

The National
CITIZEN SURVEY™

2005

**Report of Demographic
Subgroup Comparisons for
the City of Dallas, Texas**



City of Dallas

Submitted by:

NATIONAL RESEARCH CENTER, INC.
3005 30th Street • Boulder, CO 80301
tel. 303-444-7863 • fax. 303-441-1145
e-mail: ncs@n-r-c.com • www.n-r-c.com

May 2005

Table of Contents

Survey Background.....	1
About The National Citizen Survey™	1
Understanding the Results.....	3
Comparisons	5



SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA).

The National Citizen Survey™ was developed to provide local jurisdictions an accurate, affordable and easy way to assess and interpret resident opinion about important community issues. While standardization of question wording and survey methods provide the rigor to assure valid results, each jurisdiction has enough flexibility to construct a customized version of The National Citizen Survey™ that asks residents about key local services and important local issues.

Results offer insight into residents' perspectives about local government performance and as such provide important benchmarks for jurisdictions working on performance measurement. The National Citizen Survey™ is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The National Citizen Survey™ permits questions to test support for local policies and answers to its questions also speak to community trust and involvement in community-building activities as well as to resident demographic characteristics.

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically reweighted to reflect the proper demographic composition of the entire community. The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The City of Dallas staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries we used for sampling; and they provided the appropriate letterhead and signatures for mailings. City of Dallas staff also determined local interest in a variety of add-on options for The National Citizen Survey™ Basic Service.

One of the add-on options that Dallas chose was to have crosstabulations of evaluative questions 1-15 by the following demographic questions:

Question 19: Length of time living in Dallas

Question 21: Rent/own home

Question 26: Education

Question 27: Income

Question 30: Age

UNDERSTANDING THE RESULTS

“Don’t Know” Responses

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix I of the Report of Results. However, these responses have been removed from the analyses presented in this report. In other words, the tables display the responses from respondents who had an opinion about a specific item.

There were two exceptions to the removal of “don’t know” responses. For items related to crime victimization and crime reporting, “don’t know” responses were not removed. In addition, the “don’t know” responses were not removed from the policy questions.

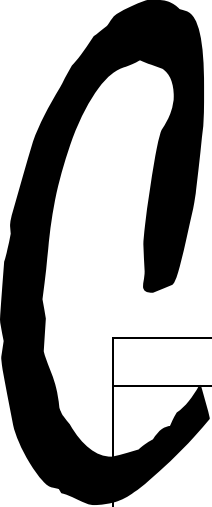
Putting Evaluations Onto a 100-Point Scale

Although responses to many of the evaluative questions were made on a 4 point scale with 4 representing the best rating and 1 the worst, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent,” then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor” rating, the result would be 0 on the 100-point scale. If the average rating for quality of life was “good,” then the result would be 67 on a 100-point scale; “fair” would be 33 on the 100-point scale.

Understanding the Tables

In this report, comparisons between demographic subgroups are shown. For most of the questions, we have shown only one number for each question. Usually this number is the rating on a 100-point scale. Sometimes this scale was not appropriate to use. In these cases we have summarized responses to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who reported a crime, or the percent of respondents who felt the rate of growth was “about right.” For a few questions, we have shown the full set of responses: these include the policy questions and the question about respondents’ perceptions about the economy.

Anova and chi-square tests of significance were applied to these comparisons of survey questions by demographic subgroups. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they are marked in gray.



