



City of Dallas

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The City of Dallas, Texas

Report of Demographic Subgroup Comparisons 2006



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TABLE OF CONTENTS

Survey Background.....	1
About The National Citizen Survey™	1
Understanding the Results	2
“Don’t Know” Responses	2
Putting Evaluations onto a 100-Point Scale	2
Understanding the Tables	2
Comparisons	3

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 re-weighted 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 1-16 by demographic questions 19 (length of residency in Dallas), 21 (rent or own home), 26 (highest level of education completed), 27 (annual household income), and question 30 (age of respondent).

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 A 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.

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

Quality of Life Ratings: A

	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?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 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
How do you rate Dallas as a place to live?	62	60	55	56	56	57	56	57	54	56	57	58	59
How do you rate your neighborhood as a place to live?	51	54	48	50	49	45	55	46	45	44	39	59	59
How do you rate Dallas as a place to raise children?	46	44	40	42	43	43	42	48	47	41	40	40	40
How do you rate Dallas as a place to work?	64	63	57	59	54	57	58	54	53	52	61	64	64
How do you rate Dallas as a place to retire?	36	34	29	35	38	35	35	45	41	35	30	31	28

Quality of Life Ratings: A

	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?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 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
How do you rate the overall quality of life in Dallas?	55	55	49	51	49	51	51	48	50	50	49	53	53
Average rating on a 100-point scale (100=Excellent, 0=Poor)													

Quality of Life Ratings: B

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 \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
How do you rate Dallas as a place to live?	57	54	59	61	53	58	53	56	56	64	62
How do you rate your neighborhood as a place to live?	44	43	55	69	42	48	51	50	53	57	60
How do you rate Dallas as a place to raise children?	45	40	43	43	39	43	45	40	41	50	42
How do you rate Dallas as a place to work?	51	56	63	69	46	60	58	58	54	63	58
How do you rate Dallas as a place to retire?	40	35	34	27	39	30	36	31	36	51	51
How do you rate the overall quality of life in Dallas?	50	47	54	57	48	52	52	47	49	59	55
Average rating on a 100-point scale (100=Excellent, 0=Poor)											

Characteristics of the Community: A

Please rate each of the following characteristics as they relate to Dallas as a whole:	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?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 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
Sense of community	42	39	34	38	40	39	38	42	46	39	34	35	34
Openness and acceptance	46	43	41	40	41	41	42	45	43	40	34	39	43
Overall appearance of Dallas	53	49	50	47	47	50	46	49	51	47	44	46	48
Opportunities to attend cultural activities	58	57	50	52	53	53	54	48	51	54	54	54	59
Shopping opportunities	81	82	73	76	67	73	73	67	65	66	70	84	82
Air quality	47	39	40	36	35	39	36	46	42	35	39	32	35
Recreational opportunities	54	54	50	47	49	51	48	52	51	48	51	50	48
Job opportunities	64	60	52	50	45	49	52	45	42	43	57	59	62
Access to affordable quality housing	47	49	40	41	40	41	44	39	39	39	40	48	46
Access to affordable quality child care	47	37	37	37	38	36	40	35	37	37	38	41	42
Access to affordable quality health care	45	43	38	43	40	39	44	37	38	35	39	47	50

Characteristics of the Community: A

Please rate each of the following characteristics as they relate to Dallas as a whole:	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?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 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
Access to affordable quality food	67	64	61	57	54	57	60	49	51	54	55	67	70
Ease of car travel in Dallas	43	50	47	45	41	45	43	50	50	40	43	40	43
Ease of bus travel in Dallas	43	44	52	51	49	50	47	60	59	48	45	37	34
Ease of rail/subway travel in Dallas	50	45	49	52	52	51	49	59	60	51	49	41	40
Ease of bicycle travel in Dallas	31	29	34	29	37	37	29	41	46	33	34	22	23
Ease of walking in Dallas	33	33	33	33	37	38	32	43	46	35	34	26	24
Educational opportunities	58	60	51	55	53	55	54	57	54	50	55	58	56
Overall image/reputation of Dallas	56	53	48	46	45	49	46	48	50	44	43	49	48
Overall quality of new development in Dallas	54	60	54	51	51	55	52	55	56	50	51	54	51
Average rating on a 100-point scale (100=Excellent, 0=Poor)													

