

The National Citizen Survey™

McAllen, TX

Technical Appendices

2013

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Appendix A: Complete Survey Responses

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Responses excluding “don’t know”

Table 1: Question 1

Please rate each of the following aspects of quality of life in McAllen:	Excellent		Good		Fair		Poor		Total	
McAllen as a place to live	45%	N=93	39%	N=82	11%	N=24	4%	N=9	100%	N=208
Your neighborhood as a place to live	33%	N=67	35%	N=73	23%	N=48	9%	N=18	100%	N=206
McAllen as a place to raise children	38%	N=78	45%	N=92	11%	N=22	6%	N=11	100%	N=204
McAllen as a place to work	31%	N=63	39%	N=80	23%	N=46	8%	N=16	100%	N=205
McAllen as a place to visit	33%	N=67	32%	N=66	23%	N=47	12%	N=24	100%	N=205
McAllen as a place to retire	36%	N=72	35%	N=69	20%	N=39	9%	N=18	100%	N=199
The overall quality of life in McAllen	33%	N=68	46%	N=95	18%	N=37	4%	N=8	100%	N=208

Table 2: Question 2

Please rate each of the following characteristics as they relate to McAllen as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in McAllen	24%	N=50	46%	N=96	24%	N=50	5%	N=11	100%	N=208
Overall ease of getting to the places you usually have to visit	31%	N=64	54%	N=113	13%	N=27	2%	N=3	100%	N=207
Quality of overall natural environment in McAllen	19%	N=40	50%	N=102	22%	N=45	9%	N=17	100%	N=205
Overall 'built environment' of McAllen (including overall design, buildings, parks and transportation systems)	19%	N=39	37%	N=77	32%	N=66	12%	N=24	100%	N=206
Health and wellness opportunities in McAllen	23%	N=45	45%	N=88	22%	N=44	10%	N=20	100%	N=197
Overall opportunities for education and enrichment	26%	N=50	42%	N=83	27%	N=54	5%	N=10	100%	N=196
Overall economic health of McAllen	21%	N=41	45%	N=88	28%	N=55	7%	N=14	100%	N=197
Sense of community	20%	N=40	41%	N=84	25%	N=51	15%	N=30	100%	N=205
Overall image or reputation of McAllen	29%	N=60	44%	N=90	19%	N=39	7%	N=15	100%	N=204

Table 3: Question 3

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	53%	N=108	35%	N=71	3%	N=6	10%	N=20	100%	N=206
Remain in McAllen for the next five years	65%	N=129	20%	N=39	11%	N=23	5%	N=9	100%	N=200

Table 4: Question 4

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	53%	N=110	38%	N=79	4%	N=9	3%	N=7	1%	N=3	100%	N=207
In McAllen's downtown/commercial area during the day	30%	N=59	40%	N=80	17%	N=34	8%	N=15	5%	N=10	100%	N=198

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Table 5: Question 5

Please rate each of the following characteristics as they relate to McAllen as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	14%	N=30	48%	N=99	30%	N=61	8%	N=17	100%	N=207
Ease of public parking	13%	N=27	45%	N=90	29%	N=58	13%	N=25	100%	N=201
Ease of travel by car in McAllen	26%	N=53	54%	N=110	17%	N=35	3%	N=6	100%	N=203
Ease of travel by public transportation in McAllen	17%	N=20	42%	N=52	28%	N=34	13%	N=15	100%	N=121
Ease of travel by bicycle in McAllen	12%	N=18	32%	N=51	33%	N=52	24%	N=38	100%	N=159
Ease of walking in McAllen	15%	N=29	40%	N=76	31%	N=60	14%	N=27	100%	N=193
Availability of paths and walking trails	19%	N=38	35%	N=71	29%	N=59	16%	N=32	100%	N=200
Air quality	22%	N=44	50%	N=102	20%	N=40	8%	N=16	100%	N=202
Cleanliness of McAllen	19%	N=40	44%	N=92	27%	N=56	9%	N=19	100%	N=207
Overall appearance of McAllen	22%	N=45	49%	N=101	23%	N=48	7%	N=14	100%	N=208
Public places where people want to spend time	18%	N=37	41%	N=82	27%	N=54	14%	N=28	100%	N=201
Variety of housing options	13%	N=26	39%	N=77	43%	N=84	5%	N=10	100%	N=196
Availability of affordable quality housing	15%	N=27	32%	N=58	44%	N=80	9%	N=17	100%	N=182
Fitness opportunities (including exercise classes and paths or trails, etc.)	19%	N=38	42%	N=85	27%	N=55	11%	N=23	100%	N=201
Recreational opportunities	16%	N=31	30%	N=60	36%	N=72	18%	N=36	100%	N=199
Availability of affordable quality food	24%	N=50	42%	N=88	26%	N=53	8%	N=16	100%	N=207
Availability of affordable quality health care	20%	N=39	46%	N=90	22%	N=42	13%	N=25	100%	N=196
Availability of preventive health services	17%	N=33	47%	N=90	20%	N=39	15%	N=28	100%	N=190
Availability of affordable quality mental health care	17%	N=25	27%	N=40	28%	N=42	28%	N=41	100%	N=148

Table 6: Question 6

Please rate each of the following characteristics as they relate to McAllen as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	24%	N=33	47%	N=66	19%	N=27	10%	N=14	100%	N=140
K-12 education	25%	N=46	48%	N=87	21%	N=38	5%	N=9	100%	N=180
Adult educational opportunities	14%	N=24	46%	N=77	27%	N=44	13%	N=22	100%	N=168
Opportunities to attend cultural/arts/music activities	14%	N=28	27%	N=55	34%	N=66	25%	N=49	100%	N=198
Opportunities to participate in religious or spiritual events and activities	23%	N=43	45%	N=85	21%	N=40	11%	N=20	100%	N=188
Employment opportunities	8%	N=16	36%	N=71	37%	N=73	20%	N=39	100%	N=199
Shopping opportunities	35%	N=72	39%	N=80	19%	N=40	6%	N=12	100%	N=204
Cost of living in McAllen	18%	N=36	35%	N=72	39%	N=79	8%	N=16	100%	N=203
Overall quality of business and service establishments in McAllen	23%	N=46	45%	N=92	27%	N=55	6%	N=12	100%	N=204
Vibrant downtown/commercial area	13%	N=25	35%	N=69	28%	N=54	24%	N=48	100%	N=196
Overall quality of new development in McAllen	17%	N=33	45%	N=88	34%	N=65	4%	N=8	100%	N=194
Opportunities to participate in social events and activities	13%	N=26	39%	N=77	31%	N=62	16%	N=32	100%	N=198
Opportunities to volunteer	13%	N=23	46%	N=79	31%	N=53	10%	N=18	100%	N=173
Opportunities to participate in community matters	11%	N=18	44%	N=76	33%	N=57	12%	N=21	100%	N=173
Openness and acceptance of the community toward people of diverse backgrounds	10%	N=21	38%	N=75	39%	N=76	12%	N=24	100%	N=196
Neighborliness of residents in McAllen	11%	N=21	42%	N=84	36%	N=71	11%	N=22	100%	N=198

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Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	9%	N=19	91%	N=188	100%	N=207
Made efforts to make your home more energy efficient	21%	N=44	79%	N=163	100%	N=207
Observed a code violation or other hazard in McAllen	34%	N=69	66%	N=134	100%	N=203
Household member was a victim of a crime in McAllen	81%	N=166	19%	N=40	100%	N=205
Reported a crime to the police in McAllen	68%	N=139	32%	N=66	100%	N=206
Stocked supplies in preparation for an emergency	62%	N=127	38%	N=79	100%	N=206
Campaigned or advocated for an issue, cause or candidate	74%	N=152	26%	N=53	100%	N=205
Contacted McAllen (in-person, phone, email or web) for help or information	53%	N=109	47%	N=97	100%	N=207
Contacted McAllen elected officials (in-person, phone, email or web) to express your opinion	78%	N=160	22%	N=45	100%	N=205

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in McAllen?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used McAllen recreation centers or their services	9%	N=19	20%	N=42	32%	N=66	38%	N=78	100%	N=204
Visited a neighborhood park or City park	10%	N=21	31%	N=63	40%	N=81	18%	N=37	100%	N=203
Used McAllen public libraries or their services	12%	N=25	21%	N=44	41%	N=84	26%	N=54	100%	N=207
Participated in religious or spiritual activities in McAllen	22%	N=45	21%	N=44	30%	N=62	27%	N=56	100%	N=206
Attended a City-sponsored event	2%	N=4	10%	N=21	45%	N=93	43%	N=89	100%	N=207
Used bus, rail, subway or other public transportation instead of driving	4%	N=8	2%	N=5	12%	N=24	82%	N=171	100%	N=208
Carpooled with other adults or children instead of driving alone	11%	N=22	11%	N=23	12%	N=24	67%	N=138	100%	N=207
Walked or biked instead of driving	8%	N=16	11%	N=23	19%	N=40	62%	N=128	100%	N=207
Volunteered your time to some group/activity in McAllen	7%	N=14	11%	N=22	22%	N=44	61%	N=125	100%	N=206
Participated in a club	4%	N=8	11%	N=24	18%	N=38	66%	N=136	100%	N=206
Talked to or visited with your immediate neighbors	22%	N=45	31%	N=63	30%	N=61	18%	N=37	100%	N=206
Done a favor for a neighbor	13%	N=27	28%	N=59	31%	N=63	28%	N=58	100%	N=207

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=1	7%	N=15	19%	N=40	73%	N=151	100%	N=207
Watched (online or on television) a local public meeting	4%	N=9	9%	N=19	32%	N=66	55%	N=114	100%	N=208

Table 10: Question 10

Please rate the quality of each of the following services in McAllen:	Excellent		Good		Fair		Poor		Total	
Police/Sheriff services	28%	N=53	46%	N=86	22%	N=41	4%	N=8	100%	N=189
Fire services	38%	N=68	48%	N=85	10%	N=18	4%	N=6	100%	N=178
Ambulance or emergency medical services	29%	N=47	45%	N=75	21%	N=34	5%	N=9	100%	N=164
Crime prevention	19%	N=33	41%	N=73	23%	N=41	17%	N=31	100%	N=178
Fire prevention and education	22%	N=37	46%	N=77	28%	N=47	5%	N=9	100%	N=170
Traffic enforcement	18%	N=36	43%	N=82	27%	N=51	12%	N=23	100%	N=193

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Please rate the quality of each of the following services in McAllen:	Excellent		Good		Fair		Poor		Total	
Street repair	13%	N=27	34%	N=69	35%	N=70	18%	N=36	100%	N=202
Street cleaning	16%	N=32	43%	N=85	28%	N=57	13%	N=25	100%	N=199
Street lighting	16%	N=33	33%	N=66	33%	N=66	17%	N=35	100%	N=200
Sidewalk maintenance	12%	N=24	46%	N=92	22%	N=44	20%	N=41	100%	N=201
Traffic signal timing	12%	N=23	39%	N=78	31%	N=62	19%	N=38	100%	N=202
Bus or transit services	19%	N=24	43%	N=56	30%	N=39	8%	N=10	100%	N=130
Garbage collection	31%	N=62	50%	N=101	14%	N=29	6%	N=12	100%	N=203
Recycling	29%	N=56	47%	N=91	11%	N=21	13%	N=24	100%	N=191
Yard waste pick-up	18%	N=34	36%	N=69	28%	N=53	18%	N=35	100%	N=191
Storm drainage	23%	N=45	29%	N=58	32%	N=65	16%	N=33	100%	N=200
Drinking water	17%	N=34	35%	N=72	29%	N=59	19%	N=38	100%	N=203
Sewer services	21%	N=40	44%	N=81	27%	N=50	8%	N=15	100%	N=186
Utility billing	19%	N=38	46%	N=93	24%	N=48	12%	N=24	100%	N=203
City parks	22%	N=46	52%	N=105	19%	N=38	7%	N=14	100%	N=203
Recreation programs or classes	17%	N=26	44%	N=69	33%	N=51	7%	N=11	100%	N=156
Recreation centers or facilities	15%	N=26	47%	N=79	31%	N=52	6%	N=11	100%	N=168
Land use, planning and zoning	12%	N=21	43%	N=75	33%	N=57	12%	N=20	100%	N=173
Code enforcement (weeds, abandoned buildings, etc.)	10%	N=18	40%	N=76	32%	N=61	18%	N=35	100%	N=190
Animal control	20%	N=36	32%	N=58	32%	N=57	15%	N=27	100%	N=179
Economic development	22%	N=38	41%	N=71	32%	N=56	5%	N=8	100%	N=173
Health services	16%	N=29	47%	N=84	28%	N=51	9%	N=16	100%	N=179
Public library services	41%	N=75	42%	N=78	15%	N=28	2%	N=4	100%	N=185
Public information services	23%	N=39	52%	N=90	20%	N=34	6%	N=10	100%	N=174
Cable television	18%	N=33	43%	N=79	27%	N=51	12%	N=22	100%	N=185
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	27%	N=49	41%	N=73	26%	N=48	6%	N=11	100%	N=181
Preservation of natural areas such as open space, farmlands and greenbelts	15%	N=25	35%	N=59	30%	N=52	20%	N=35	100%	N=172
McAllen open space	15%	N=26	30%	N=55	32%	N=58	23%	N=41	100%	N=181
City-sponsored special events	17%	N=27	37%	N=60	36%	N=60	10%	N=17	100%	N=163
Overall customer service by McAllen employees (police, receptionists, planners, etc.)	20%	N=35	43%	N=77	28%	N=51	9%	N=16	100%	N=178

Table 11: Question 11

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%	N=57	46%	N=90	21%	N=41	4%	N=9	100%	N=196
The Federal Government	15%	N=27	42%	N=76	26%	N=48	16%	N=30	100%	N=181

Table 12: Question 12

Please rate the following categories of McAllen government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to McAllen	11%	N=20	37%	N=71	42%	N=79	10%	N=19	100%	N=189
The overall direction that McAllen is taking	19%	N=37	51%	N=98	24%	N=46	5%	N=10	100%	N=191
The job McAllen government does at welcoming citizen involvement	16%	N=28	40%	N=72	29%	N=52	15%	N=27	100%	N=180
Overall confidence in McAllen government	17%	N=31	45%	N=83	28%	N=52	10%	N=18	100%	N=183