COMPARISONS

Figure 1: Quality of Life Ratings

	How many years have you lived in Dallas?					Is this house, apartment, or mobile home...		What is the highest degree or level of school you have completed?						How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	less than 2 years	2-5 years	6-10 years	11-20 years	more than 20 years	rented for cash or occupied without cash payment?	owned by you or someone in this house	12th Grade or less, no diploma	high school diploma	some college, no degree	associate's degree (e.g. AA, AS)	bachelor's degree (e.g. BA, AB, BS)	graduate degree or professional degree	less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older
Dallas as a place to live	51	58	54	53	56	55	56	55	52	55	52	58	57	54	54	55	60	51	55	54	57	56	54	62
Neighborhood as a place to live	54	48	47	46	49	45	53	39	44	46	44	54	61	41	45	54	66	42	48	48	48	50	50	54
Dallas as a place to raise children	38	40	39	41	41	40	41	44	41	38	40	39	41	42	40	37	42	39	43	38	40	39	39	40
Dallas as a place to retire	32	30	35	32	38	35	35	45	38	33	30	31	33	41	35	30	30	31	34	32	34	37	42	51
Overall quality of life in Dallas	50	51	47	47	48	47	50	48	46	46	45	53	52	47	46	49	56	46	49	45	49	49	49	55
Average Rating on a 100-point Scale (0=poor, 100=excellent)																								

Figure 2: Characteristics of the Community

	How many years have you lived in Dallas?					Is this house, apartment, or mobile home...		What is the highest degree or level of school you have completed?						How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	less than 2 years	2-5 years	6-10 years	11-20 years	more than 20 years	rented for cash or occupied without cash payment?	owned by you or someone in this house	12th Grade or less, no diploma	high school diploma	some college, no degree	associate's degree (e.g. AA, AS)	bachelor's degree (e.g. BA, AB, BS)	graduate degree or professional degree	less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older
Sense of community	35	37	36	36	37	36	37	38	36	37	36	36	37	39	35	34	37	34	36	37	36	36	41	48
Openness and acceptance	48	45	40	42	40	42	42	46	40	37	38	47	42	43	40	42	43	46	43	38	41	42	43	46
Overall appearance of Dallas	47	46	44	44	45	45	44	47	46	46	39	47	43	48	44	44	44	43	45	42	46	47	49	51
Opportunities to attend cultural activities	62	50	48	52	56	53	55	54	46	53	50	59	59	54	50	54	61	53	48	52	57	60	61	63
Shopping opportunities	85	79	77	74	68	75	73	68	67	69	66	84	82	69	71	78	86	76	76	71	73	72	69	71
Air quality	34	40	37	34	32	36	32	40	42	32	31	31	29	39	35	30	29	33	38	33	34	33	29	36
Recreational opportunities	52	49	45	44	47	47	46	52	47	45	42	48	46	49	46	44	45	48	44	45	48	50	50	57
Job opportunities	48	47	42	41	39	39	44	37	31	37	42	53	52	32	40	48	60	35	42	43	41	44	40	46
Access to affordable quality housing	43	43	39	38	40	37	44	38	35	35	38	45	51	37	36	41	54	45	39	40	38	41	42	46
Access to affordable quality child care	29	33	35	33	36	32	38	39	31	31	32	41	39	34	34	34	44	33	32	35	36	40	38	42
Access to affordable quality health care	40	47	40	36	39	37	43	40	32	35	31	51	49	35	36	44	55	38	40	37	38	41	45	51
Ease of car travel	34	43	44	41	36	38	39	46	42	33	29	40	39	41	40	32	42	37	41	39	37	36	39	38
Ease of bus travel	44	46	48	45	47	48	45	58	50	47	40	39	33	52	47	39	33	43	50	46	43	47	48	50
Ease of rail/subway travel in Dallas	49	42	47	52	50	49	47	57	52	49	48	44	38	53	50	43	40	54	46	49	49	50	49	54
Ease of bicycle travel	28	28	23	25	30	29	26	36	34	29	24	20	18	35	28	21	15	31	27	25	27	29	33	37
Ease of walking	31	29	29	28	33	32	29	38	37	31	29	26	22	37	31	25	20	35	30	26	30	32	34	42
Overall image/reputation	45	49	46	45	42	44	44	44	43	43	40	48	45	44	43	44	45	42	47	41	42	45	44	51

Average Rating on a 100-point Scale (0=poor, 100=excellent)

