

# Memorandum



CITY OF DALLAS

DATE April 17, 2020

TO Honorable Mayor and Members of the City Council

SUBJECT **2020 Community Survey Results by District**

On Wednesday, April 1, the Office of Budget and ETC Institute briefed the Dallas City Council on the 2020 Community Survey results. In addition to the citywide results presented then, the attached reports provide a high-level overview of the highest priorities within each district compared to citywide results. The report also shows residents' perceptions of Dallas as a place to live, work, and do business.

Additionally, staff received a request for a 10-year review of data at the district level. District boundaries were redrawn in 2011 creating the districts in which you all currently serve. Since then, six community surveys have been administered. A full report of results covering 2011 to present has been compiled and is also attached for your review.

We want to take the opportunity to thank you all for your support in spreading the word about the survey. Your efforts resulted in a 15 percent increase in responses over the previous survey administration.

Should you have any questions or need additional information, please contact Elizabeth Reich, Chief Financial Officer, or Jack Ireland, Director of the Office of Budget.

A handwritten signature in blue ink that reads "M. Elizabeth Reich".

M. Elizabeth Reich  
Chief Financial Officer

[Attachment]

c: T.C. Broadnax, City Manager  
Chris Caso, City Attorney  
Mark Swann, City Auditor  
Billierae Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Kimberly Bizzor Tolbert, Chief of Staff to the City Manager  
Majed A. Al-Ghafry, Assistant City Manager

Jon Fortune, Assistant City Manager  
Joey Zapata, Assistant City Manager  
Nadia Chandler Hardy, Assistant City Manager  
Dr. Eric A. Johnson, Chief of Economic Development and Neighborhood Services  
Laila Alequresh, Chief Innovation Officer  
M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion  
Directors and Assistant Directors

# 2020 COMMUNITY SURVEY

## District 1 Highlights

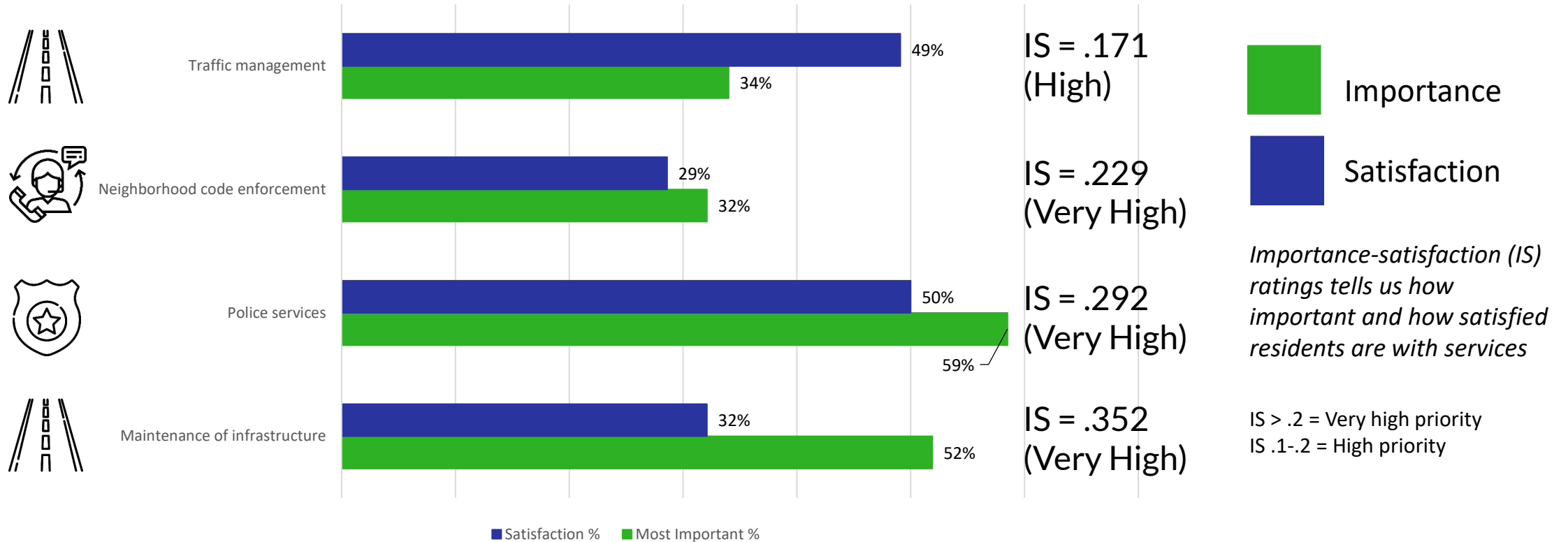
106

SURVEYS



## WHAT ARE THE HIGHEST PRIORITIES FOR DISTRICT 1?

Of the 12 major City services, these are most important and least satisfactory to residents, indicating a need for more investment to improve satisfaction



# 2020 COMMUNITY SURVEY

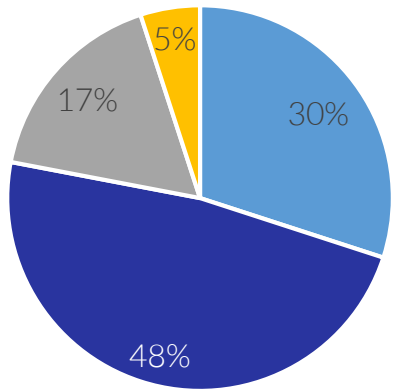
## District 1 Highlights

106  
SURVEYS

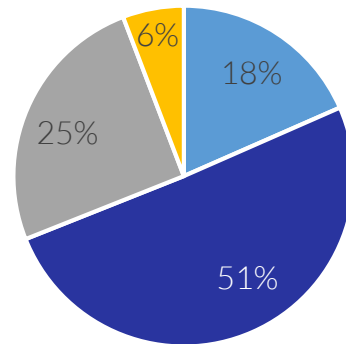


When asked to rate Dallas as a place to do business, place to work, and place to live, District 1 residents responded in the following manner with “Excellent,” “Good,” “Fair,” and “Poor.”

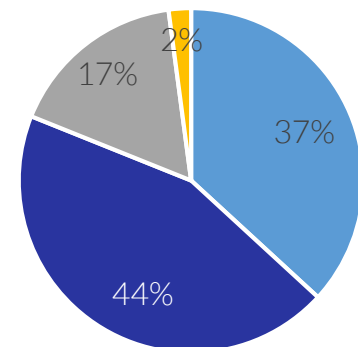
### DALLAS AS A PLACE TO LIVE



### DALLAS AS A PLACE TO WORK

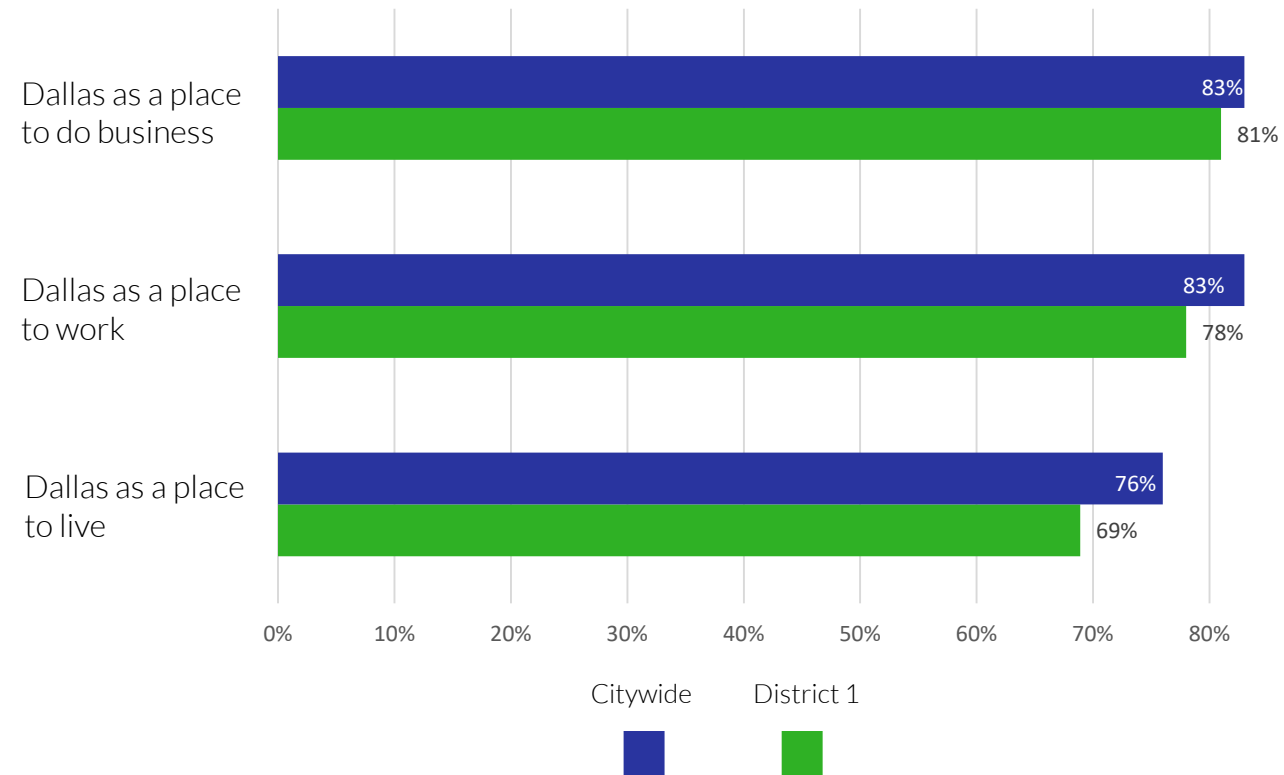


### DALLAS AS A PLACE TO DO BUSINESS



67% of city residents rate the quality of life in Dallas as “excellent” or “good” which is above average for a city of our size.

### District 1 responses compared to Citywide responses



## District 1 - 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
<b>Very High Priority (IS &gt;.20)</b>						
Maintenance of infrastructure	52%	2	32%	20	0.3524	1
Police services	59%	1	50%	17	0.2925	2
Neighborhood code enforcement	32%	4	29%	21	0.2292	3
<b>High Priority (IS .10-.20)</b>						
Traffic management	34%	3	49%	18	0.1731	4
<b>Medium Priority (IS &lt;.10)</b>						
Social services	21%	5	54%	16	0.0961	5
Animal services	17%	9	59%	14	0.0692	6
Solid waste services	19%	6	66%	10	0.0637	7
Customer service provided by City employees	14%	10	60%	13	0.0575	8
Drinking water	18%	8	72%	9	0.0499	9
Land use, planning, & zoning	12%	11	63%	12	0.0453	10
311/service request process	7%	15	49%	19	0.0337	11
Public information services	6%	16	64%	11	0.0207	12
Park & recreation system	10%	13	87%	5	0.0137	13
Municipal Court services	3%	20	57%	15	0.0120	14
Fire services	9%	14	88%	4	0.0106	15
Storm drainage	5%	18	77%	8	0.0106	16
Art & cultural programs/facilities	10%	12	90%	3	0.0106	17
Ambulance/emergency medical services	18%	7	95%	1	0.0095	18
Public library services	5%	17	81%	7	0.0092	19
Sewer services	4%	19	84%	6	0.0060	20
Dallas Love Field Airport	2%	21	92%	2	0.0016	21

**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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# 2020 COMMUNITY SURVEY

## District 2 Highlights

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SURVEYS

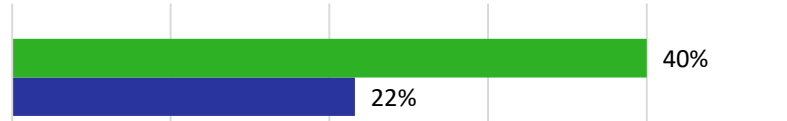


### WHAT ARE THE HIGHEST PRIORITIES FOR DISTRICT 2?

Of the 12 major City services, these are most important and least satisfactory to residents, indicating a need for more investment to improve satisfaction



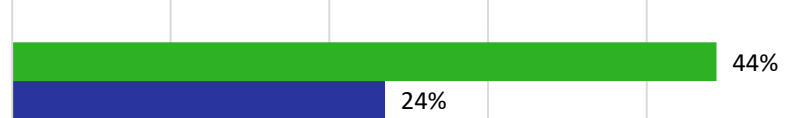
Social services



IS = .129  
(High)



Neighborhood code enforcement



IS = .130  
(High)



Traffic management



IS = .255  
(Very High)



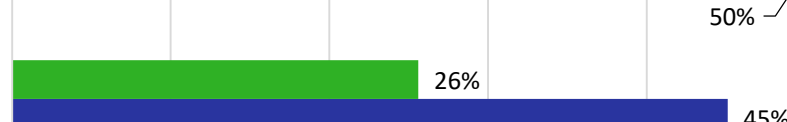
Police services



IS = .300  
(Very High)



Maintenance of infrastructure



IS = .335  
(Very High)



Importance-satisfaction (IS) ratings tells us how important and how satisfied residents are with services

IS > .2 = Very high priority  
IS .1-.2 = High priority

■ Satisfaction % ■ Most Important %

# 2020 COMMUNITY SURVEY

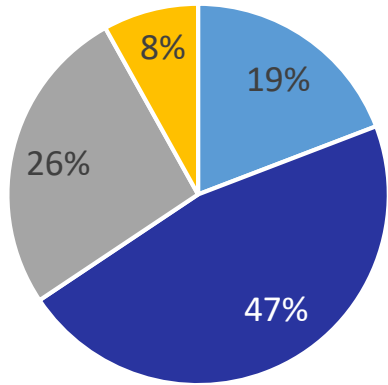
## District 2 Highlights

102  
SURVEYS

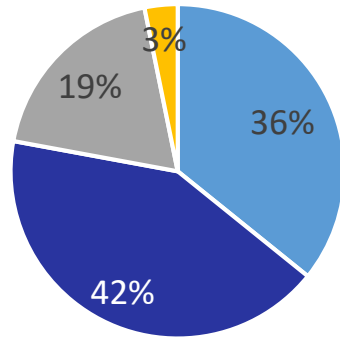


When asked to rate Dallas as a place to do business, place to work, and place to live, District 2 residents responded in the following manner with “Excellent,” “Good,” “Fair,” and “Poor.”

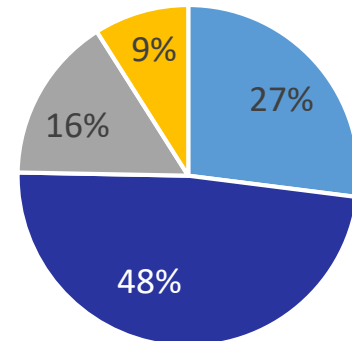
### DALLAS AS A PLACE TO LIVE



### DALLAS AS A PLACE TO WORK

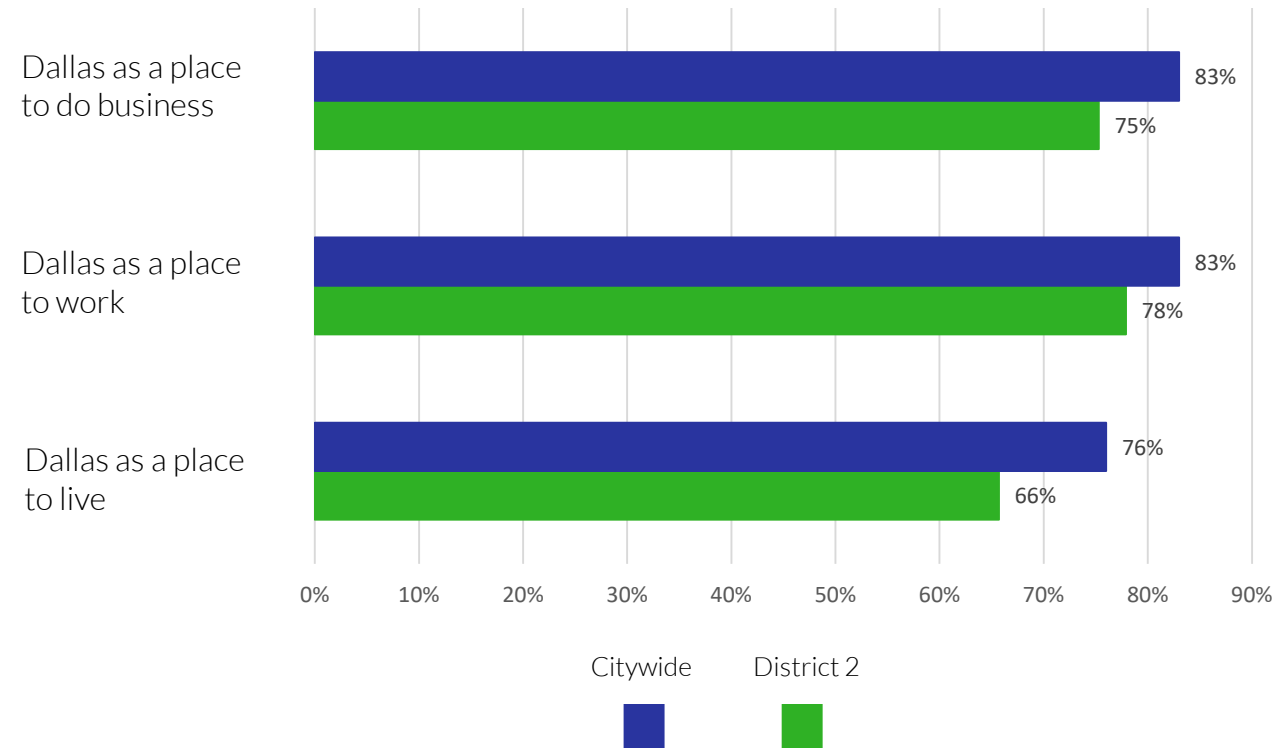


### DALLAS AS A PLACE TO DO BUSINESS



67% of city residents rate the quality of life in Dallas as “excellent” or “good” which is above average for a city of our size.

### District 2 responses compared to Citywide responses



## District 2 - 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
<b>Very High Priority (IS &gt;.20)</b>						
Maintenance of infrastructure	45%	2	26%	21	0.3355	1
Police services	50%	1	40%	17	0.3000	2
Traffic management	40%	3	37%	20	0.2553	3
<b>High Priority (IS .10-.20)</b>						
Neighborhood code enforcement	24%	4	44%	16	0.1307	4
Social services	22%	6	40%	18	0.1296	5
<b>Medium Priority (IS &lt;.10)</b>						
Animal services	15%	9	39%	19	0.0898	6
Drinking water	23%	5	64%	9	0.0815	7
Customer service provided by City employees	18%	8	57%	12	0.0762	8
Land use, planning, & zoning	12%	11	50%	15	0.0590	9
311/service request process	12%	12	56%	14	0.0514	10
Solid waste services	14%	10	71%	8	0.0395	11
Park & recreation system	10%	14	63%	10	0.0361	12
Storm drainage	6%	17	57%	13	0.0255	13
Ambulance/emergency medical services	20%	7	88%	2	0.0231	14
Fire services	10%	13	80%	4	0.0196	15
Dallas Love Field Airport	7%	16	80%	6	0.0138	16
Municipal Court services	3%	20	57%	11	0.0124	17
Public information services	4%	18	72%	7	0.0108	18
Art & cultural programs/facilities	8%	15	89%	1	0.0085	19
Sewer services	4%	19	80%	5	0.0078	20
Public library services	2%	21	82%	3	0.0036	21

**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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# 2020 COMMUNITY SURVEY

## District 3 Highlights

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SURVEYS

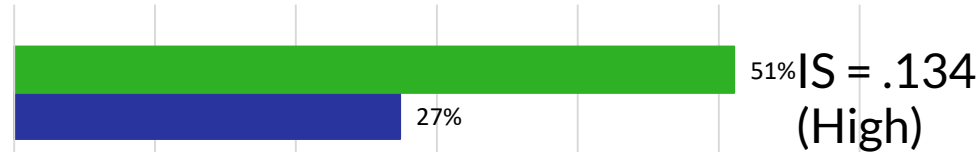


## WHAT ARE THE HIGHEST PRIORITIES FOR DISTRICT 3?

Of the 12 major City services, these are most important and least satisfactory to residents, indicating a need for more investment to improve satisfaction



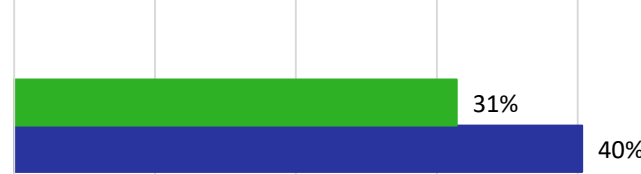
Traffic management



IS = .134  
(High)



Neighborhood code enforcement



IS = .276  
(Very High)



Police services



IS = .291  
(Very High)



Maintenance of infrastructure



IS = .315  
(Very High)



Importance



Satisfaction

*Importance-satisfaction (IS) ratings tells us how important and how satisfied residents are with services*

IS > .2 = Very high priority  
IS .1-.2 = High priority



# 2020 COMMUNITY SURVEY

## District 3 Highlights

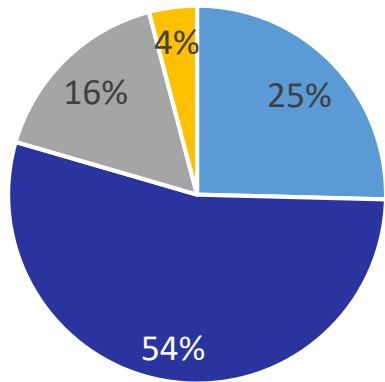
124

SURVEYS

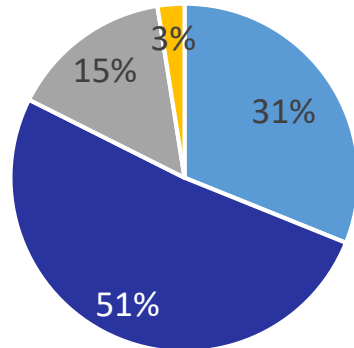


When asked to rate Dallas as a place to do business, place to work, and place to live, District 3 residents responded in the following manner with “Excellent,” “Good,” “Fair,” and “Poor.”

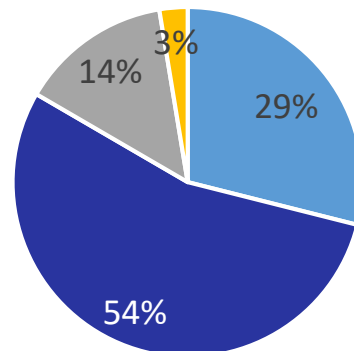
### DALLAS AS A PLACE TO LIVE



### DALLAS AS A PLACE TO WORK

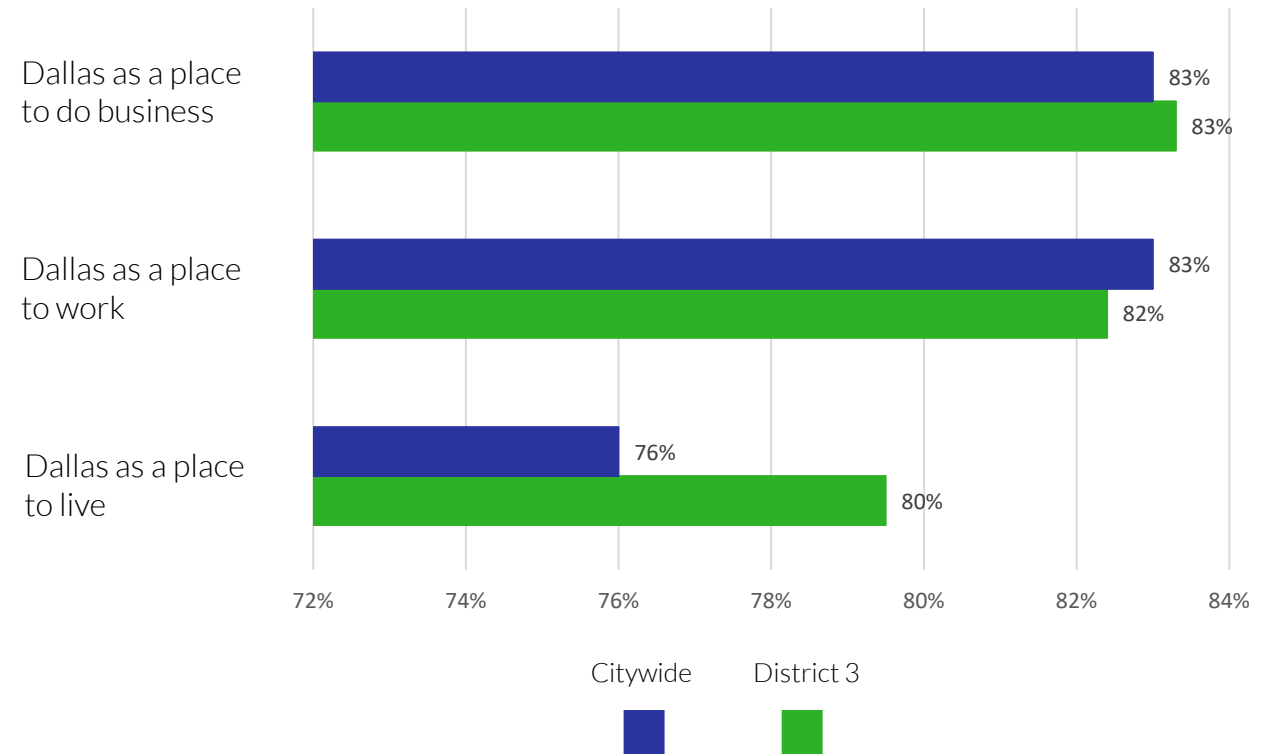


### DALLAS AS A PLACE TO DO BUSINESS



67% of city residents rate the quality of life in Dallas as “excellent” or “good” which is above average for a city of our size.

### District 3 responses compared to Citywide responses



## District 3 - 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
<b>Very High Priority (IS &gt;.20)</b>						
Maintenance of infrastructure	44%	2	29%	21	0.3157	1
Police services	52%	1	44%	17	0.2913	2
Neighborhood code enforcement	40%	3	31%	20	0.2765	3
<b>High Priority (IS .10-.20)</b>						
Traffic management	27%	4	51%	15	0.1340	4
<b>Medium Priority (IS &lt;.10)</b>						
Social services	27%	5	64%	10	0.0997	5
Animal services	16%	9	39%	19	0.0984	6
Customer service provided by City employees	15%	10	51%	14	0.0705	7
Solid waste services	17%	8	61%	11	0.0668	8
Land use, planning, & zoning	9%	13	43%	18	0.0508	9
311/service request process	10%	12	55%	13	0.0441	10
Ambulance/emergency medical services	19%	7	77%	7	0.0435	11
Drinking water	19%	6	79%	5	0.0409	12
Park & recreation system	8%	14	64%	9	0.0295	13
Fire services	13%	11	83%	4	0.0215	14
Storm drainage	6%	16	65%	8	0.0194	15
Sewer services	7%	15	77%	6	0.0169	16
Public information services	2%	18	48%	16	0.0125	17
Municipal Court services	2%	21	57%	12	0.0070	18
Art & cultural programs/facilities	5%	17	95%	1	0.0025	19
Dallas Love Field Airport	2%	20	91%	3	0.0014	20
Public library services	2%	19	94%	2	0.0009	21

**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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# 2020 COMMUNITY SURVEY

## District 4 Highlights

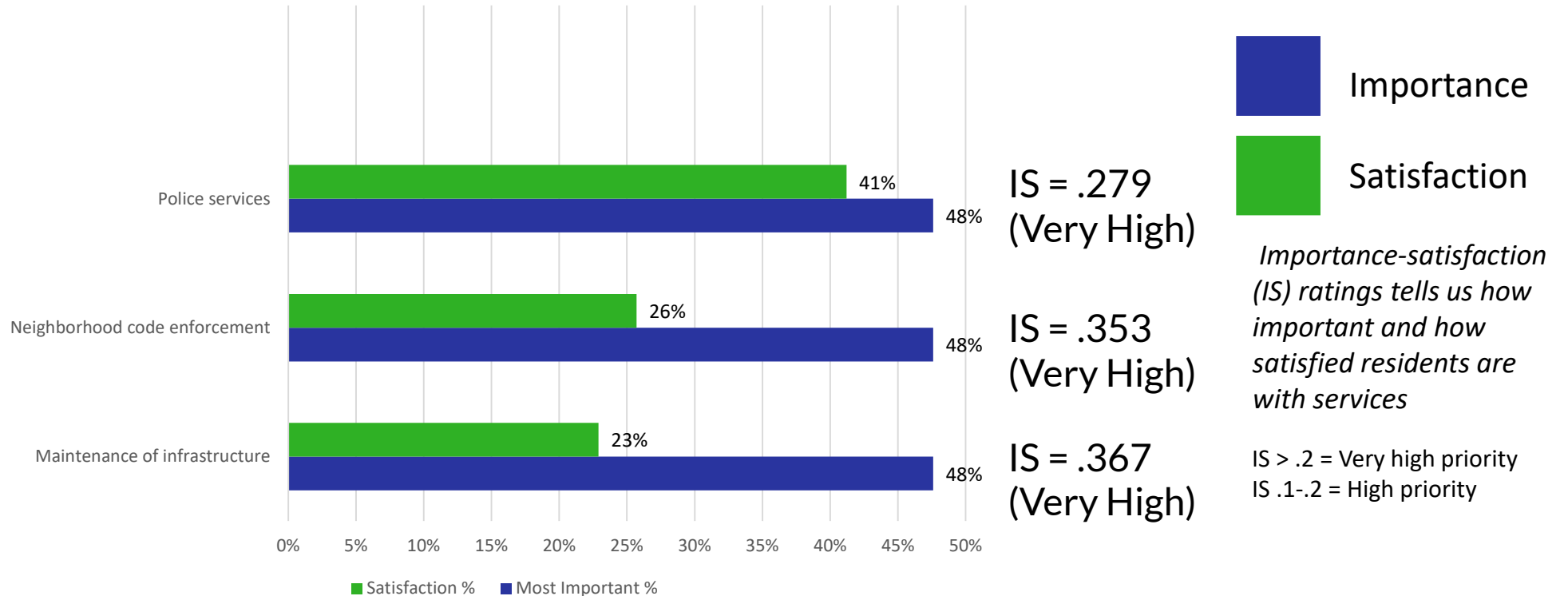
105

SURVEYS



## WHAT ARE THE HIGHEST PRIORITIES FOR DISTRICT 4?

Of the 12 major City services, these are most important and least satisfactory to residents, indicating a need for more investment to improve satisfaction



# 2020 COMMUNITY SURVEY

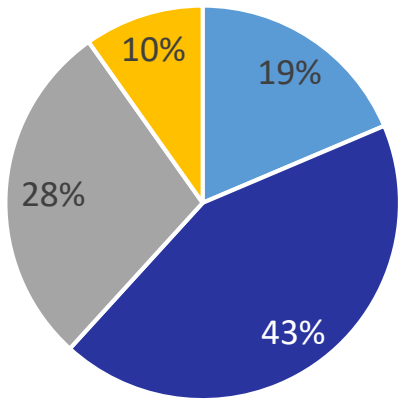
## District 4 Highlights

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SURVEYS

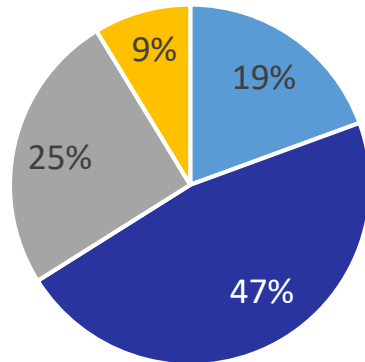


When asked to rate Dallas as a place to do business, place to work, and place to live, District 4 residents responded in the following manner with “Excellent,” “Good,” “Fair,” and “Poor.”

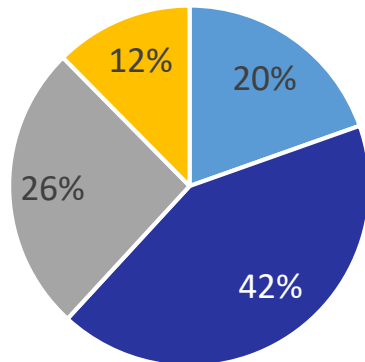
### DALLAS AS A PLACE TO LIVE



### DALLAS AS A PLACE TO WORK



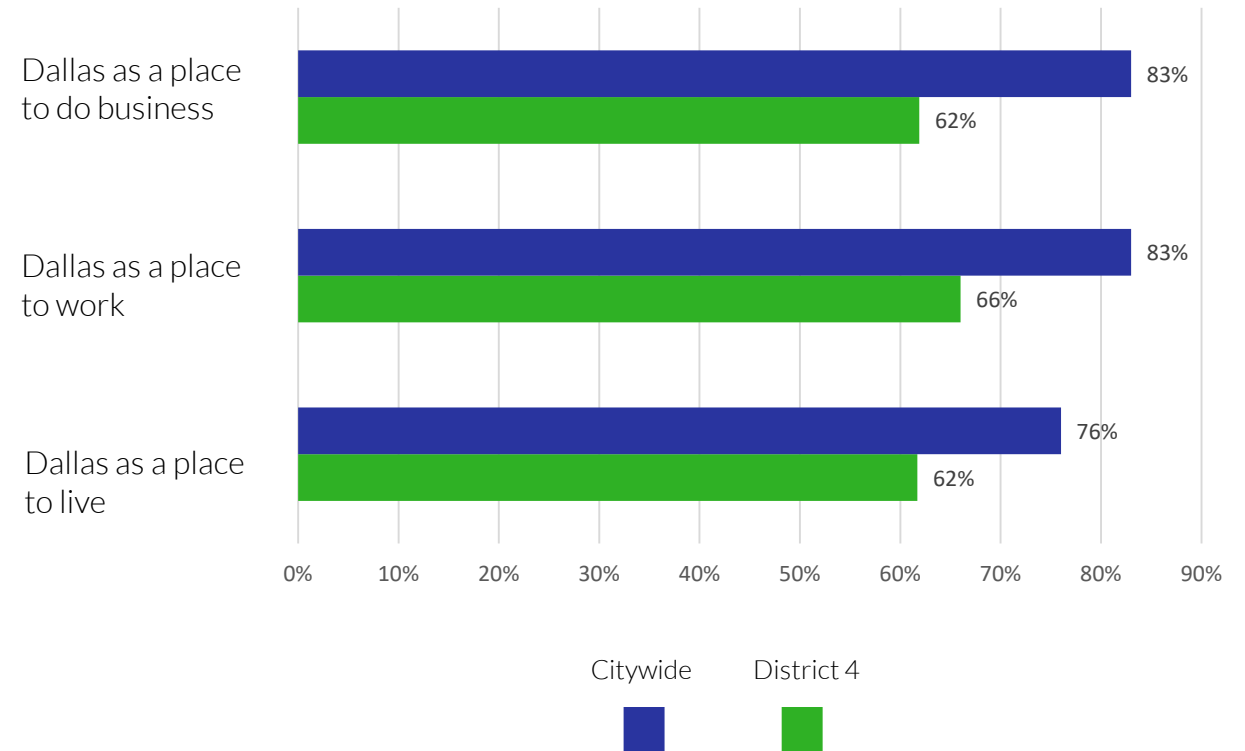
### DALLAS AS A PLACE TO DO BUSINESS



Excellent Good Fair Poor

67% of city residents rate the quality of life in Dallas as “excellent” or “good” which is above average for a city of our size.

