



Mayor Javier Villalobos
Mayor Pro Tem/Commissioner Joaquin Zamora
Commissioner Tony Aguirre, Jr.
Commissioner J. Omar Quintanilla

Commissioner Rodolfo "Rudy" Castillo
Commissioner Victor "Seby" Haddad
Commissioner Pepe Cabeza de Vaca
City Manager Roel "Roy" Rodriguez, P.E.

**NOTICE OF WORKSHOP TO BE HELD BY THE
MCALLEN BOARD OF COMMISSIONERS
MONDAY, JULY 25, 2022 – 4:00 PM
MCALLEN CITY HALL
CITY COMMISSION CHAMBERS; 3RD FLOOR
1300 HOUSTON AVENUE
MCALLEN TEXAS, 78501**

AGENDA

<https://zoom.us/j/5087553077?pwd=TjduYjR4U2l3cWU1NjlsZzlsM2hJUT09>

Members of the public that wish to listen to the meeting can log in to the virtual Zoom meeting or dial (346) 248-7799 US (Houston) Meeting ID: 508 755 3077 Passcode: 878576.

Individuals that wish to participate in the meeting or comment on an agenda item should call (956) 681-1020 by 3:30 pm. Any individual dialing in acknowledges his or her phone number may be visible to the public.

"At any time during the course of this meeting, the City Commission may retire to Executive Session under Texas Government Code 551.071(2) to confer with its legal counsel on any subject matter on this agenda in which the duty of the attorney to the City Commission under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with Chapter 551 of the Texas Government Code. Further, at any time during the course of this meeting, the City Commission may retire to Executive Session to deliberate on any subject slated for discussion at this meeting, as may be permitted under one or more of the exceptions to the Open Meetings Act set forth in Title 5, Subtitle A, Chapter 551, Subchapter D of the Texas Government Code."

CALL TO ORDER

- 1. Present questions to staff relating to the July 25, 2022 Regular Meeting Agenda, to be discussed at such meeting.**
- 2. Discussion of City of McAllen: 2022 Community Survey Results.**
- 3. Discussion of Property and Casualty Coverage Options.**
- 4. EXECUTIVE SESSION, CHAPTER 551, TEXAS GOVERNMENT CODE, SECTION 551.071 (CONSULTATION WITH ATTORNEY), SECTION 551.072 (DELIBERATION REGARDING REAL PROPERTY), SECTION 551.074 (PERSONNEL MATTERS) AND SECTION 551.087 (ECONOMIC DEVELOPMENT)**
 - A) Consultation with City Attorney regarding pending litigation: Cause No. C-4364-20-I; Edgar Devora v. Michael Manuel Garza. (Section 551.071, T.G.C.)**

- B)** Consultation with City Attorney regarding potential litigation regarding city alleys. (Section 551.071, T.G.C.)
- C)** Consultation with City Attorney regarding potential litigation to collect underpaid accounts. (Section 551.071, T.G.C.)
- D)** Consideration of Economic Development Matters. (Section 551.087, T.G.C.)
- E)** Consultation with City Attorney regarding 2022 TGS Settlement. (Section 551.071, T.G.C.)

ADJOURNMENT

IF ANY ACCOMMODATION FOR A DISABILITY IS REQUIRED (OR INTERPRETERS FOR THE DEAF), NOTIFY THE CITY SECRETARY'S DEPARTMENT AT 681-1020 FORTY-EIGHT (48) HOURS PRIOR TO THE MEETING DATE. WITH REGARD TO ANY ITEM, THE BOARD OF COMMISSIONERS MAY TAKE VARIOUS ACTIONS INCLUDING BUT NOT LIMITED TO RESCHEDULING AN ITEM IN ITS ENTIRETY FOR A FUTURE DATE OR TIME.

C E R T I F I C A T I O N

I, the Undersigned Authority, do hereby certify that the attached agenda of the meeting of the McAllen Board of Commissioners is a true and correct copy and that I posted a true and correct copy of said notice on the bulletin board in the Municipal Building, a place convenient and readily accessible to the general public at all times, and said Notice was posted on July 22, 2022 at 3:30 PM and will remain so posted continuously for at least 72 hours preceding the scheduled time of said meeting in accordance with Chapter 551 of the Texas Government Code.

/s/
Perla Lara, TRMC/CMC, CPM
City Secretary



ITEM SUMMARY

BOARD: City Commission

AGENDA ITEM

1.

DATE SUBMITTED

MEETING DATE

7/25/2022

1. Agenda Item: Present questions to staff relating to the July 25, 2022 Regular Meeting Agenda, to be discussed at such meeting.
2. Party Making Request:
3. Nature of Request:
4. Routing:
Cindy Gonzalez
5. Staff Recommendation:
6. Advisory Board:
7. City Attorney:
8. Manager's Recommendation:

Created -



ITEM SUMMARY

BOARD: City Commission

AGENDA ITEM

2.

DATE SUBMITTED

07/15/2022

MEETING DATE

7/25/2022

1. Agenda Item: Discussion of City of McAllen: 2022 Community Survey Results.

2. Party Making Request:

3. Nature of Request:

4. Routing:

Azeneth Vasquez

Michelle Rivera

Isaac Tawil

Created/Initiated - 7/15/2022

Approved - 7/15/2022

Final Approval - 7/19/2022

5. Staff Recommendation:

6. Advisory Board:

7. City Attorney:

8. Manager's Recommendation:



City Manager's Office
MEMORANDUM

To: Roel “Roy” Rodriguez, P.E., City Manager & City Commission

Through: Michelle Rivera, Assistant City Manager

From: Cesar N. Rodriguez, CPM, Director of Strategy Management

Date: July 14, 2022

Subject: City of McAllen 2022 Community Survey Results

GOAL

To present the results for the City of McAllen’s Community Survey conducted from February to March 2022. The Community Survey consisted of 602 respondents throughout McAllen that are representative and reflective of the demographics and geography of the City of McAllen.

EXPLANATION

Satisfaction in city services is much higher in McAllen than national average. McAllen rated above the U.S. average in 63 of 71 areas and satisfaction ratings increased in 55 of 89 areas since the 2019 Community Survey. The attached presentation, survey results document, and attached Appendix A maps will provide a strategic reference point for the City Commission and City staff when making decisions impacting city services in the future.

RECOMMENDATION

Continue with a follow-up survey next fiscal year to answer questions not answered in this survey. The Department of Strategy Management would like to continue monitoring city service levels in major, maintenance, and public safety categories through self-analysis and comparison to national and state averages.

2022 Community Survey

City of McAllen, Texas



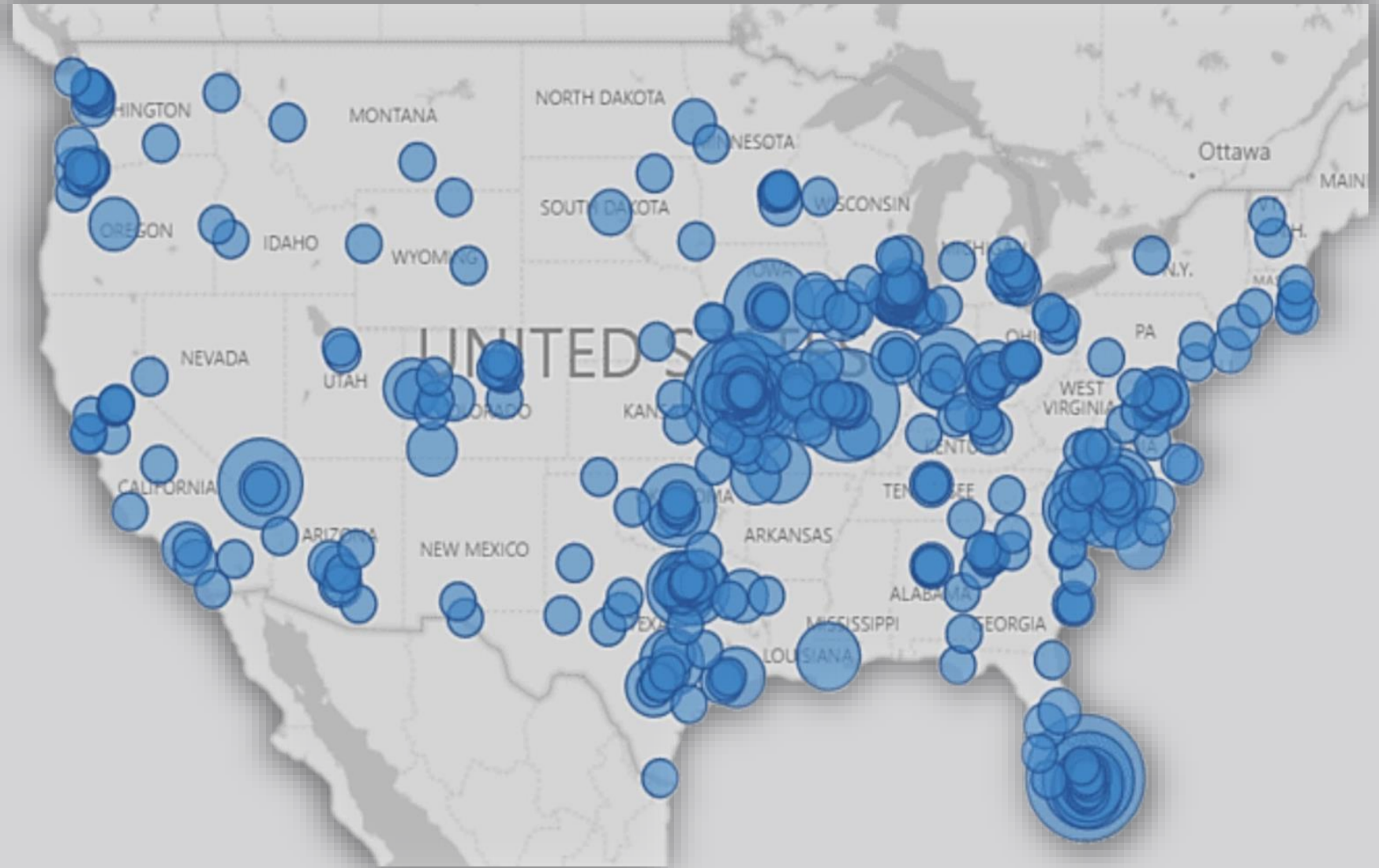
ETC
INSTITUTE

ETC Institute is a National Leader in Market Research for Local Governmental Organizations

- **Texas Benchmark**
-23 Cities
- **National Benchmark**
-10,000 persons

Cities in Texas with ETC Community Surveys 2020-2022:

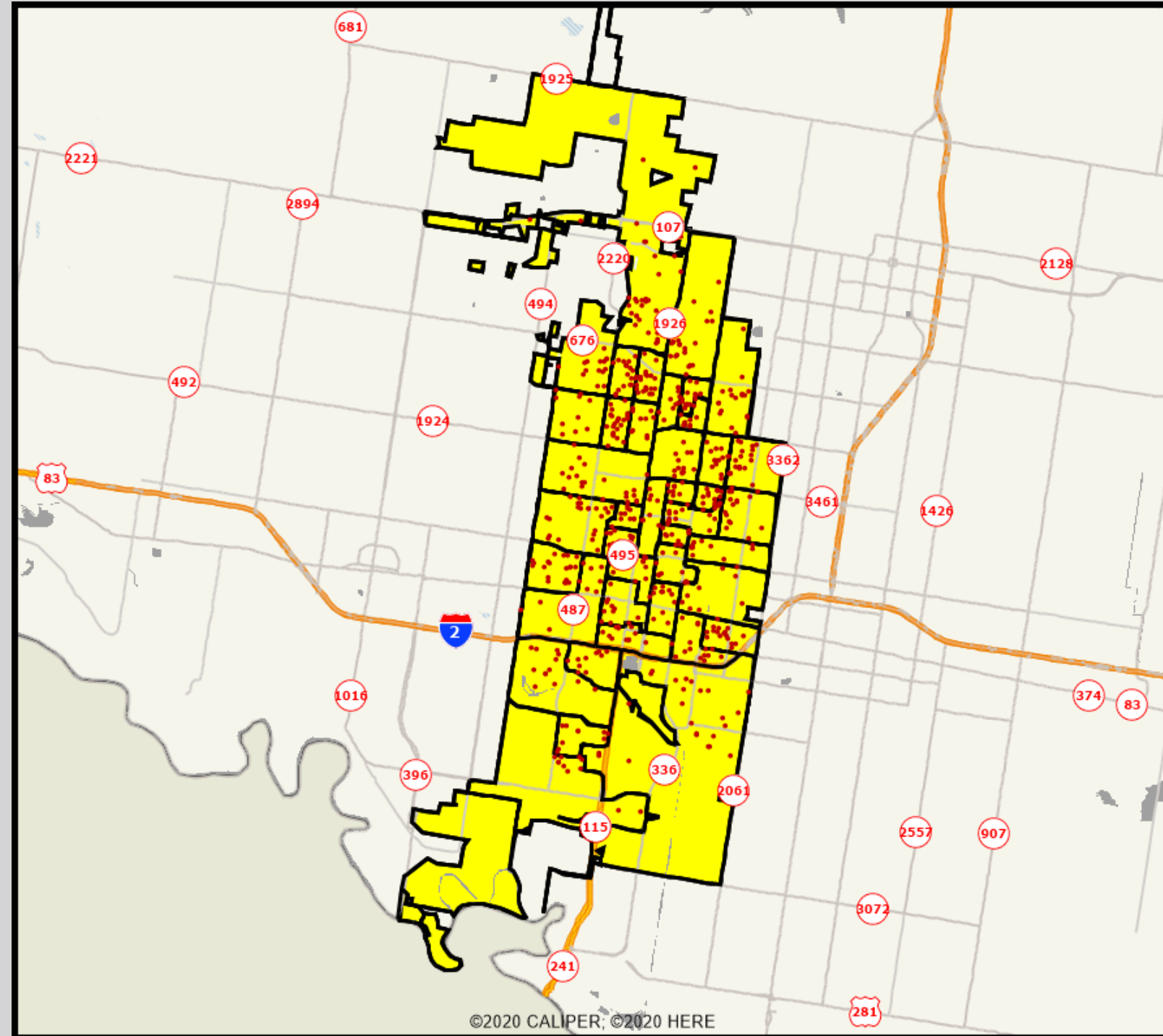
**Addison, Austin, Baytown, Burleson,
Cedar Hill, Conroe, Dallas, DeSoto,
Dickinson, El Paso, Fort Worth, League City,
Mansfield, Mesquite, Missouri City, New
Fairview, Pflugerville, Plano, Round Rock,
Schertz, Sugar Land, Waxahachie, &
Westlake, TX.**



More Than 2,500,000 Person's Surveyed Since 2012 for More Than 1,000 Communities in 49 States

Location of Survey Respondents

- Good representation throughout the City
- Precision of at least $\pm 3.9\%$ at the 95% confidence level.
- Demographics of 602 survey respondents reflects the actual population of the City
 - Age
 - Race/Ethnicity
 - Gender



Bottom Line Upfront

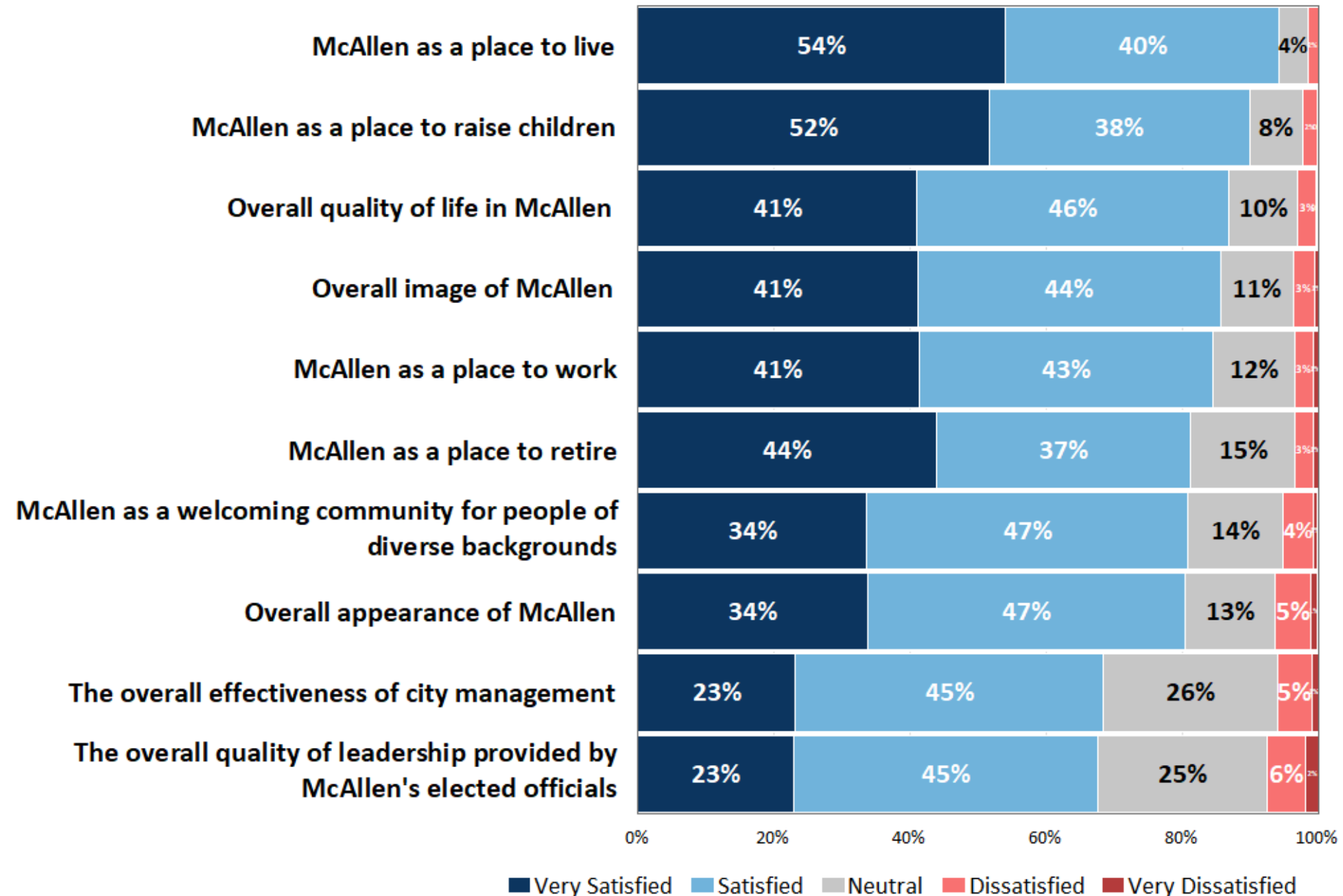
- **Residents Have a Very Positive Perception of McAllen**
 - **94% Are Satisfied with McAllen as a Place to Live**
 - **90% Are Satisfied with McAllen as a Place to Raise a Family**
- **Satisfaction in City Services Is Much Higher in McAllen than National Average**
 - **McAllen Rated Above the U.S. Average in 63 of 71 Areas**
- **McAllen Is Moving in the Right Direction**
 - **Satisfaction Ratings Have Increased in 55 of 89 Areas Since 2019**
- **Top Overall Priorities:**
 - **Traffic Flow and Congestion**
 - **Stormwater Management System**
 - **Maintenance of City Streets, buildings and facilities**

Topic #1

**Residents Have a Very Positive Perception
of the City**

Q3. Please rate your satisfaction with each of the following items that may influence your perception of McAllen

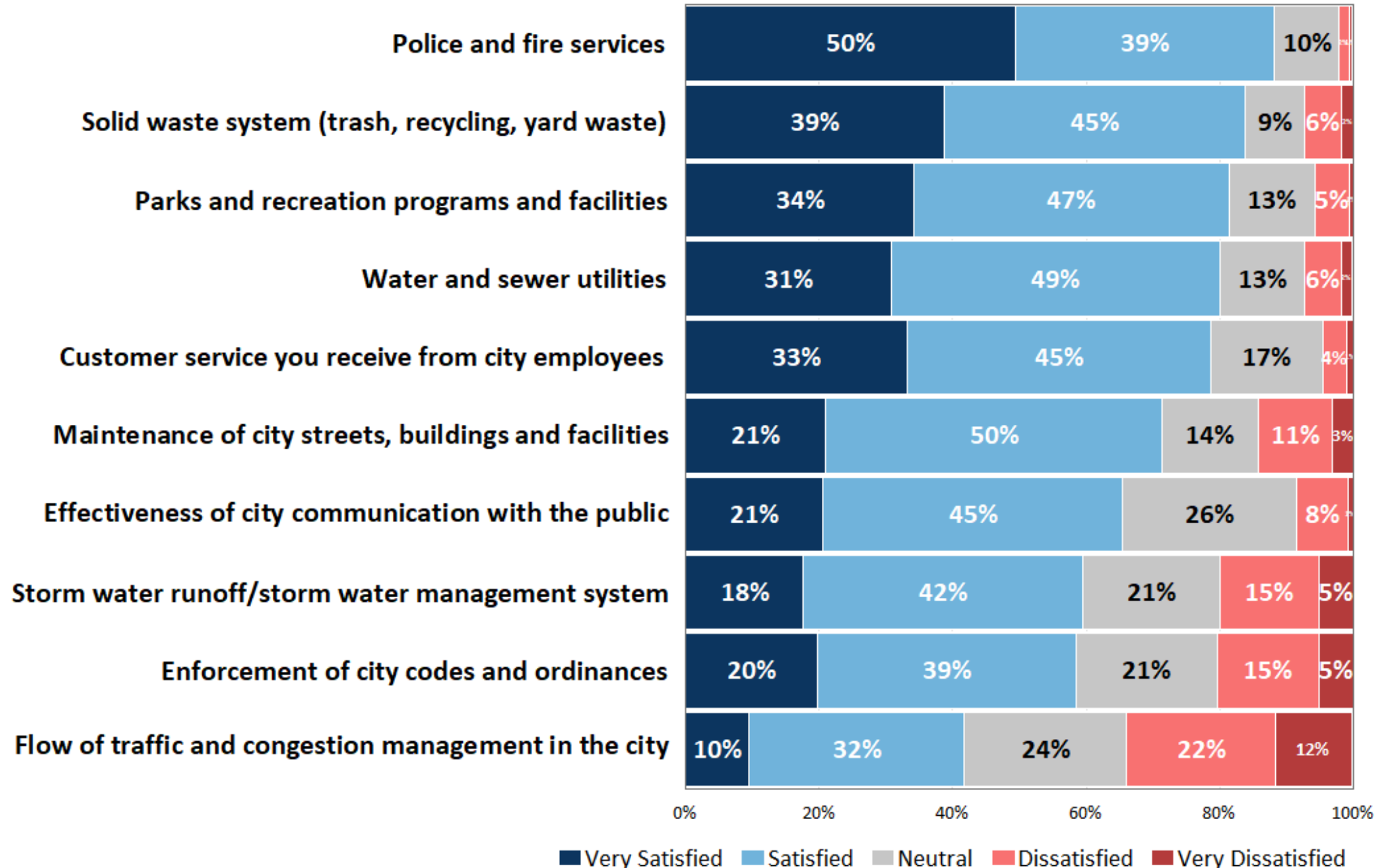
by the percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



Nearly All Respondents Are Satisfied with McAllen as a Place to Live and Raise Children

Q1. Level of satisfaction with major categories of services provided by the City of McAllen

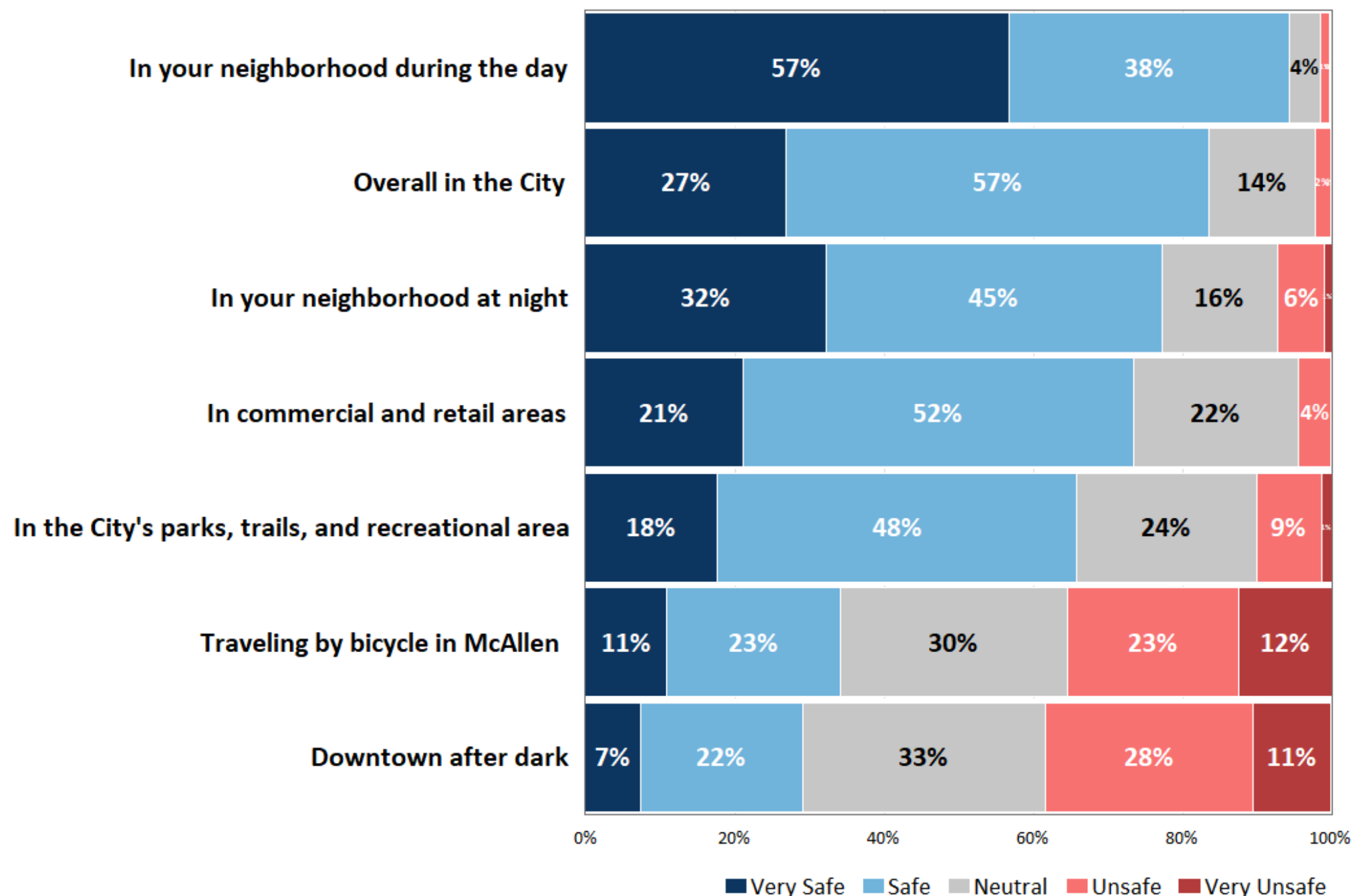
by the percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



Most Areas Received Very High Satisfaction Ratings, But There Are Concerns with Traffic Flow

Q8. Please rate how safe you feel in the following situations

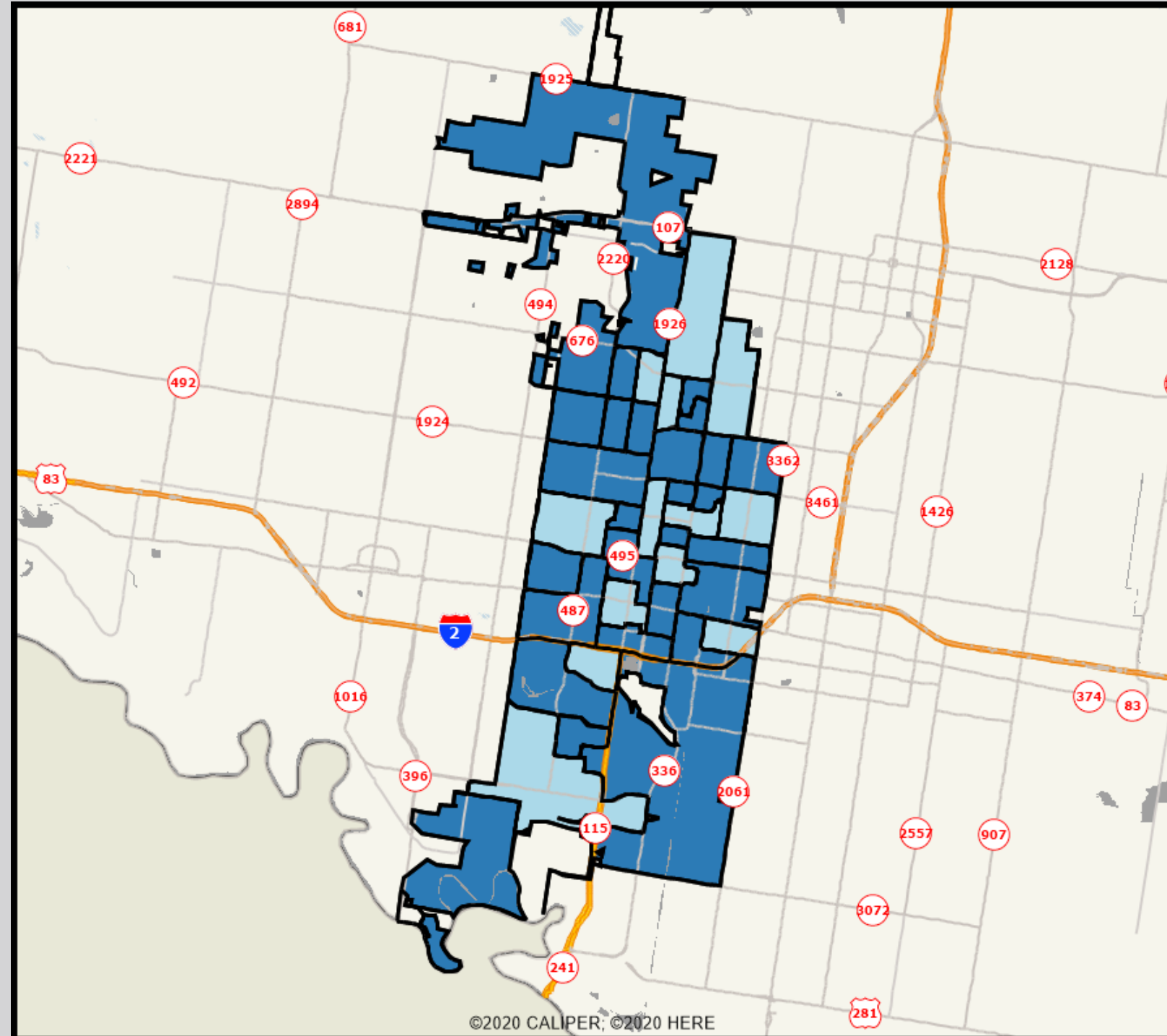
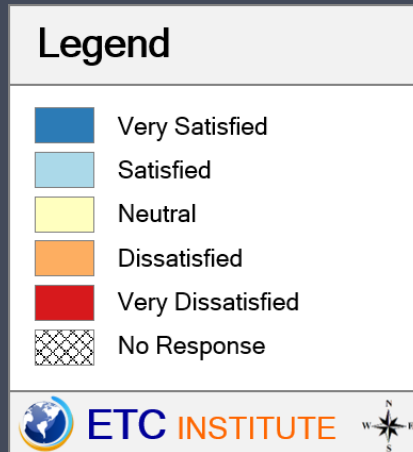
by the percentage of respondents using a 5-point scale, where 5 means *very safe* and 1 means *very unsafe* (excluding *don't know* responses)



Residents Feel Safe in Their Neighborhood During the Day and at Night

Overall Quality of Life in McAllen

ALL Areas Are in Blue, Indicating That Residents in All Parts of the City Are Satisfied with the Overall Quality of Life in McAllen

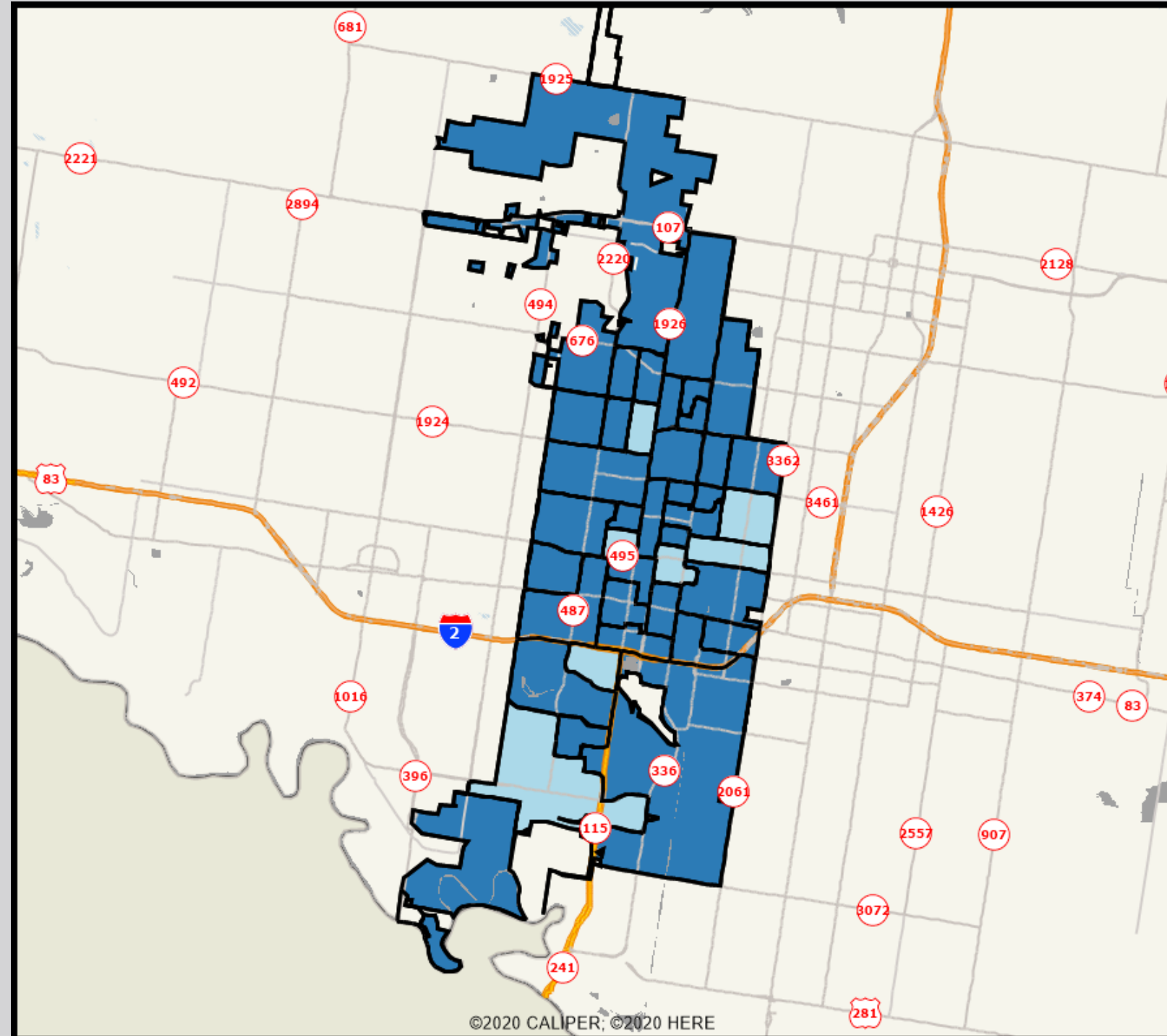


Overall Quality of Police and Fire Services

ALL Areas Are in Blue, Indicating That Residents in All Parts of the City Are Satisfied with the Overall Quality of Police and Fire Services

Legend

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

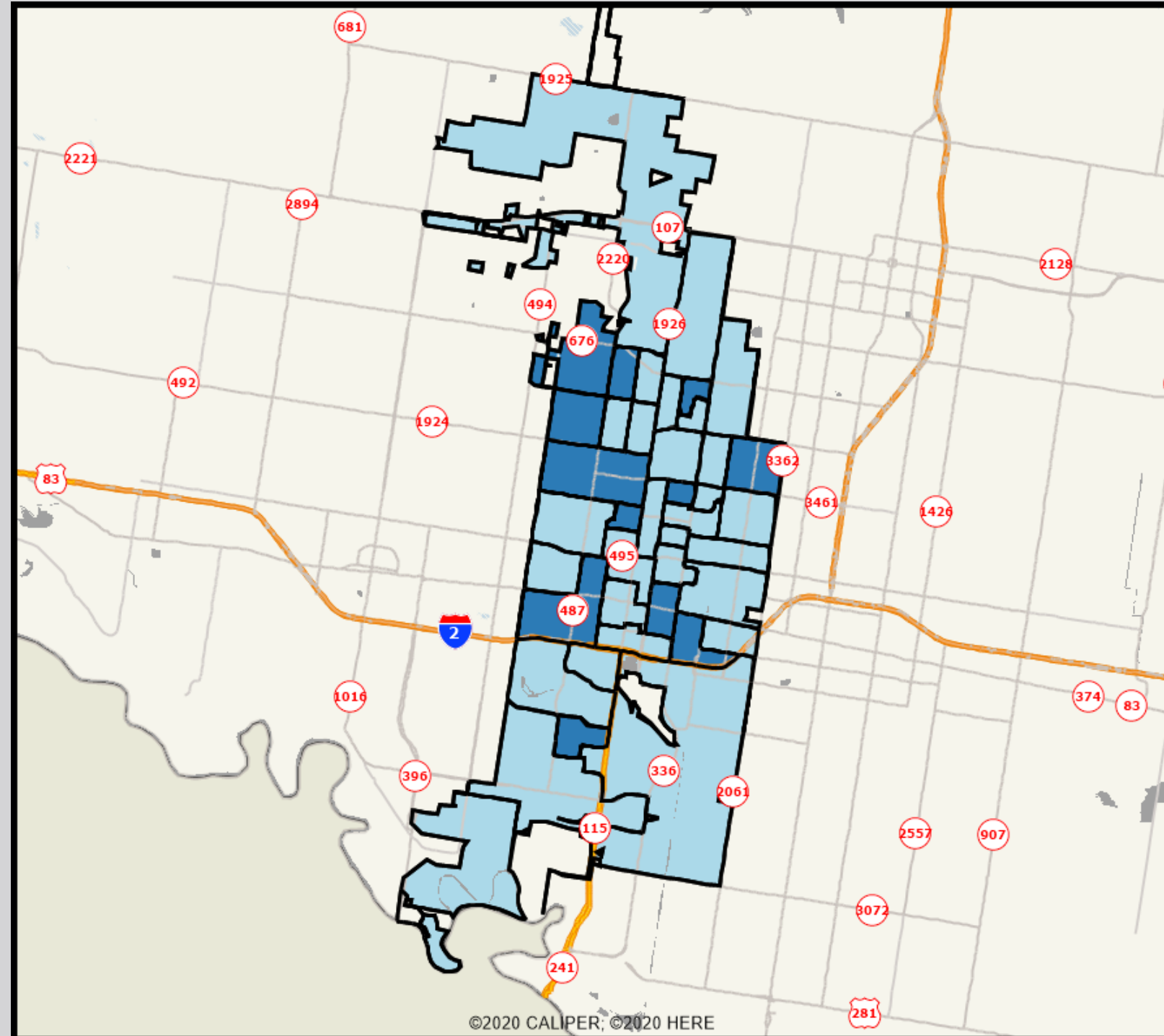


Overall Quality of Parks and Recreation Programs/Facilities

ALL Areas Are in Blue, Indicating That Residents in All Parts of the City Are Satisfied with the Overall Quality of Parks and Recreation Programs/Facilities

Legend

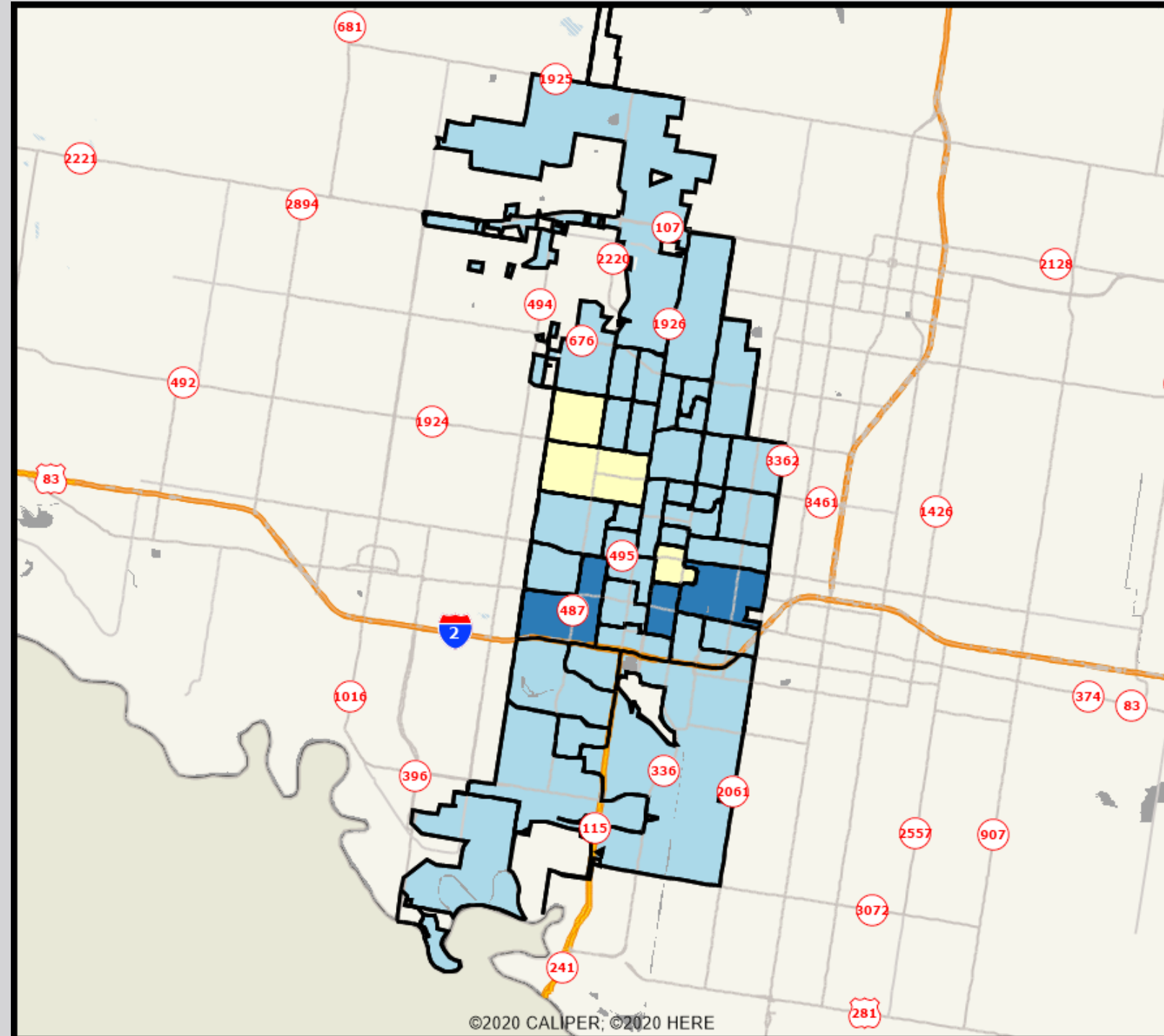
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Overall Maintenance of City Streets, Building and Facilities

Legend

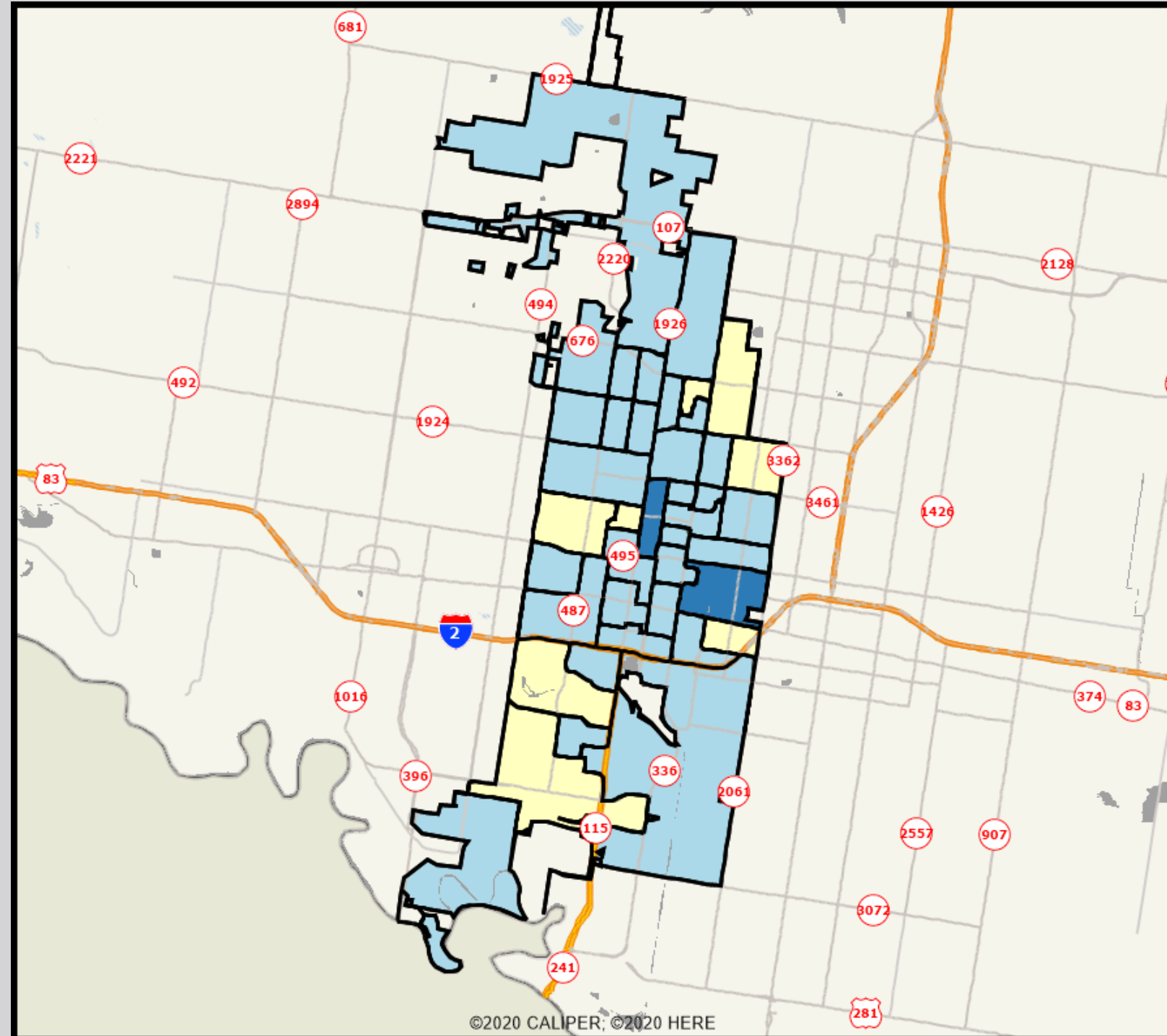
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Overall Quality of Stormwater Runoff/Stormwater Management System

Legend

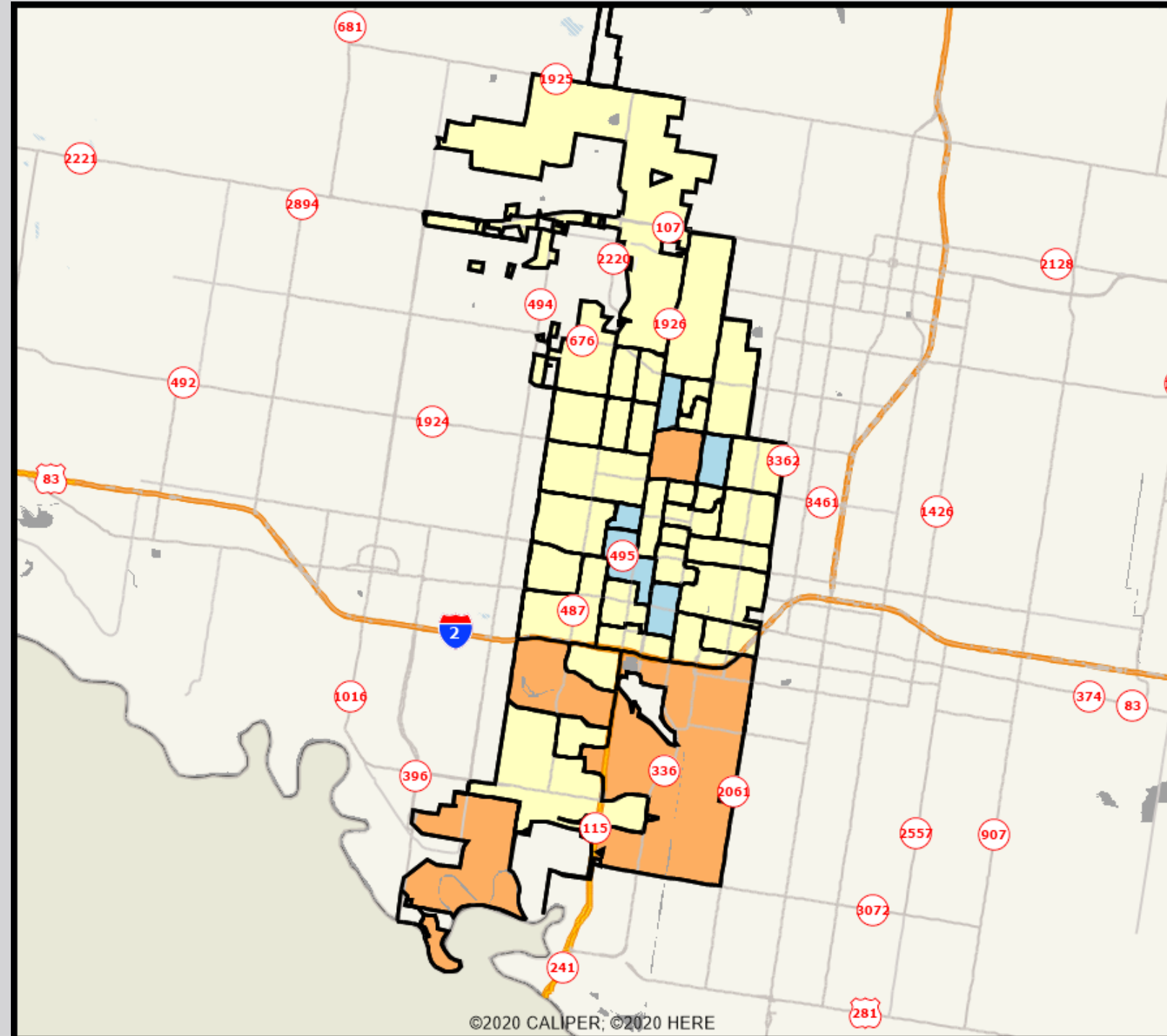
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Overall Flow of Traffic and Congestion Management

Legend

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Topic #2

Satisfaction with City Services Is Much Higher in McAllen Than Other Communities

Benchmarking Analysis

McAllen Rates Above the U.S. Average in 63 of 71 Areas

McAllen Rates *Significantly* Higher (4% or more) in 57 Areas

McAllen Rates Above the Texas Average in 63 of 71 Areas

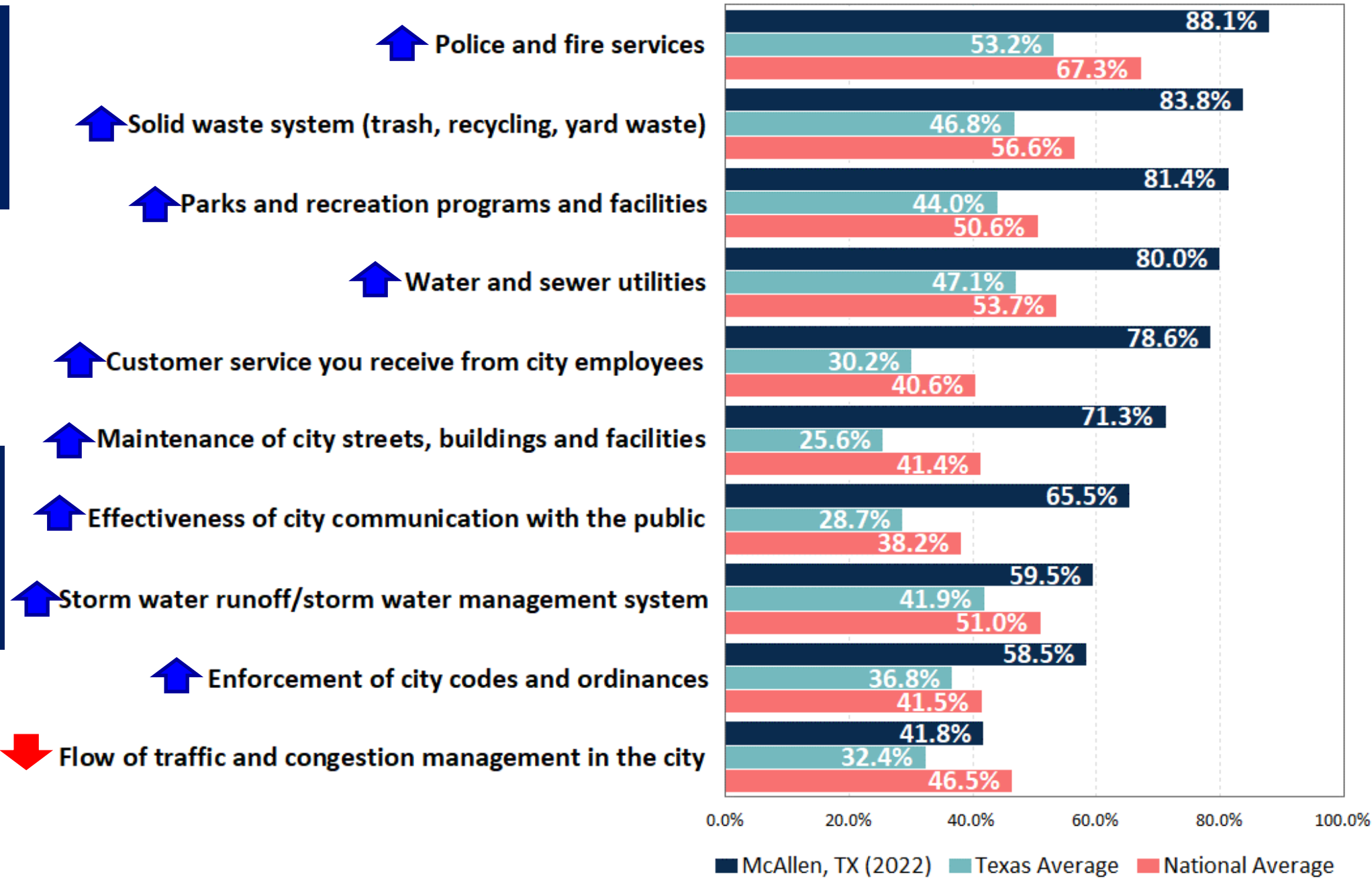
McAllen Rates *Significantly* Higher (4% or more) in 61 Areas

Q1. Please rate your overall satisfaction with major categories of services provided by McAllen

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)

Satisfaction with *Customer Service* Rates 38% Above the U.S. Average

Satisfaction with *Communication* Rates 27% Above the U.S. Average



Significantly Higher ↑

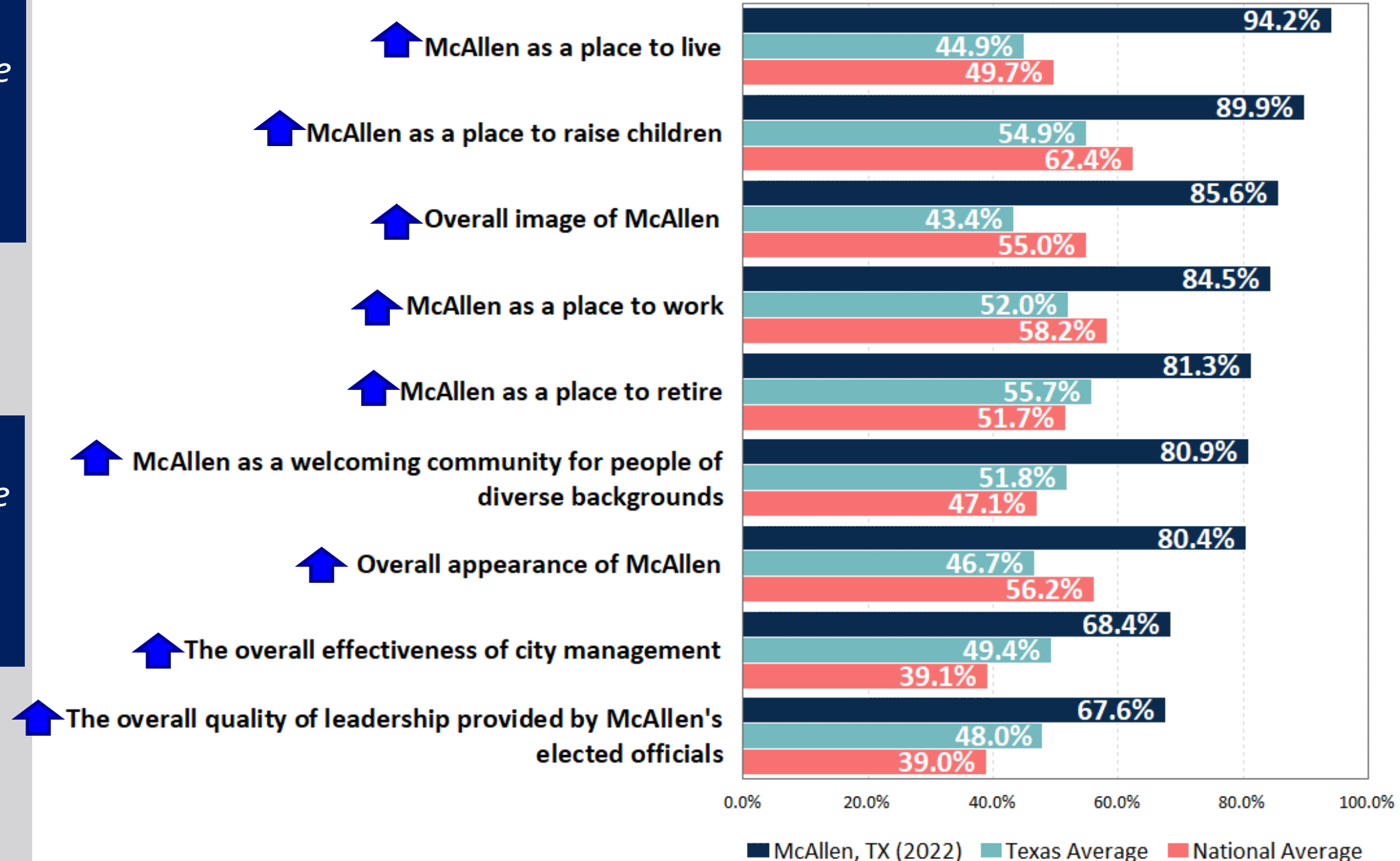
Significantly Lower ↓

Q3. Please rate your satisfaction with each of the following items that may influence your perception of McAllen

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)

Satisfaction with McAllen as a Place to Live Rates 45% Above the U.S. Average

Satisfaction with McAllen as a Place to Raise Children Rates 28% Above the U.S. Average



Significantly Higher ↑

Significantly Lower ↓

Topic #3

McAllen Is Moving in the Right Direction

Trend Analysis

- Since 2019, Satisfaction Ratings Have.....
 - *Increased* in 55 of 89 Areas
 - *Decreased* in 34 of 89 Areas

24 Areas Have Had a Significant Increase in Satisfaction (+3.9% or more)
12 Areas Have Had a Significant Decrease in Satisfaction (-3.9% or more)

Trend Analysis

- **Notable Increases in Satisfaction Since 2019:**
 - **Overall Quality of Water and Sewer (+8.4%)**
 - **Overall Maintenance of City Streets, Buildings, Facilities (+7.4%)**
 - **Overall Quality of Leadership from Elected Officials (+6.8%)**
 - **Cleanliness in Your Neighborhood (+6.5%)**
 - **Condition of Streets in Your Neighborhood (+6.4%)**
 - **McAllen as a Place to Work (+6.3%)**
 - **Adequacy of Street Lighting (+6.3%)**
 - **Overall Quality of Solid Waste (+6.2%)**
 - **Quality of City Parks (+6.1%)**
 - **Quality of Wastewater Services (+5.8%)**

Trend Analysis

- **Notable Increases in Satisfaction Since 2019 (Continued):**
 - **Quality of police protection (+5.1%)**
 - **Overall cleanliness of streets and public areas (+4.8%)**
 - **Feeling of Safety in parks, trails, and recreational areas (+4.7%)**
 - **Overall customer service from city employees (+4.6%)**
 - **Appearance/condition of city medians, ROWs' and public areas (+4.6)**
 - **Quality of walking and biking trails (+4.6)**
 - **McAllen as a place to live (+4.4%)**
 - **Quality of residential curbside recycling services (+4.2%)**
 - **Condition of pavement markings on city streets (+4.1%)**

Trend Analysis

- Notable *Increases* in Satisfaction Since 2019 (Continued):
 - McAllen as a place to raise children (+4.0%)
 - Quality of fire protection (+4.0%)
 - McAllen as a place to retire (+4.0%)
 - Overall Feeling of Safety in the City (+4.0)
 - Overall Effectiveness of City Management (+3.9%)

Trend Analysis

- Notable Decreases in Satisfaction Since 2019:
 - Police Safety Education Programs (-8.0%)
 - Quality of Fire Safety Education Programs (-6.0%)
 - Visibility of Police in Retail Areas (-5.6%)
 - City's station, MCN (-5.6%)
 - Level of Public Involvement in Public Decision-Making (-5.5%)
 - Traffic Flow of Major City Streets (-5.0%)
 - Amount, Quality and Condition of Swimming Pools/Splash Pads (-4.9%)
 - Importance of Neighborhood Associations (-4.8%)
 - City Efforts to Enforce Code Violations (-4.6%)
 - Quality and accessibility of Municipal Court services (-4.5%)
 - Transparency of City government (-4.5%)
 - Visibility of police in neighborhoods (-4.0%)

Action Plan

- Notable Decreases in Satisfaction Since 2019:
 - Police Safety Education Programs (-8.0%) = This was resumed in 1st Quarter of 2022.
 - Quality of Fire Safety Education Programs (-6.0%) = Fire Department is working to increase and improve Webpage/Social Media Presence and to resume Public Fire Safety Education Programs in public schools year-round.
 - Visibility of Police in Retail Areas (-5.6%) = The McAllen Police Department will continue its crime control and crime prevention strategies and enhance visibility in retail areas.

Action Plan

- Notable Decreases in Satisfaction Since 2019:
 - City's station, MCN (-5.6%) = Low Quality Standard Definition Signal by Cable Provider (2021 lost antenna channel-currently looking at leasing options) and to educate public on livestream smart TV app. MCN has added 5 new programs to channel and is creating more content for 311app, Youtube, social media, website, & television. MCN will expand promotion efforts for public consumption of programming.
 - Level of Public Involvement in Public Decision-Making (-5.5%) = Reduction of Townhalls during Pandemic.
 - Traffic Flow of Major City Streets (-5.0%) = Survey conducted before implementation of 155 traffic signals (timed-coordinated-synchronized) city wide –complete May 2022. Traffic Operations will be working with Consultant to maintain proper timing plans to maximize efficiency along major corridors.

Action Plan (Continued)

- Notable Decreases in Satisfaction Since 2019:
 - Amount, Quality and Condition of Swimming Pools/Splash Pads (-4.9%)= Plan is for Parks to provide splash pads in all districts. Current splash pad projects at Palm View Community Center, Zinnia Park, and Pending McAllen Youth Baseball Complex and Curtis Park in FY22-23. Pools are over 30 years old, Parks has identified improvements and renovations. Municipal Pool improvements 2018-2022 including restroom remodel, replaster, heater replacement, and filtration system replacement. Cascade Pool renovations 2019-2020 including bath house, fixture, and ongoing-revitalization yearly with parking lot pending.

Action Plan (Continued)

- Notable Decreases in Satisfaction Since 2019:
 - City Efforts to Enforce Code Violations (-4.6%) = City adopted the McAllen Property Maintenance Code in February 2022 addressing previously unaddressed areas such as fence maintenance, insect infestation, garbage and rubbish, structural deterioration, and general appearance and upkeep.
 - Health & Code Enforcement plans to increase patrols in major thoroughfares, provide more services, provide more education, social media, and increase community outreach.
 - Building & Inspection plans to increase Community Outreach, streamline workflow, educate public on permits, train staff, education materials, and work toward voluntary compliance.
 - Fire Department building inspections and related enforcement are at full capacity since Pandemic.
 - Quality and accessibility of Municipal Court services (-4.5%) = Continue hybrid format Zoom/In-Person Hearings, and also offer defendants live stream for bench trials. Goal is to increase turnout, reduce warrants issued, and streamline resolution of citations. In addition improve municipal court website, live streamed hearings/arraignments, social media presence, PSA's hosted online, and host more Public Education & Outreach events for youth and university students.

Action Plan (Continued)

- Notable Decreases in Satisfaction Since 2019:
 - Transparency of City government (-4.5%) =Age Group from 18-34 feels disconnected (30%) dissatisfied with transparency.
 - Visibility of police in neighborhoods (-4.0%) =The McAllen Police Department will continue its crime control and crime prevention strategies and enhance our visibility in residential areas.

Action Plan (Continued)

- Other Items listed in Community Survey:
 - **Quality of City's storm water runoff/storm water management system=P.W. will continue to clean/clear drainage system throughout year. Performance measures include 3,500 inlets cleaned per year, and 500 storm sewer manholes cleaned per year. Engineering will continue assessing areas for Satisfaction from survey.**
 - **Cleaning of City Streets=P.W. will continue street sweeping with 4 Cycles for Residential and 6 Cycles for Arterial Road R.O.W. per year. P.W. will meet additional request from public for street sweeping via 311 app. P.W. also plans to release street sweeping schedule via multiple media outlets.**

Action Plan (Continued)

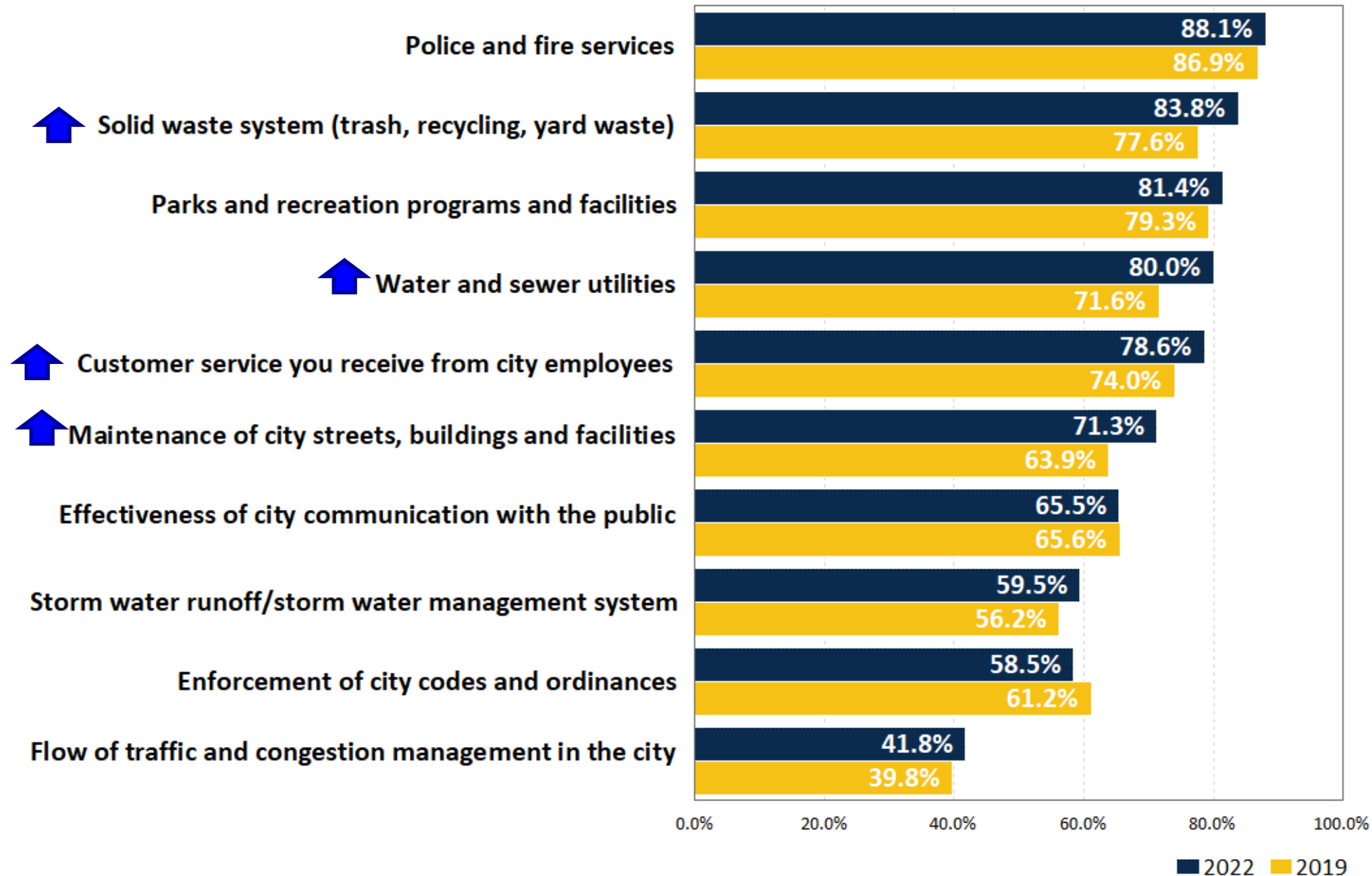
- **Other Items listed in Community Survey:**
 - **Alley Maintenance=P.W. will continue to work with Code Enforcement to enforce cleanliness of alleys. P.W. will continue to develop a multi-year maintenance plan/scoring method index (in-house assessments of pavement conditions in 2022) for alleys for paving, repairing, and fixing potholes.**
 - **Trash Collection & Neighborhood Cleanups=P.W. will continue to educate public on utilizing the newly expanded citizen drop-off area at Recycling Center for recyclables and municipal trash. In addition, P.W. will continue to educate public on trash collection schedule, pick up times, and additional trash bin fees. Code Enforcement will continue to educate customers on trash overflow. KMB-Project Clean Neighborhoods continues to schedule neighborhood cleanups throughout year.**

Action Plan (Continued)

- **Other Items listed in Community Survey:**
 - **Adequacy of Street Lighting=Traffic Operations** is working with City Commission on funding options, locations, and timeline for this multi-year project.
 - **Maintenance of City Streets=Engineering** will continue to assess areas for satisfaction from survey.
 - **Disaster Preparedness=Emergency Management** will update website to contain FEMA tools and other disaster recovery information for public. Emergency Management will also increase outreach and encourage enrollment in City's emergency notification system.
 - **Quality of Animal Control=City of McAllen** is looking at feasibility study for animal control facilities less reliant on external providers.

Q1. Please rate your overall satisfaction with major categories of services provided by McAllen

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



Significantly Increase ↑

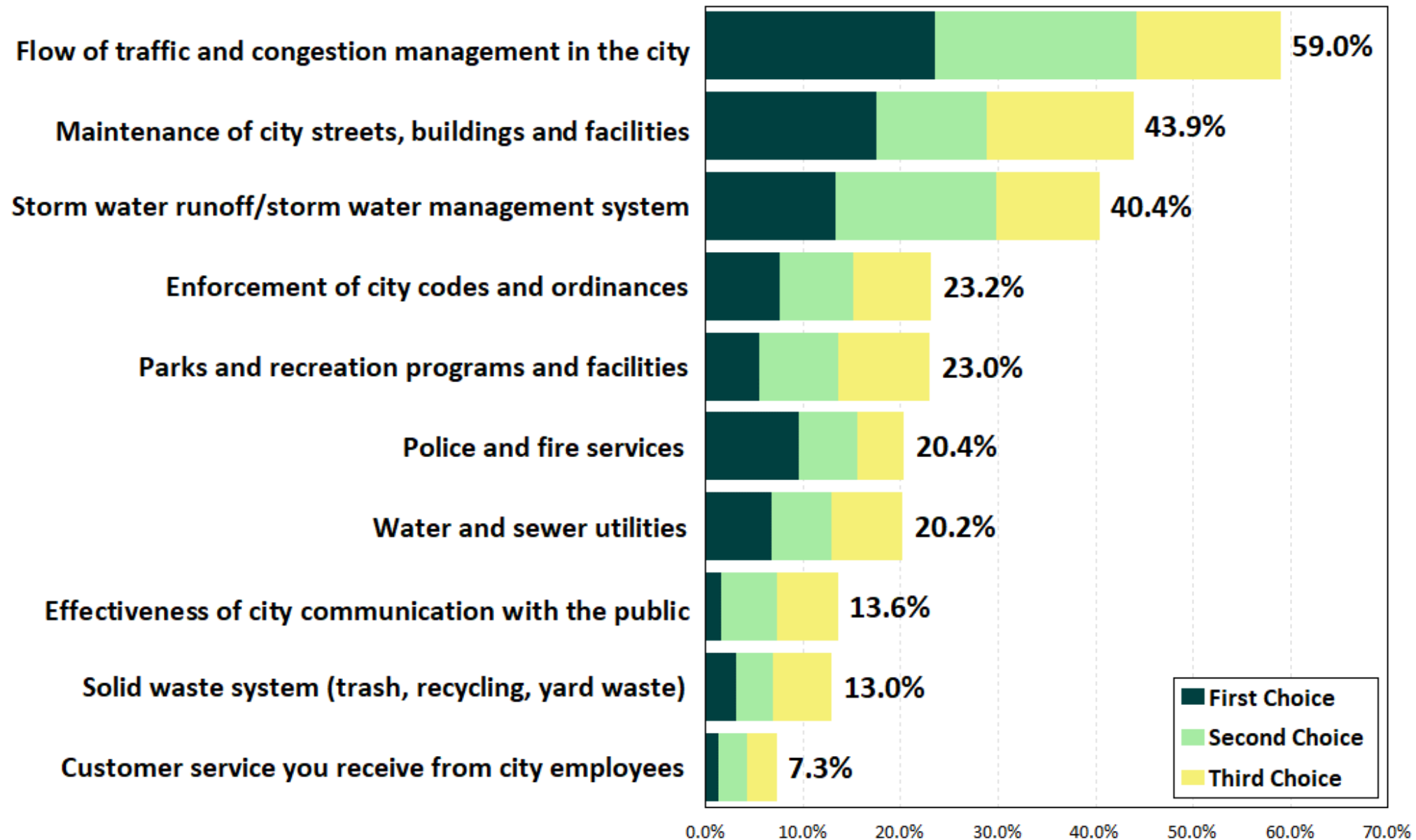
Significantly Decrease ↓

Major Finding #4

Top Priorities

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

by the sum percentage of respondents that selected the items as one of their top three choices



Importance-Satisfaction Analysis Ratings

2022 City of McAllen Citizen Satisfaction Survey

Major Categories of City Services

McAllen, Texas

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Overall flow of traffic and congestion management in the city	59.0%	1	41.8%	10	0.3432	1
High Priority (I-S = 0.10-0.20)						
Overall quality of the city's storm water runoff/storm water management system	40.4%	3	59.5%	8	0.1635	2
Overall maintenance of city streets, buildings and facilities	43.9%	2	71.3%	6	0.1259	3
Medium Priority (I-S < 0.10)						
Overall enforcement of city codes and ordinances	23.3%	4	58.5%	9	0.0965	4
Overall effectiveness of city communication with the public	13.6%	8	65.5%	7	0.0470	5
Overall quality of city parks and recreation programs/facilities	23.1%	5	81.4%	3	0.0429	6
Overall quality of city water and sewer utilities	20.3%	7	80.0%	4	0.0405	7
Overall quality of police and fire services	20.4%	6	88.1%	1	0.0243	8
Overall quality of the city's solid waste system (trash, recycling, yard waste)	13.0%	9	83.8%	2	0.0210	9

Overall Priorities

Importance-Satisfaction Analysis Ratings

2022 City of McAllen Citizen Satisfaction Survey

Maintenance Services

McAllen, Texas

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Traffic flow on major city streets	44.0%	1	40.4%	11	0.2624	1
High Priority (I-S = 0.10-0.20)						
Timing of traffic signals on city streets	30.2%	2	52.3%	10	0.1442	2
Medium Priority (I-S < 0.10)						
Pedestrian accessibility (The City's sidewalk	15.1%	6	55.3%	9	0.0676	3
Adequacy of city street lighting	16.3%	4	61.2%	7	0.0632	4
Condition of sidewalks in your neighborhood	12.5%	7	57.9%	8	0.0525	5
Condition of major city streets	18.9%	3	73.2%	2	0.0508	6
Condition of streets in your neighborhood	15.9%	5	72.6%	3	0.0437	7
Condition of landscaping along public streets	7.6%	9	68.6%	4	0.0240	8
Overall cleanliness of streets and public areas	7.6%	8	74.2%	1	0.0197	9
Condition of pavement markings on city streets	5.6%	10	67.8%	5	0.0182	10
Appearance and condition of city medians, right-of-ways and public areas	5.1%	11	67.6%	6	0.0167	11

Maintenance Priorities

2022 City of McAllen Citizen Satisfaction Survey

Public Safety Services

McAllen, Texas

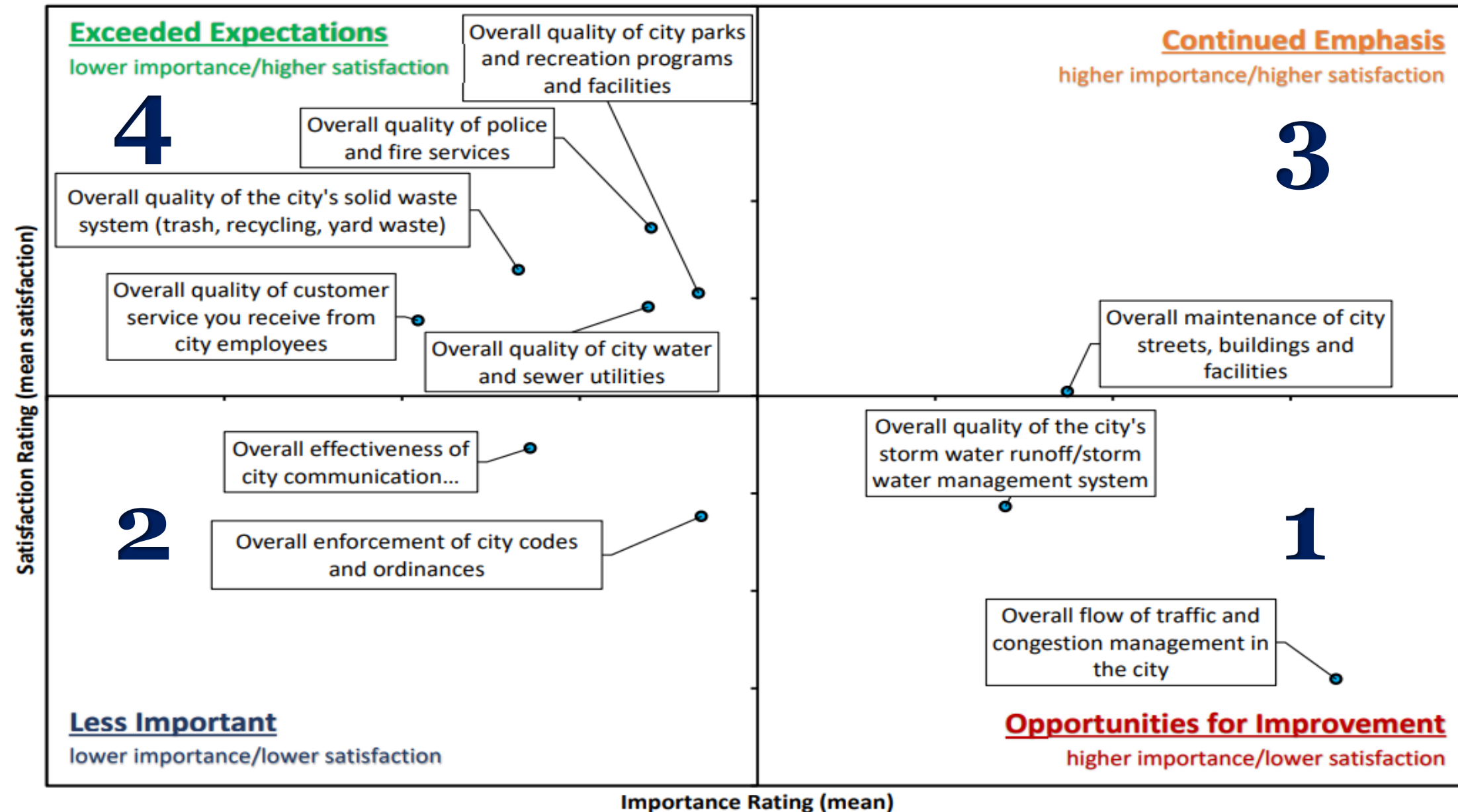
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (I-S = 0.10-0.20)						
Visibility of police in neighborhoods	38.3%	1	61.9%	15	0.1459	1
Medium Priority (I-S < 0.10)						
Disaster preparedness public education	19.9%	3	63.6%	13	0.0724	2
Efforts to prevent crime	23.6%	2	72.0%	8	0.0661	3
Quality of animal control services	14.8%	5	62.8%	14	0.0551	4
Enforcement of traffic laws	16.4%	4	66.6%	10	0.0548	5
Visibility of police in retail areas	10.6%	7	67.9%	9	0.0340	6
Police safety education programs	7.7%	9	55.9%	16	0.0340	7
Police response time	8.1%	8	75.2%	7	0.0201	8
Quality of police protection	14.1%	6	86.7%	2	0.0188	9
Quality of fire safety education programs	3.8%	10	65.8%	12	0.0130	10
Quality and accessibility of municipal court services (i.e. traffic, collection, fines)	3.2%	12	66.4%	11	0.0108	11
9-1-1 response time from first responders: ambulance, fire, police	3.7%	11	79.6%	5	0.0075	12
9-1-1 service provided by operators	2.3%	13	79.3%	6	0.0048	13
Quality of fire emergency medical services	2.0%	15	86.6%	3	0.0027	14
Quality of fire protection	2.0%	14	89.3%	1	0.0021	15
Fire personnel emergency response time	0.7%	16	83.8%	4	0.0011	16

Public Safety Priorities

2022 City of McAllen Citizen Satisfaction Survey

Major Categories of City Services

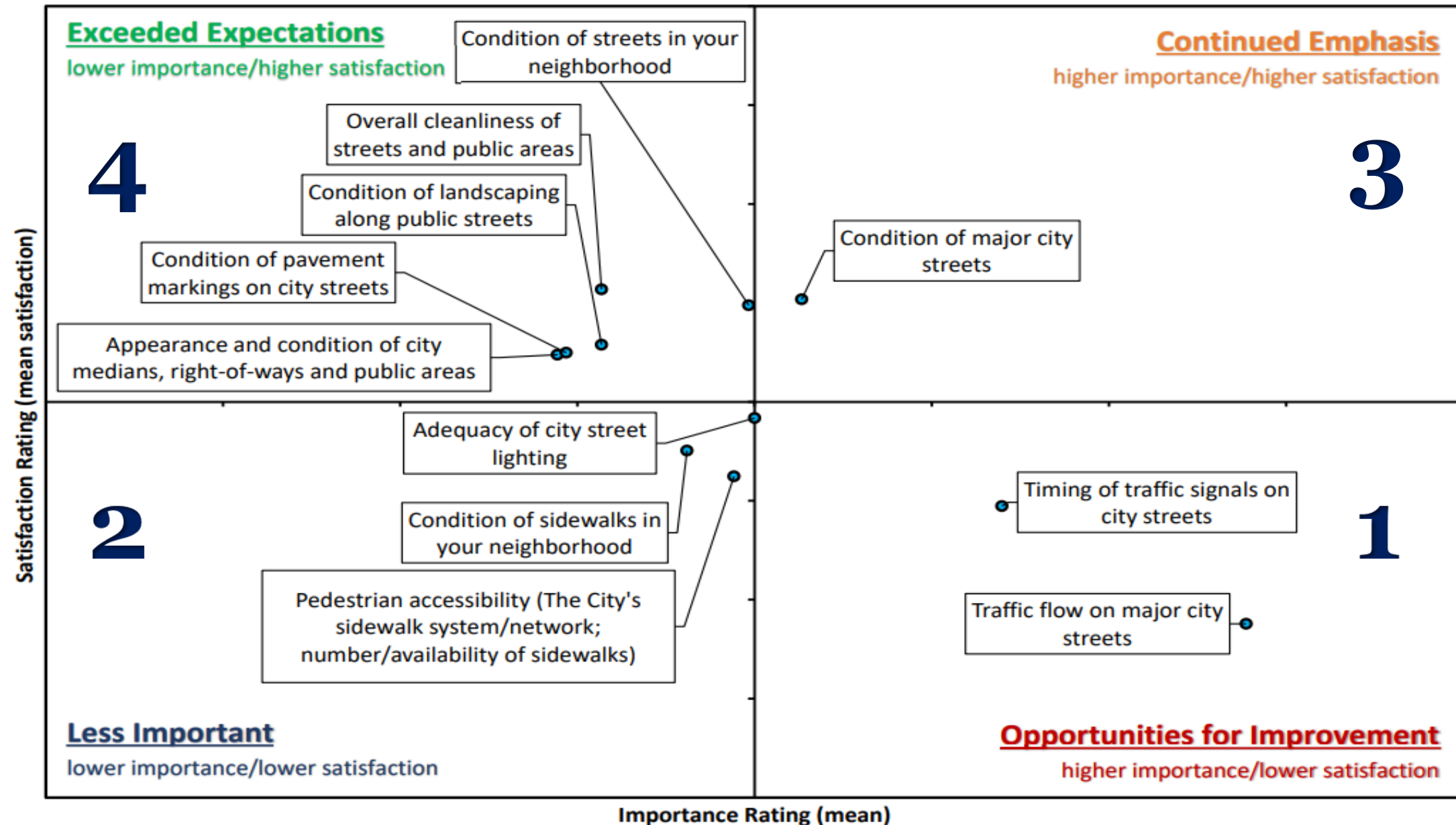
The points on the graph show deviations from the mean importance and satisfaction ratings given by respondents on the survey.



2022 City of McAllen Citizen Satisfaction Survey

Maintenance Services

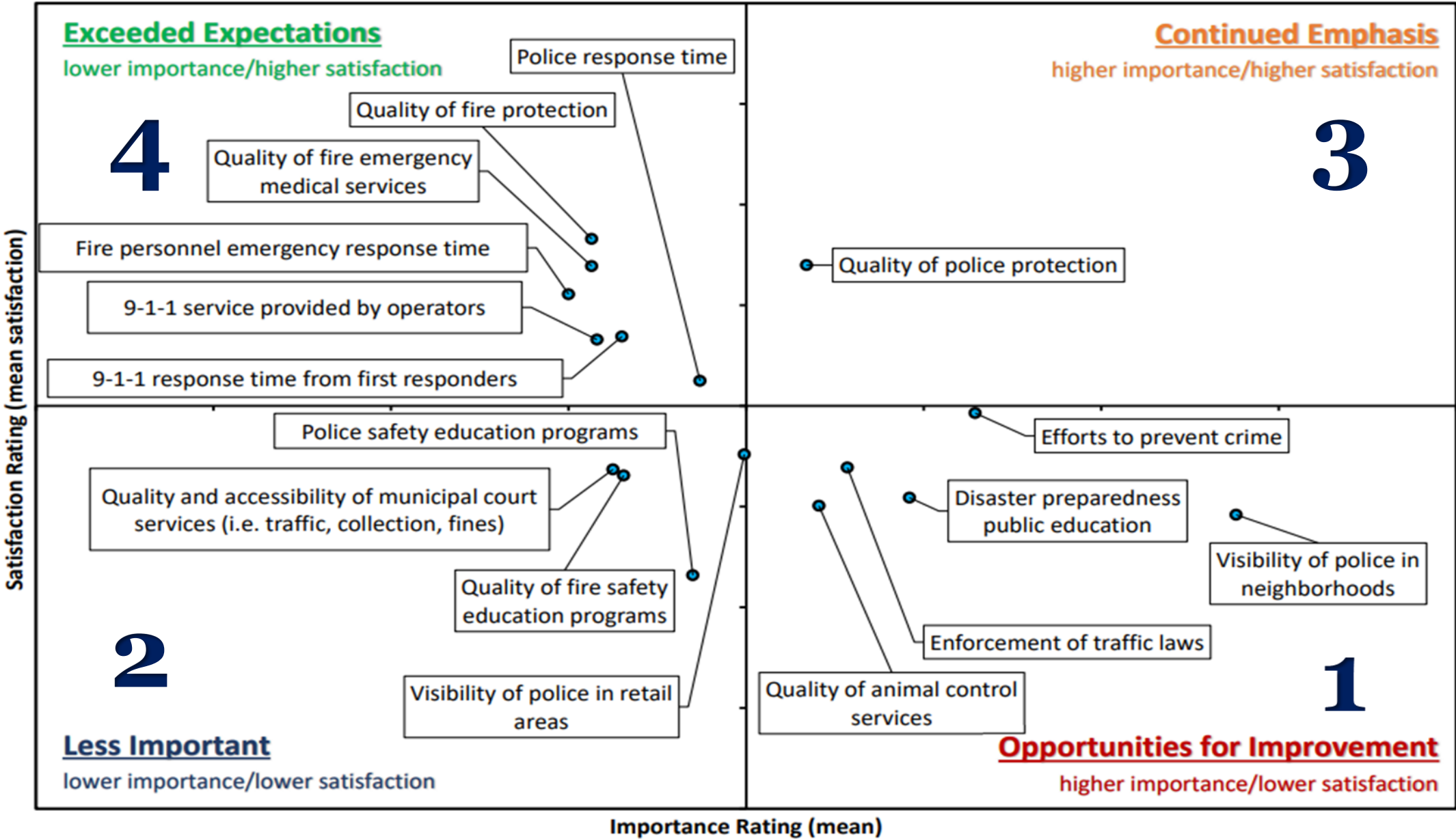
The points on the graph show deviations from the mean importance and satisfaction ratings given by respondents on the survey.



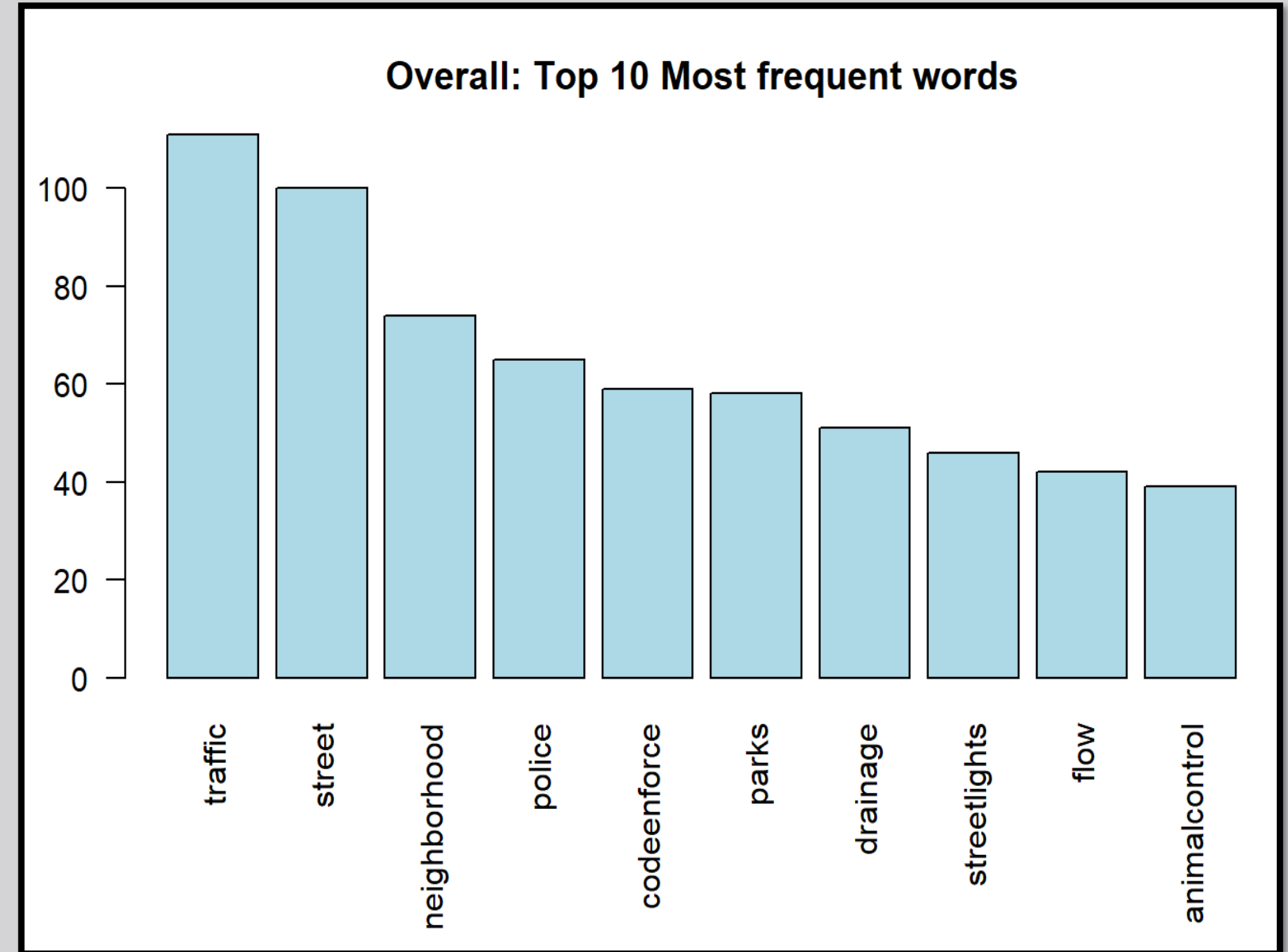
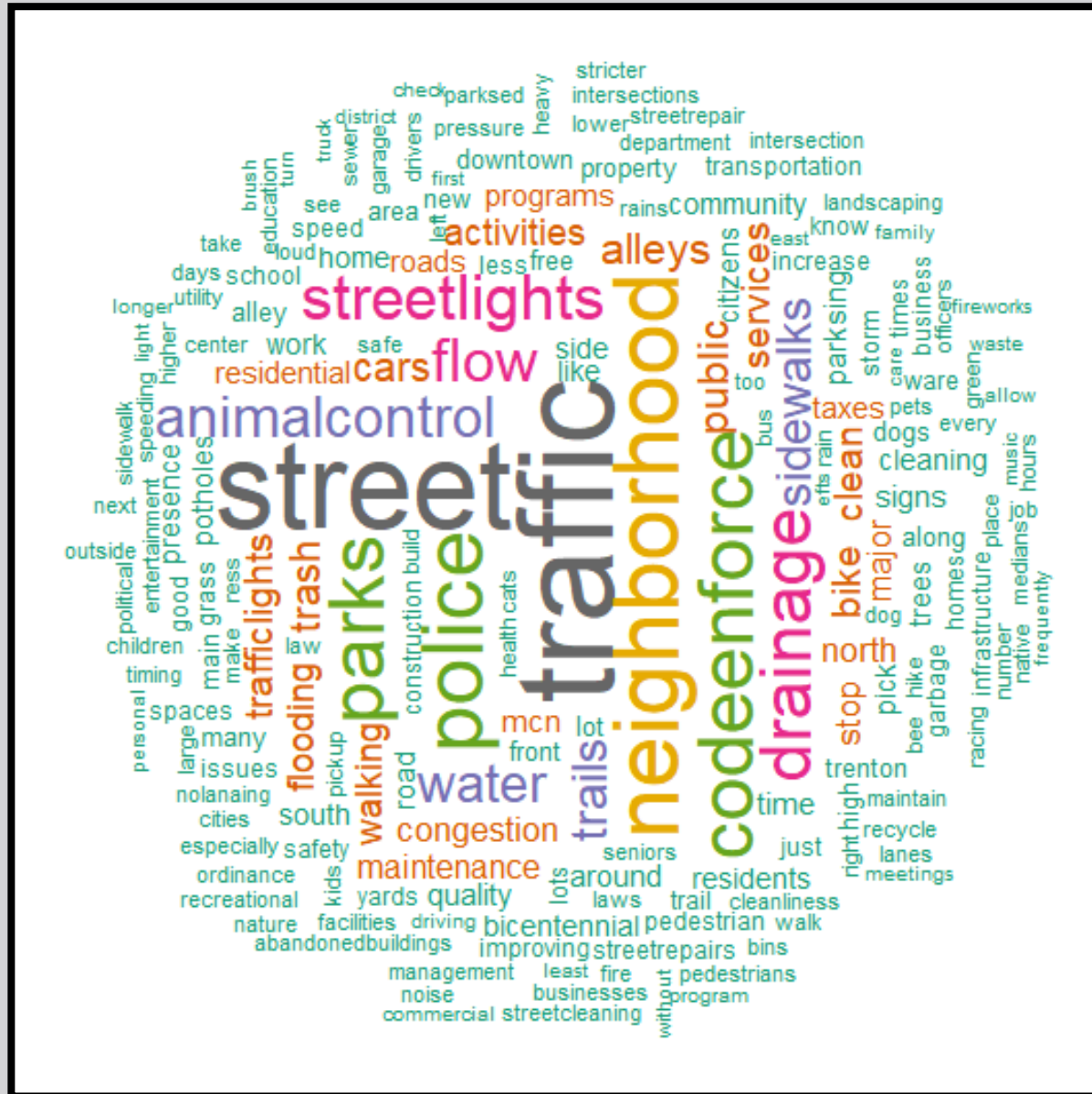
2022 City of McAllen Citizen Satisfaction Survey

Public Safety Services

The points on the graph show deviations from the mean importance and satisfaction ratings given by respondents on the survey.



Citizen Survey 2022: Overall write-in recommendations or suggestions to the City for future consideration.



Citizen Survey 2022: Top 10 Words Explored

1. **Traffic-Congestion, flow, and enforce traffic laws in residential.**
2. **Street-Sweeping in residential, upkeep quality, speed bumps, Signage in residential, widening of streets, and markings on streets.**
3. **Neighborhood- (Cleanliness/Safety/Drainage) Code Enforcement, Police patrolling, and alleviate flooded areas.**
4. **Police-(Neighborhood, Street, and Parks) more police officers, 17th Street, and education programs.**
5. **Code Enforcement—(Sanitary/Property Maintenance/Food Inspection/Public Health Training)-more code officers, property maintenance (Building), Restaurant Inspections, and Public Health Education.**
6. **Parks-Improve for walking/biking, accessibility for disabled, lighting, more dog parks, more nature parks, cleanliness, and more public events.**
7. **Drainage-Improve infrastructure, improve on main roads, alleyways, and storm runoff.**
8. **Streetlights-residential neighborhood areas, safe well-lit city, updated lighting system.**
9. **Flow (related to traffic management)-medians in major streets.**
10. **Animal Control-more animal control officers and higher fine and stricter enforcement for animal neglect/cruelty.**

Summary

- **Residents Have a Very Positive Perception of McAllen**
 - **94% Are Satisfied with McAllen as a Place to Live**
 - **90% Are Satisfied with McAllen as a Place to Raise a Family**
- **Satisfaction in City Services Is Much Higher in McAllen than National Average**
 - **McAllen Rated Above the U.S. Average in 63 of 71 Areas**
- **McAllen Is Moving in the Right Direction**
 - **Satisfaction Ratings Have Increased in 55 of 89 Areas Since 2019**
- **Top Overall Priorities:**
 - **Traffic Flow and Congestion**
 - **Stormwater Management System**
 - **Maintenance of City Streets, buildings and facilities**

Questions?

Presentation Date: 07/25/2022

**Presentation By: Cesar N. Rodriguez, CPM
Director of Strategy Management,
City of McAllen, TX**



2022 CITIZEN SATISFACTION SURVEY

Findings Report

Prepared By
ETC INSTITUTE
OLATHE, KANSAS

Presented To The
CITY OF MCALLEN,
TEXAS

MAY 2022



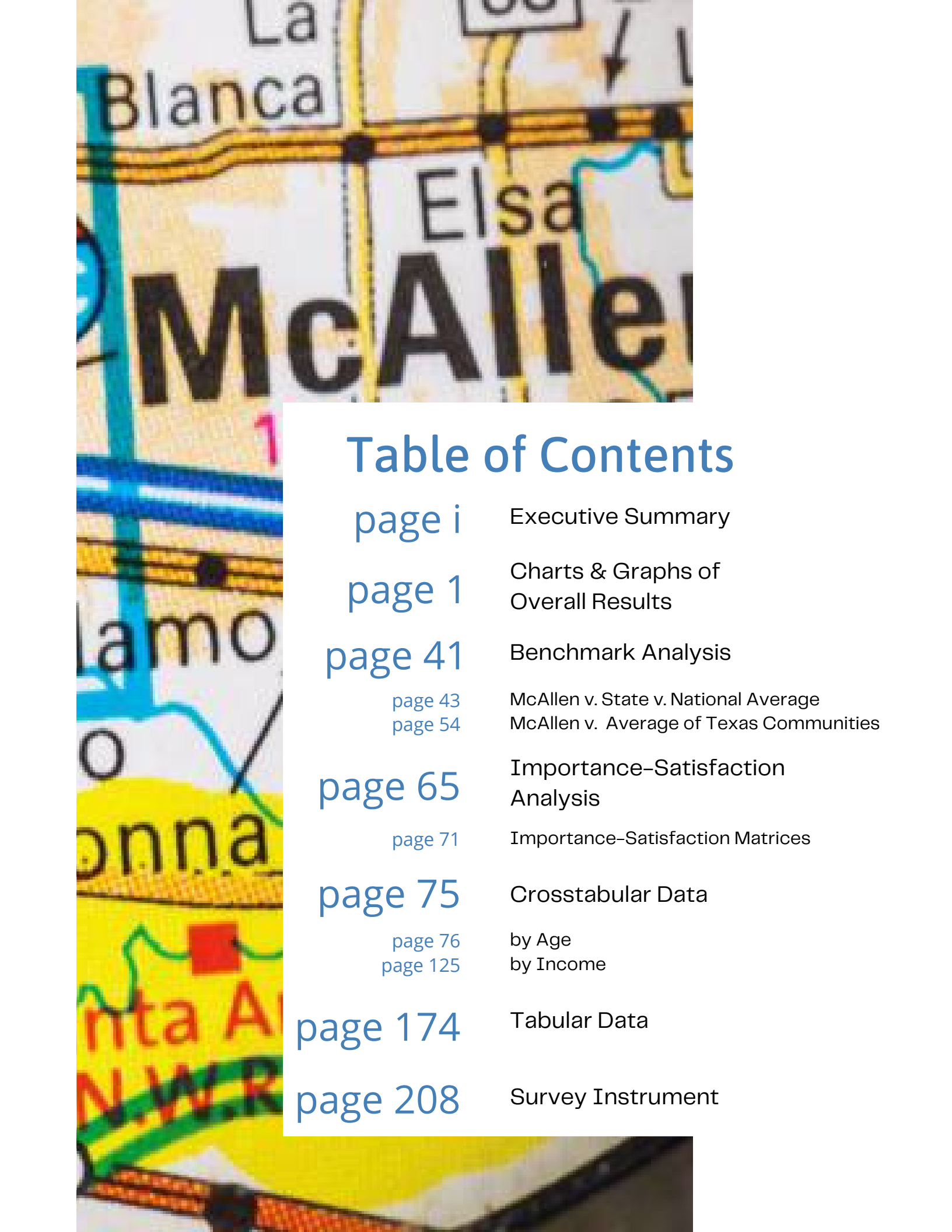


Table of Contents

page i

Executive Summary

page 1

Charts & Graphs of
Overall Results

page 41

Benchmark Analysis

page 43
page 54

McAllen v. State v. National Average
McAllen v. Average of Texas Communities

page 65

Importance-Satisfaction
Analysis

page 71

Importance-Satisfaction Matrices

page 75

Crosstabular Data

page 76
page 125

by Age
by Income

page 174

Tabular Data

page 208

Survey Instrument

Section 1: Executive Summary

Purpose & Methodology

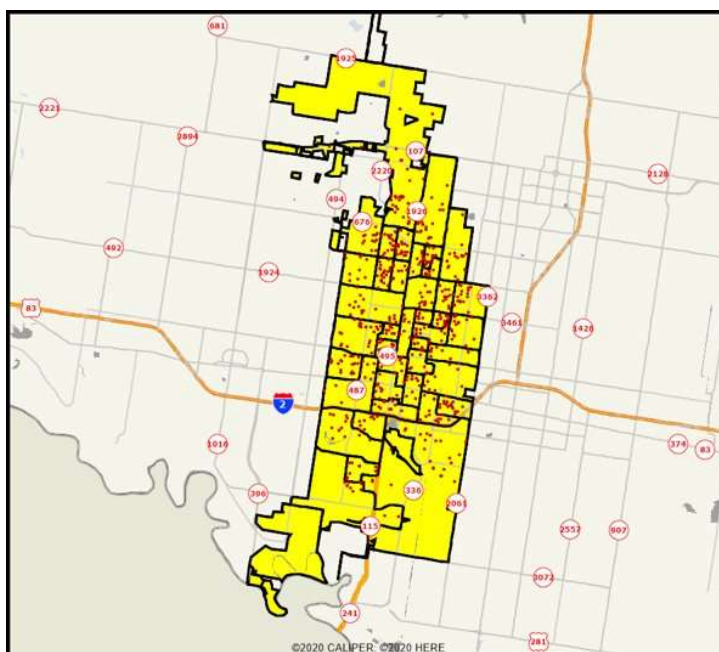
Purpose

ETC Institute administered a community survey to residents of the City of McAllen, TX. The purpose of this survey was to gather information on residents' level of satisfaction with City services and to gather opinions about other topics. Information received will be used to help leaders know where they are doing well and where they can improve. Data from the survey will help these leaders to make certain they are making decisions that align to the needs of the residents and prioritizing services that will positively impact the community.

Methodology

The survey instrument, cover letter, and postage paid return envelope were mailed to a random sample of households in the City. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online.

Once households received the survey in the mail, ETC Institute sent emails/text messages to households in the sample to encourage participation. The emails/texts contained a link to the online version of the survey to make it easy for residents to complete. To prevent people who were not residents of the City from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted. The GIS map below shows the City boundaries and the red dots represent completed surveys.



The goal was to obtain 600 surveys and this goal was exceeded with a total of 602 completed surveys. The overall response for the sample of 602 completed surveys have a precision of at least $\pm 3.9\%$ at the 95% level of confidence.