Figure 3: Ratings of Growth

	How many years have you lived in Dallas?					Is this house, apartment, or mobile home...	What is the highest degree or level of school you have completed?						How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?							
	less than 2 years	2-5 years	6-10 years	11-20 years	more than 20 years <small>rented for cash or occupied without cash payment?</small>	owned by you or someone in this house	12th Grade or less, no diploma	high school diploma	some college, no degree	associate's degree (e.g. AA, AS)	bachelor's degree (e.g. BA, AB, BS)	graduate degree or professional degree	less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older	
Population growth	43%	53%	37%	37%	27%	37%	32%	27%	32%	32%	31%	41%	43%	34%	31%	33%	50%	45%	38%	38%	28%	35%	24%	24%
Retail growth (stores, restaurants etc.)	71%	71%	54%	57%	51%	60%	53%	48%	52%	57%	57%	63%	63%	52%	54%	61%	68%	67%	60%	57%	50%	50%	54%	53%
Jobs growth	35%	34%	34%	23%	21%	23%	29%	24%	15%	21%	23%	39%	35%	19%	22%	34%	45%	16%	30%	32%	20%	24%	19%	33%
Proportion of Respondents Rating as "About Right"																								

Figure 4: Ratings of Potential Problems in Dallas

	How many years have you lived in Dallas?					Is this house, apartment, or mobile home...		What is the highest degree or level of school you have completed?						How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	less than 2 years	2-5 years	6-10 years	11-20 years	more than 20 years	rented for cash or occupied without cash payment?	owned by you or someone in this house	12th Grade or less, no diploma	high school diploma	some college, no degree	associate's degree (e.g. AA, AS)	bachelor's degree (e.g. BA, AB, BS)	graduate degree or professional degree	less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older
Crime	11	15	12	11	9	11	11	10	11	10	6	13	14	10	11	10	14	11	13	11	10	9	9	11
Drugs	14	18	9	11	8	10	10	9	7	9	6	13	16	8	9	12	14	10	13	11	9	7	6	8
Too much growth	44	55	45	42	41	45	43	38	36	45	35	50	53	39	41	46	58	51	49	40	41	41	38	40
Lack of growth	80	68	69	66	61	66	64	55	59	66	60	74	72	59	64	72	72	77	65	63	64	64	65	64
Graffiti	52	53	46	45	38	45	41	31	41	43	38	51	47	38	43	46	50	54	48	40	40	40	31	38
Noise	52	49	46	44	40	45	43	38	42	44	36	48	48	40	44	45	52	51	48	42	39	40	35	47
Run down buildings, weed lots, or junk vehicles	36	45	35	36	29	36	31	28	35	32	29	39	35	33	33	33	38	39	37	30	34	28	28	33
Taxes	42	49	36	33	26	37	29	29	28	33	33	38	36	31	32	35	39	37	39	29	28	27	29	37
Traffic congestion	21	25	21	21	17	20	20	24	23	18	16	18	19	24	19	15	21	21	21	22	21	15	17	16
Unsupervised youth	30	33	22	21	20	24	22	20	19	20	21	30	31	22	19	27	32	25	25	22	23	19	17	25
Homelessness	22	30	24	21	17	20	21	20	19	17	16	22	28	18	20	22	25	19	24	22	20	17	11	20
Weeds	46	58	44	41	39	44	42	33	41	38	38	52	53	38	43	46	52	48	48	40	42	38	34	38

Average Rating on a 100-point Scale (0=major problem, 100=not a problem)