Characteristics of the Community: B

Please rate each of the following characteristics as they relate to Dallas as a whole:	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 \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
Sense of community	43	37	38	34	38	37	39	37	39	46	46
Openness and acceptance	41	40	43	41	42	42	42	38	39	43	47
Overall appearance of Dallas	50	47	48	46	45	48	48	46	48	56	54
Opportunities to attend cultural activities	49	52	57	59	43	53	53	52	56	65	63
Shopping opportunities	65	71	77	87	66	77	73	71	66	75	70
Air quality	42	37	36	33	39	41	38	30	38	39	39
Recreational opportunities	50	50	52	48	51	50	47	47	49	55	58
Job opportunities	43	46	57	68	38	55	51	48	48	54	54
Access to affordable quality housing	37	39	48	54	36	43	43	39	46	50	46
Access to affordable quality child care	36	33	44	48	28	35	43	35	45	50	45
Access to affordable quality health care	36	36	44	58	31	39	39	40	46	59	52
Access to affordable quality food	48	57	65	73	54	60	57	55	58	65	64
Ease of car travel in Dallas	47	41	44	45	44	48	46	40	39	46	38
Ease of bus travel in Dallas	55	49	41	39	56	49	49	45	47	55	49
Ease of rail/subway travel in Dallas	54	53	45	43	61	49	52	48	49	56	51
Ease of bicycle travel in Dallas	42	31	31	22	41	32	34	29	34	40	42

Characteristics of the Community: B

Please rate each of the following characteristics as they relate to Dallas as a whole:	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 \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
Ease of walking in Dallas	42	35	31	24	44	33	35	33	35	39	40
Educational opportunities	54	53	57	58	54	53	55	52	57	62	65
Overall image/reputation of Dallas	48	45	49	48	51	51	45	41	46	53	49
Overall quality of new development in Dallas	54	53	53	54	54	56	52	49	52	59	53
Average rating on a 100-point scale (100=Excellent, 0=Poor)											

Ratings of Growth: A

Please rate the speed of growth in the following categories in Dallas over the past 2 years:	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?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 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
Population growth	46%	41%	29%	30%	26%	31%	30%	22%	27%	22%	29%	38%	42%
Retail growth (stores, restaurants etc.)	59%	56%	54%	52%	49%	52%	54%	39%	56%	49%	45%	58%	60%
Jobs growth	46%	39%	41%	40%	28%	33%	36%	26%	30%	29%	29%	43%	50%
Proportion of respondents rating as "About right"													

Ratings of Growth: B

Please rate the speed of growth in the following categories in Dallas over the past 2 years:	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 \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
Population growth	25%	25%	37%	45%	24%	38%	29%	24%	27%	35%	26%
Retail growth (stores, restaurants etc.)	46%	50%	56%	65%	48%	60%	47%	45%	45%	63%	50%
Jobs growth	24%	31%	41%	60%	21%	38%	37%	32%	29%	39%	47%
Proportion of respondents rating as "About right"											

