

# City of Mesquite Community Survey

## Findings Report

*...helping organizations make better decisions since 1982*

# 2019

**Submitted to the City of Mesquite**

by:  
ETC Institute  
725 W. Frontier Lane,  
Olathe, Kansas  
66061

**October 2019**





# Contents

<b>Executive Summary</b> .....	i
<b>Section 1: Charts and Graphs</b> .....	1
<b>Section 2: Importance-Satisfaction Analysis</b> .....	70
<b>Section 3: Benchmarking Analysis</b> .....	86
<b>Section 4: Tabular Data</b> .....	99
<b>Section 5: Survey Instrument</b> .....	157

---

# 2019 City of Mesquite Community Survey

## Executive Summary

---

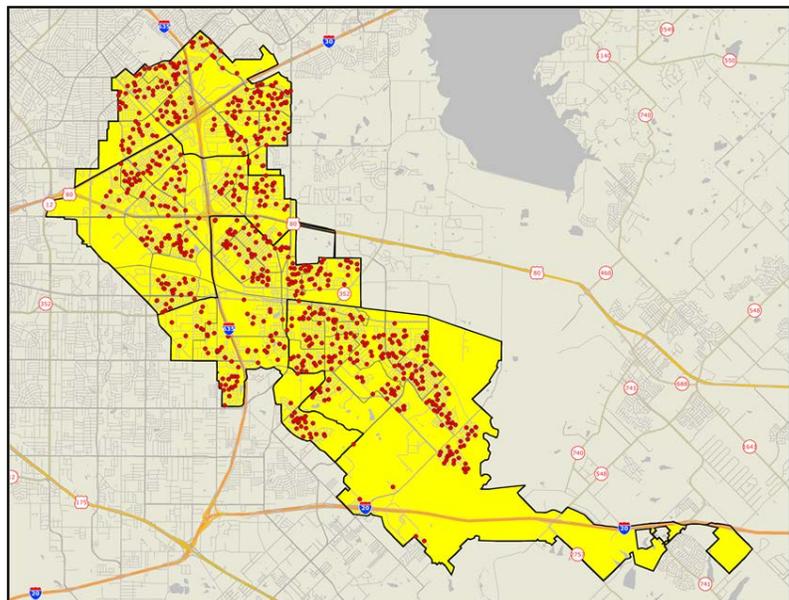
### Purpose and Methodology

ETC Institute administered a survey to residents of the City of Mesquite during the summer of 2019. The purpose of the survey was to help the City of Mesquite gather citizen input and feedback on City programs and services. The survey results will be used to improve City services and to help identify and address challenges facing the community. This is the third community survey administered for the City of Mesquite; the first was administered in 2017.

The seven-page survey, cover letter and postage-paid return envelope were mailed to a random sample of households in the City of Mesquite. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address; this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database. Approximately ten days after the surveys were mailed, residents who received the survey were contacted by e-mail to encourage participation.

The goal was to obtain completed surveys from at least 850 residents. A total of 851 residents completed the survey. The overall results for the sample of 851 households have a precision of at least  $\pm 3.3\%$  at the 95% level of confidence.

To better understand how well services are being delivered by the City, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of respondents to the survey based on the location of their home.



The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Mesquite with the results from other communities in ETC Institute’s *DirectionFinder*® database. Since the number of “don’t know” responses often reflects the utilization and awareness of city services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey and trend data from the 2017 and 2018 community surveys,
- importance-satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results,
- benchmarking data that shows how the results for Mesquite compare to other communities,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

## Overall Perceptions of the City

Fifty-eight percent (58%) of the residents surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the overall quality of life in the city, and 48% of those surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the overall feeling of safety in the community. When asked to rate the quality of life in Mesquite, 61% indicated Mesquite is either an “excellent” or “good” place to live, and 53% indicated Mesquite is an “excellent” or “good” place to raise children.

## Overall Satisfaction with City Services

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of police, fire, and ambulance services (79%), the overall quality of trash and yard waste services (74%), the overall quality of City libraries (74%), and the quality of parks and recreation programs and facilities (66%). The maintenance of City streets and sidewalks (66%) and the quality of police, fire, and ambulance services (62%) were the two most important City services based on the sum of respondents’ top three choices.

## Feelings of Safety

Seventy-two percent (72%) of respondents, *who had an opinion*, indicated they feel “very safe” or “safe” in business areas of the City during the day. Seventy percent (70%) of residents, *who had an opinion*, indicated they feel “very safe” or “safe” when walking alone in their neighborhood during the day, and 57% feel safe walking alone in their neighborhood in general. Nearly half of the respondents (45%) indicated they think Mesquite has stayed the same as being a safe place to live, work and raise a family; 43% indicated it is less safe, 7% more safe, and 6% did not know.

## Satisfaction with Specific City Services

- **Public Safety.** The highest levels of satisfaction with public safety services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality of local fire protection (84%), how quickly firefighters respond to emergencies (83%), and the quality of local ambulance service (77%). The aspect of public safety services that respondents were least satisfied with is the quality of public safety education programs (43%).
- **Code Enforcement.** The highest levels of satisfaction with City code enforcement, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the cleanliness of neighborhoods (52%), the enforcement of sign regulations (51%), and the enforcement of graffiti (49%).
- **Residential and Neighborhood Services.** The highest levels of satisfaction with residential and neighborhood services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality and condition of neighborhoods (48%) and the quality of community policing efforts (41%). Forty-seven percent (47%) of respondents indicated the appearance of their neighborhood has stayed the same over the past three years, 13% indicated it has improved, 35% indicated it has worsened, and 5% indicated they did not know.
- **Utilities and Solid Waste Services.** The highest levels of satisfaction with City utilities and solid waste services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality of yard waste and brush collection (83%), the quality of residential garbage collection (82%), and bulky item pickup and removal services (79%).
- **Maintenance and Appearance of the City.** The highest levels of satisfaction with City maintenance services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the appearance/condition of City medians, rights-of-ways, and public areas (60%), timing of traffic signals on City streets (55%), and the visibility of pavement markings and street signs (53%).

- **Parks and Recreation.** The highest levels of satisfaction with parks and recreation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the maintenance of City parks (73%), the appearance of park facilities (71%), and the number of City parks (71%).
- **Library Services.** The highest levels of satisfaction with library services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality of library staff customer service (78%), the amount of quiet space at libraries (77%), and quality of the condition of library facilities (74%).
- **City Communication.** The highest levels of satisfaction with City Communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the usefulness of information available on the City’s website (51%), the availability of public safety messages (46%), and the availability of information about government operations (46%).

## Additional Findings

- Overall, respondents were satisfied with each of the four customer service related items listed on the survey. Seventy-seven percent (77%) of respondents indicated they have contacted the City in the past 12 months; most (57%) of respondents indicated they contacted the City by phone.
- Forty-two percent (42%) of respondents indicated they know a Mesquite police officer (10%) or have had contact with one (32%) during the past 12 months. Of those respondents who have had contact with or know a Mesquite police officer, 42% rated their experience “excellent,” 32% gave a “good” rating, 16% “fair,” 5% “below average,” and 5% rated their experience as “poor.” Fifty-four percent (54%) of respondents indicated they have not had contact with a Mesquite police officer in the past 12 months.
- Fifty-four percent (54%) of respondents were either “very satisfied” or “satisfied” with the overall quality of care provided at the Mesquite Animal Shelter and Adoption Center.
- Forty-three percent (43%) of respondents indicated water/sewer costs are too high for the quality of services that they receive.
- Twenty-seven percent (27%) of respondents indicated that their recycling bin is too small, and it prevents them from recycling more.
- In the past 12 months, 6% have visited City parks daily, 19% weekly, 19% monthly, 21% once or twice a year, and 22% seldom.
- Seventy-eight percent (78%) of respondents indicated they currently use the City of Mesquite website to obtain or receive information about the City and 53% use the Mainstream newsletter; these are also the most preferred information sources.

- Nearly half (49%) of the respondents indicated they are satisfied with the quality and affordability of housing in Mesquite.
- Forty-two percent (42%) of respondents indicated they think the City of Mesquite is continually improving as a place to live.

## How the City of Mesquite Compares to Other Communities Nationally

Satisfaction ratings for The City of Mesquite **rated the same as or above the U.S. average in 29 of the 71 areas** that were assessed. The City of Mesquite rated significantly higher than the U.S. average (difference of 4% or more) in 21 of these areas. Listed below are the areas where Mesquite rated significantly higher than the U.S. average:

Service	Mesquite	U.S.	Difference	Category
Quality of yard waste & brush collection	83%	57%	26%	Utilities and Solid Waste Services
Bulky item pickup/removal services	79%	54%	25%	Utilities and Solid Waste Services
Quality of aquatic/pool facilities	58%	33%	25%	Parks and Recreation Services
Quality of water services customer service	70%	47%	23%	Utilities and Solid Waste Services
Quality of customer service received	63%	42%	21%	Overall Satisfaction with Major City Services
How well your issues are handled	63%	49%	14%	Customer Service
Quality of residential garbage collection	82%	72%	10%	Utilities and Solid Waste Services
Appearance/condition of City medians, rights-of-ways & public areas	60%	50%	10%	Maintenance and Appearance of the City
Accuracy of information & assistance	66%	58%	8%	Customer Service
Quality of walking & biking paths	66%	58%	8%	Parks and Recreation Services
Recycling & compost services	76%	69%	7%	Utilities and Solid Waste Services
Value you receive for your city tax dollars & fees	44%	37%	7%	Perceptions of the City
Visibility of pavement markings & street signs	53%	47%	6%	Maintenance and Appearance of the City
Quality of trash & yard waste services	74%	68%	6%	Overall Satisfaction with Major City Services
How easy City is to contact	70%	64%	6%	Customer Service
Quality of parks & rec. programs/facilities	67%	61%	6%	Overall Satisfaction with Major City Services
Quality of police, fire, & ambulance services	79%	74%	5%	Overall Satisfaction with Major City Services
How quickly firefighters respond to emergencies	83%	79%	4%	Public Safety Services
Effectiveness of City communication	50%	46%	4%	Overall Satisfaction with Major City Services
Enforcement of weedy lots	40%	36%	4%	Code Enforcement Services
Number of City parks	71%	67%	4%	Parks and Recreation Services

## How the City of Mesquite Compares to Texas

Satisfaction ratings for The City of Mesquite **rated the same or above the average for Texas in 39 of the 71 areas** that were assessed. The City of Mesquite rated significantly higher than this average (difference of 4% or more) in 27 of these areas. Listed below are the areas where Mesquite rated significantly higher than the Texas average:

Service	Mesquite	Texas	Difference	Category
Bulky item pickup/removal services	79%	48%	31%	Utilities and Solid Waste Services
Quality of water services customer service	70%	46%	24%	Utilities and Solid Waste Services
Quality of customer service received	63%	40%	23%	Overall Satisfaction with Major City Services
Quality of aquatic/pool facilities	58%	40%	18%	Parks and Recreation Services
Quality of yard waste & brush collection	83%	65%	18%	Utilities and Solid Waste Services
Appearance/condition of City medians, rights-of-ways & public areas	60%	44%	16%	Maintenance and Appearance of the City
How well your issues are handled	63%	48%	15%	Customer Service
Value you receive for your city tax dollars & fees	44%	30%	14%	Perceptions of the City
Accuracy of information & assistance	66%	53%	13%	Customer Service
The way you are treated by City employees	70%	57%	13%	Customer Service
Quality of trash & yard waste services	74%	61%	13%	Overall Satisfaction with Major City Services
How easy City is to contact	70%	57%	13%	Customer Service
Maintenance of City parks	73%	61%	12%	Parks and Recreation Services
Quality of residential garbage collection	82%	71%	11%	Utilities and Solid Waste Services
Quality of parks & rec. programs/facilities	67%	57%	10%	Overall Satisfaction with Major City Services
Quality of police protection	71%	62%	9%	Public Safety Services
How quickly firefighters respond to emergencies	83%	75%	8%	Public Safety Services
Quality of police, fire, & ambulance services	79%	71%	8%	Overall Satisfaction with Major City Services
Visibility of pavement markings & street signs	53%	47%	6%	Maintenance and Appearance of the City
Quality of water & sewer services	65%	59%	6%	Overall Satisfaction with Major City Services
Recycling & compost services	76%	70%	6%	Utilities and Solid Waste Services
Quality of water pressure in your home	73%	67%	6%	Utilities and Solid Waste Services
Quality of City libraries	74%	68%	6%	Overall Satisfaction with Major City Services
Quality of walking & biking paths	66%	60%	6%	Parks and Recreation Services
Availability of info. about govt. operations	41%	36%	5%	Communication
Quality of local ambulance service	77%	73%	4%	Public Safety Services
Effectiveness of City communication	50%	46%	4%	Overall Satisfaction with Major City Services

## Trends from 2017 to 2019

The tables below are meant to serve as a quick reference for many of the trends that exist from the 2017, 2018 and 2019 surveys. The percentage change from 2017 to 2019 is in the far-right column of the table. To view all of the trends, please refer to the charts and graphs section (Section 1) of this report. The 2019 results for the City of Mesquite rated the same or above the 2017 results in 39 of the 110 areas that were assessed.

<b>Trends from 2017 to 2019</b>				Percentage Change from 2017 to 2019
	2017	2018	2019	
<b>Question 1. Perceptions of the City</b>				
Quality of life in the city	61%	57%	58%	-3%
Value you receive for your city tax dollars & fees	47%	45%	44%	-3%
Appearance of your community	43%	43%	39%	-4%
Image of your community	44%	43%	40%	-4%
Feeling of safety in your community	52%	52%	48%	-4%
<b>Q2. Quality of Life in Mesquite</b>				
As a place to work	45%	40%	43%	-2%
As a place to visit	40%	42%	38%	-3%
As a community moving in the right direction	43%	45%	39%	-4%
As a place to retire	48%	47%	43%	-5%
As a place to raise children	59%	56%	53%	-6%
As a place to live	67%	63%	61%	-6%
<b>Q3. Overall Satisfaction with Major City Services</b>				
Quality of trash & yard waste services	72%	76%	74%	2%
Quality of City libraries	72%	71%	74%	2%
Maintenance of City streets & sidewalks	30%	31%	30%	0%
Flow of traffic on City streets	48%	50%	48%	0%
Quality of customer service received	63%	65%	63%	0%
Enforcement of City codes & ordinances	40%	43%	39%	-1%
Quality of police, fire, & ambulance services	80%	79%	79%	-1%
Quality of water & sewer services	67%	69%	65%	-2%
Quality of parks & rec. programs/facilities	69%	70%	67%	-2%
Effectiveness of City communication	55%	52%	50%	-5%
<b>Q5. Customer Service</b>				
How well your issues are handled	64%	61%	63%	-1%
The way you are treated by City employees	72%	70%	70%	-2%
How easy City is to contact	72%	69%	70%	-2%
Accuracy of information & assistance	69%	64%	66%	-3%
<b>Q7. Perceptions of Safety and Security</b>				
Walking alone in your neighborhood after dark	32%	31%	32%	-1%
In business areas of City after dark	37%	35%	35%	-2%
Walking alone in your neighborhood in general	59%	59%	57%	-2%
Walking alone in your neighborhood during the day	75%	71%	70%	-5%
In City parks & recreation facilities	53%	53%	48%	-5%
In other public areas of City	58%	55%	53%	-5%
In business areas of City during the day	78%	75%	72%	-6%

<b>Trends from 2017 to 2019</b>	2017	2018	2019	Percentage Change from 2017 to 2019
<b>Q10. Public Safety Services</b>				
Quality of local fire protection	84%	82%	<b>84%</b>	-1%
Visibility of police in your neighborhood	48%	46%	<b>47%</b>	-1%
Enforcement of local traffic laws	59%	59%	<b>57%</b>	-1%
How quickly firefighters respond to emergencies	85%	81%	<b>83%</b>	-2%
Quality of local ambulance service	79%	77%	<b>77%</b>	-2%
Quality of police protection	74%	73%	<b>71%</b>	-3%
Visibility of police in retail areas	59%	57%	<b>55%</b>	-4%
How quickly police officers respond to emergencies	68%	63%	<b>64%</b>	-4%
City's effort to prevent crime	57%	53%	<b>50%</b>	-7%
Quality of public safety education programs	52%	49%	<b>43%</b>	-9%
<b>Q12. Code Enforcement Services</b>				
Efforts to remove abandoned/inoperative vehicles	41%	42%	<b>42%</b>	1%
Enforcement of junk/trash on private property	40%	41%	<b>40%</b>	0%
Enforcement of sign regulations	51%	51%	<b>51%</b>	0%
Aesthetics of City	43%	41%	<b>43%</b>	0%
Exterior maint./upkeep of residential property	41%	41%	<b>41%</b>	0%
Responsiveness of City code enforcement staff	47%	47%	<b>47%</b>	0%
Enforcement of weedy lots	41%	39%	<b>40%</b>	-1%
Cleanliness of your neighborhood	54%	52%	<b>52%</b>	-2%
Enforcement of parking on grass in front yards	46%	43%	<b>44%</b>	-2%
Efforts to demolish dilapidated structures	41%	37%	<b>38%</b>	-3%
Enforcement of graffiti	54%	52%	<b>49%</b>	-5%
<b>Q16. Residential and Neighborhood Services</b>				
Quality of community policing efforts	41%	42%	<b>41%</b>	0%
Public safety social media outreach	42%	40%	<b>40%</b>	-2%
Quality of your neighborhood condition	52%	50%	<b>48%</b>	-4%
Neighborhood & crime watch groups	47%	42%	<b>40%</b>	-7%

<b>Trends from 2017 to 2019</b>				Percentage Change from 2017 to 2019
	2017	2018	2019	
<b>Q17. Utilities and Solid Waste Services</b>				
Quality of water pressure in your home	72%	74%	<b>73%</b>	1%
Quality of water services customer service	69%	71%	<b>70%</b>	1%
Quality of yard waste & brush collection	83%	83%	<b>83%</b>	-1%
Smell of tap water	57%	57%	<b>56%</b>	-1%
Quality of residential garbage collection	83%	84%	<b>82%</b>	-1%
Recycling & compost services	77%	75%	<b>76%</b>	-1%
Bulky item pickup/removal services	82%	82%	<b>79%</b>	-3%
Taste of tap water	56%	56%	<b>52%</b>	-4%
<b>Q21. Maintenance and Appearance of the City</b>				
Adequacy of City street lighting	45%	53%	<b>50%</b>	5%
Availability of bike lanes	20%	22%	<b>24%</b>	4%
Appearance/condition of City median, rights-of-ways, & public areas	59%	57%	<b>60%</b>	1%
Overall cleanliness of streets & alleyways	44%	47%	<b>45%</b>	1%
Pedestrian accessibility	46%	46%	<b>47%</b>	1%
Traffic flow on major City streets	50%	52%	<b>50%</b>	0%
Visibility of pavement markings & street signs	54%	56%	<b>53%</b>	-1%
Condition of streets in your neighborhood	41%	39%	<b>40%</b>	-1%
Timing of traffic signals on City streets	57%	59%	<b>55%</b>	-2%
Condition of sidewalks in your neighborhood	36%	36%	<b>33%</b>	-3%
Condition of major City streets	38%	41%	<b>35%</b>	-3%
<b>Q25. Parks and Recreation Services</b>				
Number of parks & recreation amenities	55%	58%	<b>59%</b>	4%
Customer service provided by Parks & Rec. staff	55%	61%	<b>59%</b>	4%
Quality of aquatic/pool facilities	55%	55%	<b>58%</b>	3%
Availability of info about recreation programs	52%	54%	<b>54%</b>	2%
City sponsored special events	59%	62%	<b>60%</b>	1%
Quality of recreation programs for adults	48%	50%	<b>49%</b>	1%
Quality of recreation programs for youth	54%	53%	<b>55%</b>	1%
Maintenance & appearance of recreation centers	62%	64%	<b>62%</b>	0%
Westlake Tennis Center	47%	46%	<b>46%</b>	-1%
Maintenance of City parks	74%	74%	<b>73%</b>	-1%
Number of City parks	72%	70%	<b>71%</b>	-1%
Quality of recreation programs for seniors	50%	48%	<b>49%</b>	-2%
Outdoor athletic facilities/fields	63%	65%	<b>62%</b>	-2%
City summer camp programs	46%	44%	<b>44%</b>	-2%
Appearance of park facilities	73%	71%	<b>71%</b>	-2%
Quality of walking & biking paths	68%	67%	<b>66%</b>	-2%
Mesquite Golf Course	47%	48%	<b>43%</b>	-4%

Trends from 2017 to 2019				Percentage Change from 2017 to 2019
	2017	2018	2019	
<b>Q28. Library Services</b>				
Amount of quiet space at libraries	71%	77%	<b>77%</b>	6%
Quality of library staff customer service	73%	78%	<b>78%</b>	5%
Availability of computers/other electronic devices	59%	63%	<b>63%</b>	4%
Quality of computers/other electronic devices	59%	65%	<b>63%</b>	4%
Quality of condition of library facilities	72%	75%	<b>74%</b>	2%
Availability of meeting space	55%	60%	<b>57%</b>	2%
Quality of library materials & resources	65%	69%	<b>67%</b>	2%
Quality of children's events/classes/programs	62%	63%	<b>63%</b>	1%
Quality of adult events/classes/programs	62%	59%	<b>60%</b>	-2%
<b>Q36. City Communication</b>				
Usefulness of info available on City's website	49%	54%	<b>51%</b>	2%
Availability of info. about govt. operations	45%	43%	<b>46%</b>	1%
Availability of public safety messages	45%	50%	<b>46%</b>	1%
Efforts to keep residents informed	47%	47%	<b>44%</b>	-3%
Level of public involvement in decision-making	30%	30%	<b>26%</b>	-4%
Timeliness of info provided by your local govt.	44%	42%	<b>40%</b>	-4%
Quality of social media outlets	46%	49%	<b>41%</b>	-5%

## Investment Priorities

**Recommended Priorities for the Next Two Years.** In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 2 of this report.

**Overall Priorities for the City by Major Category.** This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below:

- Maintenance of City streets and sidewalks (IS Rating=0.4619)
- Enforcement of City codes and ordinances (IS Rating=0.1925)
- Quality of police, fire, and ambulance service (IS Rating=0.1331)
- Flow of traffic on City streets (IS Rating=0.1169)

The table below shows the importance-satisfaction rating for all 10 major categories of City services that were rated.

2019 Importance-Satisfaction Rating Mesquite, Texas Major Categories of City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Maintenance of City streets & sidewalks	66%	1	30%	10	0.4619	1
<b>High Priority (IS .10-.20)</b>						
Enforcement of City codes & ordinances	31%	3	39%	9	0.1925	2
Quality of police, fire, & ambulance services	62%	2	79%	1	0.1331	3
Flow of traffic on City streets	22%	5	48%	8	0.1169	4
<b>Medium Priority (IS &lt;.10)</b>						
Quality of water & sewer services	27%	4	65%	5	0.0931	5
Effectiveness of City communication	14%	8	50%	7	0.0694	6
Quality of parks & rec. programs/facilities	18%	7	67%	4	0.0588	7
Quality of trash & yard waste services	19%	6	74%	2	0.0497	8
Quality of customer service received	8%	9	63%	6	0.0281	9
Quality of City libraries	3%	10	74%	3	0.0084	10

ETC Institute also reviewed the importance of and satisfaction with specific categories of City services. This analysis was conducted to help departmental managers set priorities for their departments. Based on the results of this analysis, the services that are recommended as the top priorities within each department over the next two years are listed below.

- **Public Safety:** the City’s efforts to prevent crime, the visibility of police in neighborhoods, the quality of police protection, and how quickly police officers respond to emergencies.
- **Code Enforcement:** the enforcement of junk and trash cleanup on private property, the exterior maintenance and upkeep of residential property, the overall aesthetics of the City, the cleanliness of your neighborhood, the responsiveness of City code enforcement staff, and the efforts to remove abandoned or inoperative vehicles.
- **Maintenance:** the condition of major City streets, condition of neighborhood streets, condition of sidewalks in neighborhoods, the overall cleanliness of streets and alleyways, the traffic flow on major City streets, and the adequacy of City street lighting.
- **Parks and Recreation:** the maintenance of City parks, the appearance of parks and facilities, and the quality of walking and biking paths.
- **Communication:** City efforts to keep residents informed, the availability of public safety messages, level of public involvement in City decision making, and the availability of information about government options.

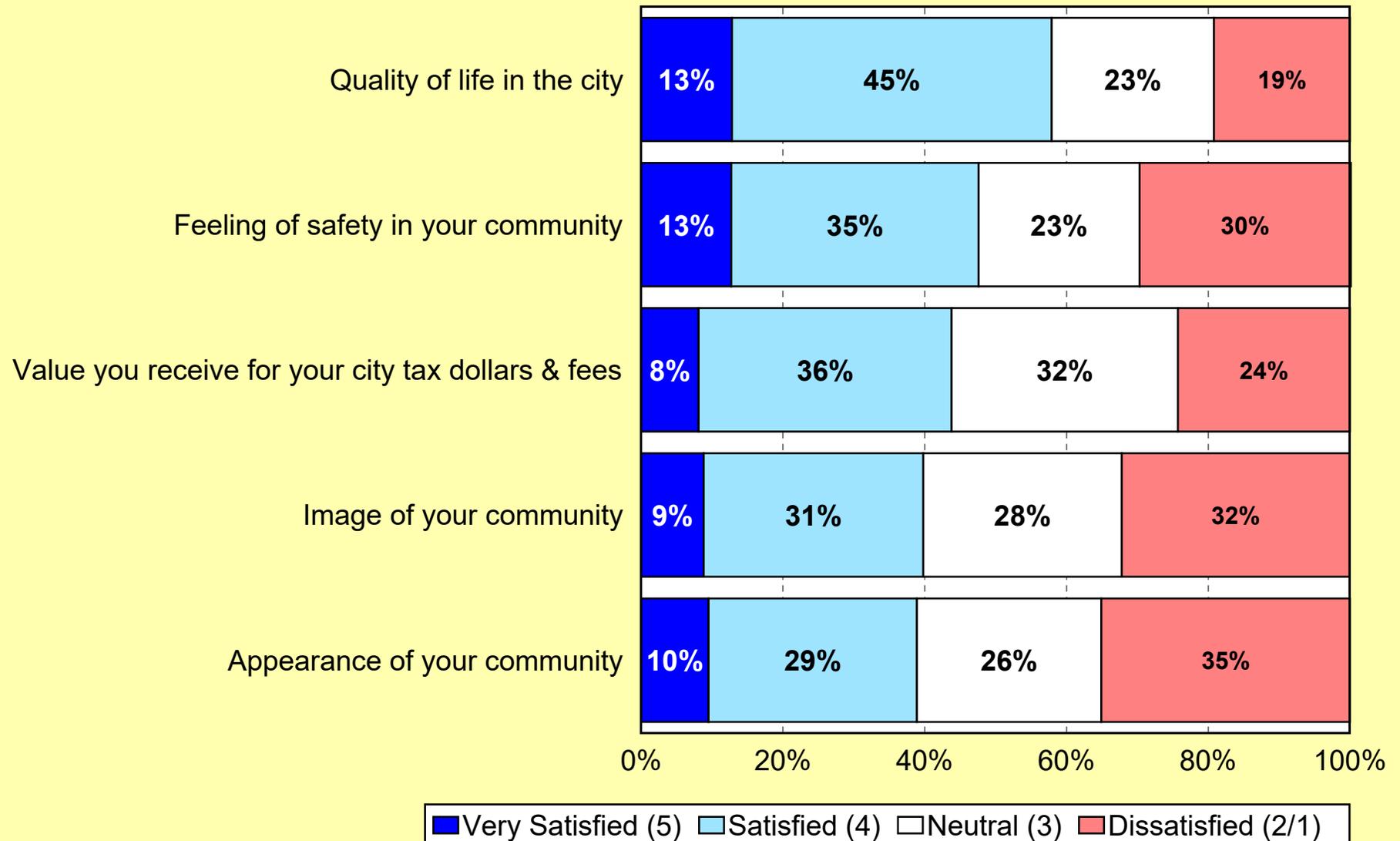
# **Section 1**

## ***Charts and Graphs***

---

# Q1. Satisfaction with Items That Influence Perceptions of the City

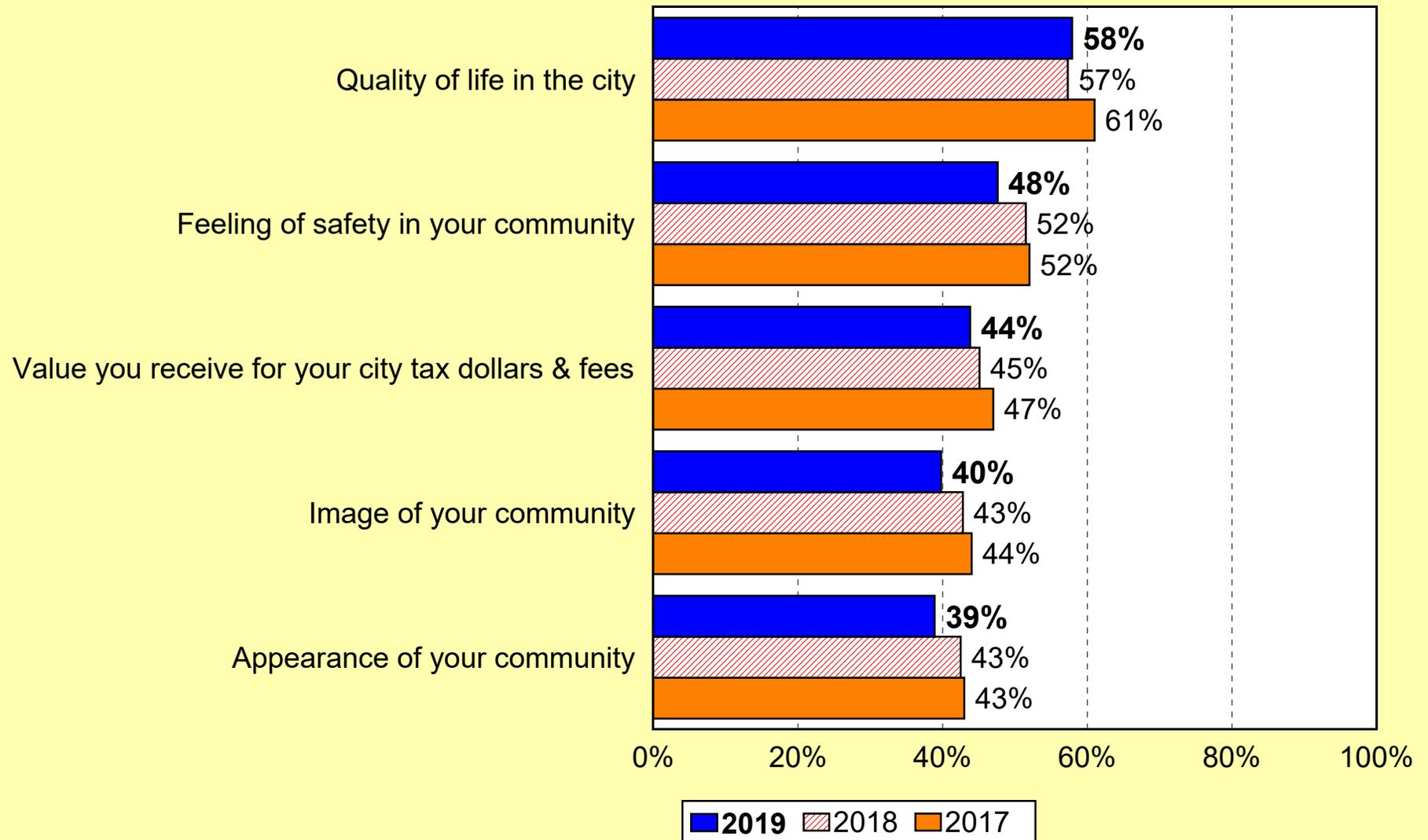
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

# Q1. Satisfaction with Items That Influence Perceptions of the City

by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale (excluding don't knows)

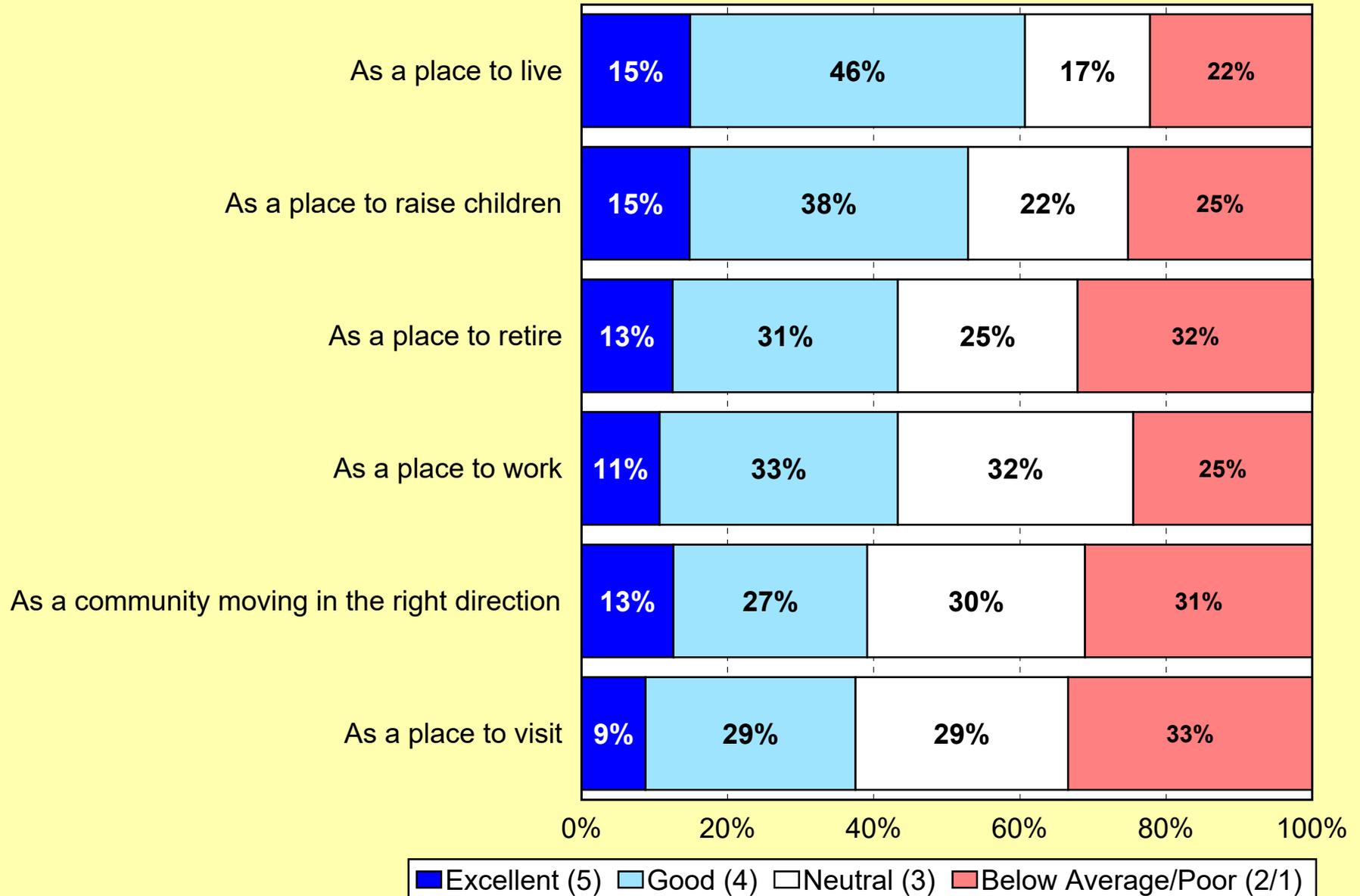


Source: ETC Institute (2019)

**TRENDS**

## Q2. Quality of Life in Mesquite

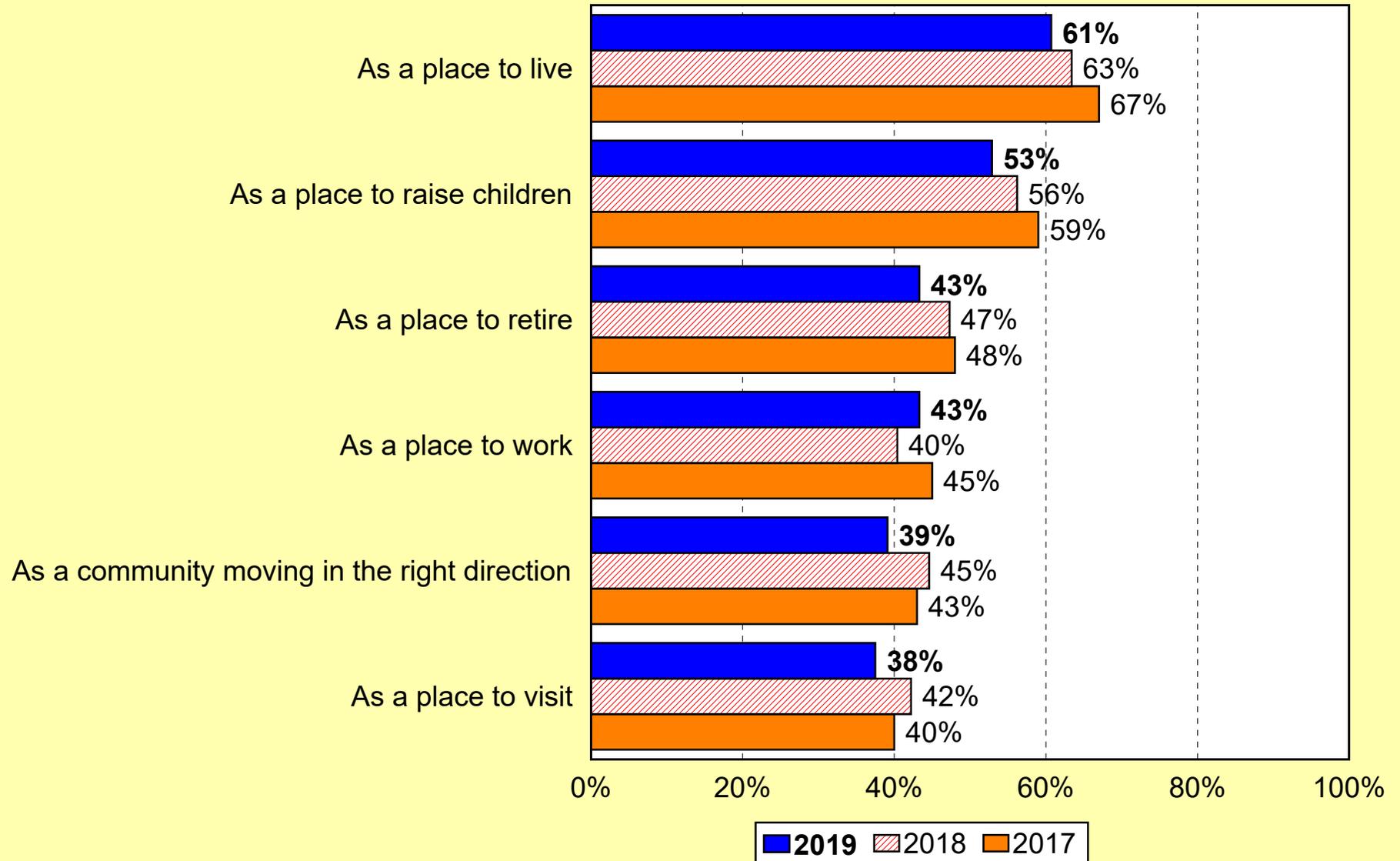
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

## Q2. Quality of Life in Mesquite

by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale (excluding don't knows)