### District 4 responses compared to Citywide responses



## District 4 - 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
<b>Very High Priority (IS &gt;.20)</b>						
Maintenance of infrastructure	48%	2	23%	21	0.3670	1
Neighborhood code enforcement	48%	1	26%	20	0.3537	2
Police services	48%	3	41%	19	0.2799	3
<b>High Priority (IS .10-.20)</b>						
None						
<b>Medium Priority (IS &lt;.10)</b>						
Social services	32%	4	71%	7	0.0927	4
Traffic management	23%	5	65%	14	0.0808	5
Animal services	15%	8	50%	16	0.0760	6
Land use, planning, & zoning	11%	12	43%	18	0.0651	7
Park & recreation system	13%	11	62%	15	0.0512	8
Customer service provided by City employees	15%	6	67%	11	0.0506	9
Drinking water	15%	7	67%	12	0.0506	10
Ambulance/emergency medical services	14%	9	70%	8	0.0429	11
Solid waste services	13%	10	68%	10	0.0422	12
311/service request process	7%	17	45%	17	0.0369	13
Sewer services	7%	15	66%	13	0.0231	14
Public information services	8%	13	71%	6	0.0217	15
Storm drainage	7%	16	69%	9	0.0206	16
Municipal Court services	4%	20	73%	5	0.0102	17
Public library services	5%	19	83%	4	0.0082	18
Art & cultural programs/facilities	7%	14	96%	2	0.0027	19
Dallas Love Field Airport	0%	21	88%	3	0.0000	20
Fire services	5%	18	100%	1	0.0000	21

**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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# 2020 COMMUNITY SURVEY

## District 5 Highlights

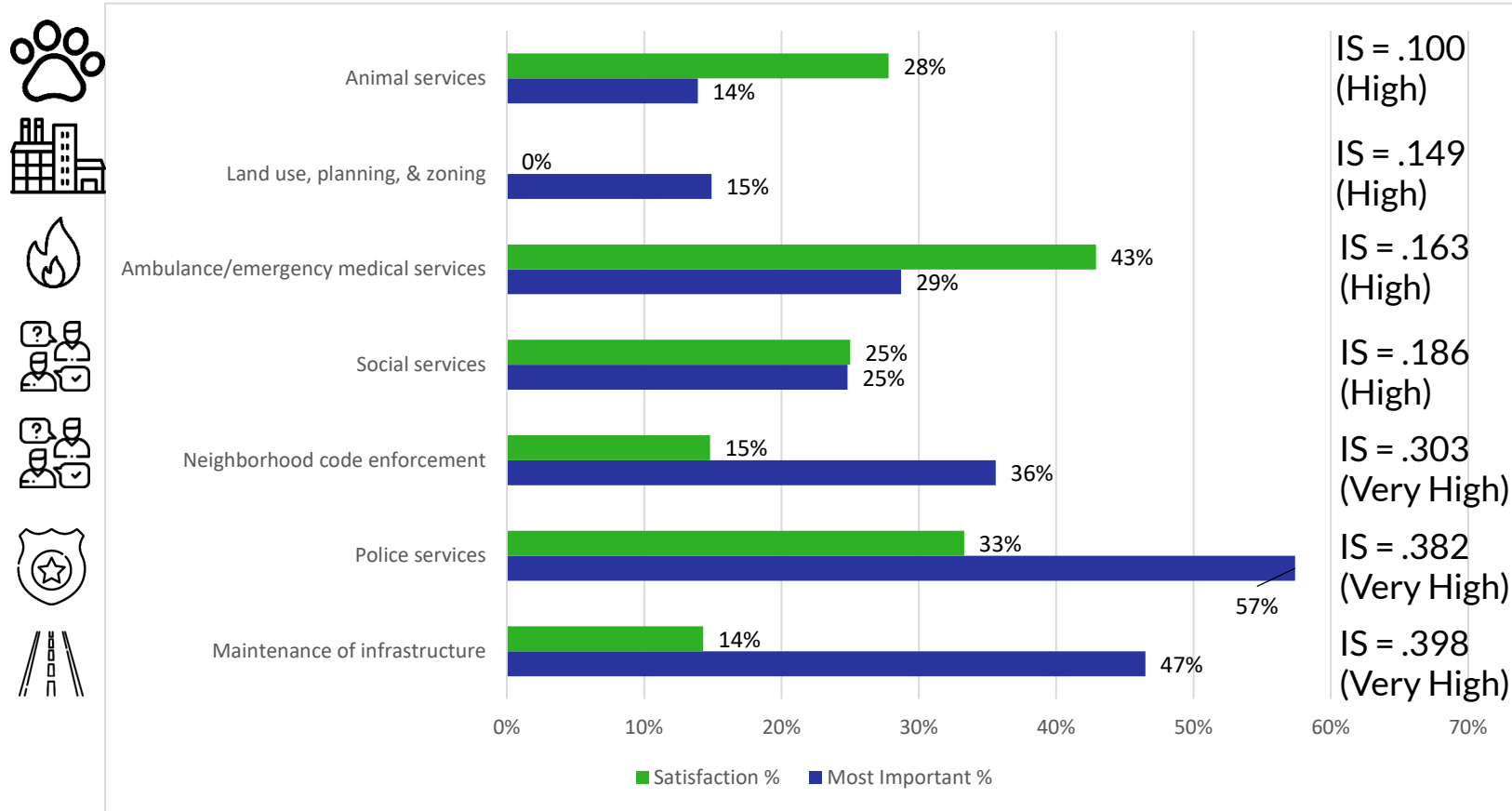
101

SURVEYS



### WHAT ARE THE HIGHEST PRIORITIES FOR DISTRICT 5?

Of the 12 major City services, these are most important and least satisfactory to residents, indicating a need for more investment to improve satisfaction



**Importance** (Blue square)

**Satisfaction** (Green square)

*Importance-satisfaction (IS) ratings tells us how important and how satisfied residents are with services*

IS > .2 = Very high priority  
 IS .1-.2 = High priority

# 2020 COMMUNITY SURVEY

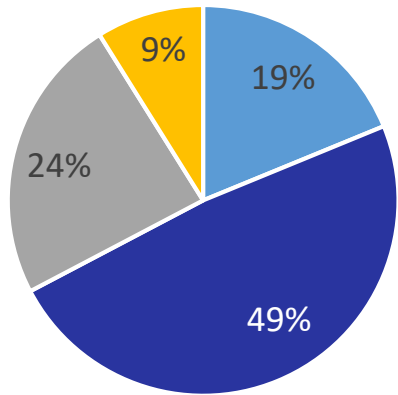
## District 5 Highlights

101  
SURVEYS

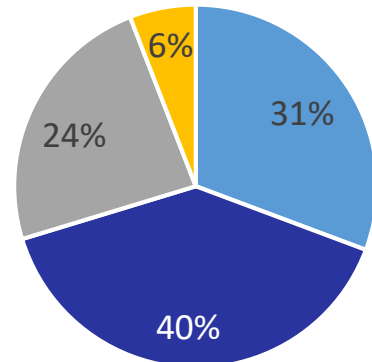


When asked to rate Dallas as a place to do business, place to work, and place to live, District 5 residents responded in the following manner with “Excellent,” “Good,” “Fair,” and “Poor.”

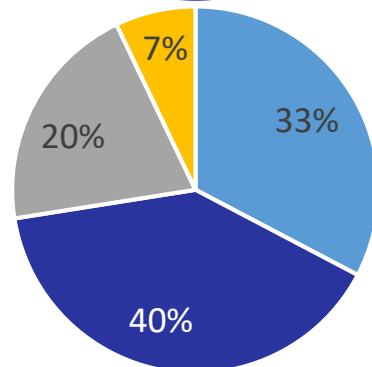
### DALLAS AS A PLACE TO LIVE



### DALLAS AS A PLACE TO WORK



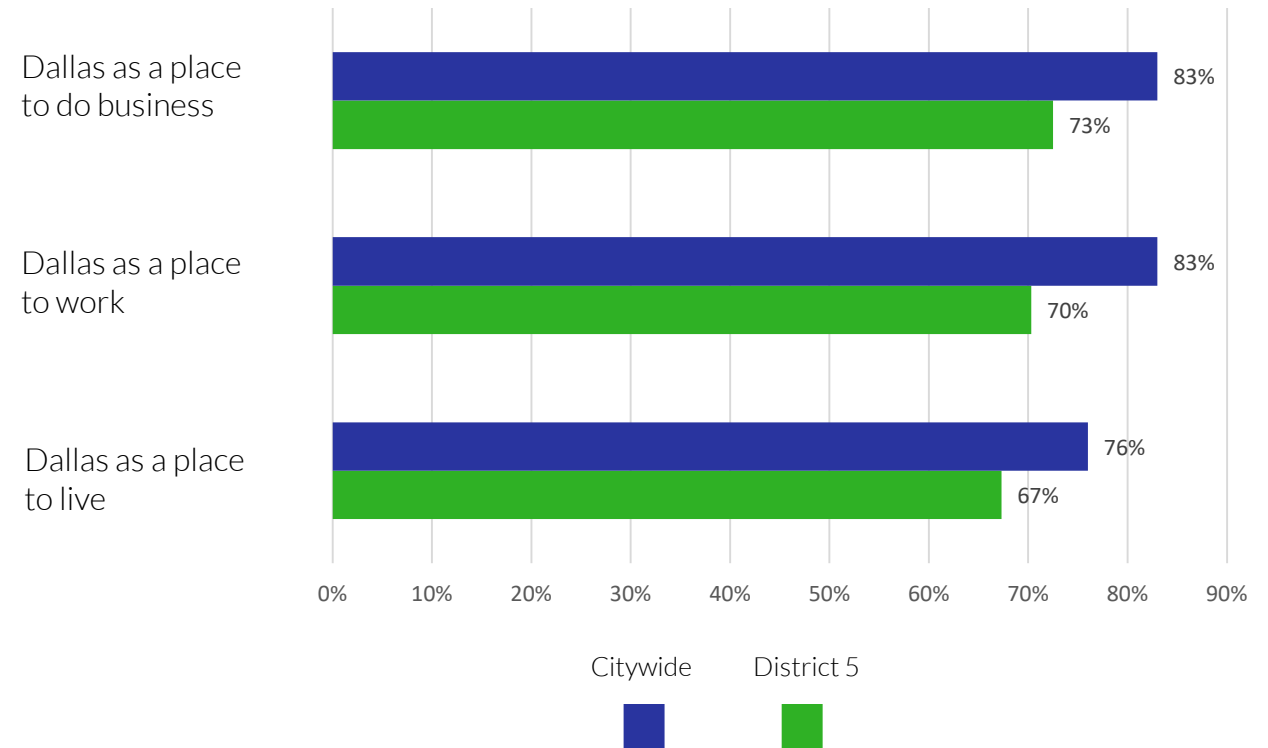
### DALLAS AS A PLACE TO DO BUSINESS



Excellent Good Fair Poor

67% of city residents rate the quality of life in Dallas as “excellent” or “good” which is above average for a city of our size.

### District 5 responses compared to Citywide responses



## District 5 - 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
<b>Very High Priority (IS &gt;.20)</b>						
Maintenance of infrastructure	47%	2	14%	20	0.3985	1
Police services	57%	1	33%	16	0.3829	2
Neighborhood code enforcement	36%	3	15%	19	0.3033	3
<b>High Priority (IS .10-.20)</b>						
Social services	25%	5	25%	18	0.1860	4
Ambulance/emergency medical services	29%	4	43%	13	0.1639	5
Land use, planning, & zoning	15%	8	0%	21	0.1490	6
Animal services	14%	11	28%	17	0.1004	7
<b>Medium Priority (IS &lt;.10)</b>						
Traffic management	16%	7	43%	14	0.0902	8
Customer service provided by City employees	12%	13	41%	15	0.0706	9
311/service request process	13%	12	46%	12	0.0703	10
Solid waste services	16%	6	60%	7	0.0627	11
Park & recreation system	14%	10	55%	10	0.0621	12
Drinking water	14%	9	56%	9	0.0610	13
Storm drainage	8%	15	55%	11	0.0359	14
Public information services	4%	17	64%	6	0.0146	15
Art & cultural programs/facilities	7%	16	80%	4	0.0138	16
Municipal Court services	3%	19	57%	8	0.0129	17
Fire services	9%	14	91%	2	0.0081	18
Sewer services	2%	20	68%	5	0.0065	19
Public library services	4%	18	87%	3	0.0052	20
Dallas Love Field Airport	1%	21	96%	1	0.0004	21

**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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# 2020 COMMUNITY SURVEY

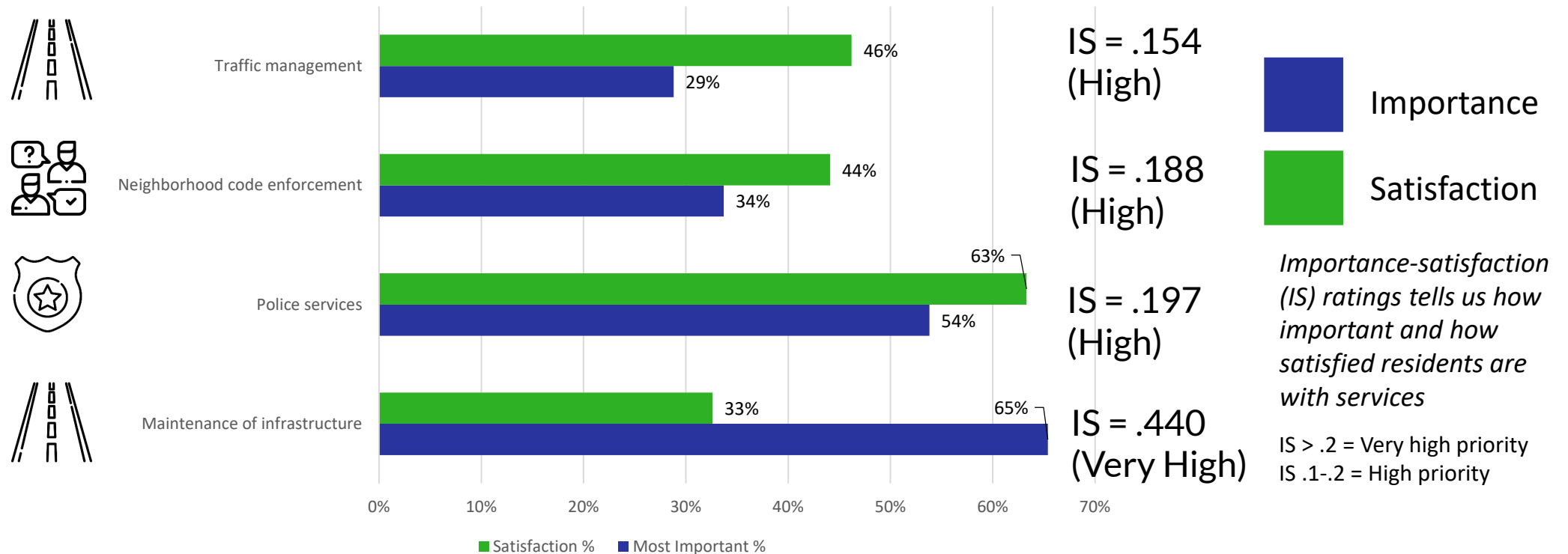
## District 6 Highlights

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SURVEYS



### WHAT ARE THE HIGHEST PRIORITIES FOR DISTRICT 6?

Of the 12 major City services, these are most important and least satisfactory to residents, indicating a need for more investment to improve satisfaction



# 2020 COMMUNITY SURVEY

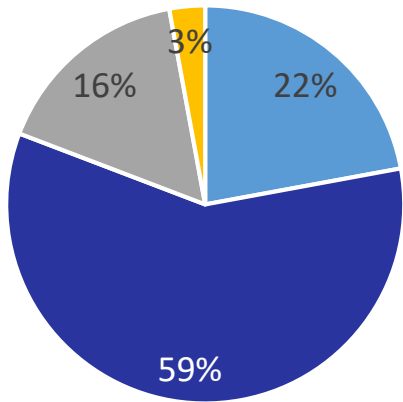
## District 6 Highlights

104  
SURVEYS

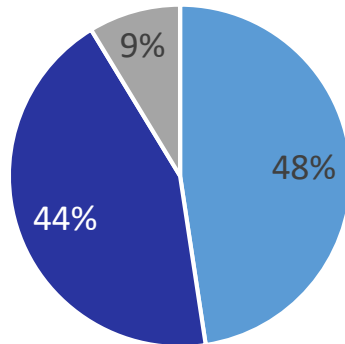


When asked to rate Dallas as a place to do business, place to work, and place to live, District 6 residents responded in the following manner with “Excellent,” “Good,” “Fair,” and “Poor.”

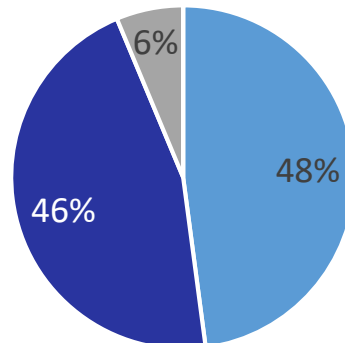
### DALLAS AS A PLACE TO LIVE



### DALLAS AS A PLACE TO WORK

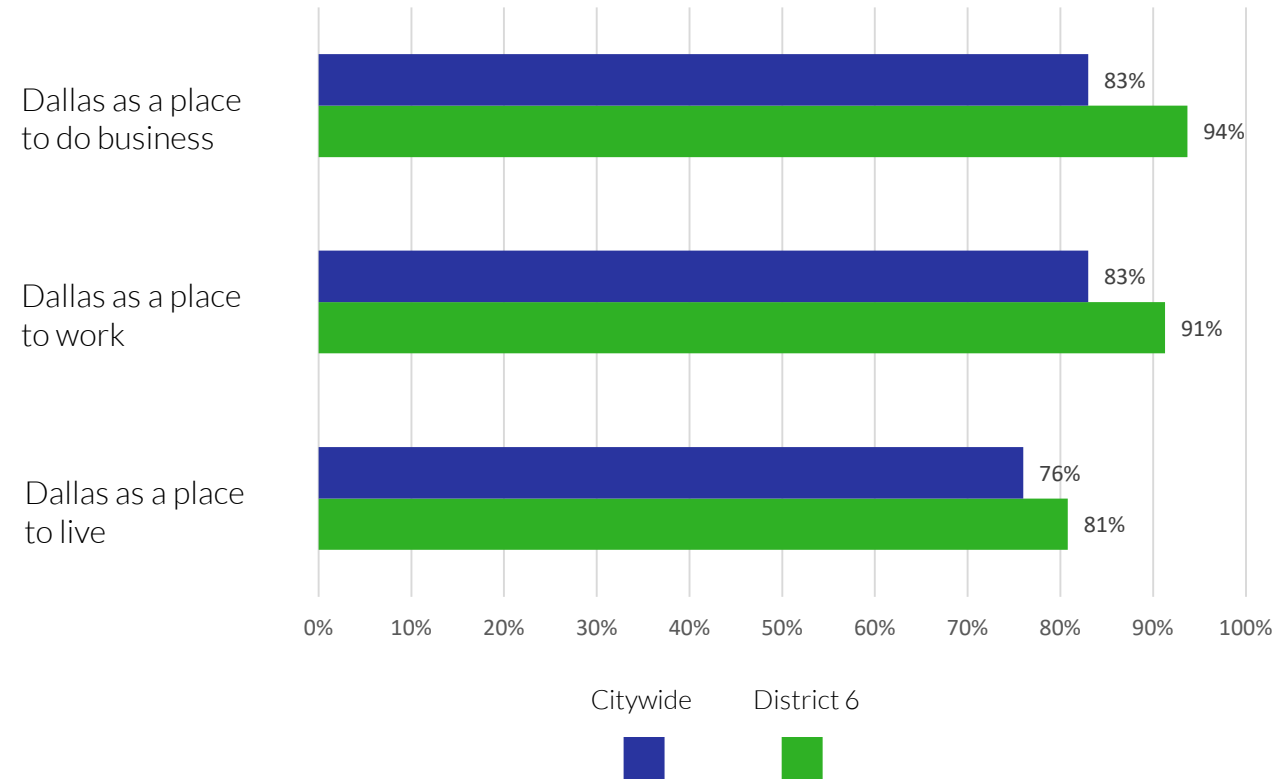


### DALLAS AS A PLACE TO DO BUSINESS



67% of city residents rate the quality of life in Dallas as “excellent” or “good” which is above average for a city of our size.

### District 6 responses compared to Citywide responses



## District 6 - 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
<b>Very High Priority (IS &gt;.20)</b>						
Maintenance of infrastructure	65%	1	33%	20	0.4408	1
<b>High Priority (IS .10-.20)</b>						
Police services	54%	2	63%	15	0.1974	2
Neighborhood code enforcement	34%	3	44%	19	0.1884	3
Traffic management	29%	5	46%	18	0.1549	4
<b>Medium Priority (IS &lt;.10)</b>						
Land use, planning, & zoning	12%	11	29%	21	0.0821	5
Animal services	14%	8	47%	17	0.0714	6
Drinking water	22%	6	71%	12	0.0636	7
Storm drainage	13%	10	55%	16	0.0559	8
Social services	31%	4	83%	5	0.0514	9
Customer service provided by City employees	10%	14	66%	14	0.0329	10
Solid waste services	13%	9	75%	10	0.0309	11
Park & recreation system	11%	12	75%	11	0.0270	12
Ambulance/emergency medical services	14%	7	82%	6	0.0238	13
Public information services	5%	18	67%	13	0.0160	14
Sewer services	8%	16	82%	8	0.0142	15
Public library services	7%	17	84%	4	0.0106	16
Fire services	9%	15	91%	3	0.0079	17
311/service request process	4%	19	81%	9	0.0072	18
Art & cultural programs/facilities	10%	13	96%	1	0.0041	19
Municipal Court services	2%	21	82%	7	0.0035	20
Dallas Love Field Airport	3%	20	93%	2	0.0019	21

**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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# 2020 COMMUNITY SURVEY

## District 7 Highlights

103

SURVEYS

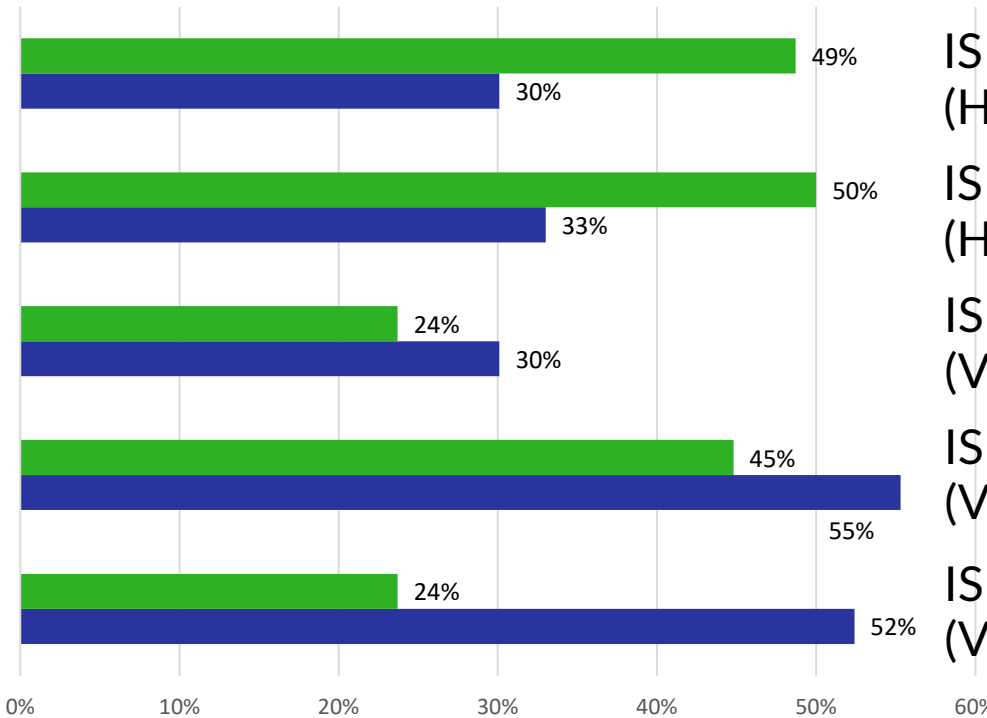


## WHAT ARE THE HIGHEST PRIORITIES FOR DISTRICT 7?

Of the 12 major City services, these are most important and least satisfactory to residents, indicating a need for more investment to improve satisfaction



Traffic management



IS = .154  
(High)

IS = .165  
(High)

IS = .229  
(Very High)

IS = .305  
(Very High)

IS = .399  
(Very High)



Importance

Satisfaction

*Importance-satisfaction (IS) ratings tells us how important and how satisfied residents are with services*

IS > .2 = Very high priority  
IS .1-.2 = High priority

■ Satisfaction % ■ Most Important %

# 2020 COMMUNITY SURVEY

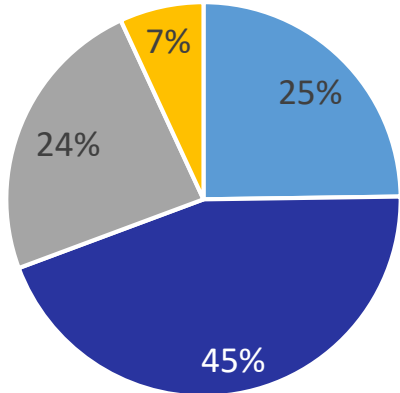
## District 7 Highlights

103  
SURVEYS

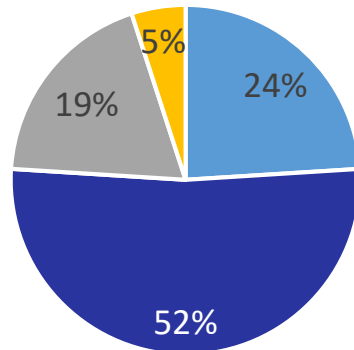


When asked to rate Dallas as a place to do business, place to work, and place to live, District 7 residents responded in the following manner with “Excellent,” “Good,” “Fair,” and “Poor.”

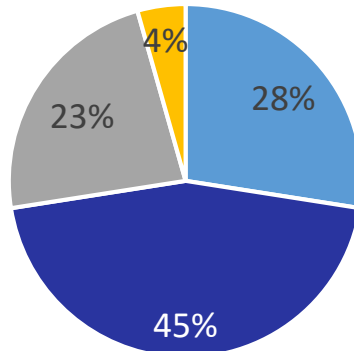
### DALLAS AS A PLACE TO LIVE



### DALLAS AS A PLACE TO WORK

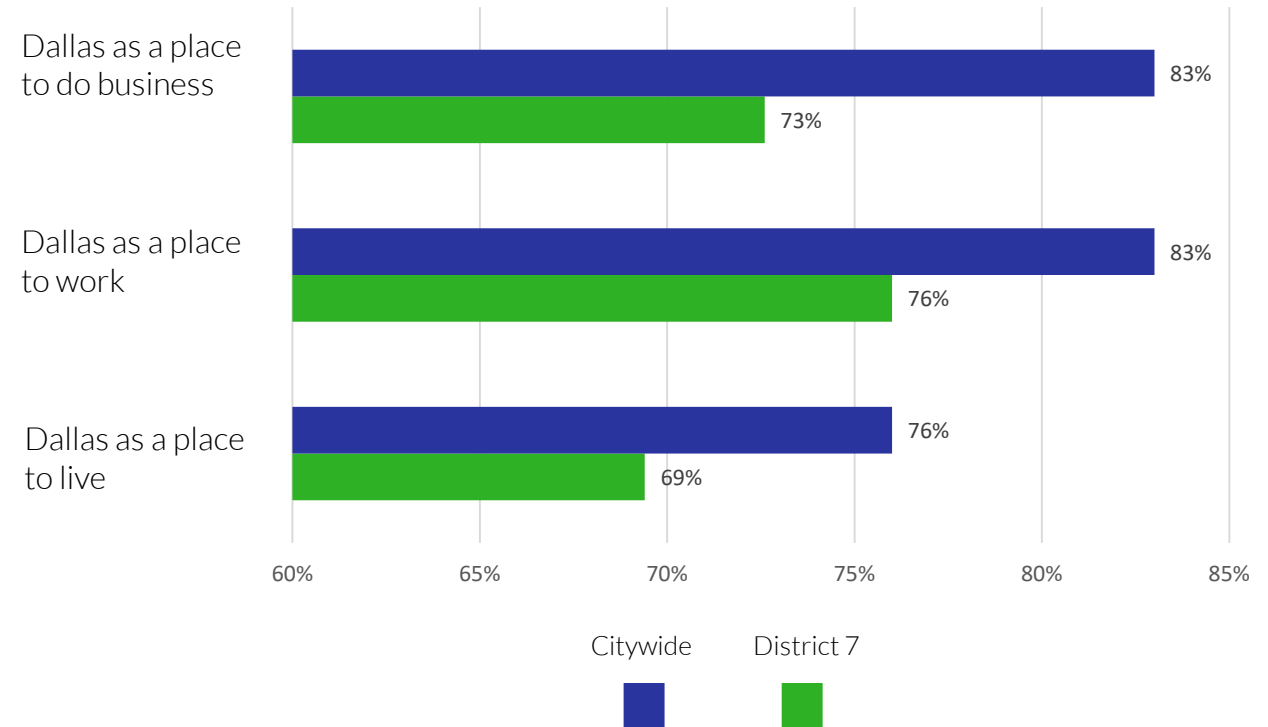


### DALLAS AS A PLACE TO DO BUSINESS



67% of city residents rate the quality of life in Dallas as “excellent” or “good” which is above average for a city of our size.

### District 7 responses compared to Citywide responses



## District 7 - 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
<b>Very High Priority (IS &gt;.20)</b>						
Maintenance of infrastructure	52%	2	24%	21	0.3998	1
Police services	55%	1	45%	18	0.3053	2
Neighborhood code enforcement	30%	4	24%	20	0.2297	3
<b>High Priority (IS .10-.20)</b>						
Social services	33%	3	50%	15	0.1650	4
Traffic management	30%	5	49%	16	0.1544	5
<b>Medium Priority (IS &lt;.10)</b>						
Customer service provided by City employees	15%	8	59%	11	0.0593	6
Park & recreation system	15%	9	63%	10	0.0542	7
Animal services	10%	12	48%	17	0.0508	8
Solid waste services	17%	7	71%	8	0.0487	9
Ambulance/emergency medical services	17%	6	71%	7	0.0472	10
311/service request process	9%	13	56%	12	0.0386	11
Drinking water	13%	10	74%	6	0.0329	12
Land use, planning, & zoning	6%	14	44%	19	0.0322	13
Storm drainage	6%	17	50%	14	0.0290	14
Public information services	6%	15	55%	13	0.0261	15
Fire services	11%	11	88%	2	0.0134	16
Sewer services	6%	16	77%	5	0.0133	17
Art & cultural programs/facilities	5%	18	84%	3	0.0080	18
Municipal Court services	2%	20	63%	9	0.0070	19
Public library services	3%	19	79%	4	0.0062	20
Dallas Love Field Airport	1%	21	91%	1	0.0009	21

**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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# 2020 COMMUNITY SURVEY

## District 8 Highlights

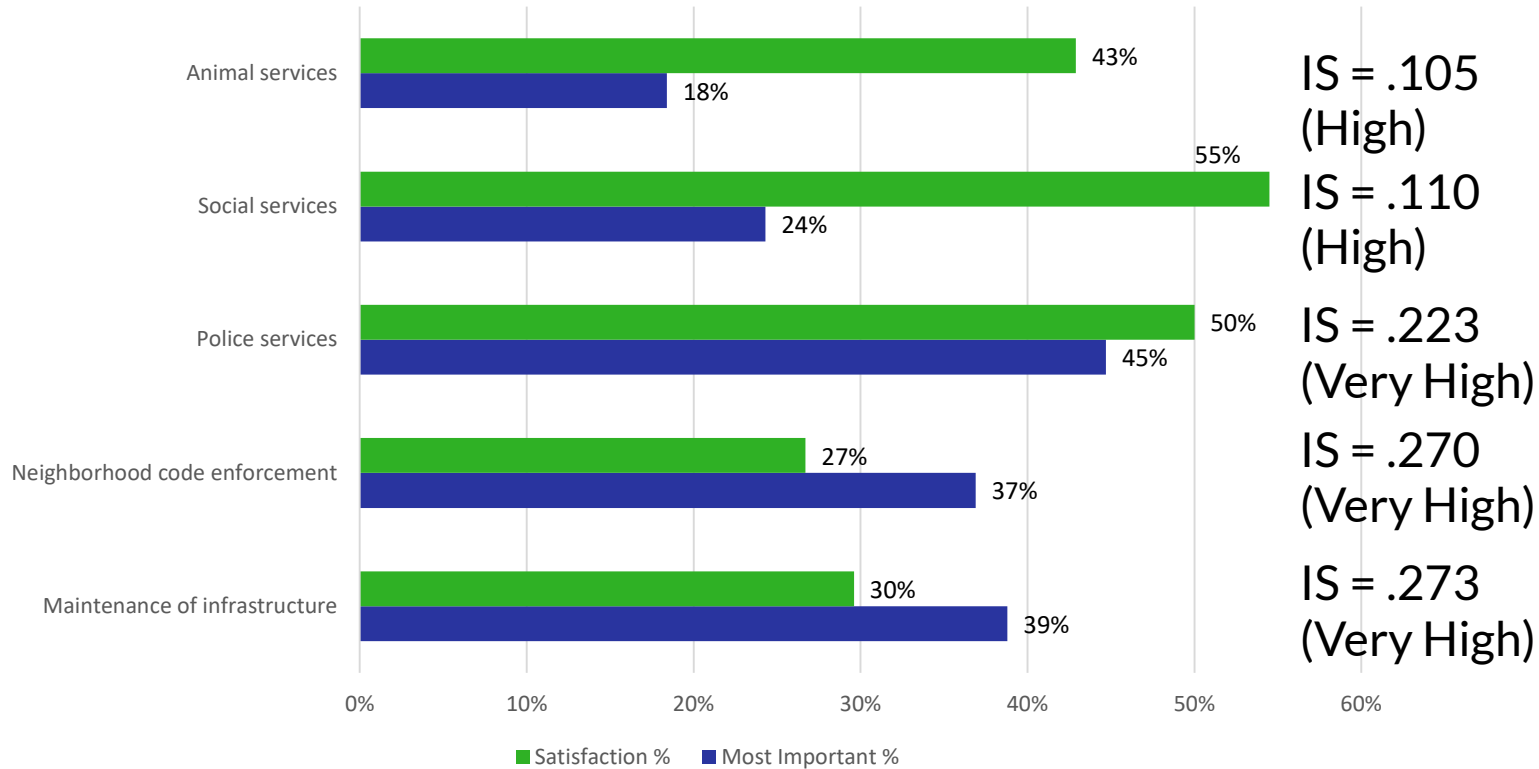
103

SURVEYS



### WHAT ARE THE HIGHEST PRIORITIES FOR DISTRICT 8?

Of the 12 major City services, these are most important and least satisfactory to residents, indicating a need for more investment to improve satisfaction



Importance-satisfaction (IS) ratings tells us how important and how satisfied residents are with services

IS > .2 = Very high priority  
IS .1-.2 = High priority

# 2020 COMMUNITY SURVEY

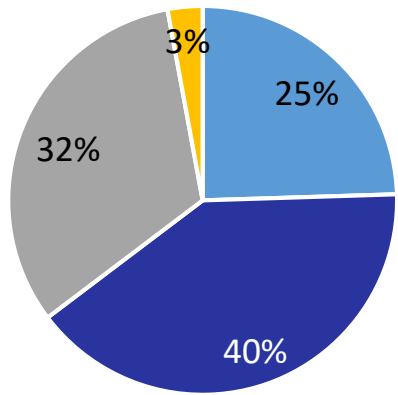
## District 8 Highlights

103  
SURVEYS

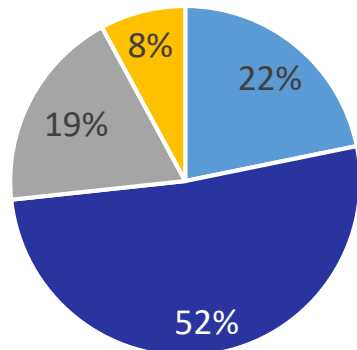


When asked to rate Dallas as a place to do business, place to work, and place to live, District 8 residents responded in the following manner with “Excellent,” “Good,” “Fair,” and “Poor.”

