



2026
City of Dallas, Texas
Community Survey
Findings Report



ETC
INSTITUTE

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Executive Summary

City of Dallas 2026 Community Survey

Executive Summary

Overview and Methodology

During the winter of 2026, ETC Institute administered a Community Survey on behalf of the City of Dallas. Previous Community Surveys were conducted in 2005, 2006, 2007, 2009, 2011, 2013, 2014, 2016, 2018, 2020, 2023, and 2024. 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 six-page survey was mailed to a random sample of households in the City of Dallas. The mailed survey included a postage-paid return envelope and a cover letter. The cover letter explained the purpose of the survey and encouraged residents to return their surveys in the mail. A link to an online survey was provided for those who preferred to fill out the survey over the internet. A total of 2,319 households completed the survey.

The results for the random sample of 2,319 households have a 95% level of confidence with a precision of at least $\pm 2.0\%$. To better understand how well services are being delivered in the City, ETC Institute geocoded the home address of respondents to the survey. This allowed ETC Institute to analyze the data by Council District. A minimum of 150 surveys were completed in each of the City's 14 Council Districts.

ETC Institute has carefully reviewed the data to ensure that the demographics of households that completed a survey are comparable to the actual demographics of Dallas residents based on data from the U.S. Census in key demographics such as age, ethnicity, and gender.

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
- trend charts comparing year over year survey results
- importance-satisfaction analysis
- benchmarks comparing Dallas results to other similarly sized cities and national averages
- tabular data that show the results for each question on the survey
- responses to the open-ended question
- a copy of the survey instrument

Major Findings by Area

- Perception of the Overall Quality of Life in Dallas.** Seventy-two percent (72%) of the residents surveyed felt the quality of life in Dallas was “excellent” (24%) or “good” (48%); 24% of residents felt the quality of life in Dallas was “fair” and only 4% 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” (37%) or “good” (45%) place to work; 84% of residents felt Dallas was an “excellent” (41%) or “good” (43%) place to do business; and 76% felt Dallas was an “excellent” (30%) or “good” (46%) place to live.
- Ratings of Various Characteristics and Opportunities in the City.** Seventy-nine percent (79%) of the residents surveyed rated opportunities to attend arts/cultural events in Dallas as “excellent” (37%) or “good” (42%); and 67% of residents rated the overall image/reputation of Dallas as “excellent” (21%) or “good” (46%).
- Ratings of Access in the Community.** Seventy percent (70%) of residents rated the access to affordable, quality food in Dallas as “excellent” (28%) or “good” (42%); and 65% of residents rated the access to quality education as “excellent” (26%) or “good” (39%).
- Ratings of Mobility in the Community.** Eighty-one percent (81%) of residents rated the ease of air travel in Dallas as “excellent” (38%) or “good” (43%); 52% of residents rated the ease of rail travel in Dallas as “excellent” (21%) or “good” (31%); and 50% of residents rated the ease of car travel in the City as “excellent” (18%) or “good” (32%).
- Speed of Growth.** Fifty-eight percent (58%) of residents felt population growth in Dallas was “much too fast” or “too fast,” 34% felt it was “about right” and 6% felt it was “much too slow” or “too slow”. Thirty-eight percent (38%) of residents felt job growth in Dallas was “much too slow” or “too slow,” 49% felt it was “about right” and 13% felt it was “much too fast” or “too fast.”
- 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: homelessness (57%), dangerous drivers and streets (45%), infrastructure/streets (44%).
- Perception of Safety in the City.** Based upon the combined percentage of residents who felt “very safe” or “safe,” residents felt most safe in their neighborhood during the day (81%), in restaurants/retail areas during the day (79%), and in Dallas’ parks during the day (74%). Residents felt least safe in Dallas’s parks after dark (25%).

- Major Categories of City Services.** The City services that residents rated the highest, based upon a combination of “excellent” and “good” ratings, were: Dallas Love Field Airport (92%), art and cultural programs/facilities (90%), and public library services (90%). Residents rated the maintenance of infrastructure the lowest (29%). The City services that residents felt should be the top three priorities were: 1) maintenance of infrastructure 2) police services, and 3) homeless programs.
- 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 structure fires (81%) and response time of fire to medical emergencies (81%). Residents rated the visibility of police in neighborhoods (40%) the lowest. The public safety services that residents felt were most important were: 1) response time of police to emergency calls and 2) visibility of police in neighborhoods.
- Parks and Recreation.** The parks and recreation services that residents rated the highest, based upon a combined percentage of “excellent” and “good” responses, were: City parks (75%), accessibility of parks (73%), and walking trails in the City (70%). The parks and recreation services that residents felt were most important were: 1) city parks, 2) walking trails in the city, and 3) recreation programs or classes.
- Code Enforcement.** The code enforcement services that residents rated the highest, based upon a combined percentage of “excellent” and “good” responses, were: enforcement of food safety in restaurants (64%), enforcement of yard parking regulations in your neighborhood (56%), and City efforts to survey and abate mosquitos carrying viruses (55%). The code enforcement services that residents felt were most important were: 1) enforcement of blighted residential properties, 2) enforcement of multi-family building conditions, and 3) enforcement of food safety in restaurants.
- Streets and Infrastructure/Mobility.** The streets and infrastructure/mobility services that residents rated the highest, based upon a combined percentage of “excellent” and “good” responses, were traffic signs and signal operations (62%), street lighting (52%), and bike lanes in the city (49%). Residents rated alley maintenance the lowest (35%). The streets and infrastructure/mobility services that residents felt were most important were: 1) maintenance and repair of thoroughfares and major streets and 2) maintenance and repair of neighborhood streets.

- **Housing and Community Empowerment and Land Use, Planning, and Zoning.** The items residents rated the highest, based upon a combined percentage of “excellent” and “good” responses, were services to youth (57%), services to seniors (56%), and services that seek to provide opportunities for residents (43%). Residents rated services to unhoused residents (32%) the lowest.
- **Other City Services/Facilities.** Other city services and facilities that residents rated the highest, based upon a combined percentage of “excellent” and “good” responses, were: variety of arts and cultural programs (75%), variety of library materials (74%), and appearance/maintenance of arts and cultural centers/facilities (72%). Residents rated accessibility of City facilities/services for all (67%) lowest.
- **Customer Service.** Over half (57%) of residents indicated they have had in-person contact with an employee of the City of Dallas within the past 12 months. Over three-fourths (84%) of the residents who indicated they have had contact with the city rated the knowledge of City employees they interacted with as “excellent” (47%) or “good” (37%).
- **Communication.** The items related to communication that residents rated the highest, based upon a combined percentage of “excellent” and “good” responses, were quality of City video programming (55%), usefulness of City website (53%), and availability of information about City programs and services (53%). The communication services that residents felt were most important were: 1) the availability of information about City government programs and services and 2) opportunity to engage/provide input into decisions.
- **Agreement with Statements Related to the City of Dallas.** The highest percentage of respondents (44%) agreed, based on a combined percentage of “agree” and “strongly agree” responses, that employees at the City are ethical in the way they conduct City business (44%), they receive good value for the property taxes and fees they pay for City services (42%), and the City of Dallas government listens to a diverse range of people (41%).

Investment Priorities

To help the City identify future investment priorities, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service.

By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services in the future. If the City wants to improve its overall satisfaction rating, the City should prioritize improvements in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report.

- **Overall Priorities for the City by Major Category.** The first level of analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top three priorities for investment in order to raise the City's overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:
 - Maintenance of infrastructure (IS Rating: 0.3334)
 - Police services (IS Rating: 0.1678)
 - Homeless programs (IS Rating: 0.1678)
 - Housing (IS Rating: 0.1127)
 - Traffic management (IS Rating: 0.1102)
- **Quality of Life Characteristics:**
 - Access to affordable, quality housing (IS Rating: 0.2716)
 - Access to living-wage jobs (IS Rating: 0.1187)
 - Openness and acceptance of the community towards people of diverse backgrounds (IS Rating: 0.1124)
 - Access to affordable, quality healthcare (0.1084)
- **Priorities within Departments and Specific Areas.** This analysis reviewed the importance of and satisfaction with services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department and area are listed below:
 - **Public Safety:**
 - Response time of police to emergency calls (IS Rating: 0.2184)
 - Visibility of police in neighborhoods (IS Rating: 0.1696)
 - Efforts by police to effectively deal with problems in your neighborhood (0.1173)

- **Parks and Recreation:**
 - City parks (IS Rating: 0.1237)
 - Recreation centers/facilities (IS Rating: 0.1039)
 - Recreation programs or classes (IS Rating: 1177)
- **Code Enforcement:**
 - Enforcement of blighted residential properties (IS Rating: 0.1723)
 - Enforcement of multi-family building conditions (IS Rating: 0.1273)
 - City efforts to survey and abate mosquitos carrying viruses (IS Rating: 0.0990)
- **Streets and Infrastructure/Mobility:**
 - Maintenance and repair of thoroughfares and major streets (IS Rating: 0.2978)
 - Maintenance and repair of streets in your neighborhood (IS Rating: 0.2601)
 - Sidewalk maintenance (IS Rating: 0.1181)
- **Communication:**
 - Opportunity to engage/provide input into decisions made by City Government (IS Rating: 0.3089)
 - The availability of information about City Government programs and services (IS Rating: 0.2748)
 - Overall usefulness of the City Government website (IS Rating: 0.1872)



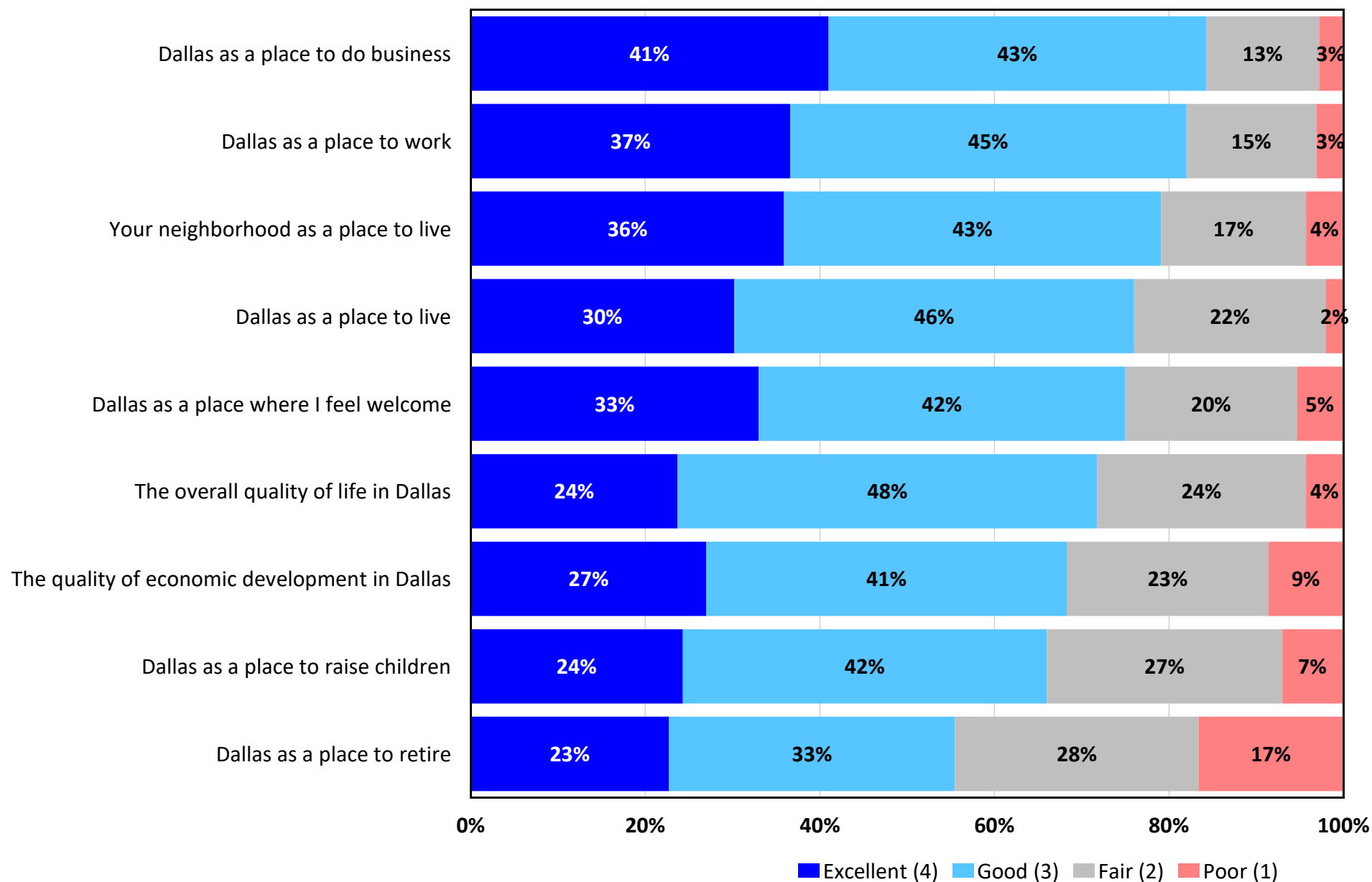
Charts and Graphs

City of Dallas **2026 Community Survey**

Perceptions of the City

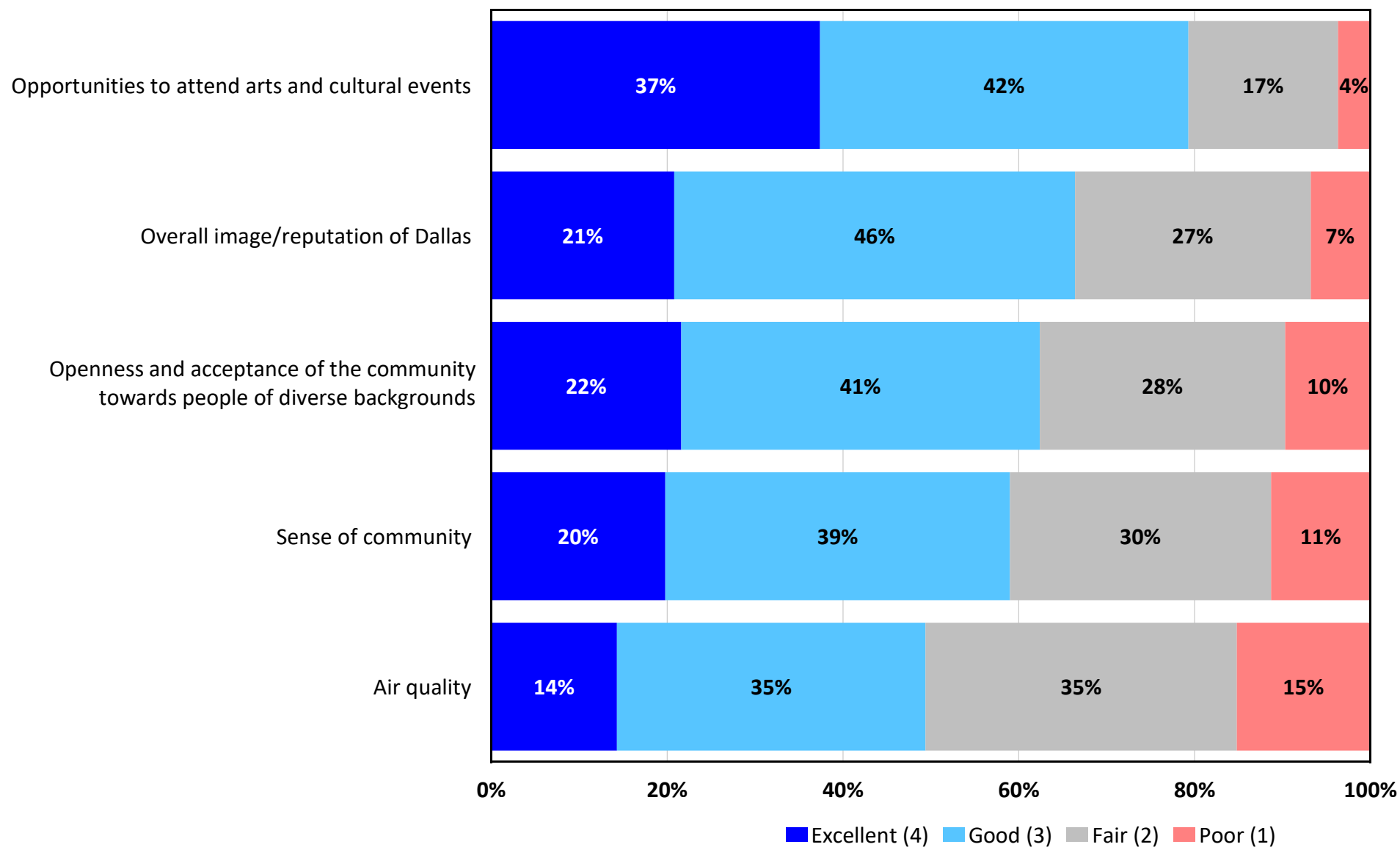
Q1. Quality of Life Ratings

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



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

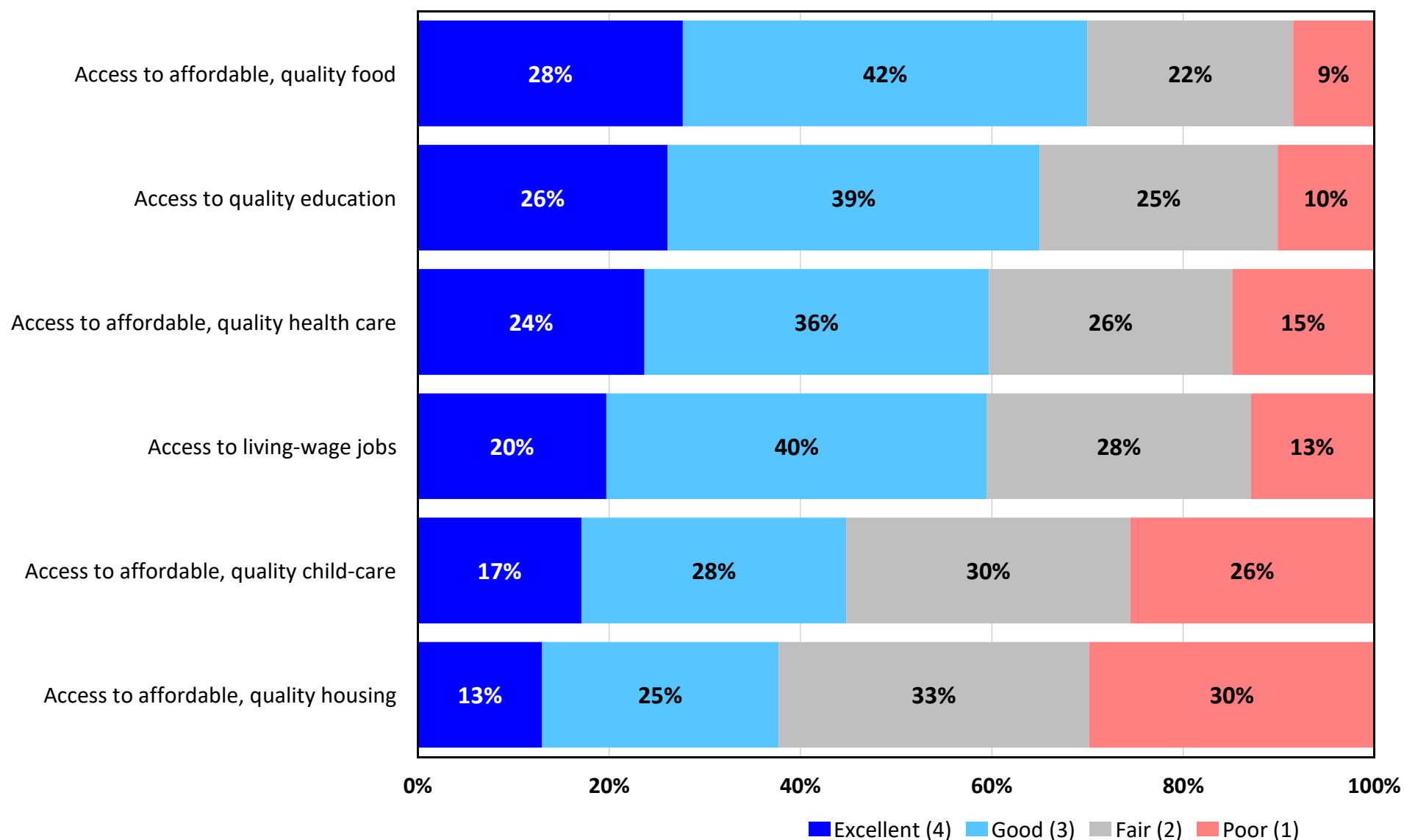
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale,
where a rating of 4 is "excellent" and a rating of 1 is "poor" (excluding don't knows)



Q2. Ratings of Characteristics of the Community:

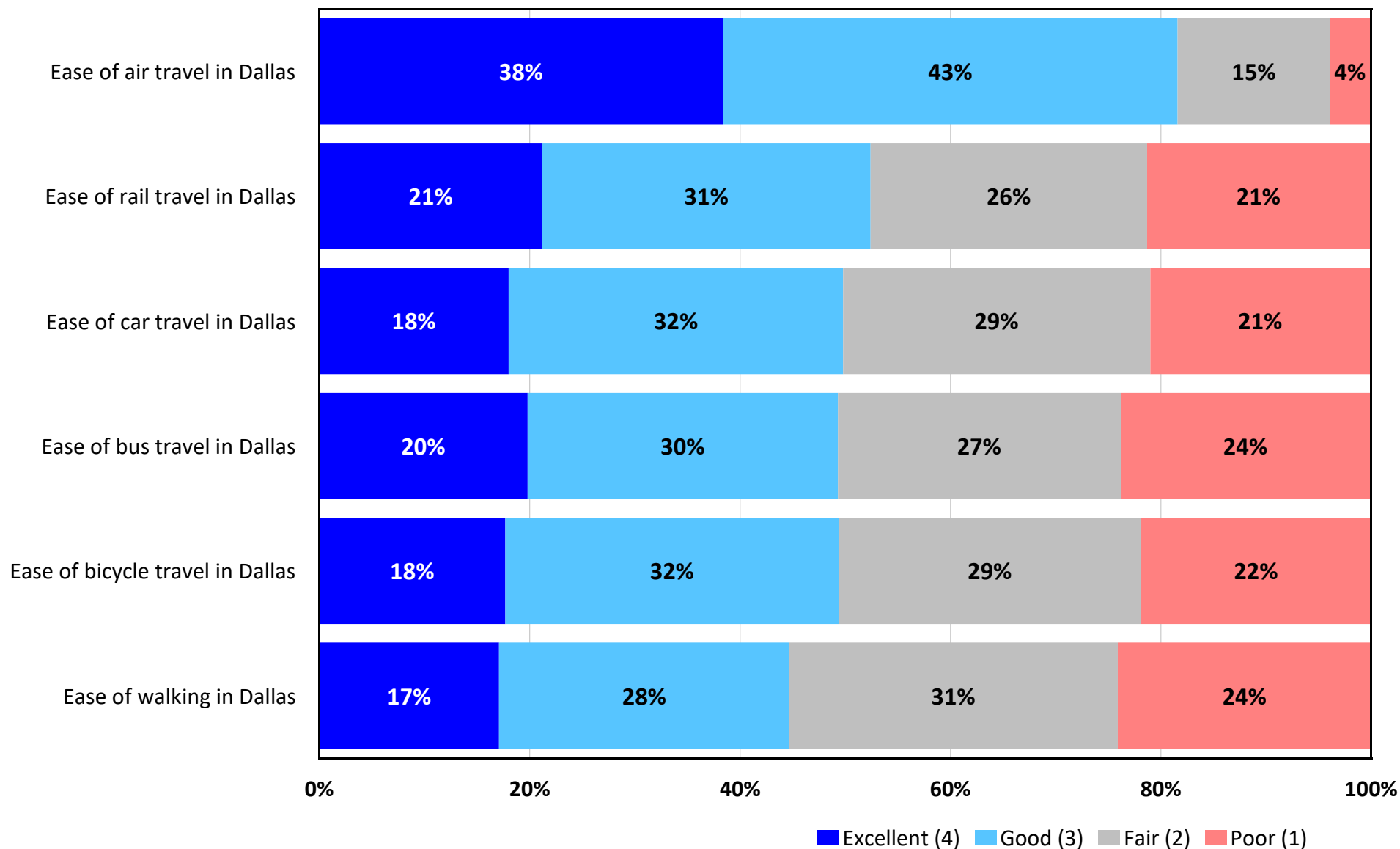
Access

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



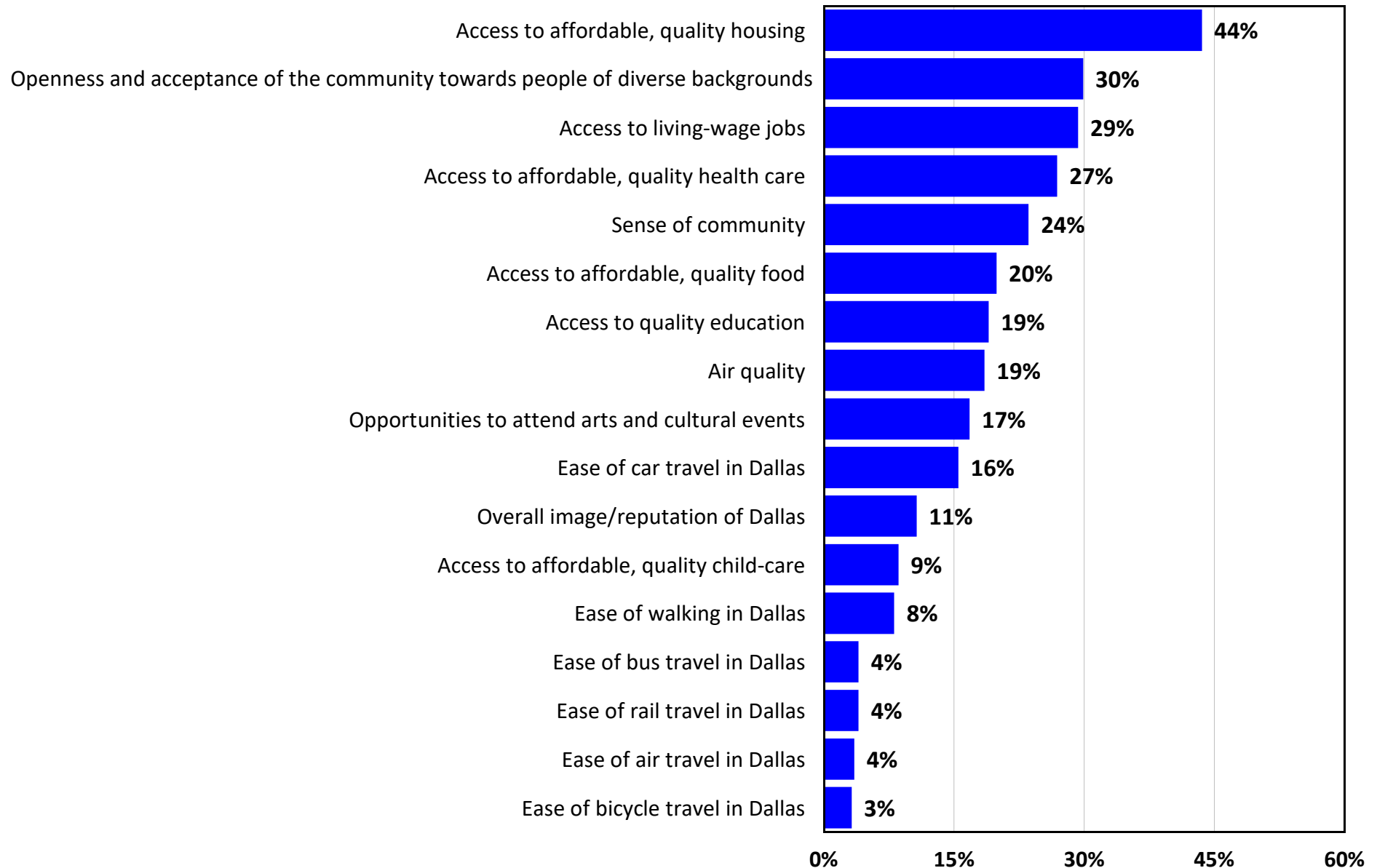
Q2. Ratings of Characteristics of the Community: Mobility

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



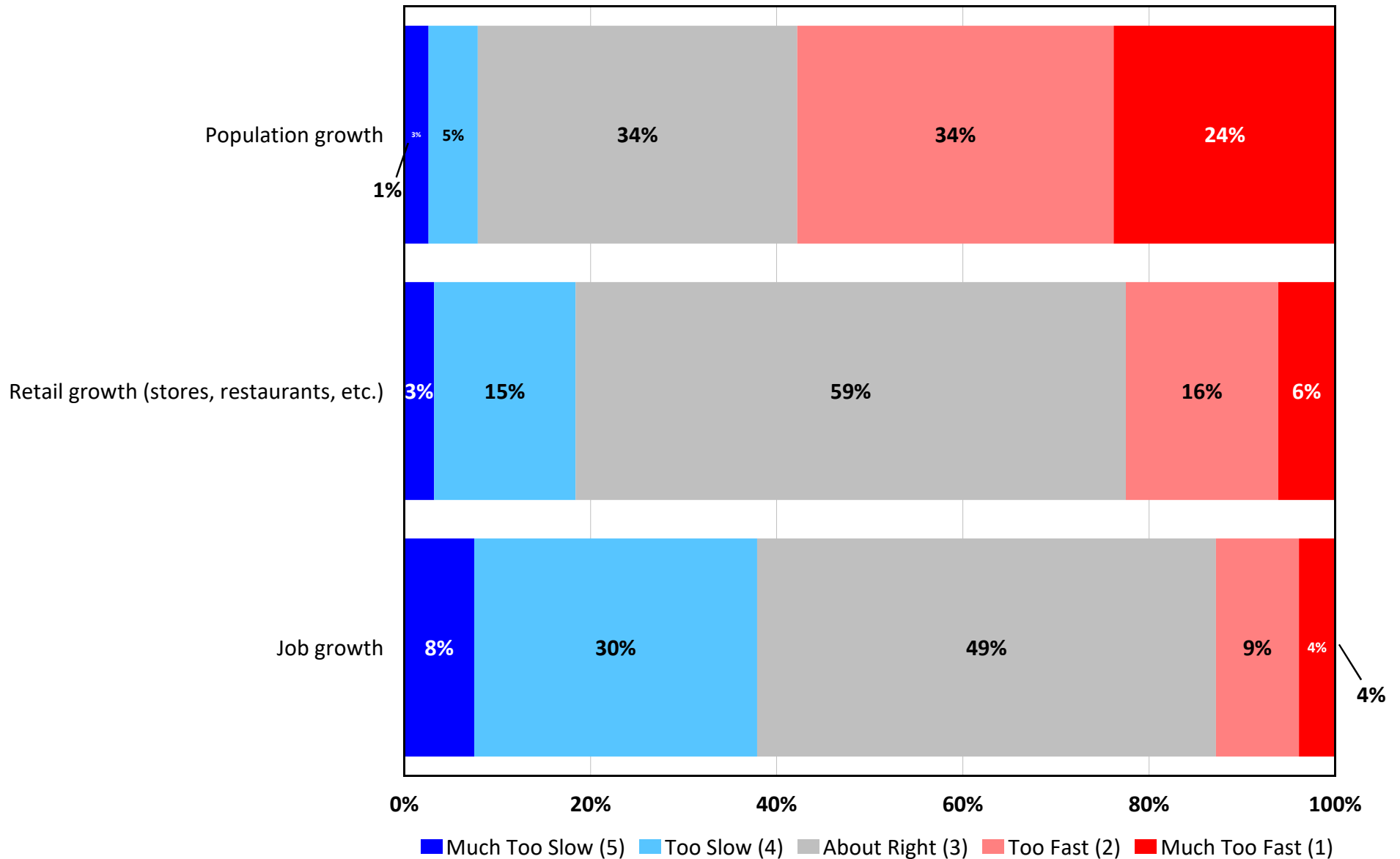
Q3. Characteristics of the Community Residents Think Should Be the City's Top Priorities

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



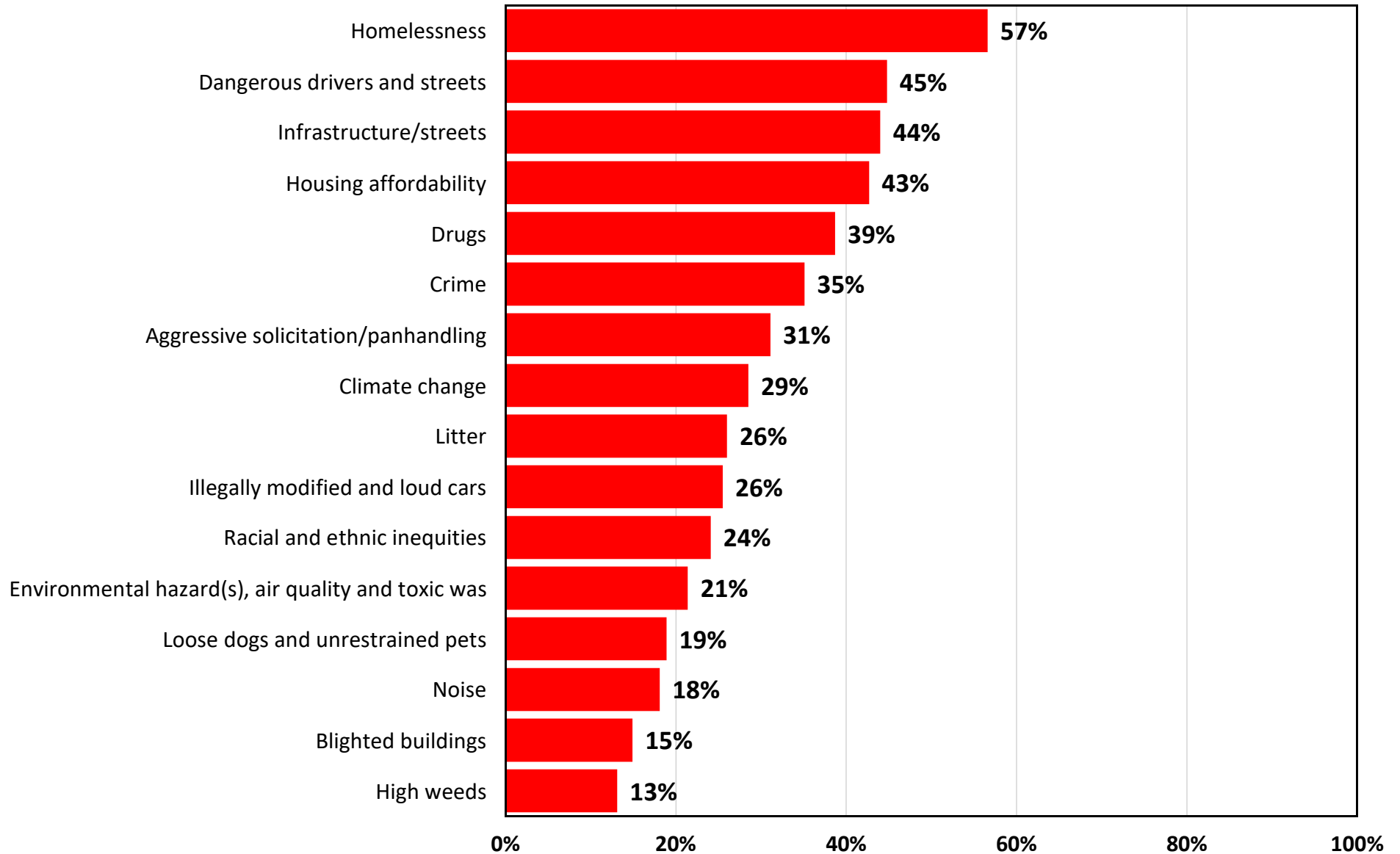
Q4. Ratings of the Speed of Growth in Dallas Over the Past Two Years

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 slow" and a rating of 1 is "much too fast" (excluding don't knows)



Q5. Perceptions of Problems in the City of Dallas

by percentage of respondents who rated the item as a 1 on a 4-point scale,
where a rating of 4 is "not a problem" and a rating of 1 is "a major problem" (excluding don't knows)

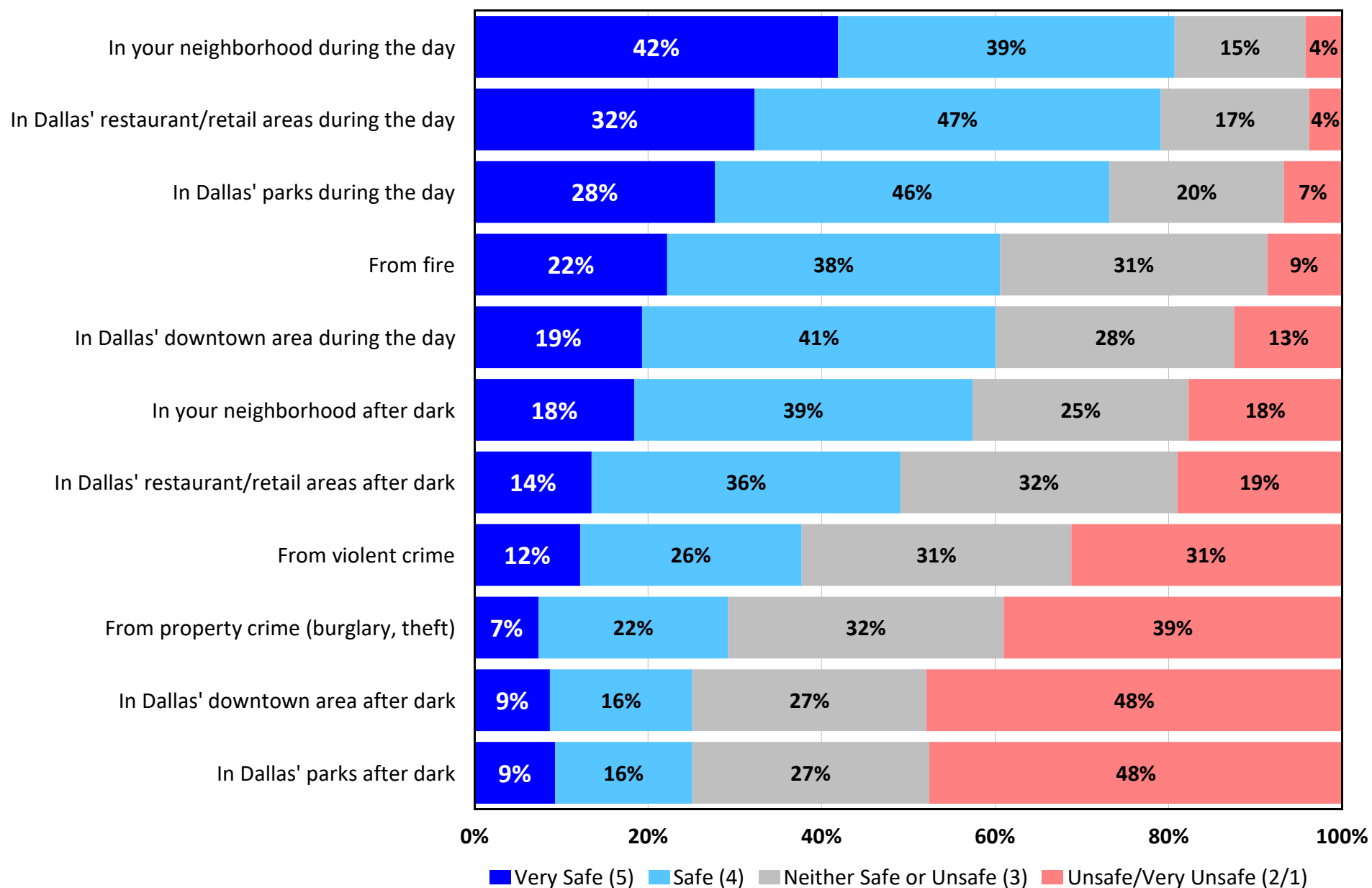


■ Major Problem (1)

Perceptions of Safety

Q6. How Safe Do You Feel:

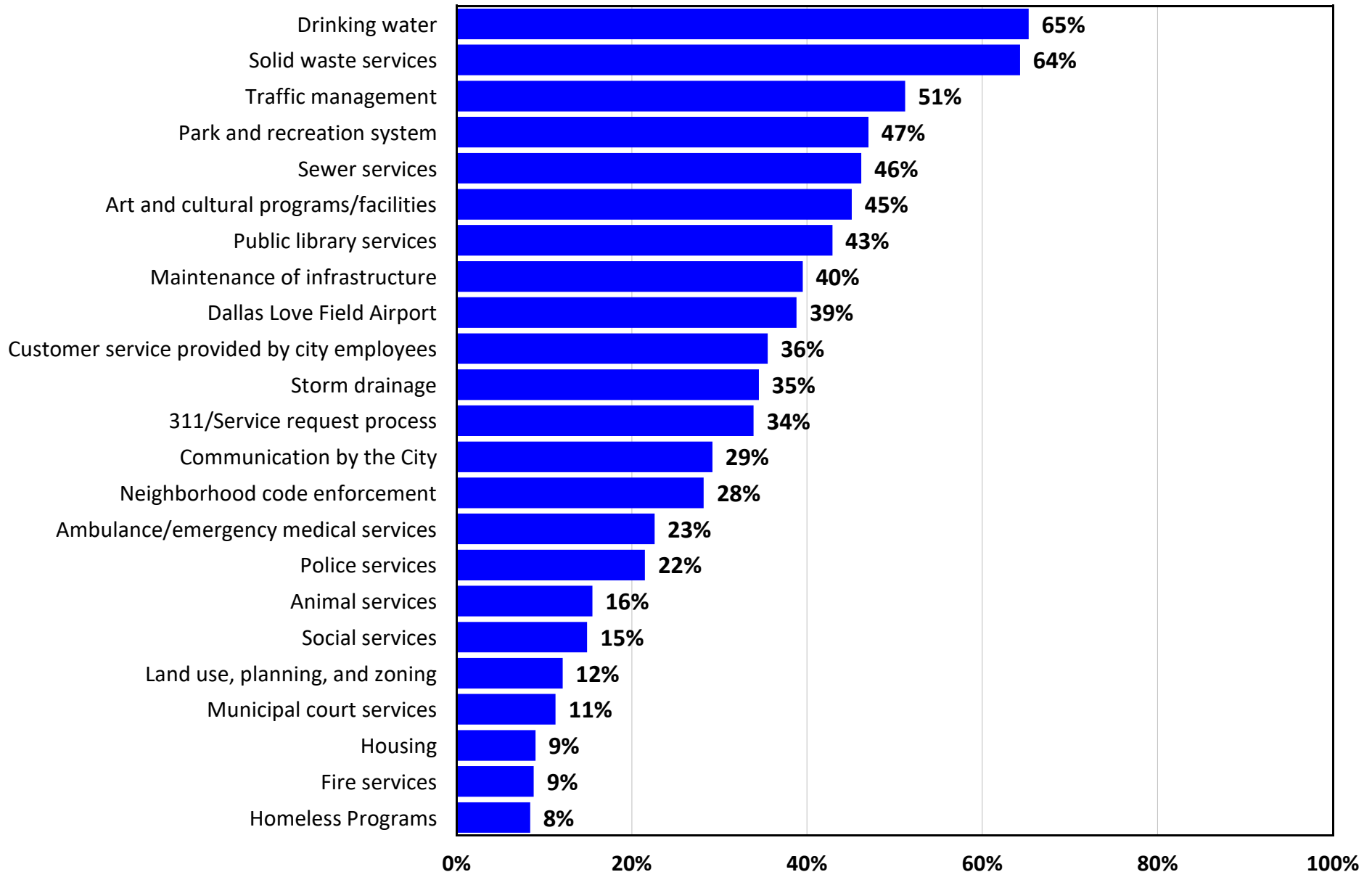
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale,
where a rating of 5 meant "very safe" and a rating of 1 meant "very unsafe" (excluding don't knows)



Major Categories of City Services

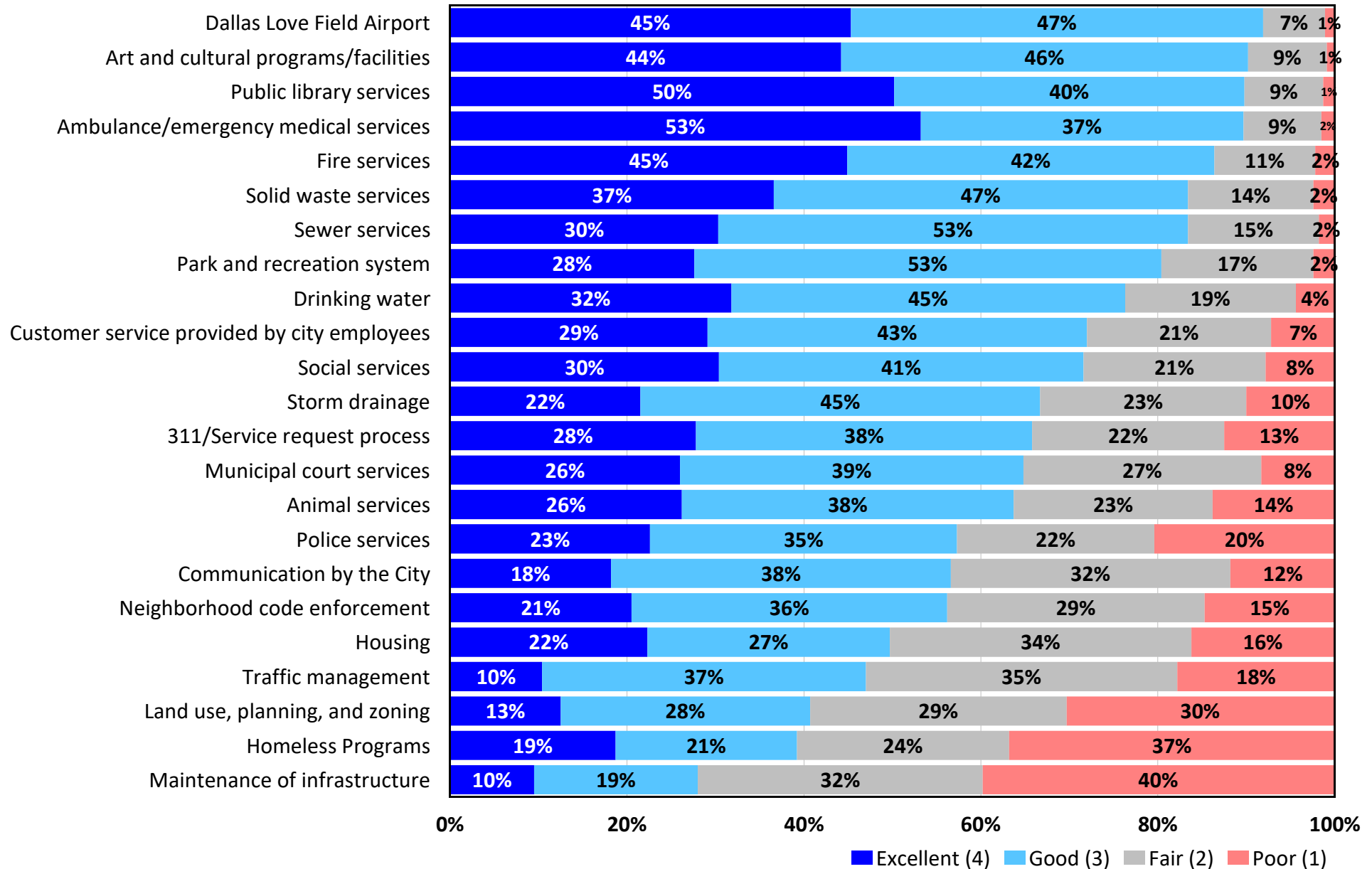
Q7. Use of Major Categories of City Services During the Past Year

by percentage of respondents (multiple choices could be made)



