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The City of McAllen, Texas

Report of Results 2006



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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 survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Results are statistically reweighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The City of McAllen staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries NRC used for sampling; and they provided the appropriate letterhead and signatures for mailings. City of McAllen staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

UNDERSTANDING THE RESULTS

Survey Administration

The NCS™ was administered using phone data collection. Phone calls were made from June 4, 2006 to June 18, 2006 using a Computer-Assisted Telephone Interviewing system¹. Random telephone numbers were generated proportional to the number of residential telephone subscribers and active telephone prefixes in the geographic area of the survey. The survey was administered and the data were recorded electronically. A majority of the interviews were completed during the daytime hours, although calls were made on the weekend and during the evening, also. All phone numbers were dialed at least three times before replacing with another number, with at least one of the attempts on either a weekend or weekday. (The dispositions of the numbers dialed during the survey are listed in the table in Appendix B.)

A total 3,366 phone numbers were dialed during the survey administration. Some of these numbers are considered ineligible for the survey. Of the approximately 1,448 households called², 403 completed interviews providing a response rate of 28%. Approximately 150 households refused the survey.

The results were weighted to reflect the demographic profile of all residents in the City of McAllen. (For more information on the survey methodology, see Appendix B. A copy of the survey materials can be found in Appendix C.)

Survey Validity

The question of survey validity has two parts: 1) how can we be confident that the results from our sample are representative of the results we would have gotten had we administered the survey 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, we use the best survey research practices for the resources spent to assure that the results from the sample reflect the opinions of residents in the entire jurisdiction. These practices include:

1. Selecting households at random within the jurisdiction.

¹ CATI is a software program that automatically dials phone numbers, logs dispositions and records responses to completed interviews.

² Disconnected, fax/data line, or business phone numbers were not included as eligible households. For 984 phone numbers where the eligibility status of the household was unknown, 43% were estimated to be eligible. This proportion was assumed to hold for those households not contacted, or where the household refused, and therefore prevented knowing the eligibility status, and only 43% of these numbers were included in the final response rate calculation.

2. Selecting the respondent within the household using an unbiased sampling procedure³.
3. Calling all households at least three times, at different times of the day in order to get a response.
4. Offering the survey in Spanish when appropriate and requested by City officials.
5. Using the most recent available information about the characteristics of jurisdiction residents to re-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 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), her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), her confidence that 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

³ The birthday method requests 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.

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 fire fighters, breadth of services and training provided). Whether some research confirms or disconfirms that relationship between what residents think about a community and what can be seen "objectively" in a community, we have argued that resident opinion is a perspective that cannot be ignored by government administrators. Elsewhere we have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

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 is one we did not want to dismiss 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, we have 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.

For two of the items related to crime victimization and crime reporting, “don’t know” responses were not removed. These questions were not evaluative; rather, respondents were asked if they or any member of their household had been a victim of a crime within the last year. If they were, they were then asked whether the crime had been reported to police.

Putting Evaluations Onto a 100-Point Scale

Although responses to many of the evaluative questions were made on a 4 point scale with 4 representing the best rating and 1 the worst, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent,” then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor” rating, the result would be 0 on the 100-point scale. If the average rating for quality of life was “good,” then the result would be 67 on a 100-point scale; “fair” would be 33 on the 100-point scale. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus 5 points based on all respondents.

Interpreting Comparisons to Previous Years

This report contains comparisons with prior years’ results. In this report, we are comparing 2006 data with 2004 data in the graphs. In the graphs, there are two separate representations labeled by year. The table following a graph contains 2006 data only, and is labeled accordingly. Differences between years can be considered “statistically significant” if they are greater than 5 percentage points or 5 points on a 100 point scale.

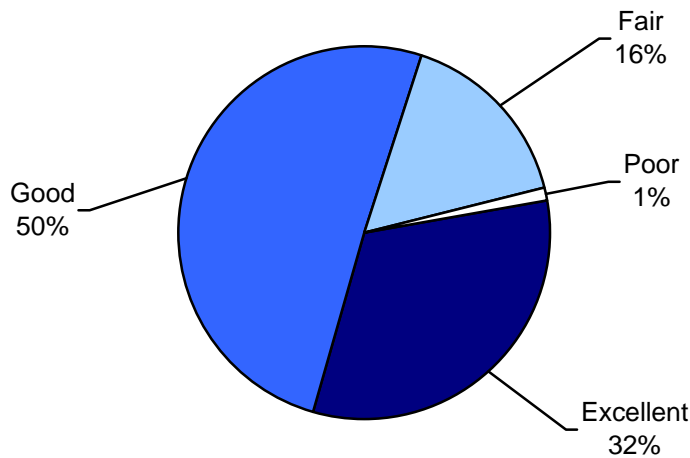
COMMUNITY LIFE

The National Citizen Survey™ contained many questions related to the life of residents in the community. Survey participants were asked to rate their overall quality of life, as well as other aspects of quality of life in McAllen. They also evaluated characteristics of the community, and gave their perceptions of safety in the City of McAllen. The questionnaire assessed use of the amenities of the community and involvement by respondents in the civic and economic life of McAllen.

Quality of Life

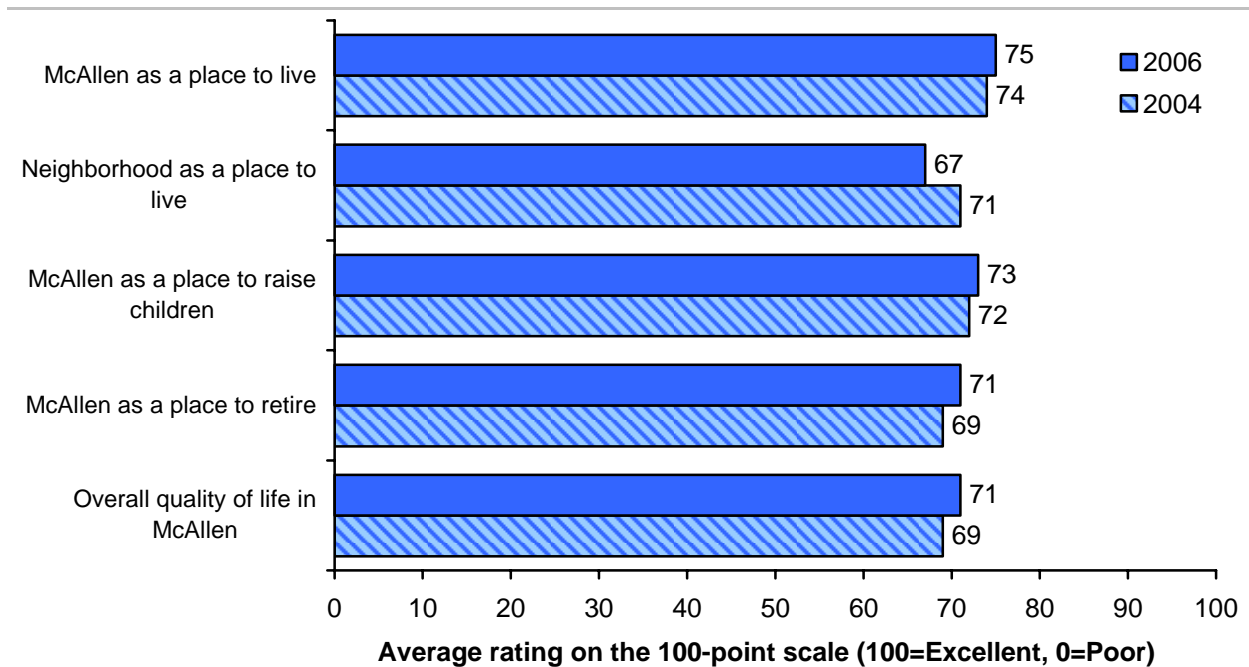
When asked to rate the overall quality of life in McAllen, 32% of respondents thought it was “excellent.” Only 1% rated overall quality of life as “poor.”

Figure 1: Overall Quality of Life in McAllen



The average rating of overall quality of life on a 100-point scale was 69 in 2004. In 2006, the rating was 71. McAllen as a place to raise children received an average rating of 72 on a 100-point scale in 2004, compared to 73 in 2006. Other ratings can be seen in the charts below.

Figure 2: Quality of Life Ratings



2006 Quality of Life Ratings

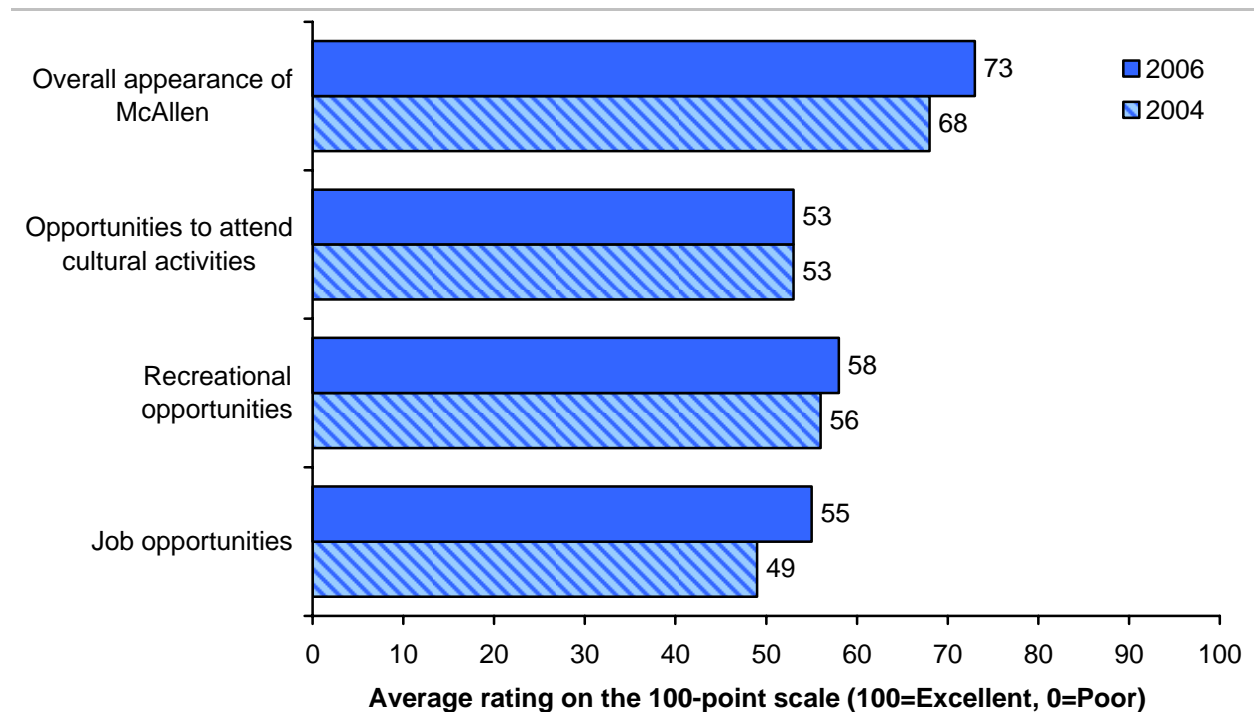
	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
How do you rate McAllen as a place to live?	45%	40%	12%	4%	100%	75
How do you rate your neighborhood as a place to live?	32%	44%	17%	7%	100%	67
How do you rate McAllen as a place to raise children?	41%	41%	12%	5%	100%	73
How do you rate McAllen as a place to retire?	35%	48%	11%	6%	100%	71
How do you rate the overall quality of life in McAllen?	32%	50%	16%	1%	100%	71

Note: "don't know" responses have been removed.

Ratings of Community Characteristics in McAllen

In 2006, the highest rated characteristics of McAllen were overall appearance of McAllen, access to affordable quality housing, and recreational opportunities. The average rating on a 100-point scale given to overall appearance of McAllen in 2006 was 73 compared to 68 in 2004. Average ratings given to all the characteristics are shown in Figures 3, 4 and 5.

Figure 3: Characteristics of the Community: General and Opportunities

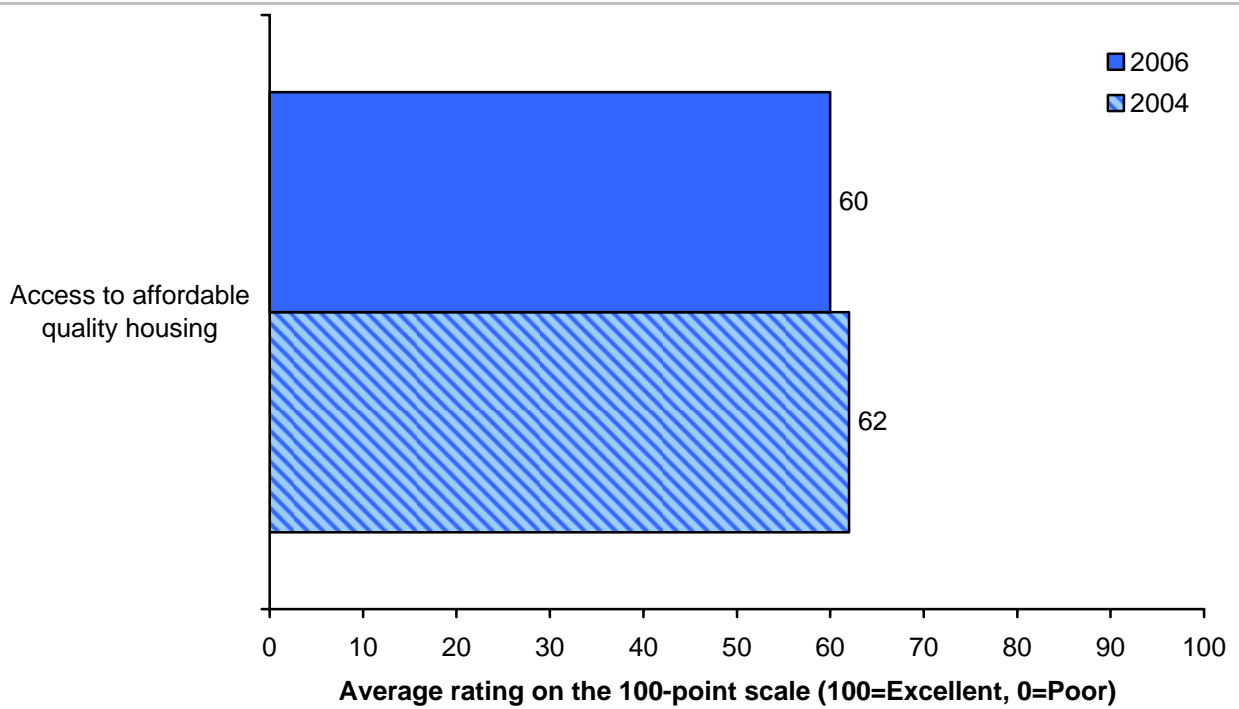


2006 Characteristics of the Community: General and Opportunities

Please rate each of the following characteristics as they relate to McAllen as a whole:					Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor		
Overall appearance of McAllen	35%	49%	13%	2%	100%	73
Opportunities to attend cultural activities	16%	39%	32%	12%	100%	53
Recreational opportunities	21%	42%	28%	10%	100%	58
Job opportunities	16%	47%	23%	14%	100%	55

Note: "don't know" responses have been removed.

