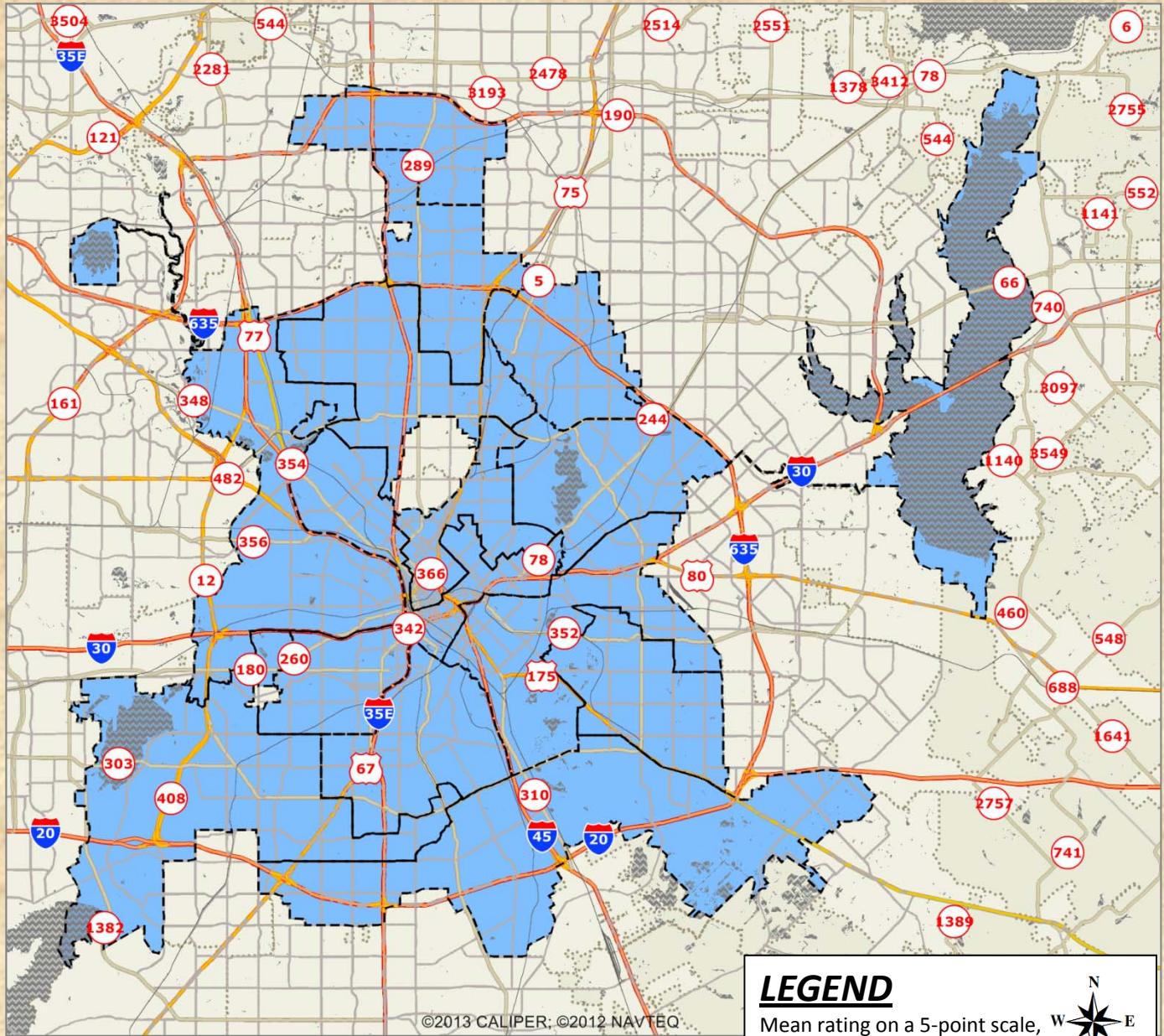
### LEGEND

Mean rating on a 5-point scale, 5=Very Safe and 1=Very Unsafe



- Very unsafe
- Unsafe
- Neutral
- Safe
- Very safe
- Other (no responses)

# Feeling of Safety in Dallas' Downtown Area During the Day




## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

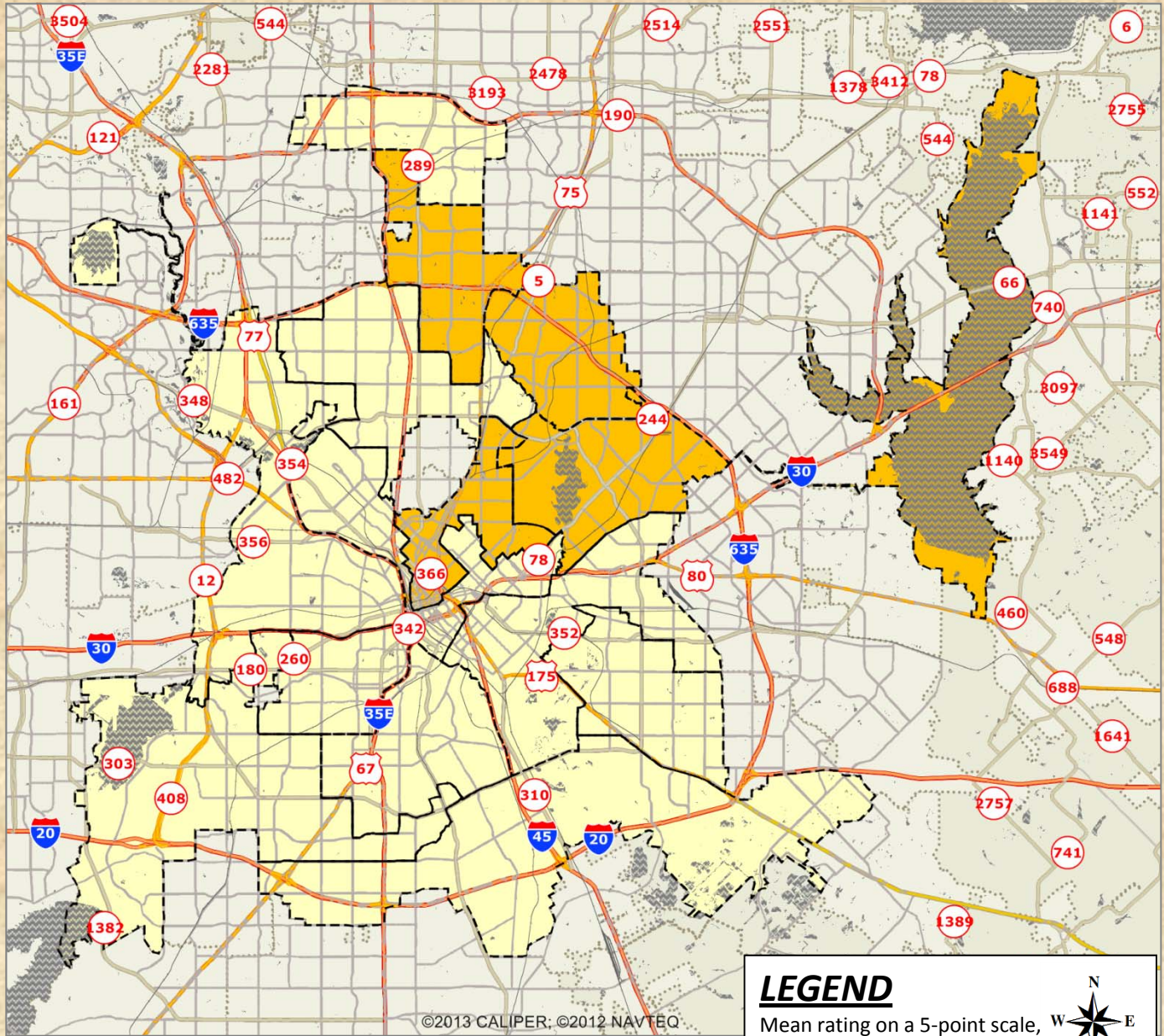
### LEGEND

Mean rating on a 5-point scale, 5=Very Safe and 1=Very Unsafe

-  Very unsafe
-  Unsafe
-  Neutral
-  Safe
-  Very safe
-  Other (no responses)



# Feeling of Safety in Dallas' Downtown Area After Dark



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

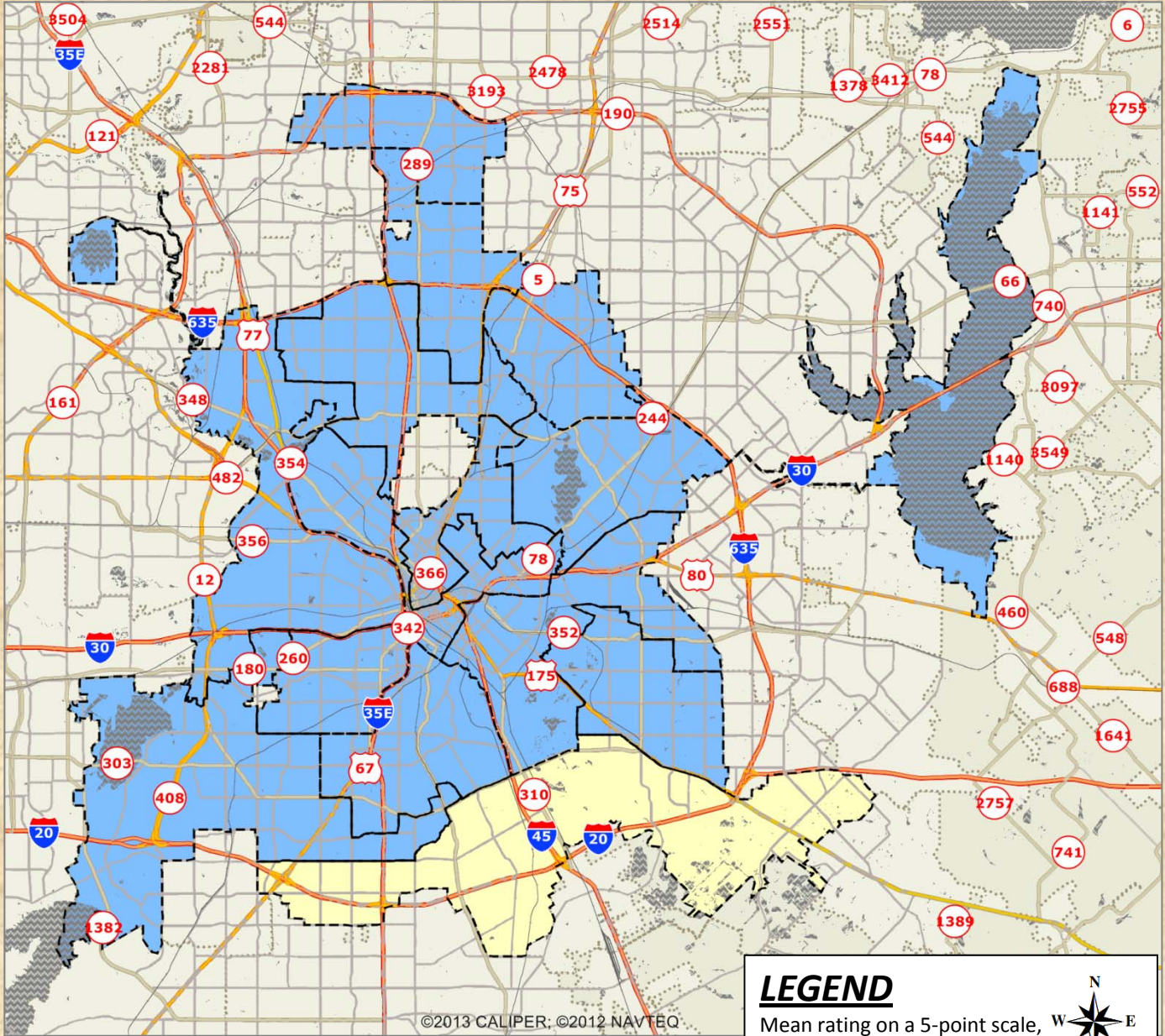
### LEGEND

Mean rating on a 5-point scale, 5=Very Safe and 1=Very Unsafe



- Very unsafe
- Unsafe
- Neutral
- Safe
- Very safe
- Other (no responses)

# Feeling of Safety in Dallas' Parks During the Day



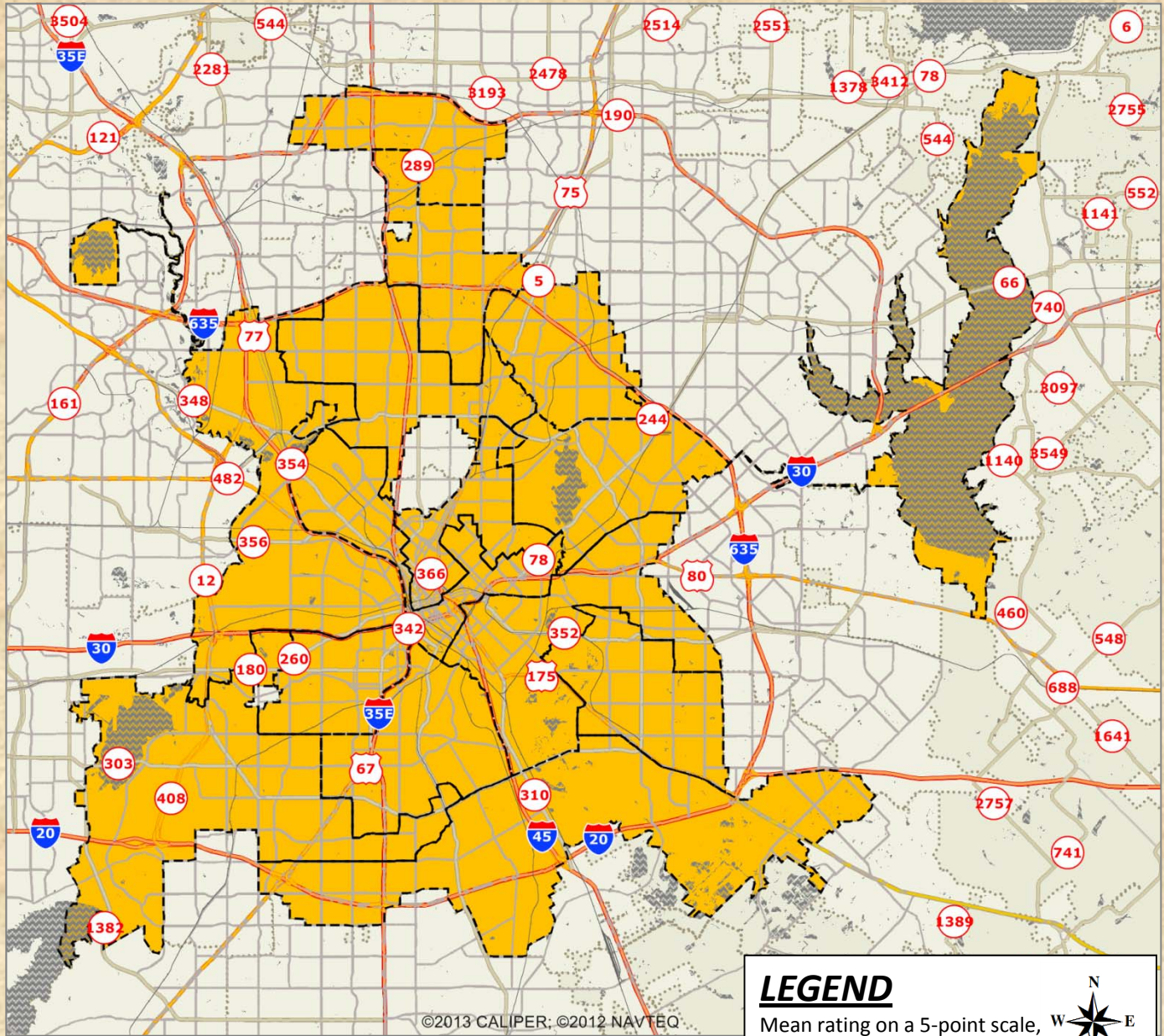
## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

**LEGEND**  
Mean rating on a 5-point scale, 5=Very Safe and 1=Very Unsafe

- Very unsafe
- Unsafe
- Neutral
- Safe
- Very safe
- Other (no responses)

# Feeling of Safety in Dallas' Parks After Dark



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## LEGEND

Mean rating on a 5-point scale, 5=Very Safe and 1=Very Unsafe

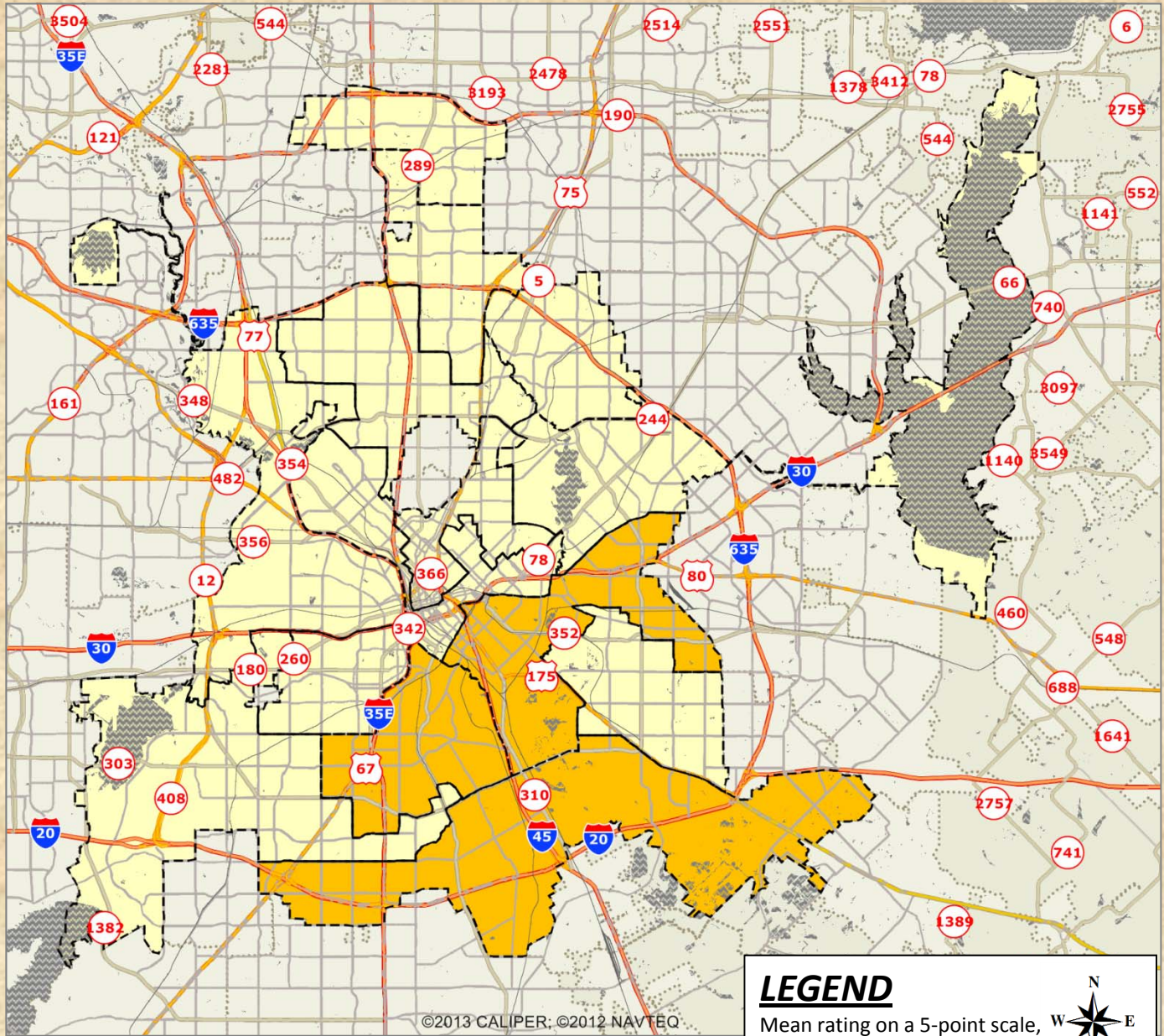


- Very unsafe
- Unsafe
- Neutral
- Safe
- Very safe
- Other (no responses)

## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

# Feeling of Safety from Violent Crime (rape, assault, robbery)



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## LEGEND

Mean rating on a 5-point scale, 5=Very Safe and 1=Very Unsafe

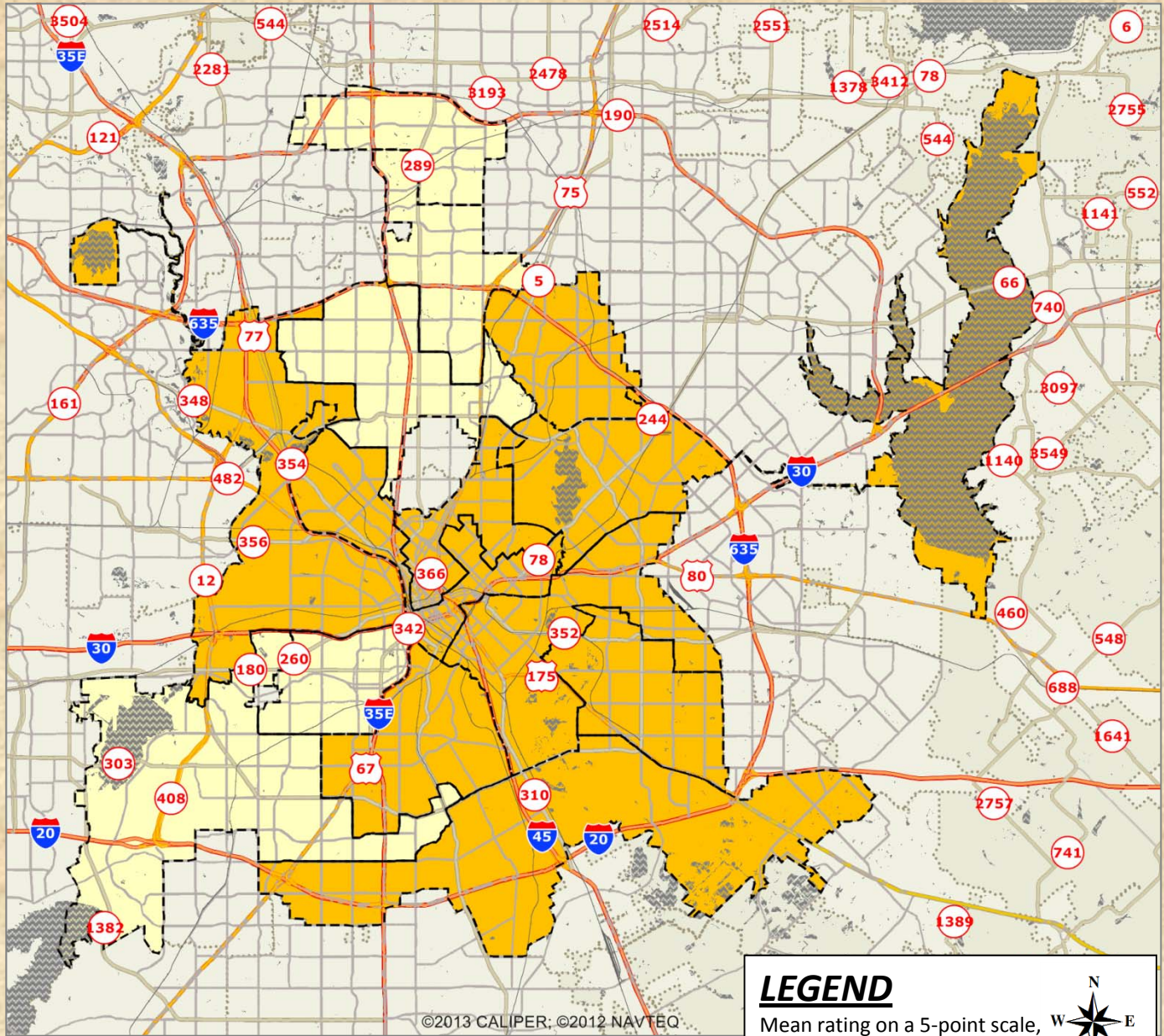


- Very unsafe
- Unsafe
- Neutral
- Safe
- Very safe
- Other (no responses)

## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

# Feeling of Safety from Property Crime (burglary, theft)



## 2013 Dallas Community Survey

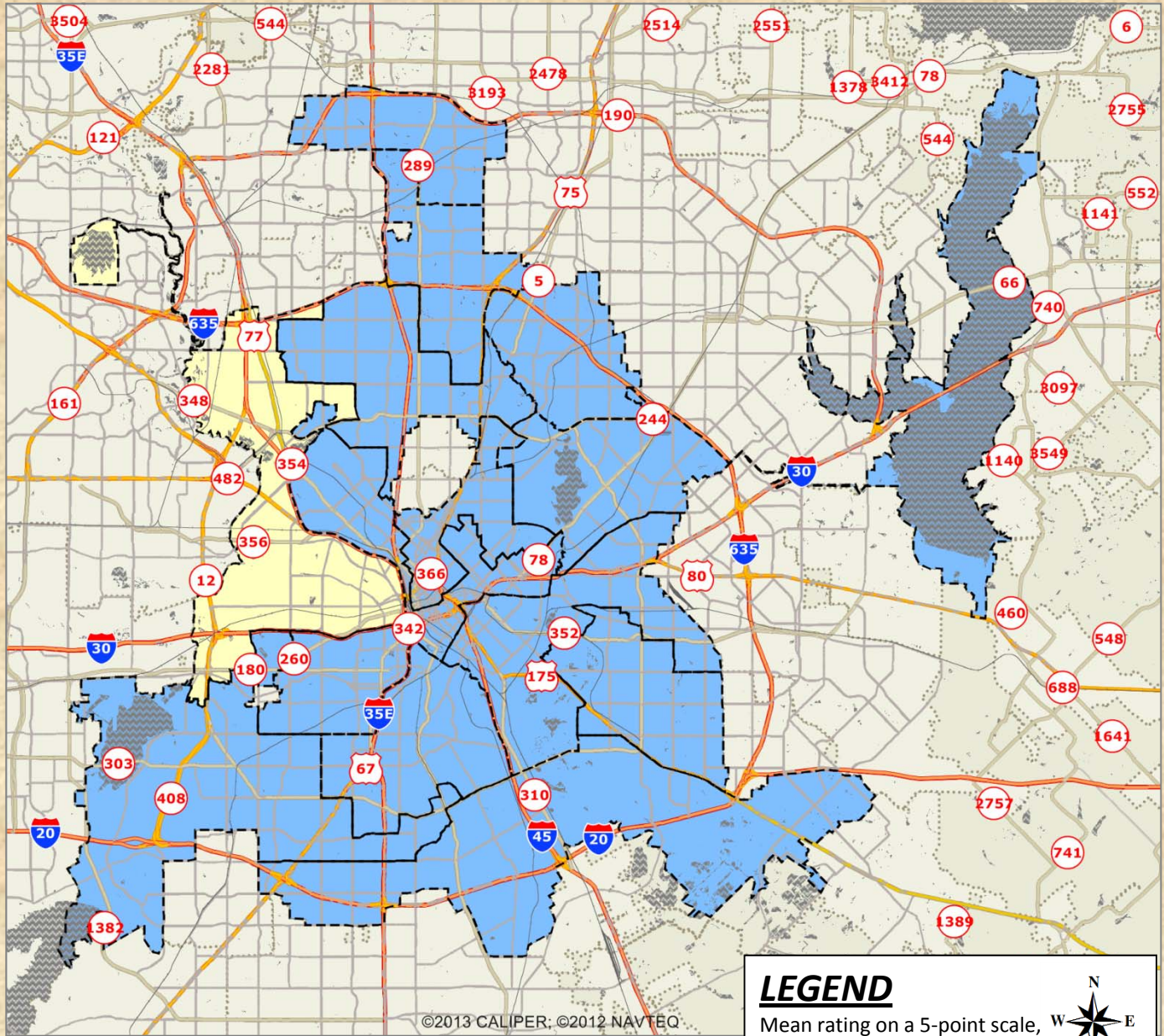
Shading reflects the mean rating for all respondents by District

**LEGEND**

Mean rating on a 5-point scale, 5=Very Safe and 1=Very Unsafe

- Very unsafe
- Unsafe
- Neutral
- Safe
- Very safe
- Other (no responses)

# Feeling of Safety from Fire



## 2013 Dallas Community Survey

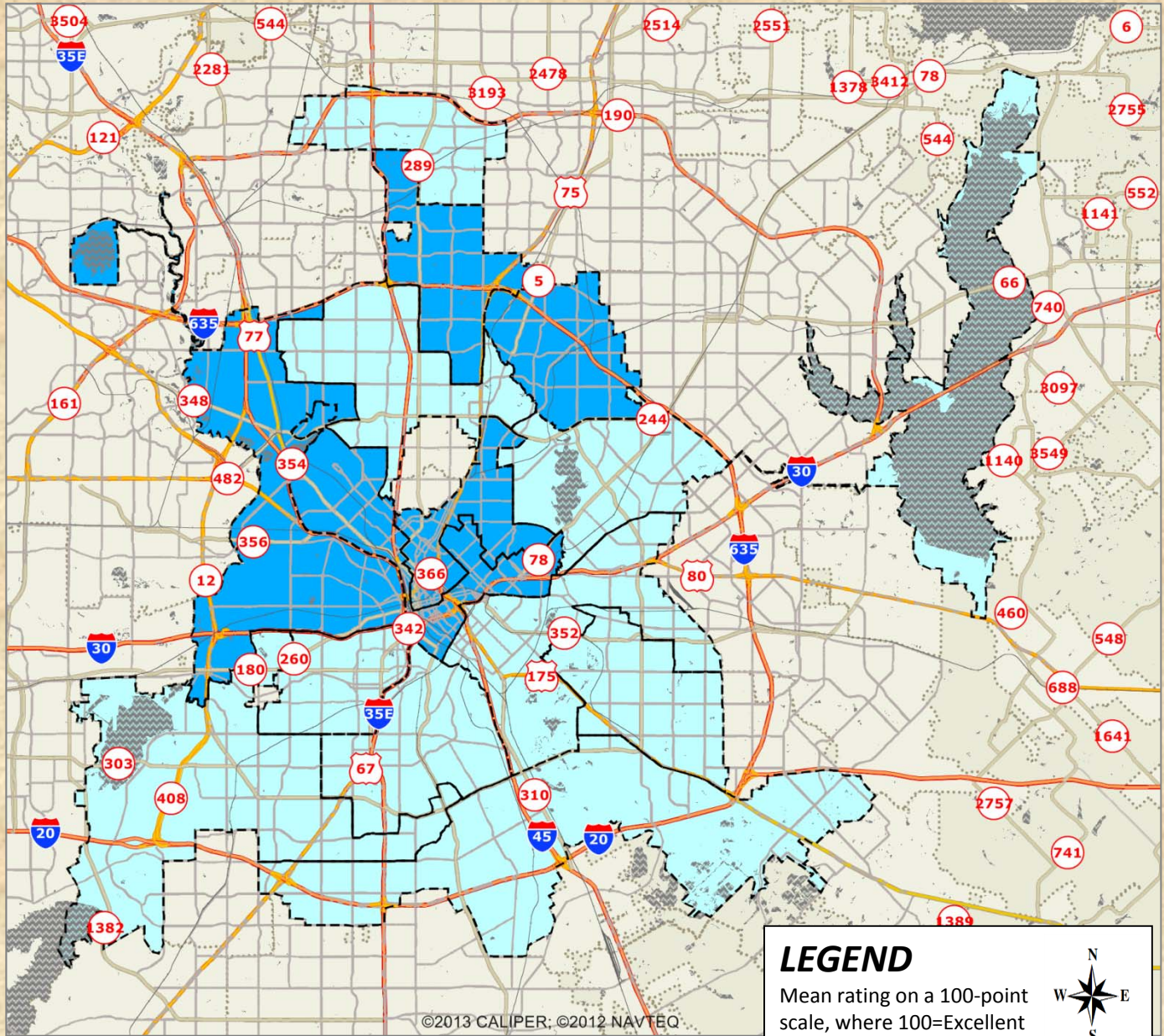
Shading reflects the mean rating for all respondents by District

**LEGEND**

Mean rating on a 5-point scale, 5=Very Safe and 1=Very Unsafe

- Very unsafe
- Unsafe
- Neutral
- Safe
- Very safe
- Other (no responses)

# Ratings of Ambulance/Emergency Medical Services



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

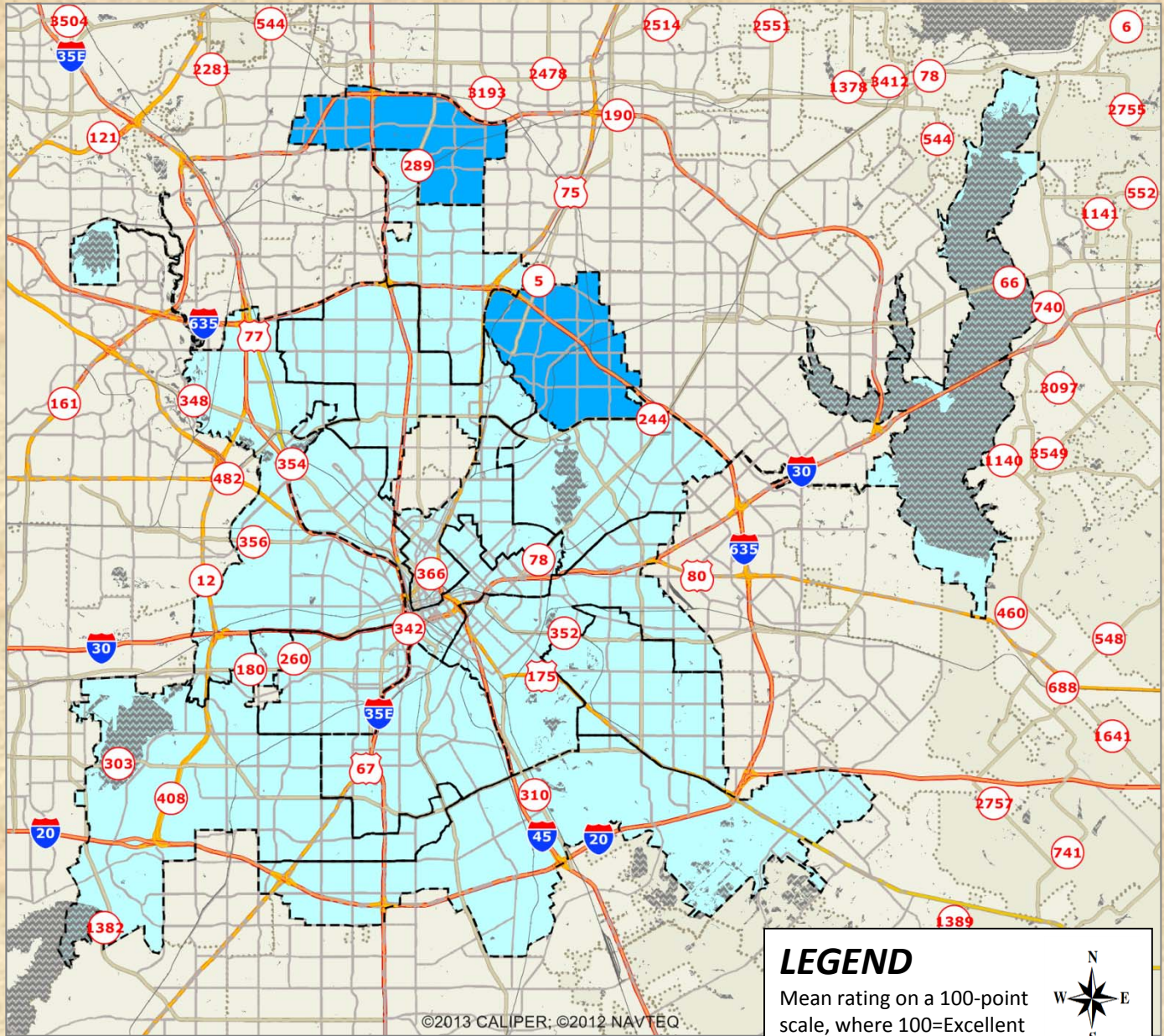
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of Arts and Cultural Programs



**LEGEND**

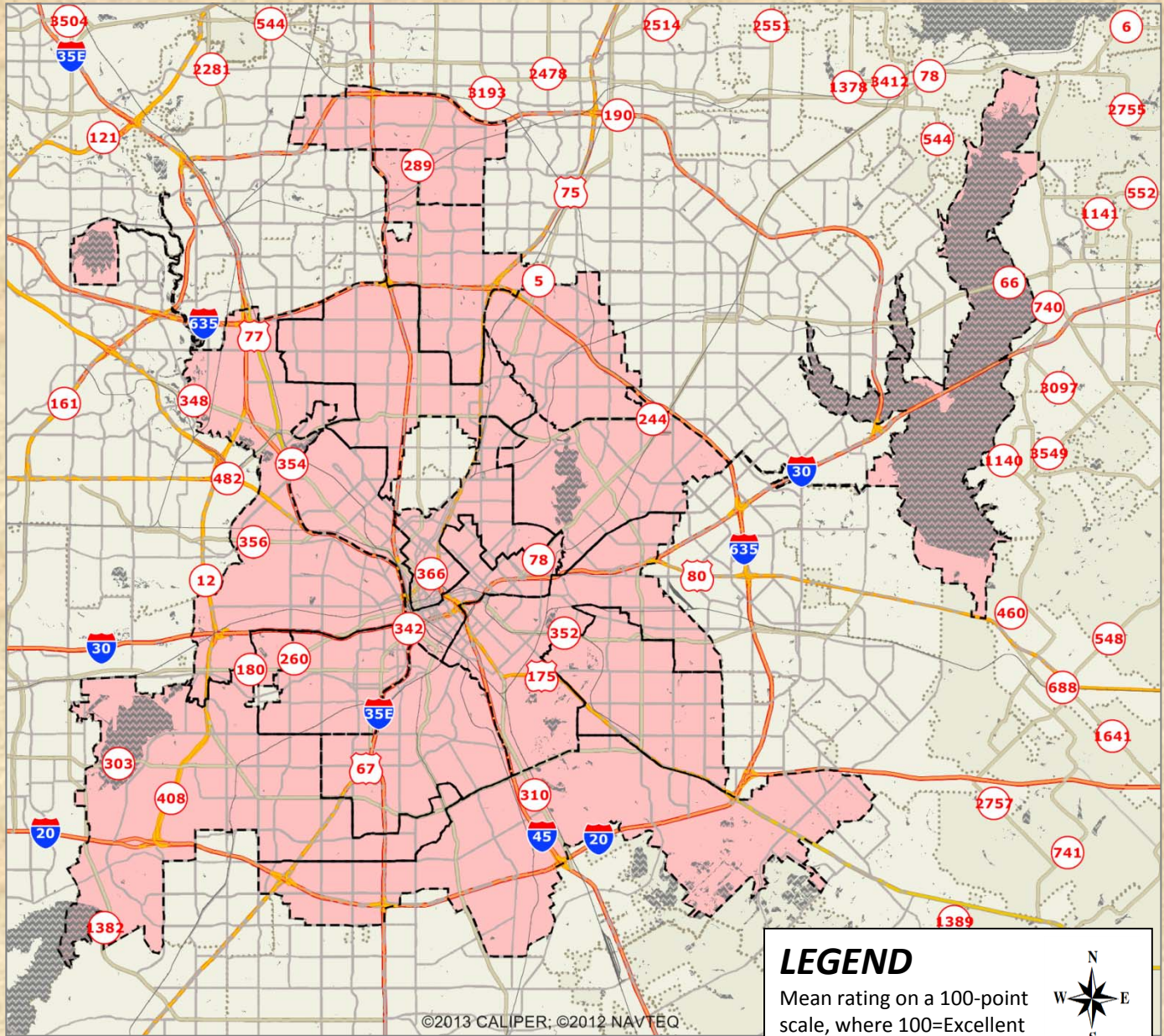
Mean rating on a 100-point scale, where 100=Excellent and 0=Poor

- Excellent
- Good
- Fair
- Poor
- Other (no responses)

**2013 Dallas Community Survey**  
 Shading reflects the mean rating for all respondents by District



# Ratings of Code Enforcement



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

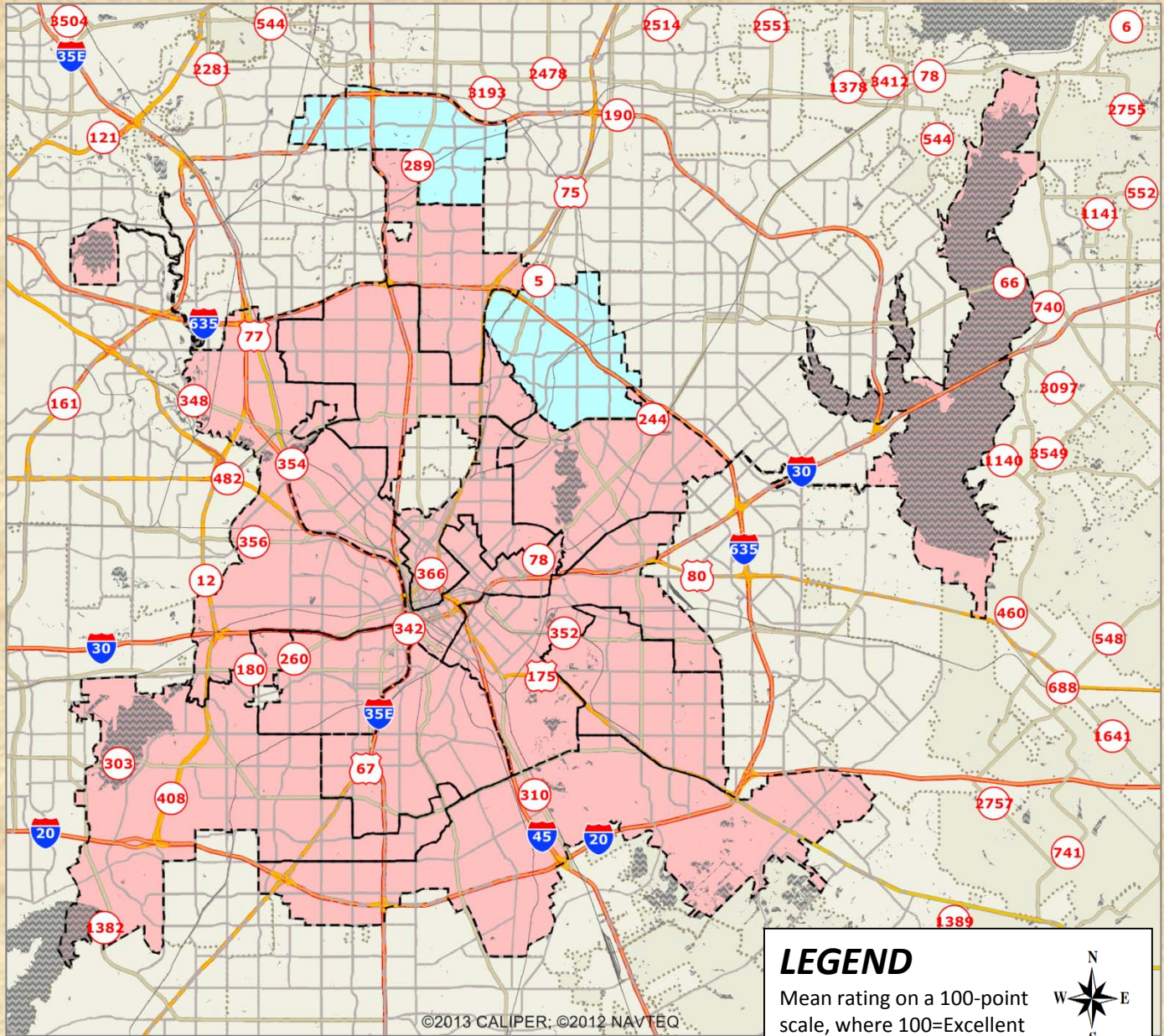
### LEGEND

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

-  Excellent
-  Good
-  Fair
-  Poor
-  Other (no responses)



# Ratings of the Customer Service Provided by City Employees



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

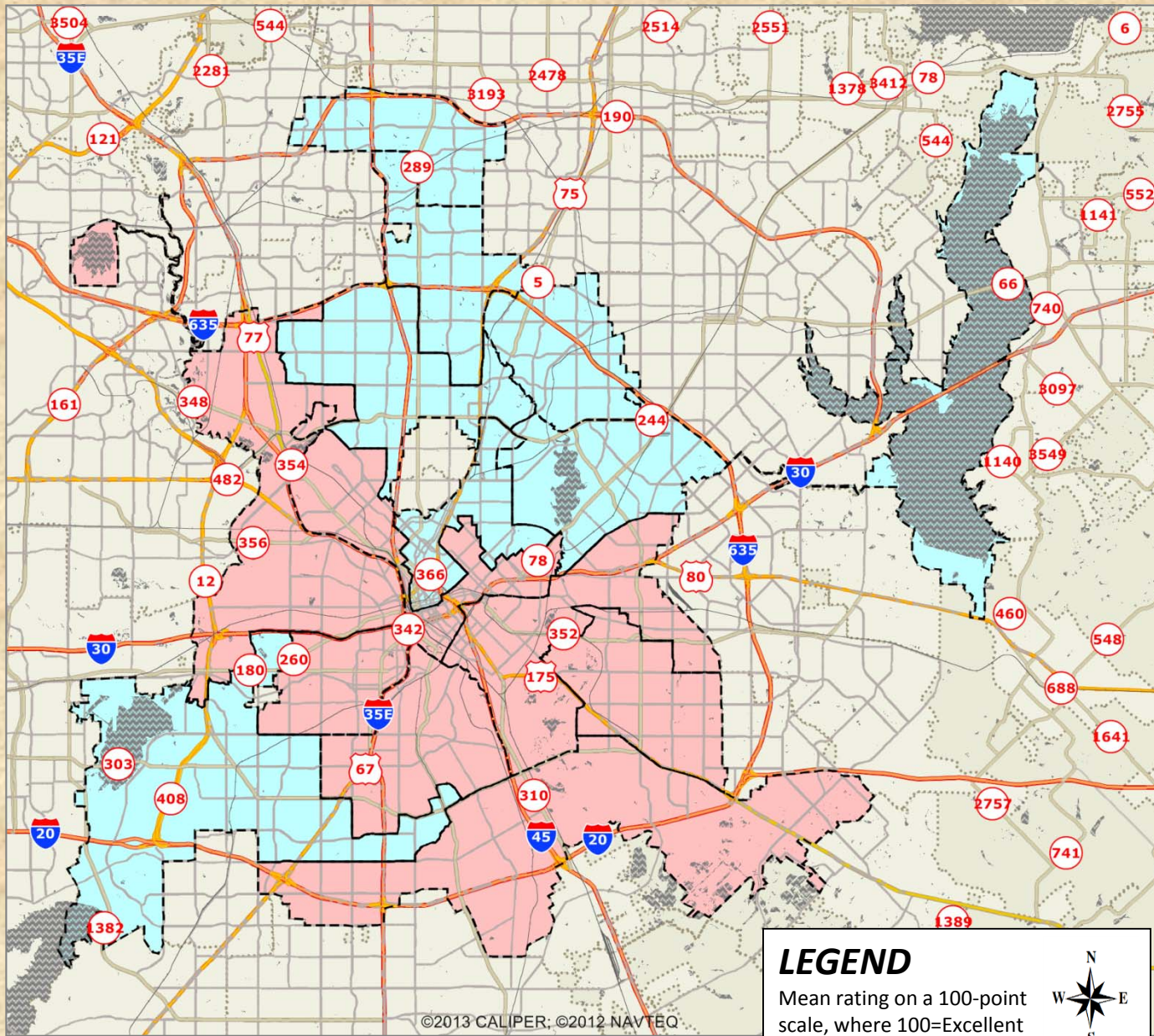
### LEGEND

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

-  Excellent
-  Good
-  Fair
-  Poor
-  Other (no responses)



# Ratings of Drinking Water



## 2013 Dallas Community Survey

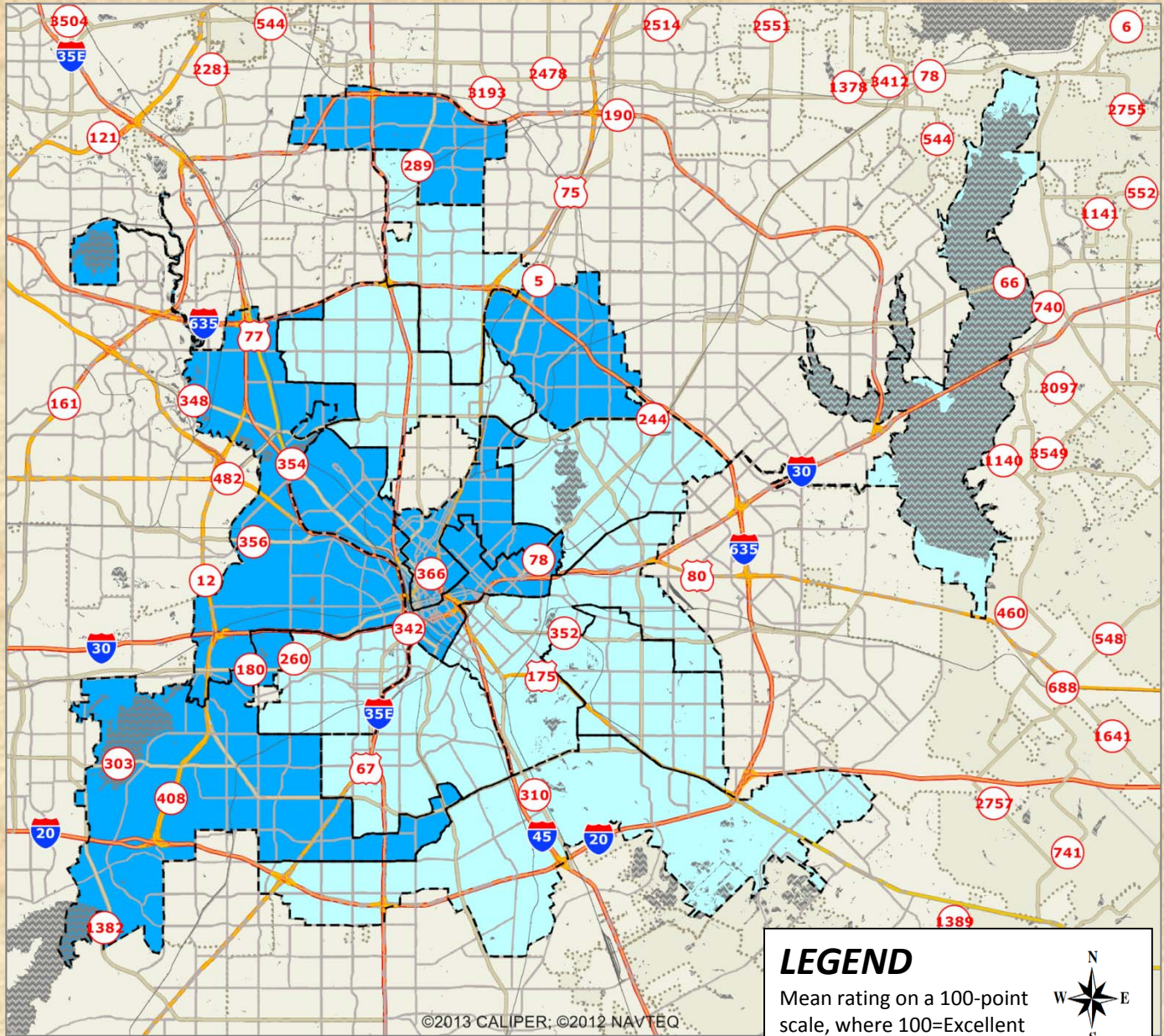
Shading reflects the mean rating for all respondents by District

**LEGEND**

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)

# Ratings of Fire Services



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

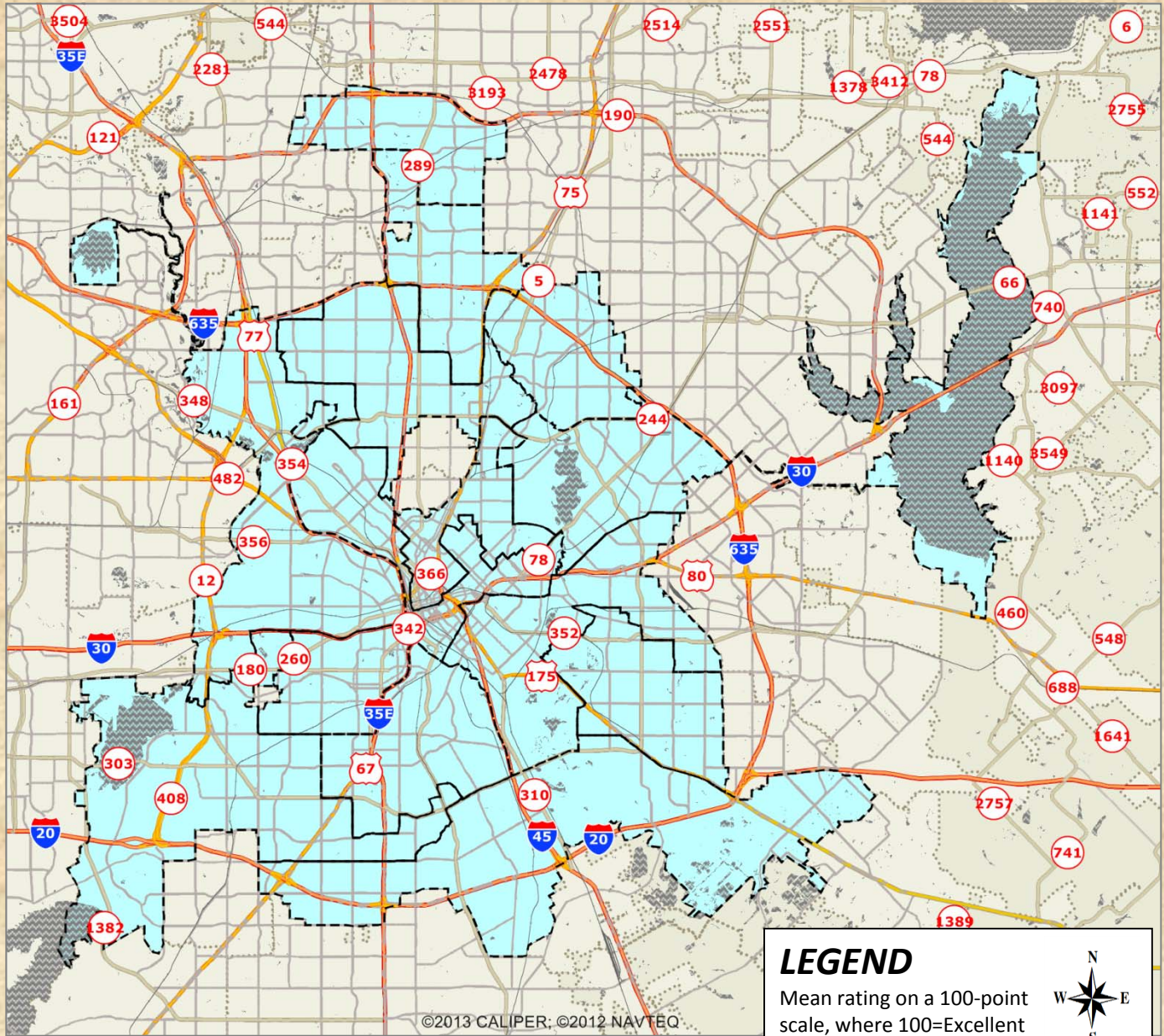
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of Solid Waste Services



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

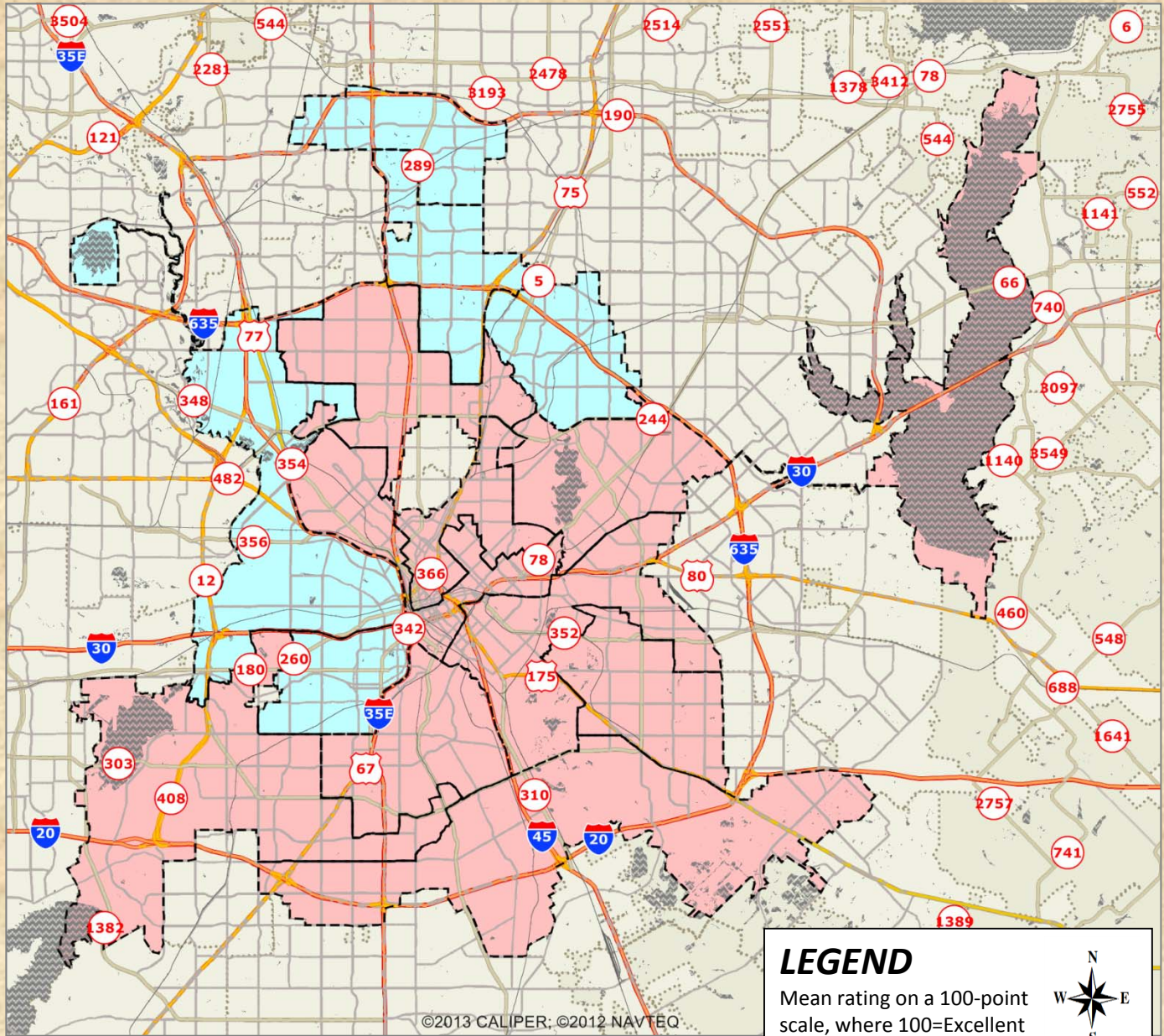
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of Land Use, Planning, and Zoning