Ratings of Potential Problems in Dallas: A

To what degree, if at all, are the following 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?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 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
Crime	23	19	15	16	12	14	15	17	13	13	11	17	15
Drugs	23	19	10	16	10	15	11	9	11	13	10	17	16
Too much growth	48	55	39	38	37	42	40	35	37	38	38	46	50
Lack of growth	72	67	67	65	65	66	67	56	52	70	70	74	72
Graffiti	60	48	44	43	38	45	41	37	35	44	40	47	48
Noise	54	47	42	44	41	43	44	43	40	45	36	47	46
Run down buildings, weed lots, or junk vehicles	46	41	37	35	30	38	31	35	30	35	27	36	40
Taxes	43	41	35	32	26	36	27	31	32	30	25	33	33
Traffic congestion	26	29	26	22	20	23	22	29	23	20	20	23	22
Unsupervised youth	41	35	26	28	20	26	26	25	21	20	22	32	35
Homelessness	34	31	28	23	18	25	22	25	22	20	17	27	26
Weeds	59	55	48	50	38	47	43	41	43	41	40	49	54

Ratings of Potential Problems in Dallas: A

To what degree, if at all, are the following 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?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 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
Absence of communications from the City of Dallas translated into languages other than English	61	66	64	63	59	58	66	46	49	60	61	77	78
Unwanted local businesses	67	65	62	59	52	59	56	54	52	60	58	62	60
Toxic waste or other environmental hazard(s)	50	50	49	53	43	48	47	50	45	46	38	50	49
Average rating on a 100-point scale (100=Not a problem, 0=Major problem)													

Ratings of Potential Problems in Dallas: B

To what degree, if at all, are the following in Dallas:	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 \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
Crime	15	13	13	18	17	17	14	12	10	17	14
Drugs	13	11	14	18	15	17	11	11	9	10	9
Too much growth	36	38	47	49	46	49	38	35	36	45	27
Lack of growth	58	64	72	79	68	67	59	66	67	74	74
Graffiti	40	40	44	53	47	50	41	37	37	40	30
Noise	42	42	45	53	44	49	44	39	34	47	41
Run down buildings, weed lots, or junk vehicles	34	33	35	42	35	38	37	31	31	32	33
Taxes	30	33	31	34	37	38	28	24	25	31	32
Traffic congestion	24	22	21	26	28	27	24	19	18	20	15
Unsupervised youth	22	23	29	40	30	30	26	22	22	22	17
Homelessness	21	22	23	30	29	25	24	23	19	18	15
Weeds	42	44	45	57	48	51	47	41	36	41	31
Absence of communications from the City of Dallas translated into languages other than English	46	57	75	86	45	63	63	65	64	59	57
Unwanted local businesses	53	58	61	65	54	64	59	53	53	57	47
Toxic waste or other environmental hazard(s)	42	49	51	53	43	49	51	46	43	48	44

Average rating on a 100-point scale (100=Not a problem, 0=Major problem)

Ratings of Safety from Various Problems: A

Please rate how safe you feel from the following occurring to you 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?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 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
Violent crime	43	44	38	37	36	36	41	34	33	35	35	45	45
Property crimes	36	39	30	33	31	32	33	31	30	32	29	36	34
Fire	57	60	54	58	57	55	60	50	51	59	53	64	61

Average rating on a 100-point scale (100=Very safe, 0=Very unsafe)

Ratings of Safety from Various Problems: B

Please rate how safe you feel from the following occurring to you in Dallas:	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 \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
Violent crime	35	36	40	51	36	39	38	36	38	39	47
Property crimes	31	33	33	36	33	33	31	31	31	35	40
Fire	52	55	61	69	56	56	57	57	58	59	63

Average rating on a 100-point scale (100=Very safe, 0=Very unsafe)

Ratings of Feelings of Safety in Various Areas: A

Please rate how safe you feel:	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?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 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
In your neighborhood during the day	78	74	73	69	69	71	71	64	69	71	62	79	72
In your neighborhood after dark	50	46	44	47	47	43	51	42	41	47	40	54	51
In Dallas's downtown area during the day	71	72	71	62	60	67	63	61	62	63	62	69	69
In Dallas's downtown area after dark	39	36	37	29	27	32	30	31	34	28	22	33	32
In Dallas's parks during the day	73	73	71	62	60	68	62	61	66	63	59	70	65
In Dallas's parks after dark	27	32	29	21	21	27	20	23	29	23	18	23	22

