

The National Citizen Survey™

McAllen, TX

Comparisons by Demographic
Subgroups

2014

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The National Citizen Survey™
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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. This report discusses differences in opinion of survey respondents by length of residency in McAllen, annual household income, age of respondent and gender of respondent.

Responses in the following tables show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good,” or the percent of respondents who attended a public meeting more than once a month. ANOVA and chi-square tests of significance were applied to these comparisons of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they have been shaded grey.

The margin of error for this report is generally no greater than plus or minus seven percentage points around any given percent reported for the entire sample (215 completed surveys). For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Notable differences between demographic subgroups included the following:

- Residents that had lived in McAllen for more than 20 years were more likely to rate Community Characteristics higher than residents who had resided in McAllen for less than 20 years. These more positive assessments were found in the facets of Safety, Mobility, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement. Across all facets of Community Characteristics, respondents with annual household incomes of \$49,999 or less were more likely to give higher ratings than those with higher annual household incomes. Generally, older residents (those 55 and older) were more likely to give higher ratings to Community Characteristics than younger residents, and women gave higher ratings than men.
- Within the aspect of Governance, residents who had lived in the community for more than 20 years viewed services related to Safety, Natural Environment, Built Environment, Recreation and Wellness and Education and Enrichment more positively than those who had lived in the community for shorter periods. Women gave higher ratings than men in several aspects of Governance including the overall direction that McAllen is taking, overall confidence in McAllen government, crime prevention, street cleaning, preservation of natural areas, code enforcement and health services.
- Differences were observed within the pillar of Participation. Residents that had lived in McAllen for more than 20 years were more likely to remain in McAllen for the next five years, stock supplies in preparation for an emergency, carpool, make efforts to make their homes more energy efficient and make efforts to conserve water. Respondents that had lived in McAllen for more than 20 years also reported higher levels of Community Engagement than those that had lived in McAllen for shorter periods of time. Residents with annual incomes higher than \$50,000 per year reported higher rates of Community Engagement than those with lower annual household incomes.

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Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Number of years in McAllen		Annual household income		Age			Sex		Overall
	20 years or less	More than 20 years	\$49, 999 or less	\$50,000 or more	18-34	35-54	55+	Female	Male	
The overall quality of life in McAllen	76%	82%	81%	74%	77%	72%	88%	85%	71%	79%
Overall image or reputation of McAllen	63%	85%	75%	70%	66%	69%	84%	88%	54%	73%
McAllen as a place to live	83%	87%	86%	82%	77%	79%	96%	90%	78%	84%
Your neighborhood as a place to live	61%	76%	63%	73%	44%	67%	86%	69%	65%	68%
McAllen as a place to raise children	78%	89%	85%	80%	76%	79%	94%	89%	76%	84%
McAllen as a place to retire	66%	77%	76%	64%	64%	63%	85%	76%	68%	71%
Overall appearance of McAllen	64%	77%	75%	60%	75%	55%	83%	76%	62%	70%

Table 2: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in McAllen		Annual household income		Age			Sex		Overall
	20 years or less	More than 20 years	\$49, 999 or less	\$50,000 or more	18-34	35-54	55+	Female	Male	
Overall feeling of safety in McAllen	64%	77%	77%	59%	69%	63%	80%	76%	62%	70%
In your neighborhood during the day	87%	97%	89%	94%	91%	91%	92%	90%	94%	91%
In McAllen's downtown/commercial area during the day	60%	81%	75%	63%	47%	79%	78%	70%	70%	70%

