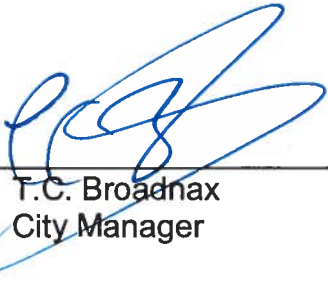


**JANUARY 3, 2018 CITY COUNCIL BRIEFING AGENDA  
CERTIFICATION**


This certification is given pursuant to Chapter XI, Section 9 of the City Charter for the City Council Briefing Agenda dated January 3, 2018. We hereby certify, as to those contracts, agreements, or other obligations on this Agenda authorized by the City Council for which expenditures of money by the City are required, that all of the money required for those contracts, agreements, and other obligations is in the City treasury to the credit of the fund or funds from which the money is to be drawn, as required and permitted by the City Charter, and that the money is not appropriated for any other purpose.



\_\_\_\_\_  
T.C. Broadnax  
City Manager

12/15/2017

\_\_\_\_\_  
Date



\_\_\_\_\_  
Elizabeth Reich  
Chief Financial Officer

12-15-17

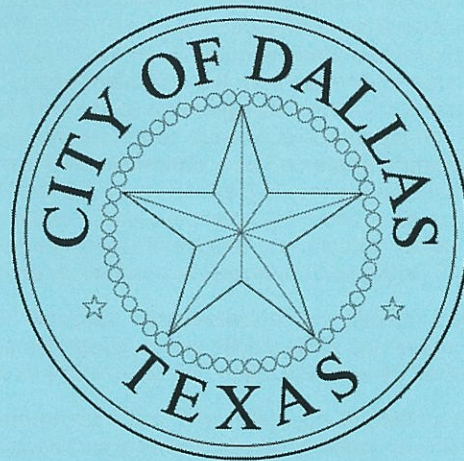
\_\_\_\_\_  
Date



RECEIVED

2017 DEC 15 PM 3: 58

CITY SECRETARY  
DALLAS, TEXAS



# COUNCIL BRIEFING AGENDA

January 3, 2018  
Date

(For General Information and Rules of Courtesy, Please See Opposite Side.)  
(La Información General Y Reglas De Cortesía Que Deben Observarse  
Durante Las Asambleas Del Consejo Municipal Aparecen En El Lado Opuesto, Favor De Leerlas.)



## General Information

The Dallas City Council regularly meets on Wednesdays beginning at 9:00 a.m. in the Council Chambers, 6th floor, City Hall, 1500 Marilla. Council agenda meetings are broadcast live on WRR-FM radio (101.1 FM) and on Time Warner City Cable Channel 16. Briefing meetings are held the first and third Wednesdays of each month. Council agenda (voting) meetings are held on the second and fourth Wednesdays. Anyone wishing to speak at a meeting should sign up with the City Secretary's Office by calling (214) 670-3738 by 5:00 p.m. of the last regular business day preceding the meeting. Citizens can find out the name of their representative and their voting district by calling the City Secretary's Office.

If you need interpretation in Spanish language, please contact the City Secretary's Office at 214-670-3738 with a 48 hour advance notice.

Sign interpreters are available upon request with a 48-hour advance notice by calling (214) 670-3738 V/TDD. The City of Dallas is committed to compliance with the Americans with Disabilities Act.

**The Council agenda is available in alternative formats upon request.**

If you have any questions about this agenda or comments or complaints about city services, call 311.

## Rules of Courtesy

City Council meetings bring together citizens of many varied interests and ideas. To insure fairness and orderly meetings, the Council has adopted rules of courtesy which apply to all members of the Council, administrative staff, news media, citizens and visitors. These procedures provide:

- That no one shall delay or interrupt the proceedings, or refuse to obey the orders of the presiding officer.
- All persons should refrain from private conversation, eating, drinking and smoking while in the Council Chamber.
- Posters or placards must remain outside the Council Chamber.
- No cellular phones or audible beepers allowed in Council Chamber while City Council is in session.

"Citizens and other visitors attending City Council meetings shall observe the same rules of propriety, decorum and good conduct applicable to members of the City Council. Any person making personal, impertinent, profane or slanderous remarks or who becomes boisterous while addressing the City Council or while attending the City Council meeting shall be removed from the room if the sergeant-at-arms is so directed by the presiding officer, and the person shall be barred from further audience before the City Council during that session of the City Council. If the presiding officer fails to act, any member of the City Council may move to require enforcement of the rules, and the affirmative vote of a majority of the City Council shall require the presiding officer to act." Section 3.3(c) of the City Council Rules of Procedure.

## Información General

El Ayuntamiento de la Ciudad de Dallas se reúne regularmente los miércoles en la Cámara del Ayuntamiento en el sexto piso de la Alcaldía, 1500 Marilla, a las 9 de la mañana. Las reuniones informativas se llevan a cabo el primer y tercer miércoles del mes. Estas audiencias se transmiten en vivo por la estación de radio WRR-FM 101.1 y por cablevisión en la estación *Time Warner City Cable* Canal 16. El Ayuntamiento Municipal se reúne el segundo y cuarto miércoles del mes para tratar asuntos presentados de manera oficial en la agenda para su aprobación. Toda persona que desee hablar durante la asamblea del Ayuntamiento, debe inscribirse llamando a la Secretaría Municipal al teléfono (214) 670-3738, antes de las 5:00 pm del último día hábil anterior a la reunión. Para enterarse del nombre de su representante en el Ayuntamiento Municipal y el distrito donde usted puede votar, favor de llamar a la Secretaría Municipal.

Si necesita interpretación en idioma español, por favor comuníquese con la oficina de la Secretaría del Ayuntamiento al 214-670-3738 con notificación de 48 horas antes.