Average rating on a 100-point scale (100=Very safe, 0=Very unsafe)

Ratings of Feelings of Safety in Various Areas: B

Please rate how safe you feel:	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 \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
In your neighborhood during the day	68	68	74	81	72	72	69	68	74	71	73
In your neighborhood after dark	42	44	49	62	37	45	49	47	53	49	52
In Dallas's downtown area during the day	64	63	66	72	64	70	64	60	65	63	60
In Dallas's downtown area after dark	34	31	27	34	25	33	32	27	33	33	32
In Dallas's parks during the day	64	62	67	71	70	70	64	61	63	57	54
In Dallas's parks after dark	27	22	21	24	22	28	25	19	21	21	21

Average rating on a 100-point scale (100=Very safe, 0=Very unsafe)

Crime Victimization and Reporting: A

	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?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 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
During the past twelve months, were you or anyone in your household the victim of any crime?	20%	30%	39%	28%	27%	30%	28%	27%	29%	32%	37%	23%	32%
If yes, was this crime (these crimes) reported to the police?	74%	66%	88%	72%	73%	75%	76%	67%	79%	71%	79%	77%	81%

Percent of respondents whose households were victims of crime, and who reported the crime

Crime Victimization and Reporting: B

	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 \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
During the past twelve months, were you or anyone in your household the victim of any crime?	28%	29%	30%	28%	34%	31%	31%	30%	23%	15%	17%
If yes, was this crime (these crimes) reported to the police?	67%	75%	84%	83%	61%	81%	75%	74%	80%	67%	52%
Percent of respondents whose households were victims of crime, and who reported the crime											

The City of Dallas Citizen Survey

Comparisons

Use of Community Amenities: A

In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities?	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?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 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
Used Dallas public libraries or their services	61%	57%	67%	69%	69%	66%	68%	64%	64%	69%	75%	67%	65%
Used Dallas recreation centers	47%	52%	59%	53%	49%	53%	51%	54%	60%	52%	60%	43%	49%
Participated in a recreation program or activity	33%	39%	36%	45%	38%	39%	39%	36%	39%	40%	50%	37%	37%
Visited a Dallas park	85%	90%	89%	88%	78%	84%	84%	81%	84%	84%	86%	83%	85%
Ridden a local bus within Dallas	40%	47%	44%	52%	53%	58%	41%	56%	66%	54%	60%	38%	30%
Attended a meeting of local elected officials or other local public meeting	19%	24%	26%	29%	33%	25%	33%	24%	29%	31%	30%	24%	36%

The City of Dallas Citizen Survey

Comparisons

Use of Community Amenities: A

In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities?	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?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 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
Watched a meeting of local elected officials or other local public meeting on cable television	36%	36%	52%	45%	51%	48%	46%	52%	52%	57%	46%	35%	39%
Recycled used paper, cans or bottles from your home	49%	52%	57%	60%	62%	54%	64%	56%	55%	53%	73%	61%	63%
Volunteered your time to some group/activity in Dallas	47%	40%	40%	41%	44%	41%	45%	20%	26%	43%	47%	55%	64%
Listened to the City's radio station: WRR	30%	24%	26%	30%	34%	28%	34%	23%	26%	28%	52%	31%	39%
Used the Internet for anything	91%	86%	77%	81%	73%	76%	83%	36%	62%	88%	90%	96%	95%

Use of Community Amenities: A

In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities?	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?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 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
Used the Internet to conduct business with Dallas	66%	56%	43%	44%	41%	43%	51%	13%	27%	51%	50%	64%	67%
Purchased an item over the Internet	79%	71%	54%	61%	51%	54%	63%	19%	33%	63%	54%	85%	82%
Proportion of respondents engaging in activity at least once in last 12 months													