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Please rate the following categories of McAllen government performance:	Excellent		Good		Fair		Poor		Total	
Generally acting in the best interest of the community	14%	N=25	47%	N=86	27%	N=50	11%	N=21	100%	N=182
Being honest	15%	N=28	42%	N=75	31%	N=56	12%	N=21	100%	N=179
Treating all residents fairly	15%	N=29	38%	N=71	32%	N=61	15%	N=28	100%	N=188

Table 13: Question 13a

How important, if at all, are the following issues for the City to address?	Essential		Very important		Somewhat important		Not at all important		Total	
Improving traffic flow and pedestrian safety	41%	N=83	47%	N=95	12%	N=24	1%	N=2	100%	N=204
Preserving historic buildings	21%	N=41	52%	N=103	26%	N=51	2%	N=4	100%	N=200
Improving main thoroughfares	31%	N=61	48%	N=94	21%	N=41	0%	N=0	100%	N=197
Improving parking conditions/providing more parks/open space	32%	N=64	41%	N=82	24%	N=48	3%	N=5	100%	N=200
Increasing bus & paratransit service	26%	N=49	44%	N=83	23%	N=44	7%	N=14	100%	N=189
Displaying more public art	17%	N=32	36%	N=69	31%	N=60	16%	N=32	100%	N=193
Improving street pavement conditions	43%	N=87	39%	N=78	19%	N=38	0%	N=0	100%	N=203
Increasing downtown lighting	31%	N=61	38%	N=75	24%	N=48	7%	N=13	100%	N=198
Renovating community centers and expanding programming	28%	N=56	46%	N=91	23%	N=46	3%	N=6	100%	N=198
Installing more surveillance cameras throughout the City	30%	N=60	40%	N=80	23%	N=45	8%	N=16	100%	N=201
Improving infrastructure to prevent flooding	43%	N=87	41%	N=84	14%	N=29	1%	N=2	100%	N=202
Increasing job training and development programs	38%	N=77	42%	N=86	16%	N=33	4%	N=8	100%	N=204
Expanding after school programs (K-12)	36%	N=69	39%	N=74	20%	N=39	5%	N=9	100%	N=191
Improving environmental quality	38%	N=77	45%	N=91	15%	N=30	2%	N=4	100%	N=203
Affordable housing	37%	N=73	45%	N=89	12%	N=24	6%	N=12	100%	N=197
Recycling	39%	N=78	42%	N=85	17%	N=35	2%	N=4	100%	N=202
Library services	30%	N=60	47%	N=95	19%	N=38	4%	N=8	100%	N=201
Passenger air service	27%	N=49	51%	N=91	18%	N=32	4%	N=7	100%	N=178
Downtown development	20%	N=40	51%	N=100	21%	N=41	8%	N=15	100%	N=196
Code enforcement	32%	N=62	48%	N=95	16%	N=32	4%	N=7	100%	N=196
Bike trail system	30%	N=59	39%	N=78	29%	N=59	2%	N=3	100%	N=199
McAllen Nature Center	30%	N=58	37%	N=72	27%	N=54	7%	N=13	100%	N=197
City of McAllen Website	26%	N=50	43%	N=83	25%	N=48	7%	N=13	100%	N=193
Programming on MCN (City cable channel)	16%	N=30	37%	N=70	28%	N=53	19%	N=35	100%	N=188

Table 14: Question 13b

Please indicate how much you agree or disagree with the following statement: "The City of McAllen should place a higher priority on the health of its citizens."	Percent	Number
Strongly agree	69%	N=116
Somewhat agree	23%	N=39
Somewhat disagree	6%	N=10
Strongly disagree	2%	N=3
Total	100%	N=168

Table 15: Question 13c

Please indicate whether each of the following is a major source, minor source, or not a source of information regarding McAllen City Government.	Major source		Minor source		Not a source		Total	
Newspaper	62%	N=125	30%	N=61	8%	N=15	100%	N=201
Local TV news/ads	72%	N=148	26%	N=52	2%	N=5	100%	N=205
Radio	60%	N=123	30%	N=62	10%	N=20	100%	N=205
Word of mouth	39%	N=78	45%	N=92	16%	N=32	100%	N=203
MCN (City Cable Channel)	36%	N=72	40%	N=80	24%	N=48	100%	N=200
City of McAllen Web site (www.mcallen.net)	43%	N=87	46%	N=92	11%	N=21	100%	N=201
McAllen City Facebook pages and posts	33%	N=66	38%	N=77	29%	N=59	100%	N=202
McAllen City Twitter	26%	N=53	38%	N=77	36%	N=73	100%	N=202
McAllen 311 City app (iPhone and Android)	33%	N=64	30%	N=60	37%	N=73	100%	N=197
McAllen 311 Center (681-3111)	34%	N=67	30%	N=59	37%	N=73	100%	N=199
Code Red (automated phone service from City)	47%	N=94	21%	N=41	33%	N=66	100%	N=201
Insert in water bill	51%	N=102	27%	N=55	22%	N=45	100%	N=202
E-mails from the City	33%	N=66	38%	N=76	30%	N=60	100%	N=202

Table 16: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	10%	N=21	5%	N=10	11%	N=22	31%	N=64	43%	N=87	100%	N=203
Purchase goods or services from a business located in McAllen	4%	N=7	1%	N=1	4%	N=7	41%	N=84	52%	N=106	100%	N=205
Eat at least 5 portions of fruits and vegetables a day	2%	N=5	12%	N=24	35%	N=70	34%	N=68	17%	N=34	100%	N=202
Participate in moderate or vigorous physical activity	6%	N=12	13%	N=27	31%	N=63	33%	N=67	17%	N=34	100%	N=203
Read or watch local news (via television, paper, computer, etc.)	3%	N=6	6%	N=12	17%	N=34	22%	N=45	52%	N=106	100%	N=204
Vote in local elections	19%	N=39	8%	N=16	16%	N=34	18%	N=37	39%	N=80	100%	N=205

Table 17: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	16%	N=34
Very good	36%	N=76
Good	34%	N=72
Fair	12%	N=26
Poor	2%	N=4
Total	100%	N=212

Table 18: Question D3

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	Number
Very positive	7%	N=14
Somewhat positive	24%	N=50
Neutral	50%	N=105
Somewhat negative	16%	N=34
Very negative	3%	N=6
Total	100%	N=208

Table 19: Question D4

What is your employment status?	Percent	Number
Working full time for pay	64%	N=136
Working part time for pay	13%	N=28
Unemployed, looking for paid work	7%	N=14
Unemployed, not looking for paid work	1%	N=3
Fully retired	15%	N=31
Total	100%	N=212

Table 20: Question D5

Do you work inside the boundaries of McAllen?	Percent	Number
Yes, outside the home	50%	N=105
Yes, from home	5%	N=11
No	44%	N=92
Total	100%	N=209

Table 21: Question D6

How many years have you lived in McAllen?	Percent	Number
Less than 2 years	10%	N=20
2 to 5 years	10%	N=22
6 to 10 years	14%	N=29
11 to 20 years	19%	N=41
More than 20 years	47%	N=100
Total	100%	N=212

Table 22: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	74%	N=156
Building with two or more homes (duplex, townhome, apartment or condominium)	24%	N=50
Mobile home	0%	N=1
Other	2%	N=4
Total	100%	N=211

Table 23: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	32%	N=67
Owned	68%	N=144
Total	100%	N=211

Table 24: Question D9

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)?	Percent	Number
Less than \$300 per month	7%	N=15
\$300 to \$599 per month	21%	N=45
\$600 to \$999 per month	33%	N=70
\$1,000 to \$1,499 per month	23%	N=49
\$1,500 to \$2,499 per month	9%	N=18
\$2,500 or more per month	7%	N=14
Total	100%	N=210

Table 25: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	54%	N=114
Yes	46%	N=98
Total	100%	N=212

Table 26: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	68%	N=145
Yes	32%	N=67
Total	100%	N=212

Table 27: Question D12

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	Number
Less than \$25,000	21%	N=44
\$25,000 to \$49,999	36%	N=74
\$50,000 to \$99,999	21%	N=44
\$100,000 to \$149,999	14%	N=28
\$150,000 or more	8%	N=16
Total	100%	N=206

Table 28: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	12%	N=26
Yes, I consider myself to be Spanish, Hispanic or Latino	88%	N=181
Total	100%	N=207

Table 29: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=1
Asian, Asian Indian or Pacific Islander	0%	N=0
Black or African American	1%	N=2
White	85%	N=165
Other	14%	N=27

Total may exceed 100% as respondents could select more than one option.

Table 30: Question D15

In which category is your age?	Percent	Number
18 to 24 years	0%	N=0
25 to 34 years	27%	N=57
35 to 44 years	17%	N=36
45 to 54 years	21%	N=44
55 to 64 years	18%	N=38
65 to 74 years	11%	N=22
75 years or older	6%	N=13
Total	100%	N=210

Table 31: Question D16

What is your sex?	Percent	Number
Female	56%	N=115
Male	44%	N=91
Total	100%	N=207

Table 32: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	75%	N=159
Land line	9%	N=18
Both	16%	N=34
Total	100%	N=212

Responses including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 33: Question 1

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	45%	N=93	39%	N=82	11%	N=24	4%	N=9	1%	N=1	100%	N=209
Your neighborhood as a place to live	32%	N=67	35%	N=73	23%	N=48	9%	N=18	1%	N=2	100%	N=209
McAllen as a place to raise children	38%	N=78	44%	N=92	11%	N=22	5%	N=11	2%	N=4	100%	N=208
McAllen as a place to work	30%	N=63	39%	N=80	22%	N=46	8%	N=16	1%	N=2	100%	N=207
McAllen as a place to visit	33%	N=67	32%	N=66	23%	N=47	12%	N=24	1%	N=1	100%	N=207
McAllen as a place to retire	35%	N=72	34%	N=69	19%	N=39	9%	N=18	4%	N=8	100%	N=207
The overall quality of life in McAllen	33%	N=68	46%	N=95	18%	N=37	4%	N=8	1%	N=1	100%	N=209

Table 34: Question 2

Please rate each of the following characteristics as they relate to McAllen as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in McAllen	24%	N=50	46%	N=96	24%	N=50	5%	N=11	1%	N=1	100%	N=209
Overall ease of getting to the places you usually have to visit	31%	N=64	54%	N=113	13%	N=27	2%	N=3	1%	N=1	100%	N=208
Quality of overall natural environment in McAllen	19%	N=40	50%	N=102	22%	N=45	8%	N=17	1%	N=1	100%	N=206
Overall 'built environment' of McAllen (including overall design, buildings, parks and transportation systems)	19%	N=39	37%	N=77	32%	N=66	11%	N=24	1%	N=1	100%	N=207
Health and wellness opportunities in McAllen	22%	N=45	42%	N=88	21%	N=44	10%	N=20	5%	N=10	100%	N=207
Overall opportunities for education and enrichment	24%	N=50	40%	N=83	26%	N=54	5%	N=10	5%	N=10	100%	N=207
Overall economic health of McAllen	20%	N=41	42%	N=88	26%	N=55	7%	N=14	5%	N=10	100%	N=208
Sense of community	19%	N=40	41%	N=84	25%	N=51	15%	N=30	1%	N=1	100%	N=207
Overall image or reputation of McAllen	29%	N=60	44%	N=90	19%	N=39	7%	N=15	1%	N=1	100%	N=206

Table 35: Question 3

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	52%	N=108	34%	N=71	3%	N=6	10%	N=20	1%	N=3	100%	N=209
Remain in McAllen for the next five years	62%	N=129	19%	N=39	11%	N=23	4%	N=9	4%	N=8	100%	N=208

Table 36: Question 4

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	53%	N=110	38%	N=79	4%	N=9	3%	N=7	1%	N=3	1%	N=1	100%	N=208
In McAllen's downtown/commercial area during the day	29%	N=59	38%	N=80	17%	N=34	7%	N=15	5%	N=10	4%	N=9	100%	N=207

Table 37: Question 5

Please rate each of the following characteristics as they relate to McAllen as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic flow on major streets	14%	N=30	48%	N=99	29%	N=61	8%	N=17	1%	N=1	100%	N=208
Ease of public parking	13%	N=27	43%	N=90	28%	N=58	12%	N=25	4%	N=8	100%	N=209

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Please rate each of the following characteristics as they relate to McAllen as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Ease of travel by car in McAllen	26%	N=53	54%	N=110	17%	N=35	3%	N=6	1%	N=2	100%	N=205
Ease of travel by public transportation in McAllen	10%	N=20	25%	N=52	17%	N=34	8%	N=15	40%	N=82	100%	N=203
Ease of travel by bicycle in McAllen	9%	N=18	24%	N=51	25%	N=52	18%	N=38	23%	N=48	100%	N=207
Ease of walking in McAllen	14%	N=29	37%	N=76	29%	N=60	13%	N=27	7%	N=15	100%	N=208
Availability of paths and walking trails	19%	N=38	34%	N=71	28%	N=59	16%	N=32	3%	N=6	100%	N=206
Air quality	22%	N=44	50%	N=102	19%	N=40	8%	N=16	1%	N=3	100%	N=205
Cleanliness of McAllen	19%	N=40	44%	N=92	27%	N=56	9%	N=19	1%	N=1	100%	N=208
Overall appearance of McAllen	21%	N=45	48%	N=101	23%	N=48	7%	N=14	1%	N=1	100%	N=209
Public places where people want to spend time	18%	N=37	40%	N=82	26%	N=54	14%	N=28	2%	N=5	100%	N=206
Variety of housing options	12%	N=26	37%	N=77	40%	N=84	5%	N=10	5%	N=11	100%	N=208
Availability of affordable quality housing	13%	N=27	29%	N=58	39%	N=80	8%	N=17	10%	N=21	100%	N=204
Fitness opportunities (including exercise classes and paths or trails, etc.)	18%	N=38	41%	N=85	26%	N=55	11%	N=23	4%	N=8	100%	N=209
Recreational opportunities	15%	N=31	29%	N=60	35%	N=72	17%	N=36	4%	N=8	100%	N=207
Availability of affordable quality food	24%	N=50	42%	N=88	26%	N=53	8%	N=16	1%	N=1	100%	N=208
Availability of affordable quality health care	19%	N=39	43%	N=90	20%	N=42	12%	N=25	6%	N=13	100%	N=209
Availability of preventive health services	16%	N=33	43%	N=90	19%	N=39	13%	N=28	9%	N=18	100%	N=208
Availability of affordable quality mental health care	12%	N=25	20%	N=40	21%	N=42	20%	N=41	28%	N=57	100%	N=205