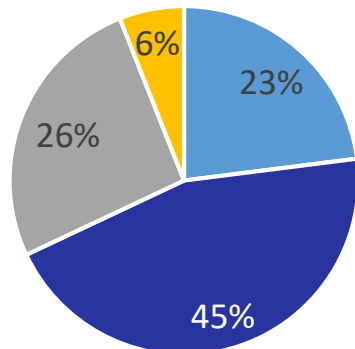
### DALLAS AS A PLACE TO LIVE



### DALLAS AS A PLACE TO WORK



### DALLAS AS A PLACE TO DO BUSINESS

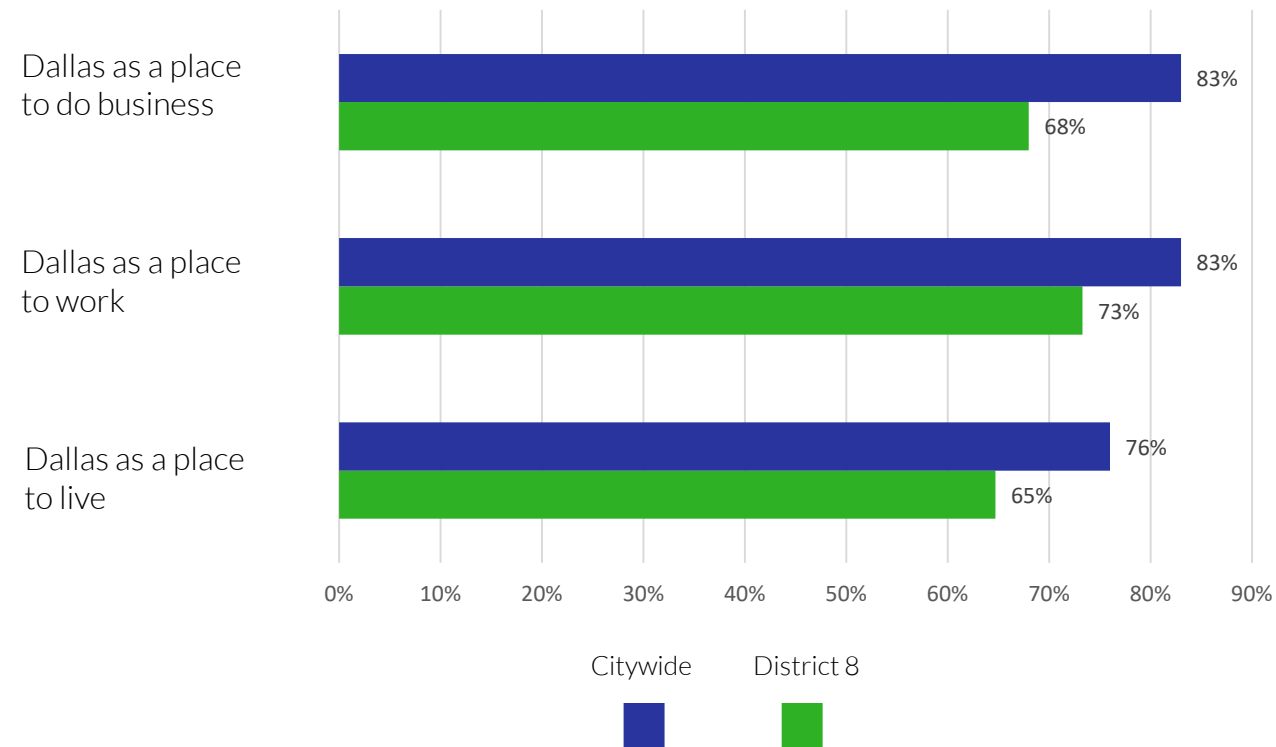


Excellent Good Fair Poor

24

67% of city residents rate the quality of life in Dallas as “excellent” or “good” which is above average for a city of our size.

### District 8 responses compared to Citywide responses





## District 8 - 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
<b>Very High Priority (IS &gt;.20)</b>						
Maintenance of infrastructure	39%	2	30%	20	0.2732	1
Neighborhood code enforcement	37%	3	27%	21	0.2705	2
Police services	45%	1	50%	14	0.2235	3
<b>High Priority (IS .10-.20)</b>						
Social services	24%	4	55%	12	0.1106	4
Animal services	18%	8	43%	18	0.1051	5
<b>Medium Priority (IS &lt;.10)</b>						
Ambulance/emergency medical services	23%	5	61%	8	0.0906	6
Drinking water	18%	6	51%	13	0.0896	7
Traffic management	17%	9	46%	17	0.0893	8
Customer service provided by City employees	15%	11	49%	15	0.0750	9
Solid waste services	18%	7	62%	7	0.0705	10
Park & recreation system	12%	12	47%	16	0.0624	11
311/service request process	16%	10	60%	10	0.0620	12
Land use, planning, & zoning	10%	14	42%	19	0.0566	13
Public information services	7%	15	61%	9	0.0268	14
Storm drainage	6%	17	63%	6	0.0218	15
Fire services	11%	13	85%	3	0.0165	16
Municipal Court services	4%	20	58%	11	0.0163	17
Sewer services	6%	16	73%	5	0.0157	18
Art & cultural programs/facilities	5%	18	84%	4	0.0079	19
Public library services	5%	19	85%	2	0.0074	20
Dallas Love Field Airport	2%	21	91%	1	0.0018	21

**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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# 2020 COMMUNITY SURVEY

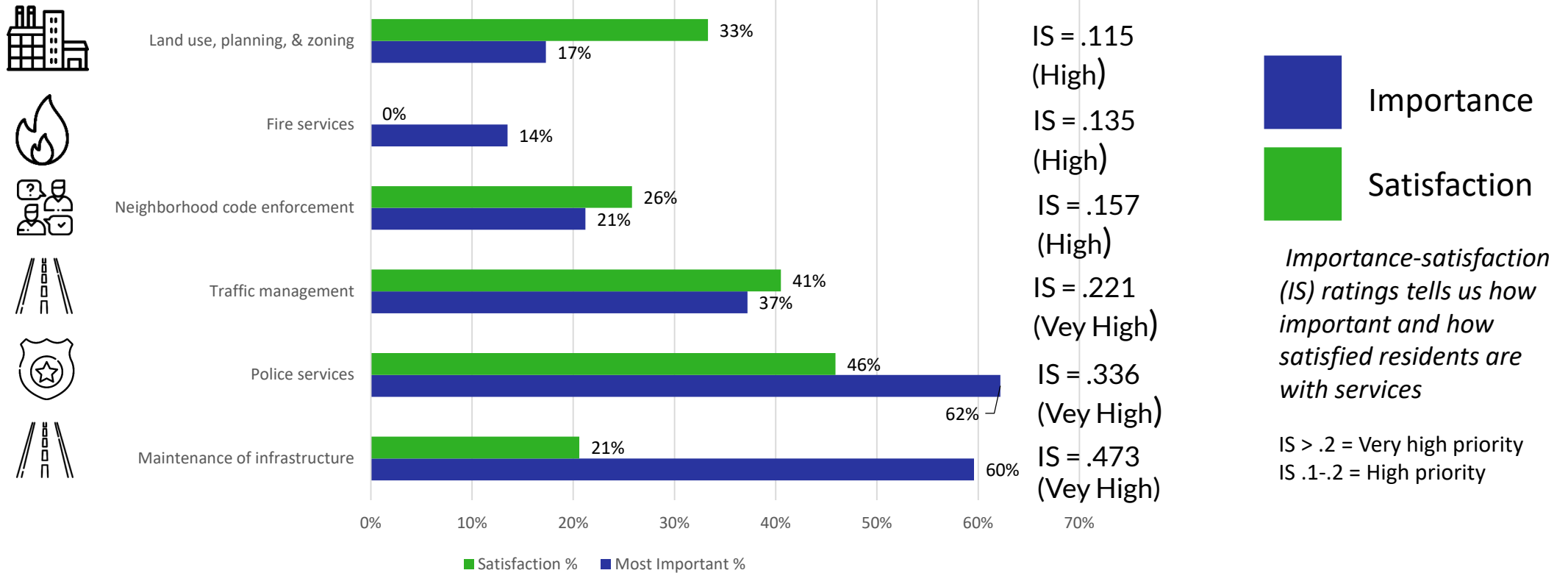
## District 9 Highlights

102  
SURVEYS



### WHAT ARE THE HIGHEST PRIORITIES FOR DISTRICT 9?

Of the 12 major City services, these are most important and least satisfactory to residents, indicating a need for more investment to improve satisfaction



# 2020 COMMUNITY SURVEY

## District 9 Highlights

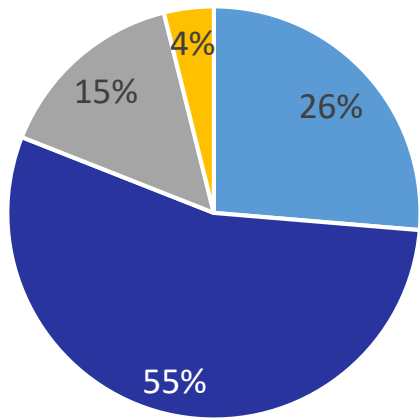
102  
SURVEYS



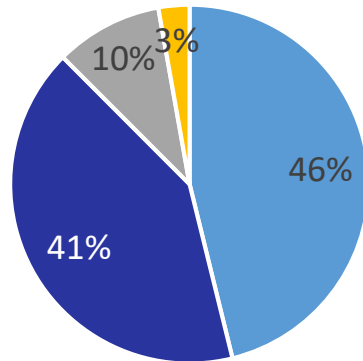
When asked to rate Dallas as a place to do business, place to work, and place to live, District 9 residents responded in the following manner with “Excellent,” “Good,” “Fair,” and “Poor.”

67% of city residents rate the quality of life in Dallas as “excellent” or “good” which is above average for a city of our size.

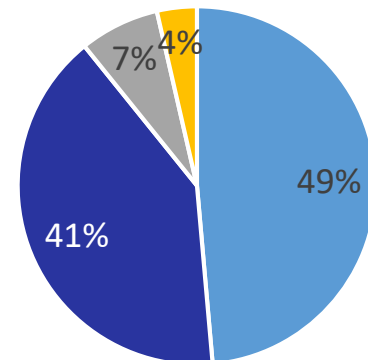
### DALLAS AS A PLACE TO LIVE



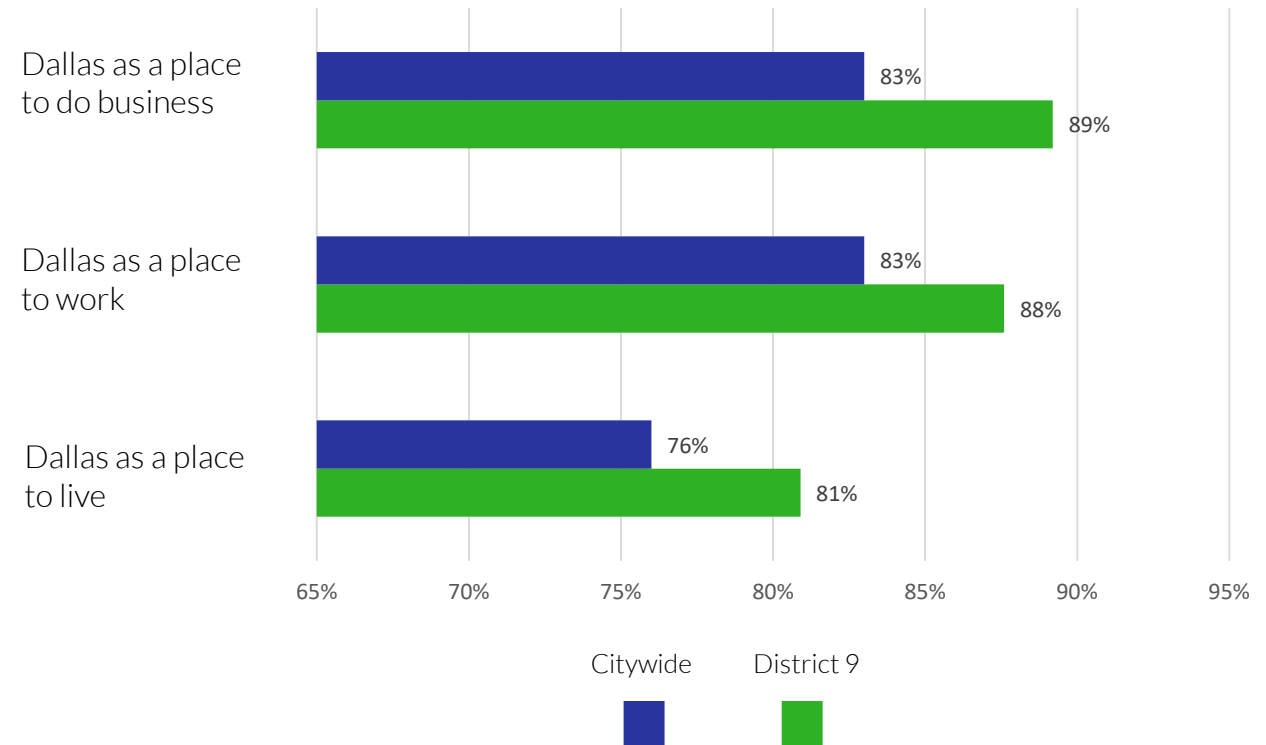
### DALLAS AS A PLACE TO WORK



### DALLAS AS A PLACE TO DO BUSINESS



### District 9 responses compared to Citywide responses



## District 9 - 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
<b>Very High Priority (IS &gt;.20)</b>						
Maintenance of infrastructure	60%	2	21%	20	0.4732	1
Police services	62%	1	46%	16	0.3365	2
Traffic management	37%	3	41%	17	0.2213	3
<b>High Priority (IS .10-.20)</b>						
Neighborhood code enforcement	21%	6	26%	19	0.1573	4
Fire services	14%	10	0%	21	0.1350	5
Land use, planning, & zoning	17%	7	33%	18	0.1154	6
<b>Medium Priority (IS &lt;.10)</b>						
Social services	22%	5	60%	15	0.0896	7
Drinking water	23%	4	82%	9	0.0409	8
311/service request process	11%	13	65%	14	0.0385	9
Customer service provided by City employees	12%	12	70%	12	0.0350	10
Animal services	9%	15	67%	13	0.0300	11
Storm drainage	10%	14	73%	10	0.0274	12
Park & recreation system	15%	9	85%	7	0.0229	13
Ambulance/emergency medical services	17%	8	89%	5	0.0185	14
Solid waste services	8%	16	85%	8	0.0129	15
Art & cultural programs/facilities	12%	11	96%	2	0.0047	16
Public information services	3%	18	86%	6	0.0044	17
Sewer services	3%	19	91%	4	0.0029	18
Dallas Love Field Airport	3%	20	93%	3	0.0023	19
Municipal Court services	1%	21	72%	11	0.0017	20
Public library services	5%	17	97%	1	0.0015	21

**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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# 2020 COMMUNITY SURVEY

## District 10 Highlights

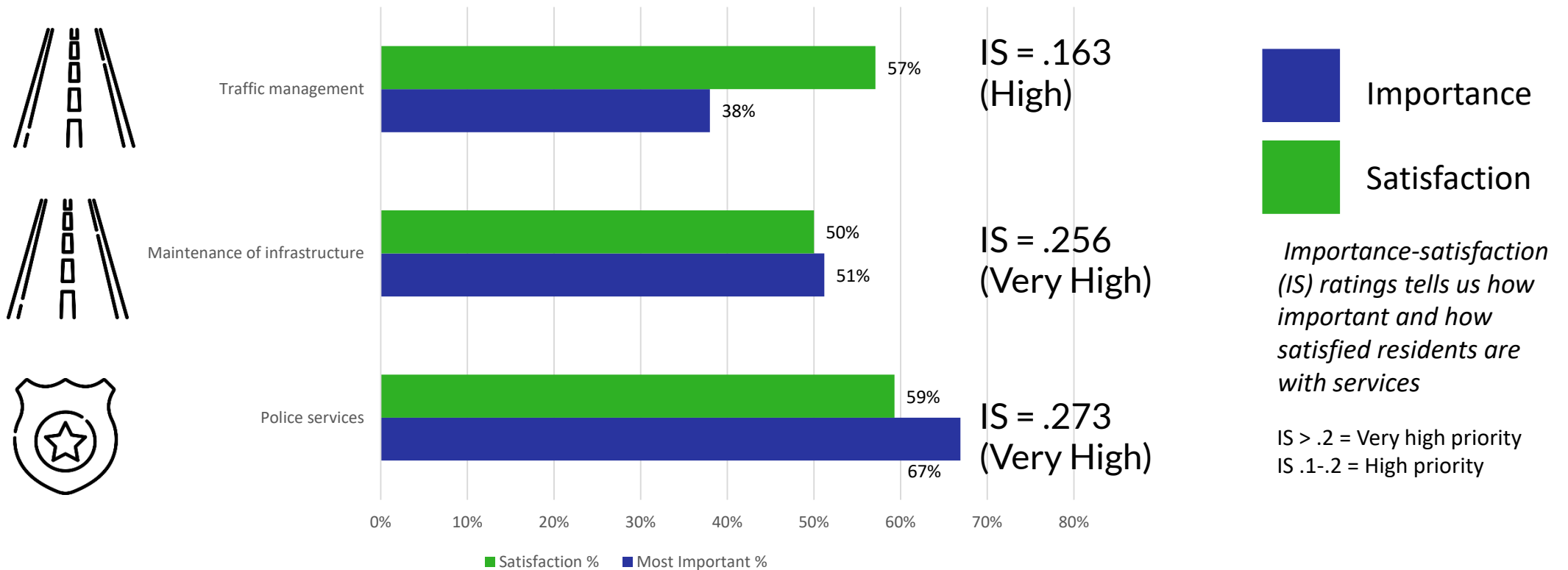
121

SURVEYS



## WHAT ARE THE HIGHEST PRIORITIES FOR DISTRICT 10?

Of the 12 major City services, these are most important and least satisfactory to residents, indicating a need for more investment to improve satisfaction



# 2020 COMMUNITY SURVEY

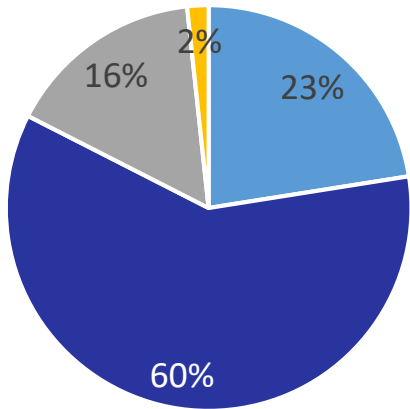
## District 10 Highlights

121  
SURVEYS

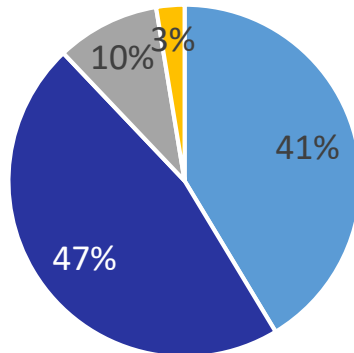


When asked to rate Dallas as a place to do business, place to work, and place to live, District 10 residents responded in the following manner with “Excellent,” “Good,” “Fair,” and “Poor.”

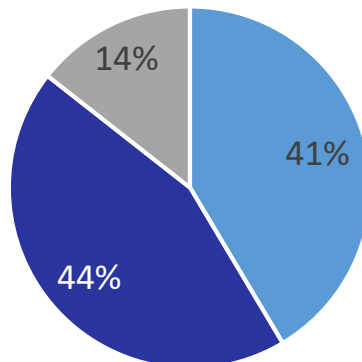
### DALLAS AS A PLACE TO LIVE



### DALLAS AS A PLACE TO WORK

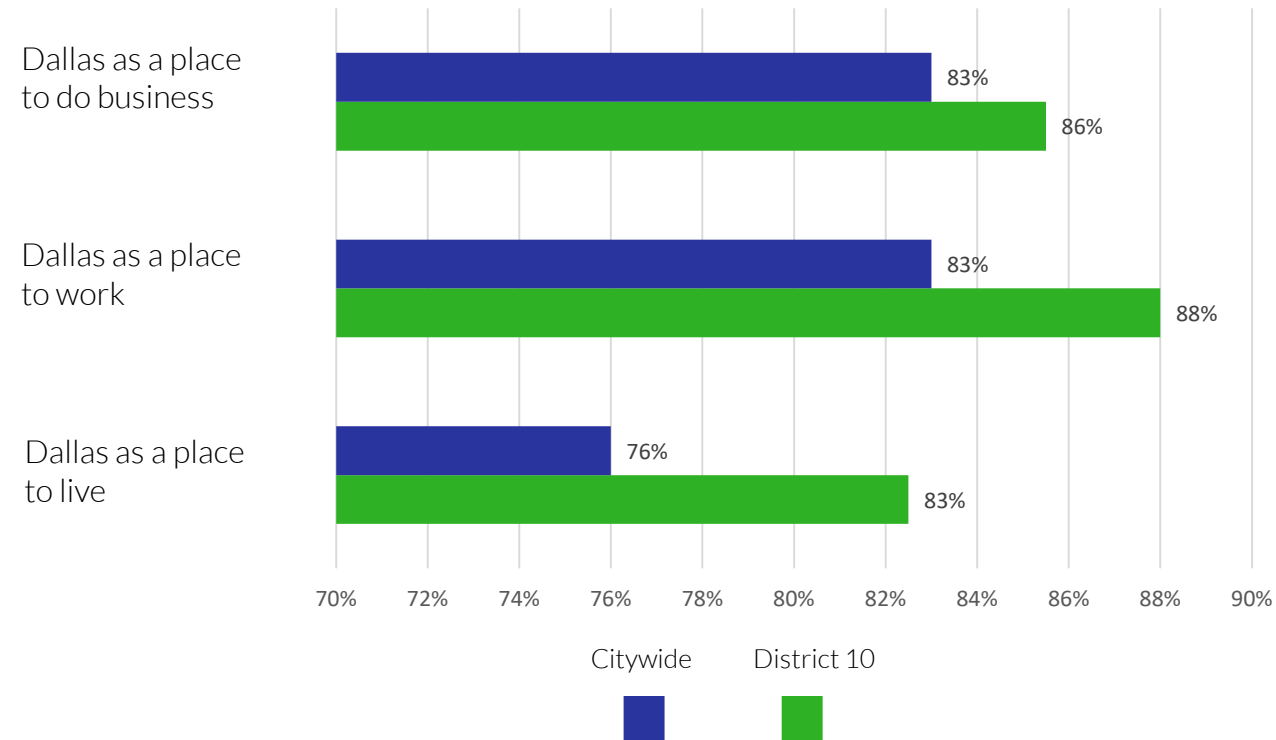


### DALLAS AS A PLACE TO DO BUSINESS



67% of city residents rate the quality of life in Dallas as “excellent” or “good” which is above average for a city of our size.

### District 10 responses compared to Citywide responses



## District 10 - 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
<b>Very High Priority (IS &gt;.20)</b>						
Police services	67%	1	59%	16	0.2723	1
Maintenance of infrastructure	51%	2	50%	20	0.2560	2
<b>High Priority (IS .10-.20)</b>						
Traffic management	38%	3	57%	18	0.1630	3
<b>Medium Priority (IS &lt;.10)</b>						
Social services	26%	4	70%	14	0.0792	4
Neighborhood code enforcement	18%	8	59%	17	0.0744	5
Ambulance/emergency medical services	22%	7	78%	10	0.0495	6
Drinking water	23%	5	82%	7	0.0420	7
Animal services	7%	16	50%	21	0.0330	8
Fire services	23%	6	88%	5	0.0289	9
Park & recreation system	11%	10	74%	13	0.0275	10
Solid waste services	13%	9	83%	6	0.0231	11
Land use, planning, & zoning	8%	13	75%	12	0.0208	12
311/service request process	10%	12	81%	9	0.0189	13
Customer service provided by City employees	10%	11	82%	8	0.0183	14
Storm drainage	6%	17	76%	11	0.0140	15
Public information services	3%	20	63%	15	0.0094	16
Sewer services	7%	15	88%	4	0.0087	17
Municipal Court services	2%	21	53%	19	0.0079	18
Public library services	8%	14	91%	3	0.0074	19
Art & cultural programs/facilities	3%	18	97%	2	0.0009	20
Dallas Love Field Airport	3%	19	99%	1	0.0004	21

**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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# 2020 COMMUNITY SURVEY

## District 11 Highlights

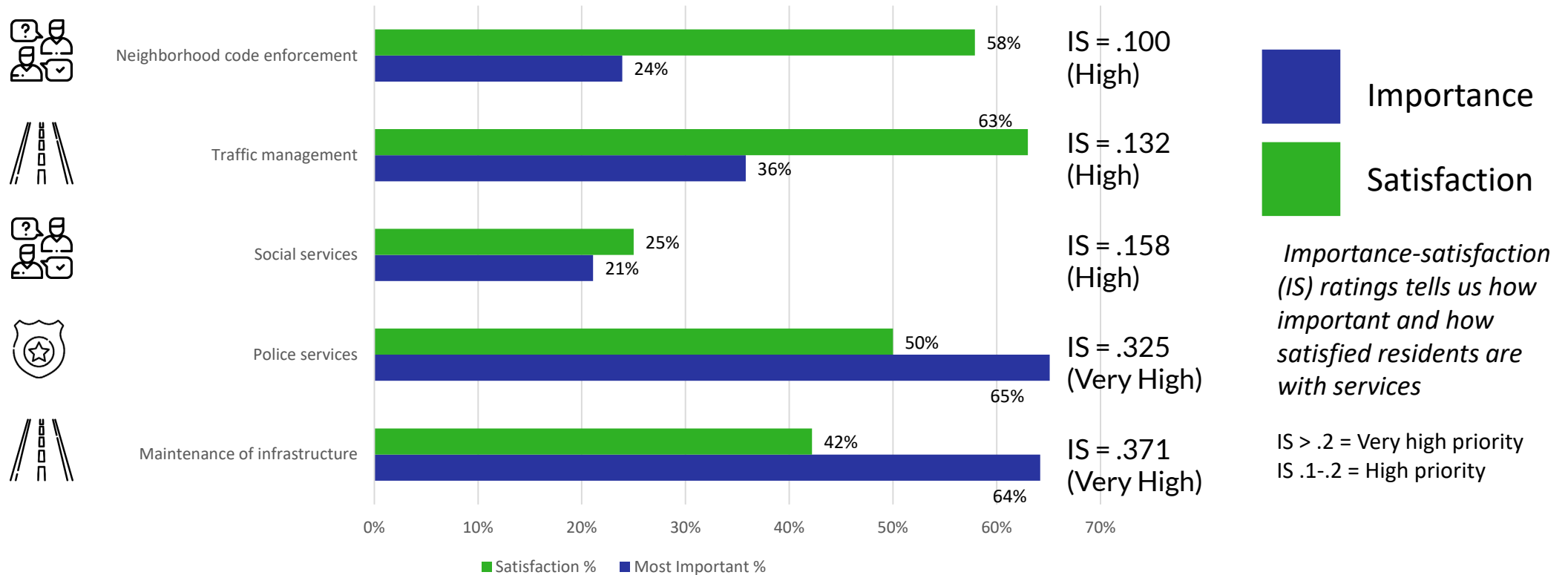
109

SURVEYS



## WHAT ARE THE HIGHEST PRIORITIES FOR DISTRICT 11?

Of the 12 major City services, these are most important and least satisfactory to residents, indicating a need for more investment to improve satisfaction





# 2020 COMMUNITY SURVEY

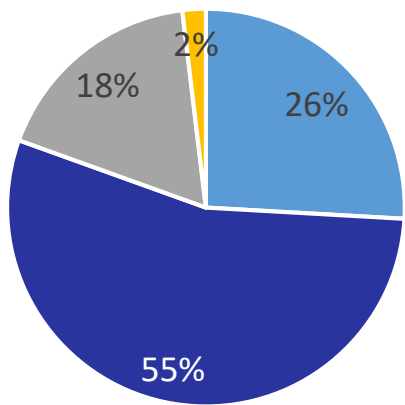
## District 11 Highlights

109  
SURVEYS

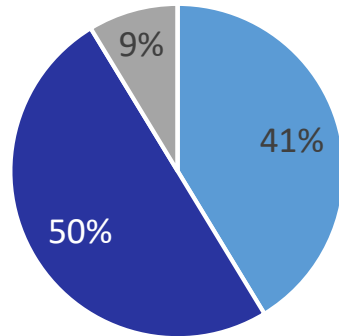


When asked to rate Dallas as a place to do business, place to work, and place to live, District 11 residents responded in the following manner with “Excellent,” “Good,” “Fair,” and “Poor.”

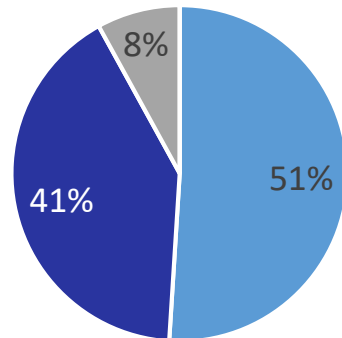
### DALLAS AS A PLACE TO LIVE



### DALLAS AS A PLACE TO WORK

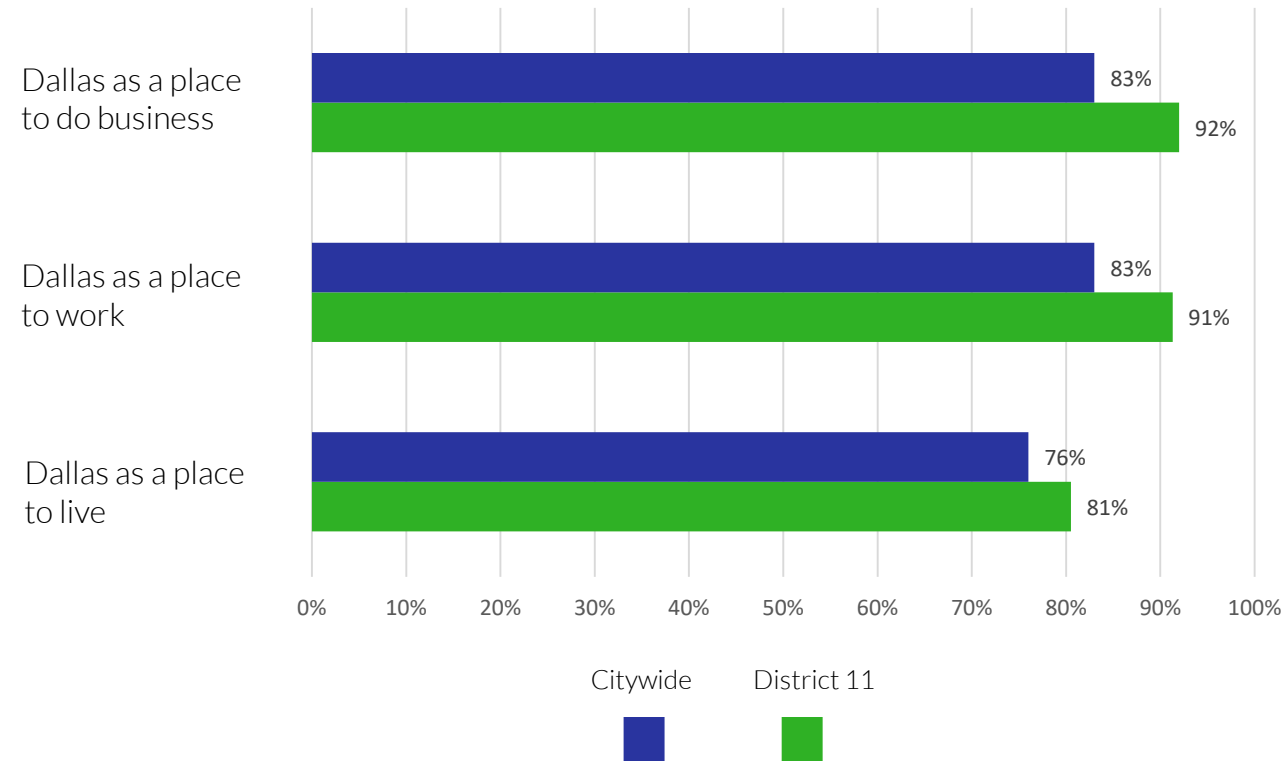


### DALLAS AS A PLACE TO DO BUSINESS



67% of city residents rate the quality of life in Dallas as “excellent” or “good” which is above average for a city of our size.

### District 11 responses compared to Citywide responses



## District 11 - 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
<b>Very High Priority (IS &gt;.20)</b>						
Maintenance of infrastructure	64%	2	42%	20	0.3711	1
Police services	65%	1	50%	19	0.3255	2
<b>High Priority (IS .10-.20)</b>						
Social services	21%	6	25%	21	0.1583	3
Traffic management	36%	3	63%	14	0.1325	4
Neighborhood code enforcement	24%	4	58%	18	0.1006	5
<b>Medium Priority (IS &lt;.10)</b>						
Drinking water	24%	5	72%	12	0.0662	6
Storm drainage	15%	10	59%	17	0.0598	7
Land use, planning, & zoning	12%	12	60%	16	0.0476	8
Solid waste services	17%	8	81%	8	0.0315	9
Animal services	8%	14	63%	15	0.0311	10
Customer service provided by City employees	11%	13	75%	11	0.0281	11
311/service request process	7%	15	72%	13	0.0205	12
Ambulance/emergency medical services	19%	7	90%	5	0.0203	13
Park & recreation system	13%	11	84%	7	0.0201	14
Municipal Court services	3%	18	79%	9	0.0060	15
Sewer services	5%	16	89%	6	0.0051	16
Public information services	1%	21	77%	10	0.0021	17
Public library services	2%	20	90%	4	0.0018	18
Art & cultural programs/facilities	2%	19	91%	3	0.0017	19
Dallas Love Field Airport	3%	17	95%	2	0.0014	20
Fire services	16%	9	100%	1	0.0000	21

**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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# 2020 COMMUNITY SURVEY

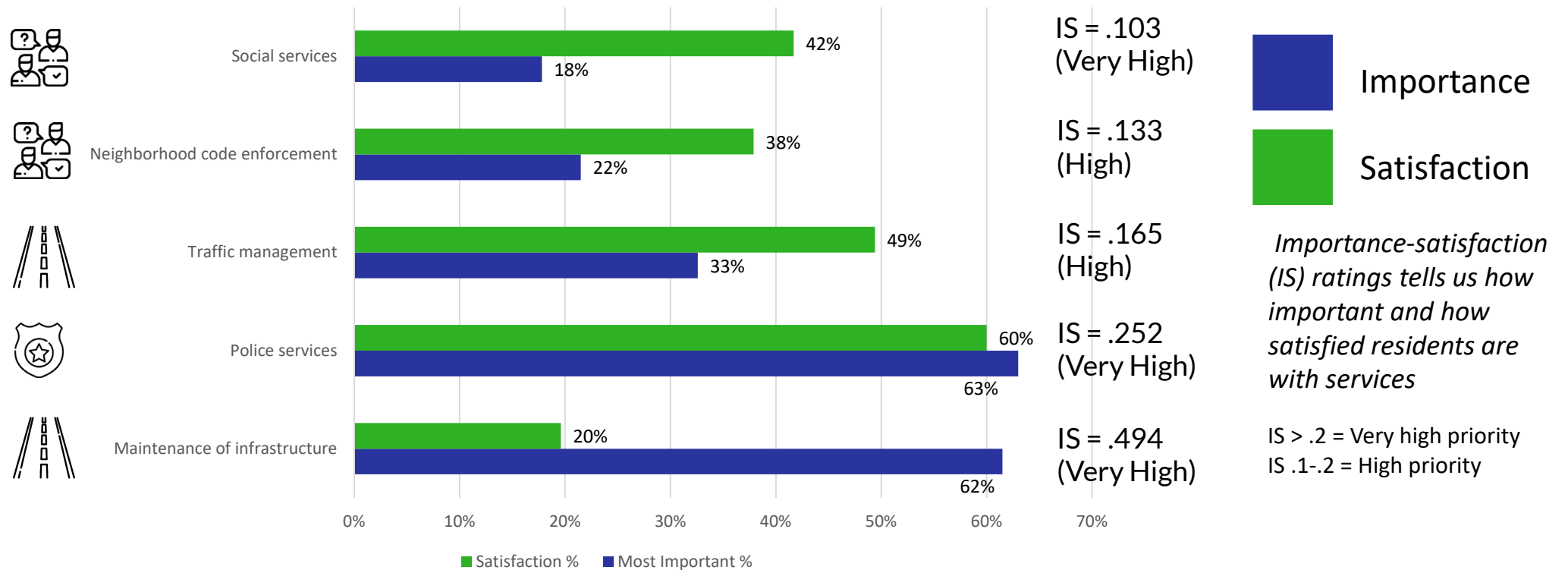
## District 12 Highlights

135  
SURVEYS



### WHAT ARE THE HIGHEST PRIORITIES FOR DISTRICT 12?

Of the 12 major City services, these are most important and least satisfactory to residents, indicating a need for more investment to improve satisfaction



# 2020 COMMUNITY SURVEY

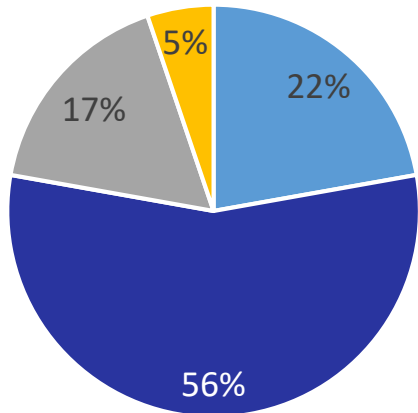
## District 12 Highlights

135  
SURVEYS

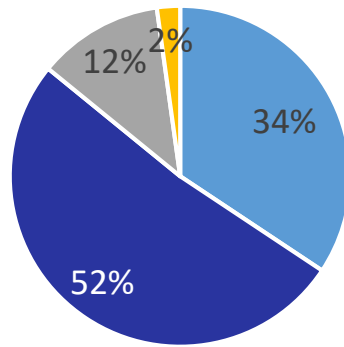


When asked to rate Dallas as a place to do business, place to work, and place to live, District 6 residents responded in the following manner with “Excellent,” “Good,” “Fair,” and “Poor.”