Figure 4: Characteristics of the Community: Access

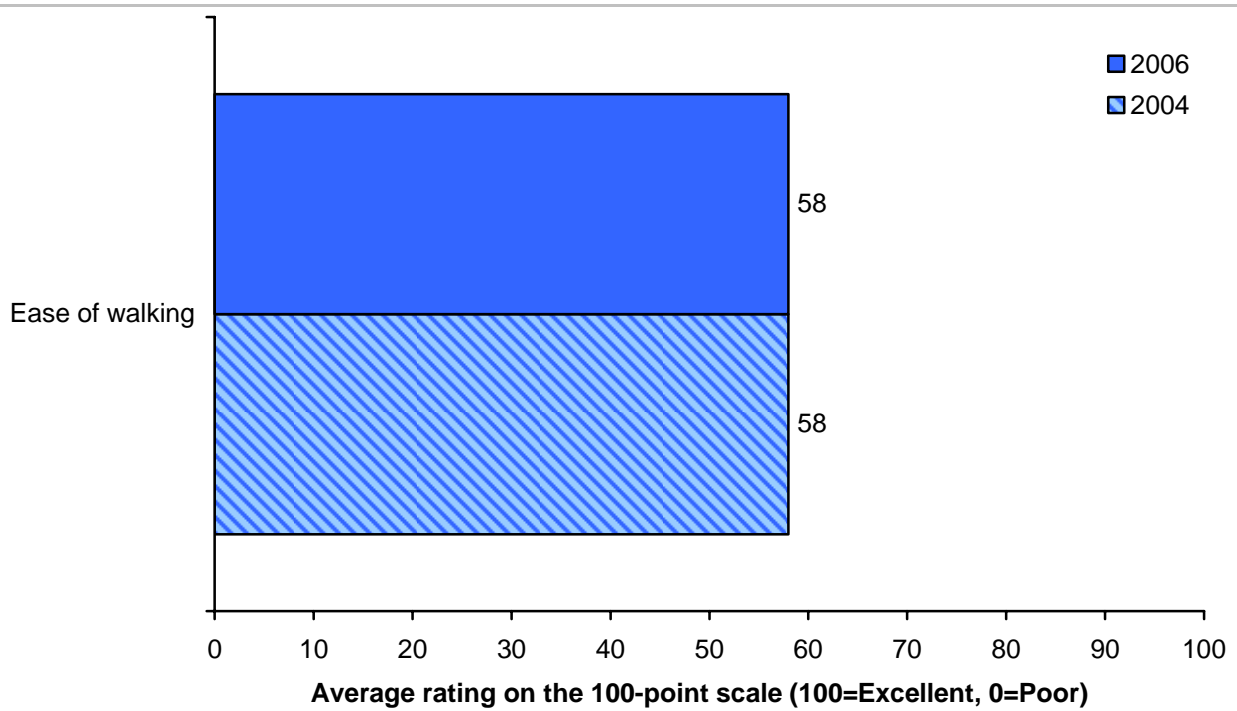


2006 Characteristics of the Community: Access

Please rate each of the following characteristics as they relate to McAllen as a whole:					Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor		
Access to affordable quality housing	21%	47%	23%	9%	100%	60

Note: "don't know" responses have been removed.

Figure 5: Characteristics of the Community: Mobility



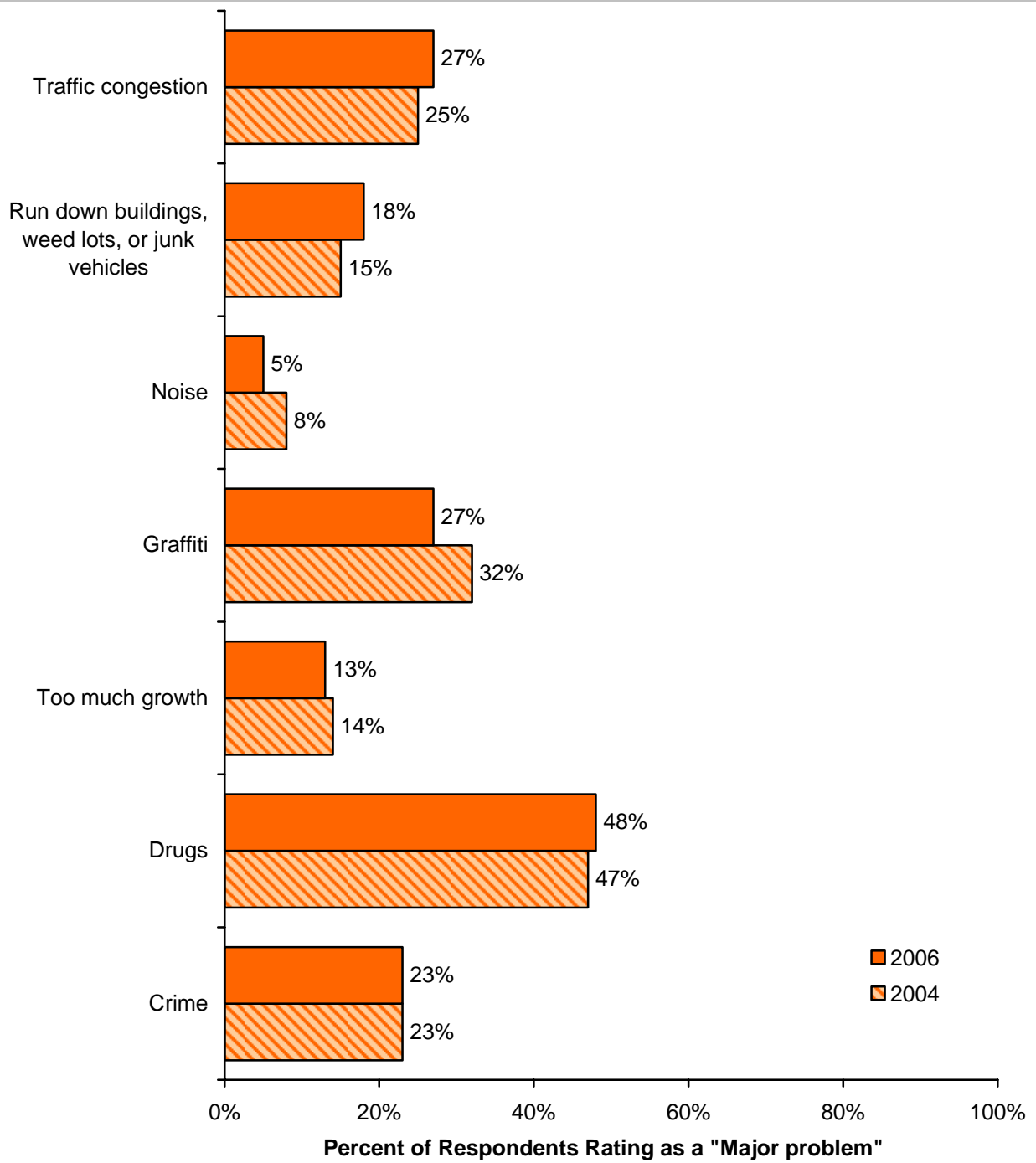
2006 Characteristics of the Community: Mobility

Please rate each of the following characteristics as they relate to McAllen as a whole:					Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor		
Ease of walking in McAllen	23%	41%	23%	13%	100%	58

Note: "don't know" responses have been removed.

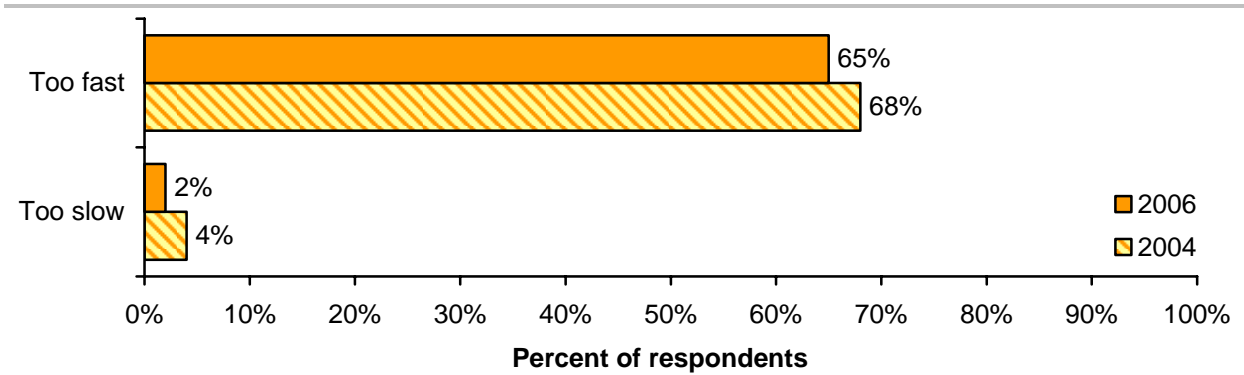
When asked about potential problems in McAllen, the three concerns rated by the highest proportion of respondents as a “major problem” in 2006 were drugs, graffiti, and traffic congestion. In 2006 48% rated drugs as a “major problem” compared to 47% in 2004.

Figure 6: Ratings of Potential Problems in McAllen



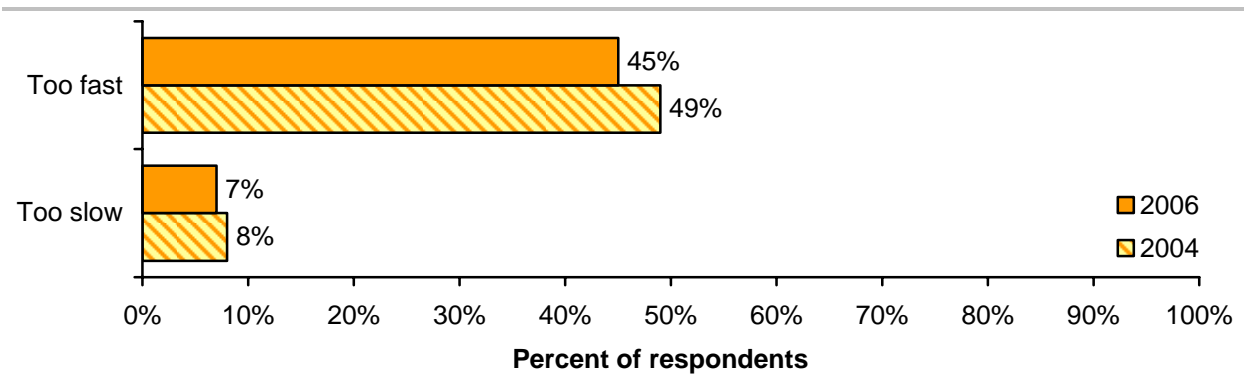
In 2006, the rate of population growth in McAllen was viewed as “too fast” by 65% of respondents, while 2% thought it was “too slow.”

Figure 7a: Ratings of Population Growth by Year in McAllen



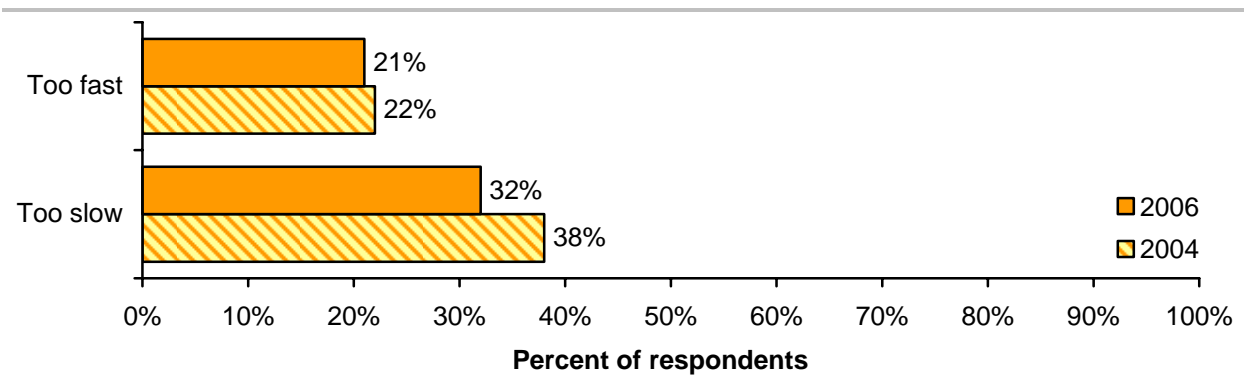
Note: Responses of “about right” were omitted.

Figure 7b: Ratings of Retail Growth by Year in McAllen



Note: Responses of “about right” were omitted.

Figure 7c: Ratings of Jobs Growth by Year in McAllen



Note: Responses of “about right” were omitted.