Intérpretes para personas con impedimentos auditivos están disponibles si lo solicita con 48 horas de anticipación llamando al (214) 670-3738 (aparato auditivo V/TDD). La Ciudad de Dallas está comprometida a cumplir con el decreto que protege a las personas con impedimentos, *Americans with Disabilities Act*. **La agenda del Ayuntamiento está disponible en formatos alternos si lo solicita.**

Si tiene preguntas sobre esta agenda, o si desea hacer comentarios o presentar quejas con respecto a servicios de la Ciudad, llame al 311.

## Reglas de Cortesía

Las asambleas del Ayuntamiento Municipal reúnen a ciudadanos de diversos intereses e ideologías. Para asegurar la imparcialidad y el orden durante las asambleas, el Ayuntamiento ha adoptado ciertas reglas de cortesía que aplican a todos los miembros del Ayuntamiento, al personal administrativo, personal de los medios de comunicación, a los ciudadanos, y a visitantes. Estos reglamentos establecen lo siguiente:

- Ninguna persona retrasará o interrumpirá los procedimientos, o se negará a obedecer las órdenes del oficial que preside la asamblea.
- Todas las personas deben abstenerse de entablar conversaciones, comer, beber y fumar dentro de la cámara del Ayuntamiento.
- Anuncios y pancartas deben permanecer fuera de la cámara del Ayuntamiento.
- No se permite usar teléfonos celulares o enlaces electrónicos (*paggers*) audibles en la cámara del Ayuntamiento durante audiencias del Ayuntamiento Municipal.

"Los ciudadanos y visitantes presentes durante las asambleas del Ayuntamiento Municipal deben obedecer las mismas reglas de comportamiento, decoro y buena conducta que se aplican a los miembros del Ayuntamiento Municipal. Cualquier persona que haga comentarios impertinentes, utilice vocabulario obsceno o difamatorio, o que al dirigirse al Ayuntamiento lo haga en forma escandalosa, o si causa disturbio durante la asamblea del Ayuntamiento Municipal, será expulsada de la cámara si el oficial que esté presidiendo la asamblea así lo ordena. Además, se le prohibirá continuar participando en la audiencia ante el Ayuntamiento Municipal. Si el oficial que preside la asamblea no toma acción, cualquier otro miembro del Ayuntamiento Municipal puede tomar medidas para hacer cumplir las reglas establecidas, y el voto afirmativo de la mayoría del Ayuntamiento Municipal precisará al oficial que esté presidiendo la sesión a tomar acción." Según la sección 3.3(c) de las reglas de procedimientos del Ayuntamiento.

## **Handgun Prohibition Notice for Meetings of Governmental Entities**

"Pursuant to Section 30.06, Penal Code (trespass by license holder with a concealed handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law), may not enter this property with a concealed handgun."

*"De acuerdo con la sección 30.06 del código penal (ingreso sin autorización de un titular de una licencia con una pistol oculta), una persona con licencia según el subcapítulo h, capítulo 411, código del gobierno (ley sobre licencias para portar pistolas), no puede ingresar a esta propiedad con una pistola oculta."*

"Pursuant to Section 30.07, Penal Code (trespass by license holder with an openly carried handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law), may not enter this property with a handgun that is carried openly."

*"De acuerdo con la sección 30.07 del código penal (ingreso sin autorización de un titular de una licencia con una pistola a la vista), una persona con licencia según el subcapítulo h, capítulo 411, código del gobierno (ley sobre licencias para portar pistolas), no puede ingresar a esta propiedad con una pistola a la vista."*



AGENDA  
CITY COUNCIL BRIEFING MEETING  
WEDNESDAY, JANUARY 3, 2018  
CITY HALL  
1500 MARILLA STREET  
DALLAS, TEXAS 75201  
9:00 A.M.

9:00 am      Invocation and Pledge of Allegiance      6ES

                 Special Presentations

                 Open Microphone Speakers

VOTING AGENDA      6ES

1.      Approval of Minutes of the December 6, 2017 City Council Meeting
2.      Consideration of appointments to boards and commissions and the evaluation and duties of board and commission members (List of nominees is available in the City Secretary's Office)

BRIEFINGS      6ES

- A.      Dallas County Schools Dissolution and School Crossing Guard Program
- B.      Community Survey Overview

Lunch

Open Microphone Speakers      6ES

The above schedule represents an estimate of the order for the indicated briefings and is subject to change at any time. Current agenda information may be obtained by calling (214) 670-3100 during working hours.

Note: An expression of preference or a preliminary vote may be taken by the Council on any of the briefing items.

## EXECUTIVE SESSION NOTICE

A closed executive session may be held if the discussion of any of the above agenda items concerns one of the following:

1. seeking the advice of its attorney about pending or contemplated litigation, settlement offers, or any matter in which the duty of the attorney to the City Council under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with the Texas Open Meetings Act. [Tex. Govt. Code §551.071]
2. deliberating the purchase, exchange, lease, or value of real property if deliberation in an open meeting would have a detrimental effect on the position of the city in negotiations with a third person. [Tex. Govt. Code §551.072]
3. deliberating a negotiated contract for a prospective gift or donation to the city if deliberation in an open meeting would have a detrimental effect on the position of the city in negotiations with a third person. [Tex. Govt. Code §551.073]
4. deliberating the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee; or to hear a complaint or charge against an officer or employee unless the officer or employee who is the subject of the deliberation or hearing requests a public hearing. [Tex. Govt. Code §551.074]
5. deliberating the deployment, or specific occasions for implementation, of security personnel or devices. [Tex. Govt. Code §551.076]
6. discussing or deliberating commercial or financial information that the city has received from a business prospect that the city seeks to have locate, stay or expand in or near the city and with which the city is conducting economic development negotiations; or deliberating the offer of a financial or other incentive to a business prospect. [Tex Govt. Code §551.086]