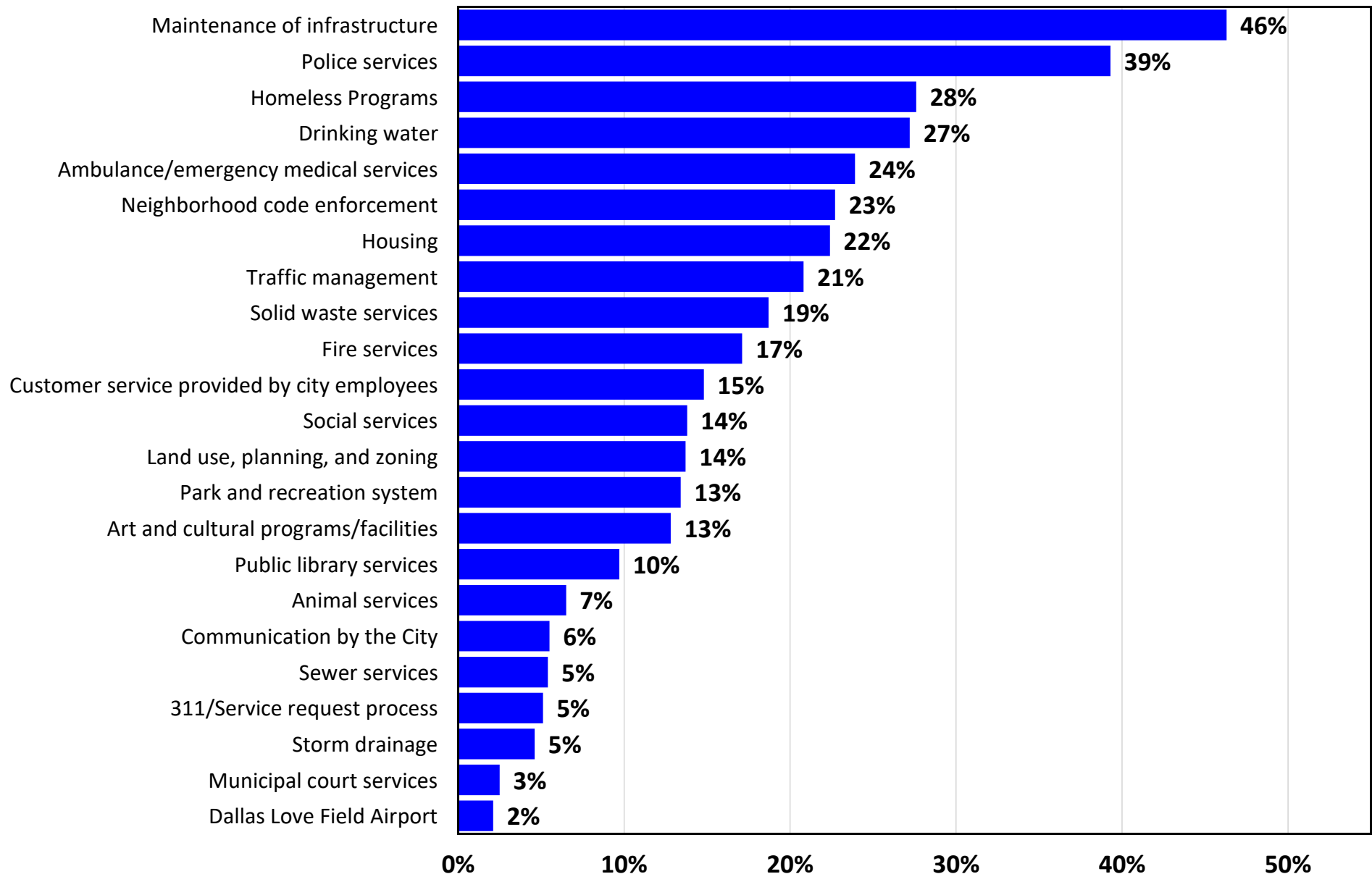
Q7. Ratings of Major Categories of City Services

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



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

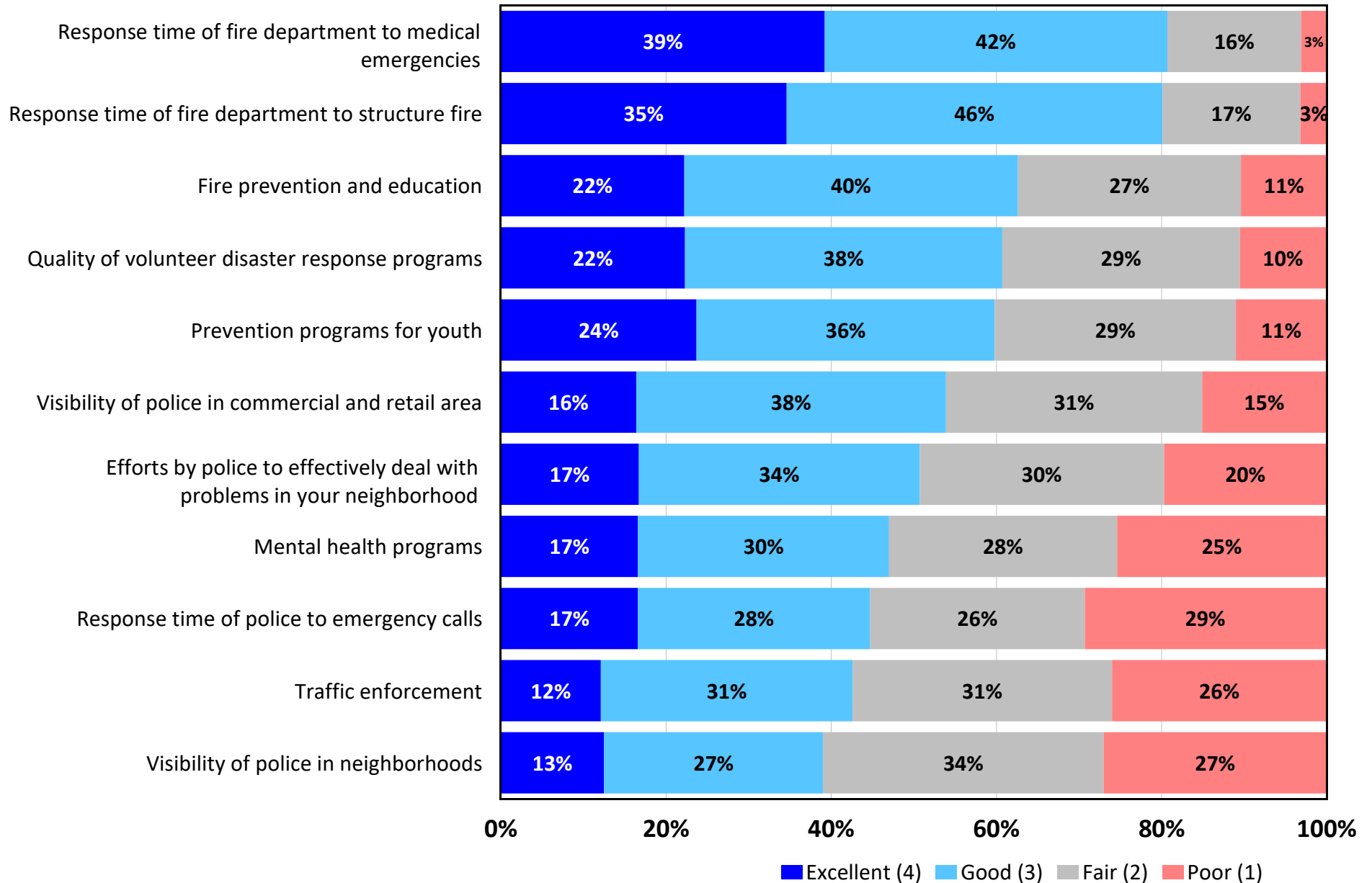
by percentage of respondents who selected the item as one of their top four choices



Public Safety Services

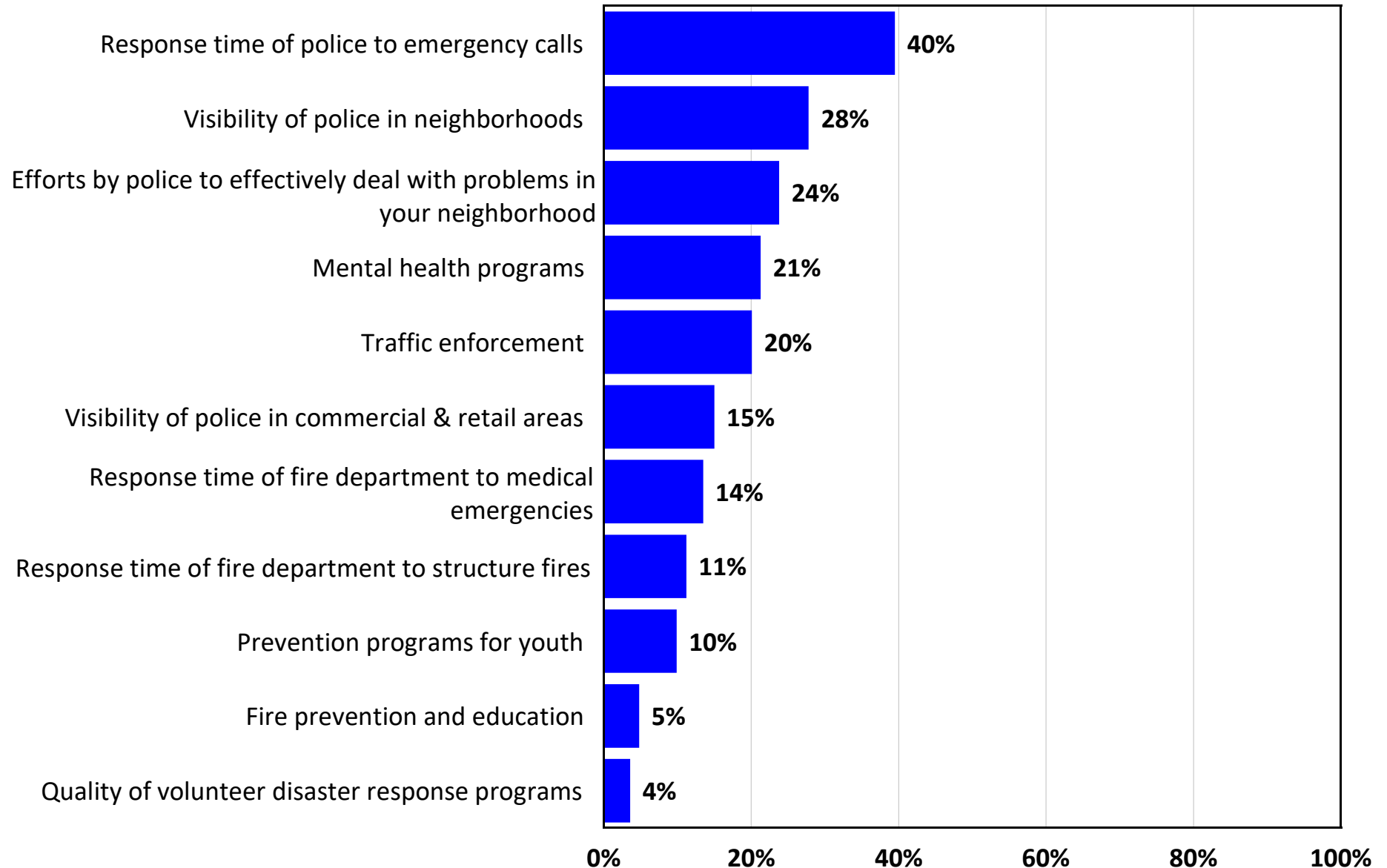
Q9. Ratings of Public Safety Services

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



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

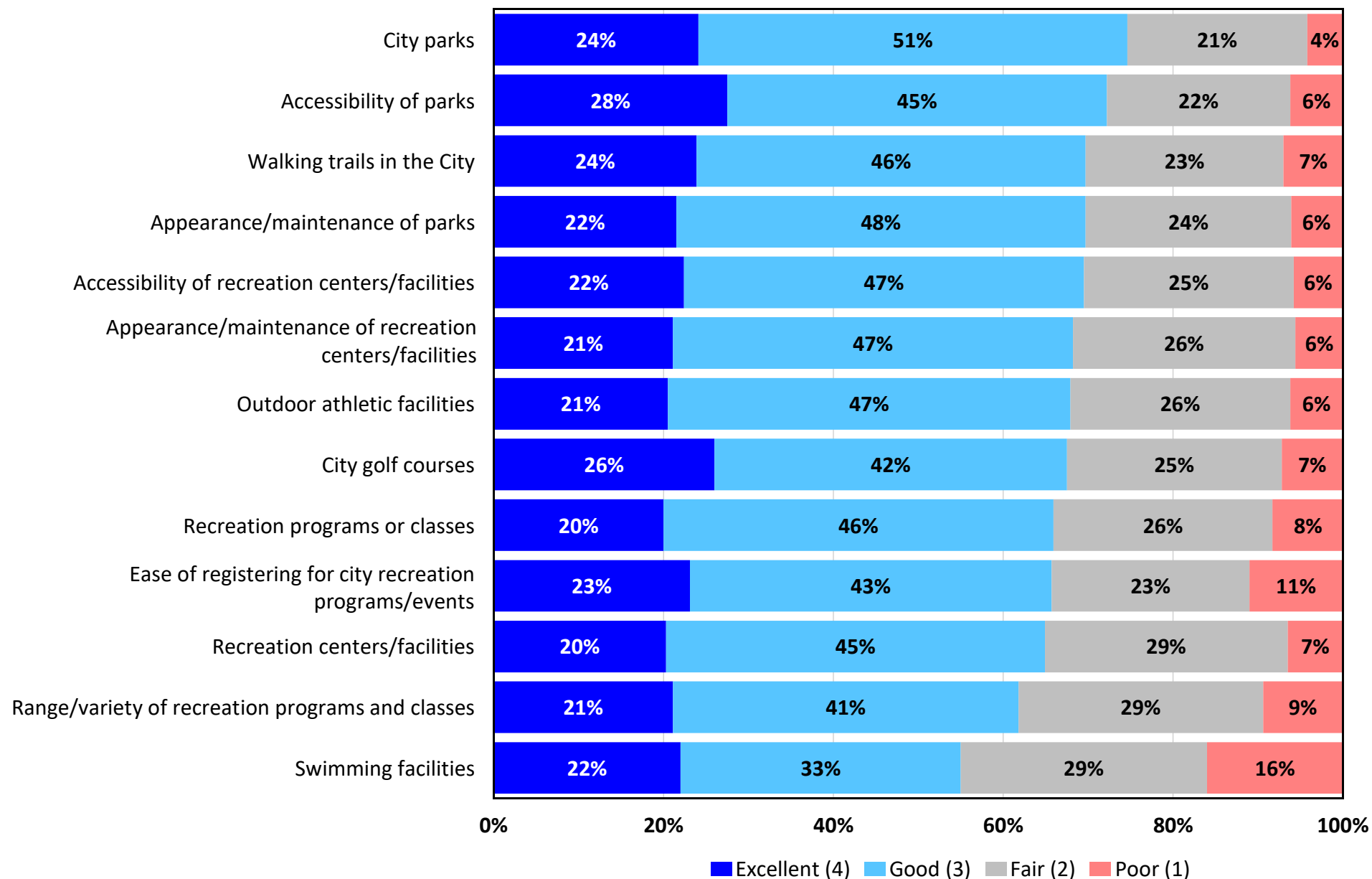
by percentage of respondents who selected the item as one of their top two choices



Parks and Recreation Services

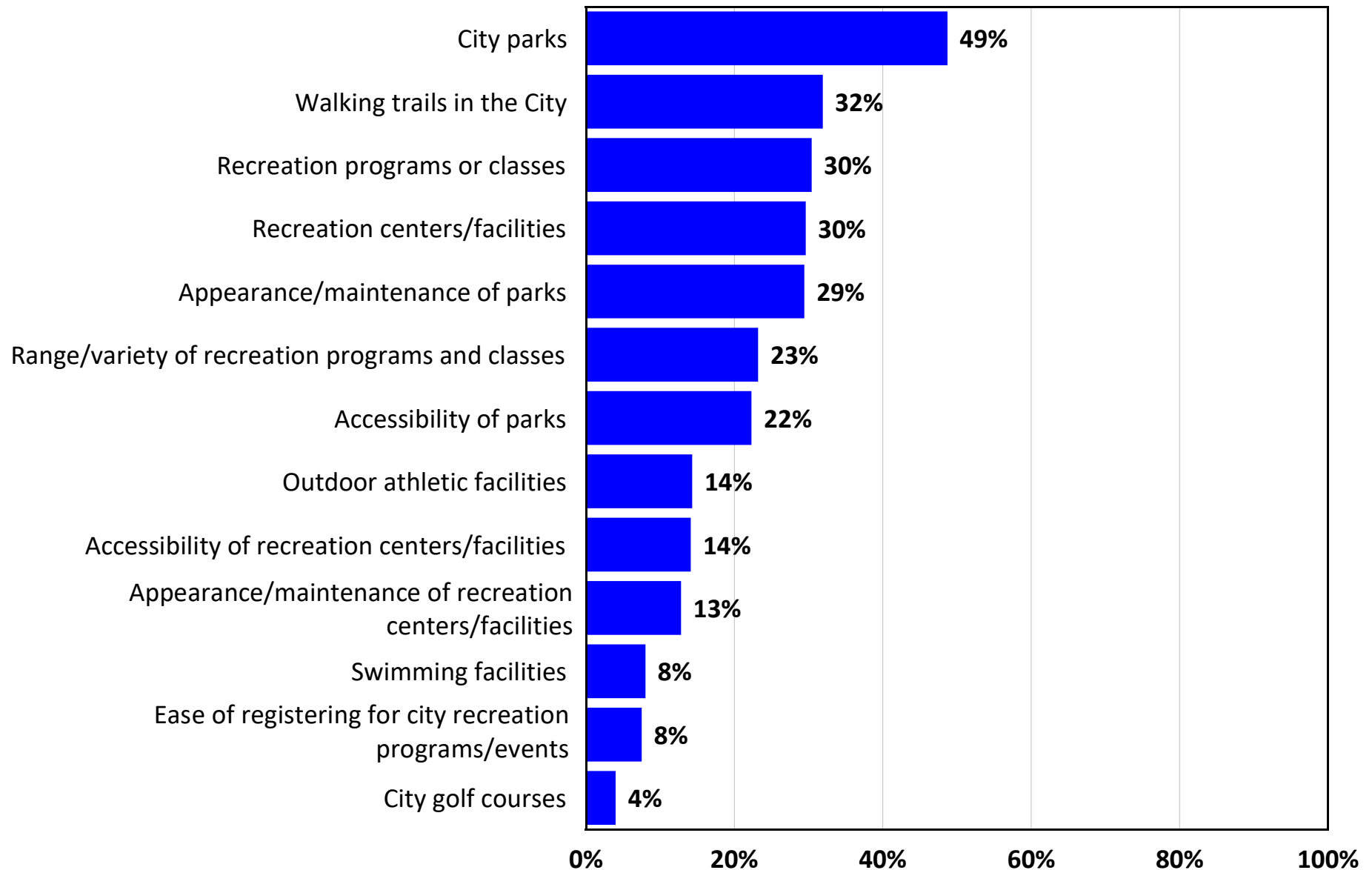
Q11. Ratings of Parks and Recreation Services

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



Q12. Parks and Recreation Services Residents Think Should Be the City's Top Priorities

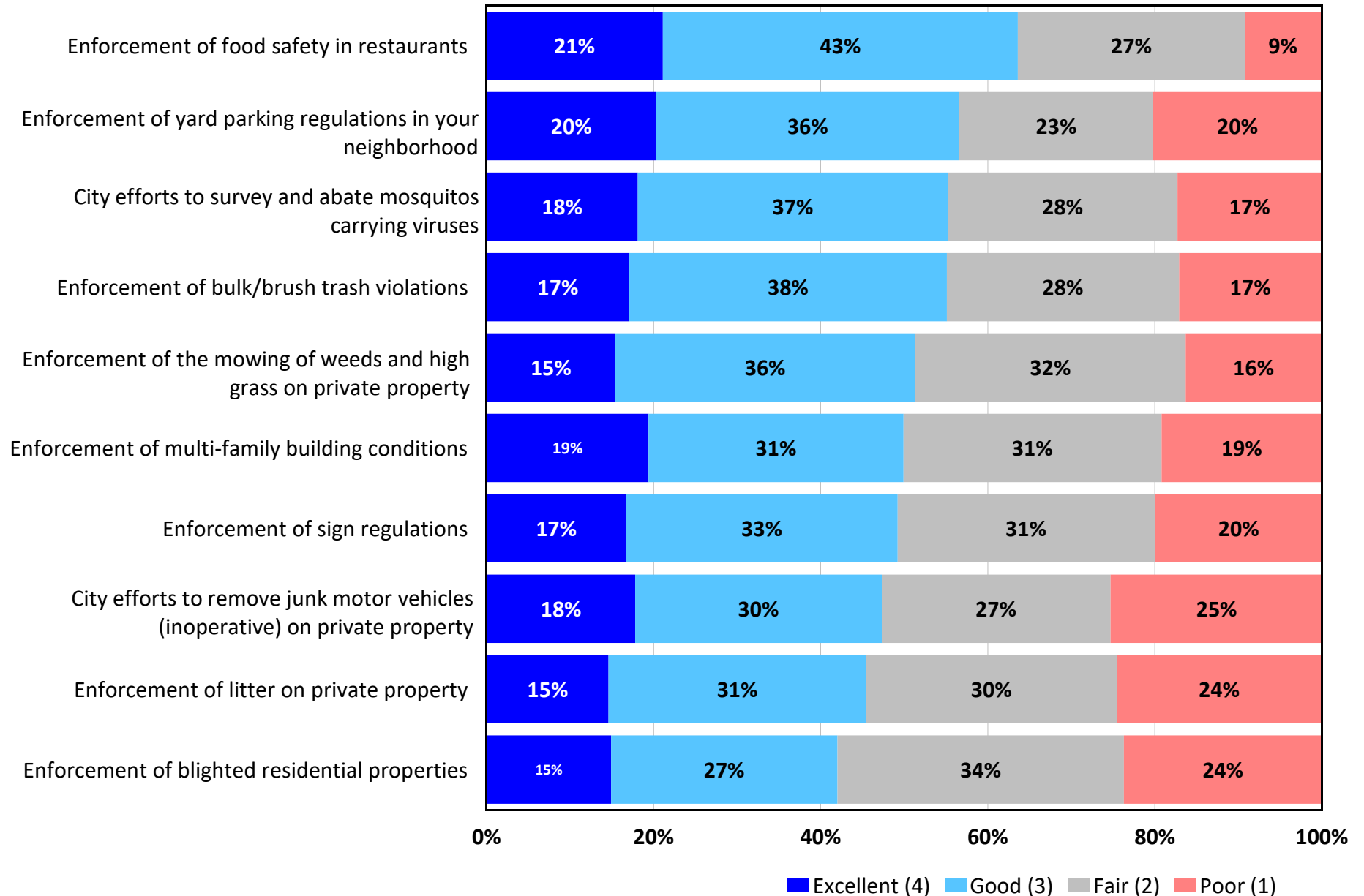
by percentage of respondents who selected the item as one of their top three choices



Code Enforcement

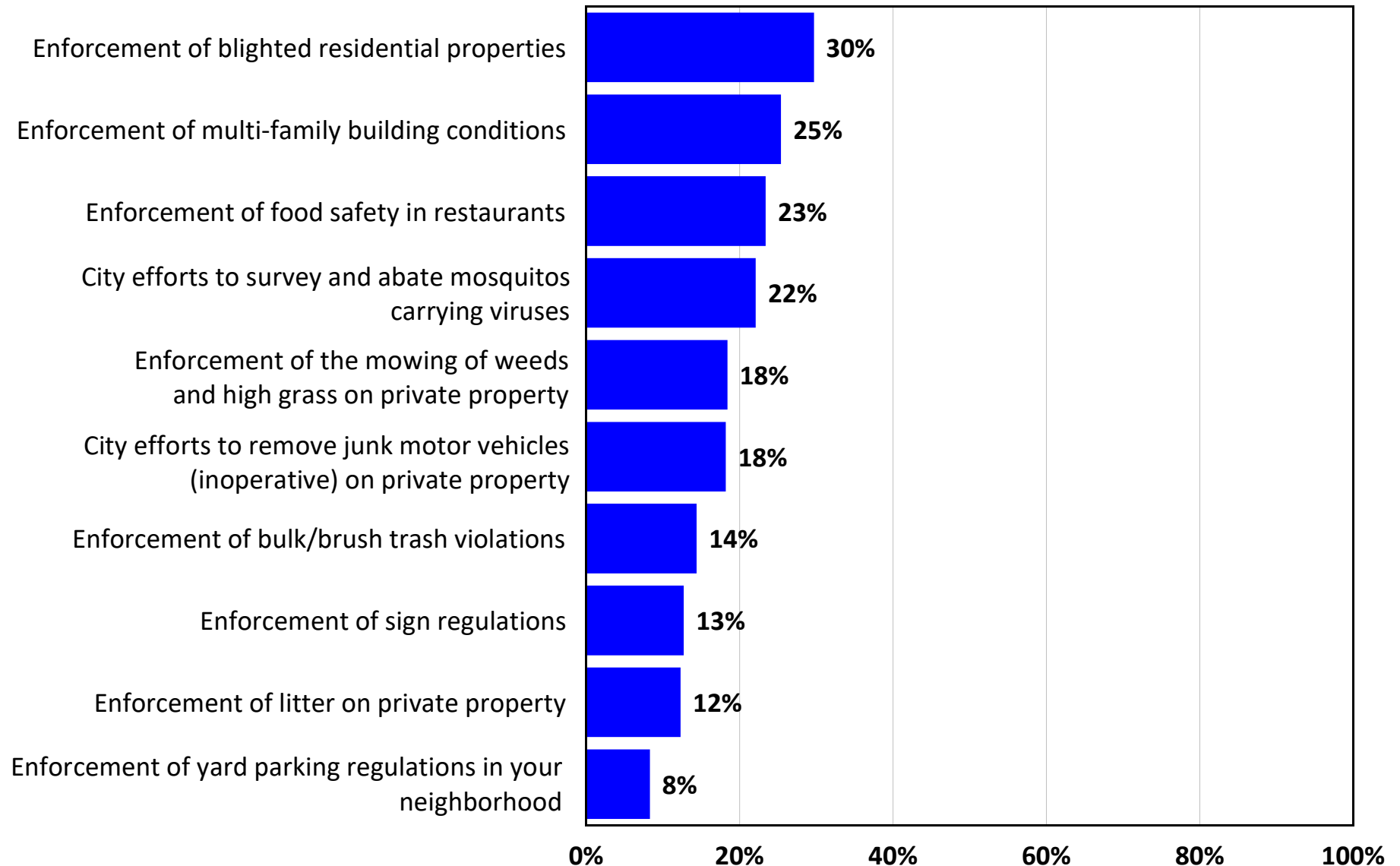
Q13. Ratings of Code Enforcement Services

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



Q14. Code Enforcement Services Residents Think Should Be the City's Top Priorities

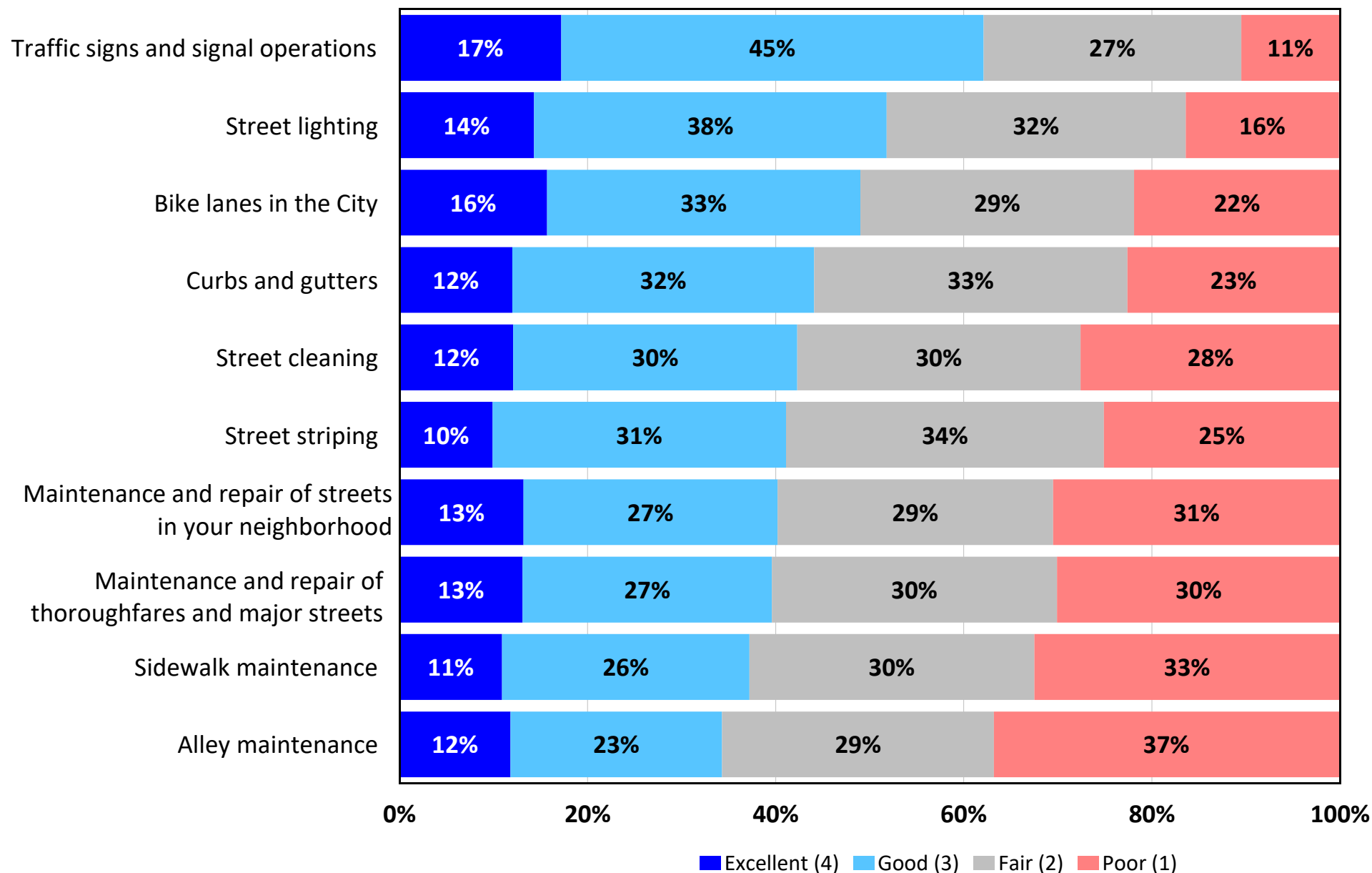
by percentage of respondents who selected the item as one of their top two choices



Streets and Infrastructure/Mobility

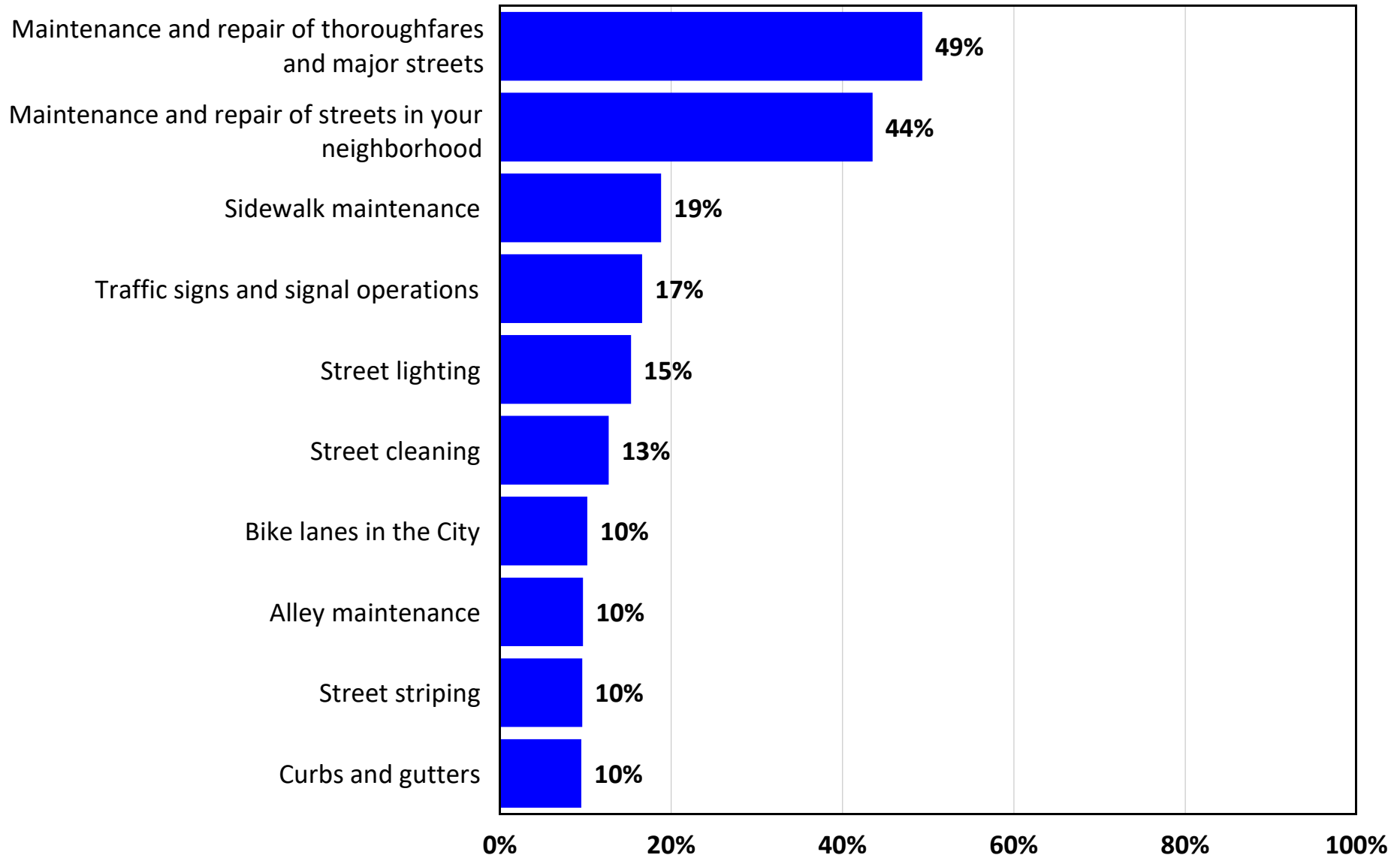
Q15. Ratings of Streets and Infrastructure/Mobility Services

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



Q16. Streets and Infrastructure/Mobility Services Residents Think Should Be the City's Top Priorities

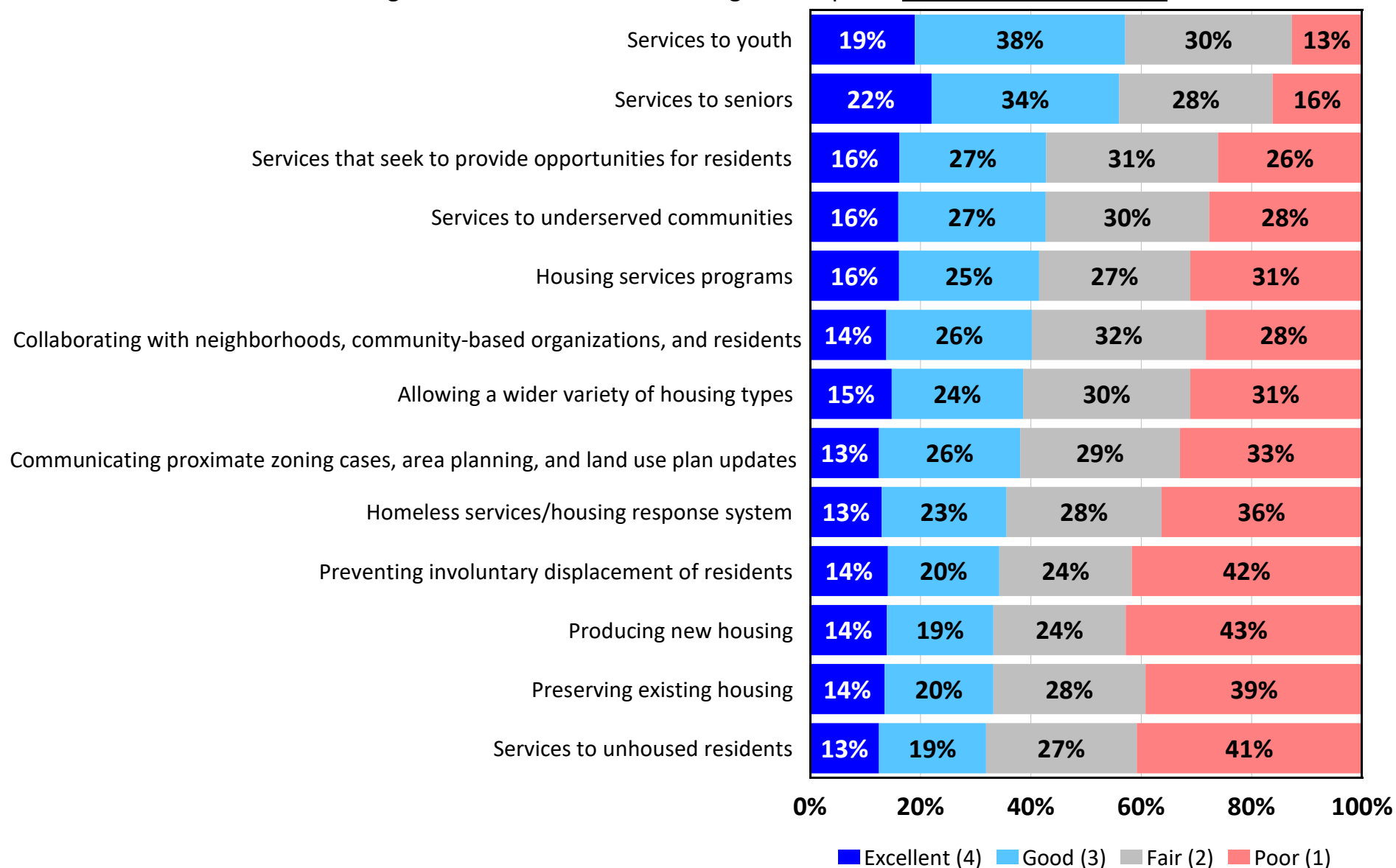
by percentage of respondents who selected the item as one of their top two choices



Housing and Community Empowerment and Land Use, Planning, and Zoning

Q17. Ratings of Housing and Community Empowerment and Land Use, Planning, and Zoning

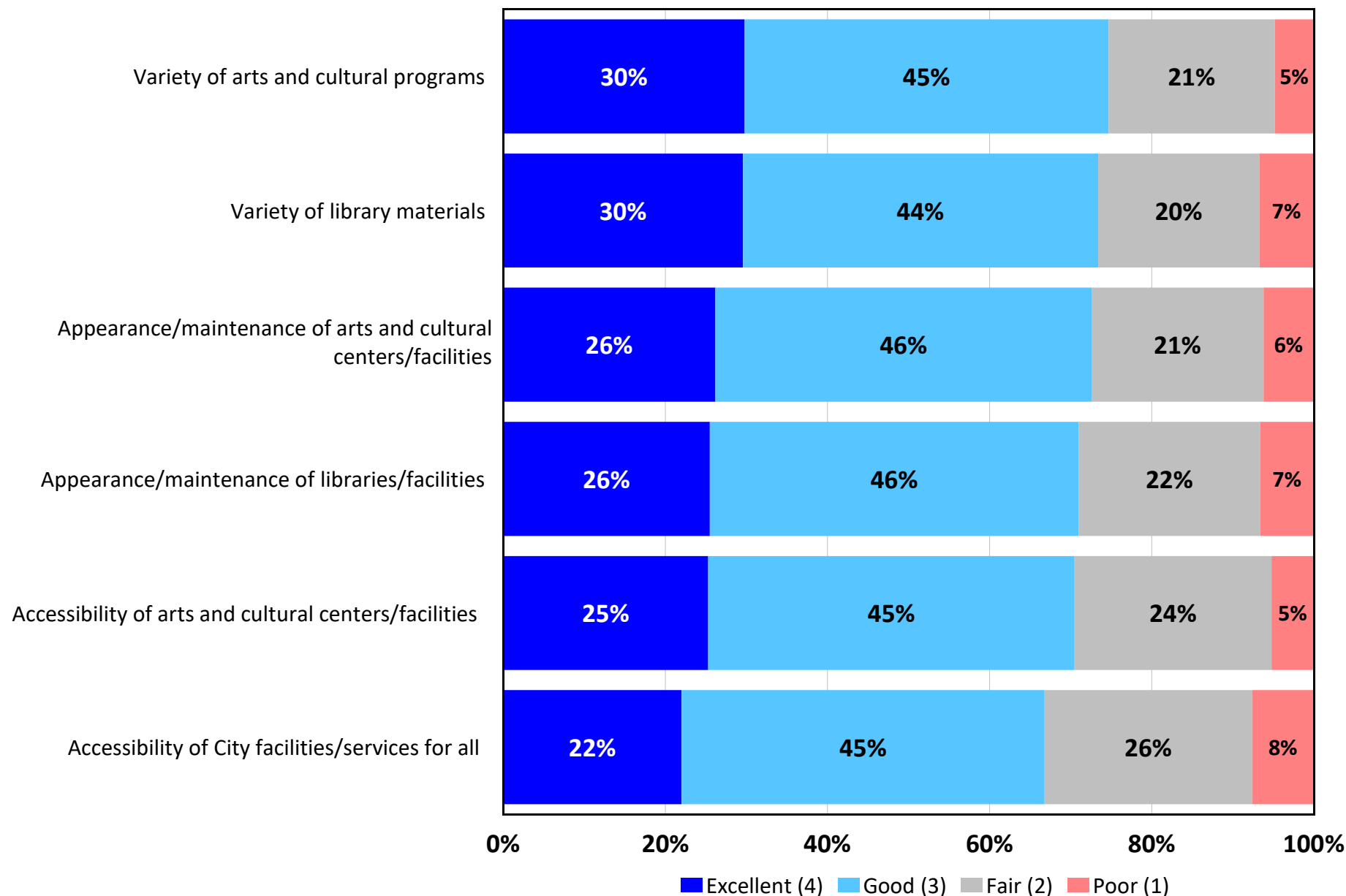
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 4 is "excellent" and a rating of 1 is "poor" (excluding don't knows)



Other City Services/Facilities

Q18. Ratings of Other City Services/Facilities

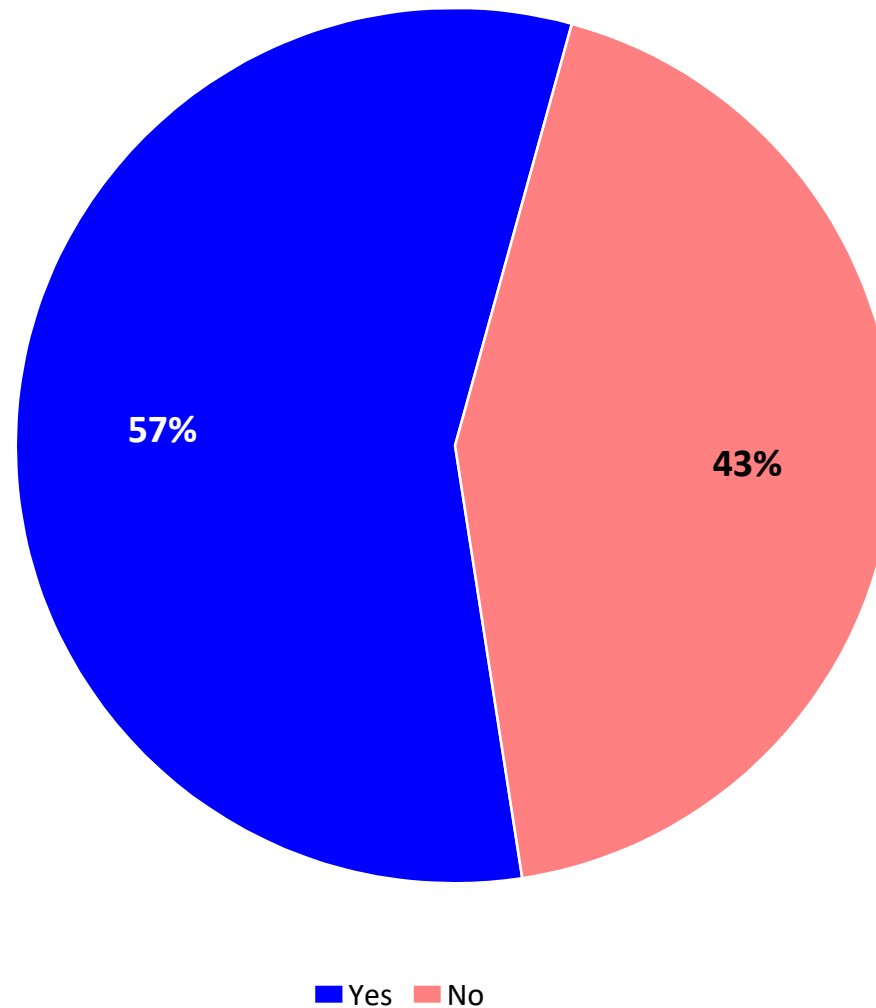
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 4 is "excellent" and a rating of 1 is "poor" (excluding don't knows)



Customer Service

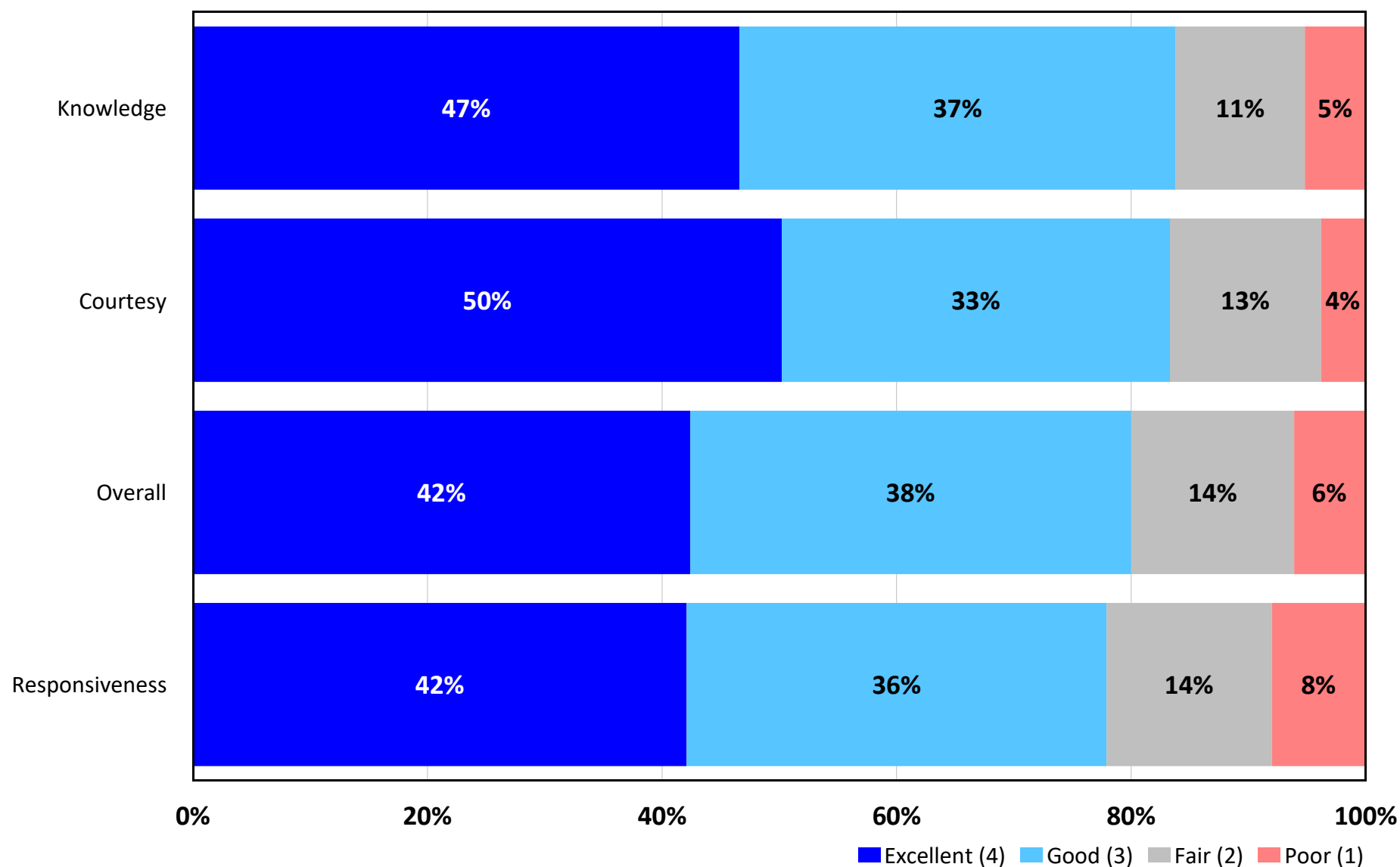
Q19. Have you had any in-person or phone contact with an employee of the City of Dallas within the last 12 months (including police, receptionists, librarians, or any others)?