In 2006, 52% of respondents felt the impact of the economy would be positive on their family income in the next 12 months, while 14% felt it would be negative. In 2004, 64% of respondents felt the impact of the economy would be positive.

Figure 8a: 2006 Perceptions of 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...

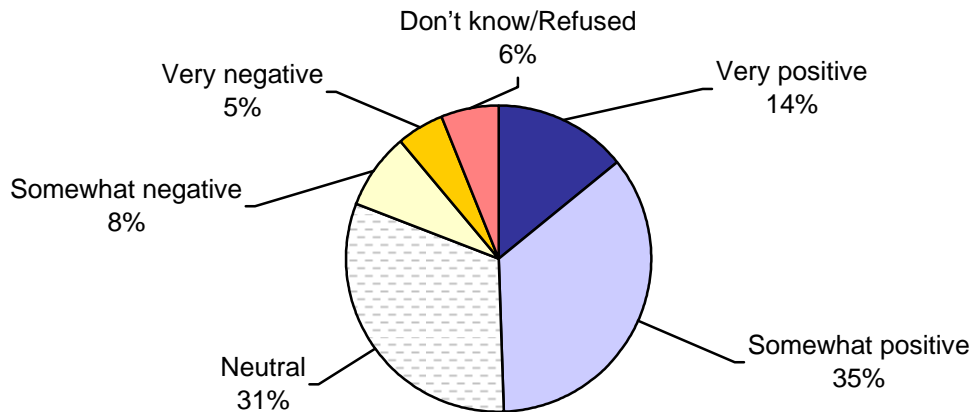
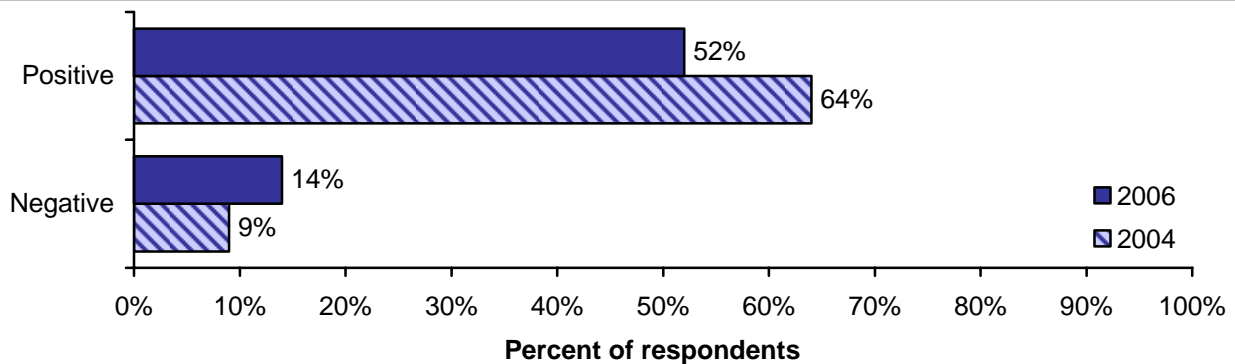


Figure 8b: Comparisons of Perceptions of Economy by Year



Note: Responses of "neutral" were omitted.

Perceptions of Safety

When evaluating safety in the community, 75% of respondents felt “somewhat” or “very safe” from violent crimes in McAllen in 2006, compared to 68% in 2004. In their neighborhood after dark, 80% of survey participants felt “somewhat” or “very safe” in 2006, compared to 85% in 2004.

In 2006, as assessed by the survey, 14% of households reported that at least one member had been the victim of one or more crimes in the past year. In 2004, 18% of households had reported that at least one member had been a crime victim. Of those who had been the victim of a crime in 2006, 68% had reported it to police.

Figure 9: Ratings of Safety from Various Problems in McAllen by Year

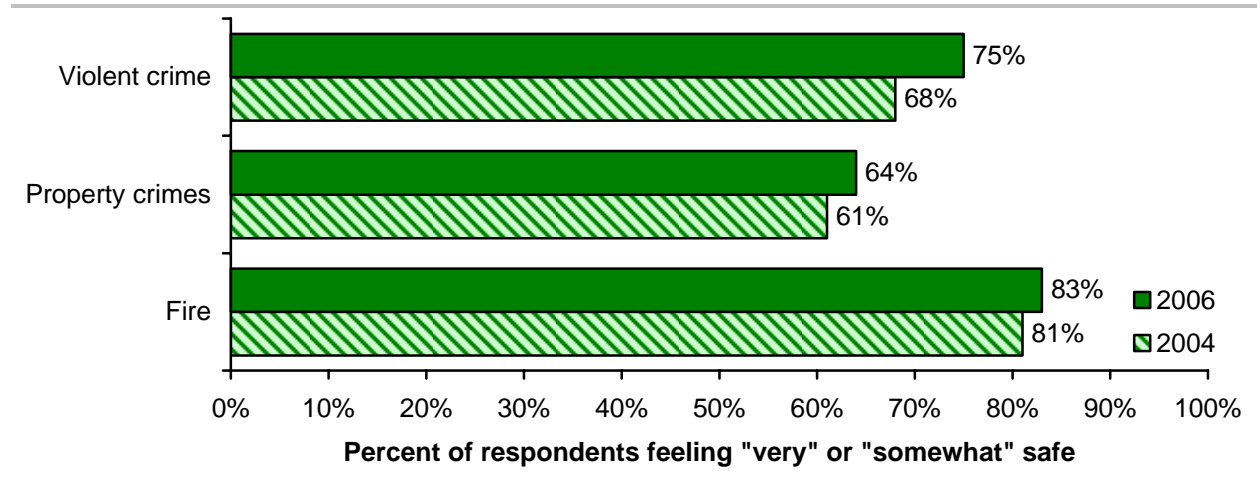


Figure 10: Ratings of Safety in Various Areas in McAllen by Year

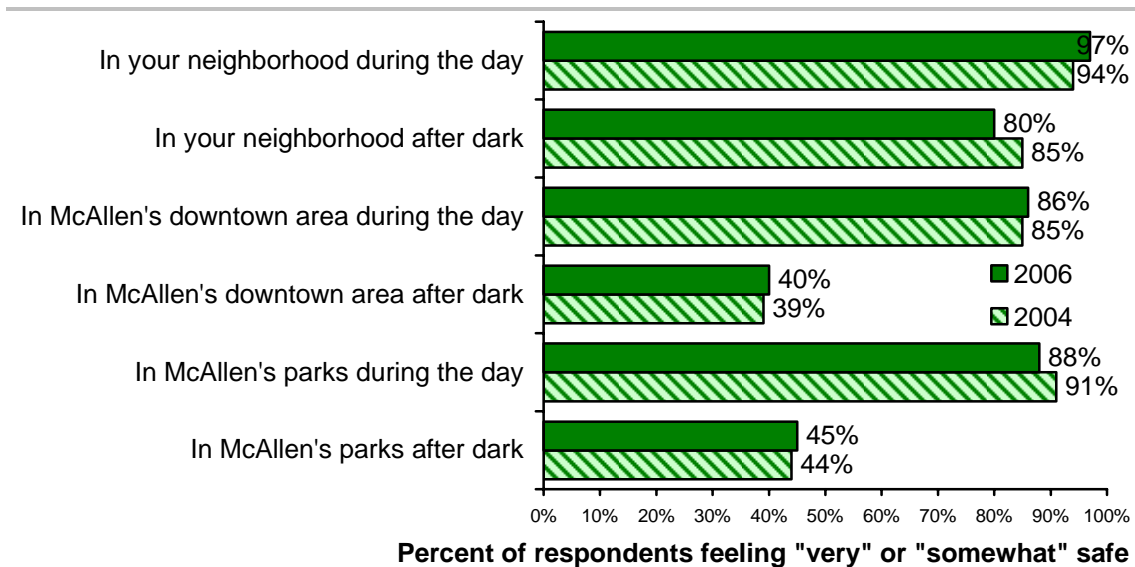


Figure 11: Percent of Respondents' Households That Were Victim of a Crime in the Last 12 Months by Year

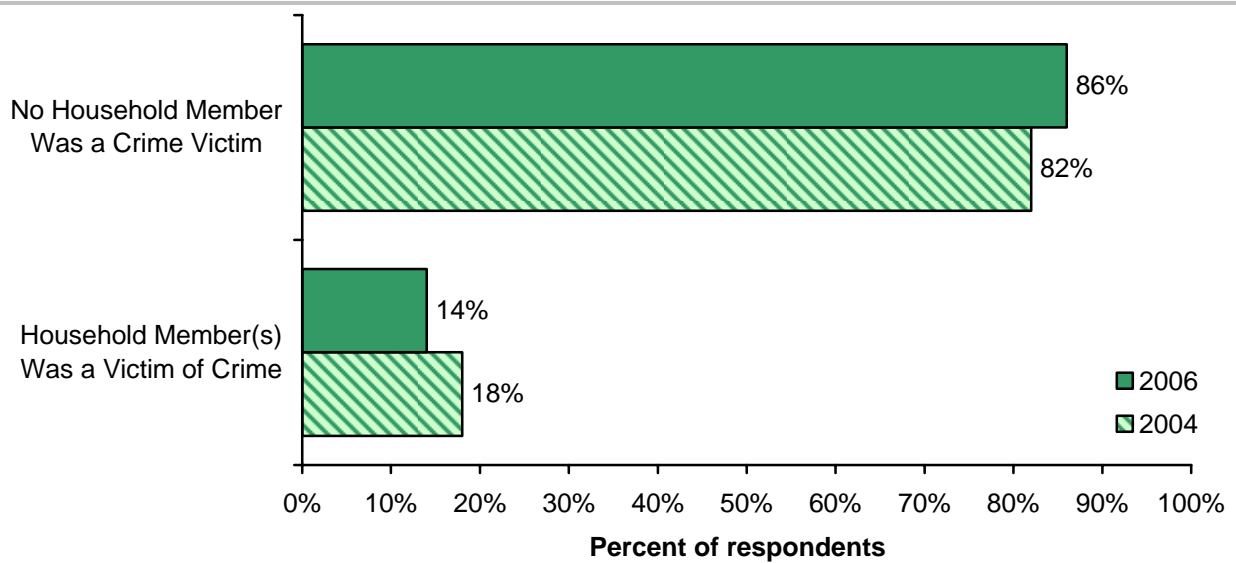
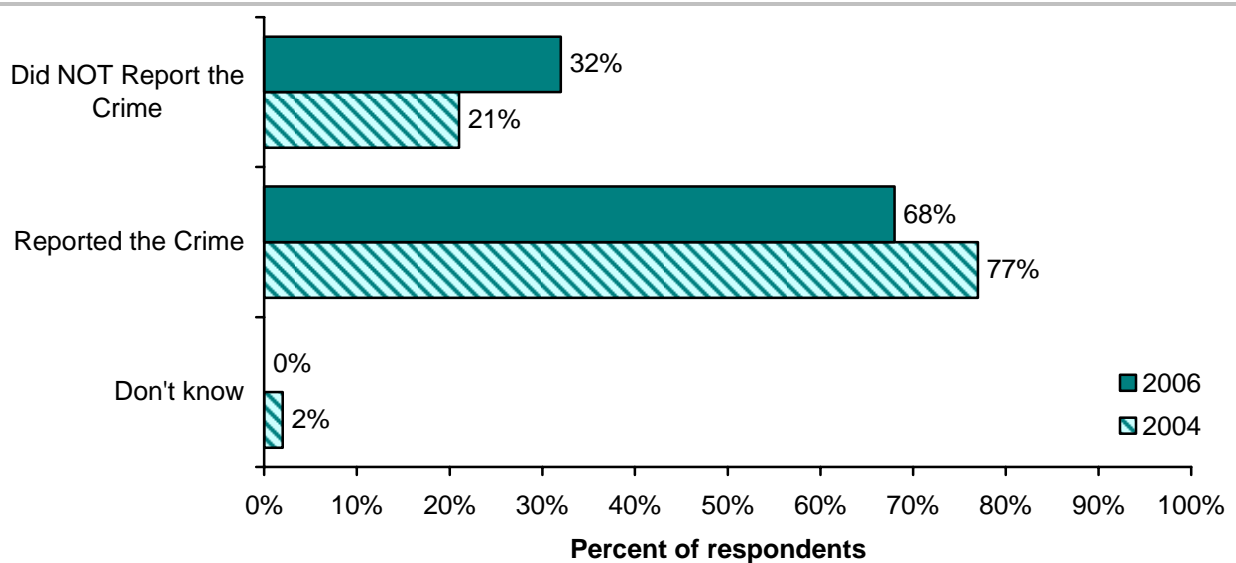


