

2026

City of McAllen, Texas

Resident Satisfaction Survey

Findings Report



ETC
INSTITUTE

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Executive Summary

2026 City of McAllen Resident Satisfaction Survey

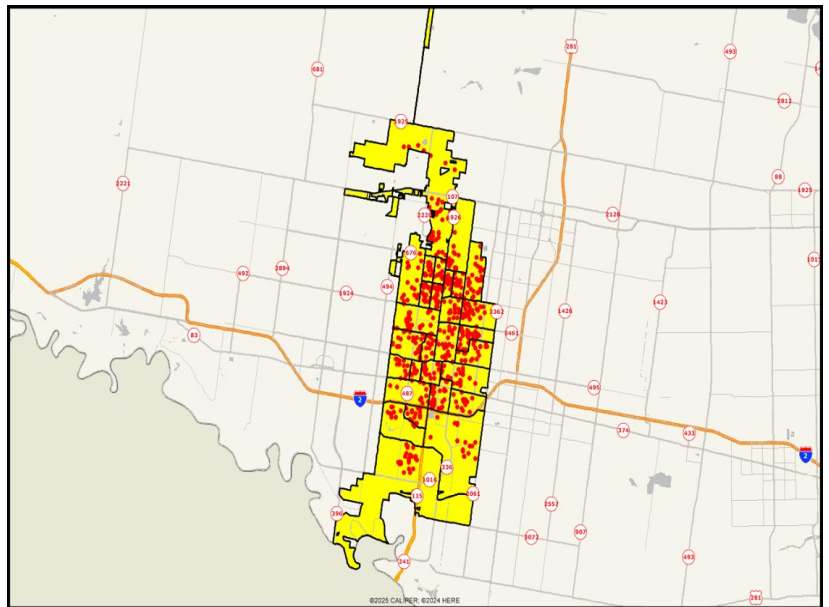
Executive Summary

Overview and Methodology

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

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

To prevent people who were not residents of the City from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted. The GIS map shows the City boundaries and the red dots represent completed surveys.



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

This summary report contains:

- A summary of the methodology for administering the survey and major findings
- Charts showing the overall results
- Trend charts comparing 2026 results to 2022
- Benchmark analysis charts and graphs showing how the City compares to other communities in Texas and nationally

- Importance-satisfaction analysis tables showing priorities based on resident satisfaction and level of importance for service items Frequency tables that show the results for each question on the survey
- Crosstabulations showing how the results vary by demographic
- Tabular data that show the results for each question on the survey
- a copy of the survey instrument

Major Findings

Major Categories of Services. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with public safety (79%), the solid waste system (73%), and parks and recreation programs and facilities (69%). The three items respondents thought should receive the most emphasis from City leaders over the next two years were flow of traffic and congestion management in the City (46%), maintenance of city streets, buildings, and facilities (42%), and storm water runoff/storm water management system (36%). These items were further analyzed in the importance-satisfaction section of this report.

Perception of McAllen. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with McAllen as place to live (84%), as a place to raise children (82%), and the overall image of McAllen (77%).

Maintenance and City Services. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the condition of major city streets (67%), condition of streets in their neighborhood (64%), appearance/condition of medians and public areas (62%), and overall cleanliness of streets and public areas (62%). The two items respondents thought should receive the most emphasis from City leaders over the next two years were traffic flow on major city streets (30%) and timing of traffic signals on City streets (28%). These items were further analyzed in the importance-satisfaction section of this report.

Public Safety. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the quality of fire protection (78%), quality of police protection (77%), quality of fire EMS (77%), and fire personnel emergency response time (77%). The two items respondents thought should receive the most emphasis from City leaders over the next two years were visibility of police in neighborhoods (33%) and quality of animal care services (25%). These items were further analyzed in the importance-satisfaction section of this report.

Feeling of Safety. Respondents feel most safe (rating “safe” or “very safe”) in their neighborhood during the day (88%), overall in the City (77%), and in their neighborhood at night (74%).

Code Enforcement. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the cleanliness of their neighborhood (63%), clean-up of debris/litter (52%), and responsiveness of City code enforcement staff (48%).

Residential and Neighborhood Services. Respondents feel mostly satisfied (rating “satisfied” or “very satisfied”) with both the quality of residential garbage collection (85%) and the quality of residential curbside recycling services (79%).

Public Works Services. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the quality of wastewater services (65%) and quality of drainage infrastructure (50%).

Parks and Recreation. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the quality of City parks (73%), number and location of City parks (67%), and quality of walking and biking trails (62%).

Customer Service Experience. Forty-four percent of respondents (44%) had called or visited the City with a question, problem, or complaint during the past year. Of these respondents, most (74%) contacted the City via phone. Most of these respondents (72%) felt it was “somewhat easy” (36%) or “very easy” (36%) to address their issue.

Communication. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the quality of the City’s website (57%), quality of the City’s social media (53%), and the availability of info on City services/programs (50%). The three primary sources respondents use for information about City issues, services, and events are social media (56%), television news programs (38%), and word of mouth (35%).

Flooding. The highest percentage of respondents (36%) said they “rarely” experience standing water or ponding in their neighborhood. Only 17% of respondents report ever experiencing flooding in their home as a result of a weather event.

National Survey Benchmark Analysis

Sixty-three services analyzed on the survey were compared to regional and national averages obtained on the most recent national survey conducted by ETC Institute in 2025.

Out of the 63 services analyzed, the City of McAllen ranked above the average of Texas communities in 58 of the services and notably above 53 of the services. The table below shows the top ten services with the largest satisfaction rating difference between McAllen's results and the Texas average.

2026 City of McAllen Citizen Satisfaction Survey Benchmark Analysis: McAllen, TX & Texas Region Comparison of Results <i>Percentages represent the sum of %Very Satisfied and %Satisfied responses, unless denoted with an asterik (*). Percentages denoted with an asterik (*) represent the sum of %Very Safe and %Safe responses. Differences of +/-5 are considered notable differences.</i>				
Type of Service	Service	McAllen, TX	Texas Region Average	Difference
Perceptions	Overall image of McAllen	77%	34%	42%
Perceptions	McAllen as a place to live	84%	50%	34%
Major Category of City Service	Customer service you receive from city employees	68%	34%	34%
Public Safety	Quality of police protection	77%	44%	33%
Perceptions	McAllen as a place to raise children	82%	51%	32%
Major Category of City Service	Maintenance of city streets, buildings, and facilities	57%	27%	30%
Major Category of City Service	Parks and Recreation Programs and Facilities	69%	42%	27%
Major Category of City Service	Effectiveness of city communication with the public	53%	26%	27%
Major Category of City Service	Solid Waste System	73%	47%	26%
Perceptions	McAllen as a place to retire	73%	47%	26%

Out of the 63 services analyzed, the City of McAllen ranked above the national average in 53 of the services and notably above 50 of the services. The table below shows the top ten services with the largest satisfaction rating difference between McAllen's results and the national average.

2026 City of McAllen Citizen Satisfaction Survey Benchmark Analysis: McAllen, TX & Texas Region Comparison of Results <i>Percentages represent the sum of %Very Satisfied and %Satisfied responses, unless denoted with an asterik (*). Percentages denoted with an asterik (*) represent the sum of %Very Safe and %Safe responses. Differences of +/-5 are considered notable differences.</i>				
Type of Service	Service	McAllen, TX	US	Difference
Perceptions	Overall image of McAllen	77%	45%	32%
Major Category of City Service	Customer service you receive from city employees	68%	38%	30%
Perceptions	McAllen as a place to live	84%	55%	29%
Public Safety	Quality of police protection	77%	49%	28%
Residential/Neighborhood Service	Quality of residential curbside recycling services	79%	53%	27%
Perceptions	McAllen as a place to work	73%	47%	26%
Perceptions	McAllen as a place to raise children	82%	57%	26%
Perceptions	McAllen as a place to retire	73%	47%	25%
Perceptions	McAllen as a welcoming community for people of diverse backgrounds	72%	48%	25%
Residential/Neighborhood Service	Quality of residential garbage collection	85%	61%	24%

Texas Communities Benchmark Analysis

ETC Institute compared the results from McAllen to other surveys conducted in Texas.

Out of the 72 services analyzed, the City of McAllen ranked above the Texas survey average in 22 of the services and notably above 10 of the services. The table below shows the top ten services with the largest satisfaction rating difference between McAllen's results and the Texas survey average.

2026 City of McAllen Citizen Satisfaction Survey Benchmark Analysis: McAllen, TX & Texas Surveys Comparison of Results <i>Percentages represent the sum of %Very Satisfied and %Satisfied responses, unless denoted with an asterik (*). Percentages denoted with an asterik (*) represent the sum of %Very Safe and %Safe responses. Differences of +/-5 are considered notable differences.</i>				
Type of Service	Service	McAllen, TX	Texas Surveys Average	Difference
Maintenance	Condition of major city streets	67%	51%	16%
Perceptions	Overall image of McAllen	77%	62%	15%
Perceptions	McAllen as a place to retire	73%	59%	14%
Perceptions	McAllen as a place to work	73%	59%	14%
Perceptions	McAllen as a welcoming community for people of diverse backgrounds	72%	59%	13%
Major Categories of City Services	Maintenance of city streets, buildings, and facilities	57%	45%	12%
Perceptions	McAllen as a place to raise children	82%	70%	12%
Maintenance	Condition of streets in your neighborhood	64%	55%	9%
Code Enforcement	Clean-up of debris/litter	52%	45%	7%
Perceptions	McAllen as a place to live	84%	79%	5%

Importance-Satisfaction Analysis

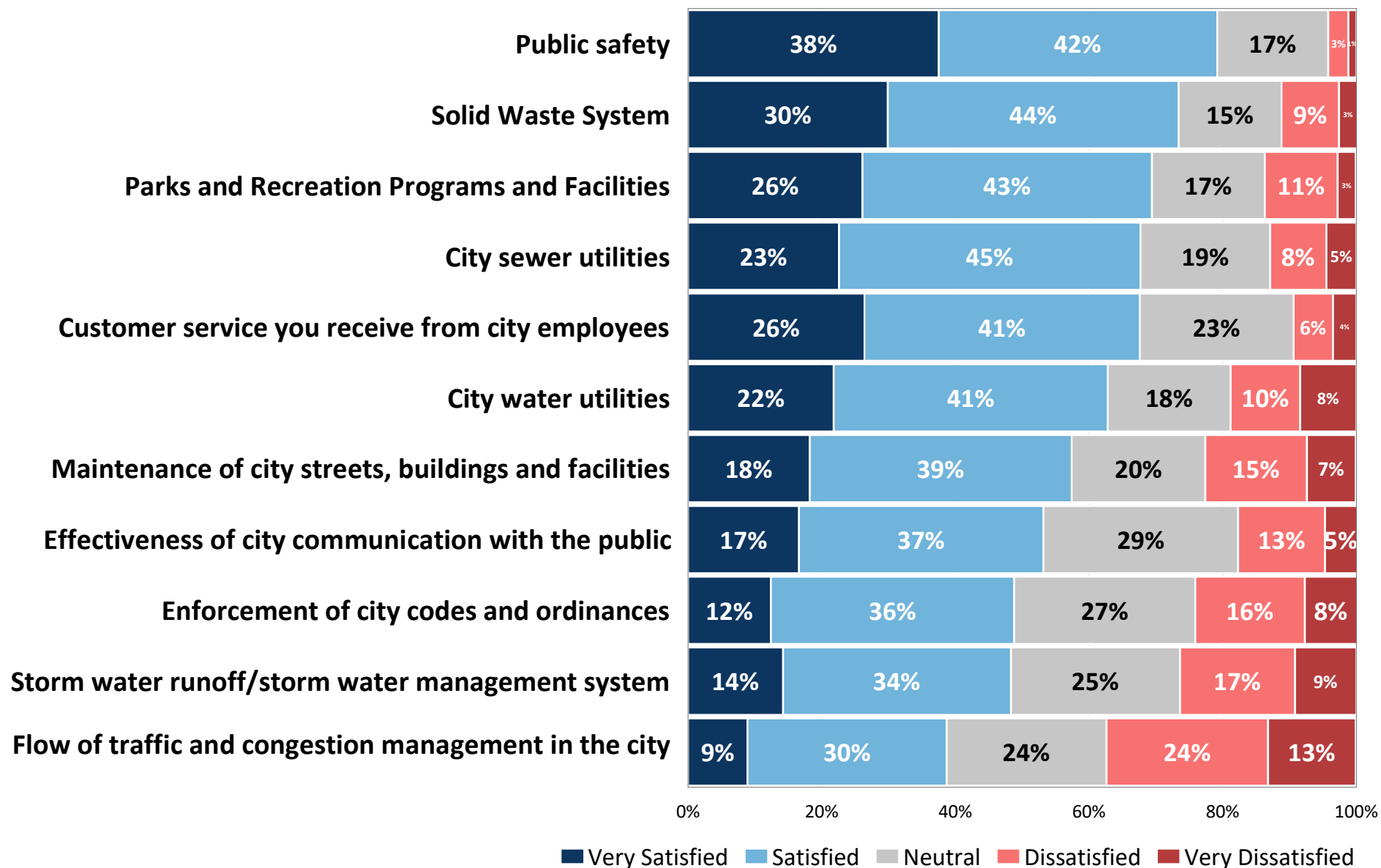
The first level of analysis reviewed the importance of and satisfaction with major City services. This analysis was conducted to help set the overall priorities for the City. To ensure the City continues to deliver high quality services to its residents, ETC Institute recommends the City emphasize the following areas:

- Overall Priorities for the City by Major Categories of Services:
 - Overall flow of traffic and congestion management in the city (IS Rating=0.2814)
 - Overall quality of the city's stormwater runoff/stormwater management system (IS Rating=0.1866)
 - Overall maintenance of city streets, buildings, and facilities (IS Rating=0.1781)
 - Enforcement of City codes and ordinances (IS Rating=0.1198)
- Public Safety Services
 - Quality of animal care services (IS Rating=0.1601)
 - Visibility of police in neighborhoods (IS Rating=0.1374)
- Maintenance Services
 - Traffic flow on major city streets (IS Rating=0.1812)
 - Timing of traffic signals on City streets (IS Rating=0.1528)
 - Pedestrian accessibility (IS Rating=0.1063)

2 Charts and Graphs

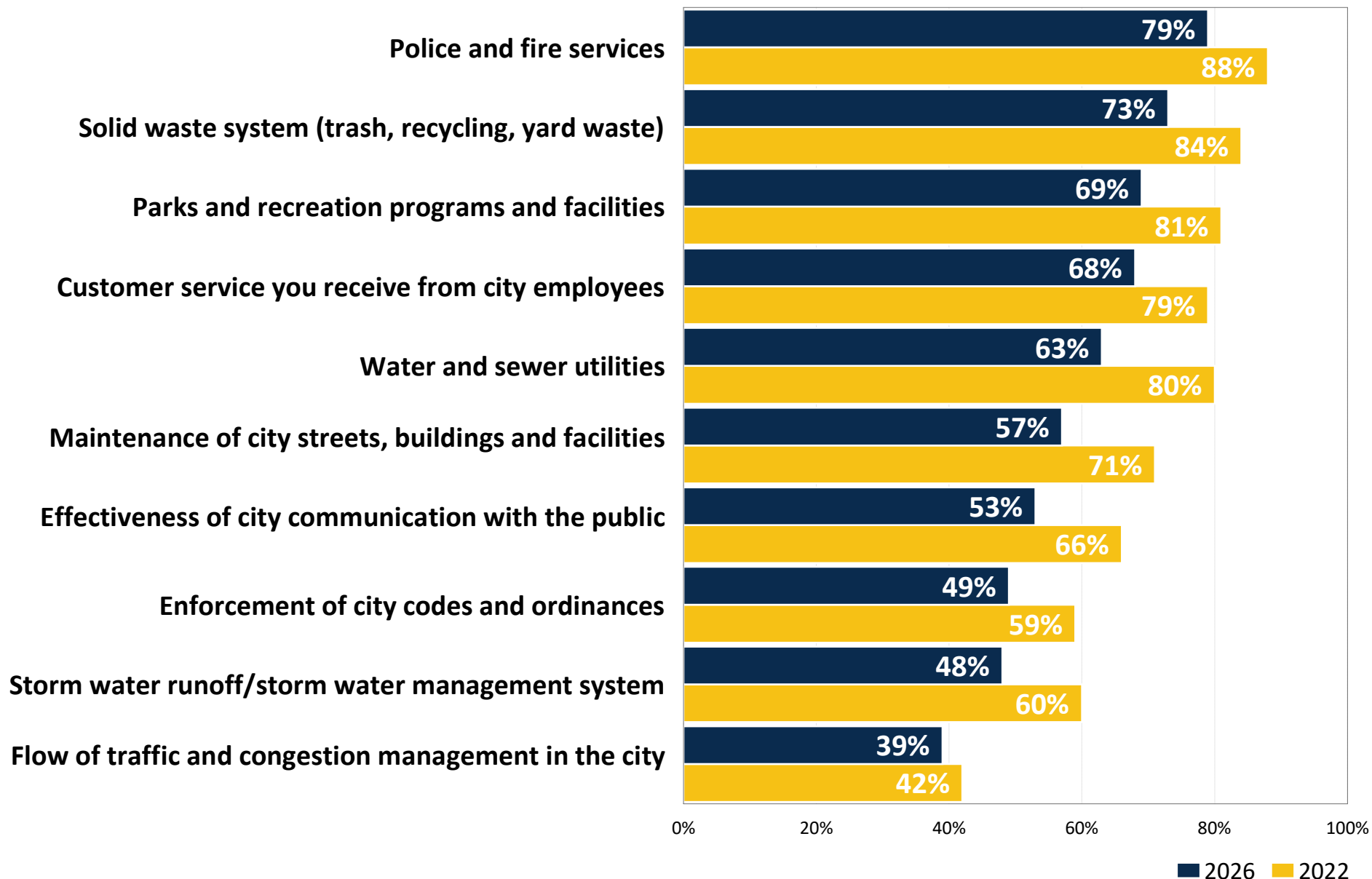
Q1. Level of satisfaction with major categories of services provided by the City of McAllen

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



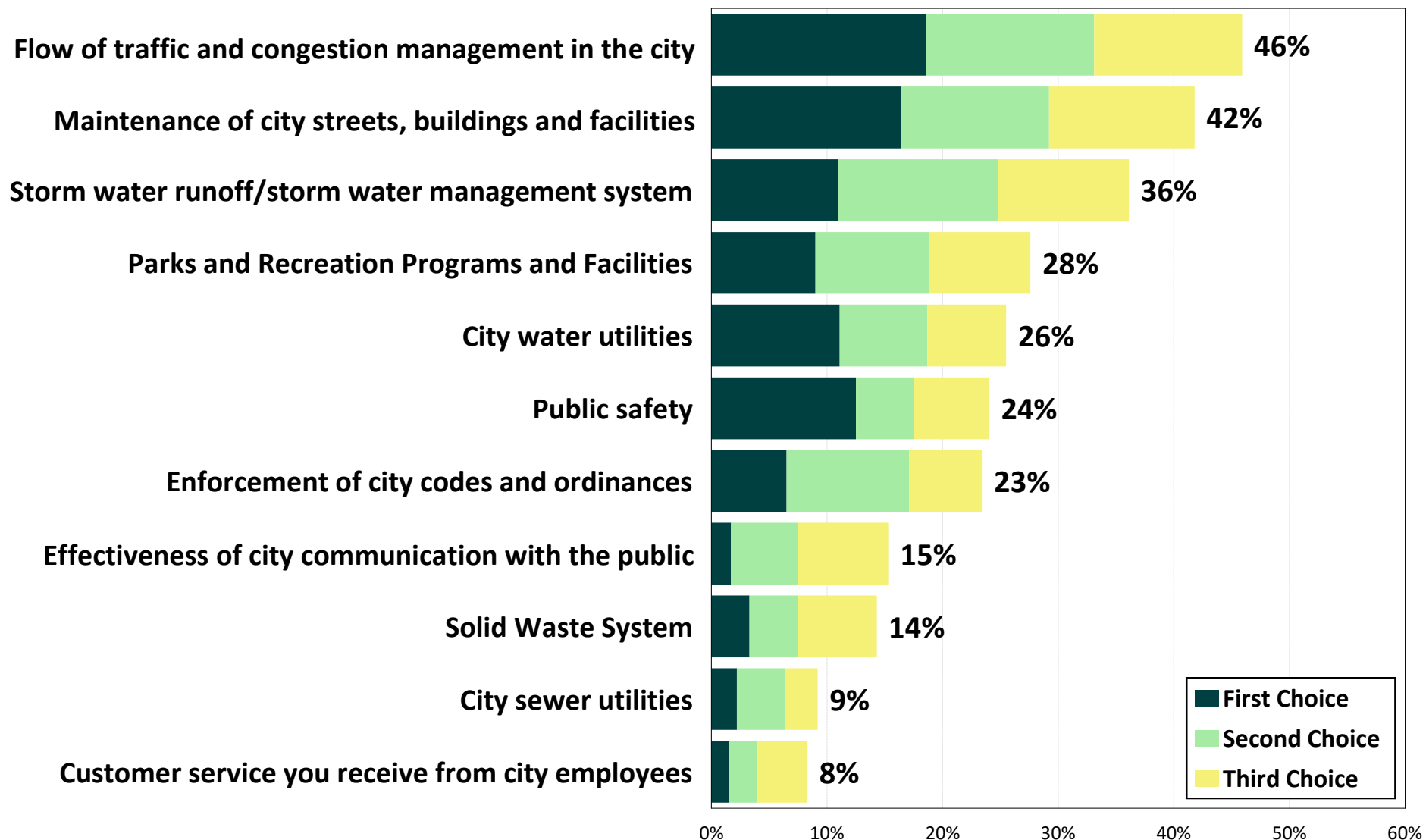
Q1. Please rate your overall satisfaction with major categories of services provided by McAllen

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



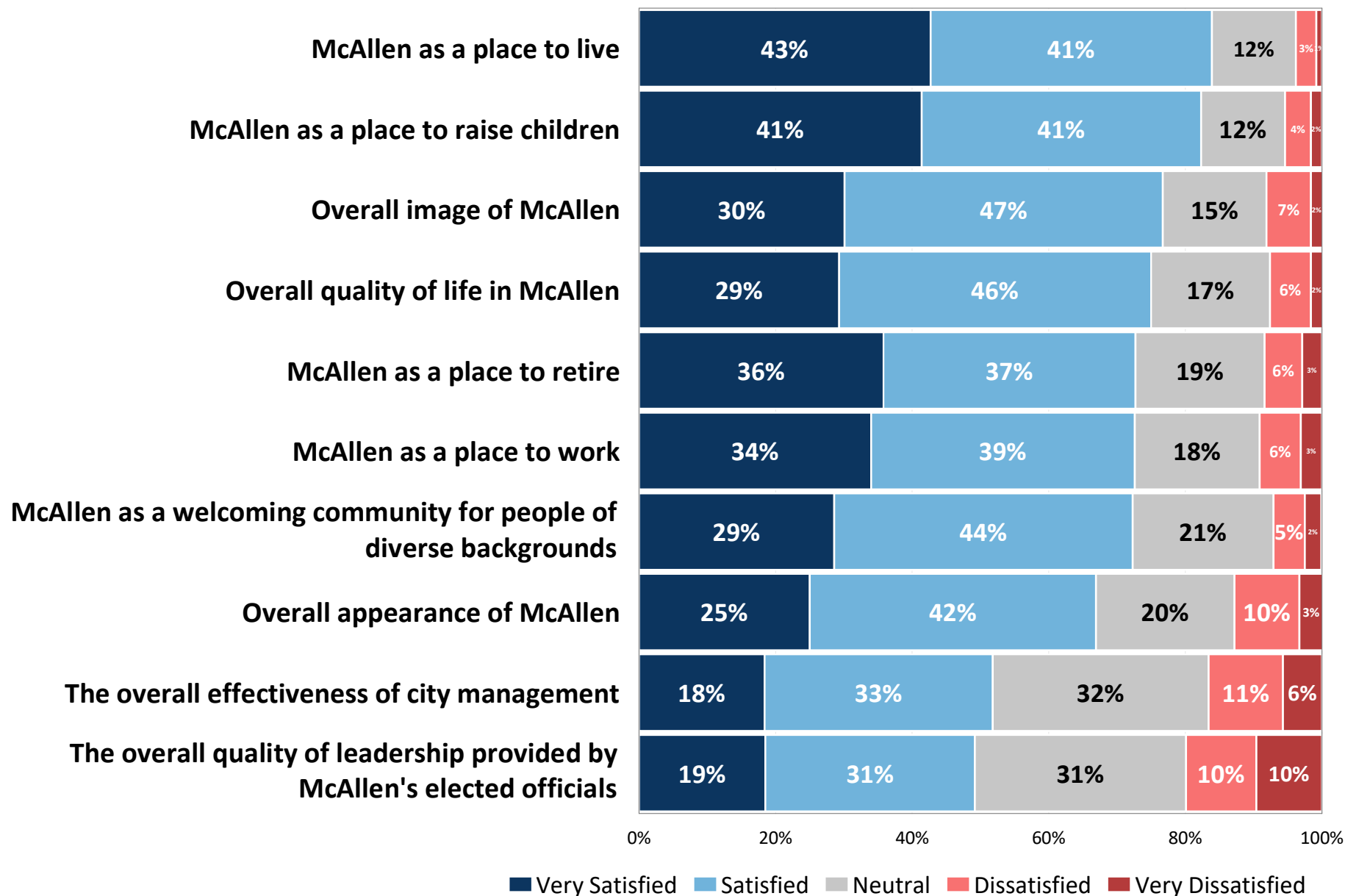
Q2. Which THREE of the major categories of city services do you think should receive the most emphasis from city leaders over the next TWO years

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



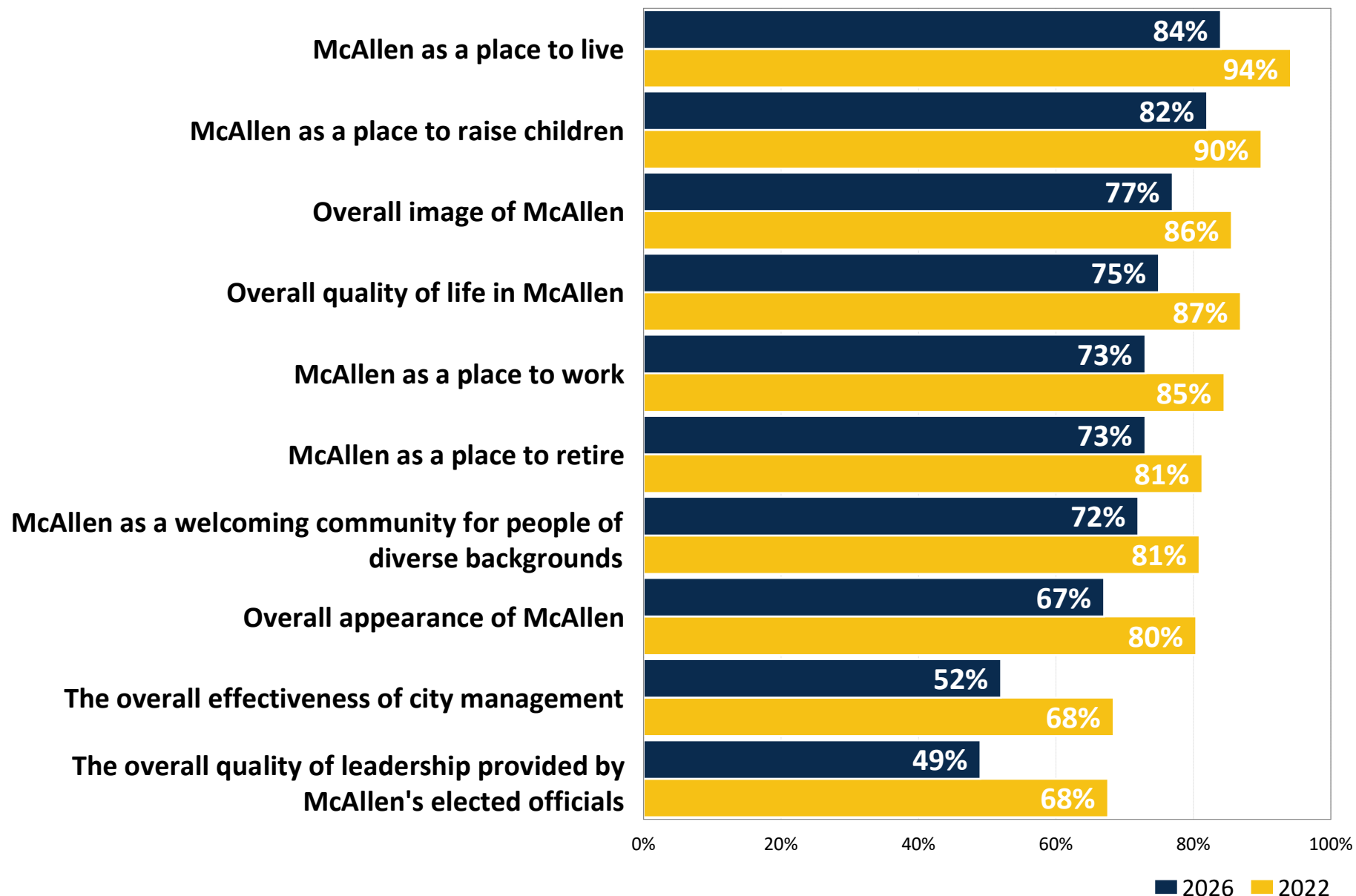
Q3. Please rate your satisfaction with each of the following items that may influence your perception of McAllen

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



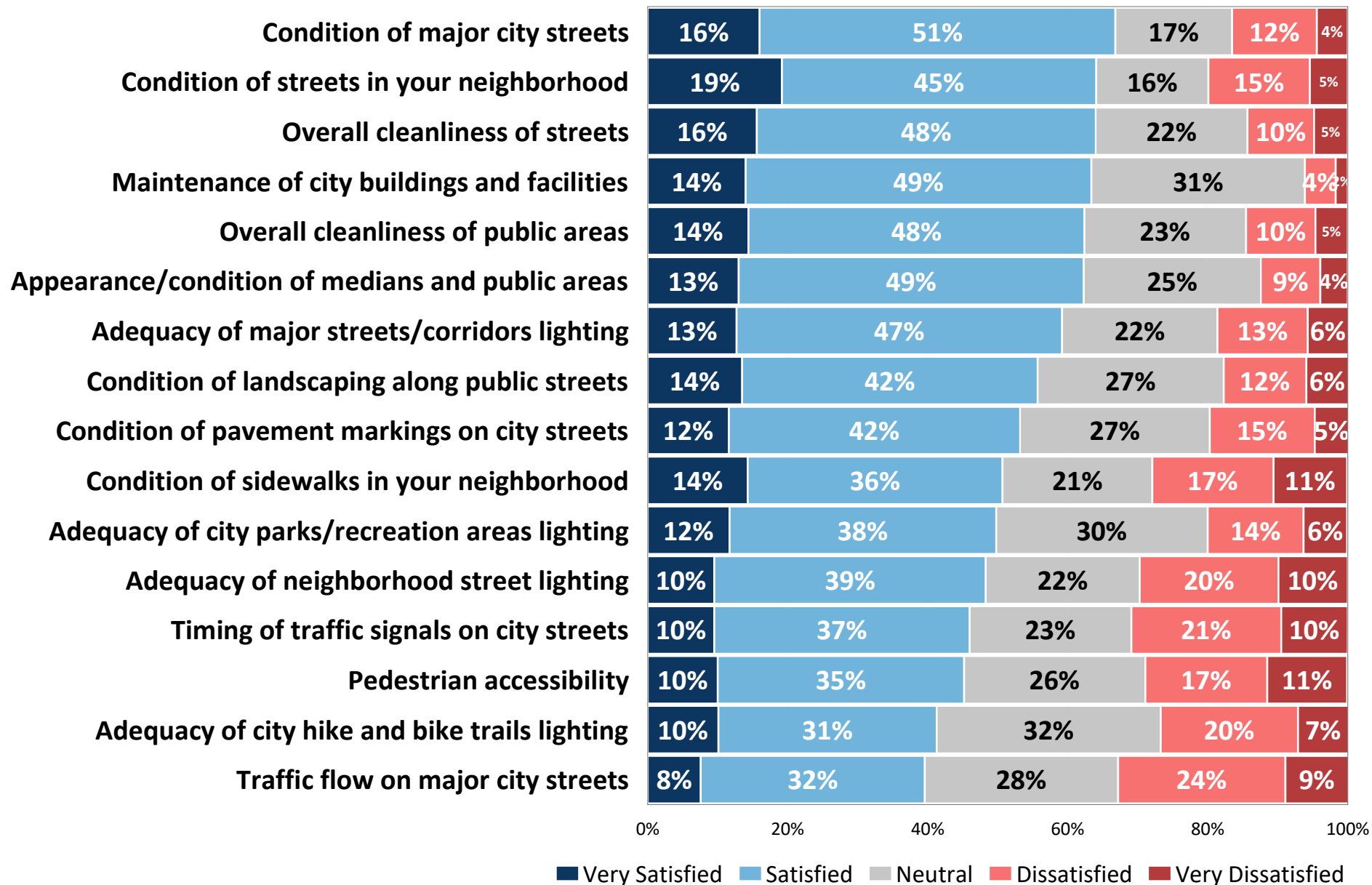
Q3. Please rate your satisfaction with each of the following items that may influence your perception of McAllen

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



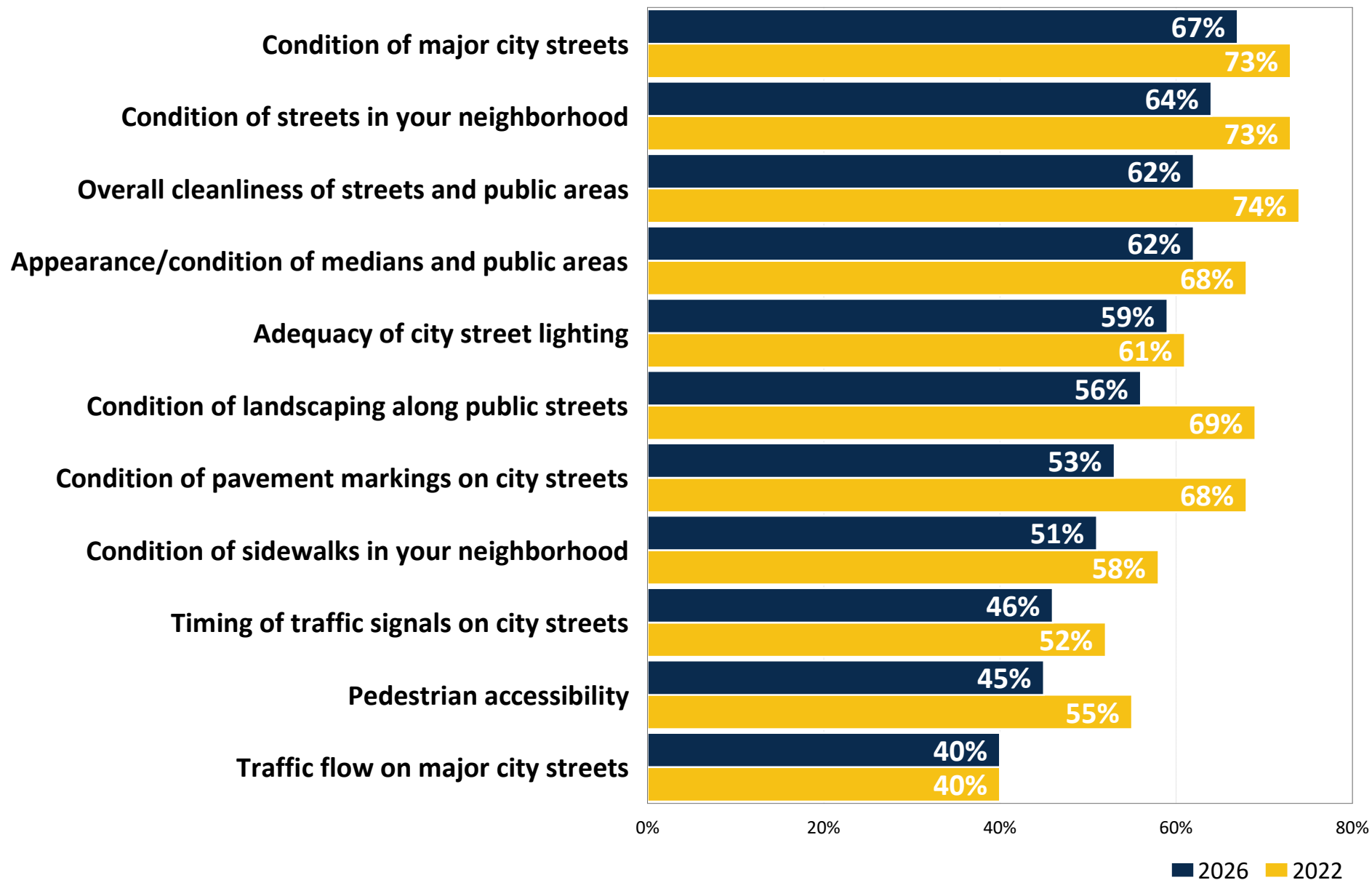
Q4. Please rate your satisfaction with the following services provided by the City

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



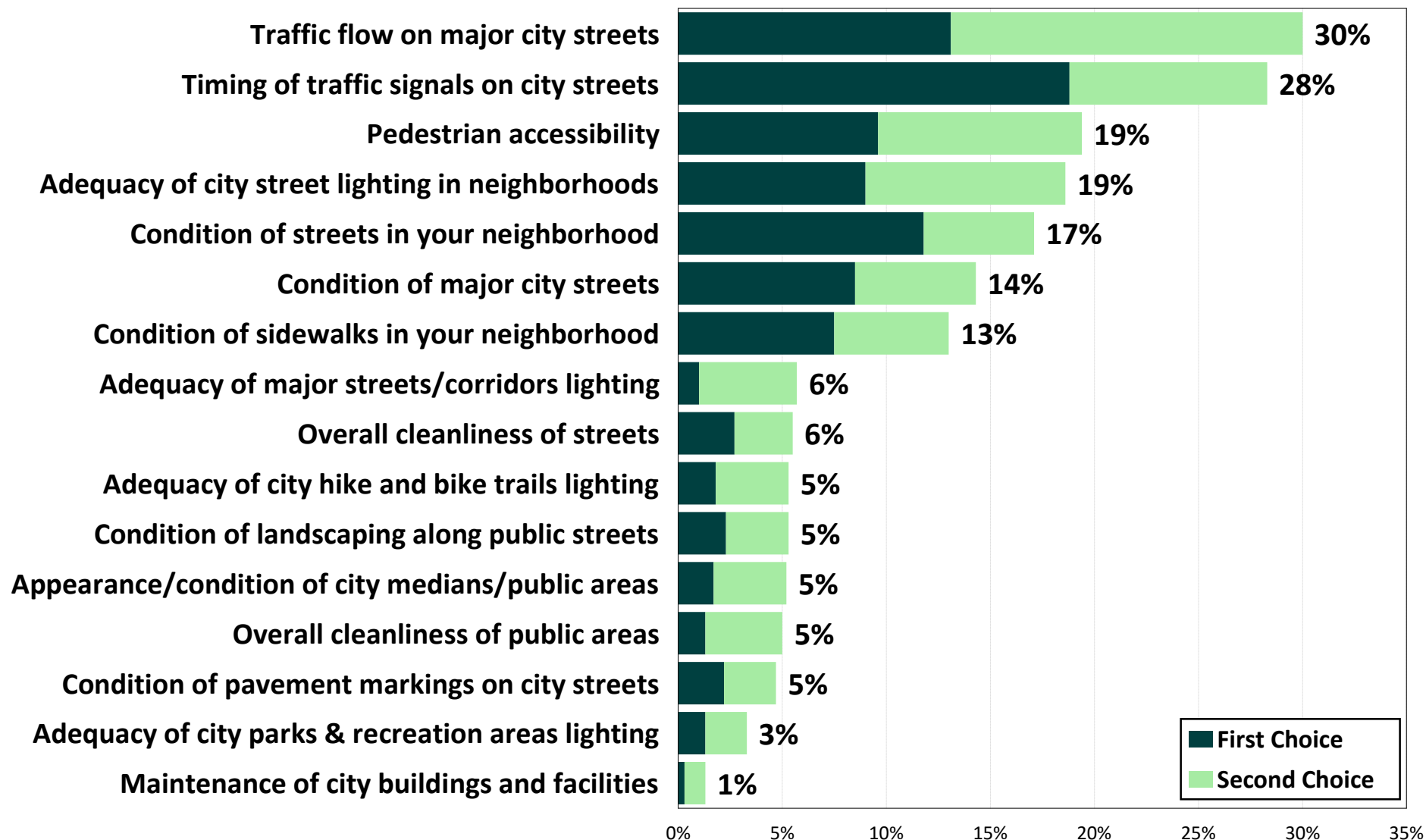
Q4. Please rate your satisfaction with the following services provided by the City

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



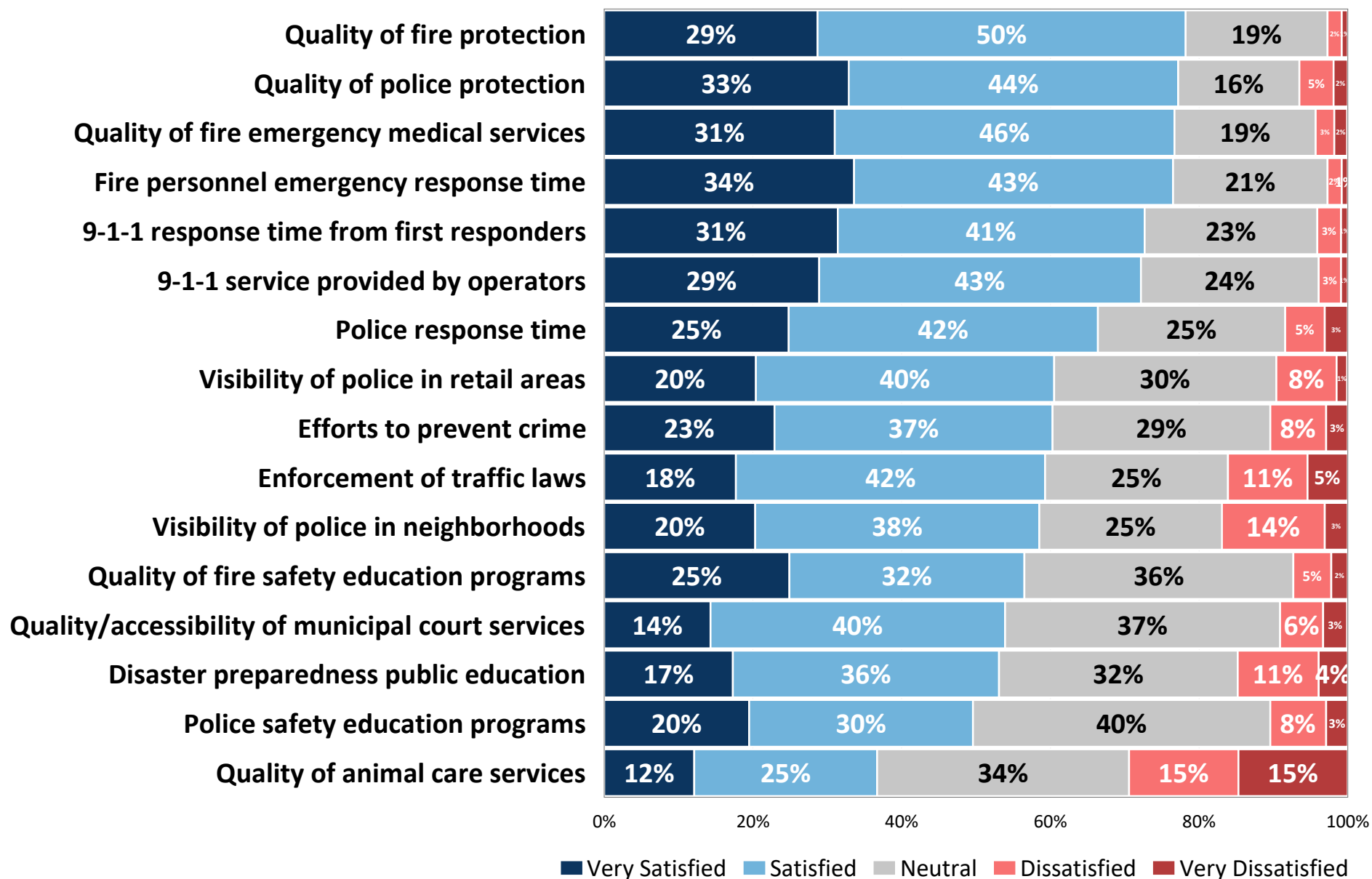
Q5. Which TWO of the city maintenance services do you think should receive the most emphasis from City leaders over the next TWO years

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



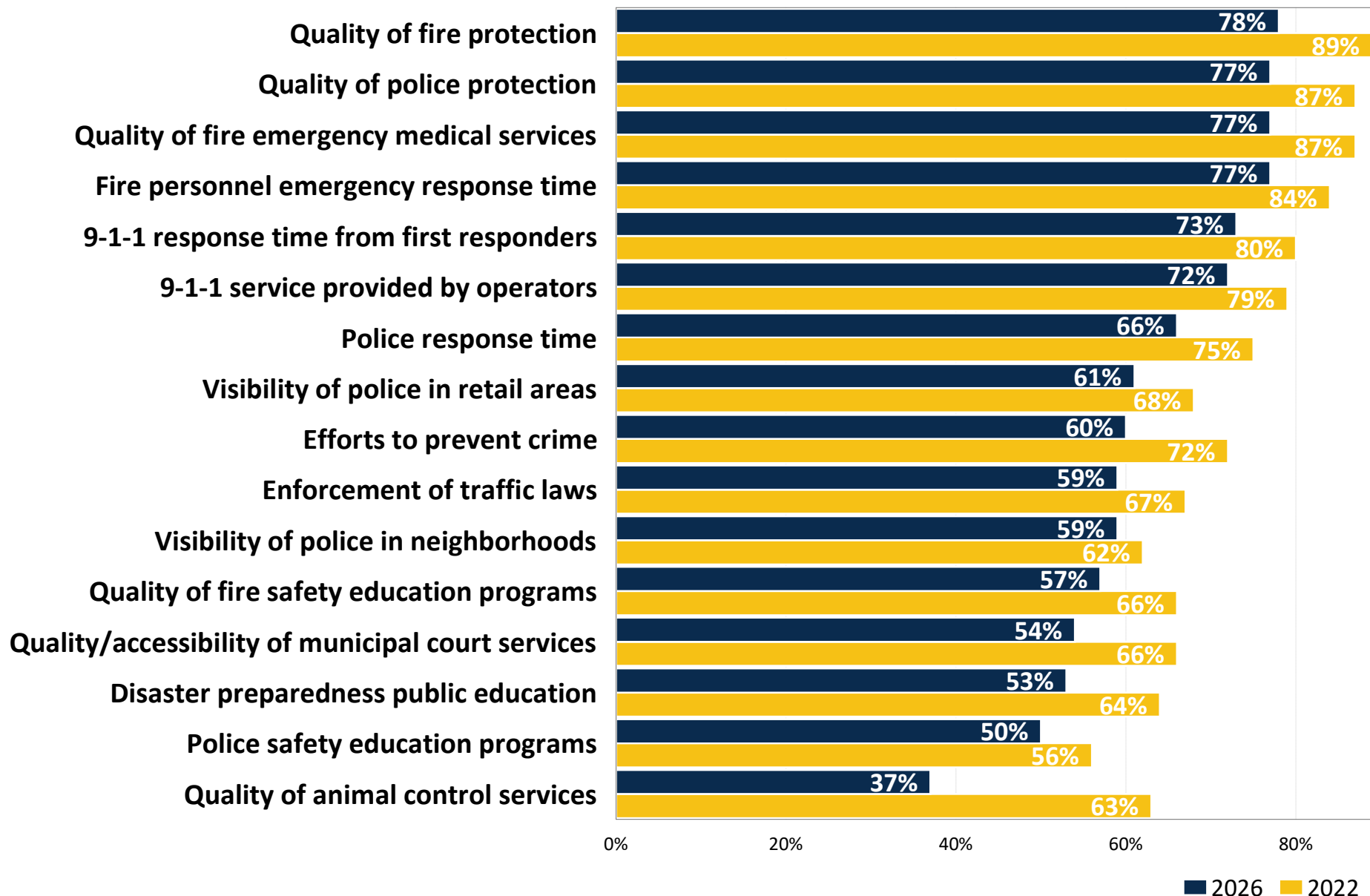
Q6. Please rate your satisfaction with the following public safety services provided by the City of McAllen