Table 3: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in McAllen		Annual household income		Age			Sex		Overall
	20 years or less	More than 20 years	\$49, 999 or less	\$50,000 or more	18-34	35-54	55+	Female	Male	
Overall ease of getting to the places you usually have to visit	83%	87%	85%	84%	90%	79%	89%	89%	81%	85%
Traffic flow on major streets	56%	68%	65%	57%	62%	56%	68%	69%	53%	62%
Ease of public parking	53%	64%	63%	50%	59%	52%	64%	62%	57%	58%
Ease of travel by car in McAllen	80%	79%	82%	76%	95%	70%	80%	84%	77%	80%
Ease of travel by public transportation in McAllen	47%	71%	66%	42%	60%	47%	70%	63%	54%	59%
Ease of travel by bicycle in McAllen	48%	40%	53%	28%	69%	23%	50%	53%	34%	43%
Ease of walking in McAllen	50%	59%	63%	39%	54%	45%	65%	58%	50%	55%
Availability of paths and walking trails	47%	63%	58%	49%	65%	39%	63%	62%	47%	55%

Table 4: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in McAllen		Annual household income		Age			Sex		Overall
	20 years or less	More than 20 years	\$49, 999 or less	\$50,000 or more	18-34	35-54	55+	Female	Male	
Quality of overall natural environment in McAllen	64%	75%	78%	56%	65%	59%	82%	77%	60%	69%
Air quality	70%	75%	75%	67%	81%	62%	78%	74%	73%	72%
Cleanliness of McAllen	58%	69%	63%	61%	66%	50%	75%	69%	59%	64%

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Table 5: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in McAllen		Annual household income		Age			Sex		Overall
	20 years or less	More than 20 years	\$49, 999 or less	\$50,000 or more	18-34	35-54	55+	Female	Male	
Overall 'built environment' of McAllen (including overall design, buildings, parks and transportation systems)	37%	77%	59%	49%	25%	56%	78%	62%	49%	56%
Public places where people want to spend time	46%	73%	67%	46%	53%	52%	70%	69%	44%	59%
Variety of housing options	43%	63%	52%	49%	49%	49%	57%	62%	39%	52%
Availability of affordable quality housing	42%	51%	46%	46%	44%	42%	53%	56%	34%	47%
Overall quality of new development in McAllen	60%	65%	72%	48%	62%	54%	71%	71%	51%	62%

Table 6: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in McAllen		Annual household income		Age			Sex		Overall
	20 years or less	More than 20 years	\$49, 999 or less	\$50,000 or more	18-34	35-54	55+	Female	Male	
Overall economic health of McAllen	64%	67%	68%	62%	65%	61%	73%	74%	53%	65%
McAllen as a place to work	75%	64%	69%	71%	69%	64%	78%	74%	65%	69%
McAllen as a place to visit	56%	75%	70%	56%	52%	60%	79%	74%	52%	65%
Employment opportunities	41%	47%	51%	33%	52%	36%	47%	57%	29%	44%
Shopping opportunities	75%	74%	80%	66%	79%	69%	79%	81%	65%	75%
Cost of living in McAllen	45%	62%	51%	54%	35%	43%	77%	55%	50%	53%
Overall quality of business and service establishments in McAllen	64%	72%	72%	59%	63%	56%	83%	74%	60%	67%
Vibrant downtown/commercial area	41%	54%	58%	31%	53%	41%	50%	57%	33%	48%

Table 7: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in McAllen		Annual household income		Age			Sex		Overall
	20 years or less	More than 20 years	\$49, 999 or less	\$50,000 or more	18-34	35-54	55+	Female	Male	
Health and wellness opportunities in McAllen	65%	70%	70%	62%	73%	48%	86%	77%	52%	67%
Fitness opportunities (including exercise classes and paths or trails, etc.)	55%	68%	61%	59%	60%	47%	77%	62%	60%	61%
Recreational opportunities	37%	55%	52%	37%	43%	35%	60%	52%	40%	46%
Availability of affordable quality food	65%	69%	71%	61%	76%	48%	83%	78%	54%	67%
Availability of affordable quality health care	65%	68%	71%	59%	86%	42%	80%	76%	54%	66%
Availability of preventive health services	68%	63%	73%	55%	86%	44%	76%	73%	56%	65%
Availability of affordable quality mental health care	41%	47%	57%	27%	40%	27%	68%	53%	31%	44%

