

2019 City of McAllen Citizen Satisfaction Survey

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Final Report

Submitted to McAllen, Texas by:

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April 2019





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2019 City of McAllen Citizen Satisfaction Survey Executive Summary Report

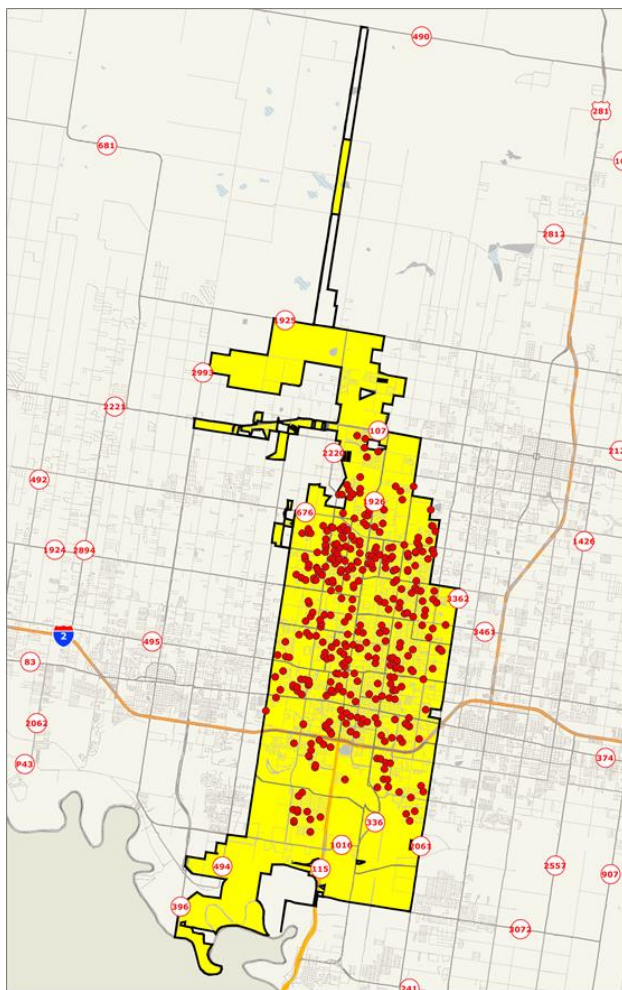
Overview and Methodology

Overview. During February and March of 2019, ETC Institute administered a community survey for the City of McAllen, Texas. The purpose of the survey was to gather resident input to assess satisfaction with the delivery of major City services, and help set community priorities so that tax dollars are spent wisely.

Methodology. A five-page survey was mailed in English and Spanish to a random sample of households throughout the City of McAllen. The mailed survey included a postage paid return envelope and a cover letter. The cover letter, both in English and Spanish, explained the purpose of the survey and encouraged residents to return their surveys in the mail. The cover letter also contained a link to the online survey for residents who preferred to take the survey over the internet. Approximately ten days after the surveys were mailed, residents who received the survey were contacted by email to encourage participation.

The goal was to receive at least 400 completed surveys. This goal was met, with a total of 403 households completing a survey. The results for the random sample of 403 households have a 95% level of confidence with a precision of at least $\pm 4.9\%$

In order to better understand how well services are being delivered by the City, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of survey respondents based on the locations of their homes.



Interpretation of “Don’t Know” Responses. The percentage of “don’t know” responses has been excluded from many of the graphs in this report to assess satisfaction with residents who had used City services and to facilitate valid comparisons with other communities in the benchmarking analysis. Since the number of “don’t know” responses often reflects the utilization and awareness of city services, the percentage of “don’t know” responses has been included in the tabular data in Section 4 of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “who had an opinion.”

This report contains the following:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for the survey (Section 1)
- benchmarking data that shows how the results for the City of McAllen compare to residents in other communities on a regional and national basis (Section 2)
- importance-satisfaction analysis that identifies priorities for investment (Section 3)
- tabular data showing the overall results for all questions on the survey (Section 4)
- a copy of the cover letter and survey instrument (Section 5)

Major Findings

Major Categories of City Services

- The major categories of city services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: police, fire and emergency medical services (87%), parks and recreation programs and facilities (80%), solid waste services (78%), and customer service from city employees (74%).
- Based on the sum of their top three choices, the areas that residents feel should receive the most emphasis from City leaders over the next two years were: (1) the flow of traffic and congestion management, (2) the quality of the city’s stormwater management system, and (3) the maintenance of city streets, buildings, and facilities.

Perceptions of the City

- Most residents have a positive perception of the City of McAllen. Eighty-nine percent (89%) of residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with McAllen as a place to live; 8% were neutral, and only 2% were dissatisfied. Eighty-six percent (86%) of residents surveyed, who had an opinion, were satisfied with McAllen as a place to raise children, and 85% were satisfied with the overall quality of life in McAllen.

Maintenance Services

- The maintenance services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the condition of major city streets (71%), the overall cleanliness of streets and public areas (70%), and the condition of landscaping along public streets (67%).
- Based on the sum of their top two choices, the maintenance services that residents feel should receive the most emphasis from City leaders over the next two years were: (1) traffic flow on major city streets and (2) timing of traffic signals on city streets.

Police, Fire and Emergency Medical Services

- The police, fire and emergency medical services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the quality of fire emergency medical services (86%), the quality of fire protection (86%), and fire personnel emergency response time (85%).
- Based on the sum of their top two choices, the police services that residents feel should receive the most emphasis from City leaders over the next two years were: (1) visibility of police in neighborhoods and (2) disaster preparedness public education.

Feeling of Safety

- Residents were asked to rate the level of safety they felt in various situations. The areas that had the highest levels of safety, based up on the combined percentage of “very safe” and “safe” responses among residents who had an opinion, were: in neighborhoods during the day (92%), overall in the City (80%), and in neighborhoods at night (75%).

Code Enforcement

- The code enforcement areas that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: clean-up of debris/litter (60%), cleanliness in neighborhoods (60%), and responsiveness of city code enforcement staff (59%).

Parks and Recreation Services

- The parks and recreation services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the quality of city parks (75%), the number and location of city parks (74%), and the quality of youth sports programs (68%).

Communication

- The aspects of city communication that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the quality of the city’s website (66%), the availability of information on city services and programs (64%), and the City’s efforts to keep residents informed (62%).

Other Findings

- 89% of residents surveyed, who had an opinion, were “very satisfied” or “satisfied” with the quality of residential garbage collection; 83% were “very satisfied” or “satisfied” with the quality of residential curbside recycling services.
- 75% of residents surveyed, who had an opinion, were “very satisfied” or “satisfied” with the quality of wastewater services.
- 44% of residents have called or visited the city with a question, problem or complaint during the past year. Of those, 77% felt it was “very easy” or “easy” to contact the person they needed to reach.
- The top sources where residents get information about city issues, services, and events are: television news (54%), the local newspaper (41%) and word of mouth (39%).
- 70% of residents surveyed, who had an opinion, were “very satisfied” or “satisfied” with the overall quality of local schools.
- 58% of residents indicated they “never” or “rarely” experience standing water or ponding in their neighborhood; 26% indicated “sometimes” and 17% indicated “every time it rains”.

McAllen Compared to the U.S. Average

McAllen **rated at or above the U.S. average** in 57 of the 62 areas that were assessed. McAllen rated **significantly higher than the U.S. average (more than 5%)** in 47 of these areas. Listed below are the comparisons between McAllen and the U.S. average:

Service	McAllen	U.S.	Difference	Category
Quality of customer service you receive	74%	45%	29%	Overall Satisfaction
Overall effectiveness of city management	65%	39%	26%	Perceptions
McAllen as a place to work	78%	53%	25%	Perceptions
Maintenance of city streets/buildings/facilities	64%	41%	23%	Overall Satisfaction
Condition of major city streets	71%	48%	23%	Maintenance Services
Leadership provided by city's elected officials	61%	39%	22%	Perceptions
Amount/quality/condition of swimming pools/splash parks	56%	35%	21%	Parks and Recreation
Overall image of McAllen	84%	64%	20%	Perceptions
McAllen as a place to live	89%	70%	19%	Perceptions
McAllen as a place to retire	77%	58%	19%	Perceptions
Availability of information on services & programs	64%	45%	19%	Communication
Effectiveness of city communication w/the public	66%	48%	18%	Overall Satisfaction
Condition of streets in your neighborhood	66%	48%	18%	Maintenance Services
City parks & recreation programs & facilities	80%	63%	17%	Overall Satisfaction
Overall appearance of McAllen	80%	63%	17%	Perceptions
Clean-up of debris/litter	60%	43%	17%	Code Enforcement
City's efforts to keep you informed	62%	45%	17%	Communication
Level of public involvement in decision-making	49%	32%	17%	Communication
McAllen as a place to raise children	86%	70%	16%	Perceptions
Condition of pavement markings on city streets	64%	48%	16%	Maintenance Services
Efforts to prevent crime	70%	54%	16%	Police, Fire & Emergency Services
Condition of sidewalks in your neighborhood	56%	41%	15%	Maintenance Services
Condition of landscaping along public streets	67%	52%	15%	Maintenance Services
Quality of residential garbage collection	89%	75%	14%	Residential & Neighborhood Services
Visibility of police in retail areas	73%	60%	13%	Police, Fire & Emergency Services
Quality of residential curbside recycling services	83%	70%	13%	Residential & Neighborhood Services
Quality of police protection	81%	70%	11%	Police, Fire & Emergency Services
Quality of police, fire, and EMS	87%	76%	11%	Overall Satisfaction
Quality of the city's solid waste system	78%	67%	11%	Overall Satisfaction
Overall quality of life in McAllen	85%	75%	10%	Perceptions
Police response time	74%	64%	10%	Police, Fire & Emergency Services
Quality of drainage infrastructure	57%	47%	10%	Public Works
Overall cleanliness of streets and public areas	70%	61%	9%	Maintenance Services
Police safety education programs	64%	55%	9%	Police, Fire & Emergency Services
Number and location of city parks	74%	66%	8%	Parks and Recreation
Visibility of police in neighborhoods	66%	59%	7%	Police, Fire & Emergency Services
Quality of youth sports programs	68%	61%	7%	Parks and Recreation
Enforcement of city codes & ordinances	61%	54%	7%	Overall Satisfaction
Quality of fire safety education programs	72%	65%	7%	Police, Fire & Emergency Services
Quality of the City's website	66%	60%	6%	Communication
Enforcing exterior maintenance of residential property	48%	42%	6%	Code Enforcement
Quality of city water and sewer utilities	71%	65%	6%	Overall Satisfaction
Quality of wastewater services	75%	70%	5%	Public Works
Quality of city parks	75%	70%	5%	Parks and Recreation
Quality of fire emergency medical services	86%	81%	5%	Police, Fire & Emergency Services
Enforcement of traffic laws	69%	64%	5%	Police, Fire & Emergency Services
Quality of the City's social media	60%	55%	5%	Communication
Quality of walking and biking trails	63%	59%	4%	Parks and Recreation
Quality of fire protection	86%	83%	3%	Police, Fire & Emergency Services
Fire personnel emergency response time	85%	82%	3%	Police, Fire & Emergency Services
Quality of animal control services	61%	58%	3%	Police, Fire & Emergency Services
Quality of picnic, pavilion areas, playgrounds	67%	64%	3%	Parks and Recreation
Recreational opportunities	62%	60%	2%	Parks and Recreation
Enforcing weedy lots, abandoned vehicles, graffiti	41%	39%	2%	Code Enforcement
Quality of outdoor athletic fields	68%	67%	1%	Parks and Recreation
Quality of the city's stormwater management system	56%	56%	0%	Overall Satisfaction
Quality of adult sports programs	54%	54%	0%	Parks and Recreation
Adequacy of city street lighting	55%	56%	-1%	Maintenance Services
Number of walking and biking trails	63%	64%	-1%	Parks and Recreation
Quality of drinking water	66%	68%	-2%	Public Works
Enforcement of parking on grass in front yard	42%	45%	-3%	Code Enforcement
Flow of traffic & congestion management	39%	52%	-13%	Overall Satisfaction

McAllen Compared to the Texas Average

McAllen **rated at or above the Texas average** in 56 of the 62 areas that were assessed. McAllen rated **significantly higher than the Texas average (more than 5%)** in 49 of these areas. Listed below are the comparisons between McAllen and the Texas average:

Service	McAllen	Texas	Difference	Category
Quality of customer service you receive	74%	42%	32%	Overall Satisfaction
Availability of information on services & programs	64%	36%	28%	Communication
Maintenance of city streets/buildings/facilities	64%	38%	26%	Overall Satisfaction
Overall effectiveness of city management	65%	39%	26%	Perceptions
McAllen as a place to raise children	86%	62%	24%	Perceptions
McAllen as a place to retire	77%	54%	23%	Perceptions
Level of public involvement in decision-making	49%	26%	23%	Communication
Overall appearance of McAllen	80%	58%	22%	Perceptions
Overall image of McAllen	84%	62%	22%	Perceptions
McAllen as a place to work	78%	56%	22%	Perceptions
Condition of major city streets	71%	49%	22%	Maintenance Services
City parks & recreation programs & facilities	80%	59%	21%	Overall Satisfaction
Condition of landscaping along public streets	67%	46%	21%	Maintenance Services
Leadership provided by city's elected officials	61%	41%	20%	Perceptions
Visibility of police in retail areas	73%	53%	20%	Police, Fire & Emergency Services
McAllen as a place to live	89%	70%	19%	Perceptions
Quality of police protection	81%	62%	19%	Police, Fire & Emergency Services
Overall quality of life in McAllen	85%	66%	19%	Perceptions
Quality of the city's solid waste system	78%	60%	18%	Overall Satisfaction
Effectiveness of city communication w/the public	66%	48%	18%	Overall Satisfaction
Condition of pavement markings on city streets	64%	46%	18%	Maintenance Services
Efforts to prevent crime	70%	52%	18%	Police, Fire & Emergency Services
Amount/quality/condition of swimming pools/splash parks	56%	39%	17%	Parks and Recreation
Clean-up of debris/litter	60%	43%	17%	Code Enforcement
City's efforts to keep you informed	62%	45%	17%	Communication
Quality of fire safety education programs	72%	55%	17%	Police, Fire & Emergency Services
Quality of drainage infrastructure	57%	40%	17%	Public Works
Quality of police, fire, and EMS	87%	71%	16%	Overall Satisfaction
Police safety education programs	64%	48%	16%	Police, Fire & Emergency Services
Quality of residential garbage collection	89%	74%	15%	Residential & Neighborhood Services
Quality of city water and sewer utilities	71%	56%	15%	Overall Satisfaction
Enforcement of city codes & ordinances	61%	47%	14%	Overall Satisfaction
Condition of streets in your neighborhood	66%	53%	13%	Maintenance Services
Quality of fire emergency medical services	86%	73%	13%	Police, Fire & Emergency Services
Quality of city parks	75%	62%	13%	Parks and Recreation
Condition of sidewalks in your neighborhood	56%	44%	12%	Maintenance Services
Quality of residential curbside recycling services	83%	72%	11%	Residential & Neighborhood Services
Quality of the city's stormwater management system	56%	46%	10%	Overall Satisfaction
Police response time	74%	64%	10%	Police, Fire & Emergency Services
Visibility of police in neighborhoods	66%	56%	10%	Police, Fire & Emergency Services
Quality of wastewater services	75%	65%	10%	Public Works
Quality of the City's social media	60%	50%	10%	Communication
Quality of the City's website	66%	57%	9%	Communication
Fire personnel emergency response time	85%	76%	9%	Police, Fire & Emergency Services
Enforcement of traffic laws	69%	60%	9%	Police, Fire & Emergency Services
Quality of outdoor athletic fields	68%	60%	8%	Parks and Recreation
Overall cleanliness of streets and public areas	70%	64%	6%	Maintenance Services
Quality of fire protection	86%	80%	6%	Police, Fire & Emergency Services
Number and location of city parks	74%	69%	5%	Parks and Recreation
Quality of animal control services	61%	58%	3%	Police, Fire & Emergency Services
Quality of drinking water	66%	63%	3%	Public Works
Quality of walking and biking trails	63%	60%	3%	Parks and Recreation
Enforcing exterior maintenance of residential property	48%	45%	3%	Code Enforcement
Quality of youth sports programs	68%	66%	2%	Parks and Recreation
Recreational opportunities	62%	61%	1%	Parks and Recreation
Enforcing weedy lots, abandoned vehicles, graffiti	41%	40%	1%	Code Enforcement
Enforcement of parking on grass in front yard	42%	43%	-1%	Code Enforcement
Quality of picnic, pavilion areas, playgrounds	67%	68%	-1%	Parks and Recreation
Adequacy of city street lighting	55%	57%	-2%	Maintenance Services
Number of walking and biking trails	63%	66%	-3%	Parks and Recreation
Quality of adult sports programs	54%	58%	-4%	Parks and Recreation
Flow of traffic & congestion management	39%	50%	-11%	Overall Satisfaction

Trends

From 2015 to 2019, satisfaction ratings improved or stayed the same in 62 of the 91 areas that were assessed. The table below shows the significant increases (5% or more).

Service	2015	2019	Difference	Category
Police response time	62%	74%	12%	Police, Fire & Emergency Services
Visibility of police in retail areas	61%	73%	12%	Police, Fire & Emergency Services
9-1-1 response time from first responders	70%	80%	10%	Police, Fire & Emergency Services
Feeling of safety in neighborhoods during the day	82%	92%	10%	Perceptions of Safety
Overall condition of local schools	57%	67%	10%	Education
Feeling of safety downtown after dark	21%	31%	10%	Perceptions of Safety
Feeling of safety in parks, trails & recreational areas	52%	62%	10%	Perceptions of Safety
McAllen as a welcoming community	69%	78%	9%	Perceptions
Overall feeling of safety in the City	71%	80%	9%	Perceptions of Safety
Efforts to prevent crime	61%	70%	9%	Police, Fire & Emergency Services
Police safety education programs	55%	64%	9%	Police, Fire & Emergency Services
McAllen as a place to retire	69%	77%	8%	Perceptions
Quality of police protection	73%	81%	8%	Police, Fire & Emergency Services
Overall image of McAllen	77%	84%	7%	Perceptions
Overall appearance of McAllen	74%	80%	6%	Perceptions
Feeling of safety in neighborhoods at night	69%	75%	6%	Perceptions of Safety
Feeling of safety traveling by bicycle in McAllen	25%	31%	6%	Perceptions of Safety
Overall quality of life in McAllen	79%	85%	6%	Perceptions
Feeling of safety in commercial & retail areas	68%	74%	6%	Perceptions of Safety
Responsiveness of city code enforcement staff	53%	59%	6%	Code Enforcement
City effort to enforce code violations	53%	59%	6%	Code Enforcement
Condition of pavement markings on city streets	59%	64%	5%	Maintenance
Disaster preparedness public education	61%	66%	5%	Police, Fire & Emergency Services
Visibility of police in neighborhoods	61%	66%	5%	Police, Fire & Emergency Services
Quality of fire safety education programs	67%	72%	5%	Police, Fire & Emergency Services
Enforcement of traffic laws	64%	69%	5%	Police, Fire & Emergency Services

From 2015 to 2019, satisfaction ratings decreased in 29 of the 91 areas that were assessed. The table below shows the significant decreases (5% or more).

Service	2015	2019	Difference	Category
Maintenance of city streets/buildings/facilities	69%	64%	-5%	Overall Satisfaction
Adequacy of city street lighting	60%	55%	-5%	Maintenance
Availability of information on services & programs	69%	64%	-5%	Communication
Appearance & condition of city medians, etc.	68%	63%	-5%	Maintenance
City's efforts to keep you informed	67%	62%	-5%	Communication
Quality of walking and biking trails	69%	63%	-6%	Parks and Recreation
Quality of city water and sewer utilities	77%	71%	-6%	Overall Satisfaction
Cleanliness in your neighborhood	66%	60%	-6%	Code Enforcement
Traffic flow on major city streets	54%	46%	-8%	Maintenance
Quality of drainage infrastructure	65%	57%	-8%	Public Works Services
Quality of the city's stormwater management system	65%	56%	-9%	Overall Satisfaction
Quality of the City's social media	69%	60%	-9%	Communication
Condition of streets in your neighborhood	76%	66%	-10%	Maintenance
Flow of traffic & congestion management	53%	39%	-14%	Overall Satisfaction

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service.

By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 3 of this report.

Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following:

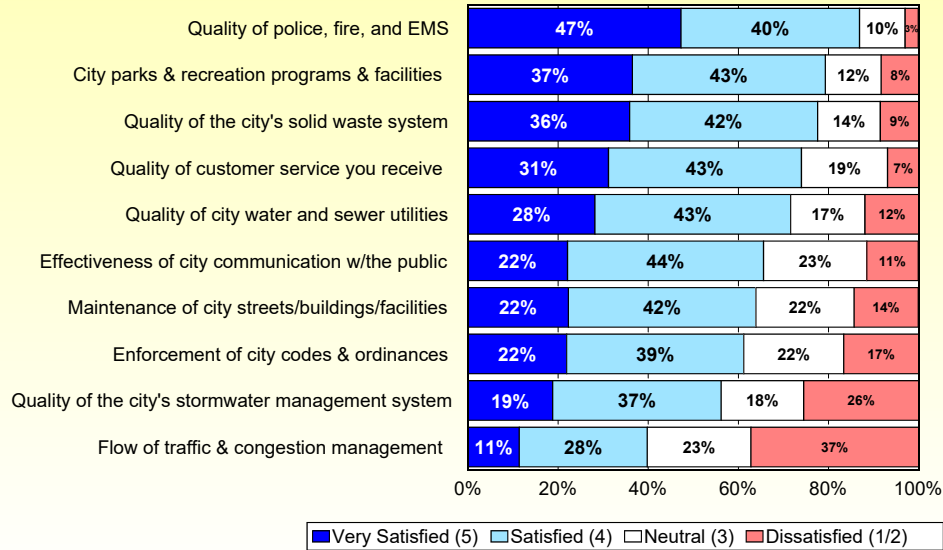
- **Overall Priorities for the City by Major Category.** The first level of analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top three priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:
 - Flow of traffic and congestion management (IS Rating=0.3227)
 - Quality of the City's stormwater management system (IS Rating=0.1822)
 - Maintenance of City streets, buildings, and facilities (IS Rating= 0.1465)
- **Priorities within Departments/Specific Areas:** The second level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department/area over the next two years are listed below:
 - **Maintenance Services:** traffic flow on major city streets
 - **Police, Fire and Emergency Medical Services:** none of the police, fire and emergency medical services were listed as a "high priority" for investment

Section 1:

Charts and Graphs

Q1. Overall Satisfaction with City Services by Major Category

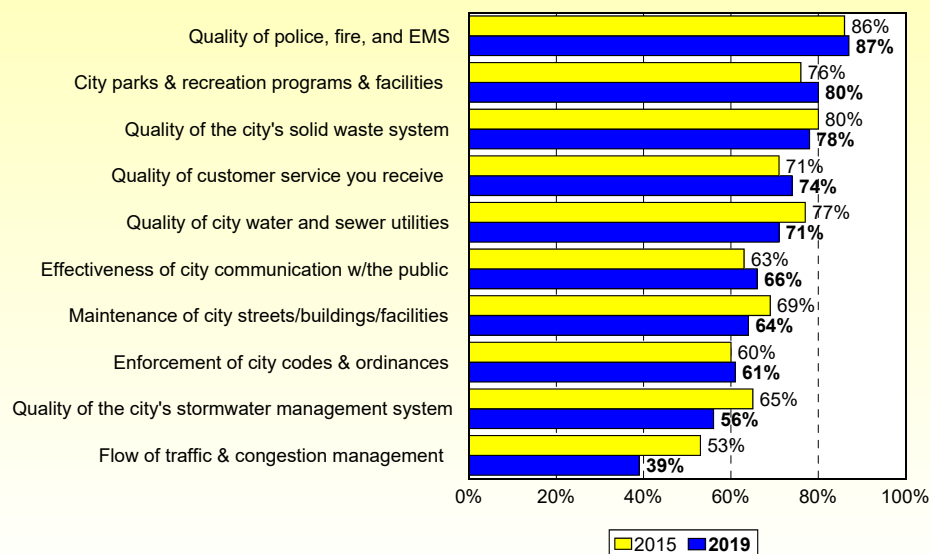
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q1. TRENDS: Overall Satisfaction with City Services by Major Category - 2015 vs. 2019

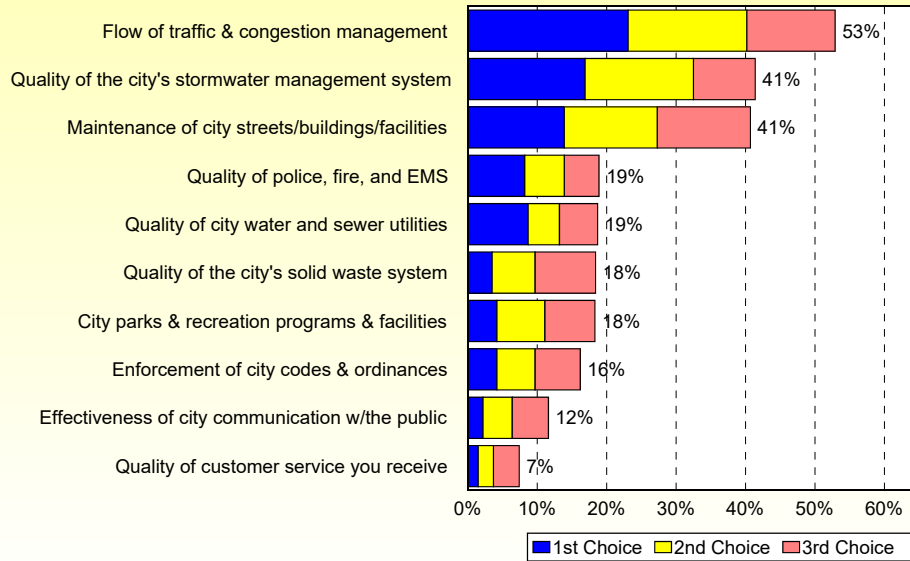
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q2. City Services That Should Receive the Most Emphasis Over the Next Two Years by Major Category

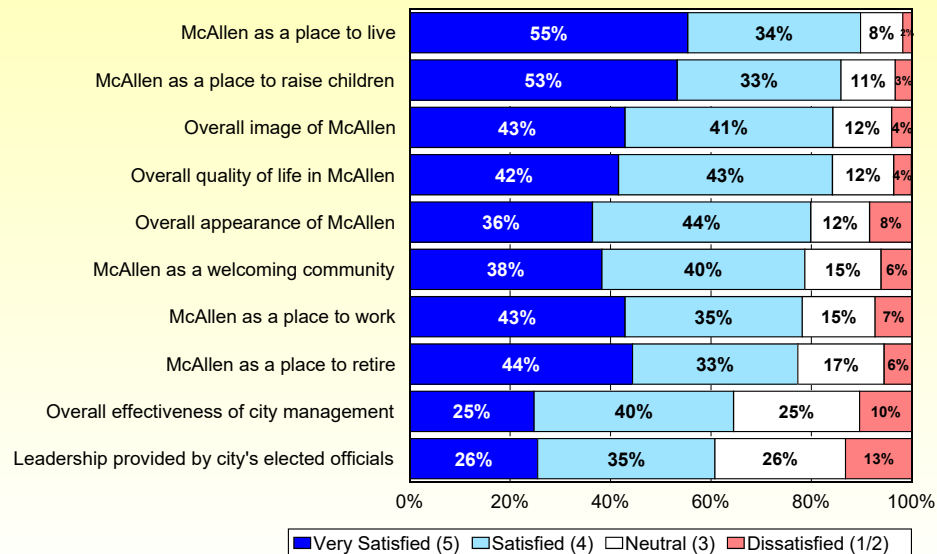
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2019)

Q3. Satisfaction with Items That Influence Perceptions of the City

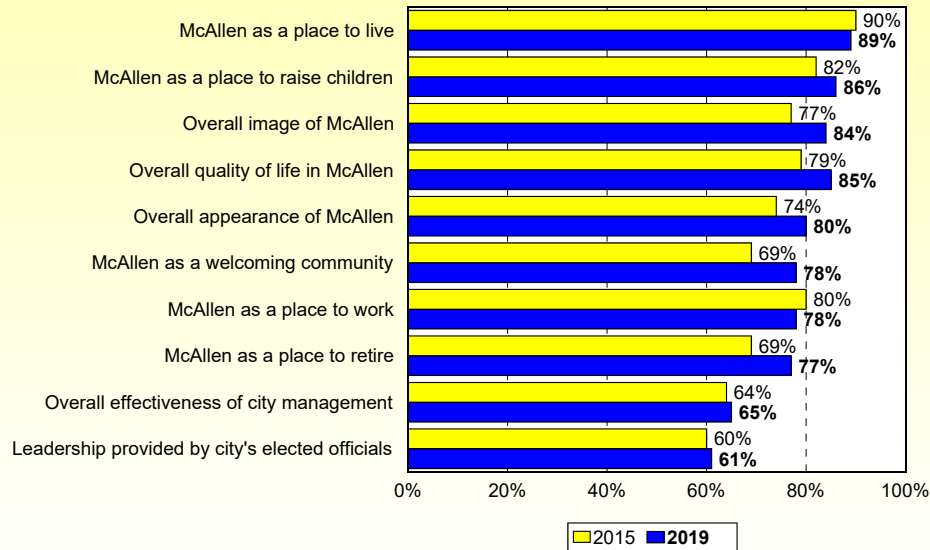
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q3. TRENDS: Satisfaction with Items That Influence Perceptions of the City - 2015 vs. 2019

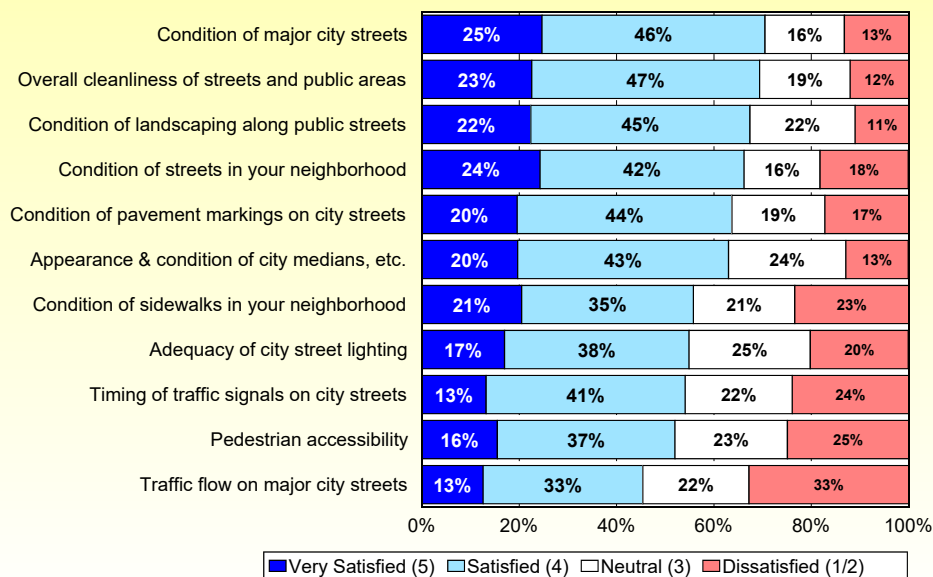
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q4. Satisfaction with Maintenance

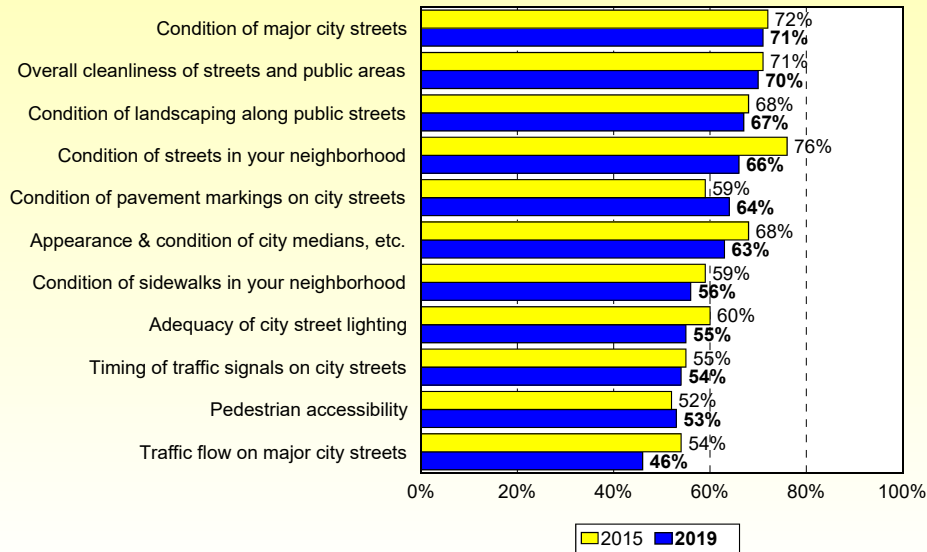
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q4. TRENDS: Satisfaction with Maintenance 2015 vs. 2019

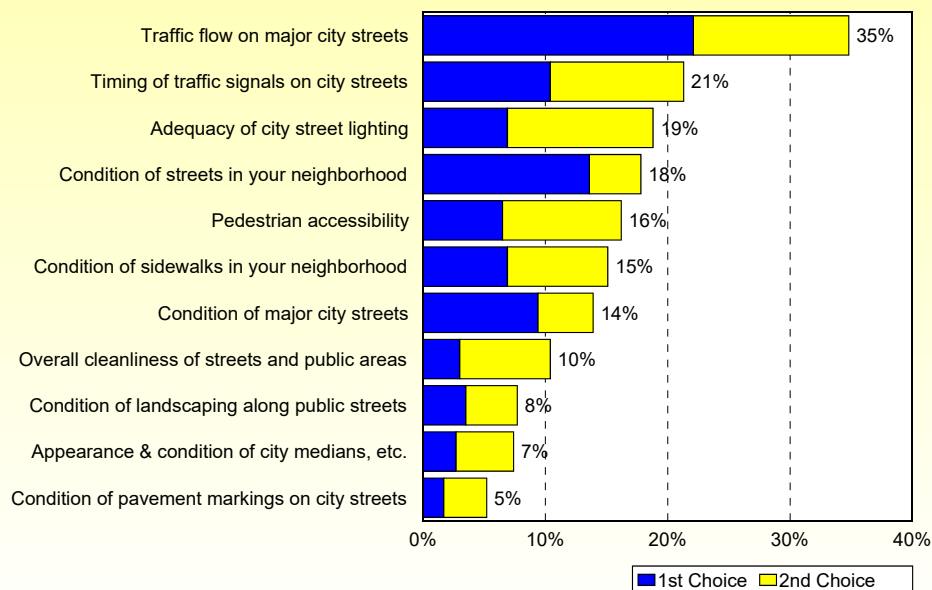
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q5. Top Maintenance Priorities Over the Next Two Years

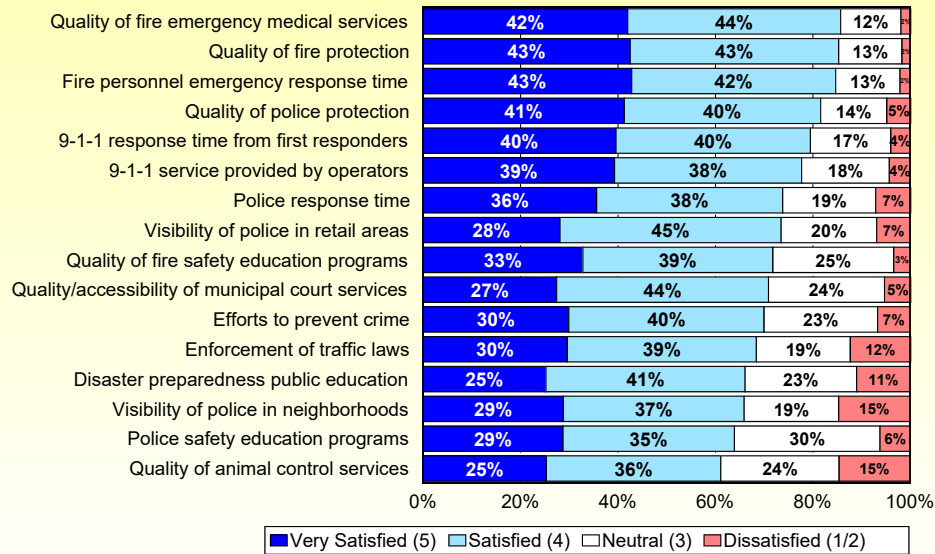
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2019)

Q6. Satisfaction with Police, Fire & Emergency Services

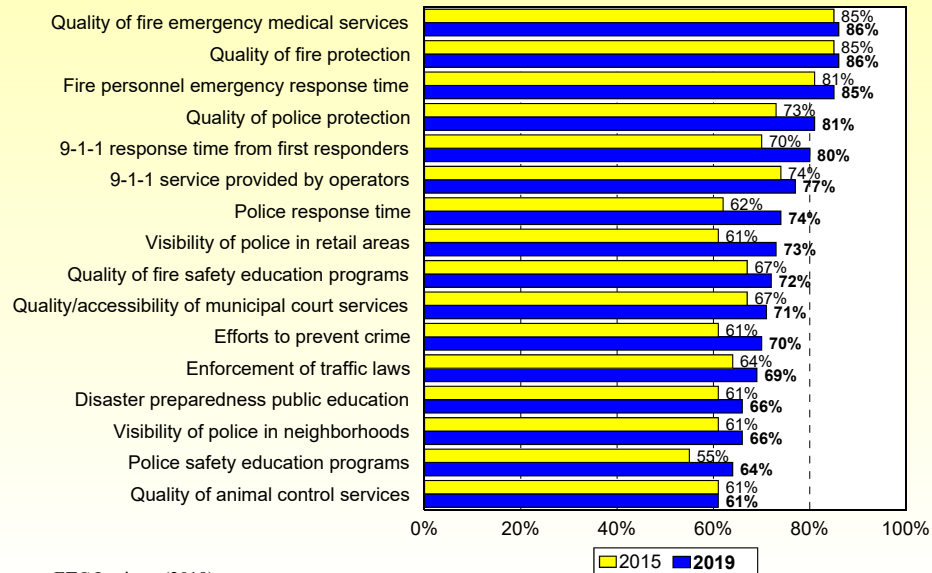
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q6. TRENDS: Satisfaction with Police, Fire & Emergency Services - 2015 vs. 2019

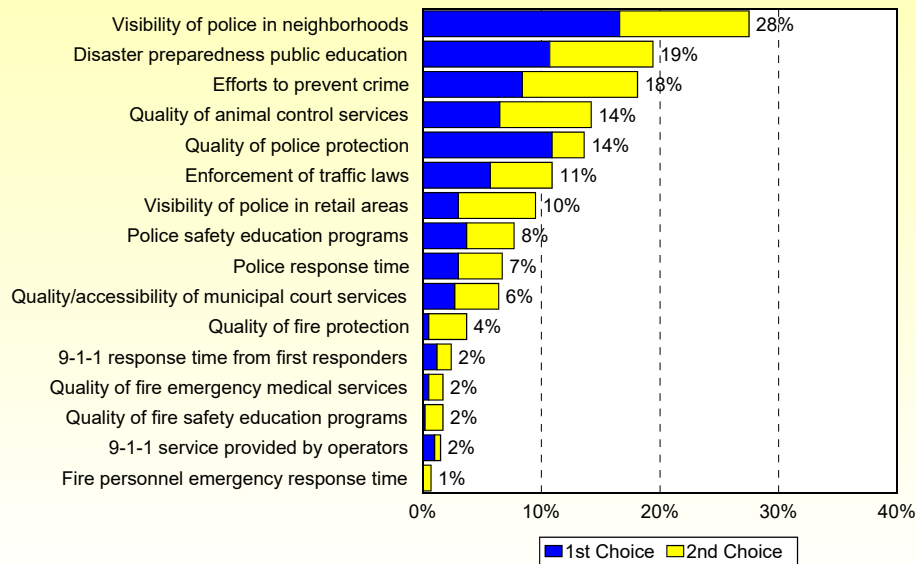
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q7. Top Police, Fire & Emergency Service Priorities Over the Next Two Years

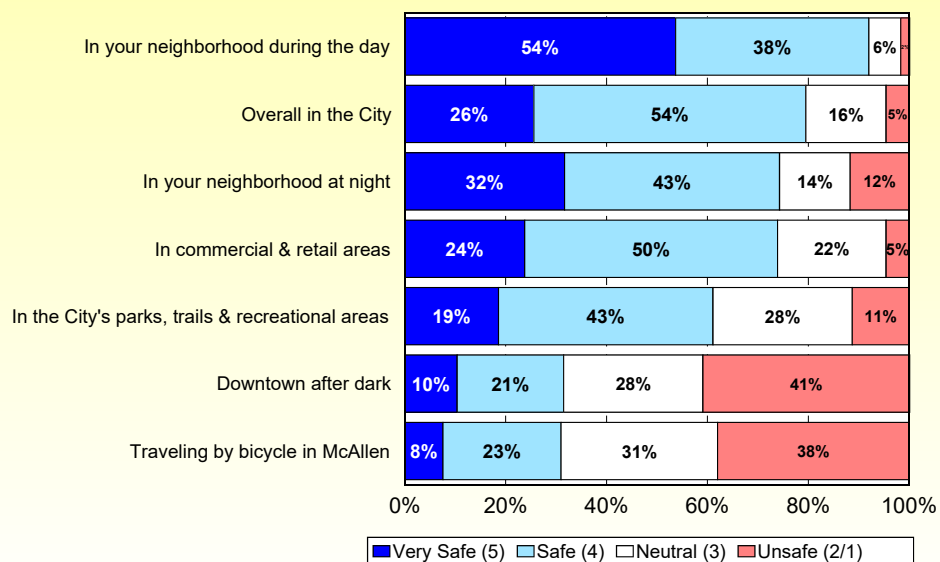
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2019)

Q8. Level of Safety Residents Feel in Various Situations

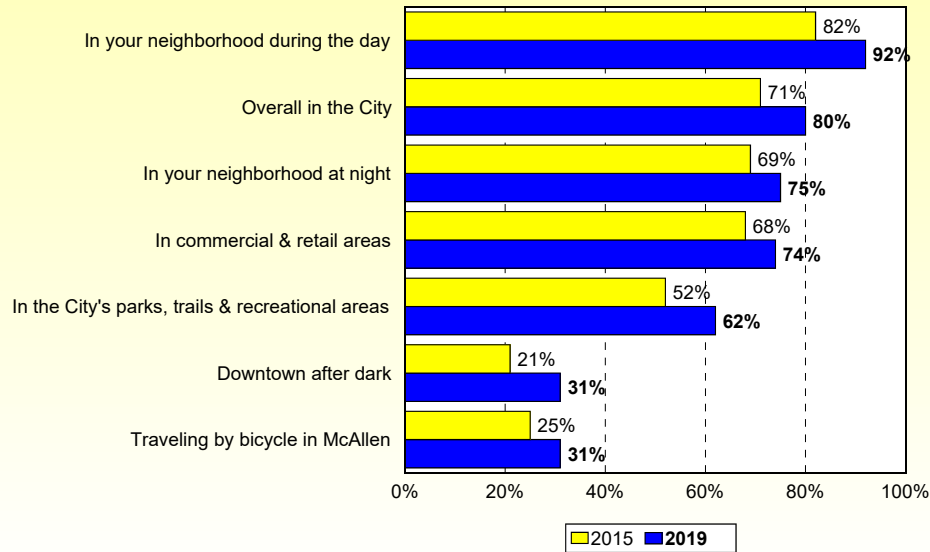
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q8. TRENDS: Level of Safety Residents Feel in Various Situations - 2015 vs. 2019

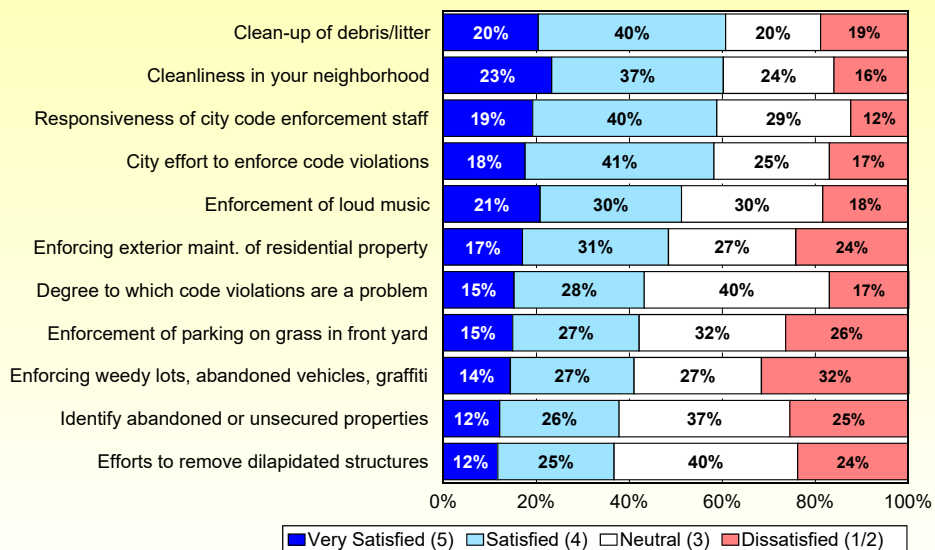
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q9. Satisfaction with Code Enforcement

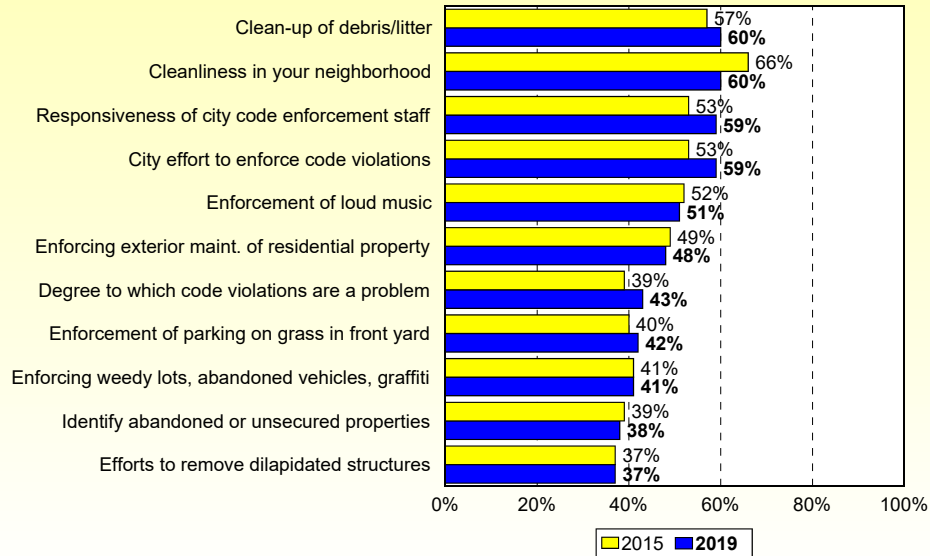
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

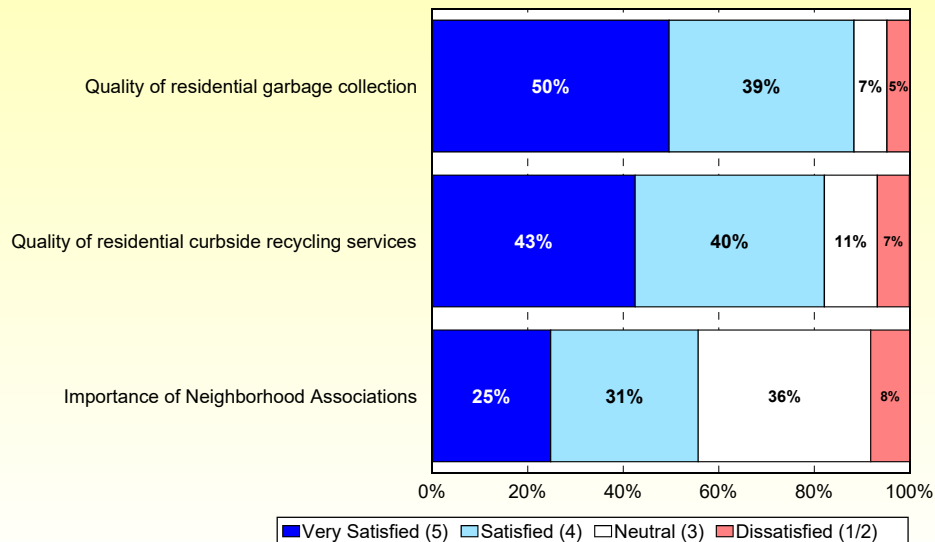
Q9. TRENDS: Satisfaction with Code Enforcement 2015 vs. 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



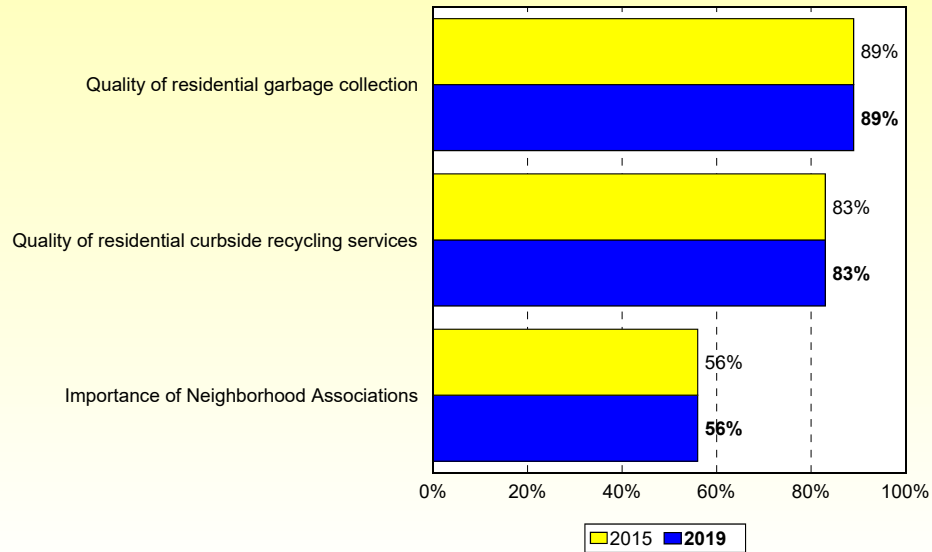
Q10. Satisfaction with Residential and Neighborhood Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Q10. TRENDS: Satisfaction with Residential and Neighborhood Services - 2015 vs. 2019

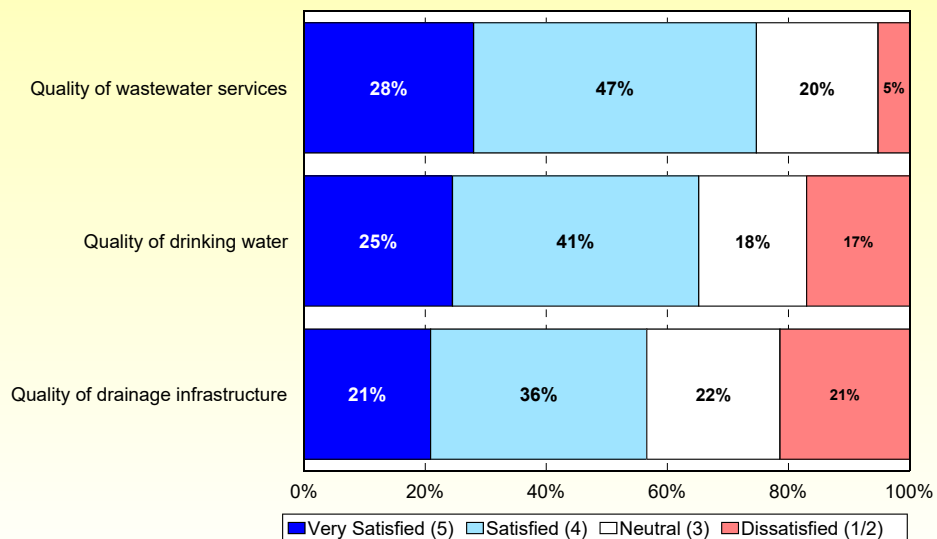
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q11. Satisfaction with Public Works Services

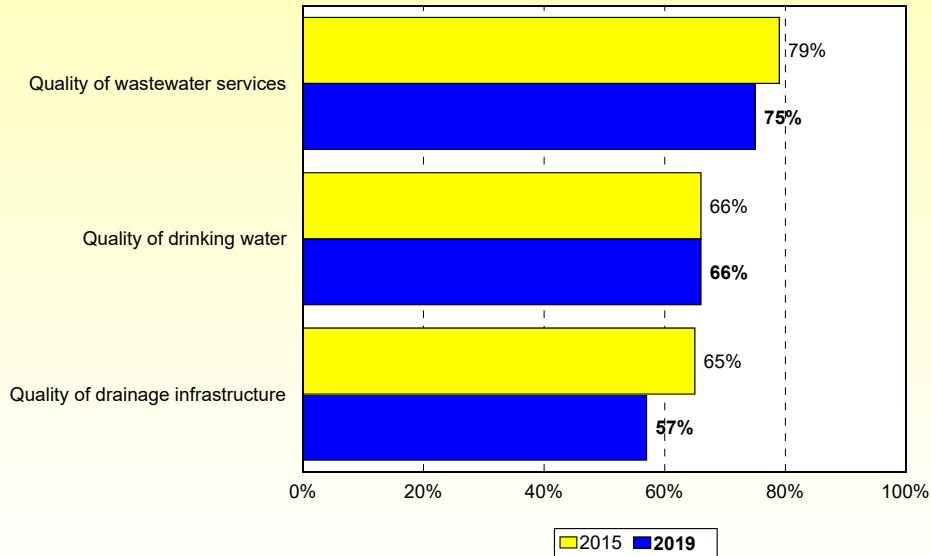
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

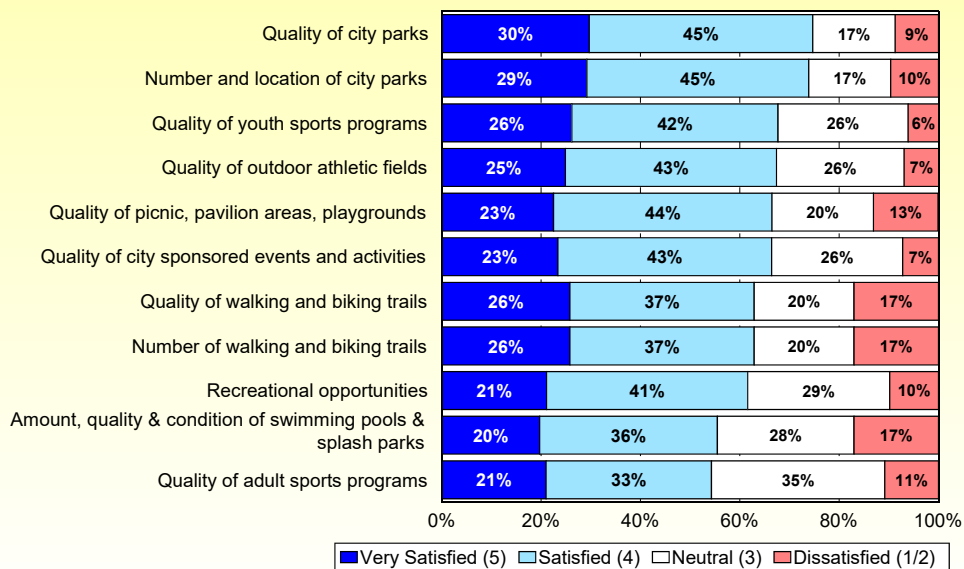
Q11. TRENDS: Satisfaction with Public Works Services 2015 vs. 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



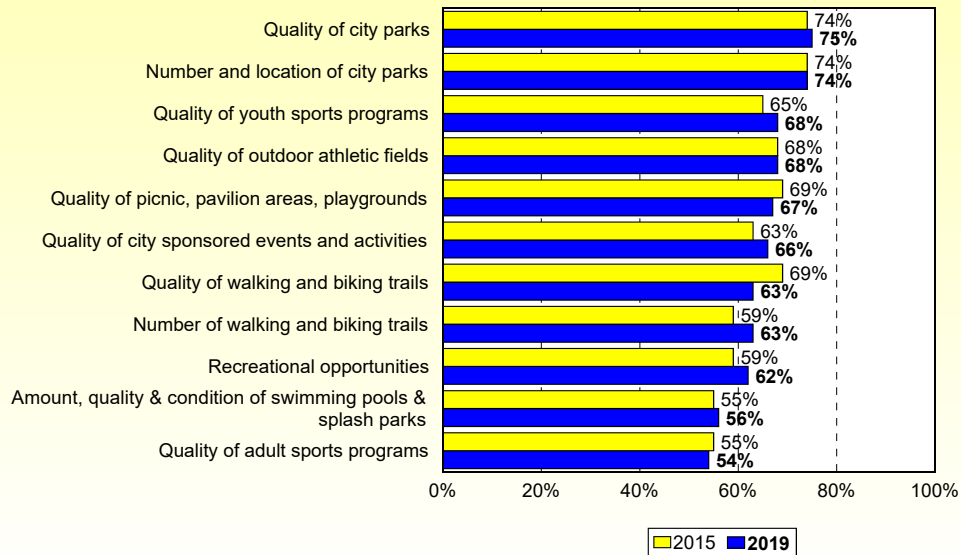
Q12. Satisfaction with Parks and Recreation Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



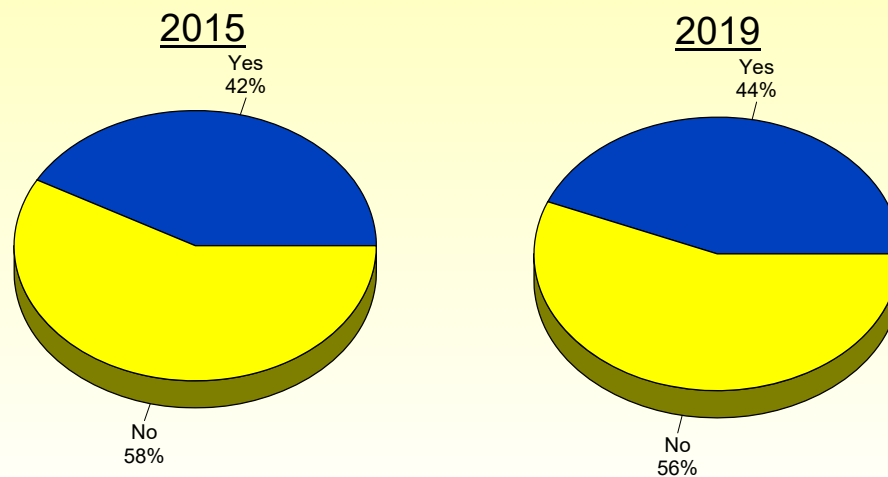
Q12. TRENDS: Satisfaction with Parks and Recreation Services - 2015 vs. 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



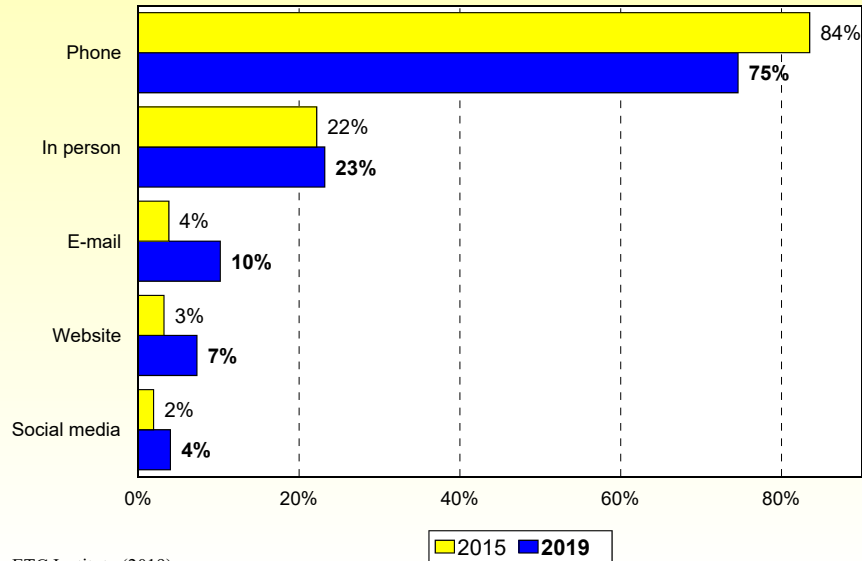
Q13. TRENDS: Have you called or visited the City with a question, problem, or complaint during the past year? 2015 vs. 2019

by percentage of respondents



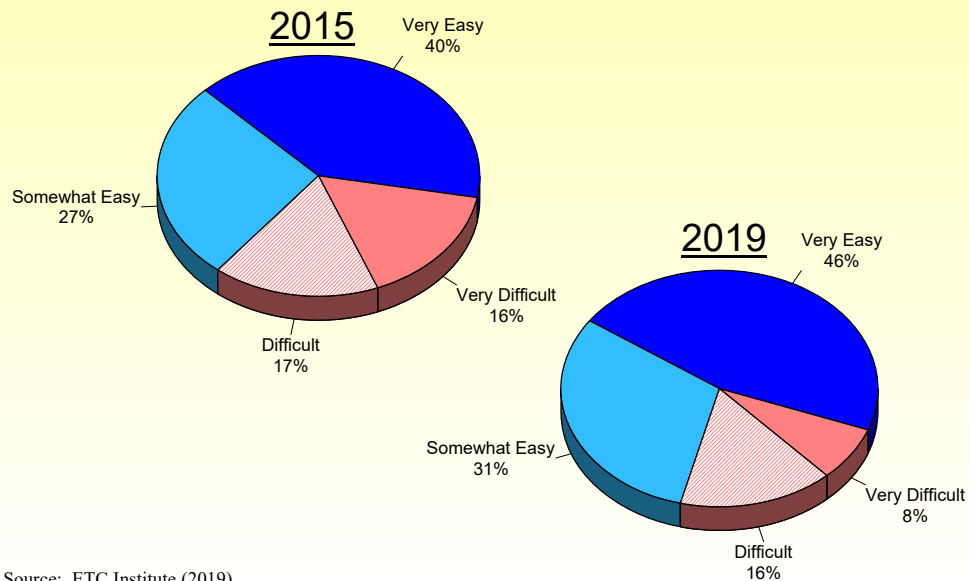
Q13a. TRENDS: How did you contact the City? 2015 vs. 2019

by percentage of respondents who have called or visited the City in the past year
(multiple choices could be made)



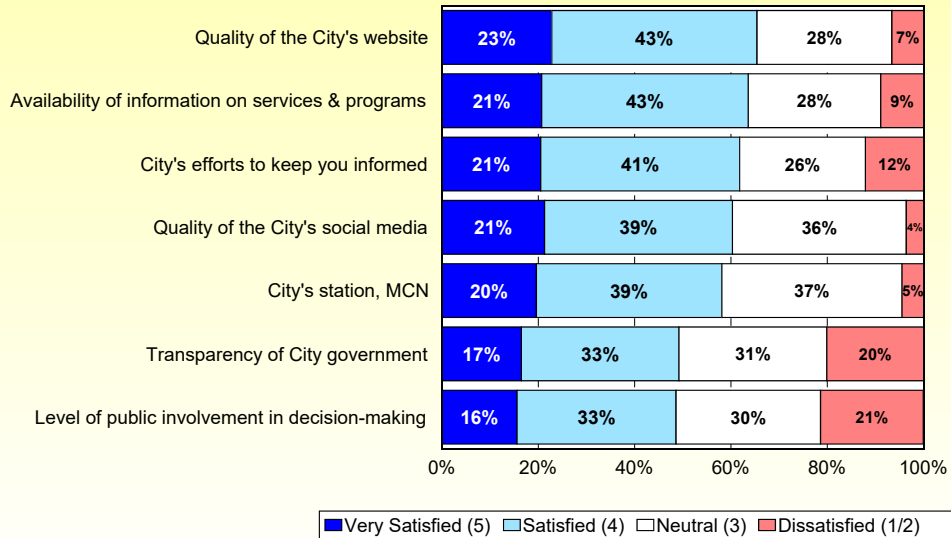
Q13b. TRENDS: How easy or difficult was it to address your issue? 2015 vs. 2019

by percentage of respondents who have called or visited the City in the past year



Q14. Satisfaction with City Communication

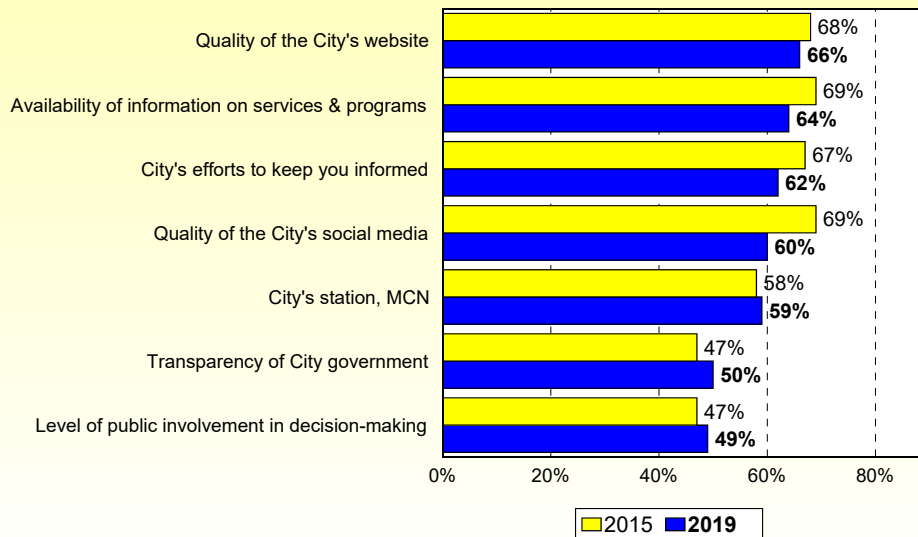
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q14. TRENDS: Satisfaction with City Communication 2015 vs. 2019

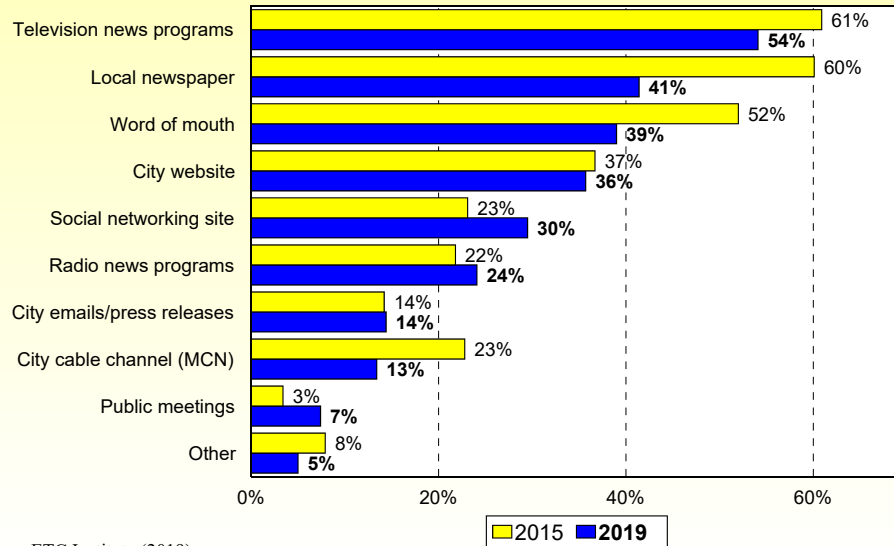
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q15. TRENDS: Which of the following are your primary sources of information about City issues, services, and events? 2015 vs. 2019

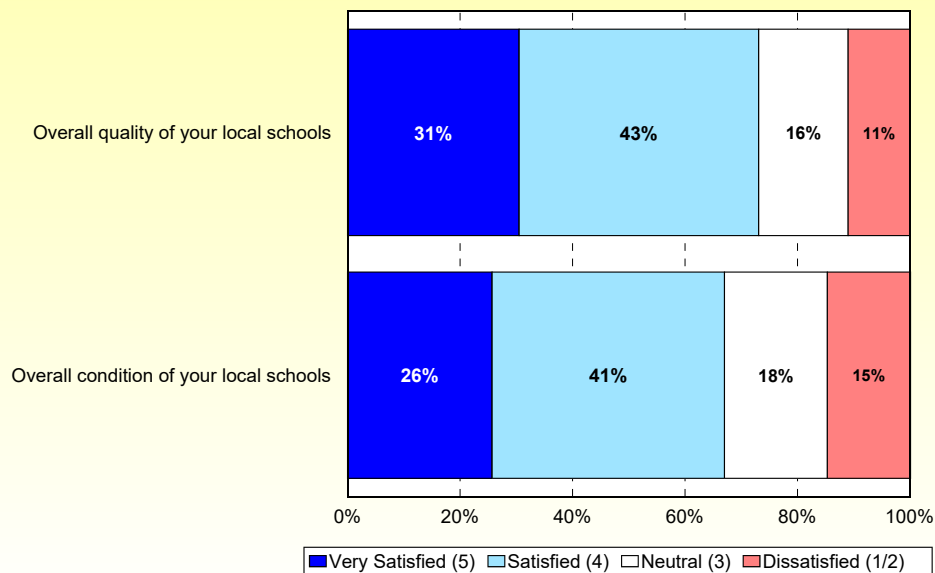
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2019)

Q16. Satisfaction with Education

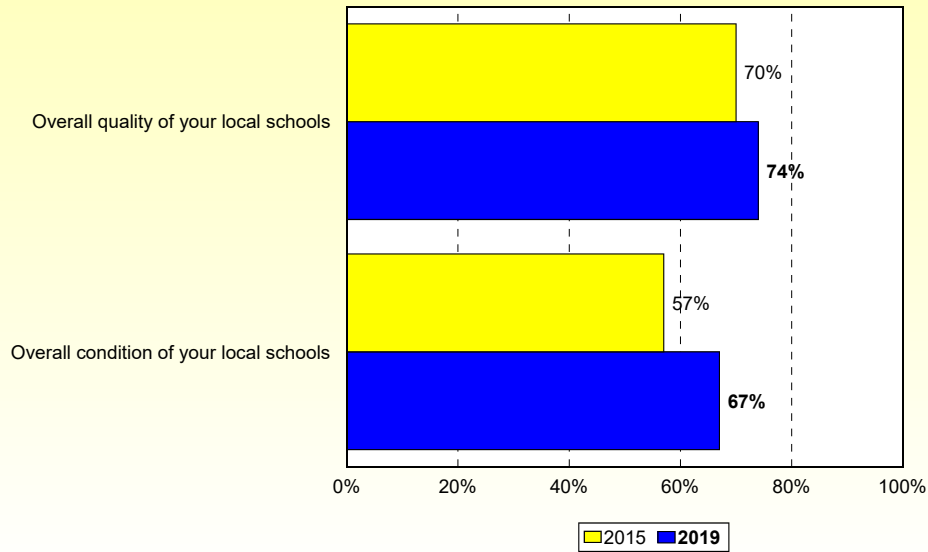
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q16. TRENDS: Satisfaction with Education 2015 vs. 2019

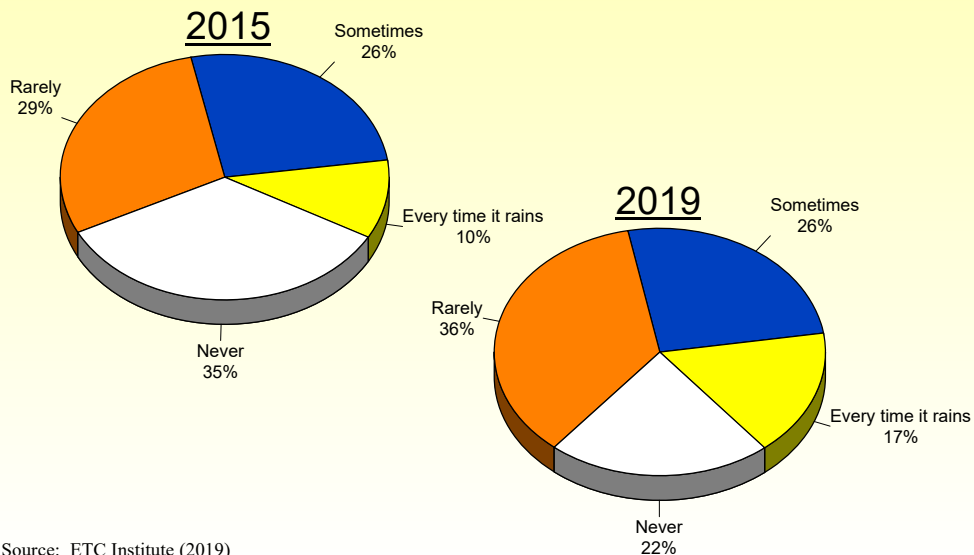
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q17. TRENDS: How often do you experience standing water or ponding in your neighborhood? 2015 vs. 2019

by percentage of respondents (excluding "not provided")

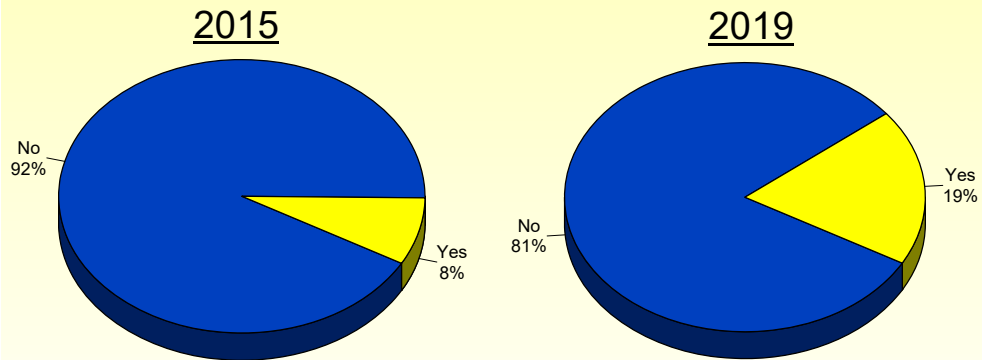


Source: ETC Institute (2019)

Q18. TRENDS: Have you ever experienced flooding in your home as a result of a weather event?

2015 vs. 2019

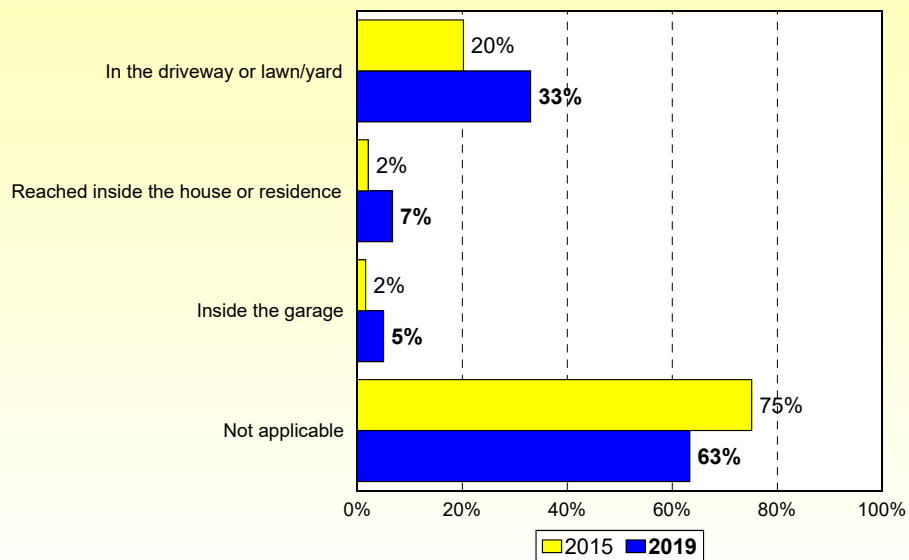
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2019)

Q19. TRENDS: Location of flooding at residence as a result of a weather event - 2015 vs. 2019

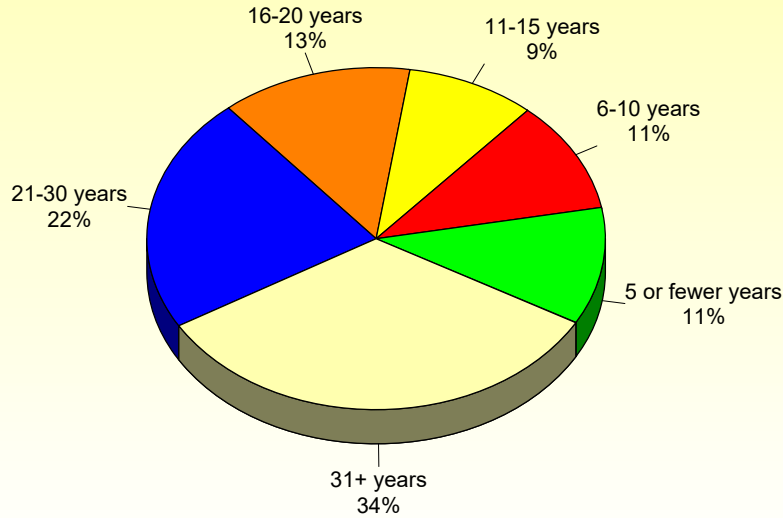
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2019)

Q20. Demographics: How many years have you lived in McAllen?