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



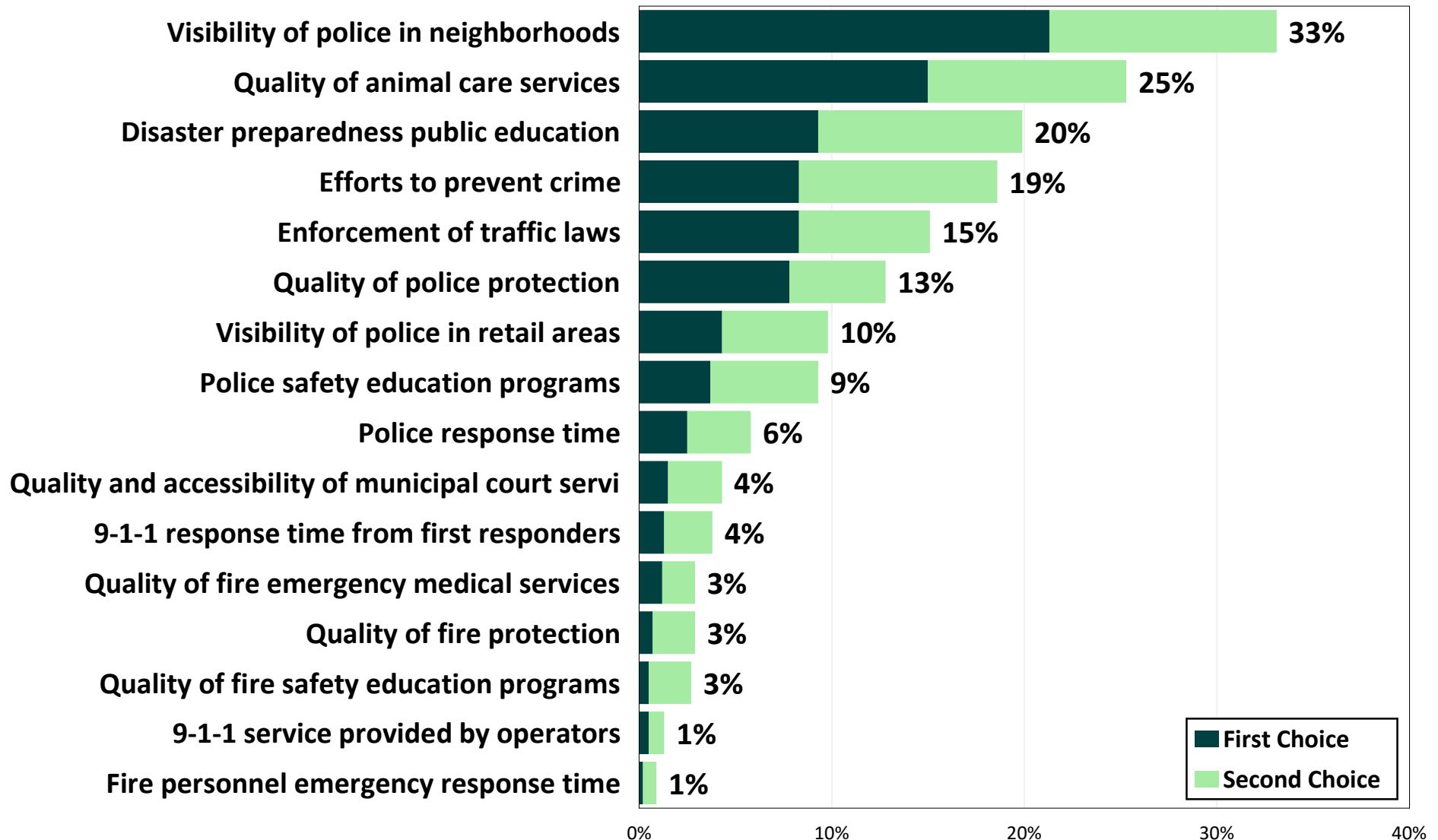
Q6. Please rate your satisfaction with the following public safety services provided by the City of McAllen

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



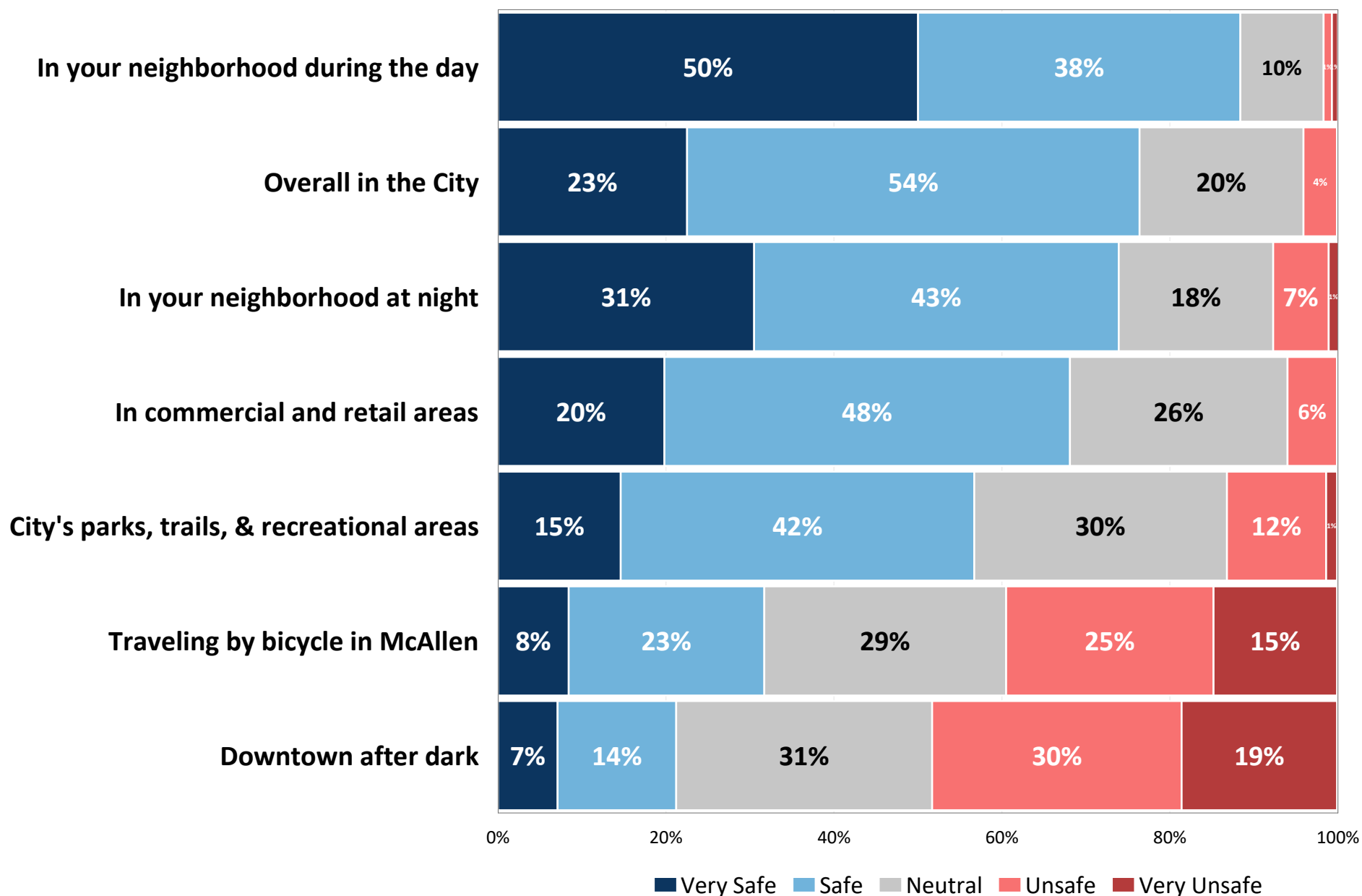
Q7. Which TWO of the public safety services items do you think should receive the most emphasis from city leaders over the next TWO years

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



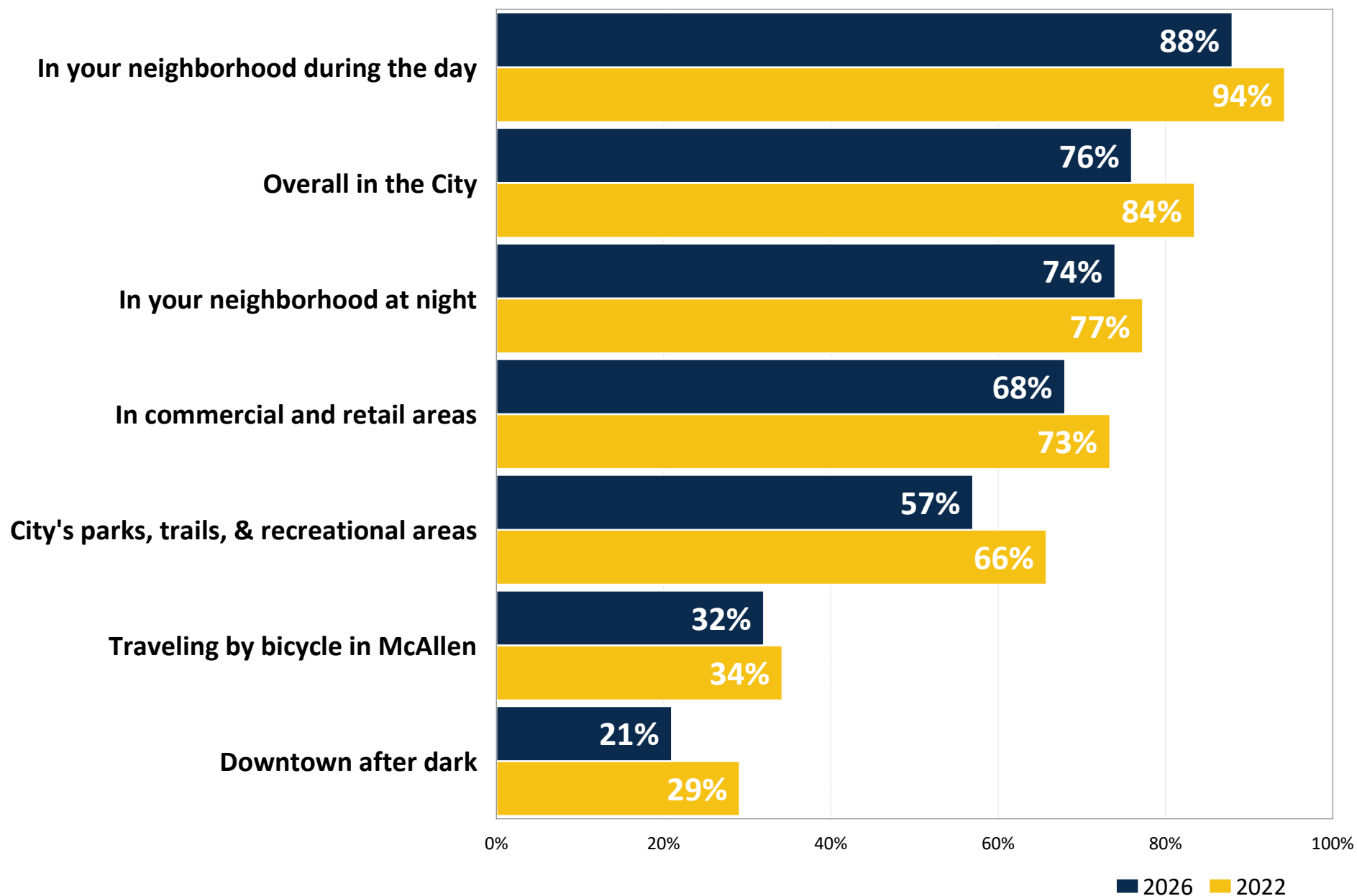
Q8. Please rate how safe you feel in the following situations

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



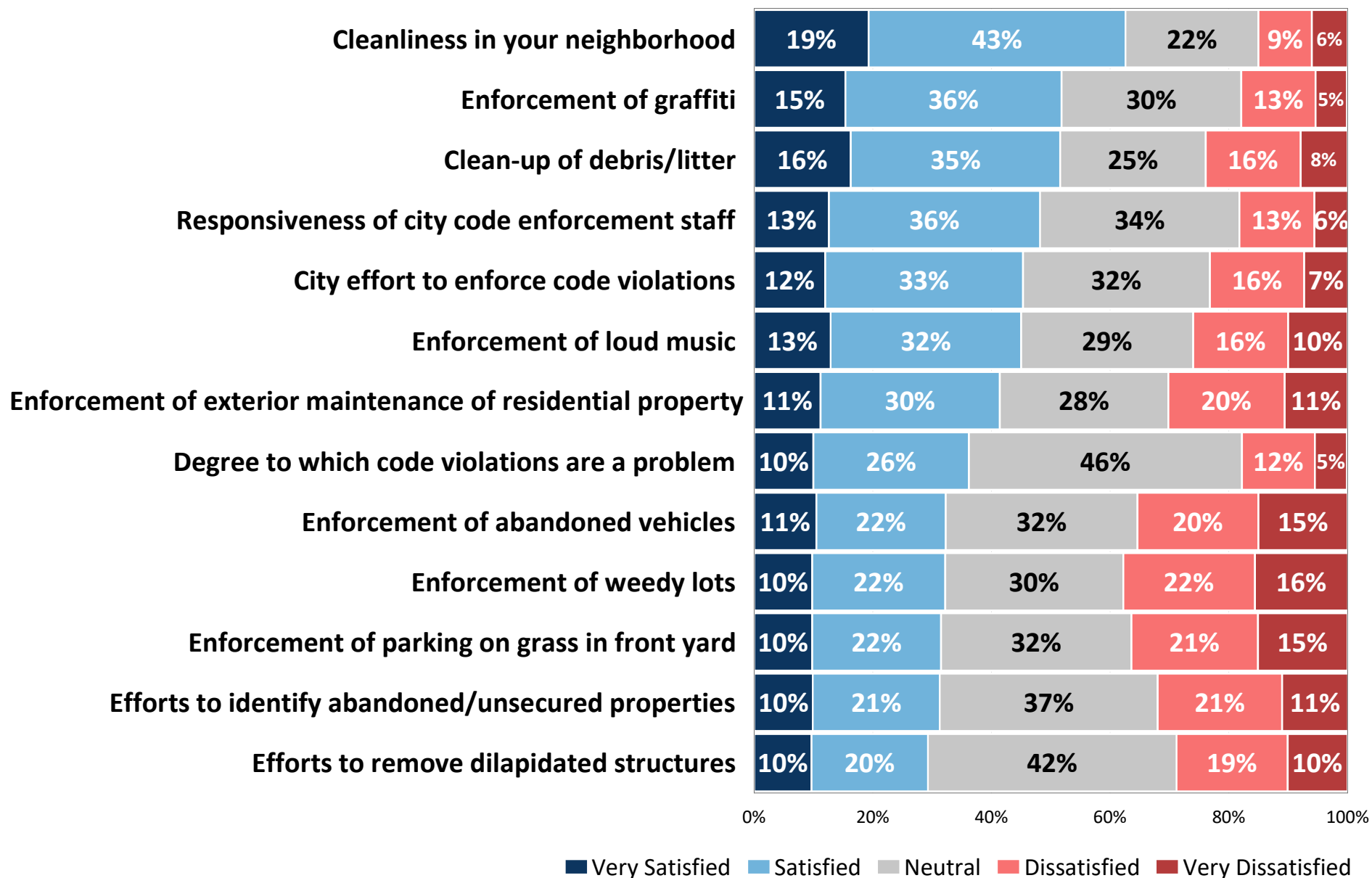
Q8. Please rate how safe you feel in the following situations

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



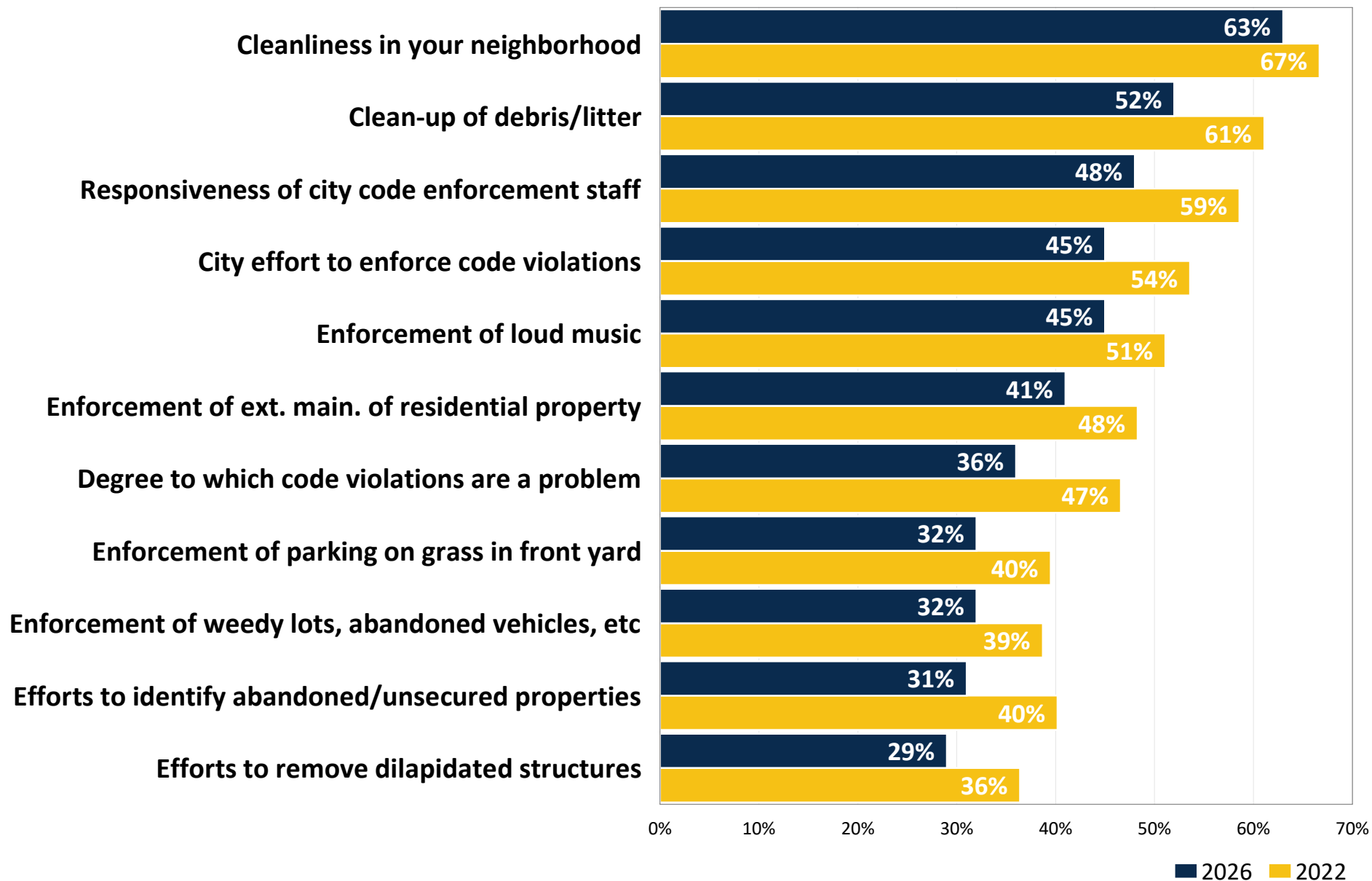
Q9. Please rate your satisfaction with the following code enforcement items

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



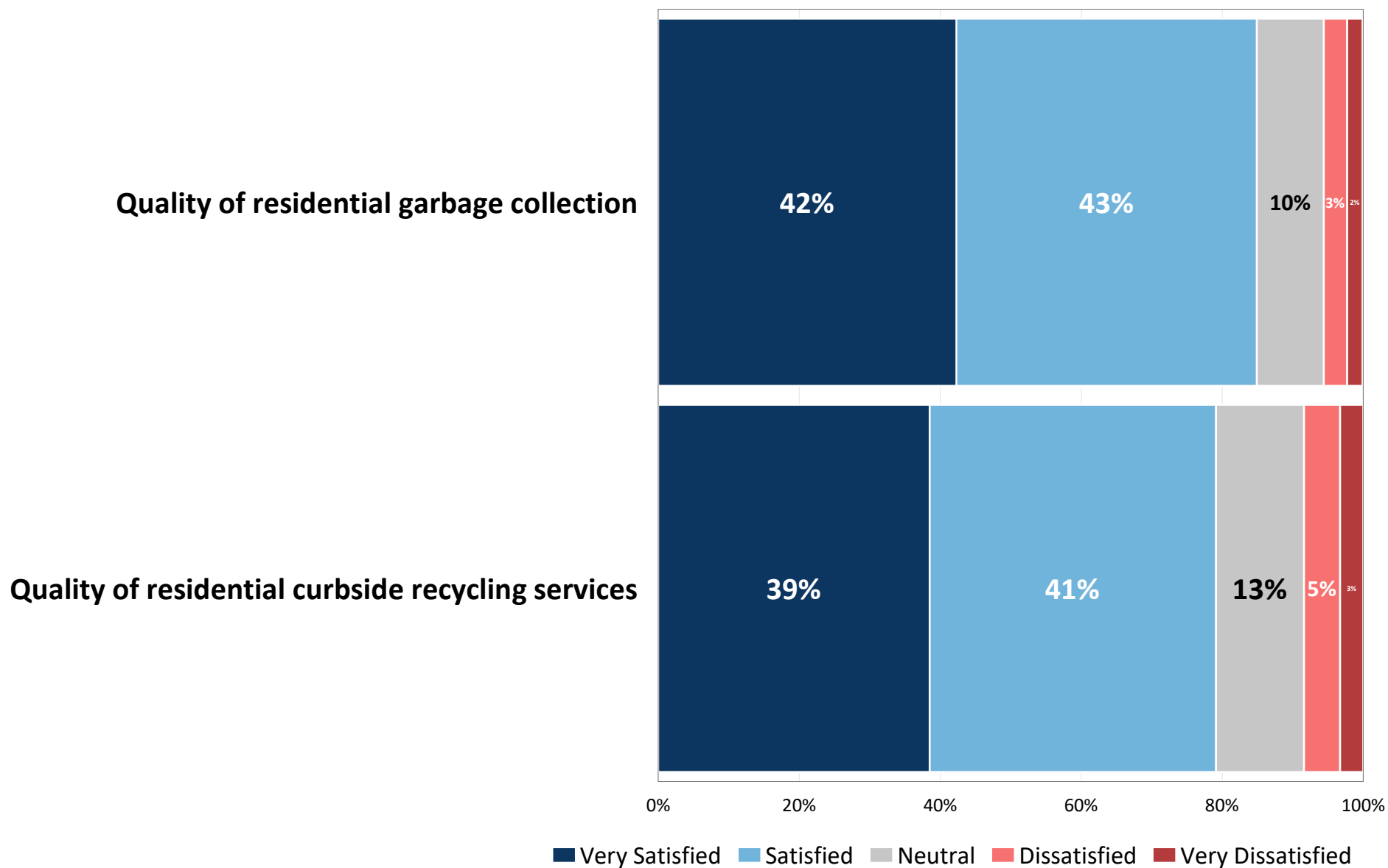
Q9. Please rate your satisfaction with the following code enforcement items

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



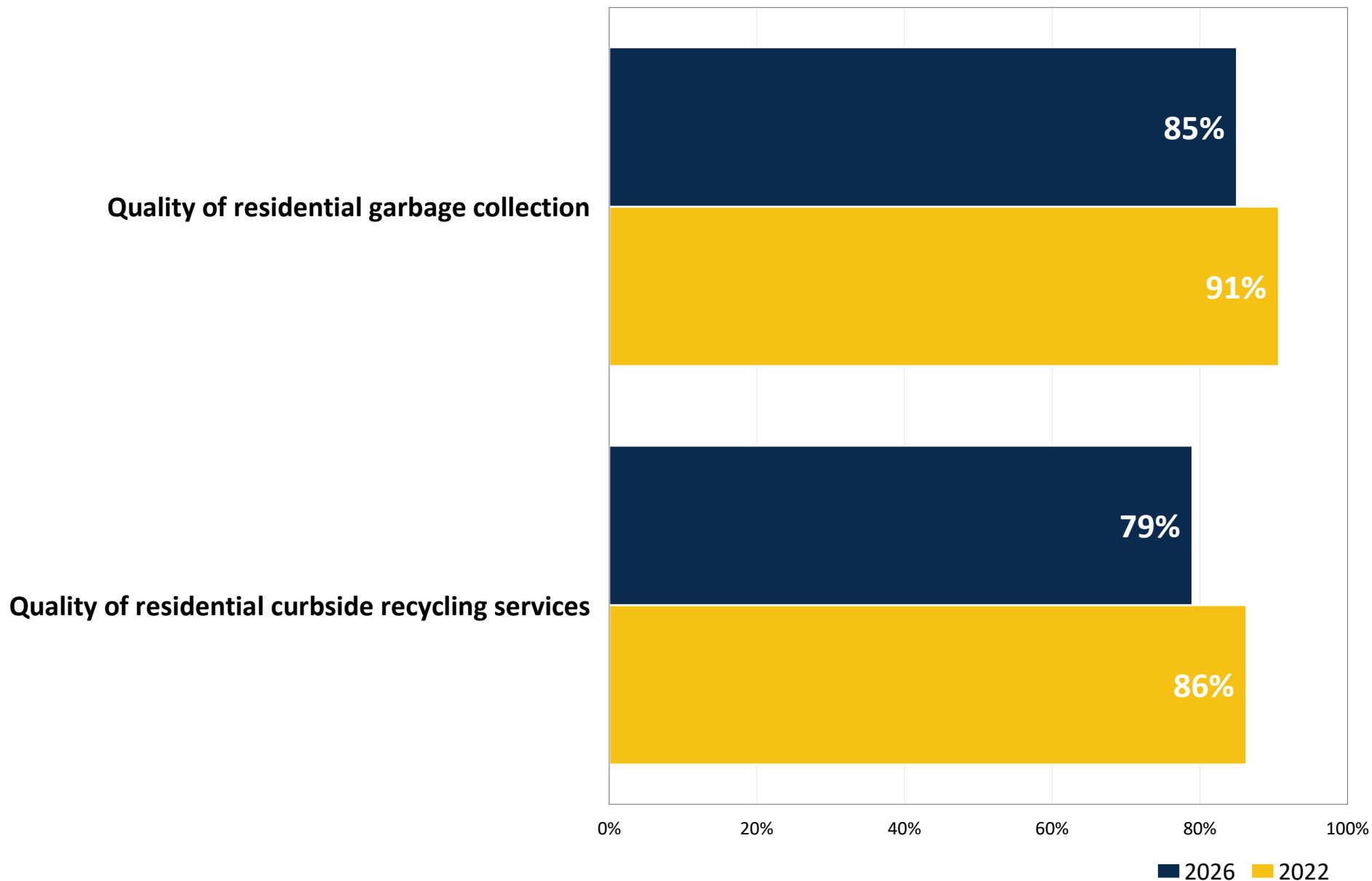
Q10. Please rate your satisfaction with each of the following residential and neighborhood services

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



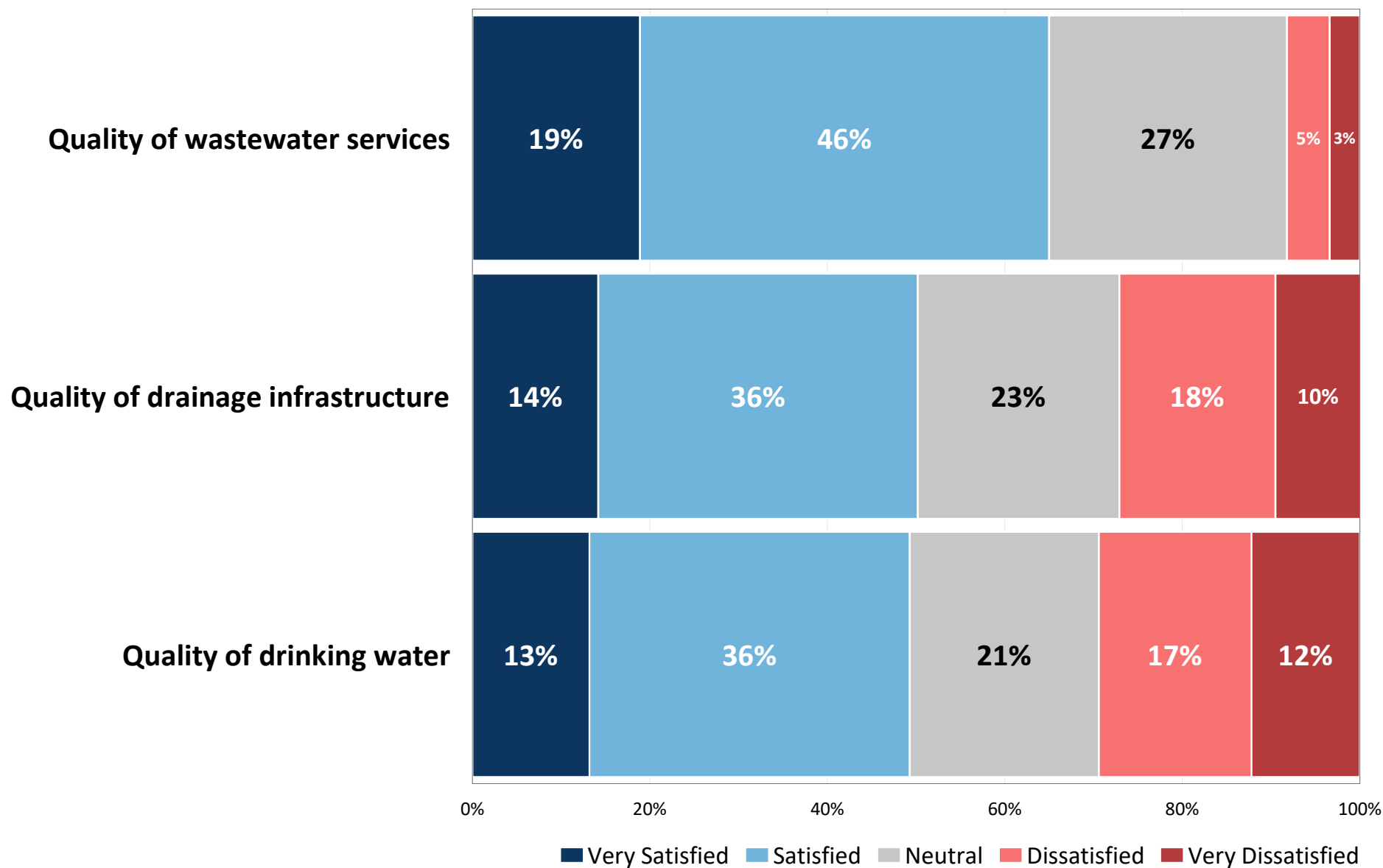
Q10. Please rate your satisfaction with each of the following residential and neighborhood services

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



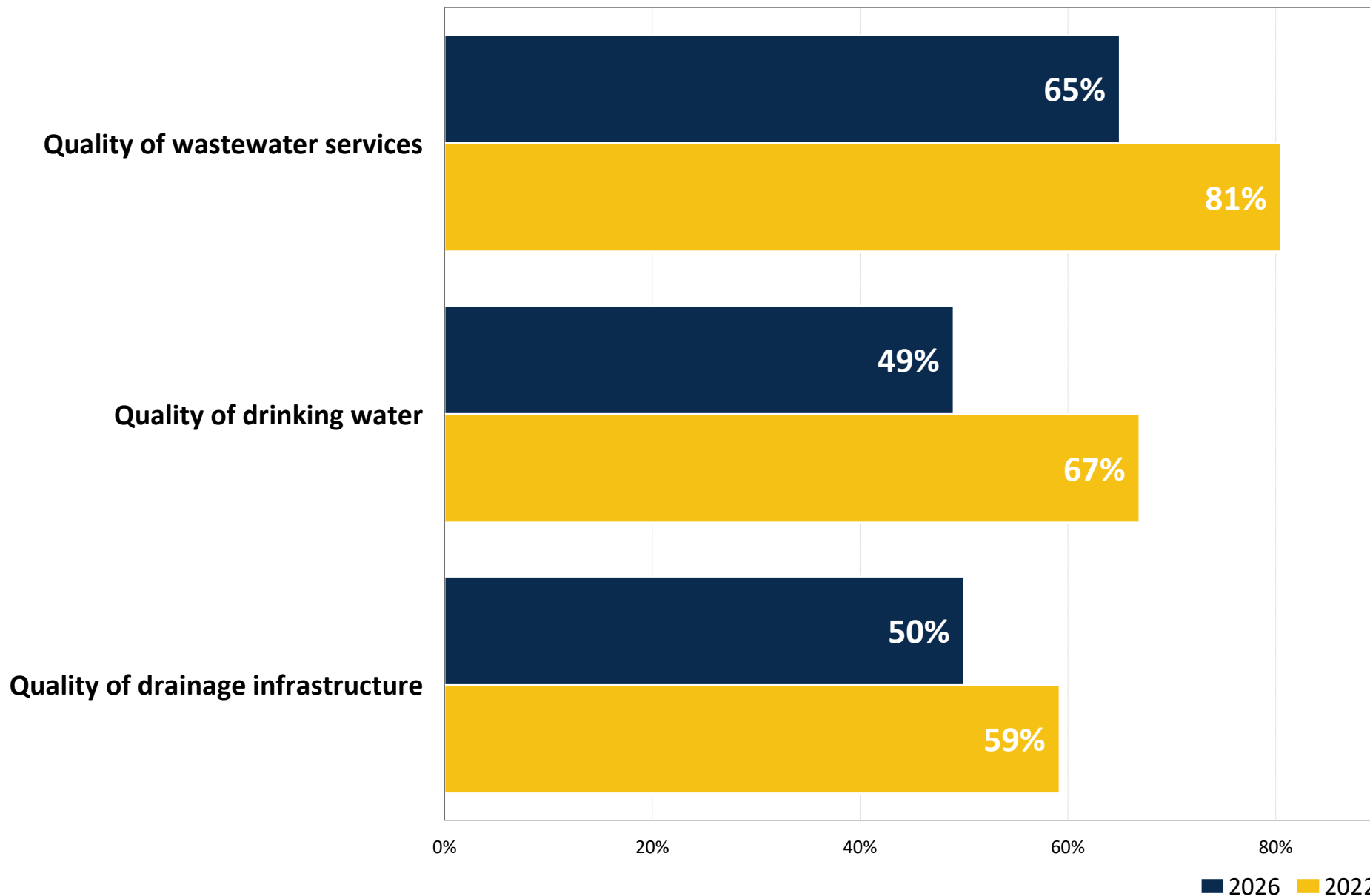
Q11. Please rate your satisfaction with each of the following public works services

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



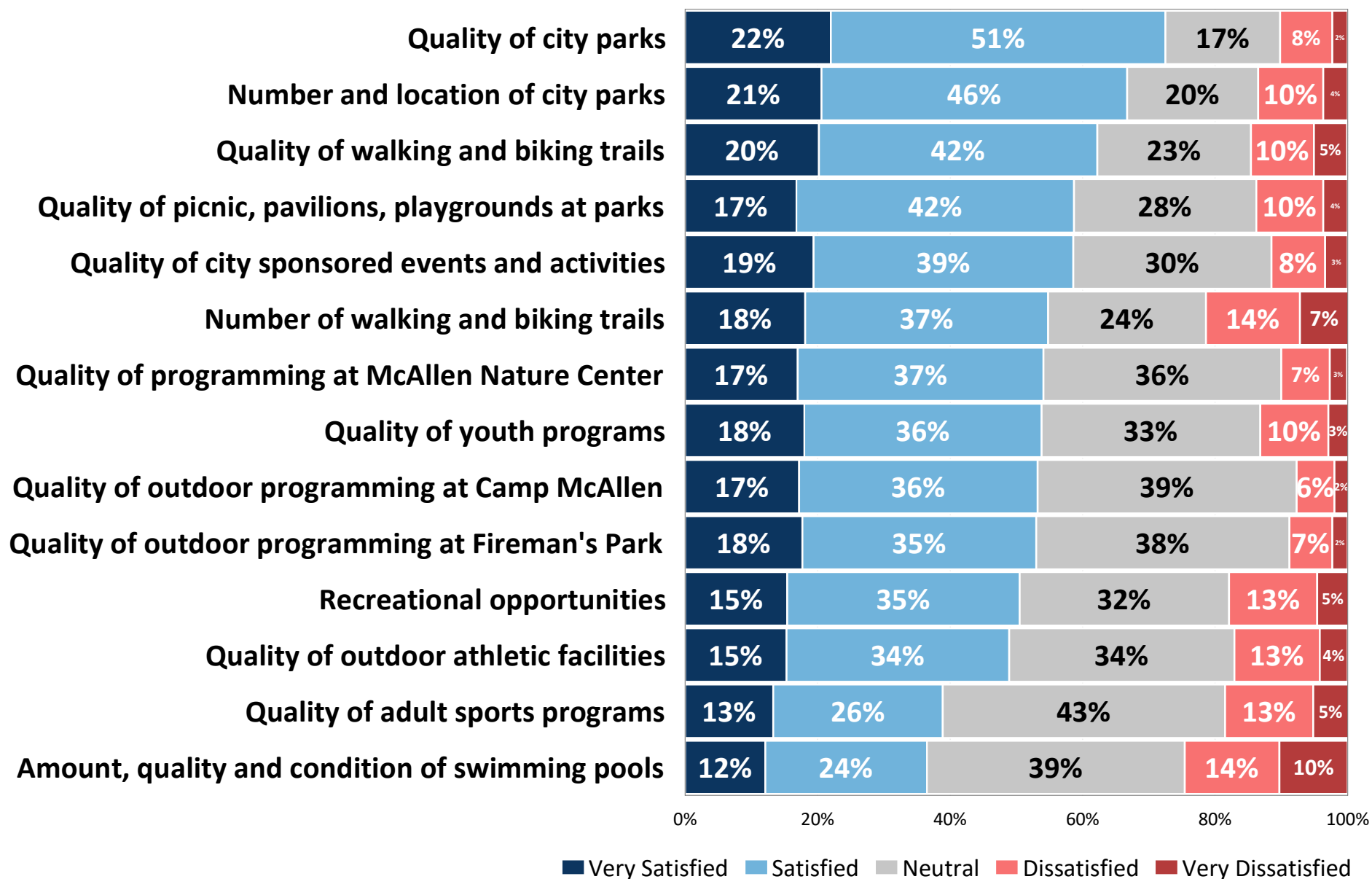
Q11. Please rate your satisfaction with each of the following public works services

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



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

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



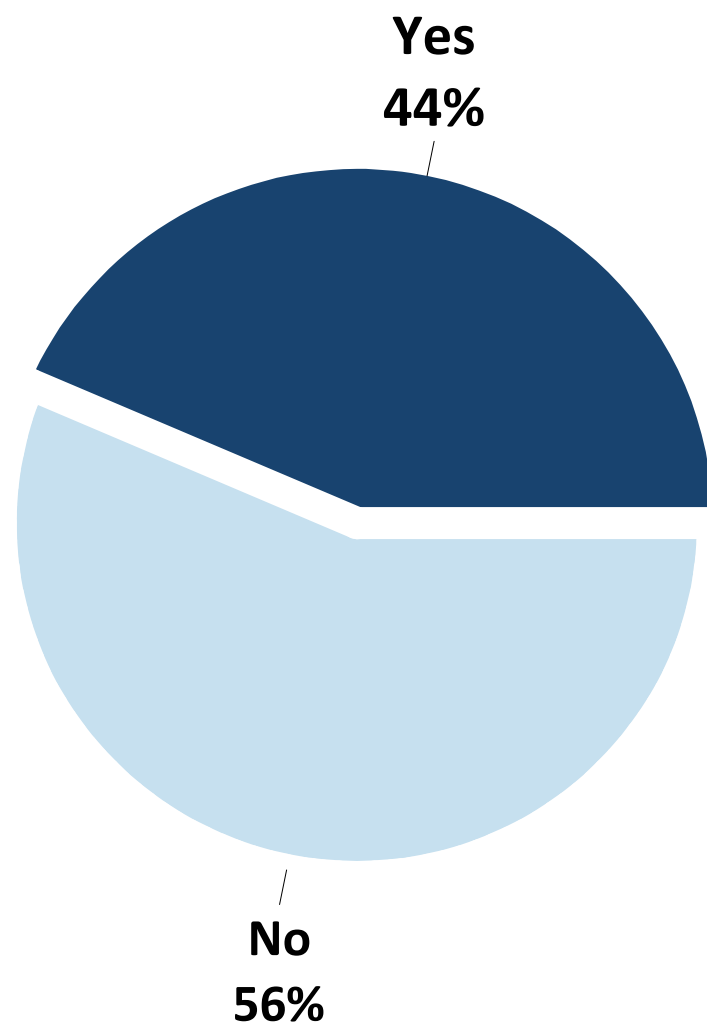
Q12. Please rate your satisfaction with each of the following parks and recreation items

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

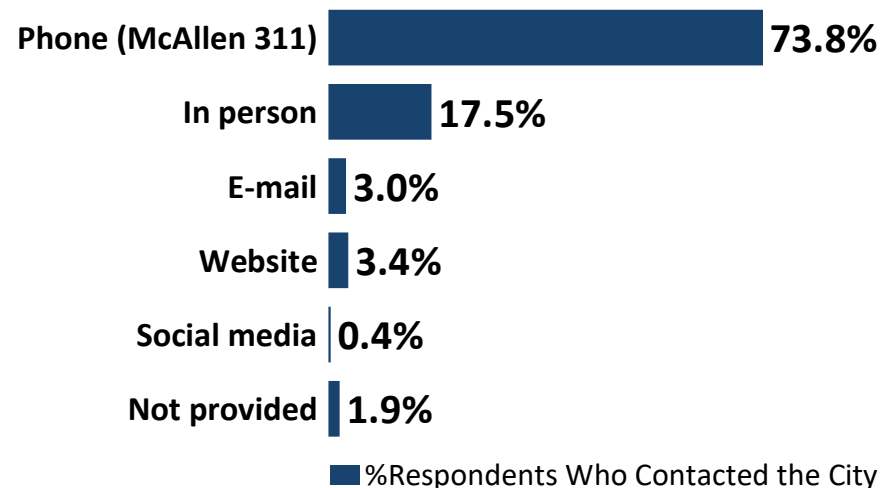


Q13. Have you called or visited the City with a question, problem, or complaint during the past year

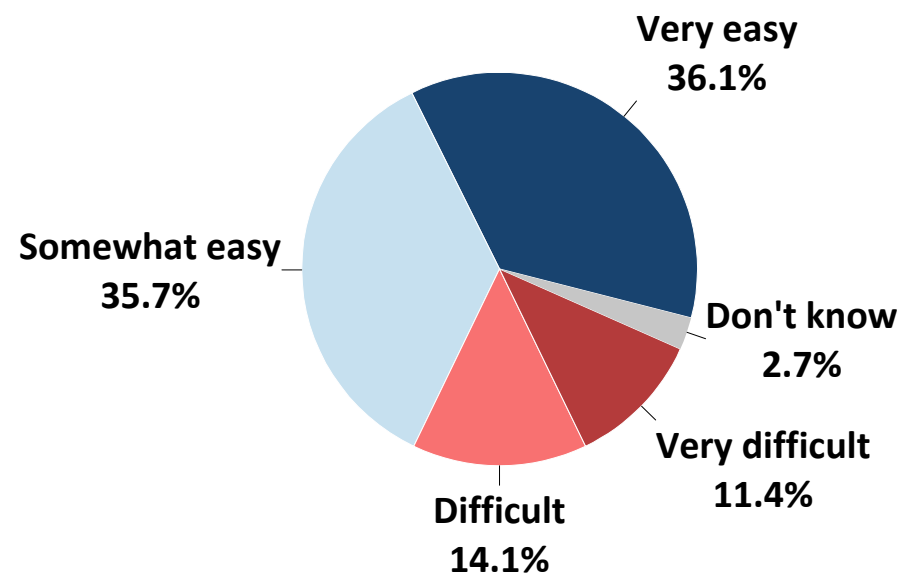
by percentage of respondents



Q13a. How did you contact the City?

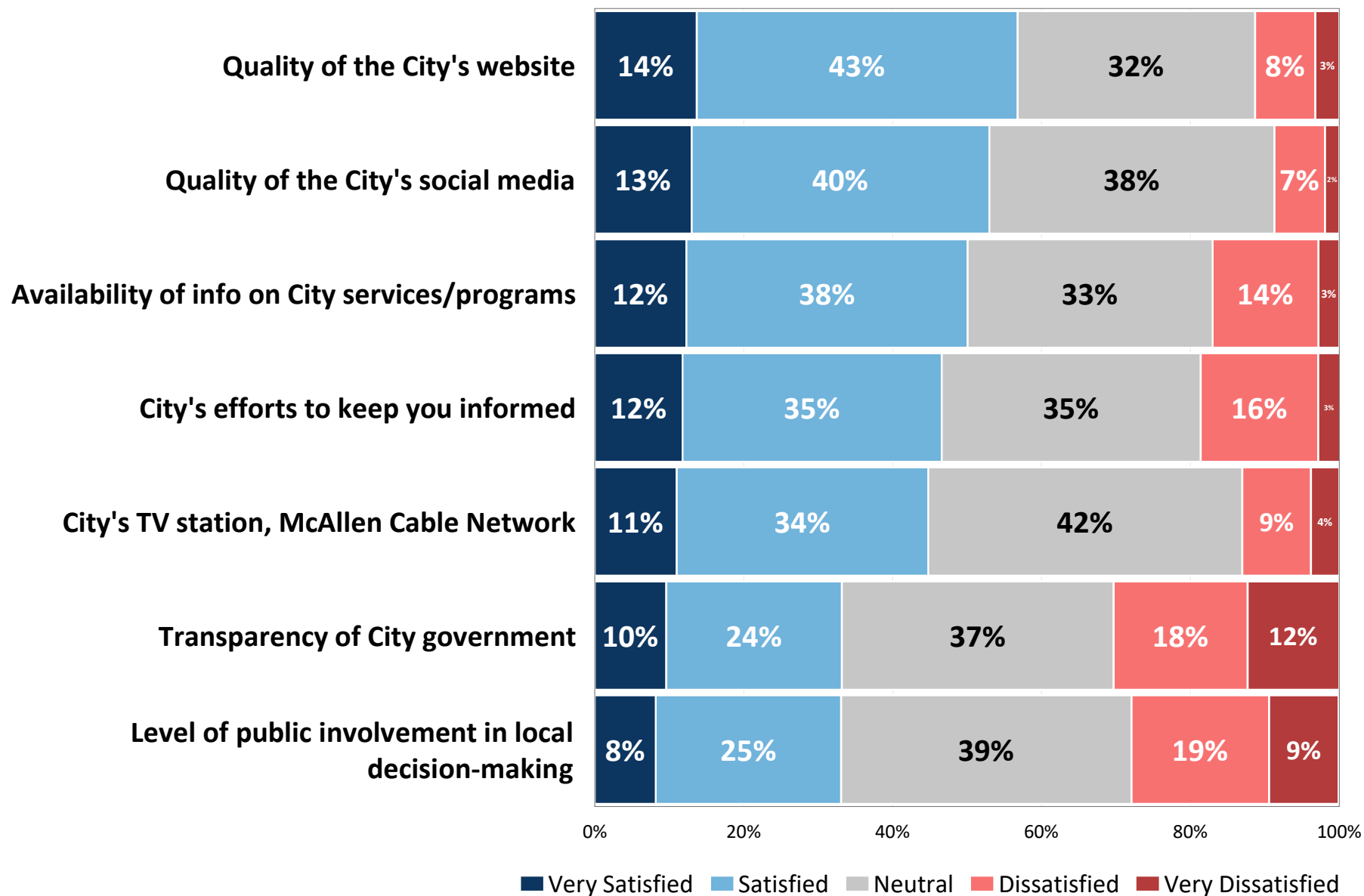


Q13b. How easy or difficult was it to address your issue?