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**DEPARTMENT**                      City Secretary

**AGENDA DATE:**                      January 3, 2018

**COUNCIL DISTRICT(S):**              N/A

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**SUBJECT**

Consideration of appointments to boards and commissions and the evaluation and duties of board and commission members (List of nominees is available in the City Secretary's Office)



# Memorandum



CITY OF DALLAS

DATE December 29, 2017

TO Honorable Mayor and Members of the City Council

SUBJECT **Dallas County Schools Dissolution and School Crossing Guard Program**

At the January 3, 2018 City Council Briefing, staff will provide an overview of the school crossing guard program and the impact of the recent voter dissolution of Dallas County Schools. Due to the holiday schedule, this item will come directly to the City Council.

Should you have any questions or concerns, please contact Kimberly Bizer Tolbert, Chief of Staff or Jon Fortune if you have any questions that you would like to have addressed at the briefing.

A handwritten signature in black ink, appearing to read 'T.C. Broadnax'.

T.C. Broadnax  
City Manager

c: Larry Casto, City Attorney  
Craig D. Kinton, City Auditor  
Billerae Johnson, City Secretary (Interim)  
Daniel F. Solis, Administrative Judge

A. Al-Ghafry, Assistant City Manager

Jon Fortune, Assistant City Manager  
Joey Zapata, Assistant City Manager  
M. Elizabeth Reich, Chief Financial Officer  
Nadia Chandler Hardy, Chief of Community Services  
Raquel Favela, Chief of Economic Development & Neighborhood Services  
Theresa O'Donnell, Chief of Resilience  
Directors and Assistant Directors

# **Dallas County Schools Dissolution and School Crossing Guard Program**

**City Council Briefing  
January 3, 2018**

**Jon Fortune,  
Assistant City Manager**

**Kimberly Bizer Tolbert,  
Chief Of Staff**



# Presentation Overview

- Purpose
- Background/History
- Recent Action
- Next Steps



# Purpose

- To provide the City Council an overview of the City's responsibility:
  - School guard crossing program
  - Funding sources
  - Recent actions as result of Dallas County Schools dissolution



# Background/History

- **Local Government Code**

- Chapter 343 assigns responsibility for school crossing guards to municipalities with a population greater than 850,000
- Chapter 106 establishes a “Child Safety Trust Fund” to be used for deposit of fees earmarked for school crossing guards
- Chapter 502 provides for an optional \$1.50 fee on County vehicle registrations for child safety

# Background/History (funding sources)

## Child Safety Trust Fund

### Deposits to the Fund:

- \$5.00 of fee for parking tickets
- \$25.00 of fee for moving violations in school zones
- \$20.00 of fee for parents convicted of contributing to truancy
- ***Optional \$.50-\$1.50 County Vehicle Registration Fee***

County	Fee Assessed	Amount
Collin	Yes	\$1.50
Denton	Yes	\$1.50
Dallas	No	NA

- Currently collected fees contribute \$600-\$700k annually

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# Background/History (continued)

- Prior to 2012, the Dallas Police Department operated and managed the school crossing guard program (350+ crossing guards)
- In spring 2012 the City and Dallas County Schools (DCS) developed a proposal for a Child Safety Program
- DCS agreed to provide administrative & operational oversight for the School Crossing Guard Program through an Interlocal Agreement (ILA) with the City

# Background/History (continued)

## ILA (Responsibilities of DCS)

- School Crossing Guards
  - Fund, manage, and operate school crossing guard program
  - Encourage Dallas County to adopt state authorized \$1.50 vehicle registration fee for Child Safety Trust Fund
- Stop Arm Enforcement
  - Operate cameras, issue citations, collect fines and provide support for citizen appeals/inquires and provide activity reports to the City
  - Maintain escrow account, and pay the City administrative fee for adjudication process

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# Background/History (continued)

## ILA (Responsibilities of the City)

- School Crossing Guard Program
  - Monitor school crossing guard program and provide feedback to DCS as applicable
  - Forward child safety revenue to DCS as offset to full costs
- Stop Arm Enforcement
  - Maintain City Ordinance to allow for DCS video enforcement
  - Hear citation appeals at Municipal Court

# Prior City Council Action

- April 2012 - Briefed Public Safety Committee
- May 2012 - City Council Adopted Stop Arm Ordinance
  - Created civil offense for a school bus stop arm violation
  - City Council Approved (2) Inter-local Agreements (ILA)
    - Enforcement of Stop Arm Ordinance – Initial 3 year period to 2015
    - Transfer costs and operation of school crossing guard program to DCS – Thru June 2042
- May 2015 – Added 25 years to extend Stop Arm ILA term to 2040

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# Historical Cost of School Crossing Guard Program

Fiscal Year	City of Dallas	Dallas County Schools
FY2006	\$2,814,006	\$0
FY2007	\$2,560,850	\$0
FY2008	\$2,779,837	\$0
FY2009	\$2,994,760	\$0
FY2010	\$2,883,073	\$0
FY2011	\$2,488,608	\$0
FY2012*	\$2,165,915	\$400,000
FY13-16*		Estimated \$4.2M annually

*\*Partial year funding, ILA implemented*

*\*\*Increase due to DCS added paid benefits package, increased headcount (+50) and increased hourly wages*

# Current situation

- DCS has experienced significant financial losses and debt
- November 2017 - The 85<sup>th</sup> State Legislature authorized a voter referendum on the dissolution of DCS
- Dallas County voters decided to allow for the dissolution of DCS
- State Comptroller appointed a Dissolution Committee charged with the wind down of DCS operations
- December 18, 2017 - the Dissolution Committee voted to discontinue the funding school crossing guard program as of January 31, 2018