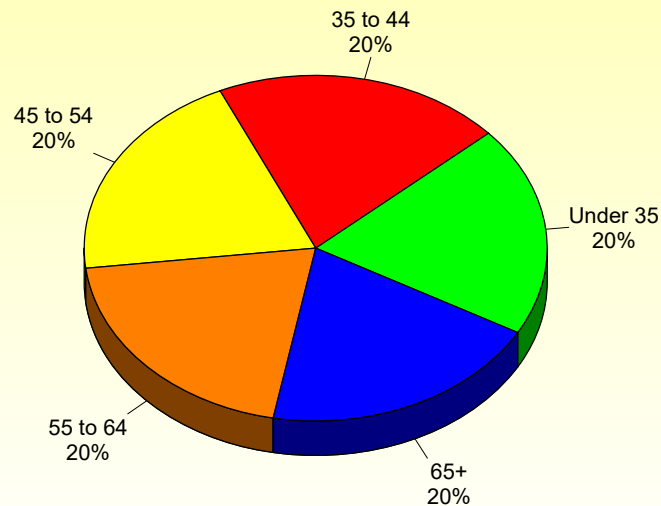
by percentage of respondents



Source: ETC Institute (2019)

Q21. Demographics: What is your age?

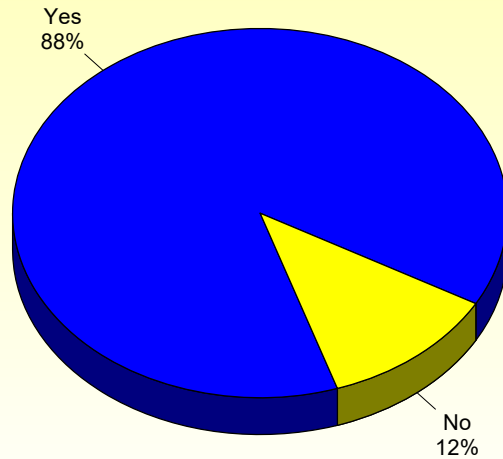
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2019)

Q22. Demographics: Are you or other members of your household of Hispanic or Latino ancestry?

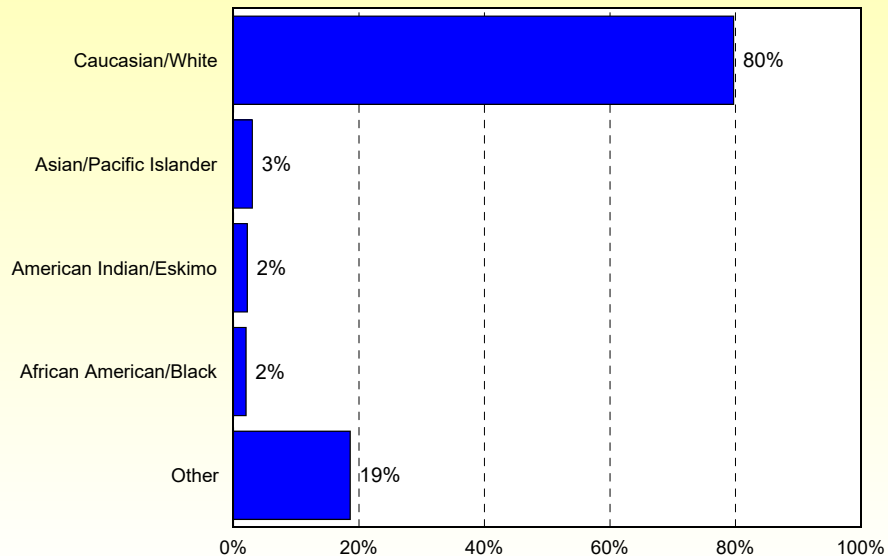
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2019)

Q23. Demographics: Which of the following best describes your race/ethnicity?

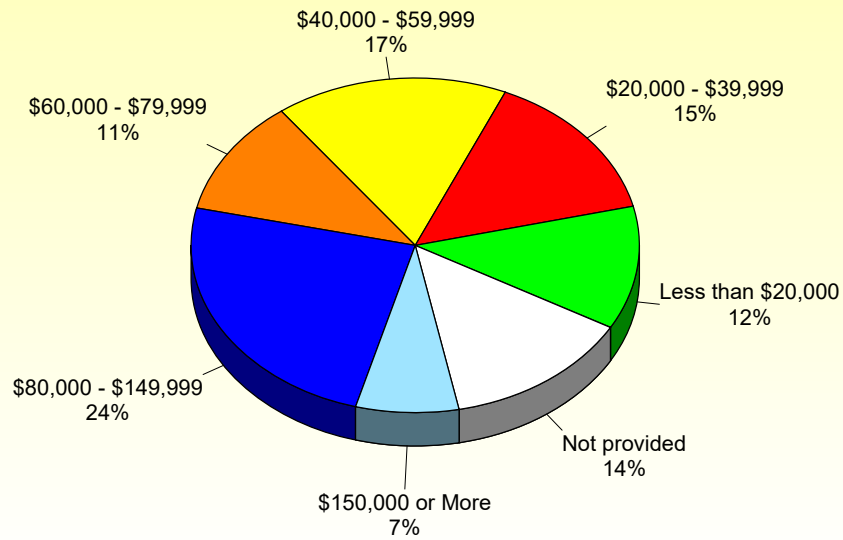
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2019)

Q24. Demographics: Which of the following best describes your household income?

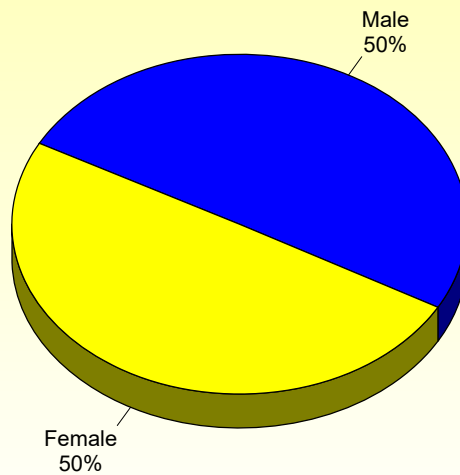
by percentage of respondents



Source: ETC Institute (2019)

Q25. Demographics: Gender

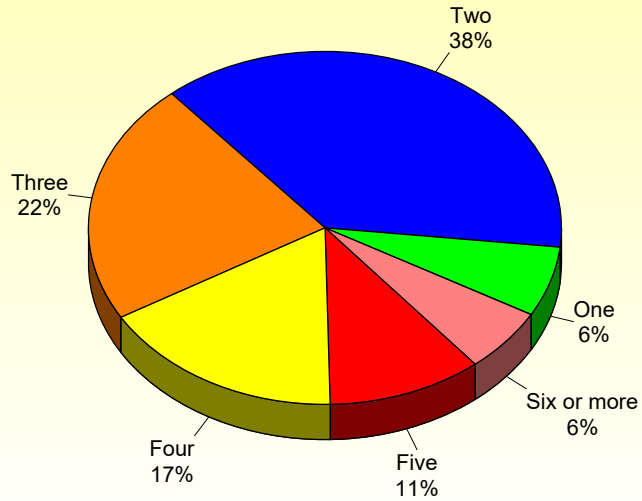
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2019)

Q26. Demographics: How many people are in your household?

by percentage of respondents (excluding "not provided")



Source: ETC Institute (2019)

Section 2: **Benchmarking Analysis**

Benchmarking Summary Report

McAllen, Texas

Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 230 cities in 43 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2018 to a random sample of over 4,000 residents living across the United States and (2) a regional survey administered to 343 Texas residents during the summer of 2018.

Interpreting the Charts

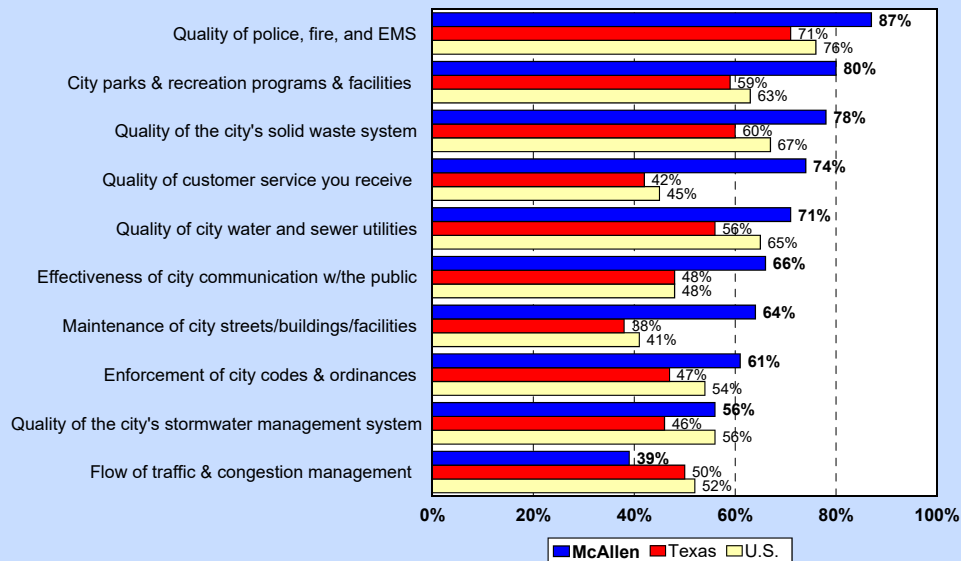
The charts on the following pages show how the overall results for McAllen compare to the United States national and regional averages based on the results of the 2018 survey that was administered by ETC Institute to a random sample of over 4,000 residents across the United States and the regional survey administered to 343 Texas residents. The City of McAllen's results are shown in blue, the Texas averages are shown in red, and the National averages are shown in yellow in the charts on the following pages.

National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of McAllen, Texas is not authorized without written consent from ETC Institute.

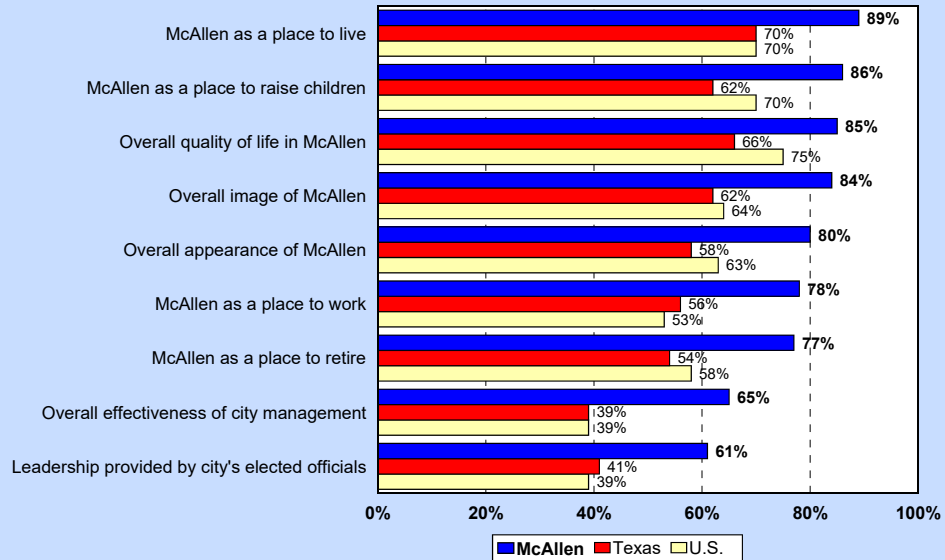
Overall Satisfaction with Major City Services McAllen vs. Texas vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



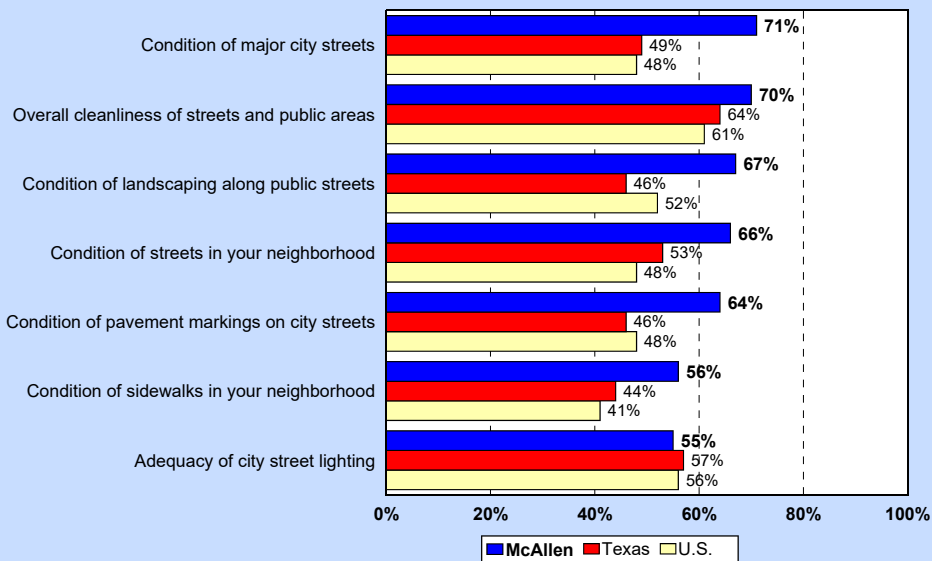
Satisfaction with Perceptions of the City McAllen vs. Texas vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



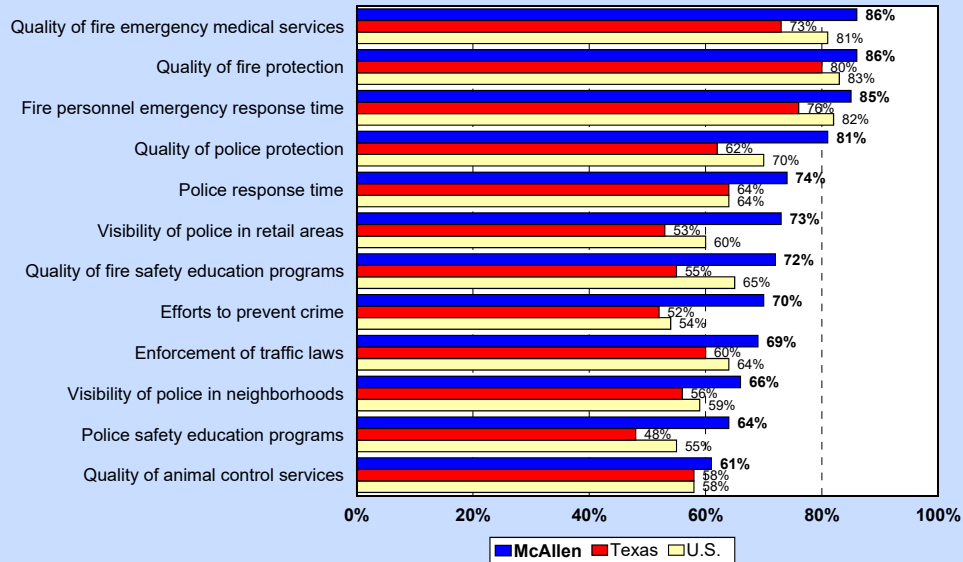
Satisfaction with Maintenance Services McAllen vs. Texas vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



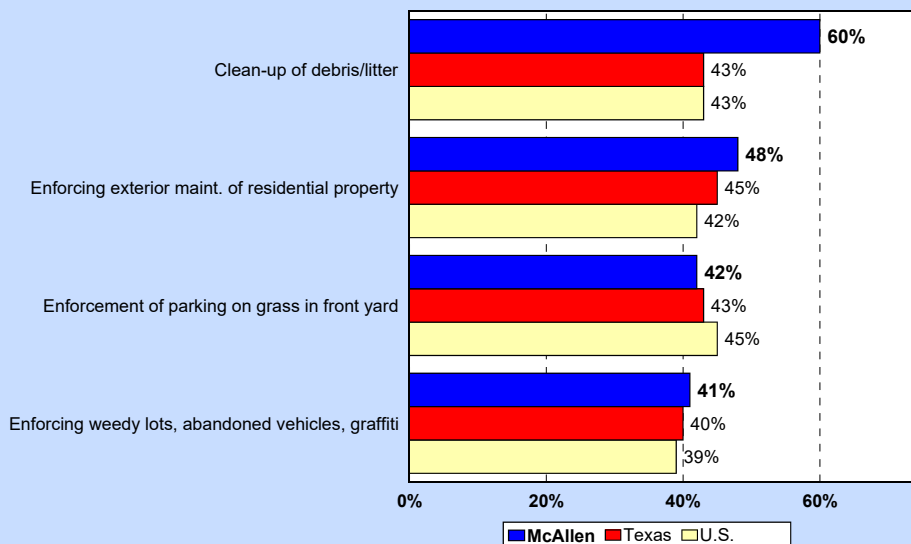
Satisfaction with Police, Fire and Emergency Services McAllen vs. Texas vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



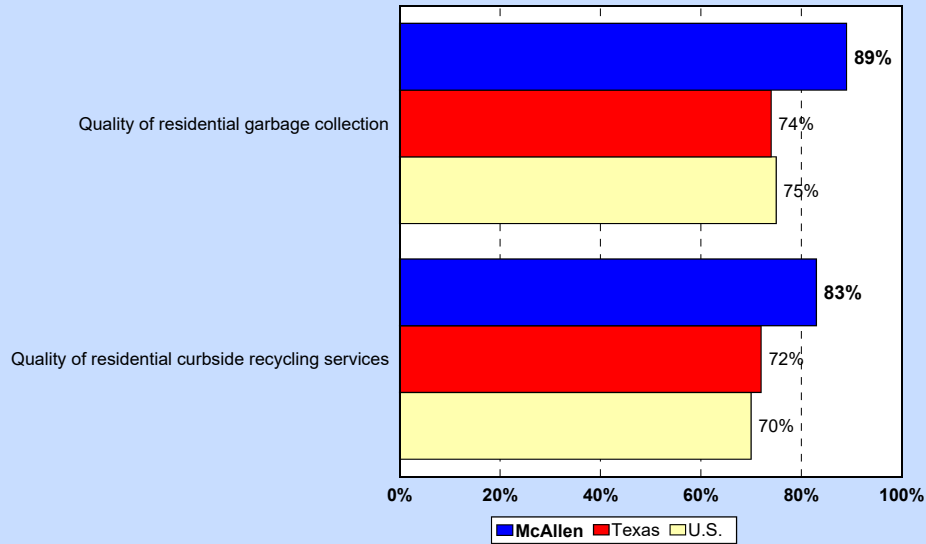
Satisfaction with Code Enforcement McAllen vs. Texas vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Residential & Neighborhood Services McAllen vs. Texas vs. the U.S.

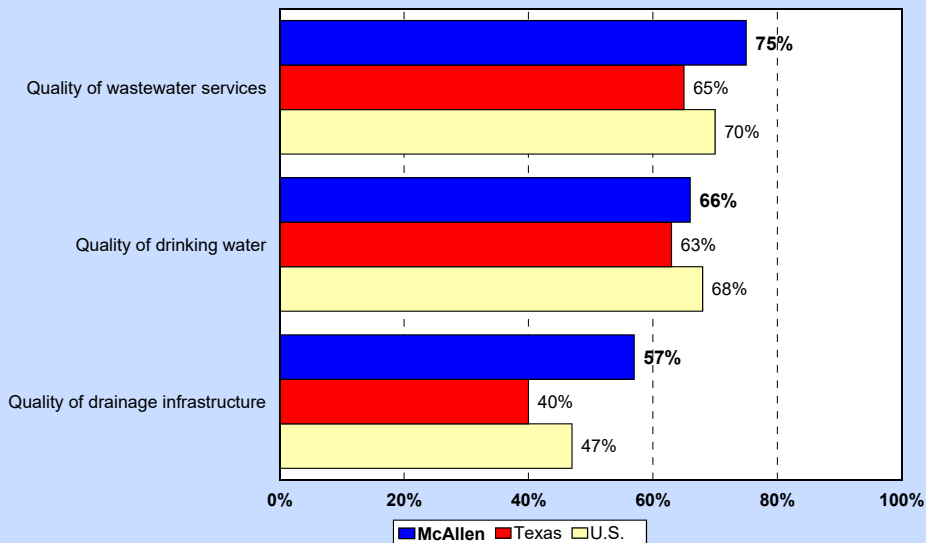
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2019 ETC Institute

Satisfaction with Public Works Services McAllen vs. Texas vs. the U.S.

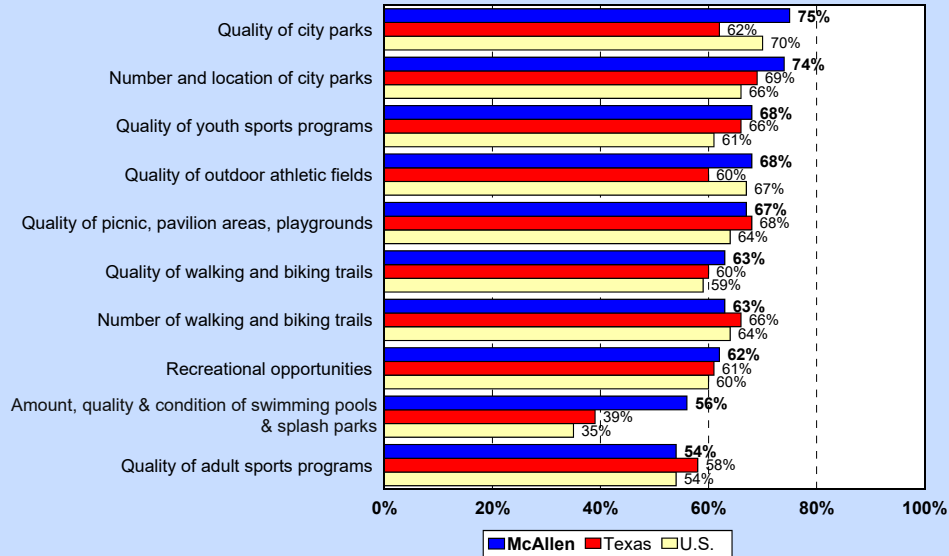
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2019 ETC Institute

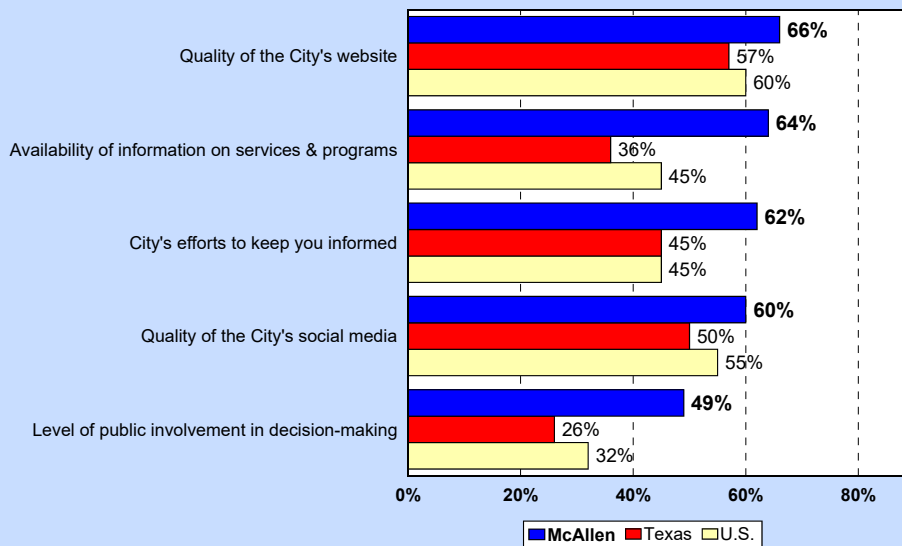
Satisfaction with Parks and Recreation Services McAllen vs. Texas vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Communication McAllen vs. Texas vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Section 3:

Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

McAllen, Texas

Overview

Today, city officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, third and fourth most important services for the City to provide. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't knows"). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation. Respondents were asked to identify the major categories of city services they thought should receive the most emphasis over the next two years. Approximately fifty-three percent (52.9%) selected *flow of traffic and congestion management* as one of the most important services for the City to provide.

With regard to satisfaction, 39% of the residents surveyed rated the city's overall performance in *flow of traffic and congestion management* as a "4" or a "5" on a 5-point scale (where "5" means "very satisfied) excluding "don't know" responses. The I-S rating for *flow of traffic and congestion management* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 52.9% was multiplied by 61% (1-0.39). This calculation yielded an I-S rating of 0.3227, which was ranked first out of ten major service categories.



The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis ($IS \geq 0.20$)*
- *Increase Current Emphasis ($0.10 \leq IS < 0.20$)*
- *Maintain Current Emphasis ($IS < 0.10$)*

The results for McAllen are provided on the following pages.

Importance-Satisfaction Rating

City of McAllen, TX

MAJOR CATEGORIES OF CITY SERVICES

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Flow of traffic & congestion management	53%	1	39%	10	0.3227	1
<u>High Priority (IS = .10-.20)</u>						
Quality of the city's stormwater management system	41%	2	56%	9	0.1822	2
Maintenance of city streets/buildings/facilities	41%	3	64%	7	0.1465	3
<u>Medium Priority (IS <.10)</u>						
Enforcement of city codes & ordinances	16%	8	61%	8	0.0632	4
Quality of city water and sewer utilities	19%	5	71%	5	0.0542	5
Quality of the city's solid waste system	18%	6	78%	3	0.0405	6
Effectiveness of city communication w/the public	12%	9	66%	6	0.0394	7
City parks & recreation programs & facilities	18%	7	80%	2	0.0366	8
Quality of police, fire, and EMS	19%	4	87%	1	0.0246	9
Quality of customer service you receive	7%	10	74%	4	0.0192	10

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

City of McAllen, TX

MAINTENANCE

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS = .10-.20)</u>						
Traffic flow on major city streets	35%	1	46%	11	0.1879	1
<u>Medium Priority (IS < .10)</u>						
Timing of traffic signals on city streets	21%	2	54%	9	0.0980	2
Adequacy of city street lighting	19%	3	55%	8	0.0846	3
Pedestrian accessibility	16%	5	53%	10	0.0761	4
Condition of sidewalks in your neighborhood	15%	6	56%	7	0.0664	5
Condition of streets in your neighborhood	18%	4	66%	4	0.0605	6
Condition of major city streets	14%	7	71%	1	0.0403	7
Overall cleanliness of streets and public areas	10%	8	70%	2	0.0312	8
Appearance & condition of city medians, etc.	7%	10	63%	6	0.0274	9
Condition of landscaping along public streets	8%	9	67%	3	0.0254	10
Condition of pavement markings on city streets	5%	11	64%	5	0.0187	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

City of McAllen, TX

POLICE, FIRE, EMERGENCY MEDICAL SERVICES

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Medium Priority (IS < .10)</u>						
Visibility of police in neighborhoods	28%	1	66%	14	0.0935	1
Disaster preparedness public education	19%	2	66%	13	0.0660	2
Quality of animal control services	14%	4	61%	16	0.0554	3
Efforts to prevent crime	18%	3	70%	11	0.0543	4
Enforcement of traffic laws	11%	6	69%	12	0.0338	5
Police safety education programs	8%	8	64%	15	0.0277	6
Quality of police protection	14%	5	81%	4	0.0258	7
Visibility of police in retail areas	10%	7	73%	8	0.0257	8
Quality/accessibility of municipal court services	6%	10	71%	10	0.0186	9
Police response time	7%	9	74%	7	0.0174	10
Quality of fire protection	4%	11	86%	2	0.0052	11
9-1-1 response time from first responders	2%	12	80%	5	0.0048	12
Quality of fire safety education programs	2%	14	72%	9	0.0048	13
9-1-1 service provided by operators	2%	15	77%	6	0.0035	14
Quality of fire emergency medical services	2%	13	86%	1	0.0024	15
Fire personnel emergency response time	1%	16	85%	3	0.0011	16

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

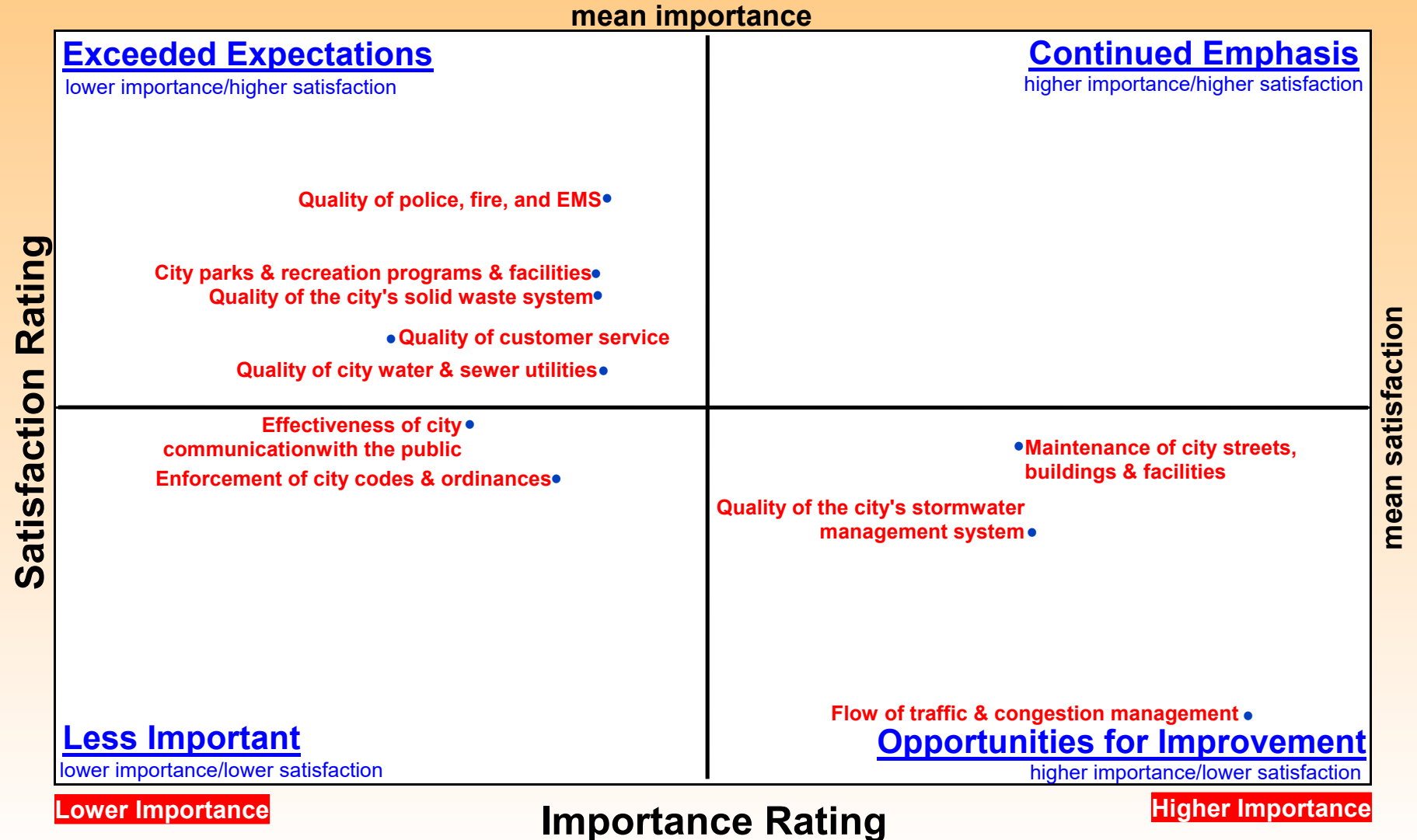
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for McAllen are provided on the following pages.

City of McAllen 2019 DirectionFinder Survey Importance-Satisfaction Assessment Matrix

-Major Categories of City Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

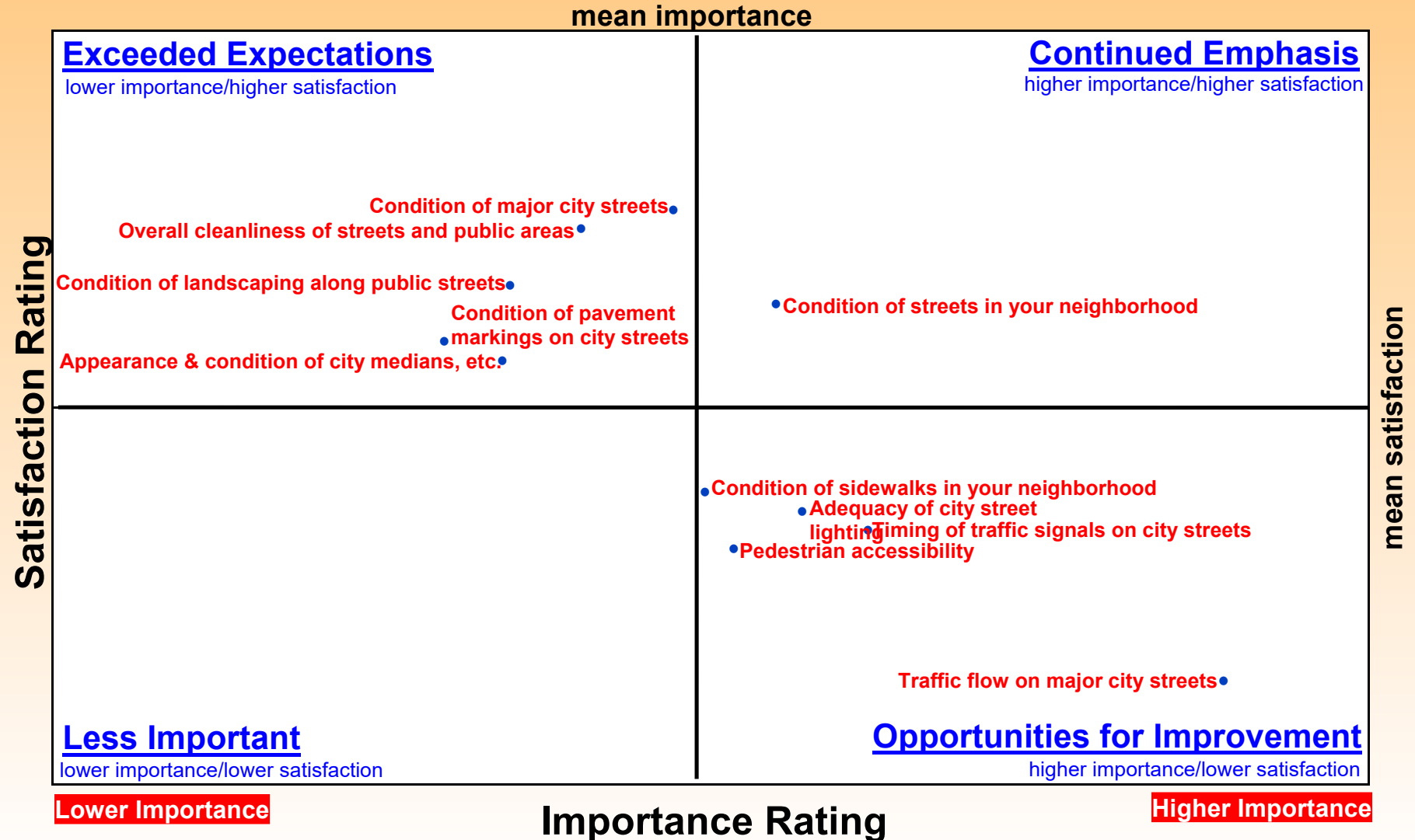


Source: ETC Institute (2019)

City of McAllen 2019 DirectionFinder Survey Importance-Satisfaction Assessment Matrix

-Maintenance Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



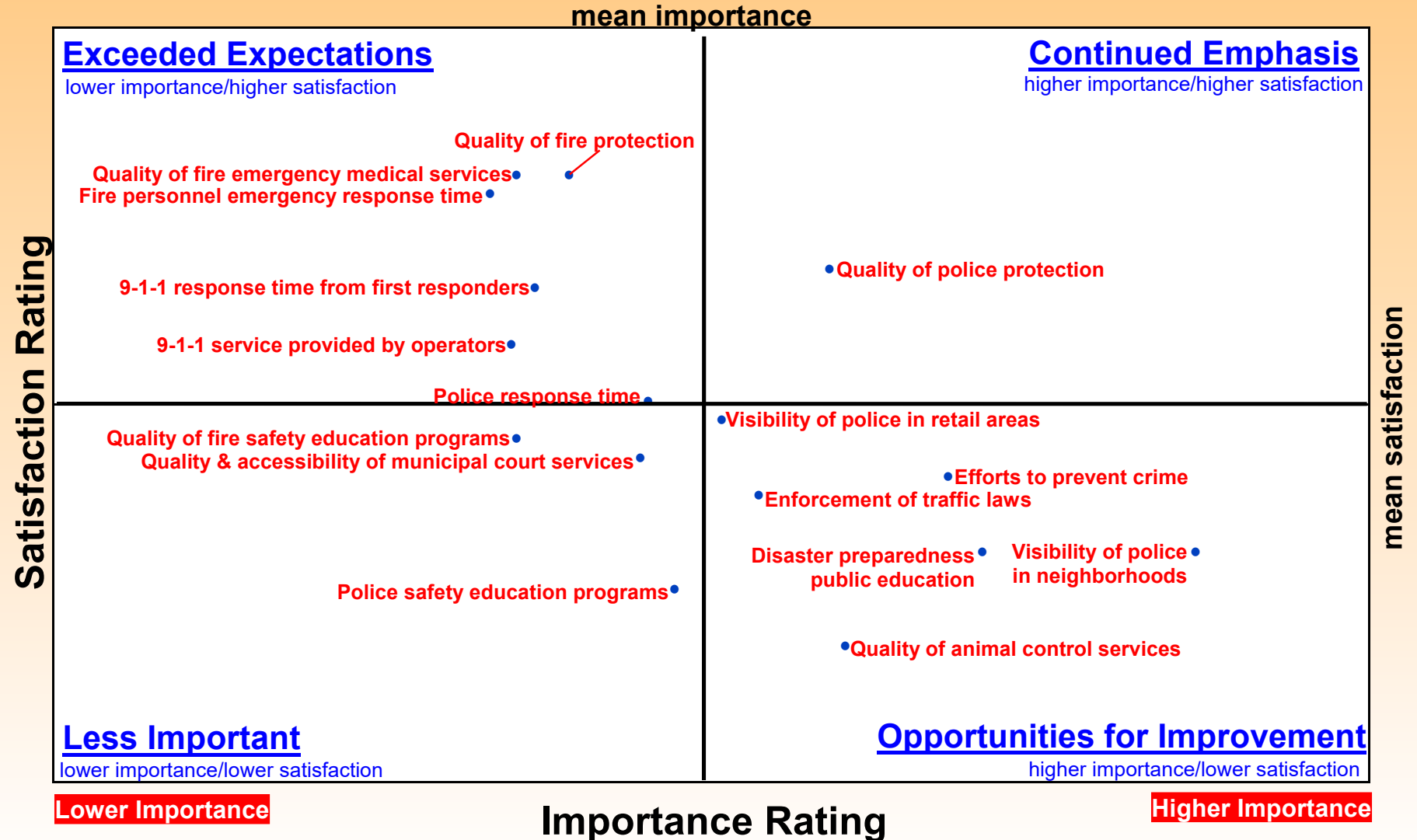
Source: ETC Institute (2019)

ETC Institute (2019)

City of McAllen 2019 DirectionFinder Survey Importance-Satisfaction Assessment Matrix

-Police, Fire, Emergency Medical Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2019)

Section 4:

Tabular Data

Q1. City Services. Please rate your overall satisfaction with major categories of services provided by McAllen on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of police, fire, & emergency medical services	44.2%	37.0%	9.4%	2.0%	0.7%	6.7%
Q1-2. Overall quality of City parks & recreation programs & facilities	35.7%	41.9%	12.2%	6.9%	1.2%	2.0%
Q1-3. Overall maintenance of City streets, buildings & facilities	21.8%	40.7%	21.3%	9.7%	4.2%	2.2%
Q1-4. Overall quality of City water & sewer utilities	27.5%	42.4%	16.1%	6.7%	5.0%	2.2%
Q1-5. Overall enforcement of City codes & ordinances	20.3%	36.5%	20.6%	8.4%	6.9%	7.2%
Q1-6. Overall quality of customer service you receive from City employees	30.0%	41.2%	18.4%	4.7%	2.0%	3.7%
Q1-7. Overall effectiveness of City communication with the public	21.1%	41.4%	21.8%	7.9%	3.0%	4.7%
Q1-8. Overall quality of City's storm water runoff/storm water management system	18.1%	36.0%	17.6%	14.4%	10.2%	3.7%
Q1-9. Overall flow of traffic & congestion management in City	11.2%	27.8%	22.6%	23.1%	13.4%	2.0%
Q1-10. Overall quality of City's solid waste system (trash, recycling, yard waste)	35.2%	40.9%	13.6%	6.5%	2.0%	1.7%

WITHOUT "DON'T KNOW"

Q1. City Services. Please rate your overall satisfaction with major categories of services provided by McAllen on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police, fire, & emergency medical services	47.3%	39.6%	10.1%	2.1%	0.8%
Q1-2. Overall quality of City parks & recreation programs & facilities	36.5%	42.8%	12.4%	7.1%	1.3%
Q1-3. Overall maintenance of City streets, buildings & facilities	22.3%	41.6%	21.8%	9.9%	4.3%
Q1-4. Overall quality of City water & sewer utilities	28.2%	43.4%	16.5%	6.9%	5.1%
Q1-5. Overall enforcement of City codes & ordinances	21.9%	39.3%	22.2%	9.1%	7.5%
Q1-6. Overall quality of customer service you receive from City employees	31.2%	42.8%	19.1%	4.9%	2.1%
Q1-7. Overall effectiveness of City communication with the public	22.1%	43.5%	22.9%	8.3%	3.1%
Q1-8. Overall quality of City's storm water runoff/storm water management system	18.8%	37.4%	18.3%	14.9%	10.6%
Q1-9. Overall flow of traffic & congestion management in City	11.4%	28.4%	23.0%	23.5%	13.7%
Q1-10. Overall quality of City's solid waste system (trash, recycling, yard waste)	35.9%	41.7%	13.9%	6.6%	2.0%

Q2. Which THREE of the major categories of City services do you think should receive the most emphasis from City leaders over the next TWO years?

Q2. Top choice	Number	Percent
Overall quality of police, fire, & emergency medical services	33	8.2 %
Overall quality of City parks & recreation programs & facilities	17	4.2 %
Overall maintenance of City streets, buildings & facilities	56	13.9 %
Overall quality of City water & sewer utilities	35	8.7 %
Overall enforcement of City codes & ordinances	17	4.2 %
Overall quality of customer service you receive from City employees	6	1.5 %
Overall effectiveness of City communication with the public	9	2.2 %
Overall quality of City's storm water runoff/storm water management system	68	16.9 %
Overall flow of traffic & congestion management in City	93	23.1 %
Overall quality of City's solid waste system (trash, recycling, yard waste)	14	3.5 %
None chosen	55	13.6 %
Total	403	100.0 %

Q2. Which THREE of the major categories of City services do you think should receive the most emphasis from City leaders over the next TWO years?

Q2. 2nd choice	Number	Percent
Overall quality of police, fire, & emergency medical services	23	5.7 %
Overall quality of City parks & recreation programs & facilities	28	6.9 %
Overall maintenance of City streets, buildings & facilities	54	13.4 %
Overall quality of City water & sewer utilities	18	4.5 %
Overall enforcement of City codes & ordinances	22	5.5 %
Overall quality of customer service you receive from City employees	9	2.2 %
Overall effectiveness of City communication with the public	17	4.2 %
Overall quality of City's storm water runoff/storm water management system	63	15.6 %
Overall flow of traffic & congestion management in City	69	17.1 %
Overall quality of City's solid waste system (trash, recycling, yard waste)	25	6.2 %
None chosen	75	18.6 %
Total	403	100.0 %

Q2. Which THREE of the major categories of City services do you think should receive the most emphasis from City leaders over the next TWO years?

Q2. 3rd choice	Number	Percent
Overall quality of police, fire, & emergency medical services	20	5.0 %
Overall quality of City parks & recreation programs & facilities	29	7.2 %
Overall maintenance of City streets, buildings & facilities	54	13.4 %
Overall quality of City water & sewer utilities	22	5.5 %
Overall enforcement of City codes & ordinances	26	6.5 %
Overall quality of customer service you receive from City employees	15	3.7 %
Overall effectiveness of City communication with the public	21	5.2 %
Overall quality of City's storm water runoff/storm water management system	36	8.9 %
Overall flow of traffic & congestion management in City	51	12.7 %
Overall quality of City's solid waste system (trash, recycling, yard waste)	35	8.7 %
None chosen	94	23.3 %
Total	403	100.0 %

SUM OF TOP 3 CHOICES

Q2. Which THREE of the major categories of City services do you think should receive the most emphasis from City leaders over the next TWO years? (top 3)

Q2. Sum of top 3 choices	Number	Percent
Overall quality of police, fire, & emergency medical services	76	18.9 %
Overall quality of City parks & recreation programs & facilities	74	18.4 %
Overall maintenance of City streets, buildings & facilities	164	40.7 %
Overall quality of City water & sewer utilities	75	18.6 %
Overall enforcement of City codes & ordinances	65	16.1 %
Overall quality of customer service you receive from City employees	30	7.4 %
Overall effectiveness of City communication with the public	47	11.7 %
Overall quality of City's storm water runoff/storm water management system	167	41.4 %
Overall flow of traffic & congestion management in City	213	52.9 %
Overall quality of City's solid waste system (trash, recycling, yard waste)	74	18.4 %
None chosen	55	13.6 %
Total	1040	

Q3. Perceptions. Several items that may influence your perception of McAllen are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. McAllen as a place to live	54.3%	33.7%	8.2%	1.2%	0.5%	2.0%
Q3-2. McAllen as a place to raise children	51.6%	31.5%	10.4%	2.5%	0.7%	3.2%
Q3-3. McAllen as a place to work	40.9%	33.7%	13.9%	4.2%	2.7%	4.5%
Q3-4. McAllen as a place to retire	42.2%	31.3%	16.4%	3.5%	1.7%	5.0%
Q3-5. Overall image of McAllen	41.9%	40.4%	11.4%	2.7%	1.2%	2.2%
Q3-6. Overall quality of life in McAllen	40.7%	41.7%	11.9%	3.0%	0.5%	2.2%
Q3-7. Overall appearance of McAllen	35.5%	42.4%	11.4%	7.9%	0.2%	2.5%
Q3-8. McAllen as a welcoming community for people of diverse backgrounds	37.0%	39.0%	14.6%	4.0%	2.0%	3.5%
Q3-9. Overall quality of leadership provided by McAllen's elected officials	24.3%	33.7%	24.8%	9.4%	3.2%	4.5%
Q3-10. Overall effectiveness of City management	23.6%	37.7%	23.8%	7.4%	2.5%	5.0%

WITHOUT "DON'T KNOW"

Q3. Perceptions. Several items that may influence your perception of McAllen are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. McAllen as a place to live	55.4%	34.4%	8.4%	1.3%	0.5%
Q3-2. McAllen as a place to raise children	53.3%	32.6%	10.8%	2.6%	0.8%
Q3-3. McAllen as a place to work	42.9%	35.3%	14.5%	4.4%	2.9%
Q3-4. McAllen as a place to retire	44.4%	32.9%	17.2%	3.7%	1.8%
Q3-5. Overall image of McAllen	42.9%	41.4%	11.7%	2.8%	1.3%
Q3-6. Overall quality of life in McAllen	41.6%	42.6%	12.2%	3.0%	0.5%
Q3-7. Overall appearance of McAllen	36.4%	43.5%	11.7%	8.1%	0.3%
Q3-8. McAllen as a welcoming community for people of diverse backgrounds	38.3%	40.4%	15.2%	4.1%	2.1%
Q3-9. Overall quality of leadership provided by McAllen's elected officials	25.5%	35.3%	26.0%	9.9%	3.4%
Q3-10. Overall effectiveness of City management	24.8%	39.7%	25.1%	7.8%	2.6%

Q4. Maintenance. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following services provided by the City.

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Condition of major City streets	24.1%	44.7%	15.9%	11.2%	1.7%	2.5%
Q4-2. Condition of streets in your neighborhood	23.6%	40.7%	15.1%	11.7%	6.0%	3.0%
Q4-3. Condition of sidewalks in your neighborhood	19.4%	33.3%	19.6%	13.6%	8.4%	5.7%
Q4-4. Timing of traffic signals on City streets	12.7%	39.2%	21.1%	16.6%	6.2%	4.2%
Q4-5. Traffic flow on major City streets	12.2%	31.8%	21.1%	21.6%	10.2%	3.2%
Q4-6. Pedestrian accessibility (City's sidewalk system/network; number/availability of sidewalks)	14.9%	35.0%	22.1%	15.4%	8.4%	4.2%
Q4-7. Appearance & condition of City medians, right-of-ways & public areas	19.1%	41.9%	23.3%	7.7%	4.7%	3.2%
Q4-8. Adequacy of City street lighting	16.6%	37.0%	24.3%	14.4%	5.2%	2.5%
Q4-9. Condition of pavement markings on City streets	18.9%	42.4%	18.4%	13.4%	3.2%	3.7%
Q4-10. Overall cleanliness of streets & public areas	22.1%	45.7%	18.1%	8.7%	3.0%	2.5%
Q4-11. Condition of landscaping along public streets	21.6%	43.4%	20.8%	8.2%	2.5%	3.5%

WITHOUT "DON'T KNOW"

Q4. Maintenance. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following services provided by the City. (without "don't know")

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Condition of major City streets	24.7%	45.8%	16.3%	11.5%	1.8%
Q4-2. Condition of streets in your neighborhood	24.3%	41.9%	15.6%	12.0%	6.1%
Q4-3. Condition of sidewalks in your neighborhood	20.5%	35.3%	20.8%	14.5%	8.9%
Q4-4. Timing of traffic signals on City streets	13.2%	40.9%	22.0%	17.4%	6.5%
Q4-5. Traffic flow on major City streets	12.6%	32.8%	21.8%	22.3%	10.5%
Q4-6. Pedestrian accessibility (City's sidewalk system/network; number/availability of sidewalks)	15.5%	36.5%	23.1%	16.1%	8.8%
Q4-7. Appearance & condition of City medians, right-of-ways & public areas	19.7%	43.3%	24.1%	7.9%	4.9%
Q4-8. Adequacy of City street lighting	17.0%	37.9%	24.9%	14.8%	5.3%
Q4-9. Condition of pavement markings on City streets	19.6%	44.1%	19.1%	13.9%	3.4%
Q4-10. Overall cleanliness of streets & public areas	22.6%	46.8%	18.6%	8.9%	3.1%
Q4-11. Condition of landscaping along public streets	22.4%	45.0%	21.6%	8.5%	2.6%

Q5. Which TWO of the City maintenance services listed in Question 4 do you think should receive the most emphasis from City leaders over the next TWO years?

Q5. Top choice	Number	Percent
Condition of major City streets	38	9.4 %
Condition of streets in your neighborhood	55	13.6 %
Condition of sidewalks in your neighborhood	28	6.9 %
Timing of traffic signals on City streets	42	10.4 %
Traffic flow on major City streets	89	22.1 %
Pedestrian accessibility (City's sidewalk system/network	26	6.5 %
Appearance & condition of City medians, right-of-ways & public areas	11	2.7 %
Adequacy of City street lighting	28	6.9 %
Condition of pavement markings on City streets	7	1.7 %
Overall cleanliness of streets & public areas	12	3.0 %
Condition of landscaping along public streets	14	3.5 %
None chosen	53	13.2 %
Total	403	100.0 %

Q5. Which TWO of the City maintenance services listed in Question 4 do you think should receive the most emphasis from City leaders over the next TWO years?

Q5. 2nd choice	Number	Percent
Condition of major City streets	18	4.5 %
Condition of streets in your neighborhood	17	4.2 %
Condition of sidewalks in your neighborhood	33	8.2 %
Timing of traffic signals on City streets	44	10.9 %
Traffic flow on major City streets	51	12.7 %
Pedestrian accessibility (City's sidewalk system/network	39	9.7 %
Appearance & condition of City medians, right-of-ways & public areas	19	4.7 %
Adequacy of City street lighting	48	11.9 %
Condition of pavement markings on City streets	14	3.5 %
Overall cleanliness of streets & public areas	30	7.4 %
Condition of landscaping along public streets	17	4.2 %
None chosen	73	18.1 %
Total	403	100.0 %

SUM OF TOP 2 CHOICES**Q5. Which TWO of the City maintenance services listed in Question 4 do you think should receive the most emphasis from City leaders over the next TWO years? (top 2)**

Q5. Sum of top 2 choices	Number	Percent
Condition of major City streets	56	13.9 %
Condition of streets in your neighborhood	72	17.9 %
Condition of sidewalks in your neighborhood	61	15.1 %
Timing of traffic signals on City streets	86	21.3 %
Traffic flow on major City streets	140	34.7 %
Pedestrian accessibility (City's sidewalk system/network	65	16.1 %
Appearance & condition of City medians, right-of-ways & public areas	30	7.4 %
Adequacy of City street lighting	76	18.9 %
Condition of pavement markings on City streets	21	5.2 %
Overall cleanliness of streets & public areas	42	10.4 %
Condition of landscaping along public streets	31	7.7 %
None chosen	53	13.2 %
Total	733	

Q6. Police, Fire, and Emergency Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following public safety services provided by the City of McAllen.

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Quality of police protection	40.0%	39.0%	13.2%	4.0%	0.7%	3.2%
Q6-2. Visibility of police in neighborhoods	28.3%	36.5%	19.1%	10.4%	4.0%	1.7%
Q6-3. Visibility of police in retail areas	27.3%	44.2%	19.1%	5.7%	1.0%	2.7%
Q6-4. Police response time	31.0%	33.3%	16.6%	5.5%	0.7%	12.9%
Q6-5. Efforts to prevent crime	27.8%	37.2%	21.6%	4.2%	2.0%	7.2%
Q6-6. Police safety education programs	24.1%	29.5%	25.1%	4.2%	1.0%	16.1%
Q6-7. Enforcement of traffic laws	27.8%	36.5%	18.1%	7.9%	3.7%	6.0%
Q6-8. Quality of animal control services	23.3%	33.0%	22.3%	7.9%	5.5%	7.9%
Q6-9. Quality & accessibility of municipal court services (i.e. traffic, collection, fines)	22.8%	36.2%	19.9%	3.2%	1.2%	16.6%
Q6-10. Quality of fire protection	37.2%	37.5%	11.4%	1.2%	0.2%	12.4%
Q6-11. Quality of fire emergency medical services	37.0%	38.5%	10.9%	1.2%	0.5%	11.9%
Q6-12. Fire personnel emergency response time	36.2%	35.5%	11.2%	1.5%	0.2%	15.4%
Q6-13. Quality of fire safety education programs	26.3%	31.3%	19.9%	2.2%	0.5%	19.9%
Q6-14. 9-1-1 service provided by operators	32.0%	31.3%	14.6%	2.7%	0.7%	18.6%
Q6-15. 9-1-1 response time from first responders: ambulance, fire, police	32.3%	32.5%	13.4%	2.5%	0.7%	18.6%
Q6-16. Disaster preparedness public education	21.6%	35.0%	19.6%	7.4%	2.0%	14.4%

WITHOUT "DON'T KNOW"

Q6. Police, Fire, and Emergency Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following public safety services provided by the City of McAllen. (without "don't know")

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Quality of police protection	41.3%	40.3%	13.6%	4.1%	0.8%
Q6-2. Visibility of police in neighborhoods	28.8%	37.1%	19.4%	10.6%	4.0%
Q6-3. Visibility of police in retail areas	28.1%	45.4%	19.6%	5.9%	1.0%
Q6-4. Police response time	35.6%	38.2%	19.1%	6.3%	0.9%
Q6-5. Efforts to prevent crime	29.9%	40.1%	23.3%	4.5%	2.1%
Q6-6. Police safety education programs	28.7%	35.2%	29.9%	5.0%	1.2%
Q6-7. Enforcement of traffic laws	29.6%	38.8%	19.3%	8.4%	4.0%
Q6-8. Quality of animal control services	25.3%	35.8%	24.3%	8.6%	5.9%
Q6-9. Quality & accessibility of municipal court services (i.e. traffic, collection, fines)	27.4%	43.5%	23.8%	3.9%	1.5%
Q6-10. Quality of fire protection	42.5%	42.8%	13.0%	1.4%	0.3%
Q6-11. Quality of fire emergency medical services	42.0%	43.7%	12.4%	1.4%	0.6%
Q6-12. Fire personnel emergency response time	42.8%	41.9%	13.2%	1.8%	0.3%
Q6-13. Quality of fire safety education programs	32.8%	39.0%	24.8%	2.8%	0.6%
Q6-14. 9-1-1 service provided by operators	39.3%	38.4%	18.0%	3.4%	0.9%
Q6-15. 9-1-1 response time from first responders: ambulance, fire, police	39.6%	39.9%	16.5%	3.0%	0.9%
Q6-16. Disaster preparedness public education	25.2%	40.9%	22.9%	8.7%	2.3%

Q7. Which TWO of the public safety services items listed in Question 6 do you think should receive the most emphasis from City leaders over the next TWO years?

Q7. Top choice	Number	Percent
Quality of police protection	44	10.9 %
Visibility of police in neighborhoods	67	16.6 %
Visibility of police in retail areas	12	3.0 %
Police response time	12	3.0 %
Efforts to prevent crime	34	8.4 %
Police safety education programs	15	3.7 %
Enforcement of traffic laws	23	5.7 %
Quality of animal control services	26	6.5 %
Quality & accessibility of municipal court services (i.e. traffic, collection, fines)	11	2.7 %
Quality of fire protection	2	0.5 %
Quality of fire emergency medical services	2	0.5 %
Quality of fire safety education programs	1	0.2 %
9-1-1 service provided by operators	4	1.0 %
9-1-1 response time from first responders: ambulance, fire, police	5	1.2 %
Disaster preparedness public education	43	10.7 %
None chosen	102	25.3 %
Total	403	100.0 %

Q7. Which TWO of the public safety services items listed in Question 6 do you think should receive the most emphasis from City leaders over the next TWO years?

Q7. 2nd choice	Number	Percent
Quality of police protection	11	2.7 %
Visibility of police in neighborhoods	44	10.9 %
Visibility of police in retail areas	26	6.5 %
Police response time	15	3.7 %
Efforts to prevent crime	39	9.7 %
Police safety education programs	16	4.0 %
Enforcement of traffic laws	21	5.2 %
Quality of animal control services	31	7.7 %
Quality & accessibility of municipal court services (i.e. traffic, collection, fines)	15	3.7 %
Quality of fire protection	13	3.2 %
Quality of fire emergency medical services	5	1.2 %
Fire personnel emergency response time	3	0.7 %
Quality of fire safety education programs	6	1.5 %
9-1-1 service provided by operators	2	0.5 %
9-1-1 response time from first responders: ambulance, fire, police	5	1.2 %
Disaster preparedness public education	35	8.7 %
None chosen	116	28.8 %
Total	403	100.0 %

SUM OF TOP 2 CHOICES**Q7. Which TWO of the public safety services items listed in Question 6 do you think should receive the most emphasis from City leaders over the next TWO years? (top 2)**

Q7. Sum of top 2 choice	Number	Percent
Quality of police protection	55	13.6 %
Visibility of police in neighborhoods	111	27.5 %
Visibility of police in retail areas	38	9.4 %
Police response time	27	6.7 %
Efforts to prevent crime	73	18.1 %
Police safety education programs	31	7.7 %
Enforcement of traffic laws	44	10.9 %
Quality of animal control services	57	14.1 %
Quality & accessibility of municipal court services (i.e. traffic, collection, fines)	26	6.5 %
Quality of fire protection	15	3.7 %
Quality of fire emergency medical services	7	1.7 %
Fire personnel emergency response time	3	0.7 %
Quality of fire safety education programs	7	1.7 %
9-1-1 service provided by operators	6	1.5 %
9-1-1 response time from first responders: ambulance, fire, police	10	2.5 %
Disaster preparedness public education	78	19.4 %
None chosen	102	25.3 %
Total	690	

Q8. Feeling of Safety. On a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations.

(N=403)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q8-1. In your neighborhood during the day	52.9%	37.7%	6.2%	1.5%	0.2%	1.5%
Q8-2. In your neighborhood at night	31.0%	41.7%	13.6%	9.2%	2.2%	2.2%
Q8-3. In City's parks, trails, & recreational areas	17.6%	40.2%	26.1%	8.4%	2.2%	5.5%
Q8-4. In commercial & retail areas	23.1%	48.6%	20.8%	3.5%	1.0%	3.0%
Q8-5. Overall in City	25.1%	52.9%	15.6%	4.0%	0.5%	2.0%
Q8-6. Downtown after dark	8.7%	17.6%	23.1%	24.6%	9.7%	16.4%
Q8-7. Traveling by bicycle in McAllen	6.2%	19.1%	25.3%	21.3%	9.7%	18.4%

WITHOUT "DON'T KNOW"**Q8. Feeling of Safety. On a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations. (without "don't know")**

(N=403)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q8-1. In your neighborhood during the day	53.7%	38.3%	6.3%	1.5%	0.3%
Q8-2. In your neighborhood at night	31.7%	42.6%	14.0%	9.4%	2.3%
Q8-3. In City's parks, trails, & recreational areas	18.6%	42.5%	27.6%	8.9%	2.4%
Q8-4. In commercial & retail areas	23.8%	50.1%	21.5%	3.6%	1.0%
Q8-5. Overall in City	25.6%	53.9%	15.9%	4.1%	0.5%
Q8-6. Downtown after dark	10.4%	21.1%	27.6%	29.4%	11.6%
Q8-7. Traveling by bicycle in McAllen	7.6%	23.4%	31.0%	26.1%	11.9%

Q9. Code Enforcement. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following.

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Overall responsiveness of City code enforcement staff	15.4%	31.8%	23.1%	7.7%	2.2%	19.9%
Q9-2. City effort to enforce code violations	14.4%	33.3%	20.3%	10.7%	3.2%	18.1%
Q9-3. Cleanup of debris/litter	19.6%	38.7%	19.6%	12.2%	6.0%	4.0%
Q9-4. Efforts to enforce exterior maintenance & upkeep of residential property	15.9%	29.3%	25.6%	15.6%	6.9%	6.7%
Q9-5. Efforts to identify abandoned or unsecured properties	10.4%	22.1%	31.5%	13.2%	8.7%	14.1%
Q9-6. Efforts to remove dilapidated structures	9.7%	20.6%	32.5%	12.4%	7.2%	17.6%
Q9-7. Enforcement of parking on grass in front yard	12.9%	23.6%	27.3%	14.4%	8.4%	13.4%
Q9-8. Enforcement of weedy lots, abandoned vehicles, graffiti	13.2%	24.3%	25.1%	14.6%	14.4%	8.4%
Q9-9. Cleanliness in your neighborhood	22.6%	35.7%	23.1%	9.9%	5.5%	3.2%
Q9-10. Enforcement of loud music	18.4%	26.8%	26.8%	8.4%	7.7%	11.9%
Q9-11. Degree to which code violations are a problem	12.2%	22.3%	31.8%	8.7%	5.0%	20.1%

WITHOUT "DON'T KNOW"

Q9. Code Enforcement. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following. (without "don't know")

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Overall responsiveness of City code enforcement staff	19.2%	39.6%	28.8%	9.6%	2.8%
Q9-2. City effort to enforce code violations	17.6%	40.6%	24.8%	13.0%	3.9%
Q9-3. Cleanup of debris/litter	20.4%	40.3%	20.4%	12.7%	6.2%
Q9-4. Efforts to enforce exterior maintenance & upkeep of residential property	17.0%	31.4%	27.4%	16.8%	7.4%
Q9-5. Efforts to identify abandoned or unsecured properties	12.1%	25.7%	36.7%	15.3%	10.1%
Q9-6. Efforts to remove dilapidated structures	11.7%	25.0%	39.5%	15.1%	8.7%
Q9-7. Enforcement of parking on grass in front yard	14.9%	27.2%	31.5%	16.6%	9.7%
Q9-8. Enforcement of weedy lots, abandoned vehicles, graffiti	14.4%	26.6%	27.4%	16.0%	15.7%
Q9-9. Cleanliness in your neighborhood	23.3%	36.9%	23.8%	10.3%	5.6%
Q9-10. Enforcement of loud music	20.8%	30.4%	30.4%	9.6%	8.7%
Q9-11. Degree to which code violations are a problem	15.2%	28.0%	39.8%	10.9%	6.2%

Q10. Residential and Neighborhood Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following.

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Quality of residential garbage collection	48.4%	37.7%	6.7%	4.5%	0.2%	2.5%
Q10-2. Quality of residential curbside recycling services	40.7%	38.0%	10.7%	4.7%	1.7%	4.2%
Q10-3. Importance of neighborhood associations	20.1%	25.1%	29.3%	5.0%	1.7%	18.9%

WITHOUT "DON'T KNOW"

Q10. Residential and Neighborhood Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following. (without "don't know")

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Quality of residential garbage collection	49.6%	38.7%	6.9%	4.6%	0.3%
Q10-2. Quality of residential curbside recycling services	42.5%	39.6%	11.1%	4.9%	1.8%
Q10-3. Importance of neighborhood associations	24.8%	30.9%	36.1%	6.1%	2.1%

Q11. Public Works Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following.

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Quality of drinking water	23.6%	39.2%	17.1%	11.4%	5.0%	3.7%
Q11-2. Quality of wastewater services	26.3%	43.9%	18.9%	3.2%	1.7%	6.0%
Q11-3. Quality of drainage infrastructure	20.1%	34.2%	21.1%	14.1%	6.5%	4.0%

WITHOUT "DON'T KNOW"

Q11. Public Works Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following. (without "don't know")

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Quality of drinking water	24.5%	40.7%	17.8%	11.9%	5.2%
Q11-2. Quality of wastewater services	28.0%	46.7%	20.1%	3.4%	1.8%
Q11-3. Quality of drainage infrastructure	20.9%	35.7%	22.0%	14.7%	6.7%

Q12. Parks and Recreation. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following.

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Quality of City parks	28.8%	43.7%	16.1%	5.7%	2.7%	3.0%
Q12-2. Number & location of City parks	28.0%	42.9%	15.9%	6.0%	3.2%	4.0%
Q12-3. Quality of walking & biking trails	28.0%	39.0%	17.1%	9.7%	2.7%	3.5%
Q12-4. Number of walking & biking trails	24.8%	35.7%	19.4%	11.7%	4.7%	3.7%
Q12-5. Amount, quality & condition of swimming pools & splash parks	16.4%	29.8%	22.8%	11.2%	3.0%	16.9%
Q12-6. Quality of City sponsored events & activities	21.1%	38.7%	23.8%	5.0%	1.5%	9.9%
Q12-7. Quality of youth sports programs	22.1%	35.0%	22.1%	4.0%	1.2%	15.6%
Q12-8. Quality of adult sports programs	16.9%	26.8%	28.0%	6.5%	2.2%	19.6%
Q12-9. Quality of outdoor athletic fields	22.1%	37.7%	22.8%	4.0%	2.2%	11.2%
Q12-10. Quality of picnic, pavilion areas, playgrounds at City parks	21.1%	41.2%	19.1%	10.4%	1.7%	6.5%
Q12-11. Recreational opportunities	19.4%	37.2%	26.3%	6.2%	2.7%	8.2%

WITHOUT "DON'T KNOW"

Q12. Parks and Recreation. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following. (without "don't know")

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Quality of City parks	29.7%	45.0%	16.6%	5.9%	2.8%
Q12-2. Number & location of City parks	29.2%	44.7%	16.5%	6.2%	3.4%
Q12-3. Quality of walking & biking trails	29.0%	40.4%	17.7%	10.0%	2.8%
Q12-4. Number of walking & biking trails	25.8%	37.1%	20.1%	12.1%	4.9%
Q12-5. Amount, quality & condition of swimming pools & splash parks	19.7%	35.8%	27.5%	13.4%	3.6%
Q12-6. Quality of City sponsored events & activities	23.4%	43.0%	26.4%	5.5%	1.7%
Q12-7. Quality of youth sports programs	26.2%	41.5%	26.2%	4.7%	1.5%
Q12-8. Quality of adult sports programs	21.0%	33.3%	34.9%	8.0%	2.8%
Q12-9. Quality of outdoor athletic fields	24.9%	42.5%	25.7%	4.5%	2.5%
Q12-10. Quality of picnic, pavilion areas, playgrounds at City parks	22.5%	44.0%	20.4%	11.1%	1.9%
Q12-11. Recreational opportunities	21.1%	40.5%	28.6%	6.8%	3.0%

Q13. Customer Service. Have you called or visited the City with a question, problem, or complaint during the past year?

Q13. Have you called or visited City with a question, problem, or complaint during past year	Number	Percent
Yes	177	43.9 %
No	226	56.1 %
Total	403	100.0 %

Q13a. How did you contact the City?

Q13a. How did you contact City	Number	Percent
Phone (McAllen 311)	132	74.6 %
Email	18	10.2 %
Social media	7	4.0 %
Website	13	7.3 %
In person	41	23.2 %
Total	211	

Q13b. How easy or difficult was it to address your issue?

Q13b. How easy or difficult was it to address your issue	Number	Percent
Very easy	79	44.6 %
Somewhat easy	53	29.9 %
Difficult	27	15.3 %
Very difficult	13	7.3 %
Don't know	5	2.8 %
Total	177	100.0 %

WITHOUT "DON'T KNOW"**Q13b. How easy or difficult was it to address your issue? (without "don't know")**

Q13b. How easy or difficult was it to address your issue	Number	Percent
Very easy	79	45.9 %
Somewhat easy	53	30.8 %
Difficult	27	15.7 %
Very difficult	13	7.6 %
Total	172	100.0 %

Q14. City Communication. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following.

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Quality of City's website	18.6%	34.7%	22.8%	3.5%	2.0%	18.4%
Q14-2. Quality of City's social media (Twitter, Facebook, etc.)	14.6%	26.8%	24.8%	1.7%	0.7%	31.3%
Q14-3. Availability of information about City services & programs	17.4%	36.0%	23.1%	6.5%	1.0%	16.1%
Q14-4. City's efforts to keep you informed	18.1%	36.5%	23.1%	8.2%	2.5%	11.7%
Q14-5. Level of public involvement in local decision making	12.9%	27.3%	24.8%	13.4%	4.2%	17.4%
Q14-6. Transparency of City government	13.9%	27.5%	25.8%	10.9%	6.0%	15.9%
Q14-7. City's station, MCN	13.2%	25.8%	25.1%	1.7%	1.2%	33.0%

WITHOUT "DON'T KNOW"**Q14. City Communication. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following. (without "don't know")**

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Quality of City's website	22.8%	42.6%	28.0%	4.3%	2.4%
Q14-2. Quality of City's social media (Twitter, Facebook, etc.)	21.3%	39.0%	36.1%	2.5%	1.1%
Q14-3. Availability of information about City services & programs	20.7%	42.9%	27.5%	7.7%	1.2%
Q14-4. City's efforts to keep you informed	20.5%	41.3%	26.1%	9.3%	2.8%
Q14-5. Level of public involvement in local decision making	15.6%	33.0%	30.0%	16.2%	5.1%
Q14-6. Transparency of City government	16.5%	32.7%	30.7%	13.0%	7.1%
Q14-7. City's station, MCN	19.6%	38.5%	37.4%	2.6%	1.9%

Q15. Which of the following are your primary sources of information about City issues, services, and events?

Q15. Your primary sources of information about City
issues, services, & events

	Number	Percent
City website	144	35.7 %
Local newspaper	167	41.4 %
City cable channel (MCN)	54	13.4 %
Radio news programs	97	24.1 %
Television news programs	218	54.1 %
Social networking site (Facebook, Twitter)	119	29.5 %
Word of mouth (friends/neighbors)	157	39.0 %
City emails/press releases	58	14.4 %
Public meetings	30	7.4 %
Other	20	5.0 %
Total	1064	

Q15-10. Other

Q15-10. Other	Number	Percent
Mail	6	31.6 %
Flyers	4	21.1 %
Water bill inserts	2	10.5 %
BANNERS ON 10TH STREET	1	5.3 %
Correo Postal	1	5.3 %
Twitter	1	5.3 %
Brochures in the public library	1	5.3 %
MCALLEN 311 APP	1	5.3 %
NOLANA LIBRARY	1	5.3 %
City newsletters	1	5.3 %
Total	19	100.0 %

Q16. Education. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following.

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Overall quality of your local schools	27.5%	38.5%	14.4%	7.2%	2.7%	9.7%
Q16-2. Overall condition of your local schools	23.3%	37.5%	16.6%	8.7%	4.7%	9.2%

WITHOUT "DON'T KNOW"

Q16. Education. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following. (without "don't know")

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Overall quality of your local schools	30.5%	42.6%	15.9%	8.0%	3.0%
Q16-2. Overall condition of your local schools	25.7%	41.3%	18.3%	9.6%	5.2%

Q17. How often do you experience standing water or ponding in your neighborhood?

Q17. How often do you experience standing water or ponding in your neighborhood	Number	Percent
Every time it rains	65	16.1 %
Sometimes, if it has been raining frequently	101	25.1 %
Rarely, only if it's a major storm event	142	35.2 %
Never, I do not experience standing water or ponding in my neighborhood	86	21.3 %
Not provided	9	2.2 %
Total	403	100.0 %

WITHOUT "NOT PROVIDED"**Q17. How often do you experience standing water or ponding in your neighborhood? (without "not provided")**

Q17. How often do you experience standing water or ponding in your neighborhood	Number	Percent
Every time it rains	65	16.5 %
Sometimes, if it has been raining frequently	101	25.6 %
Rarely, only if it's a major storm event	142	36.0 %
Never, I do not experience standing water or ponding in my neighborhood	86	21.8 %
Total	394	100.0 %

Q18. Have you ever experienced flooding in your home as a result of a weather event?

Q18. Have you ever experienced flooding in your home as a result of a weather event	Number	Percent
Yes	75	18.6 %
No	327	81.1 %
Not provided	1	0.2 %
Total	403	100.0 %

WITHOUT "NOT PROVIDED"**Q18. Have you ever experienced flooding in your home as a result of a weather event? (without "not provided")**

Q18. Have you ever experienced flooding in your home as a result of a weather event	Number	Percent
Yes	75	18.7 %
No	327	81.3 %
Total	402	100.0 %

Q19. Please indicate the location of flooding at your residence as a result of a weather event.

Q19. Location of flooding at your residence as a result of a weather event	Number	Percent
Flooding in driveway or lawn/yard	133	33.0 %
Flooding inside garage	20	5.0 %
Flooding that reached inside house or residence	27	6.7 %
Not applicable	255	63.3 %
Total	435	

Q20. How many years have you lived in McAllen?

Q20. How many years have you lived in McAllen	Number	Percent
0-5	44	10.9 %
6-10	43	10.7 %
11-15	37	9.2 %
16-20	54	13.4 %
21-30	90	22.3 %
31+	135	33.5 %
Total	403	100.0 %

Q21. What is your age?

Q21. Your age	Number	Percent
18-34	76	18.9 %
35-44	78	19.4 %
45-54	78	19.4 %
55-64	79	19.6 %
65+	77	19.1 %
Not provided	15	3.7 %
Total	403	100.0 %

WITHOUT "NOT PROVIDED"**Q21. What is your age? (without "not provided")**

Q21. Your age	Number	Percent
18-34	76	19.6 %
35-44	78	20.1 %
45-54	78	20.1 %
55-64	79	20.4 %
65+	77	19.8 %
Total	388	100.0 %

Q22. Are you or other members of your household of Hispanic or Latino ancestry?

Q22. Are you of Hispanic or Latino ancestry	Number	Percent
Yes	346	85.9 %
No	47	11.7 %
Not provided	10	2.5 %
Total	403	100.0 %

WITHOUT "NOT PROVIDED"**Q22. Are you or other members of your household of Hispanic or Latino ancestry? (without "not provided")**

Q22. Are you of Hispanic or Latino ancestry	Number	Percent
Yes	346	88.0 %
No	47	12.0 %
Total	393	100.0 %

Q23. Which of the following best describes your race/ethnicity?

Q23. Your race/ethnicity	Number	Percent
African American/Black	8	2.0 %
American Indian/Eskimo	9	2.2 %
Caucasian/White	321	79.7 %
Asian/Pacific Islander	12	3.0 %
Other	75	18.6 %
Total	425	

Q23-5. Other

Q23-5. Other	Number	Percent
Hispanic	49	65.3 %
Mexican	8	10.7 %
Latino	6	8.0 %
Hispanic/White	4	5.3 %
Hispanic/Latino	3	4.0 %
Mixed	2	2.7 %
Hispanic/Latino/Mexican	1	1.3 %
Caucasian and Hispanic	1	1.3 %
Caribbean	1	1.3 %
Total	75	100.0 %

Q24. Which of the following best describes your household income?

<u>Q24. What best describes your household income</u>	<u>Number</u>	<u>Percent</u>
Less than \$20K	47	11.7 %
\$20K to \$39,999	60	14.9 %
\$40K to \$59,999	67	16.6 %
\$60K to \$79,999	46	11.4 %
\$80K to \$149,999	98	24.3 %
\$150K+	29	7.2 %
Not provided	56	13.9 %
Total	403	100.0 %

WITHOUT "NOT PROVIDED"**Q24. Which of the following best describes your household income? (without "not provided")**

<u>Q24. What best describes your household income</u>	<u>Number</u>	<u>Percent</u>
Less than \$20K	47	13.5 %
\$20K to \$39,999	60	17.3 %
\$40K to \$59,999	67	19.3 %
\$60K to \$79,999	46	13.3 %
\$80K to \$149,999	98	28.2 %
\$150K+	29	8.4 %
Total	347	100.0 %

Q25. Your gender:

<u>Q25. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	201	49.9 %
Female	199	49.4 %
Not provided	3	0.7 %
Total	403	100.0 %

WITHOUT "NOT PROVIDED"**Q25. Your gender: (without "not provided")**

<u>Q25. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	201	50.3 %
Female	199	49.8 %
Total	400	100.0 %

Q26. How many people are in your household?