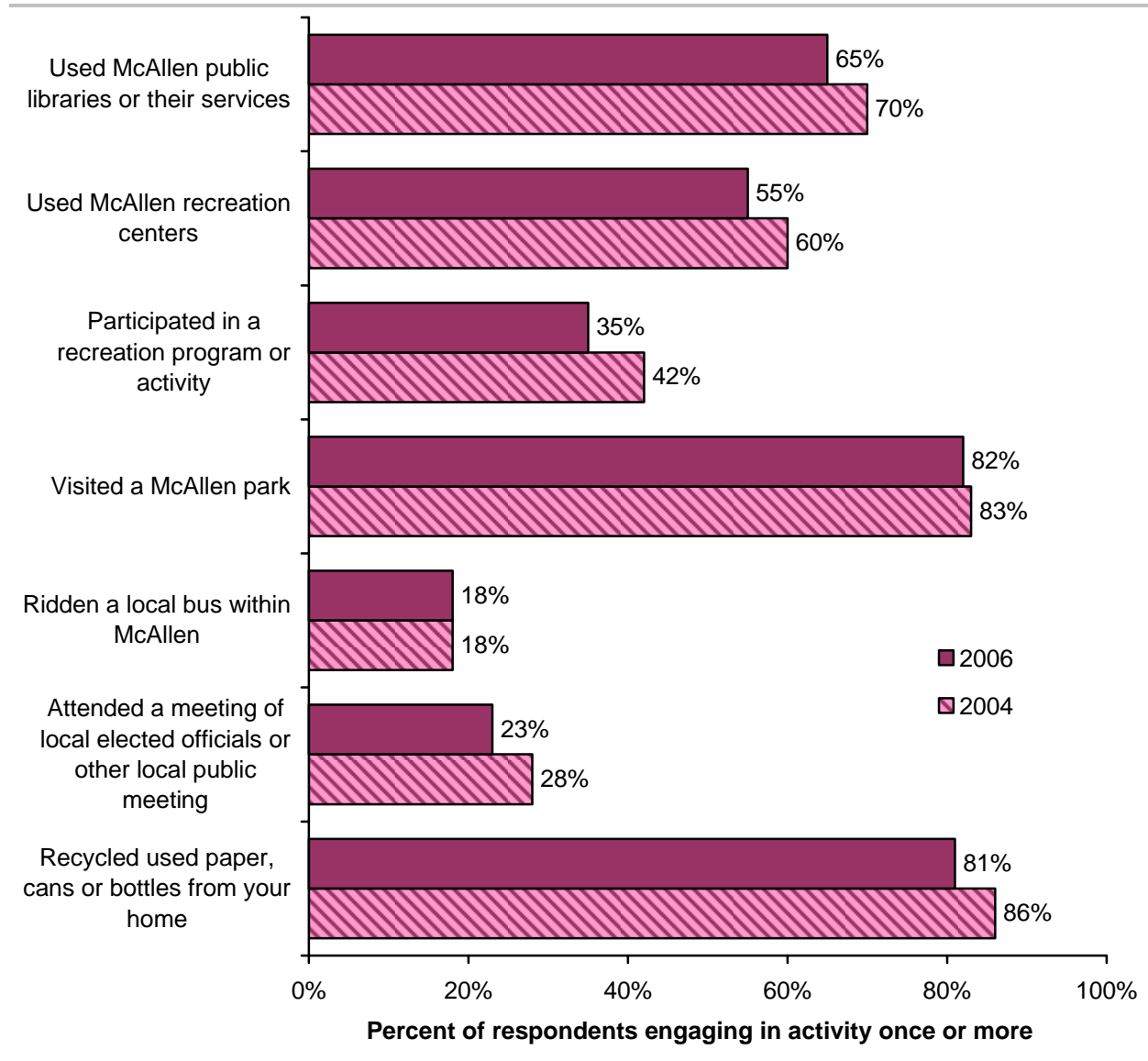
Figure 12: Percent of Respondents' Households That Were Victim of a Crime Who Reported the Crime by Year



Community Participation

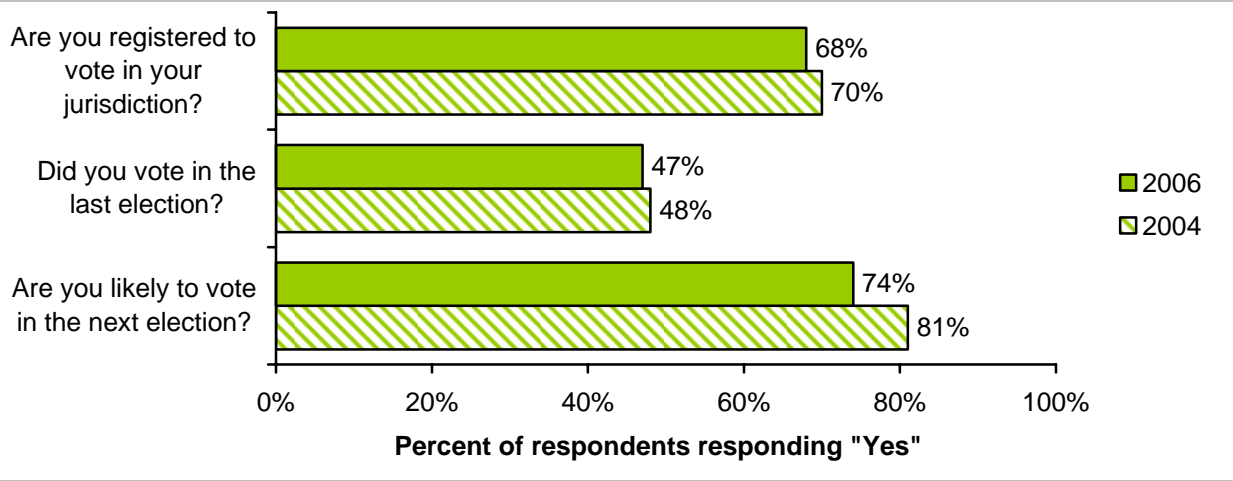
Participation in the civic, social and economic life of McAllen during the past year was assessed on the survey. The proportion of respondents engaging in various activities is shown in the chart below, with comparisons made between 2006 and 2004. Among those completing the questionnaire in 2006, 82% reported visiting a McAllen park in the past year compared to 83% in 2004. Voter status was also estimated, and is shown on page 17.⁴

Figure 13: Percent of Respondents Engaging in Various Activities in McAllen in the Last 12 Months by Year



⁴ In general on a survey, a greater proportion of people will report having voted, than actual voting records verify.

Figure 14: Voter Status and Activity by Year



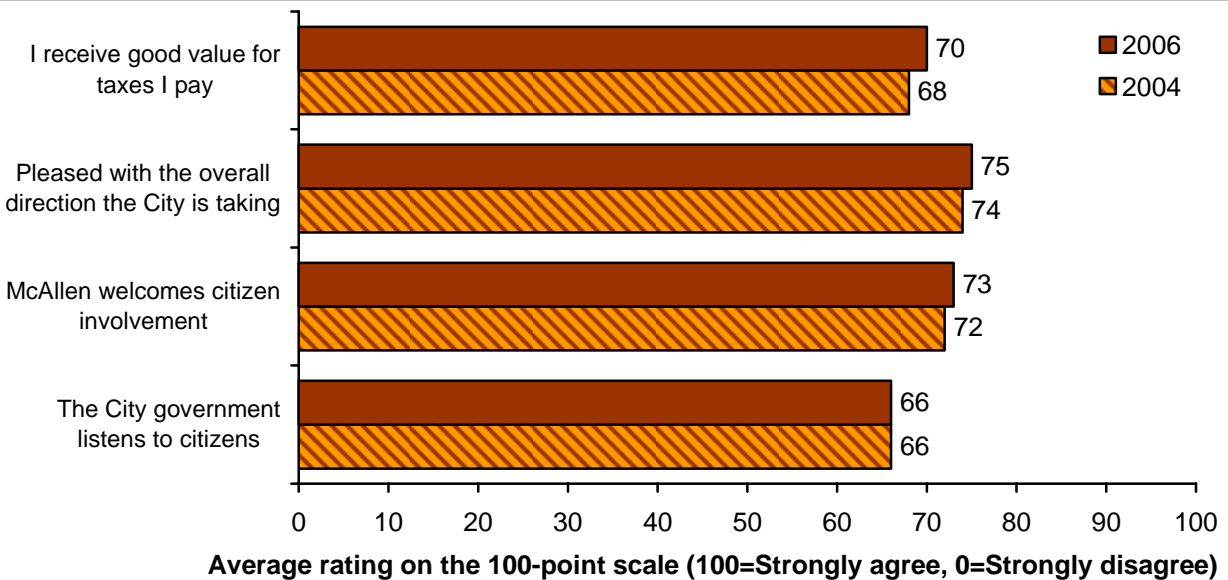
LOCAL GOVERNMENT

Several aspects of the government of the City of McAllen were evaluated by residents completing The National Citizen Survey™. They were asked how much trust they placed in their local government, and what they felt about the services they receive from the City of McAllen. Those who had any contact with a City of McAllen employee in the past year gave their impressions of the most recent encounter.

Public Trust

When asked to evaluate whether they were pleased with the overall direction taken by the City of McAllen, residents gave an average rating of 75 on a 100-point scale in 2006, compared to a rating of 74 in 2004.

Figure 15: Ratings of Public Trust by Year



The City of McAllen Citizen Survey

Local Government

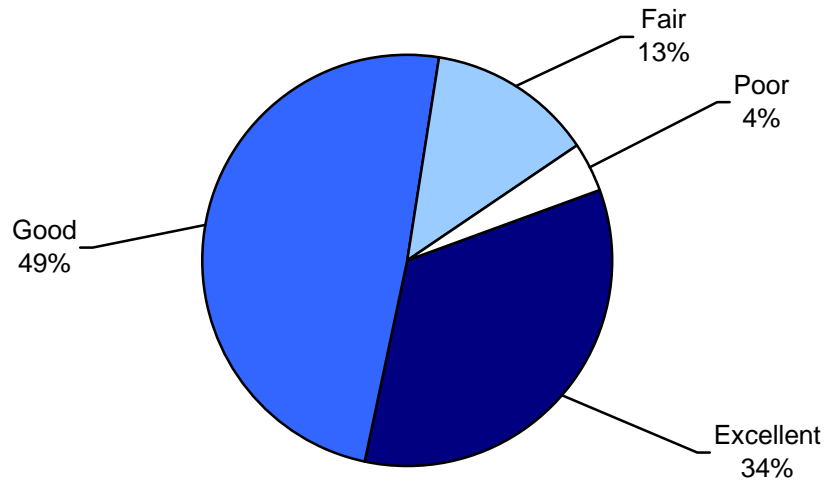
2006 Public Trust Ratings

Please rate the following statements:	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Total	Average rating on a 100-point scale (100=Strongly agree, 0=Strongly disagree)
I receive good value for the City of McAllen taxes I pay	30%	42%	13%	7%	9%	100%	70
I am pleased with the overall direction that the City of McAllen is taking	39%	37%	13%	6%	5%	100%	75
The City of McAllen government welcomes citizen involvement	30%	45%	15%	5%	4%	100%	73
The City of McAllen government listens to citizens	23%	43%	15%	10%	8%	100%	66
Note: "don't know" responses have been removed.							

Service Provided by McAllen

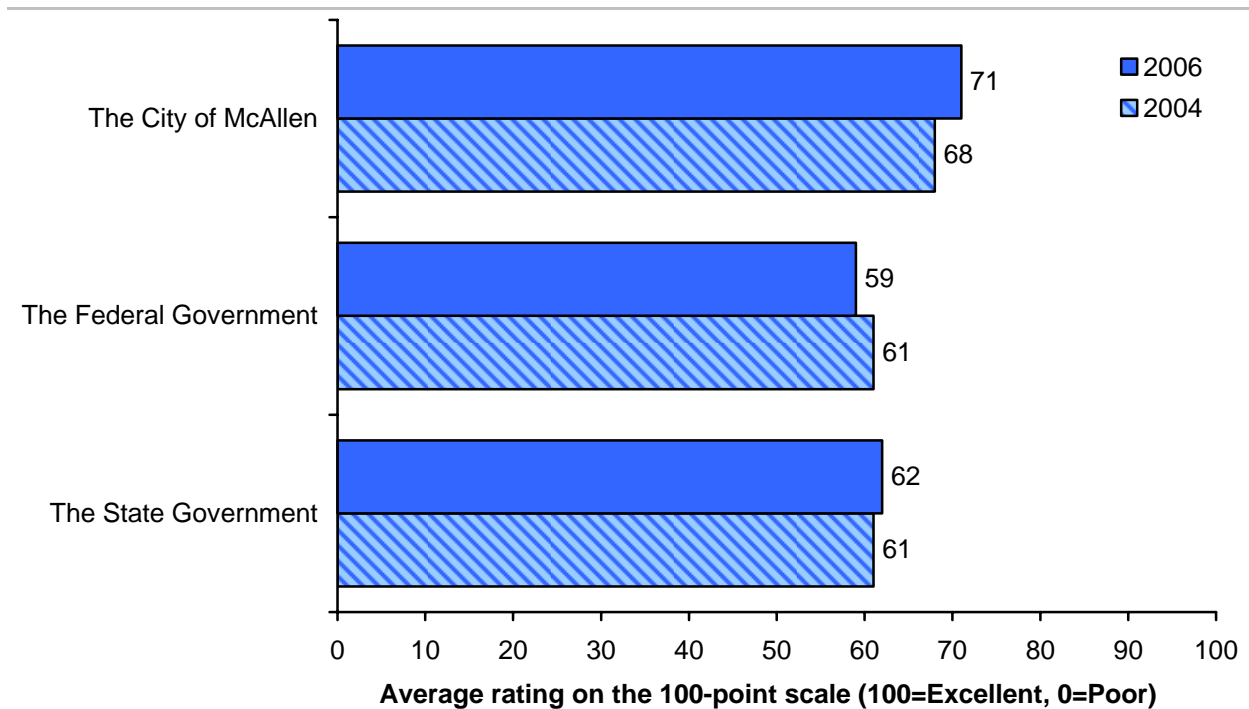
The overall quality of services provided by the City of McAllen was rated as 71 on a 100-point scale in 2006, compared to 68 in 2004. Ratings given to specific services are shown on the following pages.

Figure 16: Overall Quality of Services Provided by the City of McAllen



On average, residents of McAllen gave the highest evaluations to their own local government and the lowest average rating to the federal government.