# Financial Impact FY18 and FY19

## FY17-18 Costs and Funding Resources (February 1<sup>st</sup> thru September 30, 2018)

Estimated Partial Year Cost of Crossing Guard Program	\$2.5M+
Estimated City of Dallas, Denton and Collin County Child Safety Fund	(\$0.6M)
<b>Anticipated Funding Shortfall</b>	<b>\$1.9M</b>

## FY18-19 Costs and Funding Resources

Estimated Annual Cost of Crossing Guard Program	\$5.0M+
Estimated City of Dallas, Denton and Collin County Child Safety Fund	(\$0.6M)
<b>Potential Funding Shortfall</b>	<b>\$4.4M</b>

# Recent Action

On December 14, 2017 the City sent an official letter to the Dissolution Committee:

- Balance of funds in escrow account to be transferred to the City (amount to be determined)
- Reimbursement for adjudication of stop arm violations (amount to be determined)
- Transfer all equipment for School Crossing Guard Program back to the City
- City Filed Temporary Restraining Order against DCS (Dissolution Committee) – December 27, 2017

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# Recent Action (continued)

## What We Don't Know

- Exactly how much DCS owes the City for adjudication expenses and proceeds from escrow account
- How much of the Stop Arm Camera program debt and financial losses are directly attributable to the expansion of the program outside the City of Dallas
- Whether the City will be compensated for its valid claim to the escrow funds and other reimbursements for adjudication expenses due through the former Stop Arm ILA

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# Next Steps

- Receive City Council feedback on developing a potential child safety partnership between City, County, DISD, State and other regional partners to fund and manage the school crossing guard program



# **Dallas County Schools Dissolution and School Crossing Guard Program**

**City Council Briefing  
January 3, 2018**

**Jon Fortune,  
Assistant City Manager**

**Kimberly Bizer Tolbert,  
Chief Of Staff**



# Memorandum



CITY OF DALLAS

DATE December 29, 2017

TO Honorable Mayor and Members of the City Council

SUBJECT **Community Survey Overview**

On January 3, 2018, Jack Ireland and LaToya Jackson, Director and Assistant Director of the Office of Budget, will brief City Council on the Community Survey Overview. I have attached the presentation materials for your review.

Please let me know if you have any questions.

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

M. Elizabeth Reich  
Chief Financial Officer

## Attachment

c: T.C. Broadnax, City Manager  
Larry Casto, City Attorney  
Craig D. Kinton, City Auditor  
Billerae Johnson, City Secretary (Interim)  
Daniel F. Solis, Administrative Judge  
Kimberly Bizer Tolbert, Chief of Staff to the City Manager  
Majed A. Al-Ghafry, Assistant City Manager

Jon Fortune, Assistant City Manager  
Joey Zapata, Assistant City Manager  
Jo M. (Jody) Puckett, Assistant City Manager (Interim)  
Nadia Chandler Hardy, Chief of Community Services  
Raquel Favela, Chief of Economic Development & Neighborhood Services  
Theresa O'Donnell, Chief of Resilience  
Directors and Assistant Directors

# Community Survey Overview

**City Council Briefing  
January 3, 2018**

**Elizabeth Reich,  
Chief Financial Officer**

**Jack Ireland, Director  
Office of Budget**

**LaToya Jackson, Assistant Director  
Office of Budget**



**City of Dallas**

# Community Survey

- Today, January 3, is kick-off for 2018 customer perception survey
- Numerous outreach efforts to communicate to citizens
  - Press releases to all major media outlets
  - Over 200 media representatives contacted
  - Over 9,500 residents contacted via GovDelivery
  - Social media alerts via Facebook and Twitter
  - DallasCityNews.net feature article
  - Email blast to resident list

2



# Community Survey

- This year's survey will be 9<sup>th</sup> in 14 years
  - Previously administered in 1993, 2005, 2006, 2007, 2009, 2011, 2013, 2014, and 2016
- Survey is administered by independent consultant
  - Cost of survey is approximately \$50,000
- Participants/households are randomly selected from list of all residents with a landline or cell phone
- Consultant will ensure a minimum of 1,400 responses with at least 100 from each council district

# Community Survey

- Surveys are conducted by mail with follow-up by phone and email to ensure the minimum number from each council district
- Survey is approximately 7 pages long and will take about 15 to 20 minutes for selected participants to complete
- Results are statistically valid for all 14 council districts
  - Confidence level is 95%
  - Margin of error is +/-2.5%





# Actions and Next Steps

- Continue outreach efforts to alert residents of the community survey
- Distribute introductory letter to selected households by January 5
- Distribute community survey to selected households by January 17
- Present survey findings to Council on May 2