<u>Q26. How many people are in your household</u>	<u>Number</u>	<u>Percent</u>
1	25	6.2 %
2	147	36.5 %
3	86	21.3 %
4	66	16.4 %
5	41	10.2 %
6	13	3.2 %
7+	10	2.5 %
Not provided	15	3.7 %
Total	403	100.0 %

WITHOUT "NOT PROVIDED"**Q26. How many people are in your household? (without "not provided")**

<u>Q26. How many people are in your household</u>	<u>Number</u>	<u>Percent</u>
1	25	6.4 %
2	147	37.9 %
3	86	22.2 %
4	66	17.0 %
5	41	10.6 %
6	13	3.4 %
7+	10	2.6 %
Total	388	100.0 %

Section 5:

Survey Instrument



February, 2019

Dear City of McAllen Resident:

The City of McAllen is conducting a survey to find out what you, the citizens, think about the quality of City services.

A survey is conducted every 3 years by the City to assist in making critical decisions that affect a wide range of City services, including police, fire, parks, street maintenance, sidewalk construction, code enforcement, animal control services and many others. To ensure that the City's priorities are aligned with the needs of McAllen residents, you are asked to complete the attached survey conducted independently by ETC Institute.

We realize this survey will take some time to complete, but **every question** is important, and your opinion matters to the City. The time you invest will influence City decisions and impact your community's future. Your responses will also allow City leaders to strengthen service levels as needed to better suit your needs.

Please return the enclosed survey within one week in the provided postage-paid envelope. If you prefer, you can complete the survey online at www.mcallensurvey.org. Another method to complete the survey is by calling us **toll-free at 1-844-811-0411**. If you need assistance with accessibility to the survey, please call us at that number. **Your responses will remain confidential.**

Thank you for your participation.

Sincerely,

**Roel (Roy) Rodriguez, P.E.,
McAllen City Manager**



Febrero, 2019

Estimado residente de la ciudad de McAllen:

La Ciudad de McAllen está realizando una encuesta para averiguar qué piensan ustedes, los ciudadanos, sobre la calidad de los servicios de la Ciudad.

La Ciudad realiza una encuesta cada 3 años para ayudar a tomar decisiones críticas que afectan a una amplia gama de servicios de la Ciudad, como policía, bomberos, parques, mantenimiento de calles, construcción de aceras, cumplimiento de códigos, servicios de control de animales y muchos otros. Para asegurarse de que las prioridades de la Ciudad estén alineadas con las necesidades de los residentes de McAllen, se le solicita que completen la encuesta adjunta realizada independientemente por el Instituto ETC.

Nos damos cuenta de que esta encuesta tardará algún tiempo en completarse, pero **cada pregunta** es importante y su opinión es importante para la Ciudad. El tiempo que invierta influirá en las decisiones de la Ciudad e impactará el futuro de su comunidad. Sus respuestas también permitirán a los líderes de la Ciudad fortalecer los niveles de servicio según sea necesario para adaptarse mejor a sus necesidades.

Por favor, devuelva la encuesta adjunta dentro de una semana en el sobre provisto con franqueo pagado. Si lo prefiere, puede completar la encuesta en línea en www.mcallensurvey.org. Otro método para completar la encuesta **es llamándonos gratis al 1-844-811-0411**. Si necesita ayuda con el acceso a la encuesta, llámenos a ese número. Sus respuestas serán confidenciales.

Gracias por su participación.

Sinceramente,

**Roel "Roy" Rodriguez, P.E.,
Administrador de la Ciudad de McAllen**



2019 City of McAllen Citizen Satisfaction Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to involve citizens in long-range planning and investment decisions. If you have questions, please call Greg Townsend at 956-681-1018. Thank you!

1. **City Services.** Please rate your overall satisfaction with major categories of services provided by McAllen on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Major Categories of City Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of police, fire, and emergency medical services	5	4	3	2	1	9
02. Overall quality of city parks and recreation programs and facilities	5	4	3	2	1	9
03. Overall maintenance of city streets, buildings and facilities	5	4	3	2	1	9
04. Overall quality of city water and sewer utilities	5	4	3	2	1	9
05. Overall enforcement of city codes and ordinances	5	4	3	2	1	9
06. Overall quality of customer service you receive from city employees	5	4	3	2	1	9
07. Overall effectiveness of city communication with the public	5	4	3	2	1	9
08. Overall quality of the city's storm water runoff/storm water management system	5	4	3	2	1	9
09. Overall flow of traffic and congestion management in the city	5	4	3	2	1	9
10. Overall quality of the city's solid waste system (trash, recycling, yard waste)	5	4	3	2	1	9

2. **Which THREE of the Major Categories of City Services do you think should receive the most emphasis from city leaders over the next TWO years?** *[Write in your answers below using the numbers from the list in Question 1.]*

1st: _____ 2nd: _____ 3rd: _____

3. **Perceptions.** Several items that may influence your perception of McAllen are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Perceptions of the City	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. McAllen as a place to live	5	4	3	2	1	9
02. McAllen as a place to raise children	5	4	3	2	1	9
03. McAllen as a place to work	5	4	3	2	1	9
04. McAllen as a place to retire	5	4	3	2	1	9
05. Overall image of McAllen	5	4	3	2	1	9
06. Overall quality of life in McAllen	5	4	3	2	1	9
07. Overall appearance of McAllen	5	4	3	2	1	9
08. McAllen as a welcoming community for people of diverse backgrounds	5	4	3	2	1	9
09. The overall quality of leadership provided by McAllen's elected officials	5	4	3	2	1	9
10. The overall effectiveness of city management	5	4	3	2	1	9

4. **Maintenance.** Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied and 1 means "Very Dissatisfied," with the following services provided by the City.

City Maintenance	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Condition of major city streets	5	4	3	2	1	9
02. Condition of streets in your neighborhood	5	4	3	2	1	9
03. Condition of sidewalks in your neighborhood	5	4	3	2	1	9
04. Timing of traffic signals on city streets	5	4	3	2	1	9
05. Traffic flow on major city streets	5	4	3	2	1	9
06. Pedestrian accessibility (The City's sidewalk system/network; number/availability of sidewalks)	5	4	3	2	1	9
07. Appearance and condition of city medians, right-of-ways and public areas	5	4	3	2	1	9
08. Adequacy of city street lighting	5	4	3	2	1	9
09. Condition of pavement markings on city streets	5	4	3	2	1	9
10. Overall cleanliness of streets and public areas	5	4	3	2	1	9
11. Condition of landscaping along public streets	5	4	3	2	1	9

5. **Which TWO of the City Maintenance services listed above do you think should receive the most emphasis from City leaders over the next TWO years?** *[Write in your answers below using the numbers from the list in Question 4.]*

1st: ____ 2nd: ____

6. **Police, Fire, and Emergency Services.** Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of McAllen.

Public Safety Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Quality of police protection	5	4	3	2	1	9
02. Visibility of police in neighborhoods	5	4	3	2	1	9
03. Visibility of police in retail areas	5	4	3	2	1	9
04. Police response time	5	4	3	2	1	9
05. Efforts to prevent crime	5	4	3	2	1	9
06. Police safety education programs	5	4	3	2	1	9
07. Enforcement of traffic laws	5	4	3	2	1	9
08. Quality of animal control services	5	4	3	2	1	9
09. Quality and accessibility of municipal court services (i.e. traffic, collection, fines)	5	4	3	2	1	9
10. Quality of fire protection	5	4	3	2	1	9
11. Quality of fire emergency medical services	5	4	3	2	1	9
12. Fire personnel emergency response time	5	4	3	2	1	9
13. Quality of fire safety education programs	5	4	3	2	1	9
14. 9-1-1 service provided by operators	5	4	3	2	1	9
15. 9-1-1 response time from first responders: ambulance, fire, police	5	4	3	2	1	9
16. Disaster preparedness public education	5	4	3	2	1	9

7. **Which TWO of the Public Safety Services items listed above do you think should receive the most emphasis from city leaders over the next TWO years?** *[Write in your answers below using the numbers from the list in Question 6.]*

1st: ____ 2nd: ____

8. **Feeling of Safety.** On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

Feeling of Safety	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. In your neighborhood during the day	5	4	3	2	1	9
2. In your neighborhood at night	5	4	3	2	1	9
3. In the City's parks, trails, and recreational areas	5	4	3	2	1	9
4. In commercial and retail areas	5	4	3	2	1	9
5. Overall in the City	5	4	3	2	1	9
6. Downtown after dark	5	4	3	2	1	9
7. Traveling by bicycle in McAllen	5	4	3	2	1	9

9. **Code Enforcement.** Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

Enforcement of City Codes and Ordinances	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall responsiveness of city code enforcement staff	5	4	3	2	1	9
02. City effort to enforce code violations	5	4	3	2	1	9
03. Clean-up of debris/litter	5	4	3	2	1	9
04. Efforts to enforce exterior maintenance and upkeep of residential property	5	4	3	2	1	9
05. Efforts to identify abandoned or unsecured properties	5	4	3	2	1	9
06. Efforts to remove dilapidated structures	5	4	3	2	1	9
07. Enforcement of parking on grass in front yard	5	4	3	2	1	9
08. Enforcement of weedy lots, abandoned vehicles, graffiti	5	4	3	2	1	9
09. Cleanliness in your neighborhood	5	4	3	2	1	9
10. Enforcement of loud music	5	4	3	2	1	9
11. Degree to which code violations are a problem	5	4	3	2	1	9

10. **Residential and Neighborhood Services.** Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

Residential and Neighborhood Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Quality of residential garbage collection	5	4	3	2	1	9
2. Quality of residential curbside recycling services	5	4	3	2	1	9
3. Importance of Neighborhood Associations	5	4	3	2	1	9

11. **Public Works Services.** Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

Public Works Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Quality of drinking water	5	4	3	2	1	9
2. Quality of wastewater services	5	4	3	2	1	9
3. Quality of drainage infrastructure	5	4	3	2	1	9

12. **Parks and Recreation.** Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

Parks and Recreation		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Quality of city parks	5	4	3	2	1	9
02.	Number and location of city parks	5	4	3	2	1	9
03.	Quality of walking and biking trails	5	4	3	2	1	9
04.	Number of walking and biking trails	5	4	3	2	1	9
05.	Amount, quality and condition of swimming pools and splash parks	5	4	3	2	1	9
06.	Quality of city sponsored events and activities	5	4	3	2	1	9
07.	Quality of youth sports programs	5	4	3	2	1	9
08.	Quality of adult sports programs	5	4	3	2	1	9
09.	Quality of outdoor athletic fields	5	4	3	2	1	9
10.	Quality of picnic, pavilion areas, playgrounds at city parks	5	4	3	2	1	9
11.	Recreational opportunities	5	4	3	2	1	9

13. **Customer Service.** Have you called or visited the City with a question, problem, or complaint during the past year?

____(1) Yes [Answer Q13a-b.] ____ (2) No [Skip to Q14.]

13a. How did you contact the City?

____(1) Phone (McAllen 311) ____ (3) Social media ____ (5) In person
 ____ (2) E-mail ____ (4) Website

13b. How easy or difficult was it to address your issue?

____(1) Very easy ____ (3) Difficult ____ (9) Don't know
 ____ (2) Somewhat easy ____ (4) Very difficult

14. **City Communication.** Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

Communication		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Quality of the City's website	5	4	3	2	1	9
2.	Quality of the City's social media (Twitter, Facebook, etc.)	5	4	3	2	1	9
3.	Availability of information on City services and programs	5	4	3	2	1	9
4.	City's efforts to keep you informed	5	4	3	2	1	9
5.	Level of public involvement in local decision-making	5	4	3	2	1	9
6.	Transparency of City government	5	4	3	2	1	9
7.	City's station, MCN	5	4	3	2	1	9

15. **Which of the following are your primary sources of information about City issues, services, and events? [Check all that apply.]**

____(01) City website ____ (06) Social networking site (Facebook, Twitter)
 ____ (02) Local newspaper ____ (07) Word of mouth (friends/neighbors)
 ____ (03) City cable channel (MCN) ____ (08) City emails/press releases
 ____ (04) Radio news programs ____ (09) Public meetings
 ____ (05) Television news programs ____ (10) Other: _____

16. **Education.** Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

Education	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of your local schools	5	4	3	2	1	9
2. Overall condition of your local schools	5	4	3	2	1	9

17. **How often do you experience standing water or ponding in your neighborhood?**

____(1) Every time it rains
____(2) Sometimes, if it has been raining frequently
____(3) Rarely, only if it's a major storm event
____(4) Never, I do not experience standing water or ponding in my neighborhood

18. **Have you ever experienced flooding in your home as a result of a weather event?**

____(1) Yes ____ (2) No

19. **Please indicate the location of flooding at your residence as a result of a weather event. If you have never experienced flooding in or around your property, please select Not Applicable. [Check all that apply.]**

____(1) Flooding in the driveway or lawn/yard ____ (3) Flooding that reached inside the house or residence
____(2) Flooding inside the garage ____ (4) Not Applicable

20. **How many years have you lived in McAllen?** ____ years

21. **What is your age?** ____ years

22. **Are you or other members of your household of Hispanic or Latino ancestry?**

____(1) Yes ____ (2) No

23. **Which of the following best describes your race/ethnicity? [Check all that apply.]**

____(1) African American/Black ____ (3) Caucasian/White ____ (5) Other: _____
____(2) American Indian/Eskimo ____ (4) Asian/Pacific Islander

24. **Which of the following best describes your household income?**

____(1) Less than \$20,000 ____ (3) \$40,000 to \$59,999 ____ (5) \$80,000 to \$149,999
____(2) \$20,000 to \$39,999 ____ (4) \$60,000 to \$79,999 ____ (6) \$150,000 or more

25. **Your gender:** ____ (1) Male ____ (2) Female

26. **How many people are in your household?** ____ people

27. **Please list the top 3 things you would like to recommend or suggest to the City for future consideration.**

1. _____
2. _____
3. _____

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having problems with city services. If your address is not correct, please provide the correct information. Thank you.

This concludes the survey. Thank you for your time!
Please return your completed survey in the enclosed postage paid envelope addressed to:

ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061



Encuesta de Satisfacción de los Ciudadanos de la Ciudad de McAllen 2019

Por favor tómese unos minutos para completar esta encuesta. Su aportación es una parte importante del esfuerzo continuo de la Ciudad para involucrar a los ciudadanos en decisiones de planificación e inversión a largo alcance. Si tiene preguntas, favor de llamar a Greg Townsend al 956-681-1018. GRACIAS!

1. **SERVICIOS MUNICIPALES.** Por favor clasifique su satisfacción general con las categorías principales de servicios provistos por McAllen en una escala del 1 al 5 en la cual 5 significa “Muy Satisfecho” y 1 es “Muy Insatisfecho.”

Categorías Principales de Servicios Municipales		Muy Satisfecho	Satisfecho	Neutral	Insatisfecho	Muy Insatisfecho	No Lo Sé
01.	Calidad general de los servicios de policía, bomberos, y los de servicios de emergencias médicas	5	4	3	2	1	9
02.	Calidad general de los parques de la ciudad y programas de recreación e instalaciones	5	4	3	2	1	9
03.	Mantenimiento general de calles, edificios e instalaciones de la ciudad	5	4	3	2	1	9
04.	Calidad general de los servicios de acueductos y alcantarillados	5	4	3	2	1	9
05.	Cumplimiento general de los códigos de la ciudad y ordenanzas	5	4	3	2	1	9
06.	Calidad general del servicio al cliente que usted recibe de los empleados de la ciudad	5	4	3	2	1	9
07.	Efectividad general de las comunicaciones de la ciudad con el público	5	4	3	2	1	9
08.	Calidad general del sistema de manejo de aguas pluviales y escurrimientos de aguas pluviales	5	4	3	2	1	9
09.	Flujo general de tránsito y manejo de congestión en la ciudad	5	4	3	2	1	9
10.	Calidad general del sistema de manejo de desperdicios sólidos (basura, reciclaje, desperdicio de jardín)	5	4	3	2	1	9

2. ¿Cuales TRES de las Categorías Principales de Servicios de la Ciudad cree usted que debe recibir el mayor énfasis de los líderes de la ciudad durante los próximos DOS años? [Escriba sus respuestas abajo usando los números de la lista en la Pregunta 1.]

1^{ra}: _____ 2^{da}: _____ 3^{ra}: _____

3. **PERCEPCIONES.** Varios artículos que pueden influenciar su percepción de McAllen aparecen enumerados abajo. Por favor clasifique su satisfacción con cada artículo en una escala del 1 al 5 en la cual 5 significa “Muy Satisfecho” y 1 es “Muy Insatisfecho.”

Percepciones de la Ciudad		Muy Satisfecho	Satisfecho	Neutral	Insatisfecho	Muy Insatisfecho	No Lo Sé
01.	McAllen como un lugar para vivir	5	4	3	2	1	9
02.	McAllen como un lugar para criar niños	5	4	3	2	1	9
03.	McAllen como un lugar para trabajar	5	4	3	2	1	9
04.	McAllen como un lugar para retirarse	5	4	3	2	1	9
05.	Imagen general de McAllen	5	4	3	2	1	9
06.	Calidad general de vida en McAllen	5	4	3	2	1	9
07.	Apariencia general de McAllen	5	4	3	2	1	9
08.	McAllen como una comunidad acogedora para personas de diversos trasfondos	5	4	3	2	1	9
09.	La calidad general del liderato provisto por los oficiales electos de McAllen	5	4	3	2	1	9
10.	La efectividad general de la administración de la ciudad	5	4	3	2	1	9

4. **MANTENIMIENTO.** Por favor clasifique su satisfacción en una escala del 1 al 5 en la cual 5 significa “Muy Satisfecho” y 1 es “Muy Insatisfecho.” con los siguientes servicios provistos por la Ciudad:

Mantenimiento de la Ciudad		Muy Satisfecho	Satisfecho	Neutral	Insatisfecho	Muy Insatisfecho	No Lo Se
01.	Condición de las calles principales de la ciudad	5	4	3	2	1	9
02.	Condición de las calles en su vecindario	5	4	3	2	1	9
03.	Condición de las aceras en su vecindario	5	4	3	2	1	9
04.	Rítmico de las señales de tránsito en las calles de la ciudad	5	4	3	2	1	9
05.	Flujo de tránsito en las calles principales de la ciudad	5	4	3	2	1	9
06.	Accesibilidad de peatón (El sistema/red de aceras de la ciudad; número/disponibilidad de aceras)	5	4	3	2	1	9
07.	Apariencia y condición de las medianas, derecho de paso y áreas públicas	5	4	3	2	1	9
08.	Adecuación del alumbrado de las calles de la ciudad	5	4	3	2	1	9
09.	Condición de señalamientos en pavimento en calles de la ciudad	5	4	3	2	1	9
10.	Limpieza general de las calles y áreas públicas	5	4	3	2	1	9
11.	Condición de los paisajes a lo largo de las vías públicas	5	4	3	2	1	9

5. ¿Cuales DOS de los Servicios de mantenimiento enumerados arriba cree usted que debe recibir el mayor énfasis de los líderes de la Ciudad durante los próximos Dos años? [Escriba sus respuestas abajo usando los números de la lista en la Pregunta 4.]

1^{ro}: ____ 2^{do}: ____

6. **SERVICIOS DE POLICIA, INCENDIOS Y URGENCIAS.** Por favor clasifique su satisfacción en una escala del 1 al 5 en la cual 5 significa “Muy Satisfecho” y 1 es “Muy Insatisfecho.” con los siguientes servicios provistos por la Ciudad de McAllen:

Servicios de Seguridad Pública		Muy Satisfecho	Satisfecho	Neutral	Insatisfecho	Muy Insatisfecho	No Lo Se
01.	Calidad de protección policiaca	5	4	3	2	1	9
02.	Visibilidad de policía en vecindarios	5	4	3	2	1	9
03.	Visibilidad de policía en áreas de menudeo	5	4	3	2	1	9
04.	Tiempos de respuesta de la policía	5	4	3	2	1	9
05.	Esfuerzos para prevención del crimen	5	4	3	2	1	9
06.	Programas de educación de seguridad policiales	5	4	3	2	1	9
07.	Cumplimiento de leyes de tránsito	5	4	3	2	1	9
08.	Calidad de servicios de control de animales	5	4	3	2	1	9
09.	Calidad y accesibilidad de servicios de corte municipal (ej. Tránsito, cobranza, multas)	5	4	3	2	1	9
10.	Calidad de protección de incendios	5	4	3	2	1	9
11.	Calidad de servicios de urgencias médicas	5	4	3	2	1	9
12.	Tiempos de respuesta para personal de urgencias	5	4	3	2	1	9
13.	Calidad de programas de educación de incendios	5	4	3	2	1	9
14.	Servicio provisto por operadoras de 9-1-1	5	4	3	2	1	9
15.	Tiempos de respuesta de 9-1-1 desde que los servicios de primera respuesta: ambulancia, bomberos, policía	5	4	3	2	1	9
16.	Educación de preparación pública para desastre	5	4	3	2	1	9

7. Cuales DOS de los Servicios de Seguridad Publica enumerados arriba cree usted que debe recibir el mayor énfasis de los líderes de la Ciudad durante los próximos Dos años? [Escriba sus respuestas abajo usando los números de la lista en la Pregunta 6.]

1^{ro}: ____ 2^{do}: ____

8. SENSACIÓN DE SEGURIDAD. En una escala del 1 al 5 en la cual 5 significa “Muy Seguro” y 1 es “Muy Inseguro.” por favor califique cuan seguro se siente usted en las siguientes situaciones:

Sensación de Seguridad	Muy Seguro	Seguro	Neutral	Inseguro	Muy Inseguro	No lo Se
1. En su vecindario durante el día	5	4	3	2	1	9
2. En su vecindario de noche	5	4	3	2	1	9
3. En los parques, caminos y áreas recreativas de la Ciudad	5	4	3	2	1	9
4. En áreas comerciales y de menudeo	5	4	3	2	1	9
5. En general en la Ciudad	5	4	3	2	1	9
6. En el centro tras anochecer	5	4	3	2	1	9
7. Viajando en bicicleta en McAllen	5	4	3	2	1	9

9. CUMPLIMIENTO DE CÓDIGOS. Por favor clasifique su satisfacción en una escala del 1 al 5 en la cual 5 significa “Muy Satisfecho” y 1 es “Muy Insatisfecho,” con los siguientes:

Cumplimiento de Códigos y Ordenanzas de la Ciudad	Muy Satisfecho	Satisfecho	Neutral	Insatisfecho	Muy Insatisfecho	No Lo Sé
01. Capacidad general de reacción del personal de cumplimiento de códigos	5	4	3	2	1	9
02. Esfuerzos de la Ciudad para hacer cumplir violaciones a los códigos de la Ciudad	5	4	3	2	1	9
03. Limpieza de escombros/basura	5	4	3	2	1	9
04. Esfuerzos para hacer cumplir el mantenimiento y cuidado exterior de la propiedad residencial	5	4	3	2	1	9
05. Esfuerzos para identificar propiedades abandonadas o sin trancar	5	4	3	2	1	9
06. Esfuerzos para remover estructuras dilapidadas	5	4	3	2	1	9
07. Hacer cumplir los códigos de estacionamiento sobre el jardín delantero	5	4	3	2	1	9
08. Hacer cumplir los códigos de lotes cubiertos de maleza, vehículos abandonados, graffiti	5	4	3	2	1	9
09. Aseo en su vecindario	5	4	3	2	1	9
10. Cumplimiento de música ruidosa	5	4	3	2	1	9
11. Grado al cual las violaciones de código son un problema	5	4	3	2	1	9

10. SERVICIOS RESIDENCIALES Y DE VECINDARIOS. Por favor clasifique su satisfacción en una escala del 1 al 5 en la cual 5 significa “Muy Satisfecho” y 1 es “Muy Insatisfecho,” con los siguientes:

Servicios Residenciales y de Vecindarios	Muy Satisfecho	Satisfecho	Neutral	Insatisfecho	Muy Insatisfecho	No Lo Sé
1. Calidad del recogido de basura residencial	5	4	3	2	1	9
2. Calidad de servicios de reciclaje en banqueta	5	4	3	2	1	9
3. Importancia de las Asociaciones de Vecindarios	5	4	3	2	1	9

11. SERVICIOS DE OBRAS PÚBLICAS. Por favor clasifique su satisfacción en una escala del 1 al 5 en la cual 5 significa “Muy Satisfecho” y 1 es “Muy Insatisfecho,” con los siguientes:

Servicios de Obras Públicas	Muy Satisfecho	Satisfecho	Neutral	Insatisfecho	Muy Insatisfecho	No Lo Sé
1. Calidad de la agua potable	5	4	3	2	1	9
2. Calidad de los servicios de aguas residuales	5	4	3	2	1	9
3. Calidad de la infraestructura de alcantarillado	5	4	3	2	1	9

12. PARQUES Y RECREOS. Por favor clasifique su satisfacción en una escala del 1 al 5 en la cual 5 significa “Muy Satisfecho” y 1 es “Muy Insatisfecho,” con los siguientes:

Parques y Recreos	Muy Satisfecho	Satisfecho	Neutral	Insatisfecho	Muy Insatisfecho	No Lo Sé
01. Calidad de los parques de la Ciudad	5	4	3	2	1	9
02. Número y ubicación de los parques de la Ciudad	5	4	3	2	1	9
03. Calidad de caminos para andar a pie y en bicicleta	5	4	3	2	1	9
04. Número de caminos para andar a pie y en bicicleta	5	4	3	2	1	9
05. Cantidad, calidad y condición de albercas y parques de chapoteo	5	4	3	2	1	9
06. Calidad de eventos y actividades auspiciadas por la ciudad	5	4	3	2	1	9
07. Calidad de programas deportivos juveniles	5	4	3	2	1	9
08. Calidad de programas deportivos para adultos	5	4	3	2	1	9
09. Calidad de los campos atléticos	5	4	3	2	1	9
10. Calidad de áreas de merienda, pabellones y patios de recreo en parques de la ciudad	5	4	3	2	1	9
11. Oportunidades recreativas	5	4	3	2	1	9

13. Servicio a Clientes. ¿Ha llamado o visitado a la Ciudad con una pregunta, problema o queja durante el pasado año?

____ (1) Si [Contestar P13a-b.] ____ (2) No [Vaya a P14.]

13a. [De ser “Si” a P13.] ¿Cómo contacto a la Ciudad?

____ (1) Teléfono (McAllen 311) ____ (3) Redes Sociales ____ (5) En persona
 ____ (2) Correo electrónico ____ (4) Portal en red

13b. [De ser “Si” a P13.] ¿Cuan fácil o difícil fue atender su asunto?

____ (1) Muy fácil ____ (2) Algo fácil ____ (3) Difícil ____ (4) Muy Difícil ____ (9) No lo Sé

14. Comunicación de la Ciudad. Por favor clasifique su satisfacción en una escala del 1 al 5 en la cual 5 significa “Muy Satisfecho” y 1 es “Muy Insatisfecho,” con los siguientes:

Comunicación	Muy Satisfecho	Satisfecho	Neutral	Insatisfecho	Muy Insatisfecho	No Lo Sé
1. Calidad del portal en red de la Ciudad	5	4	3	2	1	9
2. Calidad de los medios sociales de la Ciudad (Twitter, Facebook, etc.)	5	4	3	2	1	9
3. Disponibilidad de información sobre servicios y programas de la Ciudad	5	4	3	2	1	9
4. Esfuerzos de la Ciudad para mantenerlo informado	5	4	3	2	1	9
5. Nivel de intervención pública en la toma de decisiones local	5	4	3	2	1	9
6. Transparencia del gobierno de la Ciudad	5	4	3	2	1	9
7. Estación de la Ciudad, MCN	5	4	3	2	1	9

15. ¿Cuál de los siguientes es su principal fuente de información sobre asuntos, servicios y eventos de la ciudad? [Marque todos los que apliquen]

____ (01) El portal en red de la Ciudad ____ (06) Sitios de redes sociales (Facebook, Twitter)
 ____ (02) Periódico local ____ (07) Por boca de otros (amigos/vecinos)
 ____ (03) Canal de Cable de la Ciudad (MCN) ____ (08) Correos electrónico/comunicado de prensa de la Ciudad
 ____ (04) Programas noticiosos de radio ____ (09) Reuniones públicas
 ____ (05) Programas noticiosos de Televisión ____ (10) Otro: _____

16. EDUCACIÓN. Por favor clasifique su satisfacción en una escala del 1 al 5 en la cual 5 significa “Muy Satisfecho” y 1 es “Muy Insatisfecho,” con los siguientes:

Educación	Muy Satisfecho	Satisfecho	Neutral	Insatisfecho	Muy Insatisfecho	No Lo Sé
1. Calidad general de sus escuelas locales	5	4	3	2	1	9
2. Condición general de sus escuelas locales	5	4	3	2	1	9

17. ¿Cuán frecuentemente experimenta usted agua estancada o estancamiento en su vecindario?

- ☐ (1) Cada vez que llueve
☐ (2) A veces, si ha estado lloviendo frecuentemente
☐ (3) Raramente, o solo si es un evento de tormenta mayor
☐ (4) Nunca, Yo no he experimentado agua estancada o estancamientos en mi vecindario

18. ¿Alguna vez ha experimentado inundación en su casa como resultado de un evento climático?

- ☐ (1) Si
☐ (2) No

19. Por favor indique el lugar de inundación en su residencia como resultado de un evento climático. Si nunca ha experimentado inundación en o alrededor de su propiedad, por favor seleccione “no aplica”. [Marque todas las que apliquen]

- ☐ (1) Inundación en la entrada o césped/patio
☐ (2) Inundación dentro del garaje
☐ (3) Inundación que alcanzo el interior de la casa o residencia
☐ (4) No Aplica

20. ¿Cuántos años ha vivido usted en McAllen? _____

21. ¿Cuál es su edad? _____ años

22. ¿Es usted o su hogar de ascendencia Hispana o Latina? _____ (1) Si _____ (2) No

23. ¿Cuál de los siguientes mejor describe su raza/etnia? (Marque todas las que apliquen.)

- ☐ (1) Africano Americano/Negro
☐ (2) Indígena Americano/Esquimal
☐ (3) Caucásico/Blanco
☐ (4) Asiático/Nativo de islas del Pacífico
☐ (5) Otro: _____

24. ¿Cuál de los siguientes mejor describe el ingreso de su hogar?

- ☐ (1) Menos de \$20,000
☐ (2) \$20,000 a \$39,999
☐ (3) \$40,000 a \$59,999
☐ (4) \$60,000 a \$79,999
☐ (5) \$80,000 a \$149,999
☐ (6) \$150,000 o más

25. Su género: _____ (1) Masculino _____ (2) Femenino

26. ¿Cuántas personas están en su hogar? _____

27. Por Favor enumere las tres cosas más principales que usted desea recomendar o sugerir a la Ciudad para futura consideración.

- 1) _____
 2) _____
 3) _____

Esto concluye la encuesta. ¡Gracias por su tiempo!

Favor devolver Su Encuesta Completada en el sobre con franqueo pago y dirigido a:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Sus respuestas permanecerán completamente confidenciales. La información impresa a la derecha será solo usada en los EEUU a información impresa identifica cuales áreas de la Ciudad están teniendo problemas con los servicios. Si su dirección no está correcta, favor de proporcionarnos la información correcta. Gracias

2019 City of McAllen Citizen Satisfaction Survey

Appendix A – GIS Maps

...helping organizations make better decisions since 1982

Submitted to McAllen, Texas by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

April 2019



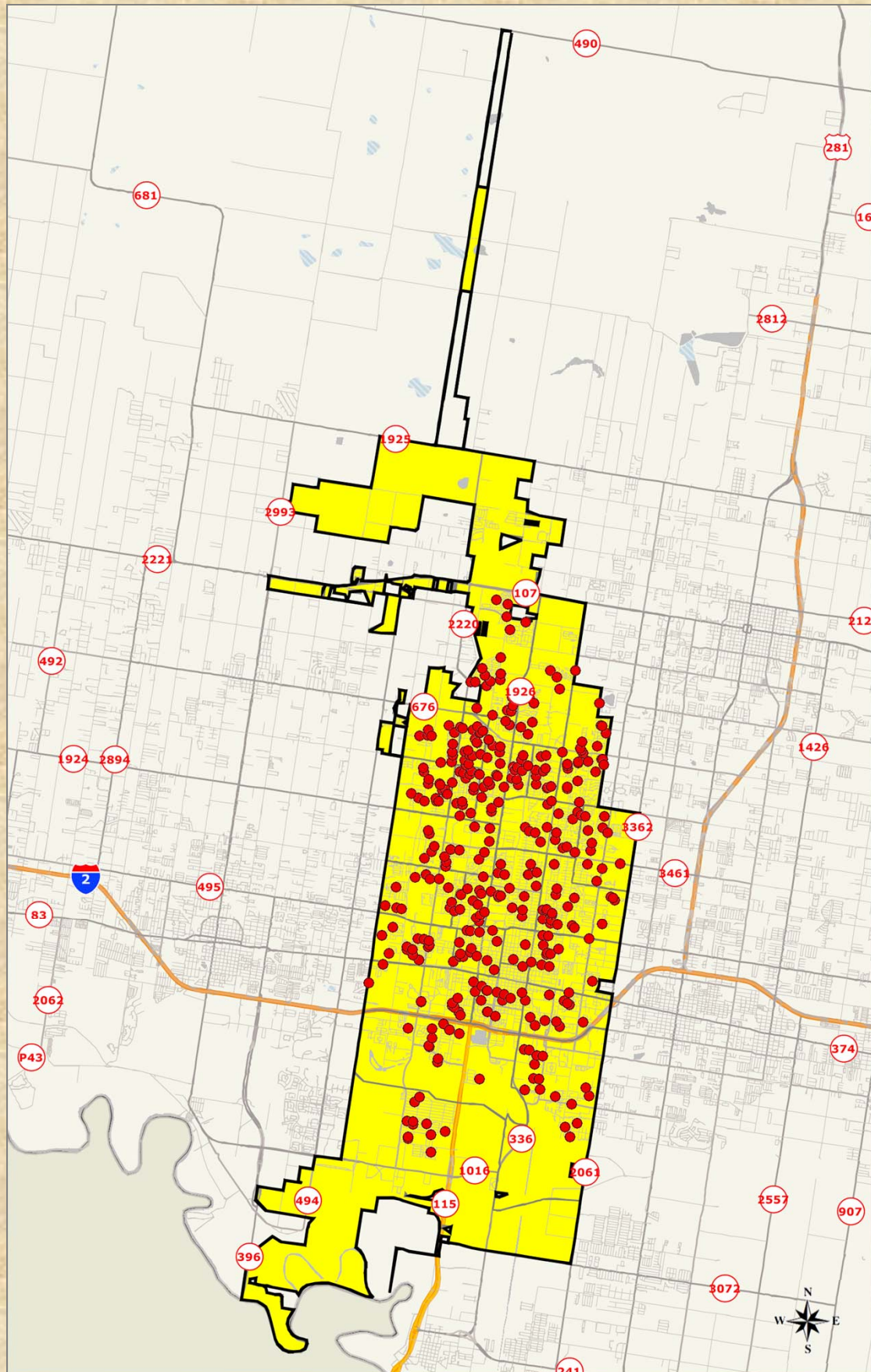
Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

When reading the maps, please use the following color scheme as a guide:

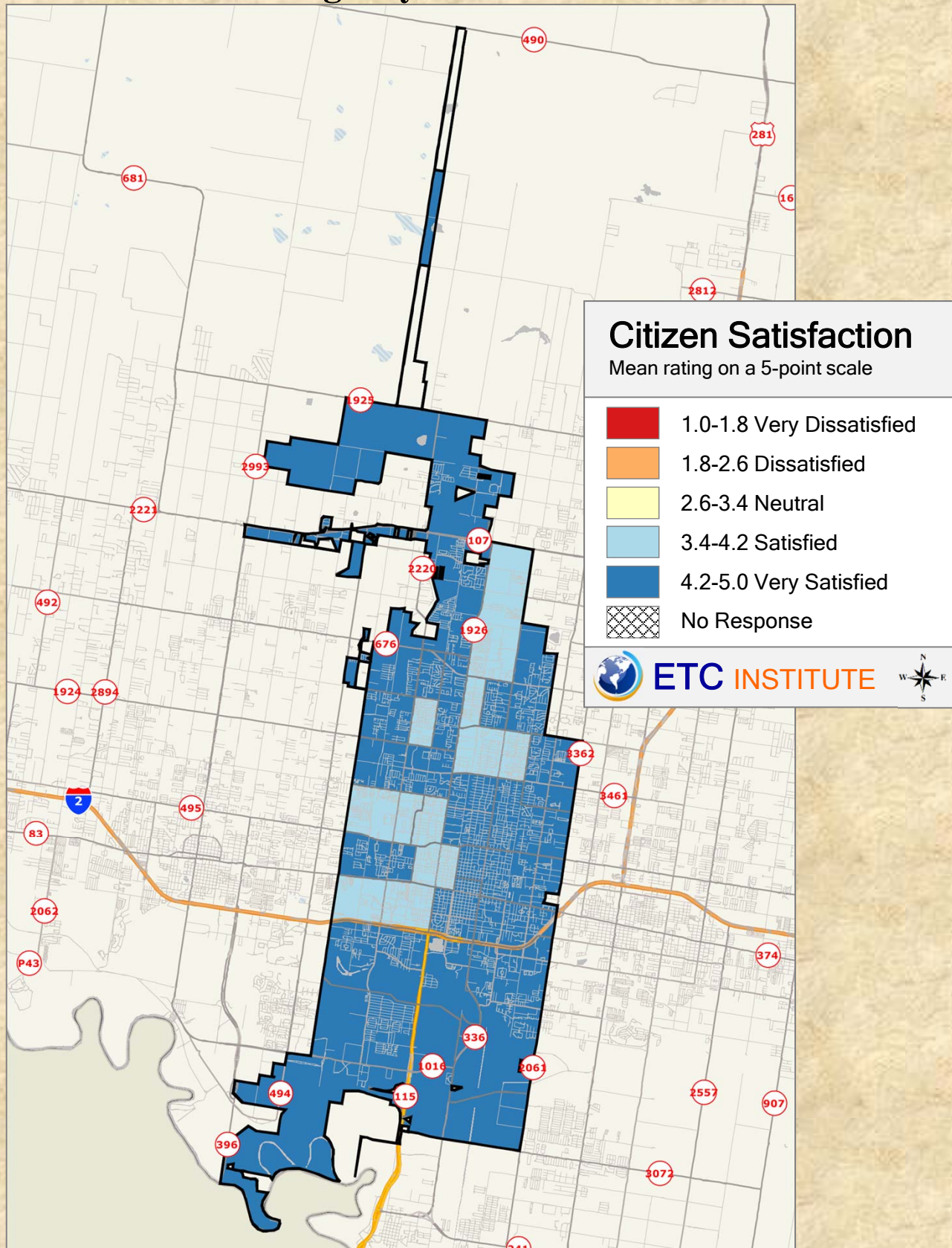
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”

Location of Survey Respondents



2019 City of McAllen Citizen Satisfaction Survey

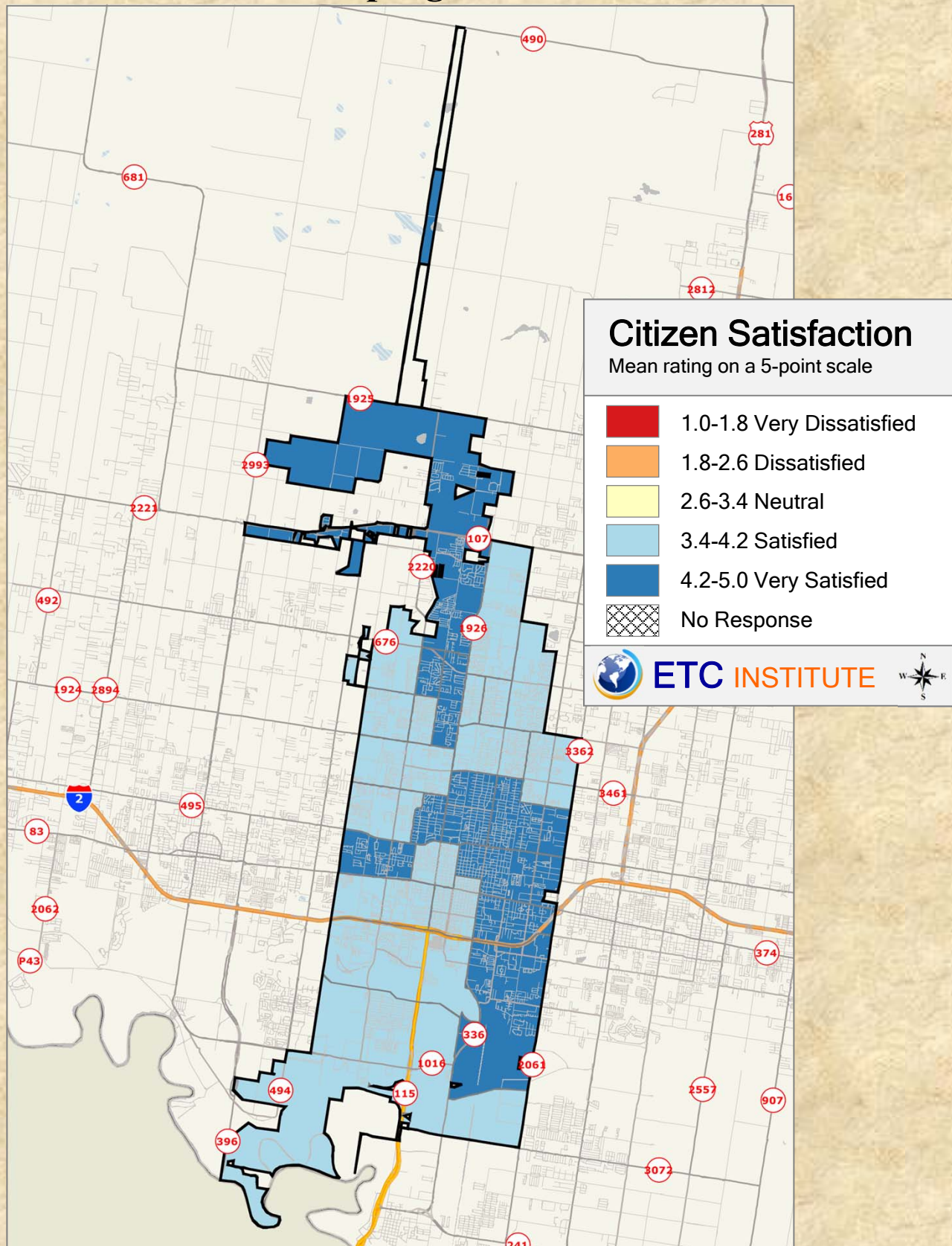
Q1-01 Satisfaction with overall quality of police, fire, and emergency medical services



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

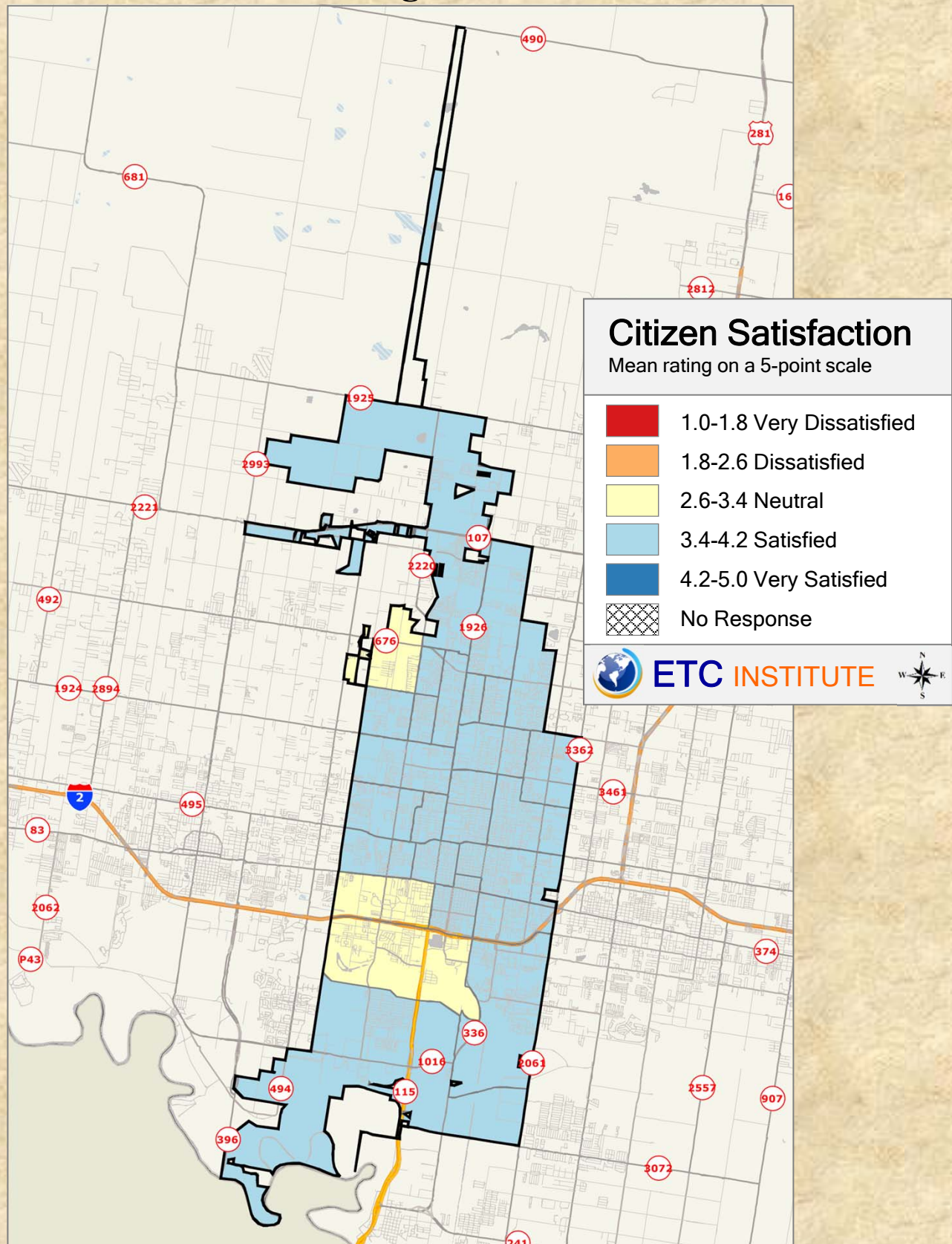
Q1-02 Satisfaction with overall quality of city parks and recreation programs and facilities



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

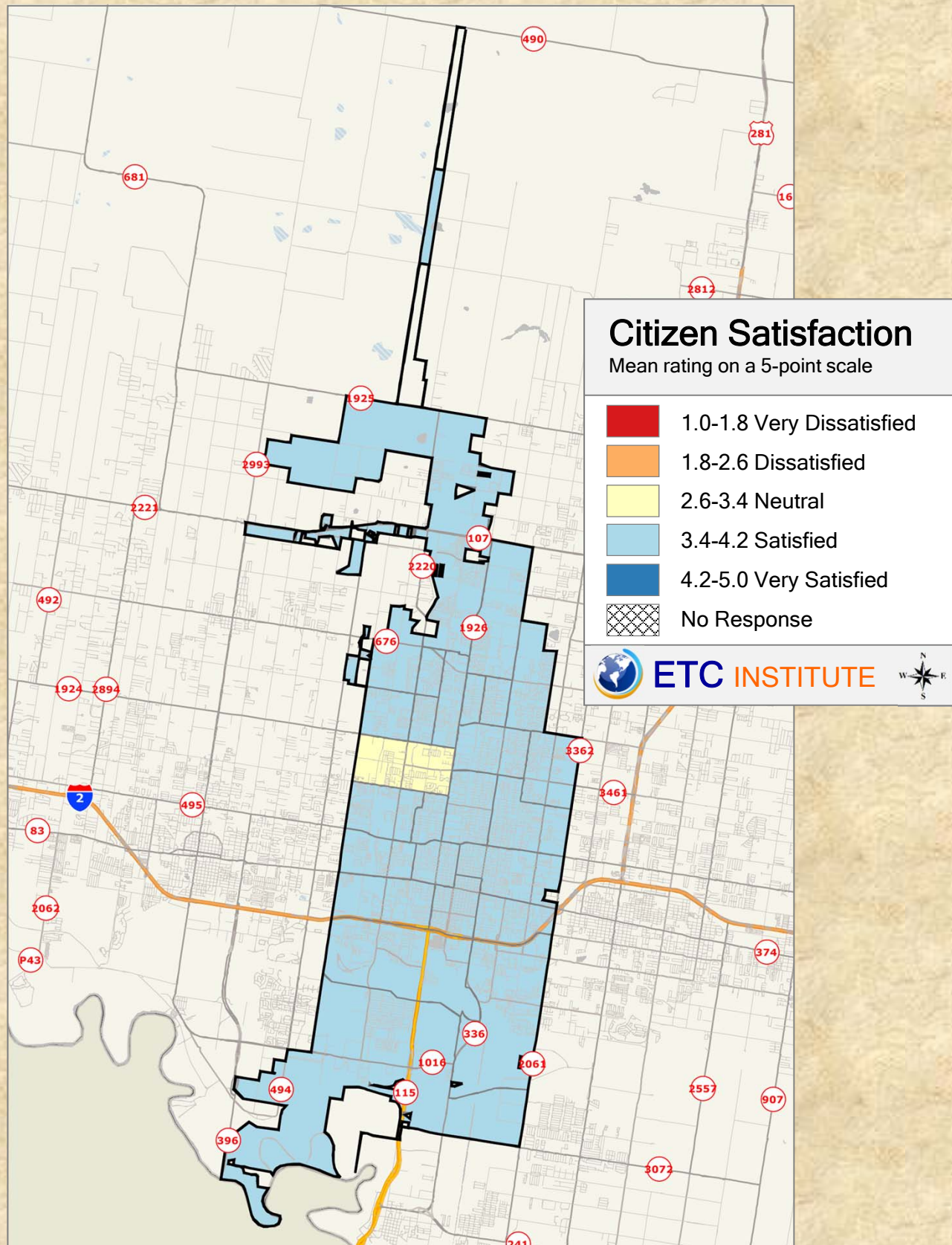
Q1-03 Satisfaction with overall maintenance of city streets, buildings and facilities



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

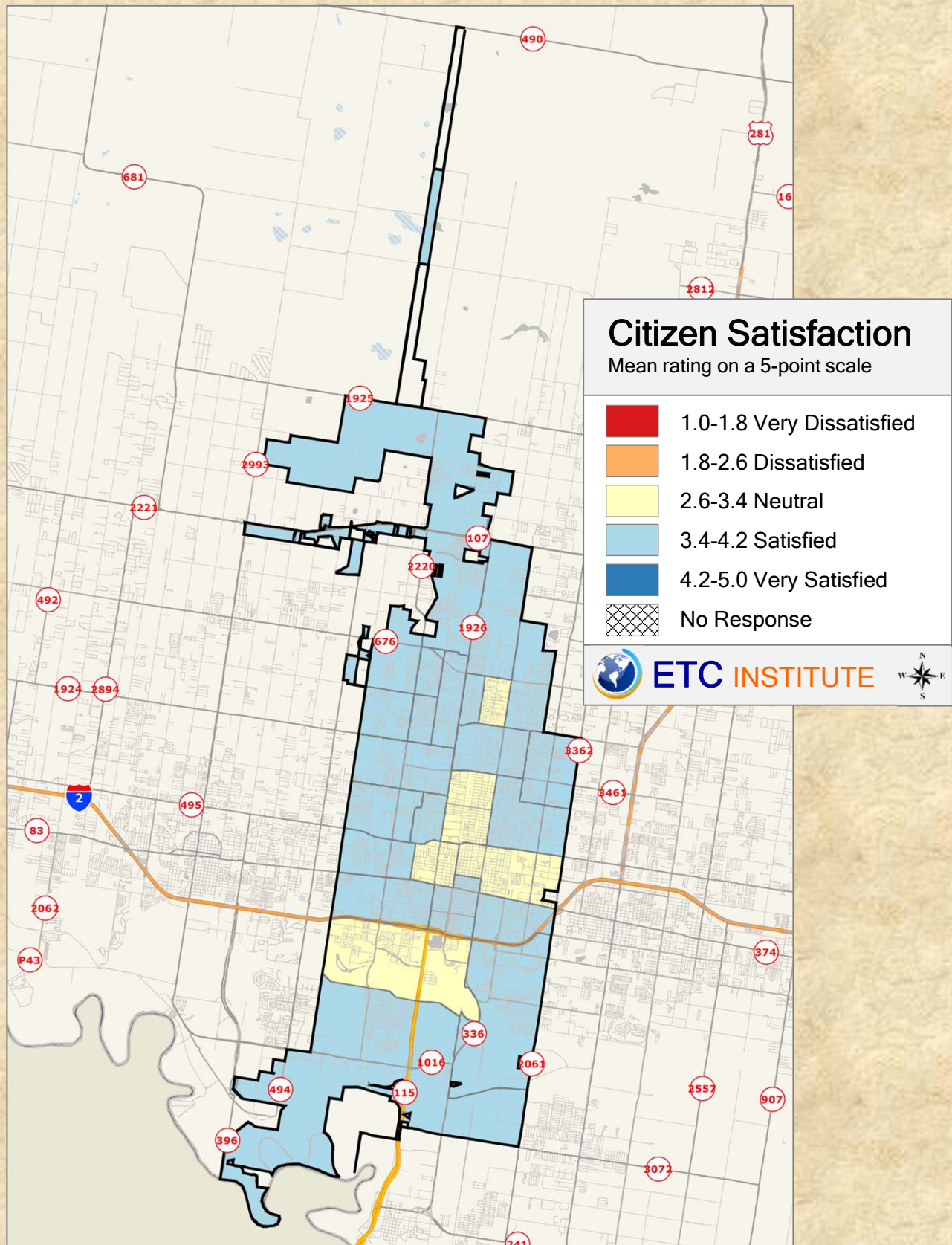
Q1-04 Satisfaction with overall quality of city water and sewer utilities



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

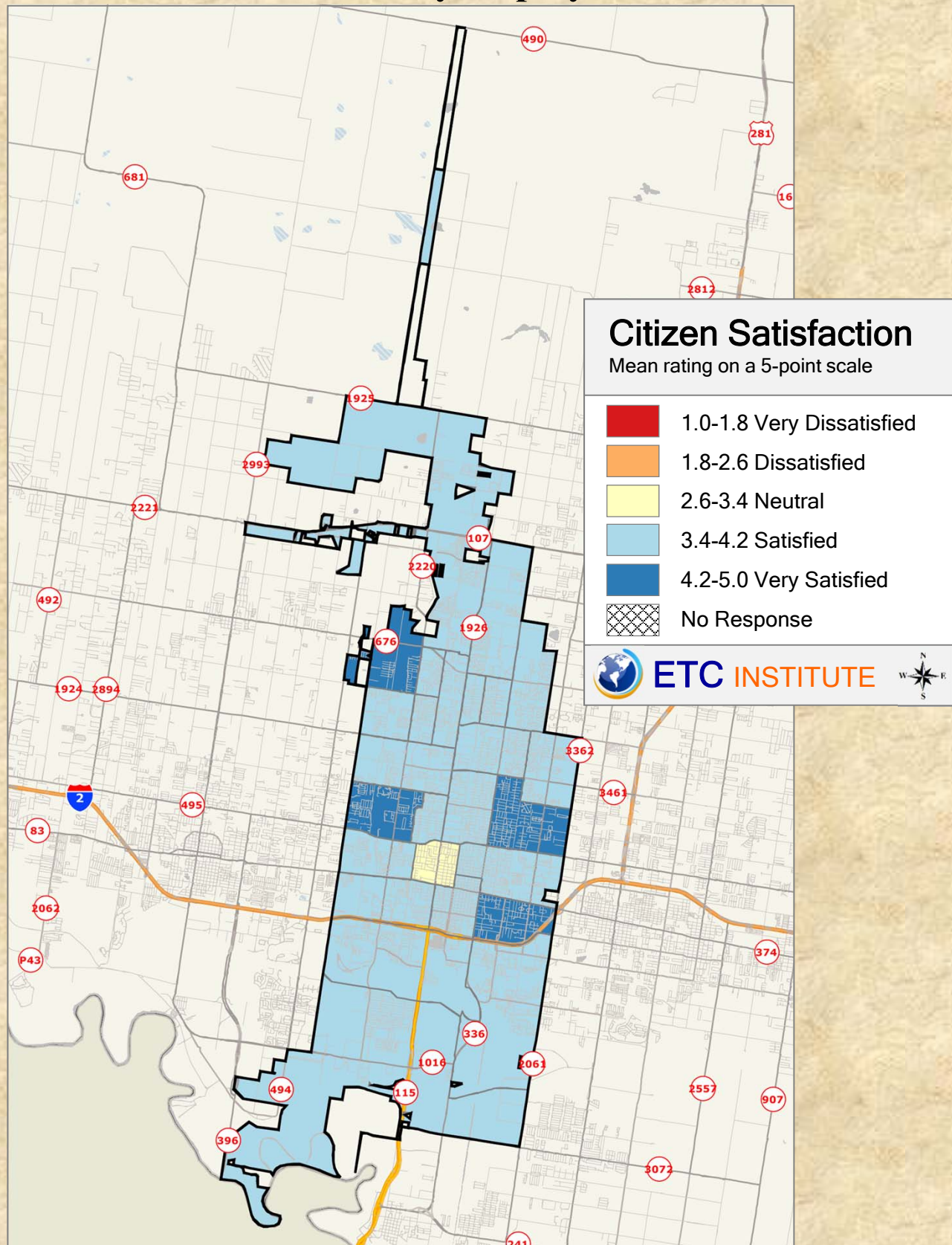
Q1-05 Satisfaction with overall enforcement of city codes and ordinances



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

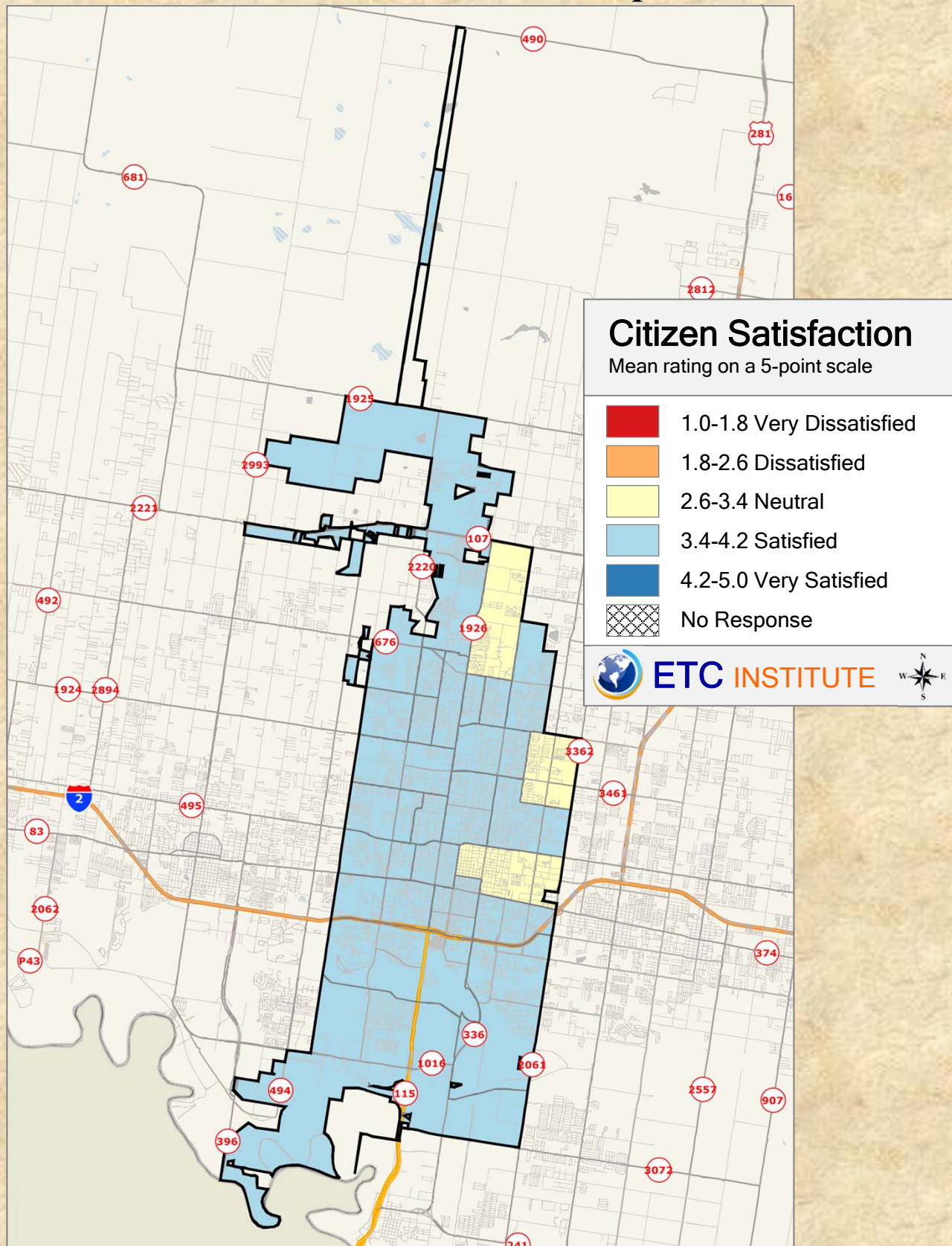
Q1-06 Satisfaction with overall quality of customer service from city employees



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

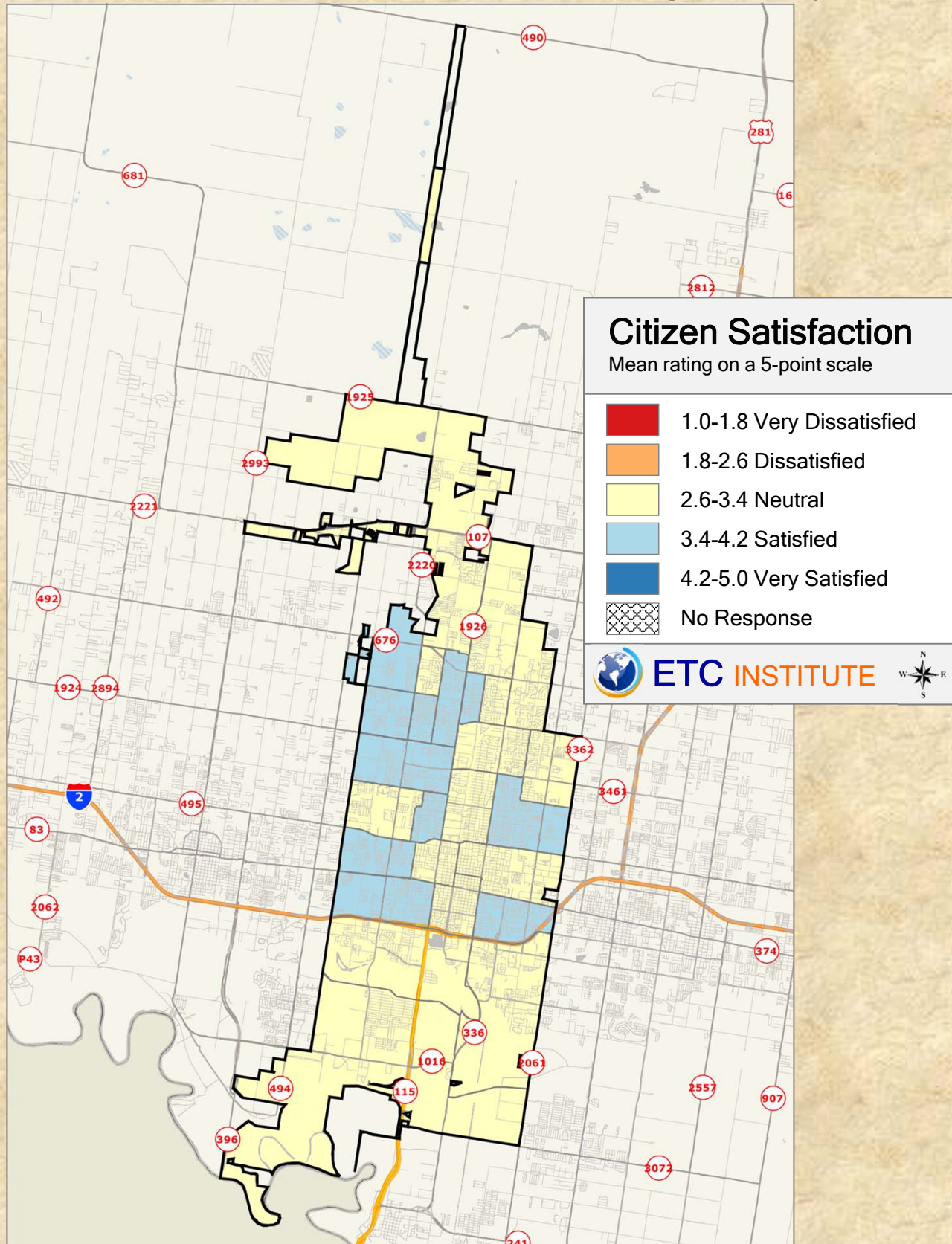
Q1-07 Satisfaction with overall effectiveness of city communication with the public



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

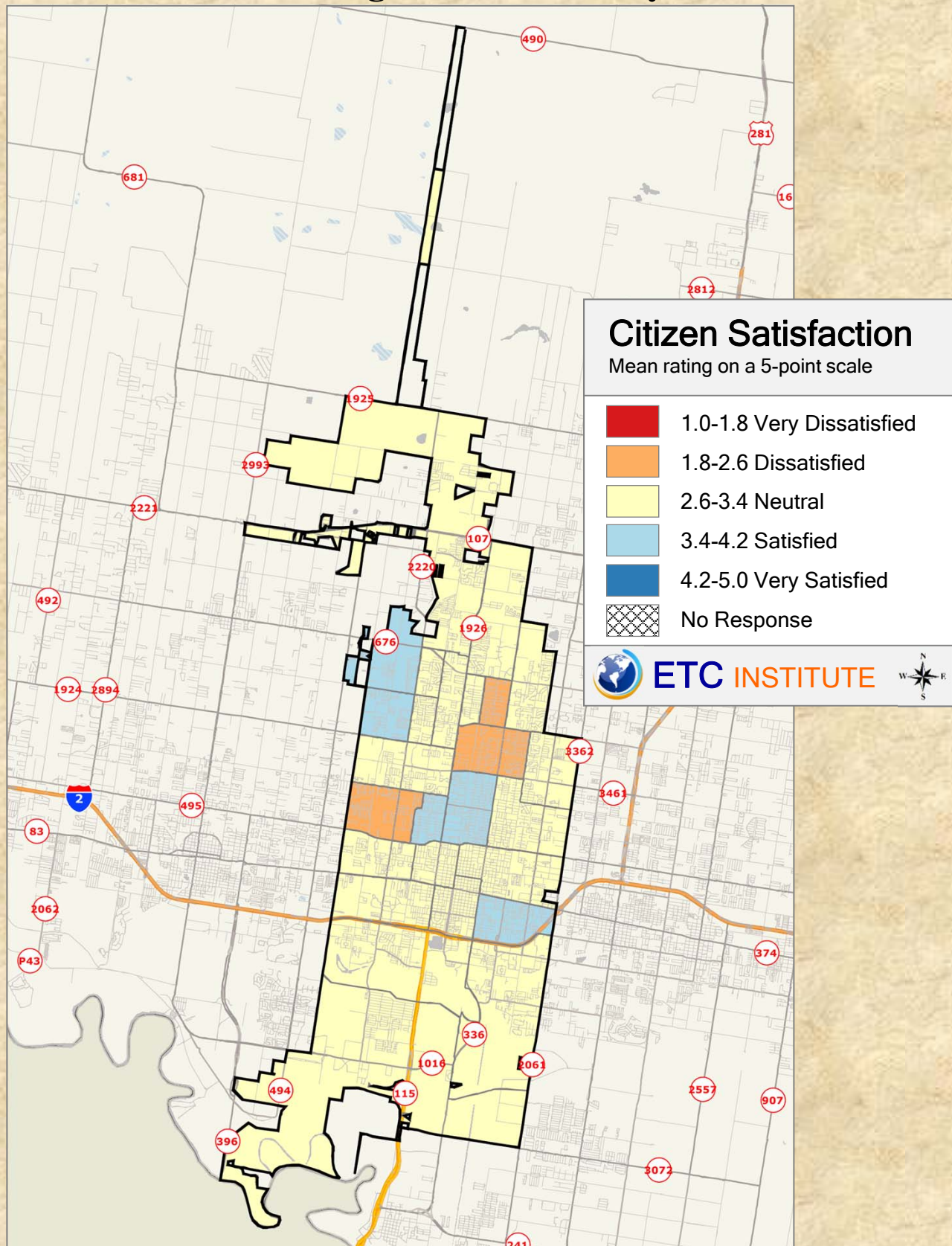
Q1-08 Satisfaction with overall quality of the city's storm water runoff/storm water management system



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

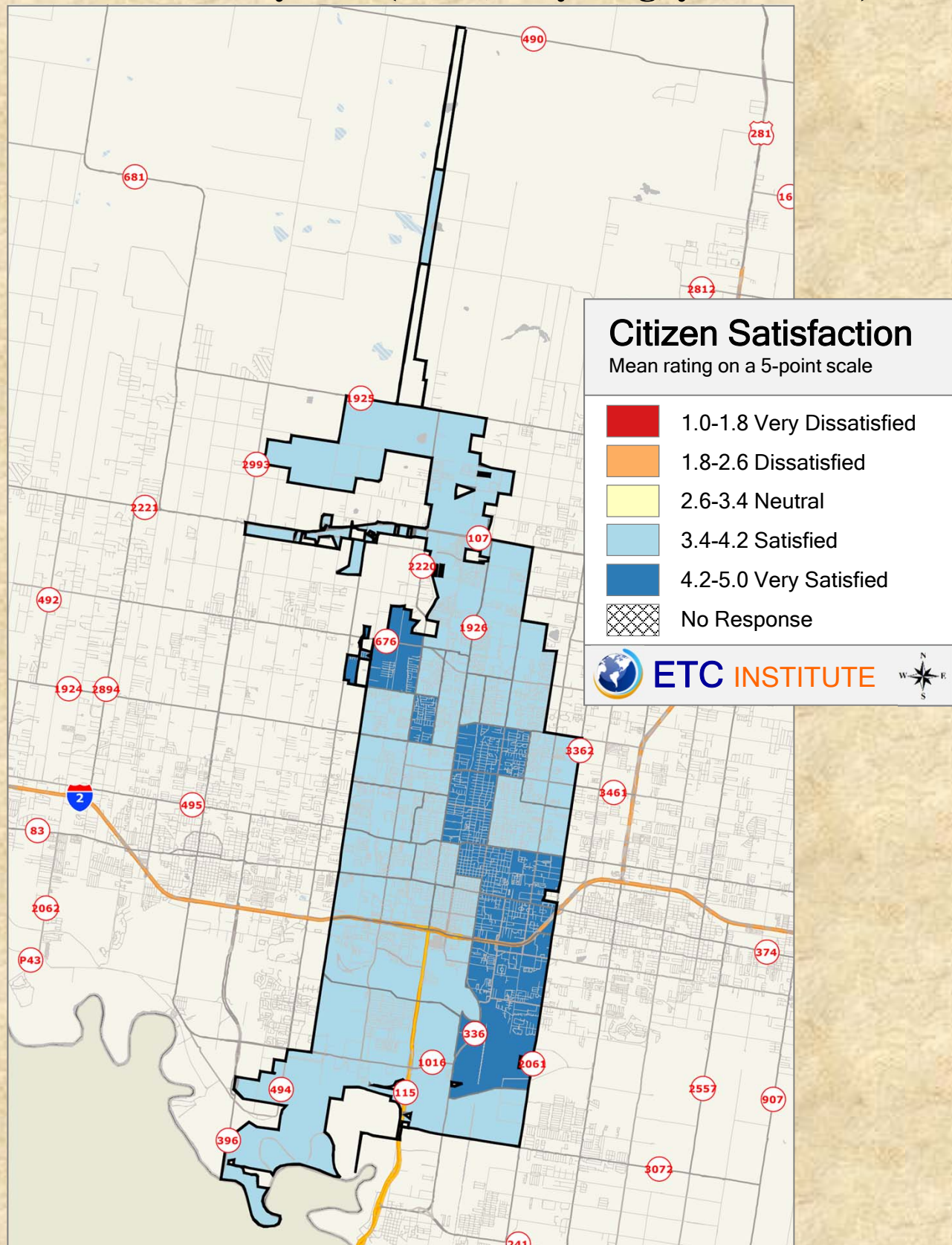
Q1-09 Satisfaction with overall flow of traffic and congestion management in the city



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

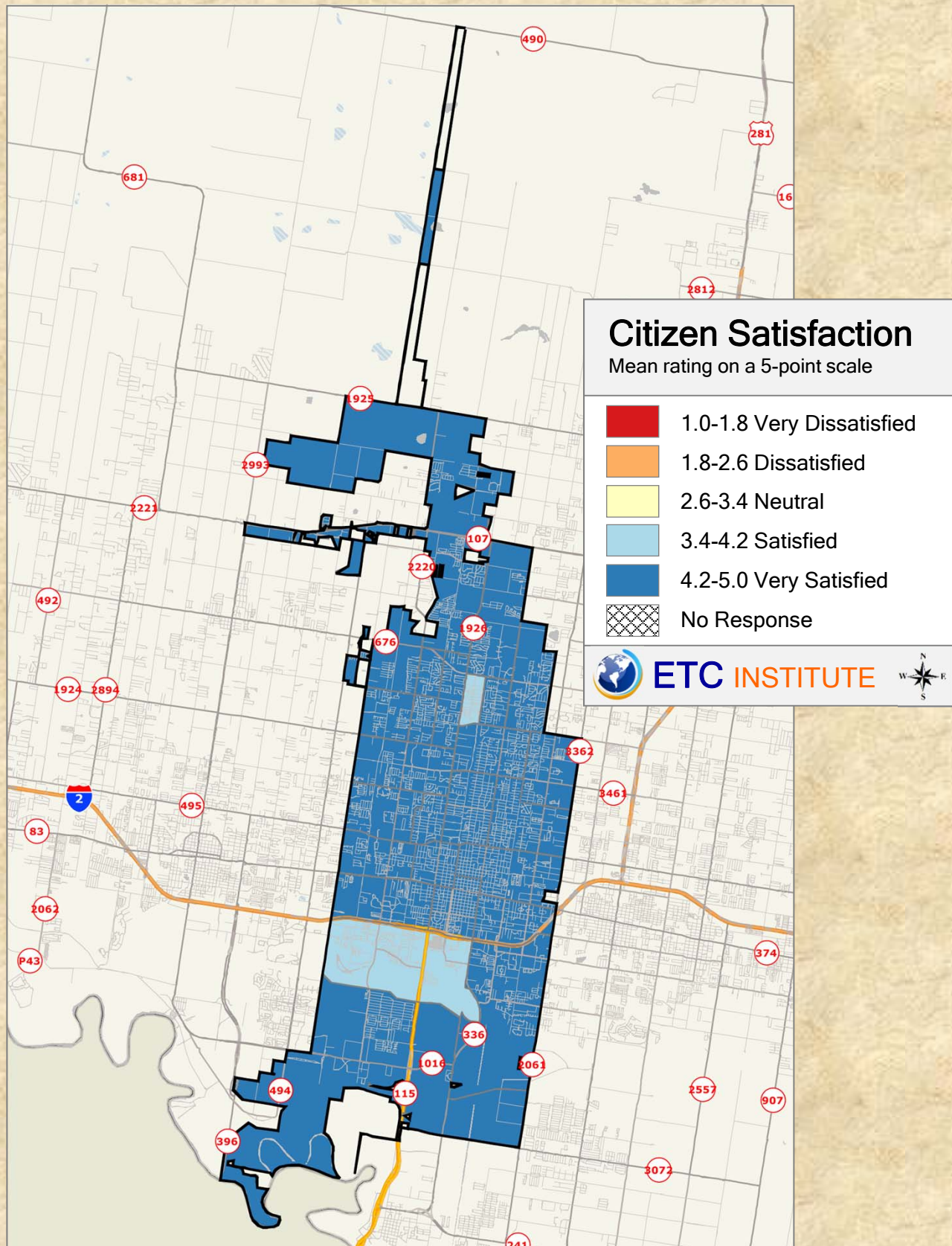
Q1-10 Satisfaction with overall quality of the city's solid waste system (trash, recycling, yard waste)