Table 38: Question 6

Please rate each of the following characteristics as they relate to McAllen as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable quality child care/preschool	16%	N=33	32%	N=66	13%	N=27	7%	N=14	32%	N=67	100%	N=208
K-12 education	22%	N=46	42%	N=87	18%	N=38	4%	N=9	13%	N=28	100%	N=208
Adult educational opportunities	12%	N=24	38%	N=77	22%	N=44	11%	N=22	18%	N=37	100%	N=205
Opportunities to attend cultural/arts/music activities	14%	N=28	27%	N=55	32%	N=66	24%	N=49	3%	N=7	100%	N=205
Opportunities to participate in religious or spiritual events and activities	21%	N=43	41%	N=85	19%	N=40	10%	N=20	9%	N=19	100%	N=207
Employment opportunities	8%	N=16	35%	N=71	36%	N=73	19%	N=39	3%	N=6	100%	N=204
Shopping opportunities	35%	N=72	39%	N=80	19%	N=40	6%	N=12	1%	N=1	100%	N=205
Cost of living in McAllen	18%	N=36	35%	N=72	38%	N=79	8%	N=16	1%	N=1	100%	N=204
Overall quality of business and service establishments in McAllen	22%	N=46	44%	N=92	27%	N=55	6%	N=12	1%	N=2	100%	N=207
Vibrant downtown/commercial area	12%	N=25	33%	N=69	26%	N=54	23%	N=48	6%	N=12	100%	N=208
Overall quality of new development in McAllen	16%	N=33	42%	N=88	31%	N=65	4%	N=8	7%	N=14	100%	N=208
Opportunities to participate in social events and activities	13%	N=26	37%	N=77	30%	N=62	15%	N=32	4%	N=9	100%	N=207
Opportunities to volunteer	11%	N=23	39%	N=79	26%	N=53	9%	N=18	15%	N=31	100%	N=205
Opportunities to participate in community matters	9%	N=18	37%	N=76	28%	N=57	10%	N=21	15%	N=31	100%	N=204
Openness and acceptance of the community toward people of diverse backgrounds	10%	N=21	37%	N=75	37%	N=76	12%	N=24	4%	N=8	100%	N=205
Neighborliness of residents in McAllen	11%	N=21	41%	N=84	35%	N=71	11%	N=22	2%	N=5	100%	N=203

Table 39: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	9%	N=19	91%	N=188	100%	N=207
Made efforts to make your home more energy efficient	21%	N=44	79%	N=163	100%	N=207
Observed a code violation or other hazard in McAllen	34%	N=69	66%	N=134	100%	N=203

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Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Household member was a victim of a crime in McAllen	81%	N=166	19%	N=40	100%	N=205
Reported a crime to the police in McAllen	68%	N=139	32%	N=66	100%	N=206
Stocked supplies in preparation for an emergency	62%	N=127	38%	N=79	100%	N=206
Campaigned or advocated for an issue, cause or candidate	74%	N=152	26%	N=53	100%	N=205
Contacted McAllen (in-person, phone, email or web) for help or information	53%	N=109	47%	N=97	100%	N=207
Contacted McAllen elected officials (in-person, phone, email or web) to express your opinion	78%	N=160	22%	N=45	100%	N=205

Table 40: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in McAllen?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used McAllen recreation centers or their services	9%	N=19	20%	N=42	32%	N=66	38%	N=78	100%	N=204
Visited a neighborhood park or City park	10%	N=21	31%	N=63	40%	N=81	18%	N=37	100%	N=203
Used McAllen public libraries or their services	12%	N=25	21%	N=44	41%	N=84	26%	N=54	100%	N=207
Participated in religious or spiritual activities in McAllen	22%	N=45	21%	N=44	30%	N=62	27%	N=56	100%	N=206
Attended a City-sponsored event	2%	N=4	10%	N=21	45%	N=93	43%	N=89	100%	N=207
Used bus, rail, subway or other public transportation instead of driving	4%	N=8	2%	N=5	12%	N=24	82%	N=171	100%	N=208
Carpooled with other adults or children instead of driving alone	11%	N=22	11%	N=23	12%	N=24	67%	N=138	100%	N=207
Walked or biked instead of driving	8%	N=16	11%	N=23	19%	N=40	62%	N=128	100%	N=207
Volunteered your time to some group/activity in McAllen	7%	N=14	11%	N=22	22%	N=44	61%	N=125	100%	N=206
Participated in a club	4%	N=8	11%	N=24	18%	N=38	66%	N=136	100%	N=206
Talked to or visited with your immediate neighbors	22%	N=45	31%	N=63	30%	N=61	18%	N=37	100%	N=206
Done a favor for a neighbor	13%	N=27	28%	N=59	31%	N=63	28%	N=58	100%	N=207

Table 41: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=1	7%	N=15	19%	N=40	73%	N=151	100%	N=207
Watched (online or on television) a local public meeting	4%	N=9	9%	N=19	32%	N=66	55%	N=114	100%	N=208

Table 42: Question 10

Please rate the quality of each of the following services in McAllen:	Excellent		Good		Fair		Poor		Don't know		Total	
Police/Sheriff services	26%	N=53	42%	N=86	20%	N=41	4%	N=8	9%	N=18	100%	N=207
Fire services	33%	N=68	41%	N=85	9%	N=18	3%	N=6	14%	N=29	100%	N=207
Ambulance or emergency medical services	23%	N=47	36%	N=75	16%	N=34	4%	N=9	20%	N=42	100%	N=207
Crime prevention	16%	N=33	36%	N=73	20%	N=41	15%	N=31	13%	N=27	100%	N=205
Fire prevention and education	18%	N=37	38%	N=77	23%	N=47	4%	N=9	17%	N=35	100%	N=204
Traffic enforcement	17%	N=36	40%	N=82	25%	N=51	11%	N=23	6%	N=12	100%	N=205
Street repair	13%	N=27	34%	N=69	34%	N=70	17%	N=36	2%	N=4	100%	N=205
Street cleaning	16%	N=32	42%	N=85	28%	N=57	12%	N=25	2%	N=3	100%	N=202
Street lighting	16%	N=33	32%	N=66	33%	N=66	17%	N=35	2%	N=4	100%	N=204
Sidewalk maintenance	12%	N=24	45%	N=92	22%	N=44	20%	N=41	2%	N=4	100%	N=205

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Please rate the quality of each of the following services in McAllen:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic signal timing	11%	N=23	38%	N=78	30%	N=62	19%	N=38	2%	N=3	100%	N=205
Bus or transit services	12%	N=24	27%	N=56	19%	N=39	5%	N=10	37%	N=76	100%	N=205
Garbage collection	30%	N=62	49%	N=101	14%	N=29	6%	N=12	1%	N=2	100%	N=204
Recycling	27%	N=56	44%	N=91	10%	N=21	12%	N=24	6%	N=12	100%	N=204
Yard waste pick-up	17%	N=34	34%	N=69	26%	N=53	17%	N=35	7%	N=15	100%	N=206
Storm drainage	22%	N=45	28%	N=58	31%	N=65	16%	N=33	3%	N=6	100%	N=205
Drinking water	17%	N=34	35%	N=72	29%	N=59	19%	N=38	1%	N=1	100%	N=204
Sewer services	19%	N=40	40%	N=81	25%	N=50	7%	N=15	9%	N=18	100%	N=204
Utility billing	18%	N=38	45%	N=93	23%	N=48	12%	N=24	2%	N=3	100%	N=207
City parks	22%	N=46	51%	N=105	19%	N=38	7%	N=14	1%	N=3	100%	N=206
Recreation programs or classes	13%	N=26	34%	N=69	25%	N=51	5%	N=11	24%	N=48	100%	N=204
Recreation centers or facilities	13%	N=26	39%	N=79	26%	N=52	5%	N=11	17%	N=35	100%	N=203
Land use, planning and zoning	10%	N=21	36%	N=75	28%	N=57	10%	N=20	16%	N=32	100%	N=205
Code enforcement (weeds, abandoned buildings, etc.)	9%	N=18	37%	N=76	30%	N=61	17%	N=35	7%	N=13	100%	N=203
Animal control	18%	N=36	28%	N=58	28%	N=57	13%	N=27	12%	N=25	100%	N=204
Economic development	19%	N=38	35%	N=71	27%	N=56	4%	N=8	16%	N=32	100%	N=205
Health services	14%	N=29	41%	N=84	25%	N=51	8%	N=16	11%	N=23	100%	N=203
Public library services	37%	N=75	38%	N=78	14%	N=28	2%	N=4	9%	N=19	100%	N=204
Public information services	19%	N=39	44%	N=90	17%	N=34	5%	N=10	15%	N=30	100%	N=204
Cable television	16%	N=33	38%	N=79	25%	N=51	11%	N=22	10%	N=20	100%	N=205
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	24%	N=49	36%	N=73	23%	N=48	5%	N=11	12%	N=24	100%	N=205
Preservation of natural areas such as open space, farmlands and greenbelts	12%	N=25	29%	N=59	26%	N=52	17%	N=35	16%	N=32	100%	N=204
McAllen open space	13%	N=26	27%	N=55	29%	N=58	21%	N=41	10%	N=21	100%	N=202
City-sponsored special events	14%	N=27	30%	N=60	30%	N=60	8%	N=17	18%	N=36	100%	N=199
Overall customer service by McAllen employees (police, receptionists, planners, etc.)	18%	N=35	40%	N=77	26%	N=51	8%	N=16	7%	N=13	100%	N=192

Table 43: Question 11

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	28%	N=57	44%	N=90	20%	N=41	4%	N=9	3%	N=6	100%	N=203
The Federal Government	13%	N=27	38%	N=76	23%	N=48	15%	N=30	11%	N=22	100%	N=203

Table 44: Question 12

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	10%	N=20	35%	N=71	39%	N=79	9%	N=19	7%	N=14	100%	N=203
The overall direction that McAllen is taking	18%	N=37	48%	N=98	23%	N=46	5%	N=10	6%	N=13	100%	N=204
The job McAllen government does at welcoming citizen involvement	14%	N=28	35%	N=72	25%	N=52	13%	N=27	12%	N=26	100%	N=205
Overall confidence in McAllen government	15%	N=31	41%	N=83	25%	N=52	9%	N=18	10%	N=21	100%	N=204
Generally acting in the best interest of the community	12%	N=25	42%	N=86	24%	N=50	10%	N=21	11%	N=22	100%	N=204
Being honest	14%	N=28	37%	N=75	27%	N=56	10%	N=21	12%	N=25	100%	N=204
Treating all residents fairly	14%	N=29	35%	N=71	30%	N=61	14%	N=28	8%	N=16	100%	N=204

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Table 45: Question 13a

How important, if at all, are the following issues for the City to address?	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Improving traffic flow and pedestrian safety	41%	N=83	46%	N=95	12%	N=24	1%	N=2	1%	N=1	100%	N=205
Preserving historic buildings	20%	N=41	50%	N=103	25%	N=51	2%	N=4	3%	N=5	100%	N=205
Improving main thoroughfares	30%	N=61	47%	N=94	20%	N=41	0%	N=0	2%	N=5	100%	N=202
Improving parking conditions/providing more parks/open space	31%	N=64	40%	N=82	24%	N=48	3%	N=5	2%	N=5	100%	N=205
Increasing bus & paratransit service	24%	N=49	41%	N=83	22%	N=44	7%	N=14	7%	N=15	100%	N=204
Displaying more public art	16%	N=32	34%	N=69	30%	N=60	16%	N=32	5%	N=10	100%	N=203
Improving street pavement conditions	42%	N=87	38%	N=78	19%	N=38	0%	N=0	1%	N=1	100%	N=204
Increasing downtown lighting	30%	N=61	37%	N=75	23%	N=48	6%	N=13	4%	N=7	100%	N=205
Renovating community centers and expanding programming	27%	N=56	45%	N=91	23%	N=46	3%	N=6	3%	N=5	100%	N=204
Installing more surveillance cameras throughout the City	30%	N=60	39%	N=80	22%	N=45	8%	N=16	1%	N=2	100%	N=204
Improving infrastructure to prevent flooding	43%	N=87	41%	N=84	14%	N=29	1%	N=2	1%	N=1	100%	N=203
Increasing job training and development programs	37%	N=77	42%	N=86	16%	N=33	4%	N=8	1%	N=1	100%	N=205
Expanding after school programs (K-12)	34%	N=69	37%	N=74	19%	N=39	4%	N=9	6%	N=11	100%	N=202
Improving environmental quality	38%	N=77	45%	N=91	15%	N=30	2%	N=4	1%	N=1	100%	N=204
Affordable housing	36%	N=73	44%	N=89	12%	N=24	6%	N=12	2%	N=4	100%	N=201
Recycling	38%	N=78	42%	N=85	17%	N=35	2%	N=4	1%	N=2	100%	N=204
Library services	29%	N=60	46%	N=95	19%	N=38	4%	N=8	2%	N=4	100%	N=205
Passenger air service	24%	N=49	45%	N=91	16%	N=32	3%	N=7	11%	N=22	100%	N=200
Downtown development	19%	N=40	49%	N=100	20%	N=41	7%	N=15	4%	N=8	100%	N=204
Code enforcement	31%	N=62	47%	N=95	16%	N=32	4%	N=7	4%	N=7	100%	N=204
Bike trail system	29%	N=59	38%	N=78	29%	N=59	2%	N=3	3%	N=6	100%	N=205
McAllen Nature Center	28%	N=58	35%	N=72	26%	N=54	6%	N=13	4%	N=8	100%	N=205
City of McAllen Website	25%	N=50	41%	N=83	23%	N=48	6%	N=13	5%	N=11	100%	N=204
Programming on MCN (City cable channel)	15%	N=30	35%	N=70	26%	N=53	17%	N=35	7%	N=14	100%	N=203

Table 46: Question 13b

Please indicate how much you agree or disagree with the following statement: "The City of McAllen should place a higher priority on the health of its citizens."	Percent	Number
Strongly agree	66%	N=116
Somewhat agree	23%	N=39
Somewhat disagree	6%	N=10
Strongly disagree	2%	N=3
Don't know	4%	N=6
Total	100%	N=175

Table 47: Question 13c

Please indicate whether each of the following is a major source, minor source, or not a source of information regarding McAllen City Government.	Major source		Minor source		Not a source		Total	
Newspaper	62%	N=125	30%	N=61	8%	N=15	100%	N=201
Local TV news/ads	72%	N=148	26%	N=52	2%	N=5	100%	N=205
Radio	60%	N=123	30%	N=62	10%	N=20	100%	N=205
Word of mouth	39%	N=78	45%	N=92	16%	N=32	100%	N=203