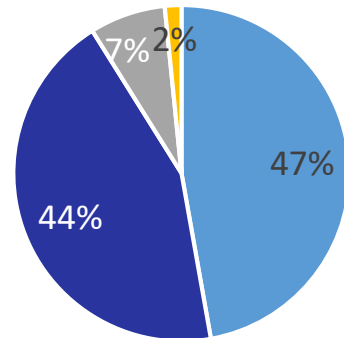
### DALLAS AS A PLACE TO LIVE



### DALLAS AS A PLACE TO WORK

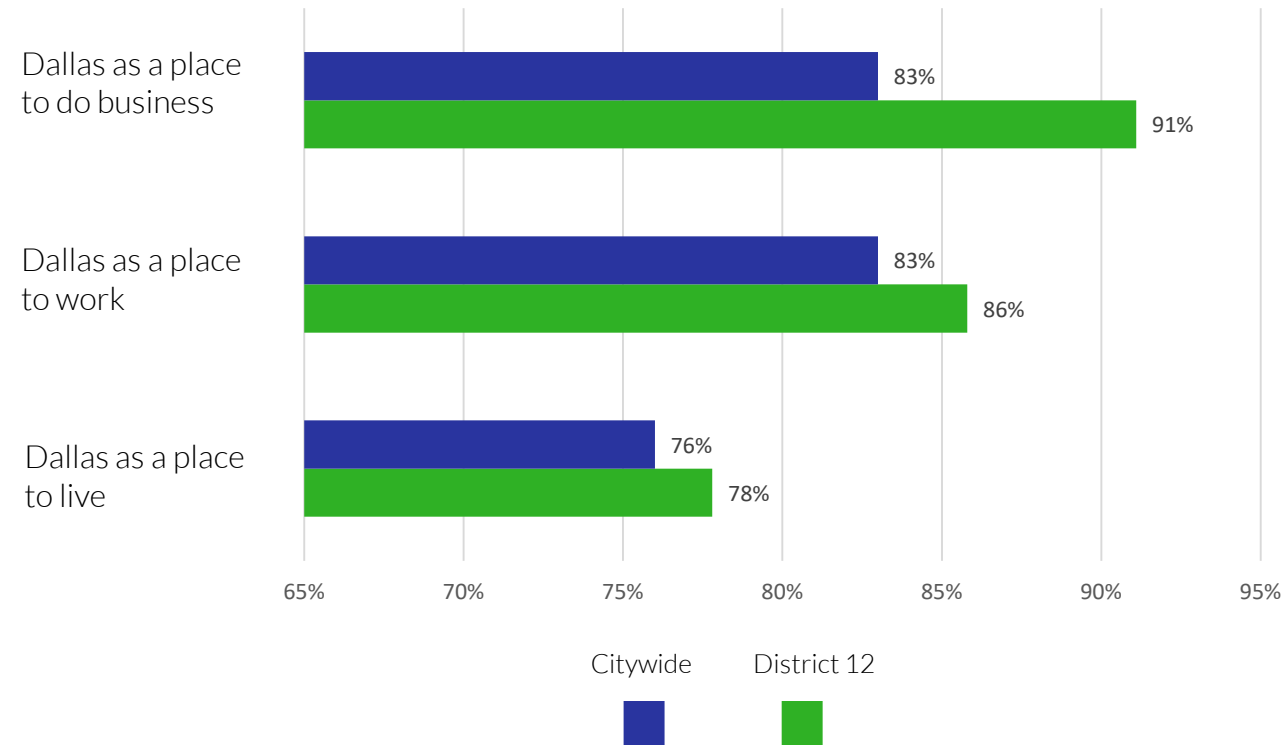


### DALLAS AS A PLACE TO DO BUSINESS



67% of city residents rate the quality of life in Dallas as “excellent” or “good” which is above average for a city of our size.

### District 12 responses compared to Citywide responses



## District 12 - 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
<b>Very High Priority (IS &gt;.20)</b>						
Maintenance of infrastructure	62%	2	20%	21	0.4945	1
Police services	63%	1	60%	14	0.2520	2
<b>High Priority (IS .10-.20)</b>						
Traffic management	33%	3	49%	16	0.1650	3
Neighborhood code enforcement	22%	7	38%	19	0.1335	4
Social services	18%	9	42%	18	0.1038	5
<b>Medium Priority (IS &lt;.10)</b>						
Drinking water	24%	4	71%	11	0.0678	6
Land use, planning, & zoning	11%	11	43%	17	0.0634	7
Solid waste services	22%	6	75%	10	0.0555	8
Animal services	7%	14	50%	15	0.0335	9
311/service request process	7%	12	62%	13	0.0279	10
Park & recreation system	13%	10	81%	7	0.0257	11
Municipal Court services	3%	20	38%	20	0.0188	12
Ambulance/emergency medical services	22%	5	92%	4	0.0171	13
Storm drainage	6%	16	76%	9	0.0142	14
Sewer services	7%	13	82%	6	0.0119	15
Customer service provided by City employees	4%	17	79%	8	0.0078	16
Public information services	2%	21	67%	12	0.0050	17
Dallas Love Field Airport	4%	18	93%	3	0.0026	18
Art & cultural programs/facilities	3%	19	92%	5	0.0026	19
Public library services	6%	15	96%	2	0.0025	20
Fire services	21%	8	100%	1	0.0000	21

**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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# 2020 COMMUNITY SURVEY

## District 13 Highlights

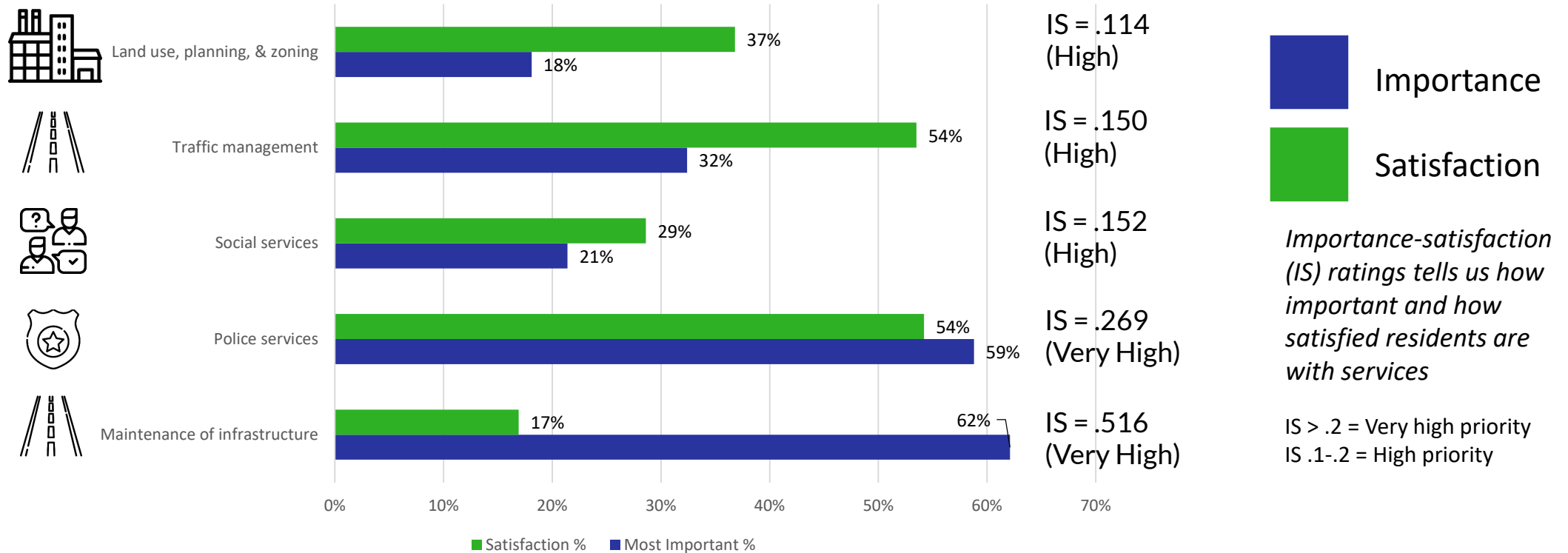
182

SURVEYS



### WHAT ARE THE HIGHEST PRIORITIES FOR DISTRICT 13?

Of the 12 major City services, these are most important and least satisfactory to residents, indicating a need for more investment to improve satisfaction



# 2020 COMMUNITY SURVEY

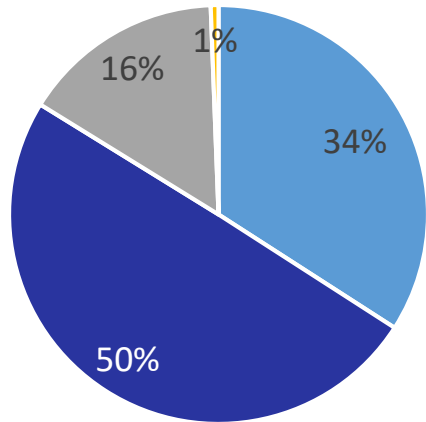
## District 13 Highlights

182  
SURVEYS

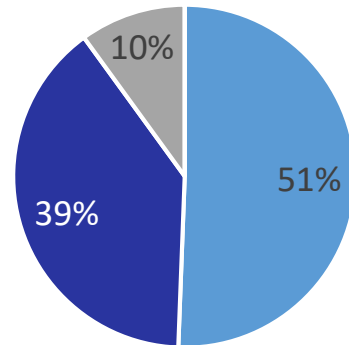


When asked to rate Dallas as a place to do business, place to work, and place to live, District 13 residents responded in the following manner with “Excellent,” “Good,” “Fair,” and “Poor.”

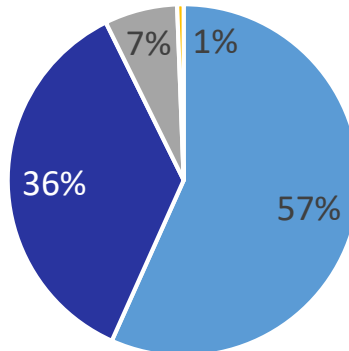
### DALLAS AS A PLACE TO LIVE



### DALLAS AS A PLACE TO WORK



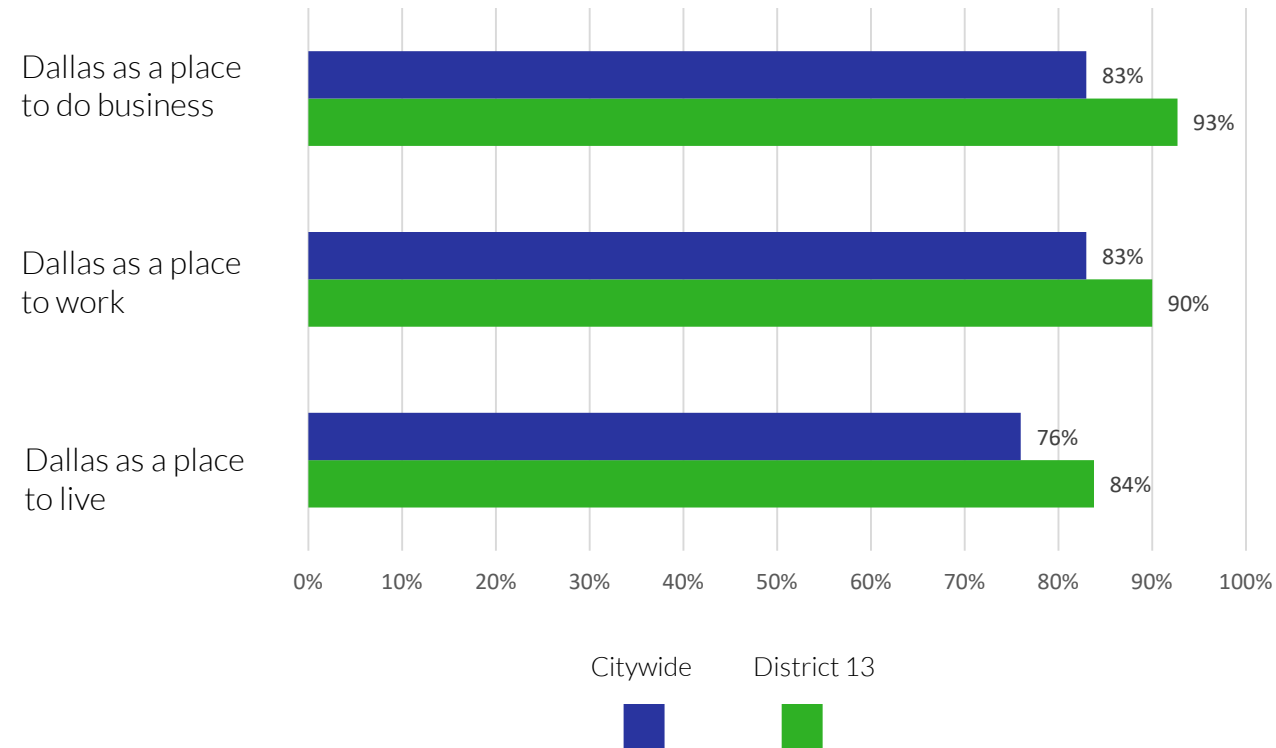
### DALLAS AS A PLACE TO DO BUSINESS



Excellent Good Fair Poor

67% of city residents rate the quality of life in Dallas as “excellent” or “good” which is above average for a city of our size.

### District 13 responses compared to Citywide responses



## District 13 - 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
<b>Very High Priority (IS &gt;.20)</b>						
Maintenance of infrastructure	62%	1	17%	21	0.5161	1
Police services	59%	2	54%	14	0.2693	2
<b>High Priority (IS .10-.20)</b>						
Social services	21%	5	29%	19	0.1528	3
Traffic management	32%	3	54%	15	0.1507	4
Land use, planning, & zoning	18%	7	37%	17	0.1144	5
<b>Medium Priority (IS &lt;.10)</b>						
Neighborhood code enforcement	19%	6	51%	16	0.0909	6
Drinking water	26%	4	77%	9	0.0606	7
Animal services	6%	16	29%	20	0.0393	8
Park & recreation system	14%	11	75%	10	0.0347	9
Customer service provided by City employees	11%	12	72%	11	0.0305	10
Solid waste services	14%	10	80%	8	0.0292	11
Ambulance/emergency medical services	17%	8	85%	6	0.0248	12
311/service request process	6%	15	62%	13	0.0230	13
Storm drainage	6%	14	66%	12	0.0205	14
Public information services	3%	20	82%	7	0.0059	15
Sewer services	5%	17	89%	5	0.0056	16
Art & cultural programs/facilities	8%	13	94%	2	0.0051	17
Municipal Court services	1%	21	33%	18	0.0033	18
Public library services	4%	19	91%	4	0.0033	19
Dallas Love Field Airport	4%	18	94%	3	0.0028	20
Fire services	14%	9	100%	1	0.0000	21

**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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# 2020 COMMUNITY SURVEY

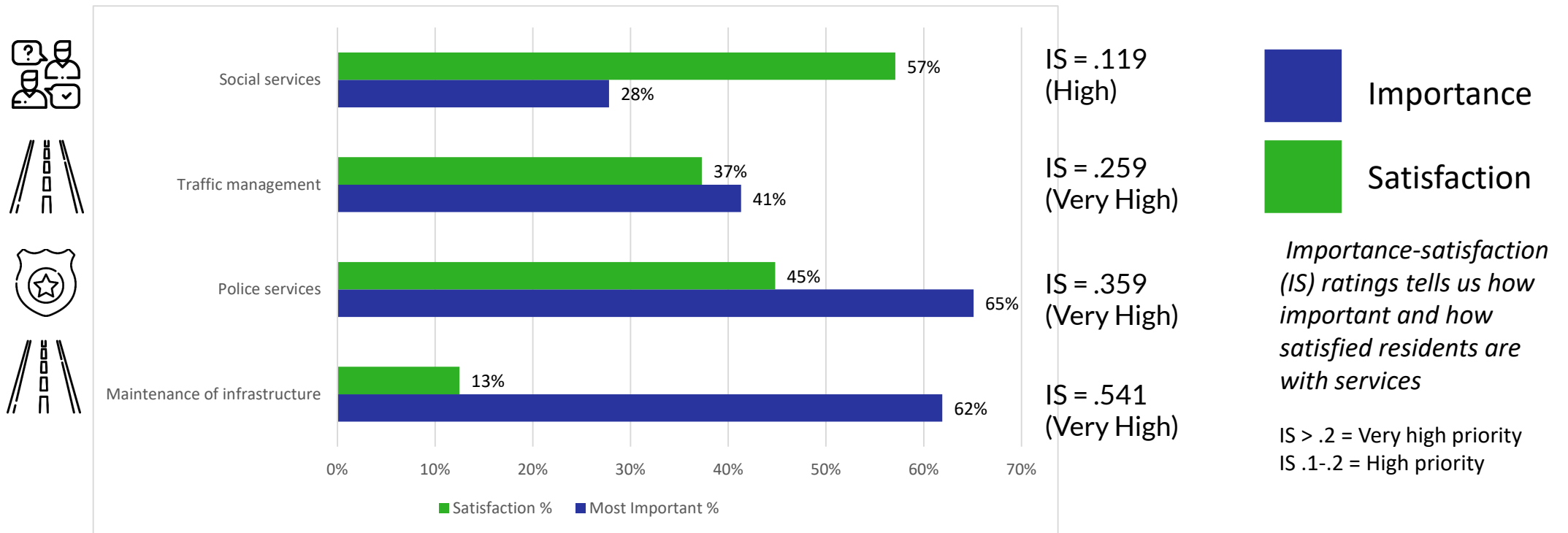
## District 14 Highlights

126  
SURVEYS



### WHAT ARE THE HIGHEST PRIORITIES FOR DISTRICT 14?

Of the 12 major City services, these are most important and least satisfactory to residents, indicating a need for more investment to improve satisfaction



# 2020 COMMUNITY SURVEY

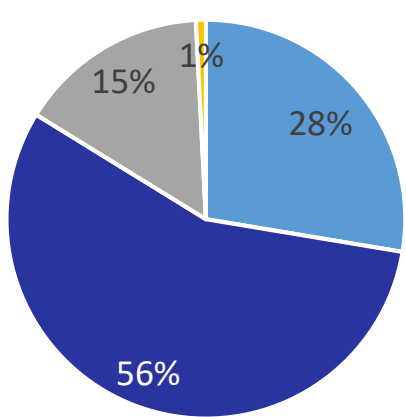
## District 14 Highlights

126  
SURVEYS

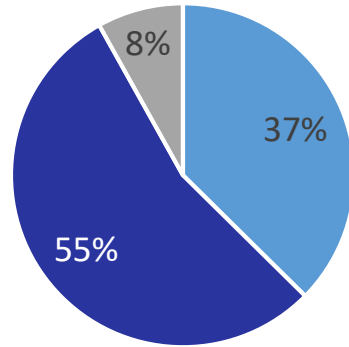


When asked to rate Dallas as a place to do business, place to work, and place to live, District 14 residents responded in the following manner with “Excellent,” “Good,” “Fair,” and “Poor.”

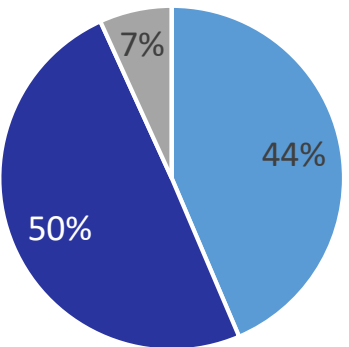
### DALLAS AS A PLACE TO LIVE



### DALLAS AS A PLACE TO WORK



### DALLAS AS A PLACE TO DO BUSINESS

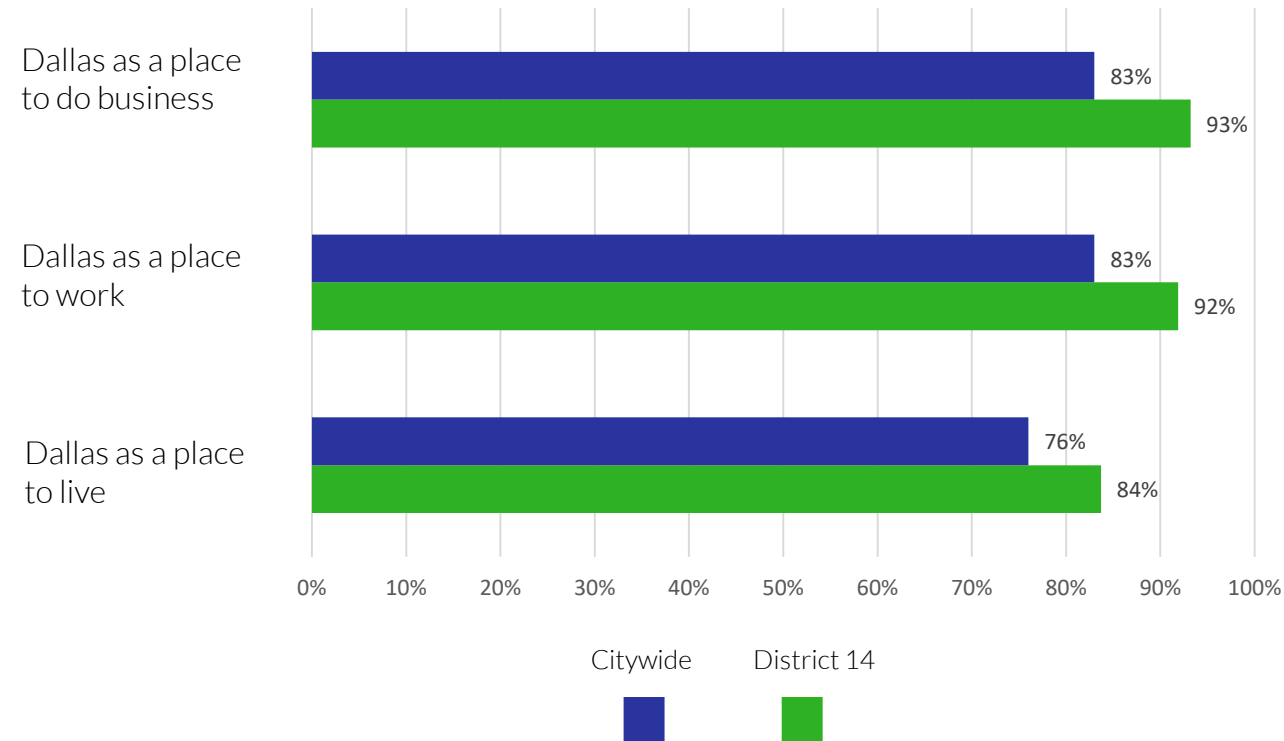


Excellent Good Fair Poor

42

67% of city residents rate the quality of life in Dallas as “excellent” or “good” which is above average for a city of our size.

### District 14 responses compared to Citywide responses



## District 14 - 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
<b>Very High Priority (IS &gt;.20)</b>						
Maintenance of infrastructure	62%	2	13%	21	0.5416	1
Police services	65%	1	45%	18	0.3594	2
Traffic management	41%	3	37%	19	0.2590	3
<b>High Priority (IS .10-.20)</b>						
Social services	28%	4	57%	15	0.1193	4
<b>Medium Priority (IS &lt;.10)</b>						
Land use, planning, & zoning	18%	9	48%	17	0.0959	5
Neighborhood code enforcement	19%	6	56%	16	0.0838	6
Park & recreation system	21%	5	80%	9	0.0422	7
Animal services	6%	16	29%	20	0.0400	8
Drinking water	19%	7	83%	8	0.0325	9
Customer service provided by City employees	6%	14	64%	14	0.0228	10
Storm drainage	6%	15	74%	12	0.0165	11
Solid waste services	11%	11	87%	6	0.0148	12
311/service request process	4%	20	76%	11	0.0098	13
Public information services	4%	18	76%	10	0.0096	14
Art & cultural programs/facilities	10%	12	94%	4	0.0056	15
Sewer services	4%	19	87%	7	0.0054	16
Municipal Court services	2%	21	69%	13	0.0049	17
Public library services	9%	13	95%	3	0.0044	18
Dallas Love Field Airport	5%	17	93%	5	0.0034	19
Ambulance/emergency medical services	18%	8	100%	1	0.0000	20
Fire services	15%	10	100%	2	0.0000	21

**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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## **Section 3**

# ***Importance-Satisfaction Analysis***

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# ***Importance-Satisfaction Analysis***

## **City of Dallas, Texas**

### **Overview**

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

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction 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.

### **Methodology**

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 3 and 4 on a 4-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. [IS=Importance x (1-Satisfaction)].

**Example of the Calculation:** Respondents were asked to identify the major categories of City services they think are most important for the City to provide. Fifty-five percent (54.5%) of respondents selected *maintenance of infrastructure*, as one of the most important services for the City to provide.

With regard to satisfaction, 25.9% of respondents surveyed rated the City's overall performance in *maintenance of infrastructure*, as a "3" or "4" on a 4-point scale (where "5" means "Excellent") excluding "Don't Know" responses. The I-S rating for the *maintenance of infrastructure*, was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 54.5% was multiplied by 74.1% (1-0.259). This calculation yielded an I-S rating of 0.4038 which ranked first out of 21 major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.

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 for the three most important areas for the City to emphasize over the next two years.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. 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* ( $IS \geq 0.20$ )
- *Increase Current Emphasis* ( $0.10 \leq IS < 0.20$ )
- *Maintain Current Emphasis* ( $IS < 0.10$ )

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

## 2020 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
<b>Very High Priority (IS &gt;.20)</b>						
Maintenance of infrastructure	55%	2	26%	21	0.4038	1
Police services	58%	1	49%	17	0.2966	2
<b>High Priority (IS .10-.20)</b>						
Neighborhood code enforcement	28%	4	37%	20	0.1760	3
Traffic Management	31%	3	49%	16	0.1598	4
Social Services	25%	5	54%	15	0.1148	5
<b>Medium Priority (IS &lt;.10)</b>						
Land use, planning, and zoning	13%	11	45%	19	0.0698	6
Animal Services	11%	13	46%	18	0.0585	7
Drinking water	21%	6	74%	9	0.0539	8
Customer service provided by city employees	12%	12	66%	12	0.0396	9
Ambulance/emergency medical services	19%	7	80%	6	0.0388	10
Solid waste services	15%	8	75%	7	0.0377	11
Park and recreation system	13%	10	74%	8	0.0338	12
311/Service request process	9%	14	62%	13	0.0324	13
Storm drainage	7%	15	67%	11	0.0246	14
Public information services	4%	19	68%	10	0.0126	15
Fire services	13%	9	91%	3	0.0117	16
Sewer services	5%	17	83%	5	0.0087	17
Municipal court services	2%	21	61%	14	0.0083	18
Public library services	5%	18	89%	4	0.0053	19
Art and Cultural programs/facilities	7%	16	92%	2	0.0052	20
Dallas Love Field Airport	3%	20	93%	1	0.0022	21

**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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## Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction 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. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

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

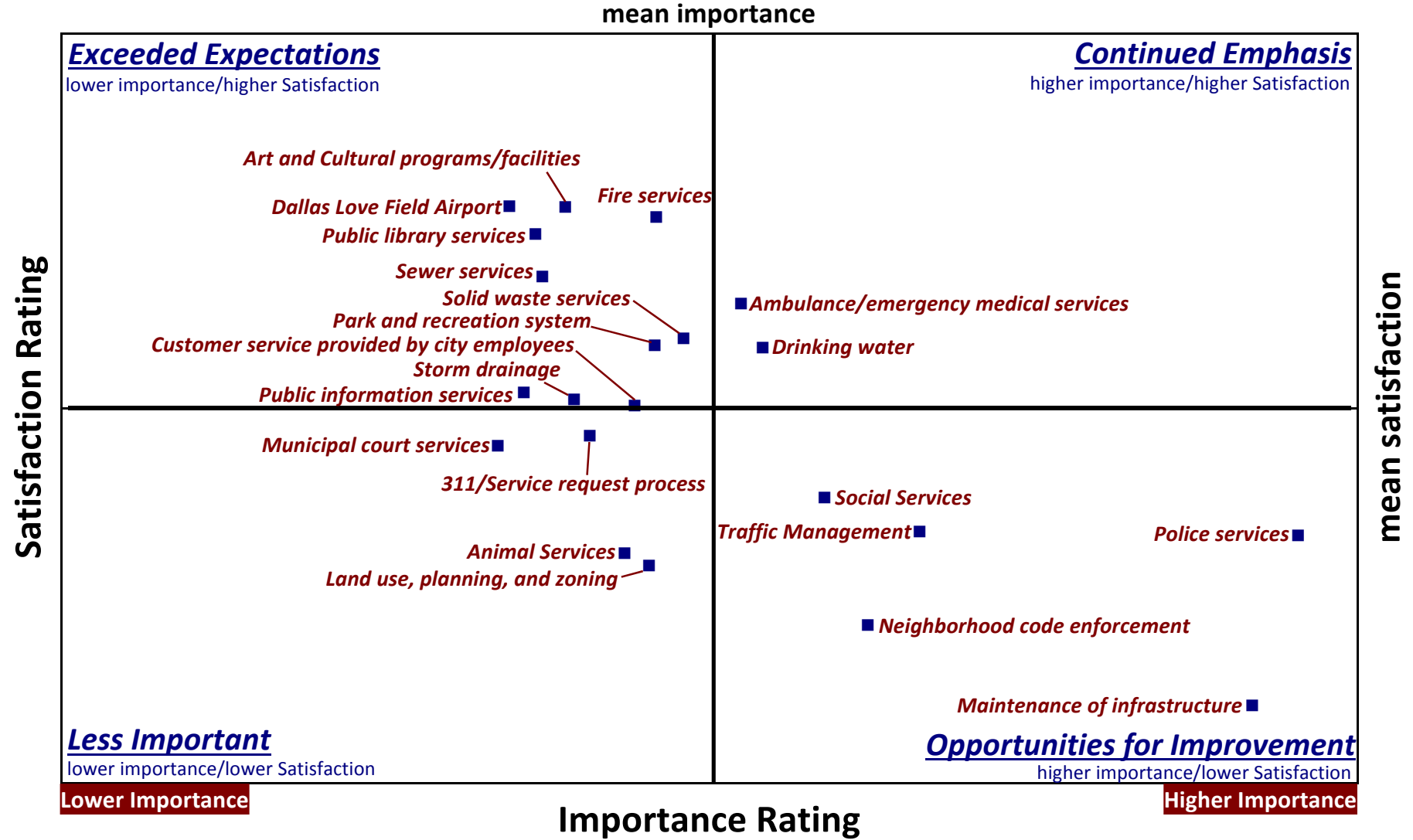
Matrices showing the results for the City of Dallas are provided on the following pages.



# 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 satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2020)



## **10-Year Trend Data by District**

2020 Community Survey - 10 Year Trend

**DISTRICT 1**

<b>Quality of Life (Excellent &amp; Good, no Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
Dallas as a place to live?	75.0%	75.7%	75.9%	84.0%	83.9%	68.9%						
Your neighborhood as a place to live?	57.0%	67.9%	63.8%	76.5%	71.7%	68.3%						
Dallas as a place to raise children?	70.2%	64.0%	61.0%	78.7%	66.4%	57.4%						
Dallas as a place to work?	77.5%	65.7%	80.6%	86.4%	84.8%	78.0%						
Dallas as a place to retire?	54.4%	57.3%	60.6%	61.9%	57.7%	46.8%						
Dallas as a place to do business?	74.7%	74.5%	79.1%	84.9%	81.9%	81.0%						
The quality of economic development in Dallas?	63.5%	58.3%	64.3%	76.8%	66.0%	58.4%						
The overall quality of life in Dallas?	69.1%	70.5%	66.7%	77.3%	70.4%	68.3%						
<b>Characteristics of the Community (Excellent &amp; Good, no Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
Sense of community	63.9%	61.8%	50.0%	64.7%	57.3%	39.8%						
Openness and acceptance of the community towards people of diverse backgrounds	63.7%	62.3%	54.5%	57.8%	54.5%	39.6%						
Air quality	58.8%	48.5%	43.8%	54.8%	50.5%	39.6%						
Access to affordable quality housing	64.1%	54.6%	53.1%	52.3%	35.6%	21.9%						
Access to affordable quality child care	66.6%	53.0%	44.2%	42.4%	35.0%	19.7%						
Access to affordable quality health care	68.2%	51.6%	52.0%	53.6%	40.9%	43.8%						
Access to affordable quality food	75.3%	67.6%	68.2%	64.9%	59.6%	61.8%						
Access to living wage jobs	N/A	N/A	N/A	N/A	44.0%	52.0%						
Access to quality education	N/A	N/A	N/A	N/A	51.1%	37.0%						

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 1**

Ease of car travel in Dallas	61.5%	52.1%	49.5%	50.4%	43.4%	33.6%	
Ease of bus travel in Dallas	69.6%	59.8%	61.9%	60.9%	45.1%	45.3%	
Ease of rail travel in Dallas	76.0%	71.2%	64.7%	60.6%	47.5%	50.0%	
Ease of bicycle travel in Dallas	46.6%	50.0%	39.5%	40.0%	35.0%	35.9%	
Ease of walking in Dallas	60.2%	58.1%	39.6%	41.9%	37.2%	29.2%	
<b>Issues/Problem (No Don't Knows) Major/Moderate</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Crime	N/A	85.6%	86.6%	94.0%	89.6%	96.0%	
Drugs	N/A	90.6%	88.1%	91.5%	88.2%	93.6%	
High weeds	N/A	N/A	61.6%	60.8%	59.4%	48.4%	
Noise	N/A	41.0%	61.6%	51.3%	60.2%	49.5%	
Blighted buildings	N/A	N/A	N/A	45.3%	70.4%	65.1%	
Homelessness	N/A	78.3%	91.8%	85.4%	93.9%	90.3%	
Environmental hazard(s), air quality and toxic waste	N/A	44.3%	44.9%	60.5%	70.4%	61.6%	
Loose dogs and unrestrained pets	N/A	N/A	67.0%	69.0%	76.6%	64.0%	
Litter	N/A	N/A	N/A	68.7%	81.2%	71.8%	
Infrastructure/streets	N/A	N/A	N/A	83.8%	93.9%	83.6%	
Aggressive solicitation/panhandling	N/A	N/A	N/A	N/A	75.8%	66.4%	
<b>Safety (No Don't Knows) Very Safe/Safe</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
In your neighborhood during the day	70.4%	75.5%	78.1%	78.8%	76.5%	73.8%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 1**

In your neighborhood after dark	36.7%	49.0%	49.5%	43.2%	41.5%	35.3%	
From violent crime (rape, assault, robbery)	27.4%	29.7%	18.7%	19.0%	23.7%	26.8%	
From property crime (burglary, theft)	24.7%	24.3%	16.8%	12.9%	17.0%	16.9%	
From fire	50.0%	58.7%	54.0%	46.5%	47.7%	57.6%	
<b>Major Categories (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Ambulance/emergency medical services	77.8%	85.7%	86.6%	88.8%	25.0%	94.8%	
Art and Cultural programs/facilities	69.2%	76.6%	83.1%	97.8%	72.9%	89.9%	
Neighborhood code enforcement (e.g., high weeds, litter, blight)	51.7%	46.3%	34.8%	69.3%	24.0%	28.6%	
Customer service provided by city employees	58.1%	62.6%	42.1%	70.4%	63.6%	59.4%	
Drinking water	69.1%	49.5%	71.3%	73.4%	77.2%	72.2%	
Fire services	91.4%	82.7%	82.0%	100.0%	100.0%	87.5%	
Solid waste services (e.g., garbage and recycling collection)	46.9%	74.7%	71.6%	82.9%	73.0%	66.3%	
Land use, planning, and zoning	60.8%	59.0%	47.4%	70.0%	30.0%	63.2%	
Maintenance of infrastructure (e.g., city streets and sidewalks)	39.6%	40.2%	25.3%	27.5%	32.6%	32.1%	
Parks and recreation system	60.9%	62.1%	51.0%	78.5%	70.4%	86.8%	
Police services	69.1%	63.7%	59.8%	53.2%	57.7%	50.0%	
Sewer services (e.g. sanitary sewer/wastewater)	76.5%	69.6%	65.6%	78.0%	83.4%	84.2%	
Storm drainage	73.9%	67.0%	56.6%	73.6%	75.0%	77.5%	
Traffic signal timing	65.3%	67.0%	43.1%	42.3%	51.1%	N/A	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 1**