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

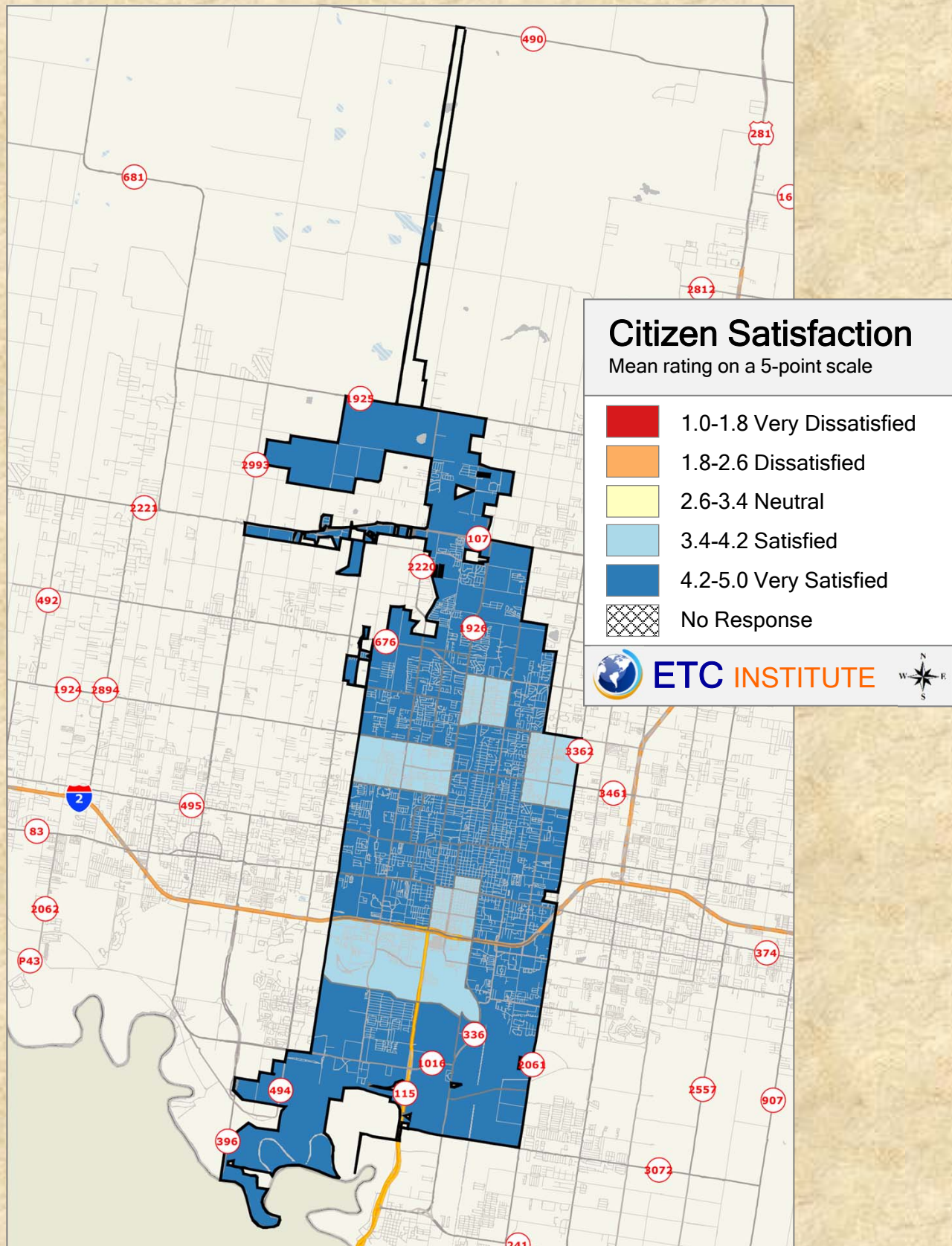
Q3-01 Satisfaction with McAllen as a place to live



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

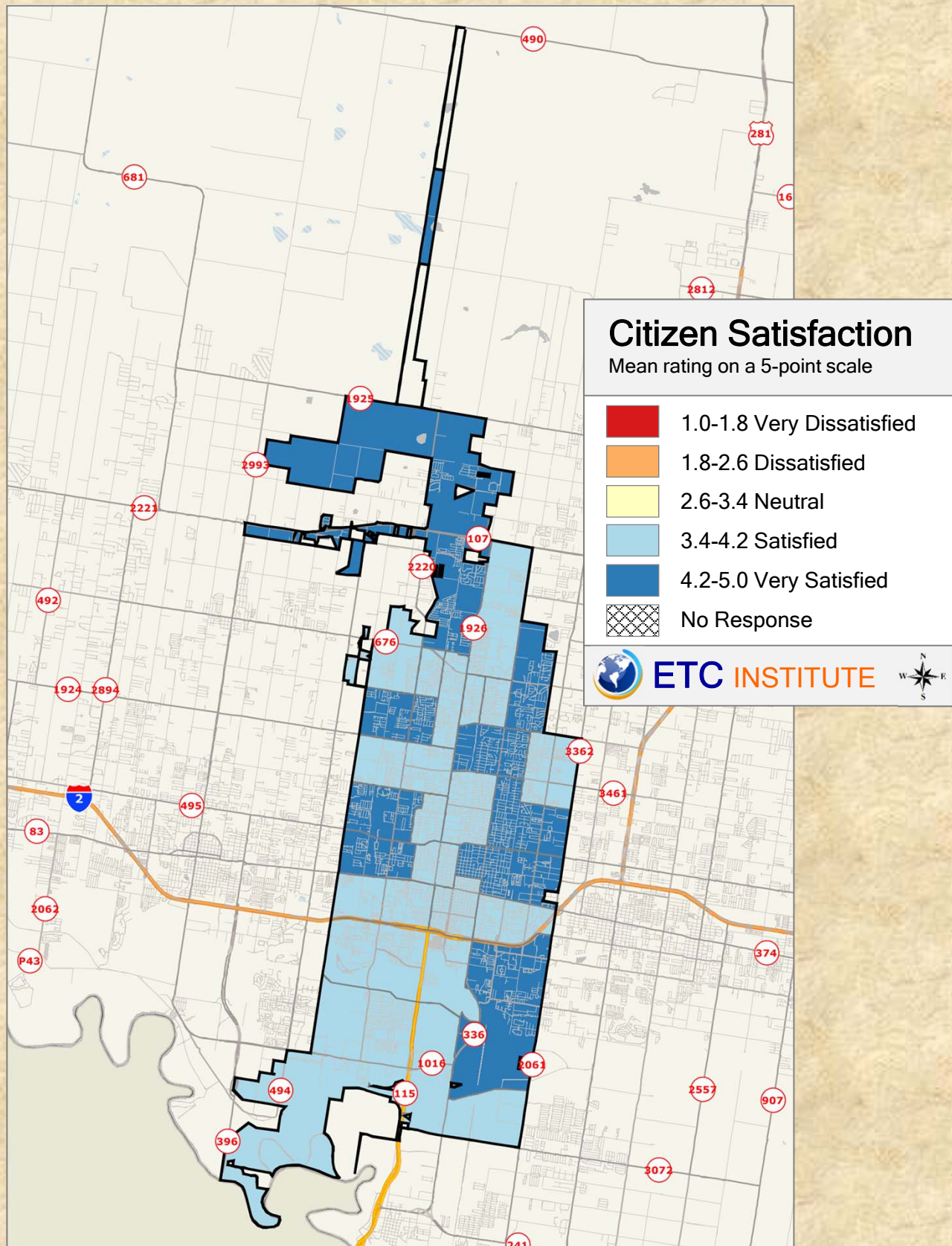
Q3-02 Satisfaction with McAllen as a place to raise children



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

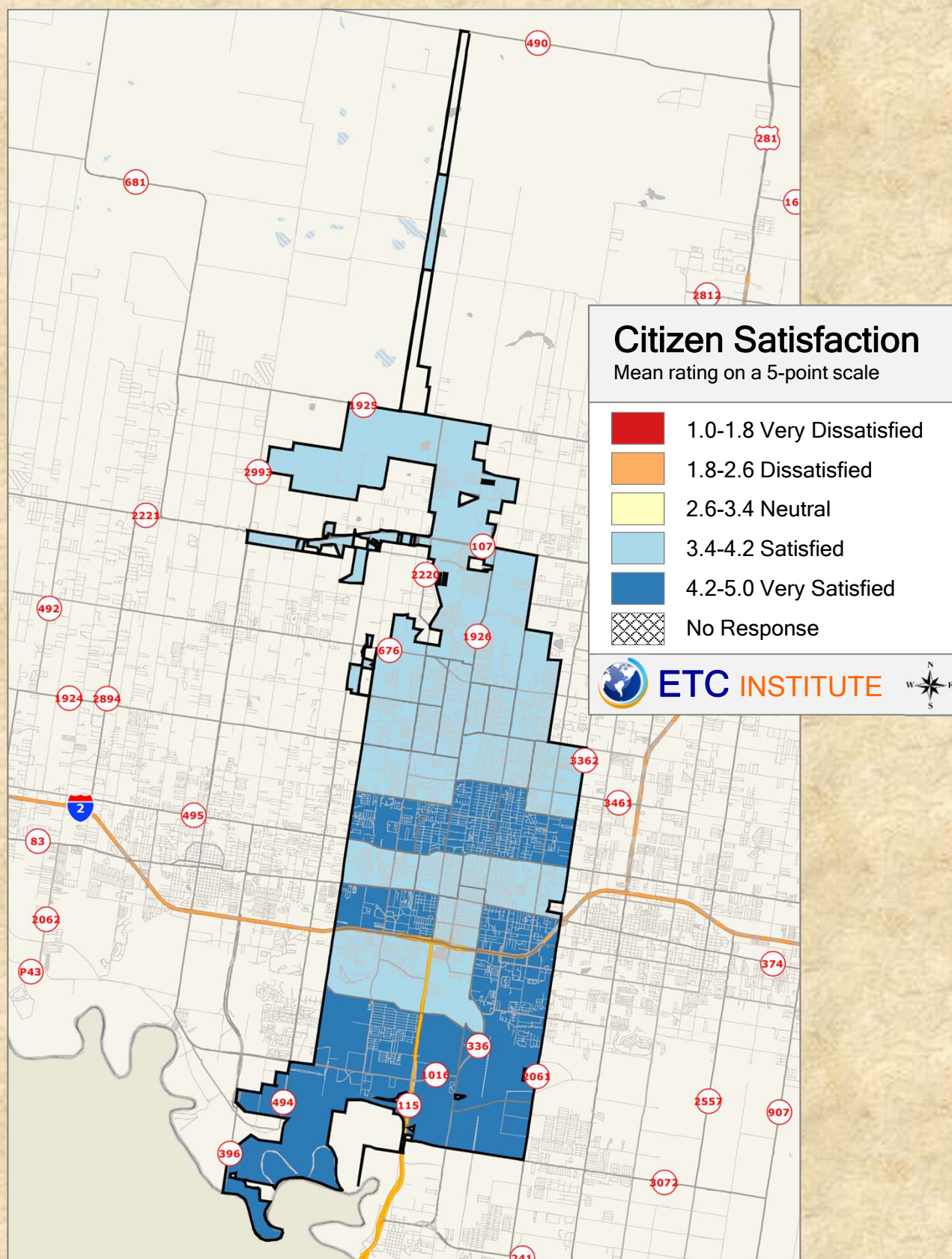
Q3-03 Satisfaction with McAllen as a place to work



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

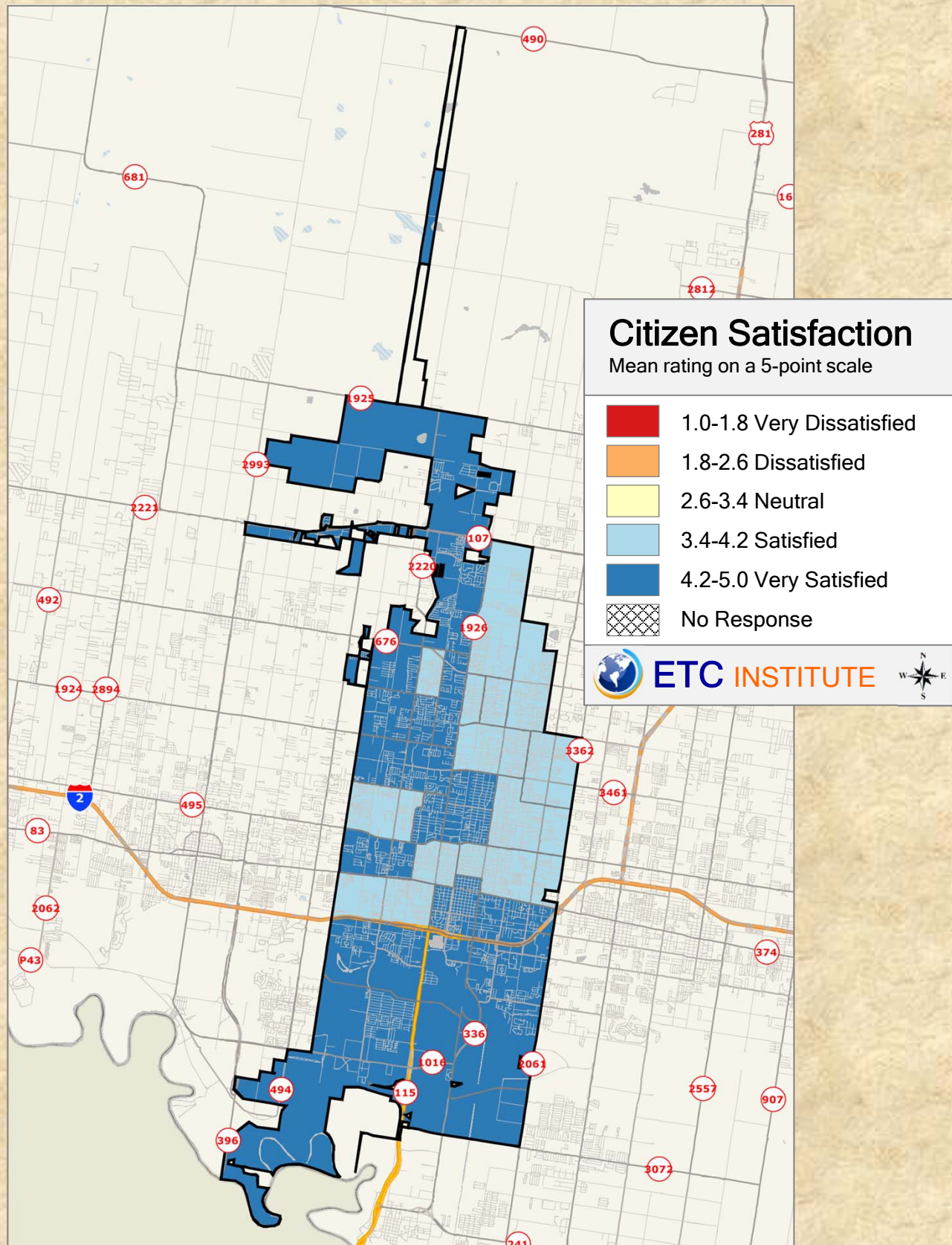
Q3-04 Satisfaction with McAllen as a place to retire



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

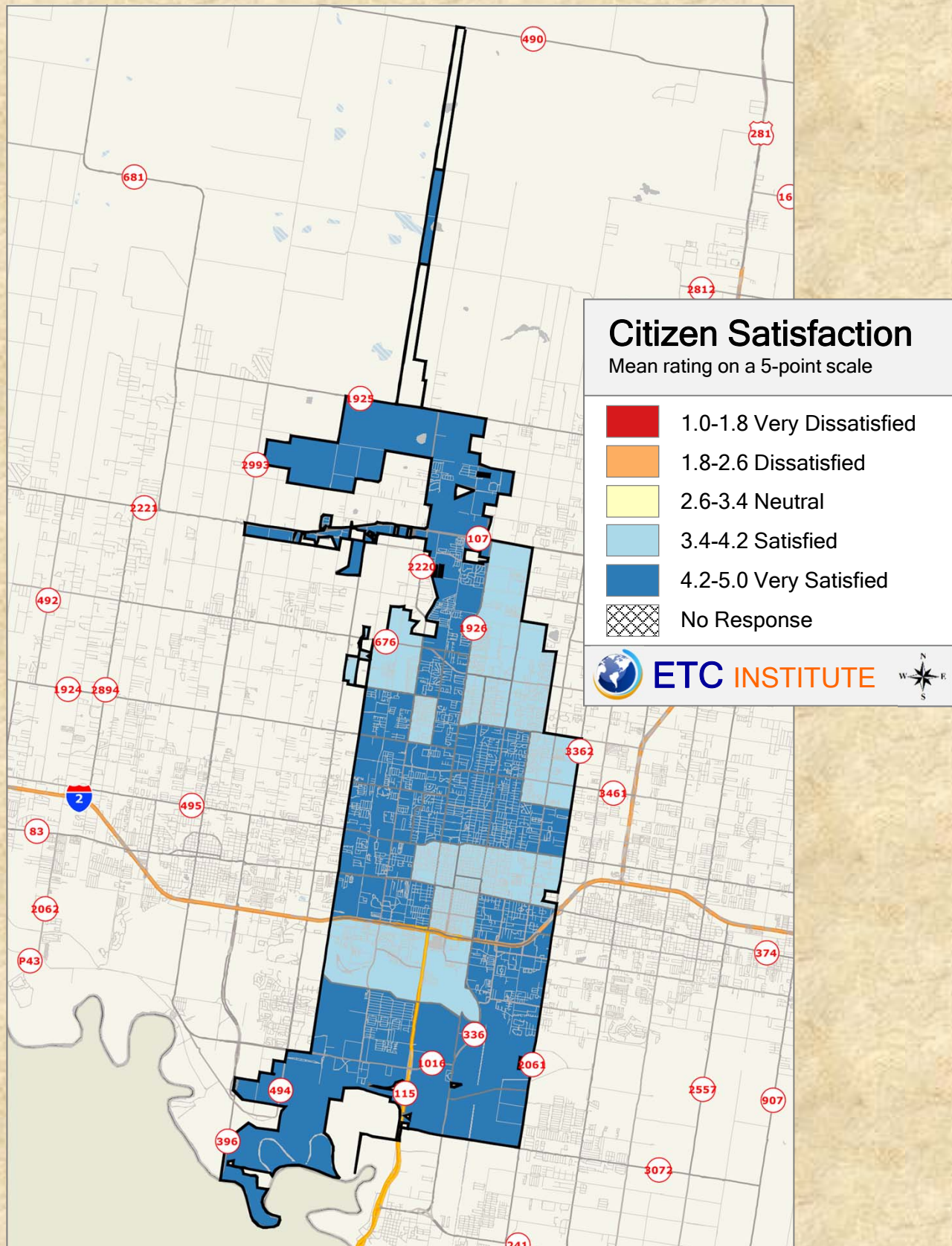
Q3-05 Satisfaction with overall image of McAllen



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

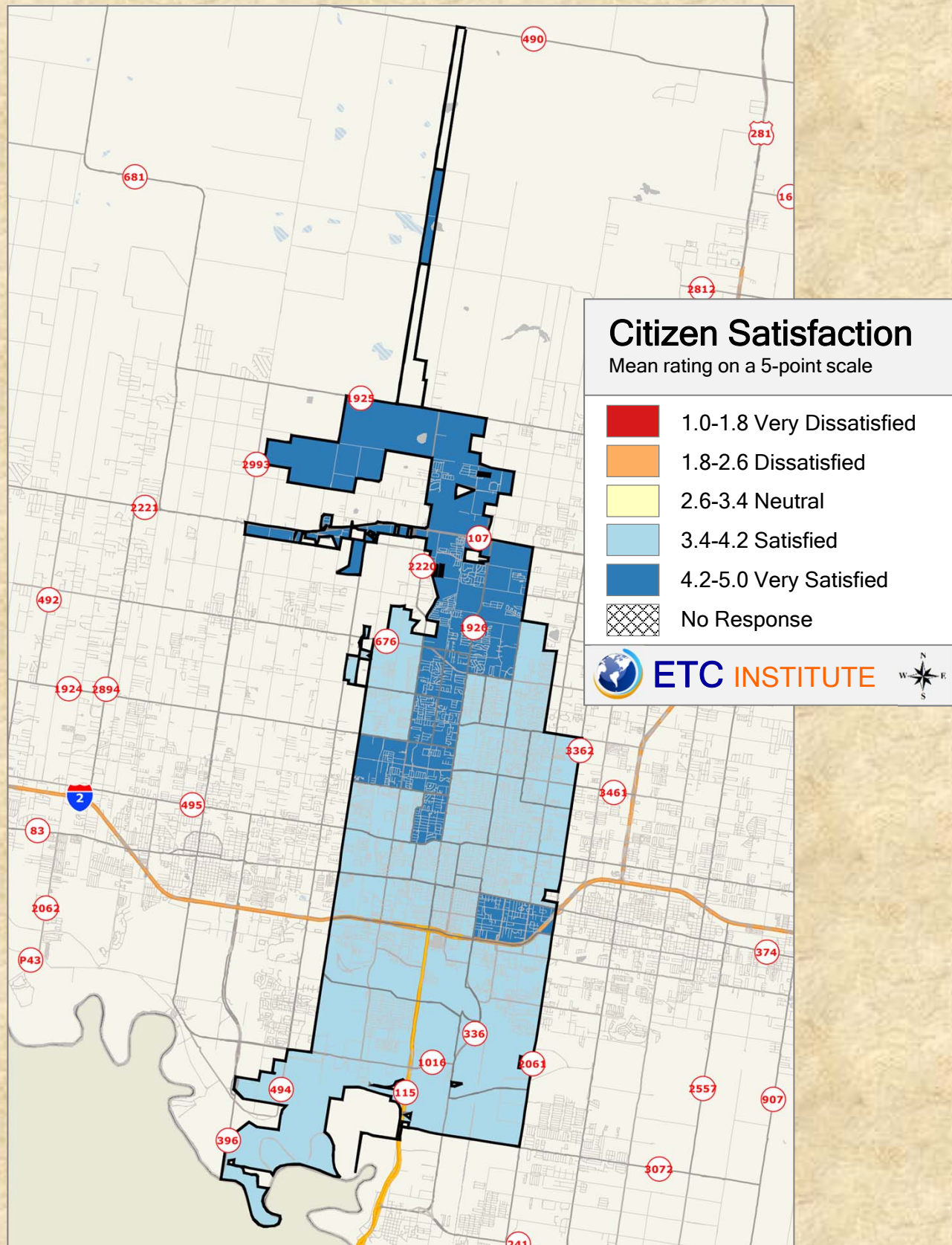
Q3-06 Satisfaction with overall quality of life in McAllen



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

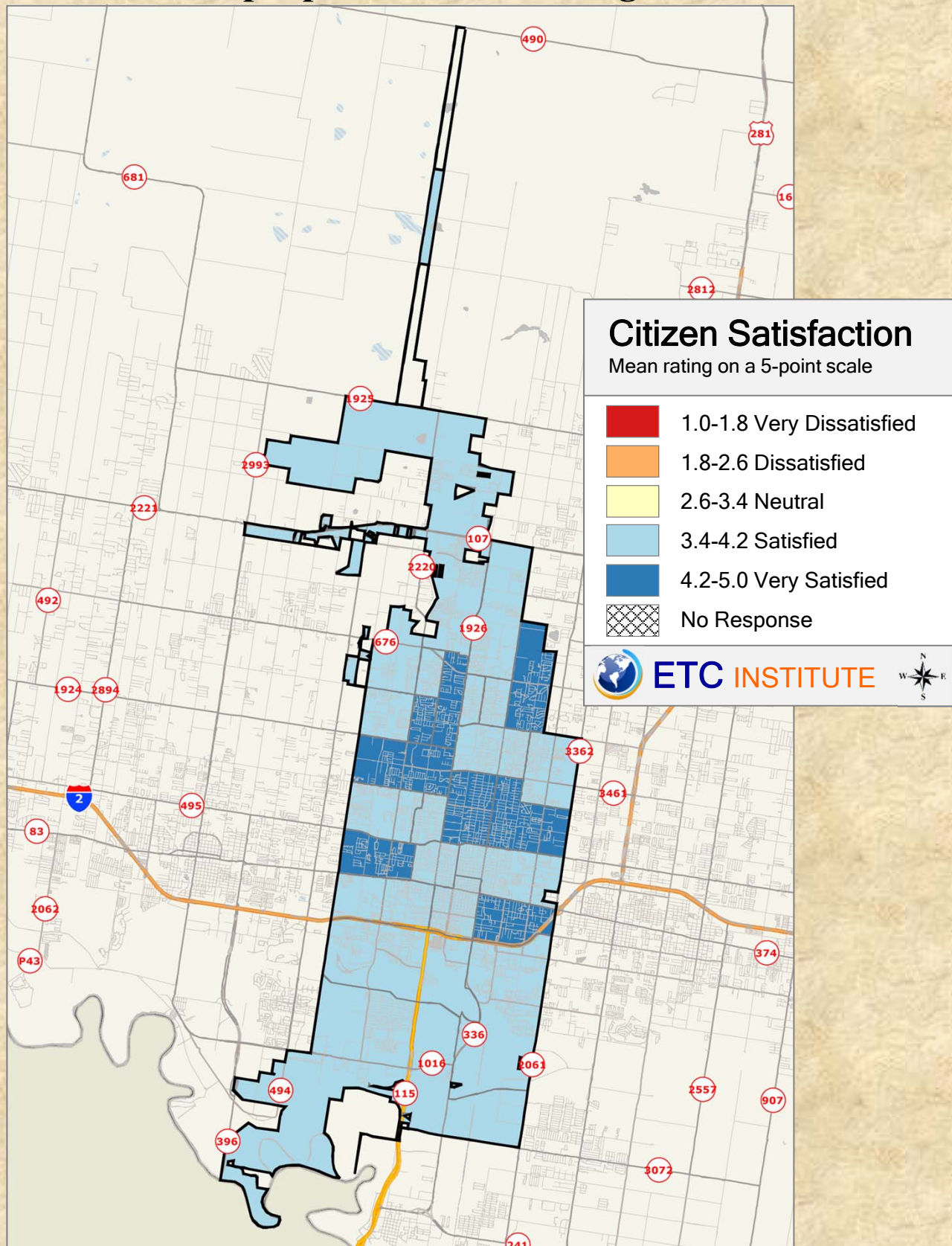
Q3-07 Satisfaction with overall appearance of McAllen



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

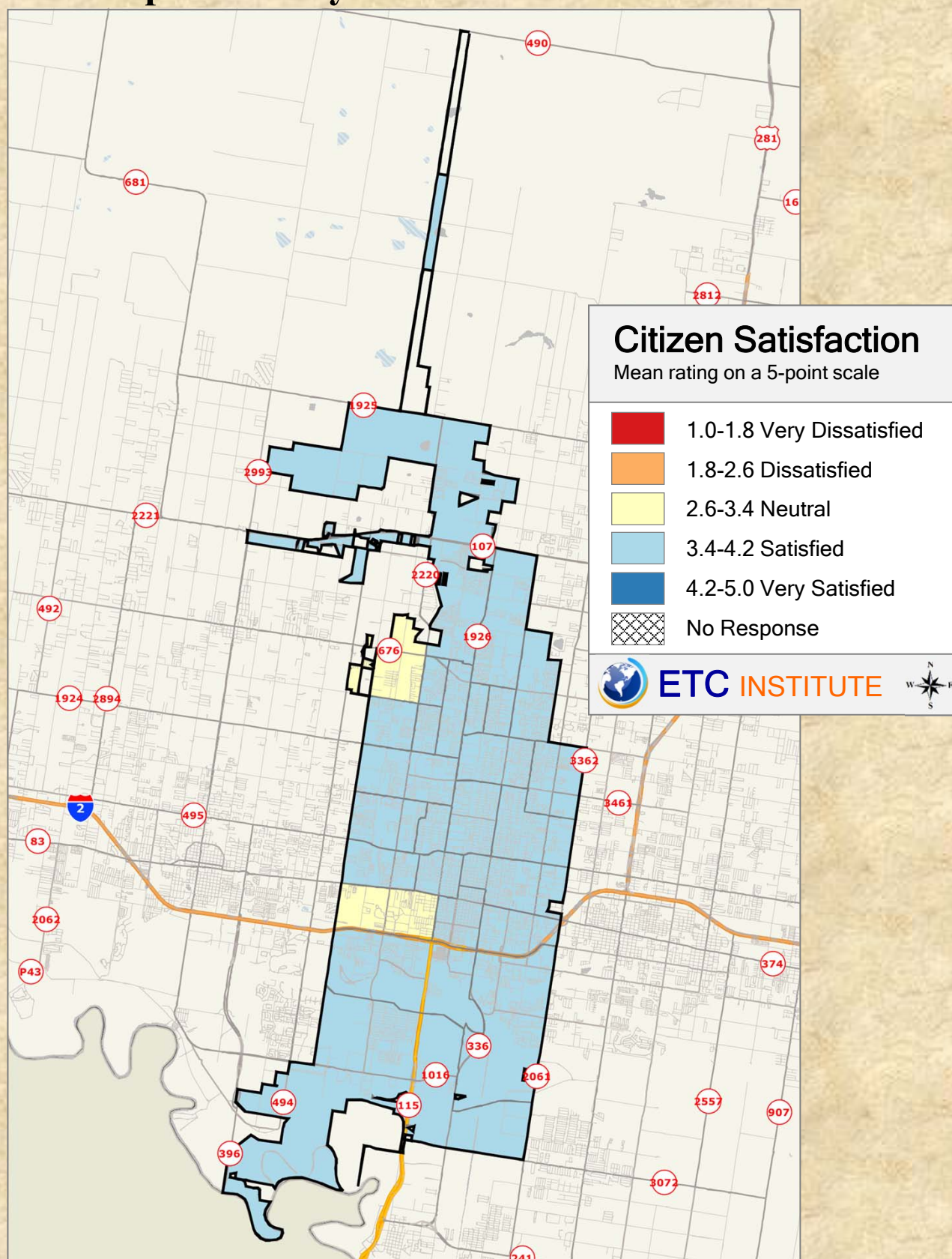
Q3-08 Satisfaction with McAllen as a welcoming community for people of diverse backgrounds



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

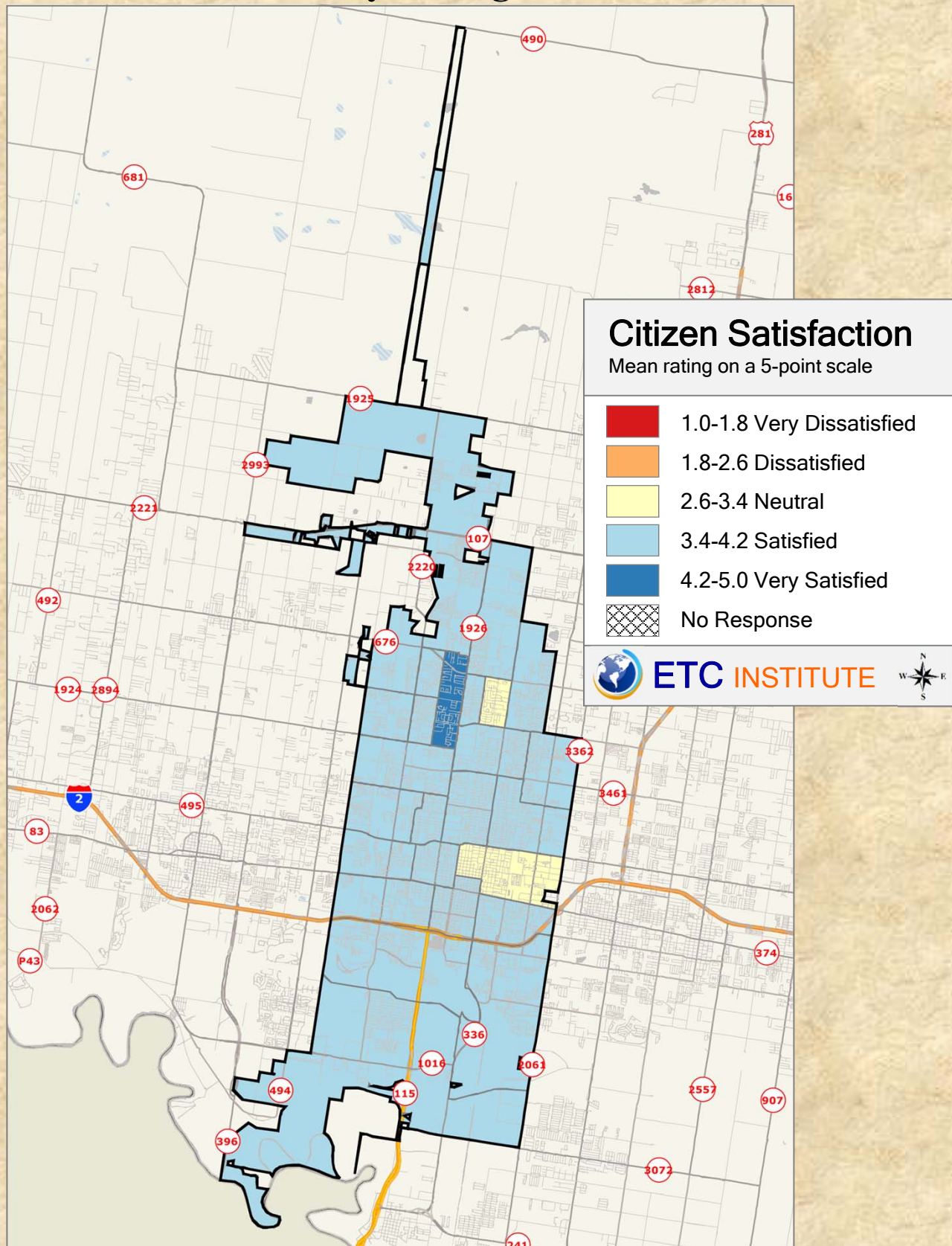
Q3-09 Satisfaction with the overall quality of leadership provided by McAllen's elected officials



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

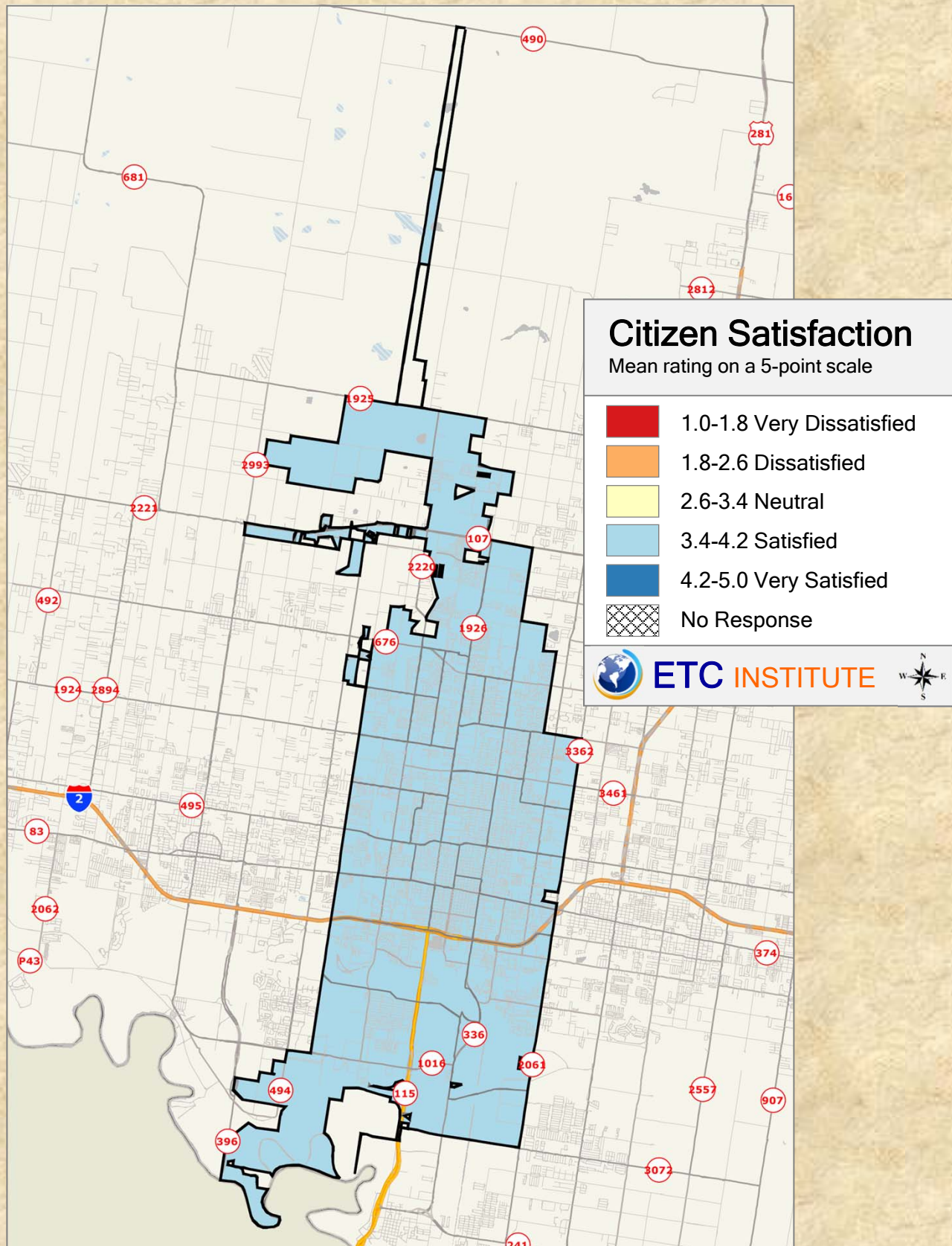
Q3-10 Satisfaction with the overall effectiveness of city management



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

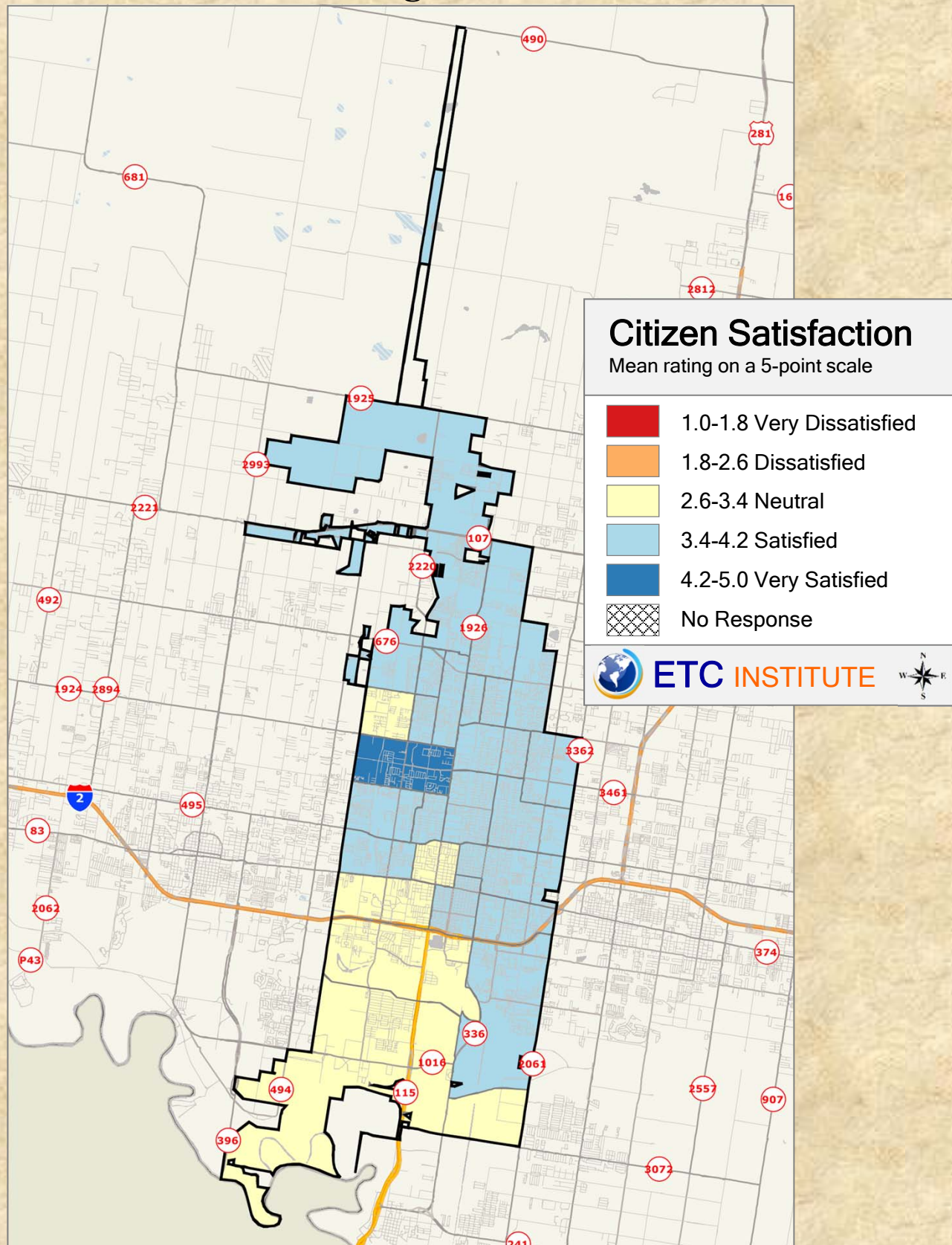
Q4-01 Satisfaction with condition of major city streets



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

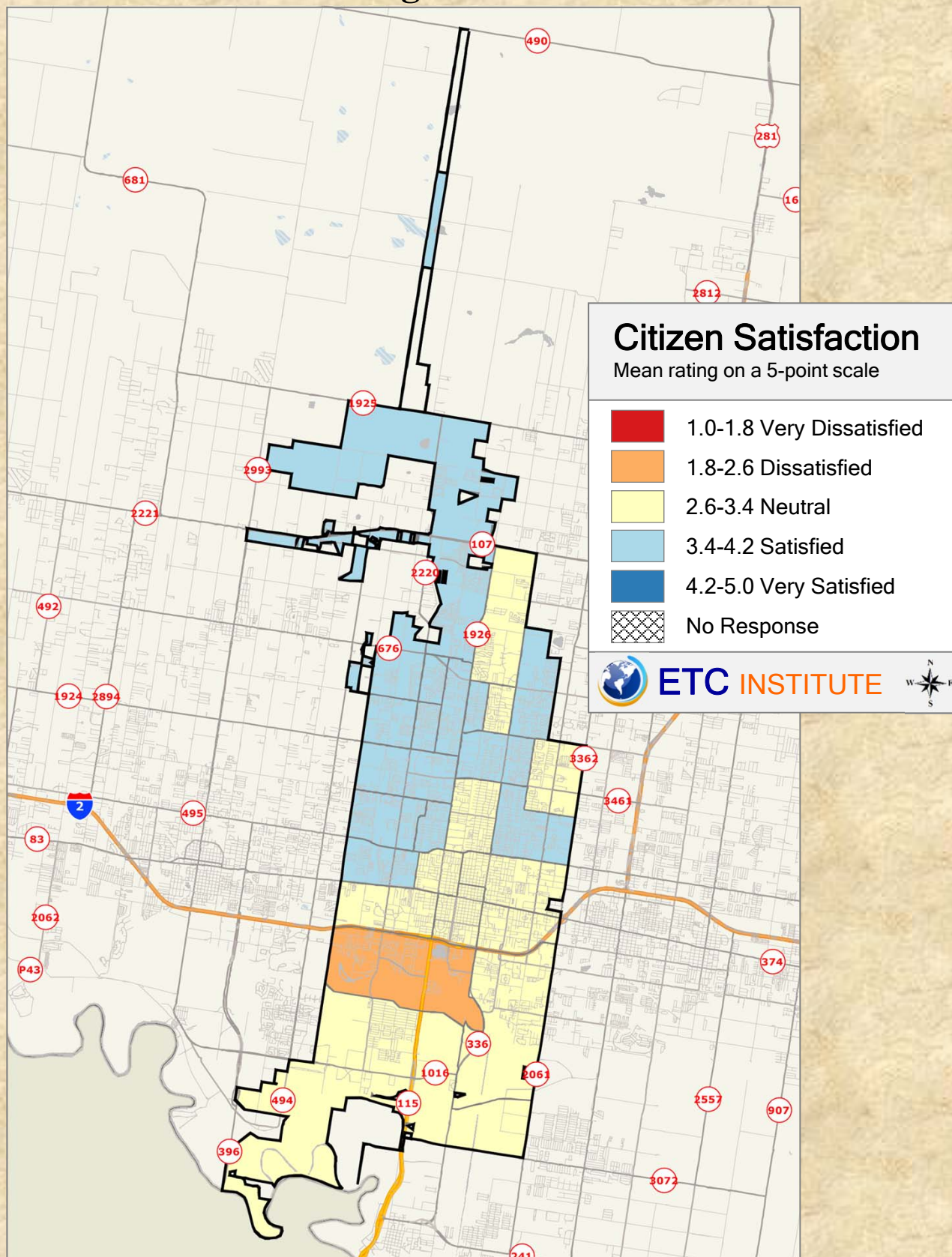
Q4-02 Satisfaction with condition of streets in the neighborhood



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

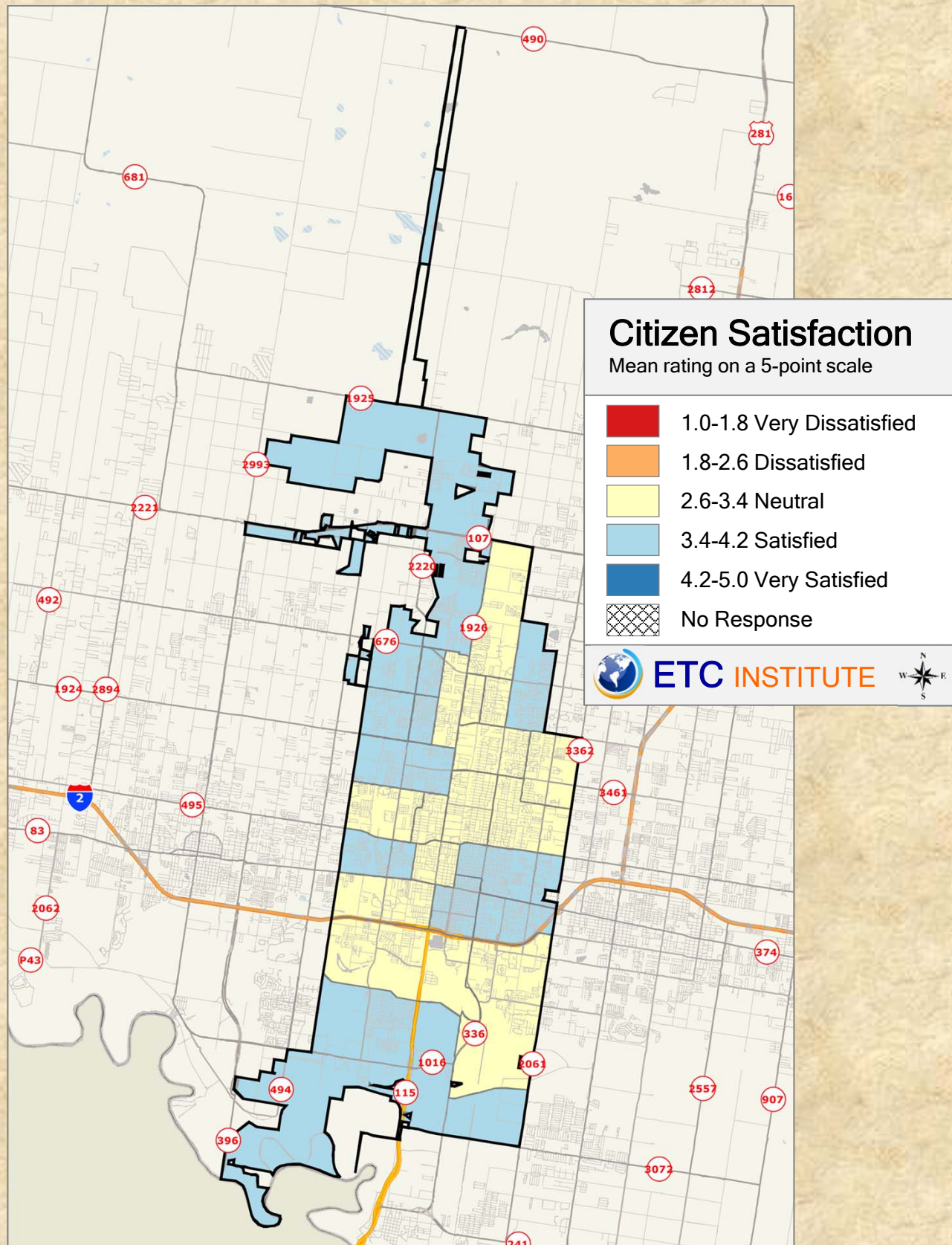
Q4-03 Satisfaction with condition of sidewalks in the neighborhood



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

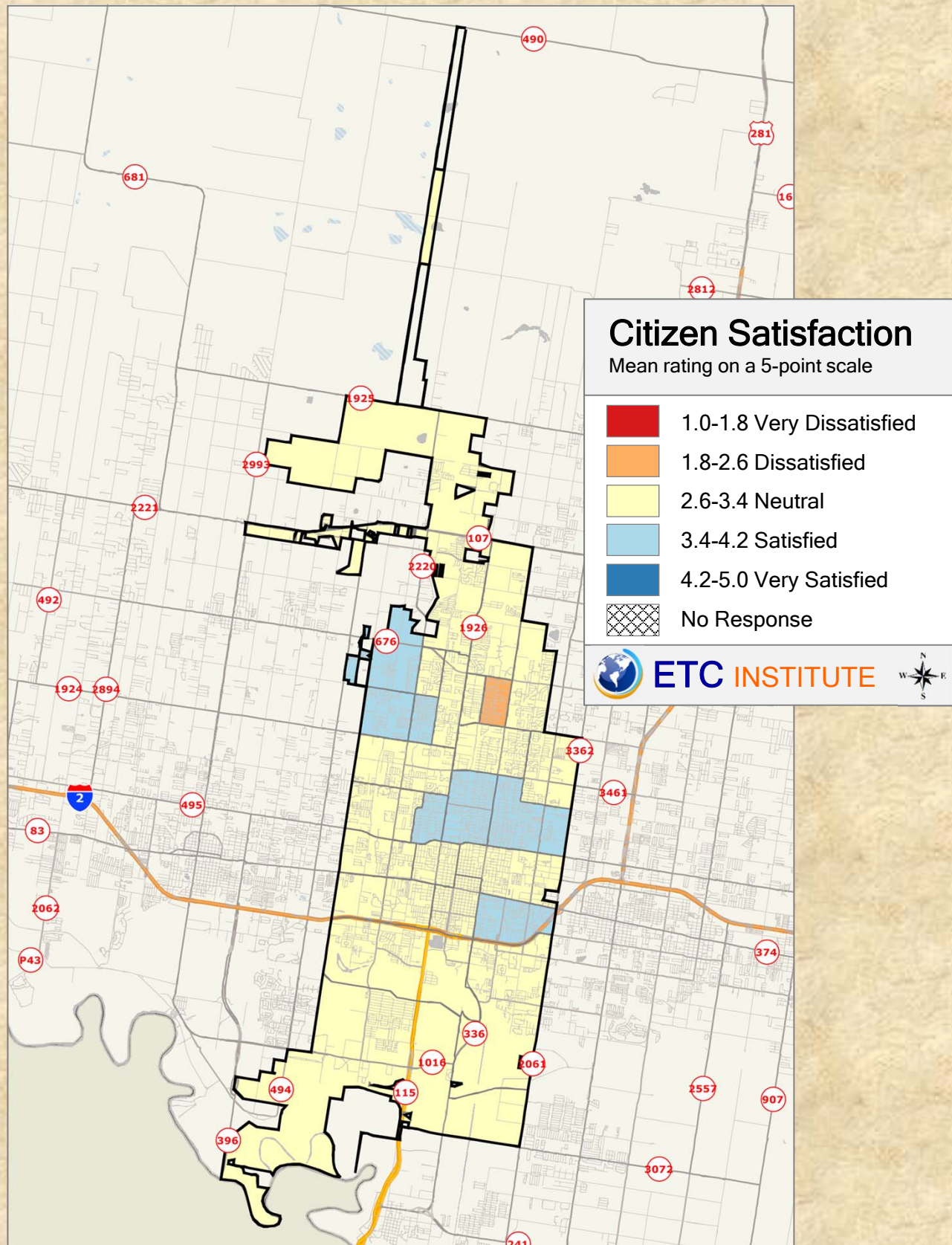
Q4-04 Satisfaction with timing of traffic signals on city streets



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

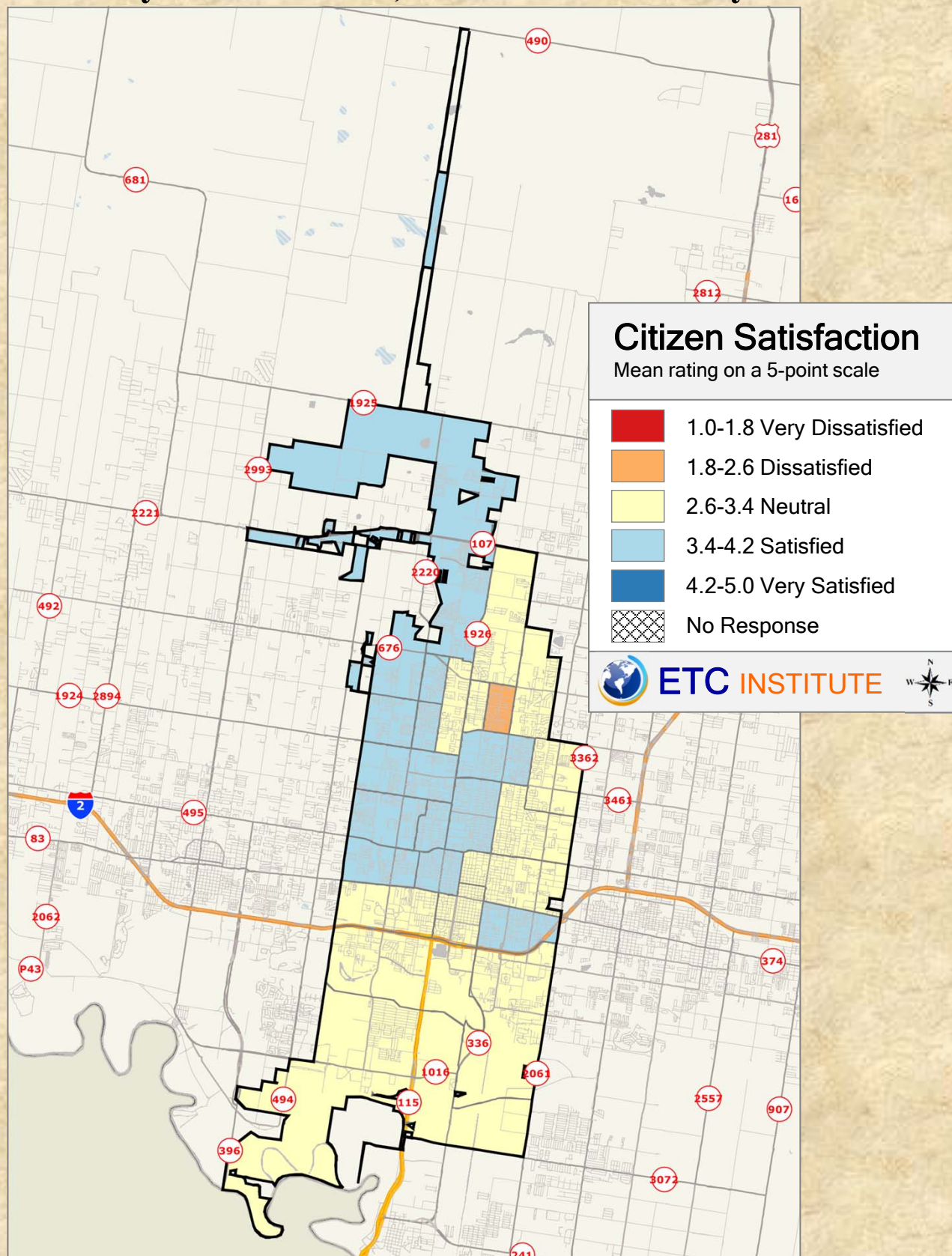
Q4-05 Satisfaction with traffic flow on major city streets



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

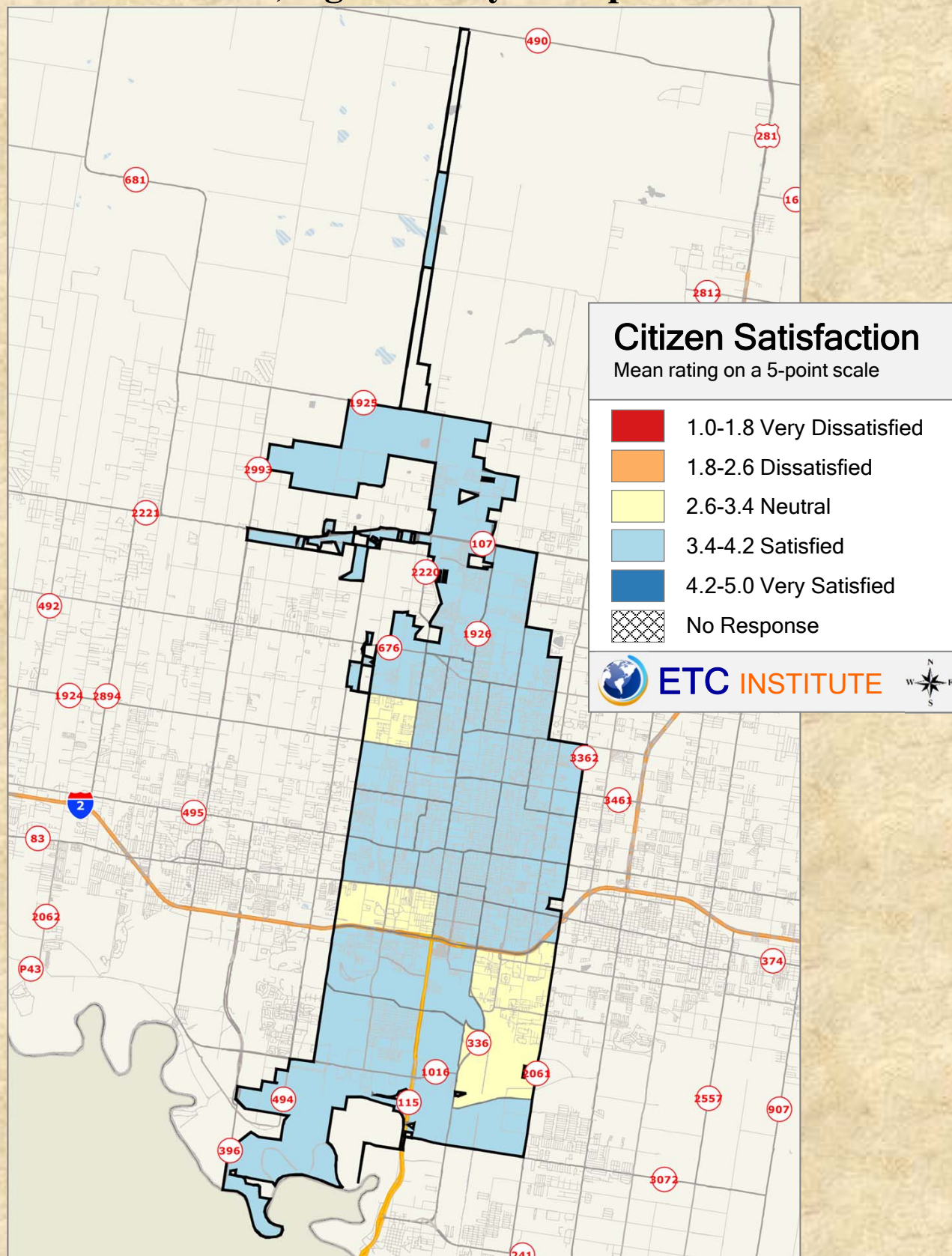
Q4-06 Satisfaction with pedestrian accessibility (the city's sidewalk system/network, number/availability of sidewalks)



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

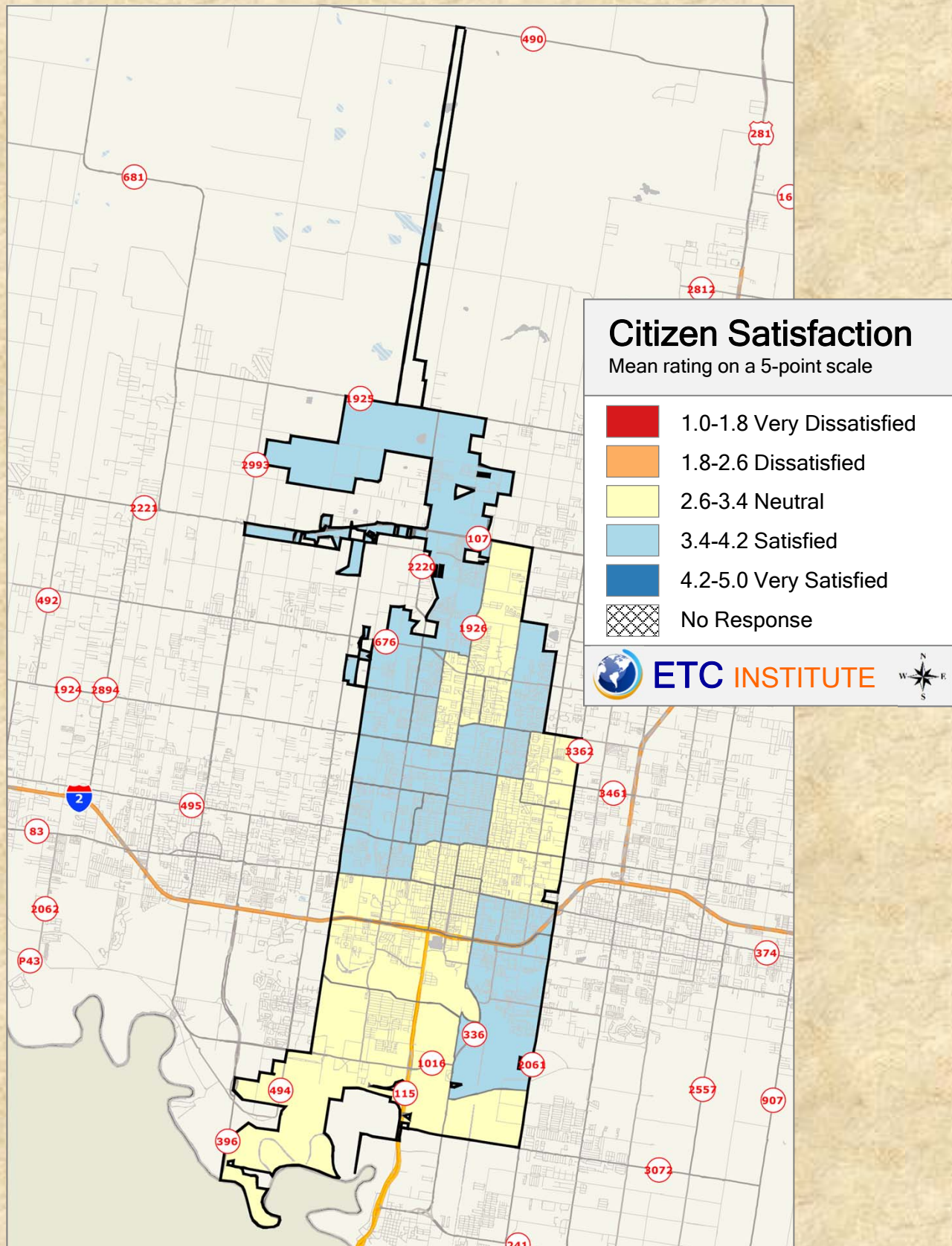
Q4-07 Satisfaction with appearance and condition of city medians, right-of-ways and public areas



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

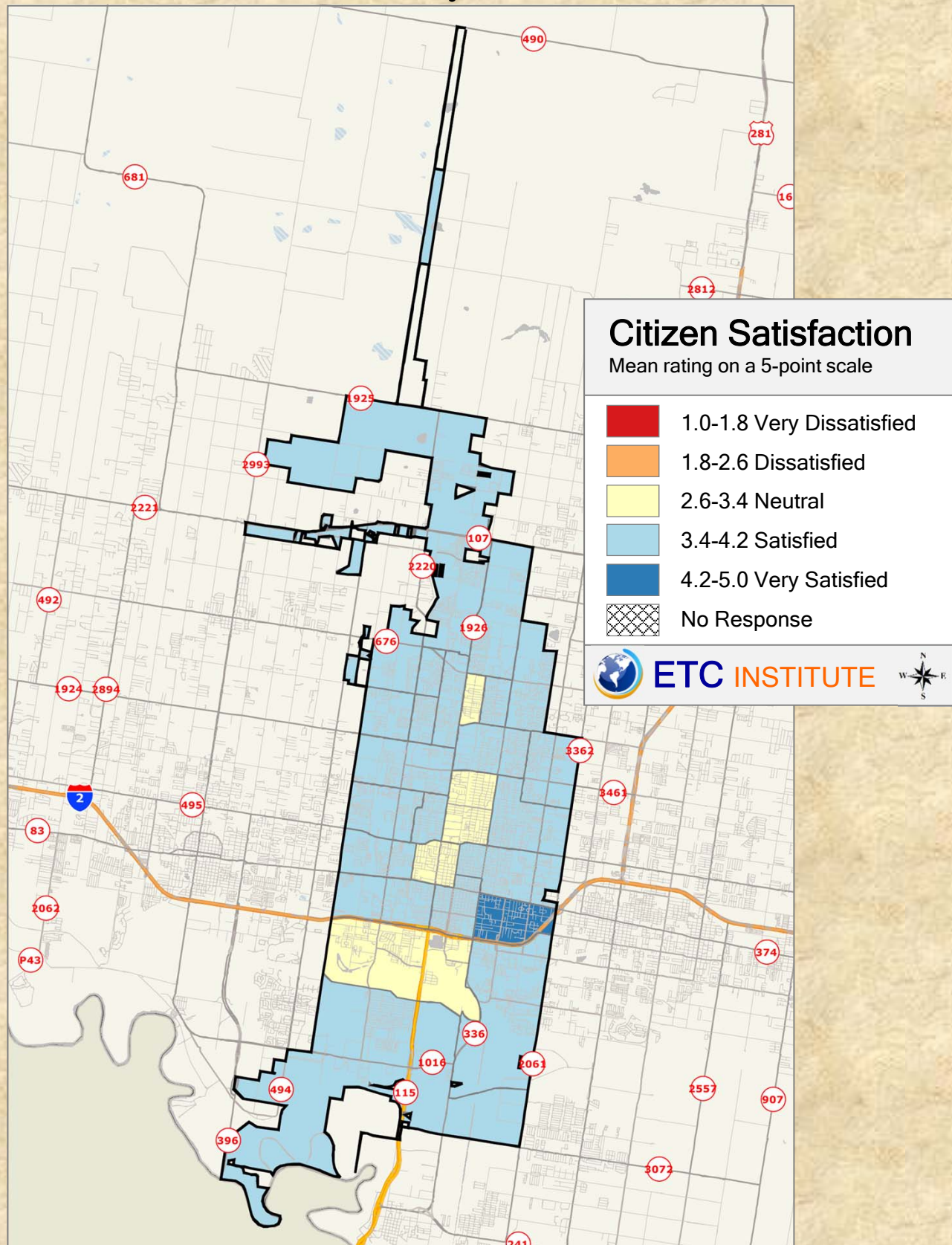
Q4-08 Satisfaction with adequacy of city street lighting



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

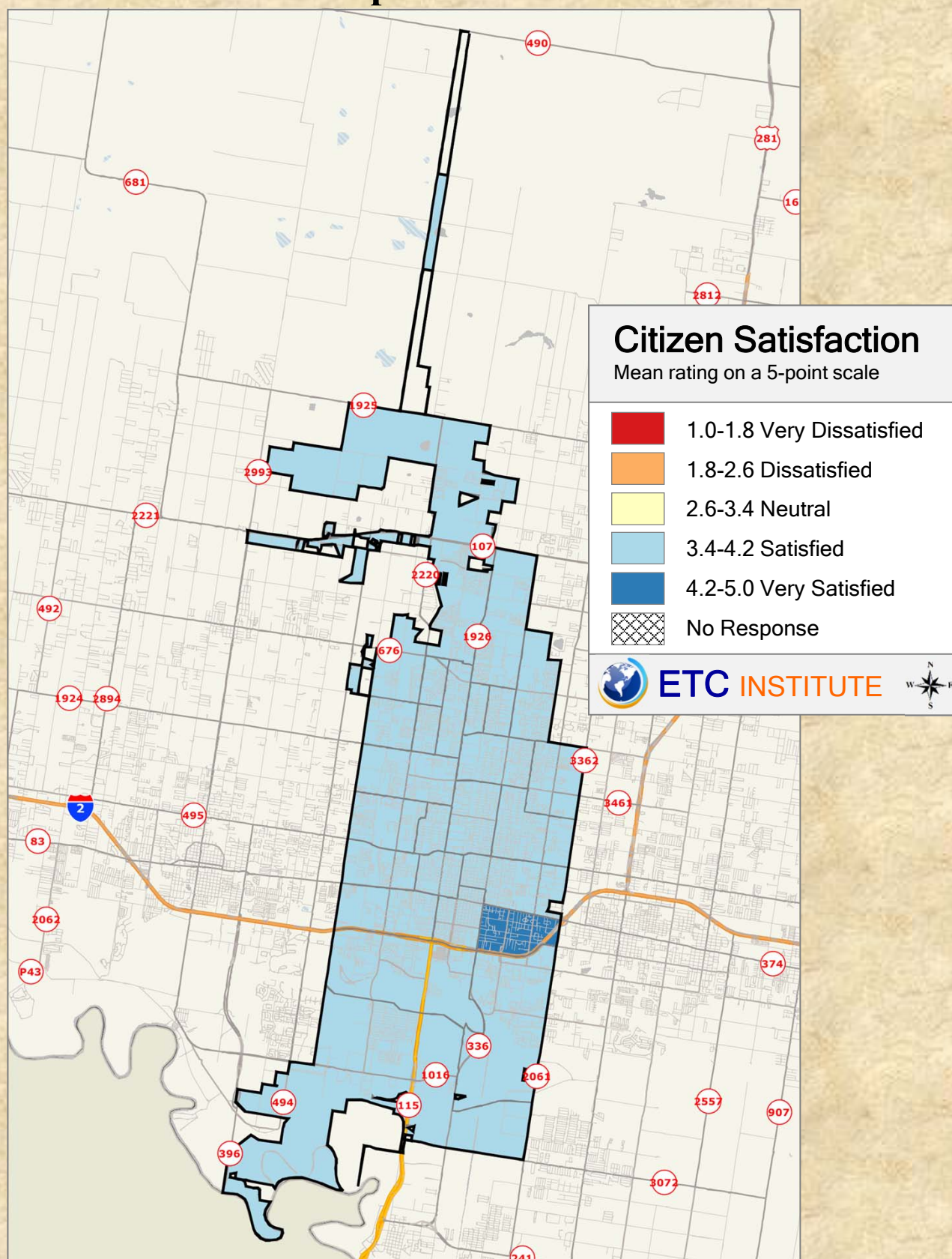
Q4-09 Satisfaction with condition of pavement markings on city streets



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

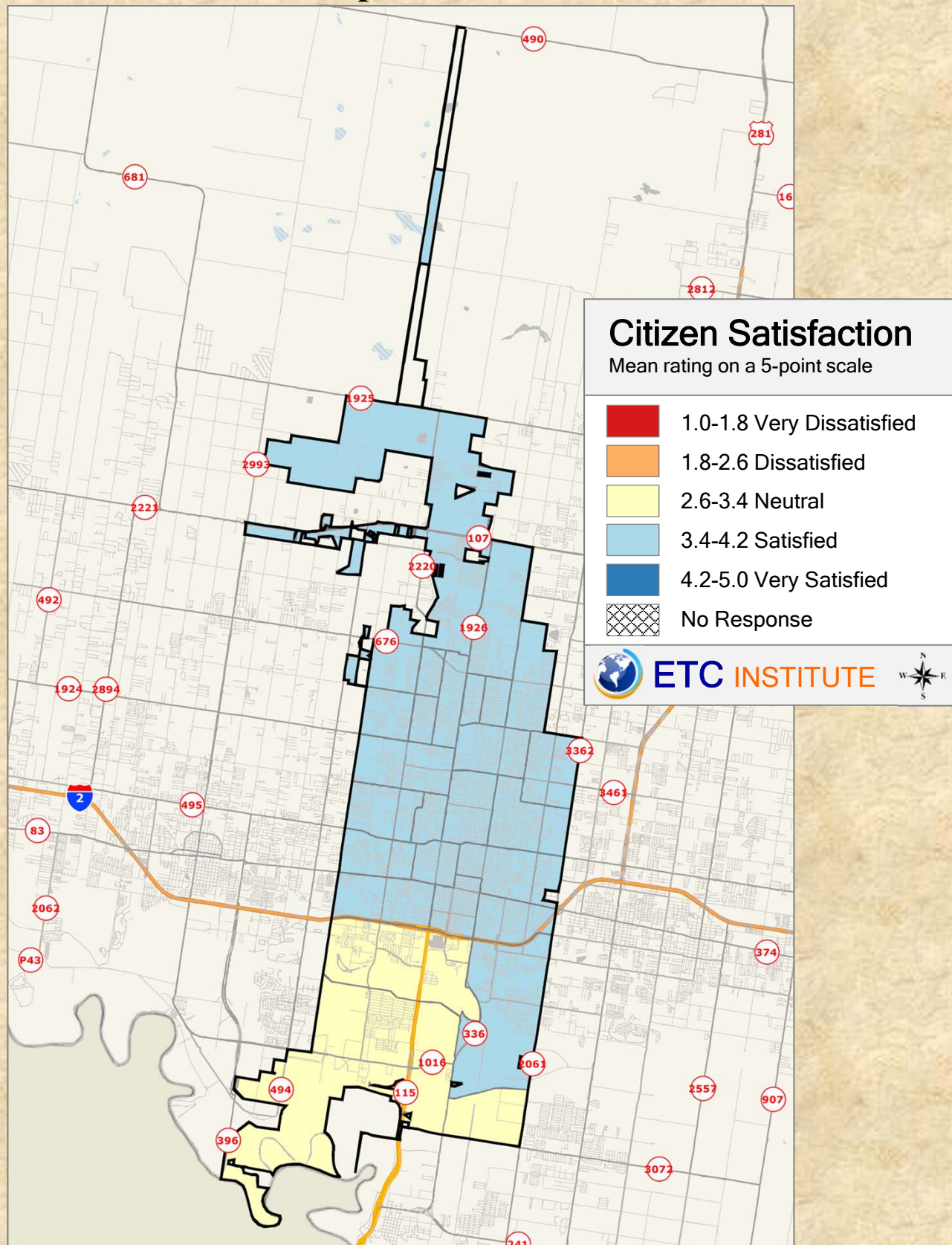
Q4-10 Satisfaction with overall cleanliness of streets and public areas



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

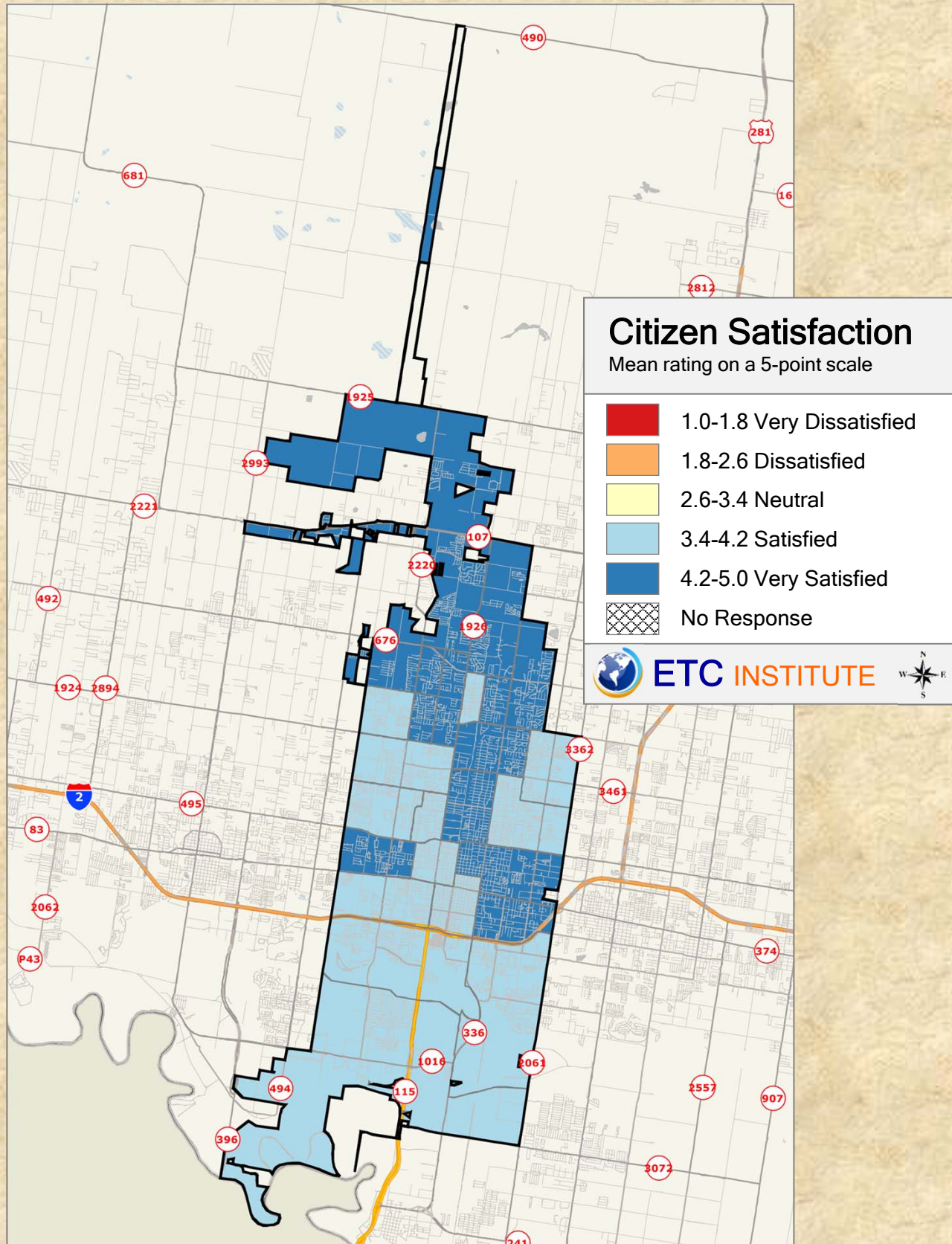
Q4-11 Satisfaction with condition of landscaping along public streets



