

Memorandum



CITY OF DALLAS

DATE April 18, 2020

TO Honorable Mayor and Members of the City Council

SUBJECT **April 22, 2020 City Council FINAL Agenda - Additions/Revisions/Deletions**

On April 11, 2020, a DRAFT City Council Agenda for April 22, 2020 was provided for your review. This memo outlines any additions, revisions or deletions made to the FINAL agenda after the distribution of the DRAFT agenda.

Additional items and deletions to the DRAFT agenda are outlined below, including *revisions* to the FINAL agenda are underlined in blue and *deletions* are strikethrough in red.

Additions:

41. 20-336 A resolution authorizing the conveyance of approximately 8.825 acres of City-owned land to Tarrant Regional Water District located in Anderson County, for the construction, operation and maintenance of the Lake Palestine Intake Pump Station, in exchange for allowing the City of Dallas to connect and extend its water supply located on the shoreline of Lake Palestine - Financing: No cost consideration to the City

42. 20-797 A resolution to authorize the City Manager to **(1)** spend funds in compliance with the Coronavirus Aid, Relief, and Economic Security Act (CARES Act) and in accordance with guidance from the U.S. Department of Treasury for the Coronavirus Relief Fund; **(2)** take all necessary actions to apply for and receive funds for which the City is eligible from state and federal sources; **(3)** receive and deposit funds in an amount not to exceed \$200,000,000 in the Coronavirus Relief Fund; **(4)** establish appropriations in an amount not to exceed \$200,000,000 in the Coronavirus Relief Fund; **(5)** transfer appropriations, expenses, or cash between funds established for COVID-19 response; and **(6)** execute any grant agreements necessary to receive COVID-19 funding from federal and state sources - Not to exceed \$200,000,000 - Financing: U.S. Department of Treasury - Coronavirus Relief Funds

43. 20-788 Authorize **(1)** an expanded emergency rental assistance program, CARES Emergency Solutions Grant, to support individuals who have been impacted due to the Novel Coronavirus (COVID-19) to provide up to six months of rental assistance payments for individuals with incomes at or below 50 percent of area median income who are housed and at risk of homelessness as described in Exhibit A; **(2)** an expanded emergency mortgage/rental assistance program, CARES Housing Opportunities for

DATE April 18, 2020
SUBJECT April 22, 2020 City Council FINAL Agenda Additions/Revisions/Deletions

Persons with AIDS (HOPWA) Short-Term Rent, Mortgage and Utility Emergency Assistance Program, to support individuals who have been impacted due to COVID-19 to provide up to twenty-four months of rental, mortgage and utility assistance payments for individuals with incomes at or below 80 percent of area median income as described in Exhibit B; and **(3)** execution of all documents and agreements necessary to implement the programs, including but not limited to subrecipient agreement(s) to administer the programs through an open application process - Not to exceed \$1,000,000.00 - Financing: CARES Act Relief Funds for CARES Emergency Solutions Grant (\$600,000.00) and CARES Act Relief Funds for CARES HOPWA Emergency Assistance Grant (\$400,000.00)

44. 20-785 Authorize **(1)** the establishment and administration of the City of Dallas Small Business Continuity Fund (SBCF) Program pursuant to 42 U.S.C. §5305 and the Coronavirus Aid, Relief, and Economic Security (CARES) Act to make grants and loans to small businesses impacted by the COVID-19 Pandemic in an amount not to exceed \$5,000,000.00; **(2)** the execution of a subrecipient agreement with Dallas Development Fund (DDF), the City's Community Development Entity, or an agreement with a vendor to be procured by the City Manager, to administer the SBCF Program; **(3)** establish appropriations, future encumbrances, and disbursements as appropriate for a total amount not to exceed \$5,000,000.00 in the 2020 CARES Act Relief CDBG #1 Fund; **(4)** to record an expenditure and increase of a Business Loan Receivable of up to \$2,500,000.00 at the time of disbursement of funds to the DDF or other vendor, and record an expenditure of up to \$2,500,000.00 at the time of disbursement of the grant funds to the DDF or other vendor for an estimated total amount of expenditures not to exceed \$5,000,000.00; and **(5)** the ability to receive, deposit, and transfer loan repayments to pertinent City accounts in an amount not to exceed \$2,500,000.00, and, if applicable, the ability to receive, deposit, and transfer grant repayments to pertinent City accounts in an amount not to exceed \$2,500,000.00 - Not to exceed \$5,000,000.00 - Financing: 2020 CARES Act Relief CDBG #1 Fund
45. 20-802 An ordinance **(1)** providing for a COVID notice of possible eviction by residential landlords before a notice to vacate a residential tenancy due to the COVID-19 pandemic; **(2)** creating a COVID hardship notice for tenants; **(3)** creating an offense; **(4)** providing a penalty not to exceed \$500.00; and **(5)** providing an effective date - Financing: No cost consideration to the City
46. 20-716 Consideration of Continuing the Declaration of State of Local Disaster

Revisions:

7. 20-753 Authorize **(1)** an emergency Short-Term Mortgage/Rental Assistance Program as described in Exhibit A due to Novel Coronavirus (COVID-19) to provide up to three months of mortgage or rental assistance payments for low- and moderate-income persons at or below 80 percent area median income; **(2)** the COVID-19 Tenant Based Rental Assistance Program as described in Exhibit B due to COVID-19 to provide up to ~~24~~ twenty-four months of rental assistance payments for low- and moderate-income families at or below 80 percent Area Median Income; and **(3)** execution of all documents and agreements necessary to implement the programs, including but not limited to subrecipient agreement(s) to administer the programs through an open application process - Not to exceed \$6,104,683.00 - Financing: FY 2020-21 CARES Act Relief Funds (\$2,119,842.00); FY 2019-20 Community Development Block Grant Funds (\$2,384,841.00), FY 2017-18 HOME Investment Partnership Funds (\$440,439.00), FY 2018-19 HOME Investment Partnership Funds (\$767,129.00), FY 2019-20 HOME Investment Partnership Funds (\$392,432.00)
11. 20-733 Authorize a two-year cooperative purchasing agreement for on-call solid waste consulting services for the Department of Sanitation Services with Burns & McDonnell Engineering Company, Inc. through an interlocal agreement with the City of San Antonio - Estimated amount of \$454,090.00 - Financing: Sanitation Operation Fund
23. 20-432 Authorize **(1)** an acquisition contract for the purchase and installation of hardware and software for body worn, in-car, and interview room camera systems for the Police Department in an estimated amount of \$17,192,517.13; and **(2)** a five-year service contract, with two one-year renewal options, for maintenance and support of body worn, in-car, and interview room camera systems for the Police Department in an estimated amount of \$22,799,733.78 - Axon Enterprise, Inc., most advantageous proposer of four - Total estimated amount of \$39,992,250.91 - Financing: General Fund (\$23,695,367.44), Master Lease Equipment Funds (\$1,868,989.00), and Communication Service Fund (\$14,427,894.47)
26. 20-615 Authorize the purchase of fire pump simulators for the Fire-Rescue Department – ~~Fire Department~~ FD International, Inc., lowest responsible bidder of three – Not to exceed \$129,800 – Financing: General Fund
28. 20-709 A resolution ratifying the City Manager’s execution of an emergency service price agreement with ~~Endeavors Unlimited, Inc.~~ Family Endeavors, Inc. dba Endeavors for homeless shelter and dormitory management services related to COVID-19 for the Office of Homeless Solutions - Estimated amount of \$752,083 - Financing: General Fund

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Thank you for your attention to these changes. If you have any questions, please contact Kimberly Bizer Tolbert, Chief of Staff at 214-670-3302.



T.C. Broadnax
City Manager

- c:
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| Chris Caso, City Attorney | Joey Zapata, Assistant City Manager |
| Mark Swann, City Auditor | Nadia Chandler Hardy, Assistant City Manager |
| Biliera Johnson, City Secretary | Dr. Eric A. Johnson, Chief of Economic Development and Neighborhood Services |
| Preston Robinson, Administrative Judge | M. Elizabeth Reich, Chief Financial Officer |
| Kimberly Bizer Tolbert, Chief of Staff to the City Manager | Laila Aleqresh, Chief Innovation Officer |
| Majed A. Al-Ghafry, Assistant City Manager | M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion |
| Jon Fortune, Assistant City Manager | Directors and Assistant Directors |

Memorandum



CITY OF DALLAS

DATE April 17, 2020

TO Honorable Mayor and Members of the City Council

SUBJECT **Census 2020 Update**

As the COVID-19 Stay at Home order is active, City staff continues to push virtual outreach and awareness for Census 2020. Residents can now fill out the Census online and over the phone in multiple languages. All households that have not responded online or over the phone should have received their paper Census forms.

Earlier this week, the Census Bureau released a statement announcing they are proposing to extend the self-response date to October 31, 2020. They are also proposing to push back reporting the official counts to the President, as well as state and local governments. The proposed new dates are as follows:

Activity	Planned Schedule	Revised Schedule
Self-Response Phase	March 12 – July 31, 2020	March 12 – October 31, 2020
Non-Response Follow up	May 13 – July 31, 2020	August 11 – October 31, 2020
Deliver Counts to President	by December 31, 2020	By April 30, 2021
Counts Delivered to States	by April 1, 2021	July 31, 2021

While the Census Bureau does not need Congressional approval to move the self-response date, they do need approval to push back the date for reporting the counts. City staff will provide an update when Congress takes any action.

Additionally, the proposed new Census schedule will impact the redistricting timeline that was presented to you at the March 4, 2020 City Council briefing. A proposed new redistricting timeline will be forthcoming. As of now, we do not anticipate that any changes will impact the originally proposed timeline of having a new districting plan in effect for the May 2023 City Council elections.

The Census 2020 count has been underway for just over three weeks now. The following numbers represent response rates as of April 14, 2020:

- National: 49.1%
- State: 44.7%
- Dallas County: 46.3%
- City of Dallas: 42.7%**

City staff continues to send weekly Complete Count Committee updates with Census 2020 facts and links for downloadable social media graphics in English and in Spanish. The emails are also

DATE April 17, 2020
SUBJECT **Census 2020 Update**

sent to the Mayor and City Council, as well as Mayor and City Council staff. We invite you to [download and share](#) these graphics weekly to assist in our continued outreach and awareness efforts.

City staff also continues engaging with the local school districts. The districts are sharing Census 2020 information and promoting Census 2020 in tandem with meal serving and learning distance programs.

Alpha Business Images (ABI) is now providing district specific response rate maps weekly. City staff will share those maps with the Mayor and City Council as you continue to raise awareness for Census 2020.

Internally, Census staff is hosting virtual meetings with all City department Census liaisons to continue enlisting their support for Census 2020. Staff department liaisons are being asked to share messaging and encourage participation within their respective departments. Departments continue to be eager to assist and shift their participation to virtual outreach.

Additionally, as COVID-19 is fluid and evolving, and outreach efforts have shifted to virtual engagement, we appreciate your sharing the importance of Census 2020 with residents and stakeholders in your district and identifying virtual engagement opportunities to promote Census 2020.

We also encourage you to direct those willing to virtually participate in Census 2020 to info@dallasCensus.com. Someone will respond promptly to engage them in our effort.

We will continue to keep you updated on the City's Census 2020 efforts. For questions or concerns, please contact me or Brett Wilkinson, Managing Director, Office of Strategic Partnerships and Government Affairs.



Kimberly Bizer Tolbert
Chief of Staff to the City Manager

- c: T. C. Broadnax, City Manager
Chris Caso, City Attorney
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Biliera Johnson, City Secretary
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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:
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|---|--|
| T.C. Broadnax, City Manager | Jon Fortune, Assistant City Manager |
| Chris Caso, City Attorney | Joey Zapata, Assistant City Manager |
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2020 COMMUNITY SURVEY

District 1 Highlights

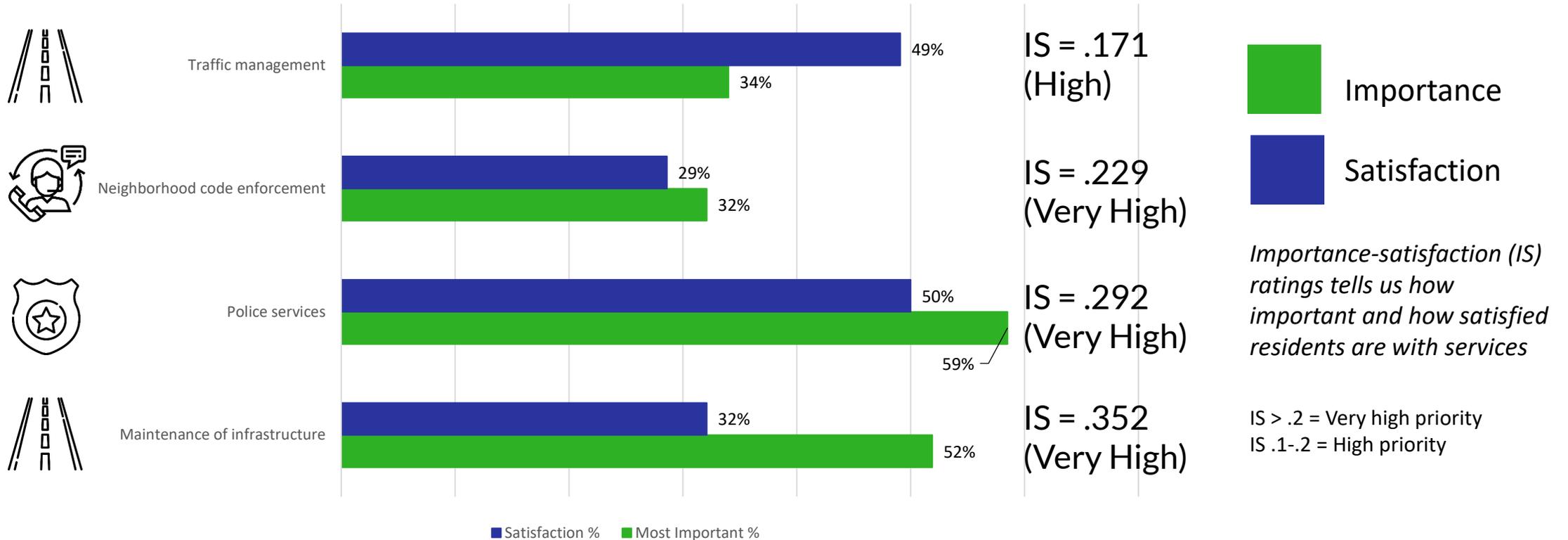
106

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

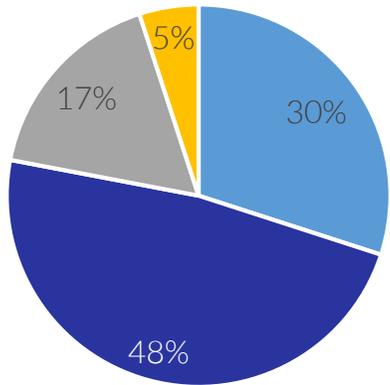
District 1 Highlights

106
SURVEYS

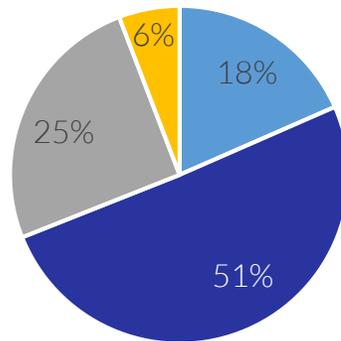


When asked to rate Dallas as a place to do business, place to work, and place to live, District 1 residents responded in the following manner with “Excellent,” “Good,” “Fair,” and “Poor.”

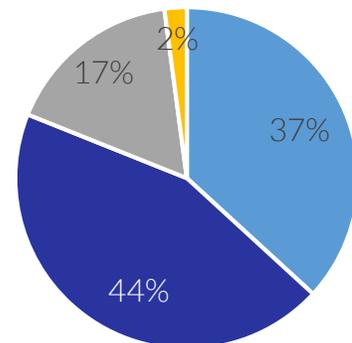
DALLAS AS A PLACE TO LIVE



DALLAS AS A PLACE TO WORK



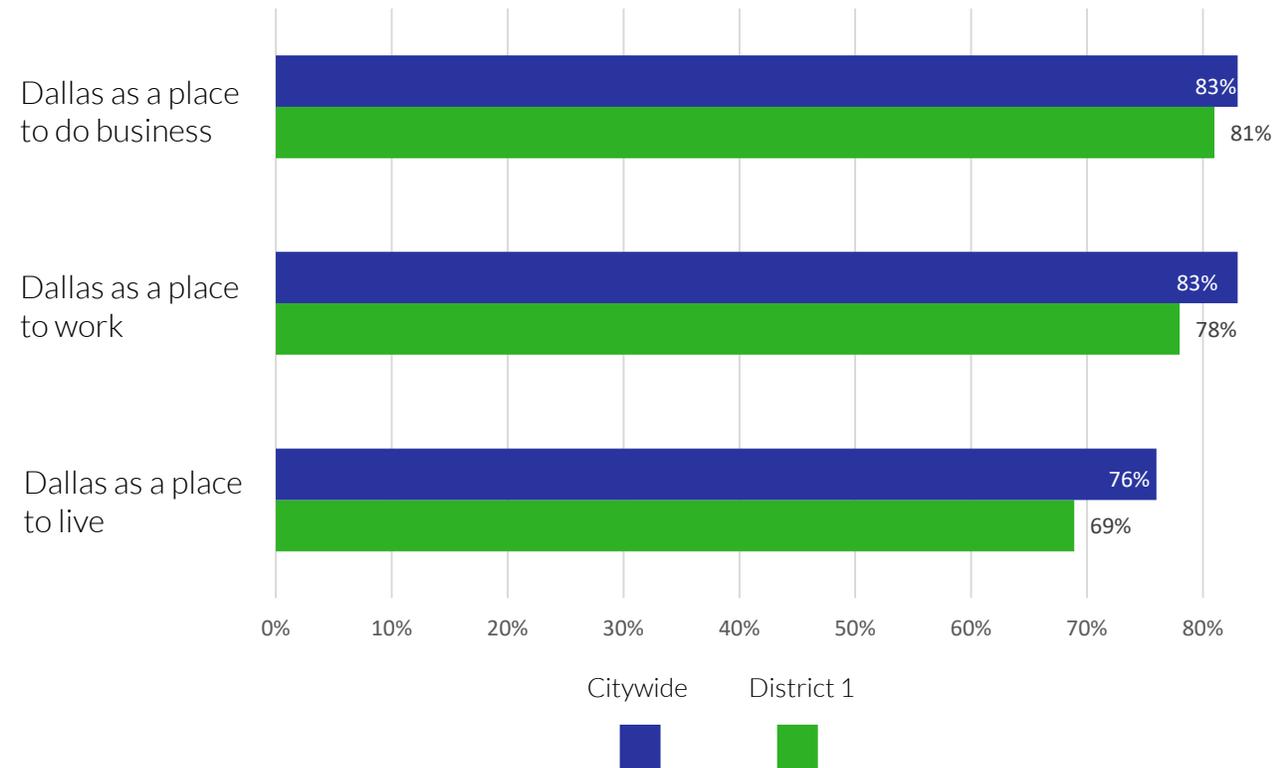
DALLAS AS A PLACE TO DO BUSINESS



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 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
Very High Priority (IS >.20)						
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
High Priority (IS .10-.20)						
Traffic management	34%	3	49%	18	0.1731	4
Medium Priority (IS <.10)						
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

102

SURVEYS

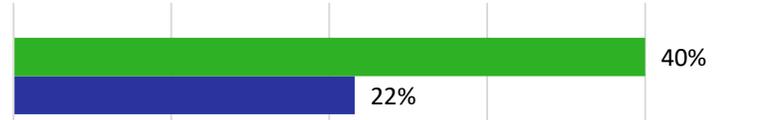


WHAT ARE THE HIGHEST PRIORITIES FOR DISTRICT 2?

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



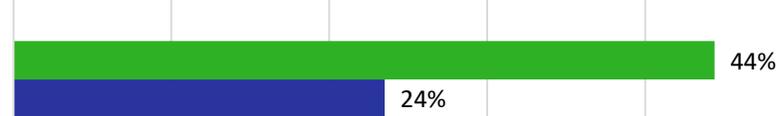
Social services



IS = .129
(High)



Neighborhood code enforcement



IS = .130
(High)



Traffic management



IS = .255
(Very High)



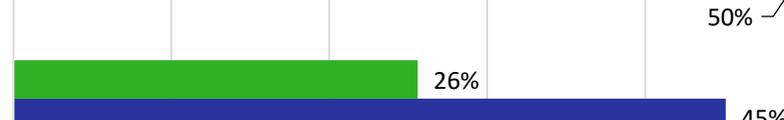
Police services



IS = .300
(Very High)



Maintenance of infrastructure



IS = .335
(Very High)



Importance



Satisfaction

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

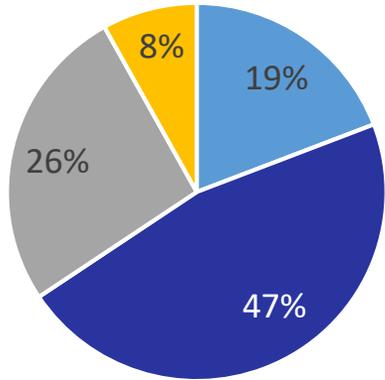
District 2 Highlights

102
SURVEYS

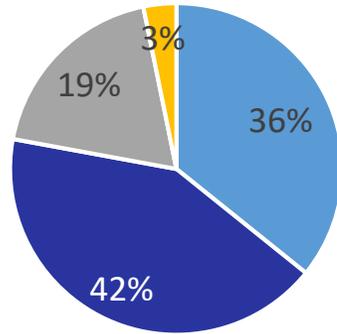


When asked to rate Dallas as a place to do business, place to work, and place to live, District 2 residents responded in the following manner with “Excellent,” “Good,” “Fair,” and “Poor.”