by percentage of respondents



Q19a. Ratings of Customer Service Provided by City Employees

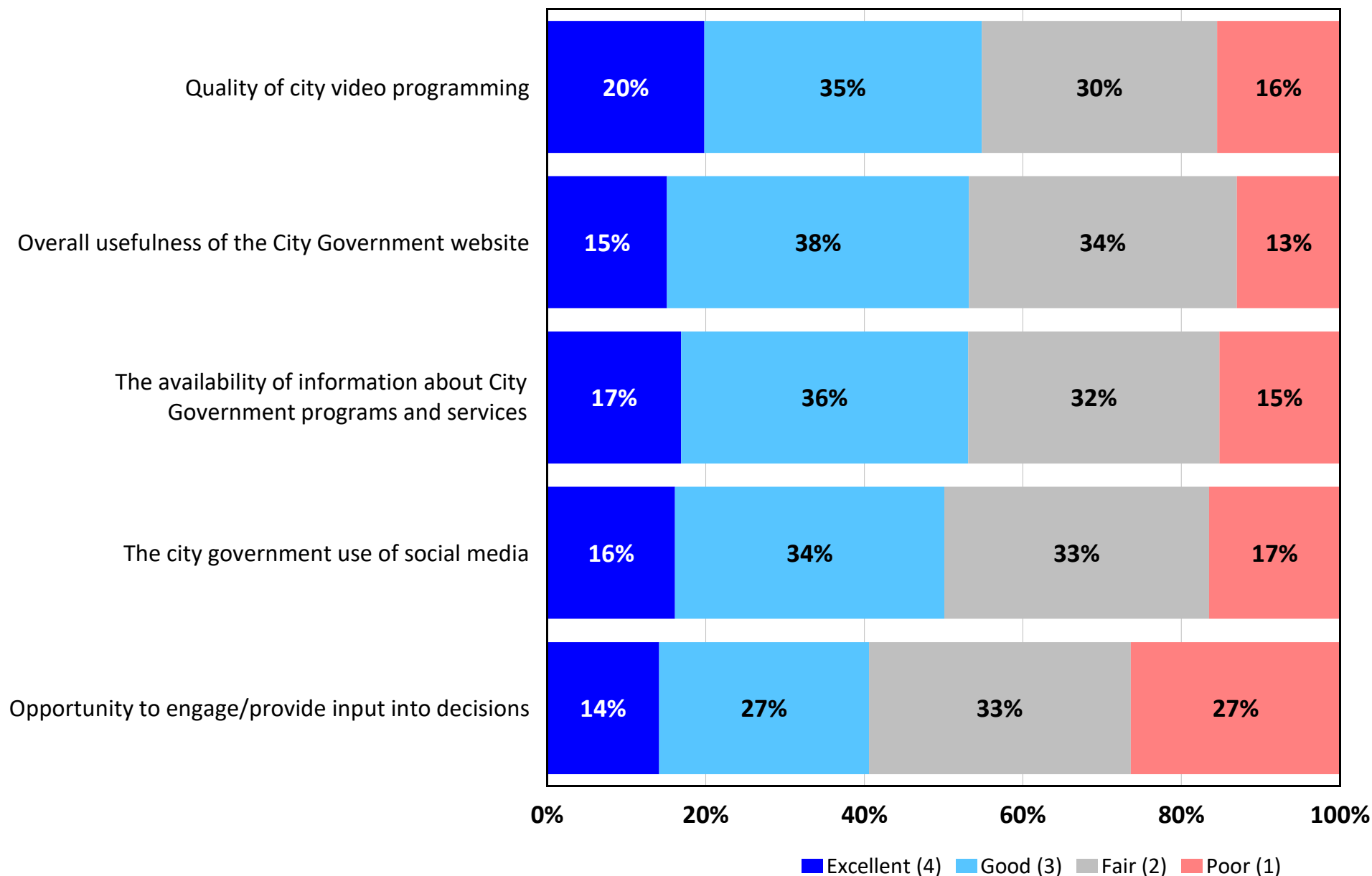
by percentage of respondents who had contact with a City employee during the previous year and rated the item as a 1 to 4 on a 4-point scale, where a rating of 4 is "excellent" and a rating of 1 is "poor" (excluding don't knows)



Communication

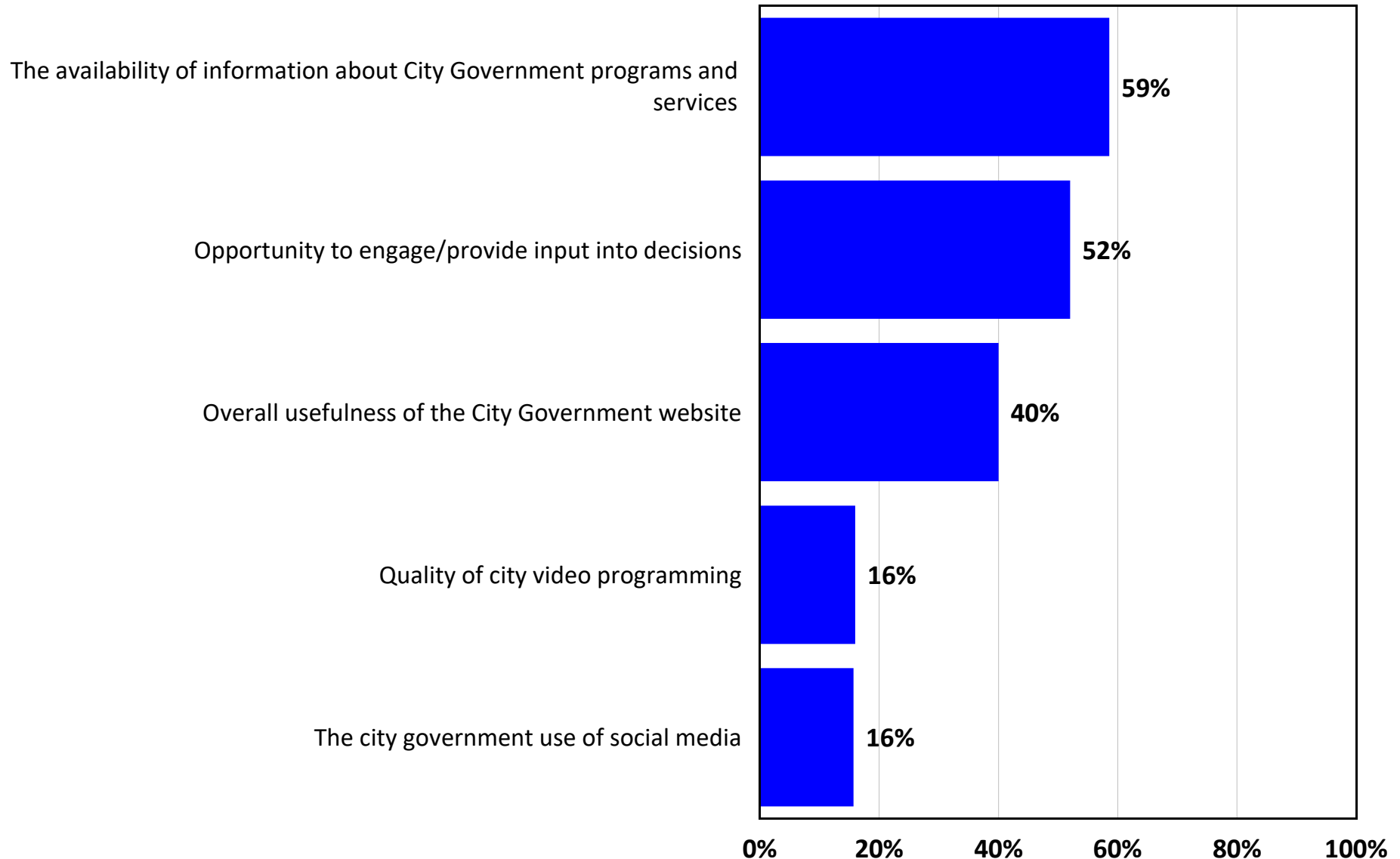
Q20. Ratings of Communication Performance

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



Q21. Communication Services Residents Think Should Be the City's Top Priorities

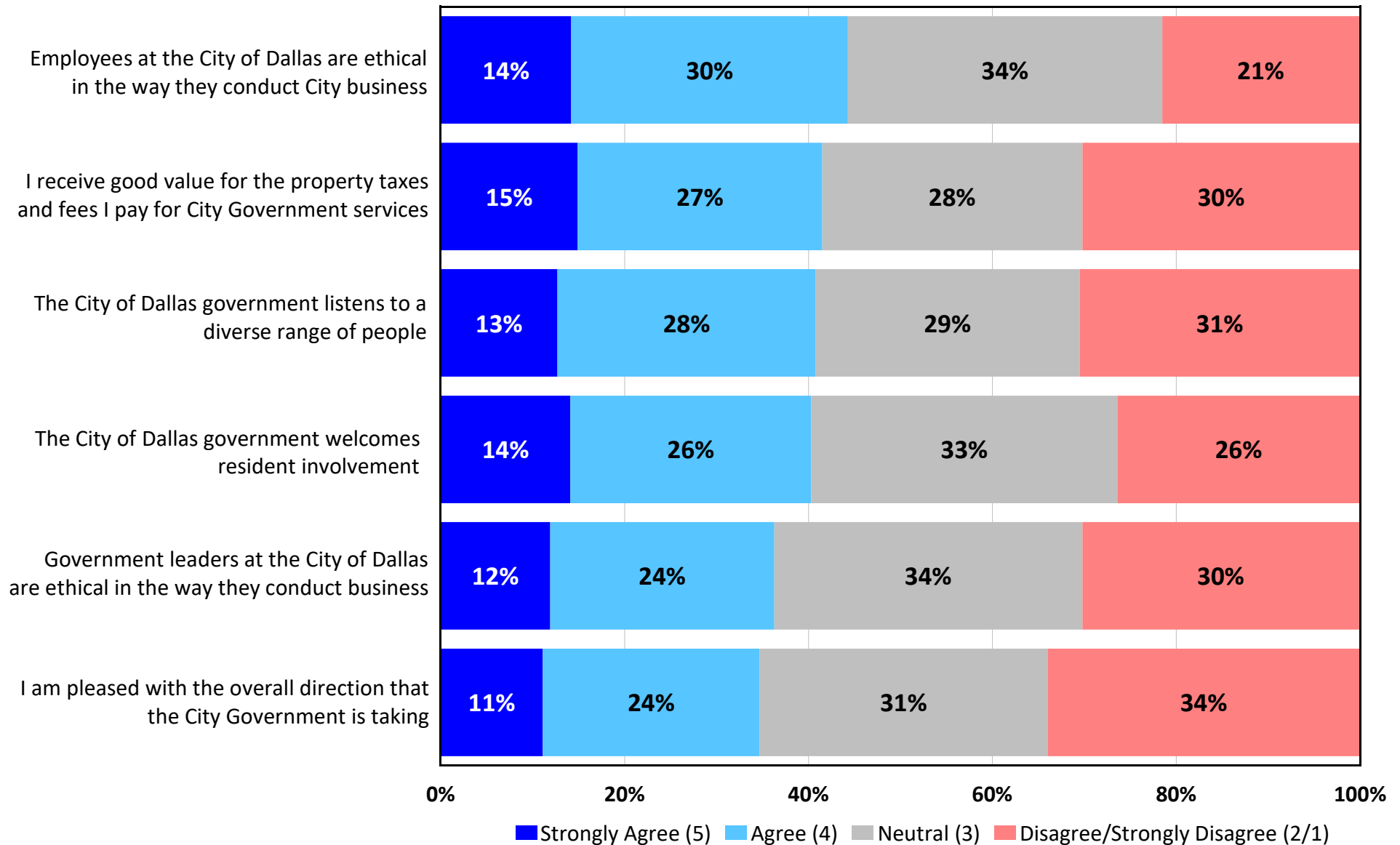
by percentage of respondents who selected the item as one of their top two choices



Overall Quality of Governmental Services

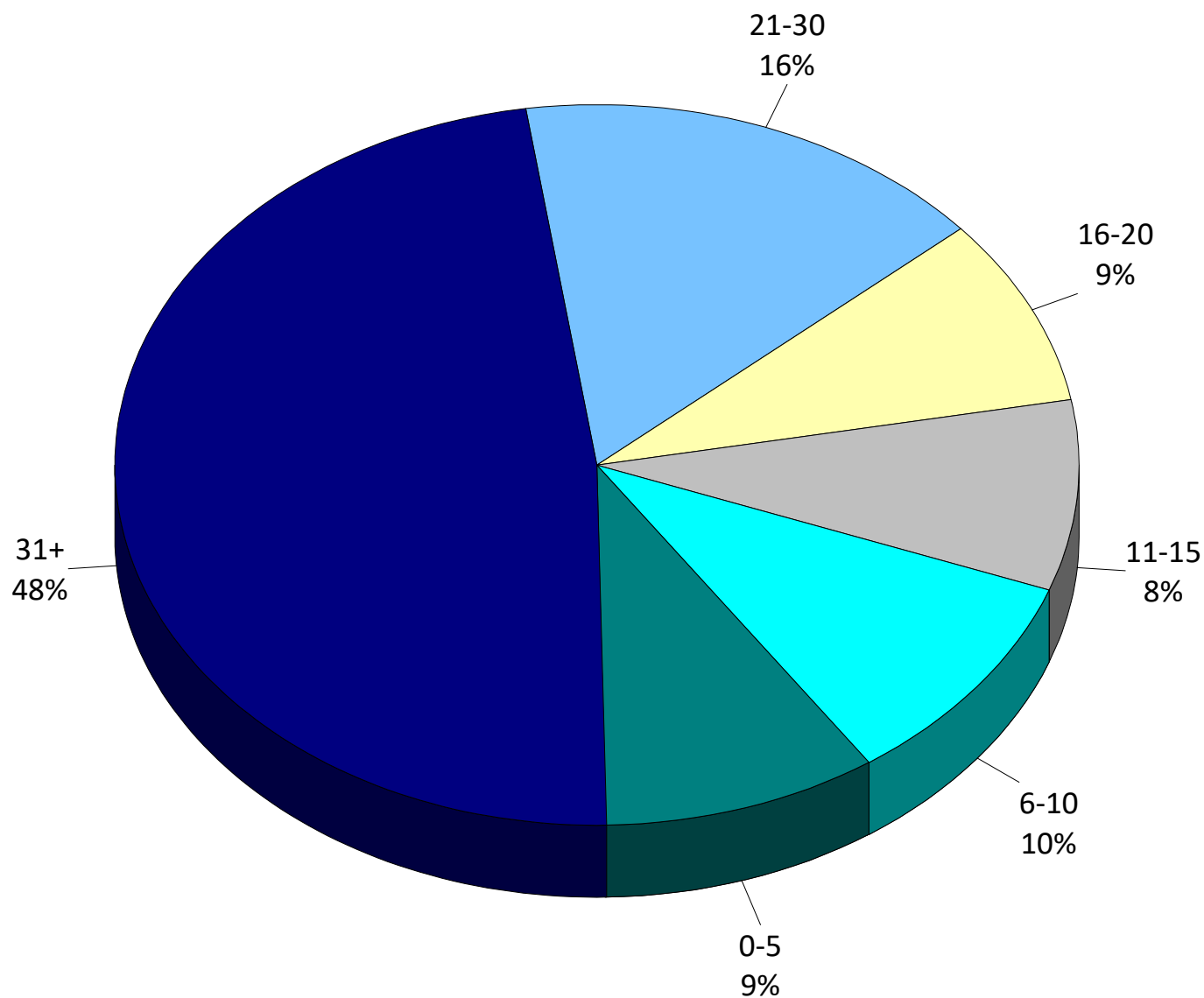
Q22. Level of Agreement with Statements Related to the City of Dallas

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)



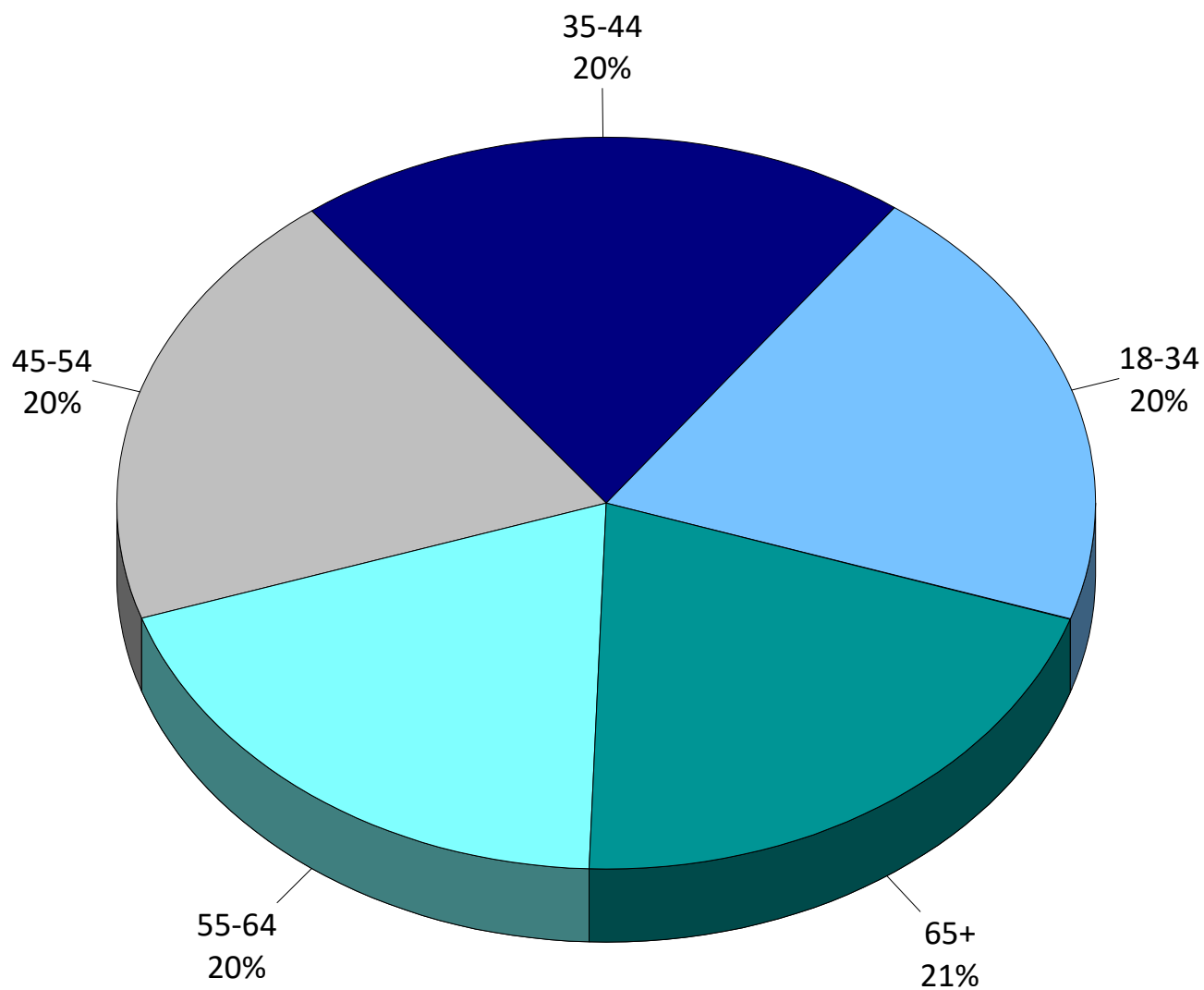
Q23. How many years have you lived in Dallas?

by percentage of respondents (excluding "not provided")



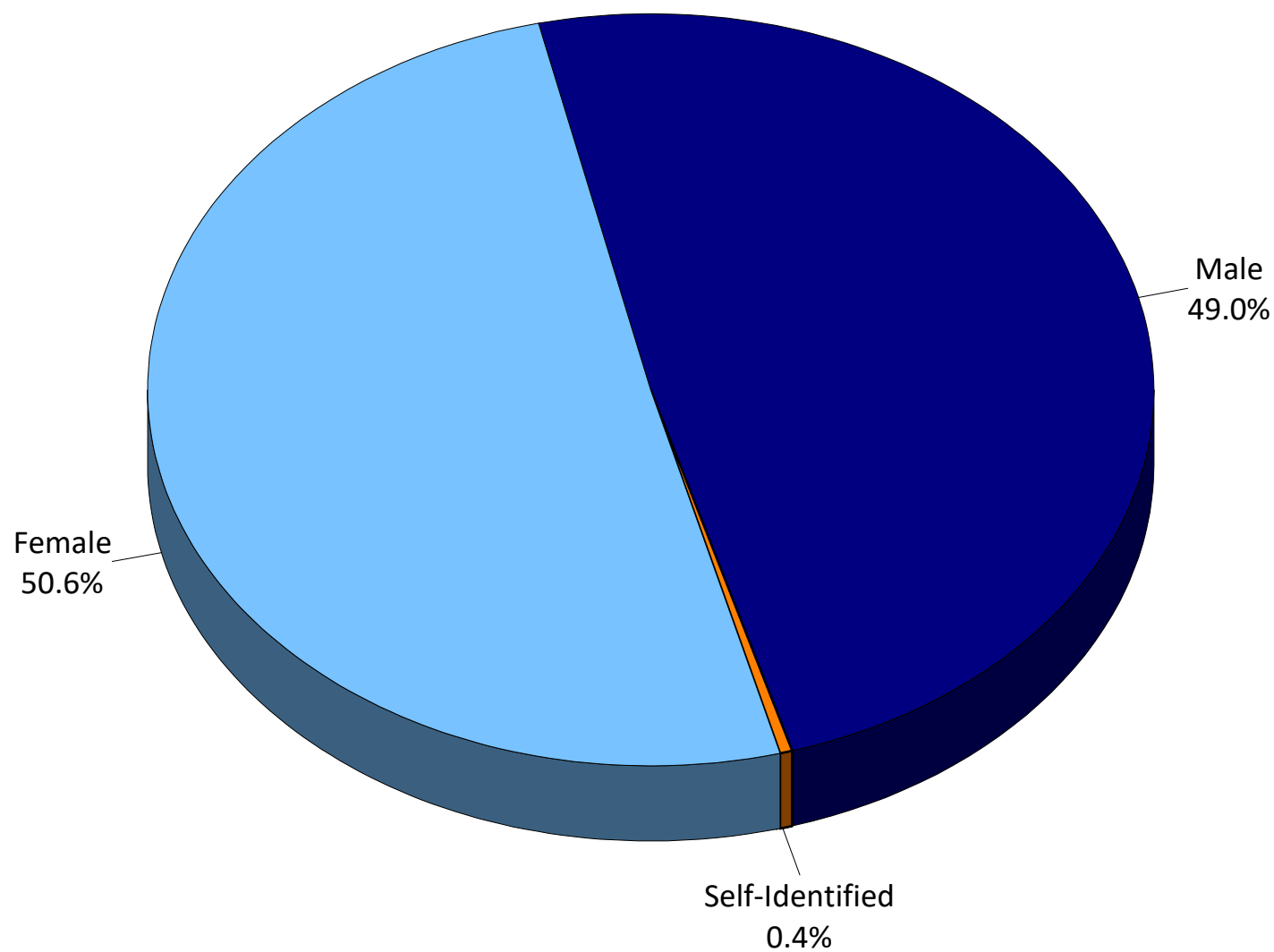
Q24. What is your age?

by percentage of respondents (excluding "not provided")



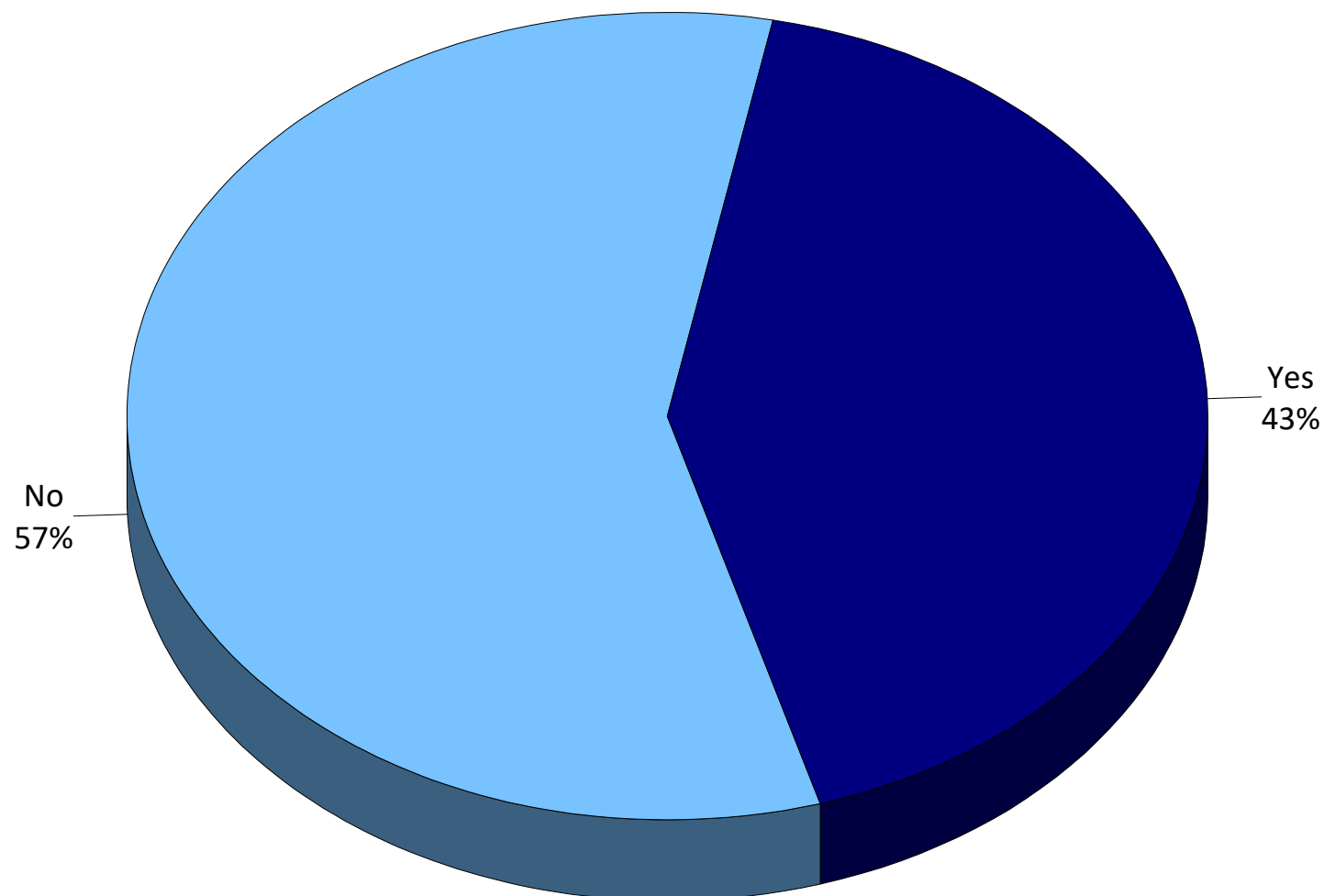
Q25. What is your gender?

by percentage of respondents



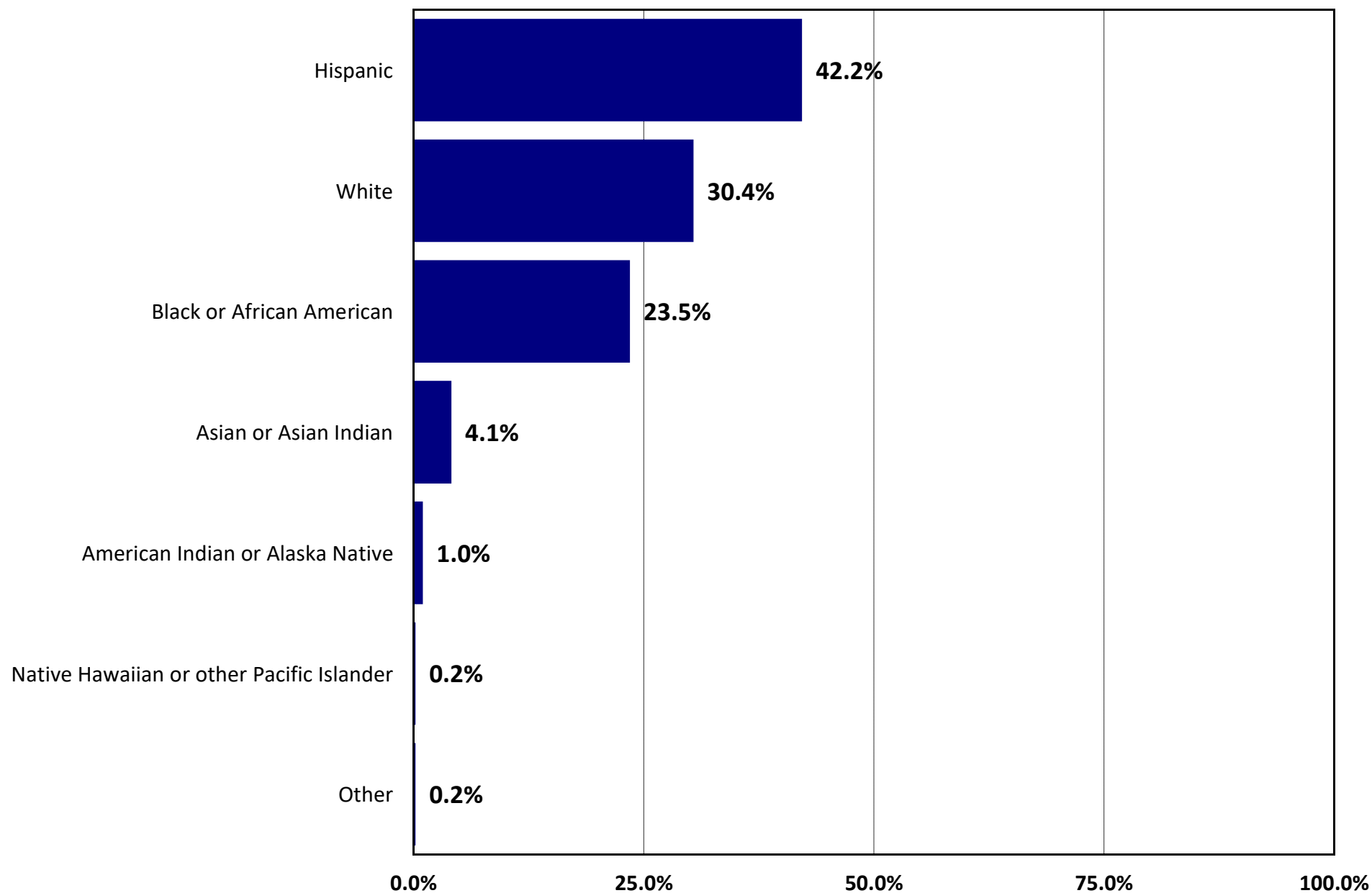
Q26. Are you of Hispanic, Latino, or Spanish origin?

by percentage of respondents (excluding "not provided")



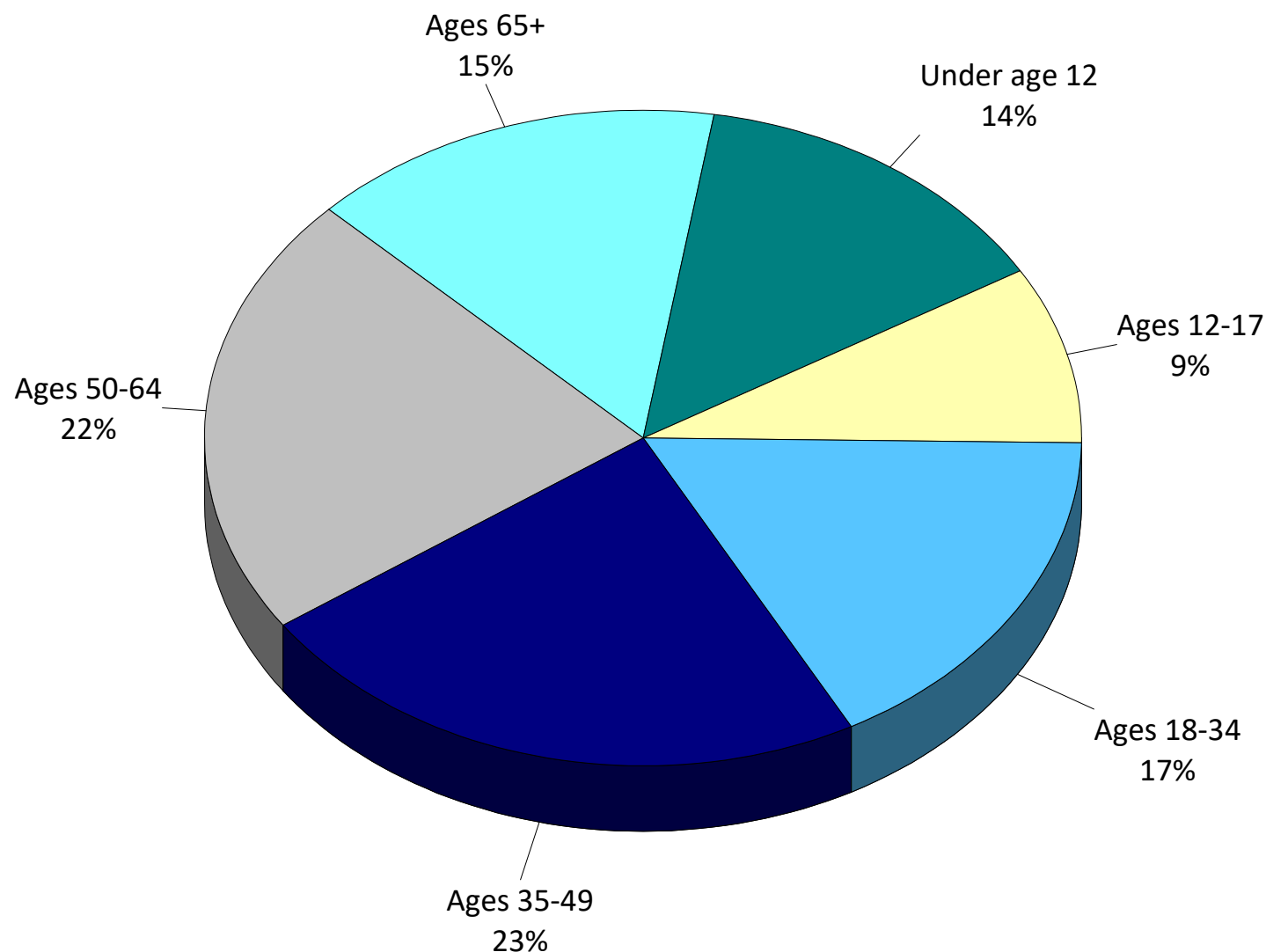
Q27. Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple selections could be made)



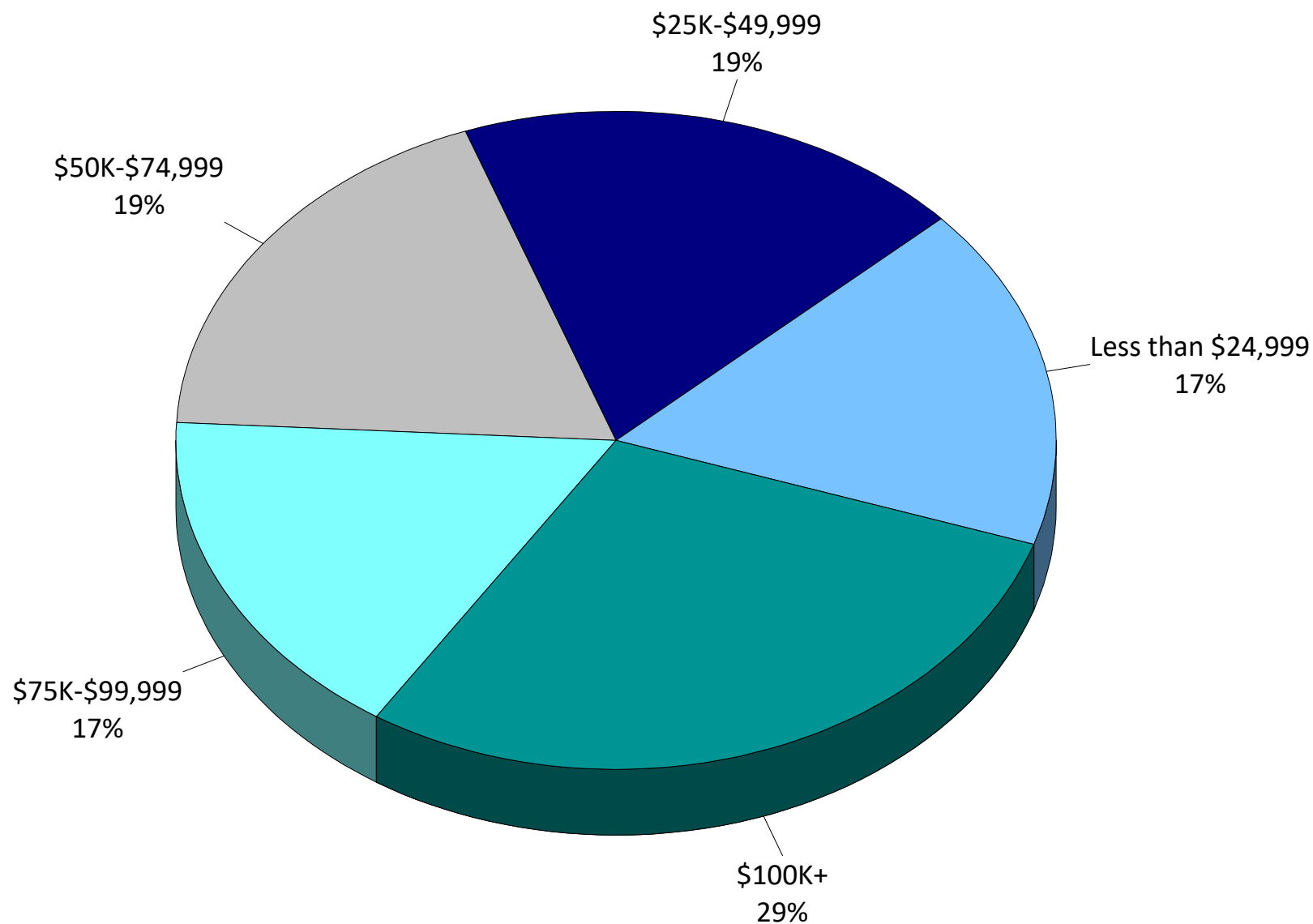
Q28. Including yourself, how many people in your household are in the following age groups?

by percentage of persons in household



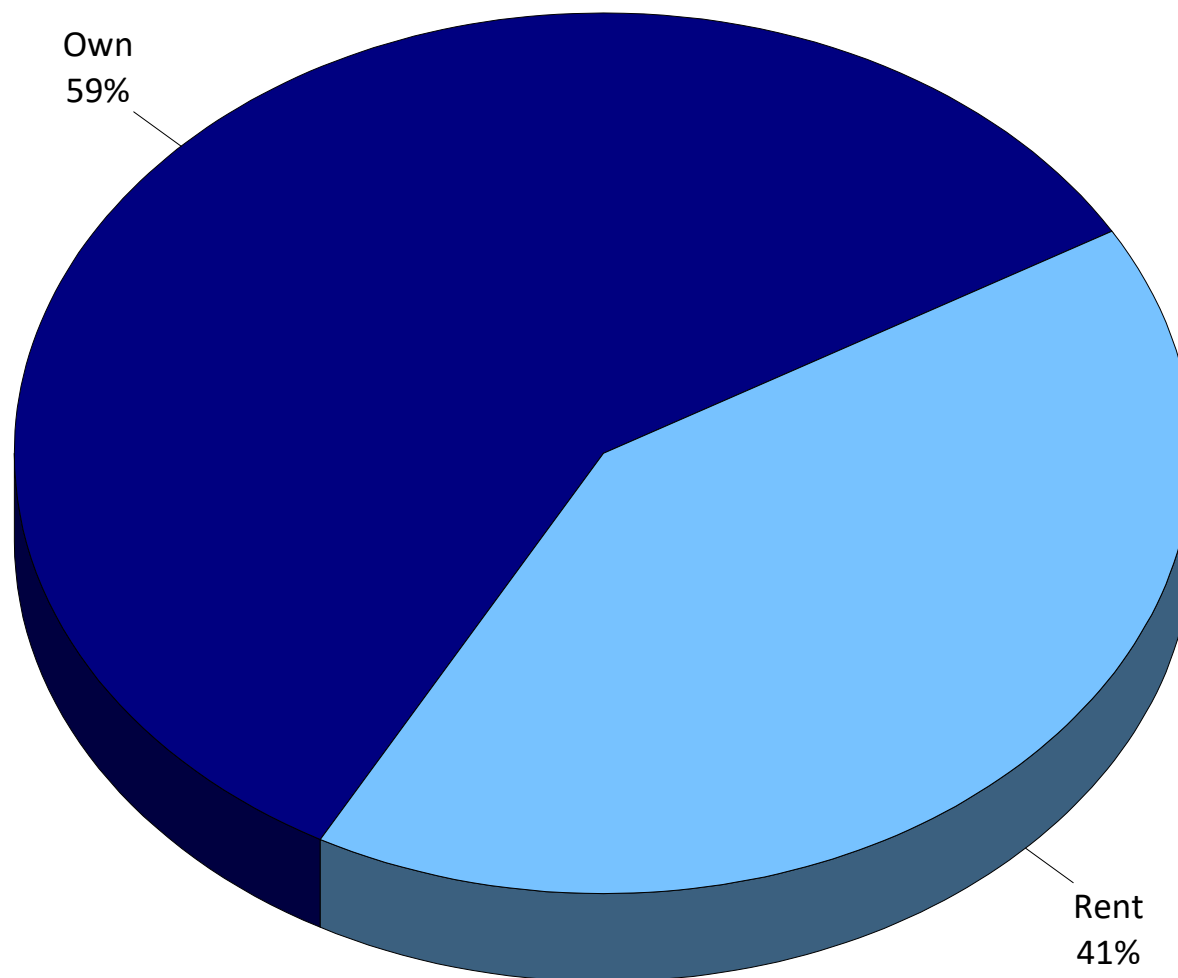
Q29. What is your total annual household income?

by percentage of respondents (excluding "not provided")



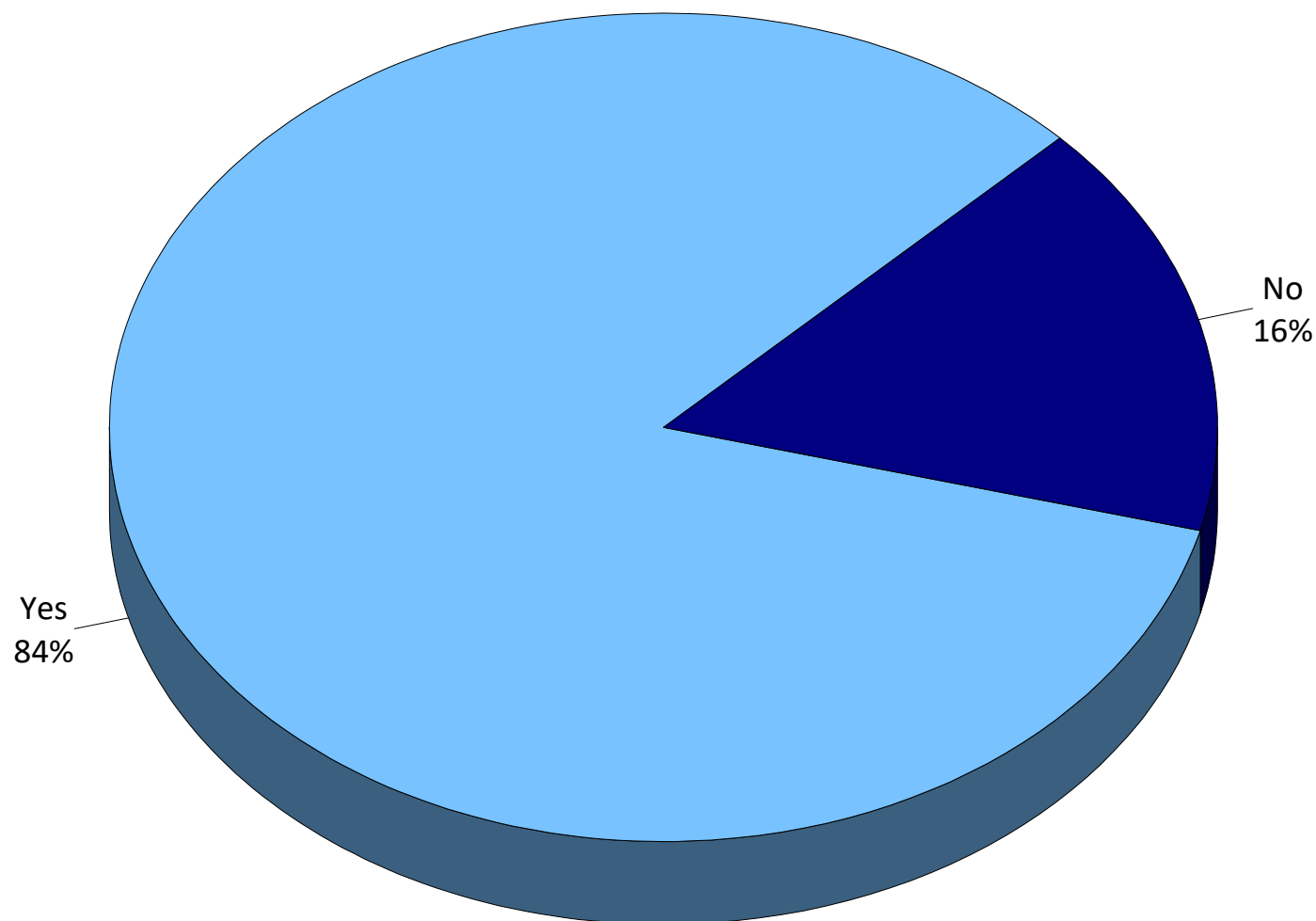
Q30. Do you own or rent your home?

by percentage of respondents (excluding "not provided")



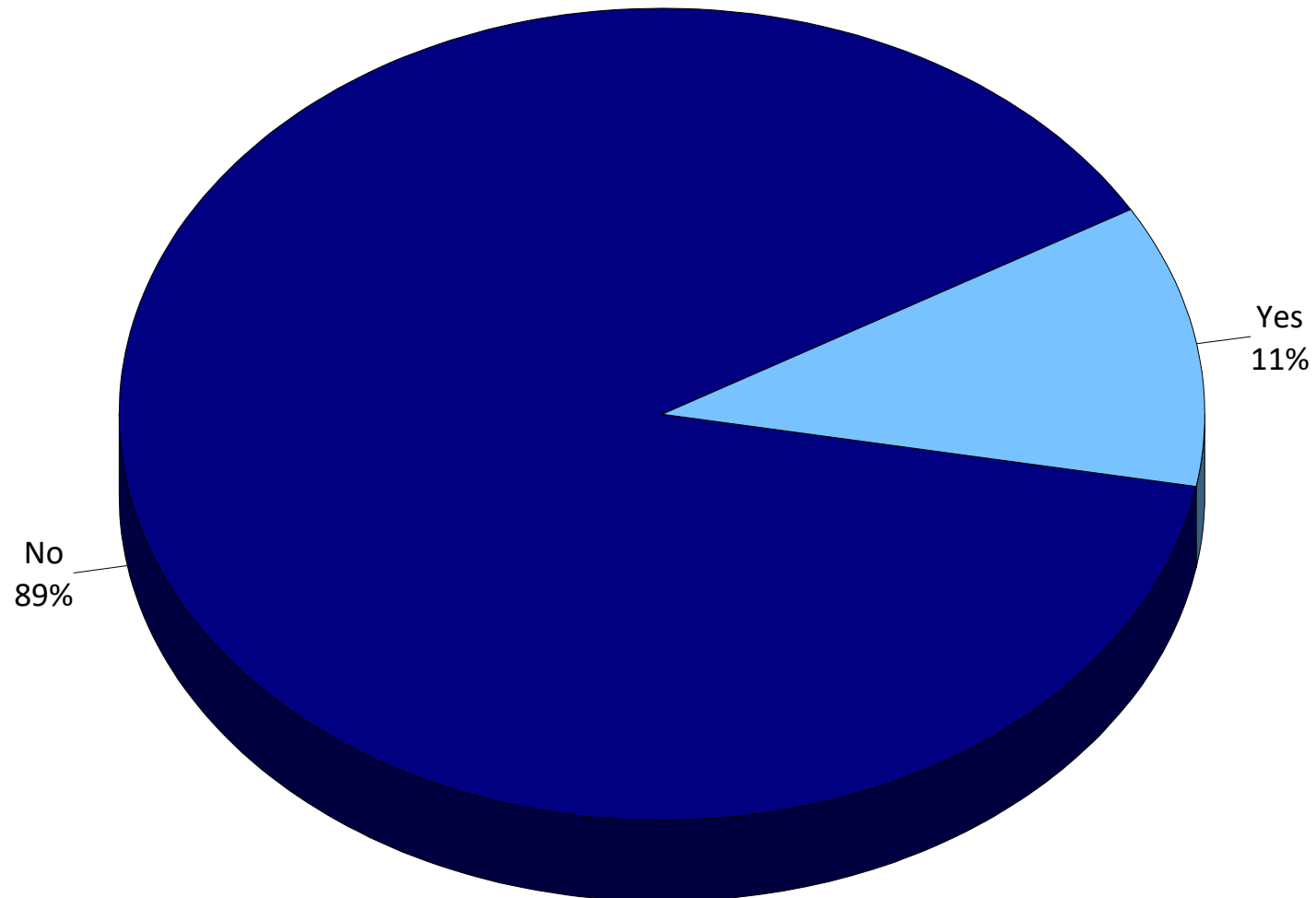
Q31. Are you or is anyone in your household disabled?

by percentage of respondents (excluding "not provided")



Q32. Are you or is anyone in your household a member of the LGBTQ+ community?

by percentage of respondents (excluding "not provided")