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

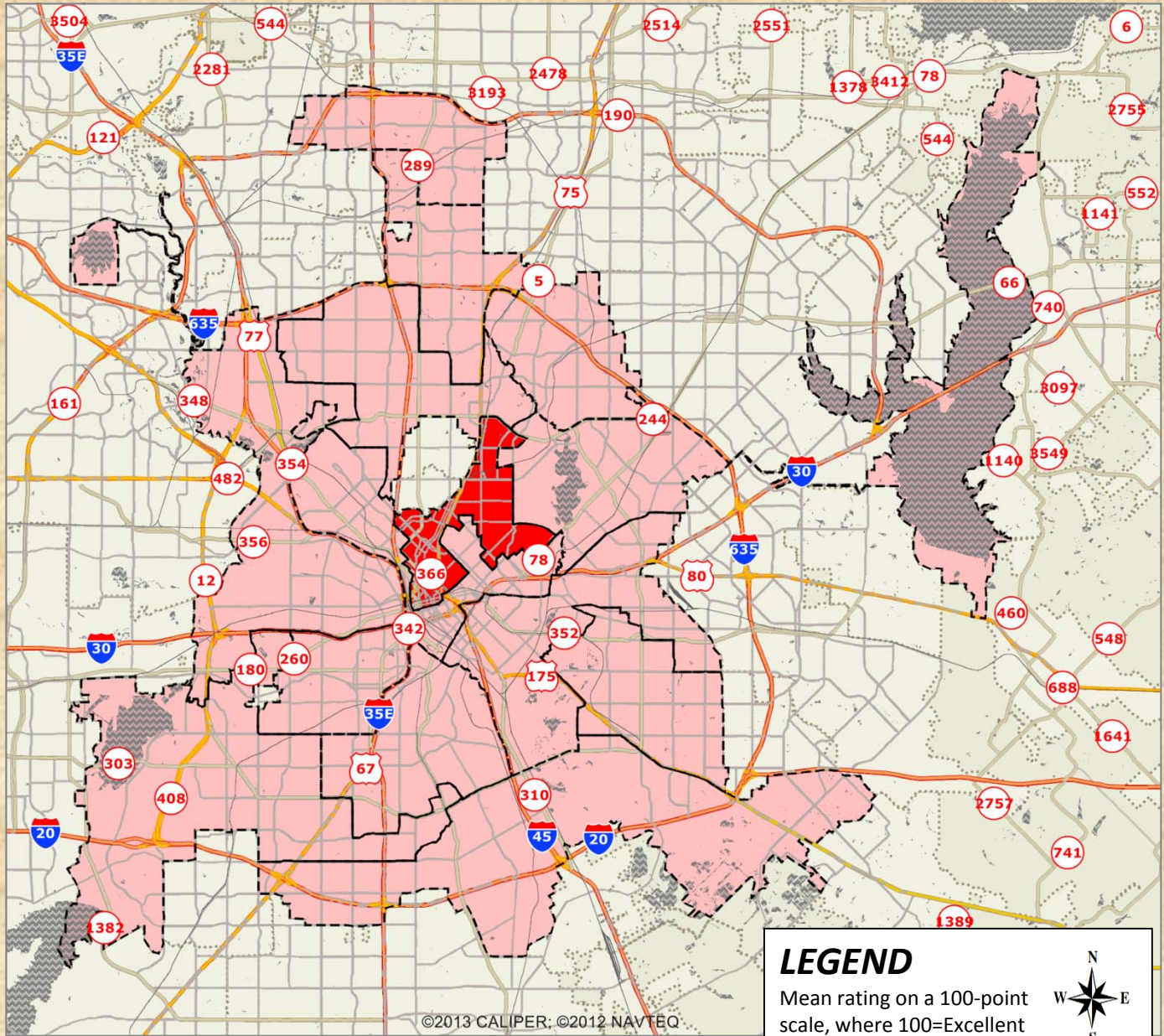
### LEGEND

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

-  Excellent
-  Good
-  Fair
-  Poor
-  Other (no responses)



# Ratings of the Maintenance of Infrastructure



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

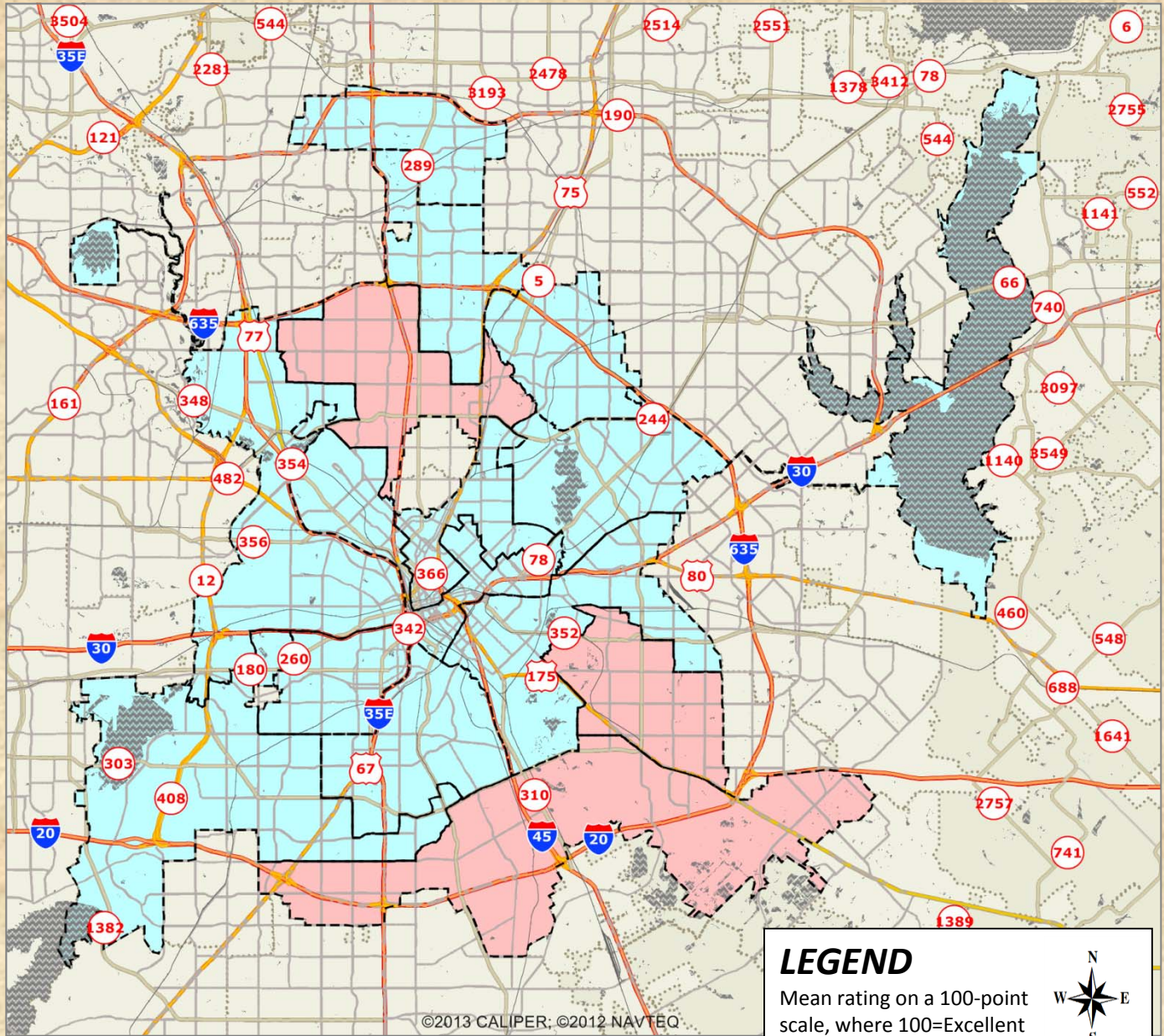
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of the City's Parks and Recreation System



## LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)

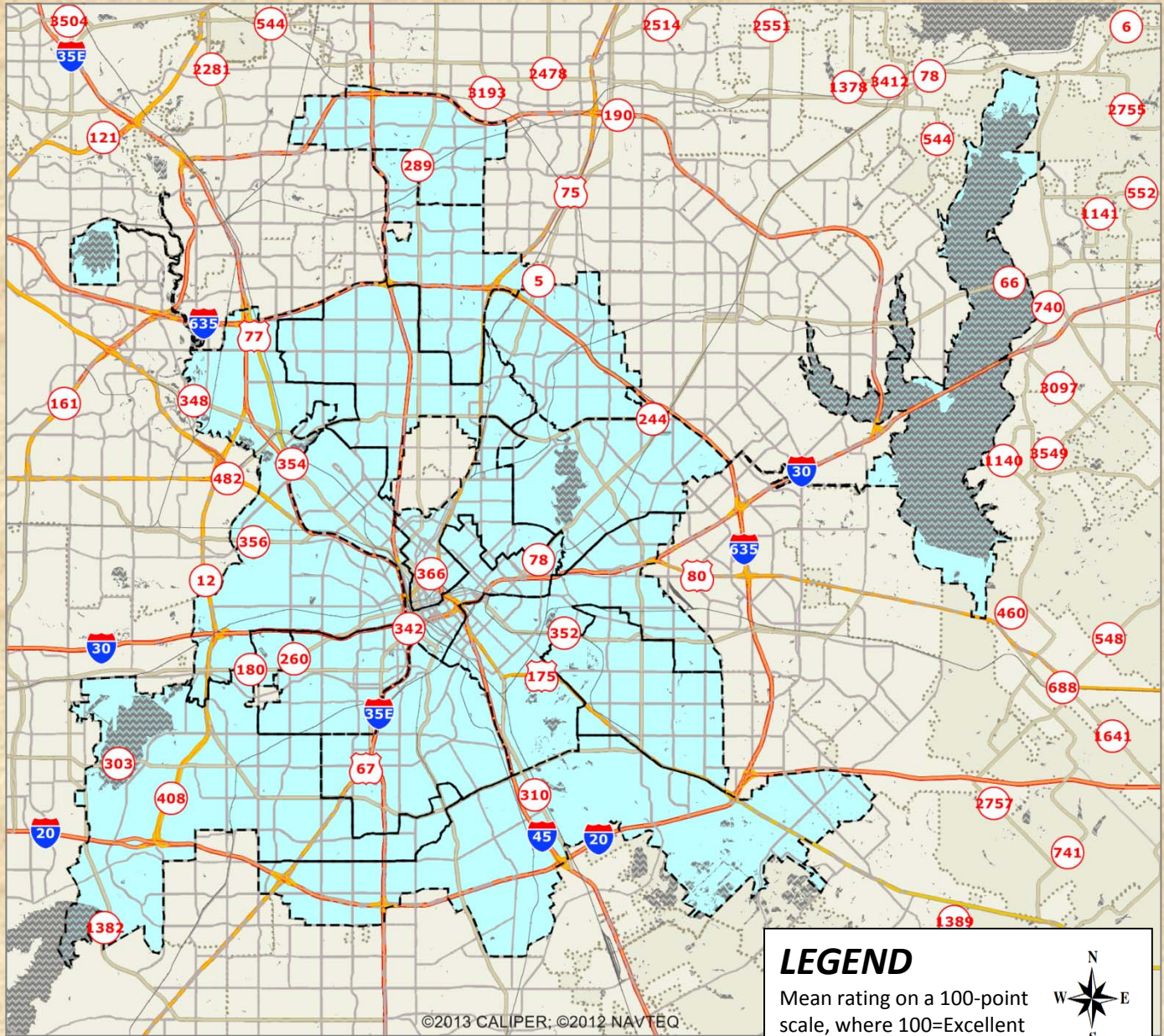


## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District



# Ratings of Police Services



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

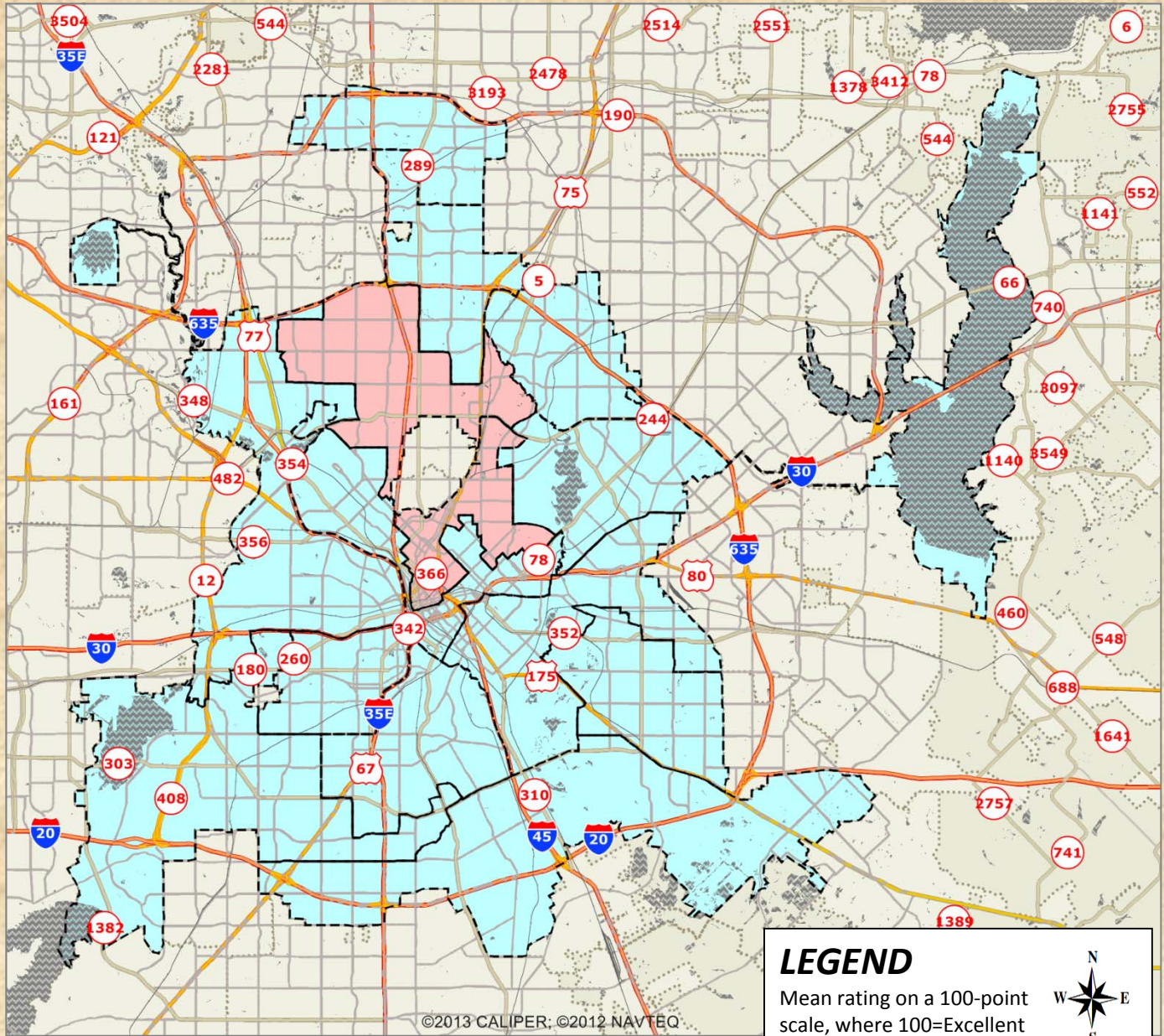
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of Public Information Services



**LEGEND**

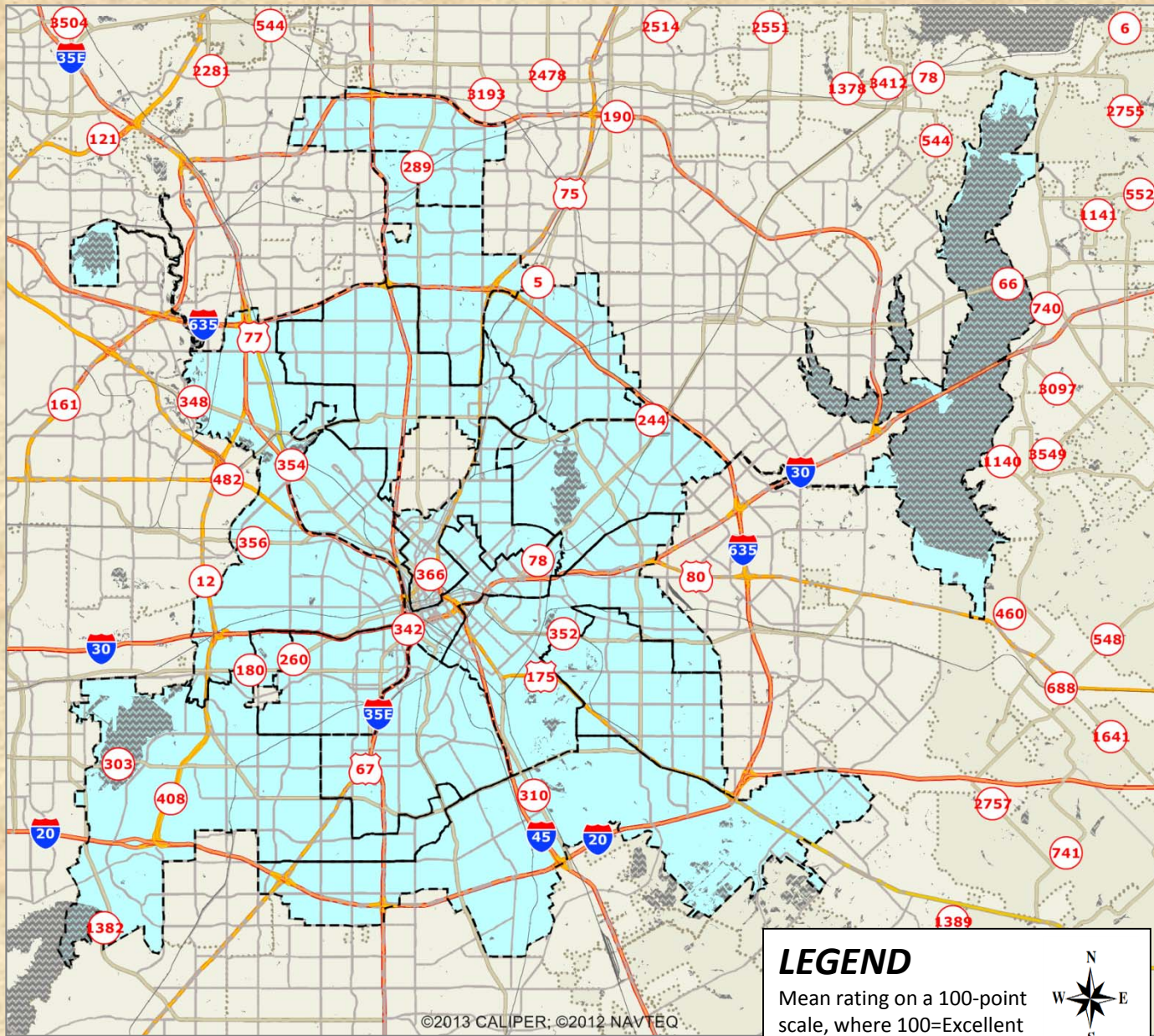
Mean rating on a 100-point scale, where 100=Excellent and 0=Poor

- Excellent
- Good
- Fair
- Poor
- Other (no responses)

## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

# Ratings of Public Library Services



## 2013 Dallas Community Survey

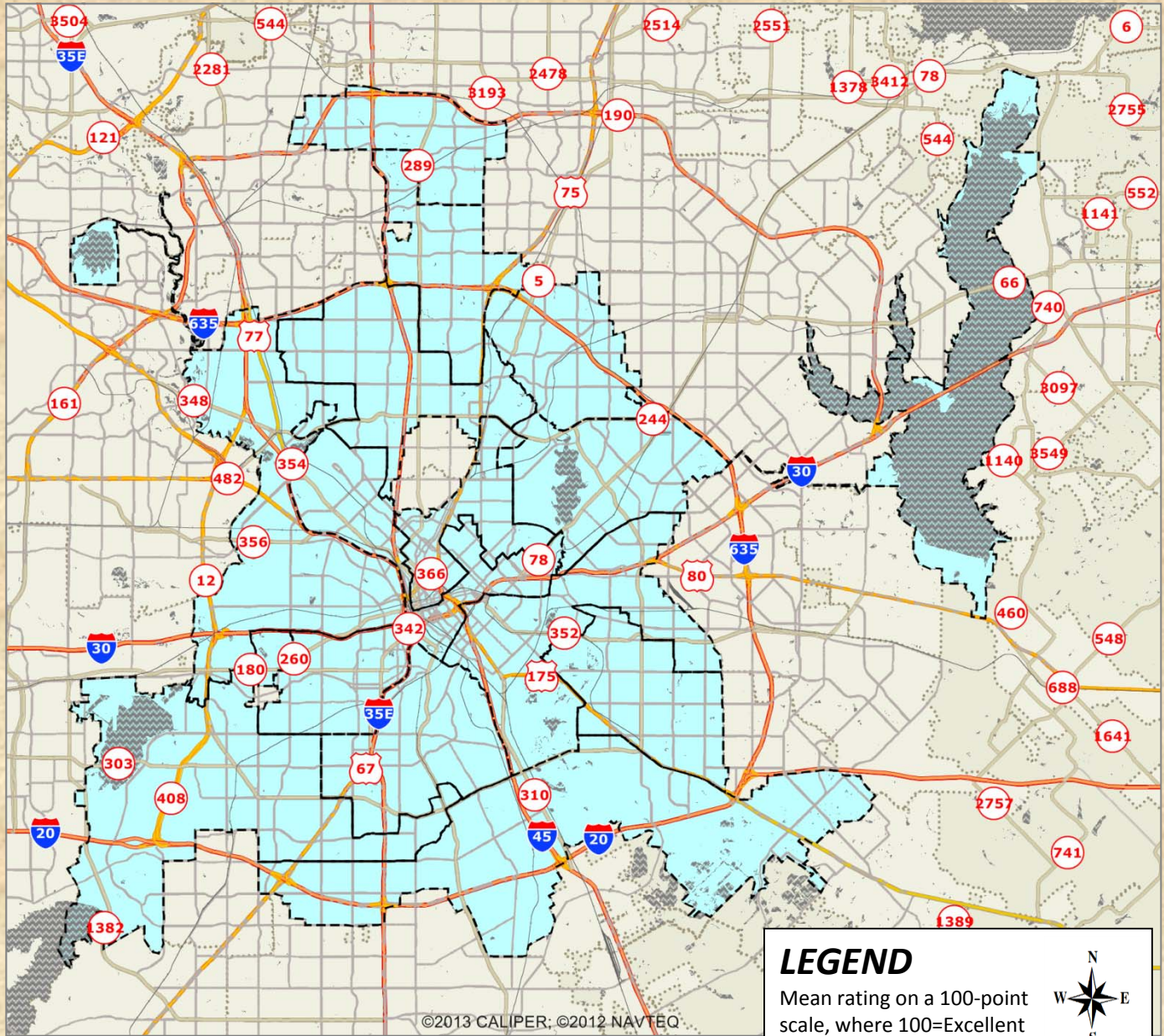
Shading reflects the mean rating for all respondents by District

**LEGEND**

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)

# Ratings of Sewer Services



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

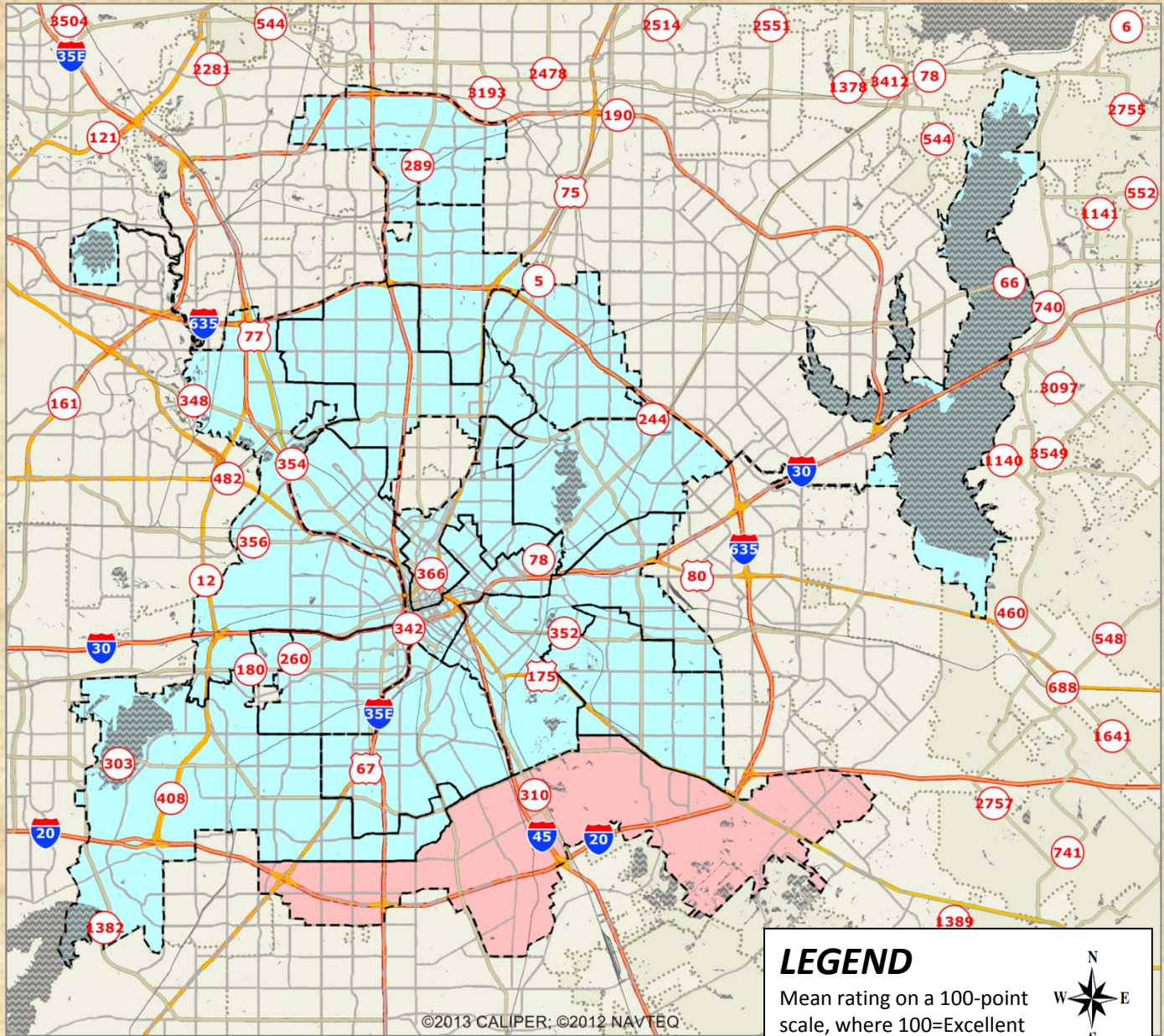
### LEGEND

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

-  Excellent
-  Good
-  Fair
-  Poor
-  Other (no responses)



# Ratings of Storm Drainage



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

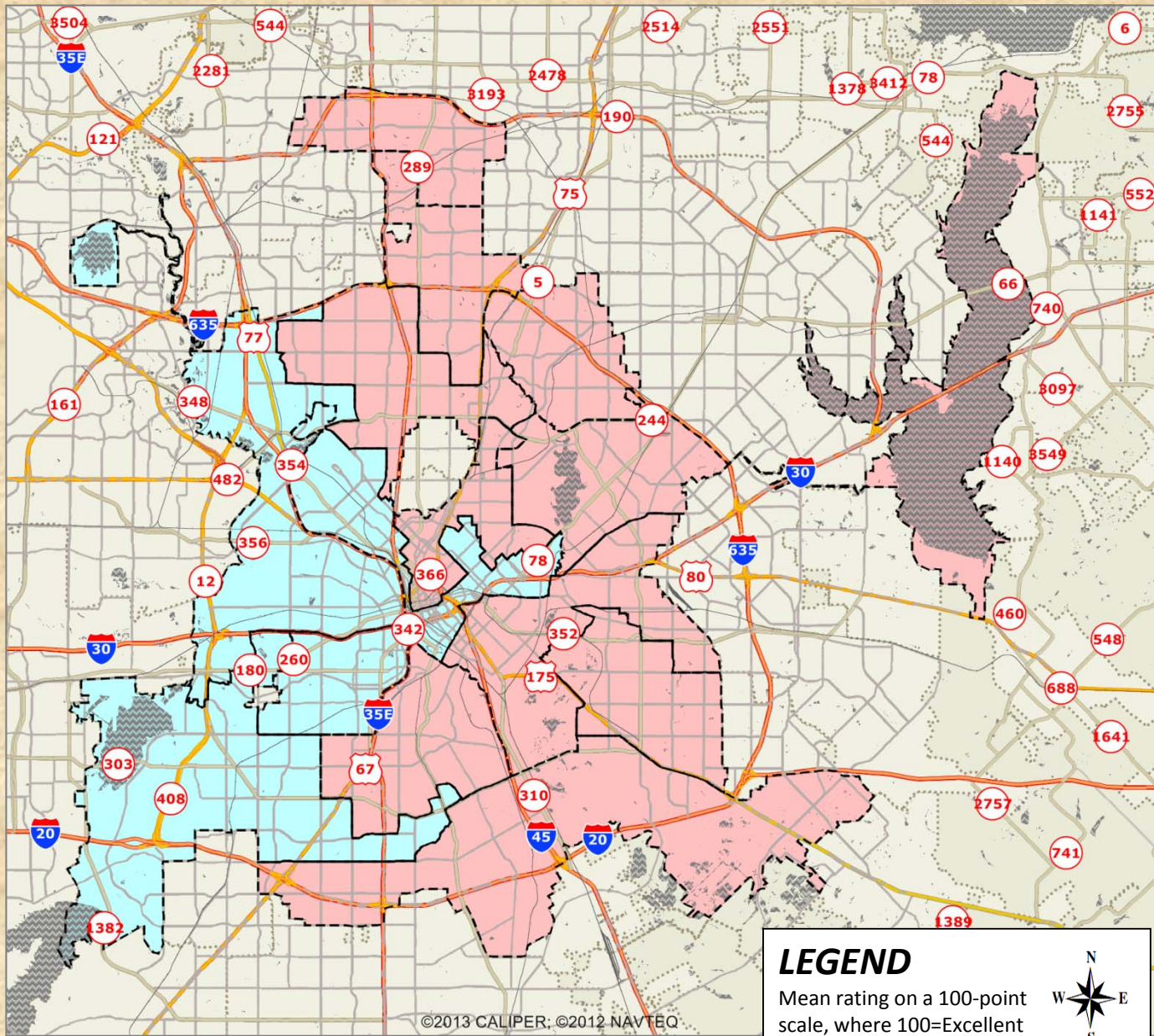
### LEGEND

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

-  Excellent
-  Good
-  Fair
-  Poor
-  Other (no responses)



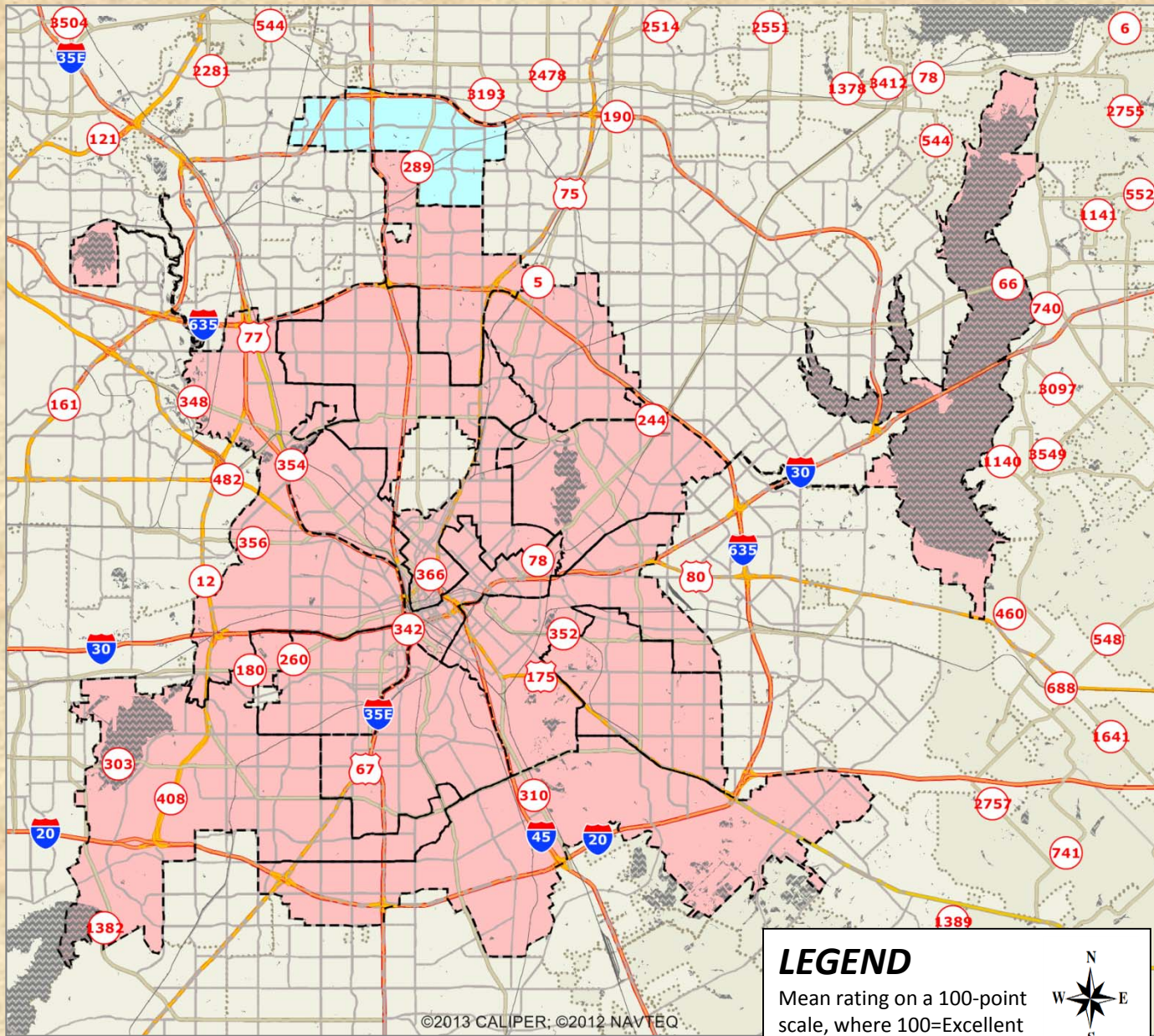
# Ratings of Traffic Signal Timing



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

# Ratings of Crime Prevention



## 2013 Dallas Community Survey

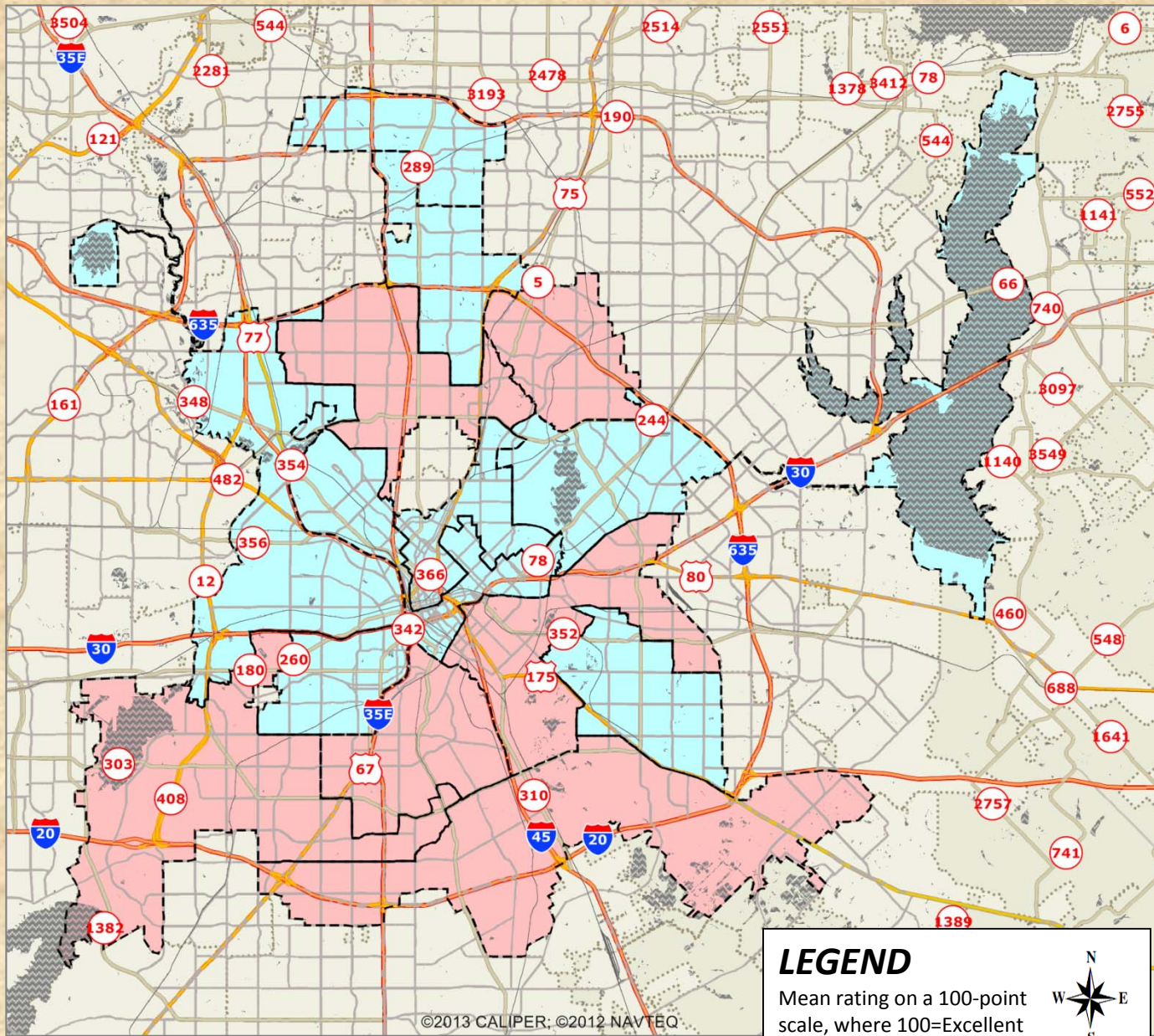
Shading reflects the mean rating for all respondents by District

**LEGEND**

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)

# Ratings of Traffic Enforcement



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

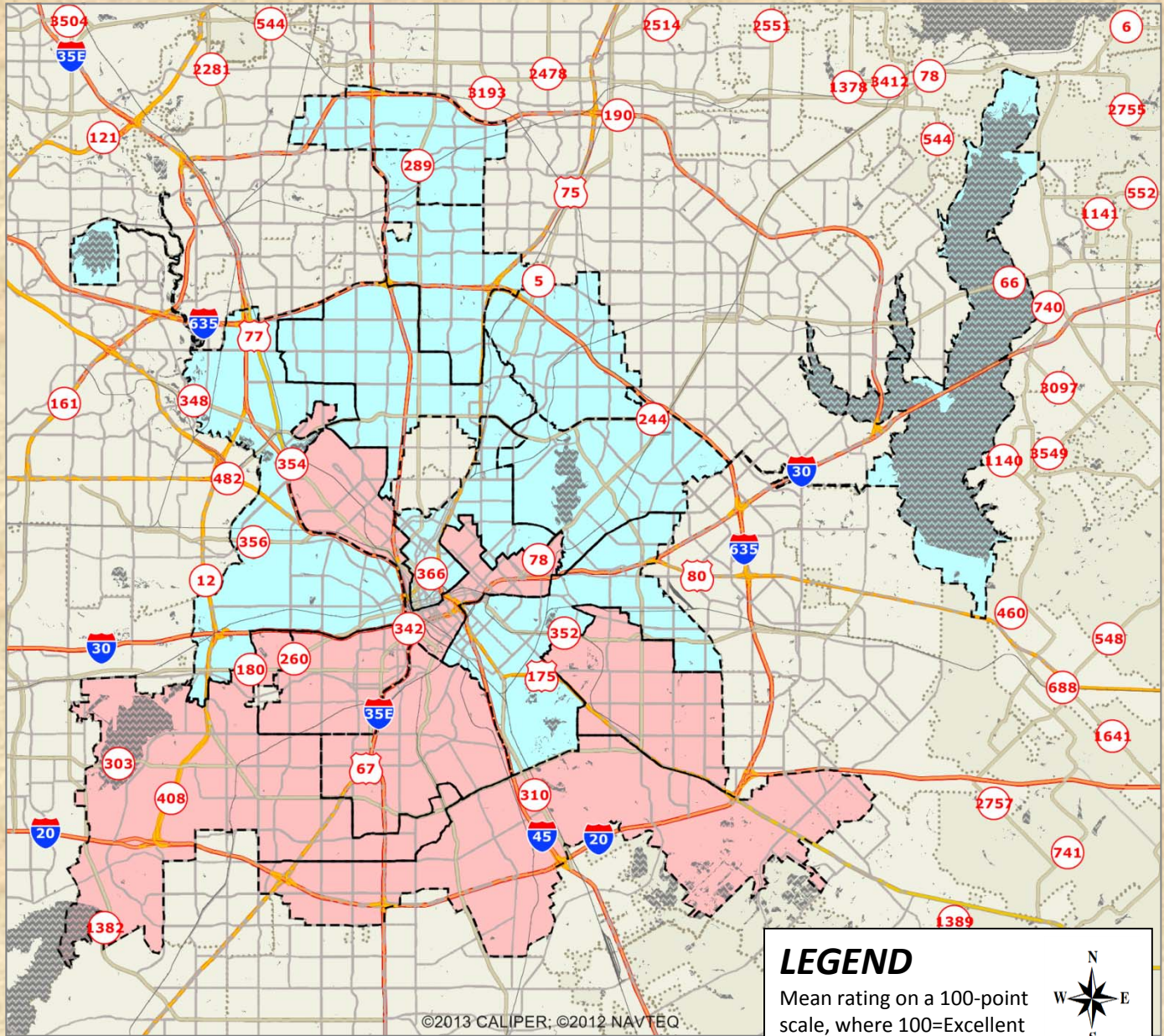
**LEGEND**

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of Police Efforts to Fight Neighborhood Crime



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

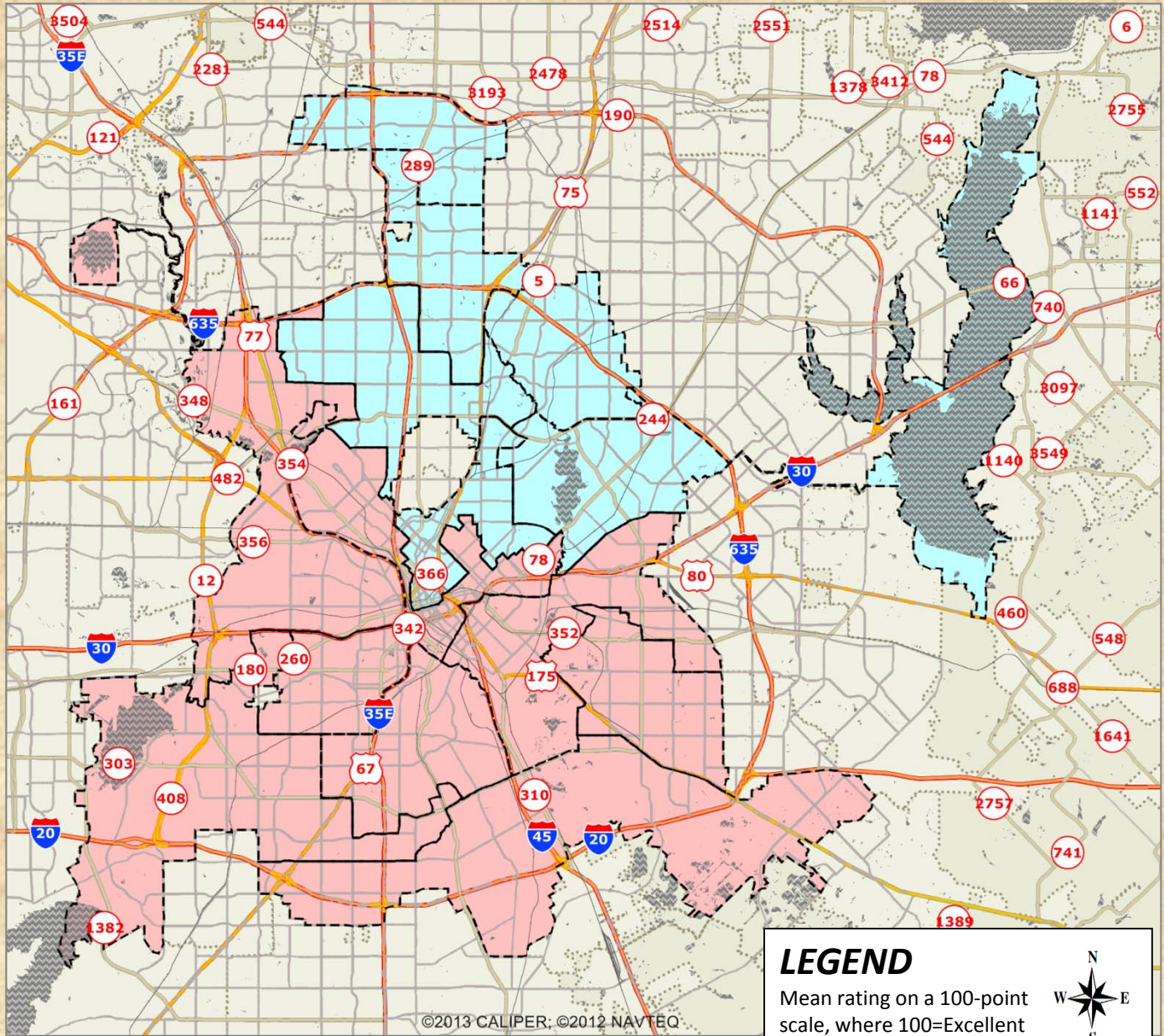
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of Police Efforts to Work With Residents to Solve Local Problems



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

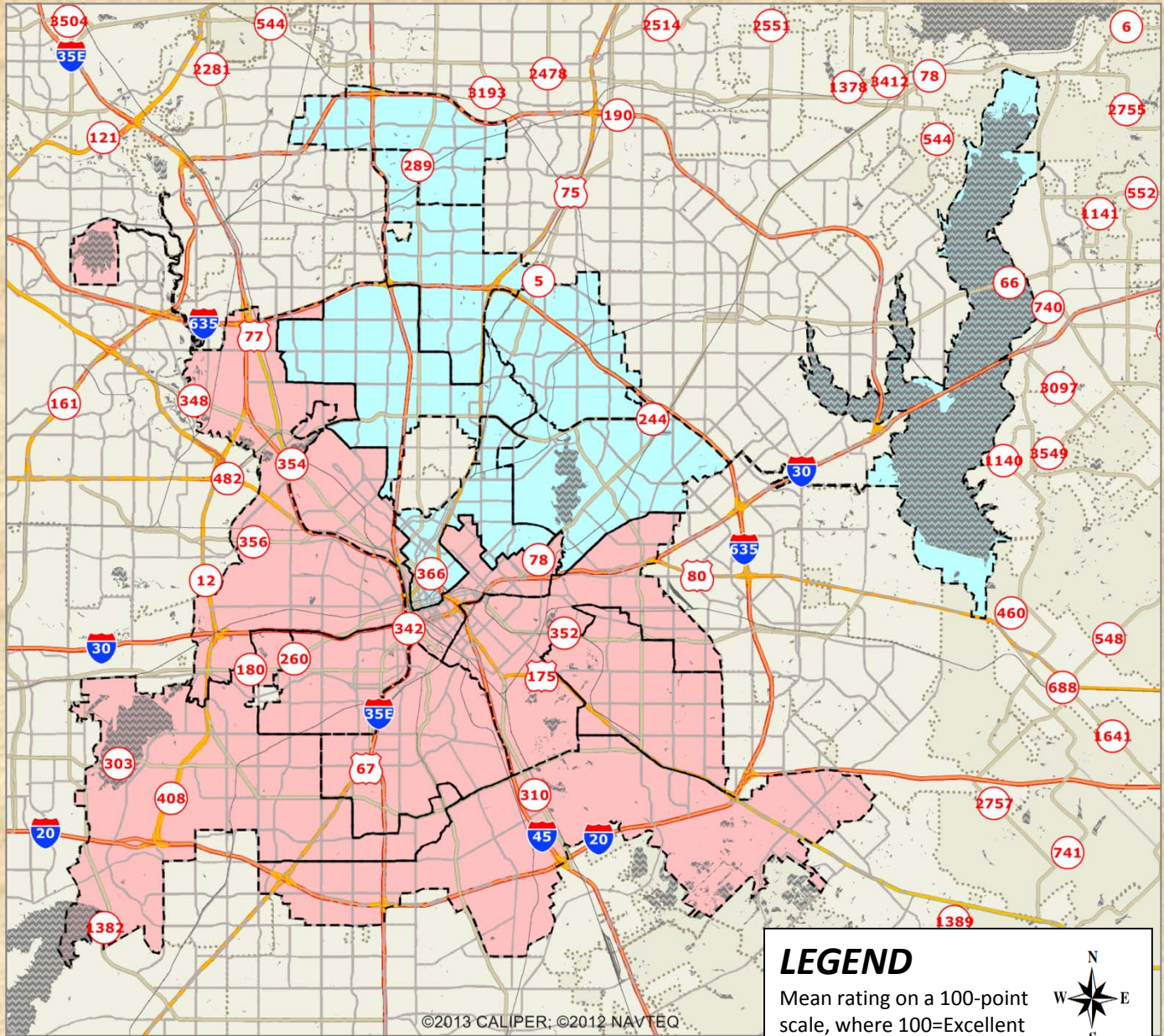
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of Police Efforts to Effectively Deal With Problems That Concern People in Neighborhoods



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

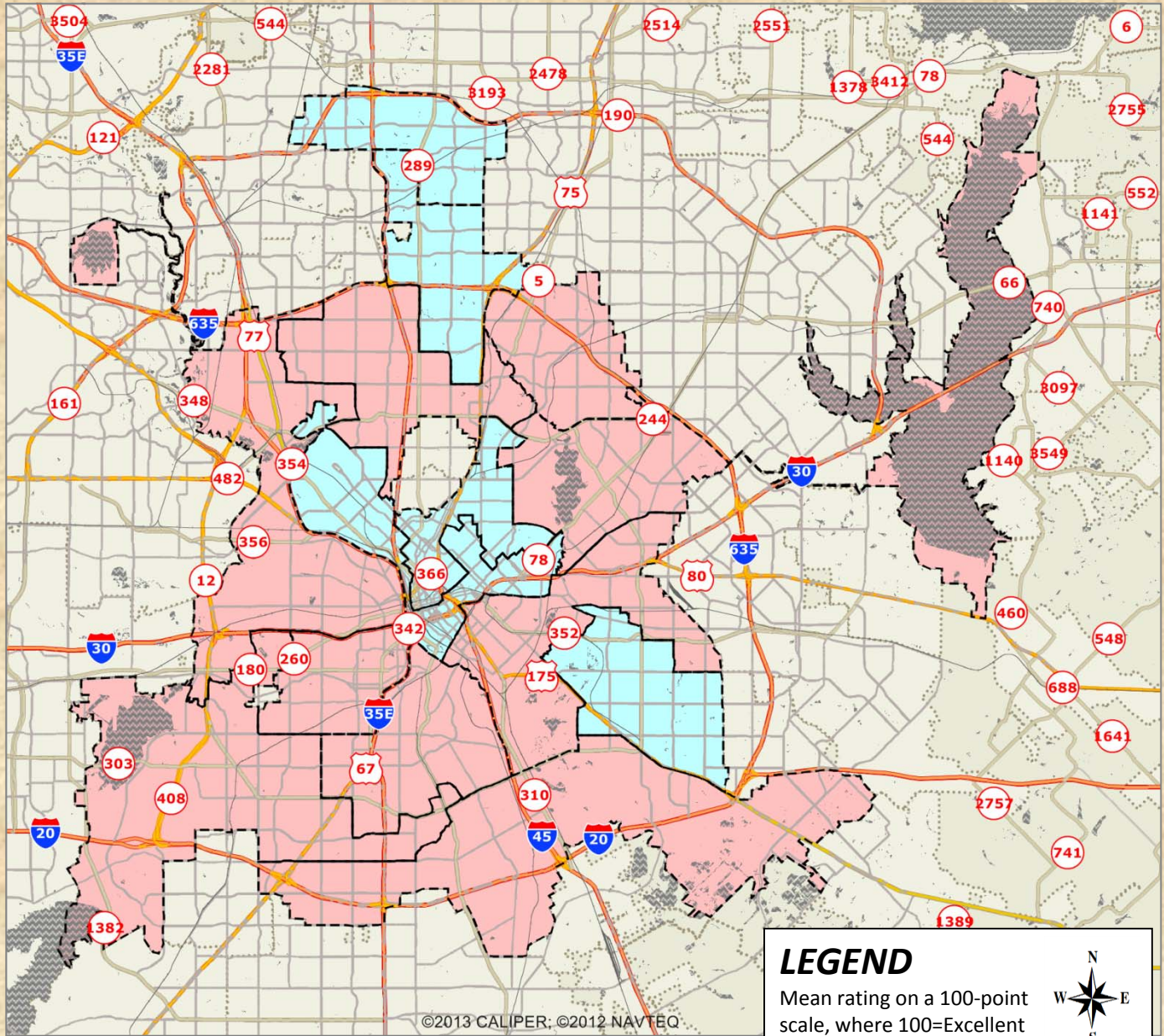
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of Response Time of Police to Emergencies



**LEGEND**

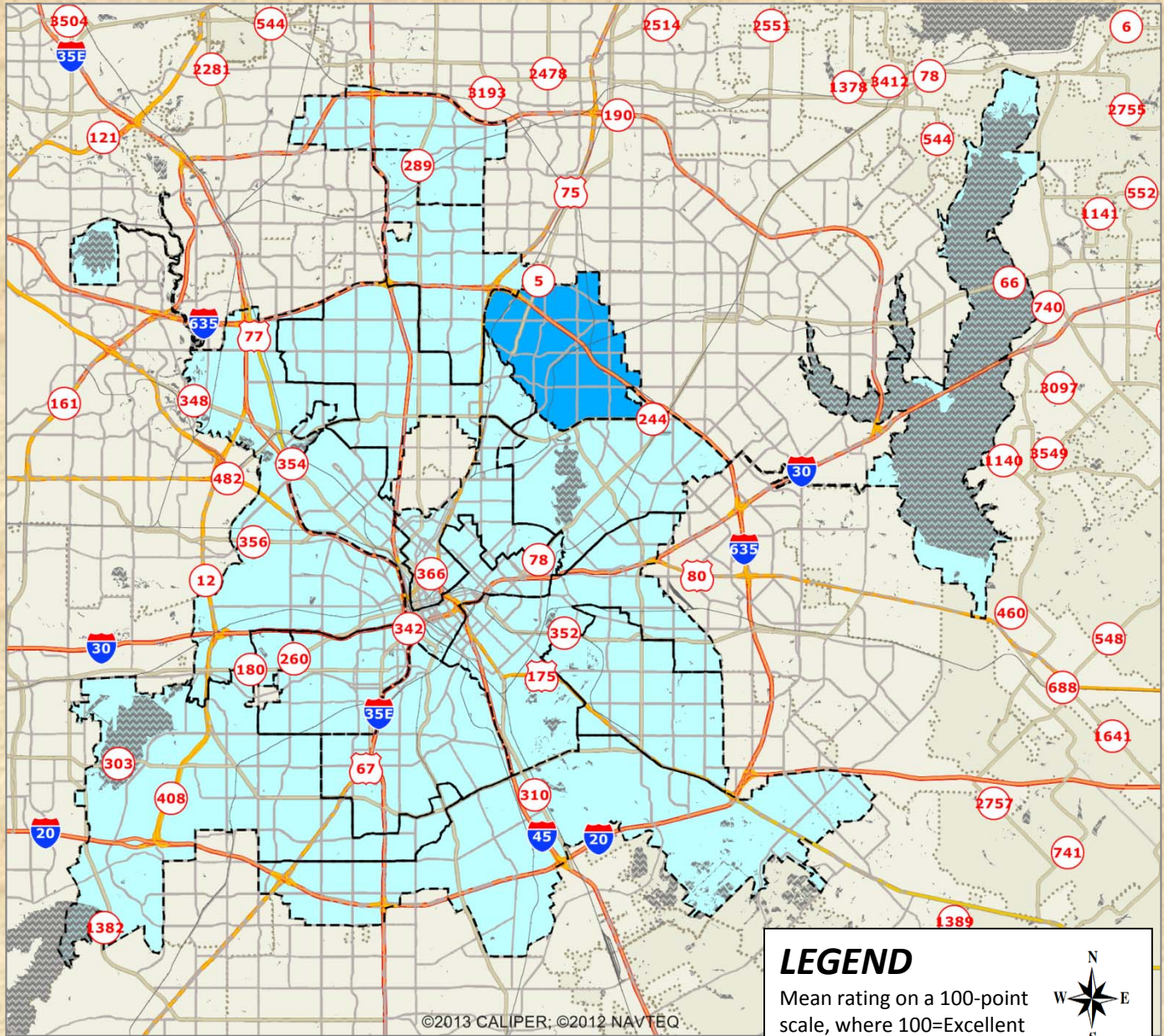
Mean rating on a 100-point scale, where 100=Excellent and 0=Poor

- Excellent
- Good
- Fair
- Poor
- Other (no responses)

## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

# Ratings of Response Time of Fire Dept. to Emergencies



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

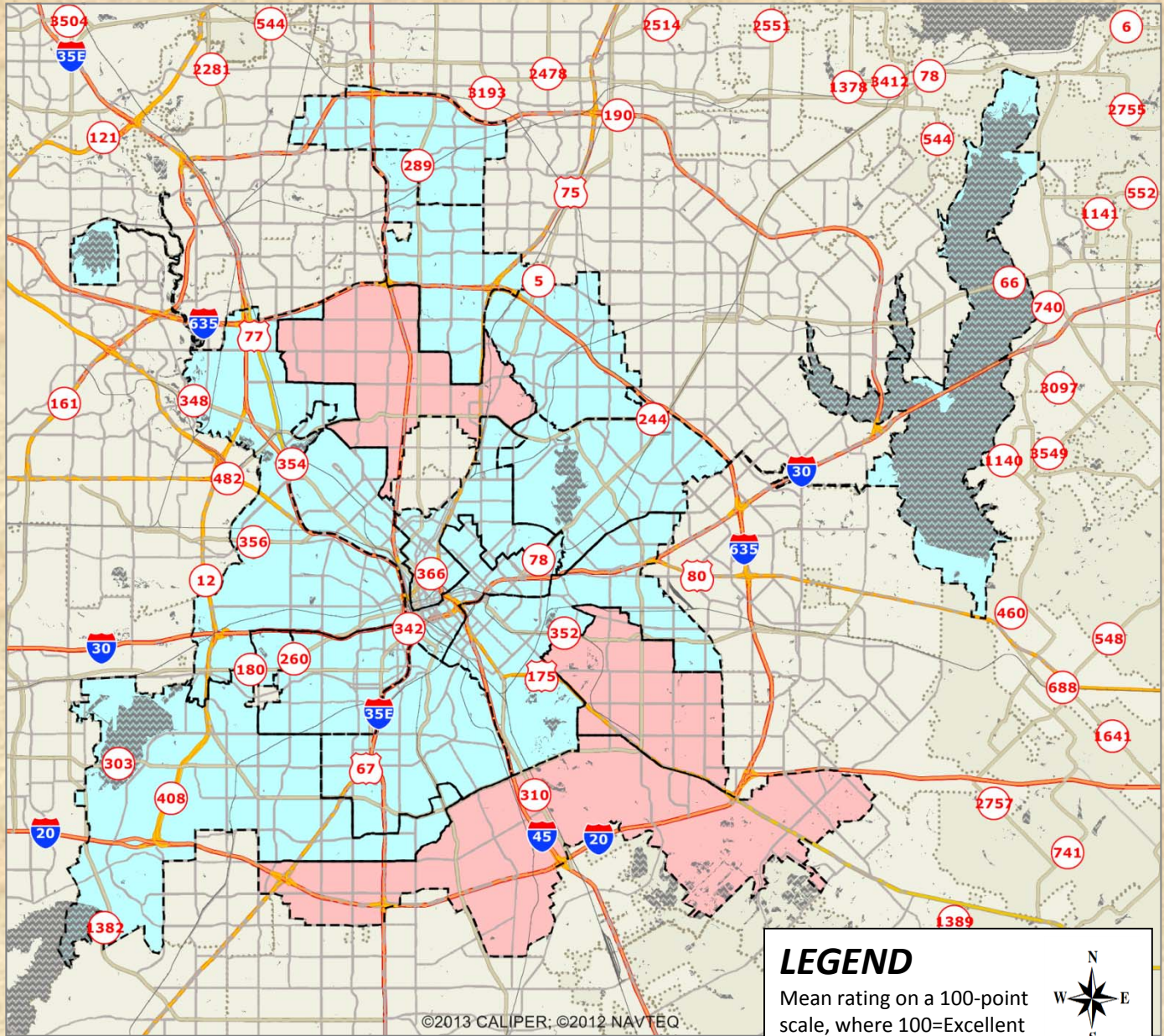
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of Fire Prevention and Education



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

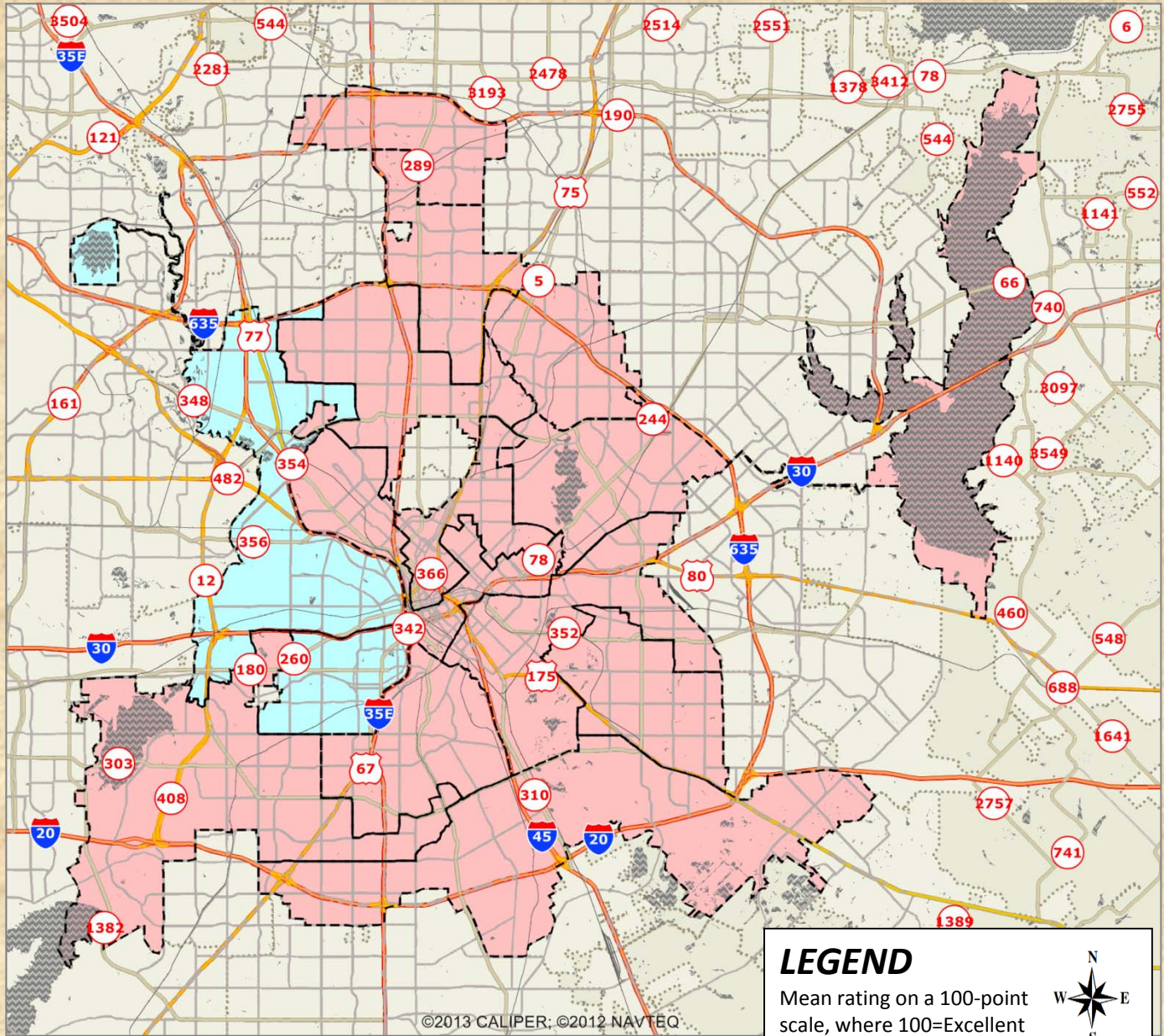
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of Municipal Courts



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

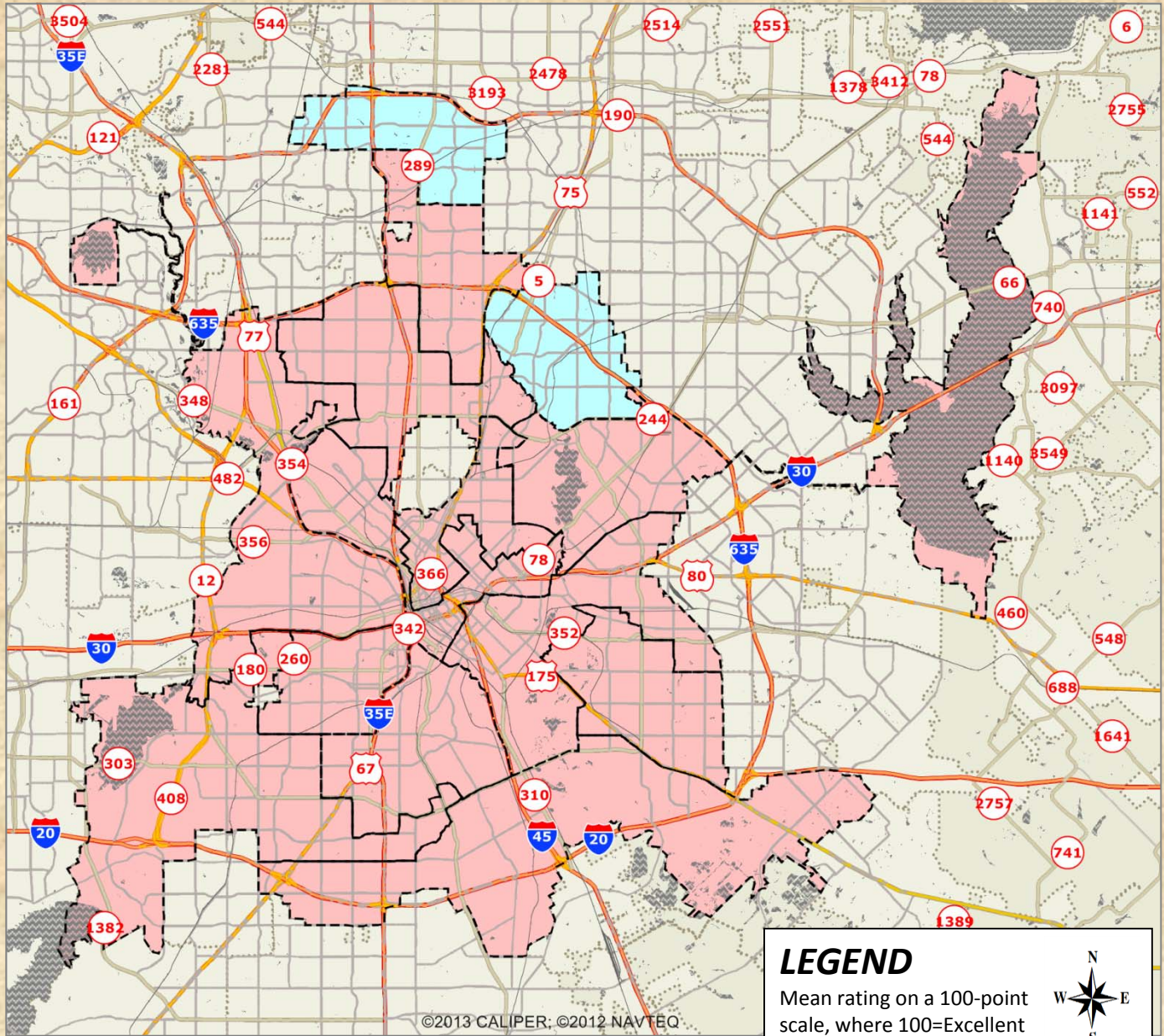
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of Animal Control

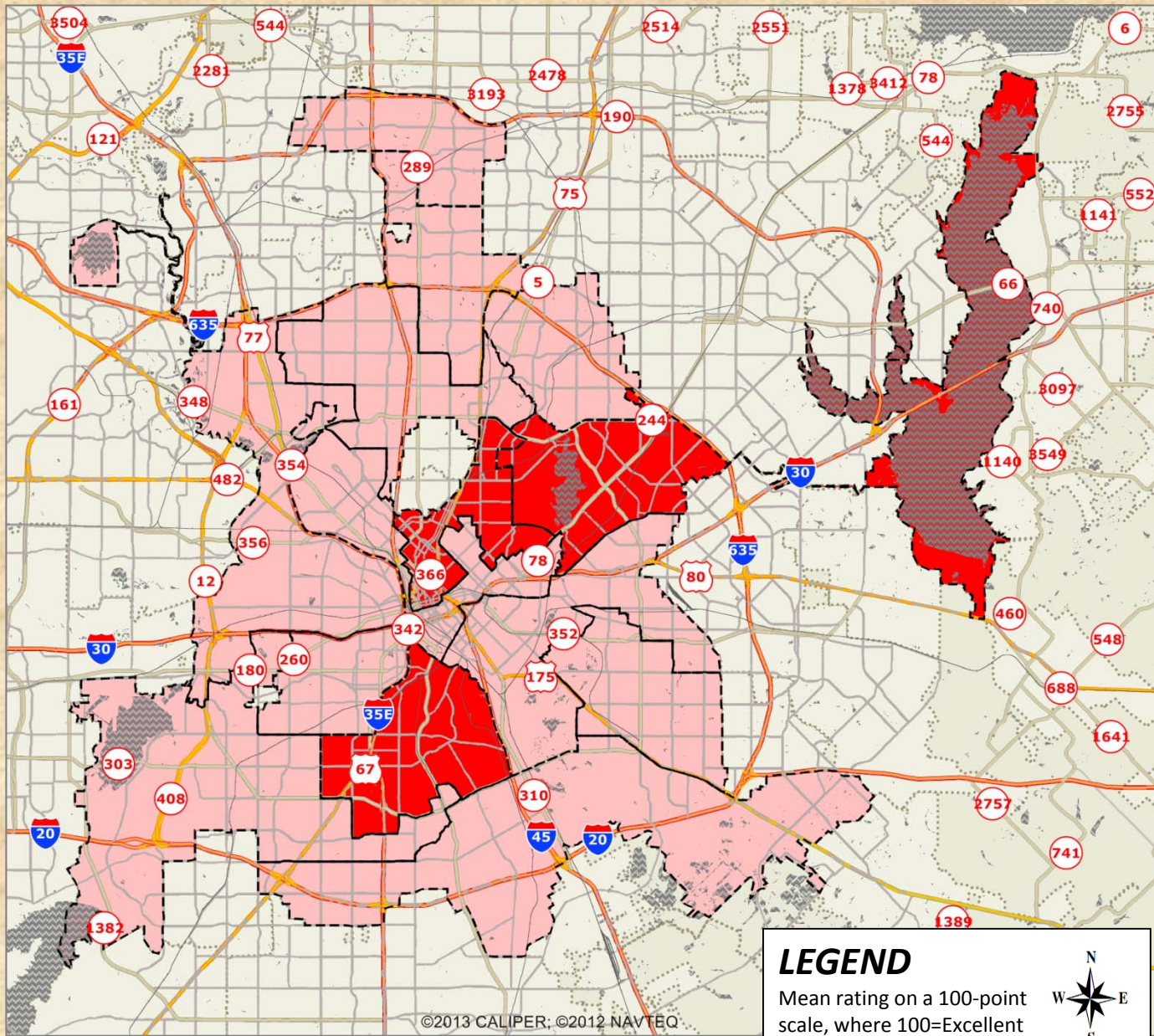


## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District



# Ratings of Street Repair



## 2013 Dallas Community Survey

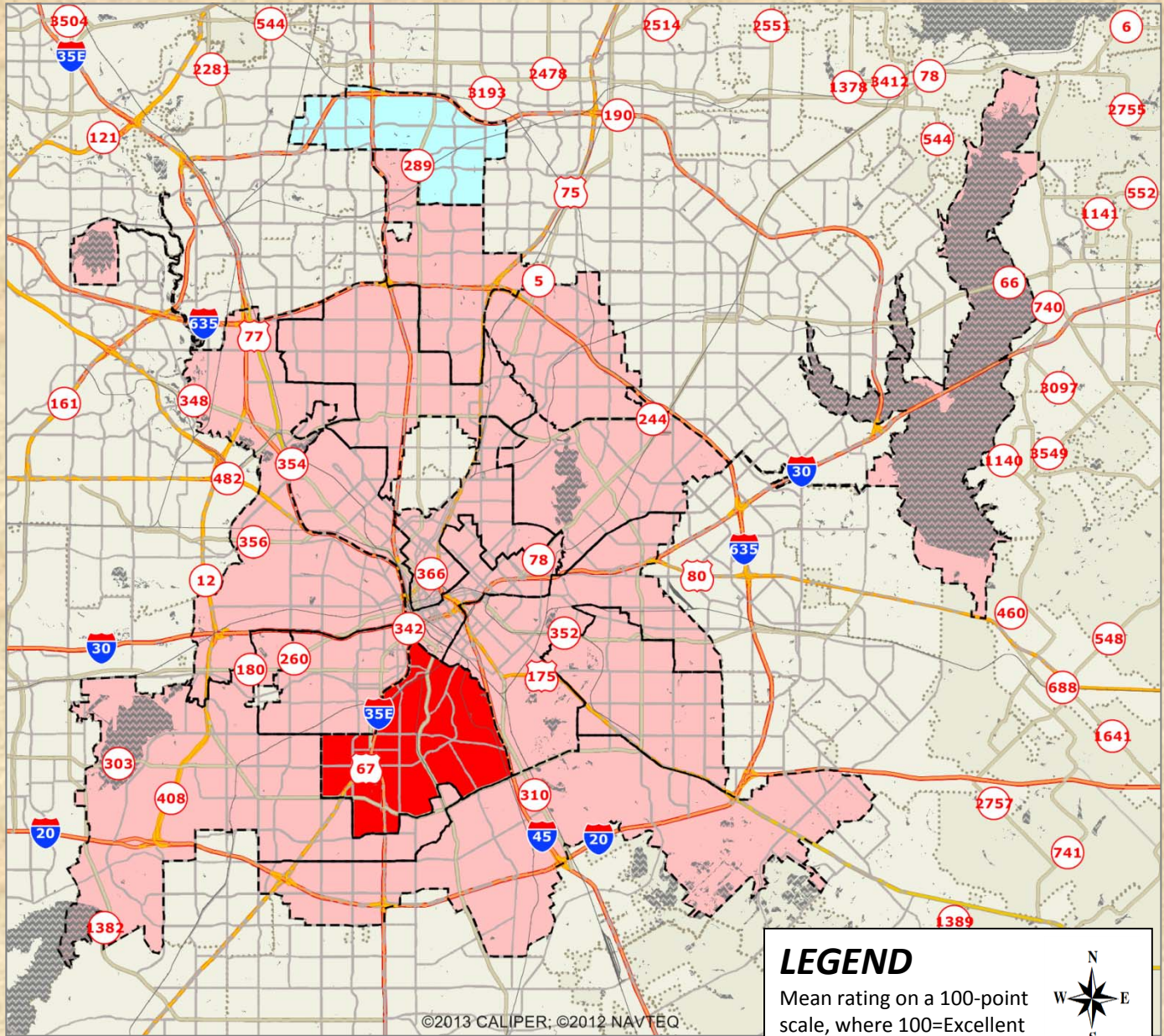
Shading reflects the mean rating for all respondents by District

**LEGEND**

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)

# Ratings of Street Cleaning



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

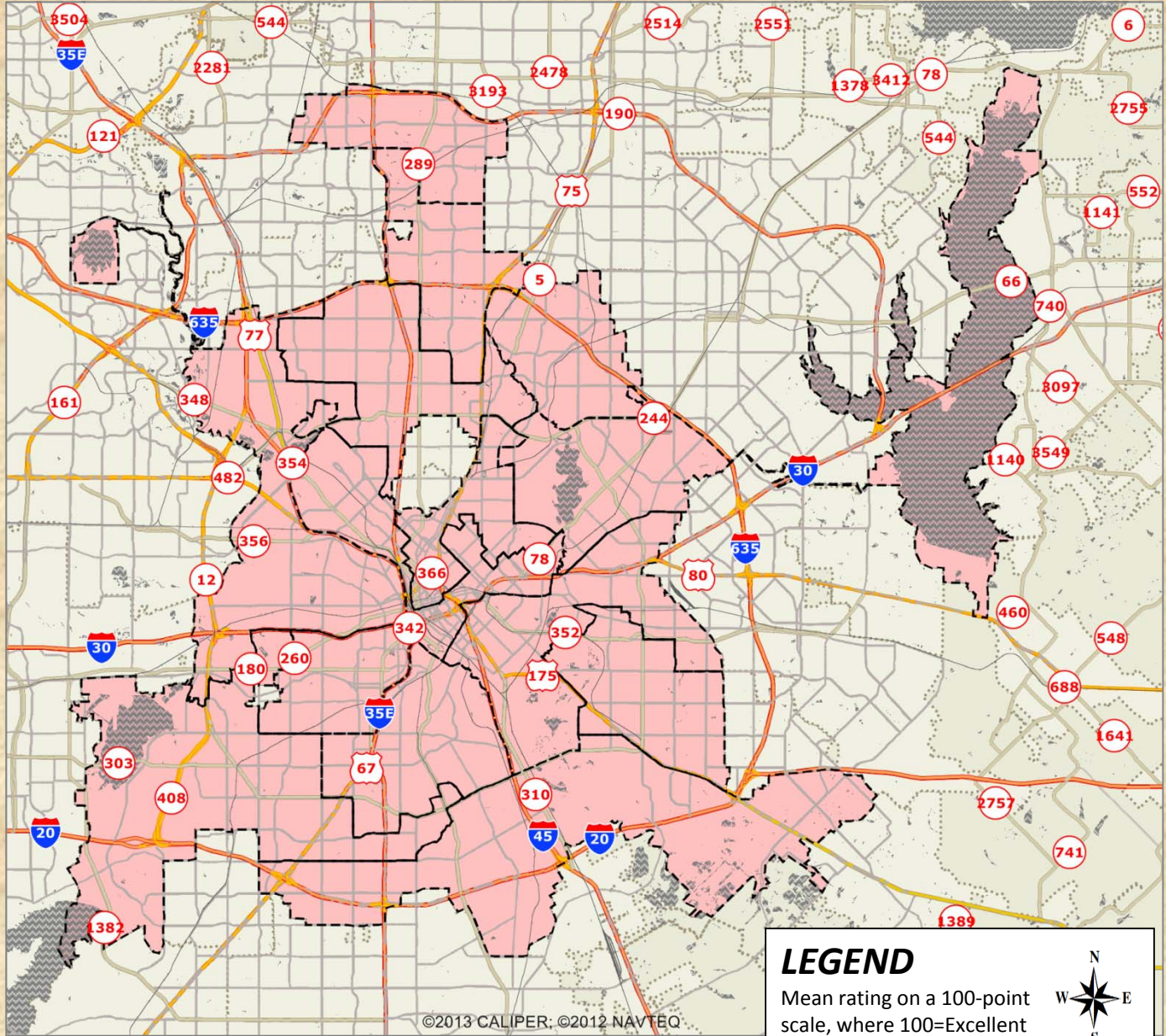
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of Street Lighting



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

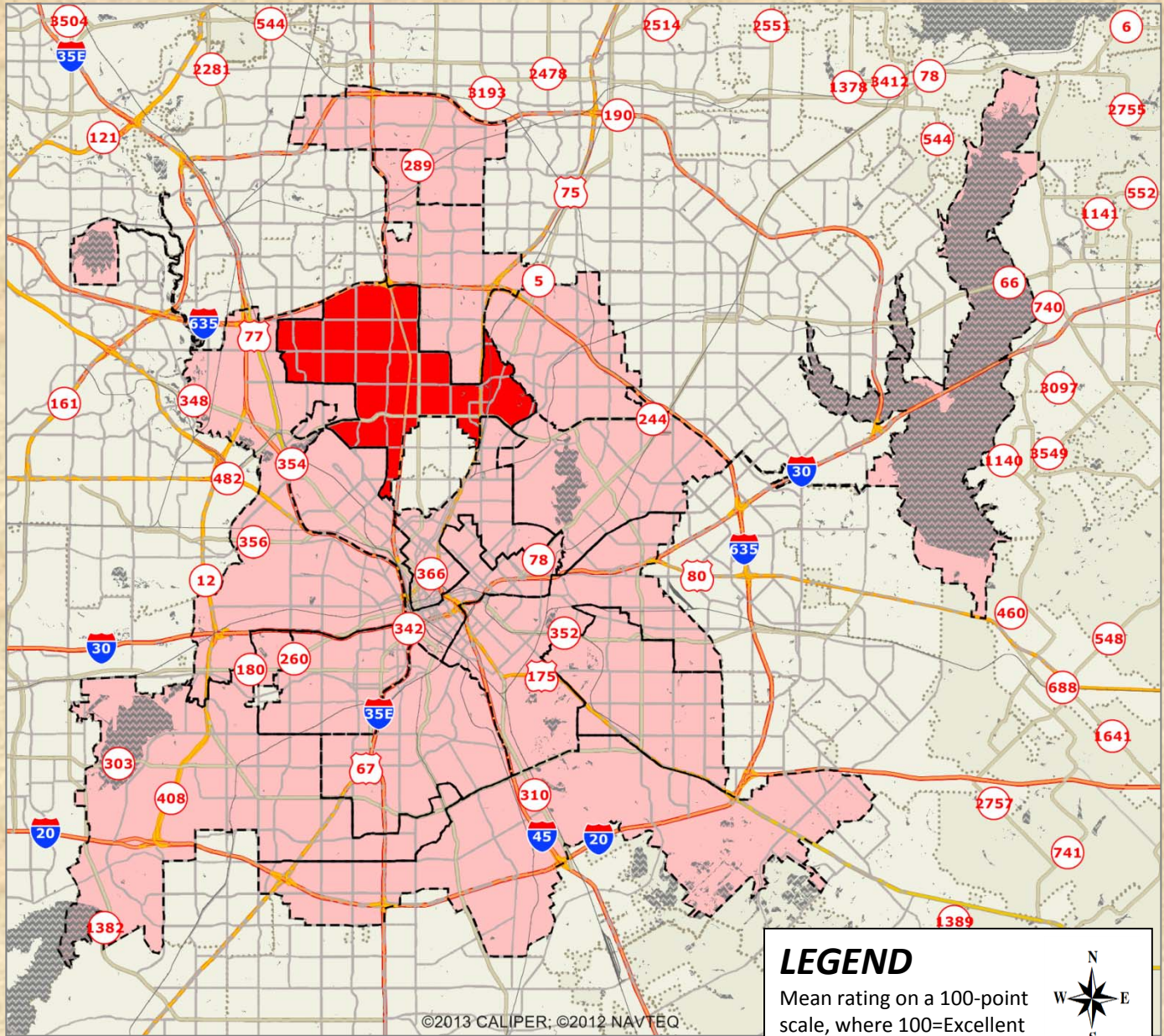
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of Sidewalk Maintenance



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

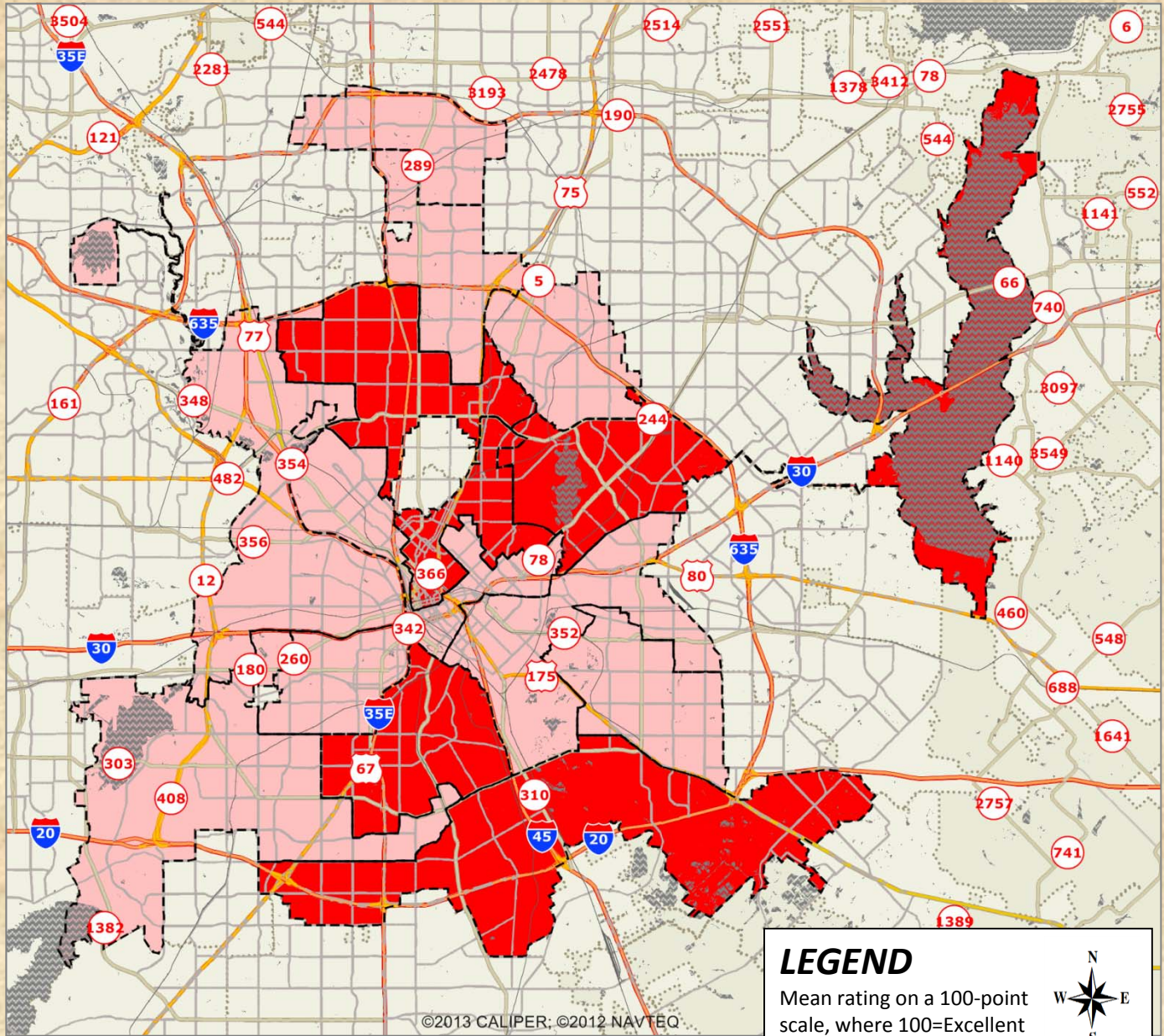
### LEGEND

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

-  Excellent
-  Good
-  Fair
-  Poor
-  Other (no responses)



# Ratings of Alley Maintenance



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

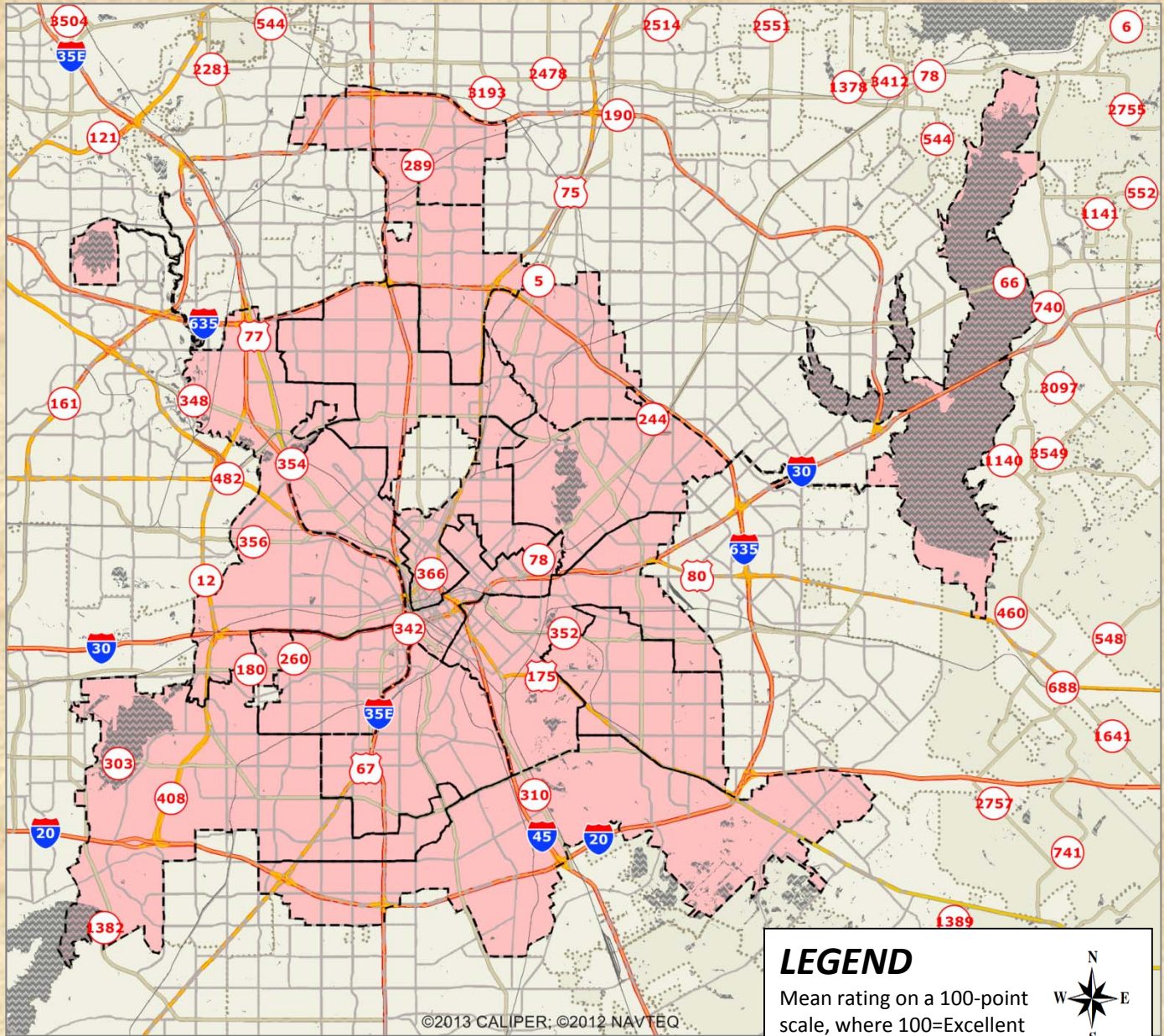
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of the Maintenance of Neighborhood Streets



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

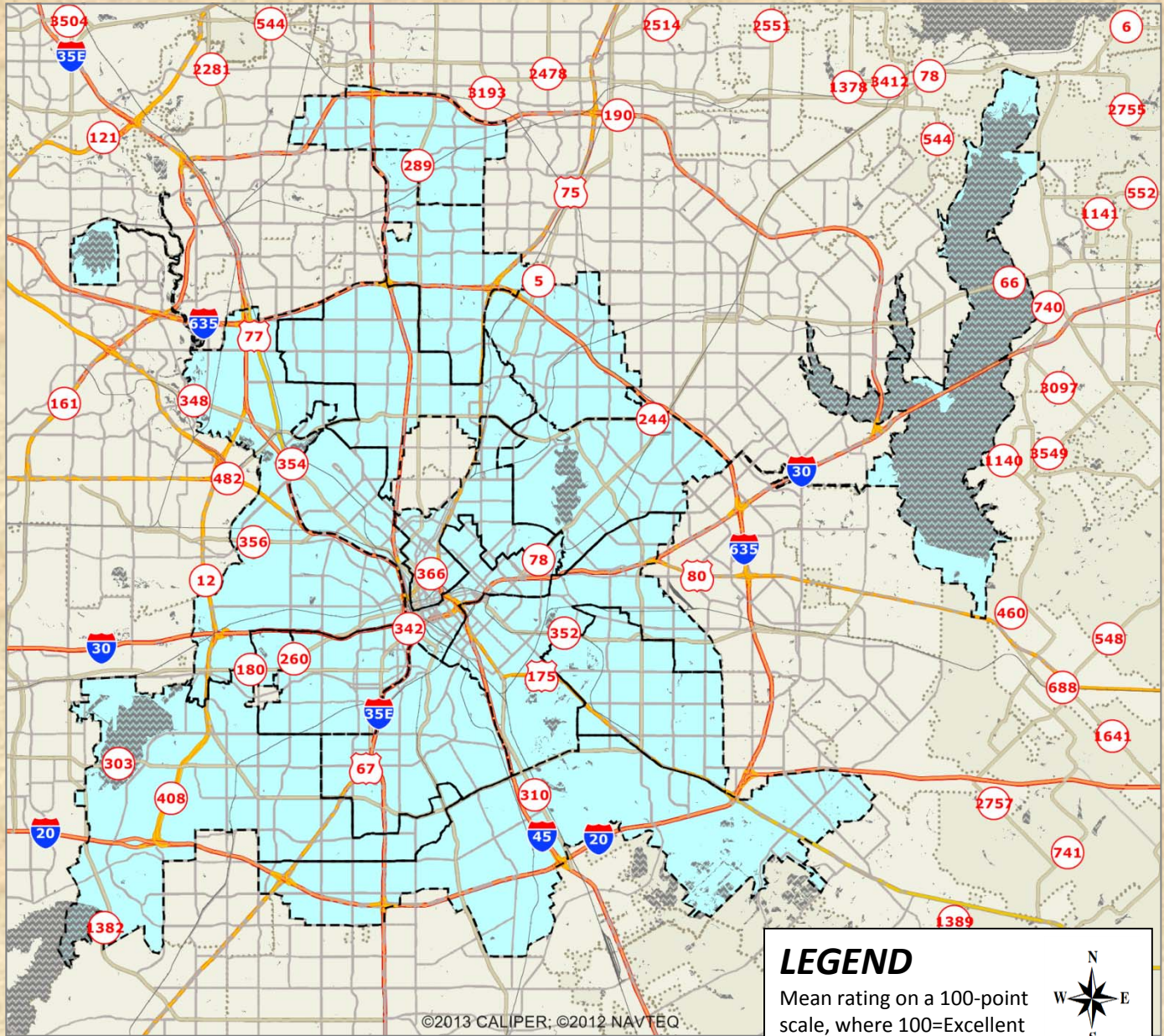
### LEGEND

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

-  Excellent
-  Good
-  Fair
-  Poor
-  Other (no responses)



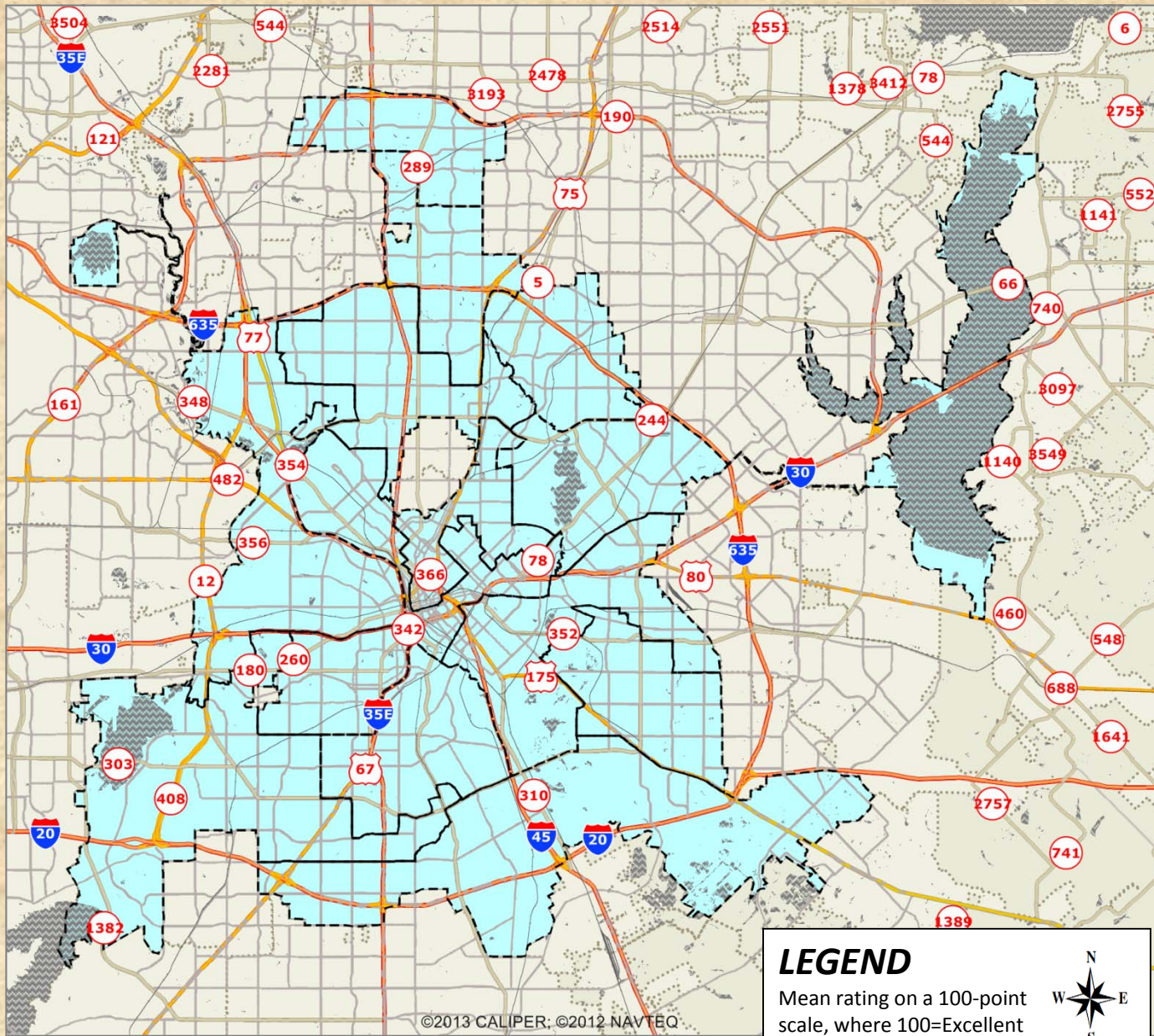
# Ratings of Garbage Collections



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

# Ratings of Recycling



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

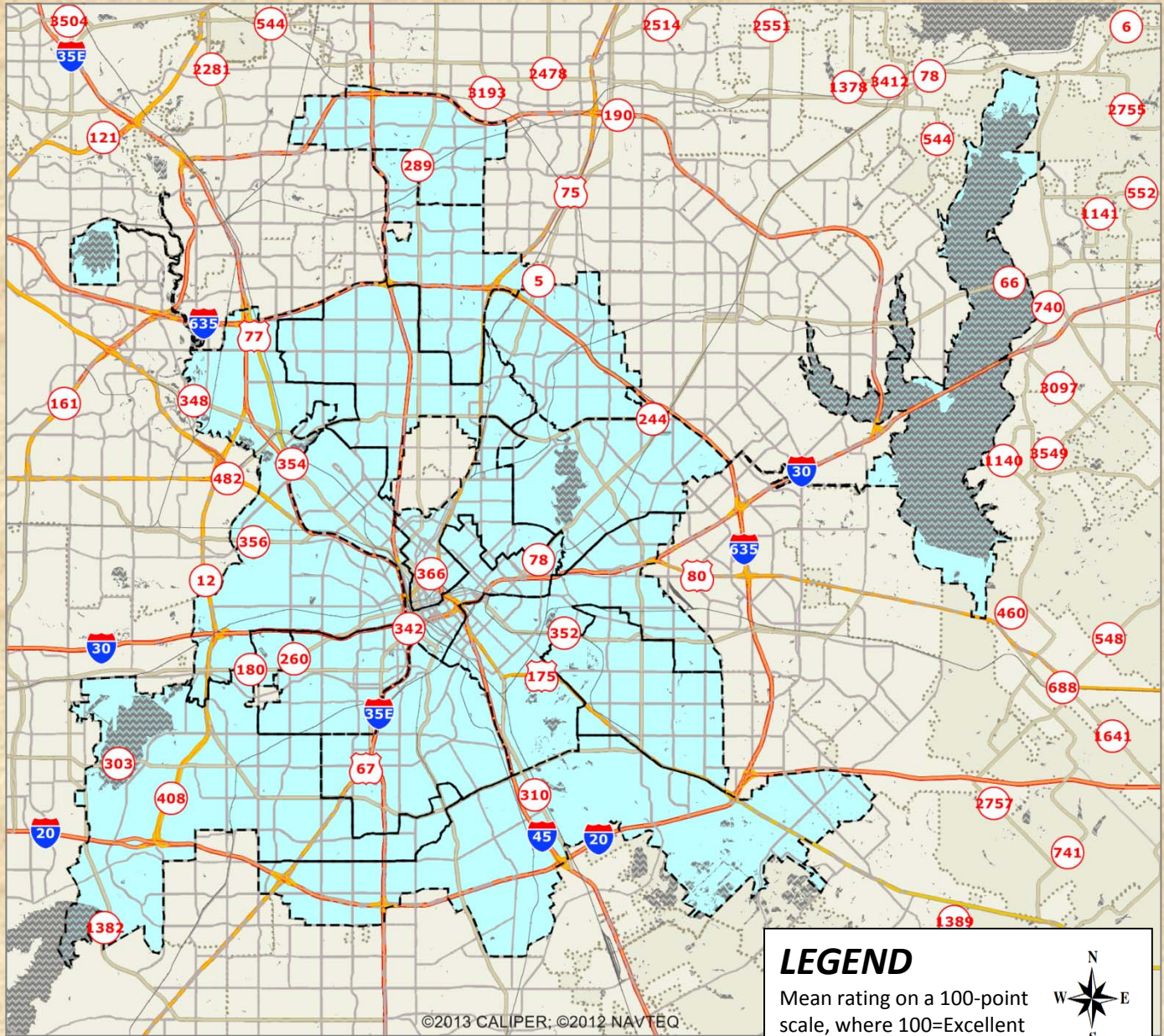
**LEGEND**

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of Yard Waste Pickup



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

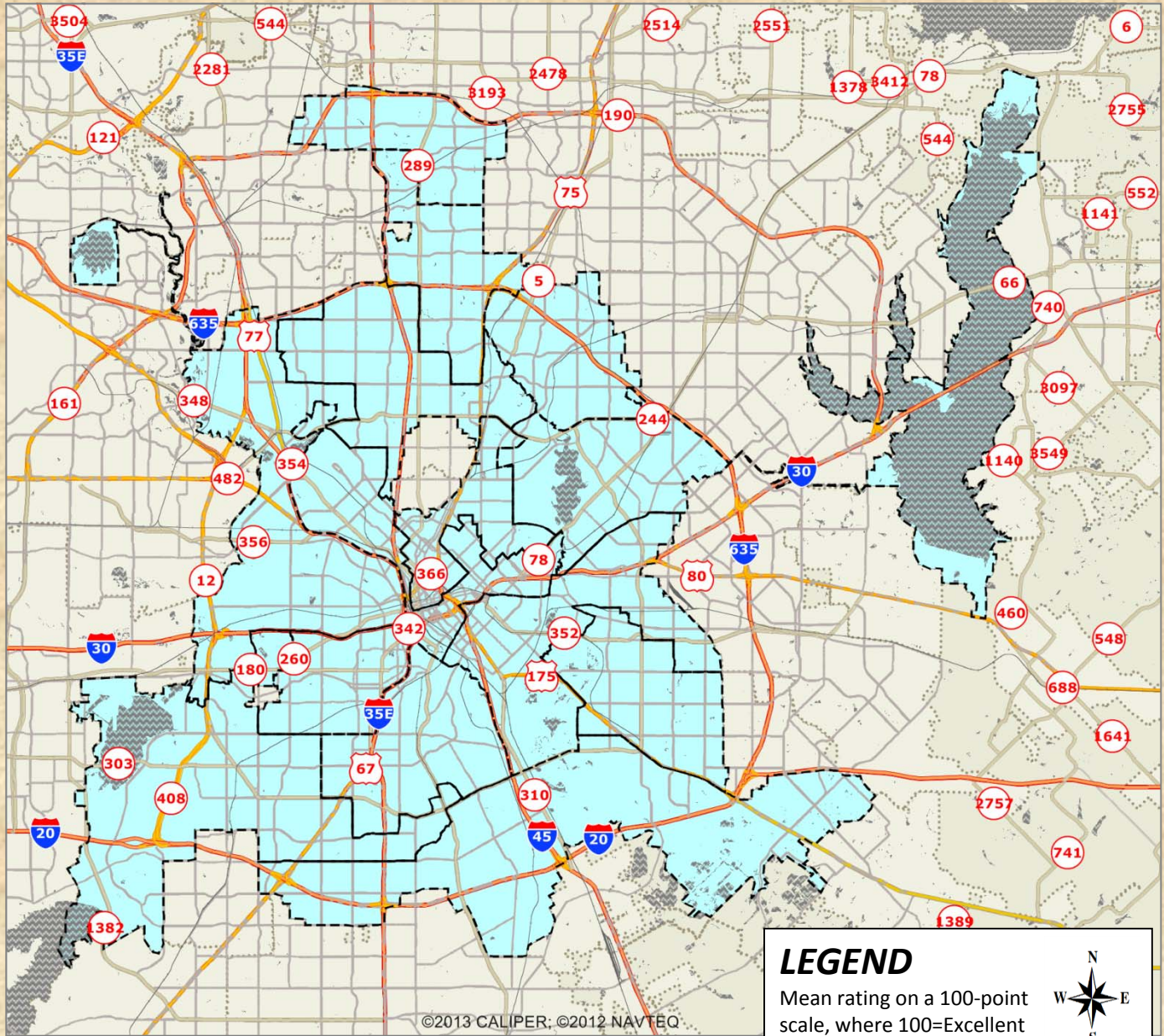
### LEGEND

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

-  Excellent
-  Good
-  Fair
-  Poor
-  Other (no responses)



# Ratings of Bulk Trash Pickup



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

### LEGEND

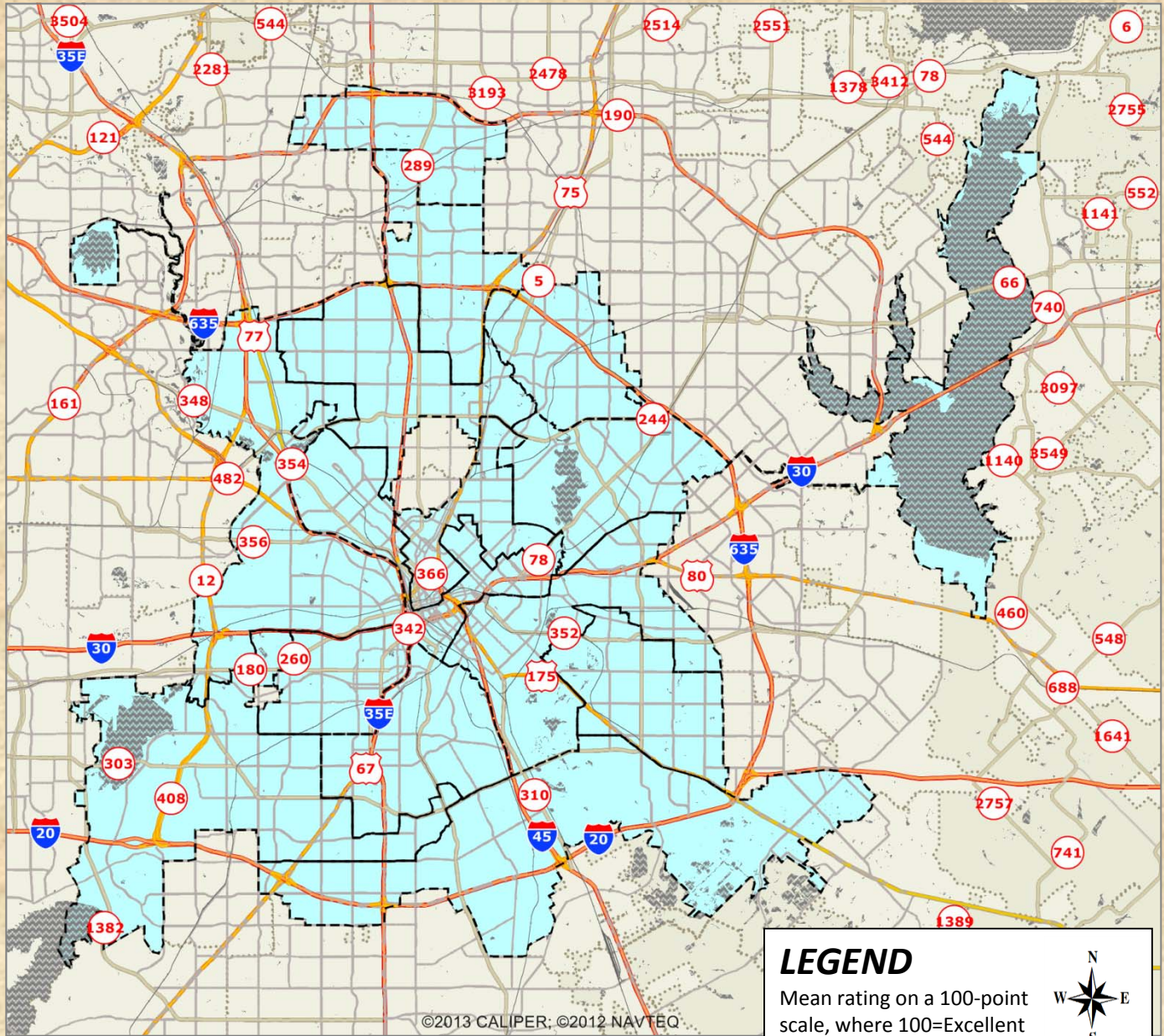
Mean rating on a 100-point scale, where 100=Excellent and 0=Poor

- Excellent
- Good
- Fair
- Poor
- Other (no responses)





# Ratings of Water Pressure in Your Home



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

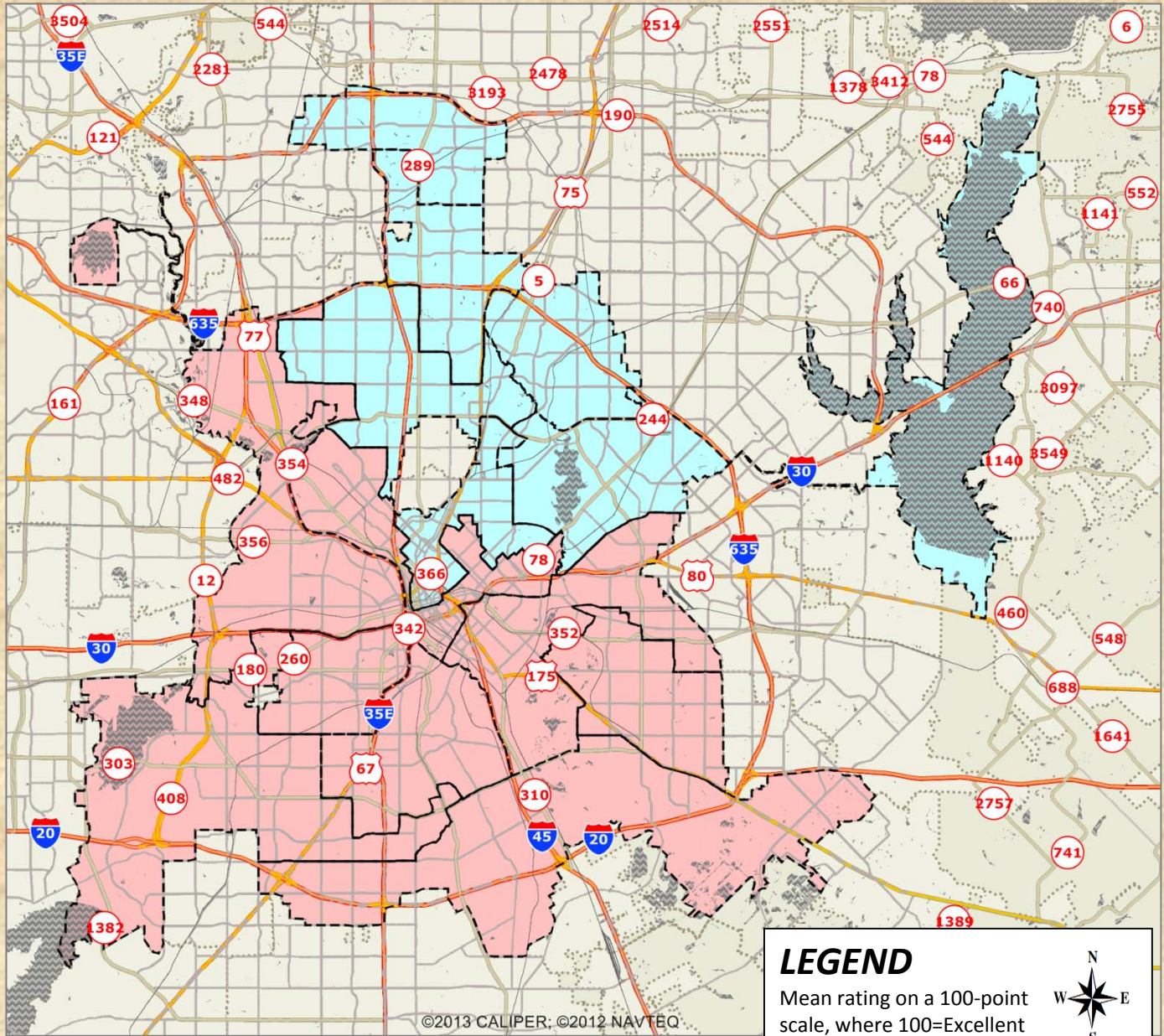
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of the Taste of Tap Water in Your Home



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## LEGEND

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

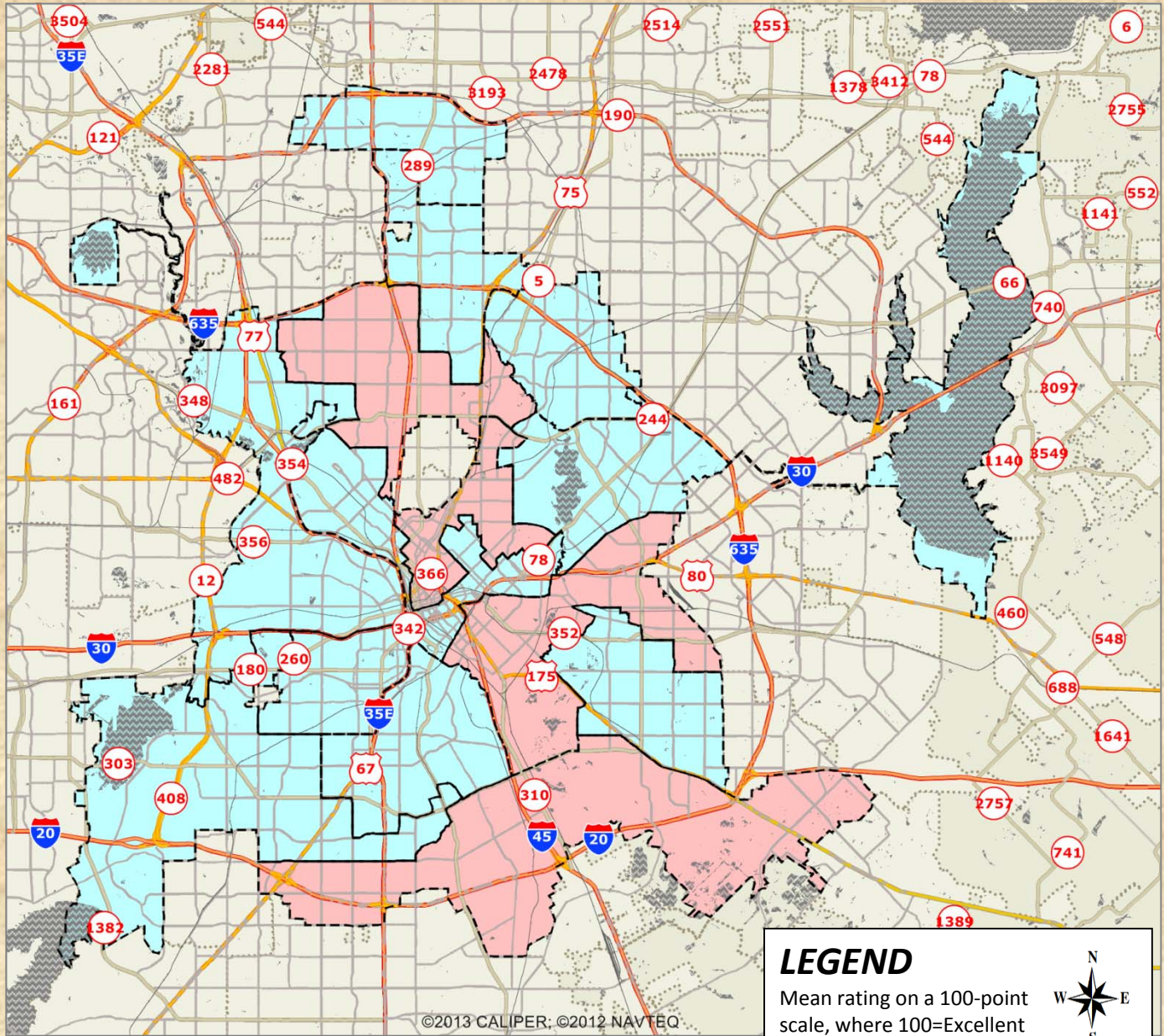
- Excellent
- Good
- Fair
- Poor
- Other (no responses)