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

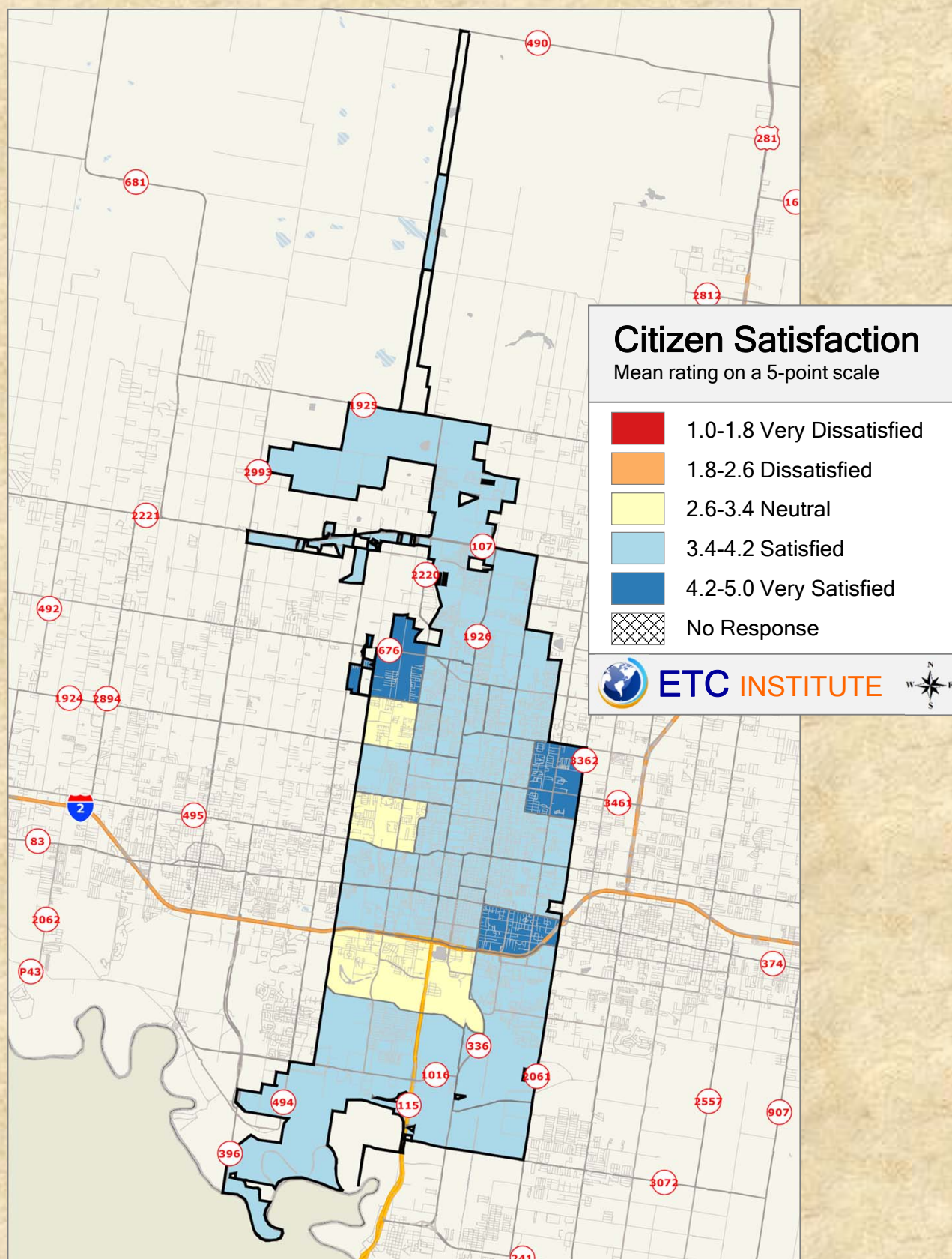
Q6-01 Satisfaction with quality of police protection



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

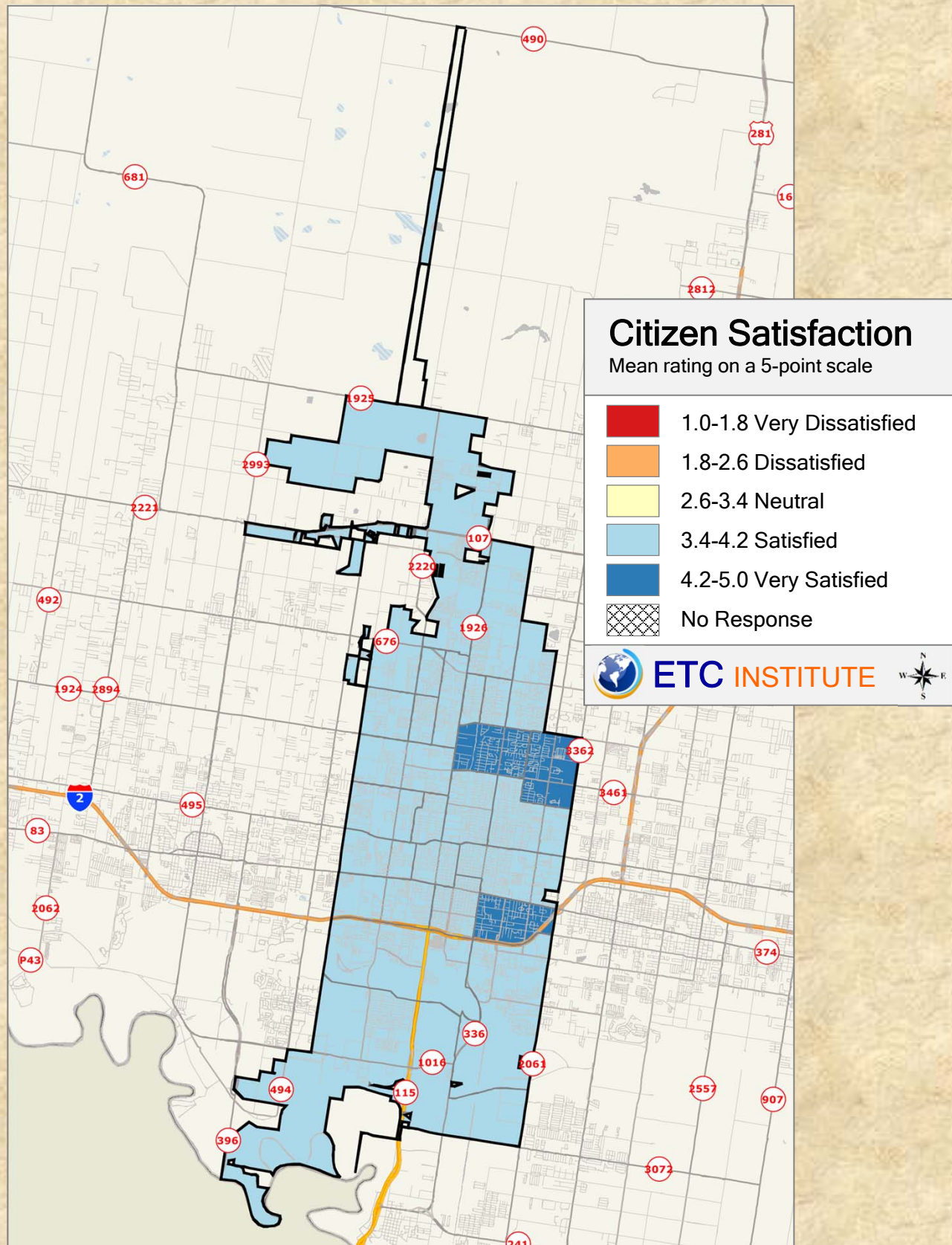
Q6-02 Visibility of police in neighborhoods



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

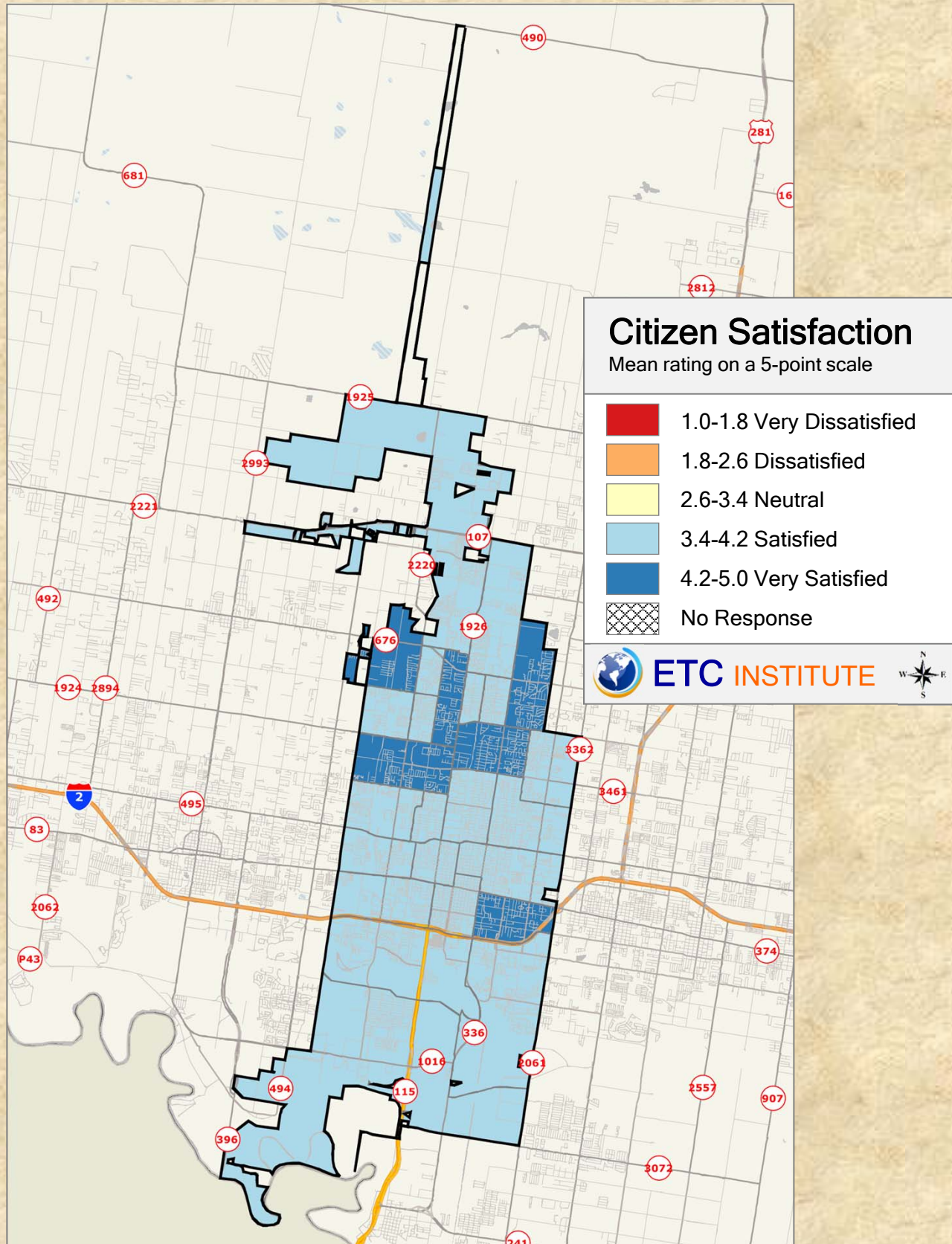
Q6-03 Satisfaction with visibility of police in retail areas



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

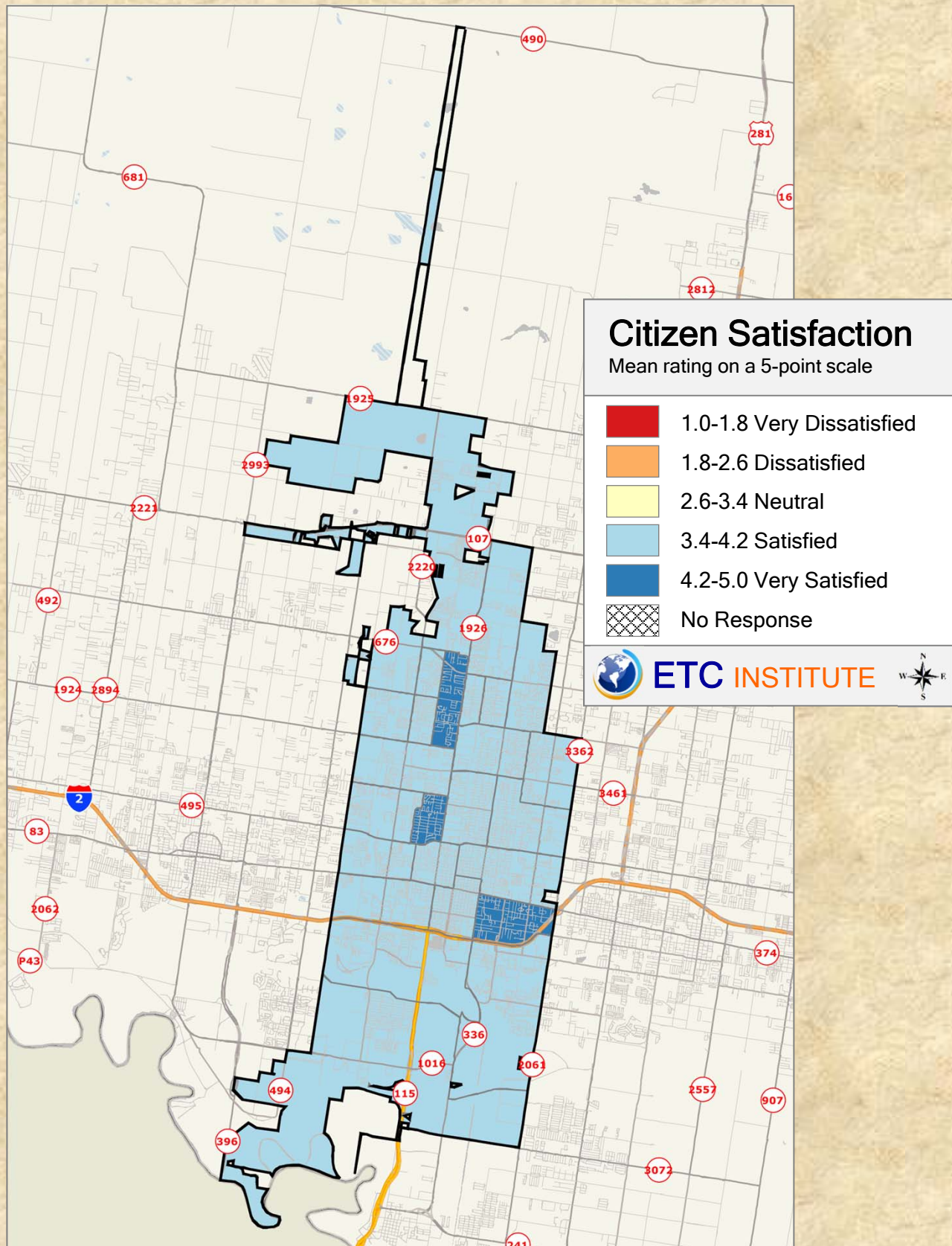
Q6-04 Satisfaction with police response time



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

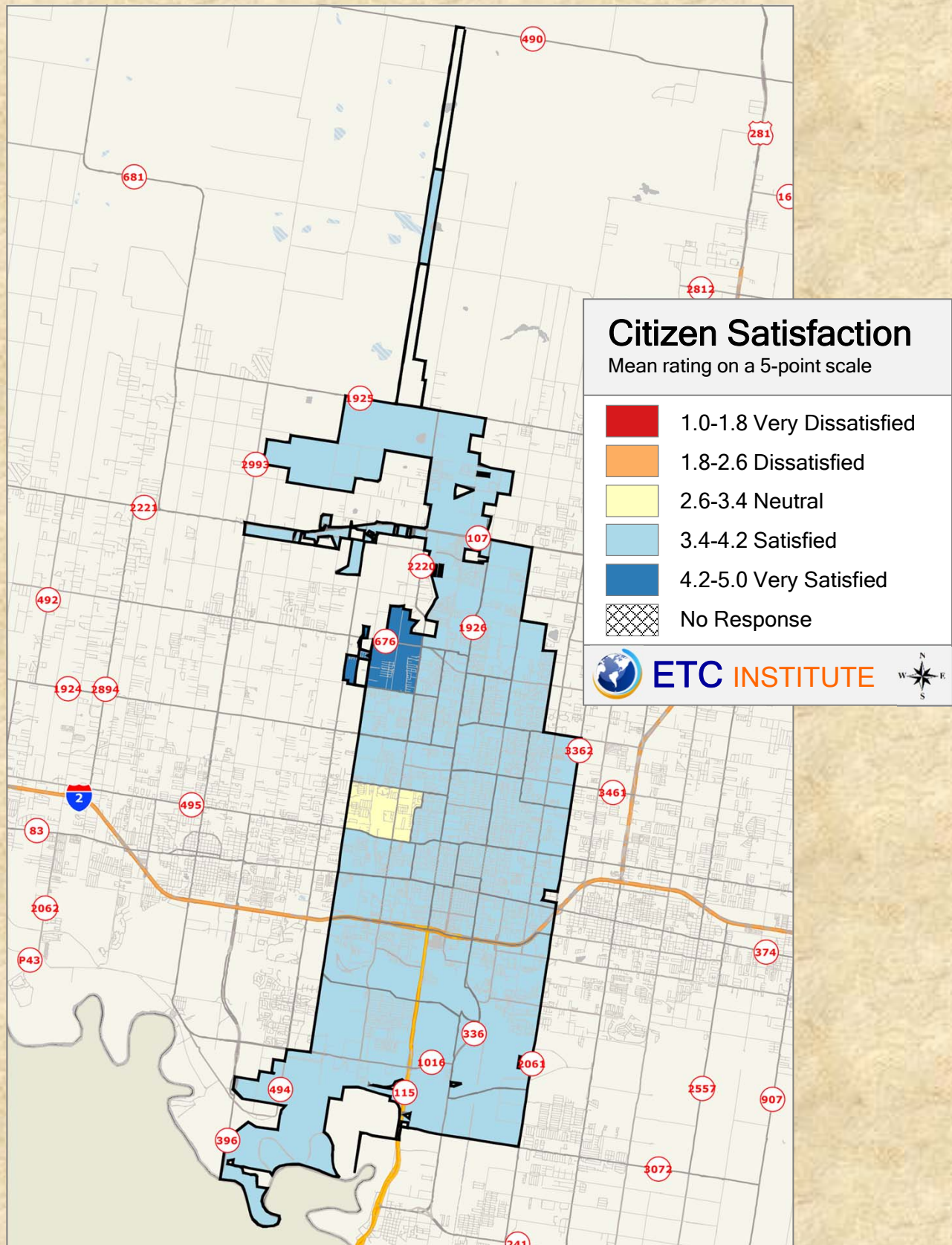
Q6-05 Satisfaction with efforts to prevent crime



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

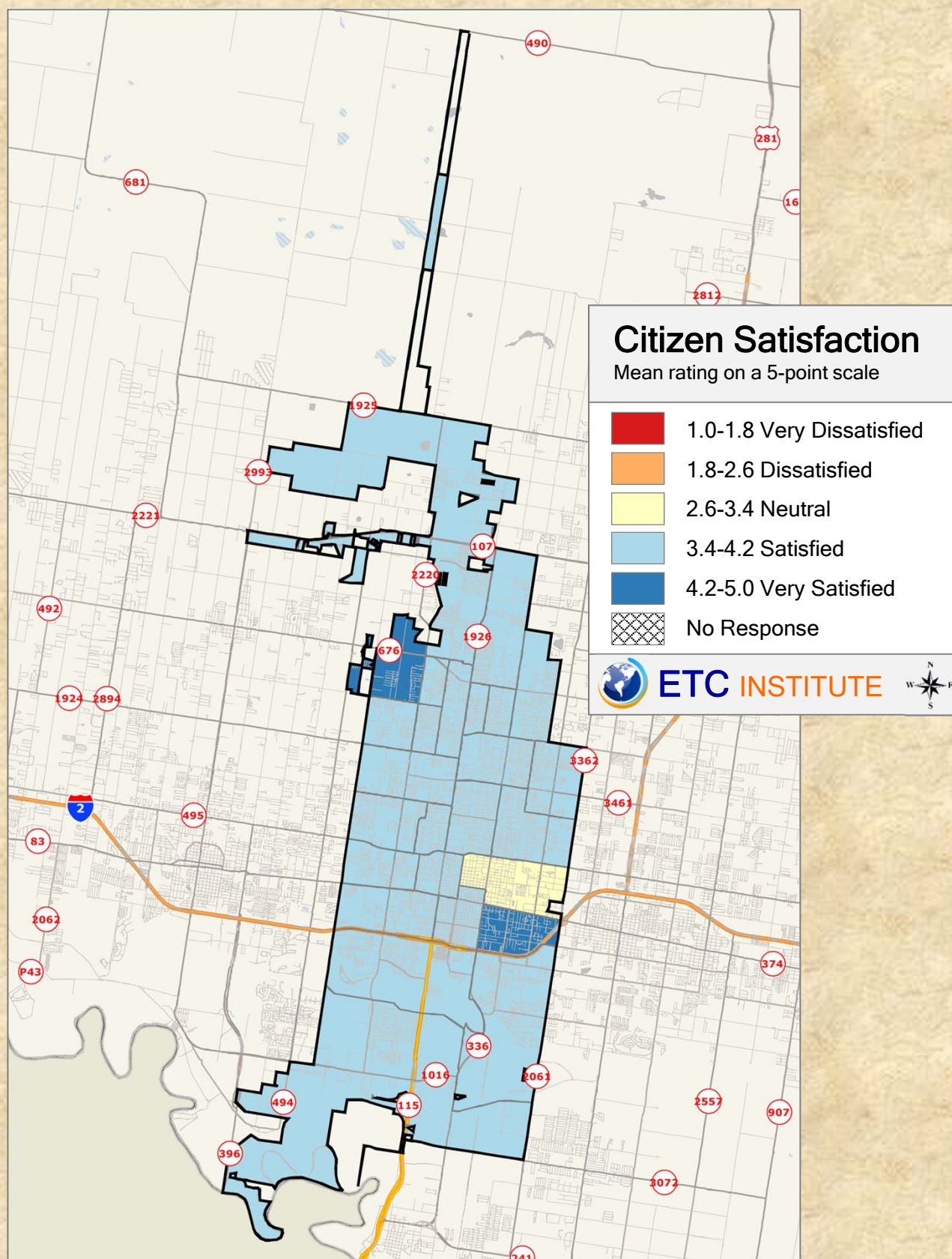
Q6-06 Satisfaction with police safety education programs



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

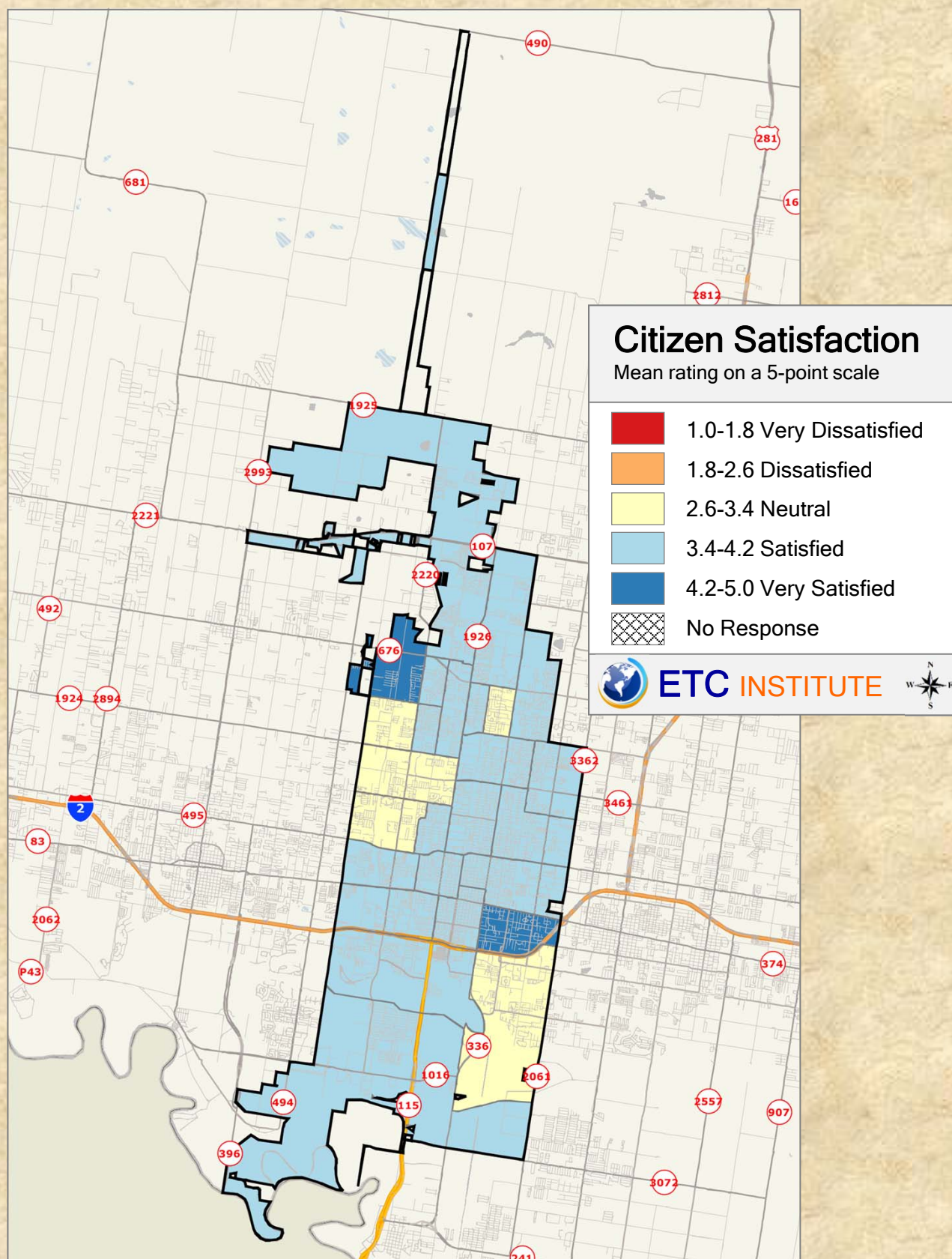
Q6-07 Satisfaction with enforcement of traffic laws



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

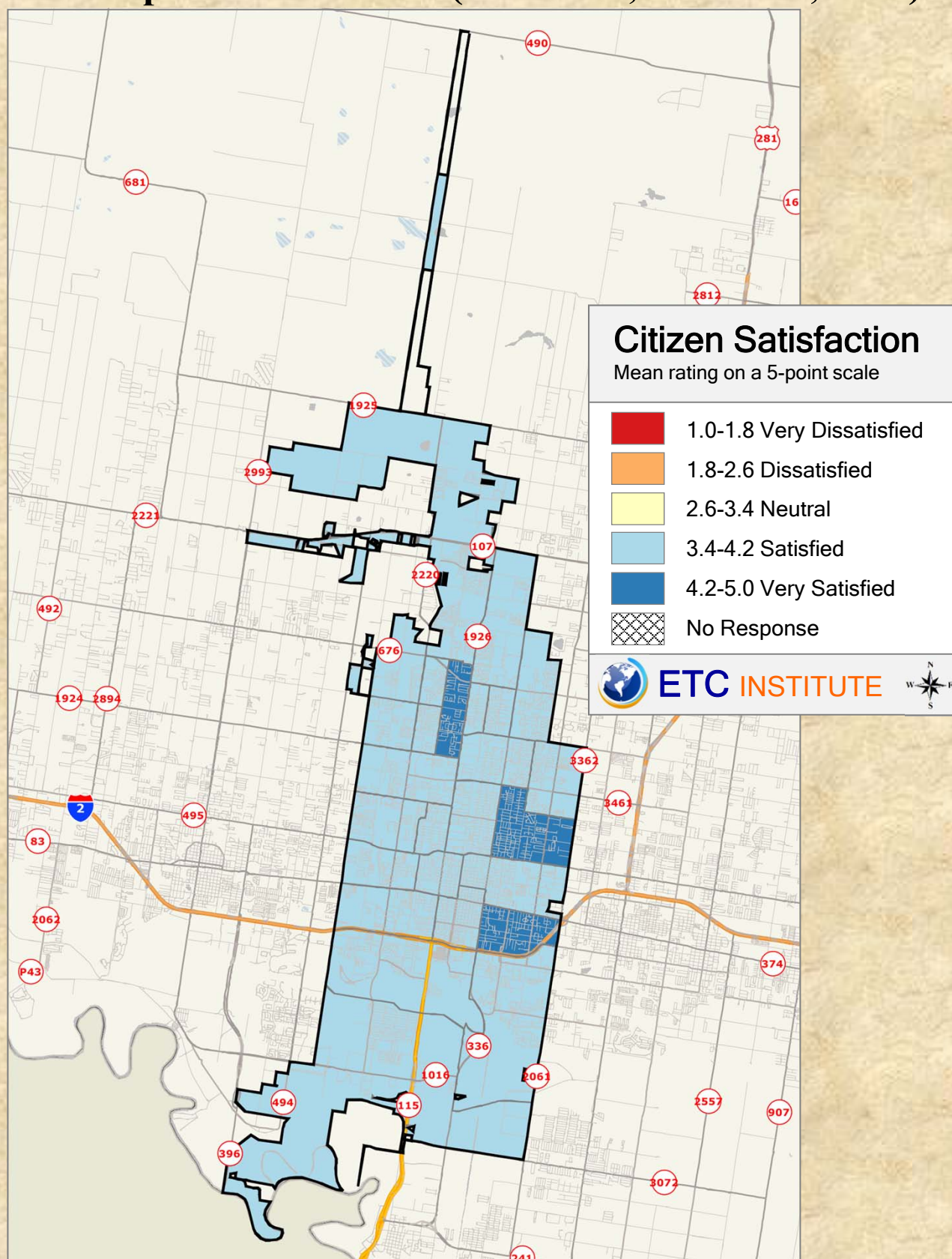
Q6-08 Satisfaction with quality of animal control services



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

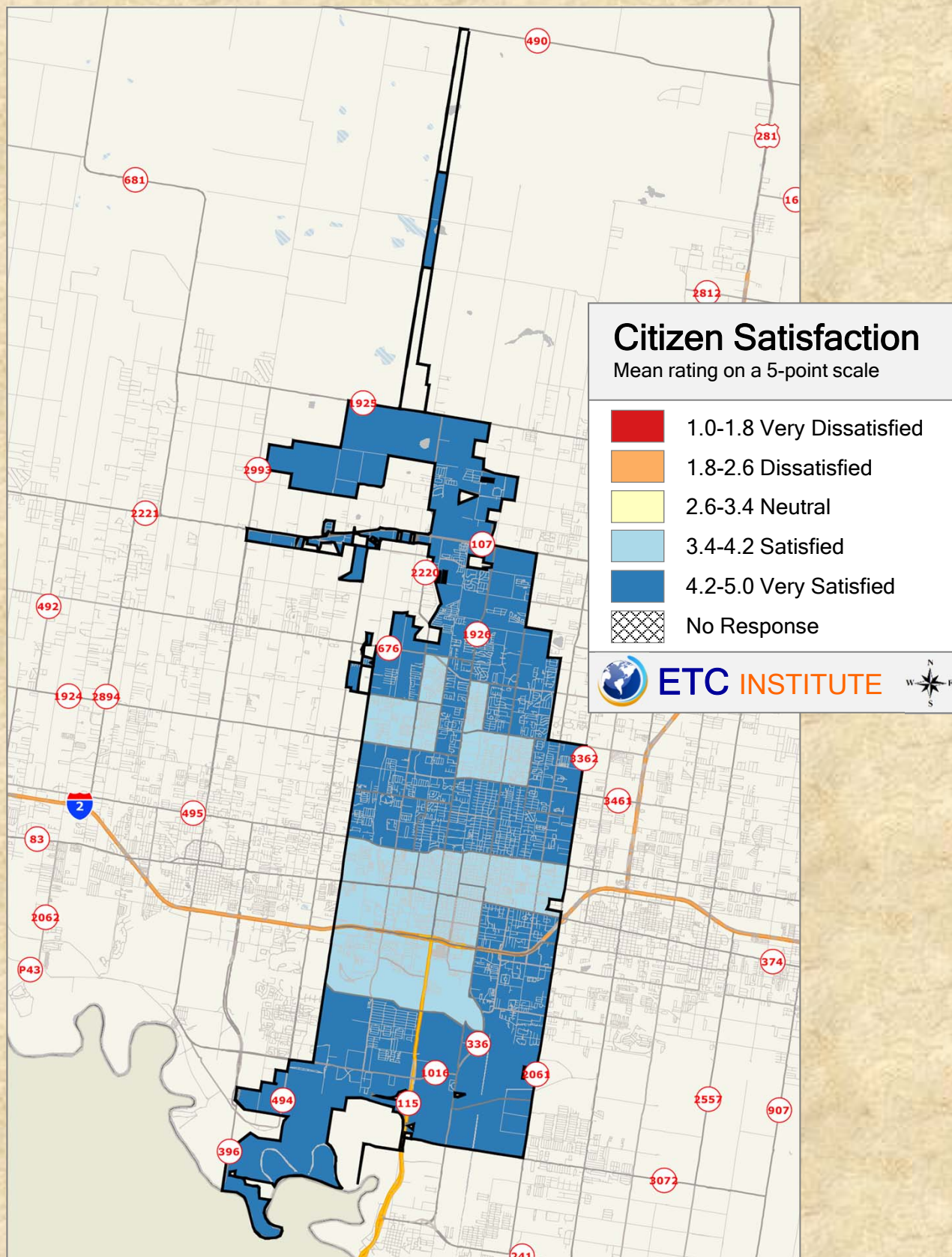
Q6-09 Satisfaction with quality and accessibility of municipal court services (i.e. traffic, collection, fines)



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

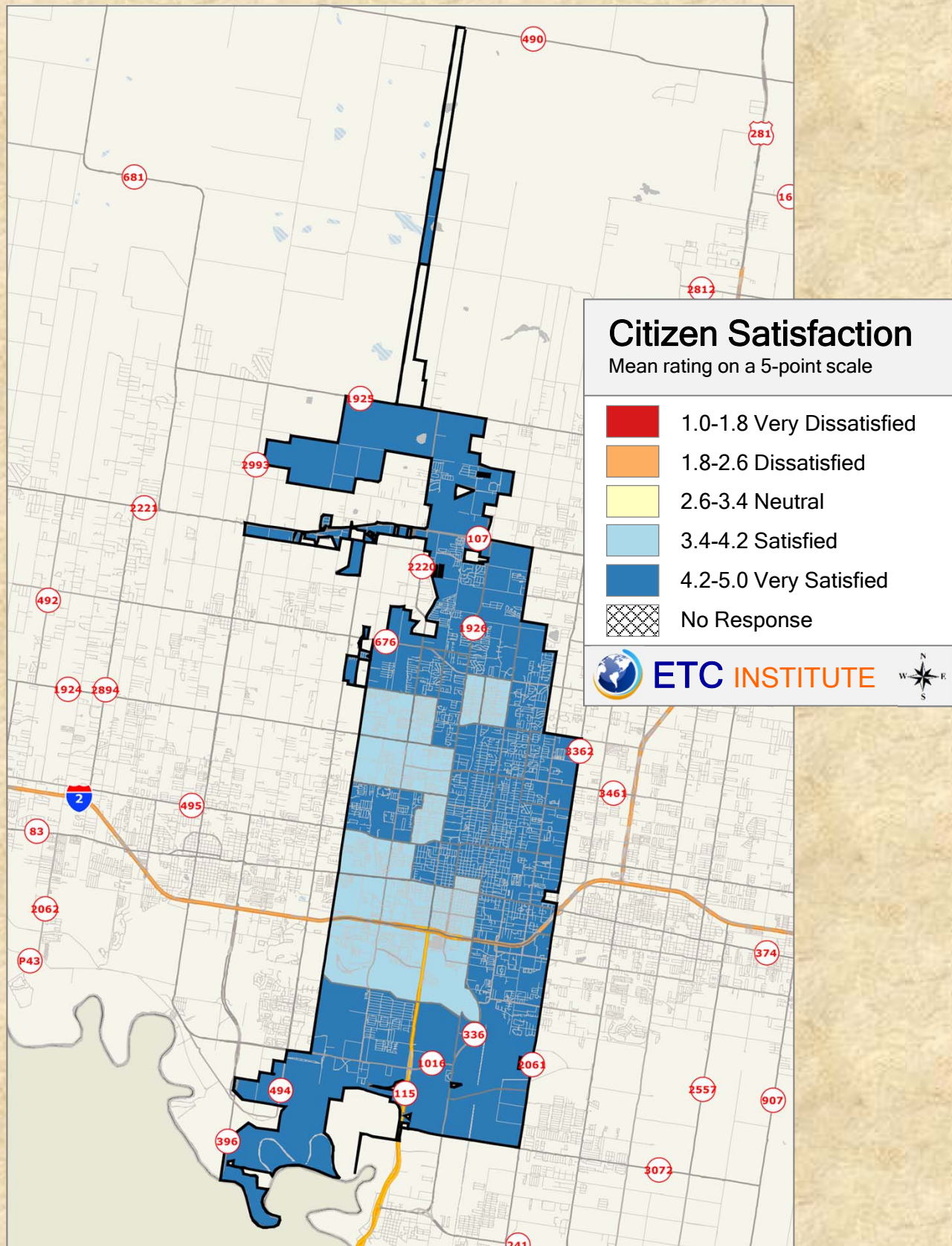
Q6-10 Satisfaction with quality of fire protection



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

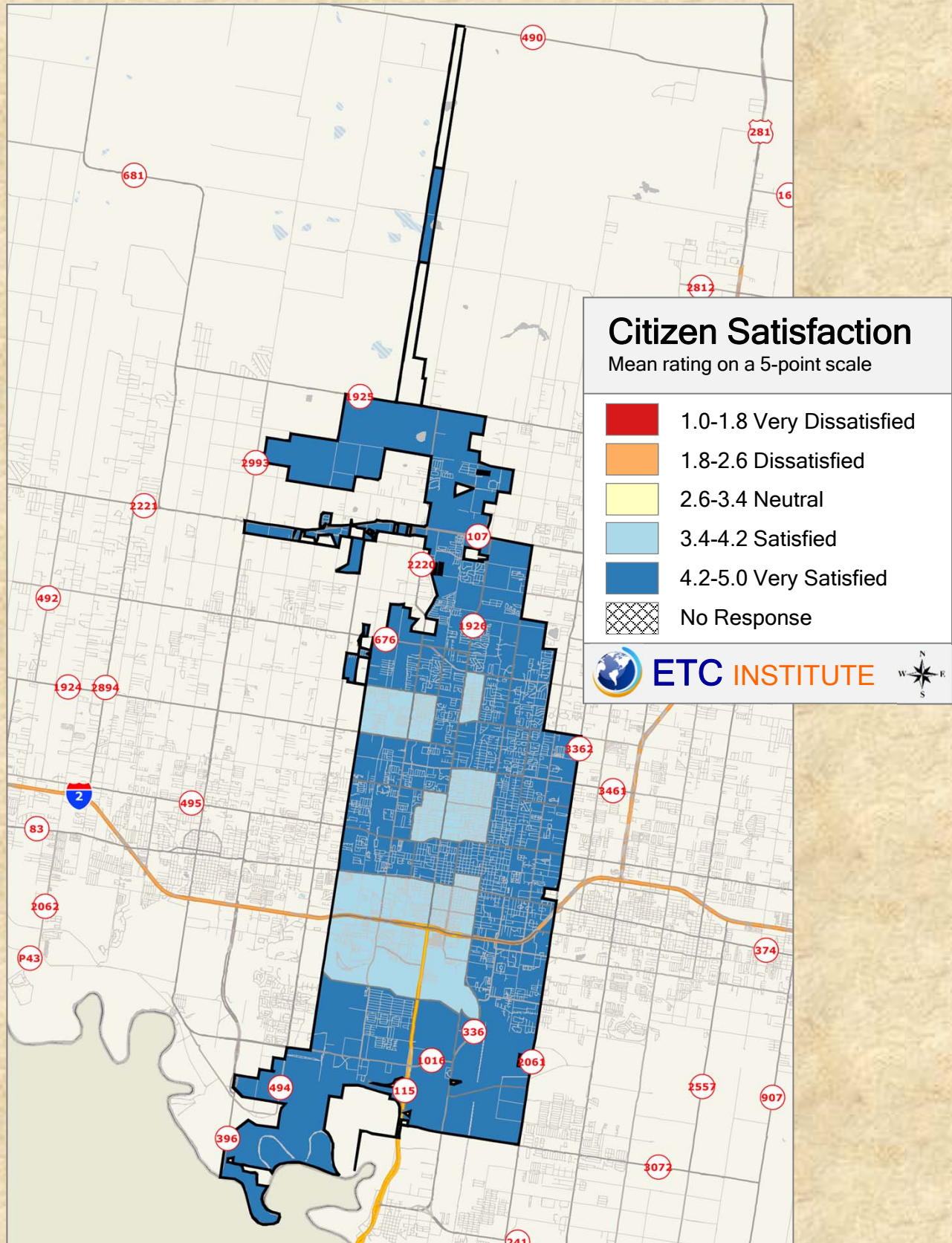
Q6-11 Satisfaction with quality of fire emergency medical services



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

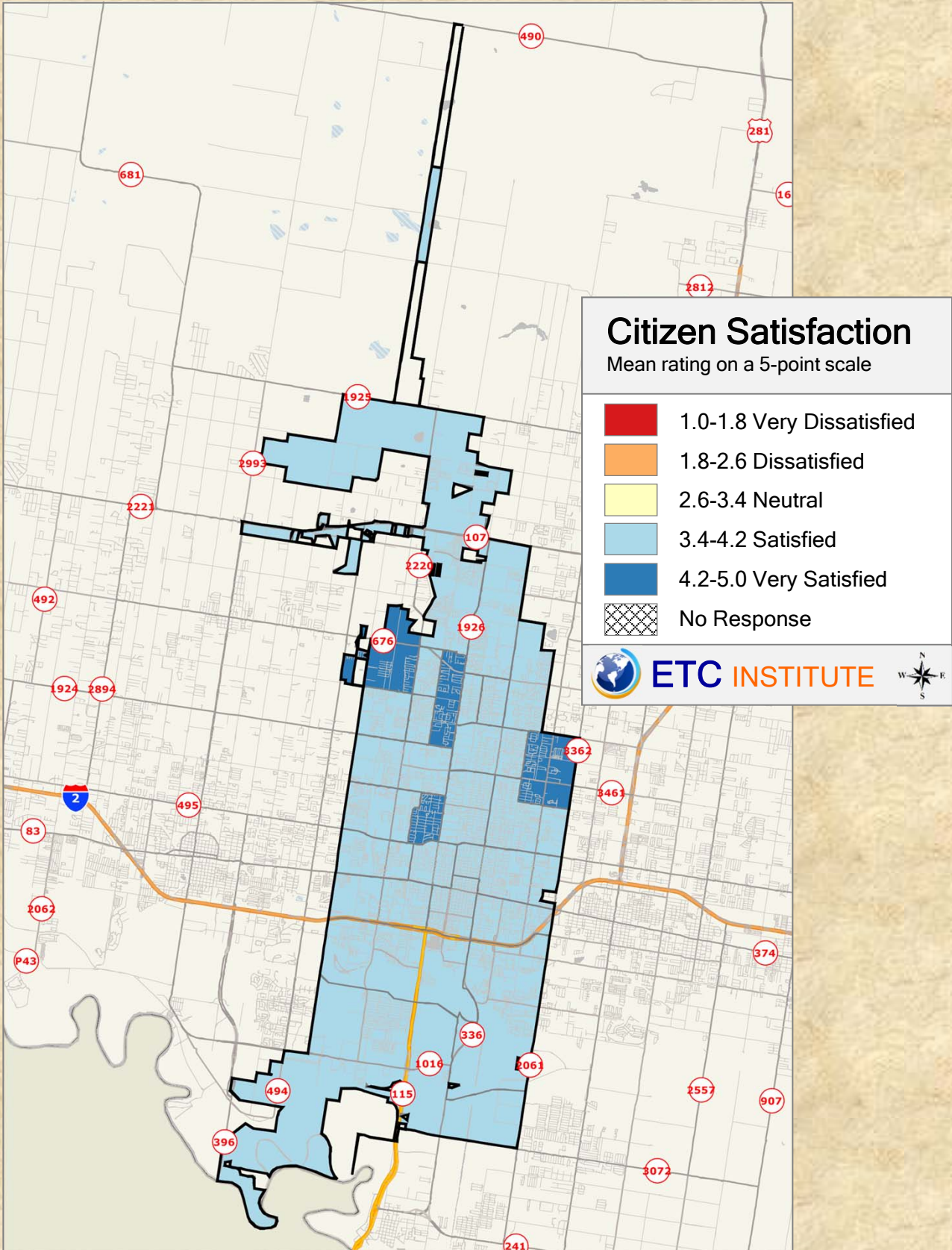
Q6-12 Satisfaction with fire personnel emergency response time



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

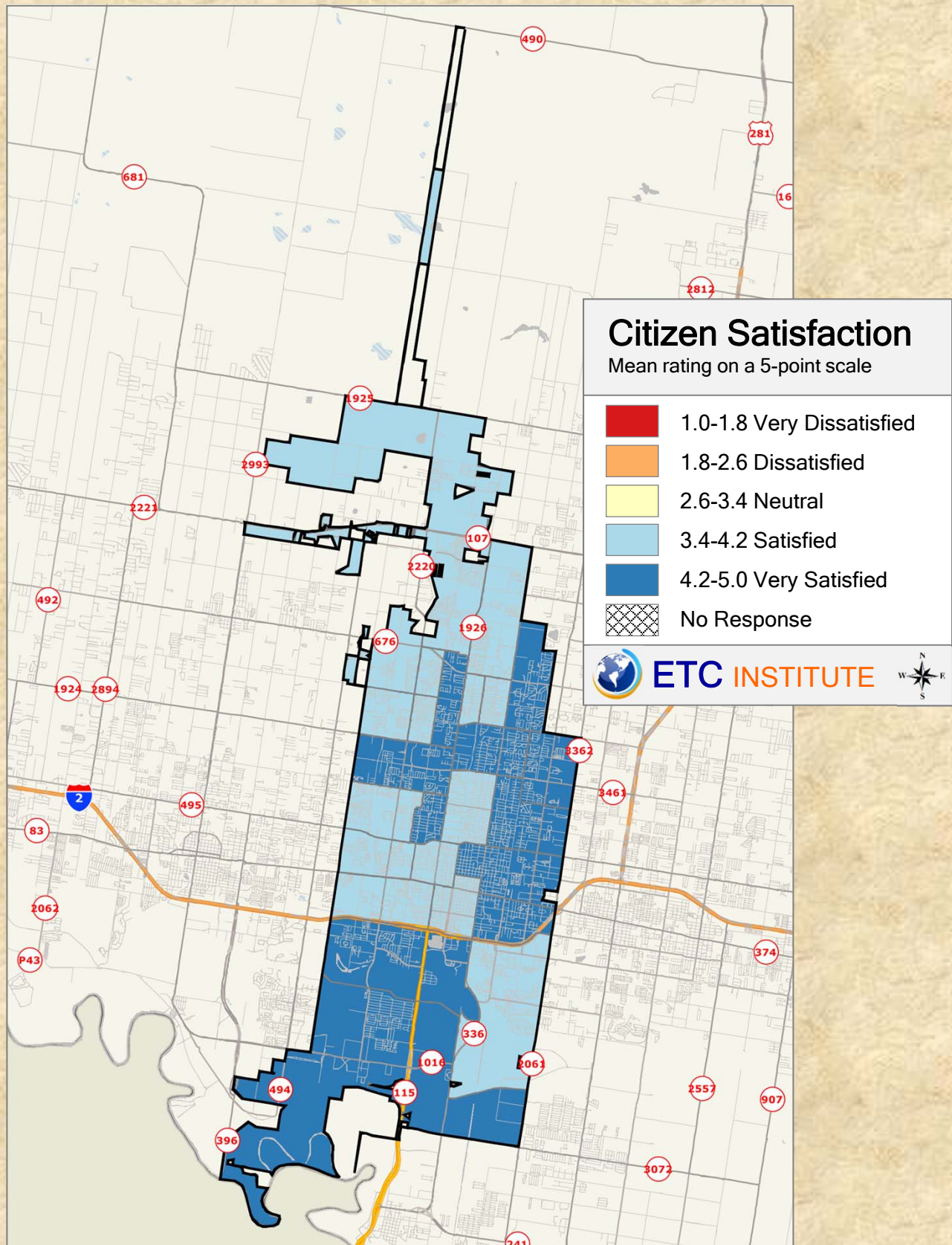
Q6-13 Satisfaction with quality of fire safety education programs



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

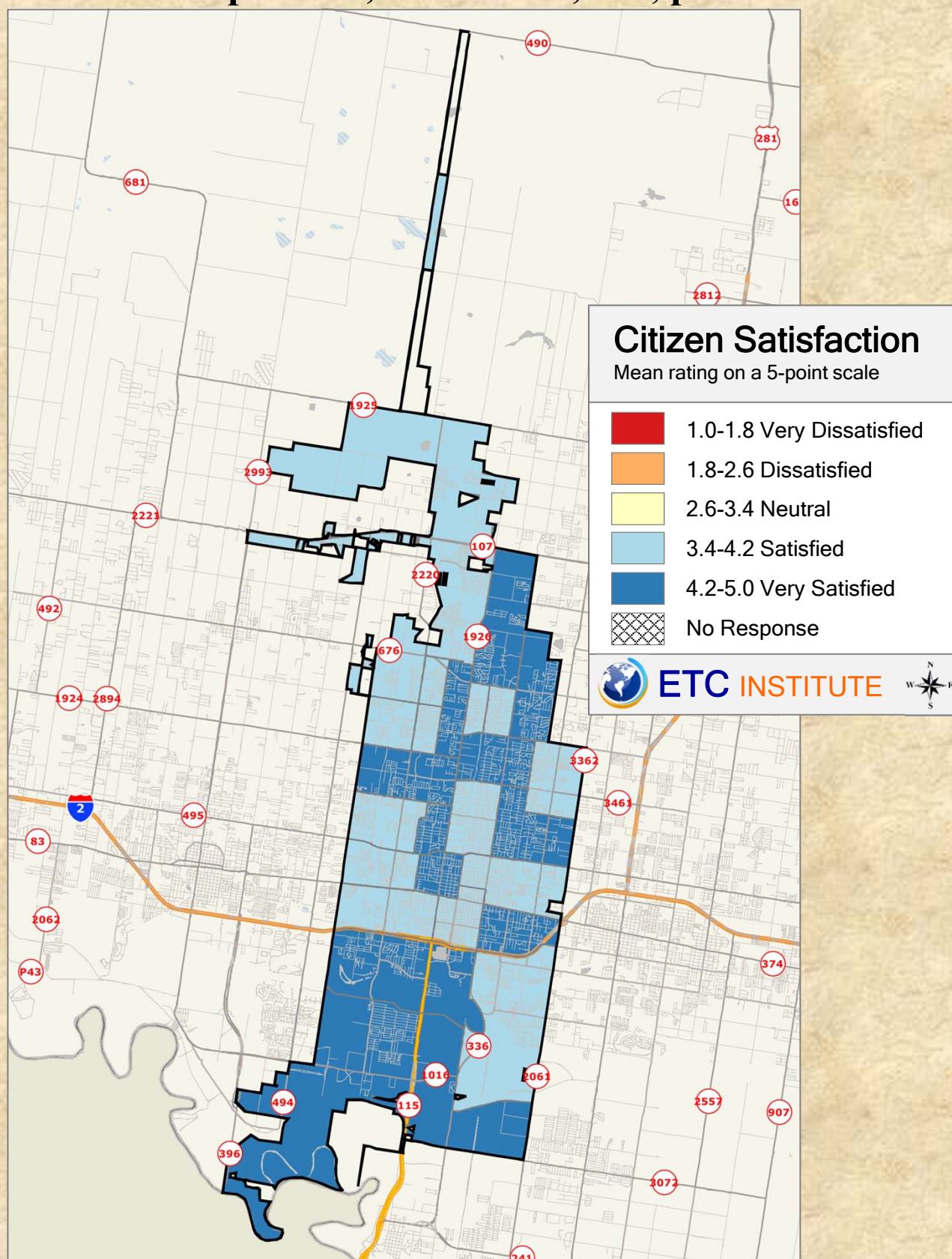
Q6-14 Satisfaction with 9-1-1 service provided by operators



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

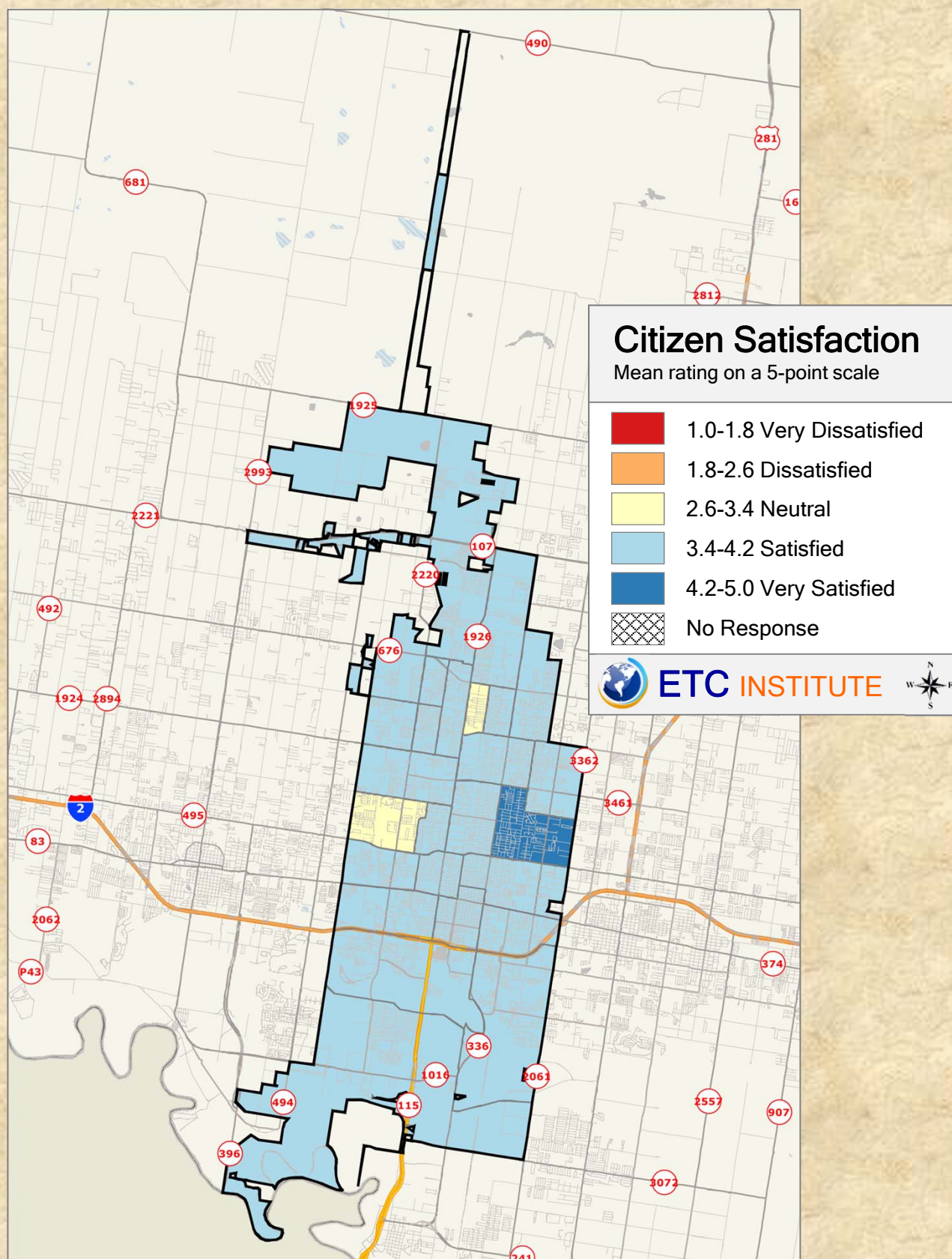
Q6-15 Satisfaction with 9-1-1 response time from first responders, ambulance, fire, police



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

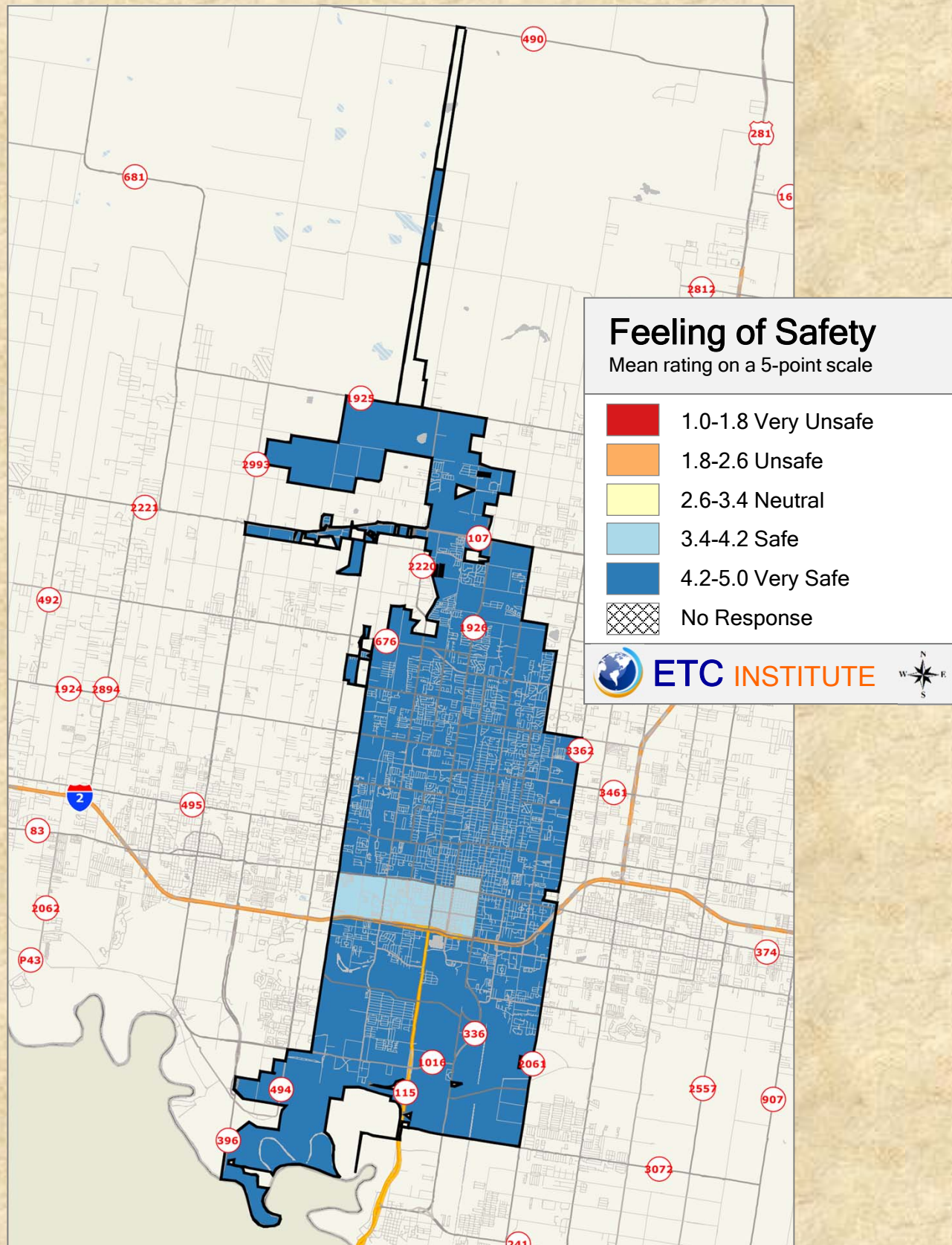
Q6-16 Satisfaction with disaster preparedness public education



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

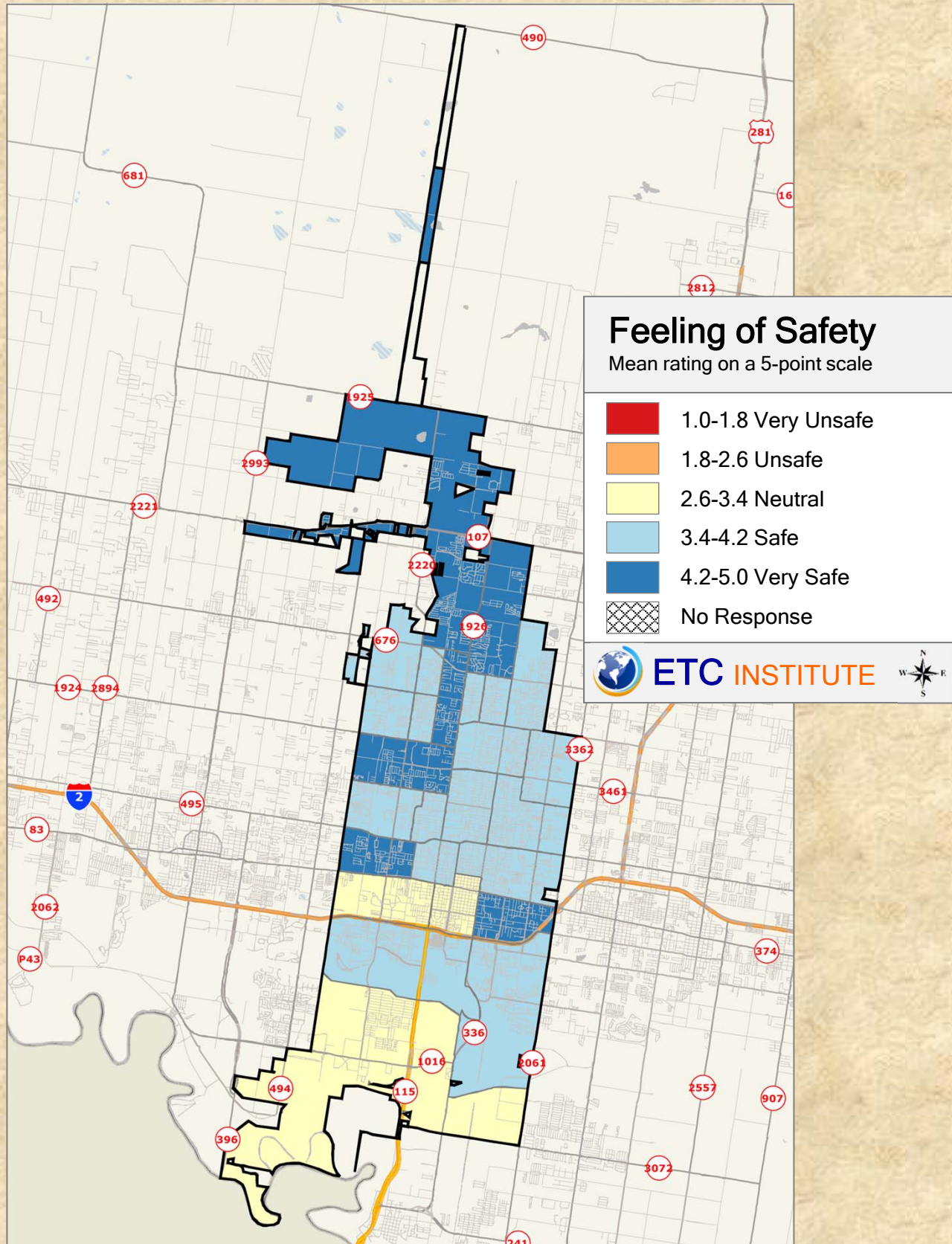
Q8-1 Feeling of safety in neighborhoods during the day



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

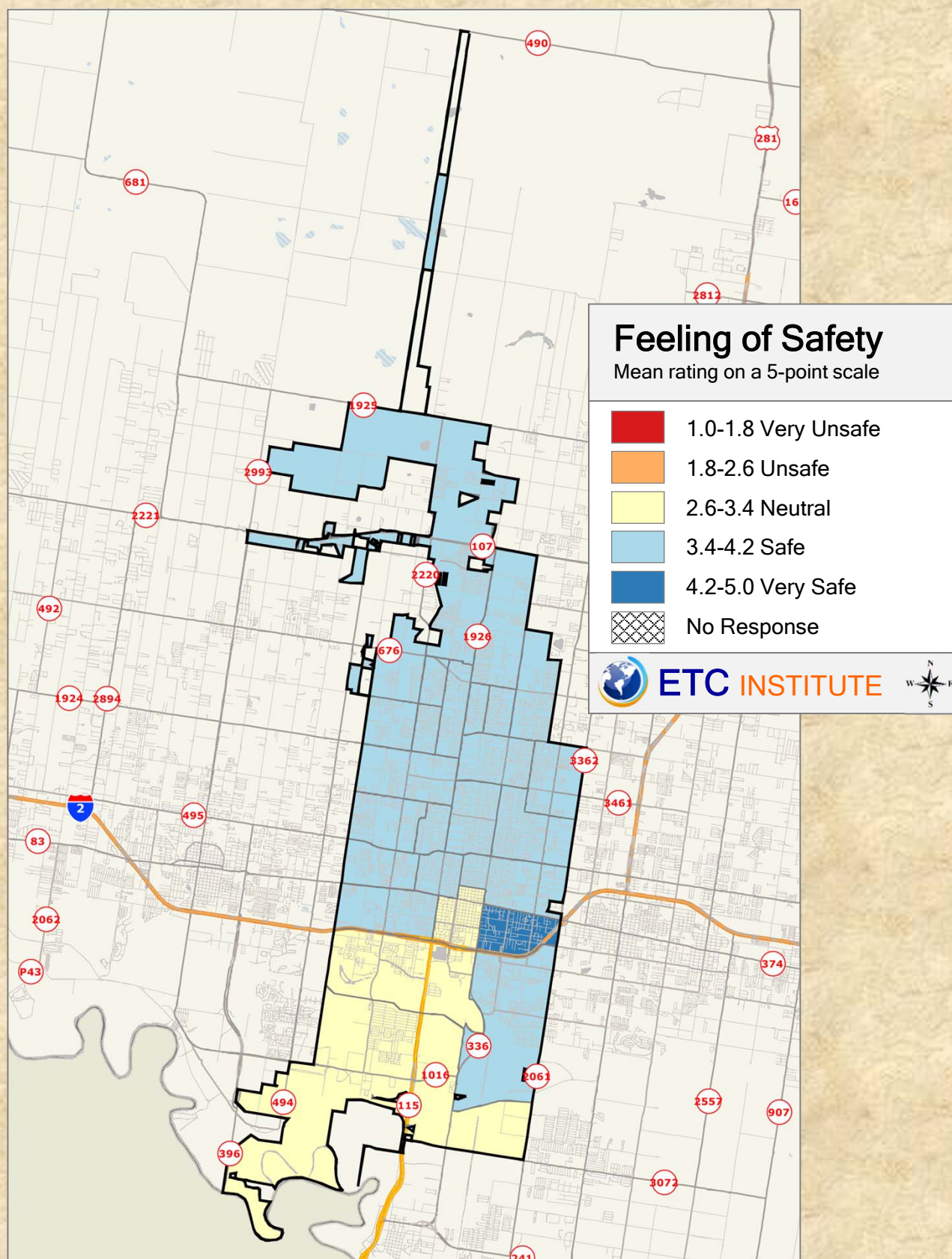
Q8-2 Feeling of safety in neighborhoods at night



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

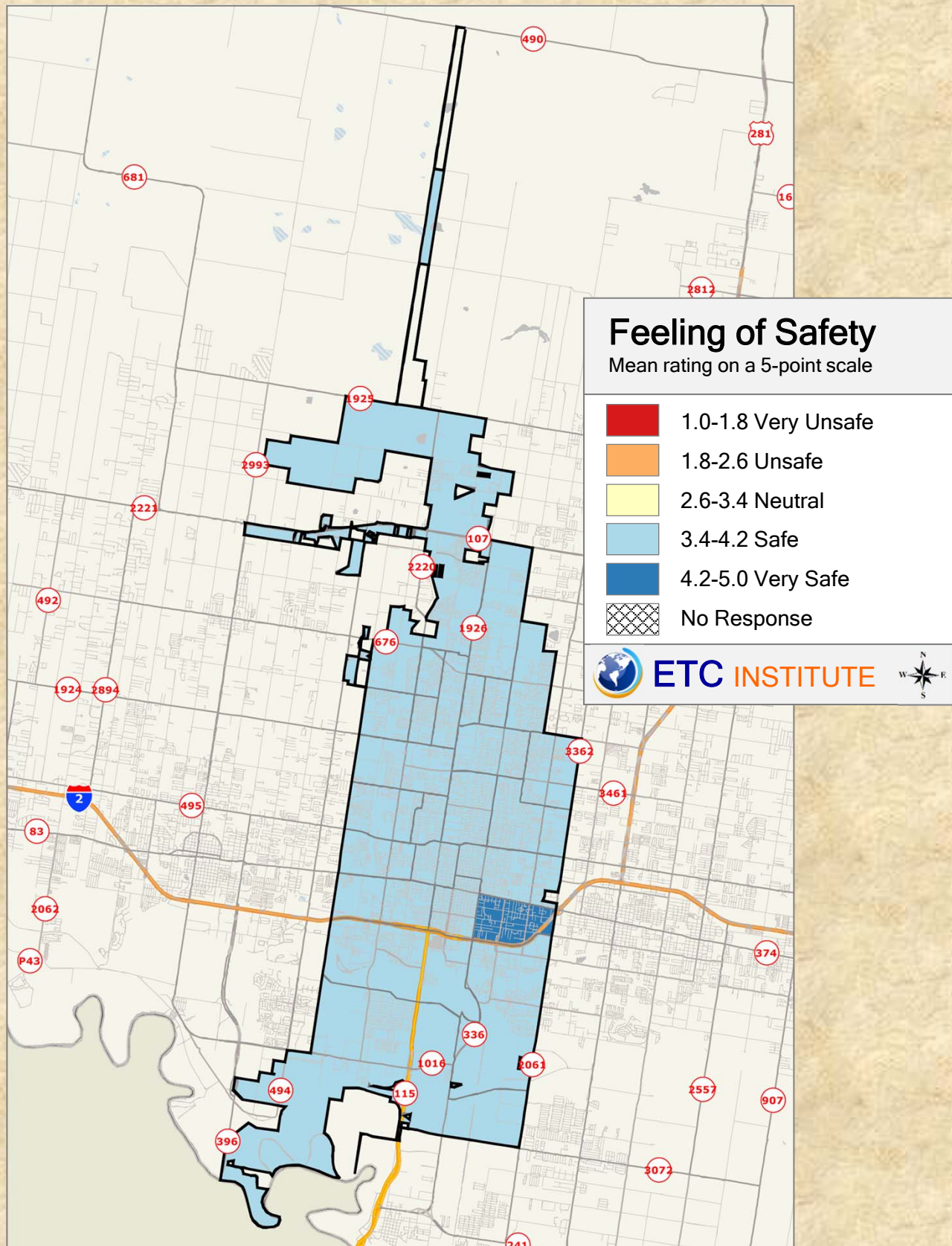
Q8-3 Feeling of safety in the City's parks, trails, and recreational areas



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

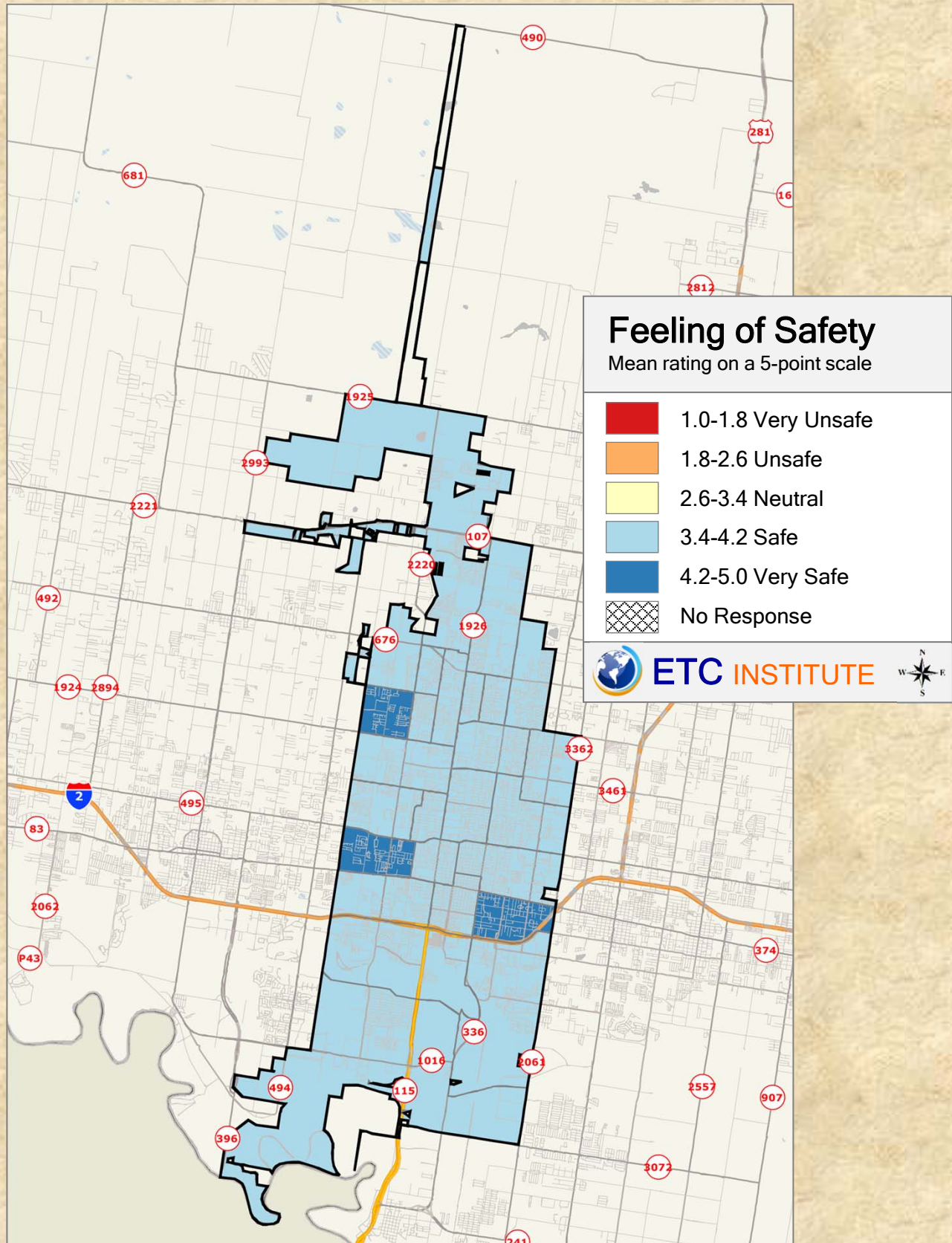
Q8-4 Feeling of safety in commercial and retail areas