Use of Community Amenities: B

In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities?	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 \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
Used Dallas public libraries or their services	66%	66%	70%	61%	72%	65%	66%	68%	69%	63%	61%
Used Dallas recreation centers	56%	54%	48%	45%	58%	54%	52%	51%	48%	44%	46%
Participated in a recreation program or activity	39%	41%	40%	31%	42%	43%	37%	38%	36%	27%	36%
Visited a Dallas park	84%	81%	86%	88%	96%	91%	85%	82%	76%	67%	55%
Ridden a local bus within Dallas	65%	51%	39%	29%	63%	44%	55%	54%	54%	42%	31%
Attended a meeting of local elected officials or other local public meeting	31%	23%	29%	35%	24%	22%	31%	34%	35%	34%	38%
Watched a meeting of local elected officials or other local public meeting on cable television	53%	49%	46%	29%	51%	46%	43%	48%	47%	50%	57%
Recycled used paper, cans or bottles from your home	58%	53%	60%	68%	64%	58%	57%	57%	55%	60%	67%
Volunteered your time to some group/activity in Dallas	31%	38%	53%	61%	49%	35%	45%	50%	46%	34%	42%
Listened to the City's radio station: WRR	29%	25%	38%	37%	28%	25%	27%	32%	37%	46%	49%
Used the Internet for anything	59%	82%	92%	98%	84%	84%	82%	82%	72%	56%	41%
Used the Internet to conduct business with Dallas	28%	41%	61%	76%	44%	57%	48%	46%	37%	24%	13%
Purchased an item over the Internet	31%	56%	80%	92%	60%	64%	61%	62%	51%	42%	23%

Use of Community Amenities: B

In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities?	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 \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
Proportion of respondents engaging in activity at least once in last 12 months											

Quality of Service Ratings: A

How do you rate the quality of each of the following services?	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?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 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
Police services	50	50	44	41	44	46	44	47	47	41	42	45	47
Fire services	69	74	69	71	72	73	70	71	76	72	71	67	70
Ambulance/emergency medical services	62	70	65	66	67	68	65	67	72	66	62	63	64
Crime prevention	34	34	28	32	31	31	31	37	34	29	26	27	33
Fire prevention and education	43	51	49	49	52	51	50	52	54	52	41	44	52
Traffic enforcement	48	47	41	42	42	45	40	50	48	43	37	38	41
Garbage collection	63	66	59	59	59	60	62	60	59	60	58	60	64
Recycling	38	42	40	41	45	42	43	51	45	42	38	36	41
Yard waste pick-up	57	52	47	50	51	48	54	51	51	47	40	53	57
Street repair	34	30	29	22	21	26	23	29	27	21	22	23	26
Street cleaning	41	41	36	35	28	36	31	35	34	30	31	33	36
Street lighting	43	41	39	38	38	40	38	40	39	37	38	40	38
Snow removal	49	53	52	47	46	50	47	49	47	51	42	49	48
Sidewalk maintenance	38	39	34	30	28	36	27	37	38	28	23	30	28
Traffic signal timing	45	47	47	45	38	43	41	52	49	37	40	37	42
Amount of public parking	42	39	44	40	37	38	40	44	43	37	39	35	37

Quality of Service Ratings: A

How do you rate the quality of each of the following services?	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?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 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
Bus/transit services	49	49	54	57	52	55	49	63	60	55	47	43	41
Storm drainage	41	43	44	42	43	44	41	50	48	40	41	39	39
Drinking water	44	50	51	50	48	49	49	53	50	46	48	46	52
Sewer services	57	55	50	51	50	52	51	53	50	48	51	53	55
City parks	61	58	53	53	51	55	51	56	56	51	56	50	52
Recreation programs or classes	57	54	46	48	47	50	47	49	51	46	50	49	49
Range/variety of recreation programs and classes	61	51	42	48	45	49	44	47	48	44	44	48	47
Recreation centers/facilities	55	55	48	48	46	51	45	48	53	45	52	46	49
Accessibility of parks	54	60	54	52	52	55	52	56	56	50	55	51	55
Accessibility of recreation centers/facilities	54	57	48	52	49	51	50	55	53	45	53	49	53
Appearance/maintenance of parks	53	55	50	48	49	53	48	52	54	49	51	47	49
Appearance of recreation centers/facilities	53	58	46	48	48	52	47	50	53	47	51	46	50
Land use, planning and zoning	43	43	34	34	35	40	32	44	42	34	34	33	32

