



2014 Community Survey

City of Dallas

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

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

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

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

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

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

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

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

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

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

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

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

___(2) No

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

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

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

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

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

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

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

1st: _____ 2nd: _____

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

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

12. Which THREE of the park and recreation services listed above do you think should be the City's top priorities? (list your top 3 choices below using the letters from the list in Question 11)

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

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

CODE ENFORCEMENT SERVICES		PERFORMANCE				
		Excellent	Good	Fair	Poor	Don't Know
a.	Enforcement of the clean-up of junk and debris on private property	1	2	3	4	9
b.	Enforcement of the mowing and cutting of weeds and high grass on private property	1	2	3	4	9
c.	Enforcement of the exterior maintenance of residential property	1	2	3	4	9
d.	Enforcement of sign regulations	1	2	3	4	9
e.	Enforcement of yard parking regulations in your neighborhood	1	2	3	4	9
f.	City efforts to remove abandoned or inoperative vehicles	1	2	3	4	9

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

1st: _____ 2nd: _____

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

STREETS AND INFRASTRUCTURE		PERFORMANCE				
		Excellent	Good	Fair	Poor	Don't Know
a.	Street repair	1	2	3	4	9
b.	Street cleaning	1	2	3	4	9
c.	Street lighting	1	2	3	4	9
d.	Sidewalk maintenance	1	2	3	4	9
e.	Alley maintenance	1	2	3	4	9
f.	Maintenance of streets in your neighborhood	1	2	3	4	9

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

1st: _____ 2nd: _____

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

SOLID WASTE SERVICES		PERFORMANCE				
		Excellent	Good	Fair	Poor	Don't Know
a.	Garbage collections	1	2	3	4	9
b.	Recycling	1	2	3	4	9
c.	Yard waste pick-up	1	2	3	4	9
d.	Bulk trash pick-up	1	2	3	4	9
e.	Household hazardous waste disposal	1	2	3	4	9

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

1st: _____ 2nd: _____

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

WATER AND WASTEWATER		PERFORMANCE				
		Excellent	Good	Fair	Poor	Don't Know
a.	Water pressure in your home	1	2	3	4	9
b.	Taste/smell of tap water in your home	1	2	3	4	9
c.	Water conservation programs sponsored by the City	1	2	3	4	9
d.	Ease of understanding your water/wastewater bill	1	2	3	4	9
e.	Efforts by the City to respond timely to water/wastewater service issues at your home or business	1	2	3	4	9
f.	Pricing for water and wastewater service	1	2	3	4	9

20. Which TWO of the water and wastewater services listed above do you think should be the City's top priorities? (list your top 2 choices below using the letters from the list in Question 19)

1st: _____ 2nd: _____

21. 3-1-1 CUSTOMER SERVICE CALL CENTER. Have you used either the City's 3-1-1 Customer Service Call Center or the Water Customer Service line (214) 651-1441, in the past 6 months?

___(1) Yes ___(2) No [go to Question 22]

21b-c. Please rate the performance of the City employees who helped you the last time you contacted the City's 3-1-1 Customer Service Call Center in the following areas:

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

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

- | | | |
|---|---------------------------|---------------------------|
| ___(01) Local newspapers | ___(05) City website | ___(08) Radio FM 101.1 |
| ___(02) Facebook/Twitter | ___(06) Other local radio | ___(09) 311 |
| ___(03) DallasCityNewsroom.com | ___(07) Television News | ___(10) Townhall meetings |
| ___(04) Dallas City News Network (DCNN) | | |

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

PUBLIC INFORMATION SERVICES		PERFORMANCE				
		Excellent	Good	Fair	Poor	Don't Know
a.	Quality of City's cable television channel	1	2	3	4	9
b.	WRR 101.1 FM broadcast of City Council meetings	1	2	3	4	9
c.	3-1-1 services	1	2	3	4	9
d.	Availability of information about city programs & services	1	2	3	4	9
e.	Level of public involvement in decision making	1	2	3	4	9
f.	Townhall meetings	1	2	3	4	9
g.	The City's social media services (e.g., Facebook, Twitter, etc.)	1	2	3	4	9
h.	Quality of DallasCityNewsroom.com	1	2	3	4	9
i.	Quality of DallasCityHall.com	1	2	3	4	9

24. Which TWO of the public information services listed above do you think should be the City's top priorities? (list your top 2 choices below using the letters from the list in Question 23)

1st: _____ 2nd: _____

25. OTHER CITY SERVICES. Please rate the City's performance in the following areas.

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

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

____(1) Yes [answer Question 26a-e] ____ (2) No [go to Question 27]

26a. Which department did you contact most recently? _____

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

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

27. OVERALL QUALITY OF GOVERNMENTAL SERVICES. Overall how would you rate the quality of services provided by:

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

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

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

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

30. Which modes of transportation do you use on a regular basis? (Check all that apply)
 ___(1) Drive alone ___(2) Carpool ___(3) Light rail ___(4) Bus
 ___(5) Bicycle ___(6) Walk ___(7) Telecommute ___(8) Other: _____

31. How many years have you lived in Dallas? _____ years

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

33. What is your age? _____ years

34. Which of the following best describes your home?
 ___(1) Single family home ___(2) Apartment/Condo ___(3) Mobile home ___(3) Other

35. Do you own or rent your home? ___(1) Own ___(2) Rent (or occupy without paying)

36. Do any members of your household have a physical disability? ___(1) Yes ___(2) No

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

38. Are you Spanish, Hispanic, or Latino? ___(1) Yes ___(2) No

39. 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

40. What is the highest degree or level of education you have completed?
 ___(1) less than high school ___(3) some college ___(5) Bachelor's degree
 ___(2) high school graduate ___(4) Associate's degree ___(6) graduate degree

41. Are you currently employed? ___(1) Yes ___(2) No

42. Are you registered to vote in the jurisdiction where you live? ___(1) Yes ___(2) No

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

44. What is your gender? ___(1) Male ___(2) Female

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

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