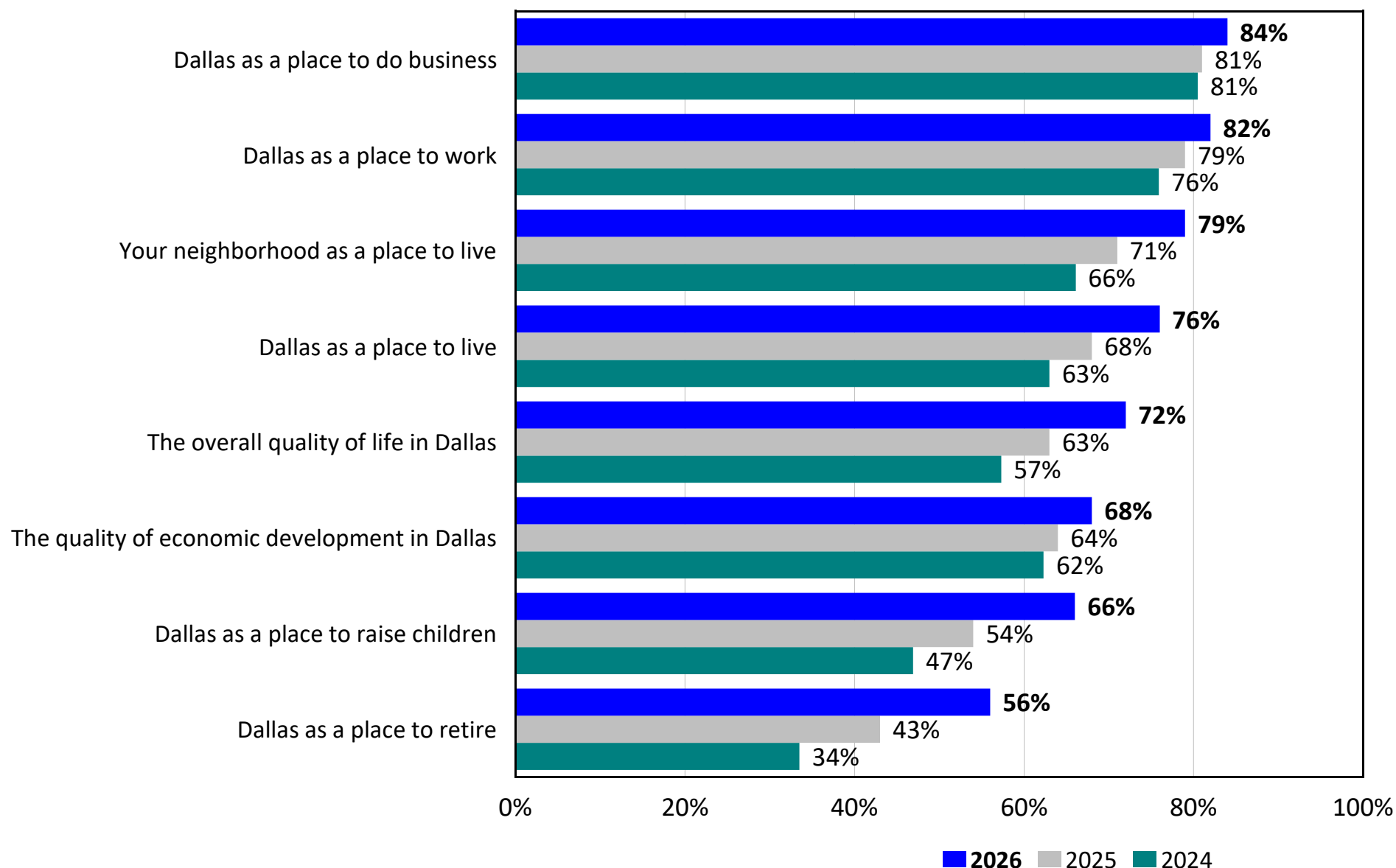


Trend Charts

Q1. Perceptions of the City

Trends - 2024, 2025, and 2026

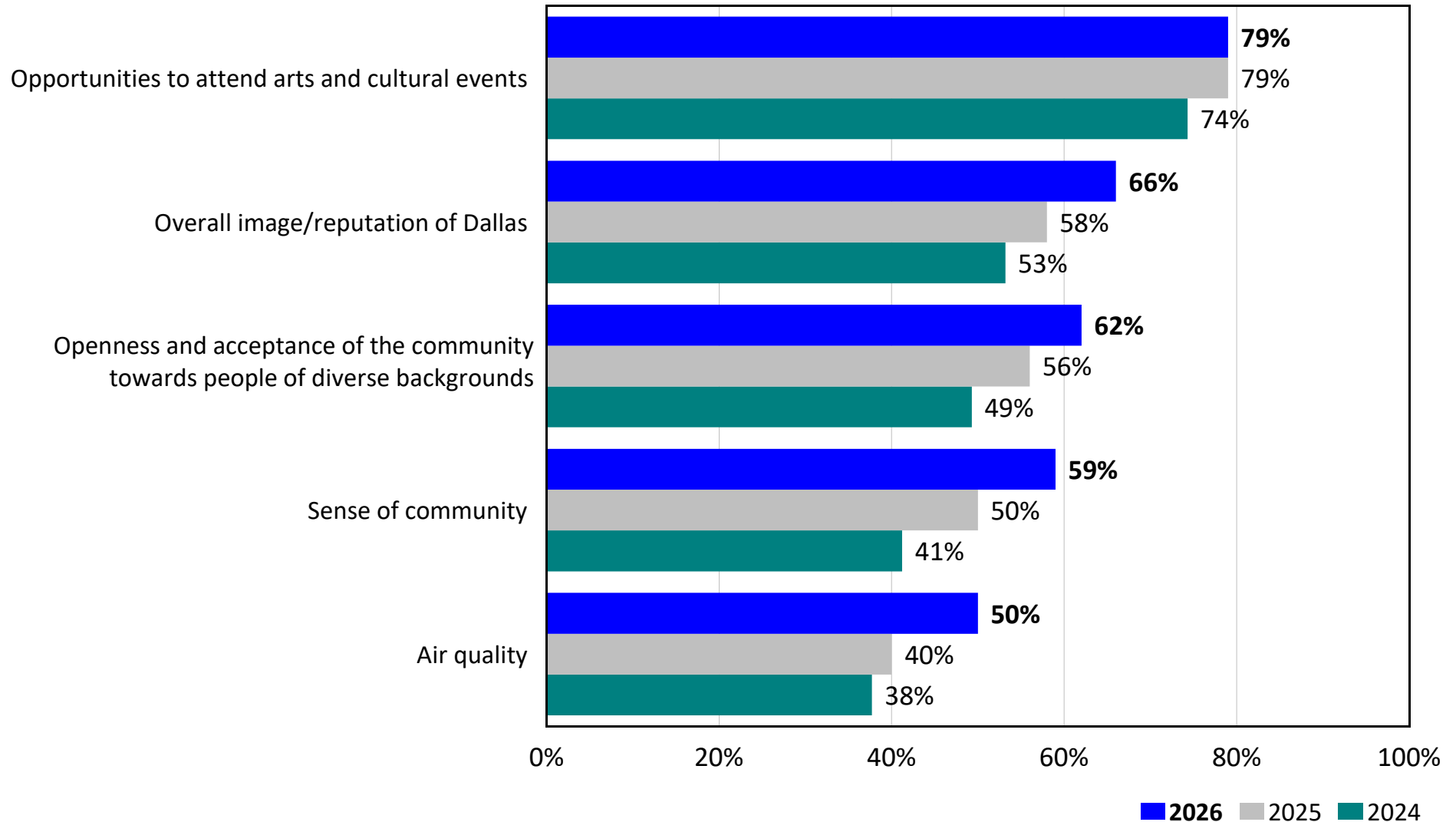
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



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

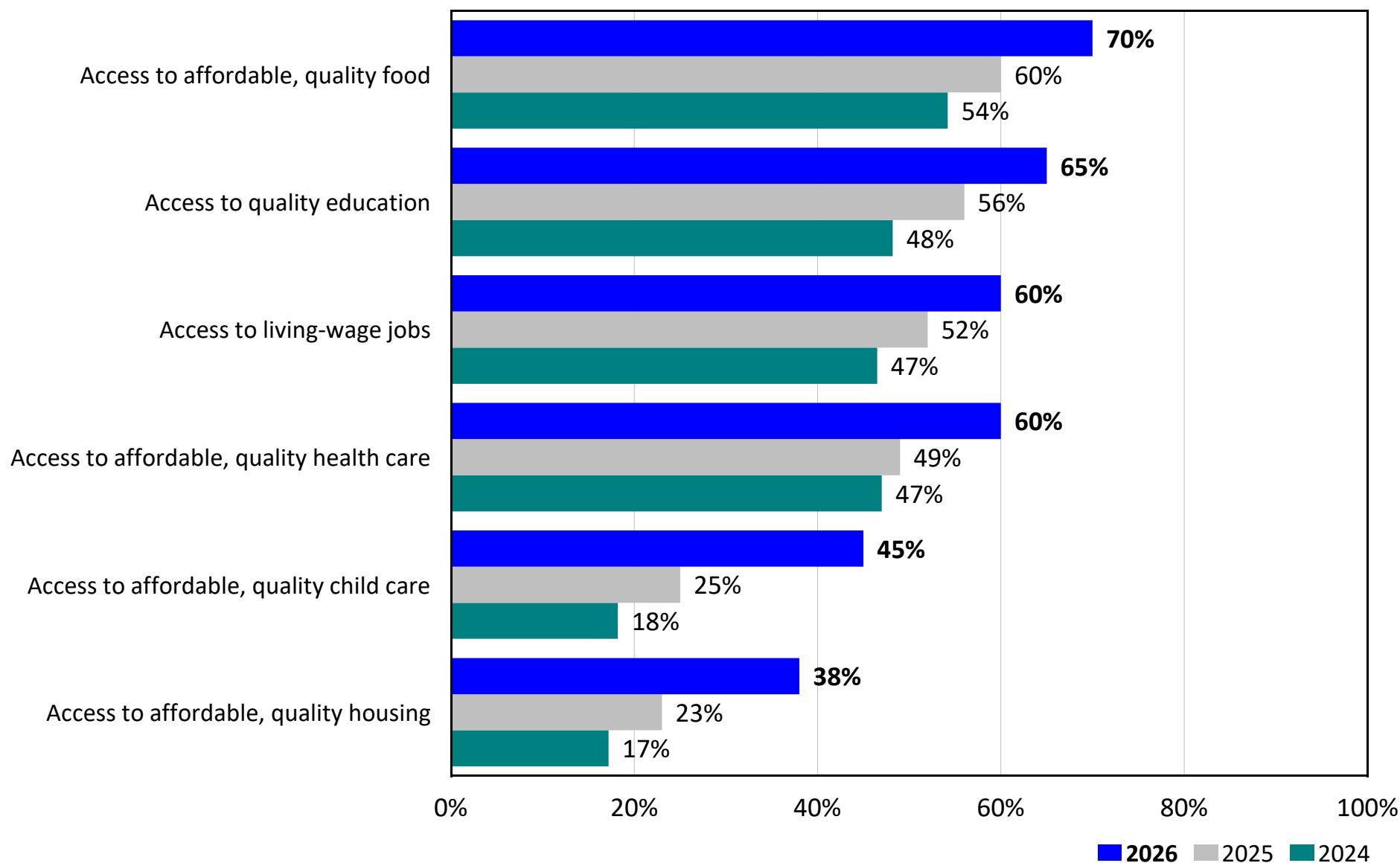
Trends - 2024, 2025, and 2026

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



Q2. Ratings of Characteristics of the Community: Access Trends - 2024, 2025, and 2026

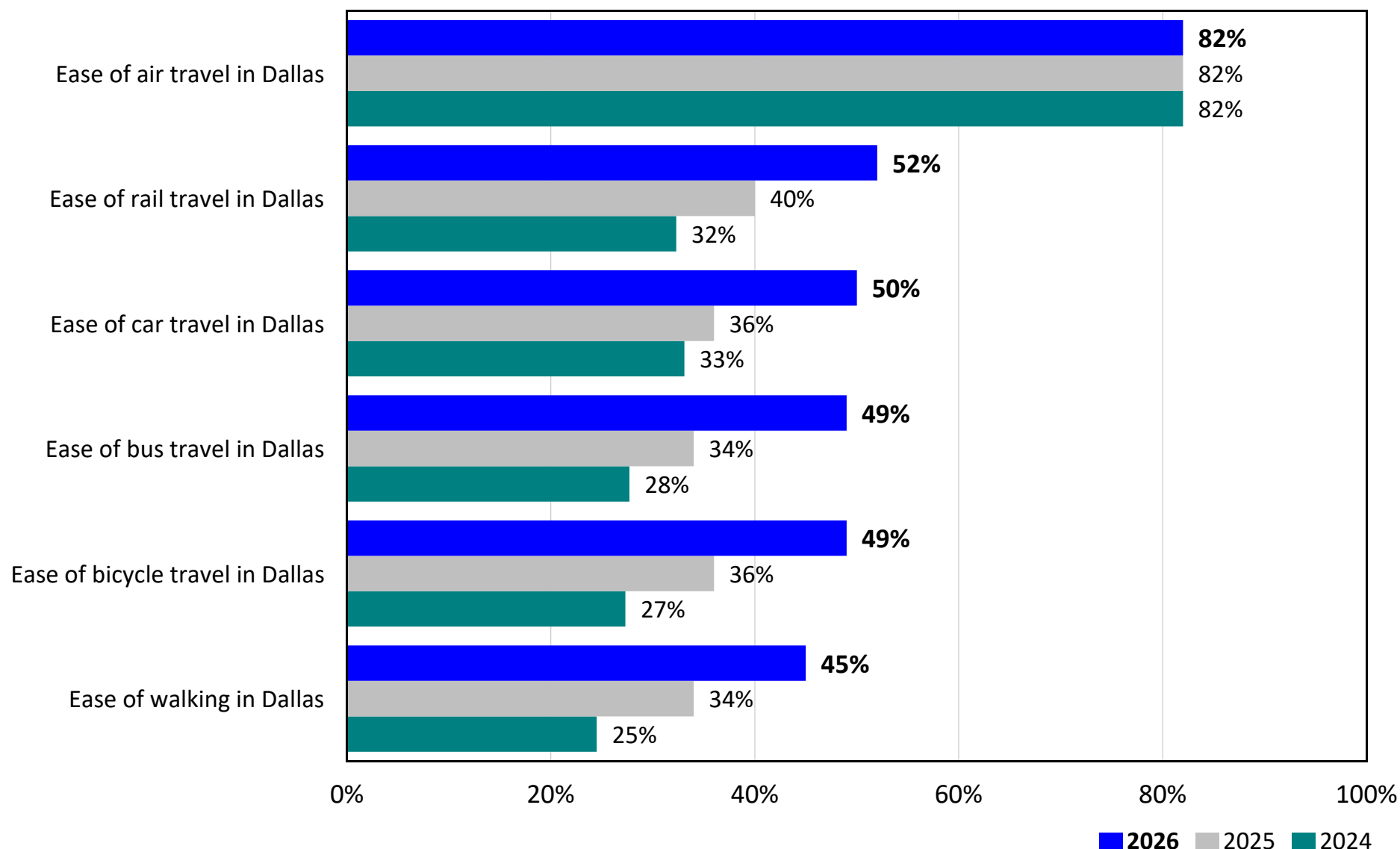
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Q2. Ratings of Characteristics of the Community: Mobility

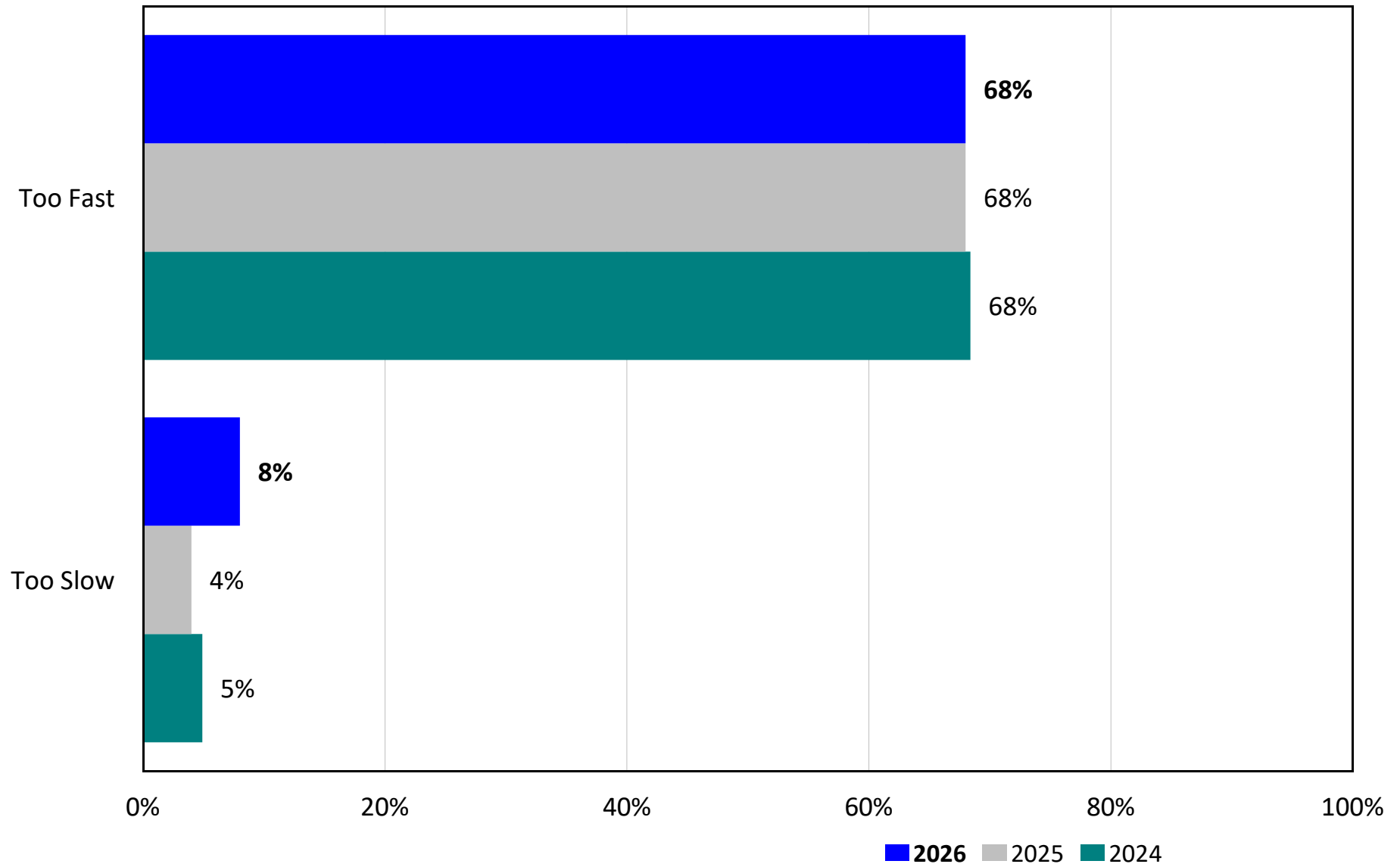
Trends - 2024, 2025, and 2026

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



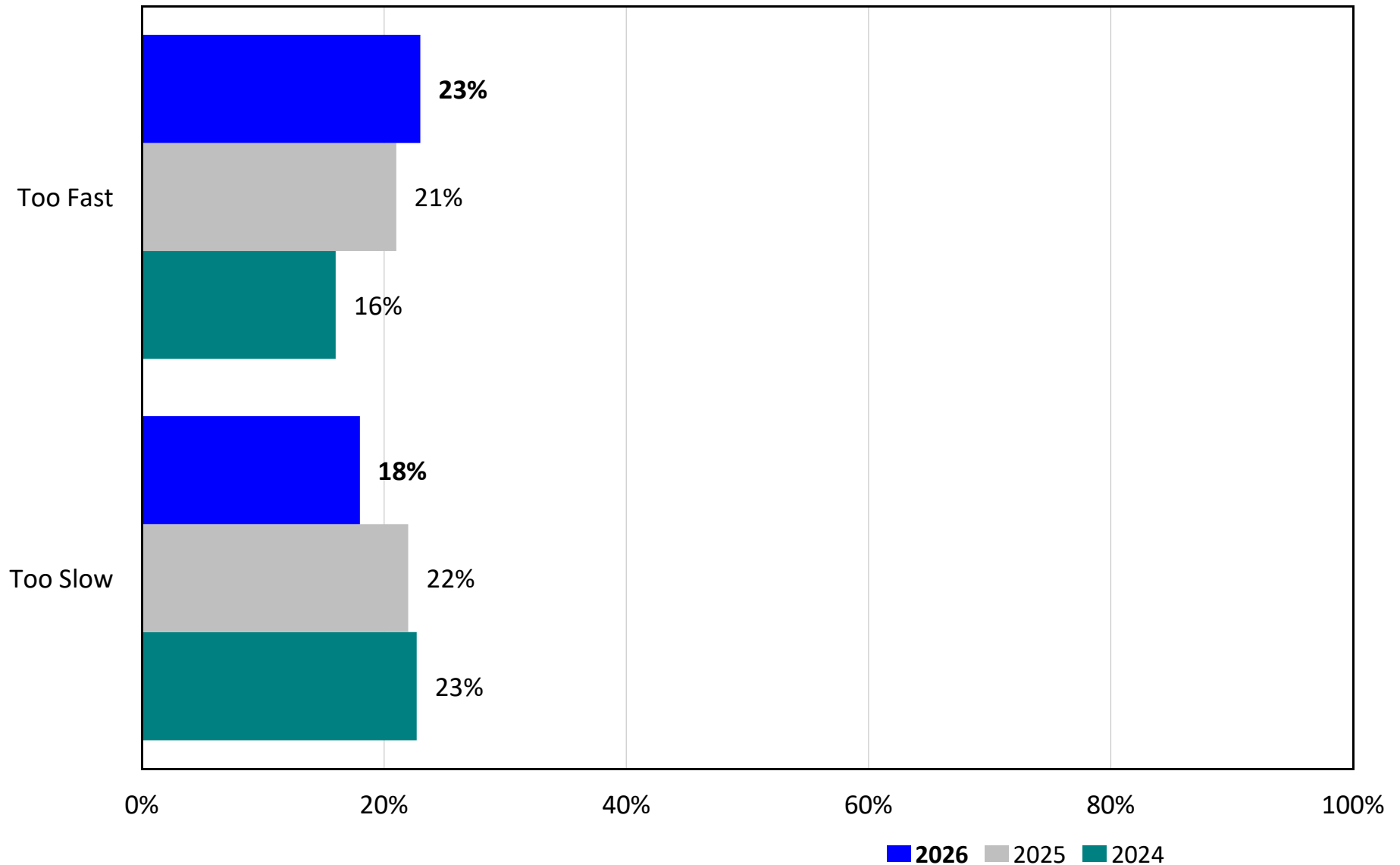
Q4. Ratings of Population Growth in Dallas: *Trends - 2024, 2025, and 2026*

by percentage of respondents (excluding don't knows)



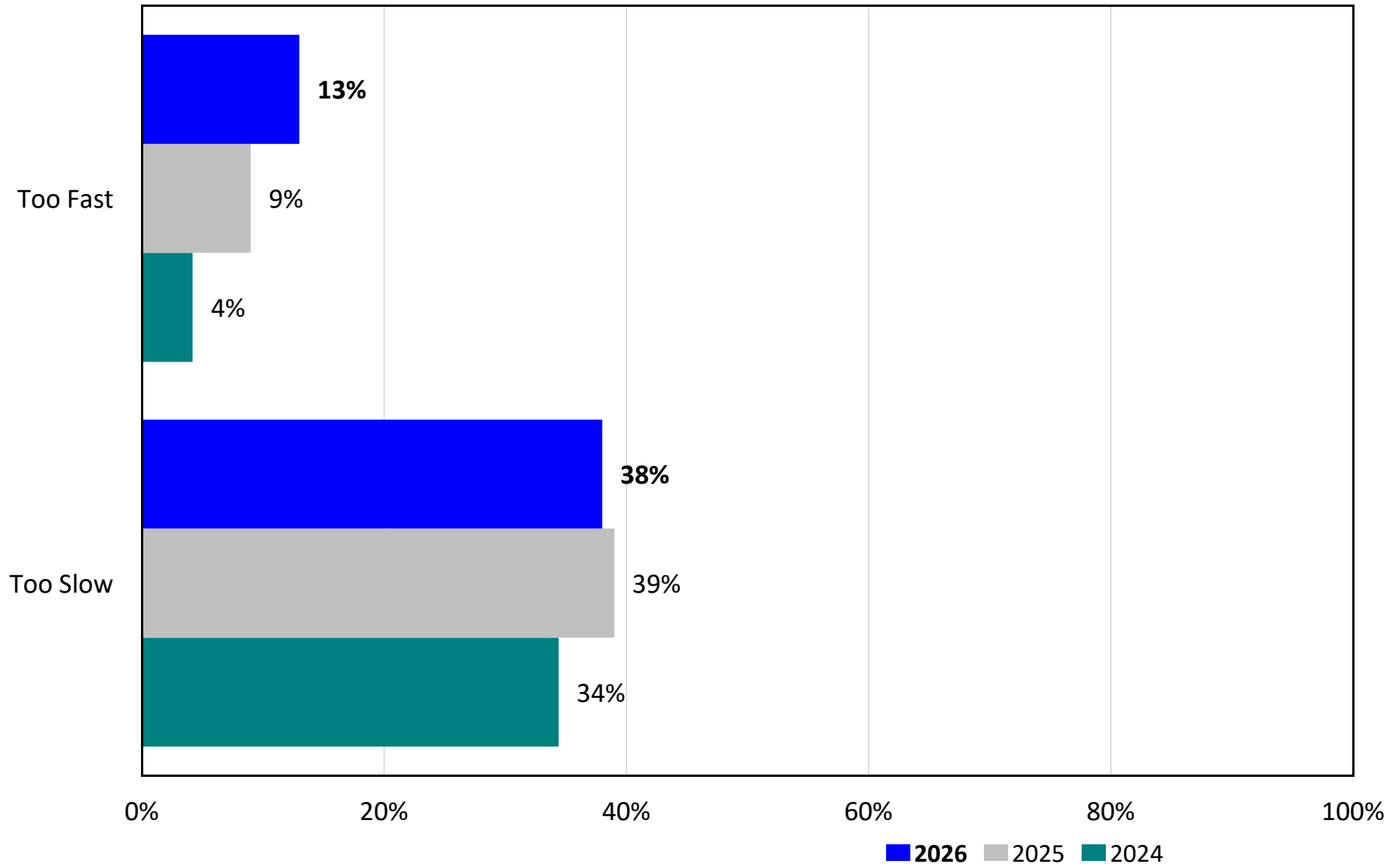
Q4. Ratings of Retail Growth in Dallas: *Trends - 2024, 2025, and 2026*

by percentage of respondents (excluding don't knows)



Q4. Ratings of Job Growth in Dallas: *Trends - 2024, 2025, and 2026*

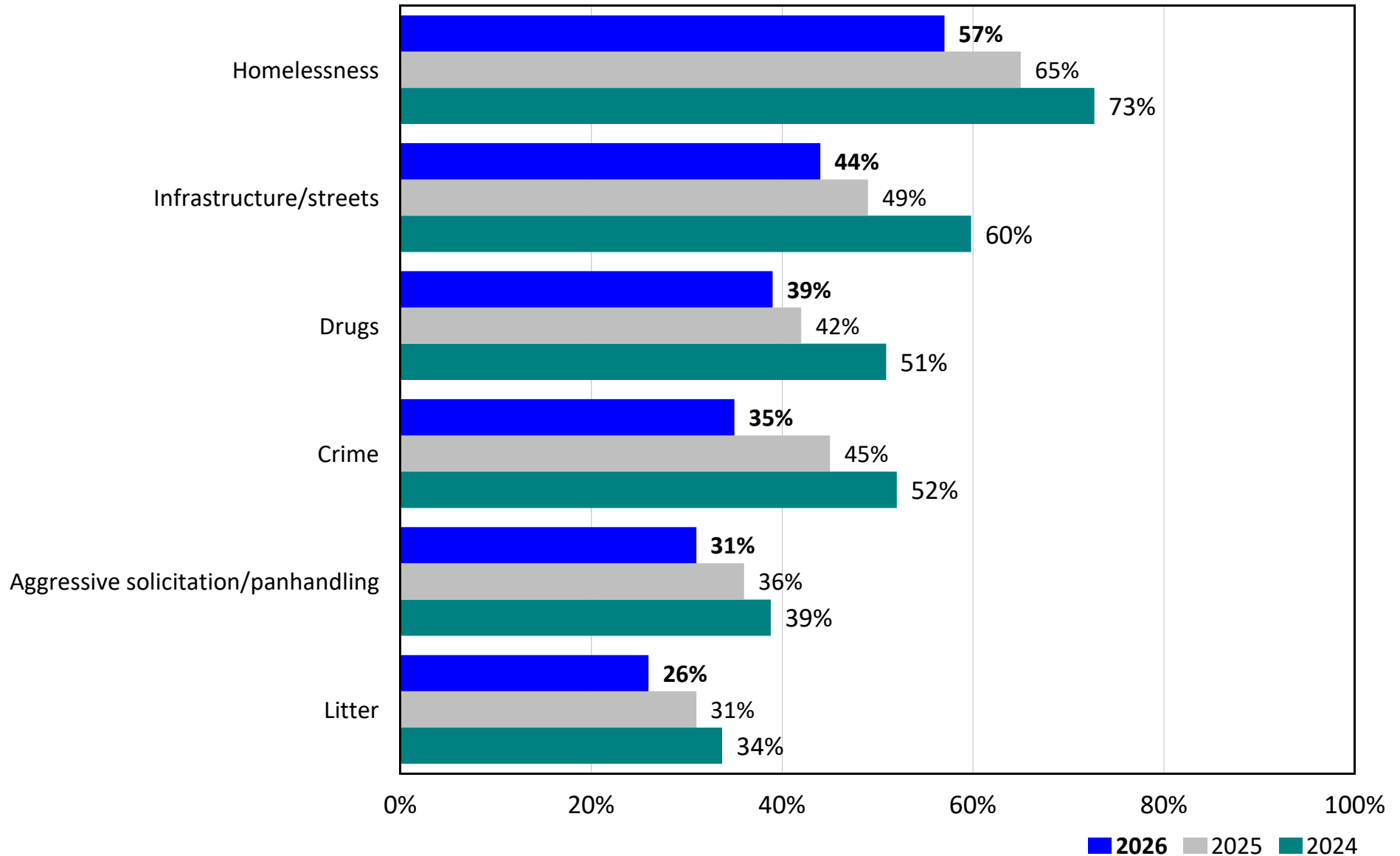
by percentage of respondents (excluding don't knows)



Q5. Perceptions of Problems in the City of Dallas

Trends - 2024, 2025, and 2026

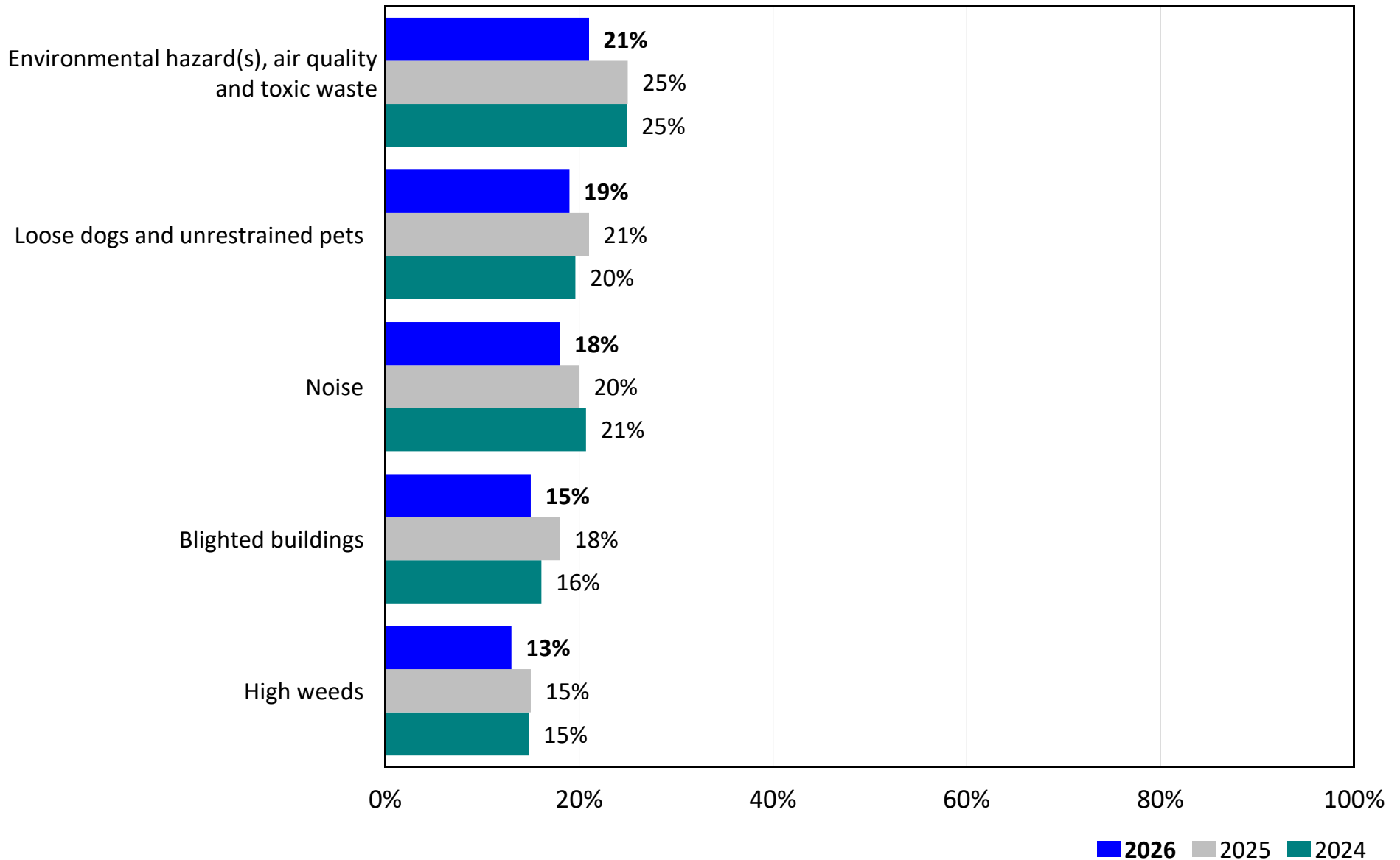
by percentage of respondents who rated the item as a “major problem” (excluding don't knows)



Q5. Perceptions of Problems in the City of Dallas (Cont.)

Trends - 2024, 2025, and 2026

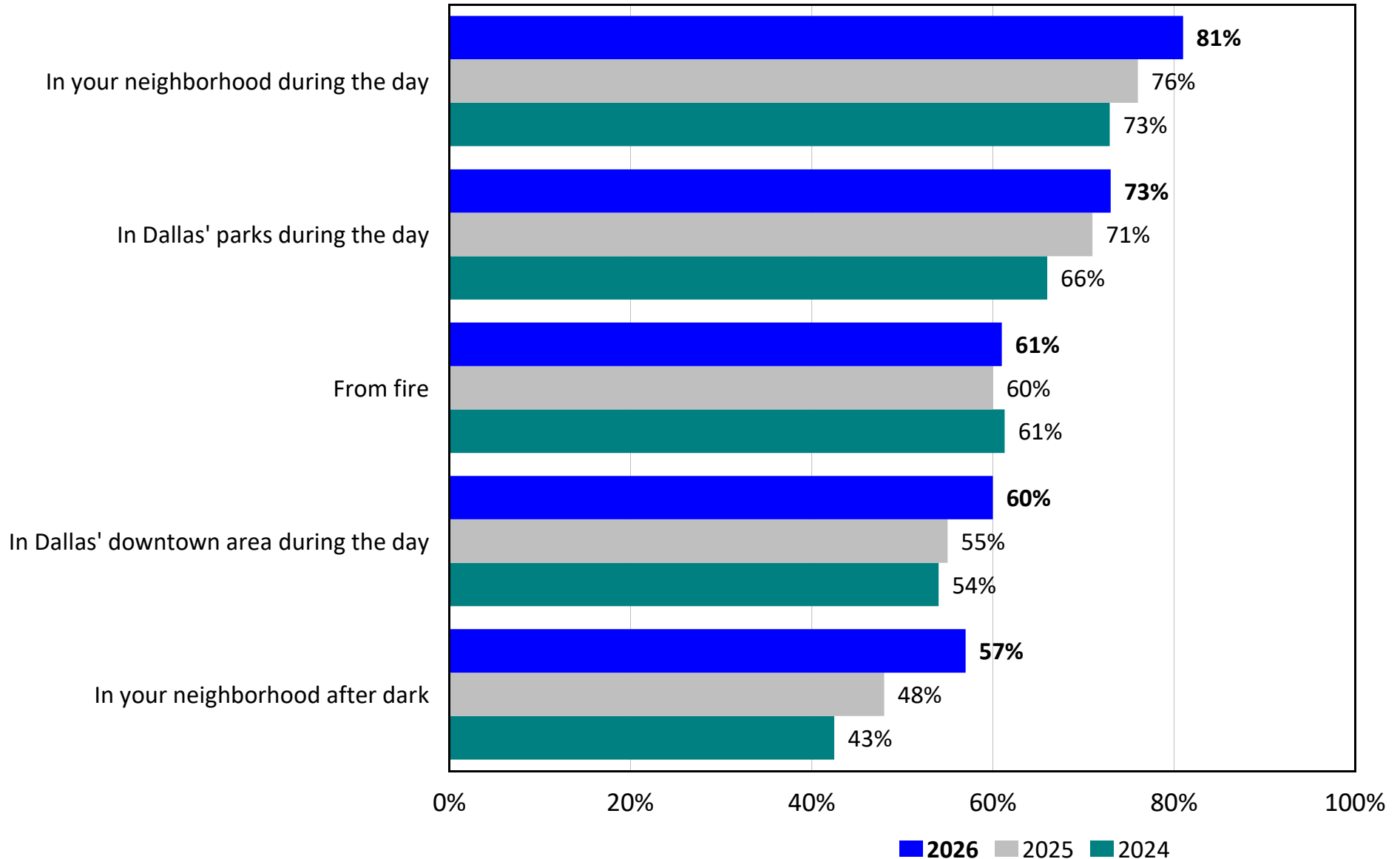
by percentage of respondents who rated the item as a “major problem” (excluding don't knows)



Q6. Perceptions of Safety in the City

Trends - 2024, 2025, and 2026

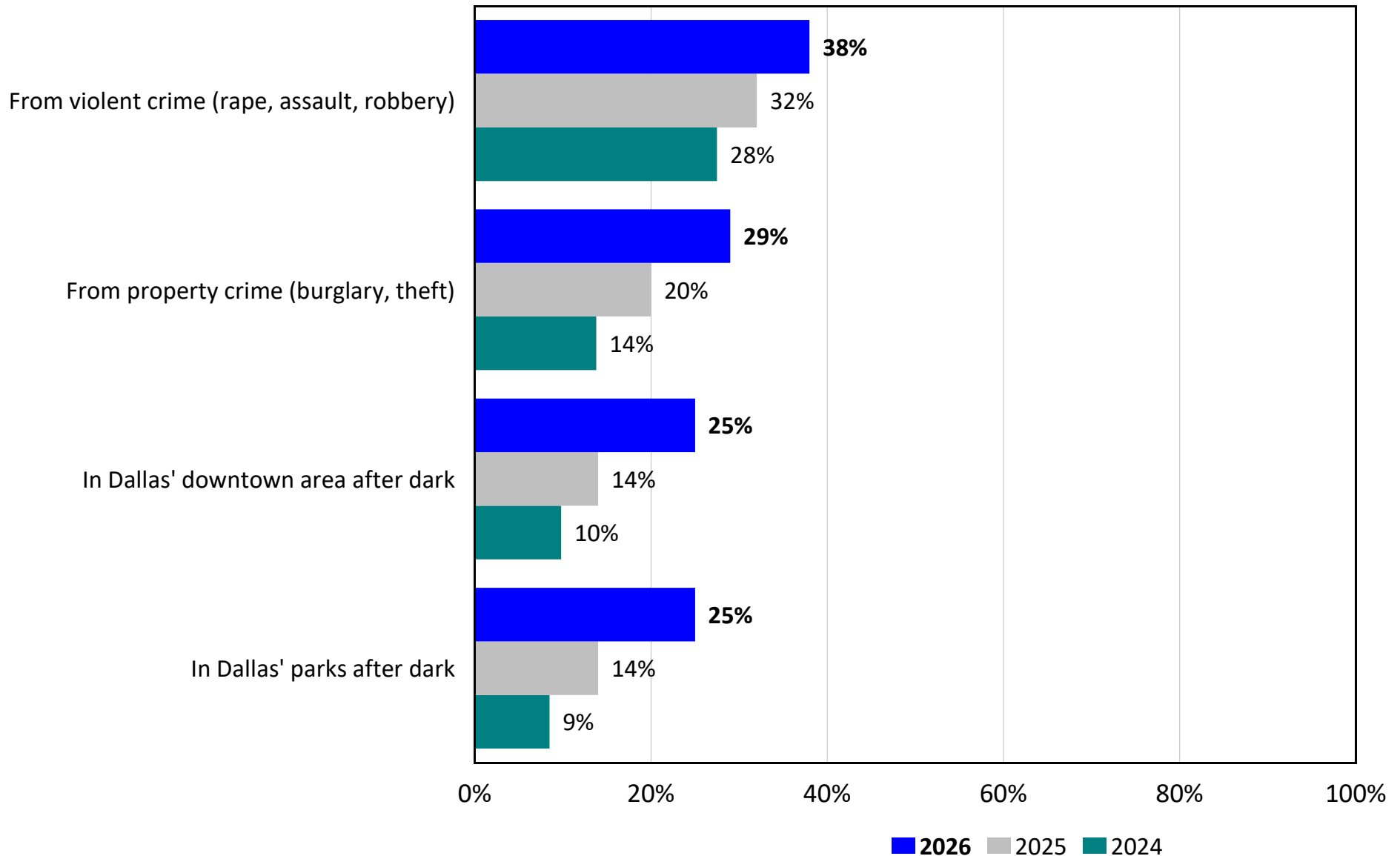
by percentage of respondents who rated the item as "very safe" or "somewhat safe" (excluding don't knows)



Q6. Perceptions of Safety in the City (Cont.)

Trends - 2024, 2025, and 2026

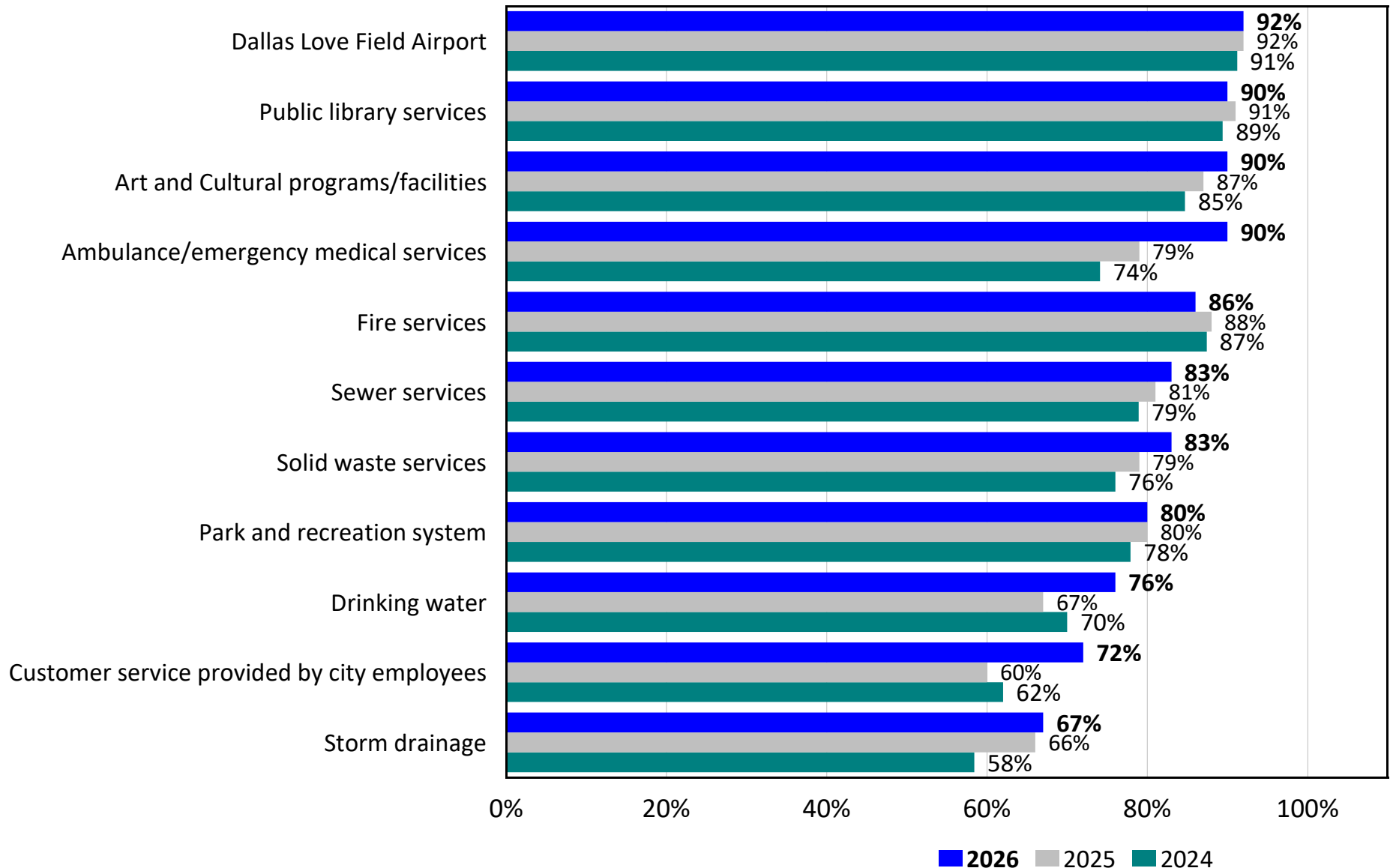
by percentage of respondents who rated the item as "very safe" or "somewhat safe" (excluding don't knows)



Q7. Ratings of Major Categories of City Services

Trends - 2024, 2025, and 2026

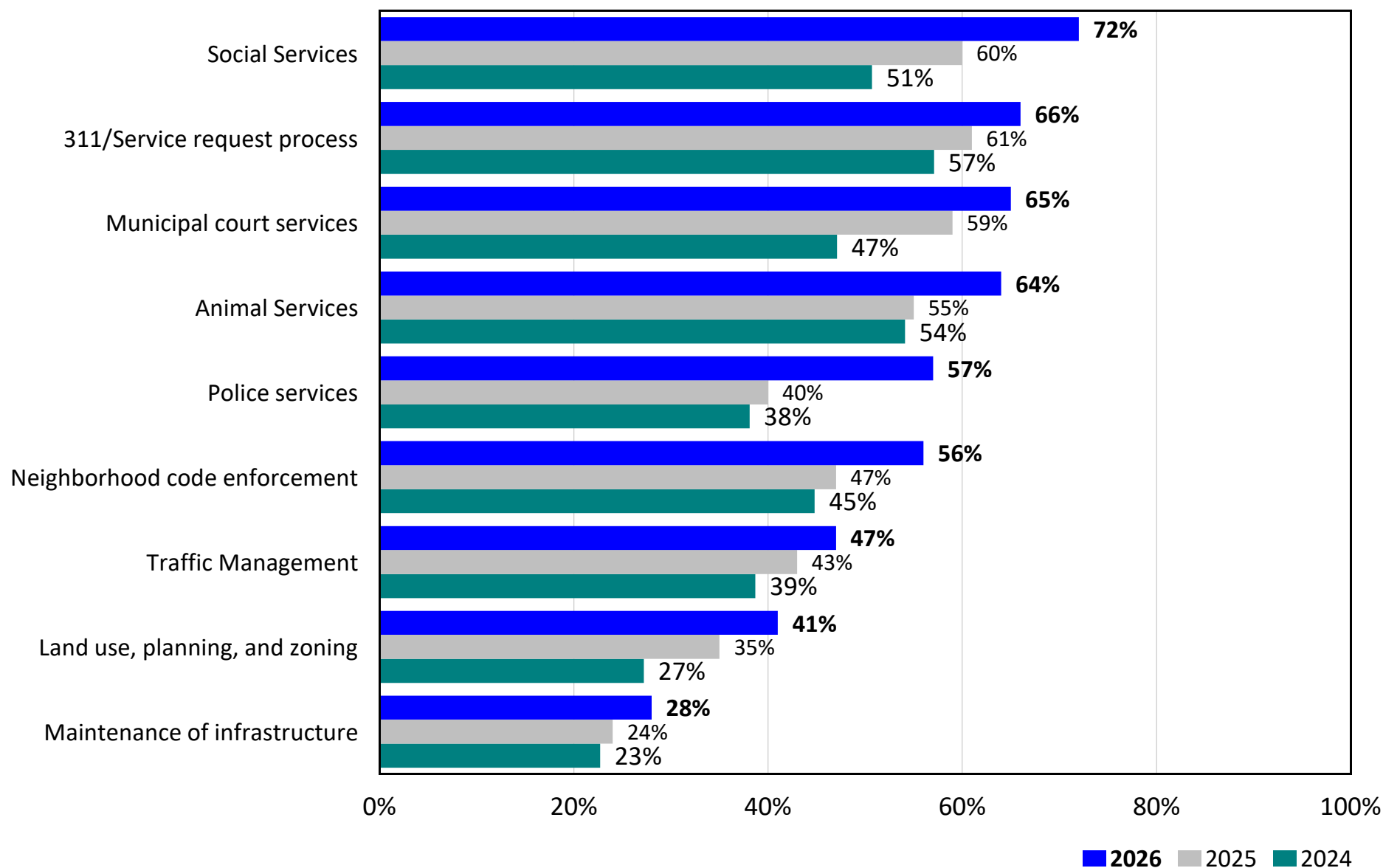
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Q7. Ratings of Major Categories of City Services (Cont.)