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Table 8: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in McAllen		Annual household income		Age			Sex		Overall
	20 years or less	More than 20 years	\$49, 999 or less	\$50,000 or more	18-34	35-54	55+	Female	Male	
Overall opportunities for education and enrichment	62%	73%	69%	64%	62%	53%	88%	76%	54%	68%
Availability of affordable quality child care/preschool	73%	68%	71%	67%	84%	55%	75%	76%	61%	71%
K-12 education	75%	73%	83%	61%	82%	63%	82%	81%	64%	74%
Adult educational opportunities	62%	58%	65%	53%	81%	45%	64%	75%	38%	60%
Opportunities to attend cultural/arts/music activities	27%	58%	47%	34%	28%	33%	63%	53%	27%	42%
Opportunities to participate in religious or spiritual events and activities	65%	71%	70%	65%	56%	62%	83%	73%	62%	68%

Table 9: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in McAllen		Annual household income		Age			Sex		Overall
	20 years or less	More than 20 years	\$49, 999 or less	\$50,000 or more	18-34	35-54	55+	Female	Male	
Opportunities to participate in social events and activities	46%	59%	60%	39%	53%	41%	62%	65%	35%	52%
Opportunities to volunteer	46%	70%	60%	56%	44%	52%	75%	63%	54%	59%
Opportunities to participate in community matters	47%	62%	57%	50%	57%	42%	66%	68%	38%	55%
Openness and acceptance of the community toward people of diverse backgrounds	46%	53%	54%	40%	39%	42%	64%	55%	44%	49%
Neighborliness of residents in McAllen	54%	53%	53%	52%	55%	42%	64%	65%	40%	53%

Table 10: Governance - General

Percent rating positively (e.g., excellent/good)	Number of years in McAllen		Annual household income		Age			Sex		Overall
	20 years or less	More than 20 years	\$49, 999 or less	\$50,000 or more	18-34	35-54	55+	Female	Male	
The City of McAllen	73%	77%	77%	72%	72%	73%	78%	77%	71%	75%
The value of services for the taxes paid to McAllen	44%	54%	56%	39%	45%	38%	64%	48%	48%	48%
The overall direction that McAllen is taking	68%	73%	71%	71%	83%	58%	76%	77%	60%	70%
The job McAllen government does at welcoming citizen involvement	52%	60%	60%	51%	64%	42%	66%	66%	43%	56%
Overall confidence in McAllen government	59%	65%	68%	54%	81%	48%	68%	73%	45%	62%
Generally acting in the best interest of the community	64%	59%	66%	54%	81%	46%	67%	68%	50%	61%
Being honest	59%	56%	63%	51%	69%	48%	61%	61%	51%	57%
Treating all residents fairly	52%	54%	53%	52%	54%	43%	62%	57%	47%	53%
Overall customer service by McAllen employees (police, receptionists, planners, etc.)	63%	63%	67%	56%	67%	55%	70%	69%	56%	63%
The Federal Government	59%	55%	63%	48%	70%	52%	55%	67%	45%	57%

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Table 11: Governance - Safety

Percent rating positively (e.g., excellent/good)	Number of years in McAllen		Annual household income		Age			Sex		Overall
	20 years or less	More than 20 years	\$49, 999 or less	\$50,000 or more	18-34	35-54	55+	Female	Male	
Police/Sheriff services	72%	76%	81%	66%	70%	71%	81%	76%	71%	74%
Fire services	83%	89%	88%	82%	73%	83%	97%	84%	88%	86%
Ambulance or emergency medical services	67%	80%	77%	69%	67%	67%	85%	77%	67%	74%
Crime prevention	52%	67%	65%	54%	52%	57%	69%	68%	50%	60%
Fire prevention and education	61%	73%	78%	56%	58%	57%	84%	68%	67%	67%
Animal control	43%	62%	49%	57%	47%	52%	59%	69%	35%	53%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	68%	67%	73%	59%	62%	59%	79%	72%	63%	68%