Overview of the Findings Report

This report contains:

- An executive summary of the survey purpose, methodology, and major findings
- Charts and graphs showing the overall results
- Trend analysis charts and graphs showing the 2022 results compared to the City's 2019 results
- Benchmark analysis charts and graphs showing how the City compares to other communities in Texas and nationally
- Importance-satisfaction analysis tables showing priorities based on resident satisfaction and level of importance for service items
- Frequency tables that show the results for each question on the survey
- A copy of the cover letter and survey instrument

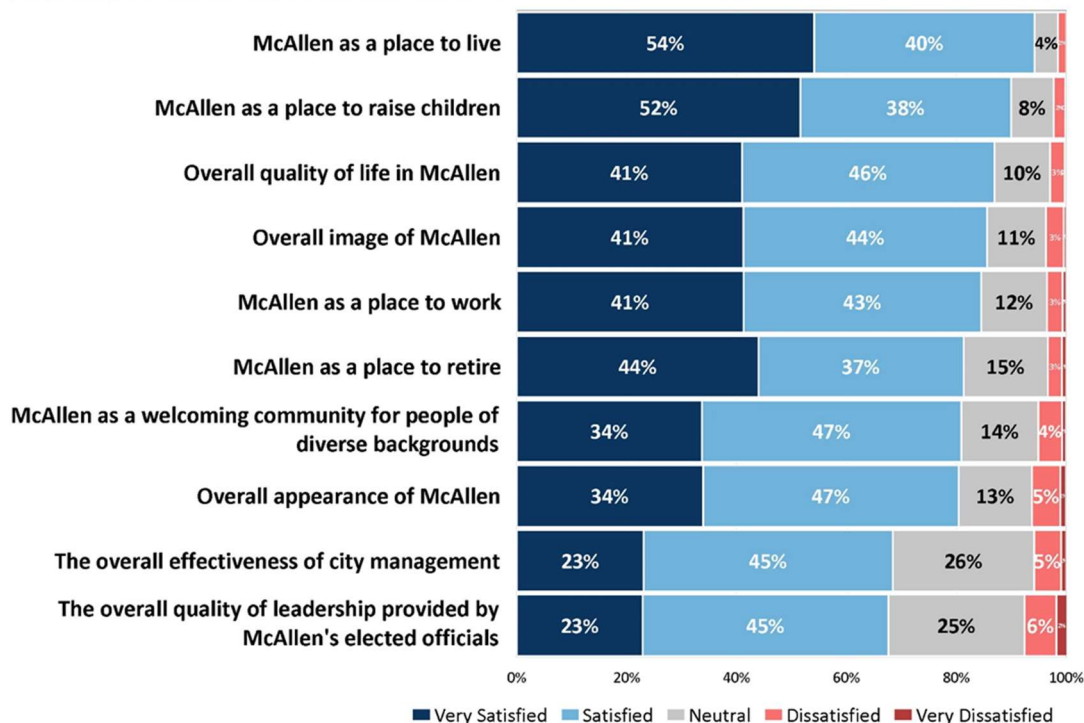
Major Findings

Most residents are satisfied with the McAllen as a place to live, raise children, and their overall quality of life in the city.

- Residents were asked various questions regarding their level of satisfaction with perceptions of the City. The perceptions with the highest ratings (sum percentage of *very satisfied* and *satisfied* responses) of satisfaction were:
 - McAllen as a place to live (94.2%)
 - McAllen as a place to raise children (89.9%)
 - Overall quality of life in McAllen (86.9%)
- Since 2019, all perception items analyzed increased in satisfaction and six of the ten had a significant increase of at least 3.9%. The perception items that had the highest ratings of satisfaction were:
 - The overall quality of leadership provided by McAllen's elected officials (60.8% to 67.6%; +6.8%)
 - McAllen as a place to work (78.2% to 84.5%; +6.3%)
 - McAllen as a place to live (89.8% to 94.2%; +4.4%)
 - McAllen as a place to raise children (85.9% to 89.9%; +4.0%)
 - McAllen as a place to retire (77.3% to 81.3%; +4.0%)
 - The overall effectiveness of city management (64.5% to 68.4%; +3.9%)

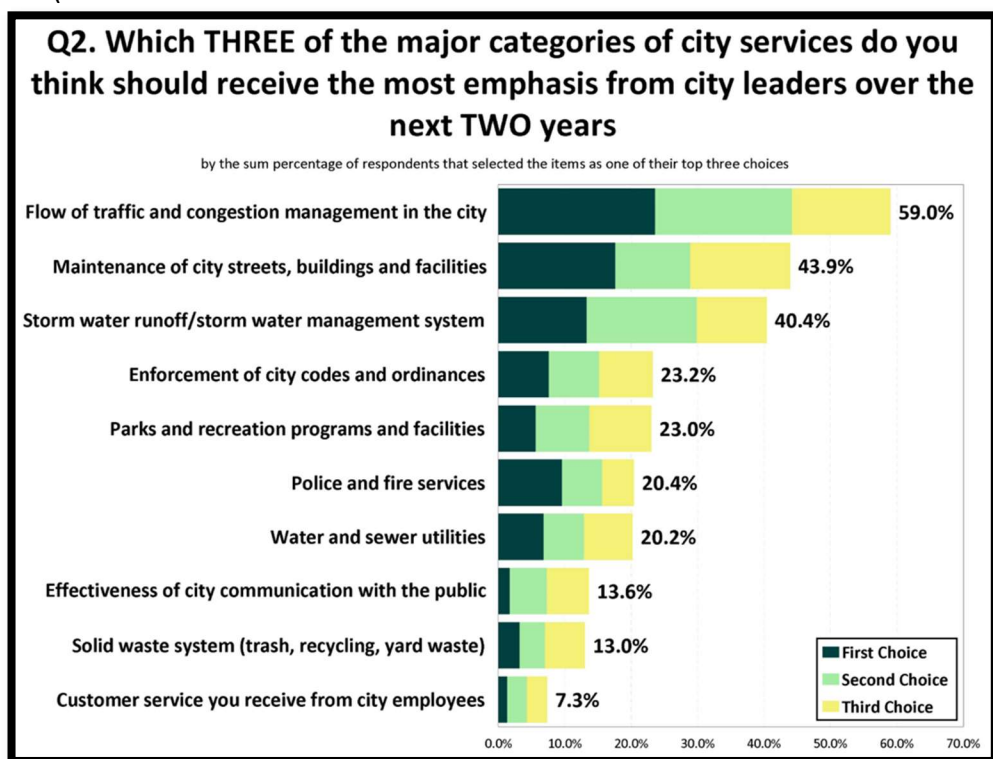
Q3. Please rate your satisfaction with each of the following items that may influence your perception of McAllen

by the percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



The top three major categories of city services that residents think should receive the most emphasis from city leaders, over the next two years, are the flow of traffic and congestion management in the city, the maintenance of city streets, buildings, and facilities, and the stormwater runoff/stormwater management system.

- Residents were asked to rate their level of satisfaction with major categories of city services. The top three services that received the highest satisfaction ratings were:
 - The overall quality of police and fire services (88.1%)
 - The overall quality of the city's solid waste system (83.8%)
 - The overall quality of city parks and recreation programs and facilities (81.4%)
- The bottom three services that received the lowest satisfaction ratings were:
 - The overall quality of the city's stormwater runoff/stormwater management system (59.5%)
 - The overall enforcement of city codes and ordinances (58.5%)
 - The overall flow of traffic and congestion management in the city (



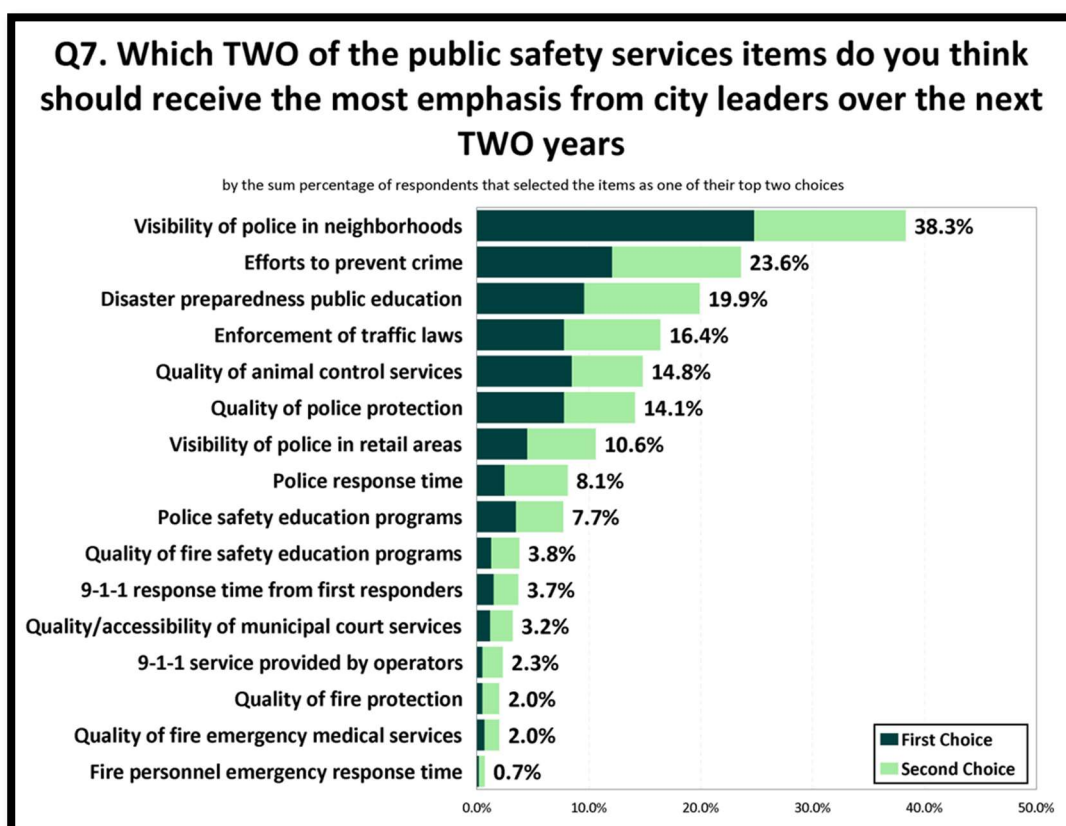
- Residents were asked to select the three major categories of city services that they think should receive the most emphasis over the next two years (see graph on the previous page). The top three major categories that received the highest percentages of responses from residents are listed below.
 - Flow of traffic and congestion management in the city (59.0%)
 - Maintenance of city streets, buildings, and facilities (43.9%)
 - Stormwater runoff/stormwater management system (40.4%)
- The majority (59.2%) of residents are either *very satisfied* or *satisfied* with the quality of drainage infrastructure; 19.7% are neither satisfied or dissatisfied and 21.2% are either *dissatisfied* or *very dissatisfied*.
- Eighty percent (79.6%) of residents indicated that they do experience standing water or ponding in their neighborhood (13.3% *every time it rains*, 24.4% *sometimes if it has been raining frequently*, or 41.9% *rarely – only if it is a major storm event*).
- The majority of residents are most satisfied with the following code enforcement items:
 - Cleanliness in their neighborhood (66.7%)
 - Clean-up of debris/litter (61.1%)
- Residents are least satisfied with the enforcement of parking on grass in front yards (39.5%), the enforcement of weedy lots, abandoned vehicles, and graffiti (38.7%), and efforts to remove dilapidated structures (36.4%).

The top two city maintenance services that residents think should receive the most emphasis from city leaders over the next two years are the traffic flow on major city streets and the timing of traffic signals on city streets.

- Seven out of ten residents are satisfied with the overall cleanliness of streets and public areas (74.2%), the condition of major city streets (73.2%), and the condition of streets in their neighborhood (72.6%). Residents are the least satisfied with pedestrian accessibility (the city's sidewalk system/network; number/availability of sidewalks) (55.3%), timing of traffic signals on city streets (52.3%), and traffic flow on major city streets (40.4%).
- The city maintenance services that residents think should receive the most emphasis from city leaders, over the next two years, are traffic flow on major city streets (44.0%) and timing of traffic signals on city streets (30.2%).

The top two public safety services that residents think should receive the most emphasis from city leaders over the next two years are the visibility of police in neighborhoods and the city's efforts to prevent crime.

- Most residents are satisfied with the quality of fire protection (89.3%), the quality of police protection (86.7%), the quality of fire emergency medical services (86.6%), and fire personnel emergency response time (83.8%).
- Most residents indicated they feel either *very safe* or *safe* in the following situations in the city:
 - In their neighborhood during the day (94.3%)
 - Overall in McAllen (83.5%)
 - In their neighborhood at night (77.3%)
 - In commercial and retail areas (73.4%)
- The public safety services that residents think should receive the most emphasis from city leaders, over the next two years, are the visibility of police in neighborhoods (38.3%) and the city's efforts to prevent crime (23.6%).



Additional Findings

- Almost all residents are satisfied with the quality of residential garbage collection (90.7%) and curbside recycling services (86.3%).
- Most residents are satisfied with the quality of wastewater services provided by the city (80.5%).
- The majority of residents are satisfied with all parks and recreation services analyzed on the survey. The top three parks and recreation items that received the highest satisfaction ratings were:
 - The quality of city parks (80.8%)
 - Quality of walking and biking trails (74.0%)
 - Number and location of city parks (71.6%)
- Forty-four percent (43.9%) of residents indicated they had called or visited the City with a question, problem, or complaint during the past year. Of these residents, the majority contacted the City by phone (McAllen 311) and three-quarters (74.6%) indicated it was either *very easy* or *somewhat easy* to address their issue.
- Over two-thirds of residents (64.4%) are either *very satisfied* or *satisfied* with the quality of the City's website.
- The top five sources of information are used by the highest percentage of residents as their primary source for City issues, services, and events.
 - Television news programs (53.3%)
 - Word of mouth (friends/neighbors) (36.0%)
 - Local newspaper (33.7%)
 - Social media (33.1%)
 - City website (29.9%)

Trend Analysis

Eighty-nine services were analyzed that could be compared to the 2019 results. Out of the 89 services, 55 services received a satisfaction rating (sum of *very satisfied* and *satisfied* responses) that either remained the same or increased. Twenty-four services out of the 55 services had notable increases of at least 3.9%.

The table below shows the notable (+/-3.9%) differences of services that were compared.

2022 City of McAllen Citizen Satisfaction Survey				
Trend Analysis: 2022 Survey Results vs. 2019 Survey Results				
Percentages represent the sum of %Very Satisfied and %Satisfied responses, unless denoted with an asterik (*). Percentages denoted with an asterik (*) represent the sum of %Very Safe and %Safe responses. Differences of +/-3.9 are considered notable differences.				
Type of Service	Service	2022	2019	Difference
Major Category of City Service	Overall quality of city water and sewer utilities	80.0%	71.6%	8.4%
Major Category of City Service	Overall maintenance of city streets, buildings and facilities	71.3%	63.9%	7.4%
Perception	The overall quality of leadership provided by McAllen's elected officials	67.6%	60.8%	6.8%
Code Enforcement Service	Cleanliness in your neighborhood	66.7%	60.2%	6.5%
Maintenance Service	Condition of streets in your neighborhood	72.6%	66.2%	6.4%
Perception	McAllen as a place to work	84.5%	78.2%	6.3%
Maintenance Service	Adequacy of city street lighting	61.2%	54.9%	6.3%
Major Category of City Service	Overall quality of the city's solid waste system (trash, recycling, yard waste)	83.8%	77.6%	6.2%
Parks & Recreation Service	Quality of city parks	80.8%	74.7%	6.1%
Public Works Service	Quality of wastewater services	80.5%	74.7%	5.8%
Public Safety Service	Quality of police protection	86.7%	81.6%	5.1%
Maintenance Service	Overall cleanliness of streets and public areas	74.2%	69.4%	4.8%
Feeling of Safety	In the City's parks, trails, and recreational areas*	65.8%	61.1%	4.7%
Major Category of City Service	Overall quality of customer service you receive from city employees	78.6%	74.0%	4.6%
Maintenance Service	Appearance and condition of city medians, right-of-ways and public areas	67.6%	63.0%	4.6%
Parks & Recreation Service	Quality of walking and biking trails	74.0%	69.4%	4.6%
Perception	McAllen as a place to live	94.2%	89.8%	4.4%
Residential/Neighborhood Service	Quality of residential curbside recycling services	86.3%	82.1%	4.2%
Maintenance Service	Condition of pavement markings on city streets	67.8%	63.7%	4.1%
Perception	McAllen as a place to raise children	89.9%	85.9%	4.0%
Public Safety Service	Quality of fire protection	89.3%	85.3%	4.0%
Perception	McAllen as a place to retire	81.3%	77.3%	4.0%
Feeling of Safety	Overall in the City*	83.5%	79.5%	4.0%
Perception	The overall effectiveness of city management	68.4%	64.5%	3.9%
Public Safety Service	Visibility of police in neighborhoods	61.9%	65.9%	-4.0%
Communication	Transparency of City government	44.7%	49.2%	-4.5%
Public Safety Service	Quality and accessibility of municipal court services (i.e. traffic, collection, fines)	66.4%	70.9%	-4.5%
Code Enforcement Service	City effort to enforce code violations	53.6%	58.2%	-4.6%
Residential/Neighborhood Service	Importance of Neighborhood Associations	50.9%	55.7%	-4.8%
Parks & Recreation Service	Amount, quality and condition of swimming pools and splash parks	50.6%	55.5%	-4.9%
Maintenance Service	Traffic flow on major city streets	40.4%	45.4%	-5.0%
Communication	Level of public involvement in local decision-making	43.1%	48.6%	-5.5%
Communication	City's station, MCN	52.5%	58.1%	-5.6%
Public Safety Service	Visibility of police in retail areas	67.9%	73.5%	-5.6%
Public Safety Service	Quality of fire safety education programs	65.8%	71.8%	-6.0%
Public Safety Service	Police safety education programs	55.9%	63.9%	-8.0%

n

The highest increases in satisfaction were:

- Overall quality of city water and sewer utilities (+8.4%)
- Overall maintenance of city streets, buildings, and facilities (+7.4%)
- The overall quality of leadership provided by McAllen's elected officials (+6.8%)
- Cleanliness in resident's neighborhood (+6.5%)
- Condition of streets in resident's neighborhood (+6.4%)
- McAllen as a place to work (+6.3%)
- Adequacy of city street lighting (+6.3%)
- Overall quality of the city's solid waste system (+6.2%)
- Quality of city parks (+6.1%)
- Quality of wastewater services (+5.8%)

The services that had the highest decreases in satisfaction were:

- Quality and accessibility of municipal court services (-4.5%)
- City efforts to enforce code violations (-4.6%)
- Importance of Neighborhood Associations (-4.8%)
- Amount, quality, and condition of swimming pools and splash parks (-4.9%)
- Traffic flow on major city streets (-5.0%)
- Level of public involvement in local decision-making (-5.5%)
- City's station, MCN (-5.6%)
- Visibility of police in retail areas (-5.6%)
- Quality of fire safety education programs (-6.0%)
- Police safety education programs (-8.0%)

Benchmark Analysis

Seventy-one services analyzed on the survey were compared to regional and national averages obtained on the most recent national survey conducted by ETC Institute in 2022. Out of the 71 services analyzed, the City of McAllen ranked above the average of Texas communities in 63 of the services and notably above 61 of the services. Out of the 71 services analyzed, the City of McAllen ranked above the national average in 63 of the services and notably above 57 of the services.

The table below shows the top ten services with the largest satisfaction rating difference between McAllen's results and the Texas Average. The table also shows the eight services that had a satisfaction rating below the Texas Average.

2022 City of McAllen Citizen Satisfaction Survey Benchmark Analysis: McAllen, TX & Texas Region Comparison of Results				
<i>Percentages represent the sum of %Very Satisfied and %Satisfied responses, unless denoted with an asterik (*). Percentages denoted with an asterik (*) represent the sum of %Very Safe and %Safe responses. Differences of +/-3.9 are considered notable differences.</i>				
Type of Service	Service	McAllen, TX	Texas Region Average	Difference
Perception	McAllen as a place to live	94.2%	44.9%	49.3%
Major Category of City Service	Overall quality of customer service you receive from city employees	78.6%	30.2%	48.4%
Major Category of City Service	Overall maintenance of city streets, buildings and facilities	71.3%	25.6%	45.7%
Perception	Overall image of McAllen	85.6%	43.4%	42.2%
Public Safety	Quality of police protection	86.7%	45.1%	41.6%
Major Category of City Service	Overall quality of city parks and recreation programs and facilities	81.4%	44.0%	37.4%
Major Category of City Service	Overall quality of the city's solid waste system (trash, recycling, yard waste)	83.8%	46.8%	37.0%
Major Category of City Service	Overall effectiveness of city communication with the public	65.5%	28.7%	36.8%
Perception	McAllen as a place to raise children	89.9%	54.9%	35.0%
Major Category of City Service	Overall quality of police and fire services	88.1%	53.2%	34.9%
Parks & Recreation Service	Amount, quality and condition of swimming pools and splash parks	50.6%	51.5%	-0.9%
Communication	City's station, MCN	52.5%	53.5%	-1.0%
Parks & Recreation Service	Quality of picnic, pavilion areas, playgrounds at city parks	67.5%	69.5%	-2.0%
Maintenance Service	Adequacy of city street lighting	61.2%	63.5%	-2.3%
Code Enforcement Service	Efforts to enforce exterior maintenance and upkeep of residential property	48.3%	57.0%	-8.7%
Code Enforcement Service	Enforcement of weedy lots, abandoned vehicles, graffiti	38.7%	54.3%	-15.6%
Maintenance Service	Timing of traffic signals on city streets	52.3%	69.8%	-17.5%
Feeling of Safety	Downtown after dark*	29.1%	56.1%	-27.0%

The top ten services that ranked above Texas' Average were:

- McAllen as a place to live (+49.3%)
- Overall quality of customer service residents receive from city employees (+48.4%)
- Overall maintenance of city streets, buildings, and facilities (+45.7%)
- Overall image of McAllen (+42.2%)
- Quality of police protection (+41.6%)
- Overall quality of city parks and recreation programs and facilities (+37.4%)
- Overall quality of the city's solid waste system (+37.0%)
- Overall effectiveness of city communication with the public (+36.8%)
- McAllen as a place to raise children (+35.0%)
- Overall quality of police and fire services (+34.9%)

The eight services that ranked below the Texas' Average were:

- Amount, quality, and condition of swimming pools and splash parks (-0.9%)
- City's station, MCN (-1.0%)
- Quality of picnic, pavilion areas, playgrounds at city parks (-2.0%)
- Adequacy of city street lighting (-2.3%)
- Efforts to enforce exterior maintenance and upkeep of residential property (-8.7%)
- Enforcement of weedy lots, abandoned vehicles, graffiti (-15.6%)
- Timing of traffic signals on city streets (-17.5%)
- Feeling of safety Downtown after dark (-27.0%)

The table below shows the top ten services with the largest satisfaction rating difference between McAllen's results and the National Average. The table also shows the eight services that had a satisfaction rating below the National Average.

2022 City of McAllen Citizen Satisfaction Survey Benchmark Analysis: McAllen, TX & National Average Comparison of Results <i>Percentages represent the sum of %Very Satisfied and %Satisfied responses, unless denoted with an asterik (*). Percentages denoted with an asterik (*) represent the sum of %Very Safe and %Safe responses. Differences of +/-3.9 are considered notable differences.</i>				
Type of Service	Service	McAllen, TX	National Average	Difference
Perception	McAllen as a place to live	94.2%	49.7%	44.5%
Major Category of City Service	Overall quality of customer service you receive from city employees	78.6%	40.6%	38.0%
Perception	McAllen as a welcoming community for people of diverse backgrounds	80.9%	47.1%	33.8%
Public Safety Service	Quality of police protection	86.7%	54.6%	32.1%
Major Category of City Service	Overall quality of city parks and recreation programs and facilities	81.4%	50.6%	30.8%
Perception	Overall image of McAllen	85.6%	55.0%	30.6%
Major Category of City Service	Overall maintenance of city streets, buildings and facilities	71.3%	41.4%	29.9%
Residential/Neighborhood Service	Quality of residential curbside recycling services	86.3%	56.6%	29.7%
Perception	McAllen as a place to retire	81.3%	51.7%	29.6%
Perception	The overall effectiveness of city management	68.4%	39.1%	29.3%
Parks & Recreation Service	Quality of adult sports programs	51.3%	52.4%	-1.1%
Parks & Recreation Service	Quality of picnic, pavilion areas, playgrounds at city parks	67.5%	70.0%	-2.5%
Parks & Recreation Service	Amount, quality and condition of swimming pools and splash parks	50.6%	55.1%	-4.5%
Major Category of City Service	Overall flow of traffic and congestion management in the city	41.8%	46.5%	-4.7%
Maintenance Service	Traffic flow on major city streets	40.4%	46.5%	-6.1%
Code Enforcement Service	Enforcement of weedy lots, abandoned vehicles, graffiti	38.7%	47.0%	-8.3%
Maintenance Service	Timing of traffic signals on city streets	52.3%	64.9%	-12.6%
Feeling of Safety	Downtown after dark*	29.1%	55.6%	-26.5%

The top ten services that ranked above National Average were:

- McAllen as a place to live (+44.5%)
- Overall quality of customer service residents receives from city employees (+38.0%)
- McAllen as a welcoming community for people of diverse backgrounds (+33.8%)
- Quality of police protection (+32.1%)
- Overall quality of city parks and recreation programs and facilities (+30.8%)
- Overall image of McAllen (+30.6%)
- Overall maintenance of city streets, buildings, and facilities (+29.9%)
- Quality of residential curbside recycling services (+29.7%)
- McAllen as a place to retire (+29.6%)
- The overall effectiveness of city management (+29.3%)

The eight services that ranked below the National Average were:

- Quality of adult sports programs (-1.1%)
- Quality of picnic, pavilion areas, and playgrounds at city parks (-2.5%)
- Amount, quality, and condition of swimming pools and splash parks (-4.5%)
- Overall flow of traffic and congestion management in the city (-4.7%)
- Traffic flow on major city streets (-6.1%)
- Enforcement of weedy lots, abandoned vehicles, graffiti (-8.3%)
- Timing of traffic signals on city streets (-12.6%)
- Feeling of safety Downtown after dark (-26.5%)

Conclusion

(Importance-Satisfaction Analysis)

To ensure the City continues to deliver high quality services to its residents, ETC Institute recommends the City emphasize the following areas.

Overall Priorities for the City by Major Categories of Services:

The first level of analysis reviewed the importance of and satisfaction with major City services. This analysis was conducted to help set the overall priorities for the City. The table below shows the Importance-Satisfaction Analysis for all major services analyzed. Based on the results of this analysis, the major services that are recommended as the top opportunity for improvement over the next two years, in order to raise the City's overall satisfaction rating is

- Overall flow of traffic and congestion management in the city
(IS Rating=0.3432)
- Overall quality of the city's stormwater runoff/stormwater management system (IS Rating=0.1635)
- Overall maintenance of city streets, buildings, and facilities
(IS Rating=0.1259)

<i>Category of Service</i>	Importance-Satisfaction (I-S) Rating
<i>Overall flow of traffic and congestion management in the city</i>	0.3432
<i>Overall quality of the city's storm water runoff/storm water management system</i>	0.1635
<i>Overall maintenance of city streets, buildings and facilities</i>	0.1259

Priorities for Specific Areas:

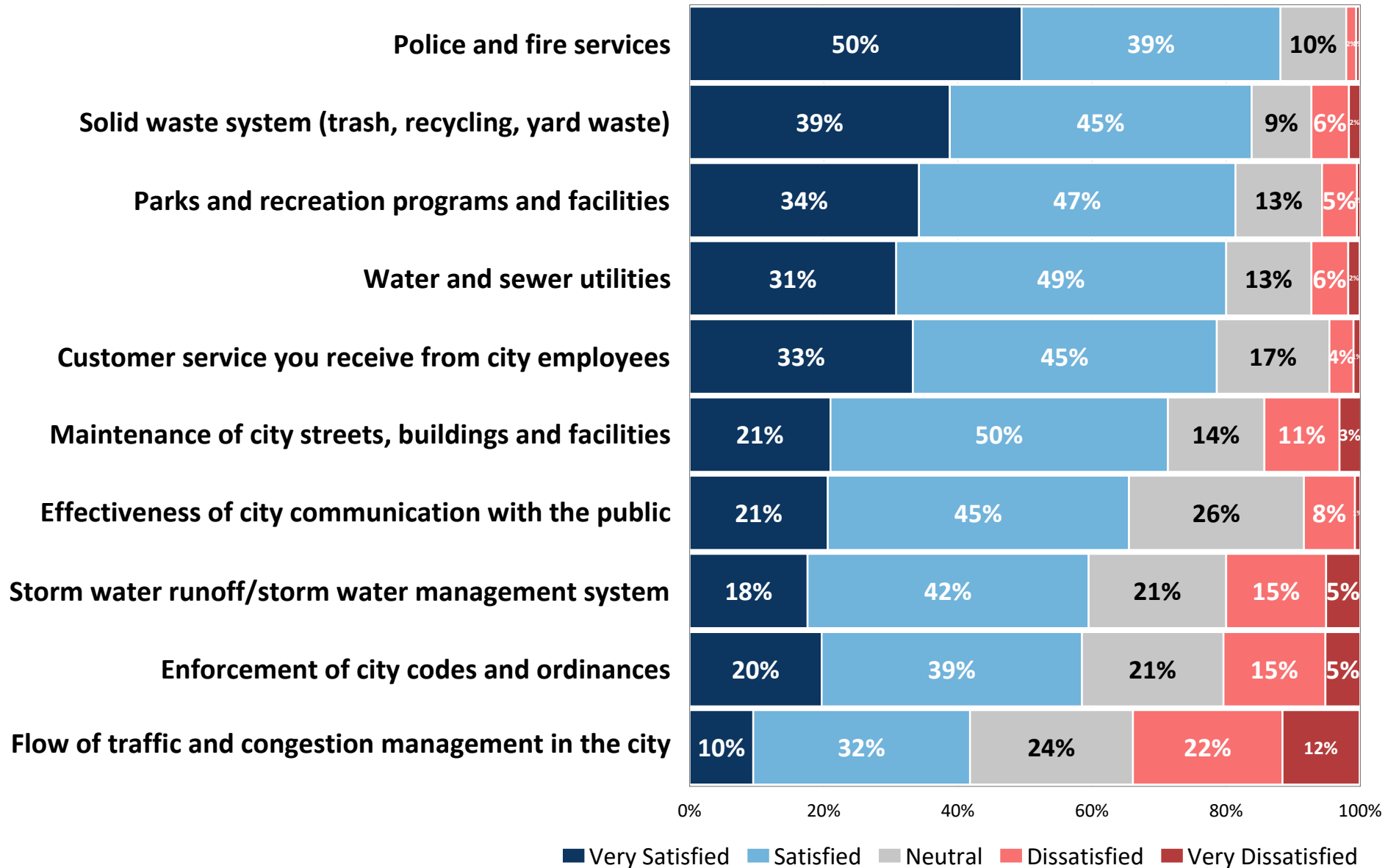
The second level of analysis reviewed the importance of and satisfaction with specific areas of services. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department over the next two years are listed below:

- City Maintenance: traffic flow on major city streets and timing of traffic signals on city streets
- Public Safety: visibility of police in neighborhoods

Section 2: Charts & Graphs of Overall Results

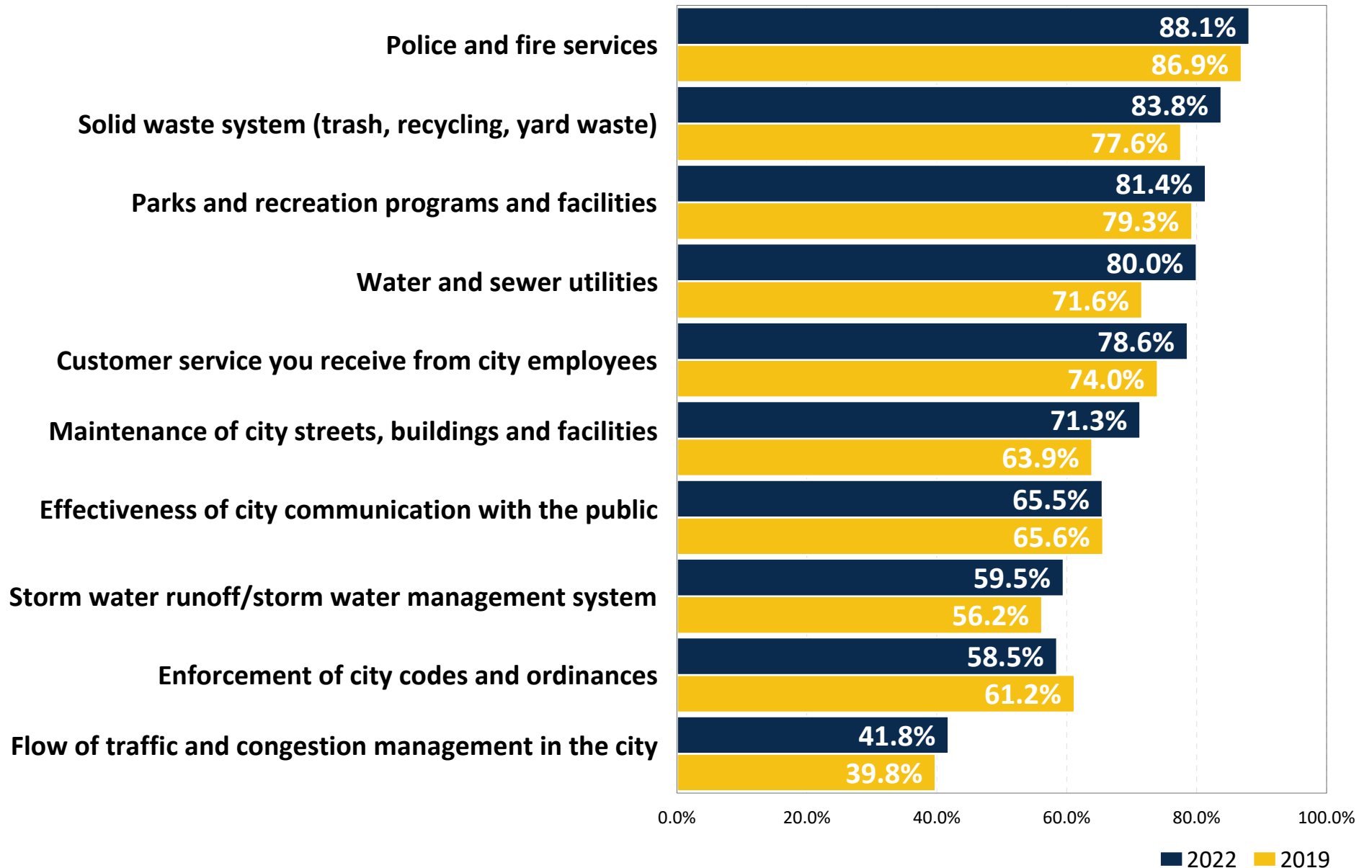
Q1. Level of satisfaction with major categories of services provided by the City of McAllen

by the percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



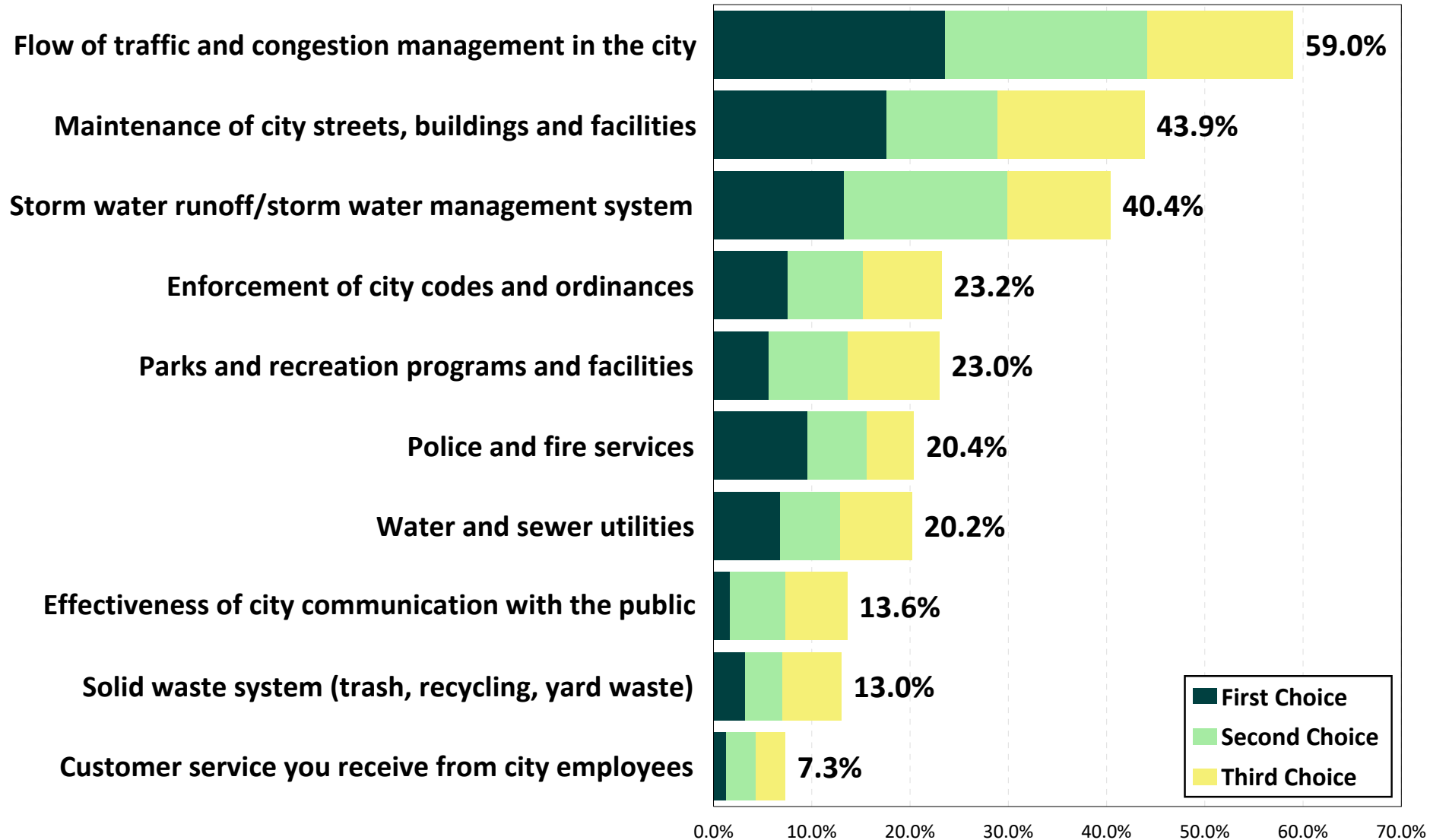
Q1. Please rate your overall satisfaction with major categories of services provided by McAllen

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



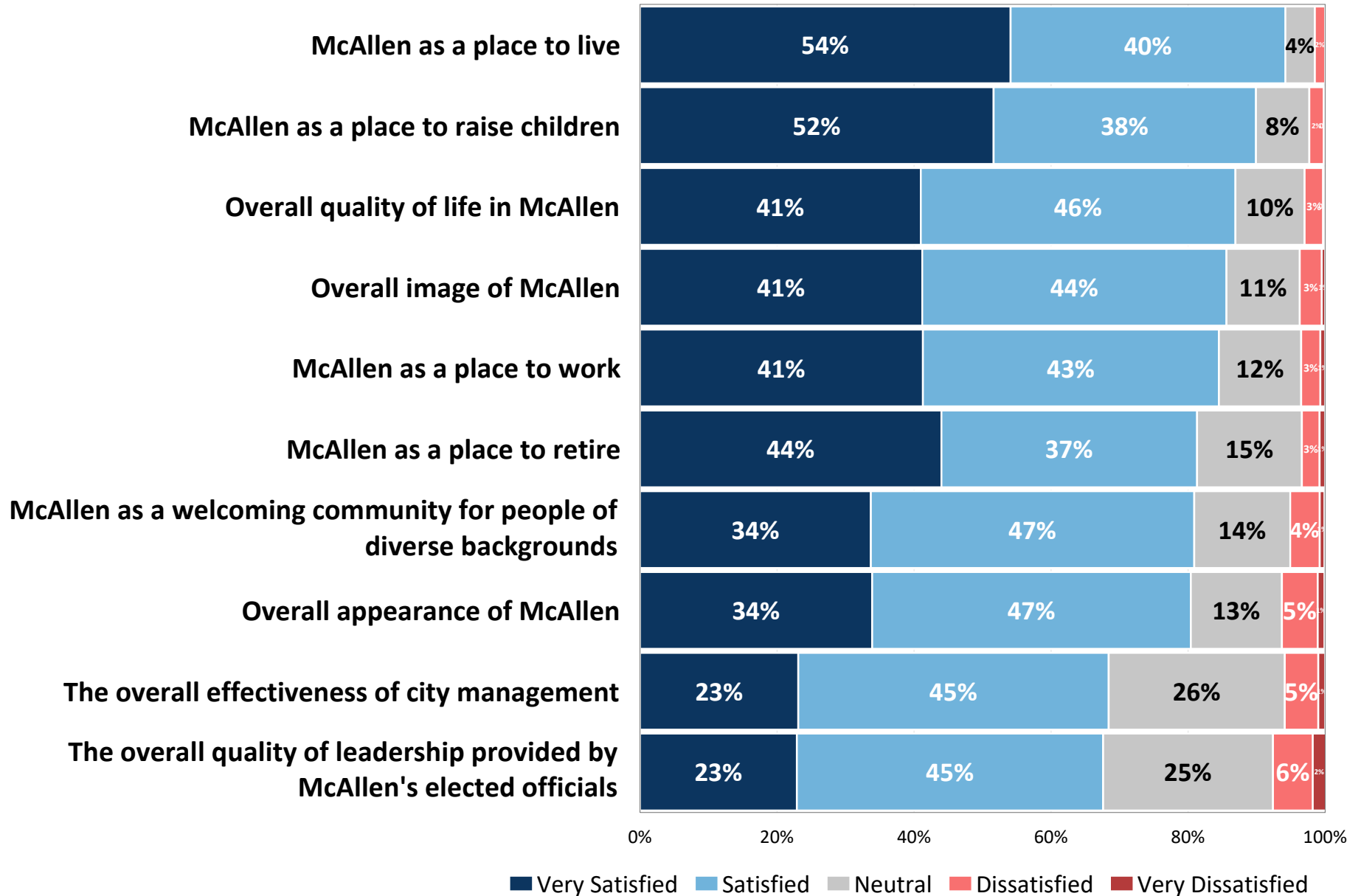
Q2. Which THREE of the major categories of city services do you think should receive the most emphasis from city leaders over the next TWO years

by the sum percentage of respondents that selected the items as one of their top three choices



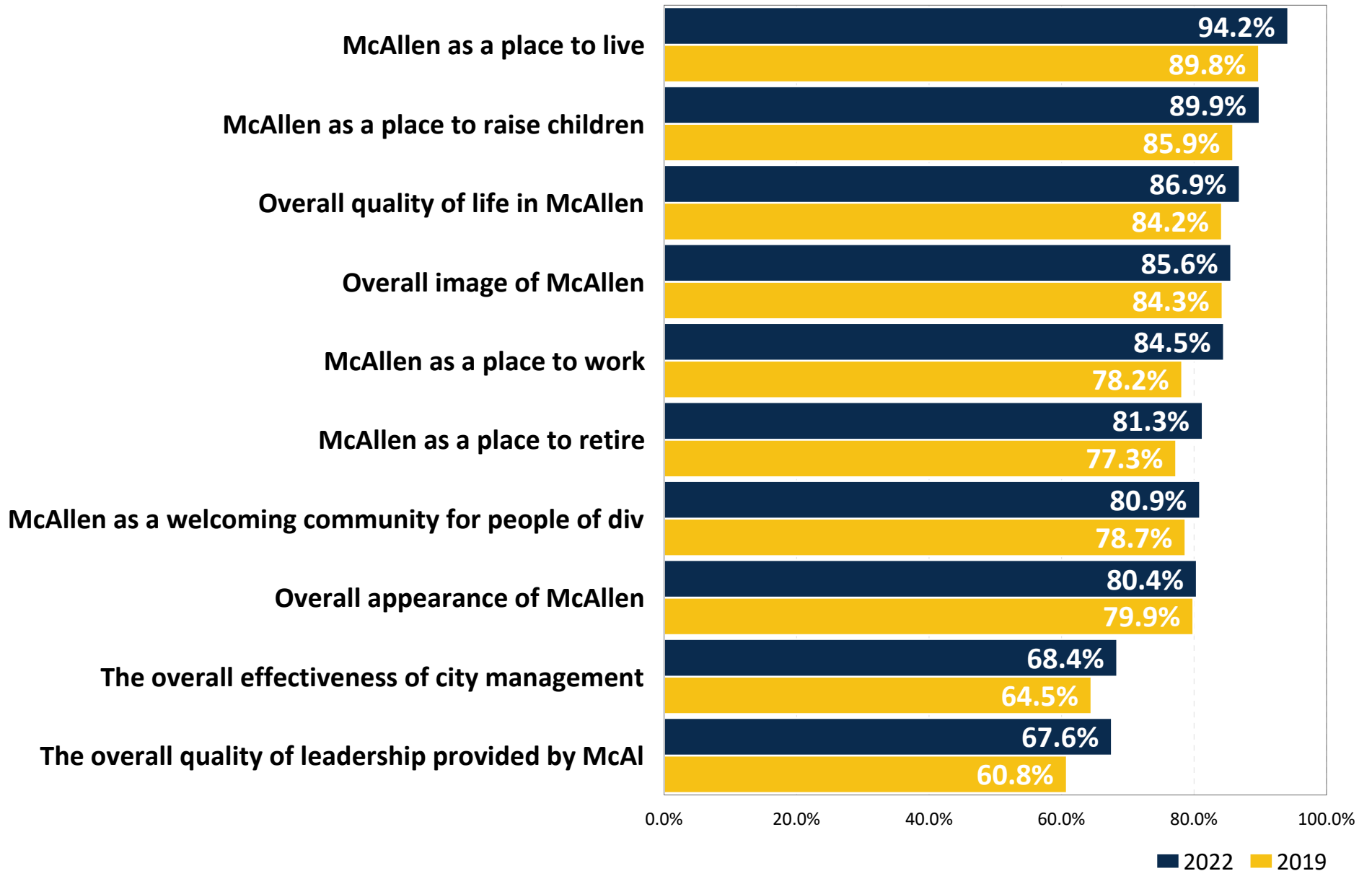
Q3. Please rate your satisfaction with each of the following items that may influence your perception of McAllen

by the percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



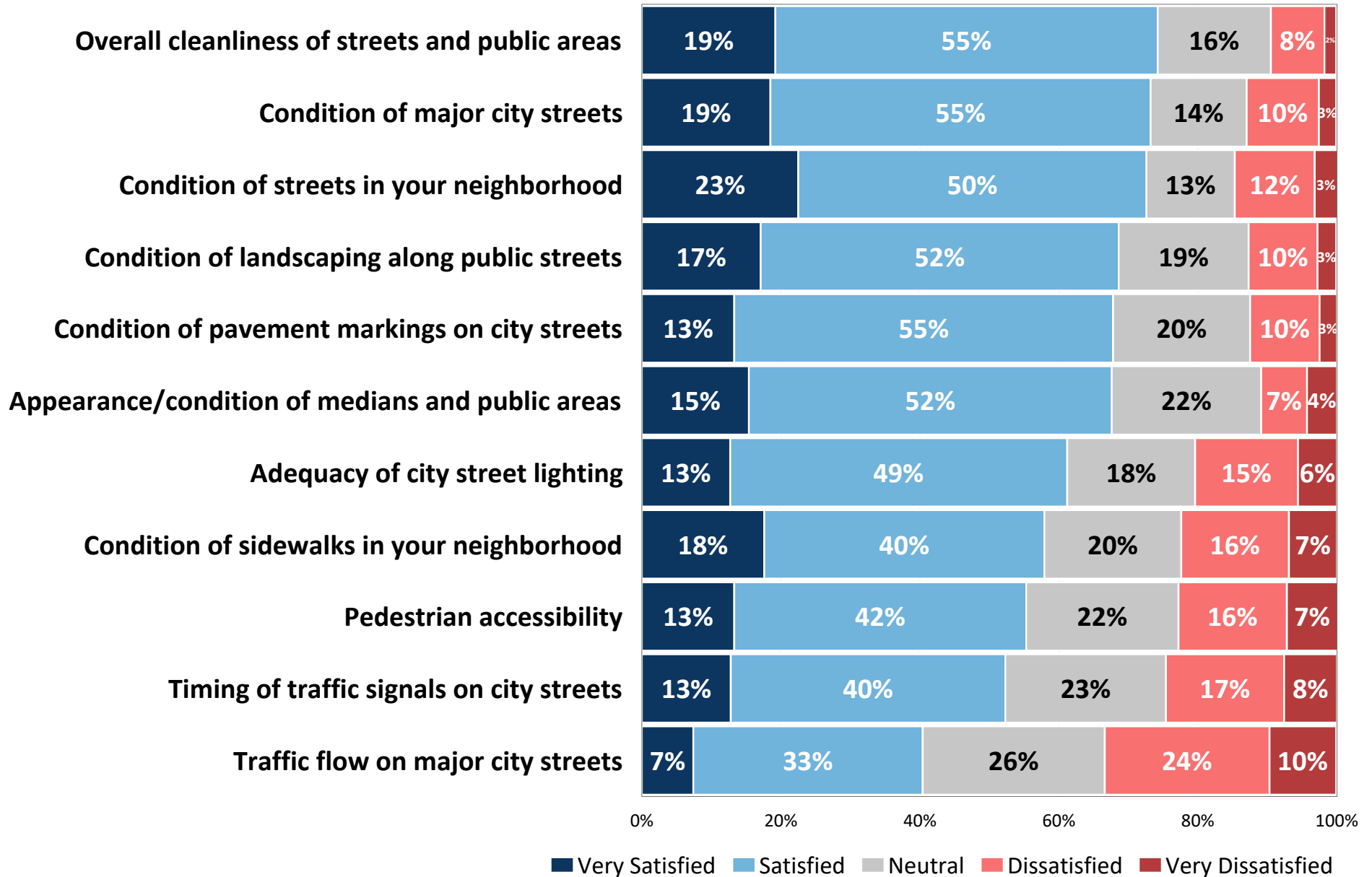
Q3. Please rate your satisfaction with each of the following items that may influence your perception of McAllen

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



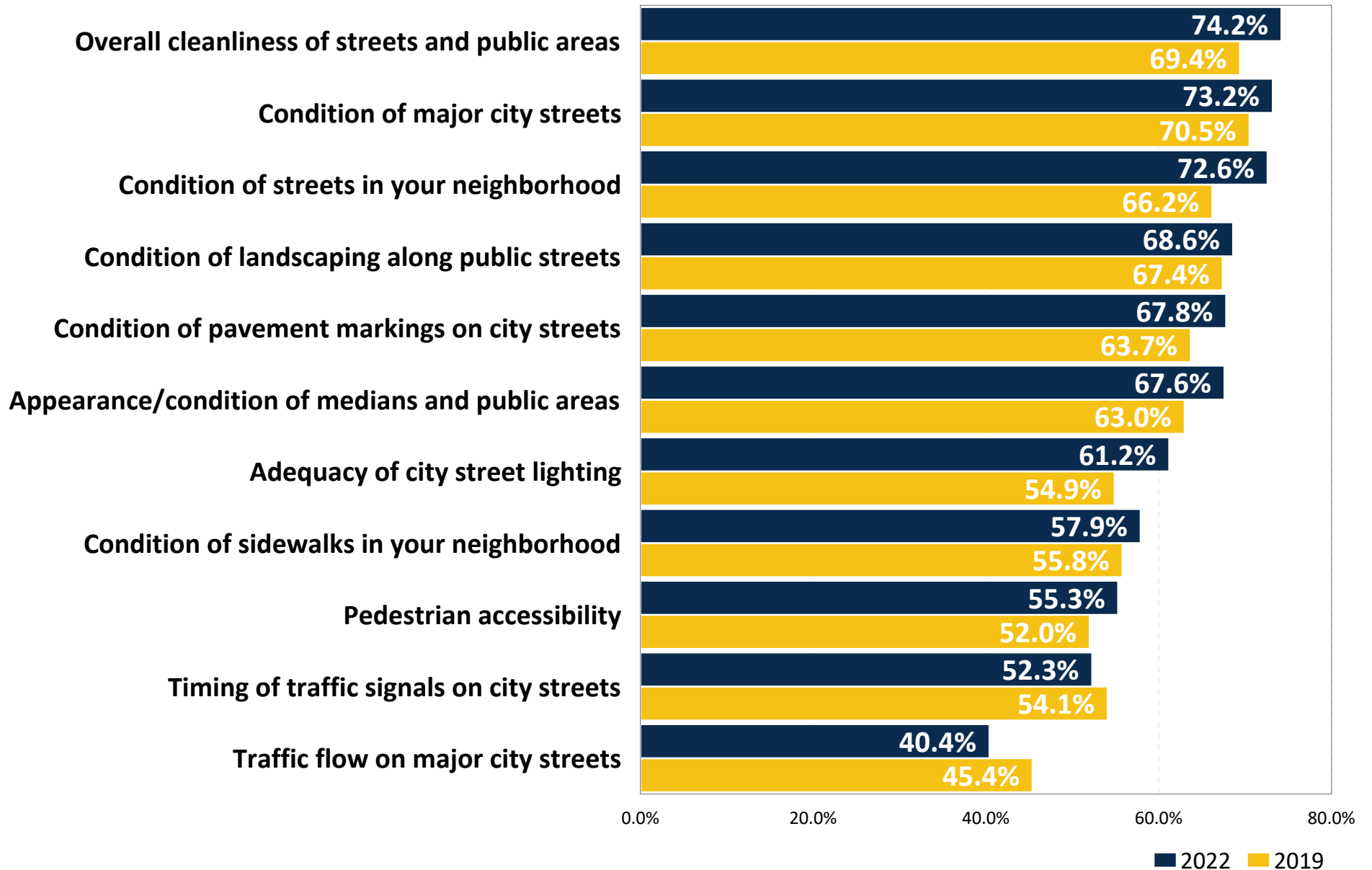
Q4. Please rate your satisfaction with the following services provided by the City

by the percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



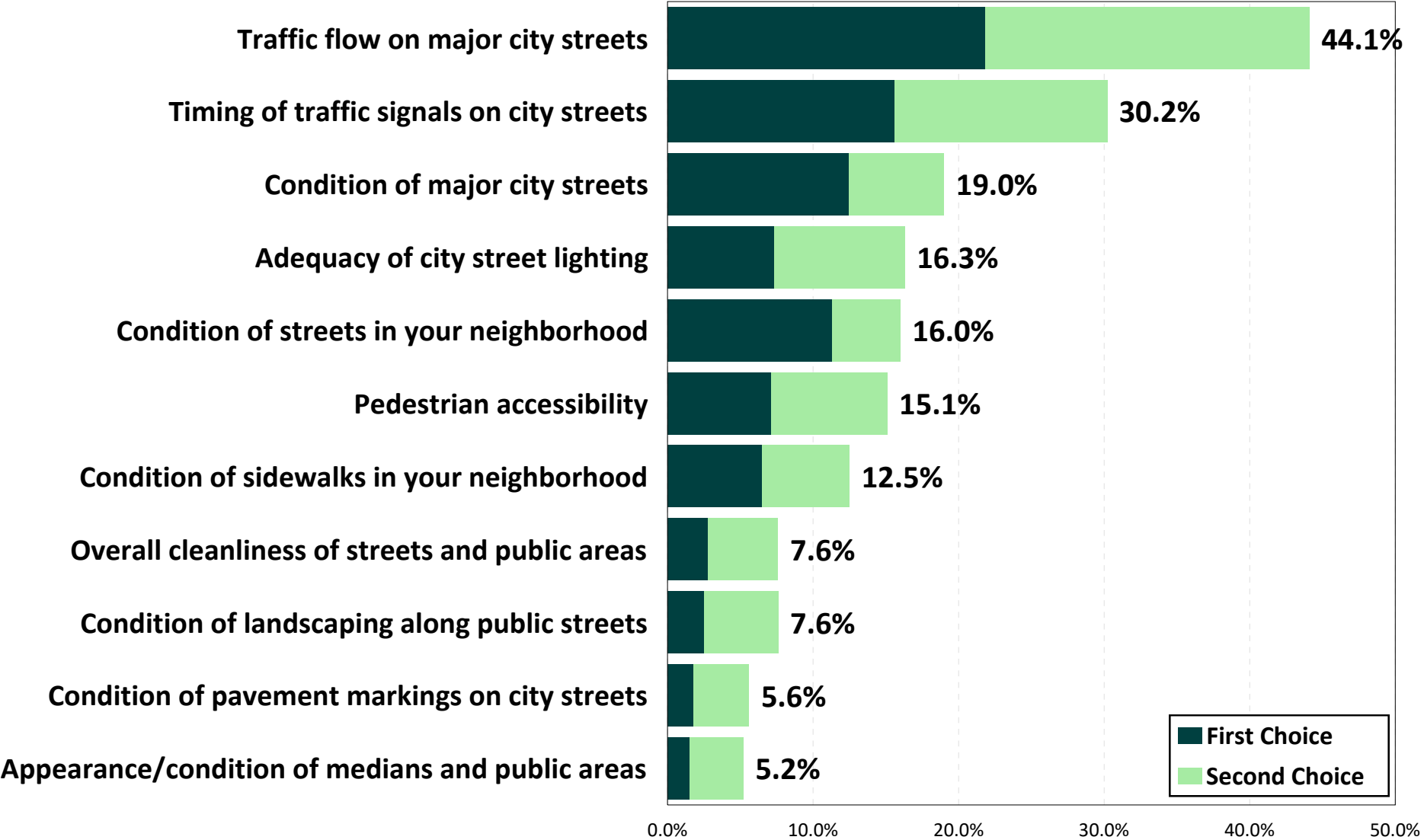
Q4. Please rate your satisfaction with the following services provided by the City

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



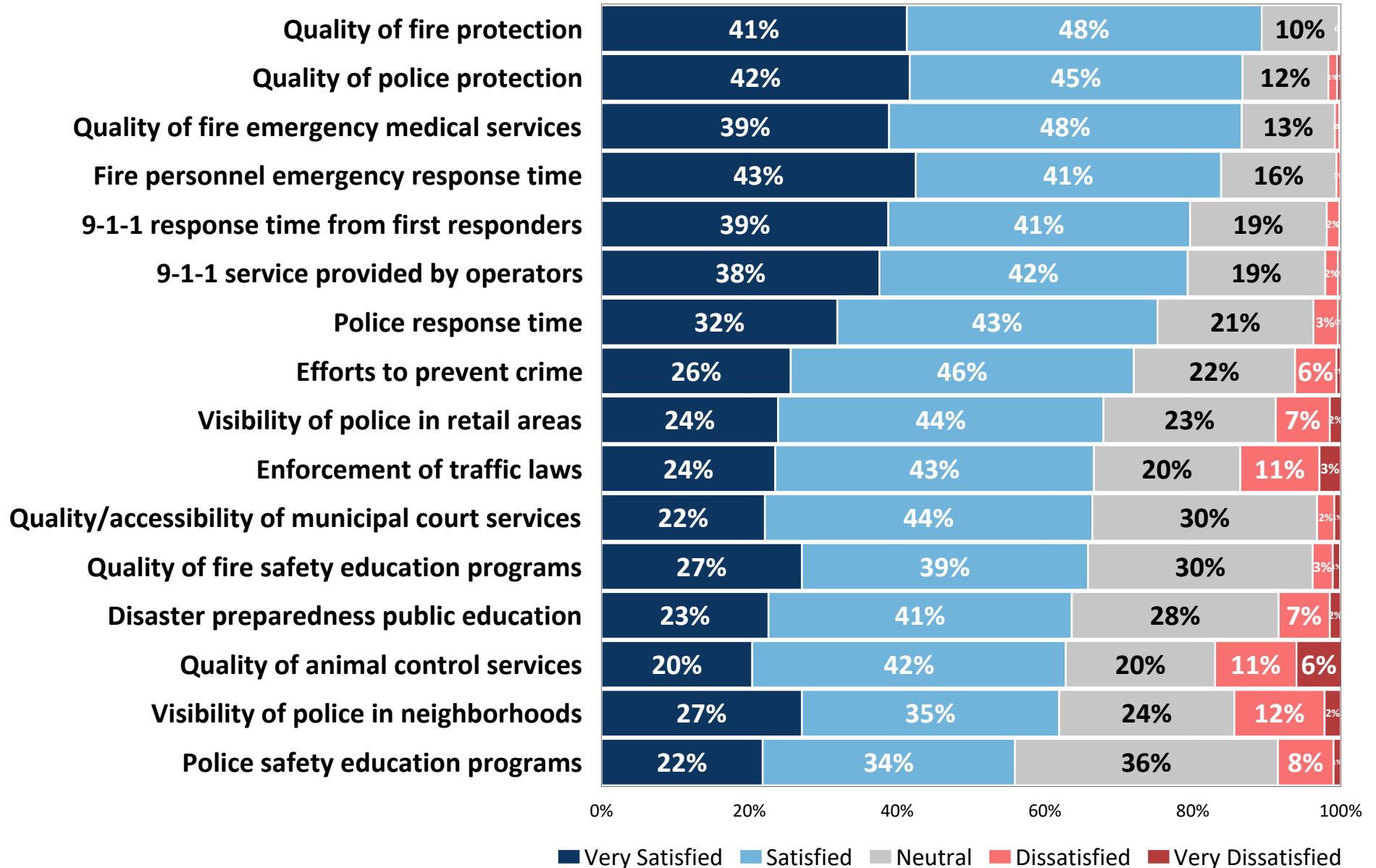
Q5. Which TWO of the city maintenance services do you think should receive the most emphasis from City leaders over the next TWO years

by the sum percentage of respondents that selected the items as one of their top two choices



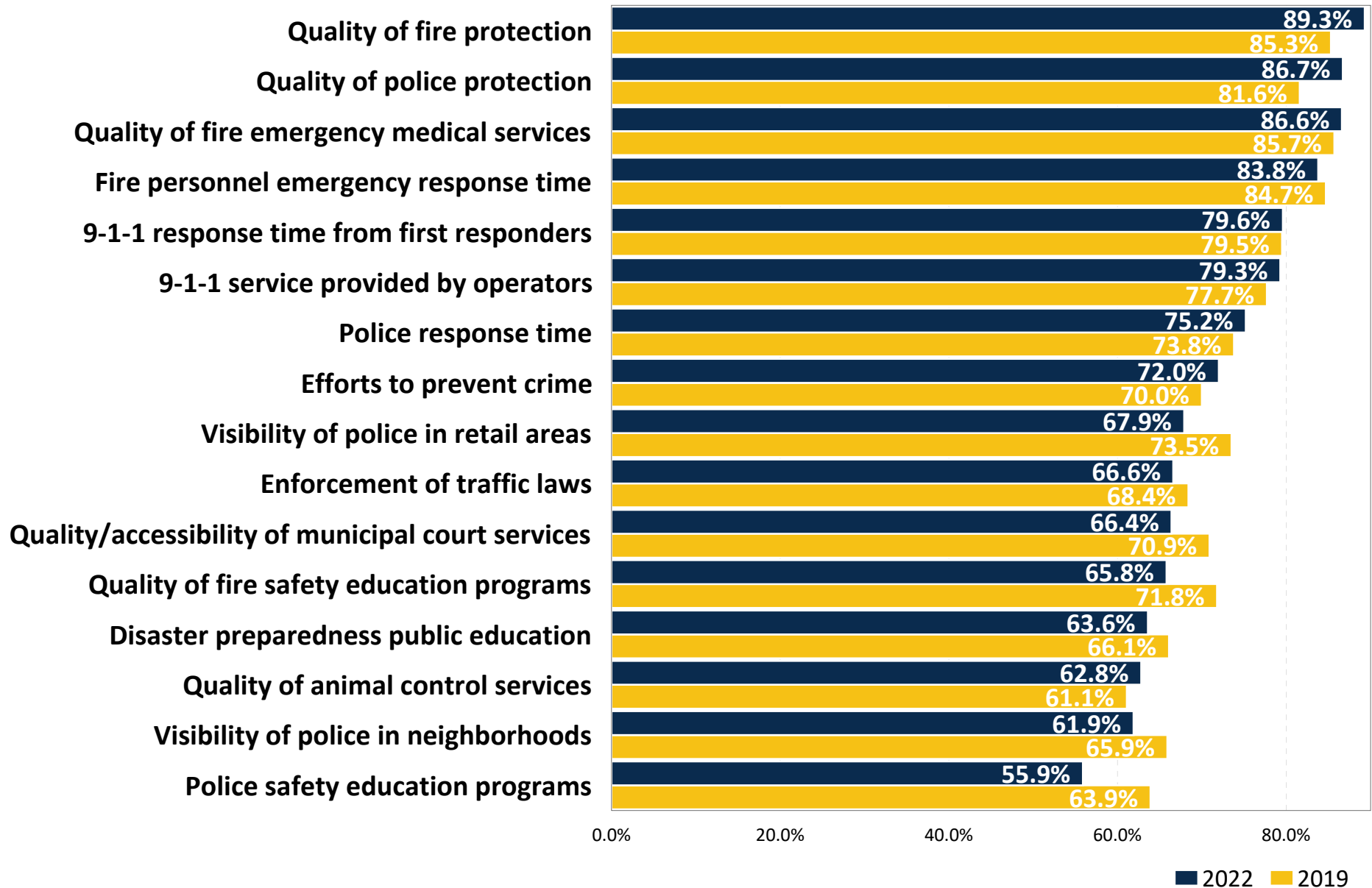
Q6. Please rate your satisfaction with the following public safety services provided by the City of McAllen

by the percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



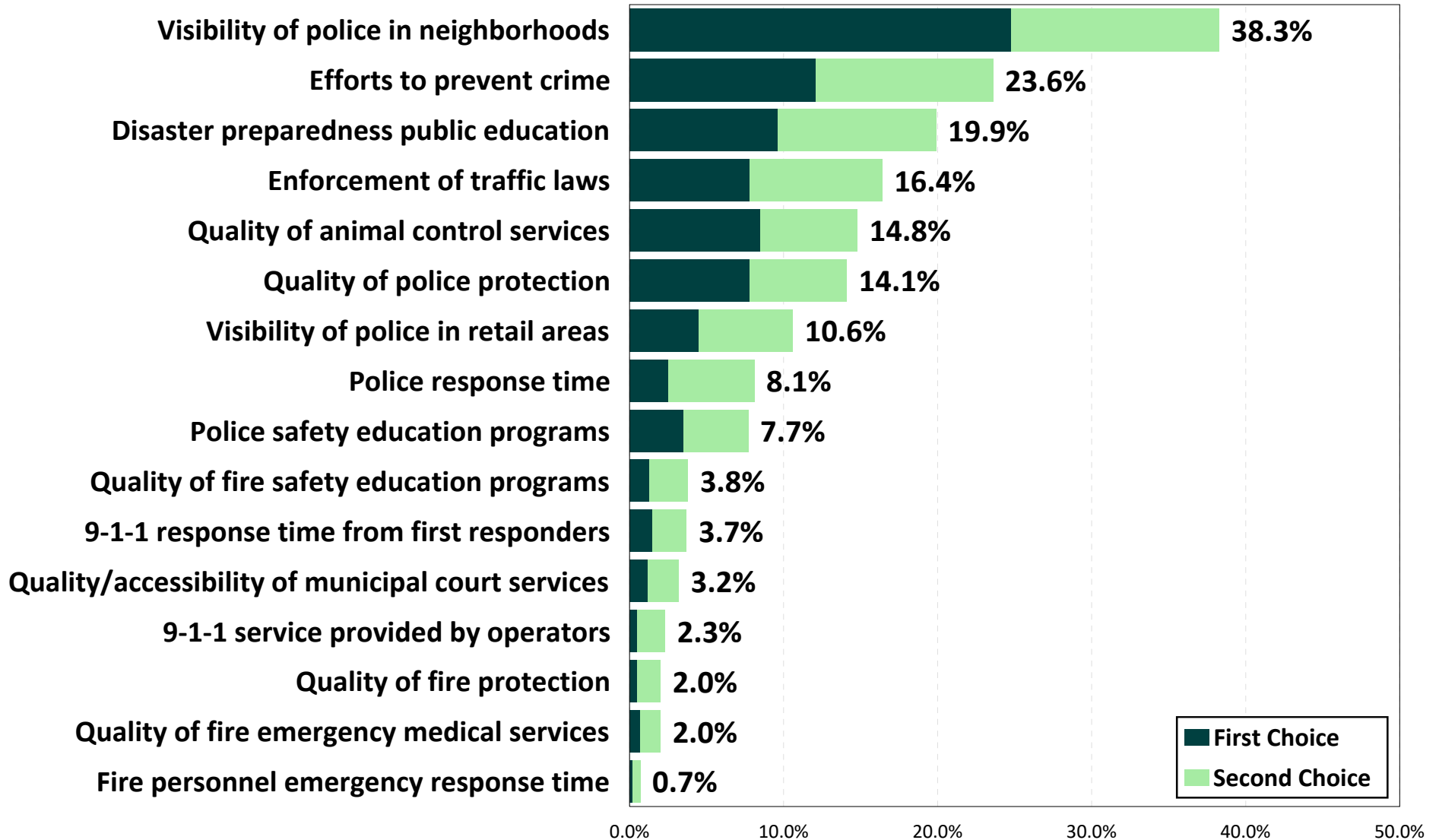
Q6. Please rate your satisfaction with the following public safety services provided by the City of McAllen

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



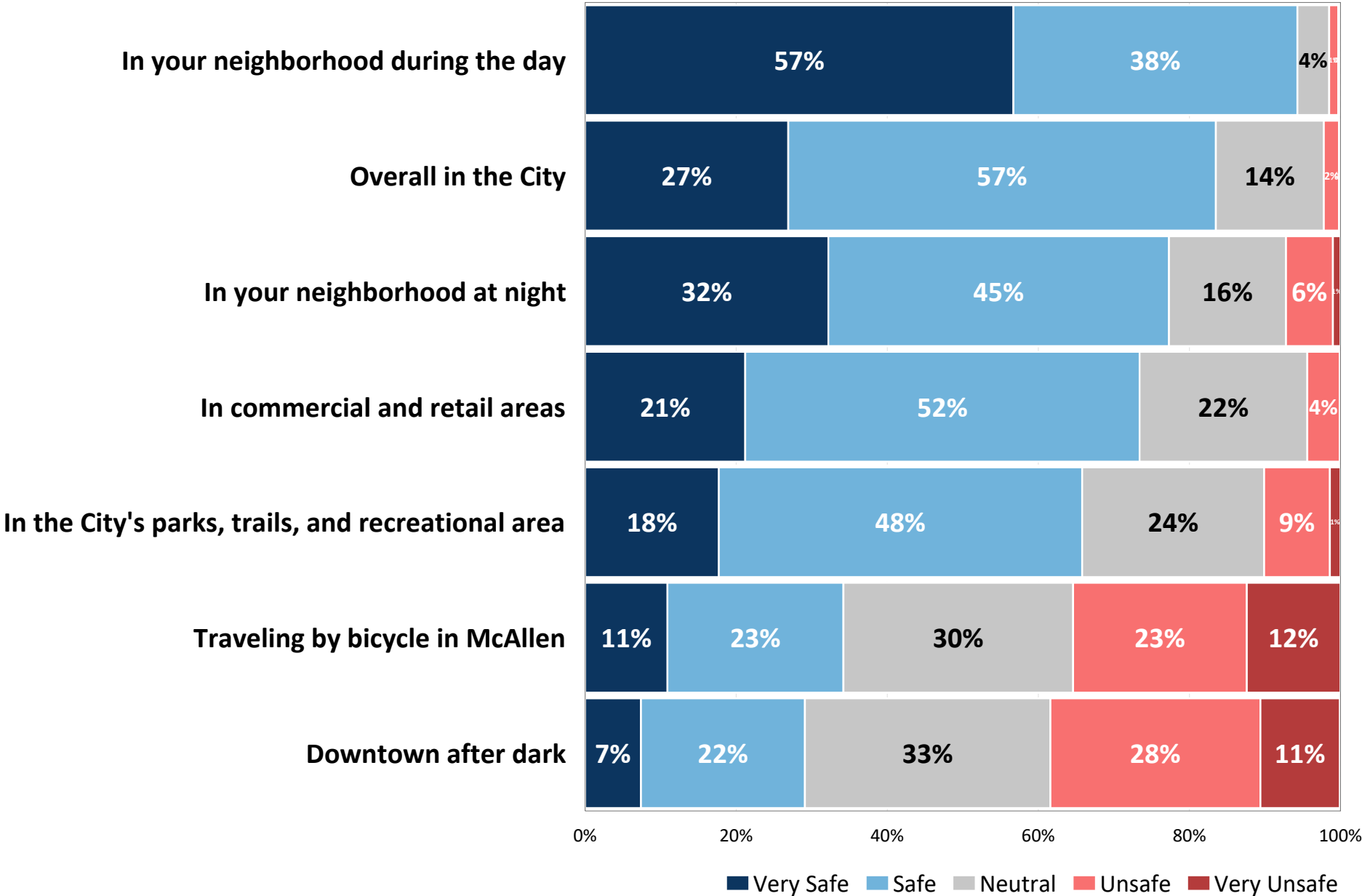
Q7. Which TWO of the public safety services items do you think should receive the most emphasis from city leaders over the next TWO years

by the sum percentage of respondents that selected the items as one of their top two choices



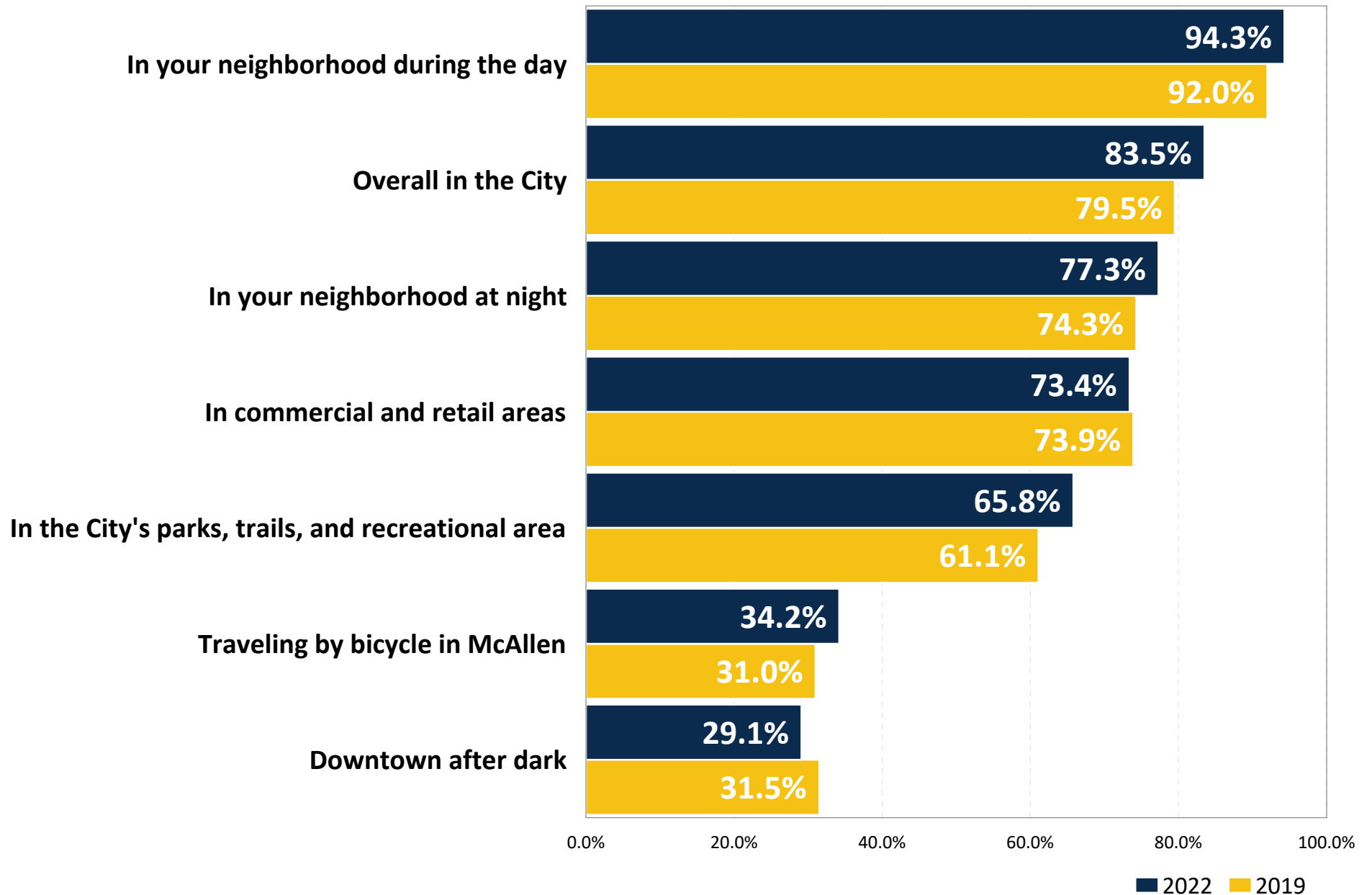
Q8. Please rate how safe you feel in the following situations

by the percentage of respondents using a 5-point scale, where 5 means *very safe* and 1 means *very unsafe* (excluding *don't know* responses)



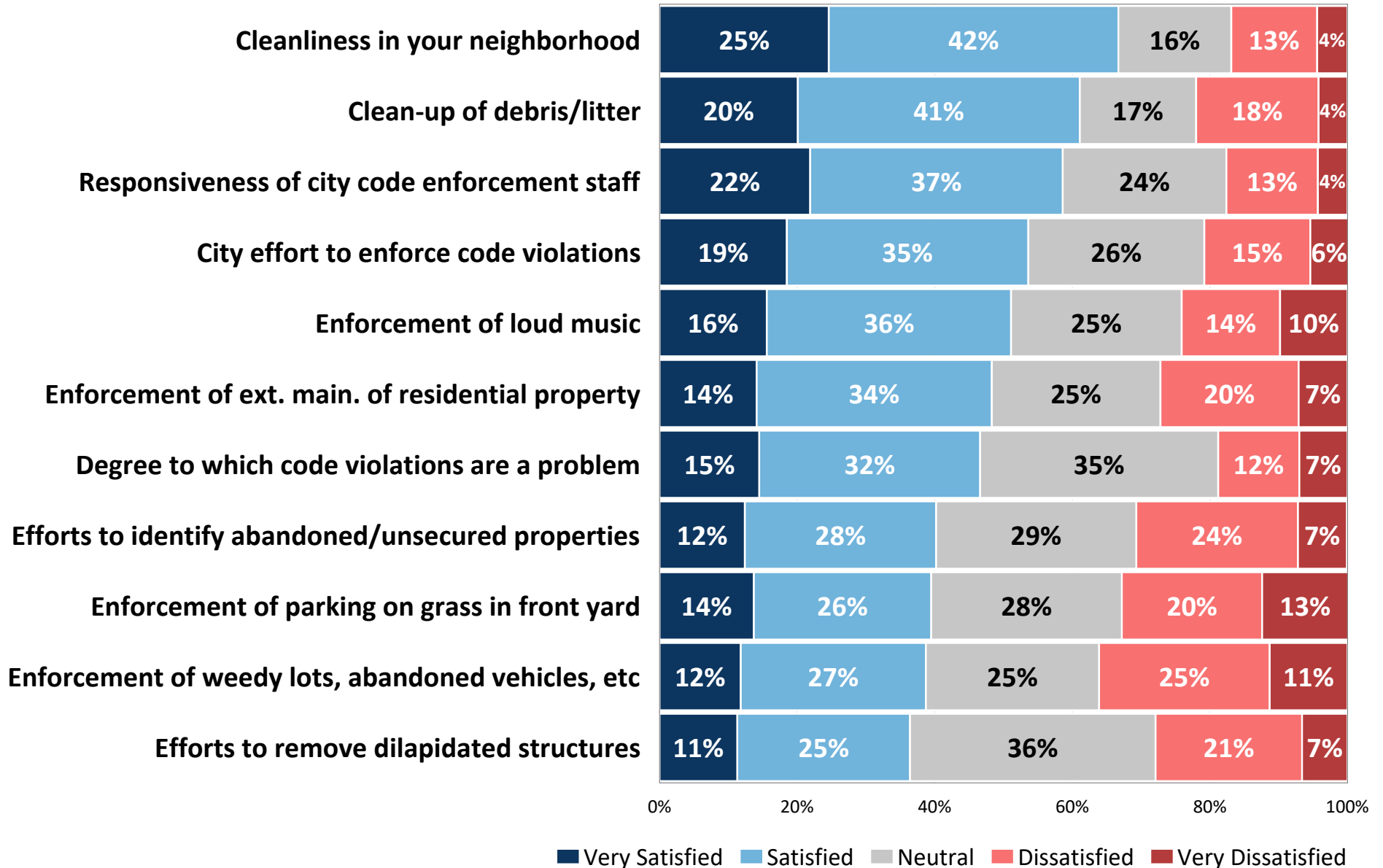
Q8. Please rate how safe you feel in the following situations

by the sum percentage of respondents that feel either *very safe* or *safe* in the situation (excluding *don't know* responses)



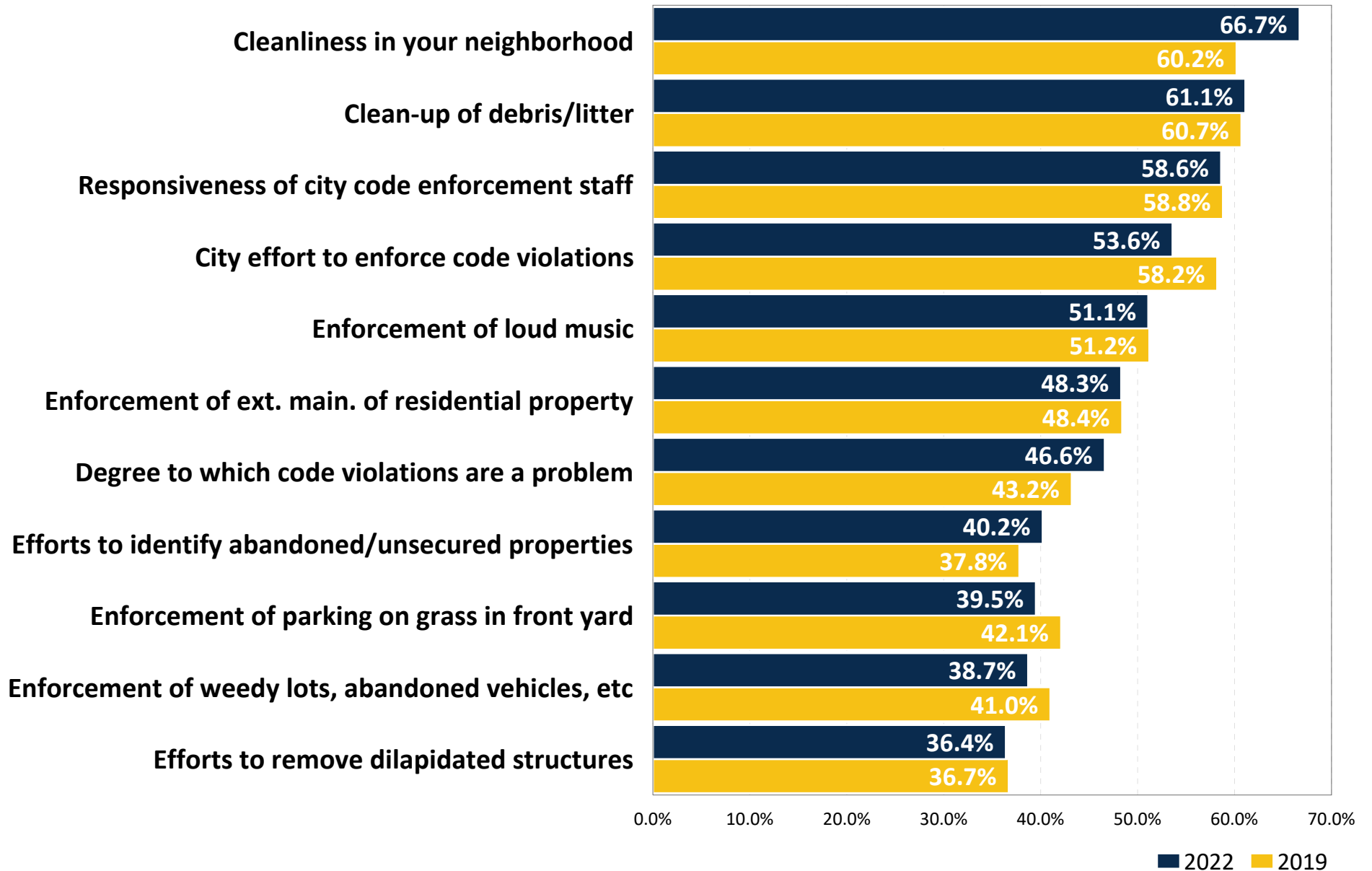
Q9. Please rate your satisfaction with the following code enforcement items

by the percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



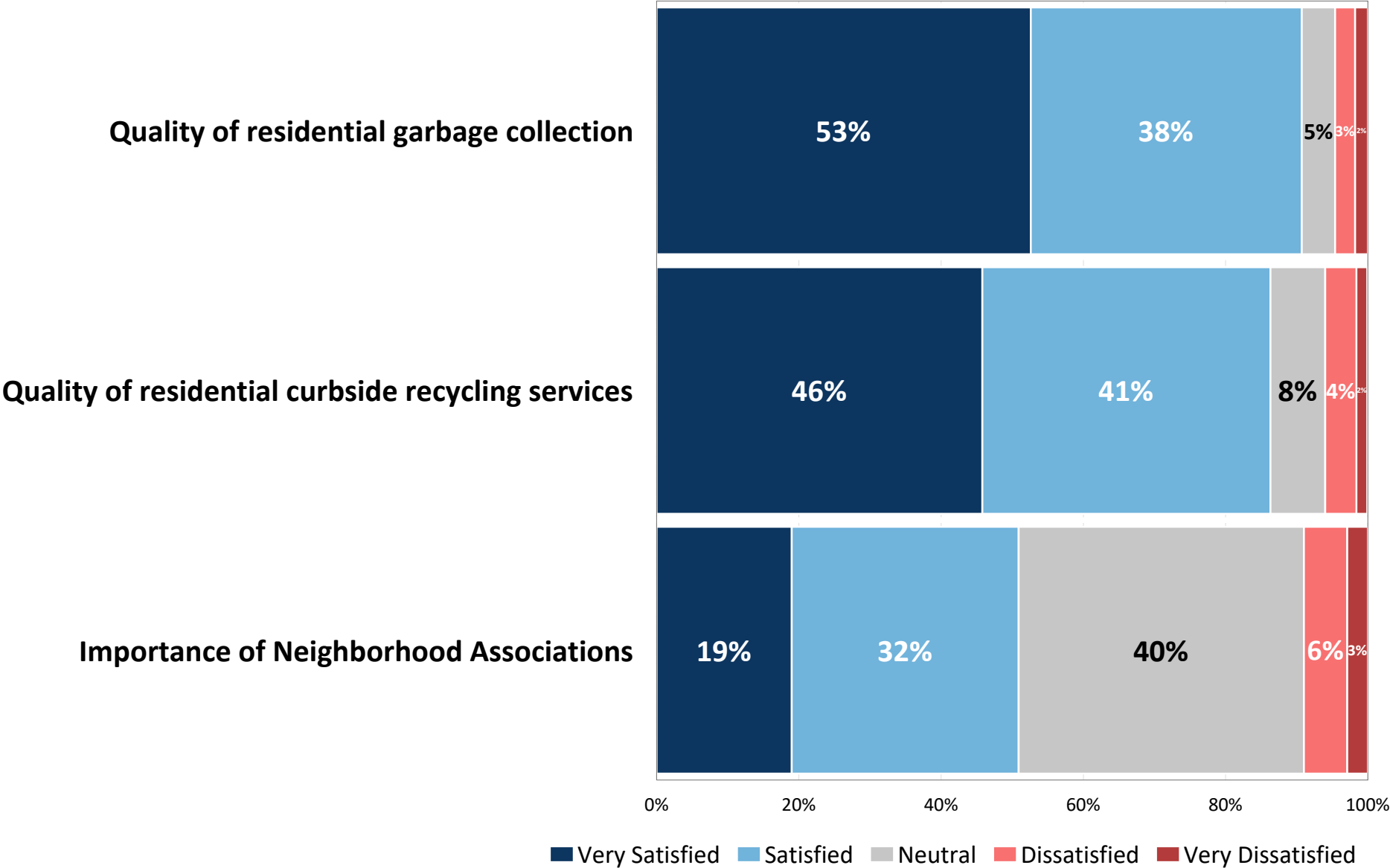
Q9. Please rate your satisfaction with the following code enforcement items

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



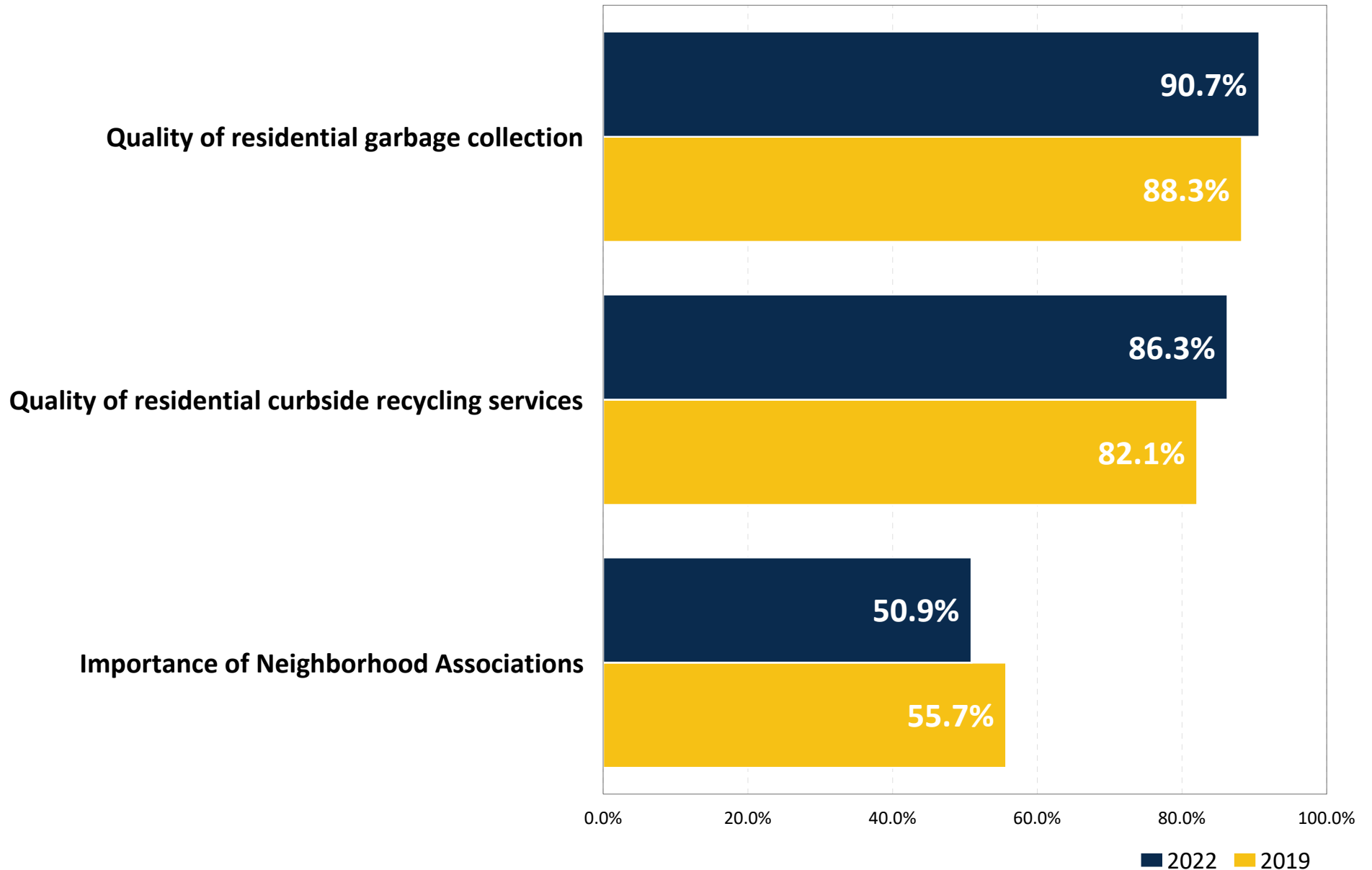
Q10. Please rate your satisfaction with each of the following residential and neighborhood services

by the percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



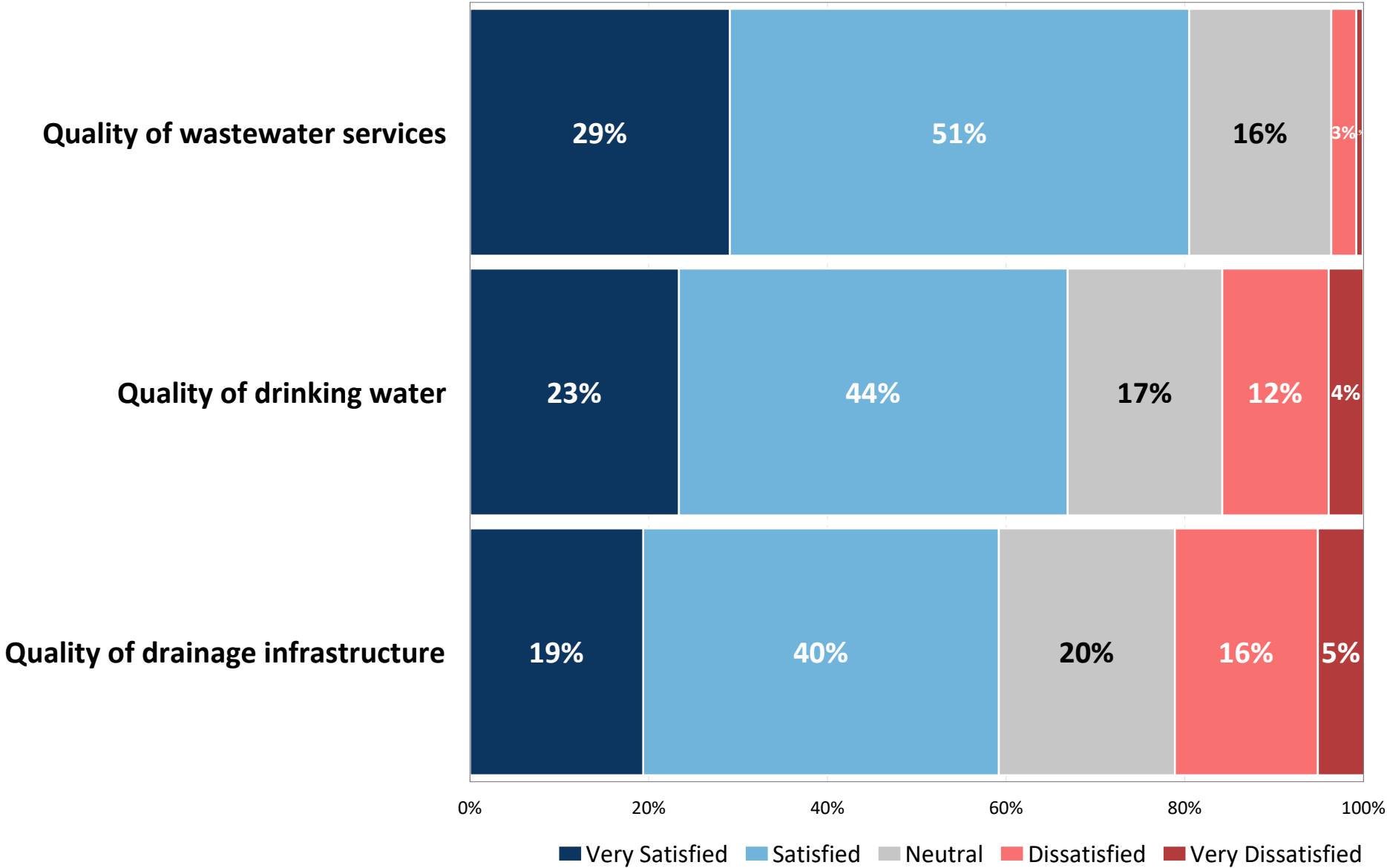
Q10. Please rate your satisfaction with each of the following residential and neighborhood services

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



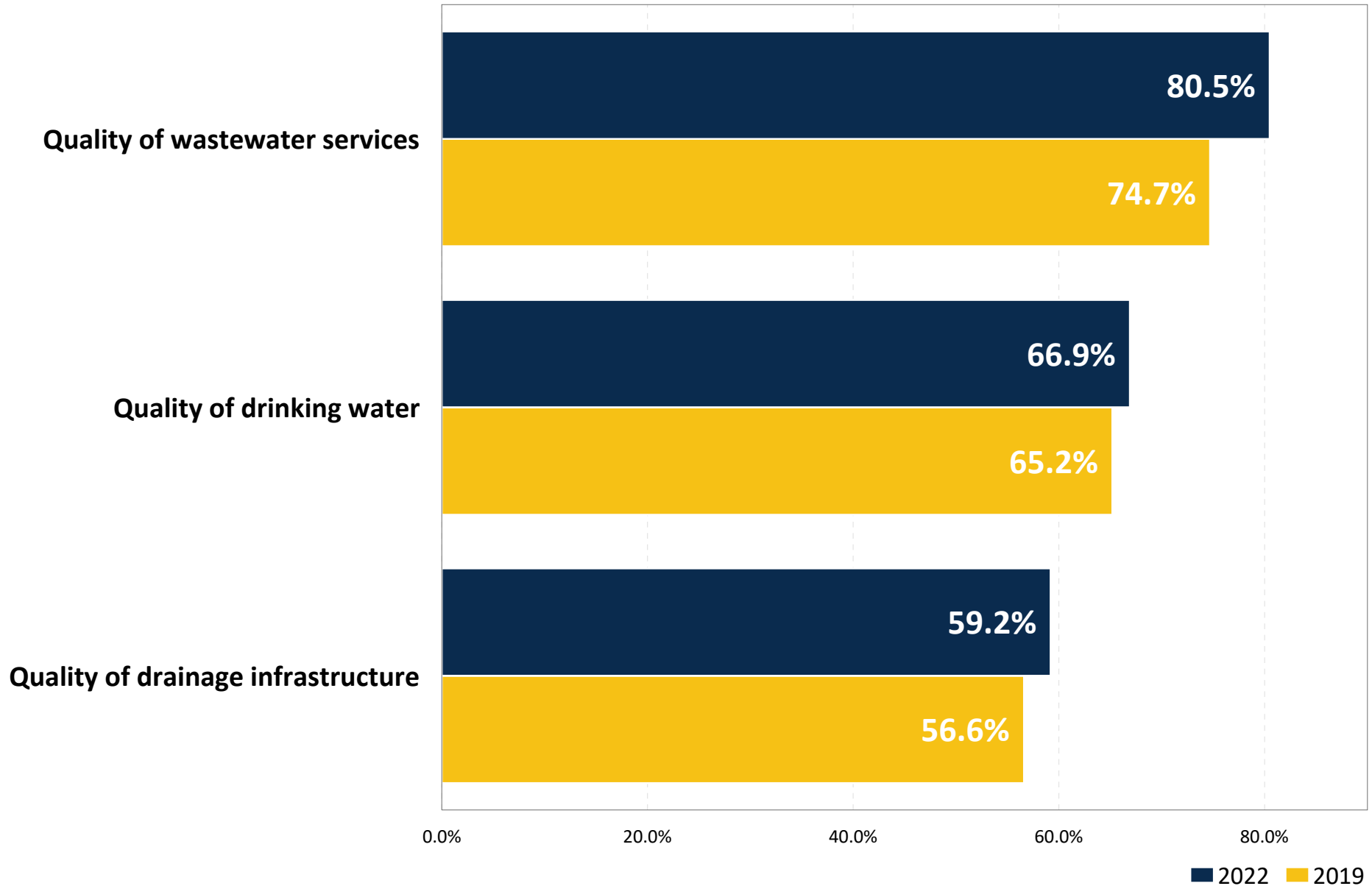
Q11. Please rate your satisfaction with each of the following public works services

by the percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



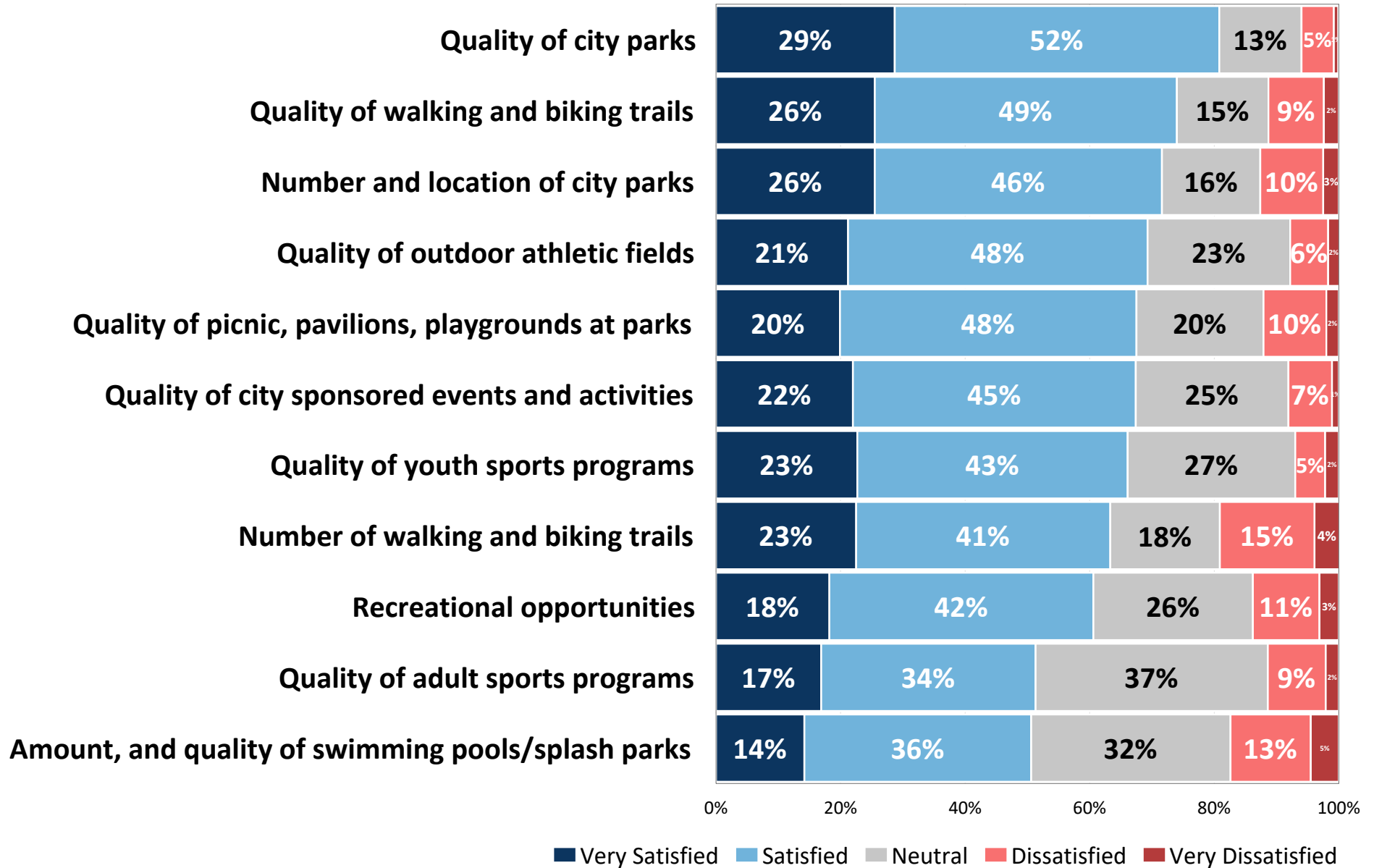
Q11. Please rate your satisfaction with each of the following public works services

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



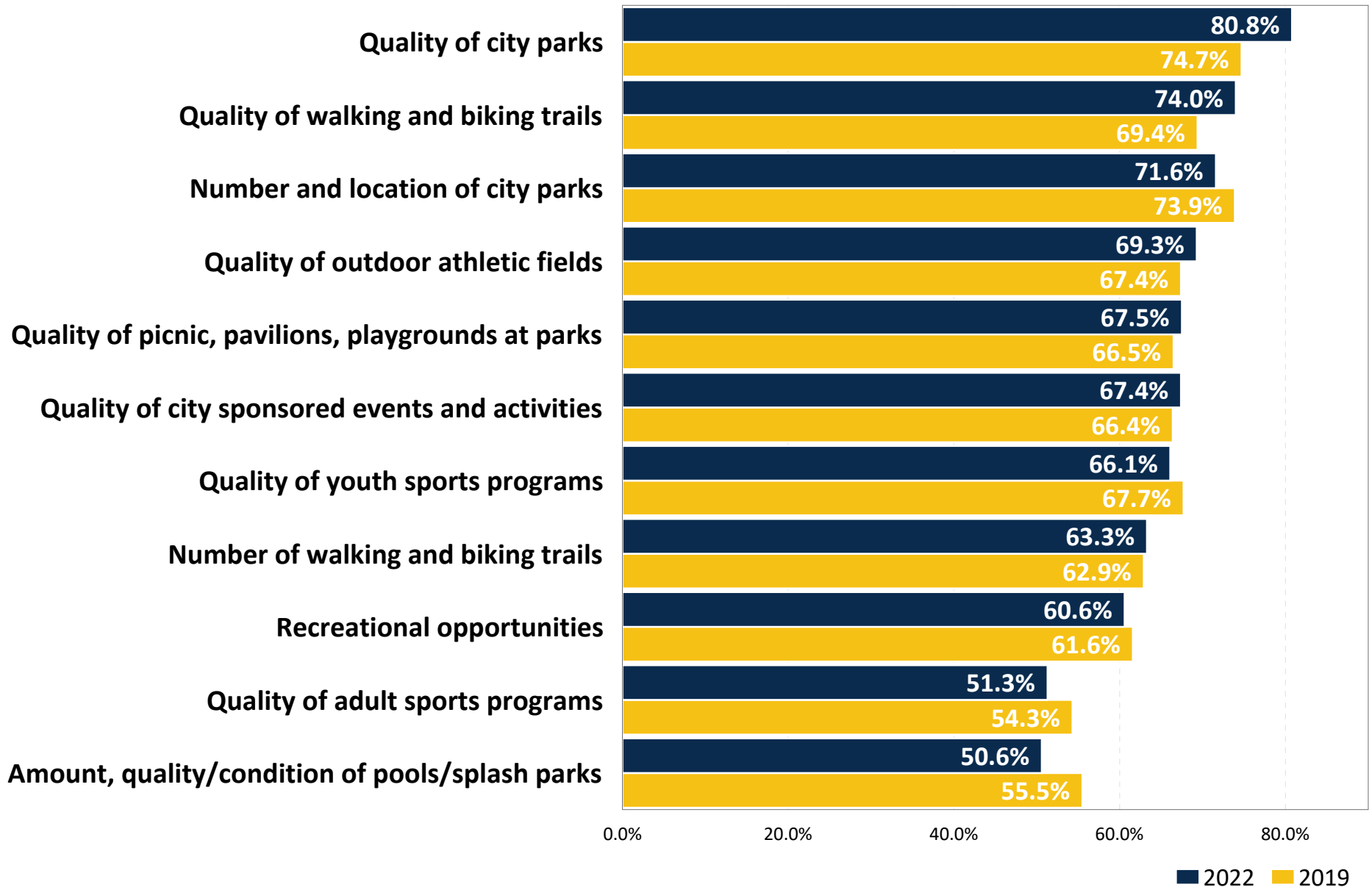
Q12. Please rate your satisfaction with each of the following parks and recreation items

by the percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



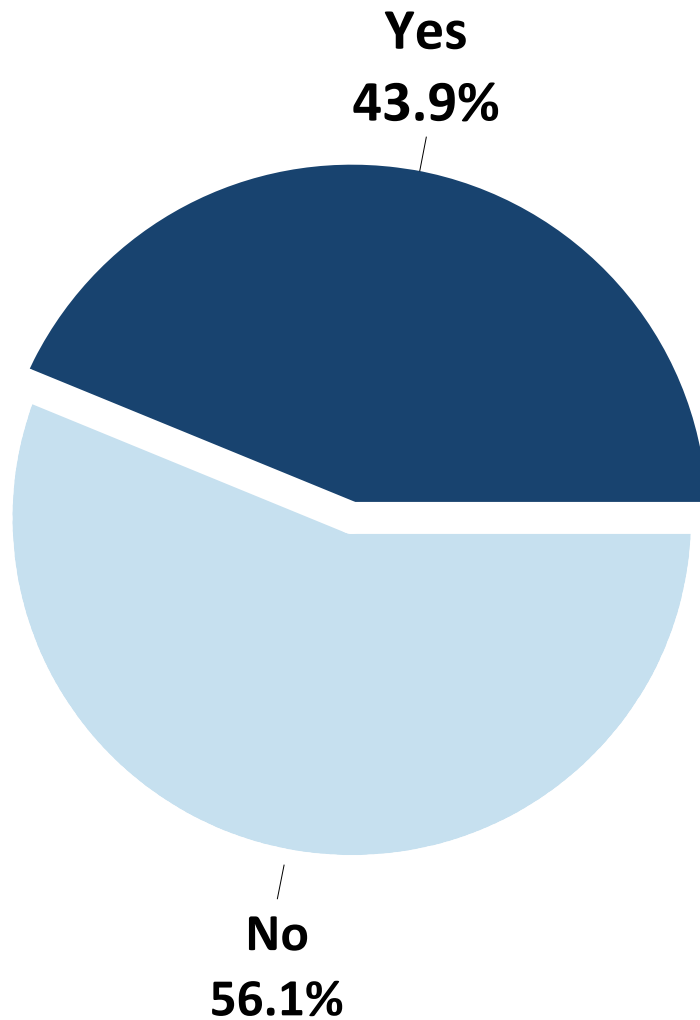
Q12. Please rate your satisfaction with each of the following parks and recreation items

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)

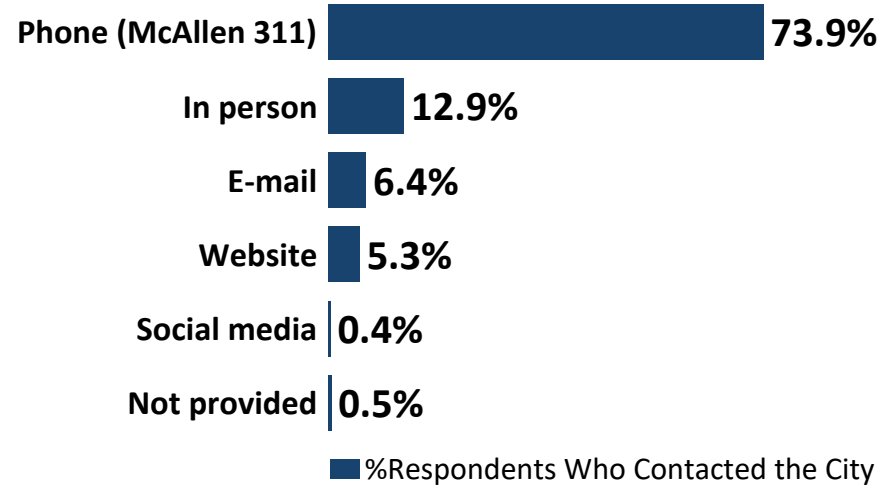


Q13. Have you called or visited the City with a question, problem, or complaint during the past year

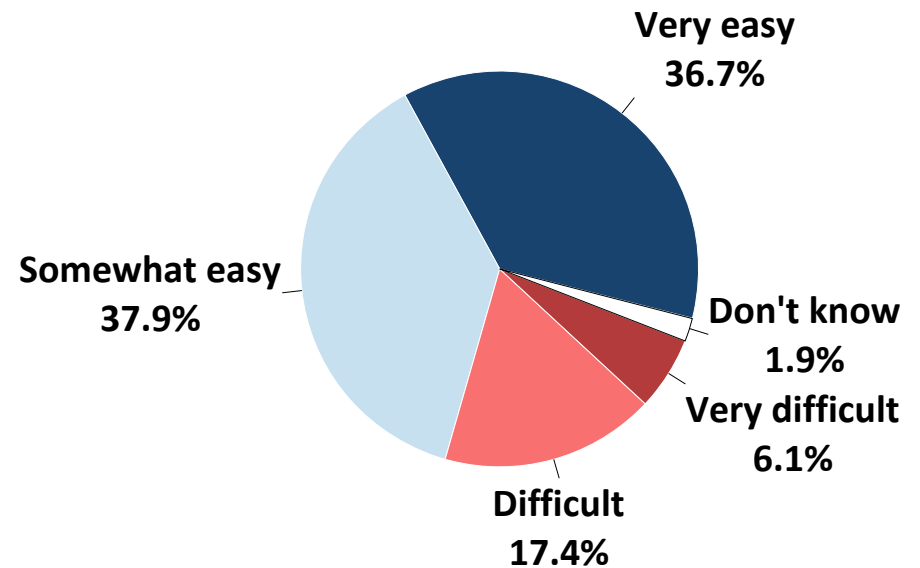
by percentage of respondents



Q13a. How did you contact the City?

