



# CITY OF MCALLEN, TX 2011

## Benchmark Report



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## UNDERSTANDING THE BENCHMARK COMPARISONS

### COMPARISON DATA

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant.

The City of McAllen chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (all Texas jurisdictions in the database). A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the City of McAllen Survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

The jurisdictions in the database represent a wide geographic and population range as shown in the table below.

Jurisdiction Characteristic	Percent of Jurisdictions
<b>Region</b>	
West Coast <sup>1</sup>	16%
West <sup>2</sup>	21%
North Central West <sup>3</sup>	10%
North Central East <sup>4</sup>	13%
South Central <sup>5</sup>	7%
South <sup>6</sup>	25%
Northeast West <sup>7</sup>	2%
Northeast East <sup>8</sup>	4%
<b>Population</b>	
Less than 40,000	45%
40,000 to 74,999	20%
75,000 to 149,000	17%
150,000 or more	19%

<sup>1</sup> Alaska, Washington, Oregon, California, Hawaii

<sup>2</sup> Montana, Idaho, Wyoming, Colorado, Utah, Nevada, Arizona, New Mexico

<sup>3</sup> North Dakota, South Dakota, Nebraska, Kansas, Iowa, Missouri, Minnesota

<sup>4</sup> Illinois, Indiana, Ohio, Michigan, Wisconsin

<sup>5</sup> Oklahoma, Texas, Louisiana, Arkansas

<sup>6</sup> West Virginia, Virginia, Kentucky, Tennessee, Mississippi, Alabama, Georgia, Florida, South Carolina, North Carolina, Maryland, Delaware, Washington DC

<sup>7</sup> New York, Pennsylvania, New Jersey

<sup>8</sup> Connecticut, Rhode Island, Massachusetts, New Hampshire, Vermont, Maine

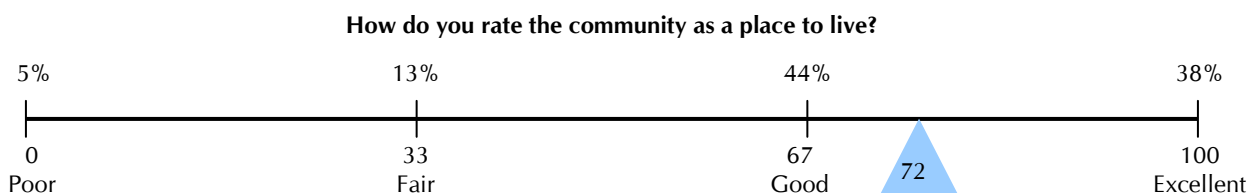
## PUTTING EVALUATIONS ONTO THE 100-POINT SCALE

Although responses to many of the evaluative questions were made on a four point scale with 1 representing the best rating and 4 the worst, the benchmarks are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus four points based on all respondents.

The 100-point scale is not a percent. It is a conversion of responses to an average rating. Each response option is assigned a value that is used in calculating the average score. For example, “excellent” = 100, “good” = 67, “fair” = 33 and “poor” = 0. If everyone reported “excellent,” then the average rating would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor,” the result would be 0 on the 100-point scale. If half the respondents gave a score of “excellent” and half gave a score of “poor,” the average would be in the middle of the scale (like the center post of a teeter totter) between “fair” and “good.” An example of how to convert survey frequencies into an average rating appears below.

### Example of Converting Responses to the 100-point Scale

How do you rate the community as a place to live?						
Response option	Total with “don’t know”	Step 1: Remove the percent of “don’t know” responses	Total without “don’t know”	Step 2: Assign scale values	Step 3: Multiply the percent by the scale value	Step 4: Sum to calculate the average rating
Excellent	36%	$= 36 \div (100-5) =$	38%	100	$= 38\% \times 100 =$	38
Good	42%	$= 42 \div (100-5) =$	44%	67	$= 44\% \times 67 =$	30
Fair	12%	$= 12 \div (100-5) =$	13%	33	$= 13\% \times 33 =$	4
Poor	5%	$= 5 \div (100-5) =$	5%	0	$= 5\% \times 0 =$	0
Don’t know	5%		–			
Total	100%		100%			72



## INTERPRETING THE RESULTS

Average ratings are compared when similar questions are included in NRC's database, and there are at least five jurisdictions in which the question was asked. Where comparisons are available, three numbers are provided in the table. The first column is your jurisdiction's rating on the 100-point scale. The second column is the rank assigned to your jurisdiction's rating among jurisdictions where a similar question was asked. The third column is the number of jurisdictions that asked a similar question. The fourth column shows the comparison of your jurisdiction's average rating (column one) to the benchmark.

Where comparisons for quality ratings were available, the City of McAllen's results were generally noted as being "above" the benchmark, "below" the benchmark or "similar" to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as "more," "similar" or "less" (for example, the percent of crime victims, residents visiting a park or residents identifying code enforcement as a problem.) In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much less" or "much above"). These labels come from a statistical comparison of the City of McAllen's rating to the benchmark where a rating is considered "similar" if it is within the margin of error; "above," "below," "more" or "less" if the difference between your jurisdiction's rating and the benchmark is greater the margin of error; and "much above," "much below," "much more" or "much less" if the difference between your jurisdiction's rating and the benchmark is more than twice the margin of error.