Table 12: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Number of years in McAllen		Annual household income		Age			Sex		Overall
	20 years or less	More than 20 years	\$49, 999 or less	\$50,000 or more	18-34	35-54	55+	Female	Male	
Traffic enforcement	58%	65%	67%	56%	56%	52%	75%	67%	55%	61%
Street repair	42%	53%	48%	46%	35%	47%	57%	52%	44%	48%
Street cleaning	56%	63%	56%	63%	56%	56%	65%	69%	47%	59%
Street lighting	42%	58%	52%	46%	36%	56%	54%	59%	40%	49%
Sidewalk maintenance	52%	65%	55%	62%	58%	55%	63%	69%	47%	58%
Traffic signal timing	45%	58%	53%	48%	42%	52%	58%	60%	41%	50%
Bus or transit services	55%	68%	66%	54%	43%	60%	73%	66%	56%	62%

Table 13: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Number of years in McAllen		Annual household income		Age			Sex		Overall
	20 years or less	More than 20 years	\$49, 999 or less	\$50,000 or more	18-34	35-54	55+	Female	Male	
Garbage collection	77%	85%	75%	89%	69%	77%	92%	81%	78%	80%
Recycling	69%	84%	69%	88%	65%	72%	89%	81%	69%	76%
Yard waste pick-up	46%	62%	58%	48%	25%	53%	75%	58%	50%	54%
Drinking water	44%	62%	55%	48%	32%	53%	67%	54%	51%	52%
Preservation of natural areas such as open space, farmlands and greenbelts	37%	64%	56%	42%	44%	40%	65%	58%	42%	49%
McAllen open space	37%	55%	51%	36%	41%	34%	62%	57%	32%	45%

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Table 14: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Number of years in McAllen		Annual household income		Age			Sex		Overall
	20 years or less	More than 20 years	\$49, 999 or less	\$50,000 or more	18-34	35-54	55+	Female	Male	
Storm drainage	47%	57%	53%	48%	47%	47%	59%	62%	41%	51%
Sewer services	55%	75%	68%	60%	46%	63%	77%	67%	61%	65%
Utility billing	61%	70%	63%	67%	56%	59%	79%	71%	59%	65%
Land use, planning and zoning	44%	69%	63%	45%	31%	58%	74%	62%	47%	55%
Code enforcement (weeds, abandoned buildings, etc.)	46%	55%	46%	56%	51%	49%	52%	63%	35%	49%
Cable television	56%	65%	63%	57%	61%	50%	72%	69%	50%	61%

Table 15: Governance - Economy

Percent rating positively (e.g., excellent/good)	Number of years in McAllen		Annual household income		Age			Sex		Overall
	20 years or less	More than 20 years	\$49, 999 or less	\$50,000 or more	18-34	35-54	55+	Female	Male	
Economic development	59%	68%	62%	65%	59%	60%	70%	70%	57%	63%

Table 16: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Number of years in McAllen		Annual household income		Age			Sex		Overall
	20 years or less	More than 20 years	\$49, 999 or less	\$50,000 or more	18-34	35-54	55+	Female	Male	
City parks	67%	82%	73%	76%	78%	64%	82%	78%	70%	74%
Recreation programs or classes	55%	66%	64%	59%	63%	44%	81%	65%	57%	61%
Recreation centers or facilities	50%	74%	65%	60%	53%	49%	85%	73%	50%	62%
Health services	62%	65%	65%	61%	81%	44%	75%	74%	48%	63%

Table 17: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Number of years in McAllen		Annual household income		Age			Sex		Overall
	20 years or less	More than 20 years	\$49, 999 or less	\$50,000 or more	18-34	35-54	55+	Female	Male	
Public library services	80%	85%	82%	83%	88%	76%	86%	88%	75%	83%
City-sponsored special events	43%	63%	57%	49%	50%	42%	70%	58%	48%	53%

Table 18: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	Number of years in McAllen		Annual household income		Age			Sex		Overall
	20 years or less	More than 20 years	\$49, 999 or less	\$50,000 or more	18-34	35-54	55+	Female	Male	
Public information services	78%	73%	81%	69%	100%	62%	76%	81%	71%	75%

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Table 19: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in McAllen		Annual household income		Age			Sex		Overall
	20 years or less	More than 20 years	\$49, 999 or less	\$50,000 or more	18-34	35-54	55+	Female	Male	
Sense of community	55%	67%	60%	60%	54%	54%	74%	73%	47%	61%
Recommend living in McAllen to someone who asks	84%	92%	88%	88%	78%	88%	94%	92%	84%	87%
Remain in McAllen for the next five years	78%	91%	80%	91%	75%	81%	95%	85%	84%	84%
Contacted McAllen (in-person, phone, email or web) for help or information	38%	58%	38%	59%	29%	49%	59%	51%	42%	47%

Table 20: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in McAllen		Annual household income		Age			Sex		Overall
	20 years or less	More than 20 years	\$49, 999 or less	\$50,000 or more	18-34	35-54	55+	Female	Male	
Was NOT the victim of a crime	82%	79%	83%	76%	90%	70%	87%	88%	71%	81%
Did NOT report a crime	69%	66%	70%	65%	77%	59%	72%	78%	55%	68%
Stocked supplies in preparation for an emergency	24%	52%	39%	35%	4%	44%	53%	42%	29%	38%

Table 21: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in McAllen		Annual household income		Age			Sex		Overall
	20 years or less	More than 20 years	\$49, 999 or less	\$50,000 or more	18-34	35-54	55+	Female	Male	
Walked or biked instead of driving	39%	36%	38%	35%	31%	41%	37%	30%	46%	38%
Carpooled with other adults or children instead of driving alone	25%	41%	30%	35%	26%	34%	34%	30%	37%	33%
Used bus, rail, subway or other public transportation instead of driving	18%	18%	25%	7%	21%	20%	13%	20%	17%	18%

Table 22: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in McAllen		Annual household income		Age			Sex		Overall
	20 years or less	More than 20 years	\$49, 999 or less	\$50,000 or more	18-34	35-54	55+	Female	Male	
Recycle at home	43%	45%	44%	45%	44%	50%	37%	41%	47%	44%
Made efforts to make your home more energy efficient	68%	90%	77%	80%	55%	80%	93%	84%	70%	79%
Made efforts to conserve water	84%	98%	88%	94%	75%	96%	95%	93%	87%	91%

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Table 23: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in McAllen		Annual household income		Age			Sex		Overall
	20 years or less	More than 20 years	\$49, 999 or less	\$50,000 or more	18-34	35-54	55+	Female	Male	
NOT under housing cost stress	75%	70%	63%	86%	82%	71%	68%	68%	78%	73%
Did NOT observe a code violation	46%	22%	36%	33%	37%	42%	24%	24%	49%	34%

Table 24: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in McAllen		Annual household income		Age			Sex		Overall
	20 years or less	More than 20 years	\$49, 999 or less	\$50,000 or more	18-34	35-54	55+	Female	Male	
Purchase goods or services from a business located in McAllen	56%	38%	45%	50%	67%	38%	41%	41%	55%	47%
Economy will have positive impact on income	24%	38%	27%	35%	14%	35%	40%	29%	32%	31%
Work in McAllen	60%	51%	53%	61%	57%	63%	48%	57%	56%	56%

Table 25: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in McAllen		Annual household income		Age			Sex		Overall
	20 years or less	More than 20 years	\$49, 999 or less	\$50,000 or more	18-34	35-54	55+	Female	Male	
Used McAllen recreation centers or their services	63%	61%	54%	72%	69%	62%	56%	61%	62%	62%
Visited a neighborhood park or City park	84%	79%	81%	82%	89%	83%	75%	81%	82%	82%
Eat at least 5 portions of fruits and vegetables a day	72%	67%	66%	73%	78%	67%	66%	65%	76%	70%
Participate in moderate or vigorous physical activity	70%	60%	64%	65%	76%	60%	62%	60%	71%	65%
Reported being in "very good" or "excellent" health	59%	45%	47%	59%	60%	49%	50%	48%	54%	52%

Table 26: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in McAllen		Annual household income		Age			Sex		Overall
	20 years or less	More than 20 years	\$49, 999 or less	\$50,000 or more	18-34	35-54	55+	Female	Male	
Used McAllen public libraries or their services	74%	74%	82%	61%	69%	78%	73%	76%	70%	74%
Participated in religious or spiritual activities in McAllen	75%	71%	69%	79%	70%	69%	78%	68%	79%	73%
Attended a City-sponsored event	60%	54%	58%	54%	49%	60%	58%	55%	60%	57%

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Table 27: Participation - Community Engagement

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in McAllen		Annual household income		Age			Sex		Overall
	20 years or less	More than 20 years	\$49, 999 or less	\$50,000 or more	18-34	35-54	55+	Female	Male	
Campaigned or advocated for an issue, cause or candidate	16%	37%	18%	39%	0%	34%	35%	21%	33%	26%
Contacted McAllen elected officials (in-person, phone, email or web) to express your opinion	14%	31%	18%	25%	0%	18%	40%	21%	22%	22%
Volunteered your time to some group/activity in McAllen	31%	48%	33%	46%	17%	45%	47%	35%	42%	39%
Participated in a club	29%	39%	26%	44%	14%	41%	39%	32%	37%	34%
Talked to or visited with your immediate neighbors	76%	89%	73%	95%	56%	90%	92%	82%	82%	82%
Done a favor for a neighbor	59%	85%	62%	83%	29%	83%	88%	73%	68%	72%
Attended a local public meeting	27%	27%	15%	44%	11%	30%	34%	19%	35%	27%
Watched (online or on television) a local public meeting	35%	56%	40%	50%	23%	43%	61%	47%	41%	45%
Read or watch local news (via television, paper, computer, etc.)	45%	38%	41%	44%	52%	35%	41%	40%	45%	42%
Vote in local elections	34%	38%	34%	40%	25%	40%	40%	34%	39%	36%

Table 28: Custom Question 1

How important, if at all, are the following items for the City to address?: (Percent rating as "essential" or "very important").	Number of years in McAllen		Annual household income		Age			Sex		Overall
	20 years or less	More than 20 years	\$49, 999 or less	\$50,000 or more	18-34	35-54	55+	Female	Male	
Improving traffic flow and pedestrian safety	86%	89%	91%	81%	88%	83%	91%	90%	83%	87%
Preserving historic buildings	72%	72%	72%	72%	82%	66%	70%	74%	67%	72%
Improving main thoroughfares	71%	87%	78%	78%	68%	79%	87%	77%	79%	79%
Improving parking conditions/providing more parks/open space	71%	75%	82%	60%	74%	74%	71%	79%	63%	73%
Increasing bus & paratransit service	67%	72%	83%	48%	71%	67%	70%	83%	49%	69%
Displaying more public art	56%	48%	63%	34%	55%	42%	61%	57%	43%	52%
Improving street pavement conditions	79%	84%	88%	70%	86%	76%	83%	88%	71%	81%
Increasing downtown lighting	66%	71%	75%	61%	72%	62%	75%	77%	59%	69%
Renovating community centers and expanding programming	72%	76%	79%	64%	75%	69%	77%	78%	67%	74%
Installing more surveillance cameras throughout the City	69%	70%	72%	66%	67%	63%	79%	74%	66%	70%
Improving infrastructure to prevent flooding	77%	93%	87%	80%	73%	87%	90%	89%	78%	85%
Increasing job training and development programs	71%	89%	82%	76%	67%	80%	90%	82%	77%	80%
Expanding after school programs (K-12)	66%	84%	80%	68%	62%	79%	80%	82%	65%	75%
Improving environmental quality	81%	87%	91%	74%	87%	83%	83%	91%	74%	83%
Affordable housing	81%	84%	92%	70%	88%	77%	85%	85%	78%	82%
Recycling	74%	88%	89%	69%	78%	73%	92%	84%	76%	81%
Library services	71%	83%	86%	63%	74%	70%	85%	81%	71%	77%
Passenger air service	79%	79%	84%	71%	93%	68%	81%	82%	74%	78%
Downtown development	73%	70%	79%	61%	82%	64%	73%	79%	62%	71%
Code enforcement	78%	82%	86%	69%	84%	73%	84%	86%	73%	80%

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How important, if at all, are the following items for the City to address?: (Percent rating as "essential" or "very important").	Number of years in McAllen		Annual household income		Age			Sex		Overall
	20 years or less	More than 20 years	\$49, 999 or less	\$50,000 or more	18-34	35-54	55+	Female	Male	
Bike trail system	69%	68%	77%	56%	63%	66%	75%	68%	68%	69%
McAllen Nature Center	61%	71%	75%	51%	56%	62%	77%	68%	60%	66%
City of McAllen Website	64%	73%	71%	64%	72%	60%	76%	75%	61%	69%
Programming on MCN (City cable channel)	45%	61%	59%	44%	45%	44%	69%	57%	50%	53%

Table 29: Custom Question 2

Please indicate how much you agree or disagree with the following statement: "The City of McAllen should place a higher priority on the health of its citizens."	Number of years in McAllen		Annual household income		Age			Sex		Overall
	20 years or less	More than 20 years	\$49, 999 or less	\$50,000 or more	18-34	35-54	55+	Female	Male	
	92%	92%	99%	83%	88%	95%	92%	93%	91%	92%

Table 30: Custom Question 3

Please indicate whether each of the following is a major source, minor source, or not a source of information regarding McAllen City Government: (Percent rating as "major source").	Number of years in McAllen		Annual household income		Age			Sex		Overall
	20 years or less	More than 20 years	\$49, 999 or less	\$50,000 or more	18-34	35-54	55+	Female	Male	
Newspaper	58%	67%	67%	55%	66%	56%	68%	71%	49%	62%
Local TV news/ads	68%	77%	74%	70%	68%	75%	75%	87%	51%	72%
Radio	67%	52%	64%	52%	87%	47%	55%	72%	42%	60%
Word of mouth	38%	38%	44%	33%	53%	31%	37%	41%	36%	39%
MCN (City Cable Channel)	28%	44%	36%	35%	29%	34%	44%	48%	20%	36%
City of McAllen Web site (www.mcallen.net)	34%	53%	46%	37%	24%	47%	52%	50%	35%	43%
McAllen City Facebook pages and posts	35%	30%	36%	29%	36%	35%	28%	46%	16%	33%
McAllen City Twitter	27%	25%	31%	19%	35%	21%	25%	38%	13%	26%
McAllen 311 City app (iPhone and Android)	33%	33%	38%	27%	38%	33%	30%	44%	18%	33%
McAllen 311 Center (681-3111)	32%	37%	40%	25%	39%	28%	39%	46%	19%	34%
Code Red (automated phone service from City)	46%	48%	50%	43%	46%	48%	48%	58%	32%	47%
Insert in water bill	54%	47%	53%	50%	67%	44%	48%	57%	42%	51%
E-mails from the City	28%	38%	33%	35%	28%	41%	29%	37%	30%	33%