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Please indicate whether each of the following is a major source, minor source, or not a source of information regarding McAllen City Government.	Major source		Minor source		Not a source		Total	
MCN (City Cable Channel)	36%	N=72	40%	N=80	24%	N=48	100%	N=200
City of McAllen Web site (www.mcallen.net)	43%	N=87	46%	N=92	11%	N=21	100%	N=201
McAllen City Facebook pages and posts	33%	N=66	38%	N=77	29%	N=59	100%	N=202
McAllen City Twitter	26%	N=53	38%	N=77	36%	N=73	100%	N=202
McAllen 311 City app (iPhone and Android)	33%	N=64	30%	N=60	37%	N=73	100%	N=197
McAllen 311 Center (681-3111)	34%	N=67	30%	N=59	37%	N=73	100%	N=199
Code Red (automated phone service from City)	47%	N=94	21%	N=41	33%	N=66	100%	N=201
Insert in water bill	51%	N=102	27%	N=55	22%	N=45	100%	N=202
E-mails from the City	33%	N=66	38%	N=76	30%	N=60	100%	N=202

Table 48: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	10%	N=21	5%	N=10	11%	N=22	31%	N=64	43%	N=87	100%	N=203
Purchase goods or services from a business located in McAllen	4%	N=7	1%	N=1	4%	N=7	41%	N=84	52%	N=106	100%	N=205
Eat at least 5 portions of fruits and vegetables a day	2%	N=5	12%	N=24	35%	N=70	34%	N=68	17%	N=34	100%	N=202
Participate in moderate or vigorous physical activity	6%	N=12	13%	N=27	31%	N=63	33%	N=67	17%	N=34	100%	N=203
Read or watch local news (via television, paper, computer, etc.)	3%	N=6	6%	N=12	17%	N=34	22%	N=45	52%	N=106	100%	N=204
Vote in local elections	19%	N=39	8%	N=16	16%	N=34	18%	N=37	39%	N=80	100%	N=205

Table 49: Question D2

Would you say that in general your health is:	Percent		Number	
Excellent	16%		N=34	
Very good	36%		N=76	
Good	34%		N=72	
Fair	12%		N=26	
Poor	2%		N=4	
Total	100%		N=212	

Table 50: Question D3

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	Number
Very positive	7%	N=14
Somewhat positive	24%	N=50
Neutral	50%	N=105
Somewhat negative	16%	N=34
Very negative	3%	N=6
Total	100%	N=208

Table 51: Question D4

What is your employment status?	Percent	Number
Working full time for pay	64%	N=136
Working part time for pay	13%	N=28
Unemployed, looking for paid work	7%	N=14
Unemployed, not looking for paid work	1%	N=3
Fully retired	15%	N=31
Total	100%	N=212

Table 52: Question D5

Do you work inside the boundaries of McAllen?	Percent	Number
Yes, outside the home	50%	N=105
Yes, from home	5%	N=11
No	44%	N=92
Total	100%	N=209

Table 53: Question D6

How many years have you lived in McAllen?	Percent	Number
Less than 2 years	10%	N=20
2 to 5 years	10%	N=22
6 to 10 years	14%	N=29
11 to 20 years	19%	N=41
More than 20 years	47%	N=100
Total	100%	N=212

Table 54: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	74%	N=156
Building with two or more homes (duplex, townhome, apartment or condominium)	24%	N=50
Mobile home	0%	N=1
Other	2%	N=4
Total	100%	N=211

Table 55: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	32%	N=67
Owned	68%	N=144
Total	100%	N=211

Table 56: Question D9

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)?	Percent	Number
Less than \$300 per month	7%	N=15
\$300 to \$599 per month	21%	N=45
\$600 to \$999 per month	33%	N=70
\$1,000 to \$1,499 per month	23%	N=49
\$1,500 to \$2,499 per month	9%	N=18
\$2,500 or more per month	7%	N=14
Total	100%	N=210

Table 57: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	54%	N=114
Yes	46%	N=98
Total	100%	N=212

Table 58: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	68%	N=145
Yes	32%	N=67
Total	100%	N=212

Table 59: Question D12

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	Number
Less than \$25,000	21%	N=44
\$25,000 to \$49,999	36%	N=74
\$50,000 to \$99,999	21%	N=44
\$100,000 to \$149,999	14%	N=28
\$150,000 or more	8%	N=16
Total	100%	N=206

Table 60: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	12%	N=26
Yes, I consider myself to be Spanish, Hispanic or Latino	88%	N=181
Total	100%	N=207

Table 61: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=1
Asian, Asian Indian or Pacific Islander	0%	N=0
Black or African American	1%	N=2
White	85%	N=165
Other	14%	N=27

Total may exceed 100% as respondents could select more than one option.

Table 62: Question D15

In which category is your age?	Percent	Number
18 to 24 years	0%	N=0
25 to 34 years	27%	N=57
35 to 44 years	17%	N=36
45 to 54 years	21%	N=44
55 to 64 years	18%	N=38
65 to 74 years	11%	N=22
75 years or older	6%	N=13
Total	100%	N=210

Table 63: Question D16

What is your sex?	Percent	Number
Female	56%	N=115
Male	44%	N=91
Total	100%	N=207

Table 64: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	75%	N=159
Land line	9%	N=18
Both	16%	N=34
Total	100%	N=212

Appendix B: Benchmark Comparisons

Comparison Data

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The NCS. The comparison evaluations are from the most recent survey completed in each community; 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 communities in the database represent a wide geographic and population range. The City of McAllen chose to have comparisons made to the entire database.

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is McAllen's "percent positive." The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," "essential" and "very important," etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating "yes" or participating in an activity at least once a month. The second column is the rank assigned to McAllen's rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of McAllen's rating to the benchmark.

In that final column, McAllen's results are noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark, meaning that the average rating given by McAllen residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as "much higher" or "much lower."

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

National Benchmark Comparisons

Table 65: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in McAllen	79%	207	403	Similar
Overall image or reputation of McAllen	73%	128	298	Similar
McAllen as a place to live	84%	161	332	Similar
Your neighborhood as a place to live	68%	206	264	Similar
McAllen as a place to raise children	84%	154	329	Similar
McAllen as a place to retire	71%	81	312	Similar
Overall appearance of McAllen	70%	164	303	Similar

Table 66: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in McAllen	70%	76	108	Similar
	In your neighborhood during the day	91%	228	300	Similar
	In McAllen's downtown/commercial area during the day	70%	242	257	Lower
Mobility	Overall ease of getting to the places you usually have to visit	85%	4	13	Similar
	Availability of paths and walking trails	55%	144	230	Similar
	Ease of walking in McAllen	55%	159	251	Similar
	Ease of travel by bicycle in McAllen	43%	174	258	Similar
	Ease of travel by public transportation in McAllen	59%	27	57	Similar
	Ease of travel by car in McAllen	80%	29	259	Higher
	Ease of public parking	58%	4	7	Similar
	Traffic flow on major streets	62%	50	291	Similar
Natural Environment	Quality of overall natural environment in McAllen	69%	139	232	Similar
	Cleanliness of McAllen	64%	153	233	Similar
	Air quality	72%	101	213	Similar
Built Environment	Overall "built environment" of McAllen (including overall design, buildings, parks and transportation systems)	56%	9	11	Similar
	Overall quality of new development in McAllen	62%	78	245	Similar
	Availability of affordable quality housing	47%	86	267	Similar
	Variety of housing options	52%	126	220	Similar
	Public places where people want to spend time	59%	7	9	Similar
	Overall economic health of McAllen	65%	7	14	Similar
Economy	Vibrant downtown/commercial area	48%	6	9	Similar
	Overall quality of business and service establishments in McAllen	67%	71	220	Similar
	Cost of living in McAllen	53%	2	11	Higher
	Shopping opportunities	75%	33	252	Higher
	Employment opportunities	44%	78	269	Similar
	McAllen as a place to visit	65%	11	22	Similar
	McAllen as a place to work	69%	86	299	Similar
	Health and wellness opportunities in McAllen	67%	8	11	Similar
	Availability of affordable quality mental health care	44%	7	10	Similar
	Availability of preventive health services	65%	74	172	Similar
	Availability of affordable quality health care	66%	61	217	Similar
Recreation and Wellness	Availability of affordable quality food	67%	65	178	Similar
	Recreational opportunities	46%	222	264	Lower
	Fitness opportunities (including exercise classes and paths or trails, etc.)	61%	9	11	Lower
Education and	Opportunities to participate in religious or spiritual	68%	147	174	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Enrichment	events and activities				
	Opportunities to attend cultural/arts/music activities	42%	201	265	Similar
	Adult educational opportunities	60%	7	9	Similar
	K-12 education	74%	104	219	Similar
Community Engagement	Availability of affordable quality child care/preschool	71%	8	218	Higher
	Opportunities to participate in social events and activities	52%	158	211	Similar
	Neighborliness of McAllen	53%	8	11	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	49%	199	248	Similar
	Opportunities to participate in community matters	55%	174	219	Similar
	Opportunities to volunteer	59%	198	222	Lower

Table 67: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of McAllen	75%	139	375	Similar
Overall customer service by McAllen employees (police, receptionists, planners, etc.)	63%	300	321	Lower
Value of services for the taxes paid to McAllen	48%	205	354	Similar
Overall direction that McAllen is taking	70%	43	289	Similar
Job McAllen government does at welcoming citizen involvement	56%	102	269	Similar
Overall confidence in McAllen government	62%	6	12	Similar
Generally acting in the best interest of the community	61%	6	11	Similar
Being honest	57%	6	11	Similar
Treating all residents fairly	53%	7	11	Similar
Services provided by the Federal Government	57%	2	220	Higher

Table 68: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police/Sheriff services	74%	238	374	Similar
	Fire services	86%	252	316	Similar
	Ambulance or emergency medical services	74%	276	293	Lower
	Crime prevention	60%	222	305	Similar
	Fire prevention and education	67%	203	248	Similar
	Animal control	53%	197	287	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	68%	56	243	Similar
Mobility	Traffic enforcement	61%	195	327	Similar
	Street repair	48%	202	384	Similar
	Street cleaning	59%	164	253	Similar
	Street lighting	49%	211	284	Similar
	Sidewalk maintenance	58%	154	258	Similar
	Traffic signal timing	50%	125	219	Similar
	Bus or transit services	62%	56	193	Similar
Natural Environment	Garbage collection	80%	245	314	Similar
	Recycling	76%	224	318	Similar
	Yard waste pick-up	54%	209	224	Lower
	Drinking water	52%	244	286	Lower
	Preservation of natural areas such as open space, farmlands and greenbelts	49%	176	226	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	McAllen open space	45%	28	29	Lower
	Storm drainage	51%	217	317	Similar
	Sewer services	65%	209	268	Similar
	Utility billing	65%	20	26	Similar
	Land use, planning and zoning	55%	78	254	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	49%	169	316	Similar
Built Environment	Cable television	61%	55	171	Similar
Economy	Economic development	63%	24	250	Higher
	City parks	74%	228	283	Similar
	Recreation programs or classes	61%	229	288	Similar
Recreation and Wellness	Recreation centers or facilities	62%	175	240	Similar
	Health services	63%	92	169	Similar
Education and Enrichment	City-sponsored special events	53%	15	16	Similar
	Public library services	83%	143	302	Similar
Community Engagement	Public information services	75%	84	240	Similar

Table 69: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	61%	177	268	Similar
Recommend living in McAllen to someone who asks	87%	122	224	Similar
Remain in McAllen for the next five years	84%	120	224	Similar
Contacted McAllen (in-person, phone, email or web) for help or information	47%	155	255	Similar

Table 70: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Stocked supplies in preparation for an emergency	38%	2	9	Similar
	Did NOT report a crime to the police	68%	9	10	Lower
Safety	Household member was NOT a victim of a crime	81%	206	226	Similar
	Used bus, rail, subway or other public transportation instead of driving	18%	7	10	Lower
	Carpooled with other adults or children instead of driving alone	33%	8	10	Lower
Mobility	Walked or biked instead of driving	38%	10	10	Lower
	Made efforts to conserve water	91%	3	9	Similar
	Made efforts to make your home more energy efficient	79%	7	9	Similar
Natural Environment	Recycle at home	85%	122	215	Similar
	Did NOT observe a code violation or other hazard in McAllen	34%	8	10	Much lower
Built Environment	NOT experiencing housing costs stress	73%	50	213	Similar
	Purchase goods or services from a business located in McAllen	96%	8	10	Similar
	Economy will have positive impact on income	31%	11	211	Higher
Economy	Work inside boundaries of McAllen	56%	4	10	Higher
	Used McAllen recreation centers or their services	62%	49	184	Similar
Recreation and Wellness	Visited a neighborhood park or City park	82%	173	220	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Eat at least 5 portions of fruits and vegetables a day	86%	7	10	Similar
	Participate in moderate or vigorous physical activity	81%	7	10	Similar
	In very good to excellent health	52%	9	10	Similar
Education and Enrichment	Used McAllen public libraries or their services	74%	73	196	Similar
	Participated in religious or spiritual activities in McAllen	73%	5	159	Much higher
	Attended City-sponsored event	57%	4	10	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	26%	3	10	Similar
	Contacted McAllen elected officials (in-person, phone, email or web) to express your opinion	22%	3	10	Similar
	Volunteered your time to some group/activity in McAllen	39%	134	217	Similar
	Participated in a club	34%	69	187	Similar
	Talked to or visited with your immediate neighbors	22%	NA	NA	NA
	Done a favor for a neighbor	72%	NA	NA	NA
	Attended a local public meeting	27%	74	221	Similar
	Watched (online or on television) a local public meeting	45%	44	180	Similar
	Read or watch local news (via television, paper, computer, etc.)	91%	4	10	Similar
	Vote in local elections	73%	135	220	Similar

Communities included in national comparisons

The communities included in McAllen's comparisons are listed on the following pages along with their population according to the 2010 Census.