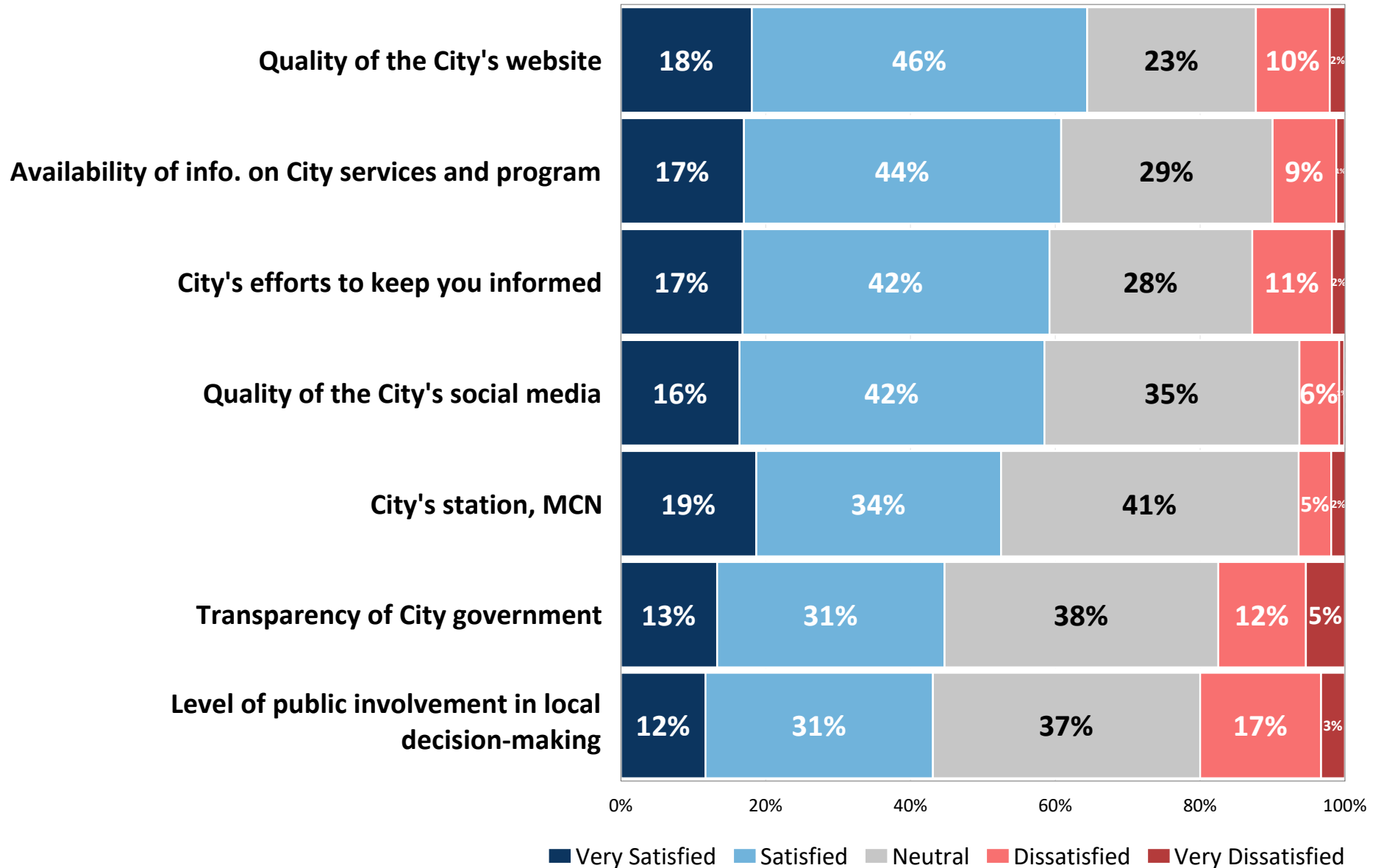


Q13b. How easy or difficult was it to address your issue?



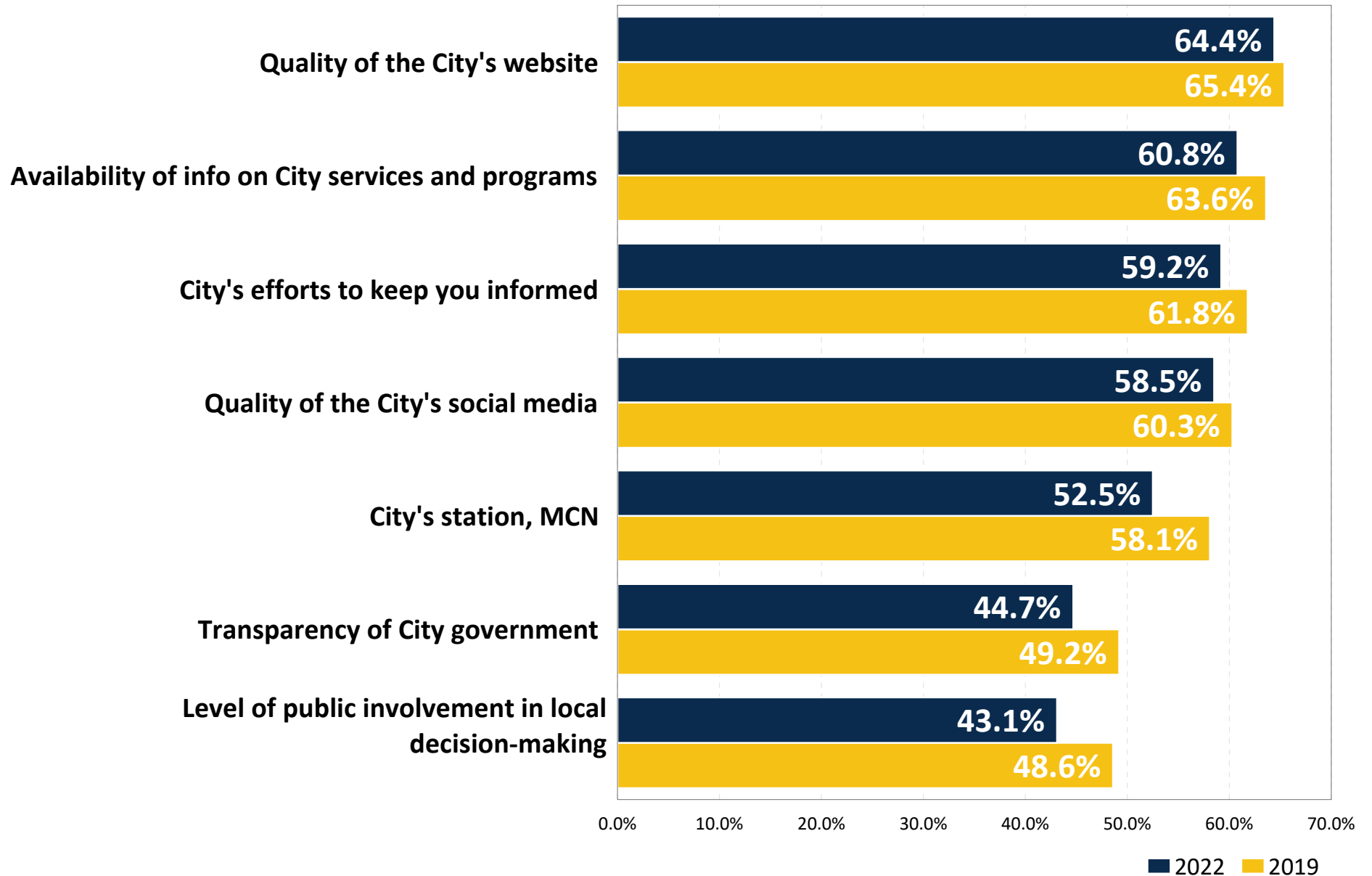
Q14. Please rate your satisfaction with each of the following items concerning City communication

by the percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



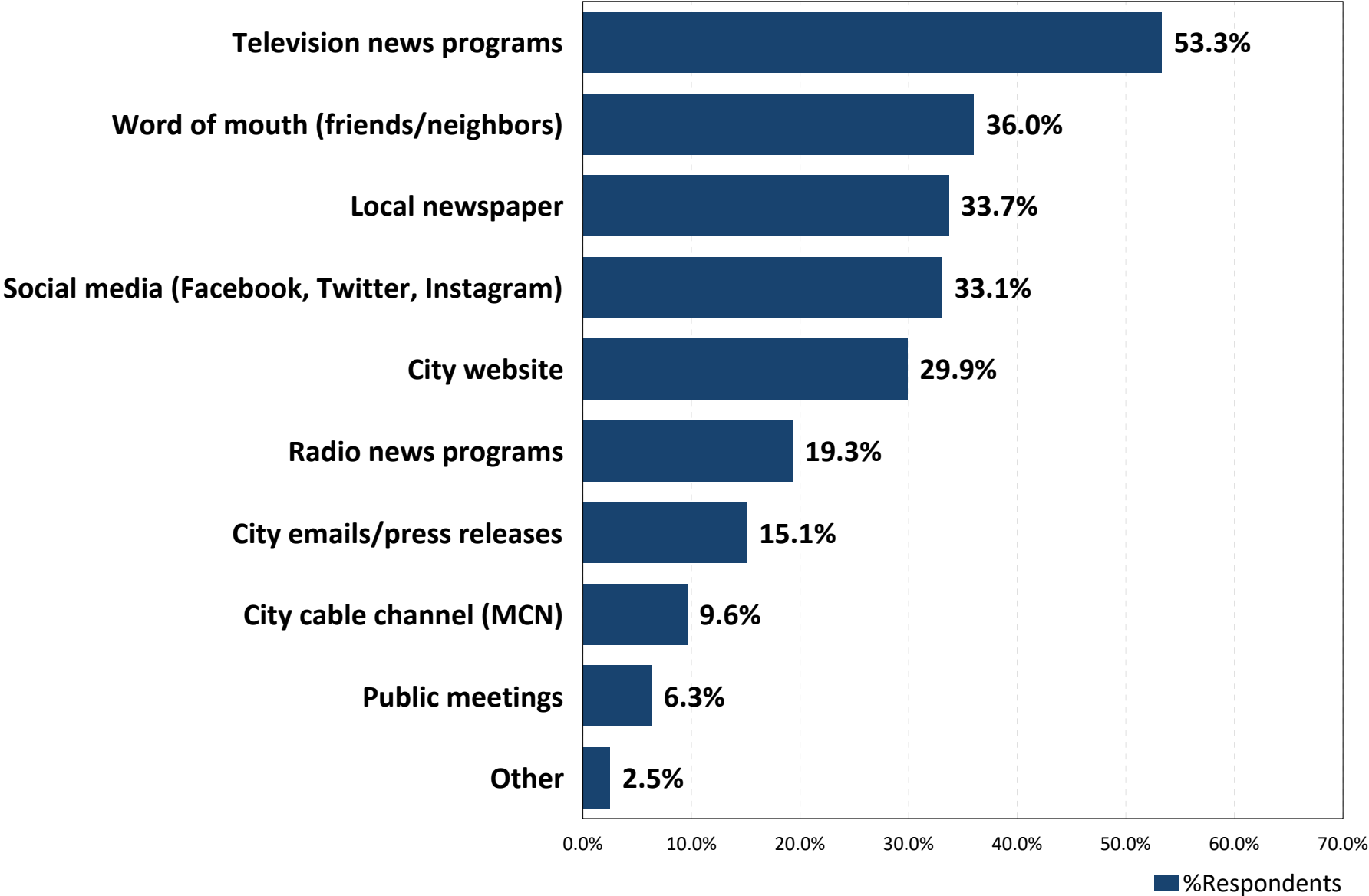
Q14. Please rate your satisfaction with each of the following items concerning City communication

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



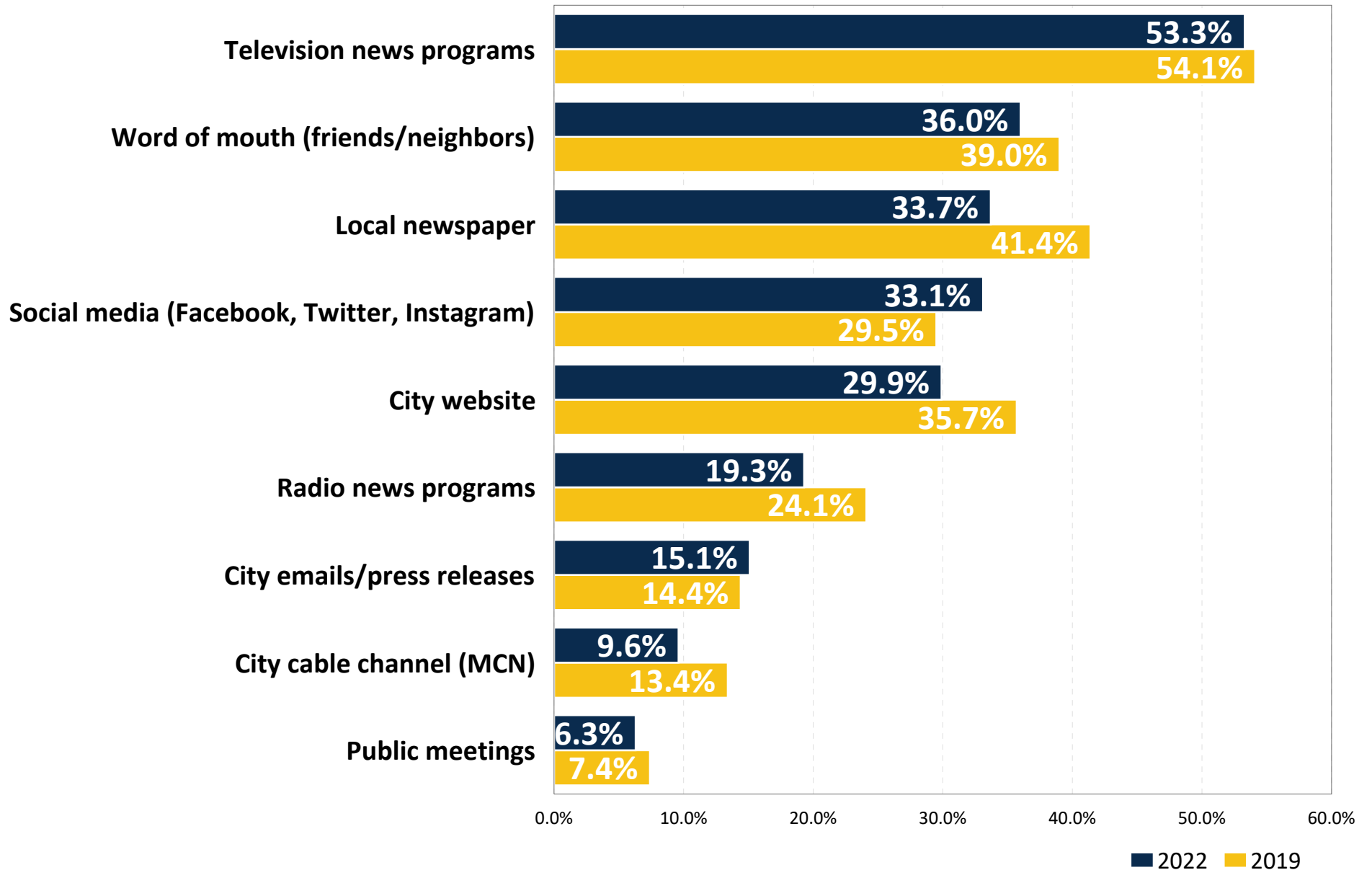
Q15. Which of the following are your primary sources of information about City issues, services, and events

by percentage of respondents (multiple choices could be selected)



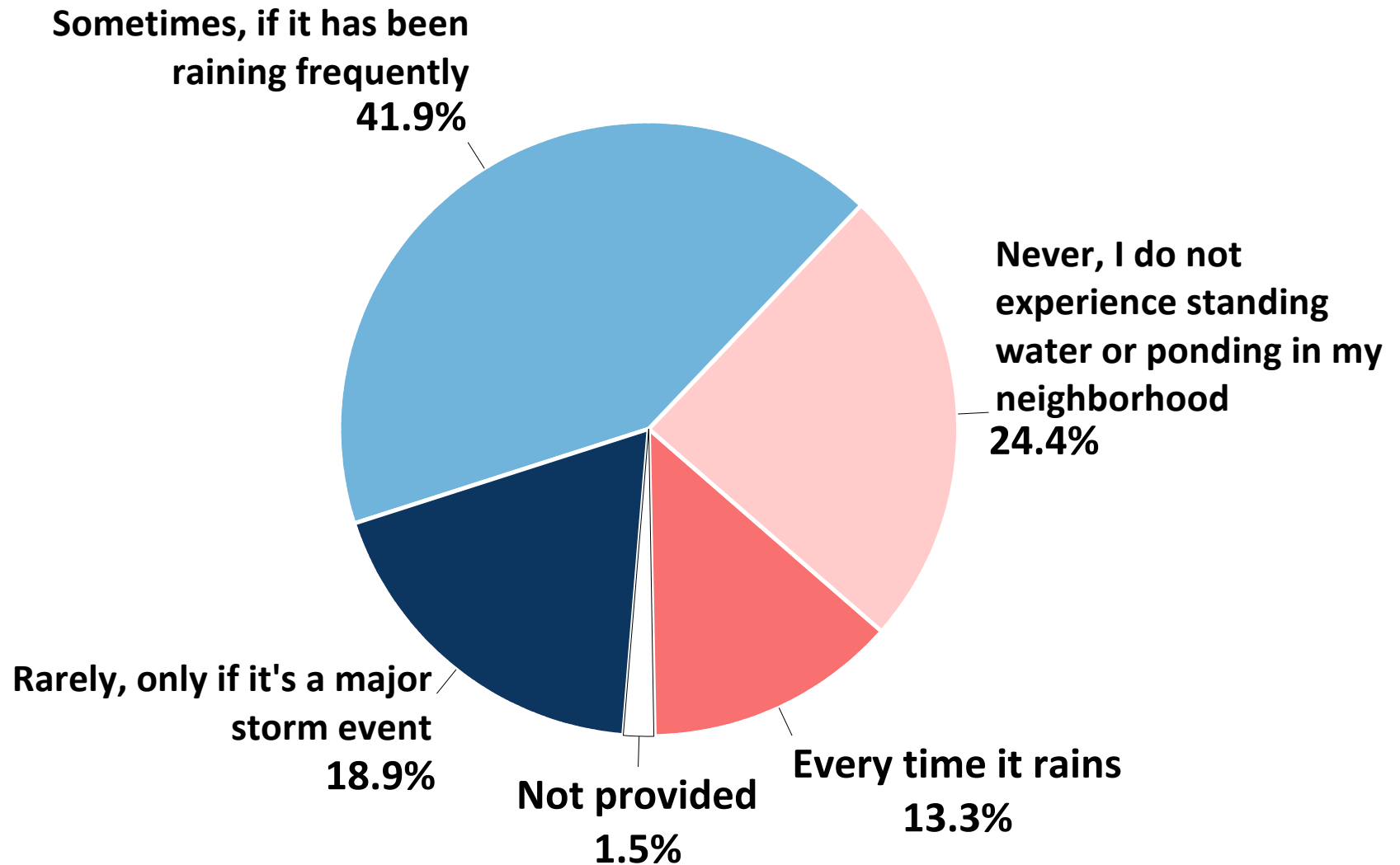
Q15. Which of the following are your primary sources of information about City issues, services, and events

by percentage of respondents (multiple choices could be selected)



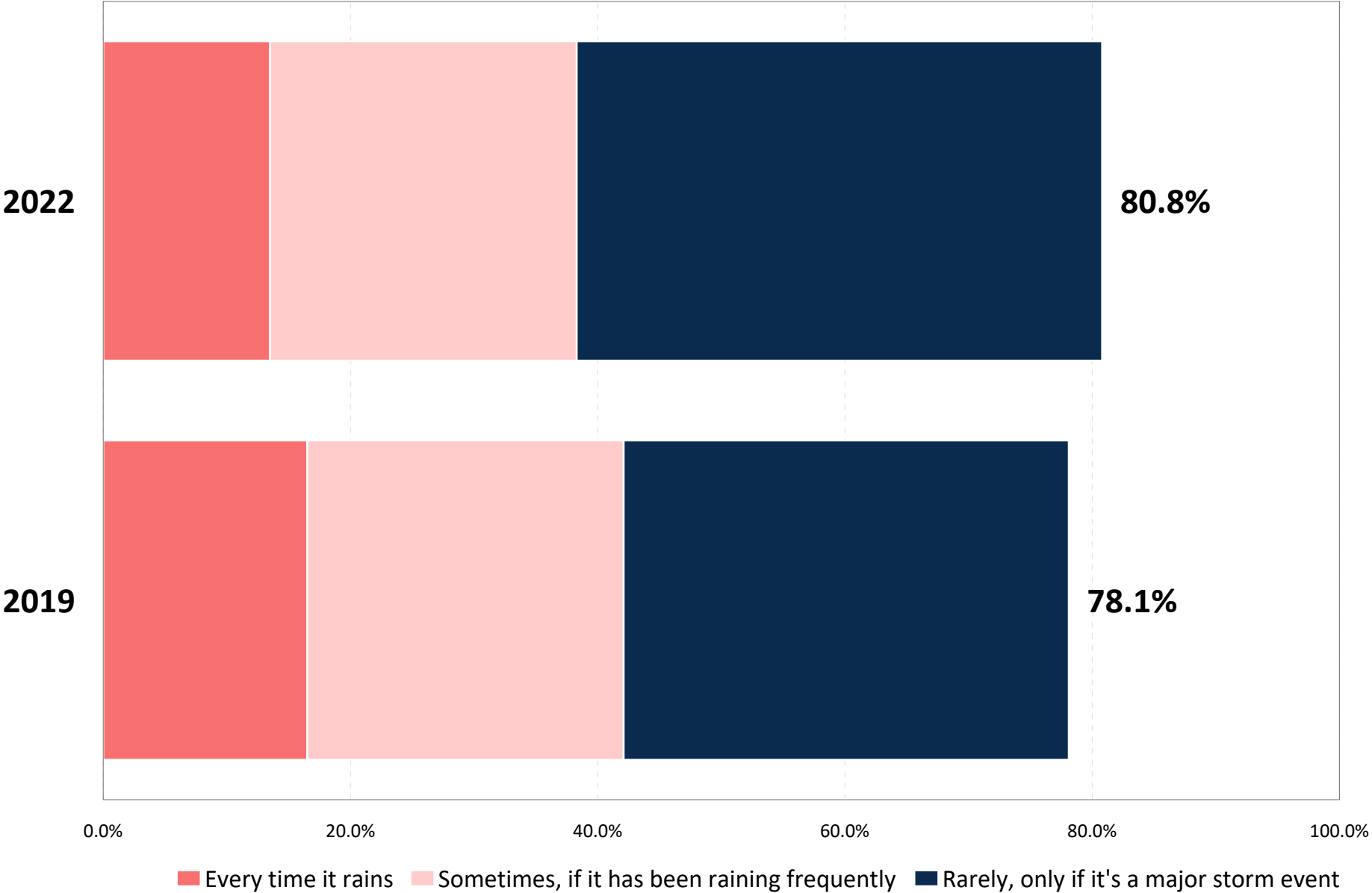
Q16. How often do you experience standing water or ponding in your neighborhood

by percentage of respondents



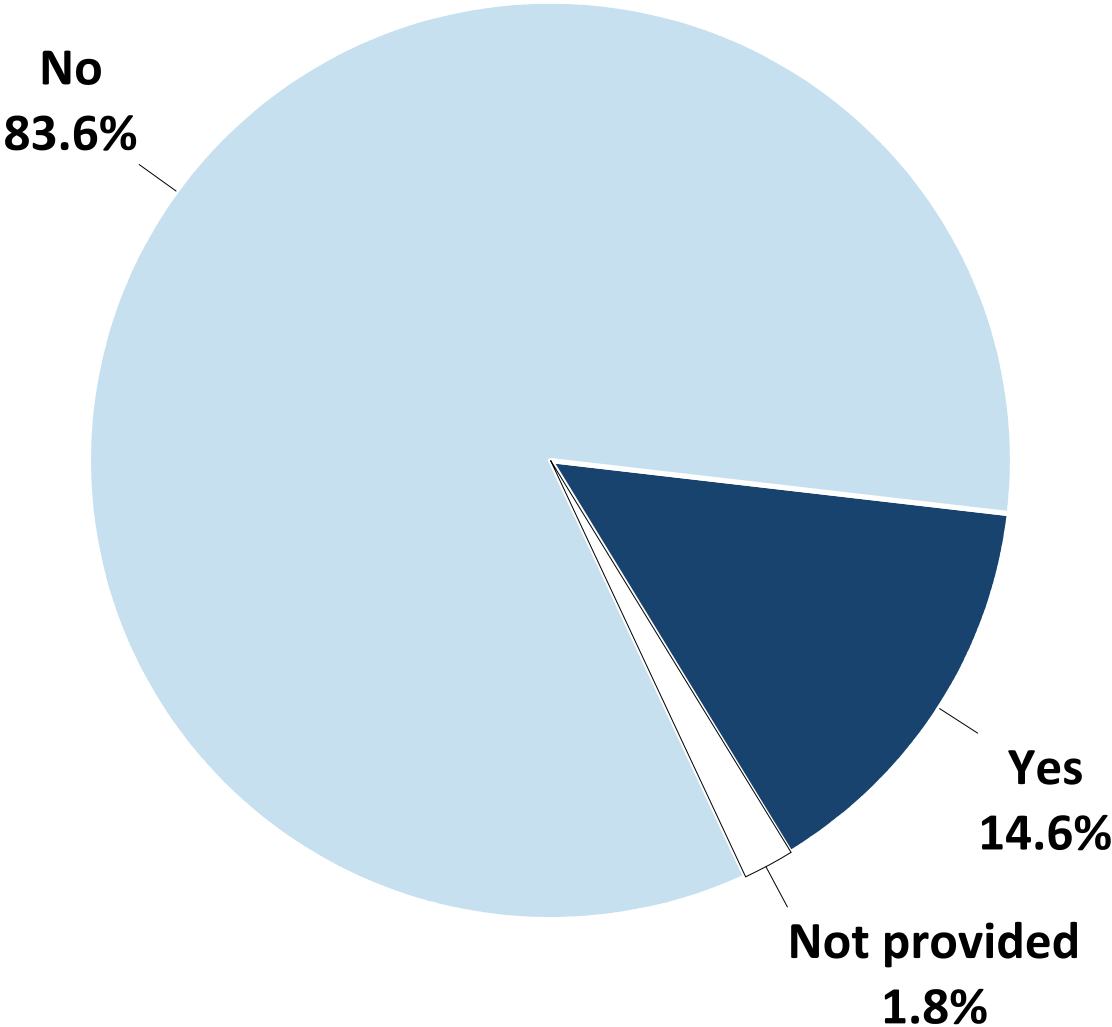
Q16. How often do you experience standing water or ponding in your neighborhood

by the sum percentage of respondents that experience standing water or ponding in their neighborhood



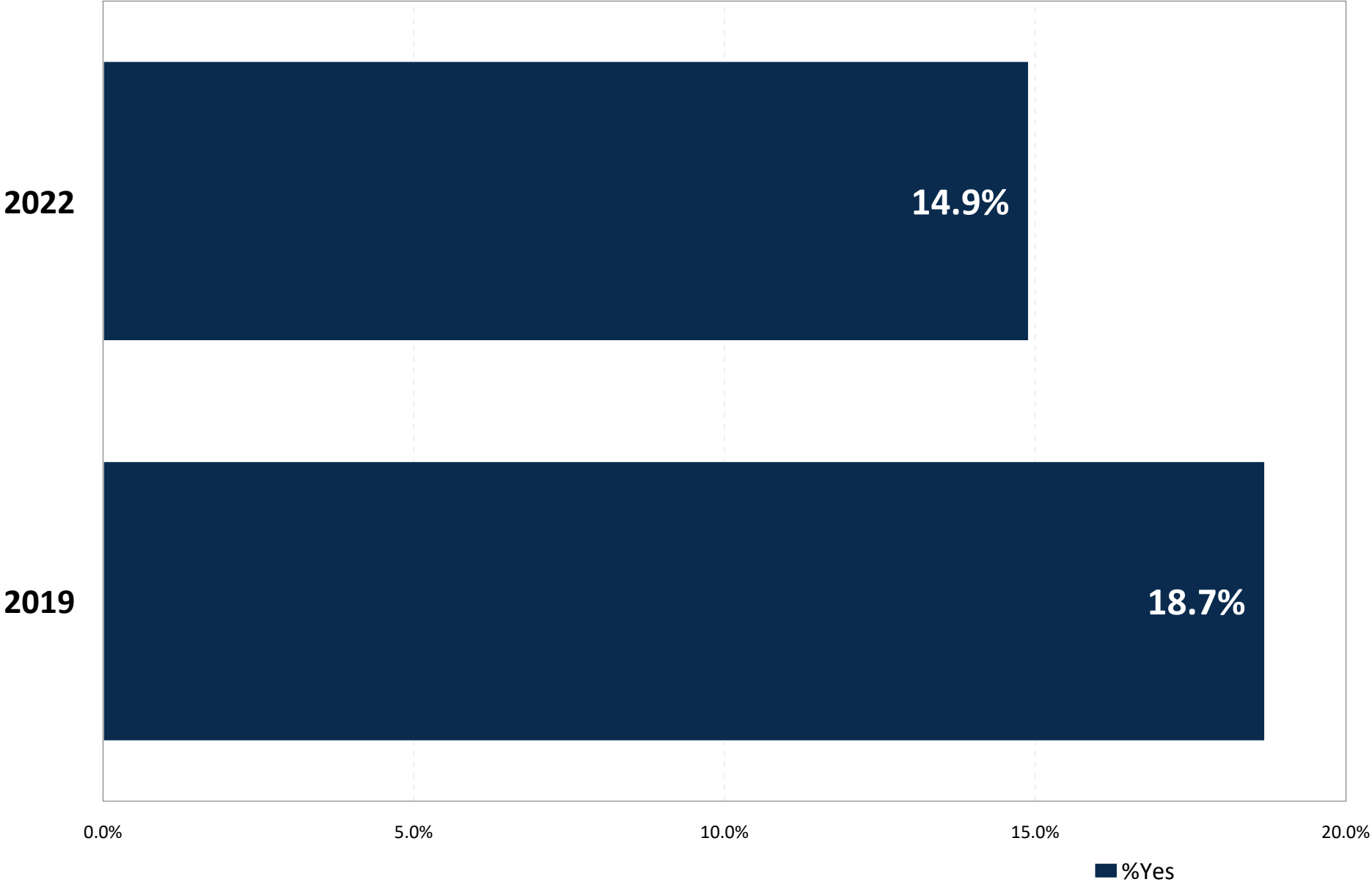
Q17. Have you ever experienced flooding in your home as a result of a weather event

by percentage of respondents



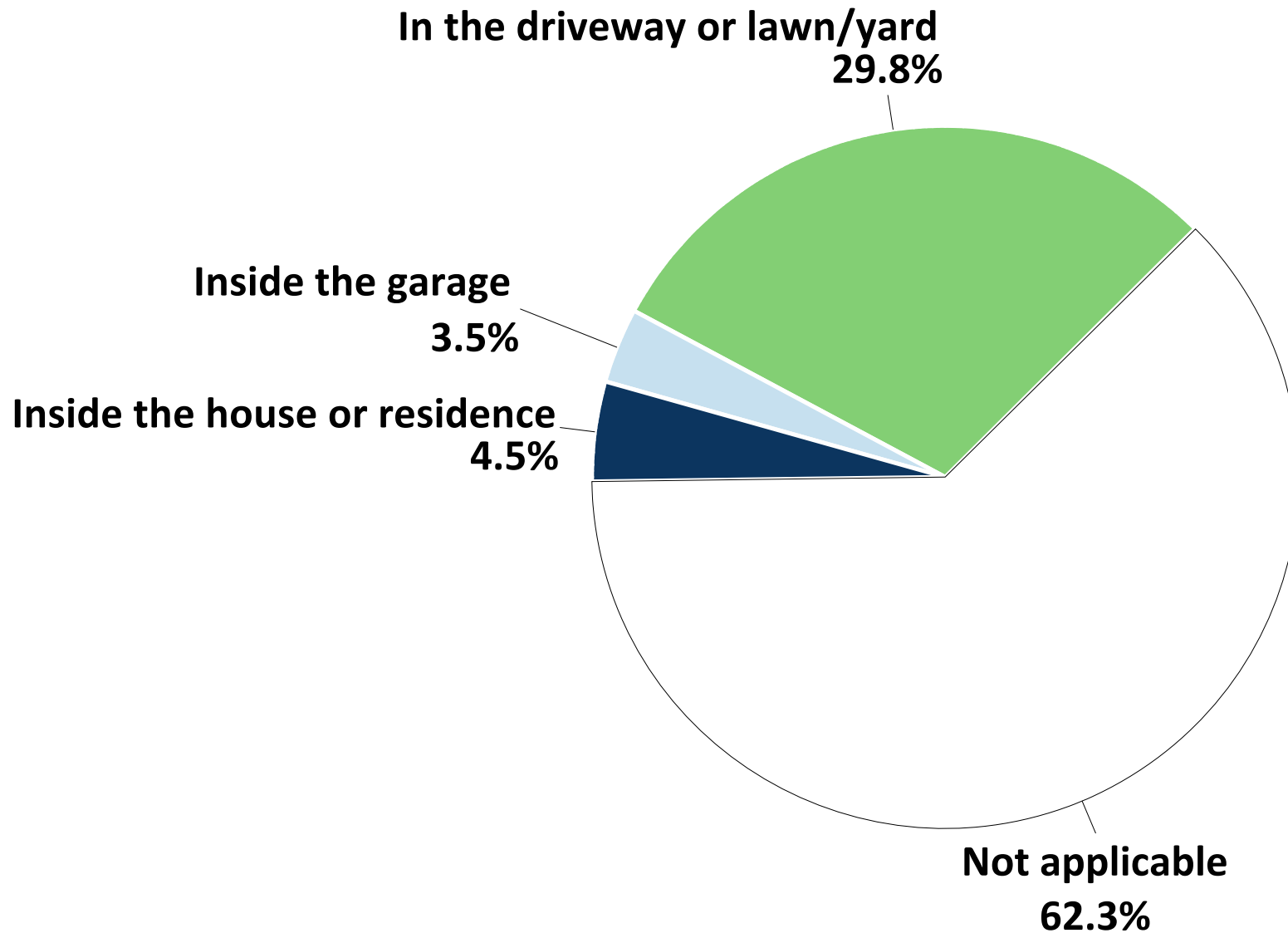
Q17. Have you ever experienced flooding in your home as a result of a weather event

by percentage of respondents



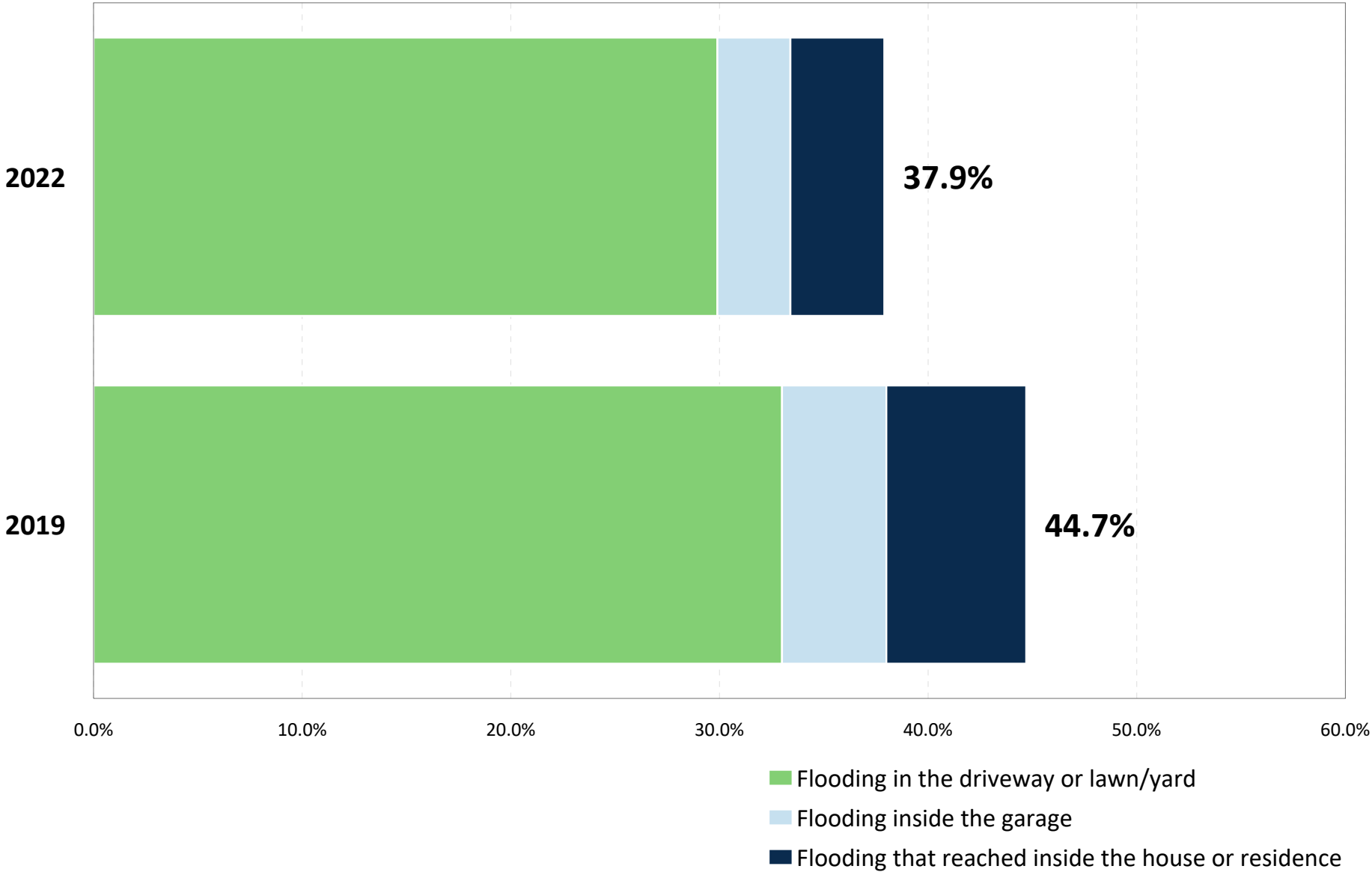
Q18. Please indicate the location of flooding at your residence as a result of a weather event.

by percentage of respondents



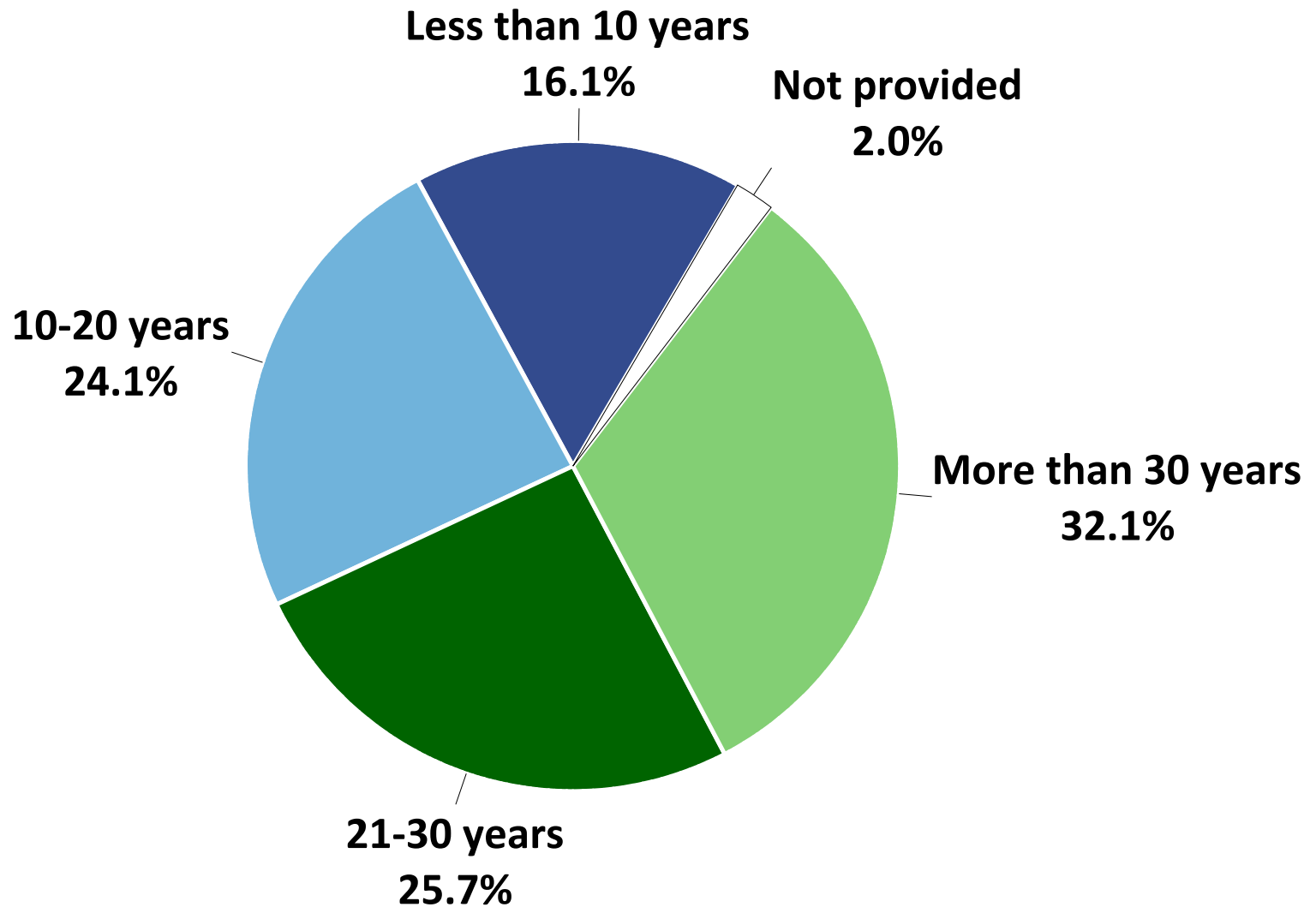
Q18. Please indicate the location of flooding at your residence as a result of a weather event.

by sum percentage of respondents that experience



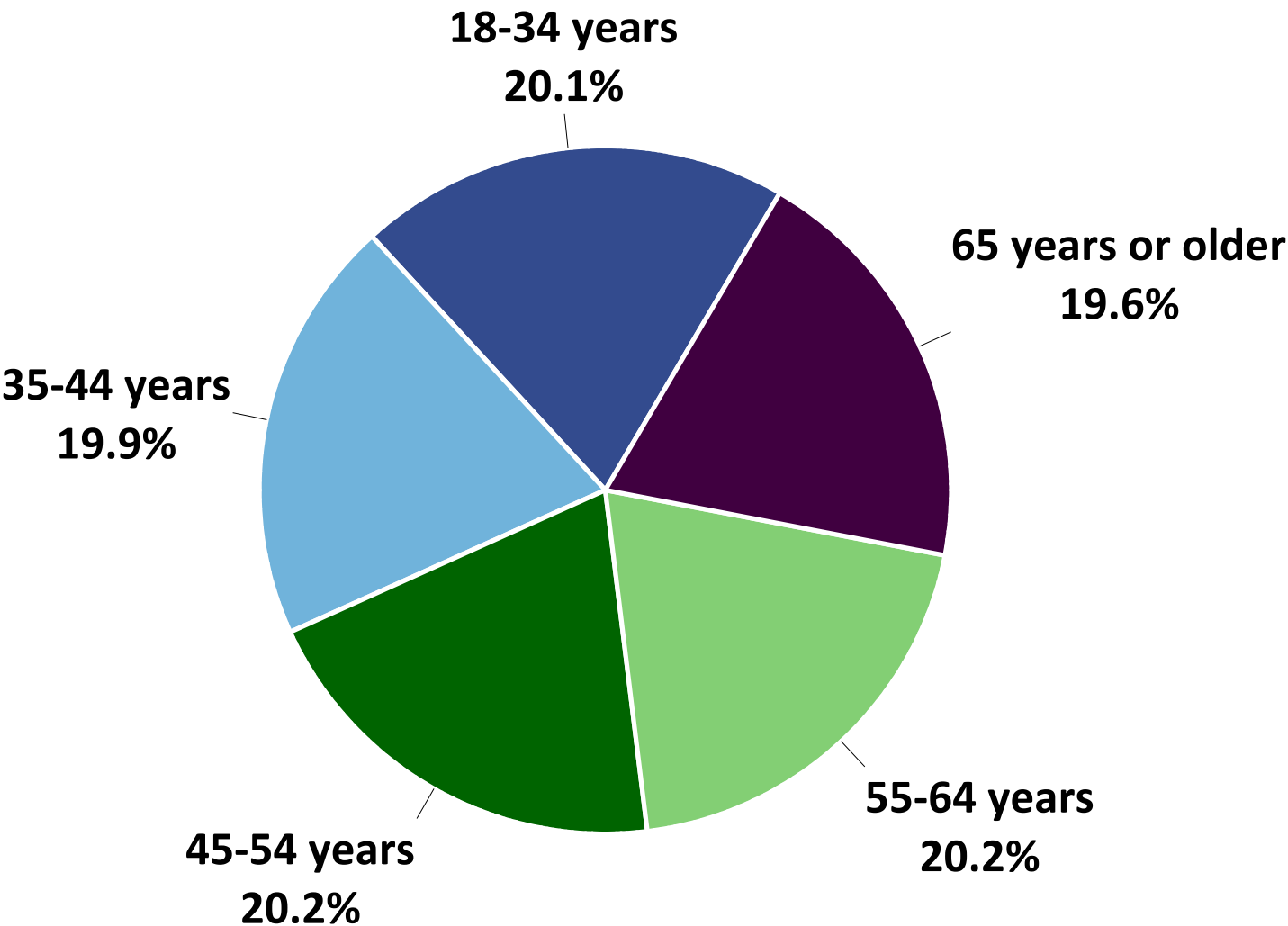
Demographics: Q19. How many years have you lived in McAllen?

by percentage of respondents



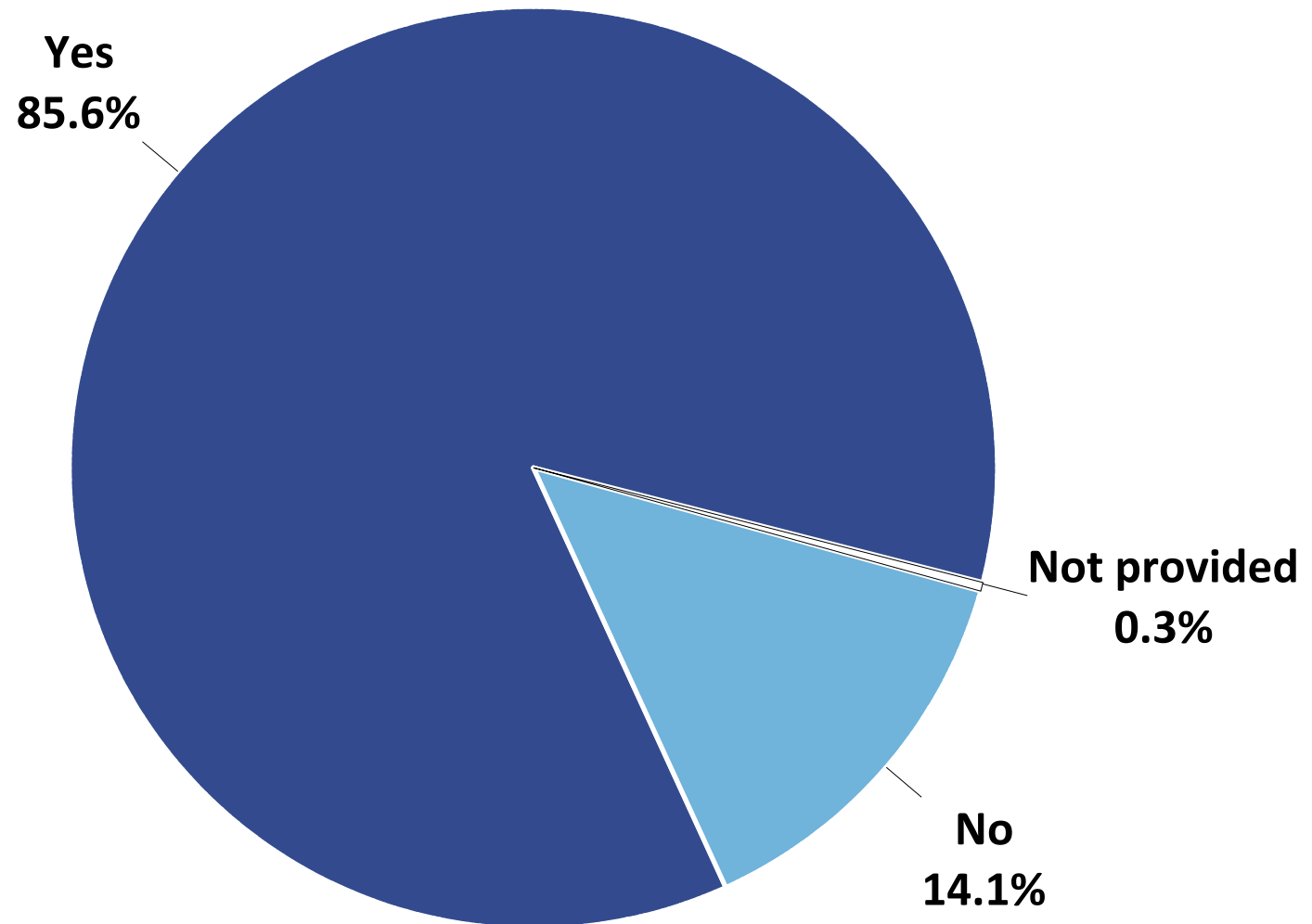
Demographics: Q20. What is your age?

by percentage of respondents



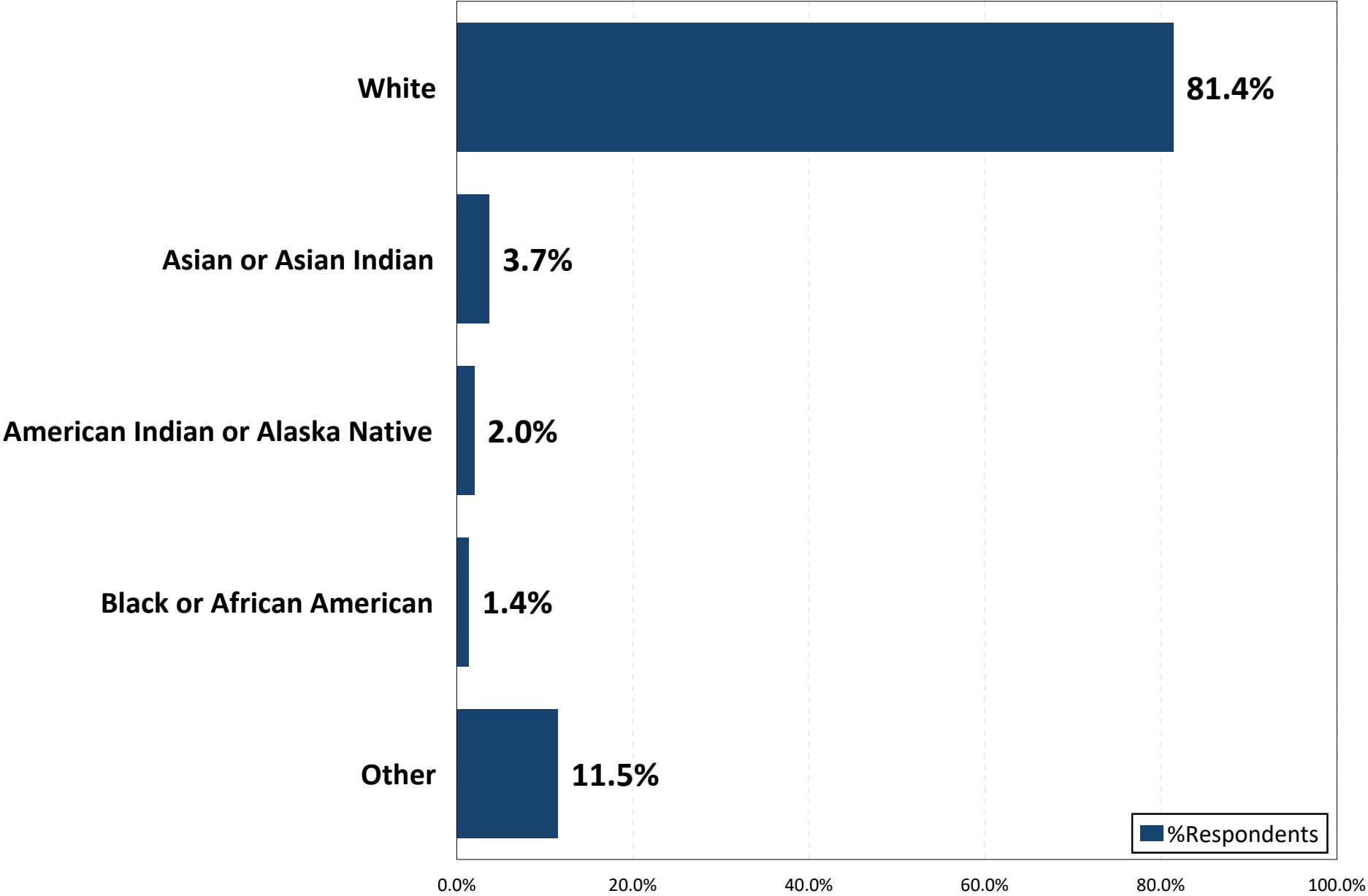
Demographics: Q21. Are you or other members of your household of Hispanic or Latino ancestry

by percentage of respondents



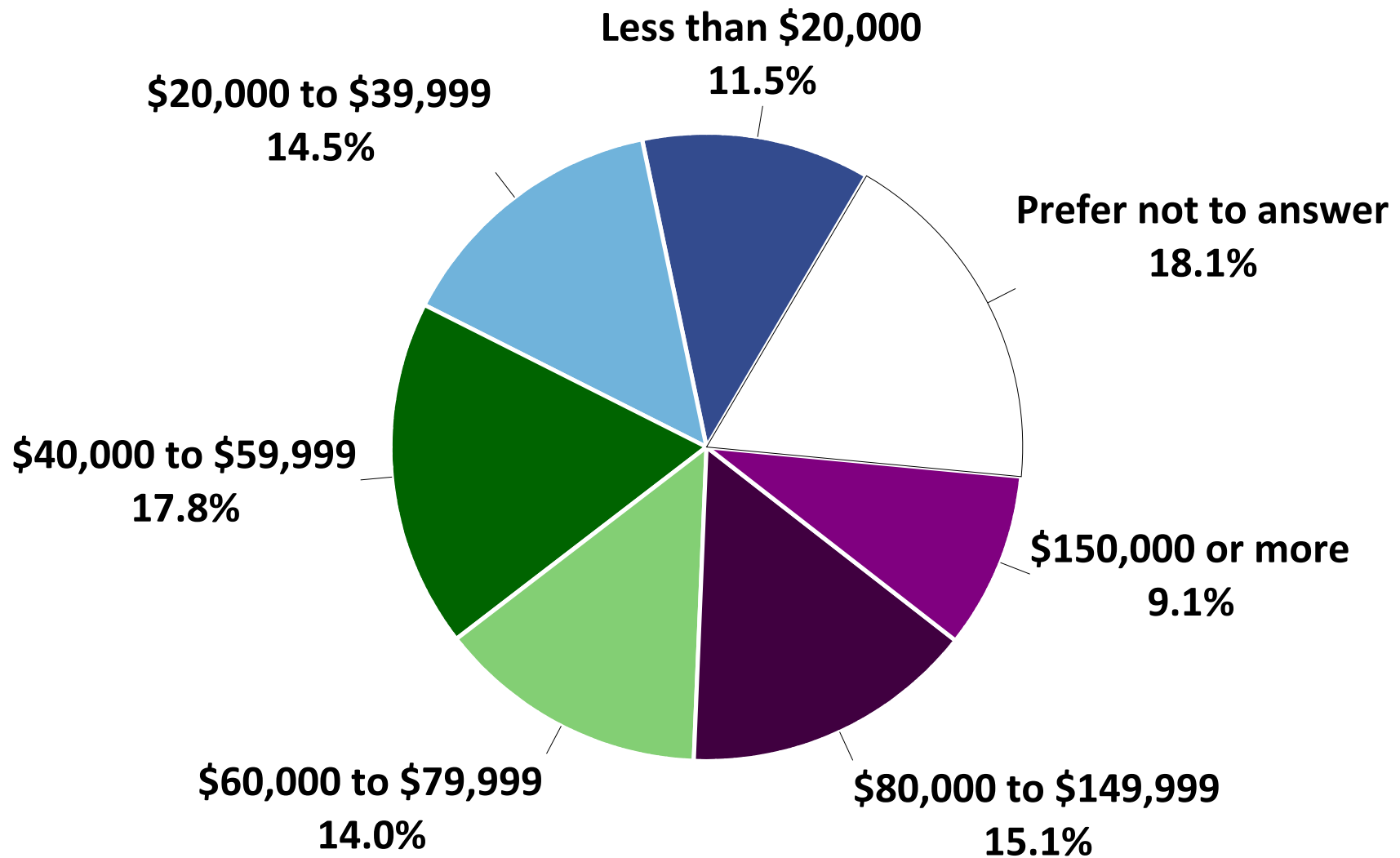
Q22. Which of the following best describes your race/ethnicity?

by percentage of respondents



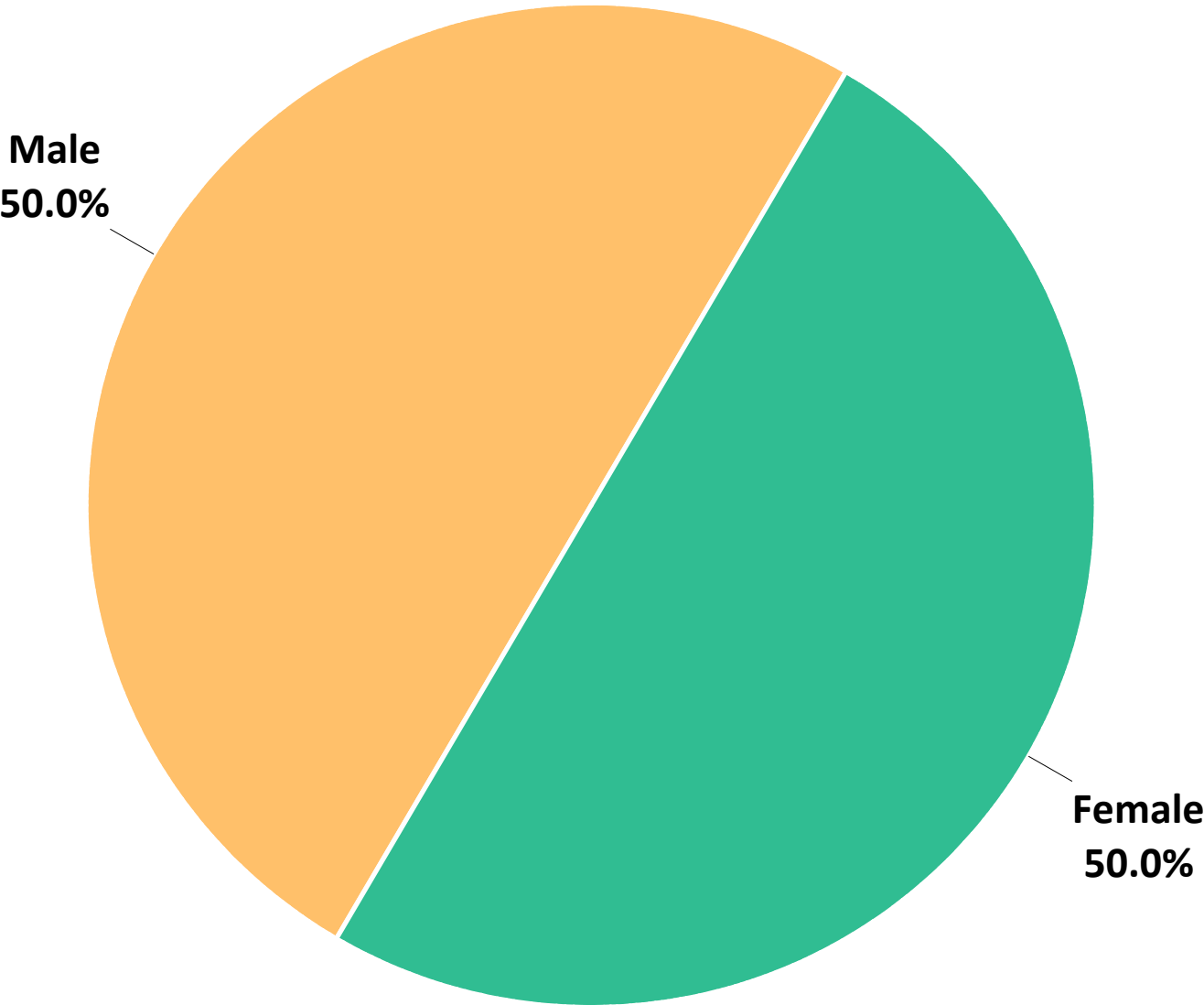
Demographics: Q23. Which of the following best describes your household income

by percentage of respondents



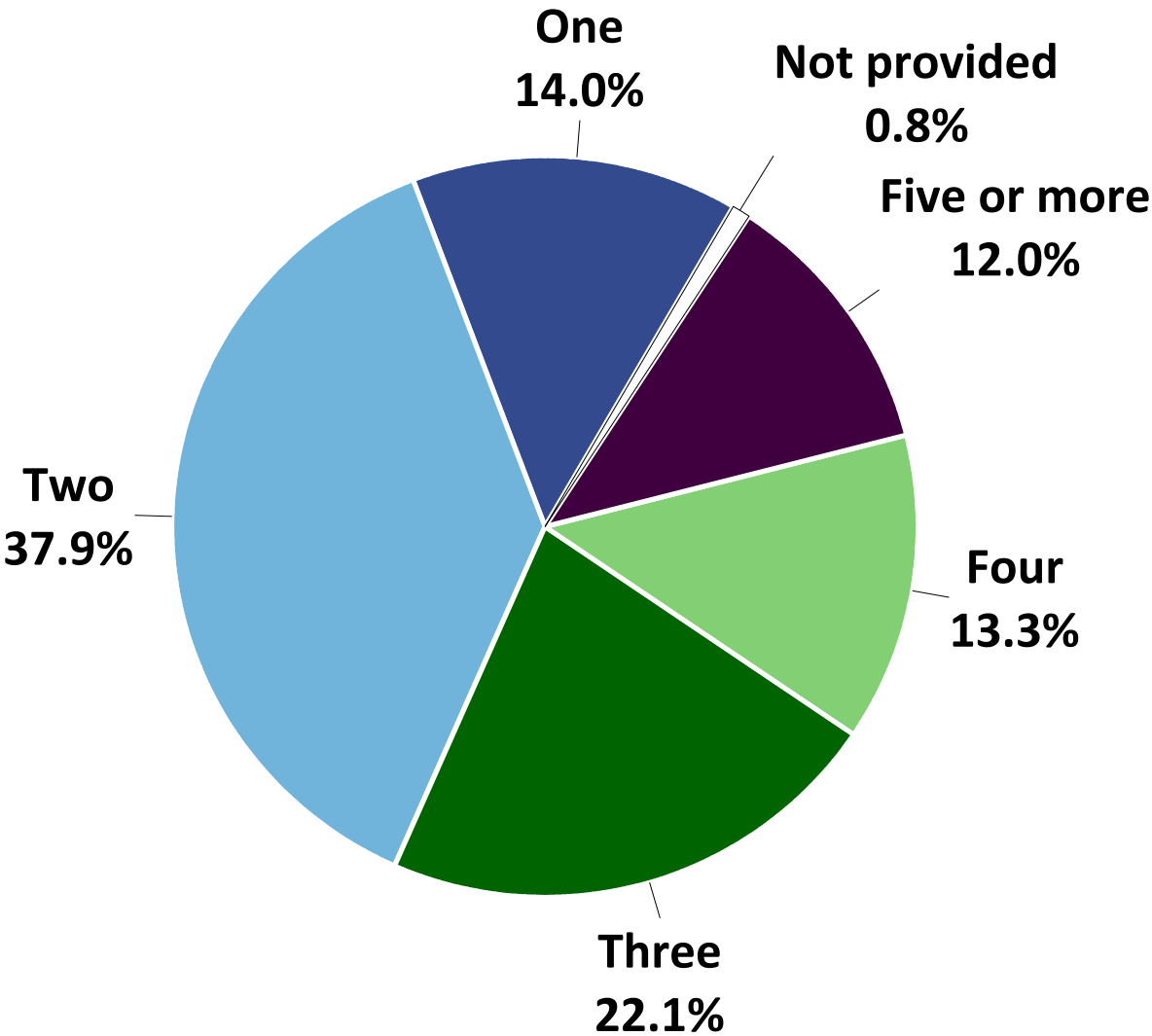
Demographics: Q24. Your gender:

by percentage of respondents



Demographics: Q25. How many people are in your household?

by percentage of respondents



Section 3: Benchmarking Analysis

Benchmark Analysis

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 1999, the survey has been administered in more than 1,200 cities and counties in 49 states.

This report contains benchmarking data from a national survey that was administered by ETC Institute during the winter of 2022 to a random sample of more than 9,000 residents living in United States' communities.

The first set of benchmarking charts provided show how the results from the 2022 City of McAllen Citizen Satisfaction Survey compare to the averages of:

- communities across the State of Texas and
- communities nationally in the services analyzed.

The second set of benchmarking charts provided show how the results from the 2022 City of McAllen Citizen Satisfaction Survey compare to the averages of:

- communities across the State of Texas where ETC Institute conducted community surveys between 2020 and 2022

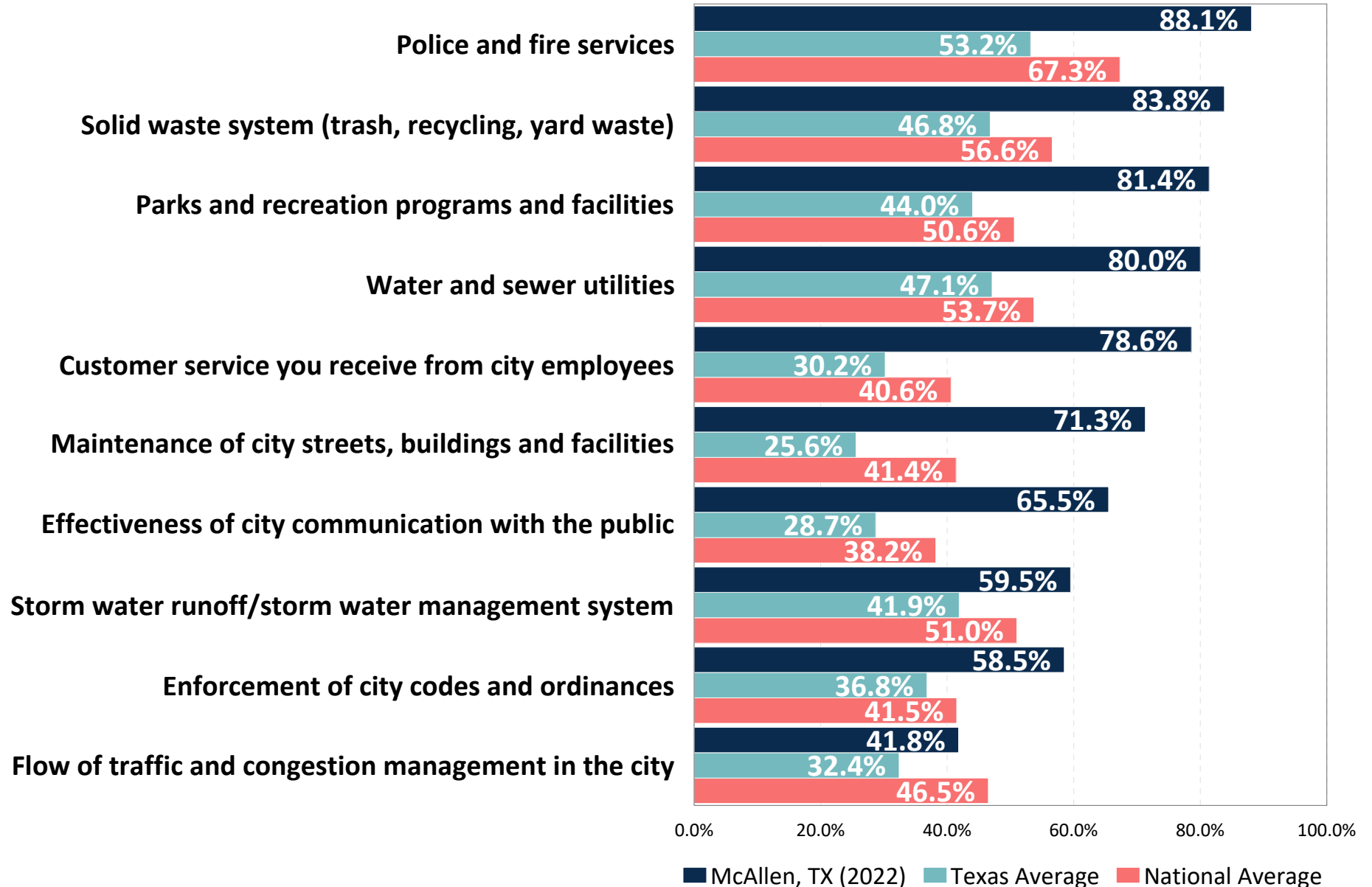
The average of Texas communities include the following Texas communities:

- | | | |
|------------------|---------------------|--------------------|
| • Addison, TX | • Dickinson, TX | • Pflugerville, TX |
| • Austin, TX | • El Paso, TX | • Plano, TX |
| • Baytown, TX | • Fort Worth, TX | • Round Rock, TX |
| • Burleson, TX | • League City, TX | • Schertz, TX |
| • Cedar Hill, TX | • Mansfield, TX | • Sugar Land, TX |
| • Conroe, TX | • Mesquite, TX | • Waxahachie, TX |
| • Dallas, TX | • Missouri City, TX | • Westlake, TX |
| • DeSoto, TX | • New Fairview, TX | |

City of McAllen vs. Texas vs. National Average

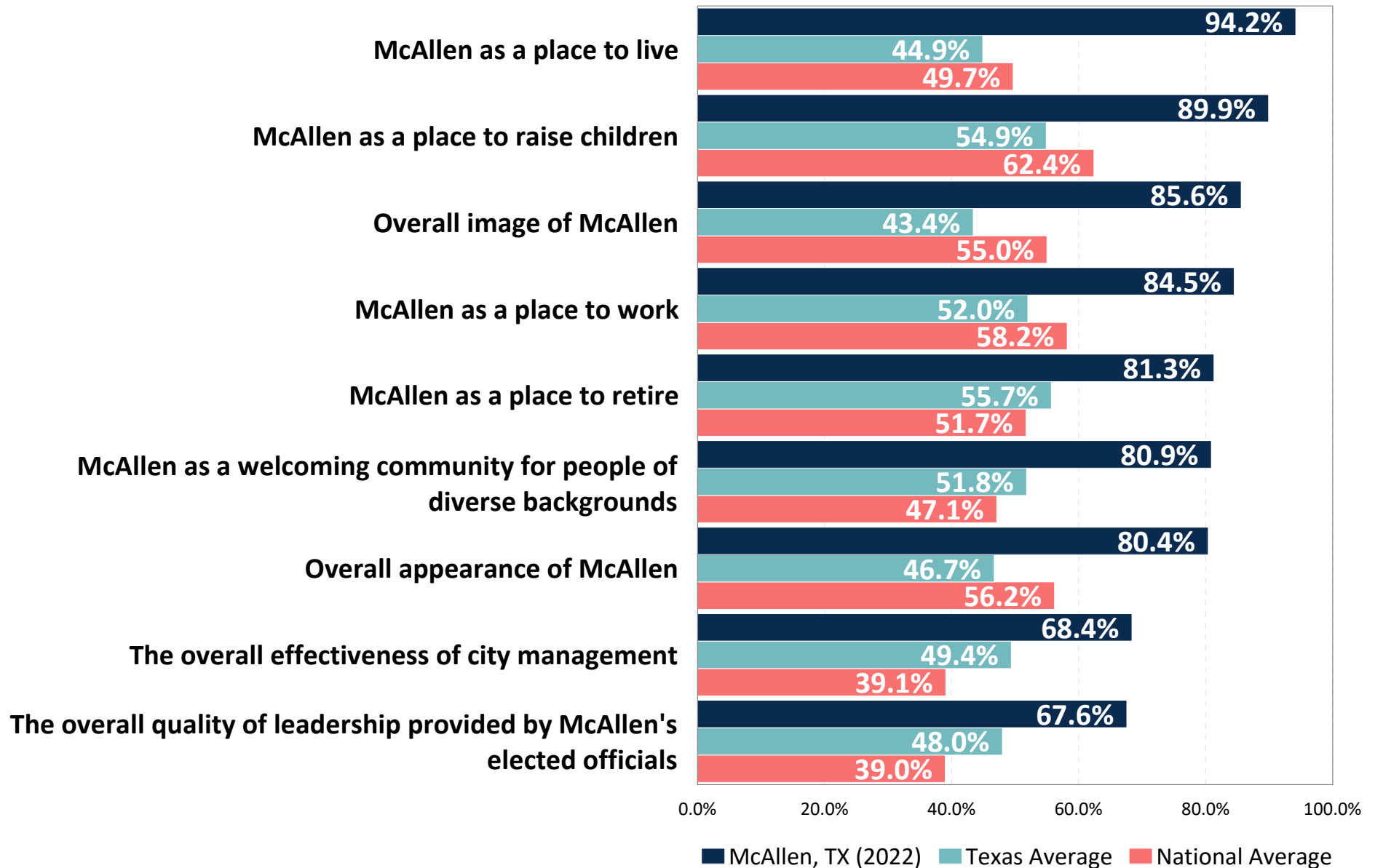
Q1. Please rate your overall satisfaction with major categories of services provided by McAllen

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



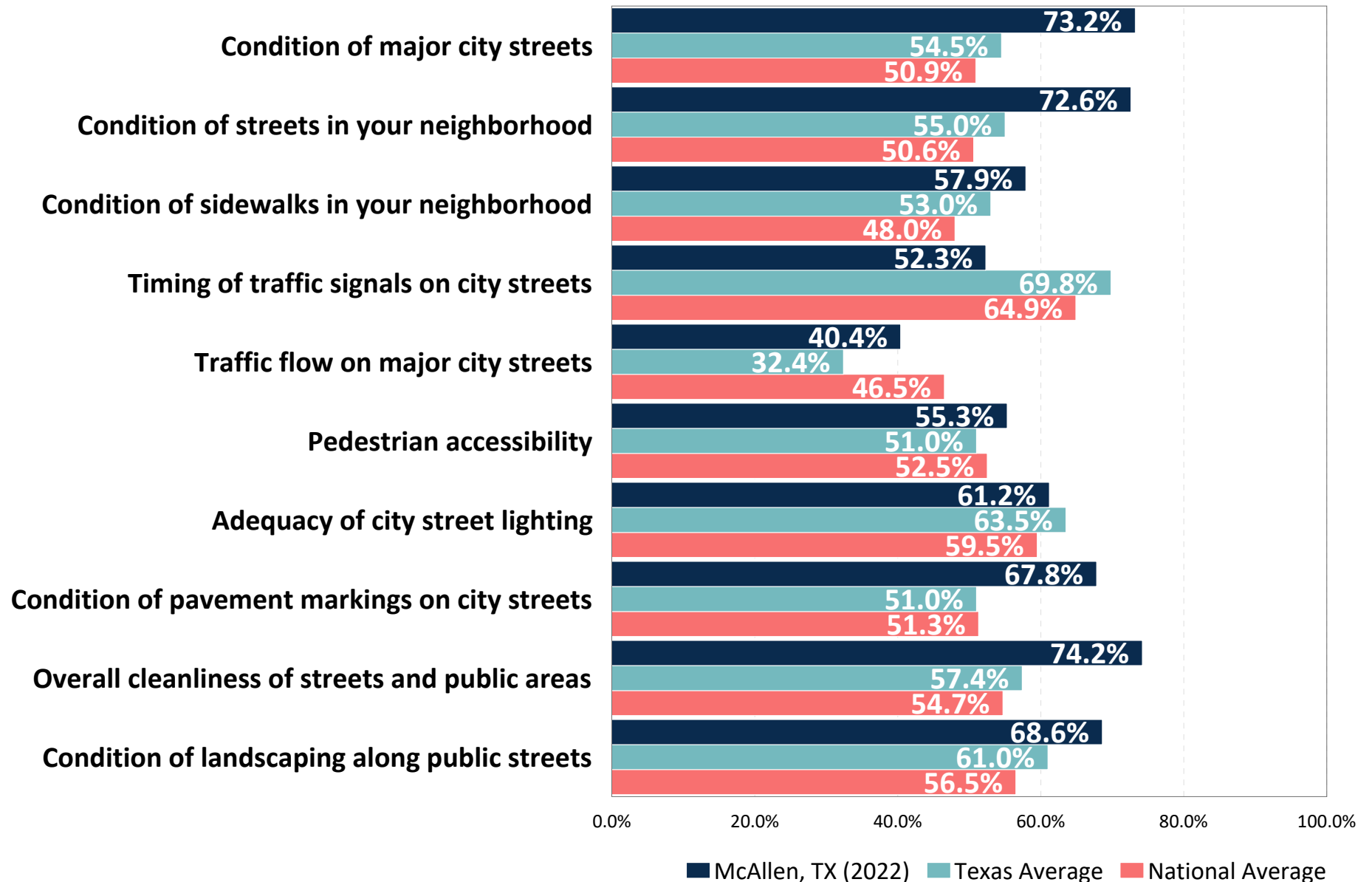
Q3. Please rate your satisfaction with each of the following items that may influence your perception of McAllen

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



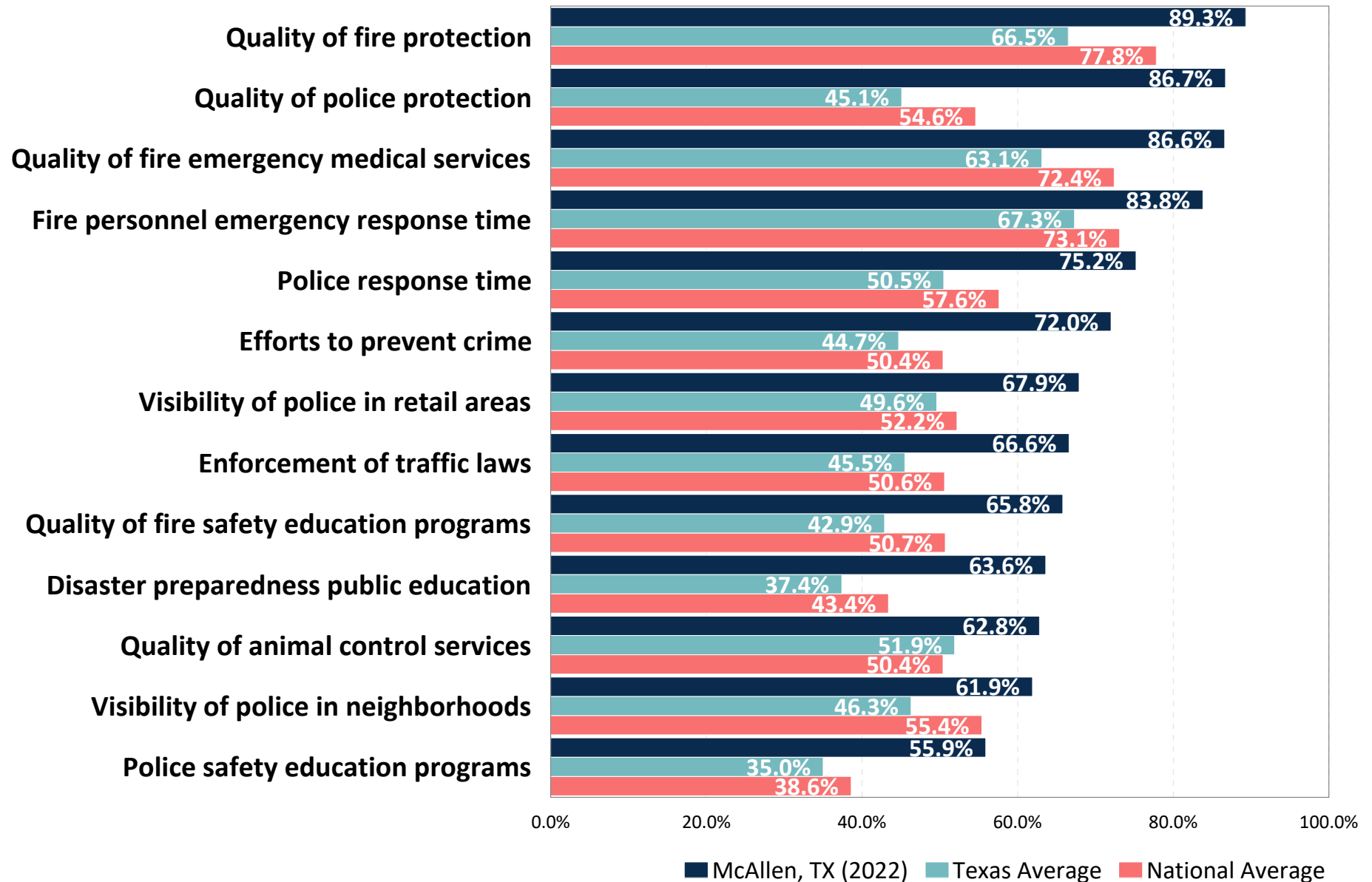
Q4. Please rate your satisfaction with the following services provided by the City

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



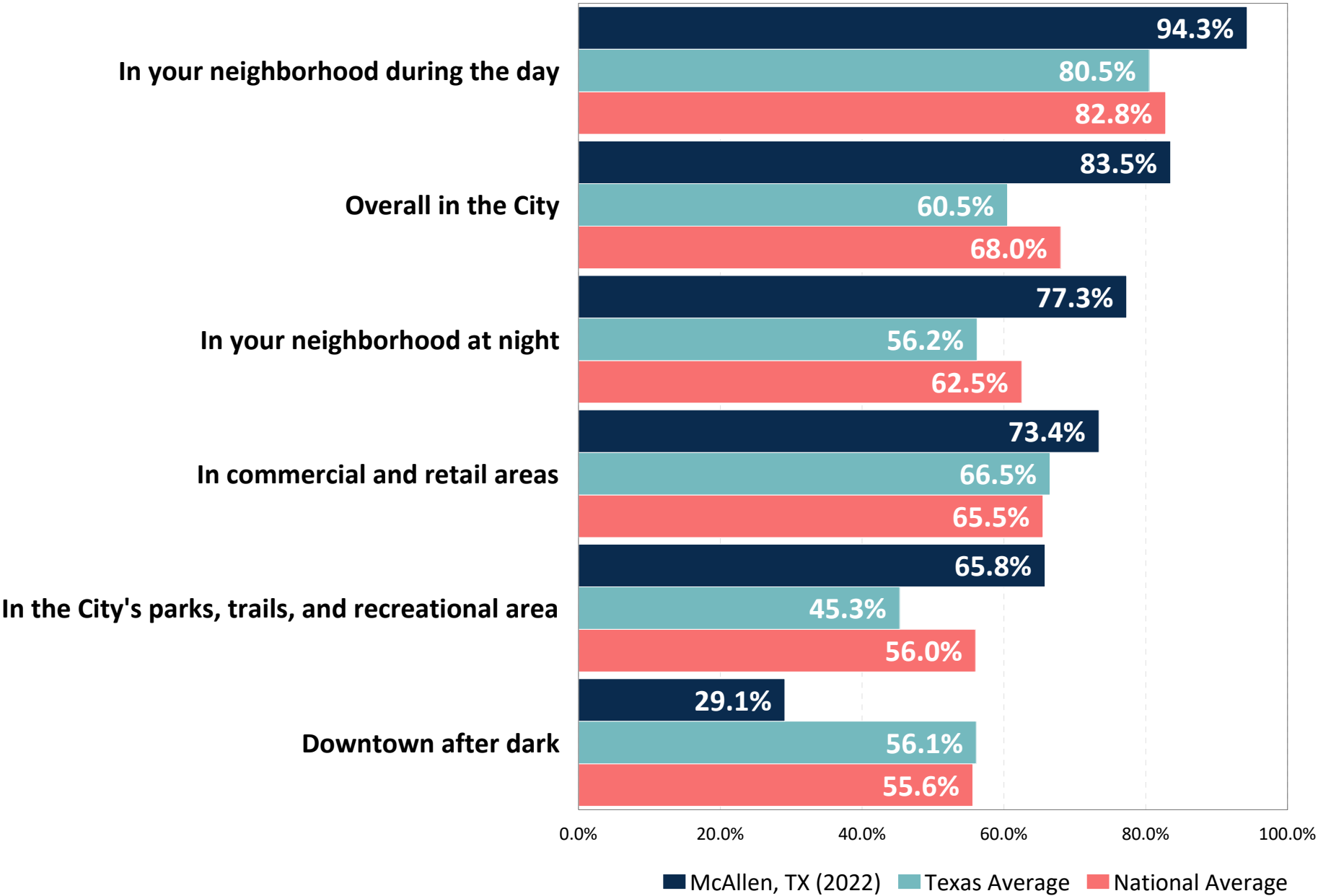
Q6. Please rate your satisfaction with the following public safety services provided by the City of McAllen

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



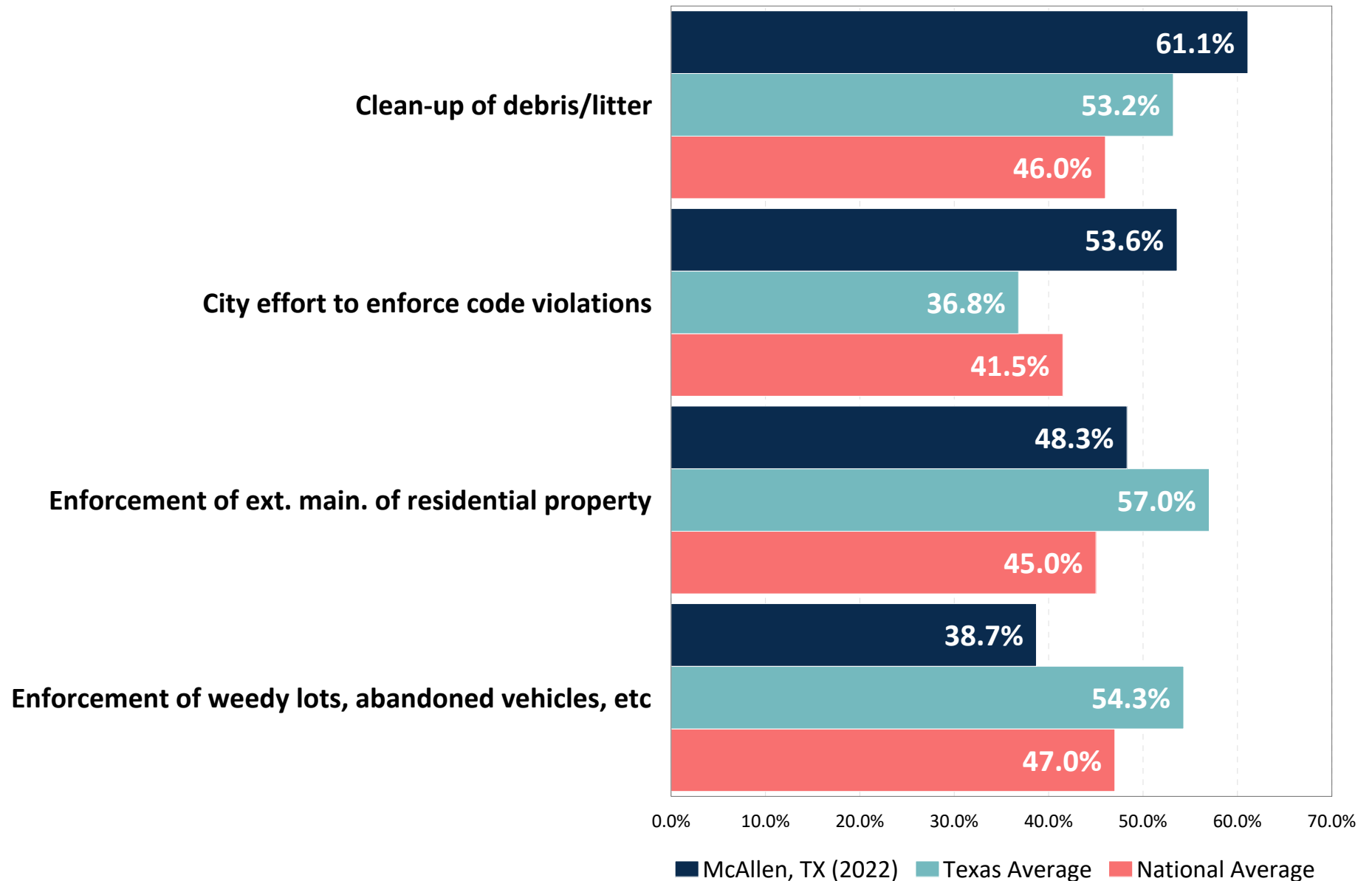
Q8. Please rate how safe you feel in the following situations

by the sum percentage of respondents that feel either *very safe* or *safe* with the service (excluding *don't know* responses)



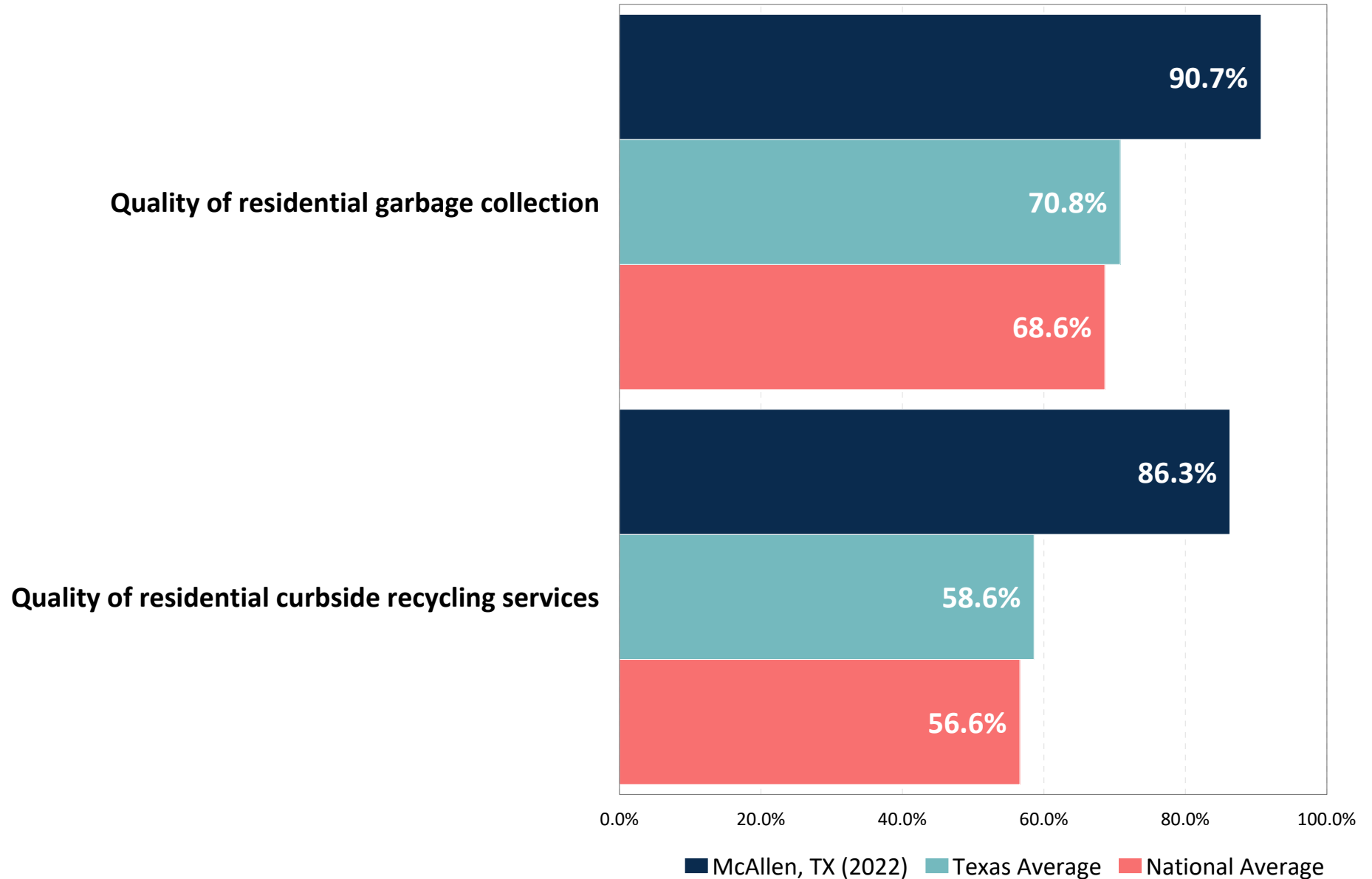
Q9. Please rate your satisfaction with the following code enforcement items

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



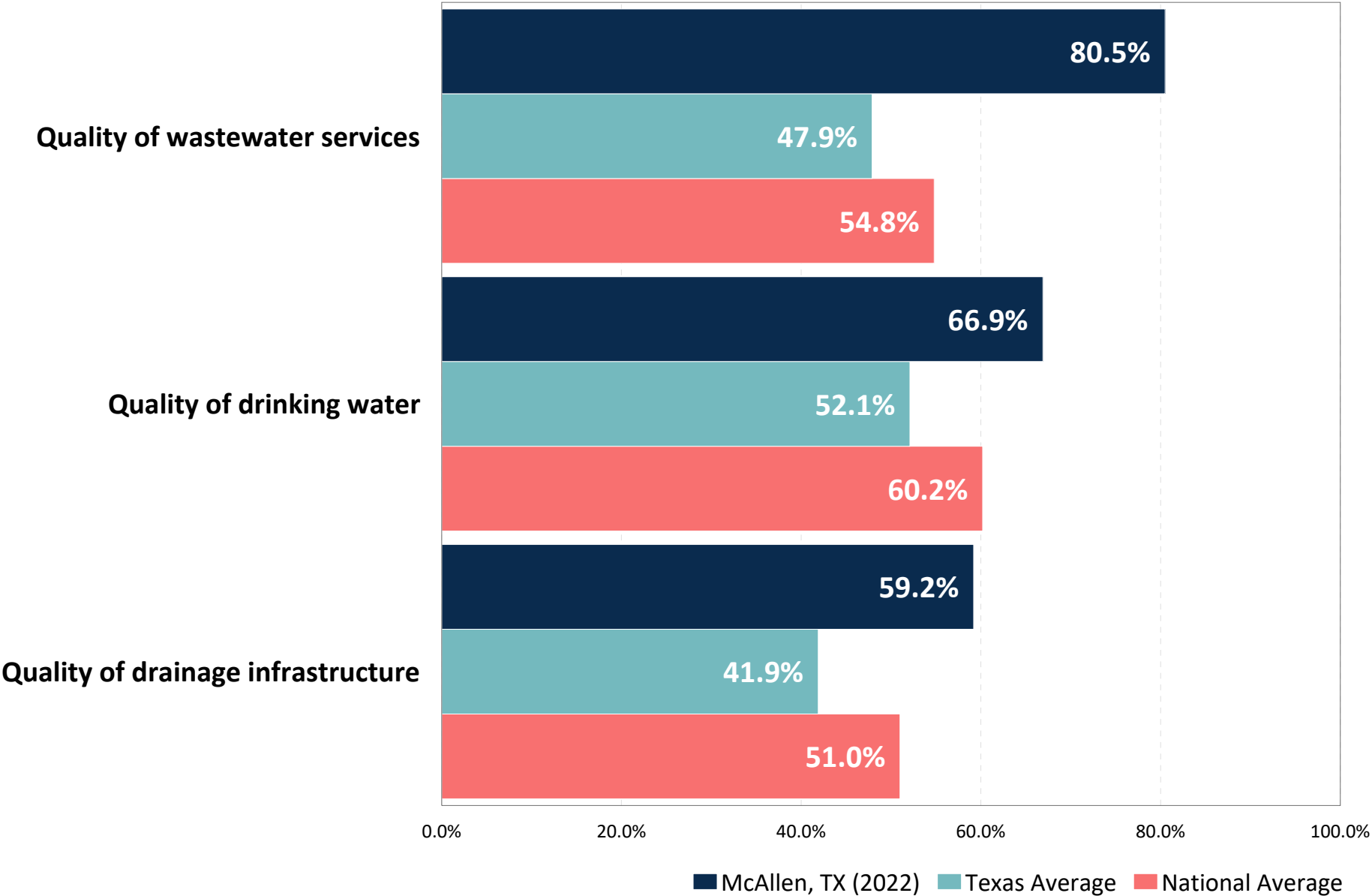
Q10. Please rate your satisfaction with each of the following residential and neighborhood services

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



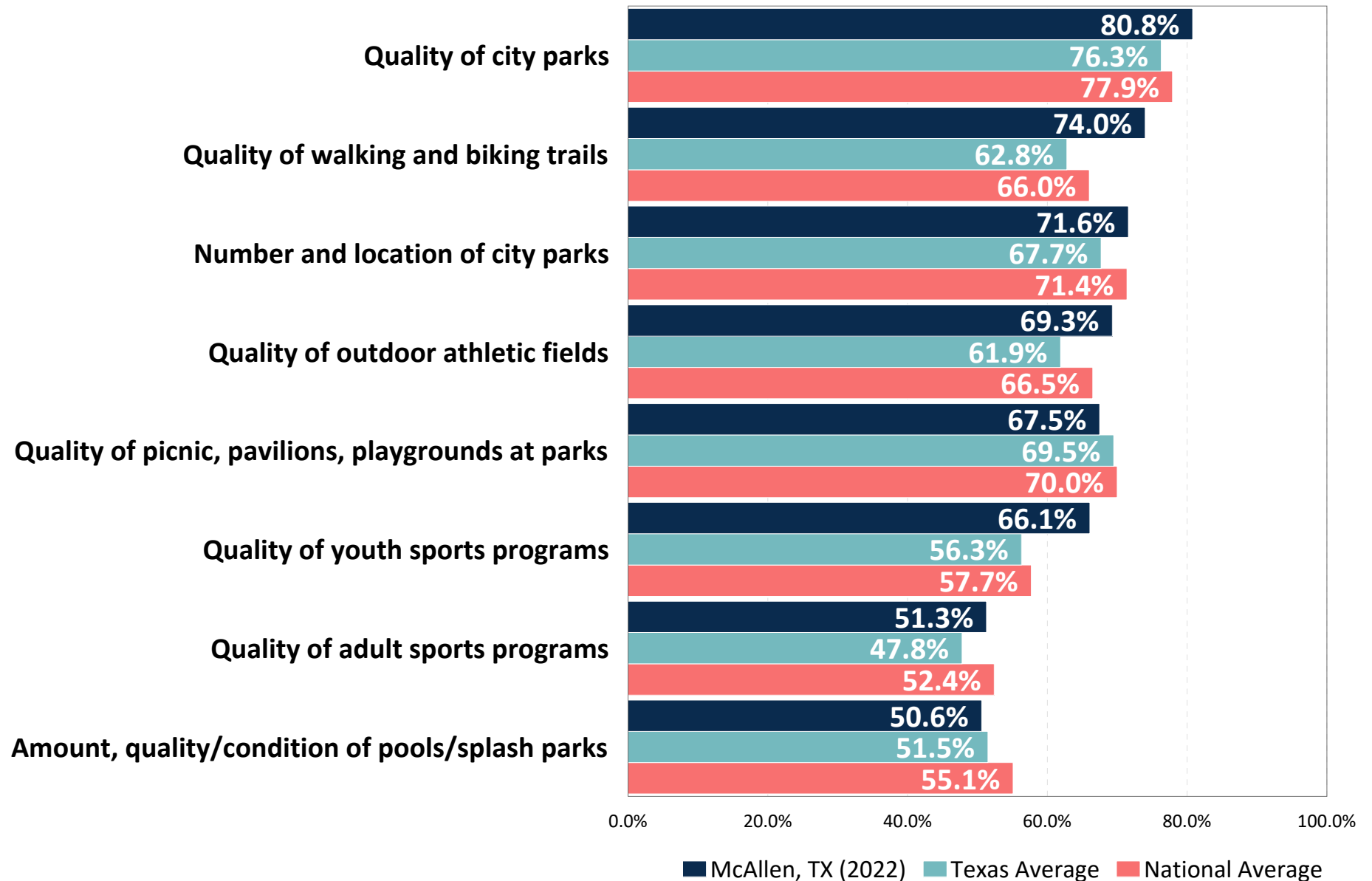
Q11. Please rate your satisfaction with each of the following public works services