Figure 5: Ratings of Safety from Various Problems

	How many years have you lived in Dallas?					Is this house, apartment, or mobile home...		What is the highest degree or level of school you have completed?					How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?							
	less than 2 years	2-5 years	6-10 years	11-20 years	more than 20 years	rented for cash or occupied without cash payment?	owned by you or someone in this house	12th Grade or less, no diploma	high school diploma	some college, no degree	associate's degree (e.g. AA, AS)	bachelor's degree (e.g. BA, AB, BS)	graduate degree or professional degree	less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older
Violent crime	42	38	40	38	37	38	39	31	34	36	31	46	46	34	35	43	50	29	40	38	37	40	37	45
Property crimes	34	30	34	31	32	31	33	28	33	31	28	35	34	31	29	33	37	26	32	32	31	33	32	42
Fire	62	59	59	60	61	58	64	53	59	58	54	67	67	56	58	65	71	57	60	61	59	64	60	66
Average Rating on a 100-Point Scale (0=very unsafe, 100=very safe)																								

Figure 6: Ratings of Feelings of Safety in Various Areas

	How many years have you lived in Dallas?					Is this house, apartment, or mobile home...		What is the highest degree or level of school you have completed?						How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	less than 2 years	2-5 years	6-10 years	11-20 years	more than 20 years	rented for cash or occupied without cash payment?	owned by you or someone in this house	12th Grade or less, no diploma	high school diploma	some college, no degree	associate's degree (e.g. AA, AS)	bachelor's degree (e.g. BA, AB, BS)	graduate degree or professional degree	less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older
In your neighborhood during the day	75	74	71	72	71	72	72	64	68	71	73	77	79	67	71	76	80	71	74	71	71	72	71	73
In your neighborhood after dark	50	42	45	47	47	43	50	40	44	46	44	50	50	40	45	49	57	38	45	48	48	46	47	48
In Dallas's downtown area during the day	66	69	65	63	63	66	63	58	63	63	63	69	69	61	65	67	67	63	67	61	66	63	59	58
In Dallas's downtown area after dark	24	32	32	28	30	31	28	35	34	29	25	27	25	32	30	27	27	22	32	30	32	28	24	26
In Dallas's parks during the day	72	70	63	65	60	65	61	60	64	61	65	68	63	61	65	66	64	72	66	63	61	60	54	56
In Dallas's parks after dark	18	24	22	24	22	25	18	25	28	23	20	20	15	24	24	19	17	17	24	25	22	18	18	17
Average Rating on a 100-Point Scale (0=very unsafe, 100=very safe)																								

Figure 7: Crime Victimization and Reporting

	How many years have you lived in Dallas?					Is this house, apartment, or mobile home...		What is the highest degree or level of school you have completed?						How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	less than 2 years	2-5 years	6-10 years	11-20 years	more than 20 years	occupied without cash payment?	owned by you or someone in this house	12th Grade or less, no diploma	high school diploma	some college, no degree	associate's degree (e.g. AA, AS)	bachelor's degree (e.g. BA, AB, BS)	graduate degree or professional degree	less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older
During the past twelve months, were you or anyone in your household the victim of any crime?	29%	30%	32%	31%	26%	30%	27%	29%	24%	34%	42%	24%	29%	27%	32%	29%	25%	39%	32%	30%	29%	22%	19%	15%
If yes, was this crime (these crimes) reported to the police?	82%	68%	68%	72%	71%	69%	73%	76%	65%	67%	72%	76%	67%	72%	65%	79%	78%	59%	65%	81%	75%	70%	72%	79%

Percent of Respondents Whose Households Were Victims of Crime, and Who Reported the Crime