Abilene city, KS..... 6,844
 Adams County, CO.....441,603
 Airway Heights city, WA..... 6,114
 Albany city, GA..... 77,434
 Albany city, OR..... 50,158
 Albemarle County, VA..... 98,970
 Albert Lea city, MN..... 18,016
 Altoona city, IA..... 14,541
 Ames city, IA..... 58,965
 Andover CDP, MA..... 8,762
 Ankeny city, IA..... 45,582
 Ann Arbor city, MI.....113,934
 Annapolis city, MD..... 38,394
 Apple Valley town, CA..... 69,135
 Arapahoe County, CO.....572,003
 Arlington city, TX.....365,438
 Arlington County, VA.....207,627
 Arvada city, CO.....106,433
 Asheville city, NC..... 83,393
 Ashland city, OR..... 20,078
 Ashland town, VA..... 7,225
 Aspen city, CO..... 6,658
 Auburn city, AL..... 53,380
 Auburn city, WA..... 70,180
 Aurora city, CO.....325,078
 Austin city, TX.....790,390
 Bainbridge Island city, WA..... 23,025
 Baltimore city, MD.....620,961

Baltimore County, MD.....805,029
 Barnstable Town city, MA..... 45,193
 Battle Creek city, MI..... 52,347
 Bay City city, MI..... 34,932
 Baytown city, TX..... 71,802
 Bedford town, MA..... 13,320
 Bellevue city, WA.....122,363
 Beltrami County, MN..... 44,442
 Benbrook city, TX..... 21,234
 Benicia city, CA..... 26,997
 Bettendorf city, IA..... 33,217
 Billings city, MT.....104,170
 Blaine city, MN..... 57,186
 Bloomfield Hills city, MI..... 3,869
 Bloomington city, IL..... 76,610
 Bloomington city, MN..... 82,893
 Blue Ash city, OH..... 12,114
 Blue Springs city, MO..... 52,575
 Boise City city, ID.....205,671
 Boonville city, MO..... 8,319
 Botetourt County, VA..... 33,148
 Boulder city, CO..... 97,385
 Boulder County, CO.....294,567
 Bowling Green city, KY..... 58,067
 Branson city, MO..... 10,520
 Brea city, CA..... 39,282
 Brevard County, FL.....543,376
 Bristol city, TN..... 26,702

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Broken Arrow city, OK	98,850	Delray Beach city, FL.....	60,522
Brookfield city, WI	37,920	Denton city, TX.....	113,383
Brookline town, NH	4,991	Denver city, CO.....	600,158
Broomfield city, CO	55,889	Derby city, KS.....	22,158
Brownsburg town, IN	21,285	Des Moines city, IA	203,433
Bryan city, TX	76,201	Destin city, FL.....	12,305
Burleson city, TX.....	36,690	Dewey-Humboldt town, AZ	3,894
Cabarrus County, NC.....	178,011	Dorchester County, MD	32,618
Cambridge city, MA.....	105,162	Dothan city, AL	65,496
Cape Coral city, FL.....	154,305	Douglas County, CO	285,465
Cape Girardeau city, MO.....	37,941	Dover city, DE.....	36,047
Carlisle borough, PA.....	18,682	Dover city, NH	29,987
Carlsbad city, CA.....	105,328	Dublin city, OH	41,751
Cartersville city, GA.....	19,731	Duluth city, MN.....	86,265
Carver County, MN.....	91,042	Duncanville city, TX.....	38,524
Cary town, NC	135,234	Durham city, NC	228,330
Casa Grande city, AZ.....	48,571	East Grand Forks city, MN	8,601
Casper city, WY	55,316	East Lansing city, MI	48,579
Castle Pines North city, CO	10,360	East Providence city, RI.....	47,037
Castle Rock town, CO.....	48,231	Eau Claire city, WI	65,883
Cedar Falls city, IA.....	39,260	Eden Prairie city, MN.....	60,797
Cedar Rapids city, IA.....	126,326	Edgerton city, KS	1,671
Centennial city, CO.....	100,377	Edina city, MN	47,941
Centralia city, IL	13,032	Edmond city, OK.....	81,405
Chambersburg borough, PA.....	20,268	Edmonds city, WA.....	39,709
Chandler city, AZ	236,123	El Cerrito city, CA.....	23,549
Chanhassen city, MN.....	22,952	El Paso city, TX.....	649,121
Chapel Hill town, NC	57,233	Elk Grove city, CA	153,015
Charlotte city, NC.....	731,424	Elk River city, MN.....	22,974
Charlotte County, FL	159,978	Elko New Market city, MN.....	4,110
Charlottesville city, VA.....	43,475	Elmhurst city, IL.....	44,121
Chesapeake city, VA.....	222,209	Encinitas city, CA	59,518
Chesterfield County, VA.....	316,236	Englewood city, CO.....	30,255
Chippewa Falls city, WI	13,661	Erie town, CO	18,135
Citrus Heights city, CA.....	83,301	Escambia County, FL.....	297,619
Clayton city, MO	15,939	Escanaba city, MI.....	12,616
Clearwater city, FL	107,685	Estes Park town, CO.....	5,858
Clive city, IA	15,447	Farmington Hills city, MI.....	79,740
Clovis city, CA.....	95,631	Fayetteville city, NC.....	200,564
College Park city, MD	30,413	Federal Way city, WA	89,306
College Station city, TX	93,857	Fishers town, IN	76,794
Colleyville city, TX.....	22,807	Flagstaff city, AZ.....	65,870
Collinsville city, IL	25,579	Flower Mound town, TX.....	64,669
Columbia city, MO.....	108,500	Flushing city, MI	8,389
Columbus city, WI.....	4,991	Forest Grove city, OR	21,083
Commerce City city, CO.....	45,913	Fort Collins city, CO.....	143,986
Concord city, CA	122,067	Fort Smith city, AR.....	86,209
Concord town, MA.....	17,668	Fort Worth city, TX.....	741,206
Conyers city, GA	15,195	Fountain Hills town, AZ	22,489
Cookeville city, TN	30,435	Franklin city, TN.....	62,487
Coon Rapids city, MN	61,476	Fredericksburg city, VA.....	24,286
Cooper City city, FL.....	28,547	Freeport CDP, ME	1,485
Coronado city, CA	18,912	Freeport city, IL	25,638
Corpus Christi city, TX	305,215	Fremont city, CA	214,089
Corvallis city, OR.....	54,462	Friendswood city, TX.....	35,805
Coventry Lake CDP, CT	2,990	Fruita city, CO.....	12,646
Cranberry township, PA	28,098	Gainesville city, FL	124,354
Crested Butte town, CO.....	1,487	Gaithersburg city, MD.....	59,933
Cross Roads town, TX	1,563	Galveston city, TX.....	47,743
Crystal Lake city, IL.....	40,743	Garden City city, KS	26,658
Cupertino city, CA	58,302	Gardner city, KS.....	19,123
Dade City city, FL.....	6,437	Geneva city, NY	13,261
Dakota County, MN.....	398,552	Georgetown city, TX.....	47,400
Dallas city, OR	14,583	Georgetown town, CO	1,034
Dallas city, TX.....	1,197,816	Gig Harbor city, WA	7,126
Dania Beach city, FL.....	29,639	Gilbert town, AZ.....	208,453
Davenport city, IA.....	99,685	Gillette city, WY	29,087
Davidson town, NC.....	10,944	Globe city, AZ	7,532
De Pere city, WI.....	23,800	Goodyear city, AZ	65,275
Decatur city, GA.....	19,335	Grafton village, WI.....	11,459

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Grand Island city, NE	48,520	Las Vegas city, NV	583,756
Greeley city, CO	92,889	Lawrence city, KS.....	87,643
Green Valley CDP, AZ	21,391	League City city, TX	83,560
Greenwood Village city, CO.....	13,925	Lebanon city, NH	13,151
Greer city, SC	25,515	Lee County, FL.....	618,754
Gulf Shores city, AL.....	9,741	Lee's Summit city, MO.....	91,364
Gunnison County, CO	15,324	Lewiston city, ME	36,592
Hailey city, ID	7,960	Lexington city, VA	7,042
Haines Borough, AK	2,508	Lincoln city, NE	258,379
Hallandale Beach city, FL.....	37,113	Littleton city, CO	41,737
Hamilton city, OH.....	62,477	Livermore city, CA.....	80,968
Hampton city, VA.....	137,436	Lone Tree city, CO	10,218
Hanover County, VA.....	99,863	Longmont city, CO	86,270
Harrisonville city, MO	10,019	Los Alamos County, NM.....	17,950
Hartford city, CT	124,775	Louisville city, CO.....	18,376
Hayward city, CA	144,186	Lower Providence township, PA	25,436
Henderson city, NV	257,729	Lynchburg city, VA	75,568
Hermiston city, OR.....	16,745	Lynnwood city, WA	35,836
Herndon town, VA.....	23,292	Lyons village, IL.....	10,729
High Point city, NC	104,371	Madison city, WI	233,209
Highland Park city, IL	29,763	Mankato city, MN	39,309
Highlands Ranch CDP, CO	96,713	Maple Grove city, MN	61,567
Hillsborough town, NC.....	6,087	Maple Valley city, WA	22,684
Holden town, MA	17,346	Maricopa County, AZ	3,817,117
Holland city, MI.....	33,051	Marin County, CA	252,409
Honolulu County, HI.....	953,207	Marion County, IA	33,309
Hooksett town, NH.....	13,451	Maryland Heights city, MO.....	27,472
Hopkins city, MN	17,591	Mayer city, MN.....	1,749
Hopkinton town, MA.....	14,925	McAllen city, TX	129,877
Hoquiam city, WA	8,726	McDonough city, GA.....	22,084
Houston city, TX	2,099,451	McKinney city, TX.....	131,117
Howell city, MI.....	9,489	McMinnville city, OR	32,187
Hudson city, OH.....	22,262	Mecklenburg County, NC	919,628
Hudson town, CO.....	2,356	Medford city, OR.....	74,907
Hudsonville city, MI.....	7,116	Menlo Park city, CA	32,026
Huntersville town, NC.....	46,773	Meridian charter township, MI	39,688
Hurst city, TX.....	37,337	Meridian city, ID	75,092
Hutchinson city, MN	14,178	Merriam city, KS.....	11,003
Hutto city, TX	14,698	Merrill city, WI	9,661
Hyattsville city, MD	17,557	Mesa city, AZ.....	439,041
Indian Trail town, NC	33,518	Mesa County, CO	146,723
Indianola city, IA	14,782	Miami Beach city, FL	87,779
Iowa City city, IA	67,862	Midland city, MI	41,863
Jackson County, MI.....	160,248	Milford city, DE	9,559
Jefferson City city, MO	43,079	Minneapolis city, MN	382,578
Jefferson County, CO	534,543	Mission Viejo city, CA	93,305
Jerome city, ID	10,890	Missoula city, MT	66,788
Johnson City city, TN.....	63,152	Modesto city, CA	201,165
Johnson County, KS	544,179	Monterey city, CA.....	27,810
Jupiter town, FL.....	55,156	Montgomery County, MD.....	971,777
Kalamazoo city, MI.....	74,262	Montgomery County, VA.....	94,392
Kansas City city, MO.....	459,787	Montpelier city, VT	7,855
Kenmore city, WA	20,460	Montrose city, CO	19,132
Kennett Square borough, PA.....	6,072	Mooresville town, NC.....	32,711
Kirkland city, WA.....	48,787	Morristown city, TN.....	29,137
Kutztown borough, PA.....	5,012	Morrisville town, NC	18,576
La Mesa city, CA	57,065	Moscow city, ID	23,800
La Plata town, MD.....	8,753	Mountlake Terrace city, WA	19,909
La Porte city, TX	33,800	Munster town, IN.....	23,603
La Vista city, NE.....	15,758	Muscatine city, IA	22,886
Lafayette city, CO	24,453	Naperville city, IL	141,853
Laguna Beach city, CA.....	22,723	Needham CDP, MA.....	28,886
Laguna Hills city, CA.....	30,344	New Braunfels city, TX	57,740
Lake Oswego city, OR	36,619	New Brighton city, MN.....	21,456
Lake Zurich village, IL	19,631	New Orleans city, LA	343,829
Lakeville city, MN	55,954	New York city, NY	8,175,133
Lakewood city, CO	142,980	Newport Beach city, CA	85,186
Lane County, OR.....	351,715	Newport city, RI.....	24,672
Larimer County, CO.....	299,630	Newport News city, VA.....	180,719
Las Cruces city, NM.....	97,618	Noblesville city, IN	51,969