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



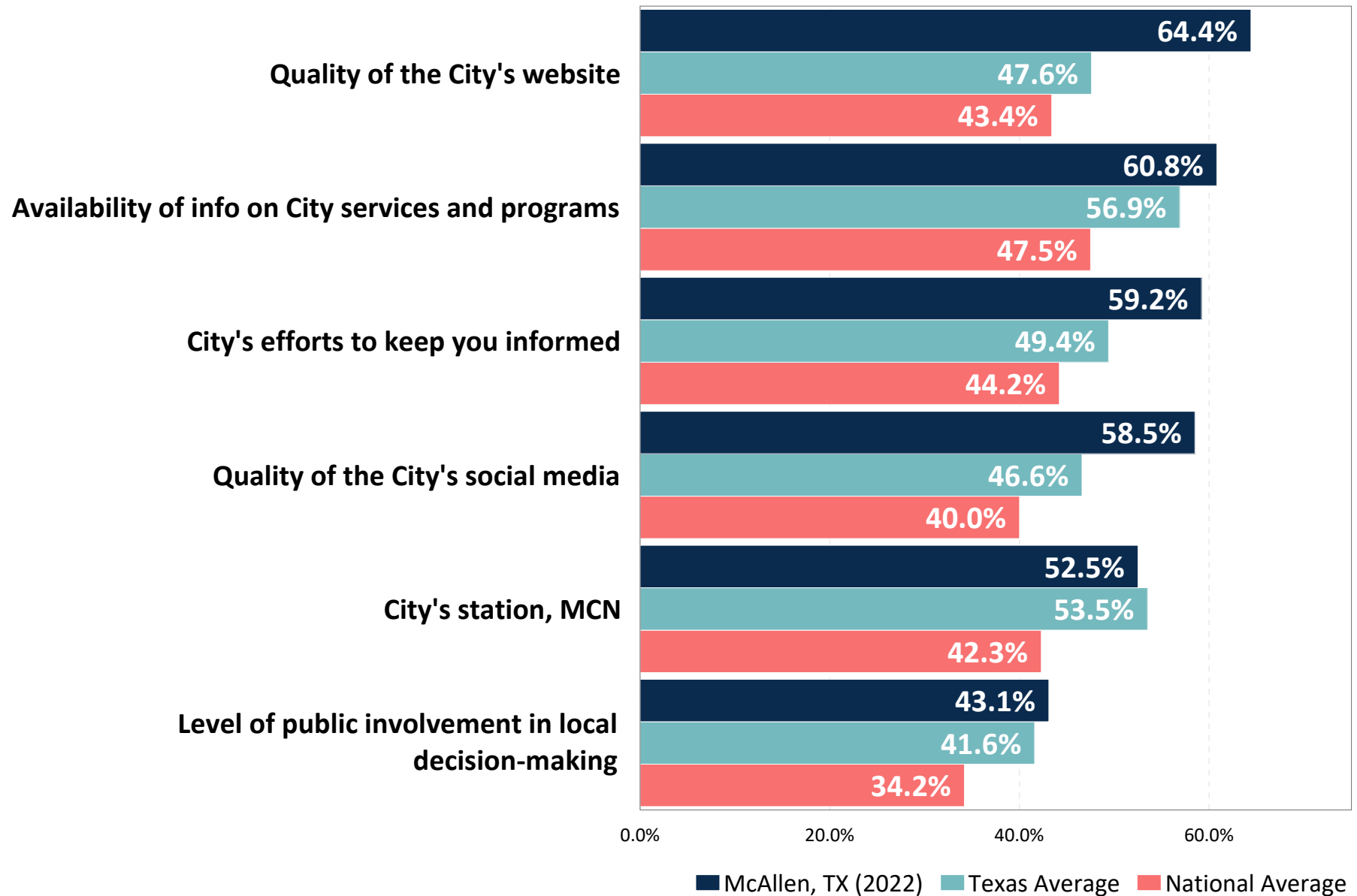
Q12. Please rate your satisfaction with each of the following parks and recreation items

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



Q14. Please rate your satisfaction with each of the following items concerning City communication

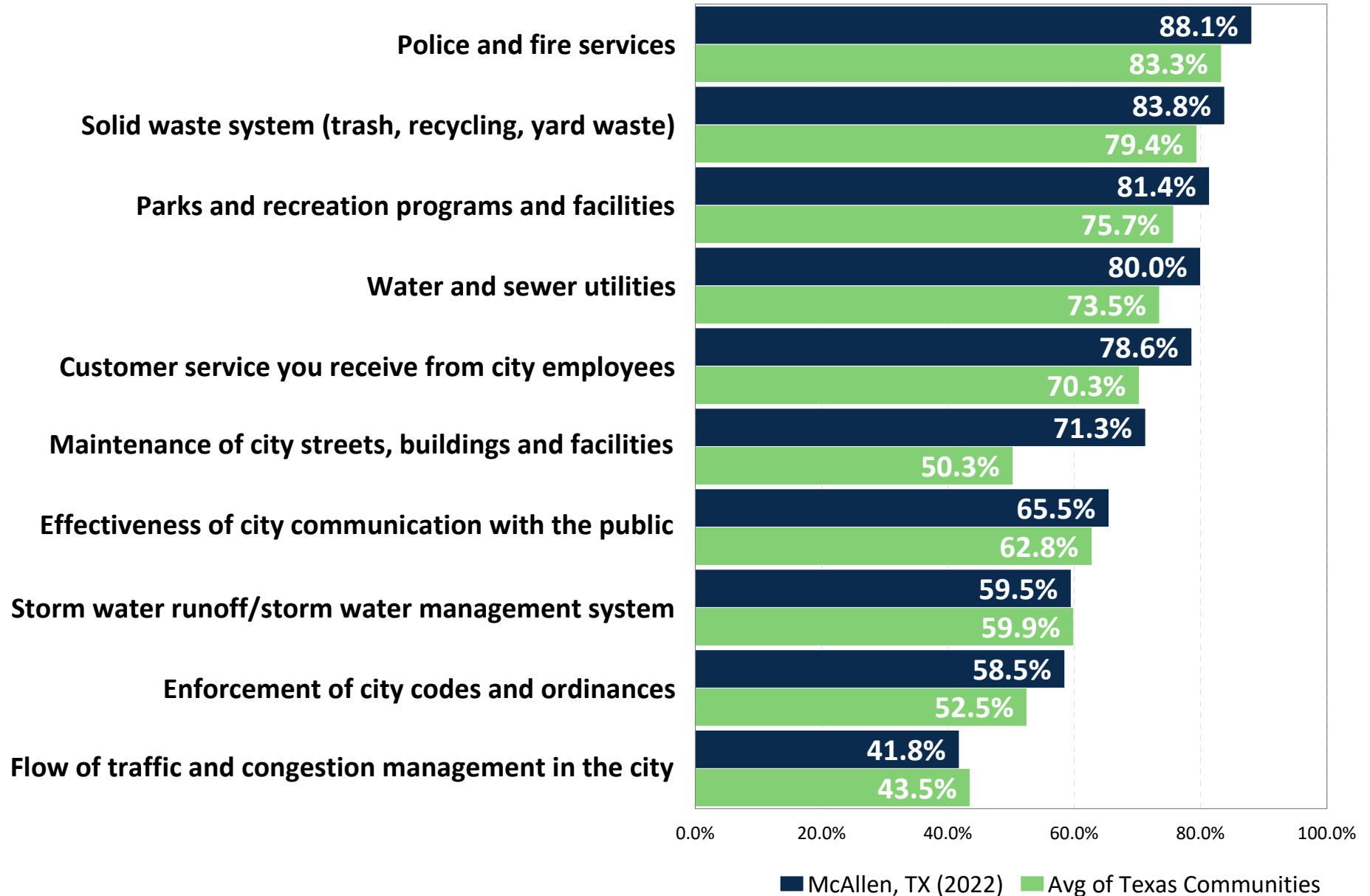
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



City of McAllen vs. Texas Communities

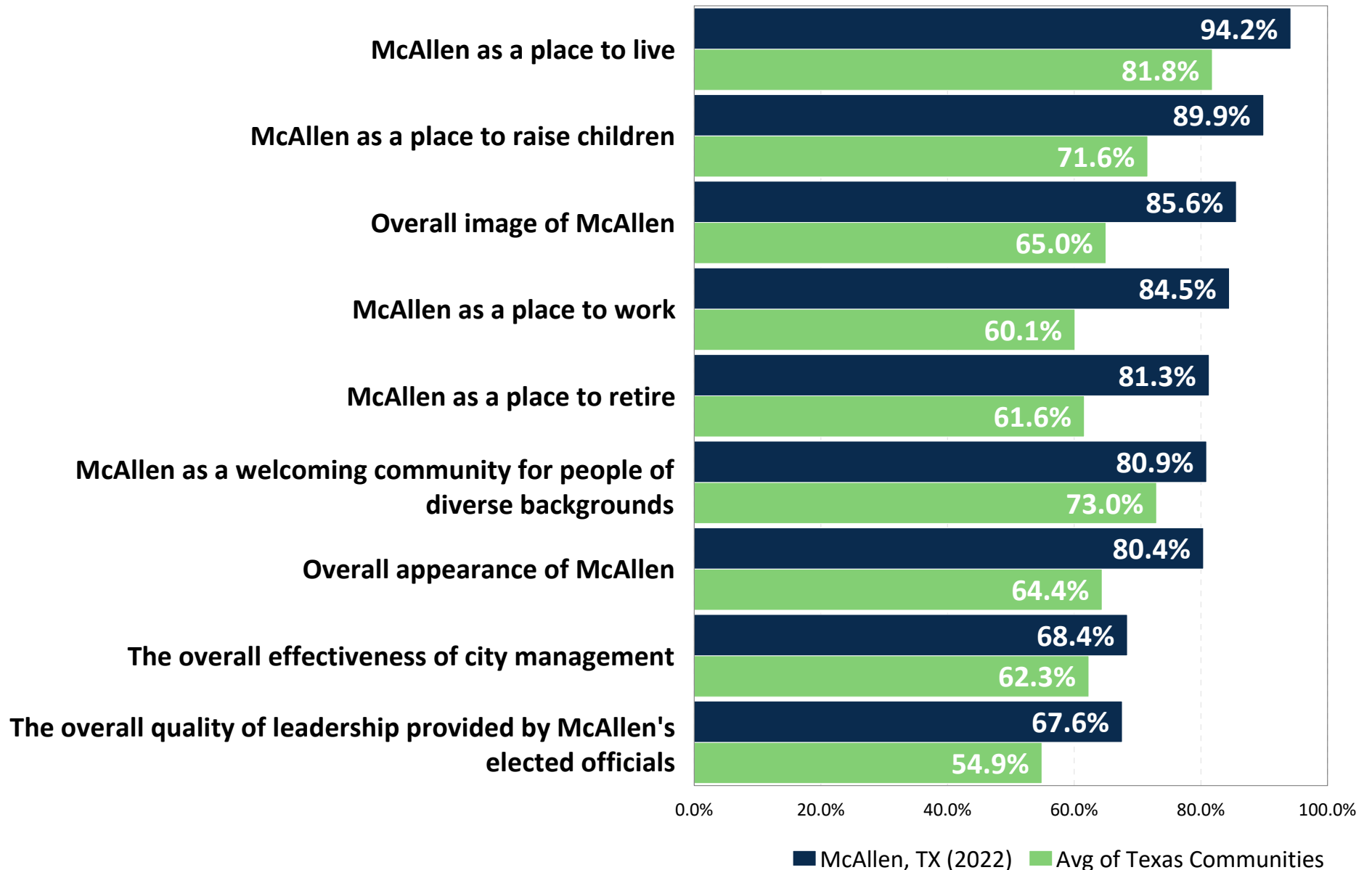
Q1. Please rate your overall satisfaction with major categories of services provided by McAllen

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



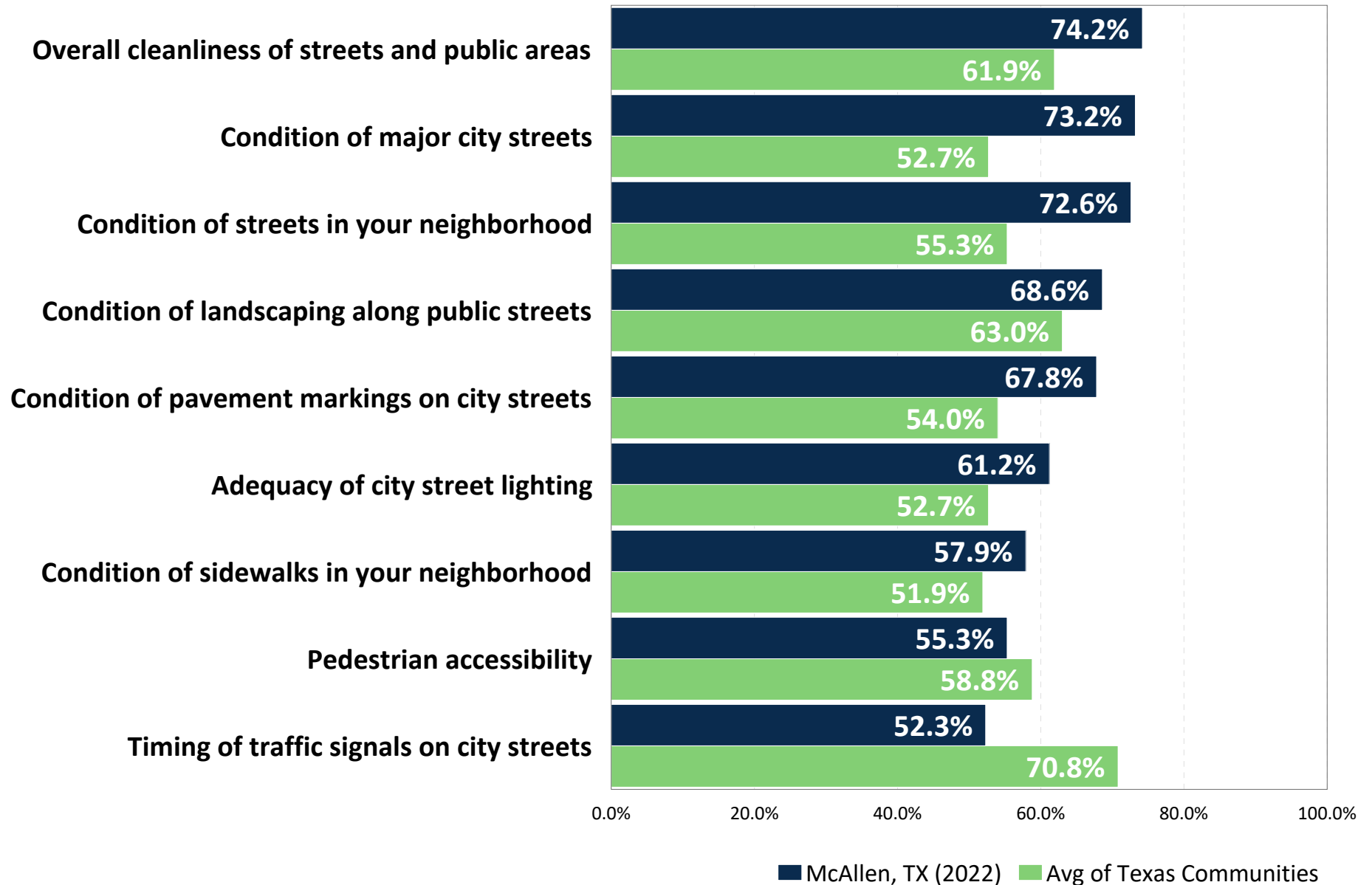
Q3. Please rate your satisfaction with each of the following items that may influence your perception of McAllen

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



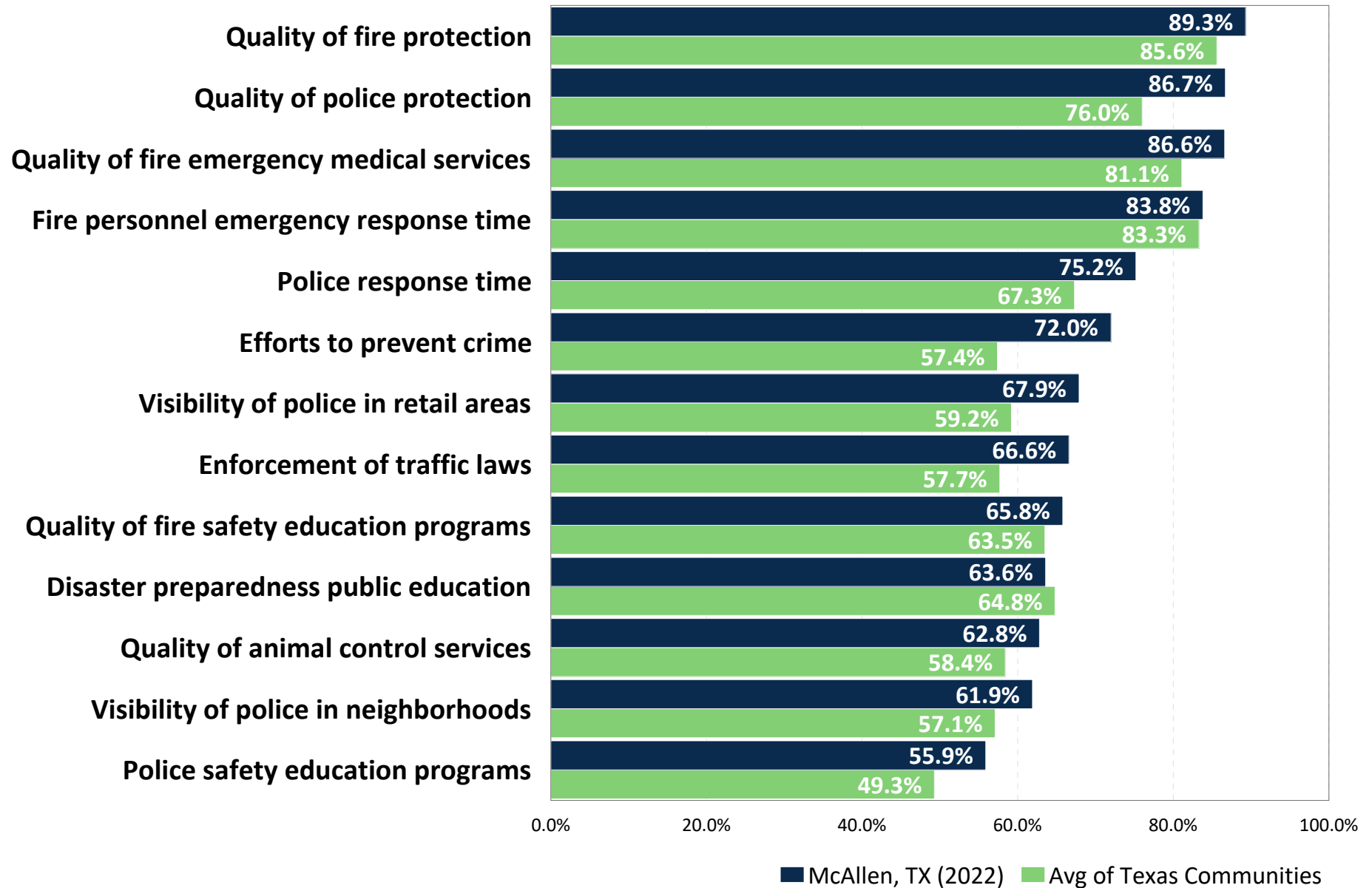
Q4. Please rate your satisfaction with the following services provided by the City

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



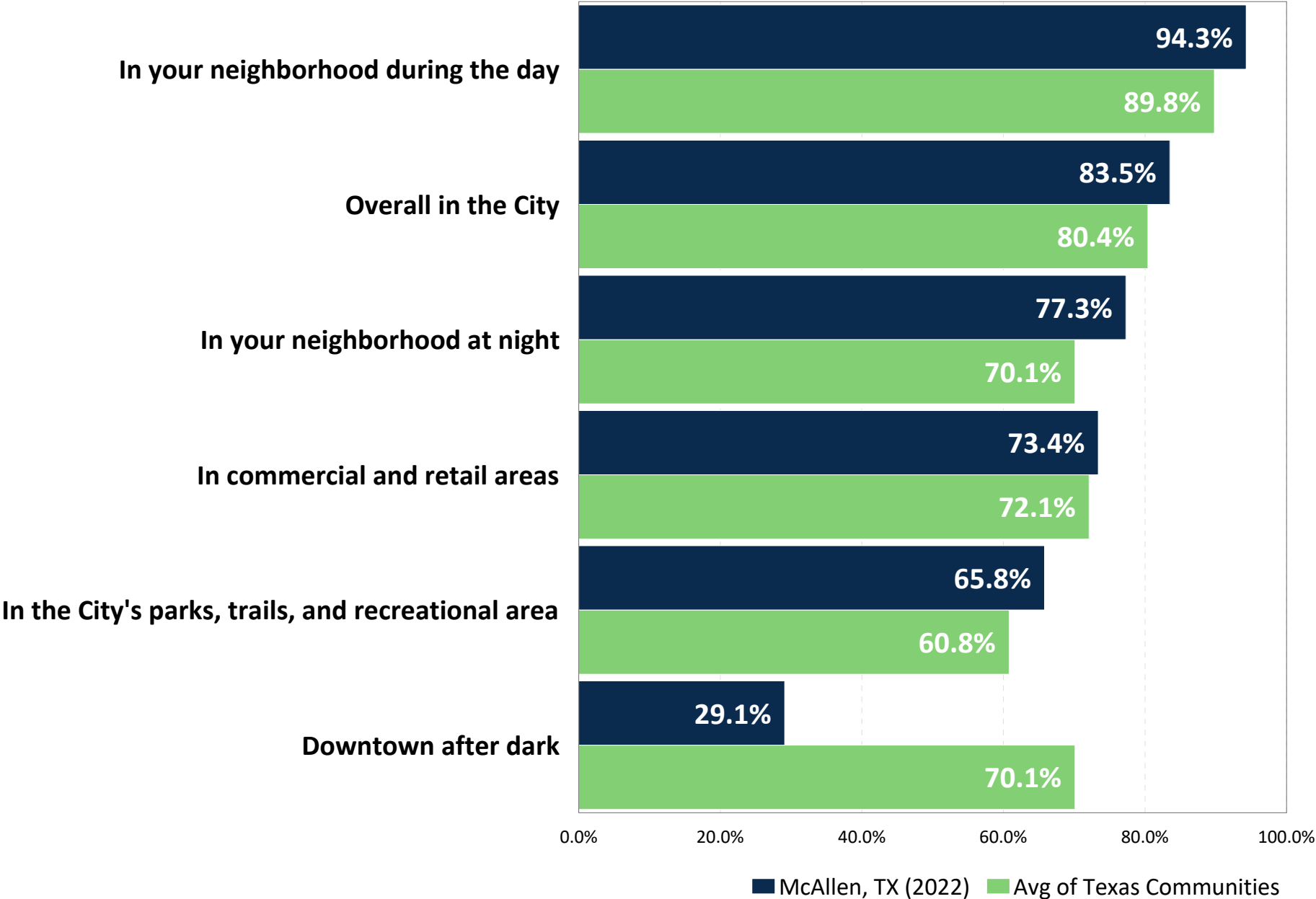
Q6. Please rate your satisfaction with the following public safety services provided by the City of McAllen

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



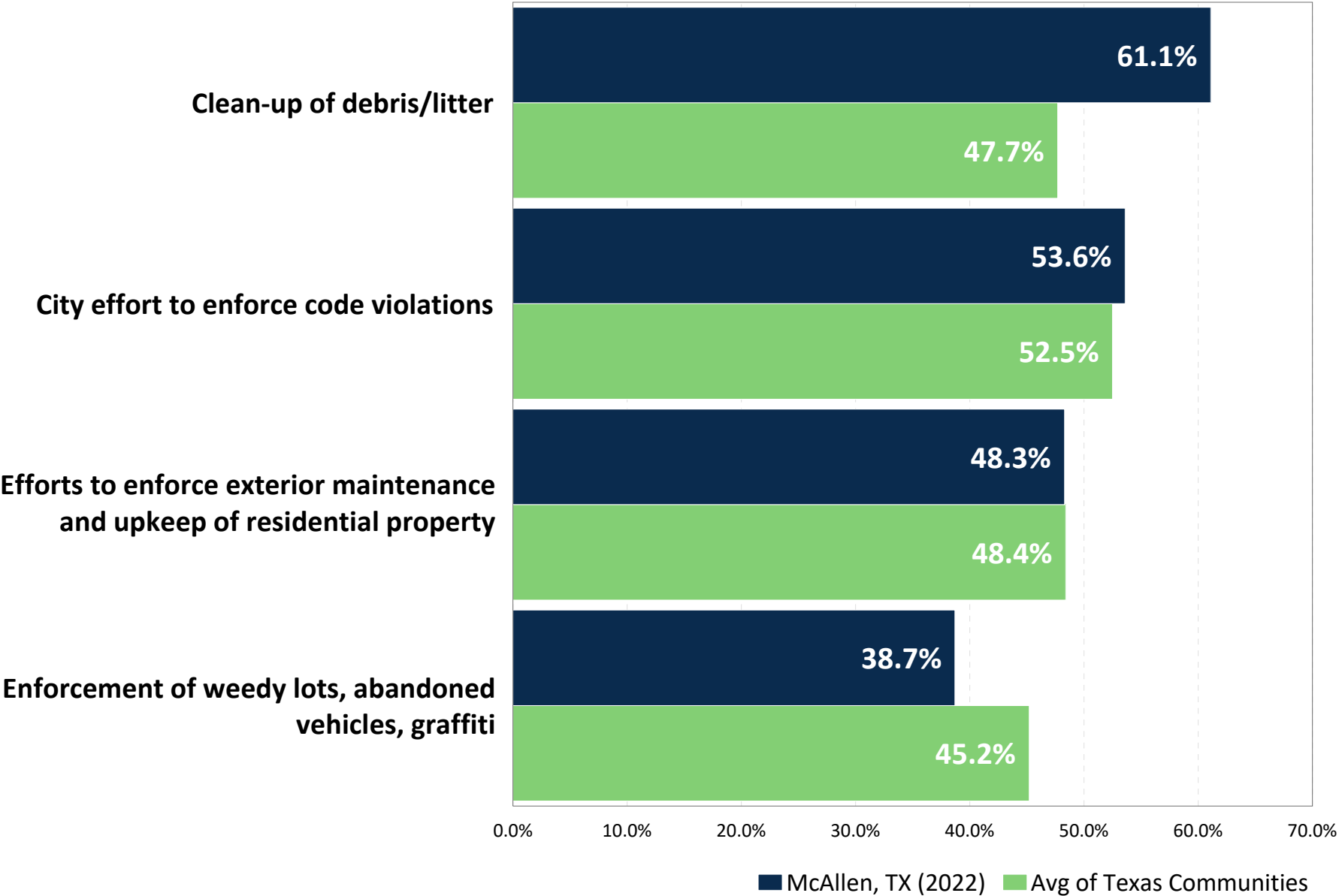
Q8. Please rate how safe you feel in the following situations

by the sum percentage of respondents that feel either *very safe* or *safe* with the service (excluding *don't know* responses)



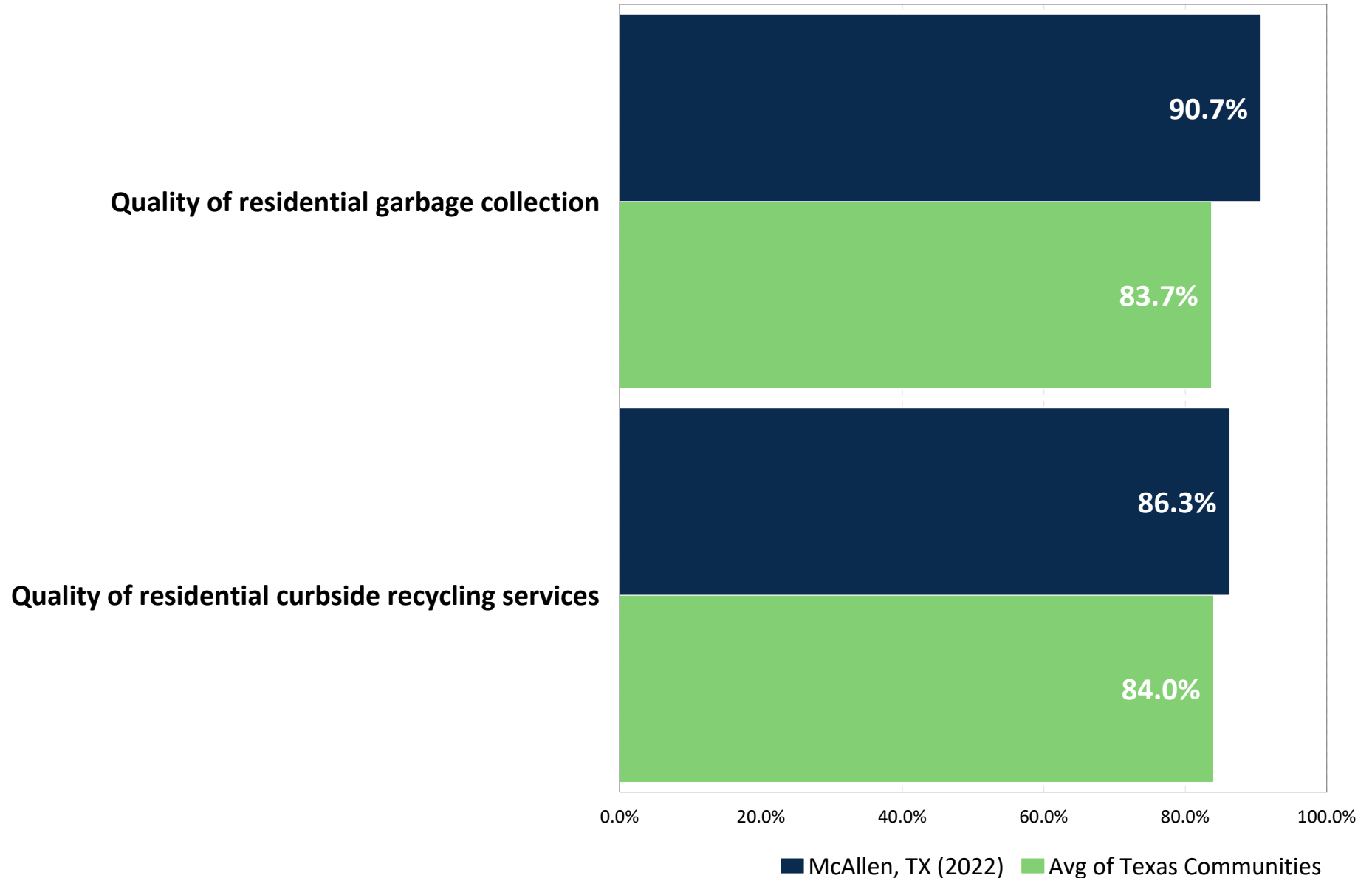
Q9. Please rate your satisfaction with the following code enforcement items

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



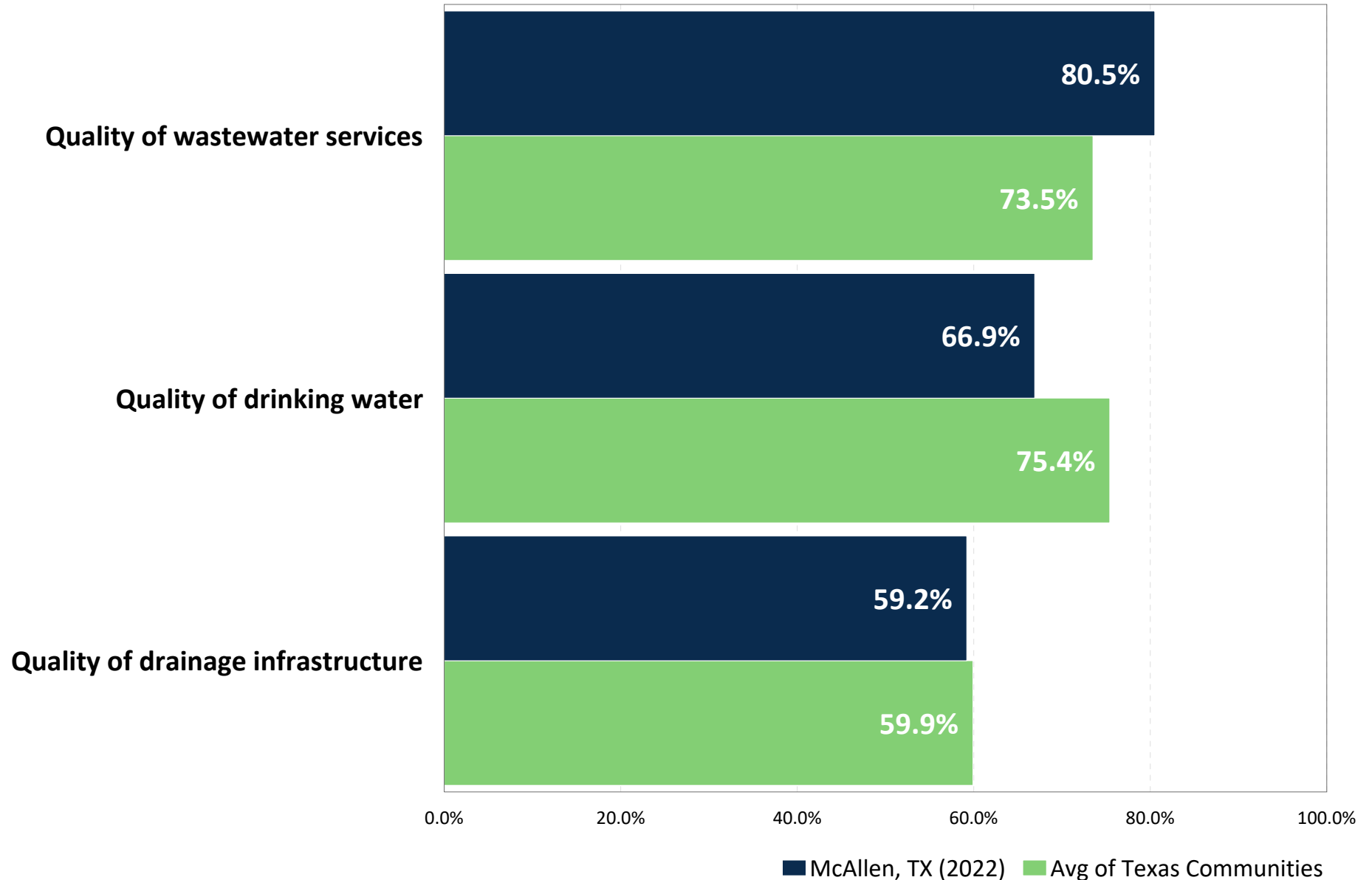
Q10. Please rate your satisfaction with each of the following residential and neighborhood services

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



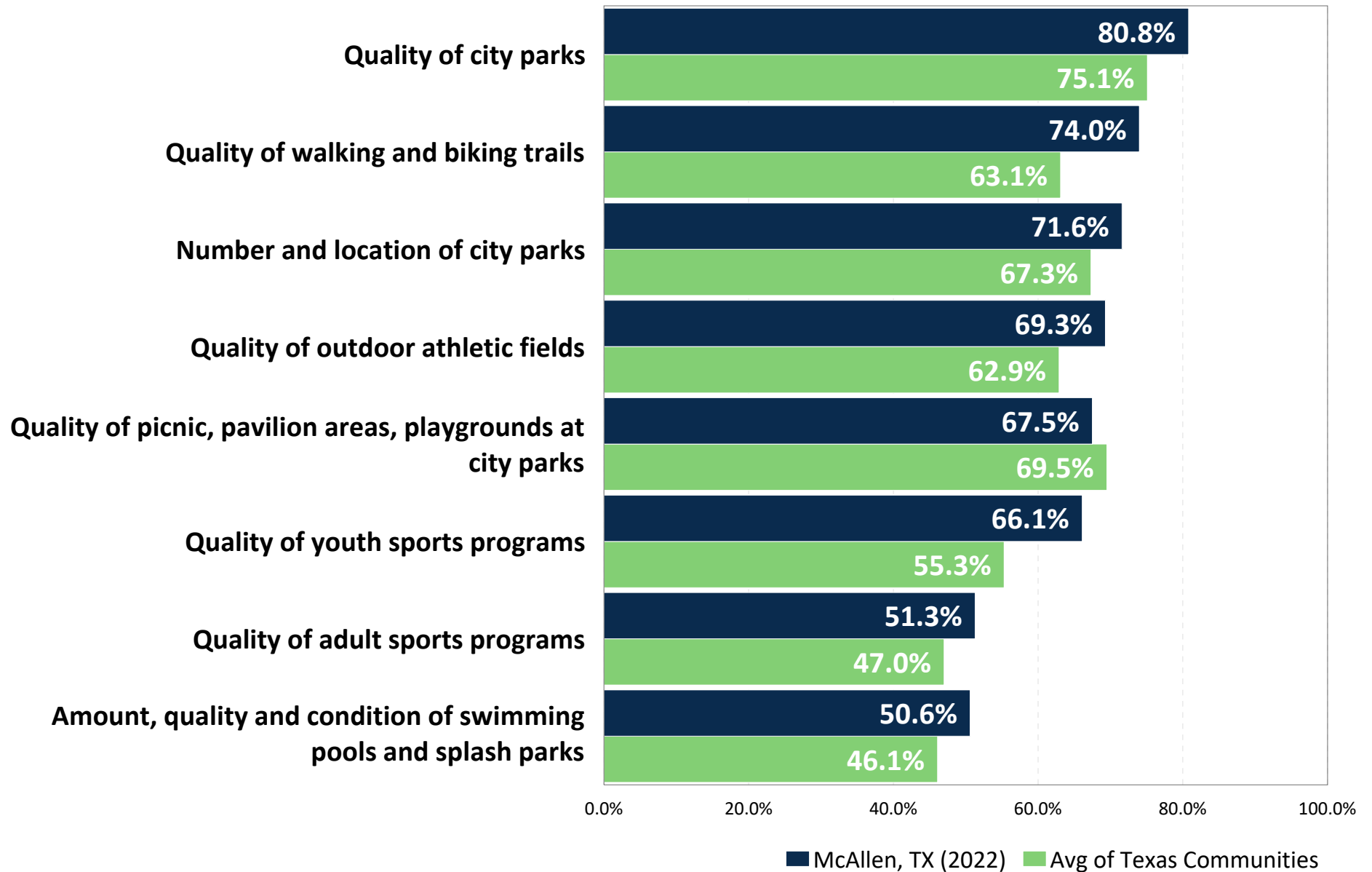
Q11. Please rate your satisfaction with each of the following public works services

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



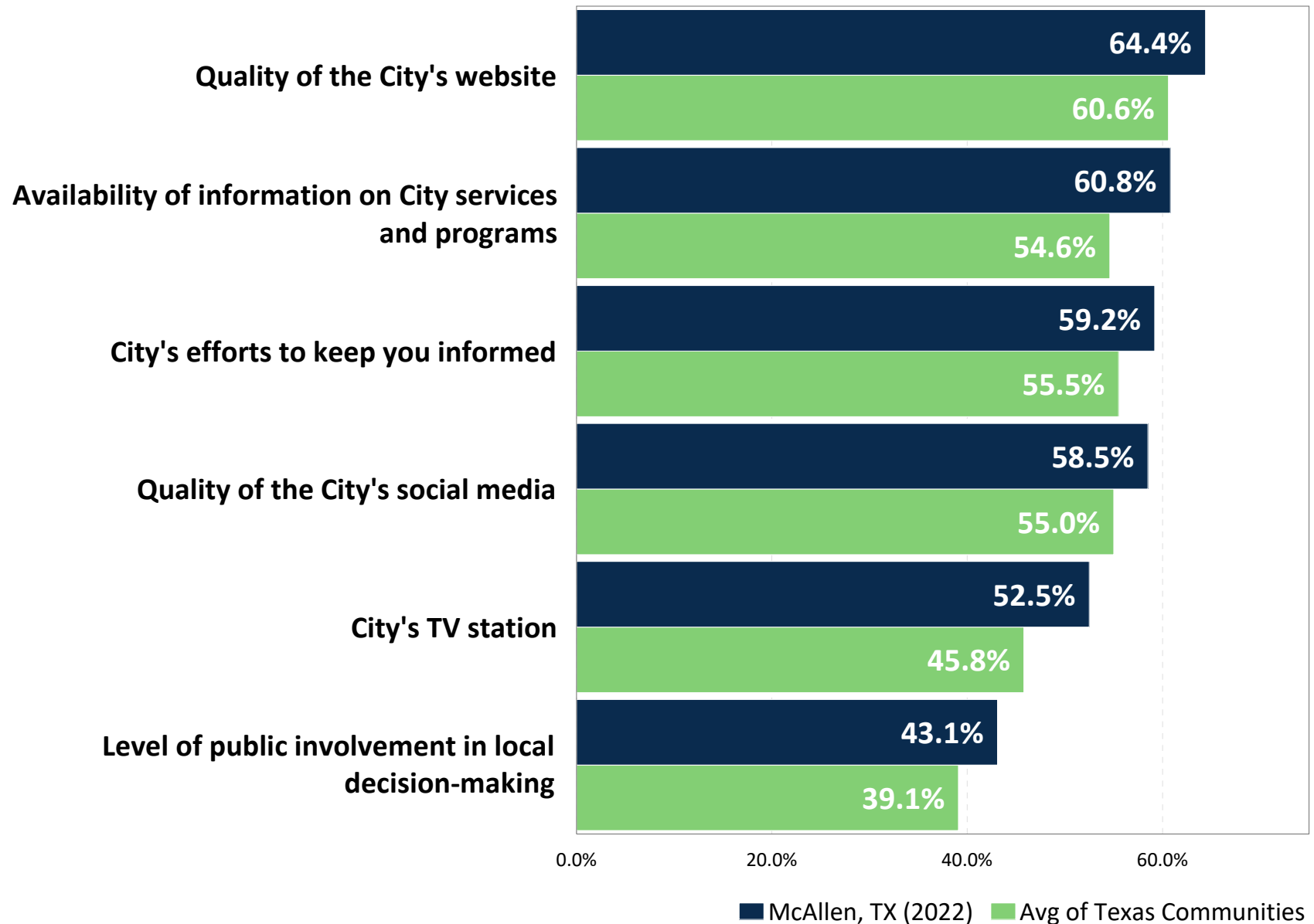
Q12. Please rate your satisfaction with each of the following parks and recreation items

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



Q14. Please rate your satisfaction with each of the following items concerning City communication

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



Section 4: Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

Overview

Today, City officials have limited resources which need to be targeted to services that are of the most benefit to their residents. Two of the most important criteria for decision making are;

1. to target resources toward services of the highest importance to residents and
2. to target resources toward those services where residents are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall resident 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.

The rating is calculated by summing the percentage of responses for items selected as the first, second, third, fourth, and fifth most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who 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 know" responses). "don't know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify major categories of services that they think are most important for the City to provide. Fifty-nine percent (59.0%) of respondents selected the *overall flow of traffic and congestion management*, as one of the most important major services for the City to provide.

Importance-Satisfaction Analysis (Continued)

Regarding satisfaction, 41.8% of respondents rated the City's overall performance regarding the *overall flow of traffic and congestion management in the City* as a "4" or "5" on a 5-point scale (where "5" means "very satisfied") excluding "don't know" responses.

The I-S rating for the *flow of traffic and congestion management in the City*, is calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages.

In this example, 59.0% was multiplied by 58.2% (1-0.418). This calculation yielded an I-S rating of 0.3432 which ranked first out of the 10 major categories of City services analyzed.

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 they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either 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 five most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis and ratings less than 0.10 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 the City is provided on the following page.

Importance-Satisfaction Analysis Ratings

2022 City of McAllen Citizen Satisfaction Survey

Major Categories of City Services

McAllen, Texas

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Overall flow of traffic and congestion management in the city	59.0%	1	41.8%	10	0.3432	1
High Priority (I-S = 0.10-0.20)						
Overall quality of the city's storm water runoff/storm water management system	40.4%	3	59.5%	8	0.1635	2
Overall maintenance of city streets, buildings and facilities	43.9%	2	71.3%	6	0.1259	3
Medium Priority (I-S < 0.10)						
Overall enforcement of city codes and ordinances	23.3%	4	58.5%	9	0.0965	4
Overall effectiveness of city communication with the public	13.6%	8	65.5%	7	0.0470	5
Overall quality of city parks and recreation programs and facilities	23.1%	5	81.4%	3	0.0429	6
Overall quality of city water and sewer utilities	20.3%	7	80.0%	4	0.0405	7
Overall quality of police and fire services	20.4%	6	88.1%	1	0.0243	8
Overall quality of the city's solid waste system (trash, recycling, yard waste)	13.0%	9	83.8%	2	0.0210	9
Overall quality of customer service you receive from city employees	7.3%	10	78.6%	5	0.0156	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.

Importance-Satisfaction Analysis Ratings

2022 City of McAllen Citizen Satisfaction Survey

Maintenance Services

McAllen, Texas

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Traffic flow on major city streets	44.0%	1	40.4%	11	0.2624	1
High Priority (I-S = 0.10-0.20)						
Timing of traffic signals on city streets	30.2%	2	52.3%	10	0.1442	2
Medium Priority (I-S < 0.10)						
Pedestrian accessibility (The City's sidewalk system/network; number/availability of sidewalks)	15.1%	6	55.3%	9	0.0676	3
Adequacy of city street lighting	16.3%	4	61.2%	7	0.0632	4
Condition of sidewalks in your neighborhood	12.5%	7	57.9%	8	0.0525	5
Condition of major city streets	18.9%	3	73.2%	2	0.0508	6
Condition of streets in your neighborhood	15.9%	5	72.6%	3	0.0437	7
Condition of landscaping along public streets	7.6%	9	68.6%	4	0.0240	8
Overall cleanliness of streets and public areas	7.6%	8	74.2%	1	0.0197	9
Condition of pavement markings on city streets	5.6%	10	67.8%	5	0.0182	10
Appearance and condition of city medians, right-of-ways and public areas	5.1%	11	67.6%	6	0.0167	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.

Importance-Satisfaction Analysis Ratings

2022 City of McAllen Citizen Satisfaction Survey

Public Safety Services

McAllen, Texas

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (I-S = 0.10-0.20)						
Visibility of police in neighborhoods	38.3%	1	61.9%	15	0.1459	1
Medium Priority (I-S < 0.10)						
Disaster preparedness public education	19.9%	3	63.6%	13	0.0724	2
Efforts to prevent crime	23.6%	2	72.0%	8	0.0661	3
Quality of animal control services	14.8%	5	62.8%	14	0.0551	4
Enforcement of traffic laws	16.4%	4	66.6%	10	0.0548	5
Visibility of police in retail areas	10.6%	7	67.9%	9	0.0340	6
Police safety education programs	7.7%	9	55.9%	16	0.0340	7
Police response time	8.1%	8	75.2%	7	0.0201	8
Quality of police protection	14.1%	6	86.7%	2	0.0188	9
Quality of fire safety education programs	3.8%	10	65.8%	12	0.0130	10
Quality and accessibility of municipal court services (i.e. traffic, collection, fines)	3.2%	12	66.4%	11	0.0108	11
9-1-1 response time from first responders: ambulance, fire, police	3.7%	11	79.6%	5	0.0075	12
9-1-1 service provided by operators	2.3%	13	79.3%	6	0.0048	13
Quality of fire emergency medical services	2.0%	15	86.6%	3	0.0027	14
Quality of fire protection	2.0%	14	89.3%	1	0.0021	15
Fire personnel emergency response time	0.7%	16	83.8%	4	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 %:

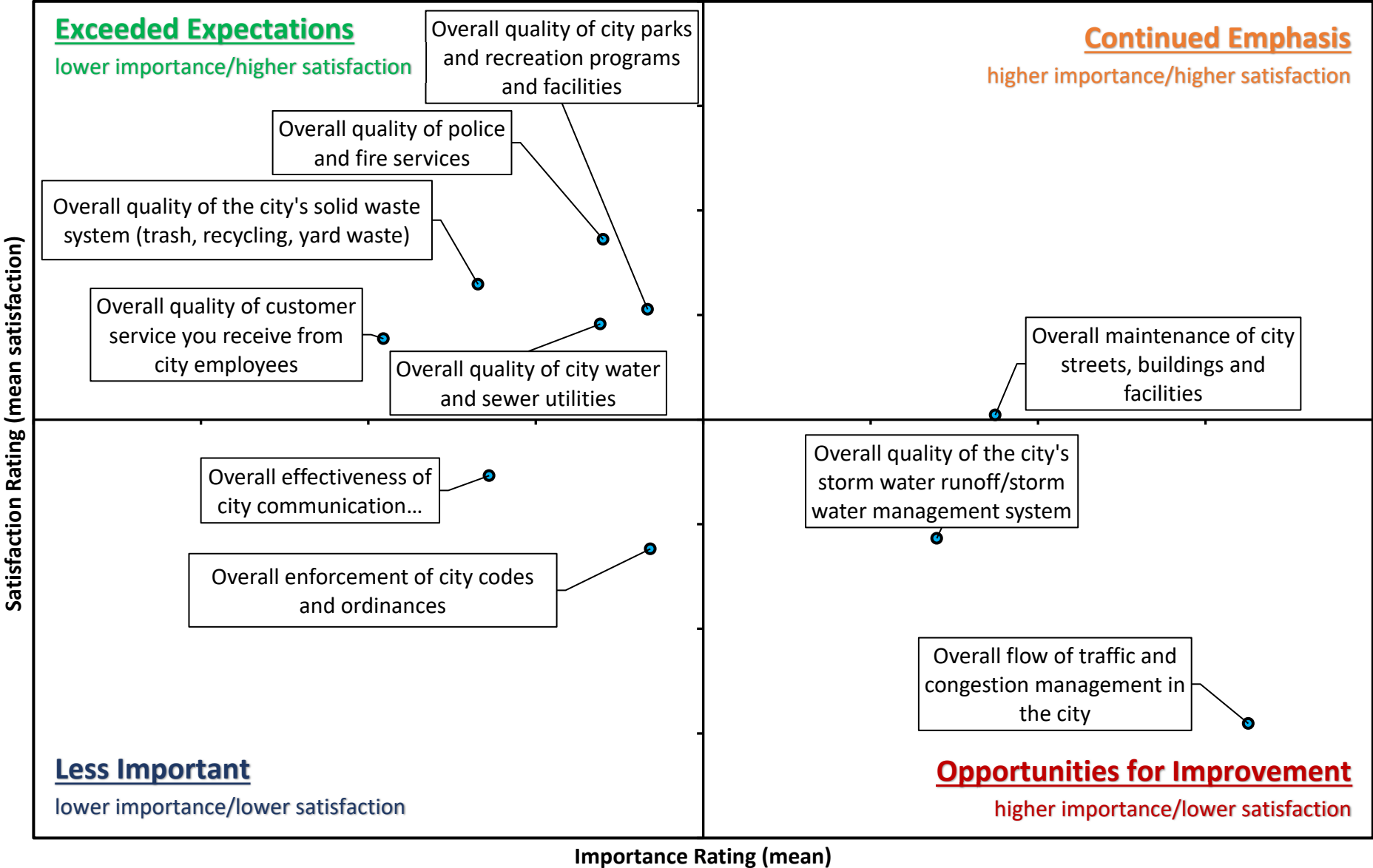
The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Matrices

2022 City of McAllen Citizen Satisfaction Survey

Major Categories of City Services

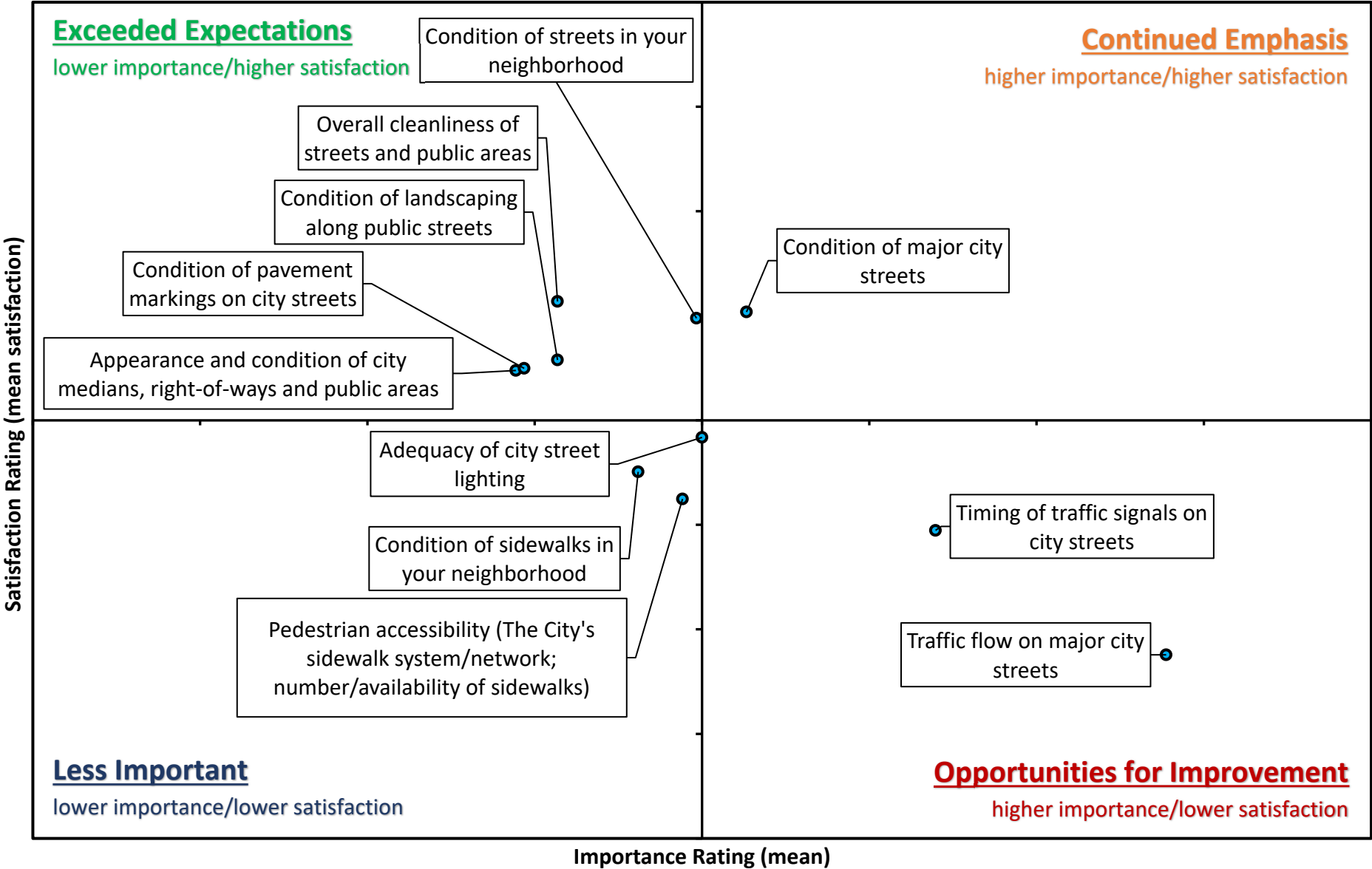
The points on the graph show deviations from the mean importance and satisfaction ratings given by respondents on the survey.



2022 City of McAllen Citizen Satisfaction Survey

Maintenance Services

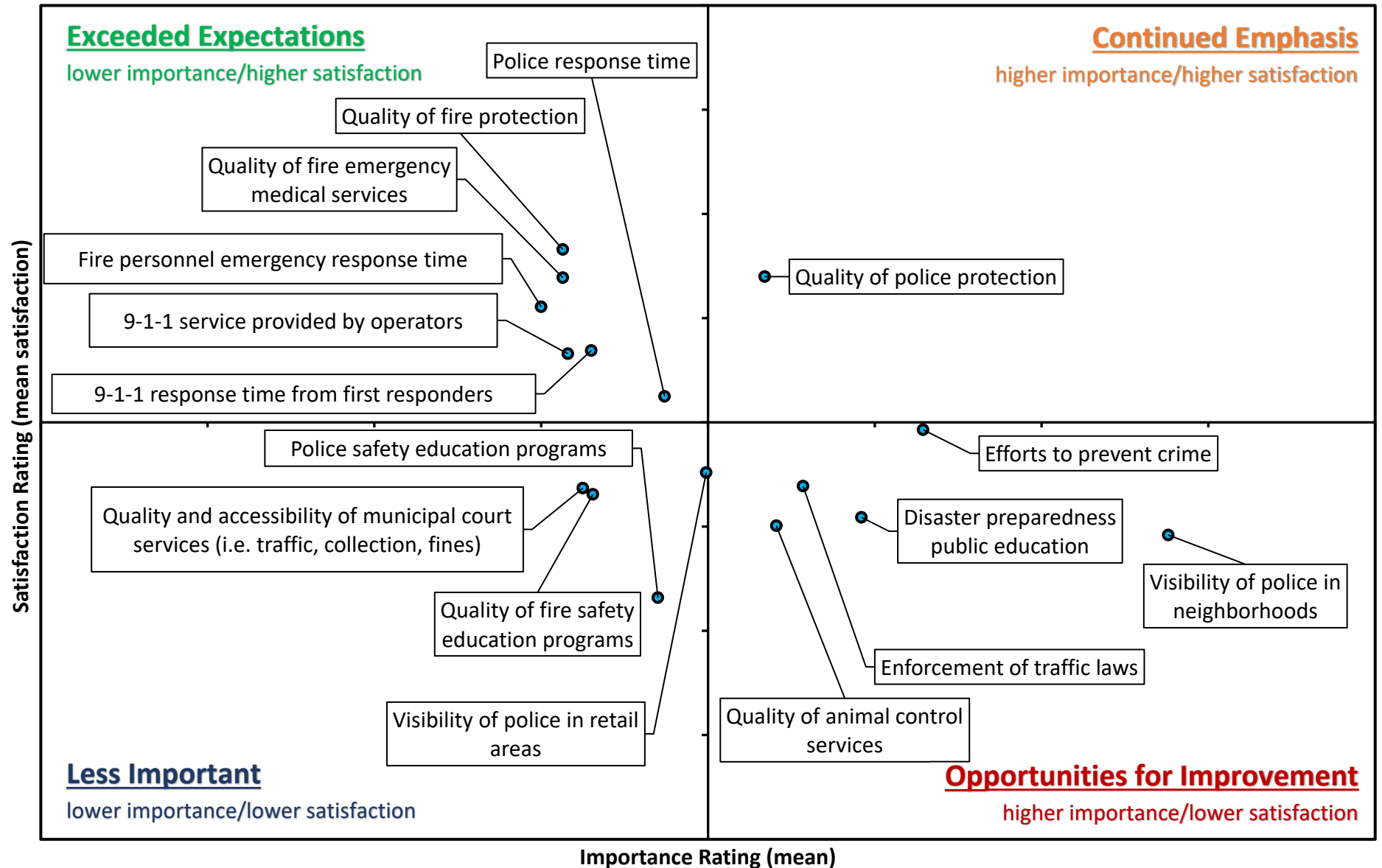
The points on the graph show deviations from the mean importance and satisfaction ratings given by respondents on the survey.



2022 City of McAllen Citizen Satisfaction Survey

Public Safety Services

The points on the graph show deviations from the mean importance and satisfaction ratings given by respondents on the survey.



Section 5: Crosstabular Data by Age & Income

Crosstabular Data by Age

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=602

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q1-1. Overall quality of police & fire services

Very satisfied	50.4%	51.3%	41.9%	45.4%	59.1%	49.5%
Satisfied	37.6%	36.8%	46.2%	40.3%	32.2%	38.6%
Neutral	9.4%	10.3%	11.1%	9.2%	8.7%	9.9%
Dissatisfied	0.9%	1.7%	0.9%	4.2%	0.0%	1.5%
Very dissatisfied	1.7%	0.0%	0.0%	0.8%	0.0%	0.5%

Q1-2. Overall quality of City parks & recreation programs & facilities

Very satisfied	24.4%	31.6%	28.4%	36.8%	50.9%	34.2%
Satisfied	54.6%	41.9%	53.4%	49.6%	36.4%	47.3%
Neutral	13.4%	17.9%	12.9%	10.3%	10.0%	12.9%
Dissatisfied	7.6%	7.7%	3.4%	3.4%	2.7%	5.2%
Very dissatisfied	0.0%	0.9%	1.7%	0.0%	0.0%	0.5%

Q1-3. Overall maintenance of City streets, buildings & facilities

Very satisfied	19.2%	22.2%	14.0%	23.3%	27.4%	21.0%
Satisfied	49.2%	48.7%	55.4%	53.3%	43.6%	50.3%
Neutral	17.5%	12.0%	14.9%	10.8%	17.1%	14.4%
Dissatisfied	10.8%	13.7%	14.0%	9.2%	7.7%	11.2%
Very dissatisfied	3.3%	3.4%	1.7%	3.3%	4.3%	3.2%

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=602	Q20. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q1-4. Overall quality of City water & sewer utilities</u>						
Very satisfied	32.2%	30.3%	24.6%	27.3%	40.2%	30.8%
Satisfied	39.8%	52.1%	56.8%	48.8%	47.9%	49.2%
Neutral	16.1%	9.2%	14.4%	14.9%	9.4%	12.7%
Dissatisfied	7.6%	5.9%	4.2%	7.4%	2.6%	5.5%
Very dissatisfied	4.2%	2.5%	0.0%	1.7%	0.0%	1.7%
<u>Q1-5. Overall enforcement of City codes & ordinances</u>						
Very satisfied	18.4%	17.8%	17.1%	17.2%	28.2%	19.7%
Satisfied	37.7%	40.7%	36.8%	40.5%	39.1%	38.8%
Neutral	25.4%	22.0%	23.1%	21.6%	13.6%	21.1%
Dissatisfied	15.8%	12.7%	17.1%	13.8%	16.4%	15.2%
Very dissatisfied	2.6%	6.8%	6.0%	6.9%	2.7%	5.2%
<u>Q1-6. Overall quality of customer service you receive from City employees</u>						
Very satisfied	31.9%	32.8%	21.2%	35.3%	45.5%	33.3%
Satisfied	41.4%	44.0%	54.9%	45.7%	39.3%	45.2%
Neutral	22.4%	15.5%	19.5%	12.1%	15.2%	16.8%
Dissatisfied	1.7%	7.8%	3.5%	5.2%	0.0%	3.6%
Very dissatisfied	2.6%	0.0%	0.9%	1.7%	0.0%	1.0%

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=602

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q1-7. Overall effectiveness of City communication with the public

Very satisfied	17.1%	20.3%	17.5%	19.3%	28.7%	20.6%
Satisfied	37.6%	44.9%	45.0%	49.6%	47.8%	44.9%
Neutral	33.3%	25.4%	29.2%	21.8%	20.9%	26.1%
Dissatisfied	10.3%	8.5%	7.5%	8.4%	2.6%	7.6%
Very dissatisfied	1.7%	0.8%	0.8%	0.8%	0.0%	0.8%

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

Very satisfied	13.6%	16.7%	14.2%	17.8%	25.9%	17.6%
Satisfied	37.3%	40.4%	41.7%	40.7%	50.0%	41.9%
Neutral	22.0%	18.4%	20.8%	24.6%	16.1%	20.5%
Dissatisfied	19.5%	18.4%	17.5%	12.7%	6.3%	14.9%
Very dissatisfied	7.6%	6.1%	5.8%	4.2%	1.8%	5.1%

Q1-9. Overall flow of traffic & congestion management in City

Very satisfied	6.7%	8.4%	8.3%	7.4%	17.4%	9.5%
Satisfied	29.2%	34.5%	35.5%	31.4%	31.3%	32.3%
Neutral	20.8%	20.2%	20.7%	33.9%	26.1%	24.3%
Dissatisfied	22.5%	26.9%	23.1%	19.8%	19.1%	22.3%
Very dissatisfied	20.8%	10.1%	12.4%	7.4%	6.1%	11.5%

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=602

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q1-10. Overall quality of City's solid waste system (trash, recycling, yard waste)

Very satisfied	39.5%	39.8%	31.7%	38.3%	45.3%	38.8%
Satisfied	42.0%	44.1%	54.2%	40.0%	43.6%	45.0%
Neutral	10.1%	7.6%	6.7%	10.8%	9.4%	8.9%
Dissatisfied	5.9%	7.6%	5.0%	8.3%	1.7%	5.7%
Very dissatisfied	2.5%	0.8%	2.5%	2.5%	0.0%	1.7%

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?

N=602

	Q20. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q2. Top choice</u>						
Overall quality of police & fire services	5.8%	8.4%	7.4%	13.2%	12.8%	9.6%
Overall quality of City parks & recreation programs & facilities	10.0%	5.0%	5.8%	6.6%	0.9%	5.6%
Overall maintenance of City streets, buildings & facilities	13.3%	18.5%	23.1%	14.9%	17.9%	17.6%
Overall quality of City water & sewer utilities	10.8%	5.0%	5.8%	8.3%	3.4%	6.8%
Overall enforcement of City codes & ordinances	3.3%	10.1%	10.7%	6.6%	6.8%	7.6%
Overall quality of customer service you receive from City employees	0.8%	0.8%	3.3%	1.7%	0.0%	1.3%
Overall effectiveness of City communication with the public	0.8%	3.4%	0.8%	0.8%	2.6%	1.7%
Overall quality of City's storm water runoff/storm water management system	17.5%	14.3%	9.9%	13.2%	12.0%	13.3%
Overall flow of traffic & congestion management in City	27.5%	25.2%	24.0%	20.7%	21.4%	23.6%
Overall quality of City's solid waste system (trash, recycling, yard waste)	5.0%	1.7%	3.3%	5.8%	0.0%	3.2%
None chosen	5.0%	7.6%	5.8%	8.3%	22.2%	9.6%

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?

N=602

	Q20. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q2. 2nd choice</u>						
Overall quality of police & fire services	3.3%	9.2%	6.6%	5.0%	6.0%	6.0%
Overall quality of City parks & recreation programs & facilities	11.7%	9.2%	9.1%	5.8%	5.1%	8.1%
Overall maintenance of City streets, buildings & facilities	12.5%	13.4%	6.6%	10.7%	12.8%	11.3%
Overall quality of City water & sewer utilities	5.8%	5.9%	7.4%	9.1%	2.6%	6.1%
Overall enforcement of City codes & ordinances	5.8%	8.4%	9.1%	6.6%	8.5%	7.6%
Overall quality of customer service you receive from City employees	2.5%	4.2%	1.7%	3.3%	3.4%	3.0%
Overall effectiveness of City communication with the public	4.2%	3.4%	8.3%	5.8%	6.8%	5.6%
Overall quality of City's storm water runoff/storm water management system	18.3%	17.6%	20.7%	19.8%	6.8%	16.6%
Overall flow of traffic & congestion management in City	23.3%	16.8%	19.8%	21.5%	19.7%	20.6%
Overall quality of City's solid waste system (trash, recycling, yard waste)	6.7%	4.2%	2.5%	3.3%	2.6%	3.8%
None chosen	5.8%	7.6%	8.3%	9.1%	25.6%	11.1%

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?

N=602

	Q20. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q2. 3rd choice</u>						
Overall quality of police & fire services	5.0%	5.9%	3.3%	5.8%	4.3%	4.8%
Overall quality of City parks & recreation programs & facilities	13.3%	10.1%	9.1%	5.8%	8.5%	9.3%
Overall maintenance of City streets, buildings & facilities	19.2%	17.6%	11.6%	14.9%	11.1%	15.0%
Overall quality of City water & sewer utilities	6.7%	8.4%	9.1%	5.8%	6.8%	7.3%
Overall enforcement of City codes & ordinances	10.8%	5.0%	6.6%	9.1%	8.5%	8.0%
Overall quality of customer service you receive from City employees	1.7%	5.9%	2.5%	0.8%	4.3%	3.0%
Overall effectiveness of City communication with the public	7.5%	4.2%	7.4%	6.6%	6.0%	6.3%
Overall quality of City's storm water runoff/storm water management system	8.3%	10.1%	12.4%	14.0%	7.7%	10.5%
Overall flow of traffic & congestion management in City	14.2%	16.0%	19.0%	16.5%	7.7%	14.8%
Overall quality of City's solid waste system (trash, recycling, yard waste)	6.7%	4.2%	5.8%	7.4%	5.1%	6.0%
None chosen	6.7%	12.6%	13.2%	13.2%	29.9%	15.1%

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=602

	Q20. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q2. Top choice</u>						
Overall quality of police & fire services	14.2%	23.5%	17.4%	24.0%	23.1%	20.4%
Overall quality of City parks & recreation programs & facilities	35.0%	24.4%	24.0%	18.2%	14.5%	23.1%
Overall maintenance of City streets, buildings & facilities	45.0%	49.6%	41.3%	40.5%	41.9%	43.9%
Overall quality of City water & sewer utilities	23.3%	19.3%	22.3%	23.1%	12.8%	20.3%
Overall enforcement of City codes & ordinances	20.0%	23.5%	26.4%	22.3%	23.9%	23.3%
Overall quality of customer service you receive from City employees	5.0%	10.9%	7.4%	5.8%	7.7%	7.3%
Overall effectiveness of City communication with the public	12.5%	10.9%	16.5%	13.2%	15.4%	13.6%
Overall quality of City's storm water runoff/storm water management system	44.2%	42.0%	43.0%	47.1%	26.5%	40.4%
Overall flow of traffic & congestion management in City	65.0%	58.0%	62.8%	58.7%	48.7%	59.0%
Overall quality of City's solid waste system (trash, recycling, yard waste)	18.3%	10.1%	11.6%	16.5%	7.7%	13.0%
None chosen	5.0%	7.6%	5.8%	8.3%	22.2%	9.6%

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=602

	Q20. Your age					Total
	18-34	35-44	45-54	55-64	65+	

Q3-1. McAllen as a place to live

Very satisfied	52.5%	54.2%	47.9%	51.2%	66.1%	54.1%
Satisfied	41.7%	38.1%	45.5%	42.1%	31.3%	40.1%
Neutral	3.3%	5.9%	5.8%	5.8%	0.9%	4.3%
Dissatisfied	2.5%	1.7%	0.8%	0.8%	1.7%	1.5%

Q3-2. McAllen as a place to raise children

Very satisfied	53.9%	54.3%	48.3%	45.1%	57.1%	51.6%
Satisfied	36.5%	37.1%	34.7%	46.0%	36.6%	38.3%
Neutral	7.8%	3.4%	14.4%	8.0%	5.4%	7.8%
Dissatisfied	1.7%	5.2%	2.5%	0.0%	0.9%	2.1%
Very dissatisfied	0.0%	0.0%	0.0%	0.9%	0.0%	0.2%

Q3-3. McAllen as a place to work

Very satisfied	37.9%	44.9%	39.7%	36.2%	48.7%	41.3%
Satisfied	43.1%	39.0%	46.6%	50.0%	36.3%	43.2%
Neutral	12.9%	11.9%	7.8%	12.9%	15.0%	12.0%
Dissatisfied	4.3%	4.2%	4.3%	0.9%	0.0%	2.7%
Very dissatisfied	1.7%	0.0%	1.7%	0.0%	0.0%	0.7%

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=602

	Q20. Your age					Total
	18-34	35-44	45-54	55-64	65+	

Q3-4. McAllen as a place to retire

Very satisfied	41.7%	44.7%	37.5%	40.8%	56.9%	44.0%
Satisfied	37.0%	36.0%	40.8%	39.2%	33.6%	37.3%
Neutral	17.6%	14.0%	18.3%	18.3%	6.9%	15.3%
Dissatisfied	3.7%	3.5%	1.7%	1.7%	1.7%	2.6%
Very dissatisfied	0.0%	1.8%	1.7%	0.0%	0.9%	0.9%

Q3-5. Overall image of McAllen

Very satisfied	41.2%	39.8%	38.0%	31.7%	56.5%	41.2%
Satisfied	42.9%	46.6%	47.9%	50.0%	34.8%	44.4%
Neutral	10.9%	10.2%	11.6%	12.5%	7.0%	10.7%
Dissatisfied	4.2%	2.5%	2.5%	5.0%	1.7%	3.2%
Very dissatisfied	0.8%	0.8%	0.0%	0.8%	0.0%	0.5%

Q3-6. Overall quality of life in McAllen

Very satisfied	40.8%	43.2%	38.8%	29.8%	53.4%	41.0%
Satisfied	48.3%	44.9%	44.6%	53.7%	38.8%	46.0%
Neutral	9.2%	8.5%	14.0%	13.2%	5.2%	10.2%
Dissatisfied	1.7%	3.4%	2.5%	2.5%	2.6%	2.7%
Very dissatisfied	0.0%	0.0%	0.0%	0.8%	0.0%	0.2%

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=602

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q3-7. Overall appearance of McAllen

Very satisfied	35.6%	36.2%	26.4%	26.5%	46.0%	34.0%
Satisfied	44.9%	41.4%	47.9%	54.7%	44.2%	46.5%
Neutral	12.7%	11.2%	20.7%	14.5%	6.2%	13.2%
Dissatisfied	5.9%	9.5%	4.1%	3.4%	2.7%	5.3%
Very dissatisfied	0.8%	1.7%	0.8%	0.9%	0.9%	1.0%

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

Very satisfied	31.9%	37.1%	35.6%	25.2%	38.9%	33.7%
Satisfied	48.3%	44.0%	45.8%	53.9%	46.0%	47.3%
Neutral	12.9%	16.4%	13.6%	15.7%	11.5%	14.1%
Dissatisfied	6.9%	2.6%	3.4%	4.3%	3.5%	4.3%
Very dissatisfied	0.0%	0.0%	1.7%	0.9%	0.0%	0.7%

Q3-9. Overall quality of leadership provided by McAllen's elected officials

Very satisfied	23.2%	17.9%	16.8%	22.7%	35.1%	22.9%
Satisfied	33.9%	49.6%	47.9%	46.2%	44.7%	44.6%
Neutral	32.1%	19.7%	26.9%	29.4%	15.8%	24.8%
Dissatisfied	8.0%	10.3%	6.7%	1.7%	2.6%	5.8%
Very dissatisfied	2.7%	2.6%	1.7%	0.0%	1.8%	1.9%

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=602

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q3-10. Overall effectiveness of City management

Very satisfied	19.5%	22.6%	18.2%	19.3%	37.8%	23.2%
Satisfied	38.9%	49.6%	47.1%	47.9%	42.3%	45.3%
Neutral	33.6%	16.5%	30.6%	30.3%	17.1%	25.7%
Dissatisfied	6.2%	9.6%	4.1%	2.5%	0.9%	4.8%
Very dissatisfied	1.8%	1.7%	0.0%	0.0%	1.8%	1.0%

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=602

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q4-1. Condition of major City streets

Very satisfied	17.5%	18.5%	17.5%	16.9%	23.0%	18.5%
Satisfied	55.8%	51.3%	54.2%	57.6%	54.9%	54.7%
Neutral	12.5%	16.0%	14.2%	14.4%	11.5%	13.8%
Dissatisfied	10.8%	10.9%	12.5%	10.2%	8.0%	10.4%
Very dissatisfied	3.3%	3.4%	1.7%	0.8%	2.7%	2.5%

Q4-2. Condition of streets in your neighborhood

Very satisfied	25.2%	23.1%	18.3%	16.0%	31.0%	22.5%
Satisfied	44.5%	47.0%	53.3%	57.1%	48.7%	50.2%
Neutral	11.8%	17.1%	11.7%	13.4%	8.8%	12.7%
Dissatisfied	14.3%	8.5%	13.3%	10.1%	10.6%	11.5%
Very dissatisfied	4.2%	4.3%	3.3%	3.4%	0.9%	3.2%

Q4-3. Condition of sidewalks in your neighborhood

Very satisfied	24.3%	20.5%	11.1%	8.7%	24.3%	17.6%
Satisfied	36.5%	41.0%	39.3%	46.1%	39.3%	40.3%
Neutral	19.1%	17.9%	18.8%	21.7%	19.6%	19.7%
Dissatisfied	8.7%	13.7%	23.1%	19.1%	13.1%	15.5%
Very dissatisfied	11.3%	6.8%	7.7%	4.3%	3.7%	7.0%

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=602

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q4-4. Timing of traffic signals on City streets

Very satisfied	12.5%	10.1%	12.6%	11.0%	18.6%	12.8%
Satisfied	31.7%	47.9%	42.0%	37.3%	38.9%	39.5%
Neutral	26.7%	20.2%	18.5%	28.0%	23.0%	23.1%
Dissatisfied	18.3%	19.3%	17.6%	15.3%	13.3%	17.0%
Very dissatisfied	10.8%	2.5%	9.2%	8.5%	6.2%	7.6%

Q4-5. Traffic flow on major City streets

Very satisfied	5.8%	7.6%	3.4%	6.8%	14.0%	7.4%
Satisfied	28.3%	37.8%	36.1%	29.7%	34.2%	33.0%
Neutral	22.5%	20.2%	26.1%	34.7%	27.2%	26.3%
Dissatisfied	27.5%	26.1%	22.7%	22.0%	20.2%	23.7%
Very dissatisfied	15.8%	8.4%	11.8%	6.8%	4.4%	9.6%

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

Very satisfied	11.3%	14.4%	10.9%	10.3%	20.2%	13.3%
Satisfied	46.1%	44.9%	37.8%	39.7%	42.2%	42.0%
Neutral	13.9%	14.4%	25.2%	31.9%	24.8%	21.9%
Dissatisfied	13.9%	19.5%	20.2%	12.1%	11.9%	15.7%
Very dissatisfied	14.8%	6.8%	5.9%	6.0%	0.9%	7.2%

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=602

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q4-7. Appearance & condition of City medians, right-of-ways & public areas

Very satisfied	11.9%	15.1%	15.0%	13.9%	21.1%	15.4%
Satisfied	55.9%	51.3%	49.2%	54.8%	51.8%	52.2%
Neutral	19.5%	20.2%	24.2%	20.9%	21.1%	21.5%
Dissatisfied	5.1%	7.6%	8.3%	7.8%	4.4%	6.6%
Very dissatisfied	7.6%	5.9%	3.3%	2.6%	1.8%	4.2%

Q4-8. Adequacy of City street lighting

Very satisfied	11.8%	13.4%	12.5%	8.4%	17.9%	12.6%
Satisfied	44.5%	52.1%	45.8%	52.9%	49.1%	48.6%
Neutral	21.0%	15.1%	18.3%	16.0%	18.8%	18.4%
Dissatisfied	14.3%	11.8%	20.0%	18.5%	9.8%	14.8%
Very dissatisfied	8.4%	7.6%	3.3%	4.2%	4.5%	5.6%

Q4-9. Condition of pavement markings on City streets

Very satisfied	13.3%	14.5%	13.4%	8.5%	17.0%	13.2%
Satisfied	57.5%	57.3%	48.7%	56.8%	53.6%	54.6%
Neutral	16.7%	15.4%	23.5%	21.2%	20.5%	19.7%
Dissatisfied	9.2%	11.1%	12.6%	10.2%	6.3%	10.0%
Very dissatisfied	3.3%	1.7%	1.7%	3.4%	2.7%	2.5%

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=602

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q4-10. Overall cleanliness of streets & public areas

Very satisfied	20.2%	16.9%	18.3%	14.3%	27.4%	19.2%
Satisfied	56.3%	50.8%	57.5%	59.7%	50.4%	55.0%
Neutral	14.3%	21.2%	15.0%	15.1%	15.0%	16.4%
Dissatisfied	6.7%	10.2%	6.7%	10.1%	5.3%	7.8%
Very dissatisfied	2.5%	0.8%	2.5%	0.8%	1.8%	1.7%

Q4-11. Condition of landscaping along public streets

Very satisfied	21.7%	13.4%	15.0%	12.7%	23.9%	17.2%
Satisfied	47.5%	52.1%	46.7%	56.8%	54.9%	51.5%
Neutral	15.0%	19.3%	24.2%	18.6%	15.0%	18.7%
Dissatisfied	10.0%	13.4%	11.7%	8.5%	6.2%	9.9%
Very dissatisfied	5.8%	1.7%	2.5%	3.4%	0.0%	2.7%

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?

N=602

	Q20. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q5. Top choice</u>						
Condition of major City streets	16.7%	15.1%	7.4%	14.0%	8.5%	12.5%
Condition of streets in your neighborhood	10.8%	14.3%	12.4%	9.9%	8.5%	11.3%
Condition of sidewalks in your neighborhood	5.0%	4.2%	9.1%	6.6%	6.8%	6.5%
Timing of traffic signals on City streets	15.0%	13.4%	15.7%	19.0%	15.4%	15.6%
Traffic flow on major City streets	22.5%	21.8%	23.1%	19.0%	23.1%	21.8%
Pedestrian accessibility (City's sidewalk system/network)	10.8%	5.0%	9.1%	7.4%	3.4%	7.1%
Appearance & condition of City medians, right-of-ways & public areas	0.8%	0.8%	3.3%	2.5%	0.0%	1.5%
Adequacy of City street lighting	5.8%	8.4%	9.1%	5.0%	7.7%	7.3%
Condition of pavement markings on City streets	1.7%	2.5%	1.7%	1.7%	1.7%	1.8%
Overall cleanliness of streets & public areas	0.0%	6.7%	1.7%	3.3%	2.6%	2.8%
Condition of landscaping along public streets	5.8%	2.5%	1.7%	2.5%	0.0%	2.5%
None chosen	5.0%	5.0%	5.8%	9.1%	22.2%	9.3%

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?

N=602

	Q20. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q5. 2nd choice</u>						
Condition of major City streets	6.7%	6.7%	9.1%	3.3%	6.8%	6.5%
Condition of streets in your neighborhood	7.5%	4.2%	5.0%	3.3%	3.4%	4.7%
Condition of sidewalks in your neighborhood	3.3%	9.2%	6.6%	6.6%	4.3%	6.0%
Timing of traffic signals on City streets	17.5%	13.4%	11.6%	14.0%	15.4%	14.6%
Traffic flow on major City streets	21.7%	21.0%	19.8%	28.9%	19.7%	22.3%
Pedestrian accessibility (City's sidewalk system/network)	11.7%	5.0%	10.7%	5.8%	6.0%	8.0%
Appearance & condition of City medians, right-of-ways & public areas	3.3%	5.0%	4.1%	2.5%	3.4%	3.7%
Adequacy of City street lighting	6.7%	11.8%	13.2%	10.7%	2.6%	9.0%
Condition of pavement markings on City streets	5.0%	3.4%	2.5%	5.0%	3.4%	3.8%
Overall cleanliness of streets & public areas	3.3%	5.0%	6.6%	4.1%	5.1%	4.8%
Condition of landscaping along public streets	6.7%	7.6%	5.0%	4.1%	2.6%	5.1%
None chosen	6.7%	7.6%	5.8%	11.6%	27.4%	11.6%

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=602

	Q20. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q5. Top choice</u>						
Condition of major City streets	23.3%	21.8%	16.5%	17.4%	15.4%	18.9%
Condition of streets in your neighborhood	18.3%	18.5%	17.4%	13.2%	12.0%	15.9%
Condition of sidewalks in your neighborhood	8.3%	13.4%	15.7%	13.2%	11.1%	12.5%
Timing of traffic signals on City streets	32.5%	26.9%	27.3%	33.1%	30.8%	30.2%
Traffic flow on major City streets	44.2%	42.9%	43.0%	47.9%	42.7%	44.0%
Pedestrian accessibility (City's sidewalk system/network)	22.5%	10.1%	19.8%	13.2%	9.4%	15.1%
Appearance & condition of City medians, right-of-ways & public areas	4.2%	5.9%	7.4%	5.0%	3.4%	5.1%
Adequacy of City street lighting	12.5%	20.2%	22.3%	15.7%	10.3%	16.3%
Condition of pavement markings on City streets	6.7%	5.9%	4.1%	6.6%	5.1%	5.6%
Overall cleanliness of streets & public areas	3.3%	11.8%	8.3%	7.4%	7.7%	7.6%
Condition of landscaping along public streets	12.5%	10.1%	6.6%	6.6%	2.6%	7.6%
None chosen	5.0%	5.0%	5.8%	9.1%	22.2%	9.3%

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=602

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q6-1. Quality of police protection

Very satisfied	40.7%	39.8%	35.0%	39.5%	54.1%	41.7%
Satisfied	41.5%	49.2%	52.1%	47.9%	34.2%	45.0%
Neutral	15.3%	10.2%	11.1%	10.1%	10.8%	11.6%
Dissatisfied	0.8%	0.8%	0.9%	2.5%	0.9%	1.2%
Very dissatisfied	1.7%	0.0%	0.9%	0.0%	0.0%	0.5%

Q6-2. Visibility of police in neighborhoods

Very satisfied	33.1%	28.6%	21.8%	22.9%	29.2%	27.1%
Satisfied	28.8%	34.5%	38.7%	39.0%	33.6%	34.9%
Neutral	22.0%	21.0%	24.4%	22.0%	29.2%	23.7%
Dissatisfied	12.7%	14.3%	13.4%	14.4%	6.2%	12.2%
Very dissatisfied	3.4%	1.7%	1.7%	1.7%	1.8%	2.2%

Q6-3. Visibility of police in retail areas

Very satisfied	34.2%	21.7%	20.5%	19.8%	23.1%	23.9%
Satisfied	36.8%	44.3%	47.0%	50.0%	42.6%	44.0%
Neutral	19.7%	27.0%	17.9%	22.4%	29.6%	23.2%
Dissatisfied	7.7%	7.0%	11.1%	6.9%	2.8%	7.3%
Very dissatisfied	1.7%	0.0%	3.4%	0.9%	1.9%	1.6%

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=602

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q6-4. Police response time

Very satisfied	30.6%	28.4%	26.5%	29.2%	45.7%	31.9%
Satisfied	41.8%	51.0%	41.2%	50.0%	30.9%	43.3%
Neutral	20.4%	18.6%	27.5%	18.9%	20.2%	21.0%
Dissatisfied	6.1%	2.0%	3.9%	1.9%	3.2%	3.4%
Very dissatisfied	1.0%	0.0%	1.0%	0.0%	0.0%	0.4%

Q6-5. Efforts to prevent crime

Very satisfied	31.4%	25.4%	20.0%	23.7%	29.1%	25.6%
Satisfied	35.3%	49.1%	50.0%	48.2%	48.5%	46.4%
Neutral	21.6%	21.9%	21.8%	25.4%	17.5%	21.8%
Dissatisfied	8.8%	3.5%	8.2%	2.6%	4.9%	5.7%
Very dissatisfied	2.9%	0.0%	0.0%	0.0%	0.0%	0.5%

Q6-6. Police safety education programs

Very satisfied	32.6%	17.8%	19.1%	19.3%	21.3%	21.8%
Satisfied	26.1%	35.6%	27.0%	39.8%	40.4%	34.0%
Neutral	23.9%	38.6%	46.1%	34.1%	36.2%	35.5%
Dissatisfied	13.0%	6.9%	7.9%	6.8%	2.1%	7.5%
Very dissatisfied	4.3%	1.0%	0.0%	0.0%	0.0%	1.1%

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=602

	Q20. Your age					Total
	18-34	35-44	45-54	55-64	65+	

Q6-7. Enforcement of traffic laws

Very satisfied	31.9%	21.6%	16.8%	21.6%	25.5%	23.5%
Satisfied	35.3%	42.2%	44.2%	51.4%	44.3%	43.1%
Neutral	17.2%	24.1%	22.1%	18.9%	16.0%	19.8%
Dissatisfied	12.1%	7.8%	12.4%	7.2%	13.2%	10.8%
Very dissatisfied	3.4%	4.3%	4.4%	0.9%	0.9%	2.8%

Q6-8. Quality of animal control services

Very satisfied	30.8%	16.2%	13.0%	16.4%	26.0%	20.4%
Satisfied	36.4%	43.2%	40.7%	44.8%	46.2%	42.4%
Neutral	17.8%	22.5%	23.1%	19.8%	18.3%	20.2%
Dissatisfied	10.3%	12.6%	13.0%	14.7%	3.8%	10.9%
Very dissatisfied	4.7%	5.4%	10.2%	4.3%	5.8%	6.2%

Q6-9. Quality & accessibility of municipal court services (i.e. traffic, collection, fines)

Very satisfied	28.7%	21.9%	15.7%	19.8%	24.1%	22.1%
Satisfied	44.7%	44.8%	42.7%	39.6%	49.4%	44.3%
Neutral	23.4%	30.2%	39.3%	35.4%	24.1%	30.4%
Dissatisfied	1.1%	3.1%	2.2%	3.1%	2.4%	2.4%
Very dissatisfied	2.1%	0.0%	0.0%	2.1%	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=602

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q6-10. Quality of fire protection

Very satisfied	47.5%	39.0%	34.9%	35.7%	50.0%	41.3%
Satisfied	40.6%	50.5%	55.0%	49.1%	44.4%	48.0%
Neutral	10.9%	10.5%	10.1%	15.2%	5.6%	10.4%
Dissatisfied	1.0%	0.0%	0.0%	0.0%	0.0%	0.2%

Q6-11. Quality of fire emergency medical services

Very satisfied	38.4%	39.0%	35.0%	35.6%	47.1%	39.0%
Satisfied	44.4%	55.2%	51.5%	45.2%	42.2%	47.7%
Neutral	15.2%	5.7%	12.6%	18.3%	10.8%	12.6%
Dissatisfied	1.0%	0.0%	1.0%	1.0%	0.0%	0.6%
Very dissatisfied	1.0%	0.0%	0.0%	0.0%	0.0%	0.2%

Q6-12. Fire personnel emergency response time

Very satisfied	42.7%	46.7%	33.7%	39.2%	50.5%	42.4%
Satisfied	36.5%	43.3%	48.0%	43.1%	35.8%	41.4%
Neutral	19.8%	10.0%	17.3%	17.6%	12.6%	15.5%
Dissatisfied	1.0%	0.0%	1.0%	0.0%	1.1%	0.6%

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=602

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q6-13. Quality of fire safety education programs

Very satisfied	37.1%	25.6%	18.6%	26.7%	28.6%	27.2%
Satisfied	30.3%	50.0%	36.0%	35.6%	40.5%	38.8%
Neutral	25.8%	20.0%	44.2%	35.6%	27.4%	30.4%
Dissatisfied	3.4%	3.3%	1.2%	2.2%	3.6%	2.7%
Very dissatisfied	3.4%	1.1%	0.0%	0.0%	0.0%	0.9%

Q6-14. 9-1-1 service provided by operators

Very satisfied	35.6%	41.7%	31.1%	38.8%	40.2%	37.6%
Satisfied	41.1%	41.7%	46.7%	40.8%	37.9%	41.7%
Neutral	21.1%	13.5%	18.9%	20.4%	19.5%	18.6%
Dissatisfied	1.1%	3.1%	3.3%	0.0%	1.1%	1.7%
Very dissatisfied	1.1%	0.0%	0.0%	0.0%	1.1%	0.4%

Q6-15. 9-1-1 response time from first responders: ambulance, fire, police

Very satisfied	37.5%	39.4%	37.1%	37.5%	42.5%	38.8%
Satisfied	37.5%	44.7%	43.8%	39.6%	37.9%	40.8%
Neutral	21.6%	13.8%	18.0%	21.9%	17.2%	18.4%
Dissatisfied	2.3%	2.1%	1.1%	1.0%	2.3%	1.8%
Very dissatisfied	1.1%	0.0%	0.0%	0.0%	0.0%	0.2%

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=602

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q6-16. Disaster preparedness public education

Very satisfied	26.0%	19.8%	23.4%	22.1%	21.4%	22.6%
Satisfied	28.1%	43.6%	45.8%	40.4%	45.9%	40.9%
Neutral	31.3%	27.7%	24.3%	28.8%	28.6%	28.0%
Dissatisfied	9.4%	6.9%	6.5%	8.7%	3.1%	6.9%
Very dissatisfied	5.2%	2.0%	0.0%	0.0%	1.0%	1.6%

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?

N=602

N=602	Q20. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q7. Top choice</u>						
Quality of police protection	8.3%	9.2%	5.0%	9.9%	6.8%	7.8%
Visibility of police in neighborhoods	24.2%	23.5%	28.1%	22.3%	24.8%	24.8%
Visibility of police in retail areas	2.5%	3.4%	9.1%	2.5%	4.3%	4.5%
Police response time	3.3%	0.0%	3.3%	2.5%	3.4%	2.5%
Efforts to prevent crime	10.8%	16.8%	5.8%	13.2%	13.7%	12.1%
Police safety education programs	5.8%	2.5%	3.3%	5.0%	0.9%	3.5%
Enforcement of traffic laws	7.5%	5.9%	9.1%	5.8%	11.1%	7.8%
Quality of animal control services	5.8%	9.2%	13.2%	9.1%	5.1%	8.5%
Quality & accessibility of municipal court services (i.e. traffic, collection, fines)	0.8%	0.8%	2.5%	0.8%	0.9%	1.2%
Quality of fire protection	1.7%	0.0%	0.8%	0.0%	0.0%	0.5%
Quality of fire emergency medical services	1.7%	0.0%	0.8%	0.8%	0.0%	0.7%
Fire personnel emergency response time	0.0%	0.0%	0.8%	0.0%	0.0%	0.2%
Quality of fire safety education programs	1.7%	0.8%	0.8%	1.7%	1.7%	1.3%
9-1-1 service provided by operators	1.7%	0.8%	0.0%	0.0%	0.0%	0.5%
9-1-1 response time from first responders: ambulance, fire, police	0.8%	1.7%	0.8%	2.5%	1.7%	1.5%
Disaster preparedness public education	15.0%	11.8%	5.8%	10.7%	5.1%	9.6%
None chosen	8.3%	13.4%	10.7%	13.2%	20.5%	13.1%

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?

N=602

N=602	Q20. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q7. 2nd choice</u>						
Quality of police protection	9.2%	5.0%	5.8%	3.3%	8.5%	6.3%
Visibility of police in neighborhoods	10.8%	16.0%	14.0%	14.9%	12.0%	13.5%
Visibility of police in retail areas	5.0%	2.5%	8.3%	8.3%	6.8%	6.1%
Police response time	5.0%	5.9%	5.8%	8.3%	3.4%	5.6%
Efforts to prevent crime	16.7%	13.4%	7.4%	9.9%	10.3%	11.5%
Police safety education programs	3.3%	5.0%	3.3%	5.0%	4.3%	4.2%
Enforcement of traffic laws	8.3%	6.7%	10.7%	7.4%	9.4%	8.6%
Quality of animal control services	3.3%	8.4%	9.1%	6.6%	3.4%	6.3%
Quality & accessibility of municipal court services (i.e. traffic, collection, fines)	0.8%	2.5%	2.5%	3.3%	0.9%	2.0%
Quality of fire protection	1.7%	0.8%	1.7%	2.5%	0.9%	1.5%
Quality of fire emergency medical services	0.8%	1.7%	0.8%	1.7%	1.7%	1.3%
Fire personnel emergency response time	0.8%	0.8%	0.0%	0.0%	0.9%	0.5%
Quality of fire safety education programs	3.3%	1.7%	3.3%	0.8%	3.4%	2.5%
9-1-1 service provided by operators	3.3%	2.5%	1.7%	0.8%	0.9%	1.8%
9-1-1 response time from first responders: ambulance, fire, police	4.2%	2.5%	2.5%	0.8%	0.9%	2.2%
Disaster preparedness public education	13.3%	8.4%	9.9%	12.4%	6.8%	10.3%
None chosen	10.0%	16.0%	13.2%	14.0%	25.6%	15.8%

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=602

N=602	Q20. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q7. Top choice</u>						
Quality of police protection	17.5%	14.3%	10.7%	13.2%	15.4%	14.1%
Visibility of police in neighborhoods	35.0%	39.5%	42.1%	37.2%	36.8%	38.2%
Visibility of police in retail areas	7.5%	5.9%	17.4%	10.7%	11.1%	10.6%
Police response time	8.3%	5.9%	9.1%	10.7%	6.8%	8.1%
Efforts to prevent crime	27.5%	30.3%	13.2%	23.1%	23.9%	23.6%
Police safety education programs	9.2%	7.6%	6.6%	9.9%	5.1%	7.6%
Enforcement of traffic laws	15.8%	12.6%	19.8%	13.2%	20.5%	16.4%
Quality of animal control services	9.2%	17.6%	22.3%	15.7%	8.5%	14.8%
Quality & accessibility of municipal court services (i.e. traffic, collection, fines)	1.7%	3.4%	5.0%	4.1%	1.7%	3.2%
Quality of fire protection	3.3%	0.8%	2.5%	2.5%	0.9%	2.0%
Quality of fire emergency medical services	2.5%	1.7%	1.7%	2.5%	1.7%	2.0%
Fire personnel emergency response time	0.8%	0.8%	0.8%	0.0%	0.9%	0.7%
Quality of fire safety education programs	5.0%	2.5%	4.1%	2.5%	5.1%	3.8%
9-1-1 service provided by operators	5.0%	3.4%	1.7%	0.8%	0.9%	2.3%
9-1-1 response time from first responders: ambulance, fire, police	5.0%	4.2%	3.3%	3.3%	2.6%	3.7%
Disaster preparedness public education	28.3%	20.2%	15.7%	23.1%	12.0%	19.9%
None chosen	8.3%	13.4%	10.7%	13.2%	20.5%	13.1%

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=602

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q8-1. In your neighborhood during the day

Very safe	60.0%	57.6%	53.7%	55.1%	57.9%	56.8%
Safe	38.3%	36.4%	39.7%	40.7%	32.5%	37.6%
Neutral	0.8%	4.2%	5.8%	3.4%	7.0%	4.2%
Unsafe	0.8%	1.7%	0.0%	0.8%	2.6%	1.2%
Very unsafe	0.0%	0.0%	0.8%	0.0%	0.0%	0.2%

Q8-2. In your neighborhood at night

Very safe	34.2%	33.1%	34.7%	25.6%	33.3%	32.2%
Safe	41.7%	45.8%	42.1%	51.3%	43.9%	45.1%
Neutral	18.3%	12.7%	14.0%	17.9%	14.9%	15.5%
Unsafe	5.0%	5.9%	8.3%	5.1%	7.0%	6.2%
Very unsafe	0.8%	2.5%	0.8%	0.0%	0.9%	1.0%

Q8-3. In City's parks, trails, & recreational areas

Very safe	20.3%	22.7%	14.0%	16.2%	15.7%	17.7%
Safe	43.2%	49.1%	55.3%	45.9%	47.1%	48.0%
Neutral	22.9%	17.3%	22.8%	30.6%	26.5%	24.0%
Unsafe	11.9%	8.2%	7.0%	6.3%	9.8%	8.8%
Very unsafe	1.7%	2.7%	0.9%	0.9%	1.0%	1.4%

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=602

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q8-4. In commercial & retail areas

Very safe	22.5%	21.4%	20.0%	18.8%	24.3%	21.2%
Safe	48.3%	54.7%	53.3%	58.1%	46.8%	52.3%
Neutral	21.7%	19.7%	21.7%	20.5%	27.0%	22.2%
Unsafe	7.5%	4.3%	5.0%	2.6%	1.8%	4.2%

Q8-5. Overall in City

Very safe	31.1%	32.2%	23.1%	20.2%	28.2%	26.9%
Safe	52.1%	52.5%	62.8%	63.0%	53.6%	56.7%
Neutral	14.3%	13.6%	11.6%	14.3%	16.4%	14.2%
Unsafe	2.5%	1.7%	2.5%	1.7%	1.8%	2.0%
Very unsafe	0.0%	0.0%	0.0%	0.8%	0.0%	0.2%

Q8-6. Downtown after dark

Very safe	8.4%	7.4%	6.6%	5.1%	10.0%	7.4%
Safe	20.6%	22.1%	23.1%	19.4%	25.0%	21.7%
Neutral	34.6%	32.6%	25.3%	34.7%	33.8%	32.5%
Unsafe	25.2%	26.3%	31.9%	28.6%	27.5%	27.8%
Very unsafe	11.2%	11.6%	13.2%	12.2%	3.8%	10.5%

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=602

	Q20. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q8-7. Traveling by bicycle in McAllen</u>						
Very safe	15.0%	11.3%	6.3%	9.5%	12.8%	10.9%
Safe	13.0%	29.9%	24.0%	23.2%	28.2%	23.3%
Neutral	32.0%	24.7%	29.2%	38.9%	26.9%	30.3%
Unsafe	24.0%	19.6%	32.3%	16.8%	23.1%	23.1%
Very unsafe	16.0%	14.4%	8.3%	11.6%	9.0%	12.4%

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=602

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q9-1. Overall responsiveness of City code enforcement staff

Very satisfied	25.3%	17.2%	20.2%	23.2%	23.2%	21.8%
Satisfied	36.8%	41.4%	35.4%	35.4%	35.8%	36.7%
Neutral	25.3%	24.2%	20.2%	26.3%	23.2%	23.9%
Dissatisfied	9.5%	12.1%	15.2%	14.1%	14.7%	13.3%
Very dissatisfied	3.2%	5.1%	9.1%	1.0%	3.2%	4.3%

Q9-2. City effort to enforce code violations

Very satisfied	25.5%	13.4%	17.0%	14.7%	21.5%	18.5%
Satisfied	31.6%	39.2%	29.0%	38.2%	38.7%	35.1%
Neutral	25.5%	26.8%	30.0%	26.5%	19.4%	25.6%
Dissatisfied	13.3%	14.4%	15.0%	16.7%	17.2%	15.4%
Very dissatisfied	4.1%	6.2%	9.0%	3.9%	3.2%	5.5%

Q9-3. Clean-up of debris/litter

Very satisfied	16.2%	20.0%	19.1%	20.3%	25.2%	20.2%
Satisfied	42.7%	44.3%	35.7%	42.4%	40.5%	41.0%
Neutral	17.1%	13.0%	20.9%	16.1%	16.2%	16.9%
Dissatisfied	18.8%	20.0%	20.0%	15.3%	15.3%	17.8%
Very dissatisfied	5.1%	2.6%	4.3%	5.9%	2.7%	4.1%

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=602

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q9-4. Efforts to enforce exterior maintenance & upkeep of residential property

Very satisfied	17.5%	14.4%	13.1%	12.6%	11.9%	14.0%
Satisfied	31.6%	30.6%	31.8%	40.5%	36.7%	34.2%
Neutral	28.9%	26.1%	21.5%	18.9%	25.7%	24.5%
Dissatisfied	14.9%	19.8%	25.2%	21.6%	20.2%	20.1%
Very dissatisfied	7.0%	9.0%	8.4%	6.3%	5.5%	7.2%

Q9-5. Efforts to identify abandoned or unsecured properties

Very satisfied	16.0%	12.6%	11.8%	9.2%	12.0%	12.5%
Satisfied	22.0%	25.2%	28.0%	32.7%	32.6%	27.8%
Neutral	30.0%	31.1%	20.4%	31.6%	30.4%	29.0%
Dissatisfied	20.0%	24.3%	32.3%	21.4%	20.7%	23.5%
Very dissatisfied	12.0%	6.8%	7.5%	5.1%	4.3%	7.2%

Q9-6. Efforts to remove dilapidated structures

Very satisfied	14.0%	12.4%	13.3%	7.4%	10.0%	11.4%
Satisfied	24.0%	23.7%	24.5%	24.2%	28.9%	25.1%
Neutral	32.0%	36.1%	31.6%	44.2%	35.6%	35.6%
Dissatisfied	21.0%	21.6%	24.5%	18.9%	18.9%	21.3%
Very dissatisfied	9.0%	6.2%	6.1%	5.3%	6.7%	6.6%

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=602

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q9-7. Enforcement of parking on grass in front yard

Very satisfied	16.8%	15.6%	11.8%	10.6%	14.1%	13.7%
Satisfied	26.7%	21.9%	28.4%	26.0%	25.0%	25.7%
Neutral	24.8%	29.2%	26.5%	31.7%	27.2%	27.7%
Dissatisfied	19.8%	18.8%	21.6%	19.2%	22.8%	20.5%
Very dissatisfied	11.9%	14.6%	11.8%	12.5%	10.9%	12.4%

Q9-8. Enforcement of weedy lots, abandoned vehicles, graffiti

Very satisfied	16.4%	7.3%	14.6%	9.9%	11.1%	11.8%
Satisfied	27.3%	29.4%	21.4%	30.6%	25.3%	26.9%
Neutral	22.7%	23.9%	25.2%	26.1%	28.3%	25.2%
Dissatisfied	19.1%	28.4%	26.2%	24.3%	25.3%	24.8%
Very dissatisfied	14.5%	11.0%	12.6%	9.0%	10.1%	11.4%

Q9-9. Cleanliness in your neighborhood

Very satisfied	27.1%	20.0%	19.8%	25.2%	31.0%	24.6%
Satisfied	39.8%	43.5%	41.4%	44.5%	41.6%	42.1%
Neutral	18.6%	12.2%	19.0%	17.6%	13.3%	16.4%
Dissatisfied	7.6%	19.1%	16.4%	10.9%	8.8%	12.5%
Very dissatisfied	6.8%	5.2%	3.4%	1.7%	5.3%	4.4%

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=602

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q9-10. Enforcement of loud music

Very satisfied	18.1%	17.3%	13.9%	11.8%	17.9%	15.6%
Satisfied	32.4%	32.7%	42.6%	36.4%	33.7%	35.5%
Neutral	24.8%	23.1%	21.8%	31.8%	21.1%	24.9%
Dissatisfied	11.4%	17.3%	14.9%	11.8%	16.8%	14.3%
Very dissatisfied	13.3%	9.6%	6.9%	8.2%	10.5%	9.8%

Q9-11. Degree to which code violations are a problem

Very satisfied	15.4%	13.8%	13.0%	12.8%	17.0%	14.5%
Satisfied	32.7%	26.6%	33.7%	36.2%	33.0%	32.1%
Neutral	36.5%	39.4%	29.3%	31.9%	35.2%	34.7%
Dissatisfied	10.6%	11.7%	14.1%	12.8%	10.2%	11.8%
Very dissatisfied	4.8%	8.5%	9.8%	6.4%	4.5%	6.9%

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=602

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q10-1. Quality of residential garbage collection

Very satisfied	48.3%	54.6%	48.3%	49.2%	62.9%	52.6%
Satisfied	44.2%	31.9%	41.7%	40.8%	31.0%	38.1%
Neutral	5.8%	8.4%	3.3%	2.5%	3.4%	4.7%
Dissatisfied	0.8%	4.2%	4.2%	3.3%	1.7%	2.8%
Very dissatisfied	0.8%	0.8%	2.5%	4.2%	0.9%	1.8%

Q10-2. Quality of residential curbside recycling services

Very satisfied	45.3%	47.0%	43.2%	44.8%	48.7%	45.8%
Satisfied	36.8%	39.1%	44.1%	39.7%	42.5%	40.5%
Neutral	12.8%	7.0%	5.1%	9.5%	4.4%	7.7%
Dissatisfied	3.4%	6.1%	5.1%	3.4%	4.4%	4.5%
Very dissatisfied	1.7%	0.9%	2.5%	2.6%	0.0%	1.5%

Q10-3. Importance of neighborhood associations

Very satisfied	21.6%	17.0%	20.4%	16.3%	19.3%	18.9%
Satisfied	27.8%	30.9%	33.0%	35.9%	33.0%	32.0%
Neutral	37.1%	38.3%	39.8%	40.2%	44.3%	40.0%
Dissatisfied	7.2%	10.6%	3.9%	6.5%	2.3%	6.1%
Very dissatisfied	6.2%	3.2%	2.9%	1.1%	1.1%	2.9%

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=602

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q11-1. Quality of drinking water

Very satisfied	21.4%	19.0%	20.2%	20.5%	36.2%	23.4%
Satisfied	35.9%	46.6%	47.1%	49.6%	38.8%	43.5%
Neutral	22.2%	19.8%	16.8%	13.7%	13.8%	17.3%
Dissatisfied	10.3%	11.2%	13.4%	13.7%	10.3%	11.9%
Very dissatisfied	10.3%	3.4%	2.5%	2.6%	0.9%	3.9%

Q11-2. Quality of wastewater services

Very satisfied	30.6%	25.2%	26.3%	24.3%	39.6%	29.1%
Satisfied	47.7%	57.4%	52.6%	51.3%	47.7%	51.4%
Neutral	16.2%	13.0%	18.4%	20.0%	11.7%	16.0%
Dissatisfied	3.6%	4.3%	1.8%	3.5%	0.9%	2.8%
Very dissatisfied	1.8%	0.0%	0.9%	0.9%	0.0%	0.7%

Q11-3. Quality of drainage infrastructure

Very satisfied	18.3%	19.8%	17.9%	15.7%	25.9%	19.3%
Satisfied	30.4%	44.8%	36.8%	42.6%	42.9%	39.7%
Neutral	25.2%	12.1%	20.5%	18.3%	22.3%	19.7%
Dissatisfied	17.4%	18.1%	19.7%	20.0%	5.4%	16.1%
Very dissatisfied	8.7%	5.2%	5.1%	3.5%	3.6%	5.2%

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=602

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q12-1. Quality of City parks

Very satisfied	21.8%	28.4%	25.0%	28.4%	41.7%	28.7%
Satisfied	52.9%	50.9%	54.5%	55.2%	46.3%	52.2%
Neutral	15.1%	13.8%	13.4%	13.8%	9.3%	13.2%
Dissatisfied	8.4%	5.2%	7.1%	2.6%	2.8%	5.2%
Very dissatisfied	1.7%	1.7%	0.0%	0.0%	0.0%	0.7%

Q12-2. Number & location of City parks

Very satisfied	25.2%	28.4%	22.7%	22.0%	30.2%	25.5%
Satisfied	39.5%	42.2%	48.2%	54.1%	46.2%	46.1%
Neutral	15.1%	14.7%	14.5%	17.4%	17.0%	15.8%
Dissatisfied	18.5%	7.8%	12.7%	4.6%	6.6%	10.1%
Very dissatisfied	1.7%	6.9%	1.8%	1.8%	0.0%	2.5%

Q12-3. Quality of walking & biking trails

Very satisfied	22.4%	31.3%	19.3%	20.2%	34.5%	25.5%
Satisfied	48.3%	42.6%	50.0%	57.9%	44.5%	48.5%
Neutral	12.9%	13.0%	19.3%	17.5%	10.9%	14.7%
Dissatisfied	10.3%	10.4%	9.6%	3.5%	10.0%	8.9%
Very dissatisfied	6.0%	2.6%	1.8%	0.9%	0.0%	2.4%

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=602

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q12-4. Number of walking & biking trails

Very satisfied	18.6%	25.5%	21.8%	19.6%	27.4%	22.5%
Satisfied	36.4%	38.2%	30.0%	44.6%	56.6%	40.7%
Neutral	18.6%	13.6%	25.5%	21.4%	9.4%	17.7%
Dissatisfied	17.8%	18.2%	18.2%	13.4%	6.6%	15.2%
Very dissatisfied	8.5%	4.5%	4.5%	0.9%	0.0%	3.9%

Q12-5. Amount, quality & condition of swimming pools & splash parks

Very satisfied	13.5%	14.1%	15.7%	7.8%	21.3%	14.2%
Satisfied	33.7%	35.4%	34.8%	44.4%	33.8%	36.5%
Neutral	30.8%	30.3%	33.7%	35.6%	30.0%	32.0%
Dissatisfied	12.5%	12.1%	15.7%	11.1%	12.5%	12.9%
Very dissatisfied	9.6%	8.1%	0.0%	1.1%	2.5%	4.5%

Q12-6. Quality of City sponsored events & activities

Very satisfied	24.5%	19.8%	17.1%	21.1%	27.2%	22.0%
Satisfied	41.8%	43.2%	46.7%	45.0%	50.5%	45.4%
Neutral	16.4%	28.8%	30.5%	29.4%	17.5%	24.5%
Dissatisfied	14.5%	6.3%	4.8%	4.6%	4.9%	7.0%
Very dissatisfied	2.7%	1.8%	1.0%	0.0%	0.0%	1.1%

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=602

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q12-7. Quality of youth sports programs

Very satisfied	18.3%	22.3%	21.7%	22.4%	28.7%	22.7%
Satisfied	40.9%	40.4%	43.5%	43.9%	48.3%	43.5%
Neutral	25.8%	25.5%	31.5%	30.6%	21.8%	27.0%
Dissatisfied	12.9%	6.4%	1.1%	2.0%	1.1%	4.7%
Very dissatisfied	2.2%	5.3%	2.2%	1.0%	0.0%	2.1%

Q12-8. Quality of adult sports programs

Very satisfied	16.5%	18.6%	13.3%	16.9%	19.5%	16.9%
Satisfied	25.9%	29.1%	36.7%	37.1%	43.7%	34.4%
Neutral	35.3%	40.7%	37.8%	40.4%	31.0%	37.4%
Dissatisfied	15.3%	10.5%	11.1%	4.5%	5.7%	9.3%
Very dissatisfied	7.1%	1.2%	1.1%	1.1%	0.0%	2.1%

Q12-9. Quality of outdoor athletic fields

Very satisfied	20.8%	24.3%	20.8%	17.3%	23.7%	21.2%
Satisfied	44.6%	36.9%	50.0%	52.0%	55.9%	48.1%
Neutral	17.8%	28.2%	24.0%	26.5%	18.3%	22.8%
Dissatisfied	13.9%	6.8%	4.2%	3.1%	2.2%	6.1%
Very dissatisfied	3.0%	3.9%	1.0%	1.0%	0.0%	1.8%

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=602

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q12-10. Quality of picnic, pavilion areas, playgrounds at City parks

Very satisfied	21.1%	22.3%	15.6%	16.7%	24.3%	19.9%
Satisfied	36.0%	43.8%	53.2%	54.9%	50.5%	47.5%
Neutral	23.7%	17.0%	22.9%	18.6%	19.4%	20.4%
Dissatisfied	15.8%	13.4%	6.4%	8.8%	5.8%	10.1%
Very dissatisfied	3.5%	3.6%	1.8%	1.0%	0.0%	2.0%

Q12-11. Recreational opportunities

Very satisfied	19.8%	19.8%	17.0%	13.7%	21.6%	18.3%
Satisfied	34.9%	41.5%	35.8%	52.9%	47.1%	42.5%
Neutral	26.4%	21.7%	31.1%	25.5%	23.5%	25.5%
Dissatisfied	13.2%	14.2%	14.2%	3.9%	6.9%	10.7%
Very dissatisfied	5.7%	2.8%	1.9%	3.9%	1.0%	3.0%

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

N=602

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

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

Yes	51.7%	39.5%	46.3%	39.7%	41.9%	43.9%
No	48.3%	60.5%	53.7%	60.3%	58.1%	56.1%

Q13a. How did you contact the City? (without "not provided")

N=264

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q13a. How did you contact City

Phone (McAllen 311)	75.8%	71.7%	74.5%	68.8%	83.3%	74.7%
Email	4.8%	13.0%	5.5%	8.3%	2.1%	6.5%
Social media	0.0%	0.0%	1.8%	0.0%	0.0%	0.4%
Website	9.7%	4.3%	3.6%	4.2%	2.1%	5.4%
In person	9.7%	10.9%	14.5%	18.8%	12.5%	13.0%

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

N=264

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

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

Very easy	41.9%	41.3%	27.3%	35.4%	41.3%	37.5%
Somewhat easy	45.2%	23.9%	43.6%	41.7%	34.8%	38.6%
Difficult	9.7%	28.3%	16.4%	16.7%	21.7%	17.8%
Very difficult	3.2%	6.5%	12.7%	6.3%	2.2%	6.2%

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=602

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q14-1. Quality of City's website

Very satisfied	24.5%	21.6%	14.1%	14.1%	16.0%	18.0%
Satisfied	36.3%	39.2%	51.5%	51.5%	53.2%	46.3%
Neutral	19.6%	23.5%	23.2%	23.2%	27.7%	23.2%
Dissatisfied	15.7%	13.7%	10.1%	9.1%	1.1%	10.2%
Very dissatisfied	3.9%	2.0%	1.0%	2.0%	2.1%	2.2%

Q14-2. Quality of City's social media (Twitter, Facebook, etc.)