This report contains benchmarks at the national level, as well as for Texas.

## NATIONAL BENCHMARK COMPARISONS

Overall Community Quality Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Overall quality of life in McAllen	75	76	368	Much above
Your neighborhood as place to live	71	104	254	Similar
McAllen as a place to live	81	56	319	Much above
Recommend living in McAllen to someone who asks	84	30	148	Much above
Remain in McAllen for the next five years	90	3	148	Much above

Community Transportation Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ease of car travel in McAllen	62	44	248	Much above
Ease of bus travel in McAllen	53	38	174	Much above
Ease of bicycle travel in McAllen	49	109	244	Similar
Ease of walking in McAllen	55	114	246	Similar
Availability of paths and walking trails	60	49	150	Above
Traffic flow on major streets	46	86	203	Similar

Frequency of Bus Use Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ridden a local bus within McAllen	17	81	150	Less

Drive Alone Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Average percent of work commute trips made by driving alone	76	71	136	Similar

Transportation and Parking Services Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Street repair	55	70	373	Much above
Street cleaning	60	83	263	Above
Street lighting	63	23	280	Much above
Sidewalk maintenance	64	14	241	Much above
Traffic signal timing	58	12	198	Much above
Bus or transit services	61	33	194	Much above
Amount of public parking	51	60	180	Above

Housing Characteristics Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality housing	56	20	267	Much above
Variety of housing options	62	28	138	Much above

Housing Costs Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or MORE of income)	37	73	144	Similar

Built Environment Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Quality of new development in McAllen	73	3	220	Much above
Overall appearance of McAllen	68	63	290	Much above

Population Growth Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Population growth seen as too fast	69	19	215	Much more

Nuisance Problems Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Run down buildings, weedy lots and junk vehicles seen as a "major" problem	12	90	211	Similar

Planning and Community Code Enforcement Services Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Land use, planning and zoning	56	22	257	Much above
Code enforcement (weeds, abandoned buildings, etc.)	52	84	312	Above
Animal control	54	156	278	Similar

Economic Sustainability and Opportunities Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Employment opportunities	46	45	257	Much above
Shopping opportunities	74	16	256	Much above
McAllen as a place to work	68	30	264	Much above
Overall quality of business and service establishments in McAllen	68	14	135	Much above

Economic Development Services Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Economic development	63	8	248	Much above

Job and Retail Growth Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Retail growth seen as too slow	8	206	214	Much less
Jobs growth seen as too slow	60	183	217	Much less

Personal Economic Future Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Positive impact of economy on household income	39	2	210	Much above

Community and Personal Public Safety Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
In your neighborhood during the day	86	180	276	Similar
In your neighborhood after dark	75	116	272	Similar
In McAllen's downtown area during the day	78	179	239	Below
In McAllen's downtown area after dark	50	189	248	Much below
Violent crime (e.g., rape, assault, robbery)	67	167	245	Below
Property crimes (e.g., burglary, theft)	58	165	245	Below
Environmental hazards, including toxic waste	77	73	145	Similar

Crime Victimization and Reporting Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Victim of crime	12	118	216	Similar
Reported crimes	89	25	214	Much more

Public Safety Services Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Police services	69	125	355	Similar
Fire services	78	120	298	Similar
Crime prevention	64	81	281	Above
Fire prevention and education	68	80	228	Similar
Traffic enforcement	59	124	303	Similar
Courts	67	8	145	Much above
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	69	8	160	Much above

Contact with Police and Fire Departments Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with the City of McAllen Police Department	43	4	23	More
Overall impression of most recent contact with the City of McAllen Police Department	74	7	36	Above
Had contact with the City of McAllen Fire Department	11	13	19	Less
Overall impression of most recent contact with the City of McAllen Fire Department	91	3	27	Much above

Community Environment Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cleanliness of McAllen	65	66	149	Similar
Quality of overall natural environment in McAllen	64	68	146	Similar
Preservation of natural areas such as open space, farmlands and greenbelts	58	39	150	Above
Air quality	65	73	193	Above

Frequency of Recycling Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recycled used paper, cans or bottles from your home	87	87	201	More

Utility Services Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sewer services	66	63	250	Above
Drinking water	59	115	248	Similar
Storm drainage	54	146	298	Similar
Yard waste pick-up	49	186	205	Much below
Recycling	66	149	281	Similar
Garbage collection	68	188	304	Similar

Community Recreational Opportunities Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recreation opportunities	54	154	260	Similar

Participation in Parks and Recreation Opportunities Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used McAllen recreation centers	69	23	174	Much more
Participated in a recreation program or activity	44	139	203	Less
Visited a neighborhood park or City park	92	44	211	More

Parks and Recreation Services Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
City parks	75	59	274	Above
Recreation programs or classes	65	119	294	Similar
Recreation centers or facilities	65	79	235	Above

Cultural and Educational Opportunities Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to attend cultural activities	55	91	264	Above
Educational opportunities	62	66	205	Above

Participation in Cultural and Educational Opportunities Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used McAllen public libraries or their services	68	136	184	Less
Participated in religious or spiritual activities in McAllen	60	28	101	More

Cultural and Educational Services Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Public schools	67	73	220	Above
Public library services	70	165	271	Similar