<b>Public Safety (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
Crime prevention	47.9%	57.1%	37.9%	41.4%	44.2%	23.2%						
Traffic enforcement	64.6%	67.3%	48.4%	45.9%	31.1%	28.4%						
Efforts by police to fight crime in your neighborhood	60.9%	62.3%	45.3%	48.1%	60.4%	37.1%						
Response time of police to emergency calls	58.4%	56.4%	45.7%	42.0%	43.8%	22.9%						
Response time of fire to emergency calls	81.0%	77.6%	72.0%	82.3%	86.6%	83.1%						
Fire prevention and education	70.8%	57.3%	38.0%	52.8%	75.9%	53.2%						
<b>Park and Recreation (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
City parks	N/A	73.8%	64.6%	77.1%	73.6%	70.5%						
Recreation programs or classes	N/A	77.3%	51.3%	60.9%	66.7%	57.1%						
Range/variety of recreation programs and classes	63.1%	65.0%	48.6%	57.9%	54.1%	54.7%						
Accessibility of parks	N/A	79.8%	66.3%	80.0%	70.5%	68.7%						
Accessibility of recreation centers/facilities	N/A	75.3%	60.3%	70.6%	61.4%	67.1%						
Appearance/maintenance of parks	70.7%	64.9%	62.3%	68.8%	60.8%	59.2%						
Appearance/maintenance of recreation centers/facilities	N/A	64.0%	55.7%	71.6%	55.5%	53.0%						
Outdoor athletic facilities (soccer/baseball fields, tennis courts)	N/A	64.5%	59.0%	68.7%	52.8%	57.0%						
Walking trails in the city	N/A	63.1%	48.8%	64.5%	67.3%	62.5%						
<b>Code Enforcement (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
Enforcement at multi-family building conditions	N/A	N/A	N/A	N/A	31.8%	22.5%						

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 1**

Enforcement of the mowing of weeds and high grass on private property	N/A	N/A	33.0%	43.4%	38.7%	30.3%	
Enforcement of blighted residential properties	N/A	N/A	27.8%	36.4%	36.7%	20.5%	
City efforts to remove junk motor vehicles (inoperative) on private property	N/A	N/A	29.8%	N/A	36.1%	24.3%	
Enforcement of bulk/brush trash violations	N/A	N/A	N/A	47.1%	54.8%	29.4%	
City efforts to survey and abate mosquitos carrying viruses	N/A	N/A	N/A	N/A	65.6%	39.7%	
Enforcement of food safety in restaurants	N/A	N/A	N/A	N/A	37.9%	57.3%	
<b>Solid Waste (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Garbage collections	75.0%	82.3%	75.0%	83.1%	79.0%	74.0%	
Recycling	84.4%	52.5%	78.4%	84.5%	74.4%	64.7%	
Yard waste pick-up	72.3%	77.4%	70.3%	72.9%	81.5%	58.7%	
Bulk trash pick-up	75.0%	78.3%	68.9%	77.0%	79.8%	66.0%	
Household hazardous waste disposal	61.5%	71.4%	47.9%	44.4%	70.8%	43.4%	
<b>Streets/Mobility (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Maintenance and repair of thoroughfares and major streets	N/A	N/A	N/A	N/A	29.3%	24.0%	
Maintenance and repair of streets in your neighborhood	45.0%	38.6%	23.5%	N/A	29.9%	29.0%	
Street striping	N/A	N/A	N/A	N/A	24.1%	28.1%	
Street cleaning	59.3%	40.0%	23.0%	26.7%	26.6%	30.0%	
Street lighting	63.9%	40.2%	32.0%	27.7%	31.6%	25.5%	
Traffic signs and signal operations	N/A	N/A	N/A	N/A	50.5%	45.5%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 1**

Sidewalk maintenance	48.0%	40.6%	19.6%	23.3%	28.5%	18.8%	
Alley maintenance	43.6%	30.9%	17.7%	15.4%	22.2%	14.8%	
Curbs and gutters	N/A	N/A	N/A	N/A	27.3%	28.3%	
Bike lanes in the city (shared, protected and multi-use)	N/A	N/A	N/A	N/A	31.3%	25.4%	
<b>Water/Wastewater (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Water pressure in your home	85.0%	75.0%	75.9%	83.0%	78.7%	78.9%	
Taste/smell of tap water in your home	65.9%	45.6%	70.6%	70.7%	65.6%	67.0%	
Ease of understanding your water/wastewater bill	67.8%	66.6%	53.0%	74.8%	63.8%	75.0%	
<b>Other Services (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Services to seniors	54.5%	61.4%	41.9%	42.9%	33.3%	38.2%	
Services to youth	50.9%	57.1%	35.8%	43.9%	50.0%	35.0%	
Services to low-income people	49.2%	52.6%	27.8%	34.1%	32.3%	17.5%	
<b>PIO Services (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
3-1-1 services	N/A	61.4%	65.8%	N/A	63.5%	N/A	
Availability of information about city programs & services	64.6%	50.0%	44.0%	46.9%	33.9%	N/A	
Level of public involvement in decision making	43.1%	38.9%	26.2%	28.6%	19.6%	N/A	
Townhall meetings	41.7%	59.2%	36.3%	41.9%	24.4%	N/A	
<b>Value Statements (Strongly Agree/Agree)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
I receive good value for the City of Dallas taxes I pay	47.3%	48.5%	41.0%	42.5%	28.7%	36.4%	

N/A means the question was not asked during that survey administration



2020 Community Survey - 10 Year Trend

**DISTRICT 1**



2020 Community Survey - 10 Year Trend

**DISTRICT 2**

<b>Quality of Life (Excellent &amp; Good, no Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
Dallas as a place to live?	78.4%	85.2%	80.5%	86.0%	85.5%	65.7%						
Your neighborhood as a place to live?	61.8%	60.8%	65.2%	67.0%	76.0%	60.6%						
Dallas as a place to raise children?	71.6%	66.0%	59.4%	64.9%	65.1%	45.9%						
Dallas as a place to work?	71.7%	80.8%	79.4%	86.9%	91.2%	77.9%						
Dallas as a place to retire?	65.2%	60.5%	54.3%	61.1%	42.7%	41.8%						
Dallas as a place to do business?	80.4%	82.1%	81.5%	88.1%	88.8%	75.3%						
The quality of economic development in Dallas?	56.4%	77.3%	80.9%	80.8%	82.6%	52.7%						
The overall quality of life in Dallas?	72.3%	77.5%	74.3%	78.8%	73.8%	57.0%						
<b>Characteristics of the Community (Excellent &amp; Good, no Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
Sense of community	60.6%	68.3%	58.6%	52.6%	56.8%	46.9%						
Openness and acceptance of the community towards people of diverse backgrounds	66.3%	68.3%	58.1%	49.0%	55.9%	50.5%						
Air quality	50.0%	43.2%	57.4%	57.1%	53.9%	44.9%						
Access to affordable quality housing	50.0%	66.7%	55.6%	50.0%	34.7%	27.7%						
Access to affordable quality child care	57.6%	58.8%	45.1%	44.7%	35.6%	29.9%						
Access to affordable quality health care	64.9%	61.7%	55.9%	56.6%	55.0%	48.9%						
Access to affordable quality food	69.7%	75.5%	71.9%	75.2%	70.9%	59.2%						
Access to living wage jobs	N/A	N/A	N/A	N/A	66.7%	49.5%						
Access to quality education	N/A	N/A	N/A	71.6%	50.6%	45.1%						

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 2**

Ease of car travel in Dallas	66.7%	63.3%	56.0%	54.6%	42.7%	32.6%	
Ease of bus travel in Dallas	71.5%	60.3%	60.0%	57.8%	32.3%	40.9%	
Ease of rail travel in Dallas	77.7%	66.2%	65.2%	61.1%	41.7%	43.9%	
Ease of bicycle travel in Dallas	62.1%	57.8%	43.2%	31.1%	24.6%	37.0%	
Ease of walking in Dallas	55.3%	57.3%	46.1%	36.5%	33.7%	34.1%	
<b>Issues/Problem (No Don't Knows) Major/Moderate</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Crime	N/A	88.7%	84.6%	89.6%	86.3%	96.9%	
Drugs	N/A	93.8%	83.9%	85.7%	78.9%	89.5%	
High weeds	N/A	N/A	57.4%	58.3%	33.7%	48.9%	
Noise	N/A	49.0%	49.6%	55.2%	42.1%	59.6%	
Blighted buildings	N/A	N/A	N/A	57.7%	52.7%	59.5%	
Homelessness	N/A	81.3%	77.9%	91.8%	90.2%	93.8%	
Environmental hazard(s), air quality and toxic waste	N/A	37.5%	43.4%	53.9%	57.4%	69.1%	
Loose dogs and unrestrained pets	N/A	N/A	52.8%	52.6%	53.6%	60.2%	
Litter	N/A	N/A	N/A	61.9%	72.5%	73.5%	
Infrastructure/streets	N/A	N/A	N/A	86.1%	86.6%	86.7%	
Aggressive solicitation/panhandling	N/A	N/A	N/A	N/A	73.3%	74.8%	
<b>Safety (No Don't Knows) Very Safe/Safe</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
In your neighborhood during the day	71.3%	73.3%	77.9%	71.7%	80.8%	61.6%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 2**

In your neighborhood after dark	39.6%	42.1%	44.0%	39.8%	40.4%	32.3%	
From violent crime (rape, assault, robbery)	28.8%	27.5%	39.4%	26.0%	28.6%	19.3%	
From property crime (burglary, theft)	24.5%	23.2%	31.8%	20.4%	22.8%	14.3%	
From fire	52.7%	58.3%	66.6%	61.0%	65.7%	46.7%	
<b>Major Categories (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Ambulance/emergency medical services	82.4%	92.1%	79.7%	84.7%	88.9%	88.2%	
Art and Cultural programs/facilities	80.5%	82.0%	83.1%	95.1%	92.9%	89.2%	
Neighborhood code enforcement (e.g., high weeds, litter, blight)	53.9%	47.7%	44.5%	38.9%	39.3%	44.5%	
Customer service provided by city employees	61.2%	53.4%	45.8%	48.0%	58.7%	56.7%	
Drinking water	67.4%	45.3%	66.0%	68.0%	56.9%	63.9%	
Fire services	86.2%	92.8%	90.3%	75.0%	81.9%	80.0%	
Solid waste services (e.g., garbage and recycling collection)	47.5%	77.3%	76.6%	70.7%	70.8%	71.2%	
Land use, planning, and zoning	64.4%	60.6%	56.3%	33.3%	27.8%	50.0%	
Maintenance of infrastructure (e.g., city streets and sidewalks)	39.6%	42.3%	30.8%	29.1%	10.0%	25.6%	
Parks and recreation system	65.9%	74.5%	64.4%	69.6%	70.9%	63.2%	
Police services	68.4%	70.0%	66.3%	52.6%	64.3%	40.0%	
Sewer services (e.g. sanitary sewer/wastewater)	71.3%	73.3%	71.2%	73.2%	73.2%	80.0%	
Storm drainage	70.8%	65.9%	62.3%	50.0%	52.6%	56.7%	
Traffic signal timing	69.9%	58.7%	50.0%	41.3%	49.0%	N/A	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 2**

<b>Public Safety (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
Crime prevention	60.0%	54.1%	47.1%	45.0%	34.7%	25.0%						
Traffic enforcement	59.8%	66.6%	58.8%	52.3%	42.5%	35.1%						
Efforts by police to fight crime in your neighborhood	53.1%	58.1%	53.9%	50.0%	44.2%	34.4%						
Response time of police to emergency calls	58.4%	58.4%	52.8%	55.2%	44.2%	23.2%						
Response time of fire to emergency calls	74.0%	87.2%	84.0%	87.3%	75.0%	68.4%						
Fire prevention and education	69.3%	72.0%	62.9%	54.3%	56.0%	38.1%						
<b>Park and Recreation (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
City parks	N/A	77.5%	70.3%	77.0%	79.3%	63.7%						
Recreation programs or classes	N/A	65.1%	57.9%	59.4%	60.0%	51.6%						
Range/variety of recreation programs and classes	59.2%	67.8%	56.9%	50.0%	65.2%	47.6%						
Accessibility of parks	N/A	79.4%	70.8%	69.4%	78.4%	69.4%						
Accessibility of recreation centers/facilities	N/A	72.1%	64.3%	64.1%	77.8%	59.2%						
Appearance/maintenance of parks	70.3%	67.0%	58.6%	67.1%	75.9%	64.8%						
Appearance/maintenance of recreation centers/facilities	N/A	69.5%	64.2%	64.1%	61.4%	59.3%						
Outdoor athletic facilities (soccer/baseball fields, tennis courts)	N/A	69.5%	59.7%	54.9%	80.0%	60.2%						
Walking trails in the city	N/A	78.0%	62.8%	61.0%	80.6%	53.4%						
<b>Code Enforcement (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
Enforcement at multi-family building conditions	N/A	N/A	N/A	N/A	17.4%	32.9%						

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 2**

Enforcement of the mowing of weeds and high grass on private property	N/A	N/A	45.7%	40.4%	41.7%	41.6%	
Enforcement of blighted residential properties	N/A	N/A	44.7%	38.3%	18.5%	25.7%	
City efforts to remove junk motor vehicles (inoperative) on private property	N/A	N/A	47.3%	N/A	32.1%	29.7%	
Enforcement of bulk/brush trash violations	N/A	N/A	N/A	45.8%	40.0%	43.6%	
City efforts to survey and abate mosquitos carrying viruses	N/A	N/A	N/A	N/A	44.8%	34.6%	
Enforcement of food safety in restaurants	N/A	N/A	N/A	N/A	51.6%	54.3%	
<b>Solid Waste (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Garbage collections	74.0%	84.8%	75.0%	79.0%	87.7%	81.4%	
Recycling	71.7%	53.8%	70.7%	68.1%	69.1%	75.0%	
Yard waste pick-up	67.4%	70.6%	63.8%	74.4%	87.5%	73.2%	
Bulk trash pick-up	68.9%	72.4%	66.7%	71.9%	81.4%	75.5%	
Household hazardous waste disposal	64.4%	75.0%	52.7%	53.2%	55.5%	56.0%	
<b>Streets/Mobility (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Maintenance and repair of thoroughfares and major streets	N/A	N/A	N/A	N/A	21.1%	18.6%	
Maintenance and repair of streets in your neighborhood	42.6%	32.0%	29.7%	N/A	19.2%	15.6%	
Street striping	N/A	N/A	N/A	N/A	18.2%	23.3%	
Street cleaning	50.0%	44.3%	31.8%	23.1%	29.0%	27.7%	
Street lighting	52.9%	45.4%	41.3%	40.2%	32.0%	32.0%	
Traffic signs and signal operations	N/A	N/A	N/A	N/A	43.6%	48.4%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 2**

Sidewalk maintenance	37.3%	33.0%	27.6%	20.2%	22.4%	24.5%	
Alley maintenance	26.2%	31.2%	21.7%	11.8%	10.0%	22.9%	
Curbs and gutters	N/A	N/A	N/A	N/A	26.1%	35.5%	
Bike lanes in the city (shared, protected and multi-use)	N/A	N/A	N/A	N/A	20.0%	30.3%	
<b>Water/Wastewater (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Water pressure in your home	83.3%	76.4%	79.1%	70.4%	72.1%	69.5%	
Taste/smell of tap water in your home	67.1%	39.4%	62.3%	59.2%	55.3%	50.0%	
Ease of understanding your water/wastewater bill	70.0%	70.8%	70.8%	57.7%	61.7%	58.6%	
<b>Other Services (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Services to seniors	60.0%	62.8%	46.5%	36.9%	30.0%	32.1%	
Services to youth	55.5%	68.9%	42.8%	34.5%	50.0%	39.0%	
Services to low-income people	45.3%	61.8%	33.8%	27.1%	21.7%	23.4%	
<b>PIO Services (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
3-1-1 services	N/A	68.8%	64.3%	N/A	62.5%	N/A	
Availability of information about city programs & services	59.8%	60.8%	46.6%	47.7%	38.0%	N/A	
Level of public involvement in decision making	43.8%	32.4%	33.8%	22.0%	19.7%	N/A	
Townhall meetings	40.0%	44.1%	38.1%	32.4%	33.4%	N/A	
<b>Value Statements (Strongly Agree/Agree)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
I receive good value for the City of Dallas taxes I pay	50.6%	46.5%	40.5%	41.3%	35.0%	30.1%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 2**





2020 Community Survey - 10 Year Trend

**DISTRICT 3**

<b>Quality of Life (Excellent &amp; Good, no Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>				
Dallas as a place to live?	78.0%	74.8%	78.8%	76.8%	78.2%	79.5%					
Your neighborhood as a place to live?	69.3%	61.6%	64.0%	70.4%	68.2%	63.9%					
Dallas as a place to raise children?	56.4%	68.0%	64.6%	60.2%	57.4%	63.5%					
Dallas as a place to work?	65.3%	81.3%	80.8%	80.7%	85.2%	82.4%					
Dallas as a place to retire?	46.8%	53.7%	60.9%	57.3%	57.4%	57.2%					
Dallas as a place to do business?	73.1%	84.6%	76.8%	78.6%	76.2%	83.3%					
The quality of economic development in Dallas?	52.7%	61.1%	65.7%	65.9%	52.8%	61.0%					
The overall quality of life in Dallas?	66.7%	67.7%	64.6%	62.2%	62.7%	63.9%					
<b>Characteristics of the Community (Excellent &amp; Good, no Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>				
Sense of community	50.5%	53.6%	43.9%	46.3%	43.9%	40.5%					
Openness and acceptance of the community towards people of diverse backgrounds	54.7%	54.1%	46.9%	45.1%	46.8%	39.6%					
Air quality	54.1%	45.9%	49.4%	57.8%	48.5%	59.0%					
Access to affordable quality housing	53.2%	55.9%	55.3%	58.4%	39.8%	46.6%					
Access to affordable quality child care	55.0%	60.0%	46.6%	45.5%	35.1%	38.8%					
Access to affordable quality health care	55.9%	55.9%	59.8%	51.0%	38.6%	50.0%					
Access to affordable quality food	65.6%	67.7%	68.4%	70.4%	53.6%	59.8%					
Access to living wage jobs	N/A	N/A	N/A	N/A	42.4%	48.8%					
Access to quality education	N/A	N/A	N/A	N/A	57.1%	53.7%					

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend


















**DISTRICT 3**

Ease of car travel in Dallas	51.6%	44.8%	45.8%	52.0%	43.4%	44.1%	
Ease of bus travel in Dallas	53.3%	62.2%	56.0%	54.6%	53.6%	56.6%	
Ease of rail travel in Dallas	54.3%	60.9%	58.9%	57.9%	63.6%	58.3%	
Ease of bicycle travel in Dallas	32.0%	42.0%	34.3%	31.1%	33.8%	40.7%	
Ease of walking in Dallas	41.3%	48.2%	43.5%	41.8%	38.7%	41.9%	
<b>Issues/Problem (No Don't Knows) Major/Moderate</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Crime	N/A	86.6%	90.9%	89.6%	94.5%	95.9%	
Drugs	N/A	85.2%	90.5%	83.5%	89.3%	95.6%	
High weeds	N/A	N/A	70.4%	55.2%	54.9%	61.8%	
Noise	N/A	38.3%	58.1%	47.3%	50.9%	56.2%	
Blighted buildings	N/A	N/A	N/A	55.1%	65.2%	60.2%	
Homelessness	N/A	78.1%	84.1%	80.2%	91.4%	93.1%	
Environmental hazard(s), air quality and toxic waste	N/A	38.8%	53.3%	61.2%	80.6%	62.8%	
Loose dogs and unrestrained pets	N/A	N/A	66.0%	63.6%	74.6%	69.5%	
Litter	N/A	N/A	N/A	66.6%	81.8%	79.3%	
Infrastructure/streets	N/A	N/A	N/A	86.3%	89.7%	83.9%	
Aggressive solicitation/panhandling	N/A	N/A	N/A	N/A	75.2%	67.8%	
<b>Safety (No Don't Knows) Very Safe/Safe</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
In your neighborhood during the day	79.8%	73.5%	78.8%	74.5%	70.0%	72.1%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 3**

In your neighborhood after dark	53.6%	52.6%	52.5%	53.1%	46.8%	42.9%	
From violent crime (rape, assault, robbery)	25.8%	25.3%	22.4%	20.7%	15.3%	9.5%	
From property crime (burglary, theft)	24.3%	19.6%	23.4%	14.9%	15.9%	11.8%	
From fire	64.8%	66.7%	57.9%	65.1%	52.6%	51.7%	
<b>Major Categories (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Ambulance/emergency medical services	87.5%	85.9%	85.0%	92.8%	85.7%	76.4%	
Art and Cultural programs/facilities	82.2%	73.3%	78.7%	90.7%	75.0%	94.8%	
Neighborhood code enforcement (e.g., high weeds, litter, blight)	40.0%	41.8%	33.0%	24.1%	30.3%	31.4%	
Customer service provided by city employees	52.8%	47.6%	48.8%	65.2%	53.2%	51.3%	
Drinking water	74.5%	51.1%	71.1%	73.4%	60.0%	78.9%	
Fire services	84.1%	87.2%	85.7%	50.0%	75.0%	83.4%	
Solid waste services (e.g., garbage and recycling collection)	67.4%	74.5%	70.1%	80.5%	68.4%	60.5%	
Land use, planning, and zoning	38.7%	50.8%	50.9%	27.3%	20.0%	42.9%	
Maintenance of infrastructure (e.g., city streets and sidewalks)	28.0%	34.5%	20.0%	43.2%	25.6%	22.9%	
Parks and recreation system	50.0%	56.7%	58.5%	73.0%	68.5%	63.6%	
Police services	57.0%	59.4%	58.5%	58.8%	57.5%	44.4%	
Sewer services (e.g. sanitary sewer/wastewater)	66.3%	70.0%	65.8%	73.5%	66.7%	76.9%	
Storm drainage	65.0%	70.9%	64.0%	60.5%	61.3%	65.4%	
Traffic signal timing	51.7%	51.6%	54.2%	53.3%	42.2%	N/A	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 3**

<b>Public Safety (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
Crime prevention	38.9%	41.6%	34.6%	37.8%	36.2%	21.2%						
Traffic enforcement	48.4%	58.2%	41.1%	43.2%	37.7%	31.6%						
Efforts by police to fight crime in your neighborhood	51.1%	55.0%	43.9%	42.4%	39.5%	33.1%						
Response time of police to emergency calls	54.3%	50.0%	46.1%	38.8%	36.0%	29.6%						
Response time of fire to emergency calls	77.6%	69.6%	79.2%	64.2%	66.7%	66.3%						
Fire prevention and education	61.9%	60.0%	61.4%	49.2%	52.1%	54.2%						
<b>Park and Recreation (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
City parks	N/A	68.2%	65.9%	72.6%	62.7%	63.8%						
Recreation programs or classes	N/A	61.2%	51.6%	55.7%	46.4%	52.4%						
Range/variety of recreation programs and classes	53.0%	56.2%	43.9%	48.3%	55.5%	41.0%						
Accessibility of parks	N/A	73.8%	68.6%	70.8%	64.7%	70.5%						
Accessibility of recreation centers/facilities	N/A	69.3%	61.8%	65.9%	62.3%	72.2%						
Appearance/maintenance of parks	48.8%	63.9%	60.0%	60.5%	53.5%	61.7%						
Appearance/maintenance of recreation centers/facilities	N/A	69.8%	60.0%	57.0%	55.7%	59.6%						
Outdoor athletic facilities (soccer/baseball fields, tennis courts)	N/A	56.3%	56.0%	56.2%	42.6%	53.8%						
Walking trails in the city	N/A	61.3%	61.1%	50.7%	53.0%	50.0%						
<b>Code Enforcement (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
Enforcement at multi-family building conditions	N/A	N/A	N/A	N/A	13.2%	23.3%						

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 3**

Enforcement of the mowing of weeds and high grass on private property	N/A	N/A	30.0%	32.5%	23.4%	26.8%	
Enforcement of blighted residential properties	N/A	N/A	32.2%	31.1%	14.3%	20.0%	
City efforts to remove junk motor vehicles (inoperative) on private property	N/A	N/A	41.9%	N/A	18.1%	26.3%	
Enforcement of bulk/brush trash violations	N/A	N/A	N/A	34.9%	36.6%	34.3%	
City efforts to survey and abate mosquitos carrying viruses	N/A	N/A	N/A	N/A	32.6%	42.7%	
Enforcement of food safety in restaurants	N/A	N/A	N/A	N/A	36.2%	43.8%	
<b>Solid Waste (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Garbage collections	83.7%	78.7%	73.0%	83.5%	81.0%	65.8%	
Recycling	84.3%	45.0%	78.0%	77.6%	75.9%	66.9%	
Yard waste pick-up	73.0%	71.1%	64.7%	75.0%	76.5%	57.0%	
Bulk trash pick-up	74.4%	71.3%	67.8%	83.4%	83.2%	57.3%	
Household hazardous waste disposal	56.5%	54.7%	52.4%	48.4%	55.3%	44.9%	
<b>Streets/Mobility (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Maintenance and repair of thoroughfares and major streets	N/A	N/A	N/A	N/A	22.8%	19.7%	
Maintenance and repair of streets in your neighborhood	35.4%	36.7%	30.9%	N/A	19.8%	23.9%	
Street striping	N/A	N/A	N/A	N/A	17.4%	21.8%	
Street cleaning	36.1%	34.0%	32.6%	32.6%	23.3%	23.2%	
Street lighting	36.1%	41.4%	42.3%	27.4%	32.7%	28.6%	
Traffic signs and signal operations	N/A	N/A	N/A	N/A	48.0%	49.1%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 3**

Sidewalk maintenance	22.1%	34.4%	25.5%	23.1%	25.5%	34.2%	
Alley maintenance	19.0%	25.4%	18.8%	21.8%	11.4%	18.4%	
Curbs and gutters	N/A	N/A	N/A	N/A	25.0%	27.7%	
Bike lanes in the city (shared, protected and multi-use)	N/A	N/A	N/A	N/A	24.6%	30.7%	
<b>Water/Wastewater (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Water pressure in your home	82.7%	76.6%	81.0%	72.9%	74.1%	68.9%	
Taste/smell of tap water in your home	64.2%	47.3%	70.1%	65.0%	52.5%	60.7%	
Ease of understanding your water/wastewater bill	60.0%	66.2%	69.5%	63.0%	60.8%	64.1%	
<b>Other Services (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Services to seniors	55.1%	56.8%	46.0%	36.4%	21.1%	40.0%	
Services to youth	46.0%	61.7%	41.5%	36.0%	26.3%	23.5%	
Services to low-income people	41.6%	38.5%	30.8%	23.7%	19.5%	21.9%	
<b>PIO Services (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
3-1-1 services	N/A	68.2%	69.4%	N/A	57.7%	N/A	
Availability of information about city programs & services	52.4%	46.3%	43.9%	49.4%	30.5%	N/A	
Level of public involvement in decision making	34.7%	25.8%	27.5%	13.8%	13.9%	N/A	
Townhall meetings	31.6%	43.3%	27.5%	24.5%	33.3%	N/A	
<b>Value Statements (Strongly Agree/Agree)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
I receive good value for the City of Dallas taxes I pay	38.9%	46.0%	30.9%	27.5%	30.0%	22.1%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 3**



2020 Community Survey - 10 Year Trend

**DISTRICT 4**

<b>Quality of Life (Excellent &amp; Good, no Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
Dallas as a place to live?	72.1%	77.8%	76.9%	78.4%	79.0%	61.7%						
Your neighborhood as a place to live?	52.4%	58.1%	58.8%	62.8%	52.9%	46.1%						
Dallas as a place to raise children?	55.3%	64.0%	65.1%	70.7%	62.8%	45.0%						
Dallas as a place to work?	68.0%	68.6%	79.4%	81.1%	80.6%	66.0%						
Dallas as a place to retire?	58.6%	65.6%	68.9%	68.8%	67.3%	49.5%						
Dallas as a place to do business?	68.7%	74.0%	71.1%	73.3%	82.8%	61.9%						
The quality of economic development in Dallas?	48.5%	56.7%	64.3%	60.0%	61.4%	51.0%						
The overall quality of life in Dallas?	60.2%	65.1%	64.2%	69.1%	66.4%	55.9%						
<b>Characteristics of the Community (Excellent &amp; Good, no Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
Sense of community	53.5%	56.6%	46.1%	52.2%	42.5%	35.3%						
Openness and acceptance of the community towards people of diverse backgrounds	56.5%	49.0%	44.0%	56.3%	50.0%	33.7%						
Air quality	20.1%	40.2%	50.5%	53.7%	46.7%	42.0%						
Access to affordable quality housing	51.0%	46.4%	46.9%	50.5%	29.3%	24.4%						
Access to affordable quality child care	57.0%	43.6%	48.3%	47.6%	40.2%	26.7%						
Access to affordable quality health care	58.8%	49.0%	54.4%	55.7%	41.0%	40.6%						
Access to affordable quality food	59.8%	58.7%	62.8%	58.7%	53.4%	37.6%						
Access to living wage jobs	N/A	N/A	N/A	N/A	38.6%	32.0%						
Access to quality education	N/A	N/A	N/A	N/A	51.0%	37.5%						

N/A means the question was not asked during that survey administration



2020 Community Survey - 10 Year Trend


















**DISTRICT 4**

Ease of car travel in Dallas	55.8%	49.0%	42.1%	50.5%	46.6%	38.6%	
Ease of bus travel in Dallas	68.5%	59.8%	67.8%	55.1%	58.9%	48.4%	
Ease of rail travel in Dallas	66.3%	63.1%	67.4%	60.8%	65.5%	50.6%	
Ease of bicycle travel in Dallas	46.7%	35.8%	40.2%	50.0%	37.7%	43.6%	
Ease of walking in Dallas	50.0%	45.5%	36.9%	48.3%	32.6%	33.7%	
<b>Issues/Problem (No Don't Knows) Major/Moderate</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Crime	N/A	86.1%	90.4%	96.9%	93.4%	95.1%	
Drugs	N/A	92.9%	94.2%	95.9%	89.2%	96.1%	
High weeds	N/A	N/A	80.4%	72.6%	75.5%	76.0%	
Noise	N/A	53.6%	69.6%	54.6%	58.9%	68.3%	
Blighted buildings	N/A	N/A	N/A	64.2%	77.0%	73.9%	
Homelessness	N/A	83.0%	91.0%	89.0%	89.4%	95.2%	
Environmental hazard(s), air quality and toxic waste	N/A	47.4%	55.7%	57.7%	70.4%	79.3%	
Loose dogs and unrestrained pets	N/A	N/A	76.2%	70.2%	80.2%	81.6%	
Litter	N/A	N/A	N/A	77.3%	83.7%	87.4%	
Infrastructure/streets	N/A	N/A	N/A	88.2%	91.4%	91.1%	
Aggressive solicitation/panhandling	N/A	N/A	N/A	N/A	75.8%	80.6%	
<b>Safety (No Don't Knows) Very Safe/Safe</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
In your neighborhood during the day	70.2%	66.7%	70.1%	68.7%	65.5%	50.9%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 4**

In your neighborhood after dark	47.5%	52.0%	43.4%	39.2%	38.7%	28.2%	
From violent crime (rape, assault, robbery)	27.1%	20.4%	16.0%	13.8%	16.5%	8.8%	
From property crime (burglary, theft)	21.4%	18.8%	14.6%	13.7%	12.7%	7.8%	
From fire	55.1%	60.3%	52.7%	45.5%	50.1%	36.5%	
<b>Major Categories (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Ambulance/emergency medical services	80.3%	79.7%	81.3%	86.9%	83.4%	70.0%	
Art and Cultural programs/facilities	74.3%	65.4%	77.0%	100.0%	73.5%	96.0%	
Neighborhood code enforcement (e.g., high weeds, litter, blight)	41.5%	37.9%	29.4%	18.2%	35.3%	25.8%	
Customer service provided by city employees	49.4%	53.8%	46.2%	60.5%	68.1%	66.6%	
Drinking water	64.0%	43.9%	59.4%	64.3%	79.6%	66.6%	
Fire services	87.1%	78.5%	81.3%	100.0%	87.5%	100.0%	
Solid waste services (e.g., garbage and recycling collection)	42.0%	72.8%	71.0%	77.3%	73.9%	68.3%	
Land use, planning, and zoning	45.2%	53.7%	43.9%	50.0%	57.2%	42.9%	
Maintenance of infrastructure (e.g., city streets and sidewalks)	33.3%	26.0%	23.0%	29.4%	48.2%	22.9%	
Parks and recreation system	55.2%	54.4%	53.3%	70.0%	69.2%	61.6%	
Police services	64.0%	69.4%	52.5%	73.9%	55.1%	41.2%	
Sewer services (e.g. sanitary sewer/wastewater)	60.0%	56.6%	62.0%	84.8%	76.7%	65.5%	
Storm drainage	56.8%	58.7%	50.6%	80.0%	51.7%	69.2%	
Traffic signal timing	45.9%	51.6%	46.2%	47.3%	56.4%	N/A	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 4**

<b>Public Safety (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Crime prevention	44.9%	54.1%	29.1%	35.5%	36.9%	18.0%	
Traffic enforcement	47.5%	55.6%	39.8%	43.0%	43.6%	31.7%	
Efforts by police to fight crime in your neighborhood	53.1%	52.0%	42.6%	46.3%	35.5%	20.8%	
Response time of police to emergency calls	55.2%	47.0%	45.6%	45.2%	43.3%	22.7%	
Response time of fire to emergency calls	79.3%	73.9%	75.3%	73.9%	70.9%	72.1%	
Fire prevention and education	69.1%	57.7%	63.9%	56.8%	66.7%	42.8%	
<b>Park and Recreation (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
City parks	N/A	65.9%	69.2%	71.4%	72.2%	50.6%	
Recreation programs or classes	N/A	59.7%	48.6%	54.1%	58.5%	47.2%	
Range/variety of recreation programs and classes	38.5%	53.0%	54.5%	54.5%	56.5%	49.3%	
Accessibility of parks	N/A	67.7%	65.2%	71.7%	71.3%	58.1%	
Accessibility of recreation centers/facilities	N/A	67.9%	62.5%	64.0%	73.7%	50.0%	
Appearance/maintenance of parks	69.6%	65.5%	66.0%	66.7%	70.6%	44.2%	
Appearance/maintenance of recreation centers/facilities	N/A	68.3%	65.9%	64.5%	69.1%	46.3%	
Outdoor athletic facilities (soccer/baseball fields, tennis courts)	N/A	52.8%	56.3%	61.1%	58.2%	43.2%	
Walking trails in the city	N/A	53.6%	55.7%	61.9%	60.7%	39.0%	
<b>Code Enforcement (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Enforcement at multi-family building conditions	N/A	N/A	N/A	N/A	20.4%	16.0%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 4**

Enforcement of the mowing of weeds and high grass on private property	N/A	N/A	29.8%	31.9%	33.3%	27.7%		
Enforcement of blighted residential properties	N/A	N/A	23.8%	20.0%	31.5%	18.1%		
City efforts to remove junk motor vehicles (inoperative) on private property	N/A	N/A	26.1%	N/A	27.4%	20.9%		
Enforcement of bulk/brush trash violations	N/A	N/A	N/A	32.6%	32.8%	30.9%		
City efforts to survey and abate mosquitos carrying viruses	N/A	N/A	N/A	N/A	34.6%	32.9%		
Enforcement of food safety in restaurants	N/A	N/A	N/A	N/A	35.6%	28.6%		
<b>Solid Waste (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>71.2</b>	<b>10 Year Trend</b>	
Garbage collections	68.6%	81.7%	71.3%	83.5%	82.8%	71.2%		
Recycling	71.2%	51.1%	71.8%	86.8%	84.5%	73.0%		
Yard waste pick-up	51.3%	67.0%	64.4%	65.5%	67.7%	56.8%		
Bulk trash pick-up	64.0%	67.7%	61.7%	72.9%	76.1%	59.2%		
Household hazardous waste disposal	56.5%	60.0%	45.9%	56.0%	56.8%	45.4%		
<b>Streets/Mobility (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>	
Maintenance and repair of thoroughfares and major streets	N/A	N/A	N/A	N/A	19.1%	20.8%		
Maintenance and repair of streets in your neighborhood	37.5%	30.2%	20.4%	N/A	18.1%	16.3%		
Street striping	N/A	N/A	N/A	N/A	19.8%	13.7%		
Street cleaning	30.7%	25.0%	17.2%	22.1%	17.3%	9.3%		
Street lighting	45.5%	33.4%	29.9%	30.9%	34.6%	22.5%		
Traffic signs and signal operations	N/A	N/A	N/A	N/A	56.2%	42.5%		

