

The National Citizen Survey™

McAllen, TX

Dashboard Summary of
Findings

2013

Summary

The National Citizen Survey™ (The NCS) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions within the three pillars of a community, Community Characteristics, Governance and Participation, across eight central facets of community, Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement. This report summarizes McAllen's performance in the eight facets of community livability with the "General" rating as a summary of results from the overarching questions are not shown within any of the eight facets. The "Overall" represents the community pillar in its entirety (the eight facets and general).

By summarizing resident ratings across the eight facets and three pillars of a livable community, a picture of McAllen's community livability emerges. Below, the color of each community facet summarizes how residents rated each of the pillars that support it – Community Characteristics, Governance and Participation. When most ratings were higher than the benchmark, the color is dark purple; when most ratings were lower than the benchmark, the color is the lightest purple. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

Broadly, McAllen's ratings tended to be similar when compared to other communities across the nation. Ratings for Economy were higher within the pillars of Governance and Participation. Education and Enrichment was also higher than the benchmark within Participation.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	4	45	4	2	37	5	3	25	7
General	0	7	0	1	1	1	0	3	0
Safety	0	2	1	0	6	1	0	2	1
Mobility	1	7	0	0	7	0	0	0	3
Natural Environment	0	3	0	0	3	3	0	3	0
Built Environment	0	5	0	0	6	0	0	1	1
Economy	2	6	0	1	0	0	2	1	0
Recreation and Wellness	0	5	2	0	4	0	0	6	0
Education and Enrichment	1	5	0	0	2	0	1	0	0
Community Engagement	0	5	1	0	8	0	0	9	0

Legend	
	Higher
	Similar
	Lower
	Not available

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Figure 2: Detailed Dashboard

	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
General	Overall appearance	↓	↔	70%	Customer service	↓	↓	63%	Recommend McAllen	↔	↔	87%
	Overall quality of life	↔	↔	79%	Services provided by McAllen	↓	↔	75%	Remain in McAllen	↔	↔	84%
	Place to retire	↔	↔	71%	Services provided by the Federal Government	↔	↑	57%	Contacted McAllen employees	↔	↔	47%
	Place to raise children	↔	↔	84%								
	Place to live	↓	↔	84%								
	Neighborhood	↓	↔	68%								
	Overall image	↔	↔	73%								
Safety	Overall feeling of safety	*	↔	70%	Police	↓	↔	74%	Was NOT the victim of a crime	↔	↔	81%
	Safe in neighborhood	↔	↔	91%	Crime prevention	↓	↔	60%	Did NOT report a crime	*	↓	68%
	Safe downtown/commercial area	↓	↓	70%	Fire	↔	↔	86%	Stocked supplies for an emergency	*	↔	38%
					Fire prevention	↓	↔	67%				
					Ambulance/EMS	↔	↓	74%				
					Emergency preparedness	↓	↔	68%				
					Animal control	↔	↔	53%				
Mobility	Traffic flow	↑	↔	62%	Traffic enforcement	↔	↔	61%	Carpooled instead of driving alone	*	↓	33%
	Travel by car	↑	↑	80%	Street repair	↓	↔	48%	Walked or biked instead of driving	*	↓	38%
	Travel by bicycle	↔	↔	43%	Street cleaning	↔	↔	59%	Used public transportation instead of driving	*	↓	18%
	Ease of walking	↔	↔	55%	Street lighting	↓	↔	49%				
	Travel by public transportation	*	↔	59%	Sidewalk maintenance	↓	↔	58%				
	Overall ease travel	*	↔	85%	Traffic signal timing	↓	↔	50%				
	Public parking	*	↔	58%	Bus or transit services	↔	↔	62%				
Natural Environment	Paths and walking trails	↓	↔	55%								
	Overall natural environment	↔	↔	69%	Garbage collection	↔	↔	80%	Recycled at home	↔	↔	85%
	Air quality	↔	↔	72%	Recycling	↔	↔	76%	Conserved water	*	↔	91%
	Cleanliness	↓	↔	64%	Yard waste pick-up	↔	↓	54%	Made home more energy efficient	*	↔	79%
					Drinking water	↓	↓	52%				
					Open space	*	↓	45%				
					Natural areas preservation	↓	↔	49%				
Built Environment	New development in McAllen	↓	↔	62%	Sewer services	↓	↔	65%	NOT experiencing housing cost stress	↑	↔	73%
	Affordable quality housing	↓	↔	47%	Storm drainage	↔	↔	51%	Did NOT observe a code violation	*	↓↓	34%
	Housing options	↓	↔	52%	Utility billing	*	↔	65%				
	Overall built environment	*	↔	56%	Land use, planning and zoning	↓	↔	55%				
	Public places	*	↔	59%	Code enforcement	↔	↔	49%				
					Cable television	↔	↔	61%				