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

# Ratings of Water Conservation Programs



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

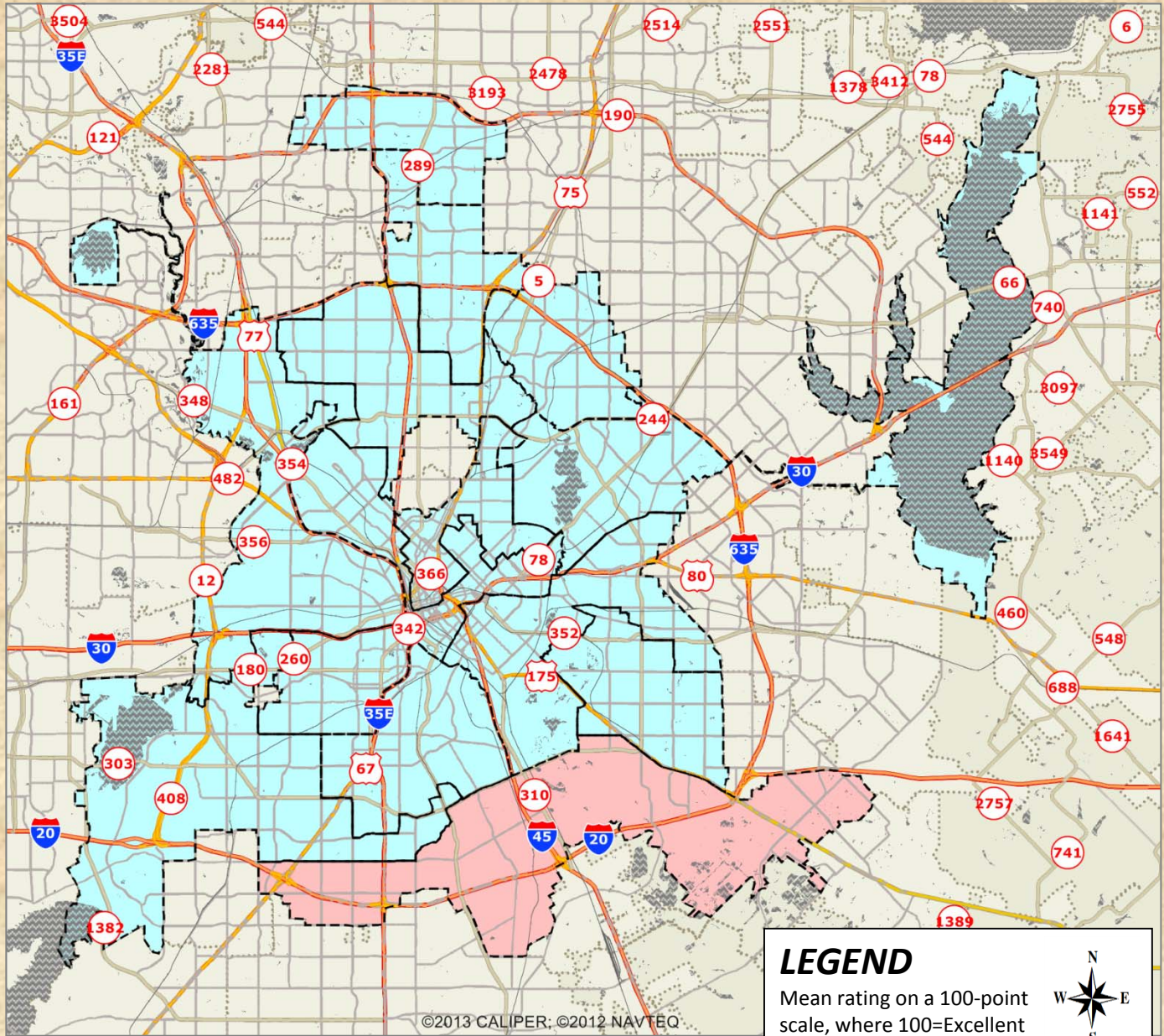
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of the Ease of Understanding Water/Wastewater Bills



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

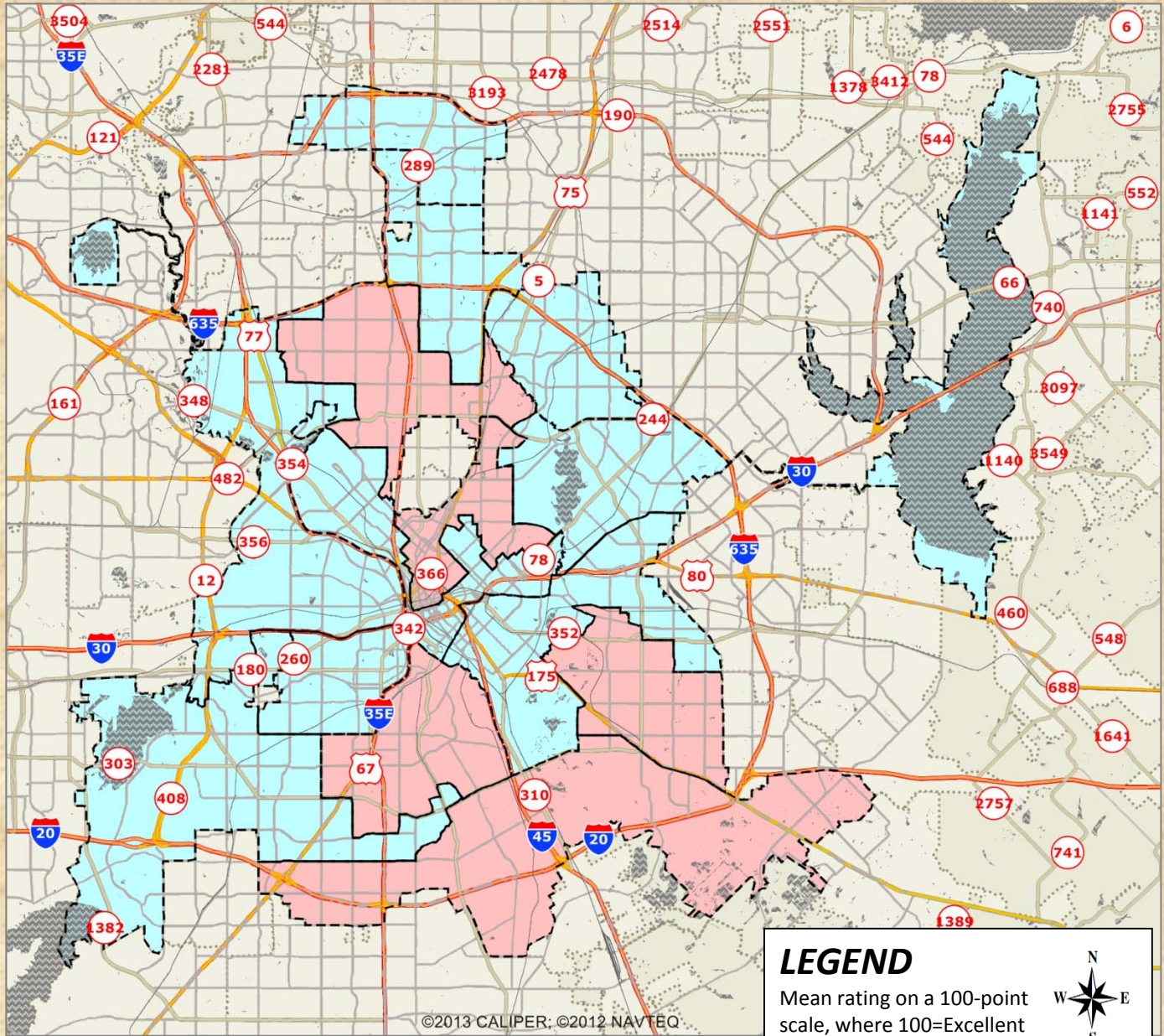
### LEGEND

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

-  Excellent
-  Good
-  Fair
-  Poor
-  Other (no responses)



# Ratings of City Efforts to Respond to Water/Wastewater Service Issues in a Timely Manner



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

### LEGEND

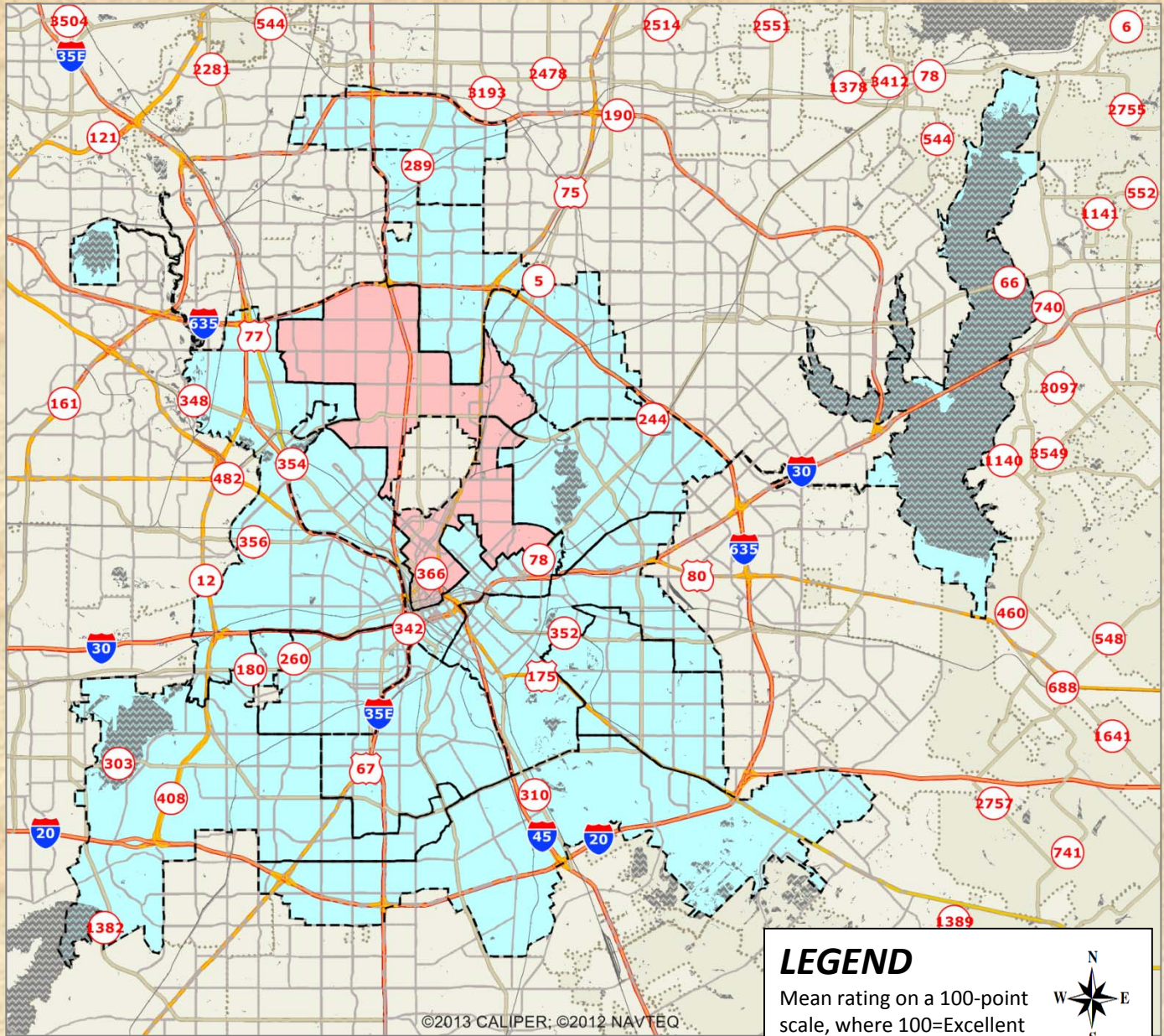
Mean rating on a 100-point scale, where 100=Excellent and 0=Poor

- Excellent
- Good
- Fair
- Poor
- Other (no responses)





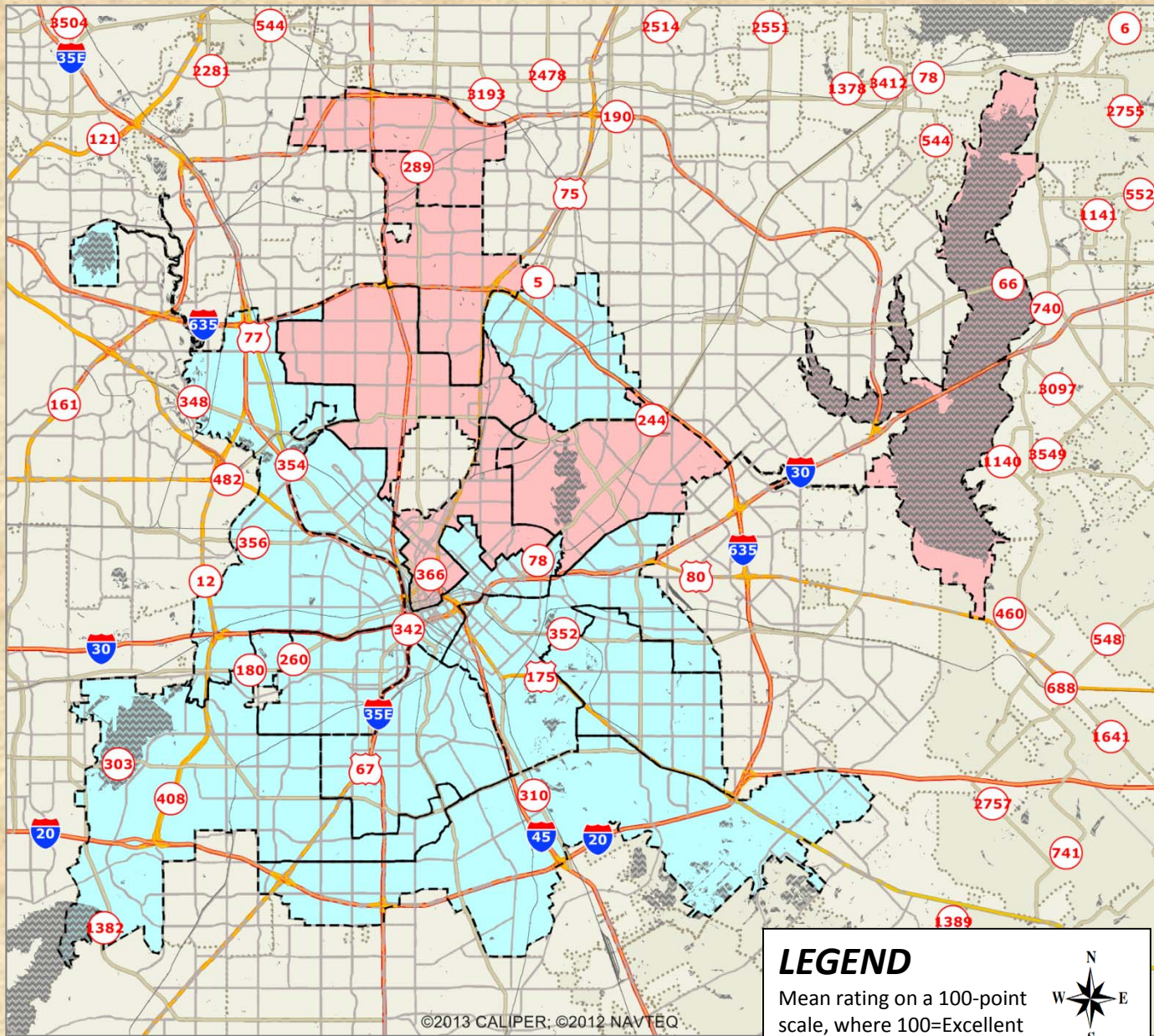
# Ratings of the Quality of City's Website



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

# Ratings of the Quality of City's Cable TV Channel



## 2013 Dallas Community Survey

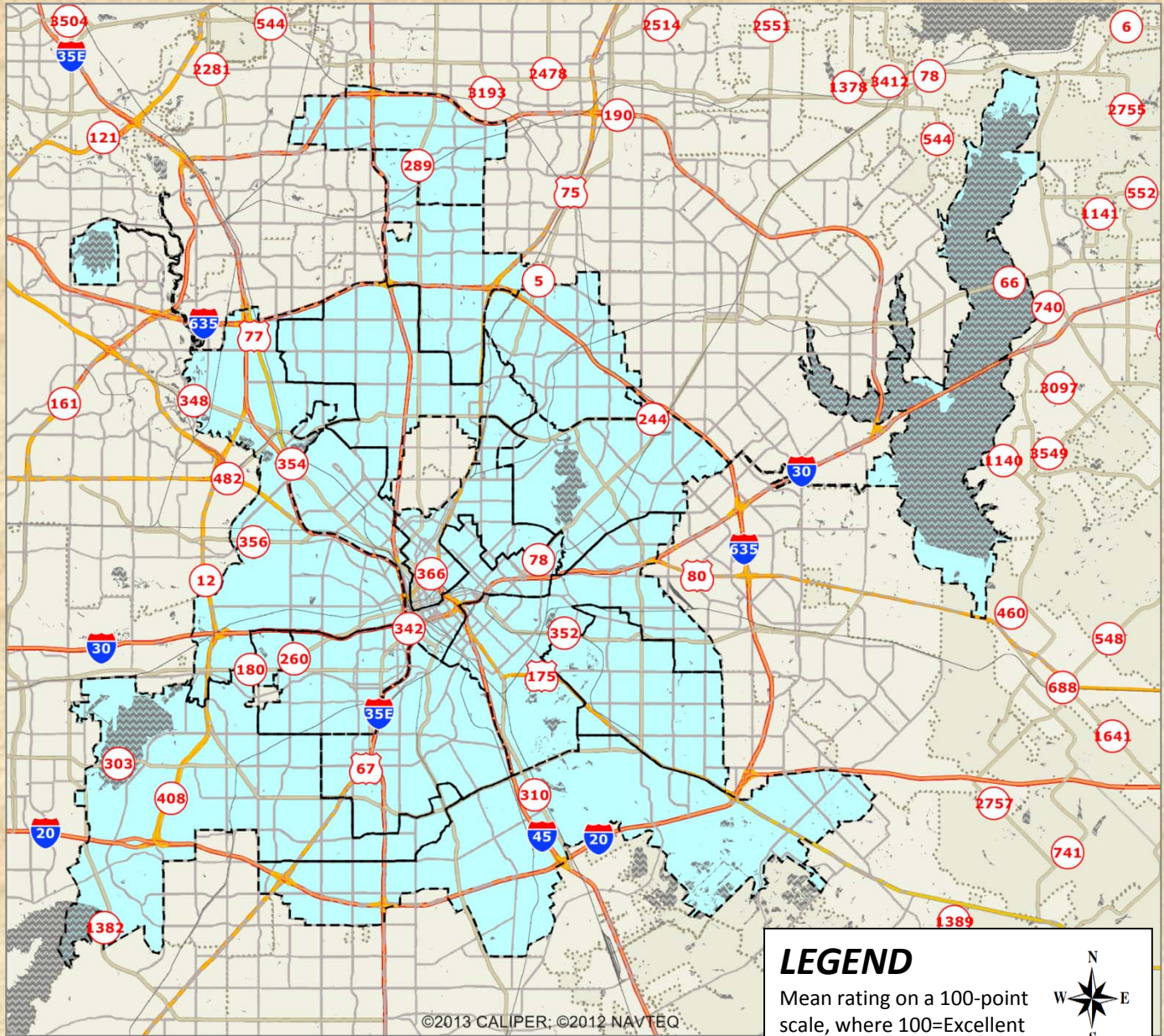
Shading reflects the mean rating for all respondents by District

**LEGEND**

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)

# Ratings of the WRR 101.1 FM Broadcast of City Council Meetings



### LEGEND

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

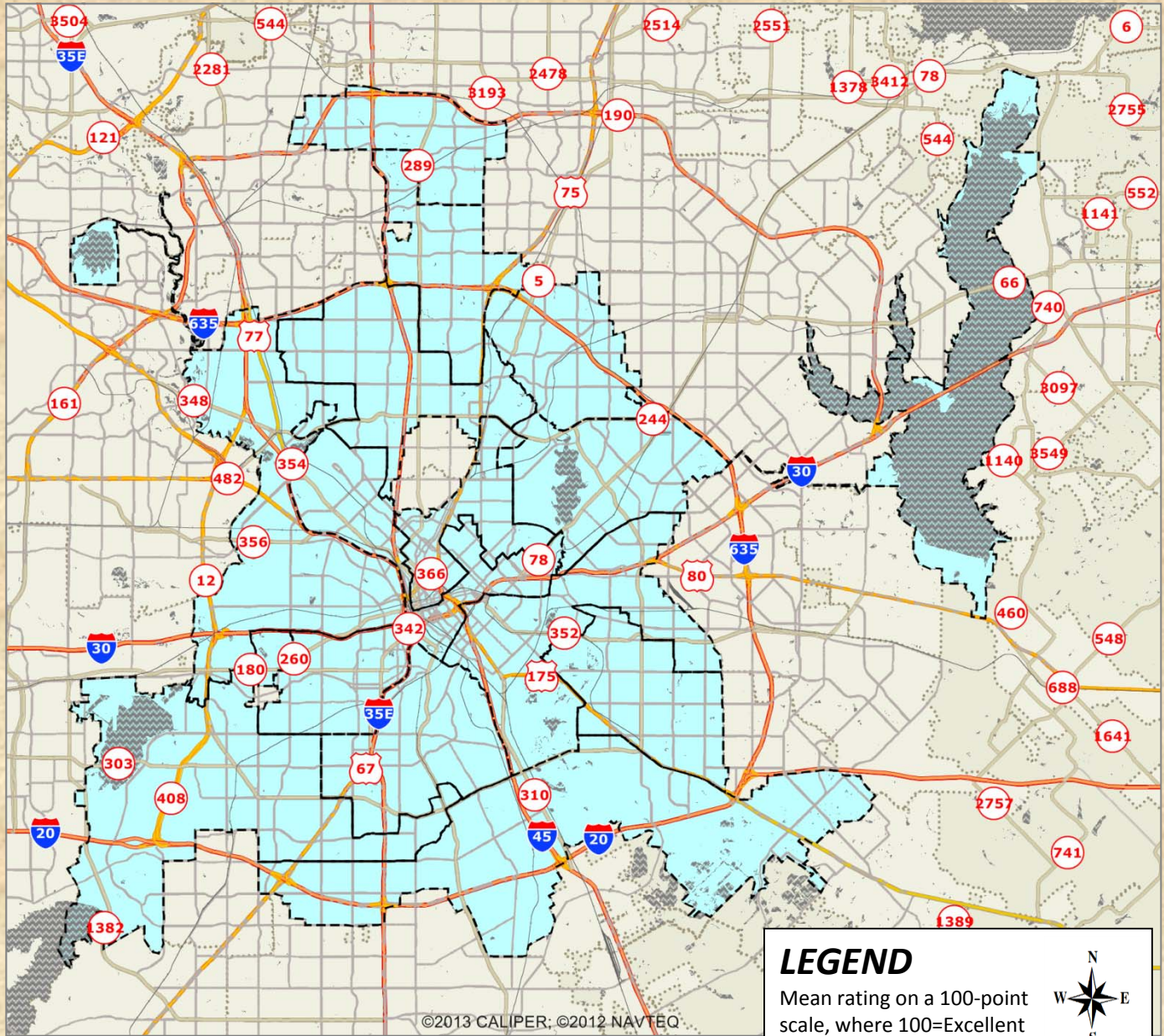
- Excellent
- Good
- Fair
- Poor
- Other (no responses)



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

# Ratings of 3-1-1 Services



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

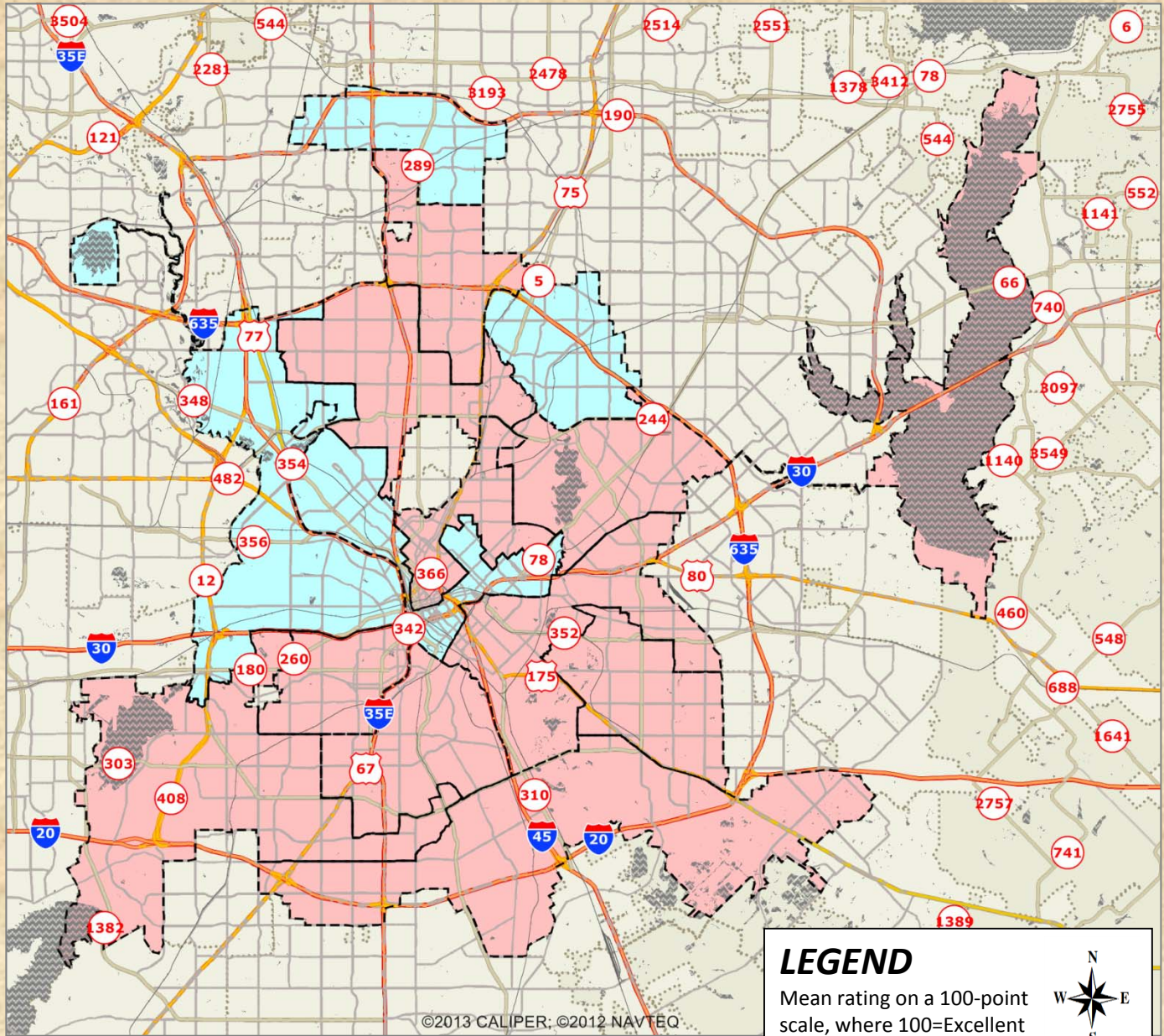
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



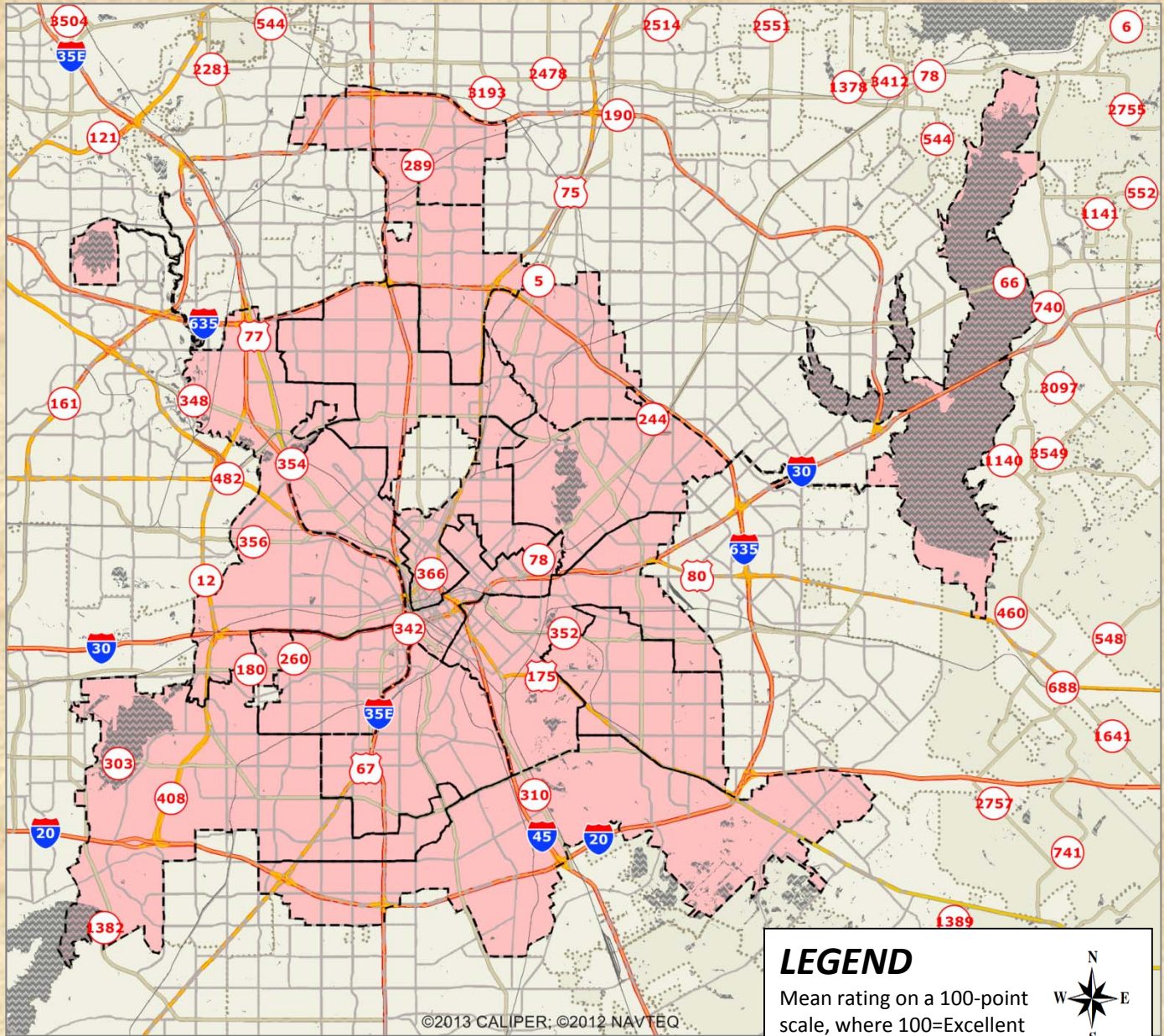
# Ratings of the Availability of Information About City Programs/Services



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

# Ratings of the Level of Public Involvement in Decision Making



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

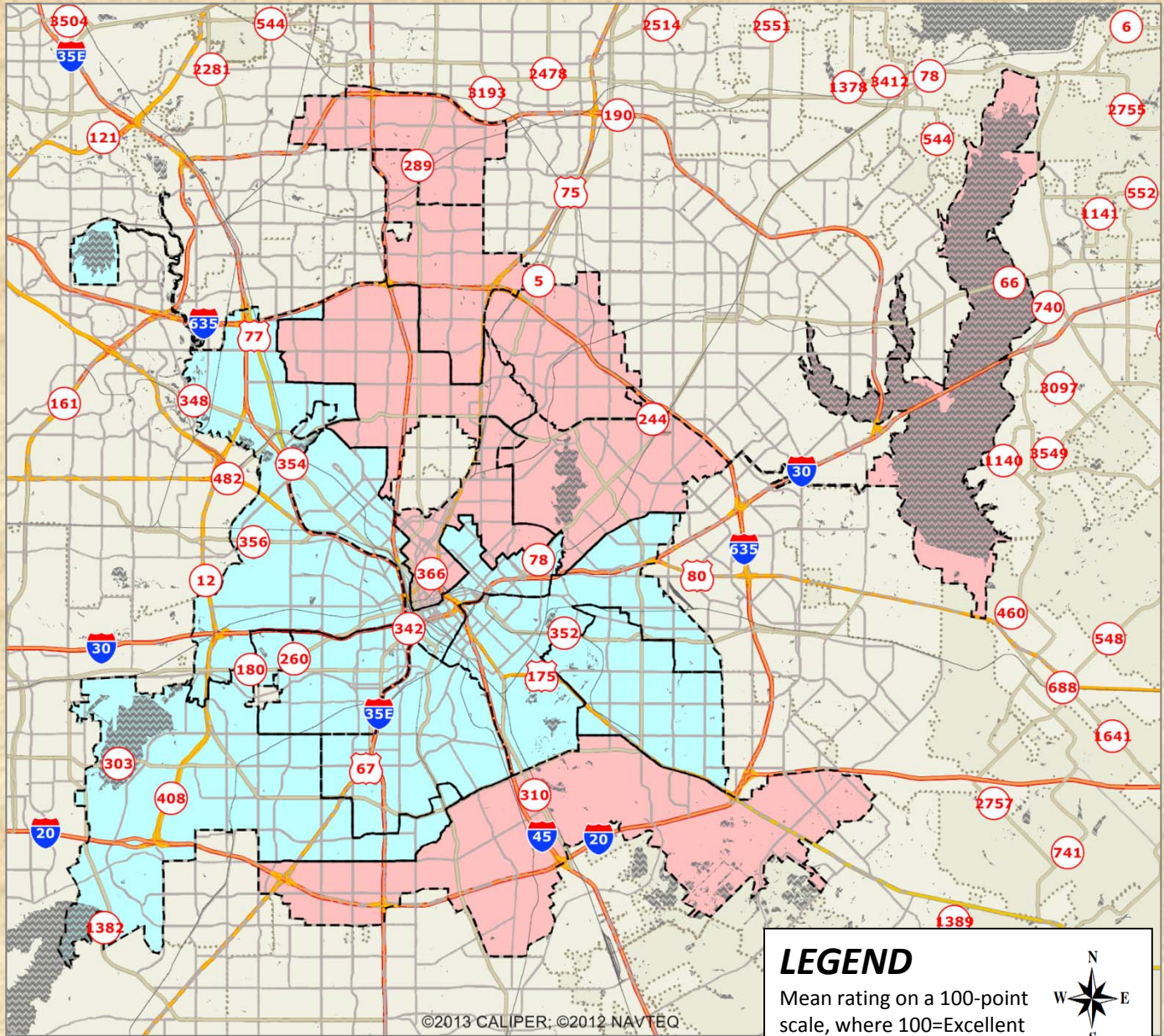
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of the Usefulness of City Utility Bill Inserts



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

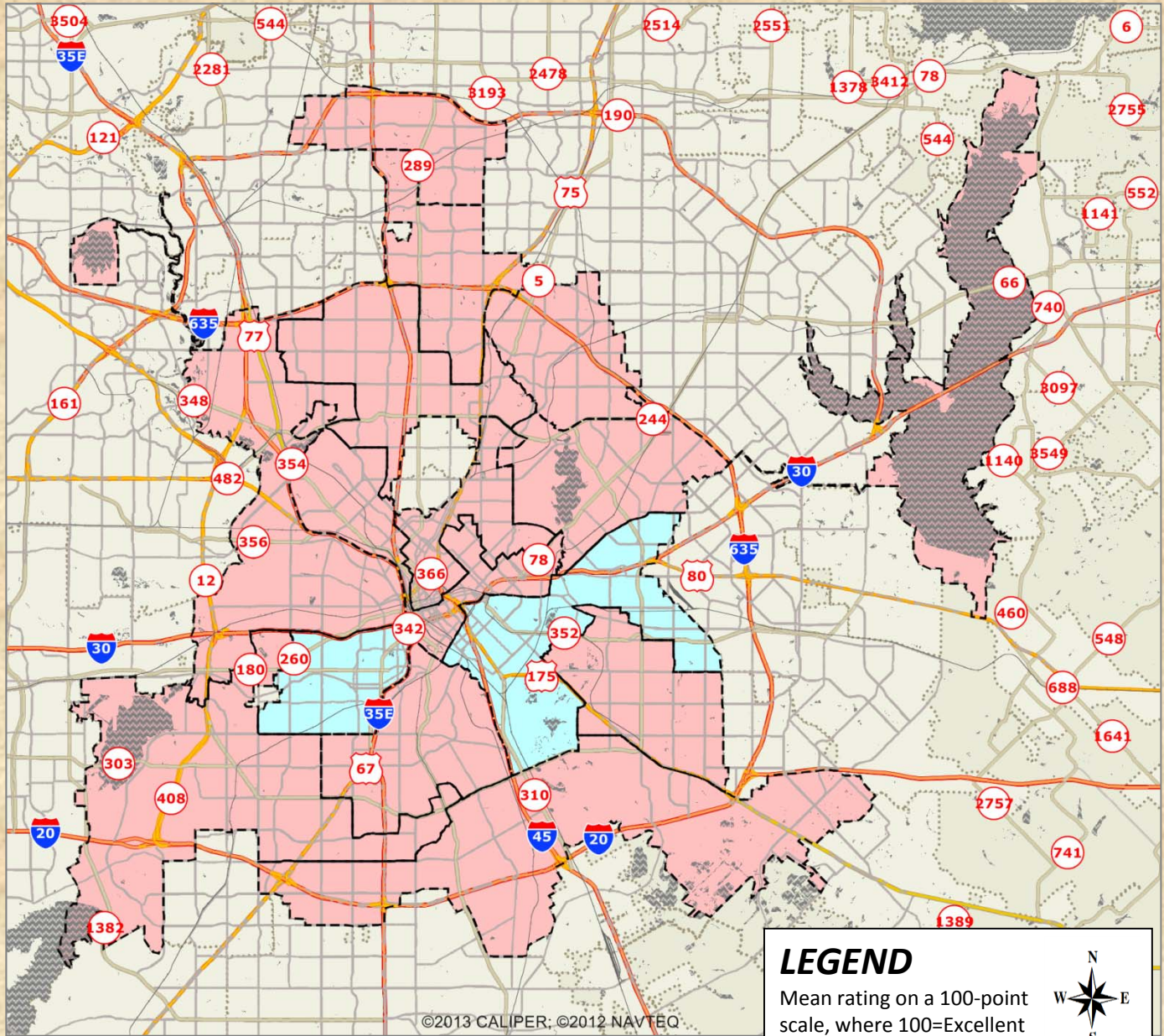
### LEGEND

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

-  Excellent
-  Good
-  Fair
-  Poor
-  Other (no responses)



# Ratings of Townhall Meetings



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

### LEGEND

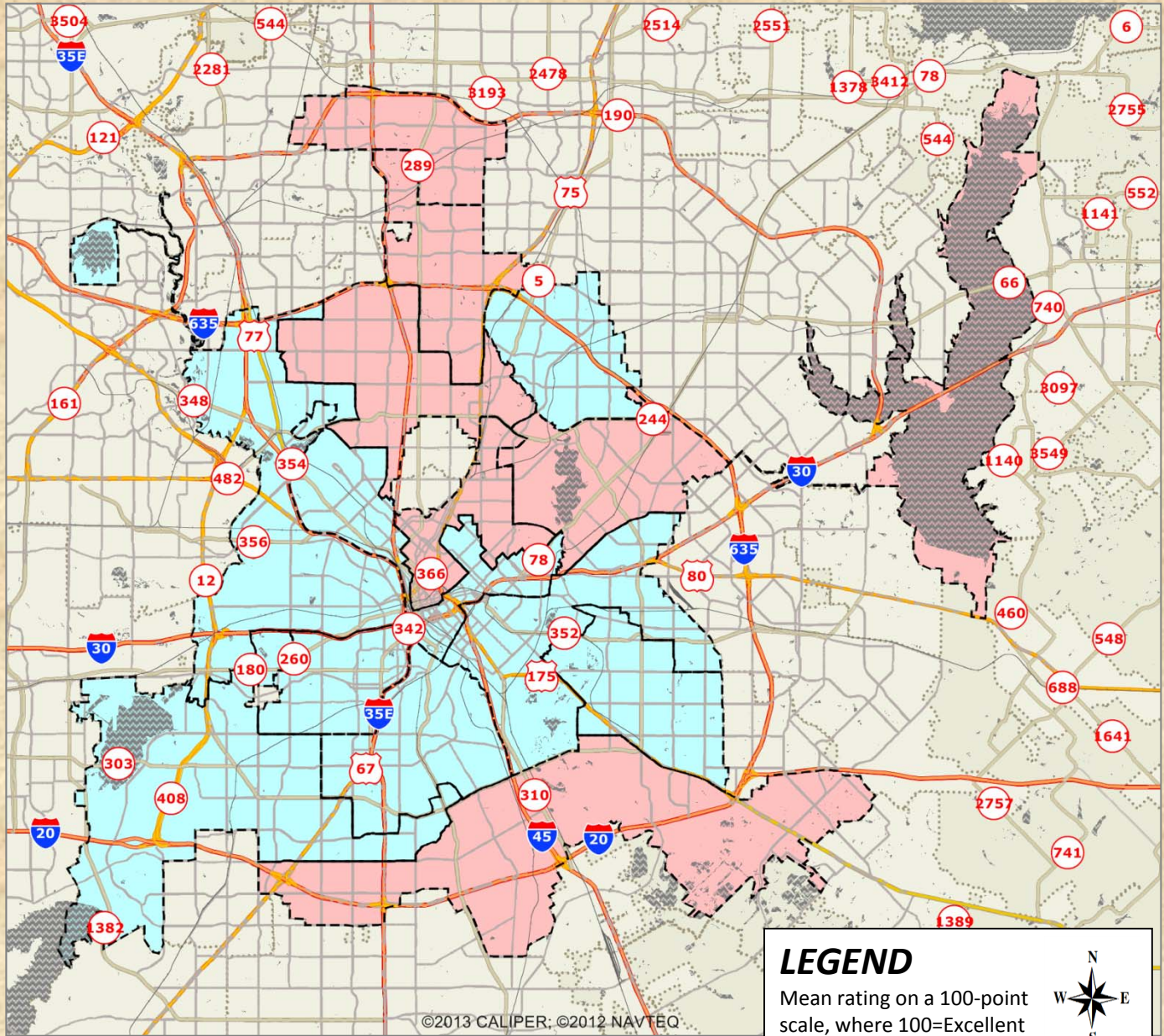
Mean rating on a 100-point scale, where 100=Excellent and 0=Poor

-  Excellent
-  Good
-  Fair
-  Poor
-  Other (no responses)





# Ratings of City's Social Media Services



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

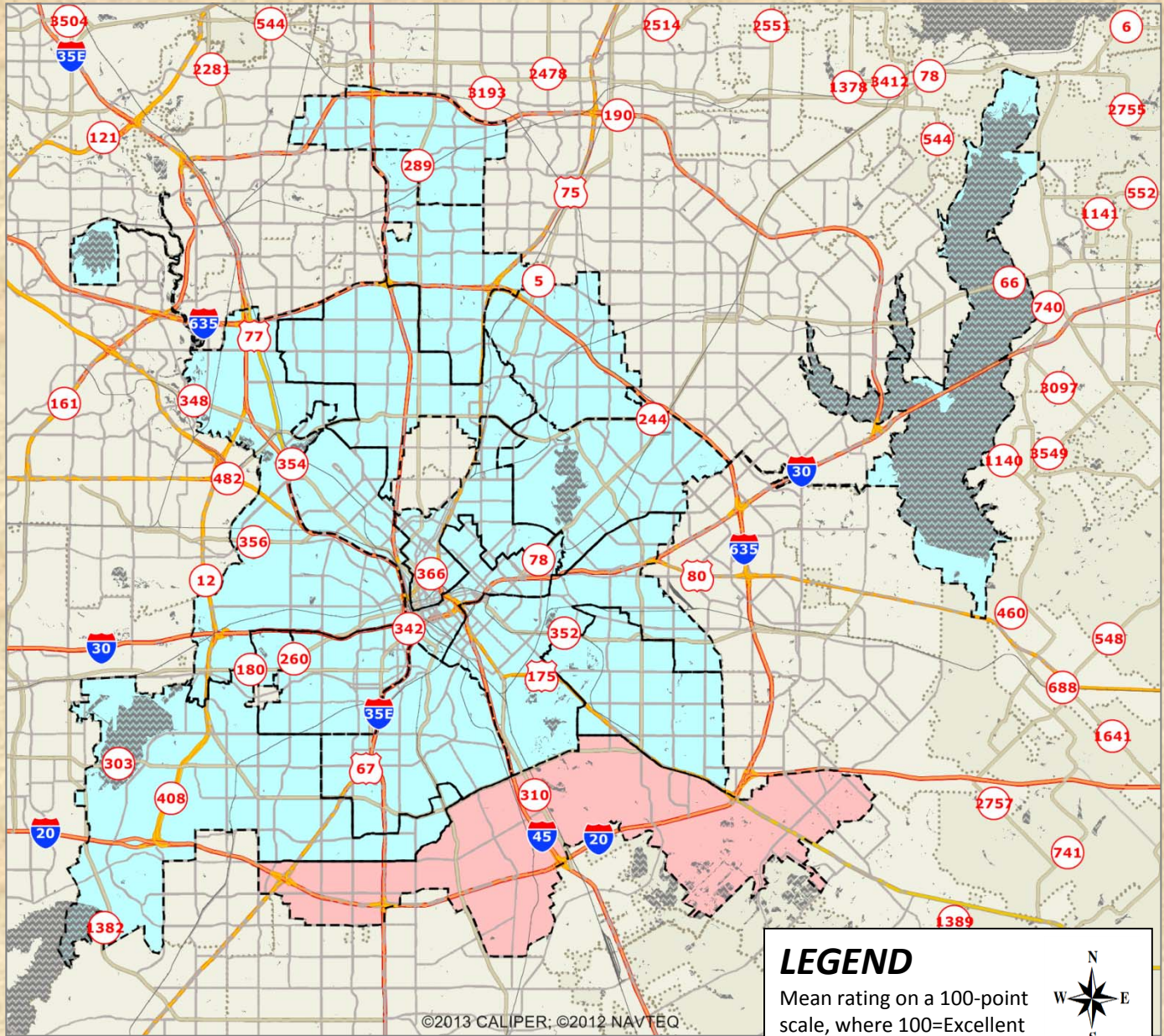
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of City Parks



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

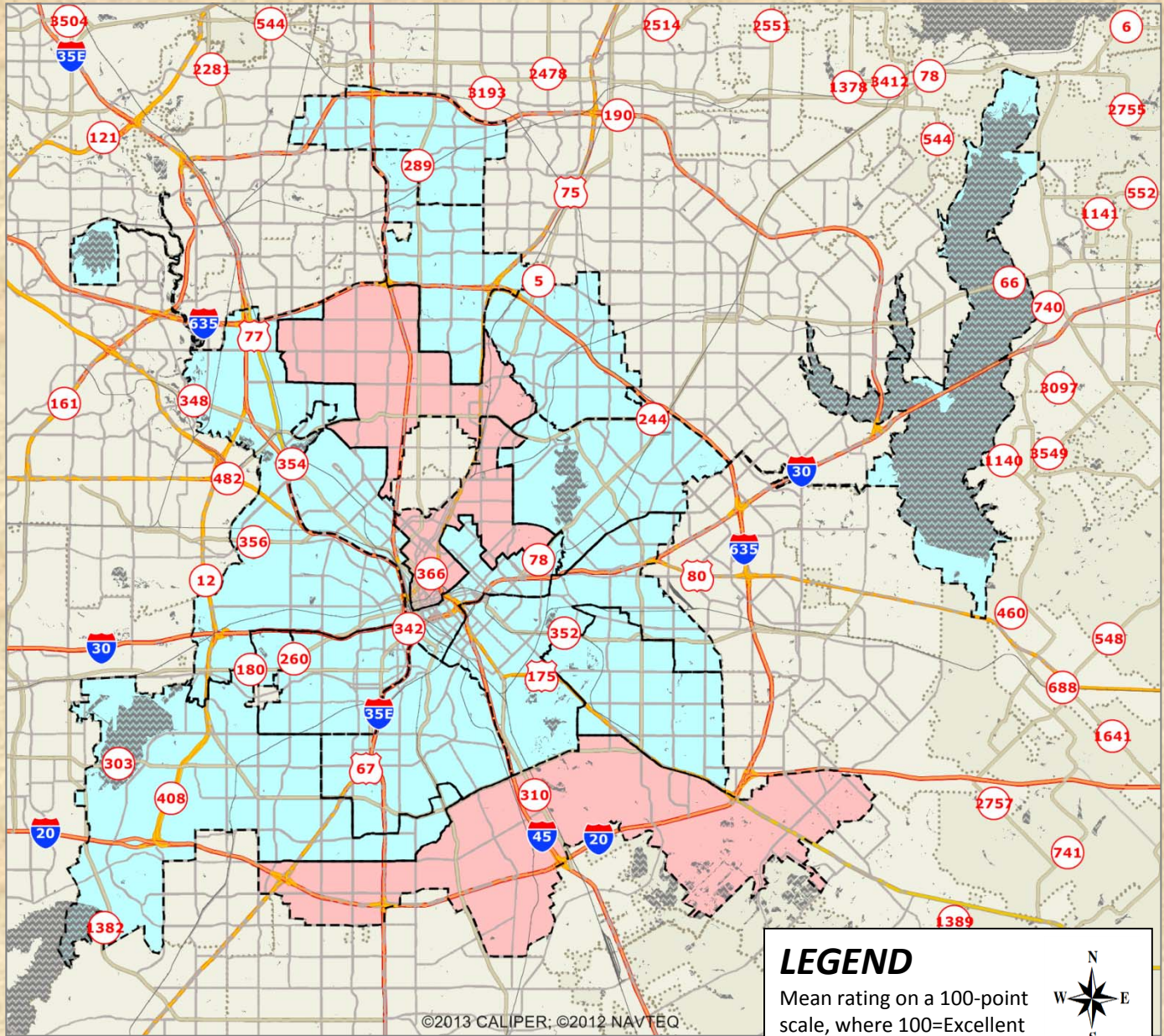
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of Recreation Programs or Classes



## LEGEND

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

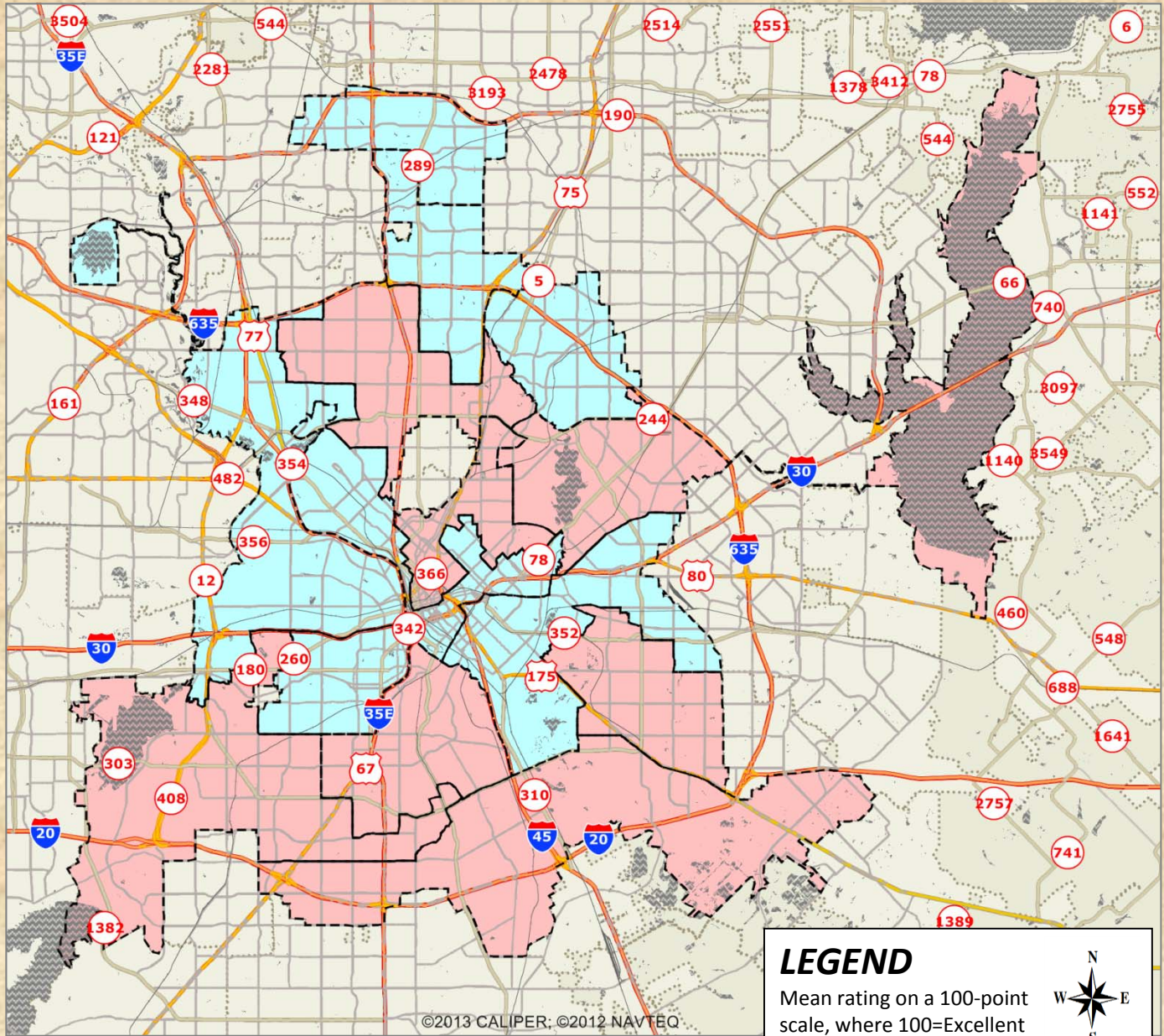
- Excellent
- Good
- Fair
- Poor
- Other (no responses)



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

# Ratings of the Range/Variety of Recreation Programs/Classes



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

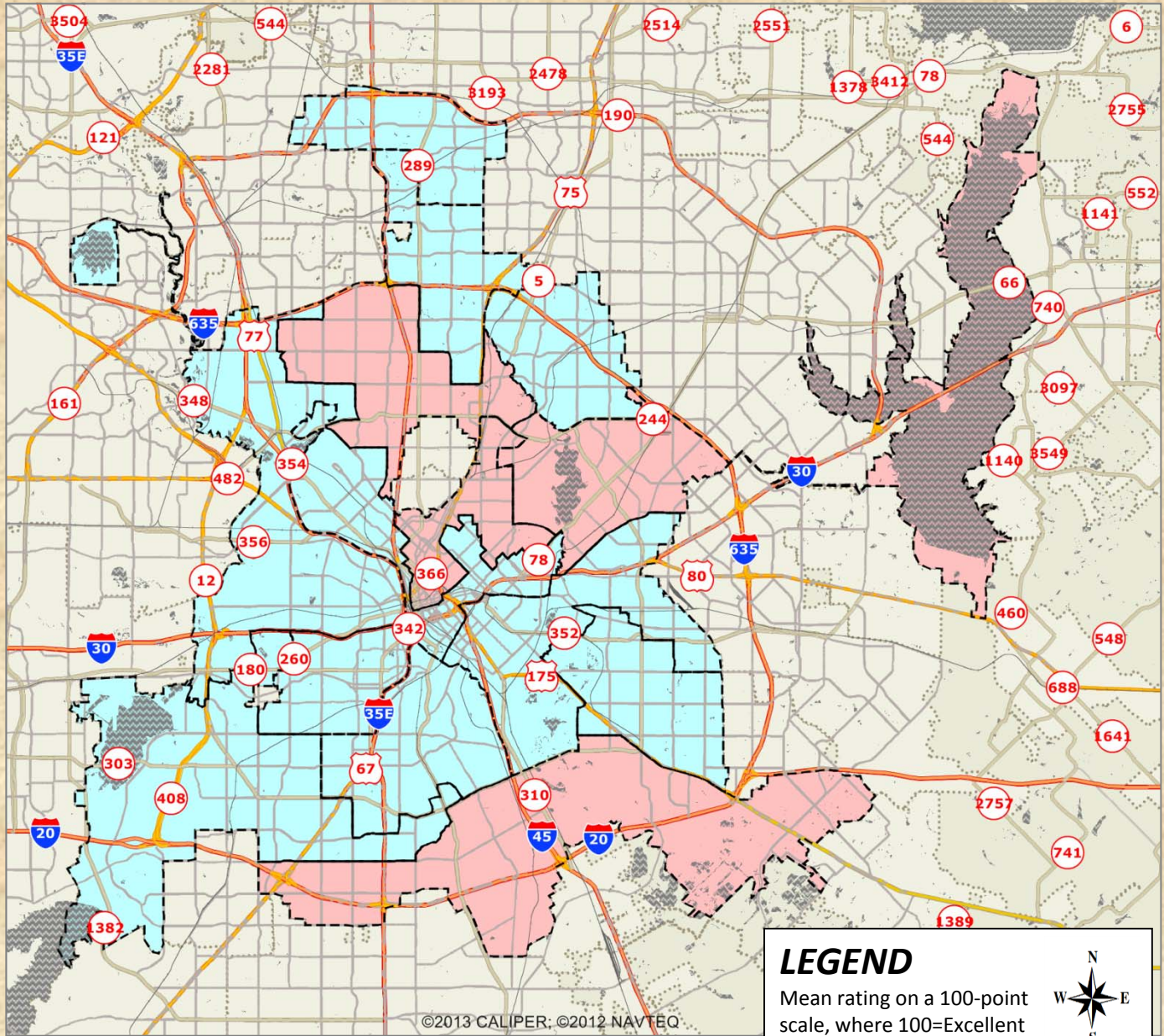
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of Recreation Centers/Facilities