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 4**

Sidewalk maintenance	32.3%	29.7%	16.0%	26.6%	31.0%	16.3%	
Alley maintenance	27.7%	18.4%	10.4%	14.3%	13.0%	12.9%	
Curbs and gutters	N/A	N/A	N/A	N/A	22.1%	24.7%	
Bike lanes in the city (shared, protected and multi-use)	N/A	N/A	N/A	N/A	35.6%	25.0%	
<b>Water/Wastewater (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Water pressure in your home	70.5%	69.2%	67.9%	74.5%	71.7%	59.2%	
Taste/smell of tap water in your home	53.5%	42.9%	55.6%	57.2%	54.8%	42.8%	
Ease of understanding your water/wastewater bill	60.2%	58.5%	48.1%	60.0%	60.3%	51.5%	
<b>Other Services (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Services to seniors	56.5%	56.3%	49.3%	36.8%	43.2%	30.8%	
Services to youth	47.9%	43.7%	39.6%	36.3%	48.8%	21.5%	
Services to low-income people	37.7%	39.2%	28.4%	19.5%	38.2%	14.6%	
<b>PIO Services (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
3-1-1 services	N/A	66.2%	66.3%	N/A	60.7%	N/A	
Availability of information about city programs & services	56.0%	57.3%	41.4%	37.4%	48.1%	N/A	
Level of public involvement in decision making	41.9%	32.9%	24.3%	30.0%	29.4%	N/A	
Townhall meetings	47.4%	44.2%	29.3%	43.5%	52.2%	N/A	
<b>Value Statements (Strongly Agree/Agree)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
I receive good value for the City of Dallas taxes I pay	43.5%	46.3%	42.3%	36.5%	37.7%	25.3%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 4**



2020 Community Survey - 10 Year Trend

**DISTRICT 5**

<b>Quality of Life (Excellent &amp; Good, no Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>	
Dallas as a place to live?	73.9%	79.8%	80.4%	82.6%	69.3%	67.3%		
Your neighborhood as a place to live?	60.0%	62.6%	51.5%	50.0%	51.0%	38.4%		
Dallas as a place to raise children?	60.4%	68.8%	62.6%	65.3%	56.7%	40.2%		
Dallas as a place to work?	64.7%	75.6%	76.8%	85.8%	81.4%	70.3%		
Dallas as a place to retire?	56.4%	68.1%	66.3%	69.5%	53.3%	38.7%		
Dallas as a place to do business?	69.7%	73.9%	77.3%	89.6%	77.7%	72.5%		
The quality of economic development in Dallas?	52.5%	57.8%	51.0%	66.7%	70.6%	51.0%		
The overall quality of life in Dallas?	60.0%	74.2%	68.7%	68.4%	66.0%	48.5%		
<b>Characteristics of the Community (Excellent &amp; Good, no Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>	
Sense of community	61.0%	63.5%	51.6%	52.6%	45.2%	37.5%		
Openness and acceptance of the community towards people of diverse backgrounds	54.5%	54.1%	51.1%	54.2%	44.2%	42.1%		
Air quality	50.0%	44.7%	46.5%	53.0%	48.9%	46.9%		
Access to affordable quality housing	52.5%	48.9%	47.9%	47.3%	38.0%	22.2%		
Access to affordable quality child care	57.5%	46.8%	51.3%	47.4%	33.8%	25.0%		
Access to affordable quality health care	56.5%	52.6%	53.0%	53.7%	48.5%	27.0%		
Access to affordable quality food	60.7%	61.2%	63.3%	63.3%	61.7%	51.5%		
Access to living wage jobs	N/A	N/A	N/A	N/A	44.5%	40.2%		
Access to quality education	N/A	N/A	N/A	N/A	46.2%	44.2%		

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 5**

Ease of car travel in Dallas	51.5%	50.5%	56.0%	59.6%	41.6%	34.7%	
Ease of bus travel in Dallas	66.2%	66.2%	65.1%	65.8%	51.2%	48.0%	
Ease of rail travel in Dallas	65.9%	69.8%	63.4%	71.1%	51.9%	53.3%	
Ease of bicycle travel in Dallas	44.5%	51.6%	56.7%	41.7%	31.6%	33.8%	
Ease of walking in Dallas	50.5%	43.1%	47.7%	39.8%	20.0%	27.0%	
<b>Issues/Problem (No Don't Knows) Major/Moderate</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Crime	N/A	89.6%	89.8%	95.9%	90.7%	100.0%	
Drugs	N/A	93.5%	88.2%	95.8%	87.1%	97.0%	
High weeds	N/A	N/A	70.1%	65.7%	57.0%	61.4%	
Noise	N/A	49.4%	55.6%	61.0%	61.9%	66.4%	
Blighted buildings	N/A	N/A	N/A	56.5%	65.8%	70.2%	
Homelessness	N/A	80.4%	81.4%	87.8%	87.7%	94.0%	
Environmental hazard(s), air quality and toxic waste	N/A	59.7%	50.7%	63.0%	64.5%	70.8%	
Loose dogs and unrestrained pets	N/A	N/A	69.7%	77.6%	76.0%	71.7%	
Litter	N/A	N/A	N/A	73.8%	76.1%	88.9%	
Infrastructure/streets	N/A	N/A	N/A	87.3%	90.5%	86.6%	
Aggressive solicitation/panhandling	N/A	N/A	N/A	N/A	77.3%	80.0%	
<b>Safety (No Don't Knows) Very Safe/Safe</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
In your neighborhood during the day	69.5%	81.6%	71.3%	61.0%	57.5%	45.6%	

N/A means the question was not asked during that survey administration



2020 Community Survey - 10 Year Trend

**DISTRICT 5**

In your neighborhood after dark	47.0%	51.1%	41.6%	34.7%	27.1%	23.8%	
From violent crime (rape, assault, robbery)	26.0%	17.0%	19.8%	12.6%	13.2%	12.5%	
From property crime (burglary, theft)	22.4%	19.4%	17.9%	13.7%	11.5%	7.1%	
From fire	54.2%	57.5%	60.3%	45.8%	46.7%	45.5%	
<b>Major Categories (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Ambulance/emergency medical services	85.4%	82.3%	82.9%	79.2%	100.0%	42.9%	
Art and Cultural programs/facilities	76.4%	74.7%	75.6%	93.1%	77.8%	80.0%	
Neighborhood code enforcement (e.g., high weeds, litter, blight)	38.0%	37.2%	35.2%	48.1%	30.8%	14.8%	
Customer service provided by city employees	53.8%	50.6%	50.0%	71.0%	52.4%	40.7%	
Drinking water	60.8%	56.1%	57.3%	79.3%	65.4%	56.1%	
Fire services	84.1%	92.4%	85.4%	100.0%	83.3%	90.9%	
Solid waste services (e.g., garbage and recycling collection)	40.4%	73.1%	66.0%	72.2%	67.8%	60.3%	
Land use, planning, and zoning	46.6%	54.5%	44.4%	14.3%	55.5%	0.0%	
Maintenance of infrastructure (e.g., city streets and sidewalks)	33.7%	25.9%	23.3%	25.9%	24.1%	14.3%	
Parks and recreation system	65.1%	53.9%	58.9%	72.1%	68.4%	55.3%	
Police services	57.6%	61.5%	61.0%	66.6%	63.3%	33.3%	
Sewer services (e.g. sanitary sewer/wastewater)	66.3%	53.4%	70.6%	78.6%	74.3%	67.7%	
Storm drainage	65.9%	57.8%	55.9%	68.0%	55.5%	54.5%	
Traffic signal timing	57.1%	54.1%	50.0%	46.9%	48.6%	N/A	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 5**

<b>Public Safety (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
Crime prevention	38.4%	40.7%	40.5%	34.1%	36.5%	16.3%						
Traffic enforcement	56.0%	42.4%	52.2%	38.7%	36.0%	21.4%						
Efforts by police to fight crime in your neighborhood	49.0%	47.3%	46.2%	39.1%	41.8%	27.3%						
Response time of police to emergency calls	46.2%	55.0%	46.4%	31.0%	35.1%	29.6%						
Response time of fire to emergency calls	69.0%	78.8%	81.0%	72.8%	59.6%	71.7%						
Fire prevention and education	64.8%	58.1%	72.6%	51.8%	53.9%	30.7%						
<b>Park and Recreation (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
City parks	N/A	63.2%	70.2%	67.0%	65.7%	56.2%						
Recreation programs or classes	N/A	57.0%	57.8%	53.3%	57.6%	41.5%						
Range/variety of recreation programs and classes	58.4%	47.6%	54.2%	47.9%	46.9%	32.8%						
Accessibility of parks	N/A	69.3%	69.1%	71.5%	76.7%	62.3%						
Accessibility of recreation centers/facilities	N/A	66.7%	64.4%	64.3%	69.6%	60.6%						
Appearance/maintenance of parks	61.2%	69.7%	59.8%	67.8%	62.5%	56.9%						
Appearance/maintenance of recreation centers/facilities	N/A	63.3%	65.3%	65.8%	60.9%	57.0%						
Outdoor athletic facilities (soccer/baseball fields, tennis courts)	N/A	56.2%	63.3%	61.5%	46.1%	44.6%						
Walking trails in the city	N/A	53.5%	63.9%	55.5%	55.8%	50.6%						
<b>Code Enforcement (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
Enforcement at multi-family building conditions	N/A	N/A	N/A	N/A	17.4%	21.0%						

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 5**

Enforcement of the mowing of weeds and high grass on private property	N/A	N/A	37.9%	38.9%	26.1%	38.2%	
Enforcement of blighted residential properties	N/A	N/A	42.7%	32.1%	31.6%	20.0%	
City efforts to remove junk motor vehicles (inoperative) on private property	N/A	N/A	40.7%	N/A	24.4%	30.7%	
Enforcement of bulk/brush trash violations	N/A	N/A	N/A	44.2%	39.1%	40.2%	
City efforts to survey and abate mosquitos carrying viruses	N/A	N/A	N/A	N/A	39.4%	45.6%	
Enforcement of food safety in restaurants	N/A	N/A	N/A	N/A	31.6%	42.2%	
<b>Solid Waste (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Garbage collections	69.2%	79.8%	69.3%	76.0%	75.3%	69.7%	
Recycling	73.2%	54.9%	79.0%	68.0%	78.8%	75.5%	
Yard waste pick-up	61.7%	74.7%	62.9%	66.3%	68.6%	60.9%	
Bulk trash pick-up	63.2%	67.3%	67.0%	67.0%	73.1%	65.6%	
Household hazardous waste disposal	62.9%	68.6%	63.5%	54.6%	47.1%	47.6%	
<b>Streets/Mobility (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Maintenance and repair of thoroughfares and major streets	N/A	N/A	N/A	N/A	23.2%	22.0%	
Maintenance and repair of streets in your neighborhood	30.1%	25.3%	22.5%	N/A	16.5%	21.2%	
Street striping	N/A	N/A	N/A	N/A	18.1%	25.5%	
Street cleaning	32.0%	30.5%	23.6%	30.9%	19.1%	26.6%	
Street lighting	37.5%	31.0%	35.0%	34.0%	23.4%	31.3%	
Traffic signs and signal operations	N/A	N/A	N/A	N/A	47.4%	45.2%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 5**

Sidewalk maintenance	29.0%	22.8%	21.0%	23.4%	16.8%	23.2%	
Alley maintenance	24.7%	19.8%	16.2%	18.6%	9.9%	12.2%	
Curbs and gutters	N/A	N/A	N/A	N/A	17.9%	21.8%	
Bike lanes in the city (shared, protected and multi-use)	N/A	N/A	N/A	N/A	23.6%	29.5%	
<b>Water/Wastewater (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Water pressure in your home	78.6%	77.5%	81.3%	77.3%	62.5%	77.0%	
Taste/smell of tap water in your home	62.7%	51.7%	53.1%	63.6%	51.6%	63.0%	
Ease of understanding your water/wastewater bill	61.1%	58.5%	61.8%	66.7%	61.9%	64.3%	
<b>Other Services (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Services to seniors	54.7%	54.8%	42.2%	44.0%	41.9%	40.7%	
Services to youth	42.4%	50.0%	36.2%	39.7%	41.4%	21.7%	
Services to low-income people	36.6%	41.9%	25.8%	27.7%	30.8%	13.2%	
<b>PIO Services (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
3-1-1 services	N/A	72.6%	70.0%	N/A	55.4%	N/A	
Availability of information about city programs & services	57.3%	46.6%	65.6%	50.0%	43.7%	N/A	
Level of public involvement in decision making	41.9%	32.3%	42.6%	30.9%	25.0%	N/A	
Townhall meetings	50.9%	51.1%	52.0%	36.4%	37.5%	N/A	
<b>Value Statements (Strongly Agree/Agree)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
I receive good value for the City of Dallas taxes I pay	37.5%	44.1%	44.0%	29.9%	34.1%	29.8%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 5**



N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 6**

<b>Quality of Life (Excellent &amp; Good, no Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
Dallas as a place to live?	73.0%	78.0%	84.0%	74.1%	72.9%	80.8%						
Your neighborhood as a place to live?	56.6%	58.0%	52.4%	52.3%	59.4%	77.9%						
Dallas as a place to raise children?	63.5%	65.0%	57.1%	57.8%	61.0%	62.5%						
Dallas as a place to work?	63.0%	80.6%	79.1%	79.9%	80.9%	91.3%						
Dallas as a place to retire?	54.4%	60.0%	57.6%	49.0%	52.0%	52.0%						
Dallas as a place to do business?	68.8%	84.9%	81.6%	76.7%	83.7%	93.7%						
The quality of economic development in Dallas?	55.3%	70.2%	71.4%	73.6%	65.0%	78.5%						
The overall quality of life in Dallas?	69.5%	73.0%	72.1%	66.3%	59.7%	75.9%						
<b>Characteristics of the Community (Excellent &amp; Good, no Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
Sense of community	54.7%	66.3%	49.5%	53.4%	42.3%	52.8%						
Openness and acceptance of the community towards people of diverse backgrounds	61.6%	71.9%	51.9%	51.5%	50.4%	52.0%						
Air quality	47.4%	54.9%	44.7%	45.8%	40.0%	55.5%						
Access to affordable quality housing	53.3%	57.5%	54.3%	49.5%	32.0%	32.0%						
Access to affordable quality child care	57.8%	54.1%	50.7%	40.5%	32.5%	26.1%						
Access to affordable quality health care	55.3%	61.0%	57.9%	51.0%	46.2%	56.0%						
Access to affordable quality food	67.4%	80.8%	69.6%	65.1%	62.3%	78.9%						
Access to living wage jobs	N/A	N/A	N/A	N/A	49.0%	61.6%						
Access to quality education	N/A	N/A	N/A	N/A	53.0%	65.3%						

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend


















**DISTRICT 6**

Ease of car travel in Dallas	52.0%	60.6%	48.5%	45.3%	34.6%	42.2%	
Ease of bus travel in Dallas	68.1%	73.4%	55.0%	56.3%	55.4%	44.1%	
Ease of rail travel in Dallas	71.7%	75.4%	59.5%	54.6%	58.4%	48.1%	
Ease of bicycle travel in Dallas	42.8%	51.6%	36.9%	33.0%	40.0%	37.8%	
Ease of walking in Dallas	44.3%	58.5%	42.4%	34.0%	37.9%	39.0%	
<b>Issues/Problem (No Don't Knows) Major/Moderate</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Crime	N/A	81.8%	87.4%	90.5%	91.3%	95.2%	
Drugs	N/A	87.6%	91.0%	92.3%	90.0%	89.6%	
High weeds	N/A	N/A	64.7%	61.5%	55.5%	51.5%	
Noise	N/A	42.7%	64.1%	55.9%	52.9%	50.5%	
Blighted buildings	N/A	N/A	N/A	55.6%	50.5%	58.2%	
Homelessness	N/A	72.9%	77.6%	84.7%	91.5%	91.3%	
Environmental hazard(s), air quality and toxic waste	N/A	40.5%	48.9%	59.4%	64.6%	73.8%	
Loose dogs and unrestrained pets	N/A	N/A	64.7%	62.1%	63.4%	52.5%	
Litter	N/A	N/A	N/A	67.9%	76.0%	64.8%	
Infrastructure/streets	N/A	N/A	N/A	87.8%	84.6%	93.2%	
Aggressive solicitation/panhandling	N/A	N/A	N/A	N/A	77.3%	82.3%	
<b>Safety (No Don't Knows) Very Safe/Safe</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
In your neighborhood during the day	68.7%	72.0%	71.7%	62.0%	58.1%	76.0%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 6**

In your neighborhood after dark	48.5%	48.0%	38.1%	33.6%	31.4%	49.0%	
From violent crime (rape, assault, robbery)	26.6%	28.2%	19.3%	17.9%	18.4%	23.5%	
From property crime (burglary, theft)	22.9%	22.6%	23.6%	15.4%	14.9%	13.0%	
From fire	48.3%	51.7%	55.9%	39.6%	61.3%	66.3%	
<b>Major Categories (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Ambulance/emergency medical services	80.0%	77.1%	81.4%	78.9%	50.0%	82.3%	
Art and Cultural programs/facilities	68.8%	80.5%	73.0%	90.2%	77.0%	95.7%	
Neighborhood code enforcement (e.g., high weeds, litter, blight)	52.8%	44.7%	35.8%	43.5%	28.0%	44.1%	
Customer service provided by city employees	51.1%	50.0%	43.2%	58.9%	68.0%	65.7%	
Drinking water	67.8%	49.8%	58.1%	67.9%	50.9%	71.3%	
Fire services	76.1%	87.2%	78.5%	75.0%	88.9%	90.9%	
Solid waste services (e.g., garbage and recycling collection)	38.9%	78.9%	67.3%	78.2%	77.8%	75.3%	
Land use, planning, and zoning	57.2%	62.7%	46.8%	45.5%	35.3%	28.6%	
Maintenance of infrastructure (e.g., city streets and sidewalks)	36.9%	31.6%	23.6%	30.0%	16.3%	32.6%	
Parks and recreation system	58.4%	66.6%	54.0%	72.7%	58.2%	74.4%	
Police services	61.6%	68.0%	51.5%	61.3%	55.5%	63.3%	
Sewer services (e.g. sanitary sewer/wastewater)	67.8%	66.3%	62.4%	63.6%	83.9%	81.6%	
Storm drainage	63.2%	62.2%	53.0%	61.8%	84.6%	55.3%	
Traffic signal timing	58.9%	58.1%	47.6%	45.9%	50.0%	46.2%	

N/A means the question was not asked during that survey administration



2020 Community Survey - 10 Year Trend

**DISTRICT 6**

<b>Public Safety (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
Crime prevention	36.8%	45.5%	40.2%	37.3%	33.9%	26.8%						
Traffic enforcement	44.6%	59.6%	46.0%	45.7%	38.6%	36.6%						
Efforts by police to fight crime in your neighborhood	47.9%	56.8%	37.8%	40.0%	38.2%	45.9%						
Response time of police to emergency calls	50.0%	49.4%	41.9%	38.2%	44.1%	36.0%						
Response time of fire to emergency calls	70.7%	77.1%	73.8%	62.3%	70.8%	87.5%						
Fire prevention and education	62.2%	63.9%	53.3%	53.5%	61.5%	51.0%						
<b>Park and Recreation (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
City parks	N/A	67.5%	63.0%	64.2%	67.5%	71.7%						
Recreation programs or classes	N/A	63.3%	54.5%	48.6%	51.6%	48.2%						
Range/variety of recreation programs and classes	64.3%	60.3%	48.7%	46.3%	51.3%	43.6%						
Accessibility of parks	N/A	75.3%	59.8%	63.6%	73.1%	69.2%						
Accessibility of recreation centers/facilities	N/A	71.4%	51.7%	61.3%	67.8%	59.7%						
Appearance/maintenance of parks	62.9%	56.6%	56.5%	60.6%	63.8%	61.0%						
Appearance/maintenance of recreation centers/facilities	N/A	63.9%	53.8%	59.2%	66.7%	56.1%						
Outdoor athletic facilities (soccer/baseball fields, tennis courts)	N/A	63.3%	44.6%	55.2%	57.9%	48.0%						
Walking trails in the city	N/A	63.9%	46.2%	45.2%	58.5%	59.5%						
<b>Code Enforcement (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
Enforcement at multi-family building conditions	N/A	N/A	N/A	N/A	27.3%	26.0%						

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 6**

Enforcement of the mowing of weeds and high grass on private property	N/A	N/A	31.6%	32.6%	35.6%	33.3%	
Enforcement of blighted residential properties	N/A	N/A	35.8%	26.1%	23.8%	17.6%	
City efforts to remove junk motor vehicles (inoperative) on private property	N/A	N/A	33.7%	N/A	31.0%	23.8%	
Enforcement of bulk/brush trash violations	N/A	N/A	N/A	38.7%	44.2%	32.5%	
City efforts to survey and abate mosquitos carrying viruses	N/A	N/A	N/A	N/A	51.0%	38.3%	
Enforcement of food safety in restaurants	N/A	N/A	N/A	N/A	52.5%	60.3%	
<b>Solid Waste (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Garbage collections	73.0%	80.4%	74.5%	71.4%	76.8%	79.7%	
Recycling	70.2%	43.6%	68.2%	75.5%	75.9%	76.3%	
Yard waste pick-up	65.1%	80.0%	59.3%	65.0%	68.1%	71.3%	
Bulk trash pick-up	62.3%	77.5%	60.6%	69.0%	72.8%	73.8%	
Household hazardous waste disposal	52.4%	65.3%	46.4%	55.6%	50.0%	48.5%	
<b>Streets/Mobility (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Maintenance and repair of thoroughfares and major streets	N/A	N/A	N/A	N/A	23.3%	19.6%	
Maintenance and repair of streets in your neighborhood	47.0%	25.0%	22.7%	N/A	18.1%	15.5%	
Street striping	N/A	N/A	N/A	N/A	24.0%	21.8%	
Street cleaning	43.9%	31.4%	23.7%	33.6%	24.5%	25.8%	
Street lighting	41.4%	39.4%	37.1%	41.1%	29.8%	40.2%	
Traffic signs and signal operations	N/A	N/A	N/A	N/A	41.0%	61.8%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

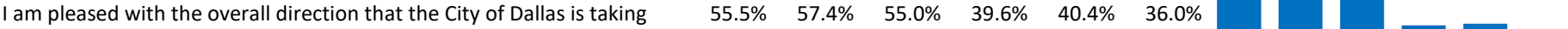
**DISTRICT 6**

Sidewalk maintenance	45.9%	33.0%	21.2%	24.3%	27.0%	21.8%	
Alley maintenance	41.3%	24.7%	15.3%	15.9%	16.9%	15.5%	
Curbs and gutters	N/A	N/A	N/A	N/A	29.1%	24.0%	
Bike lanes in the city (shared, protected and multi-use)	N/A	N/A	N/A	N/A	23.3%	21.0%	
<b>Water/Wastewater (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Water pressure in your home	74.0%	78.0%	83.2%	69.9%	75.0%	75.7%	
Taste/smell of tap water in your home	52.2%	52.8%	58.9%	58.2%	51.4%	60.7%	
Ease of understanding your water/wastewater bill	66.3%	71.4%	61.5%	64.6%	57.9%	71.9%	
<b>Other Services (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Services to seniors	67.2%	67.2%	40.9%	25.4%	44.8%	46.9%	
Services to youth	68.2%	58.4%	33.8%	30.1%	52.6%	41.5%	
Services to low-income people	51.4%	46.3%	38.3%	32.0%	39.5%	19.2%	
<b>PIO Services (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
3-1-1 services	N/A	70.9%	62.0%	N/A	54.9%	N/A	
Availability of information about city programs & services	58.0%	59.7%	43.8%	45.7%	39.8%	N/A	
Level of public involvement in decision making	38.5%	33.8%	32.8%	34.4%	17.6%	N/A	
Townhall meetings	40.5%	55.3%	41.4%	26.6%	30.3%	N/A	
<b>Value Statements (Strongly Agree/Agree)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
I receive good value for the City of Dallas taxes I pay	55.0%	40.9%	42.9%	31.3%	34.5%	34.0%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 6**



2020 Community Survey - 10 Year Trend

**DISTRICT 7**

<b>Quality of Life (Excellent &amp; Good, no Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>		
Dallas as a place to live?	71.6%	81.0%	77.0%	72.0%	73.5%	69.4%			
Your neighborhood as a place to live?	52.5%	52.0%	60.2%	43.3%	50.0%	51.5%			
Dallas as a place to raise children?	57.5%	68.0%	60.4%	53.6%	46.4%	51.1%			
Dallas as a place to work?	69.3%	73.7%	76.0%	70.4%	78.8%	76.0%			
Dallas as a place to retire?	58.1%	58.1%	60.8%	55.8%	48.5%	48.5%			
Dallas as a place to do business?	76.0%	73.4%	73.4%	61.2%	73.2%	72.6%			
The quality of economic development in Dallas?	52.6%	62.8%	65.7%	44.3%	60.6%	56.5%			
The overall quality of life in Dallas?	64.1%	70.1%	68.7%	59.8%	62.0%	50.0%			
<b>Characteristics of the Community (Excellent &amp; Good, no Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>		
Sense of community	51.0%	54.2%	50.5%	36.5%	36.4%	34.4%			
Openness and acceptance of the community towards people of diverse backgrounds	48.5%	52.7%	52.7%	41.1%	46.0%	30.6%			
Air quality	54.5%	50.0%	48.4%	39.0%	40.0%	42.0%			
Access to affordable quality housing	41.7%	53.3%	57.2%	28.7%	31.5%	30.2%			
Access to affordable quality child care	53.2%	50.0%	45.9%	34.6%	37.5%	24.7%			
Access to affordable quality health care	51.0%	53.1%	61.7%	46.7%	43.7%	40.4%			
Access to affordable quality food	66.0%	61.0%	67.7%	43.3%	58.0%	47.5%			
Access to living wage jobs	N/A	N/A	N/A	N/A	43.3%	36.8%			
Access to quality education	N/A	N/A	N/A	N/A	51.6%	43.3%			

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 7**

Ease of car travel in Dallas	63.3%	57.5%	51.5%	39.6%	44.3%	33.7%	
Ease of bus travel in Dallas	59.2%	57.4%	63.8%	59.3%	42.5%	48.7%	
Ease of rail travel in Dallas	70.7%	57.2%	73.3%	57.7%	48.8%	53.8%	
Ease of bicycle travel in Dallas	47.0%	35.7%	52.8%	34.3%	32.4%	36.4%	
Ease of walking in Dallas	50.0%	44.2%	44.0%	32.3%	34.8%	28.6%	
<b>Issues/Problem (No Don't Knows) Major/Moderate</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Crime	N/A	86.5%	92.9%	97.9%	90.9%	96.0%	
Drugs	N/A	86.1%	93.8%	95.8%	89.3%	94.8%	
High weeds	N/A	N/A	69.6%	73.7%	57.9%	58.6%	
Noise	N/A	50.0%	60.6%	57.6%	63.3%	58.6%	
Blighted buildings	N/A	N/A	N/A	69.4%	70.9%	61.1%	
Homelessness	N/A	77.9%	86.5%	92.5%	93.7%	95.1%	
Environmental hazard(s), air quality and toxic waste	N/A	40.5%	53.9%	67.5%	69.6%	65.9%	
Loose dogs and unrestrained pets	N/A	N/A	59.4%	82.4%	72.9%	66.4%	
Litter	N/A	N/A	N/A	76.3%	84.2%	82.2%	
Infrastructure/streets	N/A	N/A	N/A	88.0%	88.7%	91.0%	
Aggressive solicitation/panhandling	N/A	N/A	N/A	N/A	79.8%	75.3%	
<b>Safety (No Don't Knows) Very Safe/Safe</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
In your neighborhood during the day	79.2%	70.4%	74.0%	58.6%	69.4%	53.5%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 7**

In your neighborhood after dark	43.0%	46.9%	49.5%	26.0%	36.8%	23.5%	
From violent crime (rape, assault, robbery)	22.6%	15.5%	26.3%	15.1%	19.0%	15.6%	
From property crime (burglary, theft)	18.3%	17.0%	18.7%	13.7%	15.9%	11.0%	
From fire	63.0%	54.3%	59.3%	38.6%	54.4%	45.3%	
<b>Major Categories (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Ambulance/emergency medical services	87.5%	72.1%	88.8%	87.0%	57.2%	71.4%	
Art and Cultural programs/facilities	74.0%	71.5%	81.7%	82.6%	74.5%	83.7%	
Neighborhood code enforcement (e.g., high weeds, litter, blight)	43.6%	39.8%	46.5%	37.0%	26.9%	23.7%	
Customer service provided by city employees	55.6%	45.0%	61.4%	65.7%	60.9%	59.4%	
Drinking water	58.4%	49.4%	56.5%	48.6%	56.2%	73.9%	
Fire services	89.1%	84.6%	94.9%	91.7%	77.8%	87.5%	
Solid waste services (e.g., garbage and recycling collection)	46.9%	70.9%	76.1%	67.3%	79.5%	70.5%	
Land use, planning, and zoning	54.8%	46.0%	41.9%	25.0%	62.5%	44.4%	
Maintenance of infrastructure (e.g., city streets and sidewalks)	35.4%	25.0%	29.1%	27.8%	33.4%	23.7%	
Parks and recreation system	62.7%	53.4%	55.9%	60.0%	75.6%	62.9%	
Police services	63.9%	57.6%	62.1%	61.3%	60.6%	44.8%	
Sewer services (e.g. sanitary sewer/wastewater)	72.0%	61.6%	66.3%	63.6%	75.6%	77.1%	
Storm drainage	60.2%	54.7%	64.7%	46.6%	59.0%	50.0%	
Traffic signal timing	47.4%	46.0%	57.2%	48.1%	50.0%	N/A	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 7**

<b>Public Safety (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
Crime prevention	46.8%	43.2%	44.5%	25.3%	36.5%	17.0%						
Traffic enforcement	52.1%	46.4%	52.8%	31.5%	38.6%	26.5%						
Efforts by police to fight crime in your neighborhood	46.8%	48.9%	50.5%	29.2%	36.1%	22.5%						
Response time of police to emergency calls	50.0%	41.2%	48.9%	21.0%	35.0%	28.6%						
Response time of fire to emergency calls	76.4%	78.8%	89.7%	67.9%	78.3%	71.7%						
Fire prevention and education	65.4%	48.7%	70.8%	52.7%	51.0%	50.0%						
<b>Park and Recreation (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
City parks	N/A	67.8%	68.2%	54.2%	66.2%	58.4%						
Recreation programs or classes	N/A	67.2%	50.8%	47.9%	57.9%	49.2%						
Range/variety of recreation programs and classes	46.0%	54.7%	44.5%	47.8%	54.3%	46.2%						
Accessibility of parks	N/A	65.1%	64.7%	54.3%	70.7%	56.7%						
Accessibility of recreation centers/facilities	N/A	57.7%	53.3%	53.2%	67.4%	50.7%						
Appearance/maintenance of parks	61.6%	52.3%	65.9%	48.8%	62.1%	52.9%						
Appearance/maintenance of recreation centers/facilities	N/A	62.8%	58.7%	51.8%	57.7%	52.0%						
Outdoor athletic facilities (soccer/baseball fields, tennis courts)	N/A	56.7%	53.1%	39.7%	62.8%	46.2%						
Walking trails in the city	N/A	54.4%	55.1%	44.0%	69.8%	44.9%						
<b>Code Enforcement (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
Enforcement at multi-family building conditions	N/A	N/A	N/A	N/A	22.9%	16.9%						

N/A means the question was not asked during that survey administration



2020 Community Survey - 10 Year Trend

**DISTRICT 7**

Enforcement of the mowing of weeds and high grass on private property	N/A	N/A	39.8%	29.3%	32.7%	30.6%	
Enforcement of blighted residential properties	N/A	N/A	39.1%	18.7%	20.0%	22.6%	
City efforts to remove junk motor vehicles (inoperative) on private property	N/A	N/A	39.5%	N/A	27.2%	22.4%	
Enforcement of bulk/brush trash violations	N/A	N/A	N/A	36.2%	43.1%	28.6%	
City efforts to survey and abate mosquitos carrying viruses	N/A	N/A	N/A	N/A	38.0%	30.4%	
Enforcement of food safety in restaurants	N/A	N/A	N/A	N/A	47.4%	32.0%	
<b>Solid Waste (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Garbage collections	75.3%	74.5%	78.8%	67.0%	78.2%	67.0%	
Recycling	75.0%	44.8%	76.4%	62.5%	76.3%	66.3%	
Yard waste pick-up	61.0%	65.9%	62.0%	50.0%	71.4%	53.6%	
Bulk trash pick-up	64.0%	59.2%	63.8%	47.9%	75.6%	54.1%	
Household hazardous waste disposal	60.6%	67.2%	52.3%	44.6%	64.1%	42.4%	
<b>Streets/Mobility (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Maintenance and repair of thoroughfares and major streets	N/A	N/A	N/A	N/A	17.9%	23.5%	
Maintenance and repair of streets in your neighborhood	31.0%	18.9%	32.6%	N/A	19.3%	23.3%	
Street striping	N/A	N/A	N/A	N/A	20.5%	23.7%	
Street cleaning	34.6%	22.6%	36.8%	14.9%	21.5%	19.1%	
Street lighting	43.1%	33.0%	44.3%	20.4%	29.8%	24.8%	
Traffic signs and signal operations	N/A	N/A	N/A	N/A	46.3%	50.5%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

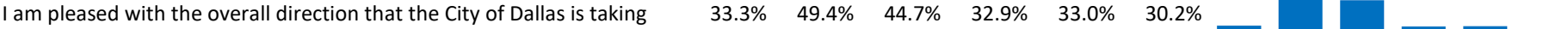
**DISTRICT 7**

Sidewalk maintenance	27.9%	21.1%	27.1%	14.5%	18.5%	20.0%	
Alley maintenance	24.4%	19.7%	17.3%	11.4%	10.0%	10.7%	
Curbs and gutters	N/A	N/A	N/A	N/A	24.4%	19.8%	
Bike lanes in the city (shared, protected and multi-use)	N/A	N/A	N/A	N/A	28.6%	24.3%	
<b>Water/Wastewater (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Water pressure in your home	77.0%	72.1%	75.0%	63.8%	73.2%	71.0%	
Taste/smell of tap water in your home	62.9%	43.5%	48.0%	44.1%	51.7%	57.5%	
Ease of understanding your water/wastewater bill	61.7%	57.9%	60.8%	48.2%	63.6%	55.7%	
<b>Other Services (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Services to seniors	52.3%	55.8%	44.9%	35.6%	45.0%	20.6%	
Services to youth	43.0%	42.4%	40.0%	27.9%	47.3%	23.8%	
Services to low-income people	33.8%	43.0%	29.2%	20.3%	34.8%	15.0%	
<b>PIO Services (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
3-1-1 services	N/A	60.2%	75.0%	N/A	64.3%	N/A	
Availability of information about city programs & services	53.3%	47.3%	48.6%	35.3%	46.6%	N/A	
Level of public involvement in decision making	31.9%	36.2%	24.6%	27.0%	23.1%	N/A	
Townhall meetings	42.4%	58.7%	33.3%	36.7%	38.8%	N/A	
<b>Value Statements (Strongly Agree/Agree)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
I receive good value for the City of Dallas taxes I pay	45.6%	44.2%	47.0%	30.5%	29.7%	27.2%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 7**



2020 Community Survey - 10 Year Trend

**DISTRICT 8**

<b>Quality of Life (Excellent &amp; Good, no Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>				
Dallas as a place to live?	67.4%	76.5%	71.5%	84.0%	75.0%	64.7%					
Your neighborhood as a place to live?	51.5%	50.5%	41.2%	50.0%	40.0%	50.0%					
Dallas as a place to raise children?	50.5%	60.0%	49.0%	58.0%	53.7%	52.4%					
Dallas as a place to work?	67.7%	77.0%	63.9%	81.9%	71.6%	73.3%					
Dallas as a place to retire?	61.0%	56.1%	52.0%	70.3%	58.8%	57.2%					
Dallas as a place to do business?	72.6%	68.5%	63.4%	81.1%	72.1%	68.0%					
The quality of economic development in Dallas?	38.8%	51.5%	50.5%	57.7%	50.5%	48.0%					
The overall quality of life in Dallas?	55.5%	62.4%	57.6%	72.2%	59.4%	52.0%					
<b>Characteristics of the Community (Excellent &amp; Good, no Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>				
Sense of community	53.1%	41.3%	41.8%	53.5%	38.5%	39.8%					
Openness and acceptance of the community towards people of diverse backgrounds	51.0%	41.5%	46.5%	44.0%	40.2%	37.5%					
Air quality	48.9%	45.4%	40.0%	53.2%	39.8%	34.0%					
Access to affordable quality housing	50.6%	44.5%	47.4%	55.2%	34.4%	27.1%					
Access to affordable quality child care	48.8%	47.4%	46.0%	50.6%	32.1%	32.6%					
Access to affordable quality health care	53.2%	46.8%	46.0%	54.5%	36.2%	45.9%					
Access to affordable quality food	63.5%	50.0%	52.0%	64.3%	43.3%	44.4%					
Access to living wage jobs	N/A	N/A	N/A	N/A	37.3%	34.4%					
Access to quality education	N/A	N/A	N/A	N/A	47.4%	42.5%					

