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2026 Community Satisfaction Survey Results:

Hundreds of Voices Counted

How McAllen is Utilizing Secure Survey Responses to Gauge Feedback and Listen to Our Community

The City of McAllen is pleased to announce the results of its 2026 Community Satisfaction Survey, a comprehensive study conducted every four years to evaluate resident perceptions, priorities, and experiences with municipal services. Administered by ETC Institute, a nationally recognized leader in local government research, the survey gathered statistically valid feedback from households across the city between March 27 and May 15, 2026. Randomly selected participants submitted their feedback securely via direct mail, online or by phone, providing city leadership with highly precise, aggregated data that reflects the community across various neighborhoods and demographics.

Results show that residents continue to have a strong and positive perception of McAllen, while also identifying areas where they would like to see continued attention and improvement.

- 84% of residents are satisfied with McAllen as a place to live.
- 82% of residents are satisfied with McAllen as a place to raise a family.
- McAllen rated above the national average in 53 of 63 areas surveyed.
- McAllen rated above the Texas average in 58 of 63 areas surveyed.

“I am proud that so many residents see McAllen as a great place to live and raise a family,” said Mayor Javier Villalobos. “These results show that our city is moving in the right direction, but they also tell us where we need to keep improving. We are listening. The City Commission will use this feedback to set priorities and make responsible investments that continue improving the quality of life for every McAllen family.”

Listening Today, Planning for Tomorrow

Residents also identified several areas which deserve continued focus such as:

- Traffic flow and congestion
- Stormwater management
- Maintenance of streets
- Enforcement of City codes and ordinances
- Pedestrian accessibility

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- Quality of animal care services
- Visibility of police in neighborhoods
- Emergency management education

The results provide City leadership with actionable information which helps guide future planning, priorities, and resource allocation.

"Our residents have spoken and provided us with important feedback, and now it is our responsibility to work with the Mayor and City Commission on addressing priorities," said City Manager Isaac J. Tawil. "The strong results reflect the leadership of our Mayor and City Commission's and the dedication of our employees. The areas identified for improvement show us where to focus, and we will put this feedback to work within our strategic planning, budget decisions and daily operations, with clear goals and measurable results. I could not be more excited about McAllen's future. We are ready to deliver, as we know that in McAllen, next is now."

The City of McAllen appreciates those who took time to participate and share their perspective. Community feedback is an important part of understanding what is working, where improvements are needed and how the city responds to the needs of the people it serves.

To view the complete 2026 Community Satisfaction Survey results, click here: [City of McAllen Reports & Documents](#).

Residents can also explore the City of McAllen 2026 Community Satisfaction Survey Dashboard through ETC Institute at [2026 Community Satisfaction Survey Dashboard](#).

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About the City of McAllen

Founded in 1904 and incorporated in 1911, the City of McAllen has grown from a small agricultural community into one of the most vibrant and fastest growing cities along the U.S.-Mexico border. Known as the City of Palms, McAllen serves as a hub for international trade, retail, tourism, and culture in the Rio Grande Valley.

Today, the city employs more than 2,600 public servants across 41 departments, delivering essential services to a community of more than 150,000 residents. City leadership remains committed to transparent governance, fiscal responsibility, and enhancing quality of life through innovation, infrastructure, and community engagement. For more information, visit www.mcallen.net