Very satisfied	25.0%	15.9%	13.7%	8.9%	17.3%	16.4%
Satisfied	39.1%	39.0%	43.8%	46.8%	42.7%	42.2%
Neutral	27.2%	32.9%	39.7%	39.2%	40.0%	35.2%
Dissatisfied	7.6%	11.0%	2.7%	3.8%	0.0%	5.5%
Very dissatisfied	1.1%	1.2%	0.0%	1.3%	0.0%	0.7%

Q14-3. Availability of information on City services & programs

Very satisfied	19.8%	18.4%	15.5%	12.0%	19.8%	17.0%
Satisfied	34.9%	40.8%	40.2%	54.0%	50.0%	43.8%
Neutral	27.4%	28.6%	38.1%	27.0%	25.0%	29.2%
Dissatisfied	16.0%	10.2%	6.2%	5.0%	5.2%	8.8%
Very dissatisfied	1.9%	2.0%	0.0%	2.0%	0.0%	1.2%

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=602

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

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

Very satisfied	16.5%	19.8%	14.8%	11.2%	21.2%	16.8%
Satisfied	39.1%	39.6%	37.0%	47.7%	51.0%	42.4%
Neutral	26.1%	28.8%	34.3%	30.8%	19.2%	28.1%
Dissatisfied	14.8%	9.9%	13.0%	9.3%	6.7%	10.9%
Very dissatisfied	3.5%	1.8%	0.9%	0.9%	1.9%	1.8%

Q14-5. Level of public involvement in local decision-making

Very satisfied	14.0%	11.2%	10.6%	8.5%	14.3%	11.7%
Satisfied	21.5%	34.7%	30.9%	36.2%	35.2%	31.4%
Neutral	30.8%	33.7%	39.4%	40.4%	42.9%	37.0%
Dissatisfied	25.2%	17.3%	18.1%	12.8%	6.6%	16.6%
Very dissatisfied	8.4%	3.1%	1.1%	2.1%	1.1%	3.3%

Q14-6. Transparency of City government

Very satisfied	15.0%	12.2%	11.8%	11.3%	16.5%	13.3%
Satisfied	25.0%	32.7%	32.4%	30.9%	36.1%	31.4%
Neutral	30.0%	32.7%	44.1%	44.3%	38.1%	37.8%
Dissatisfied	20.0%	15.3%	5.9%	10.3%	9.3%	12.1%
Very dissatisfied	10.0%	7.1%	5.9%	3.1%	0.0%	5.4%

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=602

	Q20. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q14-7. City's station, MCN</u>						
Very satisfied	23.3%	22.7%	14.9%	11.6%	21.4%	18.7%
Satisfied	31.5%	33.3%	29.7%	39.1%	35.7%	33.9%
Neutral	37.0%	34.7%	51.4%	43.5%	40.0%	41.0%
Dissatisfied	5.5%	8.0%	1.4%	2.9%	2.9%	4.4%
Very dissatisfied	2.7%	1.3%	2.7%	2.9%	0.0%	1.9%

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

N=602

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

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

City website	35.8%	37.8%	32.2%	23.1%	20.5%	29.9%
Local newspaper	22.5%	25.2%	29.8%	45.5%	44.4%	33.7%
City cable channel (MCN)	7.5%	9.2%	9.1%	8.3%	14.5%	9.6%
Radio news programs	16.7%	18.5%	16.5%	22.3%	22.2%	19.3%
Television news programs	40.0%	48.7%	58.7%	57.0%	61.5%	53.3%
Social media (Facebook, Twitter, Instagram)	63.3%	40.3%	28.9%	17.4%	15.4%	33.1%
Word of mouth (friends/neighbors)	39.2%	42.0%	33.9%	38.0%	28.2%	36.0%
City emails/press releases	17.5%	10.1%	19.0%	13.2%	15.4%	15.1%
Public meetings	7.5%	5.0%	3.3%	5.0%	11.1%	6.3%
Other	3.3%	2.5%	2.5%	3.3%	0.9%	2.5%

Q16. How often do you experience standing water or ponding in your neighborhood? (without "not provided")

N=602

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q16. How often do you experience standing water or ponding in your neighborhood

Every time it rains	10.9%	13.9%	17.5%	16.9%	8.5%	13.5%
Sometimes, if it has been raining frequently	31.9%	20.9%	25.8%	26.3%	18.8%	24.8%
Rarely, only if it's a major storm event	42.0%	44.3%	37.5%	39.8%	48.7%	42.5%
Never, I do not experience standing water or ponding in my neighborhood	15.1%	20.9%	19.2%	16.9%	23.9%	19.2%

Q17. Have you ever experienced flooding in your home as a result of a weather event? (without "not provided")

N=602

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q17. Have you ever experienced flooding in your home as a result of a weather event

Yes	22.2%	19.5%	15.1%	10.2%	7.8%	14.9%
No	77.8%	80.5%	84.9%	89.8%	92.2%	85.1%

Q18. Please indicate the location of flooding at your residence as a result of a weather event. (without "not applicable")

N=83

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q18. Locations of flooding at your residence as a result of a weather event

Flooding in the driveway or lawn/yard	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Flooding inside the garage						
Flooding that reached inside the house or residence	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Q19. How many years have you lived in McAllen? (without "not provided")

N=602

Q20. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q19. How many years have you lived in McAllen

Less than 10 years	37.6%	13.6%	10.0%	9.2%	10.7%	16.4%
10-20 years	35.9%	31.4%	24.2%	20.2%	11.6%	24.6%
21-30 years	26.5%	27.1%	30.8%	29.4%	17.9%	26.3%
31+ years	0.0%	28.0%	35.0%	41.2%	59.8%	32.7%

Crosstabular Data by Income

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=602	Q23. Which following best describes your household income						Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
<u>Q1-1. Overall quality of police & fire services</u>							
Very satisfied	50.7%	52.9%	48.0%	42.2%	56.7%	50.9%	49.5%
Satisfied	30.4%	35.3%	41.2%	53.0%	32.2%	32.1%	38.6%
Neutral	14.5%	9.4%	8.8%	4.8%	8.9%	17.0%	9.9%
Dissatisfied	2.9%	1.2%	1.0%	0.0%	2.2%	0.0%	1.5%
Very dissatisfied	1.4%	1.2%	1.0%	0.0%	0.0%	0.0%	0.5%
<u>Q1-2. Overall quality of City parks & recreation programs & facilities</u>							
Very satisfied	43.3%	36.5%	31.7%	30.1%	39.3%	33.3%	34.2%
Satisfied	44.8%	55.3%	38.5%	53.0%	43.8%	41.2%	47.3%
Neutral	7.5%	8.2%	25.0%	8.4%	10.1%	17.6%	12.9%
Dissatisfied	4.5%	0.0%	3.8%	7.2%	5.6%	7.8%	5.2%
Very dissatisfied	0.0%	0.0%	1.0%	1.2%	1.1%	0.0%	0.5%
<u>Q1-3. Overall maintenance of City streets, buildings & facilities</u>							
Very satisfied	34.3%	28.7%	15.9%	21.4%	20.0%	7.3%	21.0%
Satisfied	35.8%	49.4%	60.7%	47.6%	51.1%	56.4%	50.3%
Neutral	17.9%	6.9%	13.1%	16.7%	12.2%	21.8%	14.4%
Dissatisfied	9.0%	11.5%	6.5%	11.9%	12.2%	12.7%	11.2%
Very dissatisfied	3.0%	3.4%	3.7%	2.4%	4.4%	1.8%	3.2%

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=602	Q23. Which following best describes your household income						Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
<u>Q1-4. Overall quality of City water & sewer utilities</u>							
Very satisfied	29.0%	38.4%	32.7%	29.3%	29.7%	28.3%	30.8%
Satisfied	47.8%	48.8%	40.2%	58.5%	52.7%	47.2%	49.2%
Neutral	13.0%	7.0%	21.5%	7.3%	11.0%	17.0%	12.7%
Dissatisfied	10.1%	3.5%	3.7%	4.9%	4.4%	5.7%	5.5%
Very dissatisfied	0.0%	2.3%	1.9%	0.0%	2.2%	1.9%	1.7%
<u>Q1-5. Overall enforcement of City codes & ordinances</u>							
Very satisfied	31.3%	20.2%	18.6%	14.8%	20.2%	14.3%	19.7%
Satisfied	40.3%	33.3%	37.3%	43.2%	39.3%	36.7%	38.8%
Neutral	11.9%	19.0%	21.6%	23.5%	22.5%	36.7%	21.1%
Dissatisfied	11.9%	21.4%	18.6%	13.6%	15.7%	2.0%	15.2%
Very dissatisfied	4.5%	6.0%	3.9%	4.9%	2.2%	10.2%	5.2%
<u>Q1-6. Overall quality of customer service you receive from City employees</u>							
Very satisfied	32.8%	33.7%	25.2%	41.6%	33.7%	29.6%	33.3%
Satisfied	40.3%	43.4%	56.3%	42.9%	44.2%	50.0%	45.2%
Neutral	19.4%	18.1%	16.5%	13.0%	15.1%	16.7%	16.8%
Dissatisfied	6.0%	4.8%	1.0%	2.6%	4.7%	3.7%	3.6%
Very dissatisfied	1.5%	0.0%	1.0%	0.0%	2.3%	0.0%	1.0%

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=602	Q23. Which following best describes your household income						Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
<u>Q1-7. Overall effectiveness of City communication with the public</u>							
Very satisfied	23.5%	19.5%	21.2%	20.2%	16.9%	18.5%	20.6%
Satisfied	42.6%	43.7%	46.2%	45.2%	51.7%	42.6%	44.9%
Neutral	22.1%	29.9%	24.0%	23.8%	23.6%	35.2%	26.1%
Dissatisfied	11.8%	6.9%	7.7%	10.7%	7.9%	1.9%	7.6%
Very dissatisfied	0.0%	0.0%	1.0%	0.0%	0.0%	1.9%	0.8%
<u>Q1-8. Overall quality of City's storm water runoff/storm water management system</u>							
Very satisfied	28.4%	23.0%	15.5%	16.9%	16.7%	7.4%	17.6%
Satisfied	40.3%	36.8%	44.7%	43.4%	47.8%	24.1%	41.9%
Neutral	11.9%	25.3%	19.4%	21.7%	20.0%	29.6%	20.5%
Dissatisfied	17.9%	10.3%	18.4%	13.3%	6.7%	31.5%	14.9%
Very dissatisfied	1.5%	4.6%	1.9%	4.8%	8.9%	7.4%	5.1%
<u>Q1-9. Overall flow of traffic & congestion management in City</u>							
Very satisfied	23.5%	17.2%	5.7%	6.0%	6.6%	1.8%	9.5%
Satisfied	29.4%	36.8%	34.0%	34.5%	28.6%	23.6%	32.3%
Neutral	25.0%	20.7%	19.8%	32.1%	23.1%	21.8%	24.3%
Dissatisfied	14.7%	13.8%	24.5%	19.0%	24.2%	43.6%	22.3%
Very dissatisfied	7.4%	11.5%	16.0%	8.3%	17.6%	9.1%	11.5%

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=602	Q23. Which following best describes your household income						Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
<u>Q1-10. Overall quality of City's solid waste system (trash, recycling, yard waste)</u>							
Very satisfied	38.2%	38.4%	36.8%	42.9%	42.9%	33.3%	38.8%
Satisfied	41.2%	53.5%	48.1%	45.2%	40.7%	42.6%	45.0%
Neutral	10.3%	4.7%	10.4%	8.3%	6.6%	9.3%	8.9%
Dissatisfied	5.9%	1.2%	4.7%	3.6%	6.6%	13.0%	5.7%
Very dissatisfied	4.4%	2.3%	0.0%	0.0%	3.3%	1.9%	1.7%

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?

N=602

Q23. Which following best describes your household income						Total
Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	

Q2. Top choice

Overall quality of police & fire services	8.7%	11.5%	11.2%	7.1%	9.9%	10.9%	9.6%
Overall quality of City parks & recreation programs & facilities	2.9%	3.4%	7.5%	9.5%	7.7%	5.5%	5.6%
Overall maintenance of City streets, buildings & facilities	14.5%	11.5%	16.8%	22.6%	16.5%	21.8%	17.6%
Overall quality of City water & sewer utilities	10.1%	3.4%	10.3%	1.2%	6.6%	9.1%	6.8%
Overall enforcement of City codes & ordinances	2.9%	16.1%	4.7%	6.0%	4.4%	7.3%	7.6%
Overall quality of customer service you receive from City employees	1.4%	1.1%	0.9%	1.2%	1.1%	0.0%	1.3%
Overall effectiveness of City communication with the public	1.4%	1.1%	0.9%	2.4%	1.1%	1.8%	1.7%
Overall quality of City's storm water runoff/storm water management system	7.2%	14.9%	11.2%	13.1%	16.5%	12.7%	13.3%
Overall flow of traffic & congestion management in City	17.4%	20.7%	26.2%	29.8%	29.7%	27.3%	23.6%
Overall quality of City's solid waste system (trash, recycling, yard waste)	4.3%	8.0%	2.8%	0.0%	3.3%	1.8%	3.2%
None chosen	29.0%	8.0%	7.5%	7.1%	3.3%	1.8%	9.6%

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?

N=602

Q23. Which following best describes your household income						Total
Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	

Q2. 2nd choice

Overall quality of police & fire services	1.4%	9.2%	7.5%	8.3%	4.4%	7.3%	6.0%
Overall quality of City parks & recreation programs & facilities	4.3%	6.9%	8.4%	6.0%	12.1%	12.7%	8.1%
Overall maintenance of City streets, buildings & facilities	18.8%	12.6%	10.3%	13.1%	8.8%	7.3%	11.3%
Overall quality of City water & sewer utilities	5.8%	8.0%	5.6%	4.8%	7.7%	3.6%	6.1%
Overall enforcement of City codes & ordinances	1.4%	8.0%	6.5%	14.3%	7.7%	7.3%	7.6%
Overall quality of customer service you receive from City employees	2.9%	4.6%	1.9%	2.4%	3.3%	5.5%	3.0%
Overall effectiveness of City communication with the public	7.2%	9.2%	9.3%	0.0%	4.4%	3.6%	5.6%
Overall quality of City's storm water runoff/storm water management system	11.6%	12.6%	17.8%	20.2%	16.5%	29.1%	16.6%
Overall flow of traffic & congestion management in City	4.3%	17.2%	23.4%	20.2%	25.3%	20.0%	20.6%
Overall quality of City's solid waste system (trash, recycling, yard waste)	8.7%	2.3%	0.9%	4.8%	4.4%	1.8%	3.8%
None chosen	33.3%	9.2%	8.4%	6.0%	5.5%	1.8%	11.1%

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?

N=602

Q23. Which following best describes your household income						Total
Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	

Q2. 3rd choice

Overall quality of police & fire services	8.7%	5.7%	3.7%	3.6%	6.6%	1.8%	4.8%
Overall quality of City parks & recreation programs & facilities	7.2%	9.2%	9.3%	13.1%	12.1%	7.3%	9.3%
Overall maintenance of City streets, buildings & facilities	2.9%	14.9%	11.2%	14.3%	23.1%	23.6%	15.0%
Overall quality of City water & sewer utilities	7.2%	9.2%	7.5%	7.1%	6.6%	9.1%	7.3%
Overall enforcement of City codes & ordinances	4.3%	6.9%	7.5%	8.3%	7.7%	5.5%	8.0%
Overall quality of customer service you receive from City employees	1.4%	5.7%	2.8%	3.6%	2.2%	3.6%	3.0%
Overall effectiveness of City communication with the public	2.9%	3.4%	5.6%	8.3%	11.0%	1.8%	6.3%
Overall quality of City's storm water runoff/storm water management system	10.1%	12.6%	10.3%	11.9%	6.6%	18.2%	10.5%
Overall flow of traffic & congestion management in City	13.0%	16.1%	20.6%	13.1%	13.2%	16.4%	14.8%
Overall quality of City's solid waste system (trash, recycling, yard waste)	7.2%	5.7%	3.7%	6.0%	3.3%	5.5%	6.0%
None chosen	34.8%	10.3%	17.8%	10.7%	7.7%	7.3%	15.1%

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=602

Q23. Which following best describes your household income						Total
Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	

Q2. Top choice

Overall quality of police & fire services	18.8%	26.4%	22.4%	19.0%	20.9%	20.0%	20.4%
Overall quality of City parks & recreation programs & facilities	14.5%	19.5%	25.2%	28.6%	31.9%	25.5%	23.1%
Overall maintenance of City streets, buildings & facilities	36.2%	39.1%	38.3%	50.0%	48.4%	52.7%	43.9%
Overall quality of City water & sewer utilities	23.2%	20.7%	23.4%	13.1%	20.9%	21.8%	20.3%
Overall enforcement of City codes & ordinances	8.7%	31.0%	18.7%	28.6%	19.8%	20.0%	23.3%
Overall quality of customer service you receive from City employees	5.8%	11.5%	5.6%	7.1%	6.6%	9.1%	7.3%
Overall effectiveness of City communication with the public	11.6%	13.8%	15.9%	10.7%	16.5%	7.3%	13.6%
Overall quality of City's storm water runoff/storm water management system	29.0%	40.2%	39.3%	45.2%	39.6%	60.0%	40.4%
Overall flow of traffic & congestion management in City	34.8%	54.0%	70.1%	63.1%	68.1%	63.6%	59.0%
Overall quality of City's solid waste system (trash, recycling, yard waste)	20.3%	16.1%	7.5%	10.7%	11.0%	9.1%	13.0%
None chosen	29.0%	8.0%	7.5%	7.1%	3.3%	1.8%	9.6%

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=602	Q23. Which following best describes your household income						Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
<u>Q3-1. McAllen as a place to live</u>							
Very satisfied	58.8%	65.5%	51.4%	60.7%	49.5%	50.0%	54.1%
Satisfied	38.2%	27.6%	41.1%	35.7%	45.1%	46.3%	40.1%
Neutral	2.9%	6.9%	6.5%	3.6%	4.4%	1.9%	4.3%
Dissatisfied	0.0%	0.0%	0.9%	0.0%	1.1%	1.9%	1.5%
<u>Q3-2. McAllen as a place to raise children</u>							
Very satisfied	62.7%	59.5%	49.0%	50.6%	48.9%	43.1%	51.6%
Satisfied	34.3%	32.1%	34.3%	41.0%	39.8%	49.0%	38.3%
Neutral	3.0%	4.8%	13.7%	7.2%	6.8%	5.9%	7.8%
Dissatisfied	0.0%	3.6%	2.0%	1.2%	4.5%	2.0%	2.1%
Very dissatisfied	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.2%
<u>Q3-3. McAllen as a place to work</u>							
Very satisfied	47.0%	51.7%	38.1%	48.2%	40.9%	39.2%	41.3%
Satisfied	43.9%	29.9%	38.1%	39.8%	46.6%	54.9%	43.2%
Neutral	6.1%	12.6%	21.0%	9.6%	10.2%	2.0%	12.0%
Dissatisfied	1.5%	4.6%	2.9%	2.4%	1.1%	3.9%	2.7%
Very dissatisfied	1.5%	1.1%	0.0%	0.0%	1.1%	0.0%	0.7%

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=602	Q23. Which following best describes your household income						Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
<u>Q3-4. McAllen as a place to retire</u>							
Very satisfied	54.4%	54.0%	40.8%	42.7%	37.9%	46.2%	44.0%
Satisfied	33.8%	27.6%	41.7%	41.5%	42.5%	30.8%	37.3%
Neutral	8.8%	14.9%	15.5%	14.6%	16.1%	15.4%	15.3%
Dissatisfied	2.9%	0.0%	1.9%	0.0%	3.4%	7.7%	2.6%
Very dissatisfied	0.0%	3.4%	0.0%	1.2%	0.0%	0.0%	0.9%
<u>Q3-5. Overall image of McAllen</u>							
Very satisfied	44.1%	58.1%	38.7%	42.9%	37.8%	38.2%	41.2%
Satisfied	44.1%	30.2%	42.5%	51.2%	48.9%	43.6%	44.4%
Neutral	7.4%	11.6%	13.2%	3.6%	10.0%	12.7%	10.7%
Dissatisfied	4.4%	0.0%	3.8%	2.4%	2.2%	5.5%	3.2%
Very dissatisfied	0.0%	0.0%	1.9%	0.0%	1.1%	0.0%	0.5%
<u>Q3-6. Overall quality of life in McAllen</u>							
Very satisfied	43.5%	50.6%	40.2%	48.8%	37.4%	40.0%	41.0%
Satisfied	43.5%	34.5%	43.9%	46.4%	49.5%	49.1%	46.0%
Neutral	11.6%	11.5%	14.0%	3.6%	8.8%	7.3%	10.2%
Dissatisfied	1.4%	3.4%	0.9%	1.2%	4.4%	3.6%	2.7%
Very dissatisfied	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.2%

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=602	Q23. Which following best describes your household income						Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
<u>Q3-7. Overall appearance of McAllen</u>							
Very satisfied	39.7%	41.9%	32.0%	42.9%	27.0%	25.5%	34.0%
Satisfied	41.2%	40.7%	47.6%	45.2%	53.9%	47.3%	46.5%
Neutral	10.3%	11.6%	10.7%	8.3%	14.6%	16.4%	13.2%
Dissatisfied	7.4%	5.8%	7.8%	2.4%	3.4%	9.1%	5.3%
Very dissatisfied	1.5%	0.0%	1.9%	1.2%	1.1%	1.8%	1.0%
<u>Q3-8. McAllen as a welcoming community for people of diverse backgrounds</u>							
Very satisfied	41.2%	38.4%	30.1%	37.8%	31.8%	30.2%	33.7%
Satisfied	42.6%	44.2%	44.7%	50.0%	51.1%	45.3%	47.3%
Neutral	11.8%	14.0%	21.4%	8.5%	10.2%	18.9%	14.1%
Dissatisfied	4.4%	2.3%	3.9%	3.7%	5.7%	3.8%	4.3%
Very dissatisfied	0.0%	1.2%	0.0%	0.0%	1.1%	1.9%	0.7%
<u>Q3-9. Overall quality of leadership provided by McAllen's elected officials</u>							
Very satisfied	31.3%	25.3%	21.8%	26.8%	22.0%	20.4%	22.9%
Satisfied	35.8%	44.6%	42.6%	48.8%	49.5%	40.7%	44.6%
Neutral	25.4%	20.5%	26.7%	18.3%	19.8%	29.6%	24.8%
Dissatisfied	6.0%	6.0%	5.9%	6.1%	6.6%	7.4%	5.8%
Very dissatisfied	1.5%	3.6%	3.0%	0.0%	2.2%	1.9%	1.9%

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=602	Q23. Which following best describes your household income						Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
<u>Q3-10. Overall effectiveness of City management</u>							
Very satisfied	29.7%	27.6%	18.8%	20.7%	27.8%	18.9%	23.2%
Satisfied	42.2%	40.2%	46.5%	51.2%	46.7%	49.1%	45.3%
Neutral	21.9%	25.3%	27.7%	25.6%	17.8%	24.5%	25.7%
Dissatisfied	4.7%	4.6%	5.0%	2.4%	6.7%	7.5%	4.8%
Very dissatisfied	1.6%	2.3%	2.0%	0.0%	1.1%	0.0%	1.0%

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=602	Q23. Which following best describes your household income						Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
<u>Q4-1. Condition of major City streets</u>							
Very satisfied	19.1%	25.6%	16.0%	13.3%	17.6%	16.7%	18.5%
Satisfied	48.5%	58.1%	59.4%	63.9%	56.0%	51.9%	54.7%
Neutral	17.6%	9.3%	11.3%	8.4%	15.4%	14.8%	13.8%
Dissatisfied	8.8%	4.7%	11.3%	12.0%	8.8%	14.8%	10.4%
Very dissatisfied	5.9%	2.3%	1.9%	2.4%	2.2%	1.9%	2.5%
<u>Q4-2. Condition of streets in your neighborhood</u>							
Very satisfied	19.4%	27.1%	21.0%	25.3%	25.3%	18.5%	22.5%
Satisfied	49.3%	45.9%	56.2%	54.2%	48.4%	44.4%	50.2%
Neutral	19.4%	9.4%	12.4%	6.0%	12.1%	22.2%	12.7%
Dissatisfied	9.0%	11.8%	9.5%	10.8%	11.0%	11.1%	11.5%
Very dissatisfied	3.0%	5.9%	1.0%	3.6%	3.3%	3.7%	3.2%
<u>Q4-3. Condition of sidewalks in your neighborhood</u>							
Very satisfied	20.6%	26.2%	15.7%	16.7%	16.9%	8.0%	17.6%
Satisfied	50.0%	33.3%	37.3%	44.9%	40.4%	36.0%	40.3%
Neutral	14.7%	17.9%	21.6%	11.5%	19.1%	32.0%	19.7%
Dissatisfied	10.3%	16.7%	20.6%	20.5%	11.2%	14.0%	15.5%
Very dissatisfied	4.4%	6.0%	4.9%	6.4%	12.4%	10.0%	7.0%

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=602	Q23. Which following best describes your household income						Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
<u>Q4-4. Timing of traffic signals on City streets</u>							
Very satisfied	23.2%	16.5%	14.4%	6.0%	11.1%	3.6%	12.8%
Satisfied	43.5%	45.9%	36.5%	48.2%	35.6%	34.5%	39.5%
Neutral	23.2%	14.1%	23.1%	22.9%	30.0%	20.0%	23.1%
Dissatisfied	8.7%	18.8%	17.3%	16.9%	17.8%	27.3%	17.0%
Very dissatisfied	1.4%	4.7%	8.7%	6.0%	5.6%	14.5%	7.6%
<u>Q4-5. Traffic flow on major City streets</u>							
Very satisfied	22.4%	8.1%	6.7%	2.4%	6.6%	0.0%	7.4%
Satisfied	37.3%	41.9%	26.7%	37.3%	27.5%	34.5%	33.0%
Neutral	23.9%	16.3%	27.6%	30.1%	29.7%	12.7%	26.3%
Dissatisfied	13.4%	25.6%	25.7%	21.7%	26.4%	36.4%	23.7%
Very dissatisfied	3.0%	8.1%	13.3%	8.4%	9.9%	16.4%	9.6%
<u>Q4-6. Pedestrian accessibility (City's sidewalk system/network; number/availability of sidewalks)</u>							
Very satisfied	25.0%	17.9%	13.6%	7.4%	14.6%	3.6%	13.3%
Satisfied	41.2%	42.9%	39.8%	51.9%	34.8%	38.2%	42.0%
Neutral	17.6%	26.2%	20.4%	14.8%	24.7%	25.5%	21.9%
Dissatisfied	11.8%	10.7%	19.4%	14.8%	19.1%	14.5%	15.7%
Very dissatisfied	4.4%	2.4%	6.8%	11.1%	6.7%	18.2%	7.2%

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=602	Q23. Which following best describes your household income						Total
	Less than	\$20K to	\$40K to	\$60K to	\$80K to		
	\$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	23.5%	20.2%	13.3%	12.2%	17.6%	7.3%	15.4%
Satisfied	48.5%	57.1%	52.4%	54.9%	48.4%	50.9%	52.2%
Neutral	17.6%	16.7%	18.1%	20.7%	25.3%	27.3%	21.5%
Dissatisfied	4.4%	2.4%	11.4%	4.9%	5.5%	10.9%	6.6%
Very dissatisfied	5.9%	3.6%	4.8%	7.3%	3.3%	3.6%	4.2%
<u>Q4-8. Adequacy of City street lighting</u>							
Very satisfied	23.5%	20.9%	11.5%	6.0%	12.1%	3.6%	12.6%
Satisfied	42.6%	40.7%	49.0%	57.8%	54.9%	45.5%	48.6%
Neutral	13.2%	18.6%	14.4%	18.1%	16.5%	21.8%	18.4%
Dissatisfied	19.1%	10.5%	19.2%	12.0%	12.1%	18.2%	14.8%
Very dissatisfied	1.5%	9.3%	5.8%	6.0%	4.4%	10.9%	5.6%
<u>Q4-9. Condition of pavement markings on City streets</u>							
Very satisfied	18.8%	25.6%	12.4%	9.6%	15.6%	1.8%	13.2%
Satisfied	47.8%	48.8%	53.3%	59.0%	53.3%	63.6%	54.6%
Neutral	17.4%	18.6%	23.8%	20.5%	16.7%	16.4%	19.7%
Dissatisfied	10.1%	4.7%	8.6%	7.2%	13.3%	12.7%	10.0%
Very dissatisfied	5.8%	2.3%	1.9%	3.6%	1.1%	5.5%	2.5%

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=602	Q23. Which following best describes your household income						Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
<u>Q4-10. Overall cleanliness of streets & public areas</u>							
Very satisfied	23.5%	31.4%	21.9%	16.9%	16.7%	9.1%	19.2%
Satisfied	51.5%	43.0%	51.4%	66.3%	63.3%	50.9%	55.0%
Neutral	8.8%	18.6%	15.2%	9.6%	14.4%	29.1%	16.4%
Dissatisfied	16.2%	4.7%	7.6%	4.8%	5.6%	9.1%	7.8%
Very dissatisfied	0.0%	2.3%	3.8%	2.4%	0.0%	1.8%	1.7%
<u>Q4-11. Condition of landscaping along public streets</u>							
Very satisfied	20.3%	26.7%	17.5%	18.1%	17.6%	7.3%	17.2%
Satisfied	56.5%	45.3%	44.7%	61.4%	49.5%	49.1%	51.5%
Neutral	11.6%	16.3%	22.3%	8.4%	22.0%	23.6%	18.7%
Dissatisfied	10.1%	8.1%	13.6%	8.4%	9.9%	16.4%	9.9%
Very dissatisfied	1.4%	3.5%	1.9%	3.6%	1.1%	3.6%	2.7%

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?

N=602	Q23. Which following best describes your household income						Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
<u>Q5. Top choice</u>							
Condition of major City streets	14.5%	13.8%	10.3%	7.1%	14.3%	10.9%	12.5%
Condition of streets in your neighborhood	11.6%	12.6%	12.1%	15.5%	5.5%	10.9%	11.3%
Condition of sidewalks in your neighborhood	7.2%	10.3%	3.7%	7.1%	9.9%	7.3%	6.5%
Timing of traffic signals on City streets	11.6%	13.8%	16.8%	16.7%	12.1%	18.2%	15.6%
Traffic flow on major City streets	10.1%	18.4%	24.3%	23.8%	29.7%	30.9%	21.8%
Pedestrian accessibility (City's sidewalk system/network)	4.3%	6.9%	12.1%	7.1%	4.4%	3.6%	7.1%
Appearance & condition of City medians, right-of-ways & public areas	1.4%	0.0%	1.9%	7.1%	0.0%	0.0%	1.5%
Adequacy of City street lighting	7.2%	9.2%	6.5%	6.0%	7.7%	9.1%	7.3%
Condition of pavement markings on City streets	1.4%	3.4%	0.9%	1.2%	3.3%	0.0%	1.8%
Overall cleanliness of streets & public areas	1.4%	1.1%	2.8%	1.2%	3.3%	3.6%	2.8%
Condition of landscaping along public streets	0.0%	2.3%	1.9%	2.4%	6.6%	3.6%	2.5%
None chosen	29.0%	8.0%	6.5%	4.8%	3.3%	1.8%	9.3%

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?

N=602	Q23. Which following best describes your household income						Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
<u>Q5. 2nd choice</u>							
Condition of major City streets	2.9%	4.6%	7.5%	9.5%	7.7%	9.1%	6.5%
Condition of streets in your neighborhood	2.9%	3.4%	6.5%	2.4%	5.5%	3.6%	4.7%
Condition of sidewalks in your neighborhood	7.2%	4.6%	7.5%	8.3%	5.5%	1.8%	6.0%
Timing of traffic signals on City streets	7.2%	11.5%	19.6%	19.0%	15.4%	14.5%	14.6%
Traffic flow on major City streets	13.0%	18.4%	19.6%	20.2%	27.5%	34.5%	22.3%
Pedestrian accessibility (City's sidewalk system/network)	5.8%	8.0%	6.5%	8.3%	11.0%	10.9%	8.0%
Appearance & condition of City medians, right-of-ways & public areas	5.8%	4.6%	3.7%	2.4%	3.3%	7.3%	3.7%
Adequacy of City street lighting	10.1%	17.2%	4.7%	10.7%	3.3%	9.1%	9.0%
Condition of pavement markings on City streets	7.2%	5.7%	3.7%	3.6%	3.3%	0.0%	3.8%
Overall cleanliness of streets & public areas	1.4%	6.9%	6.5%	2.4%	4.4%	3.6%	4.8%
Condition of landscaping along public streets	2.9%	4.6%	7.5%	3.6%	6.6%	1.8%	5.1%
None chosen	33.3%	10.3%	6.5%	9.5%	6.6%	3.6%	11.6%

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=602

Q23. Which following best describes your household income						Total
Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	

Q5. Top choice

Condition of major City streets	17.4%	18.4%	17.8%	16.7%	22.0%	20.0%	18.9%
Condition of streets in your neighborhood	14.5%	16.1%	18.7%	17.9%	11.0%	14.5%	15.9%
Condition of sidewalks in your neighborhood	14.5%	14.9%	11.2%	15.5%	15.4%	9.1%	12.5%
Timing of traffic signals on City streets	18.8%	25.3%	36.4%	35.7%	27.5%	32.7%	30.2%
Traffic flow on major City streets	23.2%	36.8%	43.9%	44.0%	57.1%	65.5%	44.0%
Pedestrian accessibility (City's sidewalk system/network)	10.1%	14.9%	18.7%	15.5%	15.4%	14.5%	15.1%
Appearance & condition of City medians, right-of-ways & public areas	7.2%	4.6%	5.6%	9.5%	3.3%	7.3%	5.1%
Adequacy of City street lighting	17.4%	26.4%	11.2%	16.7%	11.0%	18.2%	16.3%
Condition of pavement markings on City streets	8.7%	9.2%	4.7%	4.8%	6.6%	0.0%	5.6%
Overall cleanliness of streets & public areas	2.9%	8.0%	9.3%	3.6%	7.7%	7.3%	7.6%
Condition of landscaping along public streets	2.9%	6.9%	9.3%	6.0%	13.2%	5.5%	7.6%
None chosen	29.0%	8.0%	6.5%	4.8%	3.3%	1.8%	9.3%

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=602	Q23. Which following best describes your household income						Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
<u>Q6-1. Quality of police protection</u>							
Very satisfied	43.3%	48.8%	39.4%	32.5%	48.9%	40.7%	41.7%
Satisfied	40.3%	34.5%	40.4%	62.7%	43.3%	42.6%	45.0%
Neutral	16.4%	15.5%	14.4%	4.8%	5.6%	14.8%	11.6%
Dissatisfied	0.0%	0.0%	5.8%	0.0%	1.1%	0.0%	1.2%
Very dissatisfied	0.0%	1.2%	0.0%	0.0%	1.1%	1.9%	0.5%
<u>Q6-2. Visibility of police in neighborhoods</u>							
Very satisfied	32.8%	33.7%	29.8%	23.2%	26.7%	22.2%	27.1%
Satisfied	32.8%	26.7%	28.8%	31.7%	48.9%	38.9%	34.9%
Neutral	23.9%	23.3%	26.0%	26.8%	17.8%	22.2%	23.7%
Dissatisfied	7.5%	12.8%	13.5%	17.1%	5.6%	11.1%	12.2%
Very dissatisfied	3.0%	3.5%	1.9%	1.2%	1.1%	5.6%	2.2%
<u>Q6-3. Visibility of police in retail areas</u>							
Very satisfied	27.9%	31.0%	21.8%	19.8%	31.0%	18.0%	23.9%
Satisfied	41.2%	34.5%	41.6%	50.6%	44.8%	48.0%	44.0%
Neutral	22.1%	27.4%	25.7%	19.8%	20.7%	20.0%	23.2%
Dissatisfied	7.4%	3.6%	8.9%	9.9%	3.4%	10.0%	7.3%
Very dissatisfied	1.5%	3.6%	2.0%	0.0%	0.0%	4.0%	1.6%

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=602

Q23. Which following best describes your household income						Total
Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	

Q6-4. Police response time

Very satisfied	39.3%	37.0%	28.7%	30.9%	31.6%	25.6%	31.9%
Satisfied	44.3%	39.5%	48.3%	42.6%	43.4%	44.2%	43.3%
Neutral	11.5%	19.8%	18.4%	25.0%	21.1%	25.6%	21.0%
Dissatisfied	4.9%	2.5%	4.6%	1.5%	2.6%	4.7%	3.4%
Very dissatisfied	0.0%	1.2%	0.0%	0.0%	1.3%	0.0%	0.4%

Q6-5. Efforts to prevent crime

Very satisfied	32.8%	31.0%	23.2%	18.4%	31.0%	21.2%	25.6%
Satisfied	47.5%	34.5%	47.4%	55.3%	50.0%	38.5%	46.4%
Neutral	14.8%	25.0%	20.0%	22.4%	15.5%	32.7%	21.8%
Dissatisfied	4.9%	7.1%	9.5%	3.9%	3.6%	5.8%	5.7%
Very dissatisfied	0.0%	2.4%	0.0%	0.0%	0.0%	1.9%	0.5%

Q6-6. Police safety education programs

Very satisfied	30.4%	29.1%	15.9%	22.6%	23.0%	15.8%	21.8%
Satisfied	50.0%	22.8%	35.2%	32.3%	27.9%	21.1%	34.0%
Neutral	14.3%	41.8%	38.6%	38.7%	37.7%	44.7%	35.5%
Dissatisfied	5.4%	5.1%	10.2%	4.8%	9.8%	13.2%	7.5%
Very dissatisfied	0.0%	1.3%	0.0%	1.6%	1.6%	5.3%	1.1%

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=602	Q23. Which following best describes your household income						Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
<u>Q6-7. Enforcement of traffic laws</u>							
Very satisfied	34.3%	30.1%	18.4%	19.7%	22.1%	16.4%	23.5%
Satisfied	35.8%	31.3%	45.9%	51.3%	46.5%	38.2%	43.1%
Neutral	19.4%	24.1%	18.4%	21.1%	15.1%	27.3%	19.8%
Dissatisfied	9.0%	10.8%	14.3%	6.6%	12.8%	14.5%	10.8%
Very dissatisfied	1.5%	3.6%	3.1%	1.3%	3.5%	3.6%	2.8%
<u>Q6-8. Quality of animal control services</u>							
Very satisfied	26.6%	25.0%	17.2%	15.1%	22.5%	11.5%	20.4%
Satisfied	43.8%	33.3%	39.4%	46.6%	47.5%	48.1%	42.4%
Neutral	14.1%	25.0%	29.3%	17.8%	18.8%	21.2%	20.2%
Dissatisfied	10.9%	8.3%	9.1%	15.1%	5.0%	15.4%	10.9%
Very dissatisfied	4.7%	8.3%	5.1%	5.5%	6.3%	3.8%	6.2%
<u>Q6-9. Quality & accessibility of municipal court services (i.e. traffic, collection, fines)</u>							
Very satisfied	26.3%	23.4%	17.6%	26.8%	21.9%	20.0%	22.1%
Satisfied	57.9%	45.5%	37.6%	35.7%	40.6%	45.0%	44.3%
Neutral	10.5%	27.3%	38.8%	37.5%	32.8%	32.5%	30.4%
Dissatisfied	3.5%	3.9%	4.7%	0.0%	1.6%	2.5%	2.4%
Very dissatisfied	1.8%	0.0%	1.2%	0.0%	3.1%	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=602	Q23. Which following best describes your household income						Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
<u>Q6-10. Quality of fire protection</u>							
Very satisfied	48.5%	46.9%	33.3%	37.5%	39.0%	43.2%	41.3%
Satisfied	43.9%	43.2%	51.6%	54.2%	56.1%	34.1%	48.0%
Neutral	7.6%	9.9%	14.0%	8.3%	4.9%	22.7%	10.4%
Dissatisfied	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.2%
<u>Q6-11. Quality of fire emergency medical services</u>							
Very satisfied	51.6%	40.7%	36.7%	37.1%	36.1%	34.1%	39.0%
Satisfied	41.9%	44.4%	47.8%	55.7%	51.4%	40.9%	47.7%
Neutral	6.5%	13.6%	14.4%	7.1%	11.1%	22.7%	12.6%
Dissatisfied	0.0%	1.2%	1.1%	0.0%	1.4%	0.0%	0.6%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	0.2%
<u>Q6-12. Fire personnel emergency response time</u>							
Very satisfied	55.6%	46.2%	37.6%	42.9%	40.9%	34.1%	42.4%
Satisfied	38.1%	34.6%	45.9%	41.3%	42.4%	43.9%	41.4%
Neutral	6.3%	19.2%	16.5%	15.9%	16.7%	22.0%	15.5%
Dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%

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=602

Q23. Which following best describes your household income						Total
Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	

Q6-13. Quality of fire safety education programs

Very satisfied	33.9%	30.7%	25.0%	23.3%	29.8%	20.6%	27.2%
Satisfied	45.8%	28.0%	32.5%	48.3%	38.6%	29.4%	38.8%
Neutral	16.9%	37.3%	36.3%	26.7%	29.8%	41.2%	30.4%
Dissatisfied	3.4%	2.7%	5.0%	1.7%	0.0%	5.9%	2.7%
Very dissatisfied	0.0%	1.3%	1.3%	0.0%	1.8%	2.9%	0.9%

Q6-14. 9-1-1 service provided by operators

Very satisfied	55.9%	39.7%	28.4%	35.5%	35.9%	30.0%	37.6%
Satisfied	32.2%	38.5%	45.7%	50.0%	42.2%	37.5%	41.7%
Neutral	11.9%	17.9%	24.7%	14.5%	18.8%	27.5%	18.6%
Dissatisfied	0.0%	2.6%	0.0%	0.0%	3.1%	5.0%	1.7%
Very dissatisfied	0.0%	1.3%	1.2%	0.0%	0.0%	0.0%	0.4%

Q6-15. 9-1-1 response time from first responders: ambulance, fire, police

Very satisfied	55.9%	40.5%	33.8%	37.7%	36.5%	28.9%	38.8%
Satisfied	30.5%	36.5%	42.5%	45.9%	49.2%	36.8%	40.8%
Neutral	11.9%	21.6%	21.3%	16.4%	12.7%	28.9%	18.4%
Dissatisfied	1.7%	1.4%	2.5%	0.0%	1.6%	2.6%	1.8%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	0.2%

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=602

Q23. Which following best describes your household income						Total
Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	

Q6-16. Disaster preparedness public education

Very satisfied	30.2%	26.6%	19.8%	19.4%	21.1%	23.3%	22.6%
Satisfied	50.8%	31.6%	42.9%	37.3%	42.3%	41.9%	40.9%
Neutral	14.3%	34.2%	26.4%	34.3%	23.9%	18.6%	28.0%
Dissatisfied	4.8%	2.5%	11.0%	9.0%	9.9%	11.6%	6.9%
Very dissatisfied	0.0%	5.1%	0.0%	0.0%	2.8%	4.7%	1.6%

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?

N=602

	Q23. Which following best describes your household income						Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
<u>Q7. Top choice</u>							
Quality of police protection	4.3%	6.9%	12.1%	3.6%	5.5%	14.5%	7.8%
Visibility of police in neighborhoods	18.8%	29.9%	22.4%	33.3%	19.8%	23.6%	24.8%
Visibility of police in retail areas	4.3%	2.3%	3.7%	6.0%	4.4%	5.5%	4.5%
Police response time	1.4%	2.3%	0.0%	3.6%	4.4%	0.0%	2.5%
Efforts to prevent crime	5.8%	6.9%	10.3%	19.0%	16.5%	14.5%	12.1%
Police safety education programs	2.9%	3.4%	5.6%	1.2%	2.2%	1.8%	3.5%
Enforcement of traffic laws	7.2%	11.5%	4.7%	6.0%	12.1%	10.9%	7.8%
Quality of animal control services	8.7%	8.0%	10.3%	8.3%	9.9%	5.5%	8.5%
Quality & accessibility of municipal court services (i.e. traffic, collection, fines)	4.3%	2.3%	0.0%	1.2%	0.0%	0.0%	1.2%
Quality of fire protection	0.0%	1.1%	0.0%	0.0%	1.1%	0.0%	0.5%
Quality of fire emergency medical services	0.0%	1.1%	0.0%	0.0%	1.1%	3.6%	0.7%
Fire personnel emergency response time	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%
Quality of fire safety education programs	2.9%	1.1%	1.9%	1.2%	1.1%	0.0%	1.3%
9-1-1 service provided by operators	0.0%	0.0%	0.9%	0.0%	1.1%	1.8%	0.5%
9-1-1 response time from first responders: ambulance, fire, police	1.4%	0.0%	3.7%	1.2%	1.1%	3.6%	1.5%
Disaster preparedness public education	7.2%	11.5%	10.3%	7.1%	11.0%	10.9%	9.6%
None chosen	30.4%	11.5%	14.0%	8.3%	8.8%	3.6%	13.1%

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?

N=602

	Q23. Which following best describes your household income						Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
Q7. 2nd choice							
Quality of police protection	10.1%	5.7%	2.8%	3.6%	7.7%	7.3%	6.3%
Visibility of police in neighborhoods	10.1%	18.4%	13.1%	13.1%	17.6%	10.9%	13.5%
Visibility of police in retail areas	4.3%	5.7%	4.7%	7.1%	6.6%	1.8%	6.1%
Police response time	2.9%	10.3%	4.7%	6.0%	5.5%	1.8%	5.6%
Efforts to prevent crime	11.6%	6.9%	14.0%	22.6%	6.6%	14.5%	11.5%
Police safety education programs	1.4%	3.4%	2.8%	7.1%	5.5%	3.6%	4.2%
Enforcement of traffic laws	4.3%	4.6%	12.1%	10.7%	6.6%	9.1%	8.6%
Quality of animal control services	5.8%	8.0%	4.7%	4.8%	6.6%	7.3%	6.3%
Quality & accessibility of municipal court services (i.e. traffic, collection, fines)	1.4%	2.3%	2.8%	0.0%	5.5%	1.8%	2.0%
Quality of fire protection	1.4%	0.0%	0.9%	1.2%	2.2%	7.3%	1.5%
Quality of fire emergency medical services	1.4%	1.1%	2.8%	0.0%	0.0%	5.5%	1.3%
Fire personnel emergency response time	1.4%	0.0%	0.0%	1.2%	0.0%	0.0%	0.5%
Quality of fire safety education programs	0.0%	3.4%	1.9%	0.0%	2.2%	7.3%	2.5%
9-1-1 service provided by operators	1.4%	1.1%	4.7%	0.0%	3.3%	0.0%	1.8%
9-1-1 response time from first responders: ambulance, fire, police	0.0%	3.4%	0.0%	2.4%	2.2%	5.5%	2.2%
Disaster preparedness public education	7.2%	11.5%	13.1%	10.7%	11.0%	7.3%	10.3%
None chosen	34.8%	13.8%	15.0%	9.5%	11.0%	9.1%	15.8%

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=602

	Q23. Which following best describes your household income						Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
<u>Q7. Top choice</u>							
Quality of police protection	14.5%	12.6%	15.0%	7.1%	13.2%	21.8%	14.1%
Visibility of police in neighborhoods	29.0%	48.3%	35.5%	46.4%	37.4%	34.5%	38.2%
Visibility of police in retail areas	8.7%	8.0%	8.4%	13.1%	11.0%	7.3%	10.6%
Police response time	4.3%	12.6%	4.7%	9.5%	9.9%	1.8%	8.1%
Efforts to prevent crime	17.4%	13.8%	24.3%	41.7%	23.1%	29.1%	23.6%
Police safety education programs	4.3%	6.9%	8.4%	8.3%	7.7%	5.5%	7.6%
Enforcement of traffic laws	11.6%	16.1%	16.8%	16.7%	18.7%	20.0%	16.4%
Quality of animal control services	14.5%	16.1%	15.0%	13.1%	16.5%	12.7%	14.8%
Quality & accessibility of municipal court services (i.e. traffic, collection, fines)	5.8%	4.6%	2.8%	1.2%	5.5%	1.8%	3.2%
Quality of fire protection	1.4%	1.1%	0.9%	1.2%	3.3%	7.3%	2.0%
Quality of fire emergency medical services	1.4%	2.3%	2.8%	0.0%	1.1%	9.1%	2.0%
Fire personnel emergency response time	1.4%	0.0%	0.0%	1.2%	0.0%	0.0%	0.7%
Quality of fire safety education programs	2.9%	4.6%	3.7%	1.2%	3.3%	7.3%	3.8%
9-1-1 service provided by operators	1.4%	1.1%	5.6%	0.0%	4.4%	1.8%	2.3%
9-1-1 response time from first responders: ambulance, fire, police	1.4%	3.4%	3.7%	3.6%	3.3%	9.1%	3.7%
Disaster preparedness public education	14.5%	23.0%	23.4%	17.9%	22.0%	18.2%	19.9%
None chosen	30.4%	11.5%	14.0%	8.3%	8.8%	3.6%	13.1%

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=602

Q23. Which following best describes your household income						Total
Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	

Q8-1. In your neighborhood during the day

Very safe	50.0%	56.3%	53.8%	63.1%	66.7%	58.2%	56.8%
Safe	41.2%	32.2%	40.4%	34.5%	31.1%	40.0%	37.6%
Neutral	7.4%	8.0%	2.9%	2.4%	2.2%	1.8%	4.2%
Unsafe	1.5%	2.3%	2.9%	0.0%	0.0%	0.0%	1.2%
Very unsafe	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.2%

Q8-2. In your neighborhood at night

Very safe	32.4%	30.2%	33.7%	27.4%	40.7%	41.8%	32.2%
Safe	42.6%	36.0%	51.0%	50.0%	41.8%	38.2%	45.1%
Neutral	16.2%	22.1%	9.6%	15.5%	13.2%	18.2%	15.5%
Unsafe	8.8%	8.1%	4.8%	6.0%	3.3%	1.8%	6.2%
Very unsafe	0.0%	3.5%	1.0%	1.2%	1.1%	0.0%	1.0%

Q8-3. In City's parks, trails, & recreational areas

Very safe	20.0%	22.5%	14.0%	13.8%	24.1%	16.0%	17.7%
Safe	41.5%	43.8%	49.0%	55.0%	51.7%	48.0%	48.0%
Neutral	29.2%	26.3%	29.0%	18.8%	12.6%	20.0%	24.0%
Unsafe	9.2%	7.5%	6.0%	11.3%	9.2%	10.0%	8.8%
Very unsafe	0.0%	0.0%	2.0%	1.3%	2.3%	6.0%	1.4%

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=602

Q23. Which following best describes your household income						Total
Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	

Q8-4. In commercial & retail areas

Very safe	26.5%	23.8%	20.2%	22.6%	23.1%	18.2%	21.2%
Safe	48.5%	46.4%	48.1%	56.0%	54.9%	61.8%	52.3%
Neutral	22.1%	26.2%	26.9%	17.9%	16.5%	12.7%	22.2%
Unsafe	2.9%	3.6%	4.8%	3.6%	5.5%	7.3%	4.2%

Q8-5. Overall in City

Very safe	29.0%	32.9%	25.2%	27.4%	31.9%	21.8%	26.9%
Safe	52.2%	49.4%	54.4%	59.5%	53.8%	65.5%	56.7%
Neutral	14.5%	14.1%	14.6%	13.1%	13.2%	12.7%	14.2%
Unsafe	2.9%	3.5%	5.8%	0.0%	1.1%	0.0%	2.0%
Very unsafe	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%

Q8-6. Downtown after dark

Very safe	20.0%	10.8%	4.5%	1.5%	6.0%	7.5%	7.4%
Safe	25.5%	16.2%	25.0%	22.1%	17.9%	25.0%	21.7%
Neutral	29.1%	35.1%	30.7%	38.2%	37.3%	22.5%	32.5%
Unsafe	20.0%	29.7%	23.9%	29.4%	29.9%	27.5%	27.8%
Very unsafe	5.5%	8.1%	15.9%	8.8%	9.0%	17.5%	10.5%

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=602

Q23. Which following best describes your household income						Total
Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	

Q8-7. Traveling by bicycle in McAllen

Very safe	19.6%	16.4%	10.0%	7.6%	5.6%	10.0%	10.9%
Safe	35.7%	18.0%	20.0%	24.2%	29.2%	15.0%	23.3%
Neutral	26.8%	37.7%	28.9%	27.3%	33.3%	25.0%	30.3%
Unsafe	10.7%	19.7%	21.1%	25.8%	22.2%	35.0%	23.1%
Very unsafe	7.1%	8.2%	20.0%	15.2%	9.7%	15.0%	12.4%

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=602

Q23. Which following best describes your household income						Total
Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	

Q9-1. Overall responsiveness of City code enforcement staff

Very satisfied	27.3%	27.0%	15.9%	17.4%	26.3%	19.0%	21.8%
Satisfied	43.6%	27.0%	40.9%	36.2%	34.2%	38.1%	36.7%
Neutral	18.2%	24.3%	28.4%	24.6%	26.3%	21.4%	23.9%
Dissatisfied	9.1%	17.6%	13.6%	14.5%	9.2%	14.3%	13.3%
Very dissatisfied	1.8%	4.1%	1.1%	7.2%	3.9%	7.1%	4.3%

Q9-2. City effort to enforce code violations

Very satisfied	23.3%	20.8%	16.3%	17.6%	18.4%	13.6%	18.5%
Satisfied	45.0%	31.9%	32.6%	33.8%	32.9%	34.1%	35.1%
Neutral	20.0%	22.2%	26.7%	27.9%	31.6%	34.1%	25.6%
Dissatisfied	6.7%	20.8%	22.1%	13.2%	13.2%	11.4%	15.4%
Very dissatisfied	5.0%	4.2%	2.3%	7.4%	3.9%	6.8%	5.5%

Q9-3. Clean-up of debris/litter

Very satisfied	25.4%	24.7%	17.3%	18.1%	19.1%	13.0%	20.2%
Satisfied	38.8%	44.4%	37.5%	49.4%	43.8%	38.9%	41.0%
Neutral	17.9%	14.8%	21.2%	15.7%	13.5%	18.5%	16.9%
Dissatisfied	10.4%	13.6%	21.2%	13.3%	20.2%	24.1%	17.8%
Very dissatisfied	7.5%	2.5%	2.9%	3.6%	3.4%	5.6%	4.1%

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=602	Q23. Which following best describes your household income						Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
<u>Q9-4. Efforts to enforce exterior maintenance & upkeep of residential property</u>							
Very satisfied	25.0%	13.9%	12.1%	14.1%	13.1%	5.9%	14.0%
Satisfied	34.4%	39.2%	32.3%	35.9%	33.3%	31.4%	34.2%
Neutral	20.3%	27.8%	25.3%	26.9%	29.8%	19.6%	24.5%
Dissatisfied	15.6%	12.7%	23.2%	14.1%	21.4%	29.4%	20.1%
Very dissatisfied	4.7%	6.3%	7.1%	9.0%	2.4%	13.7%	7.2%
<u>Q9-5. Efforts to identify abandoned or unsecured properties</u>							
Very satisfied	16.9%	13.5%	8.2%	9.4%	14.5%	4.1%	12.5%
Satisfied	35.6%	31.1%	25.9%	37.5%	24.6%	28.6%	27.8%
Neutral	25.4%	31.1%	29.4%	29.7%	31.9%	20.4%	29.0%
Dissatisfied	18.6%	20.3%	27.1%	17.2%	21.7%	34.7%	23.5%
Very dissatisfied	3.4%	4.1%	9.4%	6.3%	7.2%	12.2%	7.2%
<u>Q9-6. Efforts to remove dilapidated structures</u>							
Very satisfied	11.9%	16.2%	8.0%	12.5%	14.9%	2.1%	11.4%
Satisfied	30.5%	25.7%	20.5%	25.0%	19.4%	31.9%	25.1%
Neutral	33.9%	36.5%	38.6%	37.5%	38.8%	23.4%	35.6%
Dissatisfied	18.6%	18.9%	23.9%	18.8%	20.9%	29.8%	21.3%
Very dissatisfied	5.1%	2.7%	9.1%	6.3%	6.0%	12.8%	6.6%

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=602	Q23. Which following best describes your household income						Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
<u>Q9-7. Enforcement of parking on grass in front yard</u>							
Very satisfied	19.7%	17.7%	12.4%	9.0%	12.5%	9.5%	13.7%
Satisfied	34.4%	20.3%	16.9%	31.3%	29.2%	28.6%	25.7%
Neutral	26.2%	30.4%	31.5%	23.9%	27.8%	16.7%	27.7%
Dissatisfied	8.2%	21.5%	25.8%	17.9%	19.4%	28.6%	20.5%
Very dissatisfied	11.5%	10.1%	13.5%	17.9%	11.1%	16.7%	12.4%
<u>Q9-8. Enforcement of weedy lots, abandoned vehicles, graffiti</u>							
Very satisfied	13.8%	18.8%	8.6%	12.8%	11.3%	4.2%	11.8%
Satisfied	30.8%	28.8%	20.4%	24.4%	26.3%	33.3%	26.9%
Neutral	23.1%	21.3%	30.1%	20.5%	27.5%	22.9%	25.2%
Dissatisfied	21.5%	21.3%	31.2%	24.4%	26.3%	22.9%	24.8%
Very dissatisfied	10.8%	10.0%	9.7%	17.9%	8.8%	16.7%	11.4%
<u>Q9-9. Cleanliness in your neighborhood</u>							
Very satisfied	22.1%	28.2%	21.0%	23.8%	23.9%	28.3%	24.6%
Satisfied	39.7%	35.3%	41.0%	46.4%	48.9%	45.3%	42.1%
Neutral	25.0%	14.1%	19.0%	15.5%	12.5%	15.1%	16.4%
Dissatisfied	8.8%	14.1%	16.2%	13.1%	8.0%	9.4%	12.5%
Very dissatisfied	4.4%	8.2%	2.9%	1.2%	6.8%	1.9%	4.4%

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=602	Q23. Which following best describes your household income						Total
	Less than	\$20K to	\$40K to	\$60K to	\$80K to		
	\$20K	\$39,999	\$59,999	\$79,999	\$149,999	\$150K+	
<u>Q9-10. Enforcement of loud music</u>							
Very satisfied	23.1%	17.3%	11.0%	15.1%	20.0%	11.1%	15.6%
Satisfied	41.5%	33.3%	39.6%	32.9%	32.0%	33.3%	35.5%
Neutral	15.4%	22.7%	27.5%	30.1%	22.7%	24.4%	24.9%
Dissatisfied	10.8%	13.3%	13.2%	11.0%	16.0%	22.2%	14.3%
Very dissatisfied	9.2%	13.3%	8.8%	11.0%	9.3%	8.9%	9.8%
<u>Q9-11. Degree to which code violations are a problem</u>							
Very satisfied	18.2%	18.8%	11.6%	13.4%	11.3%	16.3%	14.5%
Satisfied	47.3%	31.9%	32.6%	29.9%	28.2%	25.6%	32.1%
Neutral	21.8%	30.4%	36.0%	37.3%	40.8%	39.5%	34.7%
Dissatisfied	10.9%	10.1%	14.0%	10.4%	14.1%	11.6%	11.8%
Very dissatisfied	1.8%	8.7%	5.8%	9.0%	5.6%	7.0%	6.9%

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=602	Q23. Which following best describes your household income						Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
<u>Q10-1. Quality of residential garbage collection</u>							
Very satisfied	48.5%	59.8%	43.8%	61.9%	52.7%	47.3%	52.6%
Satisfied	38.2%	32.2%	49.5%	34.5%	37.4%	38.2%	38.1%
Neutral	2.9%	4.6%	6.7%	2.4%	3.3%	5.5%	4.7%
Dissatisfied	7.4%	0.0%	0.0%	1.2%	3.3%	5.5%	2.8%
Very dissatisfied	2.9%	3.4%	0.0%	0.0%	3.3%	3.6%	1.8%
<u>Q10-2. Quality of residential curbside recycling services</u>							
Very satisfied	31.3%	54.8%	39.0%	56.4%	54.0%	41.8%	45.8%
Satisfied	52.2%	32.1%	44.8%	38.5%	33.3%	40.0%	40.5%
Neutral	9.0%	8.3%	11.4%	5.1%	5.7%	5.5%	7.7%
Dissatisfied	6.0%	2.4%	2.9%	0.0%	3.4%	10.9%	4.5%
Very dissatisfied	1.5%	2.4%	1.9%	0.0%	3.4%	1.8%	1.5%
<u>Q10-3. Importance of neighborhood associations</u>							
Very satisfied	22.0%	22.1%	14.9%	15.3%	22.5%	18.4%	18.9%
Satisfied	39.0%	20.6%	31.0%	20.3%	36.6%	36.7%	32.0%
Neutral	30.5%	50.0%	46.0%	54.2%	33.8%	22.4%	40.0%
Dissatisfied	8.5%	2.9%	5.7%	8.5%	1.4%	16.3%	6.1%
Very dissatisfied	0.0%	4.4%	2.3%	1.7%	5.6%	6.1%	2.9%

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=602

Q23. Which following best describes your household income						Total
Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	

Q11-1. Quality of drinking water

Very satisfied	23.2%	27.9%	22.4%	23.5%	23.0%	20.8%	23.4%
Satisfied	50.7%	43.0%	40.2%	43.2%	42.5%	49.1%	43.5%
Neutral	10.1%	16.3%	17.8%	18.5%	25.3%	13.2%	17.3%
Dissatisfied	11.6%	9.3%	14.0%	11.1%	5.7%	9.4%	11.9%
Very dissatisfied	4.3%	3.5%	5.6%	3.7%	3.4%	7.5%	3.9%

Q11-2. Quality of wastewater services

Very satisfied	25.4%	40.2%	27.0%	31.6%	25.6%	26.0%	29.1%
Satisfied	53.7%	39.0%	55.0%	49.4%	57.0%	54.0%	51.4%
Neutral	14.9%	14.6%	18.0%	16.5%	11.6%	16.0%	16.0%
Dissatisfied	4.5%	4.9%	0.0%	2.5%	3.5%	4.0%	2.8%
Very dissatisfied	1.5%	1.2%	0.0%	0.0%	2.3%	0.0%	0.7%

Q11-3. Quality of drainage infrastructure

Very satisfied	22.7%	28.6%	17.5%	18.8%	22.5%	5.8%	19.3%
Satisfied	48.5%	35.7%	41.7%	36.3%	39.3%	25.0%	39.7%
Neutral	13.6%	20.2%	22.3%	23.8%	13.5%	30.8%	19.7%
Dissatisfied	12.1%	9.5%	14.6%	15.0%	18.0%	30.8%	16.1%
Very dissatisfied	3.0%	6.0%	3.9%	6.3%	6.7%	7.7%	5.2%

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=602

Q23. Which following best describes your household income						Total
Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	

Q12-1. Quality of City parks

Very satisfied	38.8%	37.8%	24.0%	26.3%	29.1%	22.6%	28.7%
Satisfied	52.2%	47.6%	45.2%	61.3%	53.5%	49.1%	52.2%
Neutral	7.5%	13.4%	21.2%	10.0%	14.0%	7.5%	13.2%
Dissatisfied	1.5%	1.2%	7.7%	2.5%	1.2%	20.8%	5.2%
Very dissatisfied	0.0%	0.0%	1.9%	0.0%	2.3%	0.0%	0.7%

Q12-2. Number & location of City parks

Very satisfied	40.6%	30.8%	23.3%	26.3%	26.7%	13.5%	25.5%
Satisfied	43.8%	47.4%	45.6%	46.3%	45.3%	44.2%	46.1%
Neutral	3.1%	12.8%	17.5%	13.8%	16.3%	21.2%	15.8%
Dissatisfied	9.4%	6.4%	8.7%	12.5%	10.5%	15.4%	10.1%
Very dissatisfied	3.1%	2.6%	4.9%	1.3%	1.2%	5.8%	2.5%

Q12-3. Quality of walking & biking trails

Very satisfied	26.2%	28.8%	22.9%	26.3%	27.3%	19.2%	25.5%
Satisfied	52.3%	47.5%	47.6%	50.0%	51.1%	50.0%	48.5%
Neutral	10.8%	12.5%	14.3%	16.3%	12.5%	15.4%	14.7%
Dissatisfied	7.7%	6.3%	10.5%	6.3%	8.0%	13.5%	8.9%
Very dissatisfied	3.1%	5.0%	4.8%	1.3%	1.1%	1.9%	2.4%

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=602	Q23. Which following best describes your household income						Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
<u>Q12-4. Number of walking & biking trails</u>							
Very satisfied	28.6%	26.9%	16.5%	28.2%	20.7%	21.2%	22.5%
Satisfied	42.9%	37.2%	40.8%	39.7%	46.0%	30.8%	40.7%
Neutral	14.3%	19.2%	18.4%	15.4%	14.9%	17.3%	17.7%
Dissatisfied	11.1%	9.0%	18.4%	11.5%	16.1%	26.9%	15.2%
Very dissatisfied	3.2%	7.7%	5.8%	5.1%	2.3%	3.8%	3.9%
<u>Q12-5. Amount, quality & condition of swimming pools & splash parks</u>							
Very satisfied	25.0%	17.6%	10.3%	19.0%	11.6%	2.6%	14.2%
Satisfied	46.7%	33.8%	35.6%	28.6%	46.4%	30.8%	36.5%
Neutral	15.0%	32.4%	33.3%	44.4%	24.6%	30.8%	32.0%
Dissatisfied	10.0%	10.3%	13.8%	4.8%	14.5%	25.6%	12.9%
Very dissatisfied	3.3%	5.9%	6.9%	3.2%	2.9%	10.3%	4.5%
<u>Q12-6. Quality of City sponsored events & activities</u>							
Very satisfied	33.9%	26.3%	21.2%	18.9%	20.5%	13.7%	22.0%
Satisfied	43.5%	43.4%	40.4%	56.8%	57.8%	43.1%	45.4%
Neutral	16.1%	26.3%	25.3%	16.2%	15.7%	27.5%	24.5%
Dissatisfied	4.8%	2.6%	10.1%	8.1%	4.8%	15.7%	7.0%
Very dissatisfied	1.6%	1.3%	3.0%	0.0%	1.2%	0.0%	1.1%

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=602	Q23. Which following best describes your household income						Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
<u>Q12-7. Quality of youth sports programs</u>							
Very satisfied	32.2%	23.9%	21.4%	25.8%	21.1%	12.8%	22.7%
Satisfied	42.4%	42.3%	34.5%	53.0%	52.1%	43.6%	43.5%
Neutral	15.3%	23.9%	39.3%	16.7%	21.1%	28.2%	27.0%
Dissatisfied	6.8%	4.2%	3.6%	4.5%	2.8%	12.8%	4.7%
Very dissatisfied	3.4%	5.6%	1.2%	0.0%	2.8%	2.6%	2.1%
<u>Q12-8. Quality of adult sports programs</u>							
Very satisfied	28.1%	20.6%	15.7%	16.4%	13.1%	8.3%	16.9%
Satisfied	40.4%	20.6%	27.7%	42.6%	36.1%	36.1%	34.4%
Neutral	22.8%	44.4%	44.6%	31.1%	36.1%	36.1%	37.4%
Dissatisfied	7.0%	11.1%	8.4%	9.8%	11.5%	19.4%	9.3%
Very dissatisfied	1.8%	3.2%	3.6%	0.0%	3.3%	0.0%	2.1%
<u>Q12-9. Quality of outdoor athletic fields</u>							
Very satisfied	37.3%	27.1%	19.8%	15.1%	18.7%	11.6%	21.2%
Satisfied	39.0%	48.6%	45.1%	56.2%	54.7%	46.5%	48.1%
Neutral	16.9%	17.1%	29.7%	20.5%	18.7%	23.3%	22.8%
Dissatisfied	3.4%	4.3%	3.3%	6.8%	6.7%	18.6%	6.1%
Very dissatisfied	3.4%	2.9%	2.2%	1.4%	1.3%	0.0%	1.8%

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=602

Q23. Which following best describes your household income						Total
Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	

Q12-10. Quality of picnic, pavilion areas, playgrounds at City parks

Very satisfied	29.0%	24.7%	19.0%	20.7%	19.5%	10.2%	19.9%
Satisfied	48.4%	50.6%	44.0%	42.7%	58.5%	51.0%	47.5%
Neutral	11.3%	18.2%	22.0%	19.5%	12.2%	20.4%	20.4%
Dissatisfied	9.7%	3.9%	12.0%	14.6%	8.5%	14.3%	10.1%
Very dissatisfied	1.6%	2.6%	3.0%	2.4%	1.2%	4.1%	2.0%

Q12-11. Recreational opportunities

Very satisfied	25.4%	20.0%	16.7%	20.5%	16.3%	12.5%	18.3%
Satisfied	47.6%	48.0%	34.4%	37.0%	41.3%	47.9%	42.5%
Neutral	11.1%	22.7%	32.3%	31.5%	26.3%	18.8%	25.5%
Dissatisfied	9.5%	8.0%	13.5%	6.8%	12.5%	20.8%	10.7%
Very dissatisfied	6.3%	1.3%	3.1%	4.1%	3.8%	0.0%	3.0%

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

N=602	Q23. Which following best describes your household income						Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	

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

Yes	24.6%	41.4%	42.1%	53.6%	54.9%	47.3%	43.9%
No	75.4%	58.6%	57.9%	46.4%	45.1%	52.7%	56.1%

Q13a. How did you contact the City? (without "not provided")

N=264	Q23. Which following best describes your household income						Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	

Q13a. How did you contact City

Phone (McAllen 311)	62.5%	71.4%	80.0%	75.6%	62.0%	88.0%	74.7%
Email	0.0%	5.7%	8.9%	8.9%	12.0%	0.0%	6.5%
Social media	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.4%
Website	0.0%	2.9%	4.4%	8.9%	10.0%	4.0%	5.4%
In person	37.5%	17.1%	6.7%	6.7%	16.0%	8.0%	13.0%

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

N=264	Q23. Which following best describes your household income						Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	

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

Very easy	33.3%	36.1%	35.6%	31.8%	46.9%	44.0%	37.5%
Somewhat easy	46.7%	22.2%	51.1%	45.5%	26.5%	40.0%	38.6%
Difficult	13.3%	36.1%	8.9%	20.5%	22.4%	8.0%	17.8%
Very difficult	6.7%	5.6%	4.4%	2.3%	4.1%	8.0%	6.2%

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=602	Q23. Which following best describes your household income						Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
<u>Q14-1. Quality of City's website</u>							
Very satisfied	25.4%	26.8%	13.8%	15.9%	15.8%	9.5%	18.0%
Satisfied	45.8%	39.4%	46.8%	44.9%	43.4%	54.8%	46.3%
Neutral	18.6%	28.2%	27.7%	21.7%	19.7%	19.0%	23.2%
Dissatisfied	8.5%	4.2%	9.6%	13.0%	15.8%	16.7%	10.2%
Very dissatisfied	1.7%	1.4%	2.1%	4.3%	5.3%	0.0%	2.2%
<u>Q14-2. Quality of City's social media (Twitter, Facebook, etc.)</u>							
Very satisfied	22.8%	20.7%	10.4%	20.4%	17.9%	8.8%	16.4%
Satisfied	49.1%	41.4%	45.5%	46.3%	35.7%	29.4%	42.2%
Neutral	21.1%	34.5%	40.3%	25.9%	37.5%	44.1%	35.2%
Dissatisfied	5.3%	3.4%	2.6%	5.6%	8.9%	17.6%	5.5%
Very dissatisfied	1.8%	0.0%	1.3%	1.9%	0.0%	0.0%	0.7%
<u>Q14-3. Availability of information on City services & programs</u>							
Very satisfied	24.2%	20.3%	13.3%	16.9%	18.7%	7.5%	17.0%
Satisfied	51.6%	47.3%	42.2%	38.0%	38.7%	40.0%	43.8%
Neutral	17.7%	24.3%	31.1%	33.8%	33.3%	32.5%	29.2%
Dissatisfied	4.8%	5.4%	11.1%	9.9%	9.3%	20.0%	8.8%
Very dissatisfied	1.6%	2.7%	2.2%	1.4%	0.0%	0.0%	1.2%

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=602	Q23. Which following best describes your household income						Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	
<u>Q14-4. City's efforts to keep you informed</u>							
Very satisfied	25.4%	22.5%	14.1%	15.6%	15.9%	8.5%	16.8%
Satisfied	41.8%	41.3%	38.4%	46.8%	42.7%	38.3%	42.4%
Neutral	25.4%	27.5%	32.3%	23.4%	28.0%	36.2%	28.1%
Dissatisfied	6.0%	7.5%	12.1%	13.0%	12.2%	14.9%	10.9%
Very dissatisfied	1.5%	1.3%	3.0%	1.3%	1.2%	2.1%	1.8%
<u>Q14-5. Level of public involvement in local decision-making</u>							
Very satisfied	19.0%	18.1%	8.9%	15.9%	9.6%	2.3%	11.7%
Satisfied	50.0%	25.0%	23.3%	33.3%	24.7%	34.1%	31.4%
Neutral	27.6%	40.3%	43.3%	28.6%	37.0%	36.4%	37.0%
Dissatisfied	1.7%	15.3%	17.8%	19.0%	27.4%	22.7%	16.6%
Very dissatisfied	1.7%	1.4%	6.7%	3.2%	1.4%	4.5%	3.3%
<u>Q14-6. Transparency of City government</u>							
Very satisfied	21.7%	25.4%	8.9%	14.3%	9.0%	4.3%	13.3%
Satisfied	38.3%	21.1%	28.9%	31.7%	29.5%	38.3%	31.4%
Neutral	31.7%	39.4%	38.9%	34.9%	39.7%	38.3%	37.8%
Dissatisfied	6.7%	9.9%	14.4%	14.3%	14.1%	12.8%	12.1%
Very dissatisfied	1.7%	4.2%	8.9%	4.8%	7.7%	6.4%	5.4%

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=602

Q23. Which following best describes your household income						Total
Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	

Q14-7. City's station, MCN

Very satisfied	24.1%	29.1%	13.8%	22.0%	17.0%	10.7%	18.7%
Satisfied	42.6%	27.3%	29.2%	38.0%	34.0%	28.6%	33.9%
Neutral	27.8%	38.2%	52.3%	34.0%	42.6%	39.3%	41.0%
Dissatisfied	3.7%	5.5%	1.5%	6.0%	4.3%	10.7%	4.4%
Very dissatisfied	1.9%	0.0%	3.1%	0.0%	2.1%	10.7%	1.9%

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

N=602

Q23. Which following best describes your household income						Total
Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	

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

City website	27.5%	35.6%	31.8%	23.8%	38.5%	25.5%	29.9%
Local newspaper	33.3%	26.4%	25.2%	44.0%	38.5%	40.0%	33.7%
City cable channel (MCN)	23.2%	11.5%	8.4%	8.3%	4.4%	5.5%	9.6%
Radio news programs	27.5%	20.7%	16.8%	19.0%	16.5%	23.6%	19.3%
Television news programs	68.1%	59.8%	50.5%	50.0%	41.8%	43.6%	53.3%
Social media (Facebook, Twitter, Instagram)	20.3%	37.9%	42.1%	44.0%	33.0%	32.7%	33.1%
Word of mouth (friends/neighbors)	21.7%	33.3%	35.5%	45.2%	42.9%	36.4%	36.0%
City emails/press releases	8.7%	13.8%	13.1%	16.7%	17.6%	12.7%	15.1%
Public meetings	10.1%	5.7%	5.6%	7.1%	5.5%	9.1%	6.3%
Other	0.0%	3.4%	1.9%	4.8%	1.1%	0.0%	2.5%

Q16. How often do you experience standing water or ponding in your neighborhood? (without "not provided")

N=602	Q23. Which following best describes your household income						Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	

Q16. How often do you experience standing water or ponding in your neighborhood

Every time it rains	19.4%	9.5%	13.1%	9.6%	14.6%	22.2%	13.5%
Sometimes, if it has been raining frequently	23.9%	25.0%	20.6%	27.7%	24.7%	29.6%	24.8%
Rarely, only if it's a major storm event	35.8%	46.4%	46.7%	50.6%	37.1%	27.8%	42.5%
Never, I do not experience standing water or ponding in my neighborhood	20.9%	19.0%	19.6%	12.0%	23.6%	20.4%	19.2%

Q17. Have you ever experienced flooding in your home as a result of a weather event? (without "not provided")

N=602	Q23. Which following best describes your household income						Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	

Q17. Have you ever experienced flooding in your home as a result of a weather event

Yes	18.2%	18.8%	14.2%	14.3%	14.6%	11.1%	14.9%
No	81.8%	81.2%	85.8%	85.7%	85.4%	88.9%	85.1%

Q18. Please indicate the location of flooding at your residence as a result of a weather event. (without "not applicable")

N=83	Q23. Which following best describes your household income						Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	

Q18. Locations of flooding at your residence as a result of a weather event

Flooding in the driveway or lawn/yard	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Flooding inside the garage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Flooding that reached inside the house or residence	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Q19. How many years have you lived in McAllen? (without "not provided")

N=602	Q23. Which following best describes your household income						Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	

Q19. How many years have you lived in McAllen

Less than 10 years	20.6%	10.6%	12.6%	21.4%	15.9%	15.1%	16.4%
10-20 years	10.3%	23.5%	29.1%	28.6%	22.7%	35.8%	24.6%
21-30 years	25.0%	31.8%	27.2%	23.8%	36.4%	20.8%	26.3%
31+ years	44.1%	34.1%	31.1%	26.2%	25.0%	28.3%	32.7%

Section 6: Tabular Data

Q1. Please rate your overall satisfaction with major categories of services provided by McAllen

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Overall quality of police and fire services	48.3%	37.7%	9.6%	1.5%	0.5%	2.3%
Overall quality of city parks and recreation programs and facilities	33.1%	45.7%	12.5%	5.0%	0.5%	3.3%
Overall maintenance of city streets, buildings and facilities	20.9%	50.0%	14.3%	11.1%	3.2%	0.5%
Overall quality of city water and sewer utilities	30.6%	48.8%	12.6%	5.5%	1.7%	0.8%
Overall enforcement of city codes and ordinances	18.9%	37.2%	20.3%	14.6%	5.0%	4.0%
Overall quality of customer service you receive from city employees	31.9%	43.4%	16.1%	3.5%	1.0%	4.2%
Overall effectiveness of city communication with the public	20.3%	44.2%	25.7%	7.5%	0.8%	1.5%
Overall quality of the city's storm water runoff/storm water management system	17.1%	40.7%	19.9%	14.5%	5.0%	2.8%
Overall flow of traffic and congestion management in the city	9.5%	32.2%	24.3%	22.3%	11.5%	0.3%
Overall quality of the city's solid waste system (trash, recycling, yard waste)	38.5%	44.7%	8.8%	5.6%	1.7%	0.7%

WITHOUT DON'T KNOW**Q1. Please rate your overall satisfaction with major categories of services provided by McAllen**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Overall quality of police and fire services	49.5%	38.6%	9.8%	1.5%	0.5%
Overall quality of city parks and recreation programs and facilities	34.2%	47.2%	12.9%	5.2%	0.5%
Overall maintenance of city streets, buildings and facilities	21.0%	50.3%	14.4%	11.2%	3.2%
Overall quality of city water and sewer utilities	30.8%	49.2%	12.7%	5.5%	1.7%
Overall enforcement of city codes and ordinances	19.7%	38.8%	21.1%	15.2%	5.2%
Overall quality of customer service you receive from city employees	33.3%	45.3%	16.8%	3.6%	1.0%
Overall effectiveness of city communication with the public	20.6%	44.9%	26.1%	7.6%	0.8%
Overall quality of the city's storm water runoff/storm water management system	17.6%	41.9%	20.5%	14.9%	5.1%
Overall flow of traffic and congestion management in the city	9.5%	32.3%	24.3%	22.3%	11.5%
Overall quality of the city's solid waste system (trash, recycling, yard waste)	38.8%	45.0%	8.9%	5.6%	1.7%

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

Q2. Top Choice	Number	Percent
Overall quality of police and fire services	58	9.6%
Overall quality of city parks and recreation programs and facilities	34	5.6%
Overall maintenance of city streets, buildings and facilities	106	17.6%
Overall quality of city water and sewer utilities	41	6.8%
Overall enforcement of city codes and ordinances	46	7.6%
Overall quality of customer service you receive from city employees	8	1.3%
Overall effectiveness of city communication with the public	10	1.7%
Overall quality of the city's storm water runoff/storm water management system	80	13.3%
Overall flow of traffic and congestion management in the city	142	23.6%
Overall quality of the city's solid waste system (trash, recycling, yard waste)	19	3.2%
None chosen	58	9.6%
Total	602	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. Second Choice	Number	Percent
Overall quality of police and fire services	36	6.0%
Overall quality of city parks and recreation programs and facilities	49	8.1%
Overall maintenance of city streets, buildings and facilities	68	11.3%
Overall quality of city water and sewer utilities	37	6.1%
Overall enforcement of city codes and ordinances	46	7.6%
Overall quality of customer service you receive from city employees	18	3.0%
Overall effectiveness of city communication with the public	34	5.6%
Overall quality of the city's storm water runoff/storm water management system	100	16.6%
Overall flow of traffic and congestion management in the city	124	20.6%
Overall quality of the city's solid waste system (trash, recycling, yard waste)	23	3.8%
None chosen	67	11.1%
Total	602	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. Third Choice	Number	Percent
Overall quality of police and fire services	29	4.8%
Overall quality of city parks and recreation programs and facilities	56	9.3%
Overall maintenance of city streets, buildings and facilities	90	15.0%
Overall quality of city water and sewer utilities	44	7.3%
Overall enforcement of city codes and ordinances	48	8.0%
Overall quality of customer service you receive from city employees	18	3.0%
Overall effectiveness of city communication with the public	38	6.3%
Overall quality of the city's storm water runoff/storm water management system	63	10.5%
Overall flow of traffic and congestion management in the city	89	14.8%
Overall quality of the city's solid waste system (trash, recycling, yard waste)	36	6.0%
None chosen	91	15.1%
Total	602	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**

Q2. Sum of Top 3 Choices	Number	Percent
Overall quality of police and fire services	123	20.4%
Overall quality of city parks and recreation programs and facilities	139	23.1%
Overall maintenance of city streets, buildings and facilities	264	43.9%
Overall quality of city water and sewer utilities	122	20.3%
Overall enforcement of city codes and ordinances	140	23.3%
Overall quality of customer service you receive from city employees	44	7.3%
Overall effectiveness of city communication with the public	82	13.6%
Overall quality of the city's storm water runoff/storm water management system	243	40.4%
Overall flow of traffic and congestion management in the city	355	59.0%
Overall quality of the city's solid waste system (trash, recycling, yard waste)	78	13.0%
None chosen	58	9.6%

Q3. Please rate your satisfaction with each of the following items that may influence your perception of McAllen

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
McAllen as a place to live	53.8%	39.9%	4.3%	1.5%	0.0%	0.5%
McAllen as a place to raise children	49.5%	36.7%	7.5%	2.0%	0.2%	4.2%
McAllen as a place to work	40.0%	41.9%	11.6%	2.7%	0.7%	3.2%
McAllen as a place to retire	42.5%	36.0%	14.8%	2.5%	0.8%	3.3%
Overall image of McAllen	40.9%	44.0%	10.6%	3.2%	0.5%	0.8%
Overall quality of life in McAllen	40.9%	45.8%	10.1%	2.7%	0.2%	0.3%
Overall appearance of McAllen	33.2%	45.5%	13.0%	5.1%	1.0%	2.2%
McAllen as a welcoming community for people of diverse backgrounds	32.6%	45.7%	13.6%	4.2%	0.7%	3.3%
The overall quality of leadership provided by McAllen's elected officials	22.3%	43.4%	24.1%	5.6%	1.8%	2.8%
The overall effectiveness of city management	22.4%	43.9%	24.9%	4.7%	1.0%	3.2%

WITHOUT DON'T KNOW**Q3. Please rate your satisfaction with each of the following items that may influence your perception of McAllen**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
McAllen as a place to live	54.1%	40.1%	4.3%	1.5%	0.0%
McAllen as a place to raise children	51.6%	38.3%	7.8%	2.1%	0.2%
McAllen as a place to work	41.3%	43.2%	12.0%	2.8%	0.7%
McAllen as a place to retire	44.0%	37.3%	15.3%	2.6%	0.8%
Overall image of McAllen	41.2%	44.4%	10.7%	3.2%	0.5%
Overall quality of life in McAllen	41.0%	45.9%	10.1%	2.7%	0.2%
Overall appearance of McAllen	33.9%	46.5%	13.3%	5.2%	1.0%
McAllen as a welcoming community for people of diverse backgrounds	33.7%	47.2%	14.0%	4.3%	0.7%
The overall quality of leadership provided by McAllen's elected officials	22.9%	44.7%	24.8%	5.8%	1.9%
The overall effectiveness of city management	23.1%	45.3%	25.7%	4.9%	1.0%

Q4. Please rate your satisfaction with the following services provided by the City

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Condition of major city streets	18.3%	54.0%	13.6%	10.3%	2.5%	1.3%
Condition of streets in your neighborhood	22.1%	49.3%	12.5%	11.3%	3.2%	1.7%
Condition of sidewalks in your neighborhood	16.8%	38.5%	18.8%	14.8%	6.6%	4.5%
Timing of traffic signals on city streets	12.6%	38.9%	22.8%	16.8%	7.5%	1.5%
Traffic flow on major city streets	7.3%	32.6%	25.9%	23.4%	9.5%	1.3%
Pedestrian accessibility (The City's sidewalk system/network; number/availability of sidewalks)	12.8%	40.5%	21.1%	15.1%	7.0%	3.5%
Appearance and condition of city medians, right-of-ways and public areas	15.1%	51.2%	21.1%	6.5%	4.2%	2.0%
Adequacy of city street lighting	12.5%	47.8%	18.1%	14.6%	5.5%	1.5%
Condition of pavement markings on city streets	13.0%	53.5%	19.3%	9.8%	2.5%	2.0%
Overall cleanliness of streets and public areas	18.9%	54.2%	16.1%	7.6%	1.7%	1.5%
Condition of landscaping along public streets	16.9%	50.8%	18.4%	9.8%	2.7%	1.3%

WITHOUT DON'T KNOW**Q4. Please rate your satisfaction with the following services provided by the City**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Condition of major city streets	18.5%	54.7%	13.8%	10.4%	2.5%
Condition of streets in your neighborhood	22.5%	50.1%	12.7%	11.5%	3.3%
Condition of sidewalks in your neighborhood	17.6%	40.3%	19.7%	15.5%	6.9%
Timing of traffic signals on city streets	12.8%	39.5%	23.1%	17.0%	7.6%
Traffic flow on major city streets	7.4%	33.0%	26.2%	23.7%	9.6%
Pedestrian accessibility (The City's sidewalk system/network; number/availability of sidewalks)	13.3%	42.0%	21.9%	15.6%	7.3%
Appearance and condition of city medians, right-of-ways and public areas	15.4%	52.2%	21.5%	6.6%	4.3%
Adequacy of city street lighting	12.7%	48.5%	18.4%	14.8%	5.6%
Condition of pavement markings on city streets	13.3%	54.5%	19.7%	10.0%	2.5%
Overall cleanliness of streets and public areas	19.2%	55.0%	16.3%	7.7%	1.7%
Condition of landscaping along public streets	17.1%	51.5%	18.7%	9.9%	2.7%

Q5. Which TWO of the city maintenance services 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	75	12.5%
Condition of streets in your neighborhood	68	11.3%
Condition of sidewalks in your neighborhood	39	6.5%
Timing of traffic signals on city streets	94	15.6%
Traffic flow on major city streets	131	21.8%
Pedestrian accessibility (The City's sidewalk system/network; number/availability of sidewalks)	43	7.1%
Appearance and condition of city medians, right-of-ways and public areas	9	1.5%
Adequacy of city street lighting	44	7.3%
Condition of pavement markings on city streets	11	1.8%
Overall cleanliness of streets and public areas	17	2.8%
Condition of landscaping along public streets	15	2.5%
None chosen	56	9.3%
Total	602	100.0%

Q5. Which TWO of the city maintenance services do you think should receive the most emphasis from City leaders over the next TWO years

Q5. Second Choice	Number	Percent
Condition of major city streets	39	6.5%
Condition of streets in your neighborhood	28	4.7%
Condition of sidewalks in your neighborhood	36	6.0%
Timing of traffic signals on city streets	88	14.6%
Traffic flow on major city streets	134	22.3%
Pedestrian accessibility (The City's sidewalk system/network; number/availability of sidewalks)	48	8.0%
Appearance and condition of city medians, right-of-ways and public areas	22	3.7%
Adequacy of city street lighting	54	9.0%
Condition of pavement markings on city streets	23	3.8%
Overall cleanliness of streets and public areas	29	4.8%
Condition of landscaping along public streets	31	5.1%
None chosen	70	11.6%
Total	602	100.0%

SUM OF TOP 2 CHOICES**Q5. Which TWO of the city maintenance services do you think should receive the most emphasis from City leaders over the next TWO years**

Q5. Sum of Top 2 Choices	Number	Percent
Condition of major city streets	114	18.9%
Condition of streets in your neighborhood	96	15.9%
Condition of sidewalks in your neighborhood	75	12.5%
Timing of traffic signals on city streets	182	30.2%
Traffic flow on major city streets	265	44.0%
Pedestrian accessibility (The City's sidewalk system/network; number/availability of sidewalks)	91	15.1%
Appearance and condition of city medians, right-of-ways and public areas	31	5.1%
Adequacy of city street lighting	98	16.3%
Condition of pavement markings on city streets	34	5.6%
Overall cleanliness of streets and public areas	46	7.6%
Condition of landscaping along public streets	46	7.6%
None chosen	56	9.3%

Q6. Please rate your satisfaction with the following public safety services provided by the City of McAllen

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Quality of police protection	40.7%	43.9%	11.3%	1.2%	0.5%	2.5%
Visibility of police in neighborhoods	26.6%	34.2%	23.3%	12.0%	2.2%	1.8%
Visibility of police in retail areas	22.9%	42.2%	22.3%	7.0%	1.5%	4.2%
Police response time	26.7%	36.2%	17.6%	2.8%	0.3%	16.3%
Efforts to prevent crime	23.3%	42.2%	19.8%	5.1%	0.5%	9.1%
Police safety education programs	16.9%	26.4%	27.6%	5.8%	0.8%	22.4%
Enforcement of traffic laws	22.1%	40.5%	18.6%	10.1%	2.7%	6.0%
Quality of animal control services	18.6%	38.7%	18.4%	10.0%	5.6%	8.6%
Quality and accessibility of municipal court services (i.e. traffic, collection, fines)	16.9%	33.9%	23.3%	1.8%	0.7%	23.4%
Quality of fire protection	36.9%	42.9%	9.3%	0.2%	0.0%	10.8%
Quality of fire emergency medical services	33.4%	40.9%	10.8%	0.5%	0.2%	14.3%
Fire personnel emergency response time	34.1%	33.2%	12.5%	0.5%	0.0%	19.8%
Quality of fire safety education programs	19.9%	28.4%	22.3%	2.0%	0.7%	26.7%
9-1-1 service provided by operators	28.9%	32.1%	14.3%	1.3%	0.3%	23.1%
9-1-1 response time from first responders: ambulance, fire, police	29.4%	30.9%	14.0%	1.3%	0.2%	24.3%
Disaster preparedness public education	19.1%	34.6%	23.6%	5.8%	1.3%	15.6%

WITHOUT DON'T KNOW**Q6. Please rate your satisfaction with the following public safety services provided by the City of McAllen**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Quality of police protection	41.7%	45.0%	11.6%	1.2%	0.5%
Visibility of police in neighborhoods	27.1%	34.8%	23.7%	12.2%	2.2%
Visibility of police in retail areas	23.9%	44.0%	23.3%	7.3%	1.6%
Police response time	31.9%	43.3%	21.1%	3.3%	0.4%
Efforts to prevent crime	25.6%	46.4%	21.8%	5.6%	0.6%
Police safety education programs	21.8%	34.1%	35.6%	7.5%	1.0%
Enforcement of traffic laws	23.5%	43.1%	19.8%	10.7%	2.9%
Quality of animal control services	20.4%	42.4%	20.2%	11.0%	6.1%
Quality and accessibility of municipal court services (i.e. traffic, collection, fines)	22.1%	44.3%	30.4%	2.3%	0.9%
Quality of fire protection	41.3%	48.0%	10.4%	0.2%	0.0%
Quality of fire emergency medical services	38.9%	47.7%	12.6%	0.6%	0.2%
Fire personnel emergency response time	42.5%	41.3%	15.6%	0.6%	0.0%
Quality of fire safety education programs	27.1%	38.7%	30.4%	2.7%	1.0%
9-1-1 service provided by operators	37.6%	41.7%	18.6%	1.7%	0.4%
9-1-1 response time from first responders: ambulance, fire, police	38.8%	40.8%	18.5%	1.7%	0.3%
Disaster preparedness public education	22.6%	41.0%	28.0%	6.9%	1.5%

Q7. Which TWO of the public safety services items 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	47	7.8%
Visibility of police in neighborhoods	149	24.8%
Visibility of police in retail areas	27	4.5%
Police response time	15	2.5%
Efforts to prevent crime	73	12.1%
Police safety education programs	21	3.5%
Enforcement of traffic laws	47	7.8%
Quality of animal control services	51	8.5%
Quality and accessibility of municipal court services (i.e. traffic, collection, fines)	7	1.2%
Quality of fire protection	3	0.5%
Quality of fire emergency medical services	4	0.7%
Fire personnel emergency response time	1	0.2%
Quality of fire safety education programs	8	1.3%
9-1-1 service provided by operators	3	0.5%
9-1-1 response time from first responders: ambulance, fire, police	9	1.5%
Disaster preparedness public education	58	9.6%
None chosen	79	13.1%
Total	602	100.0%

Q7. Which TWO of the public safety services items do you think should receive the most emphasis from city leaders over the next TWO years

Q7. Second Choice	Number	Percent
Quality of police protection	38	6.3%
Visibility of police in neighborhoods	81	13.5%
Visibility of police in retail areas	37	6.1%
Police response time	34	5.6%
Efforts to prevent crime	69	11.5%
Police safety education programs	25	4.2%
Enforcement of traffic laws	52	8.6%
Quality of animal control services	38	6.3%
Quality and accessibility of municipal court services (i.e. traffic, collection, fines)	12	2.0%
Quality of fire protection	9	1.5%
Quality of fire emergency medical services	8	1.3%
Fire personnel emergency response time	3	0.5%
Quality of fire safety education programs	15	2.5%
9-1-1 service provided by operators	11	1.8%
9-1-1 response time from first responders: ambulance, fire, police	13	2.2%
Disaster preparedness public education	62	10.3%
None chosen	95	15.8%
Total	602	100.0%

SUM OF TOP 2 CHOICES**Q7. Which TWO of the public safety services items do you think should receive the most emphasis from city leaders over the next TWO years**

Q7. Sum of Top 2 Choices	Number	Percent
Quality of police protection	85	14.1%
Visibility of police in neighborhoods	230	38.2%
Visibility of police in retail areas	64	10.6%
Police response time	49	8.1%
Efforts to prevent crime	142	23.6%
Police safety education programs	46	7.6%
Enforcement of traffic laws	99	16.4%
Quality of animal control services	89	14.8%
Quality and accessibility of municipal court services (i.e. traffic, collection, fines)	19	3.2%
Quality of fire protection	12	2.0%
Quality of fire emergency medical services	12	2.0%
Fire personnel emergency response time	4	0.7%
Quality of fire safety education programs	23	3.8%
9-1-1 service provided by operators	14	2.3%
9-1-1 response time from first responders: ambulance, fire, police	22	3.7%
Disaster preparedness public education	120	19.9%
None chosen	79	13.1%

Q8. Please rate how safe you feel in the following situations

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
In your neighborhood during the day	56.1%	37.2%	4.2%	1.2%	0.2%	1.2%
In your neighborhood at night	31.7%	44.5%	15.3%	6.1%	1.0%	1.3%
In the City's parks, trails, and recreational areas	16.4%	44.5%	22.3%	8.1%	1.3%	7.3%
In commercial and retail areas	20.8%	51.2%	21.8%	4.2%	0.0%	2.2%
Overall in the City	26.4%	55.6%	14.0%	2.0%	0.2%	1.8%
Downtown after dark	5.8%	17.1%	25.6%	21.9%	8.3%	21.3%
Traveling by bicycle in McAllen	8.5%	18.1%	23.6%	17.9%	9.6%	22.3%

WITHOUT DON'T KNOW**Q8. Please rate how safe you feel in the following situations**

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe
In your neighborhood during the day	56.7%	37.6%	4.2%	1.2%	0.2%
In your neighborhood at night	32.2%	45.1%	15.5%	6.2%	1.0%
In the City's parks, trails, and recreational areas	17.7%	48.1%	24.1%	8.7%	1.4%
In commercial and retail areas	21.2%	52.2%	22.2%	4.3%	0.0%
Overall in the City	26.9%	56.6%	14.3%	2.0%	0.2%
Downtown after dark	7.4%	21.7%	32.5%	27.8%	10.5%
Traveling by bicycle in McAllen	10.9%	23.3%	30.4%	23.0%	12.4%

Q9. Please rate your satisfaction with the following code enforcement items

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Overall responsiveness of city code enforcement staff	17.8%	29.9%	19.4%	10.8%	3.5%	18.6%
City effort to enforce code violations	15.1%	28.7%	20.9%	12.6%	4.5%	18.1%
Clean-up of debris/litter	19.4%	39.5%	16.3%	17.1%	4.0%	3.7%
Efforts to enforce exterior maintenance and upkeep of residential property	13.0%	31.6%	22.6%	18.6%	6.6%	7.6%
Efforts to identify abandoned or unsecured properties	10.1%	22.6%	23.6%	19.1%	5.8%	18.8%
Efforts to remove dilapidated structures	9.1%	20.1%	28.6%	17.1%	5.3%	19.8%
Enforcement of parking on grass in front yard	11.3%	21.3%	22.9%	16.9%	10.3%	17.3%
Enforcement of weedy lots, abandoned vehicles, graffiti	10.5%	23.9%	22.4%	22.1%	10.1%	11.0%
Cleanliness in your neighborhood	23.9%	40.9%	15.9%	12.1%	4.3%	2.8%
Enforcement of loud music	13.5%	30.6%	21.4%	12.3%	8.5%	13.8%
Degree to which code violations are a problem	11.5%	25.4%	27.4%	9.3%	5.5%	20.9%

WITHOUT DON'T KNOW**Q9. Please rate your satisfaction with the following code enforcement items**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Overall responsiveness of city code enforcement staff	21.9%	36.7%	23.8%	13.3%	4.3%
City effort to enforce code violations	18.5%	35.1%	25.6%	15.4%	5.5%
Clean-up of debris/litter	20.1%	41.0%	16.9%	17.8%	4.2%
Efforts to enforce exterior maintenance and upkeep of residential property	14.1%	34.2%	24.5%	20.1%	7.1%
Efforts to identify abandoned or unsecured properties	12.4%	27.8%	29.1%	23.5%	7.1%
Efforts to remove dilapidated structures	11.3%	25.1%	35.7%	21.3%	6.6%
Enforcement of parking on grass in front yard	13.7%	25.8%	27.7%	20.4%	12.5%
Enforcement of weedy lots, abandoned vehicles, graffiti	11.8%	26.9%	25.2%	24.8%	11.3%
Cleanliness in your neighborhood	24.6%	42.1%	16.4%	12.5%	4.4%
Enforcement of loud music	15.6%	35.5%	24.8%	14.3%	9.8%
Degree to which code violations are a problem	14.5%	32.1%	34.6%	11.8%	7.0%

Q10. Please rate your satisfaction with each of the following residential and neighborhood services

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Quality of residential garbage collection	52.3%	37.9%	4.7%	2.8%	1.8%	0.5%
Quality of residential curbside recycling services	44.4%	39.2%	7.5%	4.3%	1.5%	3.2%
Importance of Neighborhood Associations	15.0%	25.2%	31.6%	4.8%	2.3%	21.1%

WITHOUT DON'T KNOW**Q10. Please rate your satisfaction with each of the following residential and neighborhood services**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Quality of residential garbage collection	52.6%	38.1%	4.7%	2.8%	1.8%
Quality of residential curbside recycling services	45.8%	40.5%	7.7%	4.4%	1.5%
Importance of Neighborhood Associations	19.0%	31.9%	40.1%	6.1%	2.9%

Q11. Please rate your satisfaction with each of the following public works services

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Quality of drinking water	22.9%	42.5%	16.9%	11.6%	3.8%	2.2%
Quality of wastewater services	27.6%	48.7%	15.1%	2.7%	0.7%	5.3%
Quality of drainage infrastructure	18.6%	38.2%	18.9%	15.4%	5.0%	3.8%

WITHOUT DON'T KNOW**Q11. Please rate your satisfaction with each of the following public works services**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Quality of drinking water	23.4%	43.5%	17.3%	11.9%	3.9%
Quality of wastewater services	29.1%	51.4%	15.9%	2.8%	0.7%
Quality of drainage infrastructure	19.4%	39.8%	19.7%	16.0%	5.2%

Q12. Please rate your satisfaction with each of the following parks and recreation items

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Quality of city parks	27.4%	49.8%	12.6%	5.0%	0.7%	4.5%
Number and location of city parks	23.9%	43.2%	14.8%	9.5%	2.3%	6.3%
Quality of walking and biking trails	24.3%	46.2%	14.0%	8.5%	2.3%	4.8%
Number of walking and biking trails	20.9%	37.9%	16.4%	14.1%	3.7%	7.0%
Amount, quality and condition of swimming pools and splash parks	11.0%	28.2%	24.8%	10.0%	3.5%	22.6%
Quality of city sponsored events and activities	19.8%	40.9%	22.1%	6.3%	1.0%	10.0%
Quality of youth sports programs	17.6%	33.7%	20.9%	3.7%	1.7%	22.4%
Quality of adult sports programs	12.3%	25.1%	27.2%	6.8%	1.5%	27.1%
Quality of outdoor athletic fields	17.4%	39.5%	18.8%	5.0%	1.5%	17.8%
Quality of picnic, pavilion areas, playgrounds at city parks	17.9%	42.9%	18.4%	9.1%	1.8%	9.8%
Recreational opportunities	15.9%	37.0%	22.3%	9.3%	2.7%	12.8%

WITHOUT DON'T KNOW**Q12. Please rate your satisfaction with each of the following parks and recreation items**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Quality of city parks	28.7%	52.1%	13.2%	5.2%	0.7%
Number and location of city parks	25.5%	46.1%	15.8%	10.1%	2.5%
Quality of walking and biking trails	25.5%	48.5%	14.7%	8.9%	2.4%
Number of walking and biking trails	22.5%	40.8%	17.6%	15.2%	4.0%
Amount, quality and condition of swimming pools and splash parks	14.2%	36.4%	32.0%	12.9%	4.5%
Quality of city sponsored events and activities	22.0%	45.4%	24.5%	7.0%	1.1%
Quality of youth sports programs	22.7%	43.4%	26.9%	4.8%	2.2%
Quality of adult sports programs	16.9%	34.4%	37.3%	9.3%	2.1%
Quality of outdoor athletic fields	21.2%	48.1%	22.9%	6.1%	1.8%
Quality of picnic, pavilion areas, playgrounds at city parks	19.9%	47.6%	20.4%	10.1%	2.0%
Recreational opportunities	18.2%	42.4%	25.6%	10.7%	3.1%

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

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

	Number	Percent
Yes	264	43.9%
No	338	56.1%
Total	602	100.0%

Q13a. How did you contact the City

Q13a. How did you contact the City	Number	Percent
Phone (McAllen 311)	195	73.9%
E-mail	17	6.4%
Social media	1	0.4%
Website	14	5.3%
In person	34	12.9%
Not provided	3	0.5%
Total	264	

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	97	36.7%
Somewhat easy	100	37.9%
Difficult	46	17.4%
Very difficult	16	6.1%
Don't know	5	1.9%
Total	264	

Q14. Please rate your satisfaction with each of the following items concerning City communication

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Quality of the City's website	15.0%	38.4%	19.3%	8.5%	1.8%	17.1%
Quality of the City's social media (Twitter, Facebook, etc.)	11.0%	28.2%	23.6%	3.7%	0.5%	33.1%
Availability of information on City services and programs	14.1%	36.4%	24.3%	7.3%	1.0%	16.9%
City's efforts to keep you informed	15.3%	38.7%	25.6%	10.0%	1.7%	8.8%
Level of public involvement in local decision-making	9.5%	25.4%	29.9%	13.5%	2.7%	19.1%
Transparency of City government	11.0%	25.9%	31.2%	10.0%	4.5%	17.4%
City's station, MCN	11.3%	20.4%	24.8%	2.7%	1.2%	39.7%

WITHOUT DON'T KNOW**Q14. Please rate your satisfaction with each of the following items concerning City communication**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Quality of the City's website	18.1%	46.3%	23.3%	10.2%	2.2%
Quality of the City's social media (Twitter, Facebook, etc.)	16.4%	42.1%	35.2%	5.5%	0.7%
Availability of information on City services and programs	17.0%	43.8%	29.2%	8.8%	1.2%
City's efforts to keep you informed	16.8%	42.4%	28.0%	11.0%	1.9%
Level of public involvement in local decision-making	11.7%	31.4%	36.9%	16.7%	3.3%
Transparency of City government	13.3%	31.4%	37.8%	12.1%	5.4%
City's station, MCN	18.7%	33.8%	41.1%	4.5%	2.0%

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

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

	Number	Percent
City website	180	29.9%
Local newspaper	203	33.7%
City cable channel (MCN)	58	9.6%
Radio news programs	116	19.3%
Television news programs	321	53.3%
Social media (Facebook, Twitter, Instagram)	199	33.1%
Word of mouth (friends/neighbors)	217	36.0%
City emails/press releases	91	15.1%
Public meetings	38	6.3%
Other	15	2.5%
Total	1438	

Q16. How often do you experience standing water or ponding in your neighborhood

Q16. How often do you experience standing water or ponding in your neighborhood

	Number	Percent
Every time it rains	80	13.3%
Sometimes, if it has been raining frequently	147	24.4%
Rarely, only if it's a major storm event	252	41.9%
Never, I do not experience standing water or ponding in my neighborhood	114	18.9%
Not Provided	9	1.5%
Total	602	100.0%

Q17. Have you ever experienced flooding in your home as a result of a weather event

Q17. Have you ever experienced flooding in your home as a result of a weather event

	Number	Percent
Yes	88	14.6%
No	503	83.6%
Not Provided	11	1.8%
Total	602	100.0%

Q18. Please indicate the location of flooding at your residence as a result of a weather event.