Quality of Service Ratings: A

How do you rate the quality of each of the following services?	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?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 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
Code enforcement (weeds, abandoned buildings, etc)	39	37	34	28	28	35	27	38	36	27	23	29	30
Animal control	54	44	38	38	35	42	34	40	38	37	33	37	43
Economic development	48	49	41	44	40	45	41	44	45	38	39	44	45
Health services	55	50	41	47	44	47	44	47	48	39	44	46	52
Services to seniors	53	47	40	44	40	45	38	49	47	34	41	38	41
Services to youth	43	48	34	37	37	41	35	43	42	31	41	37	37
Services to low-income people	34	36	32	39	30	33	32	38	37	24	33	33	32
Public library services	65	65	59	62	61	64	60	63	65	58	66	61	61
Variety of library materials	59	61	54	57	60	60	57	58	60	58	61	58	60
Public information services	56	56	43	48	50	52	46	54	55	47	49	45	48
Municipal courts	42	47	46	50	45	50	42	55	55	39	41	38	45
Public schools	41	42	42	37	33	43	29	49	51	29	39	25	25
Cable television	45	48	45	42	43	46	42	52	49	37	46	42	40
Bulk trash pick-up	60	56	46	49	50	49	53	48	49	46	48	54	60
Alley maintenance	42	36	31	26	32	35	29	33	33	31	33	30	32

Quality of Service Ratings: A

How do you rate the quality of each of the following services?	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?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 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
3-1-1 services	62	57	54	53	48	55	47	57	61	42	51	49	46

Average rating on a 100-point scale (100=Excellent, 0=Poor)

Quality of Service Ratings: B

How do you rate the quality of each of the following services?	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 \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
Police services	48	40	44	45	43	40	42	44	48	59	62
Fire services	73	70	69	74	70	72	68	72	71	75	74
Ambulance/emergency medical services	68	65	65	68	64	67	65	65	67	72	71
Crime prevention	35	28	30	31	28	28	31	30	34	44	42
Fire prevention and education	55	47	48	51	46	49	51	46	53	61	56
Traffic enforcement	48	44	40	37	46	45	44	36	40	48	48
Garbage collection	60	60	61	65	60	61	58	60	58	66	67
Recycling	48	43	37	39	35	41	42	45	44	48	48
Yard waste pick-up	50	49	52	56	39	51	53	51	49	54	60
Street repair	27	25	22	23	22	28	25	20	21	28	24
Street cleaning	35	33	32	33	34	37	35	28	30	33	31
Street lighting	39	37	39	41	42	40	38	34	38	40	47
Snow removal	50	48	48	48	54	52	46	45	43	46	56
Sidewalk maintenance	36	32	29	26	37	36	30	26	26	32	28
Traffic signal timing	47	41	41	40	44	46	42	38	38	44	45
Amount of public parking	42	35	38	42	37	42	39	35	34	44	41
Bus/transit services	60	53	46	44	60	51	53	52	53	55	54
Storm drainage	47	40	41	43	46	45	44	38	40	44	47

