

# City of McAllen 2015 Community Survey *Appendix B: Crosstabs by Years Lived in McAllen & Age of Respondents*

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Findings  
Report

**Submitted to McAllen, Texas by:**

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**September 2015**

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q1a. Overall quality of police, fire, &amp; emergency medical services</u>									
Very Satisfied	44.1%	46.7%	41.1%	40.2%	31.1%	39.4%	43.3%	48.3%	53.1%	42.1%
Satisfied	35.6%	36.0%	56.2%	42.5%	48.9%	47.9%	44.8%	39.7%	35.9%	44.1%
Neutral	11.9%	12.0%	2.7%	10.2%	6.7%	9.9%	6.0%	12.1%	10.9%	8.8%
Dissatisfied	0.0%	4.0%	0.0%	3.1%	3.3%	1.4%	4.5%	0.0%	0.0%	2.0%
Very Dissatisfied	8.5%	1.3%	0.0%	3.9%	10.0%	1.4%	1.5%	0.0%	0.0%	3.1%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q1b. Overall quality of City parks &amp; recreation programs &amp; facilities</u></b>									
Very Satisfied	33.3%	37.0%	22.7%	37.6%	19.6%	35.2%	31.4%	39.7%	45.2%	33.0%
Satisfied	42.4%	34.6%	50.7%	40.8%	48.0%	33.8%	48.6%	44.8%	35.5%	42.5%
Neutral	22.7%	19.8%	16.0%	12.0%	24.5%	19.7%	12.9%	8.6%	14.5%	16.9%
Dissatisfied	1.5%	7.4%	5.3%	9.6%	4.9%	11.3%	4.3%	6.9%	4.8%	6.3%
Very Dissatisfied	0.0%	1.2%	5.3%	0.0%	2.9%	0.0%	2.9%	0.0%	0.0%	1.4%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q1c. Overall maintenance of City streets, buildings &amp; facilities</u></b>									
Very Satisfied	6.0%	25.6%	25.0%	25.4%	11.8%	22.5%	21.1%	30.5%	27.9%	21.6%
Satisfied	47.8%	48.8%	51.3%	37.7%	60.8%	42.3%	46.5%	39.0%	39.7%	46.7%
Neutral	23.9%	11.0%	17.1%	23.1%	14.7%	18.3%	16.9%	20.3%	20.6%	18.4%
Dissatisfied	22.4%	9.8%	5.3%	7.7%	7.8%	11.3%	14.1%	8.5%	8.8%	9.9%
Very Dissatisfied	0.0%	4.9%	1.3%	6.2%	4.9%	5.6%	1.4%	1.7%	2.9%	3.5%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q1d. Overall quality of City water &amp; sewer utilities</u></b>									
Very Satisfied	23.8%	48.1%	32.0%	31.8%	31.6%	31.0%	26.1%	42.4%	43.3%	34.0%
Satisfied	41.3%	35.8%	44.0%	43.4%	43.9%	35.2%	43.5%	42.4%	46.3%	42.7%
Neutral	17.5%	6.2%	21.3%	19.4%	15.3%	22.5%	21.7%	11.9%	6.0%	15.5%
Dissatisfied	11.1%	8.6%	1.3%	5.4%	5.1%	9.9%	8.7%	1.7%	4.5%	6.0%
Very Dissatisfied	6.3%	1.2%	1.3%	0.0%	4.1%	1.4%	0.0%	1.7%	0.0%	1.9%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q1e. Overall enforcement of City codes &amp; ordinances</u>									
Very Satisfied	14.9%	39.2%	18.9%	22.0%	19.6%	27.5%	22.7%	27.1%	28.4%	24.6%
Satisfied	34.3%	20.3%	44.6%	33.9%	39.2%	24.6%	31.8%	35.6%	40.3%	34.7%
Neutral	23.9%	19.0%	25.7%	26.0%	24.5%	18.8%	24.2%	32.2%	14.9%	22.7%
Dissatisfied	17.9%	15.2%	10.8%	11.8%	13.7%	15.9%	13.6%	5.1%	13.4%	12.8%
Very Dissatisfied	9.0%	6.3%	0.0%	6.3%	2.9%	13.0%	7.6%	0.0%	3.0%	5.2%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q1f. Overall quality of customer service you receive from City employees</u>									
Very Satisfied	32.8%	35.9%	21.1%	31.8%	28.4%	26.8%	29.9%	31.6%	35.8%	30.2%
Satisfied	31.3%	21.8%	57.7%	43.4%	27.4%	39.4%	46.3%	47.4%	50.7%	41.0%
Neutral	17.9%	37.2%	12.7%	17.1%	25.3%	26.8%	14.9%	19.3%	10.4%	19.9%
Dissatisfied	7.5%	2.6%	7.0%	3.9%	6.3%	5.6%	6.0%	1.8%	3.0%	4.7%
Very Dissatisfied	10.4%	2.6%	1.4%	3.9%	12.6%	1.4%	3.0%	0.0%	0.0%	4.2%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q1g. Overall effectiveness of City communication with public</u></b>									
Very Satisfied	21.2%	25.0%	21.3%	20.9%	25.5%	22.5%	25.4%	20.7%	17.6%	22.7%
Satisfied	28.8%	42.5%	46.7%	39.5%	28.4%	32.4%	43.3%	51.7%	50.0%	40.0%
Neutral	40.9%	21.3%	24.0%	22.5%	32.4%	36.6%	13.4%	22.4%	20.6%	25.7%
Dissatisfied	9.1%	8.8%	4.0%	12.4%	10.8%	1.4%	13.4%	5.2%	11.8%	8.6%
Very Dissatisfied	0.0%	2.5%	4.0%	4.7%	2.9%	7.0%	4.5%	0.0%	0.0%	3.0%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q1h. Overall quality of City's storm water runoff/storm water management system</u></b>									
Very Satisfied	30.0%	30.4%	18.6%	27.0%	21.6%	34.9%	21.4%	33.9%	22.4%	26.2%
Satisfied	25.0%	34.2%	55.7%	35.2%	43.2%	34.9%	35.7%	35.6%	41.8%	38.7%
Neutral	18.3%	16.5%	21.4%	17.2%	28.4%	11.1%	17.1%	16.9%	14.9%	18.2%
Dissatisfied	20.0%	13.9%	2.9%	15.6%	3.4%	14.3%	18.6%	11.9%	16.4%	12.5%
Very Dissatisfied	6.7%	5.1%	1.4%	4.9%	3.4%	4.8%	7.1%	1.7%	4.5%	4.3%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q1i. Overall flow of traffic &amp; congestion management in City</u></b>									
Very Satisfied	10.4%	23.2%	14.5%	15.5%	20.6%	16.9%	16.9%	18.6%	17.9%	18.2%
Satisfied	35.8%	31.7%	50.0%	27.9%	27.5%	29.6%	43.7%	33.9%	40.3%	34.5%
Neutral	28.4%	28.0%	26.3%	25.6%	38.2%	21.1%	23.9%	25.4%	16.4%	26.5%
Dissatisfied	23.9%	11.0%	9.2%	20.9%	13.7%	19.7%	12.7%	18.6%	16.4%	15.8%
Very Dissatisfied	1.5%	6.1%	0.0%	10.1%	0.0%	12.7%	2.8%	3.4%	9.0%	5.1%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35	35-44	45-54	55-64	65+ years	
					years	years	years	years		
<u>Q1j. Overall quality of City's solid waste system (trash, recycling, yard waste)</u>										
Very Satisfied	38.1%	39.0%	26.7%	36.0%	37.6%	38.0%	31.0%	39.7%	35.3%	36.4%
Satisfied	42.9%	37.8%	53.3%	43.2%	45.2%	32.4%	50.7%	41.4%	48.5%	43.8%
Neutral	9.5%	14.6%	12.0%	10.4%	14.0%	11.3%	11.3%	12.1%	5.9%	11.0%
Dissatisfied	4.8%	6.1%	5.3%	9.6%	3.2%	11.3%	4.2%	6.9%	8.8%	6.6%
Very Dissatisfied	4.8%	2.4%	2.7%	0.8%	0.0%	7.0%	2.8%	0.0%	1.5%	2.2%

**Q2. Which THREE of the City Services listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?**

N=381

	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	Quality of police, fire, & emergency medical services	16.9%	9.8%	14.3%	9.2%	16.0%	7.0%	9.9%	21.7%	
Quality of City parks & recreation programs & facilities	5.6%	7.3%	13.0%	9.2%	9.4%	19.7%	8.5%	6.7%	4.3%	10.0%
Maintenance of City streets, buildings & facilities	18.3%	17.1%	11.7%	13.7%	13.2%	16.9%	14.1%	6.7%	18.8%	14.4%
Quality of City water & sewer utilities	2.8%	2.4%	1.3%	3.1%	0.0%	2.8%	1.4%	1.7%	7.2%	2.4%
Enforcement of City codes & ordinances	5.6%	9.8%	9.1%	9.2%	10.4%	2.8%	11.3%	10.0%	5.8%	8.1%
Quality of customer service you receive from City employees	4.2%	7.3%	1.3%	3.1%	2.8%	7.0%	1.4%	3.3%	4.3%	3.7%
Effectiveness of City communication with public	4.2%	8.5%	7.8%	6.9%	16.0%	1.4%	5.6%	3.3%	1.4%	6.6%

**Q2. Which THREE of the City Services listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?**

N=381

	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35	35-44	45-54	55-64	65+ years	
					years	years	years	years		

**Q2. Top choice (Cont.)**

Quality of City's storm water runoff/storm water management system	18.3%	12.2%	5.2%	13.0%	4.7%	12.7%	16.9%	13.3%	14.5%	11.5%
Flow of traffic & congestion management in City	12.7%	17.1%	16.9%	21.4%	11.3%	14.1%	22.5%	26.7%	13.0%	16.8%
Quality of City's solid waste system (trash, recycling, yard waste)	1.4%	1.2%	10.4%	4.6%	5.7%	0.0%	7.0%	3.3%	4.3%	4.2%
None chosen	9.9%	7.3%	9.1%	6.9%	10.4%	15.5%	1.4%	3.3%	14.5%	9.2%

**Q2. Which THREE of the City Services listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?**

N=381

	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q2. 2nd choice</u>									
Quality of police, fire, & emergency medical services	2.8%	4.9%	13.0%	4.6%	2.8%	5.6%	4.2%	11.7%	7.2%	5.8%
Quality of City parks & recreation programs & facilities	11.3%	6.1%	5.2%	4.6%	10.4%	4.2%	9.9%	8.3%	1.4%	7.1%
Maintenance of City streets, buildings & facilities	9.9%	15.9%	9.1%	13.7%	10.4%	12.7%	11.3%	13.3%	14.5%	12.3%
Quality of City water & sewer utilities	11.3%	7.3%	5.2%	7.6%	11.3%	5.6%	9.9%	5.0%	7.2%	8.1%
Enforcement of City codes & ordinances	15.5%	4.9%	7.8%	13.0%	5.7%	11.3%	15.5%	10.0%	8.7%	10.0%
Quality of customer service you receive from City employees	5.6%	0.0%	6.5%	2.3%	5.7%	0.0%	1.4%	5.0%	2.9%	3.1%
Effectiveness of City communication with public	1.4%	8.5%	5.2%	9.2%	2.8%	1.4%	8.5%	10.0%	11.6%	6.3%

**Q2. Which THREE of the City Services listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?**

N=381

	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35	35-44	45-54	55-64	65+ years	
					years	years	years	years		

Q2. 2nd choice (Cont.)