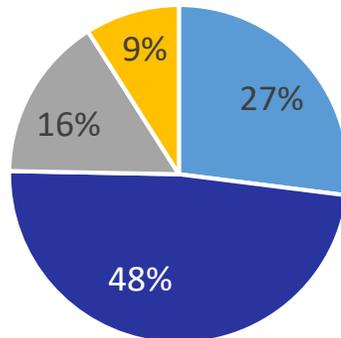
DALLAS AS A PLACE TO LIVE



DALLAS AS A PLACE TO WORK

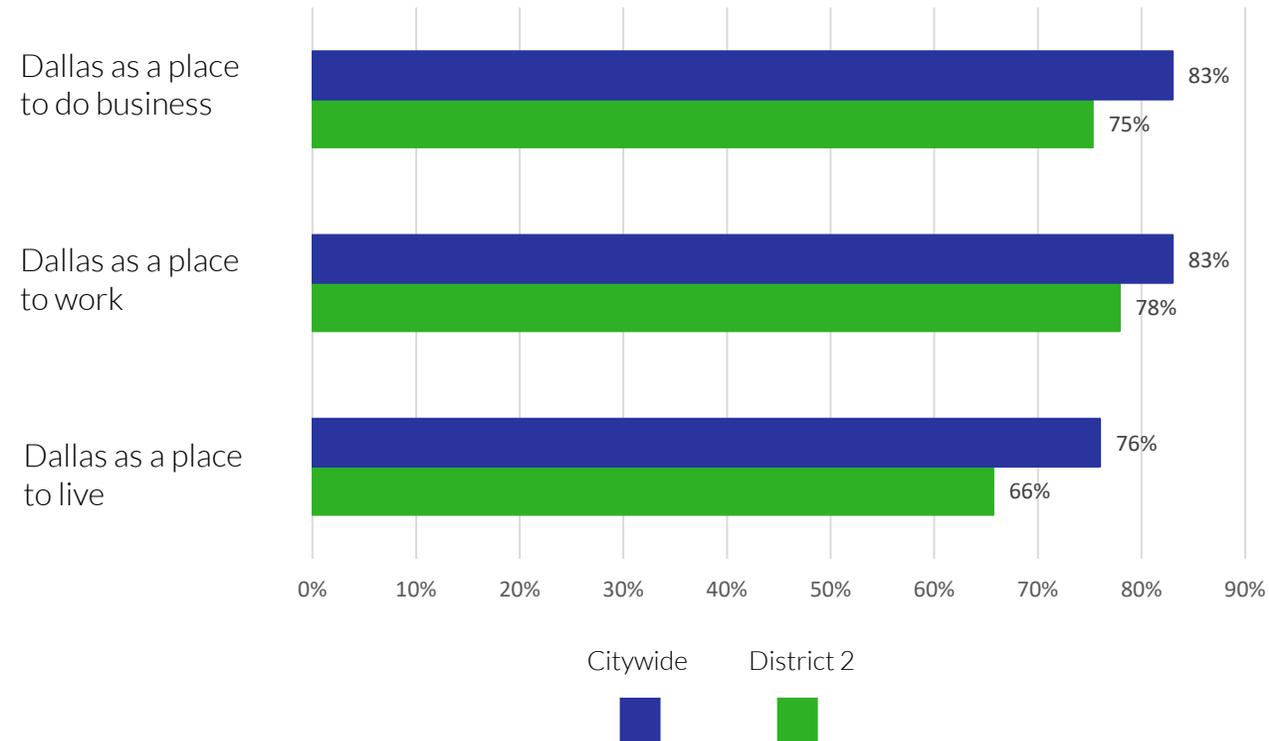


DALLAS AS A PLACE TO DO BUSINESS



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
Very High Priority (IS >.20)						
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
High Priority (IS .10-.20)						
Neighborhood code enforcement	24%	4	44%	16	0.1307	4
Social services	22%	6	40%	18	0.1296	5
Medium Priority (IS <.10)						
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

124

SURVEYS

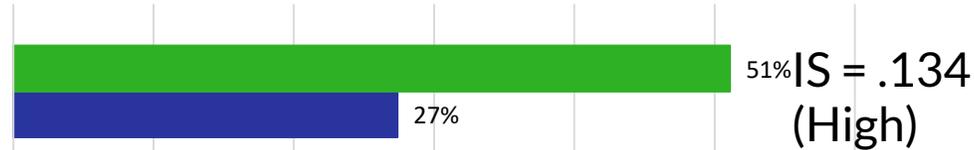


WHAT ARE THE HIGHEST PRIORITIES FOR DISTRICT 3?

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



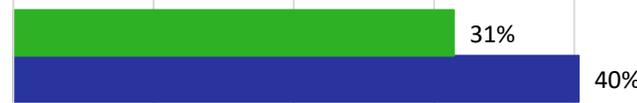
Traffic management



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

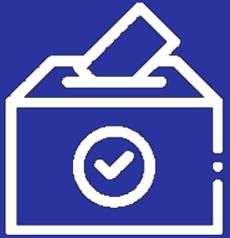
Importance-satisfaction (IS) ratings tells us how important and how satisfied residents are with services

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

2020 COMMUNITY SURVEY

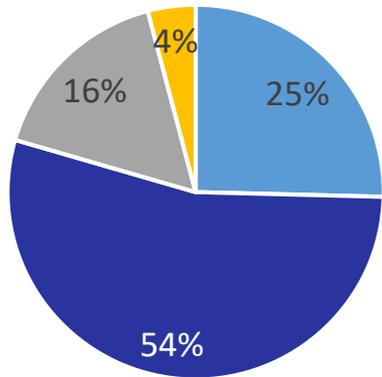
District 3 Highlights

124
SURVEYS

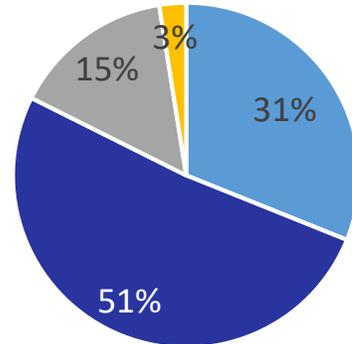


When asked to rate Dallas as a place to do business, place to work, and place to live, District 3 residents responded in the following manner with “Excellent,” “Good,” “Fair,” and “Poor.”

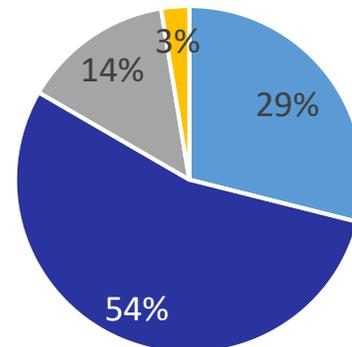
DALLAS AS A PLACE TO LIVE



DALLAS AS A PLACE TO WORK



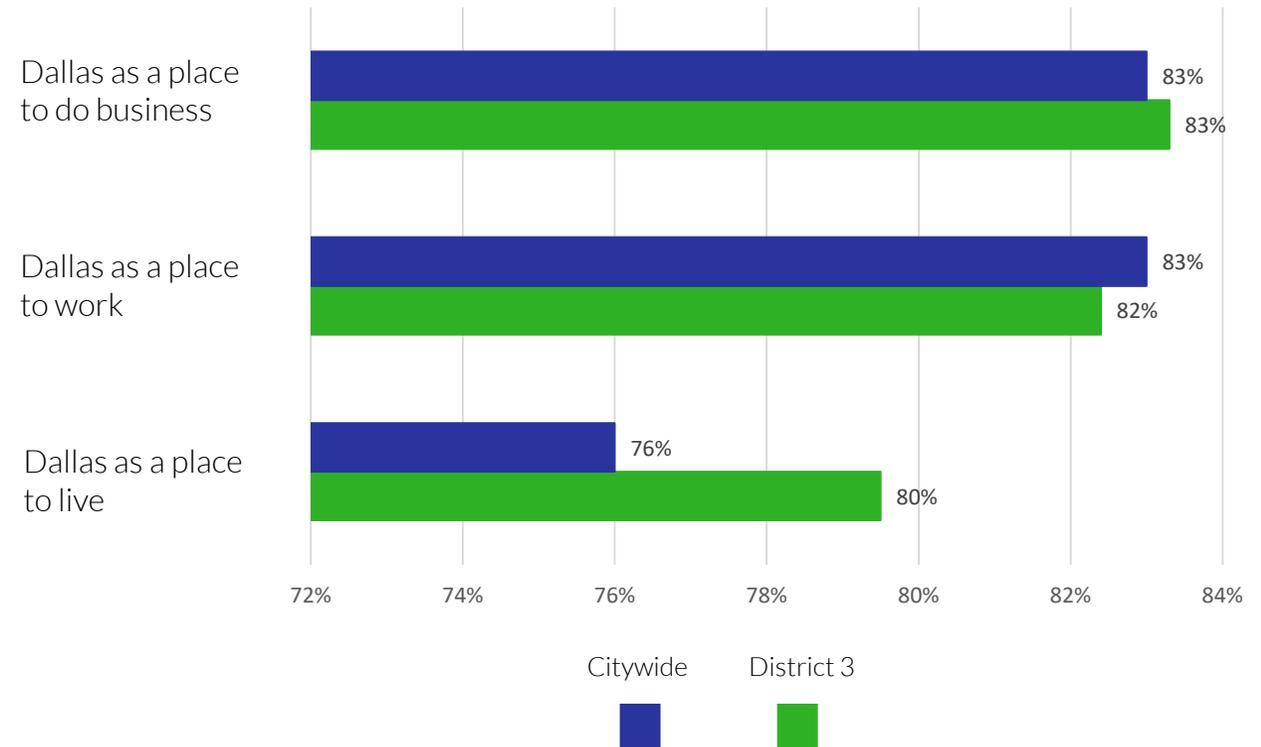
DALLAS AS A PLACE TO DO BUSINESS



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 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
Very High Priority (IS >.20)						
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
High Priority (IS .10-.20)						
Traffic management	27%	4	51%	15	0.1340	4
Medium Priority (IS <.10)						
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

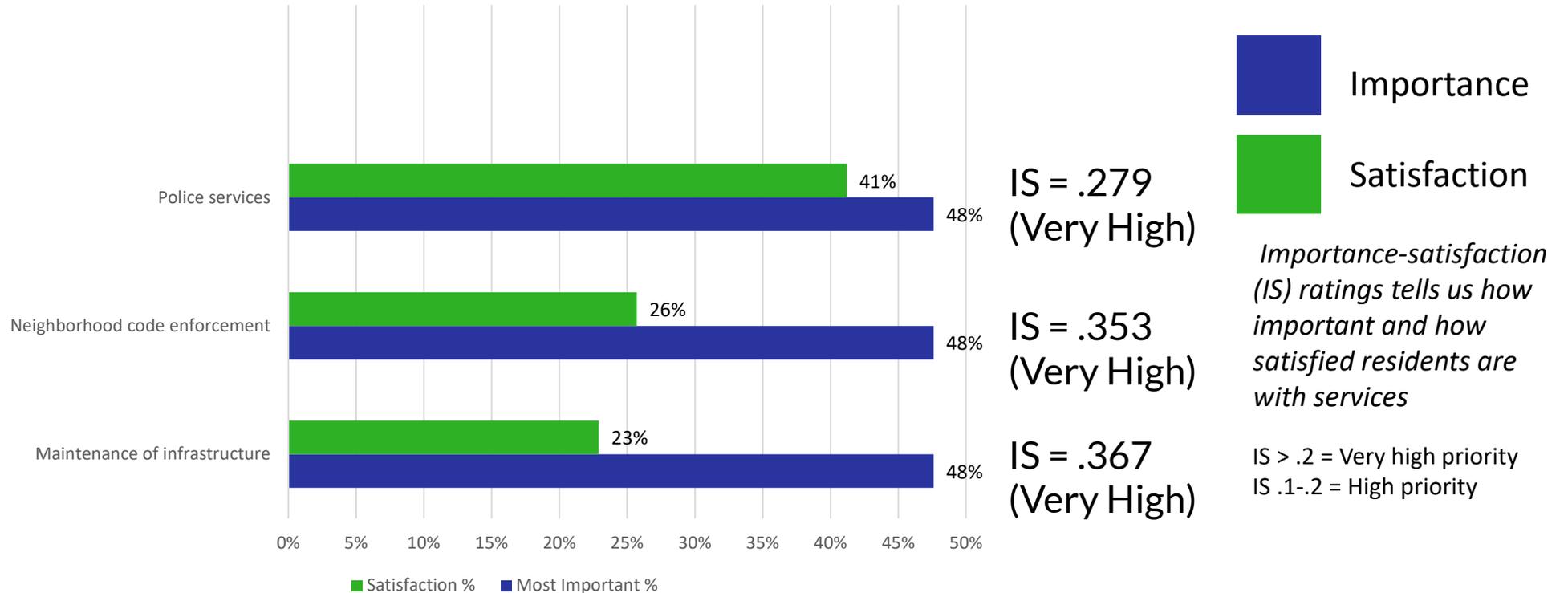
105

SURVEYS



WHAT ARE THE HIGHEST PRIORITIES FOR DISTRICT 4?

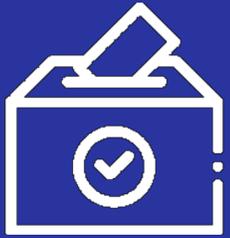
Of the 12 major City services, these are most important and least satisfactory to residents, indicating a need for more investment to improve satisfaction



2020 COMMUNITY SURVEY

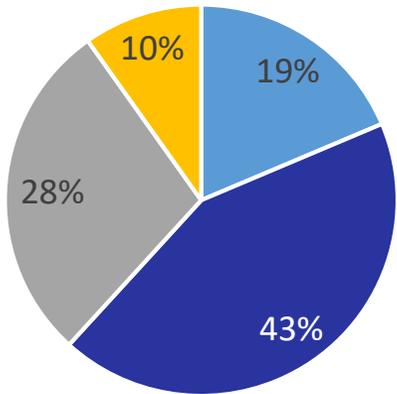
District 4 Highlights

105
SURVEYS

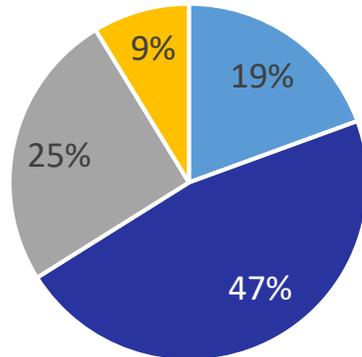


When asked to rate Dallas as a place to do business, place to work, and place to live, District 4 residents responded in the following manner with “Excellent,” “Good,” “Fair,” and “Poor.”

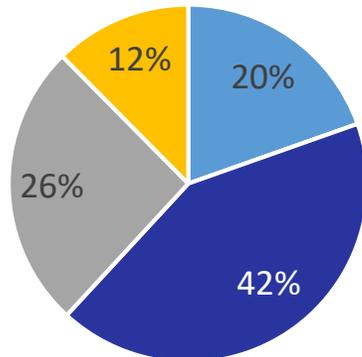
DALLAS AS A PLACE TO LIVE



DALLAS AS A PLACE TO WORK



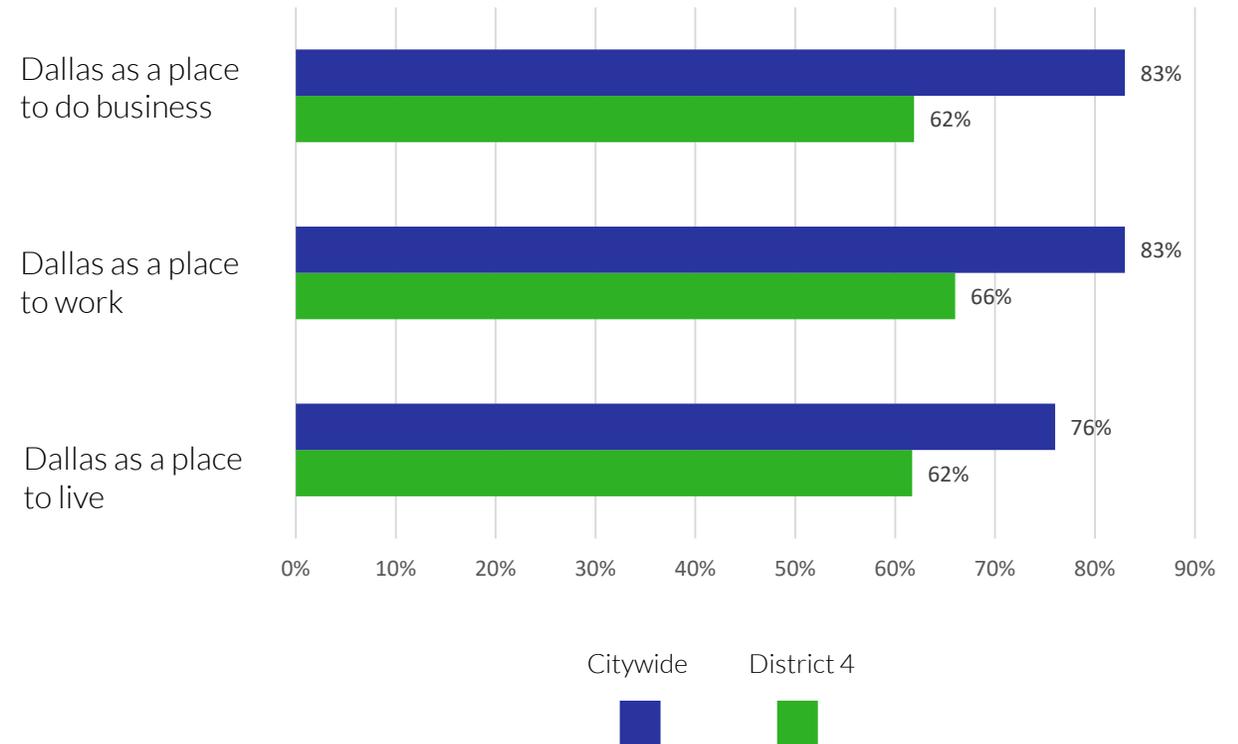
DALLAS AS A PLACE TO DO BUSINESS



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
Very High Priority (IS >.20)						
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
High Priority (IS .10-.20)						
None						
Medium Priority (IS <.10)						
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.