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

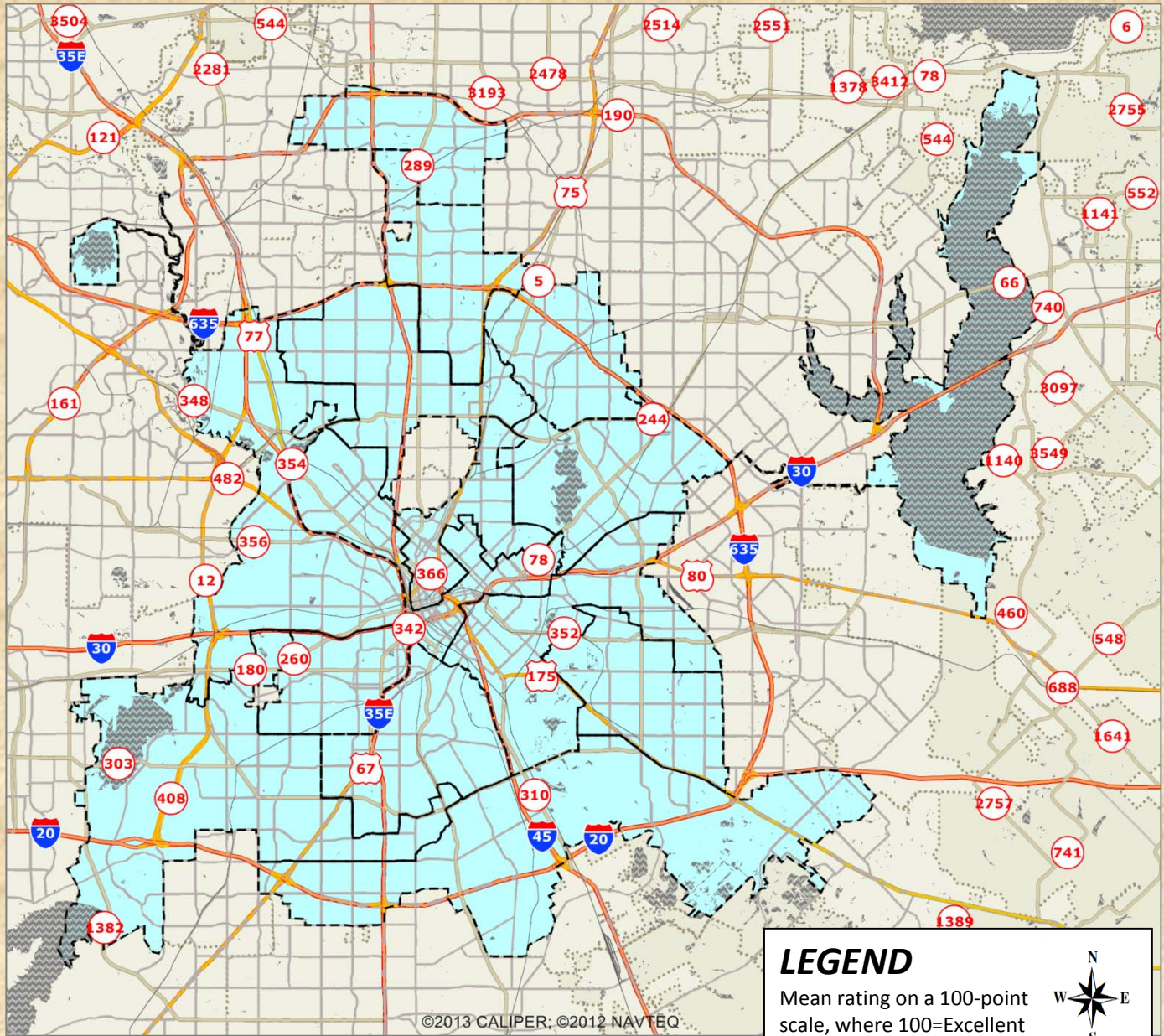
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of the Accessibility of Parks



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

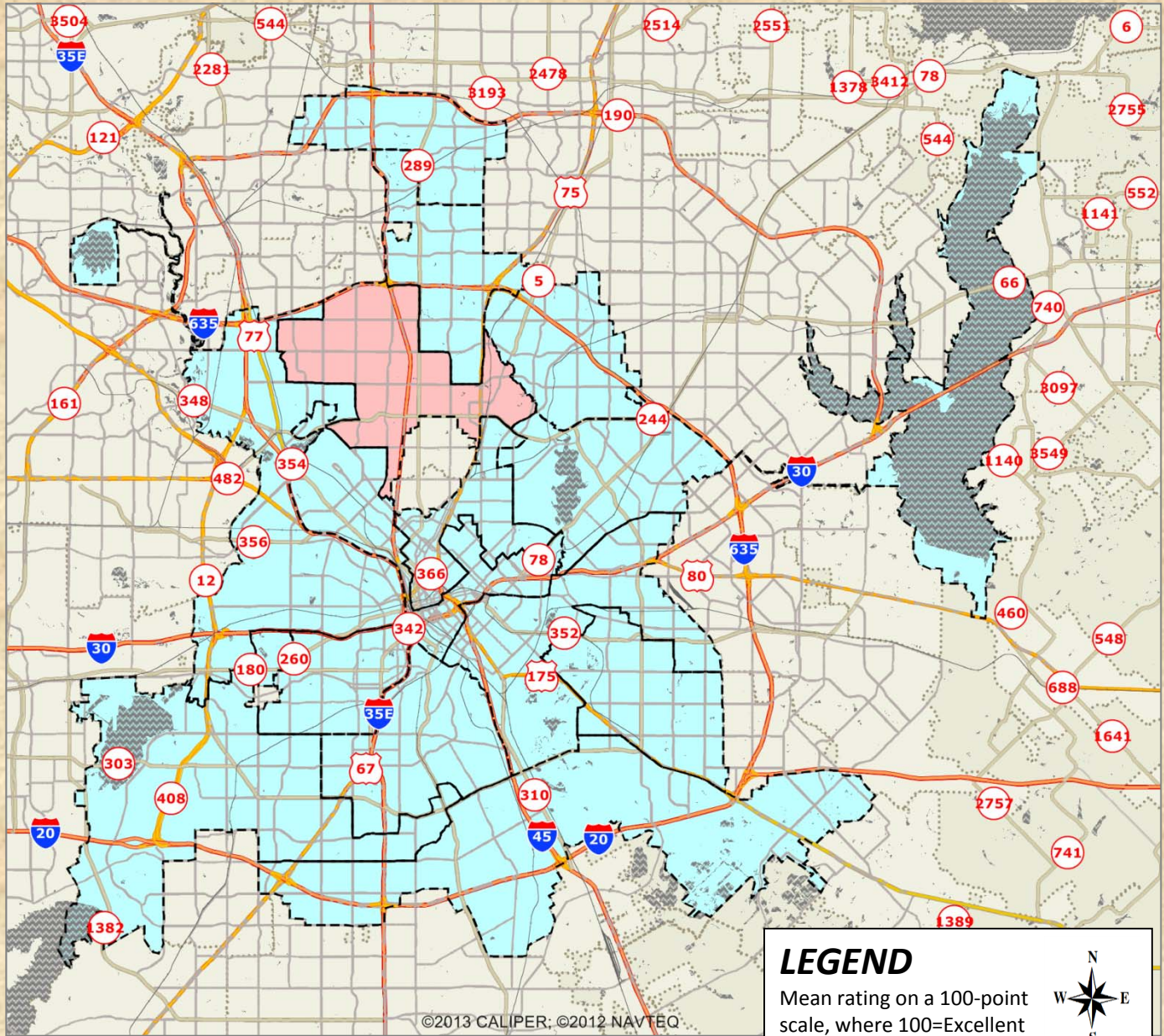
### LEGEND

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

-  Excellent
-  Good
-  Fair
-  Poor
-  Other (no responses)



# Ratings of the Accessibility of Recreation Centers/Facilities



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

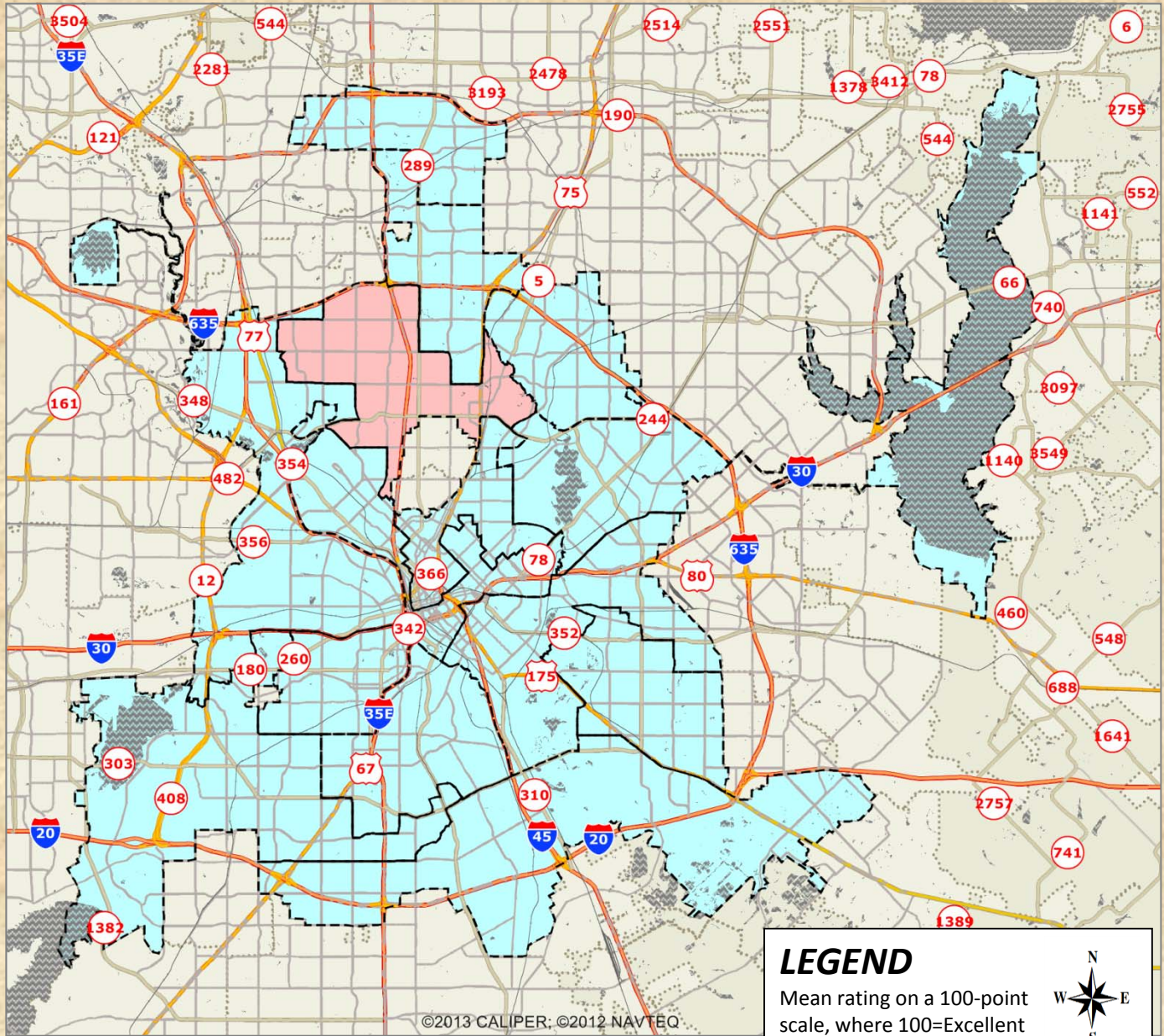
### LEGEND

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

-  Excellent
-  Good
-  Fair
-  Poor
-  Other (no responses)



# Ratings of the Appearance/Maintenance of Parks



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

### LEGEND

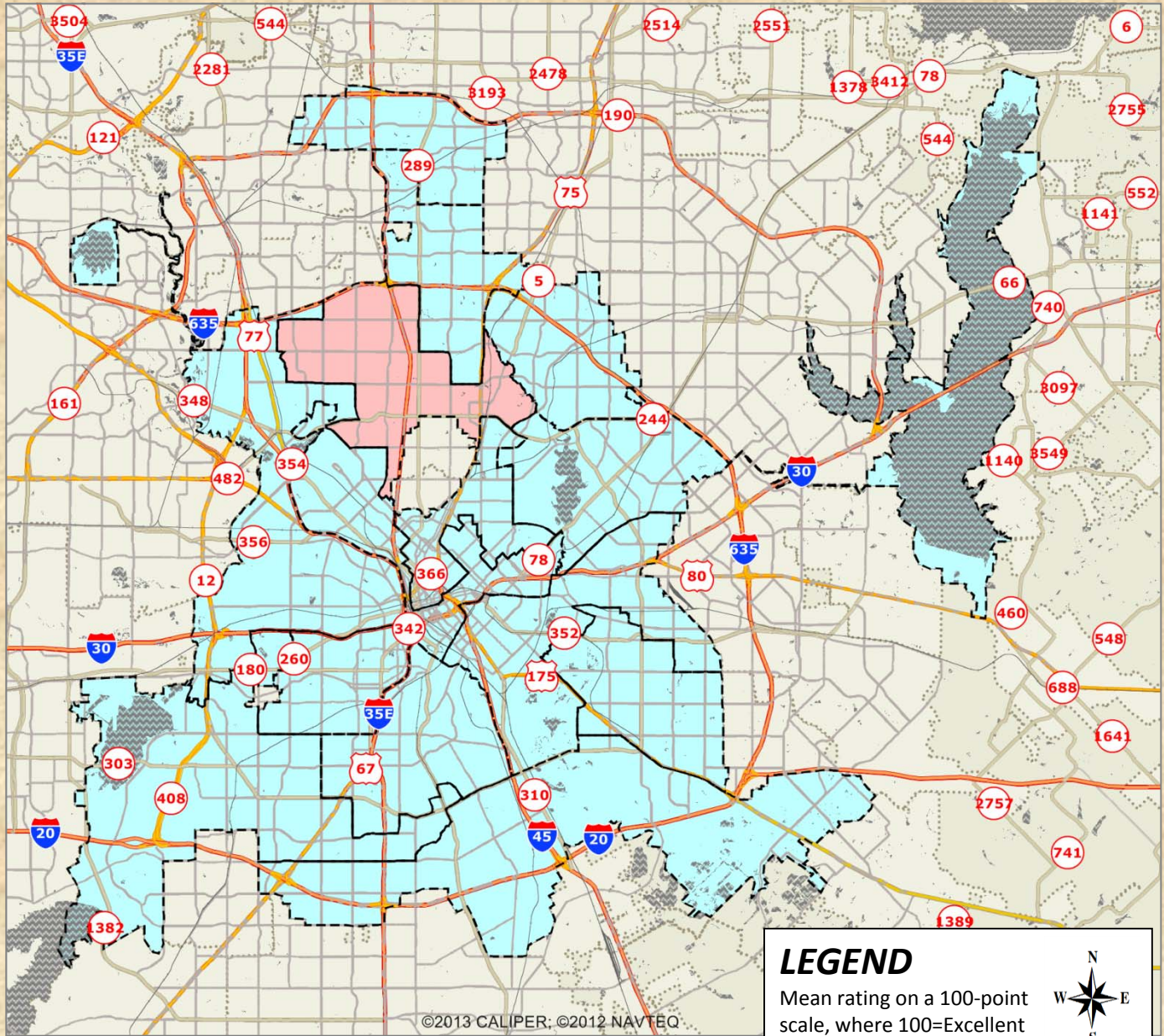
Mean rating on a 100-point scale, where 100=Excellent and 0=Poor

- Excellent
- Good
- Fair
- Poor
- Other (no responses)





# Ratings of the Appearance of Recreation Centers/Facilities



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

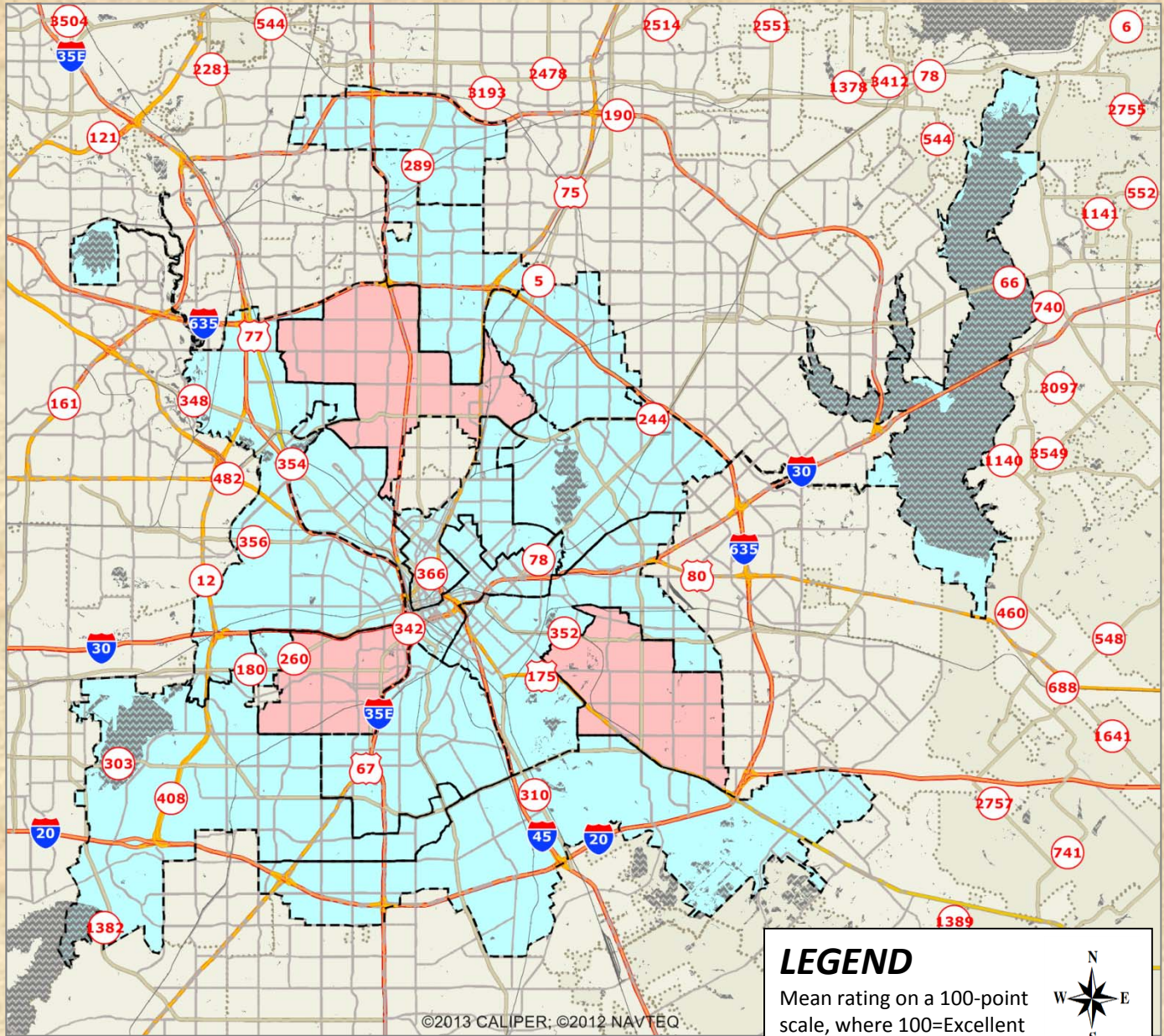
### LEGEND

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

-  Excellent
-  Good
-  Fair
-  Poor
-  Other (no responses)



# Ratings of Outdoor Athletic Facilities



**LEGEND**

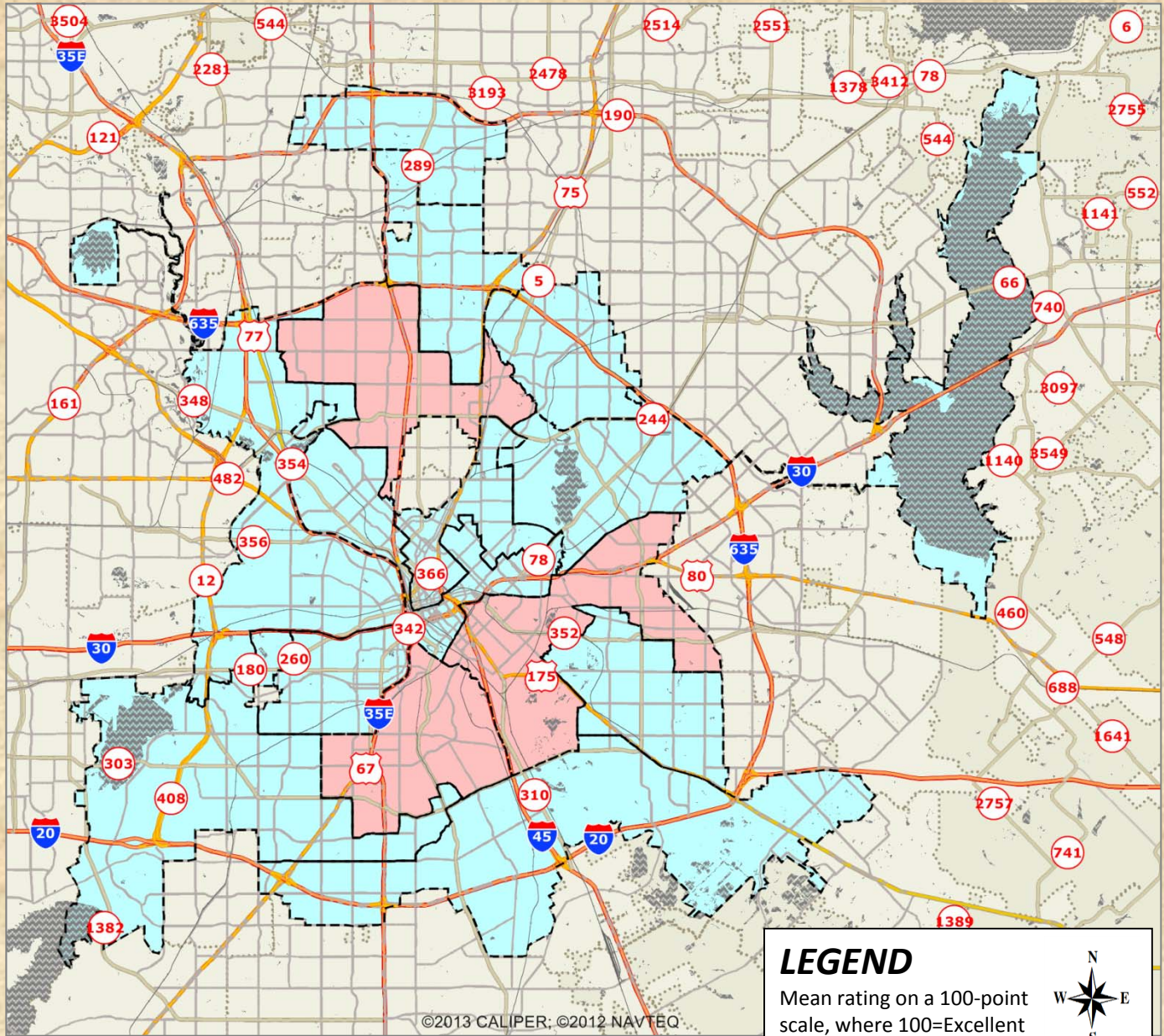
Mean rating on a 100-point scale, where 100=Excellent and 0=Poor

- Excellent
- Good
- Fair
- Poor
- Other (no responses)

## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

# Ratings of Walking and Biking Trails in the City



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

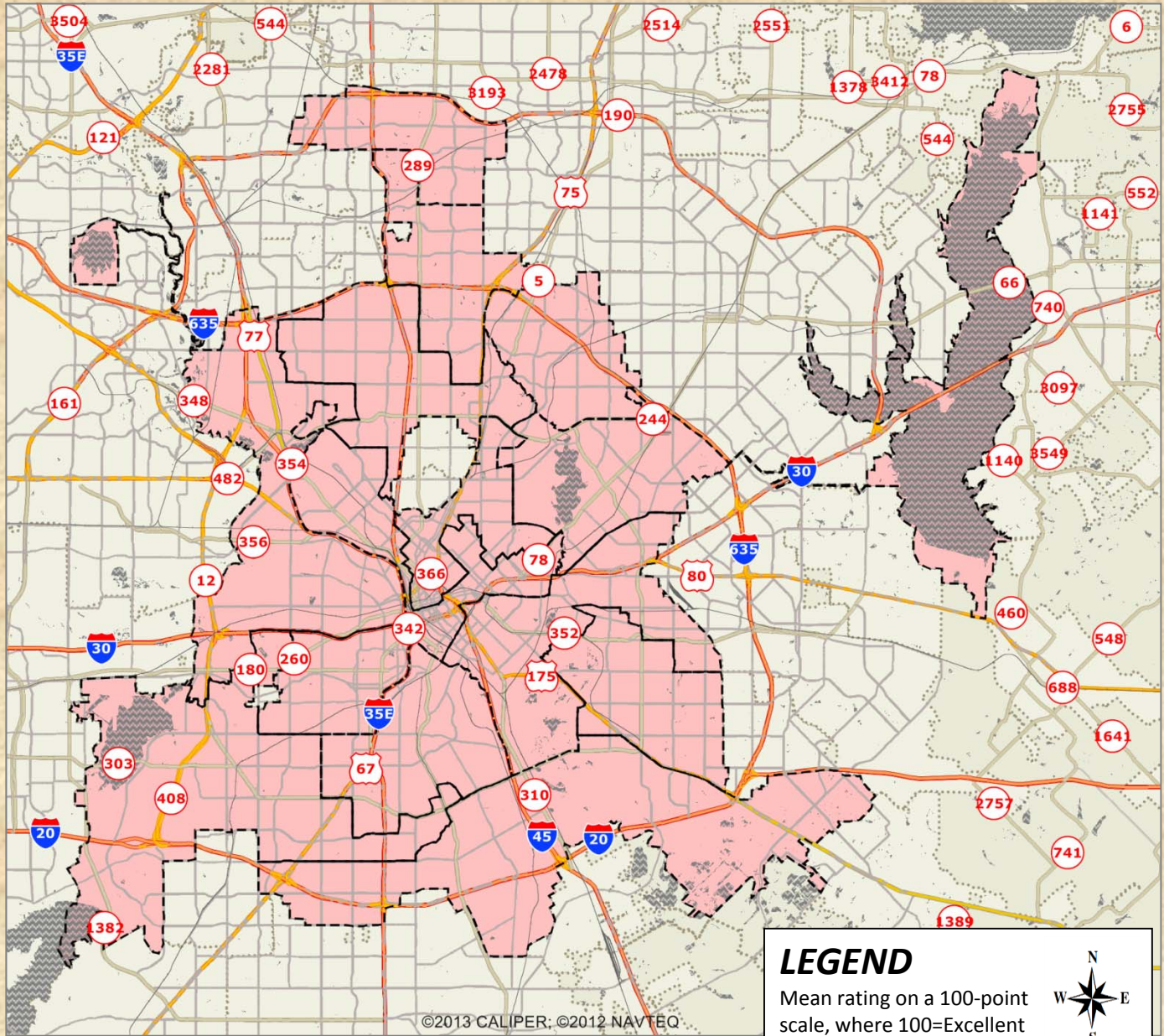
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of Outdoor Swimming Facilities



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

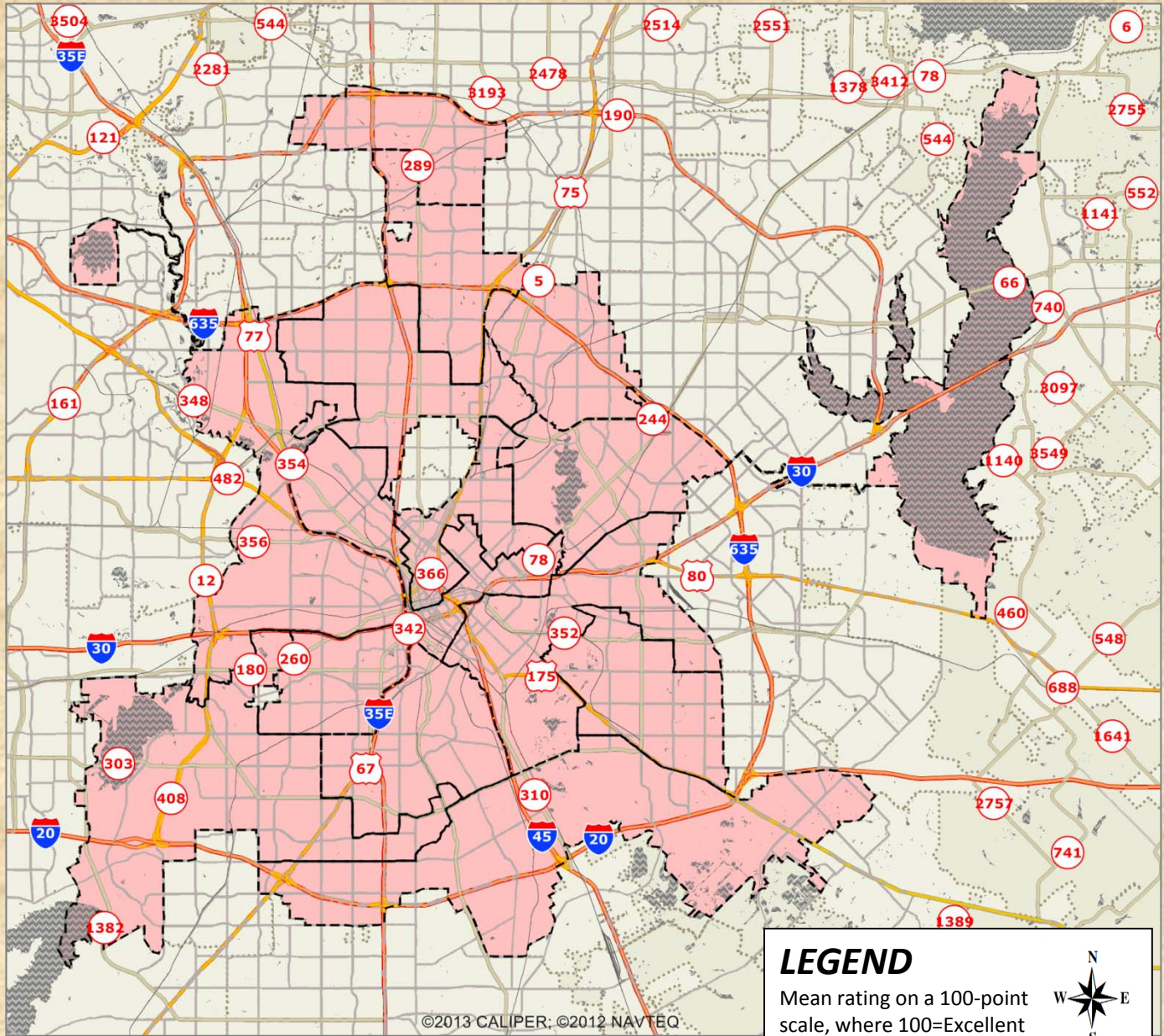
### LEGEND

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

-  Excellent
-  Good
-  Fair
-  Poor
-  Other (no responses)



# Ratings of Indoor Swimming Facilities



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

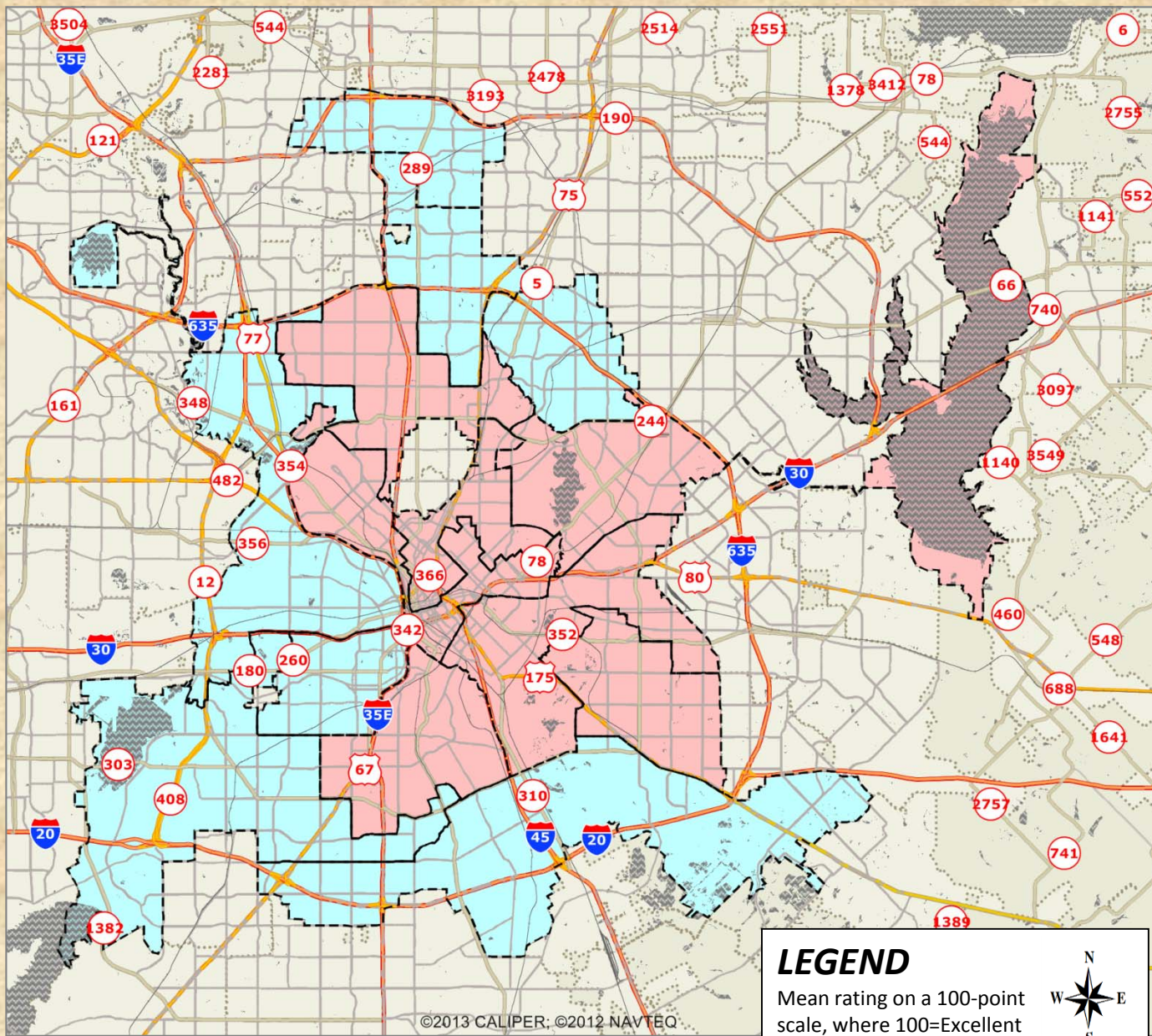
### LEGEND

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

-  Excellent
-  Good
-  Fair
-  Poor
-  Other (no responses)



# Ratings of the Ease of Registering for Recreation Programs/Events



**LEGEND**

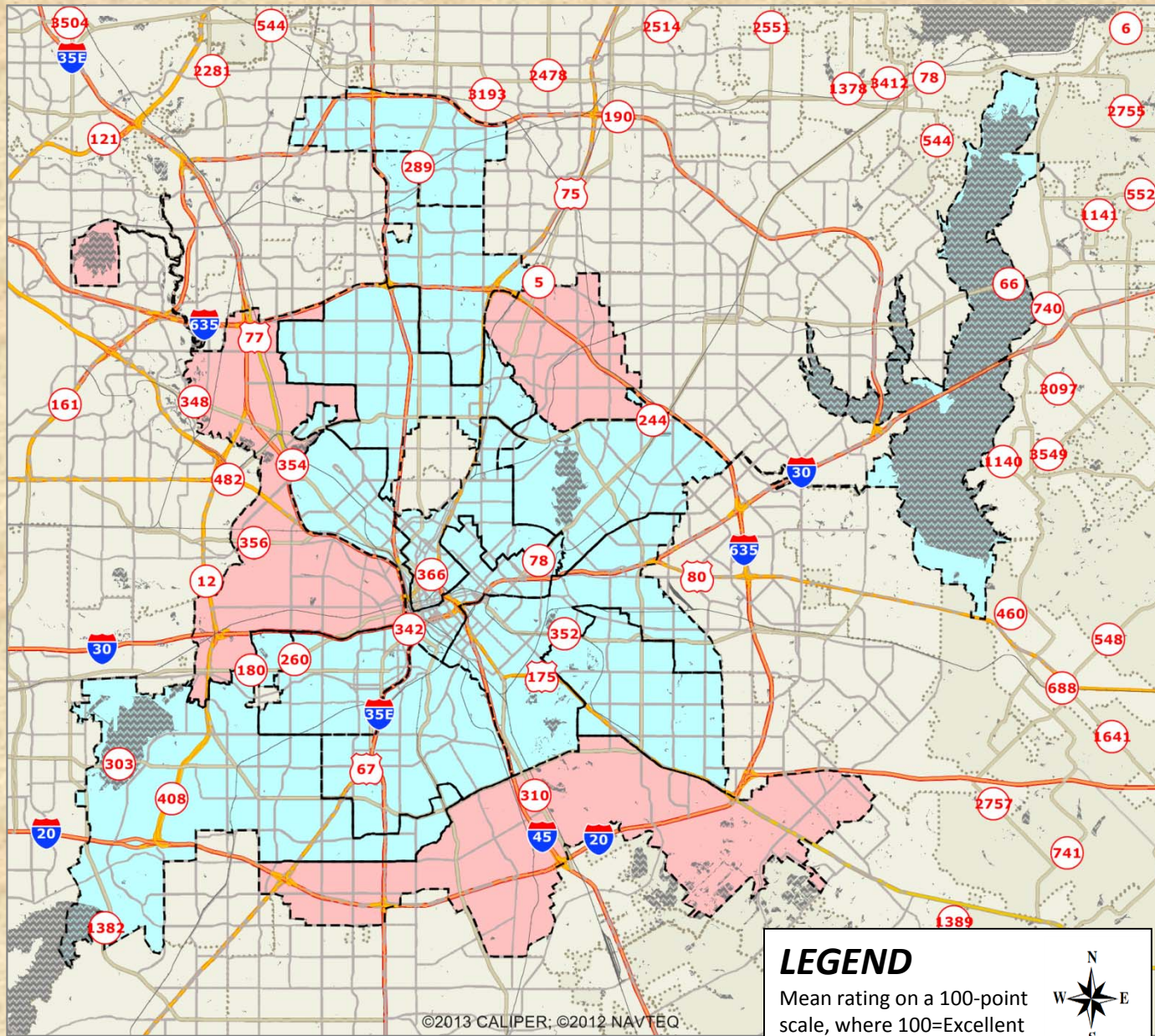
Mean rating on a 100-point scale, where 100=Excellent and 0=Poor

- Excellent
- Good
- Fair
- Poor
- Other (no responses)

## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

# Ratings of City Golf Courses




## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

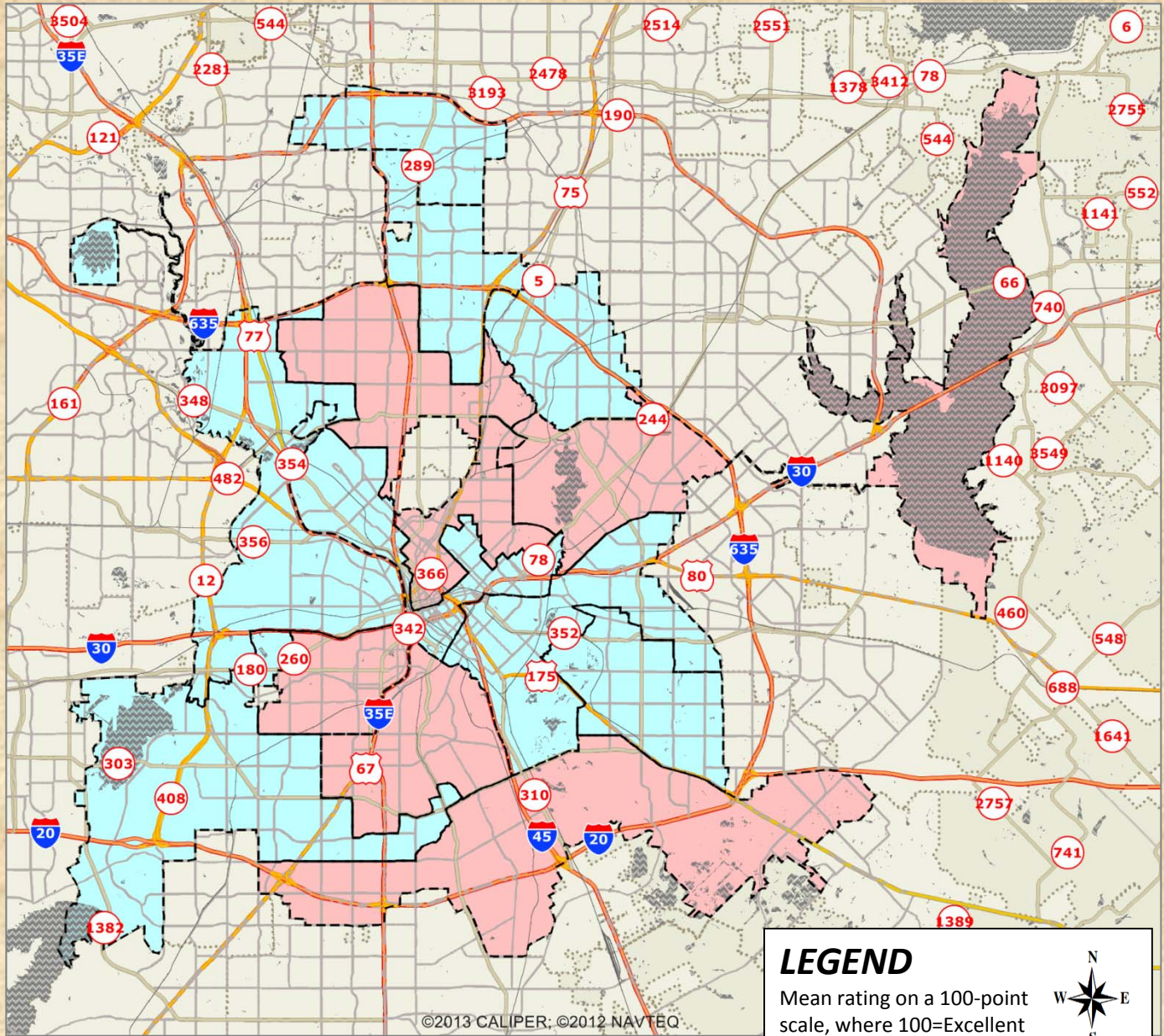
**LEGEND**

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of Services to Seniors



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

### LEGEND

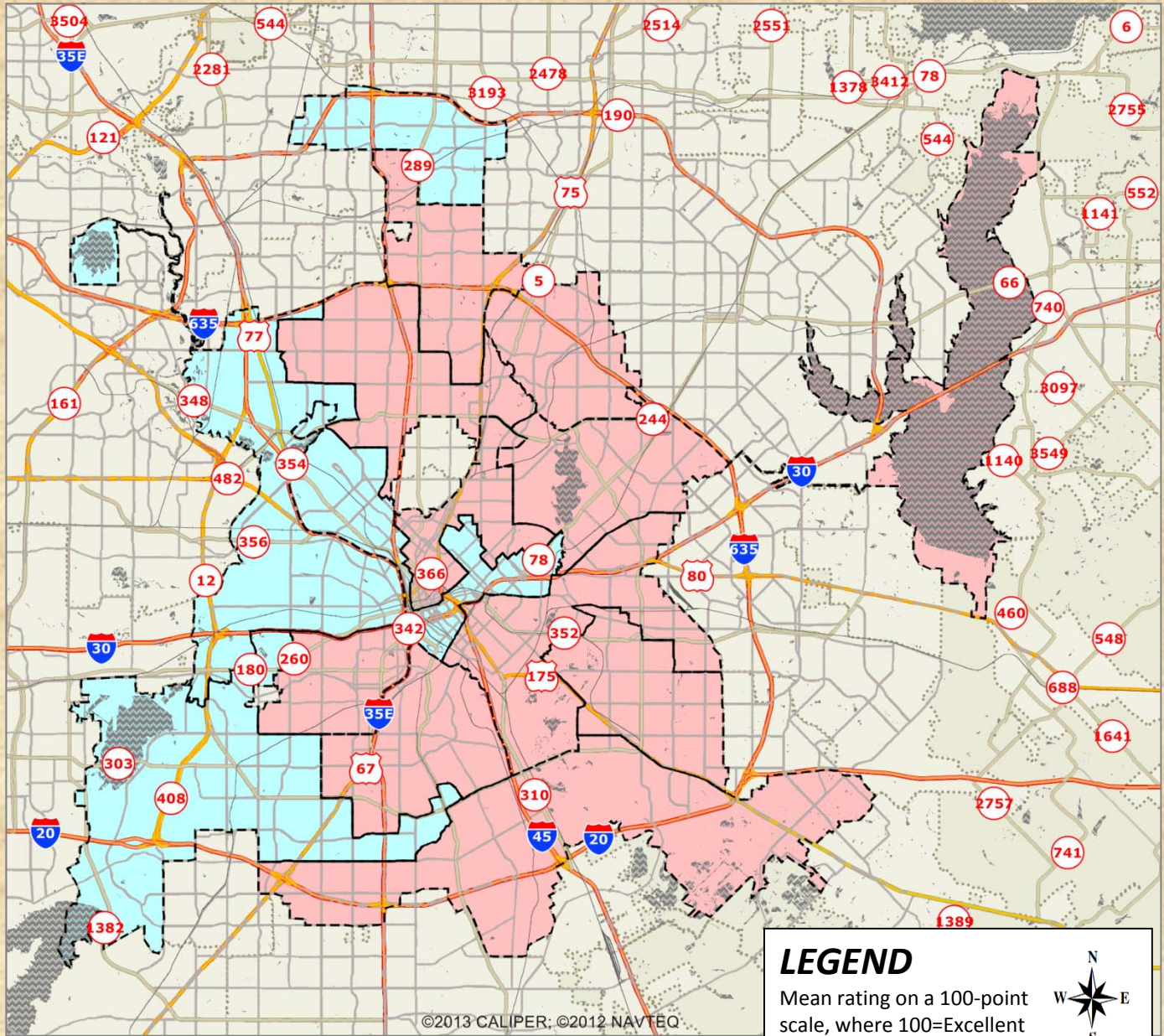
Mean rating on a 100-point scale, where 100=Excellent and 0=Poor

- Excellent
- Good
- Fair
- Poor
- Other (no responses)





# Ratings of Services to Youth



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

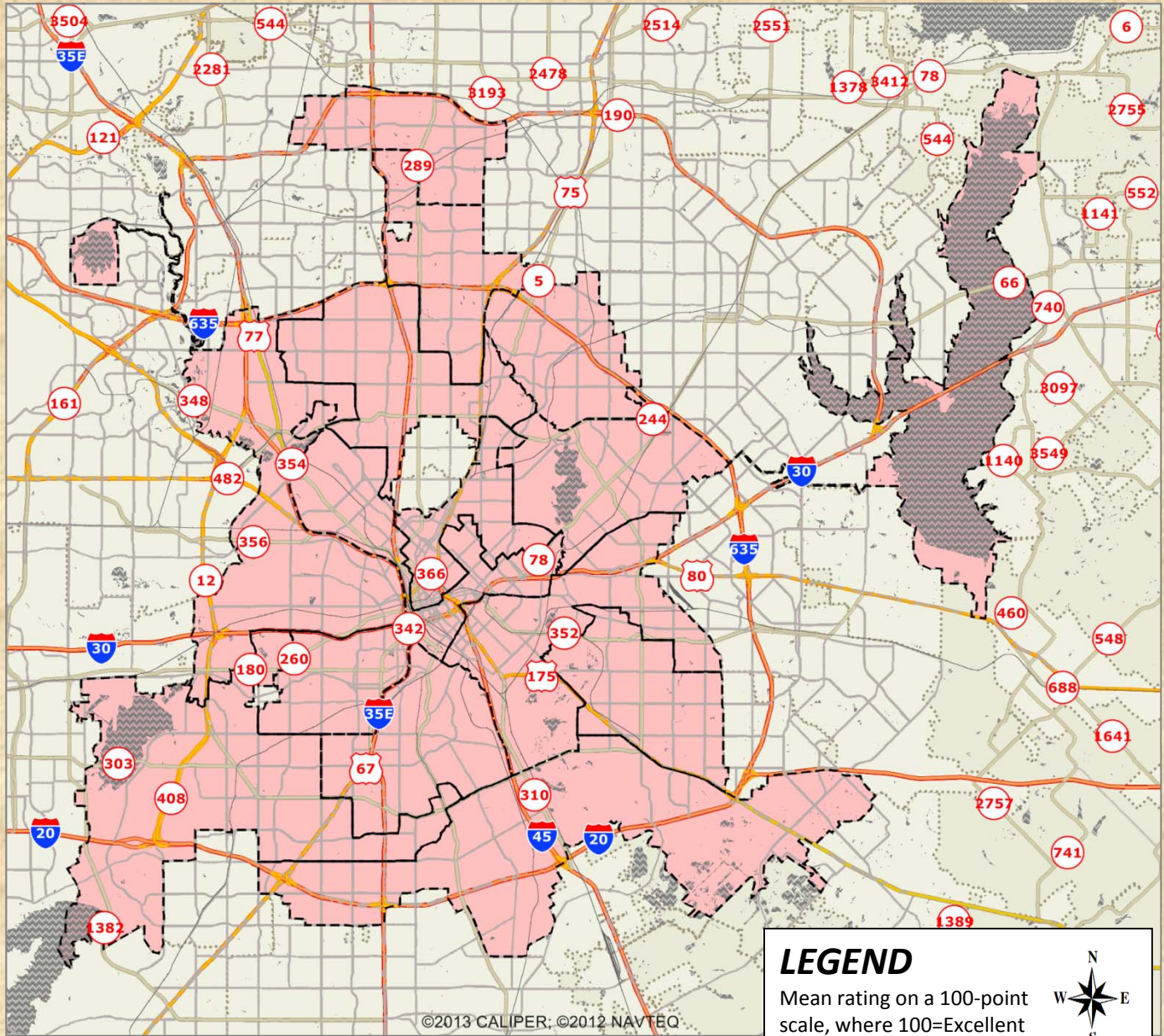
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of Services to Low-Income People



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

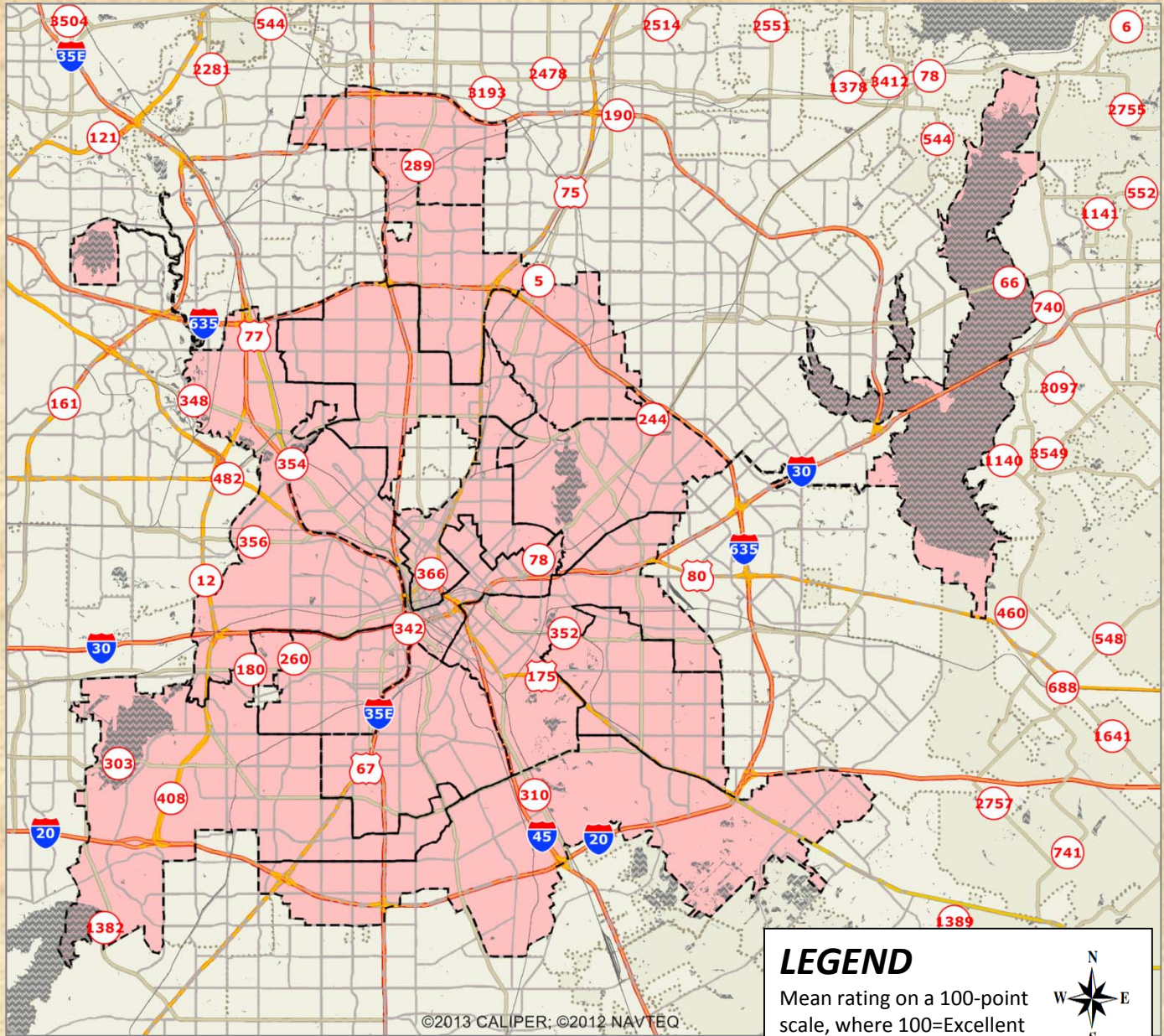
### LEGEND

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

-  Excellent
-  Good
-  Fair
-  Poor
-  Other (no responses)



# Ratings of the Amount of Public Parking



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

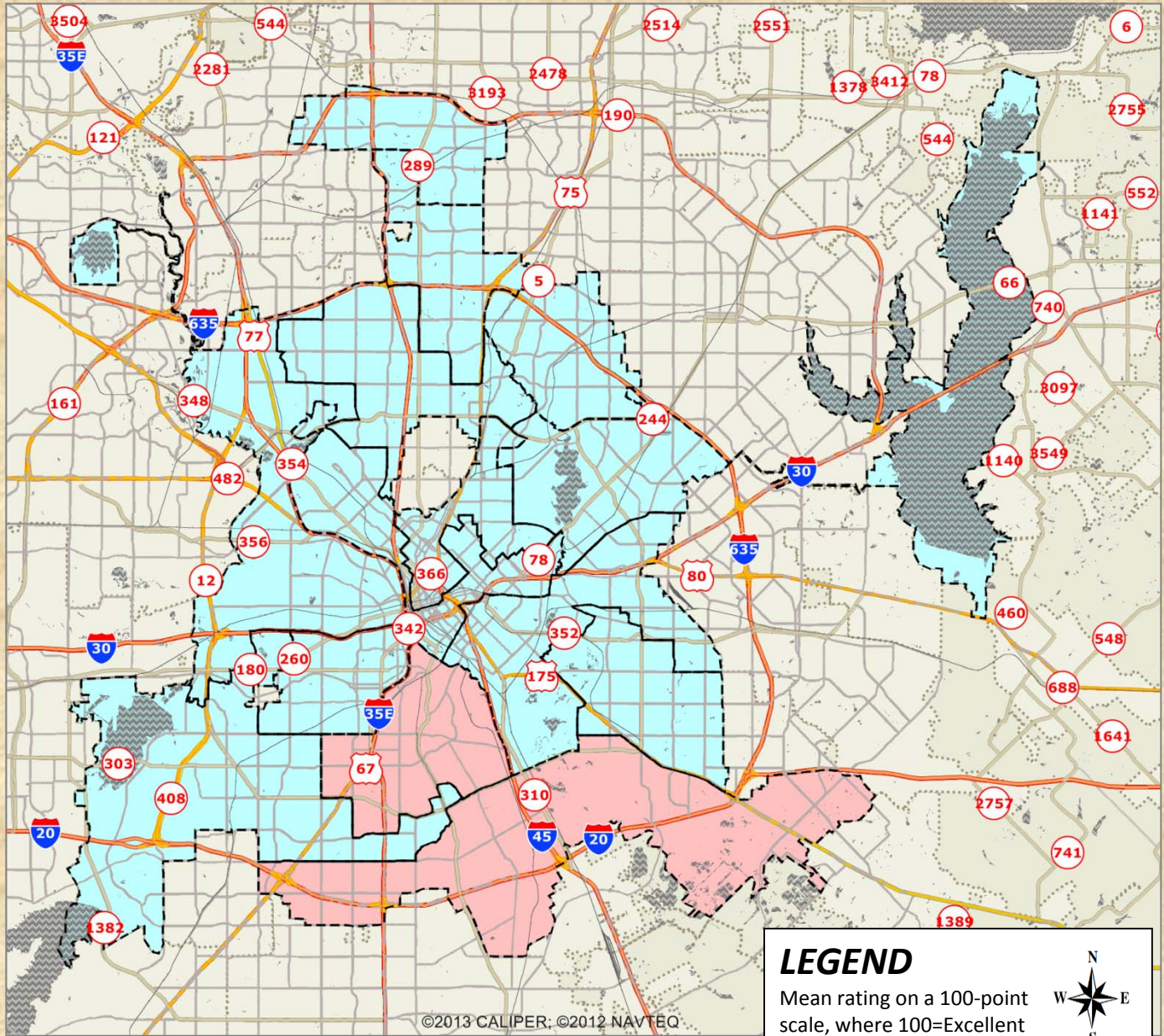
### LEGEND

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

-  Excellent
-  Good
-  Fair
-  Poor
-  Other (no responses)



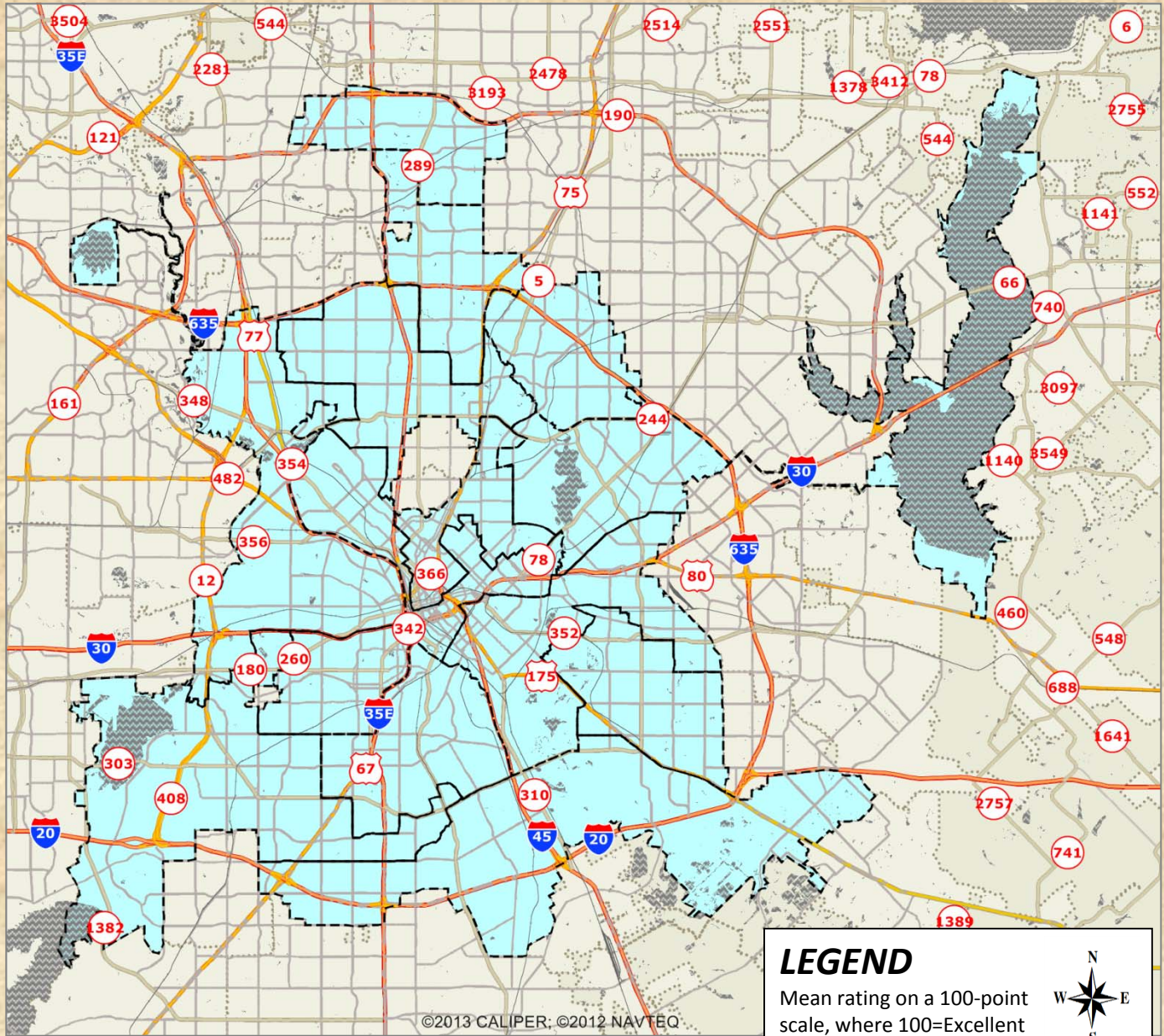
# Ratings of the Accessibility of Arts/Cultural Centers/Facilities



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

# Ratings of the Appearance of Arts/Cultural Centers/Facilities



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

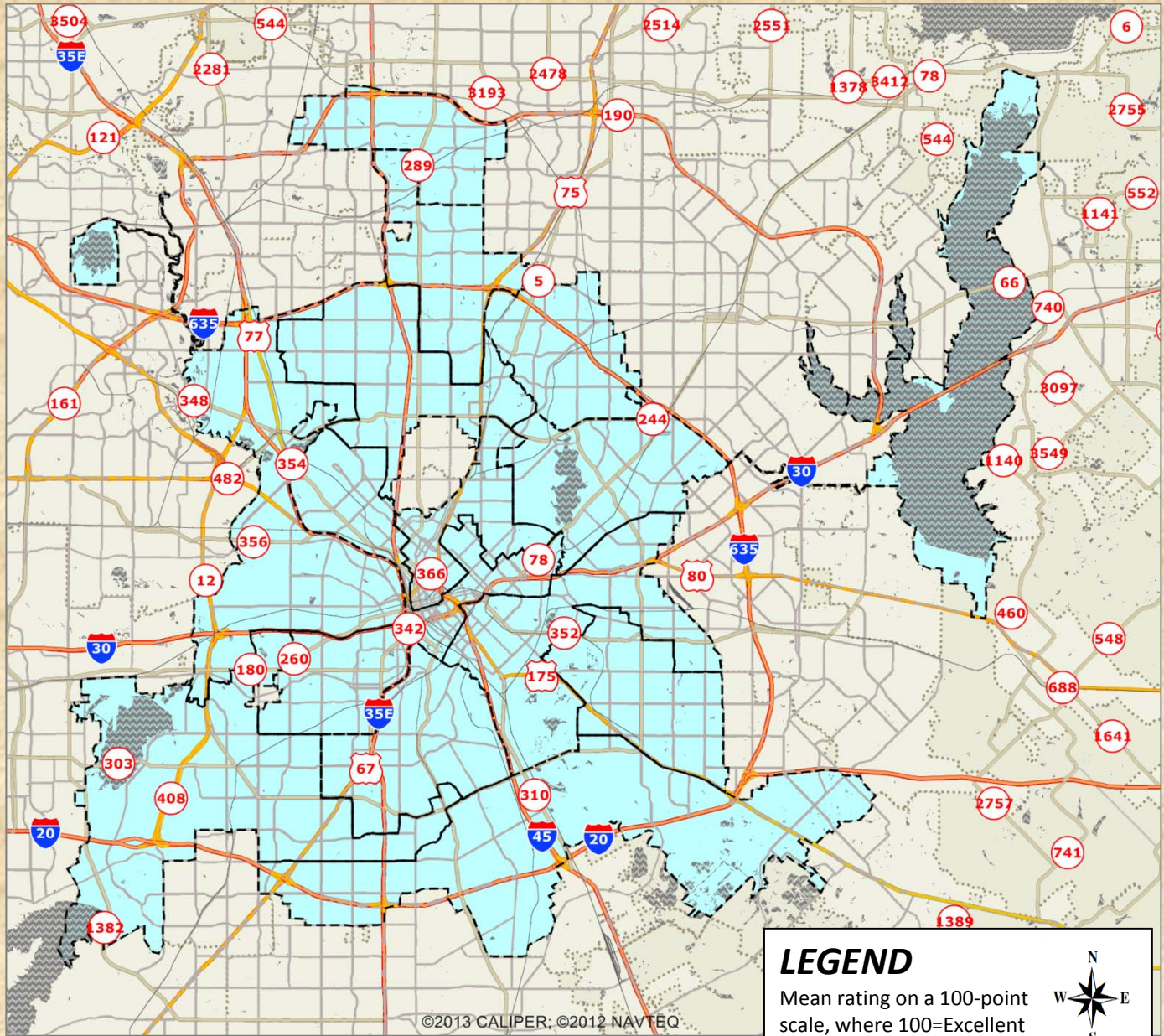
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of the Variety of Library Materials



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

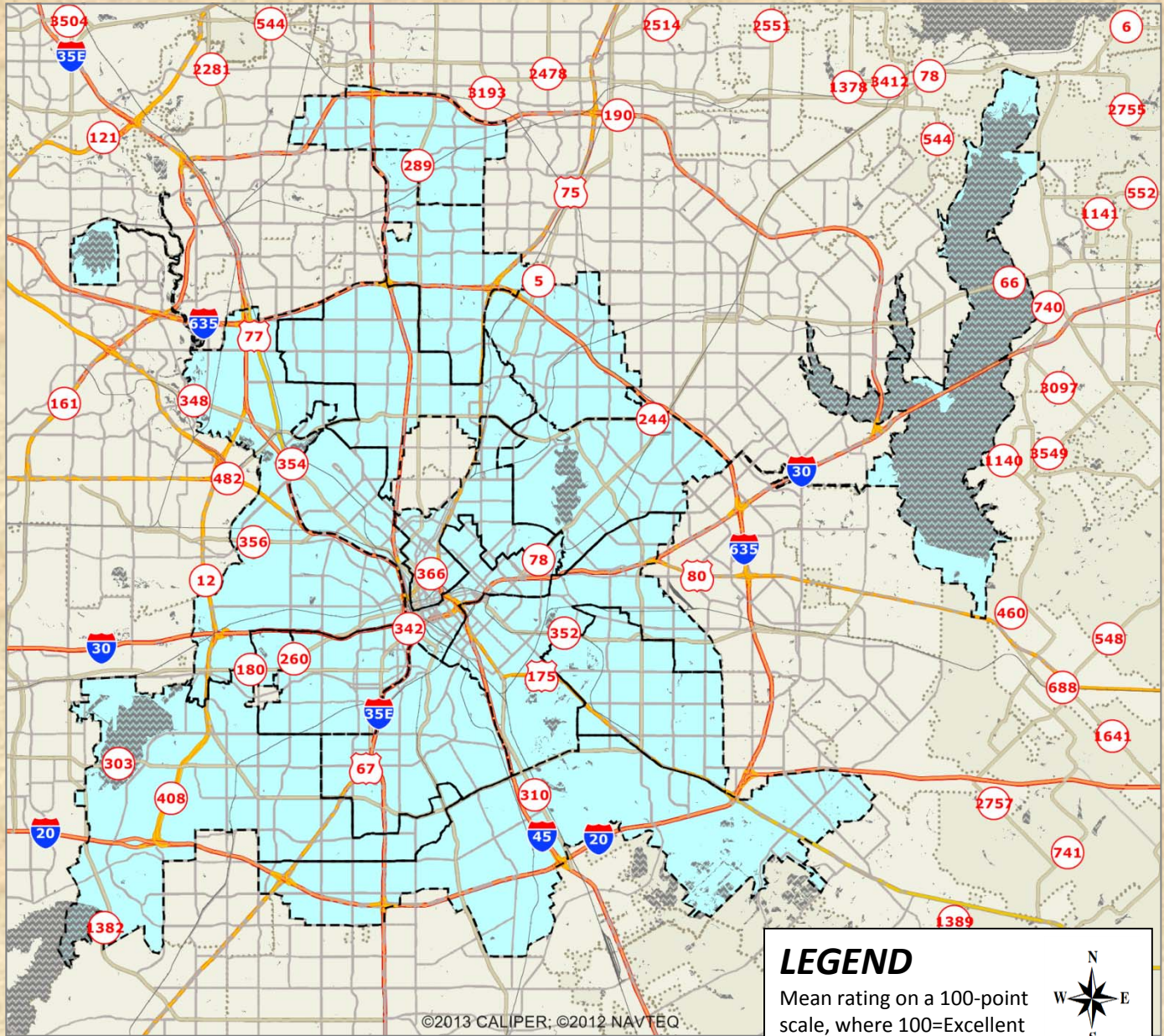
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of the Accessibility of Facilities/Services for the Disabled



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

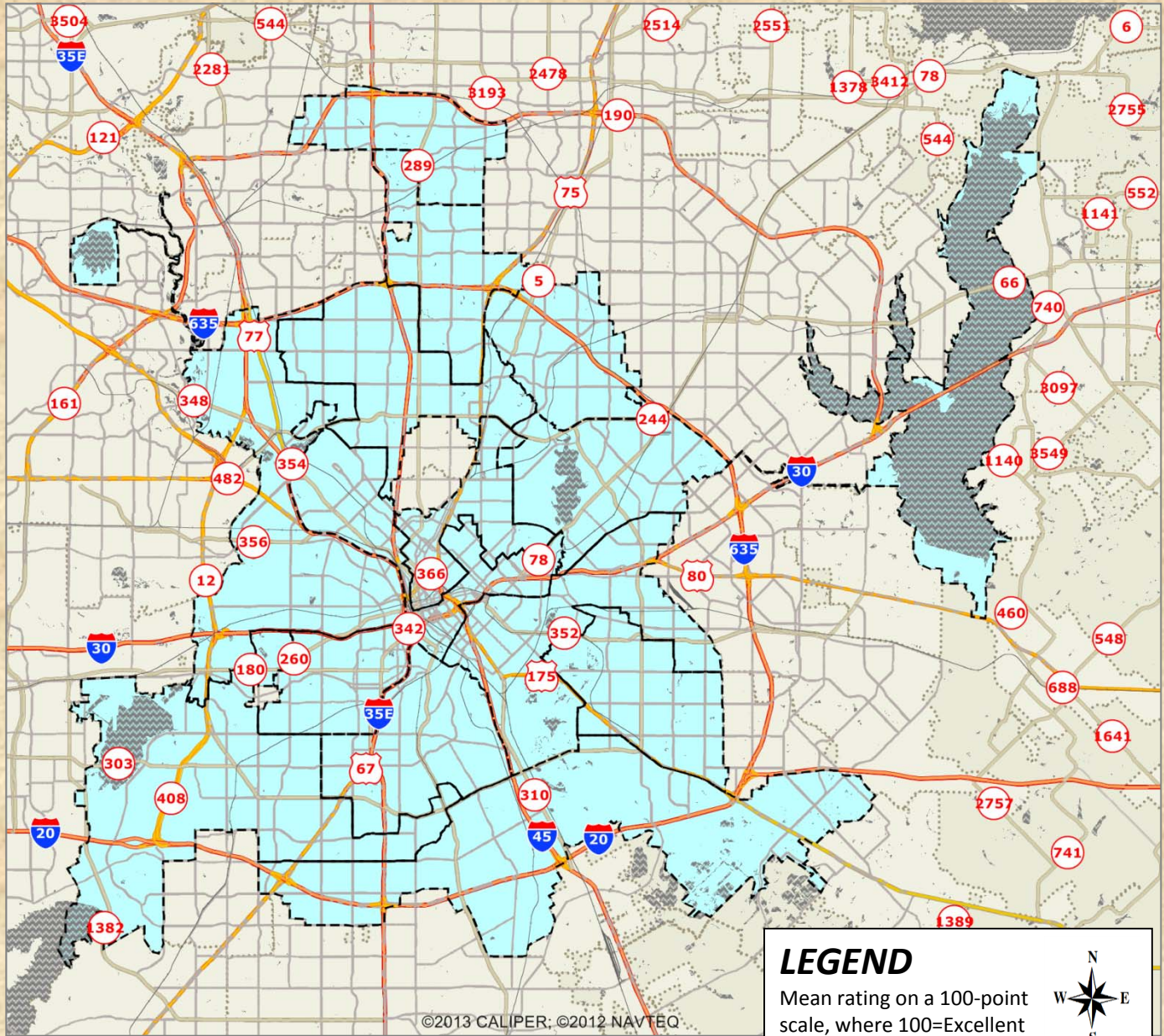
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of the Knowledge of City Employees



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

### LEGEND

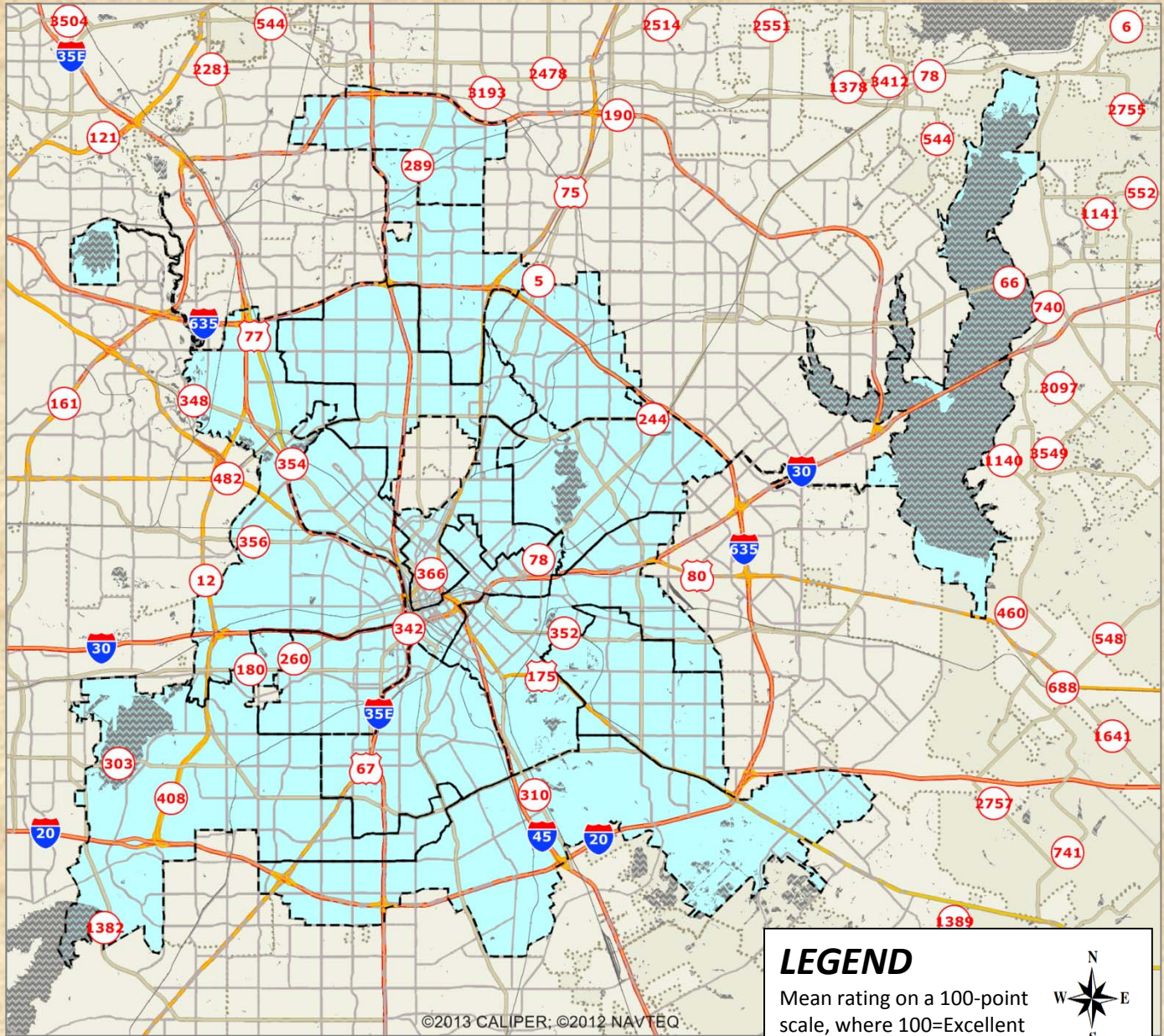
Mean rating on a 100-point scale, where 100=Excellent and 0=Poor

- Excellent
- Good
- Fair
- Poor
- Other (no responses)





# Ratings of the Responsiveness of City Employees



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

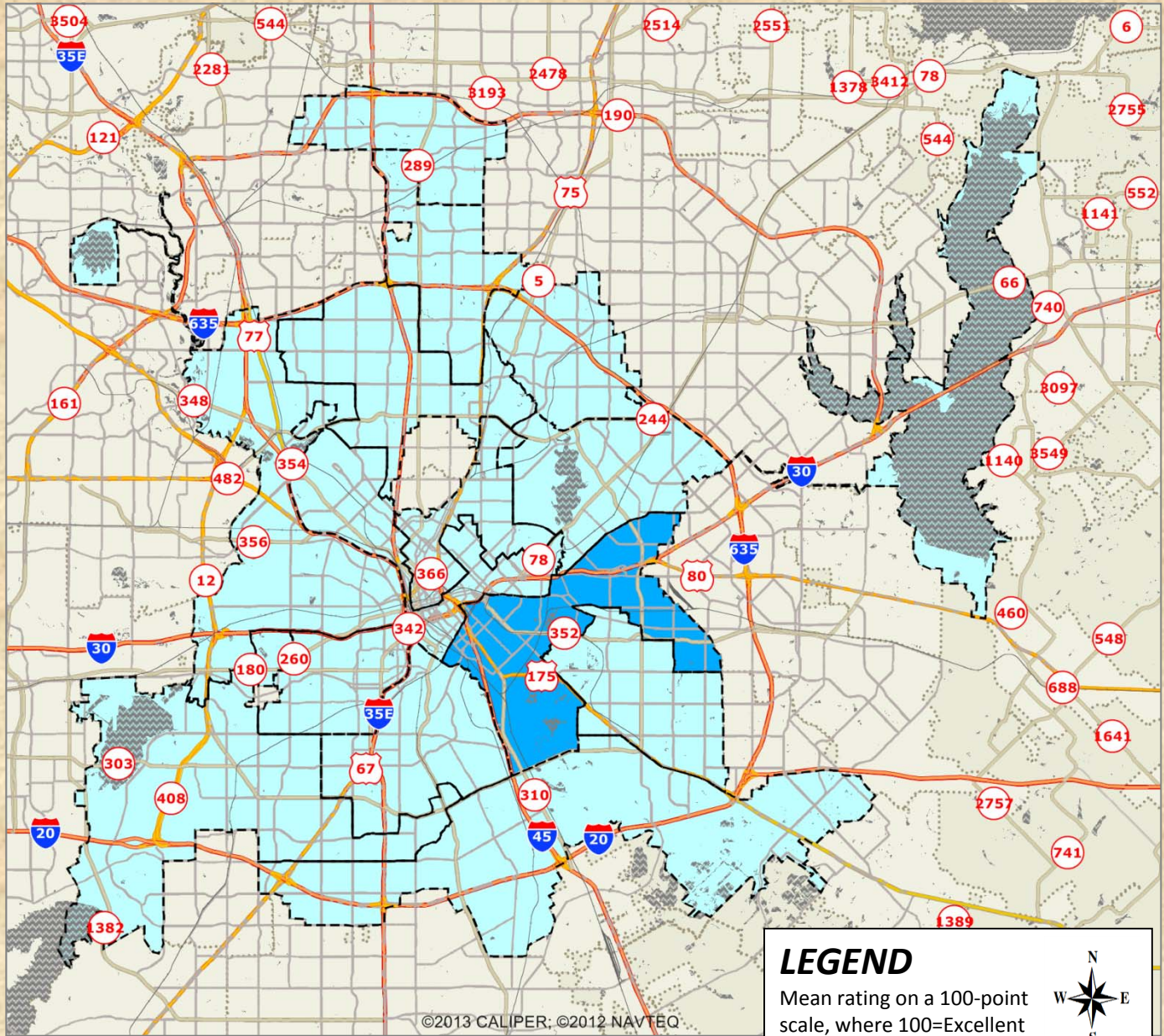
### LEGEND

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

-  Excellent
-  Good
-  Fair
-  Poor
-  Other (no responses)



# Ratings of the Courtesy of City Employees



**LEGEND**

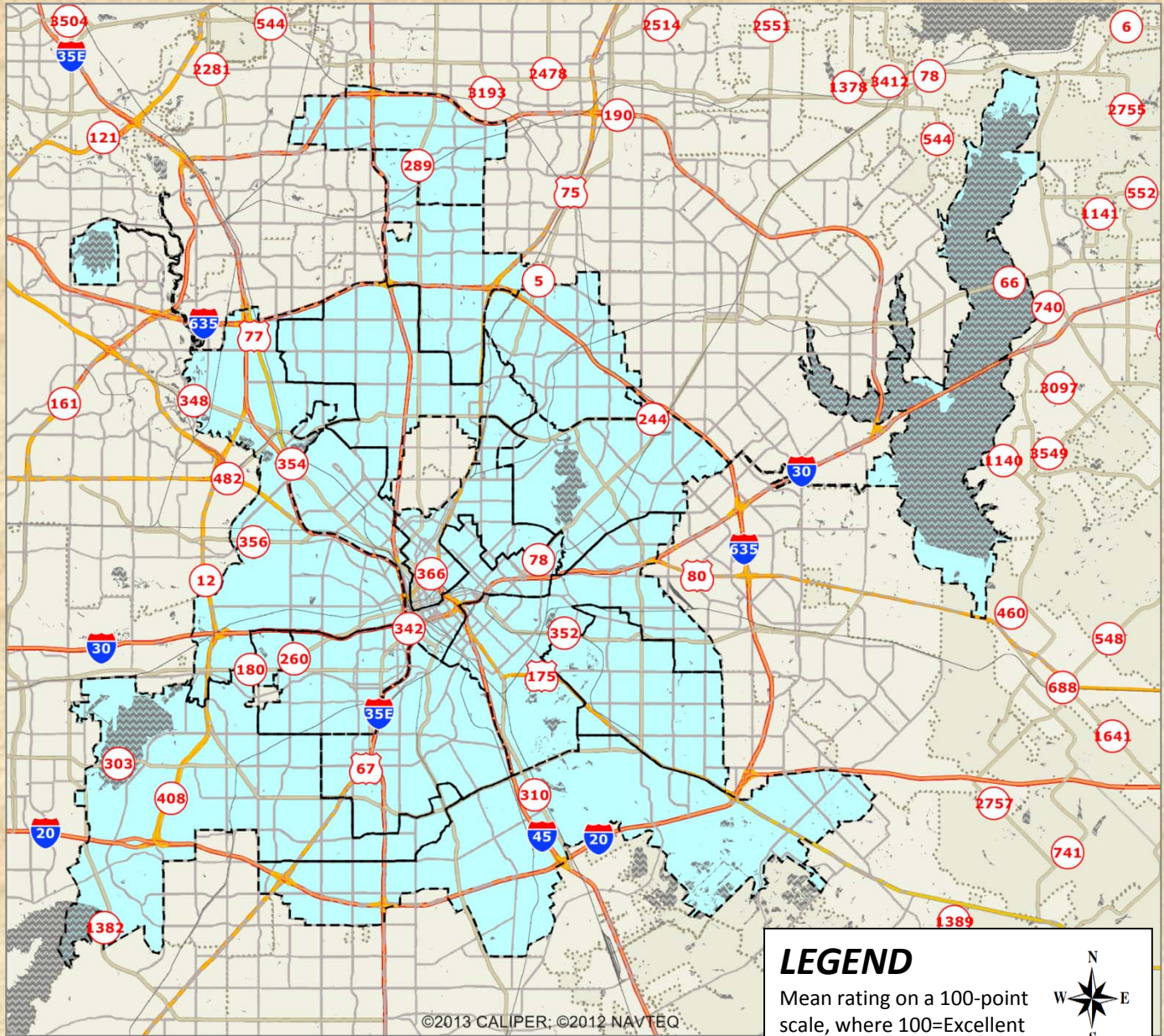
Mean rating on a 100-point scale, where 100=Excellent and 0=Poor

- Excellent
- Good
- Fair
- Poor
- Other (no responses)

## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

# Ratings of the Overall Customer Service Provided by City Employees



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

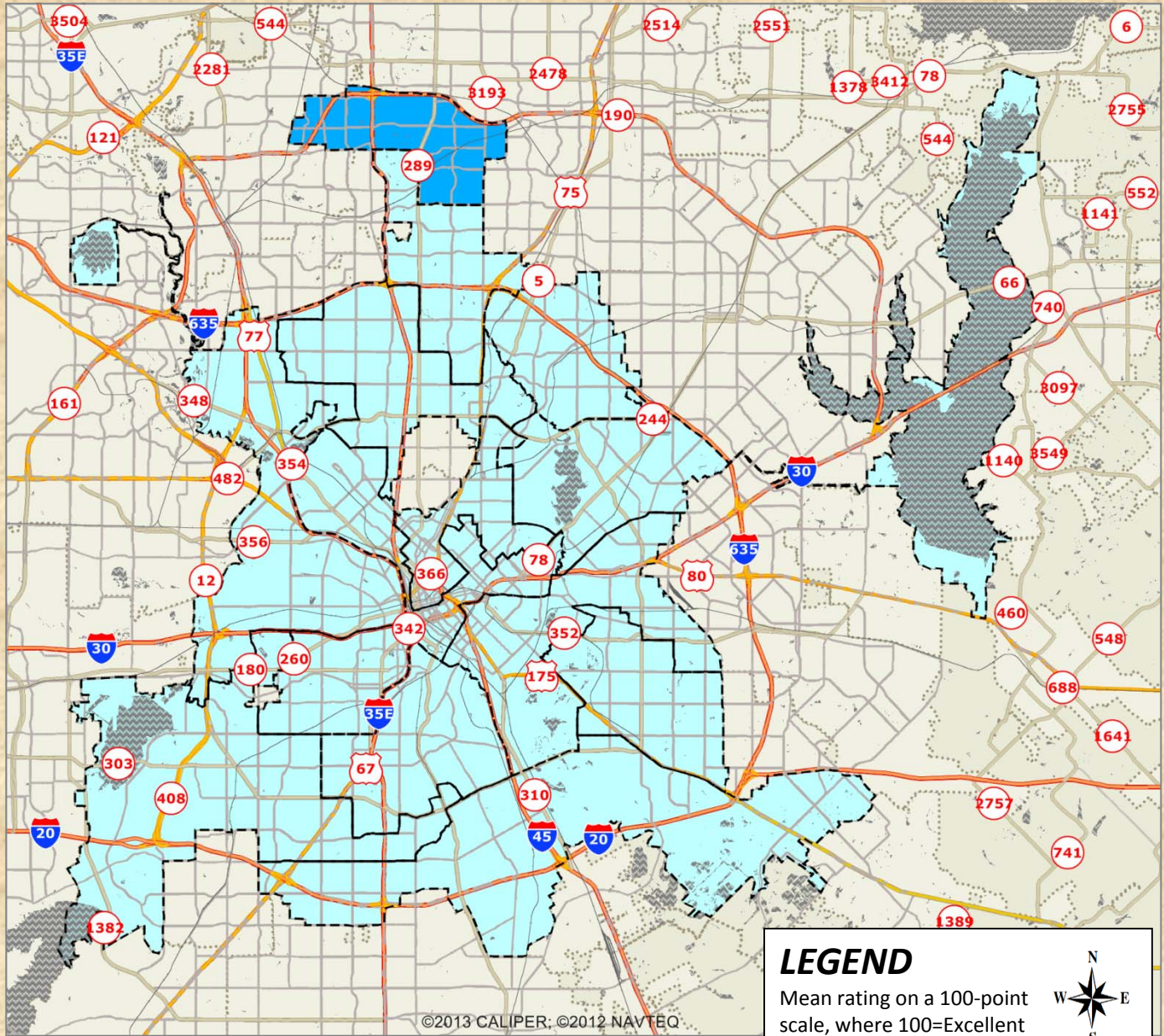
### LEGEND

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

-  Excellent
-  Good
-  Fair
-  Poor
-  Other (no responses)



# Ratings of the 3-1-1 Customer Service Agent Who Handled Call



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

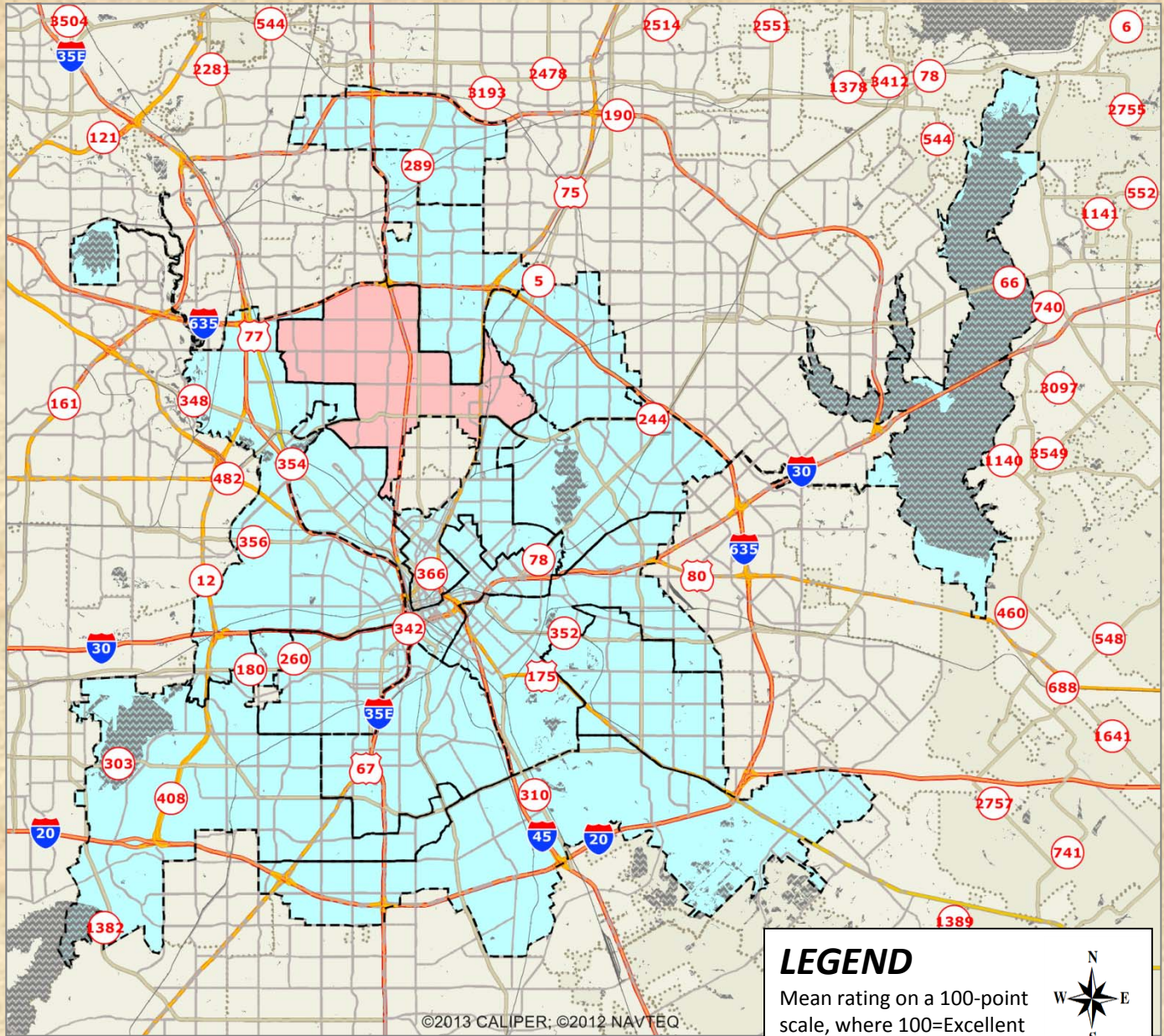
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



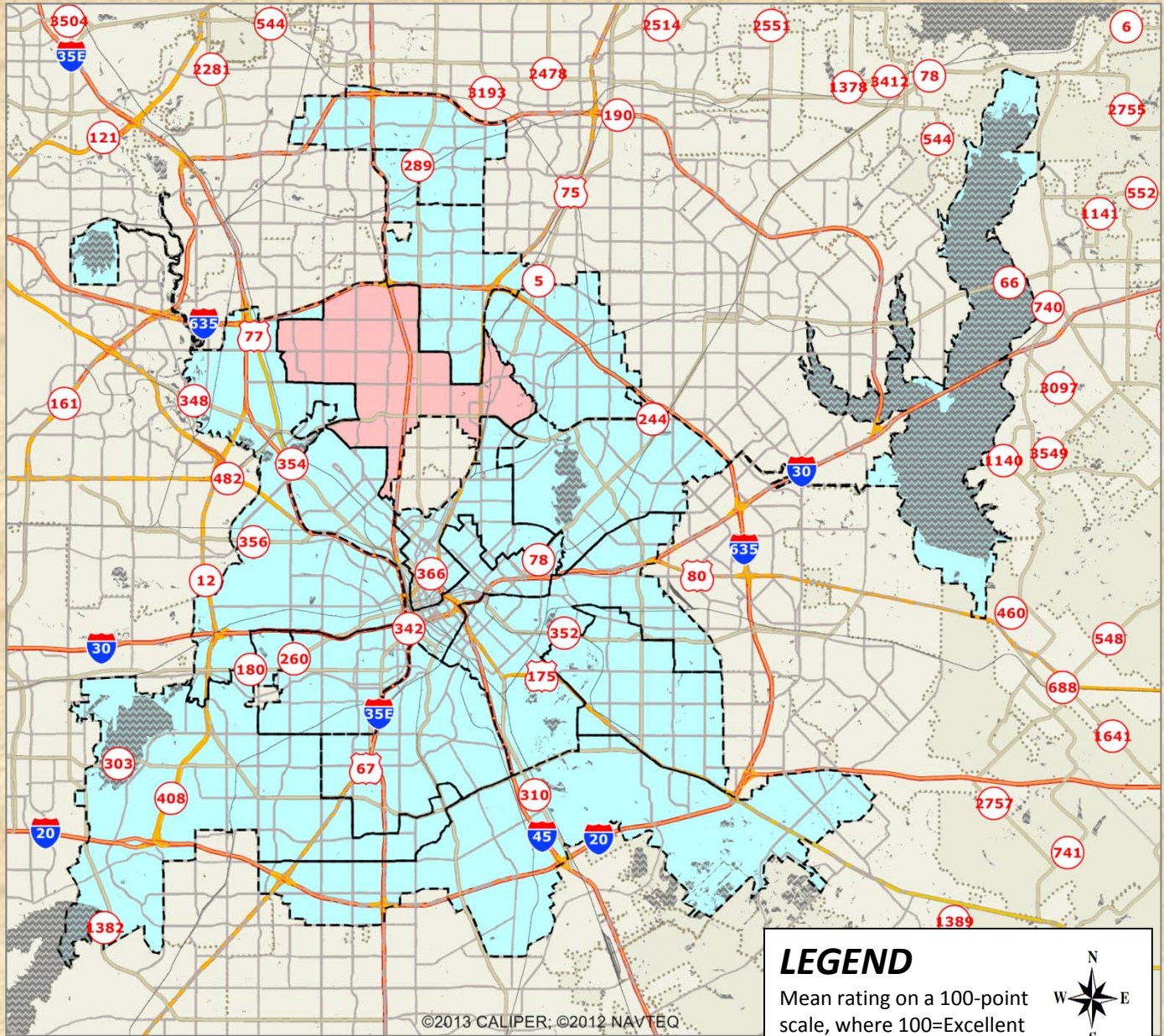
# Ratings of the Quality of the City's Web-based Service Request System



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

# Ratings of the Quality of Service by Agents Handling Water Service Calls



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

### LEGEND

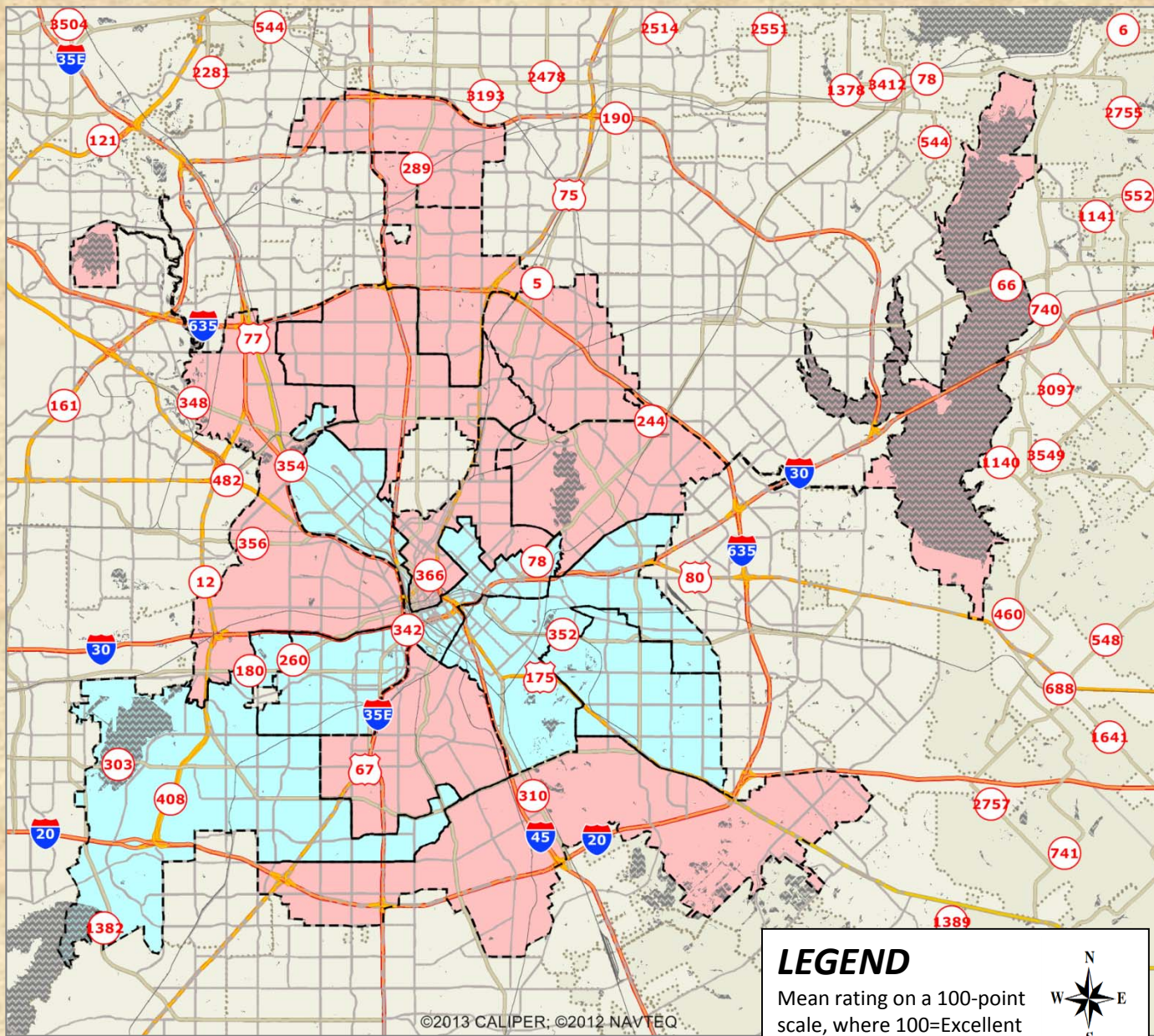
Mean rating on a 100-point scale, where 100=Excellent and 0=Poor

-  Excellent
-  Good
-  Fair
-  Poor
-  Other (no responses)





# Ratings of the Overall Quality of Governmental Services Provided by the Federal Government



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

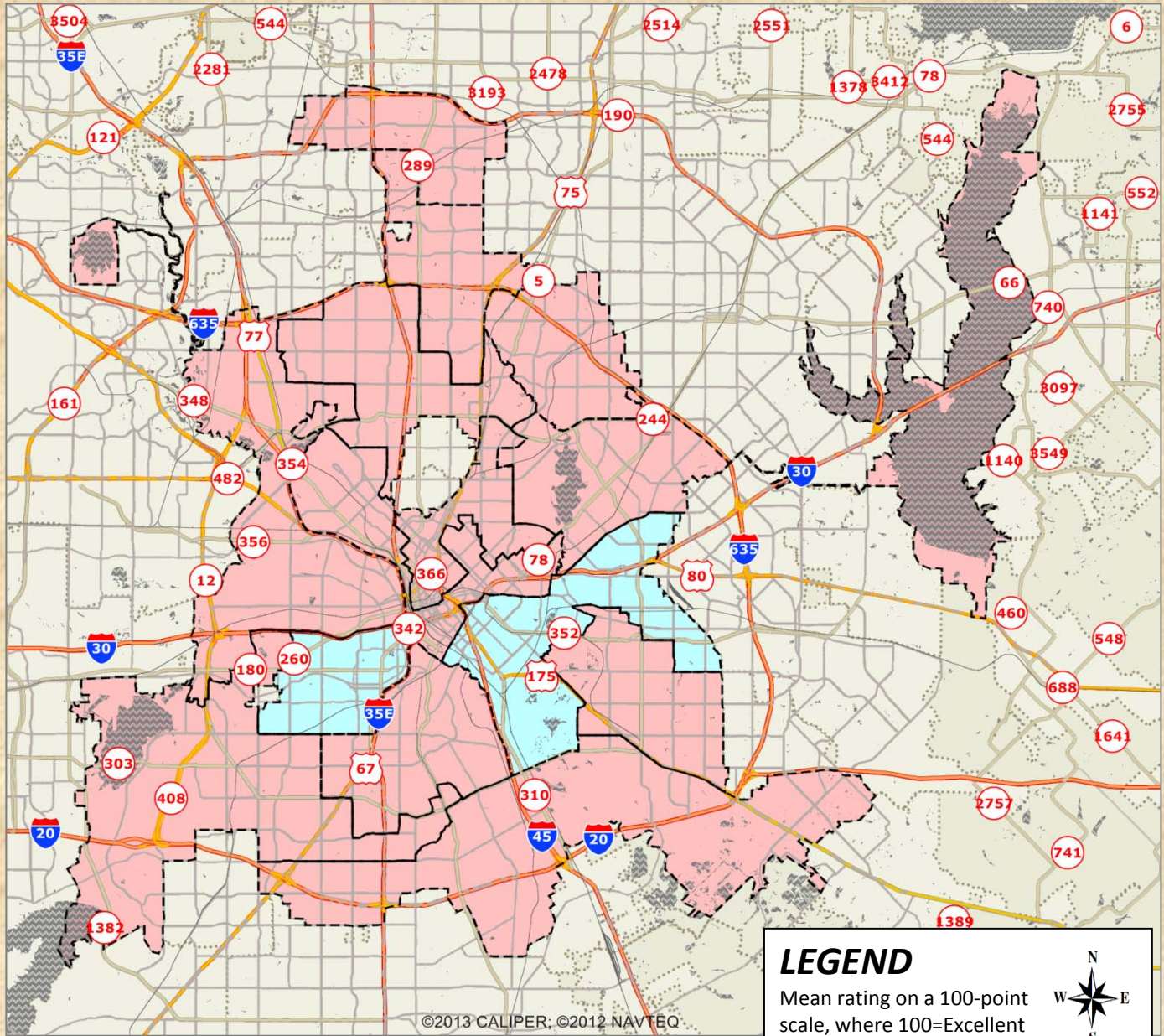
**LEGEND**

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Ratings of the Overall Quality of Governmental Services Provided by the State Government



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

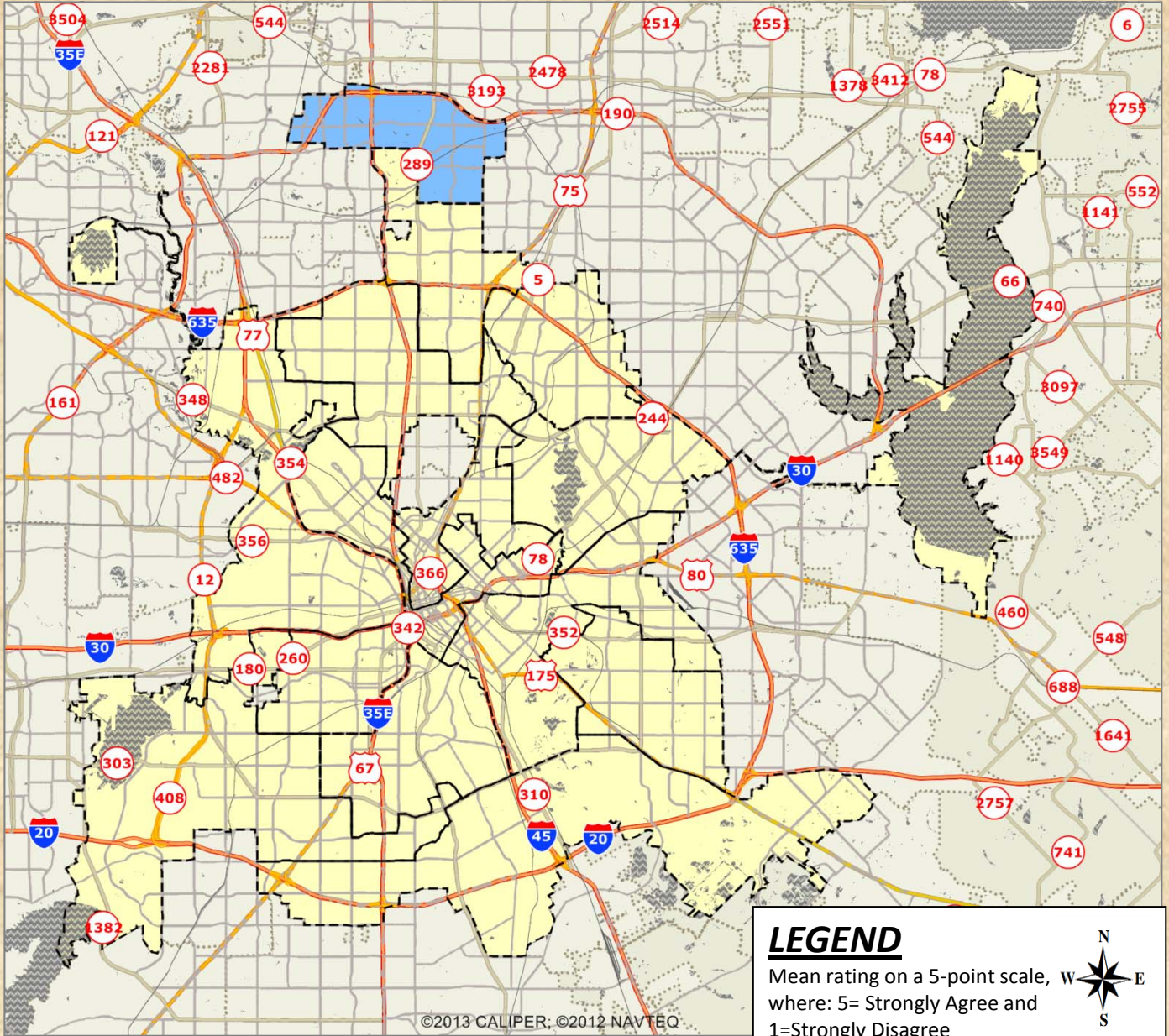
### LEGEND

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

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



# Agreement that Residents Receive Good Value for the City Taxes Paid



### LEGEND

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

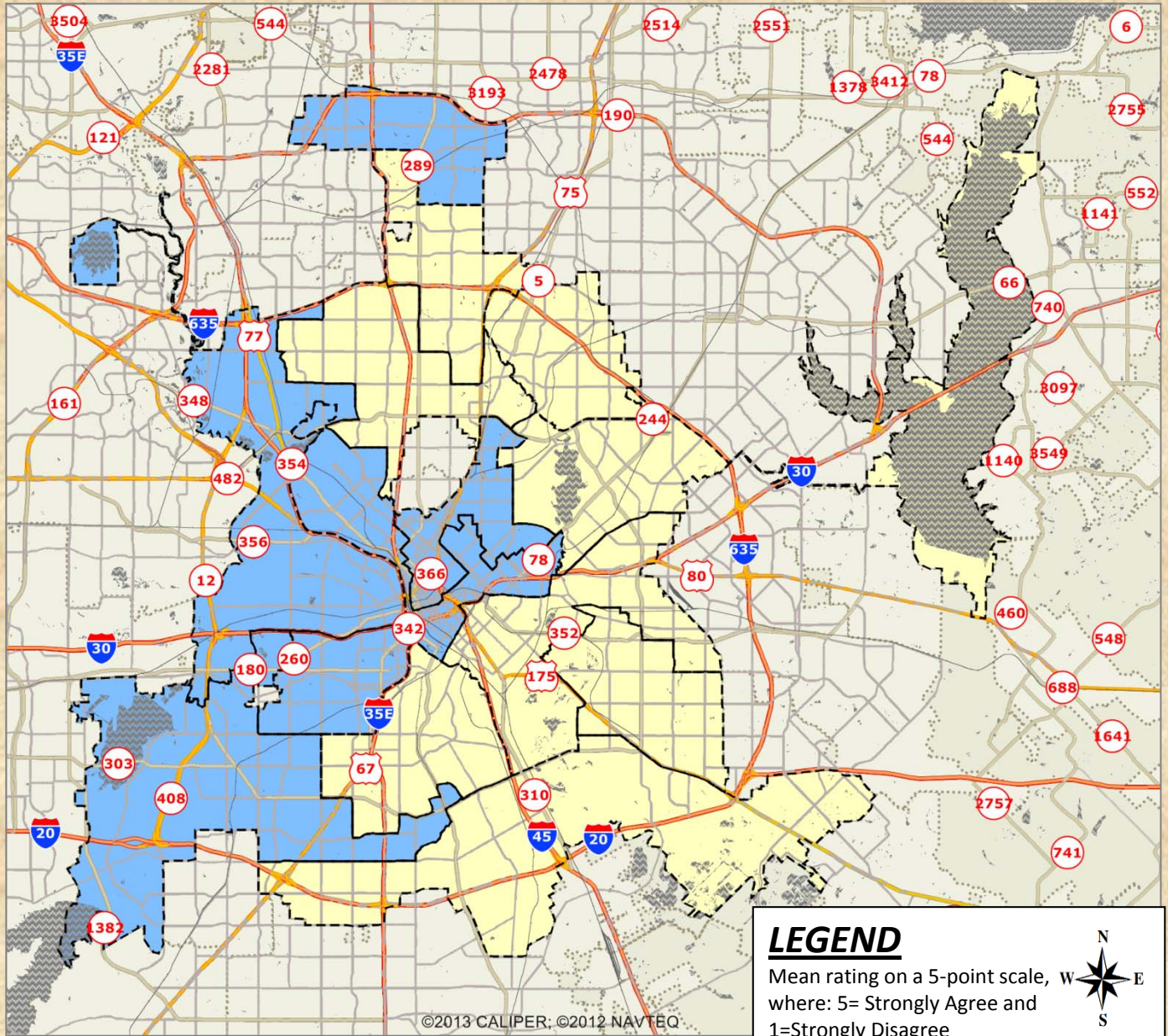


- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Other (no responses)

## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

# Agreement that Residents are Pleased with Direction the City of Dallas is Taking



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

### LEGEND

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

Strongly disagree

Disagree

Neutral

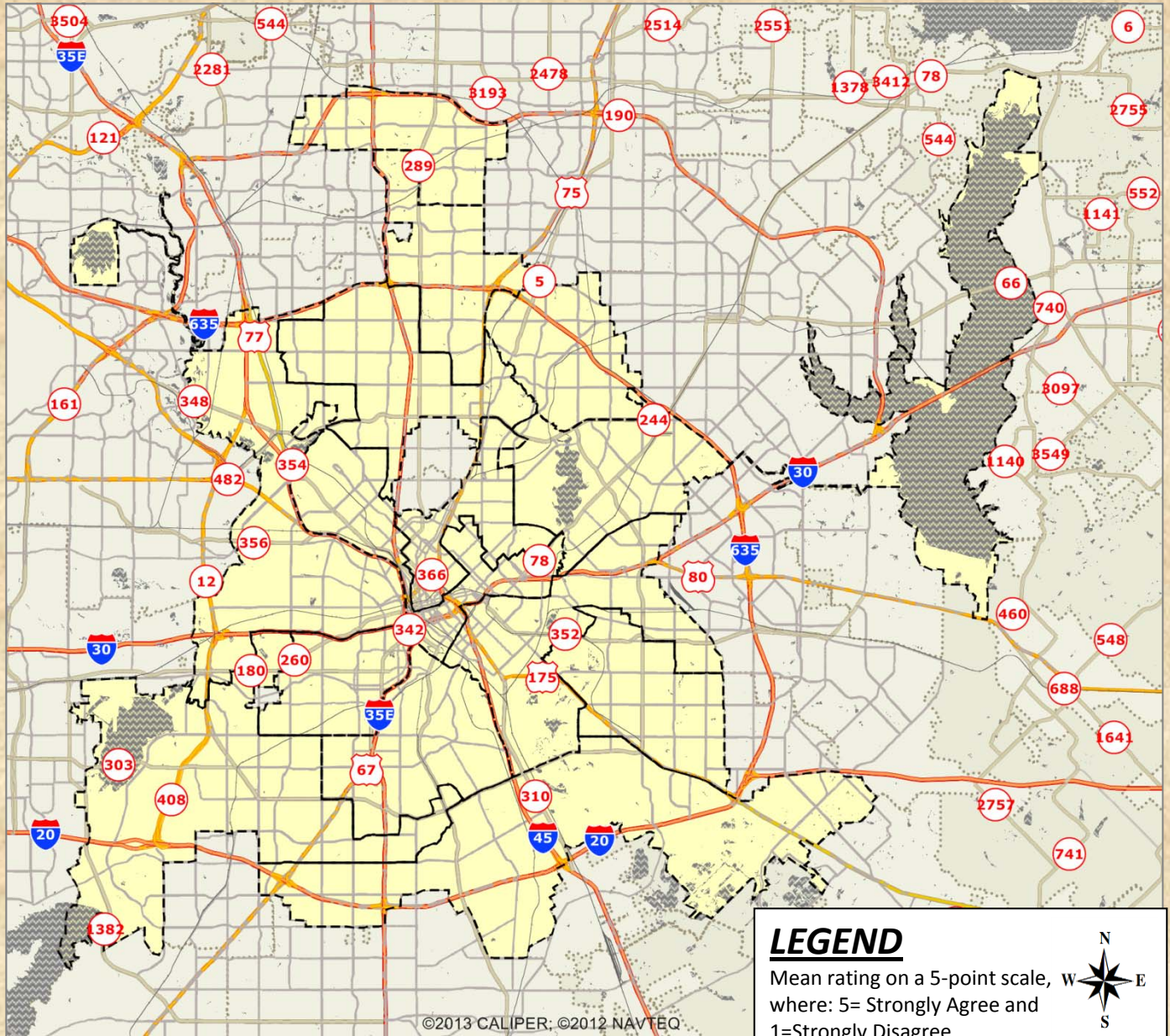
Agree

Strongly agree

Other (no responses)



# Agreement that the City of Dallas Government Welcomes Citizen Involvement



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

### LEGEND

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

Strongly disagree

Disagree

Neutral

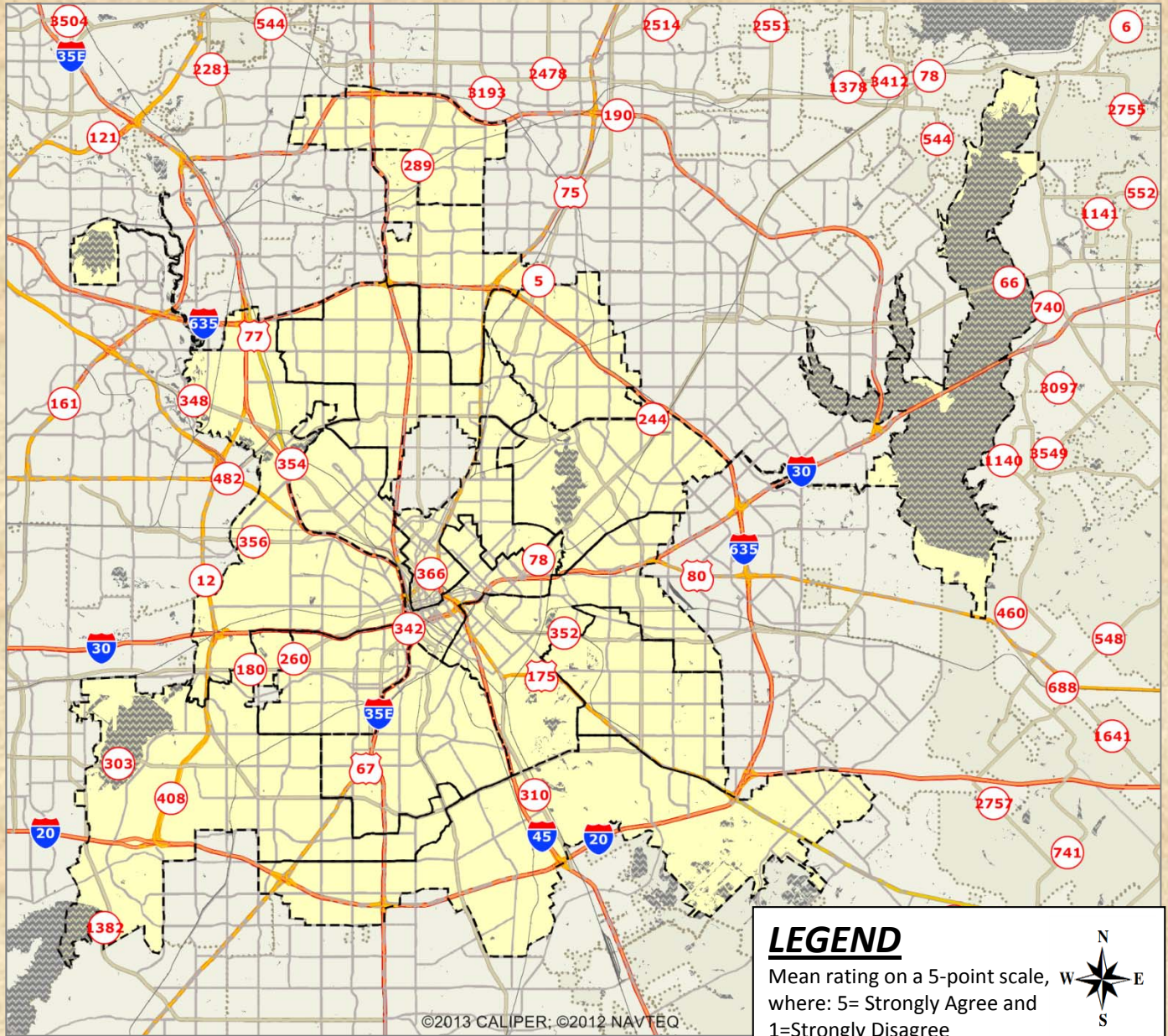
Agree

Strongly agree

Other (no responses)



# Agreement that the City of Dallas Government Listens to Citizens



## 2013 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

### LEGEND

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

Strongly disagree

Disagree

Neutral

Agree

Strongly agree

Other (no responses)



**Section 3:**  
**Importance-Satisfaction**  
**Analysis**

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# Importance-Satisfaction Analysis

## 2013 Dallas Community Survey

### Overview

Today, city officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for the services they provide. The Importance-Satisfaction rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

### Methodology

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

**Example Calculation.** Respondents were asked to identify the major categories of city services they thought should be the City's top priorities. Fifty-six percent (56%) of the residents surveyed felt *police services* should be one the City's top priorities.

