



CITY OF MCALLEN, TX 2011

Report of Demographic Subgroup Comparisons



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SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA).

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community.

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

One of the add-on options that McAllen chose was to have crosstabulations of evaluative questions 1-21 by demographic questions D3 (number of years in McAllen), D7 (children under 17 in household), D9(annual household income) and D15 (voted in last election).

UNDERSTANDING THE RESULTS

“DON’T KNOW” RESPONSES

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

UNDERSTANDING THE TABLES

In this report, comparisons between demographic subgroups are shown. For most of the questions, we have shown only one number for each question. We have summarized responses to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good”, or the percent of respondents who felt the rate of growth was “about right.”

ANOVA and chi-square tests of significance were applied to these comparisons of survey questions by demographic subgroups. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they are marked in grey.

COMPARISONS

Cells shaded grey indicate statistically significant differences between subgroups.

Question 1: Quality of Life (Percent "excellent" or "good")													
Please rate each of the following aspects of quality of life in McAllen:	Number of years in McAllen			Children under 17 in household			Annual household income				Voted in last election		
	Less than 20 years	More than 20 years	Overall	No	Yes	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	No/ineligible	Yes	Overall
McAllen as a place to live	92%	96%	94%	91%	99%	94%	90%	97%	96%	94%	95%	92%	94%
Your neighborhood as a place to live	82%	84%	83%	83%	84%	84%	74%	88%	89%	83%	83%	83%	83%
McAllen as a place to raise children	82%	92%	87%	86%	88%	87%	81%	87%	92%	86%	89%	83%	87%
McAllen as a place to work	68%	79%	74%	69%	83%	75%	63%	84%	78%	74%	81%	72%	77%
McAllen as a place to retire	79%	77%	78%	73%	88%	79%	71%	99%	71%	79%	83%	78%	80%
The overall quality of life in McAllen	88%	89%	88%	83%	93%	87%	79%	97%	88%	87%	86%	88%	87%

Question 2: Community Characteristics (Percent "excellent" or "good")													
Please rate each of the following characteristics as they relate to McAllen as a whole:	Number of years in McAllen			Children under 17 in household			Annual household income				Voted in last election		
	Less than 20 years	More than 20 years	Overall	No	Yes	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	No/ineligible	Yes	Overall
Sense of community	60%	72%	66%	68%	67%	68%	75%	74%	54%	67%	67%	67%	67%
Openness and acceptance of the community towards people of diverse backgrounds	75%	84%	79%	73%	90%	81%	81%	82%	78%	80%	83%	77%	80%
Overall appearance of McAllen	82%	82%	82%	76%	93%	83%	77%	95%	81%	83%	89%	77%	83%
Cleanliness of McAllen	65%	80%	72%	63%	87%	73%	68%	74%	78%	73%	74%	77%	75%
Overall quality of new development in McAllen	79%	85%	82%	76%	92%	83%	79%	89%	81%	82%	86%	79%	83%
Variety of housing options	61%	70%	66%	65%	67%	66%	56%	71%	71%	65%	64%	72%	67%
Overall quality of business and service establishments in McAllen	71%	87%	79%	74%	88%	80%	79%	90%	73%	80%	81%	83%	82%
Shopping opportunities	81%	86%	84%	82%	88%	85%	88%	85%	80%	84%	86%	84%	85%
Opportunities to attend cultural activities	57%	50%	53%	48%	64%	55%	64%	59%	43%	55%	53%	57%	55%
Recreational opportunities	45%	58%	52%	51%	56%	53%	60%	62%	39%	53%	49%	56%	52%
Employment opportunities	34%	53%	44%	36%	59%	46%	50%	33%	51%	46%	53%	41%	48%
Educational opportunities	65%	65%	65%	67%	66%	66%	72%	71%	60%	67%	72%	59%	66%
Opportunities to participate in social events and activities	62%	64%	63%	62%	68%	65%	68%	66%	60%	64%	68%	64%	66%