Q18. Location of flooding at your residence as a result of a weather event

	Number	Percent
Flooding in the driveway or lawn/yard	180	29.9 %
Flooding inside the garage	21	3.5 %
Flooding that reached inside the house or residence	27	4.5 %
Not applicable	377	62.6 %
Total		

Q19. How many years have you lived in McAllen

	Number	Percent
Less than 10 years	97	16.1%
10-20 years	145	24.1%
21-30 years	155	25.7%
More than 30 years	193	32.1%
Not provided	12	2.0%
Total	602	100.0%

Q20. What is your age?

Q20. What is your age	Number	Percent
18-34	120	20.1 %
35-44	119	19.9 %
45-54	121	20.2 %
55-64	121	20.2 %
65+	117	19.6 %
Total	598	100.0 %

Q21. Are you or other members of your household of Hispanic or Latino ancestry

Q21. Are you or other members of your household
of Hispanic or Latino ancestry

	Number	Percent
Yes	515	85.5%
No	85	14.1%
Not Provided	2	0.3%
Total	602	100.0%

Q22. Which of the following best describes your race/ethnicity

Q22. Which of the following best describes your race/ethnicity	Percent
Asian or Asian Indian	3.7%
Black or African American	1.4%
American Indian or Alaska Native	2.0%
White	81.4%
Other	11.5%
Total	

Q23. Which of the following best describes your household income

Q23. Which of the following best describes your household income	Number	Percent
Less than \$20,000	69	11.5%
\$20,000 to \$39,999	87	14.5%
\$40,000 to \$59,999	107	17.8%
\$60,000 to \$79,999	84	14.0%
\$80,000 to \$149,999	91	15.1%
\$150,000 or more	55	9.1%
Prefer not to answer	109	18.1%
Total	602	100.0%

Q24. Your gender:

<u>Q24. What is your gender</u>	<u>Number</u>	<u>Percent</u>
Male	295	50.0 %
Female	295	50.0 %
Total	590	100.0 %

Q25. How many people are in your household

<u>Q25. How many people are in your household</u>	<u>Number</u>	<u>Percent</u>
One	84	14.0%
Two	228	37.9%
Three	133	22.1%
Four	80	13.3%
Five or more	72	12.0%
Not provided	5	0.8%
Total	602	100.0%

Section 7: Survey Instrument



February 2021

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**



2022 City of McAllen Citizen Satisfaction Survey

Findings Report: City of McAllen Citizen Satisfaction Survey (2022)

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 the City Manager's Office at 956-681-1001. 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 and fire 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 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 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 media (Facebook, Twitter, Instagram)
 ____ (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. 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
- 17. Have you ever experienced flooding in your home as a result of a weather event?**
 ____ (1) Yes ____ (2) No
- 18. 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
- 19. How many years have you lived in McAllen?** ____ years
- 20. What is your age?** ____ years
- 21. Are you or other members of your household of Hispanic or Latino ancestry?**
 ____ (1) Yes ____ (2) No
- 22. Which of the following best describes your race/ethnicity? [Check all that apply.]**
 ____ (1) Asian or Asian Indian ____ (4) White
 ____ (2) Black or African American ____ (5) Hispanic, Spanish, or Latino/a/x
 ____ (3) American Indian or Alaska Native ____ (99) Other: _____
- 23. Which of the following best describes your household income?**
 ____ (1) Less than \$20,000 ____ (4) \$60,000 to \$79,999 ____ (7) Prefer not to answer
 ____ (2) \$20,000 to \$39,999 ____ (5) \$80,000 to \$149,999
 ____ (3) \$40,000 to \$59,999 ____ (6) \$150,000 or more
- 24. Your gender:** ____ (1) Male ____ (2) Female ____ (3) Prefer not to answer
- 25. How many people are in your household?** ____ people
- 26. 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



Febrero 2021

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



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, llame a la oficina del administrador de la ciudad al 956-681-1011. 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, Instagram)
 ____ (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. **¿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
17. **¿Alguna vez ha experimentado inundación en su casa como resultado de un evento climático?**
 ____ (1) Si ____ (2) No
18. **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
19. **¿Cuántos años ha vivido usted en McAllen?** _____
20. **¿Cuál es su edad?** _____ años
21. **¿Es usted o su hogar de ascendencia Hispana o Latina?** ____ (1) Si ____ (2) No
22. **¿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: _____
23. **¿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
 ____ (7) Prefiero no responder
24. **Su género:** ____ (1) Masculino ____ (2) Femenino ____ (3) Prefiero no responder
25. **¿Cuántas personas están en su hogar?** _____
26. **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



2022 CITIZEN SATISFACTION SURVEY

GIS Mapping

Prepared By
ETC INSTITUTE
OLATHE, KANSAS

Presented To The
CITY OF MCALLEN,
TEXAS

MAY 2022



GIS Mapping

Overview

The GIS (Geographic Information System) maps on the following pages show the mean ratings for satisfaction and rating questions that were on the 2022 City of McAllen Citizen Satisfaction Survey. Boundaries are shown by Census Block Group.

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

Positive Ratings



Darker blue shades generally indicate high satisfaction with a service, high ratings, high levels of support, or high ratings of agreement. Ratings of, "very satisfied" or "very safe".



Lighter blue shades generally indicate satisfaction with a service, good ratings, support, or agreement. Ratings of, "satisfied" or "safe".

Neutral Ratings



Off-white shades indicate neutral ratings. Generally indicating that residents thought the quality-of-service delivery is adequate.

Negative Ratings



Orange shades generally indicate slight dissatisfaction with a service, below average ratings, not supportive, or disagreement. Ratings of "dissatisfied" or "unsafe".

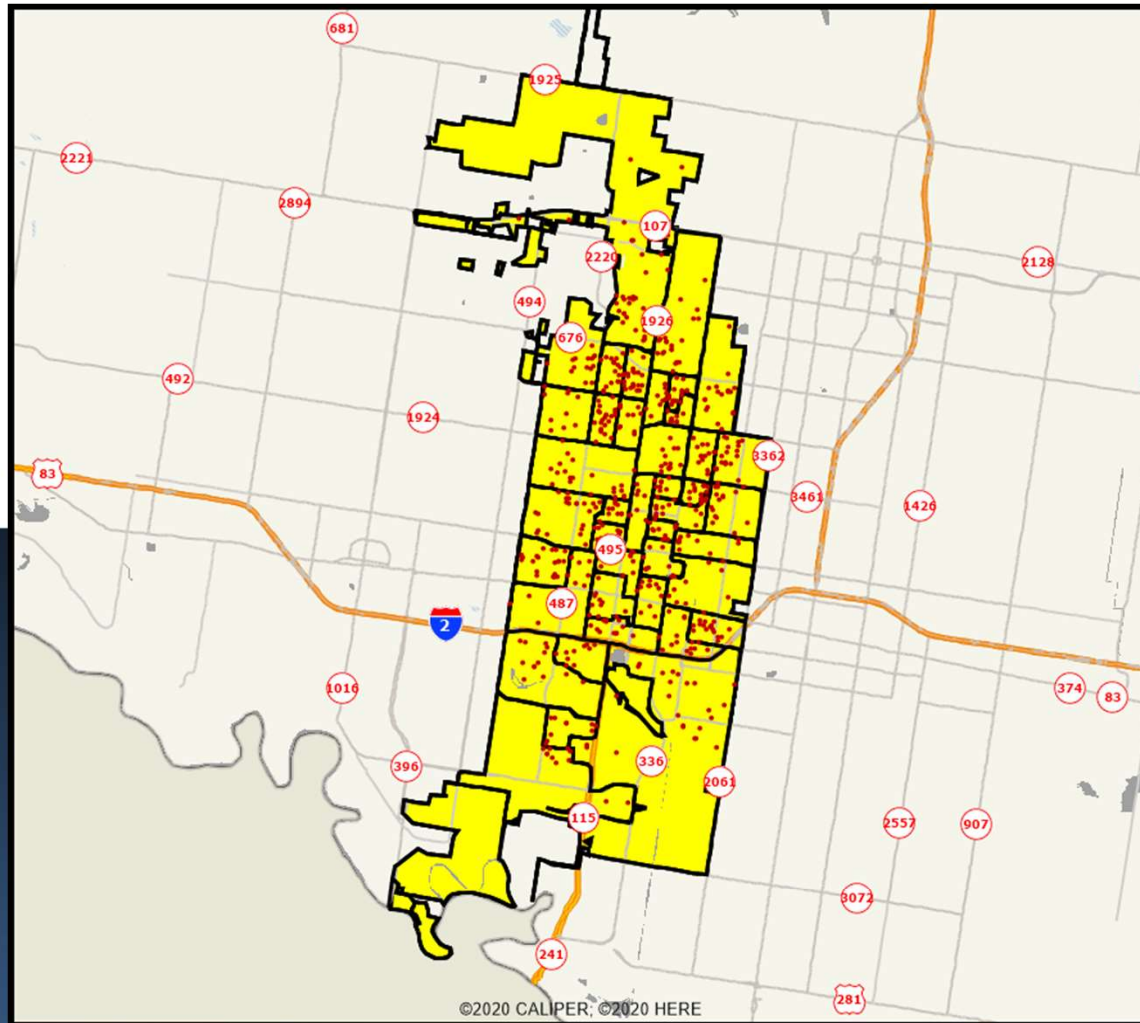


Red shades generally indicate dissatisfaction with a service, poor ratings, not at all supportive, or disagreement. Ratings of "very dissatisfied" or "very unsafe".

2022

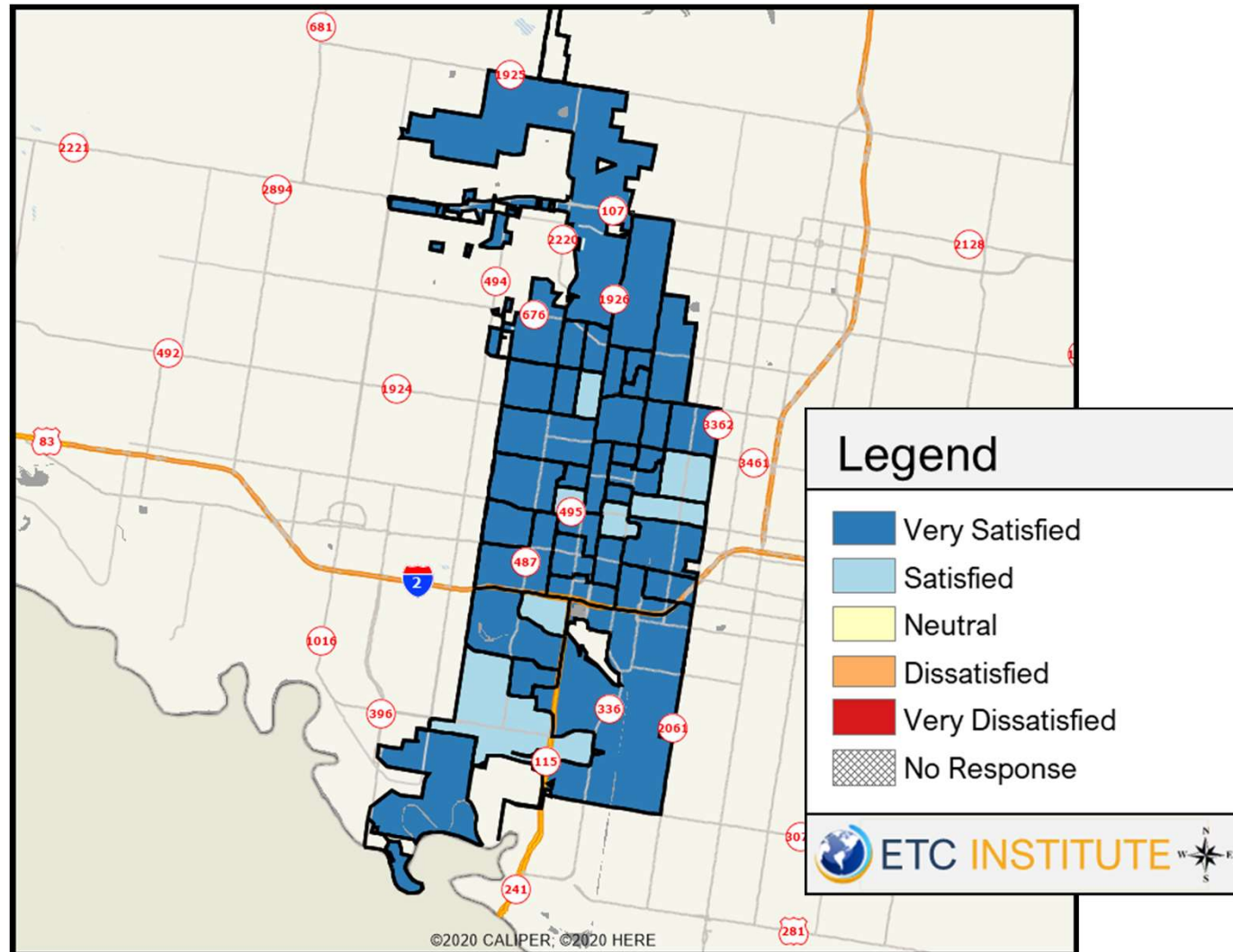
City of McAllen Citizen Satisfaction Survey

GIS Maps

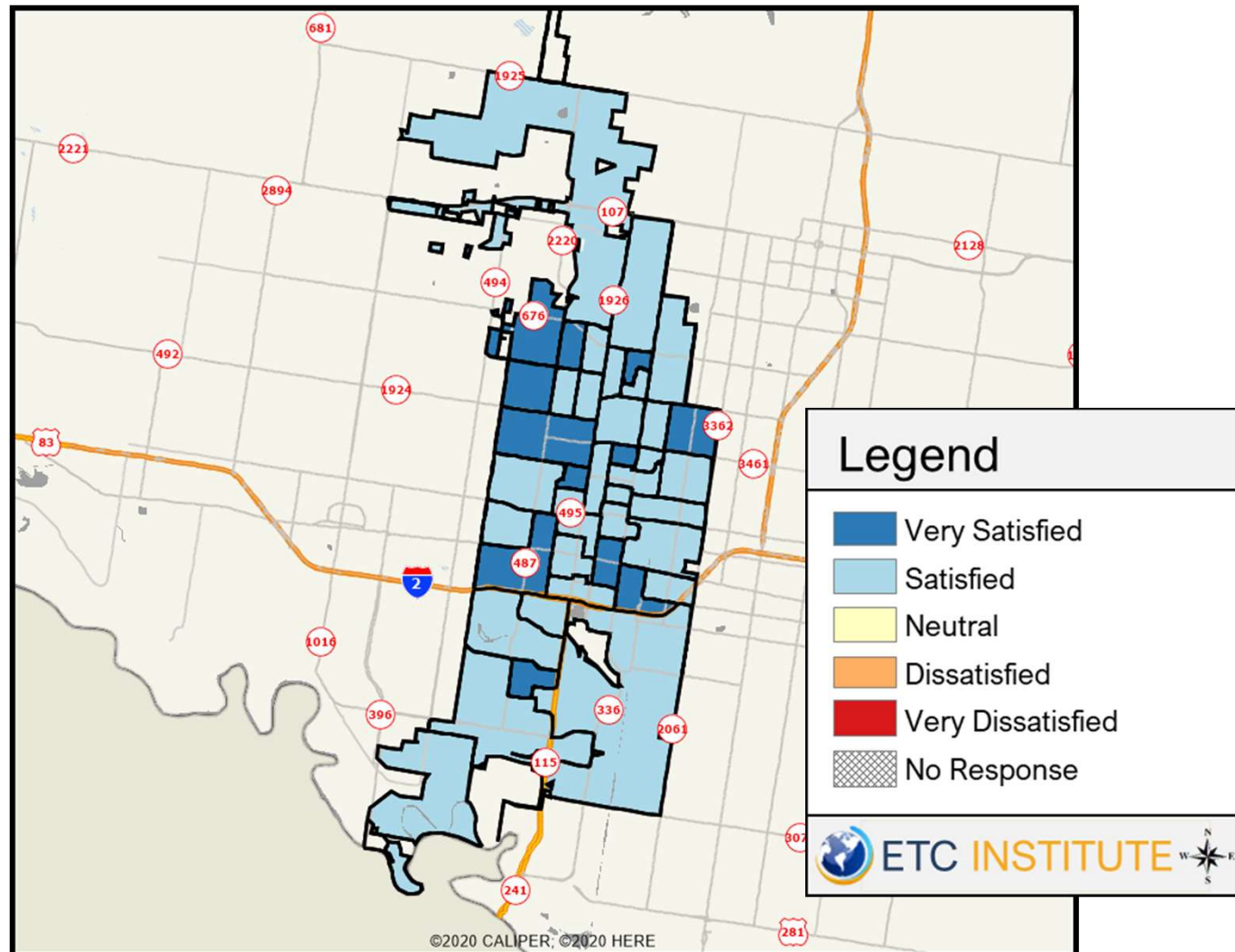


Locations of Respondents (Boundaries by Census Block Group)

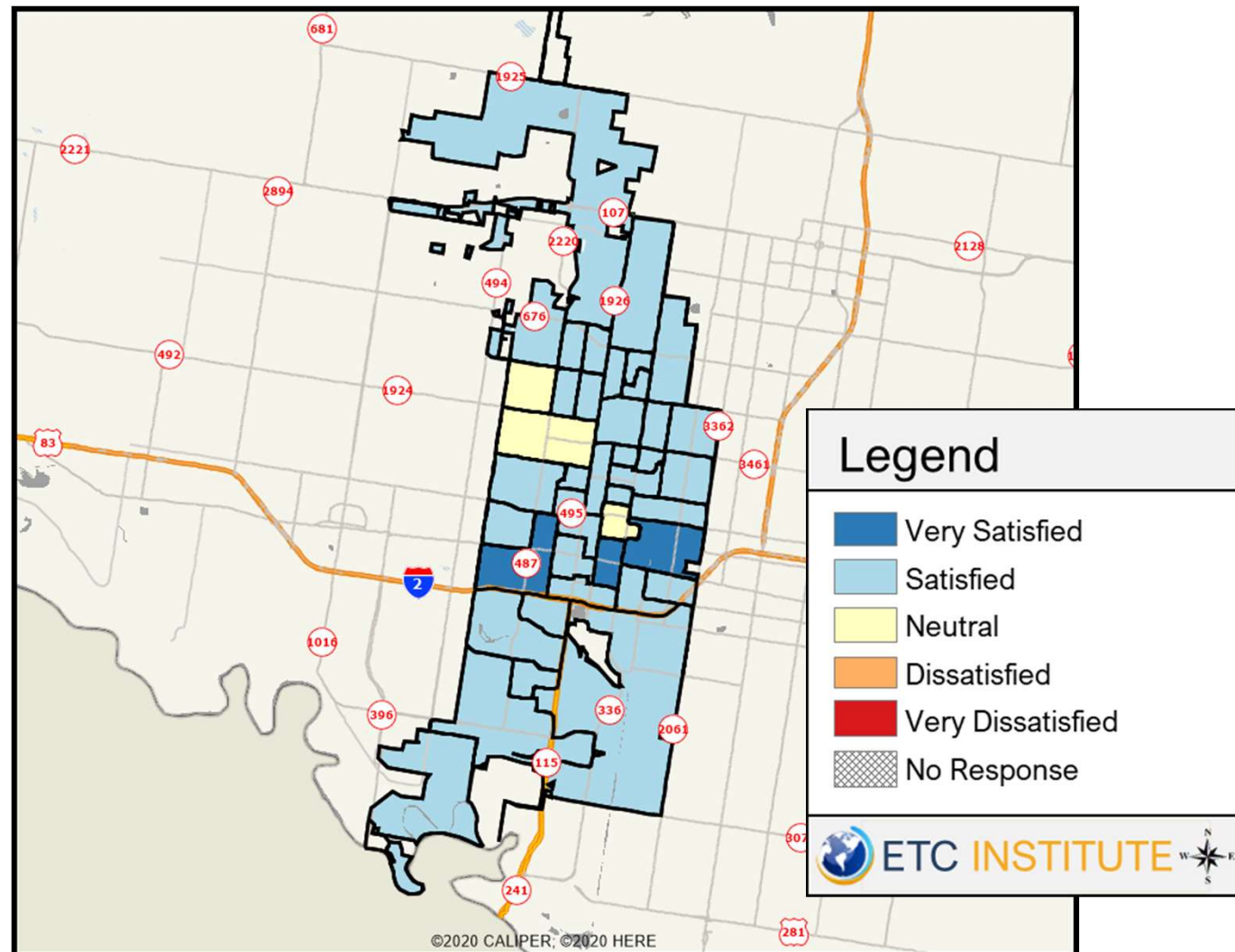
Q1-01. Satisfaction with the overall quality of police and fire services



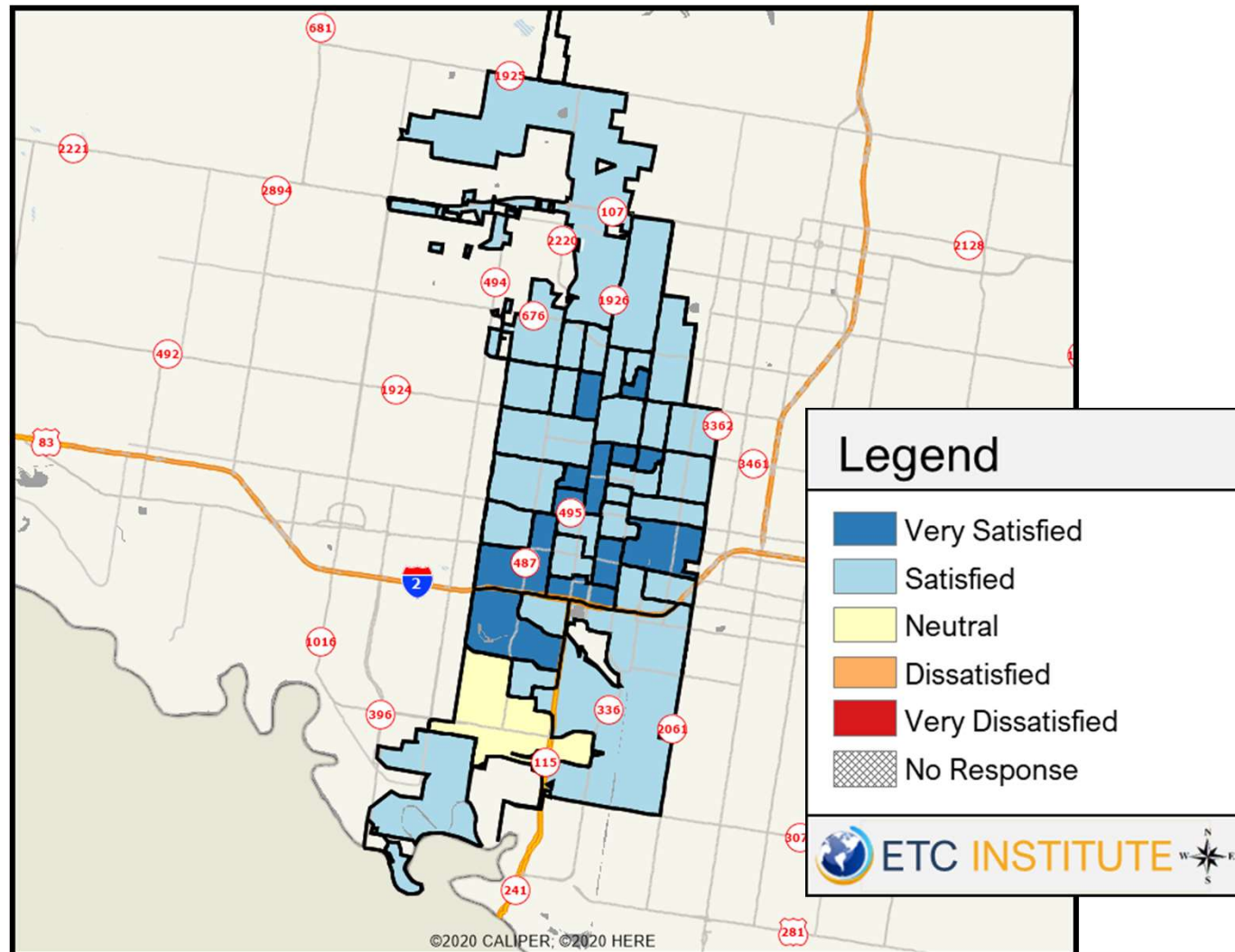
Q1-02. Level of satisfaction with the overall quality of city parks and recreation programs and facilities



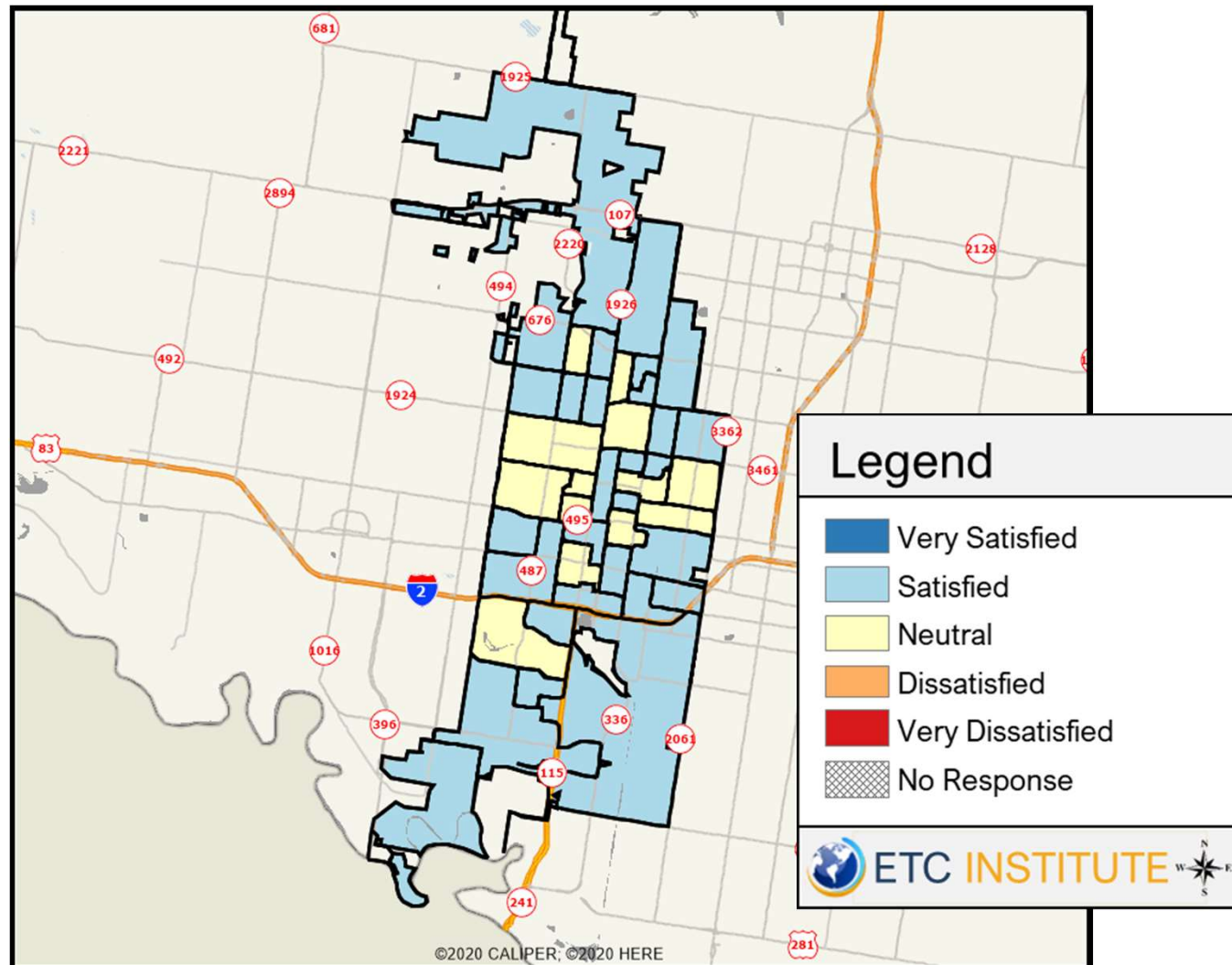
Q1-03. Level of satisfaction with the overall maintenance of city streets, buildings and facilities



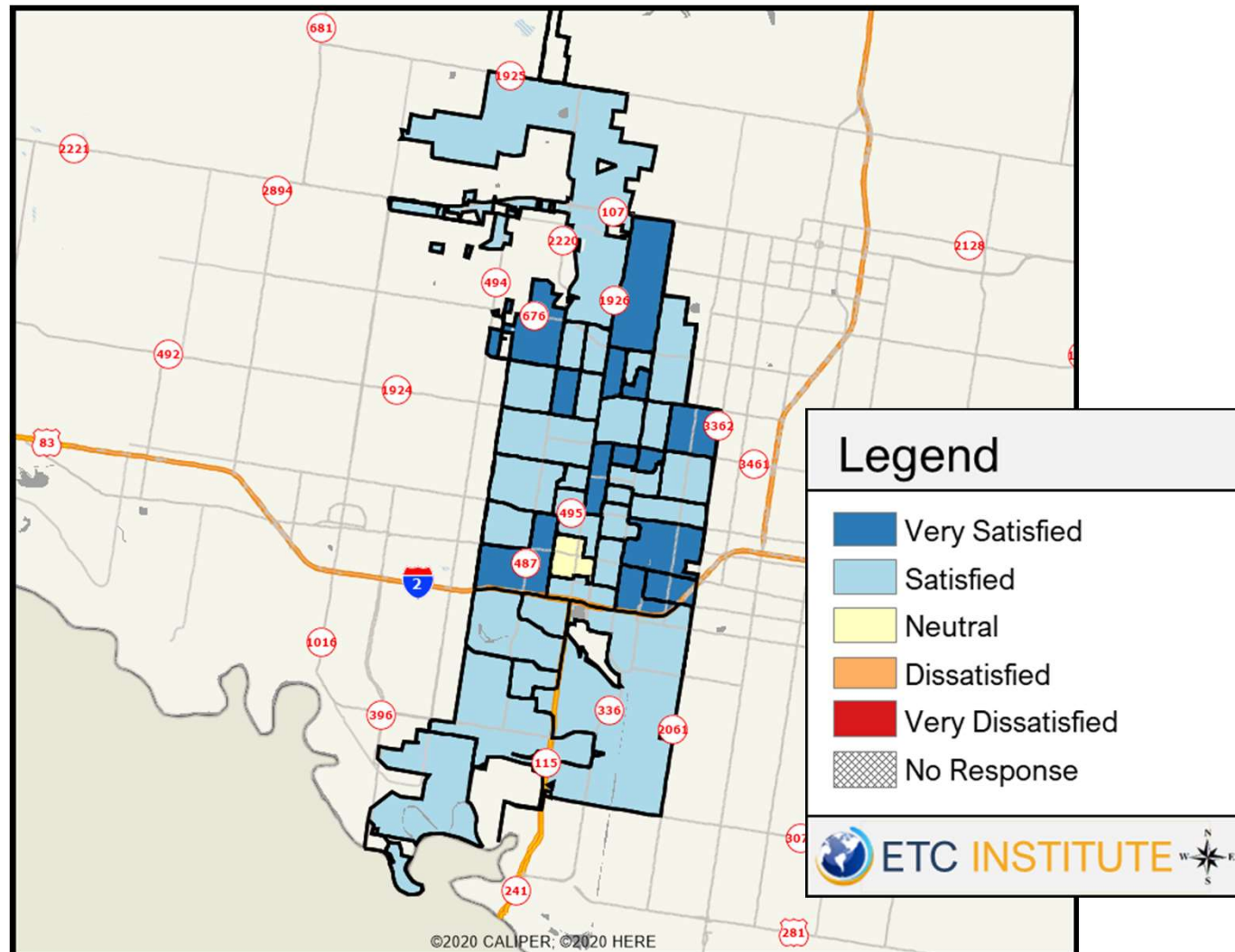
Q1-04. Level of satisfaction with the overall quality of city water and sewer utilities



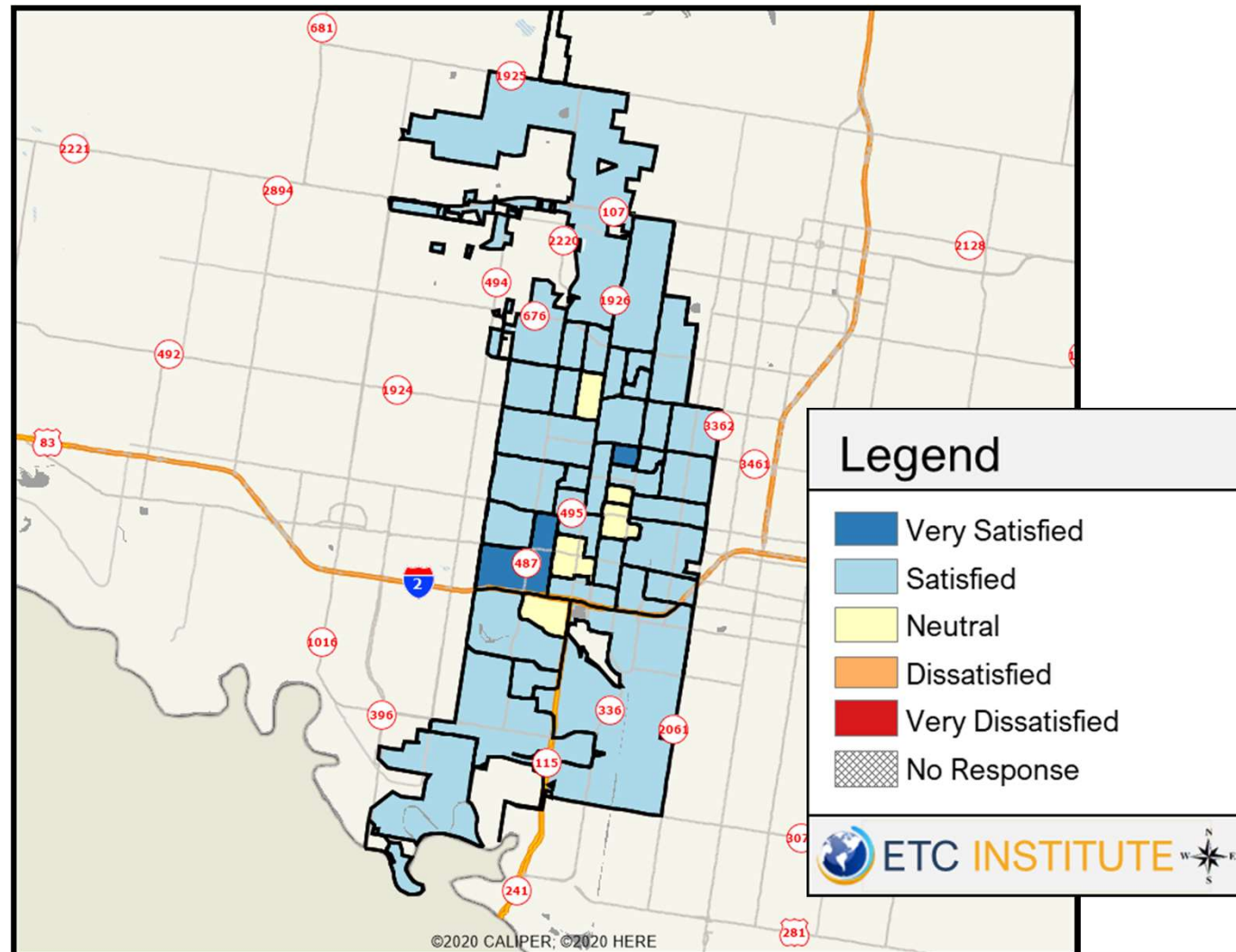
Q1-05. Level of satisfaction with the overall enforcement of city codes and ordinances



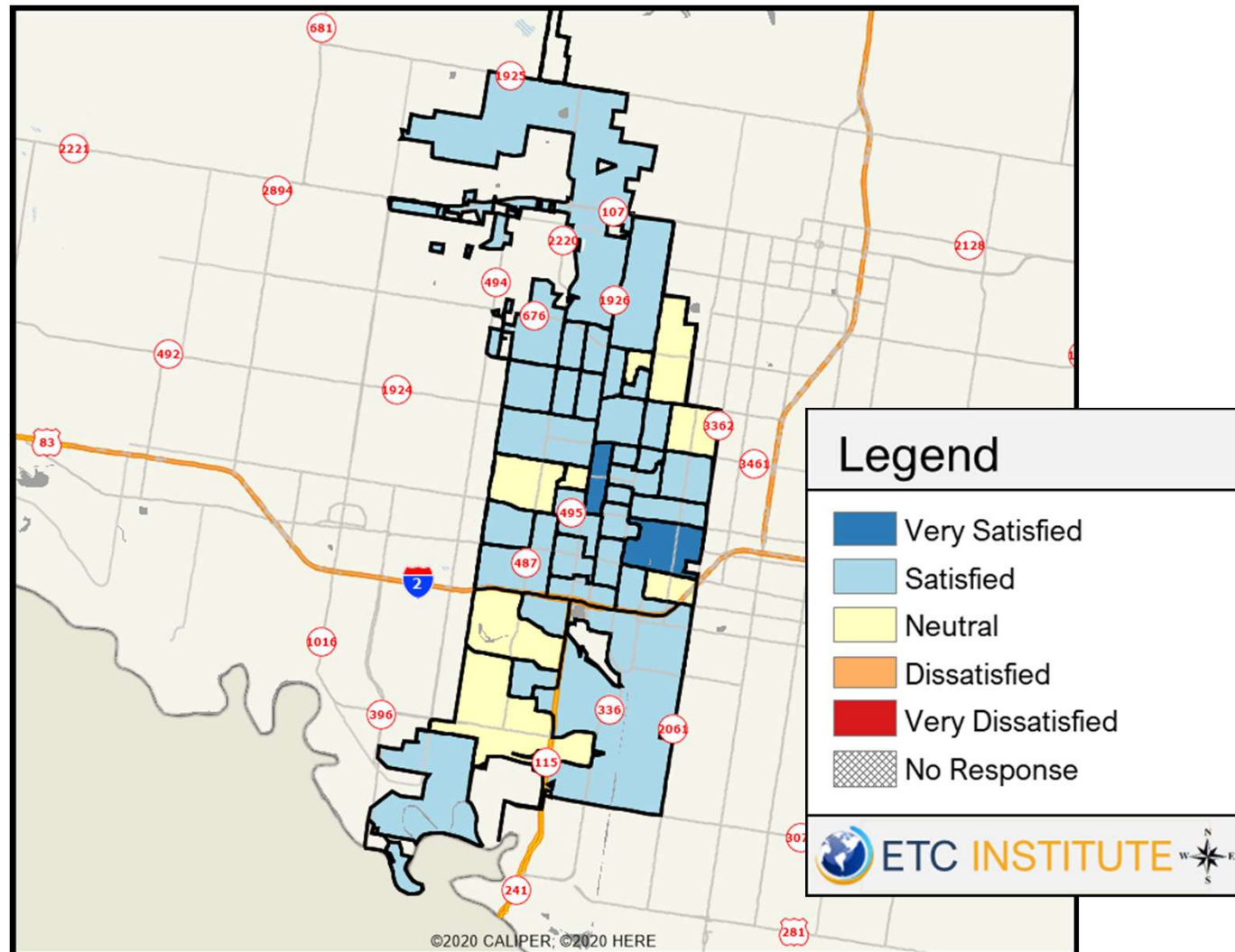
Q1-06. Level of satisfaction with the overall quality of customer service you receive from city employees



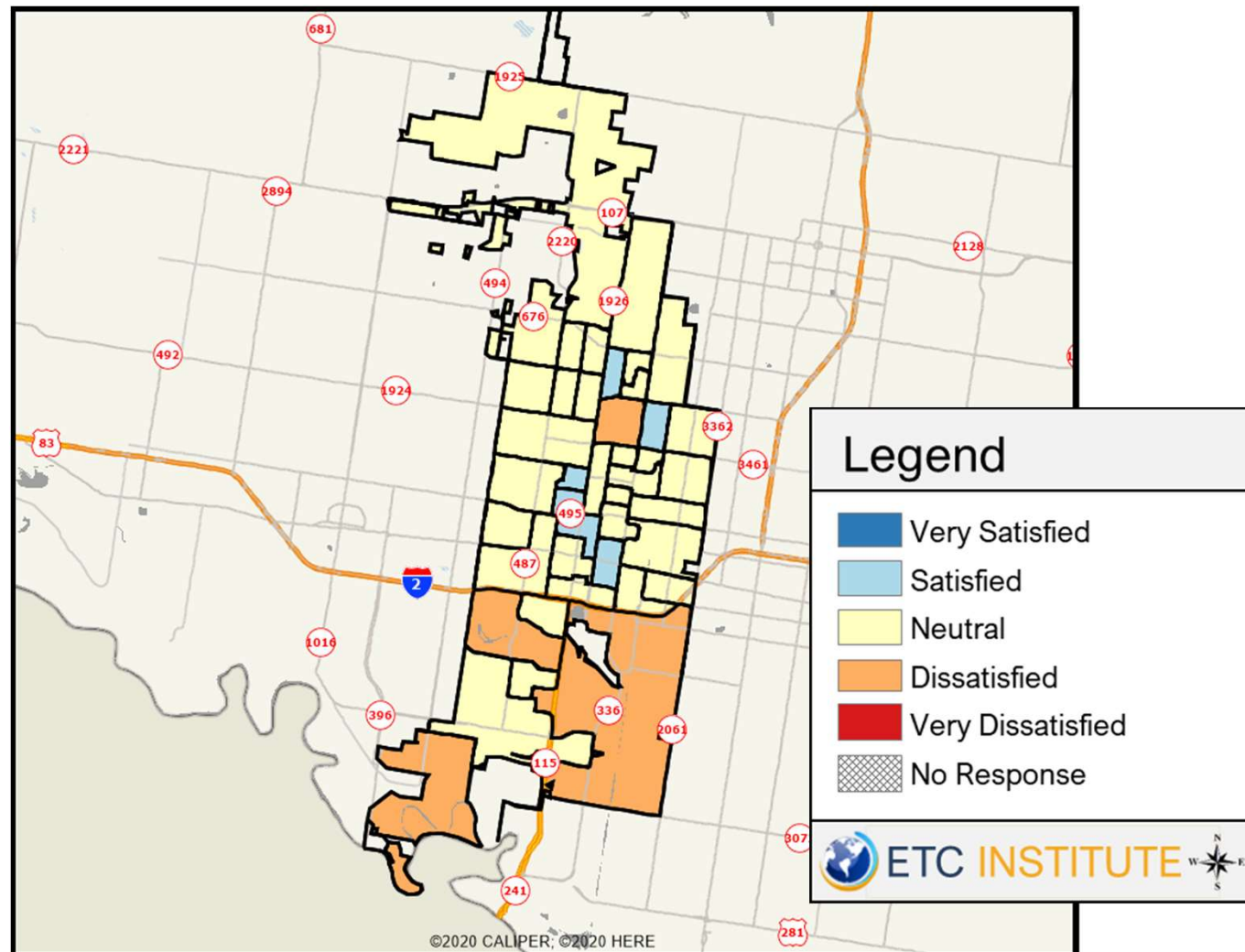
Q1-07. Level of satisfaction with the overall effectiveness of city communication with the public



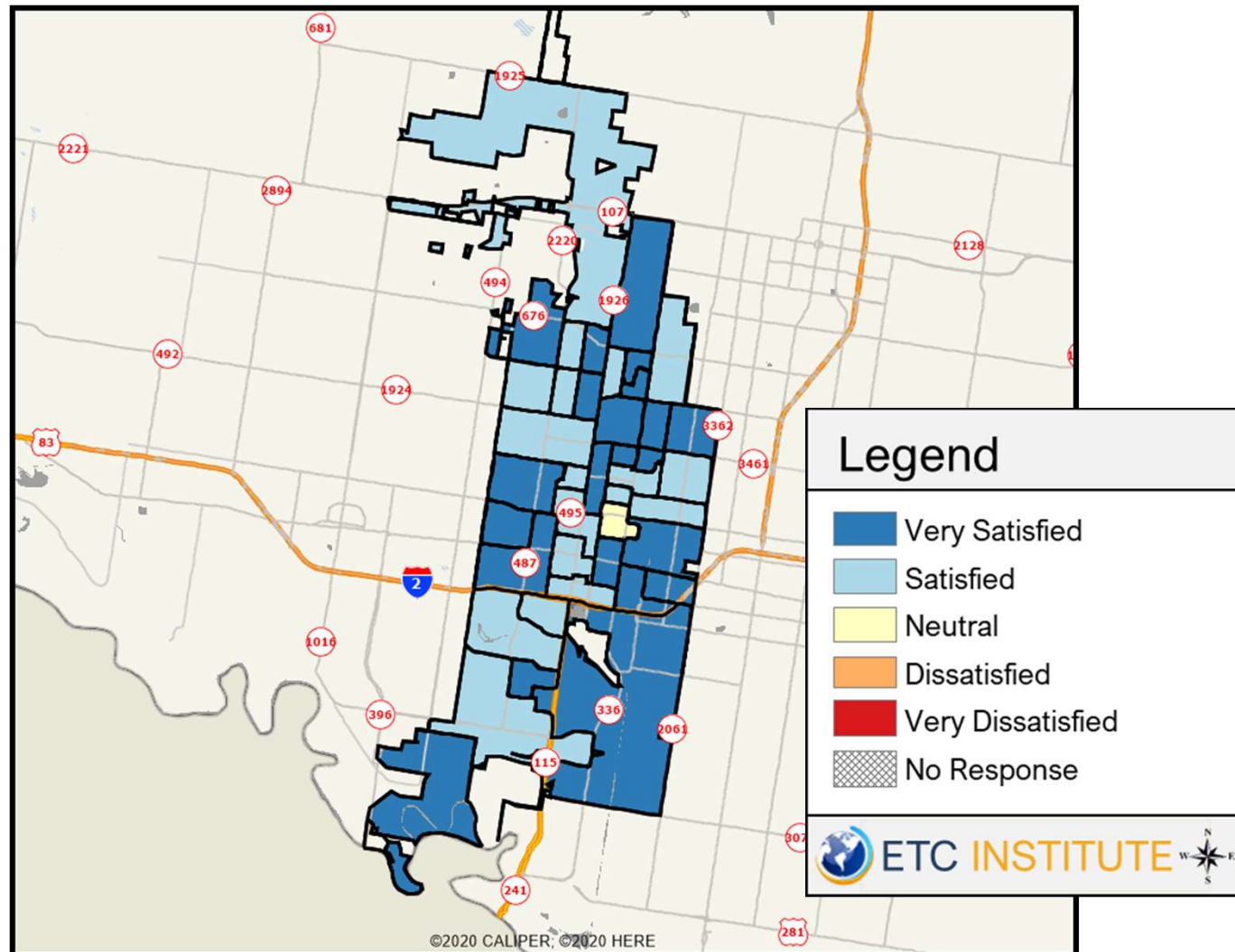
Q1-08. Level of satisfaction with the overall quality of the city's storm water runoff/storm water management system



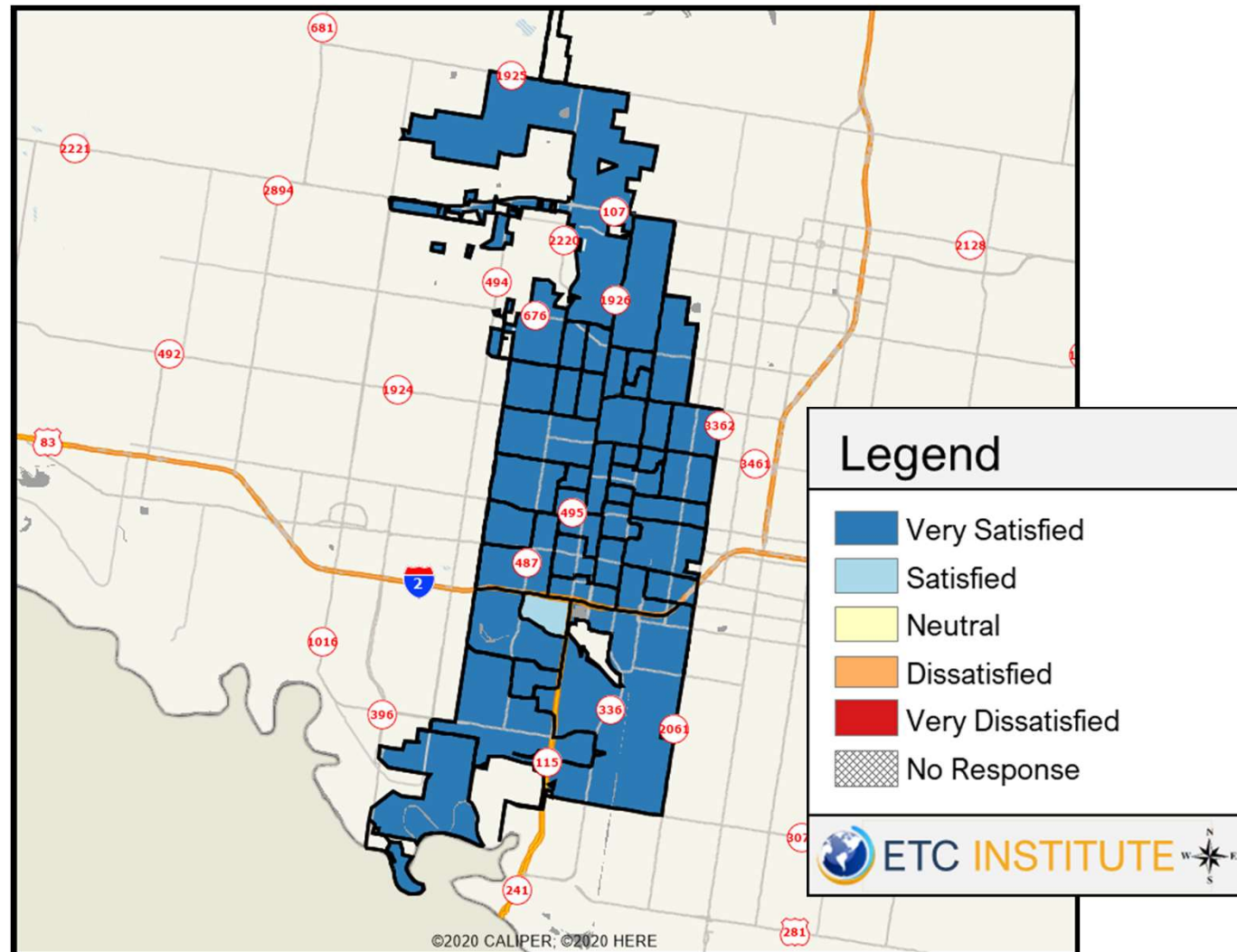
Q1-09. Level of satisfaction with the overall flow of traffic and congestion management in the city



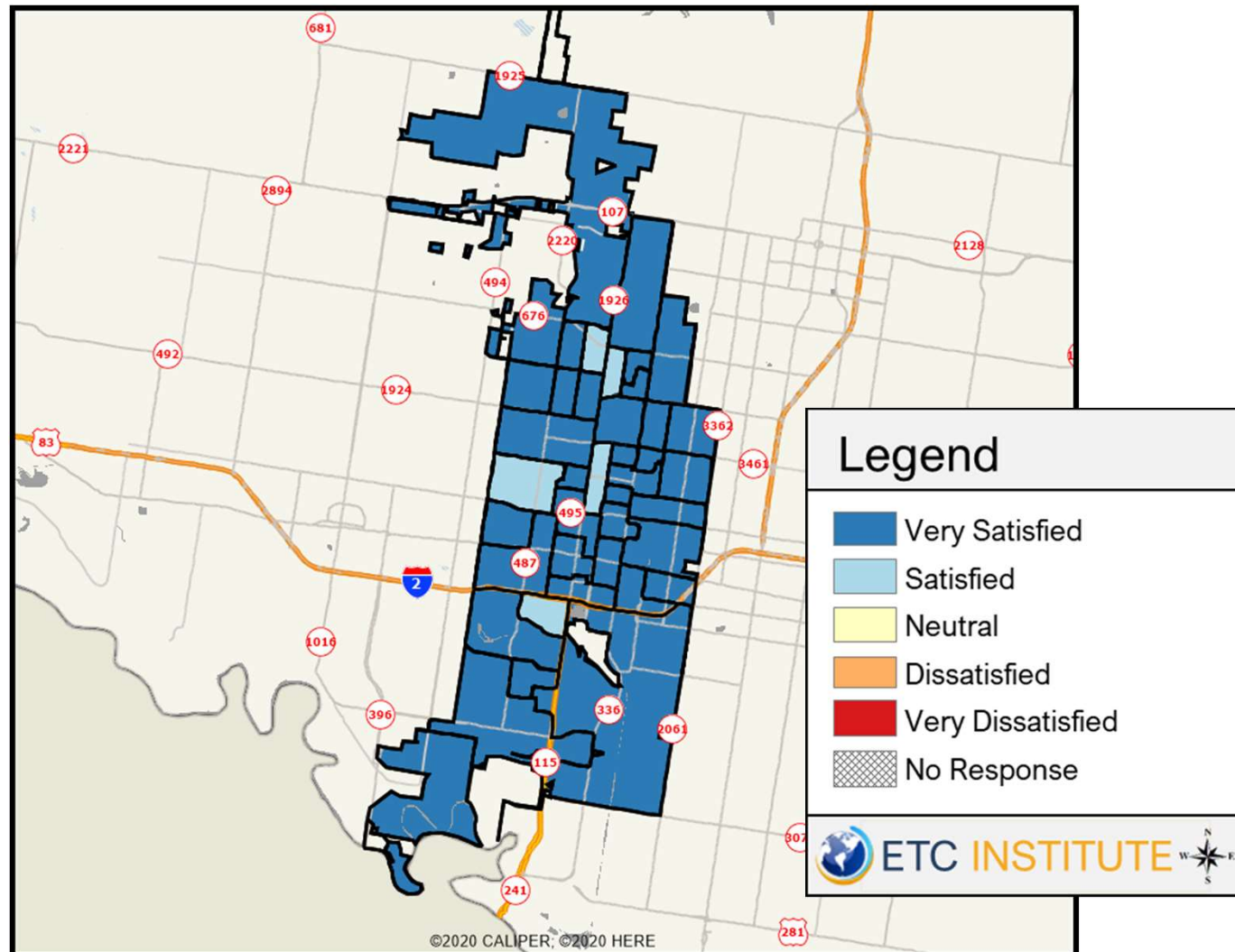
Q1-10. Level of satisfaction with the overall quality of the city's solid waste system



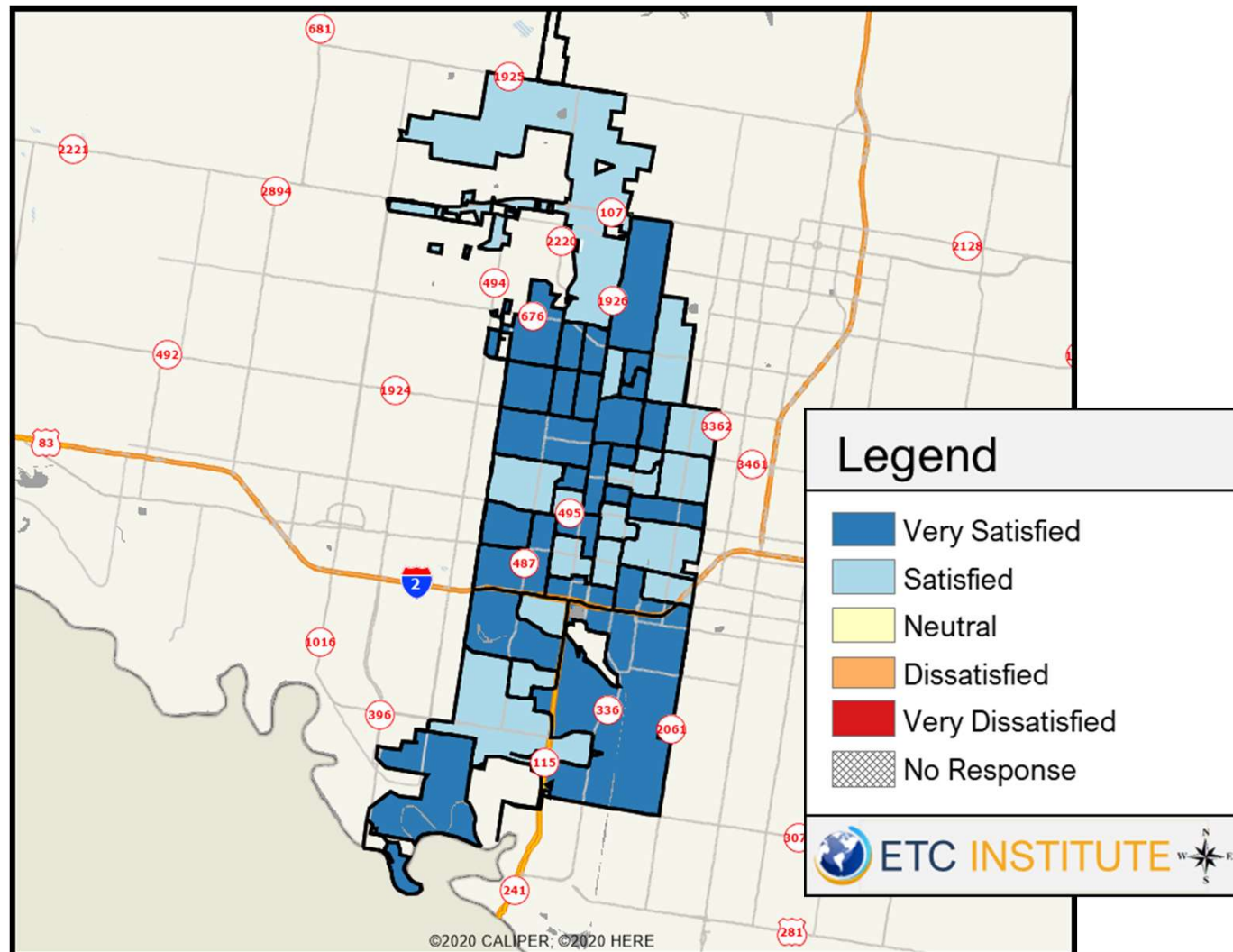
Q3-01. Level of satisfaction with McAllen as a place to live



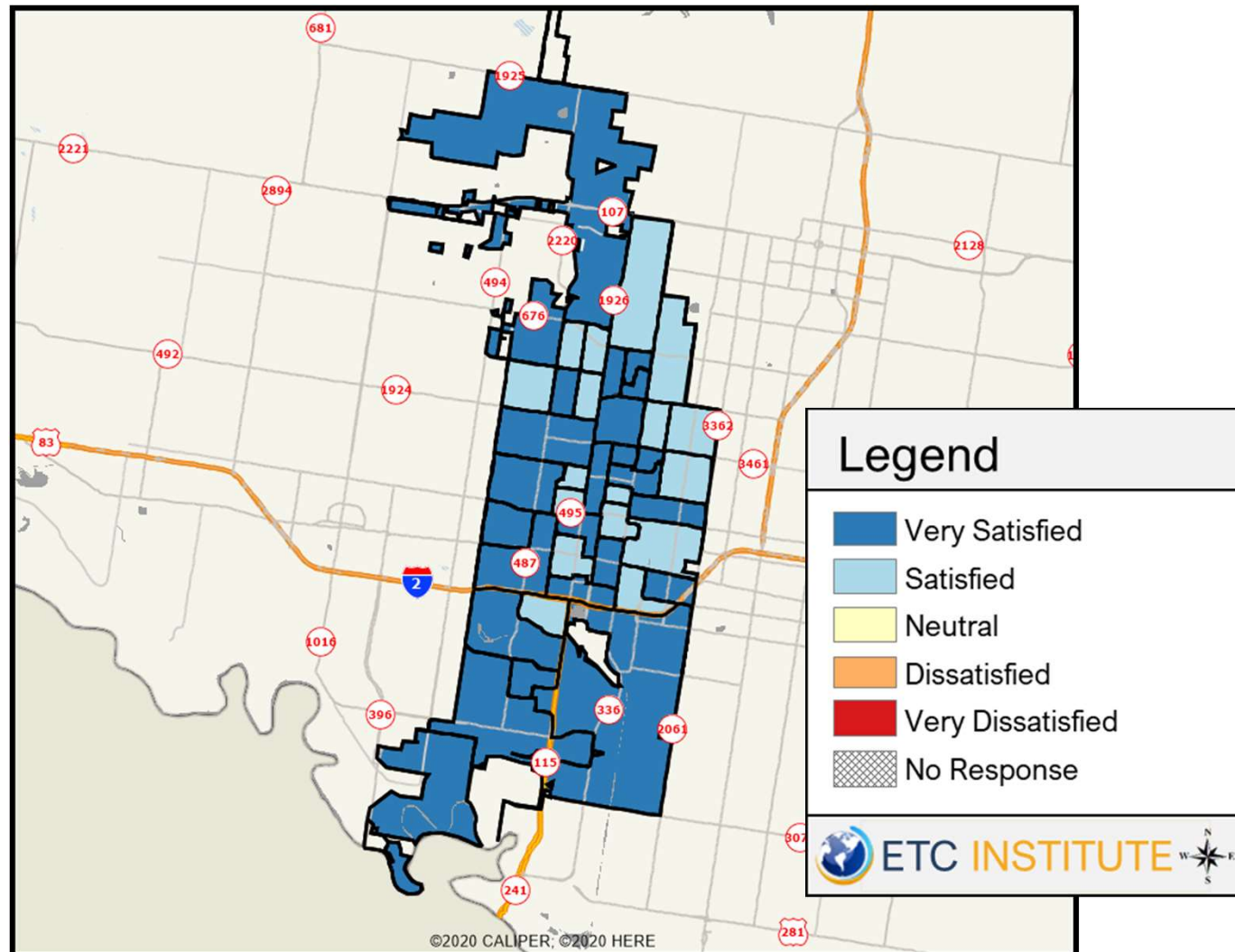
Q3-02. Level of satisfaction with McAllen as a place to raise children



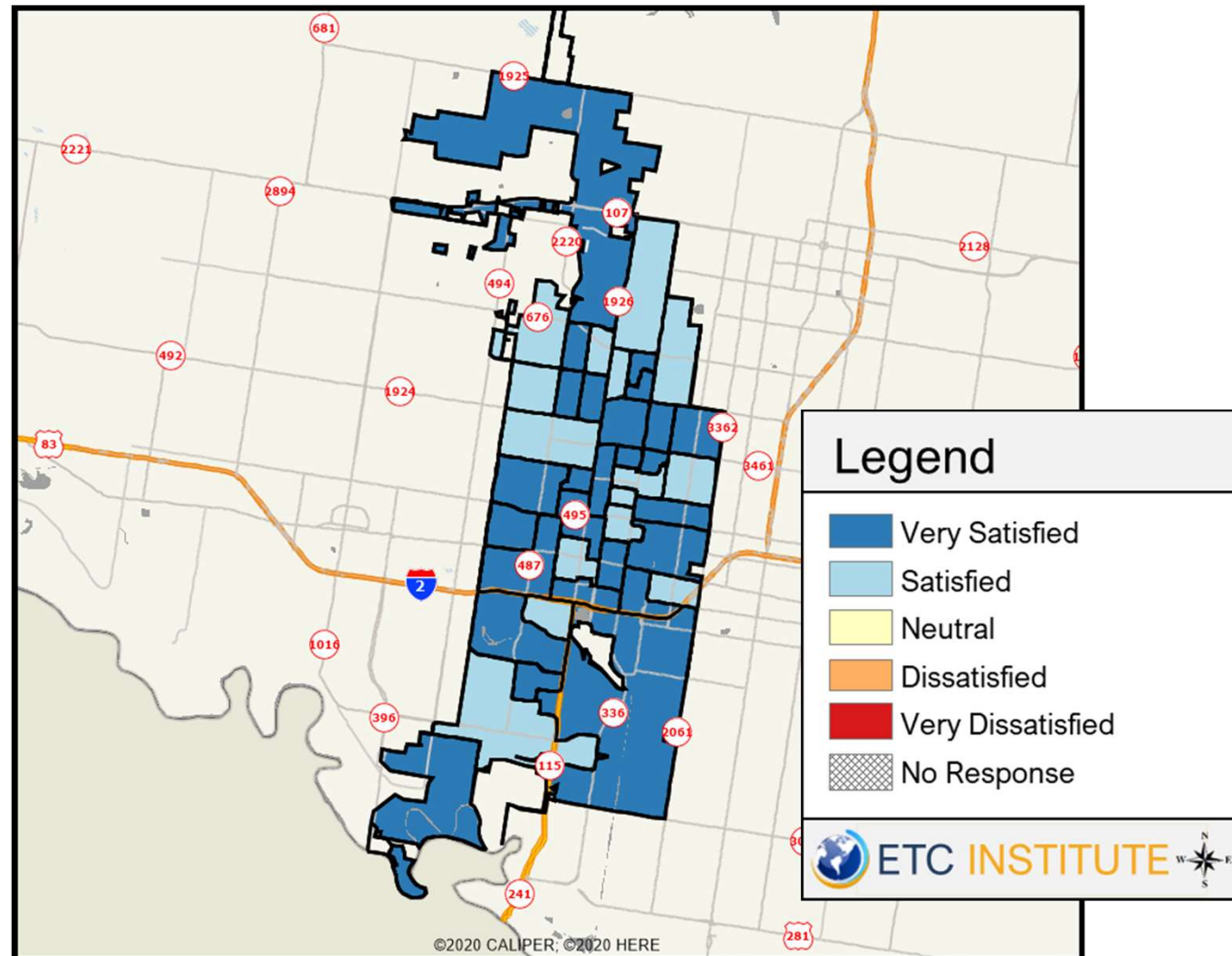
Q3-03. Level of satisfaction with McAllen as a place to work



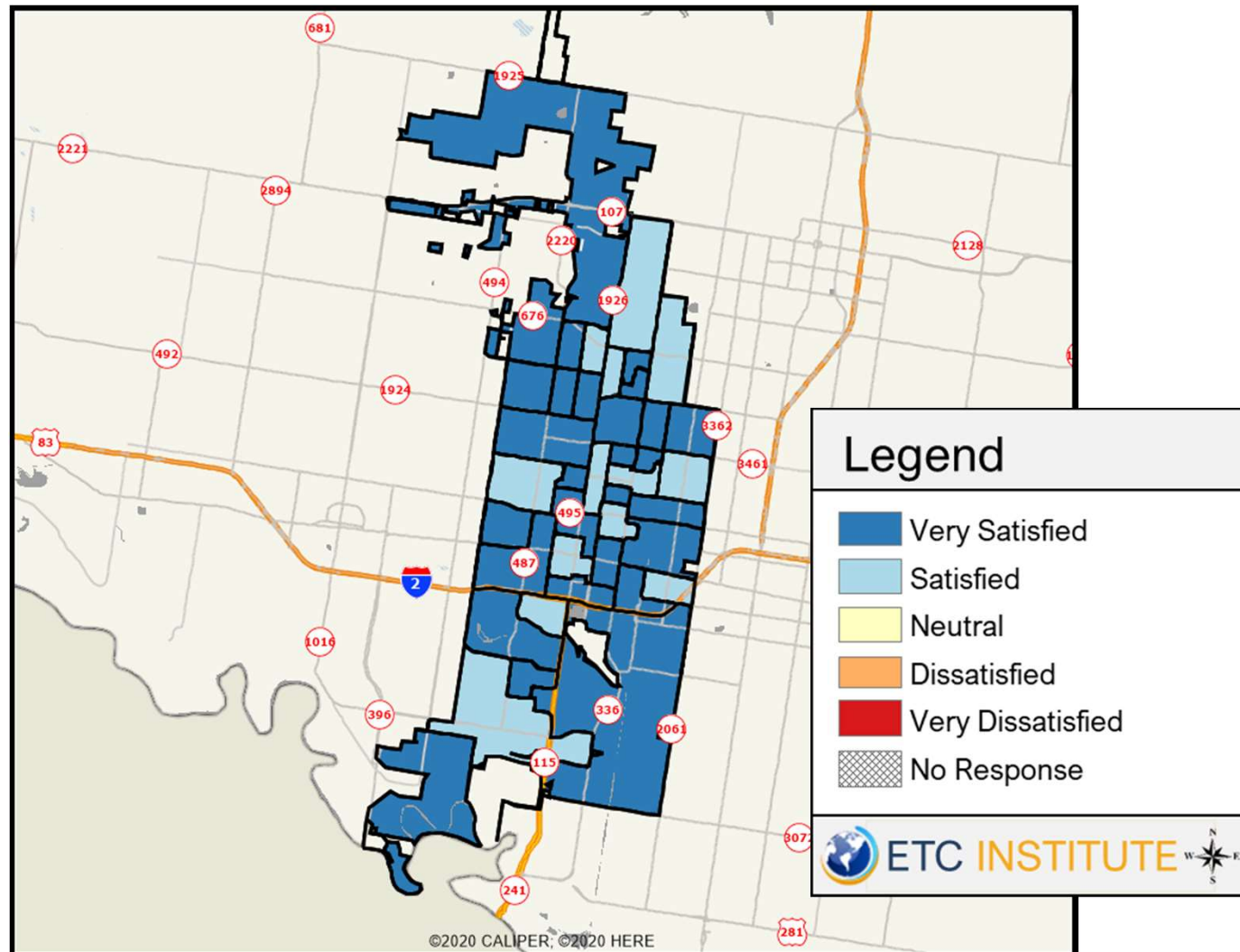
Q3-04. Level of satisfaction with McAllen as a place to retire



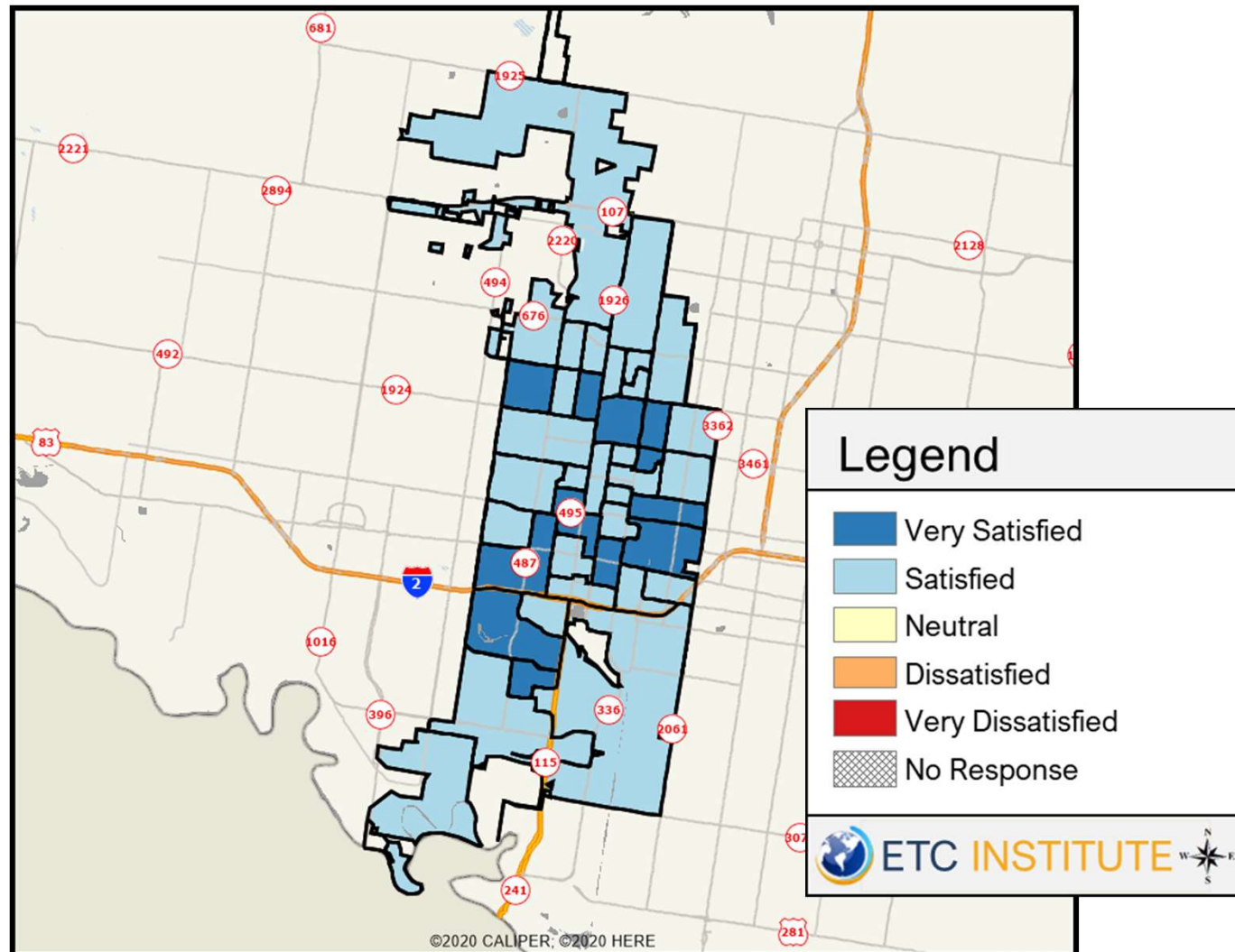
Q3-05. Level of satisfaction with the overall image of McAllen



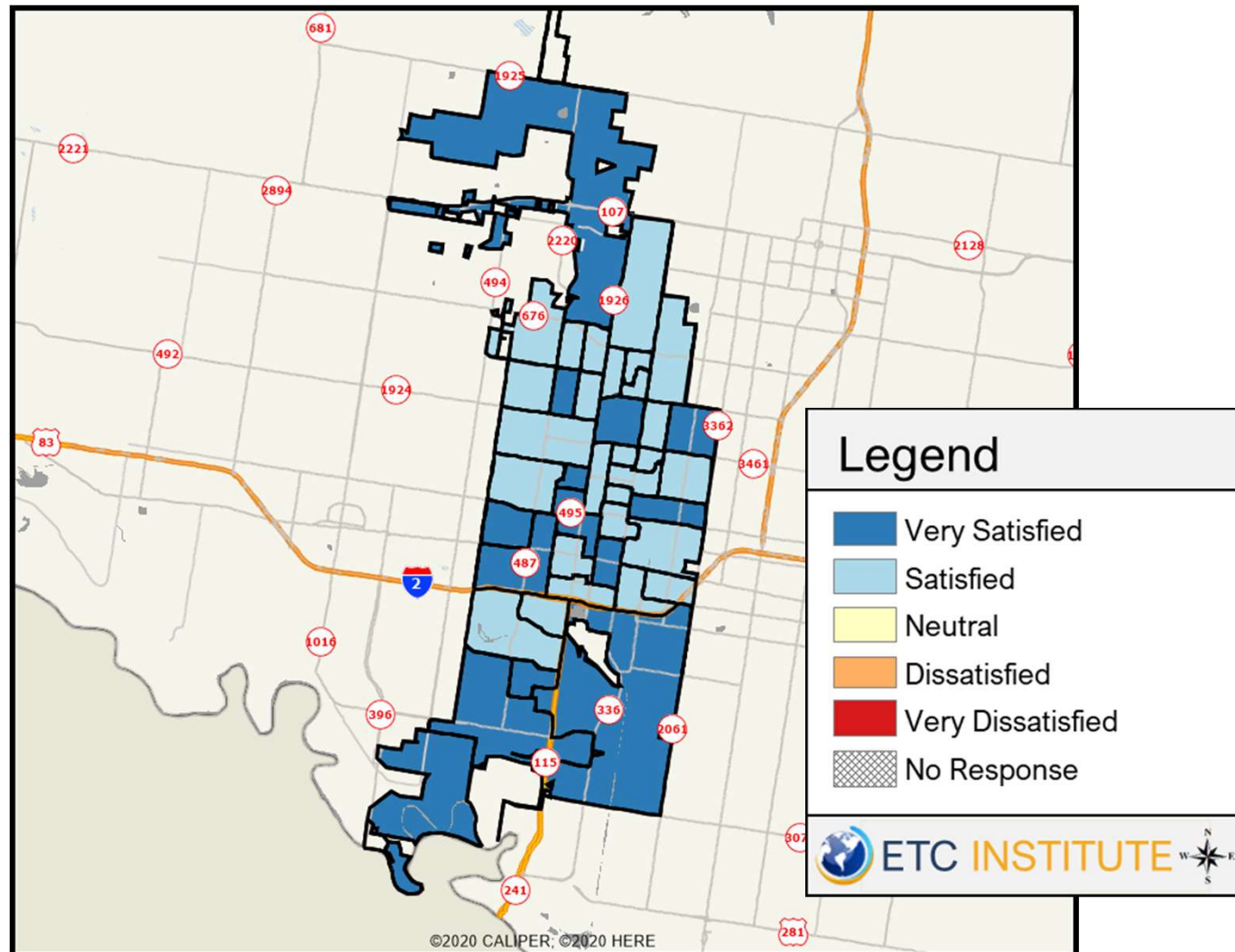
Q3-06. Level of satisfaction with the overall quality of life in McAllen



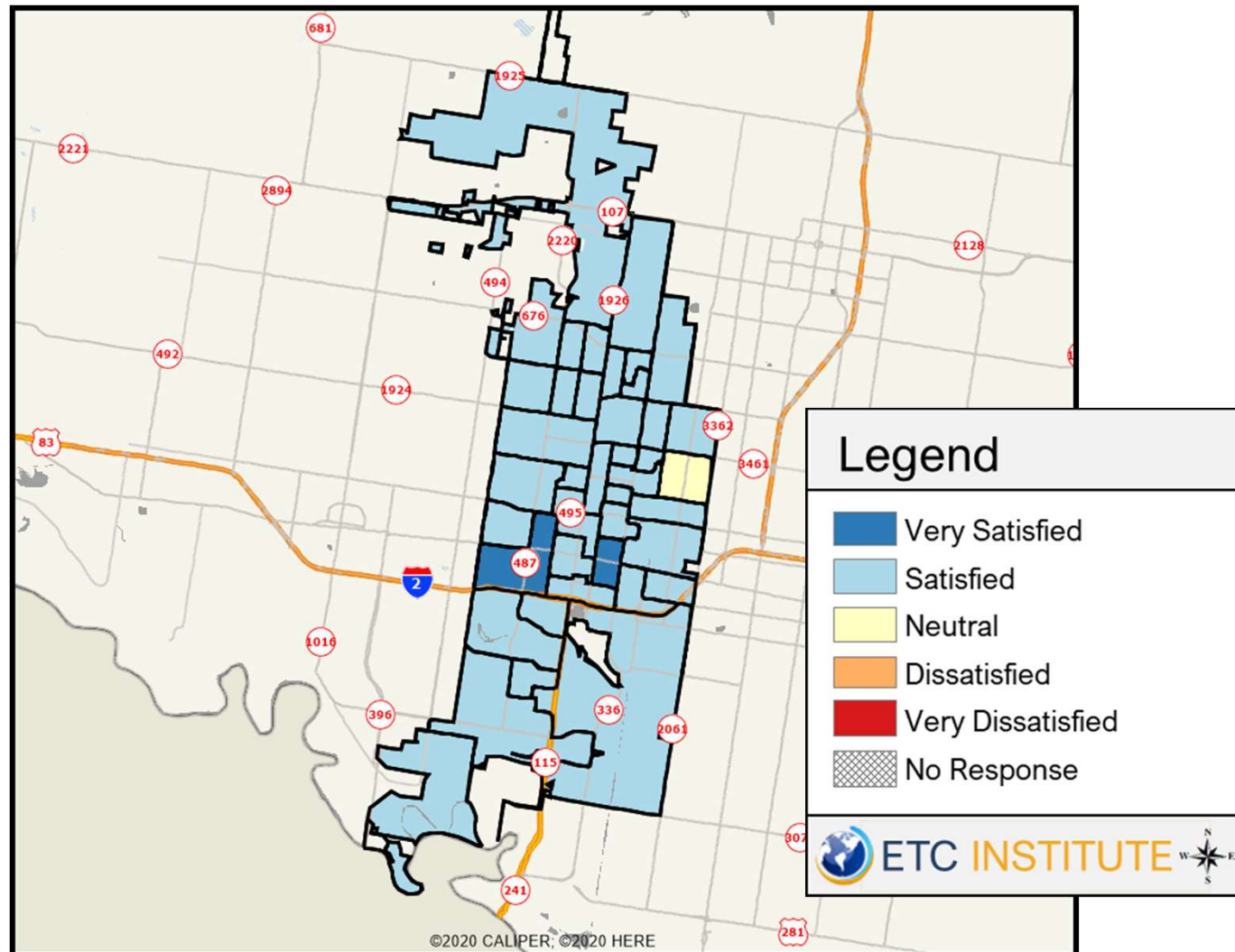
Q3-07. Level of satisfaction with the overall appearance of McAllen



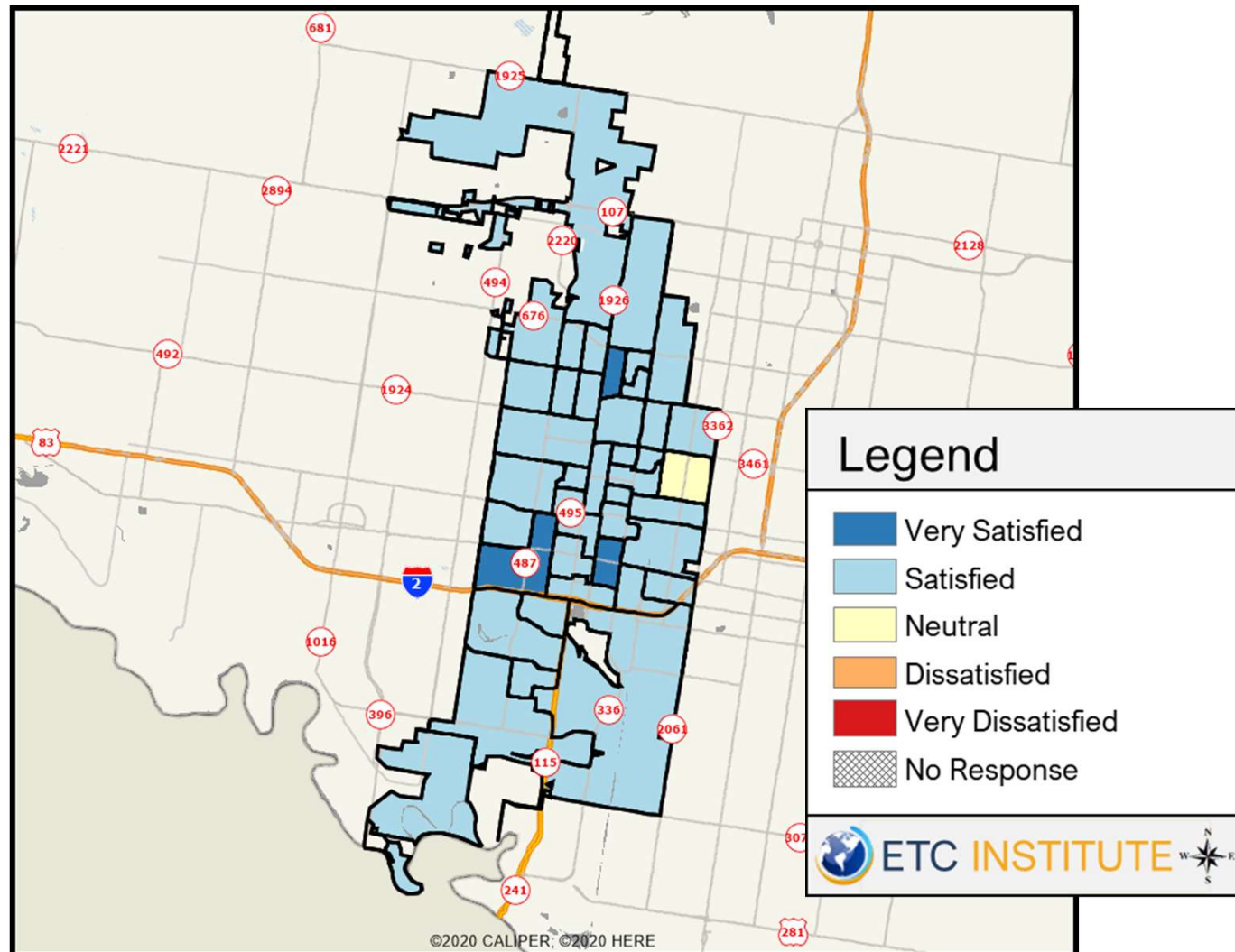
Q3-08. Level of satisfaction with McAllen as a welcoming community for people of diverse backgrounds



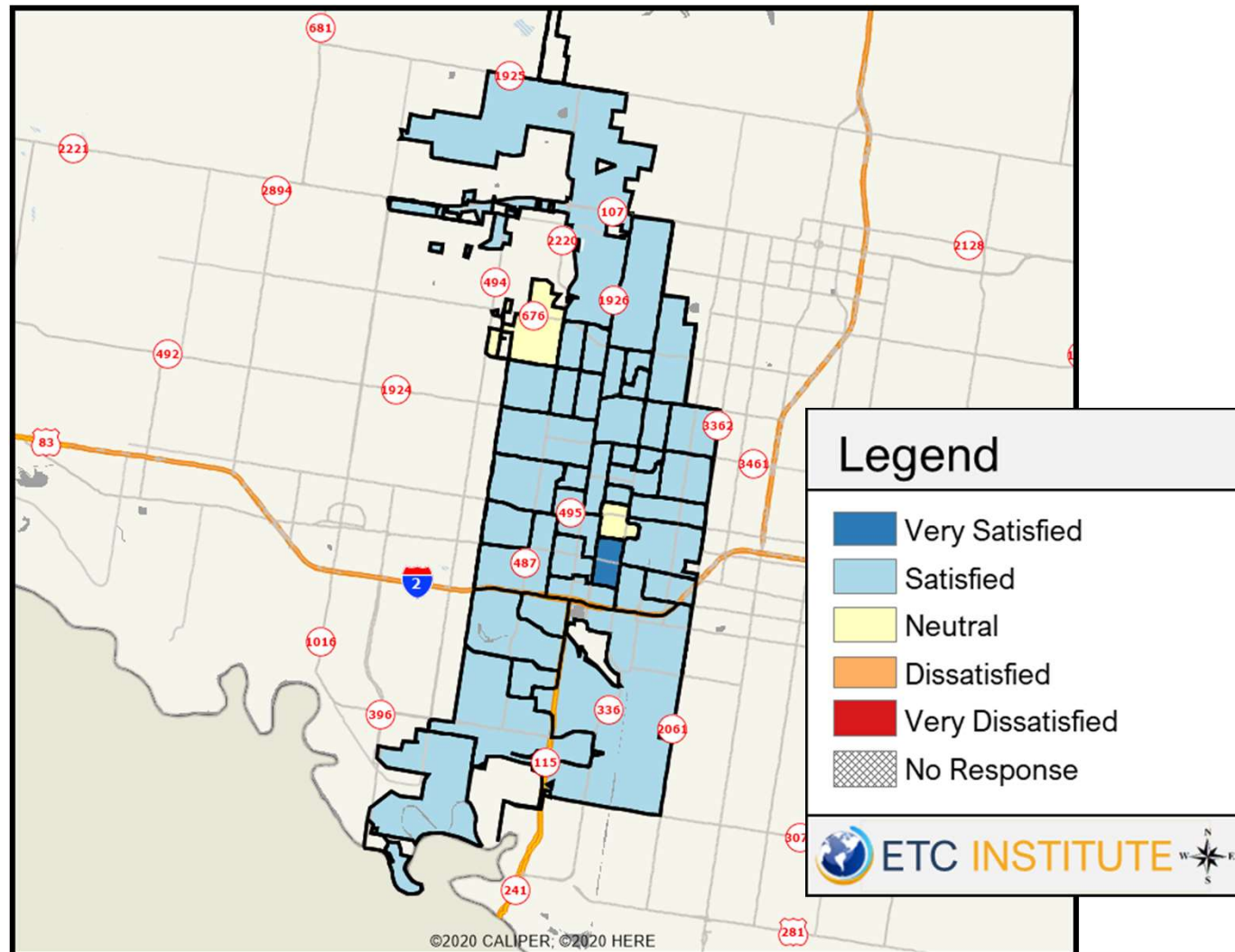
Q3-09. Level of satisfaction with the overall quality of leadership provided by McAllen's elected officials



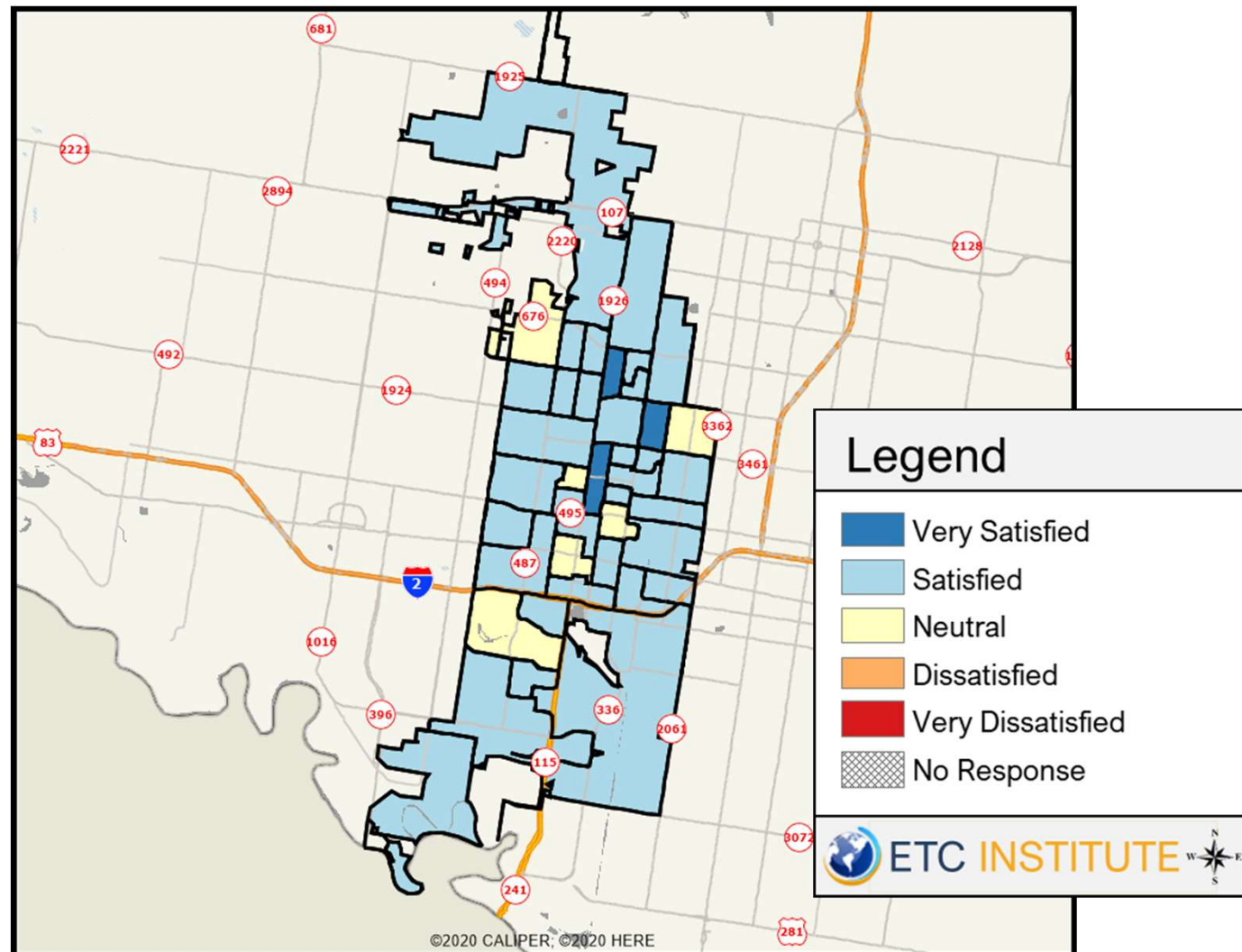
Q3-10. Level of satisfaction with the overall effectiveness of city management



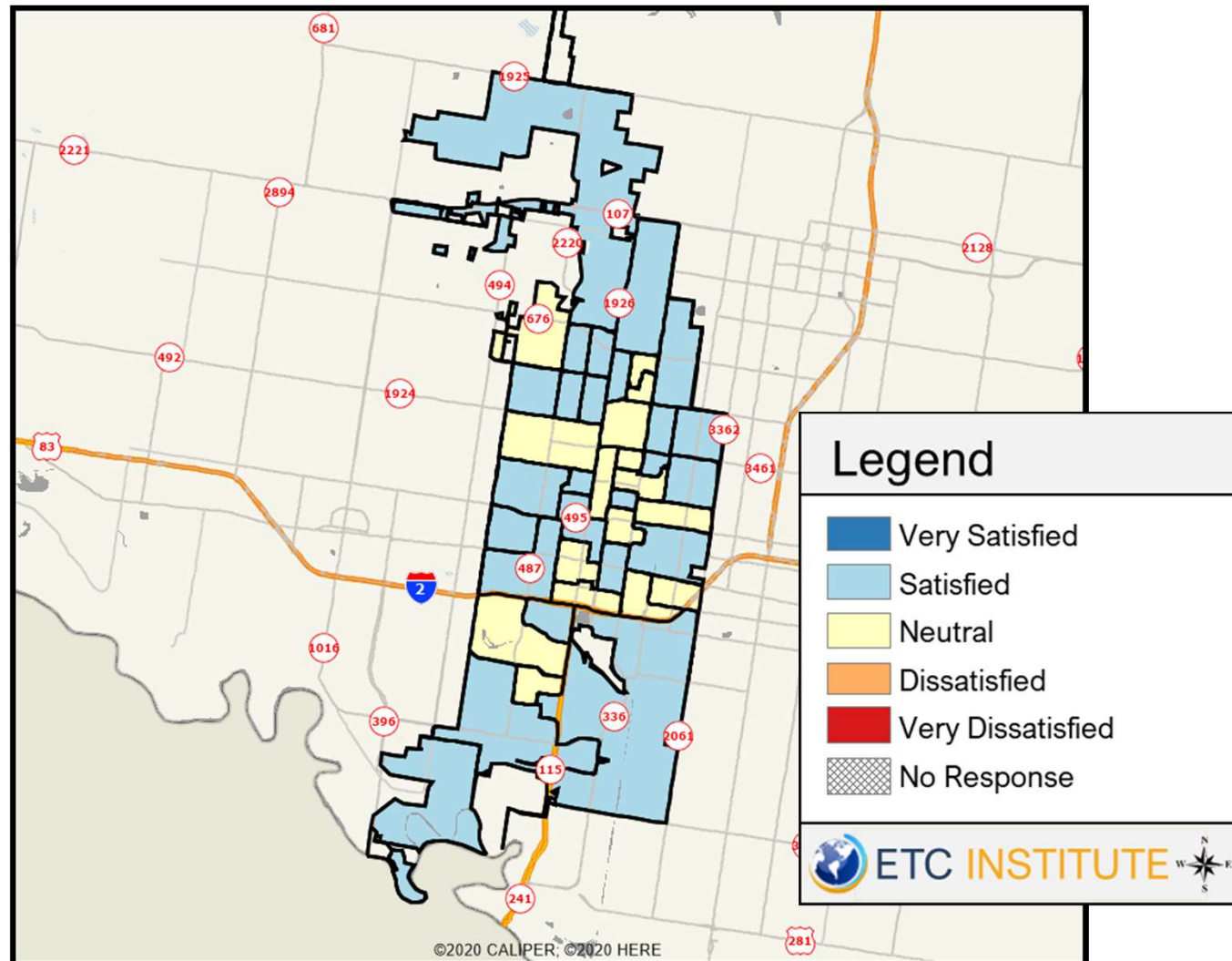
Q4-01. Level of satisfaction with the condition of major city streets



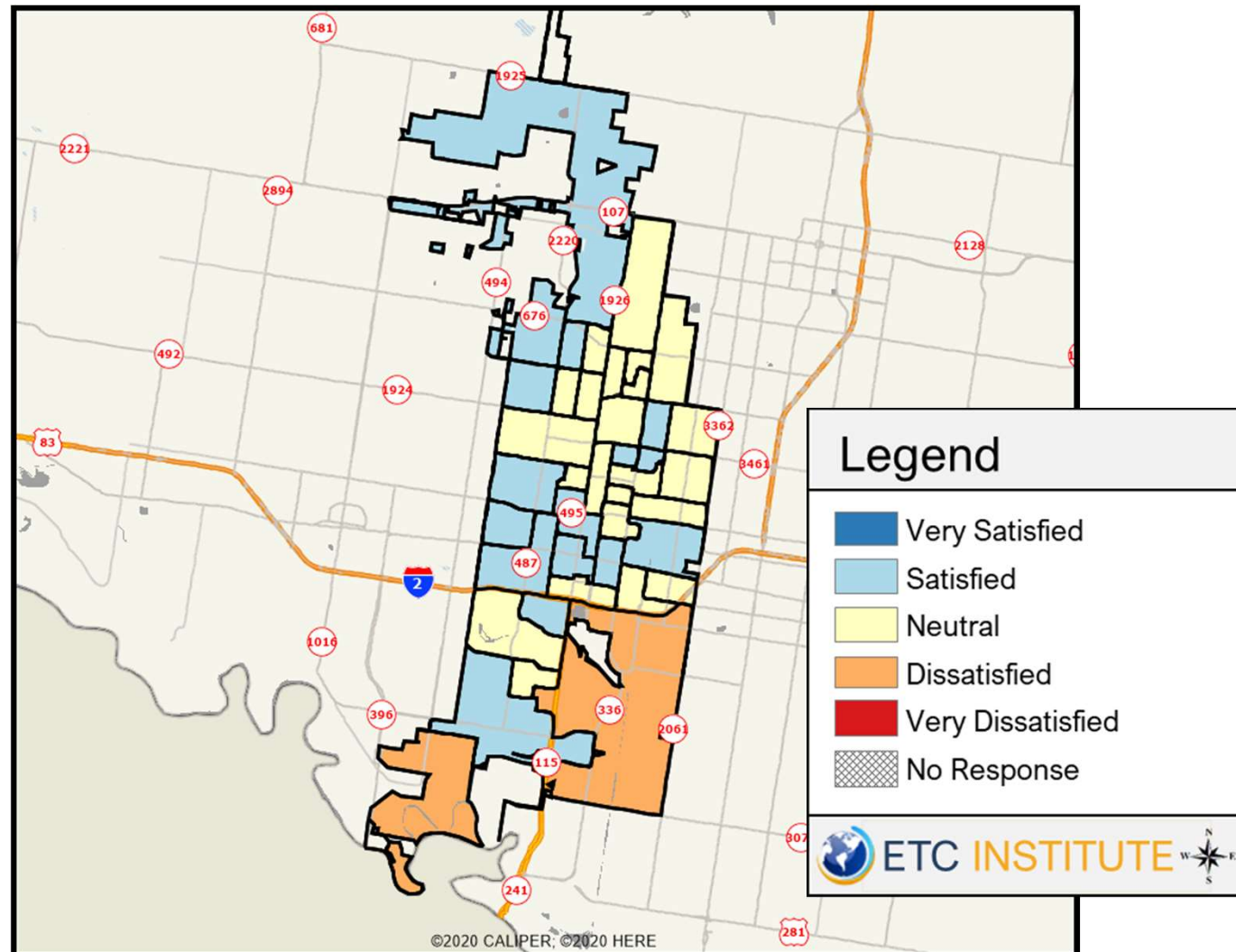
Q4-02. Level of satisfaction with the condition of streets in your neighborhood



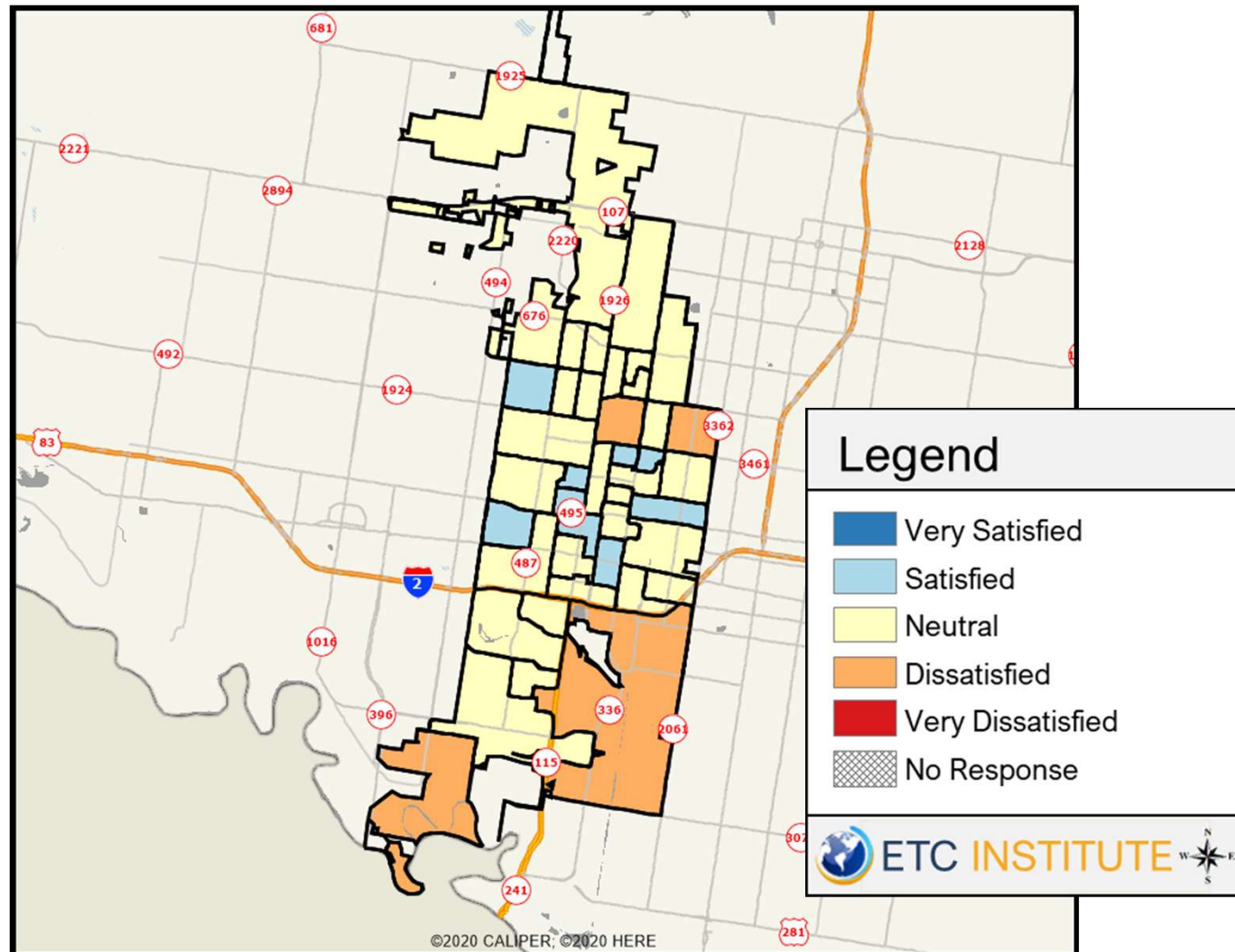
Q4-03. Level of satisfaction with the condition of sidewalks in your neighborhood