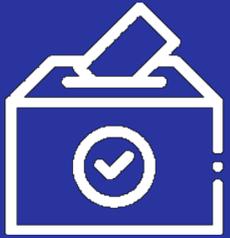
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2020 COMMUNITY SURVEY

District 5 Highlights

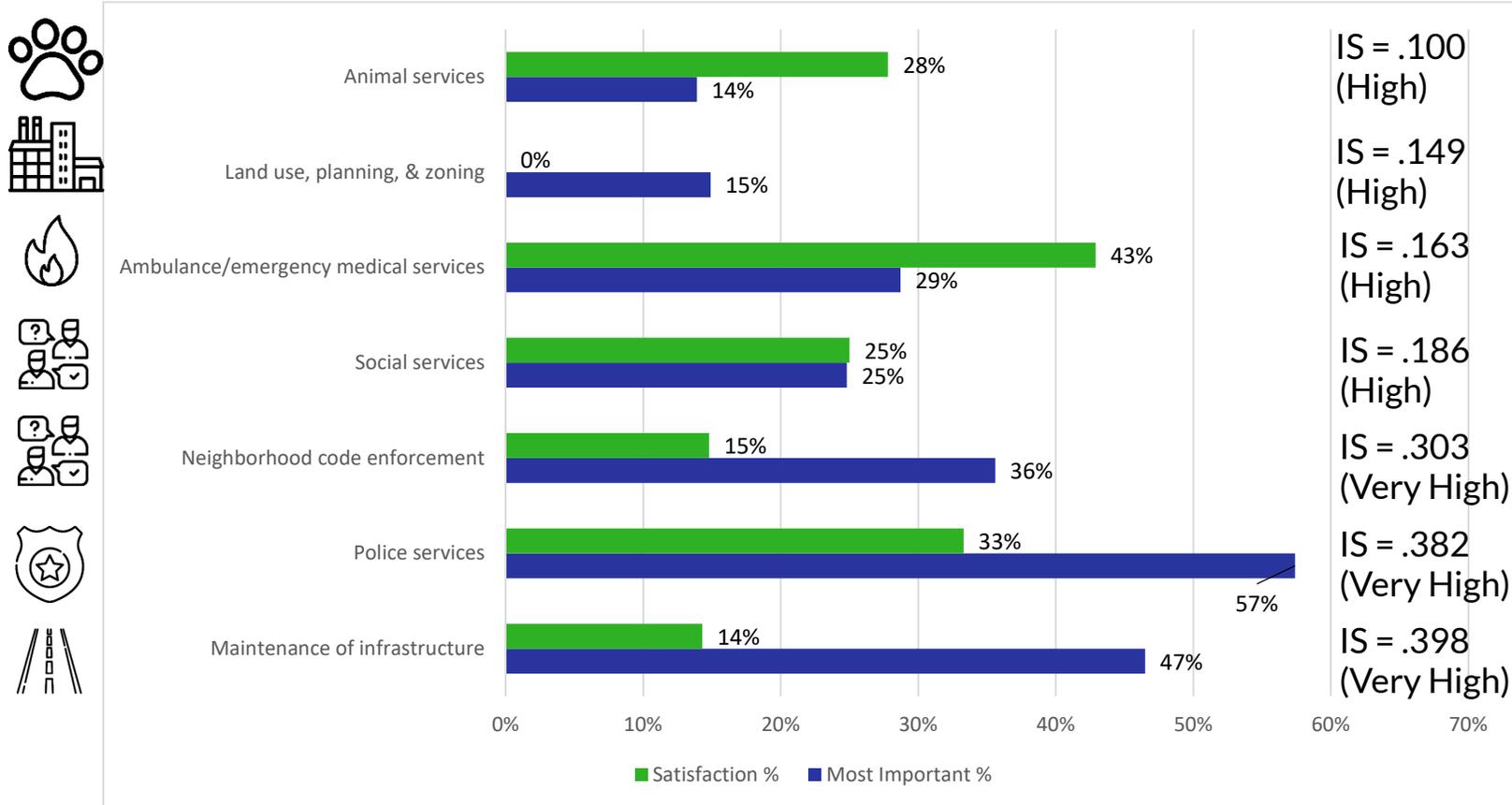
101

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-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

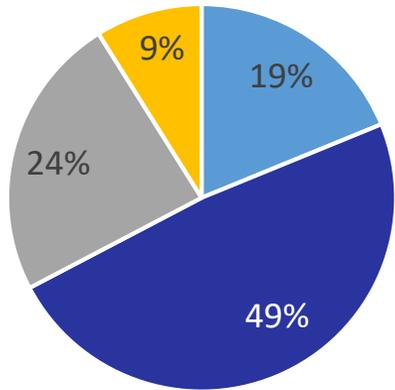
District 5 Highlights

101
SURVEYS

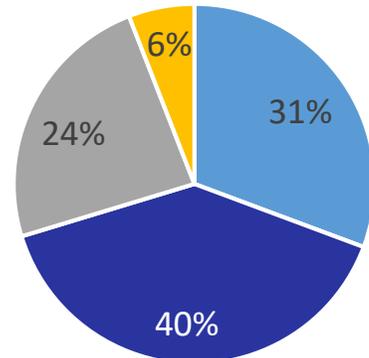


When asked to rate Dallas as a place to do business, place to work, and place to live, District 5 residents responded in the following manner with “Excellent,” “Good,” “Fair,” and “Poor.”

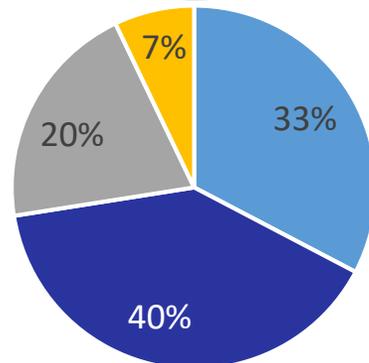
DALLAS AS A PLACE TO LIVE



DALLAS AS A PLACE TO WORK



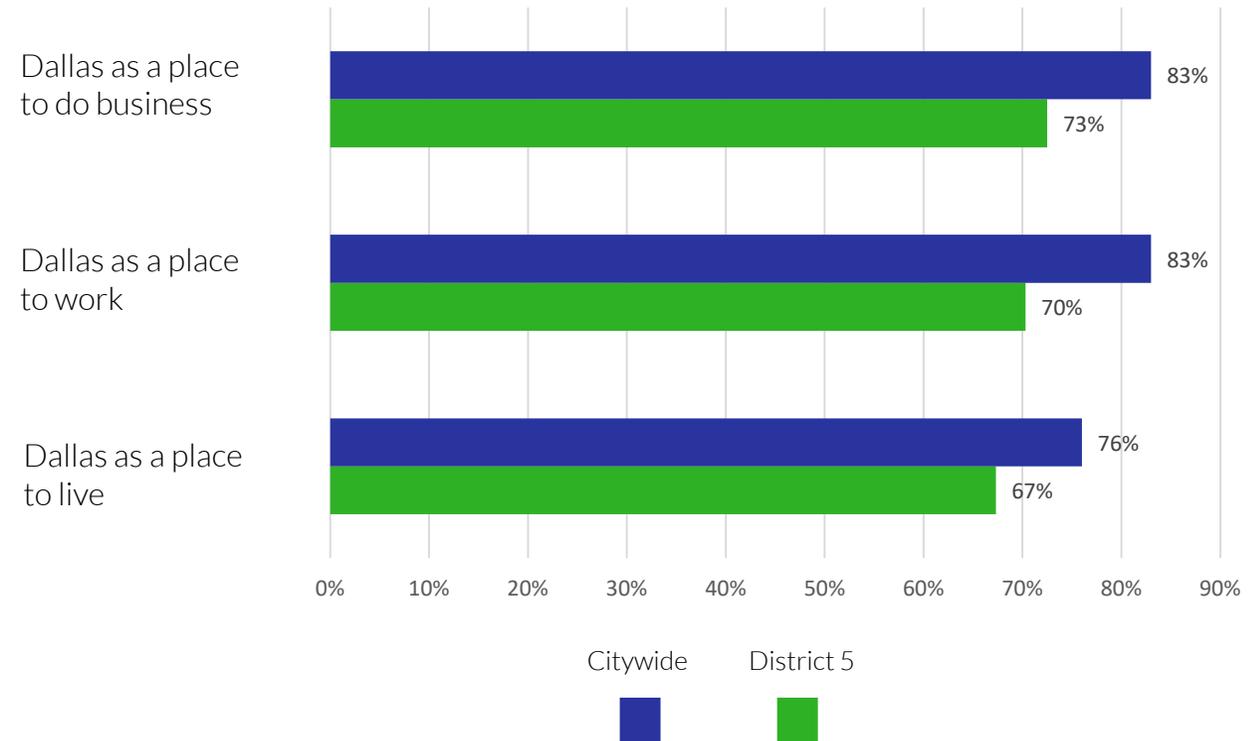
DALLAS AS A PLACE TO DO BUSINESS



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
Very High Priority (IS >.20)						
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
High Priority (IS .10-.20)						
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
Medium Priority (IS <.10)						
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

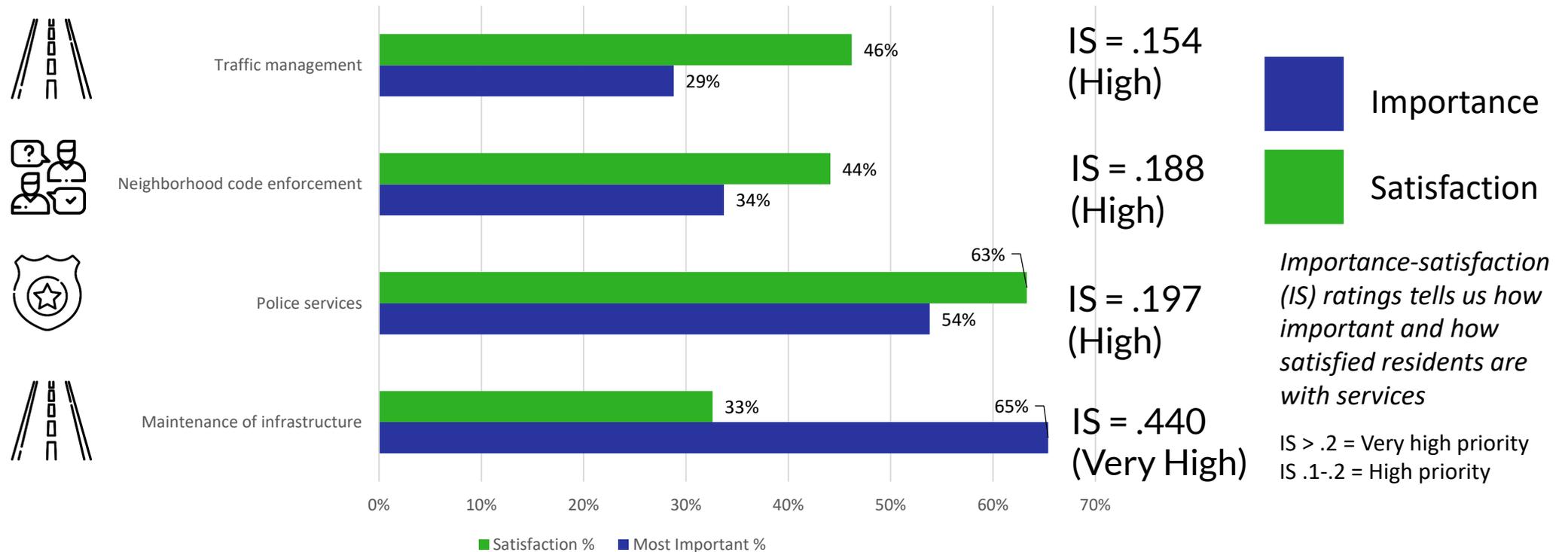
104

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

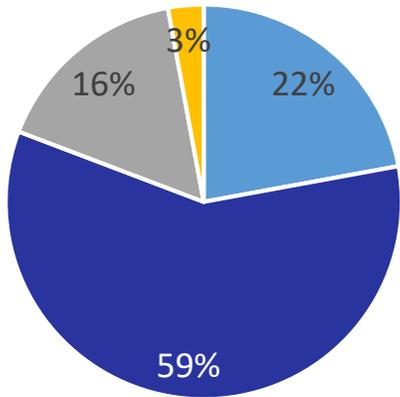
District 6 Highlights

104
SURVEYS

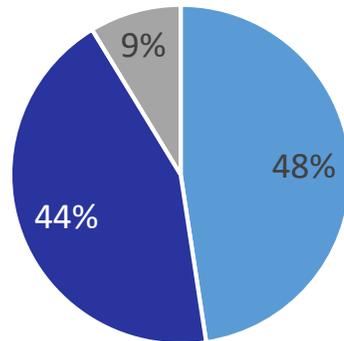


When asked to rate Dallas as a place to do business, place to work, and place to live, District 6 residents responded in the following manner with “Excellent,” “Good,” “Fair,” and “Poor.”

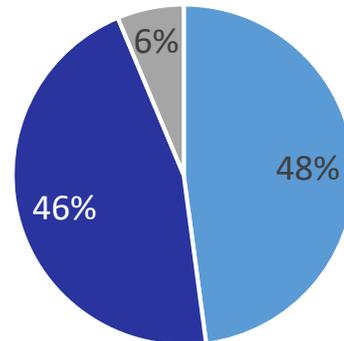
DALLAS AS A PLACE TO LIVE



DALLAS AS A PLACE TO WORK

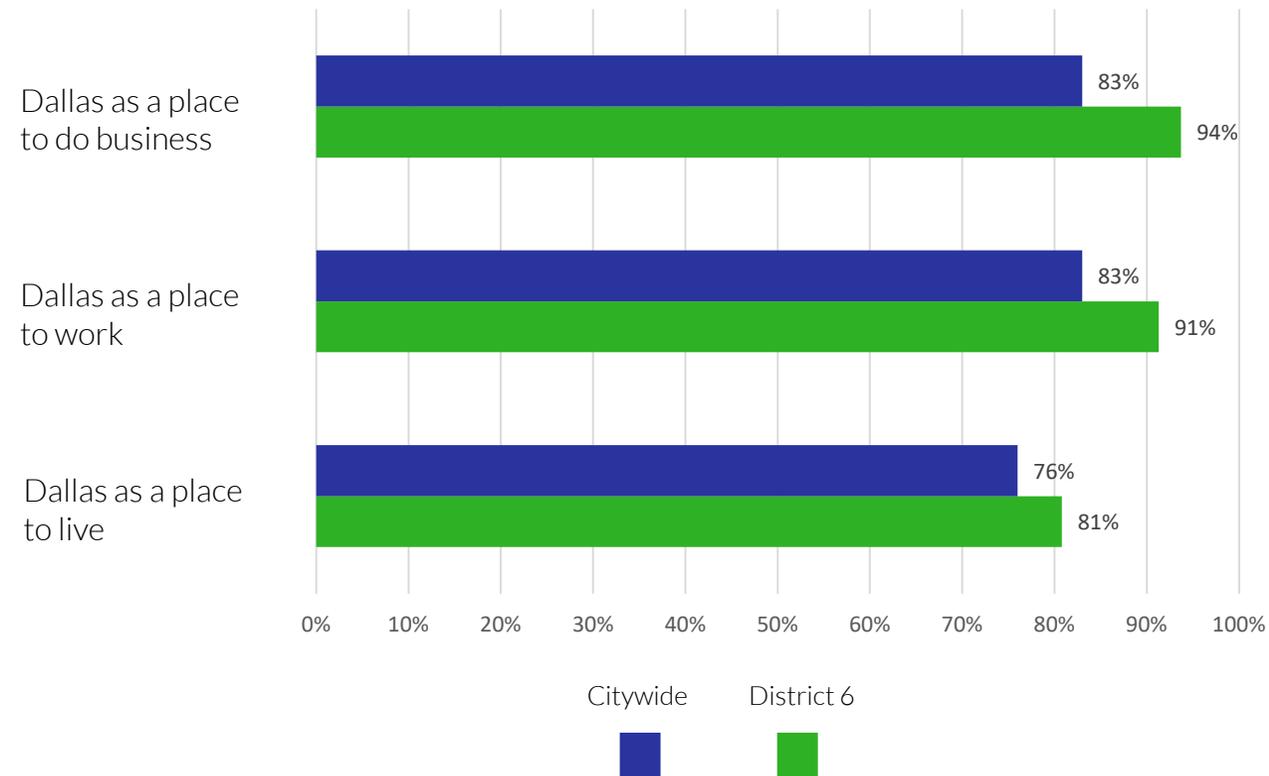


DALLAS AS A PLACE TO DO BUSINESS



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
Very High Priority (IS >.20)						
Maintenance of infrastructure	65%	1	33%	20	0.4408	1
High Priority (IS .10-.20)						
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
Medium Priority (IS <.10)						
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

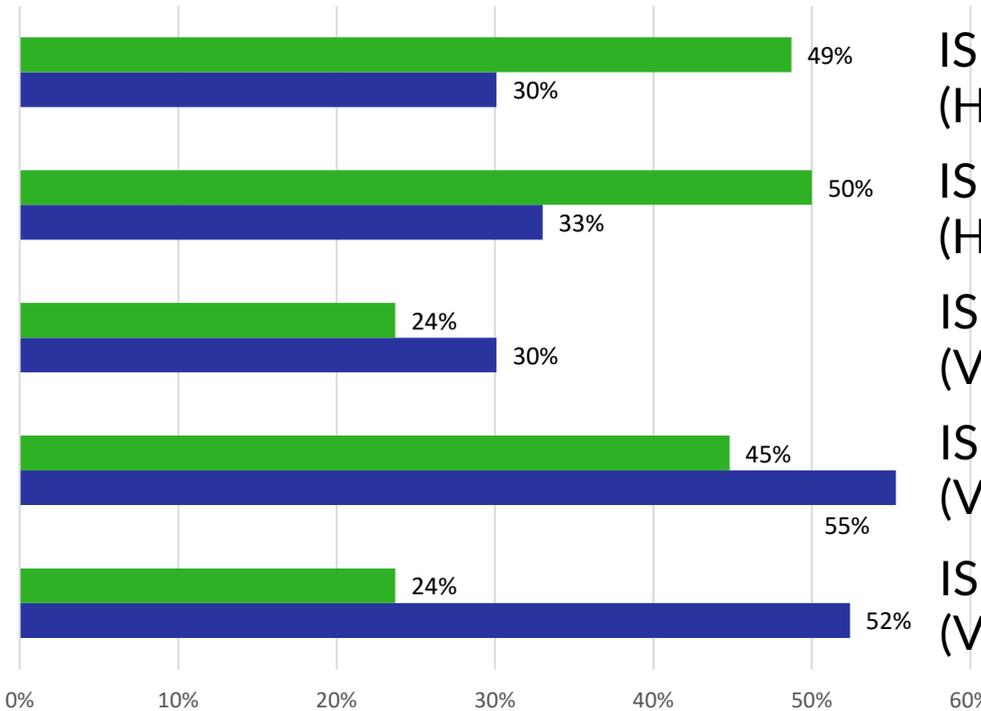


WHAT ARE THE HIGHEST PRIORITIES FOR DISTRICT 7?

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



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



Social services



Neighborhood code enforcement



Police services



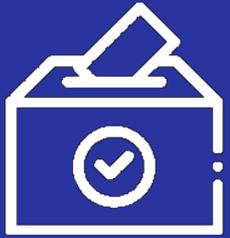
Maintenance of infrastructure

Satisfaction % Most Important %

2020 COMMUNITY SURVEY

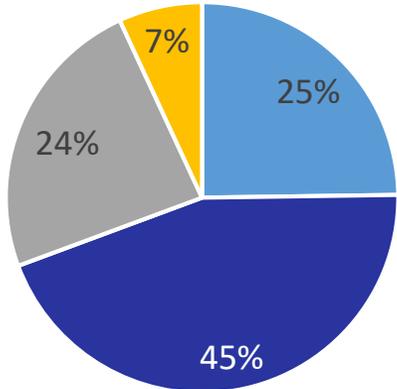
District 7 Highlights

103
SURVEYS

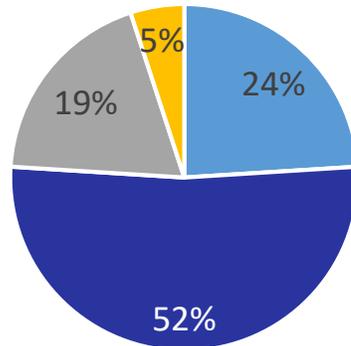


When asked to rate Dallas as a place to do business, place to work, and place to live, District 7 residents responded in the following manner with “Excellent,” “Good,” “Fair,” and “Poor.”