Question 2: Community Characteristics (Percent "excellent" or "good")													
Please rate each of the following characteristics as they relate to McAllen as a whole:	Number of years in McAllen			Children under 17 in household			Annual household income				Voted in last election		
	Less than 20 years	More than 20 years	Overall	No	Yes	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	No/ineligible	Yes	Overall
Opportunities to participate in religious or spiritual events and activities	68%	80%	74%	71%	80%	75%	74%	80%	73%	75%	76%	77%	77%
Opportunities to volunteer	66%	79%	73%	67%	83%	74%	73%	70%	77%	74%	75%	76%	75%
Opportunities to participate in community matters	59%	73%	66%	58%	79%	67%	69%	64%	68%	67%	72%	65%	69%
Ease of car travel in McAllen	60%	77%	68%	58%	86%	71%	74%	68%	67%	70%	69%	74%	72%
Ease of bus travel in McAllen	47%	61%	55%	43%	70%	57%	59%	52%	59%	57%	59%	59%	59%
Ease of bicycle travel in McAllen	38%	55%	47%	42%	58%	50%	53%	56%	40%	49%	50%	52%	51%
Ease of walking in McAllen	44%	68%	56%	47%	72%	59%	65%	58%	51%	58%	63%	56%	60%
Availability of paths and walking trails	55%	73%	64%	61%	73%	66%	76%	66%	53%	65%	63%	67%	65%
Traffic flow on major streets	32%	52%	42%	35%	59%	45%	50%	47%	39%	45%	40%	53%	46%
Amount of public parking	40%	52%	46%	40%	59%	49%	56%	52%	39%	49%	47%	54%	50%
Availability of affordable quality housing	51%	66%	59%	50%	68%	59%	55%	51%	69%	59%	58%	63%	61%
Availability of affordable quality child care	34%	63%	50%	50%	54%	52%	55%	56%	47%	52%	50%	58%	54%

Question 2: Community Characteristics (Percent "excellent" or "good")													
Please rate each of the following characteristics as they relate to McAllen as a whole:	Number of years in McAllen			Children under 17 in household			Annual household income				Voted in last election		
	Less than 20 years	More than 20 years	Overall	No	Yes	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	No/ineligible	Yes	Overall
Availability of affordable quality health care	53%	52%	53%	54%	48%	51%	45%	55%	53%	51%	41%	59%	50%
Availability of affordable quality food	66%	78%	72%	70%	73%	71%	69%	61%	80%	71%	68%	74%	71%
Availability of preventive health services	55%	68%	62%	57%	68%	62%	57%	65%	65%	62%	64%	63%	63%
Air quality	63%	74%	69%	62%	82%	71%	71%	58%	79%	71%	76%	66%	71%
Quality of overall natural environment in McAllen	62%	73%	68%	66%	74%	69%	71%	68%	70%	70%	75%	63%	69%
Overall image or reputation of McAllen	72%	81%	76%	77%	79%	78%	80%	85%	70%	77%	82%	72%	77%

Question 3: Growth (Percent of respondents)													
Please rate the speed of growth in the following categories in McAllen over the past 2 years:	Number of years in McAllen			Children under 17 in household			Annual household income				Voted in last election		
	Less than 20 years	More than 20 years	Overall	No	Yes	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	No/ineligible	Yes	Overall
Population growth too fast	65%	71%	68%	63%	78%	69%	75%	78%	61%	70%	75%	63%	69%
Retail growth too slow	11%	8%	9%	12%	4%	9%	4%	0%	18%	8%	8%	9%	9%
Job growth too slow	67%	53%	60%	71%	44%	59%	59%	62%	59%	60%	60%	57%	59%

Question 4: Code Enforcement (Percent a "major" problem)													
	Number of years in McAllen			Children under 17 in household			Annual household income				Voted in last election		
	Less than 20 years	More than 20 years	Overall	No	Yes	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	No/ineligible	Yes	Overall
Run down buildings, weed lots or junk vehicle a major problem in McAllen	15%	6%	10%	12%	10%	11%	10%	28%	2%	11%	14%	9%	12%