Quality of City's storm water runoff/storm water management system	4.2%	12.2%	10.4%	9.2%	11.3%	1.4%	9.9%	6.7%	13.0%	8.7%
Flow of traffic & congestion management in City	9.9%	18.3%	19.5%	16.8%	19.8%	21.1%	12.7%	16.7%	10.1%	16.8%
Quality of City's solid waste system (trash, recycling, yard waste)	7.0%	6.1%	3.9%	6.1%	2.8%	8.5%	8.5%	6.7%	2.9%	5.5%
None chosen	21.1%	15.9%	14.3%	13.0%	17.0%	28.2%	8.5%	6.7%	20.3%	16.3%

**Q2. Which THREE of the City Services listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?**

N=381

	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q2. 3rd choice</u>									
Quality of police, fire, & emergency medical services	5.6%	9.8%	5.2%	9.2%	8.5%	9.9%	8.5%	1.7%	7.2%	7.3%
Quality of City parks & recreation programs & facilities	7.0%	13.4%	11.7%	9.9%	20.8%	8.5%	1.4%	11.7%	2.9%	10.0%
Maintenance of City streets, buildings & facilities	5.6%	4.9%	9.1%	12.2%	9.4%	5.6%	11.3%	13.3%	5.8%	9.2%
Quality of City water & sewer utilities	11.3%	6.1%	15.6%	3.8%	5.7%	4.2%	9.9%	13.3%	8.7%	7.9%
Enforcement of City codes & ordinances	5.6%	4.9%	2.6%	11.5%	3.8%	9.9%	8.5%	5.0%	7.2%	6.6%
Quality of customer service you receive from City employees	11.3%	8.5%	5.2%	3.8%	13.2%	2.8%	8.5%	5.0%	2.9%	7.3%
Effectiveness of City communication with public	8.5%	7.3%	3.9%	6.9%	2.8%	9.9%	4.2%	8.3%	8.7%	6.3%

**Q2. Which THREE of the City Services listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?**

N=381

	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35	35-44	45-54	55-64	65+ years	
					years	years	years	years		

**Q2. 3rd choice (Cont.)**

Quality of City's storm water runoff/storm water management system	1.4%	8.5%	10.4%	6.9%	5.7%	9.9%	8.5%	8.3%	5.8%	7.3%
Flow of traffic & congestion management in City	14.1%	9.8%	7.8%	9.2%	8.5%	1.4%	5.6%	18.3%	15.9%	9.4%
Quality of City's solid waste system (trash, recycling, yard waste)	4.2%	6.1%	2.6%	4.6%	1.9%	4.2%	5.6%	5.0%	7.2%	4.5%
None chosen	25.4%	20.7%	26.0%	22.1%	19.8%	33.8%	28.2%	10.0%	27.5%	24.1%

**Q2. Which THREE of the City Services listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years? (top 3)**

N=381

	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	

**Q2. Sum of Top 3 Choices**

Quality of police, fire, & emergency medical services	25.4%	24.4%	32.5%	22.9%	27.4%	22.5%	22.5%	35.0%	26.1%	26.2%
Quality of City parks & recreation programs & facilities	23.9%	26.8%	29.9%	23.7%	40.6%	32.4%	19.7%	26.7%	8.7%	27.0%
Maintenance of City streets, buildings & facilities	33.8%	37.8%	29.9%	39.7%	33.0%	35.2%	36.6%	33.3%	39.1%	36.0%
Quality of City water & sewer utilities	25.4%	15.9%	22.1%	14.5%	17.0%	12.7%	21.1%	20.0%	23.2%	18.4%
Enforcement of City codes & ordinances	26.8%	19.5%	19.5%	33.6%	19.8%	23.9%	35.2%	25.0%	21.7%	24.7%
Quality of customer service you receive from City employees	21.1%	15.9%	13.0%	9.2%	21.7%	9.9%	11.3%	13.3%	10.1%	14.2%
Effectiveness of City communication with public	14.1%	24.4%	16.9%	22.9%	21.7%	12.7%	18.3%	21.7%	21.7%	19.2%

**Q2. Which THREE of the City Services listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years? (top 3)**

N=381

	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	

**Q2. Sum of Top 3 Choices (Cont.)**

Quality of City's storm water runoff/storm water management system	23.9%	32.9%	26.0%	29.0%	21.7%	23.9%	35.2%	28.3%	33.3%	27.6%
Flow of traffic & congestion management in City	36.6%	45.1%	44.2%	47.3%	39.6%	36.6%	40.8%	61.7%	39.1%	43.0%
Quality of City's solid waste system (trash, recycling, yard waste)	12.7%	13.4%	16.9%	15.3%	10.4%	12.7%	21.1%	15.0%	14.5%	14.2%
None chosen	9.9%	7.3%	9.1%	6.9%	10.4%	15.5%	1.4%	3.3%	14.5%	9.2%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q3a. McAllen as a place to live</u></b>									
Very Satisfied	38.0%	58.0%	50.6%	56.6%	36.8%	46.5%	58.6%	63.3%	62.7%	51.3%
Satisfied	42.3%	39.5%	36.4%	34.9%	48.1%	40.8%	34.3%	33.3%	31.3%	38.9%
Neutral	12.7%	2.5%	10.4%	7.0%	12.3%	4.2%	7.1%	3.3%	6.0%	7.4%
Dissatisfied	4.2%	0.0%	2.6%	0.0%	2.8%	2.8%	0.0%	0.0%	0.0%	1.3%
Very Dissatisfied	2.8%	0.0%	0.0%	1.6%	0.0%	5.6%	0.0%	0.0%	0.0%	1.1%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q3b. McAllen as a place to raise children</u></b>									
Very Satisfied	34.3%	55.6%	46.8%	54.2%	37.7%	38.0%	54.3%	58.3%	55.9%	47.2%
Satisfied	35.7%	32.1%	28.6%	32.1%	32.1%	43.7%	30.0%	36.7%	32.4%	34.8%
Neutral	12.9%	11.1%	9.1%	9.2%	13.2%	7.0%	15.7%	1.7%	7.4%	9.8%
Dissatisfied	10.0%	1.2%	15.6%	3.1%	14.2%	5.6%	0.0%	3.3%	4.4%	6.3%
Very Dissatisfied	7.1%	0.0%	0.0%	1.5%	2.8%	5.6%	0.0%	0.0%	0.0%	1.8%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q3c. McAllen as a place to work</u></b>									
Very Satisfied	27.5%	49.4%	49.4%	50.4%	41.5%	36.6%	48.6%	53.3%	50.7%	45.5%
Satisfied	55.1%	25.9%	32.5%	27.5%	36.8%	38.0%	32.9%	30.0%	28.4%	33.6%
Neutral	5.8%	19.8%	5.2%	16.8%	9.4%	14.1%	12.9%	15.0%	16.4%	13.2%
Dissatisfied	8.7%	1.2%	5.2%	5.3%	6.6%	7.0%	2.9%	1.7%	4.5%	4.8%
Very Dissatisfied	2.9%	3.7%	7.8%	0.0%	5.7%	4.2%	2.9%	0.0%	0.0%	2.9%

**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=381

	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q3d. McAllen as a place to retire</u></b>									
Very Satisfied	21.4%	44.4%	51.3%	40.8%	36.8%	25.4%	45.1%	45.8%	50.0%	39.8%
Satisfied	30.0%	32.1%	15.8%	33.1%	27.4%	26.8%	31.0%	30.5%	33.3%	29.4%
Neutral	35.7%	16.0%	17.1%	16.2%	22.6%	36.6%	8.5%	16.9%	12.1%	20.2%
Dissatisfied	2.9%	4.9%	11.8%	10.0%	7.5%	5.6%	12.7%	6.8%	4.5%	7.4%
Very Dissatisfied	10.0%	2.5%	3.9%	0.0%	5.7%	5.6%	2.8%	0.0%	0.0%	3.2%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q3e. Overall image of McAllen</u>									
Very Satisfied	21.4%	43.9%	38.2%	41.2%	19.8%	32.4%	49.3%	42.4%	48.5%	36.4%
Satisfied	47.1%	34.1%	34.2%	39.7%	46.2%	35.2%	39.4%	45.8%	35.3%	40.9%
Neutral	25.7%	19.5%	15.8%	15.3%	28.3%	22.5%	7.0%	10.2%	11.8%	17.4%
Dissatisfied	2.9%	1.2%	5.3%	3.8%	2.8%	2.8%	4.2%	1.7%	4.4%	3.2%
Very Dissatisfied	2.9%	1.2%	6.6%	0.0%	2.8%	7.0%	0.0%	0.0%	0.0%	2.1%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q3f. Overall quality of life in McAllen</u></b>									
Very Satisfied	22.5%	40.7%	42.1%	41.9%	18.9%	31.0%	48.6%	56.1%	42.0%	36.6%
Satisfied	40.8%	44.4%	35.5%	37.2%	42.5%	52.1%	35.7%	33.3%	40.6%	41.6%
Neutral	33.8%	11.1%	10.5%	14.0%	28.3%	7.0%	12.9%	8.8%	14.5%	15.6%
Dissatisfied	0.0%	2.5%	5.3%	7.0%	7.5%	4.2%	2.9%	1.8%	1.4%	4.0%
Very Dissatisfied	2.8%	1.2%	6.6%	0.0%	2.8%	5.6%	0.0%	0.0%	1.4%	2.1%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q3g. Overall appearance of McAllen</u></b>									
Very Satisfied	18.6%	33.3%	32.0%	38.2%	18.9%	28.6%	38.0%	36.2%	42.6%	31.3%
Satisfied	55.7%	34.6%	38.7%	42.0%	44.3%	35.7%	45.1%	48.3%	42.6%	43.2%
Neutral	18.6%	24.7%	16.0%	12.2%	26.4%	18.6%	11.3%	12.1%	11.8%	17.2%
Dissatisfied	7.1%	7.4%	13.3%	7.6%	10.4%	17.1%	5.6%	3.4%	2.9%	8.2%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q3h. McAllen as a welcoming community for people of diverse backgrounds</u></b>									
Very Satisfied	23.9%	37.0%	30.3%	40.2%	25.5%	25.4%	40.6%	40.4%	39.7%	33.2%
Satisfied	35.8%	25.9%	39.5%	36.2%	35.3%	28.2%	39.1%	36.8%	41.2%	36.1%
Neutral	23.9%	22.2%	22.4%	15.7%	21.6%	29.6%	15.9%	19.3%	13.2%	20.2%
Dissatisfied	10.4%	11.1%	6.6%	7.9%	14.7%	12.7%	2.9%	1.8%	5.9%	8.4%
Very Dissatisfied	6.0%	3.7%	1.3%	0.0%	2.9%	4.2%	1.4%	1.8%	0.0%	2.2%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q3i. Overall quality of leadership provided by McAllen's elected officials</u></b>									
Very Satisfied	11.3%	23.5%	26.0%	24.6%	17.2%	17.4%	22.4%	19.0%	34.8%	21.6%
Satisfied	25.8%	34.6%	37.0%	38.5%	37.4%	24.6%	46.3%	51.7%	30.4%	37.7%
Neutral	50.0%	30.9%	21.9%	21.5%	28.3%	43.5%	19.4%	24.1%	20.3%	27.6%
Dissatisfied	6.5%	8.6%	6.8%	8.5%	6.1%	5.8%	9.0%	3.4%	13.0%	7.4%
Very Dissatisfied	6.5%	2.5%	8.2%	6.9%	11.1%	8.7%	3.0%	1.7%	1.4%	5.7%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q3j. Overall effectiveness of City management</u></b>									
Very Satisfied	11.8%	22.8%	25.7%	28.9%	20.2%	22.4%	19.4%	20.3%	34.8%	23.0%
Satisfied	39.7%	41.8%	43.2%	35.2%	39.4%	35.8%	44.8%	54.2%	31.9%	41.1%
Neutral	38.2%	22.8%	20.3%	23.4%	23.2%	31.3%	25.4%	22.0%	21.7%	24.7%
Dissatisfied	5.9%	11.4%	8.1%	7.0%	9.1%	9.0%	7.5%	1.7%	10.1%	7.7%
Very Dissatisfied	4.4%	1.3%	2.7%	5.5%	8.1%	1.5%	3.0%	1.7%	1.4%	3.6%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q4a. Condition of major City streets</u>									
Very Satisfied	7.0%	41.5%	28.6%	25.6%	16.7%	22.5%	31.0%	37.9%	27.5%	25.9%
Satisfied	63.4%	35.4%	46.8%	42.6%	52.0%	39.4%	52.1%	37.9%	46.4%	46.1%
Neutral	15.5%	18.3%	18.2%	15.5%	16.7%	22.5%	12.7%	17.2%	17.4%	17.1%
Dissatisfied	14.1%	3.7%	6.5%	12.4%	9.8%	15.5%	4.2%	6.9%	7.2%	9.3%
Very Dissatisfied	0.0%	1.2%	0.0%	3.9%	4.9%	0.0%	0.0%	0.0%	1.4%	1.6%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q4b. Condition of streets in your neighborhood</u></b>									
Very Satisfied	22.4%	32.9%	26.7%	26.2%	32.4%	22.1%	28.2%	32.2%	28.8%	28.6%
Satisfied	53.7%	48.8%	50.7%	42.3%	43.1%	55.9%	49.3%	49.2%	40.9%	47.3%
Neutral	4.5%	11.0%	9.3%	13.1%	2.9%	13.2%	9.9%	11.9%	13.6%	9.7%
Dissatisfied	9.0%	3.7%	10.7%	12.3%	9.8%	4.4%	8.5%	5.1%	15.2%	8.9%
Very Dissatisfied	10.4%	3.7%	2.7%	6.2%	11.8%	4.4%	4.2%	1.7%	1.5%	5.4%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q4c. Condition of sidewalks in your neighborhood</u>									
Very Satisfied	23.2%	19.5%	14.7%	22.1%	16.7%	19.7%	20.6%	25.5%	20.3%	19.8%
Satisfied	49.3%	39.0%	41.3%	32.0%	30.4%	54.5%	42.6%	38.2%	32.8%	39.3%
Neutral	10.1%	19.5%	17.3%	20.5%	20.6%	6.1%	14.7%	20.0%	25.0%	17.5%
Dissatisfied	10.1%	10.4%	18.7%	17.2%	12.7%	16.7%	11.8%	12.7%	17.2%	13.9%
Very Dissatisfied	7.2%	11.7%	8.0%	8.2%	19.6%	3.0%	10.3%	3.6%	4.7%	9.5%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q4d. Timing of traffic signals on City streets</u>									
Very Satisfied	8.6%	23.5%	20.8%	18.0%	11.3%	19.7%	21.7%	20.3%	19.4%	17.6%
Satisfied	37.1%	42.0%	31.2%	28.1%	45.3%	19.7%	39.1%	30.5%	41.8%	36.7%
Neutral	34.3%	23.5%	16.9%	22.7%	23.6%	28.2%	17.4%	23.7%	20.9%	22.6%
Dissatisfied	20.0%	7.4%	20.8%	23.4%	15.1%	26.8%	15.9%	20.3%	11.9%	17.6%
Very Dissatisfied	0.0%	3.7%	10.4%	7.8%	4.7%	5.6%	5.8%	5.1%	6.0%	5.6%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q4e. Traffic flow on major City streets</u>									
Very Satisfied	0.0%	14.8%	15.8%	13.2%	8.8%	8.5%	18.6%	12.1%	11.8%	11.5%
Satisfied	54.9%	43.2%	36.8%	32.6%	51.0%	32.4%	34.3%	44.8%	45.6%	42.4%
Neutral	15.5%	27.2%	27.6%	18.6%	23.5%	14.1%	22.9%	20.7%	22.1%	20.9%
Dissatisfied	22.5%	9.9%	14.5%	24.8%	11.8%	32.4%	20.0%	15.5%	11.8%	18.0%
Very Dissatisfied	7.0%	4.9%	5.3%	10.9%	4.9%	12.7%	4.3%	6.9%	8.8%	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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q4f. Pedestrian accessibility</u>									
Very Satisfied	9.0%	22.8%	17.8%	21.9%	17.5%	21.2%	20.3%	17.5%	16.2%	18.3%
Satisfied	32.8%	31.6%	38.4%	35.9%	30.1%	19.7%	42.0%	42.1%	39.7%	34.3%
Neutral	35.8%	19.0%	21.9%	21.1%	19.4%	28.8%	24.6%	17.5%	27.9%	23.4%
Dissatisfied	19.4%	16.5%	20.5%	12.5%	19.4%	25.8%	7.2%	17.5%	13.2%	16.9%
Very Dissatisfied	3.0%	10.1%	1.4%	8.6%	13.6%	4.5%	5.8%	5.3%	2.9%	7.1%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q4g. Appearance &amp; condition of City medians, right-of-ways &amp; public areas</u></b>									
Very Satisfied	17.1%	23.8%	18.1%	22.5%	16.5%	21.7%	30.0%	21.1%	14.7%	20.2%
Satisfied	48.6%	40.0%	47.2%	49.6%	53.4%	39.1%	41.4%	54.4%	48.5%	47.7%
Neutral	31.4%	33.8%	29.2%	23.3%	26.2%	31.9%	24.3%	22.8%	29.4%	27.0%
Dissatisfied	2.9%	1.3%	4.2%	3.9%	3.9%	7.2%	2.9%	0.0%	5.9%	4.0%
Very Dissatisfied	0.0%	1.3%	1.4%	0.8%	0.0%	0.0%	1.4%	1.8%	1.5%	1.1%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q4h. Adequacy of City street lighting</u></b>									
Very Satisfied	8.6%	17.5%	11.0%	18.5%	7.8%	15.5%	22.1%	17.2%	14.5%	14.7%
Satisfied	60.0%	37.5%	42.5%	38.5%	57.3%	38.0%	38.2%	44.8%	37.7%	44.5%
Neutral	12.9%	23.8%	28.8%	20.8%	17.5%	18.3%	16.2%	27.6%	31.9%	21.4%
Dissatisfied	18.6%	20.0%	12.3%	15.4%	9.7%	25.4%	22.1%	6.9%	14.5%	15.5%
Very Dissatisfied	0.0%	1.3%	5.5%	6.9%	7.8%	2.8%	1.5%	3.4%	1.4%	3.8%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q4i. Condition of pavement markings on City streets</u></b>									
Very Satisfied	10.3%	17.5%	14.3%	16.3%	7.5%	16.9%	23.2%	17.2%	13.6%	14.7%
Satisfied	61.8%	41.3%	45.5%	38.0%	50.0%	38.0%	40.6%	50.0%	39.4%	44.4%
Neutral	23.5%	30.0%	32.5%	25.6%	31.1%	31.0%	23.2%	24.1%	30.3%	28.1%
Dissatisfied	4.4%	10.0%	5.2%	14.0%	6.6%	14.1%	10.1%	6.9%	12.1%	9.9%
Very Dissatisfied	0.0%	1.3%	2.6%	6.2%	4.7%	0.0%	2.9%	1.7%	4.5%	2.9%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q4j. Overall cleanliness of streets &amp; public areas</u></b>									
Very Satisfied	11.3%	26.8%	18.2%	17.7%	5.7%	22.5%	26.8%	20.3%	23.2%	18.4%
Satisfied	52.1%	42.7%	55.8%	56.9%	61.3%	42.3%	52.1%	62.7%	46.4%	53.2%
Neutral	21.1%	22.0%	11.7%	10.8%	16.0%	18.3%	14.1%	10.2%	20.3%	15.8%
Dissatisfied	9.9%	8.5%	11.7%	13.1%	13.2%	14.1%	5.6%	5.1%	10.1%	10.5%
Very Dissatisfied	5.6%	0.0%	2.6%	1.5%	3.8%	2.8%	1.4%	1.7%	0.0%	2.1%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q4k. Condition of landscaping along public streets</u></b>									
Very Satisfied	15.5%	17.5%	15.6%	19.4%	10.4%	23.2%	19.7%	15.5%	20.3%	17.0%
Satisfied	45.1%	52.5%	46.8%	53.5%	53.8%	40.6%	53.5%	56.9%	49.3%	50.9%
Neutral	22.5%	17.5%	28.6%	22.5%	28.3%	14.5%	15.5%	24.1%	29.0%	22.5%
Dissatisfied	4.2%	8.8%	6.5%	3.1%	0.0%	14.5%	9.9%	1.7%	1.4%	5.3%
Very Dissatisfied	12.7%	3.8%	2.6%	1.6%	7.5%	7.2%	1.4%	1.7%	0.0%	4.2%

**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=381

	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	

**Q5. Top choice**

Condition of major City streets	9.9%	6.1%	19.5%	14.5%	8.5%	22.5%	12.7%	16.7%	7.2%	12.9%
Condition of streets in your neighborhood	5.6%	6.1%	7.8%	16.8%	10.4%	5.6%	5.6%	10.0%	17.4%	9.7%
Condition of sidewalks in your neighborhood	5.6%	17.1%	15.6%	3.1%	20.8%	9.9%	7.0%	5.0%	7.2%	11.0%
Timing of traffic signals on City streets	7.0%	7.3%	14.3%	10.7%	5.7%	9.9%	11.3%	15.0%	7.2%	9.4%
Traffic flow on major City streets	19.7%	18.3%	10.4%	18.3%	8.5%	15.5%	23.9%	23.3%	15.9%	16.3%
Pedestrian accessibility	0.0%	23.2%	14.3%	5.3%	17.9%	2.8%	11.3%	10.0%	8.7%	11.0%
Appearance & condition of City medians, right-of-ways & public areas	1.4%	1.2%	0.0%	0.8%	0.0%	0.0%	2.8%	0.0%	1.4%	0.8%
Adequacy of City street lighting	5.6%	6.1%	5.2%	13.0%	3.8%	11.3%	9.9%	8.3%	7.2%	7.9%

**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=381

	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q5. Top choice (Cont.)</u></b>									
Condition of pavement markings on City streets	5.6%	7.3%	0.0%	2.3%	5.7%	0.0%	7.0%	0.0%	2.9%	3.4%
Overall cleanliness of streets & public areas	18.3%	0.0%	3.9%	3.1%	13.2%	2.8%	0.0%	1.7%	4.3%	5.2%
Condition of landscaping along public streets	7.0%	3.7%	1.3%	1.5%	1.9%	4.2%	2.8%	1.7%	4.3%	2.9%
None chosen	14.1%	3.7%	7.8%	10.7%	3.8%	15.5%	5.6%	8.3%	15.9%	9.4%

**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=381

	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	

**Q5. 2nd choice**

Condition of major City streets	7.0%	4.9%	5.2%	3.1%	9.4%	2.8%	4.2%	1.7%	7.2%	5.5%
Condition of streets in your neighborhood	8.5%	3.7%	6.5%	3.1%	6.6%	4.2%	4.2%	1.7%	4.3%	4.7%
Condition of sidewalks in your neighborhood	1.4%	3.7%	7.8%	12.2%	10.4%	2.8%	9.9%	1.7%	7.2%	7.1%
Timing of traffic signals on City streets	19.7%	7.3%	9.1%	11.5%	14.2%	12.7%	9.9%	13.3%	8.7%	11.8%
Traffic flow on major City streets	12.7%	9.8%	16.9%	16.0%	8.5%	21.1%	14.1%	16.7%	10.1%	13.4%
Pedestrian accessibility	9.9%	9.8%	7.8%	7.6%	11.3%	7.0%	2.8%	18.3%	7.2%	9.2%
Appearance & condition of City medians, right-of-ways & public areas	0.0%	1.2%	2.6%	3.1%	0.0%	0.0%	2.8%	5.0%	2.9%	1.8%
Adequacy of City street lighting	11.3%	15.9%	10.4%	9.2%	11.3%	11.3%	12.7%	8.3%	11.6%	11.0%

**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=381

	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	

**Q5. 2nd choice (Cont.)**

Condition of pavement markings on City streets	0.0%	3.7%	2.6%	4.6%	0.0%	1.4%	7.0%	5.0%	2.9%	2.9%
Overall cleanliness of streets & public areas	1.4%	8.5%	13.0%	9.2%	9.4%	5.6%	9.9%	8.3%	10.1%	8.9%
Condition of landscaping along public streets	7.0%	19.5%	7.8%	6.1%	11.3%	8.5%	9.9%	10.0%	5.8%	9.2%
None chosen	21.1%	12.2%	10.4%	14.5%	7.5%	22.5%	12.7%	10.0%	21.7%	14.4%

**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=381

	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	

**Q5. Sum of Top 2 Choices**

Condition of major City streets	16.9%	11.0%	24.7%	17.6%	17.9%	25.4%	16.9%	18.3%	14.5%	18.4%
Condition of streets in your neighborhood	14.1%	9.8%	14.3%	19.8%	17.0%	9.9%	9.9%	11.7%	21.7%	14.4%
Condition of sidewalks in your neighborhood	7.0%	20.7%	23.4%	15.3%	31.1%	12.7%	16.9%	6.7%	14.5%	18.1%
Timing of traffic signals on City streets	26.8%	14.6%	23.4%	22.1%	19.8%	22.5%	21.1%	28.3%	15.9%	21.3%
Traffic flow on major City streets	32.4%	28.0%	27.3%	34.4%	17.0%	36.6%	38.0%	40.0%	26.1%	29.7%
Pedestrian accessibility	9.9%	32.9%	22.1%	13.0%	29.2%	9.9%	14.1%	28.3%	15.9%	20.2%
Appearance & condition of City medians, right-of-ways & public areas	1.4%	2.4%	2.6%	3.8%	0.0%	0.0%	5.6%	5.0%	4.3%	2.6%
Adequacy of City street lighting	16.9%	22.0%	15.6%	22.1%	15.1%	22.5%	22.5%	16.7%	18.8%	18.9%

**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=381

	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	

**Q5. Sum of Top 2 Choices (Cont.)**

Condition of pavement markings on City streets	5.6%	11.0%	2.6%	6.9%	5.7%	1.4%	14.1%	5.0%	5.8%	6.3%
Overall cleanliness of streets & public areas	19.7%	8.5%	16.9%	12.2%	22.6%	8.5%	9.9%	10.0%	14.5%	14.2%
Condition of landscaping along public streets	14.1%	23.2%	9.1%	7.6%	13.2%	12.7%	12.7%	11.7%	10.1%	12.1%
None chosen	14.1%	3.7%	7.8%	10.7%	3.8%	15.5%	5.6%	8.3%	15.9%	9.4%

**Q6. POLICE, FIRE & 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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q6a. Quality of police protection</u></b>									
Very Satisfied	24.2%	34.7%	41.9%	34.4%	25.3%	29.6%	33.8%	39.7%	41.8%	33.1%
Satisfied	48.4%	40.3%	36.5%	33.6%	37.4%	35.2%	46.2%	41.4%	38.8%	39.9%
Neutral	12.9%	19.4%	10.8%	21.9%	14.3%	26.8%	18.5%	15.5%	13.4%	17.4%
Dissatisfied	8.1%	5.6%	9.5%	5.5%	13.2%	8.5%	1.5%	1.7%	4.5%	6.5%
Very Dissatisfied	6.5%	0.0%	1.4%	4.7%	9.9%	0.0%	0.0%	1.7%	1.5%	3.1%

**Q6. POLICE, FIRE & 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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q6b. Visibility of police in neighborhoods</u></b>									
Very Satisfied	16.4%	17.3%	18.2%	22.7%	11.8%	19.7%	21.4%	22.8%	23.2%	19.0%
Satisfied	44.8%	42.0%	32.5%	31.3%	43.1%	33.8%	34.3%	42.1%	36.2%	38.1%
Neutral	23.9%	22.2%	27.3%	18.0%	17.6%	23.9%	24.3%	19.3%	18.8%	20.9%
Dissatisfied	14.9%	13.6%	20.8%	18.8%	19.6%	18.3%	14.3%	15.8%	18.8%	17.4%
Very Dissatisfied	0.0%	4.9%	1.3%	9.4%	7.8%	4.2%	5.7%	0.0%	2.9%	4.6%

**Q6. POLICE, FIRE & 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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q6c. Visibility of police in retail areas</u></b>									
Very Satisfied	25.0%	21.0%	25.0%	26.6%	18.8%	36.2%	24.6%	24.1%	24.6%	25.2%
Satisfied	35.0%	42.0%	30.6%	35.2%	29.2%	33.3%	42.0%	43.1%	38.5%	36.3%
Neutral	26.7%	30.9%	20.8%	27.3%	26.0%	18.8%	27.5%	25.9%	26.2%	25.2%
Dissatisfied	6.7%	6.2%	22.2%	6.3%	16.7%	11.6%	5.8%	3.4%	10.8%	10.2%
Very Dissatisfied	6.7%	0.0%	1.4%	4.7%	9.4%	0.0%	0.0%	3.4%	0.0%	3.0%

**Q6. POLICE, FIRE & 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=381

	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q6d. Police response time</u>									
Very Satisfied	23.5%	35.2%	26.4%	22.8%	15.6%	31.8%	29.5%	30.2%	26.6%	25.8%
Satisfied	54.9%	25.4%	41.7%	26.8%	43.3%	33.3%	27.9%	32.1%	39.1%	36.2%
Neutral	19.6%	26.8%	27.8%	29.3%	28.9%	21.2%	31.1%	26.4%	25.0%	26.4%
Dissatisfied	2.0%	9.9%	2.8%	12.2%	6.7%	7.6%	8.2%	7.5%	7.8%	7.4%
Very Dissatisfied	0.0%	2.8%	1.4%	8.9%	5.6%	6.1%	3.3%	3.8%	1.6%	4.2%

**Q6. POLICE, FIRE & 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=381

	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	

Q6e. Efforts to prevent crime

Very Satisfied	11.5%	27.5%	21.1%	28.8%	11.8%	30.3%	28.6%	26.3%	25.8%	23.9%
Satisfied	53.8%	26.3%	42.3%	26.4%	44.1%	33.3%	34.9%	38.6%	31.8%	36.8%
Neutral	15.4%	36.3%	25.4%	28.8%	24.7%	22.7%	25.4%	26.3%	31.8%	26.1%
Dissatisfied	3.8%	8.8%	2.8%	9.6%	3.2%	7.6%	9.5%	7.0%	7.6%	6.6%
Very Dissatisfied	15.4%	1.3%	8.5%	6.4%	16.1%	6.1%	1.6%	1.8%	3.0%	6.6%

**Q6. POLICE, FIRE & 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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q6f. Police safety education programs</u></b>									
Very Satisfied	9.5%	30.3%	16.9%	25.5%	11.5%	21.7%	28.8%	22.0%	27.1%	22.1%
Satisfied	31.0%	27.3%	29.2%	33.6%	34.6%	25.0%	26.9%	48.0%	30.5%	32.7%
Neutral	40.5%	37.9%	33.8%	29.1%	32.1%	45.0%	30.8%	22.0%	35.6%	33.0%
Dissatisfied	9.5%	3.0%	10.8%	4.5%	7.7%	1.7%	9.6%	4.0%	6.8%	5.9%
Very Dissatisfied	9.5%	1.5%	9.2%	7.3%	14.1%	6.7%	3.8%	4.0%	0.0%	6.3%

**Q6. POLICE, FIRE & 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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q6g. Enforcement of traffic laws</u>									
Very Satisfied	17.5%	26.0%	23.7%	28.9%	20.2%	23.9%	24.2%	30.5%	25.8%	24.7%
Satisfied	54.0%	35.1%	39.5%	28.1%	47.5%	36.6%	39.4%	33.9%	36.4%	39.3%
Neutral	11.1%	33.8%	18.4%	21.9%	17.2%	19.7%	22.7%	22.0%	22.7%	20.6%
Dissatisfied	6.3%	5.2%	18.4%	17.2%	12.1%	12.7%	9.1%	13.6%	13.6%	12.1%
Very Dissatisfied	11.1%	0.0%	0.0%	3.9%	3.0%	7.0%	4.5%	0.0%	1.5%	3.3%

**Q6. POLICE, FIRE & 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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q6h. Quality of animal control services</u></b>									
Very Satisfied	18.3%	27.5%	25.7%	25.4%	24.7%	26.1%	20.9%	25.9%	23.1%	24.4%
Satisfied	48.3%	30.0%	28.4%	32.8%	36.1%	42.0%	32.8%	29.6%	43.1%	36.5%
Neutral	18.3%	26.3%	27.0%	21.3%	18.6%	17.4%	23.9%	29.6%	21.5%	21.9%
Dissatisfied	6.7%	11.3%	14.9%	18.0%	16.5%	8.7%	16.4%	11.1%	10.8%	12.9%
Very Dissatisfied	8.3%	5.0%	4.1%	2.5%	4.1%	5.8%	6.0%	3.7%	1.5%	4.2%

**Q6. POLICE, FIRE & 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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q6i. Quality &amp; accessibility of municipal court services</u></b>									
Very Satisfied	17.6%	30.0%	16.4%	22.7%	17.5%	22.4%	24.6%	22.2%	25.9%	22.5%
Satisfied	58.8%	44.3%	47.3%	38.2%	46.3%	58.6%	36.8%	44.4%	34.5%	44.0%
Neutral	11.8%	21.4%	32.7%	31.8%	31.3%	13.8%	31.6%	24.4%	32.8%	27.2%
Dissatisfied	2.0%	4.3%	1.8%	5.5%	0.0%	5.2%	1.8%	6.7%	6.9%	3.6%
Very Dissatisfied	9.8%	0.0%	1.8%	1.8%	5.0%	0.0%	5.3%	2.2%	0.0%	2.6%

**Q6. POLICE, FIRE & 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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q6j. Quality of fire protection</u></b>									
Very Satisfied	31.5%	37.8%	40.3%	37.7%	31.5%	42.9%	35.0%	41.1%	31.7%	36.2%
Satisfied	63.0%	39.2%	55.2%	43.4%	52.2%	41.3%	50.0%	50.0%	50.8%	49.0%
Neutral	3.7%	20.3%	4.5%	18.9%	16.3%	14.3%	11.7%	8.9%	17.5%	13.9%
Dissatisfied	1.9%	2.7%	0.0%	0.0%	0.0%	1.6%	3.3%	0.0%	0.0%	0.9%

**Q6. POLICE, FIRE & 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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q6k. Quality of fire emergency medical services</u>									
Very Satisfied	31.4%	47.1%	43.8%	45.3%	42.7%	43.8%	41.8%	43.4%	35.5%	41.6%
Satisfied	60.8%	25.0%	48.4%	36.8%	50.0%	39.1%	40.0%	37.7%	45.2%	43.1%
Neutral	5.9%	26.5%	6.3%	16.2%	7.3%	14.1%	12.7%	18.9%	19.4%	13.8%
Dissatisfied	0.0%	0.0%	1.6%	1.7%	0.0%	3.1%	1.8%	0.0%	0.0%	0.9%
Very Dissatisfied	2.0%	1.5%	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.6%

**Q6. POLICE, FIRE & 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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q6l. Fire personnel emergency response time</u></b>									
Very Satisfied	29.3%	48.5%	45.5%	43.0%	40.5%	46.8%	47.1%	34.0%	37.7%	41.4%
Satisfied	61.0%	25.8%	42.4%	36.8%	43.0%	37.1%	31.4%	50.0%	39.3%	40.4%
Neutral	9.8%	24.2%	12.1%	18.4%	16.5%	12.9%	19.6%	16.0%	23.0%	17.3%
Dissatisfied	0.0%	0.0%	0.0%	1.8%	0.0%	3.2%	0.0%	0.0%	0.0%	0.7%
Very Dissatisfied	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.3%

**Q6. POLICE, FIRE & 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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q6m. Quality of fire safety education programs</u></b>									
Very Satisfied	17.9%	44.3%	23.2%	33.3%	20.3%	40.3%	35.4%	26.1%	30.9%	30.6%
Satisfied	35.9%	24.6%	42.9%	33.3%	39.1%	30.6%	31.3%	45.7%	32.7%	35.6%
Neutral	38.5%	29.5%	25.0%	30.6%	26.1%	29.0%	29.2%	26.1%	30.9%	28.2%
Dissatisfied	7.7%	1.6%	3.6%	1.9%	10.1%	0.0%	4.2%	2.2%	3.6%	4.2%
Very Dissatisfied	0.0%	0.0%	5.4%	0.9%	4.3%	0.0%	0.0%	0.0%	1.8%	1.4%

**Q6. POLICE, FIRE & 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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q6n. 9-1-1 service provided by operators</u></b>									
Very Satisfied	14.0%	43.8%	32.3%	42.9%	31.3%	34.4%	41.8%	40.5%	35.8%	36.4%
Satisfied	60.5%	32.8%	38.5%	31.4%	43.8%	39.1%	36.4%	31.0%	35.8%	38.0%
Neutral	25.6%	23.4%	27.7%	22.9%	25.0%	26.6%	20.0%	28.6%	22.6%	24.2%
Dissatisfied	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	5.7%	1.0%
Very Dissatisfied	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	0.3%

**Q6. POLICE, FIRE & 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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q6o. 9-1-1 response time from first responders: ambulance, fire, police</u>									
Very Satisfied	16.7%	41.3%	35.4%	40.7%	32.9%	31.7%	37.0%	42.9%	40.7%	36.6%
Satisfied	58.3%	27.0%	30.8%	26.9%	30.3%	33.3%	38.9%	23.8%	35.2%	32.5%
Neutral	25.0%	27.0%	32.3%	27.8%	36.8%	31.7%	14.8%	33.3%	20.4%	27.7%
Dissatisfied	0.0%	3.2%	0.0%	4.6%	0.0%	3.2%	5.6%	0.0%	3.7%	2.4%
Very Dissatisfied	0.0%	1.6%	1.5%	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	0.7%

**Q6. POLICE, FIRE & 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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q6p. Disaster preparedness public education</u></b>									
Very Satisfied	18.2%	27.3%	21.5%	22.8%	19.5%	24.6%	21.3%	25.0%	24.6%	22.8%
Satisfied	27.3%	29.9%	41.5%	39.5%	37.7%	26.2%	44.3%	40.4%	39.3%	37.7%
Neutral	22.7%	31.2%	26.2%	26.3%	19.5%	34.4%	24.6%	28.8%	24.6%	25.9%
Dissatisfied	29.5%	7.8%	3.1%	9.6%	15.6%	9.8%	8.2%	5.8%	9.8%	10.1%
Very Dissatisfied	2.3%	3.9%	7.7%	1.8%	7.8%	4.9%	1.6%	0.0%	1.6%	3.5%

**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=381

	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q7. Top choice</u>									
Quality of police protection	12.7%	14.6%	10.4%	13.0%	12.3%	5.6%	7.0%	21.7%	14.5%	12.1%
Visibility of police in neighborhoods	15.5%	20.7%	22.1%	16.8%	18.9%	25.4%	21.1%	16.7%	13.0%	18.9%
Visibility of police in retail areas	2.8%	6.1%	5.2%	3.8%	5.7%	2.8%	5.6%	1.7%	4.3%	4.2%
Police response time	1.4%	6.1%	0.0%	6.1%	2.8%	5.6%	7.0%	0.0%	2.9%	3.7%
Efforts to prevent crime	16.9%	7.3%	16.9%	11.5%	18.9%	12.7%	5.6%	13.3%	11.6%	12.9%
Police safety education programs	4.2%	2.4%	2.6%	3.8%	2.8%	5.6%	4.2%	1.7%	1.4%	3.1%
Enforcement of traffic laws	7.0%	3.7%	1.3%	6.1%	2.8%	1.4%	5.6%	8.3%	4.3%	4.5%
Quality of animal control services	14.1%	17.1%	2.6%	6.1%	4.7%	11.3%	18.3%	6.7%	5.8%	8.9%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q7. Top choice (Cont.)</u></b>									
Quality & accessibility of municipal court services	0.0%	1.2%	2.6%	0.0%	0.0%	0.0%	2.8%	1.7%	0.0%	0.8%
Quality of fire protection	0.0%	3.7%	5.2%	0.0%	2.8%	4.2%	0.0%	0.0%	1.4%	1.8%
Quality of fire emergency medical services	0.0%	0.0%	2.6%	1.5%	0.0%	5.6%	0.0%	0.0%	0.0%	1.0%
Fire personnel emergency response time	0.0%	0.0%	1.3%	1.5%	0.0%	0.0%	1.4%	0.0%	2.9%	0.8%
Quality of fire safety education programs	0.0%	0.0%	2.6%	0.8%	0.0%	0.0%	1.4%	1.7%	1.4%	0.8%
9-1-1 service provided by operators	0.0%	1.2%	5.2%	0.0%	2.8%	0.0%	1.4%	0.0%	1.4%	1.3%
9-1-1 response time from first responders: ambulance, fire, police	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	1.4%	1.7%	1.4%	0.8%
Disaster preparedness public education	5.6%	6.1%	14.3%	9.2%	15.1%	2.8%	7.0%	11.7%	8.7%	9.7%
None chosen	19.7%	9.8%	5.2%	17.6%	10.4%	16.9%	9.9%	13.3%	24.6%	14.7%

**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=381

	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q7. 2nd choice</u>									
Quality of police protection	0.0%	3.7%	9.1%	2.3%	2.8%	7.0%	4.2%	1.7%	1.4%	3.4%
Visibility of police in neighborhoods	8.5%	13.4%	10.4%	14.5%	16.0%	8.5%	9.9%	15.0%	7.2%	11.5%
Visibility of police in retail areas	8.5%	3.7%	10.4%	0.8%	6.6%	5.6%	2.8%	5.0%	2.9%	4.7%
Police response time	5.6%	3.7%	6.5%	13.0%	6.6%	7.0%	9.9%	10.0%	5.8%	7.6%
Efforts to prevent crime	15.5%	12.2%	10.4%	9.2%	12.3%	8.5%	11.3%	8.3%	11.6%	10.8%
Police safety education programs	4.2%	0.0%	10.4%	3.1%	12.3%	2.8%	1.4%	1.7%	2.9%	5.0%
Enforcement of traffic laws	8.5%	15.9%	5.2%	9.9%	10.4%	8.5%	7.0%	6.7%	14.5%	9.4%
Quality of animal control services	0.0%	7.3%	1.3%	4.6%	0.0%	1.4%	2.8%	11.7%	2.9%	3.4%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q7. 2nd choice (Cont.)</u>									
Quality & accessibility of municipal court services	1.4%	0.0%	0.0%	6.1%	0.0%	4.2%	5.6%	0.0%	2.9%	2.4%
Quality of fire protection	0.0%	2.4%	1.3%	0.8%	0.0%	2.8%	0.0%	1.7%	1.4%	1.0%
Quality of fire emergency medical services	1.4%	4.9%	1.3%	2.3%	2.8%	0.0%	4.2%	3.3%	1.4%	2.4%
Fire personnel emergency response time	0.0%	0.0%	2.6%	1.5%	0.0%	5.6%	0.0%	0.0%	0.0%	1.0%
Quality of fire safety education programs	8.5%	1.2%	2.6%	0.8%	2.8%	5.6%	2.8%	0.0%	1.4%	2.6%
9-1-1 service provided by operators	0.0%	1.2%	1.3%	0.0%	2.8%	0.0%	1.4%	1.7%	0.0%	1.3%
9-1-1 response time from first responders: ambulance, fire, police	1.4%	3.7%	6.5%	0.8%	2.8%	0.0%	5.6%	5.0%	0.0%	2.6%
Disaster preparedness public education	9.9%	11.0%	7.8%	5.3%	4.7%	8.5%	12.7%	8.3%	7.2%	7.9%
None chosen	26.8%	15.9%	13.0%	25.2%	17.0%	23.9%	18.3%	20.0%	36.2%	22.8%

**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=381

	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35	35-44	45-54	55-64	65+ years	
					years	years	years	years		
<b><u>Q7. Sum of Top 2 Choices</u></b>										
Quality of police protection	12.7%	18.3%	19.5%	15.3%	15.1%	12.7%	11.3%	23.3%	15.9%	15.5%
Visibility of police in neighborhoods	23.9%	34.1%	32.5%	31.3%	34.9%	33.8%	31.0%	31.7%	20.3%	30.4%
Visibility of police in retail areas	11.3%	9.8%	15.6%	4.6%	12.3%	8.5%	8.5%	6.7%	7.2%	8.9%
Police response time	7.0%	9.8%	6.5%	19.1%	9.4%	12.7%	16.9%	10.0%	8.7%	11.3%
Efforts to prevent crime	32.4%	19.5%	27.3%	20.6%	31.1%	21.1%	16.9%	21.7%	23.2%	23.6%
Police safety education programs	8.5%	2.4%	13.0%	6.9%	15.1%	8.5%	5.6%	3.3%	4.3%	8.1%
Enforcement of traffic laws	15.5%	19.5%	6.5%	16.0%	13.2%	9.9%	12.7%	15.0%	18.8%	13.9%
Quality of animal control services	14.1%	24.4%	3.9%	10.7%	4.7%	12.7%	21.1%	18.3%	8.7%	12.3%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q7. Sum of Top 2 Choices (Cont.)</u></b>									
Quality & accessibility of municipal court services	1.4%	1.2%	2.6%	6.1%	0.0%	4.2%	8.5%	1.7%	2.9%	3.1%
Quality of fire protection	0.0%	6.1%	6.5%	0.8%	2.8%	7.0%	0.0%	1.7%	2.9%	2.9%
Quality of fire emergency medical services	1.4%	4.9%	3.9%	3.8%	2.8%	5.6%	4.2%	3.3%	1.4%	3.4%
Fire personnel emergency response time	0.0%	0.0%	3.9%	3.1%	0.0%	5.6%	1.4%	0.0%	2.9%	1.8%
Quality of fire safety education programs	8.5%	1.2%	5.2%	1.5%	2.8%	5.6%	4.2%	1.7%	2.9%	3.4%
9-1-1 service provided by operators	0.0%	2.4%	6.5%	0.0%	5.7%	0.0%	2.8%	1.7%	1.4%	2.6%
9-1-1 response time from first responders: ambulance, fire, police	1.4%	3.7%	6.5%	3.1%	2.8%	0.0%	7.0%	6.7%	1.4%	3.4%
Disaster preparedness public education	15.5%	17.1%	22.1%	14.5%	19.8%	11.3%	19.7%	20.0%	15.9%	17.6%
None chosen	19.7%	9.8%	5.2%	17.6%	10.4%	16.9%	9.9%	13.3%	24.6%	14.7%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q8a. In your neighborhood during the day</u></b>									
Very Safe	56.3%	54.9%	44.2%	44.6%	43.4%	53.5%	55.7%	45.0%	46.4%	48.4%
Safe	31.0%	34.1%	35.1%	33.8%	34.0%	29.6%	28.6%	45.0%	34.8%	34.2%
Neutral	12.7%	8.5%	13.0%	13.8%	12.3%	14.1%	15.7%	6.7%	14.5%	12.6%
Unsafe	0.0%	2.4%	3.9%	7.7%	7.5%	2.8%	0.0%	3.3%	4.3%	3.9%
Very Unsafe	0.0%	0.0%	3.9%	0.0%	2.8%	0.0%	0.0%	0.0%	0.0%	0.8%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q8b. In your neighborhood at night</u></b>									
Very Safe	31.0%	34.1%	28.6%	26.2%	21.7%	35.2%	32.9%	30.0%	33.3%	30.0%
Safe	49.3%	41.5%	32.5%	39.2%	40.6%	38.0%	38.6%	41.7%	37.7%	39.2%
Neutral	14.1%	14.6%	19.5%	19.2%	16.0%	16.9%	21.4%	23.3%	15.9%	18.4%
Unsafe	5.6%	7.3%	15.6%	10.8%	14.2%	8.5%	5.7%	5.0%	11.6%	9.5%
Very Unsafe	0.0%	2.4%	3.9%	4.6%	7.5%	1.4%	1.4%	0.0%	1.4%	2.9%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q8c. In City's parks, trails, &amp; recreational areas</u></b>									
Very Safe	13.2%	19.0%	18.7%	16.4%	14.2%	9.9%	20.0%	16.1%	25.8%	16.8%
Safe	42.6%	35.4%	24.0%	35.2%	32.1%	32.4%	40.0%	33.9%	37.1%	34.6%
Neutral	32.4%	40.5%	38.7%	31.1%	30.2%	49.3%	30.8%	35.7%	29.0%	34.6%
Unsafe	10.3%	2.5%	18.7%	9.0%	18.9%	8.5%	3.1%	12.5%	4.8%	10.4%
Very Unsafe	1.5%	2.5%	0.0%	8.2%	4.7%	0.0%	6.2%	1.8%	3.2%	3.6%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q8d. In commercial &amp; retail areas</u></b>									
Very Safe	23.9%	24.7%	19.7%	21.4%	17.0%	31.0%	22.1%	16.9%	24.2%	21.9%
Safe	45.1%	43.2%	53.9%	40.5%	50.0%	40.8%	47.1%	50.8%	40.9%	46.0%
Neutral	29.6%	27.2%	22.4%	25.4%	21.7%	25.4%	27.9%	25.4%	24.2%	24.6%
Unsafe	1.4%	4.9%	3.9%	11.9%	11.3%	2.8%	2.9%	6.8%	10.6%	7.2%
Very Unsafe	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q8e. Overall in City</u>									
Very Safe	24.3%	29.6%	15.6%	18.8%	14.2%	28.2%	21.7%	21.7%	24.2%	21.3%
Safe	51.4%	42.0%	57.1%	48.4%	53.8%	47.9%	49.3%	50.0%	50.0%	50.3%
Neutral	20.0%	27.2%	20.8%	23.4%	24.5%	15.5%	26.1%	25.0%	21.2%	22.9%
Unsafe	4.3%	1.2%	6.5%	5.5%	2.8%	8.5%	2.9%	3.3%	4.5%	4.3%
Very Unsafe	0.0%	0.0%	0.0%	3.9%	4.7%	0.0%	0.0%	0.0%	0.0%	1.3%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q8f. Downtown after dark</u></b>									
Very Safe	9.6%	11.3%	4.5%	8.0%	7.4%	10.2%	5.8%	6.4%	12.7%	8.4%
Safe	19.2%	8.1%	11.9%	10.6%	7.4%	11.9%	11.5%	14.9%	21.8%	12.6%
Neutral	23.1%	32.3%	16.4%	33.6%	13.8%	28.8%	42.3%	27.7%	30.9%	26.5%
Unsafe	34.6%	27.4%	41.8%	23.0%	41.5%	16.9%	26.9%	40.4%	23.6%	31.4%
Very Unsafe	13.5%	21.0%	25.4%	24.8%	29.8%	32.2%	13.5%	10.6%	10.9%	21.0%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q8g. Traveling by bicycle in McAllen</u></b>									
Very Safe	13.2%	4.3%	7.0%	10.4%	12.5%	6.2%	9.4%	6.7%	8.9%	9.3%
Safe	5.7%	20.0%	15.8%	21.7%	3.8%	20.0%	20.8%	20.0%	23.2%	16.3%
Neutral	35.8%	28.6%	40.4%	31.1%	32.5%	32.3%	32.1%	26.7%	41.1%	33.2%
Unsafe	30.2%	35.7%	26.3%	24.5%	36.3%	21.5%	30.2%	35.6%	17.9%	28.2%
Very Unsafe	15.1%	11.4%	10.5%	12.3%	15.0%	20.0%	7.5%	11.1%	8.9%	13.0%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q9a. Overall responsiveness of City code enforcement staff</u>									
Very Satisfied	13.3%	26.0%	23.7%	21.7%	20.9%	17.5%	22.8%	22.6%	25.4%	22.1%
Satisfied	33.3%	28.8%	30.5%	32.1%	23.9%	36.8%	36.8%	34.0%	27.1%	31.3%
Neutral	28.9%	35.6%	32.2%	27.4%	41.8%	19.3%	24.6%	35.8%	32.2%	31.0%
Dissatisfied	8.9%	5.5%	10.2%	6.6%	4.5%	10.5%	5.3%	3.8%	11.9%	7.1%
Very Dissatisfied	15.6%	4.1%	3.4%	12.3%	9.0%	15.8%	10.5%	3.8%	3.4%	8.5%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q9b. City effort to enforce code violations</u></b>									
Very Satisfied	12.8%	20.5%	19.4%	17.8%	18.7%	15.9%	20.3%	17.9%	17.7%	18.3%
Satisfied	23.4%	37.0%	40.3%	35.6%	29.3%	33.3%	39.0%	46.4%	30.6%	35.3%
Neutral	29.8%	27.4%	29.9%	23.7%	44.0%	14.3%	18.6%	25.0%	30.6%	27.1%
Dissatisfied	19.1%	9.6%	3.0%	14.4%	0.0%	22.2%	13.6%	5.4%	16.1%	11.0%
Very Dissatisfied	14.9%	5.5%	7.5%	8.5%	8.0%	14.3%	8.5%	5.4%	4.8%	8.2%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q9c. Clean-up of debris/litter</u></b>									
Very Satisfied	10.6%	16.5%	12.7%	17.1%	11.5%	17.4%	10.0%	17.2%	19.1%	14.5%
Satisfied	31.8%	44.3%	57.7%	38.0%	44.8%	30.4%	44.3%	39.7%	48.5%	41.9%
Neutral	12.1%	19.0%	15.5%	20.2%	13.5%	23.2%	21.4%	19.0%	16.2%	18.4%
Dissatisfied	25.8%	11.4%	8.5%	14.0%	13.5%	15.9%	10.0%	20.7%	10.3%	13.7%
Very Dissatisfied	19.7%	8.9%	5.6%	10.9%	16.7%	13.0%	14.3%	3.4%	5.9%	11.5%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q9d. Efforts to enforce exterior maintenance &amp; upkeep of residential property</u></b>									
Very Satisfied	10.9%	15.2%	11.6%	19.7%	11.8%	15.6%	14.9%	14.3%	20.9%	15.1%
Satisfied	25.5%	31.6%	43.5%	32.3%	34.4%	35.9%	32.8%	32.1%	34.3%	34.0%
Neutral	14.5%	32.9%	30.4%	23.6%	19.4%	26.6%	25.4%	35.7%	25.4%	25.4%
Dissatisfied	14.5%	13.9%	11.6%	15.0%	15.1%	7.8%	14.9%	10.7%	16.4%	13.4%
Very Dissatisfied	34.5%	6.3%	2.9%	9.4%	19.4%	14.1%	11.9%	7.1%	3.0%	12.0%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q9e. Efforts to identify abandoned or unsecured properties</u></b>									
Very Satisfied	4.0%	10.1%	8.2%	18.9%	7.1%	18.0%	5.2%	15.1%	18.6%	12.3%
Satisfied	32.0%	18.8%	44.3%	24.6%	29.8%	31.1%	32.8%	20.8%	18.6%	27.4%
Neutral	26.0%	52.2%	31.1%	25.4%	39.3%	26.2%	32.8%	41.5%	28.8%	34.0%
Dissatisfied	12.0%	8.7%	9.8%	18.0%	0.0%	13.1%	12.1%	15.1%	28.8%	12.6%
Very Dissatisfied	26.0%	10.1%	6.6%	13.1%	23.8%	11.5%	17.2%	7.5%	5.1%	13.8%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q9f. Efforts to remove dilapidated structures</u></b>									
Very Satisfied	3.7%	13.8%	9.3%	12.7%	4.2%	20.0%	6.9%	11.1%	15.0%	10.9%
Satisfied	20.4%	16.9%	38.9%	28.0%	20.8%	27.3%	36.2%	25.9%	18.3%	25.7%
Neutral	27.8%	50.8%	35.2%	26.3%	33.3%	32.7%	29.3%	42.6%	31.7%	33.3%
Dissatisfied	24.1%	7.7%	11.1%	20.3%	13.9%	10.9%	15.5%	11.1%	28.3%	16.2%
Very Dissatisfied	24.1%	10.8%	5.6%	12.7%	27.8%	9.1%	12.1%	9.3%	6.7%	13.9%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q9g. Enforcement of parking on grass in front yard</u></b>									
Very Satisfied	7.8%	13.0%	1.7%	16.1%	11.7%	17.5%	6.2%	12.2%	16.1%	12.5%
Satisfied	17.6%	29.0%	32.2%	28.8%	23.4%	31.6%	29.2%	32.7%	22.6%	27.2%
Neutral	33.3%	23.2%	30.5%	26.3%	24.7%	29.8%	26.2%	26.5%	25.8%	26.6%
Dissatisfied	37.3%	24.6%	10.2%	16.1%	26.0%	12.3%	20.0%	18.4%	25.8%	21.2%
Very Dissatisfied	3.9%	10.1%	25.4%	12.7%	14.3%	8.8%	18.5%	10.2%	9.7%	12.5%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q9h. Enforcement of weedy lots, abandoned vehicles, graffiti</u></b>									
Very Satisfied	5.3%	15.3%	14.9%	18.9%	16.5%	18.8%	12.3%	15.5%	20.0%	16.4%
Satisfied	33.3%	22.2%	28.4%	23.6%	21.5%	34.4%	30.8%	25.9%	13.8%	25.4%
Neutral	21.1%	20.8%	16.4%	24.4%	17.7%	21.9%	26.2%	15.5%	27.7%	21.8%
Dissatisfied	17.5%	31.9%	19.4%	26.0%	22.8%	14.1%	18.5%	32.8%	32.3%	23.6%
Very Dissatisfied	22.8%	9.7%	20.9%	7.1%	21.5%	10.9%	12.3%	10.3%	6.2%	12.8%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q9i. Cleanliness in your neighborhood</u></b>									
Very Satisfied	20.9%	20.0%	18.3%	17.1%	14.6%	17.4%	17.1%	25.0%	20.3%	18.3%
Satisfied	38.8%	51.3%	40.8%	48.8%	53.1%	47.8%	47.1%	46.7%	43.5%	48.2%
Neutral	11.9%	17.5%	21.1%	15.5%	6.3%	14.5%	24.3%	16.7%	20.3%	15.5%
Dissatisfied	11.9%	2.5%	11.3%	12.4%	11.5%	10.1%	4.3%	6.7%	13.0%	9.3%
Very Dissatisfied	16.4%	8.8%	8.5%	6.2%	14.6%	10.1%	7.1%	5.0%	2.9%	8.7%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q9j. Enforcement of loud music</u></b>									
Very Satisfied	13.7%	18.3%	18.3%	15.4%	10.2%	13.6%	19.0%	20.8%	20.3%	16.3%
Satisfied	25.5%	36.6%	31.7%	35.8%	35.2%	44.1%	41.4%	32.1%	26.6%	35.7%
Neutral	25.5%	38.0%	20.0%	26.0%	23.9%	23.7%	25.9%	35.8%	26.6%	26.8%
Dissatisfied	21.6%	1.4%	13.3%	13.8%	14.8%	6.8%	8.6%	5.7%	18.8%	11.4%
Very Dissatisfied	13.7%	5.6%	16.7%	8.9%	15.9%	11.9%	5.2%	5.7%	7.8%	9.8%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q9k. Degree to which code violations are a problem</u></b>									
Very Satisfied	14.3%	16.9%	12.1%	10.5%	7.8%	24.6%	7.5%	10.4%	15.0%	13.3%
Satisfied	18.4%	27.7%	32.8%	28.9%	15.6%	23.0%	39.6%	33.3%	26.7%	26.2%
Neutral	28.6%	43.1%	27.6%	36.8%	44.2%	32.8%	37.7%	35.4%	35.0%	37.2%
Dissatisfied	20.4%	6.2%	22.4%	7.9%	9.1%	14.8%	3.8%	16.7%	15.0%	12.0%
Very Dissatisfied	18.4%	6.2%	5.2%	15.8%	23.4%	4.9%	11.3%	4.2%	8.3%	11.3%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q10a. Quality of residential garbage collection</u></b>									
Very Satisfied	52.2%	58.5%	53.9%	41.9%	51.0%	54.9%	45.7%	44.1%	52.2%	49.7%
Satisfied	41.8%	30.5%	28.9%	45.7%	43.1%	28.2%	40.0%	45.8%	36.2%	39.0%
Neutral	1.5%	6.1%	6.6%	8.5%	2.9%	8.5%	7.1%	8.5%	4.3%	5.9%
Dissatisfied	4.5%	1.2%	7.9%	3.1%	2.9%	7.0%	1.4%	1.7%	5.8%	3.7%
Very Dissatisfied	0.0%	3.7%	2.6%	0.8%	0.0%	1.4%	5.7%	0.0%	1.4%	1.6%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q10b. Quality of residential curbside recycling services</u></b>									
Very Satisfied	56.1%	48.8%	48.6%	42.5%	41.2%	56.5%	43.3%	45.8%	47.0%	46.3%
Satisfied	36.4%	32.5%	27.0%	41.7%	40.2%	24.6%	40.3%	37.3%	39.4%	36.8%
Neutral	3.0%	13.8%	16.2%	13.4%	15.7%	14.5%	10.4%	11.9%	9.1%	12.5%
Dissatisfied	4.5%	3.8%	6.8%	0.8%	2.9%	4.3%	1.5%	5.1%	3.0%	3.3%
Very Dissatisfied	0.0%	1.3%	1.4%	1.6%	0.0%	0.0%	4.5%	0.0%	1.5%	1.1%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q10c. Importance of neighborhood associations</u></b>									
Very Satisfied	29.2%	25.8%	22.4%	26.3%	35.5%	25.0%	15.7%	19.6%	23.1%	25.2%
Satisfied	29.2%	32.3%	29.3%	21.1%	35.5%	28.6%	33.3%	19.6%	32.7%	30.5%
Neutral	31.3%	25.8%	39.7%	41.1%	15.8%	32.1%	35.3%	58.7%	36.5%	33.3%
Dissatisfied	8.3%	8.1%	3.4%	3.2%	9.2%	5.4%	3.9%	2.2%	1.9%	5.0%
Very Dissatisfied	2.1%	8.1%	5.2%	8.4%	3.9%	8.9%	11.8%	0.0%	5.8%	6.0%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q11a. Quality of drinking water</u>									
Very Satisfied	8.1%	38.5%	29.4%	28.0%	22.3%	30.2%	15.9%	35.6%	32.3%	26.6%
Satisfied	40.3%	30.8%	44.1%	38.4%	36.2%	38.1%	46.4%	32.2%	43.1%	39.1%
Neutral	27.4%	14.1%	13.2%	17.6%	25.5%	11.1%	18.8%	18.6%	12.3%	18.1%
Dissatisfied	17.7%	6.4%	5.9%	6.4%	7.4%	0.0%	14.5%	10.2%	7.7%	7.9%
Very Dissatisfied	6.5%	10.3%	7.4%	9.6%	8.5%	20.6%	4.3%	3.4%	4.6%	8.2%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q11b. Quality of wastewater services</u>									
Very Satisfied	33.3%	44.7%	37.8%	28.8%	37.3%	37.7%	25.8%	37.3%	33.3%	34.4%
Satisfied	44.4%	30.3%	45.9%	48.0%	39.2%	41.0%	56.1%	44.1%	47.0%	45.0%
Neutral	20.6%	18.4%	16.2%	17.6%	23.5%	13.1%	10.6%	18.6%	15.2%	17.0%
Dissatisfied	1.6%	2.6%	0.0%	3.2%	0.0%	0.0%	7.6%	0.0%	3.0%	2.0%
Very Dissatisfied	0.0%	3.9%	0.0%	2.4%	0.0%	8.2%	0.0%	0.0%	1.5%	1.7%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q11c. Quality of drainage infrastructure</u></b>									
Very Satisfied	20.9%	35.1%	23.9%	23.0%	19.8%	30.4%	24.2%	30.5%	23.1%	24.9%
Satisfied	35.8%	29.7%	42.3%	43.4%	46.2%	36.2%	36.4%	33.9%	43.1%	40.1%
Neutral	25.4%	23.0%	23.9%	16.4%	23.1%	15.9%	21.2%	18.6%	20.0%	20.1%
Dissatisfied	10.4%	8.1%	8.5%	13.9%	3.3%	13.0%	10.6%	15.3%	12.3%	10.2%
Very Dissatisfied	7.5%	4.1%	1.4%	3.3%	7.7%	4.3%	7.6%	1.7%	1.5%	4.8%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q12a. Quality of City parks</u>									
Very Satisfied	15.7%	35.5%	25.0%	33.3%	22.0%	21.1%	33.8%	28.8%	37.1%	28.0%
Satisfied	62.9%	39.5%	50.0%	40.5%	43.0%	52.1%	42.6%	52.5%	43.5%	46.4%
Neutral	15.7%	18.4%	9.7%	17.5%	20.0%	16.9%	17.6%	15.3%	14.5%	17.0%
Dissatisfied	5.7%	5.3%	15.3%	8.7%	15.0%	9.9%	4.4%	3.4%	4.8%	8.2%
Very Dissatisfied	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.3%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q12b. Number &amp; location of City parks</u></b>									
Very Satisfied	23.5%	26.7%	26.9%	25.6%	26.9%	21.2%	28.4%	23.7%	27.4%	25.9%
Satisfied	55.9%	44.0%	43.3%	45.6%	48.4%	43.9%	47.8%	47.5%	51.6%	47.9%
Neutral	13.2%	13.3%	16.4%	17.6%	12.9%	21.2%	16.4%	11.9%	12.9%	14.8%
Dissatisfied	7.4%	14.7%	10.4%	6.4%	6.5%	10.6%	6.0%	16.9%	6.5%	8.8%
Very Dissatisfied	0.0%	1.3%	3.0%	4.8%	5.4%	3.0%	1.5%	0.0%	1.6%	2.6%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q12c. Quality of walking &amp; biking trails</u></b>									
Very Satisfied	37.9%	38.7%	30.6%	29.4%	31.0%	34.8%	29.4%	34.5%	33.3%	32.6%
Satisfied	24.2%	33.3%	40.3%	40.5%	35.0%	27.3%	38.2%	41.4%	39.7%	35.9%
Neutral	25.8%	12.0%	20.8%	18.3%	26.0%	16.7%	17.6%	19.0%	17.5%	20.1%
Dissatisfied	9.1%	16.0%	8.3%	6.3%	3.0%	21.2%	8.8%	5.2%	9.5%	8.9%
Very Dissatisfied	3.0%	0.0%	0.0%	5.6%	5.0%	0.0%	5.9%	0.0%	0.0%	2.5%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q12d. Number of walking &amp; biking trails</u></b>									
Very Satisfied	29.7%	32.0%	21.4%	21.6%	24.0%	19.7%	28.8%	31.0%	21.7%	24.9%
Satisfied	34.4%	32.0%	31.4%	40.0%	34.0%	24.2%	33.3%	34.5%	41.7%	33.6%
Neutral	20.3%	18.7%	34.3%	24.8%	22.0%	37.9%	16.7%	22.4%	23.3%	24.3%
Dissatisfied	12.5%	17.3%	12.9%	7.2%	15.0%	18.2%	16.7%	12.1%	10.0%	14.4%
Very Dissatisfied	3.1%	0.0%	0.0%	6.4%	5.0%	0.0%	4.5%	0.0%	3.3%	2.8%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q12e. Amount, quality &amp; condition of swimming pools &amp; splash parks</u>									
Very Satisfied	17.3%	25.3%	18.0%	18.6%	24.7%	16.1%	11.1%	17.6%	24.1%	19.7%
Satisfied	34.6%	41.3%	29.5%	36.3%	28.9%	40.3%	42.6%	41.2%	24.1%	34.7%
Neutral	25.0%	20.0%	37.7%	23.9%	22.7%	29.0%	20.4%	31.4%	29.6%	25.9%
Dissatisfied	19.2%	10.7%	9.8%	13.3%	15.5%	12.9%	18.5%	9.8%	16.7%	14.7%
Very Dissatisfied	3.8%	2.7%	4.9%	8.0%	8.2%	1.6%	7.4%	0.0%	5.6%	5.0%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q12f. Quality of City sponsored events &amp; activities</u></b>									
Very Satisfied	16.4%	25.7%	20.3%	24.8%	20.2%	21.4%	17.5%	22.8%	29.3%	22.3%
Satisfied	44.3%	41.9%	40.6%	40.5%	36.2%	47.1%	50.8%	45.6%	29.3%	41.4%
Neutral	34.4%	20.3%	27.5%	21.5%	31.9%	21.4%	17.5%	28.1%	29.3%	25.8%
Dissatisfied	3.3%	9.5%	1.4%	5.8%	3.2%	2.9%	7.9%	3.5%	8.6%	4.9%
Very Dissatisfied	1.6%	2.7%	10.1%	7.4%	8.5%	7.1%	6.3%	0.0%	3.4%	5.5%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q12g. Quality of youth sports programs</u></b>									
Very Satisfied	38.1%	29.9%	17.5%	26.1%	32.4%	22.7%	19.7%	24.0%	29.8%	26.0%
Satisfied	26.2%	34.3%	38.1%	41.2%	31.1%	33.3%	50.8%	44.0%	36.8%	38.6%
Neutral	33.3%	28.4%	31.7%	20.2%	25.7%	30.3%	18.0%	32.0%	24.6%	26.0%
Dissatisfied	0.0%	6.0%	4.8%	10.1%	6.8%	10.6%	4.9%	0.0%	7.0%	6.1%
Very Dissatisfied	2.4%	1.5%	7.9%	2.5%	4.1%	3.0%	6.6%	0.0%	1.8%	3.2%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q12h. Quality of adult sports programs</u></b>									
Very Satisfied	22.2%	27.7%	17.9%	22.3%	25.7%	21.1%	18.2%	18.8%	26.3%	22.5%
Satisfied	35.6%	32.3%	19.6%	33.0%	28.4%	28.1%	45.5%	33.3%	26.3%	31.7%
Neutral	28.9%	32.3%	41.1%	28.6%	20.3%	35.1%	23.6%	43.8%	33.3%	30.4%
Dissatisfied	2.2%	6.2%	12.5%	8.0%	4.1%	12.3%	5.5%	4.2%	10.5%	7.2%
Very Dissatisfied	11.1%	1.5%	8.9%	8.0%	21.6%	3.5%	7.3%	0.0%	3.5%	8.2%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q12i. Quality of outdoor athletic fields</u></b>									
Very Satisfied	26.3%	27.3%	16.4%	23.7%	23.5%	18.8%	17.7%	30.0%	27.1%	23.1%
Satisfied	35.1%	45.5%	44.8%	44.1%	47.1%	40.6%	50.0%	38.0%	44.1%	44.8%
Neutral	29.8%	19.7%	22.4%	22.9%	15.3%	28.1%	19.4%	30.0%	23.7%	22.2%
Dissatisfied	7.0%	6.1%	6.0%	3.4%	4.7%	6.3%	8.1%	2.0%	3.4%	4.9%
Very Dissatisfied	1.8%	1.5%	10.4%	5.9%	9.4%	6.3%	4.8%	0.0%	1.7%	4.9%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q12j. Quality of picnic, pavilion areas, playgrounds at City parks</u></b>									
Very Satisfied	25.9%	25.3%	18.3%	23.6%	20.6%	26.9%	19.7%	23.2%	31.1%	24.2%
Satisfied	60.3%	44.3%	42.3%	40.7%	60.8%	29.9%	43.9%	50.0%	32.8%	44.7%
Neutral	12.1%	22.8%	22.5%	22.8%	6.2%	28.4%	21.2%	21.4%	29.5%	19.9%
Dissatisfied	1.7%	6.3%	11.3%	8.1%	7.2%	9.0%	13.6%	5.4%	4.9%	8.0%
Very Dissatisfied	0.0%	1.3%	5.6%	4.9%	5.2%	6.0%	1.5%	0.0%	1.6%	3.1%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q12k. Recreational opportunities</u>									
Very Satisfied	29.6%	16.9%	16.2%	23.3%	19.4%	21.5%	19.4%	20.7%	24.6%	20.9%
Satisfied	31.5%	44.2%	30.9%	36.7%	47.3%	32.3%	38.7%	37.9%	28.1%	37.8%
Neutral	25.9%	23.4%	33.8%	27.5%	9.7%	35.4%	25.8%	32.8%	35.1%	26.0%
Dissatisfied	11.1%	13.0%	11.8%	7.5%	15.1%	7.7%	11.3%	8.6%	10.5%	10.9%
Very Dissatisfied	1.9%	2.6%	7.4%	5.0%	8.6%	3.1%	4.8%	0.0%	1.8%	4.4%

**Q13. CUSTOMER SERVICE: Have you called or visited the City with a question, problem, or complaint during the past year?**

N=381

	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35	35-44	45-54	55-64	65+ years	
					years	years	years	years		

**Q13. Have you called or visited City during past year**

Yes	33.8%	46.3%	32.5%	51.1%	20.8%	52.1%	46.5%	46.7%	53.6%	41.7%
No	66.2%	53.7%	67.5%	48.9%	79.2%	47.9%	53.5%	53.3%	46.4%	58.3%

**Q13a. (If YES to Question 13) How did you contact the City? (without "not provided")**

N=158

	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q13a. How did you contact City</u>									
Phone (McAllen 311)	83.3%	89.5%	72.0%	84.8%	86.4%	89.2%	84.8%	81.5%	81.1%	83.5%
Email	0.0%	2.6%	8.0%	4.5%	0.0%	0.0%	6.1%	7.4%	5.4%	3.8%
Social media	0.0%	7.9%	0.0%	0.0%	0.0%	8.1%	0.0%	0.0%	0.0%	1.9%
Website	0.0%	5.3%	8.0%	1.5%	0.0%	5.4%	3.0%	3.7%	2.7%	3.2%
In person	33.3%	13.2%	32.0%	19.7%	13.6%	21.6%	15.2%	22.2%	29.7%	22.2%