Figure 17: Rating of Overall Quality of Services Provided by Various Levels of Government by Year

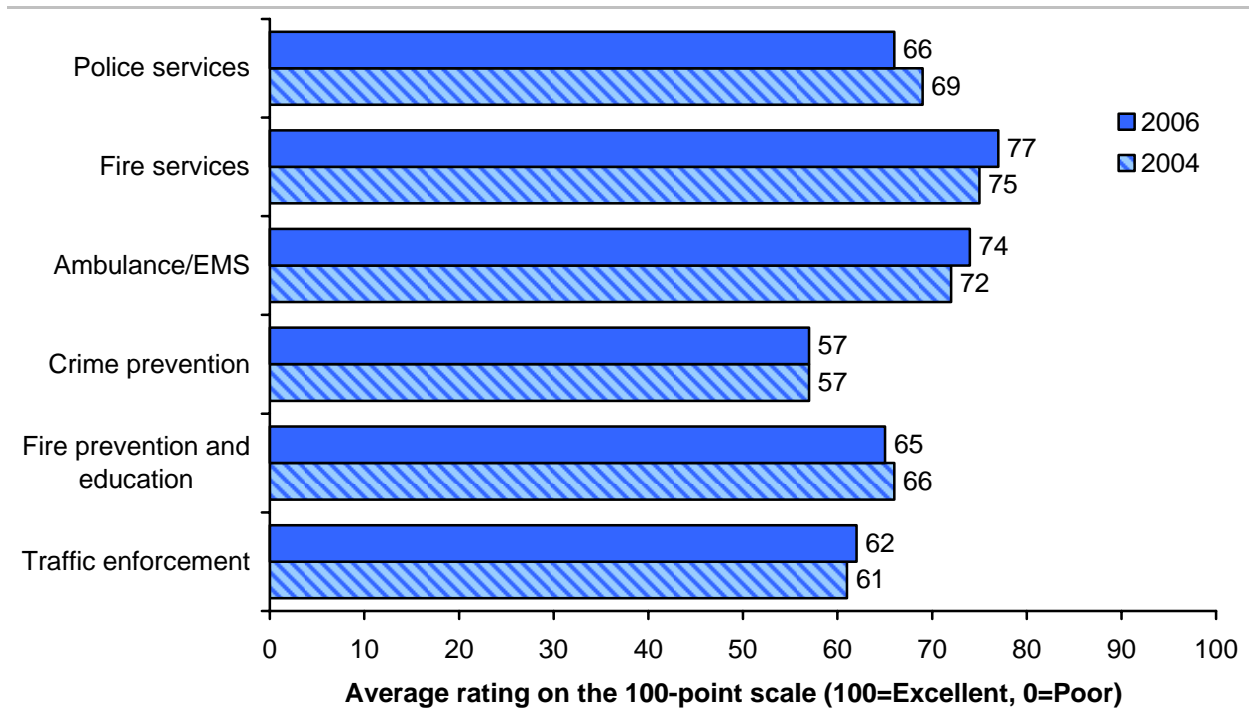


2006 Overall Quality of Services: City of McAllen, Federal Government and State Government

Overall, how would you rate the quality of services provided by...	Average rating on a 100-point scale (100=Excellent, 0=Poor)				Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor		
The City of McAllen	34%	49%	13%	4%	100%	71
The Federal Government	20%	48%	24%	9%	100%	59
The State Government	23%	48%	23%	6%	100%	62

Note: "don't know" responses have been removed.

Figure 18: Quality of Public Safety Services by Year

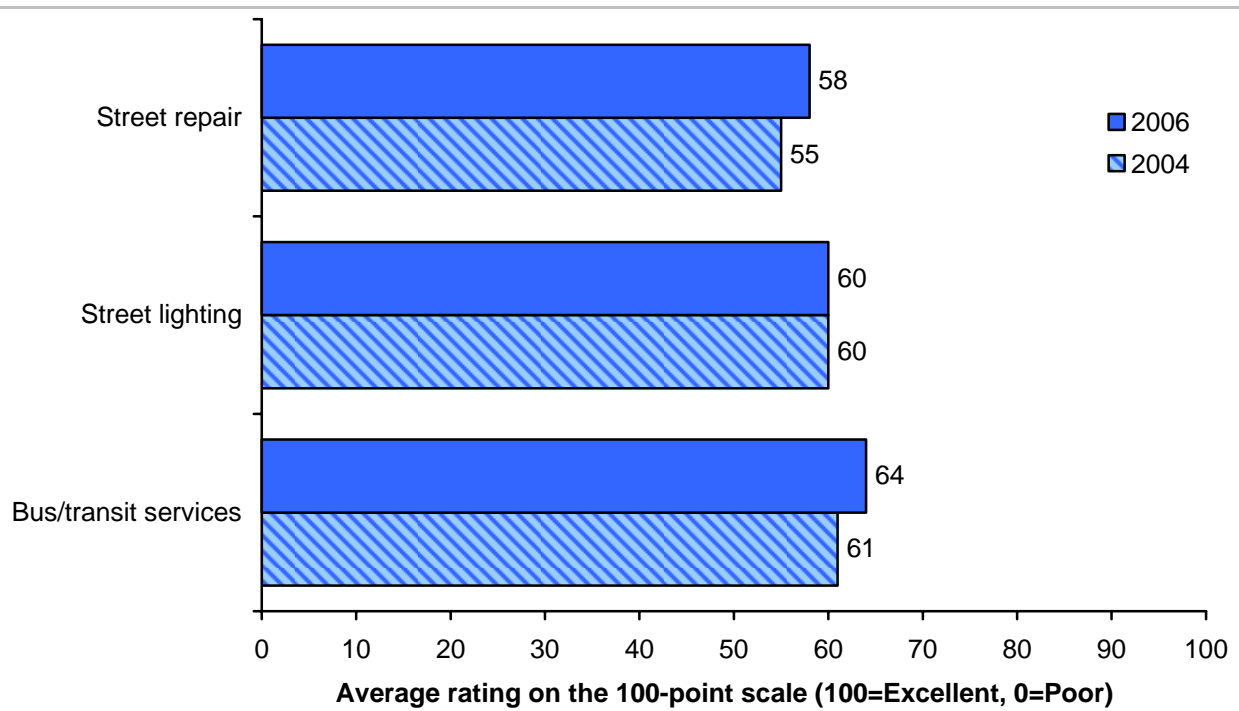


2006 Quality of Public Safety Services

How do you rate the quality of each of the following services?	Average rating on a 100-point scale (100=Excellent, 0=Poor)					Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor	Total	
Police services	30%	47%	13%	9%	100%	66
Fire services	39%	55%	6%	1%	100%	77
Ambulance/emergency medical services	37%	50%	10%	2%	100%	74
Crime prevention	15%	53%	20%	11%	100%	57
Fire prevention and education	23%	55%	16%	6%	100%	65
Traffic enforcement	26%	43%	20%	11%	100%	62

Note: "don't know" responses have been removed.

Figure 19: Quality of Transportation Services by Year

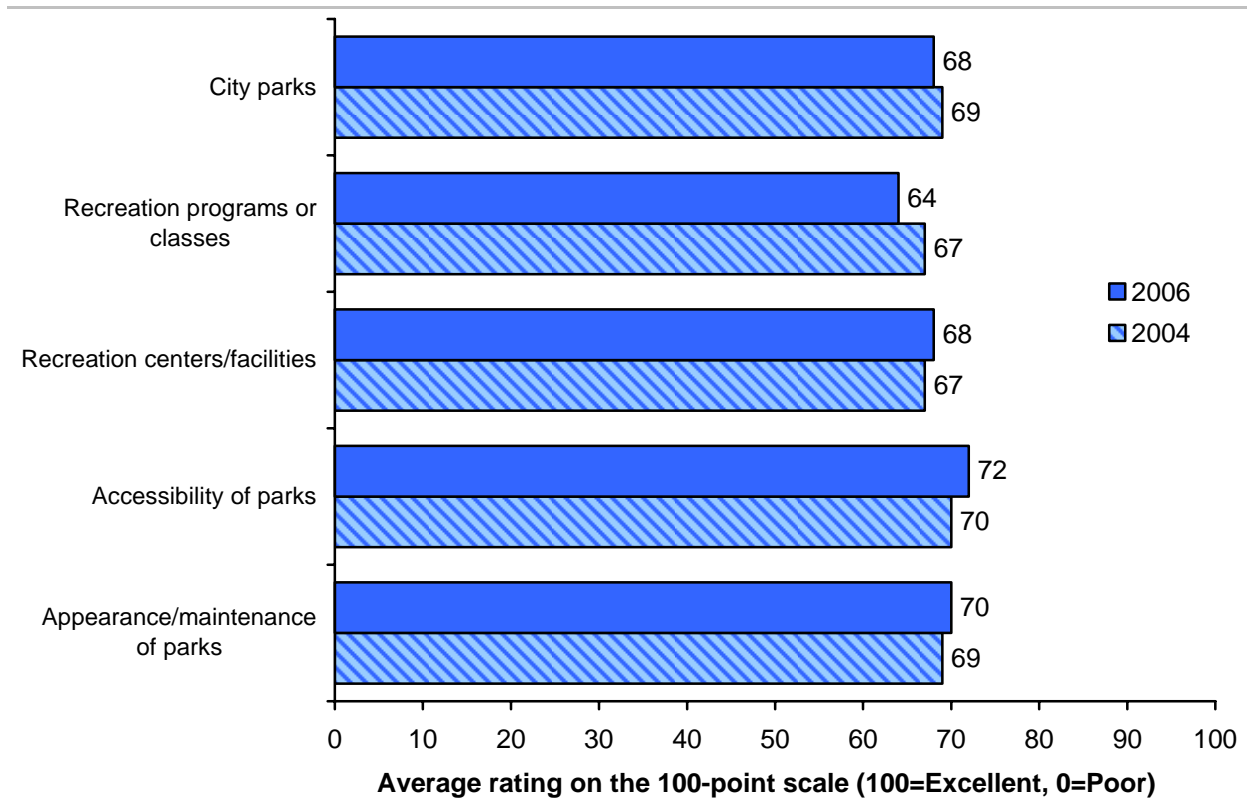


2006 Quality of Transportation Services

How do you rate the quality of each of the following services?	2006 Quality of Transportation Services				Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor		
Street repair	20%	46%	22%	12%	100%	58
Street lighting	23%	45%	21%	11%	100%	60
Bus/transit services	24%	50%	20%	6%	100%	64

Note: "don't know" responses have been removed.

Figure 20: Quality of Leisure Services by Year

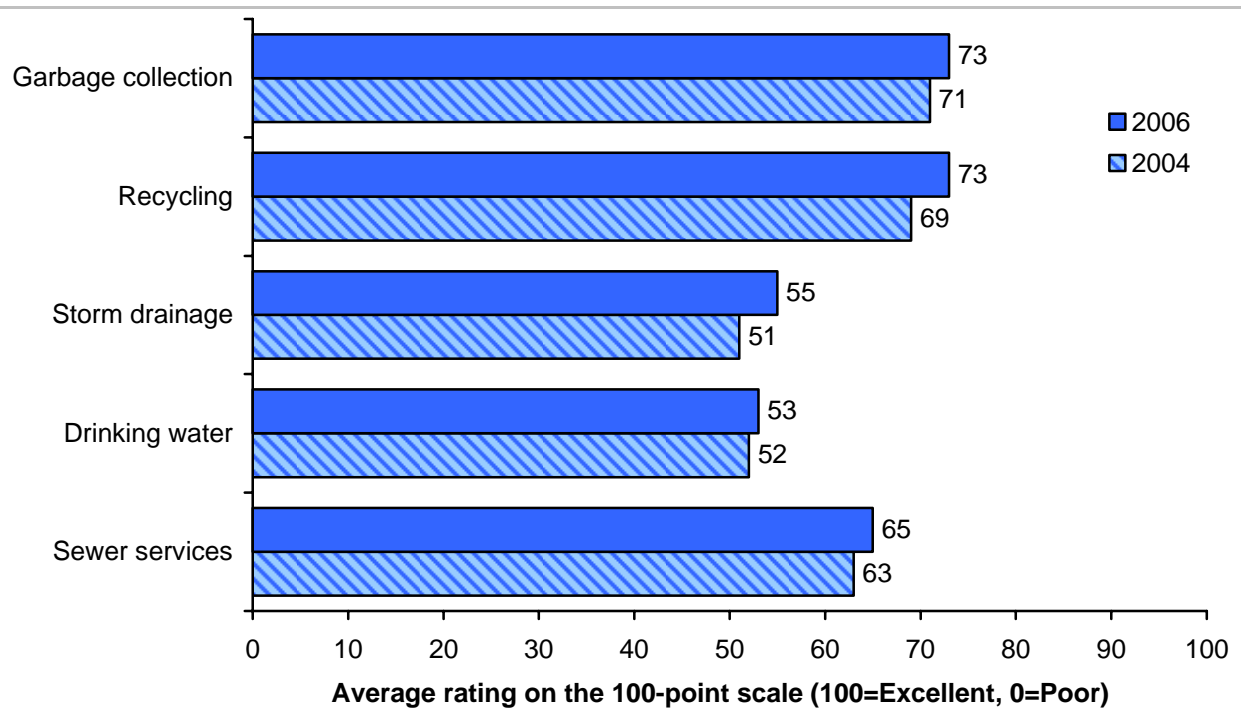


2006 Quality of Leisure Services

How do you rate the quality of each of the following services?	Average rating on a 100-point scale (100=Excellent, 0=Poor)				Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor		
City parks	26%	56%	14%	4%	100%	68
Recreation programs or classes	23%	53%	18%	6%	100%	64
Recreation centers/facilities	29%	49%	16%	5%	100%	68
Accessibility of parks	32%	56%	10%	2%	100%	72
Appearance/maintenance of parks	28%	58%	9%	4%	100%	70

Note: "don't know" responses have been removed.