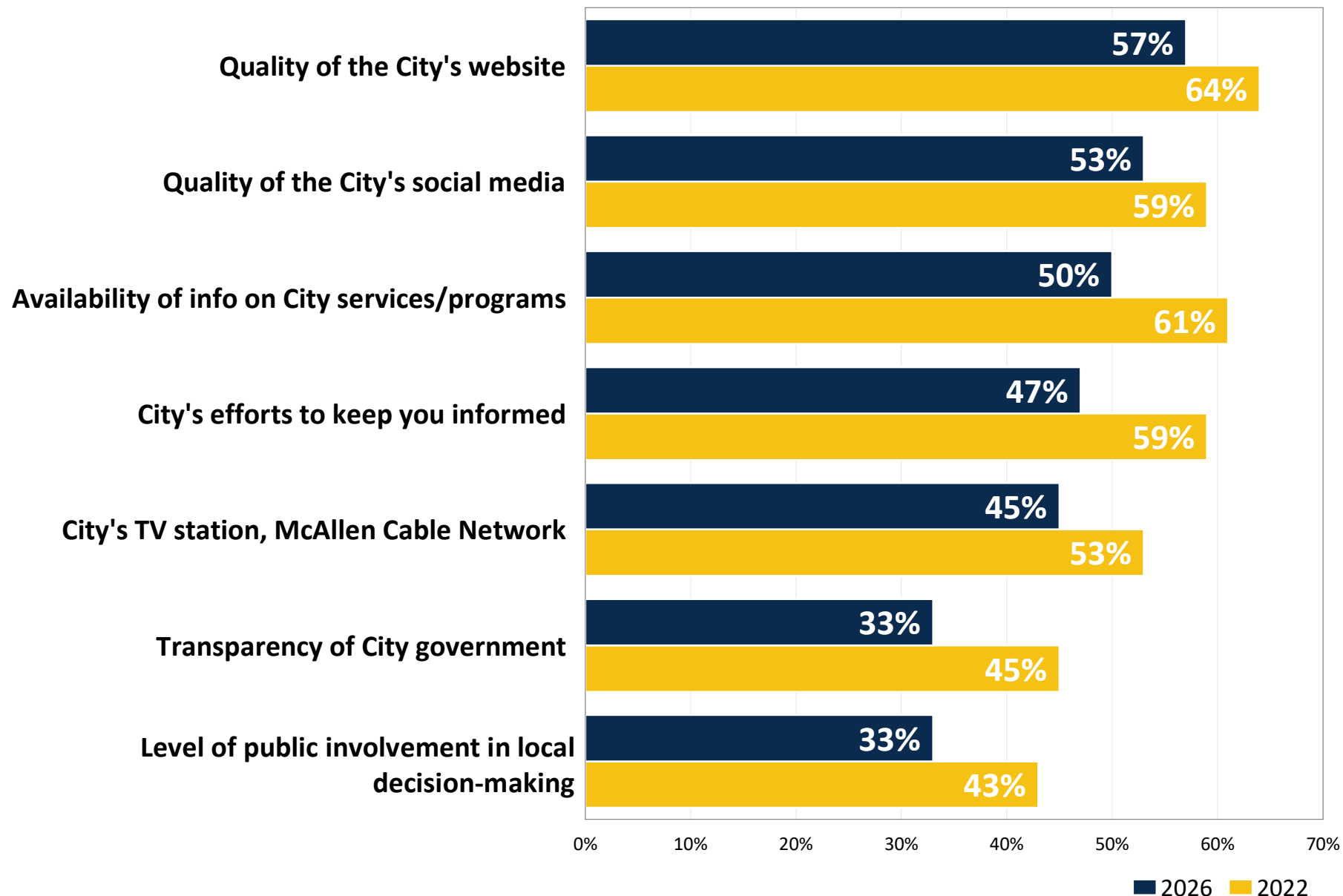
Q14. Please rate your satisfaction with each of the following items concerning City communication

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



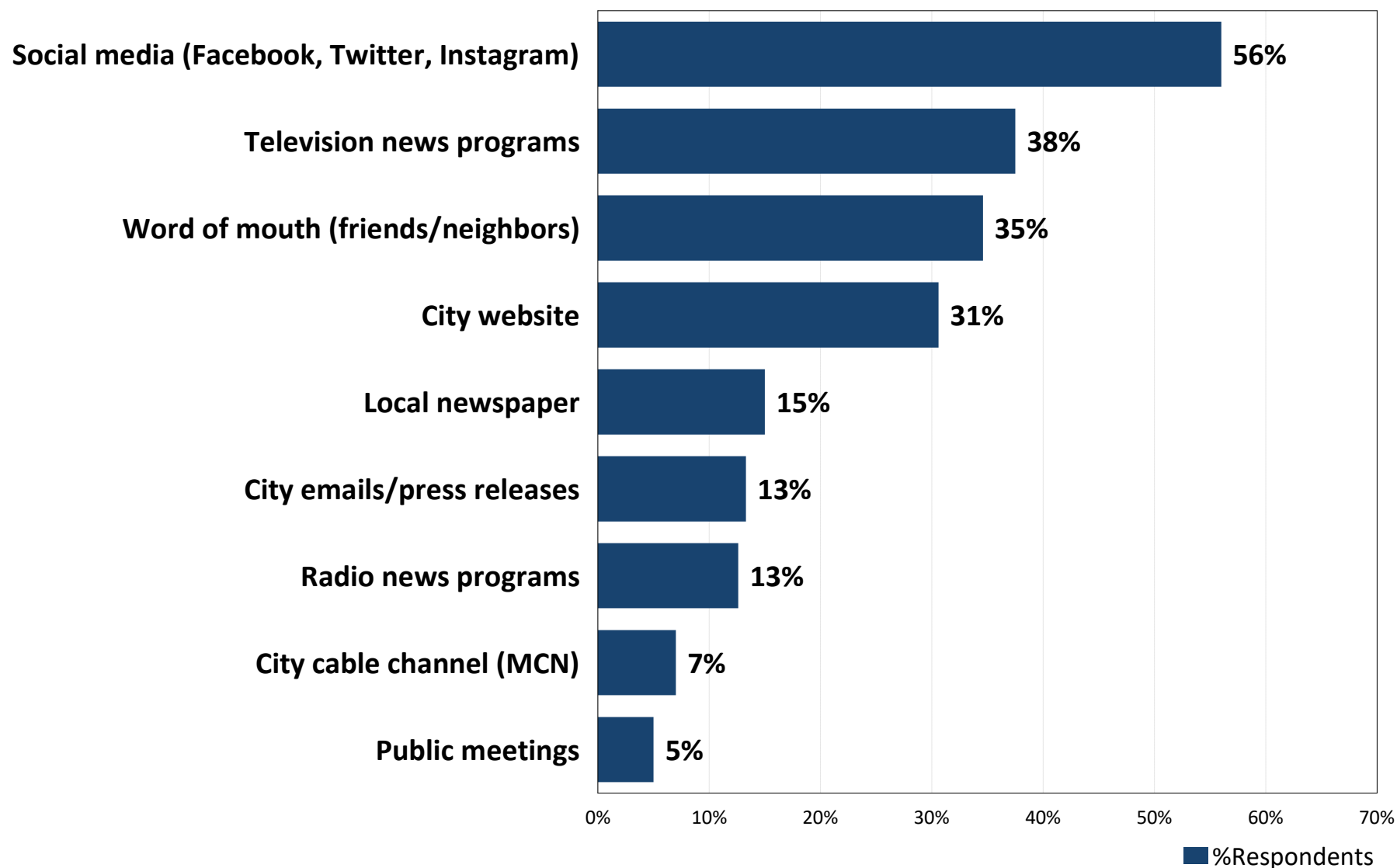
Q14. Please rate your satisfaction with each of the following items concerning City communication

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



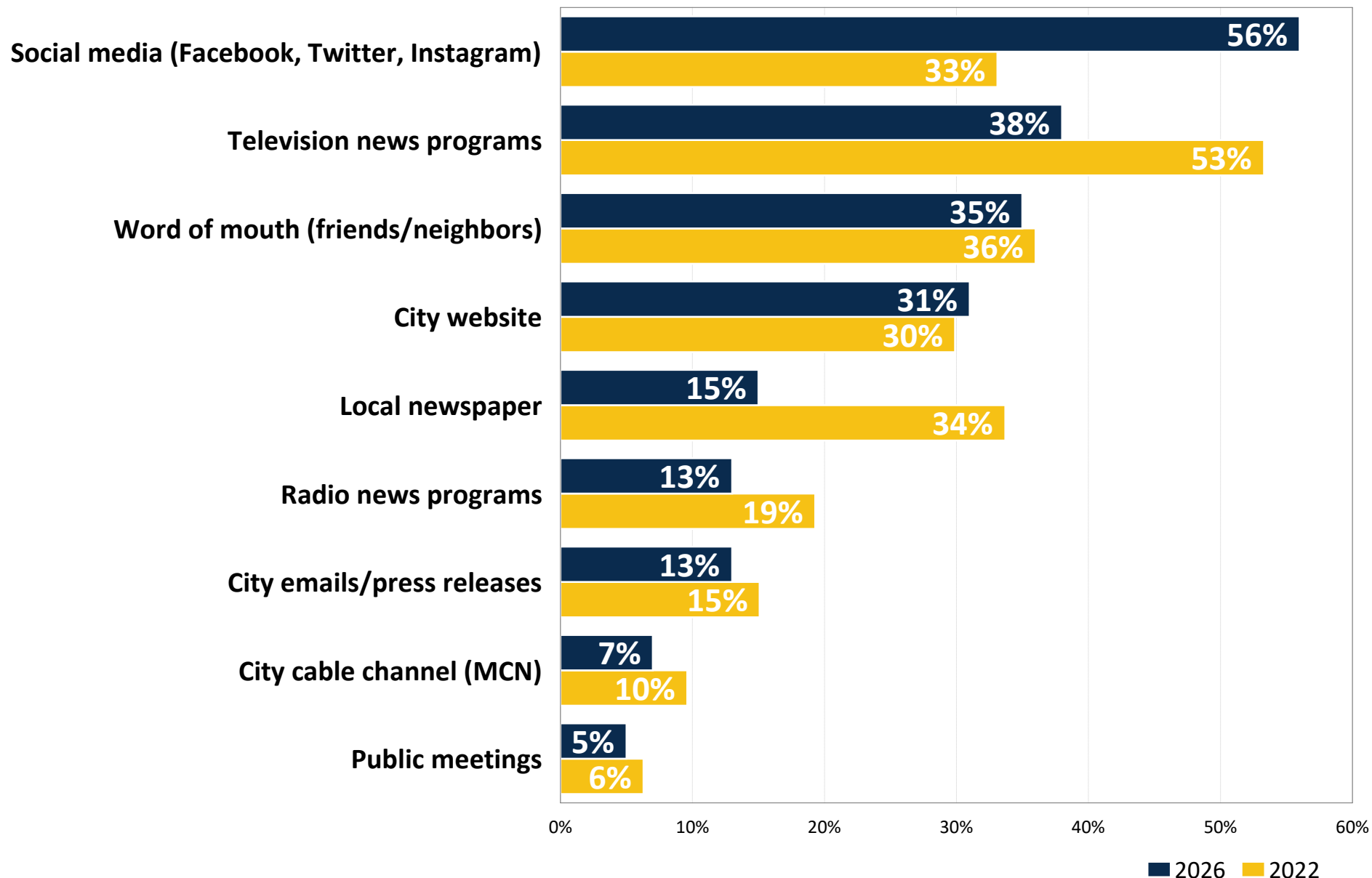
Q15. Which of the following are your primary sources of information about City issues, services, and events

by percentage of respondents (multiple choices could be selected)



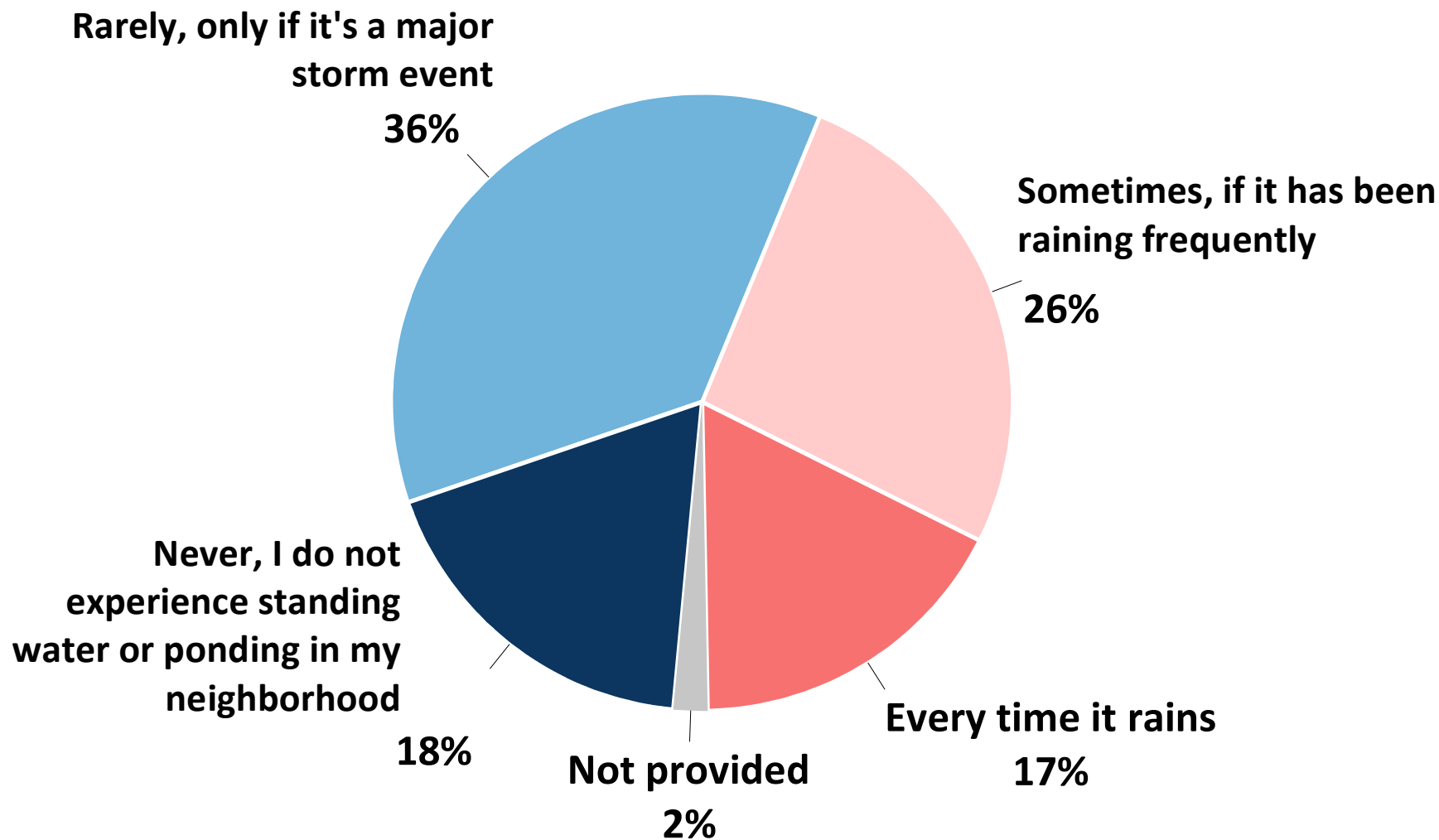
Q15. Which of the following are your primary sources of information about City issues, services, and events

by percentage of respondents (multiple choices could be selected)



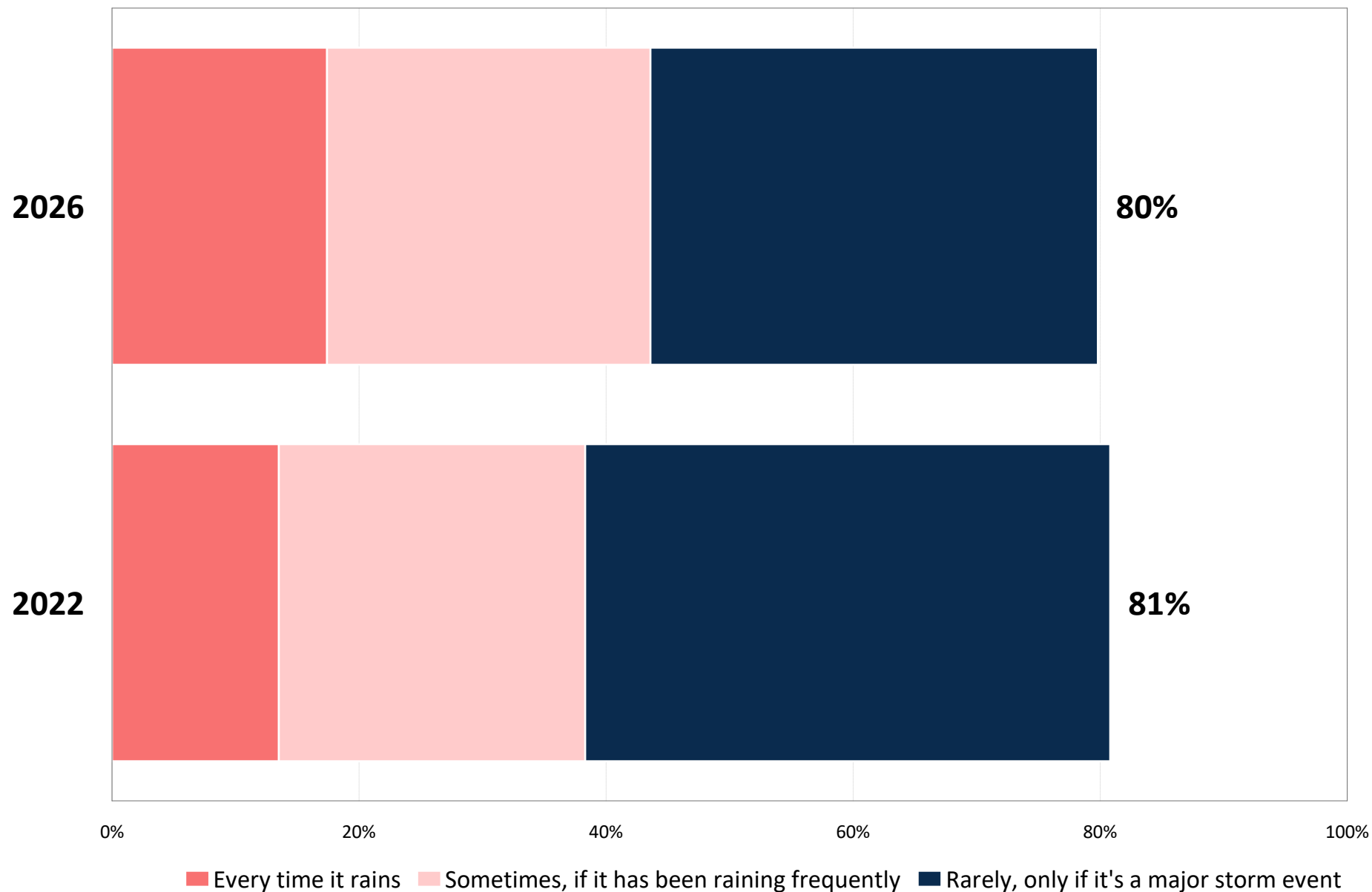
Q16. How often do you experience standing water or ponding in your neighborhood

by percentage of respondents



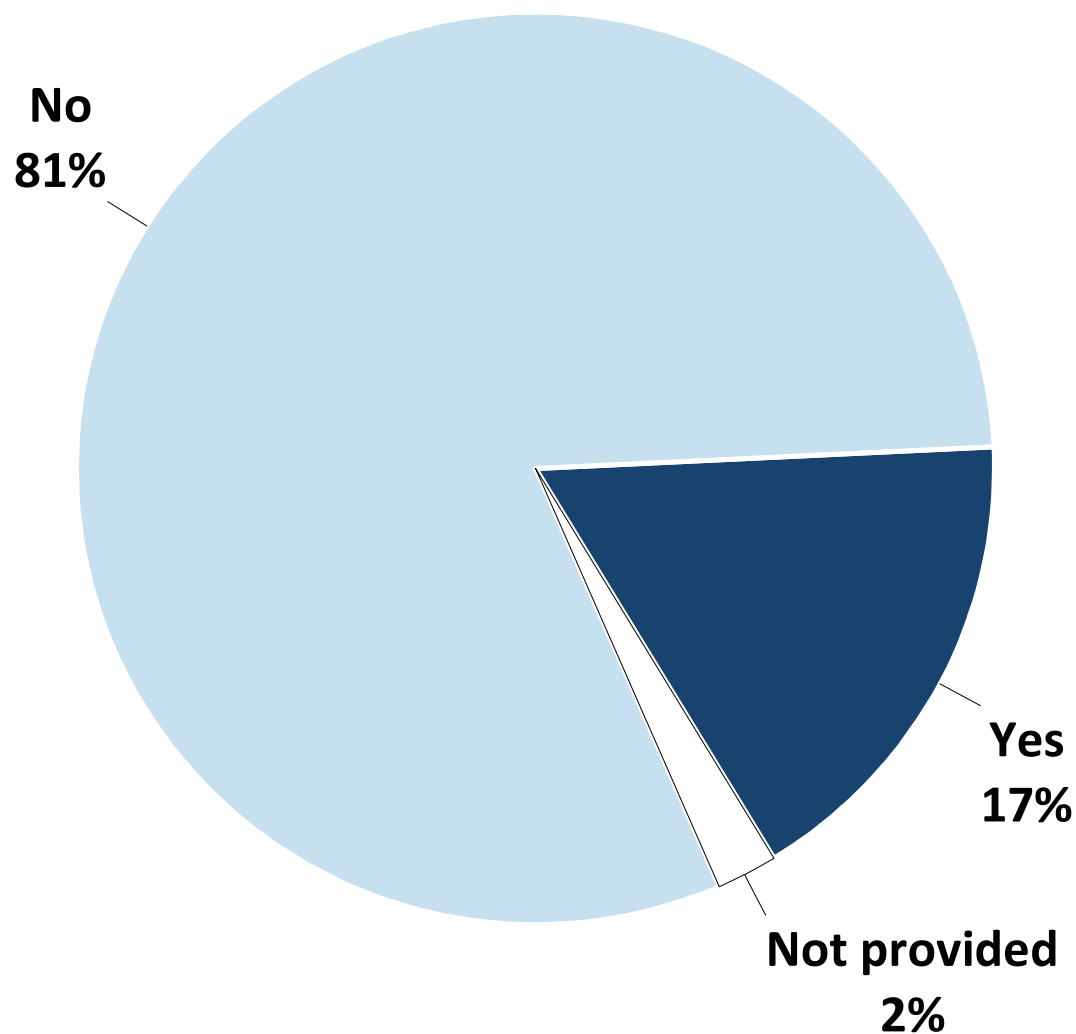
Q16. How often do you experience standing water or ponding in your neighborhood

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



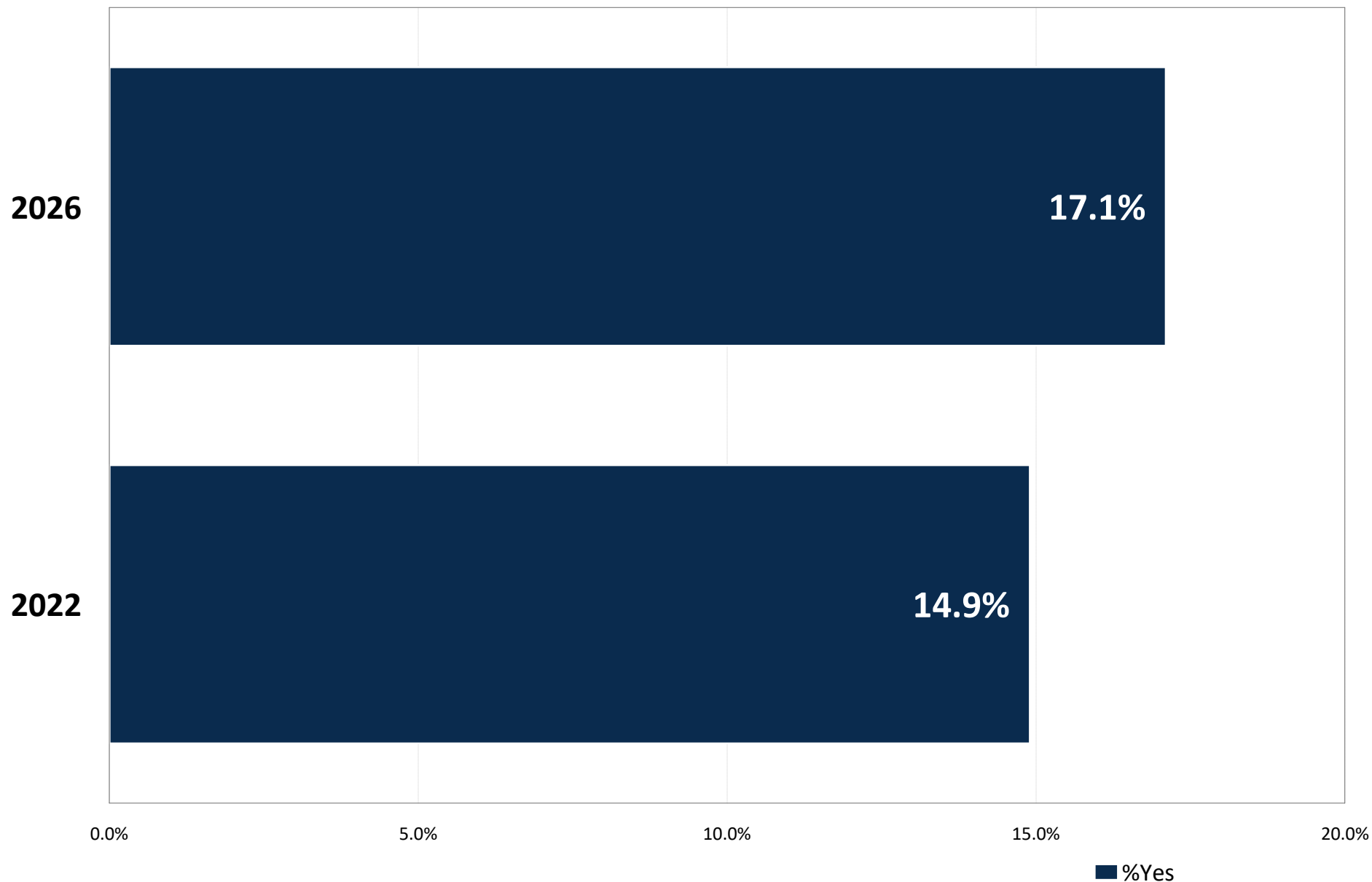
Q17. Have you ever experienced flooding in your home as a result of a weather event

by percentage of respondents



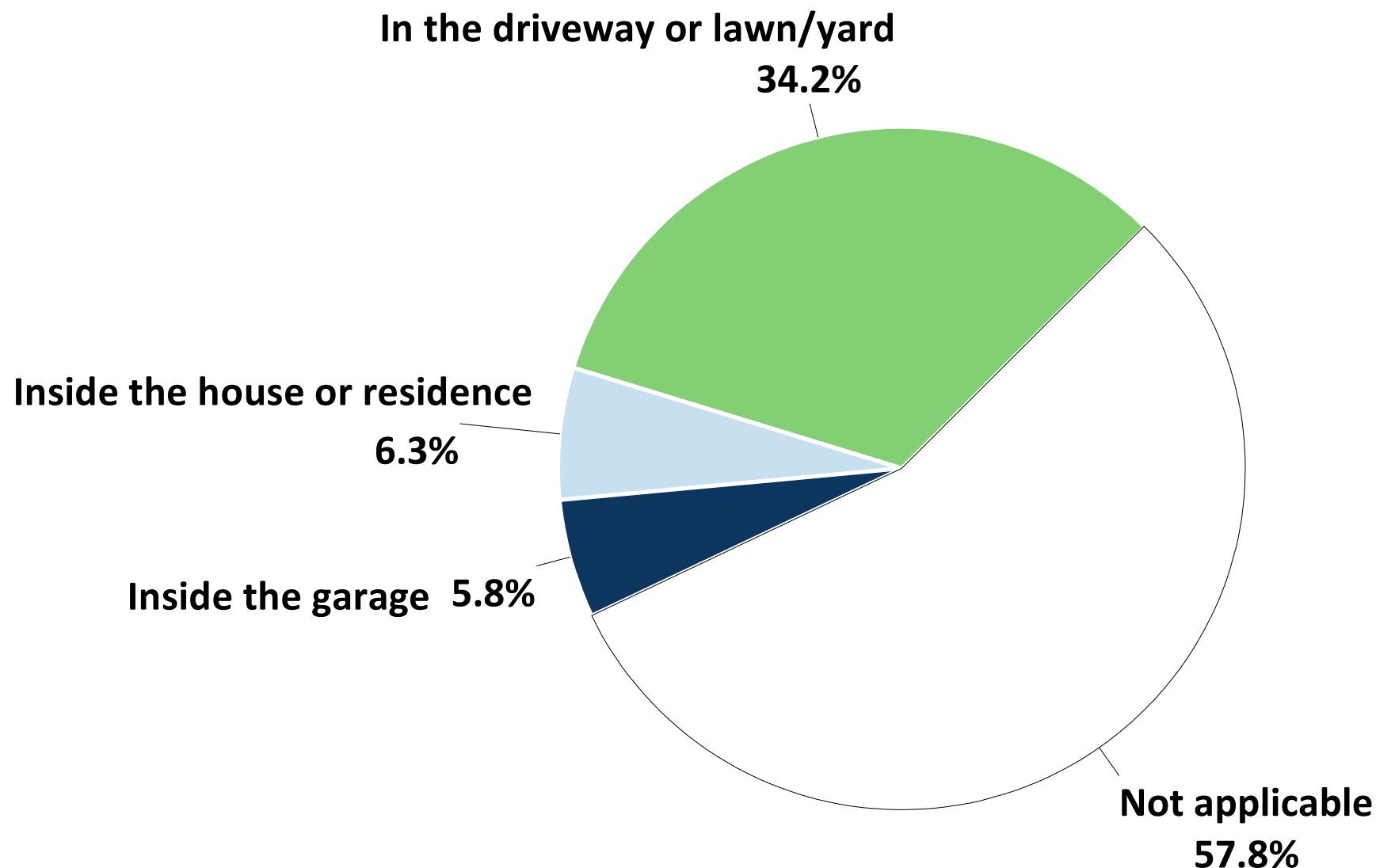
Q17. Have you ever experienced flooding in your home as a result of a weather event

by percentage of respondents



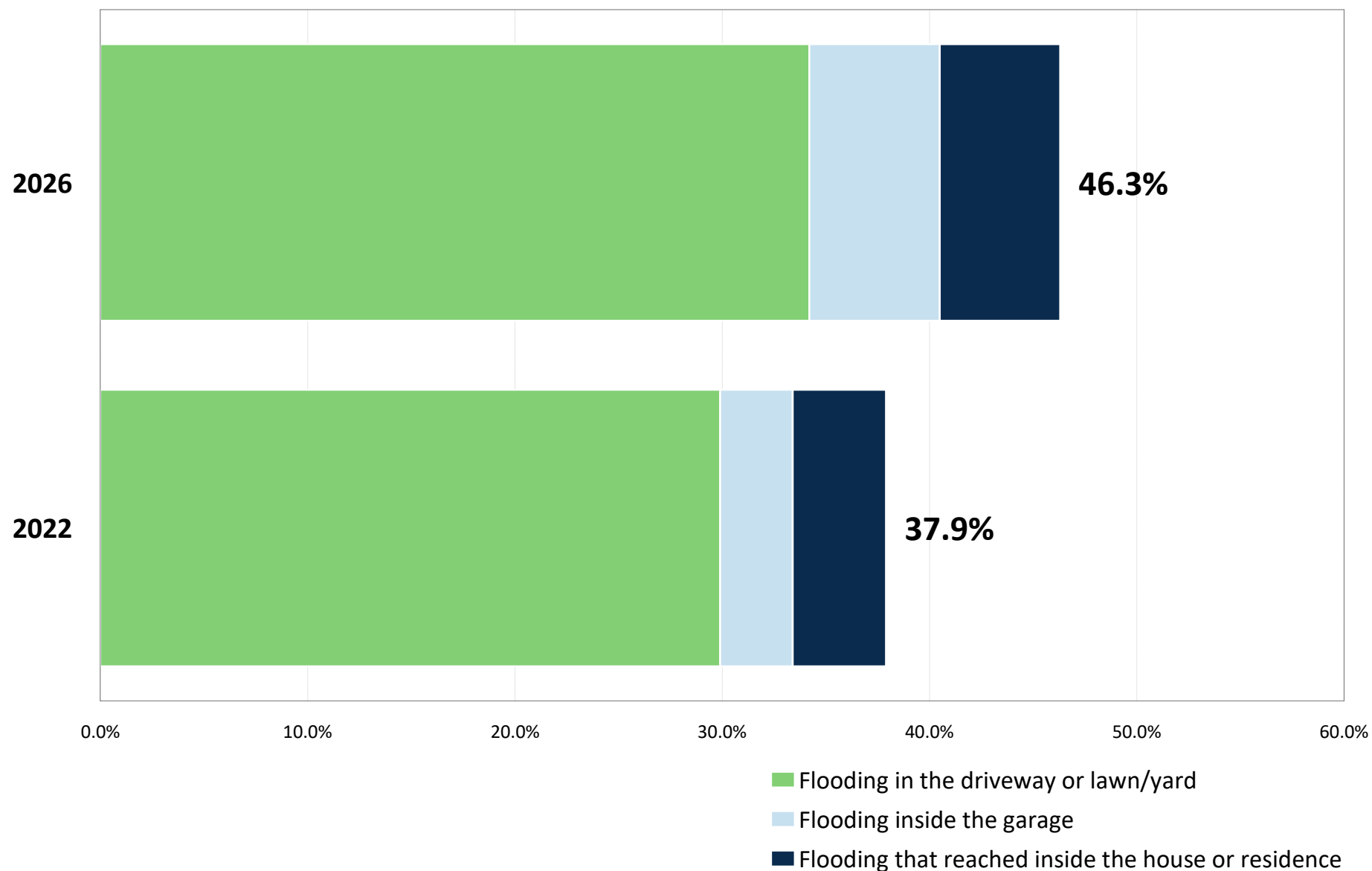
Q18. Please indicate the location of flooding at your residence as a result of a weather event.

by percentage of respondents



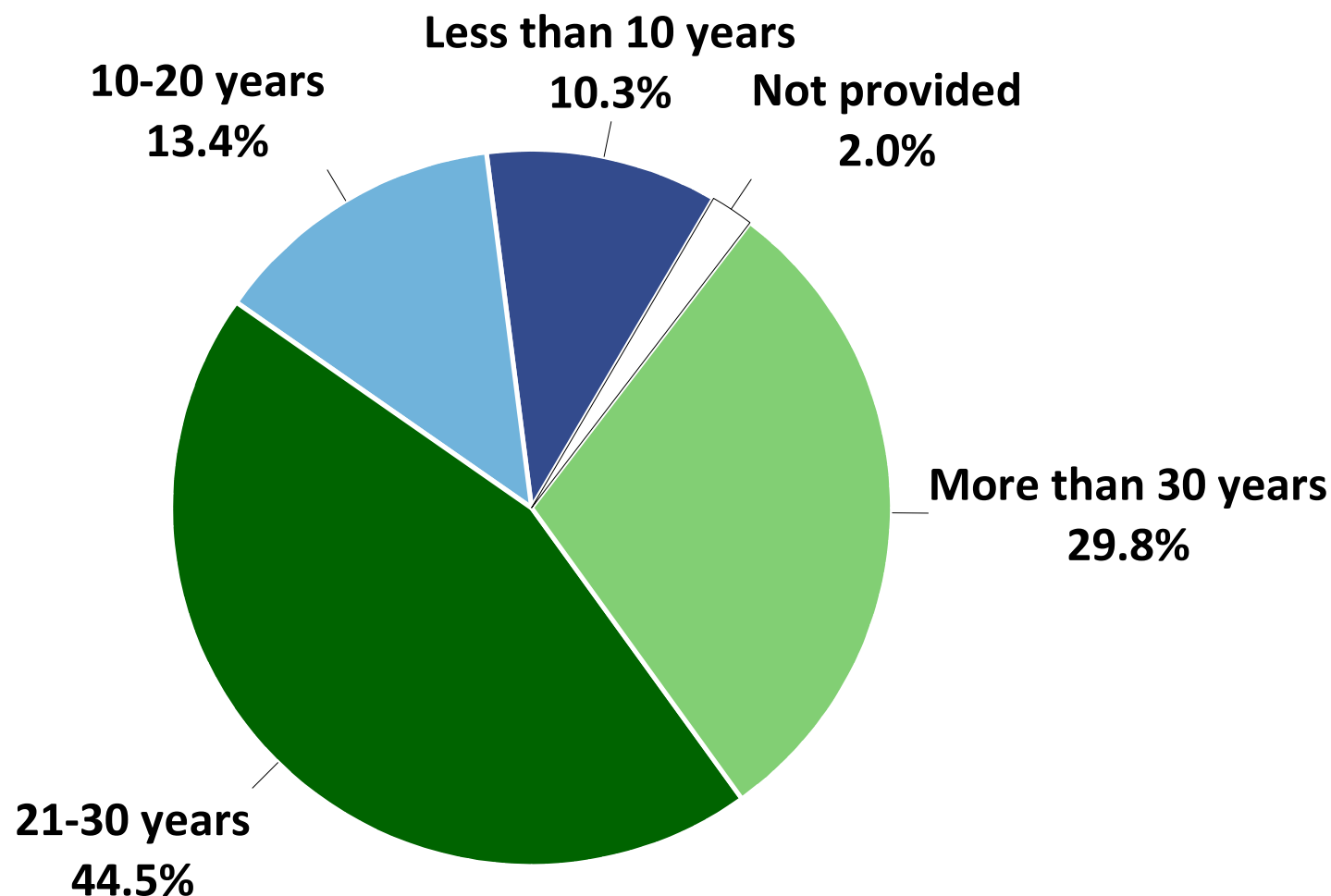
Q18. Please indicate the location of flooding at your residence as a result of a weather event.

by sum percentage of respondents that experience



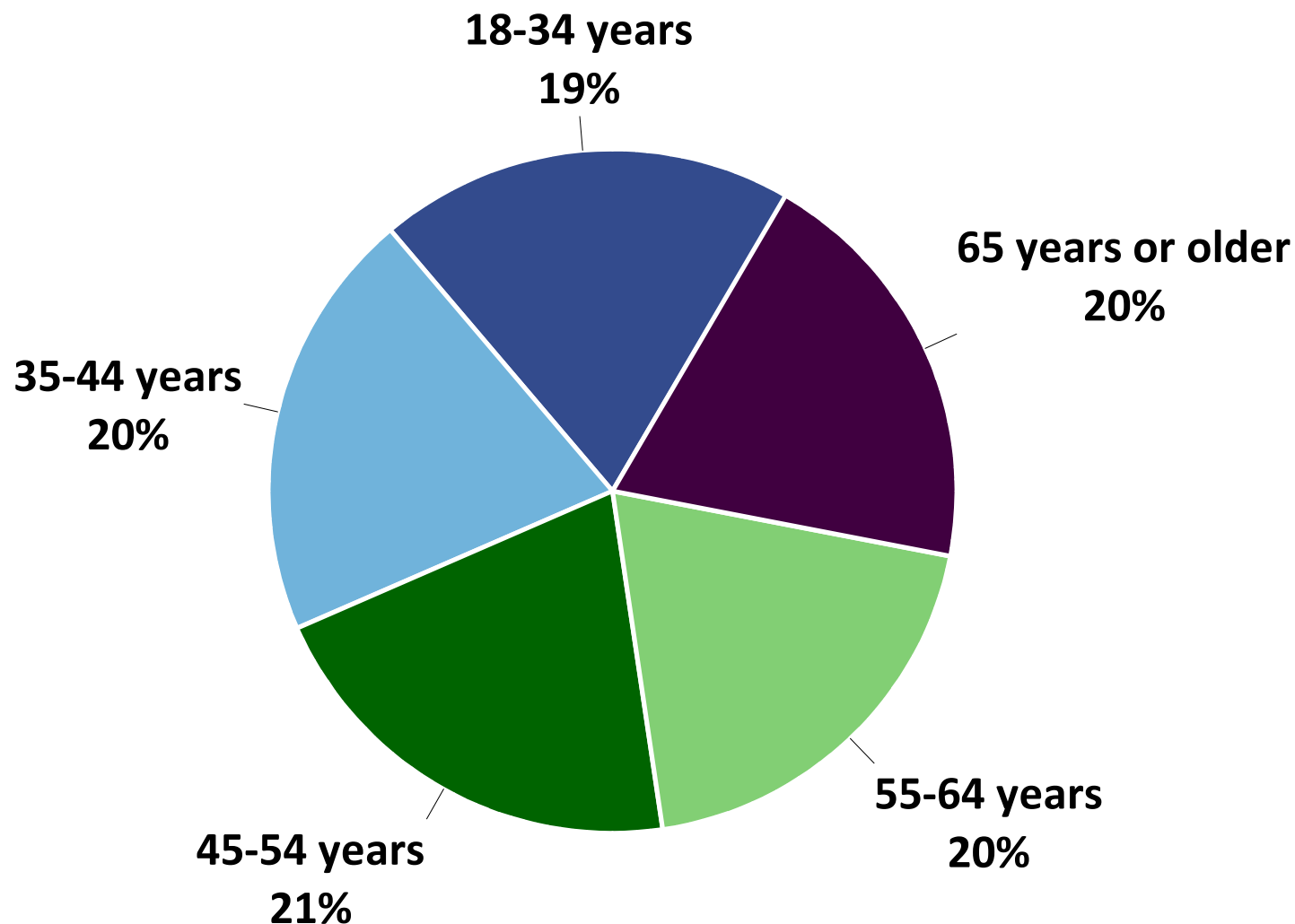
Demographics: Q19. How many years have you lived in McAllen?

by percentage of respondents



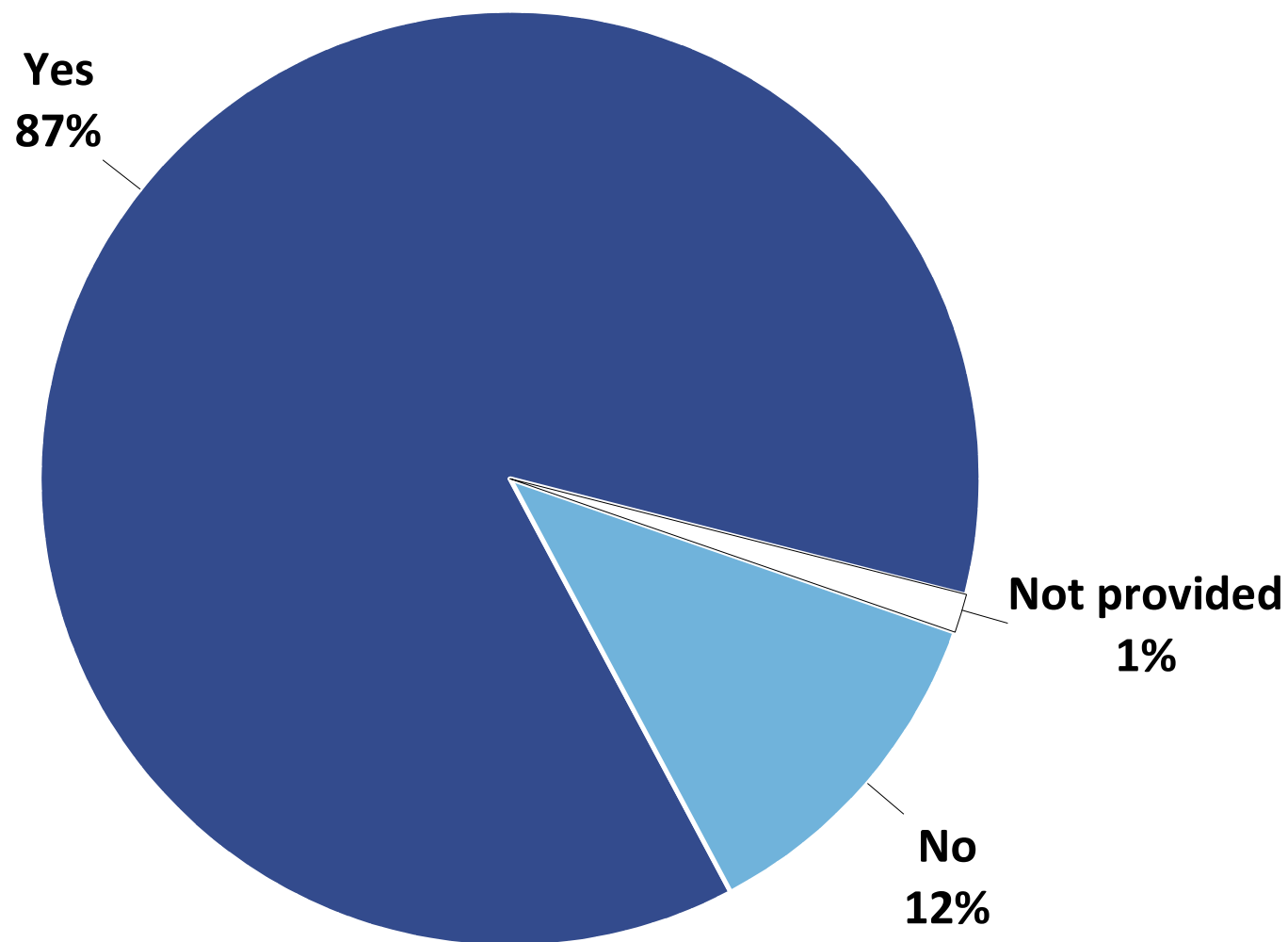
Demographics: Q20. What is your age?

by percentage of respondents



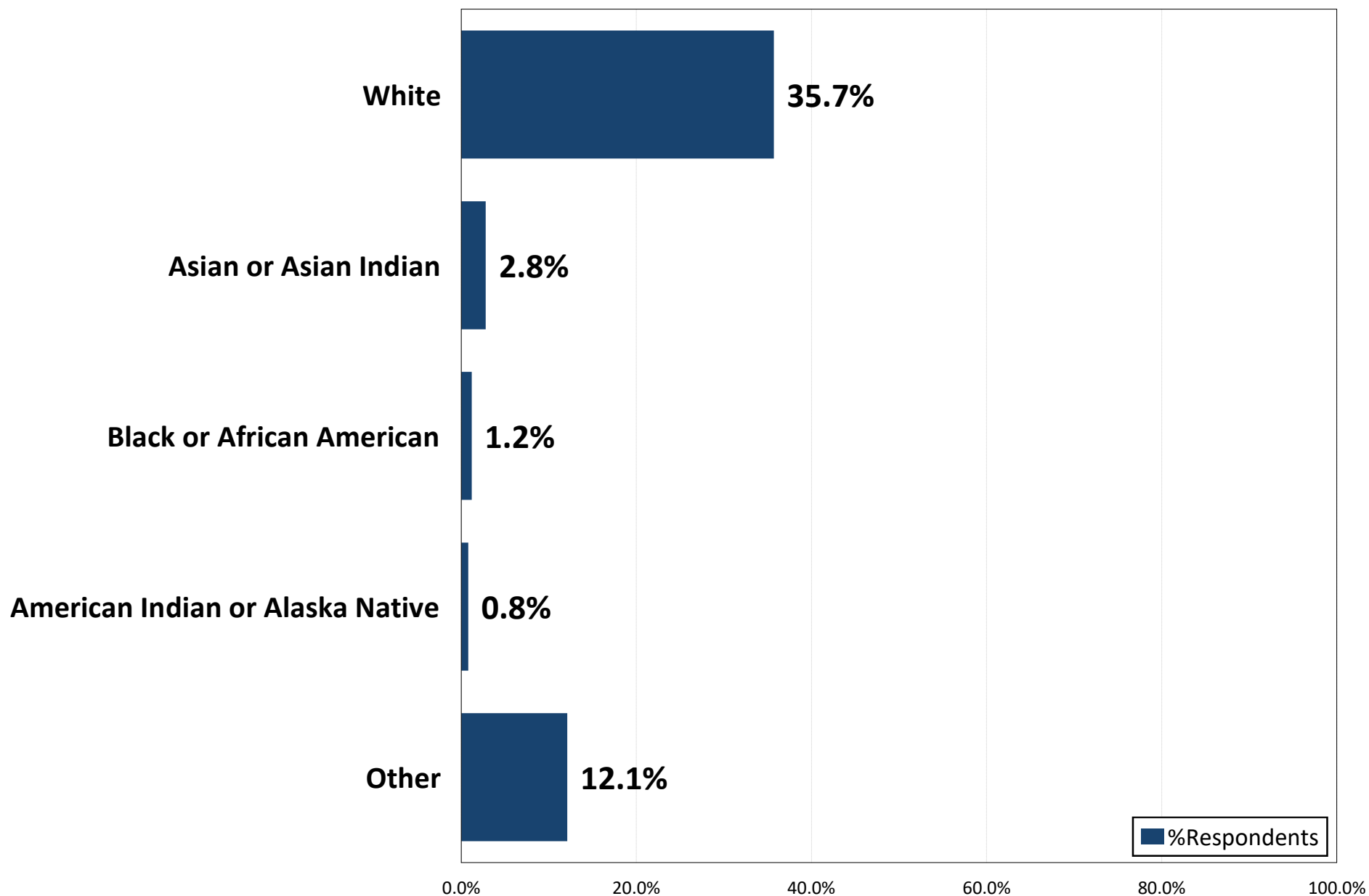
Demographics: Q21. Are you or other members of your household of Hispanic or Latino ancestry

by percentage of respondents



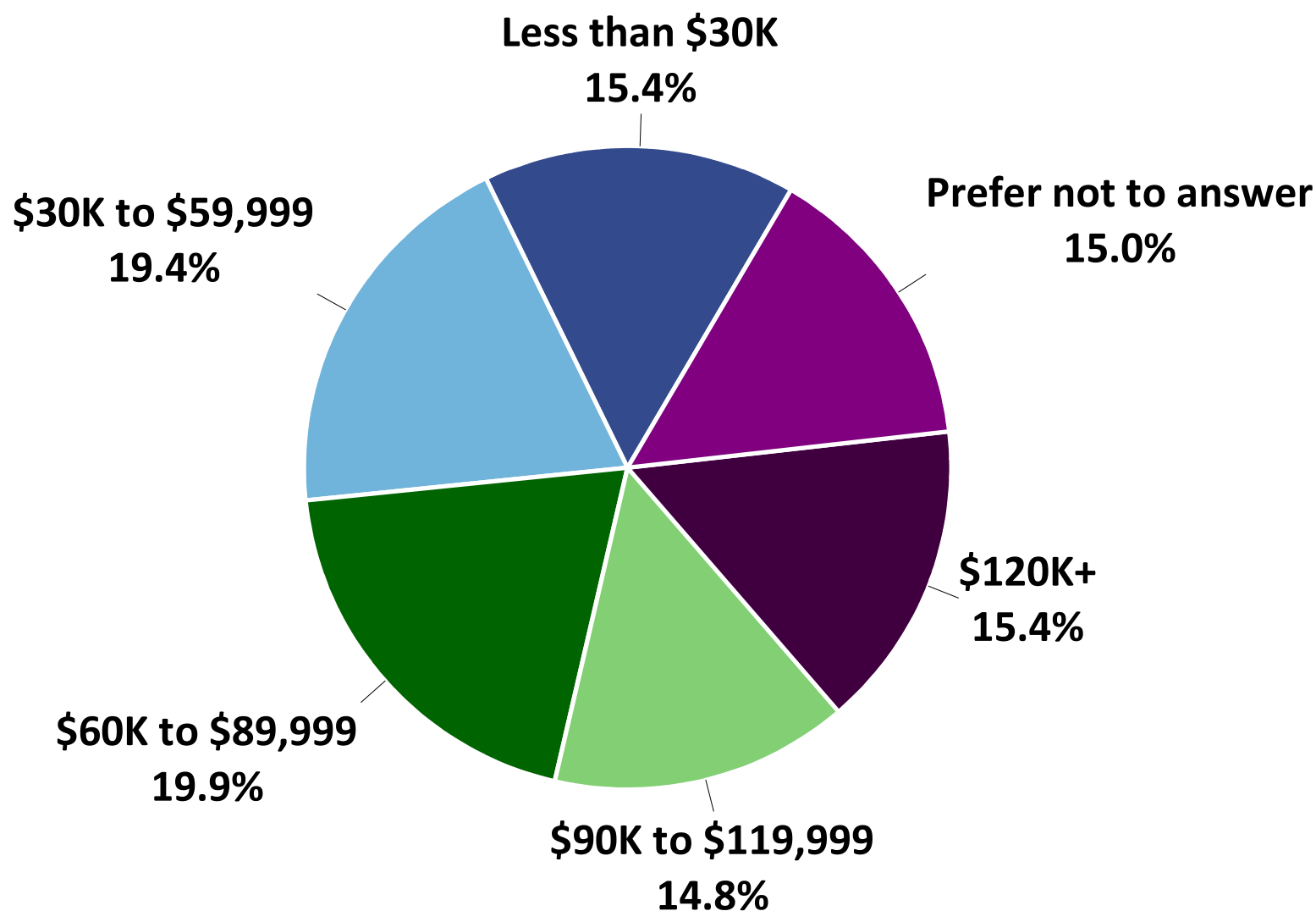
Q22. Which of the following best describes your race/ethnicity?

by percentage of respondents



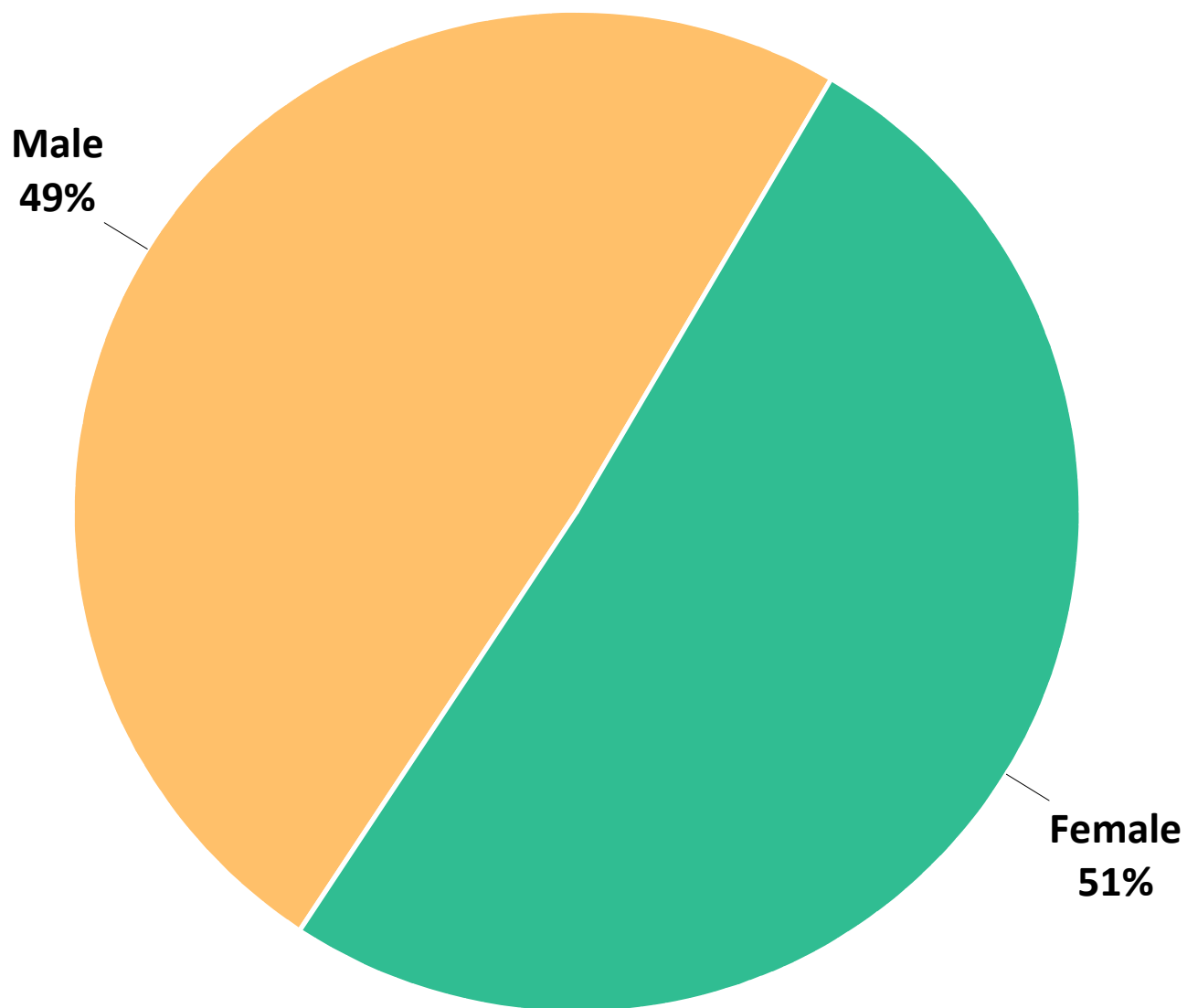
Demographics: Q23. Which of the following best describes your household income

by percentage of respondents



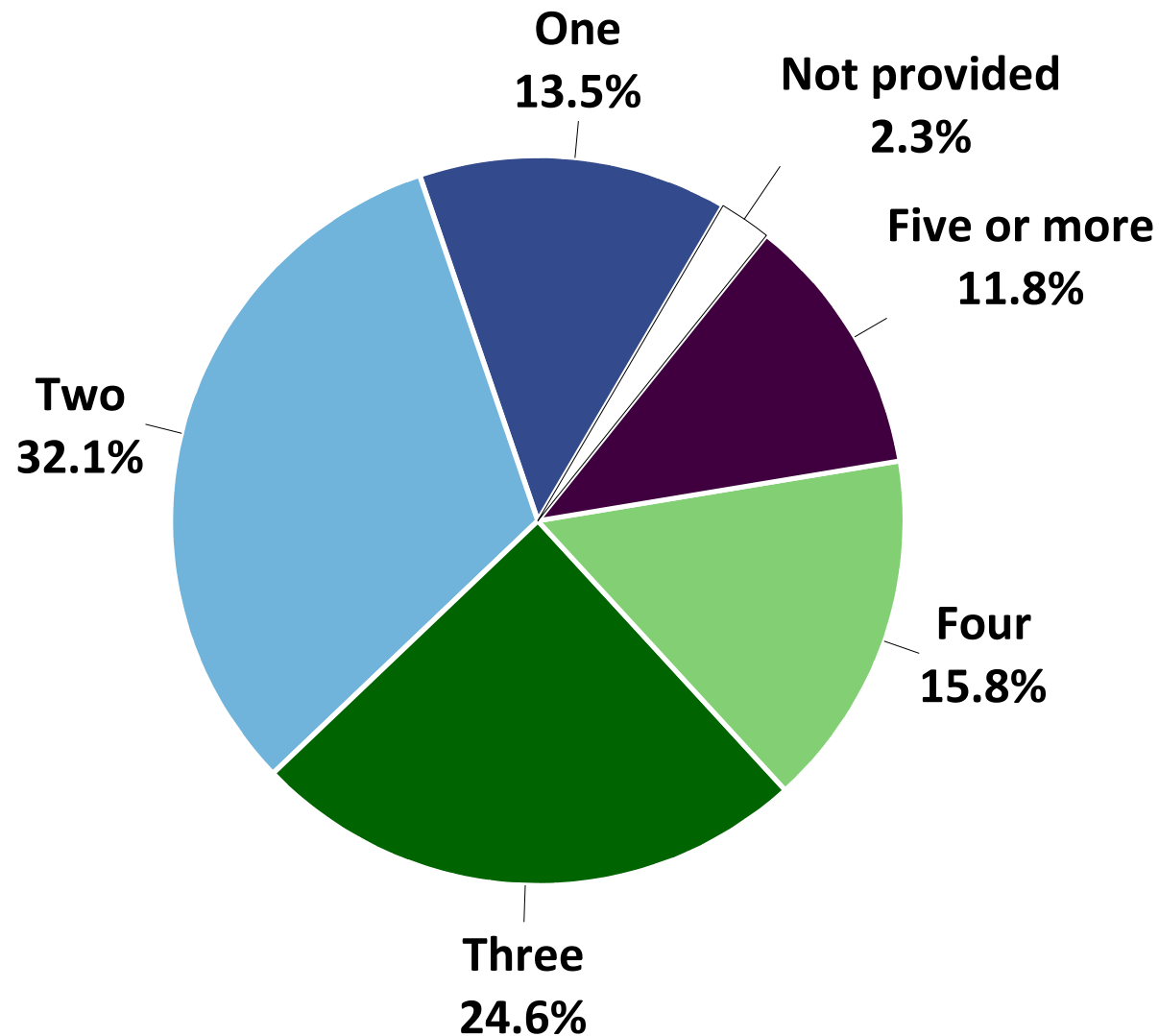
Demographics: Q24. Your gender:

by percentage of respondents



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

by percentage of respondents



A graphic for section 3. It features a large white circle with a dark blue outline containing the number '3'. To the right of the circle is a dark blue horizontal bar with the text 'Importance-Satisfaction Analysis' in white.

3

Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

McAllen, TX

Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the most important for growth and development areas in McAllen. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding “Don’t Know” responses). “Don’t Know” responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

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

Example of the Calculation

Respondents were asked to identify the maintenance services that are most important for the City to emphasize. Thirty percent (30%) of households selected *“traffic flow on major city streets”* as one of the most important maintenance services.

With regard to satisfaction, 40% of respondents surveyed rated *“traffic flow on major city streets”* as a “4” or “5” on a 5-point scale (where “5” means “Very Satisfied”) excluding “Don’t Know” responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 30% was multiplied by 60% (1-0.40). This calculation yielded an I-S rating of 0.1812 which ranked 1st out of 16 maintenance services.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top two choices of importance and 0% indicate they are positively satisfied currently.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the two most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

The tables showing the results for the City of McAllen are provided on the following pages.

2026 Importance-Satisfaction Rating

City of McAllen Citizen Satisfaction Survey

Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Flow of traffic and congestion management in the city	46%	1	39%	11	0.2814	1
<u>High Priority (IS .10-.20)</u>						
Storm water runoff/storm water management system	36%	3	48%	10	0.1866	2
Maintenance of city streets, buildings, and facilities	42%	2	57%	7	0.1781	3
Enforcement of city codes and ordinances	23%	7	49%	9	0.1198	4
<u>Medium Priority (IS <.10)</u>						
City water utilities	26%	5	63%	6	0.0949	5
Parks and Recreation Programs and Facilities	28%	4	69%	3	0.0845	6
Effectiveness of city communication with the public	15%	8	53%	8	0.0716	7
Public safety	24%	6	79%	1	0.0499	8
Solid Waste System	14%	9	73%	2	0.0380	9
City sewer utilities	9%	10	68%	4	0.0297	10
Customer service you receive from city employees	8%	11	68%	5	0.0269	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from City leaders over the next two years.

Satisfaction %:

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

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2026 Importance-Satisfaction Rating

City of McAllen Citizen Satisfaction Survey

Maintenance Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Traffic flow on major city streets	30%	1	40%	16	0.1812	1
Timing of traffic signals on city streets	28%	2	46%	13	0.1528	2
Pedestrian accessibility	19%	3	45%	14	0.1063	3
Medium Priority (IS <.10)						
Adequacy of city street lighting for illumination in neighborhoods	19%	4	48%	12	0.0962	4
Condition of sidewalks in your neighborhood	13%	7	51%	10	0.0641	5
Condition of streets in your neighborhood	17%	5	64%	2	0.0614	6
Condition of major city streets	14%	6	67%	1	0.0475	7
Adequacy of city street lighting for illumination at city hike and bike trails	5%	10	41%	15	0.0311	8
Condition of landscaping along public streets	5%	11	56%	8	0.0235	9
Adequacy of city street lighting for illumination along major streets/corridors	6%	8	59%	7	0.0233	10
Condition of pavement markings on city streets	5%	14	53%	9	0.0220	11
Overall cleanliness of streets	6%	9	64%	3	0.0198	12
Appearance and condition of city medians, right-of-ways, and public areas	5%	12	62%	6	0.0196	13
Overall cleanliness of public areas	5%	13	62%	5	0.0188	14
Adequacy of city street lighting for illumination at city parks and recreation areas	3%	15	50%	11	0.0166	15
Maintenance of city buildings and facilities	1%	16	63%	4	0.0048	16

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from City leaders over the next two years.

Satisfaction %:

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

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2026 Importance-Satisfaction Rating

City of McAllen Citizen Satisfaction Survey

Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Quality of animal care services	25%	2	37%	16	0.1601	1
Visibility of police in neighborhoods	33%	1	59%	11	0.1374	2
<u>Medium Priority (IS <.10)</u>						
Disaster preparedness public education	20%	3	53%	14	0.0933	3
Efforts to prevent crime	19%	4	60%	9	0.0738	4
Enforcement of traffic laws	15%	5	59%	10	0.0615	5
Police safety education programs	9%	8	50%	15	0.0469	6
Visibility of police in retail areas	10%	7	61%	8	0.0387	7
Quality of police protection	13%	6	77%	2	0.0292	8
Quality and accessibility of municipal court services	4%	10	54%	13	0.0198	9
Police response time	6%	9	66%	7	0.0195	10
Quality of fire safety education programs	3%	14	57%	12	0.0117	11
9-1-1 response time from first responders	4%	11	73%	5	0.0104	12
Quality of fire emergency medical services	3%	12	77%	3	0.0068	13
Quality of fire protection	3%	13	78%	1	0.0063	14
9-1-1 service provided by operators	1%	15	72%	6	0.0036	15
Fire personnel emergency response time	1%	16	77%	4	0.0021	16

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from City leaders over the next two years.

Satisfaction %:

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

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I-S Matrix Analysis

McAllen, Texas

Overview

Today, officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance or that are most useful to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Matrix Analysis rating is a unique tool that allows public officials to better understand these highly important decision making criteria for each of the services they are providing. The Matrix Analysis rating is based on the concept that public agencies will maximize overall resident satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance or usefulness of the service is relatively high. ETC Institute developed a matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction or Agreement (vertical) and relative Importance or Usefulness (horizontal).

The matrices in this section should be interpreted as follows.

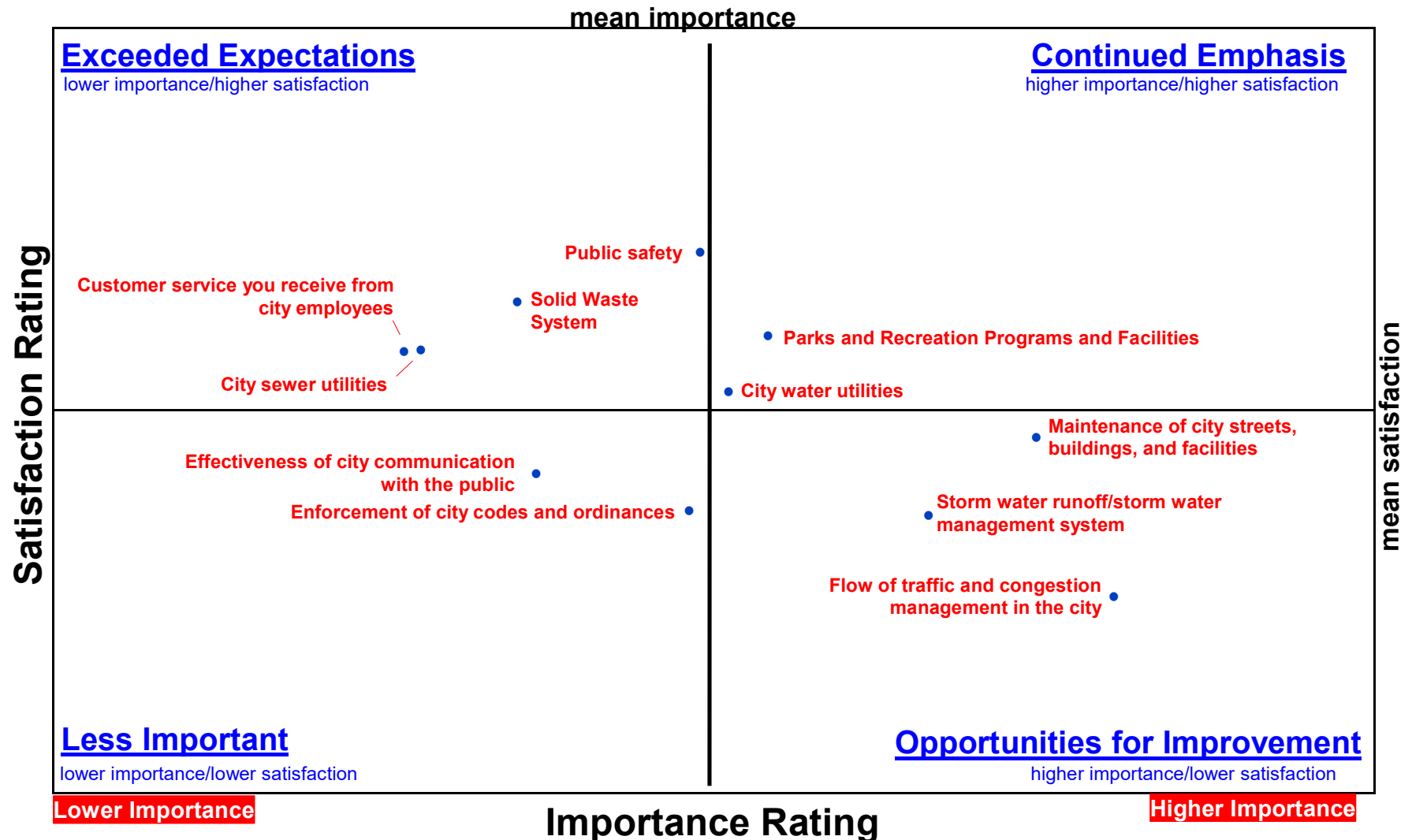
- **Continued Emphasis (above average importance and above average agreement).** This area shows where the city is meeting resident expectations. Items in this area have a significant impact on the resident's overall level of agreement with each statement. The city should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average agreement).** This area shows where the city is performing significantly better than residents expect the city to perform. Items in this area do not significantly affect the overall level of agreement that residents have with each statement regarding city services. The city should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average agreement).** This area shows where the city is not performing as well as residents expect the city to perform. This area has a significant impact on resident agreement with statements regarding city services, and the city should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average agreement).** This area shows where the city is not performing well relative to the township's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall agreement with statements regarding city services because the items are less important to residents. The city should maintain current levels of emphasis on items in this area.

2026 City of McAllen Citizen Satisfaction Survey

Importance-Satisfaction Assessment Matrix

-Major Categories of City Services-

(points on the graph show deviations from the mean importance and agreement ratings given by respondents to the survey)

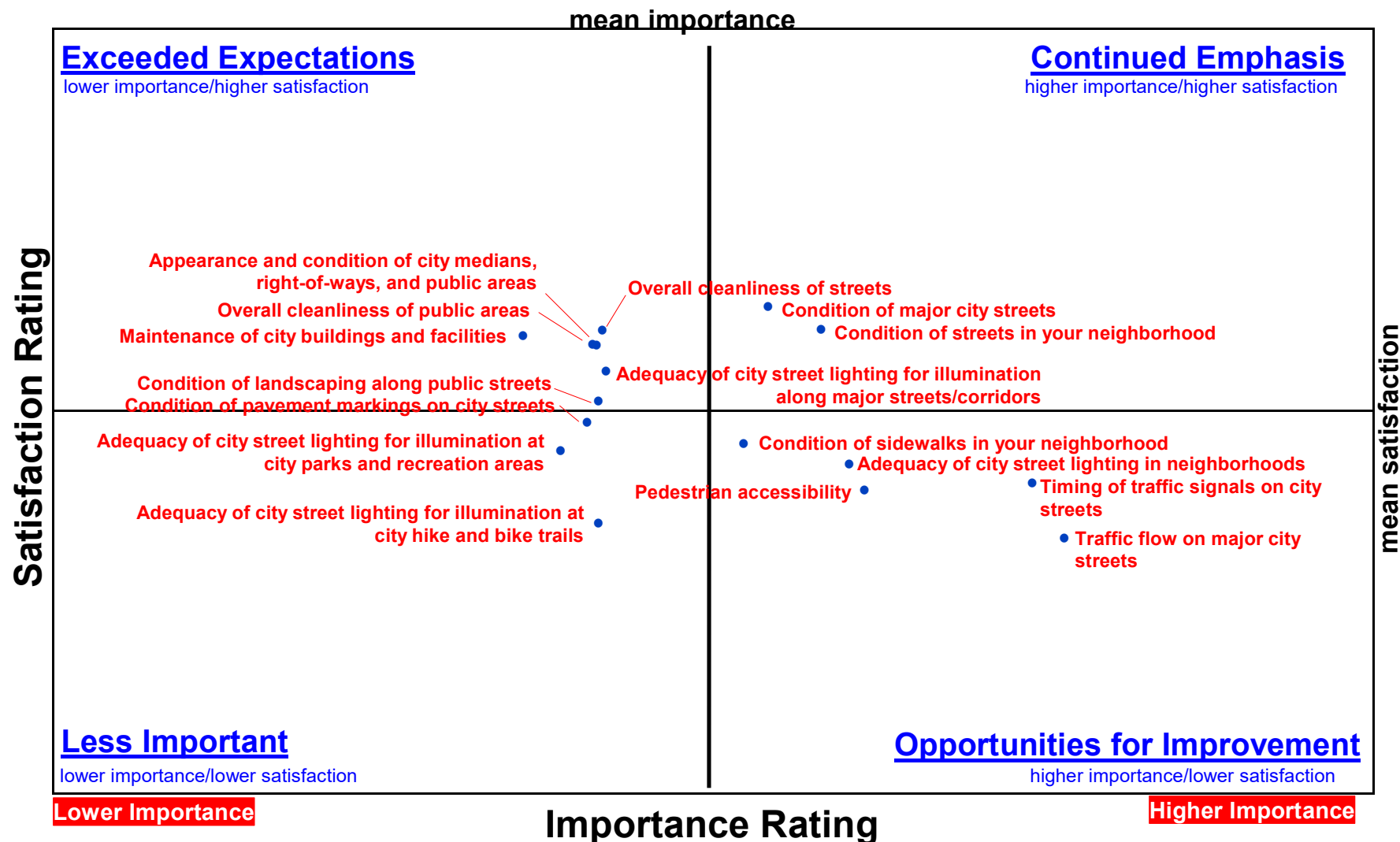


2026 City of McAllen Citizen Satisfaction Survey

Importance-Satisfaction Assessment Matrix

-Maintenance Services-

(points on the graph show deviations from the mean importance and agreement ratings given by respondents to the survey)

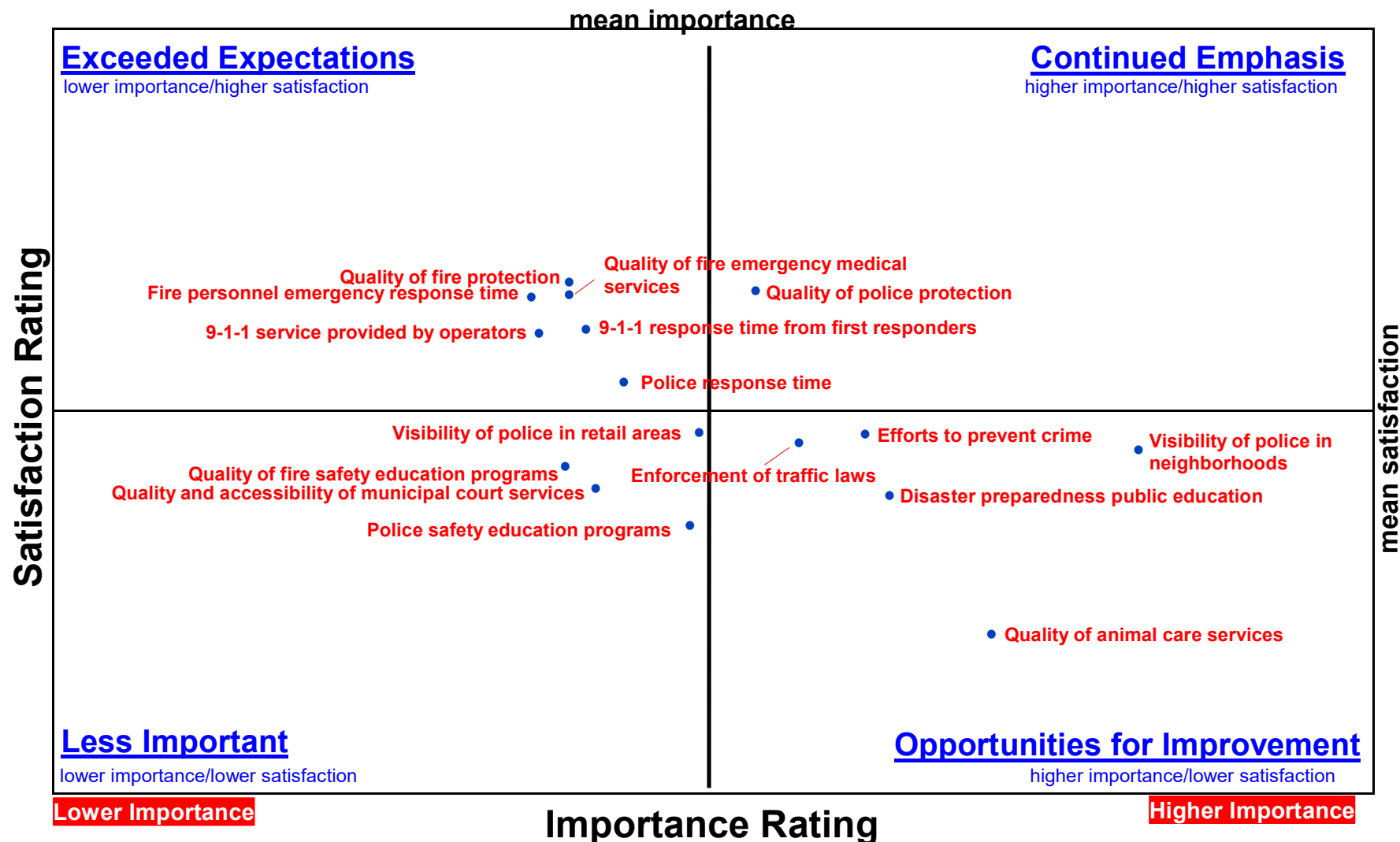


2026 City of McAllen Citizen Satisfaction Survey

Importance-Satisfaction Assessment Matrix

-Public Safety-

(points on the graph show deviations from the mean importance and agreement ratings given by respondents to the survey)



4 Benchmarking

Benchmarking



Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically-valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 500 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

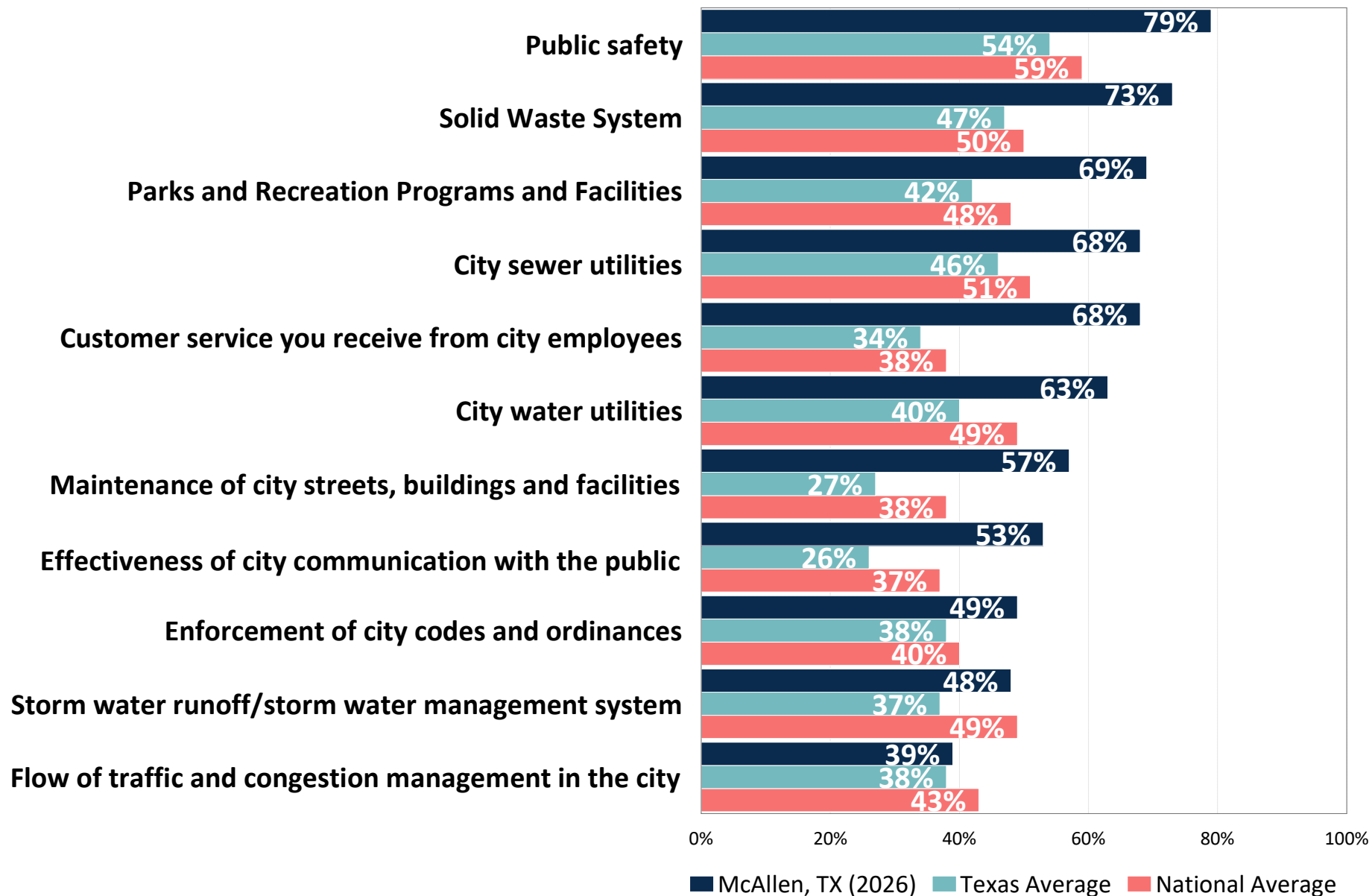
This report contains benchmarking data from two sources: (1) a national survey (*DirectionFinder*®) that was administered by ETC Institute during the summer of 2025 to a random sample of over 7,000 residents in the continental United States, and (2) *DirectionFinder*® data from residents living in the state of Texas.

The charts on the following pages show how the results for McAllen compares to the national average and the Texas regional average. The dark blue bar shows the results for McAllen. The light blue bar shows the Texas regional average from communities that administered a *DirectionFinder*® survey. The red bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 7,000 U.S. residents during the summer of 2025.

The charts on the following pages exclude the “don’t know” responses to aid in data comparison.

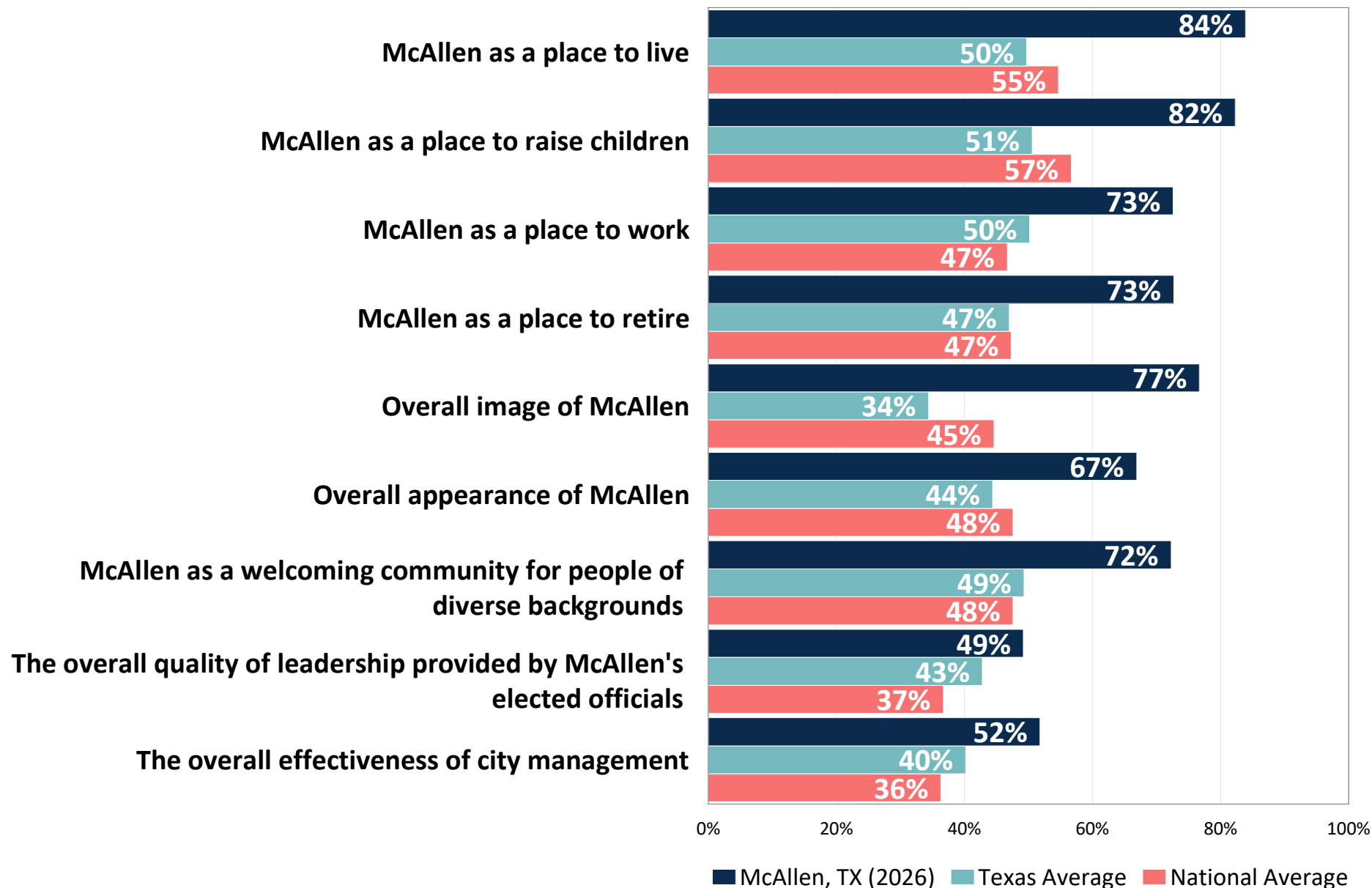
Q1. Please rate your overall satisfaction with major categories of services provided by McAllen

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



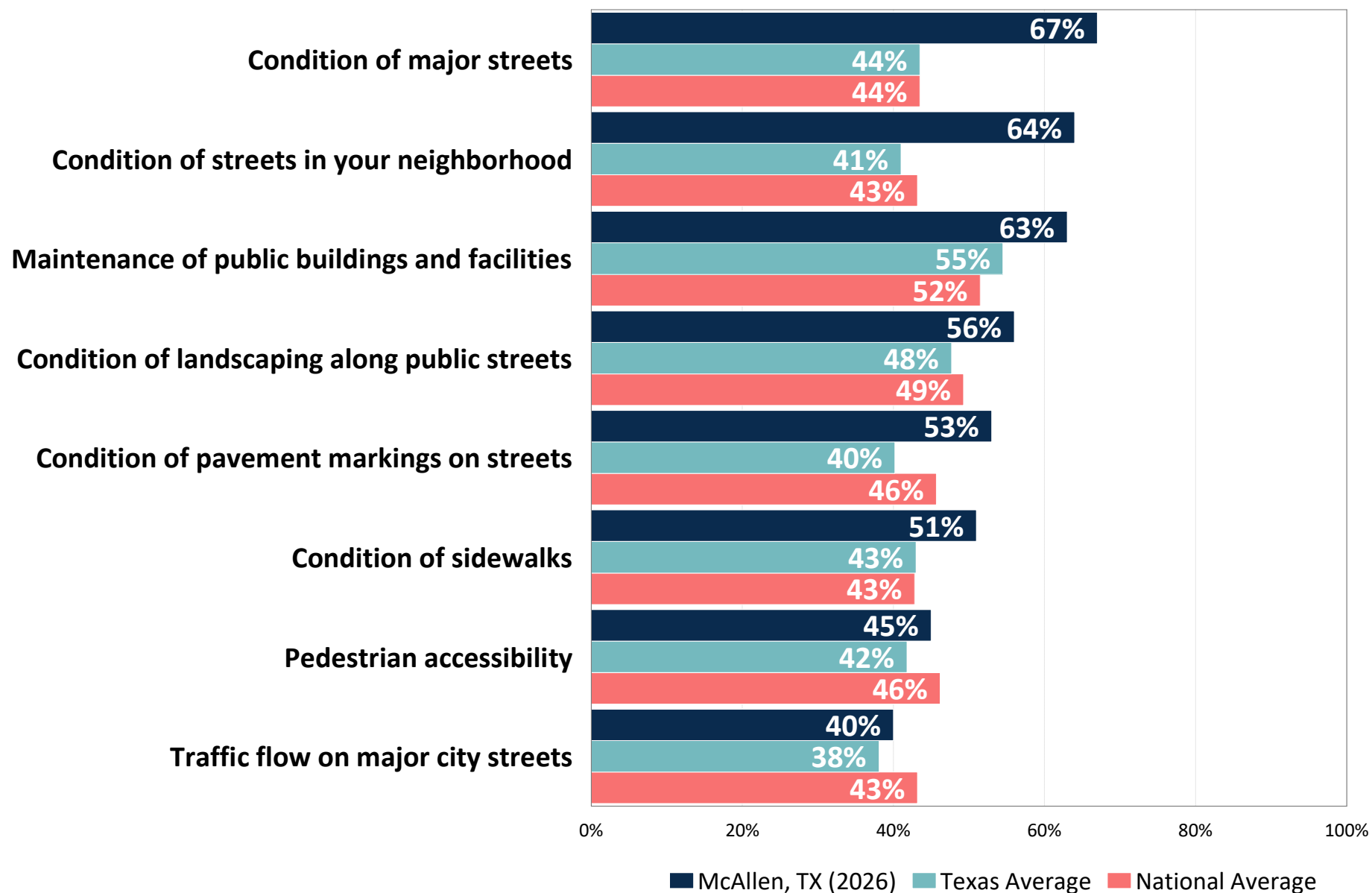
Q3. Please rate your satisfaction with each of the following items that may influence your perception of McAllen

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



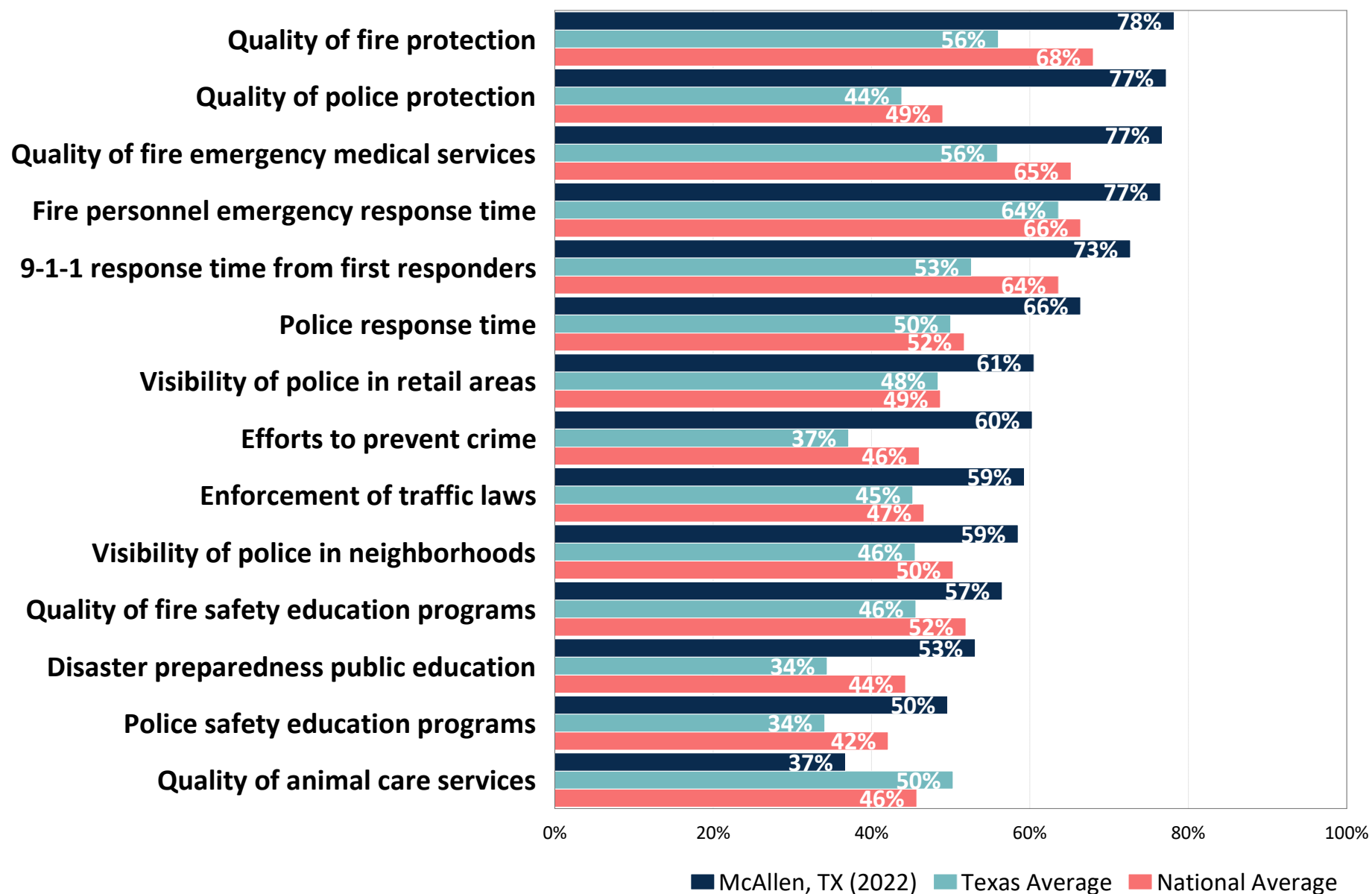
Q4. Please rate your satisfaction with the following services provided by the City

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



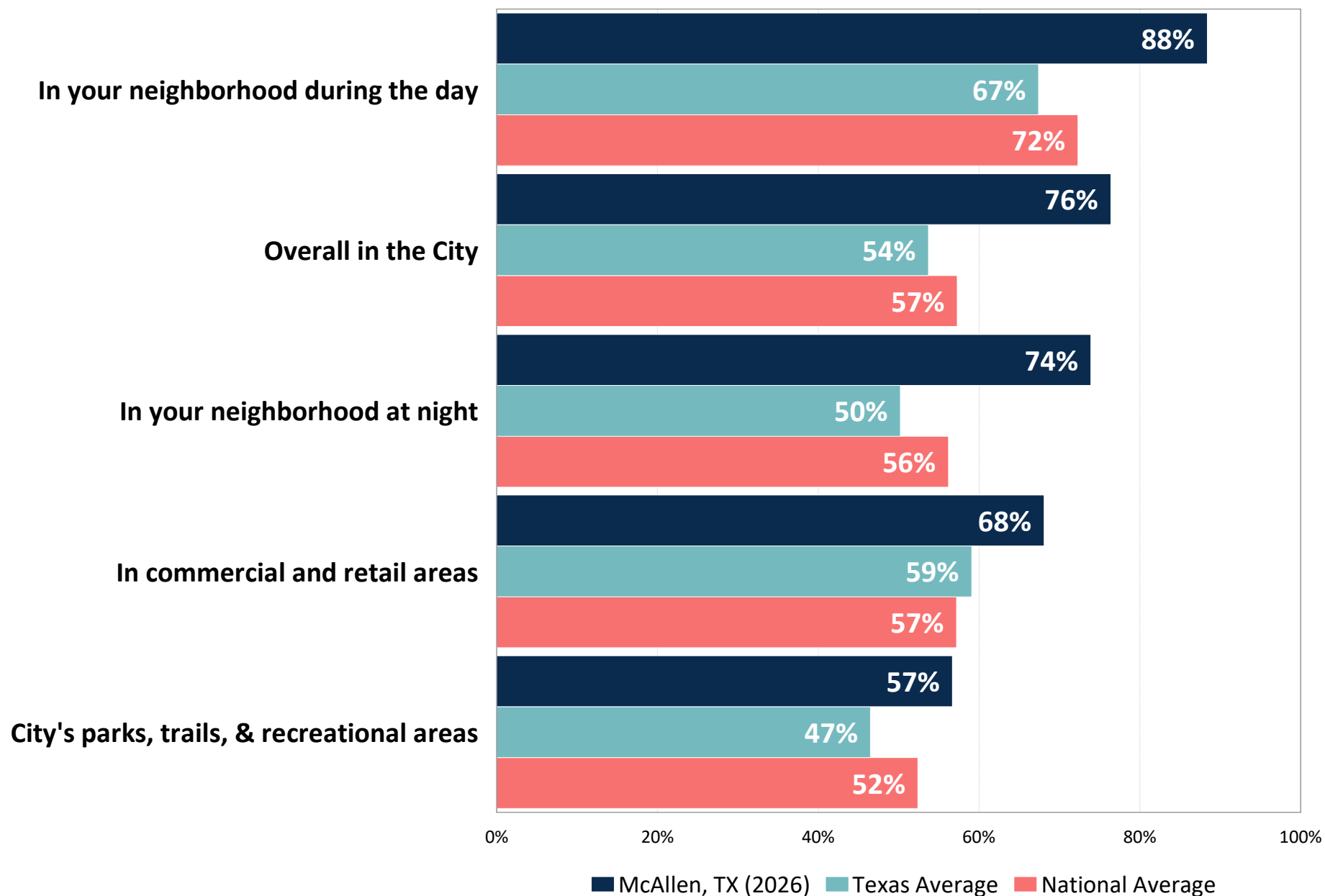
Q6. Please rate your satisfaction with the following public safety services provided by the City of McAllen

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



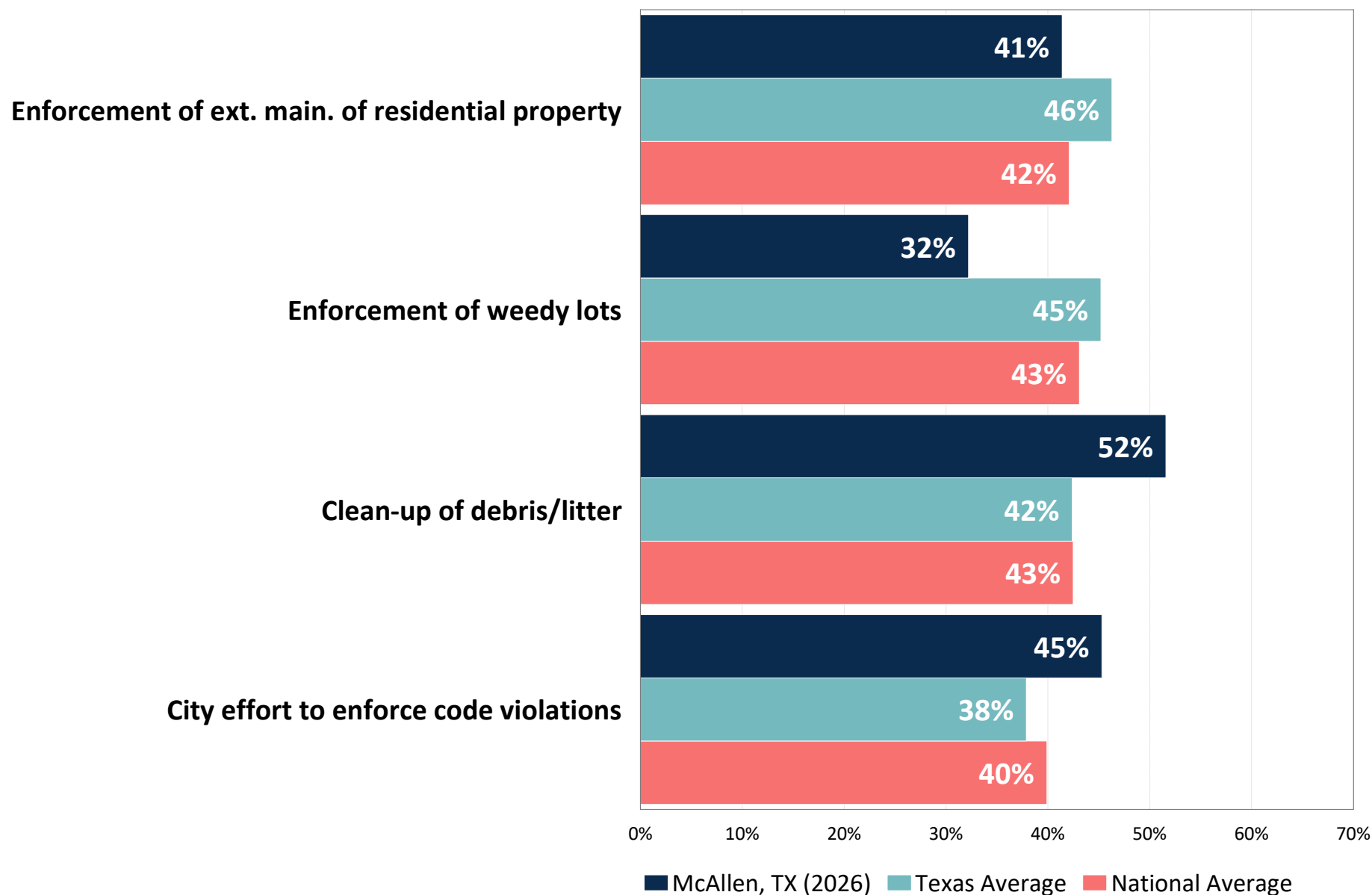
Q8. Please rate how safe you feel in the following situations

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



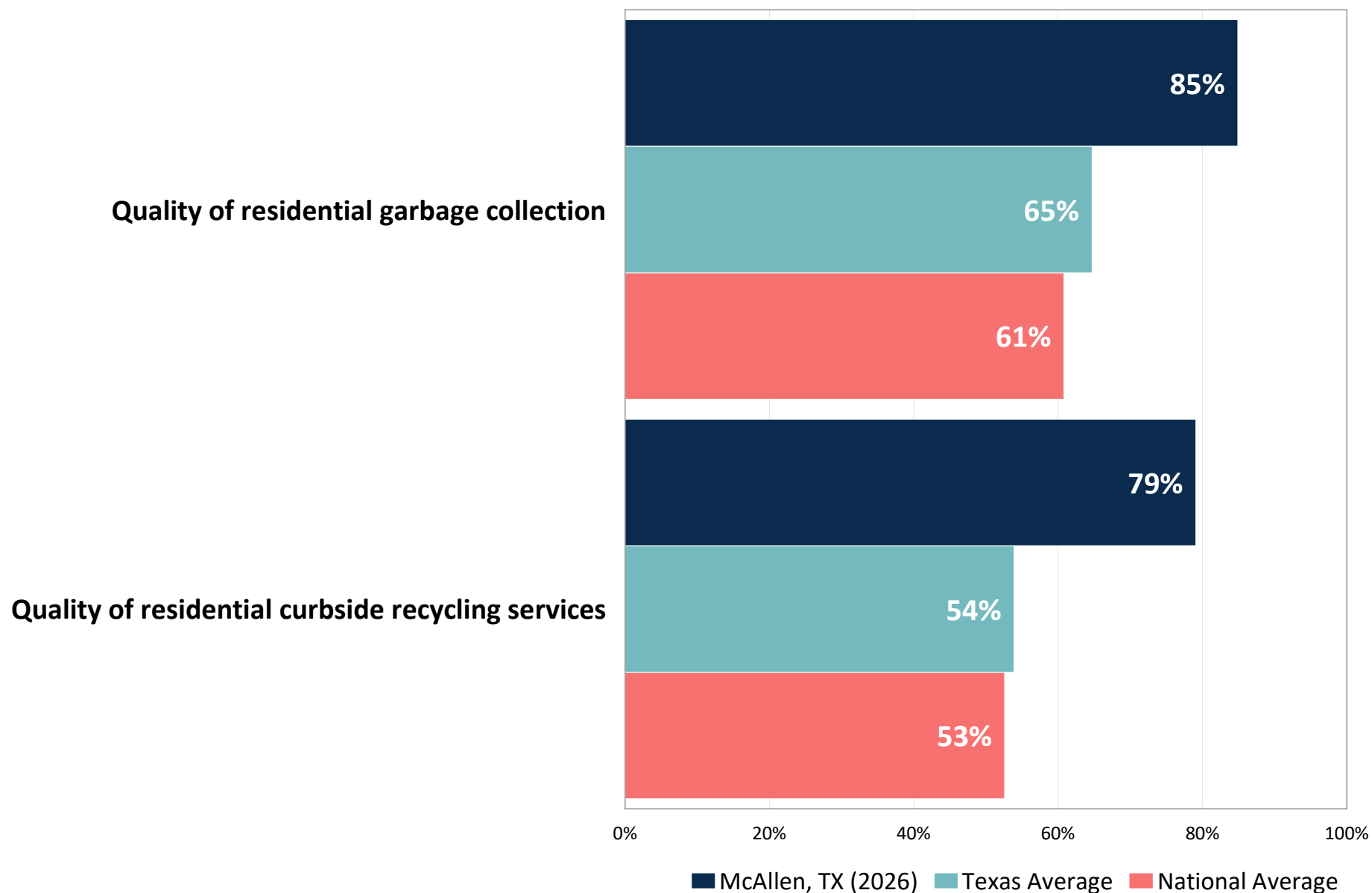
Q9. Please rate your satisfaction with the following code enforcement items

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



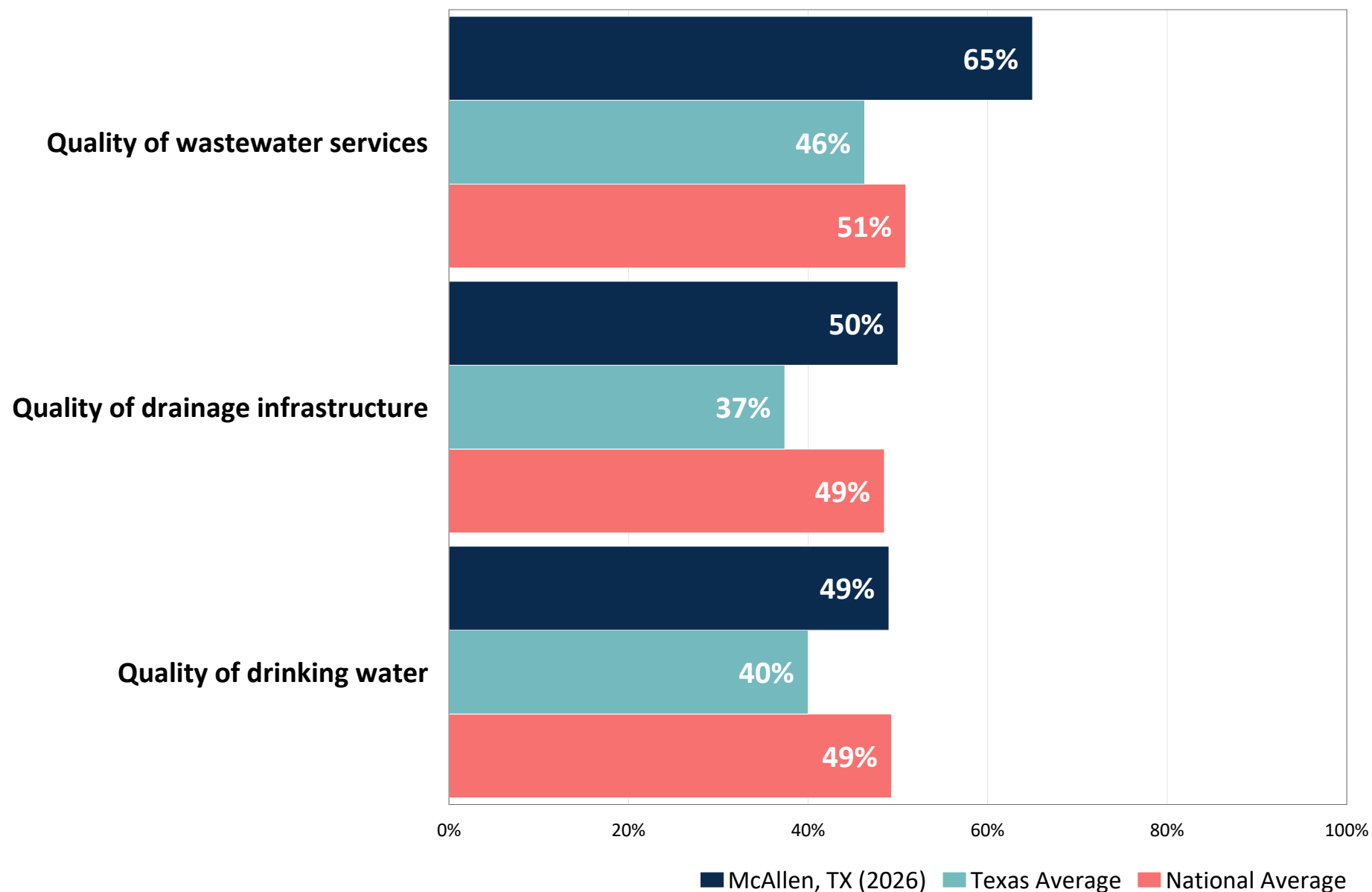
Q10. Please rate your satisfaction with each of the following residential and neighborhood services

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



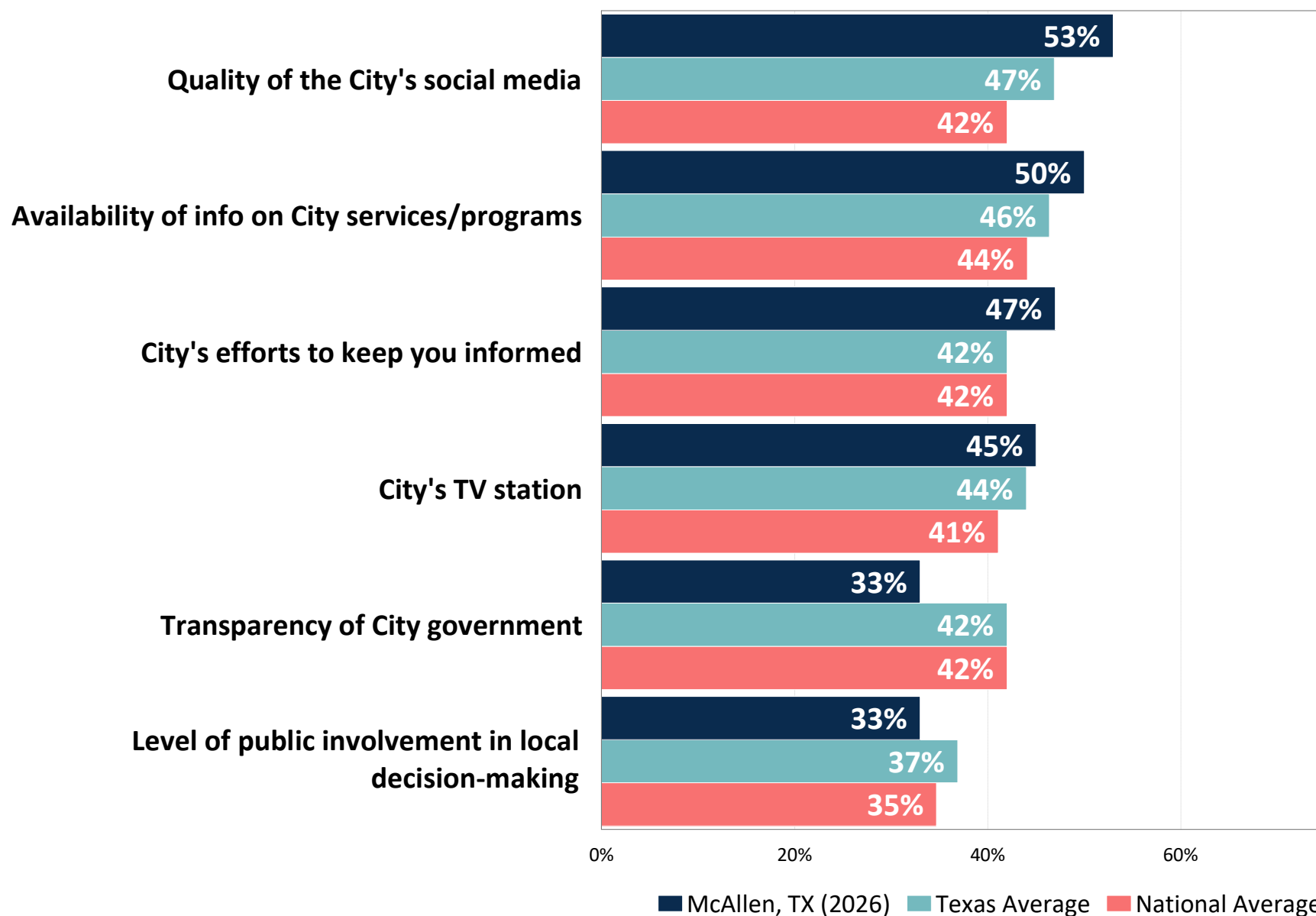
Q11. Please rate your satisfaction with each of the following public works services

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



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

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



5 Crosstabulations

Q1. City Services. Please rate your overall satisfaction with major categories of services provided by McAllen on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=602

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

Q1-1. Overall quality of public safety (Police, Fire, EMS, Emergency Management)

Very satisfied	31.9%	28.8%	31.7%	46.6%	49.1%	37.5%
Satisfied	38.1%	44.9%	46.3%	38.8%	40.2%	41.7%
Neutral	21.2%	21.2%	19.5%	11.2%	8.9%	16.6%
Dissatisfied	5.3%	4.2%	1.6%	3.4%	0.9%	3.0%
Very dissatisfied	3.5%	0.8%	0.8%	0.0%	0.9%	1.2%

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

Very satisfied	24.3%	15.8%	23.1%	32.7%	35.2%	26.1%
Satisfied	37.4%	37.5%	49.6%	44.2%	47.2%	43.3%
Neutral	15.7%	27.5%	13.2%	16.8%	12.0%	16.9%
Dissatisfied	17.4%	15.0%	10.7%	5.3%	5.6%	10.9%
Very dissatisfied	5.2%	4.2%	3.3%	0.9%	0.0%	2.7%

Q1. City Services. Please rate your overall satisfaction with major categories of services provided by McAllen on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=602

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

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

Very satisfied	18.6%	10.0%	17.1%	25.6%	17.4%	18.2%
Satisfied	33.6%	39.2%	38.2%	37.6%	47.8%	39.2%
Neutral	25.7%	21.7%	17.1%	17.1%	20.9%	20.0%
Dissatisfied	16.8%	14.2%	22.0%	17.9%	6.1%	15.2%
Very dissatisfied	5.3%	15.0%	5.7%	1.7%	7.8%	7.3%

Q1-4. Overall quality of City water utilities

Very satisfied	11.3%	15.3%	21.1%	29.8%	29.3%	21.8%
Satisfied	31.3%	43.2%	42.3%	43.9%	44.8%	41.0%
Neutral	27.0%	19.5%	20.3%	9.6%	16.4%	18.4%
Dissatisfied	13.9%	12.7%	9.8%	9.6%	6.0%	10.4%
Very dissatisfied	16.5%	9.3%	6.5%	7.0%	3.4%	8.4%

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=602

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

Q1-5. Overall quality of City sewer utilities

Very satisfied	15.8%	14.4%	18.0%	32.2%	30.7%	22.6%
Satisfied	35.1%	45.8%	46.7%	47.0%	51.8%	45.1%
Neutral	28.9%	22.0%	20.5%	13.0%	12.3%	19.4%
Dissatisfied	12.3%	11.0%	9.8%	7.0%	2.6%	8.4%
Very dissatisfied	7.9%	6.8%	4.9%	0.9%	2.6%	4.5%

Q1-6. Overall enforcement of City codes & ordinances

Very satisfied	11.3%	5.2%	8.3%	21.9%	14.3%	12.4%
Satisfied	31.1%	32.8%	37.2%	34.2%	45.5%	36.4%
Neutral	28.3%	27.6%	31.4%	26.3%	24.1%	27.1%
Dissatisfied	19.8%	23.3%	18.2%	12.3%	8.0%	16.4%
Very dissatisfied	9.4%	11.2%	5.0%	5.3%	8.0%	7.8%

Q1. City Services. Please rate your overall satisfaction with major categories of services provided by McAllen on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=602

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

Q1-7. Overall quality of customer service you receive from City employees

Very satisfied	24.3%	14.8%	20.2%	36.4%	34.8%	26.4%
Satisfied	36.9%	40.0%	44.7%	39.1%	46.1%	41.2%
Neutral	23.4%	32.2%	26.3%	20.9%	12.2%	23.0%
Dissatisfied	8.1%	7.0%	7.9%	3.6%	3.5%	5.9%
Very dissatisfied	7.2%	6.1%	0.9%	0.0%	3.5%	3.5%

Q1-8. Overall effectiveness of City communication with the public

Very satisfied	14.5%	6.7%	12.5%	27.8%	21.1%	16.6%
Satisfied	27.3%	35.8%	40.0%	38.3%	41.3%	36.6%
Neutral	32.7%	30.8%	30.0%	25.2%	25.7%	29.1%
Dissatisfied	20.0%	18.3%	13.3%	7.8%	6.4%	13.0%
Very dissatisfied	5.5%	8.3%	4.2%	0.9%	5.5%	4.8%

Q1. City Services. Please rate your overall satisfaction with major categories of services provided by McAllen on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=602

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

Q1-9. Overall quality of City's storm water runoff/storm water management system

Very satisfied	14.2%	9.6%	8.3%	21.6%	17.0%	14.2%
Satisfied	23.9%	27.0%	41.3%	34.5%	42.0%	34.1%
Neutral	26.5%	27.0%	27.3%	23.3%	22.3%	25.3%
Dissatisfied	20.4%	26.1%	15.7%	12.9%	12.5%	17.2%
Very dissatisfied	15.0%	10.4%	7.4%	7.8%	6.3%	9.2%

Q1-10. Overall flow of traffic & congestion management in City

Very satisfied	10.5%	3.4%	6.6%	11.2%	10.7%	8.9%
Satisfied	28.1%	27.7%	28.7%	32.8%	33.0%	29.8%
Neutral	20.2%	20.2%	29.5%	24.1%	25.9%	23.9%
Dissatisfied	30.7%	26.1%	22.1%	25.0%	17.9%	24.2%
Very dissatisfied	10.5%	22.7%	13.1%	6.9%	12.5%	13.1%

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=602

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

Q1-11. Overall quality of City's solid waste system (trash, recycling, yard waste)

Very satisfied	37.4%	19.3%	28.5%	31.3%	31.0%	29.9%
Satisfied	34.8%	46.2%	43.1%	43.5%	49.6%	43.5%
Neutral	18.3%	21.0%	16.3%	13.0%	9.7%	15.4%
Dissatisfied	7.8%	9.2%	9.8%	9.6%	7.1%	8.6%
Very dissatisfied	1.7%	4.2%	2.4%	2.6%	2.7%	2.7%

Q2. Which THREE of the major categories of 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=602

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

Q2. Top choice

Overall quality of public safety (Police, Fire, EMS, Emergency Management)	18.3%	20.8%	26.8%	31.6%	19.8%	23.9%
Overall quality of City parks & recreation programs & facilities	47.0%	30.8%	29.3%	15.4%	15.5%	27.6%
Overall maintenance of City streets, buildings, & facilities	37.4%	38.3%	47.2%	42.7%	42.2%	41.9%
Overall quality of City water utilities	37.4%	24.2%	23.6%	27.4%	15.5%	25.6%
Overall quality of City sewer utilities	13.0%	13.3%	8.1%	8.5%	2.6%	9.1%
Overall enforcement of City codes & ordinances	19.1%	27.5%	27.6%	22.2%	22.4%	23.4%
Overall quality of customer service you receive from City employees	8.7%	10.0%	8.9%	5.1%	9.5%	8.3%

Q2. Which THREE of the major categories of 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=602

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

Q2. Top choice (Cont.)

Overall effectiveness of City communication with the public	13.0%	20.0%	13.8%	11.1%	19.8%	15.3%
Overall quality of City's storm water runoff/storm water management system	42.6%	38.3%	38.2%	34.2%	28.4%	36.0%
Overall flow of traffic & congestion management in City	39.1%	56.7%	43.1%	40.2%	50.0%	45.8%
Overall quality of City's solid waste system (trash, recycling, yard waste)	13.0%	10.0%	14.6%	18.8%	14.7%	14.3%
None chosen	2.6%	1.7%	2.4%	10.3%	13.8%	6.3%

Q3. Perceptions. Several items that may influence your perception of McAllen are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=602

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

Q3-1. McAllen as a place to live

Very satisfied	33.3%	35.8%	37.4%	53.0%	54.8%	42.7%
Satisfied	43.0%	42.5%	48.8%	34.2%	35.7%	41.2%
Neutral	16.7%	15.8%	8.9%	12.8%	7.8%	12.3%
Dissatisfied	5.3%	5.0%	3.3%	0.0%	1.7%	3.0%
Very dissatisfied	1.8%	0.8%	1.6%	0.0%	0.0%	0.8%

Q3-2. McAllen as a place to raise children

Very satisfied	34.8%	34.2%	38.8%	50.9%	49.1%	41.4%
Satisfied	41.1%	41.0%	45.7%	38.2%	36.4%	40.9%
Neutral	12.5%	17.1%	12.1%	10.0%	10.9%	12.3%
Dissatisfied	7.1%	6.0%	1.7%	0.9%	3.6%	3.8%
Very dissatisfied	4.5%	1.7%	1.7%	0.0%	0.0%	1.6%

Q3. Perceptions. Several items that may influence your perception of McAllen are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=602

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

Q3-3. McAllen as a place to work

Very satisfied	29.5%	29.9%	25.4%	43.9%	41.7%	34.0%
Satisfied	36.6%	29.9%	41.5%	42.1%	41.7%	38.6%
Neutral	17.9%	24.8%	24.6%	13.2%	12.0%	18.3%
Dissatisfied	9.8%	9.4%	5.9%	0.9%	3.7%	6.0%
Very dissatisfied	6.3%	6.0%	2.5%	0.0%	0.9%	3.1%

Q3-4. McAllen as a place to retire

Very satisfied	25.0%	23.9%	28.9%	50.9%	50.4%	35.8%
Satisfied	33.3%	37.6%	43.0%	34.2%	33.9%	36.9%
Neutral	23.1%	26.5%	23.1%	12.3%	10.4%	18.9%
Dissatisfied	13.9%	6.8%	1.7%	2.6%	3.5%	5.5%
Very dissatisfied	4.6%	5.1%	3.3%	0.0%	1.7%	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=602

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

Q3-5. Overall image of McAllen

Very satisfied	21.1%	16.8%	26.0%	44.4%	42.6%	30.1%
Satisfied	45.6%	47.9%	49.6%	42.7%	45.2%	46.6%
Neutral	21.9%	20.2%	15.4%	12.0%	7.0%	15.2%
Dissatisfied	7.9%	11.8%	8.1%	0.9%	4.3%	6.5%
Very dissatisfied	3.5%	3.4%	0.8%	0.0%	0.9%	1.7%

Q3-6. Overall quality of life in McAllen

Very satisfied	22.8%	15.8%	26.8%	41.4%	40.4%	29.3%
Satisfied	41.2%	47.5%	52.0%	41.4%	44.7%	45.7%
Neutral	27.2%	21.7%	13.0%	15.5%	9.6%	17.4%
Dissatisfied	4.4%	12.5%	7.3%	1.7%	4.4%	6.0%
Very dissatisfied	4.4%	2.5%	0.8%	0.0%	0.9%	1.7%

Q3. Perceptions. Several items that may influence your perception of McAllen are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=602

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

Q3-7. Overall appearance of McAllen

Very satisfied	20.4%	14.2%	22.0%	36.5%	32.2%	25.0%
Satisfied	36.3%	40.8%	43.9%	39.1%	48.7%	41.9%
Neutral	26.5%	26.7%	19.5%	19.1%	9.6%	20.3%
Dissatisfied	12.4%	10.8%	13.0%	5.2%	7.0%	9.5%
Very dissatisfied	4.4%	7.5%	1.6%	0.0%	2.6%	3.4%

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

Very satisfied	26.8%	14.7%	24.2%	44.1%	35.4%	28.6%
Satisfied	39.3%	48.3%	45.0%	38.7%	45.1%	43.7%
Neutral	25.0%	23.3%	24.2%	13.5%	16.8%	20.6%
Dissatisfied	4.5%	9.5%	4.2%	3.6%	1.8%	4.6%
Very dissatisfied	4.5%	4.3%	2.5%	0.0%	0.9%	2.4%

Q3. Perceptions. Several items that may influence your perception of McAllen are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=602

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

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

Very satisfied	16.1%	5.9%	16.8%	29.5%	24.1%	18.5%
Satisfied	17.0%	26.3%	30.3%	40.2%	40.2%	30.7%
Neutral	37.5%	41.5%	34.5%	20.5%	20.5%	30.9%
Dissatisfied	14.3%	9.3%	10.9%	5.4%	10.7%	10.3%
Very dissatisfied	15.2%	16.9%	7.6%	4.5%	4.5%	9.6%

Q3-10. Overall effectiveness of City management

Very satisfied	13.5%	5.9%	18.3%	28.6%	25.7%	18.4%
Satisfied	25.2%	28.0%	30.8%	42.9%	40.4%	33.4%
Neutral	37.8%	42.4%	35.8%	17.9%	23.9%	31.6%
Dissatisfied	13.5%	16.9%	9.2%	8.9%	5.5%	10.9%
Very dissatisfied	9.9%	6.8%	5.8%	1.8%	4.6%	5.7%

Q4. Maintenance. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied and 1 means "Very Dissatisfied," with the following services provided by the City. (without "don't know")

N=602

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

Q4-1. Condition of major City streets

Very satisfied	20.4%	9.2%	13.2%	19.8%	17.5%	16.0%
Satisfied	46.9%	48.7%	54.5%	50.9%	54.4%	50.8%
Neutral	18.6%	21.0%	13.2%	14.7%	14.9%	16.7%
Dissatisfied	11.5%	13.4%	16.5%	9.5%	9.6%	12.1%
Very dissatisfied	2.7%	7.6%	2.5%	5.2%	3.5%	4.4%

Q4-2. Condition of streets in your neighborhood

Very satisfied	21.9%	10.1%	18.2%	23.3%	21.7%	19.2%
Satisfied	41.2%	37.0%	51.2%	50.0%	46.1%	44.9%
Neutral	14.9%	21.0%	11.6%	18.1%	14.8%	16.0%
Dissatisfied	14.9%	21.8%	14.9%	7.8%	12.2%	14.5%
Very dissatisfied	7.0%	10.1%	4.1%	0.9%	5.2%	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=602

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

Q4-3. Condition of sidewalks in your neighborhood

Very satisfied	16.8%	6.0%	10.9%	19.6%	18.3%	14.3%
Satisfied	23.0%	34.2%	43.7%	39.3%	42.2%	36.4%
Neutral	21.2%	27.4%	18.5%	24.1%	16.5%	21.4%
Dissatisfied	20.4%	22.2%	18.5%	13.4%	11.0%	17.3%
Very dissatisfied	18.6%	10.3%	8.4%	3.6%	11.9%	10.5%

Q4-4. Timing of traffic signals on City streets

Very satisfied	10.8%	4.2%	7.5%	13.7%	10.6%	9.5%
Satisfied	40.5%	33.1%	37.5%	37.6%	34.5%	36.5%
Neutral	26.1%	19.5%	25.0%	24.8%	21.2%	23.1%
Dissatisfied	14.4%	28.0%	21.7%	19.7%	22.1%	21.4%
Very dissatisfied	8.1%	15.3%	8.3%	4.3%	11.5%	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=602

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

Q4-5. Traffic flow on major City streets

Very satisfied	8.8%	4.2%	5.8%	10.3%	8.0%	7.6%
Satisfied	27.2%	24.4%	35.8%	34.5%	38.4%	32.0%
Neutral	29.8%	31.1%	23.3%	31.0%	23.2%	27.6%
Dissatisfied	27.2%	27.7%	27.5%	19.0%	17.9%	23.9%
Very dissatisfied	7.0%	12.6%	7.5%	5.2%	12.5%	9.0%

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

Very satisfied	12.5%	3.4%	7.6%	16.1%	10.8%	10.0%
Satisfied	23.2%	28.4%	40.3%	41.1%	42.3%	35.2%
Neutral	17.9%	35.3%	22.7%	24.1%	29.7%	25.9%
Dissatisfied	19.6%	19.8%	21.8%	15.2%	9.9%	17.4%
Very dissatisfied	26.8%	12.9%	7.6%	3.6%	7.2%	11.4%

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=602

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

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

Very satisfied	13.3%	6.0%	10.1%	17.9%	17.3%	13.0%
Satisfied	40.7%	44.4%	53.8%	49.6%	58.2%	49.3%
Neutral	31.9%	29.9%	24.4%	25.6%	15.5%	25.3%
Dissatisfied	9.7%	11.1%	9.2%	6.0%	6.4%	8.5%
Very dissatisfied	4.4%	8.5%	2.5%	0.9%	2.7%	3.9%

Q4-8. Adequacy of City street lighting for illumination in neighborhoods

Very satisfied	9.8%	4.2%	7.4%	12.5%	12.4%	9.5%
Satisfied	39.3%	34.5%	41.3%	39.3%	41.6%	38.8%
Neutral	20.5%	26.1%	16.5%	27.7%	21.2%	22.0%
Dissatisfied	21.4%	20.2%	23.1%	14.3%	17.7%	19.8%
Very dissatisfied	8.9%	15.1%	11.6%	6.3%	7.1%	9.9%

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=602

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

Q4-9. Adequacy of City street lighting for illumination along major streets/corridors

Very satisfied	15.0%	6.8%	7.5%	17.4%	15.7%	12.7%
Satisfied	46.9%	41.5%	45.8%	46.1%	52.2%	46.5%
Neutral	22.1%	24.6%	21.7%	26.1%	17.4%	22.2%
Dissatisfied	13.3%	17.8%	15.8%	7.8%	9.6%	12.9%
Very dissatisfied	2.7%	9.3%	9.2%	2.6%	5.2%	5.8%

Q4-10. Adequacy of City street lighting for illumination at City parks & recreation areas

Very satisfied	12.8%	3.4%	7.7%	17.5%	17.0%	11.7%
Satisfied	34.9%	32.5%	41.0%	35.0%	45.3%	38.1%
Neutral	29.4%	32.5%	29.1%	36.9%	26.4%	30.2%
Dissatisfied	13.8%	20.5%	16.2%	9.7%	7.5%	13.7%
Very dissatisfied	9.2%	11.1%	6.0%	1.0%	3.8%	6.2%

Q4. Maintenance. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied and 1 means "Very Dissatisfied," with the following services provided by the City. (without "don't know")

N=602

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

Q4-11. Adequacy of City street lighting for illumination at City hike & bike trails

Very satisfied	12.7%	3.8%	6.6%	14.4%	12.4%	10.1%
Satisfied	21.6%	23.6%	38.7%	35.1%	37.1%	31.2%
Neutral	32.4%	35.8%	26.4%	36.1%	30.9%	32.0%
Dissatisfied	25.5%	22.6%	22.6%	13.4%	13.4%	19.6%
Very dissatisfied	7.8%	14.2%	5.7%	1.0%	6.2%	7.2%

Q4-12. Condition of pavement markings on City streets

Very satisfied	14.5%	3.5%	7.5%	16.8%	14.2%	11.6%
Satisfied	39.1%	44.7%	41.7%	36.3%	44.2%	41.6%
Neutral	24.5%	34.2%	30.0%	23.9%	24.8%	27.1%
Dissatisfied	15.5%	10.5%	18.3%	20.4%	11.5%	15.0%
Very dissatisfied	6.4%	7.0%	2.5%	2.7%	5.3%	4.8%

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=602

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

Q4-13. Overall cleanliness of streets

Very satisfied	20.5%	6.8%	13.2%	21.1%	17.4%	15.6%
Satisfied	36.6%	50.4%	51.2%	40.4%	60.9%	48.4%
Neutral	26.8%	22.2%	22.3%	25.4%	13.0%	21.7%
Dissatisfied	11.6%	10.3%	9.1%	12.3%	5.2%	9.5%
Very dissatisfied	4.5%	10.3%	4.1%	0.9%	3.5%	4.8%

Q4-14. Overall cleanliness of public areas

Very satisfied	17.9%	6.8%	11.8%	19.0%	17.3%	14.4%
Satisfied	38.4%	43.2%	52.9%	49.1%	54.5%	48.0%
Neutral	25.0%	26.3%	22.7%	24.1%	18.2%	23.1%
Dissatisfied	15.2%	14.4%	8.4%	6.0%	6.4%	9.9%
Very dissatisfied	3.6%	9.3%	4.2%	1.7%	3.6%	4.6%

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=602

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

Q4-15. Condition of landscaping along public streets

Very satisfied	15.3%	5.1%	9.2%	21.6%	16.8%	13.5%
Satisfied	33.3%	40.2%	45.8%	39.7%	51.3%	42.2%
Neutral	27.0%	29.9%	28.3%	27.6%	21.2%	26.6%
Dissatisfied	16.2%	12.8%	15.0%	6.9%	7.1%	11.8%
Very dissatisfied	8.1%	12.0%	1.7%	4.3%	3.5%	6.0%

Q4-16. Maintenance of City buildings & facilities

Very satisfied	15.7%	7.7%	9.5%	21.6%	15.3%	14.0%
Satisfied	38.9%	44.4%	54.3%	52.3%	56.8%	49.4%
Neutral	36.1%	35.0%	32.8%	25.2%	23.4%	30.5%
Dissatisfied	7.4%	8.5%	2.6%	0.9%	2.7%	4.4%
Very dissatisfied	1.9%	4.3%	0.9%	0.0%	1.8%	1.7%

Q5. Which TWO of the City maintenance services listed in Question 4 do you think should receive the most emphasis from City leaders over the next TWO years? (top 2)

N=602

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

Q5. Top choice

Condition of major City streets	10.4%	14.2%	18.7%	14.5%	13.8%	14.3%
Condition of streets in your neighborhood	10.4%	26.7%	19.5%	15.4%	12.9%	17.1%
Condition of sidewalks in your neighborhood	21.7%	10.0%	13.8%	4.3%	15.5%	13.0%
Timing of traffic signals on City streets	18.3%	31.7%	26.8%	29.1%	35.3%	28.2%
Traffic flow on major City streets	29.6%	30.0%	31.7%	27.4%	32.8%	30.1%
Pedestrian accessibility (City's sidewalk system/network, number/availability of sidewalks)	39.1%	15.0%	17.1%	12.0%	15.5%	19.4%
Appearance & condition of City medians, right-of-ways, & public areas	7.8%	5.8%	3.3%	3.4%	4.3%	5.1%

Q5. Which TWO of the City maintenance services listed in Question 4 do you think should receive the most emphasis from City leaders over the next TWO years? (top 2)

N=602

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

Q5. Top choice (Cont.)

Adequacy of City street lighting for illumination in neighborhoods	13.9%	21.7%	20.3%	18.8%	19.0%	18.6%
Adequacy of City street lighting for illumination along major streets/corridors	4.3%	5.8%	10.6%	4.3%	3.4%	5.6%
Adequacy of City street lighting for illumination at City parks & recreation areas	10.4%	2.5%	3.3%	0.9%	0.0%	3.3%
Adequacy of City street lighting for illumination at City hike & bike trails	7.0%	6.7%	5.7%	2.6%	4.3%	5.3%
Condition of pavement markings on City streets	3.5%	0.8%	5.7%	8.5%	5.2%	4.7%
Overall cleanliness of streets	3.5%	7.5%	6.5%	8.5%	1.7%	5.5%
Overall cleanliness of public areas	4.3%	7.5%	3.3%	6.8%	3.4%	5.0%
Condition of landscaping along public streets	7.0%	7.5%	4.1%	6.0%	1.7%	5.3%
Maintenance of City buildings & facilities	3.5%	0.8%	0.8%	0.9%	0.9%	1.3%
None chosen	1.7%	1.7%	2.4%	15.4%	12.9%	7.1%

Q6. Police, Fire, and Emergency Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of McAllen. (without "don't know")

N=602

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

Q6-1. Quality of police protection

Very satisfied	29.9%	25.9%	28.3%	40.0%	40.9%	32.9%
Satisfied	36.4%	44.8%	47.5%	45.2%	47.0%	44.3%
Neutral	21.5%	19.8%	20.0%	11.3%	7.8%	16.3%
Dissatisfied	6.5%	6.9%	4.2%	3.5%	2.6%	4.6%
Very dissatisfied	5.6%	2.6%	0.0%	0.0%	1.7%	1.9%

Q6-2. Visibility of police in neighborhoods

Very satisfied	22.2%	16.9%	16.5%	25.4%	20.2%	20.3%
Satisfied	36.1%	39.8%	37.2%	32.5%	44.7%	38.2%
Neutral	25.9%	24.6%	25.6%	25.4%	21.9%	24.6%
Dissatisfied	12.0%	16.9%	16.5%	14.9%	8.8%	13.8%
Very dissatisfied	3.7%	1.7%	4.1%	1.8%	4.4%	3.1%

Q6. Police, Fire, and Emergency Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of McAllen. (without "don't know")

N=602

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

Q6-3. Visibility of police in retail areas

Very satisfied	21.6%	19.3%	13.6%	25.7%	21.6%	20.4%
Satisfied	33.3%	36.8%	44.1%	37.2%	48.6%	40.1%
Neutral	35.1%	34.2%	31.4%	29.2%	20.7%	29.9%
Dissatisfied	9.0%	7.9%	10.2%	7.1%	6.3%	8.1%
Very dissatisfied	0.9%	1.8%	0.8%	0.9%	2.7%	1.4%

Q6-4. Police response time

Very satisfied	22.2%	23.5%	18.9%	33.0%	26.3%	24.8%
Satisfied	35.4%	42.9%	41.5%	38.8%	48.5%	41.6%
Neutral	24.2%	25.5%	33.0%	24.3%	19.2%	25.2%
Dissatisfied	9.1%	5.1%	4.7%	3.9%	4.0%	5.3%
Very dissatisfied	9.1%	3.1%	1.9%	0.0%	2.0%	3.1%

Q6. Police, Fire, and Emergency Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of McAllen. (without "don't know")

N=602

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

Q6-5. Efforts to prevent crime

Very satisfied	21.8%	16.5%	16.7%	32.7%	27.2%	22.9%
Satisfied	28.7%	35.8%	41.2%	32.7%	46.6%	37.4%
Neutral	31.7%	31.2%	33.3%	30.0%	20.4%	29.3%
Dissatisfied	8.9%	12.8%	8.8%	4.5%	2.9%	7.5%
Very dissatisfied	8.9%	3.7%	0.0%	0.0%	2.9%	2.9%

Q6-6. Police safety education programs

Very satisfied	19.2%	15.1%	16.3%	27.2%	19.1%	19.5%
Satisfied	24.2%	34.4%	28.6%	23.9%	39.3%	30.1%
Neutral	41.4%	38.7%	44.9%	40.2%	34.8%	40.0%
Dissatisfied	7.1%	7.5%	10.2%	7.6%	5.6%	7.5%
Very dissatisfied	8.1%	4.3%	0.0%	1.1%	1.1%	2.9%

Q6. Police, Fire, and Emergency Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of McAllen. (without "don't know")

N=602

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

Q6-7. Enforcement of traffic laws

Very satisfied	17.3%	12.2%	13.3%	23.9%	21.1%	17.7%
Satisfied	33.6%	46.1%	45.0%	37.2%	45.9%	41.6%
Neutral	30.0%	23.5%	25.0%	25.7%	20.2%	24.6%
Dissatisfied	11.8%	11.3%	13.3%	7.1%	9.2%	10.7%
Very dissatisfied	7.3%	7.0%	3.3%	6.2%	3.7%	5.4%

Q6-8. Quality of animal care services

Very satisfied	15.4%	6.8%	7.0%	17.1%	13.5%	12.1%
Satisfied	16.3%	25.2%	23.7%	26.7%	28.8%	24.6%
Neutral	36.5%	31.1%	40.4%	39.0%	23.1%	33.9%
Dissatisfied	12.5%	23.3%	14.0%	3.8%	21.2%	14.7%
Very dissatisfied	19.2%	13.6%	14.9%	13.3%	13.5%	14.7%

Q6. Police, Fire, and Emergency Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of McAllen. (without "don't know")

N=602

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

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

Very satisfied	16.0%	7.4%	10.5%	19.8%	17.6%	14.3%
Satisfied	35.1%	40.0%	45.3%	36.3%	41.2%	39.6%
Neutral	37.2%	42.1%	35.8%	40.7%	29.4%	37.0%
Dissatisfied	4.3%	8.4%	6.3%	2.2%	8.2%	5.8%
Very dissatisfied	7.4%	2.1%	2.1%	1.1%	3.5%	3.2%

Q6-10. Quality of fire protection

Very satisfied	30.9%	18.5%	26.9%	34.9%	32.0%	28.7%
Satisfied	40.2%	55.6%	49.1%	49.5%	53.0%	49.5%
Neutral	25.8%	23.1%	21.3%	13.8%	12.0%	19.1%
Dissatisfied	0.0%	2.8%	2.8%	1.8%	2.0%	1.9%
Very dissatisfied	3.1%	0.0%	0.0%	0.0%	1.0%	0.8%

Q6. Police, Fire, and Emergency Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of McAllen. (without "don't know")

N=602

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

Q6-11. Quality of fire emergency medical services

Very satisfied	33.0%	23.4%	25.5%	39.4%	33.3%	31.0%
Satisfied	30.9%	52.3%	48.0%	42.3%	54.5%	45.7%
Neutral	23.7%	21.5%	24.5%	17.3%	8.1%	19.0%
Dissatisfied	6.2%	1.9%	0.0%	1.0%	4.0%	2.5%
Very dissatisfied	6.2%	0.9%	2.0%	0.0%	0.0%	1.7%

Q6-12. Fire personnel emergency response time

Very satisfied	35.5%	27.3%	28.6%	39.4%	36.7%	33.6%
Satisfied	29.0%	49.5%	40.8%	44.4%	50.0%	42.9%
Neutral	28.0%	21.2%	29.6%	15.2%	11.1%	20.8%
Dissatisfied	5.4%	1.0%	1.0%	1.0%	1.1%	1.9%
Very dissatisfied	2.2%	1.0%	0.0%	0.0%	1.1%	0.8%

Q6. Police, Fire, and Emergency Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of McAllen. (without "don't know")

N=602

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

Q6-13. Quality of fire safety education programs

Very satisfied	27.7%	21.1%	13.8%	34.8%	26.2%	24.9%
Satisfied	23.4%	33.3%	39.1%	29.3%	32.1%	31.6%
Neutral	37.2%	36.7%	41.4%	30.4%	36.9%	36.2%
Dissatisfied	6.4%	6.7%	5.7%	4.3%	2.4%	5.1%
Very dissatisfied	5.3%	2.2%	0.0%	1.1%	2.4%	2.2%

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

Very satisfied	25.6%	24.2%	24.5%	35.8%	33.7%	28.9%
Satisfied	37.2%	50.5%	41.8%	38.9%	47.2%	43.3%
Neutral	30.2%	23.1%	30.6%	22.1%	14.6%	23.9%
Dissatisfied	4.7%	1.1%	3.1%	3.2%	3.4%	3.0%
Very dissatisfied	2.3%	1.1%	0.0%	0.0%	1.1%	0.9%

Q6. Police, Fire, and Emergency Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of McAllen. (without "don't know")

N=602

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

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

Very satisfied	28.4%	23.9%	27.8%	38.7%	37.5%	31.4%
Satisfied	31.8%	53.3%	41.2%	35.5%	44.3%	41.3%
Neutral	30.7%	19.6%	30.9%	22.6%	12.5%	23.2%
Dissatisfied	5.7%	3.3%	0.0%	3.2%	4.5%	3.2%
Very dissatisfied	3.4%	0.0%	0.0%	0.0%	1.1%	0.9%

Q6-16. Disaster preparedness public education

Very satisfied	14.4%	10.2%	16.8%	24.8%	18.4%	17.3%
Satisfied	28.8%	28.6%	39.6%	37.1%	45.9%	35.8%
Neutral	33.7%	39.8%	29.7%	29.5%	27.6%	32.1%
Dissatisfied	13.5%	15.3%	12.9%	6.7%	7.1%	10.9%
Very dissatisfied	9.6%	6.1%	1.0%	1.9%	1.0%	3.9%

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? (top 2)

N=602

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

Q7. Top choice

Quality of police protection	13.0%	13.3%	11.4%	12.0%	12.1%	12.8%
Visibility of police in neighborhoods	31.3%	27.5%	39.8%	35.9%	31.0%	33.1%
Visibility of police in retail areas	7.8%	13.3%	8.9%	8.5%	11.2%	9.8%
Police response time	8.7%	3.3%	6.5%	5.1%	6.0%	5.8%
Efforts to prevent crime	16.5%	25.8%	25.2%	17.9%	7.8%	18.6%
Police safety education programs	13.9%	10.0%	9.8%	6.0%	6.9%	9.3%
Enforcement of traffic laws	16.5%	17.5%	11.4%	17.1%	12.1%	15.1%
Quality of animal care services	33.9%	23.3%	25.2%	18.8%	25.9%	25.2%
Quality & accessibility of municipal court services (i.e., traffic, collection, fines)	7.0%	4.2%	4.1%	5.1%	1.7%	4.3%

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=602

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

Q7. Top choice (Cont.)

Quality of fire protection	0.9%	4.2%	1.6%	2.6%	5.2%	2.8%
Quality of fire emergency medical services	3.5%	2.5%	3.3%	3.4%	1.7%	2.8%
Fire personnel emergency response time	0.9%	0.8%	1.6%	0.0%	0.9%	0.8%
Quality of fire safety education programs	3.5%	3.3%	1.6%	2.6%	2.6%	2.7%
9-1-1 service provided by operators	3.5%	0.0%	0.0%	1.7%	1.7%	1.3%
9-1-1 response time from first responders, ambulance, fire, police	3.5%	4.2%	2.4%	3.4%	5.2%	3.8%
Disaster preparedness public education	22.6%	27.5%	20.3%	15.4%	14.7%	19.9%
None chosen	5.2%	7.5%	11.4%	20.5%	23.3%	13.8%

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=602

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

Q8-1. In your neighborhood during the day

Very safe	54.8%	45.0%	48.7%	50.4%	51.8%	50.0%
Safe	30.4%	41.7%	41.2%	39.1%	39.5%	38.4%
Neutral	11.3%	10.8%	8.4%	10.4%	7.9%	9.9%
Unsafe	1.7%	1.7%	1.7%	0.0%	0.0%	1.0%
Very unsafe	1.7%	0.8%	0.0%	0.0%	0.9%	0.7%

Q8-2. In your neighborhood at night

Very safe	37.4%	28.3%	28.3%	28.7%	30.1%	30.5%
Safe	33.9%	42.5%	46.7%	47.8%	46.0%	43.4%
Neutral	19.1%	18.3%	18.3%	18.3%	16.8%	18.4%
Unsafe	7.8%	10.8%	5.0%	4.3%	5.3%	6.6%
Very unsafe	1.7%	0.0%	1.7%	0.9%	1.8%	1.2%

Q8. Feeling of Safety. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

N=602

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

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

Very safe	20.7%	7.3%	12.8%	14.7%	17.5%	14.6%
Safe	41.4%	42.2%	40.4%	43.1%	42.7%	42.1%
Neutral	27.0%	34.9%	30.3%	29.4%	29.1%	30.1%
Unsafe	9.9%	14.7%	13.8%	11.8%	9.7%	11.8%
Very unsafe	0.9%	0.9%	2.8%	1.0%	1.0%	1.3%

Q8-4. In commercial & retail areas

Very safe	29.6%	14.4%	12.6%	19.1%	23.9%	19.8%
Safe	37.4%	50.0%	47.9%	52.2%	53.2%	48.3%
Neutral	25.2%	28.8%	31.9%	25.2%	18.3%	25.9%
Unsafe	6.1%	6.8%	7.6%	3.5%	4.6%	5.6%
Very unsafe	1.7%	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=602

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

Q8-5. Overall in City

Very safe	34.8%	17.6%	13.4%	23.5%	24.3%	22.5%
Safe	40.9%	54.6%	58.8%	57.4%	56.8%	53.9%
Neutral	20.9%	20.2%	25.2%	16.5%	15.3%	19.5%
Unsafe	2.6%	7.6%	2.5%	1.7%	3.6%	3.7%
Very unsafe	0.9%	0.0%	0.0%	0.9%	0.0%	0.3%

Q8-6. Downtown after dark

Very safe	11.3%	1.9%	2.1%	9.4%	9.8%	7.1%
Safe	17.0%	12.5%	14.6%	9.4%	15.2%	14.1%
Neutral	19.8%	27.9%	28.1%	40.0%	41.3%	30.5%
Unsafe	35.8%	29.8%	36.5%	23.5%	22.8%	29.7%
Very unsafe	16.0%	27.9%	18.8%	17.6%	10.9%	18.5%

Q8. Feeling of Safety. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

N=602

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

Q8-7. Traveling by bicycle in McAllen

Very safe	9.5%	5.9%	6.1%	12.2%	8.3%	8.4%
Safe	19.0%	22.5%	26.3%	24.4%	25.0%	23.3%
Neutral	22.9%	34.3%	27.3%	30.0%	32.1%	28.8%
Unsafe	28.6%	30.4%	20.2%	17.8%	25.0%	24.7%
Very unsafe	20.0%	6.9%	20.2%	15.6%	9.5%	14.7%

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=602

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

Q9-1. Overall responsiveness of City code enforcement staff

Very satisfied	15.1%	5.0%	3.9%	21.8%	16.7%	12.6%
Satisfied	25.8%	39.0%	36.3%	36.6%	41.1%	35.6%
Neutral	37.6%	31.0%	42.2%	29.7%	25.6%	33.6%
Dissatisfied	11.8%	16.0%	12.7%	8.9%	14.4%	12.6%
Very dissatisfied	9.7%	9.0%	4.9%	3.0%	2.2%	5.7%

Q9-2. City effort to enforce code violations

Very satisfied	14.9%	2.9%	4.9%	19.2%	17.9%	12.0%
Satisfied	29.8%	36.5%	37.3%	26.3%	35.8%	33.3%
Neutral	29.8%	28.8%	36.3%	35.4%	27.4%	31.5%
Dissatisfied	16.0%	21.2%	16.7%	14.1%	12.6%	15.9%
Very dissatisfied	9.6%	10.6%	4.9%	5.1%	6.3%	7.4%

Q9. Code Enforcement. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

N=602

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

Q9-3. Clean-up of debris/litter

Very satisfied	25.0%	7.6%	9.9%	18.9%	19.1%	16.3%
Satisfied	21.4%	30.5%	45.5%	40.5%	40.0%	35.3%
Neutral	25.0%	30.5%	21.5%	21.6%	24.5%	24.5%
Dissatisfied	19.6%	19.5%	17.4%	11.7%	10.9%	16.0%
Very dissatisfied	8.9%	11.9%	5.8%	7.2%	5.5%	7.9%

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

Very satisfied	16.3%	4.5%	5.1%	12.3%	16.0%	11.2%
Satisfied	29.8%	29.5%	33.1%	32.1%	27.4%	30.2%
Neutral	24.0%	31.3%	27.1%	25.5%	34.0%	28.4%
Dissatisfied	18.3%	20.5%	25.4%	20.8%	14.2%	19.6%
Very dissatisfied	11.5%	14.3%	9.3%	9.4%	8.5%	10.6%

Q9. Code Enforcement. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

N=602

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

Q9-5. Efforts to identify abandoned or unsecured properties

Very satisfied	15.2%	2.9%	4.2%	12.9%	11.6%	9.9%
Satisfied	13.0%	25.0%	25.0%	20.4%	23.3%	21.4%
Neutral	44.6%	32.7%	37.5%	33.3%	37.2%	36.7%
Dissatisfied	13.0%	27.9%	24.0%	20.4%	19.8%	21.0%
Very dissatisfied	14.1%	11.5%	9.4%	12.9%	8.1%	11.1%

Q9-6. Efforts to remove dilapidated structures

Very satisfied	13.8%	4.1%	5.2%	12.0%	10.7%	9.7%
Satisfied	16.1%	29.6%	18.6%	14.1%	19.0%	19.6%
Neutral	44.8%	31.6%	46.4%	41.3%	47.6%	41.9%
Dissatisfied	14.9%	22.4%	23.7%	18.5%	14.3%	18.7%
Very dissatisfied	10.3%	12.2%	6.2%	14.1%	8.3%	10.1%

Q9. Code Enforcement. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

N=602

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

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

Very satisfied	11.0%	4.2%	8.0%	14.6%	8.1%	9.8%
Satisfied	22.0%	24.2%	22.0%	16.7%	24.2%	21.7%
Neutral	34.1%	34.7%	28.0%	32.3%	32.3%	32.1%
Dissatisfied	18.7%	17.9%	28.0%	17.7%	24.2%	21.3%
Very dissatisfied	14.3%	18.9%	14.0%	18.8%	11.1%	15.1%

Q9-8. Enforcement of weedy lots

Very satisfied	13.0%	2.8%	8.2%	14.0%	9.1%	9.8%
Satisfied	15.0%	22.6%	24.5%	19.0%	31.3%	22.4%
Neutral	41.0%	30.2%	27.3%	27.0%	25.3%	30.0%
Dissatisfied	13.0%	24.5%	24.5%	27.0%	22.2%	22.2%
Very dissatisfied	18.0%	19.8%	15.5%	13.0%	12.1%	15.7%

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=602

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

Q9-9. Enforcement of abandoned vehicles

Very satisfied	12.1%	6.3%	7.7%	14.4%	10.0%	10.5%
Satisfied	18.7%	21.1%	23.1%	18.6%	27.8%	21.8%
Neutral	35.2%	36.8%	29.8%	33.0%	26.7%	32.3%
Dissatisfied	17.6%	17.9%	25.0%	19.6%	22.2%	20.4%
Very dissatisfied	16.5%	17.9%	14.4%	14.4%	13.3%	15.0%

Q9-10. Enforcement of graffiti

Very satisfied	22.9%	6.9%	13.0%	18.2%	15.0%	15.4%
Satisfied	22.9%	40.6%	36.0%	38.4%	44.0%	36.4%
Neutral	36.5%	30.7%	31.0%	31.3%	22.0%	30.3%
Dissatisfied	10.4%	13.9%	17.0%	10.1%	12.0%	12.5%
Very dissatisfied	7.3%	7.9%	3.0%	2.0%	7.0%	5.3%

Q9. Code Enforcement. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

N=602

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

Q9-11. Cleanliness in your neighborhood

Very satisfied	26.4%	11.1%	12.5%	22.8%	23.7%	19.3%
Satisfied	38.2%	44.4%	45.0%	44.7%	43.0%	43.3%
Neutral	22.7%	21.4%	22.5%	23.7%	21.9%	22.4%
Dissatisfied	3.6%	13.7%	15.0%	6.1%	7.0%	9.0%
Very dissatisfied	9.1%	9.4%	5.0%	2.6%	4.4%	6.0%

Q9-12. Enforcement of loud music

Very satisfied	17.5%	8.0%	8.4%	16.8%	12.2%	12.9%
Satisfied	22.7%	35.0%	27.1%	35.6%	37.8%	32.1%
Neutral	30.9%	25.0%	32.7%	28.7%	29.6%	29.0%
Dissatisfied	16.5%	22.0%	20.6%	10.9%	11.2%	16.0%
Very dissatisfied	12.4%	10.0%	11.2%	7.9%	9.2%	10.0%

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=602

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

Q9-13. Degree to which code violations are a problem

Very satisfied	12.8%	2.8%	7.3%	14.9%	12.2%	10.0%
Satisfied	22.1%	25.5%	25.0%	28.7%	27.8%	26.2%
Neutral	45.3%	52.8%	47.9%	42.6%	42.2%	46.0%
Dissatisfied	12.8%	12.3%	15.6%	10.6%	11.1%	12.3%
Very dissatisfied	7.0%	6.6%	4.2%	3.2%	6.7%	5.4%

Q10. Residential and Neighborhood Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

N=602

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

Q10-1. Quality of residential garbage collection

Very satisfied	48.2%	28.3%	38.0%	43.1%	55.2%	42.3%
Satisfied	30.7%	51.7%	48.8%	47.4%	31.9%	42.6%
Neutral	14.0%	11.7%	9.9%	6.9%	6.0%	9.5%
Dissatisfied	4.4%	4.2%	2.5%	0.9%	5.2%	3.3%
Very dissatisfied	2.6%	4.2%	0.8%	1.7%	1.7%	2.2%

Q10-2. Quality of residential curbside recycling services

Very satisfied	40.9%	25.0%	35.7%	38.9%	52.7%	38.5%
Satisfied	28.2%	44.8%	46.1%	48.7%	33.6%	40.6%
Neutral	17.3%	19.8%	11.3%	7.1%	7.3%	12.5%
Dissatisfied	10.0%	5.2%	3.5%	3.5%	3.6%	5.1%
Very dissatisfied	3.6%	5.2%	3.5%	1.8%	2.7%	3.3%

Q11. Public Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

N=602

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

Q11-1. Quality of drinking water

Very satisfied	10.7%	9.3%	12.9%	15.2%	18.3%	13.2%
Satisfied	19.6%	36.4%	35.3%	42.0%	46.1%	36.1%
Neutral	26.8%	13.6%	25.9%	22.3%	16.5%	21.3%
Dissatisfied	20.5%	25.4%	13.8%	14.3%	13.0%	17.2%
Very dissatisfied	22.3%	15.3%	12.1%	6.3%	6.1%	12.2%

Q11-2. Quality of wastewater services

Very satisfied	14.4%	13.5%	15.5%	22.5%	27.5%	18.9%
Satisfied	37.5%	48.6%	45.7%	48.6%	49.5%	46.1%
Neutral	31.7%	27.9%	32.8%	24.3%	18.3%	26.8%
Dissatisfied	6.7%	8.1%	3.4%	2.7%	2.8%	4.8%
Very dissatisfied	9.6%	1.8%	2.6%	1.8%	1.8%	3.4%

Q11. Public Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

N=602

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

Q11-3. Quality of drainage infrastructure

Very satisfied	11.5%	10.2%	7.5%	19.1%	21.8%	14.2%
Satisfied	26.5%	31.4%	39.2%	38.3%	43.6%	36.0%
Neutral	24.8%	26.3%	25.0%	20.9%	17.3%	22.7%
Dissatisfied	16.8%	21.2%	21.7%	16.5%	11.8%	17.6%
Very dissatisfied	20.4%	11.0%	6.7%	5.2%	5.5%	9.6%

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=602

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

Q12-1. Quality of City parks

Very satisfied	23.6%	11.0%	17.1%	25.9%	33.6%	22.0%
Satisfied	39.1%	50.0%	56.4%	55.6%	51.4%	50.5%
Neutral	18.2%	24.6%	15.4%	14.8%	12.1%	17.3%
Dissatisfied	11.8%	11.9%	10.3%	2.8%	2.8%	7.9%
Very dissatisfied	7.3%	2.5%	0.9%	0.9%	0.0%	2.3%

Q12-2. Number & location of City parks

Very satisfied	24.3%	12.8%	14.7%	26.9%	26.7%	20.6%
Satisfied	33.3%	46.2%	50.0%	51.9%	49.5%	46.1%
Neutral	14.4%	23.9%	19.8%	19.4%	19.8%	19.8%
Dissatisfied	20.7%	12.0%	12.1%	0.9%	3.0%	9.8%
Very dissatisfied	7.2%	5.1%	3.4%	0.9%	1.0%	3.7%

Q12. Parks and Recreation. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

N=602

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

Q12-3. Quality of walking & biking trails

Very satisfied	21.6%	14.5%	17.4%	27.6%	20.4%	20.2%
Satisfied	29.7%	41.0%	44.3%	46.7%	51.0%	42.0%
Neutral	19.8%	29.9%	26.1%	18.1%	19.4%	23.2%
Dissatisfied	16.2%	9.4%	9.6%	4.8%	7.1%	9.5%
Very dissatisfied	12.6%	5.1%	2.6%	2.9%	2.0%	5.0%

Q12-4. Number of walking & biking trails

Very satisfied	16.2%	14.2%	12.2%	27.9%	22.2%	18.1%
Satisfied	25.2%	32.7%	42.6%	43.3%	42.4%	36.7%
Neutral	16.2%	31.0%	27.8%	17.3%	24.2%	23.8%
Dissatisfied	26.1%	13.3%	12.2%	8.7%	8.1%	14.2%
Very dissatisfied	16.2%	8.8%	5.2%	2.9%	3.0%	7.3%

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=602

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

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

Very satisfied	14.0%	6.6%	9.9%	17.9%	12.5%	12.1%
Satisfied	18.0%	25.3%	23.1%	23.1%	33.8%	24.4%
Neutral	31.0%	36.3%	40.7%	46.2%	41.3%	38.9%
Dissatisfied	19.0%	14.3%	18.7%	11.5%	7.5%	14.3%
Very dissatisfied	18.0%	17.6%	7.7%	1.3%	5.0%	10.3%

Q12-6. Quality of City sponsored events & activities

Very satisfied	20.8%	9.3%	18.0%	27.0%	22.0%	19.4%
Satisfied	40.6%	34.6%	36.9%	37.0%	48.0%	39.2%
Neutral	19.8%	39.3%	35.1%	30.0%	24.0%	29.9%
Dissatisfied	14.2%	10.3%	7.2%	4.0%	5.0%	8.1%
Very dissatisfied	4.7%	6.5%	2.7%	2.0%	1.0%	3.4%

Q12. Parks and Recreation. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

N=602

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

Q12-7. Quality of youth programs

Very satisfied	21.2%	8.0%	16.1%	28.6%	18.1%	18.0%
Satisfied	32.3%	35.0%	31.2%	34.5%	48.2%	35.8%
Neutral	23.2%	37.0%	39.8%	31.0%	31.3%	33.0%
Dissatisfied	17.2%	16.0%	9.7%	4.8%	2.4%	10.3%
Very dissatisfied	6.1%	4.0%	3.2%	1.2%	0.0%	3.0%

Q12-8. Quality of adult sports programs

Very satisfied	18.6%	3.3%	11.4%	20.2%	12.3%	13.3%
Satisfied	22.1%	21.1%	30.7%	26.2%	29.6%	25.6%
Neutral	32.6%	53.3%	38.6%	42.9%	44.4%	42.6%
Dissatisfied	14.0%	15.6%	17.0%	8.3%	11.1%	13.3%
Very dissatisfied	12.8%	6.7%	2.3%	2.4%	2.5%	5.3%

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=602

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

Q12-9. Quality of outdoor athletic facilities

Very satisfied	15.8%	5.0%	14.0%	22.6%	18.9%	15.3%
Satisfied	24.8%	37.0%	26.0%	38.7%	43.2%	33.6%
Neutral	29.7%	34.0%	43.0%	33.3%	30.5%	34.0%
Dissatisfied	21.8%	17.0%	14.0%	3.2%	6.3%	12.9%
Very dissatisfied	7.9%	7.0%	3.0%	2.2%	1.1%	4.2%

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

Very satisfied	15.7%	7.1%	11.5%	28.0%	22.8%	16.8%
Satisfied	30.6%	41.1%	52.2%	38.0%	46.5%	41.9%
Neutral	25.9%	34.8%	23.9%	28.0%	25.7%	27.5%
Dissatisfied	18.5%	11.6%	10.6%	5.0%	4.0%	10.1%
Very dissatisfied	9.3%	5.4%	1.8%	1.0%	1.0%	3.7%

Q12. Parks and Recreation. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

N=602

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

Q12-11. Recreational opportunities

Very satisfied	19.2%	6.7%	10.6%	21.4%	19.2%	15.4%
Satisfied	30.3%	32.7%	38.5%	31.6%	42.4%	35.1%
Neutral	20.2%	37.5%	31.7%	39.8%	29.3%	31.6%
Dissatisfied	19.2%	17.3%	16.3%	6.1%	7.1%	13.3%
Very dissatisfied	11.1%	5.8%	2.9%	1.0%	2.0%	4.7%

Q12-12. Quality of outdoor programming at Fireman's Par

Very satisfied	22.3%	10.9%	15.5%	19.8%	18.3%	17.7%
Satisfied	35.1%	28.3%	34.5%	38.4%	43.7%	35.3%
Neutral	28.7%	48.9%	36.9%	39.5%	36.6%	38.2%
Dissatisfied	6.4%	8.7%	13.1%	2.3%	1.4%	6.5%
Very dissatisfied	7.4%	3.3%	0.0%	0.0%	0.0%	2.3%

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=602

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

Q12-13. Quality of outdoor programming at McAllen Nature Center

Very satisfied	20.0%	12.9%	10.3%	21.7%	20.5%	17.0%
Satisfied	35.6%	28.2%	46.0%	38.6%	38.4%	37.1%
Neutral	27.8%	45.9%	35.6%	34.9%	37.0%	35.9%
Dissatisfied	10.0%	10.6%	8.0%	3.6%	2.7%	7.3%
Very dissatisfied	6.7%	2.4%	0.0%	1.2%	1.4%	2.6%

Q12-14. Quality of outdoor programming at Camp McAllen

Very satisfied	21.7%	11.7%	8.8%	23.0%	18.8%	17.2%
Satisfied	31.3%	32.5%	45.0%	33.8%	37.7%	36.0%
Neutral	33.7%	44.2%	40.0%	37.8%	42.0%	39.1%
Dissatisfied	8.4%	7.8%	6.3%	4.1%	1.4%	5.7%
Very dissatisfied	4.8%	3.9%	0.0%	1.4%	0.0%	2.1%

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

N=602

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

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

Yes	46.1%	40.0%	43.9%	45.3%	44.0%	43.7%
No	53.9%	60.0%	56.1%	54.7%	56.0%	56.3%

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

N=263

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

Q13a. How did you contact City

Phone (McAllen 311)	74.5%	72.9%	81.5%	76.9%	69.4%	75.2%
Email	3.9%	0.0%	0.0%	7.7%	4.1%	3.1%
Social media	0.0%	0.0%	0.0%	0.0%	2.0%	0.4%
Website	3.9%	4.2%	5.6%	3.8%	0.0%	3.5%
In person	17.6%	22.9%	13.0%	11.5%	24.5%	17.8%

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

N=263

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

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

Very easy	30.0%	25.0%	37.7%	50.0%	44.9%	37.1%
Somewhat easy	36.0%	47.9%	35.8%	32.7%	30.6%	36.7%
Difficult	24.0%	6.3%	17.0%	13.5%	8.2%	14.5%
Very difficult	10.0%	20.8%	9.4%	3.8%	16.3%	11.7%

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=602

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

Q14-1. Quality of City's website

Very satisfied	11.7%	7.9%	7.7%	23.4%	18.4%	13.7%
Satisfied	43.7%	37.6%	50.0%	45.7%	37.9%	43.1%
Neutral	25.2%	39.6%	33.7%	26.6%	34.5%	31.9%
Dissatisfied	13.6%	8.9%	6.7%	3.2%	8.0%	8.1%
Very dissatisfied	5.8%	5.9%	1.9%	1.1%	1.1%	3.2%

Q14. City Communication. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

N=602

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

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

Very satisfied	13.3%	7.0%	7.7%	21.1%	14.3%	13.0%
Satisfied	44.8%	35.0%	51.6%	43.3%	26.0%	40.0%
Neutral	27.6%	46.0%	35.2%	33.3%	50.6%	38.3%
Dissatisfied	8.6%	10.0%	5.5%	2.2%	7.8%	6.8%
Very dissatisfied	5.7%	2.0%	0.0%	0.0%	1.3%	1.9%

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

Very satisfied	13.1%	3.7%	8.3%	20.6%	14.6%	12.3%
Satisfied	37.4%	34.9%	38.0%	46.1%	35.4%	37.8%
Neutral	25.2%	38.5%	36.1%	27.5%	36.5%	32.9%
Dissatisfied	18.7%	17.4%	17.6%	3.9%	12.5%	14.2%
Very dissatisfied	5.6%	5.5%	0.0%	2.0%	1.0%	2.8%

Q14. City Communication. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

N=602

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

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

Very satisfied	9.1%	4.3%	8.8%	23.8%	13.1%	11.8%
Satisfied	36.4%	31.0%	34.5%	38.1%	37.4%	34.8%
Neutral	32.7%	37.9%	36.3%	29.5%	35.4%	34.8%
Dissatisfied	19.1%	19.0%	19.5%	6.7%	13.1%	15.8%
Very dissatisfied	2.7%	7.8%	0.9%	1.9%	1.0%	2.9%

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

Very satisfied	11.9%	1.0%	5.2%	15.3%	7.8%	8.2%
Satisfied	23.8%	21.9%	24.7%	30.6%	25.6%	24.9%
Neutral	26.7%	36.2%	48.5%	37.8%	46.7%	39.0%
Dissatisfied	21.8%	27.6%	14.4%	11.2%	16.7%	18.5%
Very dissatisfied	15.8%	13.3%	7.2%	5.1%	3.3%	9.3%

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=602

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

Q14-6. Transparency of City government

Very satisfied	10.1%	2.8%	7.7%	17.0%	10.8%	9.6%
Satisfied	20.2%	20.4%	25.0%	31.0%	23.7%	23.6%
Neutral	26.3%	30.6%	41.3%	35.0%	48.4%	36.5%
Dissatisfied	19.2%	28.7%	17.3%	10.0%	14.0%	18.0%
Very dissatisfied	24.2%	17.6%	8.7%	7.0%	3.2%	12.3%

Q14-7. City's TV station, McAllen Cable Network (MCN)

Very satisfied	11.0%	4.1%	6.3%	15.4%	17.3%	11.0%
Satisfied	29.3%	28.4%	34.2%	41.0%	37.3%	33.8%
Neutral	43.9%	48.6%	45.6%	37.2%	34.7%	42.2%
Dissatisfied	9.8%	12.2%	11.4%	3.8%	9.3%	9.2%
Very dissatisfied	6.1%	6.8%	2.5%	2.6%	1.3%	3.8%

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

N=602

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

Q15. Your primary sources of information about City issues, services, & events

City website	36.5%	36.7%	35.0%	28.2%	17.2%	30.6%
Local newspaper	11.3%	7.5%	8.1%	18.8%	29.3%	15.0%
City cable channel (MCN)	9.6%	4.2%	3.3%	6.0%	12.1%	7.0%
Radio news programs	11.3%	10.8%	14.6%	11.1%	12.9%	12.6%
Television news programs	18.3%	25.0%	39.0%	50.4%	56.0%	37.5%
Social media (Facebook, Twitter, Instagram)	69.6%	70.0%	60.2%	44.4%	36.2%	56.0%
Word of mouth (friends/neighbors)	33.0%	30.0%	29.3%	41.0%	41.4%	34.6%
City emails/press releases	20.9%	9.2%	15.4%	11.1%	10.3%	13.3%
Public meetings	7.0%	0.8%	5.7%	7.7%	3.4%	5.0%
Other	2.6%	1.7%	2.4%	1.7%	1.7%	2.0%

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

N=602

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

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

Every time it rains	20.7%	17.5%	17.4%	13.7%	19.3%	17.7%
Sometimes, if it has been raining frequently	27.0%	35.8%	22.3%	24.8%	23.7%	26.7%
Rarely, only if it's a major storm event	38.7%	30.8%	38.8%	41.0%	34.2%	36.8%
Never, I do not experience standing water or ponding in my neighborhood	13.5%	15.8%	21.5%	20.5%	22.8%	18.8%

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

N=602

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

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

Yes	31.5%	17.6%	13.4%	14.7%	11.4%	17.5%
No	68.5%	82.4%	86.6%	85.3%	88.6%	82.5%

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

N=254

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

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

Flooding in the driveway or lawn/yard	84.4%	87.3%	86.7%	79.5%	70.8%	81.1%
Flooding inside the garage	25.0%	16.4%	6.7%	15.4%	8.3%	15.0%
Flooding that reached inside the house or residence	21.9%	16.4%	4.4%	12.8%	10.4%	13.8%

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

N=602

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

Q19. How many years have you lived in McAllen

0-5	11.6%	7.6%	6.6%	5.2%	4.5%	7.0%
6-10	18.8%	7.6%	4.1%	5.2%	5.4%	8.0%
11-15	17.9%	12.7%	4.1%	6.0%	5.4%	9.1%
16-20	13.4%	16.1%	12.3%	7.8%	3.6%	10.6%
21-30	30.4%	24.6%	27.9%	11.2%	12.5%	21.5%
31+	8.0%	31.4%	45.1%	64.7%	68.8%	43.8%

Q1. City Services. Please rate your overall satisfaction with major categories of services provided by McAllen on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q1-1. Overall quality of public safety (Police, Fire, EMS, Emergency Management)

Very satisfied	46.2%	28.4%	44.9%	40.9%	26.4%	37.5%
Satisfied	36.3%	50.9%	40.7%	37.5%	51.6%	41.7%
Neutral	15.4%	15.5%	11.0%	15.9%	18.7%	16.6%
Dissatisfied	2.2%	3.4%	2.5%	3.4%	2.2%	3.0%
Very dissatisfied	0.0%	1.7%	0.8%	2.3%	1.1%	1.2%

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

Very satisfied	34.4%	18.0%	27.7%	31.5%	22.0%	26.1%
Satisfied	44.4%	52.3%	48.7%	39.3%	31.9%	43.3%
Neutral	14.4%	17.1%	13.4%	12.4%	23.1%	16.9%
Dissatisfied	6.7%	11.7%	7.6%	10.1%	19.8%	10.9%
Very dissatisfied	0.0%	0.9%	2.5%	6.7%	3.3%	2.7%

Q1. City Services. Please rate your overall satisfaction with major categories of services provided by McAllen on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

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

Very satisfied	29.3%	17.1%	15.8%	20.7%	18.3%	18.2%
Satisfied	39.1%	41.0%	43.3%	40.2%	30.1%	39.2%
Neutral	8.7%	23.1%	18.3%	20.7%	23.7%	20.0%
Dissatisfied	15.2%	11.1%	18.3%	10.3%	18.3%	15.2%
Very dissatisfied	7.6%	7.7%	4.2%	8.0%	9.7%	7.3%

Q1-4. Overall quality of City water utilities

Very satisfied	34.4%	19.0%	19.3%	20.2%	16.5%	21.8%
Satisfied	36.6%	44.8%	45.4%	41.6%	40.7%	41.0%
Neutral	17.2%	16.4%	18.5%	16.9%	20.9%	18.4%
Dissatisfied	4.3%	11.2%	9.2%	10.1%	12.1%	10.4%
Very dissatisfied	7.5%	8.6%	7.6%	11.2%	9.9%	8.4%

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=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q1-5. Overall quality of City sewer utilities

Very satisfied	33.7%	16.5%	23.3%	19.3%	19.8%	22.6%
Satisfied	32.6%	49.6%	50.0%	47.7%	46.2%	45.1%
Neutral	19.6%	22.6%	13.3%	19.3%	18.7%	19.4%
Dissatisfied	8.7%	7.0%	11.7%	8.0%	6.6%	8.4%
Very dissatisfied	5.4%	4.3%	1.7%	5.7%	8.8%	4.5%

Q1-6. Overall enforcement of City codes & ordinances

Very satisfied	18.7%	14.3%	8.5%	10.8%	7.9%	12.4%
Satisfied	42.9%	30.4%	46.2%	38.6%	30.3%	36.4%
Neutral	18.7%	31.3%	27.4%	24.1%	31.5%	27.1%
Dissatisfied	15.4%	14.3%	13.7%	18.1%	19.1%	16.4%
Very dissatisfied	4.4%	9.8%	4.3%	8.4%	11.2%	7.8%

Q1. City Services. Please rate your overall satisfaction with major categories of services provided by McAllen on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q1-7. Overall quality of customer service you receive from City employees

Very satisfied	34.1%	25.0%	22.2%	31.0%	23.3%	26.4%
Satisfied	37.5%	42.0%	50.4%	39.3%	35.6%	41.2%
Neutral	23.9%	18.8%	17.9%	22.6%	31.1%	23.0%
Dissatisfied	2.3%	9.8%	6.0%	4.8%	5.6%	5.9%
Very dissatisfied	2.3%	4.5%	3.4%	2.4%	4.4%	3.5%

Q1-8. Overall effectiveness of City communication with the public

Very satisfied	25.0%	19.5%	12.8%	14.8%	13.2%	16.6%
Satisfied	38.6%	30.1%	41.9%	40.9%	35.2%	36.6%
Neutral	22.7%	30.1%	29.9%	29.5%	25.3%	29.1%
Dissatisfied	9.1%	15.9%	12.0%	12.5%	17.6%	13.0%
Very dissatisfied	4.5%	4.4%	3.4%	2.3%	8.8%	4.8%

Q1. City Services. Please rate your overall satisfaction with major categories of services provided by McAllen on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q1-9. Overall quality of City's storm water runoff/storm water management system

Very satisfied	23.1%	16.7%	11.1%	10.2%	12.2%	14.2%
Satisfied	33.0%	31.6%	38.5%	37.5%	31.1%	34.1%
Neutral	20.9%	22.8%	27.4%	23.9%	27.8%	25.3%
Dissatisfied	16.5%	19.3%	17.9%	15.9%	15.6%	17.2%
Very dissatisfied	6.6%	9.6%	5.1%	12.5%	13.3%	9.2%

Q1-10. Overall flow of traffic & congestion management in City

Very satisfied	14.4%	6.9%	6.7%	6.7%	7.5%	8.9%
Satisfied	42.2%	19.8%	31.1%	38.2%	29.0%	29.8%
Neutral	24.4%	33.6%	18.5%	19.1%	19.4%	23.9%
Dissatisfied	13.3%	24.1%	32.8%	23.6%	21.5%	24.2%
Very dissatisfied	5.6%	15.5%	10.9%	12.4%	22.6%	13.1%

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=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q1-11. Overall quality of City's solid waste system (trash, recycling, yard waste)

Very satisfied	31.5%	31.9%	32.2%	29.5%	26.9%	29.9%
Satisfied	37.0%	44.0%	47.5%	46.6%	41.9%	43.5%
Neutral	16.3%	12.9%	11.0%	12.5%	23.7%	15.4%
Dissatisfied	12.0%	6.9%	8.5%	9.1%	6.5%	8.6%
Very dissatisfied	3.3%	4.3%	0.8%	2.3%	1.1%	2.7%

Q2. Which THREE of the major categories of 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=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q2. Top choice

Overall quality of public safety (Police, Fire, EMS, Emergency Management)	14.0%	28.2%	23.3%	22.5%	24.7%	23.9%
Overall quality of City parks & recreation programs & facilities	20.4%	25.6%	27.5%	30.3%	34.4%	27.6%
Overall maintenance of City streets, buildings, & facilities	44.1%	36.8%	44.2%	41.6%	39.8%	41.9%
Overall quality of City water utilities	19.4%	28.2%	26.7%	28.1%	23.7%	25.6%
Overall quality of City sewer utilities	11.8%	3.4%	10.8%	9.0%	15.1%	9.1%
Overall enforcement of City codes & ordinances	23.7%	24.8%	20.8%	22.5%	24.7%	23.4%
Overall quality of customer service you receive from City employees	8.6%	12.0%	5.8%	4.5%	9.7%	8.3%

Q2. Which THREE of the major categories of 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=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q2. Top choice (Cont.)

Overall effectiveness of City communication with the public	12.9%	17.1%	18.3%	16.9%	18.3%	15.3%
Overall quality of City's storm water runoff/storm water management system	34.4%	35.0%	38.3%	40.4%	35.5%	36.0%
Overall flow of traffic & congestion management in City	35.5%	50.4%	50.0%	47.2%	51.6%	45.8%
Overall quality of City's solid waste system (trash, recycling, yard waste)	20.4%	12.8%	10.0%	14.6%	14.0%	14.3%
None chosen	14.0%	5.1%	4.2%	4.5%	0.0%	6.3%

Q3. Perceptions. Several items that may influence your perception of McAllen are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q3-1. McAllen as a place to live

Very satisfied	49.5%	37.9%	40.0%	48.3%	37.0%	42.7%
Satisfied	38.7%	41.4%	46.7%	37.1%	44.6%	41.2%
Neutral	9.7%	15.5%	10.8%	9.0%	13.0%	12.3%
Dissatisfied	1.1%	2.6%	2.5%	4.5%	5.4%	3.0%
Very dissatisfied	1.1%	2.6%	0.0%	1.1%	0.0%	0.8%

Q3-2. McAllen as a place to raise children

Very satisfied	51.1%	39.4%	34.5%	42.4%	37.1%	41.4%
Satisfied	37.8%	43.1%	53.8%	36.5%	38.2%	40.9%
Neutral	10.0%	9.2%	8.4%	12.9%	18.0%	12.3%
Dissatisfied	1.1%	5.5%	0.8%	5.9%	6.7%	3.8%
Very dissatisfied	0.0%	2.8%	2.5%	2.4%	0.0%	1.6%

Q3. Perceptions. Several items that may influence your perception of McAllen are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q3-3. McAllen as a place to work

Very satisfied	37.1%	33.6%	30.7%	34.9%	34.8%	34.0%
Satisfied	39.3%	31.0%	49.1%	39.5%	32.6%	38.6%
Neutral	16.9%	22.1%	12.3%	19.8%	20.7%	18.3%
Dissatisfied	4.5%	8.0%	3.5%	4.7%	8.7%	6.0%
Very dissatisfied	2.2%	5.3%	4.4%	1.2%	3.3%	3.1%

Q3-4. McAllen as a place to retire

Very satisfied	43.5%	33.3%	37.3%	38.4%	29.2%	35.8%
Satisfied	31.5%	43.0%	38.1%	31.4%	39.3%	36.9%
Neutral	19.6%	13.2%	16.9%	19.8%	21.3%	18.9%
Dissatisfied	2.2%	5.3%	5.1%	8.1%	9.0%	5.5%
Very dissatisfied	3.3%	5.3%	2.5%	2.3%	1.1%	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=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q3-5. Overall image of McAllen

Very satisfied	40.9%	28.4%	28.3%	33.7%	26.1%	30.1%
Satisfied	41.9%	50.0%	51.7%	42.7%	39.1%	46.6%
Neutral	10.8%	14.7%	10.8%	14.6%	26.1%	15.2%
Dissatisfied	5.4%	6.0%	8.3%	5.6%	6.5%	6.5%
Very dissatisfied	1.1%	0.9%	0.8%	3.4%	2.2%	1.7%

Q3-6. Overall quality of life in McAllen

Very satisfied	33.3%	24.6%	31.7%	38.2%	25.0%	29.3%
Satisfied	40.9%	52.6%	49.2%	34.8%	45.7%	45.7%
Neutral	17.2%	12.3%	15.0%	20.2%	18.5%	17.4%
Dissatisfied	6.5%	8.8%	2.5%	5.6%	9.8%	6.0%
Very dissatisfied	2.2%	1.8%	1.7%	1.1%	1.1%	1.7%

Q3. Perceptions. Several items that may influence your perception of McAllen are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q3-7. Overall appearance of McAllen

Very satisfied	36.6%	25.9%	22.7%	28.4%	16.5%	25.0%
Satisfied	40.9%	49.1%	46.2%	36.4%	36.3%	41.9%
Neutral	9.7%	16.4%	20.2%	22.7%	26.4%	20.3%
Dissatisfied	10.8%	5.2%	7.6%	8.0%	17.6%	9.5%
Very dissatisfied	2.2%	3.4%	3.4%	4.5%	3.3%	3.4%

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

Very satisfied	37.4%	28.1%	26.5%	30.7%	26.1%	28.6%
Satisfied	45.1%	43.0%	44.4%	42.0%	38.6%	43.7%
Neutral	9.9%	22.8%	23.9%	18.2%	27.3%	20.6%
Dissatisfied	4.4%	1.8%	2.6%	8.0%	5.7%	4.6%
Very dissatisfied	3.3%	4.4%	2.6%	1.1%	2.3%	2.4%

Q3. Perceptions. Several items that may influence your perception of McAllen are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

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

Very satisfied	28.3%	16.4%	15.7%	22.7%	14.8%	18.5%
Satisfied	30.4%	31.9%	33.9%	29.5%	22.7%	30.7%
Neutral	23.9%	30.2%	37.4%	26.1%	30.7%	30.9%
Dissatisfied	12.0%	9.5%	6.1%	11.4%	13.6%	10.3%
Very dissatisfied	5.4%	12.1%	7.0%	10.2%	18.2%	9.6%

Q3-10. Overall effectiveness of City management

Very satisfied	29.0%	15.2%	15.8%	20.5%	13.6%	18.4%
Satisfied	33.3%	33.9%	39.5%	33.0%	29.5%	33.4%
Neutral	22.6%	34.8%	33.3%	25.0%	37.5%	31.6%
Dissatisfied	12.9%	9.8%	6.1%	12.5%	12.5%	10.9%
Very dissatisfied	2.2%	6.3%	5.3%	9.1%	6.8%	5.7%

Q4. Maintenance. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied and 1 means "Very Dissatisfied," with the following services provided by the City. (without "don't know")

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q4-1. Condition of major City streets

Very satisfied	27.5%	15.5%	11.9%	17.0%	15.4%	16.0%
Satisfied	44.0%	52.6%	58.5%	50.0%	50.5%	50.8%
Neutral	14.3%	18.1%	15.3%	18.2%	15.4%	16.7%
Dissatisfied	12.1%	12.1%	8.5%	11.4%	14.3%	12.1%
Very dissatisfied	2.2%	1.7%	5.9%	3.4%	4.4%	4.4%

Q4-2. Condition of streets in your neighborhood

Very satisfied	17.6%	18.8%	18.6%	23.9%	19.6%	19.2%
Satisfied	44.0%	47.9%	53.4%	44.3%	41.3%	44.9%
Neutral	14.3%	13.7%	13.6%	13.6%	17.4%	16.0%
Dissatisfied	20.9%	13.7%	9.3%	13.6%	15.2%	14.5%
Very dissatisfied	3.3%	6.0%	5.1%	4.5%	6.5%	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=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q4-3. Condition of sidewalks in your neighborhood

Very satisfied	16.9%	13.2%	10.6%	18.4%	13.3%	14.3%
Satisfied	31.5%	37.7%	46.0%	29.9%	37.8%	36.4%
Neutral	22.5%	24.6%	18.6%	13.8%	24.4%	21.4%
Dissatisfied	21.3%	12.3%	16.8%	23.0%	14.4%	17.3%
Very dissatisfied	7.9%	12.3%	8.0%	14.9%	10.0%	10.5%

Q4-4. Timing of traffic signals on City streets

Very satisfied	13.3%	12.2%	10.3%	2.3%	6.6%	9.5%
Satisfied	46.7%	34.8%	35.0%	44.3%	34.1%	36.5%
Neutral	21.1%	21.7%	23.1%	23.9%	20.9%	23.1%
Dissatisfied	12.2%	23.5%	23.1%	19.3%	24.2%	21.4%
Very dissatisfied	6.7%	7.8%	8.5%	10.2%	14.3%	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=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q4-5. Traffic flow on major City streets

Very satisfied	14.3%	6.9%	6.0%	6.7%	5.5%	7.6%
Satisfied	47.3%	29.3%	35.0%	31.5%	25.3%	32.0%
Neutral	18.7%	31.0%	21.4%	24.7%	28.6%	27.6%
Dissatisfied	13.2%	25.0%	30.8%	30.3%	23.1%	23.9%
Very dissatisfied	6.6%	7.8%	6.8%	6.7%	17.6%	9.0%

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

Very satisfied	15.1%	12.9%	13.2%	4.5%	6.7%	10.0%
Satisfied	39.5%	36.2%	36.8%	33.0%	28.9%	35.2%
Neutral	18.6%	26.7%	23.7%	28.4%	25.6%	25.9%
Dissatisfied	17.4%	14.7%	14.9%	22.7%	18.9%	17.4%
Very dissatisfied	9.3%	9.5%	11.4%	11.4%	20.0%	11.4%

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=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

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

Very satisfied	18.0%	16.5%	12.2%	13.6%	8.7%	13.0%
Satisfied	52.8%	44.3%	51.3%	53.4%	46.7%	49.3%
Neutral	19.1%	28.7%	26.1%	23.9%	27.2%	25.3%
Dissatisfied	5.6%	8.7%	8.7%	8.0%	7.6%	8.5%
Very dissatisfied	4.5%	1.7%	1.7%	1.1%	9.8%	3.9%

Q4-8. Adequacy of City street lighting for illumination in neighborhoods

Very satisfied	11.2%	9.5%	7.8%	7.9%	9.9%	9.5%
Satisfied	38.2%	36.2%	40.9%	44.9%	40.7%	38.8%
Neutral	23.6%	20.7%	22.6%	21.3%	19.8%	22.0%
Dissatisfied	18.0%	23.3%	21.7%	19.1%	19.8%	19.8%
Very dissatisfied	9.0%	10.3%	7.0%	6.7%	9.9%	9.9%

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=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q4-9. Adequacy of City street lighting for illumination along major streets/corridors

Very satisfied	14.3%	15.4%	11.2%	10.2%	9.8%	12.7%
Satisfied	41.8%	44.4%	50.0%	52.3%	48.9%	46.5%
Neutral	23.1%	18.8%	19.8%	20.5%	25.0%	22.2%
Dissatisfied	13.2%	15.4%	16.4%	13.6%	8.7%	12.9%
Very dissatisfied	7.7%	6.0%	2.6%	3.4%	7.6%	5.8%

Q4-10. Adequacy of City street lighting for illumination at City parks & recreation areas

Very satisfied	17.4%	16.1%	9.2%	8.2%	8.0%	11.7%
Satisfied	40.7%	30.4%	42.2%	49.4%	33.3%	38.1%
Neutral	30.2%	33.0%	28.4%	21.2%	34.5%	30.2%
Dissatisfied	3.5%	17.9%	15.6%	14.1%	13.8%	13.7%
Very dissatisfied	8.1%	2.7%	4.6%	7.1%	10.3%	6.2%

Q4. Maintenance. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied and 1 means "Very Dissatisfied," with the following services provided by the City. (without "don't know")

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q4-11. Adequacy of City street lighting for illumination at City hike & bike trails

Very satisfied	13.4%	14.4%	7.0%	10.5%	6.5%	10.1%
Satisfied	36.6%	27.9%	34.0%	38.2%	28.6%	31.2%
Neutral	28.0%	37.5%	28.0%	26.3%	26.0%	32.0%
Dissatisfied	14.6%	14.4%	25.0%	19.7%	27.3%	19.6%
Very dissatisfied	7.3%	5.8%	6.0%	5.3%	11.7%	7.2%

Q4-12. Condition of pavement markings on City streets

Very satisfied	12.4%	12.3%	8.6%	15.1%	10.3%	11.6%
Satisfied	53.9%	34.2%	48.3%	39.5%	37.9%	41.6%
Neutral	15.7%	33.3%	23.3%	23.3%	34.5%	27.1%
Dissatisfied	14.6%	14.0%	17.2%	17.4%	9.2%	15.0%
Very dissatisfied	3.4%	6.1%	2.6%	4.7%	8.0%	4.8%

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=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q4-13. Overall cleanliness of streets

Very satisfied	19.8%	18.1%	17.1%	17.0%	13.2%	15.6%
Satisfied	49.5%	46.6%	51.3%	44.3%	47.3%	48.4%
Neutral	18.7%	27.6%	17.9%	20.5%	18.7%	21.7%
Dissatisfied	8.8%	5.2%	10.3%	11.4%	12.1%	9.5%
Very dissatisfied	3.3%	2.6%	3.4%	6.8%	8.8%	4.8%

Q4-14. Overall cleanliness of public areas

Very satisfied	20.0%	17.4%	12.0%	16.3%	11.1%	14.4%
Satisfied	53.3%	40.9%	54.7%	47.7%	40.0%	48.0%
Neutral	13.3%	31.3%	23.9%	19.8%	25.6%	23.1%
Dissatisfied	8.9%	9.6%	7.7%	9.3%	14.4%	9.9%
Very dissatisfied	4.4%	0.9%	1.7%	7.0%	8.9%	4.6%

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=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q4-15. Condition of landscaping along public streets

Very satisfied	19.1%	16.2%	11.1%	16.9%	6.8%	13.5%
Satisfied	50.6%	37.6%	46.2%	34.8%	37.5%	42.2%
Neutral	18.0%	35.0%	28.2%	21.3%	26.1%	26.6%
Dissatisfied	10.1%	8.5%	10.3%	19.1%	14.8%	11.8%
Very dissatisfied	2.2%	2.6%	4.3%	7.9%	14.8%	6.0%

Q4-16. Maintenance of City buildings & facilities

Very satisfied	18.6%	16.2%	11.9%	13.8%	9.3%	14.0%
Satisfied	54.7%	45.9%	55.9%	44.8%	46.5%	49.4%
Neutral	22.1%	34.2%	28.8%	33.3%	33.7%	30.5%
Dissatisfied	3.5%	2.7%	1.7%	6.9%	8.1%	4.4%
Very dissatisfied	1.2%	0.9%	1.7%	1.1%	2.3%	1.7%

Q5. Which TWO of the City maintenance services listed in Question 4 do you think should receive the most emphasis from City leaders over the next TWO years? (top 2)

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q5. Top choice

Condition of major City streets	10.8%	13.7%	16.7%	18.0%	11.8%	14.3%
Condition of streets in your neighborhood	18.3%	14.5%	19.2%	11.2%	14.0%	17.1%
Condition of sidewalks in your neighborhood	17.2%	11.1%	11.7%	19.1%	11.8%	13.0%
Timing of traffic signals on City streets	16.1%	29.1%	35.0%	27.0%	32.3%	28.2%
Traffic flow on major City streets	19.4%	29.9%	36.7%	29.2%	34.4%	30.1%
Pedestrian accessibility (City's sidewalk system/network, number/availability of sidewalks)	19.4%	12.8%	18.3%	22.5%	31.2%	19.4%
Appearance & condition of City medians, right-of-ways, & public areas	6.5%	5.1%	3.3%	4.5%	5.4%	5.1%

Q5. Which TWO of the City maintenance services listed in Question 4 do you think should receive the most emphasis from City leaders over the next TWO years? (top 2)

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q5. Top choice (Cont.)

Adequacy of City street lighting for illumination in neighborhoods	24.7%	23.1%	17.5%	18.0%	8.6%	18.6%
Adequacy of City street lighting for illumination along major streets/corridors	10.8%	7.7%	3.3%	2.2%	5.4%	5.6%
Adequacy of City street lighting for illumination at City parks & recreation areas	1.1%	6.0%	5.0%	2.2%	2.2%	3.3%
Adequacy of City street lighting for illumination at City hike & bike trails	6.5%	5.1%	3.3%	5.6%	8.6%	5.3%
Condition of pavement markings on City streets	4.3%	8.5%	5.0%	6.7%	1.1%	4.7%
Overall cleanliness of streets	5.4%	6.8%	5.0%	6.7%	6.5%	5.5%

Q5. Which TWO of the City maintenance services listed in Question 4 do you think should receive the most emphasis from City leaders over the next TWO years? (top 2)

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q5. Top choice (Cont.)

Overall cleanliness of public areas	4.3%	3.4%	1.7%	9.0%	7.5%	5.0%
Condition of landscaping along public streets	1.1%	4.3%	6.7%	7.9%	9.7%	5.3%
Maintenance of City buildings & facilities	0.0%	2.6%	0.8%	1.1%	1.1%	1.3%
None chosen	14.0%	6.0%	4.2%	3.4%	2.2%	7.1%

Q6. Police, Fire, and Emergency Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of McAllen. (without "don't know")

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q6-1. Quality of police protection

Very satisfied	40.9%	24.3%	31.9%	36.0%	28.7%	32.9%
Satisfied	36.6%	51.4%	48.7%	39.5%	49.4%	44.3%
Neutral	15.1%	18.9%	13.4%	17.4%	13.8%	16.3%
Dissatisfied	5.4%	4.5%	4.2%	4.7%	6.9%	4.6%
Very dissatisfied	2.2%	0.9%	1.7%	2.3%	1.1%	1.9%

Q6-2. Visibility of police in neighborhoods

Very satisfied	23.3%	14.0%	17.4%	19.3%	23.3%	20.3%
Satisfied	44.4%	41.2%	42.6%	38.6%	36.7%	38.2%
Neutral	17.8%	24.6%	24.3%	26.1%	22.2%	24.6%
Dissatisfied	10.0%	17.5%	13.0%	13.6%	15.6%	13.8%
Very dissatisfied	4.4%	2.6%	2.6%	2.3%	2.2%	3.1%

Q6. Police, Fire, and Emergency Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of McAllen. (without "don't know")

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q6-3. Visibility of police in retail areas

Very satisfied	23.3%	12.5%	20.0%	20.0%	22.5%	20.4%
Satisfied	46.7%	45.5%	40.9%	37.6%	37.1%	40.1%
Neutral	24.4%	29.5%	28.7%	35.3%	29.2%	29.9%
Dissatisfied	4.4%	11.6%	8.7%	5.9%	10.1%	8.1%
Very dissatisfied	1.1%	0.9%	1.7%	1.2%	1.1%	1.4%

Q6-4. Police response time

Very satisfied	29.4%	21.3%	21.8%	27.4%	26.5%	24.8%
Satisfied	44.7%	40.7%	48.5%	38.4%	36.8%	41.6%
Neutral	21.2%	27.8%	22.8%	23.3%	26.5%	25.2%
Dissatisfied	3.5%	8.3%	4.0%	8.2%	2.9%	5.3%
Very dissatisfied	1.2%	1.9%	3.0%	2.7%	7.4%	3.1%

Q6. Police, Fire, and Emergency Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of McAllen. (without "don't know")

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q6-5. Efforts to prevent crime

Very satisfied	28.6%	15.7%	19.1%	26.0%	24.1%	22.9%
Satisfied	40.7%	42.6%	43.6%	32.5%	30.4%	37.4%
Neutral	23.1%	29.6%	26.4%	27.3%	35.4%	29.3%
Dissatisfied	6.6%	8.3%	8.2%	10.4%	7.6%	7.5%
Very dissatisfied	1.1%	3.7%	2.7%	3.9%	2.5%	2.9%

Q6-6. Police safety education programs

Very satisfied	24.1%	14.1%	16.5%	22.7%	20.6%	19.5%
Satisfied	39.2%	27.3%	36.1%	25.8%	23.5%	30.1%
Neutral	27.8%	47.5%	37.1%	40.9%	44.1%	40.0%
Dissatisfied	6.3%	8.1%	8.2%	7.6%	8.8%	7.5%
Very dissatisfied	2.5%	3.0%	2.1%	3.0%	2.9%	2.9%

Q6. Police, Fire, and Emergency Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of McAllen. (without "don't know")

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q6-7. Enforcement of traffic laws

Very satisfied	19.8%	16.4%	14.7%	14.8%	17.9%	17.7%
Satisfied	50.5%	38.2%	52.6%	40.9%	36.9%	41.6%
Neutral	18.7%	26.4%	20.7%	27.3%	20.2%	24.6%
Dissatisfied	8.8%	10.0%	8.6%	11.4%	17.9%	10.7%
Very dissatisfied	2.2%	9.1%	3.4%	5.7%	7.1%	5.4%

Q6-8. Quality of animal care services

Very satisfied	15.9%	9.7%	11.2%	13.9%	11.1%	12.1%
Satisfied	31.8%	26.2%	29.0%	16.5%	16.0%	24.6%
Neutral	30.7%	41.7%	29.9%	31.6%	29.6%	33.9%
Dissatisfied	10.2%	9.7%	14.0%	20.3%	24.7%	14.7%
Very dissatisfied	11.4%	12.6%	15.9%	17.7%	18.5%	14.7%

Q6. Police, Fire, and Emergency Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of McAllen. (without "don't know")

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

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

Very satisfied	16.0%	12.5%	13.2%	13.0%	13.6%	14.3%
Satisfied	55.6%	39.6%	44.0%	40.6%	24.2%	39.6%
Neutral	21.0%	41.7%	31.9%	36.2%	48.5%	37.0%
Dissatisfied	4.9%	3.1%	9.9%	5.8%	7.6%	5.8%
Very dissatisfied	2.5%	3.1%	1.1%	4.3%	6.1%	3.2%

Q6-10. Quality of fire protection

Very satisfied	29.5%	28.6%	25.0%	23.7%	35.1%	28.7%
Satisfied	51.1%	53.3%	52.8%	52.6%	39.2%	49.5%
Neutral	18.2%	16.2%	17.6%	19.7%	24.3%	19.1%
Dissatisfied	1.1%	1.9%	4.6%	1.3%	0.0%	1.9%
Very dissatisfied	0.0%	0.0%	0.0%	2.6%	1.4%	0.8%

Q6. Police, Fire, and Emergency Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of McAllen. (without "don't know")

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q6-11. Quality of fire emergency medical services

Very satisfied	32.6%	32.7%	27.0%	28.6%	31.9%	31.0%
Satisfied	52.8%	50.5%	52.0%	42.9%	33.3%	45.7%
Neutral	12.4%	16.8%	17.0%	20.8%	25.0%	19.0%
Dissatisfied	1.1%	0.0%	3.0%	2.6%	5.6%	2.5%
Very dissatisfied	1.1%	0.0%	1.0%	5.2%	4.2%	1.7%

Q6-12. Fire personnel emergency response time

Very satisfied	38.1%	31.0%	32.3%	27.1%	41.5%	33.6%
Satisfied	46.4%	44.0%	47.9%	48.6%	26.2%	42.9%
Neutral	14.3%	25.0%	15.6%	20.0%	27.7%	20.8%
Dissatisfied	1.2%	0.0%	3.1%	2.9%	3.1%	1.9%
Very dissatisfied	0.0%	0.0%	1.0%	1.4%	1.5%	0.8%

Q6. Police, Fire, and Emergency Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of McAllen. (without "don't know")

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q6-13. Quality of fire safety education programs

Very satisfied	30.8%	22.4%	23.6%	22.6%	28.6%	24.9%
Satisfied	43.6%	30.6%	34.8%	25.8%	19.0%	31.6%
Neutral	21.8%	39.8%	34.8%	41.9%	41.3%	36.2%
Dissatisfied	2.6%	6.1%	5.6%	4.8%	7.9%	5.1%
Very dissatisfied	1.3%	1.0%	1.1%	4.8%	3.2%	2.2%

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

Very satisfied	34.6%	25.7%	25.8%	19.0%	35.4%	28.9%
Satisfied	43.6%	50.5%	49.4%	50.8%	21.5%	43.3%
Neutral	17.9%	20.8%	22.5%	25.4%	35.4%	23.9%
Dissatisfied	3.8%	3.0%	2.2%	3.2%	4.6%	3.0%
Very dissatisfied	0.0%	0.0%	0.0%	1.6%	3.1%	0.9%

Q6. Police, Fire, and Emergency Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of McAllen. (without "don't know")

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

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

Very satisfied	37.7%	29.3%	28.9%	25.0%	34.9%	31.4%
Satisfied	36.4%	46.5%	47.8%	45.3%	27.0%	41.3%
Neutral	24.7%	21.2%	18.9%	23.4%	33.3%	23.2%
Dissatisfied	1.3%	2.0%	4.4%	4.7%	3.2%	3.2%
Very dissatisfied	0.0%	1.0%	0.0%	1.6%	1.6%	0.9%

Q6-16. Disaster preparedness public education

Very satisfied	24.1%	19.2%	15.8%	11.1%	12.3%	17.3%
Satisfied	42.5%	30.8%	42.6%	31.9%	32.9%	35.8%
Neutral	18.4%	34.6%	33.7%	36.1%	35.6%	32.1%
Dissatisfied	11.5%	10.6%	5.9%	16.7%	15.1%	10.9%
Very dissatisfied	3.4%	4.8%	2.0%	4.2%	4.1%	3.9%

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? (top 2)

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q7. Top choice

Quality of police protection	10.8%	17.9%	12.5%	12.4%	11.8%	12.8%
Visibility of police in neighborhoods	35.5%	34.2%	34.2%	32.6%	26.9%	33.1%
Visibility of police in retail areas	5.4%	12.8%	11.7%	5.6%	10.8%	9.8%
Police response time	4.3%	4.3%	7.5%	9.0%	5.4%	5.8%
Efforts to prevent crime	17.2%	17.1%	19.2%	23.6%	18.3%	18.6%
Police safety education programs	9.7%	13.7%	11.7%	9.0%	4.3%	9.3%
Enforcement of traffic laws	14.0%	16.2%	10.0%	21.3%	19.4%	15.1%
Quality of animal care services	26.9%	24.8%	26.7%	24.7%	29.0%	25.2%
Quality & accessibility of municipal court services (i.e., traffic, collection, fines)	3.2%	5.1%	5.0%	3.4%	6.5%	4.3%

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=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q7. Top choice (Cont.)

Quality of fire protection	2.2%	1.7%	4.2%	4.5%	2.2%	2.8%
Quality of fire emergency medical services	4.3%	1.7%	3.3%	1.1%	3.2%	2.8%
Fire personnel emergency response time	1.1%	0.9%	0.8%	0.0%	0.0%	0.8%
Quality of fire safety education programs	1.1%	3.4%	3.3%	3.4%	2.2%	2.7%
9-1-1 service provided by operators	1.1%	1.7%	0.0%	1.1%	2.2%	1.3%
9-1-1 response time from first responders, ambulance, fire, police	3.2%	1.7%	2.5%	2.2%	7.5%	3.8%
Disaster preparedness public education	17.2%	16.2%	24.2%	23.6%	22.6%	19.9%
None chosen	18.3%	12.0%	10.0%	9.0%	11.8%	13.8%

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=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q8-1. In your neighborhood during the day

Very safe	42.2%	49.1%	52.9%	58.4%	52.2%	50.0%
Safe	41.1%	41.4%	38.7%	31.5%	37.0%	38.4%
Neutral	14.4%	7.8%	6.7%	10.1%	8.7%	9.9%
Unsafe	2.2%	1.7%	0.8%	0.0%	1.1%	1.0%
Very unsafe	0.0%	0.0%	0.8%	0.0%	1.1%	0.7%

Q8-2. In your neighborhood at night

Very safe	28.1%	19.8%	31.1%	39.3%	38.7%	30.5%
Safe	40.4%	48.3%	47.1%	42.7%	41.9%	43.4%
Neutral	18.0%	20.7%	18.5%	15.7%	11.8%	18.4%
Unsafe	11.2%	9.5%	2.5%	2.2%	6.5%	6.6%
Very unsafe	2.2%	1.7%	0.8%	0.0%	1.1%	1.2%

Q8. Feeling of Safety. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

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

Very safe	14.6%	15.2%	14.0%	14.5%	17.2%	14.6%
Safe	41.5%	43.8%	46.7%	49.4%	34.5%	42.1%
Neutral	28.0%	28.6%	29.9%	24.1%	33.3%	30.1%
Unsafe	13.4%	12.4%	7.5%	10.8%	13.8%	11.8%
Very unsafe	2.4%	0.0%	1.9%	1.2%	1.1%	1.3%

Q8-4. In commercial & retail areas

Very safe	23.6%	17.7%	23.1%	20.5%	17.4%	19.8%
Safe	49.4%	49.6%	50.4%	51.1%	44.6%	48.3%
Neutral	19.1%	28.3%	20.5%	23.9%	31.5%	25.9%
Unsafe	7.9%	4.4%	5.1%	4.5%	5.4%	5.6%
Very unsafe	0.0%	0.0%	0.9%	0.0%	1.1%	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=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q8-5. Overall in City

Very safe	24.7%	23.5%	24.8%	22.5%	20.7%	22.5%
Safe	50.6%	53.9%	60.7%	51.7%	54.3%	53.9%
Neutral	20.2%	20.9%	12.8%	21.3%	21.7%	19.5%
Unsafe	3.4%	1.7%	1.7%	4.5%	2.2%	3.7%
Very unsafe	1.1%	0.0%	0.0%	0.0%	1.1%	0.3%

Q8-6. Downtown after dark

Very safe	9.1%	6.1%	7.4%	5.2%	6.8%	7.1%
Safe	14.3%	17.2%	17.9%	15.6%	6.8%	14.1%
Neutral	35.1%	24.2%	30.5%	27.3%	28.4%	30.5%
Unsafe	28.6%	33.3%	31.6%	31.2%	31.1%	29.7%
Very unsafe	13.0%	19.2%	12.6%	20.8%	27.0%	18.5%

Q8. Feeling of Safety. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q8-7. Traveling by bicycle in McAllen

Very safe	11.5%	6.4%	6.1%	7.0%	7.9%	8.4%
Safe	25.6%	27.7%	27.3%	22.5%	17.1%	23.3%
Neutral	34.6%	33.0%	28.3%	22.5%	21.1%	28.8%
Unsafe	19.2%	21.3%	22.2%	29.6%	34.2%	24.7%
Very unsafe	9.0%	11.7%	16.2%	18.3%	19.7%	14.7%

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=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q9-1. Overall responsiveness of City code enforcement staff

Very satisfied	15.4%	13.9%	8.2%	13.5%	11.4%	12.6%
Satisfied	41.0%	36.6%	45.9%	27.0%	25.7%	35.6%
Neutral	33.3%	32.7%	32.7%	41.9%	30.0%	33.6%
Dissatisfied	9.0%	9.9%	9.2%	12.2%	20.0%	12.6%
Very dissatisfied	1.3%	6.9%	4.1%	5.4%	12.9%	5.7%

Q9-2. City effort to enforce code violations

Very satisfied	16.3%	14.2%	9.3%	9.3%	11.1%	12.0%
Satisfied	36.3%	31.1%	42.3%	32.0%	20.8%	33.3%
Neutral	37.5%	33.0%	26.8%	33.3%	30.6%	31.5%
Dissatisfied	7.5%	14.2%	15.5%	20.0%	26.4%	15.9%
Very dissatisfied	2.5%	7.5%	6.2%	5.3%	11.1%	7.4%

Q9. Code Enforcement. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q9-3. Clean-up of debris/litter

Very satisfied	13.3%	19.3%	15.4%	16.1%	16.5%	16.3%
Satisfied	43.3%	36.8%	40.2%	36.8%	24.2%	35.3%
Neutral	22.2%	24.6%	23.9%	16.1%	30.8%	24.5%
Dissatisfied	14.4%	13.2%	14.5%	19.5%	20.9%	16.0%
Very dissatisfied	6.7%	6.1%	6.0%	11.5%	7.7%	7.9%

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

Very satisfied	15.7%	12.6%	9.3%	8.4%	9.8%	11.2%
Satisfied	37.1%	30.6%	41.7%	32.5%	13.4%	30.2%
Neutral	25.8%	27.0%	21.3%	27.7%	35.4%	28.4%
Dissatisfied	14.6%	21.6%	17.6%	16.9%	26.8%	19.6%
Very dissatisfied	6.7%	8.1%	10.2%	14.5%	14.6%	10.6%

Q9. Code Enforcement. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q9-5. Efforts to identify abandoned or unsecured properties

Very satisfied	12.5%	10.3%	8.4%	10.4%	5.6%	9.9%
Satisfied	36.3%	21.6%	26.3%	17.9%	8.3%	21.4%
Neutral	32.5%	41.2%	32.6%	37.3%	34.7%	36.7%
Dissatisfied	11.3%	17.5%	18.9%	16.4%	41.7%	21.0%
Very dissatisfied	7.5%	9.3%	13.7%	17.9%	9.7%	11.1%

Q9-6. Efforts to remove dilapidated structures

Very satisfied	10.0%	12.0%	7.7%	10.9%	6.8%	9.7%
Satisfied	33.8%	19.6%	26.4%	10.9%	8.2%	19.6%
Neutral	36.3%	48.9%	37.4%	42.2%	38.4%	41.9%
Dissatisfied	13.8%	14.1%	18.7%	20.3%	30.1%	18.7%
Very dissatisfied	6.3%	5.4%	9.9%	15.6%	16.4%	10.1%

Q9. Code Enforcement. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

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

Very satisfied	10.0%	10.0%	12.2%	9.7%	5.7%	9.8%
Satisfied	30.0%	25.0%	28.6%	18.1%	8.6%	21.7%
Neutral	40.0%	33.0%	24.5%	26.4%	31.4%	32.1%
Dissatisfied	8.8%	21.0%	21.4%	27.8%	30.0%	21.3%
Very dissatisfied	11.3%	11.0%	13.3%	18.1%	24.3%	15.1%

Q9-8. Enforcement of weedy lots

Very satisfied	8.1%	10.9%	11.5%	9.3%	8.6%	9.8%
Satisfied	36.0%	27.7%	26.9%	20.0%	7.4%	22.4%
Neutral	31.4%	30.7%	28.8%	28.0%	25.9%	30.0%
Dissatisfied	11.6%	23.8%	22.1%	17.3%	32.1%	22.2%
Very dissatisfied	12.8%	6.9%	10.6%	25.3%	25.9%	15.7%

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=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q9-9. Enforcement of abandoned vehicles

Very satisfied	9.6%	9.5%	12.4%	13.2%	8.3%	10.5%
Satisfied	34.9%	21.1%	26.8%	20.6%	13.9%	21.8%
Neutral	36.1%	42.1%	27.8%	14.7%	31.9%	32.3%
Dissatisfied	13.3%	15.8%	20.6%	26.5%	20.8%	20.4%
Very dissatisfied	6.0%	11.6%	12.4%	25.0%	25.0%	15.0%

Q9-10. Enforcement of graffiti

Very satisfied	16.3%	12.9%	15.2%	20.5%	12.8%	15.4%
Satisfied	41.3%	36.6%	40.4%	38.4%	29.5%	36.4%
Neutral	27.5%	37.6%	29.3%	24.7%	24.4%	30.3%
Dissatisfied	10.0%	10.9%	11.1%	9.6%	24.4%	12.5%
Very dissatisfied	5.0%	2.0%	4.0%	6.8%	9.0%	5.3%

Q9. Code Enforcement. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q9-11. Cleanliness in your neighborhood

Very satisfied	15.2%	17.7%	24.8%	20.2%	19.1%	19.3%
Satisfied	35.9%	41.6%	49.6%	46.1%	43.8%	43.3%
Neutral	32.6%	23.0%	15.4%	20.2%	19.1%	22.4%
Dissatisfied	10.9%	14.2%	5.1%	5.6%	9.0%	9.0%
Very dissatisfied	5.4%	3.5%	5.1%	7.9%	9.0%	6.0%

Q9-12. Enforcement of loud music

Very satisfied	17.4%	15.4%	10.4%	13.7%	9.0%	12.9%
Satisfied	36.0%	34.6%	38.5%	37.0%	16.7%	32.1%
Neutral	29.1%	28.8%	27.1%	19.2%	34.6%	29.0%
Dissatisfied	8.1%	15.4%	13.5%	20.5%	23.1%	16.0%
Very dissatisfied	9.3%	5.8%	10.4%	9.6%	16.7%	10.0%

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=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q9-13. Degree to which code violations are a problem

Very satisfied	12.8%	10.8%	7.3%	13.0%	6.8%	10.0%
Satisfied	35.9%	22.6%	33.3%	23.2%	15.1%	26.2%
Neutral	38.5%	54.8%	42.7%	42.0%	47.9%	46.0%
Dissatisfied	10.3%	8.6%	11.5%	18.8%	15.1%	12.3%
Very dissatisfied	2.6%	3.2%	5.2%	2.9%	15.1%	5.4%

Q10. Residential and Neighborhood Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q10-1. Quality of residential garbage collection

Very satisfied	37.0%	40.5%	45.0%	47.7%	44.1%	42.3%
Satisfied	40.2%	45.7%	45.0%	37.5%	43.0%	42.6%
Neutral	10.9%	8.6%	8.3%	9.1%	8.6%	9.5%
Dissatisfied	7.6%	3.4%	1.7%	1.1%	3.2%	3.3%
Very dissatisfied	4.3%	1.7%	0.0%	4.5%	1.1%	2.2%

Q10-2. Quality of residential curbside recycling services

Very satisfied	35.3%	37.2%	44.0%	39.5%	38.5%	38.5%
Satisfied	36.5%	43.4%	41.4%	39.5%	37.4%	40.6%
Neutral	12.9%	12.4%	9.5%	15.1%	15.4%	12.5%
Dissatisfied	8.2%	6.2%	2.6%	2.3%	5.5%	5.1%
Very dissatisfied	7.1%	0.9%	2.6%	3.5%	3.3%	3.3%

Q11. Public Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q11-1. Quality of drinking water

Very satisfied	19.1%	13.3%	10.1%	11.8%	13.3%	13.2%
Satisfied	44.9%	32.7%	40.3%	31.8%	31.1%	36.1%
Neutral	18.0%	22.1%	22.7%	21.2%	20.0%	21.3%
Dissatisfied	10.1%	18.6%	18.5%	18.8%	23.3%	17.2%
Very dissatisfied	7.9%	13.3%	8.4%	16.5%	12.2%	12.2%

Q11-2. Quality of wastewater services

Very satisfied	19.3%	17.3%	20.4%	18.3%	20.9%	18.9%
Satisfied	44.3%	47.3%	51.3%	47.6%	43.0%	46.1%
Neutral	28.4%	28.2%	22.1%	25.6%	25.6%	26.8%
Dissatisfied	8.0%	2.7%	2.7%	2.4%	8.1%	4.8%
Very dissatisfied	0.0%	4.5%	3.5%	6.1%	2.3%	3.4%

Q11. Public Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q11-3. Quality of drainage infrastructure

Very satisfied	19.6%	14.2%	13.8%	12.5%	15.1%	14.2%
Satisfied	37.0%	33.6%	45.7%	31.8%	29.0%	36.0%
Neutral	17.4%	23.9%	22.4%	20.5%	24.7%	22.7%
Dissatisfied	20.7%	20.4%	11.2%	18.2%	20.4%	17.6%
Very dissatisfied	5.4%	8.0%	6.9%	17.0%	10.8%	9.6%

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=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q12-1. Quality of City parks

Very satisfied	25.8%	24.3%	22.6%	22.6%	19.1%	22.0%
Satisfied	52.8%	53.2%	55.7%	48.8%	41.6%	50.5%
Neutral	14.6%	15.3%	8.7%	17.9%	22.5%	17.3%
Dissatisfied	6.7%	5.4%	9.6%	6.0%	14.6%	7.9%
Very dissatisfied	0.0%	1.8%	3.5%	4.8%	2.2%	2.3%

Q12-2. Number & location of City parks

Very satisfied	27.4%	21.8%	21.9%	16.5%	21.6%	20.6%
Satisfied	47.6%	49.1%	44.7%	50.6%	35.2%	46.1%
Neutral	16.7%	22.7%	17.5%	14.1%	17.0%	19.8%
Dissatisfied	7.1%	4.5%	13.2%	10.6%	18.2%	9.8%
Very dissatisfied	1.2%	1.8%	2.6%	8.2%	8.0%	3.7%

Q12. Parks and Recreation. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q12-3. Quality of walking & biking trails

Very satisfied	21.8%	21.8%	24.5%	18.5%	18.6%	20.2%
Satisfied	42.5%	43.6%	38.2%	46.9%	40.7%	42.0%
Neutral	23.0%	22.7%	21.8%	21.0%	20.9%	23.2%
Dissatisfied	9.2%	9.1%	10.0%	6.2%	11.6%	9.5%
Very dissatisfied	3.4%	2.7%	5.5%	7.4%	8.1%	5.0%

Q12-4. Number of walking & biking trails

Very satisfied	23.0%	18.3%	22.9%	15.9%	17.2%	18.1%
Satisfied	36.8%	42.3%	33.9%	37.8%	31.0%	36.7%
Neutral	23.0%	29.8%	16.5%	17.1%	25.3%	23.8%
Dissatisfied	12.6%	7.7%	19.3%	18.3%	13.8%	14.2%
Very dissatisfied	4.6%	1.9%	7.3%	11.0%	12.6%	7.3%

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=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

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

Very satisfied	18.8%	10.9%	13.2%	10.6%	9.1%	12.1%
Satisfied	30.4%	32.6%	28.6%	22.7%	10.6%	24.4%
Neutral	33.3%	31.5%	36.3%	31.8%	43.9%	38.9%
Dissatisfied	10.1%	18.5%	15.4%	15.2%	19.7%	14.3%
Very dissatisfied	7.2%	6.5%	6.6%	19.7%	16.7%	10.3%

Q12-6. Quality of City sponsored events & activities

Very satisfied	27.4%	16.0%	19.8%	17.1%	19.0%	19.4%
Satisfied	38.1%	46.0%	46.2%	42.7%	32.1%	39.2%
Neutral	27.4%	27.0%	21.7%	28.0%	31.0%	29.9%
Dissatisfied	3.6%	8.0%	10.4%	8.5%	11.9%	8.1%
Very dissatisfied	3.6%	3.0%	1.9%	3.7%	6.0%	3.4%

Q12. Parks and Recreation. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q12-7. Quality of youth programs

Very satisfied	28.6%	16.5%	16.8%	19.1%	14.9%	18.0%
Satisfied	35.7%	36.3%	43.2%	38.2%	28.4%	35.8%
Neutral	30.0%	35.2%	24.2%	30.9%	33.8%	33.0%
Dissatisfied	5.7%	9.9%	11.6%	7.4%	17.6%	10.3%
Very dissatisfied	0.0%	2.2%	4.2%	4.4%	5.4%	3.0%

Q12-8. Quality of adult sports programs

Very satisfied	17.6%	14.0%	10.1%	17.5%	11.3%	13.3%
Satisfied	28.4%	29.1%	30.3%	22.2%	17.7%	25.6%
Neutral	39.2%	41.9%	39.3%	36.5%	41.9%	42.6%
Dissatisfied	12.2%	12.8%	15.7%	14.3%	16.1%	13.3%
Very dissatisfied	2.7%	2.3%	4.5%	9.5%	12.9%	5.3%

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=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q12-9. Quality of outdoor athletic facilities

Very satisfied	21.0%	17.3%	16.7%	18.1%	9.1%	15.3%
Satisfied	37.0%	34.7%	36.5%	36.1%	27.3%	33.6%
Neutral	24.7%	35.7%	31.3%	26.4%	33.8%	34.0%
Dissatisfied	16.0%	10.2%	12.5%	12.5%	20.8%	12.9%
Very dissatisfied	1.2%	2.0%	3.1%	6.9%	9.1%	4.2%

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

Very satisfied	24.7%	18.4%	14.9%	16.5%	15.5%	16.8%
Satisfied	47.1%	44.7%	45.6%	46.8%	28.6%	41.9%
Neutral	17.6%	27.2%	24.6%	22.8%	31.0%	27.5%
Dissatisfied	9.4%	8.7%	11.4%	7.6%	15.5%	10.1%
Very dissatisfied	1.2%	1.0%	3.5%	6.3%	9.5%	3.7%

Q12. Parks and Recreation. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q12-11. Recreational opportunities

Very satisfied	22.5%	15.6%	17.5%	13.6%	13.9%	15.4%
Satisfied	37.5%	41.7%	38.8%	30.9%	21.5%	35.1%
Neutral	30.0%	28.1%	26.2%	33.3%	32.9%	31.6%
Dissatisfied	6.3%	11.5%	15.5%	12.3%	24.1%	13.3%
Very dissatisfied	3.8%	3.1%	1.9%	9.9%	7.6%	4.7%

Q12-12. Quality of outdoor programming at Fireman's Par

Very satisfied	24.6%	15.5%	17.2%	17.7%	15.0%	17.7%
Satisfied	43.5%	47.6%	36.6%	32.3%	21.7%	35.3%
Neutral	24.6%	31.0%	34.4%	38.7%	51.7%	38.2%
Dissatisfied	5.8%	4.8%	8.6%	8.1%	6.7%	6.5%
Very dissatisfied	1.4%	1.2%	3.2%	3.2%	5.0%	2.3%

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=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q12-13. Quality of outdoor programming at McAllen Nature Center

Very satisfied	23.5%	15.3%	15.6%	16.9%	10.5%	17.0%
Satisfied	39.7%	49.4%	36.7%	39.0%	29.8%	37.1%
Neutral	27.9%	29.4%	28.9%	35.6%	47.4%	35.9%
Dissatisfied	7.4%	4.7%	13.3%	5.1%	8.8%	7.3%
Very dissatisfied	1.5%	1.2%	5.6%	3.4%	3.5%	2.6%

Q12-14. Quality of outdoor programming at Camp McAllen

Very satisfied	24.2%	15.8%	14.9%	17.3%	11.3%	17.2%
Satisfied	38.7%	43.4%	39.1%	36.5%	26.4%	36.0%
Neutral	29.0%	34.2%	35.6%	38.5%	50.9%	39.1%
Dissatisfied	4.8%	5.3%	9.2%	3.8%	7.5%	5.7%
Very dissatisfied	3.2%	1.3%	1.1%	3.8%	3.8%	2.1%

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

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

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

Yes	31.2%	43.6%	41.7%	49.4%	50.5%	43.7%
No	68.8%	56.4%	58.3%	50.6%	49.5%	56.3%

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

N=263

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q13a. How did you contact City

Phone (McAllen 311)	62.1%	82.0%	71.4%	83.7%	72.3%	75.2%
Email	3.4%	0.0%	6.1%	2.3%	6.4%	3.1%
Social media	0.0%	0.0%	2.0%	0.0%	0.0%	0.4%
Website	0.0%	8.0%	2.0%	4.7%	2.1%	3.5%
In person	34.5%	10.0%	18.4%	9.3%	19.1%	17.8%

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

N=263

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

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

Very easy	37.9%	36.0%	46.9%	38.1%	27.7%	37.1%
Somewhat easy	20.7%	32.0%	40.8%	31.0%	48.9%	36.7%
Difficult	31.0%	18.0%	6.1%	21.4%	8.5%	14.5%
Very difficult	10.3%	14.0%	6.1%	9.5%	14.9%	11.7%

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=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q14-1. Quality of City's website

Very satisfied	17.6%	12.2%	13.5%	11.0%	13.7%	13.7%
Satisfied	50.0%	45.9%	45.2%	47.9%	37.0%	43.1%
Neutral	25.7%	31.6%	30.8%	28.8%	30.1%	31.9%
Dissatisfied	5.4%	8.2%	7.7%	11.0%	11.0%	8.1%
Very dissatisfied	1.4%	2.0%	2.9%	1.4%	8.2%	3.2%

Q14. City Communication. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

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

Very satisfied	14.5%	11.1%	15.6%	8.1%	13.3%	13.0%
Satisfied	49.3%	40.0%	36.7%	47.3%	33.3%	40.0%
Neutral	26.1%	44.4%	36.7%	33.8%	38.7%	38.3%
Dissatisfied	8.7%	3.3%	11.1%	6.8%	10.7%	6.8%
Very dissatisfied	1.4%	1.1%	0.0%	4.1%	4.0%	1.9%

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

Very satisfied	15.9%	11.5%	14.3%	7.5%	11.0%	12.3%
Satisfied	46.3%	36.5%	37.1%	45.0%	29.3%	37.8%
Neutral	26.8%	33.7%	30.5%	28.8%	35.4%	32.9%
Dissatisfied	8.5%	15.4%	17.1%	16.3%	17.1%	14.2%
Very dissatisfied	2.4%	2.9%	1.0%	2.5%	7.3%	2.8%

Q14. City Communication. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

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

Very satisfied	14.1%	13.0%	11.1%	10.8%	11.4%	11.8%
Satisfied	45.9%	29.6%	35.2%	41.0%	27.3%	34.8%
Neutral	27.1%	34.3%	35.2%	37.3%	30.7%	34.8%
Dissatisfied	10.6%	20.4%	15.7%	8.4%	23.9%	15.8%
Very dissatisfied	2.4%	2.8%	2.8%	2.4%	6.8%	2.9%

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

Very satisfied	11.7%	11.5%	5.2%	8.0%	3.8%	8.2%
Satisfied	44.2%	19.8%	27.1%	30.7%	11.4%	24.9%
Neutral	31.2%	40.6%	41.7%	30.7%	44.3%	39.0%
Dissatisfied	9.1%	21.9%	15.6%	21.3%	21.5%	18.5%
Very dissatisfied	3.9%	6.3%	10.4%	9.3%	19.0%	9.3%

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=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q14-6. Transparency of City government

Very satisfied	10.3%	10.9%	7.0%	7.7%	10.7%	9.6%
Satisfied	43.6%	15.8%	26.0%	35.9%	8.3%	23.6%
Neutral	23.1%	40.6%	40.0%	26.9%	40.5%	36.5%
Dissatisfied	15.4%	17.8%	14.0%	20.5%	23.8%	18.0%
Very dissatisfied	7.7%	14.9%	13.0%	9.0%	16.7%	12.3%

Q14-7. City's TV station, McAllen Cable Network (MCN)

Very satisfied	16.9%	11.4%	9.3%	10.2%	5.6%	11.0%
Satisfied	46.2%	31.6%	38.7%	33.9%	25.9%	33.8%
Neutral	26.2%	44.3%	37.3%	40.7%	53.7%	42.2%
Dissatisfied	7.7%	10.1%	12.0%	8.5%	9.3%	9.2%
Very dissatisfied	3.1%	2.5%	2.7%	6.8%	5.6%	3.8%

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

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q15. Your primary sources of information about City issues, services, & events

City website	25.8%	28.2%	36.7%	32.6%	34.4%	30.6%
Local newspaper	11.8%	10.3%	24.2%	13.5%	12.9%	15.0%
City cable channel (MCN)	14.0%	6.8%	7.5%	3.4%	2.2%	7.0%
Radio news programs	23.7%	10.3%	11.7%	12.4%	7.5%	12.6%
Television news programs	45.2%	34.2%	36.7%	34.8%	36.6%	37.5%
Social media (Facebook, Twitter, Instagram)	50.5%	54.7%	58.3%	62.9%	62.4%	56.0%
Word of mouth (friends/neighbors)	29.0%	34.2%	35.8%	36.0%	39.8%	34.6%
City emails/press releases	17.2%	9.4%	14.2%	15.7%	10.8%	13.3%
Public meetings	7.5%	6.8%	5.0%	4.5%	3.2%	5.0%
Other	3.2%	1.7%	1.7%	2.2%	2.2%	2.0%

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

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

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

Every time it rains	17.8%	17.4%	19.3%	19.3%	14.1%	17.7%
Sometimes, if it has been raining frequently	26.7%	24.3%	26.1%	22.7%	27.2%	26.7%
Rarely, only if it's a major storm event	40.0%	41.7%	33.6%	36.4%	37.0%	36.8%
Never, I do not experience standing water or ponding in my neighborhood	15.6%	16.5%	21.0%	21.6%	21.7%	18.8%

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

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

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

Yes	26.1%	20.0%	17.5%	17.4%	13.2%	17.5%
No	73.9%	80.0%	82.5%	82.6%	86.8%	82.5%

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

N=254

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

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

Flooding in the driveway or lawn/yard	75.6%	77.6%	84.3%	85.7%	83.7%	81.1%
Flooding inside the garage	15.6%	14.3%	13.7%	22.9%	14.0%	15.0%
Flooding that reached inside the house or residence	13.3%	16.3%	15.7%	20.0%	9.3%	13.8%

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

N=602

Q23. Your household income					Total
Less than \$30K	\$30K to \$59,999	\$60K to \$89,999	\$90K to \$119,999	\$120K+	

Q19. How many years have you lived in McAllen

0-5	4.4%	4.3%	5.1%	17.0%	7.8%	7.0%
6-10	7.7%	7.0%	13.6%	9.1%	4.4%	8.0%
11-15	5.5%	9.6%	9.3%	12.5%	10.0%	9.1%
16-20	8.8%	13.0%	12.7%	8.0%	15.6%	10.6%
21-30	26.4%	17.4%	22.9%	22.7%	17.8%	21.5%
31+	47.3%	48.7%	36.4%	30.7%	44.4%	43.8%



Tabular Data

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."

(N=602)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of public safety (Police, Fire, EMS, Emergency Management)	36.9%	41.0%	16.3%	3.0%	1.2%	1.7%
Q1-2. Overall quality of City parks & recreation programs & facilities	25.4%	42.2%	16.4%	10.6%	2.7%	2.7%
Q1-3. Overall maintenance of City streets, buildings, & facilities	18.1%	39.0%	19.9%	15.1%	7.3%	0.5%
Q1-4. Overall quality of City water utilities	21.6%	40.7%	18.3%	10.3%	8.3%	0.8%
Q1-5. Overall quality of City sewer utilities	22.3%	44.5%	19.1%	8.3%	4.5%	1.3%
Q1-6. Overall enforcement of City codes & ordinances	12.0%	35.0%	26.1%	15.8%	7.5%	3.7%
Q1-7. Overall quality of customer service you receive from City employees	25.2%	39.4%	21.9%	5.6%	3.3%	4.5%
Q1-8. Overall effectiveness of City communication with the public	16.1%	35.5%	28.2%	12.6%	4.7%	2.8%
Q1-9. Overall quality of City's storm water runoff/storm water management system	13.8%	33.2%	24.6%	16.8%	9.0%	2.7%
Q1-10. Overall flow of traffic & congestion management in City	8.8%	29.4%	23.6%	23.9%	13.0%	1.3%
Q1-11. Overall quality of City's solid waste system (trash, recycling, yard waste)	29.6%	43.0%	15.3%	8.5%	2.7%	1.0%

(WITHOUT "DON'T KNOW")**Q1. City Services. Please rate your overall satisfaction with major categories of services provided by McAllen on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=602)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of public safety (Police, Fire, EMS, Emergency Management)	37.5%	41.7%	16.6%	3.0%	1.2%
Q1-2. Overall quality of City parks & recreation programs & facilities	26.1%	43.3%	16.9%	10.9%	2.7%
Q1-3. Overall maintenance of City streets, buildings, & facilities	18.2%	39.2%	20.0%	15.2%	7.3%
Q1-4. Overall quality of City water utilities	21.8%	41.0%	18.4%	10.4%	8.4%
Q1-5. Overall quality of City sewer utilities	22.6%	45.1%	19.4%	8.4%	4.5%
Q1-6. Overall enforcement of City codes & ordinances	12.4%	36.4%	27.1%	16.4%	7.8%
Q1-7. Overall quality of customer service you receive from City employees	26.4%	41.2%	23.0%	5.9%	3.5%
Q1-8. Overall effectiveness of City communication with the public	16.6%	36.6%	29.1%	13.0%	4.8%
Q1-9. Overall quality of City's storm water runoff/storm water management system	14.2%	34.1%	25.3%	17.2%	9.2%
Q1-10. Overall flow of traffic & congestion management in City	8.9%	29.8%	23.9%	24.2%	13.1%
Q1-11. Overall quality of City's solid waste system (trash, recycling, yard waste)	29.9%	43.5%	15.4%	8.6%	2.7%

Q2. Which THREE of the major categories of City services listed in Question 1 do you think should receive the most emphasis from City leaders over the next TWO years?

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of public safety (Police, Fire, EMS, Emergency Management)	75	12.5 %
Overall quality of City parks & recreation programs & facilities	54	9.0 %
Overall maintenance of City streets, buildings, & facilities	99	16.4 %
Overall quality of City water utilities	67	11.1 %
Overall quality of City sewer utilities	13	2.2 %
Overall enforcement of City codes & ordinances	39	6.5 %
Overall quality of customer service you receive from City employees	9	1.5 %
Overall effectiveness of City communication with the public	10	1.7 %
Overall quality of City's storm water runoff/storm water management system	66	11.0 %
Overall flow of traffic & congestion management in City	112	18.6 %
Overall quality of City's solid waste system (trash, recycling, yard waste)	20	3.3 %
None chosen	38	6.3 %
Total	602	100.0 %

Q2. Which THREE of the major categories of City services listed in Question 1 do you think should receive the most emphasis from City leaders over the next TWO years?

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of public safety (Police, Fire, EMS, Emergency Management)	30	5.0 %
Overall quality of City parks & recreation programs & facilities	59	9.8 %
Overall maintenance of City streets, buildings, & facilities	77	12.8 %
Overall quality of City water utilities	46	7.6 %
Overall quality of City sewer utilities	25	4.2 %
Overall enforcement of City codes & ordinances	64	10.6 %
Overall quality of customer service you receive from City employees	15	2.5 %
Overall effectiveness of City communication with the public	35	5.8 %
Overall quality of City's storm water runoff/storm water management system	83	13.8 %
Overall flow of traffic & congestion management in City	87	14.5 %
Overall quality of City's solid waste system (trash, recycling, yard waste)	25	4.2 %
None chosen	56	9.3 %
Total	602	100.0 %

Q2. Which THREE of the major categories of City services listed in Question 1 do you think should receive the most emphasis from City leaders over the next TWO years?

Q2. 3rd choice	Number	Percent
Overall quality of public safety (Police, Fire, EMS, Emergency Management)	39	6.5 %
Overall quality of City parks & recreation programs & facilities	53	8.8 %
Overall maintenance of City streets, buildings, & facilities	76	12.6 %
Overall quality of City water utilities	41	6.8 %
Overall quality of City sewer utilities	17	2.8 %
Overall enforcement of City codes & ordinances	38	6.3 %
Overall quality of customer service you receive from City employees	26	4.3 %
Overall effectiveness of City communication with the public	47	7.8 %
Overall quality of City's storm water runoff/storm water management system	68	11.3 %
Overall flow of traffic & congestion management in City	77	12.8 %
Overall quality of City's solid waste system (trash, recycling, yard waste)	41	6.8 %
None chosen	79	13.1 %
Total	602	100.0 %

(WITHOUT "DON'T KNOW")

Q2. Which THREE of the major categories of City services listed in Question 1 do you think should receive the most emphasis from City leaders over the next TWO years? (top 3)

Q2. Top choice	Number	Percent
Overall quality of public safety (Police, Fire, EMS, Emergency Management)	144	23.9 %
Overall quality of City parks & recreation programs & facilities	166	27.6 %
Overall maintenance of City streets, buildings, & facilities	252	41.9 %
Overall quality of City water utilities	154	25.6 %
Overall quality of City sewer utilities	55	9.1 %
Overall enforcement of City codes & ordinances	141	23.4 %
Overall quality of customer service you receive from City employees	50	8.3 %
Overall effectiveness of City communication with the public	92	15.3 %
Overall quality of City's storm water runoff/storm water management system	217	36.0 %
Overall flow of traffic & congestion management in City	276	45.8 %
Overall quality of City's solid waste system (trash, recycling, yard waste)	86	14.3 %
None chosen	38	6.3 %
Total	1671	

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."

(N=602)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. McAllen as a place to live	42.5%	41.0%	12.3%	3.0%	0.8%	0.3%
Q3-2. McAllen as a place to raise children	39.5%	39.0%	11.8%	3.7%	1.5%	4.5%
Q3-3. McAllen as a place to work	32.7%	37.2%	17.6%	5.8%	3.0%	3.7%
Q3-4. McAllen as a place to retire	34.9%	35.9%	18.4%	5.3%	2.8%	2.7%
Q3-5. Overall image of McAllen	29.9%	46.3%	15.1%	6.5%	1.7%	0.5%
Q3-6. Overall quality of life in McAllen	29.1%	45.3%	17.3%	6.0%	1.7%	0.7%
Q3-7. Overall appearance of McAllen	24.8%	41.5%	20.1%	9.5%	3.3%	0.8%
Q3-8. McAllen as a welcoming community for people of diverse backgrounds	27.7%	42.4%	19.9%	4.5%	2.3%	3.2%
Q3-9. Overall quality of leadership provided by McAllen's elected officials	17.9%	29.7%	29.9%	10.0%	9.3%	3.2%
Q3-10. Overall effectiveness of City management	17.8%	32.2%	30.4%	10.5%	5.5%	3.7%

(WITHOUT "DON'T KNOW")

Q3. Perceptions. Several items that may influence your perception of McAllen are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=602)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. McAllen as a place to live	42.7%	41.2%	12.3%	3.0%	0.8%
Q3-2. McAllen as a place to raise children	41.4%	40.9%	12.3%	3.8%	1.6%
Q3-3. McAllen as a place to work	34.0%	38.6%	18.3%	6.0%	3.1%
Q3-4. McAllen as a place to retire	35.8%	36.9%	18.9%	5.5%	2.9%
Q3-5. Overall image of McAllen	30.1%	46.6%	15.2%	6.5%	1.7%
Q3-6. Overall quality of life in McAllen	29.3%	45.7%	17.4%	6.0%	1.7%
Q3-7. Overall appearance of McAllen	25.0%	41.9%	20.3%	9.5%	3.4%
Q3-8. McAllen as a welcoming community for people of diverse backgrounds	28.6%	43.7%	20.6%	4.6%	2.4%
Q3-9. Overall quality of leadership provided by McAllen's elected officials	18.5%	30.7%	30.9%	10.3%	9.6%
Q3-10. Overall effectiveness of City management	18.4%	33.4%	31.6%	10.9%	5.7%

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.

(N=602)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Condition of major City streets	15.8%	50.0%	16.4%	12.0%	4.3%	1.5%
Q4-2. Condition of streets in your neighborhood	18.9%	44.4%	15.8%	14.3%	5.3%	1.3%
Q4-3. Condition of sidewalks in your neighborhood	13.8%	35.0%	20.6%	16.6%	10.1%	3.8%
Q4-4. Timing of traffic signals on City streets	9.3%	35.7%	22.6%	20.9%	9.3%	2.2%
Q4-5. Traffic flow on major City streets	7.5%	31.4%	27.1%	23.4%	8.8%	1.8%
Q4-6. Pedestrian accessibility (City's sidewalk system/network, number/availability of sidewalks)	9.6%	33.9%	24.9%	16.8%	11.0%	3.8%
Q4-7. Appearance & condition of City medians, right-of-ways, & public areas	12.6%	48.0%	24.6%	8.3%	3.8%	2.7%
Q4-8. Adequacy of City street lighting for illumination in neighborhoods	9.3%	37.9%	21.4%	19.3%	9.6%	2.5%
Q4-9. Adequacy of City street lighting for illumination along major streets/corridors	12.5%	45.7%	21.8%	12.6%	5.6%	1.8%
Q4-10. Adequacy of City street lighting for illumination at City parks & recreation areas	11.0%	35.5%	28.2%	12.8%	5.8%	6.6%
Q4-11. Adequacy of City street lighting for illumination at City hike & bike trails	8.6%	26.7%	27.4%	16.8%	6.1%	14.3%
Q4-12. Condition of pavement markings on City streets	11.1%	40.0%	26.1%	14.5%	4.7%	3.7%
Q4-13. Overall cleanliness of streets	15.3%	47.3%	21.3%	9.3%	4.7%	2.2%

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.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-14. Overall cleanliness of public areas	14.0%	46.7%	22.4%	9.6%	4.5%	2.8%
Q4-15. Condition of landscaping along public streets	13.1%	41.2%	25.9%	11.5%	5.8%	2.5%
Q4-16. Maintenance of City buildings & facilities	13.3%	47.0%	29.1%	4.2%	1.7%	4.8%

(WITHOUT "DON'T KNOW")**Q4. Maintenance. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied and 1 means "Very Dissatisfied," with the following services provided by the City. (without "don't know")**

(N=602)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Condition of major City streets	16.0%	50.8%	16.7%	12.1%	4.4%
Q4-2. Condition of streets in your neighborhood	19.2%	44.9%	16.0%	14.5%	5.4%
Q4-3. Condition of sidewalks in your neighborhood	14.3%	36.4%	21.4%	17.3%	10.5%
Q4-4. Timing of traffic signals on City streets	9.5%	36.5%	23.1%	21.4%	9.5%
Q4-5. Traffic flow on major City streets	7.6%	32.0%	27.6%	23.9%	9.0%
Q4-6. Pedestrian accessibility (City's sidewalk system/ network, number/availability of sidewalks)	10.0%	35.2%	25.9%	17.4%	11.4%
Q4-7. Appearance & condition of City medians, right-of-ways, & public areas	13.0%	49.3%	25.3%	8.5%	3.9%
Q4-8. Adequacy of City street lighting for illumination in neighborhoods	9.5%	38.8%	22.0%	19.8%	9.9%
Q4-9. Adequacy of City street lighting for illumination along major streets/corridors	12.7%	46.5%	22.2%	12.9%	5.8%
Q4-10. Adequacy of City street lighting for illumination at City parks & recreation areas	11.7%	38.1%	30.2%	13.7%	6.2%
Q4-11. Adequacy of City street lighting for illumination at City hike & bike trails	10.1%	31.2%	32.0%	19.6%	7.2%
Q4-12. Condition of pavement markings on City streets	11.6%	41.6%	27.1%	15.0%	4.8%
Q4-13. Overall cleanliness of streets	15.6%	48.4%	21.7%	9.5%	4.8%

(WITHOUT "DON'T KNOW")**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")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-14. Overall cleanliness of public areas	14.4%	48.0%	23.1%	9.9%	4.6%
Q4-15. Condition of landscaping along public streets	13.5%	42.2%	26.6%	11.8%	6.0%
Q4-16. Maintenance of City buildings & facilities	14.0%	49.4%	30.5%	4.4%	1.7%

Q5. Which TWO of the City maintenance services listed in Question 4 do you think should receive the most emphasis from City leaders over the next TWO years?

Q5. Top choice	Number	Percent
Condition of major City streets	51	8.5 %
Condition of streets in your neighborhood	71	11.8 %
Condition of sidewalks in your neighborhood	45	7.5 %
Timing of traffic signals on City streets	113	18.8 %
Traffic flow on major City streets	79	13.1 %
Pedestrian accessibility (City's sidewalk system/network, number/availability of sidewalks)	58	9.6 %
Appearance & condition of City medians, right-of-ways, & public areas	10	1.7 %
Adequacy of City street lighting for illumination in neighborhoods	54	9.0 %
Adequacy of City street lighting for illumination along major streets/corridors	6	1.0 %
Adequacy of City street lighting for illumination at City parks & recreation areas	8	1.3 %
Adequacy of City street lighting for illumination at City hike & bike trails	11	1.8 %
Condition of pavement markings on City streets	13	2.2 %
Overall cleanliness of streets	16	2.7 %
Overall cleanliness of public areas	8	1.3 %
Condition of landscaping along public streets	14	2.3 %
Maintenance of City buildings & facilities	2	0.3 %
None chosen	43	7.1 %
Total	602	100.0 %

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?

Q5. 2nd choice	Number	Percent
Condition of major City streets	35	5.8 %
Condition of streets in your neighborhood	32	5.3 %
Condition of sidewalks in your neighborhood	33	5.5 %
Timing of traffic signals on City streets	57	9.5 %
Traffic flow on major City streets	102	16.9 %
Pedestrian accessibility (City's sidewalk system/network, number/availability of sidewalks)	59	9.8 %
Appearance & condition of City medians, right-of-ways, & public areas	21	3.5 %
Adequacy of City street lighting for illumination in neighborhoods	58	9.6 %
Adequacy of City street lighting for illumination along major streets/corridors	28	4.7 %
Adequacy of City street lighting for illumination at City parks & recreation areas	12	2.0 %
Adequacy of City street lighting for illumination at City hike & bike trails	21	3.5 %
Condition of pavement markings on City streets	15	2.5 %
Overall cleanliness of streets	17	2.8 %
Overall cleanliness of public areas	22	3.7 %
Condition of landscaping along public streets	18	3.0 %
Maintenance of City buildings & facilities	6	1.0 %
None chosen	66	11.0 %
Total	602	100.0 %

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? (top 2)

Q5. Top choice	Number	Percent
Condition of major City streets	86	14.3 %
Condition of streets in your neighborhood	103	17.1 %
Condition of sidewalks in your neighborhood	78	13.0 %
Timing of traffic signals on City streets	170	28.2 %
Traffic flow on major City streets	181	30.1 %
Pedestrian accessibility (City's sidewalk system/network, number/availability of sidewalks)	117	19.4 %
Appearance & condition of City medians, right-of-ways, & public areas	31	5.1 %
Adequacy of City street lighting for illumination in neighborhoods	112	18.6 %
Adequacy of City street lighting for illumination along major streets/corridors	34	5.6 %
Adequacy of City street lighting for illumination at City parks & recreation areas	20	3.3 %
Adequacy of City street lighting for illumination at City hike & bike trails	32	5.3 %
Condition of pavement markings on City streets	28	4.7 %
Overall cleanliness of streets	33	5.5 %
Overall cleanliness of public areas	30	5.0 %
Condition of landscaping along public streets	32	5.3 %
Maintenance of City buildings & facilities	8	1.3 %
None chosen	43	7.1 %
Total	1138	

Q6. Police, Fire, and Emergency Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of McAllen.

(N=602)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Quality of police protection	31.9%	43.0%	15.8%	4.5%	1.8%	3.0%
Q6-2. Visibility of police in neighborhoods	19.8%	37.2%	23.9%	13.5%	3.0%	2.7%
Q6-3. Visibility of police in retail areas	19.6%	38.5%	28.7%	7.8%	1.3%	4.0%
Q6-4. Police response time	21.1%	35.4%	21.4%	4.5%	2.7%	15.0%
Q6-5. Efforts to prevent crime	20.8%	33.9%	26.6%	6.8%	2.7%	9.3%
Q6-6. Police safety education programs	15.4%	23.9%	31.7%	6.0%	2.3%	20.6%
Q6-7. Enforcement of traffic laws	16.9%	39.9%	23.6%	10.3%	5.1%	4.2%
Q6-8. Quality of animal care services	10.8%	21.9%	30.2%	13.1%	13.1%	10.8%
Q6-9. Quality & accessibility of municipal court services (i.e., traffic, collection, fines)	11.1%	30.7%	28.7%	4.5%	2.5%	22.4%
Q6-10. Quality of fire protection	25.2%	43.5%	16.8%	1.7%	0.7%	12.1%
Q6-11. Quality of fire emergency medical services	26.6%	39.2%	16.3%	2.2%	1.5%	14.3%
Q6-12. Fire personnel emergency response time	27.1%	34.6%	16.8%	1.5%	0.7%	19.4%
Q6-13. Quality of fire safety education programs	18.8%	23.8%	27.2%	3.8%	1.7%	24.8%
Q6-14. 9-1-1 service provided by operators	22.3%	33.4%	18.4%	2.3%	0.7%	22.9%
Q6-15. 9-1-1 response time from first responders, ambulance, fire, police	24.1%	31.7%	17.8%	2.5%	0.7%	23.3%
Q6-16. Disaster preparedness public education	14.8%	30.6%	27.4%	9.3%	3.3%	14.6%

(WITHOUT "DON'T KNOW")**Q6. Police, Fire, and Emergency Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of McAllen. (without "don't know")**

(N=602)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Quality of police protection	32.9%	44.3%	16.3%	4.6%	1.9%
Q6-2. Visibility of police in neighborhoods	20.3%	38.2%	24.6%	13.8%	3.1%
Q6-3. Visibility of police in retail areas	20.4%	40.1%	29.9%	8.1%	1.4%
Q6-4. Police response time	24.8%	41.6%	25.2%	5.3%	3.1%
Q6-5. Efforts to prevent crime	22.9%	37.4%	29.3%	7.5%	2.9%
Q6-6. Police safety education programs	19.5%	30.1%	40.0%	7.5%	2.9%
Q6-7. Enforcement of traffic laws	17.7%	41.6%	24.6%	10.7%	5.4%
Q6-8. Quality of animal care services	12.1%	24.6%	33.9%	14.7%	14.7%
Q6-9. Quality & accessibility of municipal court services (i.e., traffic, collection, fines)	14.3%	39.6%	37.0%	5.8%	3.2%
Q6-10. Quality of fire protection	28.7%	49.5%	19.1%	1.9%	0.8%
Q6-11. Quality of fire emergency medical services	31.0%	45.7%	19.0%	2.5%	1.7%
Q6-12. Fire personnel emergency response time	33.6%	42.9%	20.8%	1.9%	0.8%
Q6-13. Quality of fire safety education programs	24.9%	31.6%	36.2%	5.1%	2.2%
Q6-14. 9-1-1 service provided by operators	28.9%	43.3%	23.9%	3.0%	0.9%
Q6-15. 9-1-1 response time from first responders, ambulance, fire, police	31.4%	41.3%	23.2%	3.2%	0.9%
Q6-16. Disaster preparedness public education	17.3%	35.8%	32.1%	10.9%	3.9%

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?

Q7. Top choice	Number	Percent
Quality of police protection	47	7.8 %
Visibility of police in neighborhoods	128	21.3 %
Visibility of police in retail areas	26	4.3 %
Police response time	15	2.5 %
Efforts to prevent crime	50	8.3 %
Police safety education programs	22	3.7 %
Enforcement of traffic laws	50	8.3 %
Quality of animal care services	90	15.0 %
Quality & accessibility of municipal court services (i.e., traffic, collection, fines)	9	1.5 %
Quality of fire protection	4	0.7 %
Quality of fire emergency medical services	7	1.2 %
Fire personnel emergency response time	1	0.2 %
Quality of fire safety education programs	3	0.5 %
9-1-1 service provided by operators	3	0.5 %
9-1-1 response time from first responders, ambulance, fire, police	8	1.3 %
Disaster preparedness public education	56	9.3 %
None chosen	83	13.8 %
Total	602	100.0 %

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?

Q7. 2nd choice	Number	Percent
Quality of police protection	30	5.0 %
Visibility of police in neighborhoods	71	11.8 %
Visibility of police in retail areas	33	5.5 %
Police response time	20	3.3 %
Efforts to prevent crime	62	10.3 %
Police safety education programs	34	5.6 %
Enforcement of traffic laws	41	6.8 %
Quality of animal care services	62	10.3 %
Quality & accessibility of municipal court services (i.e., traffic, collection, fines)	17	2.8 %
Quality of fire protection	13	2.2 %
Quality of fire emergency medical services	10	1.7 %
Fire personnel emergency response time	4	0.7 %
Quality of fire safety education programs	13	2.2 %
9-1-1 service provided by operators	5	0.8 %
9-1-1 response time from first responders, ambulance, fire, police	15	2.5 %
Disaster preparedness public education	64	10.6 %
None chosen	108	17.9 %
Total	602	100.0 %

(SUM OF TOP 2 RESPONSES)**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)**

Q7. Top choice	Number	Percent
Quality of police protection	77	12.8 %
Visibility of police in neighborhoods	199	33.1 %
Visibility of police in retail areas	59	9.8 %
Police response time	35	5.8 %
Efforts to prevent crime	112	18.6 %
Police safety education programs	56	9.3 %
Enforcement of traffic laws	91	15.1 %
Quality of animal care services	152	25.2 %
Quality & accessibility of municipal court services (i.e., traffic, collection, fines)	26	4.3 %
Quality of fire protection	17	2.8 %
Quality of fire emergency medical services	17	2.8 %
Fire personnel emergency response time	5	0.8 %
Quality of fire safety education programs	16	2.7 %
9-1-1 service provided by operators	8	1.3 %
9-1-1 response time from first responders, ambulance, fire, police	23	3.8 %
Disaster preparedness public education	120	19.9 %
None chosen	83	13.8 %
Total	1096	

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.

(N=602)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q8-1. In your neighborhood during the day	49.3%	37.9%	9.8%	1.0%	0.7%	1.3%
Q8-2. In your neighborhood at night	30.1%	42.9%	18.1%	6.5%	1.2%	1.3%
Q8-3. In City's parks, trails, & recreational areas	13.1%	37.9%	27.1%	10.6%	1.2%	10.1%
Q8-4. In commercial & retail areas	19.3%	47.0%	25.2%	5.5%	0.3%	2.7%
Q8-5. Overall in City	22.1%	52.8%	19.1%	3.7%	0.3%	2.0%
Q8-6. Downtown after dark	5.8%	11.5%	24.9%	24.3%	15.1%	18.4%
Q8-7. Traveling by bicycle in McAllen	6.8%	18.9%	23.4%	20.1%	12.0%	18.8%

(WITHOUT "DON'T KNOW")

Q8. Feeling of Safety. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

(N=602)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q8-1. In your neighborhood during the day	50.0%	38.4%	9.9%	1.0%	0.7%
Q8-2. In your neighborhood at night	30.5%	43.4%	18.4%	6.6%	1.2%
Q8-3. In City's parks, trails, & recreational areas	14.6%	42.1%	30.1%	11.8%	1.3%
Q8-4. In commercial & retail areas	19.8%	48.3%	25.9%	5.6%	0.3%
Q8-5. Overall in City	22.5%	53.9%	19.5%	3.7%	0.3%
Q8-6. Downtown after dark	7.1%	14.1%	30.5%	29.7%	18.5%
Q8-7. Traveling by bicycle in McAllen	8.4%	23.3%	28.8%	24.7%	14.7%

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.

(N=602)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Overall responsiveness of City code enforcement staff	10.3%	29.2%	27.6%	10.3%	4.7%	17.9%
Q9-2. City effort to enforce code violations	10.0%	27.7%	26.2%	13.3%	6.1%	16.6%
Q9-3. Clean-up of debris/litter	15.8%	34.2%	23.8%	15.4%	7.6%	3.2%
Q9-4. Efforts to enforce exterior maintenance & upkeep of residential property	10.3%	27.9%	26.2%	18.1%	9.8%	7.6%
Q9-5. Efforts to identify abandoned or unsecured properties	7.8%	16.9%	29.1%	16.6%	8.8%	20.8%
Q9-6. Efforts to remove dilapidated structures	7.5%	15.1%	32.4%	14.5%	7.8%	22.8%
Q9-7. Enforcement of parking on grass in front yard	8.0%	17.6%	26.1%	17.3%	12.3%	18.8%
Q9-8. Enforcement of weedy lots	8.5%	19.4%	26.1%	19.3%	13.6%	13.1%
Q9-9. Enforcement of abandoned vehicles	8.5%	17.6%	26.1%	16.4%	12.1%	19.3%
Q9-10. Enforcement of graffiti	13.0%	30.6%	25.4%	10.5%	4.5%	16.1%
Q9-11. Cleanliness in your neighborhood	18.8%	42.2%	21.8%	8.8%	5.8%	2.7%
Q9-12. Enforcement of loud music	11.0%	27.2%	24.6%	13.6%	8.5%	15.1%
Q9-13. Degree to which code violations are a problem	8.0%	20.8%	36.5%	9.8%	4.3%	20.6%

(WITHOUT "DON'T KNOW")**Q9. Code Enforcement. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")**

(N=602)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	
Q9-1. Overall responsiveness of City code enforcement staff	12.6%	35.6%	33.6%	12.6%	5.7%	
Q9-2. City effort to enforce code violations	12.0%	33.3%	31.5%	15.9%	7.4%	
Q9-3. Clean-up of debris/litter	16.3%	35.3%	24.5%	16.0%	7.9%	
Q9-4. Efforts to enforce exterior maintenance & upkeep of residential property	11.2%	30.2%	28.4%	19.6%	10.6%	
Q9-5. Efforts to identify abandoned or unsecured properties	9.9%	21.4%	36.7%	21.0%	11.1%	
Q9-6. Efforts to remove dilapidated structures	9.7%	19.6%	41.9%	18.7%	10.1%	
Q9-7. Enforcement of parking on grass in front yard	9.8%	21.7%	32.1%	21.3%	15.1%	
Q9-8. Enforcement of weedy lots	9.8%	22.4%	30.0%	22.2%	15.7%	
Q9-9. Enforcement of abandoned vehicles	10.5%	21.8%	32.3%	20.4%	15.0%	
Q9-10. Enforcement of graffiti	15.4%	36.4%	30.3%	12.5%	5.3%	
Q9-11. Cleanliness in your neighborhood	19.3%	43.3%	22.4%	9.0%	6.0%	
Q9-12. Enforcement of loud music	12.9%	32.1%	29.0%	16.0%	10.0%	
Q9-13. Degree to which code violations are a problem	10.0%	26.2%	46.0%	12.3%	5.4%	
Q10-1. Quality of residential garbage collection	42.0%	42.4%	9.5%	3.3%	2.2%	0.7%
Q10-2. Quality of residential curbside recycling services	36.7%	38.7%	12.0%	4.8%	3.2%	4.7%

(WITHOUT "DON'T KNOW")**Q10. Residential and Neighborhood Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")**

(N=602)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Quality of residential garbage collection	42.3%	42.6%	9.5%	3.3%	2.2%
Q10-2. Quality of residential curbside recycling services	38.5%	40.6%	12.5%	5.1%	3.3%

Q11. Public 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.

(N=602)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Quality of drinking water	12.8%	34.9%	20.6%	16.6%	11.8%	3.3%
Q11-2. Quality of wastewater services	17.6%	42.9%	24.9%	4.5%	3.2%	7.0%
Q11-3. Quality of drainage infrastructure	13.8%	35.0%	22.1%	17.1%	9.3%	2.7%

(WITHOUT "DON'T KNOW")**Q11. Public Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")**

(N=602)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Quality of drinking water	13.2%	36.1%	21.3%	17.2%	12.2%
Q11-2. Quality of wastewater services	18.9%	46.1%	26.8%	4.8%	3.4%
Q11-3. Quality of drainage infrastructure	14.2%	36.0%	22.7%	17.6%	9.6%

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.

(N=602)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Quality of City parks	20.8%	47.7%	16.3%	7.5%	2.2%	5.6%
Q12-2. Number & location of City parks	19.3%	43.0%	18.4%	9.1%	3.5%	6.6%
Q12-3. Quality of walking & biking trails	18.6%	38.7%	21.4%	8.8%	4.7%	7.8%
Q12-4. Number of walking & biking trails	16.6%	33.6%	21.8%	13.0%	6.6%	8.5%
Q12-5. Amount, quality & condition of swimming pools	9.0%	18.1%	28.9%	10.6%	7.6%	25.7%
Q12-6. Quality of City sponsored events & activities	17.1%	34.6%	26.4%	7.1%	3.0%	11.8%
Q12-7. Quality of youth programs	14.0%	27.7%	25.6%	8.0%	2.3%	22.4%
Q12-8. Quality of adult sports programs	9.6%	18.6%	30.9%	9.6%	3.8%	27.4%
Q12-9. Quality of outdoor athletic facilities	12.6%	27.7%	28.1%	10.6%	3.5%	17.4%
Q12-10. Quality of picnic, pavilion areas, playgrounds at City parks	15.1%	37.7%	24.8%	9.1%	3.3%	10.0%
Q12-11. Recreational opportunities	13.1%	29.9%	26.9%	11.3%	4.0%	14.8%
Q12-12. Quality of outdoor programming at Fireman's Par	12.8%	25.4%	27.6%	4.7%	1.7%	27.9%
Q12-13. Quality of outdoor programming at McAllen Nature Center	12.0%	26.1%	25.2%	5.1%	1.8%	29.7%
Q12-14. Quality of outdoor programming at Camp McAllen	11.1%	23.3%	25.2%	3.7%	1.3%	35.4%

(WITHOUT "DON'T KNOW")**Q12. Parks and Recreation. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")**

(N=602)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Quality of City parks	22.0%	50.5%	17.3%	7.9%	2.3%
Q12-2. Number & location of City parks	20.6%	46.1%	19.8%	9.8%	3.7%
Q12-3. Quality of walking & biking trails	20.2%	42.0%	23.2%	9.5%	5.0%
Q12-4. Number of walking & biking trails	18.1%	36.7%	23.8%	14.2%	7.3%
Q12-5. Amount, quality & condition of swimming pools	12.1%	24.4%	38.9%	14.3%	10.3%
Q12-6. Quality of City sponsored events & activities	19.4%	39.2%	29.9%	8.1%	3.4%
Q12-7. Quality of youth programs	18.0%	35.8%	33.0%	10.3%	3.0%
Q12-8. Quality of adult sports programs	13.3%	25.6%	42.6%	13.3%	5.3%
Q12-9. Quality of outdoor athletic facilities	15.3%	33.6%	34.0%	12.9%	4.2%
Q12-10. Quality of picnic, pavilion areas, playgrounds at City parks	16.8%	41.9%	27.5%	10.1%	3.7%
Q12-11. Recreational opportunities	15.4%	35.1%	31.6%	13.3%	4.7%
Q12-12. Quality of outdoor programming at Fireman's Par	17.7%	35.3%	38.2%	6.5%	2.3%
Q12-13. Quality of outdoor programming at McAllen Nature Center	17.0%	37.1%	35.9%	7.3%	2.6%
Q12-14. Quality of outdoor programming at Camp McAllen	17.2%	36.0%	39.1%	5.7%	2.1%

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

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

	Number	Percent
Yes	263	43.7 %
No	339	56.3 %
Total	602	100.0 %

Q13a. How did you contact the City?

Q13a. How did you contact City	Number	Percent
Phone (McAllen 311)	194	73.8 %
Email	8	3.0 %
Social media	1	0.4 %
Website	9	3.4 %
In person	46	17.5 %
Not provided	5	1.9 %
Total	263	100.0 %

(WITHOUT "NOT PROVIDED")

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

Q13a. How did you contact City	Number	Percent
Phone (McAllen 311)	194	75.2 %
Email	8	3.1 %
Social media	1	0.4 %
Website	9	3.5 %
In person	46	17.8 %
Total	258	100.0 %

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

Q13b. How easy or difficult was it to address your issue	Number	Percent
Very easy	95	36.1 %
Somewhat easy	94	35.7 %
Difficult	37	14.1 %
Very difficult	30	11.4 %
Don't know	7	2.7 %
Total	263	100.0 %

(WITHOUT "DON'T KNOW")

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

Q13b. How easy or difficult was it to address your issue	Number	Percent
Very easy	95	37.1 %
Somewhat easy	94	36.7 %
Difficult	37	14.5 %
Very difficult	30	11.7 %
Total	256	100.0 %

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.

(N=602)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Quality of City's website	11.3%	35.5%	26.2%	6.6%	2.7%	17.6%
Q14-2. Quality of City's social media (X, Instagram, Facebook, etc.)	10.1%	31.2%	29.9%	5.3%	1.5%	21.9%
Q14-3. Availability of information on City services & programs	10.8%	33.2%	28.9%	12.5%	2.5%	12.1%
Q14-4. City's efforts to keep you informed	10.8%	31.9%	31.9%	14.5%	2.7%	8.3%
Q14-5. Level of public involvement in local decision-making	6.8%	20.6%	32.2%	15.3%	7.6%	17.4%
Q14-6. Transparency of City government	8.1%	20.1%	31.1%	15.3%	10.5%	15.0%
Q14-7. City's TV station, McAllen Cable Network (MCN)	7.1%	21.9%	27.4%	6.0%	2.5%	35.0%

(WITHOUT "DON'T KNOW")**Q14. City Communication. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")**

(N=602)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Quality of City's website	13.7%	43.1%	31.9%	8.1%	3.2%
Q14-2. Quality of City's social media (X, Instagram, Facebook, etc.)	13.0%	40.0%	38.3%	6.8%	1.9%
Q14-3. Availability of information on City services & programs	12.3%	37.8%	32.9%	14.2%	2.8%
Q14-4. City's efforts to keep you informed	11.8%	34.8%	34.8%	15.8%	2.9%
Q14-5. Level of public involvement in local decision-making	8.2%	24.9%	39.0%	18.5%	9.3%
Q14-6. Transparency of City government	9.6%	23.6%	36.5%	18.0%	12.3%
Q14-7. City's TV station, McAllen Cable Network (MCN)	11.0%	33.8%	42.2%	9.2%	3.8%

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

Q15. Your primary sources of information about City issues, services, & events	Number	Percent
City website	184	30.6 %
Local newspaper	90	15.0 %
City cable channel (MCN)	42	7.0 %
Radio news programs	76	12.6 %
Television news programs	226	37.5 %
Social media (Facebook, Twitter, Instagram)	337	56.0 %
Word of mouth (friends/neighbors)	208	34.6 %
City emails/press releases	80	13.3 %
Public meetings	30	5.0 %
Other	12	2.0 %
Total	1285	

Q15-10. Other:

Q15-10. Other	Number	Percent
Mail	2	16.7 %
Mail information	1	8.3 %
City employees	1	8.3 %
Presorted first-class mail	1	8.3 %
McAllen 311	1	8.3 %
In person	1	8.3 %
Phone calls	1	8.3 %
YouTube	1	8.3 %
Online news outlets	1	8.3 %
App	1	8.3 %
Professionalism of City clerks office	1	8.3 %
Total	12	100.0 %

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

Q16. How often do you experience standing water or ponding in your neighborhood	Number	Percent
Every time it rains	105	17.4 %
Sometimes, if it has been raining frequently	158	26.2 %
Rarely, only if it's a major storm event	218	36.2 %
Never, I do not experience standing water or ponding in my neighborhood	111	18.4 %
Not provided	10	1.7 %
Total	602	100.0 %

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

Q16. How often do you experience standing water or ponding in your neighborhood	Number	Percent
Every time it rains	105	17.7 %
Sometimes, if it has been raining frequently	158	26.7 %
Rarely, only if it's a major storm event	218	36.8 %
Never, I do not experience standing water or ponding in my neighborhood	111	18.8 %
Total	592	100.0 %

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

Q17. Have you ever experienced flooding in your home as a result of a weather event	Number	Percent
Yes	103	17.1 %
No	486	80.7 %
Not provided	13	2.2 %
Total	602	100.0 %

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

Q17. Have you ever experienced flooding in your home as a result of a weather event	Number	Percent
Yes	103	17.5 %
No	486	82.5 %
Total	589	100.0 %

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

Q18. Location of flooding at your residence as a result of a weather event	Number	Percent
Flooding in the driveway or lawn/yard	206	34.2 %
Flooding inside the garage	38	6.3 %
Flooding that reached inside the house or residence	35	5.8 %
Not applicable	348	57.8 %
Total	627	

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

Q18. Location of flooding at your residence as a result of a weather event	Number	Percent
Flooding in the driveway or lawn/yard	206	81.1 %
Flooding inside the garage	38	15.0 %
Flooding that reached inside the house or residence	35	13.8 %
Total	279	

Q19. How many years have you lived in McAllen?

Q19. How many years have you lived in McAllen	Number	Percent
0-5	41	6.8 %
6-10	47	7.8 %
11-15	53	8.8 %
16-20	62	10.3 %
21-30	126	20.9 %
31+	256	42.5 %
Not provided	17	2.8 %
Total	602	100.0 %

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

Q19. How many years have you lived in McAllen	Number	Percent
0-5	41	7.0 %
6-10	47	8.0 %
11-15	53	9.1 %
16-20	62	10.6 %
21-30	126	21.5 %
31+	256	43.8 %
Total	585	100.0 %

Q20. What is your age?

Q20. Your age	Number	Percent
18-34	115	19.1 %
35-44	120	19.9 %
45-54	123	20.4 %
55-64	117	19.4 %
65+	116	19.3 %
Not provided	11	1.8 %
Total	602	100.0 %

(WITHOUT "NOT PROVIDED")**Q20. What is your age? (without "not provided")**

Q20. Your age	Number	Percent
18-34	115	19.5 %
35-44	120	20.3 %
45-54	123	20.8 %
55-64	117	19.8 %
65+	116	19.6 %
Total	591	100.0 %

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

Q21. Are you or other members of your household of Hispanic or Latino ancestry	Number	Percent
Yes	521	86.5 %
No	73	12.1 %
Not provided	8	1.3 %
Total	602	100.0 %

(WITHOUT "NOT PROVIDED")**Q21. Are you or other members of your household of Hispanic or Latino ancestry? (without "not provided")**

Q21. Are you or other members of your household of Hispanic or Latino ancestry	Number	Percent
Yes	521	87.7 %
No	73	12.3 %
Total	594	100.0 %

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

<u>Q22. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	17	2.8 %
Black or African American	7	1.2 %
American Indian or Alaska Native	5	0.8 %
White	215	35.7 %
Native Hawaiian or other Pacific Islander	1	0.2 %
Other	73	12.1 %
Total	318	

Q22-6. Self-describe your race/ethnicity:

<u>Q22-6. Self-describe your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Hispanic	33	45.2 %
Mexican	17	23.3 %
Latino	4	5.5 %
Hispanic/Latino	4	5.5 %
Mixed	3	4.1 %
Latin	3	4.1 %
European	2	2.7 %
Spanish	1	1.4 %
Latin American	1	1.4 %
Hispanic/Mexican	1	1.4 %
Chicano, Mexican	1	1.4 %
South African/Indian/Mexican	1	1.4 %
Bi-racial	1	1.4 %
Mestizo	1	1.4 %
Total	73	100.0 %

Q23. Which of the following best describes your household income?

<u>Q23. Your household income</u>	<u>Number</u>	<u>Percent</u>
Less than \$30K	93	15.4 %
\$30K to \$59,999	117	19.4 %
\$60K to \$89,999	120	19.9 %
\$90K to \$119,999	89	14.8 %
\$120K+	93	15.4 %
Prefer not to answer	90	15.0 %
Total	602	100.0 %

(WITHOUT "PREFER NOT TO ANSWER")**Q23. Which of the following best describes your household income? (without "prefer not to answer")**

<u>Q23. Your household income</u>	<u>Number</u>	<u>Percent</u>
Less than \$30K	93	18.2 %
\$30K to \$59,999	117	22.9 %
\$60K to \$89,999	120	23.4 %
\$90K to \$119,999	89	17.4 %
\$120K+	93	18.2 %
Total	512	100.0 %

Q24. Your gender:

Q24. Your gender	Number	Percent
Male	288	47.8 %
Female	298	49.5 %
Prefer not to answer	16	2.7 %
Total	602	100.0 %

(WITHOUT "PREFER NOT TO ANSWER")**Q24. Your gender: (without "prefer not to answer")**

Q24. Your gender	Number	Percent
Male	288	49.1 %
Female	298	50.9 %
Total	586	100.0 %

Q25. How many people are in your household?

Q25. How many people are in your household	Number	Percent
1	81	13.5 %
2	193	32.1 %
3	148	24.6 %
4	95	15.8 %
5	39	6.5 %
6+	32	5.3 %
Not provided	14	2.3 %
Total	602	100.0 %

(WITHOUT "NOT PROVIDED")**Q25. How many people are in your household? (without "not provided")**

Q25. How many people are in your household	Number	Percent
1	81	13.8 %
2	193	32.8 %
3	148	25.2 %
4	95	16.2 %
5	39	6.6 %
6+	32	5.4 %
Total	588	100.0 %

7 Survey Instrument



March 2026

Dear City of McAllen Resident:

The City of McAllen is conducting a survey to find out what you, the citizens, think about the quality of City services.

A survey is conducted every 4 years by the City to assist in making critical decisions that affect a wide range of City services, including police, fire, parks, street maintenance, sidewalk construction, code enforcement, animal care services and many others. To ensure that the City's priorities are aligned with the needs of McAllen residents, you are asked to complete the attached survey conducted independently by ETC Institute.

We realize this survey will take some time to complete, but ***every question*** is important, and your opinion matters to the City. The time you invest will influence City decisions and impact your community's future. Your responses will also allow City leaders to strengthen service levels as needed to better suit your needs.

Please return the enclosed survey within one week in the provided postage-paid envelope. If you prefer, you can complete the survey online at mcallensurvey.org. Another method to complete the survey is by calling us ***toll-free at 1-888-801-5368***. If you need assistance with accessibility to the survey, please call us at that number. ***Your responses will remain confidential.***

Thank you for your participation.

Sincerely,

A handwritten signature in blue ink, appearing to read "Isaac J. Tawil", written over a light blue circular stamp.

Isaac J. Tawil
City Manager, City of McAllen



2026 City of McAllen Resident Satisfaction Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to involve residents in long-range planning and investment decisions. If you have questions, please call the City Manager's Office at 956-681-1001. Thank you!



1. **City Services.** Please rate your overall satisfaction with major categories of services provided by McAllen on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Major Categories of City Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall quality of public safety (Police, Fire, EMS, Emergency Management)	5	4	3	2	1	9
02.	Overall quality of city parks and recreation programs and facilities	5	4	3	2	1	9
03.	Overall maintenance of city streets, buildings, and facilities	5	4	3	2	1	9
04.	Overall quality of city water utilities	5	4	3	2	1	9
05.	Overall quality of city sewer utilities	5	4	3	2	1	9
06.	Overall enforcement of city codes and ordinances	5	4	3	2	1	9
07.	Overall quality of customer service you receive from city employees	5	4	3	2	1	9
08.	Overall effectiveness of city communication with the public	5	4	3	2	1	9
09.	Overall quality of the city's storm water runoff/storm water management system	5	4	3	2	1	9
10.	Overall flow of traffic and congestion management in the city	5	4	3	2	1	9
11.	Overall quality of the city's solid waste system (trash, recycling, yard waste)	5	4	3	2	1	9

2. Which **THREE** of the major categories of city services do you think should receive the most emphasis from city leaders over the next **TWO** years? *[Write in your answers below using the numbers from the list in Question 1.]*

1st: _____ 2nd: _____ 3rd: _____

3. **Perceptions.** Several items that may influence your perception of McAllen are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Perceptions of the City	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	McAllen as a place to live	5	4	3	2	1	9
02.	McAllen as a place to raise children	5	4	3	2	1	9
03.	McAllen as a place to work	5	4	3	2	1	9
04.	McAllen as a place to retire	5	4	3	2	1	9
05.	Overall image of McAllen	5	4	3	2	1	9
06.	Overall quality of life in McAllen	5	4	3	2	1	9
07.	Overall appearance of McAllen	5	4	3	2	1	9
08.	McAllen as a welcoming community for people of diverse backgrounds	5	4	3	2	1	9
09.	The overall quality of leadership provided by McAllen's elected officials	5	4	3	2	1	9
10.	The overall effectiveness of city management	5	4	3	2	1	9

4. Maintenance. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied and 1 means "Very Dissatisfied" with the following services provided by the City.

	City Maintenance	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Condition of major city streets	5	4	3	2	1	9
02.	Condition of streets in your neighborhood	5	4	3	2	1	9
03.	Condition of sidewalks in your neighborhood	5	4	3	2	1	9
04.	Timing of traffic signals on city streets	5	4	3	2	1	9
05.	Traffic flow on major city streets	5	4	3	2	1	9
06.	Pedestrian accessibility (The city's sidewalk system/network; number/availability of sidewalks)	5	4	3	2	1	9
07.	Appearance and condition of city medians, right-of-ways, and public areas	5	4	3	2	1	9
08.	Adequacy of city street lighting for illumination in neighborhoods	5	4	3	2	1	9
09.	Adequacy of city street lighting for illumination along major streets/corridors	5	4	3	2	1	9
10.	Adequacy of city street lighting for illumination at city parks and recreation areas	5	4	3	2	1	9
11.	Adequacy of city street lighting for illumination at city hike and bike trails	5	4	3	2	1	9
12.	Condition of pavement markings on city streets	5	4	3	2	1	9
13.	Overall cleanliness of streets	5	4	3	2	1	9
14.	Overall cleanliness of public areas	5	4	3	2	1	9
15.	Condition of landscaping along public streets	5	4	3	2	1	9
16.	Maintenance of city buildings and facilities	5	4	3	2	1	9

5. Which TWO of the city maintenance services do you think should receive the most emphasis from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 4.]

1st: _____ 2nd: _____

6. Police, Fire, and Emergency Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied" with the following public safety services provided by the City of McAllen.

	Public Safety Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Quality of police protection	5	4	3	2	1	9
02.	Visibility of police in neighborhoods	5	4	3	2	1	9
03.	Visibility of police in retail areas	5	4	3	2	1	9
04.	Police response time	5	4	3	2	1	9
05.	Efforts to prevent crime	5	4	3	2	1	9
06.	Police safety education programs	5	4	3	2	1	9
07.	Enforcement of traffic laws	5	4	3	2	1	9
08.	Quality of animal care services	5	4	3	2	1	9
09.	Quality and accessibility of municipal court services (i.e., traffic, collection, fines)	5	4	3	2	1	9
10.	Quality of fire protection	5	4	3	2	1	9
11.	Quality of fire emergency medical services	5	4	3	2	1	9
12.	Fire personnel emergency response time	5	4	3	2	1	9
13.	Quality of fire safety education programs	5	4	3	2	1	9
14.	9-1-1 service provided by operators	5	4	3	2	1	9
15.	9-1-1 response time from first responders: ambulance, fire, police	5	4	3	2	1	9
16.	Disaster preparedness public education	5	4	3	2	1	9

7. **Which TWO of the public safety services items on the previous page do you think should receive the most emphasis from city leaders over the next TWO years?** *[Write in your answers below using the numbers from the list in Question 6.]*

1st: ____ 2nd: ____

8. **Feeling of Safety.** On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

Feeling of Safety	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. In your neighborhood during the day	5	4	3	2	1	9
2. In your neighborhood at night	5	4	3	2	1	9
3. In the City's parks, trails, and recreational areas	5	4	3	2	1	9
4. In commercial and retail areas	5	4	3	2	1	9
5. Overall in the City	5	4	3	2	1	9
6. Downtown after dark	5	4	3	2	1	9
7. Traveling by bicycle in McAllen	5	4	3	2	1	9

9. **Code Enforcement.** Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied" with the following.

Enforcement of City Codes and Ordinances	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall responsiveness of city code enforcement staff	5	4	3	2	1	9
02. City effort to enforce code violations	5	4	3	2	1	9
03. Clean-up of debris/litter	5	4	3	2	1	9
04. Efforts to enforce exterior maintenance and upkeep of residential property	5	4	3	2	1	9
05. Efforts to identify abandoned or unsecured properties	5	4	3	2	1	9
06. Efforts to remove dilapidated structures	5	4	3	2	1	9
07. Enforcement of parking on grass in front yard	5	4	3	2	1	9
08. Enforcement of weedy lots	5	4	3	2	1	9
09. Enforcement of abandoned vehicles	5	4	3	2	1	9
10. Enforcement of graffiti	5	4	3	2	1	9
11. Cleanliness in your neighborhood	5	4	3	2	1	9
12. Enforcement of loud music	5	4	3	2	1	9
13. Degree to which code violations are a problem	5	4	3	2	1	9

10. **Residential and Neighborhood Services.** Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied" with the following.

Residential and Neighborhood Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Quality of residential garbage collection	5	4	3	2	1	9
2. Quality of residential curbside recycling services	5	4	3	2	1	9

11. **Public 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 Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Quality of drinking water	5	4	3	2	1	9
2. Quality of wastewater services	5	4	3	2	1	9
3. Quality of drainage infrastructure	5	4	3	2	1	9

12. Parks and Recreation. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied" with the following.

	Parks and Recreation	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Quality of city parks	5	4	3	2	1	9
02.	Number and location of city parks	5	4	3	2	1	9
03.	Quality of walking and biking trails	5	4	3	2	1	9
04.	Number of walking and biking trails	5	4	3	2	1	9
05.	Amount, quality and condition of swimming pools	5	4	3	2	1	9
06.	Quality of city sponsored events and activities	5	4	3	2	1	9
07.	Quality of youth programs	5	4	3	2	1	9
08.	Quality of adult sports programs	5	4	3	2	1	9
09.	Quality of outdoor athletic facilities	5	4	3	2	1	9
10.	Quality of picnic, pavilion areas, playgrounds at city parks	5	4	3	2	1	9
11.	Recreational opportunities	5	4	3	2	1	9
12.	Quality of outdoor programming at Fireman's Park	5	4	3	2	1	9
13.	Quality of outdoor programming at McAllen Nature Center	5	4	3	2	1	9
14.	Quality of outdoor programming at Camp McAllen	5	4	3	2	1	9

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

____(1) Yes [Answer Q13a-b.] ____ (2) No [Skip to Q14.]

13a. How did you contact the City?

____(1) Phone (McAllen 311) ____ (3) Social media ____ (5) In person
 ____ (2) E-mail ____ (4) Website

13b. How easy or difficult was it to address your issue?

____ (4) Very easy ____ (2) Difficult ____ (9) Don't know
 ____ (3) Somewhat easy ____ (1) Very difficult

14. City Communication. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied" with the following.

	Communication	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Quality of the City's website	5	4	3	2	1	9
2.	Quality of the City's social media (X, Instagram, Facebook, etc.)	5	4	3	2	1	9
3.	Availability of information on City services and programs	5	4	3	2	1	9
4.	City's efforts to keep you informed	5	4	3	2	1	9
5.	Level of public involvement in local decision-making	5	4	3	2	1	9
6.	Transparency of City government	5	4	3	2	1	9
7.	City's TV station, McAllen Cable Network (MCN)	5	4	3	2	1	9

15. Which of the following are your primary sources of information about City issues, services, and events? [Check all that apply.]

____ (01) City website ____ (06) Social media (Facebook, Twitter, Instagram)
 ____ (02) Local newspaper ____ (07) Word of mouth (friends/neighbors)
 ____ (03) City cable channel (MCN) ____ (08) City emails/press releases
 ____ (04) Radio news programs ____ (09) Public meetings
 ____ (05) Television news programs ____ (10) Other: _____

- 16. How often do you experience standing water or ponding in your neighborhood?**
 ____ (1) Every time it rains
 ____ (2) Sometimes, if it has been raining frequently
 ____ (3) Rarely, only if it's a major storm event
 ____ (4) Never, I do not experience standing water or ponding in my neighborhood
- 17. Have you ever experienced flooding in your home as a result of a weather event?**
 ____ (1) Yes ____ (2) No
- 18. Please indicate the location of flooding at your residence as a result of a weather event. If you have never experienced flooding in or around your property, please select "Not applicable." [Check all that apply.]**
 ____ (1) Flooding in the driveway or lawn/yard ____ (3) Flooding that reached inside the house or residence
 ____ (2) Flooding inside the garage ____ (4) Not applicable
- 19. How many years have you lived in McAllen?** ____ years
- 20. What is your age?** ____ years
- 21. Are you or other members of your household of Hispanic or Latino ancestry?**
 ____ (1) Yes ____ (2) No
- 22. Which of the following best describes your race/ethnicity? [Check all that apply.]**
 ____ (1) Asian or Asian Indian ____ (4) White
 ____ (2) Black or African American ____ (5) Native Hawaiian or other Pacific Islander
 ____ (3) American Indian or Alaska Native ____ (99) Other: _____
- 23. Which of the following best describes your household income?**
 ____ (1) Less than \$30,000 ____ (3) \$60,000 to \$89,999 ____ (5) \$120,000 or more
 ____ (2) \$30,000 to \$59,999 ____ (4) \$90,000 to \$119,999 ____ (6) Prefer not to answer
- 24. Your gender:** ____ (1) Male ____ (2) Female ____ (3) Prefer not to answer
- 25. How many people are in your household?** ____ people
- 26. Please list the top 3 things you would like to recommend or suggest to the City for future consideration.**
 1. _____
 2. _____
 3. _____

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage paid envelope addressed to:
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having problems with city services. If your address is not correct, please provide the correct information. Thank you.



Marzo 2026

Estimado residente de la ciudad de McAllen:

La Ciudad de McAllen está realizando una encuesta para averiguar qué piensan ustedes, los ciudadanos, sobre la calidad de los servicios de la Ciudad.

La Ciudad realiza una encuesta cada 4 años para ayudar a tomar decisiones críticas que afectan a una amplia gama de servicios de la Ciudad, como policía, bomberos, parques, mantenimiento de calles, construcción de aceras, cumplimiento de códigos, servicios de cuidado de animales y muchos otros. Para asegurarse de que las prioridades de la Ciudad estén alineadas con las necesidades de los residentes de McAllen, se le solicita que completen la encuesta adjunta realizada independientemente por el Instituto ETC.

Nos damos cuenta de que esta encuesta tardará algún tiempo en completarse, pero **cada pregunta** es importante y su opinión es importante para la Ciudad. El tiempo que invierta influirá en las decisiones de la Ciudad e impactará el futuro de su comunidad. Sus respuestas también permitirán a los líderes de la Ciudad fortalecer los niveles de servicio según sea necesario para adaptarse mejor a sus necesidades.

Por favor, devuelva la encuesta adjunta dentro de una semana en el sobre provisto con franqueo pagado. Si lo prefiere, puede completar la encuesta en línea en mcallensurvey.org. Otro método para completar la encuesta **es llamándonos gratis al 1-844-811-0411**. Si necesita ayuda con el acceso a la encuesta, llámenos a ese número. Sus respuestas serán confidenciales.

Gracias por su participación.

Sinceramente,

A handwritten signature in blue ink, appearing to read "Isaac J. Tawil", written in a cursive style.

Isaac J. Tawil
City Manager, City of McAllen