**Q13b. (If YES to Question 13) How easy or difficult was it to address your issue? (without "don't know")**

N=159

	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q13b. How easy or difficult was it to address your issue</u>									
Very Easy	37.5%	44.7%	40.0%	34.3%	59.1%	45.9%	27.3%	39.3%	35.1%	40.3%
Somewhat Easy	12.5%	26.3%	40.0%	29.9%	0.0%	27.0%	33.3%	35.7%	32.4%	27.0%
Difficult	25.0%	10.5%	8.0%	20.9%	0.0%	16.2%	18.2%	14.3%	24.3%	16.4%
Very Difficult	25.0%	18.4%	12.0%	14.9%	40.9%	10.8%	21.2%	10.7%	8.1%	16.4%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q14a. Quality of City's website</u></b>									
Very Satisfied	20.0%	24.6%	18.6%	18.1%	24.1%	18.8%	20.8%	18.2%	20.8%	21.0%
Satisfied	56.4%	41.5%	57.6%	36.2%	58.6%	46.9%	43.8%	40.9%	35.4%	47.1%
Neutral	18.2%	26.2%	22.0%	30.9%	17.2%	23.4%	18.8%	31.8%	35.4%	24.1%
Dissatisfied	3.6%	1.5%	0.0%	11.7%	0.0%	7.8%	10.4%	4.5%	4.2%	4.8%
Very Dissatisfied	1.8%	6.2%	1.7%	3.2%	0.0%	3.1%	6.3%	4.5%	4.2%	3.1%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q14b. Quality of City's social media</u></b>									
Very Satisfied	24.2%	20.6%	36.5%	16.3%	33.8%	17.6%	15.4%	25.0%	14.3%	22.7%
Satisfied	63.6%	44.4%	40.4%	36.3%	51.4%	49.0%	56.4%	33.3%	31.0%	45.5%
Neutral	12.1%	31.7%	23.1%	41.3%	14.9%	33.3%	20.5%	38.9%	47.6%	28.9%
Dissatisfied	0.0%	3.2%	0.0%	5.0%	0.0%	0.0%	7.7%	2.8%	4.8%	2.5%
Very Dissatisfied	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	2.4%	0.4%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q14c. Availability of information on City services &amp; programs</u></b>									
Very Satisfied	15.7%	27.6%	20.6%	20.7%	17.6%	20.7%	23.0%	18.2%	26.7%	20.9%
Satisfied	56.9%	38.2%	60.3%	40.5%	62.4%	41.4%	47.5%	52.7%	30.0%	48.1%
Neutral	13.7%	23.7%	15.9%	31.5%	11.8%	34.5%	21.3%	20.0%	33.3%	23.1%
Dissatisfied	5.9%	7.9%	1.6%	6.3%	3.5%	0.0%	8.2%	7.3%	8.3%	5.3%
Very Dissatisfied	7.8%	2.6%	1.6%	0.9%	4.7%	3.4%	0.0%	1.8%	1.7%	2.5%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q14d. City's efforts to keep you informed</u></b>									
Very Satisfied	17.9%	25.0%	18.8%	22.1%	14.1%	20.3%	25.0%	19.6%	27.4%	21.0%
Satisfied	39.3%	39.5%	53.6%	41.6%	56.5%	39.1%	42.2%	51.8%	35.5%	45.8%
Neutral	30.4%	23.7%	24.6%	23.0%	21.2%	31.3%	21.9%	19.6%	24.2%	23.4%
Dissatisfied	12.5%	7.9%	0.0%	9.7%	8.2%	3.1%	9.4%	7.1%	8.1%	7.2%
Very Dissatisfied	0.0%	3.9%	2.9%	3.5%	0.0%	6.3%	1.6%	1.8%	4.8%	2.7%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q14e. Level of public involvement in local decision-making</u>									
Very Satisfied	7.7%	13.2%	7.9%	12.1%	10.3%	11.1%	12.1%	3.9%	15.8%	10.7%
Satisfied	32.7%	25.0%	41.3%	37.4%	31.0%	41.3%	36.2%	41.2%	33.3%	36.3%
Neutral	50.0%	42.1%	27.0%	26.2%	34.5%	27.0%	31.0%	43.1%	28.1%	32.5%
Dissatisfied	7.7%	13.2%	15.9%	13.1%	14.9%	12.7%	12.1%	7.8%	17.5%	13.2%
Very Dissatisfied	1.9%	6.6%	7.9%	11.2%	9.2%	7.9%	8.6%	3.9%	5.3%	7.3%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q14f. Transparency of City government</u>									
Very Satisfied	9.3%	19.7%	11.5%	12.3%	15.6%	14.3%	7.4%	13.0%	14.3%	13.1%
Satisfied	25.9%	21.1%	45.9%	35.1%	26.7%	33.3%	38.9%	44.4%	33.9%	34.4%
Neutral	35.2%	39.4%	14.8%	28.9%	22.2%	30.2%	29.6%	31.5%	28.6%	27.8%
Dissatisfied	7.4%	14.1%	16.4%	10.5%	15.6%	12.7%	13.0%	5.6%	14.3%	12.5%
Very Dissatisfied	22.2%	5.6%	11.5%	13.2%	20.0%	9.5%	11.1%	5.6%	8.9%	12.2%

**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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q14g. City's station, MCN</u></b>									
Very Satisfied	4.9%	32.7%	14.0%	19.4%	17.4%	17.0%	14.3%	22.0%	25.0%	18.9%
Satisfied	56.1%	14.5%	46.0%	38.7%	40.6%	45.3%	45.2%	43.9%	20.5%	39.4%
Neutral	29.3%	38.2%	28.0%	29.0%	20.3%	26.4%	31.0%	31.7%	45.5%	29.7%
Dissatisfied	9.8%	7.3%	4.0%	3.2%	10.1%	3.8%	7.1%	2.4%	0.0%	5.2%
Very Dissatisfied	0.0%	7.3%	8.0%	9.7%	11.6%	7.5%	2.4%	0.0%	9.1%	6.8%

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

N=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q15. Your primary sources of information about City issues, services, &amp; events</u>									
City website	42.3%	47.6%	33.8%	26.0%	53.8%	43.7%	31.0%	30.0%	17.4%	36.7%
Local newspaper	46.5%	56.1%	54.5%	69.5%	64.2%	39.4%	60.6%	65.0%	69.6%	60.1%
City cable channel (MCN)	16.9%	24.4%	14.3%	26.0%	19.8%	15.5%	22.5%	35.0%	26.1%	22.8%
Radio news programs	16.9%	22.0%	14.3%	29.8%	12.3%	15.5%	31.0%	25.0%	31.9%	21.8%
Television news programs	56.3%	51.2%	58.4%	70.2%	46.2%	56.3%	63.4%	76.7%	72.5%	60.9%
Social networking site	32.4%	30.5%	31.2%	9.9%	43.4%	31.0%	18.3%	6.7%	4.3%	23.1%
Word of mouth	47.9%	53.7%	46.8%	55.7%	67.9%	47.9%	39.4%	43.3%	53.6%	52.0%
City emails/press releases	12.7%	11.0%	18.2%	13.7%	18.9%	9.9%	12.7%	16.7%	11.6%	14.2%
Public meetings	0.0%	6.1%	0.0%	6.1%	0.0%	0.0%	5.6%	6.7%	7.2%	3.4%
Other	4.2%	11.0%	5.2%	8.4%	2.8%	11.3%	12.7%	8.3%	5.8%	7.9%
None chosen	4.2%	1.2%	1.3%	0.8%	2.8%	0.0%	1.4%	1.7%	0.0%	1.6%

**Q16. EDUCATION: 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=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q16a. Overall quality of your local schools</u></b>									
Very Satisfied	31.3%	19.5%	25.4%	27.4%	22.9%	25.4%	21.5%	32.1%	26.8%	25.5%
Satisfied	33.3%	44.2%	36.6%	47.8%	43.4%	33.3%	44.6%	44.6%	53.6%	43.9%
Neutral	10.4%	22.1%	18.3%	13.3%	13.3%	17.5%	23.1%	14.3%	8.9%	15.3%
Dissatisfied	25.0%	11.7%	7.0%	7.1%	13.3%	12.7%	10.8%	7.1%	7.1%	10.4%
Very Dissatisfied	0.0%	2.6%	12.7%	4.4%	7.2%	11.1%	0.0%	1.8%	3.6%	4.9%

**Q16. EDUCATION: 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=381

	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q16b. Overall condition of your local schools</u></b>									
Very Satisfied	23.9%	17.9%	15.7%	20.0%	12.7%	21.5%	18.2%	21.8%	24.5%	19.3%
Satisfied	39.1%	37.2%	27.1%	42.7%	40.5%	29.2%	37.9%	34.5%	47.2%	37.7%
Neutral	15.2%	17.9%	24.3%	20.9%	12.7%	20.0%	30.3%	23.6%	17.0%	20.2%
Dissatisfied	17.4%	17.9%	7.1%	10.9%	19.0%	6.2%	12.1%	16.4%	5.7%	12.5%
Very Dissatisfied	4.3%	9.0%	25.7%	5.5%	15.2%	23.1%	1.5%	3.6%	5.7%	10.3%

**Q17. How often do you experience standing water or ponding in your neighborhood?**

N=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q17. How often do you experience standing water or ponding in your neighborhood</u>									
Every time it rains	5.6%	14.6%	6.5%	13.7%	8.5%	7.0%	12.7%	5.0%	18.8%	10.2%
Sometimes, if it has been raining frequently	31.0%	28.0%	24.7%	26.0%	29.2%	26.8%	22.5%	26.7%	21.7%	26.0%
Rarely, only if it's a major storm event	26.8%	20.7%	32.5%	32.1%	26.4%	26.8%	26.8%	35.0%	33.3%	29.1%
Never, I do not experience standing water or ponding in my neighborhood	36.6%	36.6%	36.4%	28.2%	35.8%	39.4%	38.0%	33.3%	26.1%	34.6%

**Q18. Have you ever experienced flooding in your home as a result of a weather event? (without "don't know")**

N=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q18. Have you ever experienced flooding in your home as a result of a weather event</u>									
Yes	5.6%	9.8%	5.2%	10.8%	5.7%	9.9%	8.5%	8.3%	8.8%	7.9%
No	94.4%	90.2%	94.8%	89.2%	94.3%	90.1%	91.5%	91.7%	91.2%	92.1%

**Q19. 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.**

N=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<b><u>Q19. Location of flooding at your residence as a result of a weather event</u></b>									
Flooding in driveway or lawn/yard	18.3%	18.3%	18.2%	26.7%	17.9%	22.5%	16.9%	21.7%	24.6%	20.2%
Flooding inside garage	0.0%	2.4%	1.3%	2.3%	0.0%	0.0%	4.2%	3.3%	1.4%	1.6%
Flooding that reached inside house or residence	0.0%	1.2%	5.2%	2.3%	2.8%	0.0%	1.4%	1.7%	4.3%	2.1%
Not applicable	73.2%	79.3%	76.6%	68.7%	76.4%	71.8%	77.5%	78.3%	69.6%	75.1%
Not provided	8.5%	1.2%	1.3%	1.5%	2.8%	5.6%	2.8%	0.0%	1.4%	2.6%

**Q20. Which of the following best describes where you reside? (without "don't know")**

N=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q20. Where do you reside</u>									
Apartment	8.5%	3.7%	9.1%	0.0%	8.5%	4.2%	2.8%	1.7%	1.5%	4.2%
Duplex	0.0%	1.2%	0.0%	0.8%	0.0%	0.0%	0.0%	1.7%	1.5%	0.5%
Condo	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%	0.0%	0.3%
Mobile home	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	1.7%	0.0%	0.3%
Single family home	90.1%	95.1%	89.6%	99.2%	91.5%	95.8%	97.2%	93.3%	97.1%	94.7%

**Q21. Which of the following best describes your housing situation? (without "not provided")**

N=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q21. What is your housing situation</u>									
Rent	18.3%	12.2%	13.0%	2.3%	17.0%	4.3%	12.7%	5.0%	4.4%	9.5%
Own your home	76.1%	87.8%	87.0%	97.7%	80.2%	94.2%	87.3%	95.0%	95.6%	89.4%
Live with another household	1.4%	0.0%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.3%
Have a roommate	4.2%	0.0%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%	0.0%	0.8%

**Q22. How would you describe the general physical condition of your home? (without "don't know")**

N=381	Q23. How many years have you lived in McAllen				Q24. Your age					Total
	10 or less	11 to 20	21 to 30	31+	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	
	<u>Q22. General physical condition of your home</u>									
Excellent	53.5%	52.4%	35.1%	38.5%	45.3%	40.8%	43.7%	45.0%	44.1%	43.8%
Good	39.4%	40.2%	49.4%	45.4%	38.7%	53.5%	43.7%	45.0%	44.1%	44.6%
Fair	5.6%	6.1%	11.7%	15.4%	13.2%	5.6%	9.9%	8.3%	11.8%	10.0%
Poor	1.4%	1.2%	3.9%	0.8%	2.8%	0.0%	2.8%	1.7%	0.0%	1.6%