Figure 21: Quality of Utility Services by Year

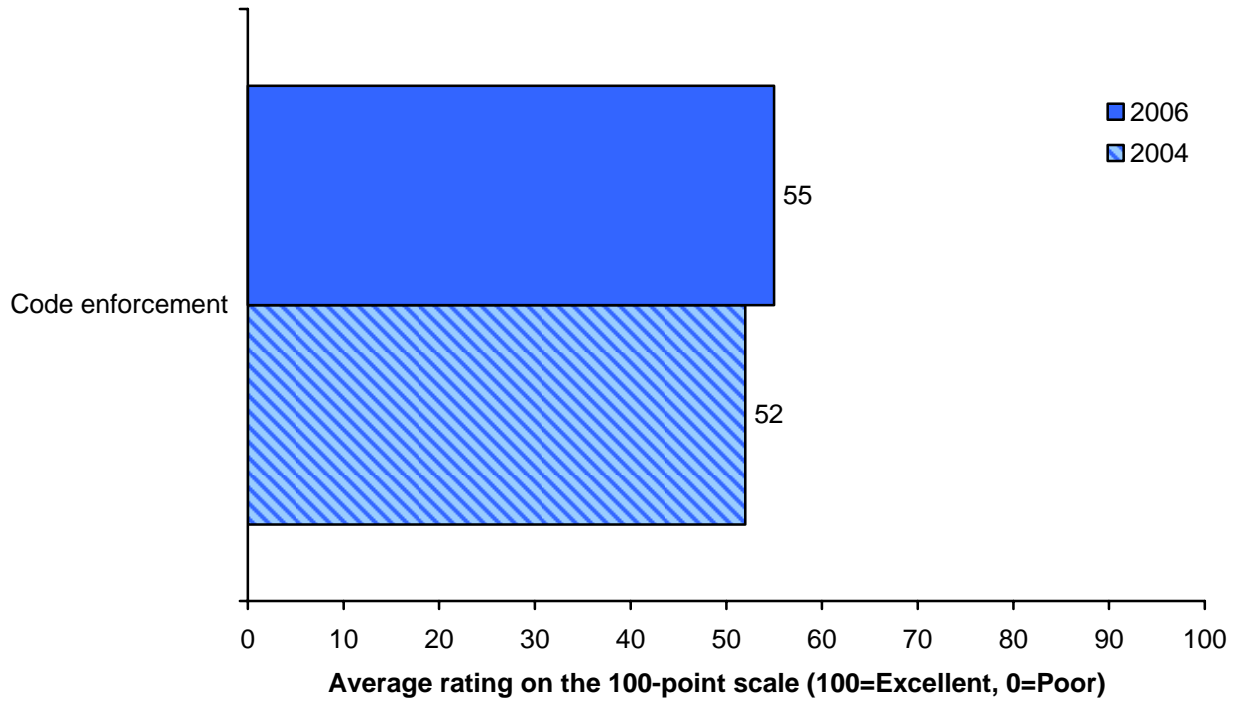


2006 Quality of Utility Services

How do you rate the quality of each of the following services?	2006 Quality of Utility Services				Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor		
Garbage collection	35%	53%	9%	3%	100%	73
Recycling	33%	54%	10%	2%	100%	73
Storm drainage	19%	43%	22%	16%	100%	55
Drinking water	20%	37%	25%	18%	100%	53
Sewer services	21%	60%	12%	7%	100%	65

Note: "don't know" responses have been removed.

Figure 22: Quality of Planning and Code Enforcement Services by Year

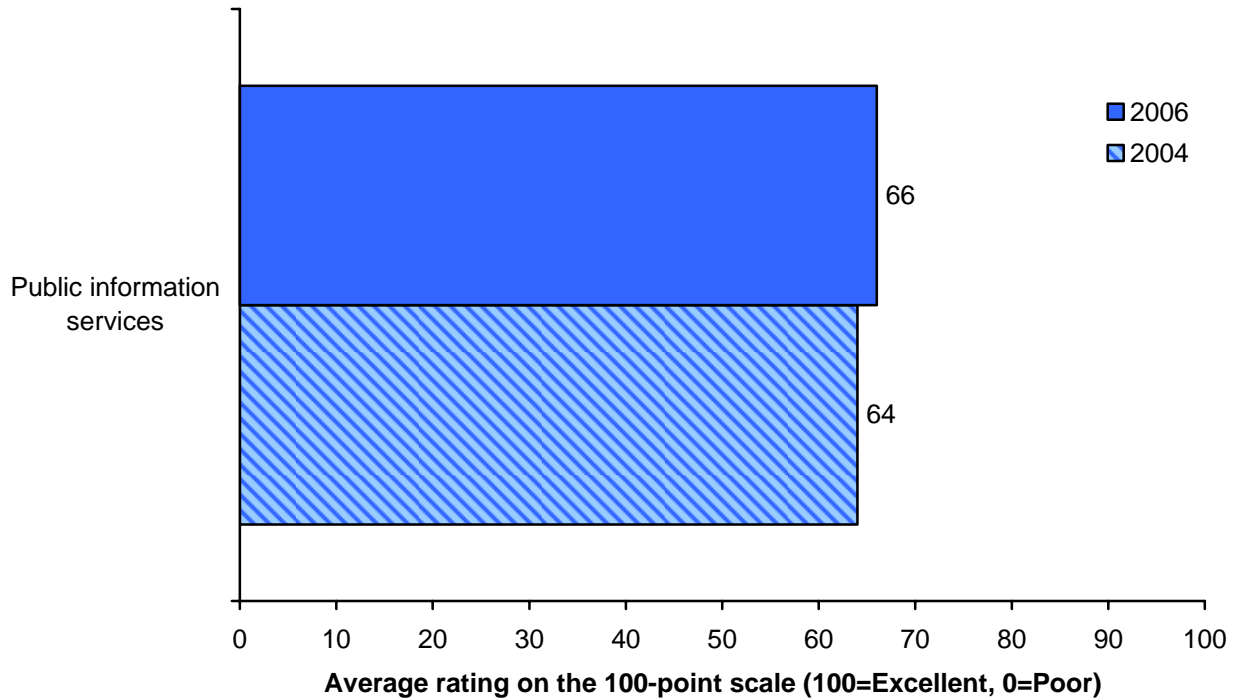


2006 Quality of Planning and Code Enforcement Services

How do you rate the quality of each of the following services?					Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor		
Code enforcement (weeds, abandoned buildings, etc)	16%	48%	24%	13%	100%	55

Note: "don't know" responses have been removed.

Figure 23: Quality of Services to Special Populations and Other Services by Year



2006 Quality of Services to Special Populations and Other Services

How do you rate the quality of each of the following services?	Average rating on a 100-point scale (100=Excellent, 0=Poor)				Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor		
Public information services	27%	50%	14%	8%	100%	66

Note: "don't know" responses have been removed.

The City of McAllen Employees

Impressions of the City of McAllen employees were assessed on the questionnaire. In 2006, those who had been in contact with a City of McAllen employee in the past year (51%) rated their overall impression as 73 on a 100-point scale, compared to an average rating of 66 received in 2004.

Figure 24: Percent of Respondents Who Had Contact with a City of McAllen Employee in 2006

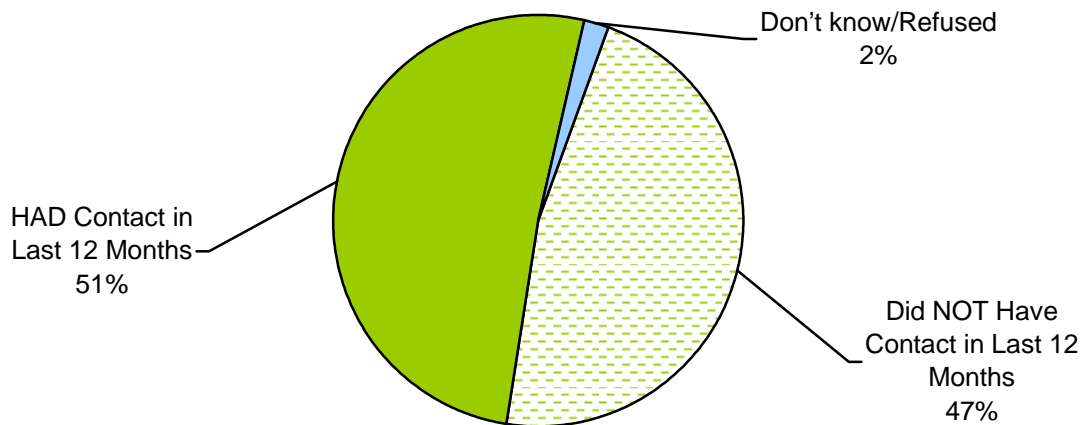
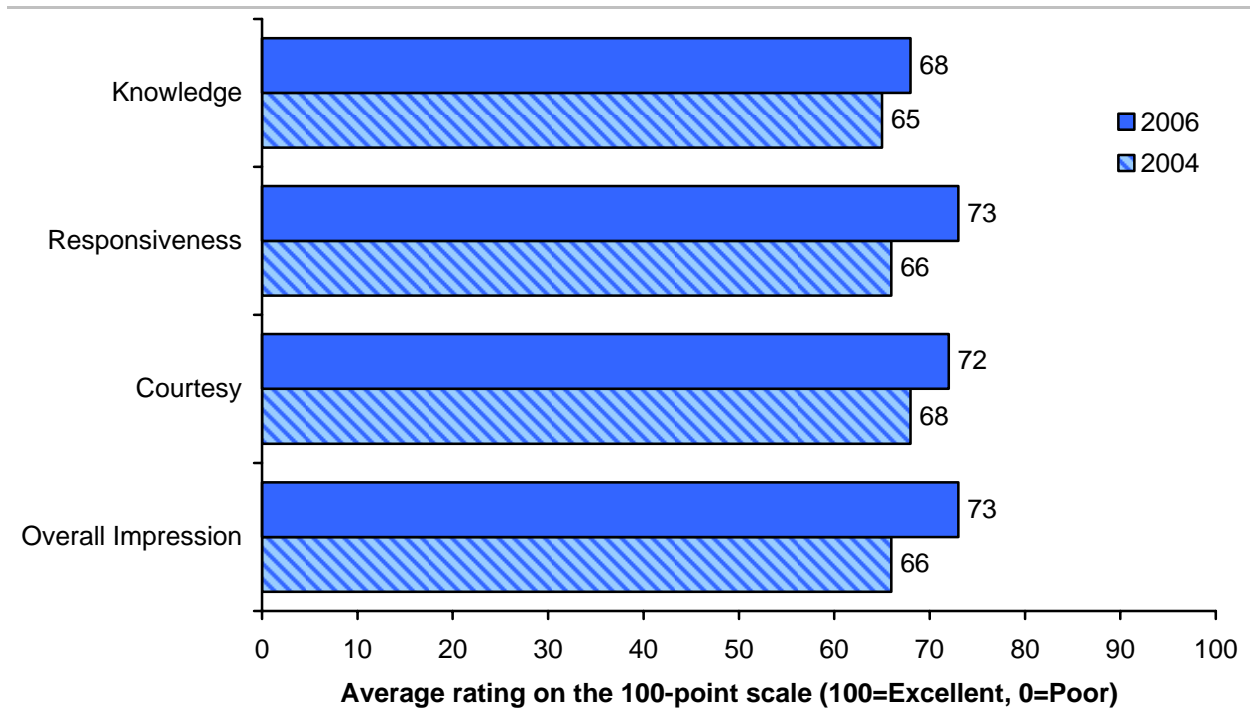


Figure 25: Ratings of Contact with the City of McAllen Employees by Year



2006 Ratings of Contact with City of McAllen Employees

What was your impression of employees of the City of McAllen in your most recent contact?						Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor	Total	
Knowledge	34%	45%	15%	7%	100%	68
Responsiveness	39%	47%	10%	5%	100%	73
Courtesy	39%	45%	9%	7%	100%	72
Overall Impression	39%	47%	7%	7%	100%	73

Note: "don't know" responses have been removed.

ADDITIONAL QUESTIONS

Three additional questions were asked by the City of McAllen. The results for these questions are displayed below.

Policy Question #1

To what extent do you agree or disagree that traffic circulation in McAllen has improved in the last year?

Strongly agree	25%
Somewhat agree	44%
Somewhat disagree	16%
Strongly disagree	15%
Total	100%

Note: "don't know" responses have been removed.

Policy Question #2

To what extent do you agree or disagree that the City is addressing your neighborhood flooding problems?

Strongly agree	39%
Somewhat agree	43%
Somewhat disagree	9%
Strongly disagree	9%
Total	100%

Note: "don't know" responses have been removed.

Policy Question #3

To what extent would you support or oppose the City raising property taxes in order to build a new performing arts center?

Strongly agree	20%
Somewhat agree	28%
Somewhat disagree	19%
Strongly disagree	32%
Total	100%

Note: "don't know" responses have been removed.

APPENDIX A: FREQUENCY OF RESPONSES TO ALL SURVEY QUESTIONS

This appendix displays the complete distribution of responses to questions in 2006. The don't know responses are shown, where applicable.

Question 1: Quality of Life Ratings

	Excellent	Good	Fair	Poor	Don't know/Refused	Total
How do you rate McAllen as a place to live?	45%	40%	12%	4%	0%	100%
How do you rate your neighborhood as a place to live?	32%	44%	17%	7%	0%	100%
How do you rate McAllen as a place to raise children?	41%	41%	12%	5%	2%	100%
How do you rate McAllen as a place to retire?	34%	47%	11%	5%	3%	100%
How do you rate the overall quality of life in McAllen?	32%	50%	16%	1%	0%	100%

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

	Excellent	Good	Fair	Poor	Don't know/Refused	Total
Overall appearance of McAllen	35%	48%	13%	2%	1%	100%
Opportunities to attend cultural activities	16%	37%	31%	12%	5%	100%
Recreational opportunities	20%	40%	27%	9%	5%	100%
Job opportunities	15%	44%	22%	13%	6%	100%
Access to affordable quality housing	19%	43%	21%	8%	8%	100%
Ease of walking in McAllen	22%	40%	22%	12%	4%	100%

The City of McAllen Citizen Survey

Appendix A: Survey Frequencies

Question 3: Please rate the speed of growth in the following categories in McAllen over the past two years

	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Don't know	Total
Population growth	1%	1%	32%	35%	28%	3%	100%
Retail growth (stores, restaurants etc.)	1%	5%	47%	22%	21%	3%	100%
Jobs growth	10%	19%	43%	12%	7%	10%	100%

Question 4: To what degree are the following problems in McAllen

	Not a problem	Minor problem	Moderate problem	Major problem	Don't know/Refused	Total
Crime	17%	16%	40%	22%	4%	100%
Drugs	12%	9%	26%	44%	10%	100%
Too much growth	37%	14%	33%	13%	3%	100%
Graffiti	19%	22%	30%	27%	2%	100%
Noise	55%	23%	16%	5%	1%	100%
Run down buildings, weed lots, or junk vehicles	24%	27%	29%	17%	4%	100%
Traffic congestion	13%	16%	24%	20%	27%	100%

Question 5: Please rate how safe you feel from the following occurring to you 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)	37%	35%	7%	10%	8%	4%	100%
Property crimes (e.g., burglary, theft)	26%	37%	8%	15%	13%	2%	100%
Fire	51%	29%	10%	4%	3%	3%	100%

The City of McAllen Citizen Survey

Appendix A: Survey Frequencies

Question 6: Please rate how safe you feel:							
	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know	Total
In your neighborhood during the day	77%	19%	1%	1%	0%	0%	100%
In your neighborhood after dark	49%	31%	4%	10%	6%	0%	100%
In McAllen's downtown area during the day	50%	32%	5%	6%	2%	4%	100%
In McAllen's downtown area after dark	14%	21%	5%	25%	22%	13%	100%
In McAllen's parks during the day	57%	26%	3%	7%	2%	6%	100%
In McAllen's parks after dark	13%	25%	7%	21%	19%	14%	100%

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

	No	Yes	Don't know/Refused	Total
During the past twelve months, were you or anyone in your household the victim of any crime?	86%	14%	0%	100%

Question 8: If yes, was this crime (these crimes) reported to the police?