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

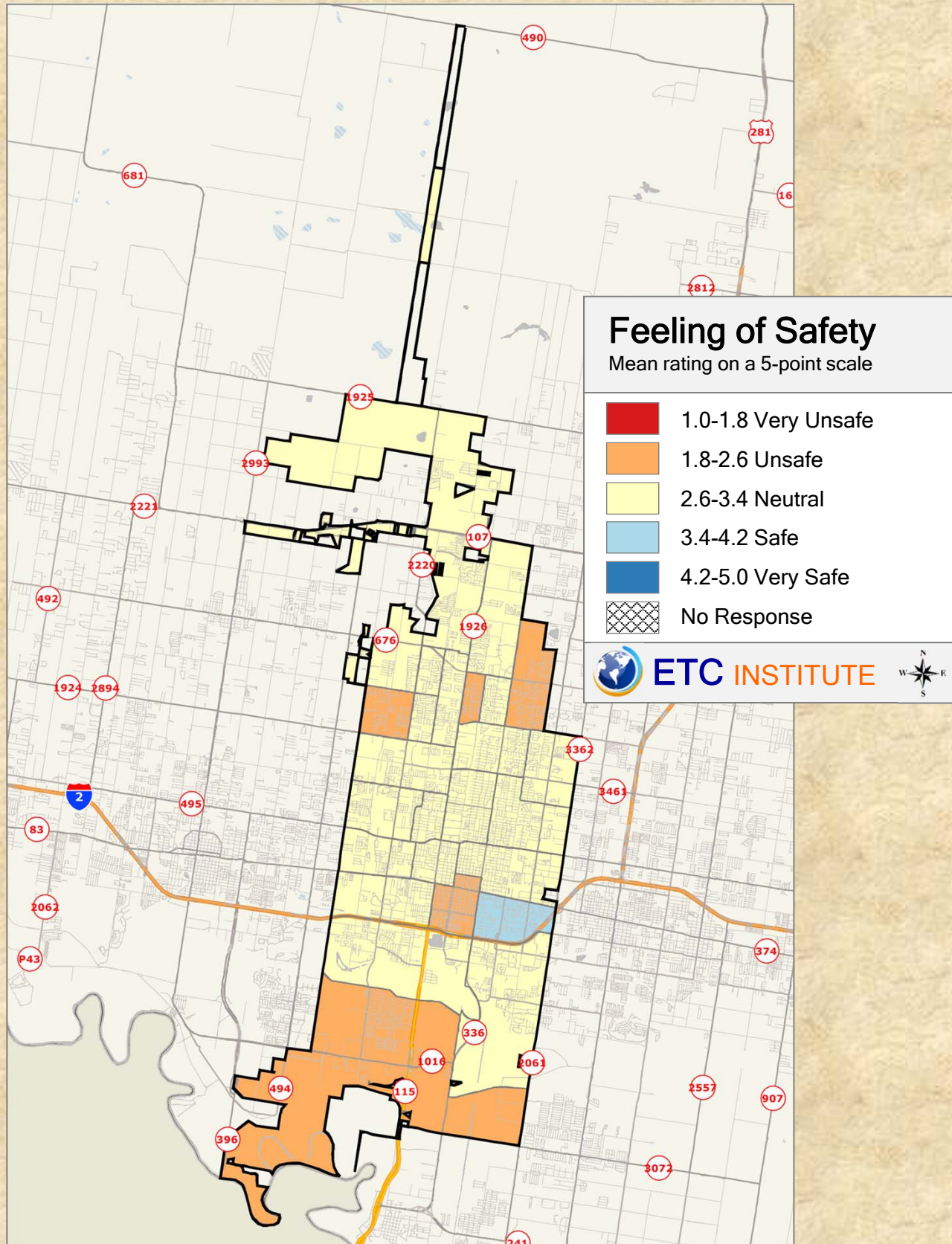
Q8-5 Overall feeling of safety in the City



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

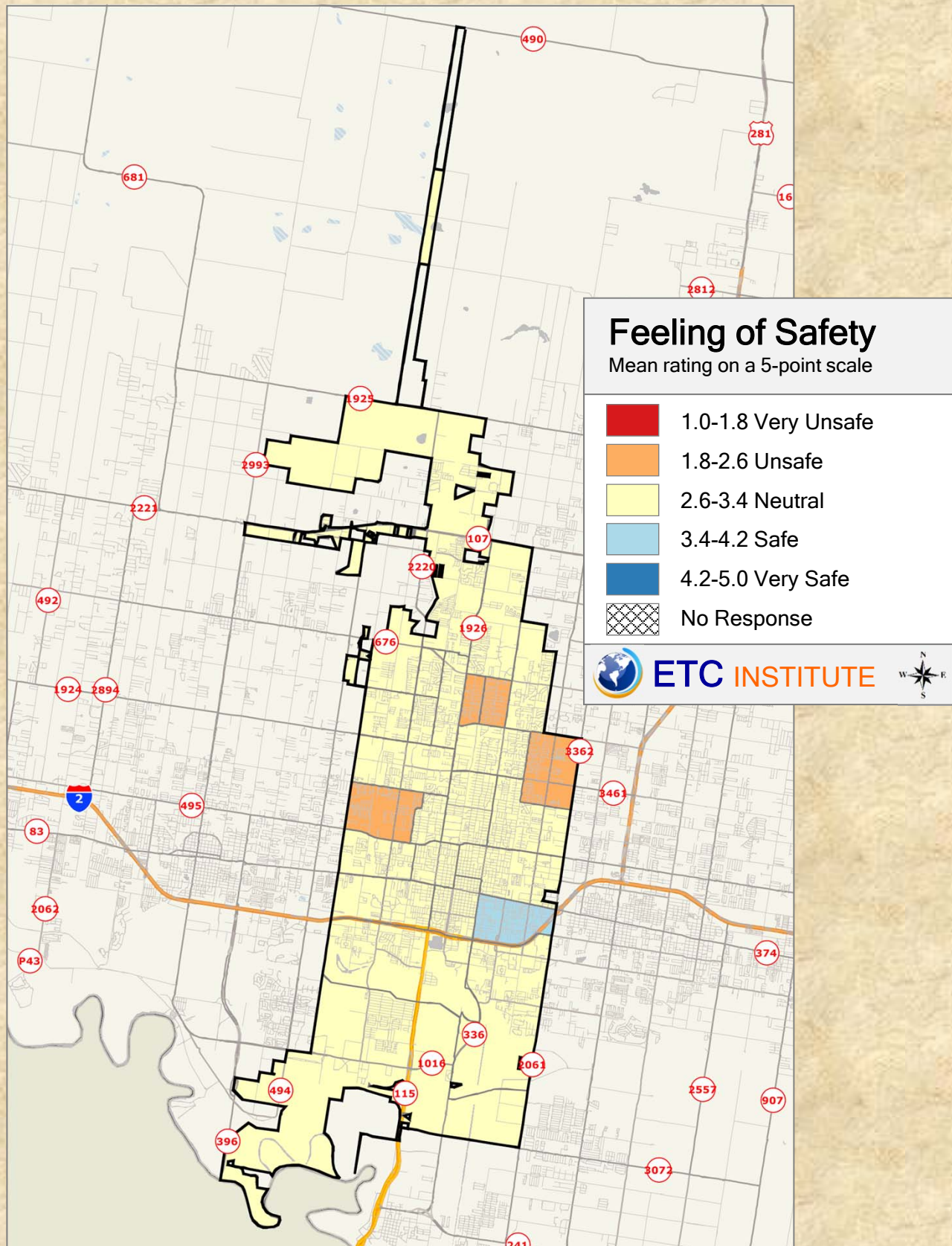
Q8-6 Feeling of safety downtown after dark



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

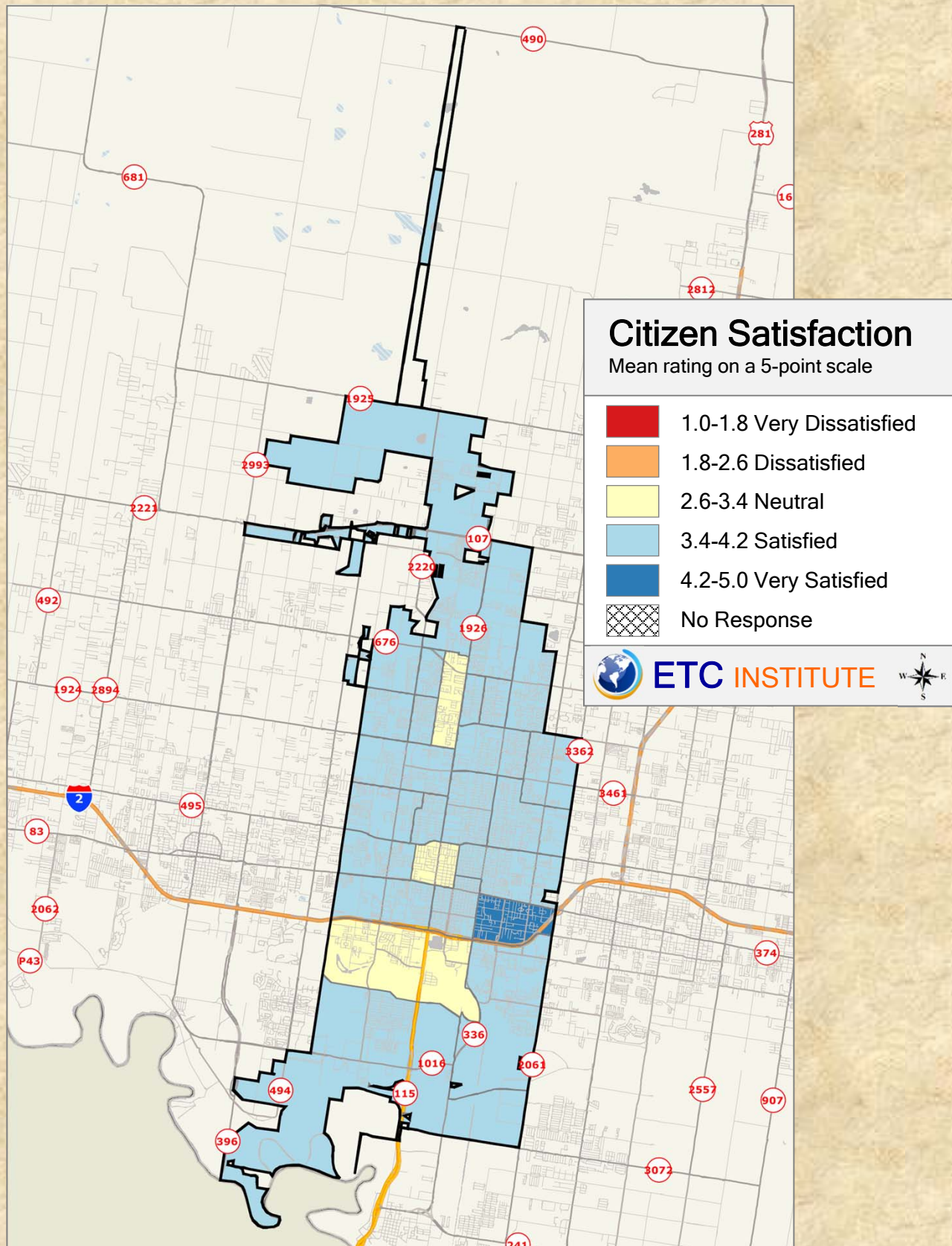
Q8-7 Feeling of safety traveling by bicycle in McAllen



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

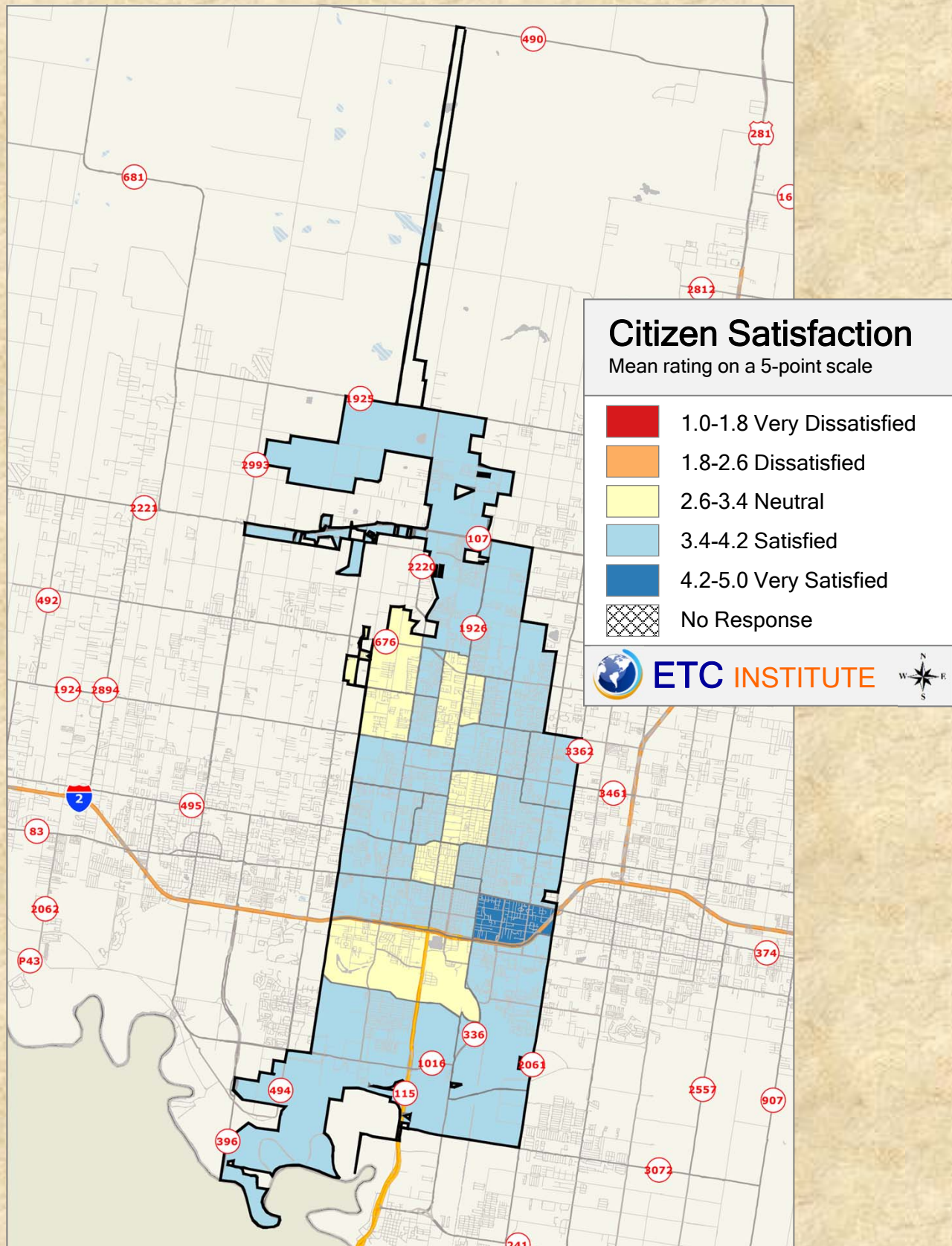
Q9-01 Satisfaction with overall responsiveness of city code enforcement staff



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

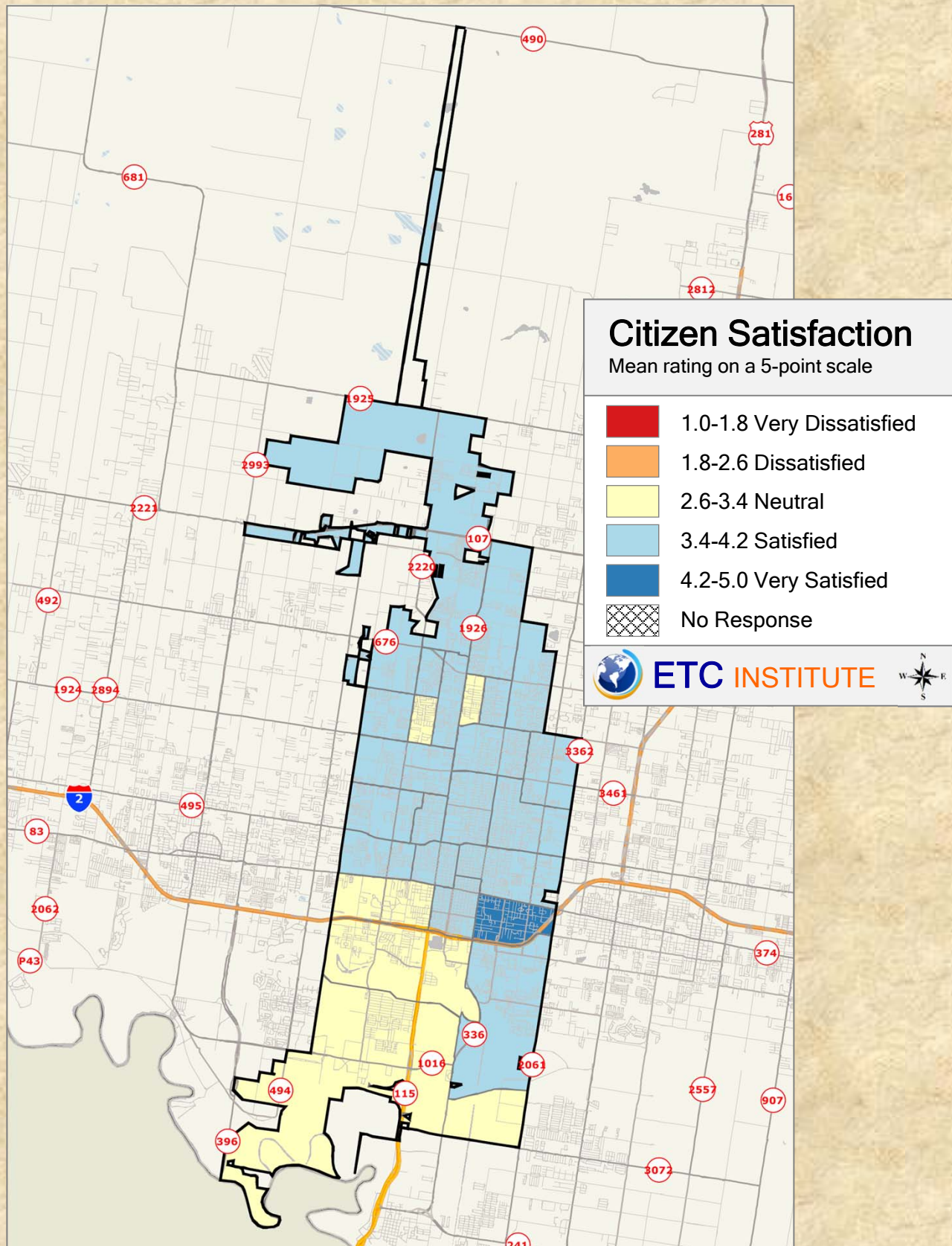
Q9-02 Satisfaction with City effort to enforce code violations



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

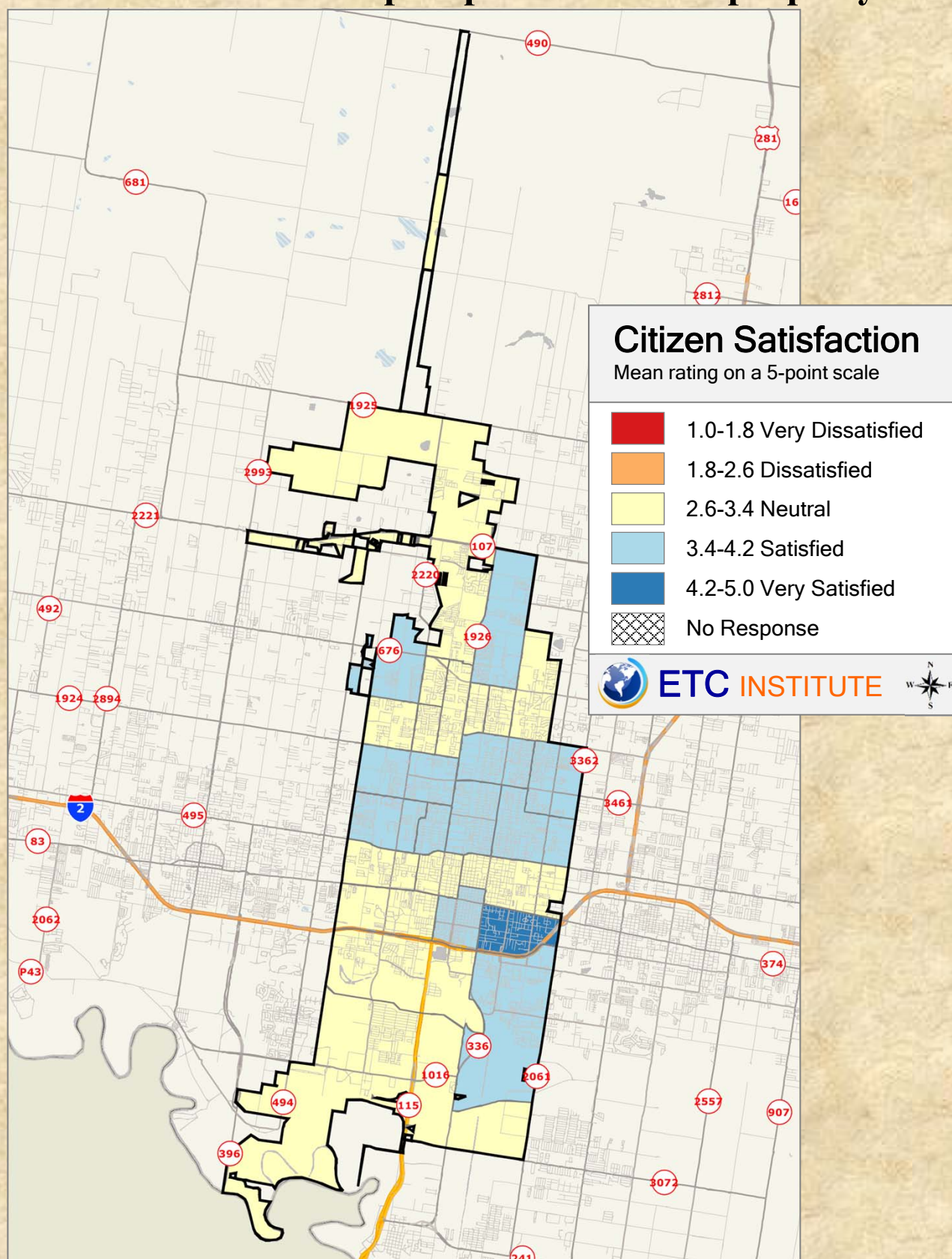
Q9-03 Satisfaction with clean-up of debris/litter



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

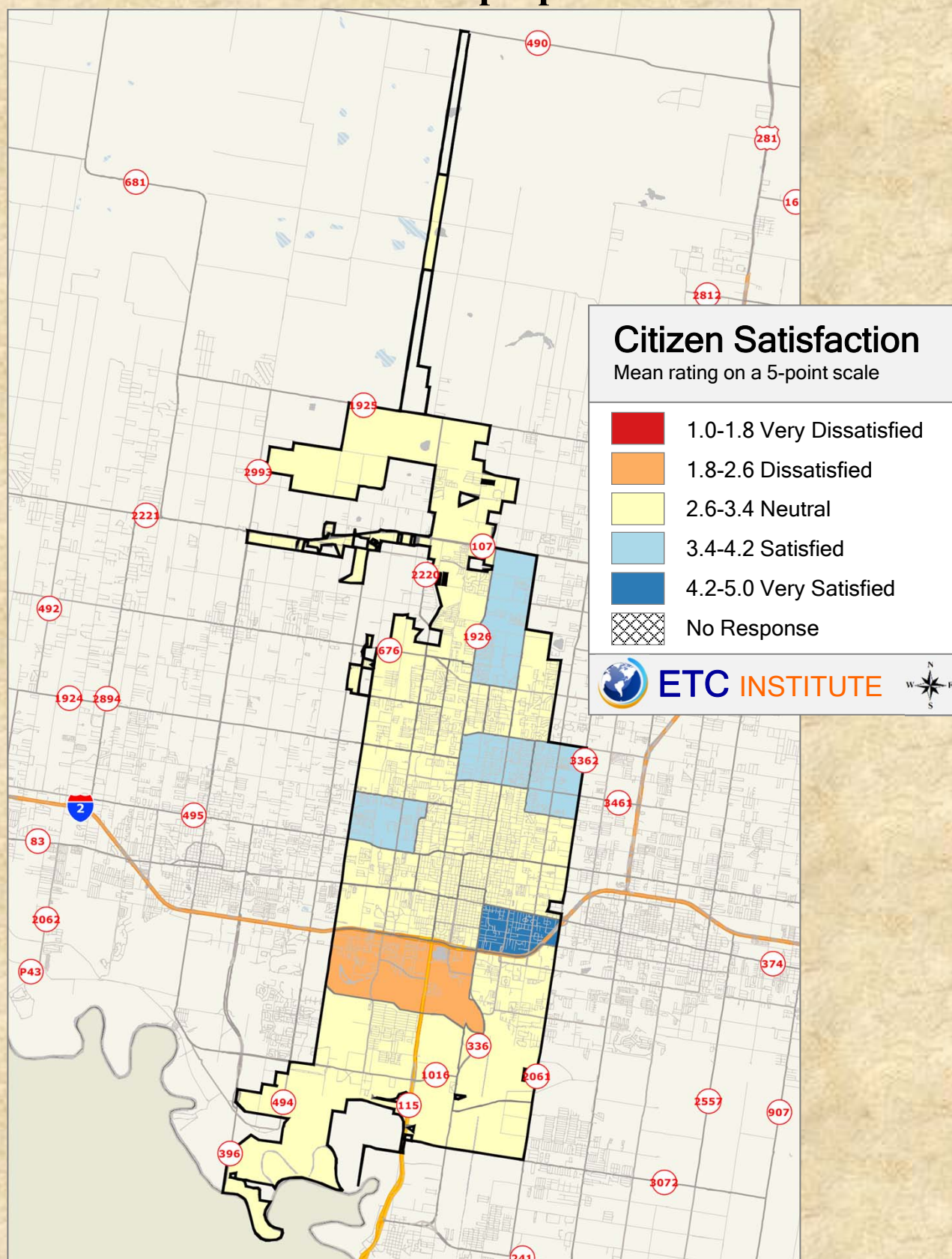
Q9-04 Satisfaction with efforts to enforce exterior maintenance and upkeep of residential property



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

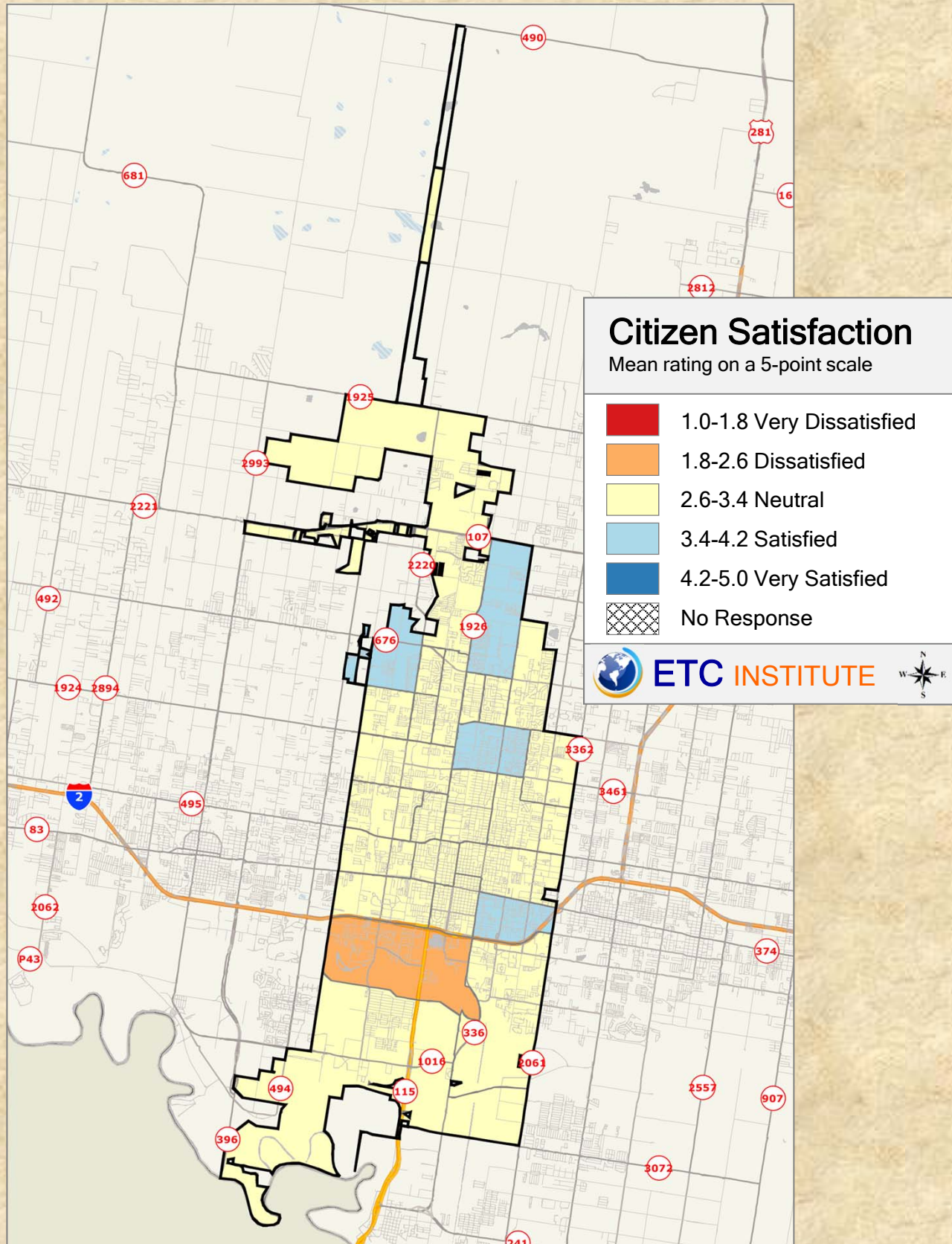
Q9-05 Satisfaction with efforts to identify abandoned or unsecured properties



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

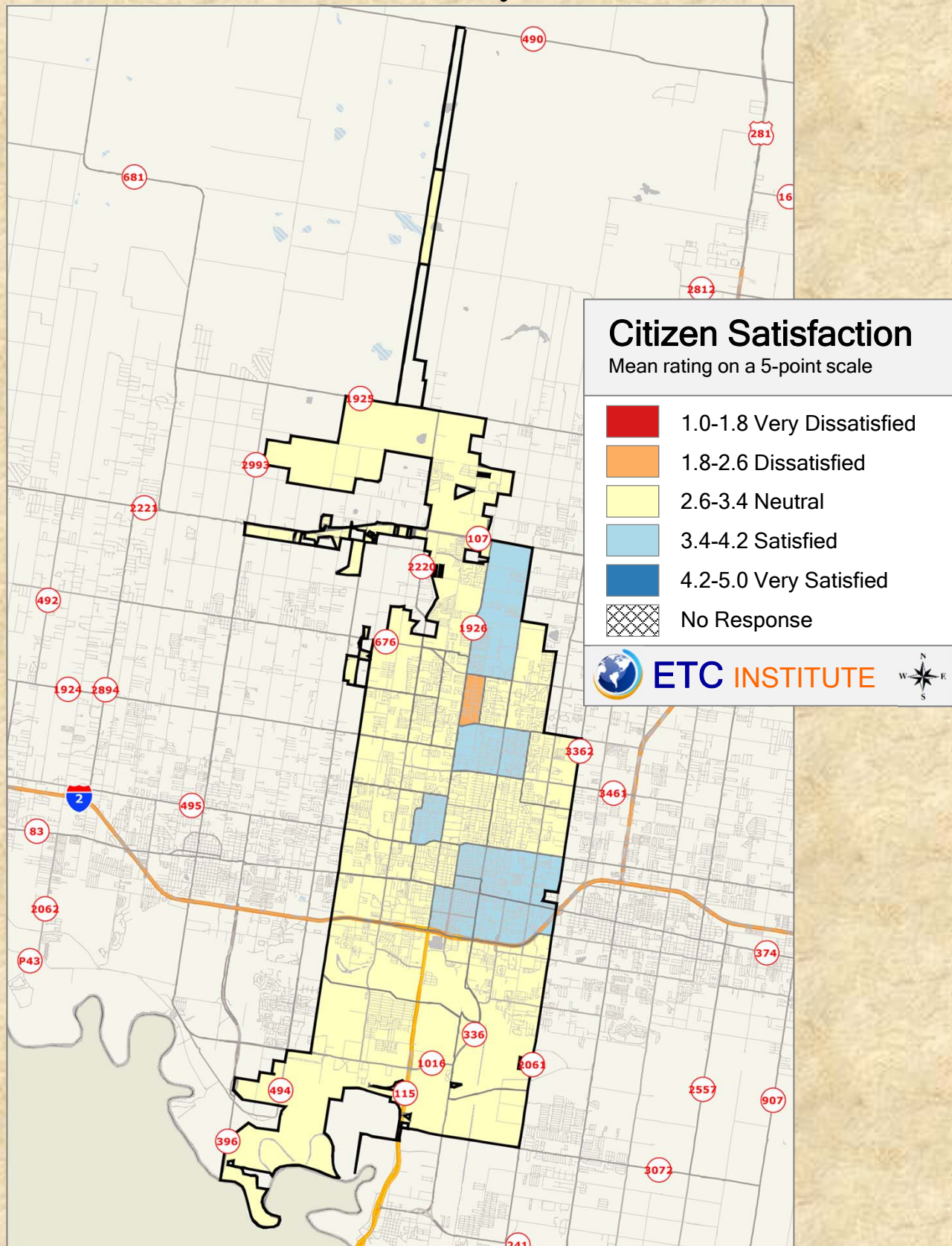
Q9-06 Satisfaction with efforts to remove dilapidated structures



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

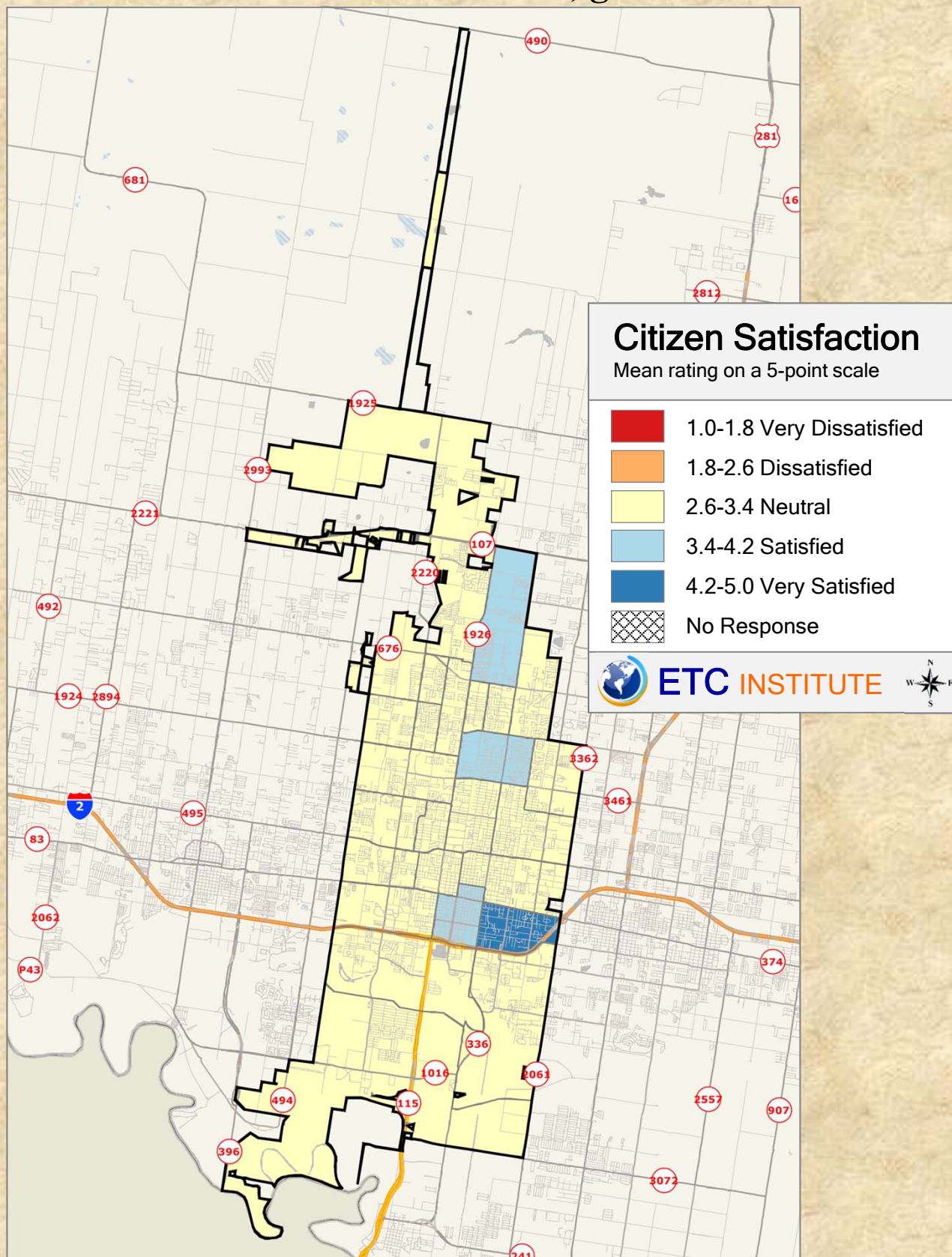
Q9-07 Satisfaction with enforcement of parking on grass in front yard



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

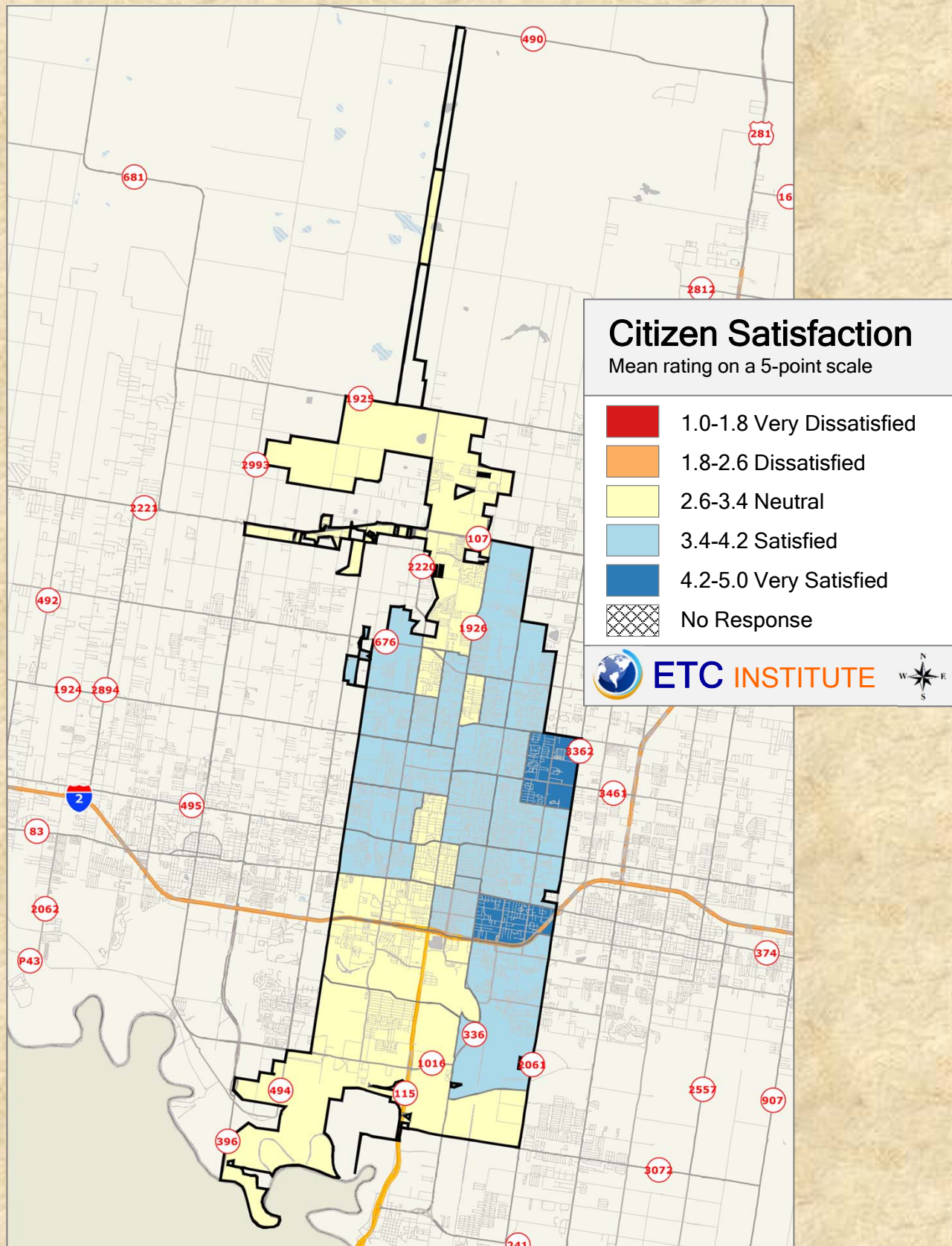
Q9-08 Satisfaction with enforcement of weedy lots, abandoned vehicles, graffiti



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

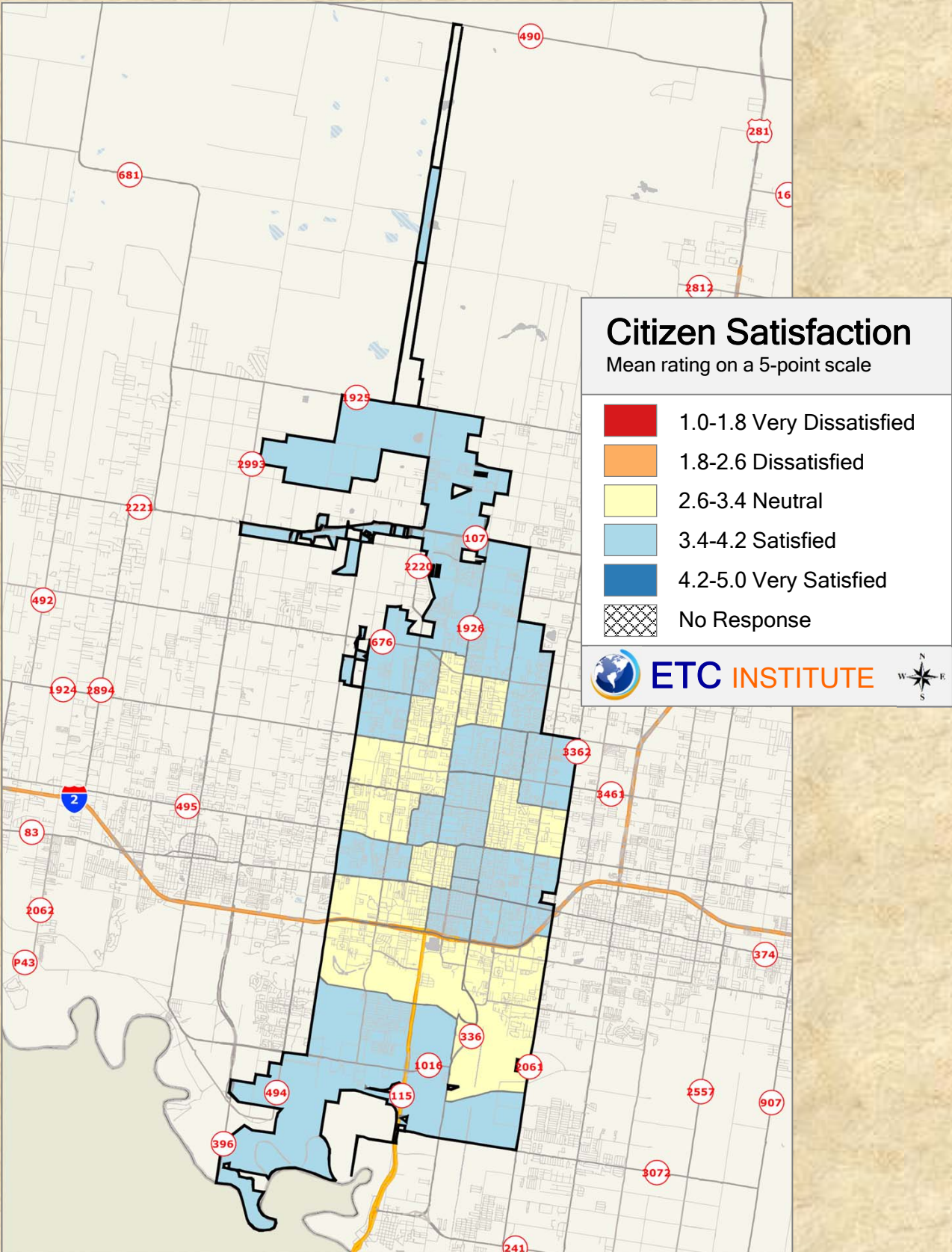
Q9-09 Satisfaction with cleanliness in neighborhoods



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

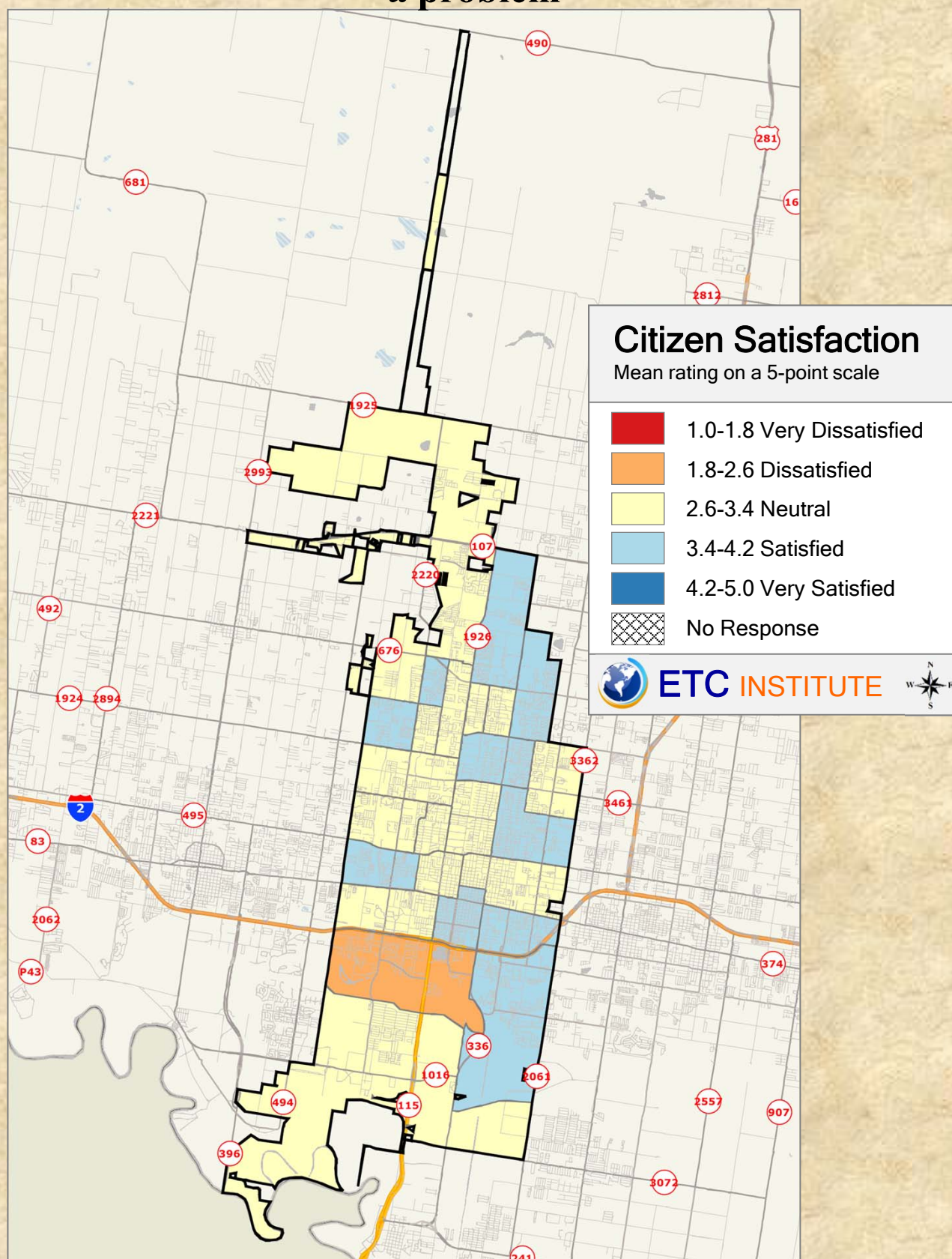
Q9-10 Satisfaction with enforcement of loud music



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

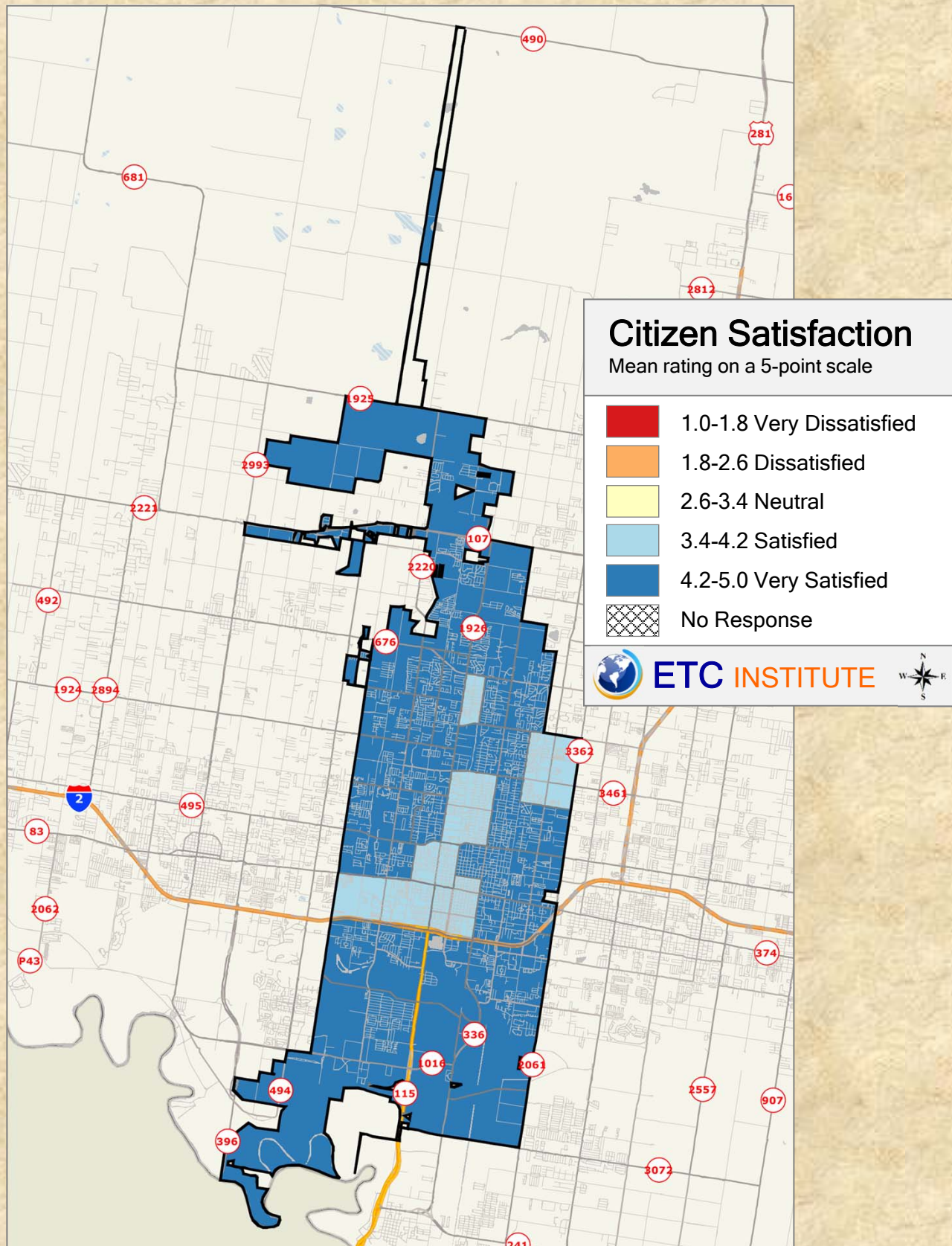
Q9-11 Satisfaction with degree to which code violations are a problem



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

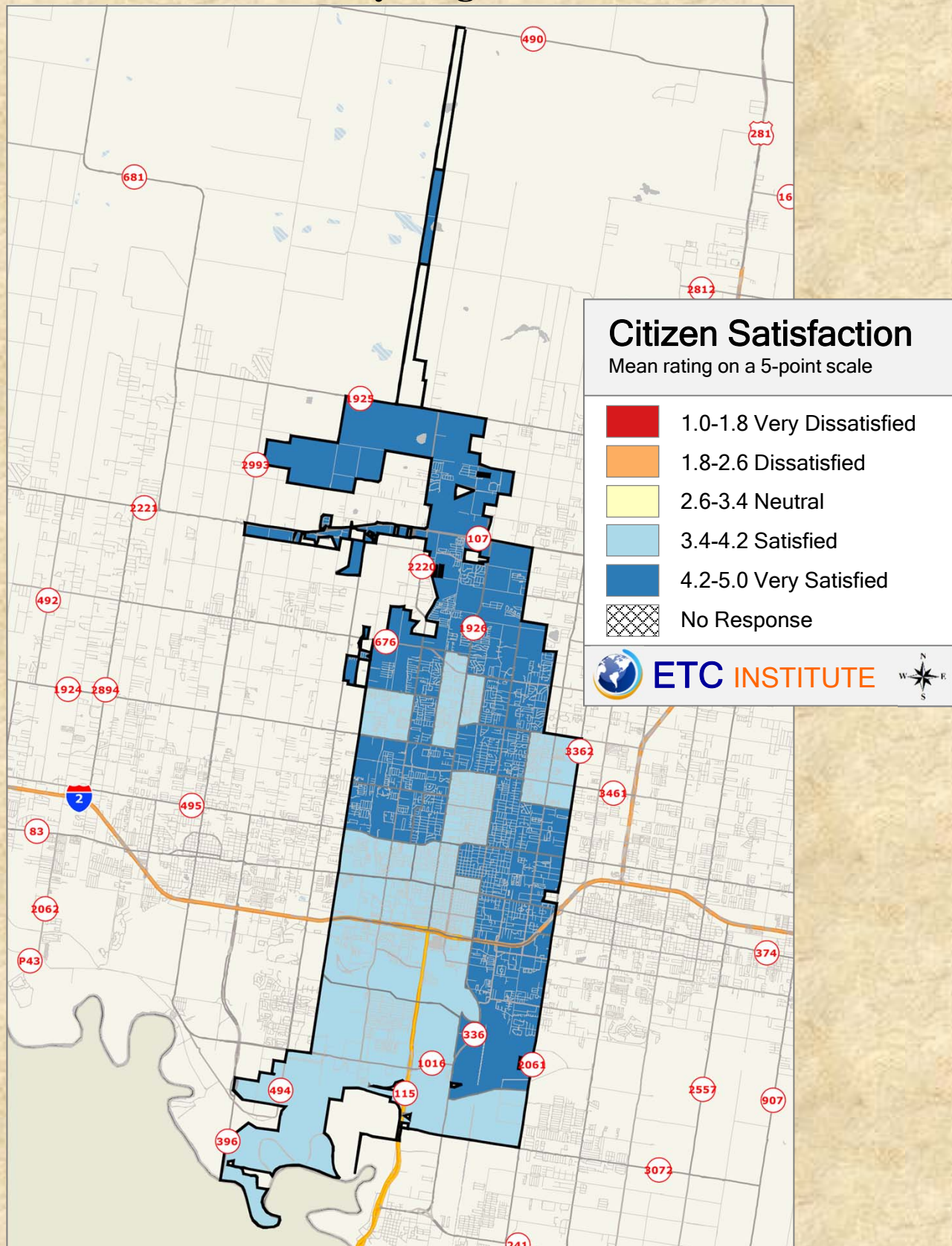
Q10-1 Satisfaction with quality of residential garbage collection



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

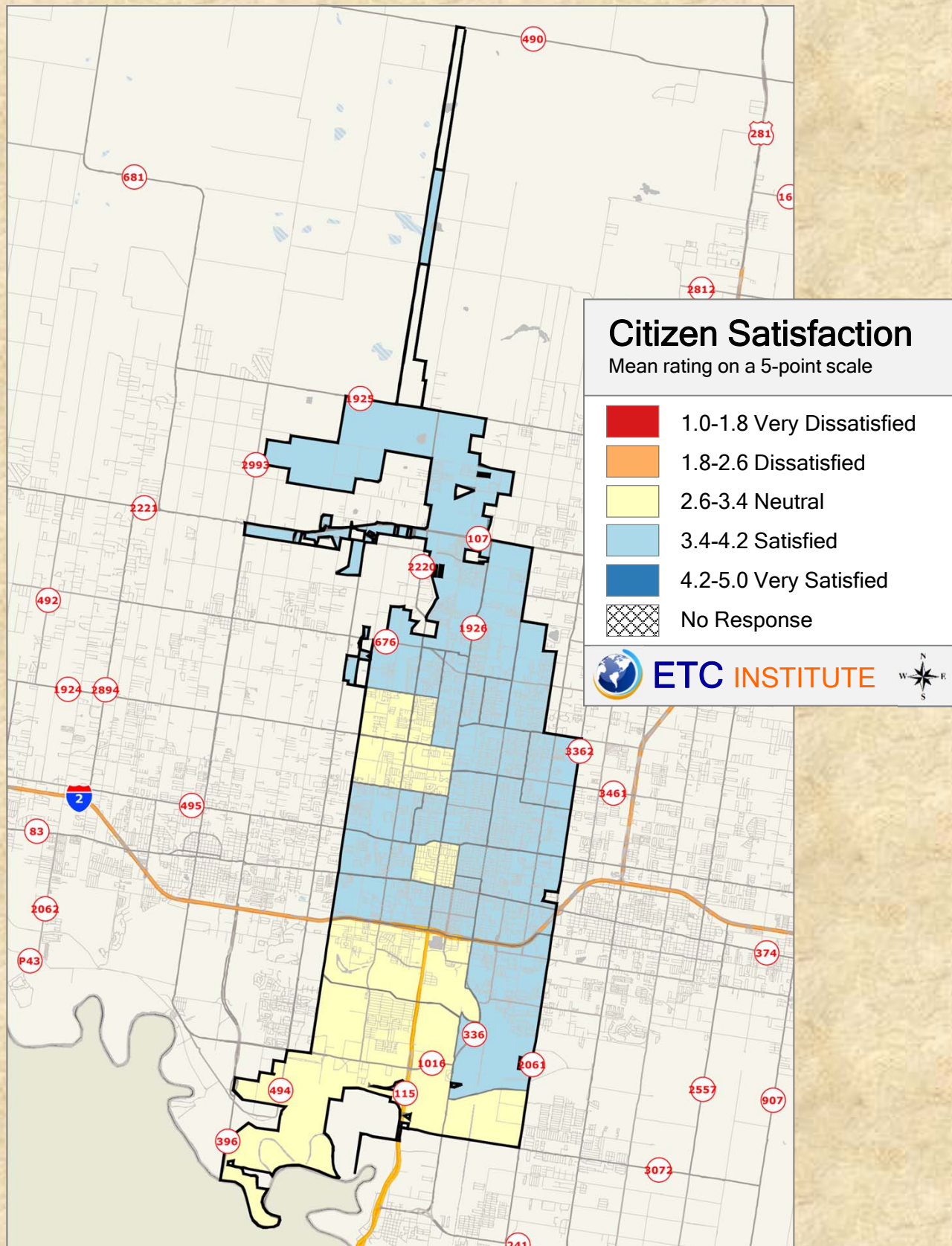
Q10-2 Satisfaction with quality of residential curbside recycling services



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

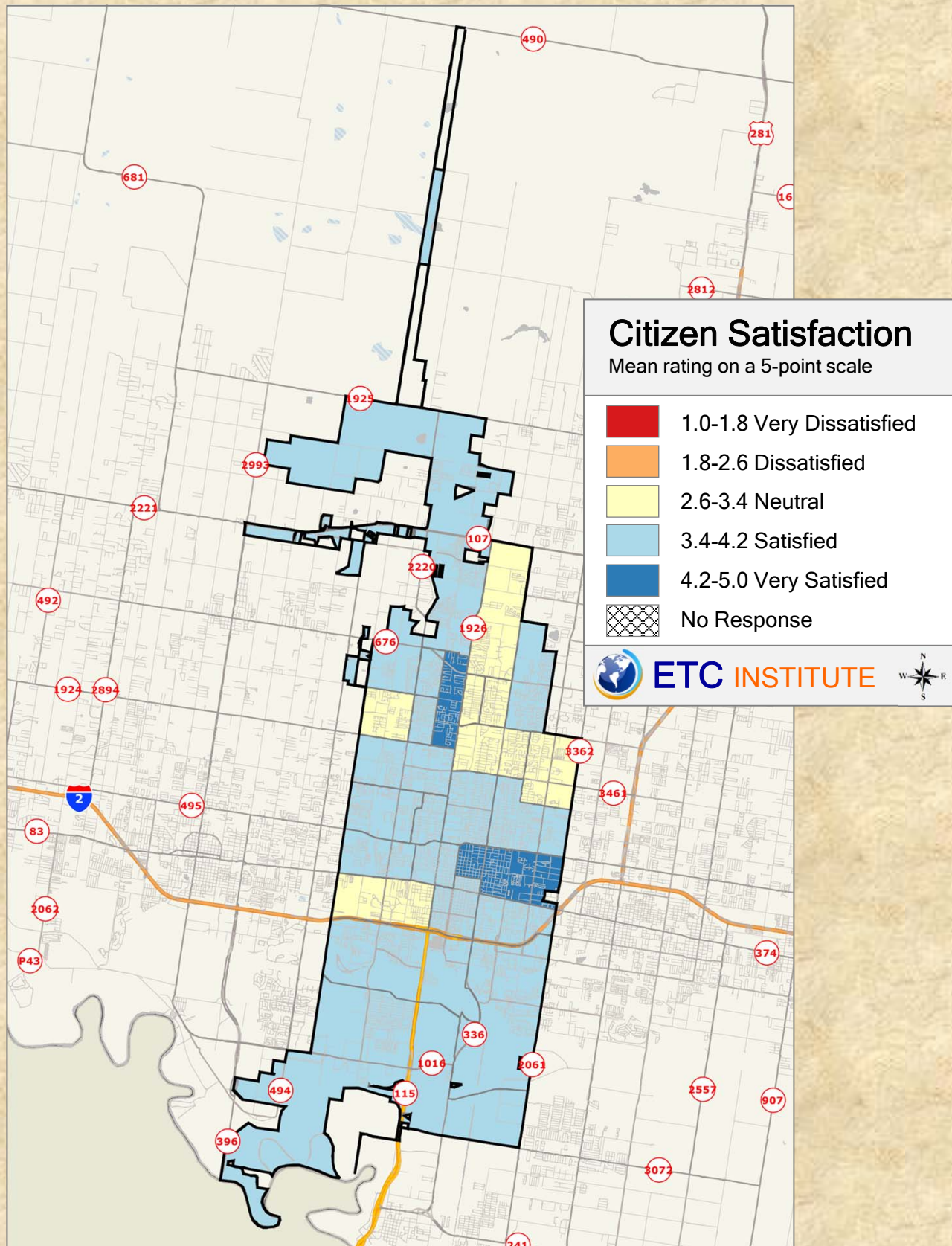
Q10-3 Satisfaction with importance of Neighborhood Associations



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11-1 Satisfaction with quality of drinking water



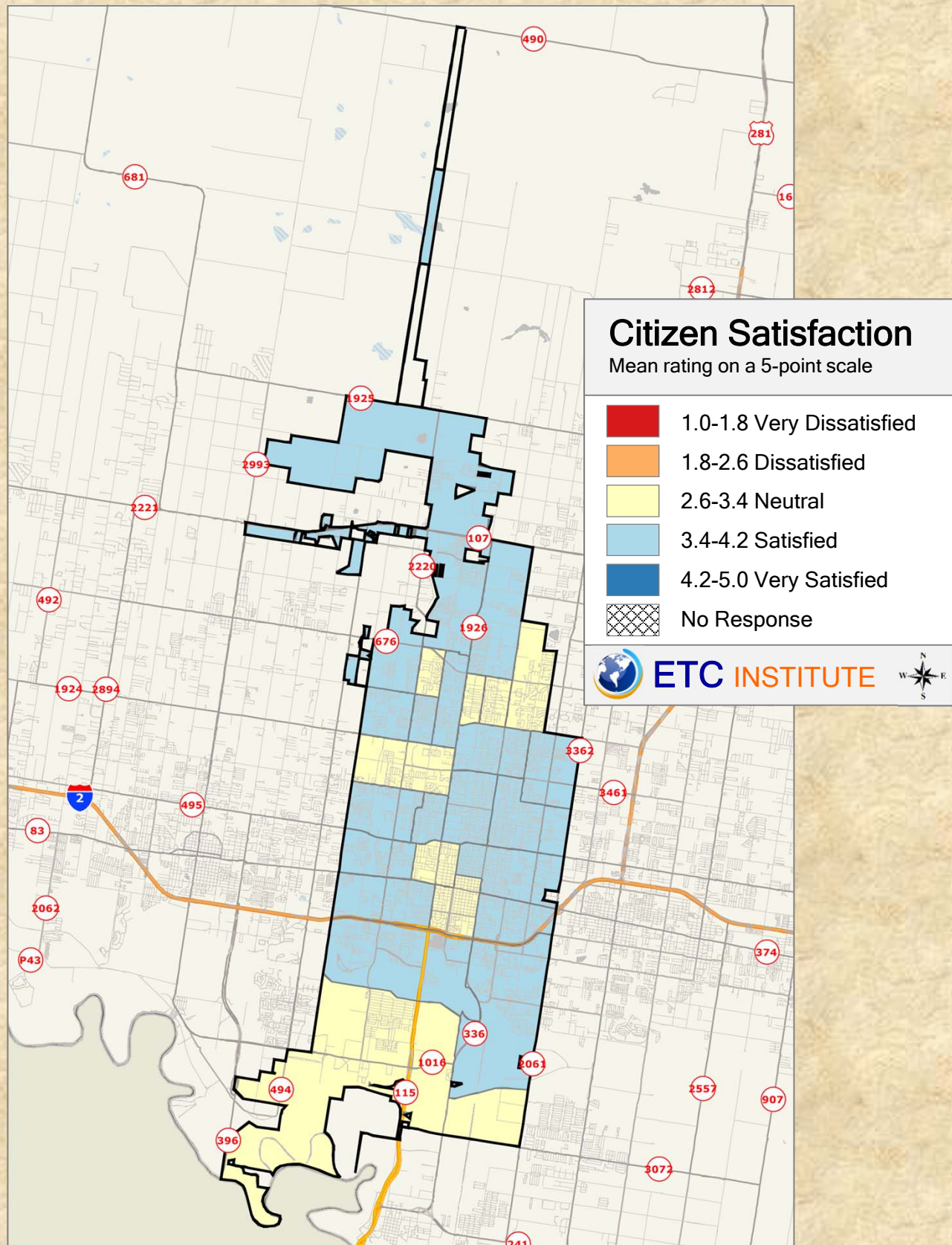
2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



A - 72

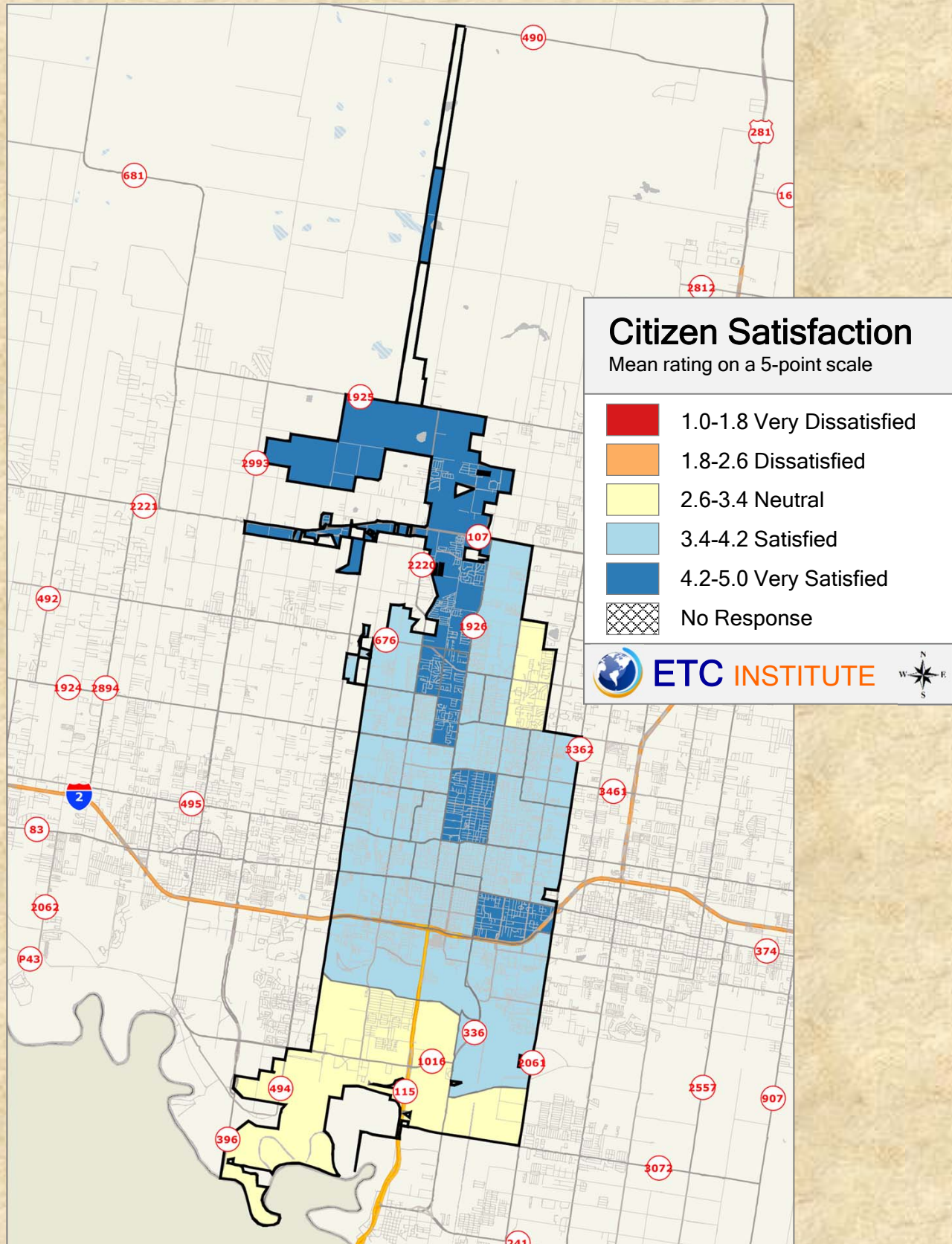
Q11-3 Satisfaction with quality of drainage infrastructure



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

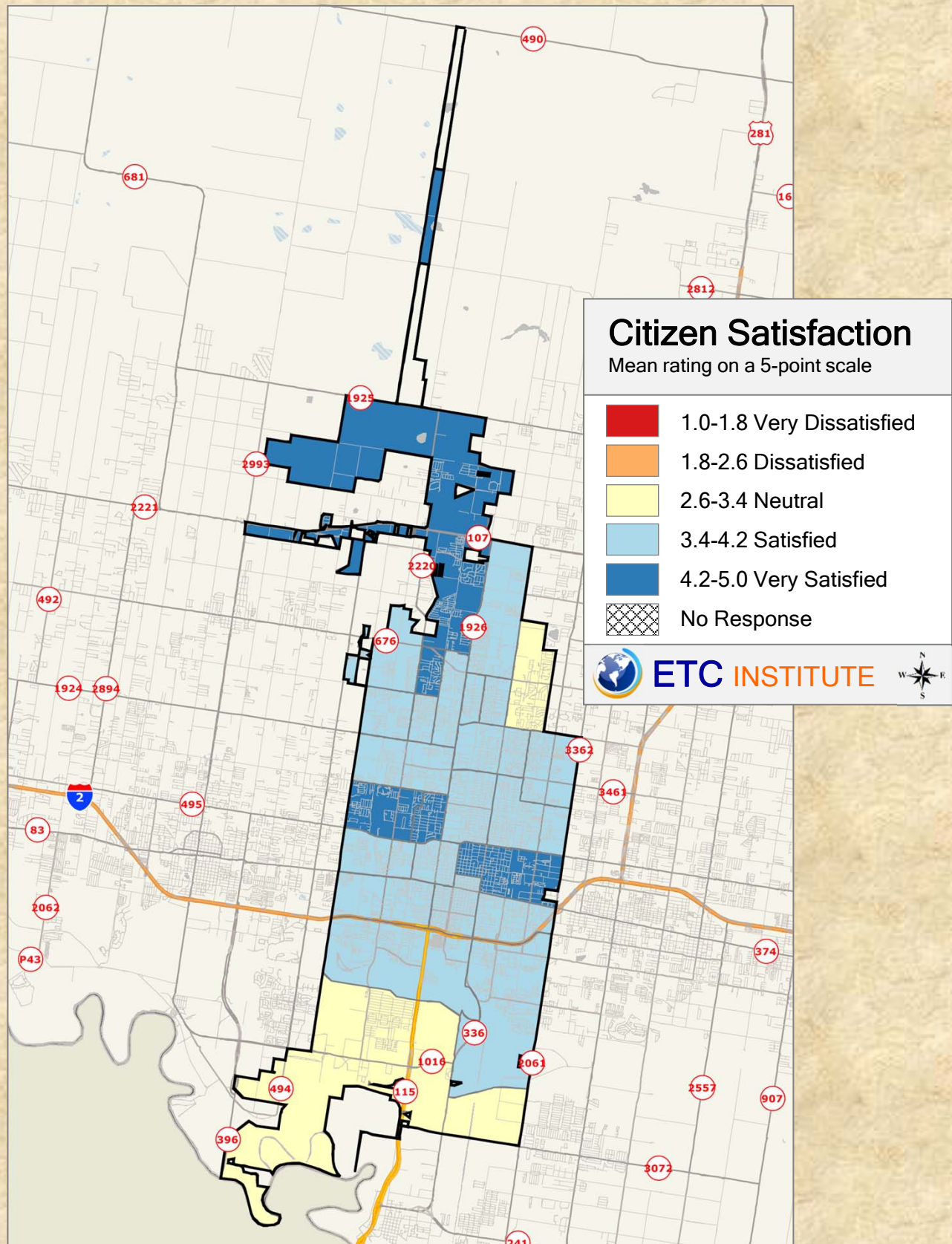
Q12-01 Satisfaction with quality of city parks



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

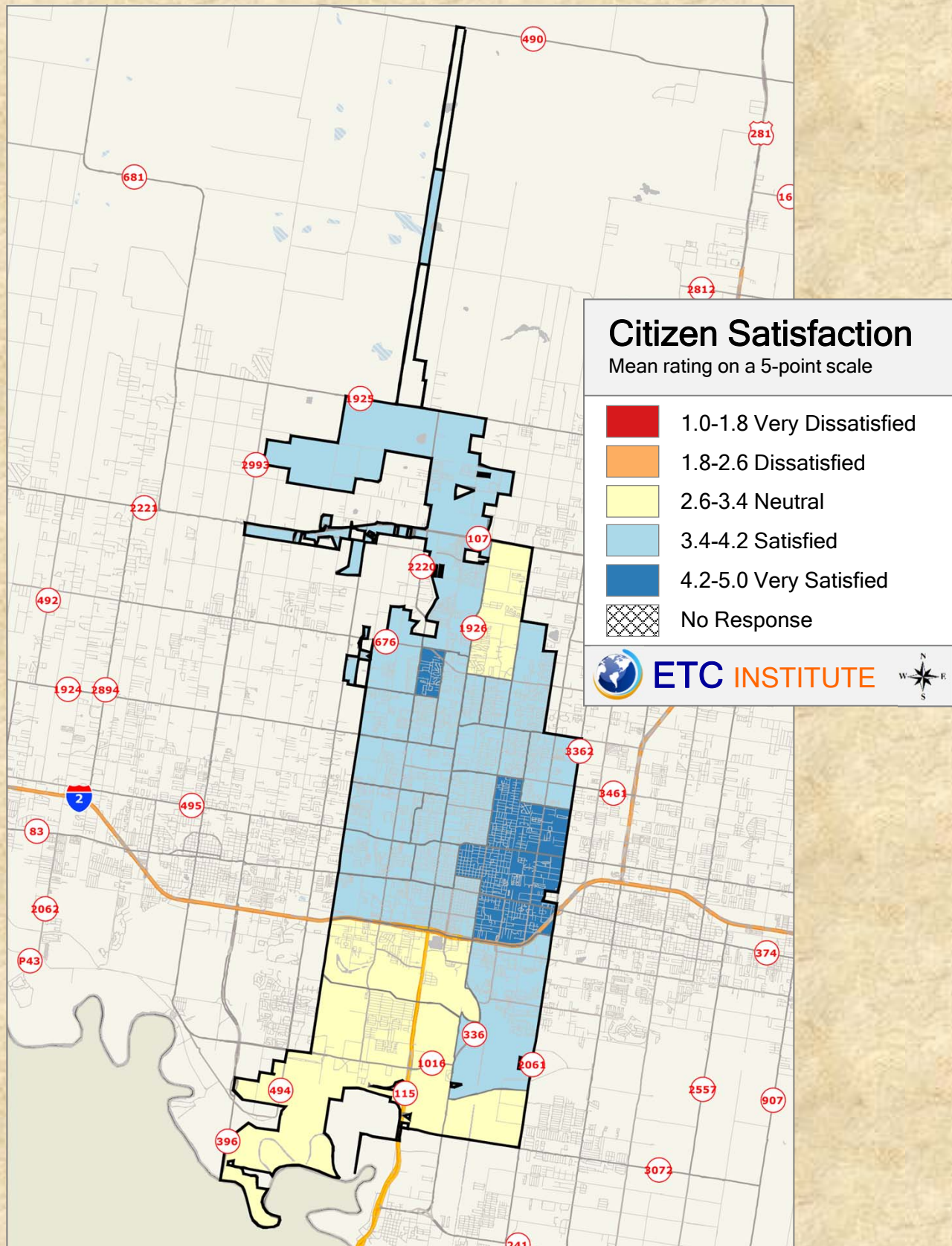
Q12-02 Satisfaction with number and location of city parks