Quality of Service Ratings: B

How do you rate the quality of each of the following services?	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 \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
Drinking water	49	48	48	53	42	51	48	45	50	56	61
Sewer services	50	49	53	57	50	53	51	47	50	56	60
City parks	55	52	53	52	52	56	52	49	53	55	55
Recreation programs or classes	48	50	49	50	51	50	47	45	49	51	53
Range/variety of recreation programs and classes	47	45	46	47	52	48	46	41	45	47	54
Recreation centers/facilities	49	49	47	48	48	52	48	42	50	50	52
Accessibility of parks	56	51	54	55	57	56	54	48	52	56	54
Accessibility of recreation centers/facilities	51	49	51	53	53	53	49	46	50	55	54
Appearance/maintenance of parks	52	50	50	47	51	53	49	45	50	52	59
Appearance of recreation centers/facilities	49	49	50	49	49	53	48	43	49	55	55
Land use, planning and zoning	43	34	36	30	43	38	37	29	34	40	43
Code enforcement (weeds, abandoned buildings, etc)	35	31	26	32	31	34	34	26	27	33	31
Animal control	40	36	36	43	36	43	38	34	36	40	41
Economic development	42	42	43	46	39	45	42	40	41	48	46
Health services	48	42	45	51	45	46	42	43	45	57	58

Quality of Service Ratings: B

How do you rate the quality of each of the following services?	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 \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
Services to seniors	47	37	38	44	42	45	42	35	37	48	52
Services to youth	39	35	41	38	41	39	38	37	33	40	45
Services to low-income people	34	29	35	36	35	33	34	30	26	38	39
Public library services	64	58	64	62	62	65	60	59	60	61	67
Variety of library materials	59	56	61	62	61	60	57	58	58	59	64
Public information services	55	47	49	45	52	53	50	44	45	52	53
Municipal courts	52	44	42	45	46	48	45	45	42	53	51
Public schools	46	38	30	21	42	37	34	35	33	40	42
Cable television	48	42	43	39	49	48	43	37	37	43	50
Bulk trash pick-up	50	47	52	60	49	52	50	51	46	54	58
Alley maintenance	37	28	30	33	35	36	32	26	27	33	33
3-1-1 services	57	50	45	48	57	58	49	44	48	50	50
Average rating on a 100-point scale (100=Excellent, 0=Poor)											

Ratings of Various Levels of Government: A

Overall, how would you rate the quality of services provided by...	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?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 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
The City of Dallas	51	48	45	47	44	47	44	52	53	41	43	42	43
The Federal Government	42	43	42	44	37	42	39	48	45	33	38	37	42
The State Government	40	44	43	41	38	42	38	48	46	35	36	37	41

Average rating on a 100-point scale (100=Excellent, 0=Poor)

Ratings of Various Levels of Government: B

Overall, how would you rate the quality of services provided by...	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 \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
The City of Dallas	51	42	43	44	50	47	45	39	45	52	51
The Federal Government	44	36	40	41	36	41	40	37	44	46	42
The State Government	43	38	39	41	38	44	40	35	41	44	39

Average rating on a 100-point scale (100=Excellent, 0=Poor)

Proportion of Population Having Contact with City Employees: A

	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?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 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
Have you had any in-person or phone contact with an employee of the City of Dallas within the last 12 months?	48%	59%	68%	60%	58%	55%	65%	49%	51%	64%	65%	60%	67%
Percent of respondents who reported contact with a City employee in the last 12 months													

Proportion of Population Having Contact with City Employees: B

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 \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 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?	52%	55%	67%	72%	44%	64%	59%	64%	59%	46%	41%

Percent of respondents who reported contact with a City employee in the last 12 months

Ratings of Contact with City Employees: A

What was your impression of employees of the City of Dallas in your most recent contact?	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?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 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
Knowledge	61	57	53	51	51	55	50	57	56	50	53	51	53
Responsiveness	54	50	45	48	44	46	46	50	54	40	48	44	45
Courtesy	54	51	47	52	49	49	50	51	54	47	47	48	51
Overall Impression	52	53	46	47	44	47	46	50	51	42	44	47	48
Average rating on a 100-point scale (100=Excellent, 0=Poor)													