	No	Yes	Total
If yes, was this crime (these crimes) reported to the police?	32%	68%	100%

The City of McAllen Citizen Survey

Appendix A: Survey Frequencies

Question 9: In the last 12 months, about how many times, if ever, have you or other household members done the following things in the City of McAllen?							
	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Don't know/Refused	Total
Used McAllen public libraries or their services	35%	26%	24%	5%	10%	0%	100%
Used McAllen recreation centers	45%	20%	18%	7%	10%	1%	100%
Participated in a recreation program or activity	65%	13%	14%	4%	4%	1%	100%
Visited a McAllen park	18%	24%	31%	12%	15%	0%	100%
Ridden a local bus within McAllen	82%	7%	7%	2%	3%	0%	100%
Attended a meeting of local elected officials or other local public meeting	76%	14%	8%	0%	1%	0%	100%
Recycled used paper, cans or bottles from your home	19%	12%	10%	9%	50%	1%	100%

The City of McAllen Citizen Survey

Appendix A: Survey Frequencies

Question 10: How do you rate the quality of each of the following services in McAllen?

	Excellent	Good	Fair	Poor	Don't know/Refused	Total
Police services	30%	47%	13%	9%	1%	100%
Fire services	36%	51%	5%	1%	7%	100%
Ambulance/emergency medical services	34%	46%	10%	2%	9%	100%
Crime prevention	15%	51%	19%	11%	4%	100%
Fire prevention and education	22%	52%	15%	5%	7%	100%
Traffic enforcement	26%	43%	19%	10%	2%	100%
Garbage collection	35%	52%	9%	3%	0%	100%
Recycling	31%	51%	9%	2%	7%	100%
Street repair	20%	46%	22%	12%	0%	100%
Street lighting	23%	45%	21%	11%	1%	100%
Bus/transit services	19%	41%	16%	5%	19%	100%
Storm drainage	18%	40%	21%	15%	5%	100%
Drinking water	19%	36%	24%	18%	3%	100%
Sewer services	21%	57%	12%	6%	4%	100%
City parks	26%	54%	14%	4%	3%	100%
Recreation programs or classes	20%	47%	16%	5%	12%	100%
Recreation centers/facilities	27%	45%	15%	5%	9%	100%
Accessibility of parks	30%	53%	9%	2%	6%	100%
Appearance/maintenance of parks	27%	57%	9%	4%	2%	100%
Code enforcement (weeds, abandoned buildings, etc)	15%	45%	23%	12%	5%	100%
Public information services	26%	48%	14%	8%	6%	100%

Question 11: Overall, how would you rate the quality of the services provided by...

	Excellent	Good	Fair	Poor	Don't know/Refused	Total
The City of McAllen	33%	48%	13%	4%	2%	100%
The Federal Government	19%	46%	23%	8%	4%	100%
The State Government	22%	45%	22%	6%	5%	100%

The City of McAllen Citizen Survey

Appendix A: Survey Frequencies

Question 12: Have you had any in-person or phone contact with an employee of the City of McAllen within the last 12 months?

	No	Yes	Don't know/Refused	Total
Have you had any in-person or phone contact with an employee of the City of McAllen within the last 12 months?	47%	51%	2%	100%

Question 13: What was your impression of the employees of the City of McAllen in your most recent contact?

	Excellent	Good	Fair	Poor	Don't know/Refused	Total
Knowledge	33%	44%	15%	7%	1%	100%
Responsiveness	38%	46%	9%	5%	2%	100%
Courtesy	38%	45%	9%	7%	2%	100%
Overall Impression	38%	47%	7%	7%	1%	100%

Question 14: Please rate your agreement or disagreement with the following statements.

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know/Refused	Total
I receive good value for the City of McAllen taxes I pay	28%	39%	12%	6%	8%	7%	100%
I am pleased with the overall direction that the City of McAllen is taking	37%	36%	13%	6%	5%	3%	100%
The City of McAllen government welcomes citizen involvement	29%	43%	14%	5%	4%	5%	100%
The City of McAllen government listens to citizens	21%	40%	14%	10%	7%	8%	100%

Question 15: What impact, if any, do you think the economy will have on your family income in the next 6 months?

	Very positive	Somewhat positive	Neutral	Somewhat negative	Very negative	Don't know/Refused	Total
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:	14%	35%	31%	8%	5%	6%	100%

Question 16a: Policy Question 1

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know/Refused	Total
To what extent do you agree or disagree that traffic circulation in McAllen has improved in the last year?	24%	42%	15%	14%	5%	100%

Question 16b: Policy Question 2

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know/Refused	Total
To what extent do you agree or disagree that the City is addressing your neighborhood flooding problems?	35%	39%	8%	9%	9%	100%

Question 16c: Policy Question 3

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know/Refused	Total
To what extent would you support or oppose the City raising property taxes in order to build a new performing arts center?	19%	27%	18%	30%	6%	100%

Question 17: Do you live within the City limits of the City of McAllen?

	No	Yes	Don't know/Refused	Total
Do you live within the limits of the City of McAllen?	4%	95%	1%	100%

Question 18: Employment Status

	No	Yes	Total
Are you currently employed?	36%	63%	100%

Question 18a: Usual Mode of Transportation to Work

What one method of transportation do you usually use (for the longest distance of your commute) to travel to work?

Motorized vehicle	96%
Bus, Rail, Subway, or other public transportation	3%
Walk	0%
Work at home	0%
Don't know/Refused	0%
Total	100%

Question 18b: Drive Alone or Carpool

	No	Yes	Total
If you checked the motorized vehicle (e.g. car, truck, van, motorcycle, etc.) box in 18a, do other people usually ride with you to or from work?	64%	36%	100%

Usual Mode of Transportation to Work, Including Carpooling

	Usual mode of transportation to work
Motorized vehicle, no others (SOV)	61%
Motorized vehicle, with others (MOV)	35%
Bus, rail, subway, or other public transportation	3%
Walk	0%
Work at home	0%
99.00	0%
Total	100%

Question 19: Length of Residency

How many years have you lived in McAllen?

Less than 2 years	11%
2 to 5 years	21%
6 to 10 years	11%
11 to 20 years	19%
More than 20 years	39%
Total	100%

Question 20: Type of Housing Unit

Which best describes the building you live in?

One family house detached from any other houses	57%
One family house attached to one or more houses	11%
Building with two or more apartments or condominiums	28%
Mobile home	3%
Other	1%
Don't know/Refused	0%
Total	100%

Question 21: Tenure Status

	Rented for cash or occupied without cash payment?	Owned by you or someone in this house	Total
Is this house, apartment, or mobile home...	48%	52%	100%

Questions 22 to 25: Household Characteristics

	No	Yes	Don't know/Refused	Total
Do any children age 12 or under live in your household?	51%	48%	1%	100%
Do any teenagers ages 13 through 17 live in your household?	78%	21%	1%	100%
Are you or any other members of your household aged 65 or older?	79%	20%	1%	100%
Does any member of your household have a physical handicap or is anyone disabled?	85%	13%	1%	100%

Question 26: Education

What is the highest degree or level of school you have completed?

12th Grade or less, no diploma	16%
High school diploma	19%
Some college, no degree	25%
Associate's degree (e.g. AA, AS)	10%
Bachelor's degree (e.g. BA, AB, BS)	18%
Graduate degree or professional degree	12%
Don't know/Refused	1%
Total	100%

Question 27: Annual Household Income

How much do you anticipate your household's total income before taxes will be for the current year?

Less than \$24,999	33%
\$25,000 to \$49,999	23%
\$50,000 to \$99,999	21%
\$100,000 or more	11%
Don't know/Refused	12%
Total	100%

Question 28: Ethnicity

	No	Yes	Don't know/Refused	Total
Are you Spanish/Hispanic/Latino?	23%	76%	1%	100%

Question 29: Race

What is your race?	Percent of Respondents
American Indian or Alaskan native	7%
Asian or Pacific Islander	5%
Black, African American	8%
White/Caucasian	70%
Other	0%
Don't know/refused	11%
Total may exceed 100% as respondents could select more than one category.	

Question 30: Age

In which category is your age?	
18 to 24 years	12%
25 to 34 years	25%
35 to 44 years	21%
45 to 54 years	20%
55 to 64 years	10%
65 to 74 years	7%
75 years or older	5%
Don't know/Refused	0%
Total	100%

Question 31: Gender

	Female	Male	Total
What is your gender?	54%	46%	100%

Questions 32 to 34: Voter Status and Activity

	No	Yes	Don't know/Refused	Total
Are you registered to vote in your jurisdiction?	32%	66%	2%	100%
Did you vote in the last election?	53%	46%	1%	100%
Are you likely to vote in the next election?	25%	71%	4%	100%

APPENDIX B: SURVEY METHODOLOGY

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

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

Sampling

A total of 3,366 phone numbers were dialed during the survey administration. Some of these numbers are considered ineligible for the survey. Of the approximately 1,448 households called⁵, 403 completed interviews providing a response rate of 28%. Approximately 150 households refused the survey. An individual within each household was selected using the birthday method.⁶

Survey Administration

Phone calls were made from June 4-18, 2006 using a Computer-Assisted Telephone Interviewing system⁷. Random telephone numbers were generated proportional to the number of residential telephone subscribers and active telephone prefixes in the geographic area of the survey. Random digit dialing allows participation of residents who have listed and unlisted numbers. In cases where more than one household member is older than 18 years and eligible to participate in the study, a procedure to select the survey respondent without bias is used. The survey was administered and the data were recorded electronically. A majority of the interviews were completed during the daytime hours, although calls were made on the weekend and during the evening, also. All phone numbers were dialed at least three times before replacing with another number,

⁵ Disconnected, fax/data line, or business phone numbers were not included as eligible households. For 984 phone numbers where the eligibility status of the household was unknown, 43% were estimated to be eligible. This proportion was assumed to hold for those households not contacted, or where the household refused, and therefore prevented knowing the eligibility status, and only 43% of these numbers were included in the final response rate calculation.

⁶ The birthday method is a process to remove bias in the selection of 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 but leaving selection of respondent to household members will lead to bias.

⁷ CATI is a software program that automatically dials phone numbers, logs dispositions and records responses to completed interviews.

with at least one of the attempts on either a weekend or weekday. The dispositions of the numbers dialed during the survey are listed in the table on the following page.

Disposition of All Numbers Called for the 2006 City of McAllen National Citizen Survey	
Completed interviews	403
Partial	12
Refusal	150
Respondent never available	127
Language problem	168
Always busy	28
No answer	956
Fax/data line	324
Disconnected number	648
Business, government office, other organizations	364
Answering Machine	140
Terminate – Received mailer	21
Other	25
Total phone numbers dialed	3,366
Response Rate	28%

Response Rate and Confidence Intervals

A total of 3,366 phone numbers were dialed during the survey administration. Some of these numbers are considered ineligible for the survey. Of the approximately 1,448 households called, 403 completed interviews providing a response rate of 28%. Approximately 150 households refused the survey. In general, the response rates obtained on citizen surveys range from 25% to 40%. For each household, one adult, selected in an unbiased fashion, was asked to complete the survey.

In theory, in 95 cases out of 100, the results based on such samples will differ by no more than 5 percentage points in either direction from what would have been obtained had responses been collected from all McAllen adults. This difference is also called a

“margin of error.”⁸ This difference from the presumed population finding is referred to as the sampling error. For subgroups of responses, the margin of sampling error is larger. In addition to sampling error, the practical difficulties of conducting any survey of the public may introduce other sources of error. For example, the failure of some of the selected adults to participate in the sample or the difficulty of including all sectors of the population, such as residents of some institutions or group residences, may lead to somewhat different results.

Weighting and Analyzing the Data

The surveys were analyzed using the SPSS statistical package. Frequency distributions and average (mean) ratings are presented in the body of the report.

The demographic characteristics of the sample were compared to those of the City of McAllen as reflected in the information sent by staff to National Research Center, Inc. When necessary, survey results were statistically adjusted to reflect the known population profile.

Generally, only two variables are used in a weighting scheme. Known population characteristics are compared to the characteristics of survey respondents. Generally, characteristics chosen as weighting variables are selected because they are not in proportion to what is shown in a jurisdiction’s demographic profile and because differences in opinion are observed between subgroups of these characteristics. The socioeconomic characteristics that were used to weight the survey results were gender/age, tenure and housing unit type. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics, although the percentages are not always identical in the sample compared to the population norms. The results of the weighting scheme are presented in the table on the following page.

⁸ The margin of error was calculated using the following formula: $1.96 * \text{square root}(0.25/400)$. This margin of error is calculated in the most conservative way. The standard error was assumed to be the greatest for a binomial distribution: 50%/50%.