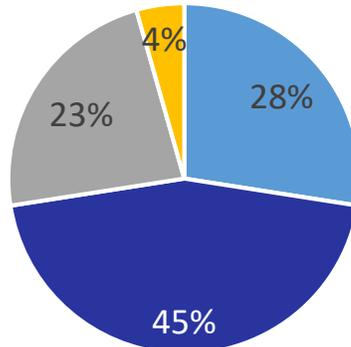
DALLAS AS A PLACE TO LIVE



DALLAS AS A PLACE TO WORK



DALLAS AS A PLACE TO DO BUSINESS

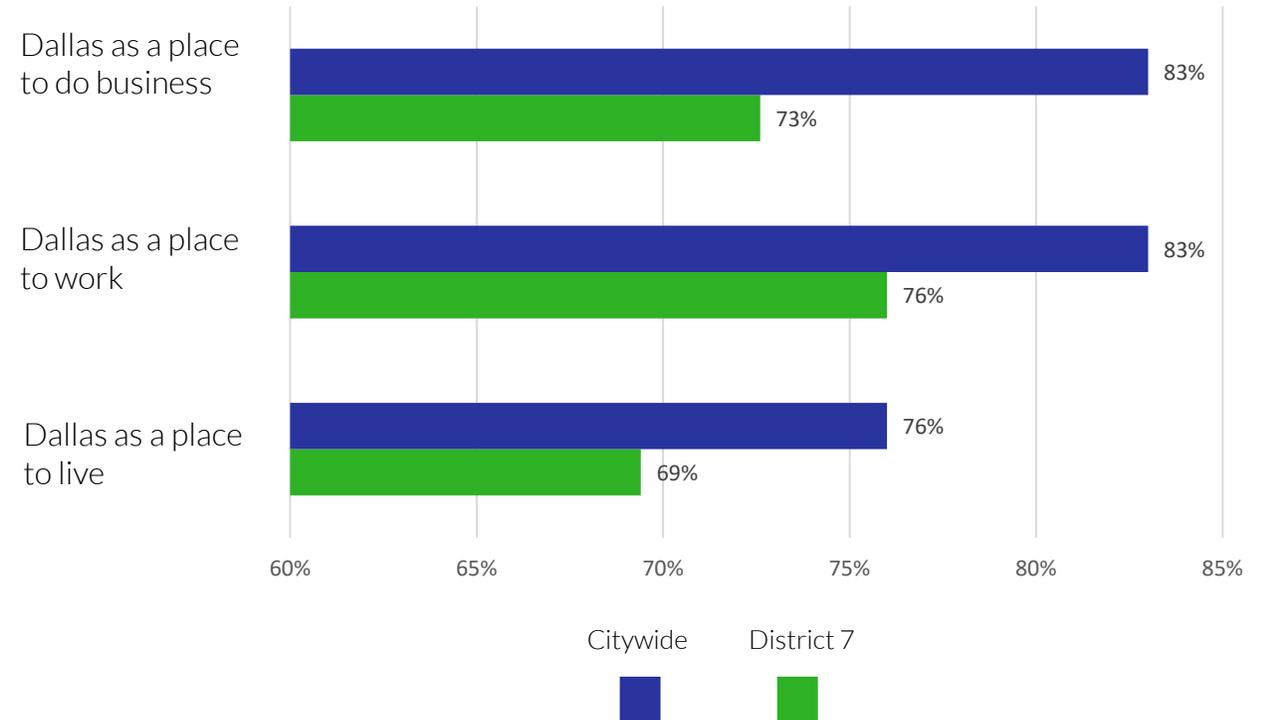


Excellent Good Fair Poor

21

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
Very High Priority (IS >.20)						
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
High Priority (IS .10-.20)						
Social services	33%	3	50%	15	0.1650	4
Traffic management	30%	5	49%	16	0.1544	5
Medium Priority (IS <.10)						
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

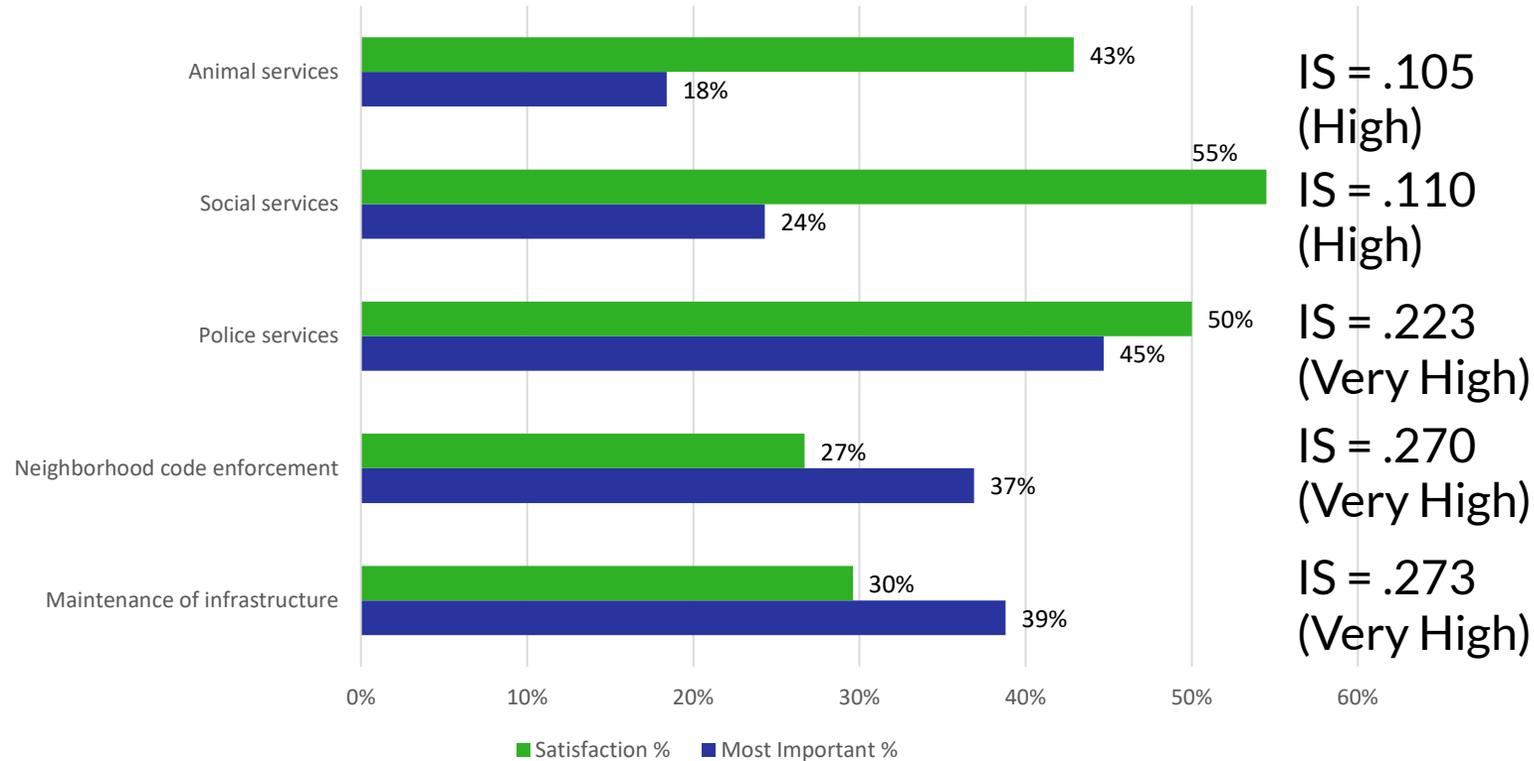
103

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



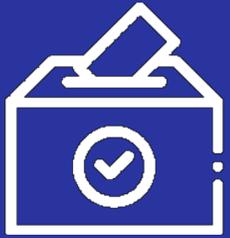
Importance-satisfaction (IS) ratings tells us how important and how satisfied residents are with services

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

2020 COMMUNITY SURVEY

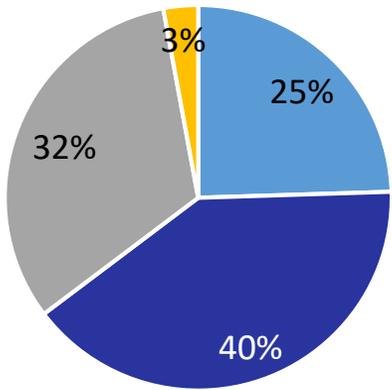
District 8 Highlights

103
SURVEYS

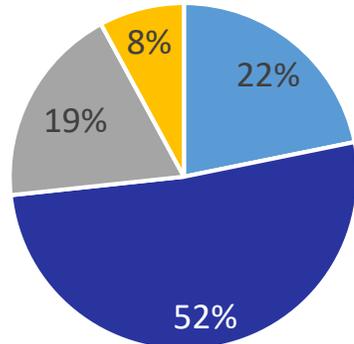


When asked to rate Dallas as a place to do business, place to work, and place to live, District 8 residents responded in the following manner with “Excellent,” “Good,” “Fair,” and “Poor.”

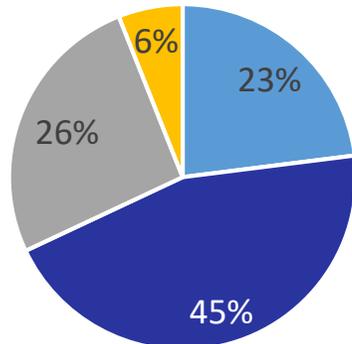
DALLAS AS A PLACE TO LIVE



DALLAS AS A PLACE TO WORK



DALLAS AS A PLACE TO DO BUSINESS

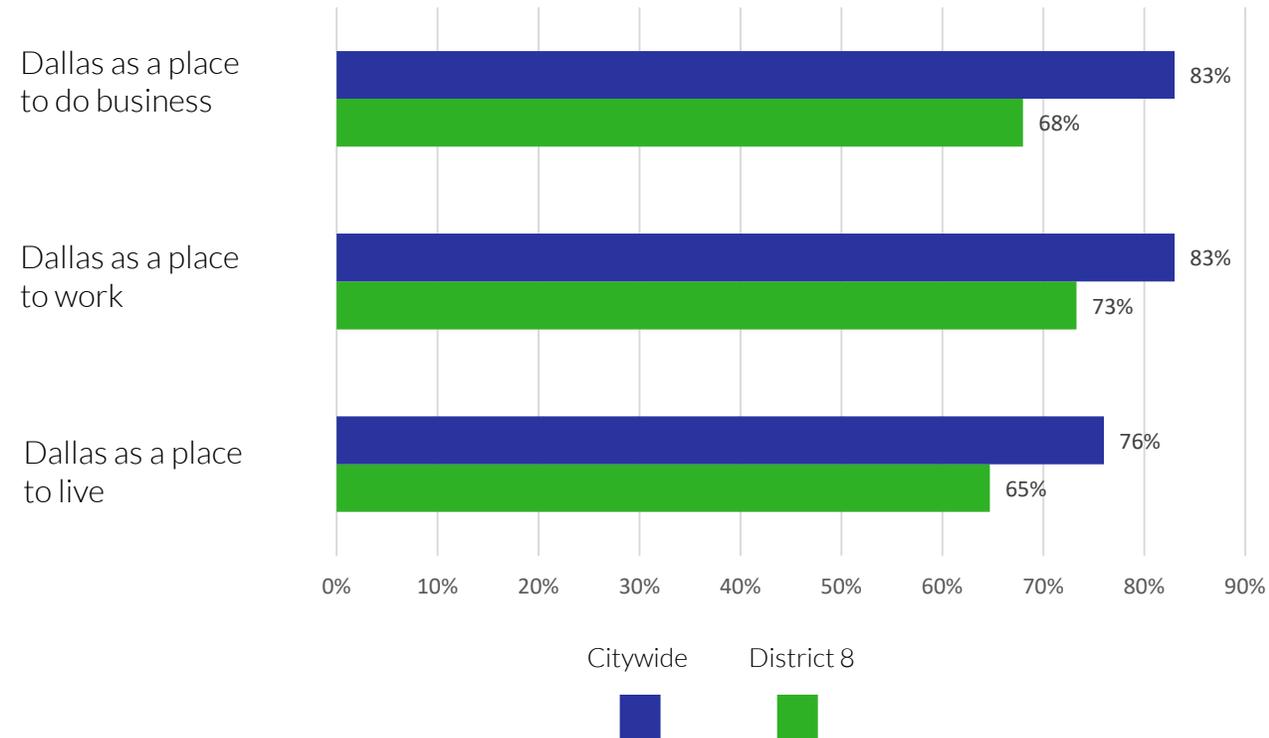


Excellent Good Fair Poor

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
Very High Priority (IS >.20)						
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
High Priority (IS .10-.20)						
Social services	24%	4	55%	12	0.1106	4
Animal services	18%	8	43%	18	0.1051	5
Medium Priority (IS <.10)						
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

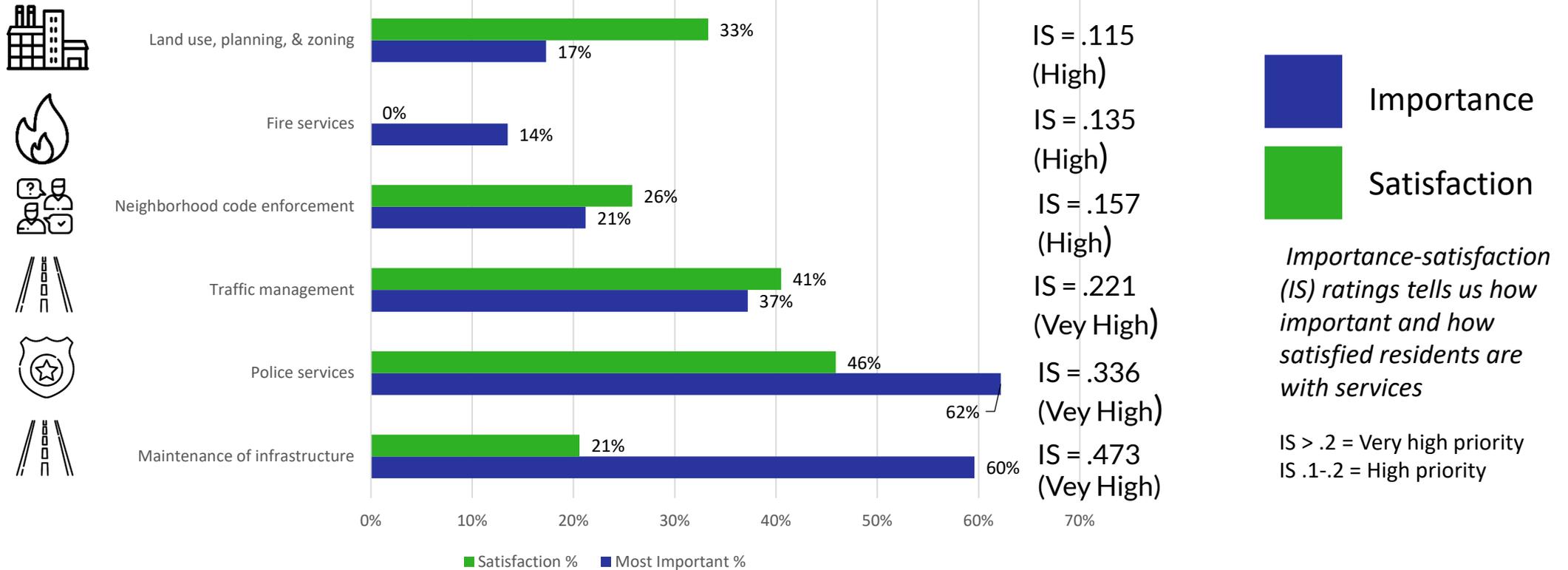
102

SURVEYS



WHAT ARE THE HIGHEST PRIORITIES FOR DISTRICT 9?

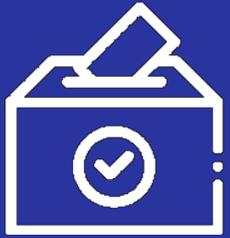
Of the 12 major City services, these are most important and least satisfactory to residents, indicating a need for more investment to improve satisfaction



2020 COMMUNITY SURVEY

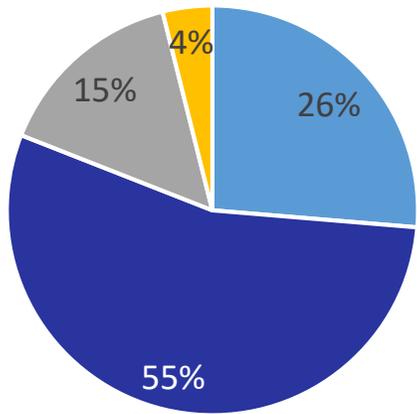
District 9 Highlights

102
SURVEYS

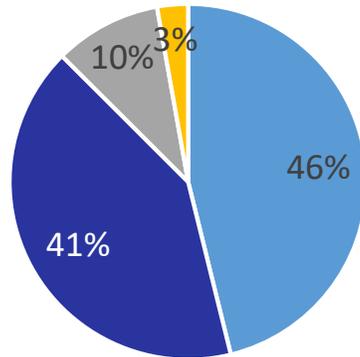


When asked to rate Dallas as a place to do business, place to work, and place to live, District 9 residents responded in the following manner with “Excellent,” “Good,” “Fair,” and “Poor.”

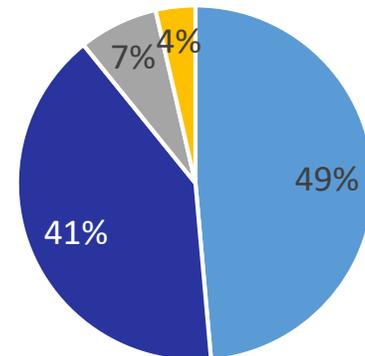
DALLAS AS A PLACE TO LIVE



DALLAS AS A PLACE TO WORK

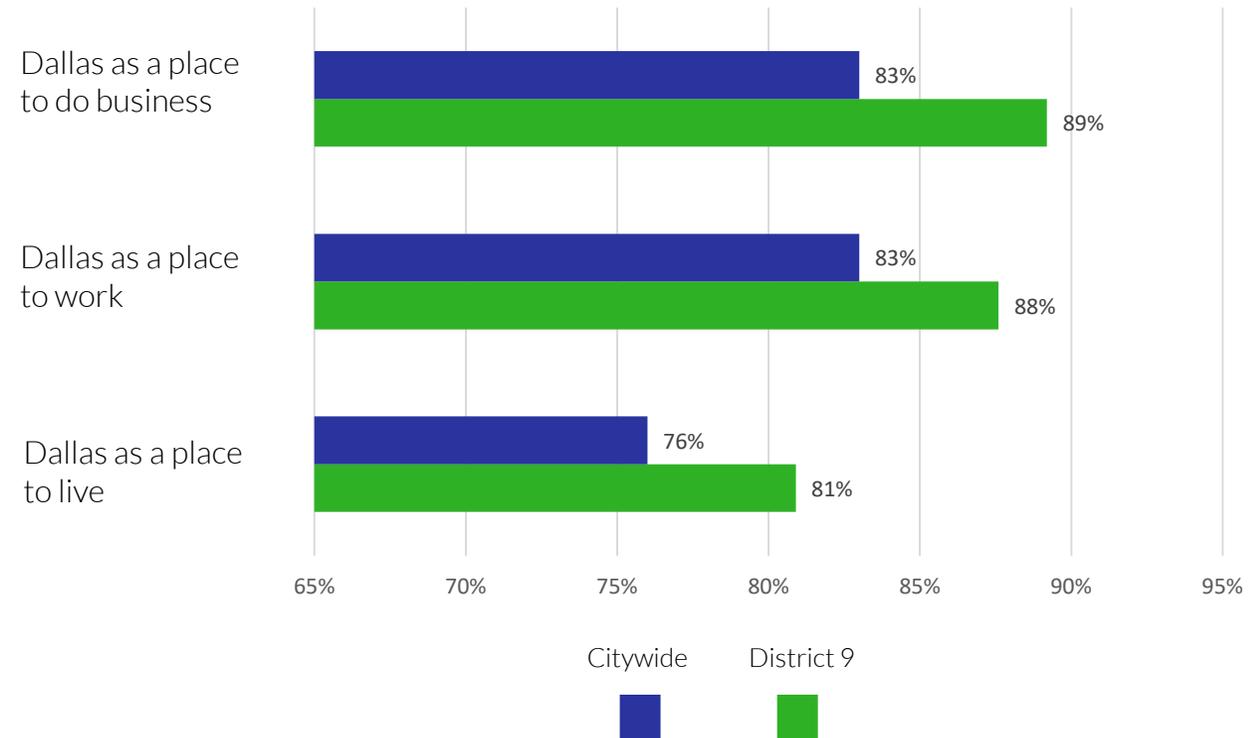


DALLAS AS A PLACE TO DO BUSINESS



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 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
Very High Priority (IS >.20)						
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
High Priority (IS .10-.20)						
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
Medium Priority (IS <.10)						
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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District 10 Highlights

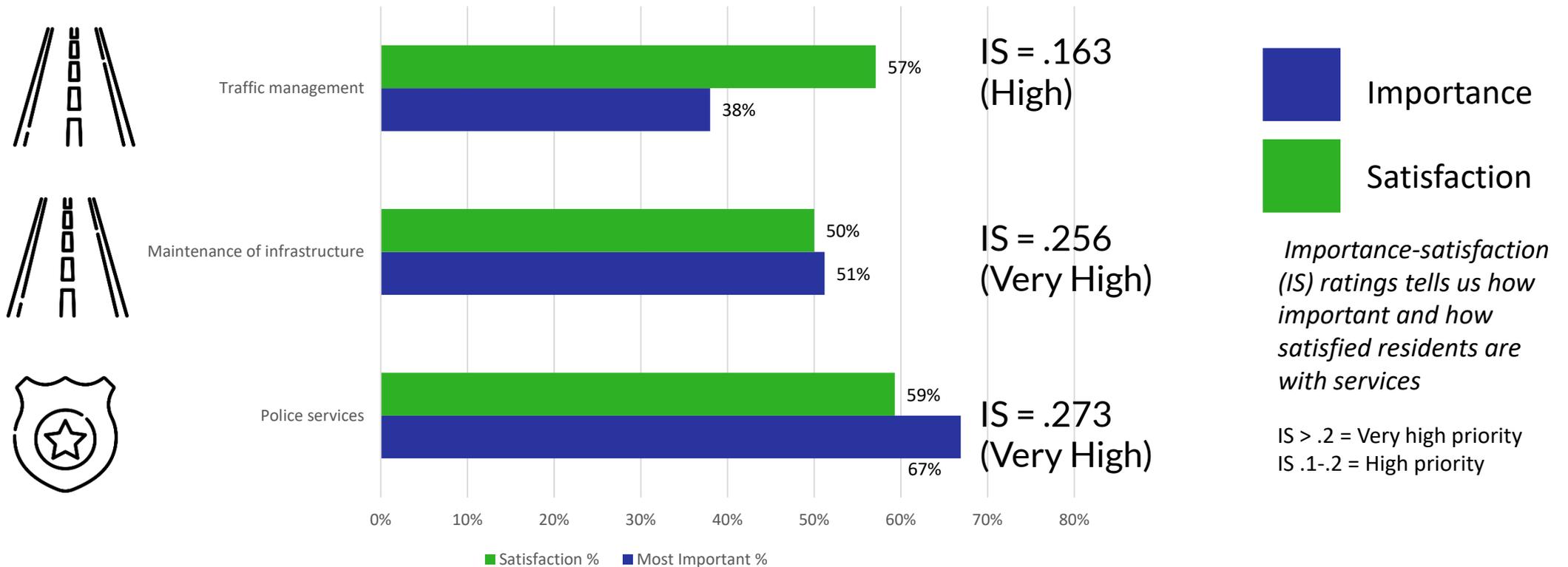
121

SURVEYS



WHAT ARE THE HIGHEST PRIORITIES FOR DISTRICT 10?