Question 5: Community Safety (Percent "very" or "somewhat" safe)													
Please rate how safe or unsafe you feel from the following in McAllen:	Number of years in McAllen			Children under 17 in household			Annual household income				Voted in last election		
	Less than 20 years	More than 20 years	Overall	No	Yes	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	No/ineligible	Yes	Overall
Violent crime (e.g., rape, assault, robbery)	63%	69%	66%	65%	69%	67%	76%	61%	63%	67%	70%	62%	66%
Property crimes (e.g., burglary, theft)	50%	57%	54%	47%	65%	55%	67%	53%	45%	55%	53%	54%	54%
Environmental hazards, including toxic waste	73%	80%	77%	76%	75%	76%	74%	71%	80%	76%	83%	68%	76%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)													
Please rate how safe or unsafe you feel:	Number of years in McAllen			Children under 17 in household			Annual household income				Voted in last election		
	Less than 20 years	More than 20 years	Overall	No	Yes	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	No/ineligible	Yes	Overall
In your neighborhood during the day	87%	95%	91%	89%	90%	90%	86%	93%	90%	89%	86%	93%	89%
In your neighborhood after dark	70%	86%	78%	73%	84%	78%	75%	76%	80%	77%	77%	78%	78%
In McAllen's downtown area during the day	82%	82%	82%	81%	86%	83%	88%	90%	73%	83%	89%	75%	83%
In McAllen's downtown area after dark	38%	39%	38%	31%	50%	40%	47%	48%	26%	39%	39%	39%	39%

Question 7: Contact with Police Department (Percent a "yes")													
	Number of years in McAllen			Children under 17 in household			Annual household income				Voted in last election		
	Less than 20 years	More than 20 years	Overall	No	Yes	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	No/ineligible	Yes	Overall
Have you had any in-person or phone contact with an employee of the City of McAllen Police Department within the last 12 months?	42%	45%	43%	44%	46%	45%	55%	33%	44%	45%	49%	40%	45%

Question 8: Ratings of Contact with Police Department (Percent "excellent" or "good")													
	Number of years in McAllen			Children under 17 in household			Annual household income				Voted in last election		
	Less than 20 years	More than 20 years	Overall	No	Yes	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	No/ineligible	Yes	Overall
What was your overall impression of your most recent contact with the City of McAllen Police Department?	63%	80%	72%	67%	82%	74%	72%	84%	73%	75%	70%	79%	74%

Questions 9 and 10: Crime Victimization and Reporting (Percent "yes")													
	Number of years in McAllen			Children under 17 in household			Annual household income				Voted in last election		
	Less than 20 years	More than 20 years	Overall	No	Yes	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	No/ineligible	Yes	Overall
During the past 12 months, were you or anyone in your household the victim of any crime?	10%	16%	13%	14%	9%	12%	12%	8%	14%	12%	11%	12%	12%
If yes, was this crime (these crimes) reported to the police?	91%	88%	89%	89%	89%	89%	94%	70%	92%	89%	96%	81%	88%