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

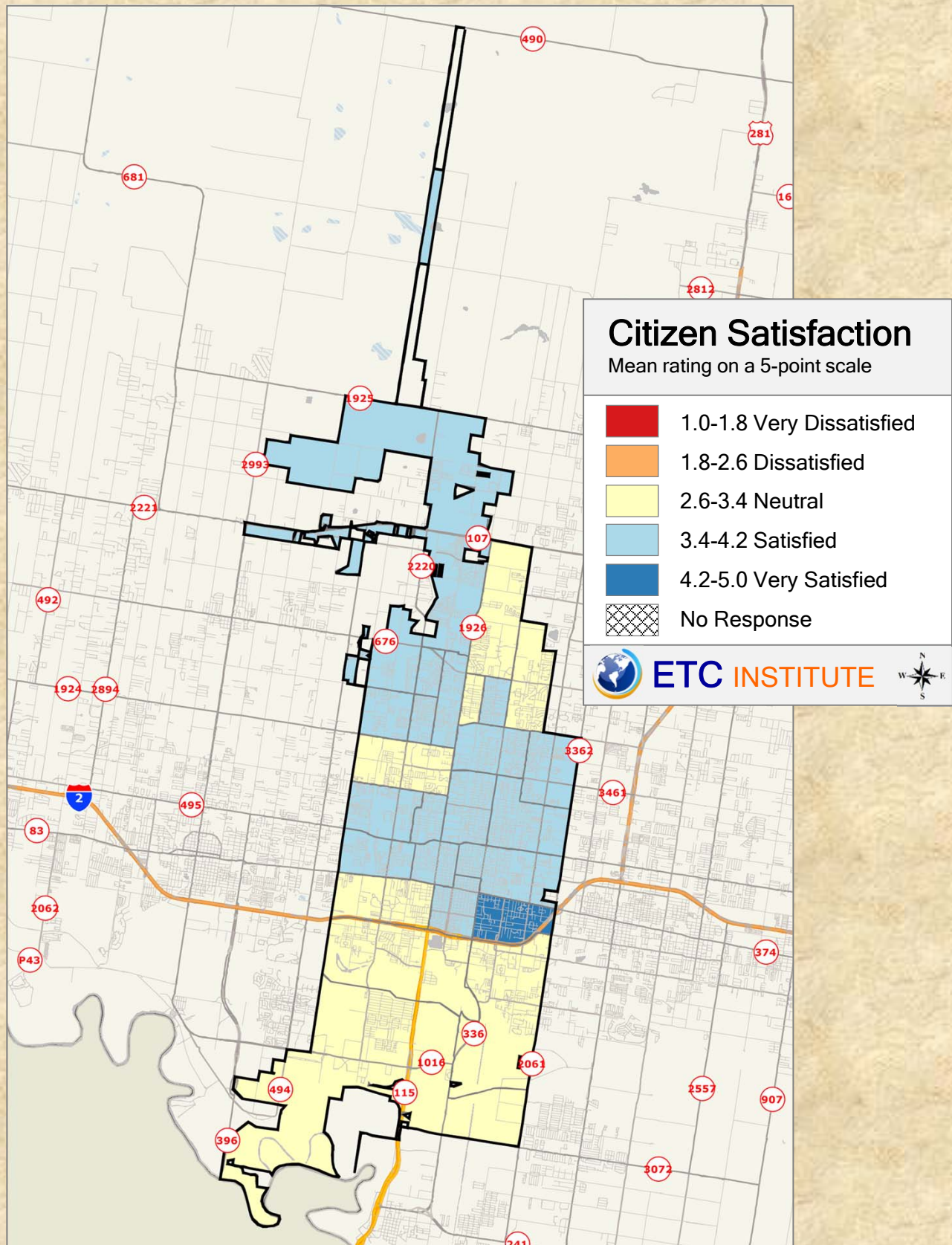
Q12-03 Satisfaction with quality of walking and biking trails



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

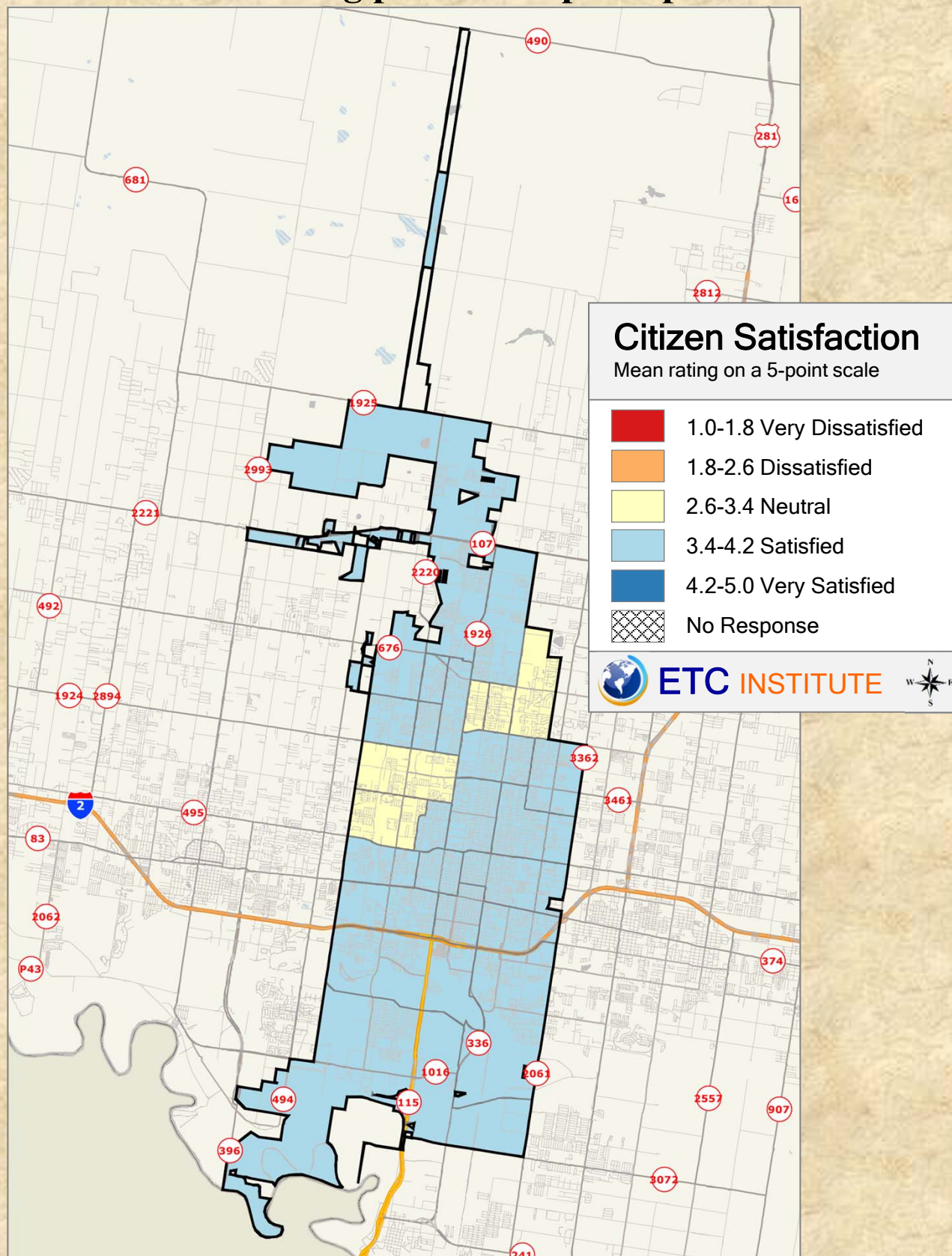
Q12-04 Satisfaction with number of walking and biking trails



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

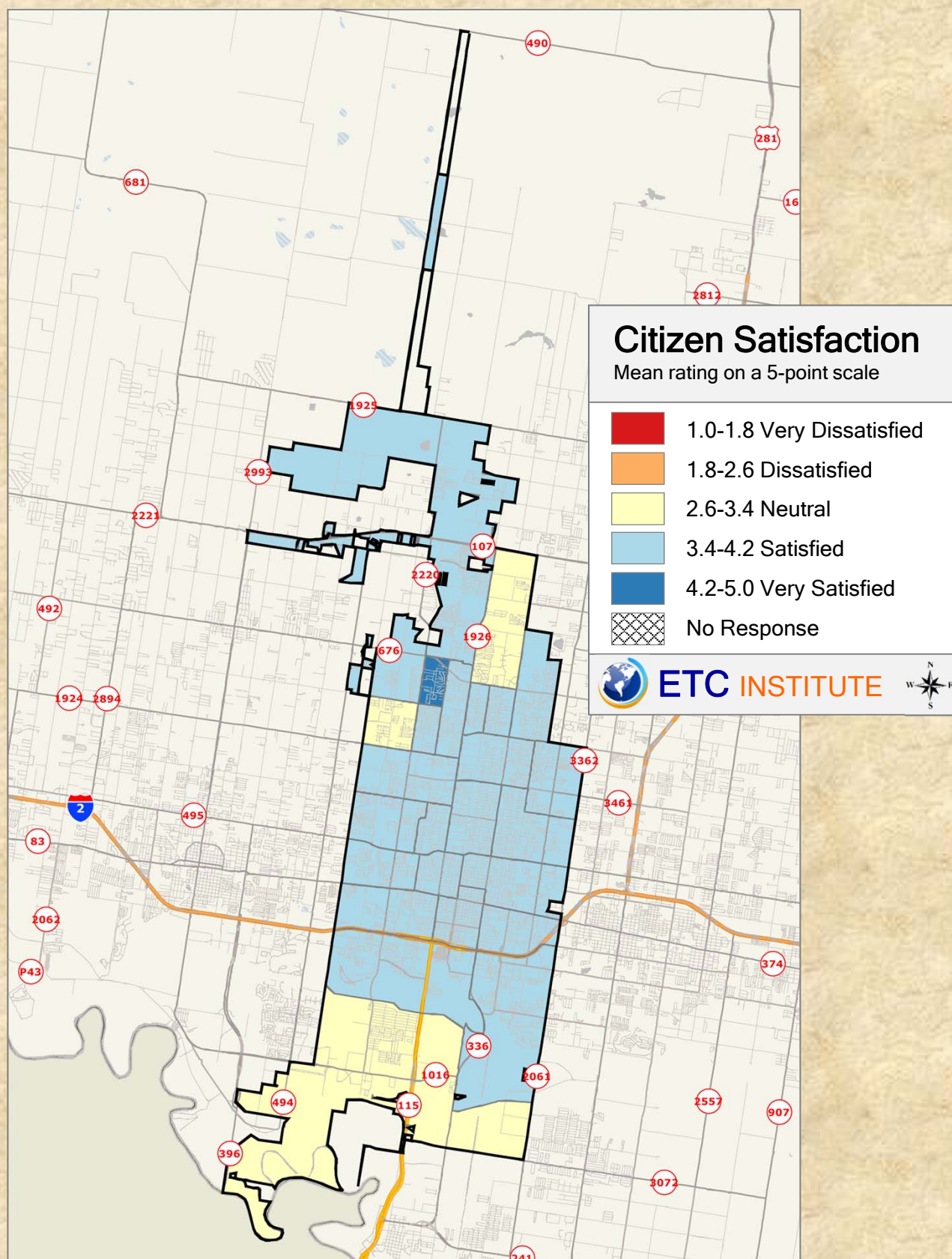
Q12-05 Satisfaction with amount, quality and condition of swimming pools and splash parks



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

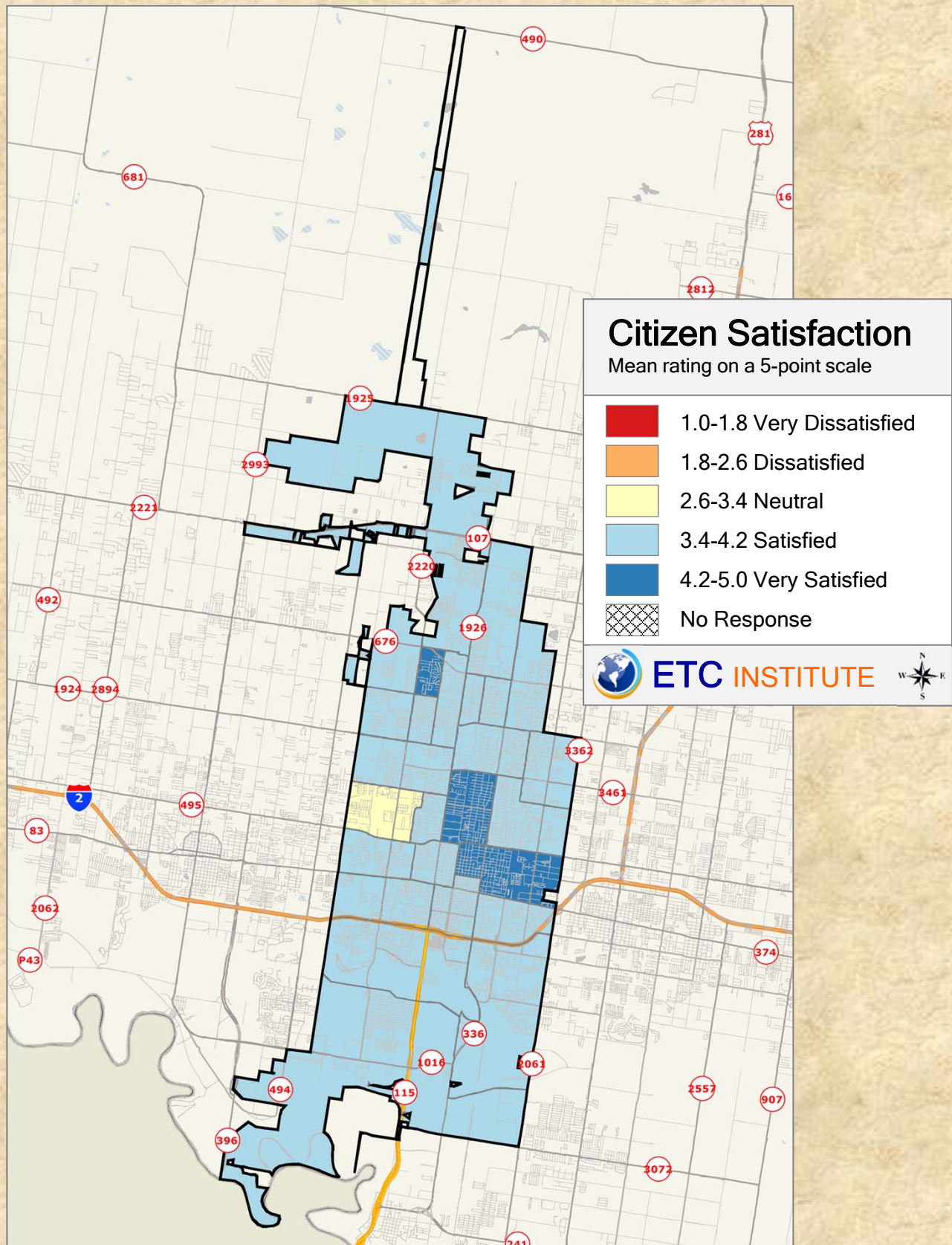
Q12-06 Satisfaction with quality of city sponsored events and activities



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

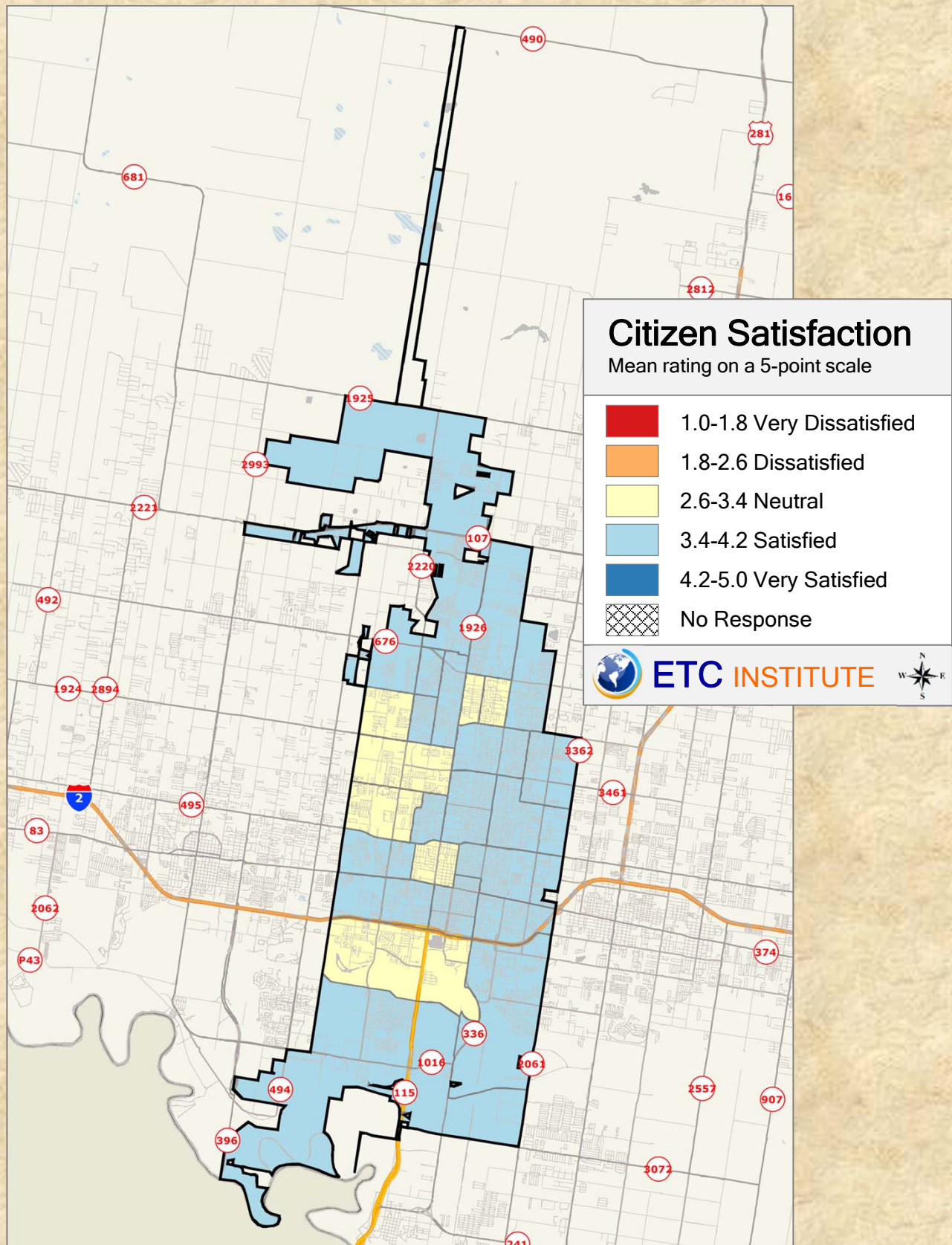
Q12-07 Satisfaction with quality of youth sports programs



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

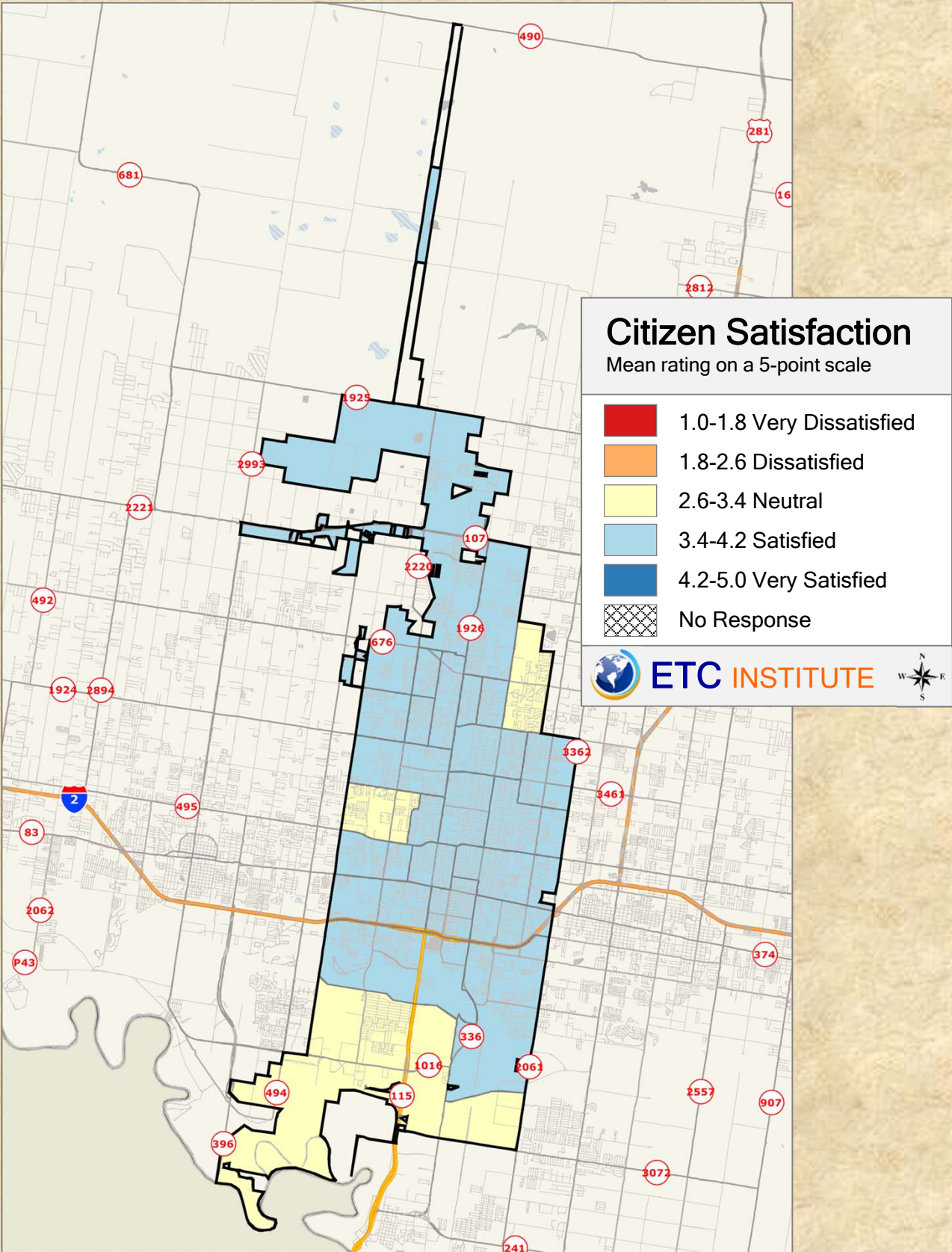
Q12-08 Satisfaction with quality of adult sports programs



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

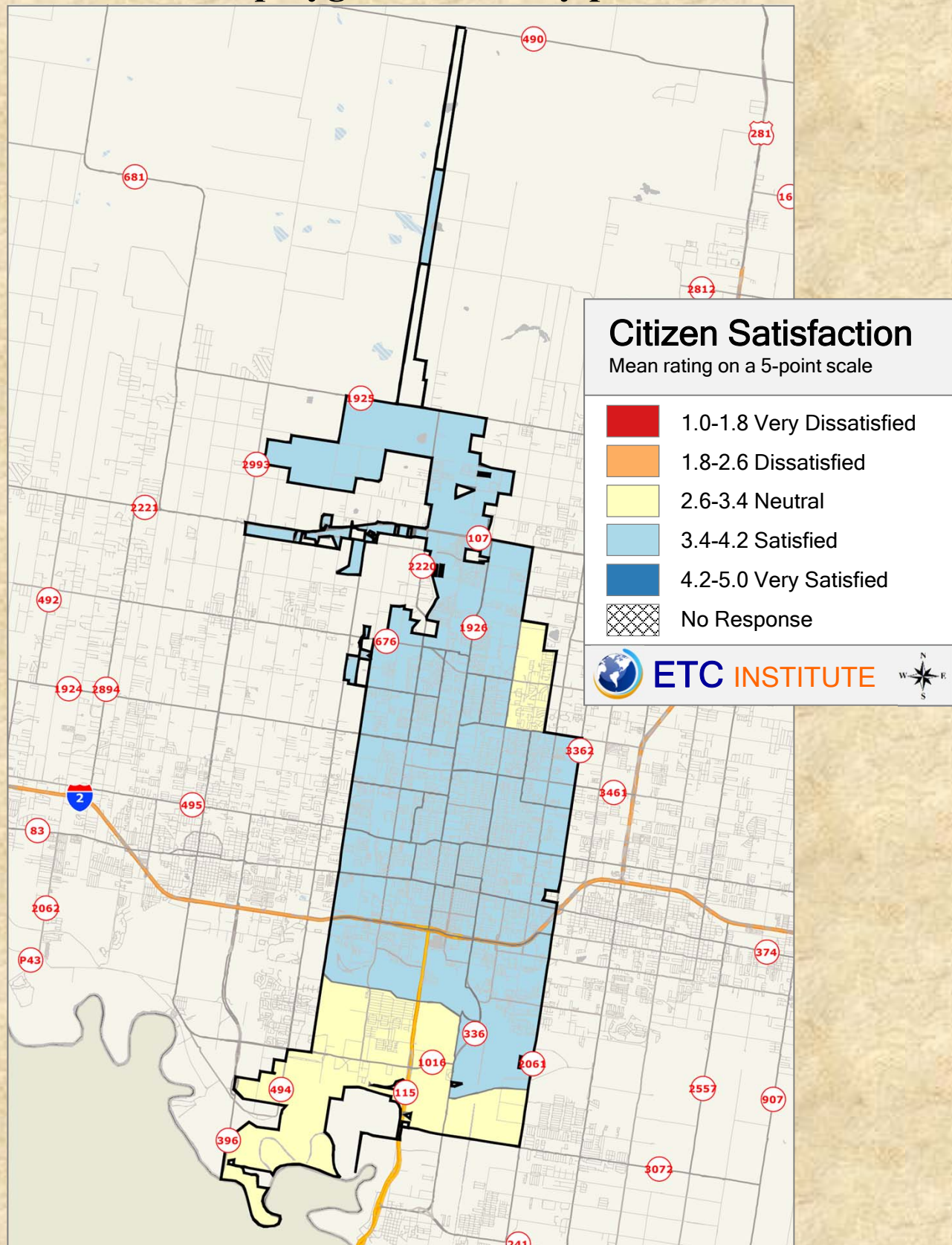
Q12-09 Satisfaction with quality of outdoor athletic fields



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

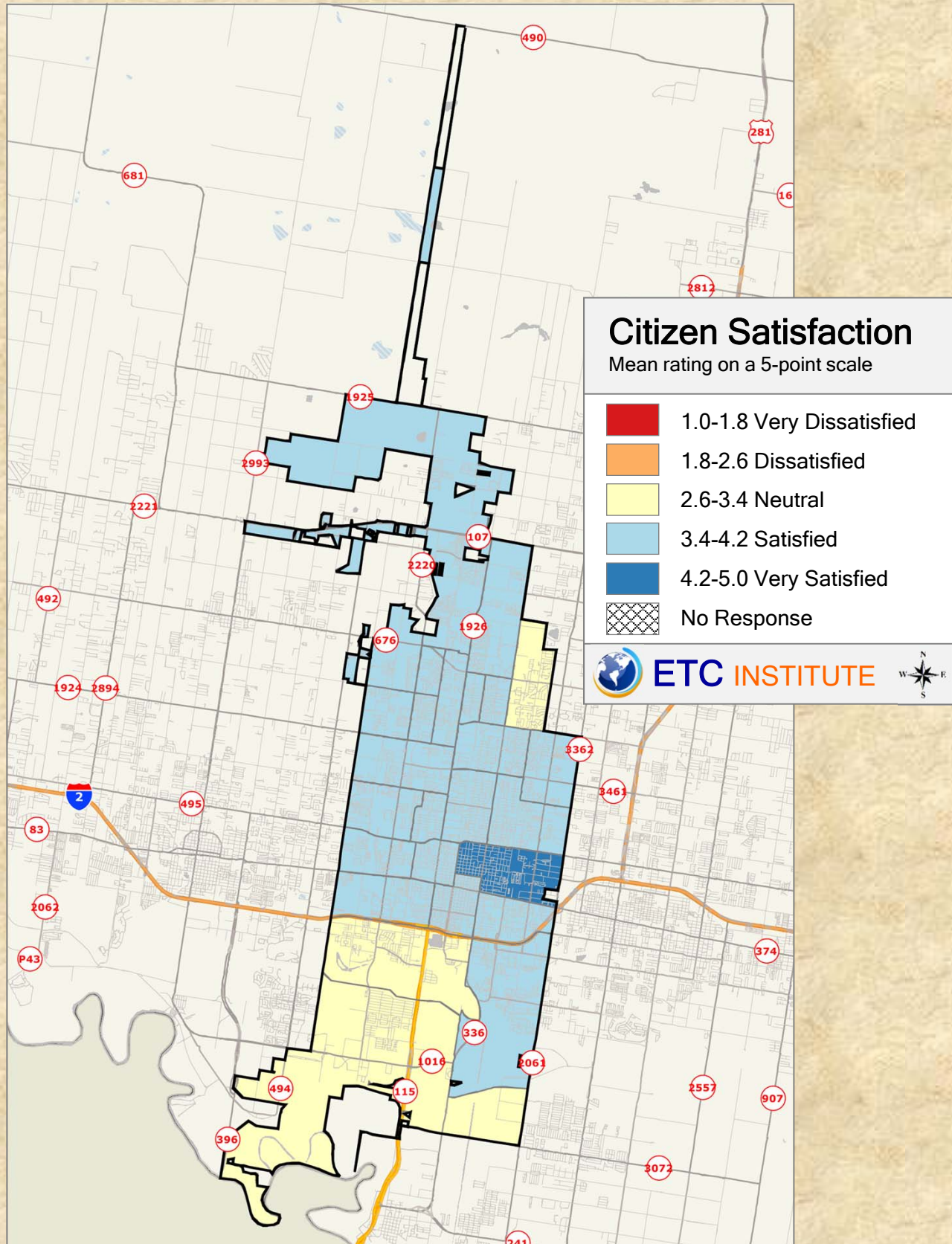
Q12-10 Satisfaction with quality of picnic, pavilion areas, playgrounds at city parks



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

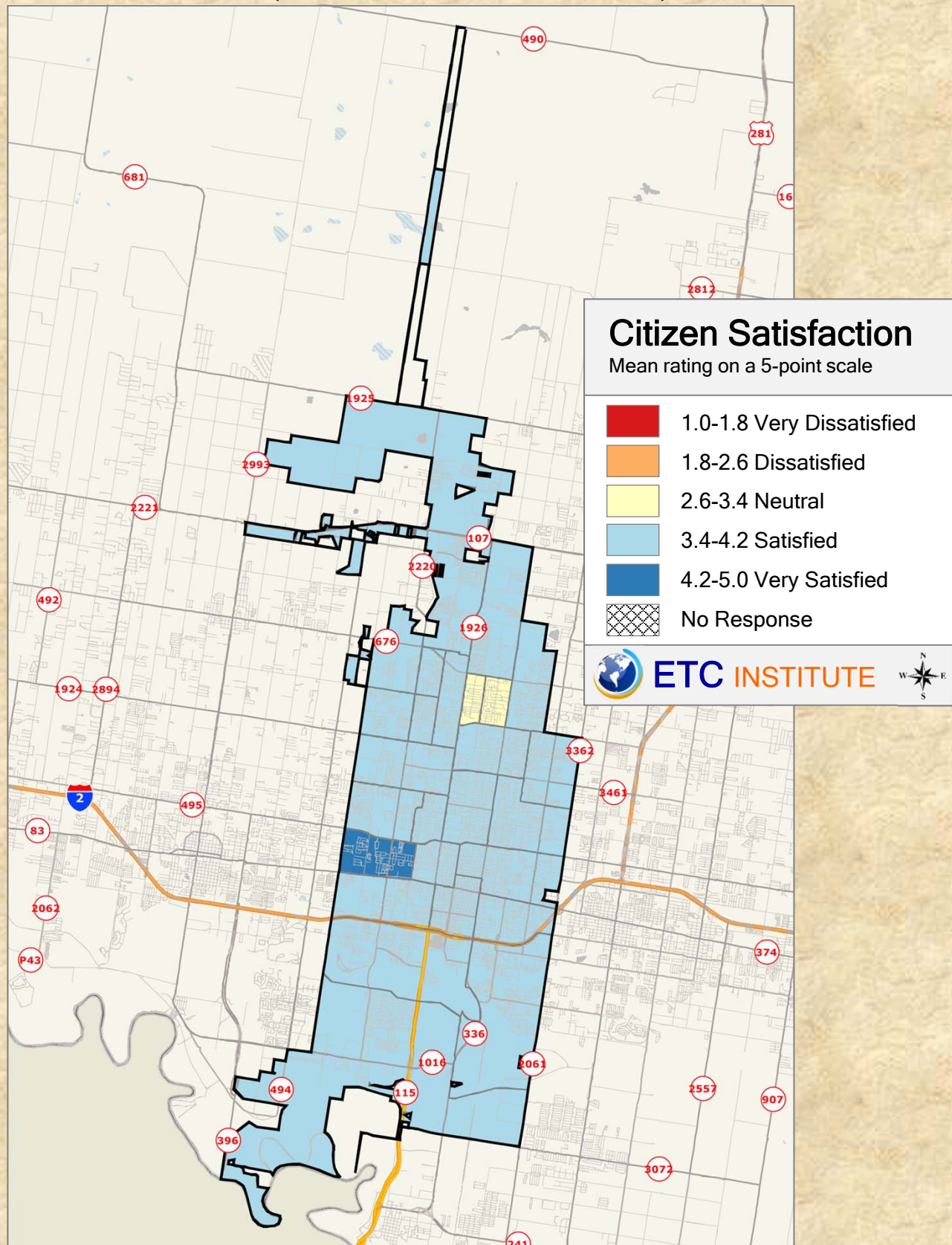
Q12-11 Satisfaction with recreational opportunities



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

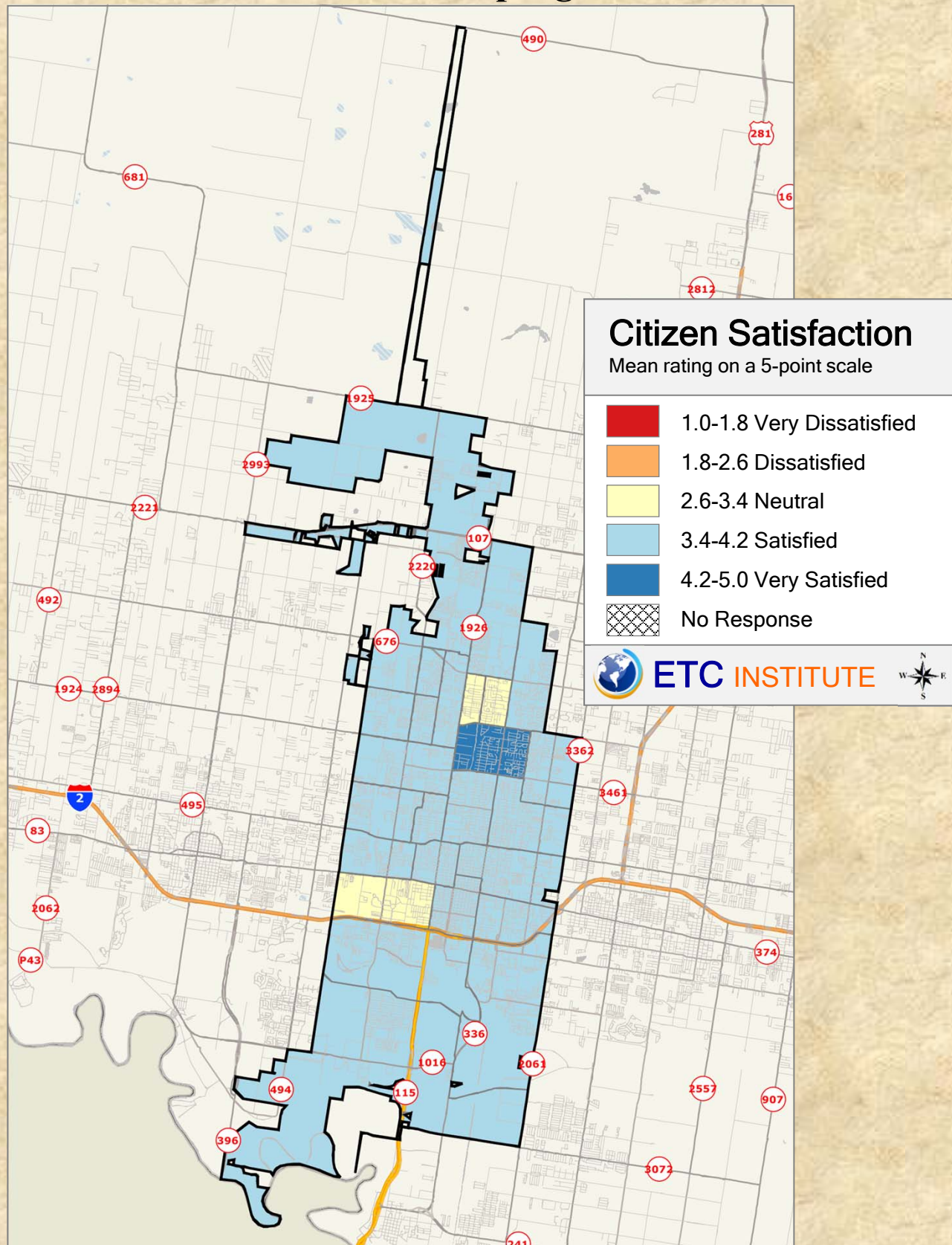
Q14-2 Satisfaction with quality of the City's social media (Twitter, Facebook, etc.)



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

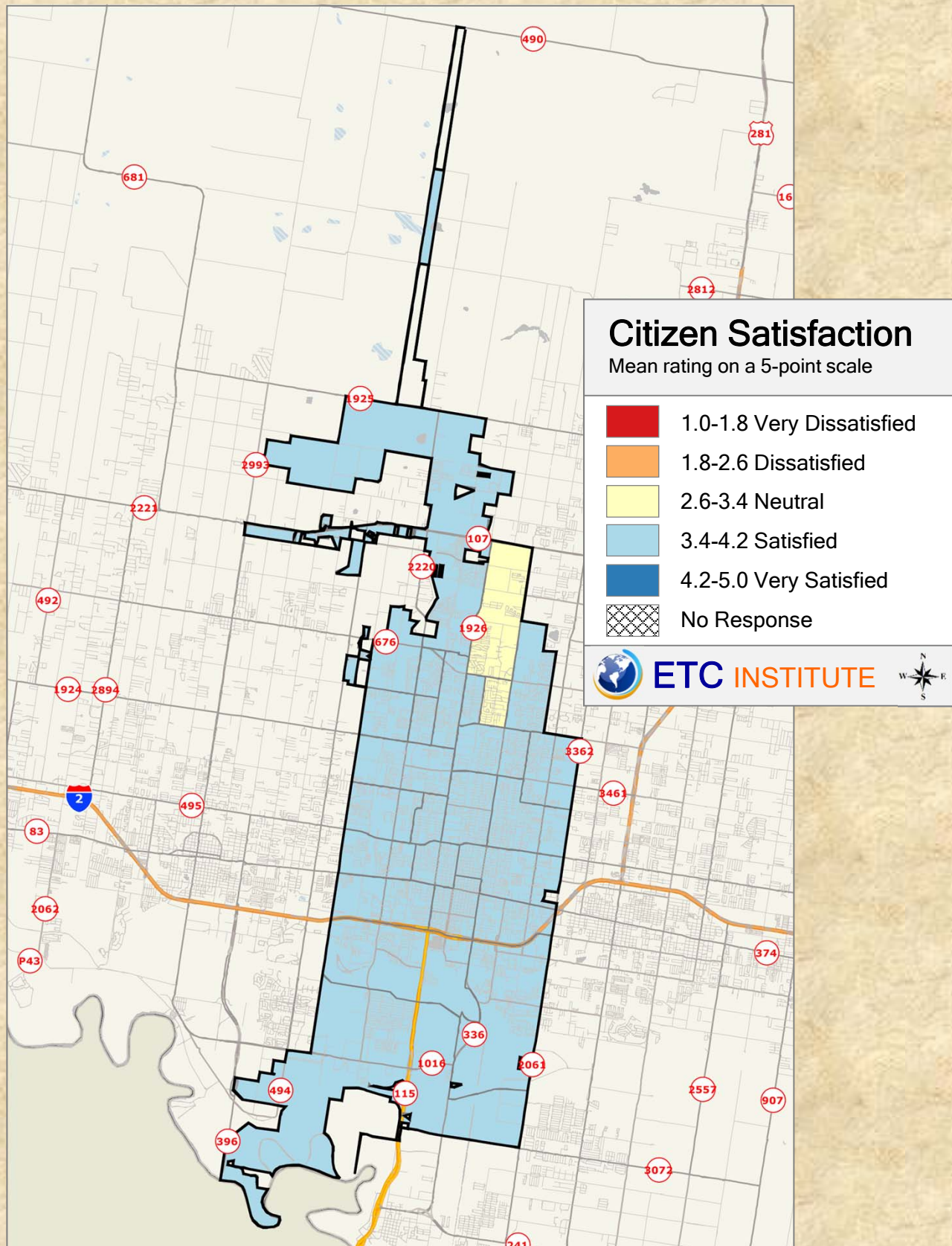
Q14-3 Satisfaction with availability of information on City services and programs



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

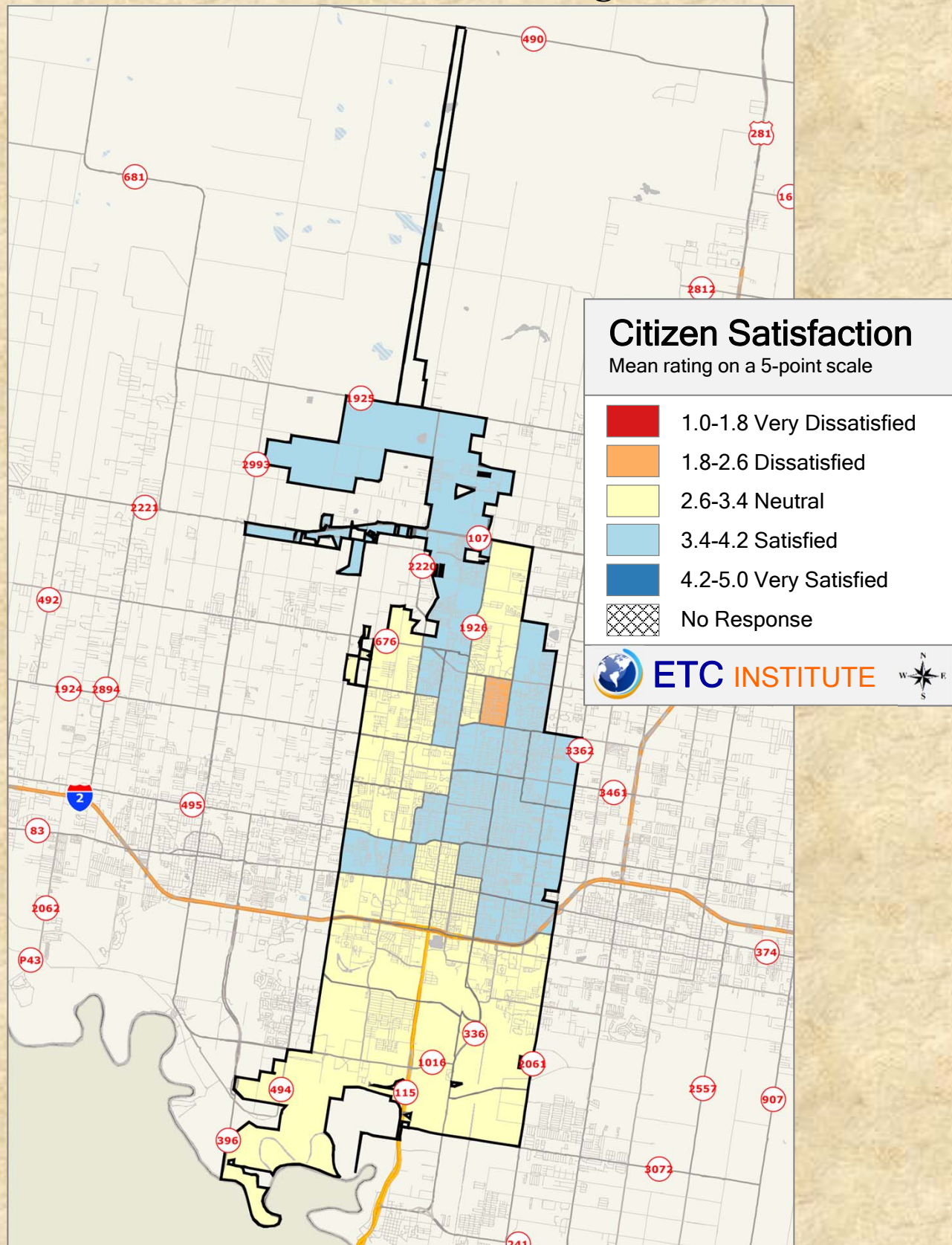
Q14-4 Satisfaction with City's efforts to inform



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

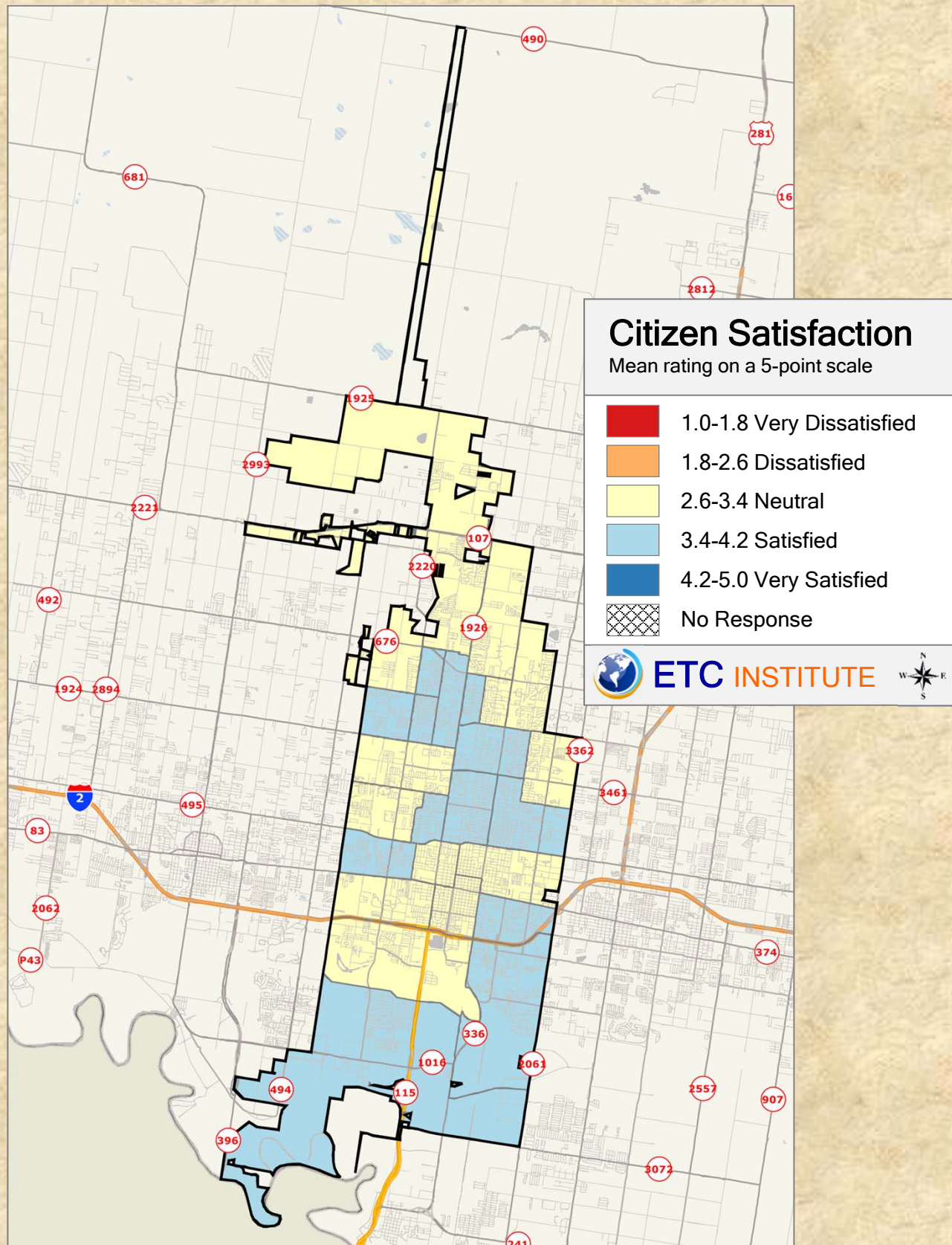
Q14-5 Satisfaction with level of public involvement in local decision-making



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

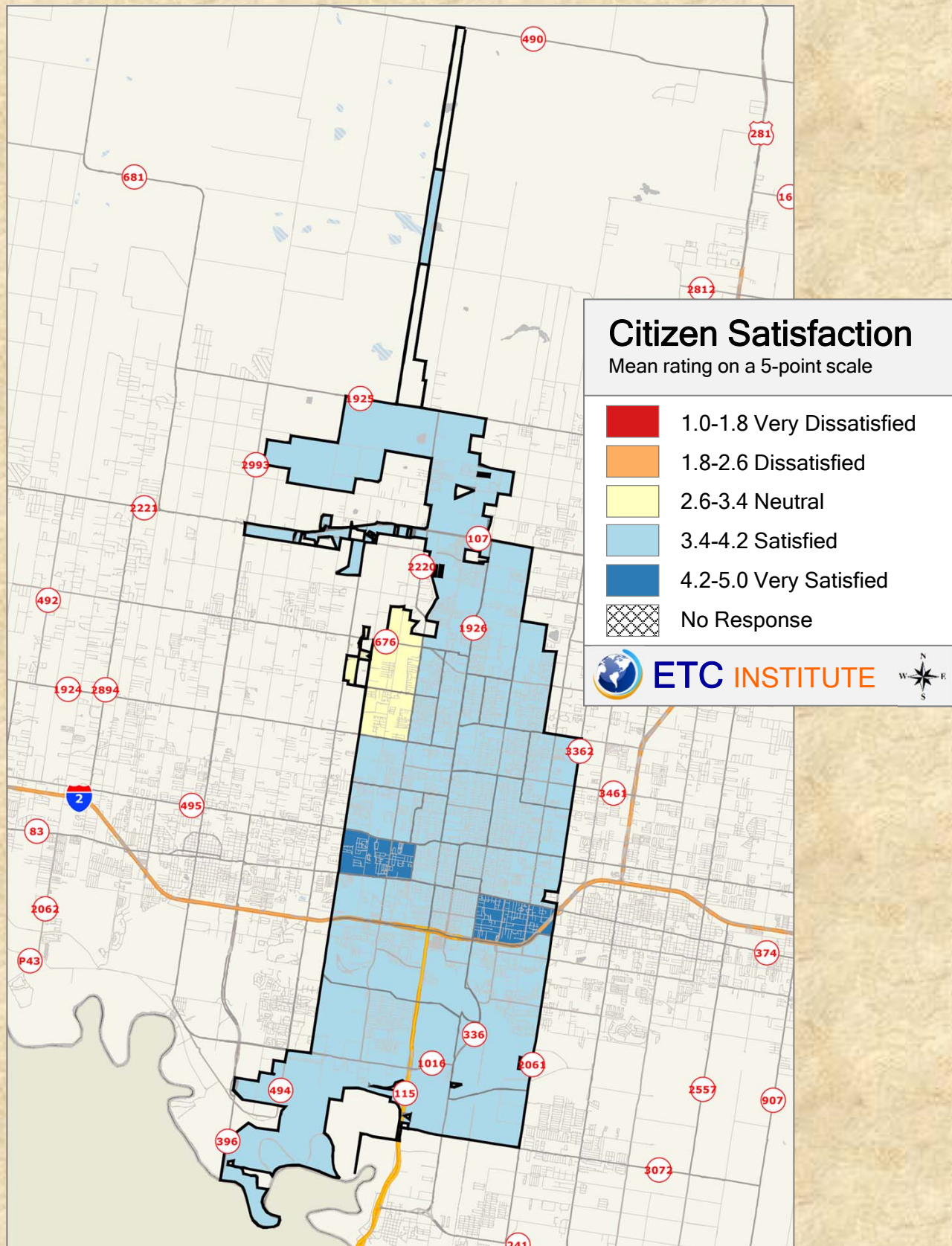
Q14-6 Satisfaction with transparency of City government



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

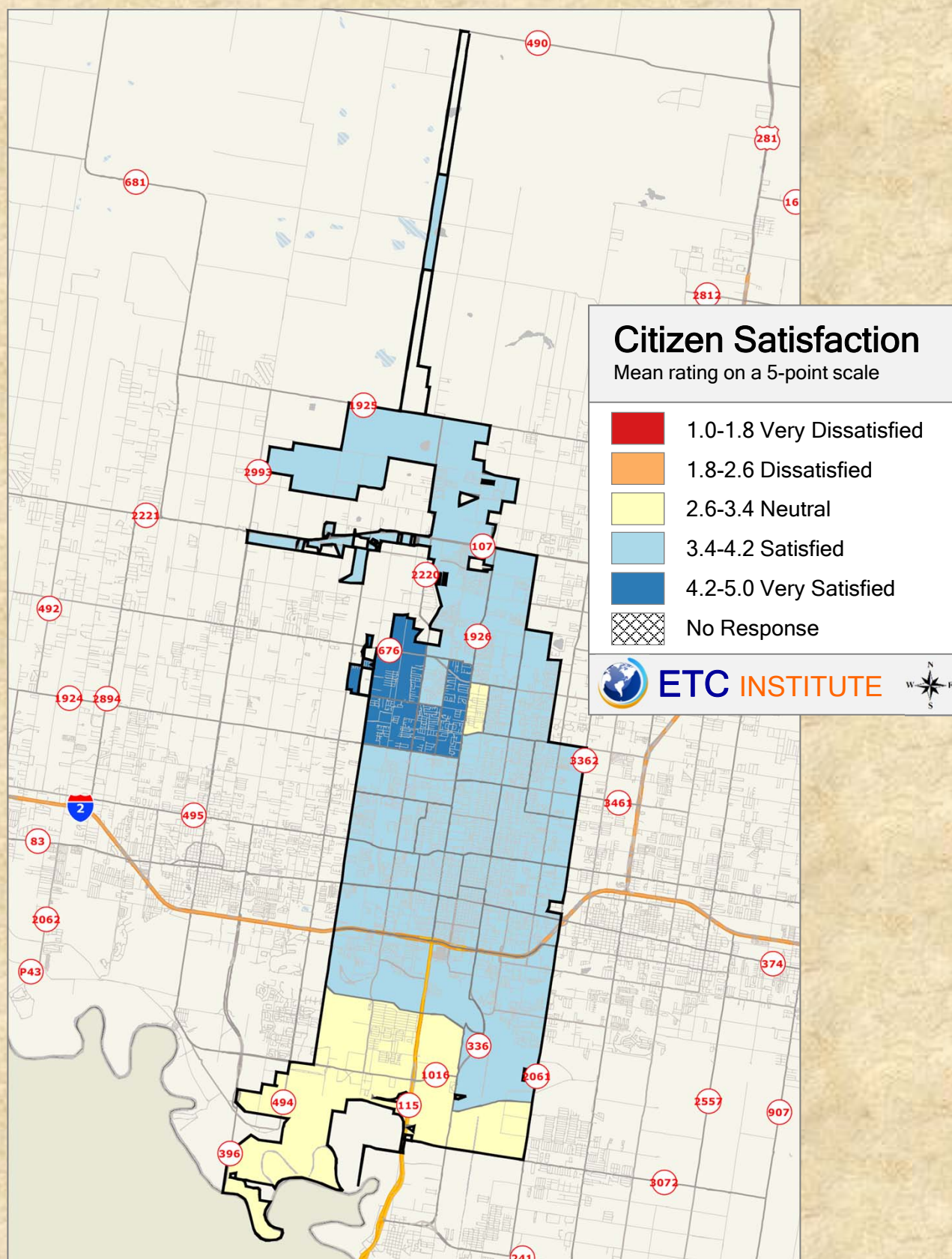
Q14-7 Satisfaction with City's station MCN



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

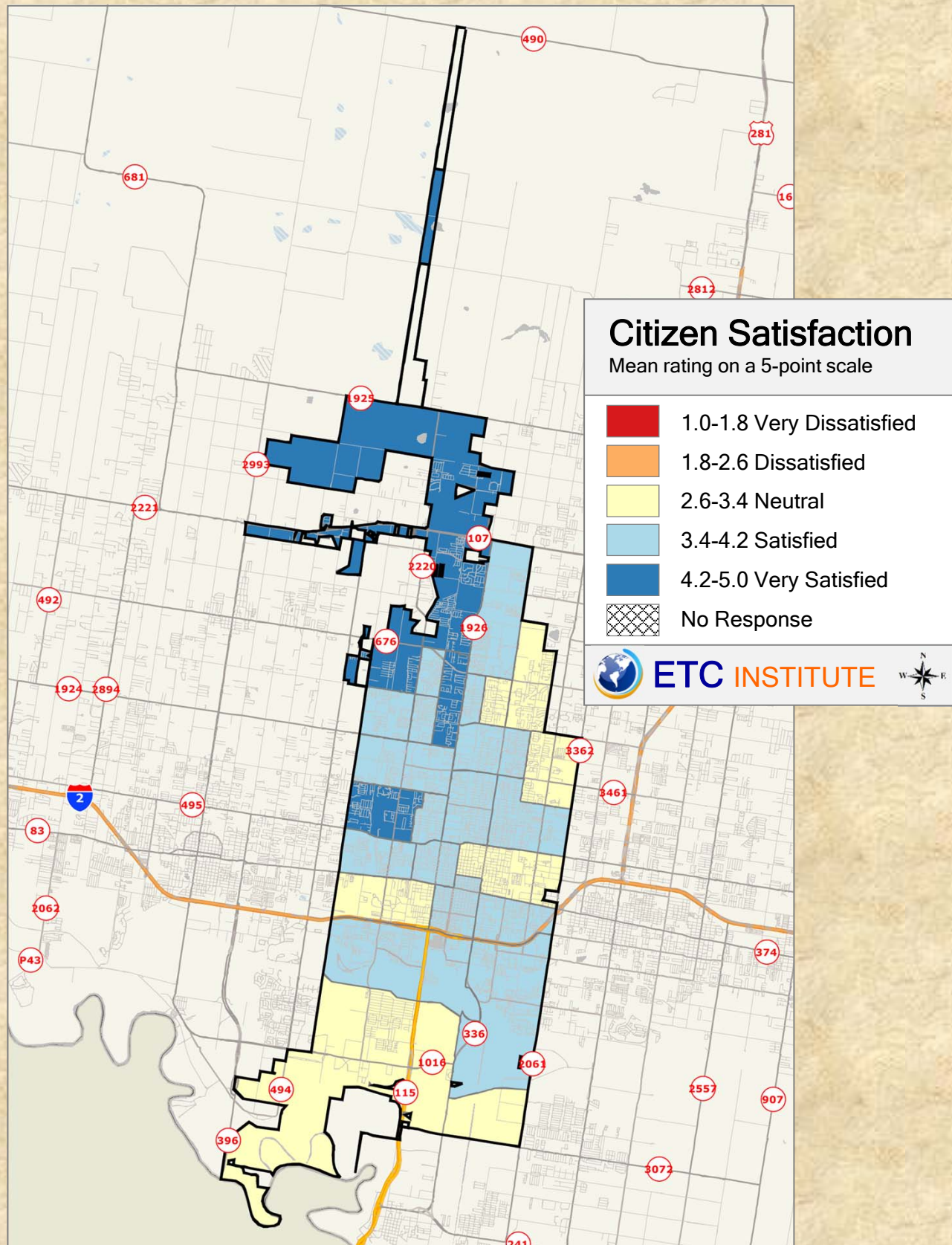
Q16-1 Satisfaction with overall quality of local schools



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q16-2 Satisfaction with overall condition of local schools



2019 City of McAllen Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

2019 City of McAllen Citizen Satisfaction Survey

Appendix B – Cross-Tabular Data by Age and Income

...helping organizations make better decisions since 1982

Submitted to McAllen, Texas by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

April 2019



Q1. City Services. Please rate your overall satisfaction with major categories of services provided by McAllen on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to		
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q1-1. Overall quality of police, fire, & emergency medical services</u>												
Very satisfied	37.3%	55.4%	51.4%	46.6%	43.2%	50.0%	38.2%	50.8%	61.4%	43.8%	44.4%	47.3%
Satisfied	38.8%	27.0%	41.9%	43.8%	48.6%	34.1%	49.1%	40.0%	36.4%	42.7%	29.6%	39.6%
Neutral	19.4%	12.2%	4.1%	8.2%	8.1%	15.9%	7.3%	6.2%	2.3%	11.2%	18.5%	10.1%
Dissatisfied	3.0%	5.4%	1.4%	0.0%	0.0%	0.0%	3.6%	1.5%	0.0%	2.2%	3.7%	2.1%
Very dissatisfied	1.5%	0.0%	1.4%	1.4%	0.0%	0.0%	1.8%	1.5%	0.0%	0.0%	3.7%	0.8%
<u>Q1-2. Overall quality of City parks & recreation programs & facilities</u>												
Very satisfied	36.5%	42.3%	34.2%	35.5%	32.9%	28.3%	43.1%	40.3%	48.9%	35.1%	37.9%	36.5%
Satisfied	31.1%	41.0%	50.0%	44.7%	47.4%	45.7%	37.9%	49.3%	40.0%	44.7%	27.6%	42.8%
Neutral	16.2%	7.7%	7.9%	15.8%	14.5%	15.2%	13.8%	7.5%	6.7%	11.7%	17.2%	12.4%
Dissatisfied	13.5%	7.7%	6.6%	2.6%	5.3%	10.9%	3.4%	1.5%	4.4%	8.5%	10.3%	7.1%
Very dissatisfied	2.7%	1.3%	1.3%	1.3%	0.0%	0.0%	1.7%	1.5%	0.0%	0.0%	6.9%	1.3%

Q1. City Services. Please rate your overall satisfaction with major categories of services provided by McAllen on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to	\$150K+	
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q1-3. Overall maintenance of City streets, buildings & facilities</u>												
Very satisfied	22.7%	23.1%	17.3%	22.1%	25.7%	22.2%	30.5%	23.9%	26.7%	20.2%	20.7%	22.3%
Satisfied	30.7%	43.6%	44.0%	49.4%	40.5%	40.0%	37.3%	43.3%	37.8%	43.6%	41.4%	41.6%
Neutral	26.7%	20.5%	22.7%	18.2%	21.6%	22.2%	13.6%	28.4%	20.0%	24.5%	17.2%	21.8%
Dissatisfied	14.7%	7.7%	10.7%	7.8%	9.5%	11.1%	15.3%	4.5%	6.7%	8.5%	13.8%	9.9%
Very dissatisfied	5.3%	5.1%	5.3%	2.6%	2.7%	4.4%	3.4%	0.0%	8.9%	3.2%	6.9%	4.3%

Q1-4. Overall quality of City water & sewer utilities

Very satisfied	28.4%	29.9%	29.3%	22.1%	28.9%	23.9%	22.8%	35.8%	44.4%	25.3%	17.2%	28.2%
Satisfied	37.8%	40.3%	41.3%	48.1%	52.6%	45.7%	43.9%	38.8%	40.0%	49.5%	31.0%	43.4%
Neutral	12.2%	19.5%	17.3%	18.2%	17.1%	21.7%	17.5%	22.4%	4.4%	15.8%	27.6%	16.5%
Dissatisfied	10.8%	5.2%	8.0%	7.8%	1.3%	6.5%	7.0%	3.0%	8.9%	5.3%	13.8%	6.9%
Very dissatisfied	10.8%	5.2%	4.0%	3.9%	0.0%	2.2%	8.8%	0.0%	2.2%	4.2%	10.3%	5.1%

Q1. City Services. Please rate your overall satisfaction with major categories of services provided by McAllen on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to	\$150K+	
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q1-5. Overall enforcement of City codes & ordinances</u>												
Very satisfied	26.1%	26.3%	25.7%	14.3%	16.2%	22.0%	20.8%	31.3%	27.9%	18.5%	14.8%	21.9%
Satisfied	29.0%	32.9%	32.9%	50.0%	50.0%	46.3%	49.1%	34.4%	39.5%	41.3%	29.6%	39.3%
Neutral	24.6%	27.6%	21.4%	21.4%	20.3%	26.8%	20.8%	20.3%	9.3%	22.8%	33.3%	22.2%
Dissatisfied	13.0%	6.6%	11.4%	8.6%	5.4%	0.0%	3.8%	9.4%	14.0%	9.8%	11.1%	9.1%
Very dissatisfied	7.2%	6.6%	8.6%	5.7%	8.1%	4.9%	5.7%	4.7%	9.3%	7.6%	11.1%	7.5%

Q1-6. Overall quality of customer service you receive from City employees

Very satisfied	30.6%	32.5%	32.4%	27.6%	30.7%	33.3%	29.3%	39.4%	41.9%	26.6%	28.6%	31.2%
Satisfied	34.7%	36.4%	44.6%	48.7%	49.3%	44.4%	44.8%	39.4%	44.2%	38.3%	46.4%	42.8%
Neutral	20.8%	24.7%	18.9%	19.7%	13.3%	17.8%	13.8%	16.7%	11.6%	30.9%	17.9%	19.1%
Dissatisfied	9.7%	2.6%	2.7%	3.9%	6.7%	2.2%	6.9%	3.0%	2.3%	4.3%	3.6%	4.9%
Very dissatisfied	4.2%	3.9%	1.4%	0.0%	0.0%	2.2%	5.2%	1.5%	0.0%	0.0%	3.6%	2.1%

Q1. City Services. Please rate your overall satisfaction with major categories of services provided by McAllen on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to	\$150K+	
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q1-7. Overall effectiveness of City communication with the public</u>												
Very satisfied	23.9%	19.7%	20.0%	24.3%	21.9%	28.9%	20.0%	29.2%	31.8%	17.2%	10.3%	22.1%
Satisfied	38.0%	38.2%	50.7%	41.9%	47.9%	31.1%	50.9%	47.7%	43.2%	47.3%	41.4%	43.5%
Neutral	21.1%	25.0%	21.3%	29.7%	19.2%	28.9%	21.8%	15.4%	13.6%	23.7%	41.4%	22.9%
Dissatisfied	12.7%	14.5%	2.7%	2.7%	9.6%	8.9%	5.5%	6.2%	6.8%	7.5%	6.9%	8.3%
Very dissatisfied	4.2%	2.6%	5.3%	1.4%	1.4%	2.2%	1.8%	1.5%	4.5%	4.3%	0.0%	3.1%

Q1-8. Overall quality of City's storm water runoff/storm water management system

Very satisfied	17.8%	17.1%	21.3%	15.6%	19.4%	27.9%	21.1%	20.9%	25.0%	14.7%	3.6%	18.8%
Satisfied	35.6%	31.6%	38.7%	42.9%	41.7%	41.9%	38.6%	38.8%	34.1%	38.9%	39.3%	37.4%
Neutral	15.1%	25.0%	17.3%	20.8%	16.7%	16.3%	10.5%	23.9%	20.5%	18.9%	17.9%	18.3%
Dissatisfied	13.7%	19.7%	10.7%	13.0%	13.9%	9.3%	12.3%	10.4%	4.5%	17.9%	32.1%	14.9%
Very dissatisfied	17.8%	6.6%	12.0%	7.8%	8.3%	4.7%	17.5%	6.0%	15.9%	9.5%	7.1%	10.6%

Q1. City Services. Please rate your overall satisfaction with major categories of services provided by McAllen on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to	\$150K+	
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q1-9. Overall flow of traffic & congestion management in City</u>												
Very satisfied	8.0%	9.1%	16.0%	11.5%	10.7%	13.3%	15.5%	9.0%	15.6%	9.4%	6.9%	11.4%
Satisfied	21.3%	28.6%	25.3%	30.8%	38.7%	31.1%	19.0%	37.3%	33.3%	30.2%	24.1%	28.4%
Neutral	21.3%	23.4%	22.7%	21.8%	26.7%	26.7%	31.0%	19.4%	20.0%	19.8%	20.7%	23.0%
Dissatisfied	28.0%	23.4%	25.3%	24.4%	14.7%	17.8%	22.4%	19.4%	20.0%	27.1%	31.0%	23.5%
Very dissatisfied	21.3%	15.6%	10.7%	11.5%	9.3%	11.1%	12.1%	14.9%	11.1%	13.5%	17.2%	13.7%
<u>Q1-10. Overall quality of City's solid waste system (trash, recycling, yard waste)</u>												
Very satisfied	37.8%	38.5%	40.0%	30.8%	30.3%	39.1%	25.4%	41.8%	37.8%	36.8%	41.4%	35.9%
Satisfied	33.8%	30.8%	38.7%	55.1%	50.0%	28.3%	49.2%	38.8%	46.7%	45.3%	34.5%	41.7%
Neutral	16.2%	19.2%	14.7%	7.7%	13.2%	19.6%	15.3%	11.9%	13.3%	11.6%	10.3%	13.9%
Dissatisfied	6.8%	9.0%	6.7%	3.8%	6.6%	10.9%	6.8%	7.5%	2.2%	3.2%	10.3%	6.6%
Very dissatisfied	5.4%	2.6%	0.0%	2.6%	0.0%	2.2%	3.4%	0.0%	0.0%	3.2%	3.4%	2.0%

Q2. Which THREE of the major categories of City services do you think should receive the most emphasis from City leaders over the next TWO years? (top 3)

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
<u>Q2. Sum of top 3 choices</u>												
Overall quality of police, fire, & emergency medical services	23.7%	23.1%	21.8%	15.2%	10.4%	10.6%	20.0%	31.3%	26.1%	14.3%	13.8%	18.9%
Overall quality of City parks & recreation programs & facilities	27.6%	21.8%	17.9%	17.7%	9.1%	10.6%	21.7%	10.4%	15.2%	21.4%	41.4%	18.4%
Overall maintenance of City streets, buildings & facilities	46.1%	33.3%	57.7%	43.0%	28.6%	27.7%	36.7%	43.3%	50.0%	50.0%	37.9%	40.7%
Overall quality of City water & sewer utilities	22.4%	19.2%	12.8%	24.1%	13.0%	10.6%	26.7%	13.4%	15.2%	17.3%	27.6%	18.6%
Overall enforcement of City codes & ordinances	13.2%	14.1%	19.2%	17.7%	18.2%	6.4%	8.3%	19.4%	21.7%	19.4%	20.7%	16.1%
Overall quality of customer service you receive from City employees	9.2%	11.5%	5.1%	7.6%	5.2%	10.6%	6.7%	7.5%	8.7%	6.1%	6.9%	7.4%
Overall effectiveness of City communication with the public	15.8%	19.2%	7.7%	6.3%	10.4%	8.5%	11.7%	17.9%	13.0%	8.2%	10.3%	11.7%

Q2. Which THREE of the major categories of City services do you think should receive the most emphasis from City leaders over the next TWO years? (top 3) (cont.)