Ratings of Contact with City Employees: B

What was your impression of employees of the City of Dallas in your most recent contact?	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 \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
Knowledge	57	52	50	52	58	54	48	50	57	55	61
Responsiveness	51	42	44	48	45	47	41	43	51	53	60
Courtesy	51	49	47	52	49	48	45	50	54	58	66
Overall Impression	49	45	46	49	49	46	42	45	51	50	61
Average rating on a 100-point scale (100=Excellent, 0=Poor)											

The City of Dallas Citizen Survey

Comparisons

Ratings of Public Trust: A

Please rate the following statements:	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?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 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
I receive good value for the City of Dallas taxes I pay	58	53	45	48	45	52	43	52	52	44	40	45	47
I am pleased with the overall direction that the City of Dallas is taking	57	53	51	51	45	52	45	59	55	44	45	46	44
The City of Dallas government welcomes citizen involvement	53	51	52	53	49	53	48	57	60	48	42	45	48
The City of Dallas government listens to citizens	47	45	45	44	40	44	40	52	53	36	30	38	41

Average rating on a 100-point scale (100=Strongly agree, 0=Strongly disagree)

Ratings of Public Trust: B

Please rate the following statements:	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 \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
I receive good value for the City of Dallas taxes I pay	52	48	45	43	48	49	45	41	47	57	59
I am pleased with the overall direction that the City of Dallas is taking	56	48	45	43	51	52	48	42	47	55	52
The City of Dallas government welcomes citizen involvement	56	51	47	46	47	53	52	45	50	58	54
The City of Dallas government listens to citizens	49	40	41	38	41	44	45	37	44	48	46
Average rating on a 100-point scale (100=Strongly agree, 0=Strongly disagree)											

Perceptions of the Economy: A

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:	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?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 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
Very positive	9%	5%	5%	5%	5%	6%	5%	6%	9%	4%	5%	3%	5%
Somewhat positive	30%	28%	31%	25%	21%	25%	24%	33%	23%	15%	23%	29%	27%
Neutral	35%	41%	33%	37%	37%	36%	39%	36%	37%	36%	37%	37%	41%
Somewhat negative	22%	21%	25%	25%	25%	26%	23%	15%	20%	34%	21%	26%	21%
Very negative	4%	6%	7%	9%	12%	8%	10%	9%	11%	12%	13%	5%	6%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Perceptions of the Economy: B

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:	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 \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
Very positive	5%	4%	4%	8%	9%	6%	4%	3%	7%	5%	3%
Somewhat positive	22%	24%	26%	29%	18%	28%	27%	24%	18%	28%	20%
Neutral	36%	37%	40%	39%	44%	40%	38%	29%	35%	33%	48%
Somewhat negative	25%	26%	23%	23%	16%	21%	24%	32%	29%	27%	19%
Very negative	12%	9%	7%	1%	13%	5%	7%	12%	11%	7%	10%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Policy Question #1: A

How do you rate Dallas as a place to do business?	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?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 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
How do you rate Dallas as a place to do business?	86%	82%	64%	64%	64%	68%	69%	59%	61%	63%	70%	79%	79%

Percent rating "excellent" or "good."

Policy Question #1: B

How do you rate Dallas as a place to do business?	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 \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
How do you rate Dallas as a place to do business?	61%	65%	76%	83%	66%	73%	65%	61%	65%	78%	76%

Percent rating "excellent" or "good."

Policy Question #3: A

	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?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 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
Please rate the following statement by selecting the answer that most clearly represents your opinion: "If a situation arises that requires a Police response, I feel confident that when I call for assistance the Police will meet my expectations."	61%	70%	61%	66%	56%	60%	61%	64%	61%	50%	60%	65%	66%
Percent rating "strongly" or "somewhat agree."													

Policy Question #3: B

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 \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
Please rate the following statement by selecting the answer that most clearly represents your opinion: "If a situation arises that requires a Police response, I feel confident that when I call for assistance the Police will meet my expectations."	62%	55%	68%	59%	53%	59%	60%	59%	66%	74%	77%

Percent rating "strongly" or "somewhat agree."