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 8**

Ease of car travel in Dallas	50.0%	44.3%	45.4%	41.8%	41.4%	40.6%	
Ease of bus travel in Dallas	61.3%	68.6%	61.5%	54.9%	53.1%	54.8%	
Ease of rail travel in Dallas	68.5%	64.6%	66.7%	61.0%	55.1%	57.0%	
Ease of bicycle travel in Dallas	47.8%	45.0%	37.7%	47.2%	31.5%	33.8%	
Ease of walking in Dallas	38.9%	48.9%	42.5%	47.2%	31.9%	38.6%	
<b>Issues/Problem (No Don't Knows) Major/Moderate</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Crime	N/A	91.9%	93.1%	97.0%	93.1%	96.0%	
Drugs	N/A	92.8%	93.0%	96.8%	93.8%	92.8%	
High weeds	N/A	N/A	72.6%	70.5%	70.5%	69.8%	
Noise	N/A	50.0%	61.0%	55.0%	61.9%	73.5%	
Blighted buildings	N/A	N/A	N/A	64.3%	73.1%	73.3%	
Homelessness	N/A	79.8%	87.8%	90.8%	91.0%	89.7%	
Environmental hazard(s), air quality and toxic waste	N/A	0.6%	48.6%	54.8%	73.6%	75.0%	
Loose dogs and unrestrained pets	N/A	N/A	74.3%	71.4%	79.4%	74.8%	
Litter	N/A	N/A	N/A	69.9%	85.9%	84.0%	
Infrastructure/streets	N/A	N/A	N/A	82.1%	90.6%	83.8%	
Aggressive solicitation/panhandling	N/A	N/A	N/A	N/A	72.6%	76.8%	
<b>Safety (No Don't Knows) Very Safe/Safe</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
In your neighborhood during the day	74.0%	68.4%	65.3%	67.7%	64.7%	56.6%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 8**

In your neighborhood after dark	52.0%	39.2%	41.6%	40.7%	38.4%	32.0%	
From violent crime (rape, assault, robbery)	24.2%	16.5%	27.4%	13.8%	12.0%	8.5%	
From property crime (burglary, theft)	15.5%	13.4%	15.4%	12.5%	13.7%	5.2%	
From fire	52.8%	57.9%	53.4%	38.2%	50.0%	50.6%	
<b>Major Categories (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Ambulance/emergency medical services	74.1%	70.2%	83.5%	80.9%	57.2%	61.1%	
Art and Cultural programs/facilities	68.1%	70.1%	74.4%	92.6%	68.3%	83.8%	
Neighborhood code enforcement (e.g., high weeds, litter, blight)	35.2%	23.1%	30.0%	40.7%	33.3%	26.7%	
Customer service provided by city employees	51.2%	50.0%	51.8%	70.2%	55.6%	48.6%	
Drinking water	56.8%	39.1%	48.4%	65.0%	54.9%	51.3%	
Fire services	81.4%	76.9%	79.5%	80.0%	90.9%	84.7%	
Solid waste services (e.g., garbage and recycling collection)	40.0%	65.9%	63.9%	80.7%	66.6%	61.6%	
Land use, planning, and zoning	52.2%	41.0%	33.9%	33.4%	28.6%	41.6%	
Maintenance of infrastructure (e.g., city streets and sidewalks)	31.9%	22.8%	17.2%	37.5%	18.5%	29.6%	
Parks and recreation system	48.3%	40.7%	51.8%	81.1%	52.6%	46.6%	
Police services	63.8%	58.7%	58.3%	55.5%	51.3%	50.0%	
Sewer services (e.g. sanitary sewer/wastewater)	52.8%	53.4%	58.1%	84.2%	64.8%	72.9%	
Storm drainage	59.3%	51.1%	50.5%	66.7%	51.8%	62.5%	
Traffic signal timing	50.0%	40.2%	47.9%	40.5%	42.5%	N/A	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 8**

<b>Public Safety (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
Crime prevention	37.3%	24.2%	31.1%	35.6%	25.1%	14.1%						
Traffic enforcement	50.0%	41.6%	48.3%	37.1%	28.5%	33.4%						
Efforts by police to fight crime in your neighborhood	50.0%	36.4%	34.0%	47.4%	29.8%	31.6%						
Response time of police to emergency calls	56.9%	43.2%	39.5%	42.6%	22.8%	25.0%						
Response time of fire to emergency calls	78.7%	73.5%	85.7%	72.8%	64.1%	61.9%						
Fire prevention and education	58.7%	42.9%	58.7%	47.8%	50.0%	36.1%						
<b>Park and Recreation (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
City parks	N/A	50.5%	61.1%	68.3%	57.2%	44.3%						
Recreation programs or classes	N/A	39.7%	51.5%	59.7%	48.6%	39.1%						
Range/variety of recreation programs and classes	50.9%	37.7%	45.3%	45.5%	44.4%	35.3%						
Accessibility of parks	N/A	63.0%	57.3%	64.7%	68.3%	40.7%						
Accessibility of recreation centers/facilities	N/A	52.7%	55.0%	61.3%	55.5%	47.2%						
Appearance/maintenance of parks	59.6%	59.3%	63.5%	65.5%	62.5%	48.3%						
Appearance/maintenance of recreation centers/facilities	N/A	58.2%	59.2%	64.6%	57.7%	43.2%						
Outdoor athletic facilities (soccer/baseball fields, tennis courts)	N/A	57.7%	53.2%	56.7%	48.6%	40.0%						
Walking trails in the city	N/A	54.2%	56.4%	44.9%	55.5%	35.9%						
<b>Code Enforcement (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
Enforcement at multi-family building conditions	N/A	N/A	N/A	N/A	15.2%	18.2%						

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 8**

Enforcement of the mowing of weeds and high grass on private property	N/A	N/A	32.7%	30.8%	27.3%	22.8%	
Enforcement of blighted residential properties	N/A	N/A	39.8%	25.3%	18.2%	13.1%	
City efforts to remove junk motor vehicles (inoperative) on private property	N/A	N/A	37.5%	N/A	18.6%	20.2%	
Enforcement of bulk/brush trash violations	N/A	N/A	N/A	36.4%	30.4%	21.2%	
City efforts to survey and abate mosquitos carrying viruses	N/A	N/A	N/A	N/A	30.7%	27.1%	
Enforcement of food safety in restaurants	N/A	N/A	N/A	N/A	18.9%	25.0%	
<b>Solid Waste (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Garbage collections	64.0%	76.0%	68.0%	80.8%	75.9%	66.0%	
Recycling	69.6%	47.1%	73.4%	77.5%	78.6%	71.2%	
Yard waste pick-up	58.7%	54.5%	59.6%	67.4%	60.3%	50.6%	
Bulk trash pick-up	60.0%	59.6%	60.2%	70.4%	62.5%	51.6%	
Household hazardous waste disposal	52.7%	54.9%	56.3%	60.2%	42.9%	47.9%	
<b>Streets/Mobility (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Maintenance and repair of thoroughfares and major streets	N/A	N/A	N/A	N/A	26.6%	17.3%	
Maintenance and repair of streets in your neighborhood	34.7%	19.8%	29.7%	N/A	21.6%	16.0%	
Street striping	N/A	N/A	N/A	N/A	19.8%	18.6%	
Street cleaning	33.0%	25.0%	26.8%	22.3%	23.6%	17.1%	
Street lighting	41.4%	27.2%	27.8%	35.8%	25.8%	22.4%	
Traffic signs and signal operations	N/A	N/A	N/A	N/A	47.4%	46.3%	

N/A means the question was not asked during that survey administration



2020 Community Survey - 10 Year Trend

**DISTRICT 8**

Sidewalk maintenance	34.4%	19.2%	28.5%	29.8%	24.8%	19.4%	
Alley maintenance	16.5%	13.3%	15.2%	18.2%	18.6%	20.3%	
Curbs and gutters	N/A	N/A	N/A	N/A	24.1%	21.6%	
Bike lanes in the city (shared, protected and multi-use)	N/A	N/A	N/A	N/A	28.6%	19.5%	
<b>Water/Wastewater (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Water pressure in your home	68.7%	70.7%	74.5%	69.1%	63.5%	63.7%	
Taste/smell of tap water in your home	58.6%	41.5%	51.5%	64.6%	41.3%	48.5%	
Ease of understanding your water/wastewater bill	56.6%	52.1%	53.6%	67.4%	46.0%	55.0%	
<b>Other Services (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Services to seniors	48.1%	40.0%	38.4%	33.8%	37.8%	37.5%	
Services to youth	41.5%	40.0%	35.8%	31.9%	30.3%	26.9%	
Services to low-income people	41.7%	29.6%	31.2%	18.6%	30.0%	20.0%	
<b>PIO Services (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
3-1-1 services	N/A	62.8%	59.8%	N/A	56.5%	N/A	
Availability of information about city programs & services	50.0%	51.4%	43.8%	51.3%	43.4%	N/A	
Level of public involvement in decision making	30.1%	29.4%	29.7%	30.7%	28.1%	N/A	
Townhall meetings	39.3%	35.7%	33.3%	52.9%	45.8%	N/A	
<b>Value Statements (Strongly Agree/Agree)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
I receive good value for the City of Dallas taxes I pay	39.1%	39.6%	39.0%	39.8%	34.2%	28.1%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 8**



N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 9**

<b>Quality of Life (Excellent &amp; Good, no Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
Dallas as a place to live?	80.0%	86.8%	86.6%	88.6%	83.8%	80.9%						
Your neighborhood as a place to live?	78.0%	78.8%	88.2%	95.6%	74.7%	83.8%						
Dallas as a place to raise children?	50.0%	63.5%	63.5%	68.8%	56.5%	63.0%						
Dallas as a place to work?	80.8%	89.5%	88.0%	90.4%	86.7%	87.6%						
Dallas as a place to retire?	35.4%	57.0%	51.7%	59.8%	46.3%	41.9%						
Dallas as a place to do business?	75.8%	85.8%	90.6%	92.0%	90.8%	89.2%						
The quality of economic development in Dallas?	53.2%	65.7%	73.9%	83.7%	77.6%	68.6%						
The overall quality of life in Dallas?	65.0%	72.7%	78.7%	83.5%	75.5%	76.9%						
<b>Characteristics of the Community (Excellent &amp; Good, no Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
Sense of community	45.8%	54.7%	57.7%	55.8%	48.4%	55.0%						
Openness and acceptance of the community towards people of diverse backgrounds	52.2%	51.0%	50.4%	56.9%	40.0%	57.0%						
Air quality	37.0%	48.5%	47.5%	65.4%	49.0%	50.0%						
Access to affordable quality housing	54.6%	52.6%	58.9%	51.5%	26.6%	33.4%						
Access to affordable quality child care	51.5%	53.7%	52.4%	39.4%	24.2%	34.1%						
Access to affordable quality health care	59.4%	64.1%	74.2%	60.6%	43.5%	65.5%						
Access to affordable quality food	76.3%	80.9%	82.4%	83.5%	66.4%	77.1%						
Access to living wage jobs	N/A	N/A	N/A	N/A	57.3%	61.9%						
Access to quality education	N/A	N/A	N/A	N/A	43.5%	62.1%						

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend


















**DISTRICT 9**

Ease of car travel in Dallas	42.4%	37.2%	39.8%	43.6%	33.0%	36.9%	
Ease of bus travel in Dallas	45.3%	42.1%	47.7%	40.2%	25.4%	30.5%	
Ease of rail travel in Dallas	52.8%	52.1%	49.0%	55.3%	32.9%	39.3%	
Ease of bicycle travel in Dallas	24.6%	30.0%	30.3%	34.1%	21.3%	36.8%	
Ease of walking in Dallas	33.0%	34.5%	31.7%	37.8%	24.0%	41.7%	
<b>Issues/Problem (No Don't Knows) Major/Moderate</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Crime	N/A	94.0%	89.4%	95.5%	87.6%	93.4%	
Drugs	N/A	94.3%	91.5%	87.5%	81.6%	89.4%	
High weeds	N/A	N/A	48.0%	31.1%	41.8%	35.0%	
Noise	N/A	38.8%	51.6%	29.0%	43.0%	46.0%	
Blighted buildings	N/A	N/A	N/A	37.8%	57.9%	52.9%	
Homelessness	N/A	85.0%	86.9%	80.0%	92.8%	90.0%	
Environmental hazard(s), air quality and toxic waste	N/A	33.4%	32.3%	51.4%	59.6%	68.6%	
Loose dogs and unrestrained pets	N/A	N/A	36.9%	27.7%	62.7%	51.0%	
Litter	N/A	N/A	N/A	39.3%	71.2%	60.8%	
Infrastructure/streets	N/A	N/A	N/A	91.1%	92.9%	86.7%	
Aggressive solicitation/panhandling	N/A	N/A	N/A	N/A	69.5%	70.0%	
<b>Safety (No Don't Knows) Very Safe/Safe</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
In your neighborhood during the day	87.9%	89.9%	83.3%	94.8%	74.5%	80.6%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 9**

In your neighborhood after dark	65.0%	69.0%	69.6%	71.9%	55.1%	56.2%	
From violent crime (rape, assault, robbery)	30.3%	22.9%	31.4%	35.4%	25.0%	32.7%	
From property crime (burglary, theft)	14.0%	9.3%	16.5%	21.7%	11.3%	19.8%	
From fire	62.7%	59.4%	60.0%	60.9%	53.9%	61.9%	
<b>Major Categories (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Ambulance/emergency medical services	93.5%	90.0%	89.3%	88.2%	66.7%	88.8%	
Art and Cultural programs/facilities	87.1%	85.2%	91.2%	93.9%	85.5%	95.9%	
Neighborhood code enforcement (e.g., high weeds, litter, blight)	41.3%	40.9%	41.8%	32.0%	34.3%	25.9%	
Customer service provided by city employees	51.2%	38.3%	44.3%	54.5%	67.3%	69.6%	
Drinking water	74.2%	58.8%	74.8%	87.9%	79.7%	82.3%	
Fire services	93.8%	89.5%	92.0%	100.0%	100.0%	N/A*	
Solid waste services (e.g., garbage and recycling collection)	47.4%	79.8%	72.3%	88.3%	78.4%	84.5%	
Land use, planning, and zoning	46.1%	47.1%	53.0%	33.3%	50.0%	33.3%	
Maintenance of infrastructure (e.g., city streets and sidewalks)	17.4%	17.7%	20.5%	24.6%	14.8%	20.7%	
Parks and recreation system	48.9%	52.7%	62.4%	82.5%	70.3%	85.0%	
Police services	69.5%	67.8%	75.0%	81.0%	61.8%	45.9%	
Sewer services (e.g. sanitary sewer/wastewater)	73.3%	71.7%	75.4%	78.1%	81.3%	90.9%	
Storm drainage	66.7%	67.0%	72.2%	75.4%	56.8%	73.4%	
Traffic signal timing	46.8%	45.8%	41.6%	44.1%	39.4%	N/A	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 9**

<b>Public Safety (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Crime prevention	45.5%	40.9%	57.9%	52.4%	40.5%	26.8%	
Traffic enforcement	51.7%	59.2%	52.9%	56.0%	39.2%	37.1%	
Efforts by police to fight crime in your neighborhood	58.9%	59.8%	65.5%	70.5%	57.1%	49.6%	
Response time of police to emergency calls	61.7%	54.4%	62.9%	59.2%	30.3%	29.5%	
Response time of fire to emergency calls	86.6%	78.9%	88.6%	89.1%	72.0%	87.1%	
Fire prevention and education	56.9%	85.2%	63.3%	75.5%	57.1%	63.4%	
<b>Park and Recreation (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
City parks	N/A	67.0%	76.1%	85.7%	76.8%	71.6%	
Recreation programs or classes	N/A	53.0%	62.1%	75.0%	60.9%	57.4%	
Range/variety of recreation programs and classes	47.8%	40.8%	58.3%	69.9%	57.9%	48.8%	
Accessibility of parks	N/A	78.4%	82.6%	85.4%	79.5%	78.2%	
Accessibility of recreation centers/facilities	N/A	62.0%	64.9%	75.0%	70.0%	68.7%	
Appearance/maintenance of parks	53.7%	55.4%	69.9%	81.9%	66.6%	69.8%	
Appearance/maintenance of recreation centers/facilities	N/A	55.9%	55.8%	71.4%	52.5%	66.3%	
Outdoor athletic facilities (soccer/baseball fields, tennis courts)	N/A	55.5%	58.0%	68.7%	58.6%	63.6%	
Walking trails in the city	N/A	55.8%	66.3%	66.4%	73.2%	66.2%	
<b>Code Enforcement (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Enforcement at multi-family building conditions	N/A	N/A	N/A	N/A	20.0%	18.0%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 9**

Enforcement of the mowing of weeds and high grass on private property	N/A	N/A	34.0%	49.4%	23.0%	36.1%	
Enforcement of blighted residential properties	N/A	N/A	30.6%	32.9%	25.0%	15.5%	
City efforts to remove junk motor vehicles (inoperative) on private property	N/A	N/A	34.1%	N/A	25.0%	26.3%	
Enforcement of bulk/brush trash violations	N/A	N/A	N/A	55.1%	43.2%	37.0%	
City efforts to survey and abate mosquitos carrying viruses	N/A	N/A	N/A	N/A	40.5%	51.3%	
Enforcement of food safety in restaurants	N/A	N/A	N/A	N/A	48.6%	61.3%	
<b>Solid Waste (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Garbage collections	78.8%	82.0%	78.8%	88.6%	71.7%	90.7%	
Recycling	83.9%	54.6%	83.5%	84.8%	72.1%	80.8%	
Yard waste pick-up	80.0%	71.2%	70.0%	86.9%	75.8%	80.7%	
Bulk trash pick-up	81.9%	71.0%	72.4%	89.4%	73.6%	85.8%	
Household hazardous waste disposal	58.9%	54.1%	53.2%	62.0%	54.3%	54.8%	
<b>Streets/Mobility (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Maintenance and repair of thoroughfares and major streets	N/A	N/A	N/A	N/A	21.4%	24.8%	
Maintenance and repair of streets in your neighborhood	35.0%	28.8%	32.6%	N/A	17.5%	19.5%	
Street striping	N/A	N/A	N/A	N/A	28.3%	30.2%	
Street cleaning	47.5%	35.5%	30.8%	36.0%	38.6%	29.7%	
Street lighting		33.0%	47.2%	50.9%	36.1%	39.0%	
Traffic signs and signal operations	N/A	N/A	N/A	N/A	52.1%	61.6%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 9**

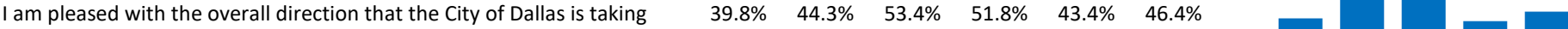
Sidewalk maintenance	17.9%	14.6%	16.5%	25.0%	18.8%	18.8%	
Alley maintenance	22.2%	14.3%	9.9%	15.0%	11.0%	16.1%	
Curbs and gutters	N/A	N/A	N/A	N/A	23.4%	30.8%	
Bike lanes in the city (shared, protected and multi-use)	N/A	N/A	N/A	N/A	23.5%	31.1%	
<b>Water/Wastewater (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Water pressure in your home	86.0%	86.0%	87.8%	91.3%	74.3%	85.2%	
Taste/smell of tap water in your home	70.7%	68.4%	78.8%	82.3%	65.0%	72.9%	
Ease of understanding your water/wastewater bill	66.3%	69.8%	69.2%	73.9%	64.9%	77.5%	
<b>Other Services (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Services to seniors	41.0%	40.0%	38.4%	52.2%	45.5%	43.2%	
Services to youth	34.8%	37.2%	49.2%	53.8%	39.1%	53.2%	
Services to low-income people	31.8%	40.7%	37.7%	42.5%	31.6%	27.7%	
<b>PIO Services (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
3-1-1 services	N/A	56.8%	66.6%	N/A	50.7%	N/A	
Availability of information about city programs & services	58.3%	40.2%	40.7%	46.1%	29.2%	N/A	
Level of public involvement in decision making	20.0%	20.6%	27.8%	28.1%	7.9%	N/A	
Townhall meetings	30.2%	33.4%	36.3%	28.5%	20.5%	N/A	
<b>Value Statements (Strongly Agree/Agree)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
I receive good value for the City of Dallas taxes I pay	35.8%	44.2%	40.9%	40.5%	25.5%	29.9%	

N/A means the question was not asked during that survey administration



2020 Community Survey - 10 Year Trend

**DISTRICT 9**



\*2020 Fire services rating is N/A due to survey respondents stating they have not used fire services in the last 12 months

2020 Community Survey - 10 Year Trend

**DISTRICT 10**

<b>Quality of Life (Excellent &amp; Good, no Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>				
Dallas as a place to live?	83.3%	89.7%	87.6%	92.1%	78.0%	82.5%					
Your neighborhood as a place to live?	80.2%	73.7%	79.6%	87.1%	68.0%	88.3%					
Dallas as a place to raise children?	59.8%	65.2%	57.1%	81.2%	61.7%	66.4%					
Dallas as a place to work?	87.0%	85.4%	88.9%	94.9%	81.2%	88.0%					
Dallas as a place to retire?	54.9%	56.5%	50.9%	70.3%	51.2%	52.2%					
Dallas as a place to do business?	88.1%	83.8%	83.8%	92.8%	83.7%	85.5%					
The quality of economic development in Dallas?	60.0%	69.1%	80.2%	85.6%	75.8%	68.4%					
The overall quality of life in Dallas?	75.7%	77.7%	76.1%	82.8%	74.0%	74.0%					
<b>Characteristics of the Community (Excellent &amp; Good, no Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>				
Sense of community	46.3%	57.6%	50.9%	61.8%	53.6%	50.8%					
Openness and acceptance of the community towards people of diverse backgrounds	46.4%	55.1%	50.9%	58.9%	50.5%	49.1%					
Air quality	58.2%	49.0%	51.3%	64.6%	55.1%	53.7%					
Access to affordable quality housing	68.9%	65.2%	64.0%	65.4%	40.7%	34.2%					
Access to affordable quality child care	59.7%	61.1%	50.9%	61.0%	38.8%	36.0%					
Access to affordable quality health care	71.9%	70.4%	71.6%	73.6%	56.1%	64.1%					
Access to affordable quality food	84.8%	82.7%	79.2%	79.9%	68.7%	79.9%					
Access to living wage jobs	N/A	N/A	N/A	N/A	57.1%	58.5%					
Access to quality education	N/A	N/A	N/A	N/A	55.4%	58.2%					

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 10**

Ease of car travel in Dallas	47.5%	40.6%	44.1%	55.5%	40.2%	43.6%	
Ease of bus travel in Dallas	39.1%	58.2%	52.9%	48.5%	54.3%	43.8%	
Ease of rail travel in Dallas	61.6%	65.8%	67.1%	69.0%	54.3%	55.5%	
Ease of bicycle travel in Dallas	34.4%	35.9%	37.3%	34.1%	38.1%	36.6%	
Ease of walking in Dallas	40.7%	39.8%	38.1%	41.7%	40.7%	35.7%	
<b>Issues/Problem (No Don't Knows) Major/Moderate</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Crime	N/A	88.9%	91.0%	94.9%	91.4%	97.5%	
Drugs	N/A	86.7%	94.2%	88.4%	87.5%	92.2%	
High weeds	N/A	N/A	46.7%	23.8%	44.8%	31.6%	
Noise	N/A	38.1%	44.3%	21.8%	43.1%	42.4%	
Blighted buildings	N/A	N/A	N/A	43.4%	43.6%	50.9%	
Homelessness	N/A	71.5%	80.8%	81.4%	90.3%	90.9%	
Environmental hazard(s), air quality and toxic waste	N/A	33.8%	27.5%	46.8%	57.5%	62.1%	
Loose dogs and unrestrained pets	N/A	N/A	25.8%	32.1%	43.5%	41.1%	
Litter	N/A	N/A	N/A	38.6%	62.2%	53.3%	
Infrastructure/streets	N/A	N/A	N/A	82.4%	79.4%	82.4%	
Aggressive solicitation/panhandling	N/A	N/A	N/A	N/A	72.2%	74.0%	
<b>Safety (No Don't Knows) Very Safe/Safe</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
In your neighborhood during the day	79.4%	78.6%	84.1%	89.7%	82.0%	79.4%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 10**

In your neighborhood after dark	49.0%	50.0%	57.5%	53.0%	42.4%	42.1%	
From violent crime (rape, assault, robbery)	28.8%	37.9%	32.1%	37.8%	24.4%	26.4%	
From property crime (burglary, theft)	14.2%	24.7%	16.1%	18.4%	19.0%	13.3%	
From fire	65.3%	65.0%	72.2%	63.9%	56.9%	73.0%	
<b>Major Categories (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Ambulance/emergency medical services	90.6%	95.3%	90.1%	92.4%	100.0%	77.8%	
Art and Cultural programs/facilities	90.1%	90.7%	88.2%	96.3%	91.4%	97.4%	
Neighborhood code enforcement (e.g., high weeds, litter, blight)	52.0%	45.8%	44.0%	55.5%	29.4%	59.1%	
Customer service provided by city employees	60.0%	56.3%	57.0%	70.7%	55.0%	81.5%	
Drinking water	47.3%	68.0%	77.1%	85.9%	68.1%	81.8%	
Fire services	96.0%	96.3%	94.5%	83.4%	83.3%	87.5%	
Solid waste services (e.g., garbage and recycling collection)	50.0%	77.4%	81.2%	87.0%	65.7%	82.5%	
Land use, planning, and zoning	50.8%	52.9%	55.0%	72.7%	40.0%	75.0%	
Maintenance of infrastructure (e.g., city streets and sidewalks)	17.9%	30.9%	24.0%	41.3%	32.0%	50.0%	
Parks and recreation system	49.4%	59.2%	63.3%	78.0%	62.0%	74.4%	
Police services	68.5%	75.6%	78.4%	60.0%	57.1%	59.2%	
Sewer services (e.g. sanitary sewer/wastewater)	78.4%	76.7%	78.6%	88.5%	83.6%	88.1%	
Storm drainage	73.9%	65.9%	72.0%	91.0%	72.4%	76.0%	
Traffic signal timing	53.0%	54.7%	38.6%	54.8%	50.0%	N/A	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 10**

<b>Public Safety (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Crime prevention	44.7%	54.8%	56.3%	53.3%	42.0%	22.8%	
Traffic enforcement	53.7%	54.6%	51.9%	59.8%	43.4%	37.2%	
Efforts by police to fight crime in your neighborhood	64.1%	60.0%	65.4%	67.3%	54.9%	48.2%	
Response time of police to emergency calls	58.6%	50.7%	56.6%	53.0%	58.5%	30.3%	
Response time of fire to emergency calls	88.5%	85.2%	82.9%	86.1%	81.8%	85.2%	
Fire prevention and education	72.0%	75.0%	71.2%	63.3%	61.7%	74.1%	
<b>Park and Recreation (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
City parks	N/A	72.8%	73.3%	84.3%	74.6%	74.6%	
Recreation programs or classes	N/A	66.1%	62.1%	74.5%	66.7%	68.1%	
Range/variety of recreation programs and classes	52.1%	54.6%	57.7%	66.1%	60.7%	63.0%	
Accessibility of parks	N/A	75.9%	76.7%	87.5%	74.6%	75.9%	
Accessibility of recreation centers/facilities	N/A	66.2%	65.9%	87.5%	71.8%	80.9%	
Appearance/maintenance of parks	62.5%	65.2%	66.9%	83.5%	68.2%	65.5%	
Appearance/maintenance of recreation centers/facilities	N/A	59.4%	67.4%	76.5%	68.2%	70.1%	
Outdoor athletic facilities (soccer/baseball fields, tennis courts)	N/A	62.8%	60.9%	76.4%	66.7%	69.0%	
Walking trails in the city	N/A	67.1%	69.2%	73.9%	63.8%	75.4%	
<b>Code Enforcement (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Enforcement at multi-family building conditions	N/A	N/A	N/A	N/A	28.1%	10.1%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 10**

Enforcement of the mowing of weeds and high grass on private property	N/A	N/A	39.4%	54.4%	51.5%	43.1%	
Enforcement of blighted residential properties	N/A	N/A	31.7%	32.8%	30.0%	18.2%	
City efforts to remove junk motor vehicles (inoperative) on private property	N/A	N/A	46.1%	N/A	35.2%	30.2%	
Enforcement of bulk/brush trash violations	N/A	N/A	N/A	68.3%	40.9%	50.0%	
City efforts to survey and abate mosquitos carrying viruses	N/A	N/A	N/A	N/A	47.7%	51.7%	
Enforcement of food safety in restaurants	N/A	N/A	N/A	N/A	51.3%	68.0%	
<b>Solid Waste (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Garbage collections	84.2%	85.7%	86.6%	88.7%	73.1%	86.0%	
Recycling	82.7%	48.4%	85.3%	86.3%	70.1%	80.7%	
Yard waste pick-up	79.3%	72.8%	84.8%	87.1%	73.8%	78.5%	
Bulk trash pick-up	77.8%	75.5%	81.9%	86.7%	75.6%	80.7%	
Household hazardous waste disposal	63.7%	66.6%	63.2%	69.2%	76.9%	68.6%	
<b>Streets/Mobility (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Maintenance and repair of thoroughfares and major streets	N/A	N/A	N/A	N/A	28.1%	31.3%	
Maintenance and repair of streets in your neighborhood	34.3%	40.8%	45.0%	N/A	35.1%	42.1%	
Street striping	N/A	N/A	N/A	N/A	38.2%	40.5%	
Street cleaning	30.4%	45.9%	46.1%	46.3%	49.4%	45.9%	
Street lighting	52.6%	43.5%	56.7%	56.0%	43.6%	47.0%	
Traffic signs and signal operations	N/A	N/A	N/A	N/A	56.3%	62.7%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 10**

Sidewalk maintenance	26.6%	34.3%	25.9%	31.6%	26.6%	33.1%	
Alley maintenance	21.5%	29.5%	29.0%	26.3%	22.1%	22.2%	
Curbs and gutters	N/A	N/A	N/A	N/A	38.2%	49.5%	
Bike lanes in the city (shared, protected and multi-use)	N/A	N/A	N/A	N/A	28.7%	38.1%	
<b>Water/Wastewater (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Water pressure in your home	87.1%	86.8%	87.7%	91.3%	78.7%	90.7%	
Taste/smell of tap water in your home	72.3%	64.9%	74.1%	81.0%	63.8%	82.2%	
Ease of understanding your water/wastewater bill	75.0%	69.6%	77.0%	75.0%	64.8%	86.0%	
<b>Other Services (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Services to seniors	53.6%	64.1%	41.4%	71.5%	56.5%	42.9%	
Services to youth	57.5%	57.8%	42.9%	51.1%	57.7%	38.3%	
Services to low-income people	44.5%	46.5%	38.0%	38.7%	35.5%	21.7%	
<b>PIO Services (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
3-1-1 services	N/A	68.6%	79.8%	N/A	62.9%	N/A	
Availability of information about city programs & services	50.0%	56.1%	43.4%	46.0%	42.7%	N/A	
Level of public involvement in decision making	30.3%	27.9%	18.4%	33.3%	30.5%	N/A	
Townhall meetings	40.4%	50.0%	35.9%	59.1%	43.2%	N/A	
<b>Value Statements (Strongly Agree/Agree)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
I receive good value for the City of Dallas taxes I pay	43.5%	55.9%	52.9%	74.1%	34.5%	35.0%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 10**



N/A means the question was not asked during that survey administration



2020 Community Survey - 10 Year Trend

**DISTRICT 11**

<b>Quality of Life (Excellent &amp; Good, no Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>				
Dallas as a place to live?	75.3%	91.0%	90.2%	89.1%	78.9%	80.5%					
Your neighborhood as a place to live?	80.2%	87.0%	96.1%	92.5%	81.8%	88.9%					
Dallas as a place to raise children?	62.2%	70.0%	67.4%	75.6%	58.9%	69.9%					
Dallas as a place to work?	82.8%	92.6%	94.8%	89.7%	85.8%	91.3%					
Dallas as a place to retire?	50.0%	51.1%	68.0%	62.3%	55.0%	48.0%					
Dallas as a place to do business?	84.4%	91.5%	93.9%	94.7%	89.7%	92.0%					
The quality of economic development in Dallas?	63.3%	76.0%	89.6%	81.6%	76.7%	74.8%					
The overall quality of life in Dallas?	67.6%	80.0%	82.3%	90.6%	77.8%	74.5%					
<b>Characteristics of the Community (Excellent &amp; Good, no Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>				
Sense of community	44.9%	50.6%	66.3%	61.5%	47.9%	45.6%					
Openness and acceptance of the community towards people of diverse backgrounds	50.0%	56.2%	56.6%	57.4%	59.6%	55.4%					
Air quality	46.4%	53.0%	50.0%	54.2%	49.5%	58.7%					
Access to affordable quality housing	56.4%	65.5%	70.2%	58.1%	27.3%	40.0%					
Access to affordable quality child care	56.0%	45.8%	65.4%	60.8%	37.3%	39.4%					
Access to affordable quality health care	64.6%	67.1%	79.2%	70.4%	54.5%	69.2%					
Access to affordable quality food	77.6%	84.7%	91.9%	86.5%	76.0%	79.4%					
Access to living wage jobs	N/A	N/A	N/A	N/A	61.0%	66.3%					
Access to quality education	N/A	N/A	N/A	N/A	57.8%	56.4%					

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 11**

Ease of car travel in Dallas	50.5%	49.5%	56.5%	59.3%	40.6%	38.8%	
Ease of bus travel in Dallas	44.8%	39.6%	48.4%	40.3%	41.0%	29.8%	
Ease of rail travel in Dallas	50.0%	45.2%	46.7%	42.9%	41.5%	41.4%	
Ease of bicycle travel in Dallas	31.4%	33.3%	28.7%	32.4%	28.4%	28.0%	
Ease of walking in Dallas	33.3%	34.1%	27.8%	32.7%	29.5%	29.8%	
<b>Issues/Problem (No Don't Knows) Major/Moderate</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Crime	N/A	86.0%	75.0%	92.0%	93.5%	95.4%	
Drugs	N/A	86.7%	81.1%	93.3%	92.7%	91.7%	
High weeds	N/A	N/A	39.5%	33.4%	38.2%	42.3%	
Noise	N/A	41.9%	41.4%	45.7%	35.9%	45.2%	
Blighted buildings	N/A	N/A	N/A	39.2%	52.0%	60.2%	
Homelessness	N/A	72.7%	69.4%	76.0%	84.7%	89.6%	
Environmental hazard(s), air quality and toxic waste	N/A	39.1%	31.5%	55.6%	58.9%	57.0%	
Loose dogs and unrestrained pets	N/A	N/A	15.2%	28.4%	45.1%	49.0%	
Litter	N/A	N/A	N/A	38.5%	52.6%	53.8%	
Infrastructure/streets	N/A	N/A	N/A	77.8%	82.4%	84.0%	
Aggressive solicitation/panhandling	N/A	N/A	N/A	N/A	64.2%	77.9%	
<b>Safety (No Don't Knows) Very Safe/Safe</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
In your neighborhood during the day	84.1%	89.6%	92.1%	95.0%	84.0%	88.8%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 11**