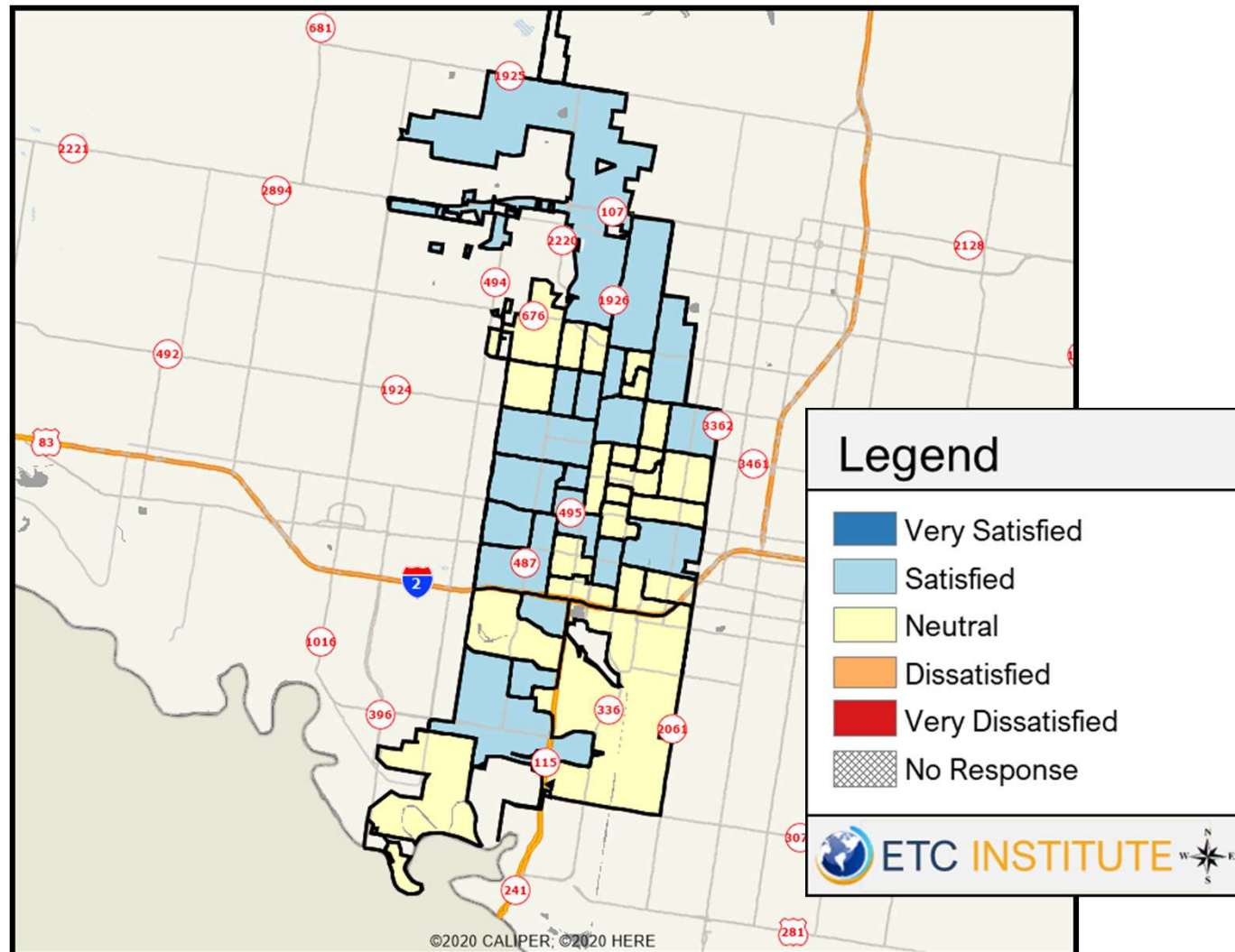
Q4-04. Level of satisfaction with the timing of traffic signals on city streets



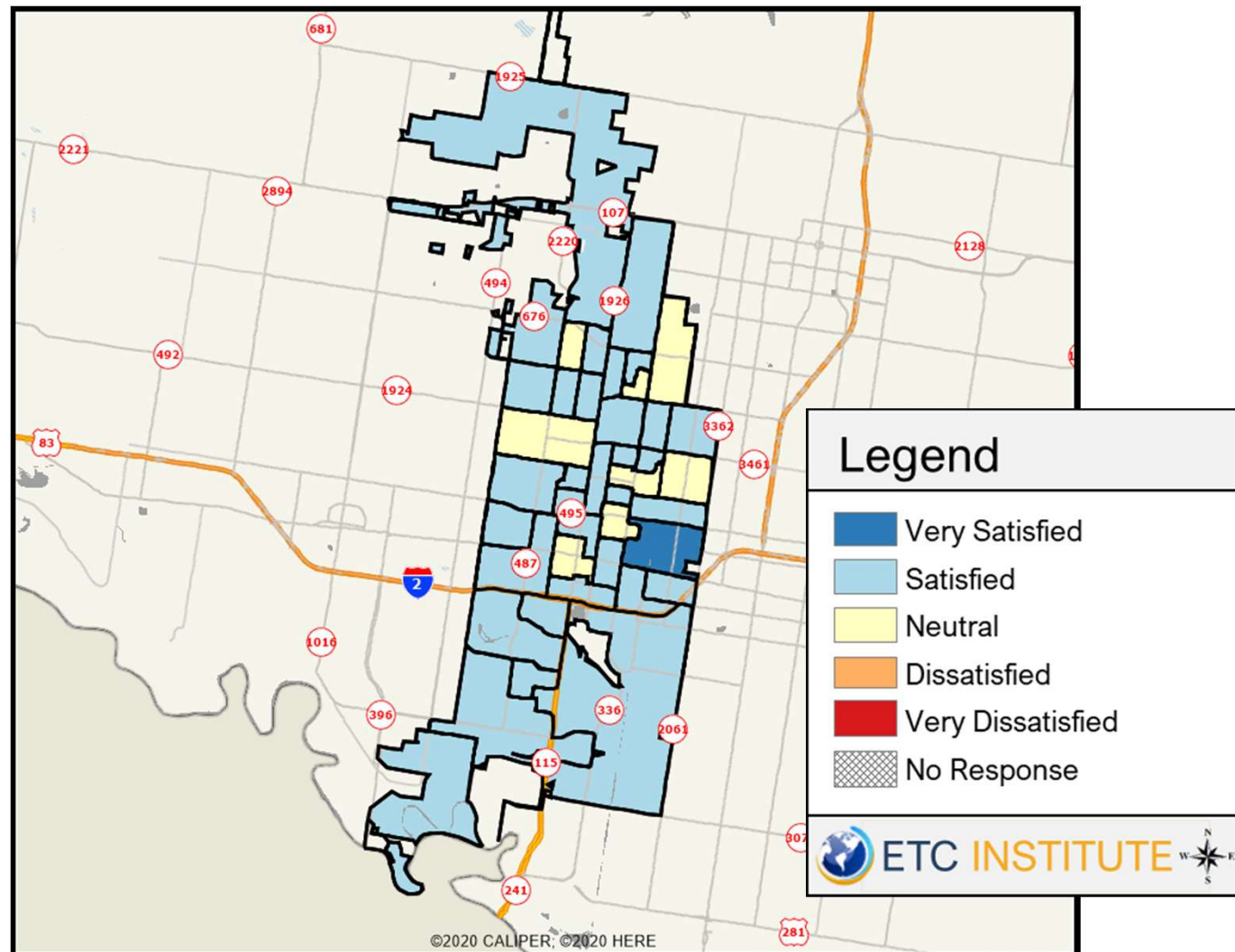
Q4-05. Level of satisfaction with the traffic flow on major city streets



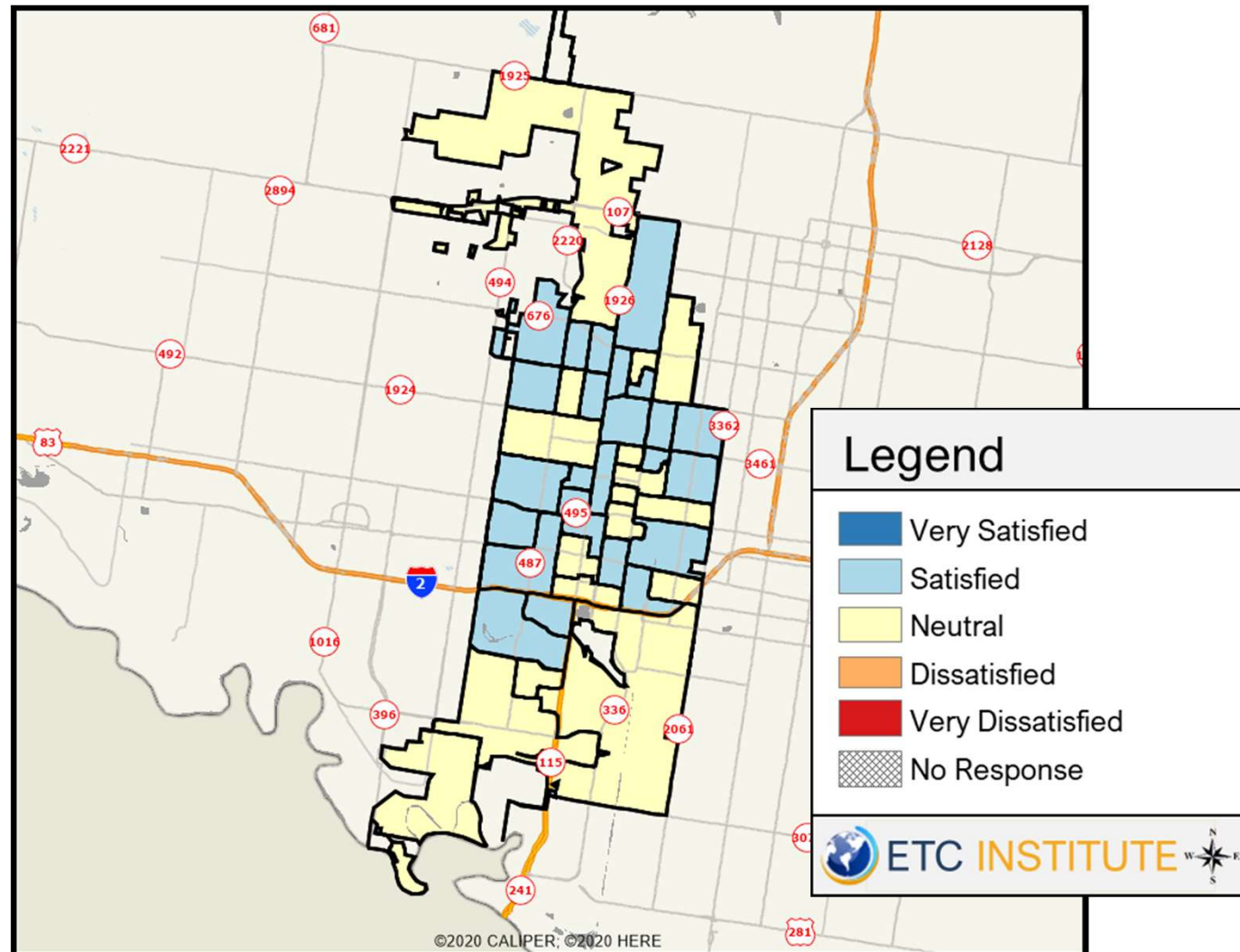
Q4-06. Level of satisfaction with the pedestrian accessibility



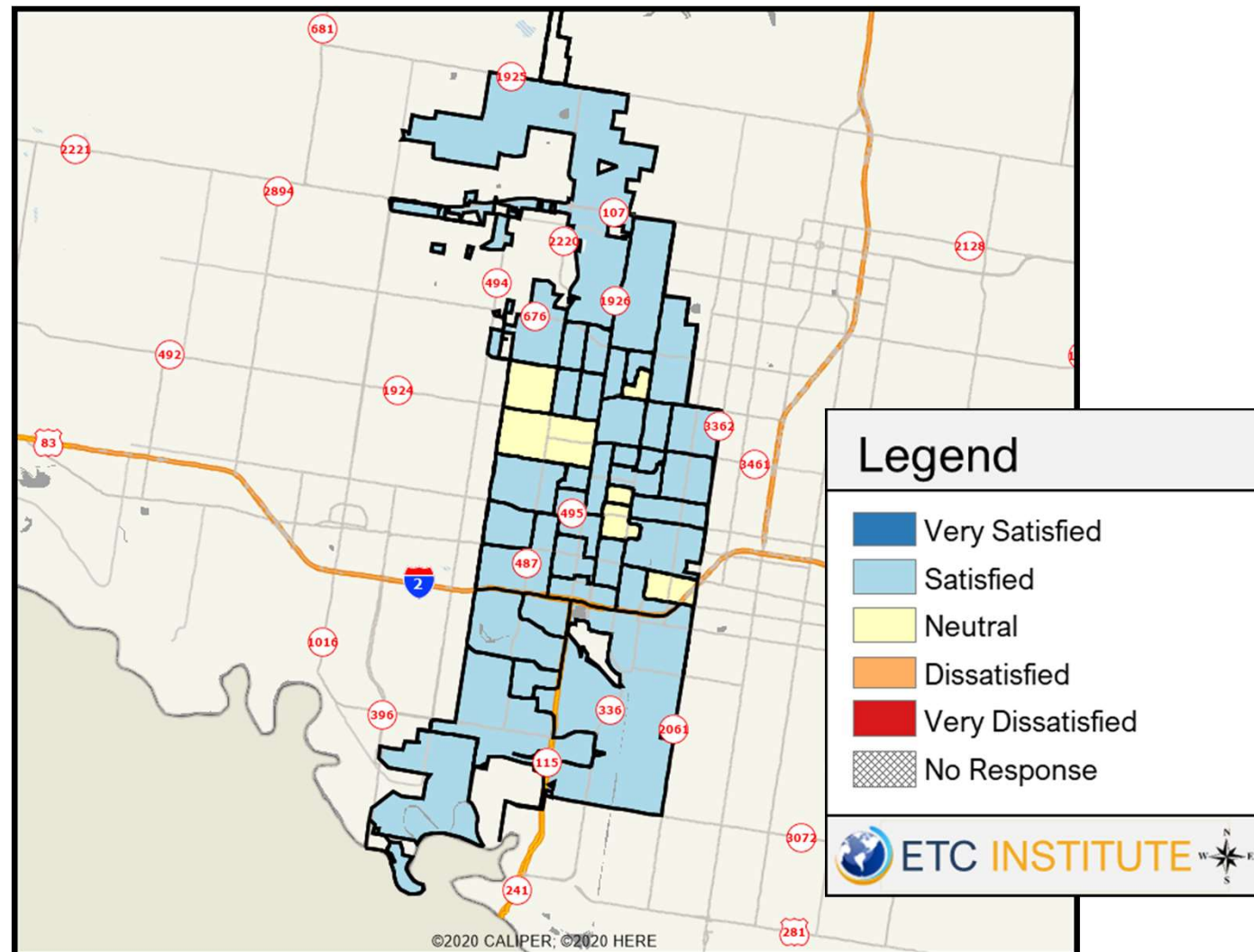
Q4-07. Level of satisfaction with the appearance and condition of city medians, right-of-ways and public areas



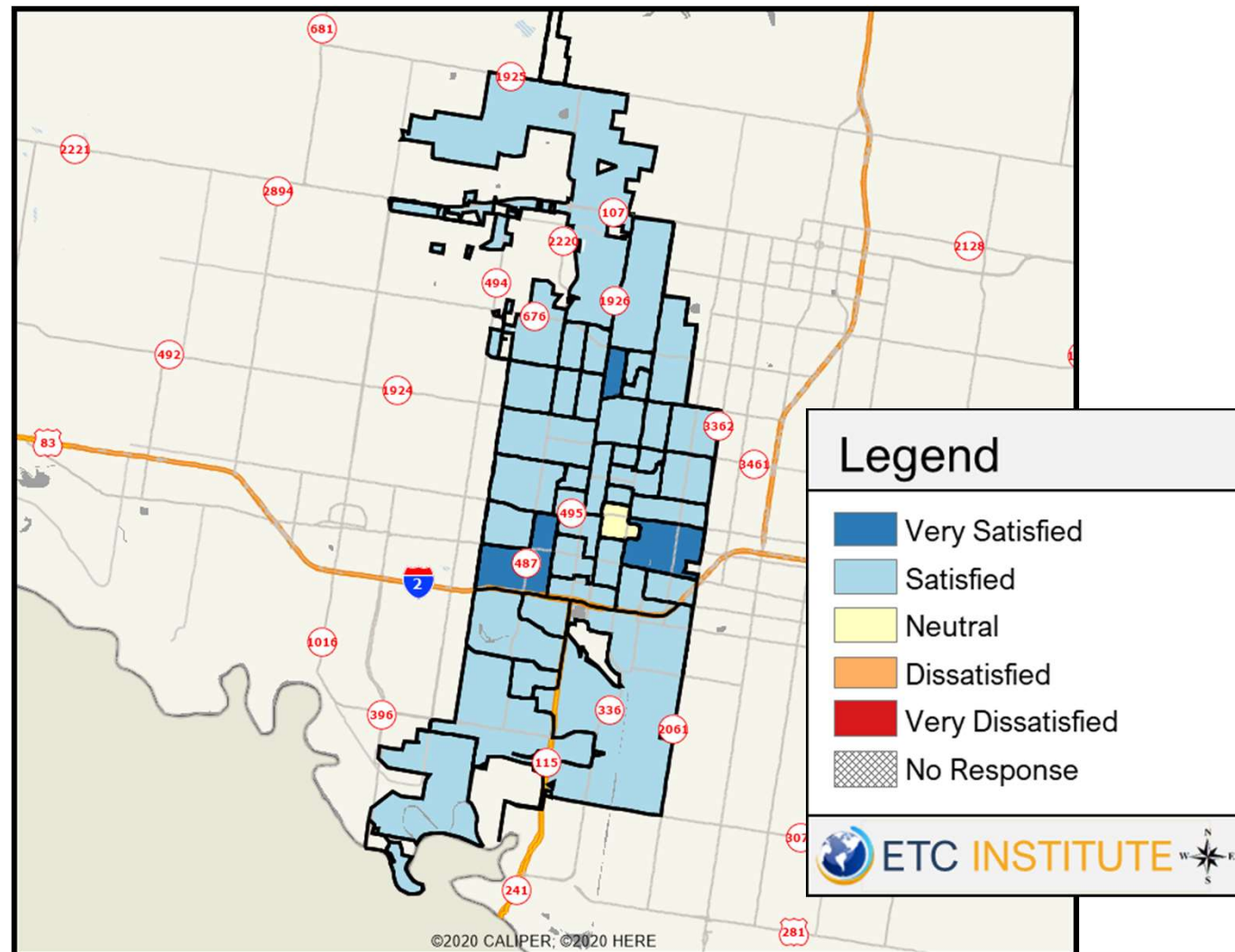
Q4-08. Level of satisfaction with the adequacy of city street lighting



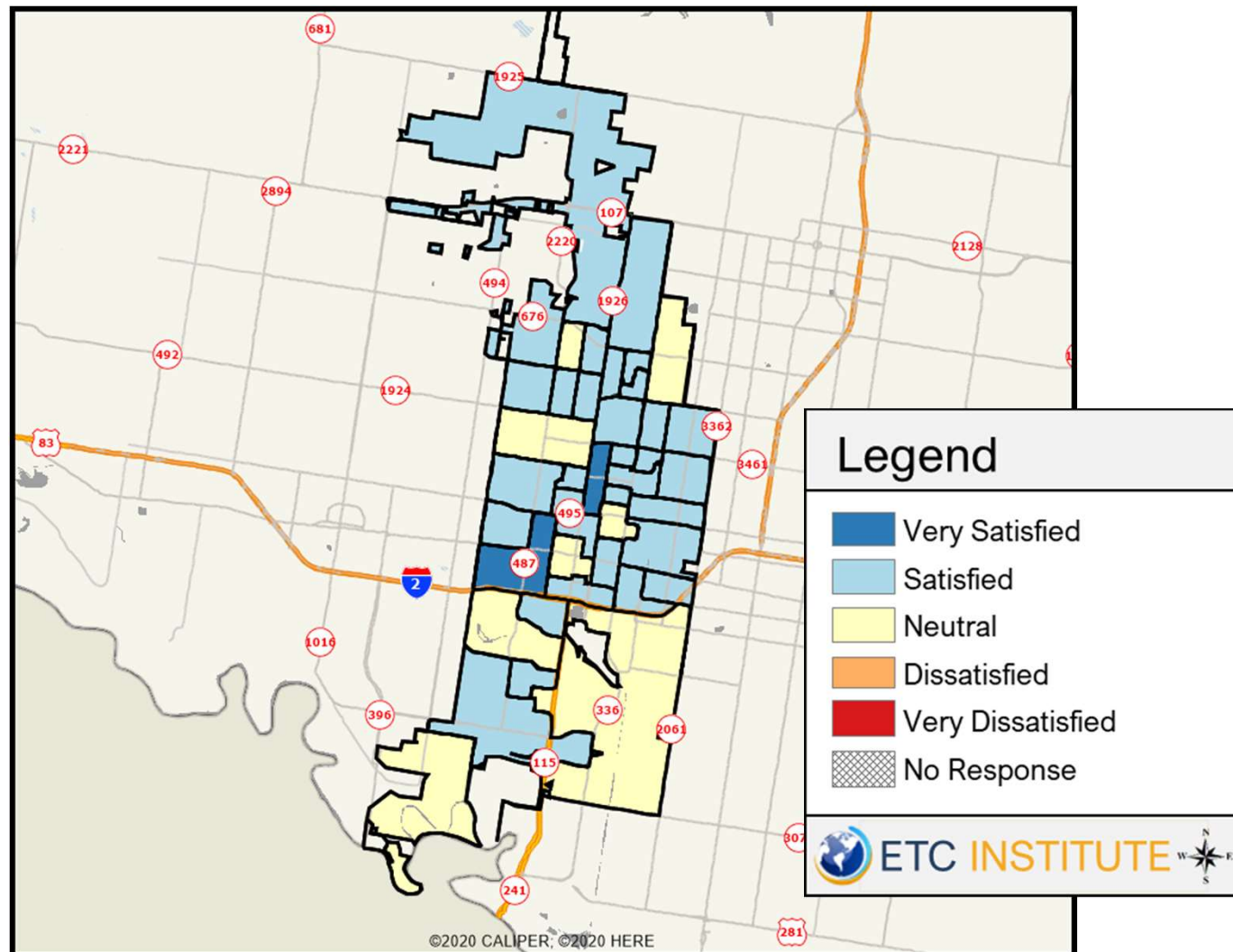
Q4-09. Level of satisfaction with the condition of pavement markings on city streets



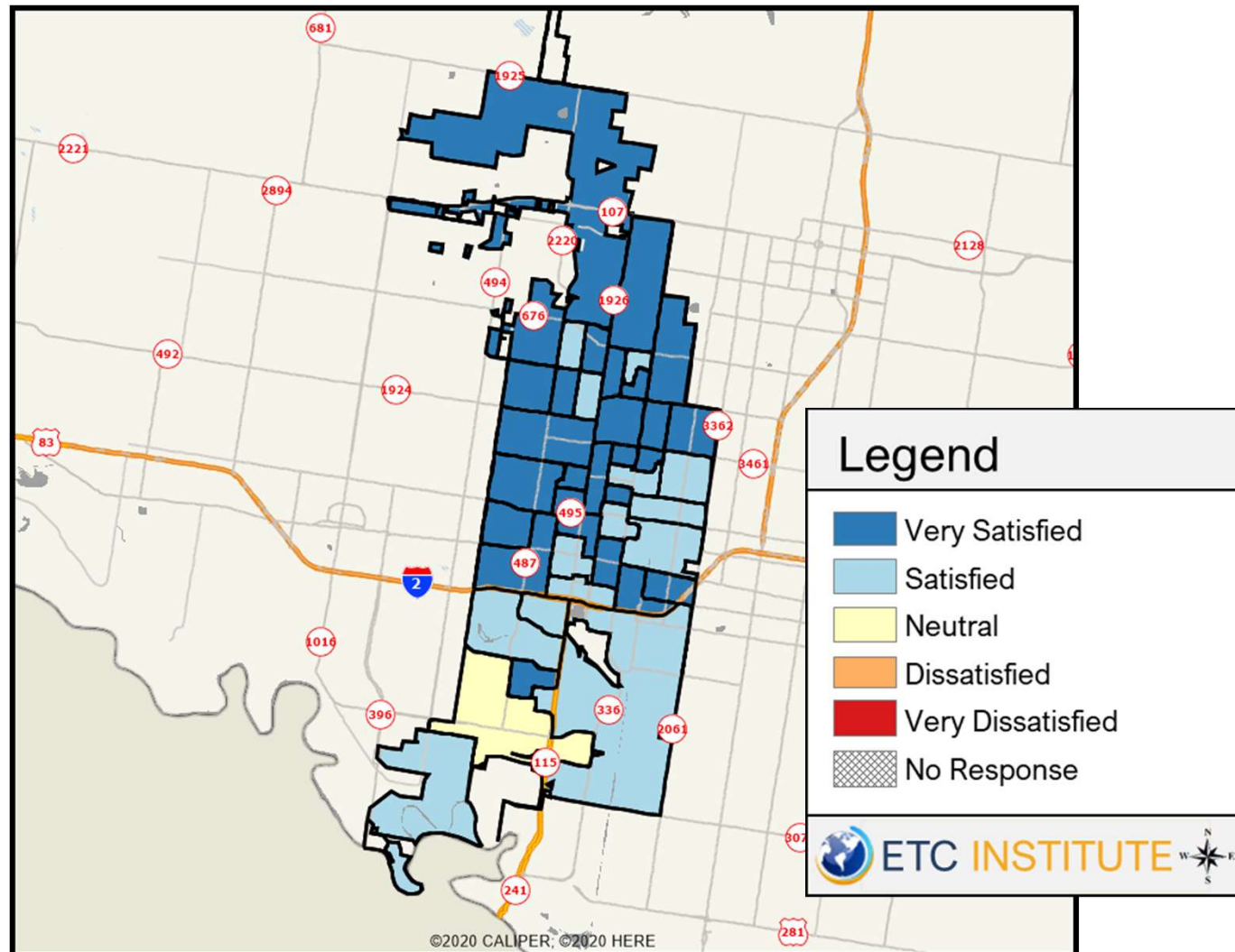
Q4-10. Level of satisfaction with the overall cleanliness of streets and public areas



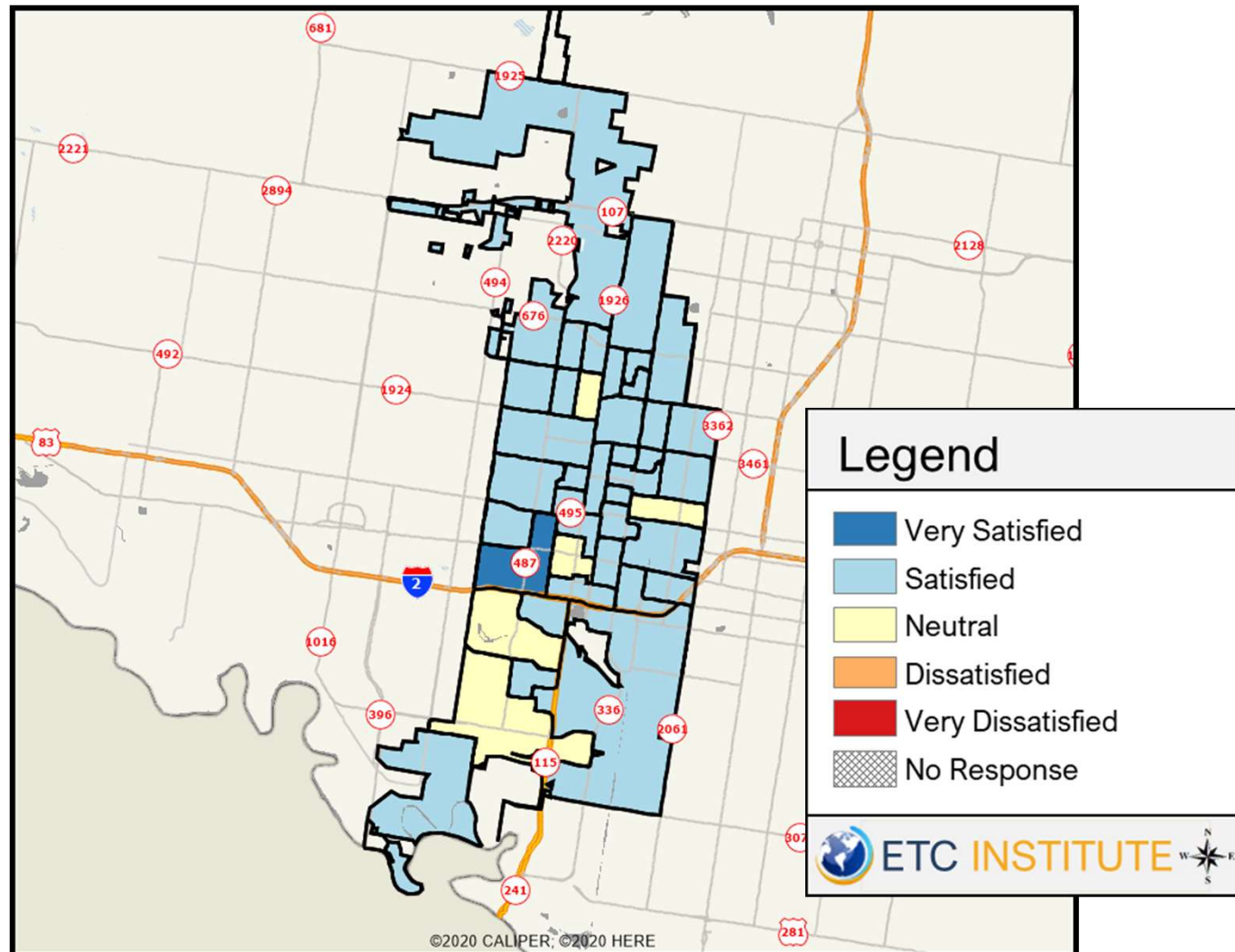
Q4-11. Level of satisfaction with the condition of landscaping along public streets



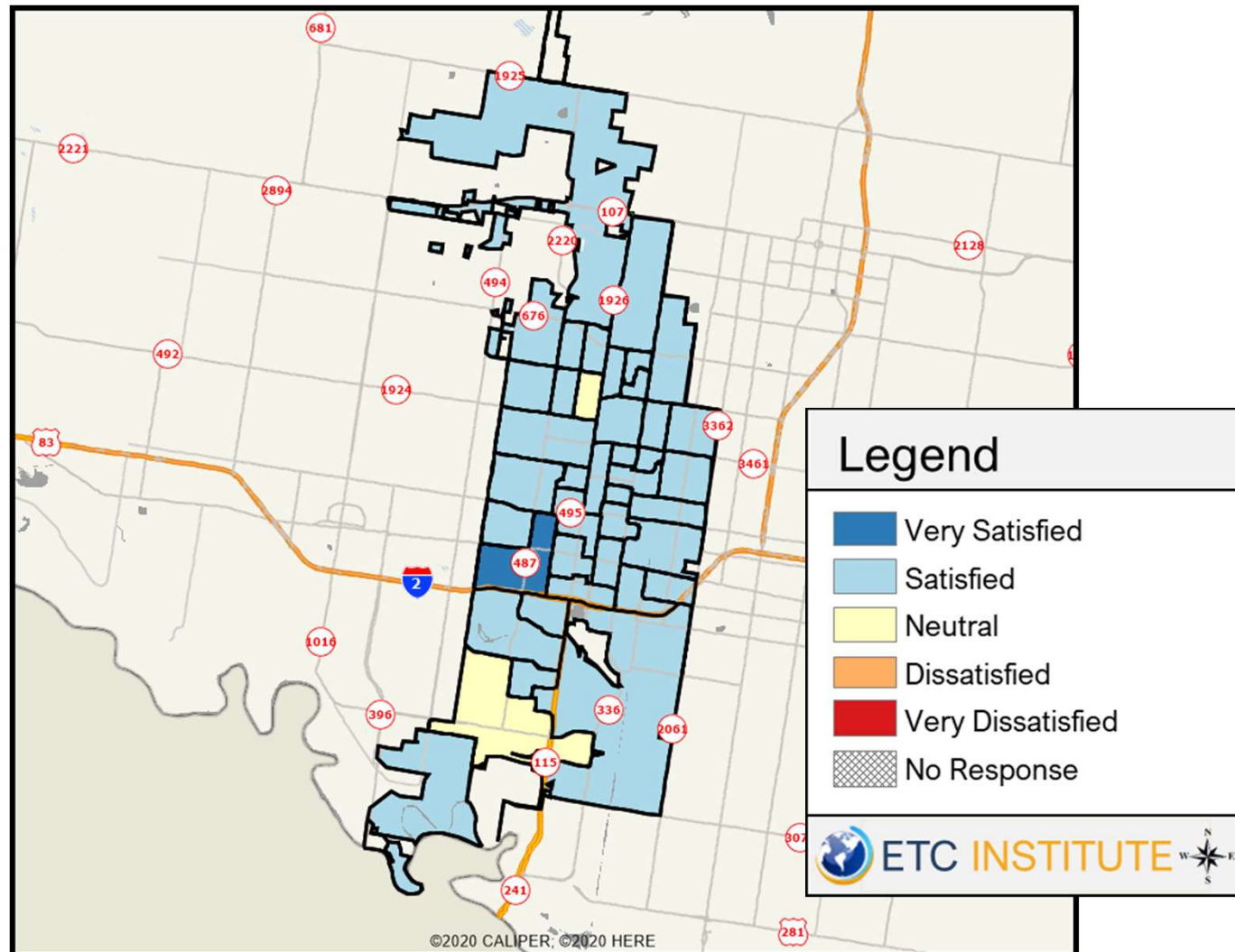
Q6-01. Level of satisfaction with the quality of police protection



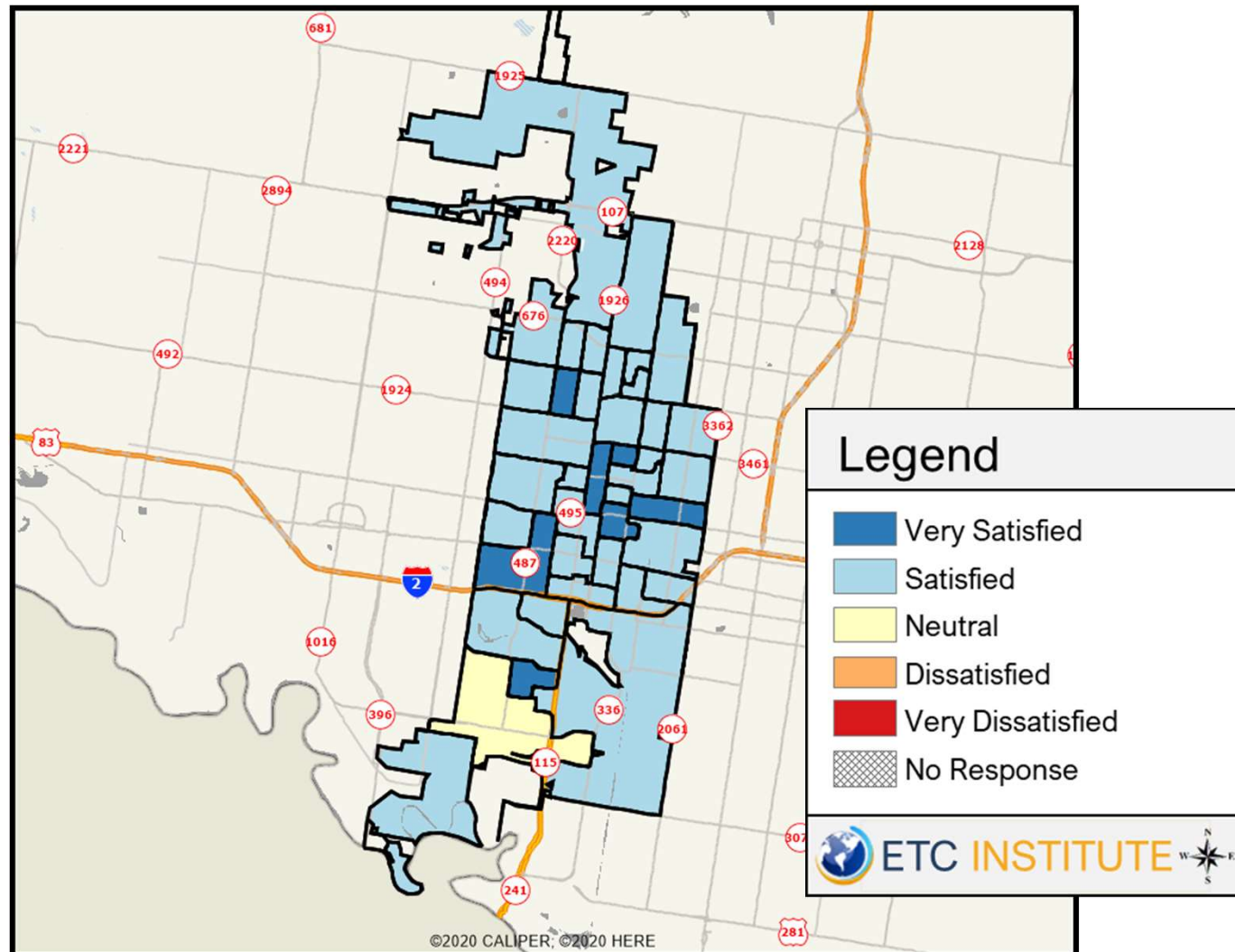
Q6-02. Level of satisfaction with the visibility of police in neighborhoods



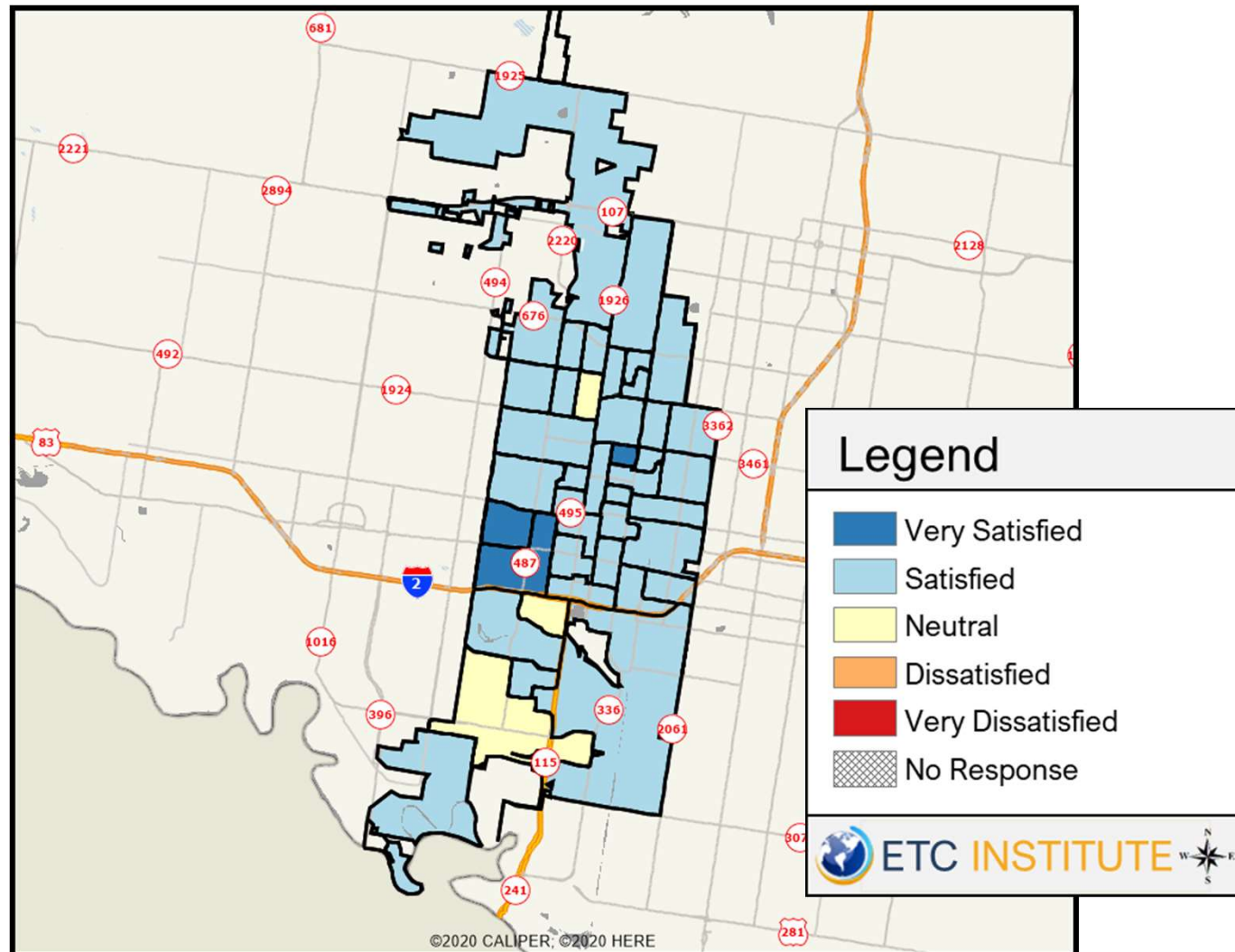
Q6-03. Level of satisfaction with the visibility of police in retail areas



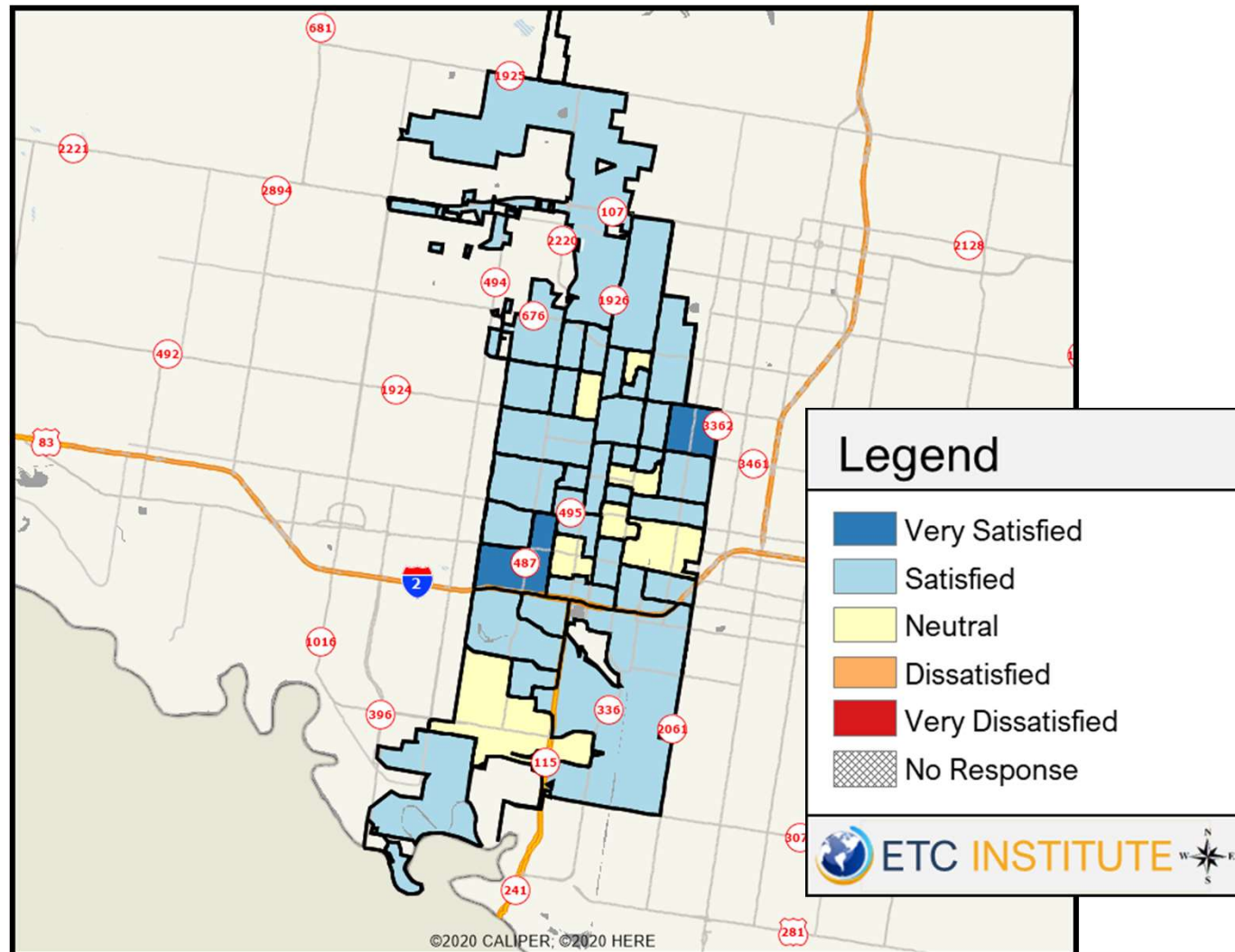
Q6-04. Level of satisfaction with the police response time



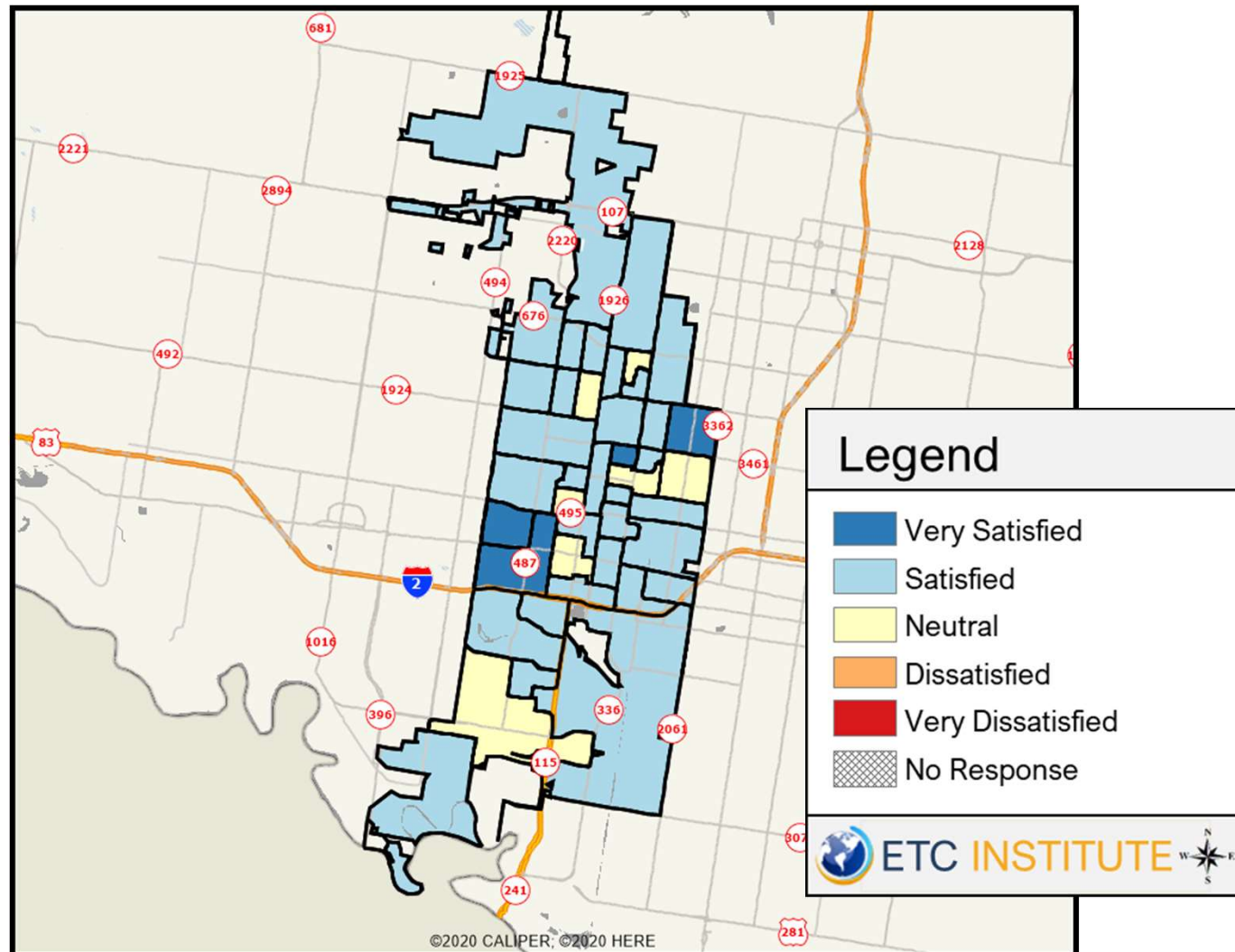
Q6-05. Level of satisfaction with the efforts to prevent crime



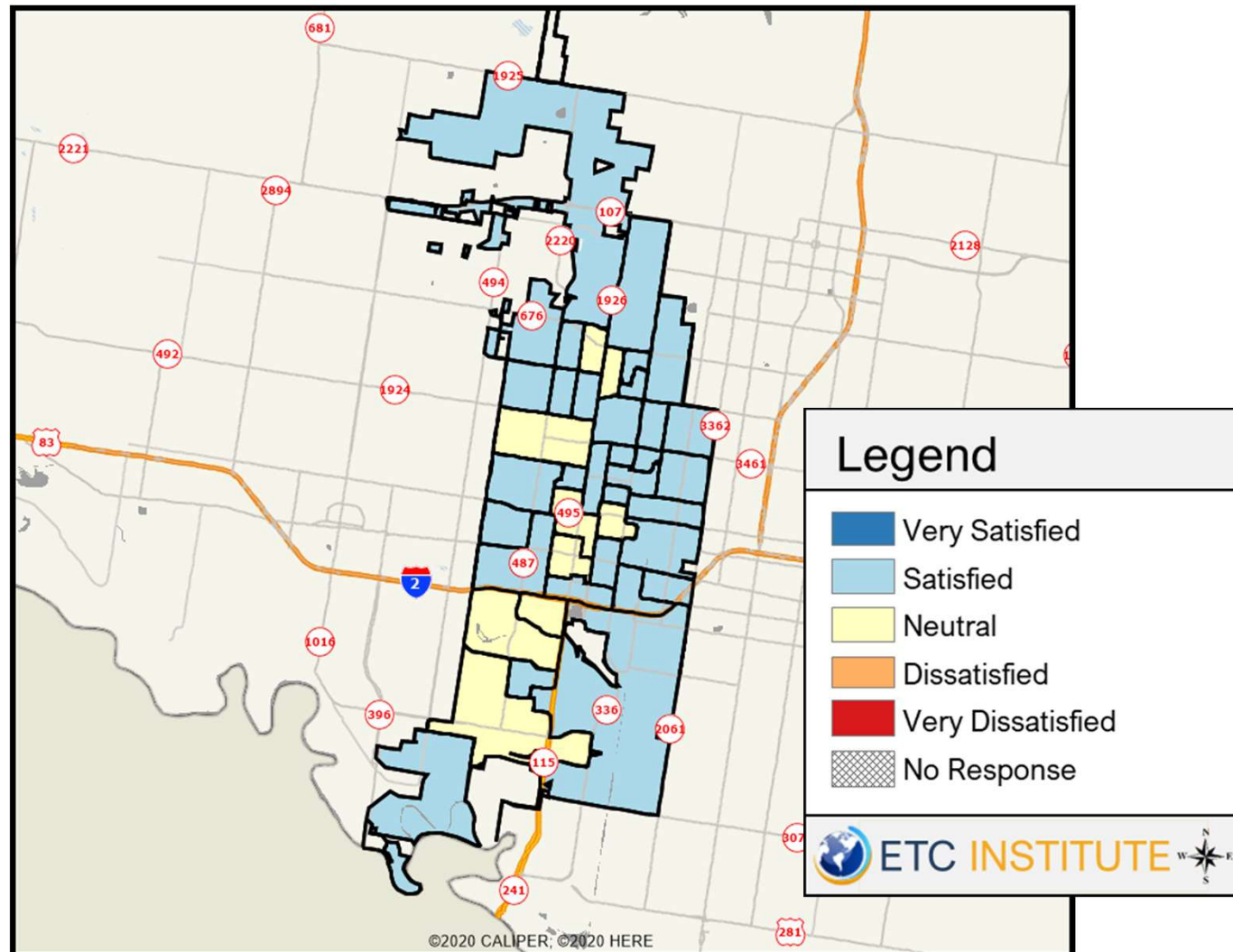
Q6-06. Level of satisfaction with the police safety education programs



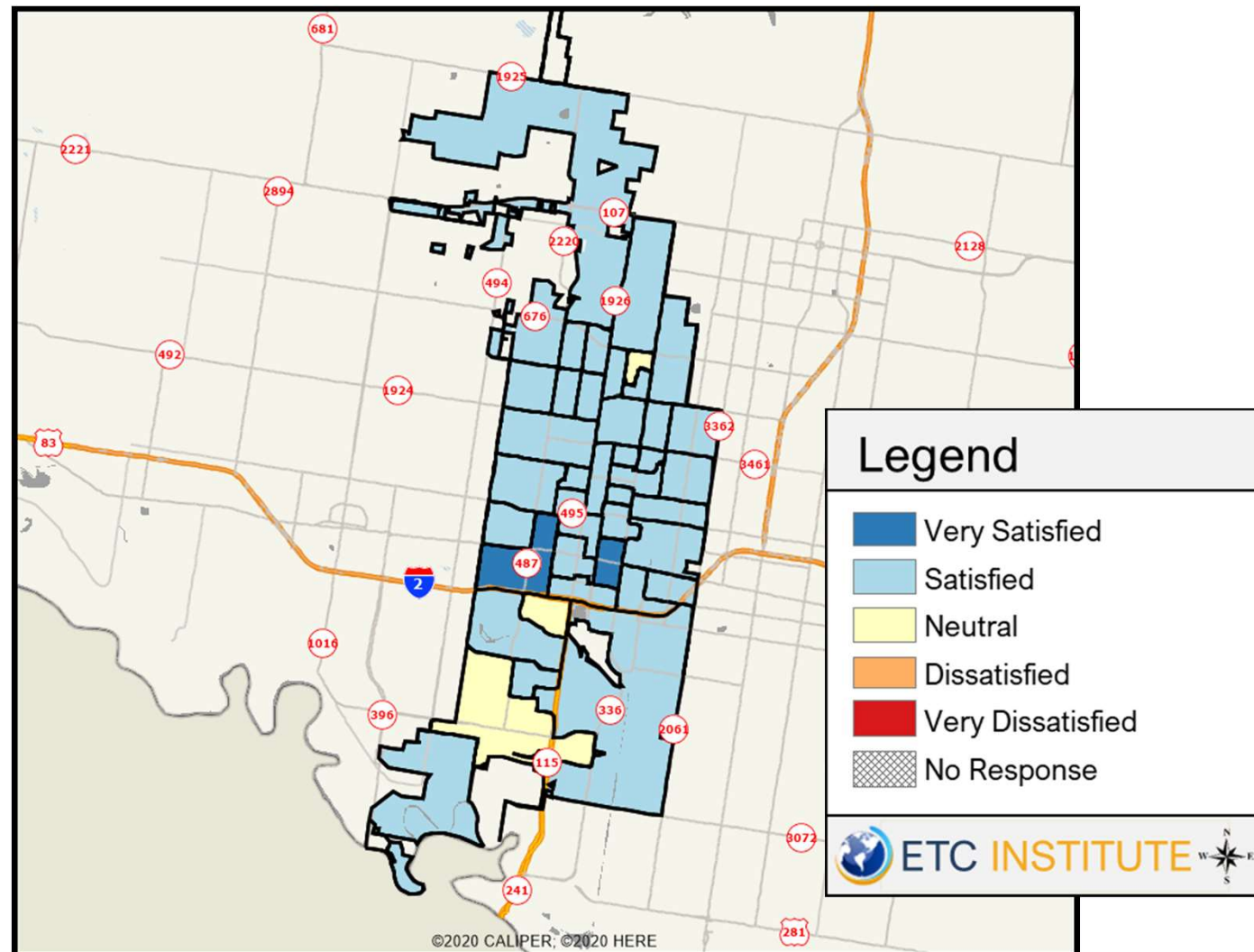
Q6-07. Level of satisfaction with the enforcement of traffic laws



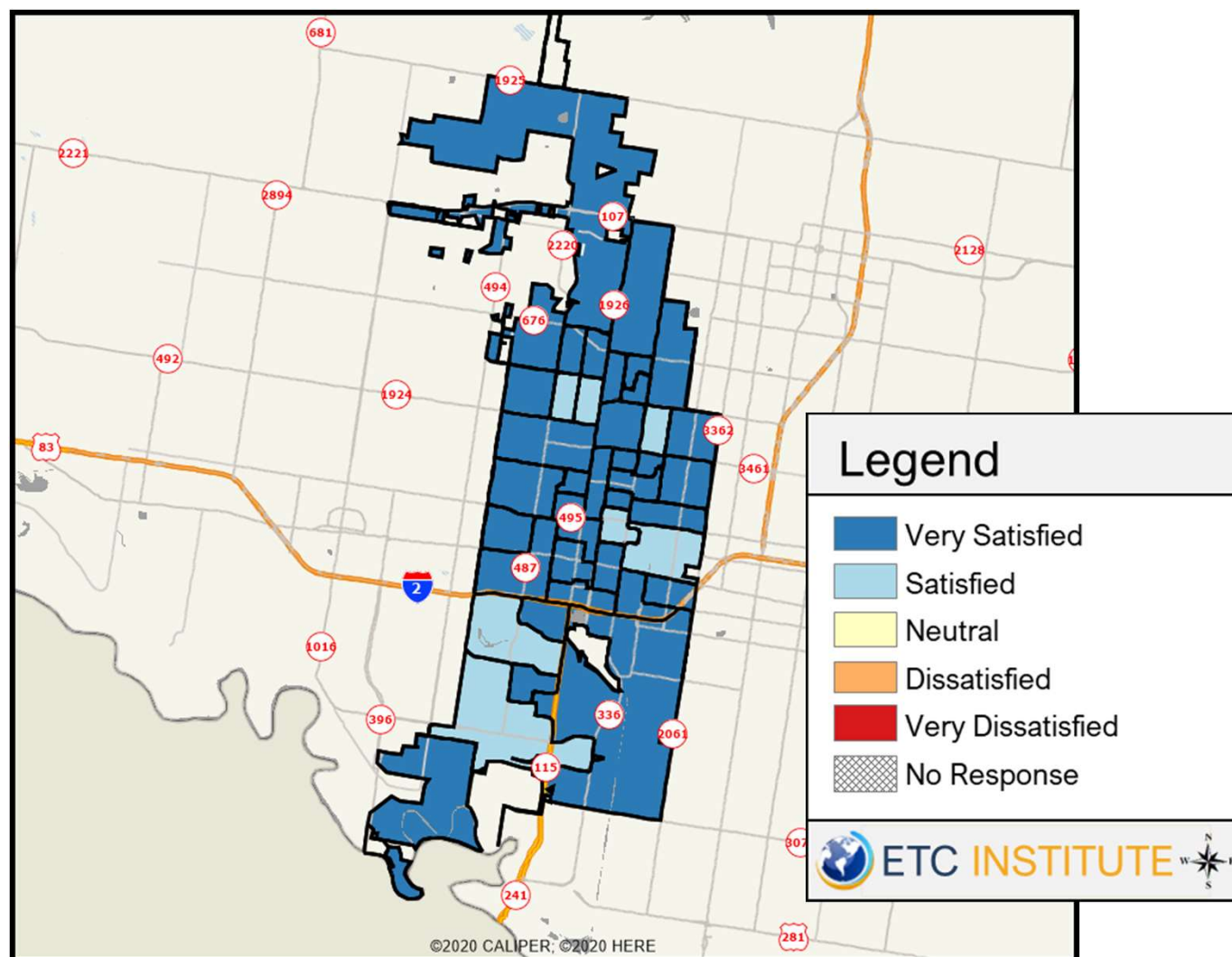
Q6-08. Level of satisfaction with the quality of animal control services



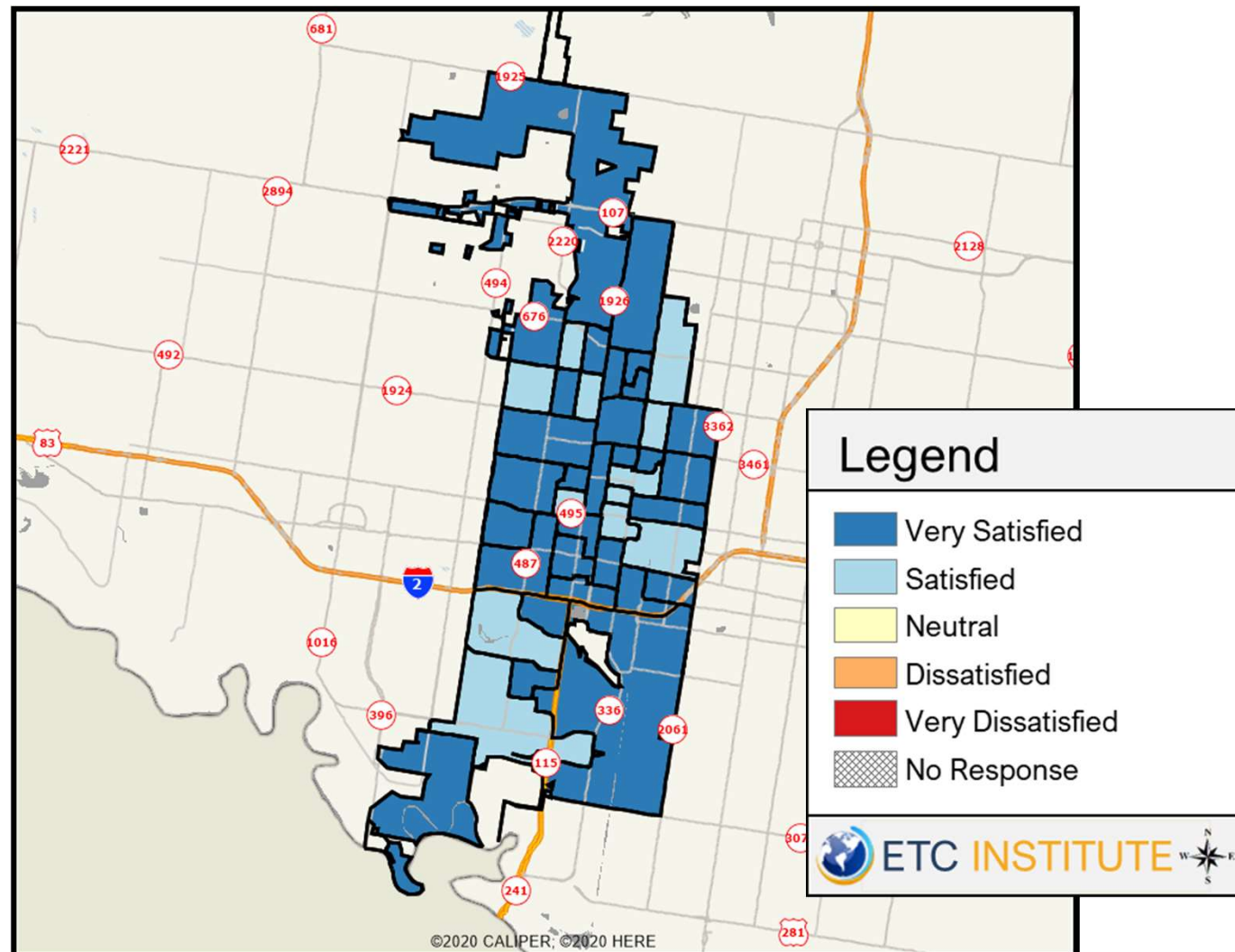
Q6-09. Level of satisfaction with the quality and accessibility of municipal court services



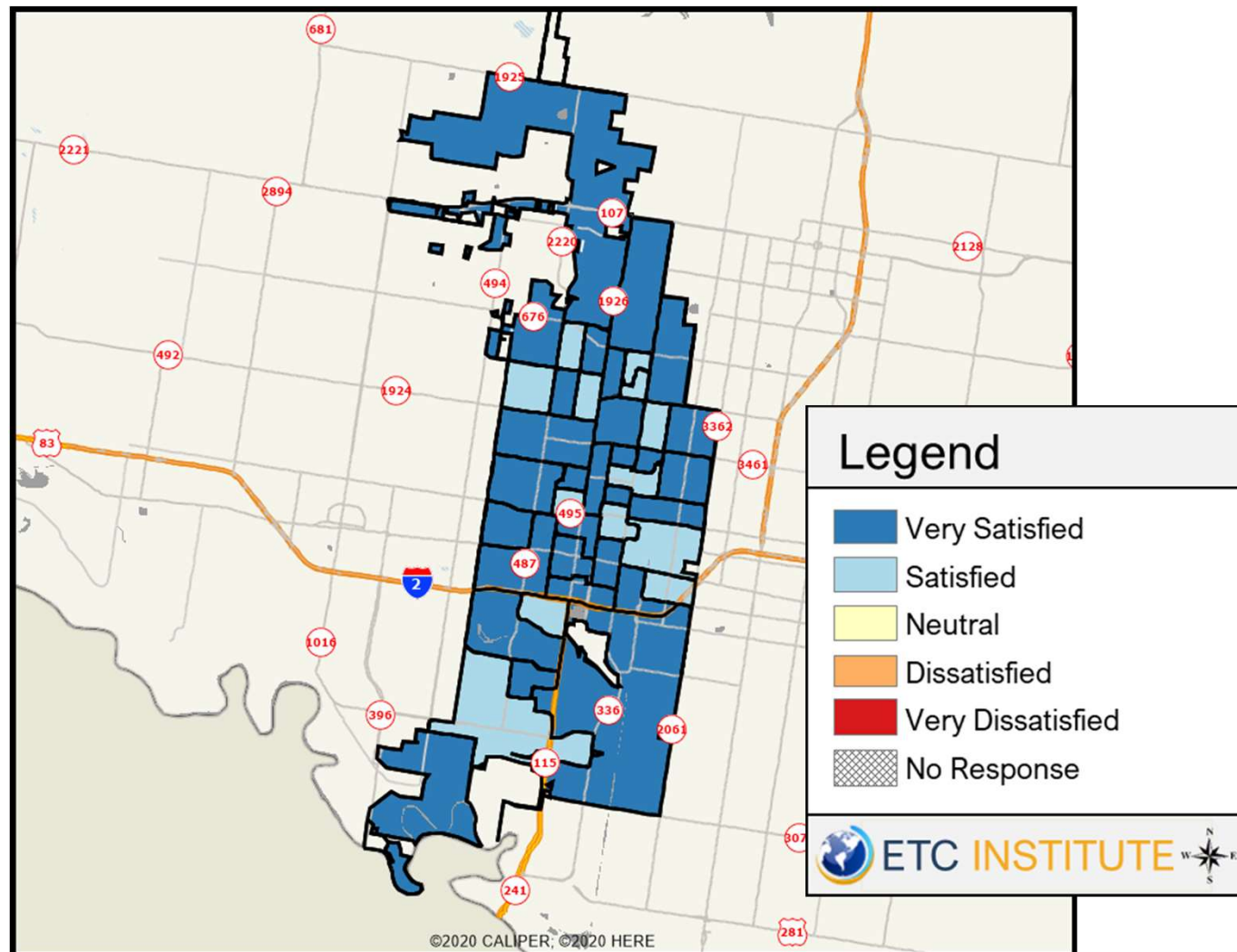
Q6-10. Level of satisfaction with the quality of fire protection



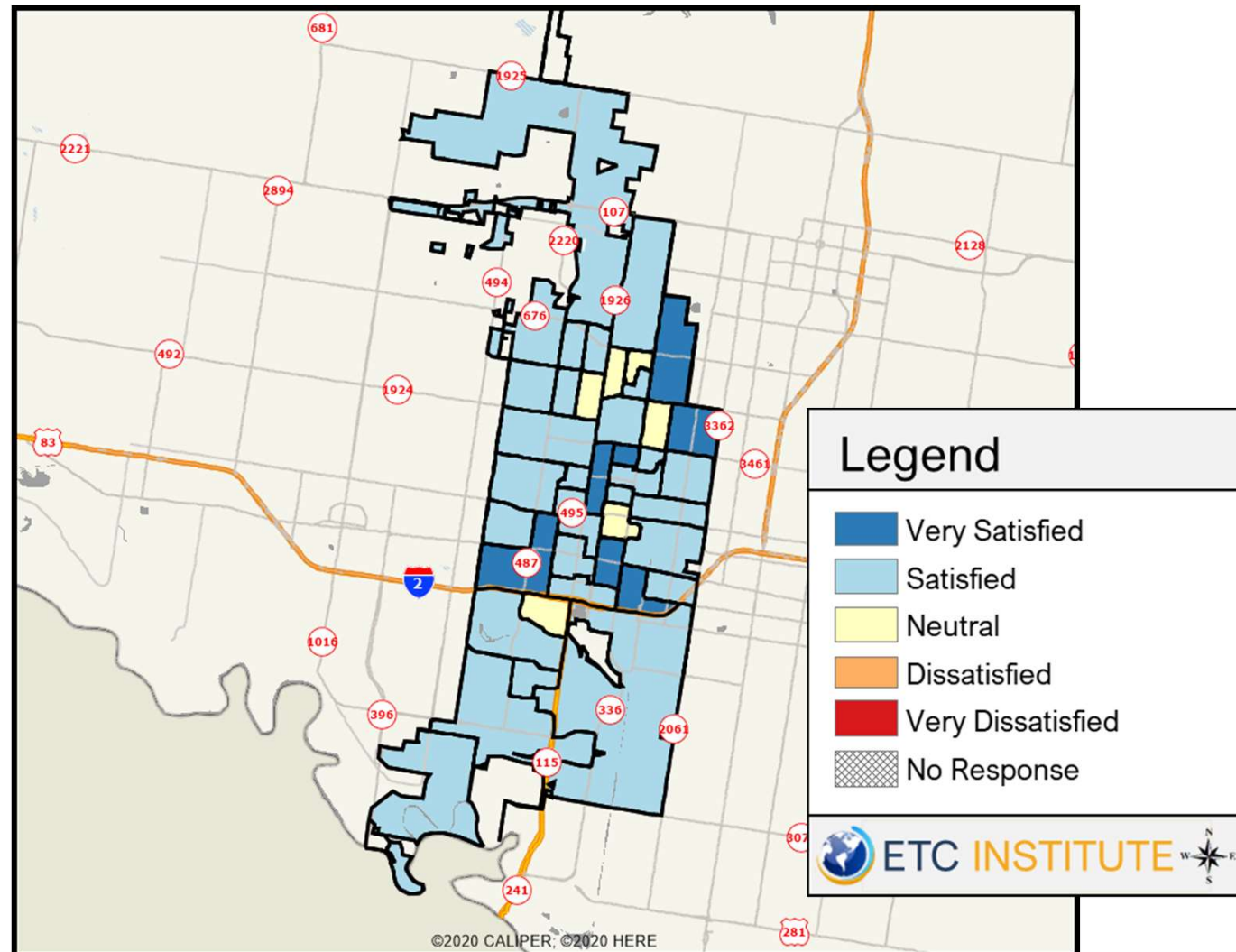
Q6-11. Level of satisfaction with the quality of fire emergency medical services



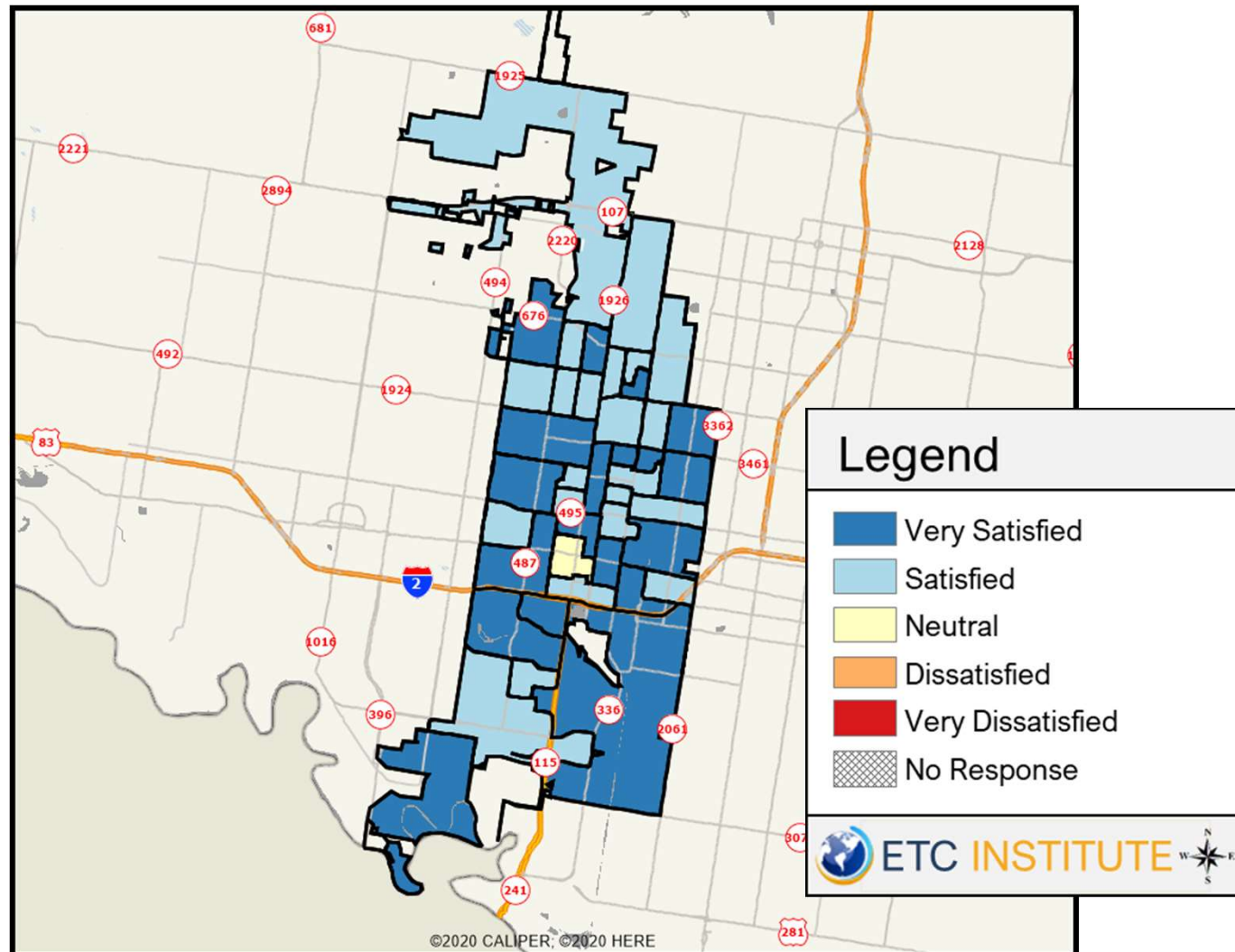
Q6-12. Level of satisfaction with the fire personnel emergency response time



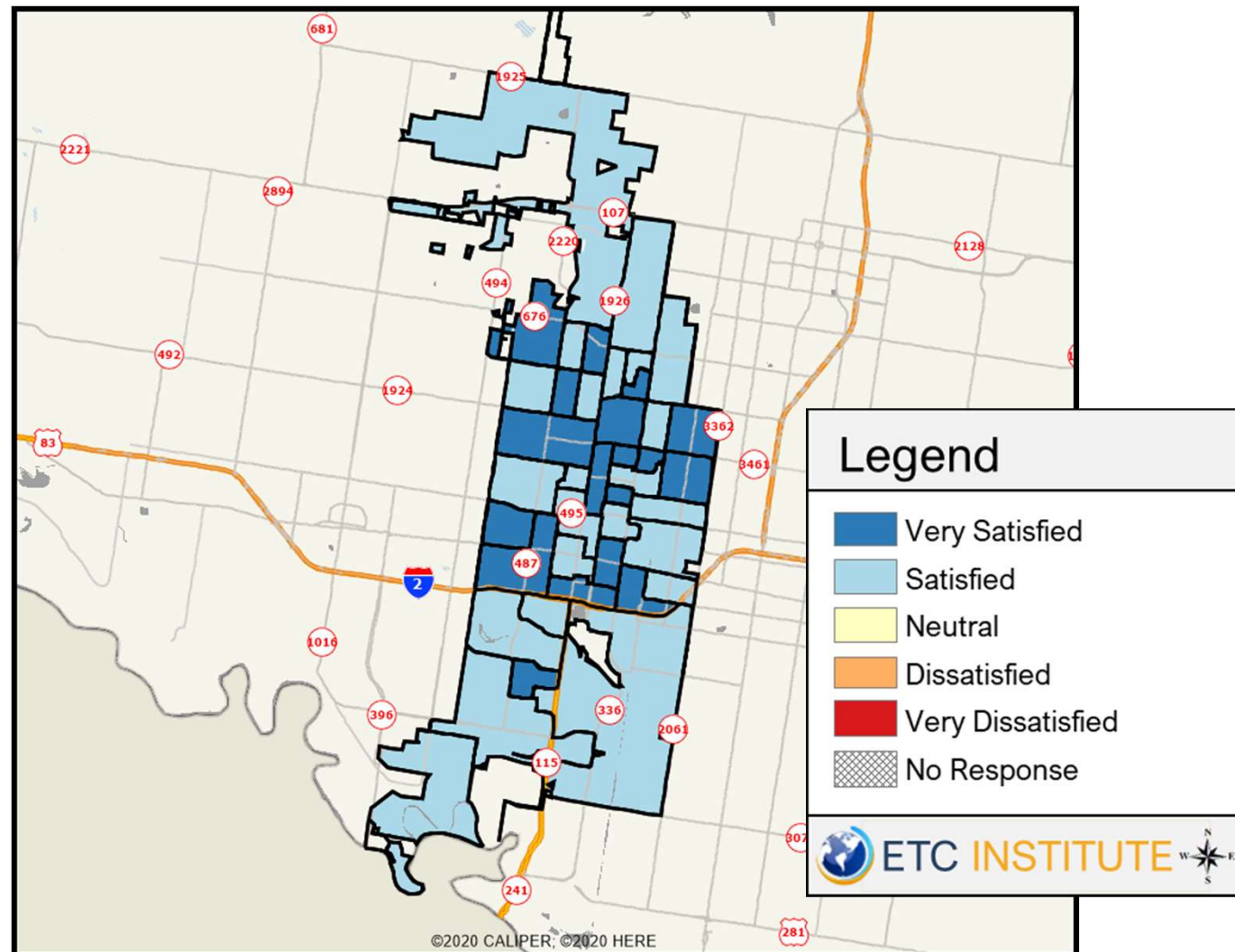
Q6-13. Level of satisfaction with the quality of fire safety education programs



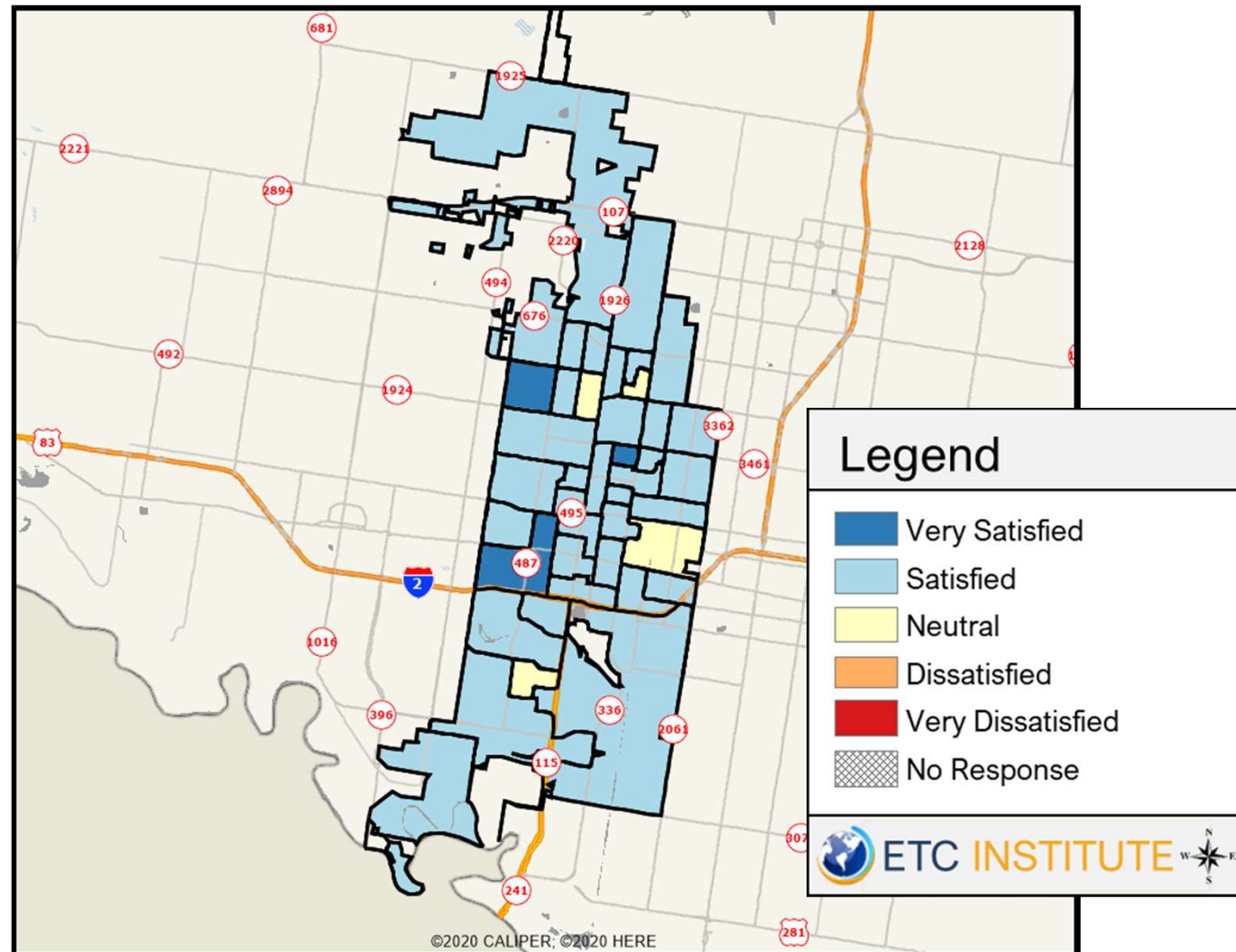
Q6-14. Level of satisfaction with the 9-1-1 service provided by operators



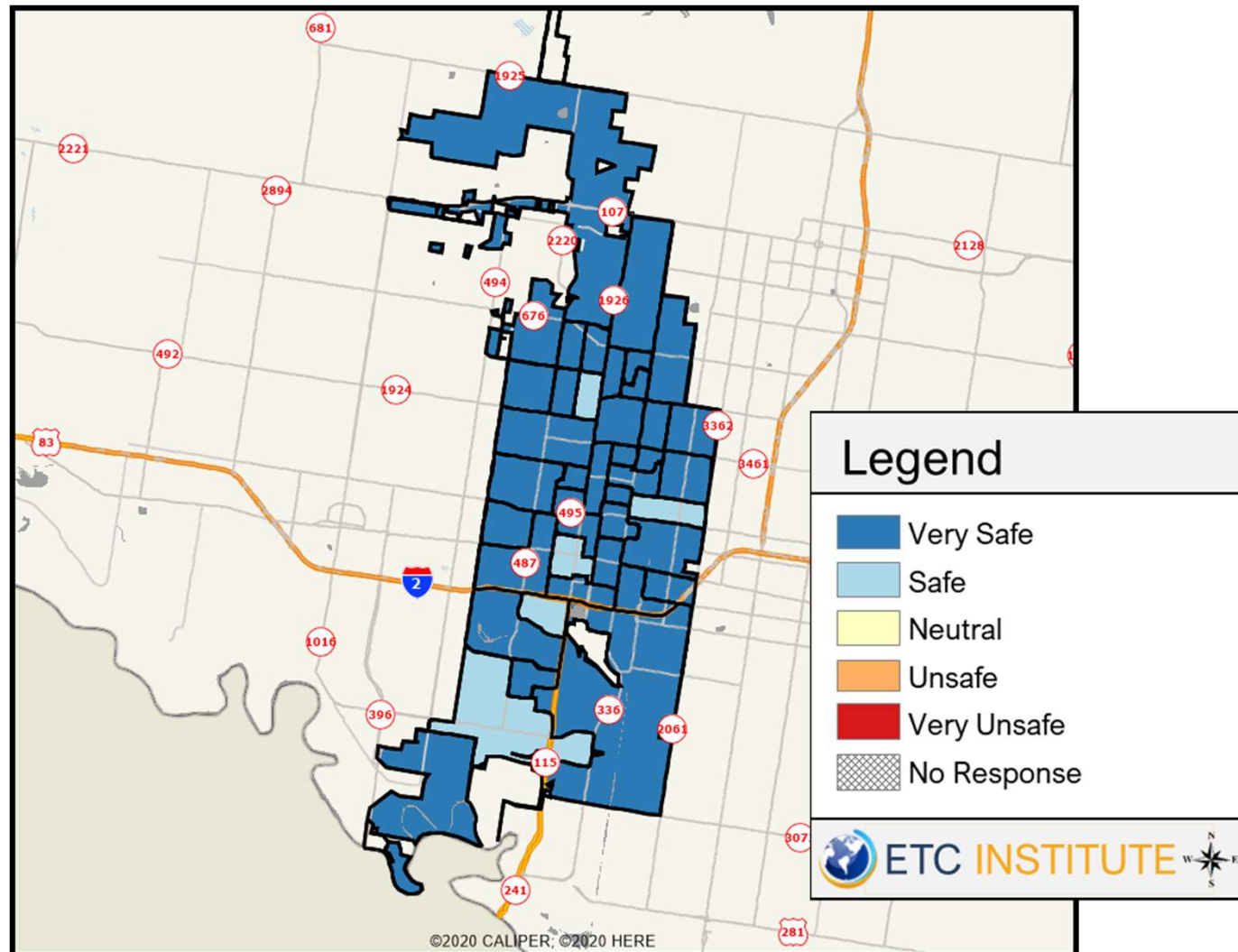
Q6-15. Level of satisfaction with the 9-1-1 response time from first responders: ambulance, fire, police



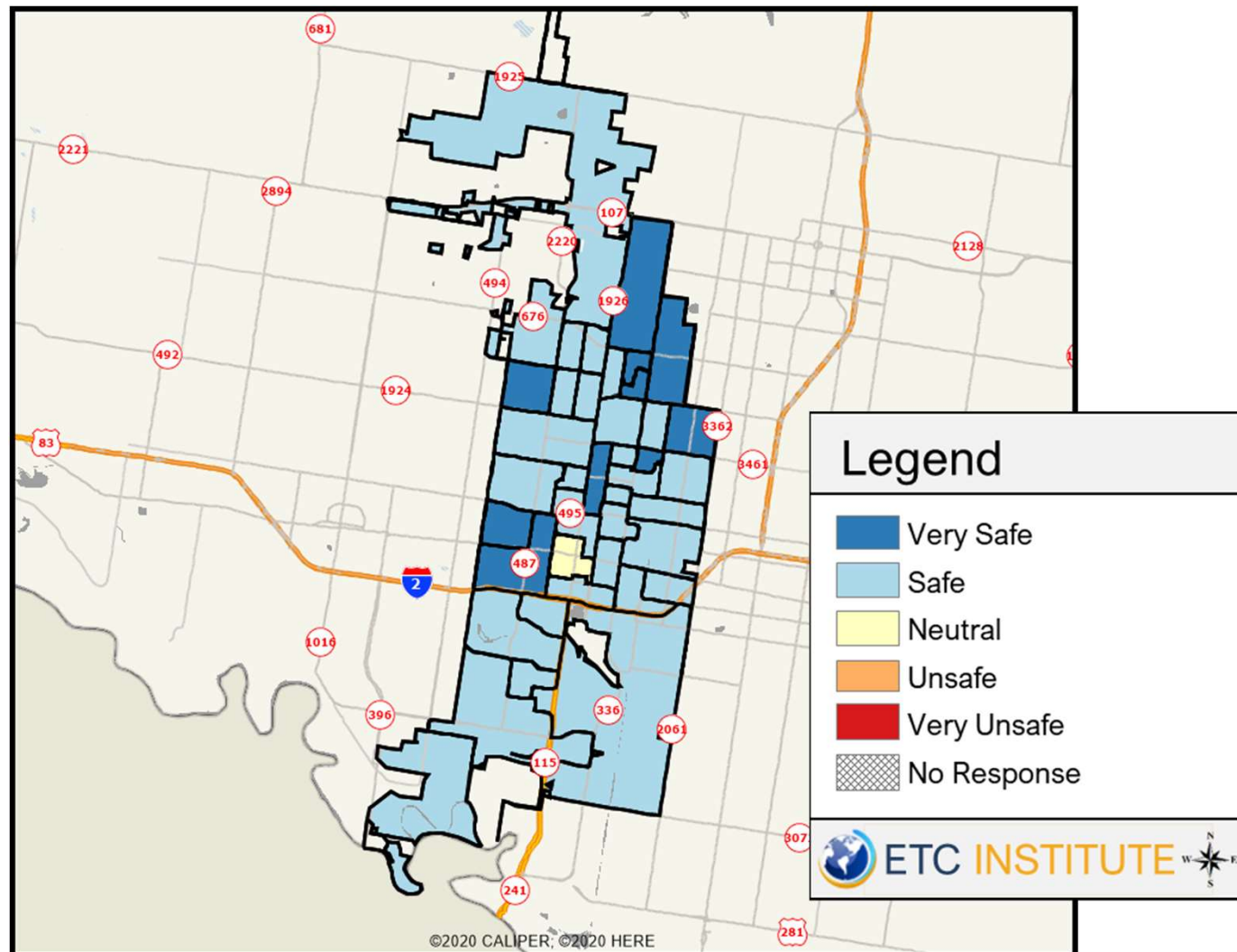
Q6-16. Level of satisfaction with the disaster preparedness public education



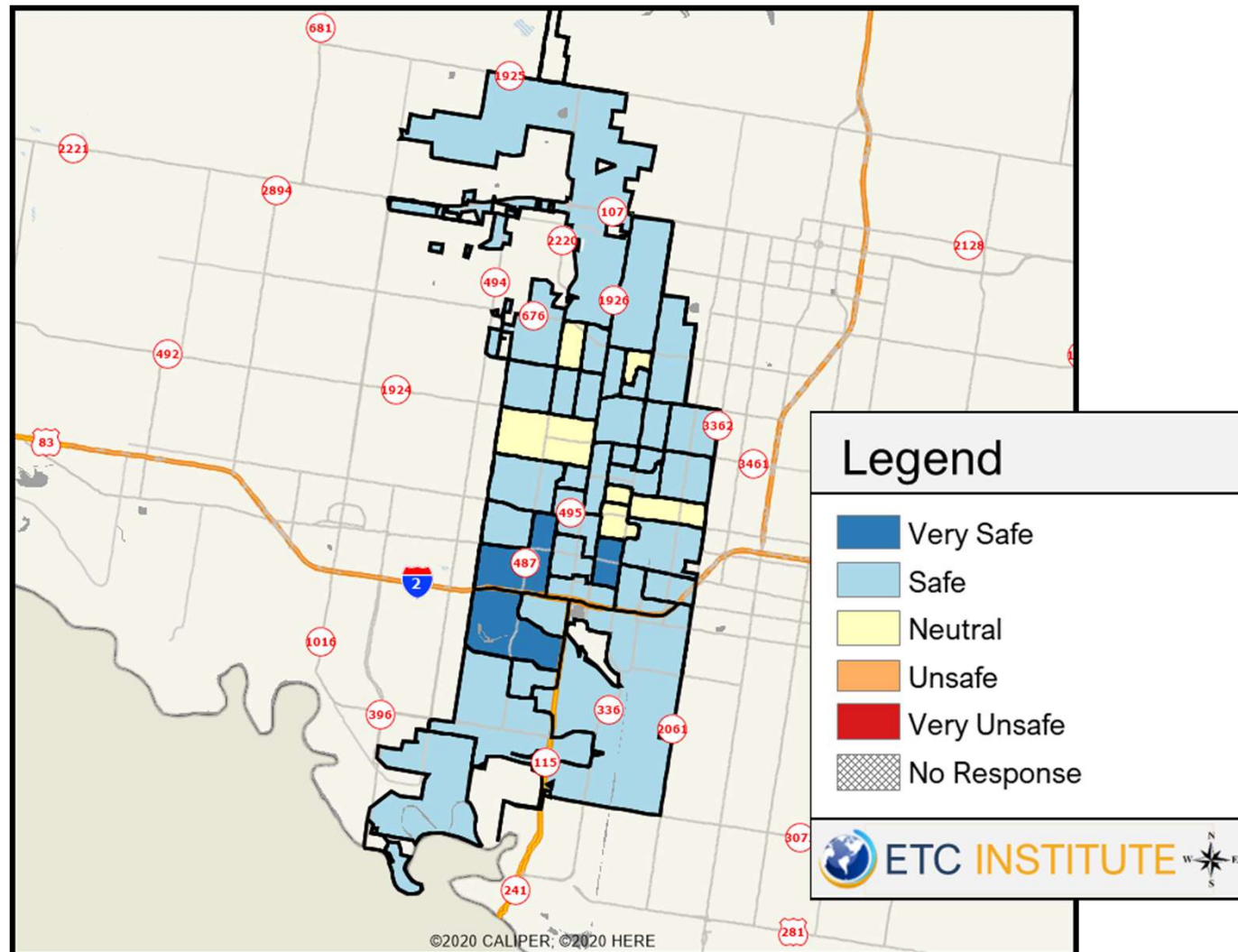
Q8-1. Feeling of safety in your neighborhood during the day



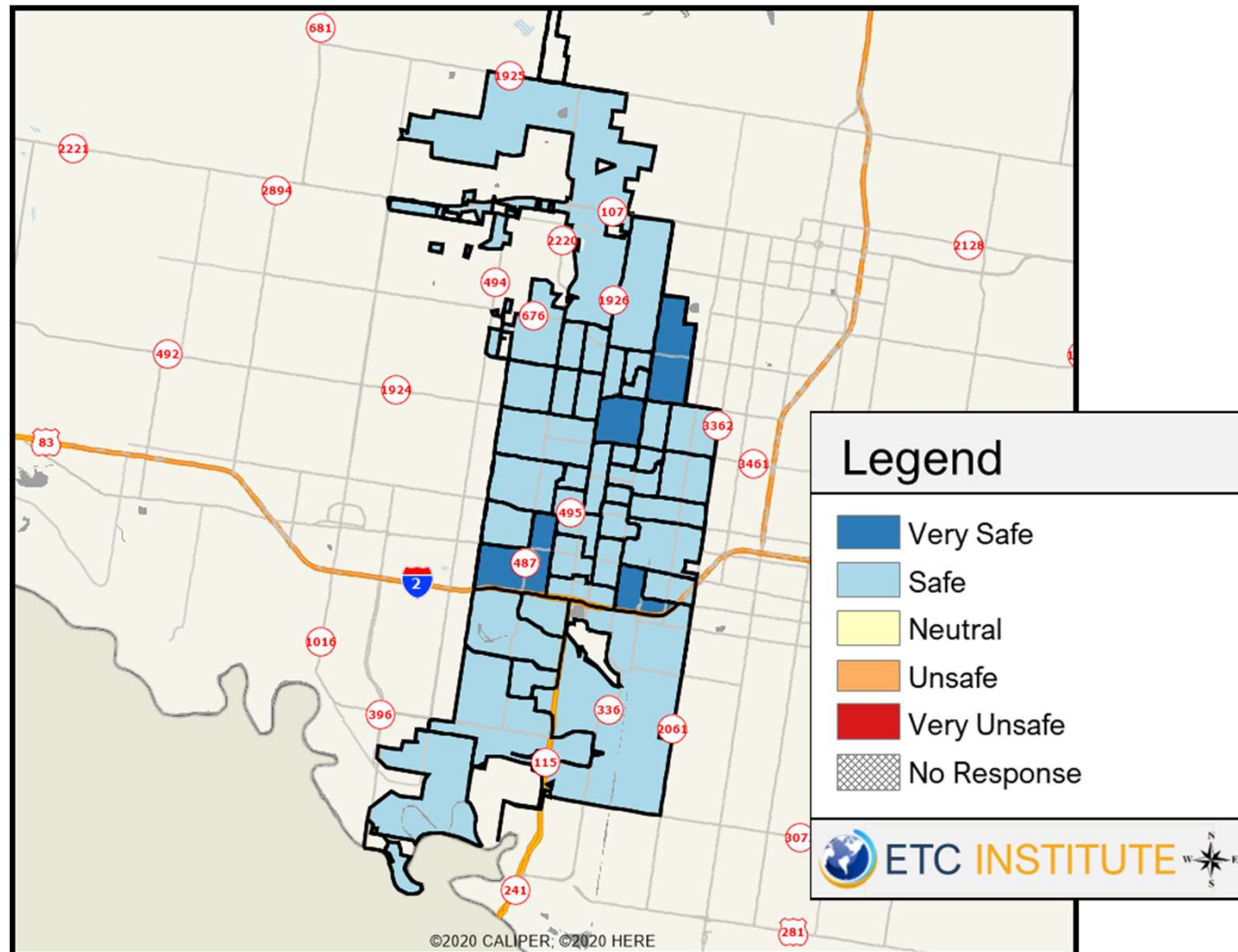
Q8-2. Feeling of safety in your neighborhood at night



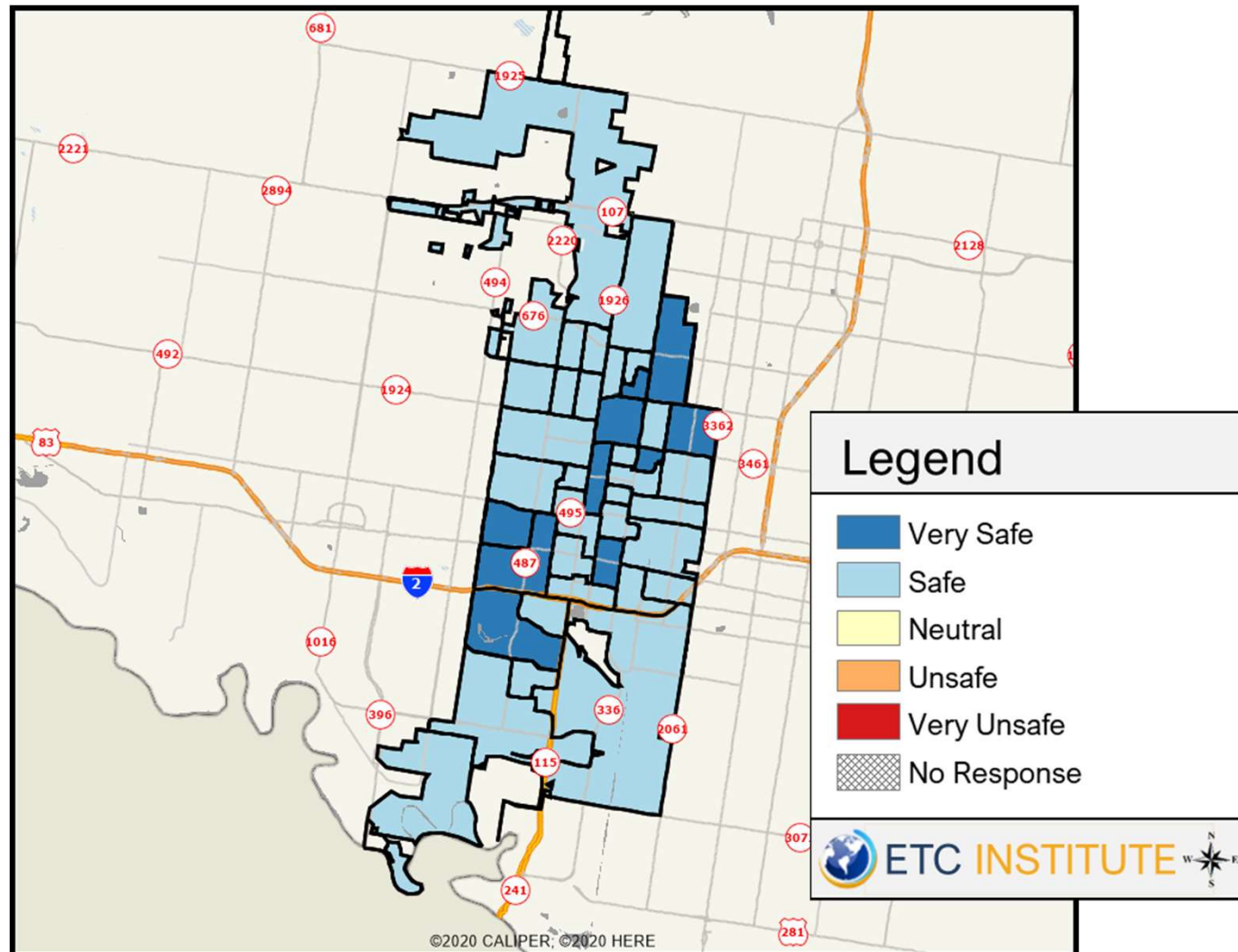
Q8-3. Feeling of safety in the City's parks, trails, and recreational areas



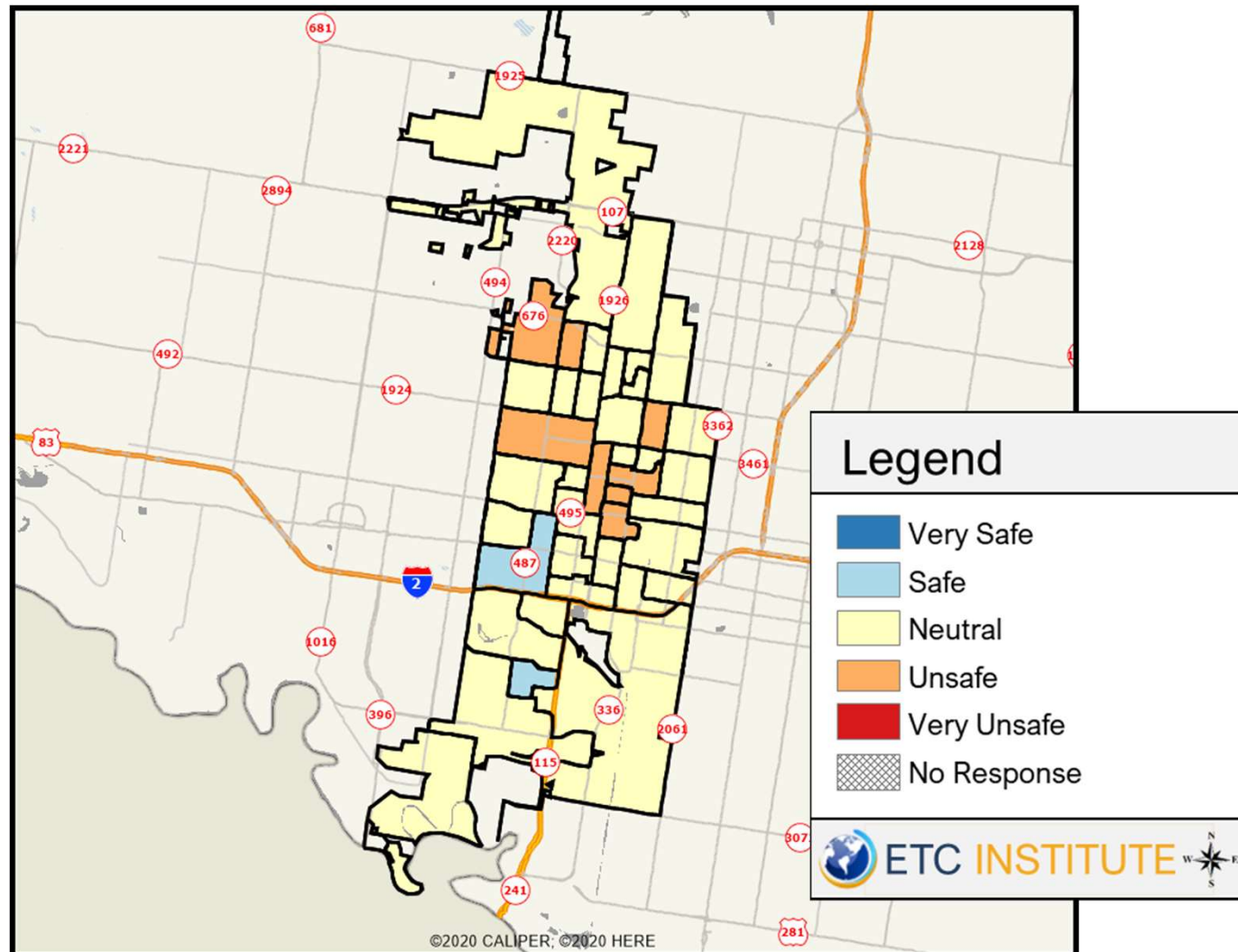
Q8-4. Feeling of safety in commercial and retail areas