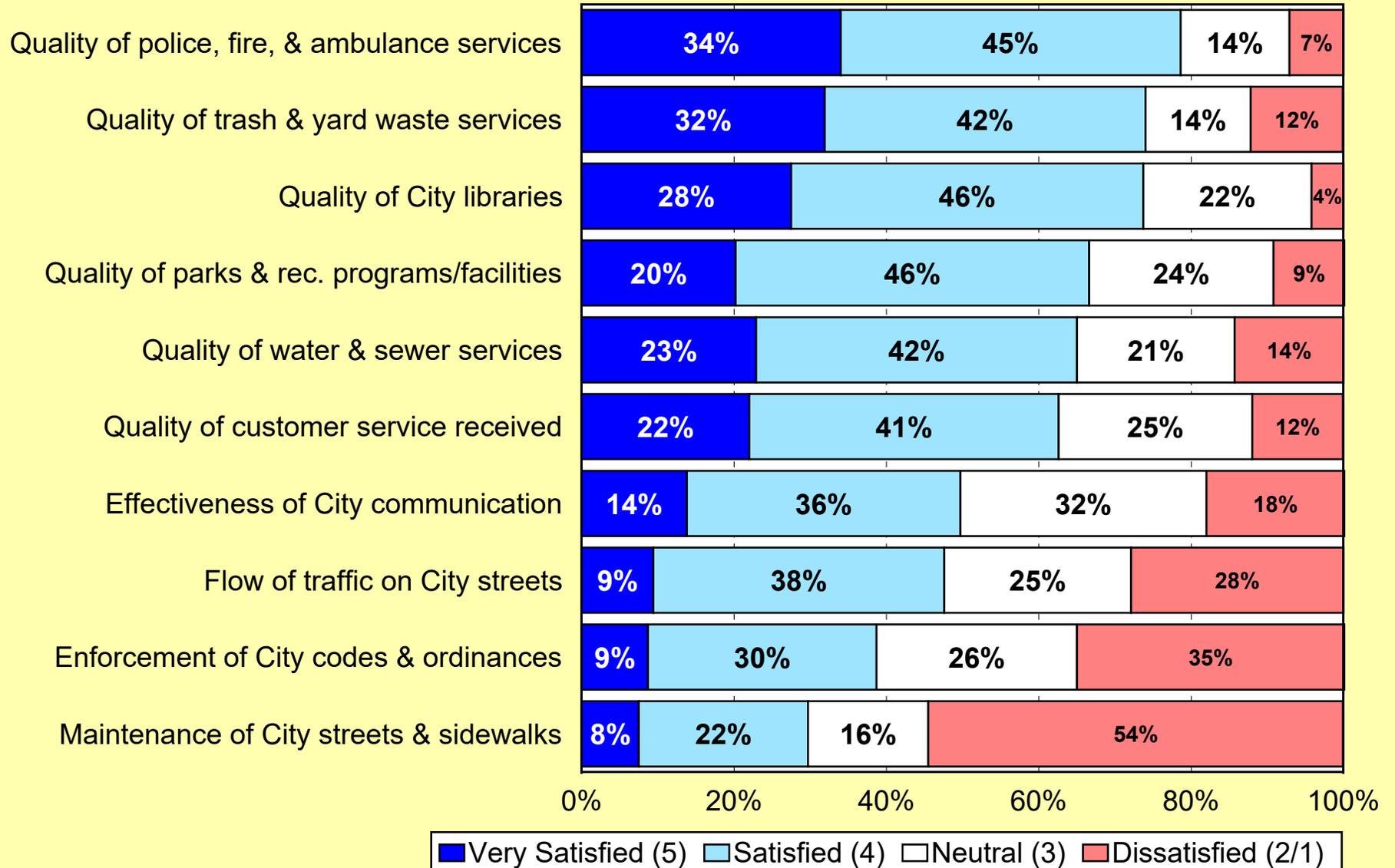


Source: ETC Institute (2019)

**TRENDS**

## Q3. Overall Satisfaction with City Services by Major Category

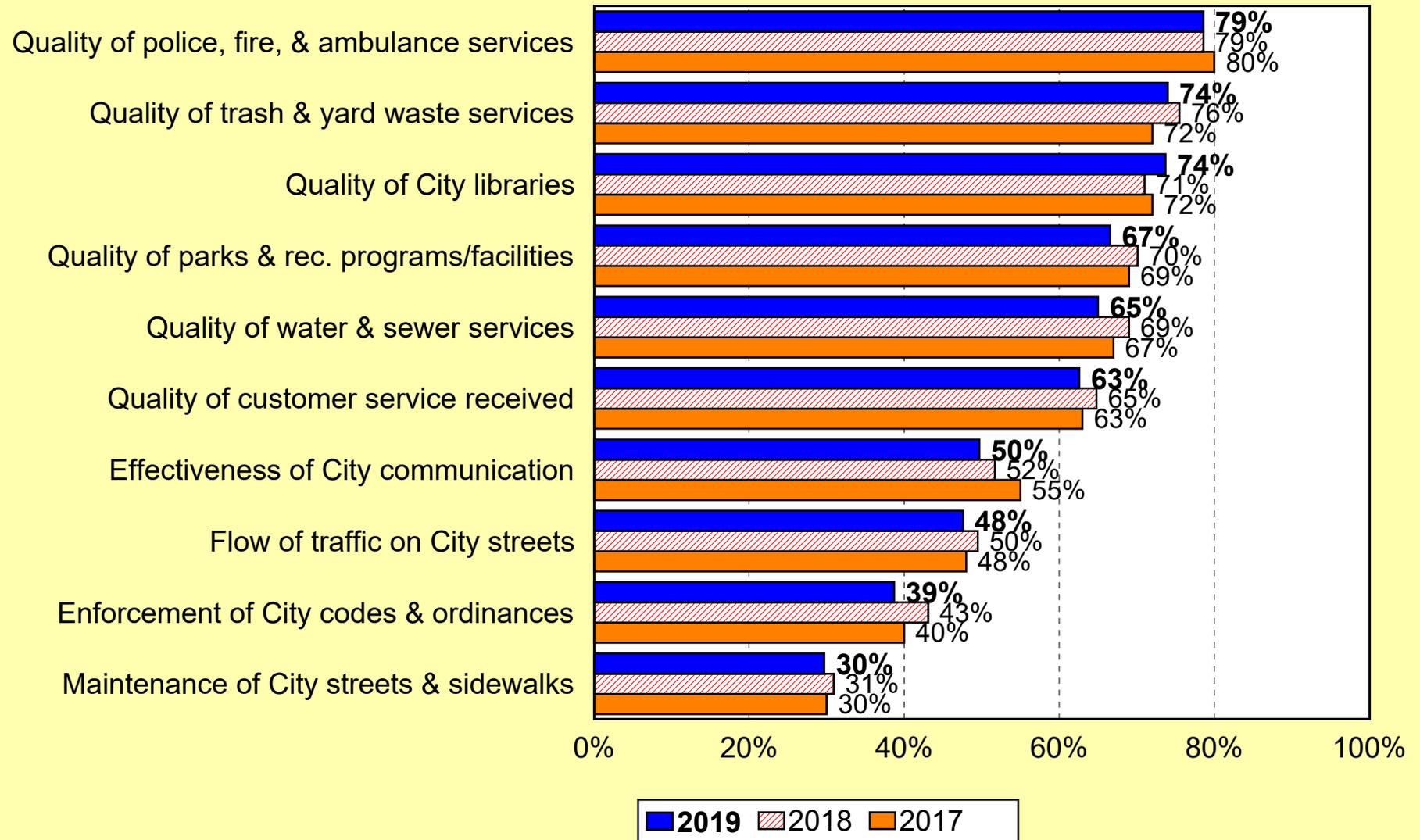
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

# Q3. Overall Satisfaction with City Services by Major Category

by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale (excluding don't knows)

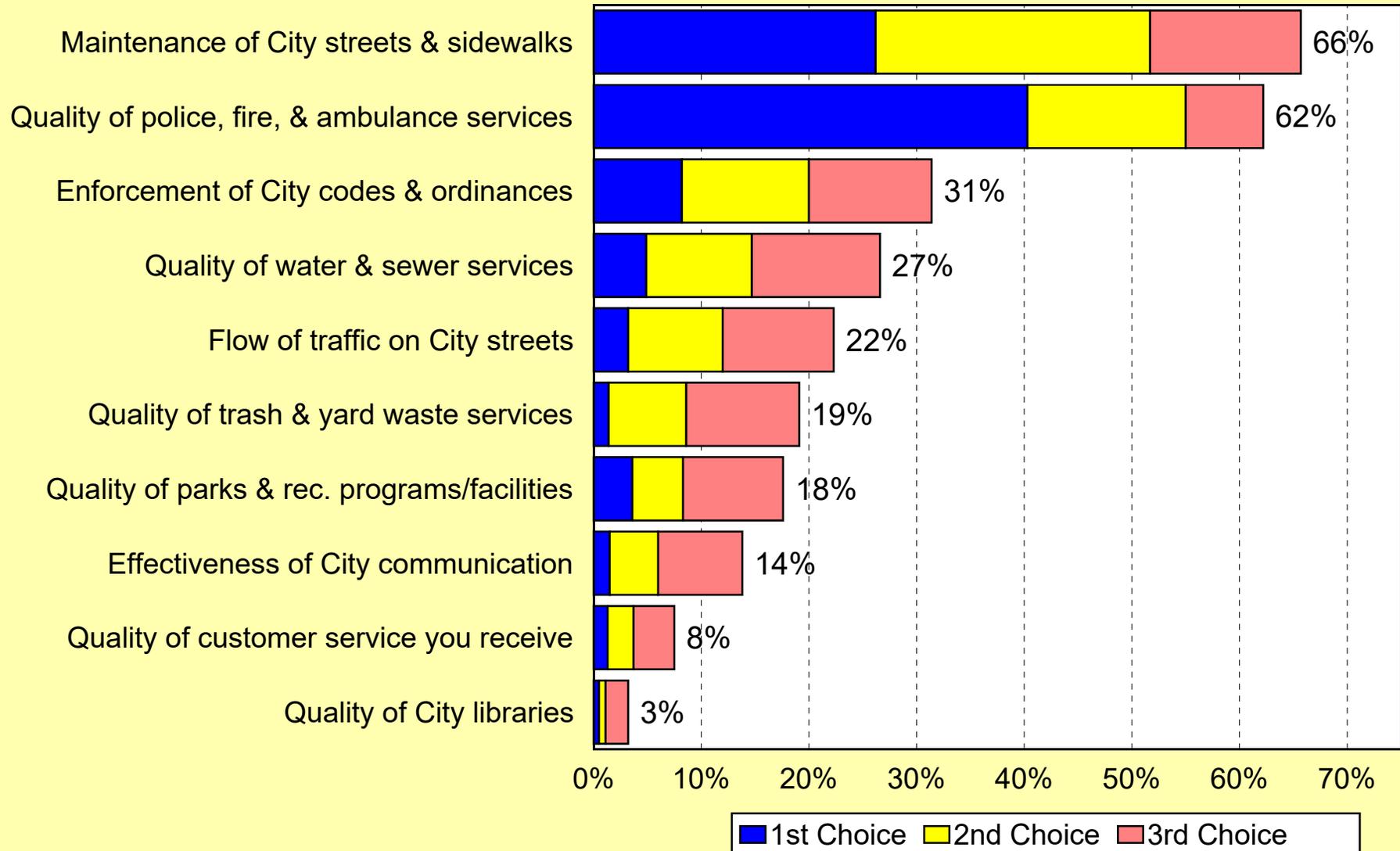


Source: ETC Institute (2019)

**TRENDS**

# Q4. City Services That Are Most Important For The City To Provide

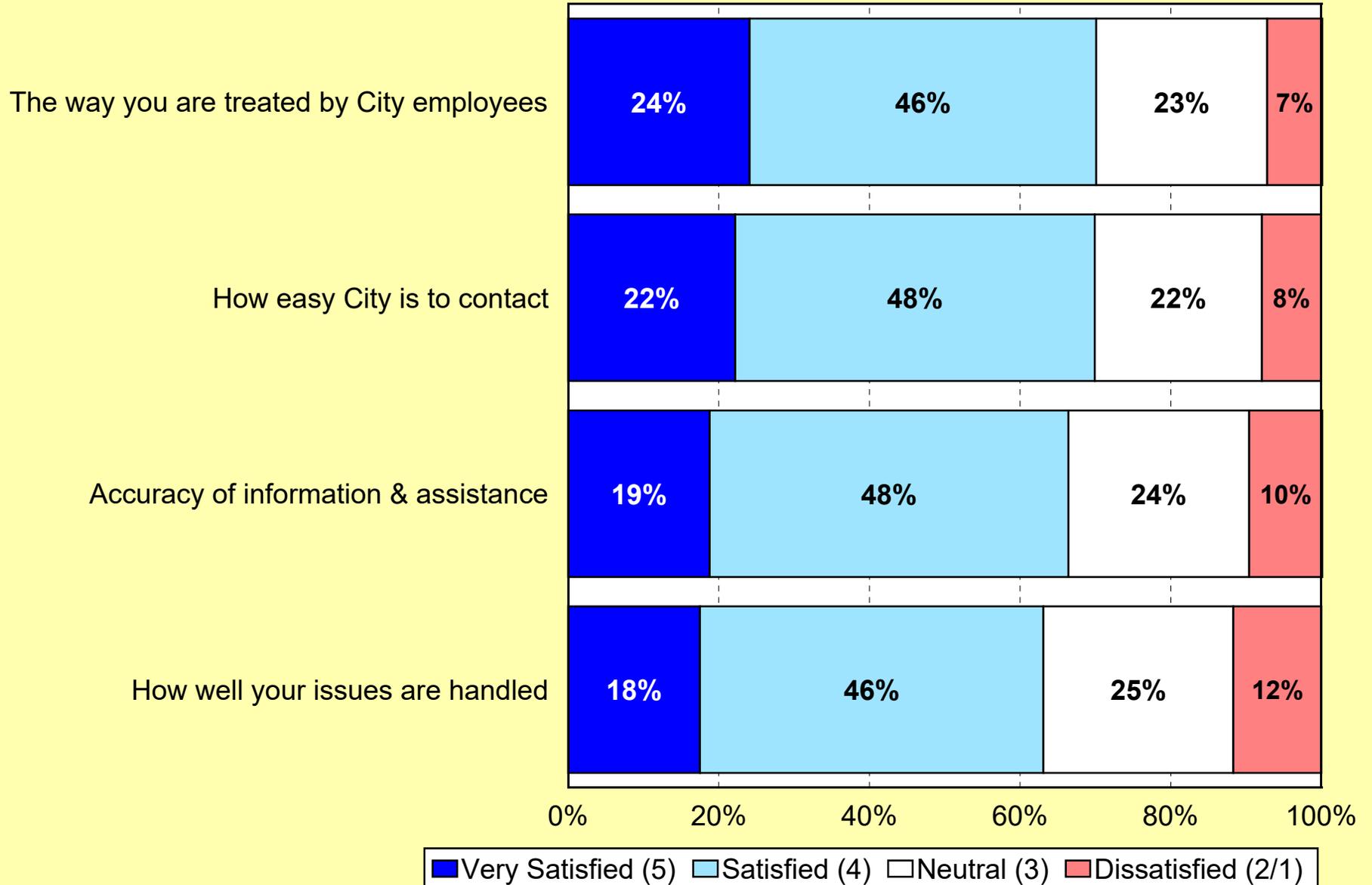
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2019)

## Q5. Satisfaction with Customer Service

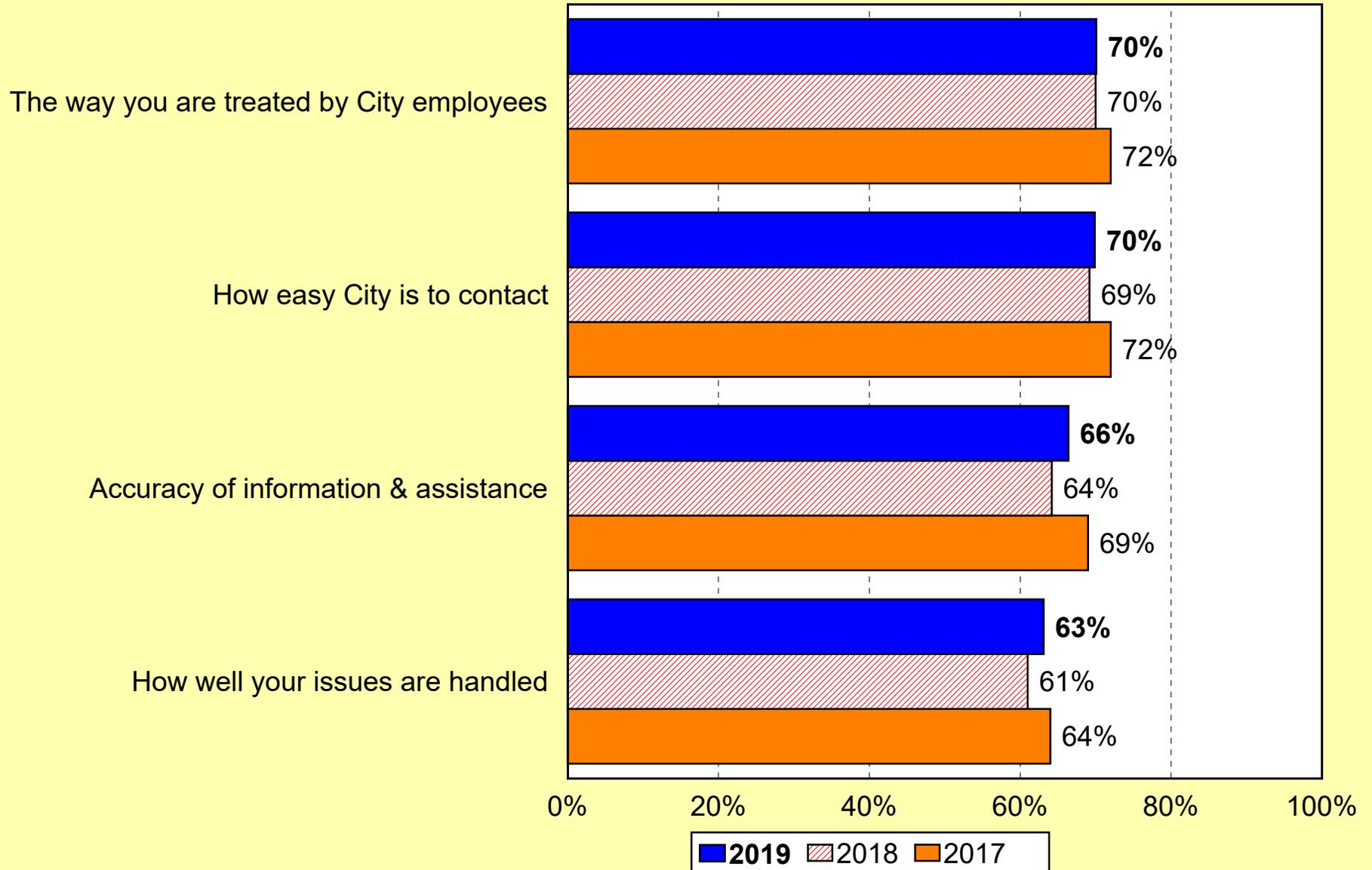
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

## Q5. Satisfaction with Customer Service

by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale (excluding don't knows)

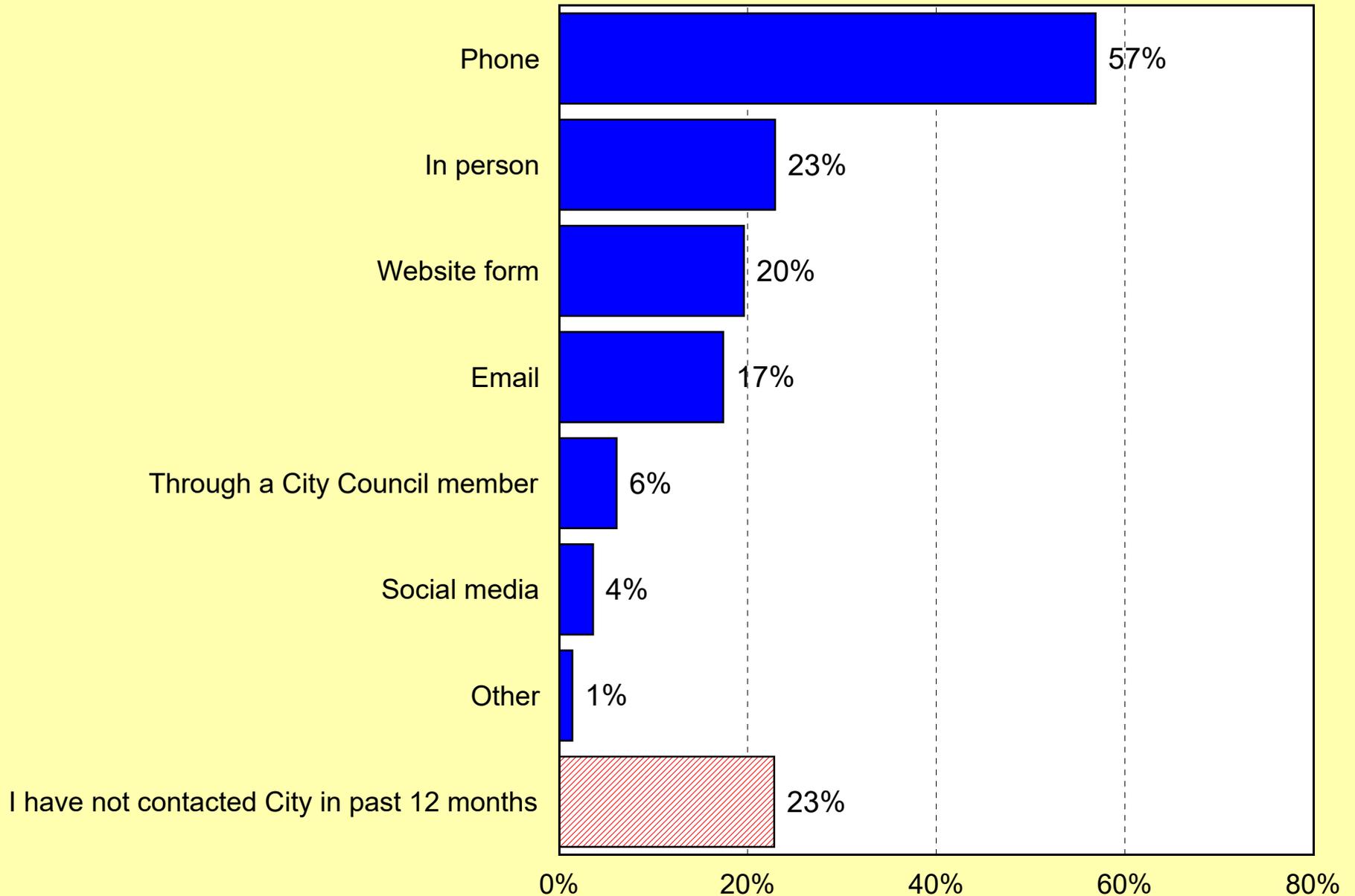


Source: ETC Institute (2019)

**TRENDS**

# Q6. How have you contacted the City in the past 12 months?

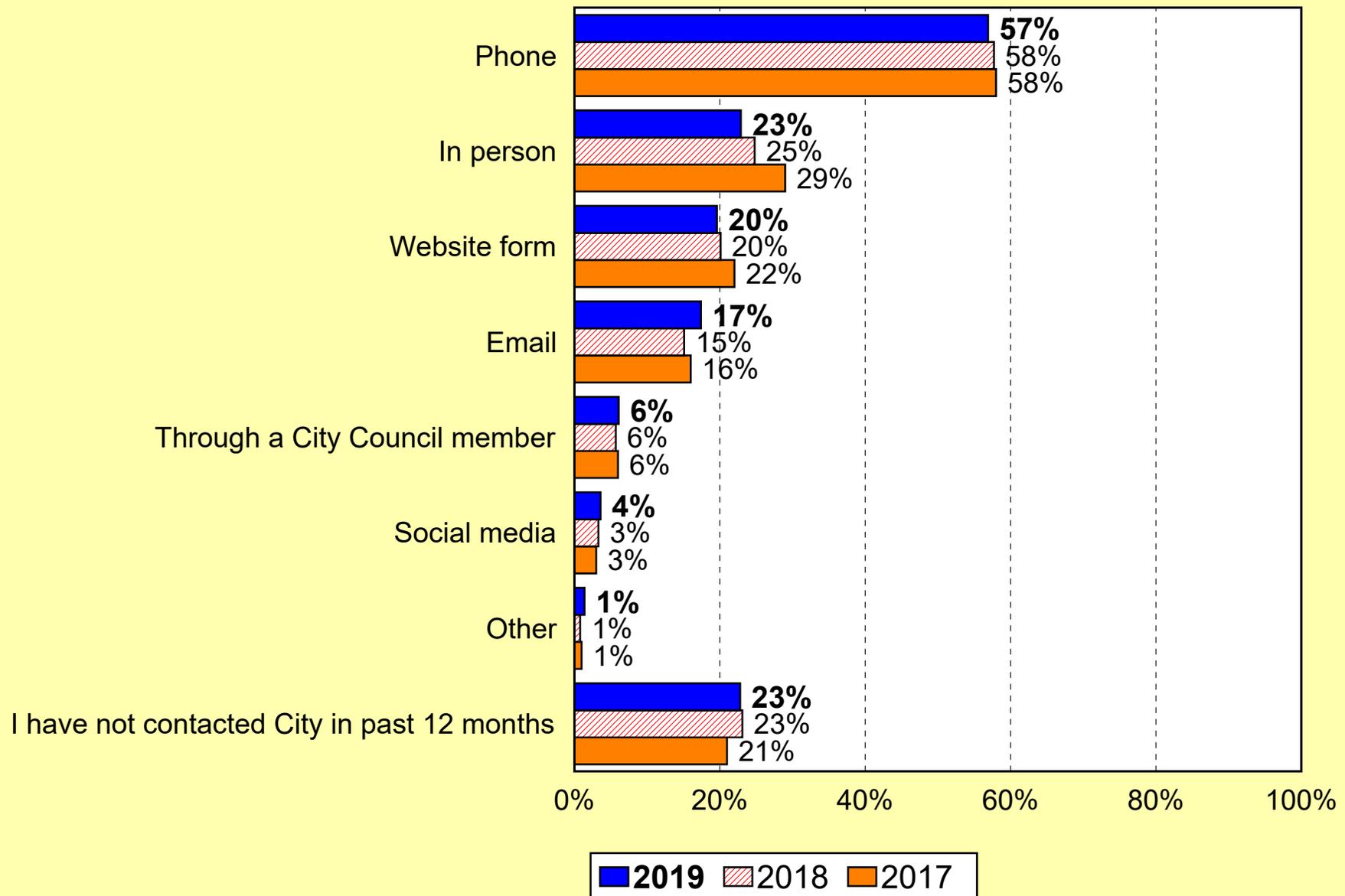
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2019)

# Q6. How have you contacted the City in the past 12 months?

by percentage of respondents (multiple choices could be made)

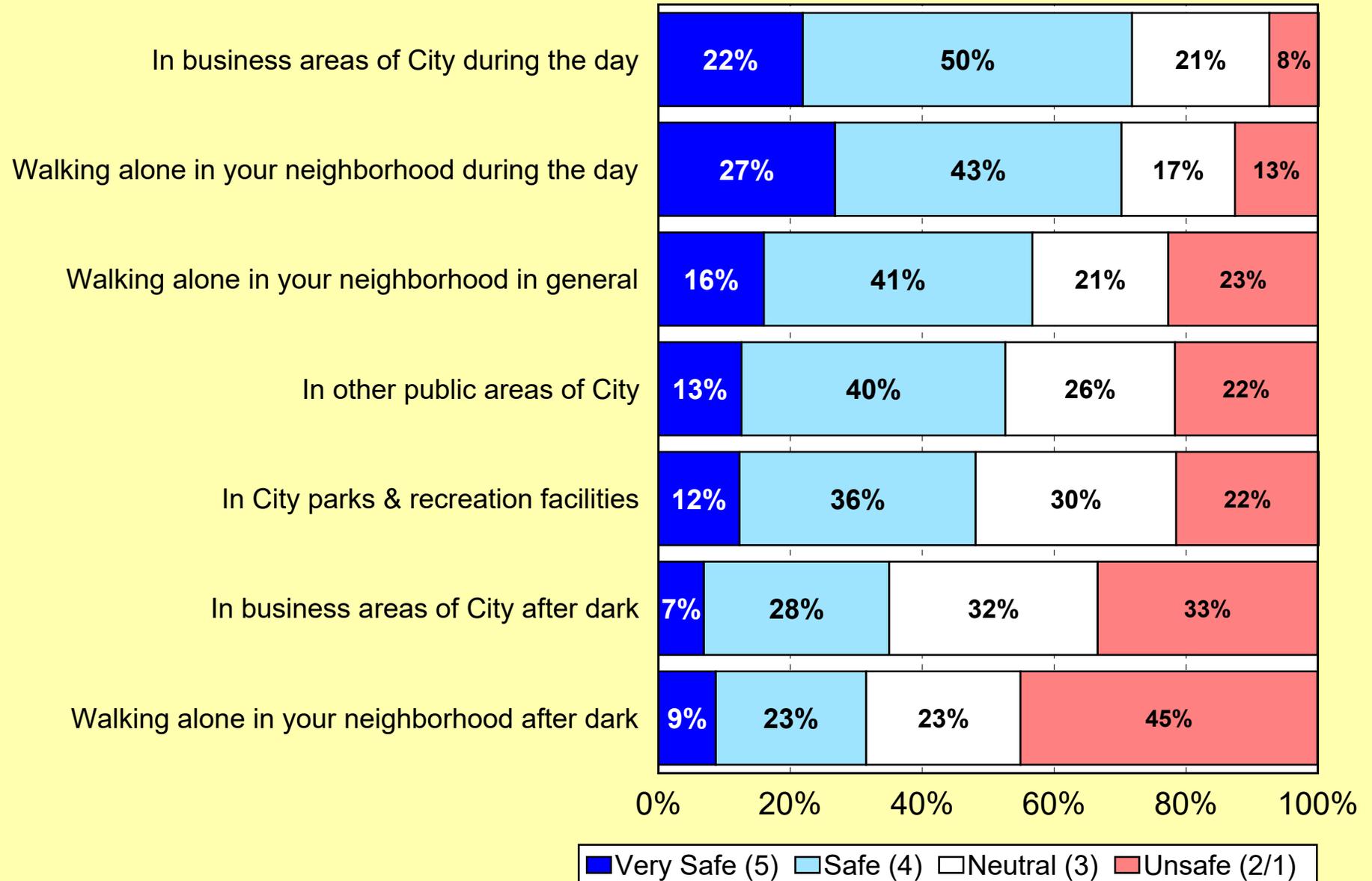


Source: ETC Institute (2019)

**TRENDS**

# Q7. Feeling of Safety in Various Situations

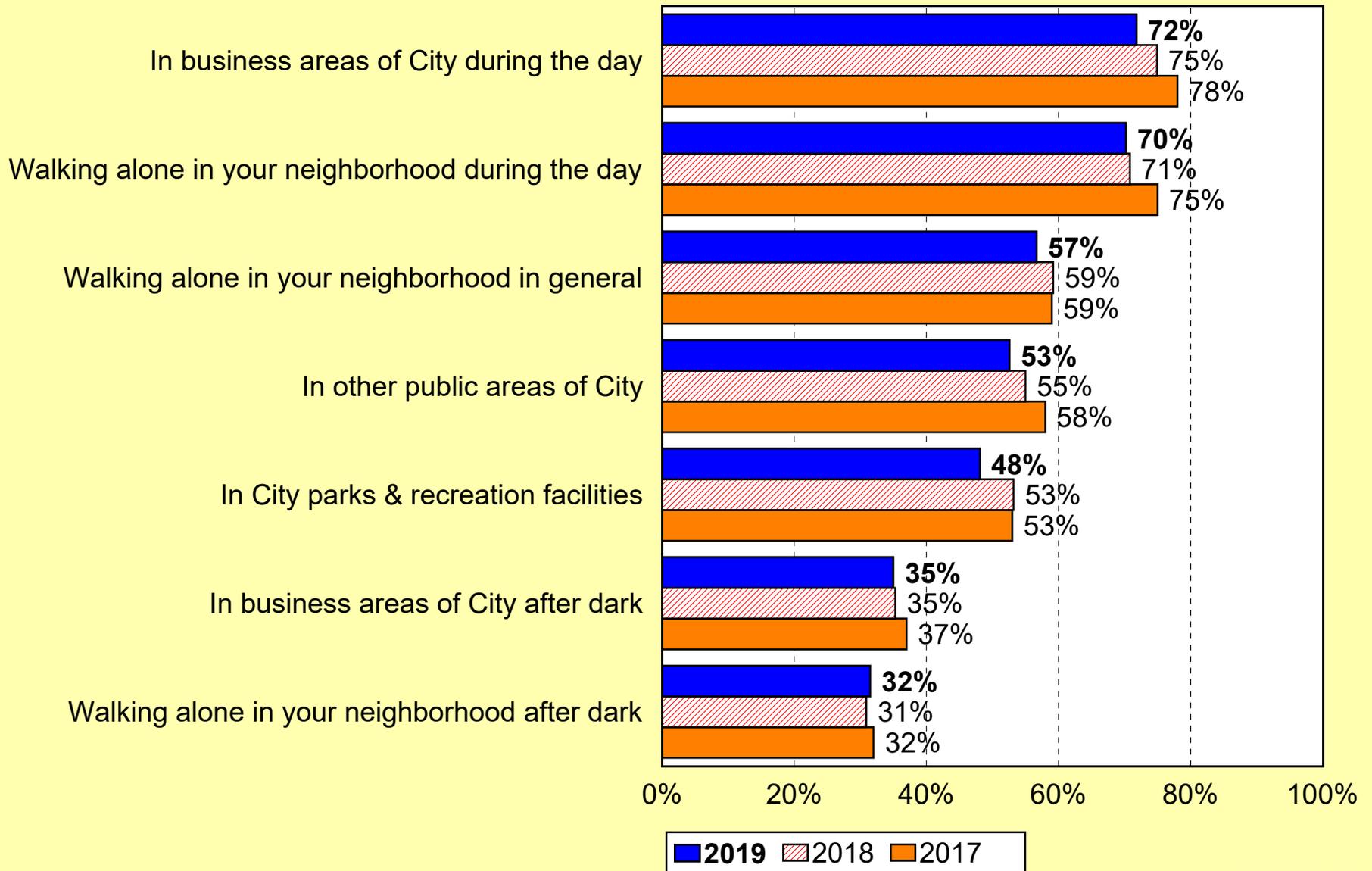
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

# Q7. Feeling of Safety in Various Situations

by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale (excluding don't knows)



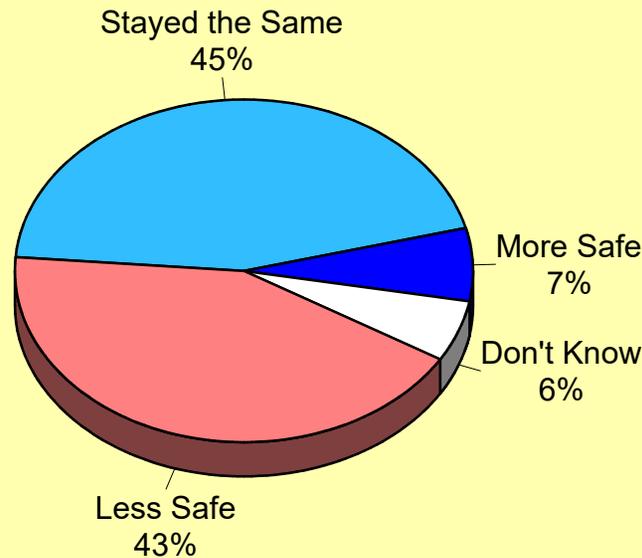
Source: ETC Institute (2019)

**TRENDS**

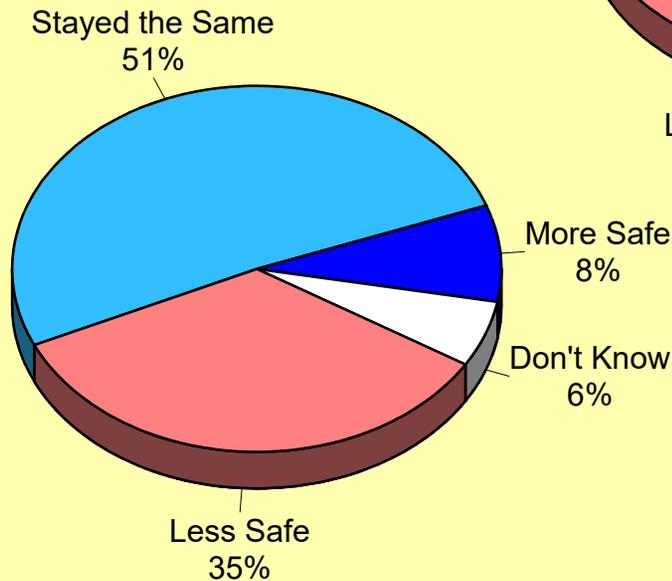
# Q8. Do you think Mesquite has become more, less, or stayed the same as far as being a safe place to live, work, and raise a family?

by percentage of respondents

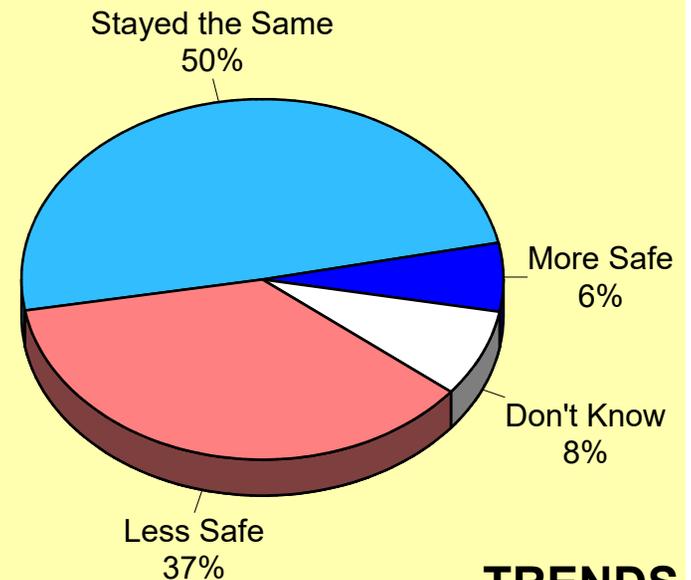
## 2019



## 2018



## 2017



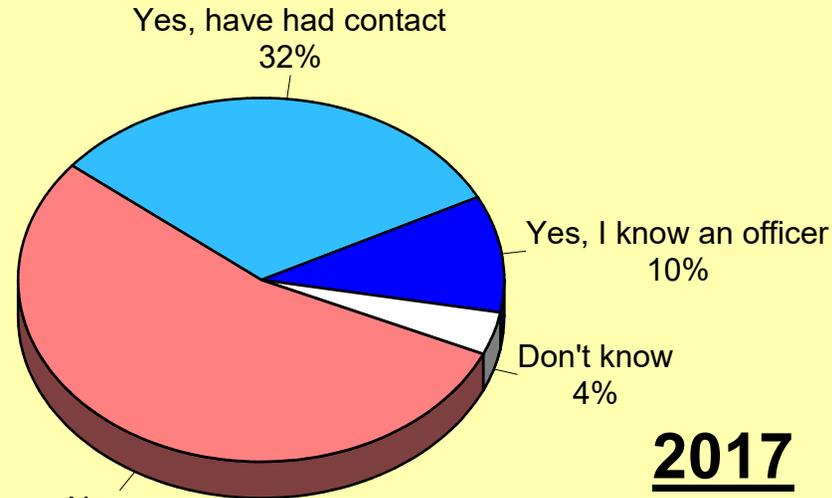
Source: ETC Institute (2019)