Trends - 2024, 2025, and 2026

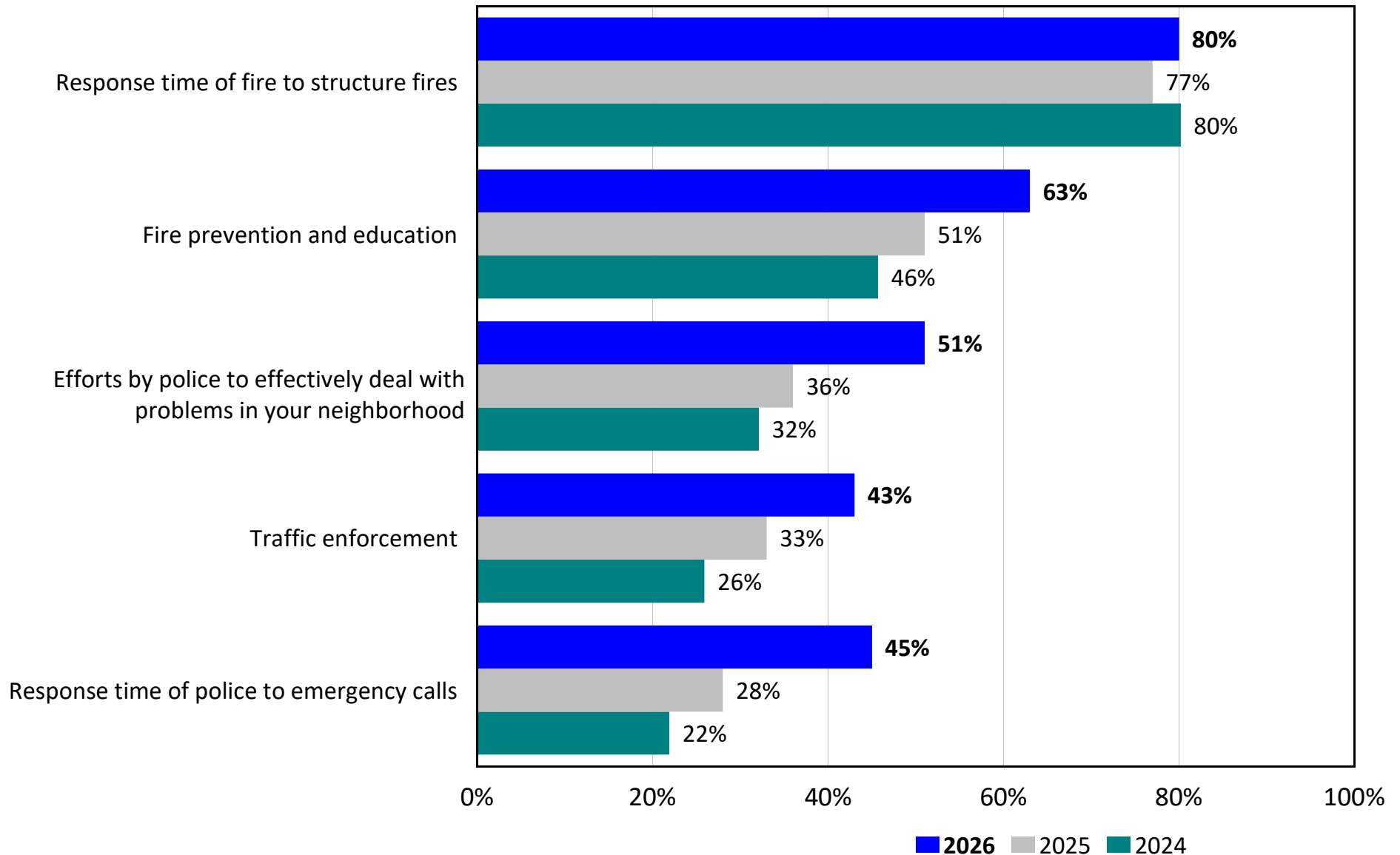
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Q9. Ratings of Public Safety Services

Trends - 2024, 2025, and 2026

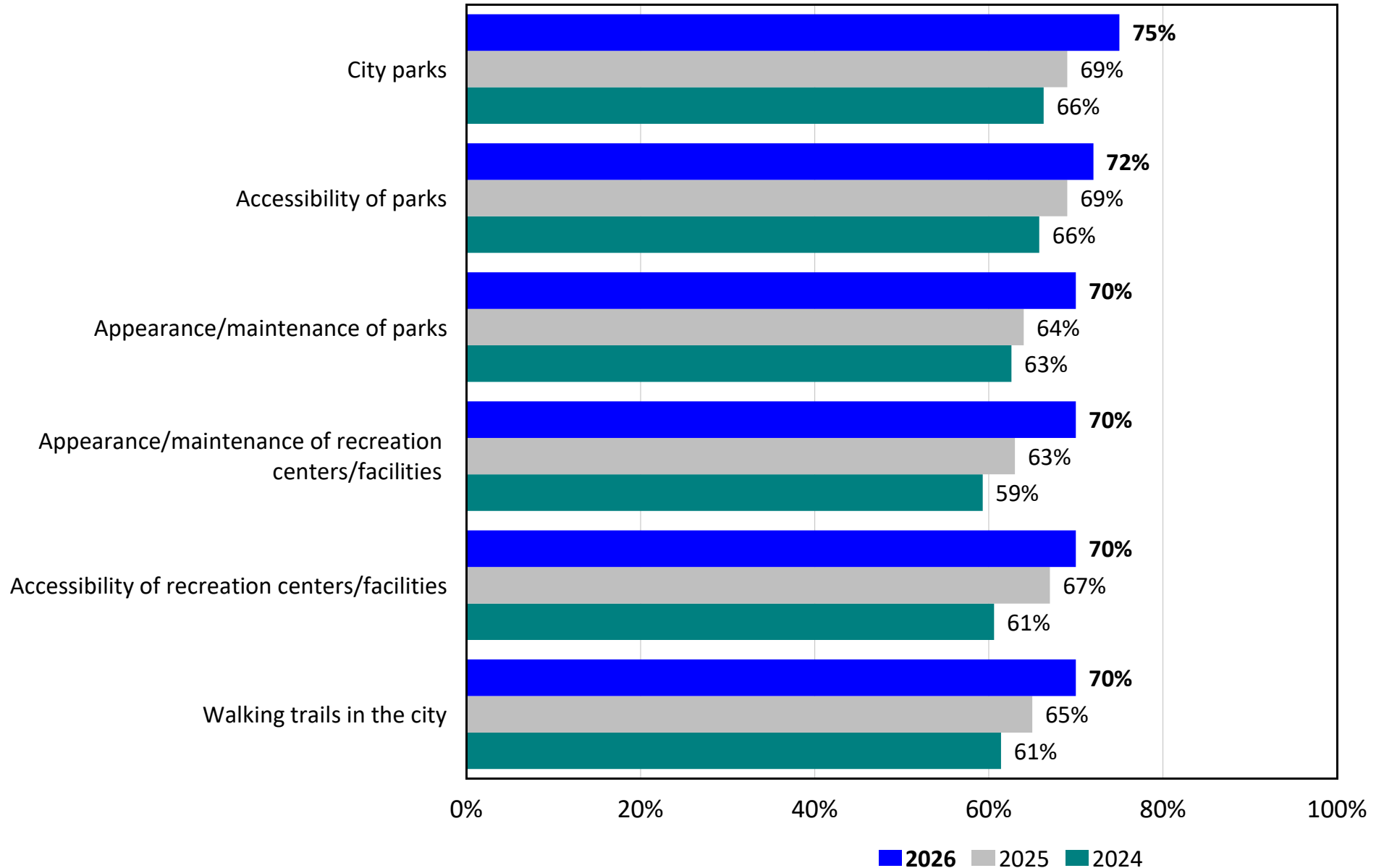
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Q11. Ratings of Parks and Recreation Services

Trends - 2024, 2025, and 2026

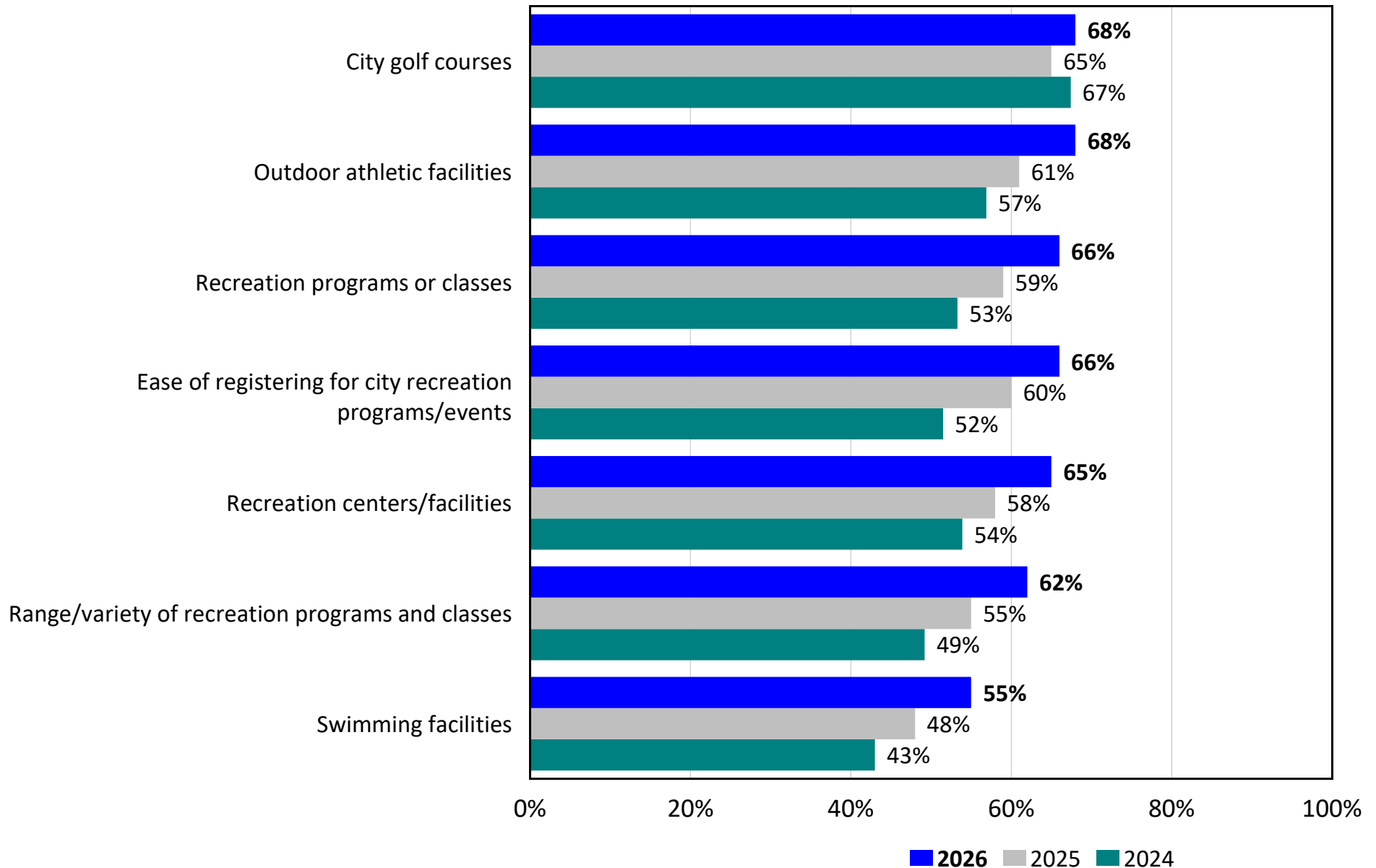
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Q11. Ratings of Parks and Recreation Services (Continued)

Trends - 2024, 2025, and 2026

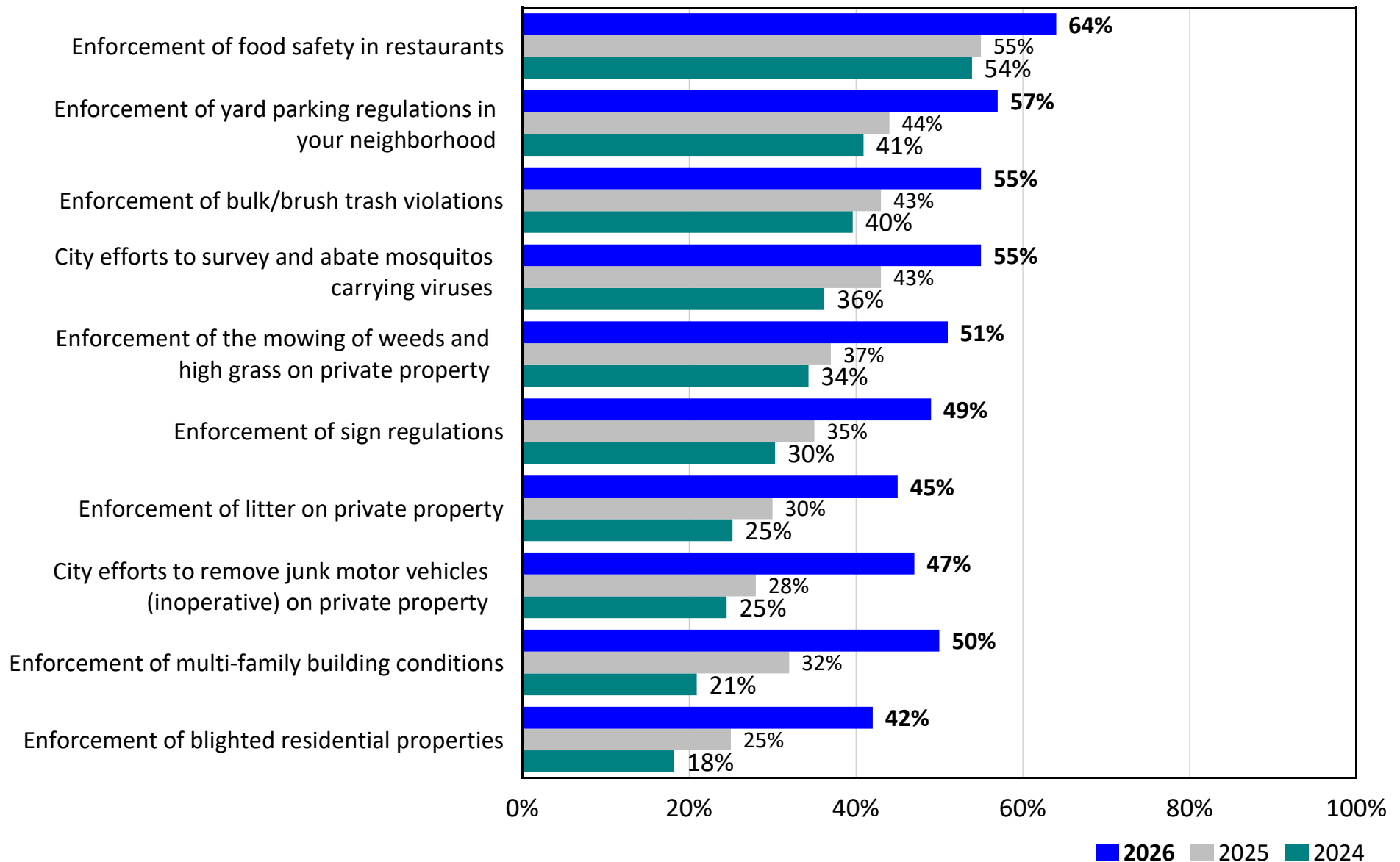
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Q13. Ratings of Code Enforcement Services

Trends - 2024, 2025, and 2026

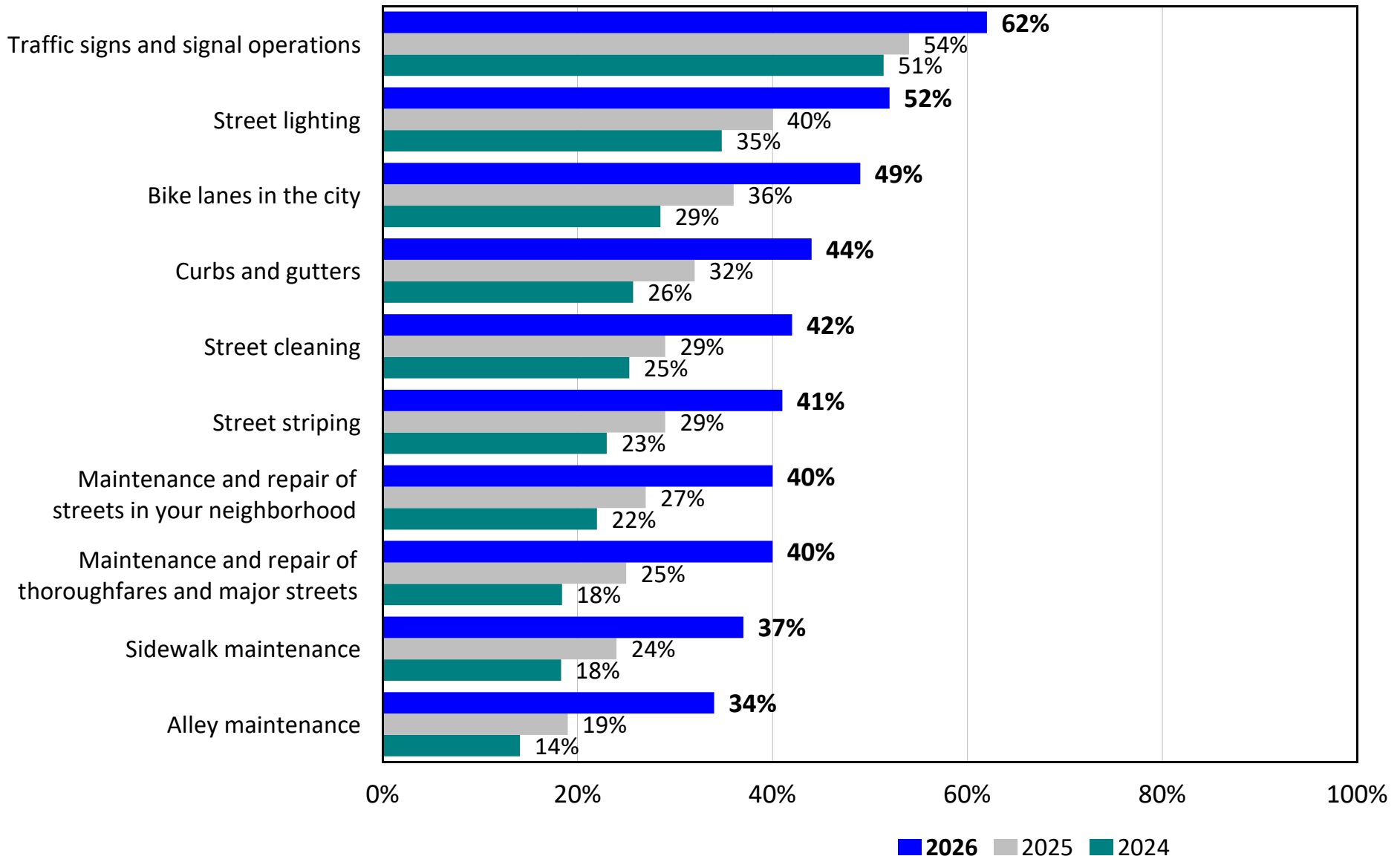
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Q15. Ratings of Streets and Infrastructure/Mobility Services

Trends - 2024, 2025, and 2026

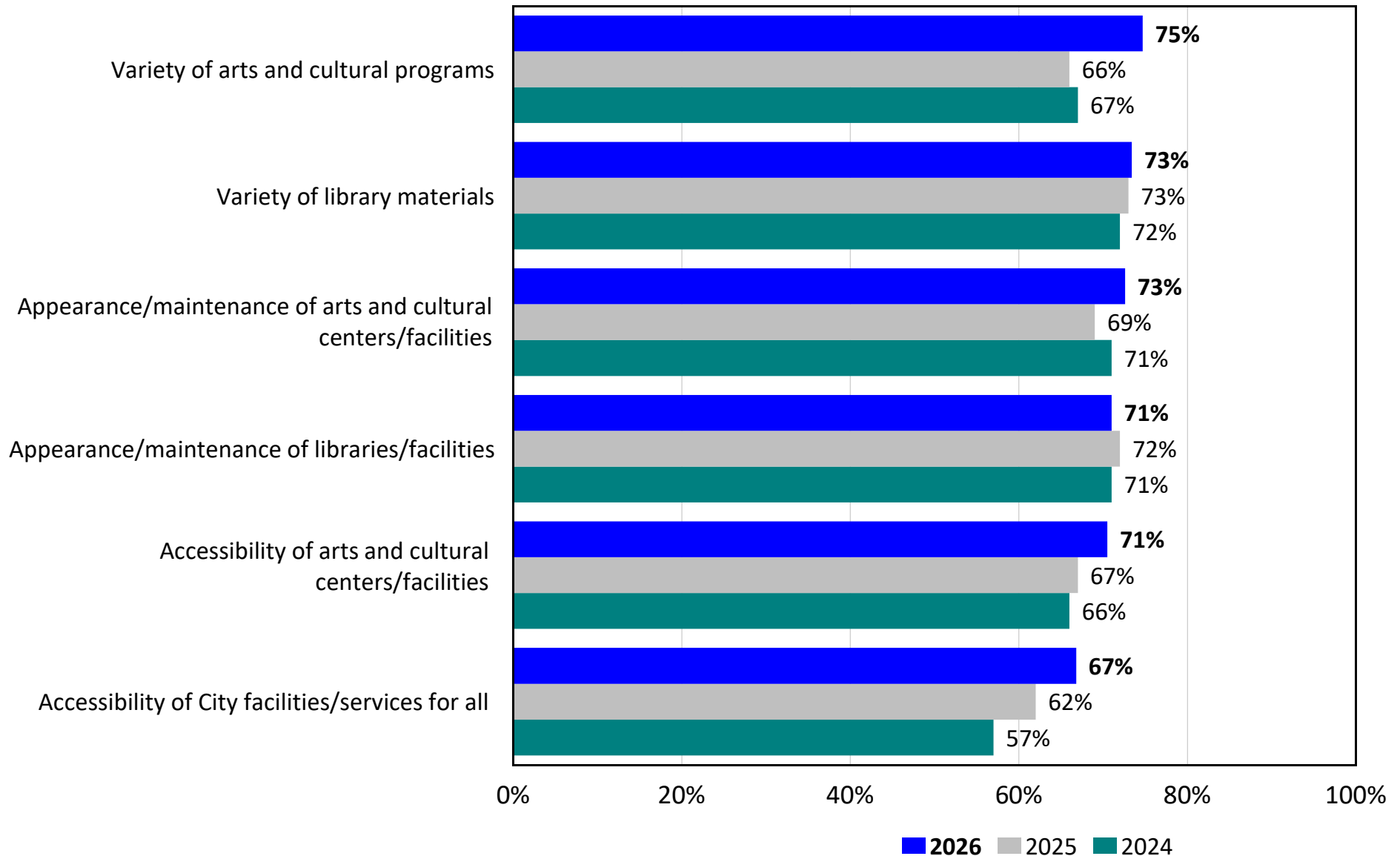
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Q18. Ratings of Other City Services/Facilities

Trends - 2024, 2025, and 2026

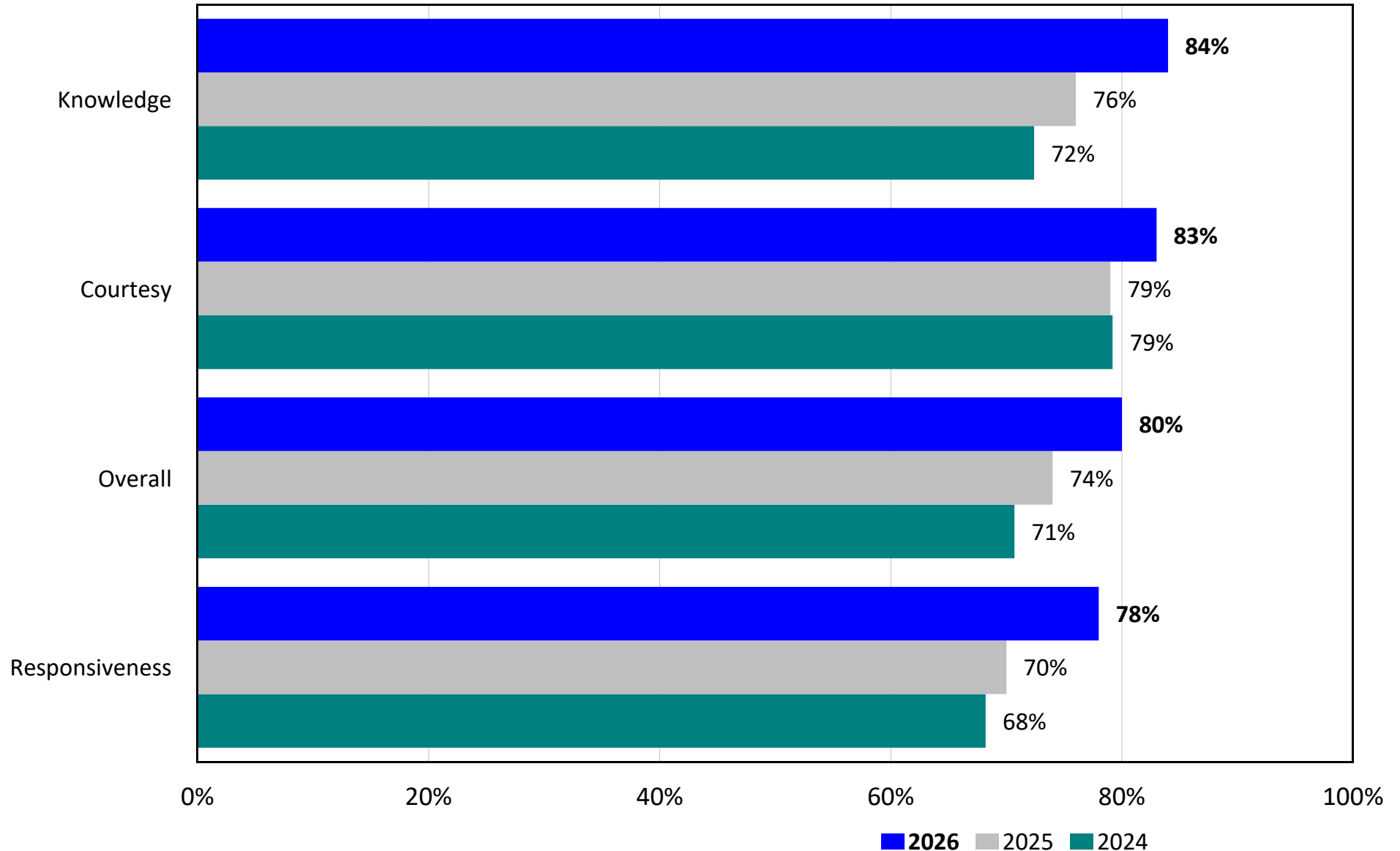
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Q19a. Ratings of Customer Service from City Employees

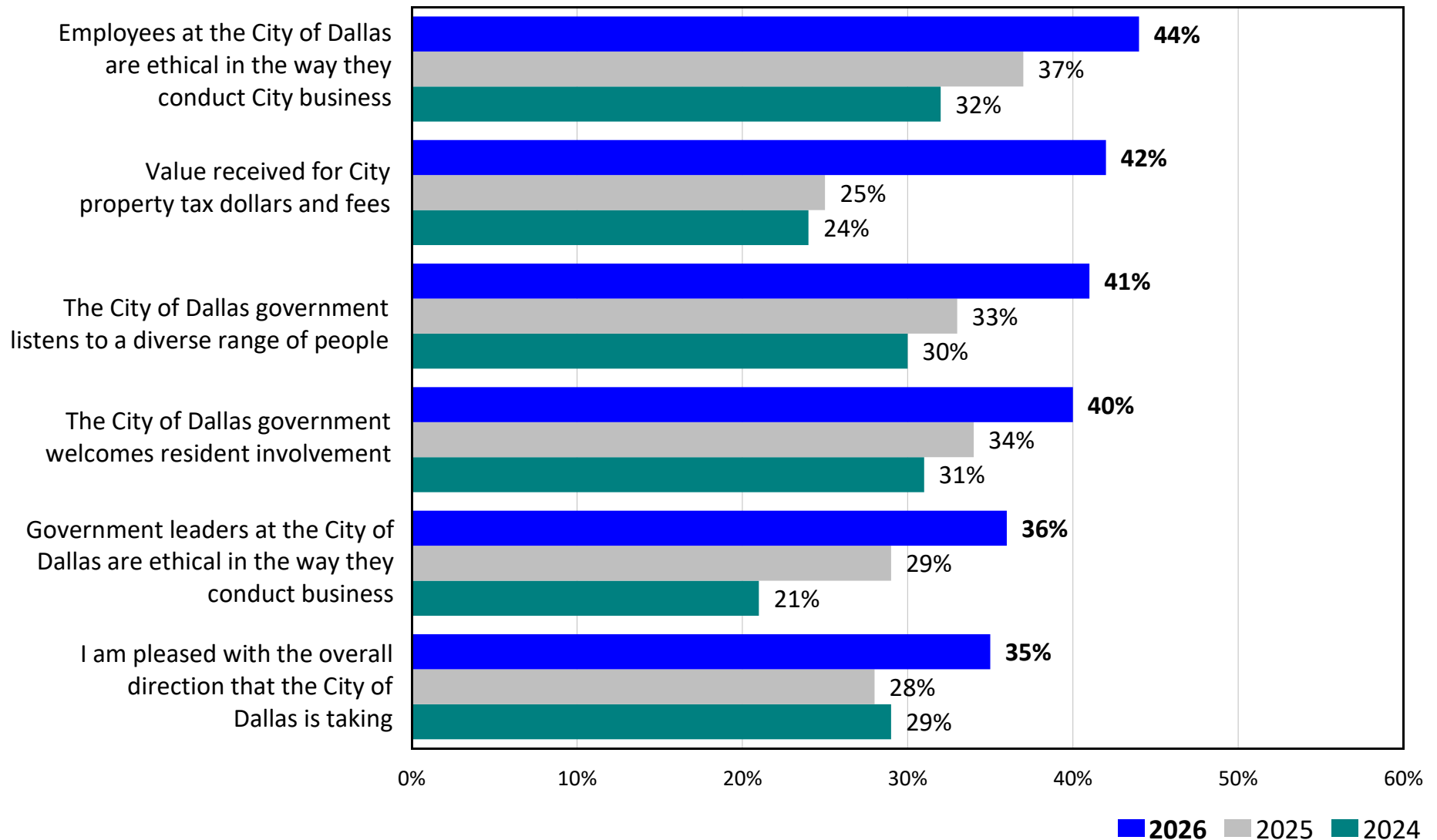
Trends - 2024, 2025, and 2026

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



Q22. Level of Agreement with Statements Related to the City of Dallas *Trends - 2024, 2025, and 2026*

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





Importance- Satisfaction Analysis

Importance-Satisfaction Analysis

Dallas, Texas

Overview

Today, community leaders 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 (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) 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, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first and second most important growth and development areas for Dallas. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding “Don’t Know” responses). “Don’t Know” responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify the parks and recreation areas that are most important for the City to emphasize. Thirty-two percent (32%) of households selected “*walking trails in the city*” as one of the most important parks and recreation services.

With regard to satisfaction, 70% of respondents surveyed rated “*walking trails in the city*” as a “4” or “5” on a 5-point scale (where “5” means “Very Satisfied”) excluding “Don’t Know” responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 32% was multiplied by 30% (1-0.70). This calculation yielded an I-S rating of 0.0967, which ranked 4th out of 13 parks and recreation services.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top two choices of importance and 0% indicate they are positively satisfied currently.

The lowest rating is 0.00 and could be achieved under either 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 as one of the two most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

The tables showing the results for the City of Dallas are provided on the following pages.

2026 Importance-Satisfaction Rating Dallas, Texas Quality of Life Characteristics

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Access to affordable, quality housing	44%	1	38%	17	0.2716	1
<u>High Priority (IS .10-.20)</u>						
Access to living-wage jobs	29%	3	60%	8	0.1187	2
Openness and acceptance of the community towards people of diverse backgrounds	30%	2	62%	6	0.1124	3
Access to affordable, quality health care	27%	4	60%	7	0.1084	4
<u>Medium Priority (IS <.10)</u>						
Sense of community	24%	5	59%	9	0.0968	5
Air quality	19%	8	49%	12	0.0936	6
Ease of car travel in Dallas	16%	10	50%	11	0.0778	7
Access to quality education	19%	7	65%	5	0.0665	8
Access to affordable, quality food	20%	6	70%	3	0.0597	9
Access to affordable, quality child-care	9%	12	45%	15	0.0475	10
Ease of walking in Dallas	8%	13	45%	16	0.0448	11
Overall image/reputation of Dallas	11%	11	66%	4	0.0360	12
Opportunities to attend arts and cultural events	17%	9	79%	2	0.0348	13
Ease of bus travel in Dallas	4%	14	49%	14	0.0203	14
Ease of rail travel in Dallas	4%	15	52%	10	0.0190	15
Ease of bicycle travel in Dallas	3%	17	49%	13	0.0162	16
Ease of air travel in Dallas	4%	16	82%	1	0.0064	17

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 "4" and "3" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 4 to 1 with "4" being Excellent and "1" being Poor.

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2026 Importance-Satisfaction Rating Dallas, Texas Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Maintenance of infrastructure	46%	1	28%	23	0.3334	1
<u>High Priority (IS .10-.20)</u>						
Police services	39%	2	57%	16	0.1678	2
Homeless Programs	28%	3	39%	22	0.1678	3
Housing	22%	7	50%	19	0.1127	4
Traffic management	21%	8	47%	20	0.1102	5
<u>Medium Priority (IS <.10)</u>						
Neighborhood code enforcement	23%	6	56%	18	0.0994	6
Land use, planning, and zoning	14%	13	41%	21	0.0812	7
Drinking water	27%	4	76%	9	0.0645	8
Customer service provided by city employees	15%	11	72%	10	0.0414	9
Social services	14%	12	72%	11	0.0392	10
Solid waste services	19%	9	83%	6	0.0310	11
Park and recreation system	13%	14	80%	8	0.0263	12
Ambulance/emergency medical services	24%	5	90%	4	0.0246	13
Communication by the City	6%	18	57%	17	0.0239	14
Animal services	7%	17	64%	15	0.0236	15
Fire services	17%	10	86%	5	0.0233	16
311/Service request process	5%	20	66%	13	0.0174	17
Storm drainage	5%	21	67%	12	0.0153	18
Art and cultural programs/facilities	13%	15	90%	2	0.0125	19
Public library services	10%	16	90%	3	0.0099	20
Sewer services	5%	19	83%	7	0.0090	21
Municipal court services	3%	22	65%	14	0.0088	22
Dallas Love Field Airport	2%	23	92%	1	0.0017	23

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 "4" and "3" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 4 to 1 with "4" being Excellent and "1" being Poor.

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2026 Importance-Satisfaction Rating

Dallas, Texas

Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Response time of police to emergency calls	40%	1	45%	9	0.2184	1
<u>High Priority (IS .10-.20)</u>						
Visibility of police in neighborhoods	28%	2	39%	11	0.1696	2
Efforts by police to effectively deal with problems in your neighborhood	24%	3	51%	7	0.1173	3
Traffic enforcement	20%	5	43%	10	0.1154	4
Mental health programs	21%	4	47%	8	0.1129	5
<u>Medium Priority (IS <.10)</u>						
Visibility of police in commercial and retail areas	15%	6	54%	6	0.0692	6
Prevention programs for youth	10%	9	60%	5	0.0398	7
Response time of fire department to medical emergencies	14%	7	81%	1	0.0261	8
Response time of fire department to structure fires	11%	8	80%	2	0.0223	9
Fire prevention and education	5%	10	63%	3	0.0180	10
Quality of volunteer disaster response programs	4%	11	61%	4	0.0141	11

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 "4" and "3" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 4 to 1 with "4" being Excellent and "1" being Poor.

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2026 Importance-Satisfaction Rating

Dallas, Texas

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
City parks	48.70%	1	74.60%	1	0.1237	1
Recreation centers/facilities	29.60%	4	64.90%	11	0.1039	2
Recreation programs or classes	30.40%	3	65.90%	9	0.1037	3
Medium Priority (IS <.10)						
Walking trails in the City	31.90%	2	69.70%	3	0.0967	4
Appearance/maintenance of parks	29.40%	5	69.70%	4	0.0891	5
Range/variety of recreation programs and classes	23.20%	6	61.80%	12	0.0886	6
Accessibility of parks	22.30%	7	72.20%	2	0.0620	7
Outdoor athletic facilities	14.30%	8	67.90%	7	0.0459	8
Accessibility of recreation centers/facilities	14.10%	9	69.50%	5	0.0430	9
Appearance/maintenance of recreation centers/facilities	12.80%	10	68.20%	6	0.0407	10
Swimming facilities	8.00%	11	55.00%	13	0.0360	11
Ease of registering for city recreation programs/events	7.50%	12	65.70%	10	0.0257	12
City golf courses	4.00%	13	67.50%	8	0.0130	13

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 "4" and "3" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 4 to 1 with "4" being Excellent and "1" being Poor.

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2026 Importance-Satisfaction Rating

Dallas, Texas

Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Enforcement of blighted residential properties	30%	1	42%	10	0.1723	1
Enforcement of multi-family building conditions	25%	2	50%	6	0.1273	2
<u>Medium Priority (IS <.10)</u>						
City efforts to survey and abate mosquitos carrying viruses	22%	4	55%	3	0.0990	3
City efforts to remove junk motor vehicles (inoperative) on private property	18%	6	47%	8	0.0959	4
Enforcement of the mowing of weeds and high grass on private property	18%	5	51%	5	0.0896	5
Enforcement of food safety in restaurants	23%	3	64%	1	0.0852	6
Enforcement of litter on private property	12%	9	45%	9	0.0672	7
Enforcement of bulk/brush trash violations	14%	7	55%	4	0.0647	8
Enforcement of sign regulations	13%	8	49%	7	0.0645	9
Enforcement of yard parking regulations in your neighborhood	8%	10	57%	2	0.0360	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 "4" and "3" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 4 to 1 with "4" being Excellent and "1" being Poor.

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2026 Importance-Satisfaction Rating Dallas, Texas Streets and Infrastructure/Mobility

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Maintenance and repair of thoroughfares and major streets	49%	1	40%	8	0.2978	1
Maintenance and repair of streets in your neighborhood	44%	2	40%	7	0.2601	2
<u>High Priority (IS .10-.20)</u>						
Sidewalk maintenance	19%	3	37%	9	0.1181	3
<u>Medium Priority (IS <.10)</u>						
Street lighting	15%	5	52%	2	0.0737	4
Street cleaning	13%	6	42%	5	0.0733	5
Alley maintenance	10%	8	34%	10	0.0637	6
Traffic signs and signal operations	17%	4	62%	1	0.0629	7
Street striping	10%	9	41%	6	0.0565	8
Curbs and gutters	10%	10	44%	4	0.0531	9
Bike lanes in the City	10%	7	49%	3	0.0520	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 "4" and "3" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 4 to 1 with "4" being Excellent and "1" being Poor.

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2026 Importance-Satisfaction Rating

Dallas, Texas

Communication

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Opportunity to engage/provide input into decisions made by City Government	52%	2	41%	5	0.3089	1
The availability of information about City Government programs and services	59%	1	53%	3	0.2748	2
<u>High Priority (IS .10-.20)</u>						
Overall usefulness of the City Government website	40%	3	53%	2	0.1872	3
<u>Medium Priority (IS <.10)</u>						
The city government use of social media	16%	5	50%	4	0.0783	4
Quality of city video programming including city television channel and web streaming	16%	4	55%	1	0.0723	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 "4" and "3" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 4 to 1 with "4" being Excellent and "1" being Poor.

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I-S Matrix Analysis

Dallas, Texas

Overview

Today, 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 or that are most useful to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

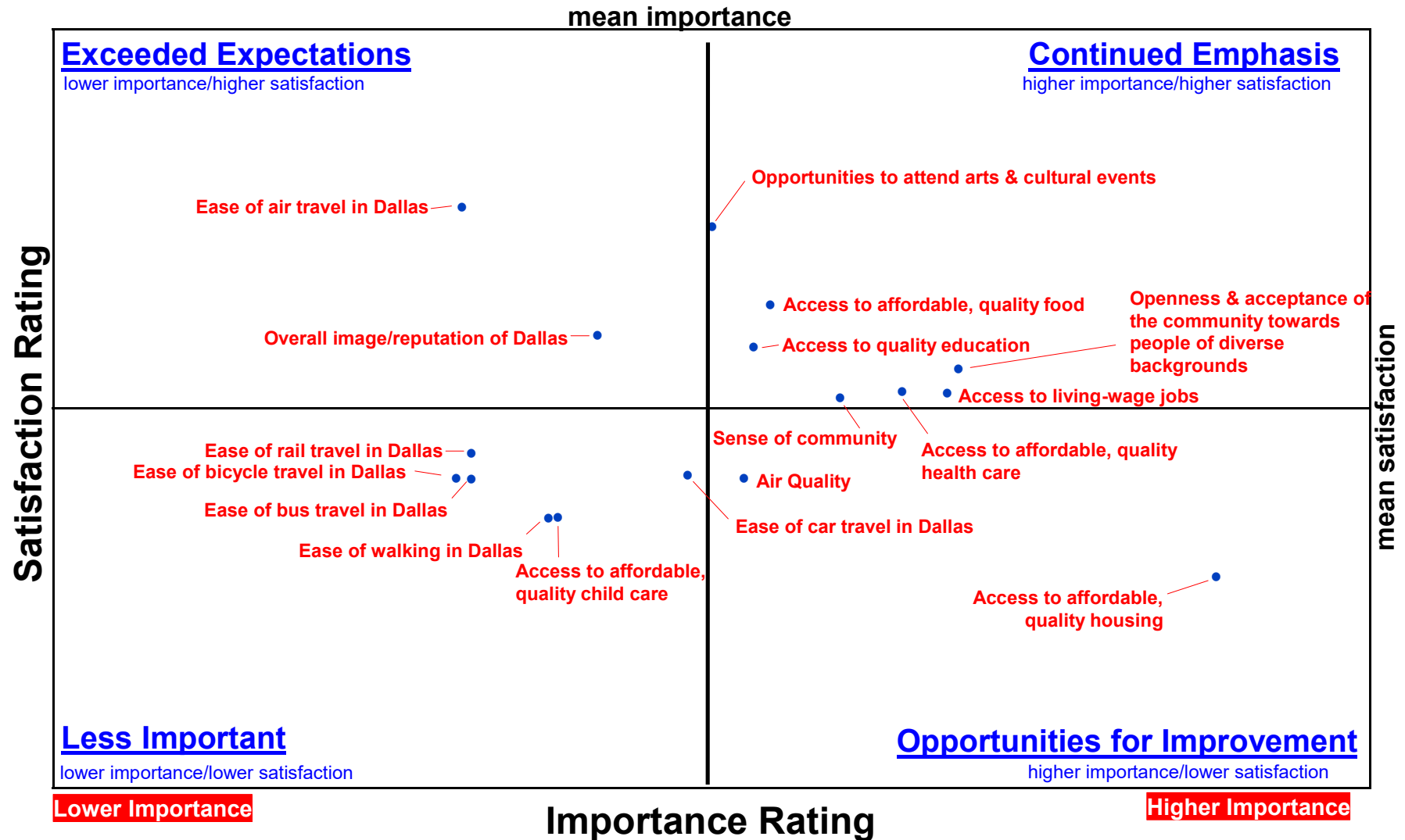
The Matrix Analysis rating is a unique tool that allows public officials to better understand these highly important decision making criteria for each of the services they are providing. The Matrix Analysis rating is based on the concept that public agencies will maximize overall resident satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance or usefulness of the service is relatively high. ETC Institute developed a matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction or Agreement (vertical) and relative Importance or Usefulness (horizontal).

The matrices in this section should be interpreted as follows.