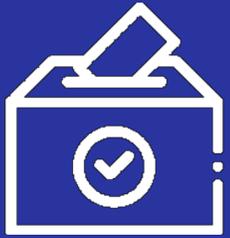
Of the 12 major City services, these are most important and least satisfactory to residents, indicating a need for more investment to improve satisfaction



2020 COMMUNITY SURVEY

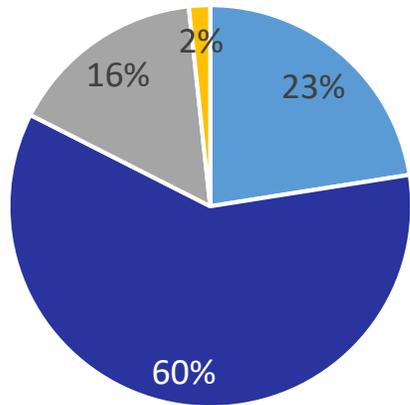
District 10 Highlights

121
SURVEYS

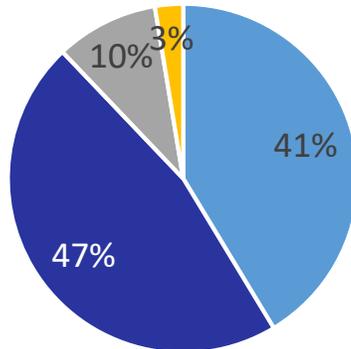


When asked to rate Dallas as a place to do business, place to work, and place to live, District 10 residents responded in the following manner with “Excellent,” “Good,” “Fair,” and “Poor.”

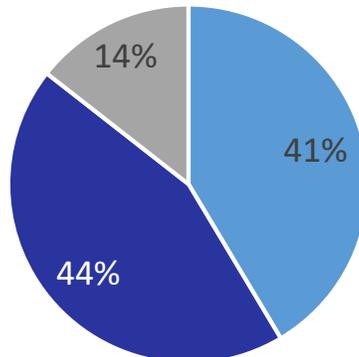
DALLAS AS A PLACE TO LIVE



DALLAS AS A PLACE TO WORK

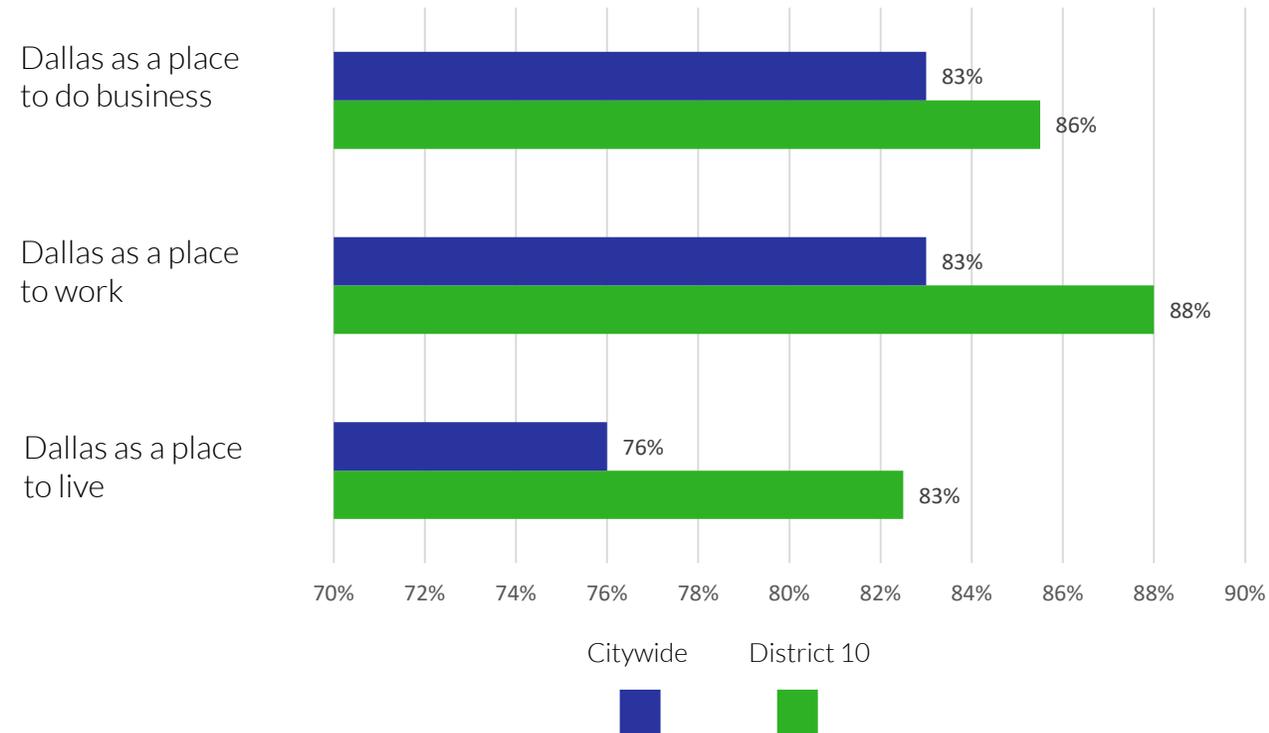


DALLAS AS A PLACE TO DO BUSINESS



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
Very High Priority (IS >.20)						
Police services	67%	1	59%	16	0.2723	1
Maintenance of infrastructure	51%	2	50%	20	0.2560	2
High Priority (IS .10-.20)						
Traffic management	38%	3	57%	18	0.1630	3
Medium Priority (IS <.10)						
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

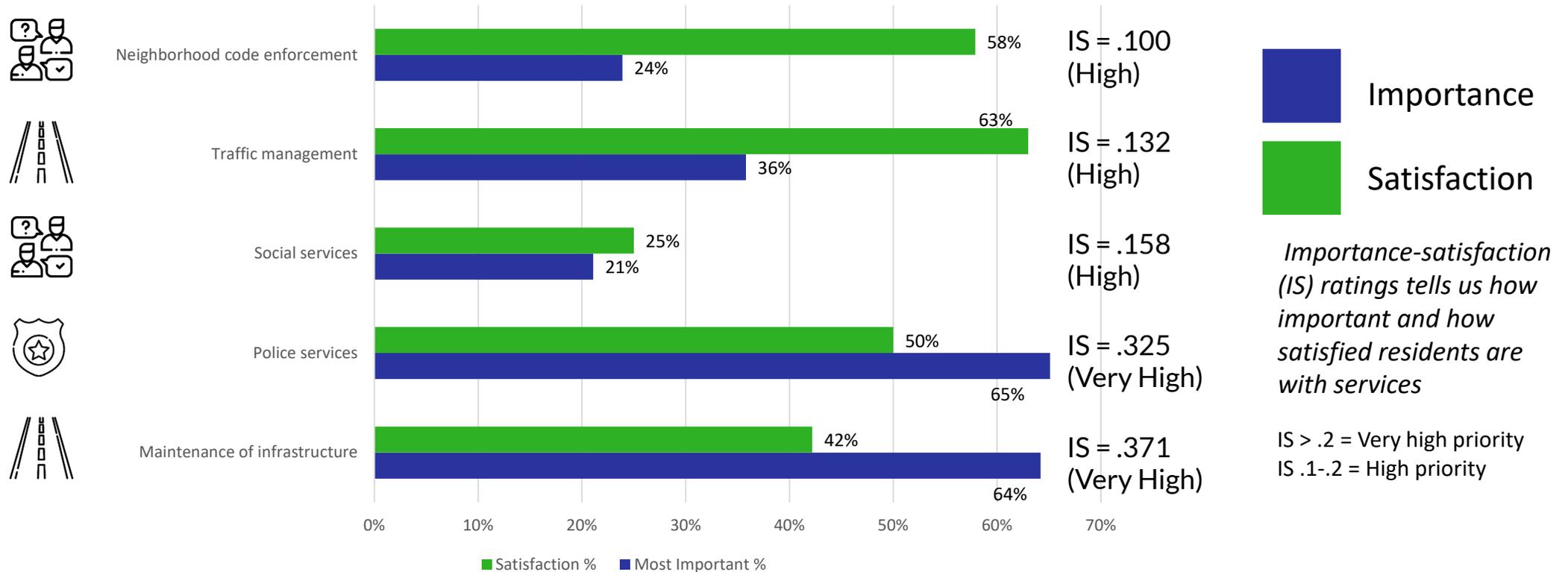
109

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

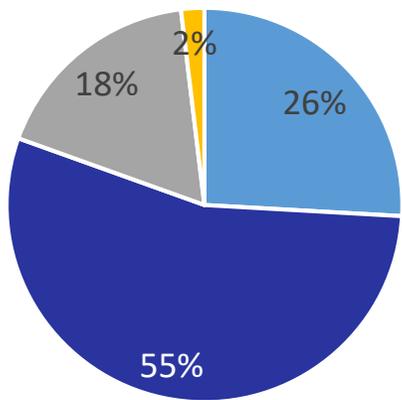
District 11 Highlights

109
SURVEYS

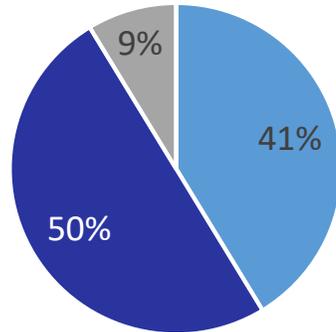


When asked to rate Dallas as a place to do business, place to work, and place to live, District 11 residents responded in the following manner with “Excellent,” “Good,” “Fair,” and “Poor.”

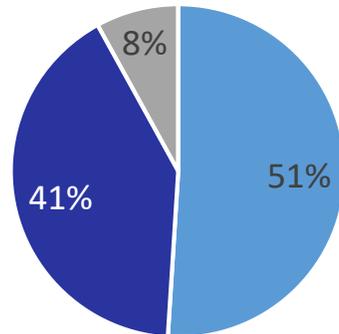
DALLAS AS A PLACE TO LIVE



DALLAS AS A PLACE TO WORK

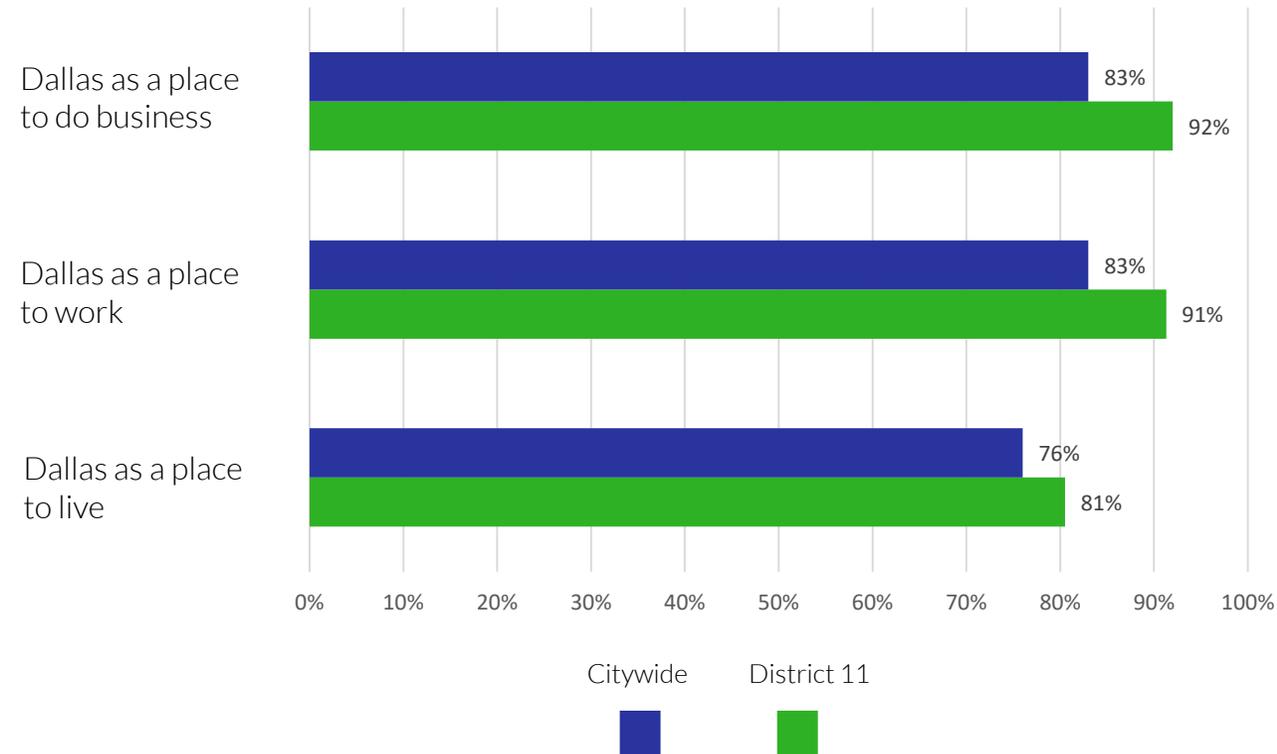


DALLAS AS A PLACE TO DO BUSINESS



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
Very High Priority (IS >.20)						
Maintenance of infrastructure	64%	2	42%	20	0.3711	1
Police services	65%	1	50%	19	0.3255	2
High Priority (IS .10-.20)						
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
Medium Priority (IS <.10)						
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

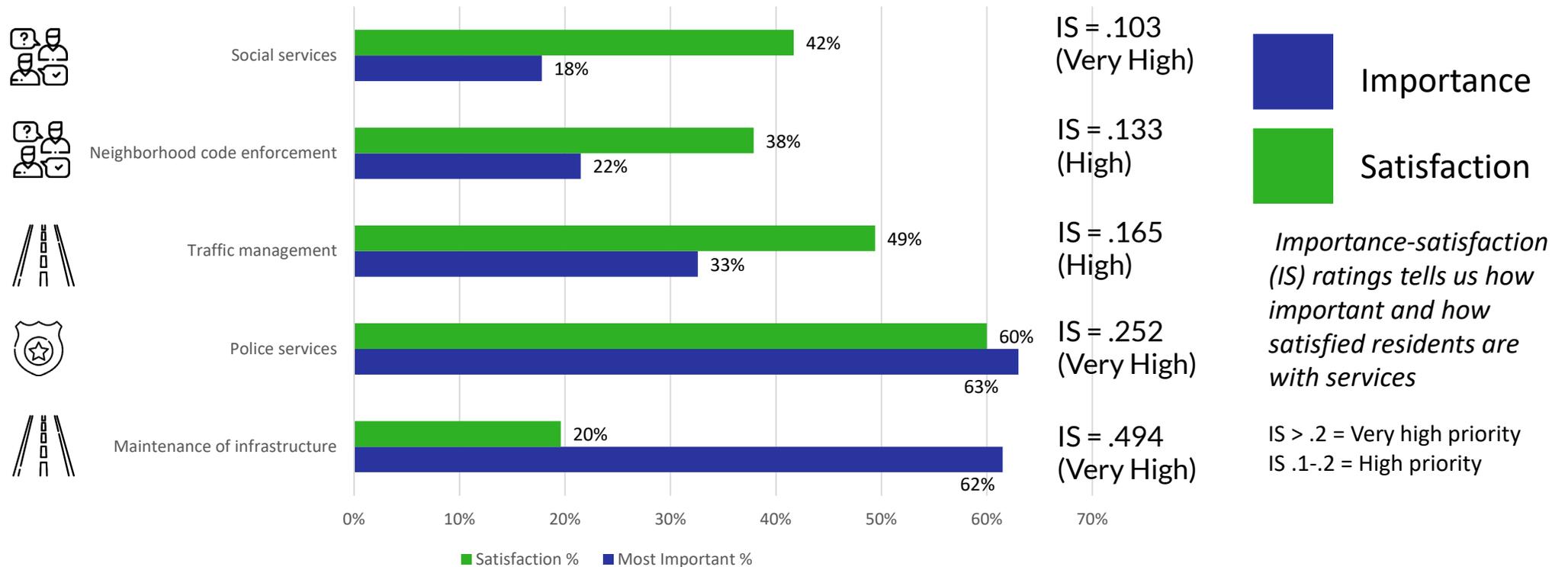
135

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

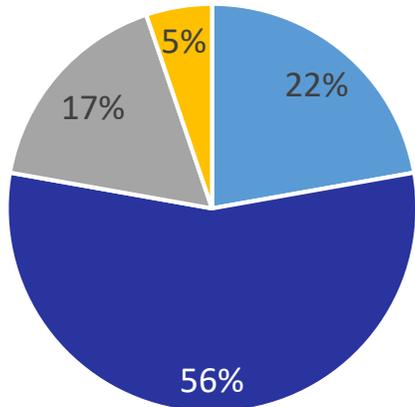
135

SURVEYS

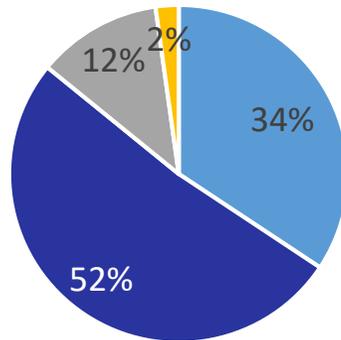


When asked to rate Dallas as a place to do business, place to work, and place to live, District 6 residents responded in the following manner with “Excellent,” “Good,” “Fair,” and “Poor.”

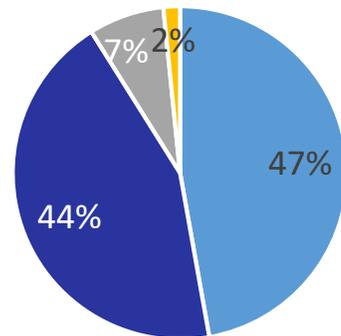
DALLAS AS A PLACE TO LIVE



DALLAS AS A PLACE TO WORK

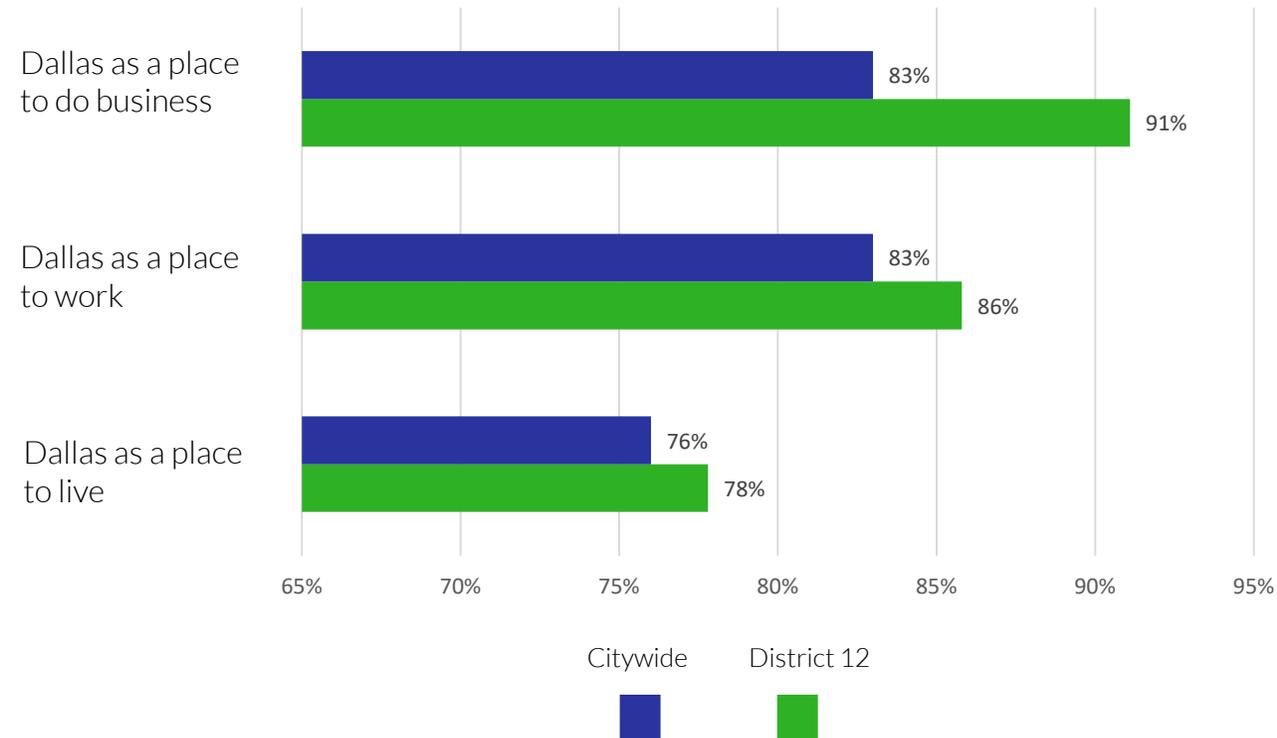


DALLAS AS A PLACE TO DO BUSINESS



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
Very High Priority (IS >.20)						
Maintenance of infrastructure	62%	2	20%	21	0.4945	1
Police services	63%	1	60%	14	0.2520	2
High Priority (IS .10-.20)						
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
Medium Priority (IS <.10)						
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.