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Nogales city, AZ.....	20,837	Richmond Heights city, MO.....	8,603
Norfolk city, VA.....	242,803	Rifle city, CO.....	9,172
Norman city, OK.....	110,925	Rio Rancho city, NM.....	87,521
North Las Vegas city, NV.....	216,961	River Falls city, WI.....	15,000
North Palm Beach village, FL.....	12,015	Riverdale city, UT.....	8,426
Northglenn city, CO.....	35,789	Riverside city, CA.....	303,871
Novato city, CA.....	51,904	Riverside city, MO.....	2,937
Novi city, MI.....	55,224	Riverside village, IL.....	8,875
O'Fallon city, IL.....	28,281	Rochester city, MI.....	12,711
Oak Park village, IL.....	51,878	Rochester Hills city, MI.....	70,995
Oakland charter township, MI.....	16,779	Rock Hill city, SC.....	66,154
Oakland Park city, FL.....	41,363	Rockford city, IL.....	152,871
Ocala city, FL.....	56,315	Rockville city, MD.....	61,209
Ogdensburg city, NY.....	11,128	Roeland Park city, KS.....	6,731
Oklahoma City city, OK.....	579,999	Rolla city, MO.....	19,559
Olathe city, KS.....	125,872	Roswell city, GA.....	88,346
Olmsted County, MN.....	144,248	Round Rock city, TX.....	99,887
Orland Park village, IL.....	56,767	Rowlett city, TX.....	56,199
Oshkosh city, WI.....	66,083	Royal Oak city, MI.....	57,236
Otsego County, MI.....	24,164	Saco city, ME.....	18,482
Oviedo city, FL.....	33,342	Sahuarita town, AZ.....	25,259
Paducah city, KY.....	25,024	Salida city, CO.....	5,236
Palm Beach County, FL.....	1,320,134	Salt Lake City city, UT.....	186,440
Palm Coast city, FL.....	75,180	Sammamish city, WA.....	45,780
Palm Springs city, CA.....	44,552	San Antonio city, TX.....	1,327,407
Palo Alto city, CA.....	64,403	San Carlos city, CA.....	28,406
Panama City city, FL.....	36,484	San Diego city, CA.....	1,307,402
Papillion city, NE.....	18,894	San Francisco city, CA.....	805,235
Park City city, UT.....	7,558	San Jose city, CA.....	945,942
Park Ridge city, IL.....	37,480	San Juan County, NM.....	130,044
Parker town, CO.....	45,297	San Marcos city, TX.....	44,894
Pasadena city, CA.....	137,122	San Rafael city, CA.....	57,713
Pasco city, WA.....	59,781	Sandy city, UT.....	87,461
Pasco County, FL.....	464,697	Sandy Springs city, GA.....	93,853
Peachtree City city, GA.....	34,364	Sanford city, FL.....	53,570
Pearland city, TX.....	91,252	Sangamon County, IL.....	197,465
Peoria city, AZ.....	154,065	Santa Clarita city, CA.....	176,320
Peoria County, IL.....	186,494	Santa Fe County, NM.....	144,170
Peters township, PA.....	21,213	Santa Monica city, CA.....	89,736
Petoskey city, MI.....	5,670	Sarasota city, FL.....	51,917
Pflugerville city, TX.....	46,936	Sarasota County, FL.....	379,448
Phoenix city, AZ.....	1,445,632	Savage city, MN.....	26,911
Pinal County, AZ.....	375,770	Savannah city, GA.....	136,286
Pinehurst village, NC.....	13,124	Scarborough CDP, ME.....	4,403
Piqua city, OH.....	20,522	Scott County, MN.....	129,928
Plano city, TX.....	259,841	Scottsdale city, AZ.....	217,385
Platte City city, MO.....	4,691	Seaside city, CA.....	33,025
Plymouth city, MN.....	70,576	SeaTac city, WA.....	26,909
Pocatello city, ID.....	54,255	Sevierville city, TN.....	14,807
Polk County, FL.....	602,095	Shawnee city, KS.....	62,209
Port Huron city, MI.....	30,184	Sheboygan city, WI.....	49,288
Port Orange city, FL.....	56,048	Sherman village, IL.....	4,148
Port St. Lucie city, FL.....	164,603	Shorewood city, MN.....	7,307
Portland city, OR.....	583,776	Sioux Falls city, SD.....	153,888
Post Falls city, ID.....	27,574	Skokie village, IL.....	64,784
Prince William County, VA.....	402,002	Smyrna city, GA.....	51,271
Provo city, UT.....	112,488	Snellville city, GA.....	18,242
Pueblo city, CO.....	106,595	South Lake Tahoe city, CA.....	21,403
Purcellville town, VA.....	7,727	South Portland city, ME.....	25,002
Queen Creek town, AZ.....	26,361	Southborough town, MA.....	9,767
Radford city, VA.....	16,408	Southlake city, TX.....	26,575
Radnor township, PA.....	31,531	Sparks city, NV.....	90,264
Rapid City city, SD.....	67,956	Spokane Valley city, WA.....	89,755
Raymore city, MO.....	19,206	Springboro city, OH.....	17,409
Redmond city, WA.....	54,144	Springfield city, OR.....	59,403
Rehoboth Beach city, DE.....	1,327	Springville city, UT.....	29,466
Reno city, NV.....	225,221	St. Cloud city, MN.....	65,842
Renton city, WA.....	90,927	St. Joseph city, MO.....	76,780
Reston CDP, VA.....	58,404	St. Louis County, MN.....	200,226
Richmond city, CA.....	103,701	St. Louis Park city, MN.....	45,250

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Stallings town, NC.....	13,831	Washoe County, NV	421,407
State College borough, PA	42,034	Watauga city, TX	23,497
Sterling Heights city, MI	129,699	Wauwatosa city, WI	46,396
Sugar Grove village, IL	8,997	Waverly city, IA	9,874
Sugar Land city, TX.....	78,817	Weddington town, NC	9,459
Summit city, NJ.....	21,457	Wentzville city, MO.....	29,070
Sunnyvale city, CA	140,081	West Carrollton city, OH	13,143
Surprise city, AZ.....	117,517	West Chester borough, PA.....	18,461
Suwanee city, GA.....	15,355	West Des Moines city, IA.....	56,609
Tacoma city, WA.....	198,397	West Richland city, WA.....	11,811
Takoma Park city, MD	16,715	Westerville city, OH.....	36,120
Temecula city, CA	100,097	Westlake town, TX	992
Tempe city, AZ	161,719	Westminster city, CO.....	106,114
Temple city, TX.....	66,102	Wheat Ridge city, CO	30,166
The Woodlands CDP, TX.....	93,847	White House city, TN	10,255
Thornton city, CO.....	118,772	Whitewater township, MI.....	2,597
Thousand Oaks city, CA.....	126,683	Wichita city, KS.....	382,368
Tomball city, TX.....	10,753	Williamsburg city, VA.....	14,068
Tualatin city, OR	26,054	Wilmington city, IL.....	5,724
Tulsa city, OK	391,906	Wilmington city, NC.....	106,476
Twin Falls city, ID	44,125	Wilsonville city, OR.....	19,509
Tyler city, TX	96,900	Winchester city, VA	26,203
Umatilla city, OR	6,906	Wind Point village, WI	1,723
Upper Arlington city, OH.....	33,771	Windsor town, CO.....	18,644
Urbandale city, IA	39,463	Windsor town, CT	29,044
Vail town, CO.....	5,305	Winston-Salem city, NC	229,617
Vancouver city, WA.....	161,791	Winter Garden city, FL.....	34,568
Ventura CCD, CA.....	111,889	Woodland city, CA.....	55,468
Vestavia Hills city, AL	34,033	Woodland city, WA.....	5,509
Virginia Beach city, VA.....	437,994	Wrentham town, MA	10,955
Visalia city, CA	124,442	Yakima city, WA.....	91,067
Wahpeton city, ND	7,766	York County, VA.....	65,464
Wake Forest town, NC.....	30,117	Yuma city, AZ	93,064
Walnut Creek city, CA.....	64,173		
Washington County, MN	238,136		

Appendix C: Detailed Survey Methods

The National Citizen Survey™ (The NCS™) was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents.

Survey Validity

The question of survey validity has two parts: 1) how can a community 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 community. 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 community to receive the survey to ensure that the households selected to receive the survey are the representative of the larger community.
- 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.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results 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 for 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.

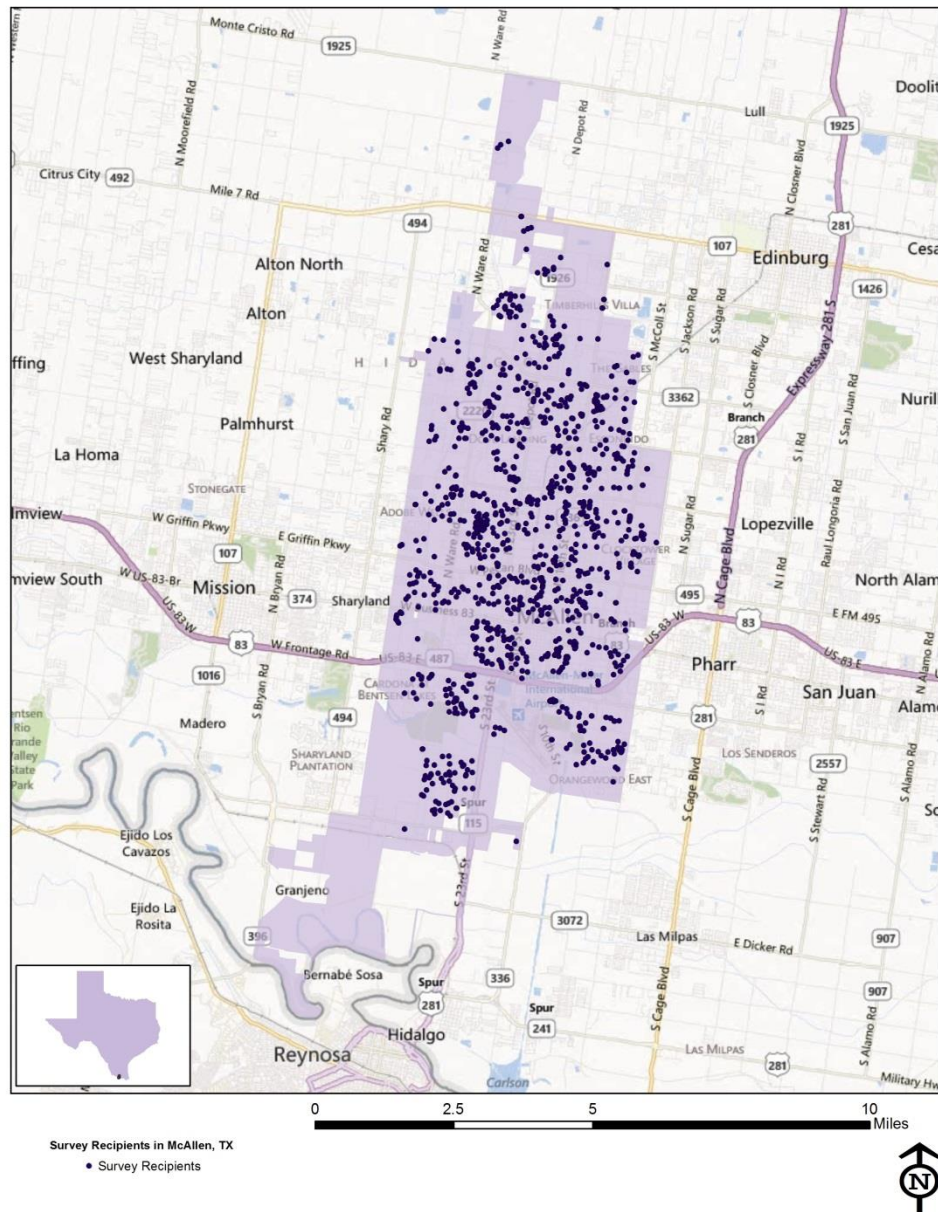
Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively 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). Resident opinion commonly reflects objective performance data but is an importance measure on its own. 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 households were chosen to receive the survey. All households within the City of McAllen were eligible to participate in the survey. A list of all households was represented by a United States Postal Service listing of housing units within the zip codes serving McAllen. Since some of the zip codes that serve the City of McAllen households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community 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 previously screened for geographic location. 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 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be a different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be sampled at an actual rate that is slightly above or below that).

Figure 1: Location of Survey Recipients



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.

Survey Administration and Response

Selected households received three mailings, one week apart, beginning in October 2013. The first mailing was a prenotification postcard announcing 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 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 had already done so to refrain from turning in another survey. Both cover letters contained paragraphs in Spanish instructing participants to contact the City if they needed a questionnaire in Spanish. Completed surveys were collected over the following eight weeks.

About 8% of the 1,200 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,106 households that received the survey, 215

completed the survey, providing an overall response rate of 19%; average response rates for a mailed resident survey range from 20% to 40%. Of the 215 completed surveys, two were completed in Spanish and 213 in English.

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.¹

The margin of error for the City of McAllen survey is no greater than plus or minus seven percentage points around any given percent reported for the entire sample (215 completed surveys).

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)

Upon receipt, completed surveys 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; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. 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 2010 Census and American Community Survey estimates for adults in the City of McAllen. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. The characteristics used for weighting were housing tenure, housing unit type, race, ethnicity, gender and age. The results of the weighting scheme are presented in the table on the following page.

¹ 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 community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any 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.

Table 71: McAllen, TX 2013 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	39%	22%	32%
Own home	61%	78%	68%
Detached unit	72%	78%	74%
Attached unit	28%	22%	26%
Race and Ethnicity			
White	85%	72%	85%
Not white	15%	28%	15%
Not Hispanic	18%	31%	12%
Hispanic	82%	69%	88%
Sex and Age			
Female	53%	56%	56%
Male	47%	44%	44%
18-34 years of age	34%	10%	27%
35-54 years of age	37%	36%	38%
55+ years of age	29%	54%	34%
Females 18-34	18%	7%	17%
Females 35-54	20%	21%	21%
Females 55+	16%	28%	18%
Males 18-34	17%	3%	11%
Males 35-54	17%	15%	17%
Males 55+	13%	27%	16%

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

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 reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Appendix D: Survey Materials

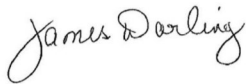
Dear McAllen Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better City!

Sincerely,



Mayor/Alcalde
City of McAllen

Estimado Residente de
McAllen,

¡No le tomará mucho de su tiempo para marcar una gran diferencia!

Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. Su encuesta le llegará dentro de pocos días.

¡Gracias por ayudar a crear una McAllen mejor!

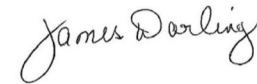
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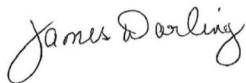
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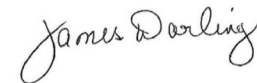
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McAllen, TX 78505-0220

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James E. Darling, Mayor
SCOTT CRANE, Commissioner District 1
TREY PEBLEY, Commissioner District 2
HILDA SALINAS, Mayor Pro-Tem & Commissioner District 3
AIDA RAMIREZ, Mayor Pro-Tem & Commissioner District 4
JOHN J. INGRAM, Commissioner District 5
VERONICA WHITACRE, Commissioner District 6

MIKE R. PEREZ, City Manager

October 2013

Dear City of McAllen Resident:

Please help us shape the future of McAllen! You have been selected at random to participate in the 2013 McAllen Citizen Survey.

¡Por favor ayúdenos a moldear el futuro de McAllen! Usted ha sido seleccionado al azar para participar en la Encuesta de Ciudadanos de McAllen del 2013. Por favor tome unos minutos para llenar la encuesta adjunta. Su participación en esta encuesta es muy importante – especialmente porque su hogar es uno de solamente una cantidad pequeña de hogares que se están encuestando. Sus respuestas son completamente anónimas. Si usted no puede completar esta encuesta en inglés, por favor llame al (956) 681-1001 para solicitar una en español. Por favor devuelva su encuesta en el sobre pre-pagado adjunto. ¡Gracias!

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help McAllen make decisions that affect our City.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.

If you have any questions about the survey please call 956-681-1001.

Thank you for your time and participation!

Sincerely,

A handwritten signature in cursive script that reads "James Darling".

Mayor
City of McAllen



James E. Darling, Mayor
SCOTT CRANE, Commissioner District 1
TREY PEBLEY, Commissioner District 2
HILDA SALINAS, Mayor Pro-Tem & Commissioner District 3
AIDA RAMIREZ, Mayor Pro-Tem & Commissioner District 4
JOHN J. INGRAM, Commissioner District 5
VERONICA WHITACRE, Commissioner District 6

MIKE R. PEREZ, City Manager

October 2013

Dear City of McAllen Resident:

Here's a second chance if you haven't already responded to the 2013 McAllen Citizen Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of McAllen! You have been selected at random to participate in the 2013 McAllen Citizen Survey.

¡Por favor ayúdenos a moldear el futuro de McAllen! Usted ha sido seleccionado al azar para participar en la Encuesta de Ciudadanos de McAllen del 2013. Por favor tome unos minutos para llenar la encuesta adjunta. Su participación en esta encuesta es muy importante – especialmente porque su hogar es uno de solamente una cantidad pequeña de hogares que se están encuestando. Sus respuestas son completamente anónimas. Si usted no puede completar esta encuesta en inglés, por favor llame al (956) 681-1001 para solicitar una en español. Por favor devuelva su encuesta en el sobre pre-pagado adjunto. ¡Gracias!

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A few things to remember:

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If you have any questions about the survey please call 956-681-1001.

Thank you for your time and participation!

Sincerely,

A handwritten signature in cursive script that reads "James Darling".

Mayor
City of McAllen

The City of McAllen 2013 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 visit.....	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>
Overall feeling of safety in McAllen.....	1	2	3	4	5
Overall ease of getting to the places you usually have to visit	1	2	3	4	5
Quality of overall natural environment in McAllen	1	2	3	4	5
Overall "built environment" of McAllen (including overall design, buildings, parks and transportation systems).....	1	2	3	4	5
Health and wellness opportunities in McAllen	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Overall economic health of McAllen.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5
Overall image or reputation of McAllen.....	1	2	3	4	5

3. 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

4. Please rate how safe or unsafe you feel:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day.....	1	2	3	4	5	6
In McAllen's downtown/commercial area during the day...	1	2	3	4	5	6

5. 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>
Traffic flow on major streets	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in McAllen	1	2	3	4	5
Ease of travel by public transportation in McAllen	1	2	3	4	5
Ease of travel by bicycle 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
Air quality	1	2	3	4	5
Cleanliness of McAllen	1	2	3	4	5
Overall appearance of McAllen.....	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Availability of affordable quality housing	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care	1	2	3	4	5
Availability of preventive health services	1	2	3	4	5
Availability of affordable quality mental health care	1	2	3	4	5

6. 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>
Availability of affordable quality child care/preschool	1	2	3	4	5
K-12 education	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Cost of living in McAllen	1	2	3	4	5
Overall quality of business and service establishments in McAllen	1	2	3	4	5
Vibrant downtown/commercial area	1	2	3	4	5
Overall quality of new development in McAllen	1	2	3	4	5
Opportunities to participate in social 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
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5
Neighborhoodliness of residents in McAllen.....	1	2	3	4	5

7. Please indicate whether or not you have done each of the following in the last 12 months.

	<i>No</i>	<i>Yes</i>
Made efforts to conserve water	1	2
Made efforts to make your home more energy efficient	1	2
Observed a code violation or other hazard in McAllen (weeds, abandoned buildings, etc.)	1	2
Household member was a victim of a crime in McAllen	1	2
Reported a crime to the police in McAllen.....	1	2
Stocked supplies in preparation for an emergency	1	2
Campaigned or advocated for an issue, cause or candidate	1	2
Contacted McAllen (in-person, phone, email or web) for help or information	1	2
Contacted McAllen elected officials (in-person, phone, email or web) to express your opinion	1	2

8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in McAllen?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Used McAllen recreation centers or their services	1	2	3	4
Visited a neighborhood park or City park	1	2	3	4
Used McAllen public libraries or their services.....	1	2	3	4
Participated in religious or spiritual activities in McAllen	1	2	3	4
Attended a City-sponsored event.....	1	2	3	4
Used bus, rail, subway or other public transportation instead of driving.....	1	2	3	4
Carpooled with other adults or children instead of driving alone.....	1	2	3	4
Walked or biked instead of driving	1	2	3	4
Volunteered your time to some group/activity in McAllen.....	1	2	3	4
Participated in a club	1	2	3	4
Talked to or visited with your immediate neighbors	1	2	3	4
Done a favor for a neighbor.....	1	2	3	4

9. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
<u>Attended</u> a local public meeting	1	2	3	4
<u>Watched</u> (online or on television) a local public meeting.....	1	2	3	4

The City of McAllen 2013 Citizen Survey

10. 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/Sheriff services	1	2	3	4	5
Fire services.....	1	2	3	4	5
Ambulance or emergency medical services	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Fire prevention and education.....	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
Utility billing	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
Public library services	1	2	3	4	5
Public information services	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
McAllen open space.....	1	2	3	4	5
City-sponsored special events	1	2	3	4	5
Overall customer service by McAllen employees (police, receptionists, planners, etc.)	1	2	3	4	5

11. 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

12. 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
Overall confidence in McAllen government.....	1	2	3	4	5
Generally acting in the best interest of the community	1	2	3	4	5
Being honest.....	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5

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

a. How important, if at all, are the following issues for the City to address?

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>	<i>Don't know</i>
Improving traffic flow and pedestrian safety.....	1	2	3	4	5
Preserving historic buildings	1	2	3	4	5
Improving main thoroughfares.....	1	2	3	4	5
Improving parking conditions/providing more parks/open space.....	1	2	3	4	5
Increasing bus & paratransit service	1	2	3	4	5
Displaying more public art	1	2	3	4	5
Improving street pavement conditions	1	2	3	4	5
Increasing downtown lighting.....	1	2	3	4	5
Renovating community centers and expanding programming	1	2	3	4	5
Installing more surveillance cameras throughout the City	1	2	3	4	5
Improving infrastructure to prevent flooding	1	2	3	4	5
Increasing job training and development programs	1	2	3	4	5
Expanding after school programs (K-12).....	1	2	3	4	5
Improving environmental quality	1	2	3	4	5
Affordable housing.....	1	2	3	4	5
Recycling	1	2	3	4	5
Library services.....	1	2	3	4	5
Passenger air service	1	2	3	4	5
Downtown development.....	1	2	3	4	5
Code enforcement	1	2	3	4	5
Bike trail system	1	2	3	4	5
McAllen Nature Center	1	2	3	4	5
City of McAllen Website.....	1	2	3	4	5
Programming on MCN (City cable channel).....	1	2	3	4	5

b. Please indicate how much you agree or disagree with the following statement: "The City of McAllen should place a higher priority on the health of its citizens."

☐ Strongly agree ☐ Somewhat agree ☐ Somewhat disagree ☐ Strongly disagree ☐ Don't know

c. Please indicate whether each of the following is a major source, minor source, or not a source of information regarding McAllen City Government.

	<i>Major source</i>	<i>Minor Source</i>	<i>Not a source</i>
Newspaper	1	2	3
Local TV news/ads	1	2	3
Radio	1	2	3
Word of mouth	1	2	3
MCN (City Cable Channel).....	1	2	3
City of McAllen Web site (www.mcallen.net)	1	2	3
McAllen City Facebook pages and posts	1	2	3
McAllen City Twitter	1	2	3
McAllen 311 City app (iPhone and Android)	1	2	3
McAllen 311 Center (681-3111)	1	2	3
Code Red (automated phone services from City)	1	2	3
Insert in water bill.....	1	2	3
E-mails from the City	1	2	3

The City of McAllen 2013 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. How often, if at all, do you do each of the following, considering all of the times you could?

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
Recycle at home	1	2	3	4	5
Purchase goods or services from a business located in McAllen.....	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day	1	2	3	4	5
Participate in moderate or vigorous physical activity	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.)	1	2	3	4	5
Vote in local elections.....	1	2	3	4	5

D2. Would you say that in general your health is:

- ☐ Excellent ☐ Very good ☐ Good ☐ Fair ☐ Poor

D3. 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

D4. What is your employment status?

- ☐ Working full time for pay
☐ Working part time for pay
☐ Unemployed, looking for paid work
☐ Unemployed, not looking for paid work
☐ Fully retired

D5. Do you work inside the boundaries of McAllen?

- ☐ Yes, outside the home
☐ Yes, from home
☐ No

D6. 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

D7. Which best describes the building you live in?

- ☐ One family house detached from any other houses
☐ Building with two or more homes (duplex, townhome, apartment or condominium)
☐ Mobile home
☐ Other

D8. Is this house, apartment or mobile home...

- ☐ Rented
☐ Owned

D9. 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

D10. Do any children 17 or under live in your household?

- ☐ No ☐ Yes

D11. Are you or any other members of your household aged 65 or older?

- ☐ No ☐ Yes

D12. 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 \$25,000
☐ \$25,000 to \$49,999
☐ \$50,000 to \$99,999
☐ \$100,000 to \$149,999
☐ \$150,000 or more

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

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

D14. 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

D15. 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

D16. What is your sex?

- ☐ Female ☐ Male

D17. Do you consider a cell phone or land line 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



James E. Darling, Mayor
SCOTT CRANE, Commissioner District 1
TREY PEBLEY, Commissioner District 2
HILDA SALINAS, Mayor Pro-Tem & Commissioner District 3
AIDA RAMIREZ, Mayor Pro-Tem & Commissioner District 4
JOHN J. INGRAM, Commissioner District 5
VERONICA WHITACRE, Commissioner District 6

MIKE R. PEREZ, City Manager

Octubre 2013

Estimado Residente de la Ciudad de McAllen:

¡Por favor ayúdenos a moldear el futuro de McAllen! Usted ha sido seleccionado al azar para participar en la Encuesta de Ciudadanos de McAllen del 2013.

Por favor tome unos pocos minutos para llenar la encuesta incluida. Su participación en esta encuesta es muy importante – especialmente porque su hogar es uno de solamente un número pequeño de hogares que se están encuestando. Sus observaciones le ayudarán a McAllen tomar decisiones que afectarán a nuestro Ciudad.

Algunas cosas para recordar:

- **Sus respuestas son completamente anónimas.**
- Para poder escuchar a un grupo diverso de residentes, el adulto de 18 años o más en su hogar que haya celebrado su cumpleaños más recientemente debe completar esta encuesta.

Si tiene alguna pregunta sobre la encuesta por favor llame al 956-681-1001.

¡Gracias por su tiempo y participación!

Atentamente,

A handwritten signature in cursive script that reads "James Darling".

James Darling
Alcalde

La Encuesta 2013 de Ciudadanos de la Ciudad de McAllen

Por favor complete este cuestionario si usted es el adulto (de 18 años o mayor) del hogar que recientemente cumplió años. La fecha de nacimiento del adulto no importa. Por favor seleccione la respuesta (circulando el número o marcando la caja) que más represente su opinión para cada pregunta. Sus respuestas son anónimas y serán reportadas únicamente en forma de grupo.

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

	<i>Excelente</i>	<i>Bueno</i>	<i>Regular</i>	<i>Deficiente</i>	<i>No sé</i>
McAllen como un lugar para vivir.....	1	2	3	4	5
Su vecindario como un lugar para vivir.....	1	2	3	4	5
McAllen como un lugar para criar hijos.....	1	2	3	4	5
McAllen como un lugar para trabajar.....	1	2	3	4	5
McAllen como un lugar para visitar.....	1	2	3	4	5
McAllen como un lugar para jubilarse/retirarse.....	1	2	3	4	5
La calidad de vida en general en McAllen.....	1	2	3	4	5

2. Por favor clasifique cada una de las siguientes características relacionadas con McAllen en su totalidad:

	<i>Excelente</i>	<i>Bueno</i>	<i>Regular</i>	<i>Deficiente</i>	<i>No sé</i>
Sentimiento en general de seguridad en McAllen.....	1	2	3	4	5
Facilidad en general de llegar a los lugares que usted normalmente tiene que visitar.....	1	2	3	4	5
Calidad del medio ambiente en general en McAllen.....	1	2	3	4	5
“Ambiente construido” en general de McAllen (incluyendo el diseño, los edificios, parques y sistemas de transporte en general).....	1	2	3	4	5
Oportunidades de salud y bienestar en McAllen.....	1	2	3	4	5
Oportunidades en general para educación y enriquecimiento.....	1	2	3	4	5
Salud económica en general de McAllen.....	1	2	3	4	5
Sentimiento de comunidad.....	1	2	3	4	5
Imagen o reputación en general de McAllen.....	1	2	3	4	5

3. Por favor indique qué tan probable o improbable es usted de 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 a vivir en McAllen a alguien que pregunte.....	1	2	3	4	5
Permanecer en McAllen por los próximos cinco años.....	1	2	3	4	5

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

	<i>Muy seguro</i>	<i>Algo seguro</i>	<i>Ni seguro ni inseguro</i>	<i>Algo inseguro</i>	<i>Muy inseguro</i>	<i>No sé</i>
En su vecindario durante el día.....	1	2	3	4	5	6
En el área del centro/comercial de McAllen durante el día.....	1	2	3	4	5	6

5. Por favor clasifique cada una de las siguientes características relacionadas con McAllen en su totalidad:

	<i>Excelente</i>	<i>Bueno</i>	<i>Regular</i>	<i>Deficiente</i>	<i>No sé</i>
Flujo de tráfico sobre calles principales.....	1	2	3	4	5
Facilidad de estacionamiento público.....	1	2	3	4	5
Facilidad para viajar en carro en McAllen.....	1	2	3	4	5
Facilidad para viajar en transporte público en McAllen.....	1	2	3	4	5
Facilidad para viajar en bicicleta en McAllen.....	1	2	3	4	5
Facilidad de caminar en McAllen.....	1	2	3	4	5
Disponibilidad de caminos y senderos para caminar.....	1	2	3	4	5
Calidad del aire.....	1	2	3	4	5
Limpieza de McAllen.....	1	2	3	4	5
Apariencia general de McAllen.....	1	2	3	4	5
Lugares públicos donde las personas quieran pasar el tiempo.....	1	2	3	4	5
Variedad en opciones de vivienda.....	1	2	3	4	5
Disponibilidad en viviendas de calidad a precios accesibles.....	1	2	3	4	5
Oportunidades para mejoras físicas (incluyendo clases de ejercicio y caminos o senderos, etc.).....	1	2	3	4	5
Oportunidades de recreación.....	1	2	3	4	5
Disponibilidad de comida de calidad a precios accesibles.....	1	2	3	4	5
Disponibilidad en cuidados de calidad de salud a precios accesibles.....	1	2	3	4	5
Disponibilidad de servicios preventivos de salud.....	1	2	3	4	5
Disponibilidad de cuidados de calidad de salud mental a precios accesibles.....	1	2	3	4	5