Question 11: Resident Behaviors (Percent at least once in past 12 months)													
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in McAllen?	Number of years in McAllen			Children under 17 in household			Annual household income				Voted in last election		
	Less than 20 years	More than 20 years	Overall	No	Yes	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	No/ineligible	Yes	Overall
Used McAllen public libraries or their services	64%	70%	67%	64%	73%	67%	74%	64%	64%	68%	65%	69%	67%
Used McAllen recreation centers	67%	69%	68%	60%	81%	69%	64%	69%	77%	70%	73%	68%	71%
Participated in a recreation program or activity	38%	51%	44%	40%	48%	44%	37%	46%	50%	44%	45%	45%	45%
Visited a neighborhood park or City park	89%	93%	91%	89%	94%	91%	89%	90%	96%	92%	94%	88%	91%
Ridden a local bus within McAllen	16%	17%	16%	16%	19%	17%	26%	25%	4%	17%	20%	15%	18%
Attended a meeting of local elected officials or other local public meeting	18%	27%	22%	20%	26%	22%	20%	24%	24%	22%	14%	34%	23%
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	32%	57%	44%	45%	46%	45%	39%	38%	58%	46%	40%	54%	47%
Visited the City of McAllen Web site (at www.mcallen.net)	58%	66%	62%	59%	58%	59%	44%	54%	77%	59%	48%	69%	58%
Recycled used paper, cans or bottles from your home	82%	95%	88%	86%	89%	87%	73%	98%	93%	87%	84%	95%	89%
Volunteered your time to some group or activity in McAllen	43%	51%	47%	46%	42%	44%	28%	52%	56%	45%	40%	52%	45%
Participated in religious or spiritual activities in McAllen	59%	63%	61%	65%	54%	60%	35%	66%	77%	59%	56%	66%	61%

Question 11: Resident Behaviors (Percent at least once in past 12 months)													
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in McAllen?	Number of years in McAllen			Children under 17 in household			Annual household income				Voted in last election		
	Less than 20 years	More than 20 years	Overall	No	Yes	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	No/ineligible	Yes	Overall
Participated in a club or civic group in McAllen	34%	33%	33%	37%	23%	31%	17%	29%	47%	31%	27%	39%	32%
Provided help to a friend or neighbor	97%	97%	97%	95%	94%	95%	89%	99%	98%	95%	95%	96%	95%

Question 12: Neighborliness (Percent at least several times a week)													
	Number of years in McAllen			Children under 17 in household			Annual household income				Voted in last election		
	Less than 20 years	More than 20 years	Overall	No	Yes	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	No/ineligible	Yes	Overall
Visit with neighbors at least several times a week	51%	54%	53%	48%	63%	55%	57%	66%	41%	54%	51%	56%	54%

Question 13: Service Quality (Percent "excellent" or "good")													
Please rate the quality of each of the following services in McAllen:	Number of years in McAllen			Children under 17 in household			Annual household income				Voted in last election		
	Less than 20 years	More than 20 years	Overall	No	Yes	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	No/ineligible	Yes	Overall
Police services	78%	88%	83%	80%	89%	84%	86%	87%	81%	84%	86%	82%	84%
Fire services	88%	95%	91%	91%	93%	92%	96%	99%	83%	92%	93%	91%	92%
Crime prevention	72%	80%	76%	70%	88%	78%	84%	82%	68%	77%	79%	75%	77%
Fire prevention and education	81%	81%	81%	76%	86%	81%	82%	88%	72%	80%	81%	79%	80%
Municipal courts	79%	76%	77%	70%	86%	78%	83%	85%	70%	78%	84%	69%	78%