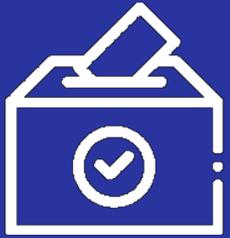
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2020 COMMUNITY SURVEY

District 13 Highlights

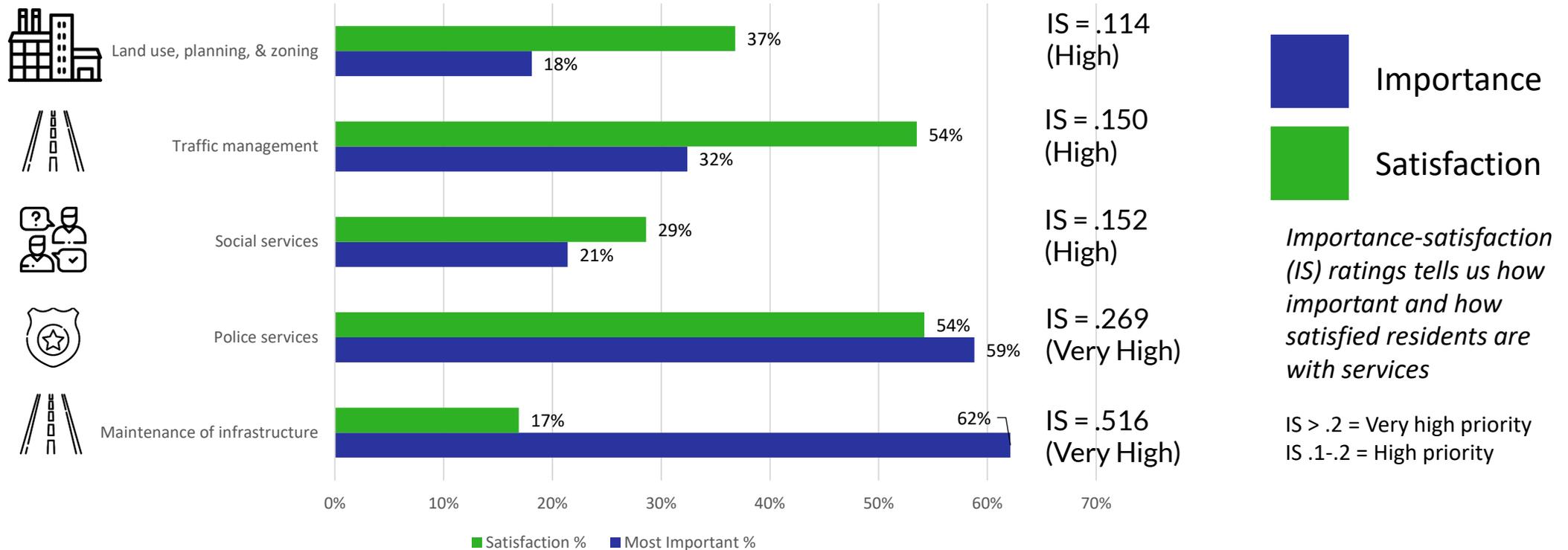
182

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

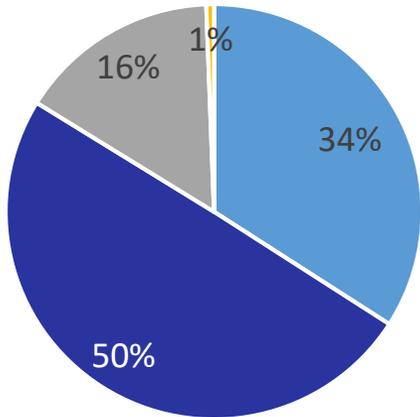
182

SURVEYS

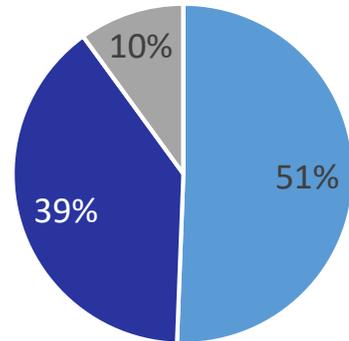


When asked to rate Dallas as a place to do business, place to work, and place to live, District 13 residents responded in the following manner with “Excellent,” “Good,” “Fair,” and “Poor.”

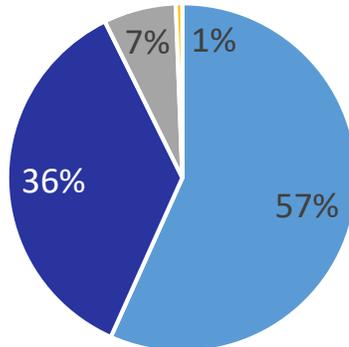
DALLAS AS A PLACE TO LIVE



DALLAS AS A PLACE TO WORK



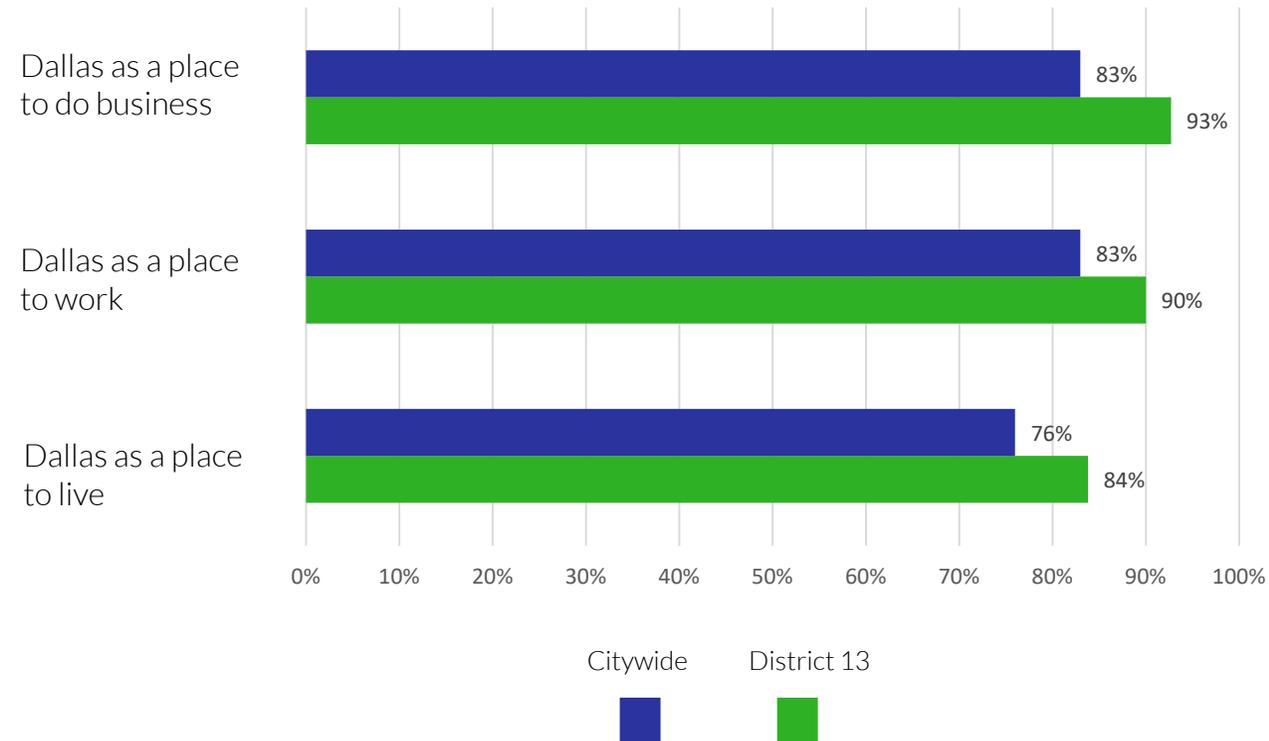
DALLAS AS A PLACE TO DO BUSINESS



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
Very High Priority (IS >.20)						
Maintenance of infrastructure	62%	1	17%	21	0.5161	1
Police services	59%	2	54%	14	0.2693	2
High Priority (IS .10-.20)						
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
Medium Priority (IS <.10)						
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

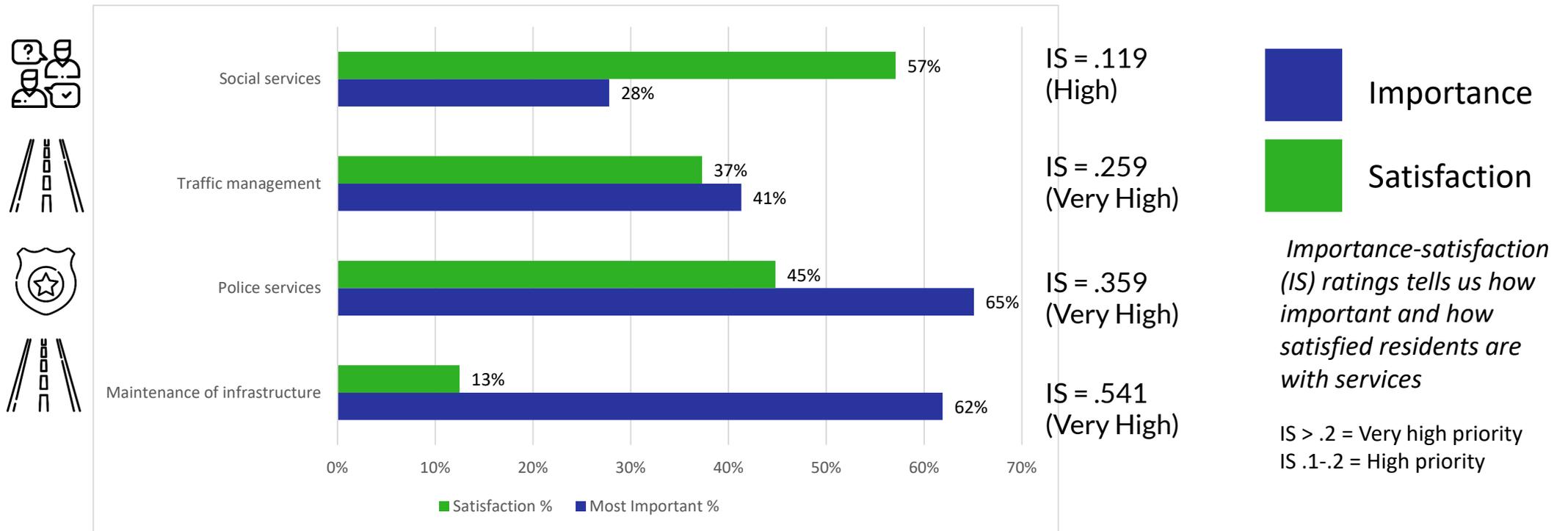
District 14 Highlights

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

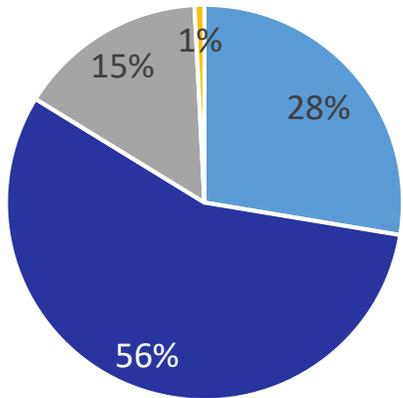
District 14 Highlights

126
SURVEYS

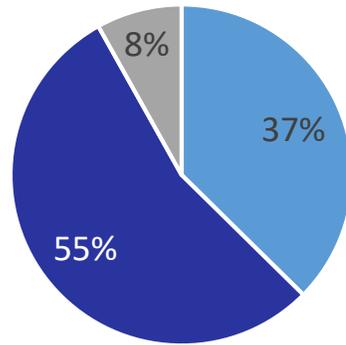


When asked to rate Dallas as a place to do business, place to work, and place to live, District 14 residents responded in the following manner with “Excellent,” “Good,” “Fair,” and “Poor.”

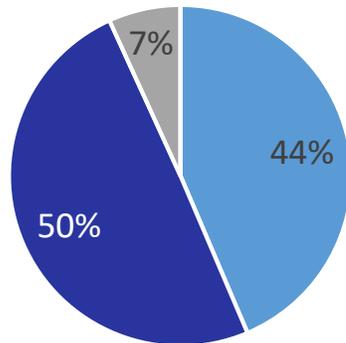
DALLAS AS A PLACE TO LIVE



DALLAS AS A PLACE TO WORK



DALLAS AS A PLACE TO DO BUSINESS

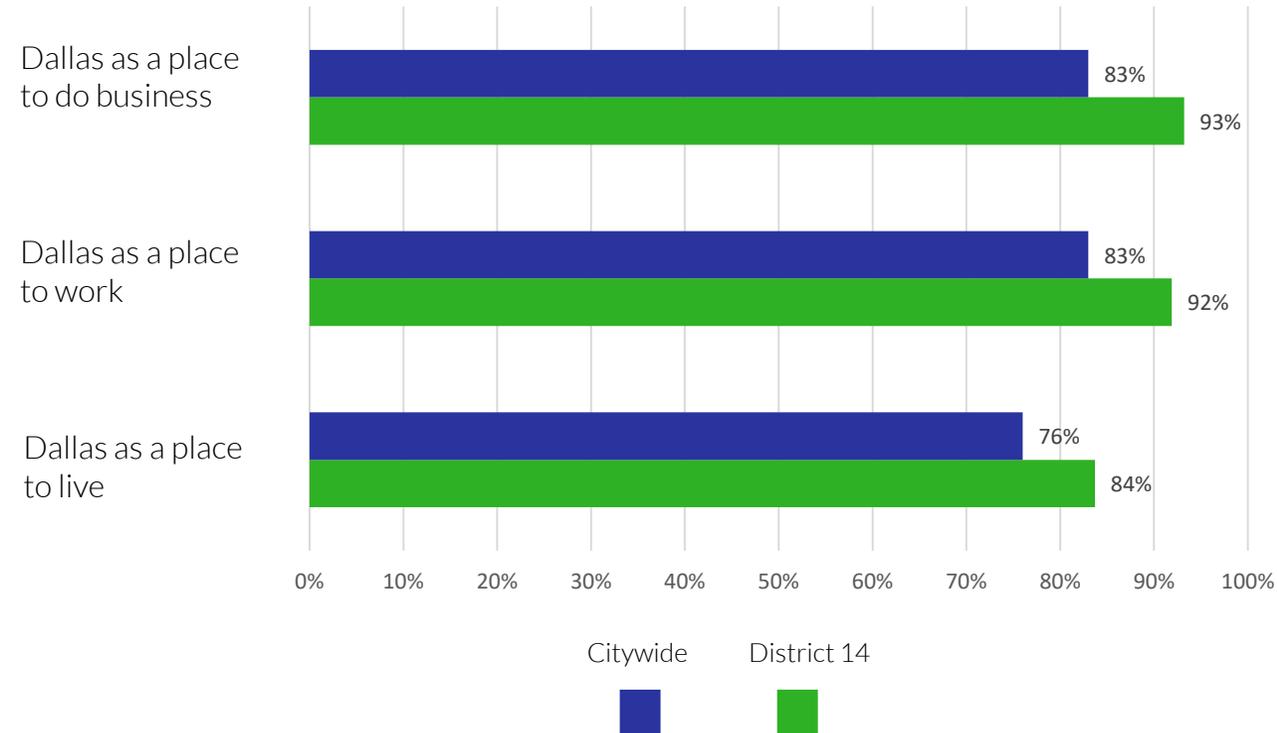


Excellent Good Fair Poor

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
Very High Priority (IS >.20)						
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
High Priority (IS .10-.20)						
Social services	28%	4	57%	15	0.1193	4
Medium Priority (IS <.10)						
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

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
Very High Priority (IS >.20)						
Maintenance of infrastructure	55%	2	26%	21	0.4038	1
Police services	58%	1	49%	17	0.2966	2
High Priority (IS .10-.20)						
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
Medium Priority (IS <.10)						
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.

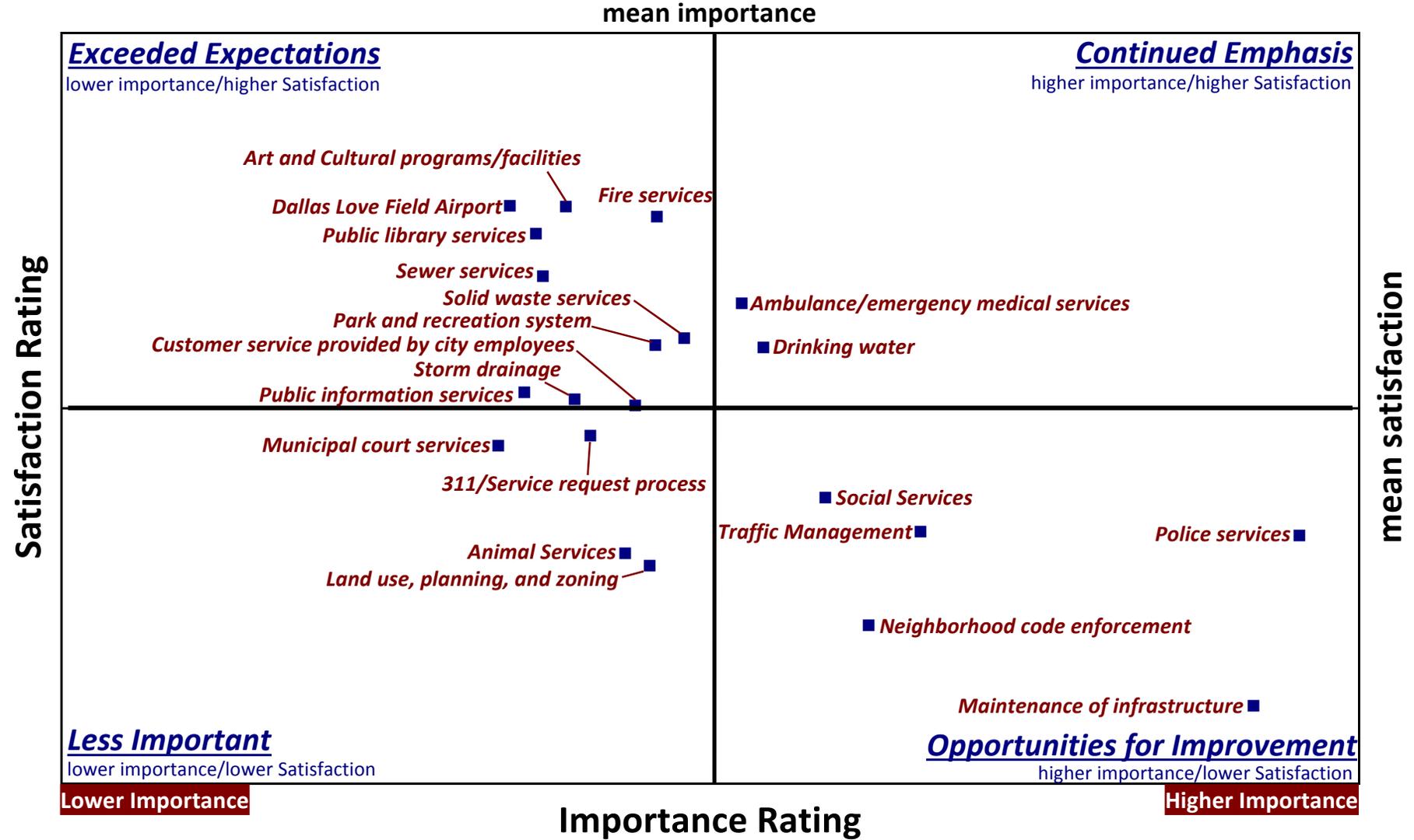
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on 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

Quality of Life (Excellent & Good, no Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%						
Characteristics of the Community (Excellent & Good, no Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%	
Issues/Problem (No Don't Knows) Major/Moderate	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Safety (No Don't Knows) Very Safe/Safe	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Major Categories (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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