Community Health and Wellness Access and Opportunities Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality health care	52	65	208	Above
Availability of affordable quality food	66	20	146	Much above
Availability of preventive health services	57	36	116	Similar

Health and Wellness Services Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Health services	61	46	172	Above

Community Quality and Inclusiveness Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sense of community	60	96	265	Similar
Openness and acceptance of the community toward people of diverse backgrounds	66	29	227	Much above
Availability of affordable quality child care	52	37	200	Much above
McAllen as a place to raise kids	74	97	310	Above
McAllen as a place to retire	73	17	292	Much above

Services Provided for Population Subgroups Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services to seniors	66	38	260	Much above
Services to youth	60	59	235	Much above
Services to low income people	56	8	205	Much above

Civic Engagement Opportunities Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in community matters	61	43	139	Similar
Opportunities to volunteer	65	63	142	Similar

Participation in Civic Engagement Opportunities Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	22	160	211	Less
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	45	75	164	Similar
Volunteered your time to some group or activity in McAllen	44	112	214	Similar
Participated in a club or civic group in McAllen	32	49	115	Similar
Provided help to a friend or neighbor	95	46	115	Similar

Voter Behavior Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Registered to vote	68	220	221	Much less
Voted in last general election	47	220	220	Much less

Use of Information Sources Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Visited the City of McAllen Web site	58	79	136	Similar

Local Government Media Services and Information Dissemination Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cable television	56	35	172	Above
Public information services	64	54	254	Above

Social Engagement Opportunities Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in social events and activities	58	60	141	Similar
Opportunities to participate in religious or spiritual events and activities	64	79	114	Similar

Contact with Immediate Neighbors Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Has contact with neighbors at least several times per week	55	34	131	More

Public Trust Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Value of services for the taxes paid to McAllen	60	32	326	Much above
The overall direction that McAllen is taking	66	11	273	Much above
Job McAllen government does at welcoming citizen involvement	61	12	287	Much above
Overall image or reputation of McAllen	69	69	249	Much above

Services Provided by Local, State and Federal Governments Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services provided by the City of McAllen	71	34	353	Much above
Services provided by the Federal Government	56	1	224	Much above
Services provided by the State Government	57	3	227	Much above
Services provided by Hidalgo County Government	60	7	124	Much above

Contact with City Employees Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with City employee(s) in last 12 months	44	216	244	Much less

Perceptions of City Employees (Among Those Who Had Contact) Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Knowledge	67	176	283	Similar
Responsiveness	70	105	281	Similar
Courteousness	72	91	234	Similar
Overall impression	73	65	320	Above

## JURISDICTIONS INCLUDED IN NATIONAL BENCHMARK COMPARISONS

Valdez, AK .....	4,036	Mission Viejo, CA .....	93,102
Auburn, AL.....	42,987	Morgan Hill, CA.....	33,556
Gulf Shores, AL .....	5,044	Mountain View, CA .....	70,708
Tuskegee, AL.....	11,846	Newport Beach, CA .....	70,032
Fayetteville, AR .....	58,047	Palm Springs, CA .....	42,807
Little Rock, AR .....	183,133	Palo Alto, CA .....	58,598
Avondale, AZ .....	35,883	Poway, CA .....	48,044
Casa Grande, AZ .....	25,224	Rancho Cordova, CA .....	55,060
Chandler, AZ.....	176,581	Redding, CA .....	80,865
Cococino County, AZ.....	116,320	Richmond, CA .....	99,216
Dewey-Humboldt, AZ .....	6,295	San Francisco, CA .....	776,733
Flagstaff, AZ .....	52,894	San Luis Obispo County, CA.....	247,900
Florence, AZ .....	17,054	San Mateo, CA .....	92,482
Gilbert, AZ .....	109,697	San Rafael, CA .....	56,063
Green Valley, AZ .....	17,283	Santa Barbara County, CA.....	399,347
Kingman, AZ .....	20,069	Santa Monica, CA .....	84,084
Marana, AZ .....	13,556	South Lake Tahoe, CA .....	23,609
Mesa, AZ.....	396,375	Stockton, CA.....	243,771
Peoria, AZ .....	108,364	Sunnyvale, CA .....	131,760
Phoenix, AZ .....	1,321,045	Temecula, CA .....	57,716
Pinal County, AZ.....	179,727	Visalia, CA .....	91,565
Prescott Valley, AZ.....	25,535	Walnut Creek, CA .....	64,296
Queen Creek, AZ .....	4,316	Calgary, Canada.....	878,866
Scottsdale, AZ .....	202,705	District of Saanich, Victoria, Canada .....	103,654
Sedona, AZ .....	10,192	Edmonton, Canada.....	666,104
Surprise, AZ .....	30,848	Guelph, Ontario, Canada .....	114,943
Tempe, AZ .....	158,625	Kamloops, Canada .....	77,281
Yuma, AZ.....	77,515	Kelowna, Canada.....	96,288
Yuma County, AZ.....	160,026	Oakville, Canada .....	144,738
Agoura Hills, CA .....	20,537	Thunder Bay, Canada.....	109,016
Bellflower, CA.....	72,878	Victoria, Canada .....	78,057
Benicia, CA .....	26,865	Whitehorse, Canada.....	19,058
Brea, CA.....	35,410	Winnipeg, Canada .....	619,544
Brisbane, CA .....	3,597	Yellowknife, Canada .....	16,541
Burlingame, CA.....	28,158	Arapahoe County, CO.....	487,967
Carlsbad, CA .....	78,247	Archuleta County, CO.....	9,898
Chula Vista, CA.....	173,556	Arvada, CO .....	102,153
Concord, CA .....	121,780	Aspen, CO .....	5,914
Davis, CA.....	60,308	Aurora, CO .....	276,393
Del Mar, CA .....	4,389	Boulder, CO .....	94,673
Dublin, CA.....	29,973	Boulder County, CO .....	291,288
El Cerrito, CA .....	23,171	Breckenridge, CO .....	2,408
Elk Grove, CA .....	59,984	Broomfield, CO .....	38,272
Galt, CA .....	19,472	Castle Rock, CO.....	20,224
La Mesa, CA .....	54,749	Centennial, CO .....	103,000
Laguna Beach, CA .....	23,727	Clear Creek County, CO .....	9,322
Livermore, CA.....	73,345	Colorado Springs, CO .....	360,890
Lodi, CA.....	56,999	Craig, CO.....	9,189
Long Beach, CA.....	461,522	Crested Butte, CO .....	1,529
Lynwood, CA .....	69,845	Denver, CO .....	554,636
Menlo Park, CA.....	30,785	Douglas County, CO.....	175,766