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

2026 City of Dallas Community Survey Importance-Satisfaction Assessment Matrix -Quality of Life Characteristics-

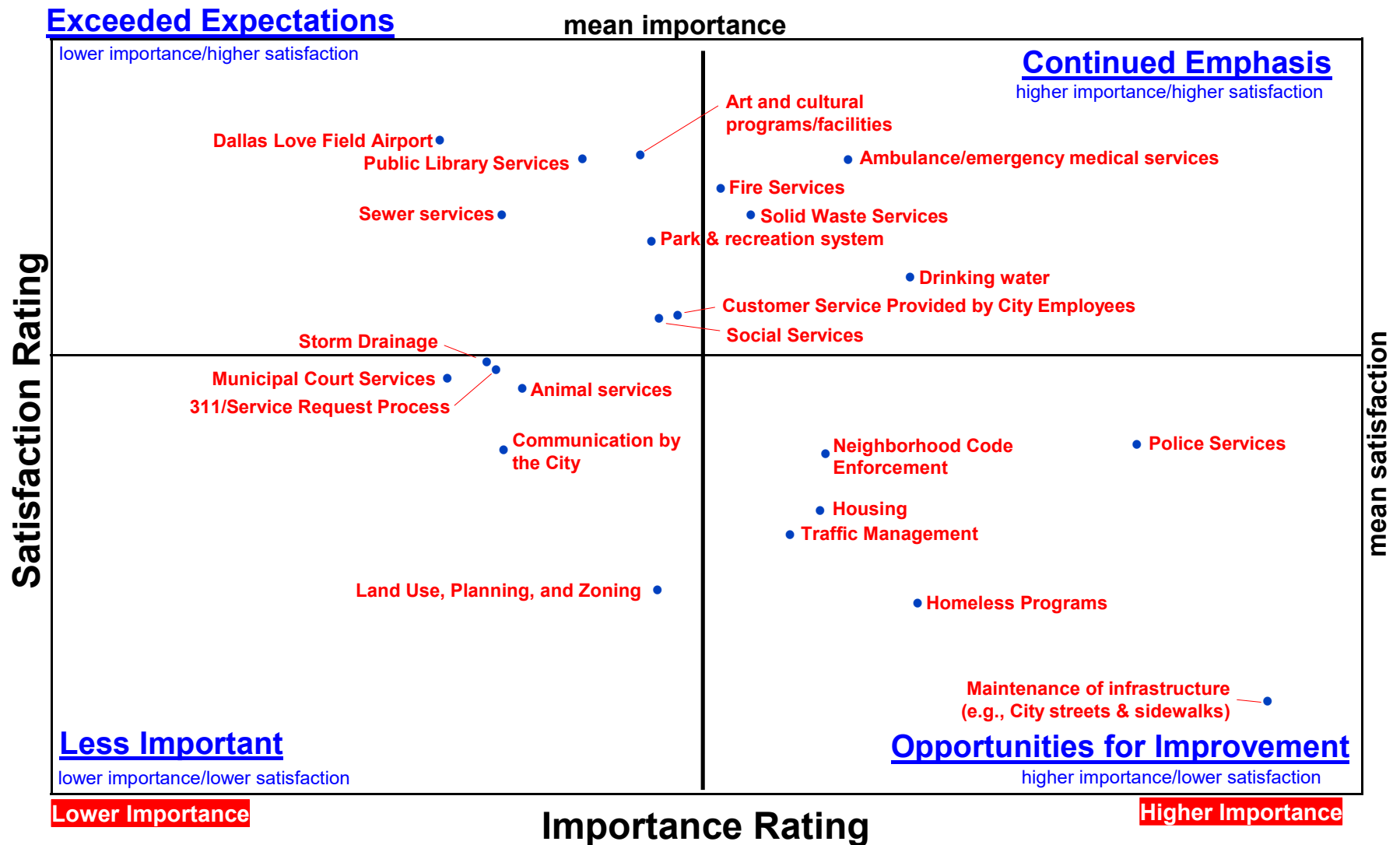
(points on the graph show deviations from the mean importance and agreement ratings given by respondents to the survey)



2026 City of Dallas Community Survey Importance-Satisfaction Assessment Matrix

-Major Categories of City Services-

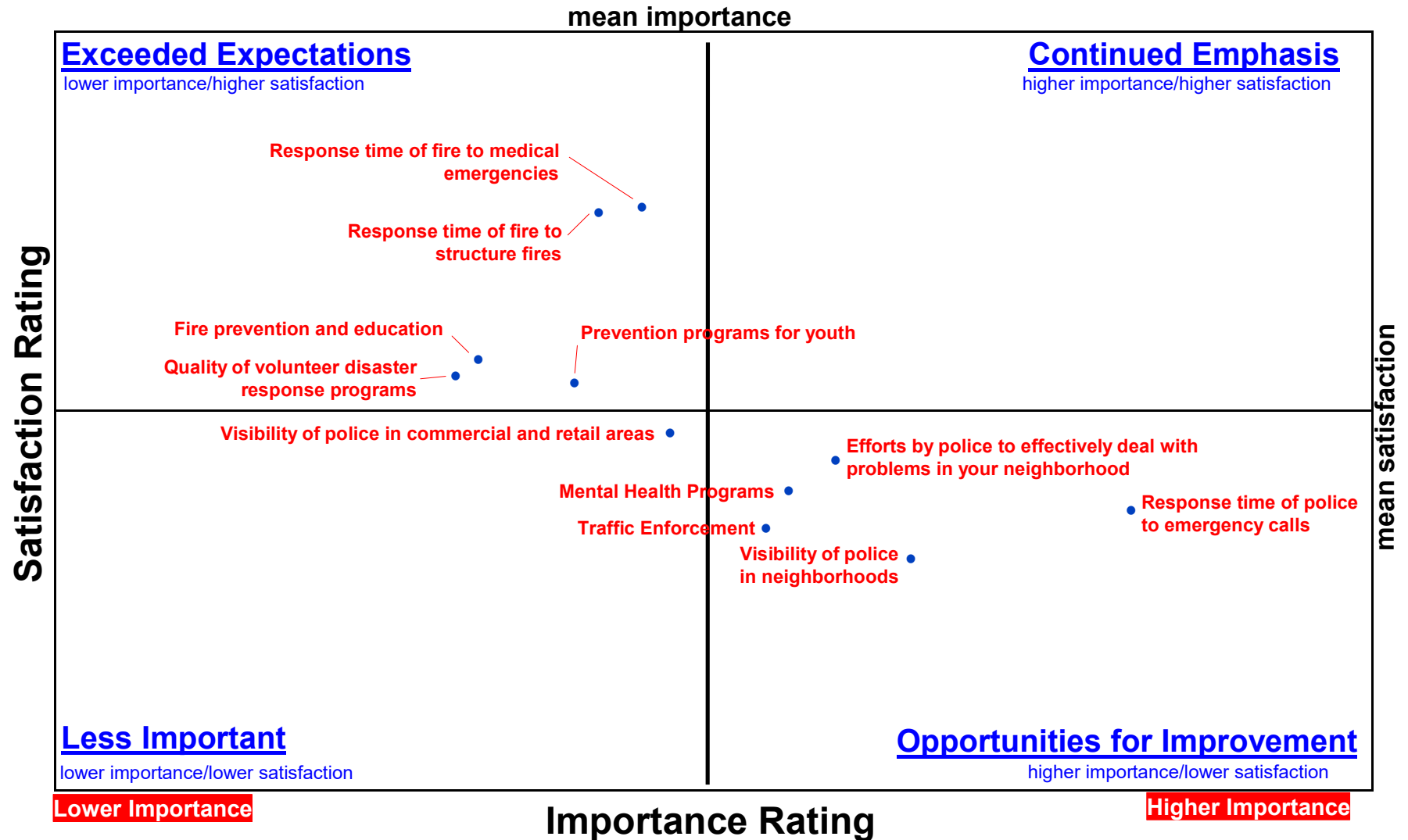
(points on the graph show deviations from the mean importance and agreement ratings given by respondents to the survey)



2026 City of Dallas Community Survey Importance-Satisfaction Assessment Matrix

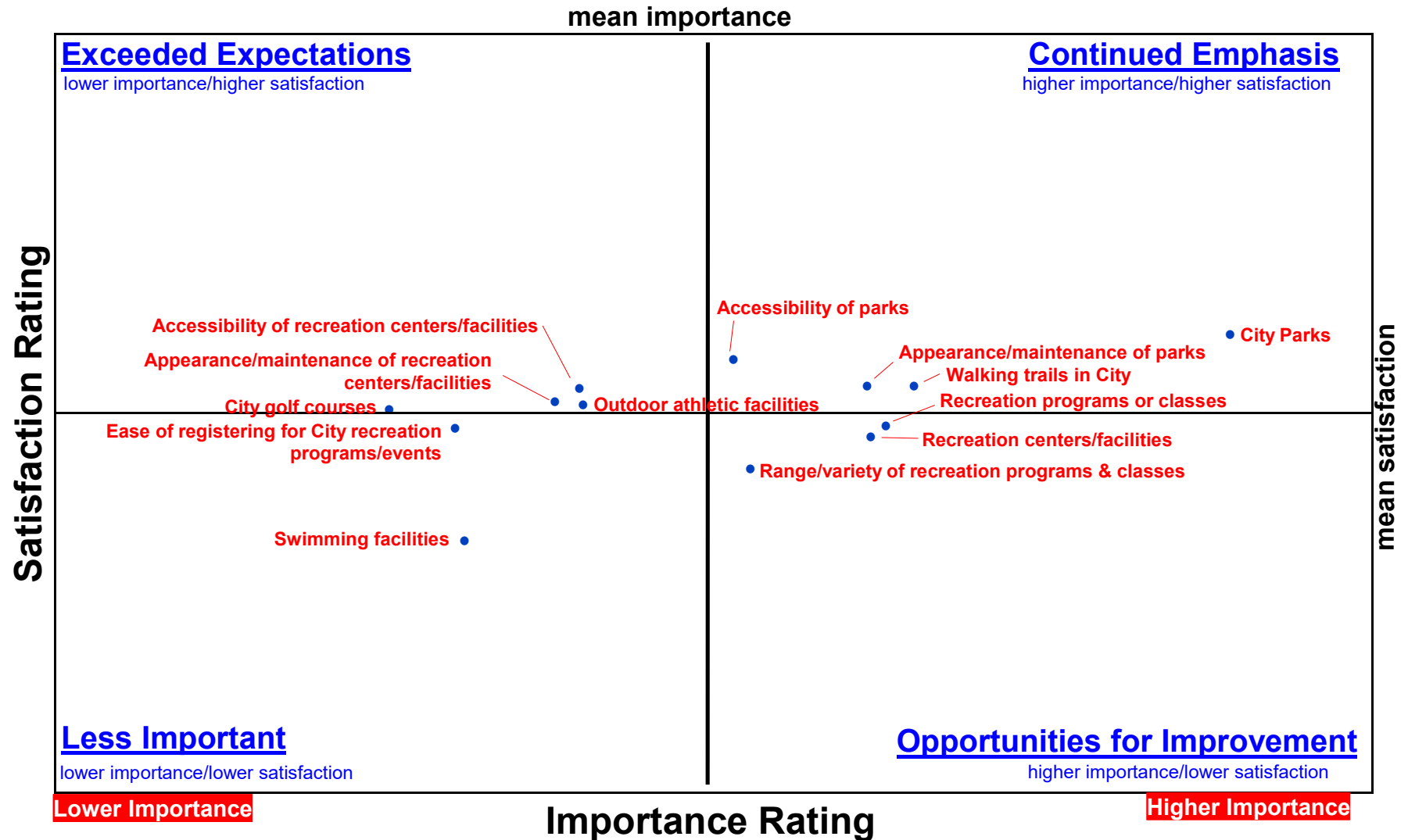
-Public Safety-

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



2026 City of Dallas Community Survey Importance-Satisfaction Assessment Matrix -Parks and Recreation-

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

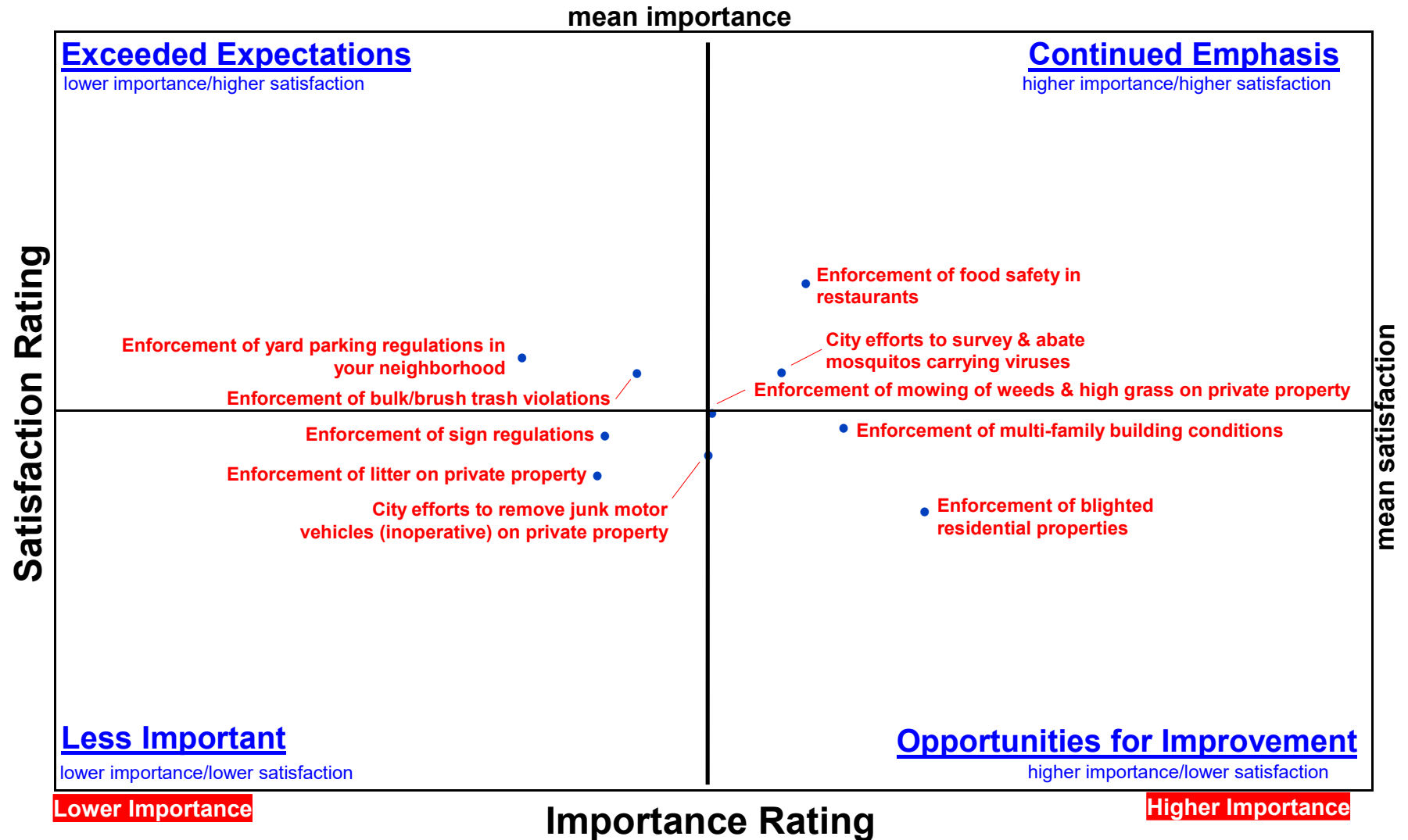


2026 City of Dallas Community Survey

Importance-Satisfaction Assessment Matrix

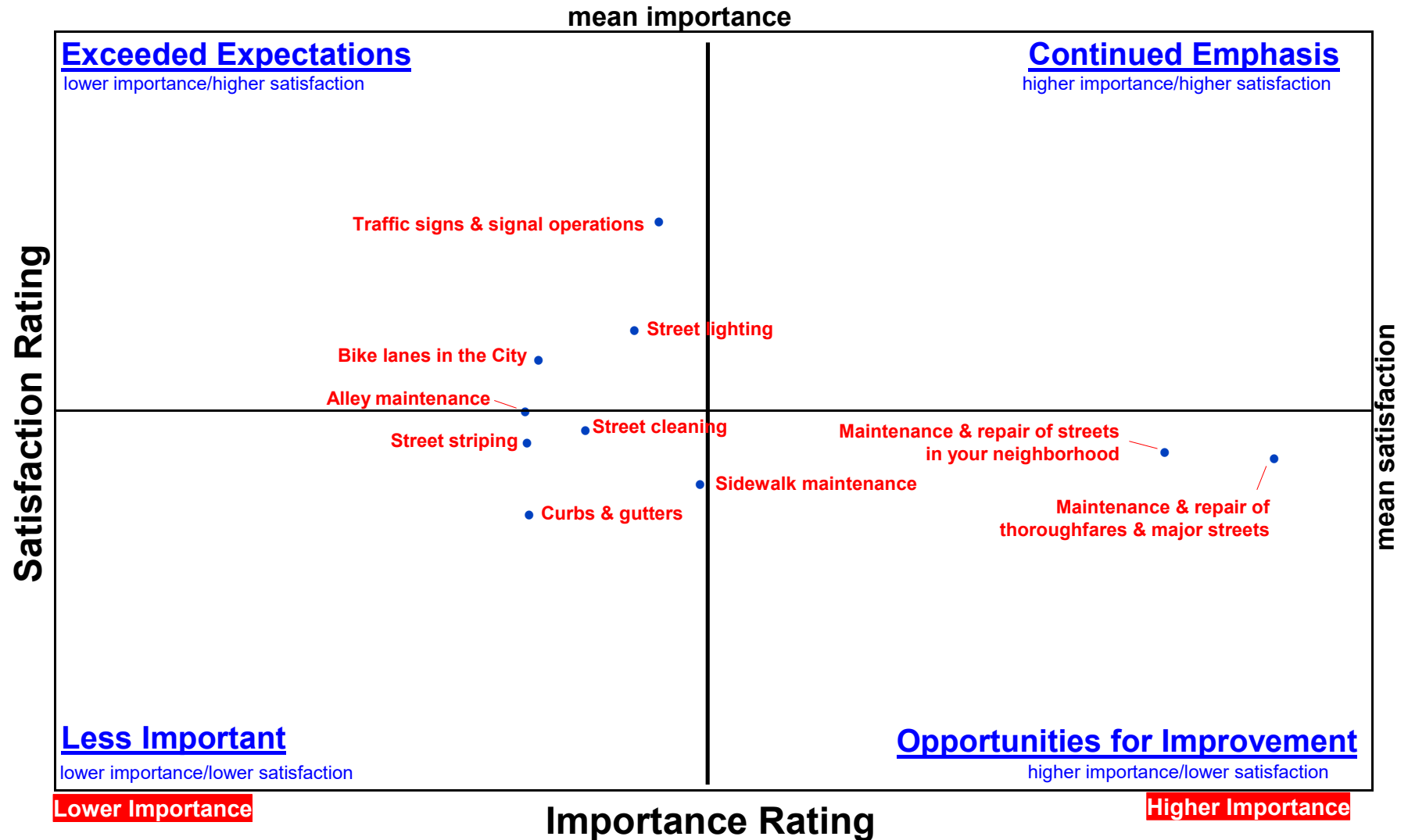
-Code Enforcement-

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



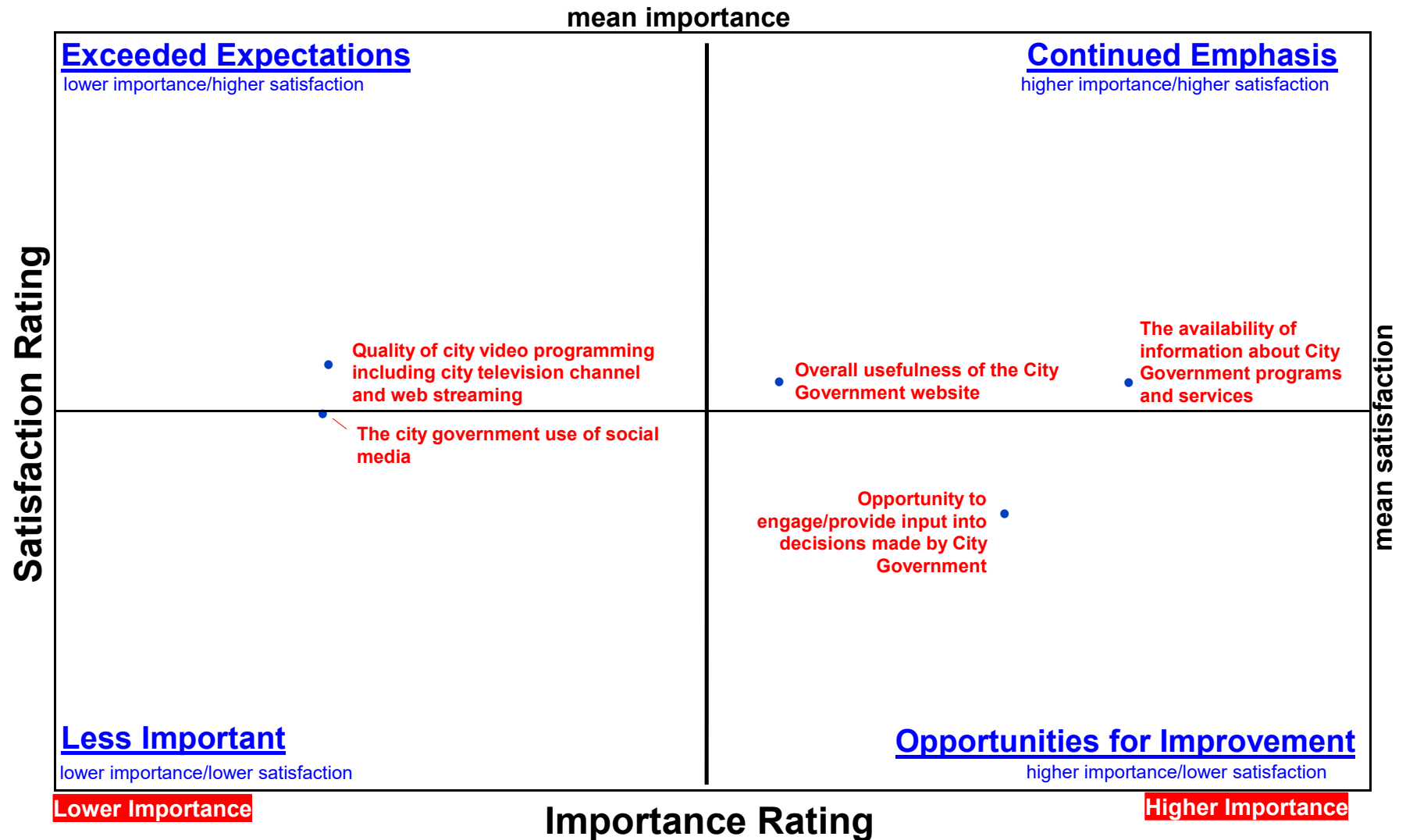
2026 City of Dallas Community Survey Importance-Satisfaction Assessment Matrix -Streets and Infrastructure/Mobility-

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



2026 City of Dallas Community Survey Importance-Satisfaction Assessment Matrix -Communication-

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



5

Benchmarking

Benchmarking



Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically-valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 500 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2025 to a random sample of over 7,000 residents in the continental United States and (2) a cumulative data from surveyed regions with 250,000 residents or greater.

The charts on the following pages show how the results for Dallas compares to the national average and the 250k+ population average. The grey bar shows the results for Dallas. The light blue bar shows the 250k+ population average from communities that administered a *DirectionFinder*® survey. The dark blue bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 7,000 U.S. residents during the summer of 2025.

The charts on the following pages exclude the “don’t know” responses to aid in data comparison.

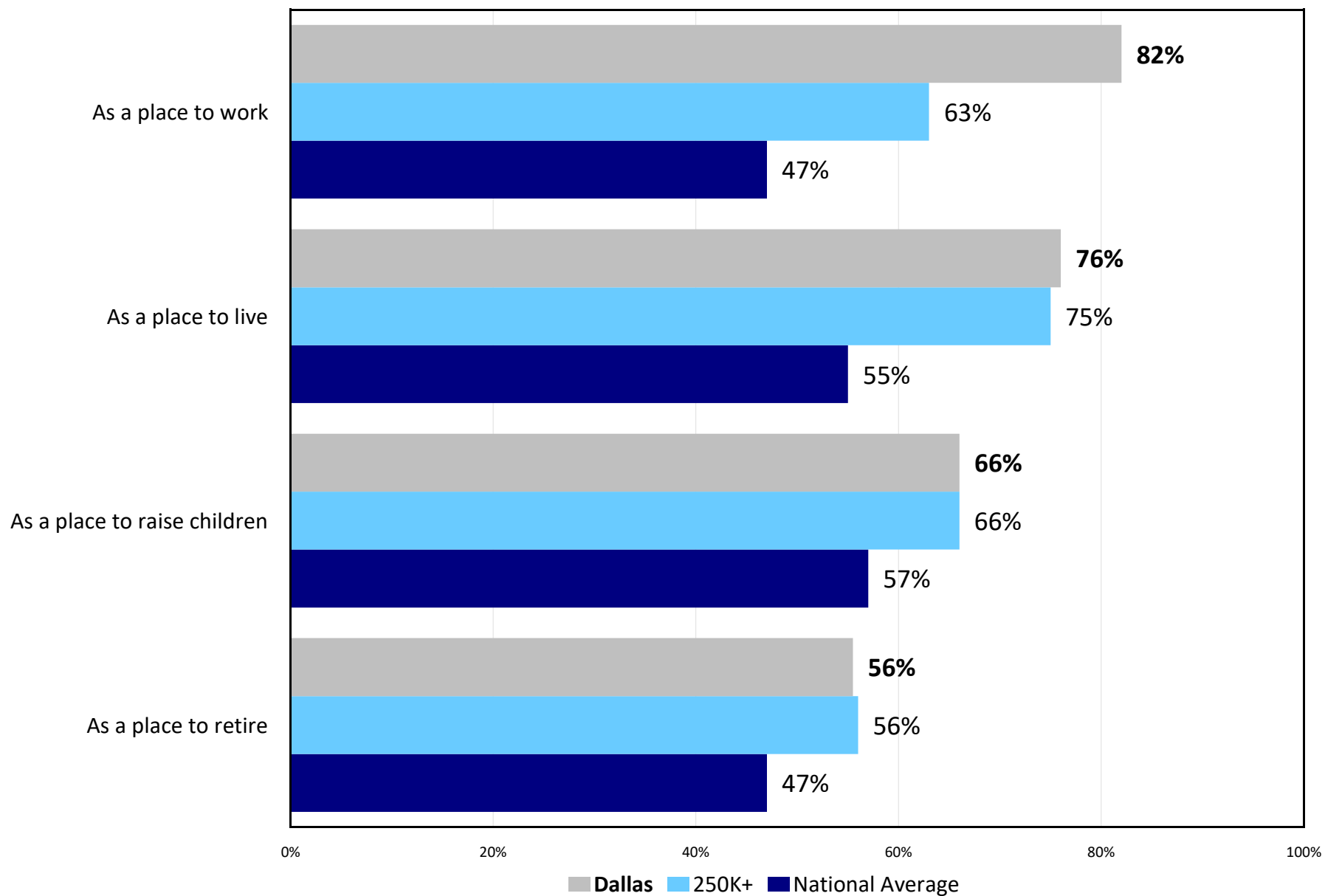
National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Dallas are not authorized without written consent from ETC Institute.

Benchmarking: Perceptions of City

Dallas vs. Cities with 250K+ Households vs. National Average

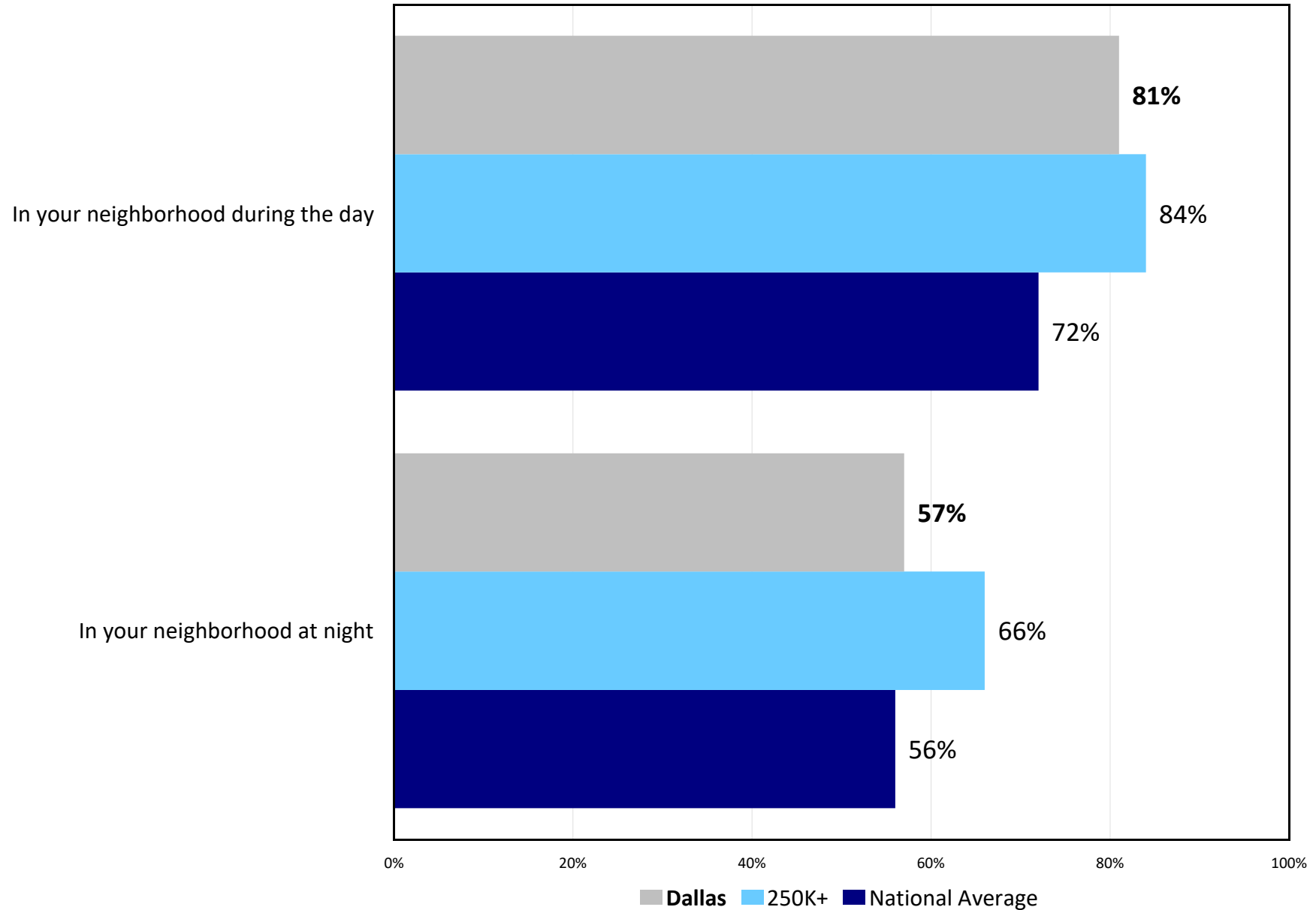
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "don't know")



Benchmarking: Perceptions of Safety

Dallas vs. Cities with 250K+ Households vs. National Average

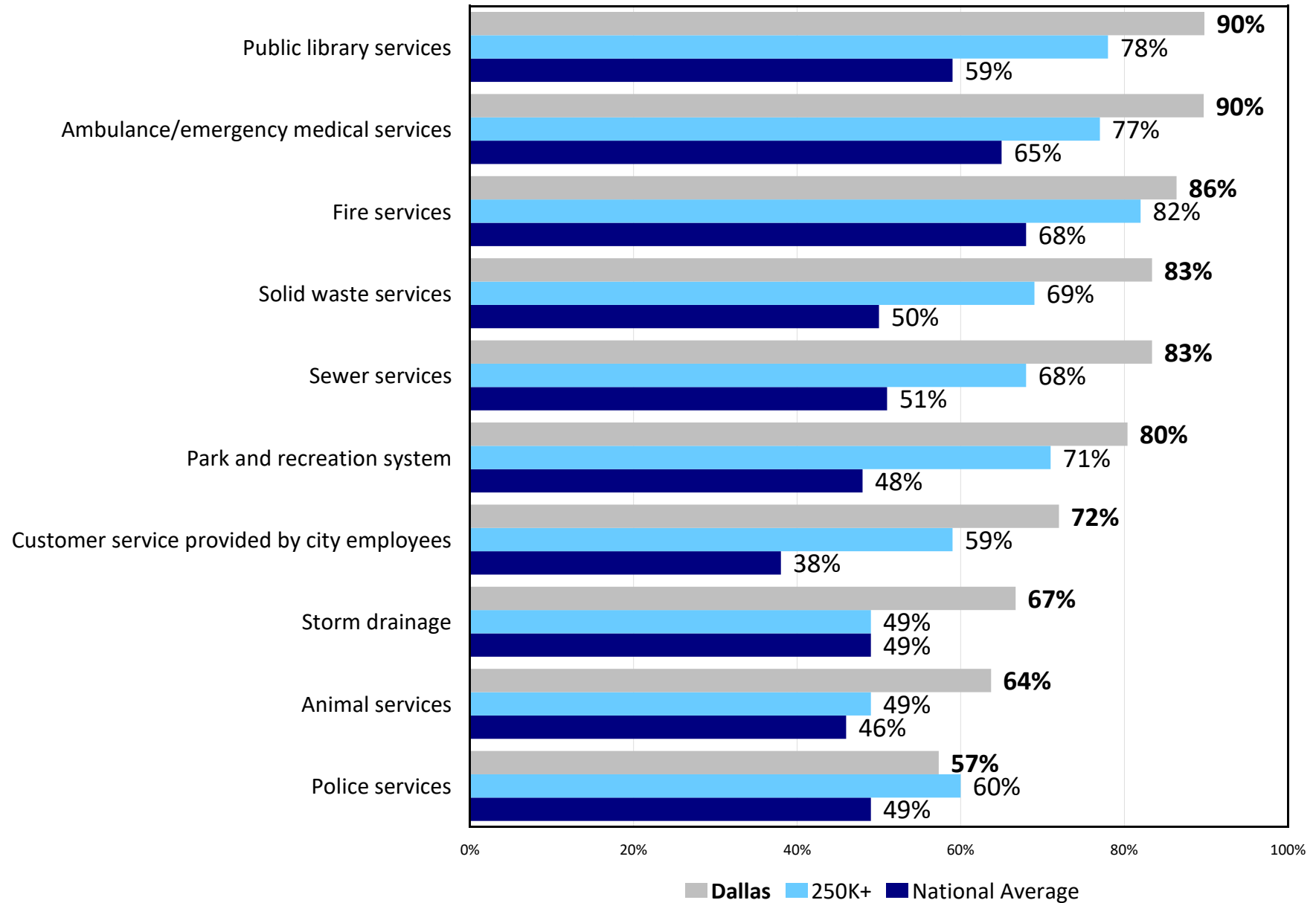
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "don't know")



Benchmarking: Major Categories of Government Services

Dallas vs. Cities with 250K+ Households vs. National Average

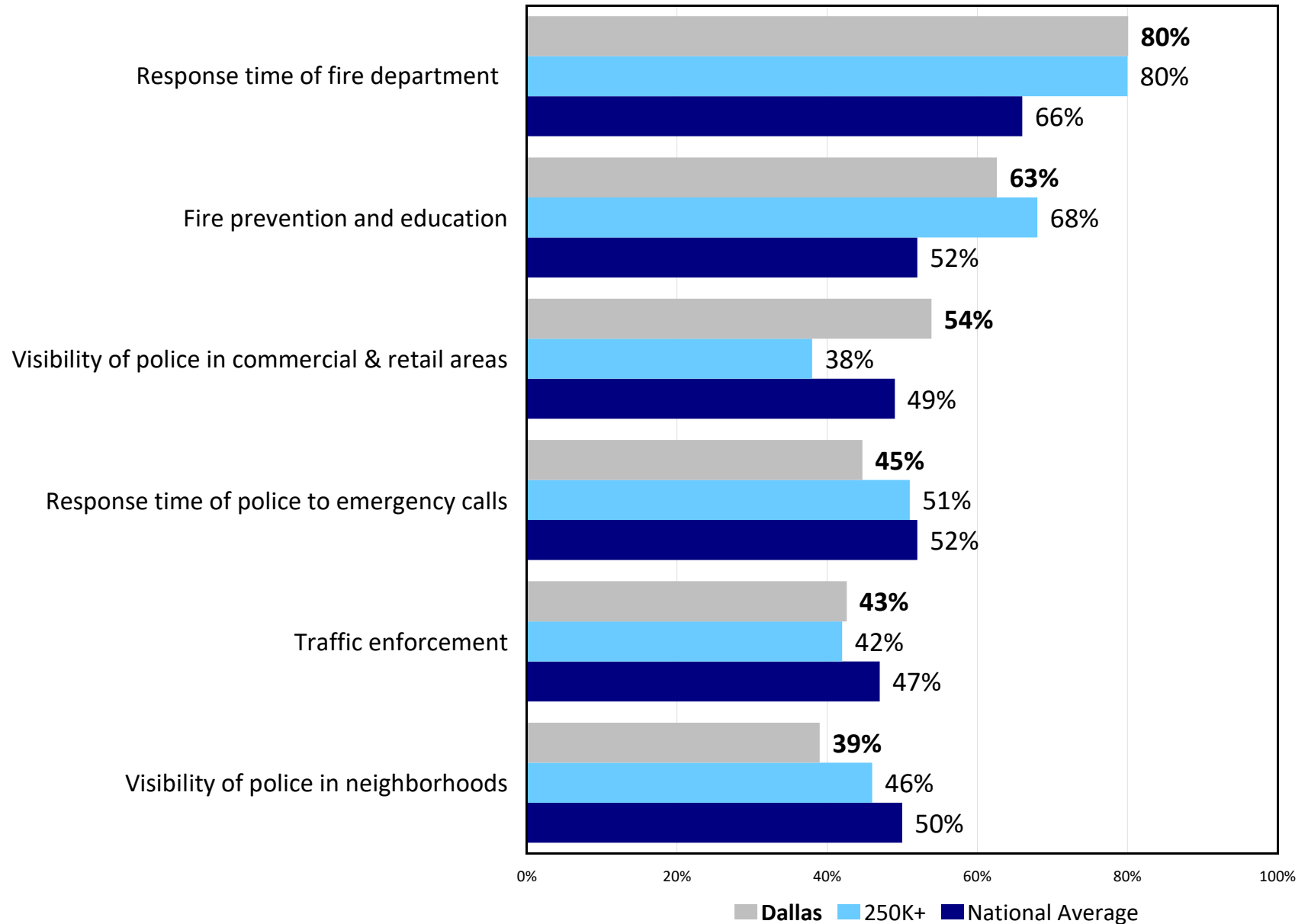
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "don't know")



Benchmarking: Public Safety Services

Dallas vs. Cities with 250K+ Households vs. National Average

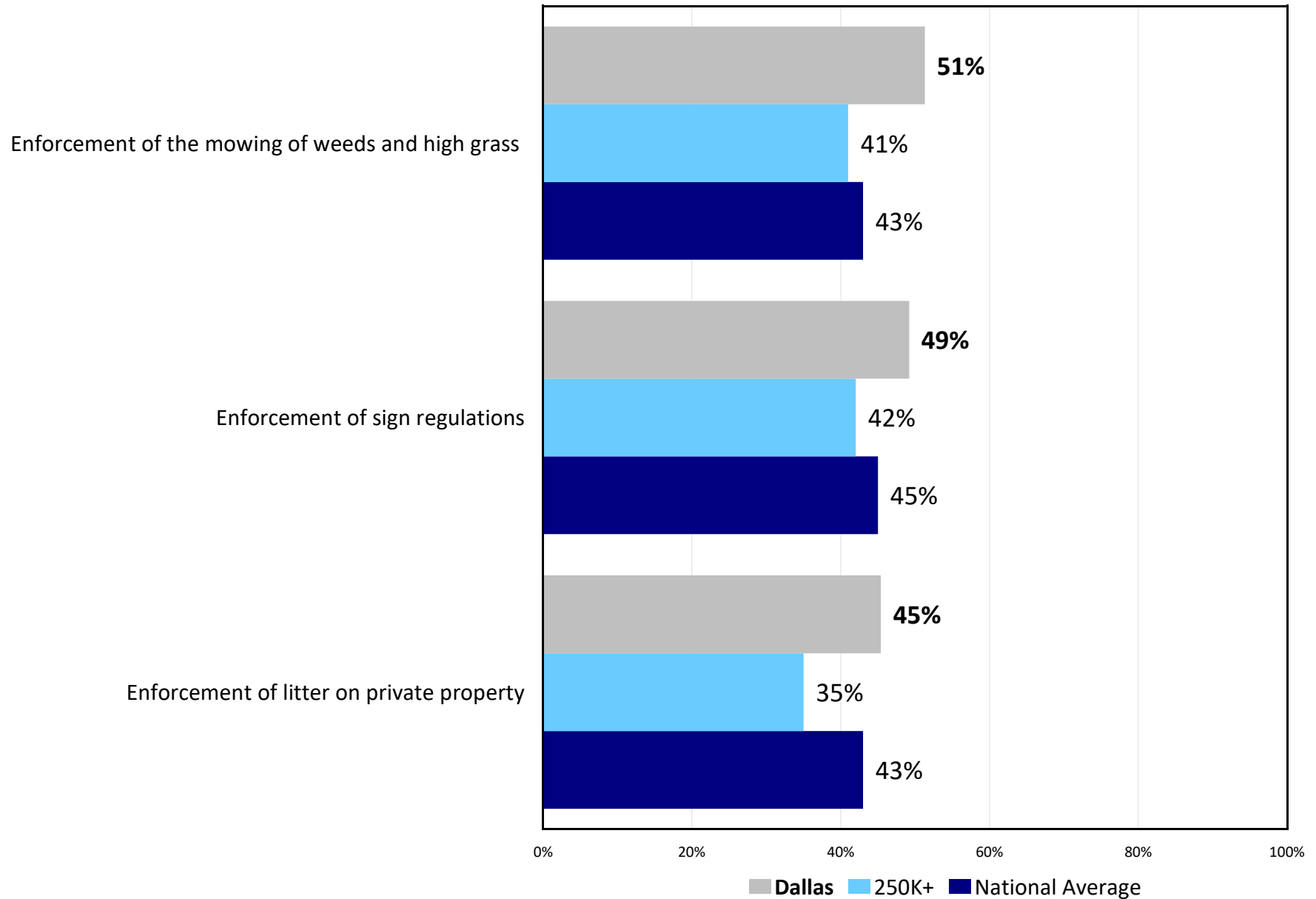
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "don't know")



Benchmarking: Code Enforcement Services

Dallas vs. Cities with 250K+ Households vs. National Average

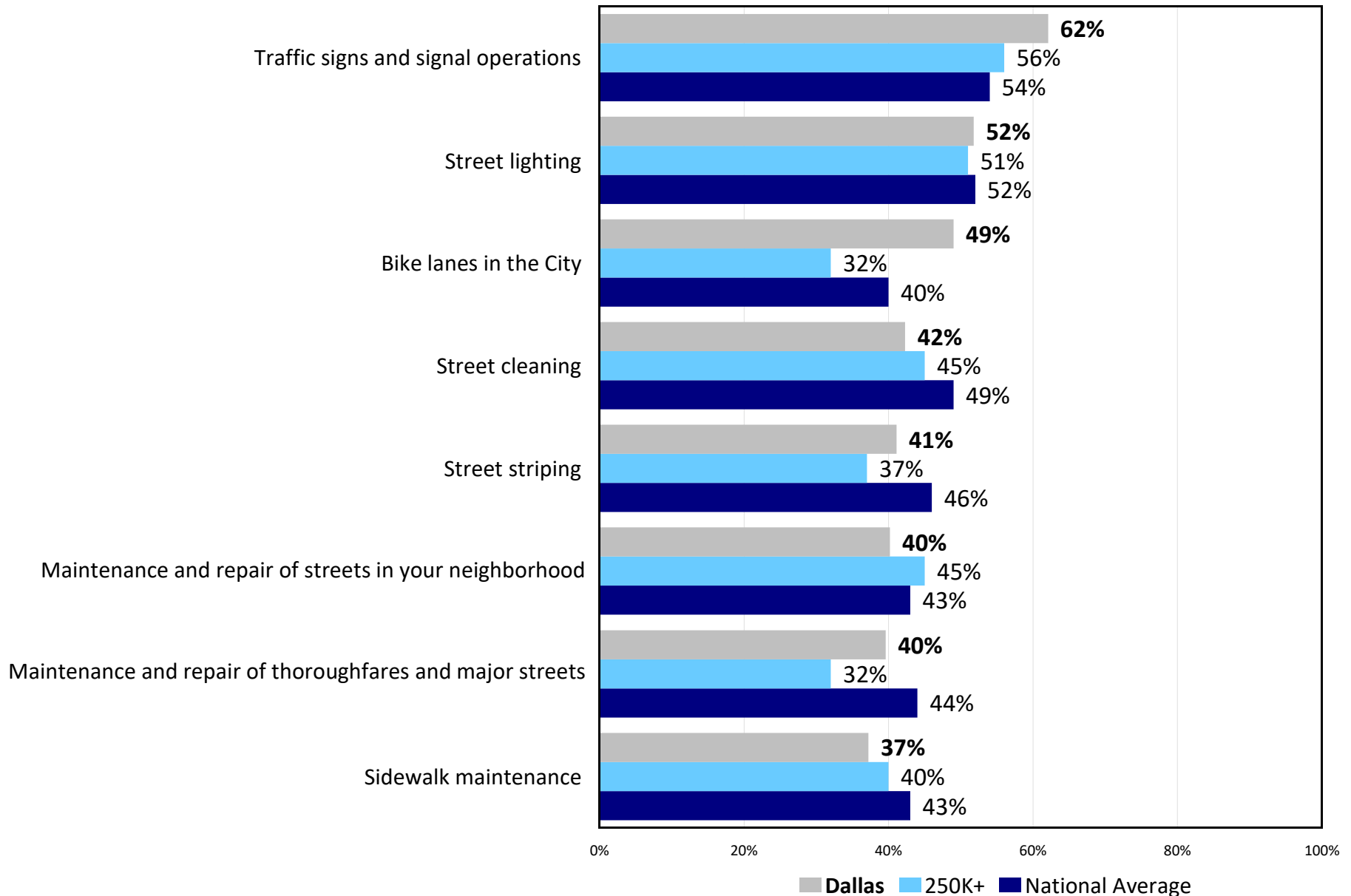
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "don't know")



Benchmarking: Streets and Infrastructure/Mobility

Dallas vs. Cities with 250K+ Households vs. National Average

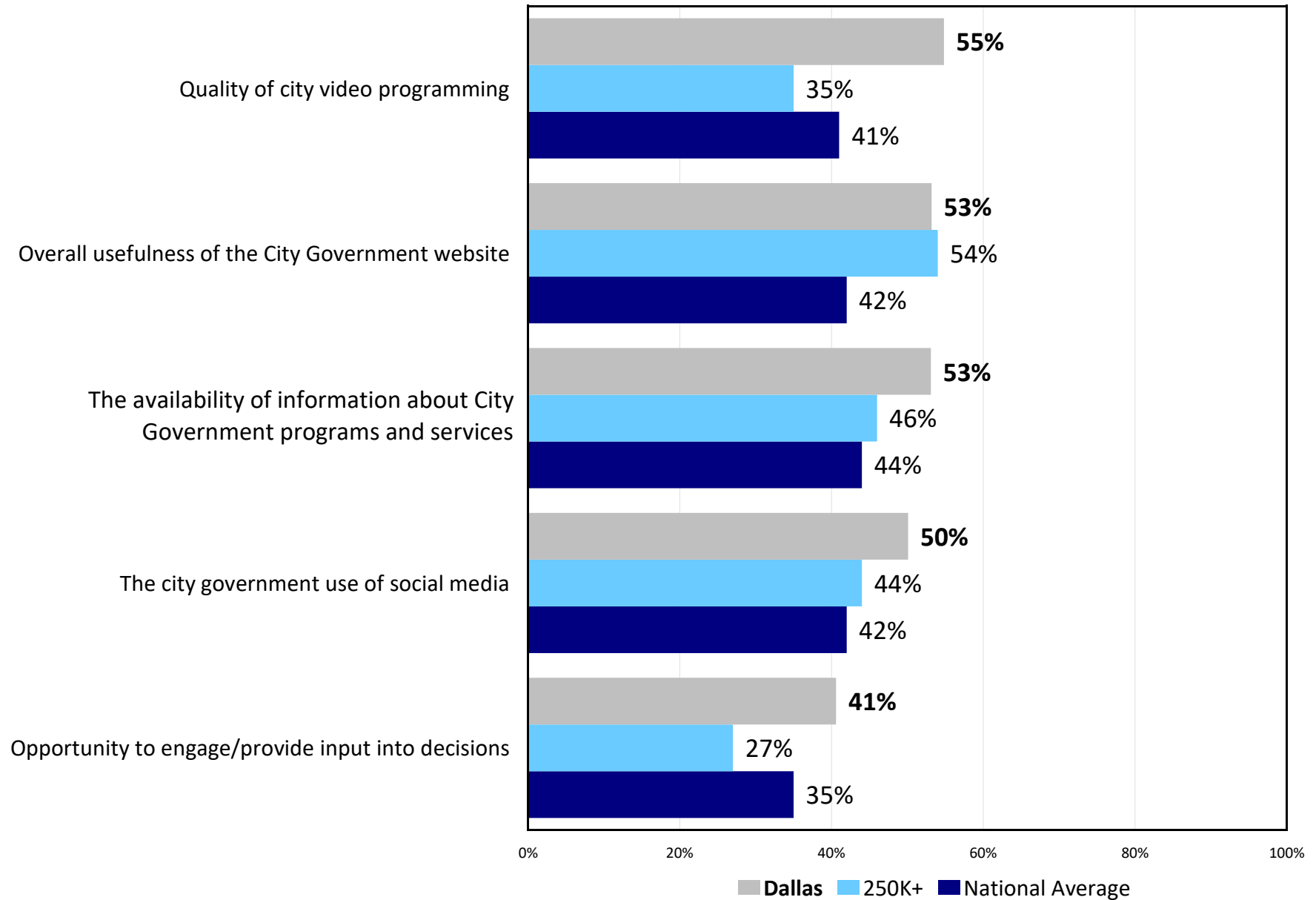
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "don't know")



Benchmarking: Communication

Dallas vs. Cities with 250K+ Households vs. National Average

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "don't know")





Tabular Data

District:

District	Number	Percent
1	151	6.5 %
2	151	6.5 %
3	158	6.8 %
4	152	6.6 %
5	154	6.6 %
6	154	6.6 %
7	158	6.8 %
8	156	6.7 %
9	192	8.3 %
10	177	7.6 %
11	187	8.1 %
12	158	6.8 %
13	189	8.2 %
14	182	7.8 %
Total	2319	100.0 %

Q1. Perceptions of Dallas as a whole: Please rate the following items:

(N=2319)

	Excellent	Good	Fair	Poor	Don't know
Q1-1. Dallas as a place to live	30.0%	45.4%	21.8%	2.0%	0.9%
Q1-2. Your neighborhood as a place to live	35.6%	42.7%	16.5%	4.2%	1.0%
Q1-3. Dallas as a place to raise children	22.2%	38.0%	24.6%	6.3%	9.0%
Q1-4. Dallas as a place to work	35.4%	44.0%	14.4%	3.1%	3.1%
Q1-5. Dallas as a place to retire	21.0%	30.5%	25.9%	15.4%	7.2%
Q1-6. Dallas as a place to do business	37.6%	39.8%	11.9%	2.5%	8.2%
Q1-7. Dallas as a place where I feel welcome	32.6%	41.5%	19.4%	5.1%	1.3%
Q1-8. Quality of economic development in Dallas	25.6%	39.2%	21.9%	8.1%	5.2%
Q1-9. Overall quality of life in Dallas	23.4%	47.6%	23.6%	4.2%	1.2%

(WITHOUT "DON'T KNOW")**Q1. Perceptions of the City. Please rate the following items: (without "don't know")**

(N=2319)

	Excellent	Good	Fair	Poor
Q1-1. Dallas as a place to live	30.2%	45.8%	22.0%	2.0%
Q1-2. Your neighborhood as a place to live	35.9%	43.2%	16.6%	4.3%
Q1-3. Dallas as a place to raise children	24.3%	41.7%	27.0%	6.9%
Q1-4. Dallas as a place to work	36.6%	45.4%	14.9%	3.2%
Q1-5. Dallas as a place to retire	22.7%	32.8%	27.9%	16.6%
Q1-6. Dallas as a place to do business	41.0%	43.3%	12.9%	2.7%
Q1-7. Dallas as a place where I feel welcome	33.0%	42.0%	19.7%	5.2%
Q1-8. Quality of economic development in Dallas	27.0%	41.3%	23.1%	8.6%
Q1-9. Overall quality of life in Dallas	23.7%	48.1%	23.9%	4.3%

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

(N=2319)

	Excellent	Good	Fair	Poor	Don't know
Q2-1. Sense of community	19.5%	38.5%	29.2%	11.1%	1.8%
Q2-2. Openness & acceptance of the community towards people of diverse backgrounds	21.0%	39.7%	27.2%	9.5%	2.6%
Q2-3. Opportunities to attend arts & cultural events	36.6%	40.9%	16.6%	3.6%	2.3%
Q2-4. Air quality	13.9%	34.2%	34.5%	14.8%	2.5%
Q2-5. Access to affordable, quality housing	12.3%	23.5%	30.8%	28.3%	5.0%
Q2-6. Access to affordable, quality child-care	11.9%	19.4%	20.7%	17.8%	30.1%
Q2-7. Access to affordable, quality health care	22.7%	34.4%	24.4%	14.1%	4.4%
Q2-8. Access to affordable, quality food	27.1%	41.4%	21.1%	8.4%	2.0%
Q2-9. Access to living-wage jobs	18.0%	36.4%	25.2%	11.7%	8.6%
Q2-10. Access to quality education	24.2%	36.1%	23.1%	9.4%	7.2%
Q2-11. Ease of car travel in Dallas	17.7%	31.2%	28.7%	20.5%	1.9%
Q2-12. Ease of bus travel in Dallas	14.7%	21.9%	20.0%	17.6%	25.7%
Q2-13. Ease of rail travel in Dallas	16.9%	25.0%	21.0%	16.9%	20.1%
Q2-14. Ease of air travel in Dallas	36.1%	40.7%	13.7%	3.6%	6.0%
Q2-15. Ease of bicycle travel in Dallas	14.1%	25.3%	22.9%	17.5%	20.4%
Q2-16. Ease of walking in Dallas	16.3%	26.3%	29.8%	23.0%	4.5%
Q2-17. Overall image/reputation of Dallas	20.4%	44.8%	26.3%	6.6%	1.9%

(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=2319)

	Excellent	Good	Fair	Poor
Q2-1. Sense of community	19.8%	39.2%	29.7%	11.3%
Q2-2. Openness & acceptance of the community towards people of diverse backgrounds	21.6%	40.8%	27.9%	9.7%
Q2-3. Opportunities to attend arts & cultural events	37.4%	41.9%	17.0%	3.7%
Q2-4. Air quality	14.3%	35.1%	35.4%	15.2%
Q2-5. Access to affordable, quality housing	13.0%	24.7%	32.5%	29.8%
Q2-6. Access to affordable, quality child-care	17.1%	27.7%	29.7%	25.5%
Q2-7. Access to affordable, quality health care	23.7%	36.0%	25.5%	14.7%
Q2-8. Access to affordable, quality food	27.7%	42.3%	21.5%	8.5%
Q2-9. Access to living-wage jobs	19.7%	39.8%	27.6%	12.8%
Q2-10. Access to quality education	26.1%	38.9%	24.9%	10.1%
Q2-11. Ease of car travel in Dallas	18.0%	31.8%	29.2%	20.9%
Q2-12. Ease of bus travel in Dallas	19.8%	29.5%	26.9%	23.7%
Q2-13. Ease of rail travel in Dallas	21.2%	31.2%	26.3%	21.2%
Q2-14. Ease of air travel in Dallas	38.4%	43.2%	14.5%	3.8%
Q2-15. Ease of bicycle travel in Dallas	17.7%	31.7%	28.7%	21.9%
Q2-16. Ease of walking in Dallas	17.1%	27.6%	31.2%	24.1%
Q2-17. Overall image/reputation of Dallas	20.8%	45.6%	26.8%	6.7%

Q3. Which THREE of the quality-of-life characteristics listed in Question 2 about Dallas as a whole are the most important to you?