Public Safety (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%						
Park and Recreation (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%						
Code Enforcement (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%	
Solid Waste (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Streets/Mobility (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Water/Wastewater (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Other Services (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
PIO Services (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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	
Value Statements (Strongly Agree/Agree)	2011	2013	2014	2016	2018	2020	10 Year Trend
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

Quality of Life (Excellent & Good, no Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%						
Characteristics of the Community (Excellent & Good, no Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%	
Issues/Problem (No Don't Knows) Major/Moderate	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Safety (No Don't Knows) Very Safe/Safe	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Major Categories (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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

Public Safety (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%						
Park and Recreation (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%						
Code Enforcement (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%	
Solid Waste (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Streets/Mobility (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Water/Wastewater (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Other Services (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
PIO Services (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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	
Value Statements (Strongly Agree/Agree)	2011	2013	2014	2016	2018	2020	10 Year Trend
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



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

2020 Community Survey - 10 Year Trend

DISTRICT 3

Quality of Life (Excellent & Good, no Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%						
Characteristics of the Community (Excellent & Good, no Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%	
Issues/Problem (No Don't Knows) Major/Moderate	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Safety (No Don't Knows) Very Safe/Safe	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Major Categories (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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

Public Safety (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Park and Recreation (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Code Enforcement (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Solid Waste (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Streets/Mobility (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Water/Wastewater (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Other Services (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
PIO Services (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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	
Value Statements (Strongly Agree/Agree)	2011	2013	2014	2016	2018	2020	10 Year Trend
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

Quality of Life (Excellent & Good, no Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%						
Characteristics of the Community (Excellent & Good, no Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%	
Issues/Problem (No Don't Knows) Major/Moderate	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Safety (No Don't Knows) Very Safe/Safe	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Major Categories (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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

Public Safety (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Park and Recreation (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Code Enforcement (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%		
Solid Waste (No Don't Knows)	2011	2013	2014	2016	2018	71.2	10 Year Trend	
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%		
Streets/Mobility (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend	
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%	
Water/Wastewater (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Other Services (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
PIO Services (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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	
Value Statements (Strongly Agree/Agree)	2011	2013	2014	2016	2018	2020	10 Year Trend
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

Quality of Life (Excellent & Good, no Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%						
Characteristics of the Community (Excellent & Good, no Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%	
Issues/Problem (No Don't Knows) Major/Moderate	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Safety (No Don't Knows) Very Safe/Safe	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Major Categories (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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

Public Safety (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%						
Park and Recreation (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%						
Code Enforcement (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%	
Solid Waste (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Streets/Mobility (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Water/Wastewater (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Other Services (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
PIO Services (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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	
Value Statements (Strongly Agree/Agree)	2011	2013	2014	2016	2018	2020	10 Year Trend
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

Quality of Life (Excellent & Good, no Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%						
Characteristics of the Community (Excellent & Good, no Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%	
Issues/Problem (No Don't Knows) Major/Moderate	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Safety (No Don't Knows) Very Safe/Safe	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Major Categories (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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

Public Safety (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%						
Park and Recreation (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%						
Code Enforcement (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%	
Solid Waste (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Streets/Mobility (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Water/Wastewater (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Other Services (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
PIO Services (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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	
Value Statements (Strongly Agree/Agree)	2011	2013	2014	2016	2018	2020	10 Year Trend
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

Quality of Life (Excellent & Good, no Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%						
Characteristics of the Community (Excellent & Good, no Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%	
Issues/Problem (No Don't Knows) Major/Moderate	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Safety (No Don't Knows) Very Safe/Safe	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Major Categories (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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

Public Safety (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%						
Park and Recreation (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%						
Code Enforcement (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%	
Solid Waste (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Streets/Mobility (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Water/Wastewater (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Other Services (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
PIO Services (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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	
Value Statements (Strongly Agree/Agree)	2011	2013	2014	2016	2018	2020	10 Year Trend
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

Quality of Life (Excellent & Good, no Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%						
Characteristics of the Community (Excellent & Good, no Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%	
Issues/Problem (No Don't Knows) Major/Moderate	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Safety (No Don't Knows) Very Safe/Safe	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Major Categories (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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

Public Safety (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%						
Park and Recreation (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%						
Code Enforcement (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%	
Solid Waste (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Streets/Mobility (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Water/Wastewater (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Other Services (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
PIO Services (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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	
Value Statements (Strongly Agree/Agree)	2011	2013	2014	2016	2018	2020	10 Year Trend
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

Quality of Life (Excellent & Good, no Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%						
Characteristics of the Community (Excellent & Good, no Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%	
Issues/Problem (No Don't Knows) Major/Moderate	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Safety (No Don't Knows) Very Safe/Safe	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Major Categories (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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

Public Safety (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Park and Recreation (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Code Enforcement (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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

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%	
Water/Wastewater (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Other Services (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
PIO Services (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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	
Value Statements (Strongly Agree/Agree)	2011	2013	2014	2016	2018	2020	10 Year Trend
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

Quality of Life (Excellent & Good, no Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend				
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%					
Characteristics of the Community (Excellent & Good, no Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend				
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%	
Issues/Problem (No Don't Knows) Major/Moderate	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Safety (No Don't Knows) Very Safe/Safe	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Major Categories (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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

Public Safety (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend				
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%					
Park and Recreation (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend				
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%					
Code Enforcement (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend				
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%	
Solid Waste (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Streets/Mobility (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Water/Wastewater (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Other Services (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
PIO Services (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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	
Value Statements (Strongly Agree/Agree)	2011	2013	2014	2016	2018	2020	10 Year Trend
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

Quality of Life (Excellent & Good, no Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend				
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%					
Characteristics of the Community (Excellent & Good, no Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend				
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%	
Issues/Problem (No Don't Knows) Major/Moderate	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Safety (No Don't Knows) Very Safe/Safe	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Major Categories (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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

Public Safety (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Park and Recreation (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Code Enforcement (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Water/Wastewater (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Other Services (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
PIO Services (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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	
Value Statements (Strongly Agree/Agree)	2011	2013	2014	2016	2018	2020	10 Year Trend
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

Quality of Life (Excellent & Good, no Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend				
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%					
Characteristics of the Community (Excellent & Good, no Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend				
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%	
Issues/Problem (No Don't Knows) Major/Moderate	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Safety (No Don't Knows) Very Safe/Safe	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Major Categories (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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

Public Safety (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Park and Recreation (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Code Enforcement (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
Enforcement at multi-family building conditions	N/A	N/A	N/A	N/A	40.0%	16.9%	

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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%	
Solid Waste (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Streets/Mobility (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	

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

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%	
Water/Wastewater (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Other Services (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
PIO Services (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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	
Value Statements (Strongly Agree/Agree)	2011	2013	2014	2016	2018	2020	10 Year Trend
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



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

2020 Community Survey - 10 Year Trend

DISTRICT 13

Quality of Life (Excellent & Good, no Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%						
Characteristics of the Community (Excellent & Good, no Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%	
Issues/Problem (No Don't Knows) Major/Moderate	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Safety (No Don't Knows) Very Safe/Safe	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Major Categories (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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

Public Safety (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%						
Park and Recreation (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%						
Code Enforcement (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%	
Solid Waste (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Streets/Mobility (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Water/Wastewater (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Other Services (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
PIO Services (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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	
Value Statements (Strongly Agree/Agree)	2011	2013	2014	2016	2018	2020	10 Year Trend
I receive good value for the City of Dallas taxes I pay	35.0%	35.1%	33.0%	51.9%	31.7%	31.6%	

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

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

Quality of Life (Excellent & Good, no Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%						
Characteristics of the Community (Excellent & Good, no Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend					
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%						

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

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%	
Issues/Problem (No Don't Knows) Major/Moderate	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Safety (No Don't Knows) Very Safe/Safe	2011	2013	2014	2016	2018	2020	10 Year Trend
In your neighborhood during the day	81.7%	92.0%	95.0%	92.7%	94.3%	86.3%	

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

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%	
Major Categories (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	

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

2020 Community Survey - 10 Year Trend

DISTRICT 14

Public Safety (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Park and Recreation (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Code Enforcement (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
Enforcement at multi-family building conditions	N/A	N/A	N/A	N/A	21.1%	26.0%	

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

2020 Community Survey - 10 Year Trend

DISTRICT 14

Enforcement of the mowing of weeds and high grass on private property	N/A	N/A	49.3%	54.2%	46.5%	32.1%	
Enforcement of blighted residential properties	N/A	N/A	50.0%	32.8%	21.1%	17.1%	
City efforts to remove junk motor vehicles (inoperative) on private property	N/A	N/A	51.7%	N/A	61.9%	25.0%	
Enforcement of bulk/brush trash violations	N/A	N/A	N/A	53.1%	38.4%	34.2%	
City efforts to survey and abate mosquitos carrying viruses	N/A	N/A	N/A	N/A	57.7%	44.2%	
Enforcement of food safety in restaurants	N/A	N/A	N/A	N/A	73.0%	64.9%	
Solid Waste (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
Garbage collections	82.0%	85.3%	83.0%	89.2%	87.2%	87.7%	
Recycling	81.8%	38.9%	69.3%	80.0%	69.2%	75.2%	
Yard waste pick-up	63.3%	70.0%	69.2%	83.1%	75.8%	79.8%	
Bulk trash pick-up	73.1%	70.2%	67.5%	81.4%	76.1%	79.6%	
Household hazardous waste disposal	48.1%	39.6%	51.9%	51.1%	61.1%	44.6%	
Streets/Mobility (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
Maintenance and repair of thoroughfares and major streets	N/A	N/A	N/A	N/A	28.1%	23.6%	
Maintenance and repair of streets in your neighborhood	34.3%	31.6%	37.5%	N/A	20.1%	20.8%	
Street striping	N/A	N/A	N/A	N/A	25.8%	26.5%	
Street cleaning	34.1%	38.1%	40.9%	37.7%	41.3%	28.2%	
Street lighting	48.5%	34.1%	46.9%	51.9%	38.3%	36.9%	
Traffic signs and signal operations	N/A	N/A	N/A	N/A	64.3%	58.0%	

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

2020 Community Survey - 10 Year Trend

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%	
Water/Wastewater (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
Other Services (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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%	
PIO Services (No Don't Knows)	2011	2013	2014	2016	2018	2020	10 Year Trend
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	
Value Statements (Strongly Agree/Agree)	2011	2013	2014	2016	2018	2020	10 Year Trend
I receive good value for the City of Dallas taxes I pay	34.3%	45.9%	47.3%	54.8%	37.4%	36.6%	

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

2020 Community Survey - 10 Year Trend

DISTRICT 14



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

Memorandum



DATE April 17, 2020

TO Honorable Mayor and Members of the City Council

SUBJECT **Upcoming Agenda Items: April 22, 2020 University Crossing Public Improvement District (PID) Renewal Call for Public Hearing**

The Dallas City Council first authorized creation of the University Crossing Public Improvement District (District) in 2013 for a seven-year term effective from January 1, 2014 to December 31, 2020. The District is seeking renewal for a new seven-year term effective January 1, 2021 and to continue to be managed by UCPIID, Inc. d/b/a University Crossing Improvement District Corporation, a Texas nonprofit corporation. Per state law, City Council must conduct a public hearing to approve renewal of the District and approval of the District's Service Plan. On April 22, 2020, City Council will be asked to consider a resolution calling for a public hearing to be held on May 27, 2020 to receive comments regarding renewal of the District.

Background

On February 6, 2020, UCPIID, Inc. submitted petitions requesting renewal of the District. City staff reviewed the petitions and verified that owners of record representing more than 76% of the appraised value and 62% of the land area of real property in the District liable for assessment had signed the petitions. Signed petitions exceeded the minimum renewal requirements established in the City's Public Improvement District (PID) Policy and Chapter 372 of the Texas Local Government Code (the Act), the latter which requires signed petitions from owners representing 50% of the appraised value of real property liable for assessment and 50% percent of the land area of all real property liable for assessment.

The purpose of the District is to supplement and enhance services within the District, but not to replace or supplant existing City services. Located in Council District 14, the District consists of approximately 314 properties and is primarily a combination of commercial and residential uses (see **Exhibit A**).

The general nature of the proposed services and improvements to be performed by the District includes security and safety enhancements such as police safety patrols for the area, wayfinding signage, pedestrian lighting, public improvements such as landscaping, pocket parks, public art/murals, sidewalks, planters, waste disposal, and clean area programs; services to promote the area among owners; and related expenses incurred in establishing, administering and operating the District as authorized by the Act and approved by City Council.

DATE
SUBJECT

April 17, 2020

**Upcoming Agenda Items: April 22, 2020 University Crossing Public Improvement District
Renewal Call for Public Hearing**

The cost for services and improvements will be apportioned among District property owners on the basis of special benefits accruing to each property as determined by the DCAD appraised value of real property and real property improvements in the District. The annual assessment rate for the 2021 Service Plan year is approximately equal to \$0.10 per \$100 valuation. Religious organizations, jurisdictions, and entities exempt from paying property taxes to the City of Dallas will also be exempt from assessment as well as property of owners receiving the 65-or-older homestead exemption and City-owned property. Southern Methodist University has agreed to participate in the District by contract with the UCPID, Inc. Payment of assessments by other exempt jurisdictions and entities must be established by contract.

The District's Service Plan is a seven-year forecast of service level needs and new development activities projected by UCPID, Inc. (see **Exhibit B**). The projected annual cost of services and improvements to be provided by UCPID, Inc. ranges from \$1.8 million to \$2.2 million. The total estimated assessment revenue to be collected during the District's upcoming term is approximately \$11.2 million. On an annual basis, UCPID, Inc. will be required to prepare an updated, five year Service Plan and host a public meeting where any District property owner will have an opportunity to ask questions, make comments, and provide input on the District's proposed service plan budget prior to adoption by City Council. UCPID, Inc. must also provide District property owners with at least two weeks written notice prior to the annual meeting.

If the District's total collections will exceed the total Service Plan budgeted collections, UCPID, Inc. will be contractually required to either 1) reduce the District's assessment rate in subsequent years to offset the over-collection, 2) return the assessment funds to the property owners, 3) or obtain property owner consent for an increased collection, services, and costs via an early renewal process.

To provide some budgeting flexibility, the City's PID Policy allows UCPID, Inc. to increase or decrease a budget category by up to 20 percent of a category's cumulative Service Plan total. For example, if annual expenditures will exceed annual revenues due to lower than projected assessments or greater than projected costs, UCPID, Inc. may use their discretion to reduce spending among Service Plan categories in a manner that best serves the interest of District property owners and residents, provided that the District's total assessment collections do not exceed the cumulative collection totals on the District's Service Plan. If annual revenues will exceed expenditures due to greater than budgeted assessment collections or lower than budgeted costs resulting from delays or cost adjustments, the District may carry-forward the excess revenue to subsequent years, provided that the cumulative amount of all assessment revenue does not exceed the cumulative totals on the District's Service Plan and that no expenditure category is adjusted by more than 20 percent of a category's cumulative Service Plan total.

An advisory body may be established to develop and recommend an improvement plan to the governing body of the municipality. At this time, staff is not recommending

DATE
SUBJECT

April 17, 2020

**Upcoming Agenda Items: April 22, 2020 University Crossing Public Improvement District
Renewal Call for Public Hearing**

that an advisory board be appointed but is recommending that the responsibilities for the development and recommendation of the annual service plan and other duties of the advisory board contained in the Act be assigned to UCPID, Inc. or a successor entity approved by property owners and the City Council.

The District shall automatically dissolve on December 31, 2027 unless renewed or dissolved through the petition and approval process as provided by the Act.

Alternatives

City Council may choose to deny the renewal of the District, resulting in the cessation of services and improvements provided within the District.

Recommendation

Staff recommends City Council's approval on April 22, 2020 to: (1) call a public hearing to be held on May 27, 2020 to receive comments concerning the renewal of the University Crossing Public Improvement District; (2) approval of a resolution renewing the District for a period of seven years; (3) approval of a Service Plan for 2021-2027 for the purpose of providing supplemental public services in the District; and (4) UCPID, Inc. d/b/a University Crossing Improvement District Corporation, a Texas nonprofit corporation as the management entity for the District.

Fiscal Information

No cost consideration to the City, but there is a cost consideration to property owners within the District who pay the annual assessment. Assessment funds are managed by UCPID, Inc. under a management contract with the City.

Should you have any questions, please contact Courtney Pogue, Director, Office of Economic Development at (214) 670-1696 or at courtney.pogue@dallascityhall.com



Courtney Pogue, Director
Office of Economic Development

- | | |
|--|--|
| cc: T.C. Broadnax, City Manager | Joey Zapata, Assistant City Manager |
| Chris Caso, City Attorney | Nadia Chandler Hardy, Assistant City Manager |
| Mark Swann, City Auditor | Dr. Eric A. Johnson, Chief of Economic Development and Neighborhood Services |
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| Majed A. Al-Ghafry, Assistant City Manager | Directors and Assistant Directors |
| Jon Fortune, Assistant City Manager | |

EXHIBIT A

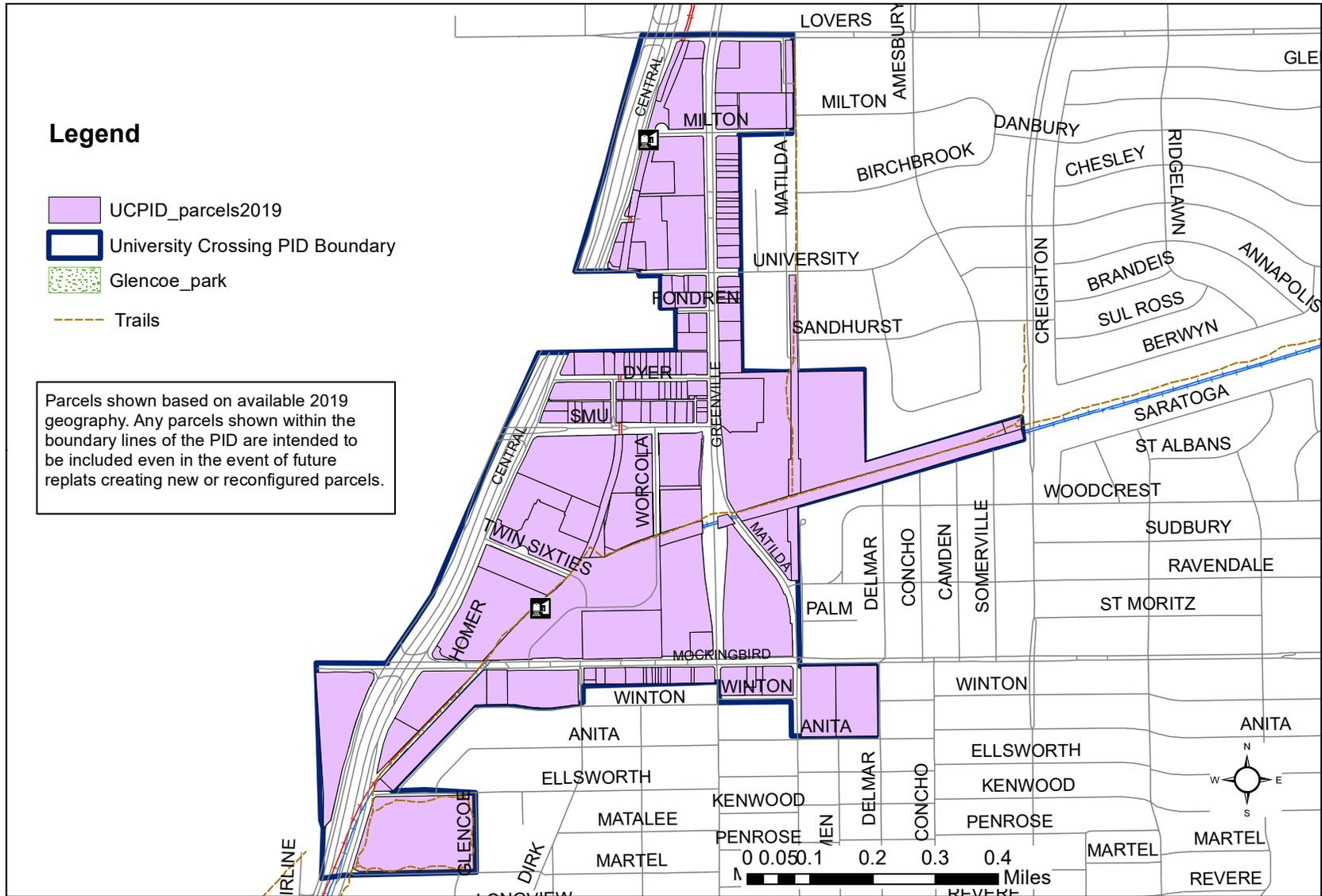


Exhibit A
University Crossing Public Improvement District
Boundary Map

City of Dallas
 Office of Economic Development
www.Dallas-EcoDev.org
 Created 8/2019

EXHIBIT B

UNIVERSITY CROSSING PUBLIC IMPROVEMENT DISTRICT
Service Plan 2021 - 2027

	2021 BUDGET	2022 BUDGET	2023 BUDGET	2024 BUDGET	2025 BUDGET	2026 BUDGET	2027 BUDGET
REVENUES							
Net assessment revenue ¹	\$1,066,752	\$1,224,037	\$1,407,642	\$1,614,197	\$1,775,617	\$1,953,179	\$ 2,148,496
Interest income	\$1,500	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000
Surplus Carried Forward	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Grants/Donations/Other Revenue ²	\$680,000	\$0	\$0	\$0	\$0	\$0	\$0
TOTAL REVENUE	\$1,748,252	\$1,225,037	\$1,408,641	\$1,615,197	\$1,776,617	\$1,954,179	\$2,149,496
EXPENDITURES							
Renewal/Creation Fee	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Security ³	\$848,456	\$519,113	\$529,880	\$536,743	\$542,417	\$586,773	\$553,974
Improvements ⁴	\$590,317	\$390,080	\$556,491	\$750,704	\$901,075	\$1,027,869	\$1,249,530
Public Area Maintenance ⁵	\$86,706	\$88,810	\$90,932	\$93,069	\$95,176	\$97,293	\$99,422
Promotion and Communication ⁶	\$59,475	\$60,545	\$61,627	\$62,719	\$63,791	\$64,870	\$65,957
Organization & Administration ⁷	\$144,156	\$147,326	\$150,525	\$152,749	\$154,924	\$158,116	\$161,328
Audit & Insurance ⁸	\$19,142	\$19,163	\$19,186	\$19,213	\$19,234	\$19,258	\$19,285
TOTAL EXPENDITURES	\$1,748,252	\$1,225,037	\$1,408,641	\$1,615,197	\$1,776,617	\$1,954,179	\$2,149,496
FUND BALANCE/RESERVES	\$0						

¹ **Net Assessment Revenue**- Estimated assessments, less administrative fees and contingency for delinquent and/or protested accounts based on a \$0.10 per \$100 valuation assessment rate.