# Appendix A

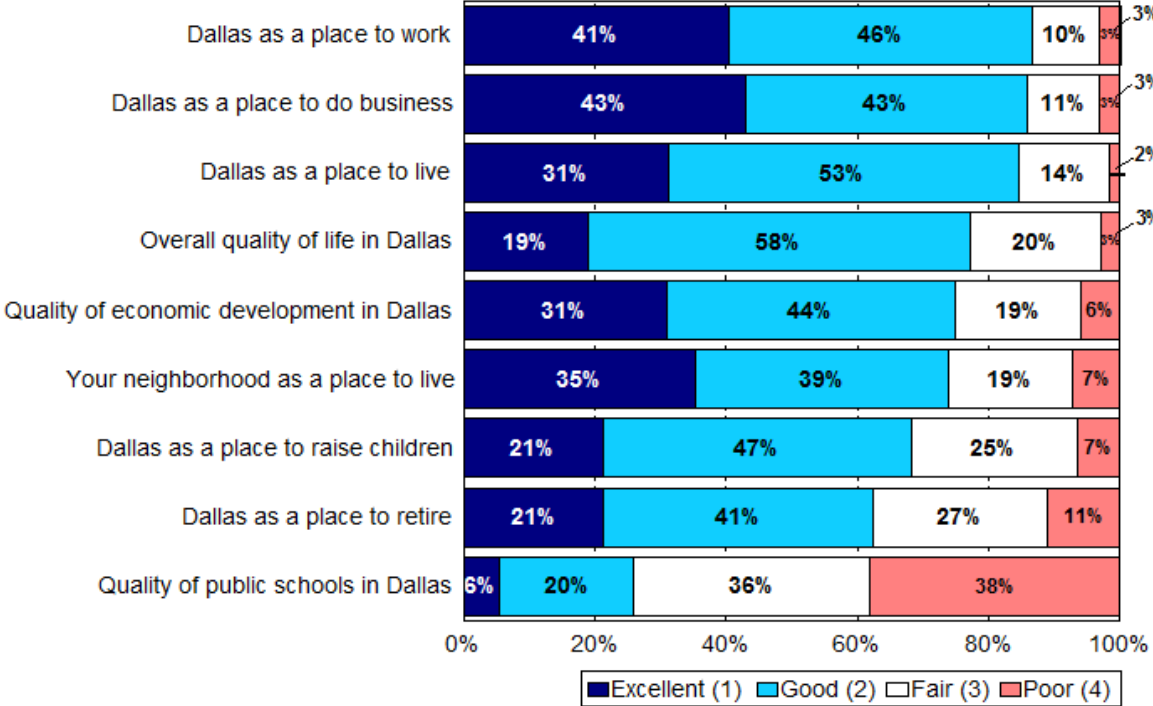
- Sample results from last survey in 2016



# Community Survey

## Q1. Quality of Life Ratings

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 1 is "excellent" and a rating of 4 is "poor" (excluding don't knows)

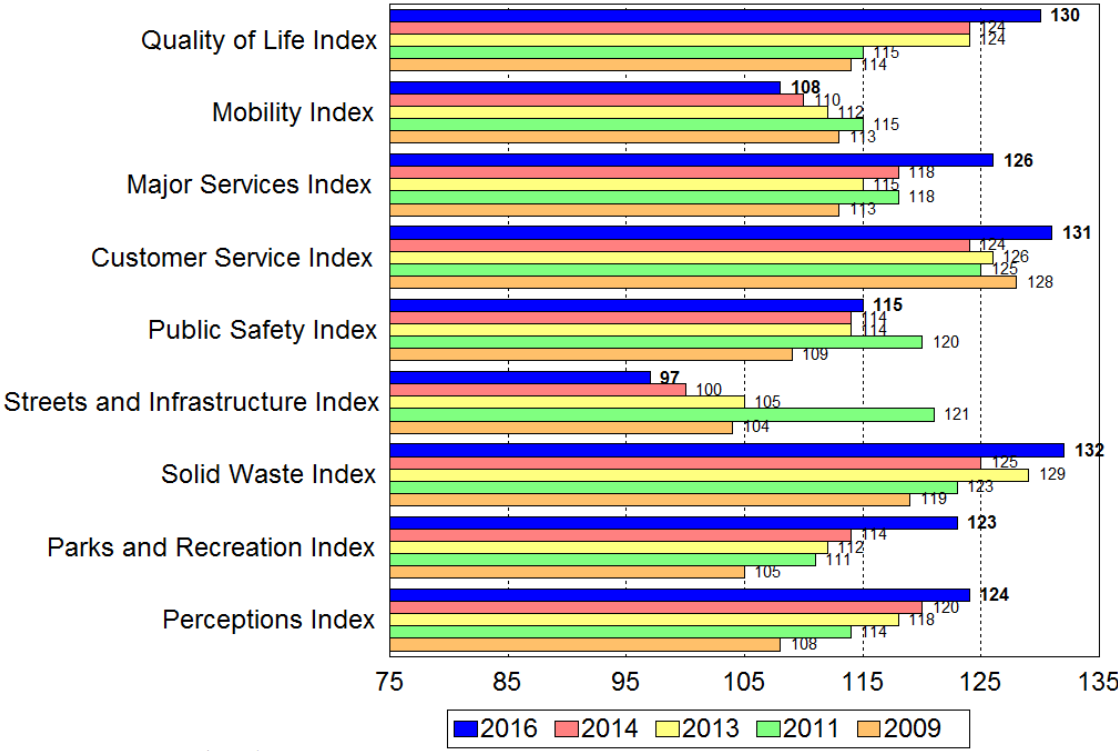


Source: ETC Institute (May 2016)

# Community Survey

## Composite Satisfaction Indices

derived from the mean positive ratings provided by residents  
Year 2007=100



Source: ETC Institute (2016)