**TRENDS**

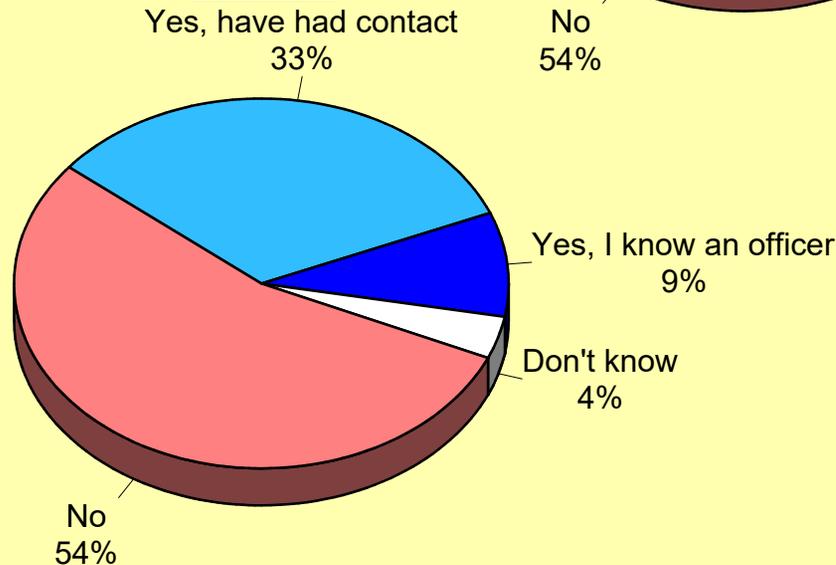
# Q9. Have you had contact with a Mesquite police officer in the past 12 months?

by percentage of respondents

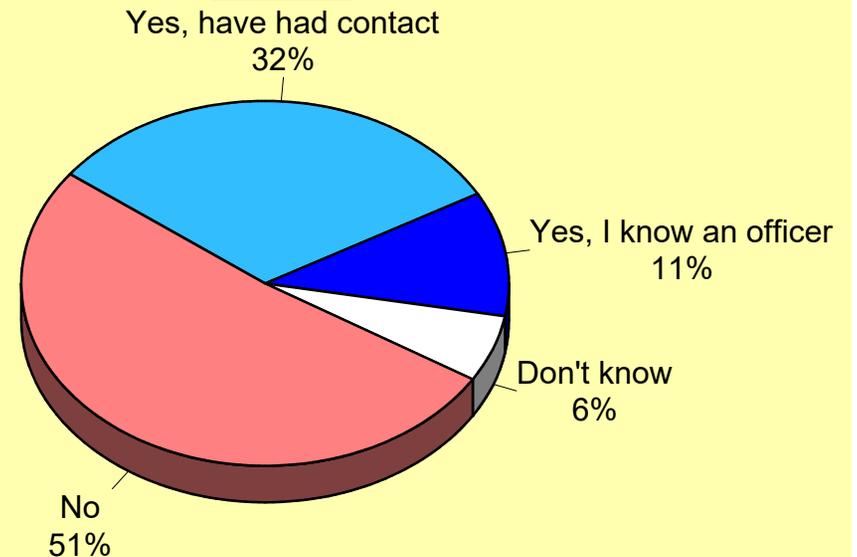
## 2019



## 2018



## 2017



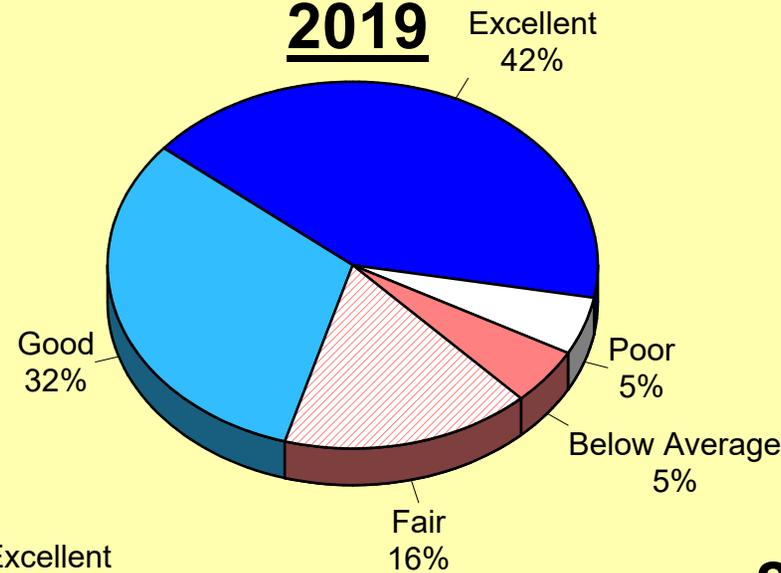
Source: ETC Institute (2019)

**TRENDS**

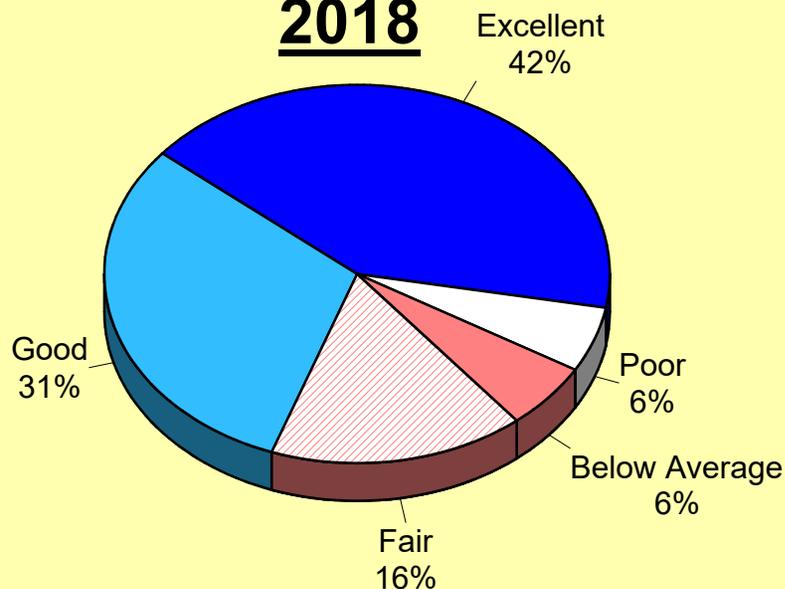
# Q9a. How would you rate your experience?

by percentage of respondents who have had contact with a police officer in the past year  
(excluding don't knows)

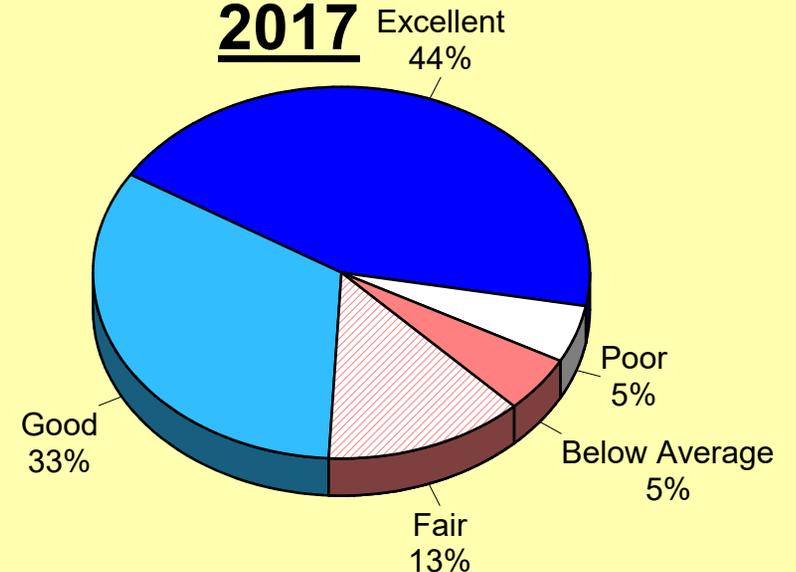
**2019**



**2018**



**2017**

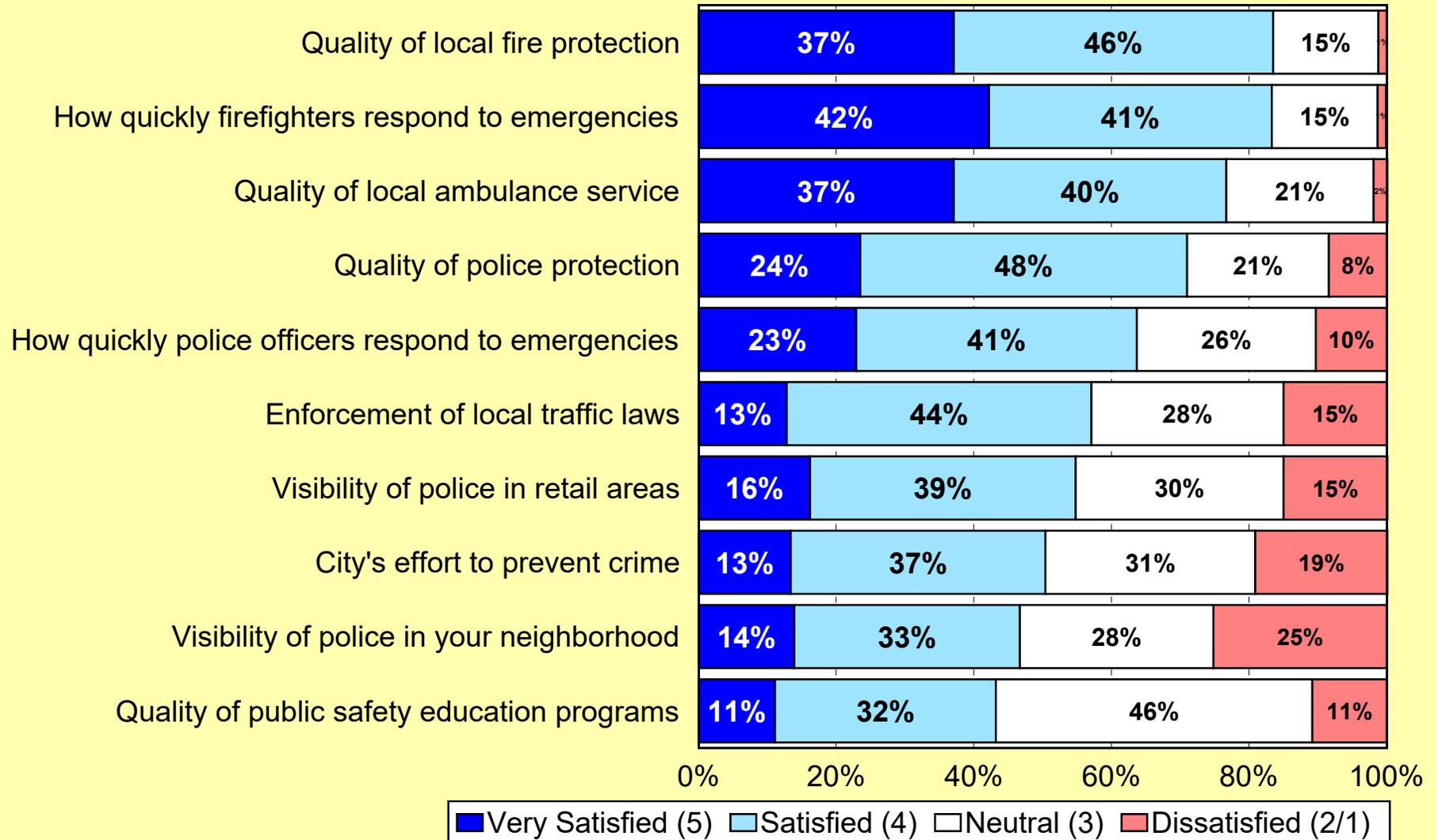


**TRENDS**

Source: ETC Institute (2019)

# Q10. Satisfaction with Various Aspects of Public Safety Services

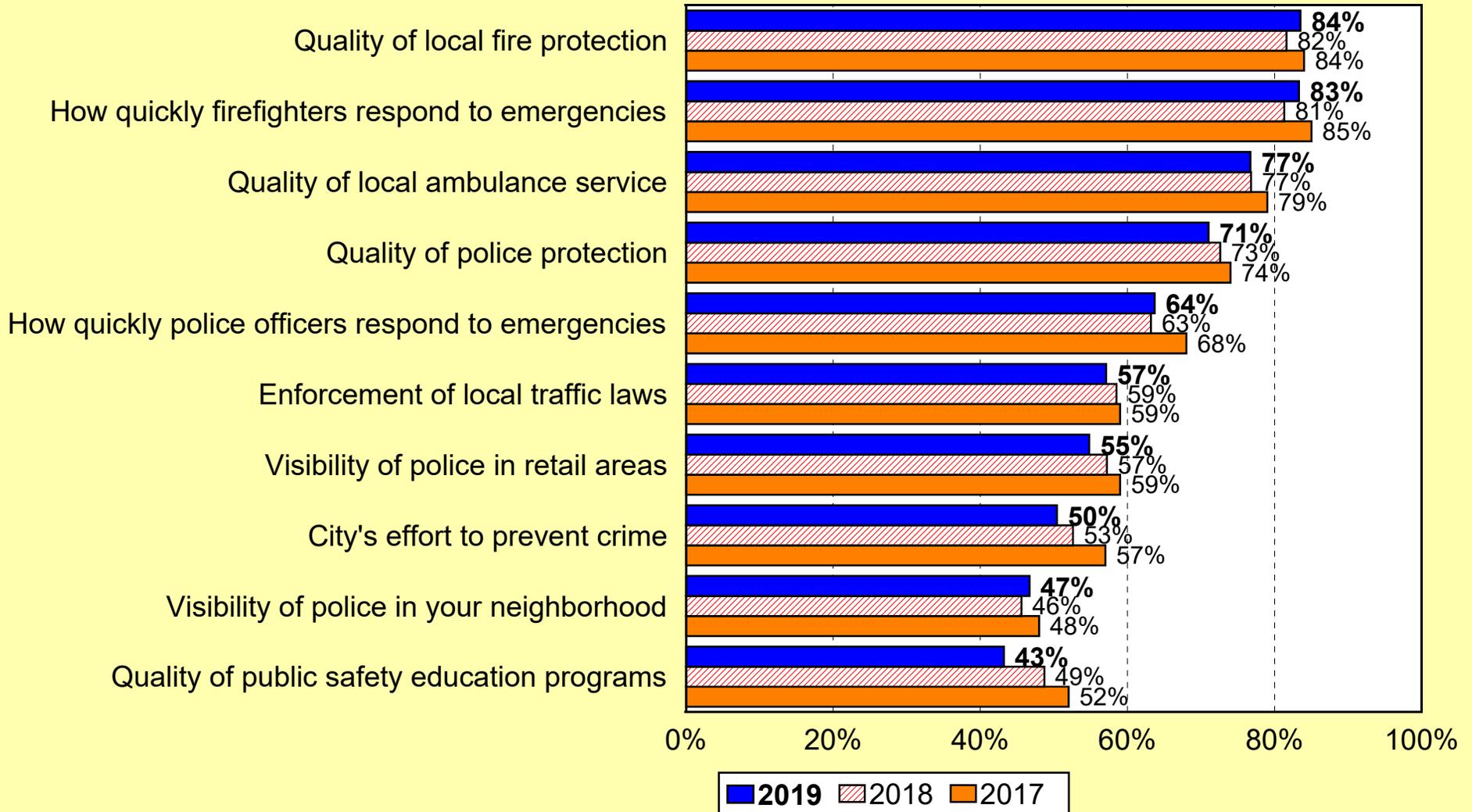
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

# Q10. Satisfaction with Various Aspects of Public Safety Services

by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale (excluding don't knows)

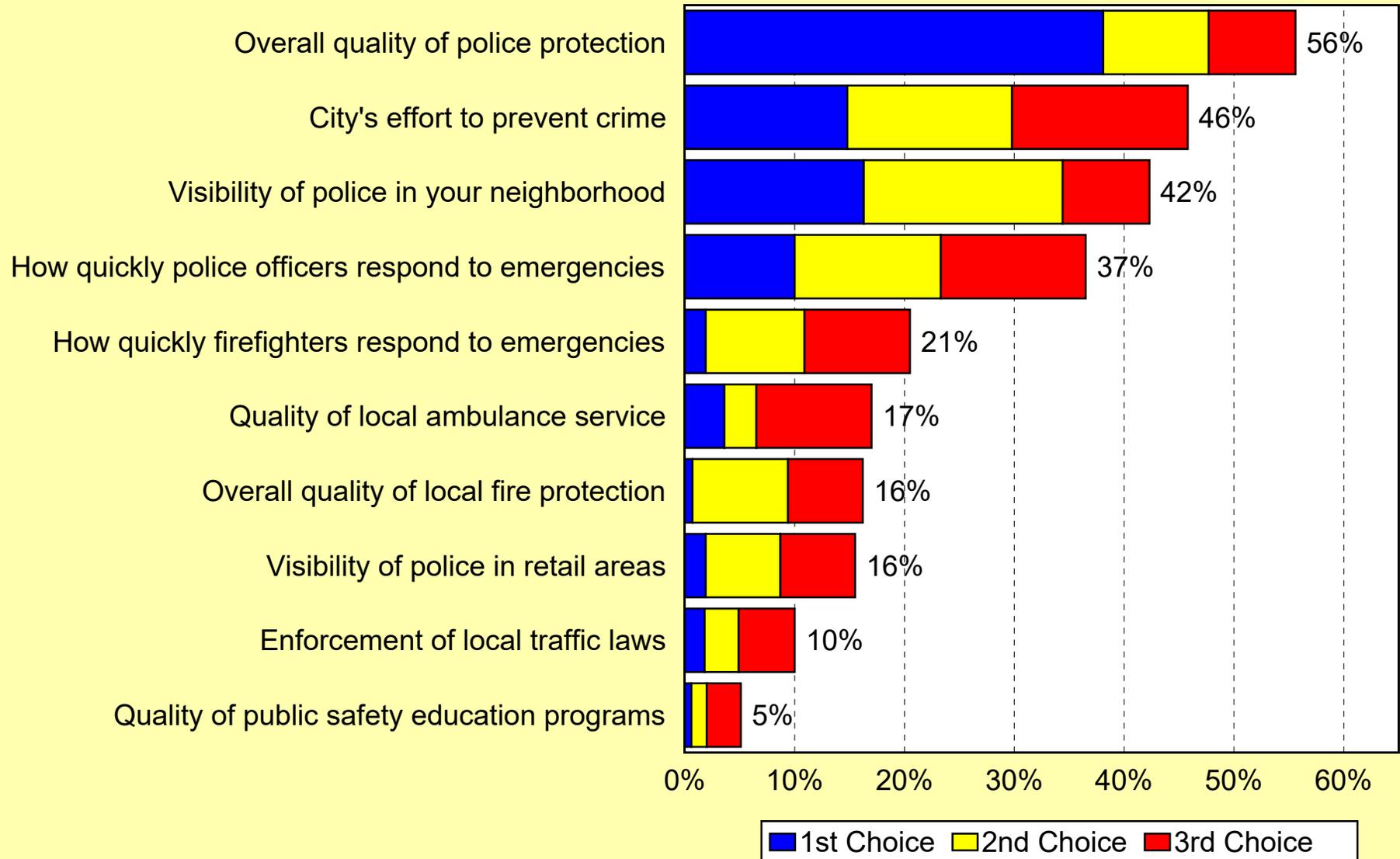


Source: ETC Institute (2019)

**TRENDS**

# Q11. Public Safety Services That Are Most Important for the City to Provide

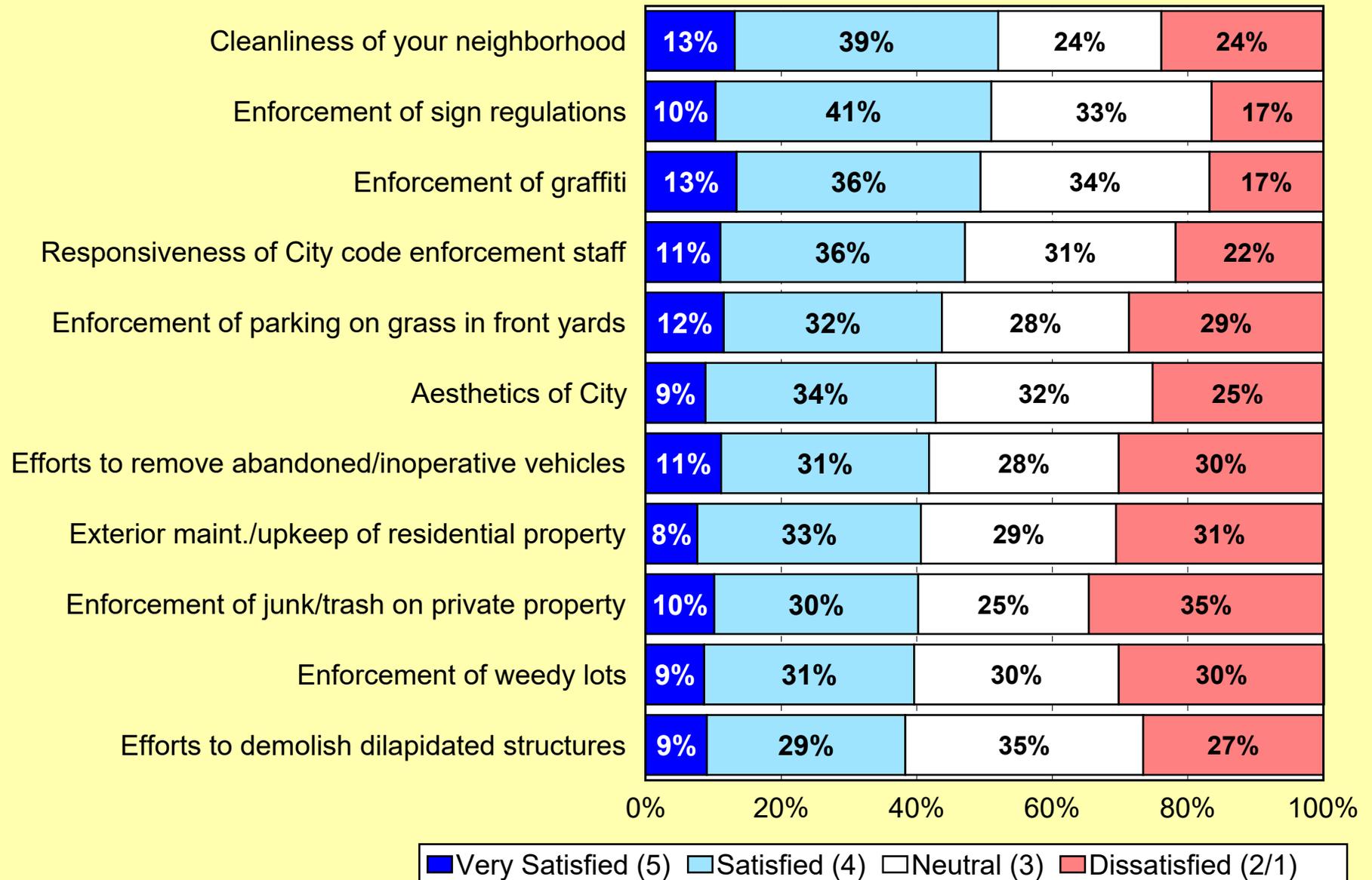
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2019)

## Q12. Satisfaction with Code Enforcement

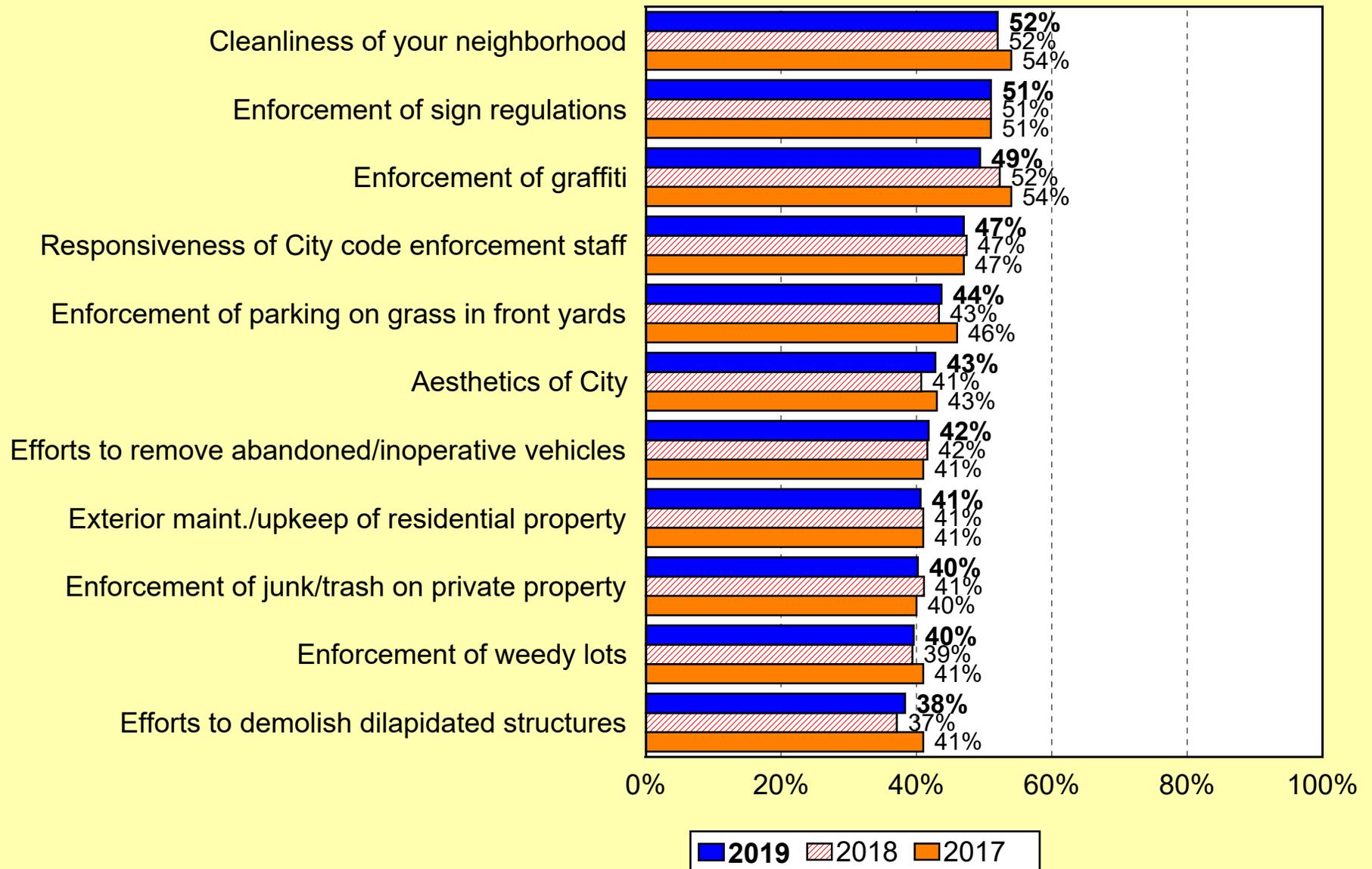
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

# Q12. Satisfaction with Code Enforcement

by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale (excluding don't knows)

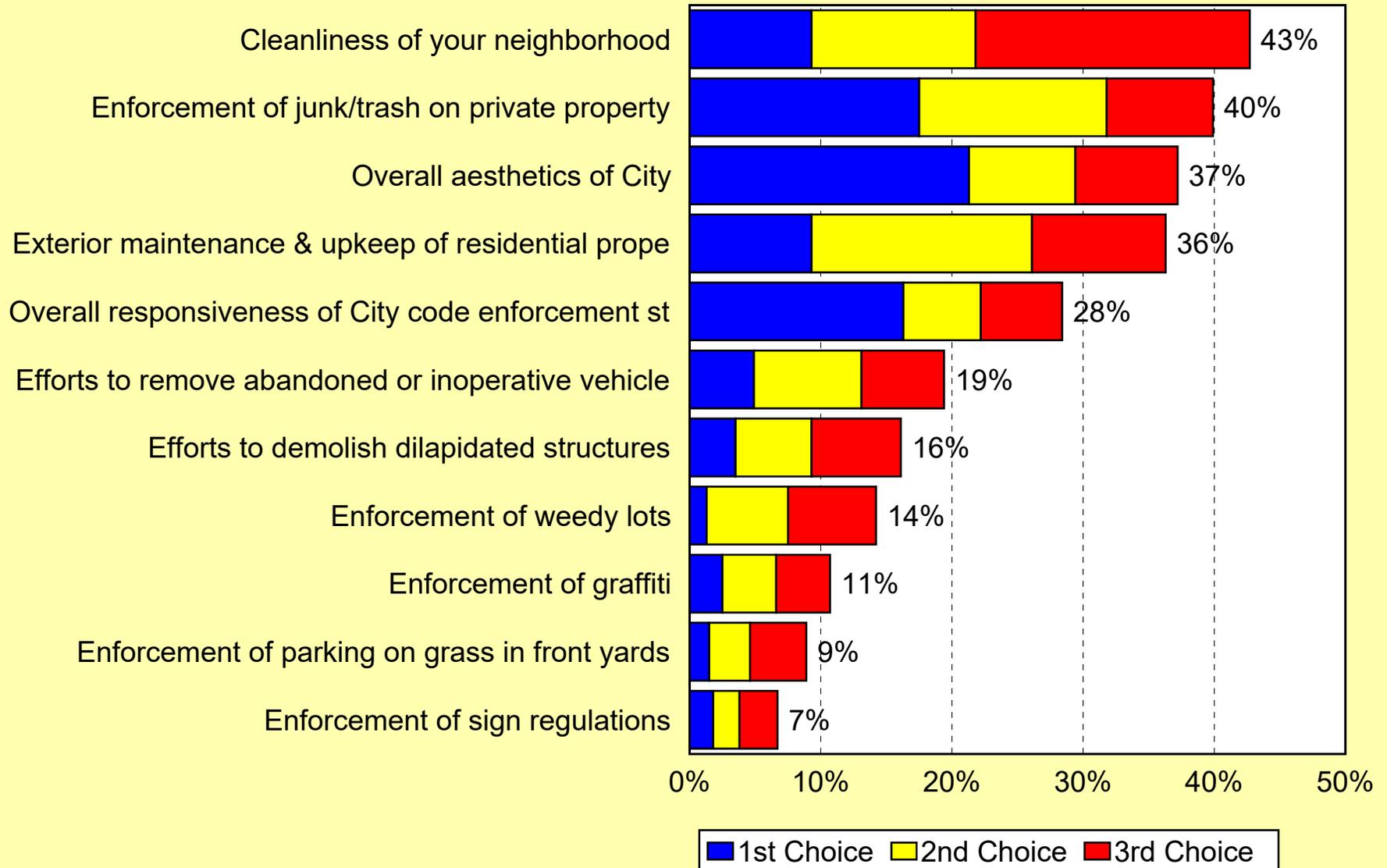


Source: ETC Institute (2019)

**TRENDS**

# Q13. Code Enforcement Services That Are Most Important For the City to Provide

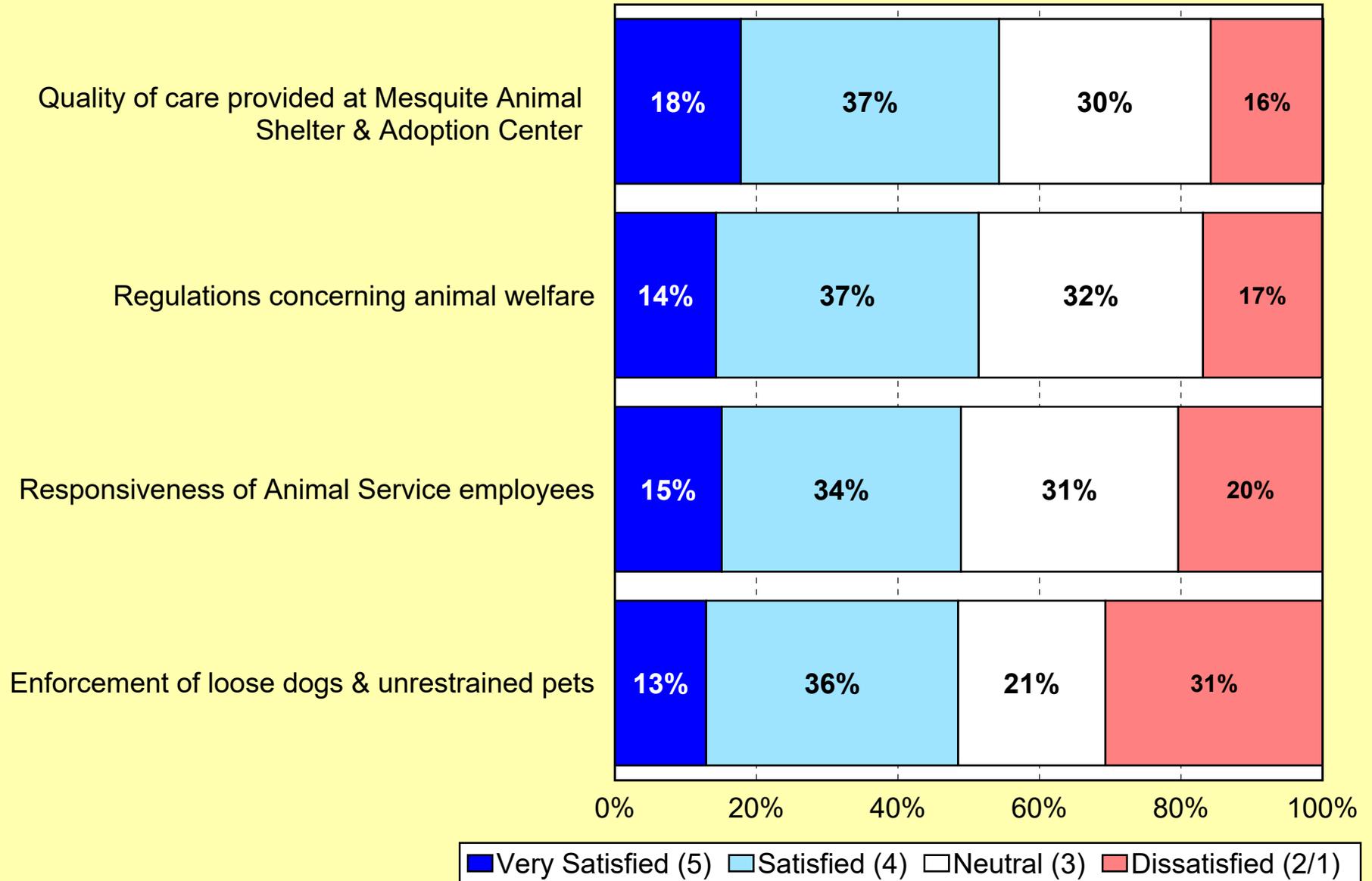
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2019)

## Q14. Satisfaction with Animal Services

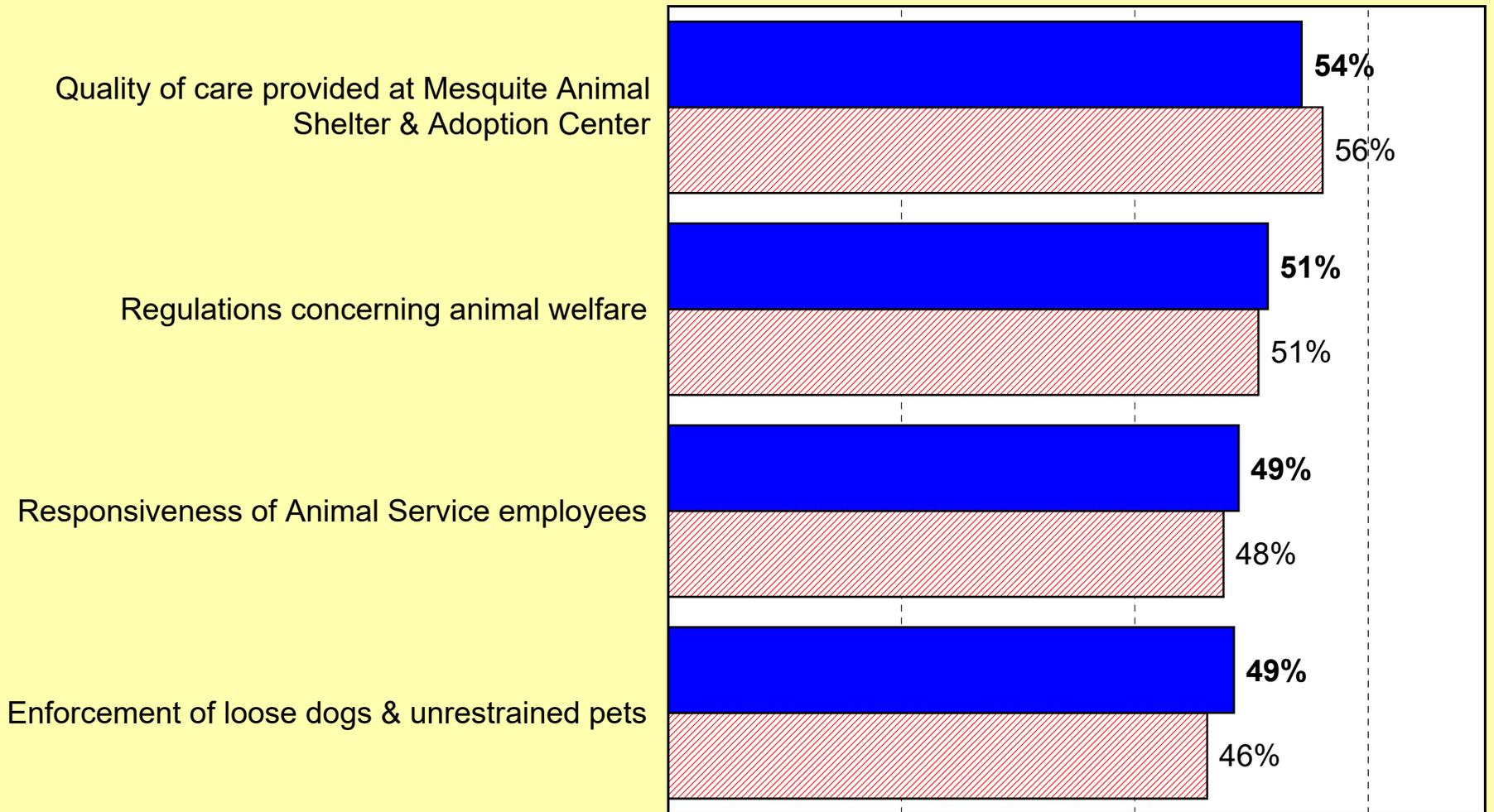
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

# Q14. Satisfaction with Animal Services

by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale (excluding don't knows)



\*Animal Services was not surveyed in 2017

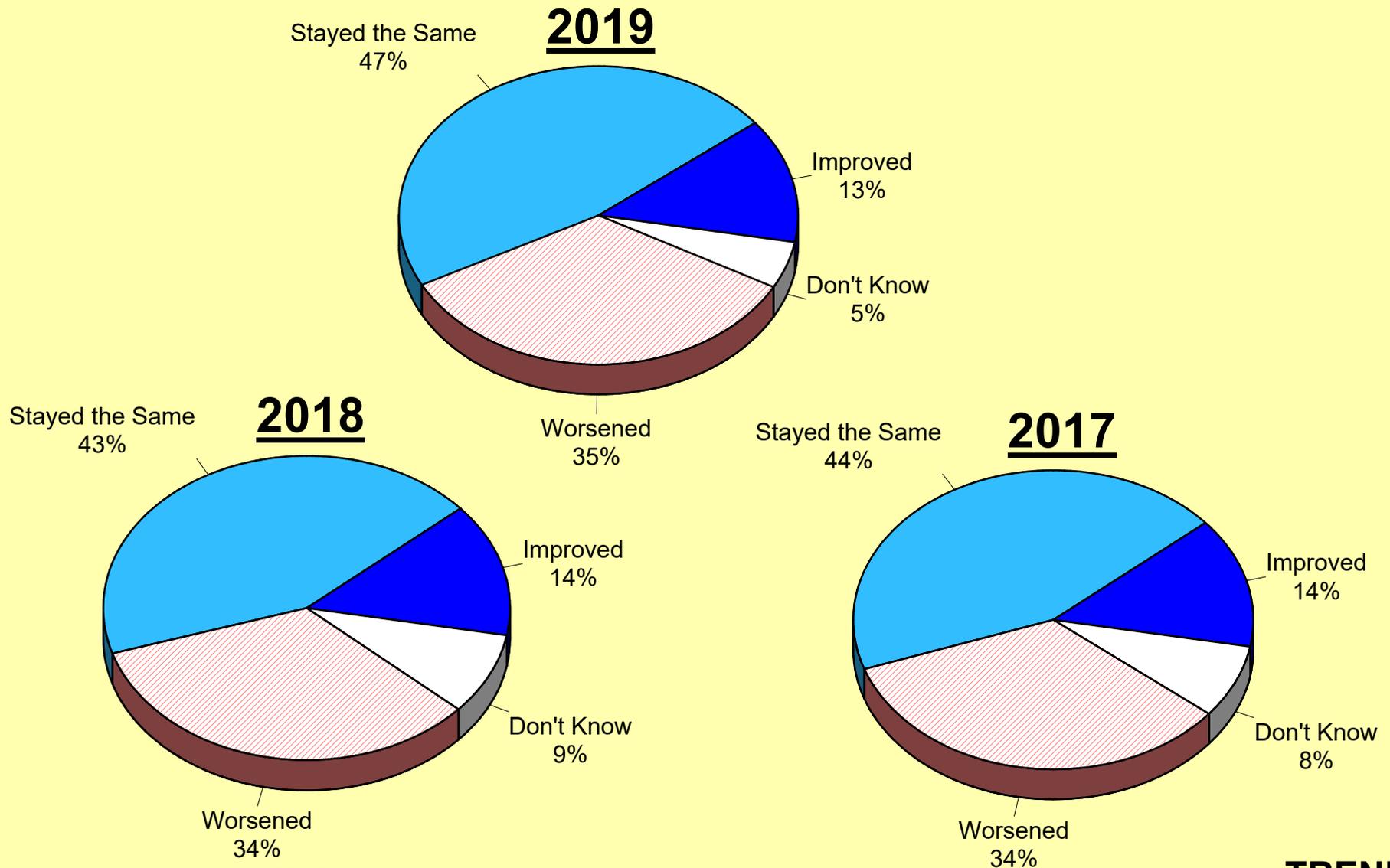


Source: ETC Institute (2019)

**TRENDS**

# Q15. How do you feel the appearance of your neighborhood has changed over the past three years?

by percentage of respondents

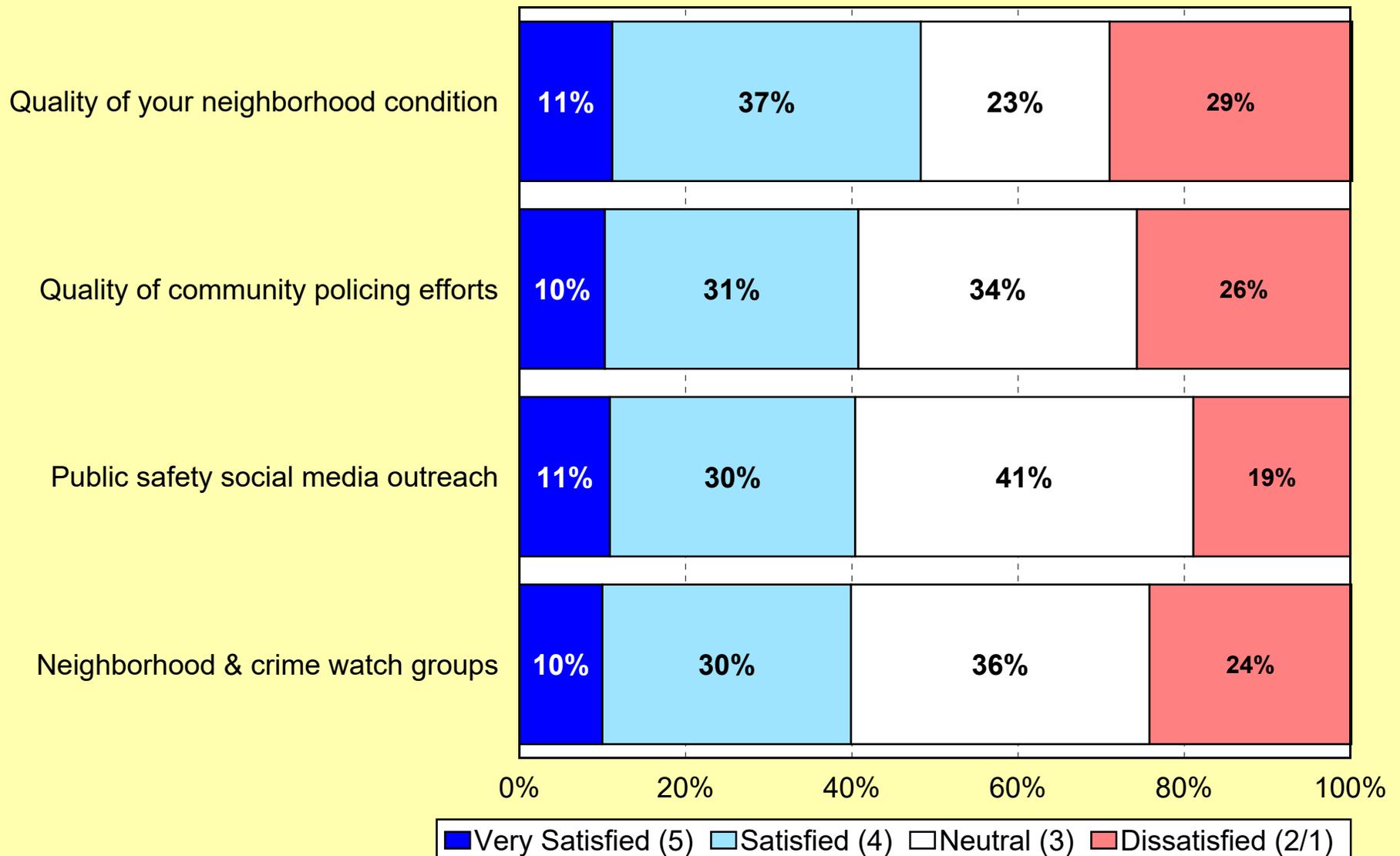


Source: ETC Institute (2019)

**TRENDS**

# Q16. Satisfaction with Residential and Neighborhood Services

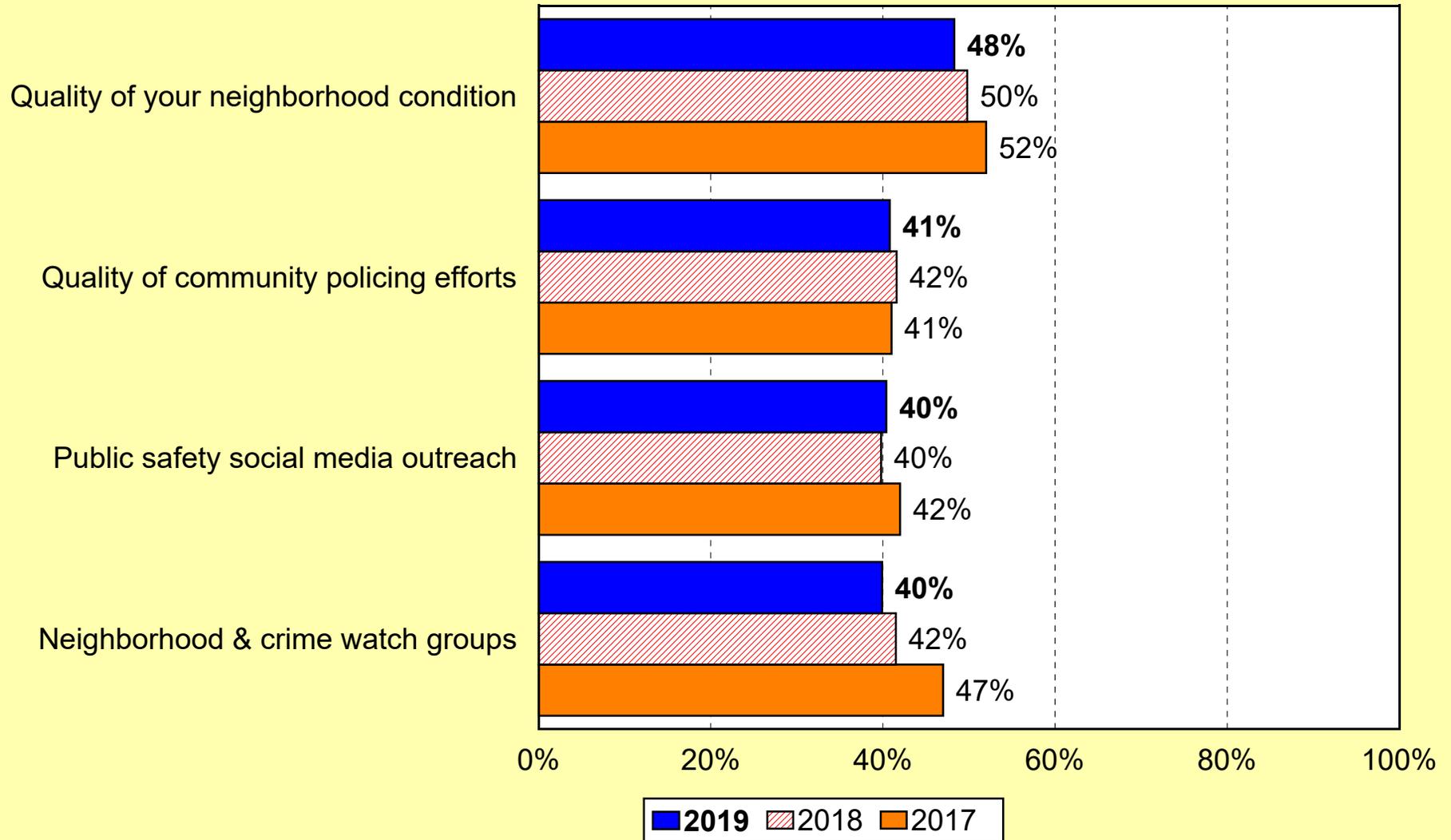
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

# Q16. Satisfaction with Residential and Neighborhood Services

by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale (excluding don't knows)

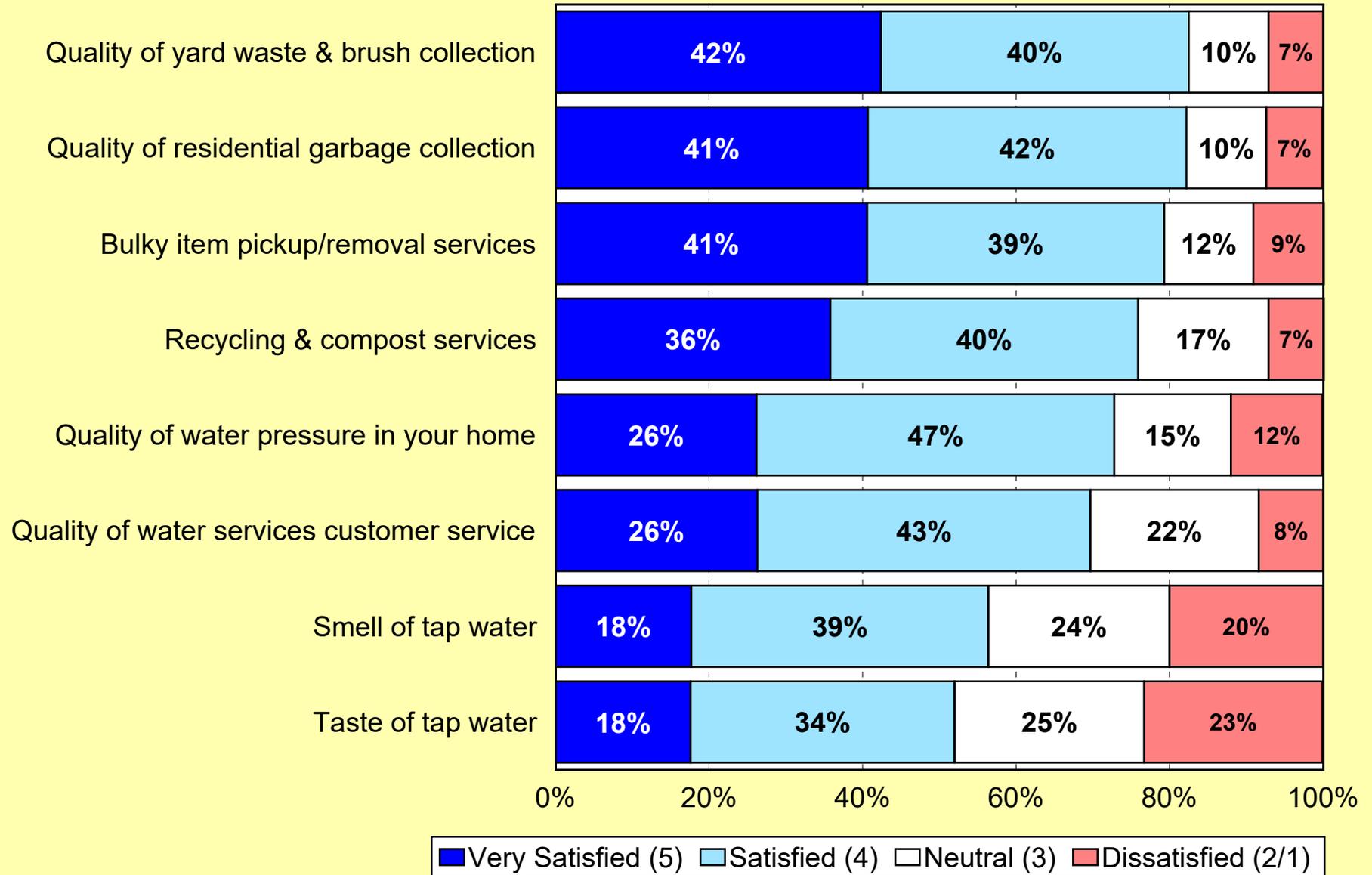


Source: ETC Institute (2019)

**TRENDS**

# Q17. Satisfaction with Utilities & Solid Waste Services

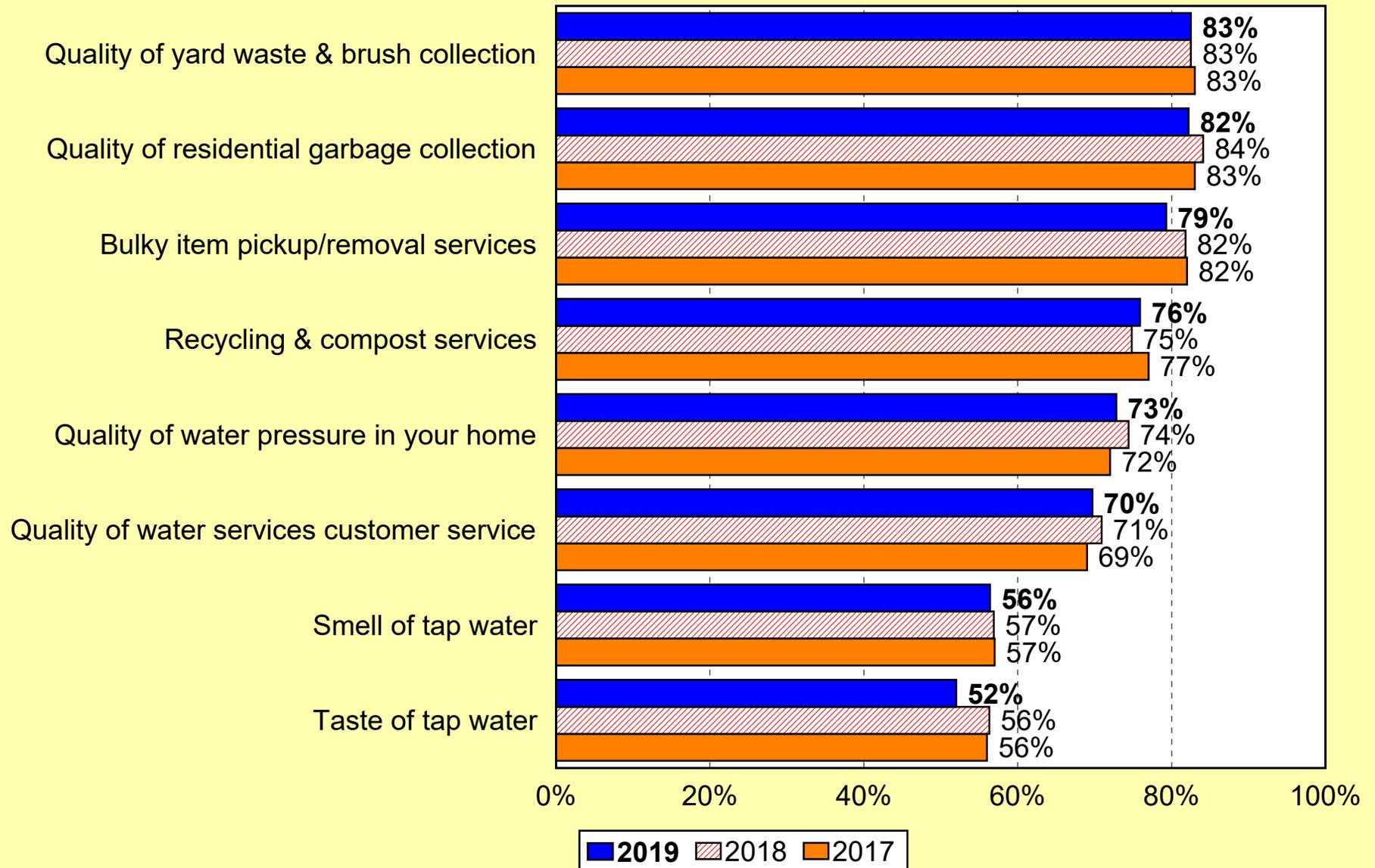
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

# Q17. Satisfaction with Utilities & Solid Waste Services

by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale (excluding don't knows)



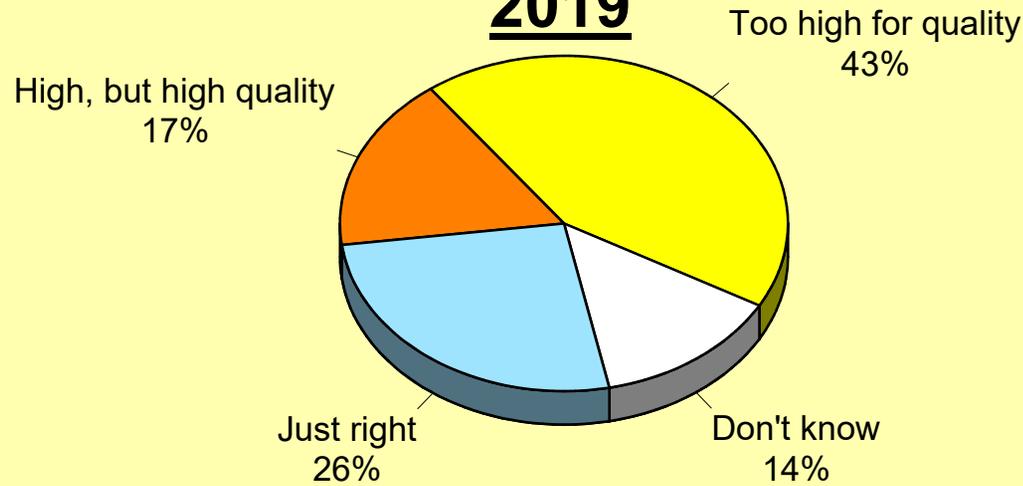
Source: ETC Institute (2019)

**TRENDS**

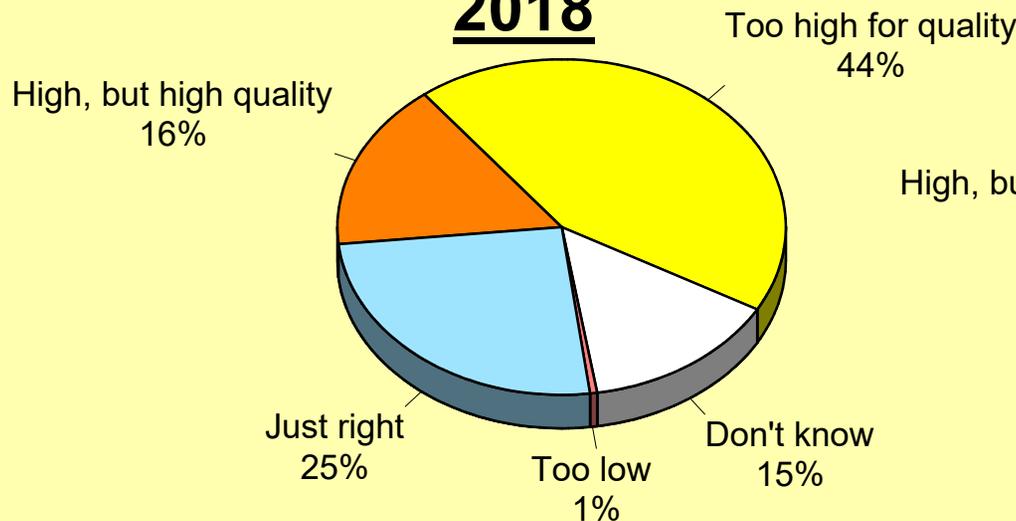
# Q18. Statements That Best Describe How Respondents Feel About Value for Water and Sewer Services

by percentage of respondents

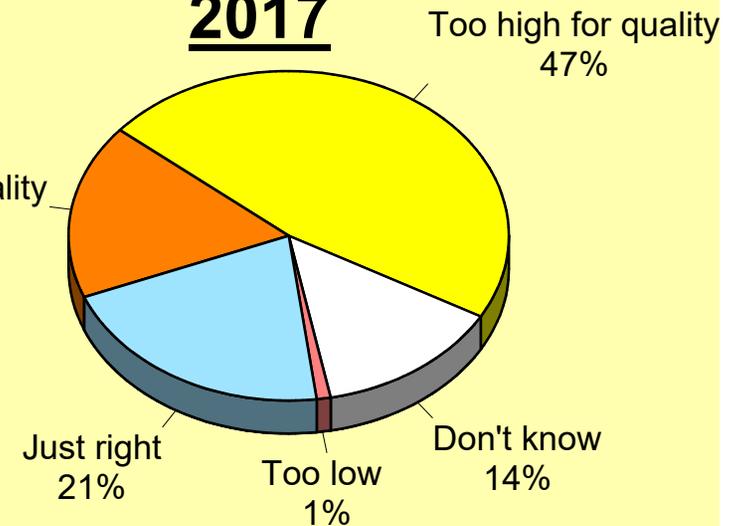
**2019**



**2018**



**2017**



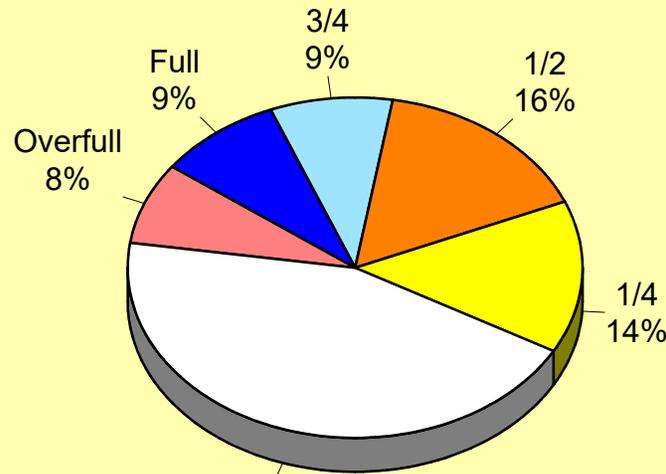
Source: ETC Institute (2019)

**TRENDS**

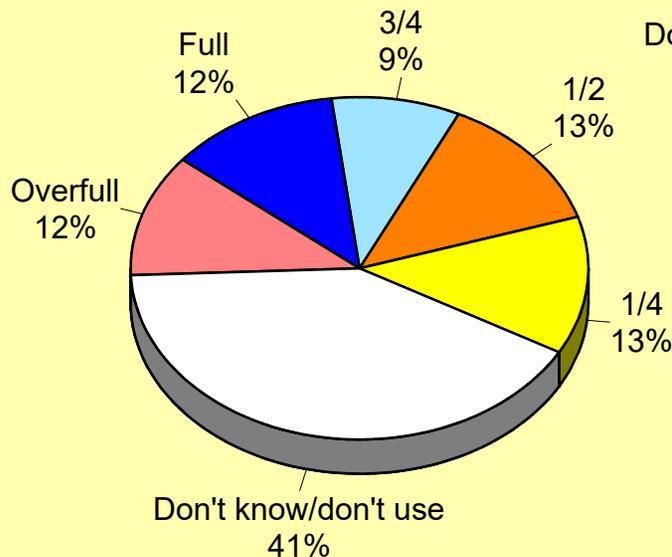
# Q19. How much of your household's waste is placed in your green recycling bin?

by percentage of respondents

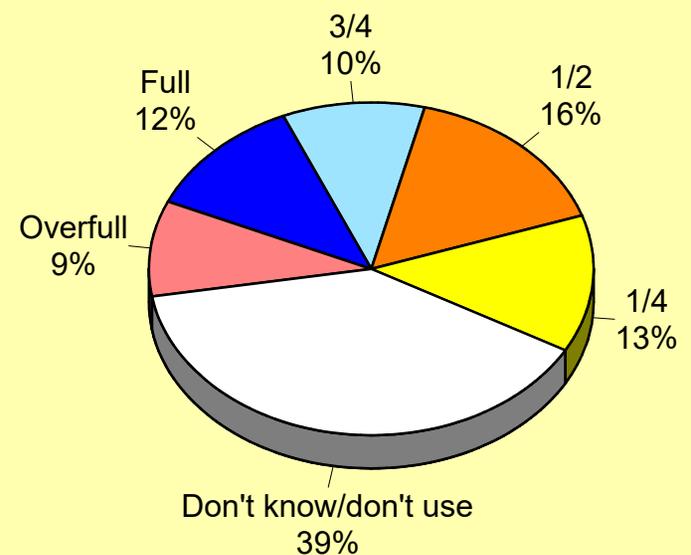
**2019**



**2018**



**2017**

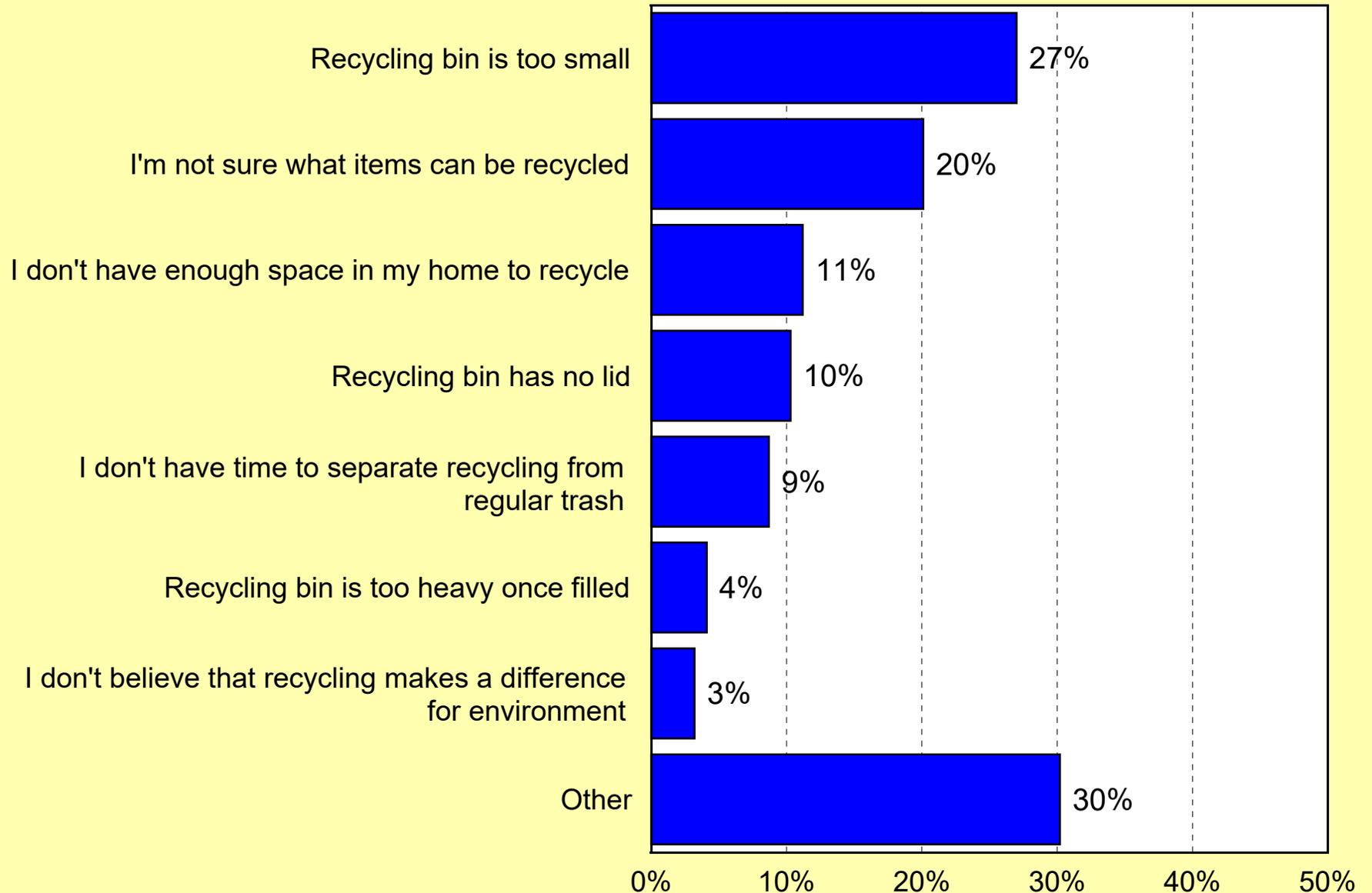


Source: ETC Institute (2019)

**TRENDS**

# Q20. What prevents you from recycling more?

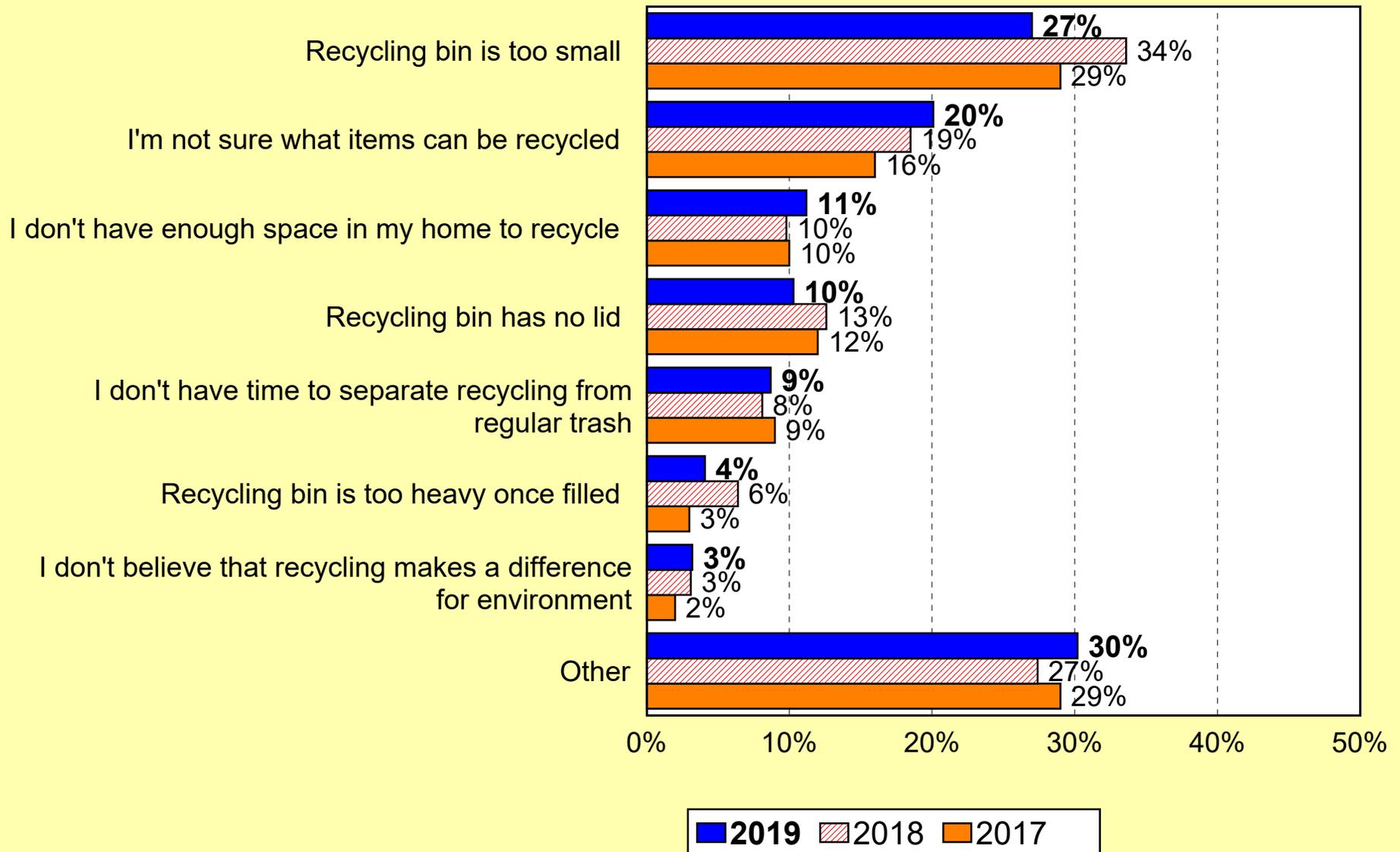
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2019)

# Q20. What prevents you from recycling more?

by percentage of respondents (multiple choices could be made)

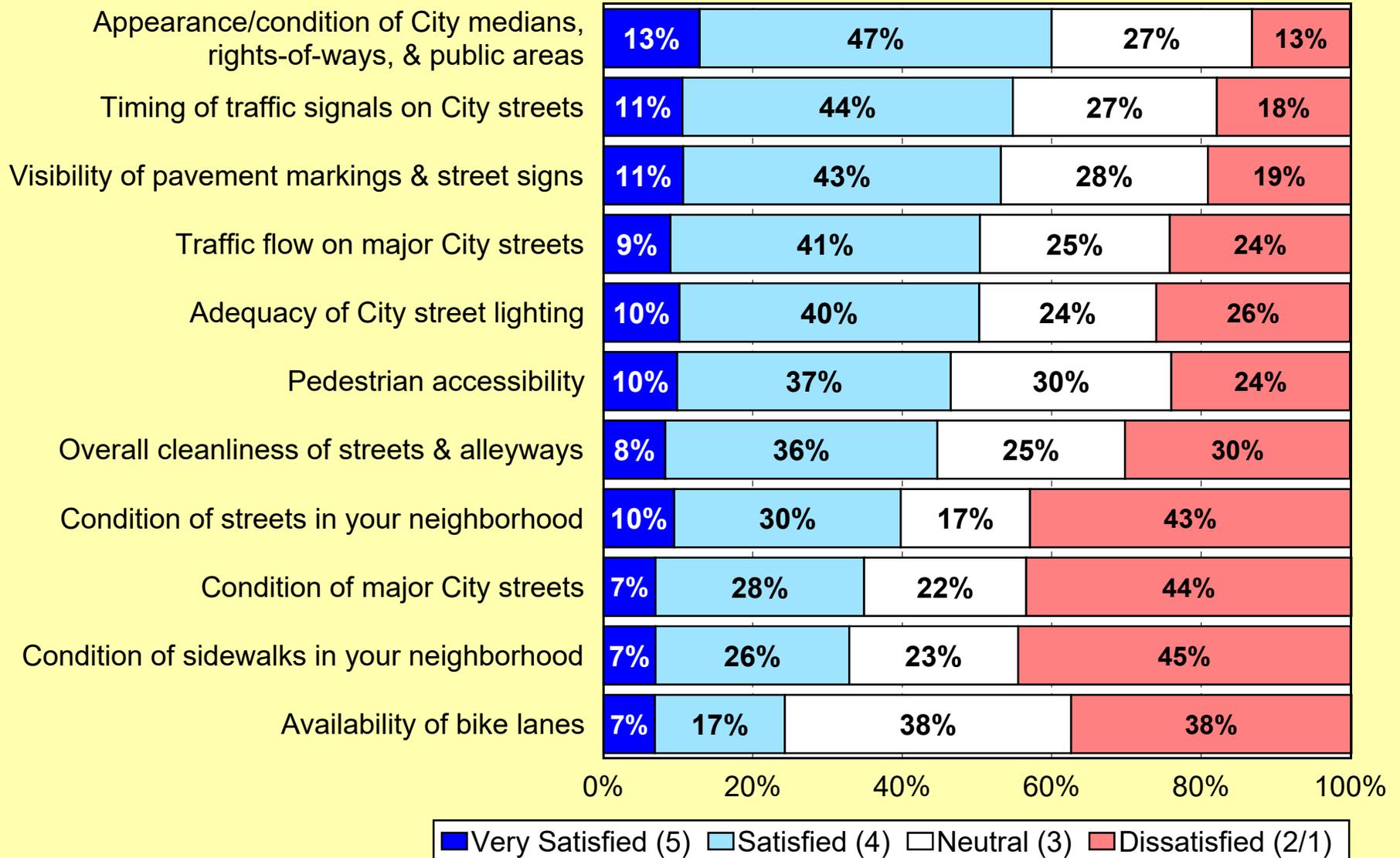


Source: ETC Institute (2019)

**TRENDS**

# Q21. Satisfaction with Maintenance and Appearance of the City

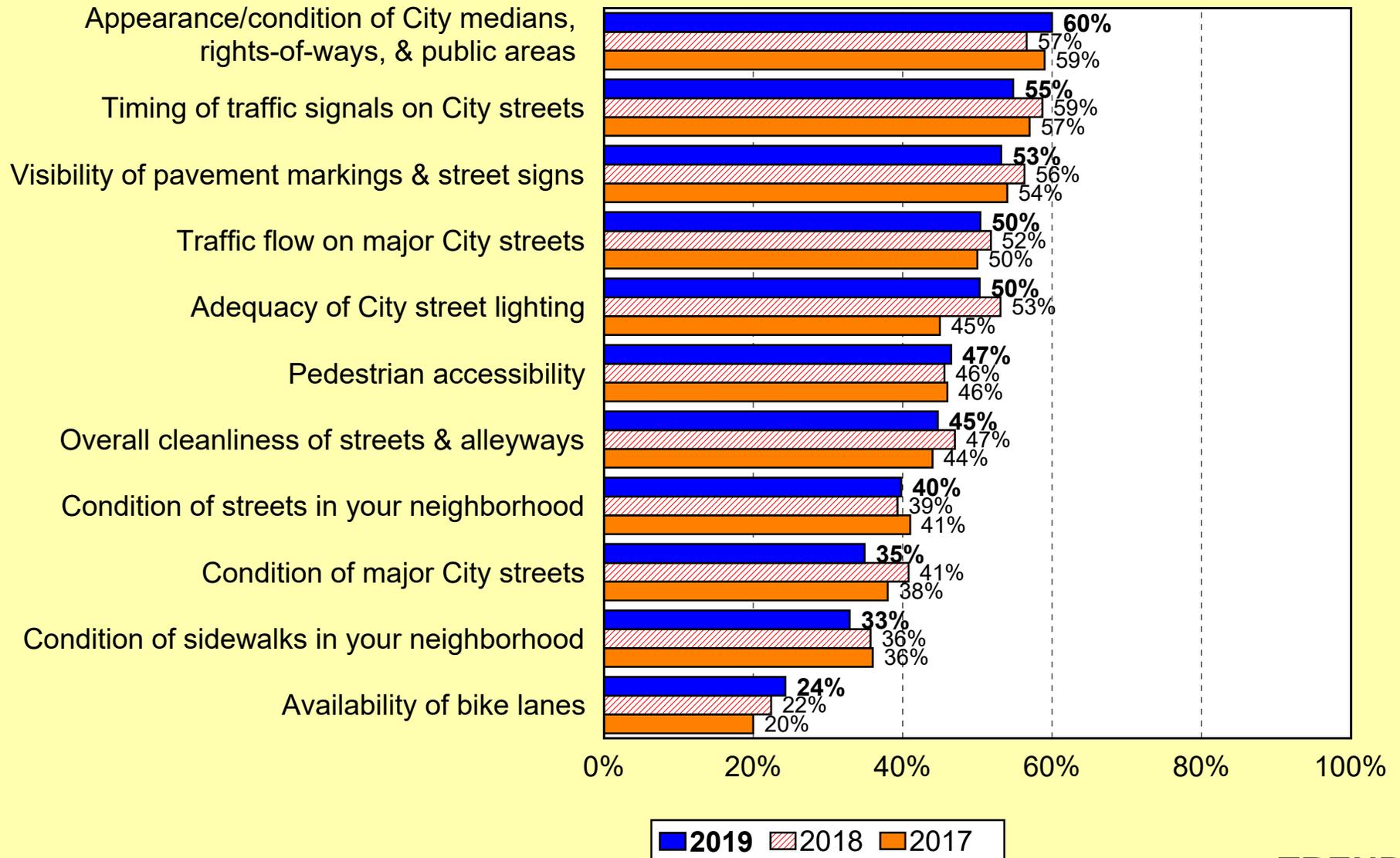
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

# Q21. Satisfaction with Maintenance and Appearance of the City

by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale (excluding don't knows)

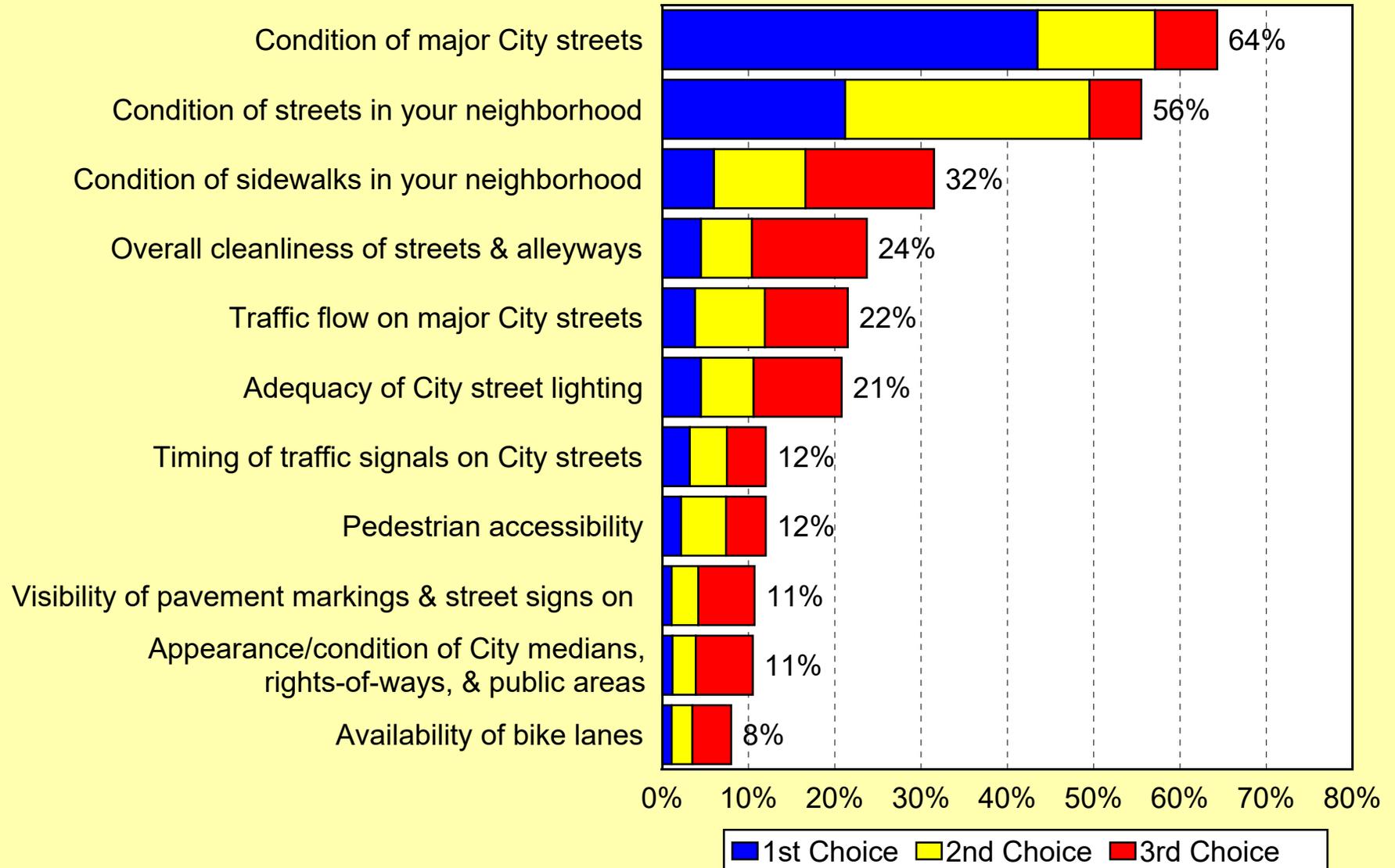


Source: ETC Institute (2019)

**TRENDS**

# Q22. City Maintenance Services That Are Most Important For the City to Provide

by percentage of respondents who selected the item as one of their top three choices

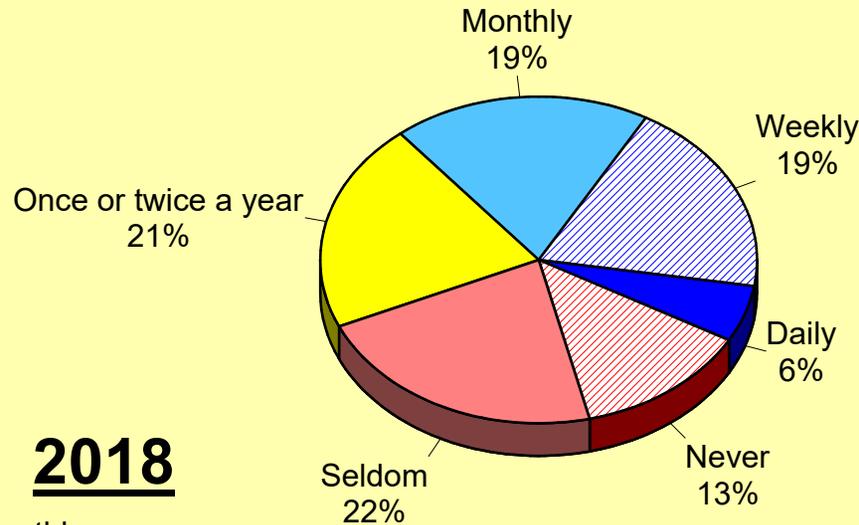


Source: ETC Institute (2019)

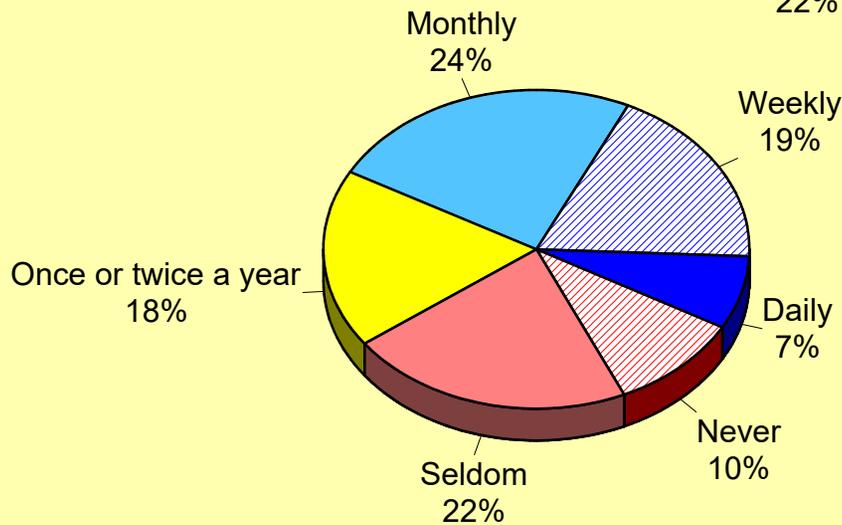
# Q23. How often have you visited City parks in the past 12 months?

by percentage of respondents (excluding not provided)

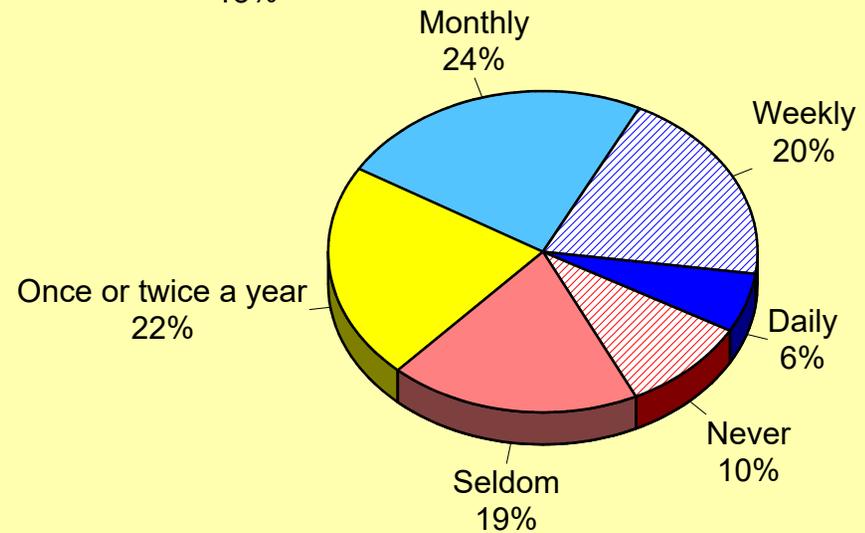
## 2019



## 2018



## 2017

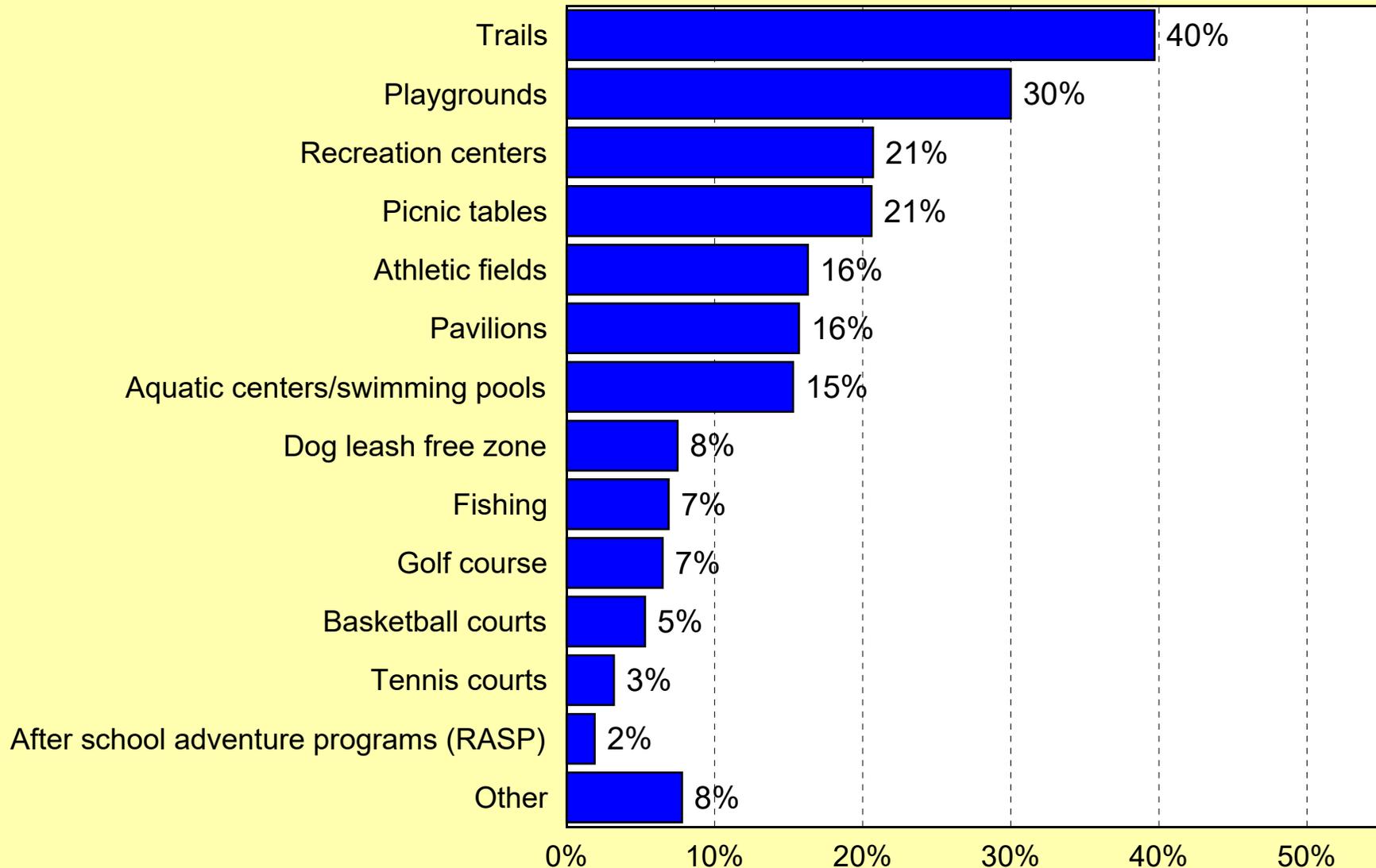


Source: ETC Institute (2019)

**TRENDS**

# Q24. Facilities/Activities Respondents Have Used/Participated in During the Past Year

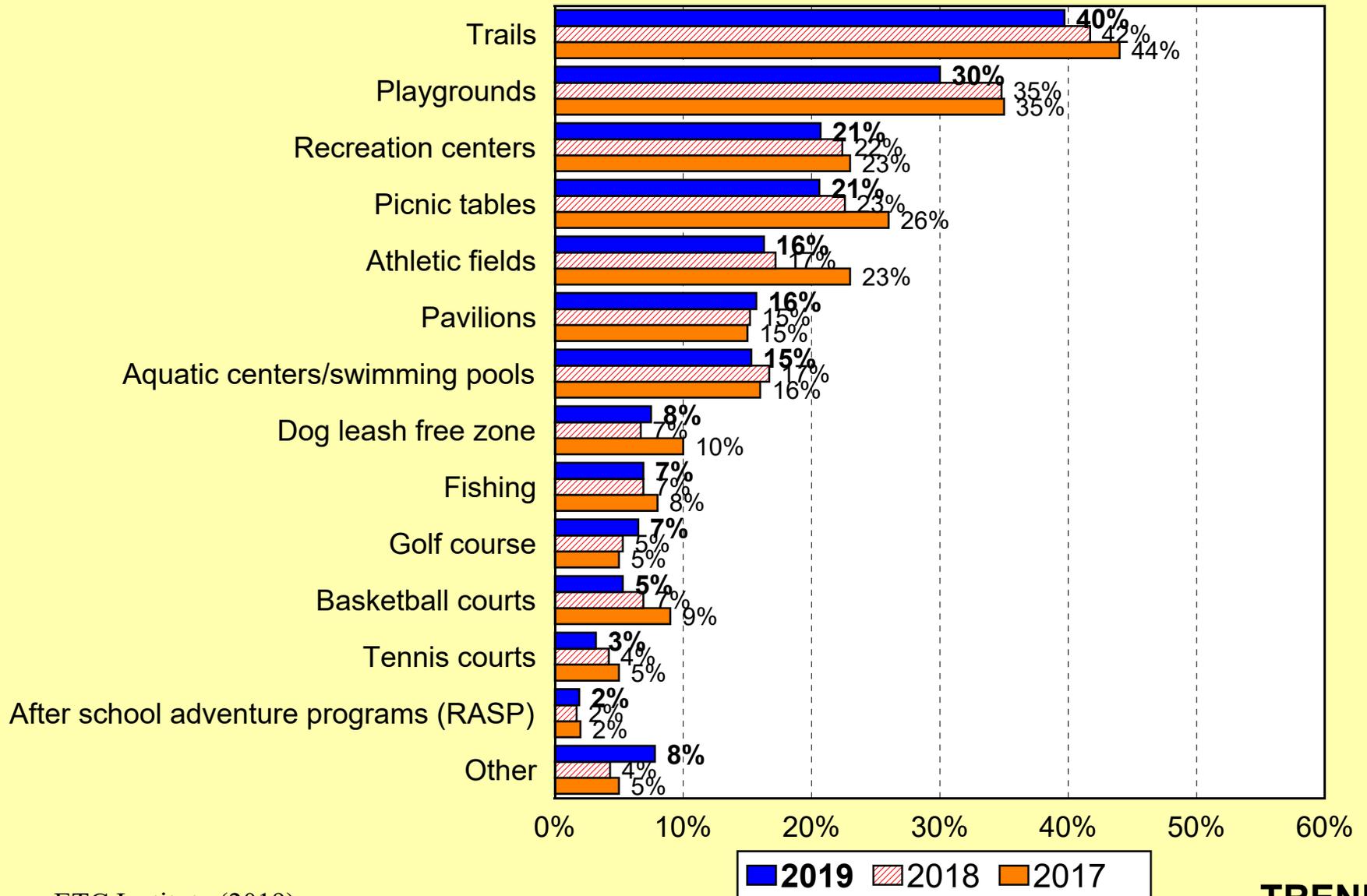
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2019)

# Q24. Facilities/Activities Respondents Have Used/Participated in During the Past Year

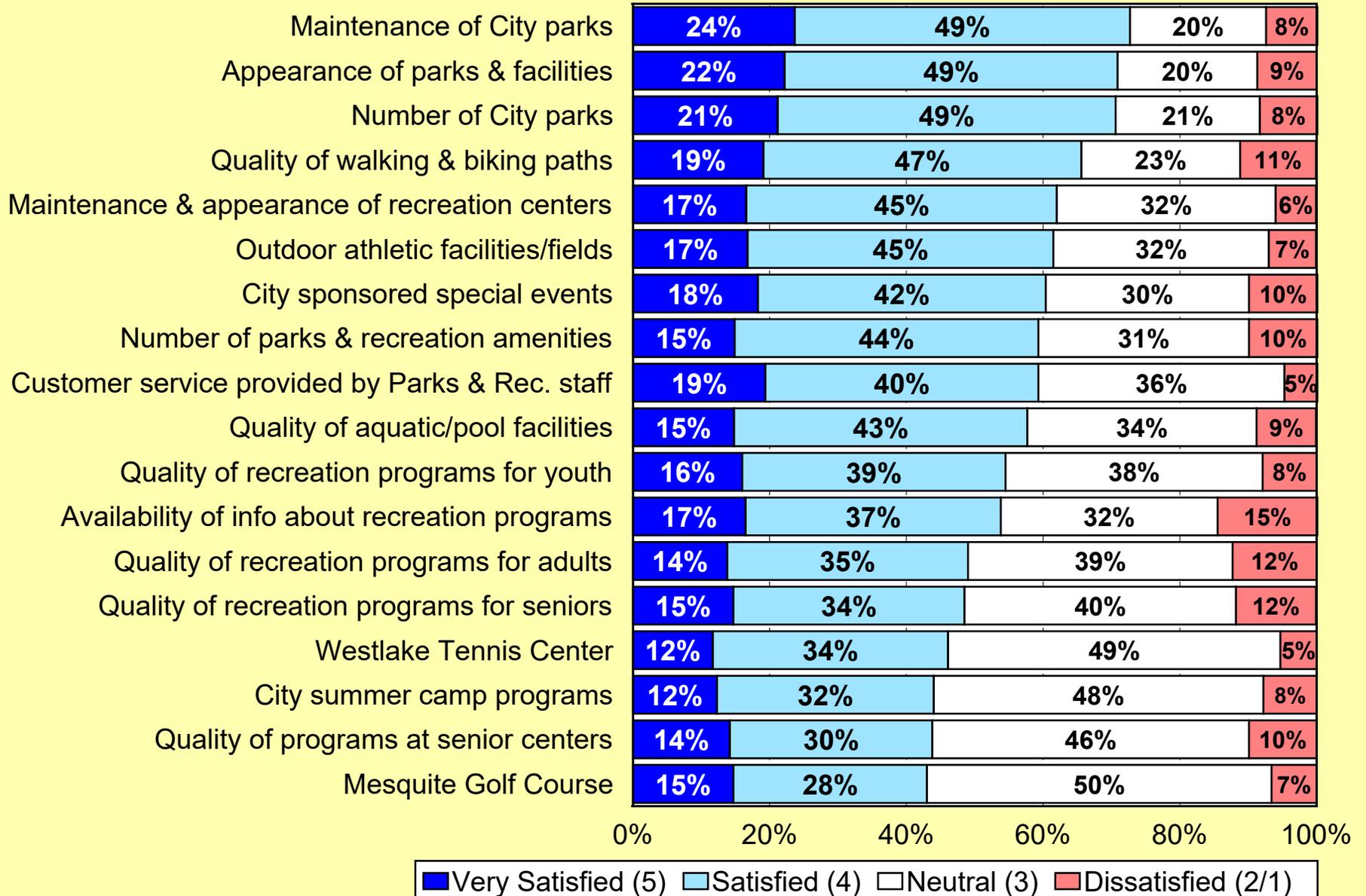
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2019)

# Q25. Satisfaction with Parks and Recreation Services

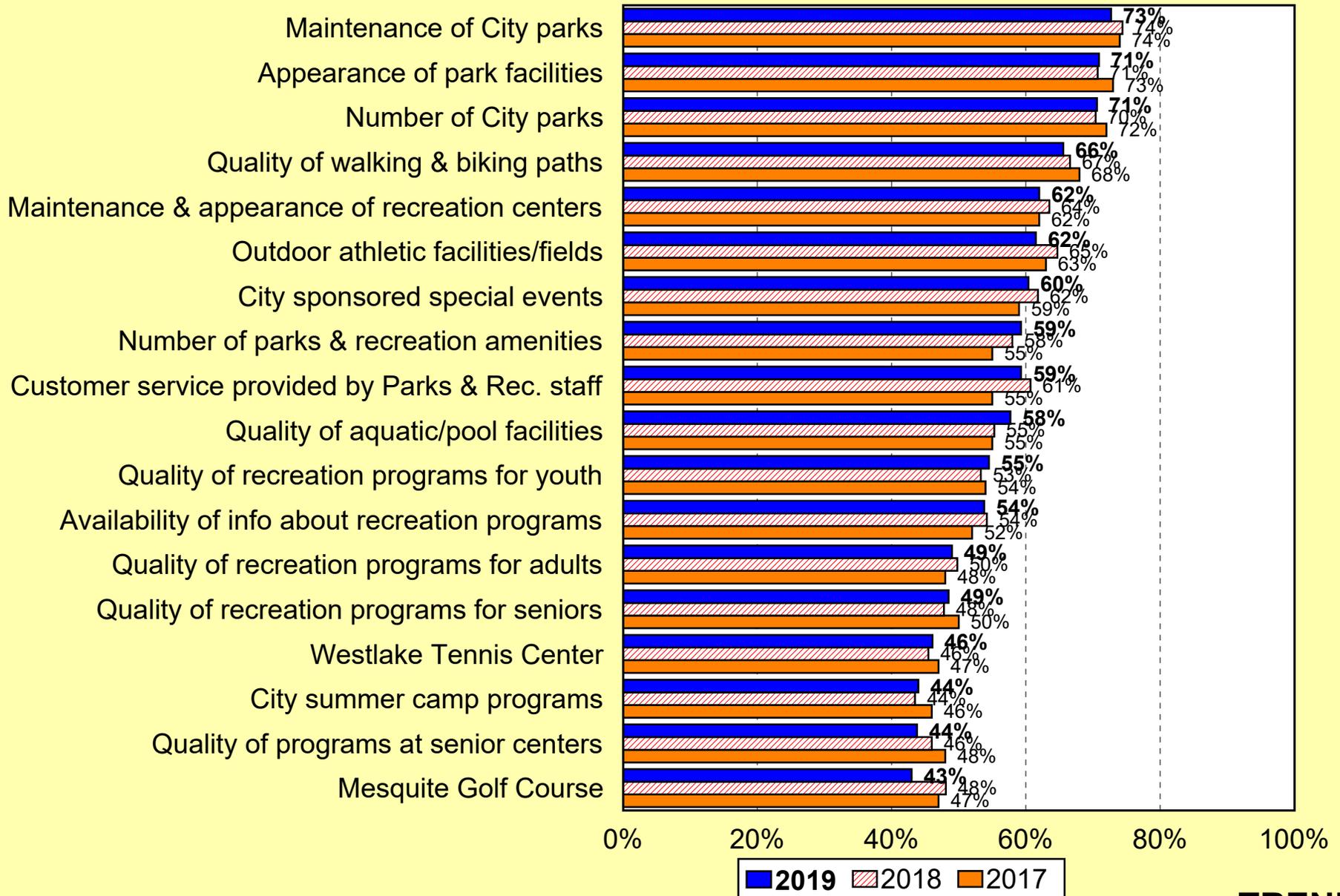
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

# Q25. Satisfaction with Parks and Recreation Services

by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale (excluding don't knows)

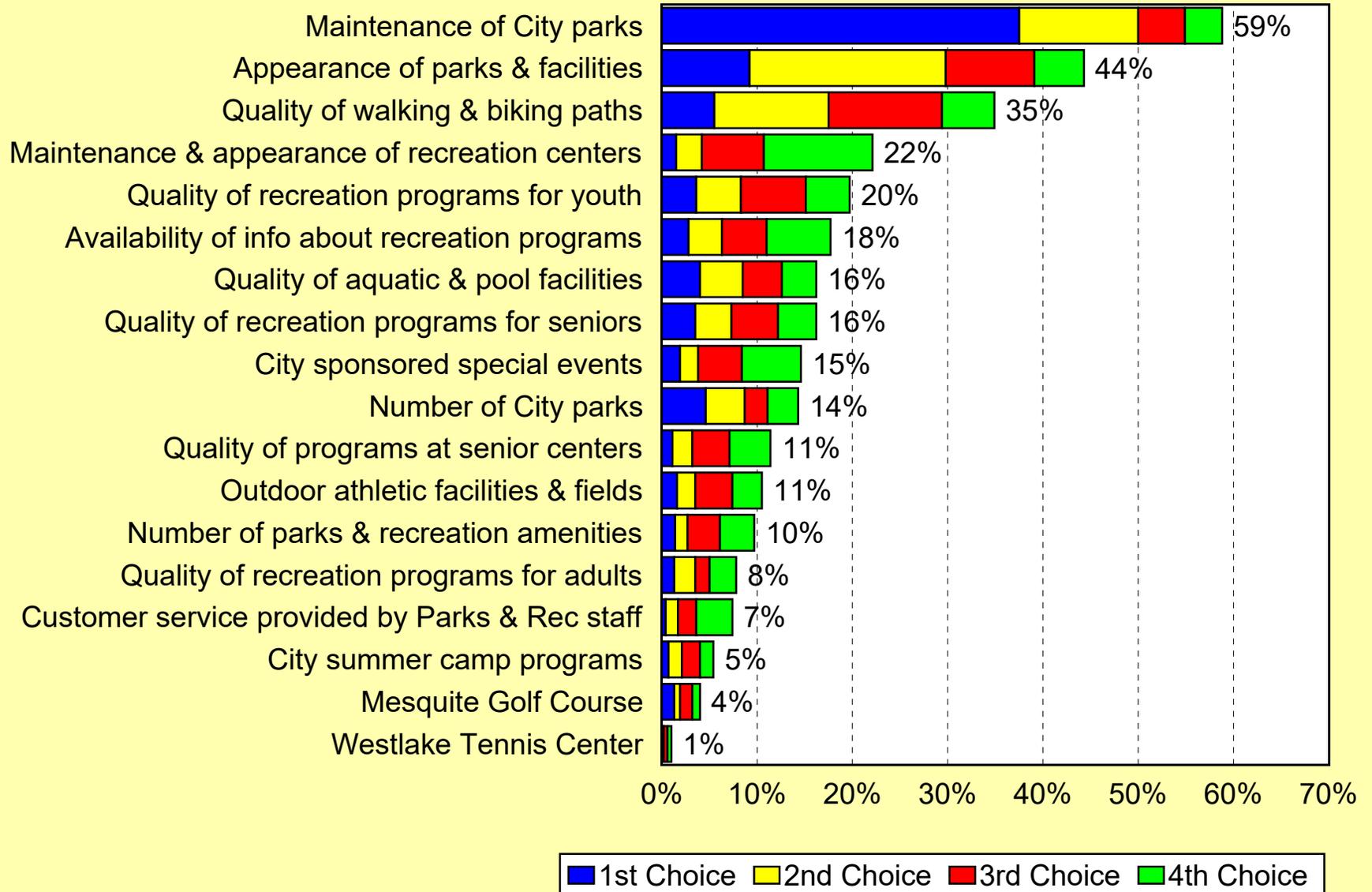


Source: ETC Institute (2019)

**TRENDS**

# Q26. Parks and Recreation Services That Are Most Important For the City to Provide

by percentage of respondents who selected the item as one of their top four choices

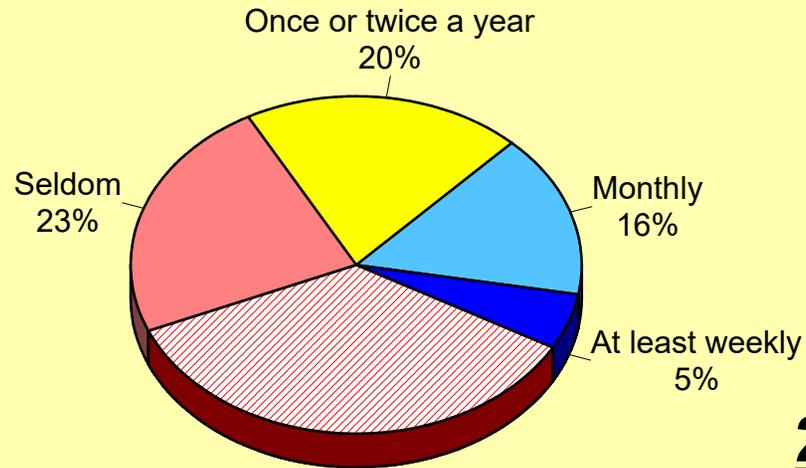


Source: ETC Institute (2019)

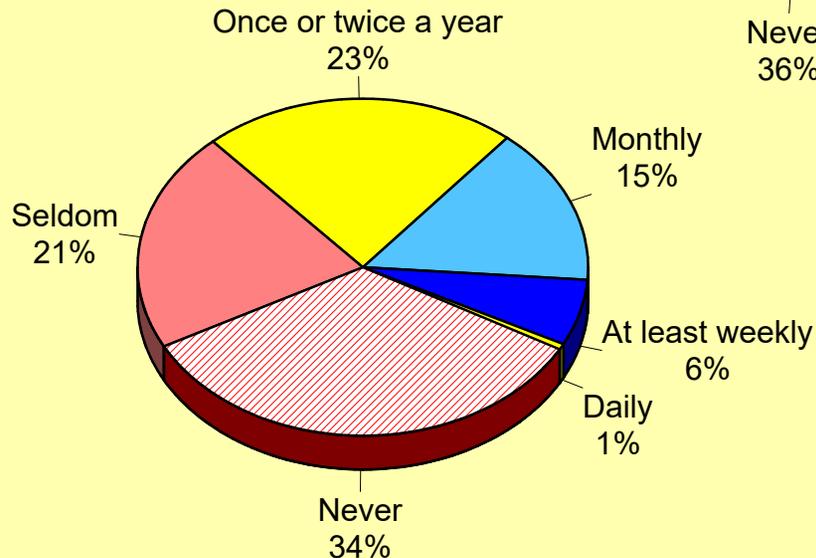
# Q27. How often have you visited City libraries in the past 12 months?

by percentage of respondents (excluding not provided)

## 2019



## 2018



## 2017

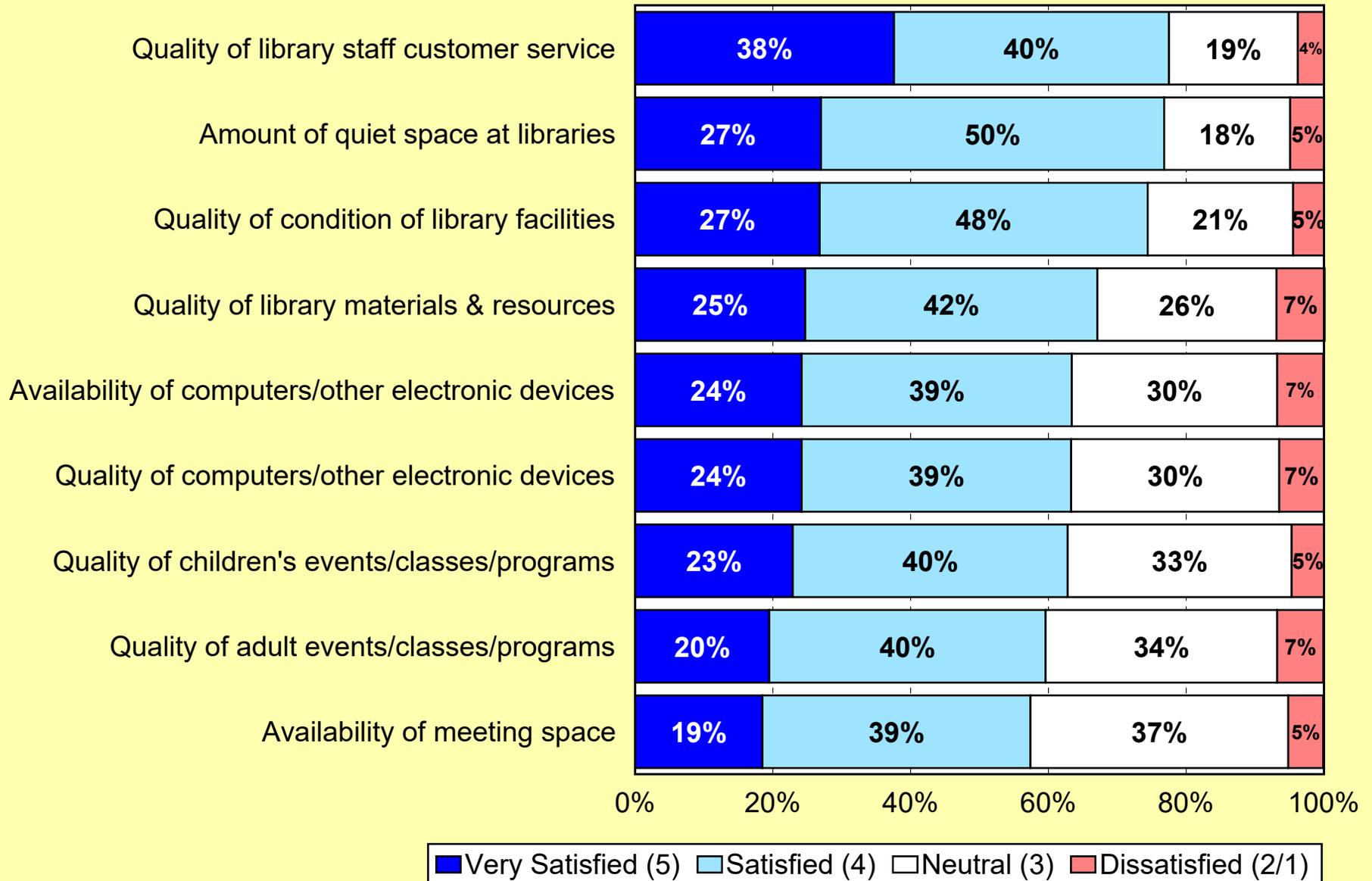


Source: ETC Institute (2019)

**TRENDS**

## Q28. Satisfaction with Library Services

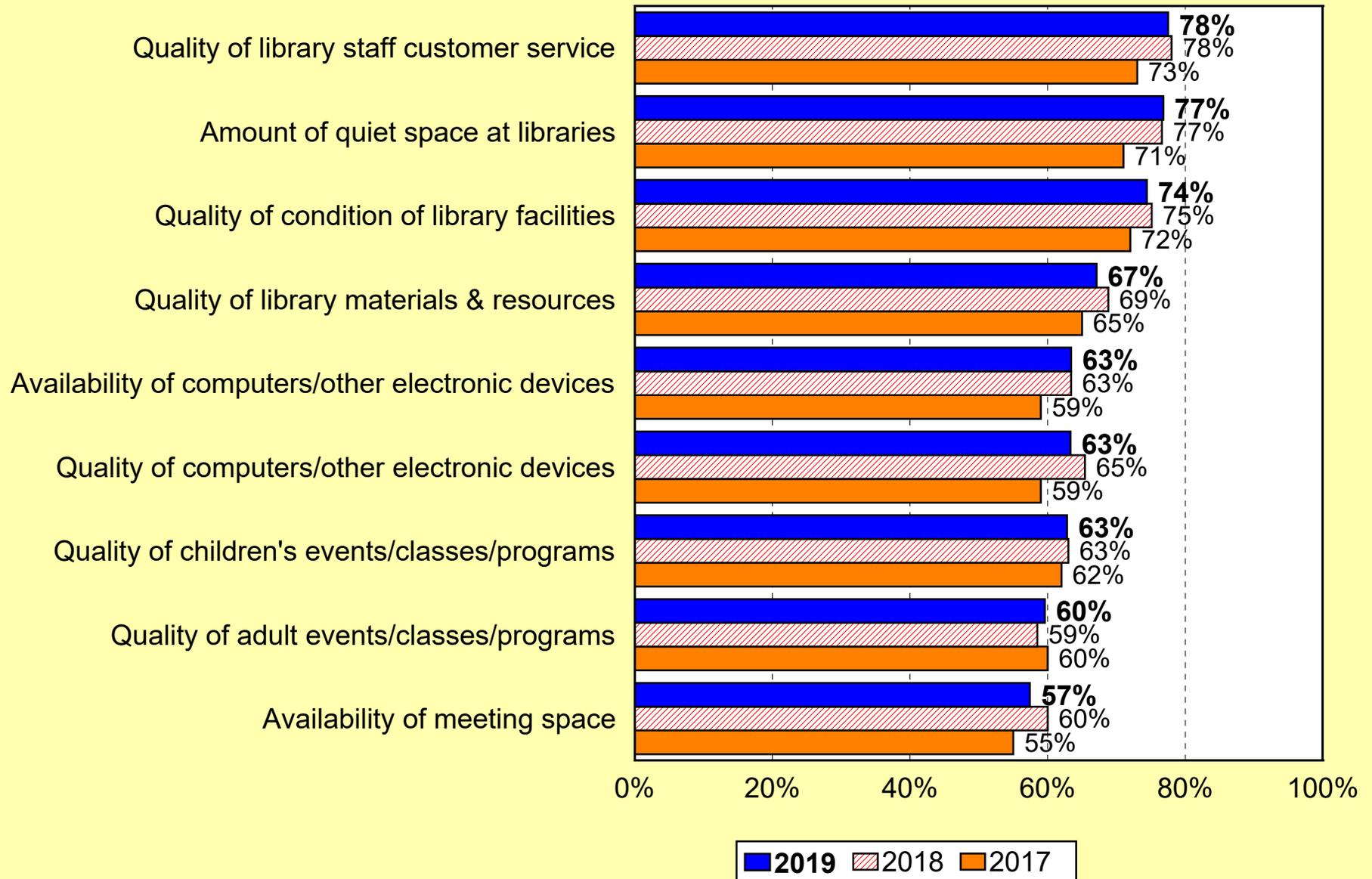
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

## Q28. Satisfaction with Library Services

by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

**TRENDS**

# Q29. Facilities/Activities Respondents Would Like to See Added in the Community

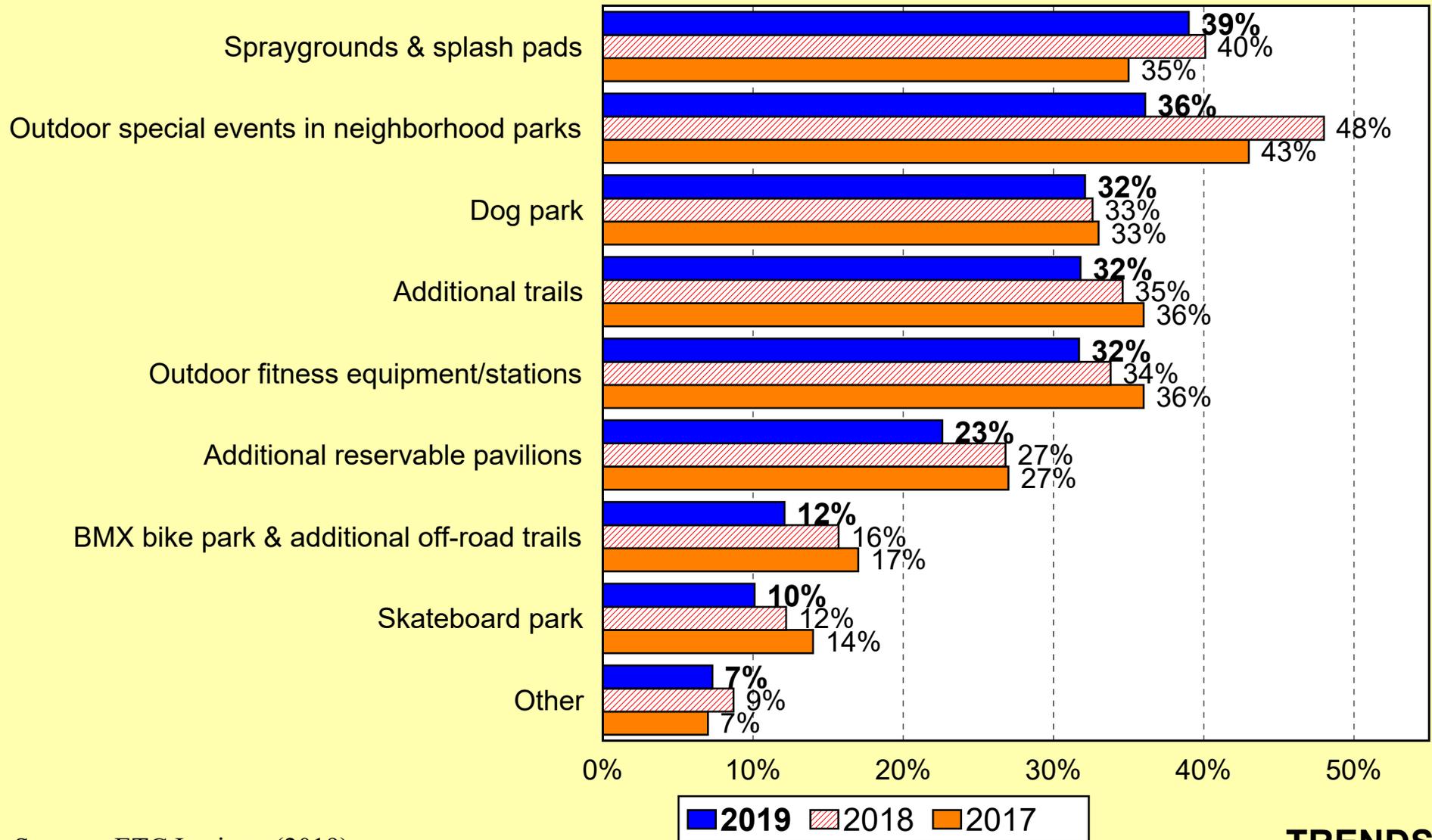
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2019)

# Q29. Facilities/Activities Respondents Would Like to See Added in the Community

by percentage of respondents (multiple choices could be made)

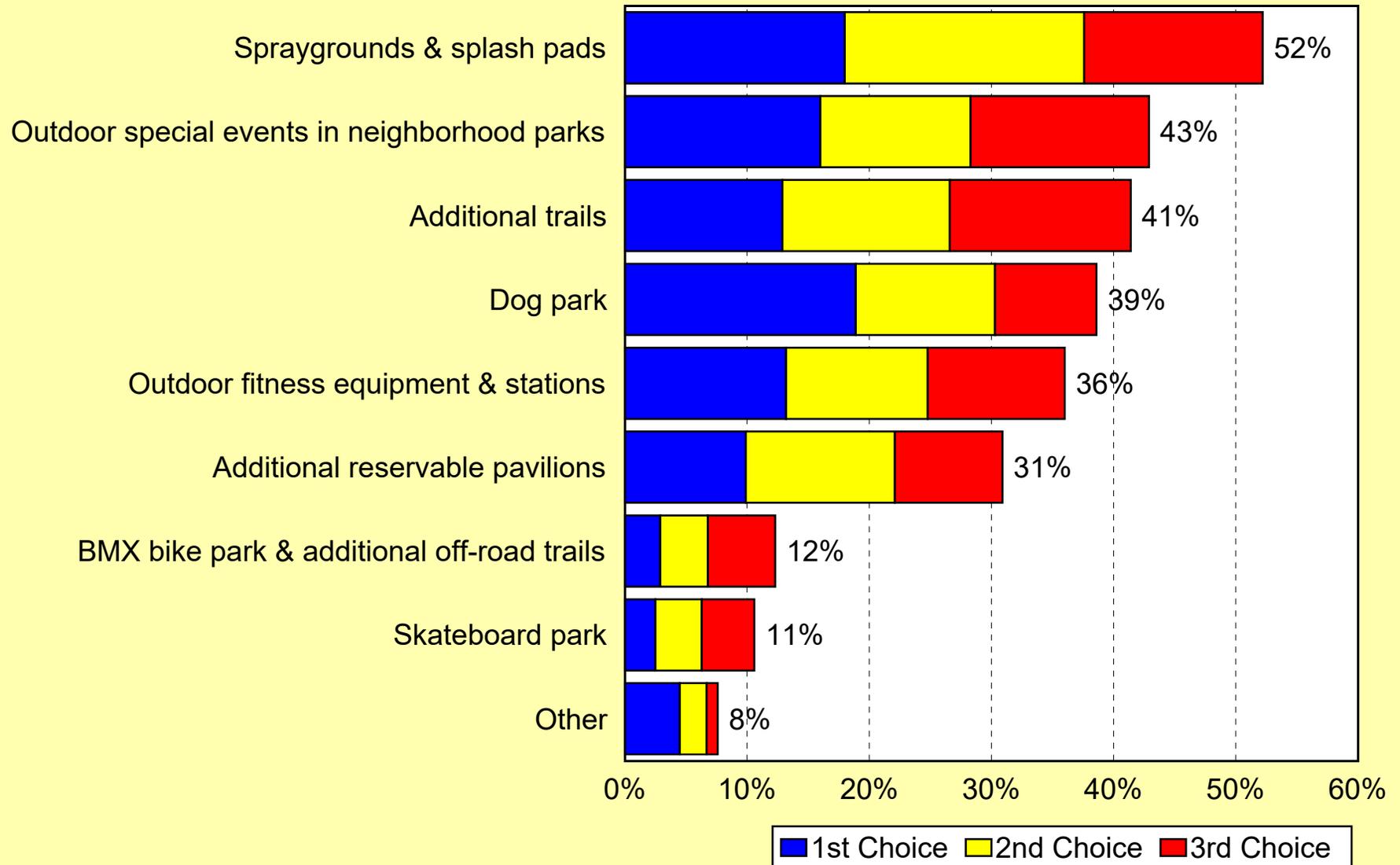


Source: ETC Institute (2019)

**TRENDS**

# Q30. Potential Facilities/Amenities Respondents Would Most Prefer to See Added to the Community

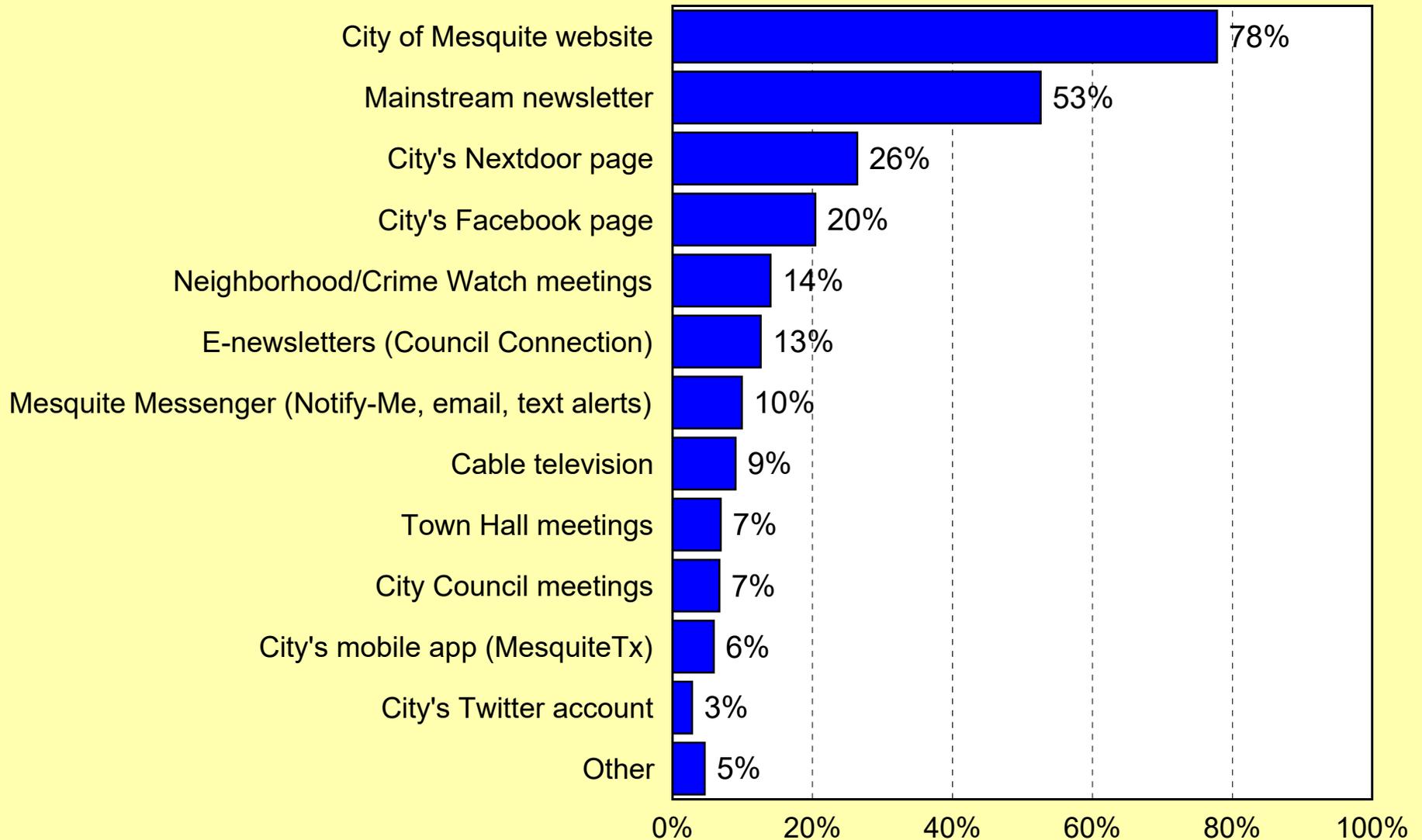
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2019)

# Q31. Sources Currently Used to Obtain/Receive Information About the City of Mesquite

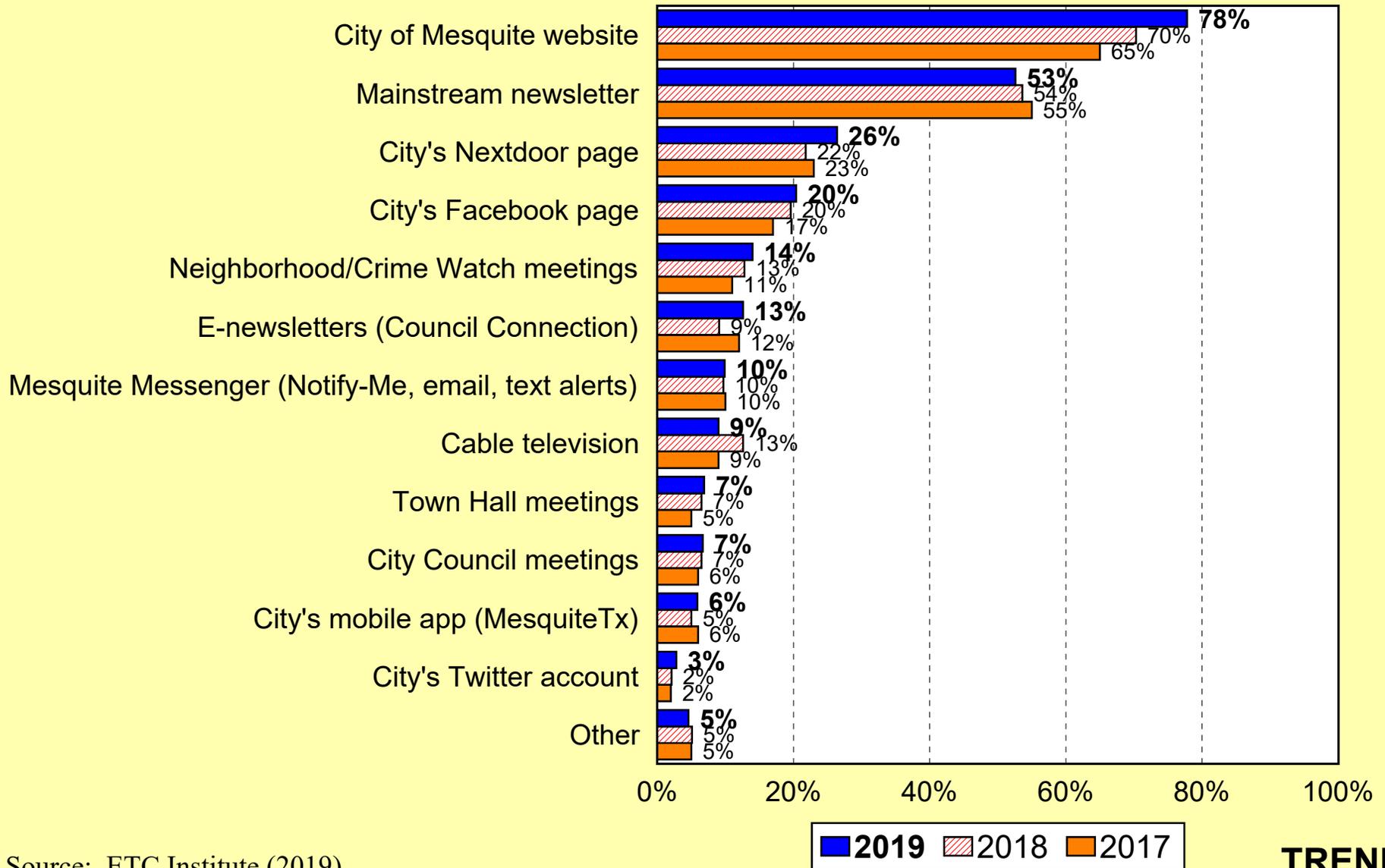
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2019)

# Q31. Sources Currently Used to Obtain/Receive Information About the City of Mesquite

by percentage of respondents (multiple choices could be made)

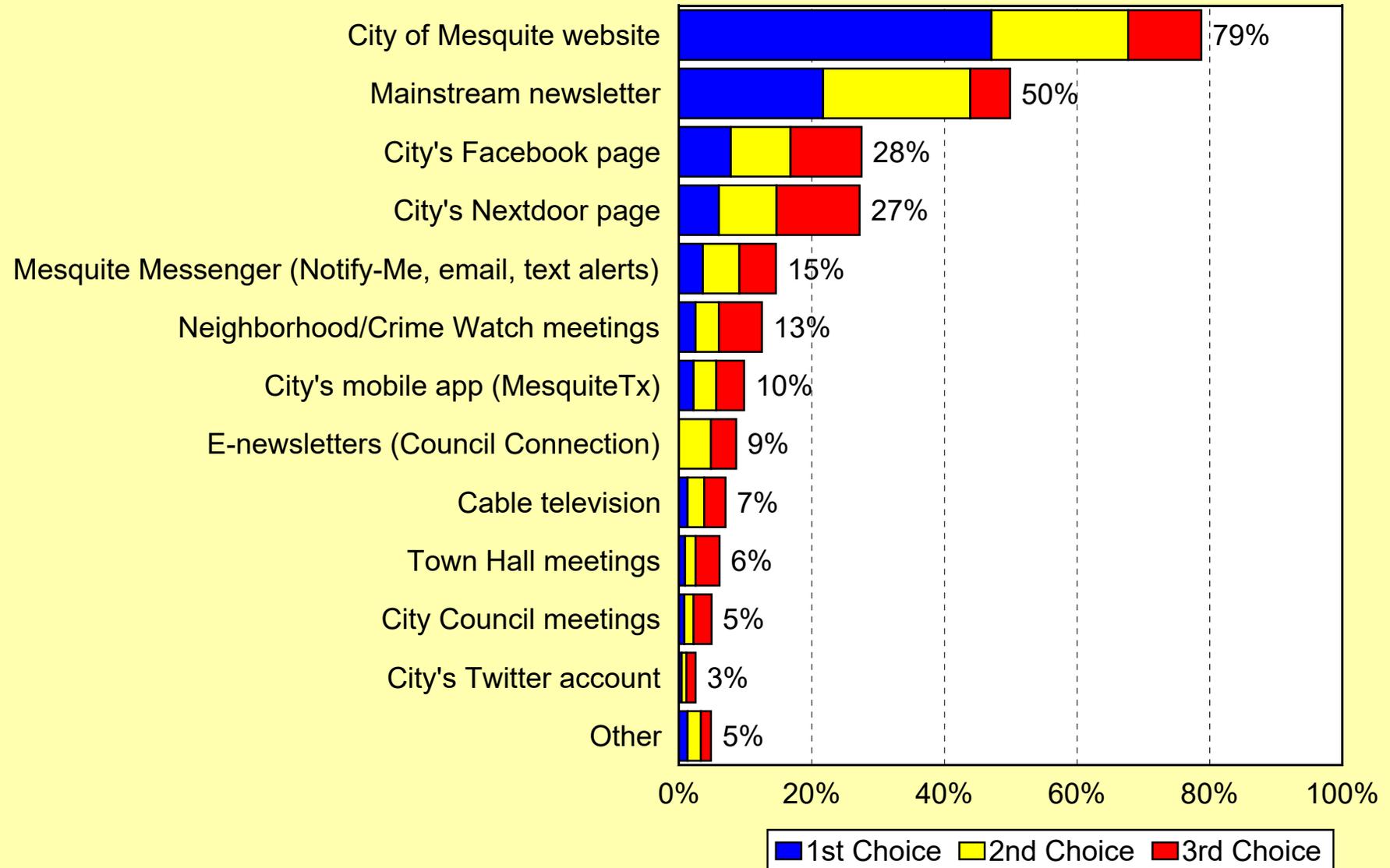


Source: ETC Institute (2019)

**TRENDS**

# Q32. Sources Residents Most Prefer to Use to Obtain/Receive Information About the City of Mesquite

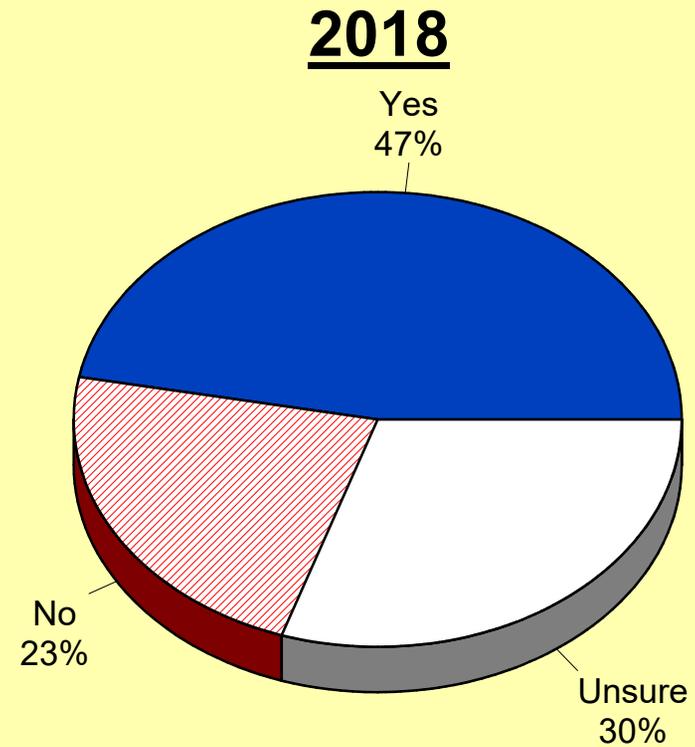
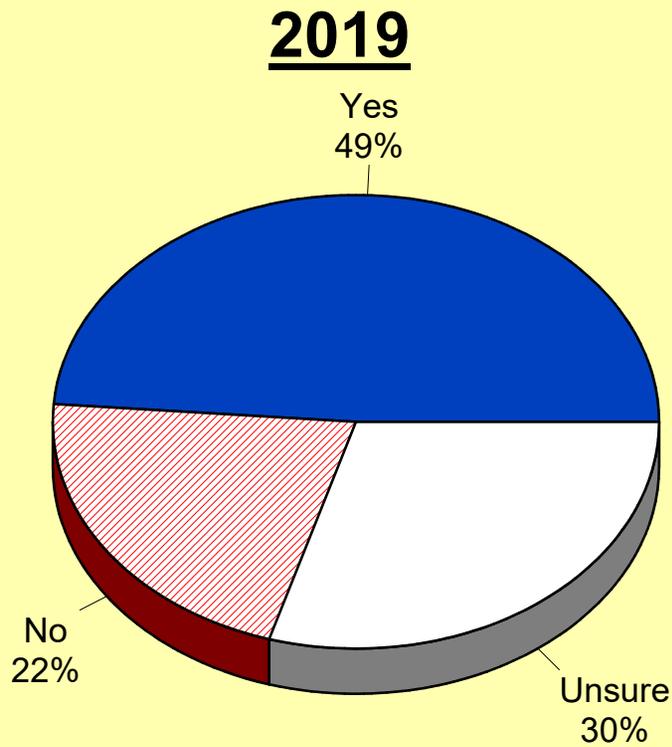
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2019)

# Q33. Are you satisfied with the quality and affordability of housing in Mesquite?

by percentage of respondents



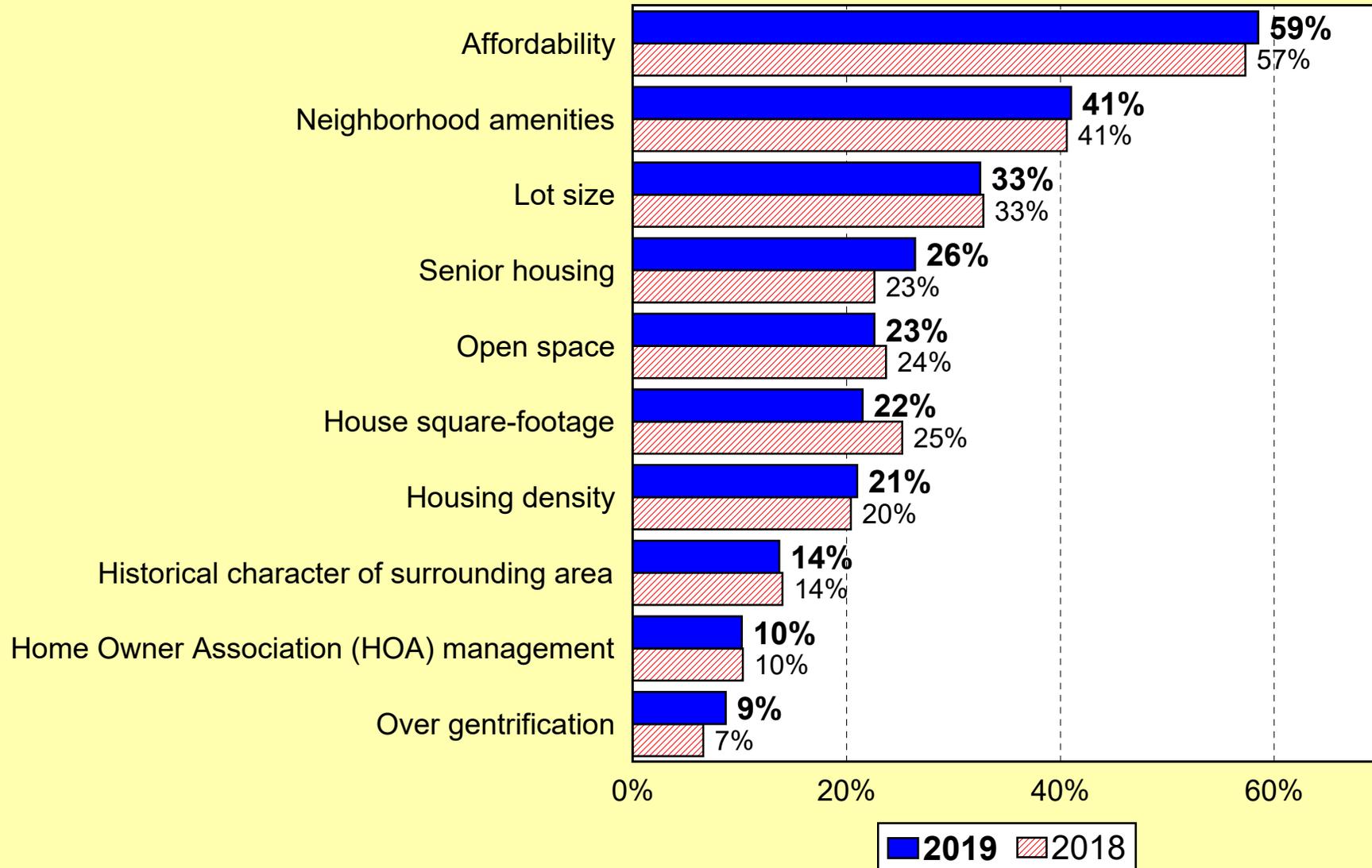
Source: ETC Institute (2019)

ETC Institute (2019)

**TRENDS**

# Q34. Which THREE factors below are MOST IMPORTANT for the City Council to consider regarding new housing development?

by percentage of respondents (multiple choices could be made)



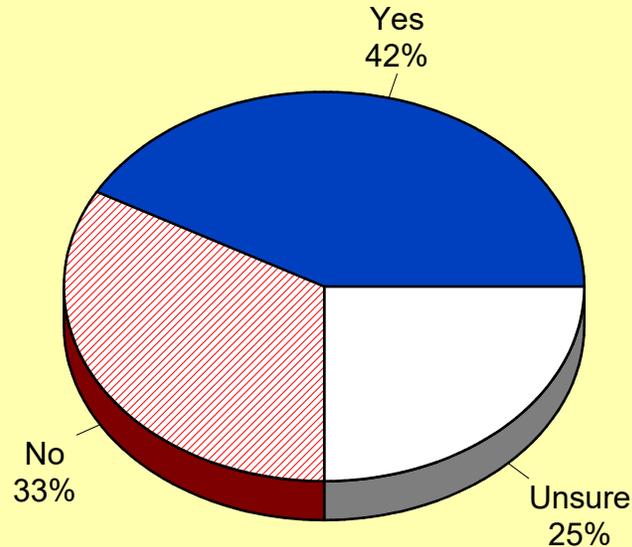
Source: ETC Institute (2019)

**TRENDS**

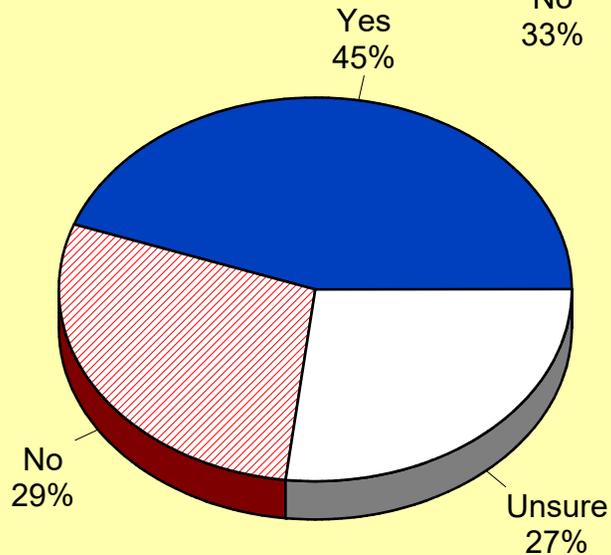
# Q35. Do you think the City of Mesquite is continually improving as a place to live?

by percentage of respondents

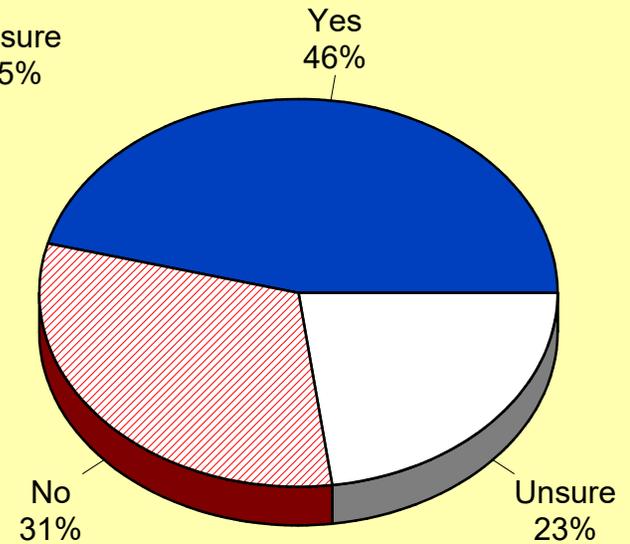
**2019**



**2018**



**2017**

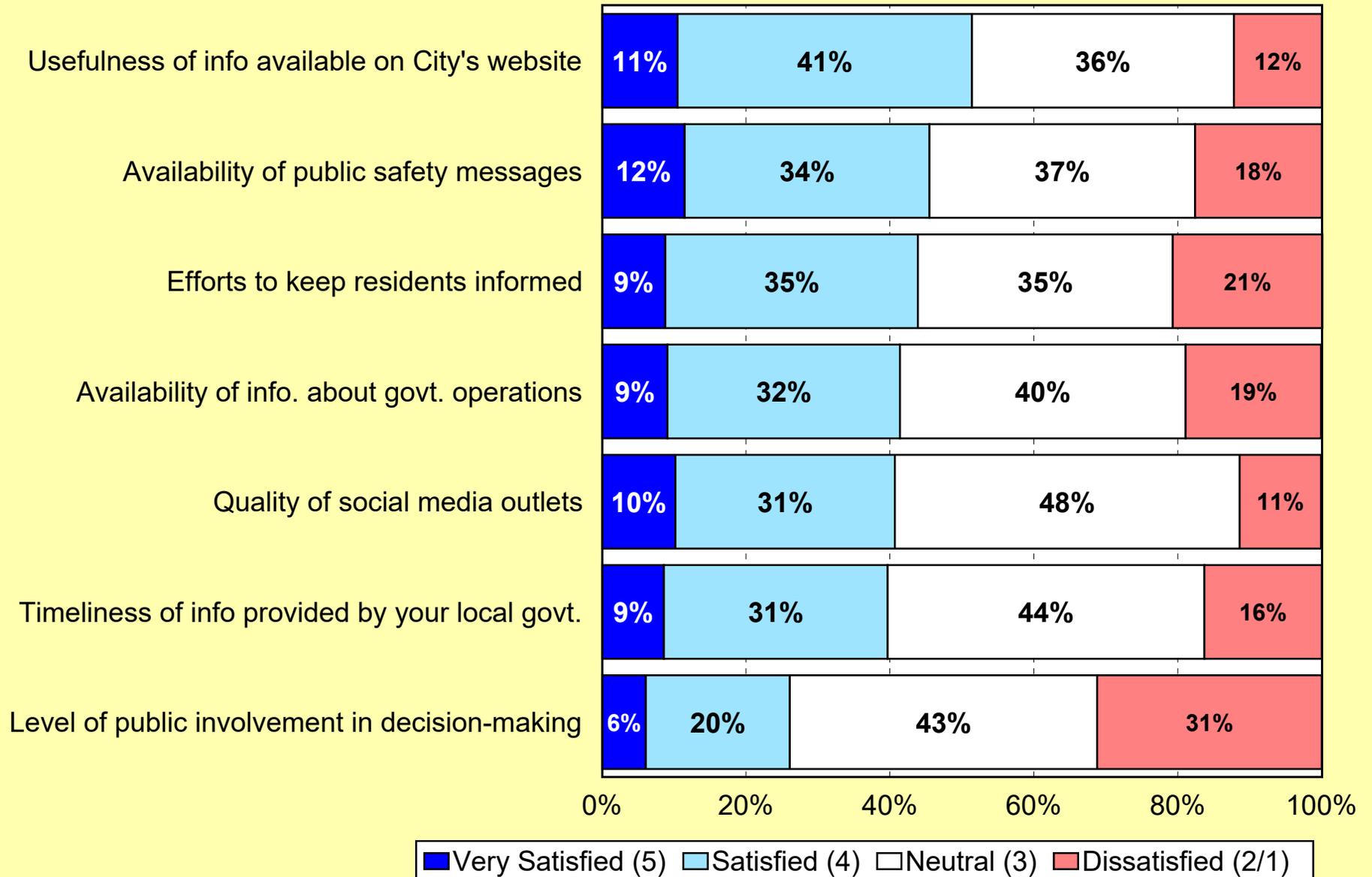


Source: ETC Institute (2019)

**TRENDS**

# Q36. Satisfaction with City Communication

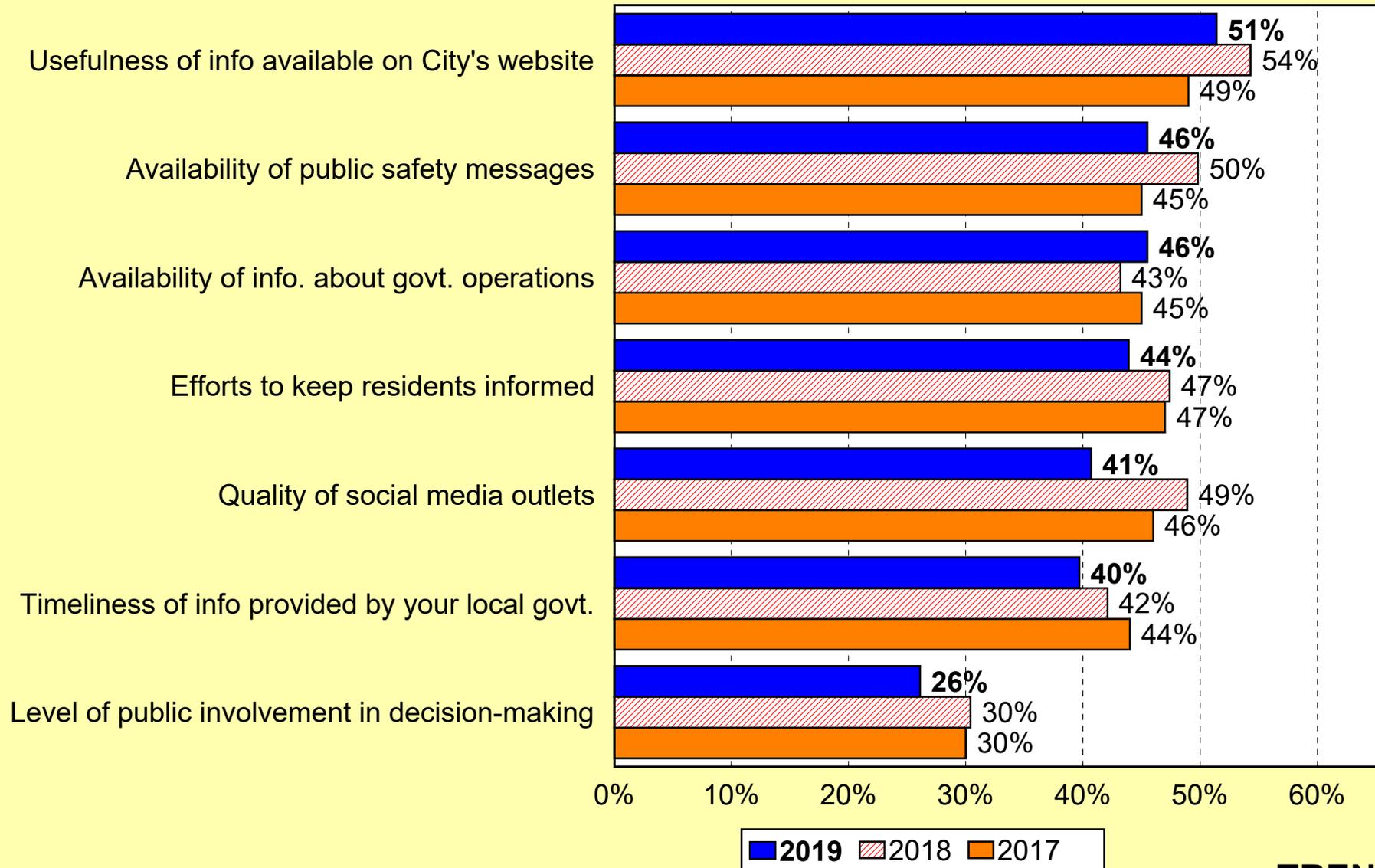
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

# Q36. Satisfaction with City Communication

by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale (excluding don't knows)