² **Grants/Donations/Other Revenue**- Planned receipt of NCTCOG grant award funds in 2021.

³ **Security**- Police patrol of the University Crossing area, owner safety coordination, wayfinder signs and pedestrian lighting along the University Crossing Trail and other areas, safety enhancements identified in the Greenville Study, and funding for a design plan. See also the Greenville Avenue & Katy Trail Enhancement Master Plan. Category also includes \$340,000 in expenditures to be fully-reimbursed by NCTCOG grant.

⁴ **Improvements**- Landscaping, pocket parks, public art/murals, sidewalks, pedestrian amenities, and supplemental capital improvements related to "US75/Mockingbird/Lovers Lane Pedestrian Improvements" identified in the 2017 Bond Program. Service plan category also includes \$340,000 in expenditures to be fully reimbursed by NCTCOG grant.

⁵ **Public area maintenance**- Sidewalk maintenance, public planters, waste disposal, and clean area programs throughout the University Crossing area.

⁶ **Promotions & Communications**- University Crossing area coordination among owners, program services for area promotion and awareness.

⁷ **Organization & Administration**- Administrative Expenses of the PID and non-program salary of PID director.

⁸ **Audit & Insurance**- Annual audit of the PID finances and liability insurance for the PID.

Memorandum



DATE April 17, 2020

TO Honorable Mayor and Members of the City Council

SUBJECT **Upcoming Agenda Items: April 22, 2020 Downtown Improvement District Renewal Call for Public Hearing**

The Dallas City Council first authorized creation of the Dallas Downtown Improvement District (District) in 1992 and subsequent renewals in 1996, 2001, 2006, and 2013. The current term of the District expires on December 31, 2020. The District is seeking renewal for another seven-year term effective January 1, 2021 and to continue to be managed by Downtown Dallas, Inc. (DDI), a Texas nonprofit corporation. Per state law, City Council must conduct a public hearing to approve renewal of the District and approval of the District's Service Plan. On April 22, 2020, City Council will be asked to consider a resolution calling for a public hearing to be held on May 27, 2020 to receive comments regarding renewal of the District.

Background

On January 30, 2020, DDI, Inc. submitted petitions requesting renewal of the District. City staff reviewed the petitions and verified that owners of record representing more than 71% of the appraised value and 73% of the land area of real property in the District liable for assessment had signed the petitions. Signed petitions exceeded the minimum renewal requirements established in the City's Public Improvement District (PID) Policy and Chapter 372 of the Texas Local Government Code (the Act), the latter which requires signed petitions from owners representing 50% of the appraised value of real property liable for assessment and 50% percent of the land area of all real property liable for assessment.

The purpose of the District is to supplement and enhance services within the District, but not to replace or supplant existing City services. The District is currently managed by. Located in Council Districts 2 and 14, the District consists of approximately 2,110 properties and is primarily a combination of commercial and residential uses (see **Exhibit A**).

The general nature of the proposed services and improvements to be performed by the District includes safety and cleaning programs, transportation enhancements, park and public space beautification and management, economic planning, promotion of Downtown Dallas, special events, and other related expenses incurred in establishing, administering and operating the District as authorized by the Act and City Council.

April 17, 2020

Upcoming Agenda Items: April 22, 2020 Downtown Improvement District Renewal Call for Public Hearing

The cost for service and improvements will be apportioned among District property owners on the basis of special benefits accruing to each property as determined by the DCAD appraised value of real property and real property improvements in the District. The annual assessment rate for the 2021 Service Plan year is approximately equal to \$0.129 per \$100 valuation. Religious organizations, jurisdictions, and entities exempt from paying property taxes to the City of Dallas will also be exempt from assessment as well as property of owners receiving the 65-or-older homestead exemption. The City of Dallas has contractually agreed to pay assessments against exempt City property in the District. Payment of assessments by exempt jurisdictions and entities must be established by contract.

The District's Service Plan is a seven-year forecast of service level needs and new development activities projected by DDI, Inc. (see **Exhibit B**). The projected annual cost of services and improvements to be provided by DDI, Inc. ranges from \$9.5 to \$19.4 million. The total estimated assessment revenue to be collected during the District's upcoming term is approximately \$97.8 million. On an annual basis, DDI, Inc. will be required to prepare an updated, five year Service Plan and host a public meeting where any District property owner will have an opportunity to ask questions, make comments, and provide input on the District's proposed service plan budget prior to adoption by City Council. DDI, Inc. must also provide District property owners with at least two weeks written notice prior to the annual meeting.

If the District's total collections will exceed the total Service Plan budgeted collections, DDI, Inc. will be contractually required to either 1) reduce the District's assessment rate in subsequent years to offset the over-collection, 2) or return the assessment funds to the property owners, 3) or obtain property owner consent for an increased collection, services, and costs via an early renewal process.

To provide some budgeting flexibility, the City's PID Policy allows DDI, Inc. to use their discretion to increase or decrease a budget category by up to 20 percent of a category's cumulative Service Plan total. For example, if annual expenditures will exceed annual revenues due to lower than projected assessments or greater than projected costs, DDI, Inc. may use their discretion to reduce spending among Service Plan categories in a manner that best serves the interest of District property owners and residents, provided that the District's total assessment collections do not exceed the cumulative collection totals on the District's Service Plan. If annual revenues will exceed expenditures due to greater than budgeted assessment collections or lower than budgeted costs resulting from delays or cost adjustments, the District may carry-forward the excess revenue to subsequent years, provided that the cumulative amount of all assessment revenue does not exceed the cumulative totals on the District's Service Plan and that no expenditure category is adjusted by more than 20 percent of a category's cumulative Service Plan total.

April 17, 2020

Upcoming Agenda Items: April 22, 2020 Downtown Improvement District Renewal Call for Public Hearing

An advisory body may be established to develop and recommend an improvement plan to the governing body of the municipality. At this time, staff is not recommending that an advisory board be appointed but is recommending that the responsibilities for the development and recommendation of the annual service plan and other duties of the advisory board contained in the Act be assigned to DDI, Inc. or a successor entity approved by property owners and the City Council.

The District shall automatically dissolve on December 31, 2027 unless renewed or dissolved through the petition and approval process as provided by the Act.

Alternatives

City Council may choose to deny the renewal of the District, resulting in the cessation of services and improvements provided within the District.

Recommendation

Staff recommends City Council's approval on April 22, 2020 to: (1) call a public hearing to be held on May 27, 2020 to receive comments concerning the renewal of the Dallas Downtown Improvement District; (2) approval of a resolution renewing the District for a period of seven years; (3) approval of a Service Plan for 2021-2027 for the purpose of providing supplemental public services in the District; and (4) Downtown Dallas, Inc., a Texas nonprofit corporation as the management entity for the District.

Fiscal Information

This action has no cost consideration to the City. However, the estimated future cost consideration to the City of participating in the District is \$8,852,696 over the seven-year renewal term based on the property value growth rates provided by DDI, subject to annual appropriations and City Council approval during the District's annual Service Plan and assessment rate adoption process. This figure includes an estimated \$5,972,179 General Fund cost consideration and an estimated \$2,880,516 Convention and Event Services Enterprise Fund cost consideration.

Additionally, this action will have a future cost consideration on others outside the City of Dallas. Property owners within the boundaries of the District will pay a proposed assessment amount that is approximately equal to \$0.129 per \$100.00 of appraised value as determined by DCAD. The projected cost consideration for the Omni Hotel over the proposed renewal term is \$4,137,706 using property value growth projections provided by DDI.

DATE
SUBJECT

April 17, 2020

Upcoming Agenda Items: April 22, 2020 Downtown Improvement District Renewal Call for Public Hearing

Should you have any questions, please contact Courtney Pogue, Director of the Office of Economic Development at (214) 670-1696 or at Courtney.pogue@dallascityhall.com



Courtney Pogue, Director
Office of Economic Development

- c: T.C. Broadnax, City Manager
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Mark Swann, City Auditor
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M. Elizabeth Reich, Chief Financial Officer
Laila Alequresh, Chief Innovation Officer
M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion
Directors and Assistant Directors

EXHIBIT A

DOWNTOWN IMPROVEMENT DISTRICT (DID) MAP

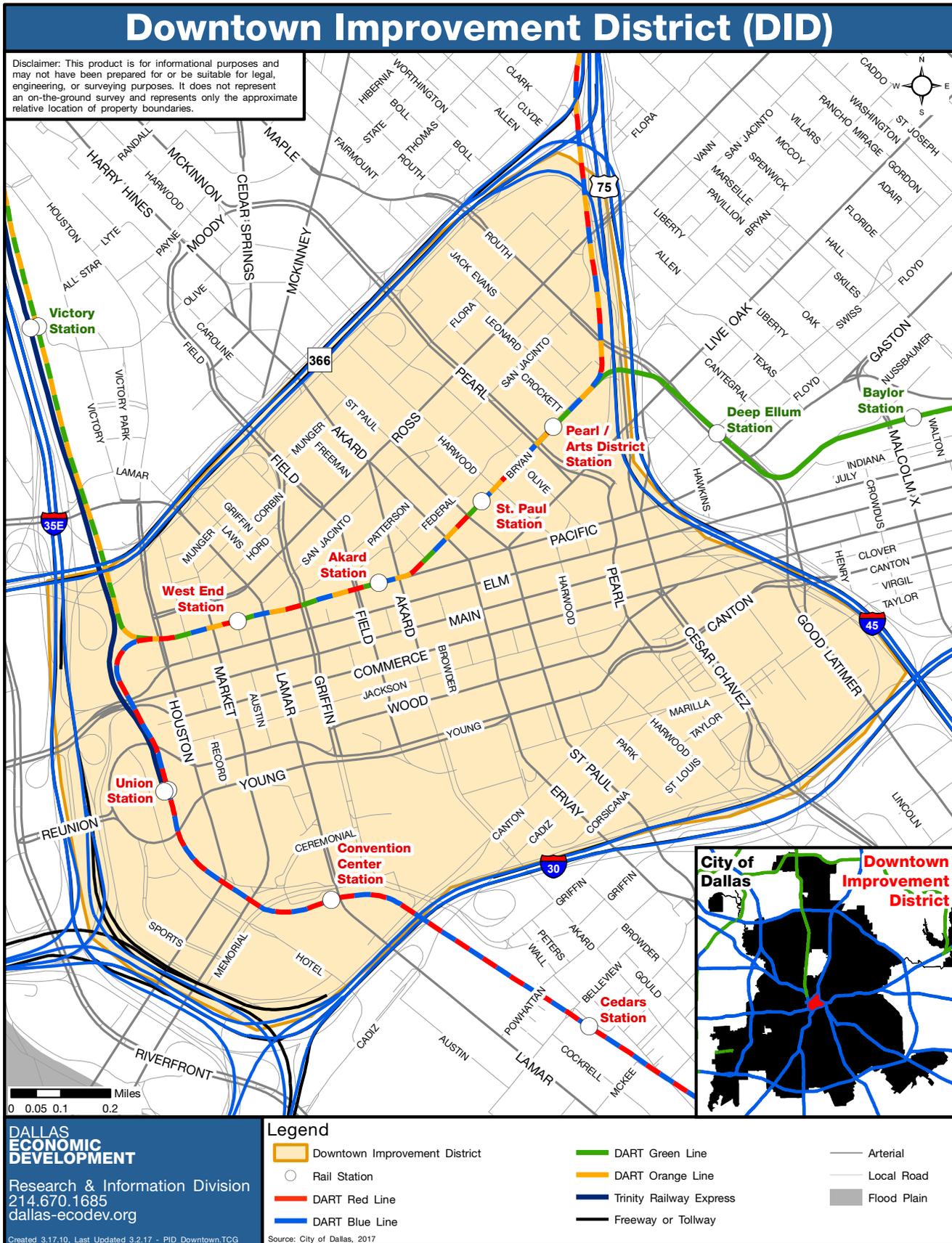


EXHIBIT B
DID SERVICE PLAN 2021-2027

REVENUES	2021	2022	2023	2024	2025	2026	2027
Net Assessment Revenue*	\$9,417,000	\$10,652,000	\$12,154,900	\$13,745,827	\$15,405,286	\$17,108,998	\$19,343,957
Exempt Jurisdictions	\$81,500	\$81,500	\$81,500	\$81,500	\$81,500	\$81,500	\$81,500
Interest on Cash Balances	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500
TOTAL INCOME & REVENUES	\$9,500,000	\$10,735,000	\$12,237,900	\$13,828,827	\$15,488,286	\$17,191,998	\$19,426,957
EXPENDITURES							
Organization & Administration	\$950,000	\$1,073,500	\$1,223,790	\$1,382,883	\$1,548,829	\$1,719,200	\$1,942,696
Economic Development, Planning & Mobility ¹	\$475,000	\$536,750	\$611,895	\$691,441	\$774,414	\$859,600	\$971,348
Communications & Community Partnerships ²	\$760,000	\$858,800	\$979,032	\$1,106,306	\$1,239,063	\$1,375,360	\$1,554,157
Parks Operations & Programming ³	\$665,000	\$751,450	\$856,653	\$968,018	\$1,084,180	\$1,203,440	\$1,359,887
Safety, Cleaning & Improvements ⁴	\$6,650,000	\$7,514,500	\$8,566,530	\$9,680,179	\$10,841,800	\$12,034,398	\$13,598,869
TOTAL EXPENDITURES	\$9,500,000	\$10,735,000	\$12,237,900	\$13,828,827	\$15,488,286	\$17,191,998	\$19,426,957
FUND BALANCE/RESERVE	\$0	\$0	\$0	\$0	\$0	\$0	\$0

* 2021 - 2027 estimated Assessments, less administrative fees and contingency for delinquent and/or protested accounts, as well as exempt accounts removed by the County. Estimates based on current assessment rolls and assumes a 12.7% average growth rate based on the high growth of Downtown Dallas.

¹ Business development and recruitment, Downtown planning and transportation enhancements

² Communications, promotion and marketing support of the district. Business/merchant relations, community programming and special event support

³ Security, cleaning, maintenance, events, programming and improvements related to Downtown park management

⁴ Downtown Clean Team and Safety Patrol, public safety programs, maintenance programs, landscape enhancements and capital improvements

Memorandum



CITY OF DALLAS

DATE April 17, 2020

TO Honorable Mayor and Members of the City Council

SUBJECT **M/WBE Participation for April 22, 2020 Council Agenda**

It is the mission of the Office of Business Diversity to ensure non-discriminatory practices and eliminate barriers while resourcing businesses to the next step in their business life cycle. The policy of the City of Dallas is to use certified Minority and Women-owned Business Enterprises (M/WBEs) to the greatest extent feasible on the City's construction, procurement, and professional services contracts. For your information, staff is providing you with the summary below of M/WBE participation for the voting items scheduled for the April 22, 2020 City Council Agenda. The total contract award amount, consisting of 18 agenda items, is \$68.9M. **M/WBE is applicable to 11 of the 18 agenda items. For these items, construction and architectural and engineering items total \$23.5M with an overall M/WBE participation of \$8.2M or 34.70%, while goods and services items total 42.4M with an overall M/WBE participation of \$324K or 0.76%. Goods and service items have less opportunities for M/WBE participation due to the specialized nature of the specifications, and participation on those contracts is limited to availability of M/WBE vendors.**

As a reminder, the current M/WBE goals are:

Architecture & Engineering	Construction	Professional Services	Other Services	Goods
25.66%	25.00%	36.30%	23.80%	18.00%

2017 Bond Program – April 22th Council Agenda

The Office of Business Diversity continues to work diligently with the Bond Program Office to ensure, not only that the M/WBE goals are met, but to also include diverse teams on the bond program projects. This agenda includes three agenda items that are funded by 2017 bond funds. **These three items total \$6.3M with an overall M/WBE participation of \$1.6 or 25.52%.**

2017 Bond Program – Inception to Date

2017 Bond Program ITD consists of 210 items totaling \$359.5M with an overall M/WBE participation of \$155.1M or 43.15%.

DATE April 17, 2020
SUBJECT **M/WBE Participation for April 22, 2020 Council Agenda**

Highlighted Items:

Land Bank Development

Agenda Items No. 4, 5, 6 Authorize the approval of the development plans **(2)** the sale of 32 vacant lots from the Dallas Housing Acquisition and Development Corporation (DHADC) to three Developers; and **(3)** execution of a release of lien for any non-tax City liens that were filed on the 32 vacant lots prior to the Sherriff's deeds transferring the lots to DHADC. The construction amount proposed for these three developments is \$3.7M. **These items include participation from six M/WBE vendors, including all three developers, resulting in \$3.7M participation or 100.00% M/WBE participation on a 25.00% goal.**

Street Reconstruction

Agenda Item No. 8 Authorizes a construction contract in the amount of \$3.7M for street reconstruction. **This item includes participation from three M/WBE vendors resulting in \$2.9M participation or 77.75% M/WBE participation on a 25.00% goal.**

Personal Protective Equipment

Agenda Item No. 29 A resolution ratifying the City Manager's emergency purchase in the amount of \$702K for personal protective equipment in response to COVID-19. **This item includes participation from one M/WBE vendor resulting in \$199K participation or 28.34% M/WBE participation on a 18.00% goal.**

Please feel free to contact me if you have any questions or should you require additional information.



Zarin D. Gracey
Director
Office of Business Diversity

- c: T.C. Broadnax, City Manager
Chris Caso, City Attorney
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M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion
Directors and Assistant Directors

Memorandum



CITY OF DALLAS

DATE April 17, 2020

TO Honorable Mayor and Members of the City Council

SUBJECT **New Procurement Opportunities**

The Office of Procurement Services (OPS) would like to inform the City Council of the following contract opportunities that have been advertised in the last week in the *Dallas Morning News*. These opportunities are also on Bonfire, the City's electronic bid portal: <https://dallascityhall.bonfirehub.com/login>. (Free registration is required to view the opportunity in full.)

In addition, we have updated citywide opportunities for the current quarter on the OPS website: <https://dallascityhall.com/departments/procurement/pages/default.aspx>.

Solicitation No.	Solicitation Name
1. CIZ1909	Water and Wastewater Main Replacements at Various Locations and Storm Drain Improvements (Dallas Water Department)*
2. CIZ1910	Water Delivery SCADA and Meandering Way High Improvements (Dallas Water Department)*
3. BYZ20-00013397	Comprehensive Land Use Plan
4. BL20-00013438	Temporary Buildings and Dome Structures

**Solicitations that begin with a "C" are for construction projects and the issuing department handles those procurements directly. OPS only advertises and unseals submissions for the construction procurements.*

Once an opportunity/solicitation is advertised, it is considered an open procurement until the City Council awards the contract. Please be advised that Section 12A-15.8(g) of the Code of Ethics prohibits communication between councilmembers and bidders or proposers on open procurements.

DATE April 17, 2020
SUBJECT **New Procurement Opportunities**

Should you have any questions, please contact Chhunny Chhean, Director of Procurement Services.



M. Elizabeth Reich
Chief Financial Officer

c: T.C. Broadnax, City Manager
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