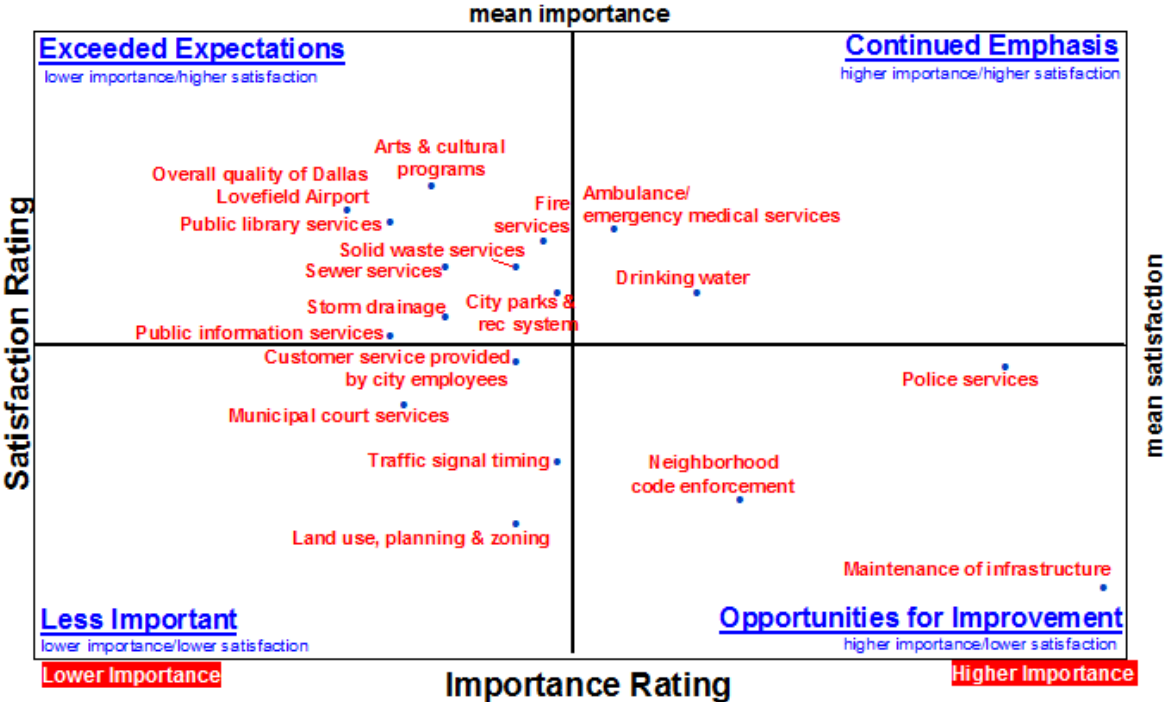


# Community Survey

## 2016 City of Dallas DirectionFinder 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: ETCInstitute (2016)

# Appendix B

- Survey questions



# Survey Questions



## 2018 Community Survey

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

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

HOW WOULD YOU RATE:	PERFORMANCE				
	Excellent	Good	Fair	Poor	Don't Know
1. Dallas as a place to live?	1	2	3	4	9
2. Your neighborhood as a place to live?	1	2	3	4	9
3. Dallas as a place to raise children?	1	2	3	4	9
4. Dallas as a place to work?	1	2	3	4	9
5. Dallas as a place to retire?	1	2	3	4	9
6. Dallas as a place to do business?	1	2	3	4	9
7. The quality of economic development in Dallas?	1	2	3	4	9
8. The quality of public schools in Dallas?	1	2	3	4	9
9. The overall quality of life in Dallas?	1	2	3	4	9

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

HOW WOULD YOU RATE:	PERFORMANCE				
	Excellent	Good	Fair	Poor	Don't Know
1. Sense of community	1	2	3	4	9
2. Openness and acceptance of the community towards people of diverse backgrounds	1	2	3	4	9
3. Opportunities to attend arts and cultural events	1	2	3	4	9
4. Air quality	1	2	3	4	9
5. Access to affordable quality housing	1	2	3	4	9
6. Access to affordable quality child care	1	2	3	4	9
7. Access to affordable quality health care	1	2	3	4	9
8. Access to affordable quality food	1	2	3	4	9
9. Access to living wage jobs	1	2	3	4	9
10. Access to quality education	1	2	3	4	9
11. Ease of car travel in Dallas	1	2	3	4	9
12. Ease of bus travel in Dallas	1	2	3	4	9
13. Ease of rail travel in Dallas	1	2	3	4	9
14. Ease of bicycle travel in Dallas	1	2	3	4	9
15. Ease of walking in Dallas	1	2	3	4	9
16. Overall image/reputation of Dallas	1	2	3	4	9

**3. Which THREE of the quality of life characteristics listed above do you think should be the City's top priorities? (list your top 3 choices below using the numbers from the list in Question 2)**

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_ 3<sup>rd</sup>: \_\_\_\_\_



# Survey Questions

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

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

5. Please indicate the extent to which you think each of the following are an issue in the City of Dallas by circling the corresponding number below.

PROBLEMS IN THE CITY	PERFORMANCE				
	Not A Problem	Minor Problem	Moderate Problem	Major Problem	Don't Know
1. Crime	1	2	3	4	9
2. Drugs	1	2	3	4	9
3. High weeds	1	2	3	4	9
4. Noise	1	2	3	4	9
5. Blighted buildings	1	2	3	4	9
6. Homelessness	1	2	3	4	9
7. Environmental hazard(s), air quality and toxic waste	1	2	3	4	9
8. Loose dogs and unrestrained pets	1	2	3	4	9
9. Litter	1	2	3	4	9
10. Infrastructure/streets	1	2	3	4	9
11. Aggressive solicitation/panhandling	1	2	3	4	9
12. Other (describe):	1	2	3	4	9

6. PERCEPTIONS OF SAFETY. Using a scale of 1 to 5 where 5 means "Very Safe" and 1 means "Very Unsafe" please indicate how safe you feel in the following situations.

How Safe Do You Feel:	Very Safe	Safe	Neither Safe or Unsafe	Unsafe	Very Unsafe	Don't Know
1. In your neighborhood during the day	5	4	3	2	1	9
2. In your neighborhood after dark	5	4	3	2	1	9
3. In Dallas' downtown area during the day	5	4	3	2	1	9
4. In Dallas' downtown area after dark	5	4	3	2	1	9
5. In Dallas' parks during the day	5	4	3	2	1	9
6. In Dallas' parks after dark	5	4	3	2	1	9
7. From violent crime (rape, assault, robbery)	5	4	3	2	1	9
8. From property crime (burglary, theft)	5	4	3	2	1	9
9. From fire	5	4	3	2	1	9

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

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

\_\_\_(2) No



# Survey Questions

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

MAJOR CATEGORIES OF CITY SERVICES	PERFORMANCE					
	Excellent	Good	Fair	Poor	Don't Know	
1. Ambulance/emergency medical services	1	2	3	4	9	
2. Art and Cultural programs/facilities	1	2	3	4	9	
3. Neighborhood code enforcement (e.g., high weeds, litter, blight)	1	2	3	4	9	
4. Customer service provided by city employees	1	2	3	4	9	
5. Drinking water	1	2	3	4	9	
6. Fire services	1	2	3	4	9	
7. Solid waste services (e.g., garbage and recycling collection)	1	2	3	4	9	
8. Land use, planning, and zoning	1	2	3	4	9	
9. Maintenance of infrastructure (e.g., city streets and sidewalks)	1	2	3	4	9	
10. Parks and recreation system	1	2	3	4	9	
11. Police services	1	2	3	4	9	
12. Public information services	1	2	3	4	9	
13. Public library services	1	2	3	4	9	
14. Sewer services (e.g. sanitary sewer/wastewater)	1	2	3	4	9	
15. Storm drainage	1	2	3	4	9	
16. Traffic signal timing	1	2	3	4	9	
17. Dallas Love Field Airport	1	2	3	4	9	
18. Municipal court services	1	2	3	4	9	

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

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_ 3<sup>rd</sup>: \_\_\_\_\_ 4<sup>th</sup>: \_\_\_\_\_

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

PUBLIC SAFETY SERVICES	PERFORMANCE					
	Excellent	Good	Fair	Poor	Don't Know	
1. Crime prevention	1	2	3	4	9	
2. Traffic enforcement	1	2	3	4	9	
3. Efforts by police to fight crime in your neighborhood	1	2	3	4	9	
4. Efforts by police to effectively deal with problems in your neighborhood	1	2	3	4	9	
5. Response time of police to emergency calls	1	2	3	4	9	
6. Response time of fire to emergency calls	1	2	3	4	9	
7. Fire prevention and education	1	2	3	4	9	

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

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_

# Survey Questions

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

PARK AND RECREATION SERVICES	PERFORMANCE				
	Excellent	Good	Fair	Poor	Don't Know
1. City parks	1	2	3	4	9
2. Recreation programs or classes	1	2	3	4	9
3. Range/variety of recreation programs and classes	1	2	3	4	9
4. Recreation centers/facilities	1	2	3	4	9
5. Accessibility of parks	1	2	3	4	9
6. Accessibility of recreation centers/facilities	1	2	3	4	9
7. Appearance/maintenance of parks	1	2	3	4	9
8. Appearance/maintenance of recreation centers/facilities	1	2	3	4	9
9. Outdoor athletic facilities (soccer/baseball fields, tennis courts)	1	2	3	4	9
10. Walking trails in the city	1	2	3	4	9
11. Outdoor swimming facilities	1	2	3	4	9
12. Ease of registering for city recreation programs/events	1	2	3	4	9
13. City golf courses	1	2	3	4	9

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

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_ 3<sup>rd</sup>: \_\_\_\_\_

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

CODE ENFORCEMENT SERVICES	PERFORMANCE				
	Excellent	Good	Fair	Poor	Don't Know
1. Enforcement at multi-family building conditions	1	2	3	4	9
2. Enforcement of the mowing of weeds and high grass on private property	1	2	3	4	9
3. Enforcement of blighted residential properties	1	2	3	4	9
4. Enforcement of sign regulations	1	2	3	4	9
5. City efforts to remove junk motor vehicles (inoperative) on private property	1	2	3	4	9
6. Enforcement of bulk/brush trash violations	1	2	3	4	9
7. Enforcement of litter on private property	1	2	3	4	9
8. City efforts to survey and abate mosquitos carrying viruses	1	2	3	4	9
9. Enforcement of food safety in restaurants	1	2	3	4	9

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

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_

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

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

17. Which **TWO** of the solid waste services listed above do you think should be the City's top priorities? (list your top 2 choices below using the numbers from the list in Question 16)

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_

# Survey Questions

18. **STREETS & INFRASTRUCTURE/MOBILITY.** Please rate the City's performance in the following areas.

STREETS AND INFRASTRUCTURE		PERFORMANCE				
		Excellent	Good	Fair	Poor	Don't Know
1.	Maintenance and repair of thoroughfares and major streets	1	2	3	4	9
2.	Maintenance and repair of streets in your neighborhood	1	2	3	4	9
3.	Street striping	1	2	3	4	9
4.	Street cleaning	1	2	3	4	9
5.	Street lighting	1	2	3	4	9
6.	Traffic signs and signal operations	1	2	3	4	9
7.	Sidewalk maintenance	1	2	3	4	9
8.	Alley maintenance	1	2	3	4	9
9.	Curbs and gutters	1	2	3	4	9
10.	Bike lanes in the city (shared, protected and multi-use)	1	2	3	4	9

19. Which TWO of the **street and infrastructure** services listed above do you think should be the City's top priorities? (list your top 2 choices below using the numbers from the list in Question 18)  
 1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_

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

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

21. Which TWO of the **water and wastewater** services listed above do you think should be the City's top priorities? (list your top 2 choices below using the numbers from the list in Question 20)  
 1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_

22. **OTHER CITY SERVICES/FACILITIES.** Please rate the City's performance in the following areas.

OTHER CITY SERVICES		PERFORMANCE				
		Excellent	Good	Fair	Poor	Don't Know
1.	Services to seniors	1	2	3	4	9
2.	Services to youth	1	2	3	4	9
3.	Services to low-income people	1	2	3	4	9
4.	Variety of arts and cultural programs	1	2	3	4	9
5.	Appearance/maintenance of arts and cultural centers/facilities	1	2	3	4	9
6.	Accessibility of arts and cultural centers/facilities	1	2	3	4	9
7.	Variety of library materials	1	2	3	4	9
8.	Appearance/maintenance of libraries/facilities	1	2	3	4	9
9.	Accessibility of City facilities/services for persons with disabilities	1	2	3	4	9
10.	Variety of arts and cultural programs	1	2	3	4	9
11.	Enforcement of yard parking regulations in your neighborhood	1	2	3	4	9

# Survey Questions

23. **PUBLIC INFORMATION SERVICES.** Where do you currently get news and information about city programs, services, and events? (check all that apply)
- (01) Local newspapers       (04) City website       (07) Radio FM 101.1  
 (02) Social media       (05) Other local radio       (08) 311  
 (03) Dallas City TV Cable       (06) Television News       (09) Townhall meetings

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

PUBLIC INFORMATION SERVICES	PERFORMANCE				
	Excellent	Good	Fair	Poor	Don't Know
1. Quality of City's cable television channel	1	2	3	4	9
2. WRR 101.1 FM broadcast of City Council meetings	1	2	3	4	9
3. 3-1-1 services	1	2	3	4	9
4. Availability of information about city programs & services	1	2	3	4	9
5. Level of public involvement in decision making	1	2	3	4	9
6. Townhall meetings	1	2	3	4	9
7. The City's social media services (e.g., Facebook, Twitter, etc.)	1	2	3	4	9
8. Quality of City website	1	2	3	4	9

25. Which TWO of the public information services listed above do you think should be the City's top priorities? (list your top 2 choices below using the numbers from the list in Question 24)
- 1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_

26. **CUSTOMER SERVICE.** Have you had any in-person or phone contact with an employee of the City of Dallas within the last 12 months (including police, receptionists, librarians, or any others)?
- (1) Yes [answer Question 27-1-3]       (2) No [go to Question 28]

26-1. Which department did you contact most recently? \_\_\_\_\_

26-2. Please rate the performance of the City employees who helped you the last time you contacted the City in the following areas:

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

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

	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Don't Know
1. I receive good value for the City of Dallas taxes I pay	5	4	3	2	1	9
2. I am pleased with the overall direction that the City of Dallas is taking	5	4	3	2	1	9
3. The City of Dallas government welcomes resident involvement	5	4	3	2	1	9
4. The City of Dallas government listens to a diverse range of people	5	4	3	2	1	9
5. Employees at the City of Dallas are ethical in the way they conduct City business	5	4	3	2	1	9
6. Government leaders at the City of Dallas are ethical in the way they conduct business	5	4	3	2	1	9

# Survey Questions

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

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

29. How many years have you lived in Dallas? \_\_\_\_\_ years
30. What is your age? \_\_\_\_\_ years
31. What is your gender? \_\_\_(1) Male \_\_\_(2) Female \_\_\_(3) Self-identified
32. What is your race? (check all that apply)  
 \_\_\_(1) American Indian/Alaskan native \_\_\_(3) Black, African/American \_\_\_(5) Other: \_\_\_\_\_  
 \_\_\_(2) Asian/Pacific Islander \_\_\_(4) White/Caucasian
33. Are you of Hispanic, Latino, or Spanish origin? \_\_\_(1) Yes \_\_\_(2) No
34. What is the highest degree or level of education you have completed?  
 \_\_\_(1) less than high school \_\_\_(3) some college \_\_\_(5) Bachelor's degree  
 \_\_\_(2) high school graduate \_\_\_(4) Associate's degree \_\_\_(6) graduate degree
35. Which modes of transportation do you use on a regular basis? (Check all that apply)  
 \_\_\_(1) Drive alone \_\_\_(2) Carpool \_\_\_(3) Light rail \_\_\_(4) Bus  
 \_\_\_(5) Bicycle \_\_\_(6) Walk \_\_\_(7) Telecommute \_\_\_(8) Other: \_\_\_\_\_
36. How many persons in your household (counting yourself), are:  
 Under age 12 \_\_\_ Ages 18-34 \_\_\_ Ages 50-64 \_\_\_  
 Ages 12-17 \_\_\_ Ages 35-49 \_\_\_ Ages 65+ \_\_\_
37. What is the primary language spoken in your home?  
 \_\_\_(1) English \_\_\_(3) French \_\_\_(5) Korean \_\_\_(7) Vietnamese  
 \_\_\_(2) Spanish \_\_\_(4) Arabic \_\_\_(6) Chinese \_\_\_(8) Other: \_\_\_\_\_
38. What is your total annual household income?  
 \_\_\_(1) less than \$24,999 \_\_\_(3) \$50,000 - \$74,999 \_\_\_(5) \$100,000 or more  
 \_\_\_(2) \$25,000 - \$49,999 \_\_\_(4) \$75,000 - \$99,999
39. Do you own or rent your home? \_\_\_(1) Own \_\_\_(2) Rent (or occupy without paying)
40. Which of the following best describes your home?  
 \_\_\_(1) Single family home \_\_\_(2) Apartment/Condo \_\_\_(3) Mobile home \_\_\_(3) Other

# Community Survey Overview

**City Council Briefing  
January 3, 2018**

**Elizabeth Reich,  
Chief Financial Officer**

**Jack Ireland, Director  
Office of Budget**

**LaToya Jackson, Assistant Director  
Office of Budget**



**City of Dallas**