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available

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	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
Economy	Overall economic health	*	↔	65%	Economic development	↓	↑	63%	Economy will have positive impact on income	↔	↑	31%
	Shopping opportunities	↓	↑	75%					Purchased goods or services in McAllen	*	↔	96%
	Employment opportunities	↔	↔	44%					Work in McAllen	*	↑	56%
	Place to visit	*	↔	65%								
	Cost of living	*	↑	53%								
	Vibrant downtown/commercial area	*	↔	48%								
	Place to work	↔	↔	69%								
	Business and services	↓	↔	67%								
	Fitness opportunities	*	↓	61%	City parks	↓	↔	74%	In very good to excellent health	*	↔	52%
	Recreational opportunities	↔	↓	46%	Recreation centers	↓	↔	62%	Used McAllen public libraries	↔	↔	74%
Recreation and Wellness	Health care	↑	↔	66%	Recreation programs	↓	↔	61%	Used McAllen recreation centers	↔	↔	62%
	Food	↔	↔	67%	Health services	↔	↔	63%	Visited a City park	↓	↔	82%
	Mental health care	*	↔	44%					Ate 5 portions of fruits and vegetables	*	↔	86%
	Health and wellness	*	↔	67%					Participated in moderate or vigorous physical activity	*	↔	81%
	Preventive health services	↔	↔	65%								
	K-12 education	↔	↔	74%	Public libraries	↔	↔	83%	Participated in religious or spiritual activities	↑	↑↑	73%
	Cultural/arts/music activities	↓	↔	42%	Special events	*	↔	53%				
	Child care/preschool	↑	↑	71%								
	Religious or spiritual events and activities	↔	↔	68%								
	Adult education	*	↔	60%								
Education and Enrichment	Overall education and enrichment	*	↔	68%								
	Opportunities to participate in community matters	↓	↔	55%	Public information	↔	↔	75%	Talked to or visited with neighbors	*	*	22%
	Opportunities to volunteer	↓	↓	59%	Overall direction	↔	↔	70%	Voted in local elections	↑	↔	73%
	Sense of community	↔	↔	61%	Value of services for taxes paid	↓	↔	48%	Attended a local public meeting	↔	↔	27%
	Openness and acceptance	↓	↔	49%	Welcoming citizen involvement	↓	↔	56%	Watched a local public meeting	↔	↔	45%
	Social events and activities	↓	↔	52%	Confidence in City government	*	↔	62%	Volunteered	↔	↔	39%
	Neighborhoodness	*	↔	53%	Acting in the best interest of McAllen	*	↔	61%	Participated in a club	↔	↔	34%
					Being honest	*	↔	57%	Done a favor for a neighbor	*	*	72%
					Treating all residents fairly	*	↔	53%	Campaigned for an issue, cause or candidate	*	↔	26%
									Contacted McAllen elected officials	*	↔	22%
Community Engagement									Attended a City-sponsored event	*	↔	57%
									Read or watched local news	*	↔	91%

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available