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
Overall quality of City's storm water runoff/storm water management system	40.8%	42.3%	42.3%	39.2%	40.3%	21.3%	38.3%	47.8%	41.3%	44.9%	51.7%	41.4%
Overall flow of traffic & congestion management in City	59.2%	51.3%	59.0%	57.0%	36.4%	27.7%	41.7%	55.2%	47.8%	66.3%	55.2%	52.9%
Overall quality of City's solid waste system (trash, recycling, yard waste)	21.1%	23.1%	16.7%	15.2%	16.9%	10.6%	23.3%	22.4%	13.0%	18.4%	10.3%	18.4%
None chosen	5.3%	10.3%	6.4%	13.9%	31.2%	42.6%	16.7%	6.0%	10.9%	8.2%	3.4%	13.6%

Q3. Perceptions. Several items that may influence your perception of McAllen are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to		
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q3-1. McAllen as a place to live</u>												
Very satisfied	47.3%	51.9%	61.3%	54.5%	59.7%	58.7%	55.9%	59.1%	68.9%	53.1%	51.9%	55.4%
Satisfied	35.1%	37.7%	26.7%	41.6%	33.8%	30.4%	39.0%	34.8%	28.9%	35.4%	29.6%	34.4%
Neutral	14.9%	7.8%	8.0%	3.9%	6.5%	10.9%	5.1%	6.1%	2.2%	7.3%	11.1%	8.4%
Dissatisfied	2.7%	1.3%	2.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	3.7%	1.3%
Very dissatisfied	0.0%	1.3%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%	0.5%
<u>Q3-2. McAllen as a place to raise children</u>												
Very satisfied	50.0%	51.3%	57.5%	53.9%	51.3%	55.6%	54.4%	54.5%	68.9%	53.2%	51.9%	53.3%
Satisfied	28.4%	35.5%	30.1%	38.2%	34.2%	31.1%	33.3%	37.9%	22.2%	28.7%	33.3%	32.6%
Neutral	13.5%	10.5%	6.8%	7.9%	14.5%	8.9%	12.3%	7.6%	8.9%	12.8%	0.0%	10.8%
Dissatisfied	8.1%	1.3%	2.7%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	5.3%	11.1%	2.6%
Very dissatisfied	0.0%	1.3%	2.7%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	3.7%	0.8%

Q3. Perceptions. Several items that may influence your perception of McAllen are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to		
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q3-3. McAllen as a place to work</u>												
Very satisfied	39.4%	36.0%	45.2%	50.0%	42.9%	52.2%	40.7%	43.8%	52.3%	42.9%	34.6%	42.9%
Satisfied	32.4%	41.3%	38.4%	28.4%	39.0%	26.1%	39.0%	32.8%	36.4%	38.5%	42.3%	35.3%
Neutral	12.7%	18.7%	8.2%	16.2%	15.6%	13.0%	13.6%	12.5%	9.1%	16.5%	11.5%	14.5%
Dissatisfied	11.3%	2.7%	0.0%	4.1%	2.6%	2.2%	5.1%	7.8%	0.0%	2.2%	7.7%	4.4%
Very dissatisfied	4.2%	1.3%	8.2%	1.4%	0.0%	6.5%	1.7%	3.1%	2.3%	0.0%	3.8%	2.9%
<u>Q3-4. McAllen as a place to retire</u>												
Very satisfied	34.8%	36.1%	44.6%	48.7%	53.2%	48.9%	44.8%	41.5%	61.4%	44.4%	42.3%	44.4%
Satisfied	27.5%	31.9%	32.4%	39.5%	35.1%	35.6%	39.7%	32.3%	31.8%	30.0%	26.9%	32.9%
Neutral	27.5%	20.8%	17.6%	11.8%	11.7%	13.3%	12.1%	21.5%	6.8%	20.0%	23.1%	17.2%
Dissatisfied	5.8%	8.3%	2.7%	0.0%	0.0%	2.2%	1.7%	4.6%	0.0%	2.2%	3.8%	3.7%
Very dissatisfied	4.3%	2.8%	2.7%	0.0%	0.0%	0.0%	1.7%	0.0%	0.0%	3.3%	3.8%	1.8%

Q3. Perceptions. Several items that may influence your perception of McAllen are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to	\$150K+	
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q3-5. Overall image of McAllen</u>												
Very satisfied	35.1%	46.1%	49.3%	41.6%	39.0%	46.7%	44.1%	42.4%	55.6%	40.6%	48.1%	42.9%
Satisfied	39.2%	34.2%	36.0%	48.1%	51.9%	33.3%	44.1%	47.0%	37.8%	43.8%	29.6%	41.4%
Neutral	20.3%	14.5%	8.0%	7.8%	9.1%	15.6%	8.5%	7.6%	6.7%	8.3%	11.1%	11.7%
Dissatisfied	4.1%	2.6%	5.3%	1.3%	0.0%	2.2%	3.4%	1.5%	0.0%	5.2%	7.4%	2.8%
Very dissatisfied	1.4%	2.6%	1.3%	1.3%	0.0%	2.2%	0.0%	1.5%	0.0%	2.1%	3.7%	1.3%

Q3-6. Overall quality of life in McAllen

Very satisfied	35.1%	40.3%	48.0%	40.3%	40.3%	43.5%	42.4%	39.4%	51.1%	41.7%	40.7%	41.6%
Satisfied	36.5%	41.6%	34.7%	53.2%	50.6%	43.5%	45.8%	42.4%	37.8%	42.7%	40.7%	42.6%
Neutral	21.6%	15.6%	10.7%	5.2%	7.8%	4.3%	11.9%	18.2%	11.1%	9.4%	11.1%	12.2%
Dissatisfied	6.8%	2.6%	5.3%	0.0%	1.3%	6.5%	0.0%	0.0%	0.0%	6.3%	3.7%	3.0%
Very dissatisfied	0.0%	0.0%	1.3%	1.3%	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	3.7%	0.5%

Q3. Perceptions. Several items that may influence your perception of McAllen are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to	\$150K+	
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q3-7. Overall appearance of McAllen</u>												
Very satisfied	34.2%	36.8%	33.3%	36.4%	39.0%	41.3%	31.0%	40.9%	44.4%	36.5%	33.3%	36.4%
Satisfied	39.7%	46.1%	40.0%	45.5%	45.5%	34.8%	46.6%	50.0%	37.8%	39.6%	40.7%	43.5%
Neutral	16.4%	10.5%	14.7%	13.0%	6.5%	15.2%	15.5%	7.6%	8.9%	14.6%	3.7%	11.7%
Dissatisfied	9.6%	5.3%	12.0%	5.2%	9.1%	8.7%	6.9%	1.5%	8.9%	9.4%	18.5%	8.1%
Very dissatisfied	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%	0.3%

Q3-8. McAllen as a welcoming community for people of diverse backgrounds

Very satisfied	40.5%	39.0%	36.5%	36.0%	36.0%	42.2%	34.5%	39.4%	55.6%	31.6%	38.5%	38.3%
Satisfied	36.5%	39.0%	43.2%	45.3%	41.3%	28.9%	48.3%	39.4%	33.3%	48.4%	26.9%	40.4%
Neutral	13.5%	16.9%	13.5%	16.0%	17.3%	20.0%	15.5%	16.7%	8.9%	10.5%	23.1%	15.2%
Dissatisfied	4.1%	3.9%	4.1%	2.7%	4.0%	6.7%	0.0%	4.5%	2.2%	6.3%	0.0%	4.1%
Very dissatisfied	5.4%	1.3%	2.7%	0.0%	1.3%	2.2%	1.7%	0.0%	0.0%	3.2%	11.5%	2.1%

Q3. Perceptions. Several items that may influence your perception of McAllen are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to		
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999	\$150K+	
<u>Q3-9. Overall quality of leadership provided by McAllen's elected officials</u>												
Very satisfied	20.6%	23.7%	26.4%	27.3%	26.0%	32.6%	25.4%	26.6%	36.4%	18.5%	23.1%	25.5%
Satisfied	25.0%	30.3%	41.7%	37.7%	44.2%	23.9%	39.0%	40.6%	29.5%	43.5%	42.3%	35.3%
Neutral	32.4%	35.5%	18.1%	28.6%	16.9%	30.4%	28.8%	28.1%	18.2%	23.9%	19.2%	26.0%
Dissatisfied	19.1%	5.3%	11.1%	6.5%	9.1%	10.9%	6.8%	3.1%	13.6%	9.8%	7.7%	9.9%
Very dissatisfied	2.9%	5.3%	2.8%	0.0%	3.9%	2.2%	0.0%	1.6%	2.3%	4.3%	7.7%	3.4%

Q3-10. Overall effectiveness of City management

Very satisfied	20.6%	23.7%	25.0%	22.7%	27.3%	31.1%	24.1%	29.2%	34.1%	16.0%	26.9%	24.8%
Satisfied	38.2%	31.6%	44.4%	45.3%	44.2%	22.2%	44.8%	47.7%	29.5%	50.0%	38.5%	39.7%
Neutral	26.5%	34.2%	19.4%	28.0%	16.9%	28.9%	27.6%	20.0%	22.7%	24.5%	23.1%	25.1%
Dissatisfied	10.3%	6.6%	8.3%	4.0%	10.4%	17.8%	3.4%	3.1%	13.6%	5.3%	3.8%	7.8%
Very dissatisfied	4.4%	3.9%	2.8%	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	4.3%	7.7%	2.6%

Q4. Maintenance. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following services provided by the City. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to		
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999	\$150K+	
<u>Q4-1. Condition of major City streets</u>												
Very satisfied	21.6%	29.9%	19.7%	22.4%	26.7%	26.1%	33.9%	24.6%	31.8%	19.6%	25.9%	24.7%
Satisfied	44.6%	46.8%	43.4%	51.3%	42.7%	23.9%	37.3%	50.8%	40.9%	57.7%	40.7%	45.8%
Neutral	14.9%	10.4%	21.1%	15.8%	20.0%	30.4%	15.3%	10.8%	13.6%	11.3%	14.8%	16.3%
Dissatisfied	13.5%	13.0%	14.5%	9.2%	9.3%	10.9%	13.6%	13.8%	13.6%	10.3%	11.1%	11.5%
Very dissatisfied	5.4%	0.0%	1.3%	1.3%	1.3%	8.7%	0.0%	0.0%	0.0%	1.0%	7.4%	1.8%
<u>Q4-2. Condition of streets in your neighborhood</u>												
Very satisfied	20.3%	24.7%	23.7%	21.1%	24.7%	17.8%	28.8%	16.9%	40.9%	20.6%	26.9%	24.3%
Satisfied	39.2%	44.2%	40.8%	44.7%	42.5%	40.0%	33.9%	53.8%	27.3%	48.5%	53.8%	41.9%
Neutral	12.2%	15.6%	17.1%	17.1%	19.2%	24.4%	11.9%	12.3%	15.9%	15.5%	7.7%	15.6%
Dissatisfied	21.6%	9.1%	10.5%	10.5%	9.6%	11.1%	13.6%	13.8%	11.4%	9.3%	7.7%	12.0%
Very dissatisfied	6.8%	6.5%	7.9%	6.6%	4.1%	6.7%	11.9%	3.1%	4.5%	6.2%	3.8%	6.1%

Q4. Maintenance. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following services provided by the City. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to		
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999	\$150K+	
<u>Q4-3. Condition of sidewalks in your neighborhood</u>												
Very satisfied	20.0%	22.7%	17.6%	20.0%	15.1%	17.4%	17.2%	20.3%	33.3%	15.7%	25.9%	20.5%
Satisfied	41.4%	33.3%	29.7%	34.7%	42.5%	37.0%	27.6%	42.2%	26.2%	44.9%	37.0%	35.3%
Neutral	11.4%	17.3%	29.7%	25.3%	23.3%	23.9%	22.4%	10.9%	26.2%	21.3%	18.5%	20.8%
Dissatisfied	17.1%	14.7%	10.8%	13.3%	13.7%	8.7%	20.7%	18.8%	11.9%	11.2%	7.4%	14.5%
Very dissatisfied	10.0%	12.0%	12.2%	6.7%	5.5%	13.0%	12.1%	7.8%	2.4%	6.7%	11.1%	8.9%
<u>Q4-4. Timing of traffic signals on City streets</u>												
Very satisfied	9.6%	15.8%	10.5%	9.6%	16.4%	23.3%	14.0%	10.8%	18.6%	8.2%	11.5%	13.2%
Satisfied	39.7%	36.8%	39.5%	47.9%	42.5%	30.2%	49.1%	44.6%	37.2%	42.3%	46.2%	40.9%
Neutral	19.2%	17.1%	27.6%	21.9%	26.0%	27.9%	19.3%	23.1%	16.3%	25.8%	15.4%	22.0%
Dissatisfied	21.9%	22.4%	17.1%	15.1%	11.0%	14.0%	12.3%	13.8%	23.3%	13.4%	23.1%	17.4%
Very dissatisfied	9.6%	7.9%	5.3%	5.5%	4.1%	4.7%	5.3%	7.7%	4.7%	10.3%	3.8%	6.5%

Q4. Maintenance. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following services provided by the City. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to	\$150K+	
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q4-5. Traffic flow on major City streets</u>												
Very satisfied	8.1%	13.0%	12.0%	10.7%	17.6%	15.9%	13.6%	15.4%	18.6%	8.2%	11.1%	12.6%
Satisfied	23.0%	33.8%	33.3%	34.7%	39.2%	34.1%	44.1%	29.2%	34.9%	33.0%	22.2%	32.8%
Neutral	28.4%	22.1%	16.0%	25.3%	17.6%	15.9%	20.3%	27.7%	16.3%	19.6%	18.5%	21.8%
Dissatisfied	21.6%	20.8%	26.7%	21.3%	21.6%	25.0%	16.9%	16.9%	14.0%	23.7%	44.4%	22.3%
Very dissatisfied	18.9%	10.4%	12.0%	8.0%	4.1%	9.1%	5.1%	10.8%	16.3%	15.5%	3.7%	10.5%

Q4-6. Pedestrian accessibility (City's sidewalk system/network; number/availability of sidewalks)

Very satisfied	9.5%	21.1%	16.2%	15.1%	13.5%	13.3%	20.7%	13.8%	25.6%	9.6%	24.0%	15.5%
Satisfied	41.9%	27.6%	37.8%	32.9%	43.2%	33.3%	32.8%	44.6%	30.2%	42.6%	12.0%	36.5%
Neutral	16.2%	23.7%	16.2%	34.2%	25.7%	17.8%	19.0%	18.5%	27.9%	29.8%	28.0%	23.1%
Dissatisfied	20.3%	14.5%	20.3%	13.7%	12.2%	24.4%	15.5%	12.3%	14.0%	11.7%	32.0%	16.1%
Very dissatisfied	12.2%	13.2%	9.5%	4.1%	5.4%	11.1%	12.1%	10.8%	2.3%	6.4%	4.0%	8.8%

Q4. Maintenance. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following services provided by the City. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to	\$150K+	
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q4-7. Appearance & condition of City medians, right-of-ways & public areas</u>												
Very satisfied	19.2%	18.4%	18.4%	20.3%	18.4%	13.0%	22.4%	23.1%	32.6%	12.5%	18.5%	19.7%
Satisfied	37.0%	44.7%	39.5%	45.9%	52.6%	37.0%	48.3%	46.2%	34.9%	53.1%	33.3%	43.3%
Neutral	32.9%	21.1%	23.7%	23.0%	21.1%	32.6%	17.2%	23.1%	27.9%	19.8%	33.3%	24.1%
Dissatisfied	5.5%	10.5%	10.5%	9.5%	5.3%	8.7%	8.6%	1.5%	2.3%	10.4%	11.1%	7.9%
Very dissatisfied	5.5%	5.3%	7.9%	1.4%	2.6%	8.7%	3.4%	6.2%	2.3%	4.2%	3.7%	4.9%
 <u>Q4-8. Adequacy of City street lighting</u>												
Very satisfied	17.6%	22.1%	11.8%	17.3%	13.2%	15.2%	20.3%	15.4%	25.0%	15.6%	11.1%	17.0%
Satisfied	35.1%	35.1%	44.7%	41.3%	35.5%	30.4%	30.5%	44.6%	27.3%	50.0%	37.0%	37.9%
Neutral	24.3%	26.0%	18.4%	29.3%	27.6%	23.9%	27.1%	21.5%	29.5%	25.0%	18.5%	24.9%
Dissatisfied	17.6%	11.7%	14.5%	10.7%	19.7%	17.4%	18.6%	15.4%	11.4%	6.3%	25.9%	14.8%
Very dissatisfied	5.4%	5.2%	10.5%	1.3%	3.9%	13.0%	3.4%	3.1%	6.8%	3.1%	7.4%	5.3%

Q4. Maintenance. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following services provided by the City. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to	\$150K+	
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q4-9. Condition of pavement markings on City streets</u>												
Very satisfied	17.6%	19.5%	20.5%	21.6%	16.0%	17.8%	22.8%	20.0%	27.9%	15.5%	19.2%	19.6%
Satisfied	45.9%	46.8%	39.7%	41.9%	46.7%	42.2%	43.9%	53.8%	30.2%	48.5%	42.3%	44.1%
Neutral	20.3%	14.3%	23.3%	18.9%	20.0%	24.4%	22.8%	13.8%	23.3%	20.6%	7.7%	19.1%
Dissatisfied	9.5%	16.9%	12.3%	17.6%	13.3%	11.1%	5.3%	10.8%	14.0%	11.3%	30.8%	13.9%
Very dissatisfied	6.8%	2.6%	4.1%	0.0%	4.0%	4.4%	5.3%	1.5%	4.7%	4.1%	0.0%	3.4%

Q4-10. Overall cleanliness of streets & public areas

Very satisfied	20.3%	26.0%	22.4%	18.4%	24.0%	19.6%	23.7%	26.2%	29.5%	21.6%	18.5%	22.6%
Satisfied	43.2%	46.8%	46.1%	55.3%	44.0%	39.1%	45.8%	61.5%	45.5%	45.4%	48.1%	46.8%
Neutral	18.9%	18.2%	17.1%	19.7%	18.7%	28.3%	16.9%	12.3%	11.4%	20.6%	7.4%	18.6%
Dissatisfied	14.9%	6.5%	9.2%	5.3%	10.7%	10.9%	10.2%	0.0%	11.4%	9.3%	18.5%	8.9%
Very dissatisfied	2.7%	2.6%	5.3%	1.3%	2.7%	2.2%	3.4%	0.0%	2.3%	3.1%	7.4%	3.1%

Q4. Maintenance. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following services provided by the City. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to	\$150K+	
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q4-11. Condition of landscaping along public streets</u>												
Very satisfied	23.3%	20.8%	20.0%	19.7%	26.0%	13.3%	25.4%	27.7%	34.1%	21.1%	15.4%	22.4%
Satisfied	49.3%	42.9%	56.0%	43.4%	34.2%	35.6%	42.4%	55.4%	40.9%	47.4%	42.3%	45.0%
Neutral	15.1%	20.8%	10.7%	30.3%	30.1%	33.3%	20.3%	15.4%	18.2%	21.1%	19.2%	21.6%
Dissatisfied	8.2%	11.7%	9.3%	6.6%	8.2%	17.8%	11.9%	1.5%	2.3%	5.3%	19.2%	8.5%
Very dissatisfied	4.1%	3.9%	4.0%	0.0%	1.4%	0.0%	0.0%	0.0%	4.5%	5.3%	3.8%	2.6%

Q5. Which TWO of the City maintenance services listed in Question 4 do you think should receive the most emphasis from City leaders over the next TWO years? (top 2)

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to		
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q5. Sum of top 2 choices</u>												
Condition of major City streets	15.8%	15.4%	15.4%	15.2%	10.4%	10.6%	10.0%	16.4%	19.6%	14.3%	13.8%	13.9%
Condition of streets in your neighborhood	25.0%	12.8%	16.7%	21.5%	15.6%	14.9%	25.0%	13.4%	19.6%	20.4%	3.4%	17.9%
Condition of sidewalks in your neighborhood	15.8%	17.9%	14.1%	12.7%	16.9%	8.5%	28.3%	16.4%	8.7%	12.2%	10.3%	15.1%
Timing of traffic signals on City streets	22.4%	24.4%	23.1%	22.8%	11.7%	12.8%	10.0%	25.4%	17.4%	25.5%	24.1%	21.3%
Traffic flow on major City streets	34.2%	41.0%	35.9%	38.0%	23.4%	17.0%	18.3%	40.3%	41.3%	39.8%	51.7%	34.7%
Pedestrian accessibility (City's sidewalk system/network	18.4%	15.4%	16.7%	17.7%	13.0%	17.0%	15.0%	23.9%	10.9%	18.4%	13.8%	16.1%
Appearance & condition of City medians, right-of-ways & public areas	1.3%	7.7%	11.5%	8.9%	7.8%	2.1%	0.0%	6.0%	13.0%	12.2%	6.9%	7.4%
Adequacy of City street lighting	19.7%	19.2%	21.8%	11.4%	22.1%	21.3%	25.0%	26.9%	15.2%	11.2%	27.6%	18.9%

Q5. Which TWO of the City maintenance services listed in Question 4 do you think should receive the most emphasis from City leaders over the next TWO years? (top 2) (cont.)

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
<u>Q5. Sum of top 2 choices (cont.)</u>												
Condition of pavement markings on City streets	6.6%	3.8%	2.6%	5.1%	9.1%	4.3%	6.7%	1.5%	6.5%	8.2%	0.0%	5.2%
Overall cleanliness of streets & public areas	15.8%	11.5%	15.4%	7.6%	2.6%	8.5%	11.7%	6.0%	10.9%	12.2%	10.3%	10.4%
Condition of landscaping along public streets	10.5%	12.8%	6.4%	7.6%	2.6%	6.4%	6.7%	4.5%	8.7%	8.2%	17.2%	7.7%
None chosen	6.6%	7.7%	6.4%	12.7%	29.9%	31.9%	20.0%	7.5%	13.0%	8.2%	3.4%	13.2%

Q6. Police, Fire, and Emergency Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following public safety services provided by the City of McAllen. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to		
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q6-1. Quality of police protection</u>												
Very satisfied	37.0%	44.7%	42.9%	39.5%	39.7%	42.6%	36.8%	42.4%	60.5%	34.7%	35.7%	41.3%
Satisfied	37.0%	36.8%	40.3%	44.7%	46.6%	36.2%	40.4%	40.9%	30.2%	52.6%	32.1%	40.3%
Neutral	19.2%	11.8%	10.4%	14.5%	12.3%	17.0%	14.0%	13.6%	9.3%	9.5%	21.4%	13.6%
Dissatisfied	5.5%	6.6%	3.9%	1.3%	1.4%	2.1%	7.0%	1.5%	0.0%	3.2%	10.7%	4.1%
Very dissatisfied	1.4%	0.0%	2.6%	0.0%	0.0%	2.1%	1.8%	1.5%	0.0%	0.0%	0.0%	0.8%
<u>Q6-2. Visibility of police in neighborhoods</u>												
Very satisfied	30.7%	34.6%	32.9%	20.3%	23.3%	25.5%	22.0%	32.8%	43.2%	25.8%	20.7%	28.8%
Satisfied	37.3%	23.1%	35.5%	46.8%	47.9%	42.6%	32.2%	34.3%	34.1%	43.3%	37.9%	37.1%
Neutral	17.3%	23.1%	17.1%	20.3%	21.9%	19.1%	27.1%	17.9%	11.4%	20.6%	20.7%	19.4%
Dissatisfied	9.3%	12.8%	9.2%	11.4%	4.1%	6.4%	11.9%	13.4%	4.5%	7.2%	17.2%	10.6%
Very dissatisfied	5.3%	6.4%	5.3%	1.3%	2.7%	6.4%	6.8%	1.5%	6.8%	3.1%	3.4%	4.0%

Q6. Police, Fire, and Emergency Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following public safety services provided by the City of McAllen. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to		
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q6-3. Visibility of police in retail areas</u>												
Very satisfied	31.5%	33.8%	31.6%	19.5%	21.6%	23.9%	23.6%	28.4%	43.2%	24.5%	24.1%	28.1%
Satisfied	38.4%	41.6%	46.1%	48.1%	56.8%	43.5%	43.6%	46.3%	36.4%	54.1%	48.3%	45.4%
Neutral	20.5%	22.1%	11.8%	28.6%	18.9%	23.9%	29.1%	17.9%	18.2%	13.3%	20.7%	19.6%
Dissatisfied	9.6%	1.3%	6.6%	3.9%	2.7%	6.5%	3.6%	7.5%	0.0%	6.1%	6.9%	5.9%
Very dissatisfied	0.0%	1.3%	3.9%	0.0%	0.0%	2.2%	0.0%	0.0%	2.3%	2.0%	0.0%	1.0%

Q6-4. Police response time

Very satisfied	31.3%	47.8%	33.3%	33.8%	30.8%	37.2%	36.5%	37.1%	47.5%	33.3%	20.8%	35.6%
Satisfied	32.8%	24.6%	40.6%	45.1%	49.2%	30.2%	40.4%	43.5%	37.5%	36.9%	37.5%	38.2%
Neutral	21.9%	18.8%	21.7%	18.3%	15.4%	23.3%	17.3%	11.3%	12.5%	22.6%	33.3%	19.1%
Dissatisfied	14.1%	7.2%	2.9%	2.8%	4.6%	7.0%	3.8%	8.1%	2.5%	7.1%	8.3%	6.3%
Very dissatisfied	0.0%	1.4%	1.4%	0.0%	0.0%	2.3%	1.9%	0.0%	0.0%	0.0%	0.0%	0.9%

Q6. Police, Fire, and Emergency Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following public safety services provided by the City of McAllen. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to		
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q6-5. Efforts to prevent crime</u>												
Very satisfied	28.8%	32.4%	31.5%	30.7%	25.0%	37.0%	26.8%	31.7%	46.3%	27.0%	18.5%	29.9%
Satisfied	27.3%	33.8%	43.8%	44.0%	47.2%	32.6%	44.6%	41.3%	34.1%	42.7%	40.7%	40.1%
Neutral	36.4%	25.7%	16.4%	20.0%	23.6%	21.7%	23.2%	20.6%	14.6%	25.8%	25.9%	23.3%
Dissatisfied	6.1%	6.8%	5.5%	1.3%	2.8%	2.2%	3.6%	4.8%	2.4%	2.2%	14.8%	4.5%
Very dissatisfied	1.5%	1.4%	2.7%	4.0%	1.4%	6.5%	1.8%	1.6%	2.4%	2.2%	0.0%	2.1%
<u>Q6-6. Police safety education programs</u>												
Very satisfied	23.0%	35.8%	33.8%	26.9%	21.2%	38.6%	31.3%	24.6%	44.1%	26.8%	13.0%	28.7%
Satisfied	26.2%	19.4%	44.6%	43.3%	47.0%	25.0%	41.7%	39.3%	32.4%	36.6%	34.8%	35.2%
Neutral	42.6%	34.3%	15.4%	28.4%	27.3%	27.3%	20.8%	34.4%	20.6%	30.5%	34.8%	29.9%
Dissatisfied	6.6%	7.5%	6.2%	1.5%	3.0%	6.8%	2.1%	1.6%	2.9%	4.9%	17.4%	5.0%
Very dissatisfied	1.6%	3.0%	0.0%	0.0%	1.5%	2.3%	4.2%	0.0%	0.0%	1.2%	0.0%	1.2%

Q6. Police, Fire, and Emergency Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following public safety services provided by the City of McAllen. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to		
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q6-7. Enforcement of traffic laws</u>												
Very satisfied	22.5%	37.0%	35.1%	27.3%	22.9%	35.6%	31.6%	29.2%	45.2%	24.5%	18.5%	29.6%
Satisfied	29.6%	37.0%	33.8%	49.4%	47.1%	44.4%	38.6%	41.5%	23.8%	42.6%	44.4%	38.8%
Neutral	21.1%	17.8%	20.3%	18.2%	17.1%	4.4%	21.1%	16.9%	19.0%	22.3%	25.9%	19.3%
Dissatisfied	18.3%	2.7%	9.5%	2.6%	10.0%	13.3%	3.5%	9.2%	7.1%	6.4%	11.1%	8.4%
Very dissatisfied	8.5%	5.5%	1.4%	2.6%	2.9%	2.2%	5.3%	3.1%	4.8%	4.3%	0.0%	4.0%
<u>Q6-8. Quality of animal control services</u>												
Very satisfied	20.9%	28.8%	27.8%	27.6%	20.0%	33.3%	17.5%	28.6%	32.5%	23.1%	23.1%	25.3%
Satisfied	35.8%	27.4%	38.9%	36.8%	38.6%	33.3%	40.4%	42.9%	40.0%	28.6%	42.3%	35.8%
Neutral	19.4%	30.1%	20.8%	25.0%	27.1%	24.4%	22.8%	17.5%	12.5%	37.4%	11.5%	24.3%
Dissatisfied	11.9%	11.0%	5.6%	6.6%	10.0%	4.4%	7.0%	6.3%	12.5%	6.6%	15.4%	8.6%
Very dissatisfied	11.9%	2.7%	6.9%	3.9%	4.3%	4.4%	12.3%	4.8%	2.5%	4.4%	7.7%	5.9%

Q6. Police, Fire, and Emergency Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following public safety services provided by the City of McAllen. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to		
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999	\$150K+	
<u>Q6-9. Quality & accessibility of municipal court services (i.e. traffic, collection, fines)</u>												
Very satisfied	32.8%	31.9%	28.1%	25.0%	18.8%	36.4%	24.0%	34.4%	40.0%	22.0%	19.0%	27.4%
Satisfied	32.8%	37.7%	50.0%	46.9%	50.0%	38.6%	38.0%	44.3%	40.0%	47.6%	38.1%	43.5%
Neutral	26.6%	21.7%	17.2%	25.0%	29.7%	22.7%	32.0%	13.1%	20.0%	26.8%	19.0%	23.8%
Dissatisfied	6.3%	5.8%	4.7%	1.6%	0.0%	2.3%	2.0%	6.6%	0.0%	3.7%	14.3%	3.9%
Very dissatisfied	1.6%	2.9%	0.0%	1.6%	1.6%	0.0%	4.0%	1.6%	0.0%	0.0%	9.5%	1.5%

Q6-10. Quality of fire protection

Very satisfied	41.5%	50.0%	42.6%	40.3%	35.8%	51.2%	39.2%	52.5%	53.7%	35.2%	33.3%	42.5%
Satisfied	40.0%	38.2%	36.8%	45.8%	52.2%	32.6%	47.1%	42.6%	34.1%	47.7%	41.7%	42.8%
Neutral	15.4%	11.8%	16.2%	13.9%	10.4%	14.0%	11.8%	4.9%	12.2%	15.9%	16.7%	13.0%
Dissatisfied	3.1%	0.0%	2.9%	0.0%	1.5%	2.3%	2.0%	0.0%	0.0%	0.0%	8.3%	1.4%
Very dissatisfied	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.3%

Q6. Police, Fire, and Emergency Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following public safety services provided by the City of McAllen. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to		
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q6-11. Quality of fire emergency medical services</u>												
Very satisfied	44.6%	53.6%	42.0%	37.1%	32.4%	48.9%	39.6%	50.0%	51.2%	39.1%	30.4%	42.0%
Satisfied	40.0%	33.3%	42.0%	50.0%	54.4%	40.0%	43.4%	43.5%	36.6%	46.0%	43.5%	43.7%
Neutral	13.8%	11.6%	13.0%	11.4%	11.8%	6.7%	13.2%	6.5%	12.2%	14.9%	17.4%	12.4%
Dissatisfied	1.5%	1.4%	1.4%	1.4%	1.5%	4.4%	3.8%	0.0%	0.0%	0.0%	4.3%	1.4%
Very dissatisfied	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.6%
<u>Q6-12. Fire personnel emergency response time</u>												
Very satisfied	43.1%	56.7%	44.9%	43.3%	26.9%	45.5%	38.5%	48.4%	52.5%	43.0%	42.9%	42.8%
Satisfied	37.9%	31.3%	42.0%	40.3%	55.2%	38.6%	42.3%	41.9%	40.0%	39.2%	23.8%	41.9%
Neutral	17.2%	10.4%	7.2%	16.4%	16.4%	13.6%	13.5%	9.7%	7.5%	17.7%	23.8%	13.2%
Dissatisfied	1.7%	1.5%	4.3%	0.0%	1.5%	2.3%	3.8%	0.0%	0.0%	0.0%	9.5%	1.8%
Very dissatisfied	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.3%

Q6. Police, Fire, and Emergency Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following public safety services provided by the City of McAllen. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to		
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q6-13. Quality of fire safety education programs</u>												
Very satisfied	36.2%	43.3%	38.5%	24.6%	21.3%	42.9%	22.4%	40.7%	43.2%	32.9%	18.2%	32.8%
Satisfied	27.6%	28.4%	36.9%	50.8%	49.2%	35.7%	40.8%	42.4%	35.1%	34.2%	45.5%	39.0%
Neutral	32.8%	25.4%	16.9%	23.0%	27.9%	16.7%	30.6%	15.3%	16.2%	32.9%	27.3%	24.8%
Dissatisfied	3.4%	3.0%	4.6%	1.6%	1.6%	4.8%	4.1%	1.7%	2.7%	0.0%	9.1%	2.8%
Very dissatisfied	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	2.0%	0.0%	2.7%	0.0%	0.0%	0.6%
<u>Q6-14. 9-1-1 service provided by operators</u>												
Very satisfied	36.7%	48.5%	41.5%	36.1%	31.7%	52.3%	37.3%	41.7%	48.6%	34.2%	22.2%	39.3%
Satisfied	36.7%	24.2%	36.9%	44.3%	50.8%	31.8%	45.1%	40.0%	34.3%	42.1%	33.3%	38.4%
Neutral	16.7%	22.7%	15.4%	18.0%	17.5%	11.4%	13.7%	13.3%	17.1%	21.1%	22.2%	18.0%
Dissatisfied	8.3%	4.5%	3.1%	1.6%	0.0%	4.5%	0.0%	5.0%	0.0%	2.6%	16.7%	3.4%
Very dissatisfied	1.7%	0.0%	3.1%	0.0%	0.0%	0.0%	3.9%	0.0%	0.0%	0.0%	5.6%	0.9%

Q6. Police, Fire, and Emergency Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following public safety services provided by the City of McAllen. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to	\$150K+	
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q6-15. 9-1-1 response time from first responders: ambulance, fire, police</u>												
Very satisfied	37.3%	46.2%	38.8%	37.7%	38.1%	52.3%	36.0%	40.0%	47.2%	35.5%	27.8%	39.6%
Satisfied	33.9%	30.8%	41.8%	49.2%	44.4%	29.5%	46.0%	45.0%	38.9%	40.8%	27.8%	39.9%
Neutral	16.9%	20.0%	14.9%	11.5%	17.5%	13.6%	14.0%	11.7%	13.9%	19.7%	22.2%	16.5%
Dissatisfied	11.9%	3.1%	1.5%	0.0%	0.0%	2.3%	2.0%	3.3%	0.0%	3.9%	16.7%	3.0%
Very dissatisfied	0.0%	0.0%	3.0%	1.6%	0.0%	2.3%	2.0%	0.0%	0.0%	0.0%	5.6%	0.9%
<u>Q6-16. Disaster preparedness public education</u>												
Very satisfied	30.2%	31.3%	24.6%	18.2%	20.6%	34.1%	18.9%	23.7%	33.3%	24.7%	22.7%	25.2%
Satisfied	30.2%	26.9%	47.8%	50.0%	51.5%	41.5%	47.2%	49.2%	40.5%	36.5%	31.8%	40.9%
Neutral	23.8%	25.4%	15.9%	25.8%	23.5%	19.5%	18.9%	23.7%	14.3%	28.2%	22.7%	22.9%
Dissatisfied	12.7%	13.4%	7.2%	6.1%	4.4%	4.9%	9.4%	3.4%	11.9%	9.4%	13.6%	8.7%
Very dissatisfied	3.2%	3.0%	4.3%	0.0%	0.0%	0.0%	5.7%	0.0%	0.0%	1.2%	9.1%	2.3%

Q7. Which TWO of the public safety services items listed in Question 6 do you think should receive the most emphasis from City leaders over the next TWO years? (top 2)

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to	\$150K+	
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q7. Sum of top 2 choices</u>												
Quality of police protection	21.1%	14.1%	11.5%	15.2%	7.8%	10.6%	11.7%	17.9%	15.2%	13.3%	17.2%	13.6%
Visibility of police in neighborhoods	22.4%	30.8%	29.5%	30.4%	24.7%	17.0%	30.0%	29.9%	30.4%	27.6%	34.5%	27.5%
Visibility of police in retail areas	10.5%	9.0%	9.0%	13.9%	5.2%	8.5%	11.7%	10.4%	4.3%	13.3%	3.4%	9.4%
Police response time	10.5%	9.0%	3.8%	5.1%	2.6%	2.1%	5.0%	6.0%	6.5%	8.2%	13.8%	6.7%
Efforts to prevent crime	31.6%	14.1%	17.9%	16.5%	10.4%	17.0%	21.7%	19.4%	26.1%	18.4%	13.8%	18.1%
Police safety education programs	3.9%	16.7%	10.3%	5.1%	3.9%	4.3%	15.0%	6.0%	2.2%	11.2%	0.0%	7.7%
Enforcement of traffic laws	18.4%	10.3%	10.3%	3.8%	14.3%	8.5%	1.7%	16.4%	15.2%	10.2%	3.4%	10.9%
Quality of animal control services	19.7%	14.1%	15.4%	10.1%	14.3%	10.6%	11.7%	19.4%	4.3%	18.4%	10.3%	14.1%
Quality & accessibility of municipal court services (i.e. traffic, collection, fines)	1.3%	7.7%	5.1%	8.9%	6.5%	2.1%	3.3%	9.0%	2.2%	7.1%	3.4%	6.5%

Q7. Which TWO of the public safety services items listed in Question 6 do you think should receive the most emphasis from City leaders over the next TWO years? (top 2) (cont.)

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to		
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q7. Sum of top 2 choices (cont.)</u>												
Quality of fire protection	3.9%	2.6%	5.1%	5.1%	2.6%	2.1%	3.3%	4.5%	6.5%	2.0%	6.9%	3.7%
Quality of fire emergency medical services	0.0%	0.0%	2.6%	3.8%	2.6%	0.0%	1.7%	0.0%	2.2%	1.0%	6.9%	1.7%
Fire personnel emergency response time	0.0%	1.3%	1.3%	1.3%	0.0%	0.0%	1.7%	1.5%	0.0%	1.0%	0.0%	0.7%
Quality of fire safety education programs	0.0%	2.6%	0.0%	1.3%	5.2%	0.0%	1.7%	3.0%	0.0%	3.1%	3.4%	1.7%
9-1-1 service provided by operators	2.6%	2.6%	0.0%	0.0%	1.3%	4.3%	0.0%	0.0%	0.0%	2.0%	3.4%	1.5%
9-1-1 response time from first responders: ambulance, fire, police	1.3%	5.1%	5.1%	0.0%	0.0%	2.1%	3.3%	1.5%	4.3%	3.1%	3.4%	2.5%
Disaster preparedness public education	23.7%	25.6%	20.5%	17.7%	11.7%	14.9%	16.7%	16.4%	23.9%	24.5%	13.8%	19.4%
None chosen	13.2%	16.7%	23.1%	29.1%	41.6%	46.8%	28.3%	17.9%	26.1%	16.3%	27.6%	25.3%

Q8. Feeling of Safety. On a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to		
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q8-1. In your neighborhood during the day</u>												
Very safe	57.9%	62.3%	55.8%	51.9%	40.0%	36.2%	49.2%	53.7%	60.5%	62.9%	60.7%	53.7%
Safe	34.2%	28.6%	35.1%	39.0%	53.3%	46.8%	37.3%	40.3%	30.2%	34.0%	32.1%	38.3%
Neutral	6.6%	9.1%	5.2%	7.8%	4.0%	10.6%	10.2%	6.0%	7.0%	2.1%	7.1%	6.3%
Unsafe	1.3%	0.0%	2.6%	1.3%	2.7%	6.4%	3.4%	0.0%	2.3%	0.0%	0.0%	1.5%
Very unsafe	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%	0.3%
 <u>Q8-2. In your neighborhood at night</u>												
Very safe	32.0%	37.7%	32.5%	30.3%	23.0%	23.9%	20.3%	30.3%	37.2%	35.4%	46.4%	31.7%
Safe	38.7%	32.5%	39.0%	53.9%	51.4%	30.4%	39.0%	50.0%	32.6%	53.1%	35.7%	42.6%
Neutral	13.3%	19.5%	11.7%	9.2%	16.2%	23.9%	23.7%	9.1%	18.6%	8.3%	7.1%	14.0%
Unsafe	10.7%	7.8%	14.3%	6.6%	8.1%	10.9%	16.9%	9.1%	11.6%	1.0%	10.7%	9.4%
Very unsafe	5.3%	2.6%	2.6%	0.0%	1.4%	10.9%	0.0%	1.5%	0.0%	2.1%	0.0%	2.3%

Q8. Feeling of Safety. On a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to		
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q8-3. In City's parks, trails, & recreational areas</u>												
Very safe	20.0%	26.7%	14.7%	12.9%	18.3%	22.7%	19.0%	18.2%	25.0%	15.1%	11.5%	18.6%
Safe	44.0%	30.7%	45.3%	52.9%	36.6%	20.5%	44.8%	48.5%	35.0%	48.4%	50.0%	42.5%
Neutral	18.7%	28.0%	29.3%	32.9%	33.8%	40.9%	31.0%	24.2%	27.5%	28.0%	23.1%	27.6%
Unsafe	12.0%	10.7%	8.0%	1.4%	11.3%	9.1%	3.4%	9.1%	12.5%	5.4%	15.4%	8.9%
Very unsafe	5.3%	4.0%	2.7%	0.0%	0.0%	6.8%	1.7%	0.0%	0.0%	3.2%	0.0%	2.4%
<u>Q8-4. In commercial & retail areas</u>												
Very safe	26.3%	27.3%	29.9%	16.2%	16.7%	22.2%	22.4%	24.2%	32.6%	23.7%	22.2%	23.8%
Safe	43.4%	45.5%	46.8%	63.5%	52.8%	44.4%	51.7%	51.5%	46.5%	53.6%	55.6%	50.1%
Neutral	25.0%	20.8%	14.3%	20.3%	29.2%	28.9%	22.4%	22.7%	16.3%	16.5%	14.8%	21.5%
Unsafe	5.3%	5.2%	5.2%	0.0%	1.4%	2.2%	3.4%	1.5%	4.7%	3.1%	7.4%	3.6%
Very unsafe	0.0%	1.3%	3.9%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	3.1%	0.0%	1.0%

Q8. Feeling of Safety. On a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to		
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q8-5. Overall in City</u>												
Very safe	30.7%	26.3%	23.4%	20.8%	24.0%	19.6%	23.7%	24.2%	30.2%	24.7%	39.3%	25.6%
Safe	46.7%	52.6%	57.1%	64.9%	50.7%	41.3%	55.9%	62.1%	48.8%	60.8%	35.7%	53.9%
Neutral	16.0%	17.1%	9.1%	13.0%	24.0%	30.4%	20.3%	12.1%	16.3%	10.3%	14.3%	15.9%
Unsafe	6.7%	3.9%	7.8%	1.3%	1.3%	6.5%	0.0%	1.5%	4.7%	3.1%	10.7%	4.1%
Very unsafe	0.0%	0.0%	2.6%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	1.0%	0.0%	0.5%

Q8-6. Downtown after dark

Very safe	9.4%	11.9%	9.2%	8.2%	10.6%	7.3%	11.1%	9.7%	6.3%	10.0%	13.6%	10.4%
Safe	14.1%	19.4%	21.5%	27.9%	21.2%	17.1%	22.2%	24.2%	18.8%	26.3%	13.6%	21.1%
Neutral	20.3%	25.4%	23.1%	32.8%	42.4%	41.5%	18.5%	37.1%	25.0%	25.0%	27.3%	27.6%
Unsafe	40.6%	31.3%	27.7%	26.2%	21.2%	19.5%	37.0%	25.8%	37.5%	26.3%	36.4%	29.4%
Very unsafe	15.6%	11.9%	18.5%	4.9%	4.5%	14.6%	11.1%	3.2%	12.5%	12.5%	9.1%	11.6%

Q8. Feeling of Safety. On a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to		
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999	\$150K+	
<u>Q8-7. Traveling by bicycle in McAllen</u>												
Very safe	8.6%	8.6%	4.5%	5.4%	7.7%	9.8%	10.2%	3.6%	6.3%	5.0%	4.2%	7.6%
Safe	17.2%	27.1%	23.9%	32.1%	15.4%	22.0%	30.6%	25.0%	25.0%	18.8%	25.0%	23.4%
Neutral	25.9%	30.0%	28.4%	32.1%	40.0%	36.6%	28.6%	37.5%	25.0%	37.5%	16.7%	31.0%
Unsafe	31.0%	24.3%	23.9%	26.8%	27.7%	17.1%	20.4%	28.6%	31.3%	27.5%	25.0%	26.1%
Very unsafe	17.2%	10.0%	19.4%	3.6%	9.2%	14.6%	10.2%	5.4%	12.5%	11.3%	29.2%	11.9%

Q9. Code Enforcement. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to		
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999	\$150K+	
<u>Q9-1. Overall responsiveness of City code enforcement staff</u>												
Very satisfied	24.1%	25.8%	16.9%	11.9%	16.1%	25.0%	21.7%	18.3%	28.9%	11.5%	10.0%	19.2%
Satisfied	27.6%	33.3%	43.1%	49.2%	45.2%	36.1%	50.0%	46.7%	28.9%	39.7%	45.0%	39.6%
Neutral	31.0%	30.3%	26.2%	30.5%	25.8%	38.9%	17.4%	30.0%	26.3%	35.9%	15.0%	28.8%
Dissatisfied	13.8%	7.6%	10.8%	5.1%	11.3%	0.0%	8.7%	0.0%	13.2%	11.5%	20.0%	9.6%
Very dissatisfied	3.4%	3.0%	3.1%	3.4%	1.6%	0.0%	2.2%	5.0%	2.6%	1.3%	10.0%	2.8%
<u>Q9-2. City effort to enforce code violations</u>												
Very satisfied	21.7%	20.0%	14.9%	11.1%	19.0%	32.4%	18.0%	18.6%	24.3%	8.5%	10.0%	17.6%
Satisfied	28.3%	36.9%	43.3%	52.4%	41.3%	29.7%	48.0%	50.8%	32.4%	39.0%	45.0%	40.6%
Neutral	25.0%	24.6%	23.9%	27.0%	23.8%	29.7%	24.0%	18.6%	13.5%	35.4%	15.0%	24.8%
Dissatisfied	20.0%	15.4%	11.9%	6.3%	12.7%	8.1%	8.0%	6.8%	21.6%	15.9%	20.0%	13.0%
Very dissatisfied	5.0%	3.1%	6.0%	3.2%	3.2%	0.0%	2.0%	5.1%	8.1%	1.2%	10.0%	3.9%

Q9. Code Enforcement. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to	\$150K+	
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q9-3. Cleanup of debris/litter</u>												
Very satisfied	19.2%	23.4%	21.1%	18.9%	16.4%	20.9%	22.4%	16.7%	19.5%	21.6%	25.0%	20.4%
Satisfied	35.6%	36.4%	43.4%	47.3%	41.1%	34.9%	37.9%	53.0%	39.0%	40.2%	35.7%	40.3%
Neutral	13.7%	24.7%	22.4%	20.3%	21.9%	18.6%	20.7%	18.2%	29.3%	19.6%	14.3%	20.4%
Dissatisfied	17.8%	11.7%	5.3%	9.5%	19.2%	16.3%	12.1%	9.1%	9.8%	13.4%	14.3%	12.7%
Very dissatisfied	13.7%	3.9%	7.9%	4.1%	1.4%	9.3%	6.9%	3.0%	2.4%	5.2%	10.7%	6.2%
<u>Q9-4. Efforts to enforce exterior maintenance & upkeep of residential property</u>												
Very satisfied	15.7%	21.6%	17.6%	14.9%	14.3%	19.5%	18.3%	20.0%	26.2%	11.1%	12.5%	17.0%
Satisfied	28.6%	27.0%	32.4%	33.8%	35.7%	31.7%	35.0%	41.5%	19.0%	26.7%	33.3%	31.4%
Neutral	18.6%	29.7%	24.3%	32.4%	32.9%	29.3%	33.3%	23.1%	16.7%	34.4%	20.8%	27.4%
Dissatisfied	28.6%	14.9%	14.9%	13.5%	11.4%	14.6%	10.0%	10.8%	23.8%	21.1%	20.8%	16.8%
Very dissatisfied	8.6%	6.8%	10.8%	5.4%	5.7%	4.9%	3.3%	4.6%	14.3%	6.7%	12.5%	7.4%

Q9. Code Enforcement. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to	\$150K+	
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q9-5. Efforts to identify abandoned or unsecured properties</u>												
Very satisfied	16.2%	13.8%	11.6%	6.3%	10.3%	14.6%	15.1%	11.5%	17.1%	6.0%	9.1%	12.1%
Satisfied	25.0%	24.6%	24.6%	32.8%	25.0%	19.5%	28.3%	39.3%	14.3%	25.0%	22.7%	25.7%
Neutral	26.5%	35.4%	34.8%	43.8%	39.7%	53.7%	37.7%	29.5%	34.3%	39.3%	31.8%	36.7%
Dissatisfied	22.1%	16.9%	14.5%	9.4%	16.2%	4.9%	7.5%	13.1%	20.0%	20.2%	31.8%	15.3%
Very dissatisfied	10.3%	9.2%	14.5%	7.8%	8.8%	7.3%	11.3%	6.6%	14.3%	9.5%	4.5%	10.1%

Q9-6. Efforts to remove dilapidated structures

Very satisfied	16.7%	16.7%	7.5%	6.9%	9.5%	15.8%	13.7%	13.1%	18.2%	6.2%	4.8%	11.7%
Satisfied	21.2%	25.8%	28.4%	29.3%	20.6%	21.1%	21.6%	32.8%	12.1%	27.2%	28.6%	25.0%
Neutral	28.8%	33.3%	40.3%	48.3%	46.0%	47.4%	51.0%	37.7%	27.3%	42.0%	38.1%	39.5%
Dissatisfied	22.7%	18.2%	7.5%	13.8%	15.9%	7.9%	9.8%	11.5%	24.2%	18.5%	14.3%	15.1%
Very dissatisfied	10.6%	6.1%	16.4%	1.7%	7.9%	7.9%	3.9%	4.9%	18.2%	6.2%	14.3%	8.7%

Q9. Code Enforcement. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to		
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q9-7. Enforcement of parking on grass in front yard</u>												
Very satisfied	18.5%	19.7%	10.6%	14.7%	11.4%	22.0%	10.9%	14.3%	21.1%	10.7%	21.7%	14.9%
Satisfied	23.1%	25.8%	30.3%	29.4%	28.6%	14.6%	32.7%	41.3%	21.1%	22.6%	30.4%	27.2%
Neutral	23.1%	30.3%	36.4%	32.4%	34.3%	41.5%	45.5%	19.0%	28.9%	34.5%	13.0%	31.5%
Dissatisfied	20.0%	18.2%	13.6%	16.2%	15.7%	14.6%	5.5%	17.5%	18.4%	22.6%	30.4%	16.6%
Very dissatisfied	15.4%	6.1%	9.1%	7.4%	10.0%	7.3%	5.5%	7.9%	10.5%	9.5%	4.3%	9.7%
<u>Q9-8. Enforcement of weedy lots, abandoned vehicles, graffiti</u>												
Very satisfied	17.1%	17.4%	13.7%	9.9%	11.0%	14.3%	10.9%	17.5%	20.0%	9.9%	19.2%	14.4%
Satisfied	21.4%	24.6%	26.0%	32.4%	31.5%	31.0%	30.9%	36.5%	15.0%	23.1%	30.8%	26.6%
Neutral	15.7%	30.4%	28.8%	28.2%	31.5%	33.3%	32.7%	23.8%	27.5%	33.0%	15.4%	27.4%
Dissatisfied	22.9%	14.5%	17.8%	9.9%	16.4%	9.5%	10.9%	12.7%	25.0%	19.8%	19.2%	16.0%
Very dissatisfied	22.9%	13.0%	13.7%	19.7%	9.6%	11.9%	14.5%	9.5%	12.5%	14.3%	15.4%	15.7%

Q9. Code Enforcement. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to		
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q9-9. Cleanliness in your neighborhood</u>												
Very satisfied	31.1%	26.3%	25.0%	16.0%	17.3%	20.0%	17.2%	24.2%	31.8%	20.6%	42.3%	23.3%
Satisfied	24.3%	39.5%	27.6%	46.7%	44.0%	26.7%	32.8%	39.4%	27.3%	45.4%	30.8%	36.9%
Neutral	24.3%	23.7%	27.6%	20.0%	25.3%	28.9%	31.0%	24.2%	20.5%	20.6%	19.2%	23.8%
Dissatisfied	10.8%	9.2%	11.8%	10.7%	9.3%	17.8%	12.1%	10.6%	11.4%	7.2%	7.7%	10.3%
Very dissatisfied	9.5%	1.3%	7.9%	6.7%	4.0%	6.7%	6.9%	1.5%	9.1%	6.2%	0.0%	5.6%
<u>Q9-10. Enforcement of loud music</u>												
Very satisfied	26.6%	25.0%	26.1%	11.3%	14.5%	14.3%	15.8%	20.3%	32.5%	17.6%	27.3%	20.8%
Satisfied	18.8%	25.0%	33.3%	39.4%	34.8%	26.2%	40.4%	39.1%	25.0%	28.2%	13.6%	30.4%
Neutral	28.1%	33.8%	26.1%	33.8%	33.3%	38.1%	33.3%	29.7%	22.5%	32.9%	40.9%	30.4%
Dissatisfied	15.6%	8.8%	4.3%	11.3%	8.7%	9.5%	7.0%	6.3%	2.5%	14.1%	9.1%	9.6%
Very dissatisfied	10.9%	7.4%	10.1%	4.2%	8.7%	11.9%	3.5%	4.7%	17.5%	7.1%	9.1%	8.7%

Q9. Code Enforcement. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to	\$150K+	
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q9-11. Degree to which code violations are a problem</u>												
Very satisfied	24.1%	20.3%	11.1%	10.8%	9.8%	15.4%	12.8%	15.8%	21.2%	12.2%	18.2%	15.2%
Satisfied	15.5%	25.0%	33.3%	36.9%	26.2%	23.1%	31.9%	36.8%	21.2%	26.8%	27.3%	28.0%
Neutral	36.2%	40.6%	39.7%	40.0%	44.3%	51.3%	40.4%	36.8%	33.3%	42.7%	36.4%	39.8%
Dissatisfied	17.2%	10.9%	6.3%	9.2%	11.5%	7.7%	10.6%	5.3%	15.2%	12.2%	18.2%	10.9%
Very dissatisfied	6.9%	3.1%	9.5%	3.1%	8.2%	2.6%	4.3%	5.3%	9.1%	6.1%	0.0%	6.2%

Q10. Residential and Neighborhood Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to	\$150K+	
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q10-1. Quality of residential garbage collection</u>												
Very satisfied	52.7%	48.7%	46.1%	48.1%	51.4%	48.9%	40.0%	56.9%	51.2%	52.1%	51.7%	49.6%
Satisfied	24.3%	42.3%	43.4%	41.6%	40.5%	35.6%	46.7%	29.2%	34.9%	37.5%	44.8%	38.7%
Neutral	13.5%	6.4%	6.6%	5.2%	4.1%	4.4%	8.3%	4.6%	11.6%	9.4%	0.0%	6.9%
Dissatisfied	8.1%	2.6%	3.9%	5.2%	4.1%	11.1%	3.3%	9.2%	2.3%	1.0%	3.4%	4.6%
Very dissatisfied	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	0.3%

Q10-2. Quality of residential curbside recycling services

Very satisfied	46.5%	39.7%	41.3%	40.0%	43.2%	37.2%	32.8%	45.5%	45.2%	46.8%	48.3%	42.5%
Satisfied	26.8%	44.9%	37.3%	53.3%	37.8%	41.9%	41.4%	33.3%	35.7%	43.6%	44.8%	39.6%
Neutral	9.9%	10.3%	16.0%	5.3%	12.2%	14.0%	20.7%	10.6%	14.3%	7.4%	0.0%	11.1%
Dissatisfied	12.7%	2.6%	4.0%	0.0%	6.8%	7.0%	0.0%	7.6%	4.8%	2.1%	6.9%	4.9%
Very dissatisfied	4.2%	2.6%	1.3%	1.3%	0.0%	0.0%	5.2%	3.0%	0.0%	0.0%	0.0%	1.8%

Q10. Residential and Neighborhood Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to	\$150K+	
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q10-3. Importance of neighborhood associations</u>												
Very satisfied	19.4%	30.8%	24.2%	18.8%	28.3%	33.3%	22.0%	29.0%	32.4%	18.8%	30.4%	24.8%
Satisfied	33.9%	29.2%	34.8%	34.4%	21.7%	25.6%	32.0%	27.4%	32.4%	28.8%	26.1%	30.9%
Neutral	33.9%	32.3%	34.8%	37.5%	43.3%	30.8%	38.0%	38.7%	23.5%	46.3%	30.4%	36.1%
Dissatisfied	11.3%	4.6%	3.0%	7.8%	5.0%	7.7%	6.0%	3.2%	11.8%	3.8%	8.7%	6.1%
Very dissatisfied	1.6%	3.1%	3.0%	1.6%	1.7%	2.6%	2.0%	1.6%	0.0%	2.5%	4.3%	2.1%

Q11. Public Works Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to		
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q11-1. Quality of drinking water</u>												
Very satisfied	24.7%	26.0%	21.6%	25.0%	23.0%	32.6%	18.3%	24.6%	31.7%	22.1%	32.1%	24.5%
Satisfied	34.2%	33.8%	37.8%	50.0%	48.6%	37.0%	50.0%	43.1%	36.6%	41.1%	39.3%	40.7%
Neutral	16.4%	20.8%	20.3%	17.1%	14.9%	15.2%	13.3%	16.9%	22.0%	20.0%	10.7%	17.8%
Dissatisfied	16.4%	13.0%	14.9%	7.9%	9.5%	8.7%	13.3%	12.3%	7.3%	13.7%	7.1%	11.9%
Very dissatisfied	8.2%	6.5%	5.4%	0.0%	4.1%	6.5%	5.0%	3.1%	2.4%	3.2%	10.7%	5.2%
<u>Q11-2. Quality of wastewater services</u>												
Very satisfied	27.5%	32.9%	25.0%	28.0%	23.0%	31.8%	20.0%	33.8%	34.1%	27.5%	29.6%	28.0%
Satisfied	43.5%	43.4%	47.2%	49.3%	52.7%	31.8%	53.3%	41.5%	43.9%	56.0%	40.7%	46.7%
Neutral	21.7%	19.7%	19.4%	21.3%	20.3%	31.8%	20.0%	18.5%	19.5%	14.3%	14.8%	20.1%
Dissatisfied	4.3%	2.6%	4.2%	1.3%	4.1%	0.0%	6.7%	3.1%	2.4%	1.1%	14.8%	3.4%
Very dissatisfied	2.9%	1.3%	4.2%	0.0%	0.0%	4.5%	0.0%	3.1%	0.0%	1.1%	0.0%	1.8%

Q11. Public Works Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to	\$150K+	
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q11-3. Quality of drainage infrastructure</u>												
Very satisfied	25.0%	20.8%	17.8%	16.0%	21.1%	17.8%	16.9%	27.7%	26.8%	22.3%	13.8%	20.9%
Satisfied	36.1%	31.2%	34.2%	44.0%	36.8%	42.2%	39.0%	36.9%	34.1%	36.2%	24.1%	35.7%
Neutral	15.3%	28.6%	23.3%	25.3%	19.7%	33.3%	18.6%	23.1%	17.1%	21.3%	20.7%	22.0%
Dissatisfied	13.9%	14.3%	17.8%	10.7%	15.8%	4.4%	20.3%	7.7%	19.5%	13.8%	34.5%	14.7%
Very dissatisfied	9.7%	5.2%	6.8%	4.0%	6.6%	2.2%	5.1%	4.6%	2.4%	6.4%	6.9%	6.7%

Q12. Parks and Recreation. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to	\$150K+	
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q12-1. Quality of City parks</u>												
Very satisfied	39.7%	28.2%	24.4%	27.0%	28.4%	29.5%	31.7%	32.3%	34.1%	31.6%	25.0%	29.7%
Satisfied	31.5%	44.9%	50.0%	51.4%	45.9%	38.6%	41.7%	49.2%	50.0%	41.1%	42.9%	45.0%
Neutral	8.2%	15.4%	20.5%	17.6%	21.6%	18.2%	25.0%	10.8%	11.4%	17.9%	10.7%	16.6%
Dissatisfied	11.0%	7.7%	5.1%	4.1%	2.7%	4.5%	1.7%	6.2%	4.5%	6.3%	14.3%	5.9%
Very dissatisfied	9.6%	3.8%	0.0%	0.0%	1.4%	9.1%	0.0%	1.5%	0.0%	3.2%	7.1%	2.8%

Q12-2. Number & location of City parks

Very satisfied	39.2%	29.5%	26.9%	22.2%	25.4%	24.4%	33.3%	36.4%	33.3%	26.3%	28.6%	29.2%
Satisfied	33.8%	43.6%	53.8%	55.6%	39.4%	39.0%	43.3%	50.0%	45.2%	45.3%	35.7%	44.7%
Neutral	8.1%	17.9%	12.8%	13.9%	28.2%	19.5%	15.0%	10.6%	14.3%	17.9%	14.3%	16.5%
Dissatisfied	5.4%	6.4%	6.4%	8.3%	5.6%	7.3%	5.0%	1.5%	7.1%	7.4%	10.7%	6.2%
Very dissatisfied	13.5%	2.6%	0.0%	0.0%	1.4%	9.8%	3.3%	1.5%	0.0%	3.2%	10.7%	3.4%

Q12. Parks and Recreation. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to	\$150K+	
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q12-3. Quality of walking & biking trails</u>												
Very satisfied	32.4%	34.2%	29.9%	24.3%	21.6%	26.7%	35.0%	29.7%	32.6%	27.7%	28.6%	29.0%
Satisfied	37.8%	27.6%	40.3%	48.6%	48.6%	35.6%	40.0%	51.6%	39.5%	38.3%	28.6%	40.4%
Neutral	16.2%	19.7%	14.3%	18.9%	20.3%	26.7%	13.3%	9.4%	18.6%	22.3%	7.1%	17.7%
Dissatisfied	10.8%	17.1%	9.1%	6.8%	6.8%	6.7%	10.0%	6.3%	4.7%	11.7%	28.6%	10.0%
Very dissatisfied	2.7%	1.3%	6.5%	1.4%	2.7%	4.4%	1.7%	3.1%	4.7%	0.0%	7.1%	2.8%

Q12-4. Number of walking & biking trails

Very satisfied	32.4%	29.9%	23.4%	20.3%	20.8%	27.9%	26.7%	30.8%	34.1%	21.5%	25.0%	25.8%
Satisfied	29.7%	28.6%	41.6%	45.9%	41.7%	25.6%	45.0%	44.6%	31.8%	38.7%	32.1%	37.1%
Neutral	12.2%	24.7%	16.9%	21.6%	25.0%	27.9%	13.3%	13.8%	18.2%	24.7%	10.7%	20.1%
Dissatisfied	14.9%	14.3%	13.0%	10.8%	6.9%	9.3%	10.0%	9.2%	9.1%	14.0%	17.9%	12.1%
Very dissatisfied	10.8%	2.6%	5.2%	1.4%	5.6%	9.3%	5.0%	1.5%	6.8%	1.1%	14.3%	4.9%

Q12. Parks and Recreation. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to	\$150K+	
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q12-5. Amount, quality & condition of swimming pools & splash parks</u>												
Very satisfied	21.2%	24.3%	18.8%	10.0%	22.0%	22.5%	17.3%	22.0%	21.6%	16.3%	30.4%	19.7%
Satisfied	25.8%	34.3%	37.7%	46.7%	33.9%	35.0%	34.6%	42.4%	37.8%	37.5%	30.4%	35.8%
Neutral	24.2%	22.9%	33.3%	20.0%	40.7%	30.0%	30.8%	20.3%	32.4%	28.8%	8.7%	27.5%
Dissatisfied	21.2%	15.7%	8.7%	20.0%	1.7%	7.5%	13.5%	11.9%	8.1%	15.0%	17.4%	13.4%
Very dissatisfied	7.6%	2.9%	1.4%	3.3%	1.7%	5.0%	3.8%	3.4%	0.0%	2.5%	13.0%	3.6%

Q12-6. Quality of City sponsored events & activities

Very satisfied	24.2%	28.0%	23.6%	20.6%	20.3%	26.3%	20.0%	30.2%	29.3%	18.7%	23.1%	23.4%
Satisfied	37.9%	38.7%	51.4%	45.6%	39.1%	39.5%	47.3%	44.4%	41.5%	48.4%	38.5%	43.0%
Neutral	28.8%	24.0%	22.2%	26.5%	31.9%	26.3%	21.8%	22.2%	26.8%	29.7%	23.1%	26.4%
Dissatisfied	6.1%	8.0%	2.8%	7.4%	4.3%	7.9%	7.3%	1.6%	2.4%	2.2%	11.5%	5.5%
Very dissatisfied	3.0%	1.3%	0.0%	0.0%	4.3%	0.0%	3.6%	1.6%	0.0%	1.1%	3.8%	1.7%

Q12. Parks and Recreation. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to		
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q12-7. Quality of youth sports programs</u>												
Very satisfied	27.0%	28.6%	28.8%	22.6%	23.5%	25.6%	23.1%	27.6%	38.5%	23.8%	26.1%	26.2%
Satisfied	30.2%	34.3%	51.5%	53.2%	36.8%	30.8%	42.3%	53.4%	30.8%	47.6%	34.8%	41.5%
Neutral	36.5%	22.9%	18.2%	16.1%	38.2%	38.5%	25.0%	15.5%	28.2%	23.8%	26.1%	26.2%
Dissatisfied	3.2%	10.0%	1.5%	8.1%	1.5%	2.6%	7.7%	1.7%	2.6%	3.6%	13.0%	4.7%
Very dissatisfied	3.2%	4.3%	0.0%	0.0%	0.0%	2.6%	1.9%	1.7%	0.0%	1.2%	0.0%	1.5%
<u>Q12-8. Quality of adult sports programs</u>												
Very satisfied	22.0%	25.0%	21.2%	16.7%	20.6%	22.9%	17.6%	21.4%	34.3%	19.3%	15.0%	21.0%
Satisfied	20.3%	34.4%	45.5%	36.7%	30.2%	25.7%	29.4%	50.0%	25.7%	32.5%	45.0%	33.3%
Neutral	39.0%	26.6%	28.8%	33.3%	44.4%	48.6%	33.3%	19.6%	37.1%	39.8%	25.0%	34.9%
Dissatisfied	10.2%	10.9%	3.0%	13.3%	4.8%	2.9%	13.7%	5.4%	2.9%	7.2%	15.0%	8.0%
Very dissatisfied	8.5%	3.1%	1.5%	0.0%	0.0%	0.0%	5.9%	3.6%	0.0%	1.2%	0.0%	2.8%

Q12. Parks and Recreation. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to	\$150K+	
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q12-9. Quality of outdoor athletic fields</u>												
Very satisfied	26.1%	32.4%	24.6%	23.1%	18.8%	25.6%	20.0%	27.4%	31.6%	24.4%	29.2%	24.9%
Satisfied	39.1%	40.5%	44.9%	43.1%	42.0%	25.6%	43.6%	53.2%	36.8%	47.8%	45.8%	42.5%
Neutral	26.1%	16.2%	26.1%	27.7%	33.3%	35.9%	29.1%	16.1%	23.7%	23.3%	12.5%	25.7%
Dissatisfied	2.9%	6.8%	2.9%	6.2%	4.3%	5.1%	3.6%	1.6%	5.3%	2.2%	12.5%	4.5%
Very dissatisfied	5.8%	4.1%	1.4%	0.0%	1.4%	7.7%	3.6%	1.6%	2.6%	2.2%	0.0%	2.5%
<u>Q12-10. Quality of picnic, pavilion areas, playgrounds at City parks</u>												
Very satisfied	26.8%	28.6%	22.1%	16.9%	18.8%	29.3%	20.7%	28.1%	33.3%	16.1%	19.2%	22.5%
Satisfied	35.2%	37.7%	46.8%	46.5%	50.7%	26.8%	39.7%	56.3%	38.1%	47.3%	42.3%	44.0%
Neutral	18.3%	19.5%	19.5%	23.9%	23.2%	26.8%	24.1%	9.4%	11.9%	25.8%	15.4%	20.4%
Dissatisfied	14.1%	13.0%	10.4%	12.7%	5.8%	14.6%	13.8%	4.7%	16.7%	10.8%	11.5%	11.1%
Very dissatisfied	5.6%	1.3%	1.3%	0.0%	1.4%	2.4%	1.7%	1.6%	0.0%	0.0%	11.5%	1.9%

Q12. Parks and Recreation. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
<u>Q12-11. Recreational opportunities</u>												
Very satisfied	23.2%	26.7%	23.3%	15.5%	17.1%	17.9%	19.3%	22.7%	30.8%	16.7%	32.1%	21.1%
Satisfied	33.3%	36.0%	46.6%	43.7%	41.4%	41.0%	33.3%	56.1%	30.8%	45.6%	25.0%	40.5%
Neutral	29.0%	21.3%	23.3%	32.4%	37.1%	33.3%	31.6%	16.7%	25.6%	30.0%	28.6%	28.6%
Dissatisfied	8.7%	9.3%	5.5%	7.0%	4.3%	2.6%	10.5%	3.0%	12.8%	5.6%	7.1%	6.8%
Very dissatisfied	5.8%	6.7%	1.4%	1.4%	0.0%	5.1%	5.3%	1.5%	0.0%	2.2%	7.1%	3.0%

Q13. Customer Service. Have you called or visited the City with a question, problem, or complaint during the past year?

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
<u>Q13. Have you called or visited City with a question, problem, or complaint during past year</u>												
Yes	42.1%	48.7%	47.4%	44.3%	40.3%	36.2%	40.0%	43.3%	47.8%	43.9%	37.9%	43.9%
No	57.9%	51.3%	52.6%	55.7%	59.7%	63.8%	60.0%	56.7%	52.2%	56.1%	62.1%	56.1%

Q13a. How did you contact the City?

N=177	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
<u>Q13a. How did you contact City</u>												
Phone (McAllen 311)	81.3%	76.3%	75.7%	71.4%	71.0%	88.2%	75.0%	65.5%	77.3%	79.1%	72.7%	74.6%
Email	9.4%	7.9%	10.8%	14.3%	9.7%	0.0%	4.2%	13.8%	9.1%	14.0%	0.0%	10.2%
Social media	3.1%	7.9%	2.7%	0.0%	3.2%	0.0%	0.0%	3.4%	4.5%	4.7%	0.0%	4.0%
Website	9.4%	7.9%	13.5%	2.9%	3.2%	0.0%	4.2%	6.9%	9.1%	9.3%	9.1%	7.3%
In person	18.8%	15.8%	24.3%	28.6%	25.8%	11.8%	33.3%	20.7%	40.9%	14.0%	27.3%	23.2%

Q13b. How easy or difficult was it to address your issue? (without "don't know")

N=177	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
<u>Q13b. How easy or difficult was it to address your issue</u>												
Very easy	40.6%	34.3%	45.9%	54.3%	58.6%	43.8%	37.5%	50.0%	54.5%	38.1%	54.5%	45.9%
Somewhat easy	34.4%	45.7%	27.0%	25.7%	17.2%	43.8%	37.5%	25.0%	36.4%	31.0%	18.2%	30.8%
Difficult	15.6%	8.6%	24.3%	14.3%	13.8%	0.0%	20.8%	21.4%	9.1%	19.0%	18.2%	15.7%
Very difficult	9.4%	11.4%	2.7%	5.7%	10.3%	12.5%	4.2%	3.6%	0.0%	11.9%	9.1%	7.6%

Q14. City Communication. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to		
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q14-1. Quality of City's website</u>												
Very satisfied	26.9%	23.5%	22.4%	15.5%	22.8%	31.4%	17.4%	30.0%	27.0%	17.2%	12.5%	22.8%
Satisfied	35.8%	35.3%	44.8%	50.0%	49.1%	28.6%	37.0%	46.7%	45.9%	47.1%	58.3%	42.6%
Neutral	23.9%	32.4%	26.9%	31.0%	26.3%	37.1%	39.1%	20.0%	21.6%	26.4%	16.7%	28.0%
Dissatisfied	10.4%	4.4%	3.0%	3.4%	0.0%	2.9%	2.2%	3.3%	2.7%	5.7%	8.3%	4.3%
Very dissatisfied	3.0%	4.4%	3.0%	0.0%	1.8%	0.0%	4.3%	0.0%	2.7%	3.4%	4.2%	2.4%
<u>Q14-2. Quality of City's social media (Twitter, Facebook, etc.)</u>												
Very satisfied	25.0%	22.4%	18.9%	17.0%	18.9%	24.2%	16.2%	26.3%	30.3%	16.4%	13.3%	21.3%
Satisfied	39.3%	34.5%	37.7%	48.9%	35.8%	39.4%	35.1%	47.4%	27.3%	42.5%	26.7%	39.0%
Neutral	28.6%	39.7%	37.7%	34.0%	43.4%	36.4%	43.2%	24.6%	36.4%	39.7%	40.0%	36.1%
Dissatisfied	5.4%	3.4%	3.8%	0.0%	0.0%	0.0%	5.4%	1.8%	6.1%	0.0%	6.7%	2.5%
Very dissatisfied	1.8%	0.0%	1.9%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	1.4%	13.3%	1.1%

Q14. City Communication. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to	\$150K+	
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q14-3. Availability of information about City services & programs</u>												
Very satisfied	23.4%	20.9%	17.9%	20.6%	19.7%	30.8%	10.9%	27.0%	32.5%	14.0%	17.4%	20.7%
Satisfied	35.9%	43.3%	47.8%	42.9%	42.4%	23.1%	43.5%	44.4%	32.5%	51.2%	43.5%	42.9%
Neutral	21.9%	26.9%	23.9%	33.3%	33.3%	33.3%	34.8%	20.6%	30.0%	27.9%	13.0%	27.5%
Dissatisfied	15.6%	9.0%	9.0%	3.2%	3.0%	12.8%	10.9%	6.3%	5.0%	4.7%	21.7%	7.7%
Very dissatisfied	3.1%	0.0%	1.5%	0.0%	1.5%	0.0%	0.0%	1.6%	0.0%	2.3%	4.3%	1.2%

Q14-4. City's efforts to keep you informed

Very satisfied	25.4%	18.1%	22.7%	19.1%	18.1%	32.5%	15.1%	26.2%	34.1%	14.4%	7.7%	20.5%
Satisfied	31.3%	38.9%	48.5%	44.1%	40.3%	22.5%	37.7%	47.5%	29.3%	46.7%	50.0%	41.3%
Neutral	20.9%	27.8%	18.2%	29.4%	34.7%	27.5%	32.1%	19.7%	31.7%	23.3%	19.2%	26.1%
Dissatisfied	20.9%	11.1%	7.6%	2.9%	5.6%	15.0%	15.1%	6.6%	4.9%	7.8%	23.1%	9.3%
Very dissatisfied	1.5%	4.2%	3.0%	4.4%	1.4%	2.5%	0.0%	0.0%	0.0%	7.8%	0.0%	2.8%

Q14. City Communication. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to	\$150K+	
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q14-5. Level of public involvement in local decision making</u>												
Very satisfied	20.6%	16.7%	17.2%	10.0%	13.0%	26.8%	10.2%	19.0%	23.1%	9.9%	9.5%	15.6%
Satisfied	22.2%	28.8%	29.7%	48.3%	36.2%	24.4%	30.6%	43.1%	35.9%	33.3%	23.8%	33.0%
Neutral	20.6%	25.8%	42.2%	30.0%	30.4%	26.8%	34.7%	25.9%	28.2%	30.9%	33.3%	30.0%
Dissatisfied	25.4%	27.3%	7.8%	8.3%	13.0%	17.1%	22.4%	8.6%	10.3%	18.5%	19.0%	16.2%
Very dissatisfied	11.1%	1.5%	3.1%	3.3%	7.2%	4.9%	2.0%	3.4%	2.6%	7.4%	14.3%	5.1%

Q14-6. Transparency of City government

Very satisfied	18.5%	12.3%	19.0%	16.9%	15.9%	30.6%	12.2%	20.3%	23.1%	9.1%	20.8%	16.5%
Satisfied	20.0%	24.6%	34.9%	44.6%	36.2%	27.8%	34.7%	40.7%	33.3%	34.1%	20.8%	32.7%
Neutral	29.2%	32.3%	34.9%	30.8%	27.5%	30.6%	34.7%	25.4%	25.6%	34.1%	29.2%	30.7%
Dissatisfied	18.5%	21.5%	7.9%	4.6%	14.5%	8.3%	12.2%	10.2%	17.9%	14.8%	16.7%	13.0%
Very dissatisfied	13.8%	9.2%	3.2%	3.1%	5.8%	2.8%	6.1%	3.4%	0.0%	8.0%	12.5%	7.1%

Q14. City Communication. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
<u>Q14-7. City's station, MCN</u>												
Very satisfied	20.4%	25.5%	19.2%	12.8%	18.5%	34.3%	12.5%	25.0%	28.1%	9.2%	28.6%	19.6%
Satisfied	25.9%	25.5%	40.4%	55.3%	46.3%	25.7%	42.5%	42.3%	31.3%	43.1%	35.7%	38.5%
Neutral	46.3%	41.2%	40.4%	27.7%	33.3%	40.0%	42.5%	32.7%	37.5%	38.5%	14.3%	37.4%
Dissatisfied	3.7%	5.9%	0.0%	4.3%	0.0%	0.0%	2.5%	0.0%	3.1%	3.1%	14.3%	2.6%
Very dissatisfied	3.7%	2.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	6.2%	7.1%	1.9%

Q15. Which of the following are your primary sources of information about City issues, services, and events?

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to		
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q15. Your primary sources of information about City issues, services, & events</u>												
City website	50.0%	39.7%	41.0%	25.3%	23.4%	21.3%	25.0%	44.8%	45.7%	37.8%	37.9%	35.7%
Local newspaper	28.9%	32.1%	48.7%	46.8%	50.6%	42.6%	45.0%	32.8%	54.3%	37.8%	48.3%	41.4%
City cable channel (MCN)	7.9%	10.3%	14.1%	16.5%	15.6%	23.4%	11.7%	31.3%	10.9%	6.1%	6.9%	13.4%
Radio news programs	17.1%	24.4%	26.9%	25.3%	24.7%	34.0%	26.7%	31.3%	19.6%	25.5%	17.2%	24.1%
Television news programs	30.3%	51.3%	51.3%	59.5%	76.6%	66.0%	65.0%	55.2%	54.3%	49.0%	41.4%	54.1%
Social networking site (Facebook, Twitter)	43.4%	44.9%	26.9%	20.3%	16.9%	40.4%	23.3%	26.9%	39.1%	26.5%	34.5%	29.5%
Word of mouth (friends/ neighbors)	50.0%	43.6%	37.2%	31.6%	33.8%	46.8%	36.7%	34.3%	32.6%	38.8%	41.4%	39.0%
City emails/press releases	15.8%	17.9%	15.4%	15.2%	9.1%	8.5%	8.3%	19.4%	28.3%	12.2%	13.8%	14.4%
Public meetings	3.9%	11.5%	3.8%	12.7%	5.2%	12.8%	1.7%	7.5%	8.7%	5.1%	13.8%	7.4%
Other	7.9%	3.8%	3.8%	6.3%	3.9%	2.1%	11.7%	0.0%	4.3%	6.1%	3.4%	5.0%

Q16. Education. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following. (without "don't know")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than	\$20K to	\$40K to	\$60K to	\$80K to	\$150K+	
						\$20K	\$39,999	\$59,999	\$79,999	\$149,999		
<u>Q16-1. Overall quality of your local schools</u>												
Very satisfied	22.4%	38.7%	38.0%	25.7%	25.0%	36.4%	35.2%	34.4%	36.6%	28.4%	25.0%	30.5%
Satisfied	38.8%	36.0%	47.9%	44.3%	47.1%	29.5%	35.2%	50.8%	34.1%	50.0%	39.3%	42.6%
Neutral	17.9%	14.7%	8.5%	17.1%	22.1%	22.7%	20.4%	8.2%	19.5%	11.4%	10.7%	15.9%
Dissatisfied	14.9%	9.3%	2.8%	10.0%	4.4%	9.1%	9.3%	4.9%	7.3%	4.5%	17.9%	8.0%
Very dissatisfied	6.0%	1.3%	2.8%	2.9%	1.5%	2.3%	0.0%	1.6%	2.4%	5.7%	7.1%	3.0%

Q16-2. Overall condition of your local schools

Very satisfied	21.7%	37.3%	23.0%	20.3%	22.4%	36.4%	34.0%	28.6%	26.8%	21.6%	17.9%	25.7%
Satisfied	33.3%	32.0%	50.0%	46.4%	44.8%	29.5%	32.1%	47.6%	31.7%	51.1%	35.7%	41.3%
Neutral	23.2%	14.7%	12.2%	17.4%	25.4%	25.0%	20.8%	12.7%	22.0%	12.5%	14.3%	18.3%
Dissatisfied	11.6%	12.0%	9.5%	11.6%	4.5%	4.5%	13.2%	7.9%	12.2%	9.1%	17.9%	9.6%
Very dissatisfied	10.1%	4.0%	5.4%	4.3%	3.0%	4.5%	0.0%	3.2%	7.3%	5.7%	14.3%	5.2%

Q17. How often do you experience standing water or ponding in your neighborhood? (without "not provided")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
Every time it rains	22.4%	20.8%	10.4%	15.8%	11.8%	19.1%	22.0%	19.4%	6.7%	11.5%	14.3%	16.5%
Sometimes, if it has been raining frequently	31.6%	20.8%	24.7%	30.3%	23.7%	17.0%	27.1%	17.9%	28.9%	26.0%	39.3%	25.6%
Rarely, only if it's a major storm event	27.6%	35.1%	42.9%	35.5%	36.8%	36.2%	25.4%	38.8%	35.6%	45.8%	35.7%	36.0%
Never, I do not experience standing water or ponding in my neighborhood	18.4%	23.4%	22.1%	18.4%	27.6%	27.7%	25.4%	23.9%	28.9%	16.7%	10.7%	21.8%

Q18. Have you ever experienced flooding in your home as a result of a weather event? (without "not provided")

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
Yes	26.3%	21.8%	16.7%	14.1%	13.0%	21.3%	23.3%	22.7%	15.2%	15.3%	17.2%	18.7%
No	73.7%	78.2%	83.3%	85.9%	87.0%	78.7%	76.7%	77.3%	84.8%	84.7%	82.8%	81.3%

Q19. Please indicate the location of flooding at your residence as a result of a weather event.

N=403	Q21. Your age					Q24. What best describes your household income						Total
	18-34	35-44	45-54	55-64	65+	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
<u>Q19. Location of flooding at your residence as a result of a weather event</u>												
Flooding in driveway or lawn/ yard	43.4%	37.2%	32.1%	30.4%	26.0%	36.2%	35.0%	32.8%	26.1%	31.6%	27.6%	33.0%
Flooding inside garage	5.3%	3.8%	9.0%	2.5%	3.9%	4.3%	8.3%	7.5%	4.3%	4.1%	3.4%	5.0%
Flooding that reached inside house or residence	7.9%	3.8%	6.4%	5.1%	9.1%	4.3%	8.3%	9.0%	6.5%	5.1%	6.9%	6.7%
Not applicable	53.9%	61.5%	65.4%	65.8%	68.8%	61.7%	60.0%	64.2%	69.6%	65.3%	65.5%	63.3%