With regard to satisfaction (ratings of "excellent" or "good"), 67% of the residents survey rated the city's overall performance in *police services* as a "1" or a "2" on a 4-point scale (where "1" means "excellent") excluding "Don't know" responses. The IS rating for *police services* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 56% was multiplied by 33% (1-0.67). This calculation yielded an IS rating of **0.1848**, which was ranked second out of sixteen major service categories.

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

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service a top priority.

## **Interpreting the Ratings**

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

- *Definitely Increase Emphasis ( $IS \geq 0.20$ )*
- *Increase Current Emphasis ( $0.10 \leq IS < 0.20$ )*
- *Maintain Current Emphasis ( $IS < 0.10$ )*

**The results for Dallas are provided on the following pages.**



# Importance-Satisfaction Rating

## City of Dallas

### Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Maintenance of infrastructure	51%	2	29%	16	0.3621	1
<b><u>High Priority (IS .10-.20)</u></b>						
Police services	56%	1	67%	7	0.1848	2
Code enforcement	29%	4	41%	15	0.1711	3
Water related issues	35%	3	55%	11	0.1575	4
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Traffic signal timing	19%	7	51%	13	0.0931	5
Customer service provided by City employees	15%	9	49%	14	0.0765	6
The City's parks and recreation system	16%	8	57%	10	0.0688	7
Land use, planning and zoning	12%	10	53%	12	0.0564	8
Ambulance/emergency medical services	28%	5	84%	2	0.0448	9
Sewer services	11%	12	67%	6	0.0363	10
Fire services	25%	6	87%	1	0.0325	11
Solid waste services	12%	11	75%	5	0.0300	12
Storm drainage	8%	14	63%	8	0.0296	13
Public information services	7%	16	62%	9	0.0266	14
Public library services	9%	13	78%	4	0.0198	15
Arts and cultural programs	7%	15	80%	3	0.0140	16

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, third and fourth most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

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

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**Importance-Satisfaction Rating**  
**City of Dallas**  
**Public Safety Services**

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Crime prevention	47%	1	47%	8	0.2491	1
<b><u>High Priority (IS .10-.20)</u></b>						
Response time of police to emergencies	26%	2	54%	6	0.1196	2
Police efforts to fight neighborhood crime	24%	3	56%	3	0.1056	3
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Animal control	15%	4	40%	10	0.0900	4
Police efforts to effectively deal with problems that concern people in neighborhoods	11%	6	54%	7	0.0506	5
Traffic enforcement	11%	7	55%	4	0.0495	6
Police efforts to work with residents to solve local problems	11%	5	55%	5	0.0495	7
Municipal courts	5%	10	46%	9	0.0270	8
Response time of fire dept. to emergencies	10%	8	79%	1	0.0210	9
Fire prevention and education	5%	9	58%	2	0.0210	10

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

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

## Importance-Satisfaction Rating

### City of Dallas

### Streets and Infrastructure Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Street repair	66%	1	24%	5	0.5016	1
<b><u>High Priority (IS .10-.20)</u></b>						
Maintenance of neighborhood streets	29%	3	32%	3	0.1972	2
Street lighting	32%	2	39%	1	0.1952	3
Sidewalk maintenance	24%	4	27%	4	0.1752	4
Alley maintenance	16%	5	22%	6	0.1248	5
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Street cleaning	11%	6	37%	2	0.0693	6

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

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

# Importance-Satisfaction Rating

## City of Dallas

### Solid Waste Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Garbage collections	53%	1	82%	1	0.0954	1
Household hazardous waste disposal	22%	4	60%	5	0.0880	2
Bulk trash pickup	30%	3	71%	4	0.0870	3
Recycling	37%	2	81%	2	0.0703	4
Yard waste pickup	18%	5	71%	3	0.0522	5

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

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

# Importance-Satisfaction Rating

## City of Dallas

### Water and Wastewater Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Taste of tap water in your home	60%	1	54%	5	0.2760	1
<b>High Priority (IS .10-.20)</b>						
Water conservation programs	30%	3	57%	4	0.1290	2
Response to water/wastewater service issues	25%	4	58%	3	0.1050	3
<b>Medium Priority (IS &lt;.10)</b>						
Water pressure in your home	32%	2	78%	1	0.0704	4
Ease of understanding water/wastewater bills	15%	5	65%	2	0.0525	5

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

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

# Importance-Satisfaction Rating

## City of Dallas

### Public Information Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Level of public involvement in decision making	30%	1	29%	9	0.2130	1
<b><u>High Priority (IS .10-.20)</u></b>						
Availability of info. about City programs/services	29%	2	51%	7	0.1421	2
3-1-1 services	28%	3	64%	2	0.1008	3
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Quality of City's website	19%	4	63%	3	0.0703	4
Townhall meetings	10%	5	44%	8	0.0560	5
Usefulness of City utility bill inserts	10%	6	52%	6	0.0480	6
Quality of City's cable TV channel	7%	7	57%	4	0.0301	7
City's social media services	3%	9	55%	5	0.0135	8
WRR 101.1 FM broadcast of City Council meetings	3%	8	68%	1	0.0096	9

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

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

# Importance-Satisfaction Rating

## City of Dallas

### Park and Recreation Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
City parks	39%	1	67%	2	0.1287	1
Appearance/maintenance of parks	30%	2	61%	5	0.1170	2
Walking and biking trails in the City	27%	3	59%	8	0.1107	3
<b>Medium Priority (IS &lt;.10)</b>						
Outdoor swimming facilities	14%	6	41%	13	0.0826	4
Outdoor athletic facilities	17%	4	57%	10	0.0731	5
Range/variety of recreation programs/classes	12%	9	52%	12	0.0576	6
Recreation programs or classes	14%	7	59%	9	0.0574	7
Recreation centers/facilities	13%	8	60%	6	0.0520	8
Accessibility of parks	14%	5	71%	1	0.0406	9
Appearance of recreation centers/facilities	9%	10	60%	7	0.0360	10
Indoor swimming facilities	6%	14	41%	14	0.0354	11
Accessibility of recreation centers/facilities	9%	11	65%	3	0.0315	12
Ease of registering for recreation programs/events	7%	12	57%	11	0.0301	13
City golf courses	6%	13	62%	4	0.0228	14

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

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

### **Importance-Satisfaction Matrix Analysis**

The Importance-Satisfaction (IS) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low (higher levels of “fair” and “poor” ratings) and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The “Y” axis on the matrix represents Satisfaction (vertical) and the “X” axis on the matrix represents relative Importance (horizontal).

The IS matrix should be interpreted as follows.

- *Continued Emphasis (above average importance and above average satisfaction).* This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer’s overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- *Exceeding Expectations (below average importance and above average satisfaction).* This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- *Opportunities for Improvement (above average importance and below average satisfaction).* This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- *Less Important (below average importance and below average satisfaction).* This area shows where the City is not performing well relative to the City’s performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

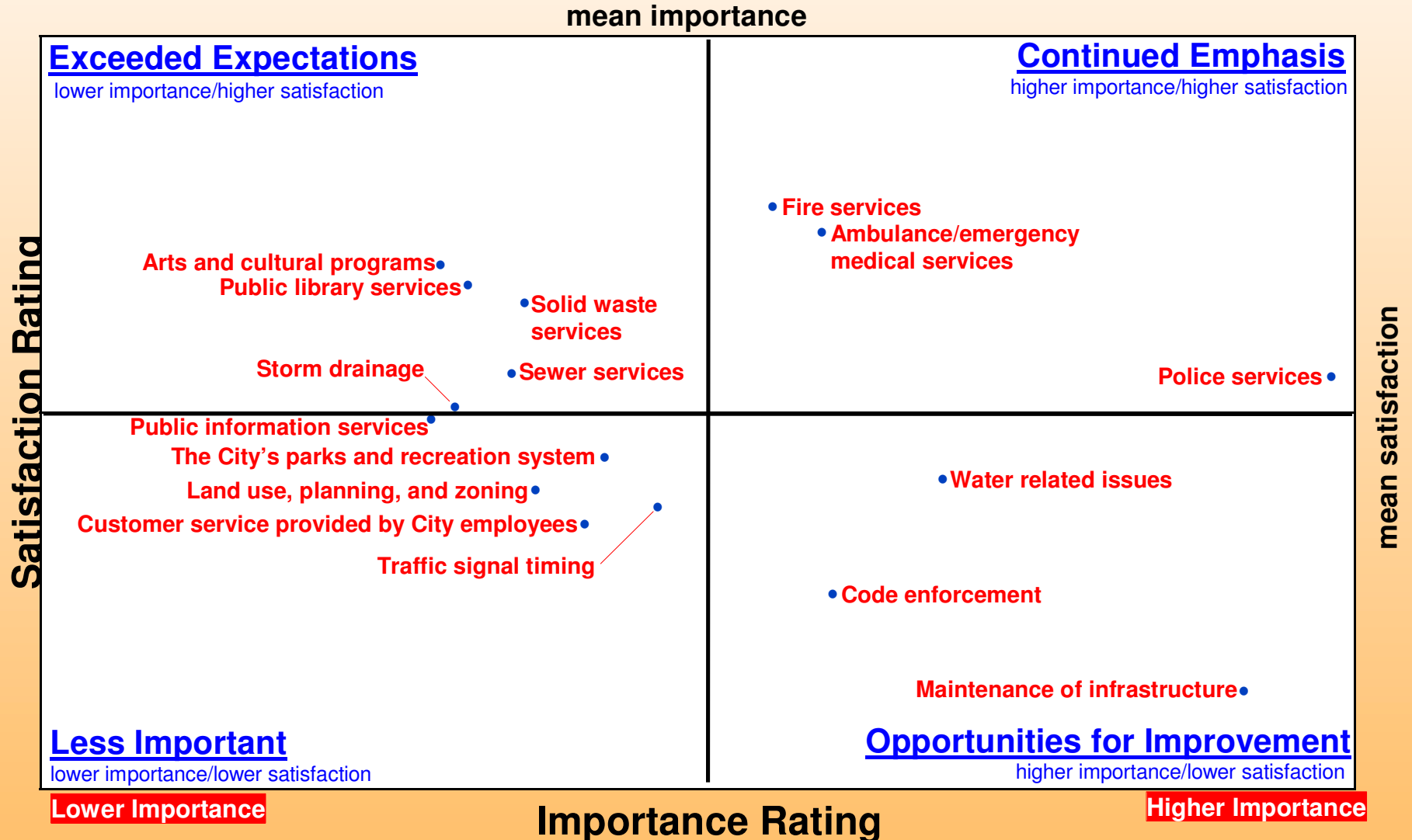
**Matrices showing the results for Dallas are provided on the following pages.**



# 2013 City of Dallas DirectionFinder Importance-Satisfaction Assessment Matrix

## -Major Categories of City Services-

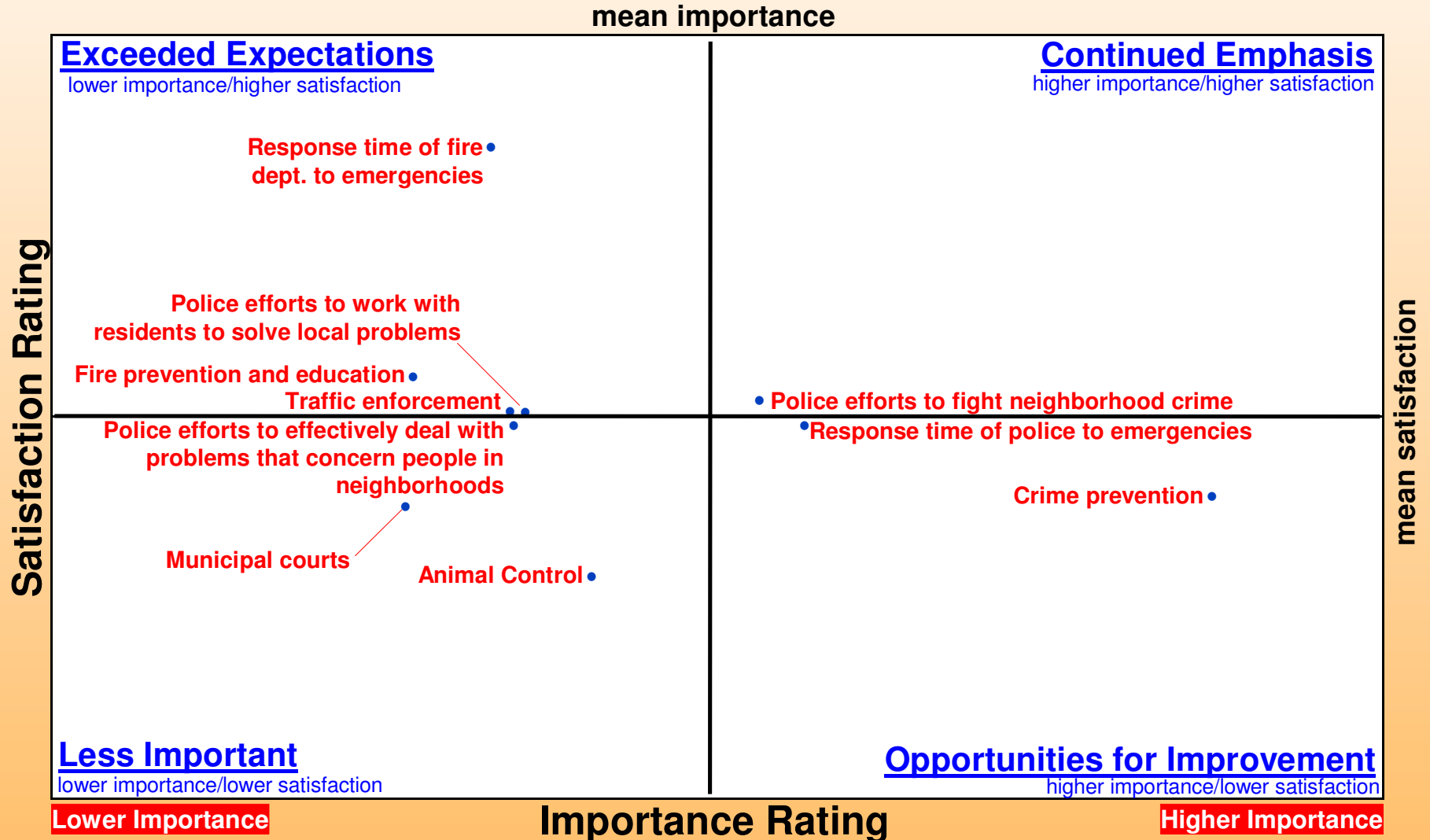
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# 2013 City of Dallas DirectionFinder Importance-Satisfaction Assessment Matrix

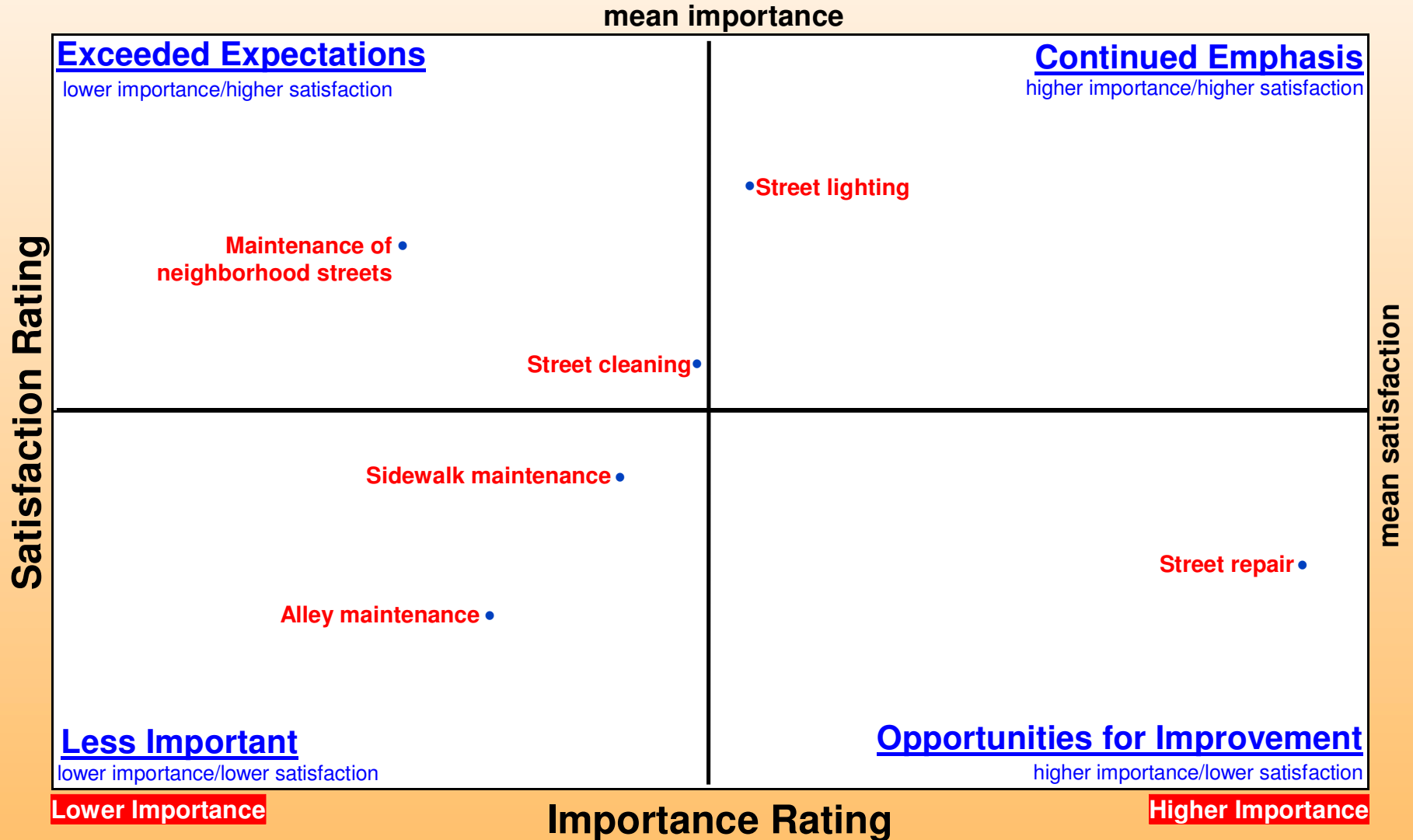
## -Public Safety Services-

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



# 2013 City of Dallas DirectionFinder Importance-Satisfaction Assessment Matrix -Streets and Infrastructure Services-

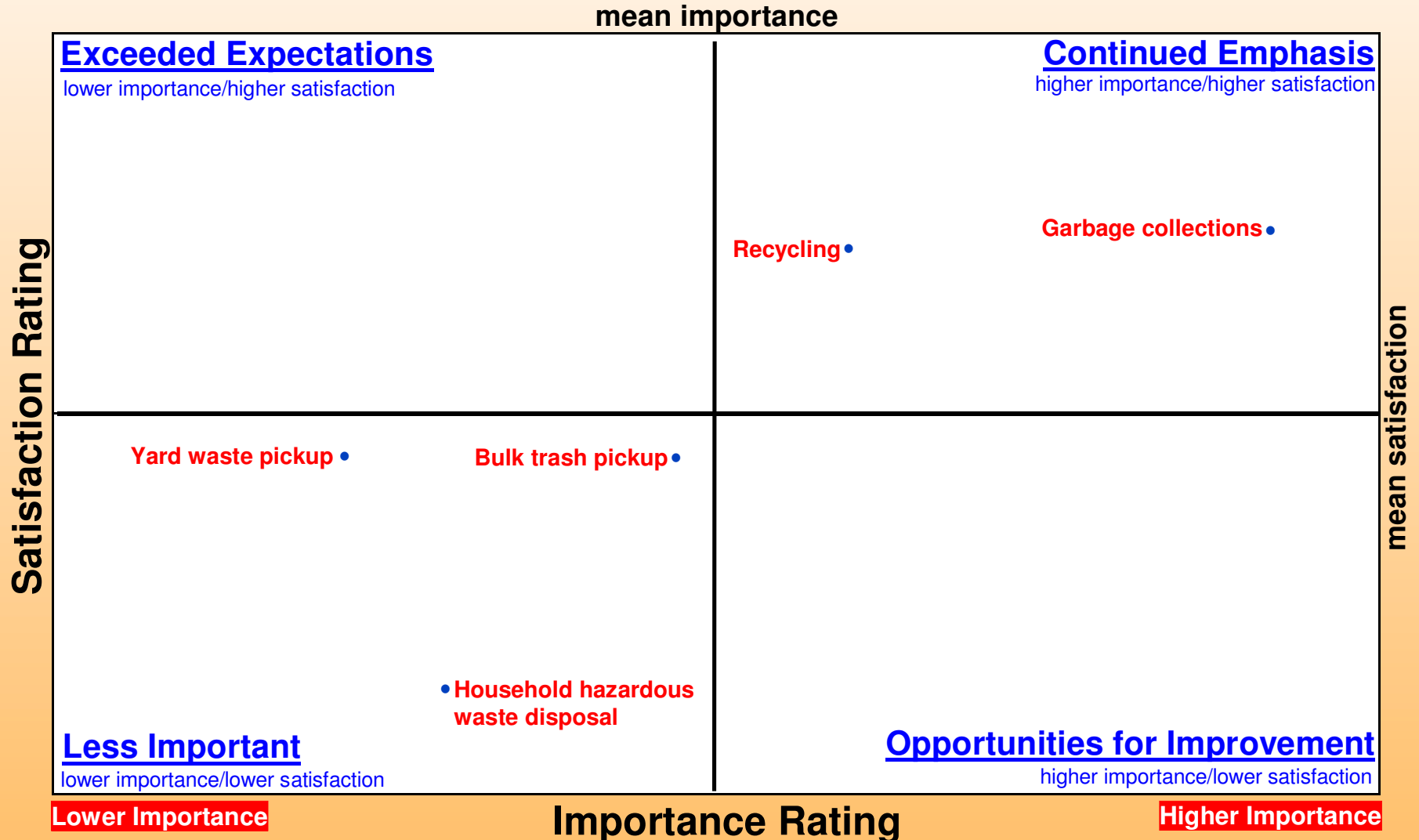
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# 2013 City of Dallas DirectionFinder Importance-Satisfaction Assessment Matrix

## -Solid Waste Services-

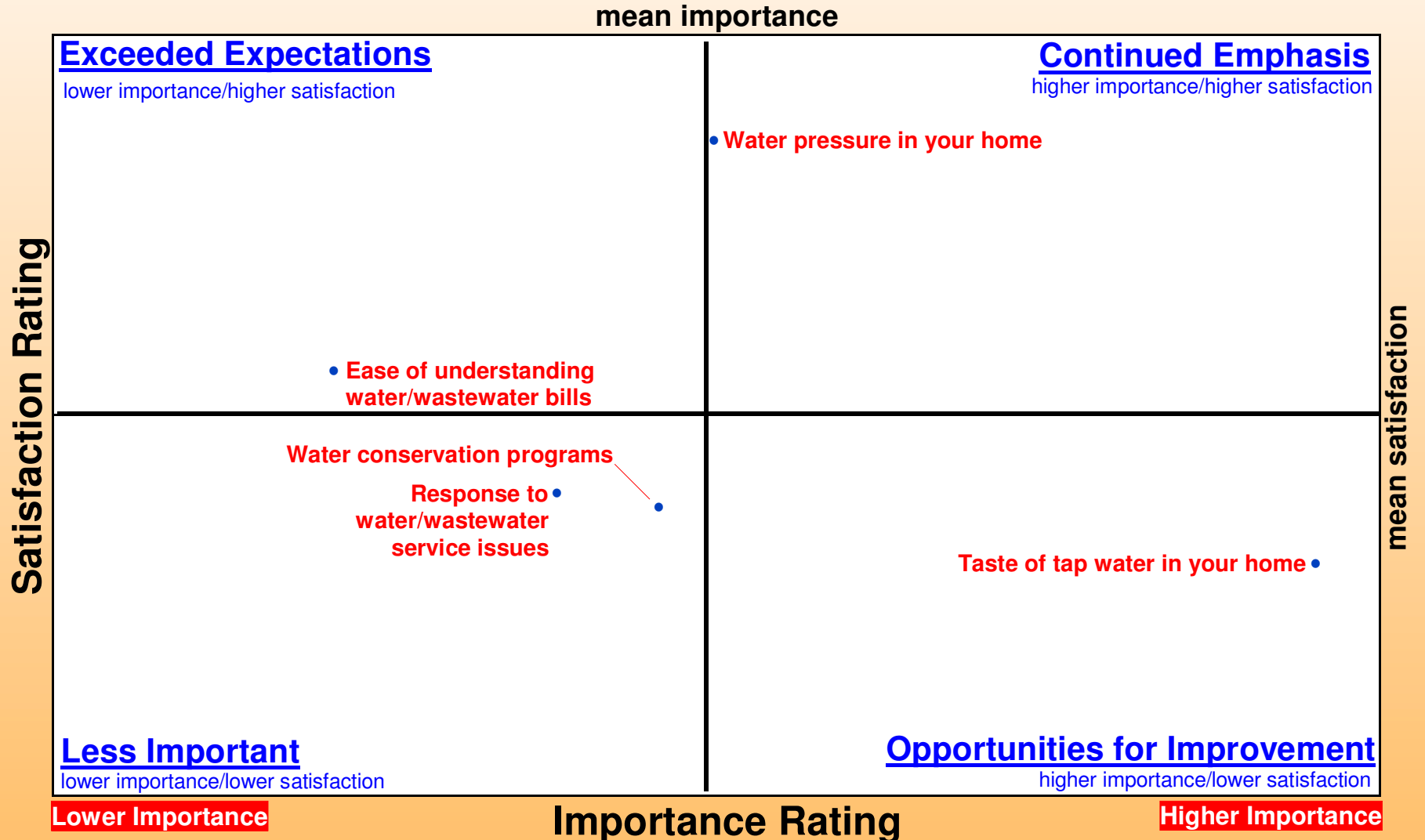
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# 2013 City of Dallas DirectionFinder Importance-Satisfaction Assessment Matrix

## -Water and Wastewater Services-

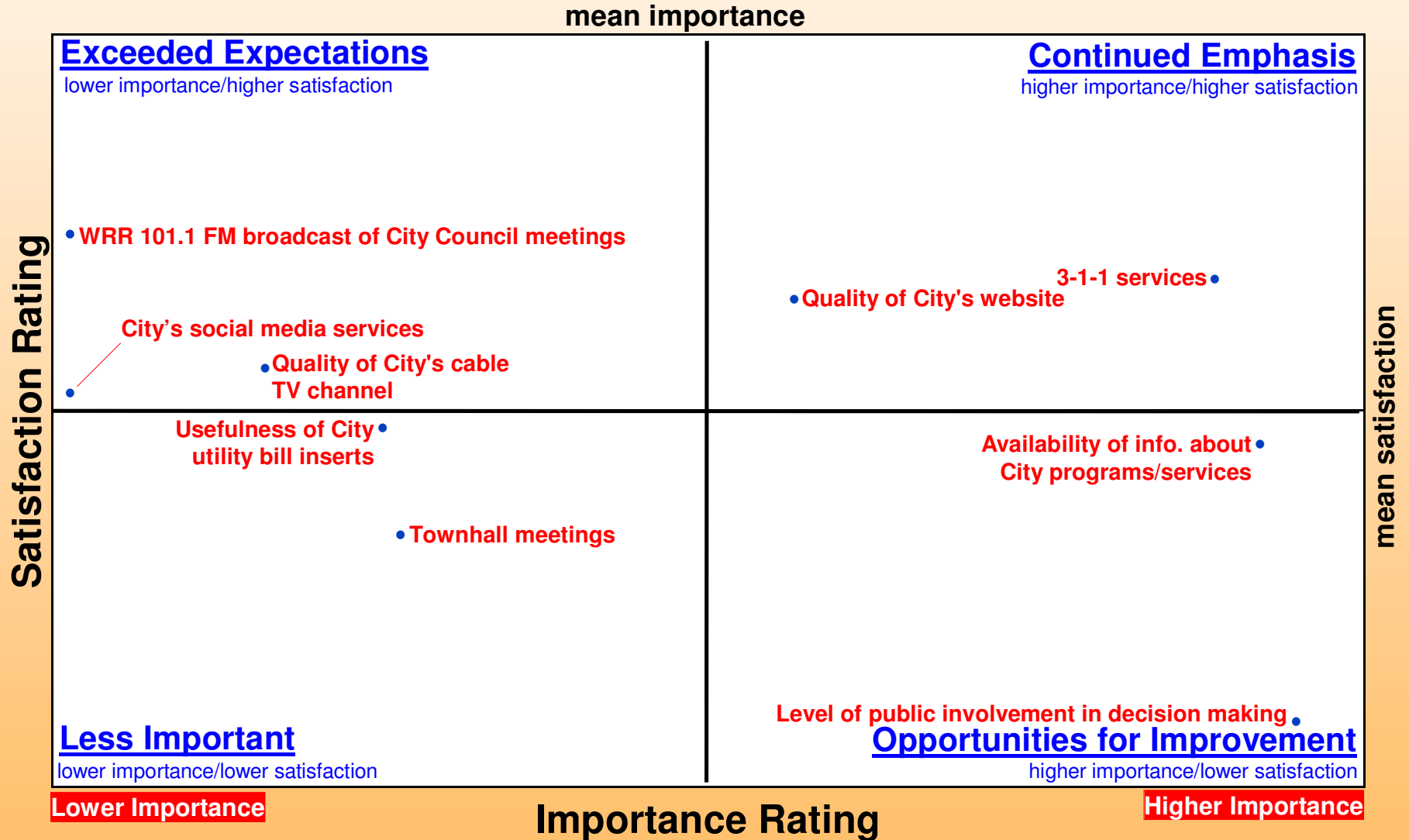
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# 2013 City of Dallas DirectionFinder Importance-Satisfaction Assessment Matrix

## -Public Information Services-

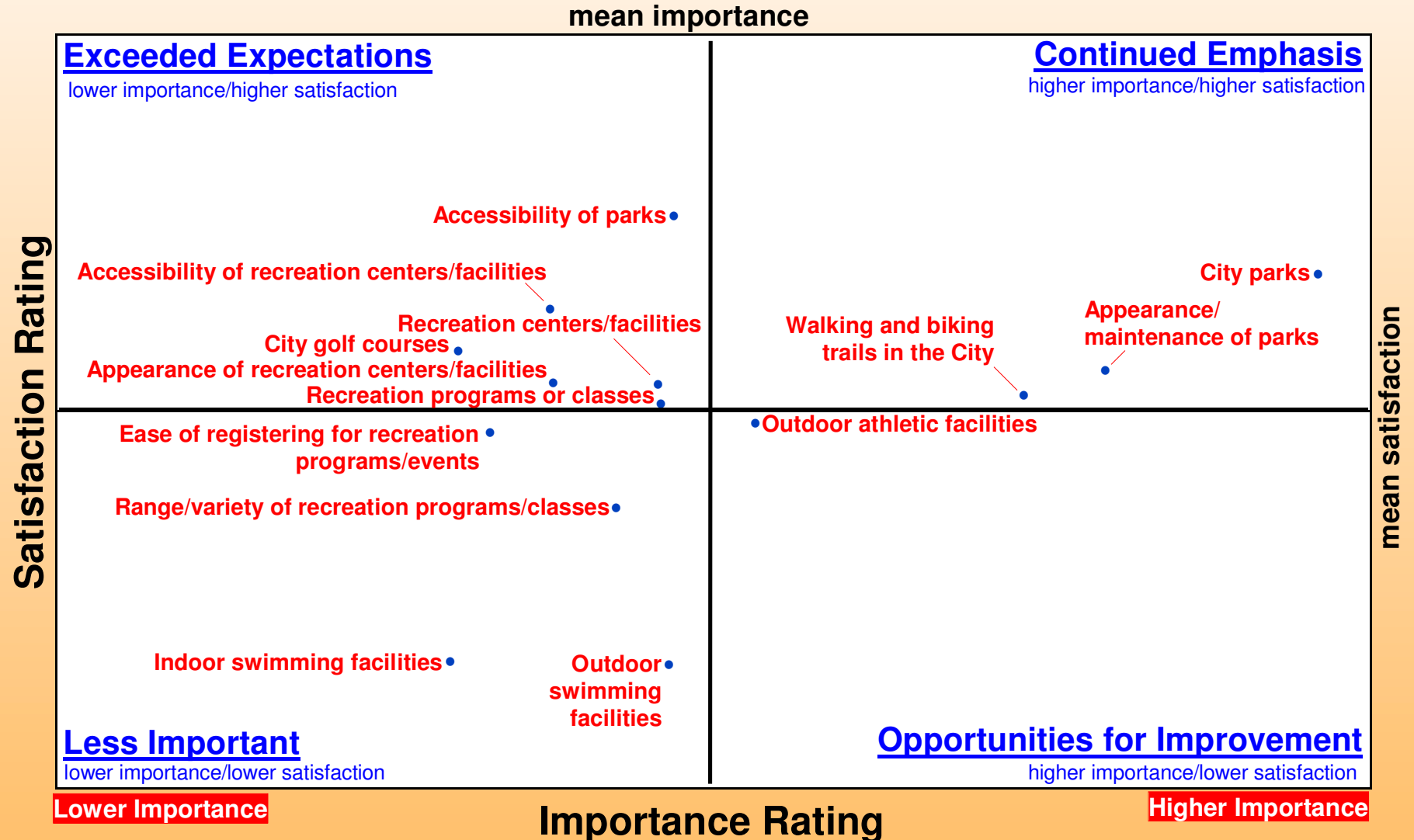
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# 2013 City of Dallas DirectionFinder Importance-Satisfaction Assessment Matrix

## -Park and Recreation Services-

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



## Section 4: **Tabular Data**

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**Q1. PERCEPTIONS OF THE CITY. Please rate the following items by circling the corresponding number below.**

(N=1431)

	Excellent	Good	Fair	Poor	Don't Know
Q1a Dallas as a place to live	28.93%	52.69%	15.58%	2.10%	0.70%
Q1b Your neighborhood as a place to live	26.83%	42.42%	22.64%	7.69%	0.42%
Q1c Dallas as a place to raise children	16.56%	46.05%	24.46%	7.83%	5.10%
Q1d Dallas as a place to work	30.54%	48.29%	13.28%	4.33%	3.56%
Q1e Dallas as a place to retire	15.79%	34.87%	26.00%	13.07%	10.27%
Q1f Dallas as a place to do business	31.66%	43.75%	13.98%	2.85%	7.76%
Q1g Quality of economic development in Dallas	18.45%	44.23%	24.46%	6.78%	6.08%
Q1h Quality of public schools in Dallas	6.85%	23.62%	29.63%	32.35%	7.55%
Q1i Overall quality of life in Dallas	15.37%	57.44%	23.34%	2.73%	1.12%

**WITHOUT DON'T KNOW**

**Q1. PERCEPTIONS OF THE CITY. Please rate the following items by circling the corresponding number below. (Without "Don't Know")**

(N=1431)

	Excellent	Good	Fair	Poor
Q1a Dallas as a place to live	29.13%	53.06%	15.69%	2.12%
Q1b Your neighborhood as a place to live	26.95%	42.40%	22.74%	7.91%
Q1c Dallas as a place to raise children	17.50%	48.40%	25.89%	8.21%
Q1d Dallas as a place to work	31.67%	50.07%	13.77%	4.49%
Q1e Dallas as a place to retire	17.60%	38.86%	29.14%	14.40%
Q1f Dallas as a place to do business	34.32%	47.50%	15.07%	3.11%
Q1g Quality of economic development in Dallas	19.64%	47.10%	26.04%	7.22%
Q1h Quality of public schools in Dallas	7.41%	25.55%	32.04%	35.00%
Q1i Overall quality of life in Dallas	15.40%	58.09%	23.60%	2.91%

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

(N=1431)

	Excellent	Good	Fair	Poor	Don't Know
Q2a Sense of community	8.25%	44.83%	33.56%	9.79%	3.57%
Q2b Acceptance of people of w/ diverse backgrounds	9.78%	44.03%	34.10%	8.60%	3.49%
Q2c Overall appearance of Dallas	13.21%	51.01%	28.44%	6.08%	1.26%
Q2d Opportunities to attend arts/cultural events	28.51%	45.70%	13.91%	4.96%	6.92%
Q2e Shopping opportunities	42.91%	42.35%	9.57%	4.26%	0.91%
Q2f Air quality	7.69%	39.34%	38.16%	11.18%	3.63%
Q2g Recreational activities	14.81%	45.70%	25.44%	7.97%	6.08%
Q2h Job opportunities	14.33%	45.77%	23.69%	9.78%	6.43%
Q2i Access to affordable quality housing	10.34%	41.59%	29.28%	8.94%	9.85%
Q2j Access to affordable quality child care	7.27%	27.39%	22.85%	8.81%	33.68%
Q2k Access to affordable quality health care	14.88%	40.67%	24.67%	12.65%	7.13%
Q2l Access to affordable quality food	23.97%	47.10%	19.43%	6.98%	2.52%
Q2m Ease of car travel in Dallas	10.34%	37.60%	33.26%	14.26%	4.54%
Q2n Ease of bus travel in Dallas	10.76%	25.72%	20.96%	8.74%	33.82%
Q2o Ease of rail travel in Dallas	12.37%	28.79%	20.68%	8.04%	30.12%
Q2p Ease of bicycle travel in Dallas	5.73%	19.57%	21.31%	19.92%	33.47%
Q2q Ease of walking in Dallas	8.81%	28.09%	28.72%	22.43%	11.95%
Q2r Educational opportunities	17.61%	47.03%	22.92%	5.52%	6.92%
Q2s Overall image/reputation of Dallas	14.54%	53.53%	24.60%	5.23%	2.10%
Q2t Overall quality of new development in Dallas	16.84%	47.87%	22.50%	4.75%	8.04%

**WITHOUT DON'T KNOW**

**Q2. Please rate each of the following characteristics as they relate to Dallas as a whole. (Without "Don't Know")**

(N=1431)

	Excellent	Good	Fair	Poor
Q2a Sense of community	8.56%	46.48%	34.81%	10.15%
Q2b Acceptance of people of w/ diverse backgrounds	10.14%	45.62%	35.34%	8.90%
Q2c Overall appearance of Dallas	13.38%	51.66%	28.80%	6.16%
Q2d Opportunities to attend arts/cultural events	30.63%	49.10%	14.94%	5.33%
Q2e Shopping opportunities	43.30%	42.74%	9.66%	4.30%
Q2f Air quality	7.98%	40.83%	39.40%	11.79%
Q2g Recreational activities	15.77%	48.66%	27.08%	8.49%
Q2h Job opportunities	15.31%	48.97%	25.22%	10.50%
Q2i Access to affordable quality housing	11.50%	46.10%	32.48%	9.92%
Q2j Access to affordable quality child care	10.91%	41.31%	34.50%	13.28%
Q2k Access to affordable quality health care	16.03%	43.79%	26.40%	13.78%
Q2l Access to affordable quality food	24.59%	48.32%	19.93%	7.16%
Q2m Ease of car travel in Dallas	10.83%	39.39%	34.85%	14.93%
Q2n Ease of bus travel in Dallas	16.26%	38.86%	31.68%	13.20%
Q2o Ease of rail travel in Dallas	17.70%	41.20%	29.70%	11.40%
Q2p Ease of bicycle travel in Dallas	8.61%	29.41%	32.04%	29.94%
Q2q Ease of walking in Dallas	10.00%	31.90%	32.62%	25.48%
Q2r Educational opportunities	18.92%	50.40%	24.62%	6.06%
Q2s Overall image/reputation of Dallas	14.85%	54.68%	25.12%	5.35%
Q2t Overall quality of new development in Dallas	18.31%	52.05%	24.50%	5.14%

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

(N=1431)

	Much Too Slow	Too Slow	About Right	Too Fast	Much Too Fast	Don't Know
Q3a Population growth	0.84%	1.82%	43.19%	30.54%	13.06%	10.55%
Q3b Retail growth	2.80%	10.62%	60.66%	14.81%	4.26%	6.85%
Q3c Jobs growth	8.60%	32.84%	42.07%	2.87%	1.11%	12.51%

**WITHOUT DON'T KNOW**

**Q3. Please rate the speed of growth in the following categories in Dallas over the past two years: (Without "Don't Know")**

(N=1431)

	Much Too Slow	Too Slow	About Right	Too Fast	Much Too Fast
Q3a Population growth	0.94%	2.03%	48.28%	34.14%	14.61%
Q3b Retail growth	3.00%	11.40%	65.12%	15.90%	4.58%
Q3c Jobs growth	9.82%	37.54%	48.08%	3.27%	1.29%

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

(N=1431)

	Not a Problem	Minor Problem	Moderate Problem	Major Problem	Don't Know
Q4a Crime	1.68%	10.27%	43.19%	41.02%	3.84%
Q4b Drugs	2.24%	7.55%	28.72%	51.71%	9.78%
Q4c Too much growth	21.87%	23.76%	27.04%	14.33%	13.00%
Q4d Lack of growth	37.46%	21.31%	17.89%	5.94%	17.40%
Q4e Graffiti	13.49%	34.94%	27.74%	14.05%	9.78%
Q4f Noise	19.36%	34.66%	29.42%	11.81%	4.75%
Q4g Rundown buildings/weed lots/junk vehicles	11.32%	24.88%	32.84%	23.97%	6.99%
Q4h Taxes	12.30%	23.48%	32.21%	25.16%	6.85%
Q4i Traffic congestion	5.10%	14.47%	32.84%	44.72%	2.87%
Q4j Unsupervised youth	7.13%	20.06%	28.30%	29.98%	14.53%
Q4k Homelessness	4.47%	16.56%	36.06%	35.01%	7.90%
Q4l Weeds	13.56%	30.19%	28.72%	17.68%	9.85%
Q4m Absence of City communications in other languages	29.21%	20.61%	15.16%	7.69%	27.33%
Q4n Unwanted local businesses	24.18%	30.96%	17.33%	9.15%	18.38%
Q4o Toxic waste or other environmental hazards	18.03%	23.69%	19.15%	10.13%	29.00%
Q4p Other	0.28%	0.35%	1.40%	8.11%	89.86%

**WITHOUT DON'T KNOW**

**Q4. Please indicate the extent to which you think each of the following is a problem in the City of Dallas? (Without "Don't Know")**

(N=1431)

	Not a Problem	Minor Problem	Moderate Problem	Major Problem
Q4a Crime	1.74%	10.68%	44.91%	42.67%
Q4b Drugs	2.48%	8.37%	31.84%	57.31%
Q4c Too much growth	25.14%	27.31%	31.05%	16.50%
Q4d Lack of growth	45.35%	25.80%	21.66%	7.19%
Q4e Graffiti	14.95%	38.73%	30.75%	15.57%
Q4f Noise	20.32%	36.39%	30.89%	12.40%
Q4g Rundown buildings/weed lots/junk vehicles	12.17%	26.75%	35.31%	25.77%
Q4h Taxes	13.20%	25.21%	34.58%	27.01%
Q4i Traffic congestion	5.25%	14.89%	33.82%	46.04%
Q4j Unsupervised youth	8.34%	23.47%	33.11%	35.08%
Q4k Homelessness	4.86%	17.98%	39.15%	38.01%
Q4l Weeds	15.04%	33.49%	31.86%	19.61%
Q4m Absence of City communications in other languages	40.19%	28.37%	20.86%	10.58%
Q4n Unwanted local businesses	29.62%	37.93%	21.23%	11.22%
Q4o Toxic waste or other environmental hazards	25.39%	33.37%	26.97%	14.27%
Q4p Other	2.76%	3.45%	13.79%	80.00%

**Q5. PERCEPTIONS 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.**

(N=1431)

	Very Safe	Safe	Neither	Unsafe	Very Unsafe	Don't Know
Q5a In your neighborhood during day	33.26%	45.35%	12.72%	5.10%	2.10%	1.47%
Q5b In your neighborhood after dark	13.84%	40.32%	20.20%	15.37%	8.11%	2.16%
Q5c In Dallas's downtown area during the day	14.54%	47.17%	15.72%	5.38%	1.68%	15.51%
Q5d In Dallas's downtown area after dark	2.80%	15.93%	22.71%	26.00%	10.41%	22.15%
Q5e In Dallas's parks during the day	14.05%	45.49%	20.06%	5.94%	2.31%	12.15%
Q5f In Dallas's parks after dark	1.61%	8.67%	19.50%	31.45%	16.83%	21.94%
Q5g From violent crime (rape, assault, robbery)	4.33%	21.45%	29.14%	25.37%	12.16%	7.55%
Q5h From property crime (burglary, theft)	2.80%	16.28%	28.23%	30.89%	16.49%	5.31%
Q5i From fire	13.00%	42.56%	25.58%	6.36%	3.14%	9.36%

**WITHOUT DON'T KNOW**

**Q5. PERCEPTIONS 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. (Without "Don't Know")**

(N=1431)

	Very Safe	Safe	Neither	Unsafe	Very Unsafe
Q5a In your neighborhood during day	33.76%	46.02%	12.91%	5.18%	2.13%
Q5b In your neighborhood after dark	14.14%	41.22%	20.64%	15.71%	8.29%
Q5c In Dallas's downtown area during the day	17.20%	55.83%	18.61%	6.37%	1.99%
Q5d In Dallas's downtown area after dark	3.59%	20.47%	29.17%	33.27%	13.50%
Q5e In Dallas's parks during the day	15.99%	51.79%	22.83%	6.44%	2.95%
Q5f In Dallas's parks after dark	2.06%	11.10%	24.97%	40.29%	21.58%
Q5g From violent crime (rape, assault, robbery)	4.57%	23.32%	31.49%	27.53%	13.09%
Q5h From property crime (burglary, theft)	2.95%	17.20%	29.81%	32.62%	17.42%
Q5i From fire	14.31%	46.95%	28.22%	7.02%	3.50%

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

<u>Q6 Victim of crime in past 12 months</u>	<u>Number</u>	<u>Percent</u>
Yes	247	17.26 %
No	1110	77.57 %
Not provided	74	5.17 %
Total	1431	100.00 %

**Q6. If was, was this crime (these crimes) reported to the police?**

<u>Q6- If yes, was it reported to police</u>	<u>Number</u>	<u>Percent</u>
Yes	185	74.90 %
No	62	25.10 %
Total	247	100.00 %



**Q7. MAJOR CATEGORIES OF CITY SERVICES. Please rate the City's overall performance in each of the major categories listed below?**

(N=1431)

	Excellent	Good	Fair	Poor	Don't Know
Q7a Ambulance/emergency medical services	27.39%	34.24%	9.57%	2.24%	26.56%
Q7b Arts and cultural programs	24.39%	40.67%	13.42%	2.87%	18.65%
Q7c Code enforcement	6.29%	27.11%	30.68%	18.03%	17.89%
Q7d Customer service provided by City employees	8.39%	32.91%	28.86%	13.14%	16.70%
Q7e Drinking water	12.09%	38.99%	27.18%	15.51%	6.23%
Q7f Fire services	27.53%	40.25%	9.01%	1.12%	22.09%
Q7g Solid waste services	21.94%	49.62%	16.98%	6.29%	5.17%
Q7h Land use, planning and zoning	5.38%	30.75%	23.40%	8.39%	32.08%
Q7i Maintenance of infrastructure	3.77%	23.20%	31.31%	34.31%	7.41%
Q7j The City's parks and recreation system	8.39%	42.00%	30.68%	6.92%	12.01%
Q7k Police services	15.66%	45.17%	21.82%	8.53%	8.82%
Q7l Public information services	9.51%	39.37%	23.36%	7.13%	20.63%
Q7m Public library services	20.14%	43.08%	15.31%	2.94%	18.53%
Q7n Sewer services	10.35%	48.04%	23.43%	5.17%	13.01%
Q7o Storm drainage	9.79%	43.92%	25.17%	7.06%	14.06%
Q7p Traffic signal timing	7.34%	39.51%	30.98%	13.78%	8.39%

**WITHOUT DON'T KNOW****Q7. MAJOR CATEGORIES OF CITY SERVICES. Please rate the City's overall performance in each of the major categories listed below? (Without "Don't Know")**

(N=1431)

	Excellent	Good	Fair	Poor
Q7a Ambulance/emergency medical services	37.30%	46.62%	13.04%	3.04%
Q7b Arts and cultural programs	29.98%	50.00%	16.50%	3.52%
Q7c Code enforcement	7.66%	33.02%	37.36%	21.96%
Q7d Customer service provided by City employees	10.18%	39.40%	34.65%	15.77%
Q7e Drinking water	12.98%	41.59%	28.99%	16.44%
Q7f Fire services	35.34%	51.66%	11.57%	1.43%
Q7g Solid waste services	23.14%	52.32%	17.91%	6.63%
Q7h Land use, planning and zoning	7.92%	45.27%	34.50%	12.31%
Q7i Maintenance of infrastructure	4.08%	25.06%	33.80%	37.06%
Q7j The City's parks and recreation system	9.53%	47.74%	34.87%	7.86%
Q7k Police services	17.18%	49.54%	23.92%	9.36%
Q7l Public information services	11.98%	49.60%	29.43%	8.99%
Q7m Public library services	24.72%	52.88%	18.96%	3.44%
Q7n Sewer services	11.90%	55.23%	26.92%	5.95%
Q7o Storm drainage	11.50%	51.10%	29.29%	8.11%
Q7p Traffic signal timing	8.02%	43.13%	33.82%	15.03%

**Q7. Have you used this service during the past year?**

(N=1431)

	Yes	No	Not provided
Q7a Ambulance/emergency medical services	18.25%	81.65%	0.10%
Q7b Arts and cultural programs	29.21%	70.70%	0.09%
Q7c Code enforcement	12.09%	87.49%	0.42%
Q7d Customer service provided by City employees	24.58%	75.17%	0.25%
Q7e Drinking water	35.62%	64.31%	0.07%
Q7f Fire services	7.17%	92.65%	0.18%
Q7g Solid waste services	34.86%	65.07%	0.07%
Q7h Land use, planning and zoning	6.28%	93.72%	0.00%
Q7i Maintenance of infrastructure	20.98%	78.94%	0.08%
Q7j The City's parks and recreation system	26.13%	73.79%	0.08%
Q7k Police services	15.86%	84.06%	0.08%
Q7l Public information services	13.38%	86.62%	0.00%
Q7m Public library services	27.05%	72.95%	0.00%
Q7n Sewer services	25.30%	74.62%	0.08%
Q7o Storm drainage	17.24%	82.68%	0.08%
Q7p Traffic signal timing	22.14%	77.79%	0.07%

**Q8. Which FOUR of the services listed above do you think should be the City's top priorities?**

Q8 1st choice	Number	Percent
Police services	345	24.11 %
Maintenance of infrastructure	269	18.80 %
Drinking water	169	11.86 %
Ambulance/emergency medical services	168	11.74 %
Code enforcement	111	7.76 %
Traffic signals timing	42	2.94 %
Customer service provided by City employees	41	2.87 %
Land use, planning and zoning	32	2.24 %
Fire services	25	1.75 %
The City's parks and recreation system	23	1.61 %
Solid waste services	20	1.40 %
Storm drainage	17	1.19 %
Arts and cultural programs	16	1.12 %
Sewer services	13	0.91 %
Public information services	12	0.84 %
Public library services	12	0.84 %
None chosen	116	8.02 %
Total	1431	100.00 %

**Q8. Which FOUR of the services listed above do you think should be the City's top priorities?**

Q8 2nd choice	Number	Percent
Police services	217	15.16 %
Maintenance of infrastructure	177	12.37 %
Fire services	166	11.60 %
Drinking water	131	9.15 %
Code enforcement	112	7.83 %
Ambulance/emergency medical services	83	5.80 %
Traffic signals timing	61	4.26 %
The City's parks and recreation system	50	3.49 %
Customer service provided by City employees	49	3.42 %
Solid waste services	49	3.42 %
Land use, planning and zoning	47	3.28 %
Sewer services	33	2.31 %
Arts and cultural programs	26	1.82 %
Public library services	26	1.82 %
Public information services	21	1.47 %
Storm drainage	20	1.40 %
None chosen	163	11.40 %
Total	1431	100.00 %

**Q8. Which FOUR of the services listed above do you think should be the City's top priorities?**

Q8 3rd choice	Number	Percent
Maintenance of infrastructure	160	11.18 %
Police services	141	9.85 %
Fire services	117	8.18 %
Code enforcement	95	6.64 %
Drinking water	95	6.64 %
Ambulance/emergency medical services	86	6.01 %
Traffic signals timing	75	5.24 %
The City's parks and recreation system	63	4.40 %
Customer service provided by City employees	60	4.19 %
Land use, planning and zoning	52	3.63 %
Sewer services	51	3.56 %
Solid waste services	50	3.49 %
Public library services	41	2.87 %
Public information services	36	2.52 %
Storm drainage	31	2.17 %
Arts and cultural programs	30	2.10 %
None chosen	248	17.33 %
Total	1431	100.00 %

**Q8. Which FOUR of the services listed above do you think should be the City's top priorities?**

Q8 4th choice	Number	Percent
Maintenance of infrastructure	125	8.74 %
Drinking water	98	6.85 %
Police services	96	6.71 %
The City's parks and recreation system	95	6.64 %
Traffic signals timing	94	6.57 %
Code enforcement	92	6.43 %
Ambulance/emergency medical services	65	4.54 %
Customer service provided by City employees	64	4.47 %
Sewer services	60	4.19 %
Fire services	54	3.77 %
Solid waste services	49	3.42 %
Land use, planning and zoning	46	3.21 %
Storm drainage	45	3.14 %
Public library services	44	3.07 %
Arts and cultural programs	30	2.10 %
Public information services	26	1.82 %
None chosen	348	24.33 %
Total	1431	100.00 %

**Q8. Which FOUR of the services listed above do you think should be the City's top priorities? (Sum of Top Four Choices)**

<u>Q8 Sum of top four choices</u>	<u>Number</u>	<u>Percent</u>
Police services	799	55.84 %
Maintenance of infrastructure	731	51.08 %
Drinking water	493	34.50 %
Code enforcement	410	28.65 %
Ambulance/emergency medical services	402	28.09 %
Fire services	362	25.30 %
Traffic signals timing	272	19.01 %
The City's parks and recreation system	231	16.14 %
Customer service provided by City employees	214	14.95 %
Land use, planning and zoning	177	12.37 %
Solid waste services	168	11.74 %
Sewer services	157	10.97 %
Public library services	123	8.60 %
Storm drainage	113	7.90 %
Arts and cultural programs	102	7.13 %
Public information services	95	6.64 %
<u>None chosen</u>	<u>116</u>	<u>8.02 %</u>
Total	4965	

**Q9. PUBLIC SAFETY SERVICES. Please rate the City's performance in following areas.**

(N=1431)

	Excellent	Good	Fair	Poor	Don't Know
Q9a Crime prevention	6.01%	36.83%	34.38%	13.70%	9.08%
Q9b Traffic enforcement	7.76%	42.21%	30.40%	10.62%	9.01%
Q9c Police efforts to fight neighborhood crime	11.88%	38.78%	24.95%	15.02%	9.37%
Q9d Police efforts to work with residents to solve local problems	12.58%	32.84%	20.96%	16.49%	17.13%
Q9e Police efforts to effectively deal with problems that concern people in neighborhoods	11.47%	32.38%	22.03%	15.94%	18.18%
Q9f Response time of police to emergencies	10.97%	31.24%	20.96%	15.59%	21.24%
Q9g Response time of fire dept. to emergencies	22.36%	33.05%	11.67%	3.01%	29.91%
Q9h Fire prevention and education	10.06%	29.21%	19.85%	7.97%	32.91%
Q9i Municipal courts	5.10%	23.76%	23.41%	10.20%	37.53%
Q9j Animal control	5.31%	25.23%	23.62%	22.71%	23.13%

**WITHOUT DON'T KNOW**

**Q9. PUBLIC SAFETY SERVICES. Please rate the City's performance in following areas. (Without "Don't Know")**

(N=1431)

	Excellent	Good	Fair	Poor
Q9a Crime prevention	6.61%	40.44%	37.88%	15.07%
Q9b Traffic enforcement	8.53%	46.39%	33.41%	11.67%
Q9c Police efforts to fight neighborhood crime	13.11%	42.79%	27.44%	16.66%
Q9d Police efforts to work with residents to solve local problems	15.17%	39.63%	25.30%	19.90%
Q9e Police efforts to effectively deal with problems that concern people in neighborhoods	14.02%	39.57%	26.92%	19.49%
Q9f Response time of police to emergencies	13.93%	39.66%	26.44%	19.97%
Q9g Response time of fire dept. to emergencies	31.90%	47.16%	16.65%	4.29%
Q9h Fire prevention and education	15.00%	43.44%	29.58%	11.98%
Q9i Municipal courts	8.17%	38.03%	37.50%	16.30%
Q9j Animal control	6.91%	32.82%	30.83%	29.44%



**Q9. Have you used this service during the past year?**

(N=1431)

	Yes	No	Not provided
Q9a Crime prevention	6.50%	93.50%	0.00%
Q9b Traffic enforcement	7.83%	92.17%	0.00%
Q9c Police efforts to fight neighborhood crime	9.41%	90.44%	0.15%
Q9d Police efforts to work with residents to solve local problems	9.44%	90.47%	0.09%
Q9e Police efforts to effectively deal with problems that concern people in neighborhoods	9.39%	90.61%	0.00%
Q9f Response time of police to emergencies	10.83%	89.00%	0.17%
Q9g Response time of fire dept. to emergencies	5.88%	93.92%	0.20%
Q9h Fire prevention and education	4.90%	95.00%	0.10%
Q9i Municipal courts	9.39%	90.50%	0.11%
Q9j Animal control	11.00%	89.00%	0.00%

**Q10. Which TWO of the public safety services listed do you think should be the City's top priorities?**

<u>Q10 1st choice</u>	<u>Number</u>	<u>Percent</u>
Crime prevention	569	39.76 %
Response time of police to emergencies	175	12.23 %
Police efforts to fight crime neighborhood	134	9.36 %
Animal control	84	5.87 %
Police efforts to work with residents to solve local problems	70	4.89 %
Police efforts to effectively deal with problems that concern people in neighborhoods	49	3.42 %
Traffic enforcement	46	3.21 %
Response time of fire dept. to emergencies	29	2.03 %
Fire prevention and education	26	1.82 %
Municipal courts	24	1.68 %
None chosen	225	15.73 %
Total	1431	100.00 %