Figure 8: Use of Community Amenities

	How many years have you lived in Dallas?					Is this house, apartment, or mobile home...		What is the highest degree or level of school you have completed?						How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	less than 2 years	2-5 years	6-10 years	11-20 years	more than 20 years	occupied without cash payment?	someone in this house	12th Grade or less, no diploma	high school diploma	some college, no degree	associate's degree (e.g. AA, AS)	bachelor's degree (e.g. BA, AB, BS)	graduate degree or professional degree	less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older
Used Dallas public libraries or their services	55%	56%	69%	71%	73%	66%	72%	61%	69%	77%	79%	61%	70%	70%	72%	66%	58%	68%	68%	72%	70%	69%	64%	57%
Used Dallas recreation centers	43%	52%	54%	55%	51%	53%	50%	56%	59%	55%	56%	40%	48%	55%	59%	45%	37%	61%	58%	59%	44%	43%	38%	36%
Participated in a recreation program or activity	20%	33%	33%	43%	39%	36%	37%	35%	34%	45%	39%	30%	39%	36%	40%	38%	28%	30%	40%	42%	33%	33%	37%	26%
Visited a Dallas park	86%	83%	90%	84%	80%	83%	83%	76%	83%	83%	84%	85%	86%	81%	82%	86%	87%	82%	90%	86%	83%	79%	71%	48%
Listened to the City's radio station WWR	71%	66%	58%	59%	48%	55%	59%	17%	33%	56%	60%	85%	86%	30%	56%	76%	90%	61%	62%	57%	58%	53%	38%	15%
Ridden a local bus within Dallas	29%	32%	47%	48%	49%	49%	39%	56%	54%	56%	42%	30%	29%	60%	48%	36%	16%	57%	42%	46%	46%	48%	40%	32%
Attended a meeting of local elected officials or other local public meeting	6%	17%	19%	24%	34%	19%	33%	22%	20%	34%	23%	24%	29%	25%	25%	24%	32%	8%	18%	33%	30%	34%	41%	28%
Watched a meeting of local elected officials or other local public meeting on cable television	35%	46%	52%	42%	54%	52%	47%	47%	55%	56%	52%	42%	44%	53%	51%	49%	37%	49%	46%	51%	48%	54%	60%	47%
Recycled used paper, cans or bottles from your home	46%	47%	55%	57%	58%	49%	61%	49%	59%	56%	48%	56%	57%	55%	53%	55%	57%	43%	51%	57%	57%	60%	60%	66%

Report of Demographic Subgroup Comparisons

Volunteered your time to some group/activity in Dallas	34%	43%	42%	38%	45%	40%	46%	28%	31%	44%	37%	52%	61%	33%	42%	48%	57%	34%	44%	40%	43%	45%	45%	45%	
Used the Internet for anything	10%	12%	19%	26%	34%	21%	31%	20%	17%	30%	20%	29%	35%	23%	24%	26%	35%	18%	14%	28%	32%	38%	41%	37%	
Used the Internet to conduct business with Dallas	88%	80%	71%	82%	74%	76%	80%	42%	61%	84%	87%	96%	95%	56%	80%	93%	97%	92%	80%	78%	79%	75%	59%	35%	
Purchased an item over the Internet	53%	47%	44%	42%	38%	40%	45%	15%	25%	41%	46%	62%	64%	23%	38%	62%	68%	40%	51%	44%	43%	36%	24%	11%	
Proportion of Respondents Rating Engaging in Activity At Least Once in Last 12 Months																									