Question 13: Service Quality (Percent "excellent" or "good")													
Please rate the quality of each of the following services in McAllen:	Number of years in McAllen			Children under 17 in household			Annual household income				Voted in last election		
	Less than 20 years	More than 20 years	Overall	No	Yes	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	No/ineligible	Yes	Overall
Traffic enforcement	64%	75%	70%	66%	73%	69%	61%	81%	69%	69%	71%	65%	68%
Street repair	50%	64%	57%	64%	55%	60%	61%	55%	63%	60%	63%	52%	58%
Street cleaning	57%	68%	63%	68%	63%	65%	64%	56%	72%	65%	73%	54%	64%
Street lighting	69%	76%	73%	69%	80%	74%	76%	69%	77%	74%	79%	67%	73%
Sidewalk maintenance	72%	72%	72%	71%	78%	74%	72%	78%	74%	74%	81%	63%	73%
Traffic signal timing	61%	60%	61%	55%	72%	63%	68%	60%	59%	63%	64%	60%	62%
Bus or transit services	61%	75%	68%	64%	77%	70%	73%	71%	63%	70%	73%	64%	69%
Garbage collection	77%	82%	79%	82%	79%	80%	73%	89%	82%	80%	78%	82%	80%
Recycling	71%	82%	77%	82%	72%	78%	71%	77%	85%	78%	77%	77%	77%
Yard waste pick-up	40%	49%	45%	44%	54%	49%	52%	52%	44%	49%	50%	49%	50%
Storm drainage	45%	64%	55%	52%	65%	58%	69%	58%	47%	58%	57%	57%	57%
Drinking water	59%	67%	63%	66%	67%	66%	75%	70%	54%	66%	69%	60%	65%
Sewer services	77%	74%	75%	81%	73%	77%	84%	88%	64%	77%	81%	73%	77%
City parks	84%	92%	88%	84%	94%	89%	86%	92%	90%	89%	90%	86%	88%
Recreation programs or classes	74%	86%	81%	80%	85%	82%	88%	81%	79%	83%	86%	77%	82%
Recreation centers or facilities	73%	80%	77%	82%	76%	79%	88%	76%	69%	78%	85%	70%	78%
Land use, planning and zoning	62%	70%	66%	64%	73%	68%	69%	75%	64%	68%	72%	63%	68%
Code enforcement (weeds, abandoned buildings, etc.)	46%	67%	56%	56%	59%	58%	50%	59%	64%	58%	56%	56%	56%
Animal control	46%	66%	56%	52%	63%	57%	50%	56%	65%	57%	54%	60%	56%
Economic development	64%	80%	72%	68%	79%	73%	81%	77%	63%	73%	74%	73%	74%
Health services	63%	81%	72%	69%	75%	72%	73%	68%	73%	72%	70%	73%	71%
Services to seniors	77%	76%	76%	71%	85%	77%	86%	79%	66%	78%	85%	68%	77%

Question 13: Service Quality (Percent "excellent" or "good")													
Please rate the quality of each of the following services in McAllen:	Number of years in McAllen			Children under 17 in household			Annual household income				Voted in last election		
	Less than 20 years	More than 20 years	Overall	No	Yes	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	No/ineligible	Yes	Overall
Services to youth	67%	70%	69%	73%	69%	71%	72%	86%	61%	71%	75%	65%	70%
Services to low-income people	59%	64%	62%	53%	75%	64%	62%	74%	61%	64%	72%	59%	66%
Public library services	69%	91%	80%	76%	89%	82%	85%	83%	76%	81%	80%	82%	81%
Public information services	63%	83%	74%	65%	88%	75%	80%	73%	72%	75%	80%	69%	75%
Public schools	65%	78%	72%	70%	78%	74%	84%	63%	70%	73%	70%	76%	73%
Cable television	46%	75%	60%	55%	73%	63%	70%	60%	59%	63%	62%	63%	62%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	77%	84%	81%	79%	86%	82%	84%	84%	79%	82%	82%	80%	81%
Preservation of natural areas such as open space, farmlands and greenbelts	60%	62%	61%	55%	74%	63%	66%	63%	60%	63%	69%	55%	62%

Question 14: Government Services Overall (Percent "excellent" or "good")													
Overall, how would you rate the quality of the services provided by each of the following?	Number of years in McAllen			Children under 17 in household			Annual household income				Voted in last election		
	Less than 20 years	More than 20 years	Overall	No	Yes	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	No/ineligible	Yes	Overall
The City of McAllen	80%	90%	85%	80%	94%	86%	81%	92%	87%	86%	86%	85%	85%
The Federal Government	62%	58%	60%	52%	71%	61%	57%	77%	57%	61%	68%	51%	60%
The State Government	65%	64%	65%	61%	73%	66%	63%	75%	64%	66%	76%	54%	66%
Hidalgo County Government	67%	72%	69%	68%	74%	71%	65%	80%	72%	71%	81%	58%	70%