**Q10. Which TWO of the public safety services listed do you think should be the City's top priorities?**

<u>Q10 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Police efforts to fight crime neighborhood	203	14.19 %
Response time of police to emergencies	197	13.77 %
Animal control	128	8.94 %
Crime prevention	109	7.62 %
Response time of fire dept. to emergencies	108	7.55 %
Police efforts to effectively deal with problems that concern people in neighborhoods	104	7.27 %
Traffic enforcement	104	7.29 %
Police efforts to work with residents to solve local problems	92	6.43 %
Fire prevention and education	51	3.56 %
Municipal courts	47	3.28 %
None chosen	288	20.10 %
Total	1431	100.00 %

**Q10. Which TWO of the public safety services listed do you think should be the City's top priorities? (Sum of Top Two Choices)**

<u>Q10 Sum of top two choices</u>	<u>Number</u>	<u>Percent</u>
Crime prevention	678	47.38 %
Response time of police to emergencies	372	26.00 %
Police efforts to fight crime neighborhood	337	23.55 %
Animal control	212	14.81 %
Police efforts to work with residents to solve local problems	162	11.32 %
Police efforts to effectively deal with problems that concern people in neighborhoods	153	10.69 %
Traffic enforcement	150	10.50 %
Response time of fire dept. to emergencies	137	9.57 %
Fire prevention and education	77	5.38 %
Municipal courts	71	4.96 %
None chosen	225	15.73 %
Total	2574	

**Q11. STREETS AND INFRASTRUCTURE. Please rate the City's performance in the following areas.**

(N=1431)

	Excellent	Good	Fair	Poor	Don't Know
Q11a Street repair	3.35%	19.99%	34.38%	40.39%	1.89%
Q11b Street cleaning	5.45%	29.14%	33.61%	26.42%	5.38%
Q11c Street lighting	6.50%	30.89%	38.50%	21.94%	2.17%
Q11d Sidewalk maintenance	3.98%	21.94%	34.10%	34.53%	5.45%
Q11e Alley maintenance	3.28%	15.44%	29.21%	37.46%	14.61%
Q11f Maintenance of neighborhood streets	5.73%	25.65%	33.89%	32.84%	1.89%

**WITHOUT DON'T KNOW**

**Q11. STREETS AND INFRASTRUCTURE. Please rate the City's performance in the following areas. (Without "Don't Know")**

(N=1431)

	Excellent	Good	Fair	Poor
Q11a Street repair	3.50%	20.29%	35.04%	41.17%
Q11b Street cleaning	5.76%	30.88%	35.44%	27.92%
Q11c Street lighting	6.64%	31.57%	39.36%	22.43%
Q11d Sidewalk maintenance	4.21%	23.21%	36.07%	36.51%
Q11e Alley maintenance	3.85%	18.09%	34.21%	43.85%
Q11f Maintenance of neighborhood streets	5.84%	26.24%	34.42%	33.50%

**Q11. Have you used this service during the past year?**

(N=1431)

	Yes	No	Not provided
Q11a Street repair	15.53%	84.40%	0.07%
Q11b Street cleaning	9.82%	90.11%	0.07%
Q11c Street lighting	15.14%	84.79%	0.07%
Q11d Sidewalk maintenance	14.12%	85.81%	0.07%
Q11e Alley maintenance	11.28%	88.63%	0.09%
Q11f Maintenance of neighborhood streets	15.10%	84.83%	0.07%

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

Q12 1st choice	Number	Percent
Street repair	764	53.39 %
Street lighting	157	10.97 %
Maintenance of neighborhood streets	146	10.20 %
Sidewalk maintenance	99	6.92 %
Alley maintenance	88	6.15 %
Street cleaning	46	3.21 %
None chosen	131	9.16 %
Total	1431	100.00 %

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

Q12 2nd choice	Number	Percent
Street lighting	301	21.03 %
Maintenance of neighborhood streets	266	18.59 %
Sidewalk maintenance	246	17.19 %
Street repair	174	12.16 %
Alley maintenance	145	10.13 %
Street cleaning	110	7.69 %
None chosen	189	13.21 %
Total	1431	100.00 %

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

Q12 Sum of top two choices	Number	Percent
Street repair	938	65.55 %
Street cleaning	156	10.90 %
Street lighting	458	32.01 %
Sidewalk maintenance	345	24.11 %
Alley maintenance	233	16.28 %
Maintenance of neighborhood streets	412	28.79 %
None chosen	131	9.16 %
Total	2673	

**Q13. SOLID WASTE SERVICES. Please rate the City's performance in the following areas.**

(N=1431)

	Excellent	Good	Fair	Poor	Don't Know
Q13a Garbage collections	31.10%	48.78%	13.42%	4.33%	2.37%
Q13b Recycling	29.49%	44.51%	11.67%	5.87%	8.46%
Q13c Yard waste pickup	21.17%	40.32%	17.96%	6.71%	13.84%
Q13d Bulk trash pickup	22.36%	41.93%	18.31%	7.76%	9.64%
Q13e Household hazardous waste disposal	10.70%	24.97%	14.20%	9.37%	40.76%

**WITHOUT DON'T KNOW**

**Q13. SOLID WASTE SERVICES. Please rate the City's performance in the following areas. (Without "Don't Know")**

(N=1431)

	Excellent	Good	Fair	Poor
Q13a Garbage collections	31.85%	49.97%	13.74%	4.44%
Q13b Recycling	32.21%	48.63%	12.75%	6.41%
Q13c Yard waste pickup	24.57%	46.80%	20.84%	7.79%
Q13d Bulk trash pickup	24.75%	46.41%	20.26%	8.58%
Q13e Household hazardous waste disposal	18.06%	42.15%	23.97%	15.82%

**Q13. Have you used this service during the past year?**

(N=1431)

	Yes	No	Not provided
Q13a Garbage collections	39.94%	59.92%	0.14%
Q13b Recycling	34.96%	65.04%	0.00%
Q13c Yard waste pickup	26.50%	73.34%	0.16%
Q13d Bulk trash pickup	29.08%	70.92%	0.00%
Q13e Household hazardous waste disposal	16.84%	83.04%	0.12%

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

Q14 1st choice	Number	Percent
Garbage collections	617	43.12 %
Recycling	190	13.28 %
Household hazardous waste disposal	155	10.83 %
Bulk trash pickup	117	8.18 %
Yard waste pickup	105	7.34 %
None chosen	247	17.25 %
Total	1431	100.00 %

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

Q14 2nd choice	Number	Percent
Recycling	338	23.62 %
Bulk trash pickup	317	22.15 %
Household hazardous waste disposal	156	10.90 %
Yard waste pickup	152	10.62 %
Garbage collections	139	9.71 %
None chosen	329	23.00 %
Total	1431	100.00 %

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

Q14 Sum of top two choices	Number	Percent
Garbage collections	756	52.83 %
Recycling	528	36.90 %
Bulk trash pickup	434	30.33 %
Household hazardous waste disposal	311	21.73 %
Yard waste pickup	257	17.96 %
None chosen	247	17.25 %
Total	2533	



**Q15. WATER AND WASTEWATER SERVICES. Please rate the City's performance in the following areas.**

(N=1431)

	Excellent	Good	Fair	Poor	Don't Know
Q15a Water pressure in your home	27.34%	49.51%	16.08%	5.31%	1.76%
Q15b Taste of tap water in your home	12.72%	37.53%	25.23%	18.17%	6.35%
Q15c Water conservation programs	8.25%	33.40%	23.13%	7.69%	27.53%
Q15d Ease of understanding water/wastewater bills	12.58%	46.26%	22.50%	9.36%	9.30%
Q15e Response to water/wastewater service issues	8.04%	27.90%	18.46%	7.76%	37.84%

**WITHOUT DON'T KNOW**

**Q15. WATER AND WASTEWATER SERVICES. Please rate the City's performance in the following areas. (Without "Don't Know")**

(N=1431)

	Excellent	Good	Fair	Poor
Q15a Water pressure in your home	27.83%	50.39%	16.28%	5.50%
Q15b Taste of tap water in your home	13.58%	40.07%	26.94%	19.41%
Q15c Water conservation programs	11.38%	46.09%	31.92%	10.61%
Q15d Ease of understanding water/ wastewater bills	13.87%	51.00%	24.81%	10.32%
Q15e Response to water/wastewater service issues	12.94%	44.88%	29.70%	12.48%

**Q15. Have you used this service during the past year?**

(N=1431)

	Yes	No	Not provided
Q15a Water pressure in your home	29.02%	70.84%	0.14%
Q15b Taste of tap water in your home	30.52%	69.25%	0.23%
Q15c Water conservation programs	13.10%	86.90%	0.00%
Q15d Ease of understanding water/wastewater bills	22.80%	77.20%	0.00%
Q15e Response to water/wastewater service issues	10.90%	88.99%	0.11%

**Q16. Which TWO of the water and wastewater services do you think should be the City's top priorities?**

Q16 1st choice	Number	Percent
Taste of water in your home	552	38.57 %
Water pressure in your home	275	19.22 %
Water conservation programs	195	13.63 %
Response to water/wastewater service issues	123	8.60 %
Ease of understanding water/wastewater bills	81	5.66 %
None chosen	205	14.32 %
Total	1431	100.00 %

**Q16. Which TWO of the water and wastewater services do you think should be the City's top priorities?**

Q16 2nd choice	Number	Percent
Taste of water in your home	299	20.93 %
Response to water/wastewater service issues	238	16.63 %
Water conservation programs	232	16.21 %
Water pressure in your home	187	13.07 %
Ease of understanding water/wastewater bills	135	9.43 %
None chosen	340	23.73 %
Total	1431	100.00 %

**Q16. Which TWO of the water and wastewater services do you think should be the City's top priorities?  
(Sum of Top Two Choices)**

Q16 Sum of top two choices	Number	Percent
Taste of water in your home	851	59.50 %
Water pressure in your home	462	32.29 %
Water conservation programs	427	29.84 %
Response to water/wastewater service issues	361	25.23 %
Ease of understanding water/wastewater bills	216	15.09 %
None chosen	205	14.32 %
Total	2522	

**Q17. PUBLIC INFORMATION SERVICES. Please rate the City's performance in the following areas of communication.**

(N=1431)

	Excellent	Good	Fair	Poor	Don't Know
Q17a Quality of City's website	7.20%	27.46%	16.49%	4.19%	44.66%
Q17b Quality of City's cable TV channel	3.84%	17.96%	11.74%	4.68%	61.78%
Q17c WRR 101.1 FM broadcast of City Council meetings	6.85%	15.23%	8.25%	2.24%	67.43%
Q17d 3-1-1 services	10.97%	30.47%	17.19%	5.94%	35.43%
Q17e Availability of information about City programs/services	6.85%	29.00%	24.46%	10.69%	29.00%
Q17f Level of public involvement in decision making	2.38%	15.79%	25.51%	19.36%	36.96%
Q17g Usefulness of City utility bill inserts	7.62%	32.15%	23.41%	12.86%	23.96%
Q17h Townhall meetings	2.52%	15.58%	16.28%	6.99%	58.63%
Q17i City's social media services	3.14%	10.69%	7.97%	3.28%	74.92%

**WITHOUT DON'T KNOW****Q17. PUBLIC INFORMATION SERVICES. Please rate the City's performance in the following areas of communication. (Without "Don't Know")**

(N=1431)

	Excellent	Good	Fair	Poor
Q17a Quality of City's website	13.01%	49.62%	29.88%	7.49%
Q17b Quality of City's cable TV channel	10.05%	46.98%	30.71%	12.26%
Q17c WRR 101.1 FM broadcast of City Council meetings	21.03%	46.78%	25.32%	6.87%
Q17d 3-1-1 services	16.99%	47.19%	26.62%	9.20%
Q17e Availability of information about City programs/services	9.65%	40.85%	34.45%	15.05%
Q17f Level of public involvement in decision making	3.77%	25.06%	40.47%	30.70%
Q17g Usefulness of City utility bill inserts	10.02%	42.28%	30.79%	16.91%
Q17h Townhall meetings	6.08%	37.67%	39.36%	16.89%
Q17i City's social media services	12.53%	42.62%	31.76%	13.09%

**Q17. Have you used this service during the past year?**

(N=1431)

	Yes	No	Not provided
Q17a Quality of City's website	31.57%	68.18%	0.25%
Q17b Quality of City's cable TV channel	18.65%	81.17%	0.18%
Q17c WRR 101.1 FM broadcast of City Council meetings	17.60%	82.40%	0.00%
Q17d 3-1-1 services	29.84%	69.84%	0.32%
Q17e Availability of information about City programs/services	12.01%	87.89%	0.10%
Q17f Level of public involvement in decision making	6.44%	93.56%	0.00%
Q17g Usefulness of City utility bill inserts	17.19%	82.63%	0.18%
Q17h Townhall meetings	7.60%	92.40%	0.00%
Q17i City's social media services	10.31%	89.42%	0.27%

**Q18. Which TWO of the public information services do you think should be the City's top priorities?**

Q18 1st choice	Number	Percent
3-1-1 services	265	18.52 %
Level of public involvement in decision making	207	14.47 %
Availability of information about City programs/services	203	14.19 %
Quality of City's website	182	12.72 %
Quality of City's Cable TV channel	69	4.82 %
Usefulness of City bill inserts	49	3.42 %
Townhall meetings	48	3.35 %
WRR 101.1 FM broadcast of City Council meetings	26	1.82 %
City's social media services	15	1.05 %
None chosen	367	25.64 %
Total	1431	100.00 %

**Q18. Which TWO of the public information services do you think should be the City's top priorities?**

Q18 2nd choice	Number	Percent
Level of public involvement in decision making	224	15.65 %
Availability of information about City programs/services	217	15.16 %
3-1-1 services	141	9.85 %
Townhall meetings	100	6.99 %
Usefulness of City bill inserts	94	6.57 %
Quality of City's website	91	6.36 %
Quality of City's Cable TV channel	37	2.59 %
City's social media services	30	2.10 %
WRR 101.1 FM broadcast of City Council meetings	19	1.33 %
None chosen	478	33.40 %
Total	1431	100.00 %

**Q18. Which TWO of the public information services do you think should be the City's top priorities?  
(Sum of Top Two Choices)**

Q18 Sum of top two choices	Number	Percent
Level of public involvement in decision making	431	30.12 %
Availability of information about City programs/services	420	29.35 %
3-1-1 services	406	28.37 %
Quality of City's website	273	19.08 %
Townhall meetings	148	10.34 %
Usefulness of City bill inserts	143	9.99 %
Quality of City's Cable TV channel	106	7.41 %
City's social media services	45	3.14 %
WRR 101.1 FM broadcast of City Council meetings	45	3.14 %
None chosen	367	25.64 %
Total	2384	

**Q19. Where do you currently get news and information about city programs, services, and events?**

<u>Q19 Where you get information about programs</u>	<u>Number</u>	<u>Percent</u>
TV news	1038	72.54 %
Local newspapers	742	51.85 %
City utility bill	482	33.68 %
City website	349	24.39 %
Other radio	298	20.82 %
Radio WRR 101.1 FM	182	12.72 %
Other	161	11.25 %
3-1-1	159	11.11 %
City newsletter	136	9.50 %
City cable channel	111	7.76 %
Facebook/Twitter	76	5.31 %
Townhall meetings	62	4.33 %
None chosen	44	3.07 %
Total	3840	



**Q19. Other**

Q19 Other	Number	Percent
211	2	1.2 %
211 SERVICE	1	0.6 %
3RD PARTY	1	0.6 %
ADVOCATE AND OBSERVER	1	0.6 %
ADVOCATE MAGAZINE	2	1.2 %
BLOGS	1	0.6 %
BOYS&GIRLS CLUB	1	0.6 %
CABLE NEWS	1	0.6 %
CALL	2	1.2 %
CHURCH	1	0.6 %
CITIZENS OF THE COMMUNITY	1	0.6 %
CITY COUNCIL OFFICE EMAILS	1	0.6 %
CITY EMPLOYEE SERVICE GUIDE	1	0.6 %
CITY EMPLOYEES	1	0.6 %
CITY HALL	1	0.6 %
CITY PHONE MESSAGE	1	0.6 %
CITY WEBSITE	1	0.6 %
CO-WORKERS	2	1.2 %
COMMUNITY MEETINGS	1	0.6 %
CRIME WATCH MEETING	1	0.6 %
DON'T KNOW ABOUT CITY EVENTS	1	0.6 %
DON'T RECALL WHICH SITE	1	0.6 %
E-MAIL	4	2.5 %
EMAIL	3	1.9 %
FAMILY	3	1.9 %
FLYERS	1	0.6 %
FRIEND/NEIGHBORS	1	0.6 %
FRIENDS	2	1.2 %
FRIENDS & FAMILY	1	0.6 %
FRIENDS AND CO-WORKERS	1	0.6 %
FRIENDS/WORD OF MOUTH	1	0.6 %
FROM FRIENDS AFTER THE FACT	1	0.6 %
GOOGLE	3	1.9 %
GOOGLE ALERTS	1	0.6 %
GOSSIP	1	0.6 %
GOSSIP FROM NEIGHBORS	1	0.6 %
GREENDALLAS.NET	1	0.6 %
HAVE NOT HAD THE NEED FOR ANY	1	0.6 %
HOA	1	0.6 %
HOA NEIGHBORS	1	0.6 %
HOME OWNERS ASSOC MESSAGES	1	0.6 %
HOMEOWNERS ASSOCIATION	1	0.6 %
I DON'T	1	0.6 %
INTERNET	23	16.2 %
INTERNET SEARCH	1	0.6 %
INTERNET SEARCHES	1	0.6 %
INTERNET-WEBSITE	1	0.6 %
IPAD	1	0.6 %
KERA	1	0.6 %
KWAM	1	0.6 %
LETTER FROM THE CITY	1	0.6 %
LIBRARY	3	1.9 %

**Q19. Other**

Q19 Other	Number	Percent
LOCAL NEWS WEBSITES	1	0.6 %
LOCAL YAHOO GROUP	1	0.6 %
MAGAZINE	1	0.6 %
MAGAZINES	1	0.6 %
MAIL	1	0.6 %
MAIL & COMMUNITY CTR	1	0.6 %
MAIL/EMAIL	1	0.6 %
MEDIA	1	0.6 %
MOM'S GROUP	1	0.6 %
MOSTLY GOOGLE	1	0.6 %
MY MOTHER	1	0.6 %
NEIGHBOR ASSOC E-NEWS	1	0.6 %
NEIGHBORHOOD ASSOC MEETINGS	1	0.6 %
NEIGHBORHOOD ASSOCIATION	1	0.6 %
NEIGHBORHOOD CONVERSATIONS	1	0.6 %
NEIGHBORHOOD MEETINGS	1	0.6 %
NEIGHBORHOOD NEWSLETTER	2	1.2 %
NEIGHBORS	7	4.3 %
NEWS	1	0.6 %
NEXT DOOR NEIGHBOR	1	0.6 %
NONE	2	1.2 %
OBSERVATION	1	0.6 %
ONLINE	2	1.2 %
OTHER WEBSITES	1	0.6 %
PBS	1	0.6 %
PEOPLE	1	0.6 %
PHONE	3	1.9 %
POSTING AT REC CENTER	1	0.6 %
PROJECT MEETINGS	1	0.6 %
PUBLIC BROADCAST	1	0.6 %
RECREATION CTR	1	0.6 %
RELIGIOUS AFFILIATES	1	0.6 %
SCHOOL, EMAILS	1	0.6 %
SCHOOL DISTRICT	1	0.6 %
SENIOR CENTERS-RECREATION CTRS	1	0.6 %
SOCIAL MEDIA	1	0.6 %
SON	1	0.6 %
TELEPHONE DIRECTORY	1	0.6 %
THE DALLAS VOICE	1	0.6 %
TV	2	1.2 %
TV NEWS APPS	1	0.6 %
UNIVISION	1	0.6 %
URBAN LEAGUE	1	0.6 %
WEB	1	0.6 %
WEBSITE	1	0.6 %
WORD OF MOUTH	13	8.1 %
YELLOW PAGES	1	0.6 %
Total	161	100.0 %

**Q20. PARKS AND RECREATION SERVICES. Please rate the City's performance in the following areas.**

(N=1431)

	Excellent	Good	Fair	Poor	Don't Know
Q20a City parks	12.16%	47.66%	23.76%	5.17%	11.25%
Q20b Recreation programs or classes	5.66%	28.02%	17.96%	5.94%	42.42%
Q20c Range/variety of recreation programs/classes	4.82%	23.83%	19.36%	7.48%	44.51%
Q20d Recreation centers/facilities	5.94%	34.59%	20.96%	6.36%	32.15%
Q20e Accessibility of parks	11.74%	49.27%	20.55%	4.40%	14.04%
Q20f Accessibility of recreation centers/facilities	7.41%	40.18%	20.96%	4.89%	26.56%
Q20g Appearance/maintenance of parks	10.69%	42.49%	27.39%	6.99%	12.44%
Q20h Appearance of recreation centers/facilities	7.13%	37.25%	24.32%	5.38%	25.92%
Q20i Outdoor athletic facilities	7.34%	33.96%	23.20%	7.76%	27.74%
Q20j Walking and biking trails in the City	10.76%	34.94%	20.68%	10.41%	23.21%
Q20k Outdoor swimming facilities	3.42%	17.26%	14.47%	15.09%	49.76%
Q20l Indoor swimming facilities	3.14%	13.00%	10.41%	12.44%	61.01%
Q20m Ease of registering for recreation programs/events	3.70%	20.82%	13.14%	5.66%	56.68%
Q20n City golf courses	4.75%	17.40%	9.92%	3.63%	64.30%

**WITHOUT DON'T KNOW**

**Q20. PARKS AND RECREATION SERVICES. Please rate the City's performance in the following areas. (Without "Don't Know")**

(N=1431)

	Excellent	Good	Fair	Poor
Q20a City parks	13.70%	53.49%	26.98%	5.83%
Q20b Recreation programs or classes	9.83%	48.67%	31.19%	10.31%
Q20c Range/variety of recreation programs/classes	8.69%	42.95%	34.89%	13.47%
Q20d Recreation centers/facilities	8.75%	50.98%	30.90%	9.37%
Q20e Accessibility of parks	13.66%	57.32%	23.90%	5.12%
Q20f Accessibility of recreation centers/facilities	10.09%	54.76%	28.49%	6.66%
Q20g Appearance/maintenance of parks	12.21%	48.52%	31.28%	7.99%
Q20h Appearance of recreation centers/facilities	9.62%	50.28%	32.83%	7.27%
Q20i Outdoor athletic facilities	10.15%	47.00%	32.11%	10.74%
Q20j Walking and biking trails in the City	14.01%	45.50%	26.93%	13.56%
Q20k Outdoor swimming facilities	6.82%	34.35%	28.79%	30.04%
Q20l Indoor swimming facilities	8.06%	33.33%	26.70%	31.91%
Q20m Ease of registering for recreation programs/events	8.55%	48.06%	30.33%	13.06%
Q20n City golf courses	13.31%	48.73%	27.78%	10.18%

**Q20. Have you used this service during the past year?**

(N=1431)

	Yes	No	Not provided
Q20a City parks	27.72%	72.13%	0.15%
Q20b Recreation programs or classes	10.07%	89.93%	0.00%
Q20c Range/variety of recreation programs/ classes	7.68%	92.32%	0.00%
Q20d Recreation centers/facilities	11.74%	88.26%	0.00%
Q20e Accessibility of parks	15.45%	84.47%	0.08%
Q20f Accessibility of recreation centers/facilities	9.13%	90.87%	0.00%
Q20g Appearance/maintenance of parks	14.37%	85.63%	0.00%
Q20h Appearance of recreation centers/facilities	10.57%	89.43%	0.00%
Q20i Outdoor athletic facilities	11.12%	88.88%	0.00%
Q20j Walking and biking trails in the City	18.00%	81.91%	0.09%
Q20k Outdoor swimming facilities	9.50%	90.50%	0.00%
Q20l Indoor swimming facilities	6.81%	93.01%	0.18%
Q20m Ease of registering for recreation programs/events	8.55%	91.29%	0.16%
Q20n City golf courses	10.57%	89.43%	0.00%

**Q21. Which THREE of the park and recreation services do you think should be the City's top priorities?**

Q21 1st choice	Number	Percent
City parks	396	27.67 %
Appearance/maintenance of parks	143	9.99 %
Walking and biking trails in the City	119	8.32 %
Outdoor swimming facilities	72	5.03 %
Range/variety of recreation programs or classes	63	4.40 %
Recreation programs or classes	60	4.19 %
Recreation centers/facilities	57	3.98 %
Accessibility of parks	50	3.49 %
Outdoor athletic facilities	45	3.14 %
Accessibility of recreation centers/facilities	35	2.45 %
Ease of registering for recreation programs/events	21	1.47 %
City golf courses	21	1.47 %
Appearance of recreation centers/facilities	19	1.33 %
Indoor swimming facilities	14	0.98 %
None chosen	316	22.09 %
Total	1431	100.00 %

**Q21. Which THREE of the park and recreation services do you think should be the City's top priorities?**

Q21 2nd choice	Number	Percent
Appearance/maintenance of parks	177	12.37 %
Walking and biking trails in the City	128	8.94 %
Outdoor athletic facilities	101	7.06 %
Recreation programs or classes	92	6.43 %
City parks	88	6.15 %
Accessibility of parks	82	5.73 %
Recreation centers/facilities	73	5.10 %
Outdoor swimming facilities	66	4.61 %
Range/variety of recreation programs or classes	60	4.19 %
Accessibility of recreation centers/facilities	57	3.98 %
Appearance of recreation centers/facilities	53	3.70 %
Indoor swimming facilities	38	2.66 %
Ease of registering for recreation programs/events	31	2.17 %
City golf courses	14	0.98 %
None chosen	371	25.93 %
Total	1431	100.00 %

**Q21. Which THREE of the park and recreation services do you think should be the City's top priorities?**

<u>Q21 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Walking and biking trails in the City	145	10.13 %
Appearance/maintenance of parks	115	8.04 %
Outdoor athletic facilities	99	6.92 %
Accessibility of parks	68	4.75 %
City parks	67	4.68 %
Appearance of recreation centers/facilities	63	4.40 %
Recreation centers/facilities	61	4.26 %
Outdoor swimming facilities	60	4.19 %
Ease of registering for recreation programs/events	47	3.28 %
City golf courses	47	3.28 %
Range/variety of recreation programs or classes	46	3.21 %
Recreation programs or classes	42	2.94 %
Accessibility of recreation centers/facilities	42	2.94 %
Indoor swimming facilities	26	1.86 %
None chosen	503	35.12 %
Total	1431	100.00 %

**Q21. Which THREE of the park and recreation services do you think should be the City's top priorities?**  
**(Sum of Top Three Choices)**

<u>Q21 Sum of top three choices</u>	<u>Number</u>	<u>Percent</u>
City parks	551	38.50 %
Appearance/maintenance of parks	435	30.40 %
Walking and biking trails in the City	392	27.39 %
Outdoor athletic facilities	245	17.12 %
Accessibility of parks	200	13.98 %
Outdoor swimming facilities	198	13.84 %
Recreation programs or classes	194	13.56 %
Recreation centers/facilities	191	13.35 %
Range/variety of recreation programs or classes	169	11.81 %
Appearance of recreation centers/facilities	135	9.43 %
Accessibility of recreation centers/facilities	134	9.36 %
Ease of registering for recreation programs/events	99	6.92 %
City golf courses	82	5.73 %
Indoor swimming facilities	78	5.50 %
None chosen	316	22.09 %
Total	3419	

**Q22. Please rate the City's performance in the following areas.**

(N=1431)

	Excellent	Good	Fair	Poor	Don't Know
Q22a Service to seniors	5.74%	20.10%	13.45%	8.61%	52.10%
Q22b Services to youth	4.33%	21.52%	17.96%	8.53%	47.66%
Q22c Services to low-income people	4.26%	19.01%	17.40%	13.98%	45.35%
Q22d Amount of public parking	3.70%	24.88%	34.03%	20.06%	17.33%
Q22e Accessibility of arts/cultural centers/facilities	12.51%	37.46%	21.80%	6.15%	22.08%
Q22f Appearance of arts/cultural centers/facilities	19.99%	39.90%	14.26%	3.77%	22.08%
Q22g Variety of library materials	13.42%	38.36%	16.14%	4.82%	27.26%
Q22h Accessibility of City facilities/services for disabled	8.74%	27.81%	14.68%	4.61%	44.16%



**WITHOUT DON'T KNOW**

**Q22. Please rate the City's performance in the following areas. (Without "Don't Know")**

(N=1431)

	Excellent	Good	Fair	Poor
Q22a Service to seniors	11.99%	41.96%	28.07%	17.98%
Q22b Services to youth	8.28%	41.10%	34.50%	16.12%
Q22c Services to low-income people	7.80%	34.78%	31.93%	25.49%
Q22d Amount of public parking	4.50%	30.07%	41.17%	24.26%
Q22e Accessibility of arts/cultural centers/facilities	16.05%	48.07%	27.98%	7.90%
Q22f Appearance of arts/cultural centers/facilities	25.65%	51.21%	18.30%	4.84%
Q22g Variety of library materials	18.44%	52.74%	22.19%	6.63%
Q22h Accessibility of City facilities/services for disabled	15.64%	49.81%	26.28%	8.27%

**Q22. Have you used this service during the past year?**

(N=1431)

	Yes	No	Not provided
Q22a Service to seniors	12.37%	87.34%	0.29%
Q22b Services to youth	7.50%	92.26%	0.24%
Q22c Services to low-income people	7.93%	91.94%	0.13%
Q22d Amount of public parking	21.05%	78.70%	0.25%
Q22e Accessibility of arts/cultural centers/ facilities	17.31%	82.69%	0.00%
Q22f Appearance of arts/cultural centers/ facilities	17.35%	82.65%	0.00%
Q22g Variety of library materials	20.56%	79.44%	0.00%
Q22h Accessibility of City facilities/services for disabled	7.76%	91.99%	0.25%

**Q23. 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, planners or any others)?**

<u>Q23 Any contact with employees during last 12 months</u>	<u>Number</u>	<u>Percent</u>
Yes	605	42.28 %
No	787	55.00 %
Not provided	39	2.72 %
Total	1431	100.00 %

**Q23a. Which department did you contact most recently? (Only asked to residents who had any in-person or phone contact with an employee of the City of Dallas within the last 12 months).**

<u>Q23a Which department did you contact</u>	<u>Number</u>	<u>Percent</u>
COUNCIL OFFICE	1	0.17 %
RIDE	1	0.17 %
EMERGENCY MEDICAL	1	0.17 %
CITY SERVICES	3	0.51 %
311	70	12.33 %
911	8	1.37 %
WATER UTILITIES	4	0.69 %
PUBLIC WORKS	1	0.17 %
PERMITS	2	0.34 %
WATER	21	3.60 %
PLANNING DEPT	1	0.17 %
POLICE	120	20.58 %
REAL ESTATE	1	0.17 %
POLICE 911-WATER DEPT	1	0.17 %
UTILITIES	4	0.69 %
COURT	2	0.34 %
DEAD DOG SERVICES	1	0.17 %
POLICE RECORDS	1	0.17 %
WATER DEPT	49	8.40 %
FIRE	6	1.03 %
POLICE-CITY HALL	1	0.17 %
ANIMAL SERVICES	4	0.69 %
DMV	5	0.86 %
STREETS	8	1.37 %
ANIMAL CONTROL	15	2.57 %
CITY HALL	7	1.20 %
CODE ENFORCEMENT	17	2.92 %
311 AND 911	2	0.34 %
POLICE OFFICER	1	0.17 %
311-GARBAGE COLLECTION	1	0.17 %
ANIMAL CONTROL-911-311	1	0.17 %
TAXING	1	0.17 %
CODE	1	0.17 %
HUMAN RESOURCES	1	0.17 %
311 CODE VIOLATIONS	1	0.17 %
VEHICLE TITLES	1	0.17 %
TAX-311-ANIMAL CONTROL	1	0.17 %
CITY SERVICES-BULK TRASH	1	0.17 %
LANDFILL	1	0.17 %
AMBULANCE	5	0.86 %
DRIVERS LINCENCE	1	0.17 %
ALARM PERMITS	1	0.17 %
PROCUREMENT	1	0.17 %
CODE COMPLIANCE	3	0.51 %
TRASH COLLECTION	1	0.17 %
911 AND 311	2	0.34 %
SET UP UTILITIES	1	0.17 %
GARBAGE COLLECTIONS	1	0.17 %
TRASH PICK UP	1	0.17 %
TRAFFIC	2	0.34 %
POLICE 911	3	0.51 %
CITY PLANNING	1	0.17 %

**Q23a. Which department did you contact most recently? (Only asked to residents who had any in-person or phone contact with an employee of the City of Dallas within the last 12 months).**

<u>Q23a Which department did you contact</u>	<u>Number</u>	<u>Percent</u>
SIGNAL MAINTENANCE	1	0.17 %
WATER UTILITIES	1	0.17 %
CITY AND POLICE	1	0.17 %
WATER-RECYCLING	1	0.17 %
GARBAGE PICK UP	1	0.17 %
GREENBELT FORRESTER DEPT	1	0.17 %
311 AND SANITATION DEPT	1	0.17 %
COURT SERVICES	1	0.17 %
COURTS JURY DUTY	1	0.17 %
BUREAU OF VITAL STATISTICS	1	0.17 %
PLANNING ZONING	1	0.17 %
LIBRARY	7	1.20 %
HOUSING	2	0.34 %
TRASH PICK UP POOR SERVICE	1	0.17 %
DPD	2	0.34 %
POLICE AND TRAFFIC	1	0.17 %
PARKS	3	0.51 %
BUILDING PERMITS	1	0.17 %
ALLEY MAINTENANCE	1	0.17 %
MUNICIPAL COURT	4	0.69 %
ALARM PERMIT	1	0.17 %
POLICE AND FIRE	1	0.17 %
PLANNING	2	0.34 %
GEORGE ALLEN COURT BLDG	1	0.17 %
SOLID WASTE SERVICES	2	0.34 %
RECORDS BIRTH CERTIFICATE	1	0.17 %
BUILDING INSPECTION	1	0.17 %
SANITATION	6	1.03 %
WATER DEPT & ANIMAL CONTROL	1	0.17 %
GARBAGE PICK-UP	1	0.17 %
CITY	2	0.34 %
JURY DUTY	1	0.17 %
DRIVER LICENSE	1	0.17 %
COUNCIL PERSON	1	0.17 %
PET REGISTRATION	1	0.17 %
PARKS & REC	1	0.17 %
911-NOISE COMPLAINT	1	0.17 %
CODE COMPLIANCE DEPT	1	0.17 %
CITY OF DALLAS	3	0.51 %
FIRE DEPT	3	0.51 %
WATER-BILLING	1	0.17 %
311 AND WATER DEPT	1	0.17 %
TRAFFIC SIGNALS	1	0.17 %
SANITATION AND ZONING	1	0.17 %
SOLID WASTE	1	0.17 %
STREET LIGHTING	1	0.17 %
DALLAS COUNTY CLERK	1	0.17 %
TRASH	2	0.34 %
311-CODE ENFORCEMENT	1	0.17 %
COURTS AND 311	1	0.17 %
RECEPTIONIST	2	0.34 %
POLICE AND 311	1	0.17 %

**Q23a. Which department did you contact most recently? (Only asked to residents who had any in-person or phone contact with an employee of the City of Dallas within the last 12 months).**

<u>Q23a Which department did you contact</u>	<u>Number</u>	<u>Percent</u>
TAX ASSESSOR	1	0.17 %
BUILDING PERMIT	1	0.17 %
CITY COUNCIL	2	0.34 %
TRASH BULK	1	0.17 %
STREETS & INFRASTRUCTURE	1	0.17 %
911 MEDIC	1	0.17 %
FIRE DEPT 911	1	0.17 %
STREETS AND ALLEYS	1	0.17 %
WASTE	1	0.17 %
CITY PROGRAMS AND SERVICES	1	0.17 %
COURT SYSTEM	1	0.17 %
GARBAGE COLLECTION	1	0.17 %
CAR REGISTRATION & COURTHOUSE	1	0.17 %
ANIMAL REGISTRATION	1	0.17 %
PARKING	1	0.17 %
PARKS AND RECREATION	2	0.34 %
POLICE AND CITY COUNCIL	1	0.17 %
WATER BILLING AND RECORDS	1	0.17 %
CRIMINAL DISTRICT COURT	1	0.17 %
POLICE SW STATION	1	0.17 %
311 OPERATOR	1	0.17 %
TRASH AND 311	1	0.17 %
SANITATION-TALL GRASS	1	0.17 %
DRIVERS LICENSE	1	0.17 %
ZONING	4	0.69 %
STREET REPAIRS	1	0.17 %
AT&T	1	0.17 %
PIPE LINE INSPECTION	1	0.17 %
SOCIAL SECURITY OFFICE	2	0.34 %
WASTE DISPOSAL AND 311	1	0.17 %
EMT	1	0.17 %
GAS	1	0.17 %
311 AND STREET REPAIRS	1	0.17 %
FILE COMPLAINT W/PUC	1	0.17 %
TAXES	1	0.17 %
REC CENTER	1	0.17 %
N E POLICE SUBSTATION	1	0.17 %
PUBLIC WORKS & TRANSPORTATION	1	0.17 %
TRAFFIC TICKET	1	0.17 %
POLICE DEPT	3	0.51 %
ZIP CODE PARATRANSIT TICKET	1	0.17 %
SIDEWALK	1	0.17 %
DPS	1	0.17 %
UNFAIR CODE ENFORCEMENT	1	0.17 %
WATER AND POLICE DEPT	1	0.17 %
MAINTENANCE OF STREET LIGHTS	1	0.17 %
CONSTRUCTION	1	0.17 %
POLICE AND FIRE DEPT	1	0.17 %
WATER CO	1	0.17 %
DALLAS COUNTY TAX OFFICE	1	0.17 %
FOOD STAMPS AND HEALTH CARE	1	0.17 %
311 AND CUSTOMER SERVICE CTR	1	0.17 %

**Q23a. Which department did you contact most recently? (Only asked to residents who had any in-person or phone contact with an employee of the City of Dallas within the last 12 months).**

<u>Q23a Which department did you contact</u>	<u>Number</u>	<u>Percent</u>
CITY ORDINANCE	1	0.17 %
311 WILDLIFE	1	0.17 %
BUILDING ZONING	2	0.34 %
TAX	1	0.17 %
PARKS AND REC	1	0.17 %
HABITAT FOR HUMANITY	1	0.17 %
OFFICE OF ENVIRONMENTAL QUALTY	1	0.17 %
YARD WASTE	1	0.17 %
HEALTH	1	0.17 %
WATER UTILITY	2	0.34 %
HOUSING DEPT	1	0.17 %
STREET REPAIR	1	0.17 %
COUNTY TAX OFFICE	1	0.17 %
BILLING	1	0.17 %
EMS	1	0.17 %
COMMUNITY SERVICES	1	0.17 %
WATER COMPANY	1	0.17 %
YARD WASTE/BULK TRASH	1	0.17 %
911 EMERGENCY	1	0.17 %
ELECTRICAL	1	0.17 %
WATER/PARKS/STREET POLICE, CODE	1	0.17 %
TRAFFIC COURT/BAIL	1	0.17 %
SENIOR SERVICES	1	0.17 %
RECYCLIING	1	0.17 %
COUNCIL	1	0.17 %
TRAFFIC PATROL	1	0.17 %
MUNICIPAL	1	0.17 %
COUNTY CLERK	1	0.17 %
GARBAGE	3	0.51 %
LIBRARY SERVICE	1	0.17 %
PLANNERS	1	0.17 %
BUILDING INSPECTIONS	1	0.17 %
PROPERTY TAX	1	0.17 %
ELECTRIC	1	0.17 %
JUDICIAL SYSTEM	1	0.17 %
TRAFFIC COURT	1	0.17 %
TRASH PICKUP	1	0.17 %
MAYORS OFFICE	1	0.17 %
SHERIFF DEPT	1	0.17 %
LOST PROPERTY	1	0.17 %
CODE DEPT	1	0.17 %
ALL OF THEM	1	0.17 %
HEALTH & HUMAN SERVICES	1	0.17 %
TAX OFFICE	1	0.17 %
WATER WASTE	1	0.17 %
MTGS	1	0.17 %
COURT HOUSE	1	0.17 %
VOTING REGISTRATION	1	0.17 %
SANITATION DEPT	1	0.17 %
Total	583	100.00 %

DID NOT PROVIDE A RESPONSE=22

**Q23b-e. Please rate the performance of the City employees who helped you the last time you contacted the City in the following areas: (Only asked to residents who had any in-person or phone contact with an employee of the City of Dallas within the last 12 months).**

(N=605)

	Excellent	Good	Fair	Poor	Don't Know
Q23b Knowledge	31.74%	41.16%	15.54%	9.41%	2.15%
Q23c Responsiveness	31.57%	35.54%	15.37%	16.36%	1.16%
Q23d Courtesy	39.17%	34.21%	15.54%	9.26%	1.82%
Q23e Overall	33.55%	32.56%	19.83%	12.57%	1.49%

**WITHOUT DON'T KNOW**

**Q23b-e. Please rate the performance of the City employees who helped you the last time you contacted the City in the following areas: (Without "Don't Know") (Only asked to residents who had any in-person or phone contact with an employee of the City of Dallas within the last 12 months).**

(N=605)

	Excellent	Good	Fair	Poor
Q23b Knowledge	32.43%	42.06%	15.88%	9.63%
Q23c Responsiveness	31.94%	35.95%	15.49%	16.62%
Q23d Courtesy	39.90%	34.85%	15.82%	9.43%
Q23e Overall	34.06%	33.05%	20.13%	12.76%



**Q24. 3-1-1 CUSTOMER SERVICE CALL CENTER. Have you used either the City's 3-1-1 Customer Service Call Center or the Water Customer Service line (214) 651-1441, in the past 6 months?**

<u>Q24 Used 3-1-1 or Water Customer Service line in past 6 months</u>	<u>Number</u>	<u>Percent</u>
Yes	505	35.29 %
No	906	63.21 %
Not provided	20	1.50 %
Total	1431	100.00 %

**Q24a-c. Please rate the performance of the City employees who helped you the last time you contacted the City's 3-1-1 Customer Service Call Center in the following areas: (Only asked to residents who had used either the City's 3-1-1 Customer Service Call Center or the Water Customer Service line, (214) 651-1441, in the past 6 months).**

(N=505)

	Excellent	Good	Fair	Poor	Don't Know
Q24a 3-1-1 customer service agent who handled call	33.66%	37.03%	14.26%	8.91%	6.14%
Q24b Quality of City's Web-based Service Request System	14.65%	21.78%	11.88%	6.14%	45.55%
Q24c Quality of service by agents handling water service calls	19.80%	26.93%	12.28%	8.12%	32.87%

**WITHOUT DON'T KNOW**

**Q24a-c. Please rate the performance of the City employees who helped you the last time you contacted the City's 3-1-1 Customer Service Call Center in the following areas: (Without "Don't Know") (Only asked to residents who had used either the City's 3-1-1 Customer Service Call Center or the Water Customer Service line, (214) 651-1441, in the past 6 months).**

(N=505)

	Excellent	Good	Fair	Poor
Q24a 3-1-1 customer service agent who handled call	35.82%	39.50%	15.19%	9.49%
Q24b Quality of City's Web-based Service Request System	26.91%	40.00%	21.82%	11.27%
Q24c Quality of service by agents handling water service calls	29.50%	40.12%	18.29%	12.09%

**Q25. OVERALL QUALITY OF GOVERNMENT SERVICES. Overall how would you rate the quality of services provided by:**

(N=1431)

	Excellent	Good	Fair	Poor	Don't Know
Q25a The City of Dallas	9.92%	47.52%	30.05%	7.13%	5.38%
Q25b The Federal Government	6.71%	32.15%	30.89%	12.79%	17.46%
Q25c The State Government	6.35%	31.80%	31.80%	12.65%	17.40%

**WITHOUT DON'T KNOW**

**Q25. OVERALL QUALITY OF GOVERNMENT SERVICES. Overall how would you rate the quality of services provided by: (Without "Don't Know")**

(N=1431)

	Excellent	Good	Fair	Poor
Q25a The City of Dallas	10.50%	50.22%	31.79%	7.49%
Q25b The Federal Government	8.13%	38.95%	37.42%	15.50%
Q25c The State Government	7.70%	38.50%	38.49%	15.31%

**Q26. Using a scale of 1 to 5 where 5 means "strongly agree" and 1 means "strongly disagree" please rate your level of agreement with the following statements.**

(N=1431)

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Don't Know
Q26a I receive good value for the taxes I pay	6.43%	35.43%	27.11%	16.14%	7.55%	7.34%
Q26b I am pleased with the direction the City of Dallas is taking	7.62%	42.84%	27.04%	11.39%	4.61%	6.50%
Q26c Dallas City government welcomes citizen involvement	5.87%	28.23%	31.45%	12.37%	4.26%	17.82%
Q26d Dallas City government listens to citizens	4.19%	22.78%	33.33%	16.07%	6.99%	16.64%

**WITHOUT DON'T KNOW**

**Q26. 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. (Without "Don't Know")**

(N=1431)

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
Q26a I receive good value for the taxes I pay	6.94%	38.24%	29.26%	17.50%	8.06%
Q26b I am pleased with the direction the City of Dallas is taking	8.15%	45.81%	28.92%	12.18%	4.94%
Q26c Dallas City government welcomes citizen involvement	7.14%	34.50%	38.12%	15.05%	5.19%
Q26d Dallas City government listens to citizens	5.03%	27.33%	39.98%	19.50%	8.16%

**Q27. In the last 12 months, about how many times, if ever, have you or other household members used Trinity River Corridor's recreational amenities?**

Q27 How many times used Trinity River	Number	Percent
Never	1298	90.71 %
1-2 times	83	5.80 %
3-5 times	25	1.75 %
More than 5 times	23	1.61 %
Not provided	2	0.13 %
Total	1431	100.00 %

**Q28. Which modes of transportation do you use on a regular basis?**

Q28 Modes of transport used regularly	Number	Percent
Drive alone	1232	86.09 %
Walk	365	25.51 %
Carpool	209	14.61 %
Light rail	200	13.98 %
Bus	167	11.67 %
Bicycle	122	8.53 %
Telecommute	49	3.42 %
Other	29	2.03 %
Not provided	18	1.26 %
Total	2391	

**Q28. Other**

Q28 Other	Number	Percent
CHILDREN	1	4.0 %
DART	1	4.0 %
DEPENDS ON FAMILY	1	4.0 %
DRIVER(CAR)	1	4.0 %
FAMILY	3	12.0 %
FAMILY VEHICLE	1	4.0 %
GET A RIDE	2	8.0 %
GET A RIDE WITH SOMEONE	1	4.0 %
GET RIDE	1	4.0 %
MINI VAN WITH OUR CHILDREN	1	4.0 %
PARATRANSIT	1	4.0 %
RELATIVES	1	4.0 %
RIDE	2	8.0 %
RIDE WITH FAMILY	2	8.0 %
SCOOTER	1	4.0 %
TRAIN	2	8.0 %
WHERE IS MY RIDE	1	4.0 %
WIFE AND I	1	4.0 %
WITH FAMILY	1	4.0 %
Total	25	100.0 %

**Q29. How many years have you lived in Dallas?**

Q29 How many years lived in Dallas	Number	Percent
5 years or less	125	8.74 %
6 to 10 years	146	10.20 %
11 to 15 years	96	6.71 %
16 to 20 years	153	10.69 %
21 to 30 years	242	16.91 %
31+ years	669	46.75 %
Total	1431	100.00 %

**Q30. How many persons in your household, counting yourself, are in the following age groups: (Mean number of household occupants reported is shown below.)**

Average number	2.74
Q30 Under age 12	0.37
Ages 12-17	0.23
Ages 18-34	0.53
Ages 35-49	0.52
Ages 50-64	0.69
Ages 65+	0.41

**Q31. What is your age?**

Q31 What is your age	Number	Percent
18 to 35 years	364	25.44 %
35 to 44 years	265	18.52 %
45 to 54 years	298	20.82 %
55 to 64 years	265	18.52 %
65+ years	239	16.70 %
Total	1431	100.00 %

**Q32. Which of the following best describes your home?**

Q32 Which best describes your home	Number	Percent
Single family home	929	64.92 %
Apartment/condo	489	34.17 %
Mobile home	8	0.56 %
Other	5	0.35 %
Total	1431	100.00 %

**Q33. Do you own or rent your home?**

Q33 Do you own or rent your home	Number	Percent
Own	839	58.63 %
Rent (or occupy without paying)	582	40.67 %
Not provided	10	0.70 %
Total	1431	100.00 %

**Q34. Do any members of your household have a physical disability?**

Q34 Do any members have disability	Number	Percent
Yes	250	17.47 %
No	1181	82.53 %
Total	1431	100.00 %

**Q35. What is your race or ethnic group? (Multiple responses allowed)**

Q35 What is your race/ethnic group	Number	Percent
American Indian/Alaskan Native	28	1.96 %
Asian/Pac Islander	29	2.03 %
Black/African American	359	25.09 %
White/Caucasian	640	44.72 %
Other	414	28.93 %
Not provided	7	0.49 %
Total	1477	

**Q36. Are you Spanish, Hispanic, or Latino?**

Q36 Are you Spanish/Hispanic/Latino	Number	Percent
Yes	587	41.02 %
No	835	58.35 %
Not provided	9	0.63 %
Total	1431	100.00 %

**Q37. What is your total annual household income?**

Q37 Total annual household income	Number	Percent
Less than \$24,999	300	20.96 %
\$25,000-\$49,999	323	22.57 %
\$50,000-\$74,999	221	15.44 %
\$75,000-\$99,999	132	9.22 %
\$100,000 or more	309	21.59 %
Not provided	146	10.22 %
Total	1431	100.00 %

**Q38. What is the highest degree or level of education you have completed?**

<u>Q38 Highest degree completed</u>	<u>Number</u>	<u>Percent</u>
Less than high school	189	13.21 %
High school graduate	227	15.86 %
Some college	290	20.27 %
Associate's degree	89	6.22 %
Bachelor's degree	338	23.62 %
Graduate degree	265	18.52 %
Not provided	33	2.30 %
Total	1431	100.00 %

**Q39. Are you currently employed?**

<u>Q39 Are you currently employed</u>	<u>Number</u>	<u>Percent</u>
Yes	876	61.22 %
No	552	38.57 %
Not provided	3	0.21 %
Total	1431	100.00 %

**Q40. Are you registered to vote in the jurisdiction where you live?**

<u>Q40 Are you registered to vote</u>	<u>Number</u>	<u>Percent</u>
Yes	1220	85.26 %
No	199	13.91 %
Not provided	12	0.83 %
Total	1431	100.00 %

**Q41. Do you plan to vote in the next City election?**

<u>Q41 Do you plan to vote in next election</u>	<u>Number</u>	<u>Percent</u>
Yes	1057	73.86 %
No	159	11.11 %
Don't Know	215	15.03 %
Total	1431	100.00 %

**Q42. Gender**

<u>Q42 Gender</u>	<u>Number</u>	<u>Percent</u>
Male	688	48.08 %
Female	743	51.92 %
Total	1431	100.00 %

**Section 5:**  
**Survey Instrument**

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January 2013

Dear Dallasite:

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

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

***This is where you come in.***

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

Here are some basic instructions:

1. Of those individuals living in your home, the adult 18 years or older who had the most recent birthday should fill out the survey.
2. Fill out the survey completely. "Don't Know" is an acceptable response.
3. Send the completed survey back in the enclosed postage-paid envelope.
4. Only complete one survey per household.
5. Call 888-801-5368 if you have any questions.

Results will be posted on the City's website in June 2013 at [www.dallascityhall.com](http://www.dallascityhall.com). You can also check out the results from prior surveys. Thank you so much for your time, and for helping the City of Dallas achieve our vision of becoming the number one city in America for customer service!

Sincerely,

Mary K. Suhm  
City Manager



# 2013 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.

## PERCEPTIONS OF THE CITY

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

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

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

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

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

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

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

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

**PERCEPTIONS OF SAFETY**

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

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

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

\_\_\_\_(1) Yes: **IF YES** – was this crime (these crimes) reported to the police? YES NO  
 \_\_\_\_ (2) No

**MAJOR CATEGORIES OF CITY SERVICES**

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

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

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

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_ 3<sup>rd</sup>: \_\_\_\_\_ 4<sup>th</sup>: \_\_\_\_\_

**PUBLIC SAFETY SERVICES**

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

PUBLIC SAFETY SERVICES		PERFORMANCE					Check here if you used this service during the past year
		Excellent	Good	Fair	Poor	Don't Know	
a.	Crime prevention	1	2	3	4	9	
b.	Traffic enforcement	1	2	3	4	9	
c.	Efforts by police to fight crime in your neighborhood	1	2	3	4	9	
d.	Efforts by police to work with residents in your neighborhood to solve local problems	1	2	3	4	9	
e.	Efforts by police to effectively deal with problems that concern people in your neighborhood	1	2	3	4	9	
f.	Response time of police to emergencies	1	2	3	4	9	
g.	Response time of fire to emergencies	1	2	3	4	9	
h.	Fire prevention and education	1	2	3	4	9	
i.	Municipal courts	1	2	3	4	9	
j.	Animal control	1	2	3	4	9	

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

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_

## STREETS AND INFRASTRUCTURE

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

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

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

1<sup>st</sup>. \_\_\_\_\_ 2<sup>nd</sup>. \_\_\_\_\_

## SOLID WASTE SERVICES

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

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

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

1<sup>st</sup>. \_\_\_\_\_ 2<sup>nd</sup>. \_\_\_\_\_

## WATER AND WASTEWATER SERVICES

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

WATER AND WASTEWATER		PERFORMANCE					Check here if you used this service during the past year
		Excellent	Good	Fair	Poor	Don't Know	
a.	Water pressure in your home	1	2	3	4	9	
b.	Taste of tap water in your home	1	2	3	4	9	
c.	Water conservation programs sponsored by the City	1	2	3	4	9	
d.	Ease of understanding your water/wastewater bill	1	2	3	4	9	
e.	Efforts by the City to respond timely to water/wastewater service issues at your home or business	1	2	3	4	9	

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

1<sup>st</sup>. \_\_\_\_\_ 2<sup>nd</sup>. \_\_\_\_\_

**PUBLIC INFORMATION SERVICES**

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

PUBLIC INFORMATION SERVICES		PERFORMANCE					Check here if you used this service during the past year
		Excellent	Good	Fair	Poor	Don't Know	
a.	Quality of City's website	1	2	3	4	9	
b.	Quality of City's cable television channel	1	2	3	4	9	
c.	WRR 101.1 FM broadcast of City Council meetings	1	2	3	4	9	
d.	3-1-1 services	1	2	3	4	9	
e.	Availability of information about city programs & services	1	2	3	4	9	
f.	Level of public involvement in decision making	1	2	3	4	9	
g.	Usefulness of billing inserts that are included with your City of Dallas utility bill	1	2	3	4	9	
h.	Townhall meetings	1	2	3	4	9	
i.	The City's social media services (e.g., Facebook, Twitter, etc.)	1	2	3	4	9	

18. Which TWO of the public information services listed above do you think should be the City's top priorities? (list your top 2 choices below using the letters from the list in Question 17)

1<sup>st</sup>. \_\_\_\_\_ 2<sup>nd</sup>. \_\_\_\_\_

19. Where do you currently get news and information about city programs, services, and events? (check all that apply)

- |                             |                            |
|-----------------------------|----------------------------|
| ____(01) Local newspapers   | ____(07) City website      |
| ____(02) Radio FM 101.1     | ____(08) City utility bill |
| ____(03) Other local radio  | ____(09) City newsletter   |
| ____(04) Television News    | ____(10) 311               |
| ____(05) City cable channel | ____(11) Townhall meetings |
| ____(06) Facebook/Twitter   | ____(12) Other: _____      |

**PARK AND RECREATION SERVICES**

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

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

21. Which THREE of the park and recreation services listed above do you think should be the City's top priorities? (list your top 3 choices below using the letters from the list in Question 20)

1<sup>st</sup>. \_\_\_\_\_ 2<sup>nd</sup>. \_\_\_\_\_ 3<sup>rd</sup>. \_\_\_\_\_

**22. Please rate the City's performance in the following areas.**

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

**CUSTOMER SERVICE**

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

\_\_\_(1) Yes [answer Question 23a-e]      \_\_\_(2) No [go to Question 24]

**23a. Which department did you contact most recently?** \_\_\_\_\_

**23b-e. Please rate the performance of the City employees who helped you the last time you contacted the City in the following areas:**

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

**3-1-1 CUSTOMER SERVICE CALL CENTER**

**24. Have you used either the City's 3-1-1 Customer Service Call Center or the Water Customer Service line (214) 651-1441, in the past 6 months?**

\_\_\_(1) Yes      \_\_\_(2) No [go to Question 25]

**24a-c. Please rate the performance of the City employees who helped you the last time you contacted the City's 3-1-1 Customer Service Call Center in the following areas:**

HOW WOULD YOU RATE THE:		PERFORMANCE				
		Excellent	Good	Fair	Poor	Don't Know
a.	3-1-1 Customer Service Agent who handled your call	1	2	3	4	9
b.	Quality of the City's Web-based Service Request System which allows you to enter and track service requests on-line	1	2	3	4	9
c.	Quality of service provided by agents handling calls related to your <b>water service</b> (if applicable)	1	2	3	4	9

**OVERALL QUALITY OF GOVERNMENTAL SERVICES**

**25. Overall how would you rate the quality of services provided by:**

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

26. Using a scale of 1 to 5 where 5 means “strongly agree” and 1 means “strongly disagree” please rate your level of agreement with the following statements.

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

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

28. 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: \_\_\_\_\_

29. How many years have you lived in Dallas? \_\_\_\_\_ years

30. How many persons in your household (counting yourself), are:  
 Under age 12      \_\_\_      Ages 18-34      \_\_\_      Ages 50-64      \_\_\_  
 Ages 12-17      \_\_\_      Ages 35-49      \_\_\_      Ages 65+      \_\_\_

31. What is your age? \_\_\_\_\_ years

32. Which of the following best describes your home?  
 \_\_\_(1) Single family home      \_\_\_(2) Apartment/Condo      \_\_\_(3) Mobile home      \_\_\_(4) Other \_\_\_\_\_

33. Do you own or rent your home? \_\_\_(1) Own      \_\_\_(2) Rent (or occupy without paying)

34. Do any members of your household have a physical disability? \_\_\_(1) Yes      \_\_\_(2) No

35. What is your race or ethnic group? (check all that apply)  
 \_\_\_(1) American Indian/Alaskan native      \_\_\_(4) White/Caucasian  
 \_\_\_(2) Asian/Pacific Islander      \_\_\_(5) Other: \_\_\_\_\_  
 \_\_\_(3) Black, African American

36. Are you Spanish, Hispanic, or Latino? \_\_\_(1) Yes      \_\_\_(2) No

37. 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

38. 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

39. Are you currently employed? \_\_\_(1) Yes      \_\_\_(2) No

40. Are you registered to vote in the jurisdiction where you live? \_\_\_(1) Yes      \_\_\_(2) No

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

42. What is your gender? \_\_\_(1) Male      \_\_\_(2) Female

**Please Return Your Completed Survey in the Enclosed Postage Paid Envelope Addressed to:  
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061**

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