6. Por favor clasifique cada una de las siguientes características relacionadas con McAllen en su totalidad:

	<i>Excelente</i>	<i>Bueno</i>	<i>Regular</i>	<i>Deficiente</i>	<i>No sé</i>
Disponibilidad de cuidados de niños/escuelas preescolares de calidad y a precios accesibles	1	2	3	4	5
Educación K-12	1	2	3	4	5
Oportunidades educativas para adultos.....	1	2	3	4	5
Oportunidades para asistir a actividades culturales/artísticas/musicales.....	1	2	3	4	5
Oportunidades para participar en eventos y actividades religiosas o espirituales	1	2	3	4	5
Oportunidades de empleo	1	2	3	4	5
Oportunidades para compras	1	2	3	4	5
El costo de vida en McAllen	1	2	3	4	5
Calidad general de establecimientos de negocio y de servicio en McAllen.....	1	2	3	4	5
Área central/comercial de gran actividad	1	2	3	4	5
Calidad general de desarrollo nuevo en McAllen.....	1	2	3	4	5
Oportunidades para participar en eventos y actividades sociales	1	2	3	4	5
Oportunidades para trabajo voluntario	1	2	3	4	5
Oportunidades para participar en asuntos comunitarios.....	1	2	3	4	5
Receptividad y aceptación de la comunidad hacia personas con orígenes diversos.....	1	2	3	4	5
Amabilidad de vecino de residentes en McAllen	1	2	3	4	5

7. Por favor indique si usted ha realizado o no cada uno de los siguientes durante los últimos 12 meses.

	<i>No</i>	<i>Si</i>
Se esforzó para conservar agua.....	1	2
Se esforzó para hacer su hogar más eficiente de energía	1	2
Observó una violación de código u otro peligro en McAllen (hierbas, edificios abandonados, etc.)	1	2
Un miembro del hogar fue víctima de un crimen en McAllen	1	2
Reportó un crimen a la policía en McAllen.....	1	2
Almacenó provisiones en preparación para una emergencia	1	2
Hizo campaña o abogó por un asunto, una causa o un candidato	1	2
Contactó McAllen (en persona, por teléfono, correo electrónico o red) para ayuda o información.....	1	2
Contactó oficiales electos de McAllen (en persona, por teléfono, correo electrónico o red) para expresar su opinión	1	2

8. Durante los últimos 12 meses, ¿como cuántas veces, si alguna, han realizado usted u otros miembros del hogar cada uno de los siguientes en McAllen?

	<i>2 veces por semana o más</i>	<i>2-4 veces por mes</i>	<i>Una vez al mes o menos</i>	<i>Nunca</i>
Utilizó centros de recreación o sus servicios en McAllen.....	1	2	3	4
Visitó un parque del vecindario o de la Ciudad	1	2	3	4
Utilizó bibliotecas públicas de McAllen o sus servicios.....	1	2	3	4
Participó en actividades religiosas o espirituales en McAllen.....	1	2	3	4
Asistió a un evento patrocinado por la Ciudad.....	1	2	3	4
Utilizó autobús, vía férrea, metro u otra transportación pública en vez de conducir	1	2	3	4
Compartió vehículo con otros adultos o niños en vez de conducir solo	1	2	3	4
Caminó o anduvo en bicicleta en vez de conducir	1	2	3	4
Ofreció voluntariamente su tiempo a algún grupo/alguna actividad en McAllen	1	2	3	4
Participó en un club.....	1	2	3	4
Habló con o visitó a sus vecinos inmediatos	1	2	3	4
Le hizo un favor a un vecino	1	2	3	4

9. Pensando sobre reuniones públicas locales (de oficiales electos locales como el Concejo Ciudadano o Comisionados de Condados, juntas consultoras, ayuntamientos, HOA, vigilancia de vecindario, etc.), durante los últimos 12 meses, ¿como cuántas veces, si alguna, han asistido a o visto usted u otros miembros del hogar una reunión pública local?

	<i>2 veces por semana o más</i>	<i>2-4 veces por mes</i>	<i>Una vez al mes o menos</i>	<i>Nunca</i>
Asistió a una reunión pública local	1	2	3	4
Vio (en línea o por televisión) una reunión pública local	1	2	3	4

La Encuesta 2013 de Ciudadanos de la Ciudad de McAllen

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

	<i>Excelente</i>	<i>Bueno</i>	<i>Regular</i>	<i>Deficiente</i>	<i>No sé</i>
Servicios de policía/alguacil	1	2	3	4	5
Servicios por incendio	1	2	3	4	5
Servicios de ambulancia o de emergencia médica	1	2	3	4	5
Prevención del crimen	1	2	3	4	5
Prevención de y educación sobre el incendio.....	1	2	3	4	5
Ejecución de leyes de tráfico	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.....	1	2	3	4	5
Cronometraje de las señales de tráfico (semáforos).....	1	2	3	4	5
Servicios de autobús o tránsito.....	1	2	3	4	5
Recogida de basura.....	1	2	3	4	5
Reciclaje.....	1	2	3	4	5
Recogida de desechos de patio	1	2	3	4	5
Desagüe de tormentas.....	1	2	3	4	5
Agua potable.....	1	2	3	4	5
Servicios de alcantarillado	1	2	3	4	5
Cobro de servicios públicos de energía	1	2	3	4	5
Parques de la Ciudad.....	1	2	3	4	5
Programas o clases de recreación.....	1	2	3	4	5
Centros o instalaciones públicas de recreación	1	2	3	4	5
Uso, planificación y división en zonas del terreno	1	2	3	4	5
Ejecución del código (hierbas, 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 de bibliotecas públicas	1	2	3	4	5
Servicios de información pública	1	2	3	4	5
Televisión por cable.....	1	2	3	4	5
Preparación de emergencias (servicios que preparan a la comunidad para desastres naturales u otras situaciones de emergencia).....	1	2	3	4	5
Preservación de áreas naturales tales como espacio abierto, fincas y zonas verdes	1	2	3	4	5
Espacio abierto de McAllen.....	1	2	3	4	5
Eventos especiales patrocinados por la Ciudad	1	2	3	4	5
Servicio en general al cliente por empleados de McAllen (policía, repcionistas, planificadores, etc.).....	1	2	3	4	5

11. En general, ¿cómo clasificaría usted la calidad de los servicios proporcionados por cada uno de los siguientes?

	<i>Excelente</i>	<i>Buena</i>	<i>Regular</i>	<i>Deficiente</i>	<i>No sé</i>
La Ciudad de McAllen	1	2	3	4	5
El Gobierno Federal	1	2	3	4	5

12. Por favor clasifique las siguientes categorías de desempeño gubernamental de McAllen:

	<i>Excelente</i>	<i>Bueno</i>	<i>Regular</i>	<i>Deficiente</i>	<i>No sé</i>
El valor de los servicios por los impuestos pagados a McAllen	1	2	3	4	5
La dirección en general que está tomando McAllen.....	1	2	3	4	5
El trabajo que realiza el gobierno de McAllen para acoger la participación de los ciudadanos	1	2	3	4	5
La confianza general en el gobierno de McAllen	1	2	3	4	5
En lo general, actuando por el mejor interés de la comunidad	1	2	3	4	5
Ser honesto	1	2	3	4	5
Tratar a todos los residentes justamente.....	1	2	3	4	5

13. Para cada una de las siguientes preguntas, marque la respuesta que más se aproxima a su opinión.

a. ¿Qué tan importante, si lo es, es que la Ciudad se enfoque en los siguientes temas?

	<i>Primordial</i>	<i>Muy importante</i>	<i>Algo importante</i>	<i>No es importante</i>	<i>No sé</i>
Mejorar el flujo de tráfico y la seguridad peatonal	1	2	3	4	5
Preservar edificios históricos	1	2	3	4	5
Mejorar vías principales.....	1	2	3	4	5
Mejorar condiciones de estacionamiento/proveer más parques/ espacios abiertos	1	2	3	4	5
Aumentar los servicios de autobuses y transporte para personas incapacitadas (paratransit)	1	2	3	4	5
Exponer más arte público.....	1	2	3	4	5
Mejorar las condiciones del pavimento de las calles.....	1	2	3	4	5
Aumentar el alumbrado del centro de la ciudad	1	2	3	4	5
Renovar los centros comunitarios y aumentar su programación.....	1	2	3	4	5
Instalar más cámaras de vigilancia en el Ciudad.....	1	2	3	4	5
Mejorar la infraestructura para la prevención de inundaciones.....	1	2	3	4	5
Aumentar programas de desarrollo y entrenamientos laborales.....	1	2	3	4	5
Expandir programas para después de que sale la escuela (K-12).....	1	2	3	4	5
Mejorar la calidad ambiental.....	1	2	3	4	5
Vivienda económica	1	2	3	4	5
Reciclaje	1	2	3	4	5
Servicios de biblioteca.....	1	2	3	4	5
Servicios aéreos para pasajeros.....	1	2	3	4	5
Desarrollo del centro de la ciudad	1	2	3	4	5
Aplicación de códigos	1	2	3	4	5
Sistema de senderos para bicicletas	1	2	3	4	5
Centro Natural de McAllen.....	1	2	3	4	5
Sitio web de la Ciudad de McAllen	1	2	3	4	5
Programación en MCN (canal de cable de la Ciudad)	1	2	3	4	5

b. Por favor indique qué tan de acuerdo o en desacuerdo está con el siguiente enunciado: "La Ciudad de McAllen debería darle prioridad más alta a la salud de sus ciudadanos."

- ☐ De acuerdo totalmente
☐ Parcialmente de acuerdo
☐ Parcialmente en desacuerdo
☐ En desacuerdo totalmente
☐ No sé

c. Por favor indique si cada una de las siguientes es una fuente mayoritaria, una fuente menor o no es una fuente de información con relación al gobierno de la Ciudad de McAllen.

	<i>Fuente mayoritaria</i>	<i>Fuente menor</i>	<i>No es fuente</i>
Periódicos	1	2	3
Noticieros locales de TV/anuncios.....	1	2	3
Radio	1	2	3
Fuentes orales	1	2	3
MCN (canal de cable de la ciudad).....	1	2	3
Sitio web de la Ciudad de McAllen (www.mcallen.net).....	1	2	3
Páginas y comentarios del Facebook de la Ciudad de McAllen	1	2	3
Twitter de la Ciudad de McAllen.....	1	2	3
App de la Ciudad McAllen 311 (iPhone y Android).....	1	2	3
Centro McAllen 311 (681-3111).....	1	2	3
Código Rojo (servicios telefónicos automáticos de la ciudad).....	1	2	3
Inserto en recibo de agua.....	1	2	3
Correos electrónicos de la Ciudad.....	1	2	3

La Encuesta 2013 de Ciudadanos de la Ciudad de McAllen

Nuestras últimas preguntas se tratan de usted y su hogar. De nuevo, todas sus respuestas a esta encuesta son completamente anónimas y serán reportadas únicamente en forma de grupo.

D1. ¿Qué tan a menudo, si lo hace, realiza usted cada uno de los siguientes, considerando todas las veces que podría?

	<i>Nunca</i>	<i>Rara vez</i>	<i>A Veces</i>	<i>Usualmente</i>	<i>Siempre</i>
Reciclar en el hogar	1	2	3	4	5
Comprar bienes o servicios de una empresa localizada en McAllen	1	2	3	4	5
Comer por lo menos 5 porciones de frutas y vegetales al día	1	2	3	4	5
Participar en actividad física moderada o vigorosa.....	1	2	3	4	5
Leer o mirar noticias locales (vía televisión, periódico, computadora, etc.)	1	2	3	4	5
Votar en elecciones locales	1	2	3	4	5

D2. Usted diría que en general su salud es:

- ☐ Excelente ☐ Muy buena ☐ Buena ☐ Regular ☐ Deficiente

D3. ¿Qué impacto, si alguno, cree usted que tendrá la economía sobre su ingreso familiar en los próximos 6 meses? Cree usted que el impacto será:

- ☐ Muy positivo ☐ Algo positivo ☐ Neutro ☐ Algo negativo ☐ Muy negativo

D4. ¿Cuál es su estado de empleo?

- ☐ Trabajando tiempo completo para pago
☐ Trabajando medio tiempo para pago
☐ Sin empleo, buscando trabajo pagado
☐ Sin empleo, no buscando trabajo pagado
☐ Completamente retirado/jubilado

D5. ¿Trabaja usted dentro de los límites de McAllen?

- ☐ Sí, fuera del hogar
☐ Sí, desde el hogar
☐ No

D6. ¿Cuántos años ha vivido usted en McAllen?

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

D7. ¿Cuál describe mejor el edificio en que vive?

- ☐ Casa individual de familia separada de cualquier otra casa
☐ Edificio con dos o más casas (dúplex, townhome, apartamento o condominio)
☐ Hogar móvil
☐ Otro

D8. Esta casa, este apartamento u hogar móvil es...

- ☐ Alquilado
☐ Suyo propio

D9. ¿Como cuánto es su costo mensual de alojamiento para el lugar donde vive usted (incluyendo alquiler, pago de hipoteca, impuesto de propiedad, seguro de propiedad y tarifas de la asociación de dueños de hogar (HOA))?

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

D10. ¿Algún niño de 17 años o menos vive en su hogar?

- ☐ No ☐ Sí

D11. ¿Usted u otros miembros de su hogar tienen edad de 65 años o mayor?

- ☐ No ☐ Sí

D12. ¿Cuánto espera que será el ingreso total de su hogar antes de los impuestos para el año actual? (Por favor incluya su ingreso total de dinero de todas las fuentes para todas las personas que viven en su hogar.)

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

Por favor responda ambas preguntas D13 y D14:

D13. ¿Es usted Español, Hispano o Latino?

- ☐ No, ni Español, ni Hispano ni Latino
☐ Sí, me considero como Español, Hispano o Latino

D14. ¿Cuál es su raza? (Marque una o más razas para indicar de cuál raza se considera usted.)

- ☐ Indígena Americana o Nativo de Alaska
☐ Asiática, Indígena Asiática o Isleña del Pacífico
☐ Negra o Afroamericana
☐ Blanca
☐ Otra

D15. ¿Dentro de cuál categoría está su edad?

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

D16. ¿Cuál es su género?

- ☐ Femenino ☐ Masculino

D17. ¿Considera usted un teléfono celular o una línea instalada como su número primordial de teléfono?

- ☐ Celular ☐ Línea instalada ☐ Ambos

Gracias por completar esta encuesta. Por favor devuelva la encuesta completada en el sobre pre-pagado al: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502



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