Weighting Scheme for the City of McAllen Citizen Survey

Respondent Characteristics	Population Norm⁹	Unweighted Survey Data	Weighted Survey Data
Tenure			
Rent Home	37%	17%	48%
Own Home	63%	83%	52%
Type of Housing Unit			
Single-Family Detached	60%	88%	60%
Attached	40%	12%	40%
Ethnicity			
Non-Hispanic	20%	32%	23%
Hispanic	80%	68%	77%
Race			
White/Caucasian	78%	89%	78%
Non-White	22%	11%	22%
Gender			
Female	54%	56%	54%
Male	46%	44%	46%
Age			
18-34	38%	19%	37%
35-54	37%	43%	41%
55+	25%	38%	23%
Gender and Age			
Females 18-34	20%	11%	20%
Females 35-54	20%	25%	22%
Females 55+	14%	20%	12%
Males 18-34	18%	8%	17%
Males 35-54	17%	18%	19%
Males 55+	11%	18%	10%

⁹ Source: 2000 Census

APPENDIX C: SURVEY MATERIALS

The following pages include the survey that was read to the respondents.

The City of McAllen 2006 Citizen Survey

TEXT IN CAPS IS INTERVIEWER INSTRUCTIONS ONLY AND IS NOT TO BE READ ALOUD.

Hello, I'm calling on the behalf of the City of McAllen. McAllen wants to know what you think about your community and municipal government. We are not trying to sell you anything. Your responses are anonymous and will be reported in group form only. We need to 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. Is that you? May I speak with that person?

[REPEAT FIRST PARAGRAPH WITH NEW PERSON.]

A. Has your household received a postcard invitation or survey in the mail from the City in the last several days asking questions about the community and its services?

- Yes – GO TO AA
- No – GO TO 1
- DK – GO TO 1

AA. Great. I hope you'll have a chance to complete the survey and send it in if you haven't already done so. Thank you. Good bye.

1. First, I'm going to ask you some questions about the quality of life in McAllen. [ROTATE A-D. ALWAYS ASK E LAST.] Would you say it is excellent, good, fair or poor?

- a. How do you rate McAllen as a place to live?
- b. How do you rate your neighborhood as a place to live?
- c. How do you rate McAllen as a place to raise children?
- d. How do you rate McAllen as a place to retire?
- e. How do you rate the overall quality of life in McAllen?

- 1. excellent
- 2. good
- 3. fair
- 4. poor
- 5. DON'T KNOW/REFUSED

2. Please tell me if you think each of the following characteristics as it relates to McAllen as a whole is excellent, good, fair or poor. How about [ROTATE A-P.]?

- a. Overall appearance of McAllen
- b. Opportunities to attend cultural activities
- c. Recreational opportunities
- d. Job opportunities
- e. Access to affordable quality housing
- f. Ease of walking in McAllen

- 1. excellent
- 2. good
- 3. fair
- 4. poor
- 5. DON'T KNOW/REFUSED

- 3. Please tell me if you think the speed of growth in the following categories in McAllen over the past 2 years is much too slow, somewhat too slow, the right about, somewhat too fast or much too fast. How about [ROTATE A-C]...**
- a. Population growth
 - b. Retail growth (stores, restaurants etc.)
 - c. Jobs growth
- 1. much too slow
 - 2. somewhat too slow
 - 3. right amount
 - 4. somewhat too fast
 - 5. much too fast
 - 6. don't know
- 4. Please tell me to what degree, if at all, the following are problems in McAllen. Are they not a problem, a minor problem, a moderate problem, or a major problem? How about [ROTATE A-L]...**
- a. Crime
 - b. Drugs
 - c. Too much growth
 - d. Graffiti
 - e. Noise
 - f. Run down buildings, weed lots, or junk vehicles
 - g. Traffic congestion
- 1. not a problem
 - 2. minor problem
 - 3. moderate problem
 - 4. major problem
 - 5. DON'T KNOW/REFUSED
- 5. Please rate how safe you feel from the following occurring to you in McAllen. Do you feel very safe, somewhat safe, neither safe nor unsafe, somewhat unsafe or very unsafe? How about [ROTATE A-C]...**
- a. Violent crime, such as rape, assault or robbery
 - b. Property crimes, such as burglary or theft
 - c. Fire
- 1. very safe
 - 2. somewhat safe
 - 3. neither safe nor unsafe
 - 4. somewhat unsafe
 - 5. very unsafe
 - 6. DON'T KNOW/REFUSED

- 6. Please rate how safe you feel [ROTATE IN PAIRS – A+B, C+D AND E+F.]. Do you feel very safe, somewhat safe, neither safe nor unsafe, somewhat unsafe or very unsafe? [REPEAT SCALE AS NECESSARY.]**
- a. In your neighborhood during the day
 - b. In your neighborhood after dark
 - c. In McAllen's downtown area during the day
 - d. In McAllen's downtown area after dark
 - e. In McAllen's parks during the day
 - f. In McAllen's parks after dark
1. very safe
 2. somewhat safe
 3. neither safe nor unsafe
 4. somewhat unsafe
 5. very unsafe
 6. DON'T KNOW/REFUSED
- 7. During the past twelve months, were you or anyone in your household the victim of any crime?**
1. no [IF NO, GO TO #9]
 2. yes [IF YES, GO TO #8]
 3. DON'T KNOW/REFUSED [IF DON'T KNOW, GO TO #9]
- 8. [ONLY ASK IF THEY RESPONDED YES TO QUESTION 7] Was this crime (these crimes) reported to the police?**
1. no
 2. yes
 3. DON'T KNOW/REFUSED
- 9. In the last 12 months, about how many times, if ever, have you or other household members have participated in the following activities in McAllen? Was it never, once or twice, 3 to 12 times, 13 to 26 times or more than 26 times? How about [ROTATE A-M]...**
- a. Used McAllen public libraries or their services
 - b. Used McAllen recreation centers
 - c. Participated in a recreation program or activity
 - d. Visited a neighborhood or City park
 - e. Ridden a local bus within McAllen
 - f. Attended a meeting of local elected officials or other local public meeting
 - g. Recycled used paper, cans or bottles from your home
1. Never
 2. Once or twice
 3. 3 to 12 times
 4. 13 to 26 times
 5. More than 26 times
 99. DON'T KNOW/REFUSED

10. Now I'm going to ask you some questions about the quality of McAllen services. Tell me whether you think each service is excellent, good, fair or poor? How about [ROTATE A-AQ]...

- a. Police services
- b. Fire services
- c. Ambulance/emergency medical services
- d. Crime prevention
- e. Fire prevention and education
- f. Traffic enforcement
- g. Garbage collection
- h. Recycling
- j. Street repair
- j. Street lighting
- k. Bus/transit services
- l. Storm drainage
- m. Drinking water
- n. Sewer services
- o. City parks
- p. Recreation programs or classes
- q. Recreation centers/facilities
- r. Accessibility of parks
- s. Appearance/maintenance of parks
- t. Code enforcement (weeds, abandoned buildings, etc)
- u. Public information services

- 1. Excellent
- 2. Good
- 3. Fair
- 4. Poor
- 5. DON'T KNOW/REFUSED

- 11. Would you say that the overall quality of services provided by [RANDOMLY INSERT A, B OR C] is excellent, good, fair or poor? How about [ROTATE REMAINING]...**
- a. The City of McAllen?
 - b. The Federal Government?
 - c. The State Government?
-
1. Excellent
 2. Good
 3. Fair
 4. Poor
 5. DON'T KNOW/REFUSED
- 12. I'm going to ask you a couple of questions about City employees. Have you had any in-person or phone contact with an employee of the City of McAllen within the last 12 months? This includes police, receptionists, planners or any others.**
1. No [IF NO, GO TO #14]
 2. Yes [IF YES, GO TO #13]
 3. DON'T KNOW/REFUSED [IF DON'T KNOW, GO TO #14]
- 13. Can you tell me what your impression was of City employees in your most recent contact? Would you rate them as excellent, good, fair or poor in the following areas [ROTATE A-D]?**
- a. Knowledge
 - b. Responsiveness
 - c. Courtesy
 - d. Overall impression
-
1. Excellent
 2. Good
 3. Fair
 4. Poor
 5. DON'T KNOW/REFUSED
- 14. Now I'm going to ask you some questions about your impression of the City government. Please tell me if you strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree or strongly disagree with the following statements. How about [ROTATE A-D]...**
- a. I receive good value for the City of McAllen taxes I pay
 - b. I am pleased with the overall direction that the City of McAllen is taking
 - c. The City of McAllen government welcomes citizen involvement
 - d. The City of McAllen government listens to citizens
-
1. Strongly agree
 2. Somewhat agree
 3. Neither agree nor disagree
 4. Somewhat disagree
 5. Strongly disagree
 6. DON'T KNOW/REFUSED

15. Can you tell me now what impact, if any, 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 or very negative?

1. Very positive
2. Somewhat positive
3. Neutral
4. Somewhat negative
5. Very negative
99. DON'T KNOW/REFUSED

16a. To what extent do you agree or disagree that traffic circulation in McAllen has improved in the last year?

1. Strongly agree
2. Somewhat agree
3. Somewhat disagree
4. Strongly disagree
99. DON'T KNOW/REFUSED

16b. To what extent do you agree or disagree that the City is addressing your neighborhood flooding problems?

1. Strongly agree
2. Somewhat agree
3. Somewhat disagree
4. Strongly disagree
99. DON'T KNOW/REFUSED

16c. To what extent would you support or oppose the City raising property taxes in order to build a new performing arts center?

1. Strongly agree
2. Somewhat agree
3. Somewhat disagree
4. Strongly disagree
99. DON'T KNOW/REFUSED

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.

17. Do you live within the City limits of the City of McAllen?

1. no
2. yes
3. DON'T KNOW/REFUSED

18. Are you currently employed?

1. no [IF NO, SKIP TO QUESTION 19]
2. yes [IF YES, GO ON TO QUESTION 18a]
99. DON'T KNOW/REFUSED

18a. Could you tell me what one method of transportation you usually use (for the longest distance of your commute) to travel to work? Is it [ROTATE 1-5]...?

1. Motorized vehicle (e.g. car, truck, van, motorcycle etc...) [GO TO QUESTION 18A]
2. Bus, Rail, Subway, or other public transportation [GO TO QUESTION 19]
3. Walk [GO TO QUESTION 19]
4. Work at home [GO TO QUESTION 19]
5. Other [GO TO QUESTION 19]
99. DON'T KNOW/REFUSED

18b. [ONLY ASK THIS QUESTION IF THEY ANSWERED MOTORIZED VEHICLE IN QUESTION 18] Do other people (adults or children) usually ride with you to or from work?

1. no
2. yes
99. DON'T KNOW/REFUSED

19. How many years have you lived in McAllen?

1. less than 2 years
2. 2-5 years
3. 6-10 years
4. 11-20 years
5. more than 20 years
99. DON'T KNOW/REFUSED

20. Which best describes the building you live in?

1. one family house detached from any other houses
2. house attached to one or more houses (e.g. a duplex or townhome)
3. building with two or more apartments or condominiums
4. mobile home
5. other
99. DON'T KNOW/REFUSED

21. Is this house, apartment, or mobile home...

1. rented for cash or occupied without cash payment?
2. owned by you or someone in this house with a mortgage or free and clear?
99. DON'T KNOW/REFUSED

22. Do any children 12 or under live in your household?

1. no
2. yes
99. DON'T KNOW/REFUSED

- 23. Do any teenagers aged between 13 and 17 live in your household?**
1. no
 2. yes
 99. DON'T KNOW/REFUSED
- 24. Are you or any other members of your household aged 65 or older?**
1. no
 2. yes
 99. DON'T KNOW/REFUSED
- 25. Does any member of your household have a physical handicap or is anyone disabled?**
1. no
 2. yes
 99. DON'T KNOW/REFUSED
- 26. Please stop me when I reach the highest degree or level of school you have completed:**
1. 12th grade or less, no diploma
 2. high school diploma
 3. some college, no degree
 4. associate's degree (e.g. AA, AS)
 5. bachelor's degree (e.g. BA, AB, BS)
 6. graduate degree or professional degree
 99. DON'T KNOW/REFUSED
- 27. Please stop me when I reach the category that includes your anticipated total household income before taxes for the current year:**
1. less than \$25,000
 2. \$25,000 to less than \$50,000
 3. \$50,000 to less than \$100,000
 4. \$100,000 or more
 99. DON'T KNOW/REFUSED
- 28. Are you of Spanish, Hispanic or Latino origin?**
1. no
 2. yes
 99. DON'T KNOW/REFUSED
- 29. Which one or more of the following would you say is your race? [MULTIPLE RESPONSE. PROBE.]**
1. American Indian or Alaskan native
 2. Asian or Pacific Islander
 3. Black, African American
 4. White/Caucasian
 5. Other
 99. DON'T KNOW/REFUSED
- 30. Please stop me when I read the correct age category. Are you...**
1. 18-24 years
 2. 25-34 years
 3. 35-44 years
 4. 45-54 years
 5. 55-64 years
 6. 65-74 years
 7. 75 years or older
 99. DON'T KNOW/REFUSED

32. Are you registered to vote in your jurisdiction?

1. no
2. yes
3. DON'T KNOW/REFUSED

33. Did you vote in the last election? [IF ASKED, THIS INCLUDES LOCAL, STATE AND/OR FEDERAL ELECTIONS.]

1. no
2. yes
3. DON'T KNOW/REFUSED

34. Are you likely to vote in the next election?

1. no
2. yes
3. DON'T KNOW/REFUSED

[31. DO NOT ASK THE RESPONDENT WHAT THEIR SEX IS, PLEASE MARK GENDER OF CALLER]

1. female
2. male

Thank you very much for your time. Your answers will help the City of McAllen make decisions that affect your community. If you do find that you have received a mailed survey about these topics, you can now please just discard that survey.