<u>Q3. Top choice</u>	<u>Number</u>	<u>Percent</u>
Sense of community	281	12.1 %
Openness & acceptance of community towards people of diverse backgrounds	301	13.0 %
Opportunities to attend arts & cultural events	106	4.6 %
Air quality	173	7.5 %
Access to affordable, quality housing	441	19.0 %
Access to affordable, quality child care	48	2.1 %
Access to affordable, quality health care	165	7.1 %
Access to affordable, quality food	85	3.7 %
Access to living-wage jobs	209	9.0 %
Access to quality education	100	4.3 %
Ease of car travel in Dallas	122	5.3 %
Ease of bus travel in Dallas	24	1.0 %
Ease of rail travel in Dallas	20	0.9 %
Ease of air travel in Dallas	18	0.8 %
Ease of bicycle travel in Dallas	12	0.5 %
Ease of walking in Dallas	47	2.0 %
Overall image/reputation of Dallas	75	3.2 %
None chosen	92	4.0 %
Total	2319	100.0 %

Q3. Which THREE of the quality-of-life characteristics listed in Question 2 about Dallas as a whole are the most important to you?

<u>Q3. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Sense of community	132	5.7 %
Openness & acceptance of community towards people of diverse backgrounds	207	8.9 %
Opportunities to attend arts & cultural events	140	6.0 %
Air quality	139	6.0 %
Access to affordable, quality housing	326	14.1 %
Access to affordable, quality child care	70	3.0 %
Access to affordable, quality health care	228	9.8 %
Access to affordable, quality food	178	7.7 %
Access to living-wage jobs	255	11.0 %
Access to quality education	173	7.5 %
Ease of car travel in Dallas	106	4.6 %
Ease of bus travel in Dallas	30	1.3 %
Ease of rail travel in Dallas	39	1.7 %
Ease of air travel in Dallas	25	1.1 %
Ease of bicycle travel in Dallas	26	1.1 %
Ease of walking in Dallas	69	3.0 %
Overall image/reputation of Dallas	59	2.5 %
None chosen	117	5.0 %
Total	2319	100.0 %

Q3. Which THREE of the quality-of-life characteristics listed in Question 2 about Dallas as a whole are the most important to you?

Q3. 3rd choice	Number	Percent
Sense of community	134	5.8 %
Openness & acceptance of community towards people of diverse backgrounds	186	8.0 %
Opportunities to attend arts & cultural events	143	6.2 %
Air quality	117	5.0 %
Access to affordable, quality housing	243	10.5 %
Access to affordable, quality child care	81	3.5 %
Access to affordable, quality health care	231	10.0 %
Access to affordable, quality food	196	8.5 %
Access to living-wage jobs	215	9.3 %
Access to quality education	167	7.2 %
Ease of car travel in Dallas	130	5.6 %
Ease of bus travel in Dallas	40	1.7 %
Ease of rail travel in Dallas	33	1.4 %
Ease of air travel in Dallas	37	1.6 %
Ease of bicycle travel in Dallas	37	1.6 %
Ease of walking in Dallas	73	3.1 %
Overall image/reputation of Dallas	115	5.0 %
None chosen	141	6.1 %
Total	2319	100.0 %

(SUM OF TOP 3 RESPONSES)

Q3. Which THREE of the quality-of-life characteristics listed in Question 2 about Dallas as a whole are the most important to you (top 3)

Q3. Top choice	Number	Percent
Sense of community	547	23.6 %
Openness & acceptance of community towards people of diverse backgrounds	694	29.9 %
Opportunities to attend arts & cultural events	389	16.8 %
Air quality	429	18.5 %
Access to affordable, quality housing	1010	43.6 %
Access to affordable, quality child care	199	8.6 %
Access to affordable, quality health care	624	26.9 %
Access to affordable, quality food	459	19.8 %
Access to living-wage jobs	679	29.3 %
Access to quality education	440	19.0 %
Ease of car travel in Dallas	358	15.4 %
Ease of bus travel in Dallas	94	4.1 %
Ease of rail travel in Dallas	92	4.0 %
Ease of air travel in Dallas	80	3.4 %
Ease of bicycle travel in Dallas	75	3.2 %
Ease of walking in Dallas	189	8.2 %
Overall image/reputation of Dallas	249	10.7 %
None chosen	92	4.0 %
Total	6699	

Q4. Please rate the speed of growth in the following categories in Dallas as a whole over the past TWO years.

(N=2319)

	Much too slow	Too slow	About right	Too fast	Much too fast	Don't know
Q4-1. Population growth	2.5%	5.0%	32.7%	32.4%	22.8%	4.6%
Q4-2. Retail growth (stores, restaurants, etc.)	3.0%	14.3%	55.5%	15.4%	5.7%	6.2%
Q4-3. Job growth	6.5%	26.2%	42.5%	7.6%	3.3%	13.9%

(WITHOUT "DON'T KNOW")

Q4. Please rate the speed of growth in the following categories in Dallas as a whole over the past TWO years. (without "don't know")

(N=2319)

	Much too slow	Too slow	About right	Too fast	Much too fast
Q4-1. Population growth	2.6%	5.3%	34.3%	34.0%	23.9%
Q4-2. Retail growth (stores, restaurants, etc.)	3.2%	15.2%	59.1%	16.4%	6.1%
Q4-3. Job growth	7.5%	30.4%	49.3%	8.9%	3.9%

Q5. Please indicate the extent to which you think each of the following are an issue in Dallas as a whole.

(N=2319)

	Not a problem	Minor problem	Moderate problem	Major problem	Don't know
Q5-1. Crime	4.3%	15.1%	43.9%	34.2%	2.5%
Q5-2. Drugs	4.2%	15.7%	35.6%	35.0%	9.4%
Q5-3. High weeds	16.4%	36.7%	27.4%	12.2%	7.3%
Q5-4. Noise	12.3%	32.6%	34.8%	17.6%	2.7%
Q5-5. Blighted buildings	11.8%	31.1%	33.1%	13.3%	10.7%
Q5-6. Homelessness	4.3%	11.8%	26.3%	55.4%	2.2%
Q5-7. Environmental hazard(s) , air quality & toxic waste	10.2%	25.9%	36.1%	19.6%	8.3%
Q5-8. Loose dogs & unrestrained pets	16.1%	34.8%	26.2%	17.9%	4.9%
Q5-9. Litter	8.9%	27.8%	36.0%	25.5%	1.8%
Q5-10. Infrastructure/streets	6.0%	16.5%	31.8%	42.7%	3.1%
Q5-11. Aggressive solicitation/panhandling	10.0%	25.9%	30.5%	30.0%	3.7%
Q5-12. Climate change (extreme heat, flooding, tree canopy, etc.)	14.1%	22.6%	30.9%	26.9%	5.4%
Q5-13. Racial & ethnic inequities (fair access to opportunities & resources offered)	14.1%	21.6%	32.0%	21.5%	10.8%
Q5-14. Housing affordability	7.0%	16.0%	30.9%	40.1%	6.0%
Q5-15. Dangerous drivers & streets	5.6%	16.3%	31.9%	43.7%	2.5%
Q5-16. Illegally modified & loud cars	12.5%	30.3%	27.3%	24.0%	5.9%
Q5-17. Other	4.5%	3.9%	5.4%	10.1%	76.2%

(WITHOUT "DON'T KNOW")**Q5. Please indicate the extent to which you think each of the following are an issue in Dallas as a whole. (without "don't know")**

(N=2319)

	Not a problem	Minor problem	Moderate problem	Major problem
Q5-1. Crime	4.4%	15.5%	45.0%	35.1%
Q5-2. Drugs	4.7%	17.4%	39.3%	38.7%
Q5-3. High weeds	17.7%	39.6%	29.5%	13.1%
Q5-4. Noise	12.7%	33.5%	35.8%	18.1%
Q5-5. Blighted buildings	13.2%	34.8%	37.1%	14.9%
Q5-6. Homelessness	4.4%	12.0%	26.9%	56.6%
Q5-7. Environmental hazard(s), air quality & toxic waste	11.1%	28.2%	39.3%	21.4%
Q5-8. Loose dogs & unrestrained pets	17.0%	36.6%	27.6%	18.9%
Q5-9. Litter	9.1%	28.3%	36.7%	26.0%
Q5-10. Infrastructure/streets	6.2%	17.0%	32.8%	44.0%
Q5-11. Aggressive solicitation/panhandling	10.3%	26.9%	31.6%	31.1%
Q5-12. Climate change (extreme heat, flooding, tree canopy, etc.)	15.0%	23.9%	32.7%	28.5%
Q5-13. Racial & ethnic inequities (fair access to opportunities & resources offered)	15.8%	24.3%	35.8%	24.1%
Q5-14. Housing affordability	7.4%	17.0%	32.9%	42.7%
Q5-15. Dangerous drivers & streets	5.7%	16.7%	32.7%	44.8%
Q5-16. Illegally modified & loud cars	13.3%	32.2%	29.1%	25.5%
Q5-17. Other	18.8%	16.3%	22.6%	42.3%

Q6. 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=2319)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q6-1. In your neighborhood during the day	41.5%	38.5%	14.9%	3.5%	0.6%	0.9%
Q6-2. In your neighborhood after dark	18.2%	38.5%	24.6%	12.9%	4.5%	1.3%
Q6-3. In Dallas downtown area during the day	17.7%	37.4%	25.2%	8.8%	2.6%	8.3%
Q6-4. In Dallas downtown area after dark	7.8%	14.6%	24.1%	26.9%	15.9%	10.7%
Q6-5. In Dallas restaurant/retail areas during the day	31.4%	45.5%	16.6%	2.9%	0.7%	2.8%
Q6-6. In Dallas restaurant/retail areas after dark	12.8%	33.8%	30.4%	13.9%	4.2%	4.9%
Q6-7. In Dallas parks during the day	26.3%	43.1%	19.1%	4.9%	1.4%	5.3%
Q6-8. In Dallas parks after dark]	8.1%	13.8%	23.9%	27.0%	14.8%	12.5%
Q6-9. From violent crime (murder, rape, assault, robbery)	11.6%	24.1%	29.5%	18.7%	10.8%	5.3%
Q6-10. From property crime (burglary, theft)	7.1%	20.9%	30.5%	25.2%	12.2%	4.1%
Q6-11. From fire	20.7%	35.7%	28.6%	6.0%	2.0%	7.0%

(WITHOUT "DON'T KNOW")**Q6. 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=2319)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q6-1. In your neighborhood during the day	41.9%	38.8%	15.1%	3.6%	0.6%
Q6-2. In your neighborhood after dark	18.4%	39.0%	24.9%	13.1%	4.6%
Q6-3. In Dallas downtown area during the day	19.3%	40.8%	27.5%	9.6%	2.9%
Q6-4. In Dallas downtown area after dark	8.7%	16.4%	27.0%	30.1%	17.8%
Q6-5. In Dallas restaurant/retail areas during the day	32.3%	46.8%	17.1%	3.0%	0.8%
Q6-6. In Dallas restaurant/retail areas after dark	13.5%	35.6%	31.9%	14.6%	4.4%
Q6-7. In Dallas parks during the day	27.7%	45.5%	20.1%	5.2%	1.5%
Q6-8. In Dallas parks after dark]	9.3%	15.8%	27.3%	30.8%	16.9%
Q6-9. From violent crime (murder, rape, assault, robbery)	12.2%	25.5%	31.1%	19.7%	11.4%
Q6-10. From property crime (burglary, theft)	7.4%	21.8%	31.8%	26.3%	12.7%
Q6-11. From fire	22.2%	38.4%	30.8%	6.4%	2.1%

Q7. Major Categories of City Government Services. Please indicate whether you or any members of your household have used each of the following services in the past 12 months.

(N=2319)

	Yes	No
Q7-1. Ambulance/emergency medical services	22.6%	77.4%
Q7-2. Art & cultural programs/facilities	45.1%	54.9%
Q7-3. Neighborhood code enforcement (e.g., high weeds, litter, blight)	28.2%	71.8%
Q7-4. Customer service provided by City employees	35.5%	64.5%
Q7-5. Drinking water	65.3%	34.7%
Q7-6. Fire services	8.8%	91.2%
Q7-7. Solid waste services (e.g., garbage & recycling collection)	64.3%	35.7%
Q7-8. Land use, planning, & zoning	12.1%	87.9%
Q7-9. Maintenance of infrastructure (e.g., City streets & sidewalks)	39.5%	60.5%
Q7-10. Park & recreation system	47.0%	53.0%
Q7-11. Police services	21.5%	78.5%
Q7-12. Communication by City	29.2%	70.8%
Q7-13. Public library services	42.9%	57.1%
Q7-14. Sewer services (e.g., sanitary sewer/ wastewater)	46.2%	53.8%
Q7-15. Storm drainage	34.5%	65.5%
Q7-16. Traffic management (traffic signals, traffic flow, signs, parking)	51.2%	48.8%
Q7-17. Dallas Love Field Airport	38.8%	61.2%
Q7-18. Municipal court services (e.g., traffic & parking ticket processing, misdemeanor court cases, fine collection)	11.3%	88.7%
Q7-19. Homeless programs	8.4%	91.6%

Q7. Major Categories of City Government Services. Please indicate whether you or any members of your household have used each of the following services in the past 12 months.

	Yes	No
Q7-20. Social services (community centers, child-care programs, youth programs, senior programs)	14.9%	85.1%
Q7-21. 311/service request process (call to report problem)	33.9%	66.1%
Q7-22. Animal services (e.g., shelter, adoptions, animal control)	15.5%	84.5%
Q7-23. Housing (affordable housing, housing assistance, housing counseling)	9.0%	91.0%

Q7. Major Categories of City Government Services. If "Yes," please rate the City Government overall performance in each of the major categories of City services.

(N=2284)

	Excellent	Good	Fair	Poor	Don't know
Q7-1. Ambulance/emergency medical services	48.4%	33.1%	8.0%	1.3%	9.1%
Q7-2. Art & cultural programs/facilities	42.2%	43.9%	8.5%	0.8%	4.6%
Q7-3. Neighborhood code enforcement (e.g., high weeds, litter, blight)	19.1%	33.4%	27.3%	13.8%	6.4%
Q7-4. Customer service provided by City employees	27.2%	40.1%	19.4%	6.8%	6.4%
Q7-5. Drinking water	29.8%	41.8%	18.1%	4.2%	6.1%
Q7-6. Fire services	38.9%	36.0%	9.9%	2.0%	13.3%
Q7-7. Solid waste services (e.g., garbage & recycling collection)	35.0%	44.7%	13.6%	2.2%	4.4%
Q7-8. Land use, planning, & zoning	11.4%	25.6%	26.3%	27.4%	9.3%
Q7-9. Maintenance of infrastructure (e.g., City streets & sidewalks)	9.0%	17.5%	30.4%	37.5%	5.7%
Q7-10. Park & recreation system	26.3%	50.3%	16.4%	2.3%	4.7%
Q7-11. Police services	20.8%	32.1%	20.6%	18.8%	7.6%
Q7-12. Communication by City	17.4%	36.7%	30.2%	11.4%	4.3%
Q7-13. Public library services	47.6%	37.5%	8.5%	1.2%	5.2%
Q7-14. Sewer services (e.g., sanitary sewer/wastewater)	28.5%	49.9%	13.9%	1.6%	6.2%
Q7-15. Storm drainage	20.4%	42.9%	22.1%	9.5%	5.1%
Q7-16. Traffic management (traffic signals, traffic flow, signs, parking)	10.0%	35.2%	33.9%	17.2%	3.7%
Q7-17. Dallas Love Field Airport	43.2%	44.4%	6.7%	1.0%	4.7%
Q7-18. Municipal court services (e.g., traffic & parking ticket processing, misdemeanor court cases, fine collection)	24.0%	35.7%	24.7%	7.6%	8.0%
Q7-19. Homeless programs	16.4%	17.9%	21.0%	32.3%	12.3%

Q7. Major Categories of City Government Services. If "Yes," please rate the City Government overall performance in each of the major categories of City services.

	Excellent	Good	Fair	Poor	Don't know
Q7-20. Social services (community centers, child-care programs, youth programs, senior programs)	26.9%	36.4%	18.2%	6.9%	11.6%
Q7-21. 311/service request process (call to report problem)	26.3%	36.0%	20.6%	11.8%	5.2%
Q7-22. Animal services (e.g., shelter, adoptions, animal control)	23.7%	34.0%	20.3%	12.5%	9.5%
Q7-23. Housing (affordable housing, housing assistance, housing counseling)	19.1%	23.4%	29.2%	13.9%	14.4%

(WITHOUT "DON'T KNOW")**Q7. Major Categories of City Government Services. If "Yes," please rate the City Government overall performance in each of the major categories of City services. (without "don't know")**

(N=2284)

	Excellent	Good	Fair	Poor
Q7-1. Ambulance/emergency medical services	53.2%	36.5%	8.8%	1.5%
Q7-2. Art & cultural programs/facilities	44.2%	46.0%	8.9%	0.8%
Q7-3. Neighborhood code enforcement (e.g., high weeds, litter, blight)	20.5%	35.7%	29.1%	14.7%
Q7-4. Customer service provided by City employees	29.1%	42.9%	20.8%	7.3%
Q7-5. Drinking water	31.8%	44.5%	19.3%	4.4%
Q7-6. Fire services	44.9%	41.5%	11.4%	2.3%
Q7-7. Solid waste services (e.g., garbage & recycling collection)	36.6%	46.8%	14.2%	2.3%
Q7-8. Land use, planning, & zoning	12.5%	28.2%	29.0%	30.2%
Q7-9. Maintenance of infrastructure (e.g., City streets & sidewalks)	9.5%	18.5%	32.2%	39.7%
Q7-10. Park & recreation system	27.6%	52.8%	17.2%	2.4%
Q7-11. Police services	22.6%	34.7%	22.3%	20.4%
Q7-12. Communication by City	18.2%	38.4%	31.6%	11.9%
Q7-13. Public library services	50.2%	39.6%	8.9%	1.3%
Q7-14. Sewer services (e.g., sanitary sewer/ wastewater)	30.3%	53.1%	14.8%	1.7%
Q7-15. Storm drainage	21.5%	45.2%	23.3%	10.0%
Q7-16. Traffic management (traffic signals, traffic flow, signs, parking)	10.4%	36.6%	35.2%	17.8%
Q7-17. Dallas Love Field Airport	45.3%	46.6%	7.0%	1.0%
Q7-18. Municipal court services (e.g., traffic & parking ticket processing, misdemeanor court cases, fine collection)	26.0%	38.8%	26.9%	8.3%
Q7-19. Homeless programs	18.7%	20.5%	24.0%	36.8%

(WITHOUT "DON'T KNOW")**Q7. Major Categories of City Government Services. If "Yes," please rate the City Government overall performance in each of the major categories of City services. (without "don't know")**

	Excellent	Good	Fair	Poor
Q7-20. Social services (community centers, child-care programs, youth programs, senior programs)	30.4%	41.2%	20.6%	7.8%
Q7-21. 311/service request process (call to report problem)	27.8%	38.0%	21.7%	12.5%
Q7-22. Animal services (e.g., shelter, adoptions, animal control)	26.2%	37.5%	22.5%	13.8%
Q7-23. Housing (affordable housing, housing assistance, housing counseling)	22.3%	27.4%	34.1%	16.2%

Q8. Which FOUR of the services listed in Question 7 do you think should be City Government's top priorities?

Q8. Top choice	Number	Percent
Ambulance/emergency medical services	203	8.8 %
Art & cultural programs/facilities	58	2.5 %
Neighborhood code enforcement (e.g., high weeds, litter, blight)	136	5.9 %
Customer service provided by City employees	96	4.1 %
Drinking water	246	10.6 %
Fire services	67	2.9 %
Solid waste services (e.g., garbage & recycling collection)	71	3.1 %
Land use, planning, & zoning	70	3.0 %
Maintenance of infrastructure (e.g., City streets & sidewalks)	358	15.4 %
Park & recreation system	42	1.8 %
Police services	344	14.8 %
Communication by City	12	0.5 %
Public library services	41	1.8 %
Sewer services (e.g., sanitary sewer/wastewater)	9	0.4 %
Storm drainage	13	0.6 %
Traffic management (traffic signals, traffic flow, signs, parking)	72	3.1 %
Dallas Love Field Airport	9	0.4 %
Municipal court services (e.g., traffic & parking ticket processing, misdemeanor court cases, fine collection)	3	0.1 %
Homeless programs	168	7.2 %
Social services (community centers, child-care programs, youth programs, senior programs)	52	2.2 %
311/service request process (call to report problem)	17	0.7 %
Animal services (e.g., shelter, adoptions, animal control)	18	0.8 %
Housing (affordable housing, housing assistance, housing counseling)	113	4.9 %
None chosen	101	4.4 %
Total	2319	100.0 %

Q8. Which FOUR of the services listed in Question 7 do you think should be City Government's top priorities?

<u>Q8. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Ambulance/emergency medical services	136	5.9 %
Art & cultural programs/facilities	68	2.9 %
Neighborhood code enforcement (e.g., high weeds, litter, blight)	141	6.1 %
Customer service provided by City employees	83	3.6 %
Drinking water	162	7.0 %
Fire services	140	6.0 %
Solid waste services (e.g., garbage & recycling collection)	108	4.7 %
Land use, planning, & zoning	72	3.1 %
Maintenance of infrastructure (e.g., City streets & sidewalks)	282	12.2 %
Park & recreation system	73	3.1 %
Police services	237	10.2 %
Communication by City	29	1.3 %
Public library services	46	2.0 %
Sewer services (e.g., sanitary sewer/wastewater)	28	1.2 %
Storm drainage	32	1.4 %
Traffic management (traffic signals, traffic flow, signs, parking)	132	5.7 %
Dallas Love Field Airport	10	0.4 %
Municipal court services (e.g., traffic & parking ticket processing, misdemeanor court cases, fine collection)	10	0.4 %
Homeless programs	146	6.3 %
Social services (community centers, child-care programs, youth programs, senior programs)	73	3.1 %
311/service request process (call to report problem)	20	0.9 %
Animal services (e.g., shelter, adoptions, animal control)	34	1.5 %
Housing (affordable housing, housing assistance, housing counseling)	136	5.9 %
<u>None chosen</u>	<u>121</u>	<u>5.2 %</u>
Total	2319	100.0 %

Q8. Which FOUR of the services listed in Question 7 do you think should be City Government's top priorities?

<u>Q8. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Ambulance/emergency medical services	119	5.1 %
Art & cultural programs/facilities	83	3.6 %
Neighborhood code enforcement (e.g., high weeds, litter, blight)	119	5.1 %
Customer service provided by City employees	78	3.4 %
Drinking water	112	4.8 %
Fire services	121	5.2 %
Solid waste services (e.g., garbage & recycling collection)	118	5.1 %
Land use, planning, & zoning	78	3.4 %
Maintenance of infrastructure (e.g., City streets & sidewalks)	238	10.3 %
Park & recreation system	88	3.8 %
Police services	172	7.4 %
Communication by City	43	1.9 %
Public library services	66	2.8 %
Sewer services (e.g., sanitary sewer/wastewater)	49	2.1 %
Storm drainage	31	1.3 %
Traffic management (traffic signals, traffic flow, signs, parking)	151	6.5 %
Dallas Love Field Airport	15	0.6 %
Municipal court services (e.g., traffic & parking ticket processing, misdemeanor court cases, fine collection)	19	0.8 %
Homeless programs	171	7.4 %
Social services (community centers, child-care programs, youth programs, senior programs)	96	4.1 %
311/service request process (call to report problem)	35	1.5 %
Animal services (e.g., shelter, adoptions, animal control)	46	2.0 %
Housing (affordable housing, housing assistance, housing counseling)	131	5.6 %
<u>None chosen</u>	<u>140</u>	<u>6.0 %</u>
Total	2319	100.0 %

Q8. Which FOUR of the services listed in Question 7 do you think should be City Government's top priorities?

Q8. 4th choice	Number	Percent
Ambulance/emergency medical services	95	4.1 %
Art & cultural programs/facilities	87	3.8 %
Neighborhood code enforcement (e.g., high weeds, litter, blight)	131	5.6 %
Customer service provided by City employees	85	3.7 %
Drinking water	112	4.8 %
Fire services	69	3.0 %
Solid waste services (e.g., garbage & recycling collection)	135	5.8 %
Land use, planning, & zoning	98	4.2 %
Maintenance of infrastructure (e.g., City streets & sidewalks)	195	8.4 %
Park & recreation system	109	4.7 %
Police services	159	6.9 %
Communication by City	41	1.8 %
Public library services	73	3.1 %
Sewer services (e.g., sanitary sewer/wastewater)	40	1.7 %
Storm drainage	29	1.3 %
Traffic management (traffic signals, traffic flow, signs, parking)	128	5.5 %
Dallas Love Field Airport	16	0.7 %
Municipal court services (e.g., traffic & parking ticket processing, misdemeanor court cases, fine collection)	28	1.2 %
Homeless programs	156	6.7 %
Social services (community centers, child-care programs, youth programs, senior programs)	101	4.4 %
311/service request process (call to report problem)	47	2.0 %
Animal services (e.g., shelter, adoptions, animal control)	51	2.2 %
Housing (affordable housing, housing assistance, housing counseling)	138	6.0 %
None chosen	196	8.5 %
Total	2319	100.0 %

(SUM OF TOP 4 CHOICES)**Q8. Which FOUR of the services listed in Question 7 do you think should be the City Government's top priorities? (top 4)**

Q8. Top choice	Number	Percent
Ambulance/emergency medical services	553	23.8 %
Art & cultural programs/facilities	296	12.8 %
Neighborhood code enforcement (e.g., high weeds, litter, blight)	527	22.7 %
Customer service provided by City employees	342	14.7 %
Drinking water	632	27.3 %
Fire services	397	17.1 %
Solid waste services (e.g., garbage & recycling collection)	432	18.6 %
Land use, planning, & zoning	318	13.7 %
Maintenance of infrastructure (e.g., City streets & sidewalks)	1073	46.3 %
Park & recreation system	312	13.5 %
Police services	912	39.3 %
Communication by City	125	5.4 %
Public library services	226	9.7 %
Sewer services (e.g., sanitary sewer/wastewater)	126	5.4 %
Storm drainage	105	4.5 %
Traffic management (traffic signals, traffic flow, signs, parking)	483	20.8 %
Dallas Love Field Airport	50	2.2 %
Municipal court services (e.g., traffic & parking ticket processing, misdemeanor court cases, fine collection)	60	2.6 %
Homeless programs	641	27.6 %
Social services (community centers, child-care programs, youth programs, senior programs)	322	13.9 %
311/service request process (call to report problem)	119	5.1 %
Animal services (e.g., shelter, adoptions, animal control)	149	6.4 %
Housing (affordable housing, housing assistance, housing counseling)	518	22.3 %
None chosen	101	4.4 %
Total	8819	

Q9. Public Safety Services. Please rate City Government performance in the following areas.

(N=2319)

	Excellent	Good	Fair	Poor	Don't know
Q9-1. Visibility of police in commercial & retail areas	15.7%	36.0%	29.8%	14.5%	3.9%
Q9-2. Traffic enforcement	11.6%	29.2%	30.0%	24.9%	4.4%
Q9-3. Visibility of police in neighborhoods	12.0%	25.5%	32.7%	26.0%	3.8%
Q9-4. Efforts by police to effectively deal with problems in your neighborhood	14.3%	29.0%	25.3%	16.8%	14.7%
Q9-5. Response time of police to emergency calls	12.5%	21.2%	19.7%	22.1%	24.5%
Q9-6. Response time of fire department to structure fires	21.6%	28.4%	10.4%	2.1%	37.6%
Q9-7. Response time of fire department to medical emergencies	26.6%	28.2%	11.0%	2.1%	32.0%
Q9-8. Fire prevention & education	13.3%	24.3%	16.3%	6.3%	39.8%
Q9-9. Prevention programs for youth (PALS, after-school programming, etc.)	11.3%	17.2%	13.9%	5.2%	52.4%
Q9-10. Mental health programs (programs that divert police & EMS calls for services)	9.1%	16.6%	15.1%	13.9%	45.3%
Q9-11. Quality of volunteer disaster response programs (Community Emergency Response Team)	10.4%	17.9%	13.5%	4.9%	53.3%

(WITHOUT "DON'T KNOW")**Q9. Public Safety Services. Please rate City Government performance in the following areas. (without "don't know")**

(N=2319)

	Excellent	Good	Fair	Poor
Q9-1. Visibility of police in commercial & retail areas	16.4%	37.5%	31.0%	15.1%
Q9-2. Traffic enforcement	12.1%	30.5%	31.4%	26.0%
Q9-3. Visibility of police in neighborhoods	12.5%	26.5%	34.0%	27.0%
Q9-4. Efforts by police to effectively deal with problems in your neighborhood	16.7%	34.0%	29.6%	19.7%
Q9-5. Response time of police to emergency calls	16.6%	28.1%	26.0%	29.2%
Q9-6. Response time of fire department to structure fires	34.6%	45.5%	16.7%	3.3%
Q9-7. Response time of fire department to medical emergencies	39.2%	41.5%	16.2%	3.1%
Q9-8. Fire prevention & education	22.2%	40.4%	27.0%	10.5%
Q9-9. Prevention programs for youth (PALS, after-school programming, etc.)	23.7%	36.1%	29.2%	11.0%
Q9-10. Mental health programs (programs that divert police & EMS calls for services)	16.6%	30.4%	27.6%	25.4%
Q9-11. Quality of volunteer disaster response programs (Community Emergency Response Team)	22.3%	38.4%	28.8%	10.4%

Q10. Which TWO of the public safety services listed in Question 9 do you think should be City Government's top priorities?

Q10. Top choice	Number	Percent
Visibility of police in commercial & retail areas	189	8.2 %
Traffic enforcement	234	10.1 %
Visibility of police in neighborhoods	368	15.9 %
Efforts by police to effectively deal with problems in your neighborhood	297	12.8 %
Response time of police to emergency calls	559	24.1 %
Response time of fire department to structure fires	101	4.4 %
Response time of fire department to medical emergencies	101	4.4 %
Fire prevention & education	35	1.5 %
Prevention programs for youth (PALS, after-school programming, etc.)	70	3.0 %
Mental health programs (programs that divert police & EMS calls for services)	237	10.2 %
Quality of volunteer disaster response programs (Community Emergency Response Team)	27	1.2 %
None chosen	101	4.4 %
Total	2319	100.0 %

Q10. Which TWO of the public safety services listed in Question 9 do you think should be City Government's top priorities?

Q10. 2nd choice	Number	Percent
Visibility of police in commercial & retail areas	157	6.8 %
Traffic enforcement	232	10.0 %
Visibility of police in neighborhoods	277	11.9 %
Efforts by police to effectively deal with problems in your neighborhood	254	11.0 %
Response time of police to emergency calls	357	15.4 %
Response time of fire department to structure fires	157	6.8 %
Response time of fire department to medical emergencies	210	9.1 %
Fire prevention & education	76	3.3 %
Prevention programs for youth (PALS, after-school programming, etc.)	161	6.9 %
Mental health programs (programs that divert police & EMS calls for services)	258	11.1 %
Quality of volunteer disaster response programs (Community Emergency Response Team)	55	2.4 %
None chosen	125	5.4 %
Total	2319	100.0 %

(SUM OF TOP 2 RESPONSES)**Q10. Which TWO of the public safety services listed in Question 9 do you think should be the City Government's top priorities? (top 2)**

<u>Q10. Top choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in commercial & retail areas	346	14.9 %
Traffic enforcement	466	20.1 %
Visibility of police in neighborhoods	645	27.8 %
Efforts by police to effectively deal with problems in your neighborhood	551	23.8 %
Response time of police to emergency calls	916	39.5 %
Response time of fire department to structure fires	258	11.1 %
Response time of fire department to medical emergencies	311	13.4 %
Fire prevention & education	111	4.8 %
Prevention programs for youth (PALS, after-school programming, etc.)	231	10.0 %
Mental health programs (programs that divert police & EMS calls for services)	495	21.3 %
Quality of volunteer disaster response programs (Community Emergency Response Team)	82	3.5 %
<u>None chosen</u>	<u>101</u>	<u>4.4 %</u>
Total	4513	

Q11. Parks and Recreation. Please rate City Government performance in the following areas.

(N=2319)

	Excellent	Good	Fair	Poor	Don't know
Q11-1. City parks (appearance, quality, amenities)	22.5%	47.2%	19.8%	3.9%	6.6%
Q11-2. Recreation programs or classes (classes offered, activities, resources)	13.6%	31.3%	17.6%	5.7%	31.7%
Q11-3. Range/variety of recreation programs & classes	14.1%	27.2%	19.2%	6.3%	33.2%
Q11-4. Recreation centers/facilities (appearance, quality, safety)	16.4%	36.1%	23.1%	5.2%	19.1%
Q11-5. Accessibility of parks (ease of access from home)	25.4%	41.4%	20.1%	5.8%	7.3%
Q11-6. Accessibility of recreation centers/facilities	18.8%	39.4%	20.7%	4.9%	16.3%
Q11-7. Appearance/maintenance of parks	19.9%	44.7%	22.5%	5.6%	7.3%
Q11-8. Appearance/maintenance of recreation centers/facilities	17.2%	38.6%	21.4%	4.7%	18.1%
Q11-9. Outdoor athletic facilities (soccer/ baseball fields, tennis courts)	16.1%	37.1%	20.3%	4.8%	21.6%
Q11-10. Walking trails in City (access, appearance, quality)	21.1%	40.4%	20.6%	6.3%	11.6%
Q11-11. Swimming facilities (access, appearance, quality)	13.1%	19.7%	17.2%	9.5%	40.4%
Q11-12. Ease of registering for City recreation programs/events	13.7%	25.3%	13.8%	6.6%	40.7%
Q11-13. City golf courses	13.5%	21.5%	13.1%	3.8%	48.2%

(WITHOUT "DON'T KNOW")**Q11. Parks and Recreation. Please rate City Government performance in the following areas. (without "don't know")**

(N=2319)

	Excellent	Good	Fair	Poor
Q11-1. City parks (appearance, quality, amenities)	24.1%	50.5%	21.2%	4.2%
Q11-2. Recreation programs or classes (classes offered, activities, resources)	20.0%	45.9%	25.8%	8.4%
Q11-3. Range/variety of recreation programs & classes	21.1%	40.7%	28.8%	9.4%
Q11-4. Recreation centers/facilities (appearance, quality, safety)	20.3%	44.6%	28.6%	6.5%
Q11-5. Accessibility of parks (ease of access from home)	27.5%	44.7%	21.6%	6.2%
Q11-6. Accessibility of recreation centers/facilities	22.4%	47.1%	24.7%	5.8%
Q11-7. Appearance/maintenance of parks	21.5%	48.2%	24.2%	6.0%
Q11-8. Appearance/maintenance of recreation centers/facilities	21.1%	47.1%	26.2%	5.7%
Q11-9. Outdoor athletic facilities (soccer/ baseball fields, tennis courts)	20.5%	47.4%	25.9%	6.2%
Q11-10. Walking trails in City (access, appearance, quality)	23.9%	45.8%	23.3%	7.1%
Q11-11. Swimming facilities (access, appearance, quality)	22.0%	33.0%	29.0%	16.0%
Q11-12. Ease of registering for City recreation programs/events	23.1%	42.6%	23.3%	11.0%
Q11-13. City golf courses	26.0%	41.5%	25.3%	7.2%

Q12. Which THREE of the Park and Recreation services listed in Question 11 do you think should be City Government's top priorities?

<u>Q12. Top choice</u>	<u>Number</u>	<u>Percent</u>
City parks (appearance, quality, amenities)	676	29.2 %
Recreation programs or classes (classes offered, activities, resources)	263	11.3 %
Range/variety of recreation programs & classes	184	7.9 %
Recreation centers/facilities (appearance, quality, safety)	225	9.7 %
Accessibility of parks (ease of access from home)	173	7.5 %
Accessibility of recreation centers/facilities	73	3.1 %
Appearance/maintenance of parks	178	7.7 %
Appearance/maintenance of recreation centers/facilities	59	2.5 %
Outdoor athletic facilities (soccer/baseball fields, tennis courts)	51	2.2 %
Walking trails in City (access, appearance, quality)	171	7.4 %
Swimming facilities (access, appearance, quality)	45	1.9 %
Ease of registering for City recreation programs/events	39	1.7 %
City golf courses	27	1.2 %
None chosen	155	6.7 %
Total	2319	100.0 %

Q12. Which THREE of the Park and Recreation services listed in Question 11 do you think should be City Government's top priorities?

<u>Q12. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
City parks (appearance, quality, amenities)	255	11.0 %
Recreation programs or classes (classes offered, activities, resources)	250	10.8 %
Range/variety of recreation programs & classes	186	8.0 %
Recreation centers/facilities (appearance, quality, safety)	249	10.7 %
Accessibility of parks (ease of access from home)	186	8.0 %
Accessibility of recreation centers/facilities	139	6.0 %
Appearance/maintenance of parks	261	11.3 %
Appearance/maintenance of recreation centers/facilities	110	4.7 %
Outdoor athletic facilities (soccer/baseball fields, tennis courts)	124	5.3 %
Walking trails in City (access, appearance, quality)	247	10.7 %
Swimming facilities (access, appearance, quality)	62	2.7 %
Ease of registering for City recreation programs/events	49	2.1 %
City golf courses	19	0.8 %
None chosen	182	7.8 %
Total	2319	100.0 %

Q12. Which THREE of the Park and Recreation services listed in Question 11 do you think should be City Government's top priorities?

Q12. 3rd choice	Number	Percent
City parks (appearance, quality, amenities)	196	8.5 %
Recreation programs or classes (classes offered, activities, resources)	192	8.3 %
Range/variety of recreation programs & classes	170	7.3 %
Recreation centers/facilities (appearance, quality, safety)	213	9.2 %
Accessibility of parks (ease of access from home)	157	6.8 %
Accessibility of recreation centers/facilities	117	5.0 %
Appearance/maintenance of parks	241	10.4 %
Appearance/maintenance of recreation centers/facilities	130	5.6 %
Outdoor athletic facilities (soccer/baseball fields, tennis courts)	157	6.8 %
Walking trails in City (access, appearance, quality)	320	13.8 %
Swimming facilities (access, appearance, quality)	80	3.4 %
Ease of registering for City recreation programs/events	86	3.7 %
City golf courses	46	2.0 %
None chosen	214	9.2 %
Total	2319	100.0 %

(SUM OF TOP 3 RESPONSES)

Q12. Which THREE of the Park and Recreation services listed in Question 11 do you think should be City Government's top priorities? (top 3)

Q12. Top choice	Number	Percent
City parks (appearance, quality, amenities)	1127	48.6 %
Recreation programs or classes (classes offered, activities, resources)	705	30.4 %
Range/variety of recreation programs & classes	540	23.3 %
Recreation centers/facilities (appearance, quality, safety)	687	29.6 %
Accessibility of parks (ease of access from home)	516	22.3 %
Accessibility of recreation centers/facilities	329	14.2 %
Appearance/maintenance of parks	680	29.3 %
Appearance/maintenance of recreation centers/facilities	299	12.9 %
Outdoor athletic facilities (soccer/baseball fields, tennis courts)	332	14.3 %
Walking trails in City (access, appearance, quality)	738	31.8 %
Swimming facilities (access, appearance, quality)	187	8.1 %
Ease of registering for City recreation programs/events	174	7.5 %
City golf courses	92	4.0 %
None chosen	155	6.7 %
Total	6561	

Q13. Code Enforcement Services. Please rate City Government performance in following areas.

(N=2319)

	Excellent	Good	Fair	Poor	Don't know
Q13-1. Enforcement of multi-family building conditions	12.0%	18.8%	19.1%	11.9%	38.2%
Q13-2. Enforcement of mowing of weeds & high grass on private property	12.0%	28.0%	25.3%	12.8%	21.9%
Q13-3. Enforcement of blighted residential properties	10.5%	19.1%	24.1%	16.7%	29.6%
Q13-4. Enforcement of sign regulations	11.7%	22.7%	21.6%	14.1%	30.0%
Q13-5. City efforts to remove junk motor vehicles (inoperative) on private property	11.9%	19.8%	18.4%	17.1%	32.7%
Q13-6. Enforcement of bulk/brush trash violations	13.3%	29.6%	21.6%	13.3%	22.1%
Q13-7. Enforcement of litter on private property	10.5%	22.2%	21.6%	17.6%	28.1%
Q13-8. City efforts to survey & abate mosquitos carrying viruses	13.2%	27.1%	20.1%	12.7%	26.9%
Q13-9. Enforcement of food safety in restaurants	14.6%	29.3%	18.8%	6.3%	31.0%
Q13-10. Enforcement of yard parking regulations in your neighborhood	14.5%	26.0%	16.6%	14.4%	28.3%

(WITHOUT "DON'T KNOW")**Q13. Code Enforcement Services. Please rate City Government performance in following areas. (without "don't know")**

(N=2319)

	Excellent	Good	Fair	Poor
Q13-1. Enforcement of multi-family building conditions	19.4%	30.5%	30.9%	19.2%
Q13-2. Enforcement of mowing of weeds & high grass on private property	15.4%	35.9%	32.4%	16.3%
Q13-3. Enforcement of blighted residential properties	14.9%	27.1%	34.3%	23.7%
Q13-4. Enforcement of sign regulations	16.7%	32.5%	30.8%	20.1%
Q13-5. City efforts to remove junk motor vehicles (inoperative) on private property	17.8%	29.5%	27.4%	25.4%
Q13-6. Enforcement of bulk/brush trash violations	17.1%	38.0%	27.8%	17.1%
Q13-7. Enforcement of litter on private property	14.6%	30.8%	30.1%	24.4%
Q13-8. City efforts to survey & abate mosquitos carrying viruses	18.1%	37.1%	27.5%	17.3%
Q13-9. Enforcement of food safety in restaurants	21.1%	42.5%	27.2%	9.1%
Q13-10. Enforcement of yard parking regulations in your neighborhood	20.3%	36.3%	23.2%	20.2%

Q14. Which TWO of the code enforcement services listed in Question 13 do you think should be City Government's top priorities?

Q14. Top choice	Number	Percent
Enforcement of multi-family building conditions	399	17.2 %
Enforcement of mowing of weeds & high grass on private property	195	8.4 %
Enforcement of blighted residential properties	358	15.4 %
Enforcement of sign regulations	177	7.6 %
City efforts to remove junk motor vehicles (inoperative) on private property	223	9.6 %
Enforcement of bulk/brush trash violations	153	6.6 %
Enforcement of litter on private property	99	4.3 %
City efforts to survey & abate mosquitos carrying viruses	223	9.6 %
Enforcement of food safety in restaurants	265	11.4 %
Enforcement of yard parking regulations in your neighborhood	69	3.0 %
None chosen	158	6.8 %
Total	2319	100.0 %

Q14. Which TWO of the code enforcement services listed in Question 13 do you think should be City Government's top priorities?

Q14. 2nd choice	Number	Percent
Enforcement of multi-family building conditions	191	8.2 %
Enforcement of mowing of weeds & high grass on private property	233	10.0 %
Enforcement of blighted residential properties	331	14.3 %
Enforcement of sign regulations	119	5.1 %
City efforts to remove junk motor vehicles (inoperative) on private property	199	8.6 %
Enforcement of bulk/brush trash violations	181	7.8 %
Enforcement of litter on private property	186	8.0 %
City efforts to survey & abate mosquitos carrying viruses	289	12.5 %
Enforcement of food safety in restaurants	279	12.0 %
Enforcement of yard parking regulations in your neighborhood	122	5.3 %
None chosen	189	8.2 %
Total	2319	100.0 %

(SUM OF TOP 2 RESPONSES)

Q14. Which TWO of the code enforcement services listed in Question 13 do you think should be City Government's top priorities? (top 2)

Q14. Top choice	Number	Percent
Enforcement of multi-family building conditions	590	25.4 %
Enforcement of mowing of weeds & high grass on private property	428	18.5 %
Enforcement of blighted residential properties	689	29.7 %
Enforcement of sign regulations	296	12.8 %
City efforts to remove junk motor vehicles (inoperative) on private property	422	18.2 %
Enforcement of bulk/brush trash violations	334	14.4 %
Enforcement of litter on private property	285	12.3 %
City efforts to survey & abate mosquitos carrying viruses	512	22.1 %
Enforcement of food safety in restaurants	544	23.5 %
Enforcement of yard parking regulations in your neighborhood	191	8.2 %
None chosen	158	6.8 %
Total	4449	

Q15. Streets and Infrastructure/Mobility. Please rate City Government performance in the following areas.

(N=2319)

	Excellent	Good	Fair	Poor	Don't know
Q15-1. Maintenance & repair of thoroughfares & major streets	12.7%	25.8%	29.5%	29.4%	2.5%
Q15-2. Maintenance & repair of streets in your neighborhood	12.9%	26.4%	28.6%	29.8%	2.4%
Q15-3. Street striping	9.0%	28.2%	30.7%	22.8%	9.4%
Q15-4. Street cleaning	11.0%	27.5%	27.4%	25.2%	8.8%
Q15-5. Street lighting	13.8%	36.3%	30.7%	15.7%	3.4%
Q15-6. Traffic signs & signal operations	16.6%	43.6%	26.5%	10.2%	3.1%
Q15-7. Sidewalk maintenance	10.3%	25.0%	28.8%	31.0%	4.9%
Q15-8. Alley maintenance	9.9%	18.9%	24.2%	30.8%	16.2%
Q15-9. Curbs & gutters	10.7%	28.6%	29.8%	20.2%	10.7%
Q15-10. Bike lanes in City (shared, protected & multi-use)	12.2%	25.8%	22.6%	16.9%	22.5%

(WITHOUT "DON'T KNOW")**Q15. Streets and Infrastructure/Mobility. Please rate City Government performance in the following areas. (without "don't know")**

(N=2319)

	Excellent	Good	Fair	Poor
Q15-1. Maintenance & repair of thoroughfares & major streets	13.1%	26.5%	30.3%	30.2%
Q15-2. Maintenance & repair of streets in your neighborhood	13.2%	27.0%	29.3%	30.5%
Q15-3. Street striping	9.9%	31.2%	33.8%	25.1%
Q15-4. Street cleaning	12.1%	30.2%	30.1%	27.7%
Q15-5. Street lighting	14.3%	37.5%	31.8%	16.3%
Q15-6. Traffic signs & signal operations	17.2%	44.9%	27.4%	10.5%
Q15-7. Sidewalk maintenance	10.9%	26.3%	30.3%	32.5%
Q15-8. Alley maintenance	11.8%	22.5%	28.9%	36.7%
Q15-9. Curbs & gutters	12.0%	32.1%	33.3%	22.6%
Q15-10. Bike lanes in City (shared, protected & multi-use)	15.7%	33.3%	29.1%	21.9%

Q16. Which TWO of the street and infrastructure services listed in Question 15 do you think should be City Government's top priorities?

Q16. Top choice	Number	Percent
Maintenance & repair of thoroughfares & major streets	843	36.4 %
Maintenance & repair of streets in your neighborhood	399	17.2 %
Street striping	95	4.1 %
Street cleaning	149	6.4 %
Street lighting	162	7.0 %
Traffic signs & signal operations	170	7.3 %
Sidewalk maintenance	176	7.6 %
Alley maintenance	91	3.9 %
Curbs & gutters	26	1.1 %
Bike lanes in City (shared, protected & multi-use)	99	4.3 %
None chosen	109	4.7 %
Total	2319	100.0 %

Q16. Which TWO of the street and infrastructure services listed in Question 15 do you think should be City Government's top priorities?