Figure 9: Quality of Service Ratings

	How many years have you lived in Dallas?					Is this house, apartment, or mobile home...		What is the highest degree or level of school you have completed?						How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	less than 2 years	2-5 years	6-10 years	11-20 years	more than 20 years	rented for cash or occupied without cash payment?	owned by you or someone in this house	12th Grade or less, no diploma	high school diploma	some college, no degree	associate's degree (e.g. AA, AS)	bachelor's degree (e.g. BA, AB, BS)	graduate degree or professional degree	less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older
Police services	47	50	45	45	46	44	48	49	44	41	43	50	49	45	44	47	50	43	43	45	45	50	56	62
Fire services	62	70	68	71	71	68	72	73	69	69	64	70	72	69	71	70	69	68	68	69	71	73	72	79
Ambulance/emergency medical services	64	67	61	68	66	64	68	67	65	64	61	68	66	65	67	65	65	67	63	65	64	69	70	78
Crime prevention	27	28	27	30	28	27	29	30	29	26	24	30	28	29	28	25	30	18	27	28	30	34	31	37
Fire prevention and education	43	51	45	52	51	49	51	53	51	46	47	49	52	51	50	46	51	45	48	50	50	55	52	56
Traffic enforcement	46	51	41	46	39	44	42	49	48	39	40	43	39	46	46	36	40	44	46	42	41	40	40	42
Garbage collection	54	56	52	54	56	52	59	56	56	51	48	59	59	53	56	55	61	49	53	55	56	59	59	65
Recycling	26	32	36	36	38	35	36	43	44	36	35	29	28	41	36	28	31	34	34	35	37	38	42	42
Street repair	23	28	25	20	18	22	20	25	21	21	18	21	21	23	20	20	22	22	22	21	21	21	21	21
Street cleaning	32	40	31	31	27	32	28	31	29	28	25	32	35	32	28	30	33	31	32	28	29	32	28	30
Street lighting	38	43	35	38	34	37	37	36	36	34	31	39	40	36	36	37	40	38	35	37	35	39	38	47
Snow removal	54	54	48	49	47	49	47	48	48	47	46	52	49	48	49	50	46	53	48	48	49	51	44	43
Traffic signal timing	43	43	42	41	40	41	41	45	45	38	36	40	41	42	42	38	40	40	42	41	40	43	39	45
Amount of public parking	39	36	38	38	34	35	38	40	41	30	28	37	38	37	36	32	41	37	35	37	35	37	41	40
Bus/transit services	49	52	52	54	52	52	52	60	57	52	46	48	44	54	54	48	44	56	52	51	51	54	52	56
Storm drainage	49	47	43	42	44	43	45	45	46	39	40	46	46	43	45	42	47	46	44	45	42	44	42	51
Drinking water	46	48	49	44	45	44	48	49	48	39	45	46	50	47	45	44	49	41	44	45	47	49	49	61
Sewer services	49	55	50	49	48	48	52	46	48	45	46	56	55	45	50	51	58	41	52	48	49	51	51	59
City parks	52	54	48	47	47	49	48	53	51	47	41	48	46	49	50	47	46	46	49	47	48	50	51	53
Recreation programs or classes	40	49	46	45	47	48	44	52	48	44	40	47	45	48	47	44	45	51	47	43	45	49	48	51
Range/variety of recreation programs and classes	47	44	45	44	44	46	42	50	46	40	38	47	41	46	44	41	45	50	45	40	42	51	45	45
Recreation centers/facilities	51	45	48	43	45	46	44	51	48	41	40	47	45	46	47	41	45	50	46	44	43	45	47	47
Accessibility to parks	57	53	52	51	50	51	52	56	53	46	48	55	51	51	53	51	53	57	51	50	51	52	53	53
Accessibility to recreation centers/facilities	53	51	48	48	47	48	49	55	49	44	45	52	44	49	49	45	50	50	49	46	48	48	49	50