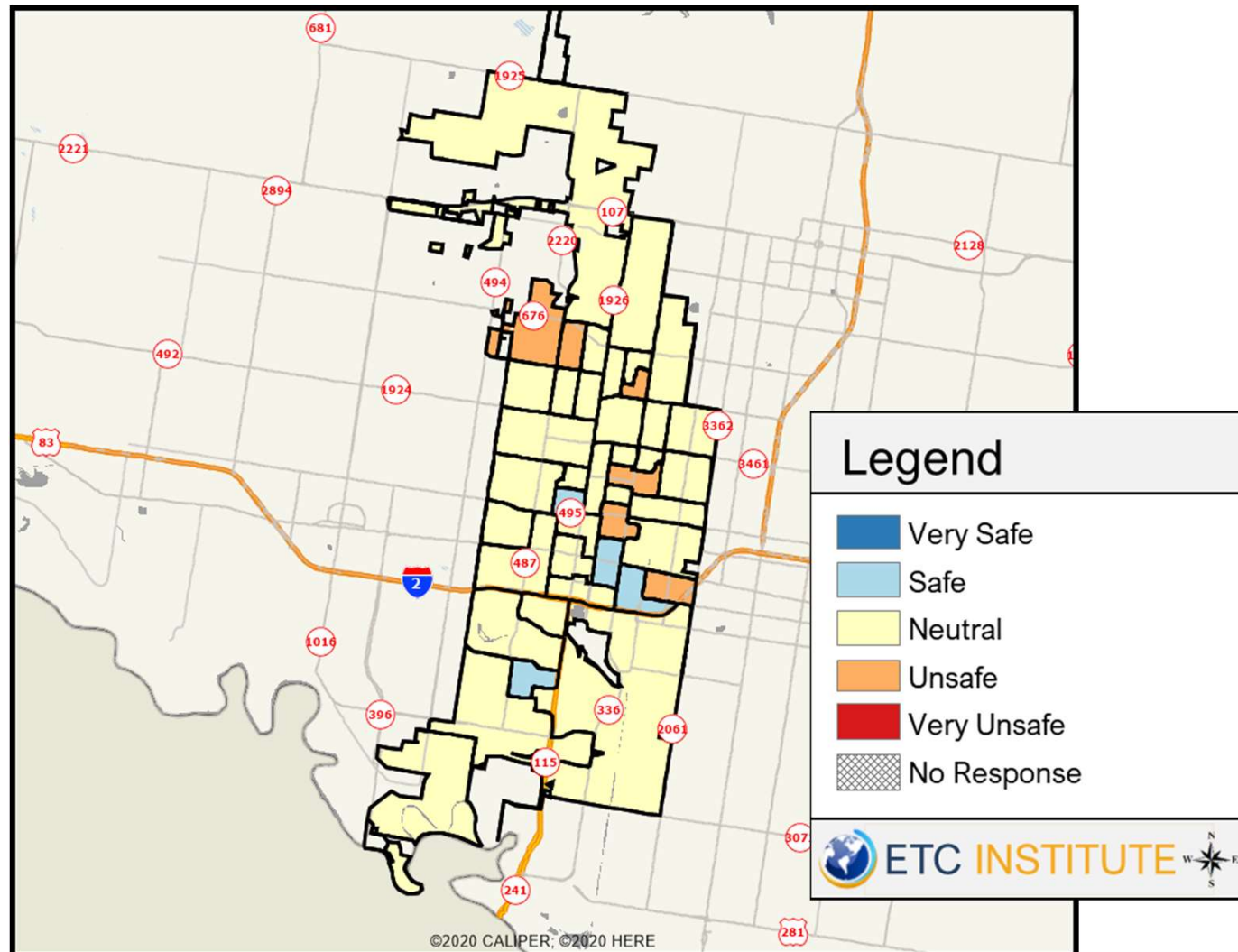
Q8-5. Overall feeling of safety in the City



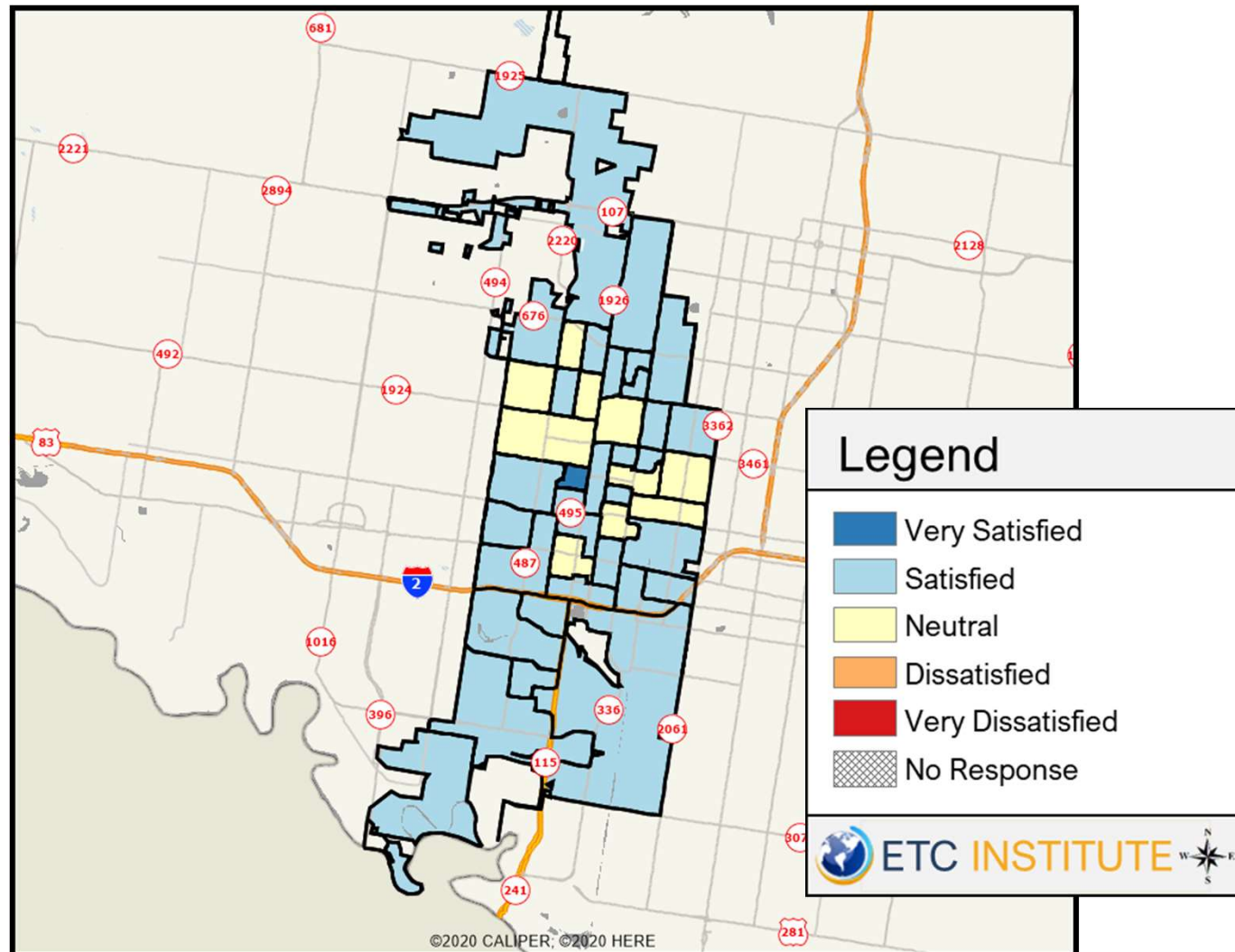
Q8-6. Feeling of safety in the Downtown area after dark



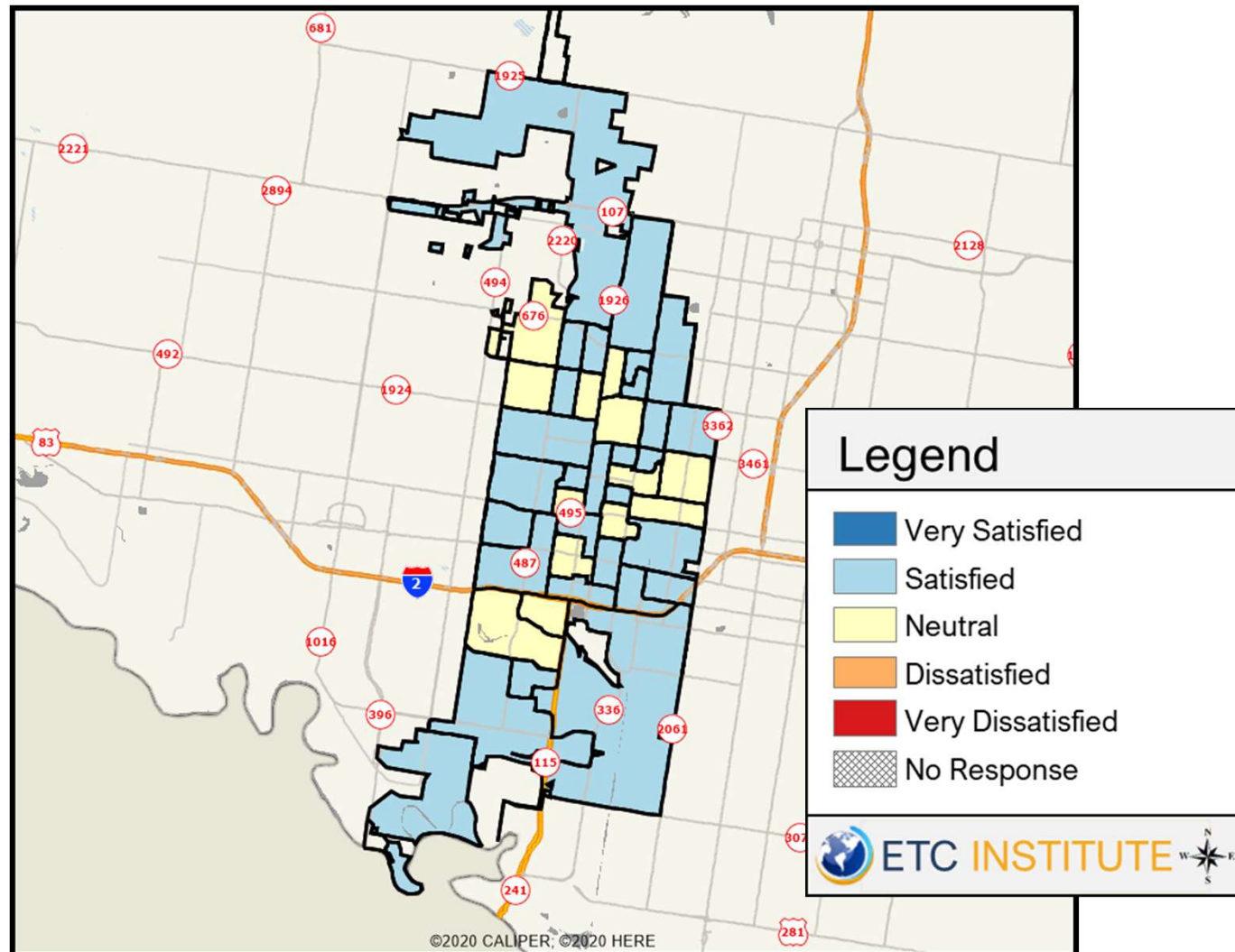
Q8-7. Feeling of safety traveling by bicycle in McAllen



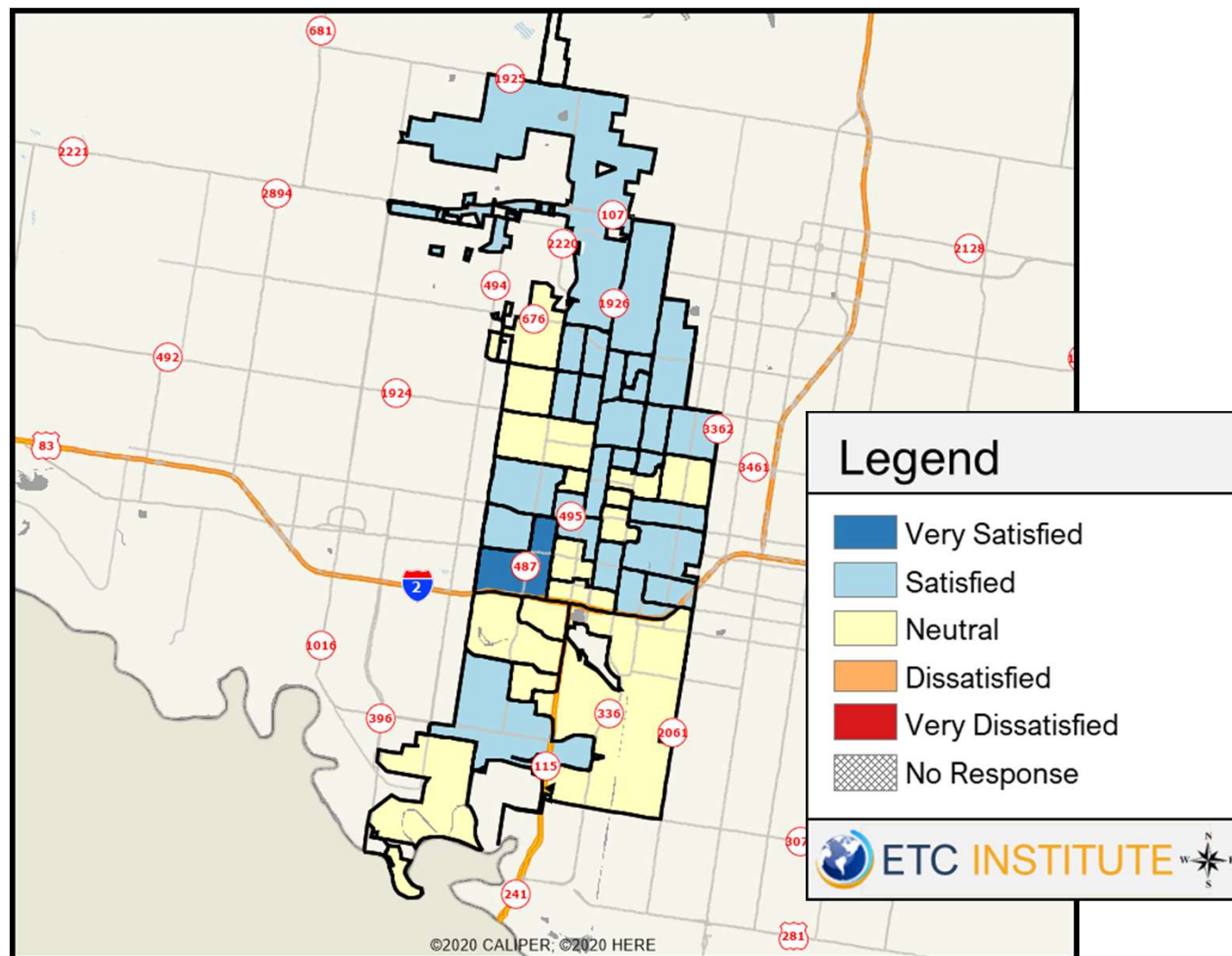
Q9-01. Level of satisfaction with the overall responsiveness of city code enforcement staff



Q9-02. Level of satisfaction with the City effort to enforce code violations

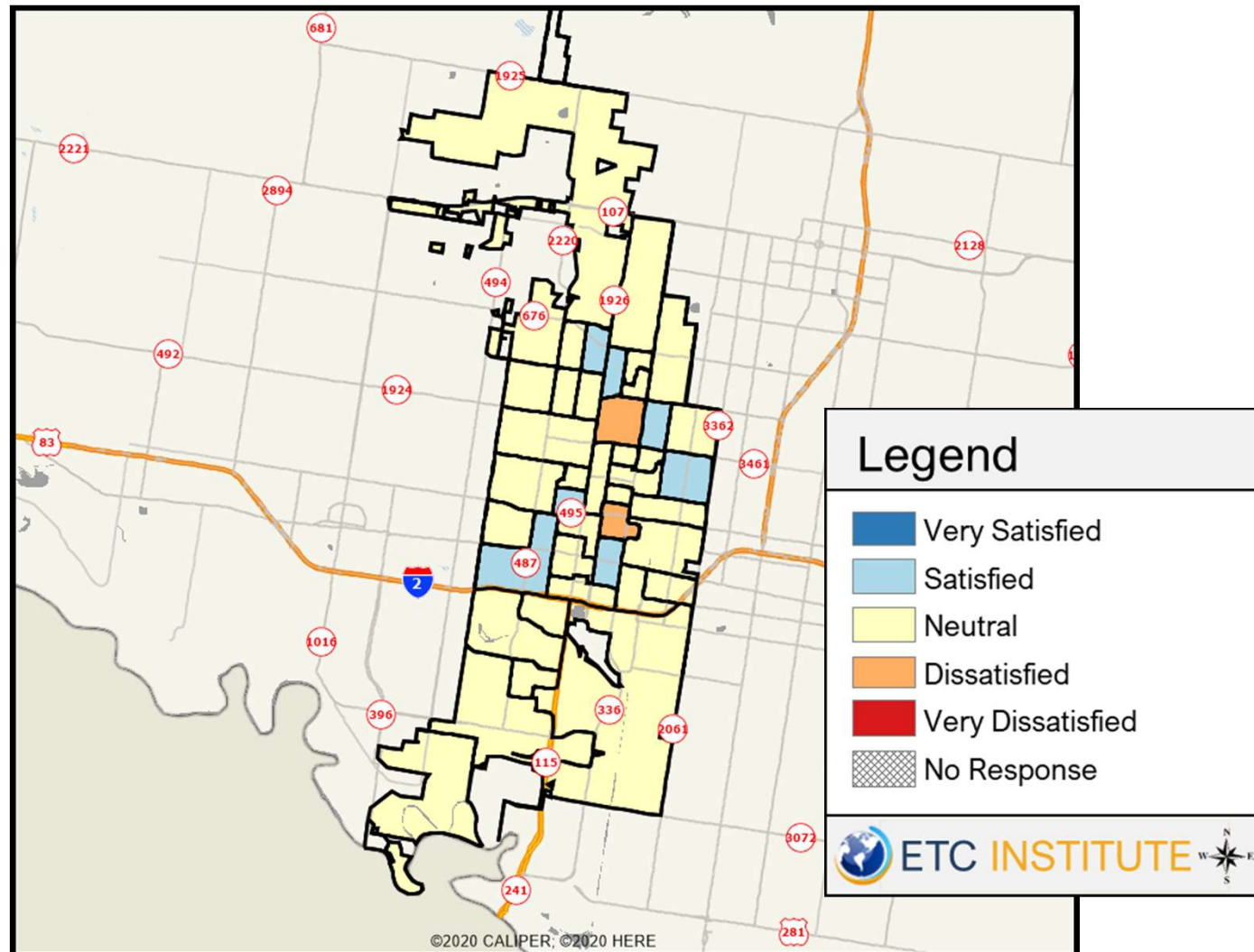


Q9-03. Level of satisfaction with the clean-up of debris/litter

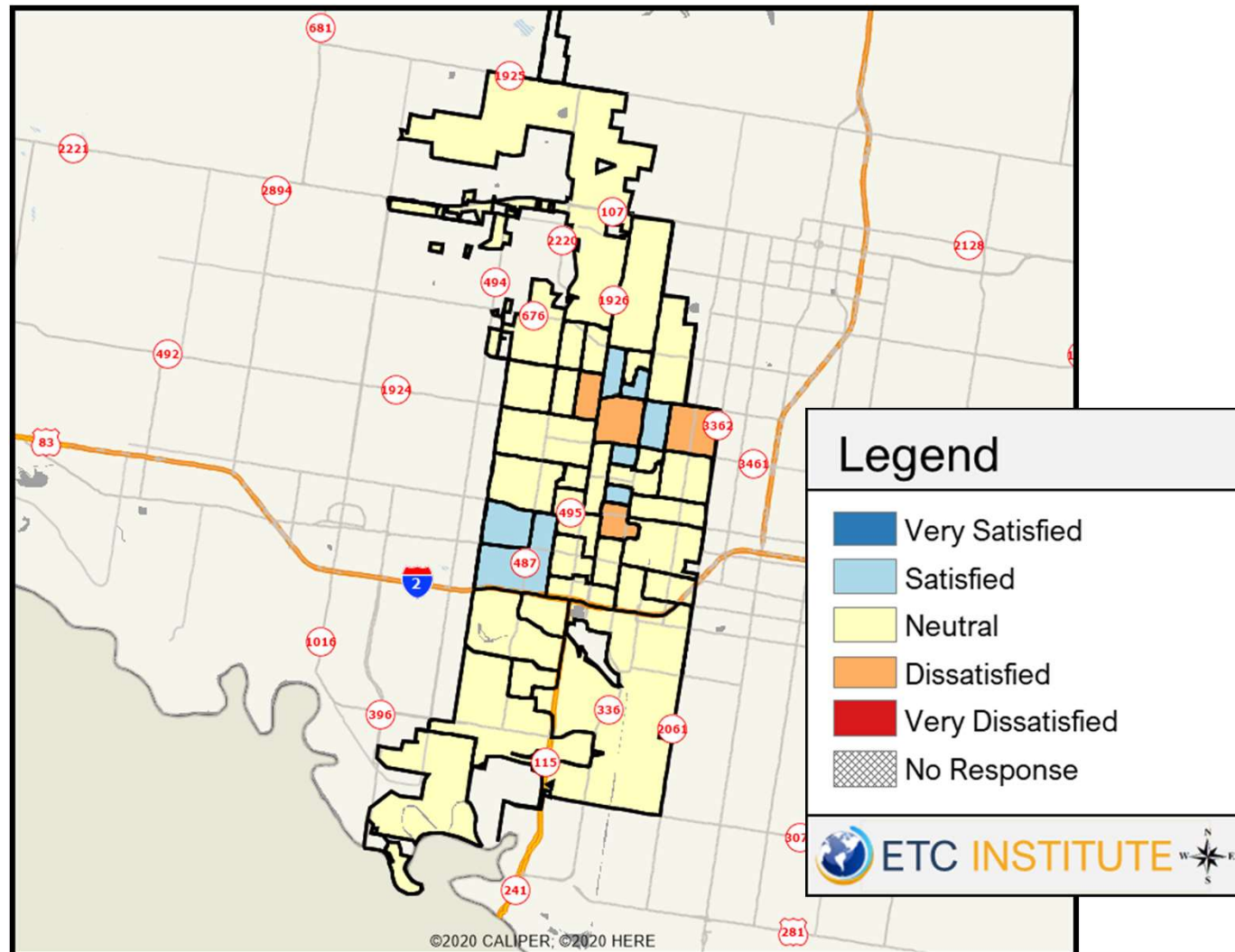




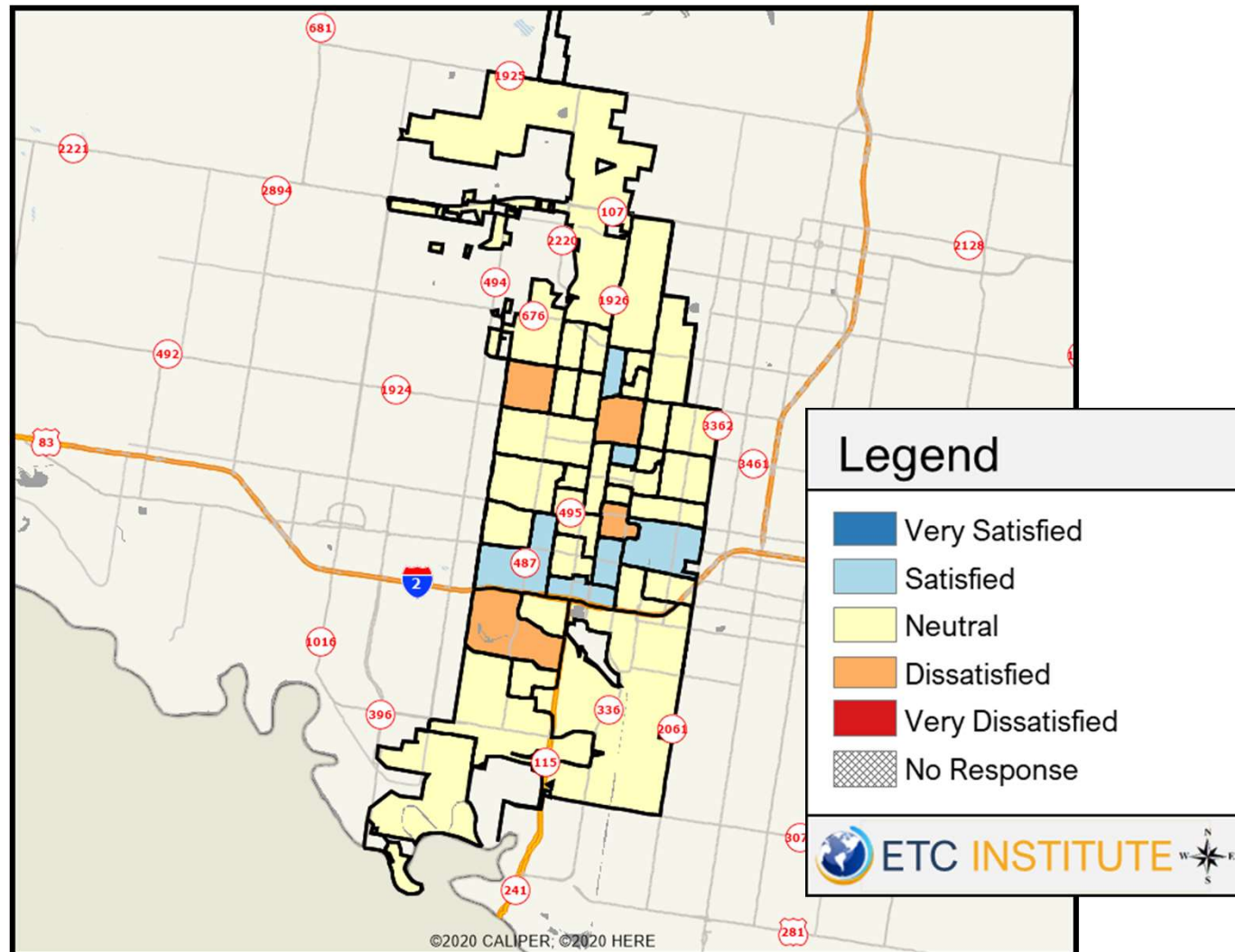
Q9-05. Level of satisfaction with the efforts to identify abandoned or unsecured properties



Q9-06. Level of satisfaction with the efforts to remove dilapidated structures

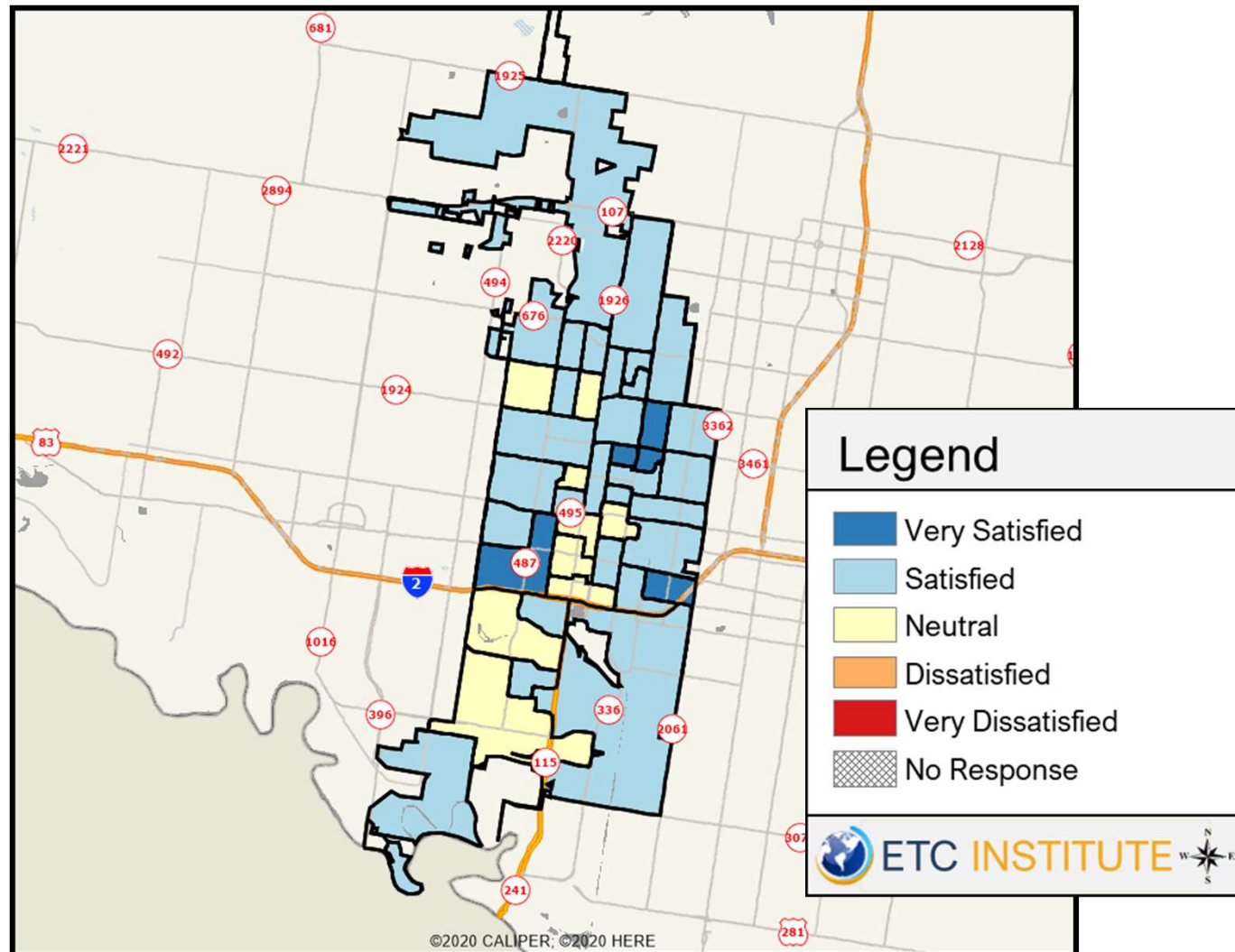


Q9-07. Level of satisfaction with the enforcement of parking on grass in the front yard

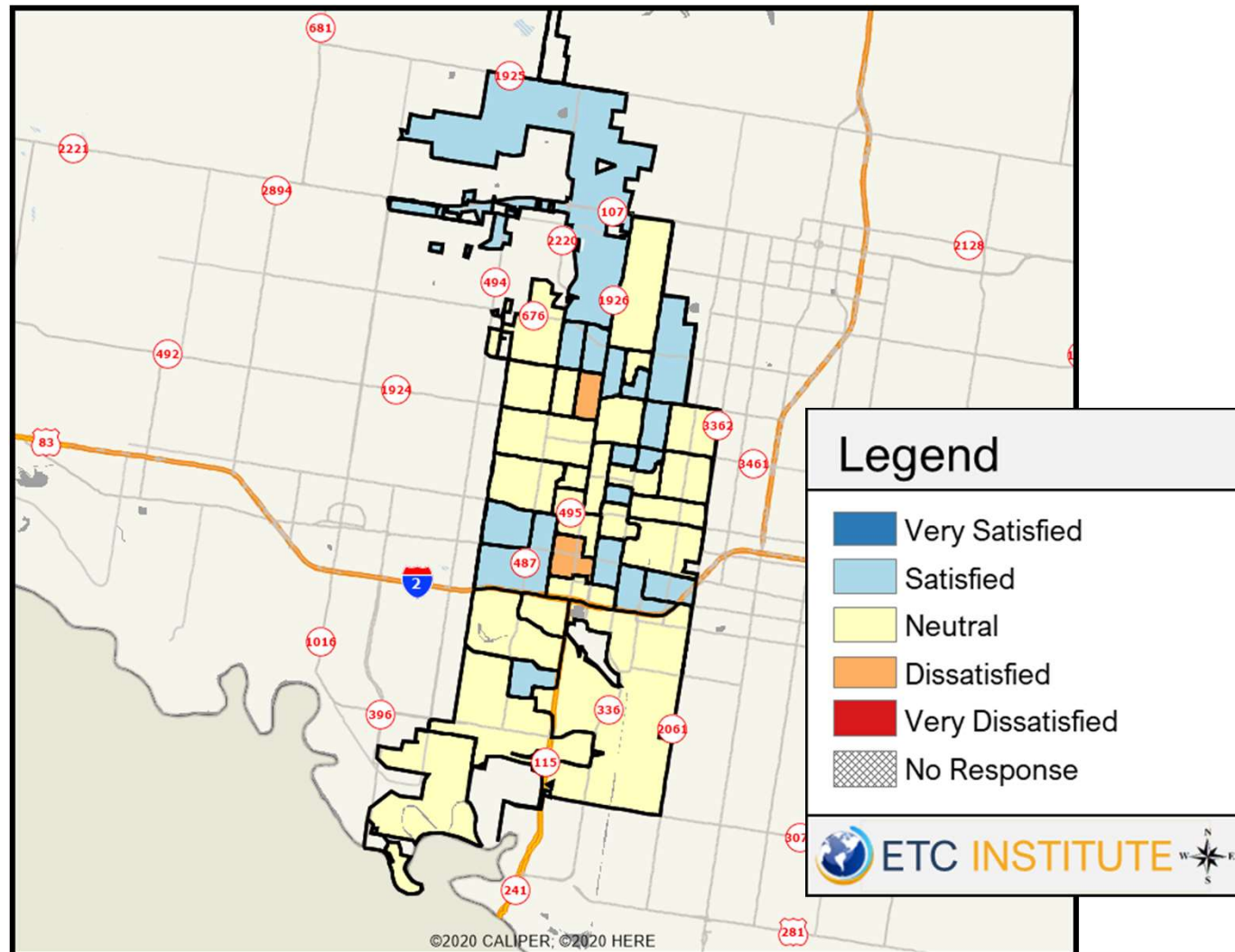


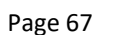


Q9-09. Level of satisfaction with the cleanliness in your neighborhood

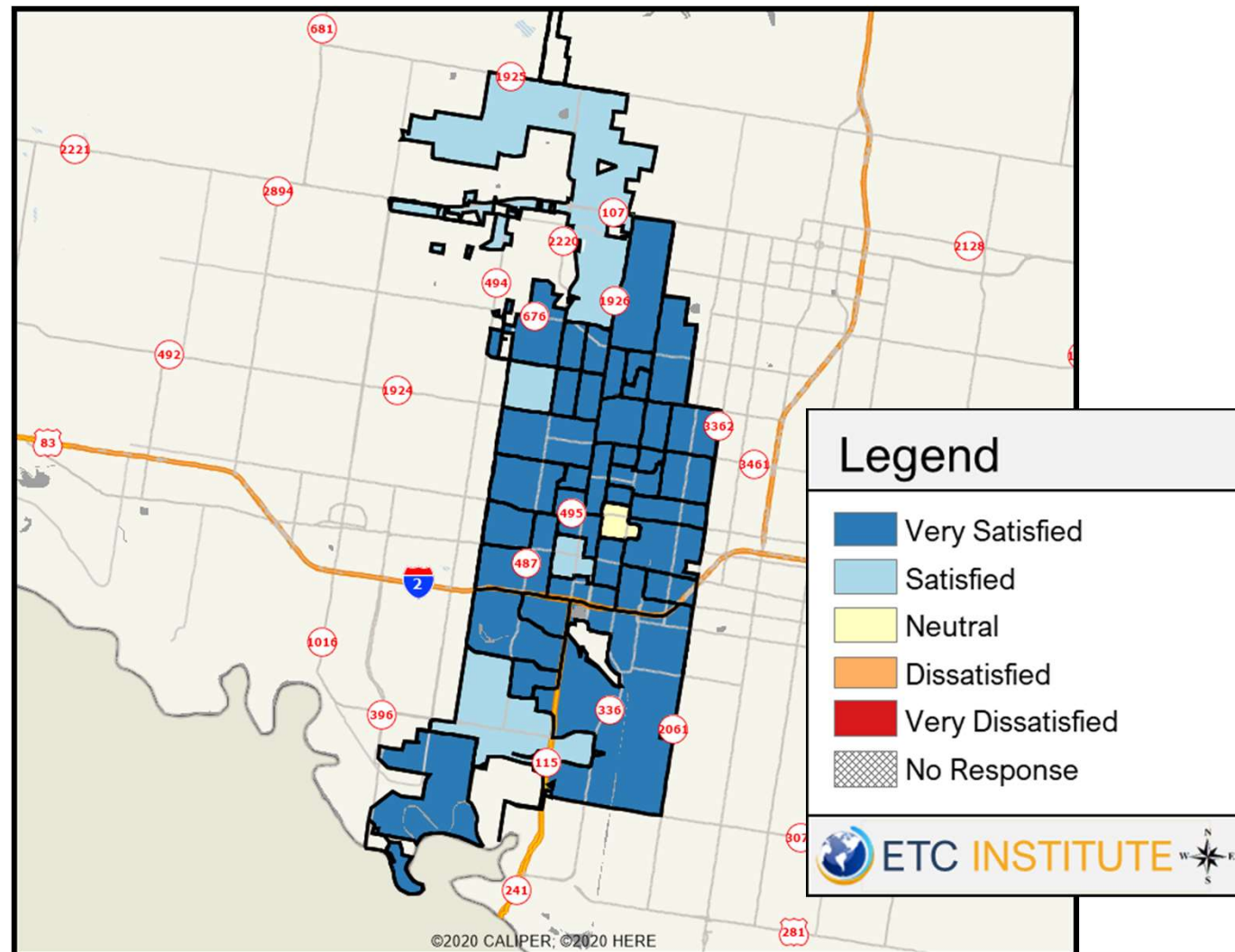


Q9-10. Level of satisfaction with the enforcement of loud music

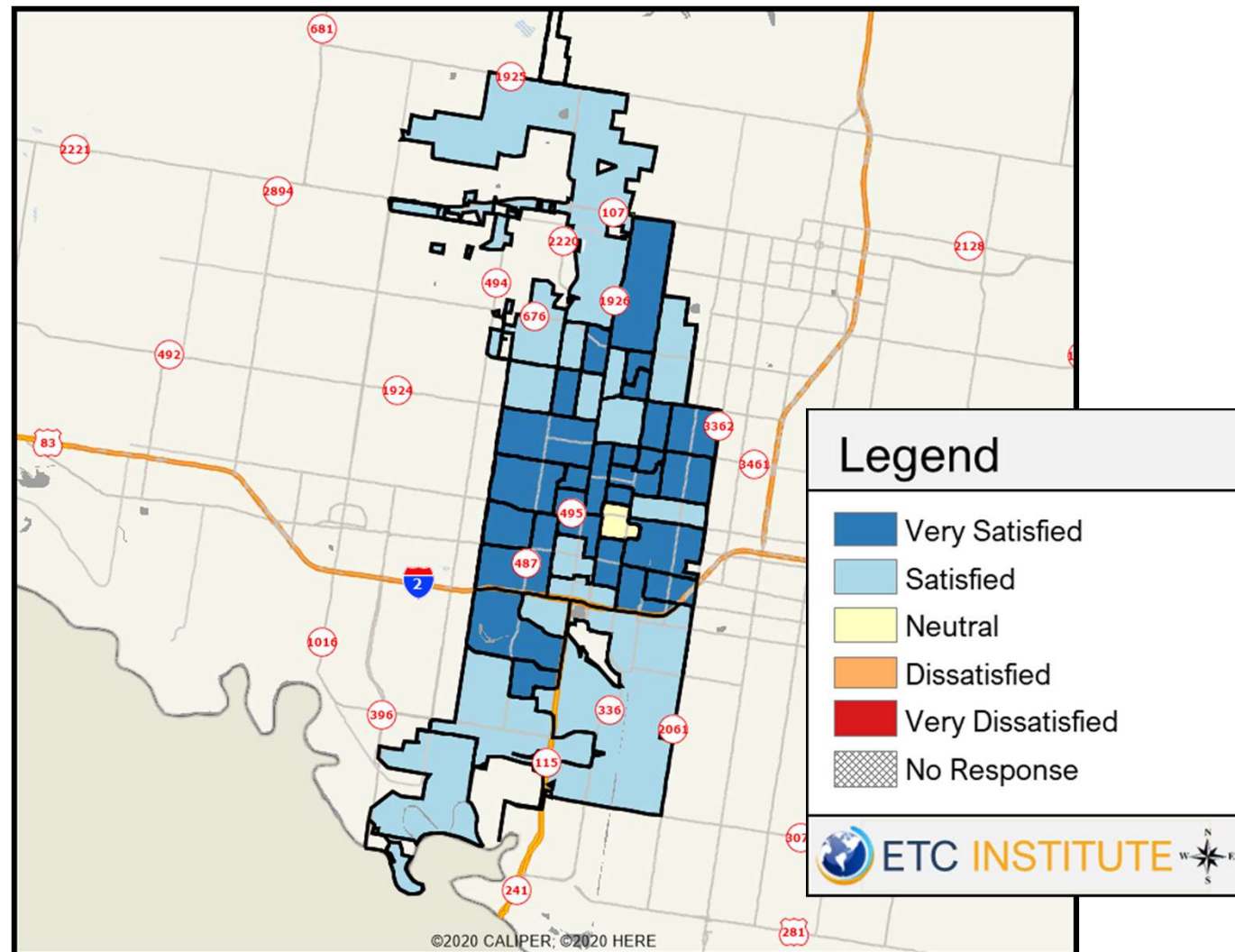




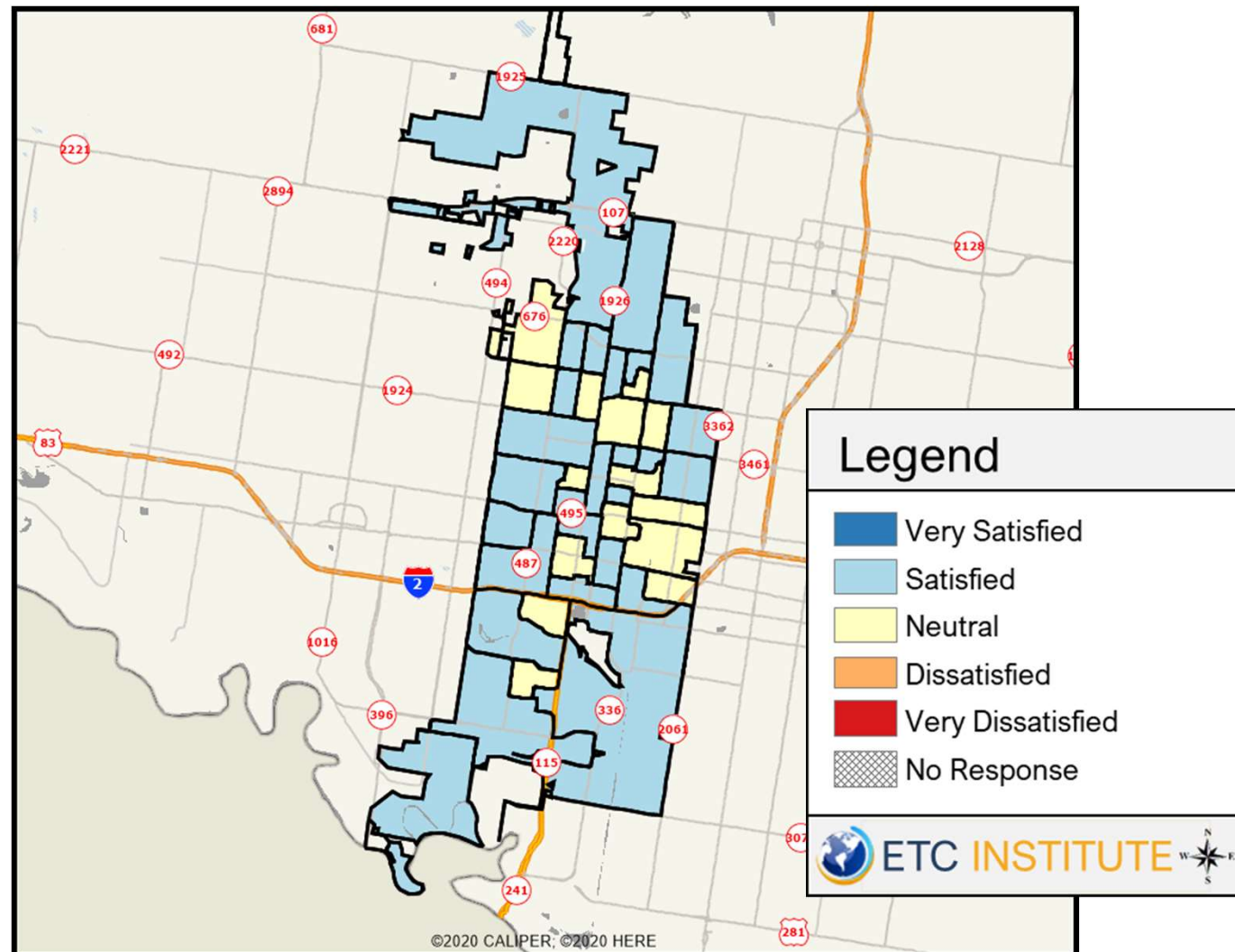
Q10-1. Level of satisfaction with the quality of residential garbage collection



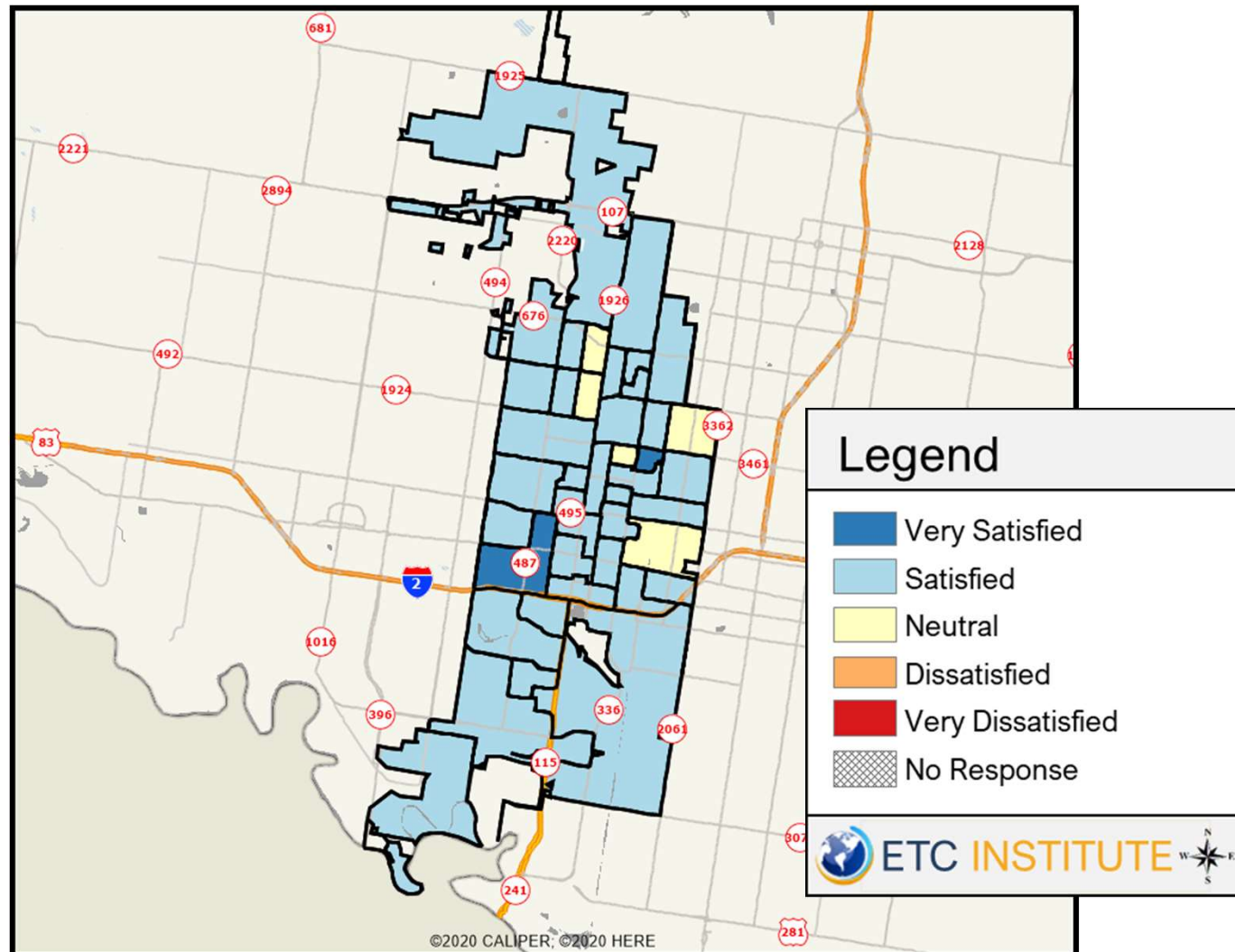
Q10-2. Level of satisfaction with the quality of residential curbside recycling services



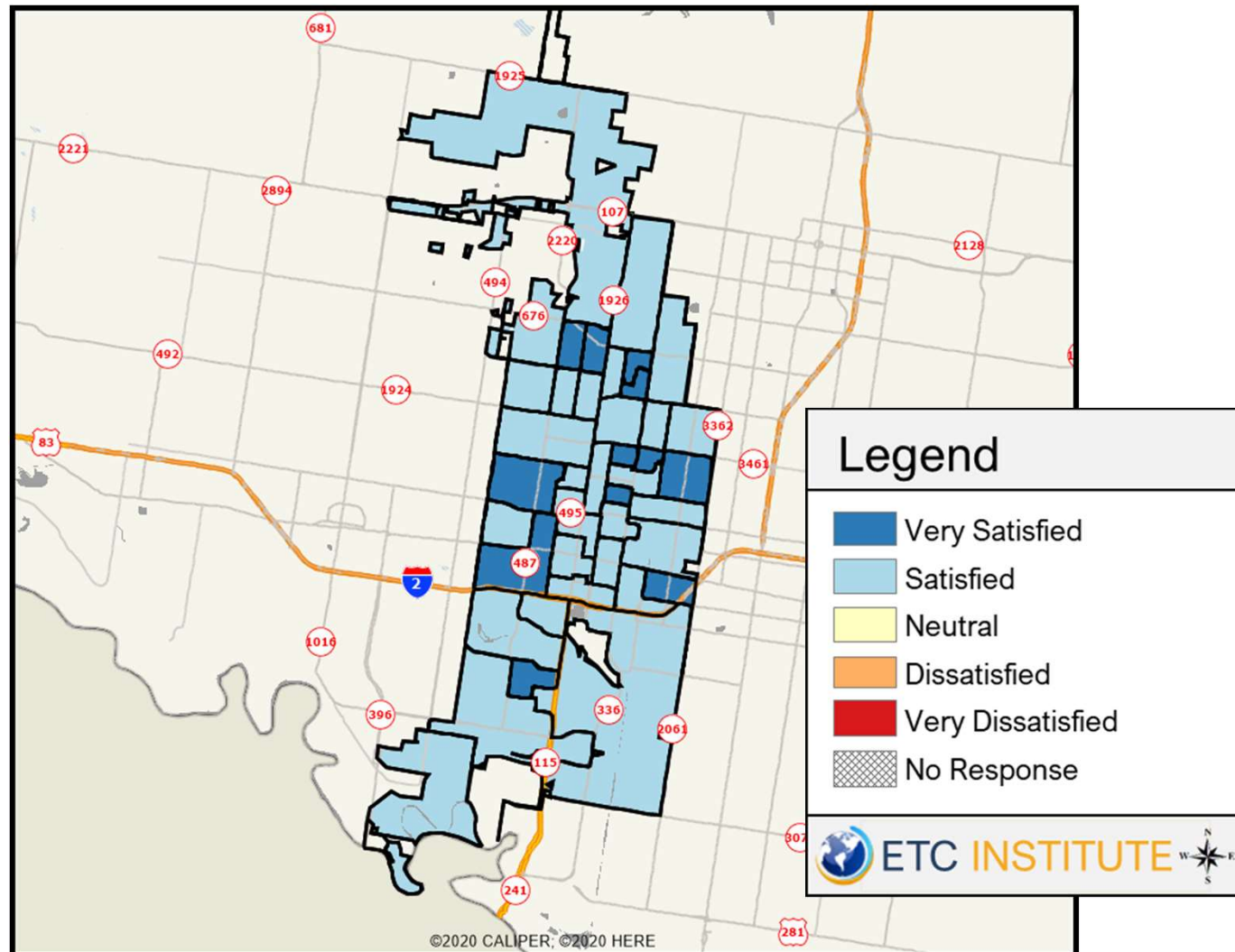
Q10-3. Level of satisfaction with the importance of Neighborhood Associations



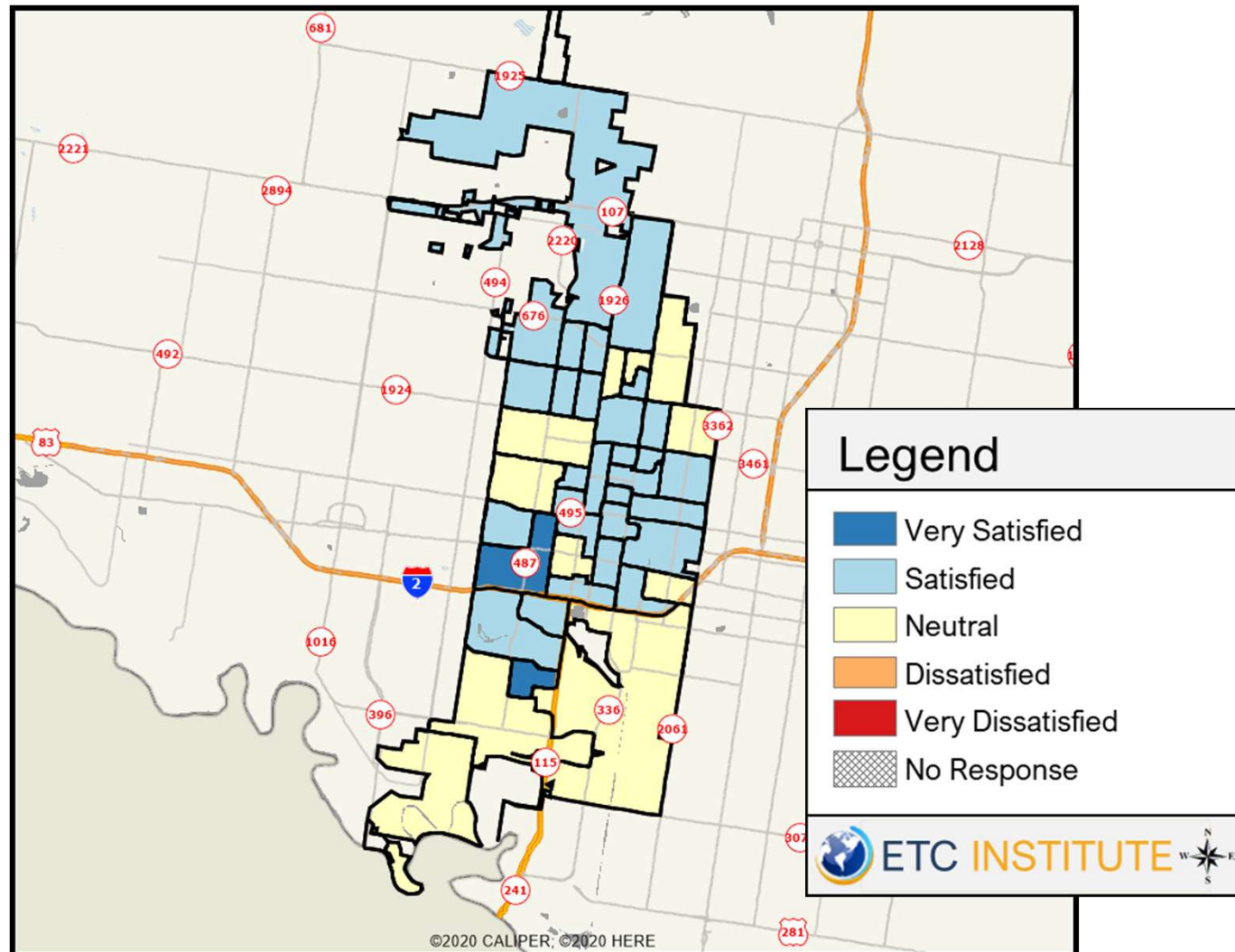
Q11-1. Level of satisfaction with the quality of drinking water



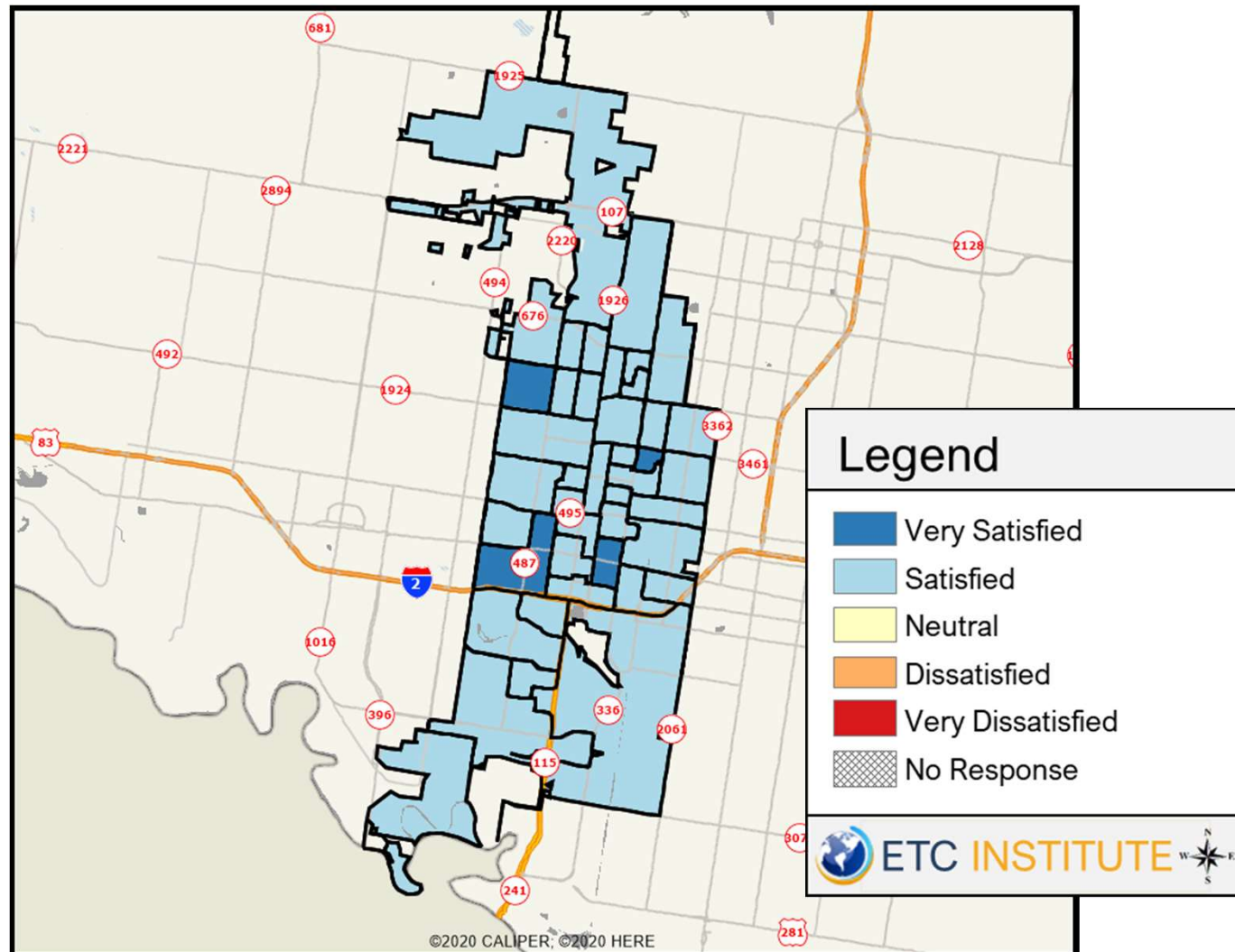
Q11-2. Level of satisfaction with the quality of wastewater services



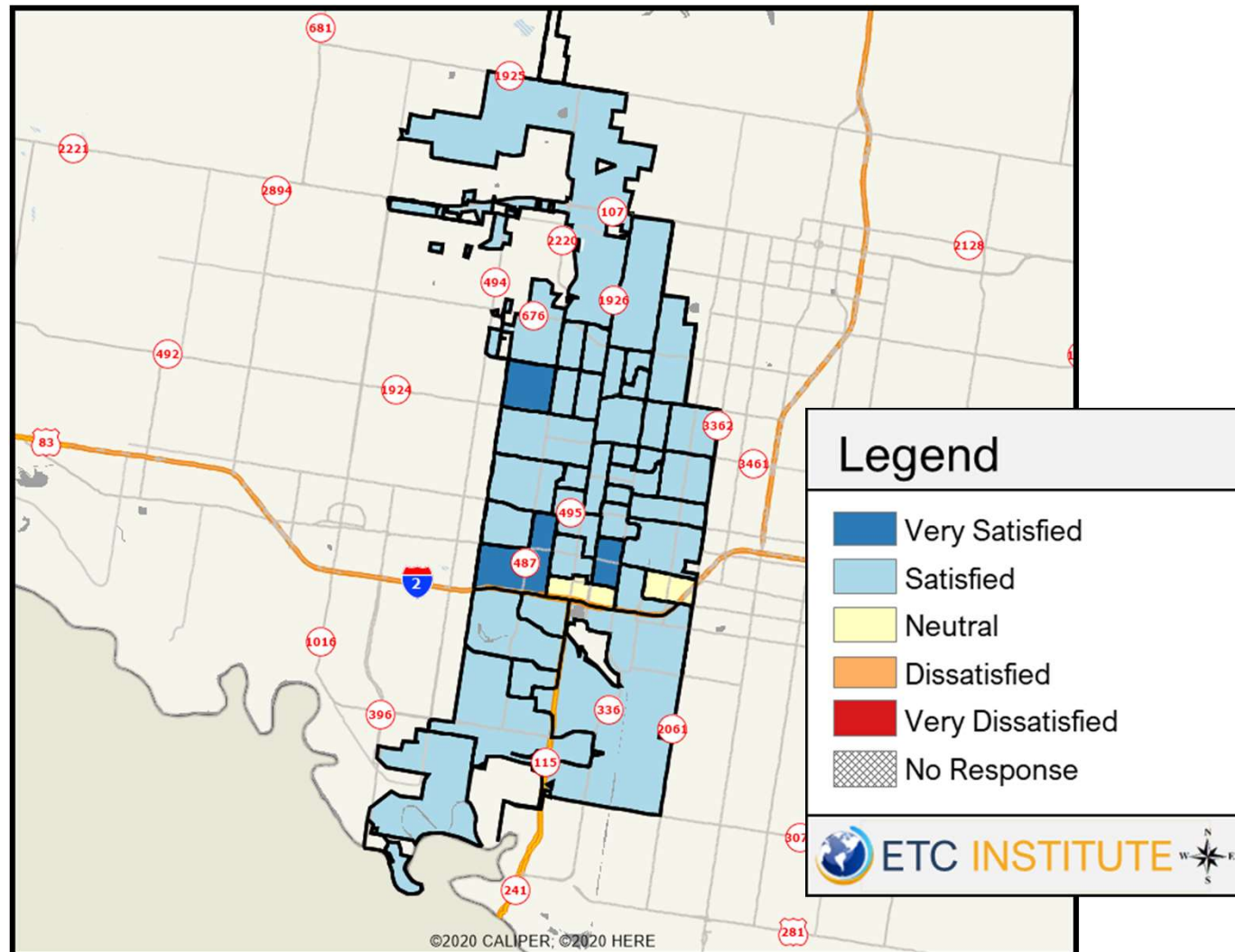
Q11-3. Level of satisfaction with the quality of drainage infrastructure



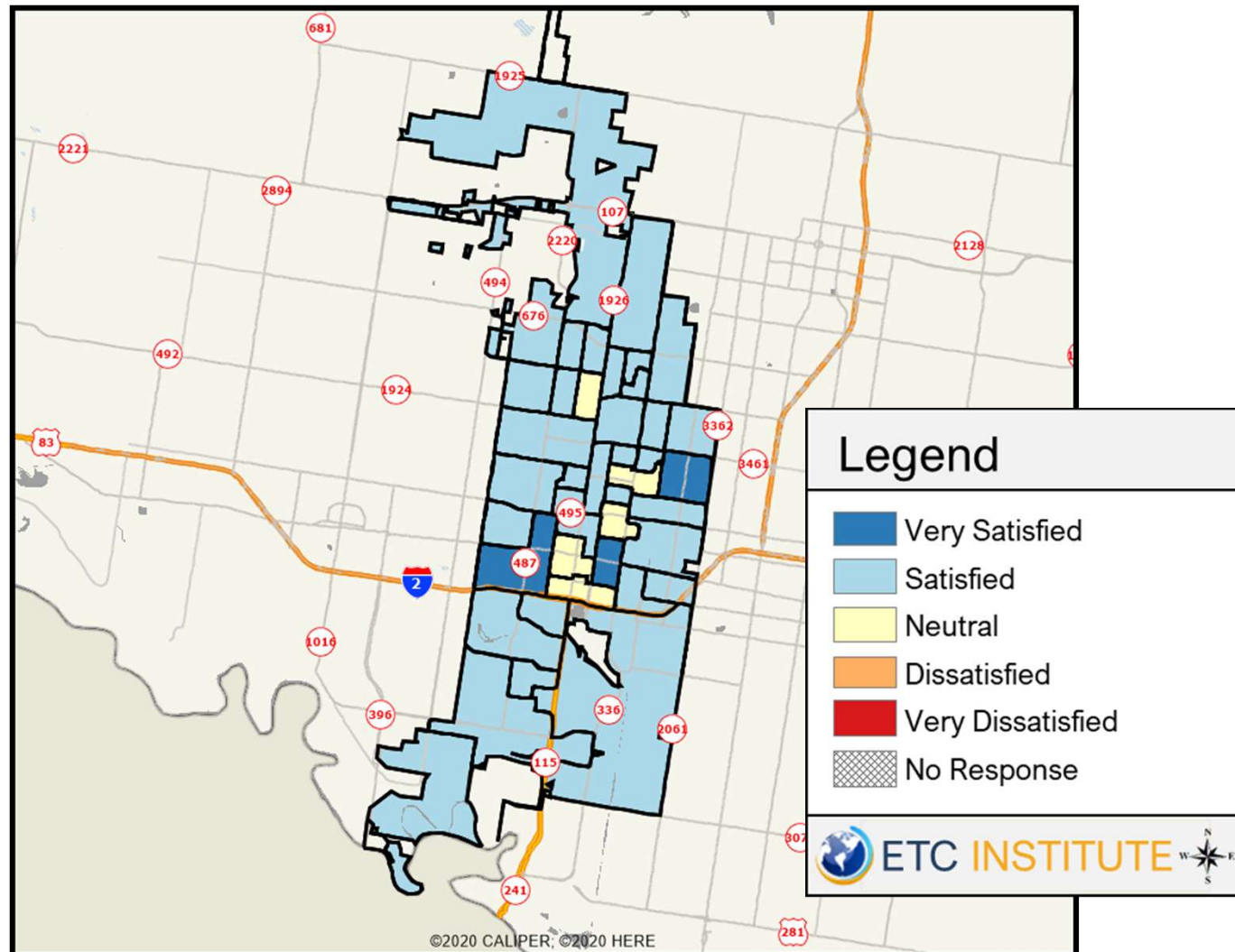
Q12-01. Level of satisfaction with the quality of city parks



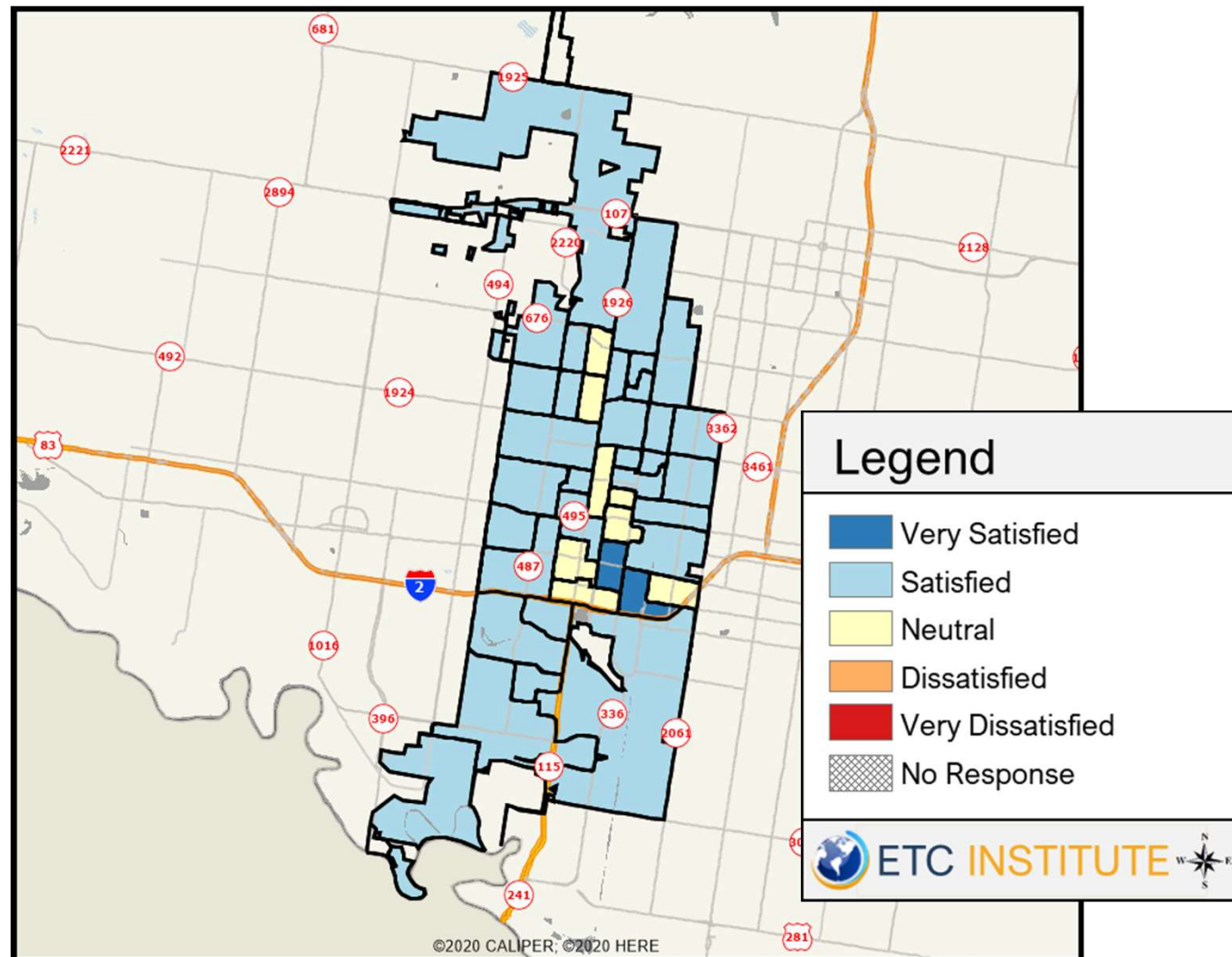
Q12-02. Level of satisfaction with the number and location of city parks



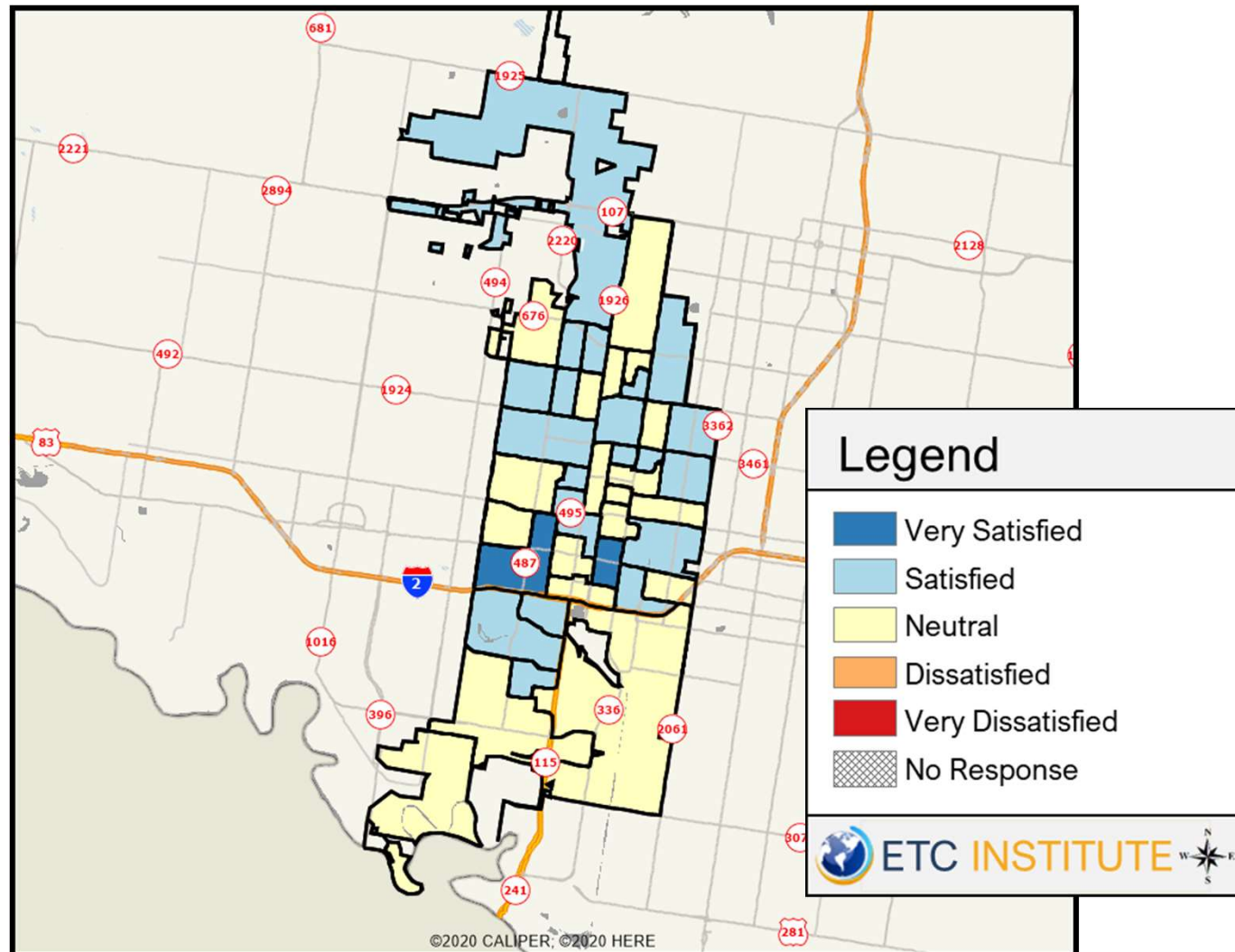
Q12-03. Level of satisfaction with the quality of walking and biking trails



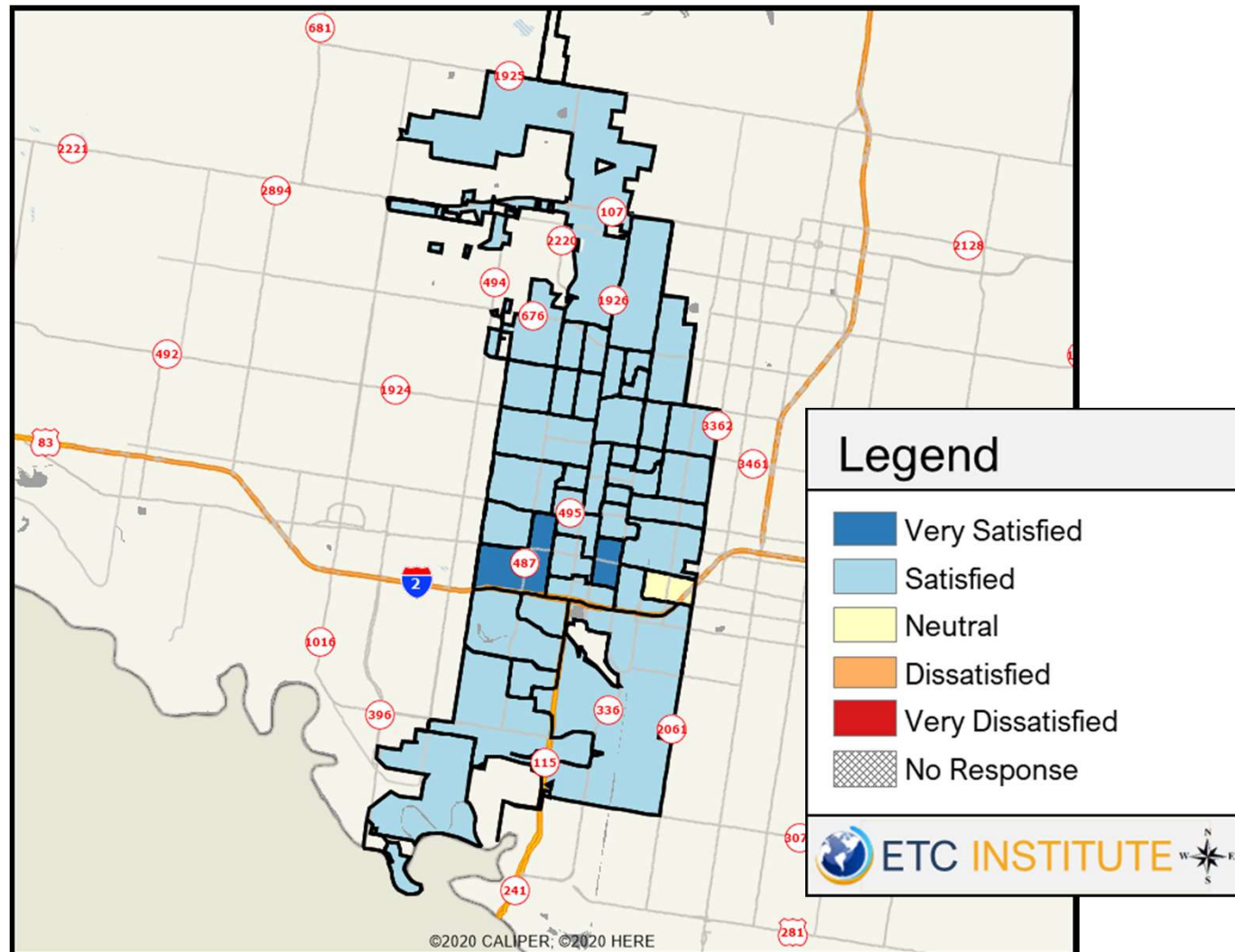
Q12-04. Level of satisfaction with the number of walking and biking trails



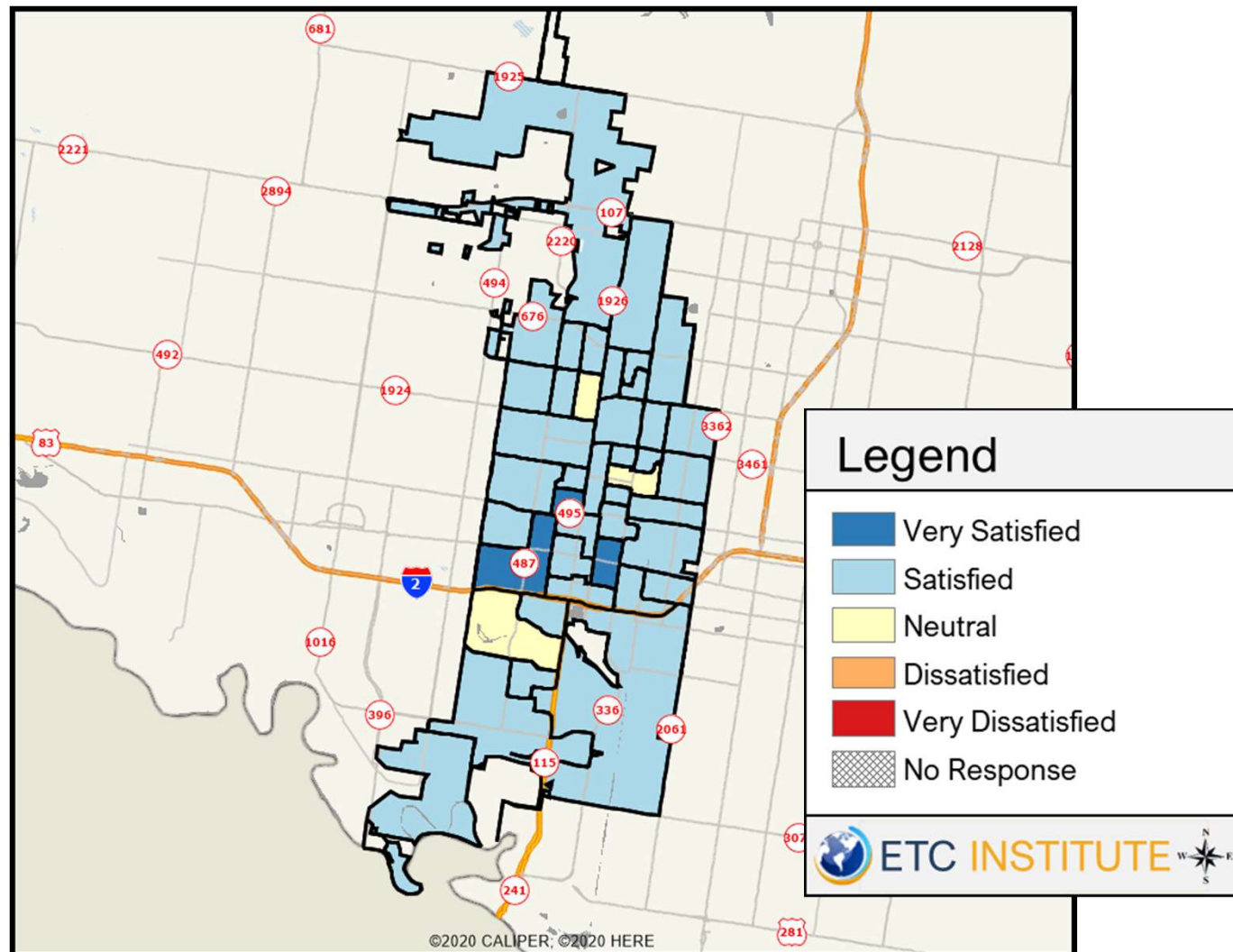
Q12-05. Level of satisfaction with the amount, quality and condition of swimming pools and splash parks



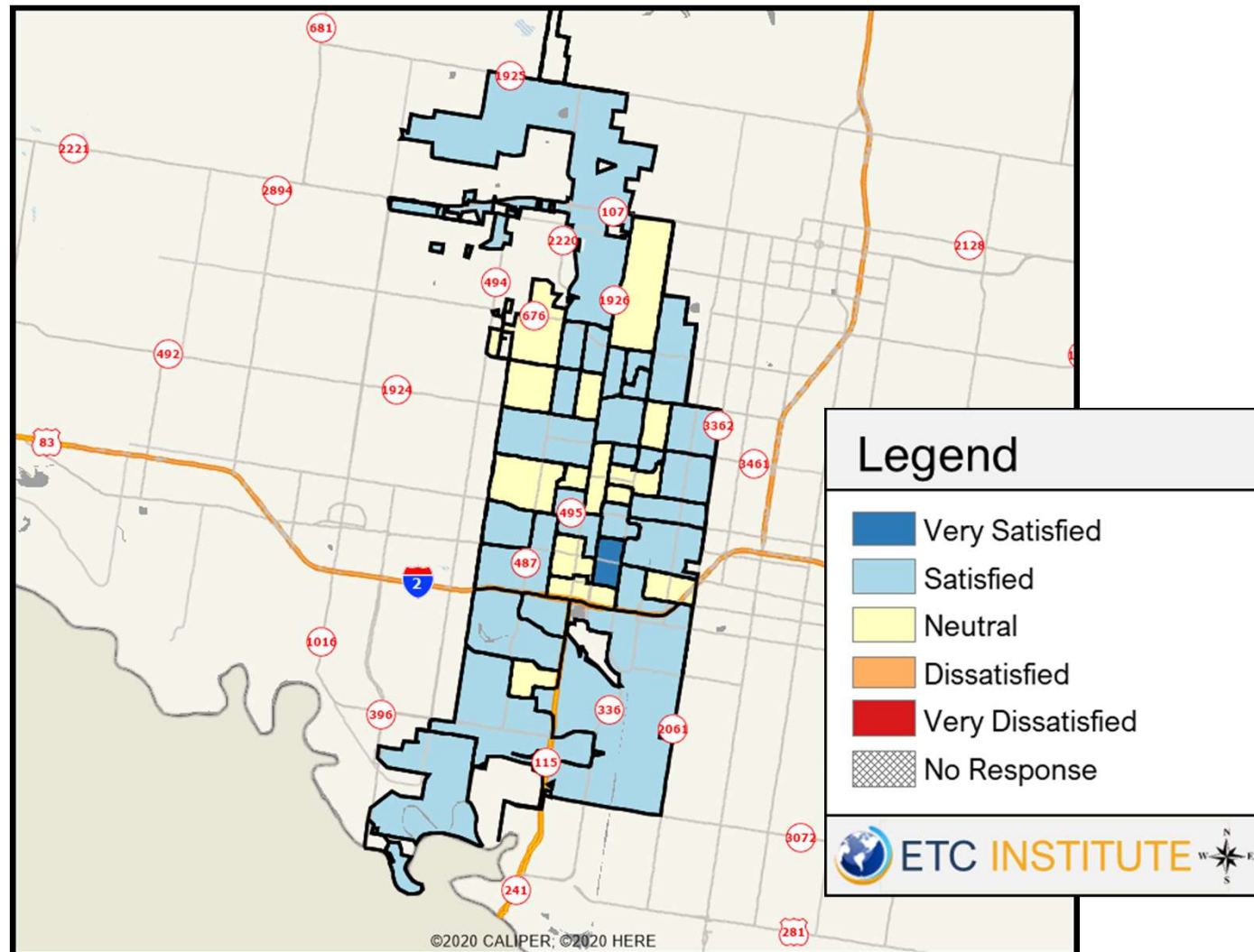
Q12-06. Level of satisfaction with the quality of city sponsored events and activities



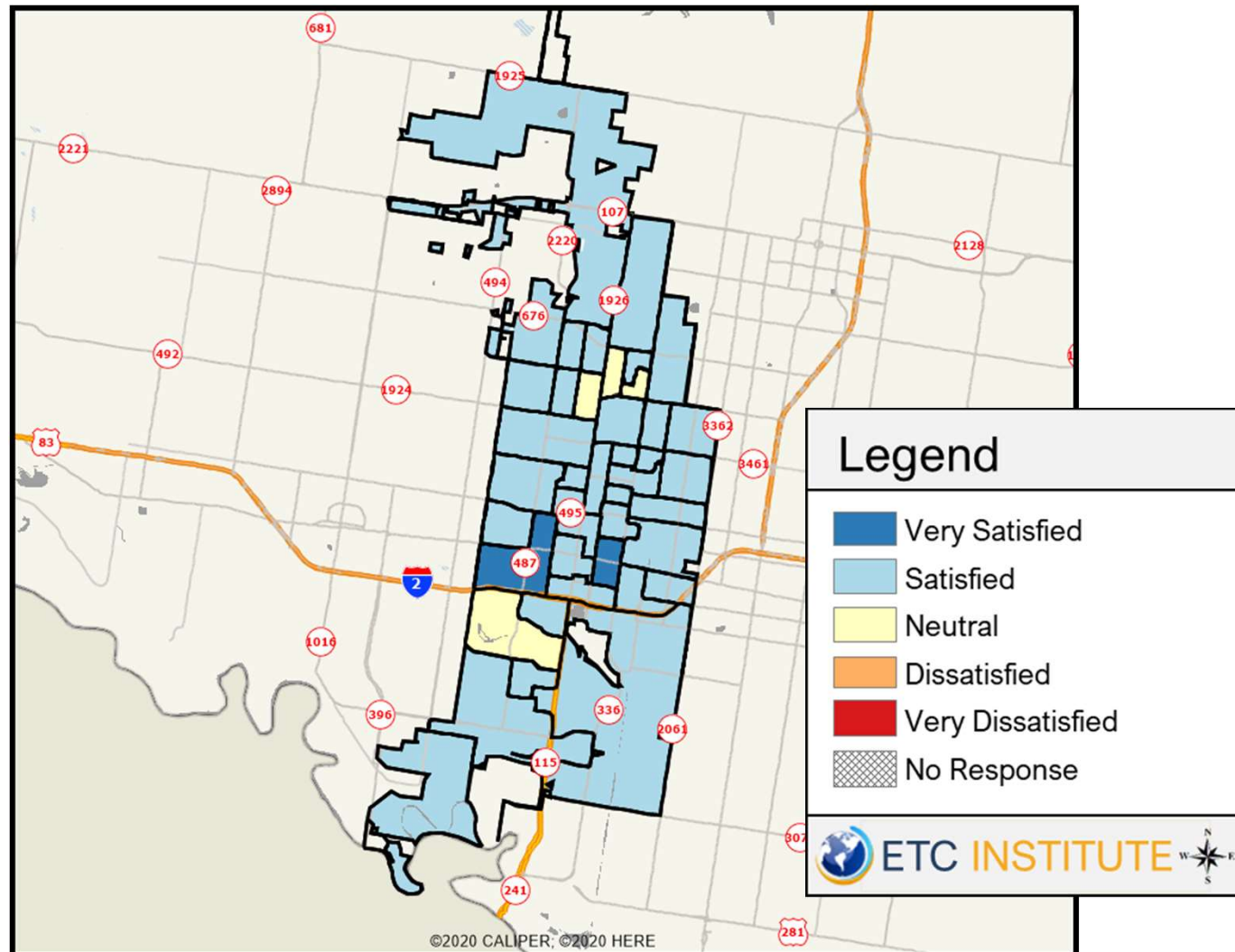
Q12-07. Level of satisfaction with the quality of youth sports programs



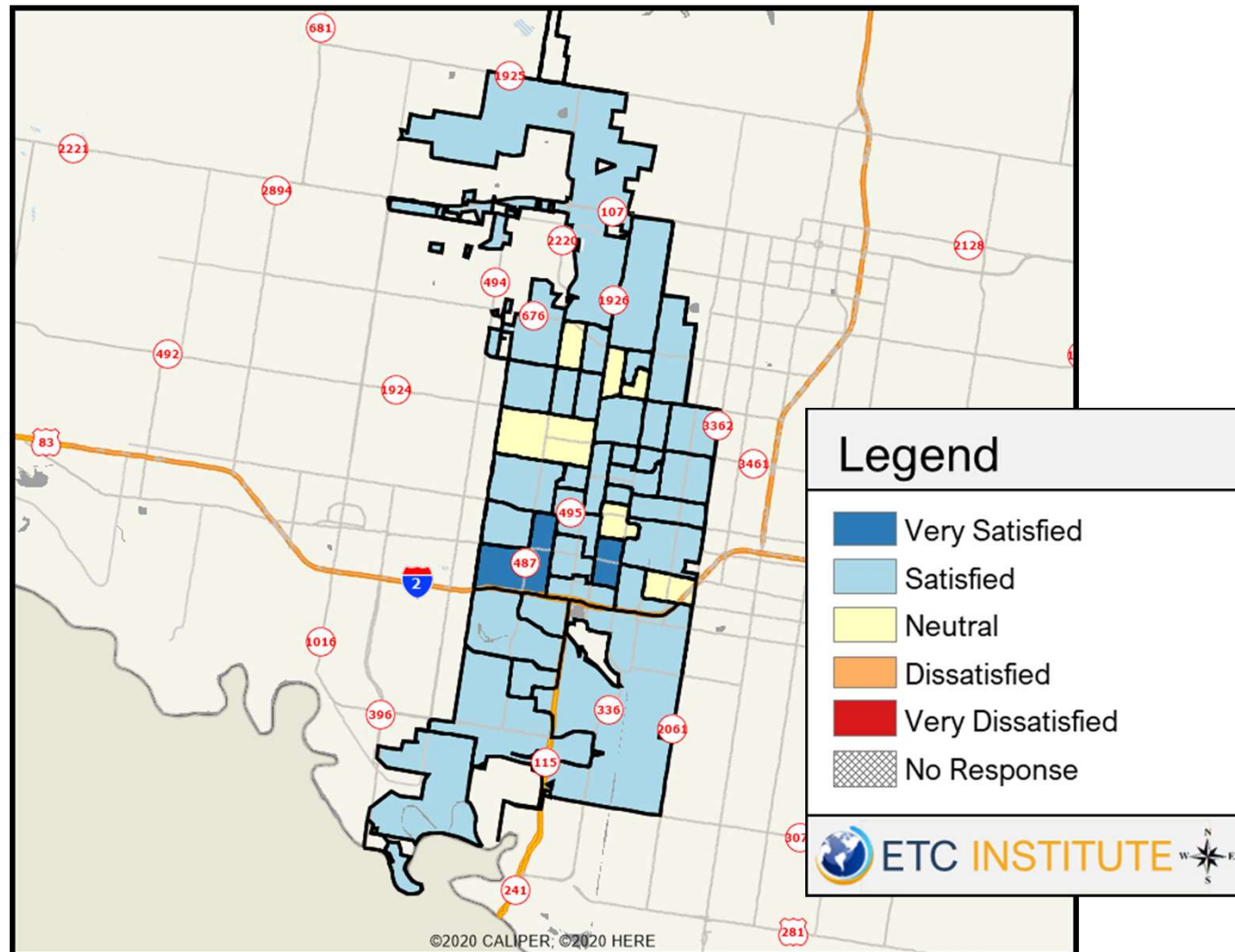
Q12-08. Level of satisfaction with the quality of adult sports programs



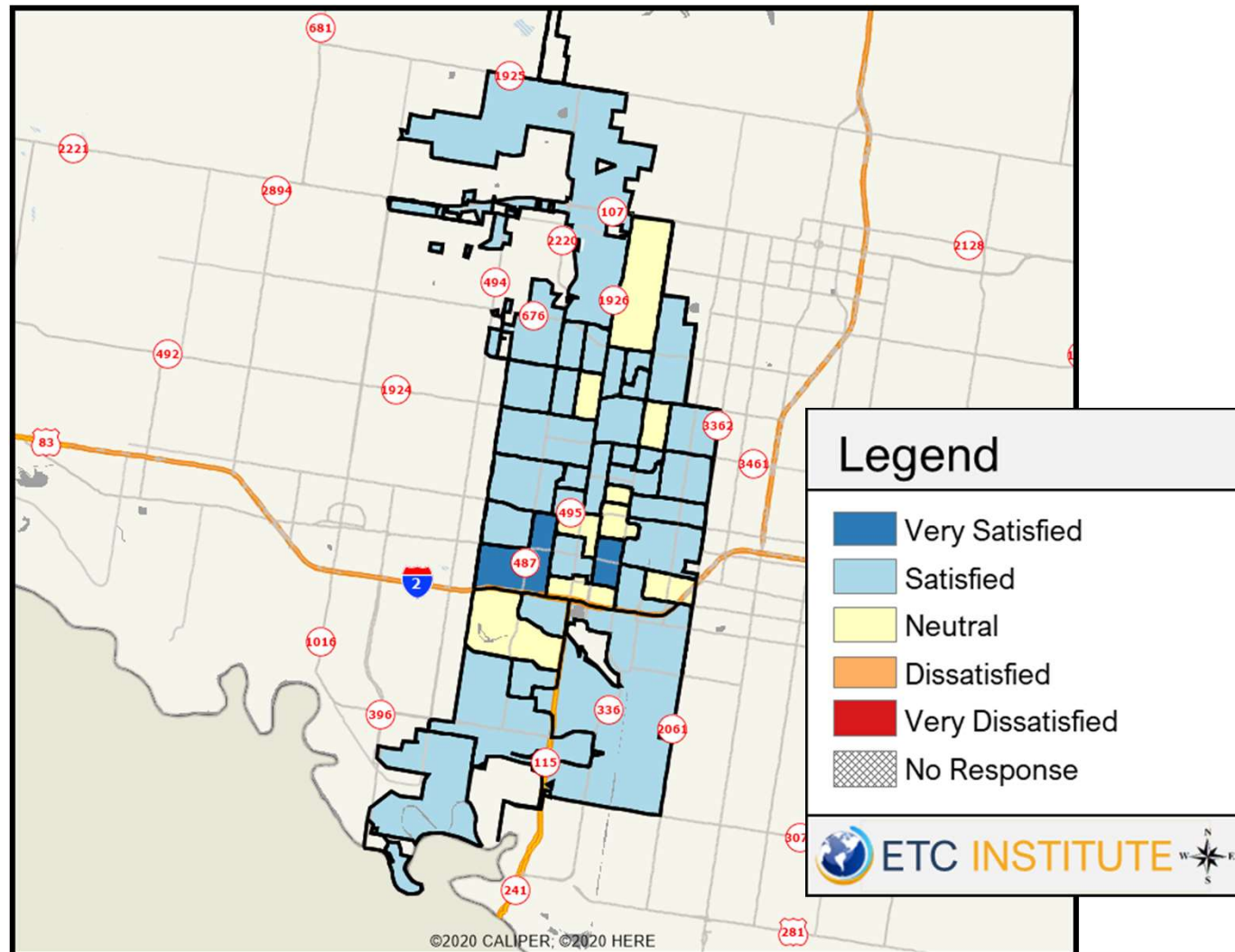
Q12-09. Level of satisfaction with the quality of outdoor athletic fields



Q12-10. Level of satisfaction with the quality of picnic, pavilion areas, playgrounds at city parks



Q12-11. Level of satisfaction with the recreational opportunities





ITEM SUMMARY

BOARD: City Commission

AGENDA ITEM

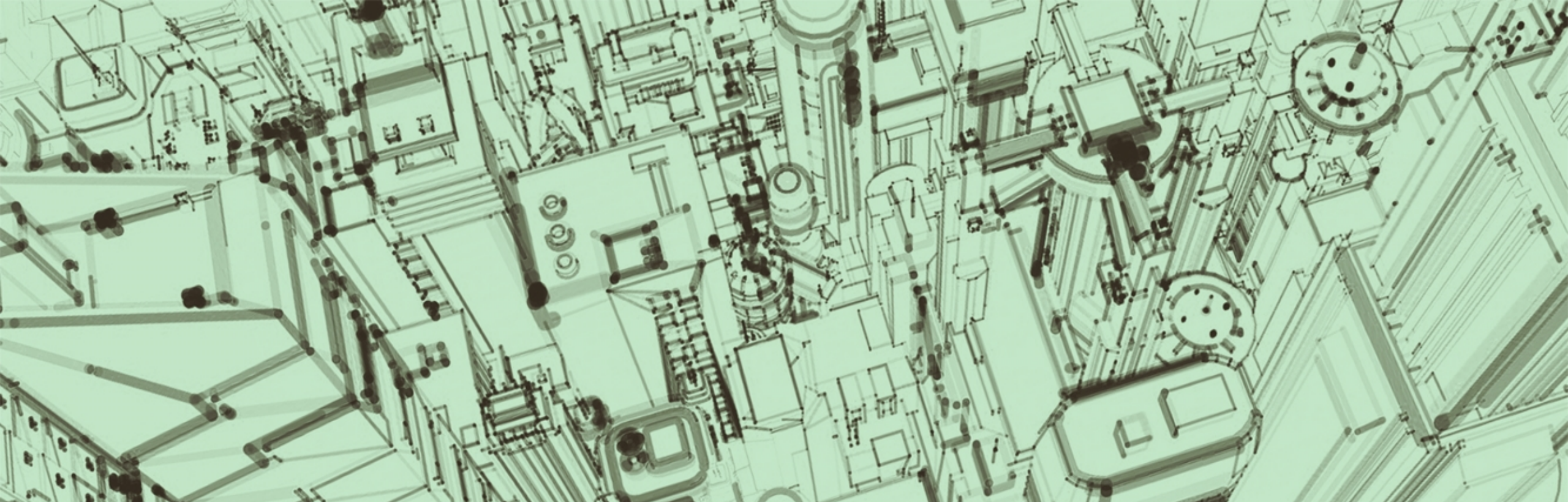
3.

DATE SUBMITTED

MEETING DATE

7/25/2022

1. Agenda Item: Discussion of Property and Casualty Coverage Options.
2. Party Making Request: Isaac Tawil
3. Nature of Request: "Discussion of property and casualty coverage options."
4. Routing:
Leilani Estrada Colima Created -
5. Staff Recommendation:
6. Advisory Board:
7. City Attorney:
8. Manager's Recommendation:



Self-Insurance Program

City Attorney's Office
June 27, 2022 Workshop



Agenda



- Brief History of the Self-Insurance Program
- Overview of the Program's Performance
- Options Moving Forward

History of the Self-Insurance Program

- Prior to Self-Insurance:
 - McAllen purchased property coverage from TML and was part of the TML Intergovernmental Risk Pool for casualty coverage.
 - Trend of McAllen's annual contributions to the Risk Pool significantly exceeded TML's annual expenditures

	2011-2012*	2012-2013	2013-2014
City's Contribution (Premium)	\$982,434.00	\$1,058,482.00	\$1,073,178.00
TML Expenditures**	\$2,812,066.20	\$608,468.20	\$112,656.40

- City Commission adopted an ordinance creating the Self-Insurance Program and establishing a Claims Review Board, effective October 1, 2015.

* Hailstorm

**Amount TML Spent – City Deductible

Self-Insurance Program Overview

- Objectives
 - Process all claims made against the City
 - Represent the City's subrogation interests
 - Defend lawsuits brought against the City or its employees/officials serving in their official capacity
- Administration
 - Two full-time, in-house claims adjusters
 - Two in-house attorneys*
- Oversight and Reporting
 - The City's Claims Review Board, which consists of the City Manager, Finance Director, Risk Management Director, City Attorney and MPU General Manager, reviews all claims.
 - City Attorney's Office provides periodic reports to the City Commission and requests authorization to settle any claims/suits of \$50,000 or more

*Legal services are funded through the City Attorney's Office Budget.

Settlement-Subrogation Analysis 2015-2021

Fiscal Year	Settlement Payments	Subrogation Recoveries
2015-2016	\$25,177.25	\$27,561.04
2016-2017	\$293,636.51	\$133,841.51
2017-2018	\$219,668.26	\$445,912.53
2018-2019	\$264,920.87	\$101,646.65
2019-2020	\$444,479.62	\$206,609.98
2020-2021	\$384,358.17	\$174,871.40
Average	\$326,448.14	\$218,088.62
Total	\$1,632,240.68	\$1,090,443.11

Enhanced Features of the Program

- Improved Customer Service
- Subrogation Recoveries
- Control
- Fiscal Responsibility

Why Now?



First-Party Property Coverage Update

- The City has maintained its property coverage with TML despite leaving the Risk Pool and implementing the Self-Insurance Program
- Effective October 1, 2022, TML will **ONLY** offer property coverage if the City has all eligible liability coverages through the Risk Pool.

Coverage Options 1-3

Option 1: TML (Traditional)		Option 2: TML (Modern)		Option 3: Conventional	
Property Premium	\$378,687	Property Premium	\$378,687	Property Premium	\$760,000
Deductible (per claim)	\$500,000 AOP* 1% Wind/Hail	Deductible (per claim)	\$500,000 AOP* 1% Wind/Hail	Deductible (per claim)	500% AOP 2% Wind/Hail
Casualty Premium	\$893,147	Casualty Premium	\$173,835	Casualty Premium	Remains in-house
Casualty Deductibles	\$10k Gen. Liab. \$25k LE and E&O \$1k Auto Liab.	Casualty Deductibles	\$500,000 <u>each claim</u>	Casualty Deductibles	N/A

*AOP- All Other Perils

Total Value of Property Schedule: \$383,351,642

Coverage Option 4: Modified Conventional

The City could insure less than the full value of its property schedule on the open market (“Maximum Loss Limit”) and continue the Self-Insurance Program. For context, during the catastrophic hailstorm in FY 2011-2012, TML’s losses after the City’s deductible was approximately \$2.8M.

Option 4: Modified Conventional (\$50M Loss Limit)	
Property Premium	\$530,000-\$609,000
Deductible (per claim)	\$500,000 AOP* 2-3% Wind/Hail
Casualty Premium	Remains In-House
Casualty Deductibles	N/A

Summary of Options

1

TML Traditional

Purchase casualty coverage from TML in order to be eligible for continued property coverage. Cease the self-insurance program and the associated benefits.

2

TML Modern

Purchase casualty coverage from TML at a steep discount with a \$500k per claim deductible, essentially remaining self-insured to participate in the favorable property premium.

3

Conventional

Purchase property coverage on the open market for the full value of the property schedule at nearly double what is currently paid to TML and continue to operate the self-insurance program

4

Modified Conventional

Purchase property coverage on the open market for less than the full value of the property schedule, known as a Maximum Loss Limit. Continue to operate the self-insurance program.



ITEM SUMMARY

BOARD: City Commission

AGENDA ITEM

4.A.

DATE SUBMITTED

MEETING DATE

7/25/2022

1. Agenda Item: Consultation with City Attorney regarding pending litigation: Cause No. C-4364-20-I; Edgar Devora v. Michael Manuel Garza. (Section 551.071, T.G.C.)
2. Party Making Request: Isaac Tawil
3. Nature of Request: Consultation with City Attorney regarding pending litigation: Cause No. C-4364-20-I; Edgar Devora v. Michael Manuel Garza. (Section 551.071, T.G.C.)
4. Routing:
Leilani Estrada Colima Created -
5. Staff Recommendation:
6. Advisory Board:
7. City Attorney:
8. Manager's Recommendation:



ITEM SUMMARY

BOARD: City Commission

AGENDA ITEM

4.B.

DATE SUBMITTED

MEETING DATE

7/25/2022

1. Agenda Item: Consultation with City Attorney regarding potential litigation regarding city alleys. (Section 551.071, T.G.C.)
2. Party Making Request: Isaac Tawil
3. Nature of Request: Consultation with City Attorney regarding potential litigation regarding city alleys. (Section 551.071, T.G.C.)
4. Routing:
Leilani Estrada Colima Created -
5. Staff Recommendation:
6. Advisory Board:
7. City Attorney:
8. Manager's Recommendation:



ITEM SUMMARY

BOARD: City Commission

AGENDA ITEM

4.C.

DATE SUBMITTED

MEETING DATE

7/25/2022

1. Agenda Item: Consultation with City Attorney regarding potential litigation to collect underpaid accounts. (Section 551.071, T.G.C.)
2. Party Making Request: Isaac Tawil
3. Nature of Request: Consultation with City Attorney regarding potential litigation to collect underpaid accounts. (Section 551.071, T.G.C.)
4. Routing:
Leilani Estrada Colima Created -
5. Staff Recommendation:
6. Advisory Board:
7. City Attorney:
8. Manager's Recommendation:



ITEM SUMMARY

BOARD:	AGENDA ITEM	4.D.
	DATE SUBMITTED	
	MEETING DATE	7/25/2022

1. Agenda Item: Consideration of Economic Development Matters. (Section 551.087, T.G.C.)
2. Party Making Request:
3. Applicant:
4. Nature of Request: Consideration of Economic Development Matters. (Section 551.087, T.G.C.)
5. Fiscal Impact Summary:
6. Budgeted:

Bid Amount:	_____	Budgeted Amount:	_____
Under Budget:	_____	Over Budget:	_____
		Amount Remaining:	_____
7. Routing:
Leilani Estrada ColimaCreated -
8. Staff Recommendation:
9. Advisory Board:
10. City Attorney:
11. Manager's Recommendation:



ITEM SUMMARY

BOARD: City Commission

AGENDA ITEM

4.E.

DATE SUBMITTED

MEETING DATE

7/25/2022

1. Agenda Item: Consultation with City Attorney regarding 2022 TGS Settlement. (Section 551.071, T.G.C.)
2. Party Making Request: Isaac Tawil
3. Nature of Request: Consultation with City Attorney regarding 2022 TGS Settlement. (Section 551.071, T.G.C.)
4. Routing:
Leilani Estrada Colima Created -
5. Staff Recommendation:
6. Advisory Board:
7. City Attorney:
8. Manager's Recommendation: