



# CITY OF MCALLEN, TX 2011



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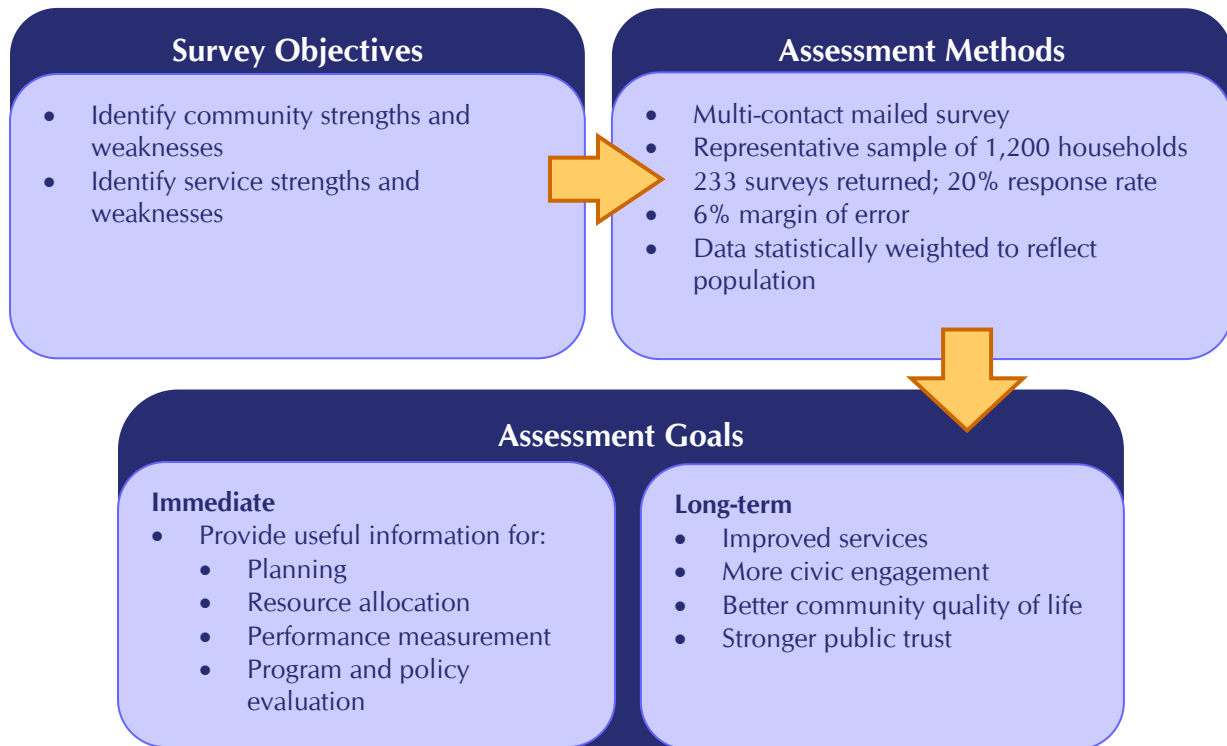
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## SURVEY BACKGROUND

### 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 NCS was developed by NRC to provide a statistically valid survey of resident opinions about community and services provided by local government. The survey results may be used by staff, elected officials and other stakeholders for community planning and resource allocation, program improvement and policy making.

FIGURE 1: THE NATIONAL CITIZEN SURVEY™ METHODS AND GOALS



The NCS focuses on a series of community characteristics and local government services, as well as issues of public trust. Resident behaviors related to civic engagement in the community also were measured in the survey.

FIGURE 2: THE NATIONAL CITIZEN SURVEY™ FOCUS AREAS



The survey and its administration are standardized to assure high quality research methods and directly 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 weighted to reflect the proper demographic composition of the entire community. A total of 233 completed surveys were obtained, providing an overall response rate of 20%. Typically, response rates obtained on citizen surveys range from 20% to 40%.

The National Citizen Survey™ customized for the City of McAllen was developed in close cooperation with local jurisdiction staff. McAllen staff selected items from a menu of questions about services and community issues and provided the appropriate letterhead and signatures for mailings. City of McAllen staff also augmented The National Citizen Survey™ basic service through a variety of options including a custom set of benchmark comparisons, crosstabulation of results, the option to complete the survey in Spanish and several custom questions.

## UNDERSTANDING THE RESULTS

As shown in Figure 2, this report is based around respondents' opinions about eight larger categories: community quality, community design, public safety, environmental sustainability, recreation and wellness, community inclusiveness, civic engagement and public trust. Each report section begins with residents' ratings of community characteristics and is followed by residents' ratings of service quality. For all evaluative questions, the percent of residents rating the service or community feature as "excellent" or "good" is presented. To see the full set of responses for each question on the survey, please see Appendix A: Complete Survey Frequencies.

### Margin of Error

The margin of error around results for the City of McAllen Survey (233 completed surveys) is plus or minus six percentage points. This is a measure of the precision of your results; a larger number of completed surveys gives a smaller (more precise) margin of error, while a smaller number of surveys yields a larger margin of error. With your margin of error, you may conclude that when 60% of survey respondents report that a particular service is "excellent" or "good," somewhere between 54-66% of all residents are likely to feel that way.

### Comparing Survey Results

Certain kinds of services tend to be thought better of by residents in many communities across the country. For example, public safety services tend to be received better than transportation services by residents of most American communities. Where possible, the better comparison is not from one service to another in the City of McAllen, but from City of McAllen services to services like them provided by other jurisdictions.

### Interpreting Comparisons to Previous Years

This report contains comparisons with prior years' results. In this report, we are comparing this year's data with existing data in the graphs. Differences between years can be considered "statistically significant" if they are greater than nine percentage points. Trend data for your jurisdiction represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Research is clear that a change in the method of survey data collection, by itself, will result in a change in results if the shift is from telephone administration to self-administration or vice versa. The change occurs even without change in resident perspectives and is attributed to the different environment that a survey respondent confronts when providing answers to a stranger on the telephone compared to offering private anonymous opinions. Questions by phone elicit more positive, optimistic, self-aggrandizing responses than do the same questions asked on a written self-administered questionnaire. The self-administered questionnaire brings out more candid responses which often shine less brightly.

In McAllen citizen survey data were collected by phone in 2004 and 2006. In 2008 we switched data collection from phone to mail – to save costs, gather more candid feedback and avoid annoying residents with unexpected phone calls. As a consequence, we expected and see a decline in virtually all ratings. Because we conducted a test in McAllen to compare phone and mail survey administrations in 2006, we know what the approximate amount of decline is expected just from the switch of phone to mail. NRC has taken those differences between phone and mail calculated

in the 2006 McAllen experiment and applied them to the findings. This way the reported results for 2008 and 2011 are not influenced by the decline that is attributable to the change in data collection mode from phone to mail.

While the adjusted 2004 and 2006 findings control for the expected change from phone to mail data collection, there remains some uncertainty in the precision of the findings due to sampling error associated not only with this administration but also with the adjustments that we made from the 2006 experiment. Because of this uncertainty, NRC recommends that the change in ratings or reported behaviors be viewed with caution, understanding that when data collection method changes, there will be more instability in the comparisons of years where data were collected by one mode (telephone) to the most recent years when the data collection mode changed (to mail).

## **Benchmark Comparisons**

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 (Texas). 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.

Where comparisons for quality ratings were available, the City of McAllen 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.

## **"Don't Know" Responses and Rounding**

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. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

For some questions, respondents were permitted to select more than one answer. When the total exceeds 100% in a table for a multiple response question, it is because some respondents did select more than one response. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of percentages being rounded to the nearest whole number.

For more information on understanding The NCS report, please see Appendix B: Survey Methodology.

## EXECUTIVE SUMMARY

This report of the City of McAllen survey provides the opinions of a representative sample of residents about community quality of life, service delivery, civic participation and unique issues of local interest. A periodic sounding of resident opinion offers staff, elected officials and other stakeholders an opportunity to identify challenges and to plan for and evaluate improvements and to sustain services and amenities for long-term success.

Most residents experienced a good quality of life in the City of McAllen and believed the City was a good place to live. The overall quality of life in the City of McAllen was rated as “excellent” or “good” by 87% of respondents. Almost all reported they plan on staying in the City of McAllen for the next five years.

A variety of characteristics of the community was evaluated by those participating in the study. Among the characteristics receiving the most favorable ratings were shopping opportunities, the overall quality of new development, and the overall appearance of McAllen. Among the characteristics receiving the least positive ratings were traffic flow on major streets, employment opportunities, and the amount of public parking.

Ratings of community characteristics were compared to the benchmark database. Of the 31 characteristics for which comparisons were available, 19 were above the national benchmark comparison, 12 were similar to the national benchmark comparison and none were below.

Residents in the City of McAllen were somewhat civically engaged. While only 22% had attended a meeting of local elected public officials or other local public meeting in the previous 12 months, 95% had provided help to a friend or neighbor. Close to half had volunteered their time to some group or activity in the City of McAllen, which was similar to the benchmark.

In general, survey respondents demonstrated strong trust in local government. A majority rated the overall direction being taken by the City of McAllen as “good” or “excellent.” This was much higher than the benchmarks. Those residents who had interacted with an employee of the City of McAllen in the previous 12 months gave high marks to those employees. Most rated their overall impression of employees as “excellent” or “good.”

On average, residents gave favorable ratings to a majority of local government services. City services rated were able to be compared to the benchmark database. Of the 35 services for which comparisons were available, 23 were above the benchmark comparison, 11 were similar to the benchmark comparison and just one was below.



A Key Driver Analysis was conducted for the City of McAllen which examined the relationships between ratings of each service and ratings of the City of McAllen's services overall. Those key driver services that correlated most strongly with residents' perceptions about overall City service quality have been identified. By targeting improvements in key services, the City of McAllen can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality. Services found to be influential in ratings of overall service quality from the Key Driver Analysis were:

- Code enforcement
- Sewer services
- Health services

## COMMUNITY RATINGS

### OVERALL COMMUNITY QUALITY

Overall quality of community life may be the single best indicator of success in providing the natural ambience, services and amenities that make for an attractive community. The National Citizen Survey™ contained many questions related to quality of community life in the City of McAllen – not only direct questions about quality of life overall and in neighborhoods, but questions to measure residents' commitment to the City of McAllen. Residents were asked whether they planned to move soon or if they would recommend the City of McAllen to others. Intentions to stay and willingness to make recommendations provide evidence that the City of McAllen offers services and amenities that work.

Most of the City of McAllen's residents gave favorable ratings to their neighborhoods and the community as a place to live. Further, most reported they would recommend the community to others and plan to stay for the next five years. Ratings were similar to the most recent survey year.

FIGURE 3: RATINGS OF OVERALL QUALITY OF LIFE BY YEAR

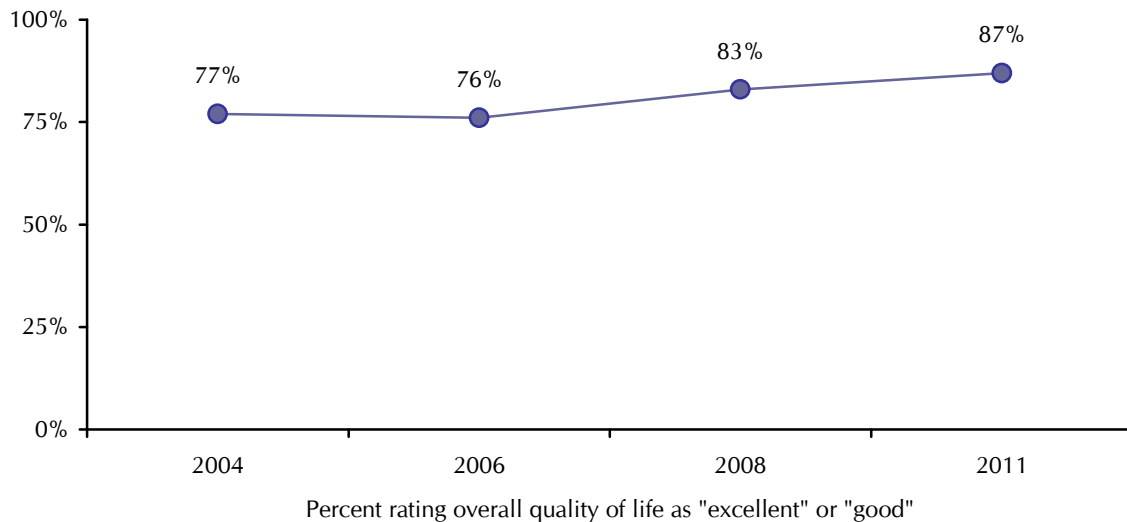


FIGURE 4: RATINGS OF OVERALL COMMUNITY QUALITY BY YEAR

|  | 2011 | 2008 | 2006 | 2004 |
|--|------|------|------|------|
| The overall quality of life in McAllen | 87%  | 83%  | 76%  | 77%  |
| Your neighborhood as a place to live   | 84%  | 77%  | 72%  | 80%  |
| McAllen as a place to live             | 94%  | 88%  | 88%  | 92%  |
| Percent "excellent" or "good"          |      |      |      |      |

FIGURE 5: LIKELIHOOD OF REMAINING IN COMMUNITY AND RECOMMENDING COMMUNITY BY YEAR

|   | 2011 | 2008 | 2006 | 2004 |
|---|------|------|------|------|
| Remain in McAllen for the next five years       | 96%  | 82%  | NA   | NA   |
| Recommend living in McAllen to someone who asks | 96%  | 88%  | NA   | NA   |
| Percent "very" and "somewhat" likely            |      |      |      |      |

FIGURE 6: OVERALL COMMUNITY QUALITY BENCHMARKS

|   | National comparison | Texas comparison |
|---|---------------------|------------------|
| Overall quality of life in McAllen              | Much above          | Much above       |
| Your neighborhood as place to live              | Similar             | Similar          |
| McAllen as a place to live                      | Much above          | Much above       |
| Recommend living in McAllen to someone who asks | Much above          | Similar          |
| Remain in McAllen for the next five years       | Much above          | Much above       |

## COMMUNITY DESIGN

### Transportation

The ability to move easily throughout a community can greatly affect the quality of life of residents by diminishing time wasted in traffic congestion and by providing opportunities to travel quickly and safely by modes other than the automobile. High quality options for resident mobility not only require local government to remove barriers to flow but they require government programs and policies that create quality opportunities for all modes of travel.

Residents responding to the survey were given a list of six aspects of mobility to rate on a scale of "excellent," "good," "fair" and "poor." Ease of car travel was given the most positive rating, followed by the availability of paths and walking trails. These ratings tended to be similar or above the benchmarks. The ratings for ease of car travel and ease of bus travel improved from 2008 to 2011.

FIGURE 7: RATINGS OF TRANSPORTATION IN COMMUNITY BY YEAR

|  | 2011 | 2008 | 2006 | 2004 |
|--|------|------|------|------|
| Ease of car travel in McAllen            | 71%  | 52%  | NA   | 58%  |
| Ease of bus travel in McAllen            | 57%  | 46%  | NA   | NA   |
| Ease of bicycle travel in McAllen        | 50%  | 51%  | NA   | NA   |
| Ease of walking in McAllen               | 58%  | 59%  | 64%  | 64%  |
| Availability of paths and walking trails | 66%  | 60%  | NA   | NA   |
| Traffic flow on major streets            | 45%  | 40%  | NA   | NA   |
| Percent "excellent" or "good"            |      |      |      |      |

FIGURE 8: COMMUNITY TRANSPORTATION BENCHMARKS

|  | National comparison | Texas comparison |
|--|---------------------|------------------|
| Ease of car travel in McAllen            | Much above          | Much above       |
| Ease of bus travel in McAllen            | Much above          | Much above       |
| Ease of bicycle travel in McAllen        | Similar             | Much above       |
| Ease of walking in McAllen               | Similar             | Much above       |
| Availability of paths and walking trails | Above               | Much above       |
| Traffic flow on major streets            | Similar             | Much above       |

Seven transportation services were rated in McAllen. As compared to most communities across America, ratings tended to be somewhat favorable. All were above the national benchmark and most were above the custom benchmark.

FIGURE 9: RATINGS OF TRANSPORTATION AND PARKING SERVICES BY YEAR

|                               | 2011 | 2008 | 2006 | 2004 |
|-------------------------------|------|------|------|------|
| Street repair                 | 59%  | 54%  | 57%  | 53%  |
| Street cleaning               | 65%  | 67%  | NA   | 73%  |
| Street lighting               | 74%  | 58%  | 61%  | 62%  |
| Sidewalk maintenance          | 73%  | 60%  | NA   | 69%  |
| Traffic signal timing         | 63%  | 51%  | NA   | 71%  |
| Bus or transit services       | 70%  | 66%  | 58%  | 55%  |
| Amount of public parking      | 49%  | 48%  | NA   | NA   |
| Percent "excellent" or "good" |      |      |      |      |

FIGURE 10: TRANSPORTATION AND PARKING SERVICES BENCHMARKS

|                          | National comparison | Texas comparison |
|--------------------------|---------------------|------------------|
| Street repair            | Much above          | Much above       |
| Street cleaning          | Above               | Much above       |
| Street lighting          | Much above          | Much above       |
| Sidewalk maintenance     | Much above          | Much above       |
| Traffic signal timing    | Much above          | Much above       |
| Bus or transit services  | Much above          | Much above       |
| Amount of public parking | Above               | Similar          |

By measuring choice of travel mode over time, communities can monitor their success in providing attractive alternatives to the traditional mode of travel, the single-occupied automobile. When asked how they typically traveled to work, single-occupancy (SOV) travel was the overwhelming mode of use. However, 1% of work commute trips were made by transit and 2% by foot.

FIGURE 11: FREQUENCY OF BUS USE IN LAST 12 MONTHS BY YEAR

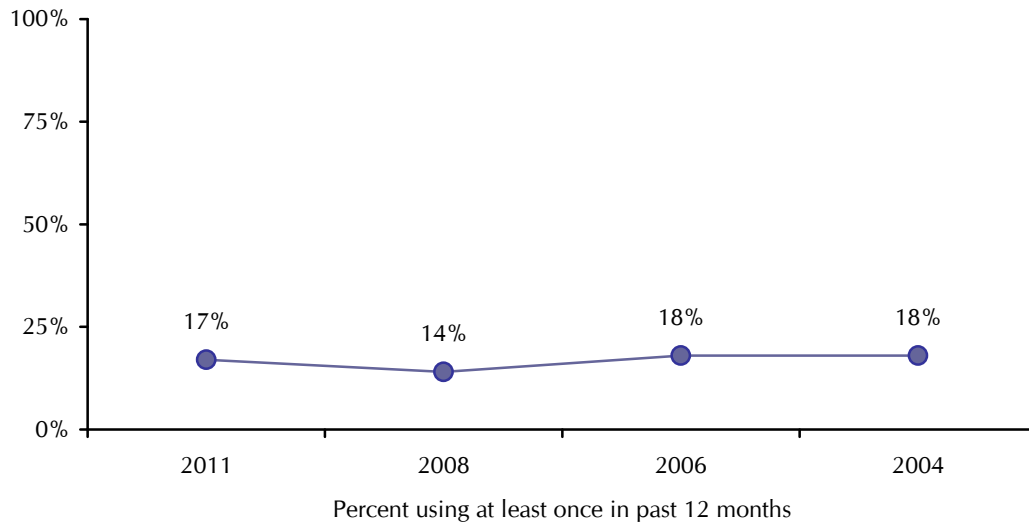


FIGURE 12: FREQUENCY OF BUS USE BENCHMARKS

|                                   | National comparison | Texas comparison |
|-----------------------------------|---------------------|------------------|
| Ridden a local bus within McAllen | Less                | Similar          |

FIGURE 13: MODE OF TRAVEL USED FOR WORK COMMUTE BY YEAR

|   | 2011 | 2008 | 2006 | 2004 |
|---|------|------|------|------|
| Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself                     | 76%  | 70%  | NA   | NA   |
| Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other children or adults | 17%  | 18%  | NA   | NA   |
| Bus, rail, subway or other public transportation  | 1%   | 0%   | NA   | NA   |
| Walk  | 2%   | 5%   | NA   | NA   |
| Bicycle   | 0%   | 0%   | NA   | NA   |
| Work at home  | 3%   | 7%   | NA   | NA   |

FIGURE 14: DRIVE ALONE BENCHMARKS

|   | National comparison | Texas comparison |
|---|---------------------|------------------|
| Average percent of work commute trips made by driving alone | Similar             | Not available    |

## Housing

Housing variety and affordability are not luxuries for any community. When there are too few options for housing style and affordability, the characteristics of a community tilt toward a single group, often of well-off residents. While this may seem attractive to a community, the absence of affordable townhomes, condominiums, mobile homes, single family detached homes and apartments means that in addition to losing the vibrancy of diverse thoughts and lifestyles, the community loses the service workers that sustain all communities – police officers, school teachers, house painters and electricians. These workers must live elsewhere and commute in at great personal cost and to the detriment of traffic flow and air quality. Furthermore lower income residents pay so much of their income to rent or mortgage that little remains to bolster their own quality of life or local business.

The survey of the City of McAllen residents asked respondents to reflect on the availability of affordable housing as well as the variety of housing options. The availability of affordable housing was rated as “excellent” or “good” by 59% of respondents, while the variety of housing options was rated as “excellent” or “good” by 67% of respondents. The rating of perceived affordable housing availability was much better in the City of McAllen than the ratings, on average, in comparison jurisdictions. Ratings were similar when compared to past surveys.

FIGURE 15: RATINGS OF HOUSING IN COMMUNITY BY YEAR

|  | 2011 | 2008 | 2006 | 2004 |
|--|------|------|------|------|
| Availability of affordable quality housing | 59%  | 53%  | 56%  | 59%  |
| Variety of housing options                 | 67%  | 70%  | NA   | NA   |
| Percent "excellent" or "good"              |      |      |      |      |

FIGURE 16: HOUSING CHARACTERISTICS BENCHMARKS

|  | National comparison | Texas comparison |
|--|---------------------|------------------|
| Availability of affordable quality housing | Much above          | Much above       |
| Variety of housing options                 | Much above          | Similar          |

To augment the perceptions of affordable housing in McAllen, the cost of housing as reported in the survey was compared to residents' reported monthly income to create a rough estimate of the proportion of residents of the City of McAllen experiencing housing cost stress. About 37% of survey participants were found to pay housing costs of more than 30% of their monthly household income.

FIGURE 17: PROPORTION OF RESPONDENTS WHOSE HOUSING COSTS ARE "AFFORDABLE" BY YEAR

|                                     | 2011 | 2008 | 2006 | 2004 |
|-------------------------------------|------|------|------|------|
| Housing costs 30% or more of income | 37%  | 27%  | NA   | NA   |
| Percent of respondents              |      |      |      |      |

FIGURE 18: HOUSING COSTS BENCHMARKS

|   | National comparison | Texas comparison |
|---|---------------------|------------------|
| Experiencing housing costs stress (housing costs 30% or MORE of income) | Similar             | Not available    |



## Land Use and Zoning

Community development contributes to a feeling among residents and even visitors of the attention given to the speed of growth, the location of residences and businesses, the kind of housing that is appropriate for the community and the ease of access to commerce, green space and residences. Even the community's overall appearance often is attributed to the planning and enforcement functions of the local jurisdiction. Residents will appreciate an attractive, well-planned community. The NCS questionnaire asked residents to evaluate the quality of new development, the appearance of the City of McAllen and the speed of population growth. Problems with the appearance of property were rated, and the quality of land use planning, zoning and code enforcement services were evaluated.

The overall quality of new development in the City of McAllen was rated as "excellent" or "good" by 83% of respondents. The overall appearance of McAllen was rated as "excellent" or "good" by 83% of respondents and was much higher than the benchmarks. When rating to what extent run down buildings, weedy lots or junk vehicles were a problem in the City of McAllen, 12% thought they were a "major" problem. The services of land use, planning and zoning and code enforcement were rated above the benchmarks and the service of animal control was rated similar to benchmarks. These ratings were generally stable over time.

FIGURE 19: RATINGS OF THE COMMUNITY'S "BUILT ENVIRONMENT" BY YEAR

|   | 2011 | 2008 | 2006 | 2004 |
|---|------|------|------|------|
| Overall quality of new development in McAllen | 83%  | 85%  | NA   | NA   |
| Overall appearance of McAllen                 | 83%  | 78%  | 81%  | 74%  |
| Percent "excellent" or "good"                 |      |      |      |      |

FIGURE 20: BUILT ENVIRONMENT BENCHMARKS

|                                       | National comparison | Texas comparison |
|---------------------------------------|---------------------|------------------|
| Quality of new development in McAllen | Much above          | Much above       |
| Overall appearance of McAllen         | Much above          | Much above       |

FIGURE 21: RATINGS OF POPULATION GROWTH BY YEAR

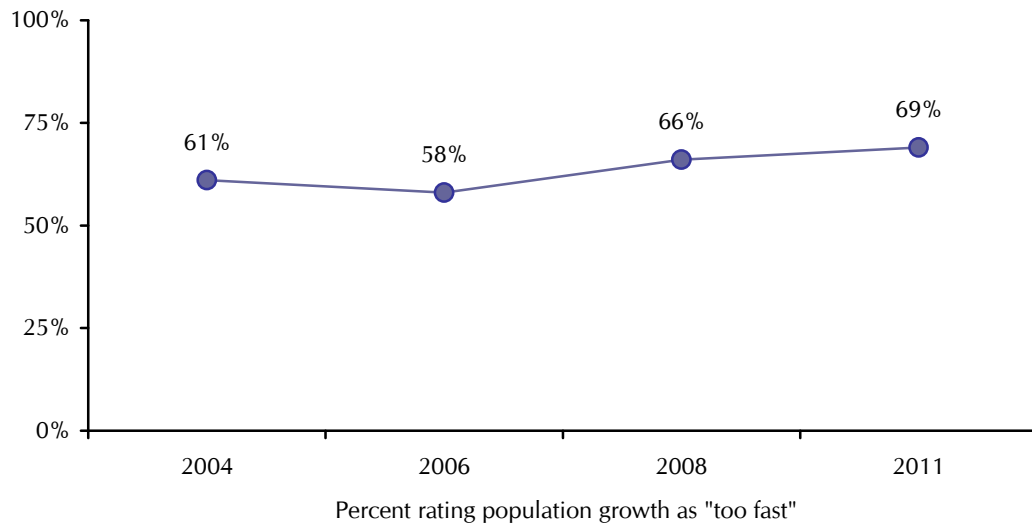


FIGURE 22: POPULATION GROWTH BENCHMARKS

|                                    | National comparison | Texas comparison |
|------------------------------------|---------------------|------------------|
| Population growth seen as too fast | Much more           | Much more        |

FIGURE 23: RATINGS OF NUISANCE PROBLEMS BY YEAR

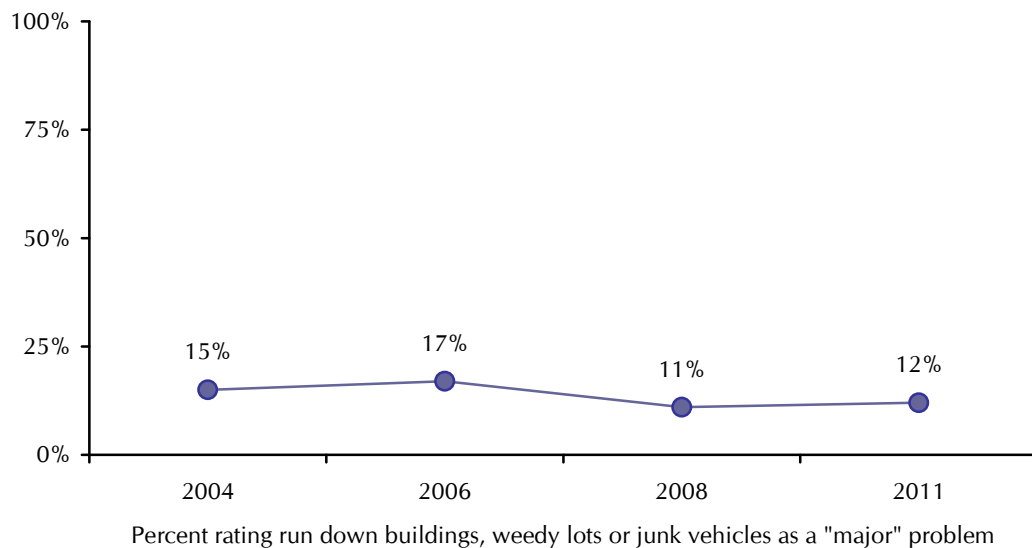


FIGURE 24: NUISANCE PROBLEMS BENCHMARKS

|  | National comparison | Texas comparison |
|--|---------------------|------------------|
| Run down buildings, weedy lots and junk vehicles seen as a "major" problem | Similar             | Less             |

FIGURE 25: RATINGS OF PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES BY YEAR

|   | 2011 | 2008 | 2006 | 2004 |
|---|------|------|------|------|
| Land use, planning and zoning                       | 68%  | 59%  | NA   | 67%  |
| Code enforcement (weeds, abandoned buildings, etc.) | 57%  | 53%  | 44%  | 38%  |
| Animal control                                      | 57%  | 63%  | NA   | NA   |
| Percent "excellent" or "good"                       |      |      |      |      |

FIGURE 26: PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES BENCHMARKS

|   | National comparison | Texas comparison |
|---|---------------------|------------------|
| Land use, planning and zoning                       | Much above          | Above            |
| Code enforcement (weeds, abandoned buildings, etc.) | Above               | Above            |
| Animal control                                      | Similar             | Similar          |

## ECONOMIC SUSTAINABILITY

The United States has been in recession since late 2007 with an accelerated downturn occurring in the fourth quarter of 2008. Officially we emerged from recession in the third quarter of 2009, but high unemployment lingers, keeping a lid on a strong recovery. Many readers worry that the ill health of the economy will color how residents perceive their environment and the services that local government delivers. NRC researchers have found that the economic downturn has chastened Americans' view of their own economic futures but has not colored their perspectives about community services or quality of life.

Survey respondents were asked to rate a number of community features related to economic opportunity and growth. The most positively rated features were shopping opportunities and the overall quality of business and service establishments in McAllen. Receiving the lowest rating was employment opportunities. Ratings were generally stable over time.

FIGURE 27: RATINGS OF ECONOMIC SUSTAINABILITY AND OPPORTUNITIES BY YEAR

|   | 2011 | 2008 | 2006 | 2004 |
|---|------|------|------|------|
| Employment opportunities  | 46%  | 55%  | 44%  | 33%  |
| Shopping opportunities  | 85%  | 90%  | NA   | 86%  |
| McAllen as a place to work  | 75%  | 68%  | NA   | NA   |
| Overall quality of business and service establishments in McAllen | 81%  | 81%  | NA   | NA   |
| Percent "excellent" or "good"                                     |      |      |      |      |

FIGURE 28: ECONOMIC SUSTAINABILITY AND OPPORTUNITIES BENCHMARKS

|   | National comparison | Texas comparison |
|---|---------------------|------------------|
| Employment opportunities  | Much above          | Above            |
| Shopping opportunities  | Much above          | Much above       |
| McAllen as a place to work  | Much above          | Much above       |
| Overall quality of business and service establishments in McAllen | Much above          | Much above       |

Residents were asked to evaluate the speed of jobs growth and retail growth on a scale from “much too slow” to “much too fast.” When asked about the rate of jobs growth in McAllen, 60% responded that it was “too slow,” while 8% reported retail growth as “too slow.” Fewer residents in McAllen compared to other jurisdictions believed that retail growth was too slow and fewer residents believed that jobs growth was too slow.

FIGURE 29: RATINGS OF RETAIL AND JOBS GROWTH BY YEAR

|                                | 2011 | 2008 | 2006 | 2004 |
|--------------------------------|------|------|------|------|
| Retail growth seen as too slow | 8%   | 6%   | 2%   | 3%   |
| Jobs growth seen as too slow   | 60%  | 43%  | 30%  | 36%  |
| Percent of respondents         |      |      |      |      |

FIGURE 30: RETAIL AND JOB GROWTH BENCHMARKS

|                                | National comparison | Texas comparison |
|--------------------------------|---------------------|------------------|
| Retail growth seen as too slow | Much less           | Much less        |
| Jobs growth seen as too slow   | Much less           | Much less        |

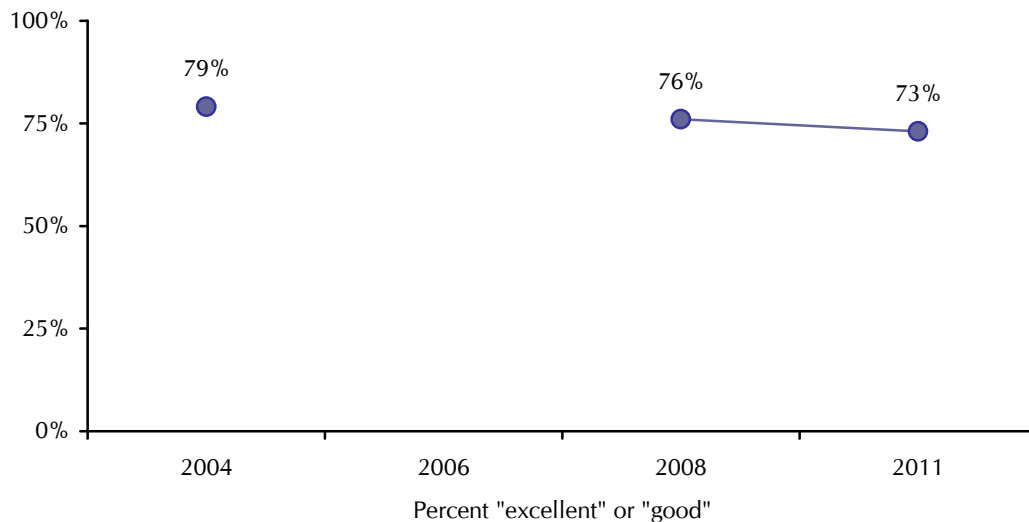
FIGURE 31: RATINGS OF ECONOMIC DEVELOPMENT SERVICES BY YEAR<sup>1</sup>

FIGURE 32: ECONOMIC DEVELOPMENT SERVICES BENCHMARKS

|                      | National comparison | Texas comparison |
|----------------------|---------------------|------------------|
| Economic development | Much above          | Much above       |

<sup>1</sup> This question was not asked in 2006

Residents were asked to reflect on their economic prospects in the near term. Forty-one percent of the City of McAllen residents expected that the coming six months would have a “somewhat” or “very” positive impact on their family. The percent of residents with an optimistic outlook on their household income was much more than comparison jurisdictions.

FIGURE 33: RATINGS OF PERSONAL ECONOMIC FUTURE BY YEAR

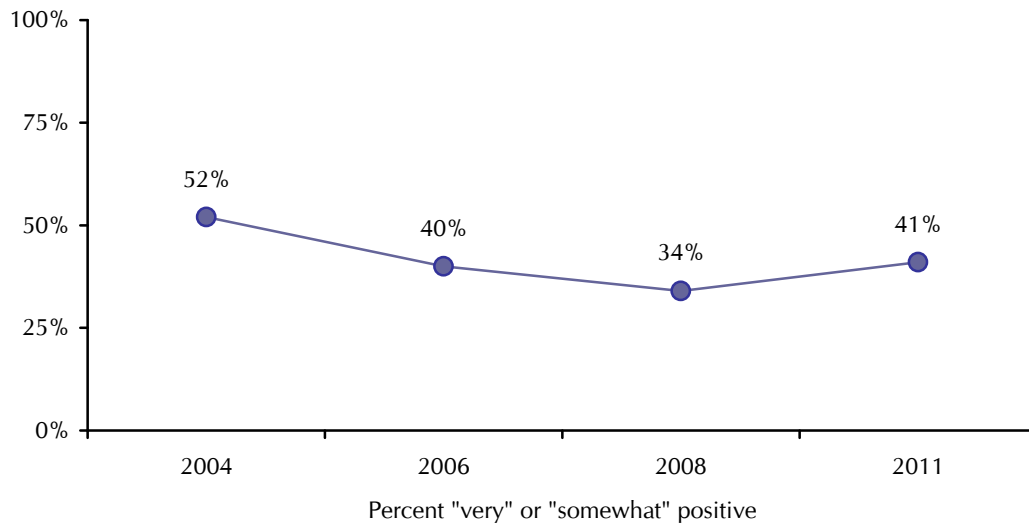


FIGURE 34: PERSONAL ECONOMIC FUTURE BENCHMARKS

|  | National comparison | Texas comparison |
|--|---------------------|------------------|
| Positive impact of economy on household income | Much above          | Much above       |

## PUBLIC SAFETY

Safety from violent or property crimes creates the cornerstone of an attractive community. No one wants to live in fear of crime, fire or natural hazards, and communities in which residents feel protected or unthreatened are communities that are more likely to show growth in population, commerce and property value.

Residents were asked to rate their feelings of safety from violent crimes, property crimes, fire and environmental dangers and to evaluate the local agencies whose main charge is to provide protection from these dangers. Many gave positive ratings of safety in the City McAllen. About 67% of those completing the questionnaire said they felt “very” or “somewhat” safe from violent crimes and 75% felt “very” or “somewhat” safe from environmental hazards. Daytime sense of safety was better than nighttime safety and neighborhoods felt safer than downtown after dark. Safety ratings in McAllen’s downtown area after dark improved over time.

FIGURE 35: RATINGS OF COMMUNITY AND PERSONAL PUBLIC SAFETY BY YEAR

|  | 2011 | 2008 | 2006 | 2004 |
|--|------|------|------|------|
| Safety in your neighborhood during the day               | 90%  | 92%  | 87%  | 85%  |
| Safety in your neighborhood after dark                   | 77%  | 72%  | 67%  | 71%  |
| Safety in McAllen's downtown area during the day         | 83%  | 77%  | 71%  | 70%  |
| Safety in McAllen's downtown area after dark             | 40%  | 30%  | 22%  | 22%  |
| Safety from violent crime (e.g., rape, assault, robbery) | 67%  | 66%  | 53%  | 46%  |
| Safety from property crimes (e.g, burglary, theft)       | 55%  | 52%  | 46%  | 43%  |
| Safety from environmental hazards                        | 75%  | 70%  | NA   | NA   |
| Percent "very" or "somewhat" safe                        |      |      |      |      |

FIGURE 36: COMMUNITY AND PERSONAL PUBLIC SAFETY BENCHMARKS

|  | National comparison | Texas comparison |
|--|---------------------|------------------|
| In your neighborhood during the day          | Similar             | Above            |
| In your neighborhood after dark              | Similar             | Much above       |
| In McAllen's downtown area during the day    | Below               | Similar          |
| In McAllen's downtown area after dark        | Much below          | Similar          |
| Violent crime (e.g., rape, assault, robbery) | Below               | Similar          |
| Property crimes (e.g., burglary, theft)      | Below               | Similar          |
| Environmental hazards, including toxic waste | Similar             | Not available    |

As assessed by the survey, 12% of respondents reported that someone in the household had been the victim of one or more crimes in the past year. Of those who had been the victim of a crime, 89% had reported it to police. Compared to other national jurisdictions about the same percent of McAllen residents had been victims of crime in the 12 months preceding the survey (this rate was lower than the custom benchmark comparison) and many more McAllen residents had reported their most recent crime victimization to the police.

FIGURE 37: CRIME VICTIMIZATION AND REPORTING BY YEAR

|  | 2011 | 2008 | 2006 | 2004 |
|--|------|------|------|------|
| During the past 12 months, were you or anyone in your household the victim of any crime? | 12%  | 22%  | 19%  | 23%  |
| If yes, was this crime (these crimes) reported to the police?                            | 89%  | 79%  | 80%  | 91%  |
| Percent "yes"  |      |      |      |      |

FIGURE 38: CRIME VICTIMIZATION AND REPORTING BENCHMARKS

|                 | National comparison | Texas comparison |
|-----------------|---------------------|------------------|
| Victim of crime | Similar             | Less             |
| Reported crimes | Much more           | Much more        |



Residents rated seven City public safety services; of these, three were rated above both benchmark comparisons and three were rated similar to both benchmark comparisons. The rating for fire prevention and education was similar to the national benchmark comparison and above the custom benchmark. Fire services received the highest rating, while traffic enforcement received the lowest rating. All were rated similarly or higher when compared to previous years.

FIGURE 39: RATINGS OF PUBLIC SAFETY SERVICES BY YEAR

|  | 2011 | 2008 | 2006 | 2004 |
|--|------|------|------|------|
| Police services  | 84%  | 70%  | 73%  | 76%  |
| Fire services  | 92%  | 93%  | 87%  | 85%  |
| Crime prevention   | 77%  | 60%  | 54%  | 49%  |
| Fire prevention and education  | 80%  | 77%  | 70%  | 69%  |
| Municipal courts   | 77%  | 64%  | NA   | 78%  |
| Traffic enforcement  | 69%  | 67%  | 59%  | 61%  |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency services) | 82%  | 71%  | NA   | NA   |
| Percent "excellent" or "good"  |      |      |      |      |

FIGURE 40: PUBLIC SAFETY SERVICES BENCHMARKS

|  | National comparison | Texas comparison |
|--|---------------------|------------------|
| Police services  | Similar             | Similar          |
| Fire services  | Similar             | Similar          |
| Crime prevention   | Above               | Above            |
| Fire prevention and education  | Similar             | Above            |
| Traffic enforcement  | Similar             | Similar          |
| Courts   | Much above          | Much above       |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | Much above          | Above            |

FIGURE 41: CONTACT WITH POLICE DEPARTMENT

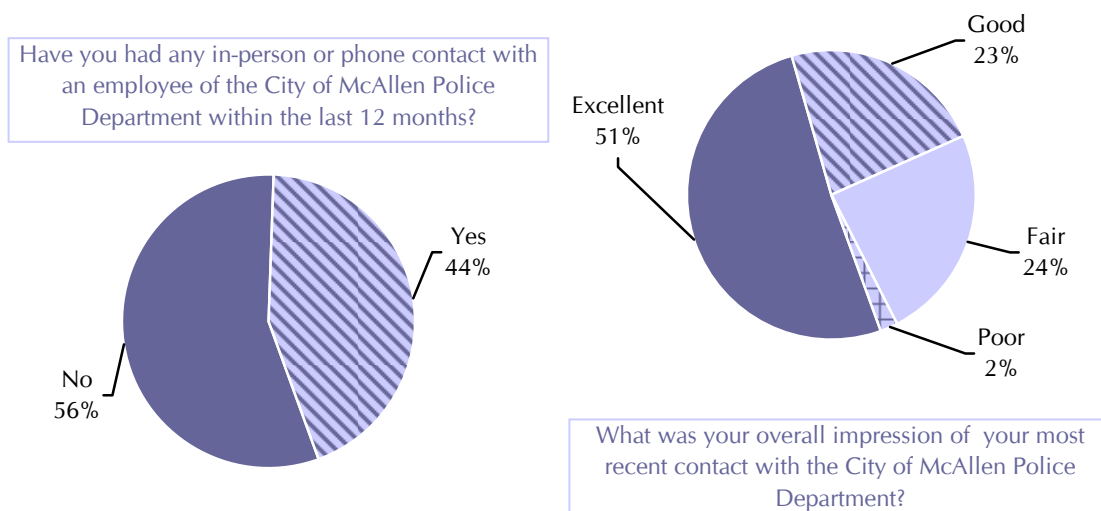


FIGURE 42: CONTACT WITH FIRE DEPARTMENT

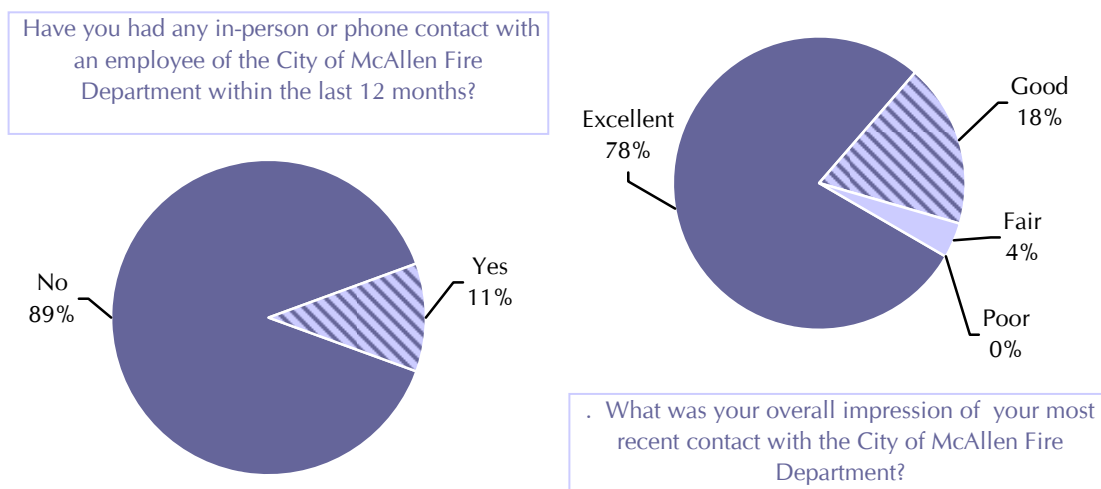


FIGURE 43: CONTACT WITH POLICE AND FIRE DEPARTMENTS BENCHMARKS

|  | National comparison | Texas comparison |
|--|---------------------|------------------|
| Had contact with the City of McAllen Police Department                               | More                | Not available    |
| Overall impression of most recent contact with the City of McAllen Police Department | Above               | Not available    |
| Had contact with the City of McAllen Fire Department                                 | Less                | Not available    |
| Overall impression of most recent contact with the City of McAllen Fire Department   | Much above          | Not available    |

## ENVIRONMENTAL SUSTAINABILITY

Residents value the aesthetic qualities of their hometowns and appreciate features such as overall cleanliness and landscaping. In addition, the appearance and smell or taste of the air and water do not go unnoticed. These days, increasing attention is paid to proper treatment of the environment. At the same time that they are attending to community appearance and cleanliness, cities, counties, states and the nation are going “Green”. These strengthening environmental concerns extend to trash haul, recycling, sewer services, the delivery of power and water and preservation of open spaces. Treatment of the environment affects air and water quality and, generally, how habitable and inviting a place appears.

Residents of the City of McAllen were asked to evaluate their local environment and the services provided to ensure its quality. The overall quality of the natural environment was rated as “excellent” or “good” by 70% of survey respondents. Cleanliness of McAllen received the highest rating, and it was similar to the national benchmark. These ratings were similar compared to the most recent survey year.

FIGURE 44: RATINGS OF THE COMMUNITY'S NATURAL ENVIRONMENT BY YEAR

|  | 2011 | 2008 | 2006 | 2004 |
|--|------|------|------|------|
| Cleanliness of McAllen   | 74%  | 77%  | NA   | NA   |
| Quality of overall natural environment in McAllen                          | 70%  | 74%  | NA   | NA   |
| Preservation of natural areas such as open space, farmlands and greenbelts | 62%  | 55%  | NA   | NA   |
| Air quality  | 71%  | 72%  | NA   | NA   |
| Percent "excellent" or "good"  |      |      |      |      |

FIGURE 45: COMMUNITY ENVIRONMENT BENCHMARKS

|  | National comparison | Texas comparison |
|--|---------------------|------------------|
| Cleanliness of McAllen   | Similar             | Not available    |
| Quality of overall natural environment in McAllen                          | Similar             | Above            |
| Preservation of natural areas such as open space, farmlands and greenbelts | Above               | Above            |
| Air quality  | Above               | Much above       |

Resident recycling was greater than recycling reported in comparison communities and was stable over time.

FIGURE 46: FREQUENCY OF RECYCLING IN LAST 12 MONTHS BY YEAR

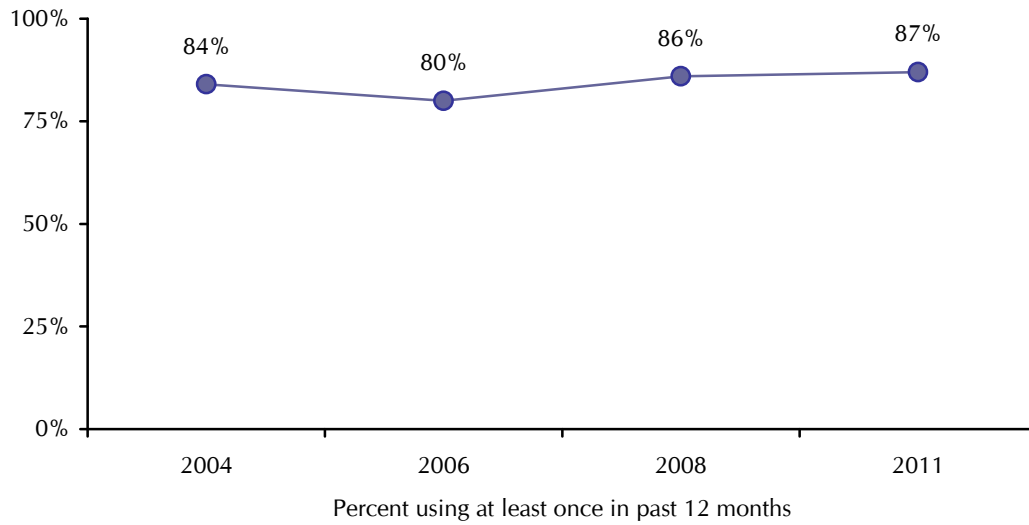


FIGURE 47: FREQUENCY OF RECYCLING BENCHMARKS

|   | National comparison | Texas comparison |
|---|---------------------|------------------|
| Recycled used paper, cans or bottles from your home | More                | Much more        |

Of the six utility services rated by those completing the questionnaire, one was higher than both benchmark comparisons, two were similar and one was much below both benchmark comparisons. Drinking water and recycling were both similar to the national comparison and higher than the custom comparison. The ratings for drinking water and sewer services improved over time.

FIGURE 48: RATINGS OF UTILITY SERVICES BY YEAR

|                               | 2011 | 2008 | 2006 | 2004 |
|-------------------------------|------|------|------|------|
| Sewer services                | 77%  | 67%  | 63%  | 57%  |
| Drinking water                | 65%  | 50%  | 45%  | 45%  |
| Storm drainage                | 58%  | 54%  | 52%  | 47%  |
| Yard waste pick-up            | 49%  | 57%  | NA   | 67%  |
| Recycling                     | 78%  | 74%  | 71%  | 65%  |
| Garbage collection            | 80%  | 76%  | 75%  | 74%  |
| Percent "excellent" or "good" |      |      |      |      |

FIGURE 49: UTILITY SERVICES BENCHMARKS

|                    | National comparison | Texas comparison |
|--------------------|---------------------|------------------|
| Sewer services     | Above               | Above            |
| Drinking water     | Similar             | Above            |
| Storm drainage     | Similar             | Similar          |
| Yard waste pick-up | Much below          | Much below       |
| Recycling          | Similar             | Above            |
| Garbage collection | Similar             | Similar          |

## RECREATION AND WELLNESS

### Parks and Recreation

Quality parks and recreation opportunities help to define a community as more than the grind of its business, traffic and hard work. Leisure activities vastly can improve the quality of life of residents, serving both to entertain and mobilize good health. The survey contained questions seeking residents' perspectives about opportunities and services related to the community's parks and recreation services.

Recreation opportunities in the City of McAllen were rated somewhat positively as were services related to parks and recreation. City parks received the highest rating and were higher than the benchmarks.

Resident use of McAllen parks and recreation facilities tells its own story about the attractiveness and accessibility of those services. The percent of residents that used McAllen recreation centers was much greater than the percent of users in comparison jurisdictions. However, recreation program use in McAllen was lower than use in the national comparison jurisdictions while higher than use in the custom comparison communities. Rates of use were mostly stable compared to past survey years.

FIGURE 50: RATINGS OF COMMUNITY RECREATIONAL OPPORTUNITIES BY YEAR

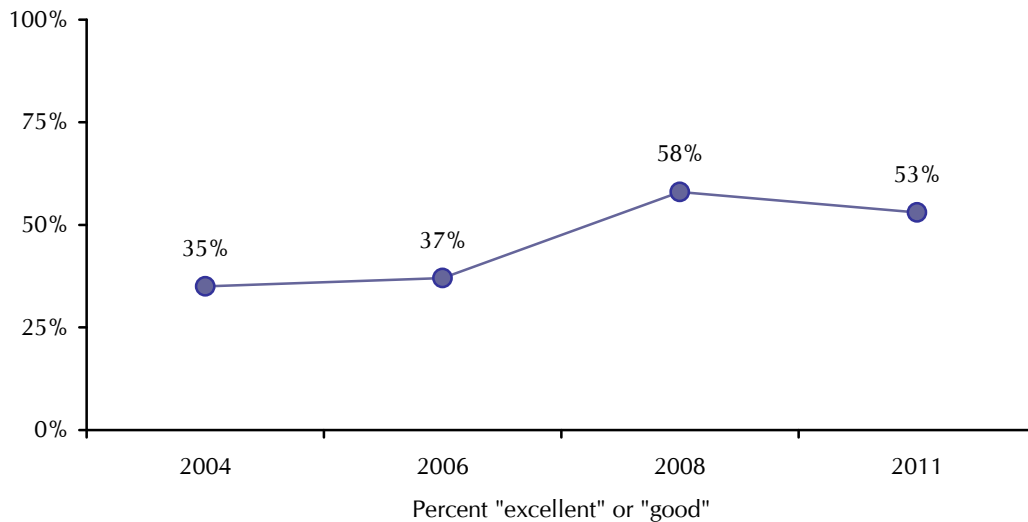


FIGURE 51: COMMUNITY RECREATIONAL OPPORTUNITIES BENCHMARKS

|                          | National comparison | Texas comparison |
|--------------------------|---------------------|------------------|
| Recreation opportunities | Similar             | Similar          |

FIGURE 52: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES BY YEAR

|  | 2011 | 2008 | 2006 | 2004 |
|--|------|------|------|------|
| Used McAllen recreation centers                  | 69%  | 61%  | 66%  | 72%  |
| Participated in a recreation program or activity | 44%  | 47%  | 55%  | 62%  |
| Visited a neighborhood park or City park         | 92%  | 86%  | 83%  | 84%  |
| Percent using at least once in last 12 months    |      |      |      |      |

FIGURE 53: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES BENCHMARKS

|  | National comparison | Texas comparison |
|--|---------------------|------------------|
| Used McAllen recreation centers                  | Much more           | Much more        |
| Participated in a recreation program or activity | Less                | More             |
| Visited a neighborhood park or City park         | More                | Much more        |

FIGURE 54: RATINGS OF PARKS AND RECREATION SERVICES BY YEAR

|                                  | 2011 | 2008 | 2006 | 2004 |
|----------------------------------|------|------|------|------|
| City parks                       | 88%  | 78%  | 75%  | 75%  |
| Recreation programs or classes   | 82%  | 72%  | 70%  | 75%  |
| Recreation centers or facilities | 78%  | 70%  | 61%  | 63%  |
| Percent "excellent" or "good"    |      |      |      |      |

FIGURE 55: PARKS AND RECREATION SERVICES BENCHMARKS

|                                  | National comparison | Texas comparison |
|----------------------------------|---------------------|------------------|
| City parks                       | Above               | Much above       |
| Recreation programs or classes   | Similar             | Above            |
| Recreation centers or facilities | Above               | Similar          |

## Culture, Arts and Education

A full service community does not address only the life and safety of its residents. Like individuals who simply go to the office and return home, a community that pays attention only to the life sustaining basics becomes insular, dreary and uninspiring. In the case of communities without thriving culture, arts and education opportunities, the magnet that attracts those who might consider relocating there is vastly weakened. Cultural, artistic, social and educational services elevate the opportunities for personal growth among residents. In the survey, residents were asked about the quality of opportunities to participate in cultural and educational activities.

Opportunities to attend cultural activities were rated as “excellent” or “good” by 56% of respondents. Educational opportunities were rated as “excellent” or “good” by 66% of respondents. Compared to the benchmark data, educational and cultural activity opportunities were above the average of comparison jurisdictions.

About 68% of McAllen residents used a City library at least once in the 12 months preceding the survey. This participation rate for library use was below the national average and similar to other communities in the Texas comparison.

FIGURE 56: RATINGS OF CULTURAL AND EDUCATIONAL OPPORTUNITIES BY YEAR

|   | 2011 | 2008 | 2006 | 2004 |
|---|------|------|------|------|
| Opportunities to attend cultural activities | 56%  | 56%  | 35%  | 37%  |
| Educational opportunities                   | 66%  | 67%  | NA   | NA   |
| Percent "excellent" or "good"               |      |      |      |      |

FIGURE 57: CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

|   | National comparison | Texas comparison |
|---|---------------------|------------------|
| Opportunities to attend cultural activities | Above               | Above            |
| Educational opportunities                   | Above               | Above            |

FIGURE 58: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES BY YEAR

|  | 2011 | 2008 | 2006 | 2004 |
|--|------|------|------|------|
| Used McAllen public libraries or their services              | 68%  | 71%  | 77%  | 82%  |
| Participated in religious or spiritual activities in McAllen | 60%  | 63%  | NA   | NA   |
| Percent using at least once in last 12 months                |      |      |      |      |

FIGURE 59: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

|  | National comparison | Texas comparison |
|--|---------------------|------------------|
| Used McAllen public libraries or their services              | Less                | Similar          |
| Participated in religious or spiritual activities in McAllen | More                | Not available    |



FIGURE 60: PERCEPTION OF CULTURAL AND EDUCATIONAL SERVICES BY YEAR

|                               | 2011 | 2008 | 2006 | 2004 |
|-------------------------------|------|------|------|------|
| Public schools                | 74%  | 70%  | NA   | NA   |
| Public library services       | 81%  | 77%  | NA   | 88%  |
| Percent "excellent" or "good" |      |      |      |      |

FIGURE 61: CULTURAL AND EDUCATIONAL SERVICES BENCHMARKS

|                         | National comparison | Texas comparison |
|-------------------------|---------------------|------------------|
| Public schools          | Above               | Much above       |
| Public library services | Similar             | Similar          |

## Health and Wellness

Healthy residents have the wherewithal to contribute to the economy as volunteers or employees and they do not present a burden in cost and time to others. Although residents bear the primary responsibility for their good health, local government provides services that can foster that well being and that provide care when residents are ill.

Residents of the City of McAllen were asked to rate the community's health services as well as the availability of health care, high quality affordable food and preventive health care services. The availability of affordable quality food was rated most positively for the City of McAllen, while the availability for affordable quality health care and preventive health services were rated less favorably by residents. These ratings were stable over time.

Among McAllen residents, 51% rated affordable quality health care as "excellent" or "good." Those ratings were above the nation and similar to the Texas comparison communities.

FIGURE 62: RATINGS OF COMMUNITY HEALTH AND WELLNESS ACCESS AND OPPORTUNITIES BY YEAR

|  | 2011 | 2008 | 2006 | 2004 |
|--|------|------|------|------|
| Availability of affordable quality health care | 51%  | 49%  | NA   | NA   |
| Availability of affordable quality food        | 71%  | 71%  | NA   | NA   |
| Availability of preventive health services     | 63%  | 57%  | NA   | NA   |
| Percent "excellent" or "good"                  |      |      |      |      |

FIGURE 63: COMMUNITY HEALTH AND WELLNESS ACCESS AND OPPORTUNITIES BENCHMARKS

|  | National comparison | Texas comparison |
|--|---------------------|------------------|
| Availability of affordable quality health care | Above               | Similar          |
| Availability of affordable quality food        | Much above          | Much above       |
| Availability of preventive health services     | Similar             | Not available    |

Health services offered in the City of McAllen were above the benchmark and similar to the previous survey.

FIGURE 64: RATINGS OF HEALTH SERVICES BY YEAR<sup>2</sup>

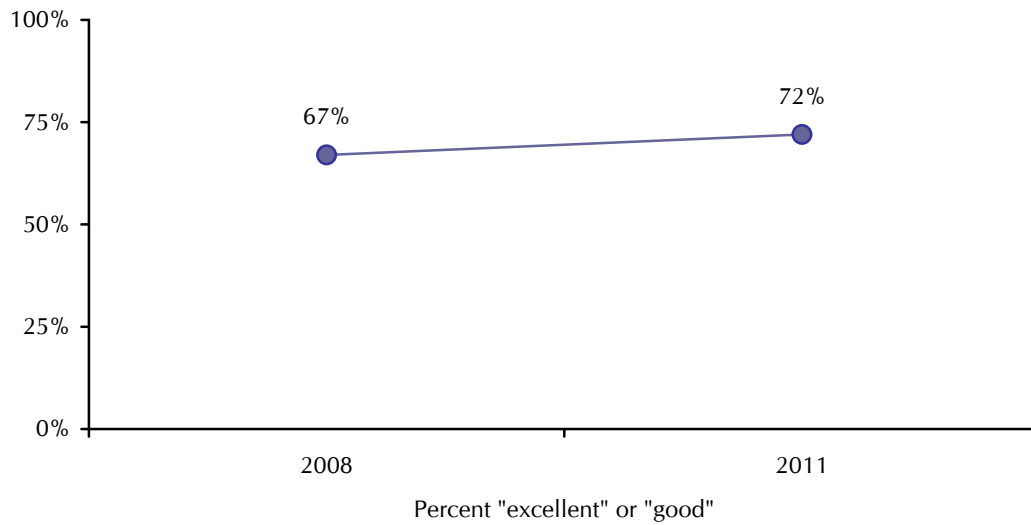


FIGURE 65: HEALTH AND WELLNESS SERVICES BENCHMARKS

|                 | National comparison | Texas comparison |
|-----------------|---------------------|------------------|
| Health services | Above               | Much above       |

<sup>2</sup> This question was not asked in 2004 or 2006.

## COMMUNITY INCLUSIVENESS

Diverse communities that include among their residents a mix of races, ages, wealth, ideas and beliefs have the raw material for the most vibrant and creative society. However, the presence of these features alone does not ensure a high quality or desirable space. Surveyed residents were asked about the success of the mix: the sense of community, the openness of residents to people of diverse backgrounds and the attractiveness of the City of McAllen as a place to raise children or to retire. They were also questioned about the quality of services delivered to various population subgroups, including older adults, youth and residents with few resources. A community that succeeds in creating an inclusive environment for a variety of residents is a community that offers more to many.

A high percentage of residents rated the City of McAllen as an “excellent” or “good” place to raise kids and a high percentage rated it as an excellent or good place to retire. Most residents felt that the local sense of community was “excellent” or “good.” Most survey respondents felt the City of McAllen was open and accepting towards people of diverse backgrounds. The availability of affordable quality child care was rated the lowest by residents but was higher than the benchmarks. Ratings for the sense of community and openness and acceptance of the community toward people of diverse backgrounds had increased since the last survey.

FIGURE 66: RATINGS OF COMMUNITY QUALITY AND INCLUSIVENESS BY YEAR

|  | 2011 | 2008 | 2006 | 2004 |
|--|------|------|------|------|
| Sense of community   | 68%  | 58%  | NA   | 73%  |
| Openness and acceptance of the community towards people of diverse backgrounds | 80%  | 59%  | NA   | 71%  |
| Availability of affordable quality child care                                  | 52%  | 51%  | NA   | NA   |
| McAllen as a place to raise children   | 87%  | 84%  | 77%  | 76%  |
| McAllen as a place to retire   | 79%  | 80%  | 69%  | 67%  |
| Percent "excellent" or "good"  |      |      |      |      |

FIGURE 67: COMMUNITY QUALITY AND INCLUSIVENESS BENCHMARKS

|   | National comparison | Texas comparison |
|---|---------------------|------------------|
| Sense of community  | Similar             | Above            |
| Openness and acceptance of the community toward people of diverse backgrounds | Much above          | Much above       |
| Availability of affordable quality child care                                 | Much above          | Above            |
| McAllen as a place to raise kids  | Above               | Much above       |
| McAllen as a place to retire  | Much above          | Much above       |

Services to more vulnerable populations (e.g., seniors, youth or low-income residents) ranged from 64% to 77% with ratings of “excellent” or “good.” Services to seniors, youth and low-income people were much above the benchmarks.

FIGURE 68: RATINGS OF QUALITY OF SERVICES PROVIDED FOR POPULATION SUBGROUPS BY YEAR

|                               | 2011 | 2008 | 2006 | 2004 |
|-------------------------------|------|------|------|------|
| Services to seniors           | 77%  | 74%  | NA   | NA   |
| Services to youth             | 71%  | 59%  | NA   | NA   |
| Services to low-income people | 64%  | 51%  | NA   | NA   |
| Percent "excellent" or "good" |      |      |      |      |

FIGURE 69: SERVICES PROVIDED FOR POPULATION SUBGROUPS BENCHMARKS

|                               | National comparison | Texas comparison |
|-------------------------------|---------------------|------------------|
| Services to seniors           | Much above          | Much above       |
| Services to youth             | Much above          | Much above       |
| Services to low income people | Much above          | Much above       |

## CIVIC ENGAGEMENT

Community leaders cannot run a jurisdiction alone and a jurisdiction cannot run effectively if residents remain strangers with little to connect them. Elected officials and staff require the assistance of local residents whether that assistance comes in tacit approval or eager help; and commonality of purpose among the electorate facilitates policies and programs that appeal to most and causes discord among few. Furthermore, when neighbors help neighbors, the cost to the community to provide services to residents in need declines. When residents are civically engaged, they have taken the opportunity to participate in making the community more livable for all. The extent to which local government provides opportunities to become informed and engaged and the extent to which residents take those opportunities is an indicator of the connection between government and populace. By understanding your residents' level of connection to, knowledge of and participation in local government, the City can find better opportunities to communicate and educate citizens about its mission, services, accomplishments and plans. This survey information is essential for public communication and for helping local government staff to conceive strategies for reaching reluctant voters whose confidence in government may need boosting prior to important referenda.

### Civic Activity

Respondents were asked about the perceived community volunteering opportunities and their participation as citizens of the City of McAllen. Survey participants rated the volunteer opportunities in the City of McAllen somewhat favorably. Opportunities to attend or participate in community matters were rated similarly.

Ratings of civic engagement opportunities were similar to the ratings from national comparison jurisdictions where these questions were asked.

FIGURE 70: RATINGS OF CIVIC ENGAGEMENT OPPORTUNITIES BY YEAR

|   | 2011 | 2008 | 2006 | 2004 |
|---|------|------|------|------|
| Opportunities to volunteer                        | 74%  | 72%  | NA   | NA   |
| Opportunities to participate in community matters | 68%  | 59%  | NA   | NA   |
| Percent "excellent" or "good"                     |      |      |      |      |

FIGURE 71: CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

|   | National comparison | Texas comparison |
|---|---------------------|------------------|
| Opportunities to participate in community matters | Similar             | Similar          |
| Opportunities to volunteer                        | Similar             | Above            |

Most of the participants in this survey had not attended a public meeting or participated in a club in the 12 months prior to the survey, but the vast majority had helped a friend. The participation rates of these civic behaviors were compared to the rates in other jurisdictions. Those who had watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media, volunteered their time to some group or activity in McAllen, participated in a club or civic group in McAllen, or provided help to a friend or neighbor showed similar rates of involvement when compared to the nation. Those who had attended a meeting of local elected officials or other local public meeting showed lower rates compared to the nation.

FIGURE 72: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES BY YEAR<sup>3</sup>

|   | 2011 | 2008 | 2006 | 2004 |
|---|------|------|------|------|
| Attended a meeting of local elected officials or other local public meeting   | 22%  | 27%  | 21%  | 25%  |
| Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media | 45%  | 57%  | NA   | 69%  |
| Volunteered your time to some group or activity in McAllen  | 44%  | 37%  | NA   | 42%  |
| Participated in a club or civic group in McAllen  | 32%  | 31%  | NA   | NA   |
| Provided help to a friend or neighbor   | 95%  | 94%  | NA   | NA   |
| Percent participating at least once in the last 12 months   |      |      |      |      |

FIGURE 73: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

|   | National comparison | Texas comparison |
|---|---------------------|------------------|
| Attended a meeting of local elected officials or other local public meeting   | Less                | Similar          |
| Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media | Similar             | Much more        |
| Volunteered your time to some group or activity in McAllen  | Similar             | Much more        |
| Participated in a club or civic group in McAllen  | Similar             | Not available    |
| Provided help to a friend or neighbor   | Similar             | Not available    |

<sup>3</sup> Over the past few years, local governments have adopted communication strategies that embrace the Internet and new media. In 2010, the question, "Watched a meeting of local elected officials or other local public meeting on cable television" was revised to include "the Internet or other media" to better reflect this trend.

Seventy percent of McAllen residents reported they were registered to vote and 53% indicated they had voted in the last general election. This rate of self-reported voting was much lower than that of comparison communities.

FIGURE 74: REPORTED VOTING BEHAVIOR BY YEAR<sup>4</sup>

|                                    | 2011 | 2008 | 2006 | 2004 |
|------------------------------------|------|------|------|------|
| Registered to vote                 | 70%  | 80%  | 68%  | 70%  |
| Voted in the last general election | 53%  | 61%  | 47%  | 48%  |
| Percent "yes"                      |      |      |      |      |

FIGURE 75: VOTING BEHAVIOR BENCHMARKS

|                                | National comparison | Texas comparison |
|--------------------------------|---------------------|------------------|
| Registered to vote             | Much less           | Much less        |
| Voted in last general election | Much less           | Much less        |

<sup>4</sup> Note: In addition to the removal of "don't know" responses, those who said "ineligible to vote" also have been omitted from this calculation. The full frequencies appear in Appendix A.



## Information and Awareness

Those completing the survey were asked about their use and perceptions of various information sources and local government media services. When asked whether they had visited the City of McAllen Web site in the previous 12 months, 58% reported they had done so at least once. Public information services were rated similarly compared to benchmark data. The rate of use of the City Web site had increased since 2008.

FIGURE 76: USE OF INFORMATION SOURCES BY YEAR

|   | 2011 | 2008 | 2006 | 2004 |
|---|------|------|------|------|
| Visited the City of McAllen Web site (at <a href="http://www.mcallen.net">www.mcallen.net</a> ) | 58%  | 48%  | NA   | NA   |
| Percent using at least once in last 12 months   |      |      |      |      |

FIGURE 77: USE OF INFORMATION SOURCES BENCHMARKS

|                                      | National comparison | Texas comparison |
|--------------------------------------|---------------------|------------------|
| Visited the City of McAllen Web site | Similar             | Similar          |

FIGURE 78: RATINGS OF LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION BY YEAR

|                               | 2011 | 2008 | 2006 | 2004 |
|-------------------------------|------|------|------|------|
| Cable television              | 63%  | 68%  | NA   | NA   |
| Public information services   | 75%  | 71%  | 60%  | 59%  |
| Percent "excellent" or "good" |      |      |      |      |

FIGURE 79: LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION BENCHMARKS

|                             | National comparison | Texas comparison |
|-----------------------------|---------------------|------------------|
| Cable television            | Above               | Above            |
| Public information services | Above               | Above            |

## Social Engagement

Opportunities to participate in social events and activities were rated as “excellent” or “good” by 65% of respondents, while even more rated opportunities to participate in religious or spiritual events and activities as “excellent” or “good.” These ratings were similar to the previous survey year.

FIGURE 80: RATINGS OF SOCIAL ENGAGEMENT OPPORTUNITIES BY YEAR

|  | 2011 | 2008 | 2006 | 2004 |
|--|------|------|------|------|
| Opportunities to participate in social events and activities                 | 65%  | 59%  | NA   | NA   |
| Opportunities to participate in religious or spiritual events and activities | 76%  | 70%  | NA   | NA   |
| Percent "excellent" or "good"  |      |      |      |      |

FIGURE 81: SOCIAL ENGAGEMENT OPPORTUNITIES BENCHMARKS

|  | National comparison | Texas comparison |
|--|---------------------|------------------|
| Opportunities to participate in social events and activities                 | Similar             | Above            |
| Opportunities to participate in religious or spiritual events and activities | Similar             | Not available    |

Residents in McAllen reported a fair amount of neighborliness. More than 55% indicated talking or visiting with their neighbors at least several times a week. This amount of contact with neighbors was more than the amount of contact reported in other communities.

FIGURE 82: CONTACT WITH IMMEDIATE NEIGHBORS BY YEAR

|   | 2011 | 2008 | 2006 | 2004 |
|---|------|------|------|------|
| About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)? | 55%  | 46%  | NA   | NA   |
| Percent "at least several times per week"   |      |      |      |      |

FIGURE 83: CONTACT WITH IMMEDIATE NEIGHBORS BENCHMARKS

|  | National comparison | Texas comparison |
|--|---------------------|------------------|
| Has contact with neighbors at least several times per week | More                | Not available    |

## PUBLIC TRUST

When local government leaders are trusted, an environment of cooperation is more likely to surround all decisions they make. Cooperation leads to easier communication between leaders and residents and increases the likelihood that high value policies and programs will be implemented to improve the quality of life of the entire community. Trust can be measured in residents' opinions about the overall direction the City of McAllen is taking, their perspectives about the service value their taxes purchase and the openness of government to citizen participation. In addition, resident opinion about services provided by the City of McAllen could be compared to their opinion about services provided by the state and federal governments. If residents find nothing to admire in the services delivered by any level of government, their opinions about the City of McAllen may be colored by their dislike of what all levels of government provide.

A majority of respondents felt that the value of services for taxes paid was "excellent" or "good." When asked to rate the job the City of McAllen does at welcoming citizen involvement, 71% rated it as "excellent" or "good." Of these four ratings, all were much above the benchmark.

FIGURE 84: PUBLIC TRUST RATINGS BY YEAR

|  | 2011 | 2008 | 2006 | 2004 |
|--|------|------|------|------|
| The value of services for the taxes paid to McAllen              | 70%  | 60%  | 61%  | 62%  |
| The overall direction that McAllen is taking                     | 78%  | 78%  | 78%  | 80%  |
| The job McAllen government does at welcoming citizen involvement | 71%  | 61%  | 64%  | 64%  |
| Overall image or reputation of McAllen                           | 77%  | 77%  | NA   | NA   |
| Percent "excellent" or "good"                                    |      |      |      |      |

FIGURE 85: PUBLIC TRUST BENCHMARKS

|  | National comparison | Texas comparison |
|--|---------------------|------------------|
| Value of services for the taxes paid to McAllen              | Much above          | Much above       |
| The overall direction that McAllen is taking                 | Much above          | Much above       |
| Job McAllen government does at welcoming citizen involvement | Much above          | Much above       |
| Overall image or reputation of McAllen                       | Much above          | Much above       |

On average, residents of the City of McAllen gave the highest evaluations to their own local government and the lowest average rating to the federal government. The overall quality of services delivered by the City of McAllen was rated as “excellent” or “good” by 86% of survey participants. The City of McAllen’s rating was much above the benchmark when compared to other communities. Ratings of overall City services had increased over time.

FIGURE 86: RATING OVERALL QUALITY OF SERVICES PROVIDED BY THE CITY OF McALLEN BY YEAR

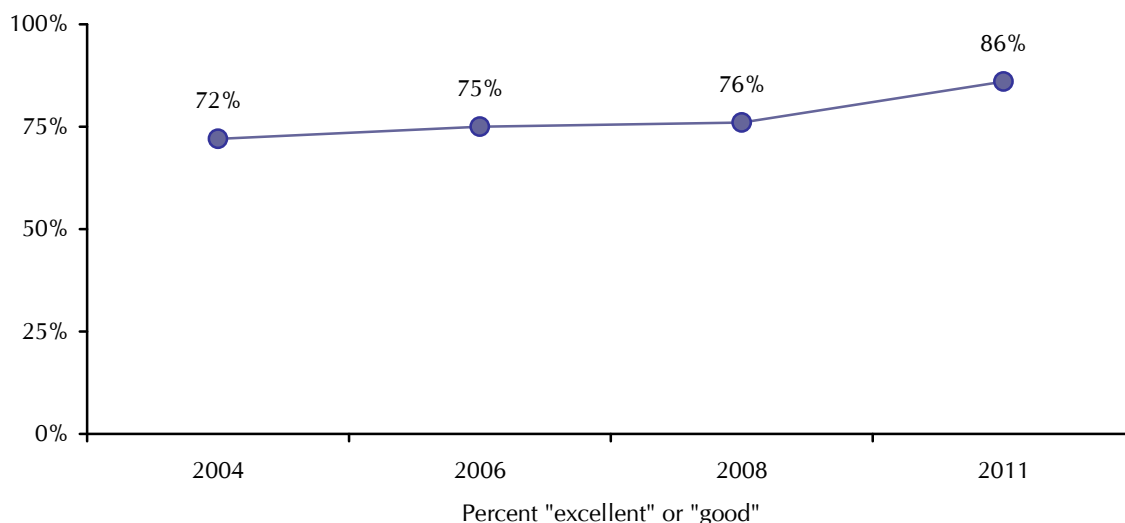


FIGURE 87: RATINGS OF SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS BY YEAR

|  | 2011 | 2008 | 2006 | 2004 |
|--|------|------|------|------|
| Services provided by City of McAllen           | 86%  | 76%  | 75%  | 72%  |
| Services provided by the Federal Government    | 61%  | 57%  | 56%  | 59%  |
| Services provided by the State Government      | 67%  | 60%  | 58%  | 58%  |
| Services provided by Hidalgo County Government | 71%  | 55%  | NA   | NA   |
| Percent "excellent" or "good"                  |      |      |      |      |

FIGURE 88: SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS BENCHMARKS

|  | National comparison | Texas comparison |
|--|---------------------|------------------|
| Services provided by the City of McAllen       | Much above          | Much above       |
| Services provided by the Federal Government    | Much above          | Much above       |
| Services provided by the State Government      | Much above          | Much above       |
| Services provided by Hidalgo County Government | Much above          | Not available    |

## City of McAllen Employees

The employees of the City of McAllen who interact with the public create the first impression that most residents have of the City of McAllen. Front line staff who provide information, assist with bill paying, collect trash, create service schedules, fight fires and crime and even give traffic tickets are the collective face of the City of McAllen. As such, it is important to know about residents' experience talking with that "face." When employees appear to be knowledgeable, responsive and courteous, residents are more likely to feel that any needs or problems may be solved through positive and productive interactions with the City of McAllen staff.

Those completing the survey were asked if they had been in contact with a City employee either in-person or over the phone in the last 12 months; the 44% who reported that they had been in contact (a percent that is much lower than the benchmark comparison) were then asked to indicate overall how satisfied they were with the employee in their most recent contact. City employees were rated highly; 83% of respondents rated their overall impression as "excellent" or "good." Employee ratings were similar or higher than the benchmarks and most had increased over time.

FIGURE 89: PROPORTION OF RESPONDENTS WHO HAD CONTACT WITH CITY EMPLOYEES IN PREVIOUS 12 MONTHS BY YEAR

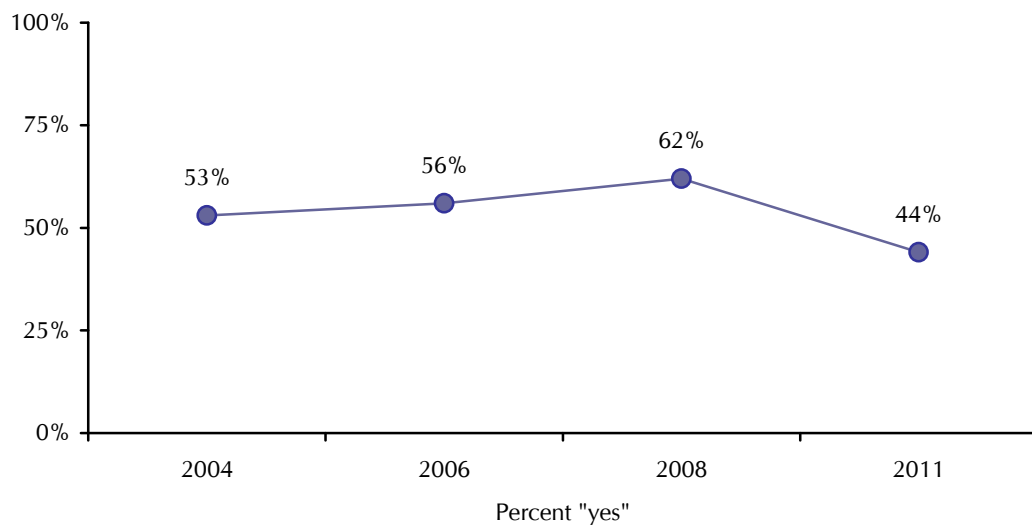


FIGURE 90: CONTACT WITH CITY EMPLOYEES BENCHMARKS

|   | National comparison | Texas comparison |
|---|---------------------|------------------|
| Had contact with City employee(s) in last 12 months | Much less           | Much less        |

FIGURE 91: RATINGS OF CITY EMPLOYEES (AMONG THOSE WHO HAD CONTACT) BY YEAR

|                               | 2011 | 2008 | 2006 | 2004 |
|-------------------------------|------|------|------|------|
| Knowledge                     | 76%  | 71%  | 77%  | 76%  |
| Responsiveness                | 82%  | 71%  | 75%  | 67%  |
| Courtesy                      | 82%  | 74%  | 75%  | 67%  |
| Overall impression            | 83%  | 70%  | 73%  | 63%  |
| Percent "excellent" or "good" |      |      |      |      |

FIGURE 92: RATINGS OF CITY EMPLOYEES (AMONG THOSE WHO HAD CONTACT) BENCHMARKS

|                    | National comparison | Texas comparison |
|--------------------|---------------------|------------------|
| Knowledge          | Similar             | Similar          |
| Responsiveness     | Similar             | Above            |
| Courteousness      | Similar             | Similar          |
| Overall impression | Above               | Much above       |

## FROM DATA TO ACTION

### RESIDENT PRIORITIES

Knowing where to focus limited resources to improve residents' opinions of local government requires information that targets the services that are most important to residents. However, when residents are asked what services are most important, they rarely stray beyond core services – those directed to save lives and improve safety.

In market research, identifying the most important characteristics of a transaction or product is called Key Driver Analysis (KDA). The key drivers that are identified from that analysis do not come from asking customers to self-report which service or product characteristic most influenced their decision to buy or return, but rather from statistical analyses of the predictors of their behavior. When customers are asked to name the most important characteristics of a good or service, responses often are expected or misleading – just as they can be in the context of a citizen survey. For example, air travelers often claim that safety is the primary consideration in their choice of an airline, yet key driver analysis reveals that frequent flier perks or in-flight entertainment predicts their buying decisions.

In local government core services – like fire protection – invariably land at the top of the list created when residents are asked about the most important local government services. And core services are important. But by using KDA, our approach digs deeper to identify the less obvious, but more influential services that are most related to residents' ratings of overall quality of local government services. Because services focused directly on life and safety remain essential to quality government, it is suggested that core services should remain the focus of continuous monitoring and improvement where necessary – but monitoring core services or asking residents to identify important services is not enough.

A KDA was conducted for the City of McAllen by examining the relationships between ratings of each service and ratings of the City of McAllen's overall services. Those Key Driver services that correlated most highly with residents' perceptions about overall City service quality have been identified. By targeting improvements in key services, the City of McAllen can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality. Because a strong correlation is not the same as a cause, there is no guarantee that improving ratings on key drivers necessarily will improve ratings. What is certain from these analyses is that key drivers are good predictors of overall resident opinion and that the key drivers presented may be useful focus areas to consider for enhancement of overall service ratings.

Services found to be most strongly correlated with ratings of overall service quality from the McAllen Key Driver Analysis were:

- Code enforcement
- Sewer services
- Health services



## CITY OF McALLEN ACTION CHART™

The 2011 City of McAllen Action Chart™ on the following page combines three dimensions of performance:

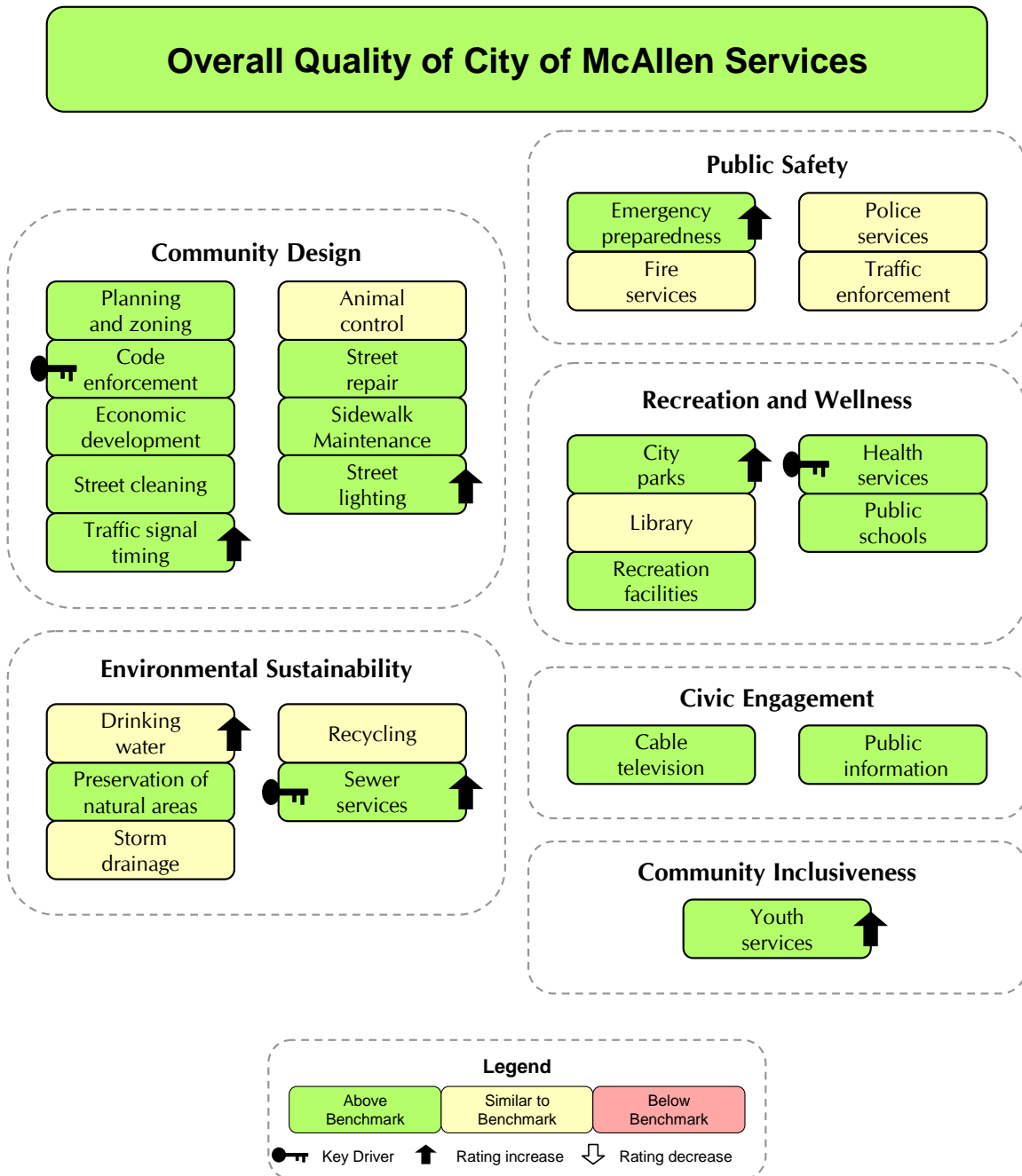
- Comparison to resident evaluations from other communities. When a comparison is available, the background color of each service box indicates whether the service is above the national benchmark (green), similar to the benchmark (yellow) or below the benchmark (red).
- Identification of key services. A black key icon (🔑) next to a service box indicates it as a key driver for the City.
- Trendline icons (up and down arrows), indicating whether the current ratings are higher or lower than the previous survey.

Twenty-six services were included in the KDA for the City of McAllen. Of these, 18 were above the benchmark and eight were similar to the benchmark.

Considering all performance data included in the Action Chart, a jurisdiction typically will want to consider improvements to any key driver services that are trending down or that are not at least similar to the benchmark. In the case of McAllen, no key drivers were below the benchmark or trending lower in the current survey. More detail about interpreting results can be found in the next section.

Services with a high percent of respondents answering “don’t know” were excluded from the analysis and were considered services that would be less influential. See Appendix A: Complete Survey Frequencies, Frequencies Including “Don’t Know” Responses for the percent “don’t know” for each service.

FIGURE 93: CITY OF McALLEN ACTION CHART™



## Using Your Action Chart™

The key drivers derived for the City of McAllen provide a list of those services that are uniquely related to overall service quality. Those key drivers are marked with the symbol of a key in the action chart. Because key driver results are based on a relatively small number of responses, the relationships or correlations that define the key drivers are subject to more variability than is seen when key drivers are derived from a large national dataset of resident responses. To benefit the City of McAllen, NRC lists the key drivers derived from tens of thousands of resident responses from across the country. This national list is updated periodically so that you can compare your key drivers to the key drivers from the entire NRC dataset. Where your locally derived key drivers overlap national key drivers, it makes sense to focus even more strongly on your keys. Similarly, when your local key drivers overlap your core services, there is stronger argument to make for attending to your key drivers that overlap with core services.

As staff review key drivers, not all drivers may resonate as likely links to residents' perspectives about overall service quality. For example, in McAllen, planning and zoning and police services may be obvious links to overall service delivery (and each is a key driver from our national database), since it could be easy for staff to see how residents' view of overall service delivery could be colored by how well they perceive police and land use planning to be delivered. But animal control could be a surprise. Before rejecting a key driver that does not pass the first test of conventional wisdom, consider whether residents' opinions about overall service quality could reasonably be influenced by this unexpected driver. For example, in the case of animal control, was there a visible case of violation prior to the survey data collection? Do McAllen residents have different expectations for animal control than what current policy provides? Are the rare instances of violation serious enough to cause a word of mouth campaign about service delivery?

If, after deeper review, the "suspect" driver still does not square with your understanding of the services that could influence residents' perspectives about overall service quality (and if that driver is not a core service or a key driver from NRC's national research), put action in that area on hold and wait to see if it appears as a key driver the next time the survey is conducted.

In the following table, we have listed your key drivers, core services and the national key drivers and we have indicated (in **bold** typeface and with the symbol "•"), the City of McAllen key drivers that overlap core services or the nationally derived keys. In general, key drivers below the benchmark may be targeted for improvement. Additionally, we have indicated (with the symbol "°") those services that neither are local nor national key drivers nor are they core services. It is these services that could be considered first for resource reductions.

FIGURE 94: KEY DRIVERS COMPARED

| Service                            | City of McAllen<br>Key Drivers | National Key<br>Drivers | Core Services |
|------------------------------------|--------------------------------|-------------------------|---------------|
| Police services                    |                                | ✓                       | ✓             |
| Fire services                      |                                |                         | ✓             |
| ◦ Traffic enforcement              |                                |                         |               |
| Street repair                      |                                |                         | ✓             |
| ◦ Street cleaning                  |                                |                         |               |
| ◦ Street lighting                  |                                |                         |               |
| ◦ Sidewalk maintenance             |                                |                         |               |
| ◦ Traffic signal timing            |                                |                         |               |
| ◦ Recycling                        |                                |                         |               |
| Storm drainage                     |                                |                         | ✓             |
| Drinking water                     |                                |                         | ✓             |
| • <b>Sewer services</b>            | ✓                              |                         | ✓             |
| ◦ City parks                       |                                |                         |               |
| ◦ Recreation centers or facilities |                                |                         |               |
| Land use planning and zoning       |                                | ✓                       |               |
| • <b>Code enforcement</b>          | ✓                              |                         | ✓             |
| ◦ Animal control                   |                                |                         |               |
| Economic development               |                                | ✓                       |               |
| • <b>Health services</b>           | ✓                              |                         | ✓             |
| ◦ Services to youth                |                                |                         |               |
| ◦ Public library                   |                                |                         |               |
| Public information services        |                                | ✓                       |               |
| Public schools                     |                                | ✓                       |               |
| ◦ Cable television                 |                                |                         |               |
| ◦ Emergency preparedness           |                                |                         |               |
| ◦ Preservation of natural areas    |                                |                         |               |

• Key driver overlaps with national and or core services

◦ Service may be targeted for reductions it is not a key driver or core service

## CUSTOM QUESTIONS

“Don’t know” responses have been removed from the following questions.

| Custom Question 1   |                        |
|---|------------------------|
| Which of the following resources, if any, do you prefer to get news about the City of McAllen? Please check all that apply: | Percent of respondents |
| Local television news   | 77%                    |
| The Monitor   | 59%                    |
| City of McAllen Web site  | 48%                    |
| Communications in water bill  | 41%                    |
| MCN (Cable channel 12)  | 25%                    |
| Email news releases/notifications   | 23%                    |
| Word of mouth   | 22%                    |
| Communications through Twitter or Facebook  | 17%                    |
| Other local newspapers  | 16%                    |
| Public meetings   | 13%                    |
| None of these   | 4%                     |
| Total may exceed 100% as respondents could select more than one option  |                        |

| Custom Question 2   |                        |
|---|------------------------|
| If the City's revenues remain the same and Police and/or Fire unions ask for a pay increase, which one of the following actions would you prefer the City take? (Please select only one option) | Percent of respondents |
| Approve the pay increase by cutting back on other services  | 48%                    |
| Deny the pay increase   | 39%                    |
| Approve the pay increase by raising property taxes  | 13%                    |
| Total   | 100%                   |

| Custom Question 3   |                        |
|---|------------------------|
| The City of McAllen is considering options for recreation facilities in the city. Tentative plans for a sports complex include tennis courts, soccer fields, baseball fields and amenities costing approximately \$35 million to construct and approximately \$600,000 per year to maintain. To what extent do you support or oppose this potential sports complex? | Percent of respondents |
| Strongly support  | 37%                    |
| Somewhat support  | 30%                    |
| Somewhat oppose   | 12%                    |
| Strongly oppose   | 21%                    |
| Total   | 100%                   |

| Custom Question 4   |                        |
|---|------------------------|
| To what extent do you support or oppose a tax increase to pay for construction and maintenance of a new sports complex? | Percent of respondents |
| Strongly support  | 18%                    |
| Somewhat support  | 30%                    |
| Somewhat oppose   | 16%                    |
| Strongly oppose   | 36%                    |
| Total   | 100%                   |

## APPENDIX A: COMPLETE SURVEY FREQUENCIES

### FREQUENCIES EXCLUDING “DON’T KNOW” RESPONSES

| Question 1: Quality of Life  |           |      |      |      |       |
|--|-----------|------|------|------|-------|
| Please rate each of the following aspects of quality of life in McAllen: | Excellent | Good | Fair | Poor | Total |
| McAllen as a place to live   | 49%       | 45%  | 6%   | 0%   | 100%  |
| Your neighborhood as a place to live                                     | 30%       | 54%  | 16%  | 0%   | 100%  |
| McAllen as a place to raise children                                     | 37%       | 49%  | 12%  | 2%   | 100%  |
| McAllen as a place to work   | 34%       | 42%  | 21%  | 4%   | 100%  |
| McAllen as a place to retire   | 45%       | 34%  | 17%  | 4%   | 100%  |
| The overall quality of life in McAllen                                   | 37%       | 51%  | 12%  | 0%   | 100%  |

| Question 2: Community Characteristics   |           |      |      |      |       |
|---|-----------|------|------|------|-------|
| Please rate each of the following characteristics as they relate to McAllen as a whole: | Excellent | Good | Fair | Poor | Total |
| Sense of community  | 15%       | 53%  | 30%  | 2%   | 100%  |
| Openness and acceptance of the community towards people of diverse backgrounds          | 22%       | 58%  | 16%  | 4%   | 100%  |
| Overall appearance of McAllen   | 23%       | 60%  | 16%  | 1%   | 100%  |
| Cleanliness of McAllen  | 24%       | 50%  | 24%  | 3%   | 100%  |
| Overall quality of new development in McAllen   | 36%       | 47%  | 16%  | 1%   | 100%  |
| Variety of housing options  | 20%       | 46%  | 31%  | 2%   | 100%  |
| Overall quality of business and service establishments in McAllen                       | 27%       | 53%  | 16%  | 3%   | 100%  |
| Shopping opportunities  | 38%       | 47%  | 15%  | 1%   | 100%  |
| Opportunities to attend cultural activities   | 21%       | 35%  | 33%  | 12%  | 100%  |
| Recreational opportunities  | 19%       | 35%  | 37%  | 10%  | 100%  |
| Employment opportunities  | 11%       | 35%  | 35%  | 19%  | 100%  |
| Educational opportunities   | 24%       | 43%  | 29%  | 4%   | 100%  |
| Opportunities to participate in social events and activities                            | 16%       | 49%  | 29%  | 6%   | 100%  |
| Opportunities to participate in religious or spiritual events and activities            | 21%       | 55%  | 19%  | 5%   | 100%  |
| Opportunities to volunteer  | 24%       | 51%  | 23%  | 2%   | 100%  |
| Opportunities to participate in community matters                                       | 22%       | 46%  | 24%  | 8%   | 100%  |
| Ease of car travel in McAllen   | 22%       | 49%  | 23%  | 7%   | 100%  |
| Ease of bus travel in McAllen   | 19%       | 39%  | 24%  | 18%  | 100%  |
| Ease of bicycle travel in McAllen   | 13%       | 37%  | 35%  | 15%  | 100%  |
| Ease of walking in McAllen  | 21%       | 37%  | 29%  | 13%  | 100%  |
| Availability of paths and walking trails  | 25%       | 41%  | 25%  | 10%  | 100%  |
| Traffic flow on major streets   | 13%       | 33%  | 35%  | 20%  | 100%  |

| Question 2: Community Characteristics   |           |      |      |      |       |
|---|-----------|------|------|------|-------|
| Please rate each of the following characteristics as they relate to McAllen as a whole: | Excellent | Good | Fair | Poor | Total |
| Amount of public parking  | 18%       | 31%  | 37%  | 14%  | 100%  |
| Availability of affordable quality housing  | 16%       | 43%  | 34%  | 7%   | 100%  |
| Availability of affordable quality child care   | 12%       | 41%  | 38%  | 9%   | 100%  |
| Availability of affordable quality health care  | 15%       | 36%  | 38%  | 11%  | 100%  |
| Availability of affordable quality food   | 30%       | 41%  | 24%  | 5%   | 100%  |
| Availability of preventive health services  | 14%       | 49%  | 31%  | 6%   | 100%  |
| Air quality   | 27%       | 44%  | 25%  | 4%   | 100%  |
| Quality of overall natural environment in McAllen                                       | 24%       | 45%  | 28%  | 3%   | 100%  |
| Overall image or reputation of McAllen  | 30%       | 47%  | 21%  | 1%   | 100%  |

| Question 3: Growth  |               |                   |              |                   |               |       |
|---|---------------|-------------------|--------------|-------------------|---------------|-------|
| Please rate the speed of growth in the following categories in McAllen over the past 2 years: | Much too slow | Somewhat too slow | Right amount | Somewhat too fast | Much too fast | Total |
| Population growth   | 1%            | 3%                | 27%          | 50%               | 19%           | 100%  |
| Retail growth (stores, restaurants, etc.)   | 1%            | 7%                | 50%          | 25%               | 17%           | 100%  |
| Jobs growth   | 16%           | 44%               | 32%          | 6%                | 2%            | 100%  |

| Question 4: Code Enforcement   |                        |
|--|------------------------|
| To what degree, if at all, are run down buildings, weedy lots or junk vehicles a problem in McAllen? | Percent of respondents |
| Not a problem  | 10%                    |
| Minor problem  | 38%                    |
| Moderate problem   | 40%                    |
| Major problem  | 12%                    |
| Total  | 100%                   |

| Question 5: Community Safety   |           |               |                         |                 |             |       |
|--|-----------|---------------|-------------------------|-----------------|-------------|-------|
| Please rate how safe or unsafe you feel from the following in McAllen: | Very safe | Somewhat safe | Neither safe nor unsafe | Somewhat unsafe | Very unsafe | Total |
| Violent crime (e.g., rape, assault, robbery)                           | 18%       | 49%           | 18%                     | 13%             | 2%          | 100%  |
| Property crimes (e.g., burglary, theft)                                | 12%       | 43%           | 17%                     | 19%             | 8%          | 100%  |
| Environmental hazards, including toxic waste                           | 38%       | 37%           | 20%                     | 3%              | 1%          | 100%  |



| Question 6: Personal Safety               |           |               |                         |                 |             |       |
|---|-----------|---------------|-------------------------|-----------------|-------------|-------|
| Please rate how safe or unsafe you feel:  | Very safe | Somewhat safe | Neither safe nor unsafe | Somewhat unsafe | Very unsafe | Total |
| In your neighborhood during the day       | 57%       | 33%           | 6%                      | 4%              | 0%          | 100%  |
| In your neighborhood after dark           | 33%       | 45%           | 13%                     | 8%              | 2%          | 100%  |
| In McAllen's downtown area during the day | 37%       | 47%           | 10%                     | 3%              | 3%          | 100%  |
| In McAllen's downtown area after dark     | 11%       | 29%           | 24%                     | 23%             | 14%         | 100%  |

| Question 7: Contact with Police Department   |     |     |
|--|-----|-----|
| Have you had any in-person or phone contact with an employee of the City of McAllen Police Department within the last 12 months? | No  | Yes |
| Have you had any in-person or phone contact with an employee of the City of McAllen Police Department within the last 12 months? | 56% | 44% |

| Question 8: Ratings of Contact with Police Department  |           |      |      |      |
|--|-----------|------|------|------|
| What was your overall impression of your most recent contact with the City of McAllen Police Department? | Excellent | Good | Fair | Poor |
| What was your overall impression of your most recent contact with the City of McAllen Police Department? | 51%       | 23%  | 24%  | 2%   |

| Question 9: Crime Victim   |                        |
|--|------------------------|
| During the past 12 months, were you or anyone in your household the victim of any crime? | Percent of respondents |
| No   | 88%                    |
| Yes  | 12%                    |
| Total  | 100%                   |

| Question 10: Crime Reporting                                  |                        |
|---|------------------------|
| If yes, was this crime (these crimes) reported to the police? | Percent of respondents |
| No  | 11%                    |
| Yes   | 89%                    |
| Total   | 100%                   |

| Question 11: Resident Behaviors  |       |               |               |                |                    |       |
|--|-------|---------------|---------------|----------------|--------------------|-------|
| In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in McAllen? | Never | Once or twice | 3 to 12 times | 13 to 26 times | More than 26 times | Total |
| Used McAllen public libraries or their services  | 32%   | 33%           | 18%           | 12%            | 5%                 | 100%  |
| Used McAllen recreation centers  | 31%   | 31%           | 22%           | 10%            | 6%                 | 100%  |
| Participated in a recreation program or activity   | 56%   | 27%           | 5%            | 9%             | 4%                 | 100%  |
| Visited a neighborhood park or City park   | 8%    | 32%           | 26%           | 20%            | 13%                | 100%  |
| Ridden a local bus within McAllen  | 83%   | 12%           | 3%            | 0%             | 1%                 | 100%  |
| Attended a meeting of local elected officials or other local public meeting  | 78%   | 16%           | 6%            | 0%             | 0%                 | 100%  |
| Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media           | 55%   | 21%           | 16%           | 6%             | 2%                 | 100%  |
| Visited the City of McAllen Web site (at www.mcallen.net)  | 42%   | 29%           | 16%           | 6%             | 7%                 | 100%  |
| Recycled used paper, cans or bottles from your home  | 13%   | 11%           | 14%           | 15%            | 47%                | 100%  |
| Volunteered your time to some group or activity in McAllen   | 56%   | 21%           | 11%           | 6%             | 7%                 | 100%  |
| Participated in religious or spiritual activities in McAllen   | 40%   | 19%           | 9%            | 8%             | 24%                | 100%  |
| Participated in a club or civic group in McAllen   | 68%   | 13%           | 11%           | 3%             | 5%                 | 100%  |
| Provided help to a friend or neighbor  | 5%    | 28%           | 42%           | 9%             | 16%                | 100%  |

| Question 12: Neighborliness   |                        |
|---|------------------------|
| About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)? | Percent of respondents |
| Just about everyday   | 22%                    |
| Several times a week  | 33%                    |
| Several times a month   | 17%                    |
| Less than several times a month   | 28%                    |
| Total   | 100%                   |

| Question 13: Service Quality   |           |      |      |      |       |
|--|-----------|------|------|------|-------|
| Please rate the quality of each of the following services in McAllen:  | Excellent | Good | Fair | Poor | Total |
| Police services  | 29%       | 55%  | 10%  | 6%   | 100%  |
| Fire services  | 43%       | 49%  | 8%   | 0%   | 100%  |
| Crime prevention   | 21%       | 56%  | 17%  | 6%   | 100%  |
| Fire prevention and education  | 26%       | 55%  | 18%  | 1%   | 100%  |
| Municipal courts   | 24%       | 53%  | 21%  | 1%   | 100%  |
| Traffic enforcement  | 14%       | 54%  | 24%  | 7%   | 100%  |
| Street repair  | 15%       | 44%  | 32%  | 8%   | 100%  |
| Street cleaning  | 21%       | 43%  | 28%  | 7%   | 100%  |
| Street lighting  | 21%       | 53%  | 20%  | 6%   | 100%  |
| Sidewalk maintenance   | 20%       | 53%  | 24%  | 3%   | 100%  |
| Traffic signal timing  | 20%       | 43%  | 27%  | 10%  | 100%  |
| Bus or transit services  | 20%       | 50%  | 23%  | 7%   | 100%  |
| Garbage collection   | 31%       | 49%  | 13%  | 7%   | 100%  |
| Recycling  | 31%       | 47%  | 11%  | 11%  | 100%  |
| Yard waste pick-up   | 17%       | 32%  | 31%  | 20%  | 100%  |
| Storm drainage   | 18%       | 40%  | 28%  | 14%  | 100%  |
| Drinking water   | 21%       | 45%  | 26%  | 8%   | 100%  |
| Sewer services   | 24%       | 53%  | 21%  | 2%   | 100%  |
| City parks   | 38%       | 50%  | 11%  | 1%   | 100%  |
| Recreation programs or classes   | 18%       | 64%  | 14%  | 4%   | 100%  |
| Recreation centers or facilities   | 19%       | 59%  | 21%  | 1%   | 100%  |
| Land use, planning and zoning  | 12%       | 56%  | 21%  | 11%  | 100%  |
| Code enforcement (weeds, abandoned buildings, etc.)  | 11%       | 46%  | 31%  | 12%  | 100%  |
| Animal control   | 16%       | 41%  | 31%  | 12%  | 100%  |
| Economic development   | 22%       | 51%  | 21%  | 5%   | 100%  |
| Health services  | 18%       | 53%  | 22%  | 6%   | 100%  |
| Services to seniors  | 22%       | 55%  | 21%  | 2%   | 100%  |
| Services to youth  | 14%       | 57%  | 26%  | 3%   | 100%  |
| Services to low-income people  | 17%       | 47%  | 23%  | 13%  | 100%  |
| Public library services  | 30%       | 52%  | 17%  | 2%   | 100%  |
| Public information services  | 18%       | 58%  | 24%  | 1%   | 100%  |
| Public schools   | 29%       | 44%  | 23%  | 3%   | 100%  |
| Cable television   | 14%       | 48%  | 29%  | 9%   | 100%  |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 27%       | 54%  | 17%  | 1%   | 100%  |
| Preservation of natural areas such as open space, farmlands and greenbelts                                       | 19%       | 43%  | 31%  | 6%   | 100%  |

| Question 14: Government Services Overall   |           |      |      |      |       |
|--|-----------|------|------|------|-------|
| Overall, how would you rate the quality of the services provided by each of the following? | Excellent | Good | Fair | Poor | Total |
| The City of McAllen  | 29%       | 57%  | 12%  | 2%   | 100%  |
| The Federal Government   | 14%       | 47%  | 31%  | 8%   | 100%  |
| The State Government   | 11%       | 55%  | 26%  | 7%   | 100%  |
| Hidalgo County Government  | 16%       | 55%  | 21%  | 8%   | 100%  |

| Question 15: Recommendation and Longevity                                   |             |                 |                   |               |       |
|---|-------------|-----------------|-------------------|---------------|-------|
| Please indicate how likely or unlikely you are to do each of the following: | Very likely | Somewhat likely | Somewhat unlikely | Very unlikely | Total |
| Recommend living in McAllen to someone who asks                             | 59%         | 37%             | 1%                | 3%            | 100%  |
| Remain in McAllen for the next five years                                   | 75%         | 22%             | 3%                | 1%            | 100%  |

| Question 16: Impact of the Economy   |                        |
|--|------------------------|
| 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: | Percent of respondents |
| Very positive  | 13%                    |
| Somewhat positive  | 26%                    |
| Neutral  | 31%                    |
| Somewhat negative  | 24%                    |
| Very negative  | 6%                     |
| Total  | 100%                   |

| Question 17: Contact with Fire Department  |     |     |
|--|-----|-----|
| Have you had any in-person or phone contact with an employee of the City of McAllen Fire Department within the last 12 months? | No  | Yes |
| Have you had any in-person or phone contact with an employee of the City of McAllen Fire Department within the last 12 months? | 89% | 11% |

| Question 18: Ratings of Contact with Fire Department   |           |      |      |      |
|--|-----------|------|------|------|
| What was your overall impression of your most recent contact with the City of McAllen Fire Department? | Excellent | Good | Fair | Poor |
| What was your overall impression of your most recent contact with the City of McAllen Fire Department? | 78%       | 18%  | 4%   | 0%   |

| Question 19: Contact with City Employees   |                        |
|--|------------------------|
| Have you had any in-person or phone contact with an employee of the City of McAllen within the last 12 months (including police, receptionists, planners or any others)? | Percent of respondents |
| No   | 56%                    |
| Yes  | 44%                    |
| Total  | 100%                   |

| Question 20: City Employees   |           |      |      |      |       |
|---|-----------|------|------|------|-------|
| What was your impression of the employee(s) of the City of McAllen in your most recent contact? | Excellent | Good | Fair | Poor | Total |
| Knowledge   | 33%       | 43%  | 16%  | 8%   | 100%  |
| Responsiveness  | 32%       | 50%  | 13%  | 5%   | 100%  |
| Courtesy  | 43%       | 39%  | 8%   | 10%  | 100%  |
| Overall impression  | 43%       | 40%  | 8%   | 9%   | 100%  |

| Question 21: Government Performance                                     |           |      |      |      |       |
|---|-----------|------|------|------|-------|
| Please rate the following categories of McAllen government performance: | Excellent | Good | Fair | Poor | Total |
| The value of services for the taxes paid to McAllen                     | 14%       | 56%  | 28%  | 3%   | 100%  |
| The overall direction that McAllen is taking                            | 24%       | 54%  | 18%  | 5%   | 100%  |
| The job McAllen government does at welcoming citizen involvement        | 15%       | 56%  | 24%  | 5%   | 100%  |

| Question 22a: Custom Question 1   |                        |
|---|------------------------|
| Which of the following resources, if any, do you prefer to get news about the City of McAllen? Please check all that apply: | Percent of respondents |
| City of McAllen Web site  | 48%                    |
| Communications through Twitter or Facebook  | 17%                    |
| None of these   | 4%                     |
| Local television news   | 77%                    |
| MCN (Cable channel 12)  | 25%                    |
| The Monitor   | 59%                    |
| Other local newspapers  | 16%                    |
| Public meetings   | 13%                    |
| Communications in water bill  | 41%                    |
| Email news releases/notifications   | 23%                    |
| Word of mouth   | 22%                    |
| Total may exceed 100% as respondents could select more than one option  |                        |

| Question 22b: Custom Question 2   |                        |
|---|------------------------|
| If the City's revenues remain the same and Police and/or Fire unions ask for a pay increase, which one of the following actions would you prefer the City take? (Please select only one option) | Percent of respondents |
| Deny the pay increase   | 39%                    |
| Approve the pay increase by cutting back on other services  | 48%                    |
| Approve the pay increase by raising property taxes  | 13%                    |
| Total   | 100%                   |

| Question 22c: Custom Question 3   |                        |
|---|------------------------|
| The City of McAllen is considering options for recreation facilities in the city. Tentative plans for a sports complex include tennis courts, soccer fields, baseball fields and amenities costing approximately \$35 million to construct and approximately \$600,000 per year to maintain. To what extent do you support or oppose this potential sports complex? | Percent of respondents |
| Strongly support  | 37%                    |
| Somewhat support  | 30%                    |
| Somewhat oppose   | 12%                    |
| Strongly oppose   | 21%                    |
| Total   | 100%                   |

| Question 22d: Custom Question 4   |                        |
|---|------------------------|
| To what extent do you support or oppose a tax increase to pay for construction and maintenance of a new sports complex? | Percent of respondents |
| Strongly support  | 18%                    |
| Somewhat support  | 30%                    |
| Somewhat oppose   | 16%                    |
| Strongly oppose   | 36%                    |
| Total   | 100%                   |

| Question D1: Employment Status      |                        |
|-------------------------------------|------------------------|
| Are you currently employed for pay? | Percent of respondents |
| No                                  | 36%                    |
| Yes, full-time                      | 57%                    |
| Yes, part-time                      | 7%                     |
| Total                               | 100%                   |

| Question D2: Mode of Transportation Used for Commute   |                           |
|--|---------------------------|
| During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below? | Percent of days mode used |
| Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself  | 76%                       |
| Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other children or adults  | 17%                       |
| Bus, rail, subway or other public transportation   | 1%                        |
| Walk   | 2%                        |
| Bicycle  | 0%                        |
| Work at home   | 3%                        |
| Other  | 0%                        |

| Question D3: Length of Residency          |                        |
|---|------------------------|
| How many years have you lived in McAllen? | Percent of respondents |
| Less than 2 years                         | 9%                     |
| 2 to 5 years                              | 10%                    |
| 6 to 10 years                             | 13%                    |
| 11 to 20 years                            | 17%                    |
| More than 20 years                        | 50%                    |
| Total                                     | 100%                   |

| Question D4: Housing Unit Type                                    |                        |
|---|------------------------|
| Which best describes the building you live in?                    | Percent of respondents |
| One family house detached from any other houses                   | 70%                    |
| House attached to one or more houses (e.g., a duplex or townhome) | 1%                     |
| Building with two or more apartments or condominiums              | 24%                    |
| Mobile home   | 4%                     |
| Other   | 1%                     |
| Total   | 100%                   |

| Question D5: Housing Tenure (Rent/Own)                                  |                        |
|---|------------------------|
| Is this house, apartment or mobile home...                              | Percent of respondents |
| Rented for cash or occupied without cash payment                        | 37%                    |
| Owned by you or someone in this house with a mortgage or free and clear | 63%                    |
| Total   | 100%                   |

| Question D6: Monthly Housing Cost  |                        |
|--|------------------------|
| About how much is the total monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)? | Percent of respondents |
| Less than \$300 per month  | 12%                    |
| \$300 to \$599 per month   | 32%                    |
| \$600 to \$999 per month   | 29%                    |
| \$1,000 to \$1,499 per month   | 14%                    |
| \$1,500 to \$2,499 per month   | 10%                    |
| \$2,500 or more per month  | 3%                     |
| Total  | 100%                   |

| Question D7: Presence of Children in Household      |                        |
|---|------------------------|
| Do any children 17 or under live in your household? | Percent of respondents |
| No  | 57%                    |
| Yes   | 43%                    |
| Total   | 100%                   |

| Question D8: Presence of Older Adults in Household               |                        |
|--|------------------------|
| Are you or any other members of your household aged 65 or older? | Percent of respondents |
| No   | 80%                    |
| Yes  | 20%                    |
| Total  | 100%                   |

| Question D9: Household Income  |                        |
|--|------------------------|
| How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.) | Percent of respondents |
| Less than \$24,999   | 37%                    |
| \$25,000 to \$49,999   | 26%                    |
| \$50,000 to \$99,999   | 22%                    |
| \$100,000 to \$149,000   | 13%                    |
| \$150,000 or more  | 3%                     |
| Total  | 100%                   |

| Question D10: Ethnicity                                  |                        |
|--|------------------------|
| Are you Spanish, Hispanic or Latino?                     | Percent of respondents |
| No, not Spanish, Hispanic or Latino                      | 20%                    |
| Yes, I consider myself to be Spanish, Hispanic or Latino | 80%                    |
| Total  | 100%                   |



| Question D11: Race  |                        |
|---|------------------------|
| What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.) | Percent of respondents |
| American Indian or Alaskan Native   | 1%                     |
| Asian, Asian Indian or Pacific Islander   | 3%                     |
| Black or African American   | 1%                     |
| White   | 78%                    |
| Other   | 21%                    |
| Total may exceed 100% as respondents could select more than one option                            |                        |

| Question D12: Age              |                        |
|--------------------------------|------------------------|
| In which category is your age? | Percent of respondents |
| 18 to 24 years                 | 4%                     |
| 25 to 34 years                 | 30%                    |
| 35 to 44 years                 | 16%                    |
| 45 to 54 years                 | 21%                    |
| 55 to 64 years                 | 14%                    |
| 65 to 74 years                 | 7%                     |
| 75 years or older              | 8%                     |
| Total                          | 100%                   |

| Question D13: Gender |                        |
|----------------------|------------------------|
| What is your sex?    | Percent of respondents |
| Female               | 52%                    |
| Male                 | 48%                    |
| Total                | 100%                   |

| Question D14: Registered to Vote                 |                        |
|--|------------------------|
| Are you registered to vote in your jurisdiction? | Percent of respondents |
| No   | 29%                    |
| Yes  | 68%                    |
| Ineligible to vote                               | 4%                     |
| Total  | 100%                   |

| Question D15: Voted in Last General Election   |                        |
|--|------------------------|
| Many people don't have time to vote in elections. Did you vote in the last general election? | Percent of respondents |
| No   | 42%                    |
| Yes  | 47%                    |
| Ineligible to vote   | 11%                    |
| Total  | 100%                   |

| Question D16: Has Cell Phone |                        |
|------------------------------|------------------------|
| Do you have a cell phone?    | Percent of respondents |
| No                           | 12%                    |
| Yes                          | 88%                    |
| Total                        | 100%                   |

| Question D17: Has Land Line      |                        |
|----------------------------------|------------------------|
| Do you have a land line at home? | Percent of respondents |
| No                               | 44%                    |
| Yes                              | 56%                    |
| Total                            | 100%                   |

| Question D18: Primary Phone   |                        |
|---|------------------------|
| If you have both a cell phone and a land line, which do you consider your primary telephone number? | Percent of respondents |
| Cell  | 42%                    |
| Land line   | 21%                    |
| Both  | 36%                    |
| Total   | 100%                   |

### FREQUENCIES INCLUDING “DON’T KNOW” RESPONSES

These tables contain the percentage of respondents for each response category as well as the “n” or total number of respondents for each category, next to the percentage.

| Question 1: Quality of Life  |           |     |      |     |      |    |      |   |            |    |       |     |
|--|-----------|-----|------|-----|------|----|------|---|------------|----|-------|-----|
| Please rate each of the following aspects of quality of life in McAllen: | Excellent |     | Good |     | Fair |    | Poor |   | Don't know |    | Total |     |
| McAllen as a place to live   | 49%       | 110 | 45%  | 102 | 6%   | 13 | 0%   | 1 | 0%         | 0  | 100%  | 225 |
| Your neighborhood as a place to live                                     | 30%       | 68  | 54%  | 120 | 16%  | 35 | 0%   | 1 | 0%         | 0  | 100%  | 224 |
| McAllen as a place to raise children                                     | 36%       | 80  | 48%  | 107 | 11%  | 25 | 2%   | 3 | 4%         | 8  | 100%  | 224 |
| McAllen as a place to work   | 32%       | 71  | 39%  | 88  | 20%  | 44 | 4%   | 8 | 6%         | 14 | 100%  | 225 |
| McAllen as a place to retire   | 42%       | 95  | 32%  | 72  | 16%  | 35 | 4%   | 9 | 6%         | 14 | 100%  | 225 |
| The overall quality of life in McAllen                                   | 37%       | 82  | 51%  | 114 | 12%  | 27 | 0%   | 1 | 0%         | 0  | 100%  | 224 |

| Question 2: Community Characteristics   |           |    |      |     |      |    |      |    |            |    |       |     |
|---|-----------|----|------|-----|------|----|------|----|------------|----|-------|-----|
| Please rate each of the following characteristics as they relate to McAllen as a whole: | Excellent |    | Good |     | Fair |    | Poor |    | Don't know |    | Total |     |
| Sense of community  | 15%       | 32 | 52%  | 115 | 30%  | 65 | 2%   | 5  | 1%         | 3  | 100%  | 220 |
| Openness and acceptance of the community towards people of diverse backgrounds          | 22%       | 48 | 57%  | 125 | 15%  | 34 | 4%   | 8  | 3%         | 6  | 100%  | 222 |
| Overall appearance of McAllen   | 23%       | 51 | 60%  | 133 | 16%  | 35 | 1%   | 2  | 0%         | 0  | 100%  | 221 |
| Cleanliness of McAllen  | 24%       | 52 | 50%  | 107 | 24%  | 51 | 3%   | 6  | 0%         | 0  | 100%  | 216 |
| Overall quality of new development in McAllen   | 35%       | 78 | 45%  | 101 | 16%  | 35 | 1%   | 2  | 3%         | 7  | 100%  | 223 |
| Variety of housing options  | 19%       | 43 | 43%  | 97  | 30%  | 66 | 2%   | 4  | 6%         | 13 | 100%  | 223 |
| Overall quality of business and service establishments in McAllen                       | 27%       | 60 | 53%  | 119 | 16%  | 36 | 3%   | 7  | 0%         | 0  | 100%  | 223 |
| Shopping opportunities  | 38%       | 85 | 47%  | 105 | 15%  | 33 | 1%   | 1  | 0%         | 0  | 100%  | 225 |
| Opportunities to attend cultural activities   | 20%       | 45 | 34%  | 75  | 32%  | 70 | 12%  | 26 | 2%         | 5  | 100%  | 220 |
| Recreational opportunities  | 18%       | 40 | 34%  | 75  | 36%  | 80 | 9%   | 21 | 3%         | 7  | 100%  | 223 |
| Employment opportunities  | 10%       | 22 | 33%  | 72  | 33%  | 71 | 17%  | 38 | 7%         | 16 | 100%  | 218 |
| Educational opportunities   | 22%       | 50 | 40%  | 90  | 28%  | 62 | 4%   | 9  | 5%         | 12 | 100%  | 223 |
| Opportunities to participate in social events and activities                            | 15%       | 34 | 47%  | 104 | 28%  | 62 | 6%   | 14 | 4%         | 9  | 100%  | 223 |

| Question 2: Community Characteristics   |           |    |      |     |      |    |      |    |            |    |       |     |
|---|-----------|----|------|-----|------|----|------|----|------------|----|-------|-----|
| Please rate each of the following characteristics as they relate to McAllen as a whole: | Excellent |    | Good |     | Fair |    | Poor |    | Don't know |    | Total |     |
| Opportunities to participate in religious or spiritual events and activities            | 19%       | 44 | 51%  | 115 | 18%  | 41 | 5%   | 10 | 7%         | 16 | 100%  | 225 |
| Opportunities to volunteer  | 22%       | 49 | 47%  | 105 | 22%  | 48 | 2%   | 5  | 7%         | 15 | 100%  | 222 |
| Opportunities to participate in community matters                                       | 20%       | 45 | 43%  | 96  | 23%  | 50 | 7%   | 16 | 7%         | 15 | 100%  | 221 |
| Ease of car travel in McAllen   | 22%       | 48 | 49%  | 107 | 23%  | 50 | 7%   | 15 | 0%         | 0  | 100%  | 220 |
| Ease of bus travel in McAllen   | 14%       | 31 | 29%  | 64  | 18%  | 40 | 14%  | 30 | 25%        | 55 | 100%  | 220 |
| Ease of bicycle travel in McAllen   | 11%       | 24 | 31%  | 68  | 29%  | 65 | 13%  | 28 | 17%        | 37 | 100%  | 222 |
| Ease of walking in McAllen  | 20%       | 44 | 35%  | 78  | 27%  | 60 | 12%  | 27 | 6%         | 14 | 100%  | 223 |
| Availability of paths and walking trails  | 24%       | 53 | 39%  | 86  | 24%  | 52 | 9%   | 21 | 4%         | 8  | 100%  | 220 |
| Traffic flow on major streets   | 13%       | 28 | 33%  | 73  | 35%  | 78 | 20%  | 44 | 0%         | 0  | 100%  | 224 |
| Amount of public parking  | 17%       | 37 | 30%  | 66  | 35%  | 79 | 14%  | 30 | 4%         | 10 | 100%  | 222 |
| Availability of affordable quality housing  | 14%       | 33 | 38%  | 86  | 30%  | 68 | 6%   | 14 | 11%        | 24 | 100%  | 224 |
| Availability of affordable quality child care   | 8%        | 18 | 28%  | 62  | 27%  | 58 | 6%   | 14 | 31%        | 67 | 100%  | 219 |
| Availability of affordable quality health care  | 13%       | 29 | 32%  | 70  | 33%  | 73 | 10%  | 21 | 12%        | 26 | 100%  | 220 |
| Availability of affordable quality food   | 29%       | 65 | 39%  | 89  | 23%  | 51 | 5%   | 11 | 5%         | 10 | 100%  | 226 |
| Availability of preventive health services  | 12%       | 27 | 42%  | 95  | 27%  | 60 | 5%   | 12 | 13%        | 30 | 100%  | 224 |
| Air quality   | 26%       | 57 | 41%  | 91  | 24%  | 53 | 4%   | 8  | 5%         | 11 | 100%  | 221 |
| Quality of overall natural environment in McAllen                                       | 23%       | 52 | 43%  | 96  | 26%  | 59 | 3%   | 6  | 5%         | 11 | 100%  | 224 |
| Overall image or reputation of McAllen  | 29%       | 65 | 45%  | 102 | 20%  | 45 | 1%   | 3  | 4%         | 10 | 100%  | 225 |

| Question 3: Growth  |               |    |                   |    |              |     |                   |     |               |    |            |    |       |     |
|---|---------------|----|-------------------|----|--------------|-----|-------------------|-----|---------------|----|------------|----|-------|-----|
| Please rate the speed of growth in the following categories in McAllen over the past 2 years: | Much too slow |    | Somewhat too slow |    | Right amount |     | Somewhat too fast |     | Much too fast |    | Don't know |    | Total |     |
|   |               |    |                   |    |              |     |                   |     |               |    |            |    |       |     |
| Population growth   | 1%            | 2  | 2%                | 6  | 25%          | 57  | 46%               | 104 | 18%           | 41 | 8%         | 17 | 100%  | 226 |
| Retail growth (stores, restaurants, etc.)   | 1%            | 2  | 7%                | 16 | 48%          | 109 | 24%               | 55  | 17%           | 38 | 2%         | 5  | 100%  | 225 |
| Jobs growth   | 14%           | 31 | 38%               | 85 | 28%          | 63  | 5%                | 12  | 2%            | 3  | 14%        | 31 | 100%  | 225 |

| Question 4: Code Enforcement   |                        |       |
|--|------------------------|-------|
| To what degree, if at all, are run down buildings, weedy lots or junk vehicles a problem in McAllen? | Percent of respondents | Count |
| Not a problem  | 9%                     | 19    |
| Minor problem  | 33%                    | 73    |
| Moderate problem   | 35%                    | 77    |
| Major problem  | 10%                    | 22    |
| Don't know   | 13%                    | 29    |
| Total  | 100%                   | 220   |

| Question 5: Community Safety   |           |    |               |     |                         |    |                 |    |             |    |            |    |          |
|--|-----------|----|---------------|-----|-------------------------|----|-----------------|----|-------------|----|------------|----|----------|
| Please rate how safe or unsafe you feel from the following in McAllen: | Very safe |    | Somewhat safe |     | Neither safe nor unsafe |    | Somewhat unsafe |    | Very unsafe |    | Don't know |    | Total    |
| Violent crime (e.g., rape, assault, robbery)                           | 18%       | 40 | 49%           | 110 | 17%                     | 39 | 13%             | 30 | 2%          | 5  | 0%         | 1  | 100% 226 |
| Property crimes (e.g., burglary, theft)                                | 12%       | 27 | 43%           | 97  | 17%                     | 39 | 19%             | 44 | 8%          | 19 | 0%         | 1  | 100% 226 |
| Environmental hazards, including toxic waste                           | 34%       | 77 | 33%           | 74  | 18%                     | 40 | 3%              | 6  | 1%          | 3  | 11%        | 24 | 100% 225 |

| Question 6: Personal Safety               |           |     |               |     |                         |    |                 |    |             |    |            |    |          |
|---|-----------|-----|---------------|-----|-------------------------|----|-----------------|----|-------------|----|------------|----|----------|
| Please rate how safe or unsafe you feel:  | Very safe |     | Somewhat safe |     | Neither safe nor unsafe |    | Somewhat unsafe |    | Very unsafe |    | Don't know |    | Total    |
| In your neighborhood during the day       | 57%       | 126 | 33%           | 73  | 6%                      | 14 | 4%              | 9  | 0%          | 0  | 0%         | 0  | 100% 223 |
| In your neighborhood after dark           | 32%       | 73  | 44%           | 99  | 12%                     | 28 | 8%              | 18 | 2%          | 4  | 2%         | 4  | 100% 227 |
| In McAllen's downtown area during the day | 35%       | 78  | 45%           | 100 | 10%                     | 22 | 3%              | 6  | 3%          | 7  | 5%         | 10 | 100% 224 |
| In McAllen's downtown area after dark     | 10%       | 22  | 26%           | 58  | 21%                     | 48 | 21%             | 46 | 13%         | 28 | 9%         | 21 | 100% 225 |

| Question 7: Contact with Police Department   |  |  |  |  |     |     |     |    |            |
|--|--|--|--|--|-----|-----|-----|----|------------|
| Have you had any in-person or phone contact with an employee of the City of McAllen Police Department within the last 12 months? |  |  |  |  | No  |     | Yes |    | Don't know |
| Have you had any in-person or phone contact with an employee of the City of McAllen Police Department within the last 12 months? |  |  |  |  | 54% | 121 | 43% | 96 | 3%         |
|  |  |  |  |  |     |     |     |    | 7          |
|  |  |  |  |  |     |     |     |    | 100%       |
|  |  |  |  |  |     |     |     |    | 224        |

| Question 8: Ratings of Contact with Police Department  |  |  |  |  |           |    |      |    |      |    |      |   |            |
|--|--|--|--|--|-----------|----|------|----|------|----|------|---|------------|
| What was your overall impression of your most recent contact with the City of McAllen Police Department? |  |  |  |  | Excellent |    | Good |    | Fair |    | Poor |   | Don't know |
| What was your overall impression of your most recent contact with the City of McAllen Police Department? |  |  |  |  | 51%       | 49 | 23%  | 22 | 24%  | 23 | 2%   | 2 | 0%         |
|  |  |  |  |  |           |    |      |    |      |    |      |   | 0          |
|  |  |  |  |  |           |    |      |    |      |    |      |   | 100%       |
|  |  |  |  |  |           |    |      |    |      |    |      |   | 96         |

| Question 9: Crime Victim   |  |       |
|--|--|-------|
| During the past 12 months, were you or anyone in your household the victim of any crime? |  | Count |
| No   |  | 197   |
| Yes  |  | 26    |
| Don't know   |  | 0     |
| Total  |  | 224   |

| Question 10: Crime Reporting                                  |  |       |
|---|--|-------|
| If yes, was this crime (these crimes) reported to the police? |  | Count |
| No  |  | 3     |
| Yes   |  | 23    |
| Don't know  |  | 0     |
| Total   |  | 26    |

| Question 11: Resident Behaviors  |       |     |               |    |               |    |                |    |                    |     |       |     |
|--|-------|-----|---------------|----|---------------|----|----------------|----|--------------------|-----|-------|-----|
| In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in McAllen? | Never |     | Once or twice |    | 3 to 12 times |    | 13 to 26 times |    | More than 26 times |     | Total |     |
| Used McAllen public libraries or their services  | 32%   | 73  | 33%           | 74 | 18%           | 40 | 12%            | 26 | 5%                 | 11  | 100%  | 225 |
| Used McAllen recreation centers  | 31%   | 68  | 31%           | 70 | 22%           | 49 | 10%            | 22 | 6%                 | 13  | 100%  | 222 |
| Participated in a recreation program or activity   | 56%   | 124 | 27%           | 59 | 5%            | 10 | 9%             | 19 | 4%                 | 8   | 100%  | 221 |
| Visited a neighborhood park or City park   | 8%    | 19  | 32%           | 72 | 26%           | 58 | 20%            | 45 | 13%                | 30  | 100%  | 223 |
| Ridden a local bus within McAllen  | 83%   | 185 | 12%           | 27 | 3%            | 7  | 0%             | 1  | 1%                 | 3   | 100%  | 223 |
| Attended a meeting of local elected officials or other local public meeting  | 78%   | 174 | 16%           | 37 | 6%            | 13 | 0%             | 0  | 0%                 | 0   | 100%  | 224 |
| Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media           | 55%   | 123 | 21%           | 48 | 16%           | 37 | 6%             | 14 | 2%                 | 4   | 100%  | 225 |
| Visited the City of McAllen Web site (at www.mcallen.net)  | 42%   | 87  | 29%           | 60 | 16%           | 34 | 6%             | 12 | 7%                 | 15  | 100%  | 208 |
| Recycled used paper, cans or bottles from your home  | 13%   | 28  | 11%           | 25 | 14%           | 30 | 15%            | 34 | 47%                | 102 | 100%  | 219 |
| Volunteered your time to some group or activity in McAllen   | 56%   | 124 | 21%           | 46 | 11%           | 25 | 6%             | 13 | 7%                 | 15  | 100%  | 222 |
| Participated in religious or spiritual activities in McAllen   | 40%   | 88  | 19%           | 41 | 9%            | 20 | 8%             | 17 | 24%                | 54  | 100%  | 221 |
| Participated in a club or civic group in McAllen   | 68%   | 152 | 13%           | 30 | 11%           | 25 | 3%             | 7  | 5%                 | 10  | 100%  | 224 |
| Provided help to a friend or neighbor  | 5%    | 11  | 28%           | 62 | 42%           | 94 | 9%             | 21 | 16%                | 36  | 100%  | 224 |

| Question 12: Neighborliness   |                        |       |
|---|------------------------|-------|
| About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)? | Percent of respondents | Count |
| Just about everyday   | 22%                    | 48    |
| Several times a week  | 33%                    | 74    |
| Several times a month   | 17%                    | 38    |
| Less than several times a month   | 28%                    | 63    |
| Total   | 100%                   | 223   |

| Question 13: Service Quality  |           |    |      |     |      |    |      |    |            |    |       |     |
|---|-----------|----|------|-----|------|----|------|----|------------|----|-------|-----|
| Please rate the quality of each of the following services in McAllen: | Excellent |    | Good |     | Fair |    | Poor |    | Don't know |    | Total |     |
| Police services   | 28%       | 63 | 53%  | 116 | 10%  | 22 | 6%   | 12 | 4%         | 8  | 100%  | 222 |
| Fire services   | 38%       | 85 | 44%  | 97  | 7%   | 16 | 0%   | 0  | 11%        | 25 | 100%  | 223 |
| Crime prevention  | 17%       | 39 | 46%  | 101 | 14%  | 31 | 5%   | 10 | 18%        | 41 | 100%  | 222 |
| Fire prevention and education   | 19%       | 43 | 41%  | 91  | 14%  | 30 | 1%   | 2  | 25%        | 56 | 100%  | 222 |
| Municipal courts  | 17%       | 37 | 37%  | 83  | 15%  | 33 | 1%   | 2  | 30%        | 66 | 100%  | 222 |
| Traffic enforcement   | 13%       | 29 | 49%  | 109 | 22%  | 48 | 7%   | 15 | 9%         | 21 | 100%  | 222 |
| Street repair   | 15%       | 32 | 44%  | 95  | 32%  | 70 | 8%   | 18 | 1%         | 3  | 100%  | 217 |
| Street cleaning   | 21%       | 47 | 43%  | 94  | 28%  | 62 | 7%   | 15 | 2%         | 4  | 100%  | 221 |
| Street lighting   | 21%       | 46 | 52%  | 116 | 20%  | 45 | 6%   | 13 | 1%         | 2  | 100%  | 222 |
| Sidewalk maintenance  | 19%       | 43 | 51%  | 113 | 22%  | 50 | 3%   | 6  | 4%         | 10 | 100%  | 221 |
| Traffic signal timing   | 20%       | 43 | 42%  | 93  | 27%  | 59 | 10%  | 22 | 2%         | 4  | 100%  | 220 |
| Bus or transit services   | 12%       | 27 | 32%  | 69  | 15%  | 32 | 5%   | 10 | 36%        | 79 | 100%  | 217 |
| Garbage collection  | 31%       | 69 | 48%  | 107 | 13%  | 29 | 7%   | 15 | 1%         | 3  | 100%  | 222 |
| Recycling   | 29%       | 65 | 45%  | 101 | 11%  | 25 | 10%  | 23 | 5%         | 10 | 100%  | 224 |
| Yard waste pick-up  | 15%       | 34 | 28%  | 63  | 27%  | 61 | 18%  | 40 | 11%        | 24 | 100%  | 222 |
| Storm drainage  | 16%       | 36 | 37%  | 82  | 26%  | 58 | 13%  | 29 | 8%         | 17 | 100%  | 222 |
| Drinking water  | 20%       | 44 | 44%  | 97  | 26%  | 57 | 8%   | 18 | 3%         | 6  | 100%  | 222 |
| Sewer services  | 21%       | 46 | 46%  | 101 | 18%  | 40 | 2%   | 4  | 13%        | 30 | 100%  | 220 |
| City parks  | 37%       | 82 | 49%  | 108 | 10%  | 23 | 1%   | 2  | 3%         | 7  | 100%  | 222 |
| Recreation programs or classes  | 12%       | 28 | 45%  | 99  | 10%  | 22 | 3%   | 6  | 30%        | 67 | 100%  | 222 |
| Recreation centers or facilities                                      | 14%       | 32 | 44%  | 97  | 16%  | 35 | 1%   | 1  | 25%        | 56 | 100%  | 221 |
| Land use, planning and zoning   | 9%        | 20 | 43%  | 94  | 16%  | 35 | 9%   | 19 | 23%        | 50 | 100%  | 218 |
| Code enforcement (weeds, abandoned buildings, etc.)                   | 10%       | 22 | 42%  | 91  | 28%  | 61 | 11%  | 24 | 9%         | 19 | 100%  | 217 |
| Animal control  | 15%       | 34 | 39%  | 86  | 29%  | 65 | 11%  | 24 | 6%         | 14 | 100%  | 222 |
| Economic development  | 19%       | 41 | 43%  | 97  | 18%  | 40 | 5%   | 10 | 15%        | 34 | 100%  | 223 |
| Health services   | 16%       | 35 | 46%  | 102 | 19%  | 42 | 5%   | 12 | 13%        | 30 | 100%  | 220 |



| Question 13: Service Quality   |           |    |      |     |      |    |      |    |            |    |       |     |
|--|-----------|----|------|-----|------|----|------|----|------------|----|-------|-----|
| Please rate the quality of each of the following services in McAllen:  | Excellent |    | Good |     | Fair |    | Poor |    | Don't know |    | Total |     |
| Services to seniors  | 14%       | 31 | 35%  | 78  | 14%  | 30 | 1%   | 3  | 36%        | 79 | 100%  | 222 |
| Services to youth  | 10%       | 23 | 43%  | 94  | 19%  | 42 | 3%   | 6  | 25%        | 56 | 100%  | 221 |
| Services to low-income people  | 12%       | 27 | 33%  | 73  | 16%  | 35 | 9%   | 20 | 30%        | 67 | 100%  | 222 |
| Public library services  | 26%       | 59 | 46%  | 102 | 15%  | 34 | 1%   | 3  | 11%        | 23 | 100%  | 222 |
| Public information services  | 15%       | 32 | 49%  | 105 | 20%  | 44 | 1%   | 1  | 15%        | 33 | 100%  | 215 |
| Public schools   | 27%       | 59 | 40%  | 88  | 21%  | 46 | 3%   | 7  | 9%         | 21 | 100%  | 220 |
| Cable television   | 13%       | 28 | 43%  | 95  | 26%  | 57 | 8%   | 17 | 10%        | 23 | 100%  | 220 |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 25%       | 54 | 49%  | 108 | 16%  | 35 | 1%   | 2  | 10%        | 22 | 100%  | 221 |
| Preservation of natural areas such as open space, farmlands and greenbelts                                       | 15%       | 31 | 34%  | 68  | 25%  | 50 | 5%   | 10 | 21%        | 43 | 100%  | 201 |

| Question 14: Government Services Overall   |           |    |      |     |      |    |      |    |            |    |       |     |
|--|-----------|----|------|-----|------|----|------|----|------------|----|-------|-----|
| Overall, how would you rate the quality of the services provided by each of the following? | Excellent |    | Good |     | Fair |    | Poor |    | Don't know |    | Total |     |
| The City of McAllen  | 29%       | 64 | 56%  | 125 | 11%  | 25 | 2%   | 5  | 2%         | 4  | 100%  | 224 |
| The Federal Government   | 13%       | 30 | 43%  | 96  | 29%  | 64 | 7%   | 16 | 8%         | 19 | 100%  | 224 |
| The State Government   | 10%       | 23 | 50%  | 112 | 23%  | 52 | 7%   | 15 | 10%        | 23 | 100%  | 224 |
| Hidalgo County Government  | 15%       | 33 | 50%  | 112 | 19%  | 42 | 7%   | 17 | 9%         | 21 | 100%  | 224 |

| Question 15: Recommendation and Longevity                                   |             |     |                 |    |                   |   |               |   |            |    |       |     |
|---|-------------|-----|-----------------|----|-------------------|---|---------------|---|------------|----|-------|-----|
| Please indicate how likely or unlikely you are to do each of the following: | Very likely |     | Somewhat likely |    | Somewhat unlikely |   | Very unlikely |   | Don't know |    | Total |     |
| Recommend living in McAllen to someone who asks                             | 58%         | 130 | 36%             | 82 | 1%                | 3 | 3%            | 7 | 1%         | 3  | 100%  | 224 |
| Remain in McAllen for the next five years                                   | 71%         | 160 | 21%             | 46 | 3%                | 6 | 1%            | 2 | 4%         | 10 | 100%  | 224 |

| Question 16: Impact of the Economy   |                        |       |
|--|------------------------|-------|
| 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: | Percent of respondents | Count |
| Very positive  | 13%                    | 29    |
| Somewhat positive  | 26%                    | 56    |
| Neutral  | 31%                    | 67    |
| Somewhat negative  | 24%                    | 52    |
| Very negative  | 6%                     | 14    |
| Total  | 100%                   | 217   |

| Question 17: Contact with Fire Department  |     |     |     |    |            |   |       |     |
|--|-----|-----|-----|----|------------|---|-------|-----|
| Have you had any in-person or phone contact with an employee of the City of McAllen Fire Department within the last 12 months? | No  |     | Yes |    | Don't know |   | Total |     |
| Have you had any in-person or phone contact with an employee of the City of McAllen Fire Department within the last 12 months? | 89% | 195 | 11% | 25 | 0%         | 0 | 100%  | 220 |

| Question 18: Ratings of Contact with Fire Department   |           |    |      |   |      |   |      |   |            |   |       |    |
|--|-----------|----|------|---|------|---|------|---|------------|---|-------|----|
| What was your overall impression of your most recent contact with the City of McAllen Fire Department? | Excellent |    | Good |   | Fair |   | Poor |   | Don't know |   | Total |    |
| What was your overall impression of your most recent contact with the City of McAllen Fire Department? | 78%       | 19 | 18%  | 4 | 4%   | 1 | 0%   | 0 | 0%         | 0 | 100%  | 25 |

| Question 19: Contact with City Employees   |                        |       |
|--|------------------------|-------|
| Have you had any in-person or phone contact with an employee of the City of McAllen within the last 12 months (including police, receptionists, planners or any others)? | Percent of respondents | Count |
| No   | 56%                    | 122   |
| Yes  | 44%                    | 94    |
| Total  | 100%                   | 216   |

| Question 20: City Employees   |           |    |      |    |      |    |      |   |            |   |       |    |
|---|-----------|----|------|----|------|----|------|---|------------|---|-------|----|
| What was your impression of the employee(s) of the City of McAllen in your most recent contact? | Excellent |    | Good |    | Fair |    | Poor |   | Don't know |   | Total |    |
| Knowledge   | 31%       | 28 | 41%  | 36 | 15%  | 13 | 8%   | 7 | 6%         | 5 | 100%  | 89 |
| Responsiveness  | 30%       | 28 | 48%  | 44 | 12%  | 11 | 5%   | 5 | 5%         | 5 | 100%  | 93 |
| Courtesy  | 41%       | 36 | 37%  | 33 | 8%   | 7  | 9%   | 8 | 6%         | 5 | 100%  | 89 |
| Overall impression  | 41%       | 39 | 38%  | 35 | 8%   | 7  | 8%   | 8 | 5%         | 5 | 100%  | 94 |

| Question 21: Government Performance                                     |           |    |      |     |      |    |      |    |            |    |       |     |
|---|-----------|----|------|-----|------|----|------|----|------------|----|-------|-----|
| Please rate the following categories of McAllen government performance: | Excellent |    | Good |     | Fair |    | Poor |    | Don't know |    | Total |     |
| The value of services for the taxes paid to McAllen                     | 13%       | 30 | 53%  | 119 | 26%  | 59 | 3%   | 6  | 4%         | 9  | 100%  | 224 |
| The overall direction that McAllen is taking                            | 23%       | 51 | 51%  | 114 | 17%  | 37 | 4%   | 10 | 6%         | 13 | 100%  | 225 |
| The job McAllen government does at welcoming citizen involvement        | 13%       | 29 | 47%  | 106 | 20%  | 45 | 4%   | 9  | 16%        | 36 | 100%  | 225 |

| Question 22a: Custom Question 1   |                        |       |
|---|------------------------|-------|
| Which of the following resources, if any, do you prefer to get news about the City of McAllen? Please check all that apply: | Percent of respondents | Count |
| City of McAllen Web site  | 48%                    | 105   |
| Communications through Twitter or Facebook  | 17%                    | 37    |
| None of these   | 4%                     | 9     |
| Local television news   | 77%                    | 168   |
| MCN (Cable channel 12)  | 25%                    | 56    |
| The Monitor   | 59%                    | 129   |
| Other local newspapers  | 16%                    | 35    |
| Public meetings   | 13%                    | 28    |
| Communications in water bill  | 41%                    | 89    |
| Email news releases/notifications   | 23%                    | 50    |
| Word of mouth   | 22%                    | 49    |
| Total may exceed 100% as respondents could select more than one option  |                        |       |

| Question 22b: Custom Question 2   |                        |       |
|---|------------------------|-------|
| If the City's revenues remain the same and Police and/or Fire unions ask for a pay increase, which one of the following actions would you prefer the City take? (Please select only one option) | Percent of respondents | Count |
| Deny the pay increase   | 26%                    | 57    |
| Approve the pay increase by cutting back on other services  | 32%                    | 70    |
| Approve the pay increase by raising property taxes  | 8%                     | 18    |
| Don't know  | 34%                    | 74    |
| Total   | 100%                   | 219   |

| Question 22c: Custom Question 3   |                        |       |
|---|------------------------|-------|
| The City of McAllen is considering options for recreation facilities in the city. Tentative plans for a sports complex include tennis courts, soccer fields, baseball fields and amenities costing approximately \$35 million to construct and approximately \$600,000 per year to maintain. To what extent do you support or oppose this potential sports complex? | Percent of respondents | Count |
| Strongly support  | 34%                    | 77    |
| Somewhat support  | 28%                    | 62    |
| Somewhat oppose   | 12%                    | 26    |
| Strongly oppose   | 20%                    | 44    |
| Don't know  | 7%                     | 15    |
| Total   | 100%                   | 223   |

| Question 22d: Custom Question 4   |                        |       |
|---|------------------------|-------|
| To what extent do you support or oppose a tax increase to pay for construction and maintenance of a new sports complex? | Percent of respondents | Count |
| Strongly support  | 17%                    | 38    |
| Somewhat support  | 29%                    | 64    |
| Somewhat oppose   | 15%                    | 33    |
| Strongly oppose   | 34%                    | 76    |
| Don't know  | 6%                     | 12    |
| Total   | 100%                   | 224   |

| Question D1: Employment Status      |                        |       |
|-------------------------------------|------------------------|-------|
| Are you currently employed for pay? | Percent of respondents | Count |
| No                                  | 36%                    | 75    |
| Yes, full-time                      | 57%                    | 119   |
| Yes, part-time                      | 7%                     | 15    |
| Total                               | 100%                   | 210   |

| Question D2: Mode of Transportation Used for Commute   |                           |
|--|---------------------------|
| During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below? | Percent of days mode used |
| Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself  | 76%                       |
| Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other children or adults  | 17%                       |
| Bus, rail, subway or other public transportation   | 1%                        |
| Walk   | 2%                        |
| Bicycle  | 0%                        |
| Work at home   | 3%                        |
| Other  | 0%                        |

| Question D3: Length of Residency          |                        |       |
|---|------------------------|-------|
| How many years have you lived in McAllen? | Percent of respondents | Count |
| Less than 2 years                         | 9%                     | 19    |
| 2 to 5 years                              | 10%                    | 22    |
| 6 to 10 years                             | 13%                    | 28    |
| 11 to 20 years                            | 17%                    | 36    |
| More than 20 years                        | 50%                    | 106   |
| Total                                     | 100%                   | 211   |

| Question D4: Housing Unit Type                                    |                        |       |
|---|------------------------|-------|
| Which best describes the building you live in?                    | Percent of respondents | Count |
| One family house detached from any other houses                   | 70%                    | 156   |
| House attached to one or more houses (e.g., a duplex or townhome) | 1%                     | 3     |
| Building with two or more apartments or condominiums              | 24%                    | 53    |
| Mobile home   | 4%                     | 8     |
| Other   | 1%                     | 2     |
| Total   | 100%                   | 223   |

| Question D5: Housing Tenure (Rent/Own)                                  |                        |       |
|---|------------------------|-------|
| Is this house, apartment or mobile home...                              | Percent of respondents | Count |
| Rented for cash or occupied without cash payment                        | 37%                    | 82    |
| Owned by you or someone in this house with a mortgage or free and clear | 63%                    | 138   |
| Total   | 100%                   | 221   |

| Question D6: Monthly Housing Cost  |                        |       |
|--|------------------------|-------|
| About how much is the total monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners" association (HOA) fees)? | Percent of respondents | Count |
| Less than \$300 per month  | 12%                    | 27    |
| \$300 to \$599 per month   | 32%                    | 70    |
| \$600 to \$999 per month   | 29%                    | 63    |
| \$1,000 to \$1,499 per month   | 14%                    | 31    |
| \$1,500 to \$2,499 per month   | 10%                    | 22    |
| \$2,500 or more per month  | 3%                     | 6     |
| Total  | 100%                   | 219   |

| Question D7: Presence of Children in Household      |                        |       |
|---|------------------------|-------|
| Do any children 17 or under live in your household? | Percent of respondents | Count |
| No  | 57%                    | 126   |
| Yes   | 43%                    | 97    |
| Total   | 100%                   | 223   |

| Question D8: Presence of Older Adults in Household               |                        |       |
|--|------------------------|-------|
| Are you or any other members of your household aged 65 or older? | Percent of respondents | Count |
| No   | 80%                    | 178   |
| Yes  | 20%                    | 46    |
| Total  | 100%                   | 223   |

| Question D9: Household Income  |                        |       |
|--|------------------------|-------|
| How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.) | Percent of respondents | Count |
| Less than \$24,999   | 37%                    | 80    |
| \$25,000 to \$49,999   | 26%                    | 58    |
| \$50,000 to \$99,999   | 22%                    | 48    |
| \$100,000 to \$149,000   | 13%                    | 28    |
| \$150,000 or more  | 3%                     | 6     |
| Total  | 100%                   | 219   |

| Question D10: Ethnicity                                  |                        |       |
|--|------------------------|-------|
| Are you Spanish, Hispanic or Latino?                     | Percent of respondents | Count |
| No, not Spanish, Hispanic or Latino                      | 20%                    | 44    |
| Yes, I consider myself to be Spanish, Hispanic or Latino | 80%                    | 177   |
| Total  | 100%                   | 221   |

| Question D11: Race  |                        |       |
|---|------------------------|-------|
| What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.) | Percent of respondents | Count |
| American Indian or Alaskan Native   | 1%                     | 2     |
| Asian, Asian Indian or Pacific Islander   | 3%                     | 5     |
| Black or African American   | 1%                     | 1     |
| White   | 78%                    | 164   |
| Other   | 21%                    | 44    |
| Total may exceed 100% as respondents could select more than one option                            |                        |       |



| Question D12: Age              |                        |       |
|--------------------------------|------------------------|-------|
| In which category is your age? | Percent of respondents | Count |
| 18 to 24 years                 | 4%                     | 8     |
| 25 to 34 years                 | 30%                    | 66    |
| 35 to 44 years                 | 16%                    | 37    |
| 45 to 54 years                 | 21%                    | 48    |
| 55 to 64 years                 | 14%                    | 31    |
| 65 to 74 years                 | 7%                     | 15    |
| 75 years or older              | 8%                     | 18    |
| Total                          | 100%                   | 224   |

| Question D13: Gender |                        |       |
|----------------------|------------------------|-------|
| What is your sex?    | Percent of respondents | Count |
| Female               | 52%                    | 117   |
| Male                 | 48%                    | 107   |
| Total                | 100%                   | 225   |

| Question D14: Registered to Vote                 |                        |       |
|--|------------------------|-------|
| Are you registered to vote in your jurisdiction? | Percent of respondents | Count |
| No   | 28%                    | 63    |
| Yes  | 67%                    | 148   |
| Ineligible to vote                               | 4%                     | 8     |
| Don't know                                       | 1%                     | 2     |
| Total  | 100%                   | 221   |

| Question D15: Voted in Last General Election   |                        |       |
|--|------------------------|-------|
| Many people don't have time to vote in elections. Did you vote in the last general election? | Percent of respondents | Count |
| No   | 41%                    | 92    |
| Yes  | 46%                    | 103   |
| Ineligible to vote   | 11%                    | 24    |
| Don't know   | 3%                     | 6     |
| Total  | 100%                   | 224   |

| Question D16: Has Cell Phone |                        |       |
|------------------------------|------------------------|-------|
| Do you have a cell phone?    | Percent of respondents | Count |
| No                           | 12%                    | 28    |
| Yes                          | 88%                    | 198   |
| Total                        | 100%                   | 226   |

| Question D17: Has Land Line      |                        |       |
|----------------------------------|------------------------|-------|
| Do you have a land line at home? | Percent of respondents | Count |
| No                               | 44%                    | 98    |
| Yes                              | 56%                    | 125   |
| Total                            | 100%                   | 224   |

| Question D18: Primary Phone   |                        |       |
|---|------------------------|-------|
| If you have both a cell phone and a land line, which do you consider your primary telephone number? | Percent of respondents | Count |
| Cell  | 42%                    | 43    |
| Land line   | 21%                    | 22    |
| Both  | 36%                    | 36    |
| Total   | 100%                   | 101   |

## APPENDIX B: SURVEY METHODOLOGY

The National Citizen Survey™ (The NCS) 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 NCS 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 NCS is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The NCS 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.

### SURVEY VALIDITY

The question of survey validity has two parts: 1) how can a jurisdiction be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire jurisdiction. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the jurisdiction to receive the survey. A random selection ensures that the households selected to receive the survey are similar to the entire population. A non-random sample may only include households from one geographic area, or from households of only one type.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income, or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Soliciting response on jurisdiction letterhead signed by the highest ranking elected official or staff member, thus appealing to the recipients' sense of civic responsibility.
- Providing a self-addressed, postage-paid return envelope.
- Offering the survey in Spanish when appropriate and requested by City officials.
- Using the most recent available information about the characteristics of jurisdiction residents to weight the data to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for

service quality play a role as well as the “objective” quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident’s report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward “oppressed groups,” likelihood of voting a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents’ tendency to report what they think the “correct” response should be.

Research on the correlation of resident opinion about service quality and “objective” ratings of service quality tend to be ambiguous, some showing stronger relationships than others. NRC’s own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be “objectively” worse than the highest rated fire services (expenditures per capita, response time, “professional” status of firefighters, breadth of services and training provided). Whether or not some research confirms the relationship between what residents think about a community and what can be seen “objectively” in a community, NRC has argued that resident opinion is a perspective that cannot be ignored by government administrators. NRC principals have written, “If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem.”

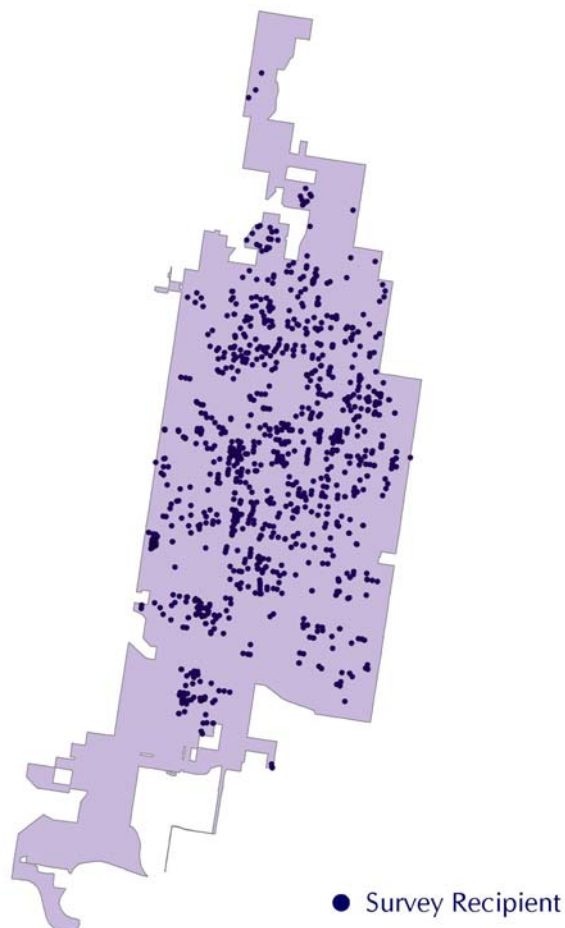
## SURVEY SAMPLING

“Sampling” refers to the method by which survey recipients were chosen. All households within the City of McAllen were eligible to participate in the survey; 1,200 were selected to receive the survey. These 1,200 households were randomly selected from a comprehensive list of all housing units within the City of McAllen boundaries. The basis of the list of all housing units was a United States Postal Service listing of housing units within zip codes. Since some of the zip codes that serve the City of McAllen households may also serve addresses that lie outside of the jurisdiction, the exact geographic location of each housing unit was compared to jurisdiction boundaries, using the most current municipal boundary file (updated on a quarterly basis), and addresses located outside of the City of McAllen boundaries were removed from consideration.

To choose the 1,200 survey recipients, a systematic sampling method was applied to the list of households known to be within the City of McAllen. Systematic sampling is a procedure whereby a complete list of all possible items is culled, selecting every Nth one until the appropriate amount of items is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units.

FIGURE 95: LOCATION OF SURVEY RECIPIENTS

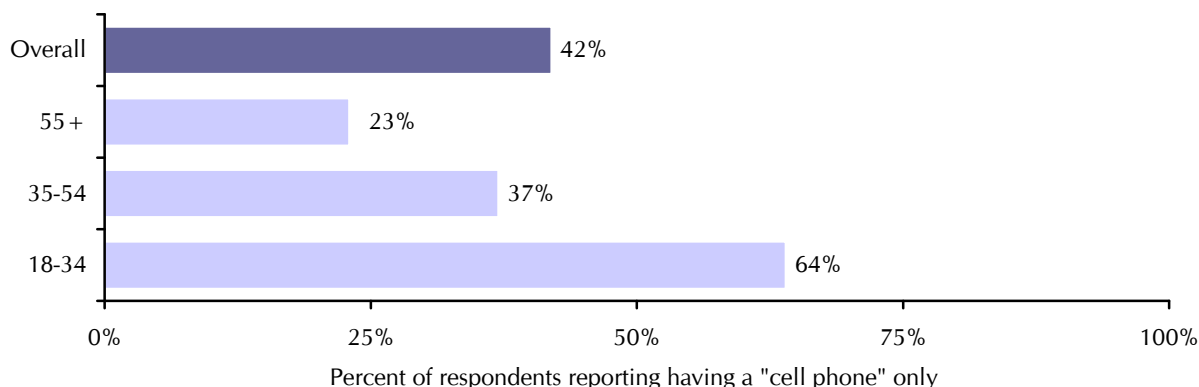
**The National Citizen Survey™  
McAllen, TX 2011**



An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

In response to the growing number of the cell-phone population (so-called “cord cutters”), which includes a large proportion of young adults, questions about cell phones and land lines are included on The NCS™ questionnaire. As of the middle of 2010 (the most recent estimates available as of the end of 2010), 26.6% of U.S. households had a cell phone but no landline.<sup>5</sup> Among younger adults (age 18-34), 53.7% of households were “cell-only.”

FIGURE 96: PREVALENCE OF CELL-PHONE ONLY RESPONDENTS IN McALLEN



## SURVEY ADMINISTRATION

Selected households received three mailings, one week apart, beginning February 11, 2011. The first mailing was a prenotification postcard announcing in English and Spanish the upcoming survey. The next mailing contained a letter from the mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The letter included a paragraph written in Spanish, which invited the household to participate and provided instructions for requesting the survey in Spanish. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who have already done so to refrain from turning in another survey, and also included a paragraph written in Spanish, for those who would like to request the survey in Spanish. Completed surveys were collected over the following six weeks.

## SURVEY RESPONSE RATE AND CONFIDENCE INTERVALS

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents' opinions are relied on to estimate all residents' opinions. The confidence interval for the City of McAllen survey is no greater than plus or minus six percentage points around any given percent reported for the entire sample (233 completed surveys).

A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire jurisdiction is between 71% and 79%. This source of error is called sampling error. In addition to sampling error, other sources of error may affect any

<sup>5</sup> <http://www.cdc.gov/nchs/data/nhis/earlyrelease/wireless201012.pdf>

survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points

### SURVEY PROCESSING (DATA ENTRY)

Completed surveys received by NRC were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; NRC staff would choose randomly two of the three selected items to be coded in the dataset.

Once all surveys were assigned a unique identification number, they were entered into an electronic dataset. This dataset was subject to a data entry protocol of “key and verify,” in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

## SURVEY DATA WEIGHTING

The demographic characteristics of the survey sample were compared to those found in the 2005-2009 American Community Survey Census estimates for adults in the City of McAllen. Sample results were weighted using the population norms to reflect the appropriate percent of those residents. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were housing tenure, housing unit type, ethnicity, and sex and age. This decision was based on:

- The disparity between the survey respondent characteristics and the population norms for these variables
- The saliency of these variables in detecting differences of opinion among subgroups
- The importance to the community of correct ethnic representation
- The historical use of the variables and the desirability of consistently representing different groups over the years

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. This is done by: 1) reviewing the sample demographics and comparing them to the population norms from the most recent Census or other sources and 2) comparing the responses to different questions for demographic subgroups. The demographic characteristics that are least similar to the Census and yield the most different results are the best candidates for data weighting. A third criterion sometimes used is the importance that the community places on a specific variable. For example, if a jurisdiction feels that accurate race representation is key to staff and public acceptance of the study results, additional consideration will be given in the weighting process to adjusting the race variable.

A special software program using mathematical algorithms is used to calculate the appropriate weights. Data weighting can adjust up to 5 demographic variables. Several different weighting “schemes” may be tested to ensure the best fit for the data.

The process actually begins at the point of sampling. Knowing that residents in single family dwellings are more likely to respond to a mail survey, NRC oversamples residents of multi-family dwellings to ensure their proper representation in the sample data. Rather than giving all residents an equal chance of receiving the survey, this is systematic, stratified sampling, which gives each resident of the jurisdiction a known chance of receiving the survey (and apartment dwellers, for example, a greater chance than single family home dwellers). As a consequence, results must be weighted to recapture the proper representation of apartment dwellers.

The results of the weighting scheme are presented in the table on the following page.



| McAllen, TX Citizen Survey Weighting Table |                              |                 |               |
|--|------------------------------|-----------------|---------------|
| Characteristic                             | Population Norm <sup>6</sup> | Unweighted Data | Weighted Data |
| <b>Housing</b>                             |                              |                 |               |
| Rent home                                  | 37%                          | 21%             | 37%           |
| Own home                                   | 63%                          | 79%             | 63%           |
| Detached unit                              | 74%                          | 73%             | 74%           |
| Attached unit                              | 26%                          | 27%             | 26%           |
| <b>Race and Ethnicity</b>                  |                              |                 |               |
| White                                      | 76%                          | 77%             | 75%           |
| Not white                                  | 24%                          | 23%             | 25%           |
| Not Hispanic                               | 19%                          | 33%             | 20%           |
| Hispanic                                   | 81%                          | 67%             | 80%           |
| White alone, not Hispanic                  | 15%                          | 30%             | 18%           |
| Hispanic and/or other race                 | 85%                          | 70%             | 82%           |
| <b>Sex and Age</b>                         |                              |                 |               |
| Female                                     | 53%                          | 49%             | 52%           |
| Male                                       | 47%                          | 51%             | 48%           |
| 18-34 years of age                         | 36%                          | 9%              | 33%           |
| 35-54 years of age                         | 37%                          | 39%             | 38%           |
| 55+ years of age                           | 26%                          | 52%             | 29%           |
| Females 18-34                              | 18%                          | 5%              | 17%           |
| Females 35-54                              | 19%                          | 19%             | 20%           |
| Females 55+                                | 15%                          | 25%             | 16%           |
| Males 18-34                                | 18%                          | 4%              | 17%           |
| Males 35-54                                | 18%                          | 20%             | 18%           |
| Males 55+                                  | 11%                          | 28%             | 13%           |

<sup>6</sup> Source: 2005-2009 ACS

## SURVEY DATA ANALYSIS AND REPORTING

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). Frequency distributions were presented in the body of the report.

### Use of the “Excellent, Good, Fair, Poor” Response Scale

The scale on which respondents are asked to record their opinions about service and community quality is “excellent,” “good,” “fair” or “poor” (EGFP). This scale has important advantages over other scale possibilities (very good to very bad; very satisfied to very dissatisfied; strongly agree to strongly disagree, as examples). EGFP is used by the plurality of jurisdictions conducting citizen surveys across the U.S. The advantage of familiarity was one that NRC did not want to dismiss when crafting The National Citizen Survey™ questionnaire, because elected officials, staff and residents already are acquainted with opinion surveys measured this way. EGFP also has the advantage of offering three positive options, rather than only two, over which a resident can offer an opinion. While symmetrical scales often are the right choice in other measurement tasks, NRC has found that ratings of almost every local government service in almost every jurisdiction tend, on average, to be positive (that is, above the scale midpoint). Therefore, to permit finer distinctions among positively rated services, EGFP offers three options across which to spread those ratings. EGFP is more neutral because it requires no positive statement of service quality to judge (as agree-disagree scales require) and, finally, EGFP intends to measure absolute quality of service delivery or community quality (unlike satisfaction scales which ignore residents’ perceptions of quality in favor of their report on the acceptability of the level of service offered).

### “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. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

### Benchmark Comparisons

NRC has been leading the strategic use of surveys for local governments since 1991, when the principals of the company wrote the first edition of what became the classic text on citizen surveying. In *Citizen Surveys: how to do them, how to use them, what they mean*, published by ICMA, not only were the principles for quality survey methods articulated, but both the idea of benchmark data for citizen opinion and the method for gathering benchmark data were pioneered. The argument for benchmarks was called “In Search of Standards.” “What has been missing from a local government’s analysis of its survey results is the context that school administrators can supply when they tell parents how an 80 percent score on the social studies test compares to test results from other school systems...”

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. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. NRC has innovated a method for quantitatively integrating the results of surveys that are conducted by NRC with those that others have conducted. The integration methods have been thoroughly described not only in the *Citizen Surveys* book, but also in *Public Administration Review*, *Journal of Policy Analysis and Management*. Scholars who

specialize in the analysis of citizen surveys regularly have relied on this work (e.g., Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction. *Journal of Urban Affairs*, 24, 271-288.; Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331- 341). The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in NRC's proprietary databases. NRC's work on calculating national benchmarks for resident opinions about service delivery and quality of life won the Samuel C. May award for research excellence from the Western Governmental Research Association.

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 Role of Comparisons

Benchmark comparisons are used for performance measurement. Jurisdictions use the comparative information to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions and to measure local government performance. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up "good" citizen evaluations, jurisdictions need to know how others rate their services to understand if "good" is good enough. Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its fire protection rating to its street maintenance rating. That comparison is unfair. Streets always lose to fire. More important and harder questions need to be asked; for example, how do residents' ratings of fire service compare to opinions about fire service in other communities?

A police department that provides the fastest and most efficient service – one that closes most of its cases, solves most of its crimes and keeps the crime rate low – still has a problem to fix if the residents in the community it intends to protect believe services are not very good compared to ratings given by residents to their own objectively "worse" departments. The benchmark data can help that police department – or any department – to understand how well citizens think it is doing. Without the comparative data, it would be like bowling in a tournament without knowing what the other teams are scoring. NRC recommends that citizen opinion be used in conjunction with other sources of data about budget, personnel and politics to help managers know how to respond to comparative results.

Jurisdictions in the benchmark database are distributed geographically across the country and range from small to large in population size. Most commonly, comparisons are made to the entire database. Comparisons may also be made to subsets of jurisdictions (for example, within a given region or population category). Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Though individual jurisdiction circumstances, resources and practices vary, the objective in every community is to provide services that are so timely, tailored and effective that residents conclude the services are of the highest quality. High ratings in any jurisdiction, like SAT scores in any teen household, bring pride and a sense of accomplishment.

## Comparison of McAllen to the Benchmark Database

The City of McAllen chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (Texas). 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.

Where comparisons for quality ratings were available, the City of McAllen 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.

## **APPENDIX C: SURVEY MATERIALS**

The following pages contain copies of the survey materials sent to randomly selected households within the City of McAllen.

Dear City of McAllen  
Resident,

Your household has been randomly selected to participate in a citizen survey about the City of McAllen. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Please be assured that your answers will be kept anonymous. Thank you in advance for helping us with this important project!

Sincerely,

Mayor/Alcalde  
City of McAllen

Estimado residente de la  
ciudad de McAllen,

Su hogar ha sido seleccionado para participar en una encuesta anónima de ciudadanos sobre la Ciudad de McAllen. Usted recibirá una copia de la encuesta la próxima semana por correo con instrucciones en completar y regresar la encuesta. Gracias de antemano por su ayuda con este proyecto importante!

Atentamente,

Dear City of McAllen  
Resident,

Your household has been randomly selected to participate in a citizen survey about the City of McAllen. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Please be assured that your answers will be kept anonymous. Thank you in advance for helping us with this important project!

Sincerely,

Mayor/Alcalde  
City of McAllen

Estimado residente de la  
ciudad de McAllen,

Su hogar ha sido seleccionado para participar en una encuesta anónima de ciudadanos sobre la Ciudad de McAllen. Usted recibirá una copia de la encuesta la próxima semana por correo con instrucciones en completar y regresar la encuesta. Gracias de antemano por su ayuda con este proyecto importante!

Atentamente,

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Resident,

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Sincerely,

Mayor/Alcalde  
City of McAllen

Estimado residente de la  
ciudad de McAllen,

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Atentamente,

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Resident,

Your household has been randomly selected to participate in a citizen survey about the City of McAllen. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Please be assured that your answers will be kept anonymous. Thank you in advance for helping us with this important project!

Sincerely,

Mayor/Alcalde  
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Estimado residente de la  
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Atentamente,



Presorted  
First Class Mail  
US Postage  
PAID  
Boulder, CO  
Permit NO. 94

P.O. Box 220  
McAllen, Texas  
78505-0220



Presorted  
First Class Mail  
US Postage  
PAID  
Boulder, CO  
Permit NO. 94

P.O. Box 220  
McAllen, Texas  
78505-0220



Presorted  
First Class Mail  
US Postage  
PAID  
Boulder, CO  
Permit NO. 94

P.O. Box 220  
McAllen, Texas  
78505-0220



Presorted  
First Class Mail  
US Postage  
PAID  
Boulder, CO  
Permit NO. 94

P.O. Box 220  
McAllen, Texas  
78505-0220



RICHARD F. CORTEZ  
MAYOR

February 2011

Dear City of McAllen Resident:

The City of McAllen wants to know what you think about our community and City government. You have been randomly selected to participate in McAllen's 2011 Citizen Survey.

En este documento la Ciudad le da a usted una oportunidad importante para decirnos lo que piensa de los servicios de la Ciudad, y su opinión de la calidad de vida aquí en McAllen. Se seleccionó su hogar al azar para participar en esta encuesta. Si usted no puede hacer la encuesta incluida en inglés por favor llámenos al número (956) 681-1001 para pedir una copia de la encuesta en español. Todas sus respuestas se quedarán completamente anónimas. ¡Deseamos sus opiniones! Favor de entregar la encuesta en el sobre adjunto, lo cual está con franqueo pagado. Muchas gracias.

Please take a few minutes to fill out the enclosed Citizen Survey. Your answers will help the McAllen City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

**To get a representative sample of McAllen residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.**

Please have the appropriate member of the household spend the few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey please call (956) 681-1001.

Please help us shape the future of McAllen. Thank you for your time and participation.

Sincerely,

A handwritten signature in black ink that reads "Richard Cortez". The signature is written in a cursive, flowing style.

Richard Cortez  
Mayor





RICHARD F. CORTEZ  
MAYOR

February 2011

Dear City of McAllen Resident:

About one week ago, you should have received a copy of the enclosed survey. **If you completed it and sent it back, we thank you for your time and ask you to discard this survey. Please do not respond twice.** If you have not had a chance to complete the survey, we would appreciate your response. The City of McAllen wants to know what you think about our community and municipal government. You have been randomly selected to participate in The City of McAllen's 2011 Citizen Survey.

En este documento la Ciudad le da a usted una oportunidad importante para decirnos lo que piensa de los servicios de la Ciudad, y su opinión de la calidad de vida aquí en McAllen. Se seleccionó su hogar al azar para participar en esta encuesta. Si usted no puede hacer la encuesta incluida en inglés, por favor llámenos al número (956) 681-1001 para pedir una copia de la encuesta en español. Todas sus respuestas se quedarán completamente anónimas. ¡Deseamos sus opiniones! Favor de entregar la encuesta en el sobre adjunto, lo cuál está con franqueo pagado. Muchas gracias.

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Please help us shape the future of McAllen. Thank you for your time and participation.

Sincerely,

A handwritten signature in black ink that reads "Richard Cortez". The signature is written in a cursive, flowing style.

City Manager/Mayor

# The City of McAllen 2011 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

## 1. Please rate each of the following aspects of quality of life in McAllen:

|  | <i>Excellent</i> | <i>Good</i> | <i>Fair</i> | <i>Poor</i> | <i>Don't know</i> |
|--|------------------|-------------|-------------|-------------|-------------------|
| McAllen as a place to live .....             | 1                | 2           | 3           | 4           | 5                 |
| Your neighborhood as a place to live .....   | 1                | 2           | 3           | 4           | 5                 |
| McAllen as a place to raise children .....   | 1                | 2           | 3           | 4           | 5                 |
| McAllen as a place to work .....             | 1                | 2           | 3           | 4           | 5                 |
| McAllen as a place to retire .....           | 1                | 2           | 3           | 4           | 5                 |
| The overall quality of life in McAllen ..... | 1                | 2           | 3           | 4           | 5                 |

## 2. Please rate each of the following characteristics as they relate to McAllen as a whole:

|   | <i>Excellent</i> | <i>Good</i> | <i>Fair</i> | <i>Poor</i> | <i>Don't know</i> |
|---|------------------|-------------|-------------|-------------|-------------------|
| Sense of community .....  | 1                | 2           | 3           | 4           | 5                 |
| Openness and acceptance of the community toward people of diverse backgrounds ..... | 1                | 2           | 3           | 4           | 5                 |
| Overall appearance of McAllen .....   | 1                | 2           | 3           | 4           | 5                 |
| Cleanliness of McAllen .....  | 1                | 2           | 3           | 4           | 5                 |
| Overall quality of new development in McAllen .....                                 | 1                | 2           | 3           | 4           | 5                 |
| Variety of housing options .....  | 1                | 2           | 3           | 4           | 5                 |
| Overall quality of business and service establishments in McAllen .....             | 1                | 2           | 3           | 4           | 5                 |
| Shopping opportunities .....  | 1                | 2           | 3           | 4           | 5                 |
| Opportunities to attend cultural activities .....                                   | 1                | 2           | 3           | 4           | 5                 |
| Recreational opportunities .....  | 1                | 2           | 3           | 4           | 5                 |
| Employment opportunities .....  | 1                | 2           | 3           | 4           | 5                 |
| Educational opportunities .....   | 1                | 2           | 3           | 4           | 5                 |
| Opportunities to participate in social events and activities .....                  | 1                | 2           | 3           | 4           | 5                 |
| Opportunities to participate in religious or spiritual events and activities .....  | 1                | 2           | 3           | 4           | 5                 |
| Opportunities to volunteer .....  | 1                | 2           | 3           | 4           | 5                 |
| Opportunities to participate in community matters .....                             | 1                | 2           | 3           | 4           | 5                 |
| Ease of car travel in McAllen .....   | 1                | 2           | 3           | 4           | 5                 |
| Ease of bus travel in McAllen .....   | 1                | 2           | 3           | 4           | 5                 |
| Ease of bicycle travel in McAllen .....   | 1                | 2           | 3           | 4           | 5                 |
| Ease of walking in McAllen .....  | 1                | 2           | 3           | 4           | 5                 |
| Availability of paths and walking trails .....                                      | 1                | 2           | 3           | 4           | 5                 |
| Traffic flow on major streets .....   | 1                | 2           | 3           | 4           | 5                 |
| Amount of public parking .....  | 1                | 2           | 3           | 4           | 5                 |
| Availability of affordable quality housing .....                                    | 1                | 2           | 3           | 4           | 5                 |
| Availability of affordable quality child care .....                                 | 1                | 2           | 3           | 4           | 5                 |
| Availability of affordable quality health care .....                                | 1                | 2           | 3           | 4           | 5                 |
| Availability of affordable quality food .....                                       | 1                | 2           | 3           | 4           | 5                 |
| Availability of preventive health services .....                                    | 1                | 2           | 3           | 4           | 5                 |
| Air quality .....   | 1                | 2           | 3           | 4           | 5                 |
| Quality of overall natural environment in McAllen .....                             | 1                | 2           | 3           | 4           | 5                 |
| Overall image or reputation of McAllen .....  | 1                | 2           | 3           | 4           | 5                 |

## 3. Please rate the speed of growth in the following categories in McAllen over the past 2 years:

|   | <i>Much too slow</i> | <i>Somewhat too slow</i> | <i>Right amount</i> | <i>Somewhat too fast</i> | <i>Much too fast</i> | <i>Don't know</i> |
|---|----------------------|--------------------------|---------------------|--------------------------|----------------------|-------------------|
| Population growth .....                         | 1                    | 2                        | 3                   | 4                        | 5                    | 6                 |
| Retail growth (stores, restaurants, etc.) ..... | 1                    | 2                        | 3                   | 4                        | 5                    | 6                 |
| Jobs growth .....                               | 1                    | 2                        | 3                   | 4                        | 5                    | 6                 |

4. To what degree, if at all, are run down buildings, weedy lots or junk vehicles a problem in McAllen?  
☐ Not a problem    ☐ Minor problem    ☐ Moderate problem    ☐ Major problem    ☐ Don't know

5. Please rate how safe or unsafe you feel from the following in McAllen:

|  | Very<br>safe | Somewhat<br>safe | Neither safe<br>nor unsafe | Somewhat<br>unsafe | Very<br>unsafe | Don't<br>know |
|--|--------------|------------------|----------------------------|--------------------|----------------|---------------|
| Violent crime (e.g., rape, assault, robbery) ..... | 1            | 2                | 3                          | 4                  | 5              | 6             |
| Property crimes (e.g., burglary, theft).....       | 1            | 2                | 3                          | 4                  | 5              | 6             |
| Environmental hazards, including toxic waste.....  | 1            | 2                | 3                          | 4                  | 5              | 6             |

6. Please rate how safe or unsafe you feel:

|  | Very<br>safe | Somewhat<br>safe | Neither safe<br>nor unsafe | Somewhat<br>unsafe | Very<br>unsafe | Don't<br>know |
|--|--------------|------------------|----------------------------|--------------------|----------------|---------------|
| In your neighborhood during the day.....       | 1            | 2                | 3                          | 4                  | 5              | 6             |
| In your neighborhood after dark.....           | 1            | 2                | 3                          | 4                  | 5              | 6             |
| In McAllen's downtown area during the day..... | 1            | 2                | 3                          | 4                  | 5              | 6             |
| In McAllen's downtown area after dark.....     | 1            | 2                | 3                          | 4                  | 5              | 6             |

7. Have you had any in-person or phone contact with an employee of the City of McAllen Police Department within the last 12 months?

☐ No → Go to Question 9    ☐ Yes → Go to Question 8    ☐ Don't know → Go to Question 9

8. What was your overall impression of your most recent contact with the City of McAllen Police Department?

☐ Excellent    ☐ Good    ☐ Fair    ☐ Poor    ☐ Don't know

9. During the past 12 months, were you or anyone in your household the victim of any crime?

☐ No → Go to Question 11    ☐ Yes → Go to Question 10    ☐ Don't know → Go to Question 11

10. If yes, was this crime (these crimes) reported to the police?

☐ No    ☐ Yes    ☐ Don't know

11. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in McAllen?

|  | Never | Once or<br>twice | 3 to 12<br>times | 13 to 26<br>times | More than<br>26 times |
|--|-------|------------------|------------------|-------------------|-----------------------|
| Used McAllen public libraries or their services .....  | 1     | 2                | 3                | 4                 | 5                     |
| Used McAllen recreation centers .....  | 1     | 2                | 3                | 4                 | 5                     |
| Participated in a recreation program or activity .....   | 1     | 2                | 3                | 4                 | 5                     |
| Visited a neighborhood park or City park.....  | 1     | 2                | 3                | 4                 | 5                     |
| Ridden a local bus within McAllen .....  | 1     | 2                | 3                | 4                 | 5                     |
| Attended a meeting of local elected officials or other local public<br>meeting .....   | 1     | 2                | 3                | 4                 | 5                     |
| Watched a meeting of local elected officials or other City-sponsored<br>public meeting on cable television, the Internet or other media..... | 1     | 2                | 3                | 4                 | 5                     |
| Visited the City of McAllen Web site (at www.mcallen.net) .....  | 1     | 2                | 3                | 4                 | 5                     |
| Recycled used paper, cans or bottles from your home.....   | 1     | 2                | 3                | 4                 | 5                     |
| Volunteered your time to some group or activity in McAllen .....   | 1     | 2                | 3                | 4                 | 5                     |
| Participated in religious or spiritual activities in McAllen .....   | 1     | 2                | 3                | 4                 | 5                     |
| Participated in a club or civic group in McAllen.....  | 1     | 2                | 3                | 4                 | 5                     |
| Provided help to a friend or neighbor .....  | 1     | 2                | 3                | 4                 | 5                     |

12. About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?

☐ Just about every day  
☐ Several times a week  
☐ Several times a month  
☐ Less than several times a month

# The City of McAllen 2011 Citizen Survey

## 13. Please rate the quality of each of the following services in McAllen:

|  | <i>Excellent</i> | <i>Good</i> | <i>Fair</i> | <i>Poor</i> | <i>Don't know</i> |
|--|------------------|-------------|-------------|-------------|-------------------|
| Police services .....  | 1                | 2           | 3           | 4           | 5                 |
| Fire services .....  | 1                | 2           | 3           | 4           | 5                 |
| Crime prevention .....   | 1                | 2           | 3           | 4           | 5                 |
| Fire prevention and education .....  | 1                | 2           | 3           | 4           | 5                 |
| Municipal courts .....   | 1                | 2           | 3           | 4           | 5                 |
| Traffic enforcement .....  | 1                | 2           | 3           | 4           | 5                 |
| Street repair .....  | 1                | 2           | 3           | 4           | 5                 |
| Street cleaning .....  | 1                | 2           | 3           | 4           | 5                 |
| Street lighting .....  | 1                | 2           | 3           | 4           | 5                 |
| Sidewalk maintenance .....   | 1                | 2           | 3           | 4           | 5                 |
| Traffic signal timing .....  | 1                | 2           | 3           | 4           | 5                 |
| Bus or transit services.....   | 1                | 2           | 3           | 4           | 5                 |
| Garbage collection.....  | 1                | 2           | 3           | 4           | 5                 |
| Recycling.....   | 1                | 2           | 3           | 4           | 5                 |
| Yard waste pick-up .....   | 1                | 2           | 3           | 4           | 5                 |
| Storm drainage.....  | 1                | 2           | 3           | 4           | 5                 |
| Drinking water.....  | 1                | 2           | 3           | 4           | 5                 |
| Sewer services .....   | 1                | 2           | 3           | 4           | 5                 |
| City parks.....  | 1                | 2           | 3           | 4           | 5                 |
| Recreation programs or classes .....   | 1                | 2           | 3           | 4           | 5                 |
| Recreation centers or facilities.....  | 1                | 2           | 3           | 4           | 5                 |
| Land use, planning and zoning .....  | 1                | 2           | 3           | 4           | 5                 |
| Code enforcement (weeds, abandoned buildings, etc.) .....  | 1                | 2           | 3           | 4           | 5                 |
| Animal control .....   | 1                | 2           | 3           | 4           | 5                 |
| Economic development .....   | 1                | 2           | 3           | 4           | 5                 |
| Health services .....  | 1                | 2           | 3           | 4           | 5                 |
| Services to seniors.....   | 1                | 2           | 3           | 4           | 5                 |
| Services to youth.....   | 1                | 2           | 3           | 4           | 5                 |
| Services to low-income people .....  | 1                | 2           | 3           | 4           | 5                 |
| Public library services .....  | 1                | 2           | 3           | 4           | 5                 |
| Public information services .....  | 1                | 2           | 3           | 4           | 5                 |
| Public schools.....  | 1                | 2           | 3           | 4           | 5                 |
| Cable television .....   | 1                | 2           | 3           | 4           | 5                 |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) ..... | 1                | 2           | 3           | 4           | 5                 |
| Preservation of natural areas such as open space, farmlands and greenbelts .....                                       | 1                | 2           | 3           | 4           | 5                 |

## 14. Overall, how would you rate the quality of the services provided by each of the following?

|                                | <i>Excellent</i> | <i>Good</i> | <i>Fair</i> | <i>Poor</i> | <i>Don't know</i> |
|--------------------------------|------------------|-------------|-------------|-------------|-------------------|
| The City of McAllen.....       | 1                | 2           | 3           | 4           | 5                 |
| The Federal Government .....   | 1                | 2           | 3           | 4           | 5                 |
| The State Government .....     | 1                | 2           | 3           | 4           | 5                 |
| Hidalgo County Government..... | 1                | 2           | 3           | 4           | 5                 |

## 15. Please indicate how likely or unlikely you are to do each of the following:

|   | <i>Very likely</i> | <i>Somewhat likely</i> | <i>Somewhat unlikely</i> | <i>Very unlikely</i> | <i>Don't know</i> |
|---|--------------------|------------------------|--------------------------|----------------------|-------------------|
| Recommend living in McAllen to someone who asks ..... | 1                  | 2                      | 3                        | 4                    | 5                 |
| Remain in McAllen for the next five years.....        | 1                  | 2                      | 3                        | 4                    | 5                 |

## 16. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

☐ Very positive
 ☐ Somewhat positive
 ☐ Neutral
 ☐ Somewhat negative
 ☐ Very negative

**17. Have you had any in-person or phone contact with an employee of the City of McAllen Fire Department within the last 12 months?**

- ☐ No → Go to Question 19      ☐ Yes → Go to Question 18      ☐ Don't know → Go to Question 19

**18. What was your overall impression of your most recent contact with the City of McAllen Fire Department?**

- ☐ Excellent      ☐ Good      ☐ Fair      ☐ Poor      ☐ Don't know

**19. Have you had any in-person or phone contact with an employee of the City of McAllen within the last 12 months (including police, receptionists, planners or any others)?**

- ☐ No → Go to Question 21      ☐ Yes → Go to Question 20

**20. What was your impression of the employee(s) of the City of McAllen in your most recent contact? (Rate each characteristic below.)**

|                         | <i>Excellent</i> | <i>Good</i> | <i>Fair</i> | <i>Poor</i> | <i>Don't know</i> |
|-------------------------|------------------|-------------|-------------|-------------|-------------------|
| Knowledge.....          | 1                | 2           | 3           | 4           | 5                 |
| Responsiveness.....     | 1                | 2           | 3           | 4           | 5                 |
| Courtesy .....          | 1                | 2           | 3           | 4           | 5                 |
| Overall impression..... | 1                | 2           | 3           | 4           | 5                 |

**21. Please rate the following categories of McAllen government performance:**

|   | <i>Excellent</i> | <i>Good</i> | <i>Fair</i> | <i>Poor</i> | <i>Don't know</i> |
|---|------------------|-------------|-------------|-------------|-------------------|
| The value of services for the taxes paid to McAllen .....             | 1                | 2           | 3           | 4           | 5                 |
| The overall direction that McAllen is taking .....                    | 1                | 2           | 3           | 4           | 5                 |
| The job McAllen government does at welcoming citizen involvement..... | 1                | 2           | 3           | 4           | 5                 |

**22. Please check the response that comes closest to your opinion for each of the following questions:**

**a. Which of the following resources, if any, do you prefer to get news about the City of McAllen? Please check all that apply:**

- ☐ City of McAllen Web site      ☐ Other local newspapers      ☐ Word of mouth  
☐ Local television news      ☐ Public meetings      ☐ Communications through  
☐ MCN (Cable channel 12)      ☐ Communications in water bill      Twitter or Facebook  
☐ The Monitor      ☐ Email news releases/notifications      ☐ None of these

**b. If the City's revenues remain the same and Police and/or Fire unions ask for a pay increase, which one of the following actions would you prefer the City take? (Please select only one option.)**

- ☐ Deny the pay increase  
☐ Approve the pay increase by cutting back on other services  
☐ Approve the pay increase by raising property taxes  
☐ Don't know

**c. The City of McAllen is considering options for recreation facilities in the city. Tentative plans for a sports complex include tennis courts, soccer fields, baseball fields and amenities costing approximately \$35 million to construct and approximately \$600,000 per year to maintain. To what extent do you support or oppose this potential sports complex?**

- ☐ Strongly support  
☐ Somewhat support  
☐ Somewhat oppose  
☐ Strongly oppose  
☐ Don't know

**d. To what extent do you support or oppose a tax increase to pay for construction and maintenance of a new sports complex?**

- ☐ Strongly support  
☐ Somewhat support  
☐ Somewhat oppose  
☐ Strongly oppose  
☐ Don't know

# The City of McAllen 2011 Citizen Survey

**Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.**

**D1. Are you currently employed for pay?**

- ☐ No → Go to Question D3
- ☐ Yes, full time → Go to Question D2
- ☐ Yes, part time → Go to Question D2

**D2. During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below? (Enter the total number of days, using whole numbers.)**

Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself ..... days

Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other children or adults ..... days

Bus, Rail, Subway or other public transportation ..... days

Walk ..... days

Bicycle ..... days

Work at home ..... days

Other ..... days

**D3. How many years have you lived in McAllen?**

- ☐ Less than 2 years
- ☐ 11-20 years
- ☐ 2-5 years
- ☐ More than 20 years
- ☐ 6-10 years

**D4. Which best describes the building you live in?**

- ☐ One family house detached from any other houses
- ☐ House attached to one or more houses (e.g., a duplex or townhome)
- ☐ Building with two or more apartments or condominiums
- ☐ Mobile home
- ☐ Other

**D5. Is this house, apartment or mobile home...**

- ☐ Rented for cash or occupied without cash payment?
- ☐ Owned by you or someone in this house with a mortgage or free and clear?

**D6. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?**

- ☐ Less than \$300 per month
- ☐ \$300 to \$599 per month
- ☐ \$600 to \$999 per month
- ☐ \$1,000 to \$1,499 per month
- ☐ \$1,500 to \$2,499 per month
- ☐ \$2,500 or more per month

**D7. Do any children 17 or under live in your household?**

- ☐ No
- ☐ Yes

**D8. Are you or any other members of your household aged 65 or older?**

- ☐ No
- ☐ Yes

**D9. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)**

- ☐ Less than \$24,999
- ☐ \$25,000 to \$49,999
- ☐ \$50,000 to \$99,999
- ☐ \$100,000 to \$149,999
- ☐ \$150,000 or more

**Please respond to both questions D10 and D11:**

**D10. Are you Spanish, Hispanic or Latino?**

- ☐ No, not Spanish, Hispanic or Latino
- ☐ Yes, I consider myself to be Spanish, Hispanic or Latino

**D11. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)**

- ☐ American Indian or Alaskan Native
- ☐ Asian, Asian Indian or Pacific Islander
- ☐ Black or African American
- ☐ White
- ☐ Other

**D12. In which category is your age?**

- ☐ 18-24 years
- ☐ 55-64 years
- ☐ 25-34 years
- ☐ 65-74 years
- ☐ 35-44 years
- ☐ 75 years or older
- ☐ 45-54 years

**D13. What is your sex?**

- ☐ Female
- ☐ Male

**D14. Are you registered to vote in your jurisdiction?**

- ☐ No
- ☐ Ineligible to vote
- ☐ Yes
- ☐ Don't know

**D15. Many people don't have time to vote in elections. Did you vote in the last general election?**

- ☐ No
- ☐ Ineligible to vote
- ☐ Yes
- ☐ Don't know

**D16. Do you have a cell phone?**

- ☐ No
- ☐ Yes

**D17. Do you have a land line at home?**

- ☐ No
- ☐ Yes

**D18. If you have both a cell phone and a land line, which do you consider your primary telephone number?**

- ☐ Cell
- ☐ Land line
- ☐ Both

**Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502**



RICHARD F. CORTEZ  
MAYOR

Febrero 2011

Estimado residente de McAllen:

La Ciudad de McAllen desea saber qué piensa usted sobre la comunidad y el gobierno municipal. **Su hogar es uno de entre de algunos hogares seleccionados al azar para participar en la Ciudad de McAllen 2011 Encuesta de los Ciudadanos.**

Por favor tome unos pocos minutos para llenar la Encuesta de Ciudadanos adjunta. Sus respuestas ayudarán a que el Concejo de la Ciudad tome decisiones para mejorar la entrega de los servicios a nuestra comunidad. Encontrará que las preguntas son interesantes y nosotros definitivamente encontraremos que sus respuestas son útiles. ¡Por favor participe!

**Para obtener una verdadera muestra representativa de los residentes de McAllen, solicitamos que llene la encuesta el adulto que haya tenido su cumpleaños más recientemente. La edad del adulto no importa siempre que tenga 18 años de edad o más. Al seleccionar de ésta forma a la persona que debe llenar la encuesta, se asegura que la encuesta en los hogares de la ciudad mejorara la exactitud de los resultados. Por favor tenga usted la seguridad de que sus respuestas se mantendrán anónimas.**

Por favor, haga que el adecuado miembro del hogar pase unos minutos contestando todas las preguntas y devuelva la encuesta en el sobre adjunto con el franqueo pagado. Si tiene alguna pregunta acerca de la Encuesta de los Ciudadanos por favor llámenos al 956-681-1001.

Su participación en esta encuesta es muy importante especialmente puesto que su hogar es uno del pequeño numero que está siendo encuestado. Por favor, ayúdenos a darle forma al futuro de McAllen. Gracias por su tiempo y participacion.

Sinceramente,

A handwritten signature in black ink that reads "Richard Cortez".

La Ciudad de McAllen

# Encuesta Ciudadana del 2010 de la Ciudad de McAllen

Por favor complete este cuestionario si usted es el adulto (18 años o más) de su casa que más recientemente haya celebrado su cumpleaños. El año de nacimiento del adulto no importa. Por favor encierre en un círculo la respuesta que mejor represente su opinión en cada pregunta. Sus respuestas son anónimas y solo serán reportadas en forma general.

## 1. Por favor clasifique cada uno de los siguientes aspectos de la calidad de vida en McAllen:

|   | <i>Excelente</i> | <i>Bueno</i> | <i>Pasable</i> | <i>Bajo</i> | <i>No sé</i> |
|---|------------------|--------------|----------------|-------------|--------------|
| McAllen como lugar en donde vivir.....            | 1                | 2            | 3              | 4           | 5            |
| Su vecindario como lugar en donde vivir.....      | 1                | 2            | 3              | 4           | 5            |
| McAllen como lugar para criar niños .....         | 1                | 2            | 3              | 4           | 5            |
| McAllen como lugar para trabajar .....            | 1                | 2            | 3              | 4           | 5            |
| McAllen como lugar para jubilarse/retirarse ..... | 1                | 2            | 3              | 4           | 5            |
| La calidad general de vida en McAllen .....       | 1                | 2            | 3              | 4           | 5            |

## 2. Por favor evalúe la forma en que cada una de las siguientes características se relaciona en general con la Ciudad de McAllen:

|   | <i>Excelente</i> | <i>Bueno</i> | <i>Pasable</i> | <i>Bajo</i> | <i>No sé</i> |
|---|------------------|--------------|----------------|-------------|--------------|
| Sentido de cooperación comunitaria.....   | 1                | 2            | 3              | 4           | 5            |
| Aceptación de la comunidad a gente de diferentes<br>antecedentes.....                     | 1                | 2            | 3              | 4           | 5            |
| Aspecto general de la Ciudad de McAllen.....  | 1                | 2            | 3              | 4           | 5            |
| Limpieza de McAllen.....  | 1                | 2            | 3              | 4           | 5            |
| Calidad general de desarrollo nuevo en McAllen.....                                       | 1                | 2            | 3              | 4           | 5            |
| Variedad de opciones de vivienda .....  | 1                | 2            | 3              | 4           | 5            |
| Calidad general de empresas y establecimientos de servicio<br>en McAllen .....            | 1                | 2            | 3              | 4           | 5            |
| Suficientes lugares de compra .....   | 1                | 2            | 3              | 4           | 5            |
| Oportunidades para asistir a actividades culturales .....                                 | 1                | 2            | 3              | 4           | 5            |
| Oportunidades de recreación.....  | 1                | 2            | 3              | 4           | 5            |
| Oportunidades para empleo .....   | 1                | 2            | 3              | 4           | 5            |
| Oportunidades educativas.....   | 1                | 2            | 3              | 4           | 5            |
| Oportunidades para participar en eventos y actividades<br>sociales.....                   | 1                | 2            | 3              | 4           | 5            |
| Oportunidades para participar en eventos y actividades<br>religiosos o espirituales ..... | 1                | 2            | 3              | 4           | 5            |
| Oportunidades para ser voluntario.....  | 1                | 2            | 3              | 4           | 5            |
| Oportunidades para participar en asuntos de comunidad.....                                | 1                | 2            | 3              | 4           | 5            |
| Facilidad para andar en carro.....  | 1                | 2            | 3              | 4           | 5            |
| Facilidad para andar en autobús.....  | 1                | 2            | 3              | 4           | 5            |
| Facilidad para andar en bicicleta.....  | 1                | 2            | 3              | 4           | 5            |
| Facilidad para caminar.....   | 1                | 2            | 3              | 4           | 5            |
| Disponibilidad de caminos y senderos para caminar.....                                    | 1                | 2            | 3              | 4           | 5            |
| Flujo de tráfico sobre las calles principales .....                                       | 1                | 2            | 3              | 4           | 5            |
| Disponibilidad de Estacionamiento Público .....   | 1                | 2            | 3              | 4           | 5            |
| Disponibilidad de viviendas a precios accesibles .....                                    | 1                | 2            | 3              | 4           | 5            |
| Guarderías infantiles a precios accesibles.....   | 1                | 2            | 3              | 4           | 5            |
| Asistencia médica a precios accesibles.....   | 1                | 2            | 3              | 4           | 5            |
| Acceso a comida de buena calidad a un costo razonable.....                                | 1                | 2            | 3              | 4           | 5            |
| Disponibilidad de servicios preventivos de salud .....                                    | 1                | 2            | 3              | 4           | 5            |
| Calidad del medio ambiente (aire) .....   | 1                | 2            | 3              | 4           | 5            |
| Calidad del ambiente natural general en McAllen.....                                      | 1                | 2            | 3              | 4           | 5            |
| Imagen/reputación general de McAllen.....   | 1                | 2            | 3              | 4           | 5            |

## 3. Por favor evalúe la rapidez de crecimiento durante los últimos 2 años en las siguientes categorías:

|   | <i>demasiado<br/>lento</i> | <i>un poco<br/>lento</i> | <i>cantidad<br/>apropiada</i> | <i>un poco<br/>rápido</i> | <i>muy<br/>rápido</i> | <i>no<br/>sé</i> |
|---|----------------------------|--------------------------|-------------------------------|---------------------------|-----------------------|------------------|
| Crecimiento de la población .....                               | 1                          | 2                        | 3                             | 4                         | 5                     | 6                |
| Crecimiento del comercio (tiendas, restaurantes,<br>etc.) ..... | 1                          | 2                        | 3                             | 4                         | 5                     | 6                |
| Aumento de oportunidad de empleo .....                          | 1                          | 2                        | 3                             | 4                         | 5                     | 6                |



**4. ¿Hasta qué grado son problema los edificios en ruinas, lotes de hierba mala o vehículos chatarra en McAllen?**

- ☐ No son problema   ☐ Problema menor   ☐ Problema moderado   ☐ Problema mayor   ☐ No sé

**5. Por favor clasifique qué tan seguro o inseguro se siente usted de lo siguiente en McAllen:**

|  | <i>muy<br/>seguro</i> | <i>más o menos<br/>seguro</i> | <i>ni seguro<br/>ni inseguro</i> | <i>más o menos<br/>inseguro</i> | <i>muy<br/>inseguro</i> | <i>no<br/>sé</i> |
|--|-----------------------|-------------------------------|----------------------------------|---------------------------------|-------------------------|------------------|
| Crimen violento (Ej. violación, ataque, robo) .....  | 1                     | 2                             | 3                                | 4                               | 5                       | 6                |
| Crímenes de propiedad (Ej. robo, asalto) .....       | 1                     | 2                             | 3                                | 4                               | 5                       | 6                |
| Peligros ambientales, incluyendo desecho tóxico..... | 1                     | 2                             | 3                                | 4                               | 5                       | 6                |

**6. Por favor clasifique qué tan seguro o inseguro se siente usted:**

|   | <i>muy<br/>seguro</i> | <i>más o menos<br/>seguro</i> | <i>ni seguro<br/>ni inseguro</i> | <i>más o menos<br/>inseguro</i> | <i>muy<br/>inseguro</i> | <i>no<br/>sé</i> |
|---|-----------------------|-------------------------------|----------------------------------|---------------------------------|-------------------------|------------------|
| En su vecindario durante el día .....           | 1                     | 2                             | 3                                | 4                               | 5                       | 6                |
| En su vecindario durante la noche .....         | 1                     | 2                             | 3                                | 4                               | 5                       | 6                |
| En el centro de la Ciudad durante el día.....   | 1                     | 2                             | 3                                | 4                               | 5                       | 6                |
| En el centro de la Ciudad durante la noche..... | 1                     | 2                             | 3                                | 4                               | 5                       | 6                |

**7. ¿Ha tenido algún contacto en persona o por teléfono con un empleado del Ciudad del Departamento de Policía McAllen dentro de los últimos 12 meses?**

- ☐ No → Vaya a la Pregunta 9   ☐ Sí → Vaya a la Pregunta 8   ☐ No sé → Vaya a la Pregunta 9

**8. ¿Cuál fue la impresión general de su contacto más reciente con el Ciudad del Departamento de Policía McAllen?**

- ☐ Excelente   ☐ Buena   ☐ Regular   ☐ Deficiente   ☐ No sé

**9. Durante los últimos 12 meses, ¿usted o alguno de los miembros de su familia fue víctima de algún crimen?**

- ☐ No → Vaya a la pregunta 11   ☐ Sí → Vaya a la pregunta 10   ☐ No sé → Vaya a la pregunta 11

**10. ¿Si usted marcó sí, denunció esos crímenes a la policía?**

- ☐ No   ☐ Sí   ☐ No sé

**11. Durante los últimos 12 meses, ¿cuántas veces (usted o algún miembro de su familia) participó en las siguientes actividades en la Ciudad de McAllen?**

|  | <i>Nunca</i> | <i>1 ó 2<br/>veces</i> | <i>3 a 12<br/>veces</i> | <i>13 a 26<br/>veces</i> | <i>más de<br/>26 veces</i> |
|--|--------------|------------------------|-------------------------|--------------------------|----------------------------|
| Utilizó las bibliotecas públicas de McAllen y sus servicios.....   | 1            | 2                      | 3                       | 4                        | 5                          |
| Utilizó los centros de recreación de McAllen.....  | 1            | 2                      | 3                       | 4                        | 5                          |
| Participó en programas o actividades recreativas.....  | 1            | 2                      | 3                       | 4                        | 5                          |
| Visitó un parque del vecindario o de la Ciudad.....  | 1            | 2                      | 3                       | 4                        | 5                          |
| Utilizó un autobús local dentro de la Ciudad .....   | 1            | 2                      | 3                       | 4                        | 5                          |
| Asistió a una reunión de autoridades locales u otra reunión pública .....  | 1            | 2                      | 3                       | 4                        | 5                          |
| Miró una reunión de oficiales locales electos u otra reunión pública patrocinada por la Ciudad en televisión por cable, la Internet u otros medio..... | 1            | 2                      | 3                       | 4                        | 5                          |
| Visitó la Ciudad del sitio en red McAllen (en mcallen.net) .....   | 1            | 2                      | 3                       | 4                        | 5                          |
| Recicló papel, latas o botellas en su casa .....   | 1            | 2                      | 3                       | 4                        | 5                          |
| Trabajó de voluntario en algún grupo o actividad .....   | 1            | 2                      | 3                       | 4                        | 5                          |
| Participó en actividades religiosas o espirituales en McAllen.....   | 1            | 2                      | 3                       | 4                        | 5                          |
| Participó en un club o grupo cívico en McAllen .....   | 1            | 2                      | 3                       | 4                        | 5                          |
| Proporcionó ayuda a un amigo o vecino.....   | 1            | 2                      | 3                       | 4                        | 5                          |

**12. ¿Como qué tan a menudo, si lo hace, habla o tiene visita con sus vecinos inmediatos (gente que vive en los 10 o 20 hogares más cercanos a usted)?**

- ☐ Casi todos los días  
☐ Varias veces por semana  
☐ Varias veces al mes  
☐ Menos de varias veces al mes

# Encuesta Ciudadana del 2010 de la Ciudad de McAllen

## 13. Por favor clasifique la calidad de cada uno de los siguientes servicios en McAllen:

|   | <i>Excelente</i> | <i>Bueno</i> | <i>Pasable</i> | <i>Bajo</i> | <i>No sé</i> |
|---|------------------|--------------|----------------|-------------|--------------|
| Servicios de la Policía .....   | 1                | 2            | 3              | 4           | 5            |
| Servicios de Bomberos.....  | 1                | 2            | 3              | 4           | 5            |
| Prevención de Crímenes .....  | 1                | 2            | 3              | 4           | 5            |
| Educación y Prevención contra Incendios .....   | 1                | 2            | 3              | 4           | 5            |
| Cortes Municipales .....  | 1                | 2            | 3              | 4           | 5            |
| Imposición de las Leyes de Tránsito .....   | 1                | 2            | 3              | 4           | 5            |
| Reparación de Calles .....  | 1                | 2            | 3              | 4           | 5            |
| Limpieza de Calles.....   | 1                | 2            | 3              | 4           | 5            |
| Iluminación de Calles .....   | 1                | 2            | 3              | 4           | 5            |
| Mantenimiento de Aceras / Veredas.....  | 1                | 2            | 3              | 4           | 5            |
| Regulación de Semáforos / Señales de Tránsito .....   | 1                | 2            | 3              | 4           | 5            |
| Servicios de Autobús / Transporte .....   | 1                | 2            | 3              | 4           | 5            |
| Recolección de Basura.....  | 1                | 2            | 3              | 4           | 5            |
| Reciclaje.....  | 1                | 2            | 3              | 4           | 5            |
| Recolección de Desechos del Patio (jardín) .....  | 1                | 2            | 3              | 4           | 5            |
| Drenajes .....  | 1                | 2            | 3              | 4           | 5            |
| Agua Potable .....  | 1                | 2            | 3              | 4           | 5            |
| Servicios de Cañería .....  | 1                | 2            | 3              | 4           | 5            |
| Parques de Ciudad.....  | 1                | 2            | 3              | 4           | 5            |
| Clases o Programas Recreativos .....  | 1                | 2            | 3              | 4           | 5            |
| Centros de Recreación .....   | 1                | 2            | 3              | 4           | 5            |
| Uso, Planificación y Zonificación de Terreno.....   | 1                | 2            | 3              | 4           | 5            |
| Imposición de las Ordenanzas (mala hierba, maleza, edificios abandonados, etc.).....                                      | 1                | 2            | 3              | 4           | 5            |
| Control de Animales .....   | 1                | 2            | 3              | 4           | 5            |
| Desarrollo Económico .....  | 1                | 2            | 3              | 4           | 5            |
| Servicios de Salud.....   | 1                | 2            | 3              | 4           | 5            |
| Servicios para Personas Mayores (de la tercera edad, Ciudadanos de oro, "seniors") .....                                  | 1                | 2            | 3              | 4           | 5            |
| Servicios para la juventud .....  | 1                | 2            | 3              | 4           | 5            |
| Servicios para Personas de Bajos Recursos .....   | 1                | 2            | 3              | 4           | 5            |
| Servicios de Bibliotecas Públicas.....  | 1                | 2            | 3              | 4           | 5            |
| Servicios de Información Pública .....  | 1                | 2            | 3              | 4           | 5            |
| Escuelas Públicas .....   | 1                | 2            | 3              | 4           | 5            |
| Televisión por Cable.....   | 1                | 2            | 3              | 4           | 5            |
| Preparación de emergencia (servicios que preparan a la comunidad para desastres u otras situaciones de emergencia). ..... | 1                | 2            | 3              | 4           | 5            |
| Preservación de áreas naturales tales como espacio abierto, tierra de cultivo y áreas verdes.....                         | 1                | 2            | 3              | 4           | 5            |

## 14. En general, ¿cómo evalúa usted los servicios suministrados por...

|                                       | <i>Excelente</i> | <i>Bueno</i> | <i>Pasable</i> | <i>Bajo</i> | <i>No sé</i> |
|---------------------------------------|------------------|--------------|----------------|-------------|--------------|
| la Ciudad de McAllen .....            | 1                | 2            | 3              | 4           | 5            |
| el Gobierno Federal .....             | 1                | 2            | 3              | 4           | 5            |
| el Gobierno Estatal.....              | 1                | 2            | 3              | 4           | 5            |
| Gobierno del Condado de Hidalgo ..... | 1                | 2            | 3              | 4           | 5            |

## 15. Por favor indique qué tan probable o improbable es usted para hacer cada uno de los siguientes:

|  | <i>Muy Probable</i> | <i>Algo probable</i> | <i>Algo improbable</i> | <i>Muy Improbable</i> | <i>No sé</i> |
|--|---------------------|----------------------|------------------------|-----------------------|--------------|
| Recomendarle vivir en McAllen a alguien que pregunta ..... | 1                   | 2                    | 3                      | 4                     | 5            |
| Permanecer en McAllen para los próximos cinco años.....    | 1                   | 2                    | 3                      | 4                     | 5            |

16. ¿Qué impacto, si existe, piensa usted que la economía tendrá en los ingresos de su familia en los próximos 6 meses?  
Usted piensa que el impacto será:

- ☐ Muy positivo    ☐ Más o menos positivo    ☐ Neutral    ☐ Más o menos negativo    ☐ Muy negativo

17. ¿Ha tenido algún contacto en persona o por teléfono con un empleado del Ciudad del Departamento de Bomberos McAllen dentro de los últimos 12 meses?

- ☐ No → Vaya a la Pregunta 19    ☐ Sí → Vaya a la Pregunta 18    ☐ No sé → Vaya a la Pregunta 19

18. ¿Cuál fue la impresión general de su contacto más reciente con el Ciudad del Departamento de Bomberos McAllen?

- ☐ Excelente    ☐ Buena    ☐ Regular    ☐ Deficiente    ☐ No sé

19. ¿Ha tenido contacto personal o por teléfono con algún empleado de la Ciudad de McAllen durante los últimos 12 meses (incluyendo policías, recepcionistas, planificadores u otros)?

- ☐ No → Vaya a la pregunta 21    ☐ Sí → Vaya a la pregunta 20

20. ¿Cuál fue su impresión de los empleados de la Ciudad de McAllen en su más reciente contacto? (Evalúe cada característica abajo.)

|                         | <i>Excelente</i> | <i>Bueno</i> | <i>Pasable</i> | <i>Bajo</i> | <i>No sé</i> |
|-------------------------|------------------|--------------|----------------|-------------|--------------|
| Conocimiento .....      | 1                | 2            | 3              | 4           | 5            |
| Simpatía.....           | 1                | 2            | 3              | 4           | 5            |
| Cortesía .....          | 1                | 2            | 3              | 4           | 5            |
| Impresión General ..... | 1                | 2            | 3              | 4           | 5            |

21. Por favor clasifique las siguientes categorías del desempeño gubernamental en McAllen:

|  | <i>Excelente</i> | <i>Bueno</i> | <i>Pasable</i> | <i>Bajo</i> | <i>No sé</i> |
|--|------------------|--------------|----------------|-------------|--------------|
| El valor de servicios para los impuestos pagados a McAllen .....               | 1                | 2            | 3              | 4           | 5            |
| La dirección general que está tomando McAllen .....                            | 1                | 2            | 3              | 4           | 5            |
| La labor del gobierno de McAllen para incluir la participación ciudadana ..... | 1                | 2            | 3              | 4           | 5            |

22. Por favor marque la respuesta que represente mejor su opinión en cada una de las siguientes preguntas:

a. ¿Cuál de los siguientes recursos, si alguno, prefiere usted para recibir noticias sobre la Ciudad de McAllen? Por favor marque todos los que se aplican:

- |  |  |   |
|--|--|---|
| <input type="radio"/> Sitio de Red de la Ciudad de McAllen | <input type="radio"/> El Monitor                       | <input type="radio"/> Publicaciones/notificaciones de noticias por Correo electrónico |
| <input type="radio"/> Noticias de televisión local         | <input type="radio"/> Otros periódicos locales         | <input type="radio"/> De palabra verbal   |
| <input type="radio"/> MCN (Canal de cable 12)              | <input type="radio"/> Reuniones públicas               | <input type="radio"/> Comunicaciones a través de Twitter o Facebook                   |
|  | <input type="radio"/> Comunicaciones en cuenta de agua | <input type="radio"/> Ninguno de estos  |

b. Si los ingresos de la Ciudad se mantienen igual y los sindicatos de Policía y/o Bomberos solicitan un aumento de pago, ¿cuál de las siguientes acciones preferiría usted que tomara la Ciudad? (Por favor escoja sólo una opción.)

- ☐ Negar el aumento de pago  
☐ Aprobar el aumento de pago reduciendo otros servicios  
☐ Aprobar el aumento de pago incrementando impuestos de propiedad  
☐ No sé

c. La Ciudad de McAllen está considerando opciones para propiedades de recreación en la ciudad. Planes tentativos para un complejo de deportes incluyen canchas de tenis, campos de fútbol, campos de béisbol y servicios que cuestan aproximadamente \$35 millones para construir y aproximadamente \$600,000 por año para mantener. ¿Hasta qué punto apoya o se opone usted a este complejo potencial de deportes?

- ☐ Fuertemente apoyo    ☐ Algo apoyo    ☐ Algo me opongo    ☐ Fuertemente me opongo    ☐ No sé

d. ¿Hasta qué punto apoya o se opone usted a un aumento de impuestos a pagar para construcción y mantenimiento de un complejo nuevo de deportes?

- ☐ Fuertemente apoyo    ☐ Algo apoyo    ☐ Algo me opongo    ☐ Fuertemente me opongo    ☐ No sé

# Encuesta Ciudadana del 2010 de la Ciudad de McAllen

Nuestras últimas preguntas son acerca de usted y su hogar. De nuevo, todas las respuestas son anónimas y serán reportadas en forma general.

**D1. ¿Actualmente está empleado con sueldo?**

- ☐ No → Vaya a la Pregunta D3
- ☐ Sí, tiempo completo → Vaya a la Pregunta D2
- ☐ Sí, medio tiempo → Vaya a la Pregunta D2

**D2. Durante una semana típica, ¿cuántos días hace un recorrido hasta el trabajo (para la mayor distancia que recorre) de cada manera en la lista de abajo? (Ponga el número total de días, usando números enteros.)**

Vehículo motorizado (Ej. carro, camión, motocicleta, etc...) solo ..... días

Vehículo motorizado (Ej. carro, camión, motocicleta, etc...) con otros niños o adultos ..... días

Autobús, Vía férrea, Metro u otro transporte público ..... días

Caminar ..... días

Bicicleta ..... días

Trabajar en el hogar ..... días

Otro ..... días

**D3. ¿Cuántos años tiene usted viviendo en Wichita?**

- ☐ Menos de 2 años
- ☐ 2-5 años
- ☐ 6-10 años
- ☐ 11-20 años
- ☐ Más de 20 años

**D4. ¿Cuál describe mejor el edificio en el que vive?**

- ☐ Casa de una sola familia separada de cualquier otra casa
- ☐ Casa adjunta a una o más casas (p.ej., un dúplex o townhome)
- ☐ Edificio con dos o más apartamentos o condominios
- ☐ Hogar móvil
- ☐ Otro

**D5. ¿Es esta casa, apartamento o casa rodante / trailer es...**

- ☐ Alquilada o la ocupa sin pago?
- ☐ Propia, o alguno de su familia la paga con hipoteca o ya está pagado?

**D6. ¿Como cuánto es su costo mensual de vivienda para el lugar donde vive? (incluyendo renta, pago de hipoteca, impuesto de propiedad, seguro de propiedad y cuotas de asociación de propietarios (HOA))?**

- ☐ Menos de \$300 por mes
- ☐ \$300 a \$599 por mes
- ☐ \$600 a \$999 por mes
- ☐ \$1,000 a \$1,499 por mes
- ☐ \$1,500 a \$2,499 por mes
- ☐ \$2,500 o más por mes

**D7. ¿Algún niño de 17 años o menos vive en su hogar?**

- ☐ No
- ☐ Sí

**D8. ¿Tiene usted o cualquiera de los miembros de su familia 65 años o más?**

- ☐ No
- ☐ Sí

**D9. ¿Cuánto cree usted que será el ingreso de su familia antes de impuestos para el año actual? (Por favor incluya en su ingreso total todo ingreso de todas las personas de su casa.)**

- ☐ Menos de \$24,999
- ☐ \$25,000 a \$49,999
- ☐ \$50,000 a \$99,999
- ☐ \$100,000 a \$149,999
- ☐ \$150,000 o más

**Por favor responda a ambas preguntas D10 y D11:**

**D10. ¿Es usted Español, Hispano o Latino?**

- ☐ No, no soy Español, Hispano o Latino
- ☐ Sí, me considero Español, Hispano o Latino

**D11. ¿Cuál es su raza? (Marque uno o más grupos que indiquen lo que usted se considera.)**

- ☐ Indio Americano o nativo de Alaska
- ☐ Asiático o de las Islas del Pacífico
- ☐ Negro, Afro-americano
- ☐ Blanco / Caucásico
- ☐ Otro

**D12. ¿En que categoría está su edad?**

- ☐ 18-24 años
- ☐ 25-34 años
- ☐ 35-44 años
- ☐ 45-54 años
- ☐ 55-64 años
- ☐ 65-74 años
- ☐ 75 años o más

**D13. ¿Cuál es su sexo?**

- ☐ Femenino
- ☐ Masculino

**D14. ¿Está registrado para votar en su jurisdicción?**

- ☐ No
- ☐ Sí
- ☐ No tengo derecho a votar
- ☐ No sé

**D15. Muchas personas no tienen tiempo para votar en las elecciones. ¿Recuerda usted haber votado en la última elección general?**

- ☐ No
- ☐ Sí
- ☐ No tengo derecho a votar
- ☐ No sé

**D16. ¿Usted tiene un teléfono celular?**

- ☐ No
- ☐ Sí

**D17. ¿Usted tiene una línea de tierra (conexión a la pared) en el hogar?**

- ☐ No
- ☐ Sí

**D18. Si usted tiene tanto un teléfono celular como una línea de tierra, ¿a cuál considera como su número primordial de teléfono?**

- ☐ Celular
- ☐ Línea de tierra
- ☐ Ambos

Gracias por completar esta encuesta. Por favor regrese la encuesta en el sobre prepagado a:  
National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502



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