Durango, CO .....	13,922	Destin, FL .....	11,119
Eagle County, CO .....	41,659	Duval County, FL .....	778,879
Englewood, CO .....	31,727	Escambia County, FL .....	294,410
Fort Collins, CO .....	118,652	Eustis, FL .....	15,106
Frisco, CO .....	2,443	Gainesville, FL .....	95,447
Fruita, CO .....	6,478	Hillsborough County, FL .....	998,948
Georgetown, CO .....	1,088	Jupiter, FL .....	39,328
Golden, CO .....	17,159	Kissimmee, FL .....	47,814
Grand County, CO .....	12,442	Lee County, FL .....	454,918
Grand Junction, CO .....	41,986	Martin County, FL .....	126,731
Greenwood Village, CO .....	11,035	Melbourne, FL .....	71,382
Gunnison County, CO .....	13,956	Miami Beach, FL .....	87,933
Highlands Ranch, CO .....	70,931	North Palm Beach, FL .....	12,064
Hot Sulphur Springs, CO .....	521	North Port, FL .....	22,797
Jefferson County, CO .....	527,056	Oakland Park, FL .....	30,966
Lafayette, CO .....	23,197	Ocala, FL .....	45,943
Lakewood, CO .....	144,126	Oldsmar, FL .....	11,910
Larimer County, CO .....	251,494	Oviedo, FL .....	26,316
Lone Tree, CO .....	4,873	Palm Bay, FL .....	79,413
Longmont, CO .....	71,093	Palm Beach, FL .....	10,468
Louisville, CO .....	18,937	Palm Beach County, FL .....	1,131,184
Loveland, CO .....	50,608	Palm Beach Gardens, FL .....	35,058
Mesa County, CO .....	116,255	Palm Coast, FL .....	32,732
Montrose, CO .....	12,344	Panama City, FL .....	36,417
Northglenn, CO .....	31,575	Pasco County, FL .....	344,765
Parker, CO .....	23,558	Pinellas County, FL .....	921,482
Pitkin County, CO .....	14,872	Pinellas Park, FL .....	45,658
Salida, CO .....	5,504	Port Orange, FL .....	45,823
Silverthorne, CO .....	3,196	Port St. Lucie, FL .....	88,769
Steamboat Springs, CO .....	9,815	Sanford, FL .....	38,291
Sterling, CO .....	11,360	Sarasota, FL .....	52,715
Summit County, CO .....	23,548	Seminole, FL .....	10,890
Thornton, CO .....	82,384	South Daytona, FL .....	13,177
Vail, CO .....	4,531	St. Cloud, FL .....	20,074
Westminster, CO .....	100,940	Tallahassee, FL .....	150,624
Wheat Ridge, CO .....	32,913	Titusville, FL .....	40,670
Coventry, CT .....	11,504	Volusia County, FL .....	443,343
Hartford, CT .....	121,578	Walton County, FL .....	40,601
Wethersfield, CT .....	26,271	Winter Garden, FL .....	14,351
Windsor, CT .....	28,237	Winter Park, FL .....	24,090
Dover, DE .....	32,135	Albany, GA .....	76,939
Belleair Beach, FL .....	1,751	Alpharetta, GA .....	34,854
Bonita Springs, FL .....	32,797	Cartersville, GA .....	15,925
Brevard County, FL .....	476,230	Conyers, GA .....	10,689
Cape Coral, FL .....	102,286	Decatur, GA .....	18,147
Charlotte County, FL .....	141,627	Milton, GA .....	30,180
Clearwater, FL .....	108,787	Roswell, GA .....	79,334
Collier County, FL .....	251,377	Sandy Springs, GA .....	85,781
Cooper City, FL .....	27,939	Savannah, GA .....	131,510
Coral Springs, FL .....	117,549	Smyrna, GA .....	40,999
Dania Beach, FL .....	20,061	Snellville, GA .....	15,351
Daytona Beach, FL .....	64,112	Suwanee, GA .....	8,725
Delray Beach, FL .....	60,020	Valdosta, GA .....	43,724

Honolulu, HI.....	876,156	Merriam, KS.....	11,008
Ames, IA.....	50,731	Mission, KS.....	9,727
Ankeny, IA.....	27,117	Olathe, KS.....	92,962
Bettendorf, IA.....	31,275	Overland Park, KS.....	149,080
Cedar Falls, IA.....	36,145	Roeland Park, KS.....	6,817
Davenport, IA.....	98,359	Salina, KS.....	45,679
Des Moines, IA.....	198,682	Wichita, KS.....	344,284
Indianola, IA.....	12,998	Bowling Green, KY.....	49,296
Marion, IA.....	7,144	Daviess County, KY.....	91,545
Muscataine, IA.....	22,697	New Orleans, LA.....	484,674
Urbandale, IA.....	29,072	Andover, MA.....	31,247
Waukegan, IA.....	5,126	Barnstable, MA.....	47,821
Boise, ID.....	185,787	Bedford, MA.....	12,595
Moscow, ID.....	21,291	Burlington, MA.....	22,876
Post Falls, ID.....	17,247	Cambridge, MA.....	101,355
Twin Falls, ID.....	34,469	Needham, MA.....	28,911
Batavia, IL.....	23,866	Shrewsbury, MA.....	31,640
Bloomington, IL.....	64,808	Worcester, MA.....	172,648
Centralia, IL.....	14,136	Baltimore County, MD.....	754,292
Clarendon Hills, IL.....	7,610	College Park, MD.....	24,657
Collinsville, IL.....	24,707	Gaithersburg, MD.....	52,613
Crystal Lake, IL.....	38,000	La Plata, MD.....	6,551
DeKalb, IL.....	39,018	Montgomery County, MD.....	873,341
Downers Grove, IL.....	48,724	Ocean City, MD.....	7,173
Elmhurst, IL.....	42,762	Prince George's County, MD.....	801,515
Evanston, IL.....	74,239	Rockville, MD.....	47,388
Freeport, IL.....	26,443	Takoma Park, MD.....	17,299
Gurnee, IL.....	28,834	Saco, ME.....	16,822
Highland Park, IL.....	31,365	Ann Arbor, MI.....	114,024
Lincolnwood, IL.....	12,359	Battle Creek, MI.....	53,364
Naperville, IL.....	128,358	Delhi Township, MI.....	22,569
Normal, IL.....	45,386	Escanaba, MI.....	13,140
Oak Park, IL.....	39,803	Flushing, MI.....	8,348
O'Fallon, IL.....	21,910	Gladstone, MI.....	5,032
Palatine, IL.....	65,479	Howell, MI.....	9,232
Park Ridge, IL.....	37,775	Jackson County, MI.....	158,422
Peoria County, IL.....	183,433	Meridian Charter Township, MI.....	38,987
Riverside, IL.....	8,895	Novi, MI.....	47,386
Sherman, IL.....	2,871	Oakland Township, MI.....	13,071
Shorewood, IL.....	7,686	Ottawa County, MI.....	238,314
Skokie, IL.....	63,348	Petoskey, MI.....	6,080
Sugar Grove, IL.....	3,909	Rochester, MI.....	10,467
Wilmington, IL.....	5,134	Sault Sainte Marie, MI.....	16,542
Woodridge, IL.....	30,934	South Haven, MI.....	5,021
Fishers, IN.....	37,835	Troy, MI.....	80,959
Munster, IN.....	21,511	Village of Howard City, MI.....	1,585
Noblesville, IN.....	28,590	Blue Earth, MN.....	3,621
Arkansas City, KS.....	11,963	Carver County, MN.....	70,205
Chanute, KS.....	9,411	Chanhassen, MN.....	20,321
Fairway, KS.....	3,952	Dakota County, MN.....	355,904
Gardner, KS.....	9,396	Duluth, MN.....	86,918
Lawrence, KS.....	80,098	Fridley, MN.....	27,449
Lenexa, KS.....	40,238	Hutchinson, MN.....	13,080

Maple Grove, MN .....	50,365	Farmington, NM.....	37,844
Mayer, MN.....	554	Rio Rancho, NM .....	51,765
Medina, MN.....	4,005	San Juan County, NM.....	113,801
Minneapolis, MN .....	382,618	Carson City, NV.....	52,457
North Branch, MN .....	8,023	Henderson, NV.....	175,381
Olmsted County, MN.....	124,277	North Las Vegas, NV.....	115,488
Prior Lake, MN.....	15,917	Reno, NV.....	180,480
Scott County, MN.....	89,498	Sparks, NV.....	66,346
St. Cloud, MN .....	59,107	Washoe County, NV .....	339,486
St. Louis County, MN .....	200,528	Beekman, NY.....	11,452
Washington County, MN.....	201,130	Canandaigua, NY.....	11,264
Woodbury, MN.....	46,463	New York City, NY .....	8,008,278
Ballwin, MO .....	31,283	Village of Rye Brook, NY .....	8,602
Blue Springs, MO .....	48,080	Blue Ash, OH .....	12,513
Branson, MO.....	6,050	Delaware, OH .....	25,243
Clay County, MO .....	184,006	Dublin, OH .....	31,392
Creve Coeur, MO.....	16,500	Hudson, OH .....	22,439
Ellisville, MO .....	9,104	Kettering, OH .....	57,502
Grandview, MO .....	24,881	Lebanon, OH.....	16,962
Joplin, MO .....	45,504	Orange Village, OH.....	3,236
Lee's Summit, MO.....	70,700	Sandusky, OH.....	27,844
Liberty, MO.....	26,232	Springboro, OH .....	12,380
Maryland Heights, MO.....	25,756	Sylvania Township, OH .....	44,253
Maryville, MO.....	10,581	Upper Arlington, OH .....	33,686
O'Fallon, MO.....	46,169	Westerville, OH.....	35,318
Platte City, MO .....	3,866	Broken Arrow, OK .....	74,839
Raymore, MO .....	11,146	Edmond, OK.....	68,315
Richmond Heights, MO .....	9,602	Oklahoma City, OK .....	506,132
Starkville, MS .....	21,869	Stillwater, OK.....	39,065
Billings, MT.....	89,847	Albany, OR.....	40,852
Bozeman, MT.....	27,509	Ashland, OR .....	19,522
Missoula, MT .....	57,053	Bend, OR.....	52,029
Asheville, NC.....	68,889	Corvallis, OR .....	49,322
Cary, NC .....	94,536	Eugene, OR.....	137,893
Charlotte, NC.....	540,828	Hermiston, OR.....	13,154
Concord, NC.....	55,977	Jackson County, OR.....	181,269
Davidson, NC .....	7,139	Keizer, OR.....	32,203
Durham, NC .....	187,038	Lane County, OR .....	322,959
High Point, NC.....	85,839	McMinnville, OR.....	26,499
Kannapolis, NC .....	36,910	Multnomah County, OR.....	660,486
Mecklenburg County, NC.....	695,454	Portland, OR.....	529,121
Mooresville, NC.....	18,823	Tualatin, OR .....	22,791
Winston-Salem, NC.....	185,776	Borough of Ebensburg, PA .....	3,091
Wahpeton, ND.....	8,586	Cranberry Township, PA .....	23,625
Cedar Creek, NE.....	396	Cumberland County, PA .....	213,674
Grand Island, NE.....	42,940	Ephrata Borough, PA.....	13,213
La Vista, NE.....	11,699	Kutztown Borough, PA.....	5,067
Dover, NH .....	26,884	Lower Providence Township, PA .....	22,390
Lebanon, NH .....	12,568	Peters Township, PA .....	17,556
Lyme, NH .....	1,679	Philadelphia, PA .....	1,517,550
Alamogordo, NM .....	35,582	State College, PA.....	38,420
Albuquerque, NM .....	448,607	Upper Merion Township, PA .....	28,863
Bloomfield, NM .....	6,417	East Providence, RI.....	48,688

Newport, RI.....	26,475	Hampton, VA.....	146,437
Greenville, SC.....	56,002	Hanover County, VA.....	86,320
Mauldin, SC.....	15,224	Hopewell, VA.....	22,354
Rock Hill, SC.....	49,765	James City County, VA.....	48,102
Rapid City, SD.....	59,607	Lexington, VA.....	6,867
Sioux Falls, SD.....	123,975	Lynchburg, VA.....	65,269
Johnson City, TN.....	55,469	Newport News, VA.....	180,150
Nashville, TN.....	545,524	Northampton County, VA.....	13,093
Oak Ridge, TN.....	27,387	Prince William County, VA.....	280,813
White House, TN.....	7,220	Radford, VA.....	15,859
Arlington, TX.....	332,969	Roanoke, VA.....	94,911
Austin, TX.....	656,562	Spotsylvania County, VA.....	90,395
Benbrook, TX.....	20,208	Stafford County, VA.....	92,446
Bryan, TX.....	65,660	Staunton, VA.....	23,853
Coppell, TX.....	35,958	Virginia Beach, VA.....	425,257
Corpus Christi, TX.....	277,454	Williamsburg, VA.....	11,998
Dallas, TX.....	1,188,580	Chittenden County, VT.....	146,571
Denton, TX.....	80,537	Montpelier, VT.....	8,035
Duncanville, TX.....	36,081	Auburn, WA.....	40,314
El Paso, TX.....	563,662	Bellevue, WA.....	109,569
Flower Mound, TX.....	50,702	Bellingham, WA.....	67,171
Fort Worth, TX.....	534,694	Clark County, WA.....	345,238
Georgetown, TX.....	28,339	Federal Way, WA.....	83,259
Grand Prairie, TX.....	127,427	Gig Harbor, WA.....	6,465
Houston, TX.....	1,953,631	Hoquiam, WA.....	9,097
Hurst, TX.....	36,273	Kirkland, WA.....	45,054
Hutto, TX.....	1,250	Kitsap County, WA.....	231,969
Irving, TX.....	191,615	Lynnwood, WA.....	33,847
League City, TX.....	45,444	Mountlake Terrace, WA.....	20,362
Pasadena, TX.....	141,674	Ocean Shores, WA.....	3,836
Plano, TX.....	222,030	Olympia, WA.....	42,514
Round Rock, TX.....	61,136	Pasco, WA.....	32,066
Rowlett, TX.....	44,503	Redmond, WA.....	45,256
San Marcos, TX.....	34,733	Renton, WA.....	50,052
Shenandoah, TX.....	1,503	Snoqualmie, WA.....	1,631
Southlake, TX.....	21,519	Spokane Valley, WA.....	75,203
Sugar Land, TX.....	63,328	Tacoma, WA.....	193,556
Temple, TX.....	54,514	Vancouver, WA.....	143,560
The Colony, TX.....	26,531	Columbus, WI.....	4,479
Tomball, TX.....	9,089	De Pere, WI.....	20,559
Farmington, UT.....	12,081	Eau Claire, WI.....	61,704
Riverdale, UT.....	7,656	Merrill, WI.....	10,146
Sandy City, UT.....	88,418	Ozaukee County, WI.....	82,317
Saratoga Springs, UT.....	1,003	Racine, WI.....	81,855
Springville, UT.....	20,424	Suamico, WI.....	8,686
Washington City, UT.....	8,186	Wausau, WI.....	38,426
Albemarle County, VA.....	79,236	Whitewater, WI.....	13,437
Arlington County, VA.....	189,453	Morgantown, WV.....	26,809
Blacksburg, VA.....	39,573	Cheyenne, WY.....	53,011
Botetourt County, VA.....	30,496	Gillette, WY.....	19,646
Chesapeake, VA.....	199,184	Laramie, WY.....	27,204
Chesterfield County, VA.....	259,903	Teton County, WY.....	18,251

## TEXAS BENCHMARK COMPARISONS

Overall Community Quality Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Overall quality of life in McAllen	75	5	17	Much above
Your neighborhood as place to live	71	6	12	Similar
McAllen as a place to live	81	2	11	Much above
Recommend living in McAllen to someone who asks	84	2	5	Similar
Remain in McAllen for the next five years	90	1	5	Much above

Community Transportation Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ease of car travel in McAllen	62	2	9	Much above
Ease of bus travel in McAllen	53	1	5	Much above
Ease of bicycle travel in McAllen	49	2	10	Much above
Ease of walking in McAllen	55	2	12	Much above
Availability of paths and walking trails	60	2	5	Much above
Traffic flow on major streets	46	2	10	Much above

Frequency of Bus Use Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ridden a local bus within McAllen	17	2	5	Similar

Drive Alone Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Average percent of work commute trips made by driving alone	76	Not available	Not available	Not available

Transportation and Parking Services Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Street repair	55	3	19	Much above
Street cleaning	60	3	11	Much above
Street lighting	63	1	14	Much above
Sidewalk maintenance	64	1	11	Much above
Traffic signal timing	58	1	10	Much above
Bus or transit services	61	1	7	Much above
Amount of public parking	51	4	7	Similar

Housing Characteristics Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality housing	56	3	11	Much above
Variety of housing options	62	2	5	Similar

Housing Costs Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or MORE of income)	37	Not available	Not available	Not available

Built Environment Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Quality of new development in McAllen	73	1	11	Much above
Overall appearance of McAllen	68	3	10	Much above

Population Growth Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Population growth seen as too fast	69	1	10	Much more

Nuisance Problems Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Run down buildings, weedy lots and junk vehicles seen as a "major" problem	12	6	9	Less

Planning and Community Code Enforcement Services Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Land use, planning and zoning	56	3	10	Above
Code enforcement (weeds, abandoned buildings, etc.)	52	5	18	Above
Animal control	54	12	20	Similar

Economic Sustainability and Opportunities Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Employment opportunities	46	4	11	Above
Shopping opportunities	74	3	12	Much above
McAllen as a place to work	68	2	12	Much above
Overall quality of business and service establishments in McAllen	68	1	5	Much above

Economic Development Services Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Economic development	63	2	15	Much above

Job and Retail Growth Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Retail growth seen as too slow	8	10	10	Much less
Jobs growth seen as too slow	60	7	10	Much less

Personal Economic Future Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Positive impact of economy on household income	39	1	9	Much above

Community and Personal Public Safety Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
In your neighborhood during the day	86	6	13	Above
In your neighborhood after dark	75	4	14	Much above
In McAllen's downtown area during the day	78	6	9	Similar
In McAllen's downtown area after dark	50	5	9	Similar
Violent crime (e.g., rape, assault, robbery)	67	6	10	Similar
Property crimes (e.g., burglary, theft)	58	6	10	Similar
Environmental hazards, including toxic waste	77	Not available	Not available	Not available

Crime Victimization and Reporting Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Victim of crime	12	6	10	Less
Reported crimes	89	2	10	Much more

Public Safety Services Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Police services	69	9	19	Similar
Fire services	78	9	20	Similar
Crime prevention	64	4	11	Above
Fire prevention and education	68	3	9	Above
Traffic enforcement	59	8	16	Similar
Courts	67	2	14	Much above
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	69	1	6	Above

Contact with Police and Fire Departments Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with the City of McAllen Police Department	43	Not available	Not available	Not available
Overall impression of most recent contact with the City of McAllen Police Department	74	Not available	Not available	Not available
Had contact with the City of McAllen Fire Department	11	Not available	Not available	Not available
Overall impression of most recent contact with the City of McAllen Fire Department	91	Not available	Not available	Not available

Community Environment Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cleanliness of McAllen	65	Not available	Not available	Not available
Quality of overall natural environment in McAllen	64	2	5	Above
Preservation of natural areas such as open space, farmlands and greenbelts	58	1	6	Above
Air quality	65	1	8	Much above

Frequency of Recycling Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recycled used paper, cans or bottles from your home	87	2	10	Much more

Utility Services Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sewer services	66	2	14	Above
Drinking water	59	6	11	Above
Storm drainage	54	9	17	Similar
Yard waste pick-up	49	8	9	Much below
Recycling	66	9	19	Above
Garbage collection	68	8	20	Similar

Community Recreational Opportunities Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recreation opportunities	54	5	10	Similar

Participation in Parks and Recreation Opportunities Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used McAllen recreation centers	69	1	10	Much more
Participated in a recreation program or activity	44	2	10	More
Visited a neighborhood park or City park	92	1	10	Much more

Parks and Recreation Services Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
City parks	75	3	18	Much above
Recreation programs or classes	65	7	17	Above
Recreation centers or facilities	65	4	11	Similar

Cultural and Educational Opportunities Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to attend cultural activities	55	5	11	Above
Educational opportunities	62	2	9	Above

Participation in Cultural and Educational Opportunities Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used McAllen public libraries or their services	68	6	10	Similar
Participated in religious or spiritual activities in McAllen	60	Not available	Not available	Not available

Cultural and Educational Services Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Public schools	67	3	8	Much above
Public library services	70	7	16	Similar

Community Health and Wellness Access and Opportunities Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality health care	52	4	9	Similar
Availability of affordable quality food	66	2	8	Much above
Availability of preventive health services	57	Not available	Not available	Not available

Health and Wellness Services Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Health services	61	2	8	Much above

Community Quality and Inclusiveness Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sense of community	60	5	11	Above
Openness and acceptance of the community toward people of diverse backgrounds	66	1	8	Much above
Availability of affordable quality child care	52	3	8	Above
McAllen as a place to raise kids	74	5	12	Much above
McAllen as a place to retire	73	1	12	Much above

Services Provided for Population Subgroups Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services to seniors	66	1	10	Much above
Services to youth	60	3	10	Much above
Services to low income people	56	1	9	Much above

Civic Engagement Opportunities Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in community matters	61	2	5	Similar
Opportunities to volunteer	65	1	5	Above

Participation in Civic Engagement Opportunities Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	22	7	10	Similar
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	45	3	10	Much more
Volunteered your time to some group or activity in McAllen	44	1	9	Much more
Participated in a club or civic group in McAllen	32	Not available	Not available	Not available
Provided help to a friend or neighbor	95	Not available	Not available	Not available

Voter Behavior Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Registered to vote	68	9	9	Much less
Voted in last general election	47	9	9	Much less

Use of Information Sources Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Visited the City of McAllen Web site	58	3	7	Similar

Local Government Media Services and Information Dissemination Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cable television	56	2	9	Above
Public information services	64	4	12	Above

Social Engagement Opportunities Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in social events and activities	58	1	5	Above
Opportunities to participate in religious or spiritual events and activities	64	Not available	Not available	Not available

Contact with Immediate Neighbors Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Has contact with neighbors at least several times per week	55	Not available	Not available	Not available

Public Trust Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Value of services for the taxes paid to McAllen	60	4	16	Much above
The overall direction that McAllen is taking	66	1	10	Much above
Job McAllen government does at welcoming citizen involvement	61	1	11	Much above
Overall image or reputation of McAllen	69	3	11	Much above

Services Provided by Local, State and Federal Governments Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services provided by the City of McAllen	71	2	13	Much above
Services provided by the Federal Government	56	1	9	Much above
Services provided by the State Government	57	1	9	Much above
Services provided by Hidalgo County Government	60	Not available	Not available	Not available

Contact with City Employees Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with City employee(s) in last 12 months	44	13	15	Much less

Perceptions of City Employees (Among Those Who Had Contact) Benchmarks				
	McAllen average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Knowledge	67	7	13	Similar
Responsiveness	70	5	13	Above
Courteousness	72	5	9	Similar
Overall impression	73	5	14	Much above

## JURISDICTIONS INCLUDED IN TEXAS BENCHMARK COMPARISONS

Arlington, TX.....	332,969
Austin, TX .....	656,562
Benbrook, TX .....	20,208
Bryan, TX .....	65,660
Corpus Christi, TX .....	277,454
Dallas, TX.....	1,188,580
Denton, TX.....	80,537
Duncanville, TX .....	36,081
El Paso, TX .....	563,662
Flower Mound, TX .....	50,702
Fort Worth, TX .....	534,694
Georgetown, TX .....	28,339
Grand Prairie, TX .....	127,427
Houston, TX .....	1,953,631
Hurst, TX.....	36,273
Hutto, TX .....	1,250
Irving, TX .....	191,615
League City, TX .....	45,444
Pasadena, TX.....	141,674
Plano, TX .....	222,030
Round Rock, TX .....	61,136
Rowlett, TX .....	44,503
San Marcos, TX .....	34,733
Shenandoah, TX .....	1,503
Southlake, TX .....	21,519
Sugar Land, TX .....	63,328
Temple, TX.....	54,514
Tomball, TX .....	9,089