Figure 9: Quality of Service Ratings

	How many years have you lived in Dallas?					Is this house, apartment, or mobile home...		What is the highest degree or level of school you have completed?						How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	less than 2 years	2-5 years	6-10 years	11-20 years	more than 20 years	rented for cash or occupied without cash payment?	owned by you or someone in this house	12th Grade or less, no diploma	high school diploma	some college, no degree	associate's degree (e.g. AA, AS)	bachelor's degree (e.g. BA, AB, BS)	graduate degree or professional degree	less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older
Appearance/maintenance of parks	52	49	47	43	46	48	45	52	46	45	40	48	46	47	48	46	44	46	48	44	44	49	52	51
Appearance of recreation centers/facilities	48	46	46	46	44	46	45	50	47	43	44	45	43	46	47	42	43	47	47	42	43	47	49	47
Land use, planning and zoning	36	37	38	37	33	36	34	40	40	30	30	36	37	35	36	33	39	33	39	37	32	36	30	31
Code enforcement (weeds, abandoned buildings, etc)	32	35	31	31	26	31	27	29	35	24	26	30	29	30	29	27	31	29	33	30	28	24	24	24
Animal control	49	48	36	39	32	39	34	33	35	32	35	44	44	35	34	38	44	40	39	37	35	33	34	39
Economic development	46	45	39	38	38	41	38	41	42	34	41	41	43	38	40	41	43	38	41	40	38	38	39	45
Health services	49	53	45	40	41	44	43	45	43	37	41	48	49	41	43	46	50	46	45	42	39	44	46	49
Services to seniors	48	44	39	40	37	39	38	46	41	33	32	38	40	42	38	35	39	45	41	39	32	35	40	48
Services to youth	38	42	37	34	31	34	33	41	36	29	30	35	29	36	34	28	34	35	34	35	31	31	35	39
Services to low-income people	35	38	39	31	30	32	33	40	32	30	17	33	31	34	29	33	30	34	35	31	30	32	30	34
Public library services	63	61	63	63	60	62	60	66	62	59	56	60	63	61	63	59	60	62	62	61	60	62	59	68
Variety of library materials	59	57	58	58	58	58	58	60	59	56	55	58	61	55	60	58	61	56	57	58	57	60	58	65
Public information services	44	50	47	48	46	48	46	51	50	44	46	46	48	45	49	46	49	46	49	46	45	48	50	52
Municipal courts	41	48	46	41	42	43	43	47	47	40	40	41	41	43	46	39	42	42	46	40	41	46	46	45
Cable television	53	48	41	47	41	44	42	48	49	41	37	43	43	43	46	41	43	54	47	41	37	42	42	47
Bulk trash pick-up	46	48	43	45	47	43	50	46	44	43	41	52	50	45	45	45	57	43	44	46	47	49	49	57
Alley maintenance	27	35	21	28	28	30	26	28	28	27	22	32	29	30	27	26	29	29	29	28	26	30	28	32
3-1-1 services	55	51	45	49	47	48	48	52	49	45	50	47	45	48	49	45	49	57	47	50	44	49	48	55
Average Rating on a 100-Point Scale (0=poor, 100=excellent)																								

Figure 10: Ratings of Various Levels of Government

	How many years have you lived in Dallas?					Is this house, apartment, or mobile home...		What is the highest degree or level of school you have completed?						How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	less than 2 years	2-5 years	6-10 years	11-20 years	more than 20 years	rented for cash or occupied without cash payment?	owned by you or someone in this house	12th Grade or less, no diploma	high school diploma	some college, no degree	associate's degree (e.g. AA, AS)	bachelor's degree (e.g. BA, AB, BS)	graduate degree or professional degree	less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older
Overall, how would you rate the quality of the services provided by the City of Dallas?	46	48	44	42	42	43	43	46	45	40	39	46	42	44	43	41	44	41	45	41	40	45	46	48
Overall, how would you rate the quality of the services provided by the Federal Government?	45	50	41	43	40	42	42	47	43	38	42	43	42	42	40	43	45	41	43	43	40	43	40	46
Overall, how would you rate the quality of the services provided by the State Government?	47	49	40	40	38	42	39	46	42	38	33	44	39	42	39	40	43	40	44	41	36	40	38	45
Average Rating on a 100-point Scale (0=poor, 100=excellent)																								

Figure 11: Proportion of Population Having Contact with City Employees

	How many years have you lived in Dallas?					Is this house, apartment, or mobile home...		What is the highest degree or level of school you have completed?						How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	less than 2 years	2-5 years	6-10 years	11-20 years	more than 20 years	occupied without cash payment?	someone in this house	12th Grade or less, no diploma	high school diploma	some college, no degree	associate's degree (e.g. AA, AS)	bachelor's degree (e.g. BA, AB, BS)	or professional degree	less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older
Have you had any in-person or phone contact with an employee of the City of Dallas within the last 12 months?	53%	53%	57%	60%	57%	52%	63%	46%	51%	65%	65%	57%	60%	48%	57%	63%	69%	55%	54%	61%	62%	60%	56%	32%
Percent of Respondents Who Reported Contact with a City Employee in the Last 12 Months																								