Q16. 2nd choice	Number	Percent
Maintenance & repair of thoroughfares & major streets	299	12.9 %
Maintenance & repair of streets in your neighborhood	611	26.3 %
Street striping	127	5.5 %
Street cleaning	147	6.3 %
Street lighting	193	8.3 %
Traffic signs & signal operations	216	9.3 %
Sidewalk maintenance	260	11.2 %
Alley maintenance	134	5.8 %
Curbs & gutters	195	8.4 %
Bike lanes in City (shared, protected & multi-use)	137	5.9 %
Total	2319	100.0 %

(SUM OF TOP 2 RESPONSES)

Q16. Which TWO of the street and infrastructure services listed in Question 15 do you think should be City Government's top priorities? (top 2)

Q16. Top choice	Number	Percent
Maintenance & repair of thoroughfares & major streets	1142	49.2 %
Maintenance & repair of streets in your neighborhood	1010	43.6 %
Street striping	222	9.6 %
Street cleaning	296	12.8 %
Street lighting	355	15.3 %
Traffic signs & signal operations	386	16.6 %
Sidewalk maintenance	436	18.8 %
Alley maintenance	225	9.7 %
Curbs & gutters	91	3.9 %
Bike lanes in City (shared, protected & multi-use)	236	10.2 %
None chosen	109	4.7 %
Total	4508	

Q17. Housing and Community Empowerment and Land Use, Planning, and Zoning. Please rate City Government performance in the following areas.

(N=2319)

	Excellent	Good	Fair	Poor	Don't know
Q17-1. Services to seniors	13.3%	20.6%	16.9%	9.8%	39.4%
Q17-2. Services to youth	10.9%	21.8%	17.3%	7.3%	42.8%
Q17-3. Services to underserved communities, including populations who face barriers such as low income, lower levels of education, limited English proficiency, & mental or physical disabilities	10.2%	17.0%	18.8%	17.6%	36.5%
Q17-4. Services to unhoused residents	8.7%	13.5%	19.0%	28.4%	30.4%
Q17-5. Housing services programs (home repair, loan assistance, neighborhood grants, etc.)	9.4%	14.8%	15.9%	18.1%	41.8%
Q17-6. Producing new housing available to people of all income levels & stages of life	9.9%	13.7%	17.0%	30.4%	28.9%
Q17-7. Preserving existing housing available to people of all income levels & stages of life	9.5%	13.9%	19.5%	27.8%	29.2%
Q17-8. Collaborating with neighborhoods, community-based organizations, & residents	9.7%	18.5%	22.0%	19.8%	30.1%
Q17-9. Allowing a wider variety of housing types to better meet housing needs & preferences	10.3%	16.6%	21.2%	21.6%	30.2%
Q17-10. Preventing involuntary displacement of residents due to increased housing cost burden & market pressures	9.5%	13.6%	16.1%	28.0%	32.9%
Q17-11. Communicating proximate zoning cases, area planning, & land use plan updates	9.0%	18.3%	20.7%	23.7%	28.3%
Q17-12. Homeless services/housing response system, including increasing shelter capacity, inclement weather shelter operations, & supportive housing	9.7%	16.7%	20.9%	26.9%	25.8%
Q17-13. Services that seek to provide opportunities for residents	9.8%	16.2%	18.9%	15.9%	39.2%

(WITHOUT "DON'T KNOW")**Q17. Housing and Community Empowerment and Land Use, Planning, and Zoning. Please rate City Government performance in the following areas. (without "don't know")**

(N=2319)

	Excellent	Good	Fair	Poor
Q17-1. Services to seniors	22.0%	34.0%	27.8%	16.2%
Q17-2. Services to youth	19.0%	38.1%	30.2%	12.7%
Q17-3. Services to underserved communities, including populations who face barriers such as low income, lower levels of education, limited English proficiency, & mental or physical disabilities	16.0%	26.7%	29.6%	27.6%
Q17-4. Services to unhoused residents	12.5%	19.4%	27.3%	40.8%
Q17-5. Housing services programs (home repair, loan assistance, neighborhood grants, etc.)	16.1%	25.4%	27.4%	31.1%
Q17-6. Producing new housing available to people of all income levels & stages of life	13.9%	19.3%	24.0%	42.8%
Q17-7. Preserving existing housing available to people of all income levels & stages of life	13.5%	19.7%	27.6%	39.3%
Q17-8. Collaborating with neighborhoods, community-based organizations, & residents	13.8%	26.4%	31.5%	28.3%
Q17-9. Allowing a wider variety of housing types to better meet housing needs & preferences	14.8%	23.8%	30.3%	31.0%
Q17-10. Preventing involuntary displacement of residents due to increased housing cost burden & market pressures	14.1%	20.2%	24.0%	41.7%
Q17-11. Communicating proximate zoning cases, area planning, & land use plan updates	12.5%	25.6%	28.9%	33.0%
Q17-12. Homeless services/housing response system, including increasing shelter capacity, inclement weather shelter operations, & supportive housing	13.0%	22.6%	28.1%	36.3%
Q17-13. Services that seek to provide opportunities for residents	16.2%	26.6%	31.1%	26.1%

Q18. Other City Services/Facilities. Please rate City Government performance in the following areas.

(N=2319)

	Excellent	Good	Fair	Poor	Don't know
Q18-1. Variety of arts & cultural programs	26.3%	39.5%	18.0%	4.3%	11.9%
Q18-2. Appearance/maintenance of arts & cultural centers/facilities	22.8%	40.5%	18.5%	5.4%	12.8%
Q18-3. Accessibility of arts & cultural centers/facilities	22.0%	39.3%	21.2%	4.5%	13.0%
Q18-4. Variety of library materials	24.0%	35.5%	16.1%	5.4%	18.9%
Q18-5. Appearance/maintenance of libraries/facilities	22.1%	39.4%	19.4%	5.7%	13.4%
Q18-6. Accessibility of City facilities/services for all persons	17.8%	36.2%	20.7%	6.1%	19.2%

(WITHOUT "DON'T KNOW")**Q18. Other City Services/Facilities. Please rate City Government performance in the following areas. (without "don't know")**

(N=2319)

	Excellent	Good	Fair	Poor
Q18-1. Variety of arts & cultural programs	29.8%	44.9%	20.5%	4.8%
Q18-2. Appearance/maintenance of arts & cultural centers/facilities	26.2%	46.4%	21.2%	6.2%
Q18-3. Accessibility of arts & cultural centers/facilities	25.3%	45.2%	24.3%	5.2%
Q18-4. Variety of library materials	29.6%	43.8%	19.9%	6.7%
Q18-5. Appearance/maintenance of libraries/facilities	25.5%	45.5%	22.4%	6.6%
Q18-6. Accessibility of City facilities/services for all persons	22.0%	44.8%	25.6%	7.6%

Q19. Customer Service. Have you had any in-person or phone contact with an employee of City Government within the last 12 months (including police, receptionists, librarians, or any others)?

Q19. Have you had any in-person or phone contact with an employee of City Government within last 12 months

	Number	Percent
Yes	1311	56.5 %
No	1008	43.5 %
Total	2319	100.0 %

Q19a. Please rate the performance of City Government employees who helped you the last time you contacted the City in the following areas.

(N=1311)

	Excellent	Good	Fair	Poor	Don't know
Q19a-1. Knowledge	45.2%	36.1%	10.7%	5.0%	3.1%
Q19a-2. Responsiveness	40.3%	34.2%	13.5%	7.7%	4.3%
Q19a-3. Courtesy	47.7%	31.5%	12.3%	3.5%	5.0%
Q19a-4. Overall	40.5%	35.9%	13.3%	5.7%	4.6%

(WITHOUT "DON'T KNOW")

Q19a. Please rate the performance of City Government employees who helped you the last time you contacted the City in the following areas. (without "don't know")

(N=1311)

	Excellent	Good	Fair	Poor
Q19a-1. Knowledge	46.6%	37.2%	11.0%	5.2%
Q19a-2. Responsiveness	42.1%	35.8%	14.1%	8.0%
Q19a-3. Courtesy	50.2%	33.1%	12.9%	3.7%
Q19a-4. Overall	42.4%	37.6%	13.9%	6.0%

Q20. Communication. Please rate City Government performance in the following areas.

(N=2319)

	Excellent	Good	Fair	Poor	Don't know
Q20-1. Availability of information about City Government programs & services	14.3%	30.7%	26.8%	12.9%	15.4%
Q20-2. Overall usefulness of City Government website	12.4%	31.2%	27.7%	10.7%	18.1%
Q20-3. Opportunity to engage/provide input into decisions made by City Government	11.4%	21.4%	26.6%	21.4%	19.1%
Q20-4. Quality of City video programming including City television channel & web streaming	11.1%	19.7%	16.7%	8.8%	43.8%
Q20-5. City Government use of social media	10.1%	21.4%	21.0%	10.4%	37.0%

(WITHOUT "DON'T KNOW")**Q20. Communication. Please rate City Government performance in the following areas. (without "don't know")**

(N=2319)

	Excellent	Good	Fair	Poor
Q20-1. Availability of information about City Government programs & services	16.9%	36.2%	31.7%	15.2%
Q20-2. Overall usefulness of City Government website	15.1%	38.1%	33.8%	13.1%
Q20-3. Opportunity to engage/provide input into decisions made by City Government	14.1%	26.5%	33.0%	26.5%
Q20-4. Quality of City video programming including City television channel & web streaming	19.8%	35.0%	29.7%	15.6%
Q20-5. City Government use of social media	16.1%	34.0%	33.4%	16.6%

Q21. Which TWO of the communication services listed in Question 20 do you think should be City Government's top priorities?

Q21. Top choice	Number	Percent
Availability of information about City Government programs & services	807	34.8 %
Overall usefulness of City Government website	464	20.0 %
Opportunity to engage/provide input into decisions made by City Government	598	25.8 %
Quality of City video programming including City television channel & web streaming	142	6.1 %
City Government use of social media	124	5.3 %
None chosen	184	7.9 %
Total	2319	100.0 %

Q21. Which TWO of the communication services listed in Question 20 do you think should be City Government's top priorities?

Q21. 2nd choice	Number	Percent
Availability of information about City Government programs & services	552	23.8 %
Overall usefulness of City Government website	464	20.0 %
Opportunity to engage/provide input into decisions made by City Government	609	26.3 %
Quality of City video programming including City television channel & web streaming	229	9.9 %
City Government use of social media	240	10.3 %
None chosen	225	9.7 %
Total	2319	100.0 %

(SUM OF TOP 2 RESPONSES)**Q21. Which TWO of the communication services listed in Question 20 do you think should be City Government's top priorities? (top 2)**

Q21. Top choice	Number	Percent
Availability of information about City Government programs & services	1359	58.6 %
Overall usefulness of City Government website	928	40.0 %
Opportunity to engage/provide input into decisions made by City Government	1207	52.0 %
Quality of City video programming including City television channel & web streaming	371	16.0 %
City Government use of social media	364	15.7 %
None chosen	184	7.9 %
Total	4413	

Q22. 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=2319)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q22-1. I receive good value for the property taxes & fees I pay for City Government services	13.5%	24.1%	25.5%	15.6%	11.7%	9.7%
Q22-2. I am pleased with the overall direction that City Government is taking	10.3%	21.8%	28.9%	20.8%	10.6%	7.5%
Q22-3. City of Dallas Government welcomes resident involvement	12.2%	22.6%	28.8%	15.2%	7.6%	13.6%
Q22-4. City of Dallas Government listens to a diverse range of people	10.7%	23.6%	24.1%	16.1%	9.6%	15.9%
Q22-5. Employees at City of Dallas Government are ethical in the way they conduct City business	11.4%	24.2%	27.5%	10.9%	6.3%	19.7%
Q22-6. Government leaders at City of Dallas are ethical in the way they conduct business	9.8%	20.0%	27.5%	14.9%	9.8%	18.0%

(WITHOUT "DON'T KNOW")**Q22. 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=2319)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q22-1. I receive good value for the property taxes & fees I pay for City Government services	14.9%	26.6%	28.3%	17.3%	12.9%
Q22-2. I am pleased with the overall direction that City Government is taking	11.1%	23.6%	31.3%	22.5%	11.5%
Q22-3. City of Dallas Government welcomes resident involvement	14.1%	26.2%	33.3%	17.6%	8.8%
Q22-4. City of Dallas Government listens to a diverse range of people	12.7%	28.1%	28.7%	19.1%	11.4%
Q22-5. Employees at City of Dallas Government are ethical in the way they conduct City business	14.2%	30.1%	34.2%	13.5%	7.9%
Q22-6. Government leaders at City of Dallas are ethical in the way they conduct business	11.9%	24.4%	33.5%	18.2%	11.9%

Q23. How many years have you lived in Dallas?

Q23. How many years have you lived in Dallas	Number	Percent
0-5	210	9.1 %
6-10	228	9.8 %
11-15	190	8.2 %
16-20	195	8.4 %
21-30	363	15.7 %
31+	1096	47.3 %
Not provided	37	1.6 %
Total	2319	100.0 %

(WITHOUT "NOT PROVIDED")**Q23. How many years have you lived in Dallas? (without "not provided")**

Q23. How many years have you lived in Dallas	Number	Percent
0-5	210	9.2 %
6-10	228	10.0 %
11-15	190	8.3 %
16-20	195	8.5 %
21-30	363	15.9 %
31+	1096	48.0 %
Total	2282	100.0 %

Q24. What is your age?

Q24. Your age	Number	Percent
18-34	458	19.7 %
35-44	462	19.9 %
45-54	452	19.5 %
55-64	446	19.2 %
65+	469	20.2 %
Not provided	32	1.4 %
Total	2319	100.0 %

(WITHOUT "NOT PROVIDED")**Q24. What is your age? (without "not provided")**

Q24. Your age	Number	Percent
18-34	458	20.0 %
35-44	462	20.2 %
45-54	452	19.8 %
55-64	446	19.5 %
65+	469	20.5 %
Total	2287	100.0 %

Q25. What is your gender?

Q25. Your gender	Number	Percent
Male	1120	48.3 %
Female	1155	49.8 %
Self-identified	9	0.4 %
Not provided	35	1.5 %
Total	2319	100.0 %

(WITHOUT "NOT PROVIDED")**Q25. What is your gender? (without "not provided")**

Q25. Your gender	Number	Percent
Male	1120	49.0 %
Female	1155	50.6 %
Self-identified	9	0.4 %
Total	2284	100.0 %

Q26. Are you of Hispanic or Latino ancestry?

<u>Q26. Are you of Hispanic or Latino ancestry</u>	<u>Number</u>	<u>Percent</u>
Yes	979	42.2 %
No	1323	57.1 %
Not provided	17	0.7 %
Total	2319	100.0 %

(WITHOUT "NOT PROVIDED")**Q26. Are you of Hispanic or Latino ancestry? (without "not provided")**

<u>Q26. Are you of Hispanic or Latino ancestry</u>	<u>Number</u>	<u>Percent</u>
Yes	979	42.5 %
No	1323	57.5 %
Total	2302	100.0 %

Q27. Which of the following best describes your race?

<u>Q27. Your race</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	94	4.1 %
Black or African American	544	23.5 %
American Indian or Alaska Native	23	1.0 %
White	706	30.4 %
Native Hawaiian or other Pacific Islander	5	0.2 %
Hispanic	979	42.2 %
Other	4	0.2 %
Total	2355	

Q27-7. Self-describe your race:

<u>Q27-7. Self-describe your race</u>	<u>Number</u>	<u>Percent</u>
Native	1	25.0 %
Indigenous	1	25.0 %
Middle Eastern	1	25.0 %
Ashkenazi	1	25.0 %
Total	4	100.0 %

Q28. Including yourself, how many people in your household are...

	<u>Mean</u>	<u>Sum</u>
number	2.5	5682
Under age 12	0.3	799
Ages 12-17	0.2	492
Ages 18-34	0.4	966
Ages 35-49	0.6	1317
Ages 50-64	0.5	1243
Ages 65+	0.4	865

Q29. What is your total annual household income?

Q29. Your total annual household income	Number	Percent
Less than \$24,999	355	15.3 %
\$25K-\$49,999	396	17.1 %
\$50K-\$74,999	397	17.1 %
\$75K-\$99,999	355	15.3 %
\$100K+	616	26.6 %
Not provided	200	8.6 %
Total	2319	100.0 %

(WITHOUT "NOT PROVIDED")**Q29. What is your total annual household income? (without "not provided")**

Q29. Your total annual household income	Number	Percent
Less than \$24,999	355	16.8 %
\$25K-\$49,999	396	18.7 %
\$50K-\$74,999	397	18.7 %
\$75K-\$99,999	355	16.8 %
\$100K+	616	29.1 %
Total	2119	100.0 %

Q30. Do you own or rent your home?

Q30. Do you own or rent your home	Number	Percent
Own	1325	57.1 %
Rent (or occupy without paying)	929	40.1 %
Not provided	65	2.8 %
Total	2319	100.0 %

(WITHOUT "NOT PROVIDED")**Q30. Do you own or rent your home? (without "not provided")**

Q30. Do you own or rent your home	Number	Percent
Own	1325	58.8 %
Rent (or occupy without paying)	929	41.2 %
Total	2254	100.0 %

Q31. Are you or is anyone in your household disabled?

Q31. Are you or is anyone in your household disabled	Number	Percent
Yes	367	15.8 %
No	1900	81.9 %
Not provided	52	2.2 %
Total	2319	100.0 %

(WITHOUT "NOT PROVIDED")**Q31. Are you or is anyone in your household disabled? (without "not provided")**

Q31. Are you or is anyone in your household disabled	Number	Percent
Yes	367	16.2 %
No	1900	83.8 %
Total	2267	100.0 %

Q32. Are you or is anyone in your household a member of the LGBTQ+ community?

Q32. Are you or is anyone in your household a member
of LGBTQ+ community

	Number	Percent
Yes	252	10.9 %
No	2023	87.2 %
Not provided	44	1.9 %
Total	2319	100.0 %

(WITHOUT "NOT PROVIDED")**Q32. Are you or is anyone in your household a member of the LGBTQ+ community? (without "not provided")**

Q32. Are you or is anyone in your household a member
of LGBTQ+ community

	Number	Percent
Yes	252	11.1 %
No	2023	88.9 %
Total	2275	100.0 %



Open-Ended Responses

Open-Ended Question Responses

Q5—"Other": Problems in the City.

- Affordable childcare
- Anything that has to do with well being and well living
- Corrupt and untrustworthy elected city officials in bed with big developers and selling the city out from under the people who built it.
- Corrupt city officials (re: the plan to demolish Dallas City Hall and sell off the land to disgusting developers); Pathetic infrastructure (re: planning to close the Oak Cliff Municipal Center when the City couldn't get approved for a permit for the planned new building)
- Dallas is unsafe its like gta show
- Education
- Endless highway construction
- expense of living in dallas (all the taxes on my property + general cost of living) with limited benefits make it hard to justify staying in the City. The expenses continue to go up, but I see no added value. It seems like things keep getting harder - like having to take out my trash to the front yard vs. alley pickup because the new vehicles purchased are too large for alleys. These cumulative inconveniences are causing my family to look for homes on the east coast, where there are many more amenities and recreational/outdoor activities for free or cheap.
- Good
- Issues that could be addressed for the better of our community
- It's good
- Lack of concern for people by developers
- Other is another way too put thing in order
- other problem like not being safe.
- Police response
- Poor city management
- Property taxes
- Property taxes are too high
- Recreational centers
- Save City Hall and do not redevelop
- Selling City Hall
- Selling City Hall
- The constant random gunfire. Day and night. Some nights my neighborhood sounds like a war zone. The never ending annoyance of barking dogs. The hijacking of intersections. They are loud, destructive, dangerous and the skid marks they leave behind make the neighborhood look trashy.
- the parking
- Too many illegals
- Amazon prime video
- Bad streets. It takes too long to repair and update.
- Climate change
- Code enforcement. Enforcement of illegal parking, i.e. 18 wheelers, unregistered vehicles.

- Construction
- Empty lots due to restrictions on housing development in regards to zoning rules. Excessive amount of historic districts as a means of restricting high density housing.
- Fight
- Great overall
- It is on the way you are you doing today I love you too baby girl I
- Lack of safe, clean, and beautiful open outdoor space, trails, etc.
- Lack of support for library funding - the great equalizer in a community. Ashamed to live in a modern city that doesn't invest in civic infrastructure. Moved here for work and so disappointed
- Loud music
- Missing women
- Neighborhood noise, ordinance
- Potholes
- Road construction management
- Security
- Traffic and Road Safety
- Unsheltered people in my neighborhood and poor quality streets
- Utilizing existing alley infrastructure for garbage collection versus on-street that the City's contractors seem to prefer.
- access to items that make a city a good place to live
- Assistance for the elderly
- Building permits
- Car theft
- Cities ability to communicate with residents.
- Community revitalization in the Southern district
- Construction or road crews leaves remnants of "Yield"/Road closure behind on sidewalks. Been there for 2 years. I tripped over one skinned both knees! Senior citizen here.
- Dallas just needs to be cleaned up a bite. It takes the right people.
- Dead landscaping at commercial properties
- Dirty police officers
- Drag racing
- Excellent
- Illegally parked vehicles
- inequity in street repairs
- Just everything overall
- Panhandling
- Police involvement
- Safe, guarded, covered walkways for rec or commute foot traffic.
- something that's the opposite or multiple
- tax base in our southern sector
- to many schools closing, state defunding public school allowing 10,00 dollar vouchers for family's to move kids to charter or private schools is wrong I don't want my school tax to be used by any one other than public education.

- Traffic congestion
- We need more cops and non violent people
- weekend noise pollution in neighborhoods
- When you can safely walk outside? If your door and not weary about being attacked are robbed
- Access to better quality of products
- Amazon
- Clean creeks
- Closing libraries and trying to give away city hall to casino moguls. I pay taxes for public services and public forums, not to make rich people richer.
- Everyone
- Good
- Gun shots
- Gunshots
- Is the next choice or option to choose from
- It depends people can be good or bad
- It's good
- It's just about the same and it's ok.
- Just minor issues
- Lack of greenery and distance from south Dallas to any places of interest.
- Littered streets
- Other is a group of people or a union
- Other" is a versatile word in English, generally referring to something that is not the same as, or is in addition to, things already mentioned, implied, or understood. It can function as an adjective, pronoun, adverb, noun, or verb
- Parking
- Potholes
- Prices of everything are too high
- Prices too high in housing, food and utilities
- Robo calls, unwanted solicitors
- street lighting in some areas
- Tree cutting services for the poor
- Unkept infrastructure
- Uvtuvosrvuorsovusrvoursruvosrvoursvrozusofuvosrusvuorsbruovsuortvuosvousrofvusvorusviufzv ozfyvouzf
- Air quality
- Child predators and child exploitation doesn't get enough attention or control, but then again the police department isn't to its full potential but they are showing major efforts to significant growth so its something that could be controlled properly in due time, in my opinion of course
- Good
- Human trafficking
- Illegal food vendors
- Incredible amount of DAILY illegal gunfire in Pleasant Grove area of Dallas. It is all around me. To me this is the most important thing. It must be stopped. People that randomly fire guns many

many times each time they do it, are likely selling drugs or members of gangs. I am 6 blocks from the Southeast Police substation. We need a gunshot detection system and severe penalties for those doing it. I have lived here for 70 years. This problem is not new, it has only increased exponentially the last 25 years. My neighbors don't even call the police anymore because of lack of response and no resolution to this deadly problem. I have had bullets penetrate my roof and do thousands of dollars worth of damage. I have found fired bullets in my driveway and sidewalk. Stopping this activity should be paramount. You cannot have a close community if you are living among idiots who obviously think they can get away with any illegal activity. It only fosters more crime. Dallas can and must do more to eliminate this problem before anything else. Spending 6 billion dollars on a new city hall for a city that can not maintain a solid concrete building is absurd when parts of the city sound like a war zone. I am a Vietnam veteran and I'm sick of the lack of action in this matter.

- It is very safe and great to use
- It was good to see you think you can get it for
- Keeping yard neat and clutter free, cleanliness in front of stores, closer more convenient grocery stores, activities for seniors and kids, teenagers
- Loud roosters & Loud Mexican music..
- Noisy homeless people
- all good
- Crime
- Fireworks and gunfire and racing
- Food deserts
- Good
- Gunshots and firecrackers
- I think this is very interesting thing in this moment other.
- In general, there would be more opportunities at some communities for acquiring skills for to obtain better jobs
- It's good
- Lack of senior services
- Lack of usable parks. There are very little outdoor activities or opportunities in Dallas.
- Mild to moderate safe
- Overgrowth of multifamily housing properties.
- People traditions with strangers
- Police response times
- Schools
- sexual harassment
- Shootings at night
- Speeding on streets
- The code compliance department fails when it comes to ensuring that neighborhoods are clean and safe. The city has allowed the number of rental houses that are being rented out by room to people that do not care about the neighborhood. There is no sense of family and community because a lot of houses in west Dallas are being rented. The streets are crowded with parking as

the many people to one property have no where to park. If I knew West Dallas was this bad with so many cars all over the place daily, I would have purchased outside of Dallas.

- The potholes in Dallas are out of control! A taxpayers pay for these to be kept up and for example... For about 20 years that I can remember the potholes and oak Cliff specifically Jefferson Street have never been improved. A lot of people I know including myself want something done because it's a lot of wear and tear on our cars. Thanks for providing this survey.
- Traffic congestion
- Trying to take away our alley trash collection
- Uneven paved streets
- With gentrification we are losing the tree canopy that kept our neighborhood cool. I have a grocery store near my house, but not enough sidewalk to get there. There are bike lanes, but business and schools don't have bike racks, so no where to lock up my bike.
- affordable parking
- alcohol-too many bars and stores that sell
- Bancos de comida
- Bullshit
- Business have to hire security to protect there customers from panhandlers or homeless people sleep on the sidewalks of there establishments
- Children playing in the streets
- Dangerous
- Food
- Graffiti
- Gun shots
- gunfire, fireworks
- Healthy restaurants
- High property taxes
- I feel somewhat better
- Illegals have taken over my neighborhood. I've lived there my whole 48yrs and my kids are the only elite kids in the elementary school they go to. And the Mexicans living with 4 families in one house and the front yards looking like parking lots instead of yards is ridiculous and you call 911 about ppl shooting guns all hours of night and the police never show up
- it is used to refer to the remaining one, a different one, or an alternative
- Junk abandoned cars
- Lack of police response
- Low performing schools
- No es problema
- Parking on city streets as parking spots.
- Potholes
- some of the neighborhood streets need better lighting and roads need to be fixed, too many potholes.
- Something are Someone else
- Subpar public schools
- The fairness that's not given to the homeless in shelters"

- The plan to destroy City Hall
- Too many old cars in yards and on curbs
- as well, along with
- Bed bugs
- Car
- Food
- Gun violence
- I picked not at all, so I guess there really isn't an "other"
- It's good
- More storm drains in high water areas.
- Muslim indoctrination and trying to influence the children and trying to start sharia law and cultural centers
- need more walk trails-safe
- No activities for kids/teens, Bulk trash, street lights out, no healthy grocery stores or restaurants,
- There is no control over rising prices for food, energy, and insurance. Many Hispanics are self-employed and do not pay taxes; they charge exorbitant rates for poor-quality work, yet there is no mechanism to report them, and no authority to regulate their fees. If you want to do some remodeling, they charge upwards of \$300 per day—and a "day" consists of just eight hours. Professional companies also charge high rates, and while there is still a lack of regulation, at least *they* pay taxes. I earn \$16.00 an hour, have no dependents, and every year I am required to pay taxes; just imagine all the people whose income cannot be verified—what taxes are *they* paying? I even heard my neighbor say that he evaded taxes on \$78,000.00 in 2024.noise
- Other things that people need to buy
- parks and recreation
- Racing, ATVs on public roads, loud music, multiple families living in single family homes, not enough police officers, no response of officers to illegal fireworks, officers don't patrol neighbors.
- Sidewalks
- Slow response time for emergencies.
- Something different from with descried
- Street repair
- Too many people with firearms and the police do not come
- Walmart
- Budget
- Building code violations-residential
- Closure of libraries
- Education
- Financial and Budgetary pressure
- Fire arms
- Gunfire is an every day occurrence
- Homeless camps, especially under Bridges
- Lack of ethics at City Hall
- Lack of parks and green spaces
- Light pollution

- Mental health help
- More police
- neighborhood gunfire
- outdoor lighting
- Road maintenance
- Running red lights
- School taxes are out of line in order to support a bloated DISD administration staff.
- Schools
- Sidewalks and number and maintenance
- sidewalks are horrific
- Sidewalks for all streets
- Slow police response
- Tearing down City Hall without study and deliberation.
- the desire to leave city Hall
- The stinky trash at WR Lake especially behind the Arboretum. Need more trash cans there.
- Too many potholes and poor railroad crossings
- Treat all people the same
- Activity areas for seniors 65+
- Alley pavement
- Basic
- city services-cost/speed
- corrupt officials in city hall that collaborate with developers to demolish city hall
- Creeks eroding property
- Crime
- Dallas needs more apartments overall but in particular more apartments that are affordable
- Dart dropped over 65/disabled rides
- Education growth and so on
- Fake license plates
- food banks, ymca's, soup kitchens
- Frequency of gunfire
- Gun violence
- Homeless along 635 and 75
- Homeless encampments
- Incompetence of City Hall staff
- Marijuana use-smoking that affects neighbors and their ability to enjoy their own homes and residences. Drivers smoking marijuana/under the influence as they drive and the offensive smell.
I'm beyond sick and tired of the encroachment of my personal space.
- Minutos security
- Not enough police
- Other problems
- Over taxation of single family properties and should be shifted to commercial properties.
- Police response time is very slow
- Poor city budgeting

- Slow police response
- Some other reason or something else
- The neighborhood where I live does not have public park within walking distance. The families play in an empty parking lot. It's not safe for kids. More parks like Klyde Warren need to be built.
- The noise
- Too much money goes to South Dallas
- Traffic
- Which is something other than the choices u don't know
- Airbnb
- Another thing
- Car racing
- City leadership back room deals
- Dallas ISD needs to have better ranked schools. We really want to send our kids to public schools and stop wasting money on private education in North Dallas. Please help us give our kids the education they deserve to succeed and make Dallas proud.
- DAS killing animals shaming ??
- Fireworks
- Focused on public safety
- Good food
- High quality photos
- Homelessness
- I'm not sure at the moment
- It's so amazing
- Nice
- Other is something
- Other simply means alternative
- Overall development including safety, air pollution and how welcome I feel in the community
- Parking availability in busy areas
- Polices ability to enforce sound/ loud noise complaints!!! If it's private land/ building--- they can't do shit about it!! IF THEY COULD FINE THE PEOPLE/ BUILDING OWNER it would help. Homeless people - panhandle is getting out of control. Open up some of the vacant buildings that are in good shape as shelters or homes for them. Get them off the streets!! Arrest them if they're selling drugs ,but just help them to get off the streets!!
- Problems not mentioned above
- Rapid increase in population
- Reliable and easy for me and my wife and my family
- Some closures and restrictions due to weather conditions
- Telephone poles, alleyways, and residential street lights
- The integrity, transparency and competence of our City Manager, Mayor and City Council are of significant concern. The wealthy and real estate developers have far too much influence in city politics, decisions and direction of our city government.
- The most recent study in
- The quality of goods and services

- Thuggery
- Thuggery
- too much politics
- Traffic
- Transportation
- Unregistered/expired tags, vehicles illegally parked on the public street.
- Very nice and good news for you and
- Water safety: pfas etc.
- We need Walkable neighborhoods with less noise and speeding cars Our kids can't ride bikes anymore because of this and also criminals and pan handling and homeless encampments
- Business opportunities
- good education for my kids
- Guns in the public
- I'm going back to the house to go to the gym with the girls for the night
- inept city services managing
- It's awesome
- Lack of community and mental health centers
- Light pollution
- Nice
- Not enough police
- Parties
- People who can't speak English
- Police presence
- Police response times
- Property taxes and insurance too high
- So amazing and fantastic project
- Speeding
- Street safety markers and reflectors are poorly placed.
- Terrible road conditions/holes/congested
- The destruction of far N. Dallas by DART, along with building multi-level apartments in urban areas is making me hate living here. The traffic caused by over building is horrible. DART's destruction and the lies they told residents about the useless "Silverline" scam is one of the worst things to happen to any city and DART should be sued out of existence.
- The good education to have
- The quality of security
- Thugging
- too many far left liberals on the city council pushing programs that have proven grossly ineffective in other major democrat run cities.
- Traffic
- Upkeep without resolution of recreation centers and libraries. Homeless on every street corner. Is it time to move to Plano or Frisco? Total inept use of expenses in the parks and rec centers. Give me a call if you really want to know. 214-770-6435. Shocking waste of funds and waste.
- Urban sprawl

- Alleyways are in dis repair
- Bad Governance
- Budget issues city council issues save city hall
- Cat population and uninformed people
- City code and parking enforcement
- City Council trying to sell City Hall to tear it down. Keep City Hall!
- City tax burden
- Crime from homeless
- Difficulty of traveling anywhere without a car
- Great job and great work Kim on this one
- I think our mayor, city manager and many of our city council members are obviously just looking out for developers' and sports team owners' interests and do not care about citizens or taxpayers.
- Ice kidnappings
- Irresponsible people not picking after their pets
- It's fine the way it is nothing bad to say
- kids skipping school at local parks all day
- lack of attention
- Lack of parking Stray animals.
- Motorcycles
- Need to protect the trees
- not enough sidewalks
- Participation of ICE in our communities.
- Public schools are not good
- Random gunshots
- residential break-ins
- School zone speeding
- Social menaces
- Street racing
- Streets need re-striping
- Taxes
- The cost of water/sewer
- The only way I could do that was if you had to do a little more work and then
- Timely response to infrastructure repair requests
- Traffic
- Traffic if not using toll roads
- Train horns blaring at night multiple hours near Love Field.
- travel
- Unsafe conditions where unhoused are camping or sheltering, close to traffic at busy intersections. Litter a real problem at these locations too.
- citizens paying taxes for business coming to Dallas
- Corruption in City Hall and lack of transparency / honesty in how DPD works with real estate developers, large companies like ATT & the Mavericks, and federal agencies like ICE.

- Dysfunctional city government too focused on wrong things.
- Emergency police response time
- erosion
- gentrification
- Historical preservation
- I hear annoying cars sometimes, but they do not affect my safety or prevent me from working
- I'm glad you put illegally modified and loud cars. I live in Downtown, and these nasty cars drive through at all hours of the day. The noise scares my dog, even inside my condo.
- Lack of enclosed dog parks
- lack of sex offender regulations
- Lack of traffic enforcement and red light running
- Losing the Stars and Mavs to our neighbors.
- Lying
- Parked cars without inspection or license
- Police response
- Police response times
- public transportation , unemployment
- Public transportation problems
- Red light runners
- Residential zoning and code compliance, builders skirting construction rules.
- Roles in hospitals
- Safety measures
- Safety of pedestrians and others who are not inside a vehicle.
- Speeding on residential and highway streets
- Street water drainage during storms
- Streets flooding
- The City Hall situation. Tearing it down would be shameful.
- The crazy weather
- The yellow stop lights are too short, making many people run red lights!
- Traffic congestion
- Traffic congestion
- Traffic congestion and occasional street maintenance issues.
- Unfriendly people
- Water quality

8 Survey Instrument



February 2026

My fellow Dallas resident:

At the City of Dallas, we recognize you have a choice about where you live, work, and play. The most important product we deliver to our residents and taxpayers is service. **You are our most important customer.** We work hard to improve our engagement processes by continuing to **Connect, Collaborate, and Communicate** and our ongoing commitment to delivering **Service First** with the urgency of **Now!**

I am proud of Dallas' hard-working, dedicated staff, and understand the city has opportunities for growth. We strive to improve and are not afraid to ask our customers how we're doing.

This is where you come in.

The City of Dallas invites Dallas residents to complete the annual Community Survey. Your household is among a small percentage of households randomly selected to receive this year's survey. We want to hear both what you value and where we can improve. **Your honest feedback plays an important role in guiding future city spending decisions!**

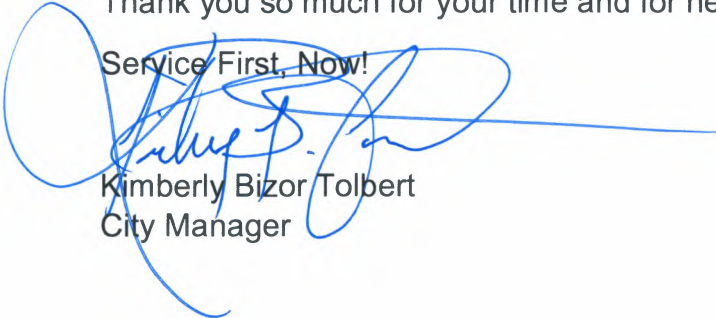
How to participate:

1. Among the adults living in your household, the person aged 18 or older who had the most recent birthday should complete the survey.
2. Please complete only one survey per household.
3. Fill out the survey completely. "Don't Know" is an acceptable response.
4. Return the completed survey in the enclosed postage-paid envelope or complete it online at dallassurvey.org.
5. Nếu bạn không nói được tiếng Anh và muốn tham gia cuộc khảo sát này, vui lòng gọi 1-844-468-2571.

Results will be posted in June on the City's website at www.dallascityhall.com, where you can also review results from previous surveys.

Thank you so much for your time and for helping the City of Dallas!

Service First, Now!


Kimberly Bizzor Tolbert
City Manager



2026 City of Dallas Community Survey

Thank you for completing this important survey. Your input will be used to improve the quality of city services and set priorities for the community. If you have questions, please call us toll free at (888) 801-5368. Upon completion, please return your survey in the enclosed postage-paid envelope. If you prefer, you can take the survey online at dallasurvey.org. Your responses will remain confidential.

1. Perceptions of Dallas as a Whole. Please rate the following items by circling the corresponding number below.

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

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

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

3. Which THREE of the quality-of-life characteristics listed above about Dallas as a whole are the most important to you? [Write in your answers below using the numbers from the list in Question 2.]

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

4. Please rate the speed of growth in the following categories in Dallas as a whole over the past two years.

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

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

Problems in the City	Not a Problem	Minor Problem	Moderate Problem	Major Problem	Don't Know
01. Crime	4	3	2	1	9
02. Drugs	4	3	2	1	9
03. High weeds	4	3	2	1	9
04. Noise	4	3	2	1	9
05. Blighted buildings	4	3	2	1	9
06. Homelessness	4	3	2	1	9
07. Environmental hazard(s), air quality and toxic waste	4	3	2	1	9
08. Loose dogs and unrestrained pets	4	3	2	1	9
09. Litter	4	3	2	1	9
10. Infrastructure/streets	4	3	2	1	9
11. Aggressive solicitation/panhandling	4	3	2	1	9
12. Climate change (extreme heat, flooding, tree canopy, etc.)	4	3	2	1	9
13. Racial and ethnic inequities (fair access to opportunities and resources offered)	4	3	2	1	9
14. Housing affordability	4	3	2	1	9
15. Dangerous drivers and streets	4	3	2	1	9
16. Illegally modified and loud cars	4	3	2	1	9
17. Other:	4	3	2	1	9

6. 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.

How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
01. In your neighborhood during the day	5	4	3	2	1	9
02. In your neighborhood after dark	5	4	3	2	1	9
03. In Dallas' downtown area during the day	5	4	3	2	1	9
04. In Dallas' downtown area after dark	5	4	3	2	1	9
05. In Dallas' restaurant/retail areas during the day	5	4	3	2	1	9
06. In Dallas' restaurant/retail areas after dark	5	4	3	2	1	9
07. In Dallas' parks during the day	5	4	3	2	1	9
08. In Dallas' parks after dark	5	4	3	2	1	9
09. From violent crime (murder, rape, assault, robbery)	5	4	3	2	1	9
10. From property crime (burglary, theft)	5	4	3	2	1	9
11. From fire	5	4	3	2	1	9

7. **Major Categories of City Government Services.** Please indicate whether you or any member of your household have used each of the following services in the past 12 months. If "Yes," please rate City Government overall performance in each of the major categories of city services.

Major categories of City Government services	Have you used this service in the past 12 months?		How would you rate the overall performance?				
	Yes	No	Excellent	Good	Fair	Poor	Don't Know
01. Ambulance/emergency medical services	Yes	No	4	3	2	1	9
02. Art and cultural programs/facilities	Yes	No	4	3	2	1	9
03. Neighborhood code enforcement (e.g., high weeds, litter, blight)	Yes	No	4	3	2	1	9
04. Customer service provided by city employees	Yes	No	4	3	2	1	9
05. Drinking water	Yes	No	4	3	2	1	9
06. Fire services	Yes	No	4	3	2	1	9
07. Solid waste services (e.g., garbage and recycling collection)	Yes	No	4	3	2	1	9
08. Land use, planning, and zoning	Yes	No	4	3	2	1	9
09. Maintenance of infrastructure (e.g., city streets and sidewalks)	Yes	No	4	3	2	1	9
10. Park and recreation system	Yes	No	4	3	2	1	9
11. Police services	Yes	No	4	3	2	1	9
12. Communication by the City	Yes	No	4	3	2	1	9
13. Public library services	Yes	No	4	3	2	1	9
14. Sewer services (e.g., sanitary sewer/wastewater)	Yes	No	4	3	2	1	9
15. Storm drainage	Yes	No	4	3	2	1	9
16. Traffic management (traffic signals, traffic flow, signs, parking)	Yes	No	4	3	2	1	9
17. Dallas Love Field Airport	Yes	No	4	3	2	1	9
18. Municipal court services (e.g., traffic and parking ticket processing, misdemeanor court cases, fine collection)	Yes	No	4	3	2	1	9
19. Homeless Programs	Yes	No	4	3	2	1	9
20. Social services (community centers, child-care programs, youth programs, senior programs)	Yes	No	4	3	2	1	9
21. 311/Service request process (call to report problem)	Yes	No	4	3	2	1	9
22. Animal services (e.g., shelter, adoptions, animal control)	Yes	No	4	3	2	1	9
23. Housing (affordable housing, housing assistance, housing counseling)	Yes	No	4	3	2	1	9

8. **Which FOUR of the services listed above do you think should be City Government top priorities?**
[Write in your answers below using the numbers from the list in Question 7.]

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

9. **Public Safety Services.** Please rate City Government performance in the following areas.

Public safety services	Excellent	Good	Fair	Poor	Don't Know
01. Visibility of police in commercial and retail areas	4	3	2	1	9
02. Traffic enforcement	4	3	2	1	9
03. Visibility of police in neighborhoods	4	3	2	1	9
04. Efforts by police to effectively deal with problems in your neighborhood	4	3	2	1	9
05. Response time of police to emergency calls	4	3	2	1	9
06. Response time of fire department to structure fires	4	3	2	1	9
07. Response time of fire department to medical emergencies	4	3	2	1	9
08. Fire prevention and education	4	3	2	1	9
09. Prevention programs for youth (PALS, after-school programming, etc.)	4	3	2	1	9
10. Mental health programs (programs that divert police and EMS calls for services)	4	3	2	1	9
11. Quality of volunteer disaster response programs (Community Emergency Response Team)	4	3	2	1	9

10. **Which TWO of the public safety services listed above do you think should be City Government top priorities?** *[Write in your answers below using the numbers from the list in Question 9.]*

1st: _____ 2nd: _____

11. Parks and Recreation. Please rate City Government performance in the following areas.

Park and Recreation services	Excellent	Good	Fair	Poor	Don't Know
01. City parks (appearance, quality, amenities)	4	3	2	1	9
02. Recreation programs or classes (classes offered, activities, resources)	4	3	2	1	9
03. Range/variety of recreation programs and classes	4	3	2	1	9
04. Recreation centers/facilities (appearance, quality, safety)	4	3	2	1	9
05. Accessibility of parks (ease of access from home)	4	3	2	1	9
06. Accessibility of recreation centers/facilities	4	3	2	1	9
07. Appearance/maintenance of parks	4	3	2	1	9
08. Appearance/maintenance of recreation centers/facilities	4	3	2	1	9
09. Outdoor athletic facilities (soccer/baseball fields, tennis courts)	4	3	2	1	9
10. Walking trails in the City (access, appearance, quality)	4	3	2	1	9
11. Swimming facilities (access, appearance, quality)	4	3	2	1	9
12. Ease of registering for city recreation programs/events	4	3	2	1	9
13. City golf courses	4	3	2	1	9

12. Which THREE of the park and recreation services listed above do you think should be City Government top priorities? *[Write in your answers below using the numbers from the list in Question 11.]*

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

13. Code Enforcement Services. Please rate City Government performance in the following areas.

Code enforcement services	Excellent	Good	Fair	Poor	Don't Know
01. Enforcement of multi-family building conditions	4	3	2	1	9
02. Enforcement of the mowing of weeds and high grass on private property	4	3	2	1	9
03. Enforcement of blighted residential properties	4	3	2	1	9
04. Enforcement of sign regulations	4	3	2	1	9
05. City efforts to remove junk motor vehicles (inoperative) on private property	4	3	2	1	9
06. Enforcement of bulk/brush trash violations	4	3	2	1	9
07. Enforcement of litter on private property	4	3	2	1	9
08. City efforts to survey and abate mosquitos carrying viruses	4	3	2	1	9
09. Enforcement of food safety in restaurants	4	3	2	1	9
10. Enforcement of yard parking regulations in your neighborhood	4	3	2	1	9

14. Which TWO of the code enforcement services listed above do you think should be City Government top priorities? *[Write in your answers below using the numbers from the list in Question 13.]*

1st: _____ 2nd: _____

15. Streets and Infrastructure/Mobility. Please rate City Government performance in the following areas.

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

16. Which TWO of the street and infrastructure services listed above do you think should be City Government top priorities? *[Write in your answers below using the numbers from the list in Question 15.]*

1st: _____ 2nd: _____

17. Housing and Community Empowerment and Land Use, Planning, and Zoning. Please rate City Government performance in the following areas.

How would you rate...	Excellent	Good	Fair	Poor	Don't Know
01. Services to seniors	4	3	2	1	9
02. Services to youth	4	3	2	1	9
03. Services to underserved communities, including populations who face barriers such as low income, lower levels of education, limited English proficiency, and mental or physical disabilities	4	3	2	1	9
04. Services to unhoused residents	4	3	2	1	9
05. Housing services programs (home repair, loan assistance, neighborhood grants, etc.)	4	3	2	1	9
06. Producing new housing available to people of all income levels and stages of life	4	3	2	1	9
07. Preserving existing housing available to people of all income levels and stages of life	4	3	2	1	9
08. Collaborating with neighborhoods, community-based organizations, and residents	4	3	2	1	9
09. Allowing a wider variety of housing types to better meet housing needs and preferences	4	3	2	1	9
10. Preventing involuntary displacement of residents due to increased housing cost burden and market pressures	4	3	2	1	9
11. Communicating proximate zoning cases, area planning, and land use plan updates	4	3	2	1	9
12. Homeless services/housing response system, including increasing shelter capacity, inclement weather shelter operations, and supportive housing	4	3	2	1	9
13. Services that seek to provide opportunities for residents	4	3	2	1	9

18. Other City Services/Facilities. Please rate City Government performance in the following areas.

Other City Government services	Excellent	Good	Fair	Poor	Don't Know
1. Variety of arts and cultural programs	4	3	2	1	9
2. Appearance/maintenance of arts and cultural centers/facilities	4	3	2	1	9
3. Accessibility of arts and cultural centers/facilities	4	3	2	1	9
4. Variety of library materials	4	3	2	1	9
5. Appearance/maintenance of libraries/facilities	4	3	2	1	9
6. Accessibility of City facilities/services for all persons	4	3	2	1	9

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

____(1) Yes [Answer Q19a.] ____ (2) No [Skip to Q20.]

19a. Please rate the performance of City Government employees who helped you the last time you contacted the City in the following areas.

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

20. Communication. Please rate City Government performance in the following areas.

Communication	Excellent	Good	Fair	Poor	Don't Know
1. The availability of information about City Government programs and services	4	3	2	1	9
2. Overall usefulness of the City Government website	4	3	2	1	9
3. Opportunity to engage/provide input into decisions made by City Government	4	3	2	1	9
4. Quality of city video programming including city television channel and web streaming	4	3	2	1	9
5. The city government use of social media	4	3	2	1	9

21. Which TWO of the communication services listed above do you think should be City Government top priorities? [Write in your answers below using the numbers from the list in Question 20.]

1st: ____ 2nd: ____

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

Demographics

- 23. How many years have you lived in Dallas?** _____ years
- 24. What is your age?** _____ years
- 25. What is your gender?** _____(1) Male _____(2) Female _____(3) Self-identified
- 26. Are you of Hispanic or Latino ancestry?** _____(1) Yes _____(2) No
- 27. Which of the following best describes your race? [Check all that apply.]**
 _____(01) Asian or Asian Indian _____(04) White
 _____(02) Black or African American _____(05) Native Hawaiian or other Pacific Islander
 _____(03) American Indian or Alaska Native _____(99) Other: _____
- 28. Including yourself, how many people in your household are...**
 Under age 12: _____ Ages 18-34: _____ Ages 50-64: _____
 Ages 12-17: _____ Ages 35-49: _____ Ages 65+: _____
- 29. 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
- 30. Do you own or rent your home?** _____(1) Own _____(2) Rent (or occupy without paying)
- 31. Are you or is anyone in your household disabled?** _____(1) Yes _____(2) No
- 32. Are you or is anyone in your household a member of the LGBTQ+ community?**
 _____(1) Yes _____(2) No
- 33. Would you be willing to participate in future surveys sponsored by City Government?**
 _____(1) Yes [Answer Q33a.] _____(2) No
- 33a. Please provide your contact information.**
 Mobile Phone Number: _____
 Email Address: _____

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

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