In your neighborhood after dark	53.0%	66.0%	77.5%	74.2%	59.0%	68.9%	
From violent crime (rape, assault, robbery)	25.5%	35.8%	47.9%	38.0%	26.4%	23.1%	
From property crime (burglary, theft)	18.3%	17.7%	34.7%	27.2%	13.5%	13.6%	
From fire	58.9%	68.5%	76.2%	64.3%	58.6%	69.0%	
<b>Major Categories (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Ambulance/emergency medical services	91.5%	88.3%	98.7%	100.0%	100.0%	89.4%	
Art and Cultural programs/facilities	90.9%	87.8%	86.3%	100.0%	92.4%	90.6%	
Neighborhood code enforcement (e.g., high weeds, litter, blight)	44.0%	47.1%	64.6%	70.0%	38.5%	57.9%	
Customer service provided by city employees	54.7%	45.5%	58.1%	85.1%	80.6%	74.5%	
Drinking water	64.3%	64.6%	81.4%	89.3%	79.7%	72.3%	
Fire services	91.7%	85.8%	97.6%	100.0%	100.0%	100.0%	
Solid waste services (e.g., garbage and recycling collection)	50.5%	75.5%	90.0%	87.2%	79.4%	80.9%	
Land use, planning, and zoning	53.5%	58.2%	71.8%	62.5%	37.5%	60.0%	
Maintenance of infrastructure (e.g., city streets and sidewalks)	33.7%	33.7%	34.7%	37.0%	21.7%	42.2%	
Parks and recreation system	54.7%	65.4%	64.5%	84.1%	78.9%	84.3%	
Police services	75.0%	72.1%	84.5%	92.0%	79.2%	50.0%	
Sewer services (e.g. sanitary sewer/wastewater)	80.2%	71.2%	88.0%	89.1%	82.0%	88.9%	
Storm drainage	60.9%	63.4%	77.2%	83.3%	62.5%	59.2%	
Traffic signal timing	54.0%	43.1%	62.4%	56.5%	55.3%	N/A	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 11**

<b>Public Safety (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Crime prevention	46.3%	39.4%	71.6%	59.4%	55.9%	24.5%	
Traffic enforcement	62.9%	56.2%	64.5%	66.1%	51.1%	45.6%	
Efforts by police to fight crime in your neighborhood	55.3%	64.0%	73.9%	80.8%	64.5%	58.5%	
Response time of police to emergency calls	57.5%	65.5%	69.8%	69.0%	65.7%	50.0%	
Response time of fire to emergency calls	80.9%	80.4%	93.6%	81.4%	82.6%	84.1%	
Fire prevention and education	69.1%	61.3%	71.2%	68.6%	100.0%	68.9%	
<b>Park and Recreation (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
City parks	N/A	70.8%	81.9%	81.4%	85.2%	75.0%	
Recreation programs or classes	N/A	59.2%	73.7%	64.6%	90.0%	63.9%	
Range/variety of recreation programs and classes	52.9%	52.1%	73.7%	61.5%	84.2%	68.4%	
Accessibility of parks	N/A	70.3%	76.9%	80.4%	85.3%	75.3%	
Accessibility of recreation centers/facilities	N/A	65.6%	81.1%	74.7%	83.4%	77.7%	
Appearance/maintenance of parks	66.6%	63.9%	76.8%	80.4%	75.0%	65.6%	
Appearance/maintenance of recreation centers/facilities	N/A	63.7%	77.9%	68.9%	86.6%	70.6%	
Outdoor athletic facilities (soccer/baseball fields, tennis courts)	N/A	62.2%	77.0%	67.5%	63.9%	67.6%	
Walking trails in the city	N/A	64.1%	69.7%	67.4%	81.0%	69.1%	
<b>Code Enforcement (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Enforcement at multi-family building conditions	N/A	N/A	N/A	N/A	33.3%	20.4%	

N/A means the question was not asked during that survey administration



2020 Community Survey - 10 Year Trend

**DISTRICT 11**

Sidewalk maintenance	38.7%	26.7%	37.2%	38.4%	34.7%	32.6%	
Alley maintenance	28.0%	26.6%	28.3%	23.4%	28.6%	24.1%	
Curbs and gutters	N/A	N/A	N/A	N/A	38.8%	37.7%	
Bike lanes in the city (shared, protected and multi-use)	N/A	N/A	N/A	N/A	40.3%	34.7%	
<b>Water/Wastewater (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Water pressure in your home	84.0%	78.6%	92.1%	89.0%	80.0%	79.4%	
Taste/smell of tap water in your home	62.7%	55.8%	78.2%	80.5%	56.9%	71.7%	
Ease of understanding your water/wastewater bill	68.5%	70.5%	86.2%	67.3%	67.8%	76.5%	
<b>Other Services (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Services to seniors	51.5%	56.7%	63.9%	58.3%	65.4%	47.0%	
Services to youth	48.6%	42.9%	56.1%	42.1%	72.2%	52.2%	
Services to low-income people	32.4%	34.3%	43.6%	28.6%	42.1%	19.5%	
<b>PIO Services (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
3-1-1 services	N/A	66.1%	67.9%	N/A	52.9%	N/A	
Availability of information about city programs & services	47.8%	51.6%	51.5%	54.0%	34.0%	N/A	
Level of public involvement in decision making	15.9%	23.1%	35.0%	26.3%	14.3%	N/A	
Townhall meetings	31.0%	40.5%	44.2%	31.5%	27.6%	N/A	
<b>Value Statements (Strongly Agree/Agree)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
I receive good value for the City of Dallas taxes I pay	43.1%	38.2%	63.3%	56.4%	33.7%	35.0%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 11**



N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 12**

<b>Quality of Life (Excellent &amp; Good, no Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>				
Dallas as a place to live?	72.8%	88.0%	92.1%	89.9%	86.9%	77.8%					
Your neighborhood as a place to live?	82.8%	90.0%	90.4%	91.9%	88.9%	88.9%					
Dallas as a place to raise children?	60.0%	69.1%	74.8%	78.0%	69.5%	66.4%					
Dallas as a place to work?	81.0%	94.8%	94.7%	94.6%	92.8%	85.8%					
Dallas as a place to retire?	38.1%	56.2%	50.0%	66.7%	57.0%	50.8%					
Dallas as a place to do business?	84.2%	94.5%	96.4%	92.5%	91.4%	91.1%					
The quality of economic development in Dallas?	62.4%	79.3%	85.2%	88.3%	83.1%	68.5%					
The overall quality of life in Dallas?	64.0%	81.0%	89.3%	88.3%	81.8%	72.3%					
<b>Characteristics of the Community (Excellent &amp; Good, no Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>				
Sense of community	45.7%	53.1%	58.8%	58.2%	49.4%	45.2%					
Openness and acceptance of the community towards people of diverse backgrounds	58.3%	56.1%	62.2%	70.4%	60.4%	52.3%					
Air quality	32.3%	58.2%	50.9%	55.8%	64.9%	53.8%					
Access to affordable quality housing	73.2%	77.5%	80.7%	66.6%	44.1%	43.9%					
Access to affordable quality child care	69.7%	65.4%	77.4%	75.0%	39.6%	45.4%					
Access to affordable quality health care	73.9%	76.1%	84.4%	74.0%	62.4%	65.2%					
Access to affordable quality food	86.4%	83.1%	89.5%	90.6%	78.6%	84.3%					
Access to living wage jobs	N/A	N/A	N/A	N/A	73.1%	75.2%					
Access to quality education	N/A	N/A	N/A	N/A	60.8%	62.4%					

N/A means the question was not asked during that survey administration



2020 Community Survey - 10 Year Trend


















**DISTRICT 12**

Ease of car travel in Dallas	46.5%	53.9%	48.2%	58.9%	46.9%	28.9%	
Ease of bus travel in Dallas	22.0%	31.8%	37.5%	35.1%	27.1%	23.4%	
Ease of rail travel in Dallas	31.6%	33.9%	43.0%	42.2%	30.1%	39.4%	
Ease of bicycle travel in Dallas	24.6%	27.9%	23.9%	23.4%	24.2%	29.8%	
Ease of walking in Dallas	28.1%	28.9%	34.9%	44.5%	28.4%	35.5%	
<b>Issues/Problem (No Don't Knows) Major/Moderate</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Crime	N/A	81.3%	77.3%	90.8%	83.2%	98.5%	
Drugs	N/A	83.5%	84.5%	85.9%	83.9%	94.3%	
High weeds	N/A	N/A	39.0%	31.3%	27.7%	43.7%	
Noise	N/A	29.8%	44.0%	30.5%	32.7%	48.5%	
Blighted buildings	N/A	N/A	N/A	29.7%	39.5%	54.7%	
Homelessness	N/A	69.5%	69.0%	70.6%	76.8%	93.1%	
Environmental hazard(s), air quality and toxic waste	N/A	31.0%	33.3%	43.6%	45.7%	60.4%	
Loose dogs and unrestrained pets	N/A	N/A	23.0%	24.8%	28.1%	46.3%	
Litter	N/A	N/A	N/A	35.8%	46.4%	50.4%	
Infrastructure/streets	N/A	N/A	N/A	72.3%	63.5%	90.2%	
Aggressive solicitation/panhandling	N/A	N/A	N/A	N/A	57.7%	81.0%	
<b>Safety (No Don't Knows) Very Safe/Safe</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
In your neighborhood during the day	87.0%	94.0%	94.7%	96.4%	93.0%	88.8%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 12**

In your neighborhood after dark	71.7%	79.8%	85.1%	79.3%	73.0%	62.0%	
From violent crime (rape, assault, robbery)	35.1%	43.0%	45.2%	39.2%	40.0%	28.3%	
From property crime (burglary, theft)	21.2%	29.5%	31.8%	24.0%	27.6%	15.3%	
From fire	60.0%	63.2%	64.5%	66.9%	71.9%	63.1%	
<b>Major Categories (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Ambulance/emergency medical services	90.9%	82.8%	90.1%	100.0%	75.0%	92.3%	
Art and Cultural programs/facilities	80.0%	91.9%	92.3%	95.8%	90.2%	91.6%	
Neighborhood code enforcement (e.g., high weeds, litter, blight)	39.2%	42.7%	51.7%	50.0%	62.5%	37.9%	
Customer service provided by city employees	46.3%	53.8%	63.4%	70.2%	71.7%	78.9%	
Drinking water	62.2%	70.1%	79.5%	84.0%	71.1%	71.4%	
Fire services	93.8%	89.8%	96.7%	66.7%	100.0%	100.0%	
Solid waste services (e.g., garbage and recycling collection)	53.3%	80.7%	84.3%	91.5%	81.3%	75.0%	
Land use, planning, and zoning	43.3%	55.4%	57.5%	50.0%	37.5%	42.9%	
Maintenance of infrastructure (e.g., city streets and sidewalks)	30.1%	41.5%	29.7%	45.1%	38.0%	19.6%	
Parks and recreation system	60.9%	56.3%	68.3%	79.7%	84.8%	80.7%	
Police services	78.9%	79.7%	83.2%	78.9%	80.0%	60.0%	
Sewer services (e.g. sanitary sewer/wastewater)	78.1%	77.3%	85.1%	94.6%	79.7%	82.3%	
Storm drainage	69.7%	71.8%	74.1%	88.1%	66.1%	75.9%	
Traffic signal timing	54.2%	46.3%	52.2%	71.6%	65.2%	N/A	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 12**

<b>Public Safety (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Crime prevention	57.9%	65.5%	73.2%	64.0%	47.9%	19.3%	
Traffic enforcement	52.1%	60.0%	55.9%	61.7%	47.5%	33.1%	
Efforts by police to fight crime in your neighborhood	69.4%	69.0%	80.6%	75.1%	76.4%	54.4%	
Response time of police to emergency calls	69.4%	75.4%	82.3%	70.9%	61.7%	45.7%	
Response time of fire to emergency calls	89.8%	84.7%	90.6%	90.6%	91.7%	81.2%	
Fire prevention and education	70.0%	67.9%	71.8%	75.9%	88.9%	62.9%	
<b>Park and Recreation (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
City parks	N/A	71.2%	84.2%	78.0%	83.6%	71.3%	
Recreation programs or classes	N/A	59.6%	72.9%	63.1%	59.2%	54.1%	
Range/variety of recreation programs and classes	75.0%	58.4%	64.7%	62.1%	68.0%	46.3%	
Accessibility of parks	N/A	68.7%	77.4%	75.7%	76.3%	77.8%	
Accessibility of recreation centers/facilities	N/A	62.1%	78.9%	70.3%	80.0%	72.0%	
Appearance/maintenance of parks	60.2%	60.7%	70.4%	73.7%	74.6%	64.3%	
Appearance/maintenance of recreation centers/facilities	N/A	55.0%	71.4%	75.3%	75.6%	66.3%	
Outdoor athletic facilities (soccer/baseball fields, tennis courts)	N/A	51.5%	70.7%	73.0%	68.6%	60.2%	
Walking trails in the city	N/A	56.6%	71.6%	64.0%	81.0%	60.6%	
<b>Code Enforcement (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Enforcement at multi-family building conditions	N/A	N/A	N/A	N/A	40.0%	16.9%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 12**

Enforcement of the mowing of weeds and high grass on private property	N/A	N/A	46.9%	47.5%	64.5%	40.0%	
Enforcement of blighted residential properties	N/A	N/A	48.1%	38.9%	45.0%	11.9%	
City efforts to remove junk motor vehicles (inoperative) on private property	N/A	N/A	52.7%	N/A	41.6%	23.8%	
Enforcement of bulk/brush trash violations	N/A	N/A	N/A	58.6%	48.5%	35.6%	
City efforts to survey and abate mosquitos carrying viruses	N/A	N/A	N/A	N/A	52.7%	45.1%	
Enforcement of food safety in restaurants	N/A	N/A	N/A	N/A	60.0%	54.9%	
<b>Solid Waste (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Garbage collections	82.3%	87.6%	85.0%	92.7%	87.4%	78.2%	
Recycling	79.3%	48.3%	81.7%	86.1%	81.4%	73.6%	
Yard waste pick-up	68.3%	74.7%	80.0%	82.6%	90.8%	73.7%	
Bulk trash pick-up	71.2%	74.8%	81.4%	86.1%	90.8%	73.1%	
Household hazardous waste disposal	50.0%	52.1%	46.7%	56.3%	80.6%	48.3%	
<b>Streets/Mobility (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Maintenance and repair of thoroughfares and major streets	N/A	N/A	N/A	N/A	43.7%	22.2%	
Maintenance and repair of streets in your neighborhood	45.3%	54.1%	49.6%	N/A	55.8%	36.0%	
Street striping	N/A	N/A	N/A	N/A	48.8%	32.5%	
Street cleaning	43.0%	55.8%	48.6%	53.1%	52.5%	40.9%	
Street lighting	47.0%	53.6%	58.2%	63.6%	60.8%	43.7%	
Traffic signs and signal operations	N/A	N/A	N/A	N/A	72.1%	57.4%	

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2020 Community Survey - 10 Year Trend

**DISTRICT 12**

Sidewalk maintenance	27.6%	36.6%	30.3%	32.1%	40.7%	21.6%	
Alley maintenance	23.4%	31.3%	34.1%	34.4%	42.4%	22.1%	
Curbs and gutters	N/A	N/A	N/A	N/A	50.5%	36.8%	
Bike lanes in the city (shared, protected and multi-use)	N/A	N/A	N/A	N/A	39.1%	27.1%	
<b>Water/Wastewater (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Water pressure in your home	82.6%	80.6%	80.7%	77.0%	75.7%	81.9%	
Taste/smell of tap water in your home	66.0%	66.3%	71.9%	71.9%	64.6%	65.4%	
Ease of understanding your water/wastewater bill	67.8%	72.3%	75.9%	74.6%	71.2%	69.0%	
<b>Other Services (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Services to seniors	65.5%	53.8%	55.3%	57.9%	66.6%	44.5%	
Services to youth	64.6%	47.0%	57.8%	54.2%	52.6%	52.9%	
Services to low-income people	41.7%	46.7%	45.2%	39.6%	56.3%	36.0%	
<b>PIO Services (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
3-1-1 services	N/A	68.8%	78.2%	N/A	78.1%	N/A	
Availability of information about city programs & services	43.1%	56.1%	50.0%	49.3%	46.3%	N/A	
Level of public involvement in decision making	19.7%	22.5%	25.0%	37.1%	30.4%	N/A	
Townhall meetings	31.7%	45.1%	26.0%	55.8%	39.3%	N/A	
<b>Value Statements (Strongly Agree/Agree)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
I receive good value for the City of Dallas taxes I pay	37.6%	58.4%	52.2%	58.7%	45.6%	34.9%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 12**



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**DISTRICT 13**

<b>Quality of Life (Excellent &amp; Good, no Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
Dallas as a place to live?	84.0%	85.5%	86.6%	89.6%	91.3%	83.8%						
Your neighborhood as a place to live?	92.0%	82.8%	92.8%	90.6%	84.5%	90.6%						
Dallas as a place to raise children?	63.8%	73.9%	64.4%	69.2%	77.1%	69.3%						
Dallas as a place to work?	87.7%	92.4%	90.9%	94.2%	92.3%	90.0%						
Dallas as a place to retire?	43.6%	46.8%	54.7%	59.6%	61.2%	51.2%						
Dallas as a place to do business?	87.1%	86.6%	95.0%	96.0%	94.2%	92.8%						
The quality of economic development in Dallas?	63.3%	75.4%	87.3%	85.1%	91.8%	72.3%						
The overall quality of life in Dallas?	76.0%	80.3%	78.2%	83.9%	85.3%	78.3%						
<b>Characteristics of the Community (Excellent &amp; Good, no Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
Sense of community	42.7%	49.6%	56.2%	54.7%	65.3%	61.7%						
Openness and acceptance of the community towards people of diverse backgrounds	49.0%	59.6%	56.6%	56.2%	68.0%	54.0%						
Air quality	43.9%	50.4%	48.8%	66.1%	60.2%	63.5%						
Access to affordable quality housing	58.6%	64.0%	63.6%	45.2%	42.5%	33.1%						
Access to affordable quality child care	49.0%	47.7%	53.1%	45.1%	45.0%	39.3%						
Access to affordable quality health care	67.7%	65.4%	76.6%	68.1%	71.8%	66.7%						
Access to affordable quality food	85.7%	83.8%	81.1%	81.2%	85.5%	77.1%						
Access to living wage jobs	N/A	N/A	N/A	N/A	78.1%	76.9%						
Access to quality education	N/A	N/A	N/A	N/A	56.8%	59.4%						

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 13**


















Ease of car travel in Dallas	46.5%	50.0%	51.7%	58.0%	60.6%	44.2%	
Ease of bus travel in Dallas	35.3%	41.2%	44.0%	49.2%	34.0%	30.6%	
Ease of rail travel in Dallas	45.7%	47.6%	48.2%	47.0%	43.3%	34.5%	
Ease of bicycle travel in Dallas	18.9%	18.3%	21.3%	29.4%	34.3%	37.9%	
Ease of walking in Dallas	28.9%	23.2%	30.8%	28.5%	28.7%	33.9%	
<b>Issues/Problem (No Don't Knows) Major/Moderate</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Crime	N/A	88.4%	87.0%	93.1%	80.8%	94.4%	
Drugs	N/A	88.8%	88.5%	92.9%	81.4%	91.3%	
High weeds	N/A	N/A	40.4%	38.6%	25.3%	34.0%	
Noise	N/A	43.2%	51.6%	41.0%	39.0%	37.8%	
Blighted buildings	N/A	N/A	N/A	39.4%	48.3%	44.9%	
Homelessness	N/A	77.3%	80.2%	82.2%	83.8%	90.4%	
Environmental hazard(s), air quality and toxic waste	N/A	37.3%	35.3%	44.3%	55.8%	60.6%	
Loose dogs and unrestrained pets	N/A	N/A	26.8%	33.6%	42.1%	39.6%	
Litter	N/A	N/A	N/A	47.6%	56.4%	52.2%	
Infrastructure/streets	N/A	N/A	N/A	90.1%	81.3%	86.4%	
Aggressive solicitation/panhandling	N/A	N/A	N/A	N/A	64.0%	70.0%	
<b>Safety (No Don't Knows) Very Safe/Safe</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
In your neighborhood during the day	83.0%	91.3%	93.7%	89.5%	90.1%	88.4%	

N/A means the question was not asked during that survey administration



2020 Community Survey - 10 Year Trend

**DISTRICT 13**

In your neighborhood after dark	65.6%	67.6%	77.0%	71.7%	74.6%	67.0%	
From violent crime (rape, assault, robbery)	26.6%	36.3%	36.8%	24.8%	46.9%	32.0%	
From property crime (burglary, theft)	18.7%	22.8%	25.7%	17.1%	29.3%	20.4%	
From fire	54.7%	65.4%	69.4%	67.0%	70.4%	73.1%	
<b>Major Categories (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Ambulance/emergency medical services	89.7%	85.1%	90.0%	100.0%	100.0%	85.0%	
Art and Cultural programs/facilities	82.1%	84.1%	94.5%	98.5%	91.0%	93.8%	
Neighborhood code enforcement (e.g., high weeds, litter, blight)	45.2%	35.6%	51.6%	40.7%	75.0%	51.3%	
Customer service provided by city employees	45.5%	42.3%	46.1%	68.8%	65.3%	72.3%	
Drinking water	71.3%	62.1%	75.2%	83.2%	73.2%	76.6%	
Fire services	93.9%	88.1%	95.0%	100.0%	90.0%	100.0%	
Solid waste services (e.g., garbage and recycling collection)	56.1%	76.6%	78.4%	83.7%	79.8%	79.6%	
Land use, planning, and zoning	46.4%	55.9%	65.9%	14.3%	58.3%	36.8%	
Maintenance of infrastructure (e.g., city streets and sidewalks)	21.2%	16.8%	24.6%	27.2%	22.0%	16.8%	
Parks and recreation system	35.6%	41.2%	53.8%	74.1%	79.1%	74.7%	
Police services	71.3%	65.1%	79.5%	69.2%	84.0%	54.2%	
Sewer services (e.g. sanitary sewer/wastewater)	75.5%	66.0%	73.7%	83.4%	80.4%	88.5%	
Storm drainage	74.5%	59.0%	73.0%	69.8%	67.4%	66.0%	
Traffic signal timing	63.2%	52.7%	48.0%	58.2%	50.9%	22.5%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 13**

<b>Public Safety (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
Crime prevention	54.9%	50.9%	58.4%	52.6%	52.4%	22.5%						
Traffic enforcement	60.0%	52.0%	59.0%	59.8%	55.0%	41.6%						
Efforts by police to fight crime in your neighborhood	69.3%	59.0%	72.8%	74.5%	65.5%	51.3%						
Response time of police to emergency calls	57.6%	55.6%	65.6%	58.5%	50.0%	36.9%						
Response time of fire to emergency calls	88.5%	81.7%	95.1%	91.7%	91.3%	91.0%						
Fire prevention and education	61.4%	41.0%	72.2%	63.0%	75.0%	69.0%						
<b>Park and Recreation (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
City parks	N/A	58.1%	74.6%	80.7%	75.3%	74.1%						
Recreation programs or classes	N/A	39.3%	55.5%	74.4%	73.7%	57.8%						
Range/variety of recreation programs and classes	35.1%	36.0%	55.6%	74.3%	68.2%	64.0%						
Accessibility of parks	N/A	62.9%	70.6%	78.1%	81.2%	71.0%						
Accessibility of recreation centers/facilities	N/A	59.5%	61.3%	79.4%	73.2%	66.9%						
Appearance/maintenance of parks	54.1%	42.9%	65.2%	68.9%	66.7%	63.1%						
Appearance/maintenance of recreation centers/facilities	N/A	33.4%	60.7%	67.6%	54.8%	59.8%						
Outdoor athletic facilities (soccer/baseball fields, tennis courts)	N/A	37.3%	59.6%	64.9%	46.3%	56.9%						
Walking trails in the city	N/A	41.9%	51.4%	63.6%	73.8%	67.1%						
<b>Code Enforcement (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
Enforcement at multi-family building conditions	N/A	N/A	N/A	N/A	30.8%	36.4%						

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 13**

Enforcement of the mowing of weeds and high grass on private property	N/A	N/A	48.1%	52.9%	57.1%	40.3%	
Enforcement of blighted residential properties	N/A	N/A	50.5%	28.8%	20.0%	21.9%	
City efforts to remove junk motor vehicles (inoperative) on private property	N/A	N/A	56.6%	N/A	26.1%	36.1%	
Enforcement of bulk/brush trash violations	N/A	N/A	N/A	54.0%	60.0%	42.7%	
City efforts to survey and abate mosquitos carrying viruses	N/A	N/A	N/A	N/A	62.8%	53.3%	
Enforcement of food safety in restaurants	N/A	N/A	N/A	N/A	57.7%	71.6%	
<b>Solid Waste (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Garbage collections	82.0%	84.1%	76.8%	85.6%	82.8%	84.1%	
Recycling	78.7%	52.7%	83.9%	90.1%	82.3%	76.7%	
Yard waste pick-up	76.1%	71.2%	77.2%	81.1%	89.5%	79.6%	
Bulk trash pick-up	76.0%	70.8%	78.0%	84.3%	89.7%	81.0%	
Household hazardous waste disposal	50.0%	44.8%	47.7%	53.5%	66.7%	55.8%	
<b>Streets/Mobility (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Maintenance and repair of thoroughfares and major streets	N/A	N/A	N/A	N/A	25.2%	22.2%	
Maintenance and repair of streets in your neighborhood	39.0%	29.0%	39.5%	N/A	23.3%	26.6%	
Street striping	N/A	N/A	N/A	N/A	34.8%	32.6%	
Street cleaning	36.5%	41.7%	44.6%	33.0%	36.7%	35.2%	
Street lighting	44.9%	36.0%	51.2%	43.7%	53.6%	44.3%	
Traffic signs and signal operations	N/A	N/A	N/A	N/A	70.3%	72.0%	

N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 13**

Sidewalk maintenance	24.4%	17.1%	22.2%	17.0%	25.8%	25.0%	
Alley maintenance	20.2%	9.6%	11.8%	10.9%	8.9%	15.0%	
Curbs and gutters	N/A	N/A	N/A	N/A	36.6%	29.4%	
Bike lanes in the city (shared, protected and multi-use)	N/A	N/A	N/A	N/A	30.7%	46.9%	
<b>Water/Wastewater (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Water pressure in your home	83.7%	82.3%	88.7%	84.9%	81.2%	88.4%	
Taste/smell of tap water in your home	71.7%	63.4%	76.4%	74.5%	73.0%	77.6%	
Ease of understanding your water/wastewater bill	68.4%	60.7%	67.2%	69.8%	73.9%	75.3%	
<b>Other Services (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Services to seniors	40.7%	30.3%	38.4%	39.5%	43.8%	35.8%	
Services to youth	25.8%	30.6%	37.5%	36.8%	33.3%	42.2%	
Services to low-income people	32.2%	30.0%	34.7%	46.3%	28.6%	21.9%	
<b>PIO Services (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
3-1-1 services	N/A	53.7%	54.7%	N/A	61.2%	N/A	
Availability of information about city programs & services	49.3%	34.1%	37.3%	46.3%	43.9%	N/A	
Level of public involvement in decision making	23.8%	18.6%	20.2%	29.2%	20.0%	N/A	
Townhall meetings	28.2%	34.0%	39.1%	44.7%	38.7%	N/A	
<b>Value Statements (Strongly Agree/Agree)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
I receive good value for the City of Dallas taxes I pay	35.0%	35.1%	33.0%	51.9%	31.7%	31.6%	

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2020 Community Survey - 10 Year Trend

**DISTRICT 13**



N/A means the question was not asked during that survey administration

2020 Community Survey - 10 Year Trend

**DISTRICT 14**

<b>Quality of Life (Excellent &amp; Good, no Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
Dallas as a place to live?	80.8%	81.0%	84.0%	91.9%	85.7%	83.7%						
Your neighborhood as a place to live?	84.4%	89.0%	85.0%	91.8%	91.4%	92.0%						
Dallas as a place to raise children?	55.4%	56.5%	58.4%	70.2%	63.6%	59.6%						
Dallas as a place to work?	79.6%	86.5%	91.4%	90.6%	92.2%	91.9%						
Dallas as a place to retire?	48.4%	43.6%	54.2%	61.4%	40.7%	46.8%						
Dallas as a place to do business?	86.3%	85.9%	90.4%	92.1%	92.4%	93.2%						
The quality of economic development in Dallas?	62.1%	72.4%	86.9%	83.0%	87.9%	68.7%						
The overall quality of life in Dallas?	76.7%	77.8%	77.8%	90.0%	87.6%	74.2%						
<b>Characteristics of the Community (Excellent &amp; Good, no Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>					
Sense of community	48.0%	39.2%	57.9%	56.9%	54.8%	48.0%						
Openness and acceptance of the community towards people of diverse backgrounds	49.0%	47.4%	65.0%	50.9%	63.1%	51.6%						
Air quality	40.8%	51.6%	55.7%	59.8%	59.8%	47.5%						
Access to affordable quality housing	53.2%	55.0%	63.3%	42.2%	31.9%	23.9%						
Access to affordable quality child care	40.4%	48.1%	63.4%	40.0%	28.5%	25.0%						
Access to affordable quality health care	67.0%	64.5%	62.7%	70.5%	59.5%	56.3%						
Access to affordable quality food	82.3%	82.7%	85.9%	82.1%	73.3%	78.6%						
Access to living wage jobs	N/A	N/A	N/A	N/A	77.3%	66.7%						
Access to quality education	N/A	N/A	N/A	N/A	56.2%	54.0%						

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2020 Community Survey - 10 Year Trend

**DISTRICT 14**

Ease of car travel in Dallas	50.0%	50.5%	59.2%	53.8%	50.9%	35.8%	
Ease of bus travel in Dallas	49.2%	24.6%	37.1%	34.6%	27.1%	28.8%	
Ease of rail travel in Dallas	52.6%	46.2%	50.0%	44.3%	30.7%	42.0%	
Ease of bicycle travel in Dallas	16.6%	22.5%	27.1%	21.3%	23.5%	27.0%	
Ease of walking in Dallas	41.2%	29.7%	42.5%	34.6%	27.3%	41.2%	
<b>Issues/Problem (No Don't Knows) Major/Moderate</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Crime	N/A	90.3%	77.9%	93.6%	82.4%	89.6%	
Drugs	N/A	83.3%	82.4%	85.6%	67.8%	81.0%	
High weeds	N/A	N/A	37.9%	30.0%	28.6%	29.0%	
Noise	N/A	39.4%	48.4%	36.5%	37.5%	33.9%	
Blighted buildings	N/A	N/A	N/A	42.7%	43.3%	47.4%	
Homelessness	N/A	70.1%	61.6%	81.1%	88.3%	90.2%	
Environmental hazard(s), air quality and toxic waste	N/A	32.3%	39.4%	44.0%	59.8%	65.5%	
Loose dogs and unrestrained pets	N/A	N/A	25.3%	33.3%	37.5%	34.5%	
Litter	N/A	N/A	N/A	46.4%	56.3%	55.9%	
Infrastructure/streets	N/A	N/A	N/A	87.0%	87.6%	87.9%	
Aggressive solicitation/panhandling	N/A	N/A	N/A	N/A	62.5%	58.6%	
<b>Safety (No Don't Knows) Very Safe/Safe</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
In your neighborhood during the day	81.7%	92.0%	95.0%	92.7%	94.3%	86.3%	

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2020 Community Survey - 10 Year Trend

**DISTRICT 14**

In your neighborhood after dark	61.2%	60.2%	66.7%	58.2%	50.9%	54.4%	
From violent crime (rape, assault, robbery)	41.0%	32.3%	48.9%	33.0%	39.0%	29.5%	
From property crime (burglary, theft)	27.2%	19.8%	30.8%	26.6%	16.5%	15.4%	
From fire	67.3%	69.1%	73.9%	66.3%	71.1%	70.0%	
<b>Major Categories (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Ambulance/emergency medical services	76.0%	93.3%	95.5%	77.8%	75.0%	100.0%	
Art and Cultural programs/facilities	84.0%	79.8%	86.5%	95.1%	87.2%	94.1%	
Neighborhood code enforcement (e.g., high weeds, litter, blight)	43.5%	42.1%	52.7%	60.8%	58.3%	55.9%	
Customer service provided by city employees	47.7%	43.6%	52.3%	69.9%	45.9%	63.8%	
Drinking water	67.0%	53.7%	70.8%	80.0%	74.7%	82.9%	
Fire services	90.6%	90.2%	93.0%	66.6%	100.0%	100.0%	
Solid waste services (e.g., garbage and recycling collection)	54.0%	78.0%	77.0%	86.9%	75.7%	86.7%	
Land use, planning, and zoning	46.1%	43.0%	57.5%	42.1%		47.6%	
Maintenance of infrastructure (e.g., city streets and sidewalks)	21.2%	19.8%	26.9%	17.6%	13.3%	12.5%	
Parks and recreation system	42.9%	66.3%	56.7%	86.7%	81.3%	80.2%	
Police services	67.8%	67.1%	74.5%	72.0%	50.0%	44.8%	
Sewer services (e.g. sanitary sewer/wastewater)	71.3%	70.4%	75.6%	84.6%	87.2%	86.5%	
Storm drainage	71.3%	59.8%	65.1%	66.0%	56.1%	73.8%	
Traffic signal timing	55.0%	46.8%	49.0%	49.3%	49.3%	24.6%	

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2020 Community Survey - 10 Year Trend

**DISTRICT 14**

<b>Public Safety (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Crime prevention	55.7%	47.6%	61.4%	48.5%	50.0%	39.3%	
Traffic enforcement	58.0%	48.4%	61.1%	52.0%	40.9%	39.3%	
Efforts by police to fight crime in your neighborhood	69.1%	56.8%	70.9%	75.5%	50.0%	48.3%	
Response time of police to emergency calls	62.4%	58.5%	67.6%	56.6%	44.1%	34.9%	
Response time of fire to emergency calls	87.9%	82.5%	90.4%	91.3%	83.4%	83.0%	
Fire prevention and education	62.1%	55.6%	60.0%	67.8%	75.0%	52.6%	
<b>Park and Recreation (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
City parks	N/A	68.9%	74.5%	87.3%	87.9%	67.3%	
Recreation programs or classes	N/A	42.2%	63.7%	72.5%	72.7%	60.7%	
Range/variety of recreation programs and classes	33.4%	30.5%	55.8%	64.6%	78.9%	62.7%	
Accessibility of parks	N/A	63.6%	70.8%	85.4%	84.2%	73.5%	
Accessibility of recreation centers/facilities	N/A	57.4%	63.6%	72.1%	88.9%	64.1%	
Appearance/maintenance of parks	50.6%	65.1%	69.2%	83.8%	77.7%	61.3%	
Appearance/maintenance of recreation centers/facilities	N/A	50.8%	64.1%	73.4%	73.4%	52.4%	
Outdoor athletic facilities (soccer/baseball fields, tennis courts)	N/A	54.3%	59.2%	70.5%	70.7%	63.2%	
Walking trails in the city	N/A	66.3%	61.8%	74.2%	80.0%	72.9%	
<b>Code Enforcement (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Enforcement at multi-family building conditions	N/A	N/A	N/A	N/A	21.1%	26.0%	

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**DISTRICT 14**

Sidewalk maintenance	24.3%	20.7%	22.9%	21.5%	25.2%	19.7%	
Alley maintenance	17.0%	15.3%	22.5%	15.2%	16.0%	16.0%	
Curbs and gutters	N/A	N/A	N/A	N/A	31.9%	26.8%	
Bike lanes in the city (shared, protected and multi-use)	N/A	N/A	N/A	N/A	28.1%	27.7%	
<b>Water/Wastewater (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Water pressure in your home	75.8%	85.0%	88.8%	89.1%	86.4%	83.0%	
Taste/smell of tap water in your home	62.3%	64.3%	76.7%	72.5%	66.1%	72.9%	
Ease of understanding your water/wastewater bill	70.8%	65.1%	74.5%	79.6%	69.8%	78.6%	
<b>Other Services (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
Services to seniors	40.0%	38.7%	48.7%	39.3%	35.7%	39.2%	
Services to youth	21.0%	33.4%	38.1%	42.8%	38.5%	43.2%	
Services to low-income people	23.5%	34.3%	40.4%	16.2%	25.1%	23.7%	
<b>PIO Services (No Don't Knows)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
3-1-1 services	N/A	56.9%	70.2%	N/A	59.0%	N/A	
Availability of information about city programs & services	43.8%	50.6%	45.5%	47.8%	36.0%	N/A	
Level of public involvement in decision making	22.5%	24.1%	23.0%	30.6%	14.9%	N/A	
Townhall meetings	38.8%	24.4%	34.0%	40.0%	24.2%	N/A	
<b>Value Statements (Strongly Agree/Agree)</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2020</b>	<b>10 Year Trend</b>
I receive good value for the City of Dallas taxes I pay	34.3%	45.9%	47.3%	54.8%	37.4%	36.6%	

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2020 Community Survey - 10 Year Trend

**DISTRICT 14**



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