Question 15: Recommendation and Longevity (Percent "somewhat" or "very" likely)													
Please indicate how likely or unlikely you are to do each of the following:	Number of years in McAllen			Children under 17 in household			Annual household income				Voted in last election		
	Less than 20 years	More than 20 years	Overall	No	Yes	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	No/ineligible	Yes	Overall
Recommend living in McAllen to someone who asks	93%	98%	95%	93%	99%	96%	92%	99%	98%	96%	95%	96%	96%
Remain in McAllen for the next five years	93%	99%	96%	94%	99%	96%	98%	98%	92%	96%	96%	96%	96%

Question 16: Impact of the Economy (Percent "somewhat" or "very" positive)													
	Number of years in McAllen			Children under 17 in household			Annual household income				Voted in last election		
	Less than 20 years	More than 20 years	Overall	No	Yes	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	No/ineligible	Yes	Overall
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	27%	47%	38%	28%	53%	39%	29%	44%	47%	39%	49%	29%	40%

Question 17: Contact with Fire Department (Percent a "yes")													
	Number of years in McAllen			Children under 17 in household			Annual household income				Voted in last election		
	Less than 20 years	More than 20 years	Overall	No	Yes	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	No/ineligible	Yes	Overall
Have you had any in-person or phone contact with an employee of the City of McAllen Fire Department within the last 12 months?	8%	12%	10%	9%	13%	11%	13%	14%	9%	12%	8%	16%	12%

Question 18: Ratings of Contact with Fire Department (Percent "excellent" or "good")													
	Number of years in McAllen			Children under 17 in household			Annual household income				Voted in last election		
	Less than 20 years	More than 20 years	Overall	No	Yes	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	No/ineligible	Yes	Overall
What was your overall impression of your most recent contact with the City of McAllen Fire Department?	88%	100%	95%	100%	100%	100%	100%	100%	85%	96%	100%	93%	96%

Question 19: Contact with City Employees (Percent "yes")													
	Number of years in McAllen			Children under 17 in household			Annual household income				Voted in last election		
	Less than 20 years	More than 20 years	Overall	No	Yes	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	No/ineligible	Yes	Overall
Have you had any in-person or phone contact with an employee of the City of McAllen within the last 12 months (including police, receptionists, planners or any others)?	46%	40%	43%	42%	44%	43%	41%	40%	50%	44%	41%	48%	44%

Question 20: City Employees (Percent "excellent" or "good")													
What was your impression of the employee(s) of the City of McAllen in your most recent contact?	Number of years in McAllen			Children under 17 in household			Annual household income				Voted in last election		
	Less than 20 years	More than 20 years	Overall	No	Yes	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	No/ineligible	Yes	Overall
Knowledge	75%	76%	76%	82%	69%	77%	88%	75%	70%	76%	72%	78%	76%
Responsiveness	74%	88%	81%	82%	84%	83%	90%	70%	84%	82%	86%	78%	82%
Courtesy	77%	87%	82%	81%	85%	83%	87%	70%	86%	82%	90%	76%	82%
Overall impression	76%	88%	82%	84%	84%	84%	90%	74%	84%	83%	89%	78%	83%

Question 21: Government Performance (Percent "excellent" or "good")													
Please rate the following categories of McAllen government performance:	Number of years in McAllen			Children under 17 in household			Annual household income				Voted in last election		
	Less than 20 years	More than 20 years	Overall	No	Yes	Overall	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	Overall	No/ineligible	Yes	Overall
The value of services for the taxes paid to McAllen	67%	68%	67%	67%	73%	70%	71%	69%	66%	69%	68%	71%	69%
The overall direction that McAllen is taking	72%	81%	77%	73%	85%	78%	74%	83%	77%	78%	79%	75%	77%
The job McAllen government does at welcoming citizen involvement	66%	72%	69%	73%	70%	72%	79%	66%	66%	71%	72%	71%	71%