Figure 12: Ratings of Contact with City Employees

	How many years have you lived in Dallas?					Is this house, apartment, or mobile home...		What is the highest degree or level of school you have completed?						How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	less than 2 years	2-5 years	6-10 years	11-20 years	more than 20 years	rented for cash or occupied without cash payment?	owned by you or someone in this house	12th Grade or less, no diploma	high school diploma	some college, no degree	associate's degree (e.g. AA, AS)	bachelor's degree (e.g. BA, AB, BS)	graduate degree or professional degree	less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older
Knowledge	54	57	52	56	53	54	55	52	56	52	53	58	53	52	55	55	51	54	53	52	54	55	63	63
Responsiveness	37	50	46	48	47	46	47	49	48	43	48	48	47	45	47	46	47	42	44	45	47	48	61	60
Courtesy	40	52	47	56	54	49	55	55	48	49	54	55	54	47	53	52	52	42	48	54	52	55	66	68
Overall Impression	37	51	46	50	48	47	48	50	45	44	52	51	48	44	49	48	48	41	45	47	47	51	61	62
Average Rating on a 100-point Scale (0=poor, 100=excellent)																								

Figure 13: Ratings of Public Trust

	How many years have you lived in Dallas?					Is this house, apartment, or mobile home...		What is the highest degree or level of school you have completed?					How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?							
	less than 2 years	2-5 years	6-10 years	11-20 years	more than 20 years	rented for cash or occupied without cash payment?	owned by you or someone in this house	12th Grade or less, no diploma	high school diploma	some college, no degree	associate's degree (e.g. AA, AS)	bachelor's degree (e.g. BA, AB, BS) or professional degree	less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older	
I receive good value for the City of Dallas taxes I pay	50	52	51	46	45	50	44	51	49	45	47	49	44	50	49	45	44	43	50	44	44	47	56	60
I am pleased with the overall direction that the City of Dallas is taking	52	54	51	47	44	49	45	54	51	41	42	48	46	51	47	44	45	47	49	48	43	48	50	51
The City of Dallas government welcomes citizen involvement	56	57	58	50	51	54	52	62	55	49	52	52	48	58	53	48	51	53	55	51	50	53	56	54
The City of Dallas government listens to citizens	48	46	49	44	42	44	43	55	46	38	45	43	41	50	42	40	44	39	46	45	41	45	50	46
Average Rating on a 100-point Scale (0=strongly disagree, 100=strongly agree)																								

Figure 14: Perceptions of Economy

		How many years have you lived in Dallas?					Is this house, apartment, or mobile home...		What is the highest degree or level of school you have completed?						How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
		less than 2 years	2-5 years	6-10 years	11-20 years	more than 20 years	rented or occupied without cash payment?	owned by you or someone in this house	12th Grade or less, no diploma	high school diploma	some college, no degree	associate's degree (e.g. AA, AS)	bachelor's degree (e.g. BA, AB, BS)	graduate degree or professional degree	less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	very positive	7%	6%	5%	9%	5%	7%	5%	9%	6%	5%	7%	5%	3%	7%	4%	5%	9%	10%	6%	5%	5%	6%	4%	5%
	somewhat positive	29%	32%	31%	22%	22%	26%	23%	28%	27%	19%	21%	27%	29%	23%	23%	23%	39%	14%	30%	26%	27%	23%	16%	18%
	neutral	54%	41%	43%	47%	43%	42%	47%	42%	42%	43%	44%	47%	43%	41%	45%	49%	40%	56%	44%	47%	37%	40%	40%	52%
	somewhat negative	9%	18%	18%	20%	21%	19%	20%	13%	21%	23%	24%	18%	19%	18%	23%	19%	12%	19%	15%	17%	22%	25%	30%	20%
	very negative	1%	4%	4%	3%	9%	7%	5%	9%	4%	10%	4%	3%	6%	11%	5%	4%	0%	1%	6%	5%	8%	5%	10%	5%
	Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%