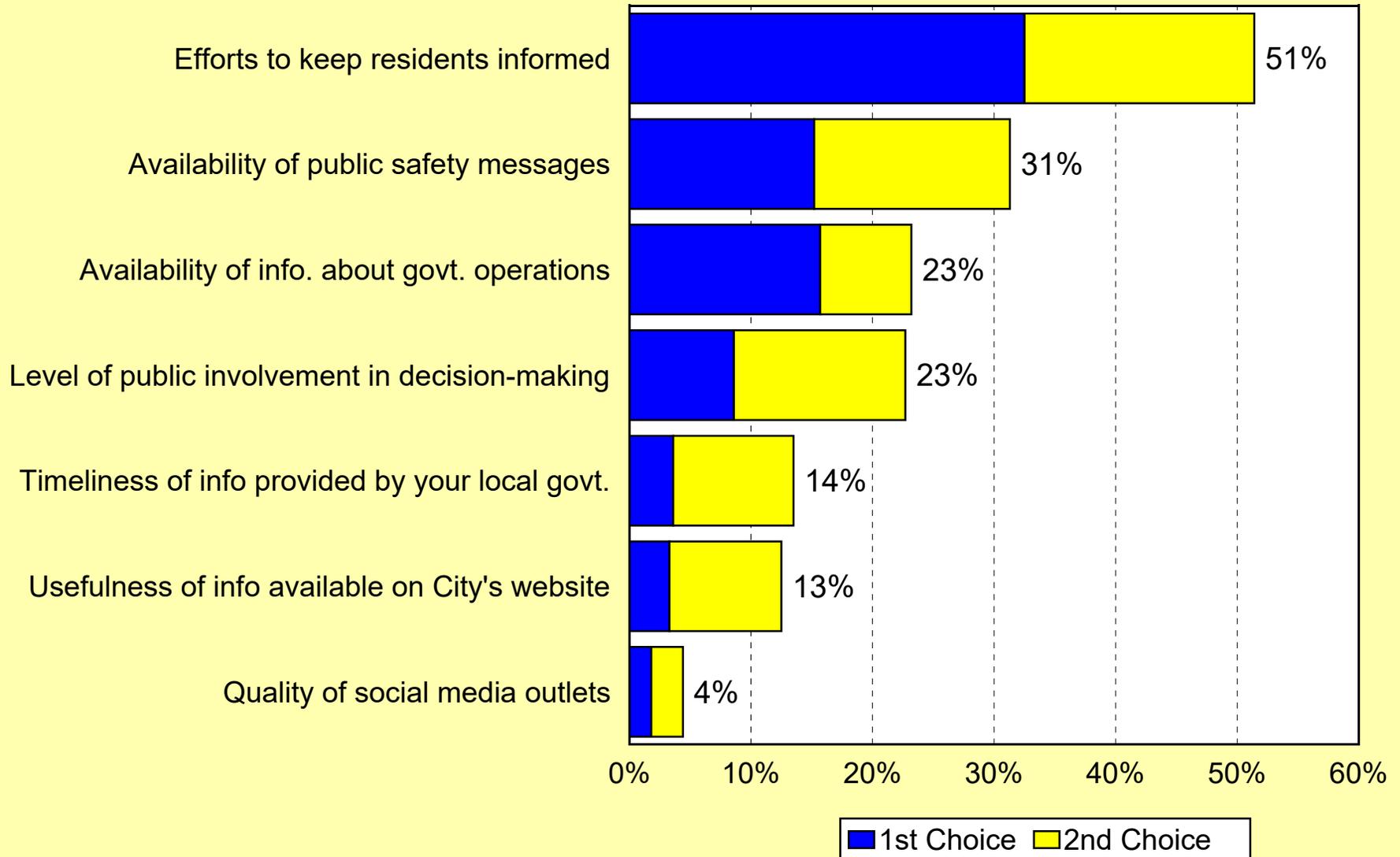


Source: ETC Institute (2019)

**TRENDS**

# Q37. Communication Items Respondents Think Are Most Important for the City to Provide

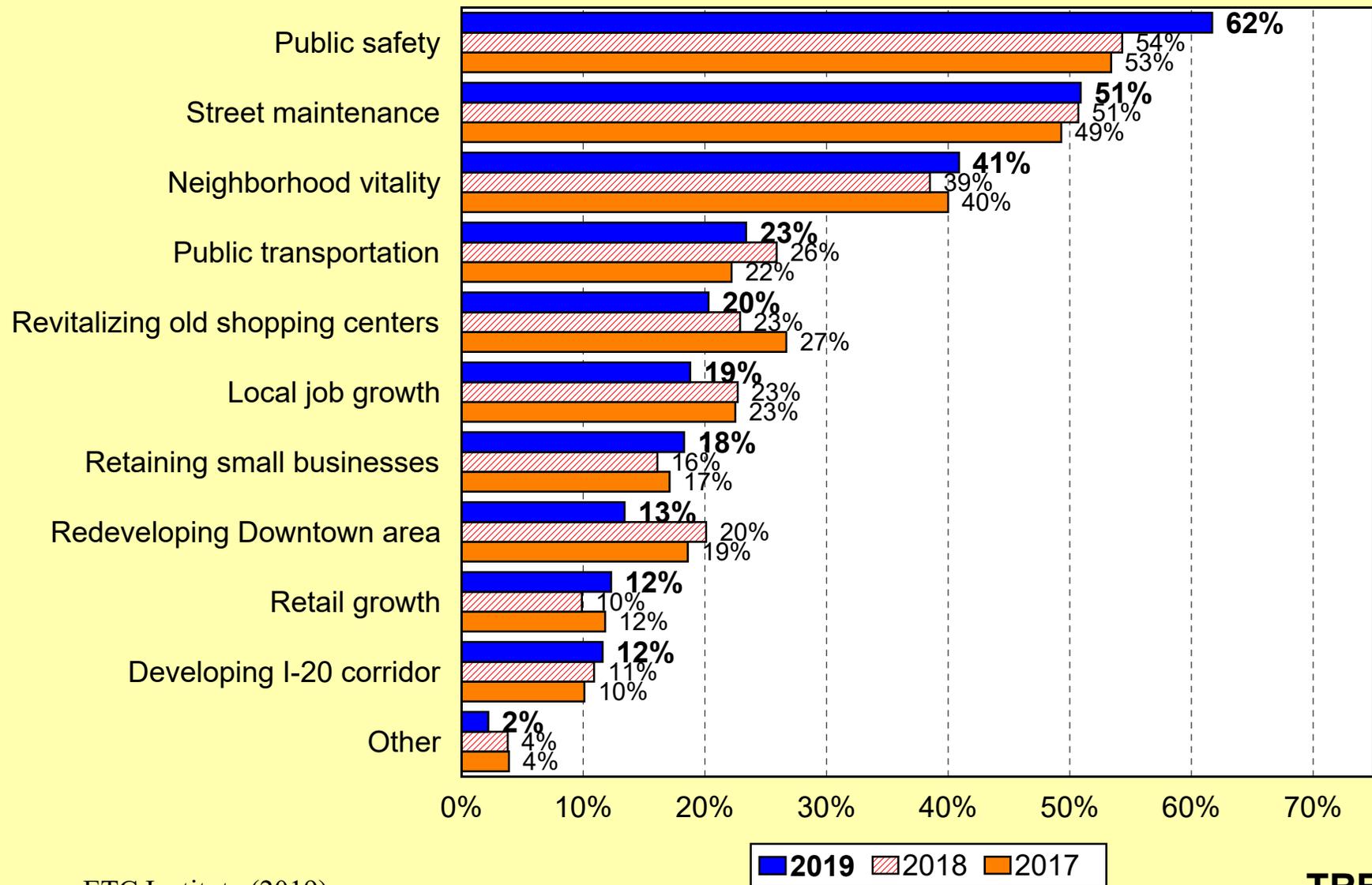
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2019)

# Q38. Biggest Issues Mesquite Will Face Within the Next Five Years

by percentage of respondents (multiple choices could be made)

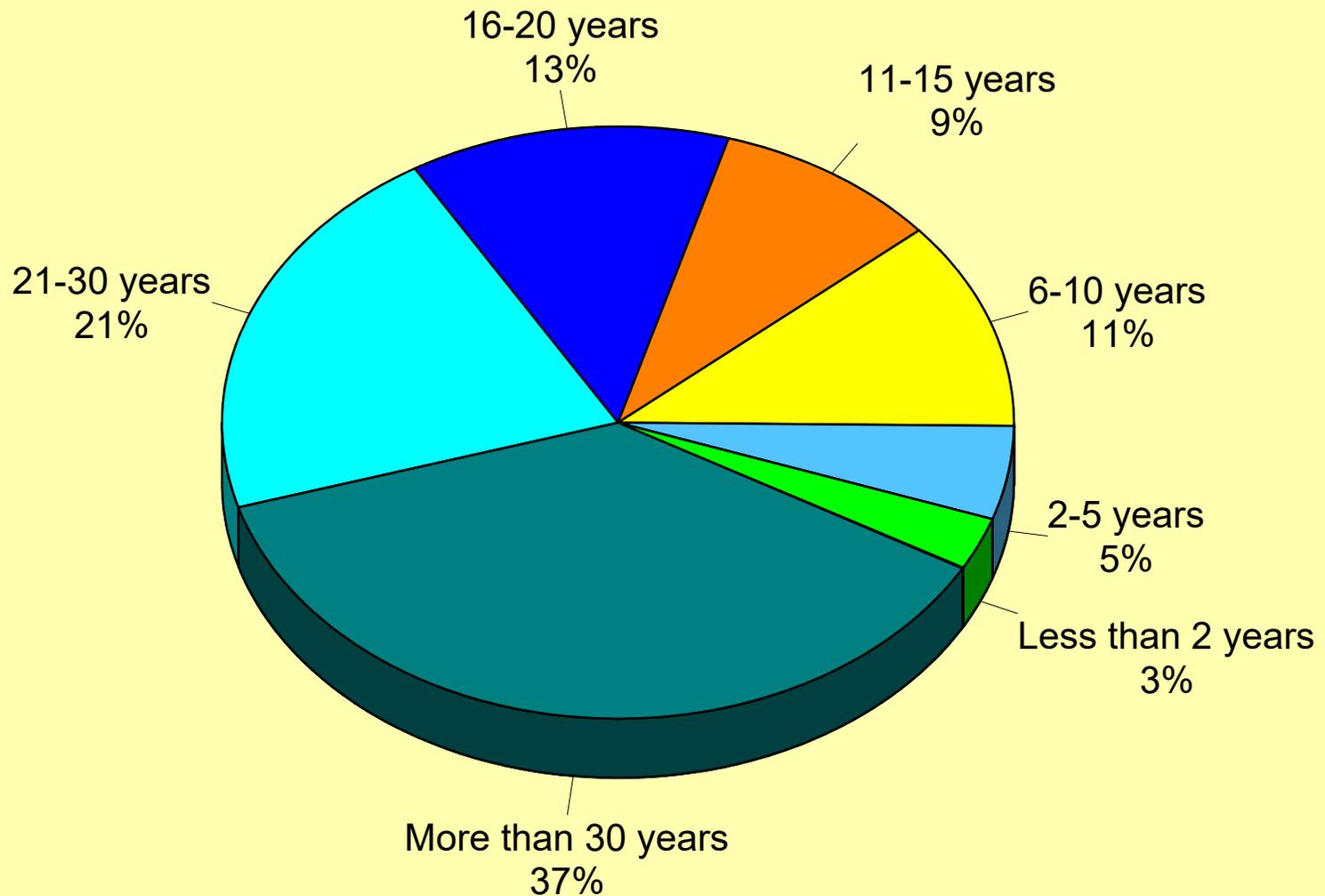


Source: ETC Institute (2019)

**TRENDS**

# Q39. Demographics: How many years have you lived in Mesquite?

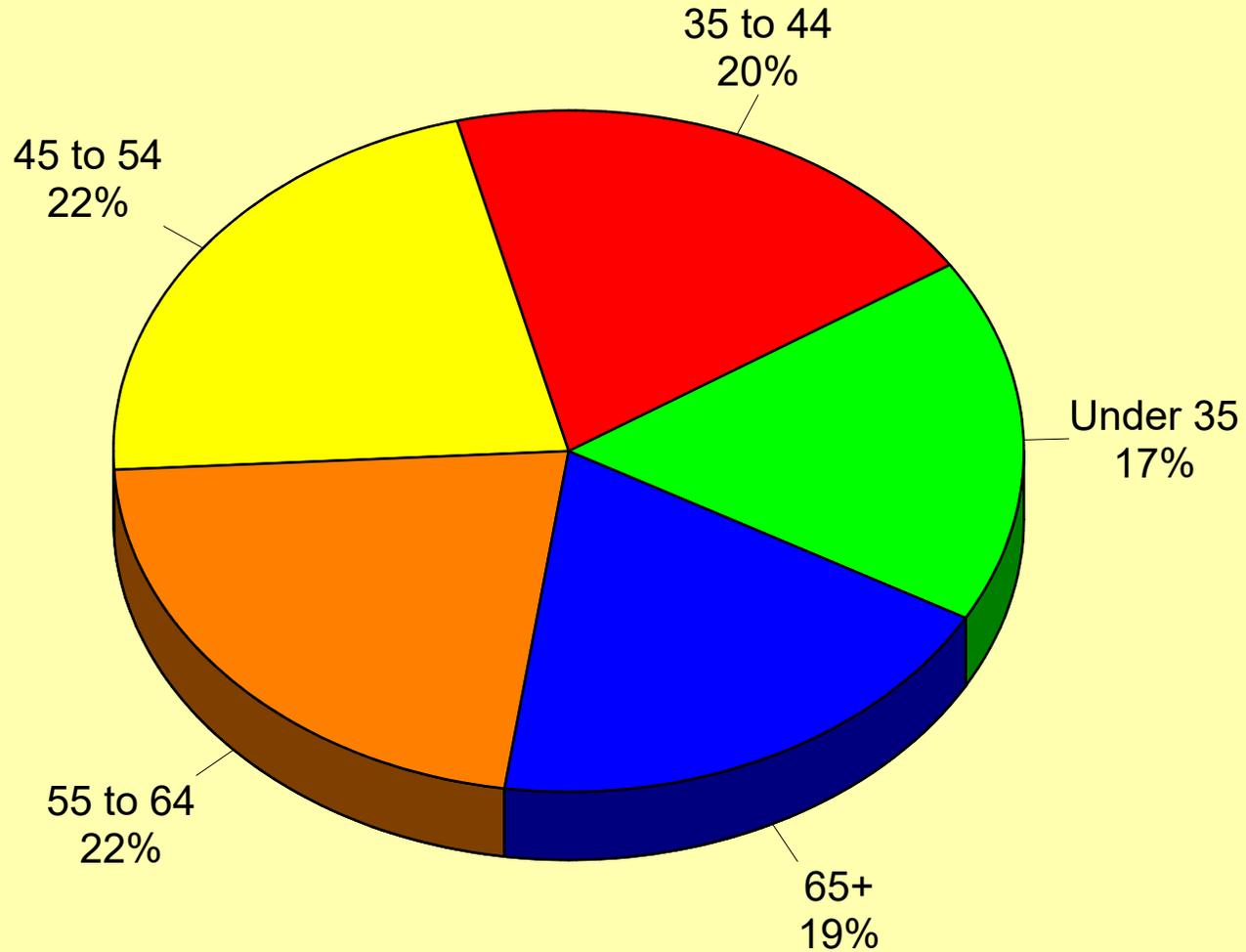
by percentage of respondents (excluding not provided)



Source: ETC Institute (2019)

# Q40. Demographics: What is your age?

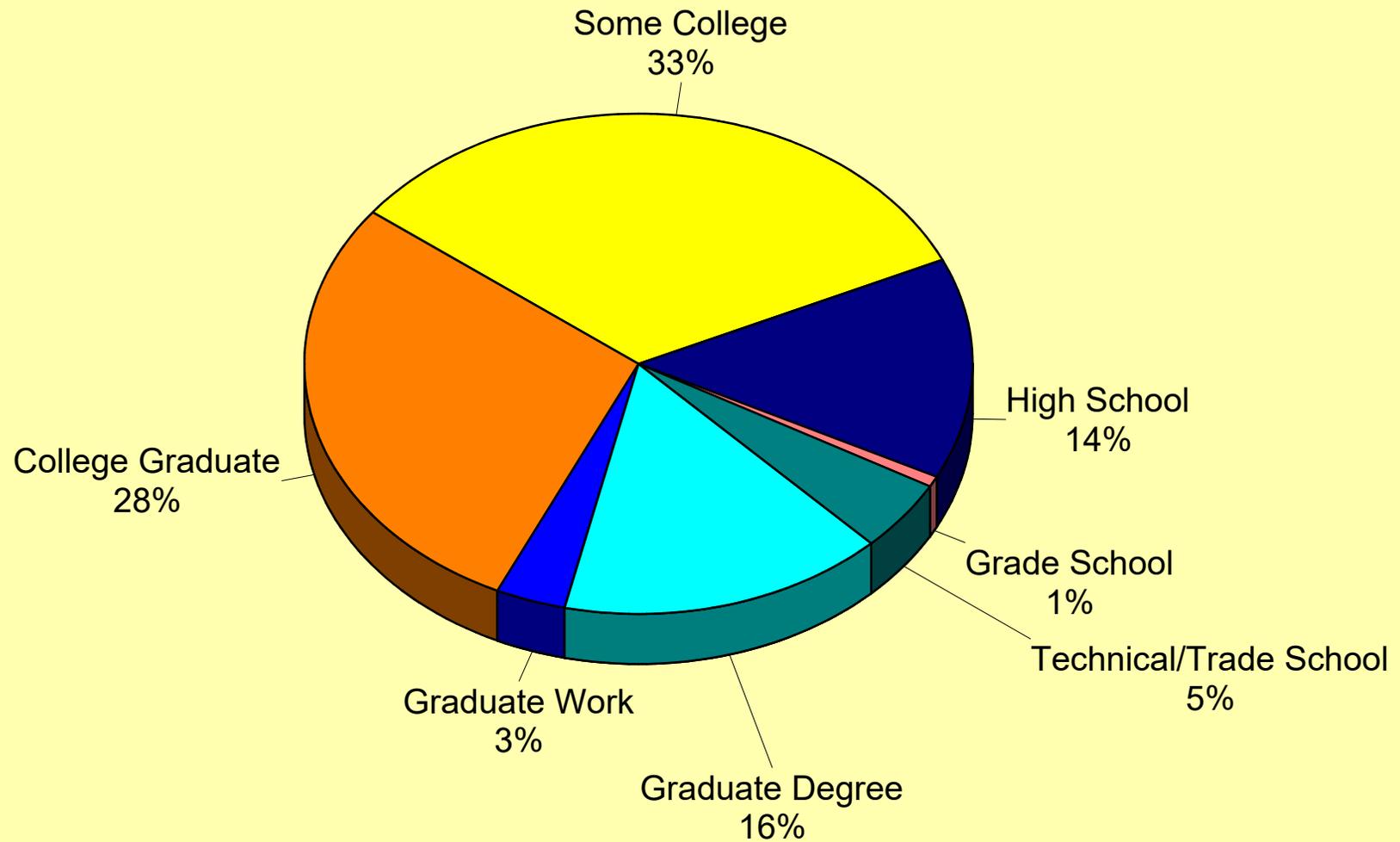
by percentage of respondents (excluding not provided)



Source: ETC Institute (2019)

# Q41. Demographics: What is the highest level of education you completed?

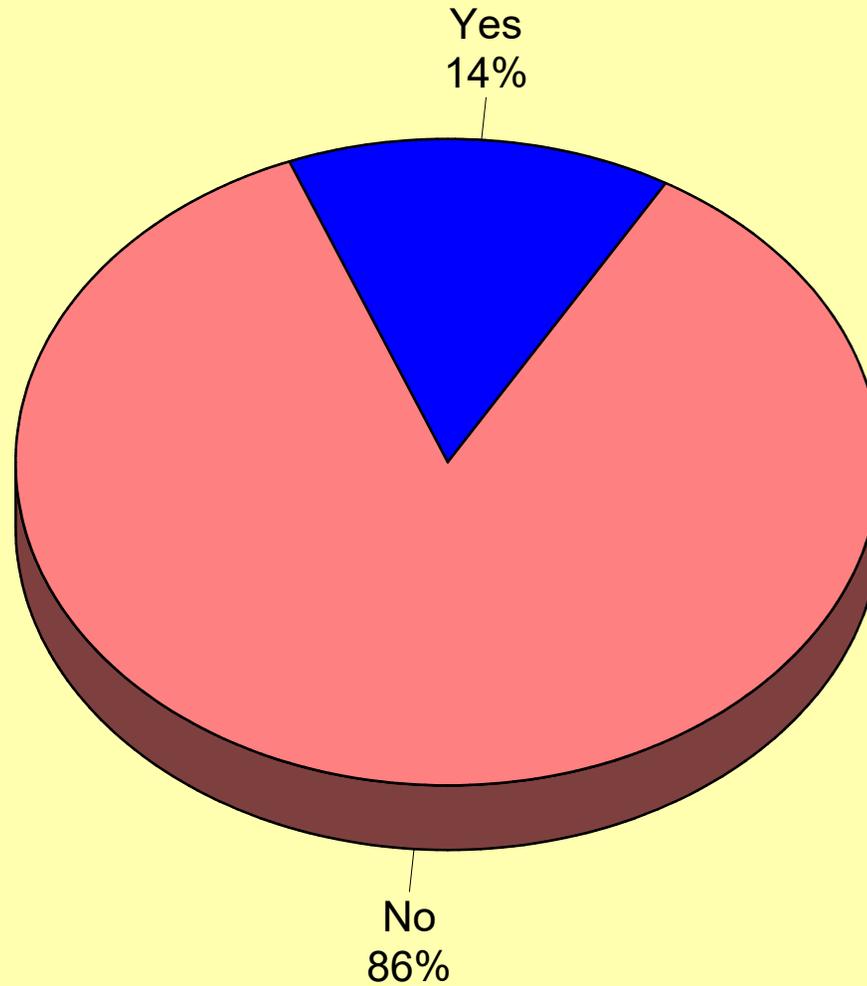
by percentage of respondents (excluding not provided)



Source: ETC Institute (2019)

## Q42. Demographics: Do you work in the City of Mesquite?

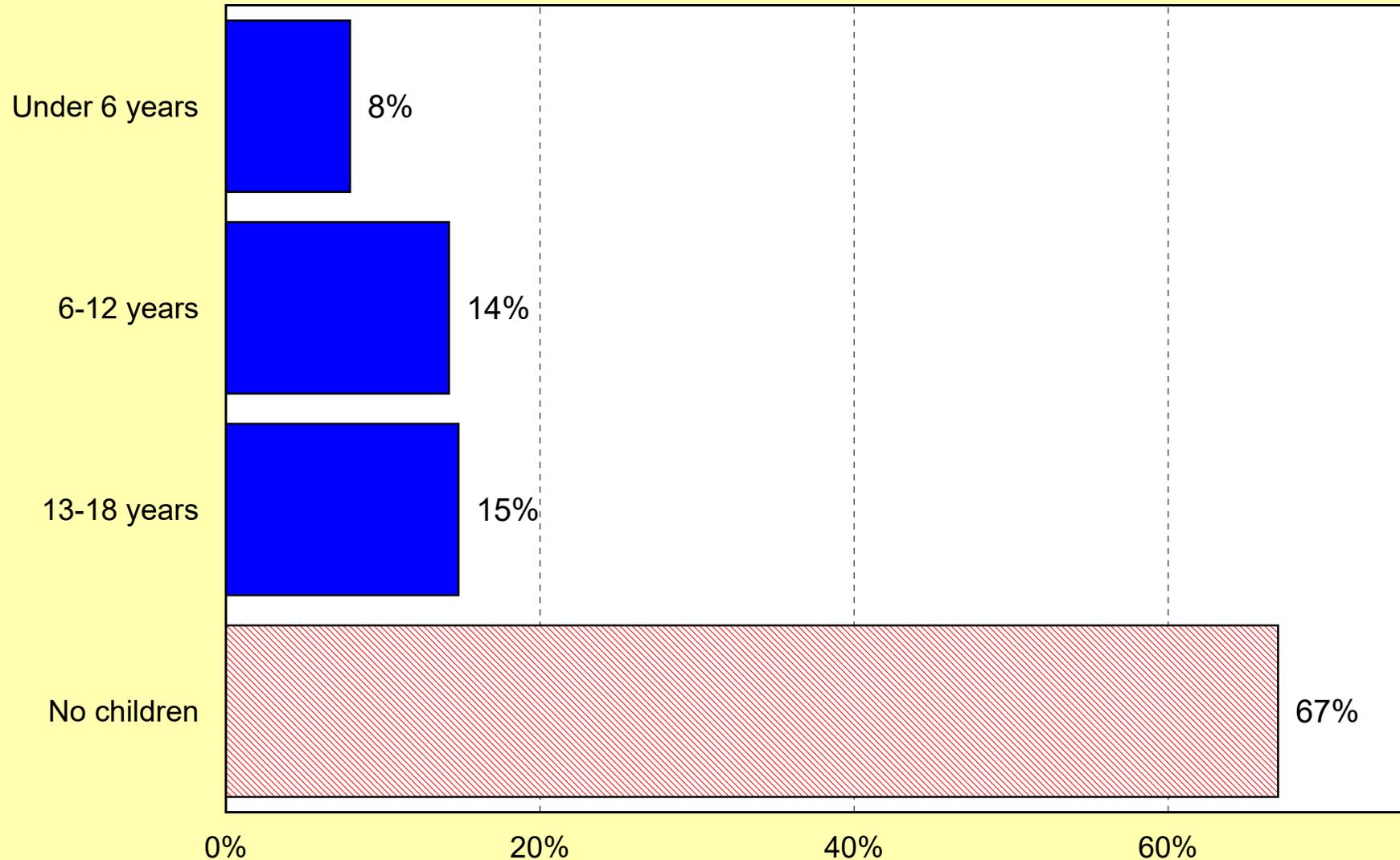
by percentage of respondents (excluding not provided)



Source: ETC Institute (2019)

# Q43. Demographics: Do you have children living at home in the following age ranges?

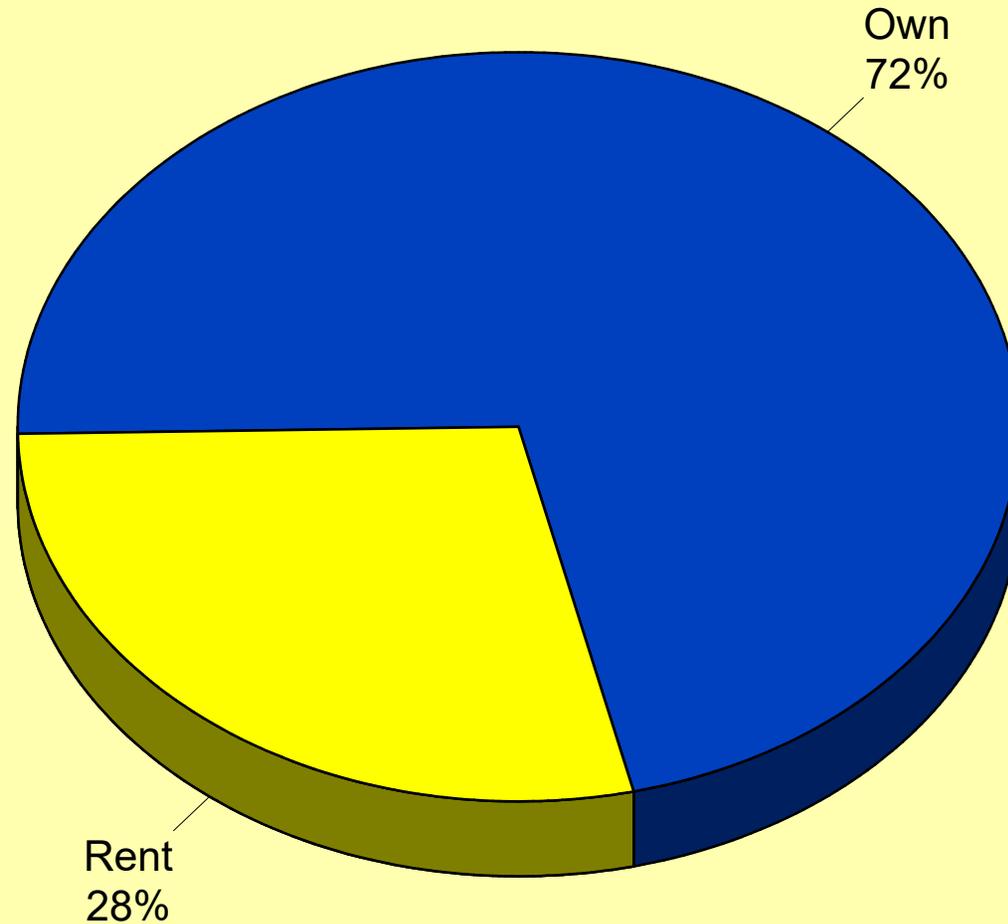
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2019)

# Q44. Demographics: Do you own or rent your home?

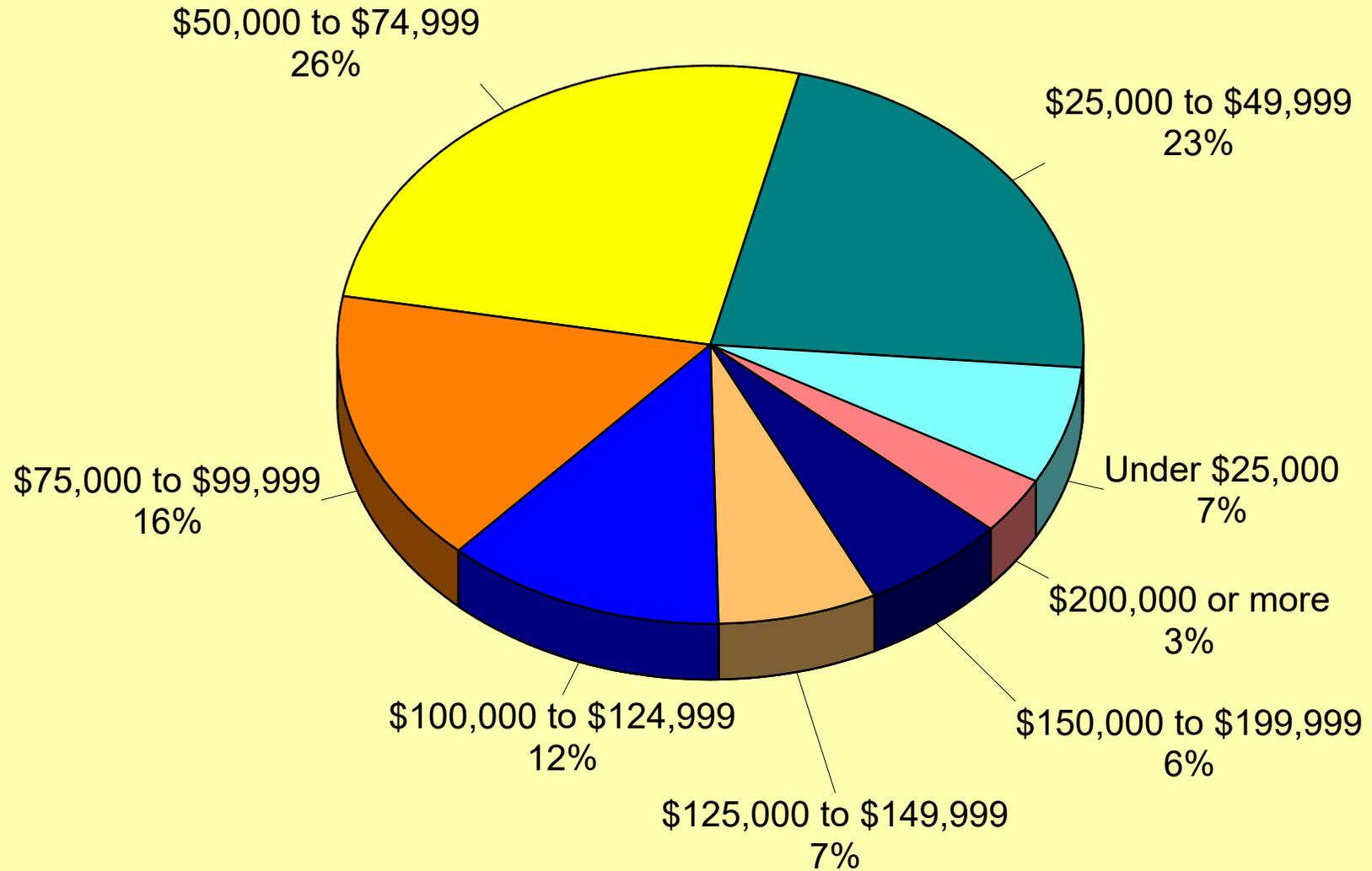
by percentage of respondents (excluding not provided)



Source: ETC Institute (2019)

# Q45. Demographics: Total Annual Household Income

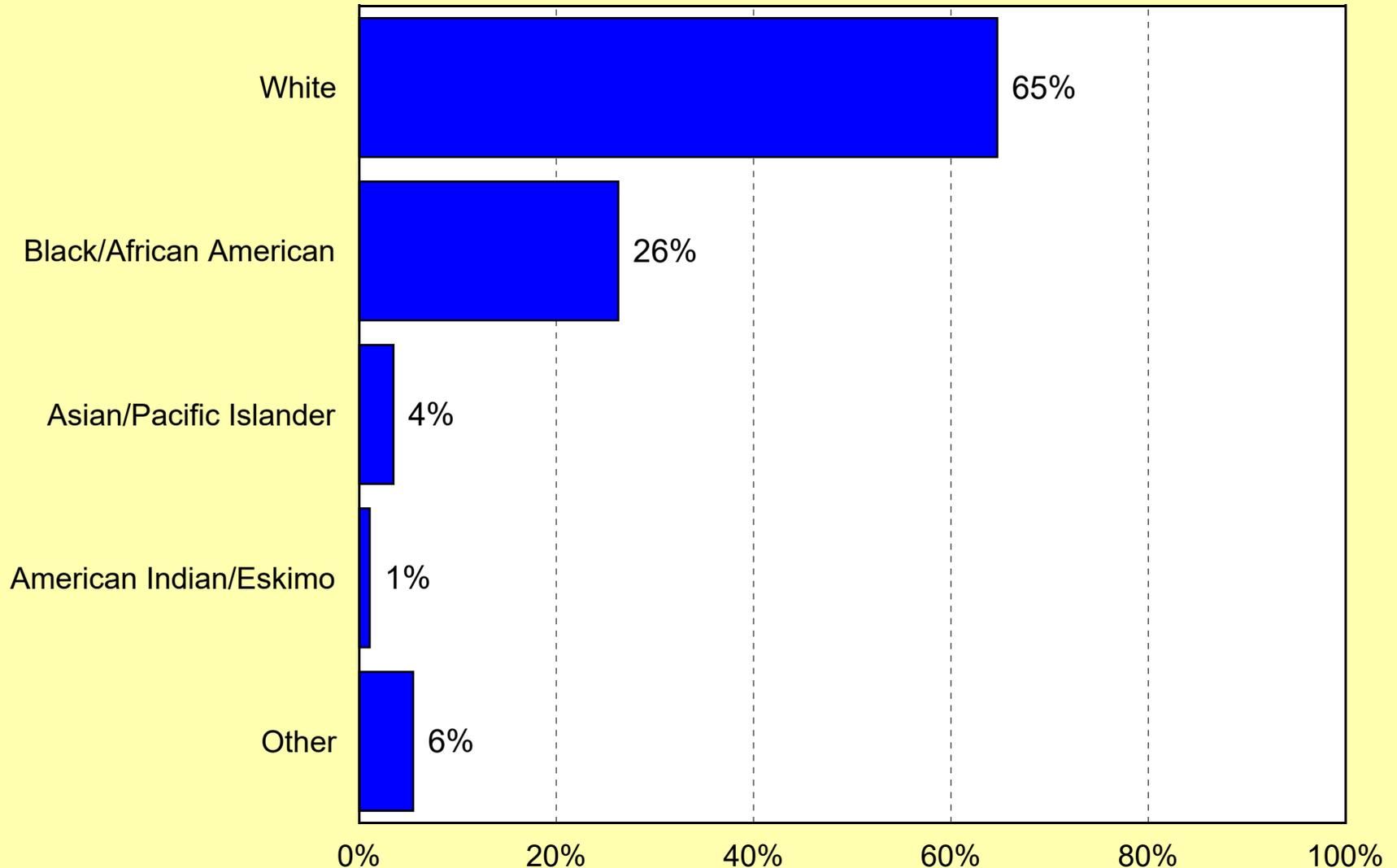
by percentage of respondents (excluding not provided)



Source: ETC Institute (2019)

# Q46. Demographics: Which of the following best describes your race/ethnicity?

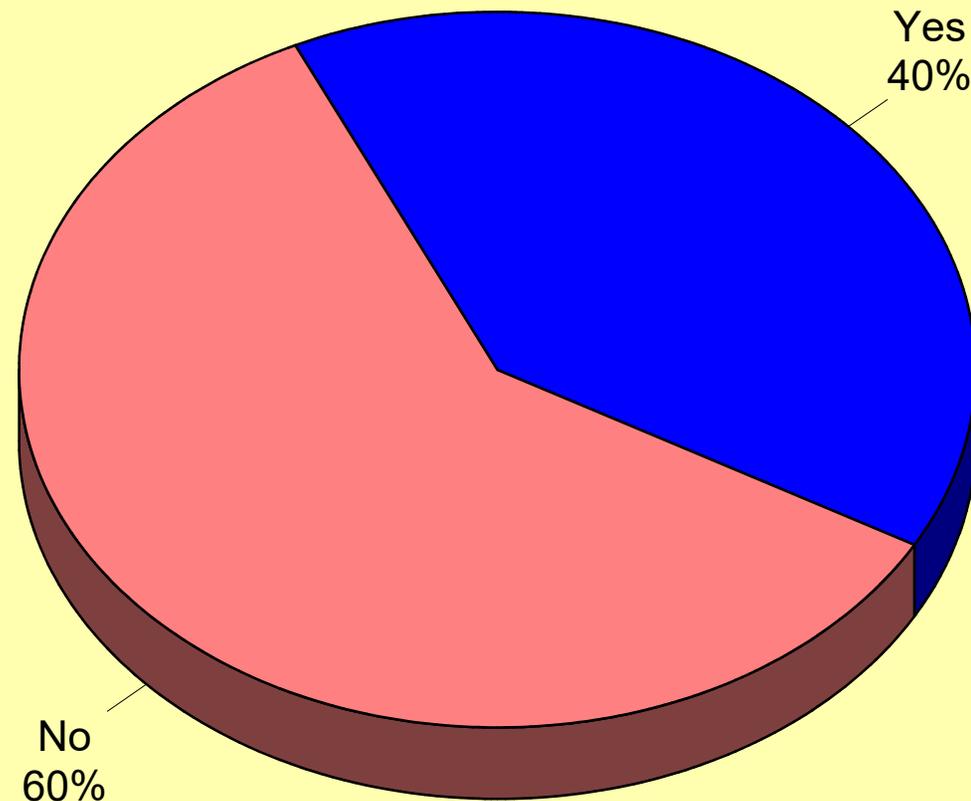
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2019)

# Q47. Demographics: Are you of Hispanic, Latino, or other Spanish heritage?

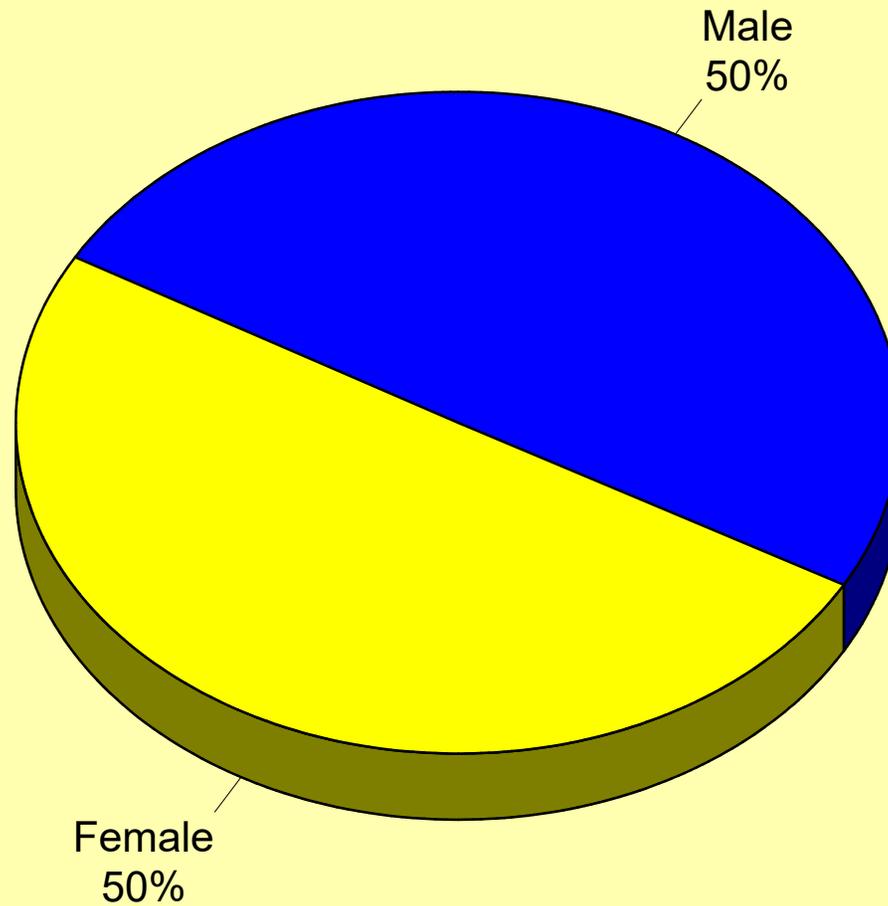
by percentage of respondents (excluding not provided)



Source: ETC Institute (2019)

## Q48. Demographics: Gender

by percentage of respondents (excluding not provided)



Source: ETC Institute (2019)

## **Section 2**

# ***Importance-Satisfaction Analysis***

---



# Importance-Satisfaction Analysis

## City of Mesquite, Texas

### Overview

Today, City 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 to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) 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 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.

### Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.  $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$ .

**Example of the Calculation:** Respondents were asked to identify the major categories of city services they think are most important for the City to provide. Sixty-six percent (65.7%) of respondents selected *maintenance of City streets and sidewalks*, as one of the most important services for the City to provide.

With regard to satisfaction, thirty percent (29.7%) of respondents surveyed rated the City's overall performance in the *maintenance of City streets and sidewalks*, as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for *maintenance of City streets and sidewalks*, was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 65.7% was multiplied by 70.3% (1-0.297). This calculation yielded an I-S rating of 0.4619, which ranked first out of 10 major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.



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

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one for the three most important areas for the City to emphasize over the next two years.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. 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* ( $IS \geq 0.20$ )
- *Increase Current Emphasis* ( $0.10 \leq IS < 0.20$ )
- *Maintain Current Emphasis* ( $IS < 0.10$ )

The results for the City of Mesquite are provided on the following pages.

## 2019 Importance-Satisfaction Rating Mesquite, Texas Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Maintenance of City streets & sidewalks	66%	1	30%	10	0.4619	1
<b>High Priority (IS .10-.20)</b>						
Enforcement of City codes & ordinances	31%	3	39%	9	0.1925	2
Quality of police, fire, & ambulance services	62%	2	79%	1	0.1331	3
Flow of traffic on City streets	22%	5	48%	8	0.1169	4
<b>Medium Priority (IS &lt;.10)</b>						
Quality of water & sewer services	27%	4	65%	5	0.0931	5
Effectiveness of City communication	14%	8	50%	7	0.0694	6
Quality of parks & rec. programs/facilities	18%	7	67%	4	0.0588	7
Quality of trash & yard waste services	19%	6	74%	2	0.0497	8
Quality of customer service received	8%	9	63%	6	0.0281	9
Quality of City libraries	3%	10	74%	3	0.0084	10

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

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**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.

© 2019 DirectionFinder by ETC Institute

## 2019 Importance-Satisfaction Rating Mesquite, Texas Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
City's effort to prevent crime	46%	2	50%	8	0.2272	1
Visibility of police in your neighborhood	42%	3	47%	9	0.2255	2
<b>High Priority (IS .10-.20)</b>						
Quality of police protection	56%	1	71%	4	0.1612	3
How quickly police officers respond to emergencies	37%	4	64%	5	0.1325	4
<b>Medium Priority (IS &lt;.10)</b>						
Visibility of police in retail areas	16%	8	55%	7	0.0701	5
Enforcement of local traffic laws	10%	9	57%	6	0.0429	6
Quality of local ambulance service	17%	6	77%	3	0.0396	7
How quickly firefighters respond to emergencies	21%	5	83%	2	0.0342	8
Quality of public safety education programs	5%	10	43%	10	0.0290	9
Quality of local fire protection	16%	7	84%	1	0.0267	10

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

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**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.

© 2019 DirectionFinder by ETC Institute

## 2019 Importance-Satisfaction Rating Mesquite, Texas Code Enforcement Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Enforcement of junk/trash on private property	40%	2	40%	9	0.2386	1
Exterior maintenance/upkeep of residential property	36%	4	41%	8	0.2156	2
Overall aesthetics of City	37%	3	43%	6	0.2128	3
Cleanliness of your neighborhood	43%	1	52%	1	0.2050	4
<b><u>High Priority (IS .10-.20)</u></b>						
Responsiveness of City code enforcement staff	28%	5	47%	4	0.1502	5
Efforts to remove abandoned/inoperative vehicles	19%	6	42%	7	0.1129	6
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Efforts to demolish dilapidated structures	16%	7	38%	11	0.0993	7
Enforcement of weedy lots	14%	8	40%	10	0.0858	8
Enforcement of graffiti	11%	9	49%	3	0.0541	9
Enforcement of parking on grass in front yards	9%	10	44%	5	0.0501	10
Enforcement of sign regulations	7%	11	51%	2	0.0328	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 be the City's top priorities.

**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.

© 2019 DirectionFinder by ETC Institute

## 2019 Importance-Satisfaction Rating Mesquite, Texas Maintenance and Appearance of the City

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Condition of major City streets	64%	1	35%	9	0.4186	1
Condition of streets in your neighborhood	56%	2	40%	8	0.3341	2
Condition of sidewalks in your neighborhood	32%	3	33%	10	0.2114	3
<b><u>High Priority (IS .10-.20)</u></b>						
Overall cleanliness of streets & alleyways	24%	4	45%	7	0.1311	4
Traffic flow on major City streets	22%	5	50%	4	0.1066	5
Adequacy of City street lighting	21%	6	50%	5	0.1034	6
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Pedestrian accessibility	12%	8	47%	6	0.0642	7
Availability of bike lanes	8%	11	24%	11	0.0606	8
Timing of traffic signals on City streets	12%	7	55%	2	0.0542	9
Visibility of pavement markings & street signs	11%	9	53%	3	0.0501	10
Appearance/condition of medians/rights-of-way/public areas	11%	10	60%	1	0.0420	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 be the City's top priorities.

**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.

© 2019 DirectionFinder by ETC Institute

## 2019 Importance-Satisfaction Rating Mesquite, Texas Parks and Recreation Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Maintenance of City parks	59%	1	73%	1	0.1605	1
Appearance of parks & facilities	44%	2	71%	2	0.1289	2
Quality of walking & biking paths	35%	3	66%	4	0.1201	3
<b>Medium Priority (IS &lt;.10)</b>						
Quality of recreation programs for youth	20%	5	55%	11	0.0896	4
Maintenance & appearance of recreation centers	22%	4	62%	5	0.0840	5
Quality of recreation programs for seniors	16%	8	49%	14	0.0834	6
Availability of info about recreation programs	18%	6	54%	12	0.0818	7
Quality of aquatic/pool facilities	16%	7	58%	10	0.0685	8
Quality of programs at senior centers	11%	11	44%	17	0.0641	9
City sponsored special events	15%	9	60%	7	0.0578	10
Number of City parks	14%	10	71%	3	0.0420	11
Outdoor athletic facilities/fields	11%	12	62%	6	0.0404	12
Quality of recreation programs for adults	8%	14	49%	13	0.0398	13
Number of parks & recreation amenities	10%	13	59%	8	0.0395	14
City summer camp programs	5%	16	44%	16	0.0302	15
Customer service provided by Parks & Rec. staff	7%	15	59%	9	0.0301	16
Mesquite Golf Course	4%	17	43%	18	0.0228	17
Westlake Tennis Center	1%	18	46%	15	0.0054	18

**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, third, and fourth most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**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.

© 2019 DirectionFinder by ETC Institute

## 2019 Importance-Satisfaction Rating Mesquite, Texas City Communication

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Efforts to keep residents informed	51%	1	44%	3	0.2884	1
<b>High Priority (IS .10-.20)</b>						
Availability of public safety messages	31%	2	46%	2	0.1706	2
Level of public involvement in decision-making	23%	4	26%	7	0.1678	3
Availability of information about government operations	23%	3	41%	4	0.1360	4
<b>Medium Priority (IS &lt;.10)</b>						
Timeliness of information provided by your local government	14%	5	40%	6	0.0814	5
Usefulness of information available on City's website	13%	6	51%	1	0.0608	6
Quality of social media outlets	4%	7	41%	5	0.0261	7

**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 be the City's top priorities.

**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.

© 2019 DirectionFinder by ETC Institute



## Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction 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. ETC Institute developed an Importance-Satisfaction 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 (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

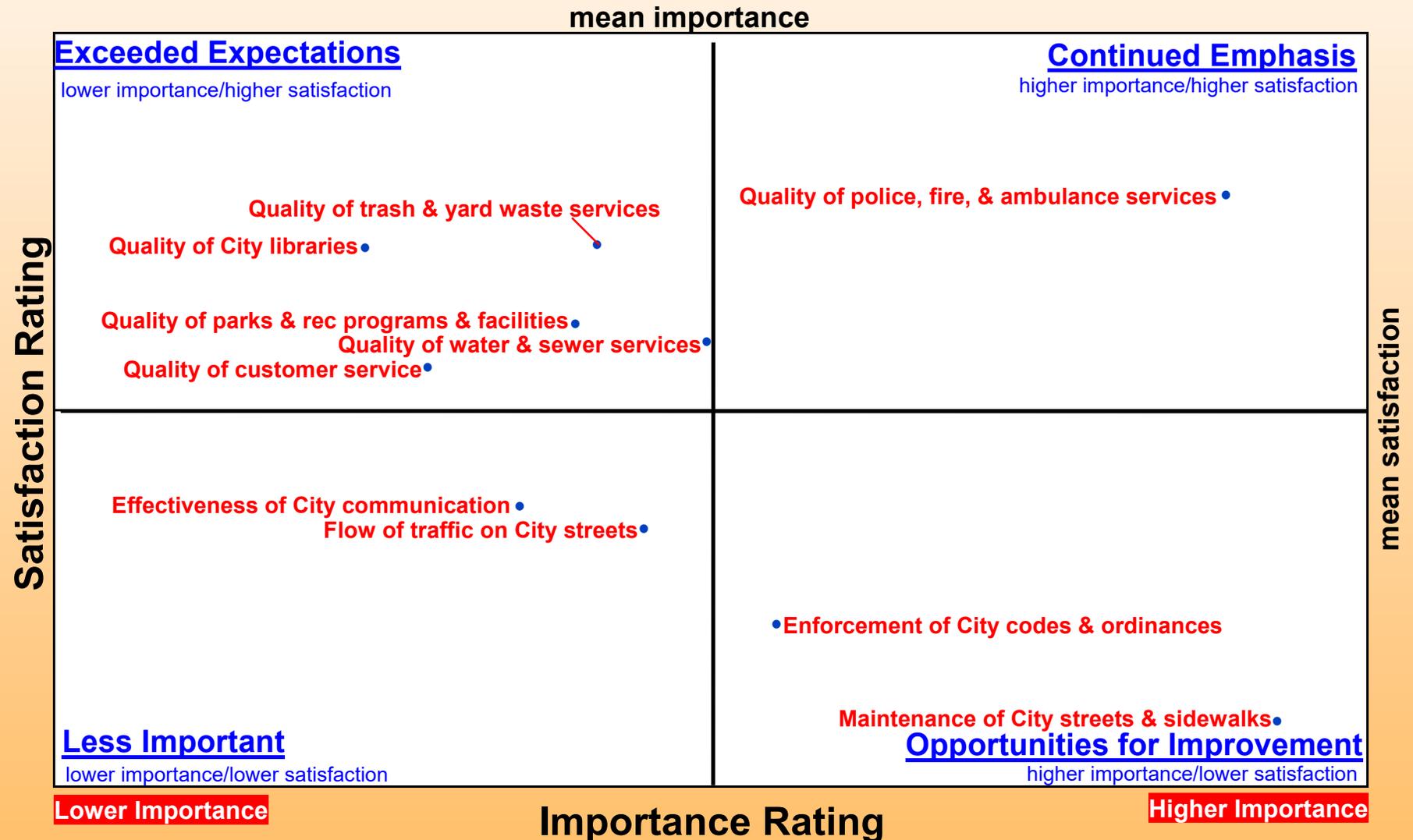
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on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

Matrices showing the results for Mesquite are provided on the following pages.

# 2019 City of Mesquite Community Survey Importance-Satisfaction Assessment Matrix

## -Overall-

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

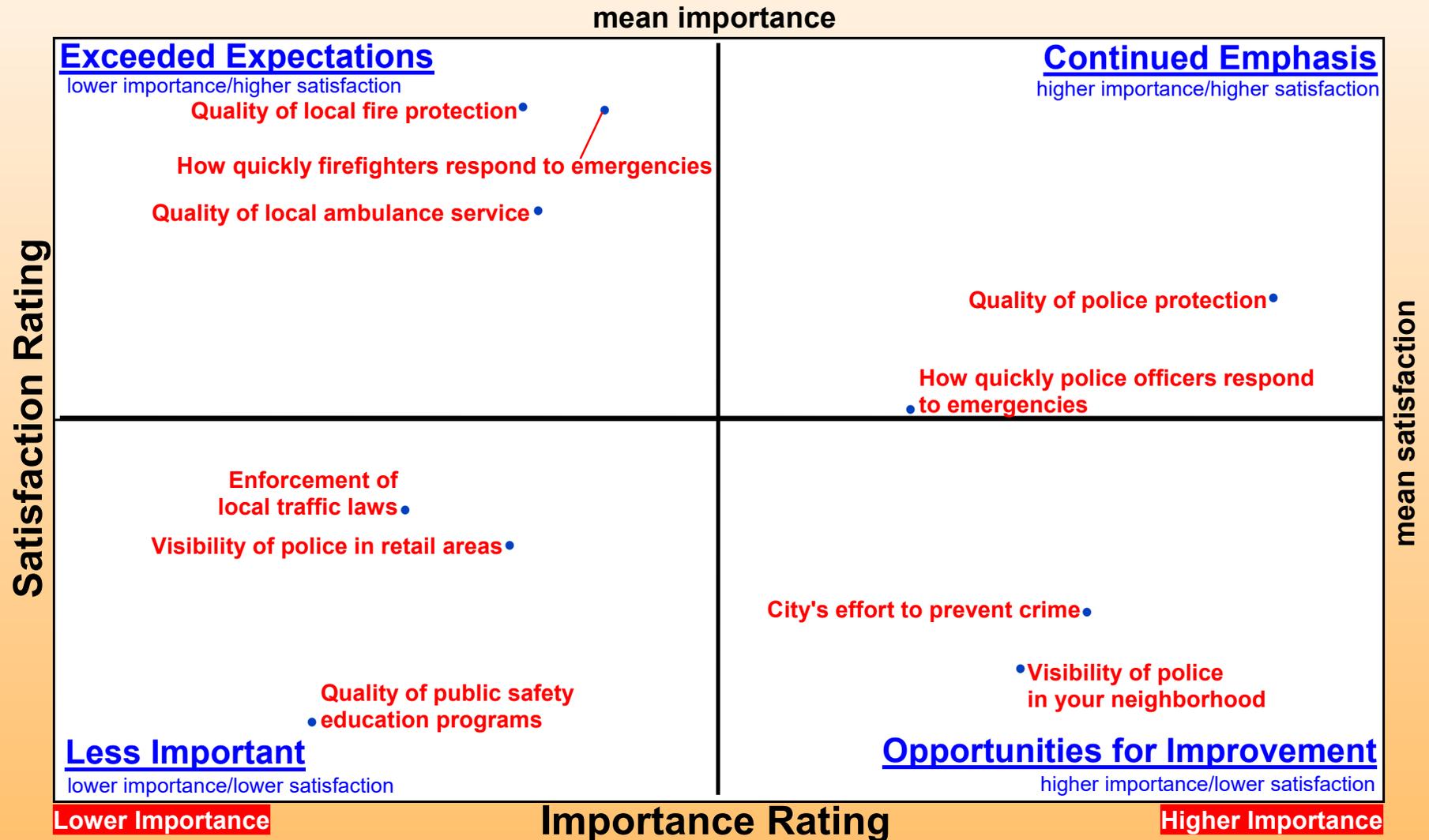


Source: ETC Institute (2019)

# 2019 City of Mesquite Community Survey Importance-Satisfaction Assessment Matrix

## -Public Safety-

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

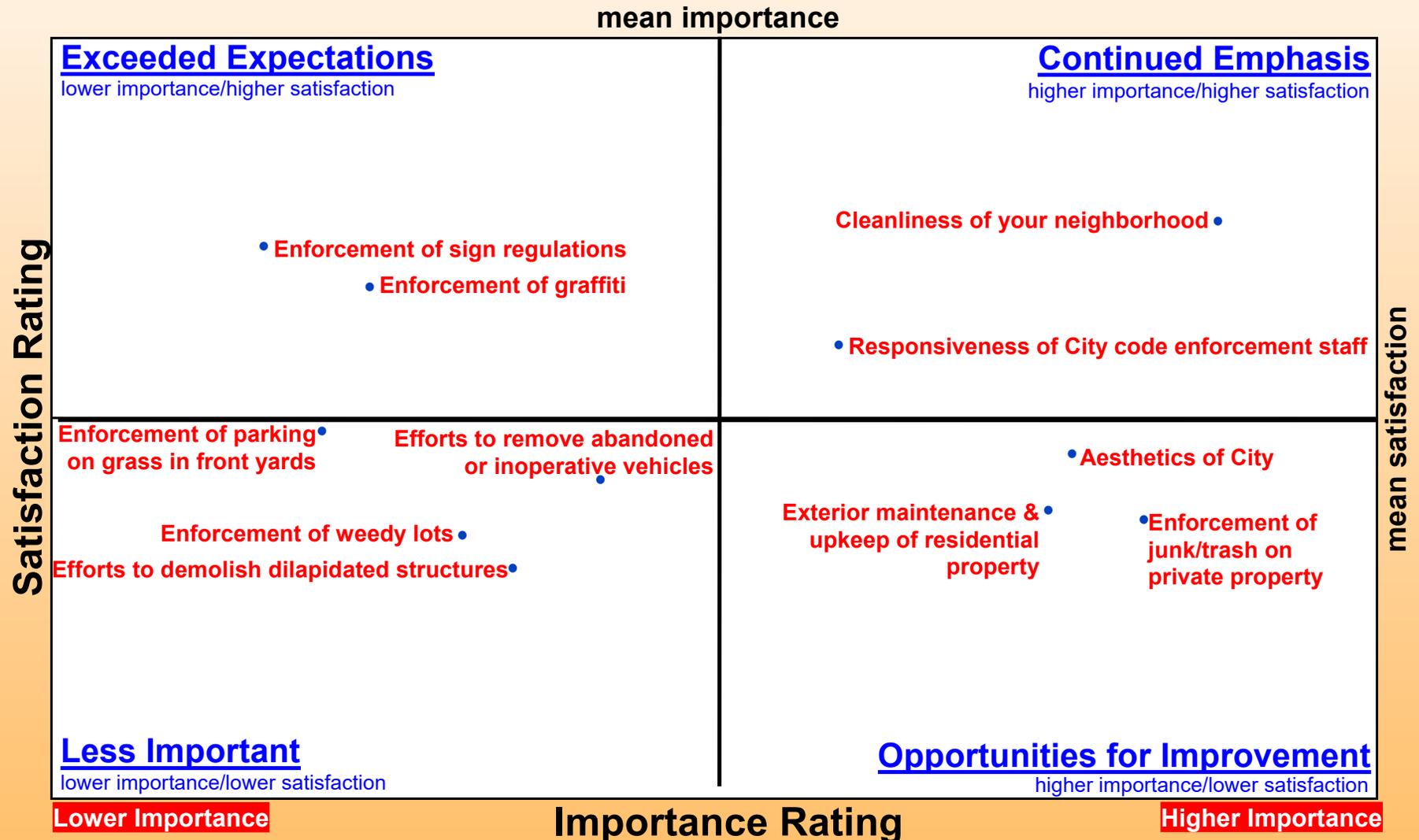


Source: ETC Institute (2019)

# 2019 City of Mesquite Community Survey Importance-Satisfaction Assessment Matrix

## -Code Enforcement Services-

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

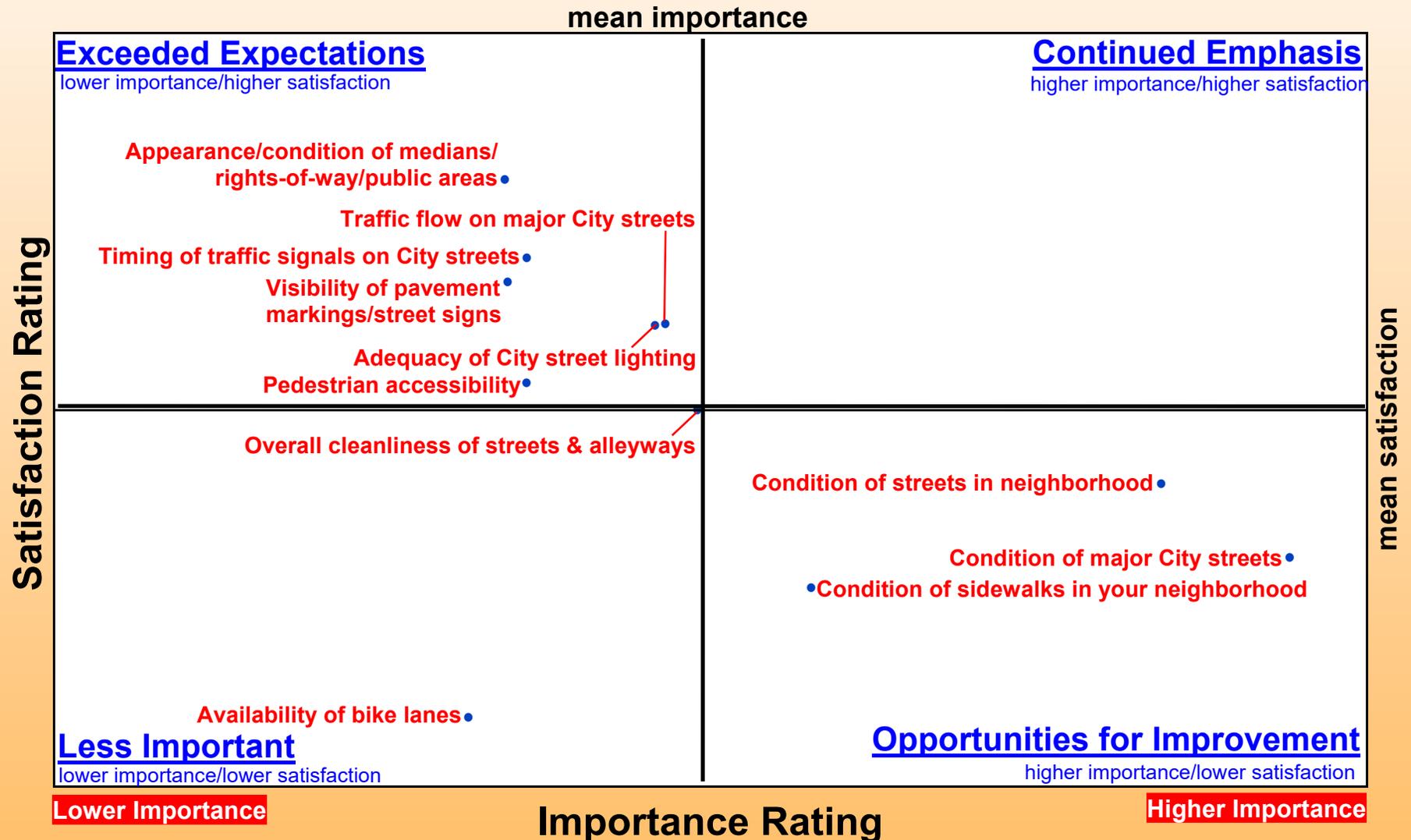


Source: ETC Institute (2019)

# 2019 City of Mesquite Community Survey Importance-Satisfaction Assessment Matrix

## -Maintenance and Appearance-

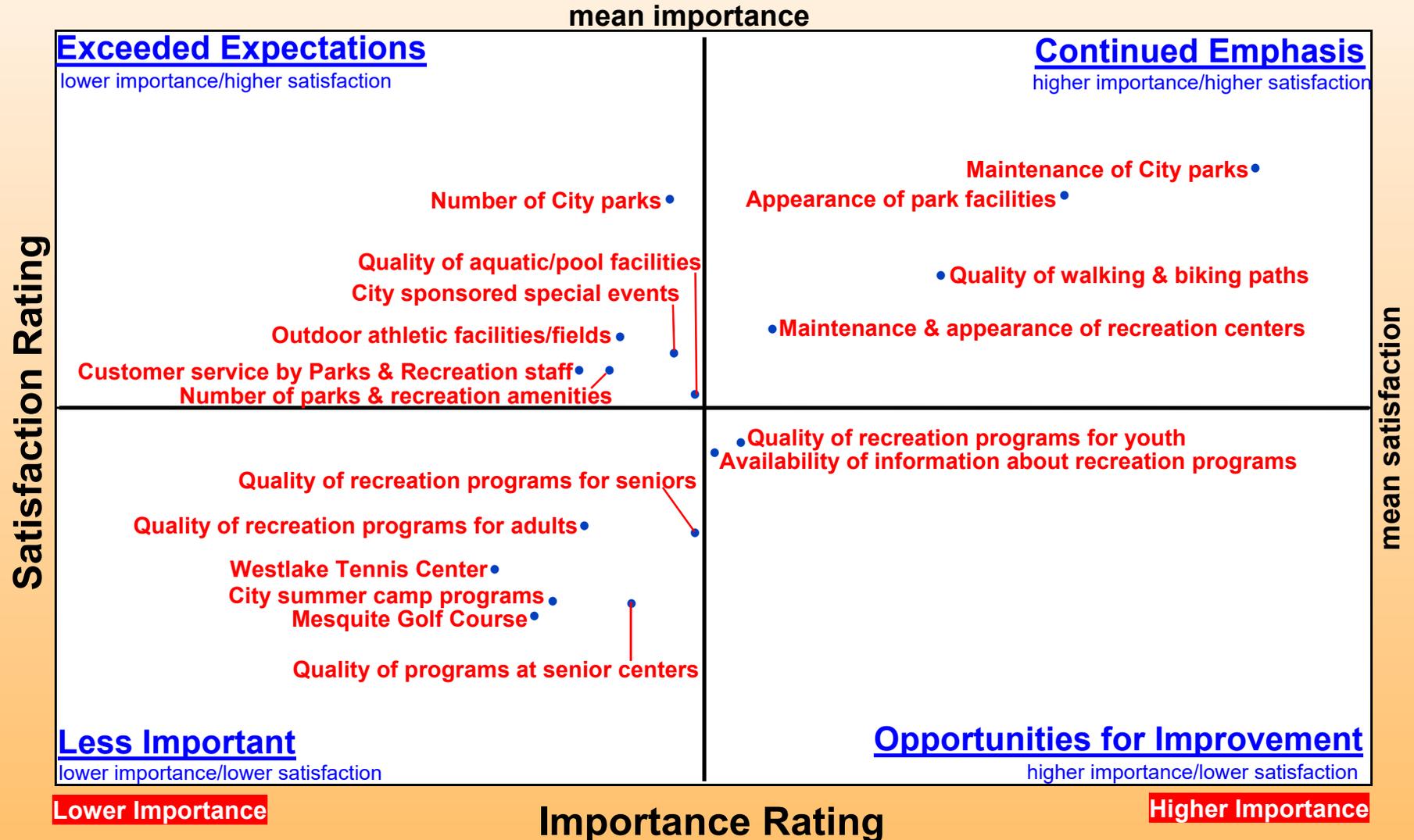
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2019)

# 2019 City of Mesquite Community Survey Importance-Satisfaction Assessment Matrix -Parks and Recreation-

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

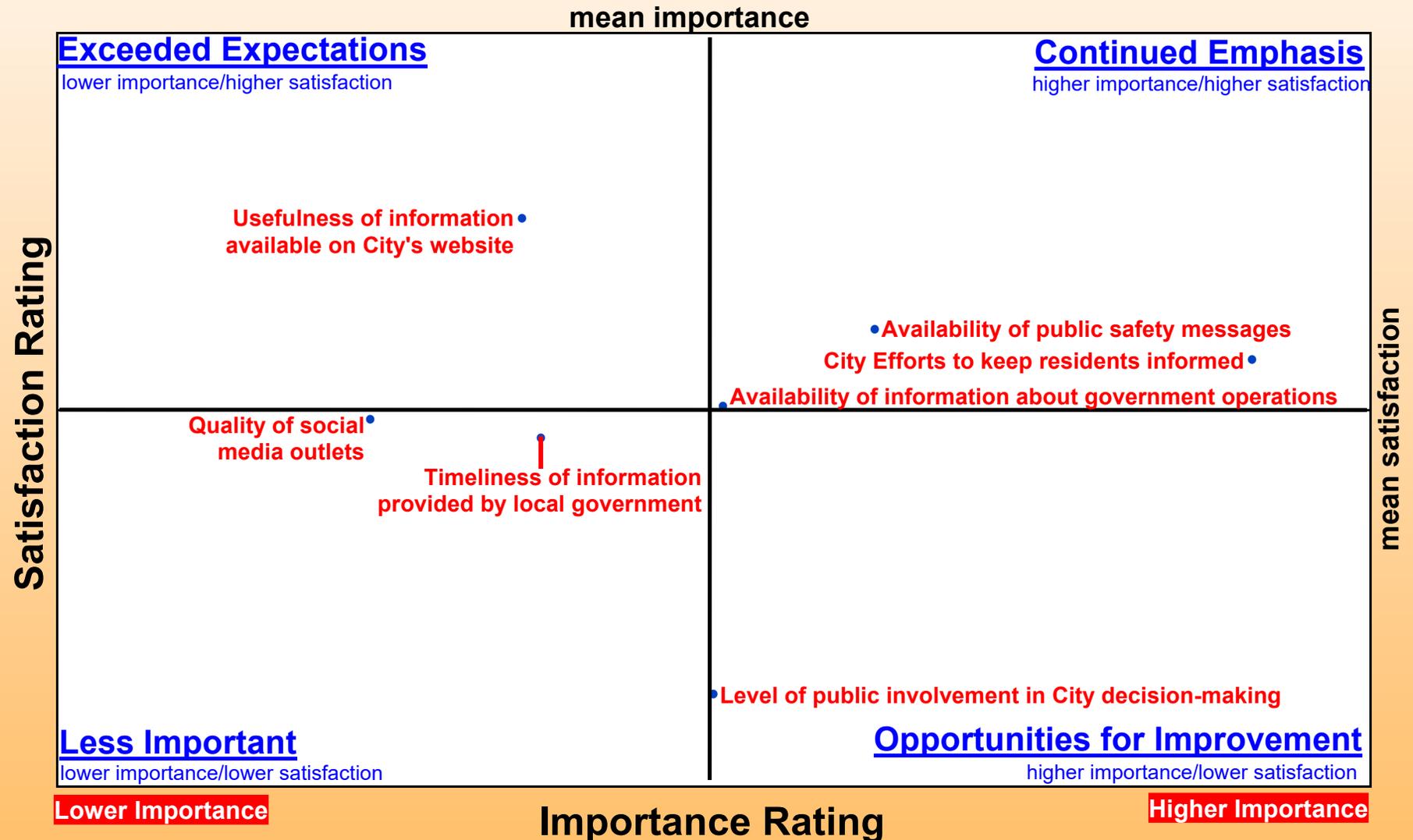


Source: ETC Institute (2019)

# 2019 City of Mesquite Community Survey Importance-Satisfaction Assessment Matrix

## -Communication-

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



Source: ETC Institute (2019)

## **Section 3**

# ***Benchmarking Analysis***

---



---

# Benchmarking Summary Report

## City of Mesquite, Texas

---

### Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 300 cities in 49 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2019 to a random sample of more than 4,000 residents across the United States and (2) a regional survey administered to a random sample of more than 300 residents in the State of Texas during the summer of 2019.

### Interpreting the Charts

The charts on the following pages show how the overall results for Mesquite compare to the U.S. national and regional averages based on the results of the 2019 survey that was administered by ETC Institute. The City of Mesquite's results are shown in blue, the Texas averages are shown in red, and the National averages are shown in yellow in the charts on the following pages.

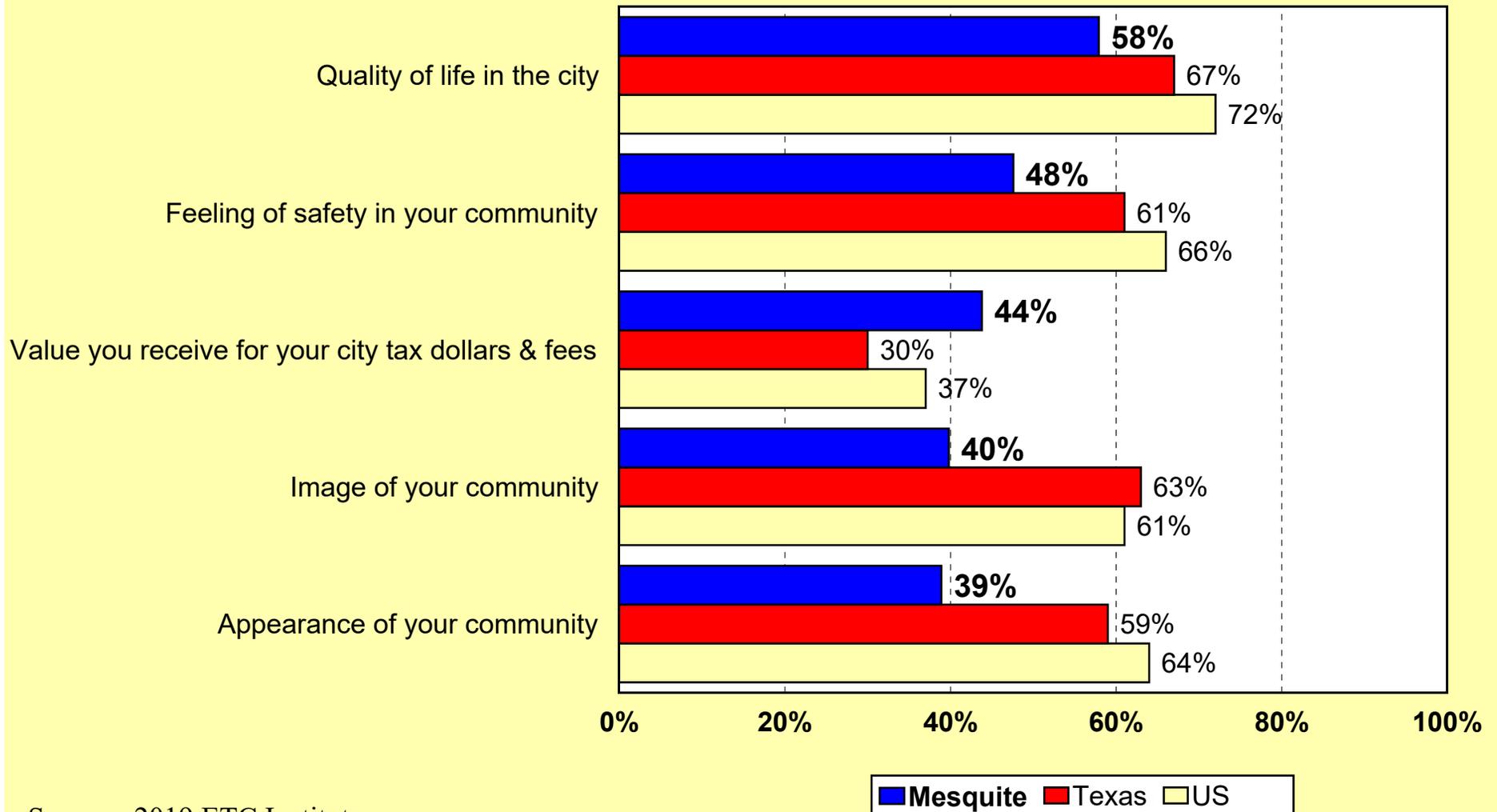
# National Benchmarks

**Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Mesquite, Texas is not authorized without written consent from ETC Institute.**

# Satisfaction with Issues that Influence Perceptions of the City

## Mesquite vs. Texas vs. the U.S.

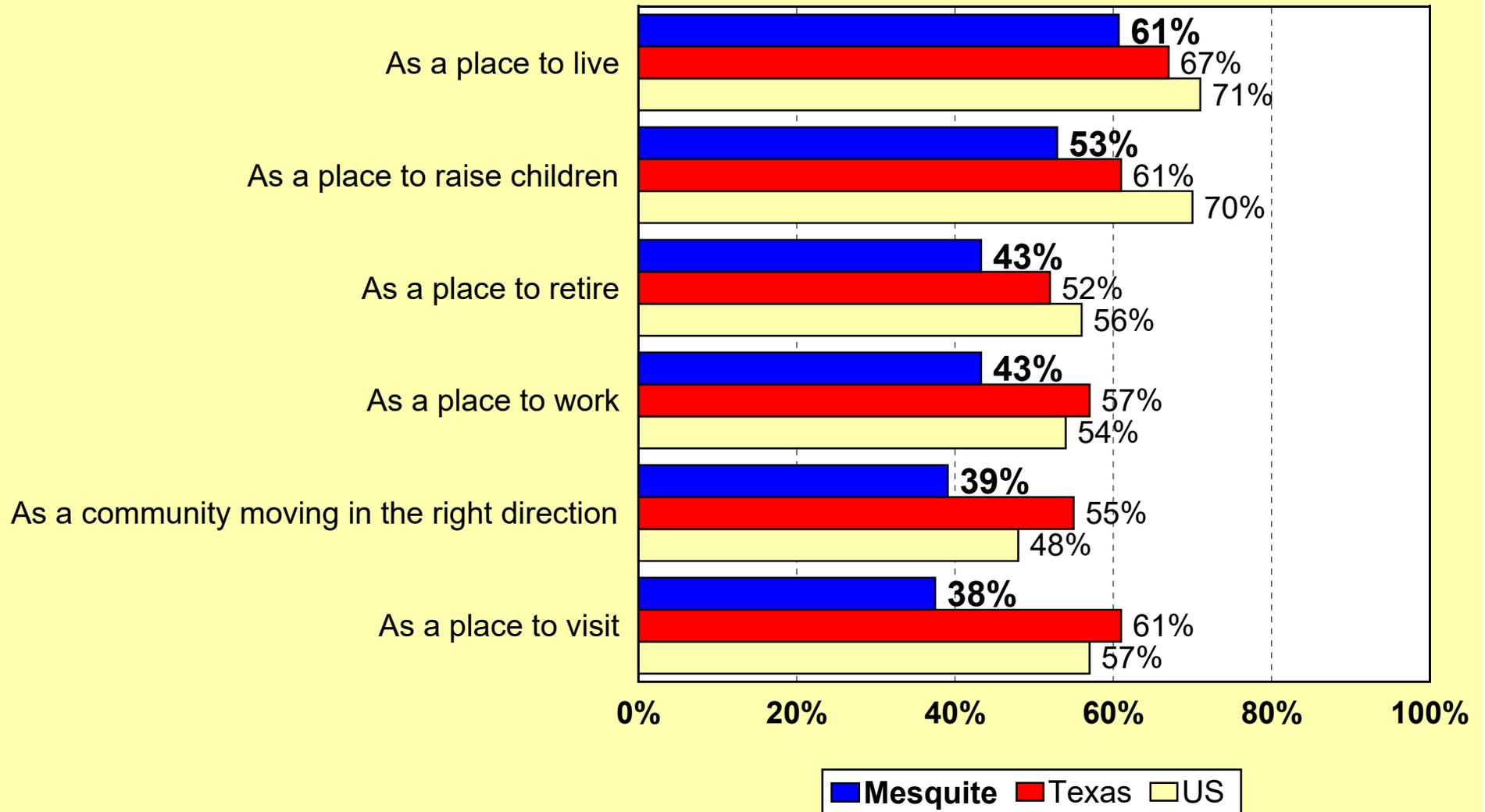
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2019 ETC Institute

# Satisfaction with Quality of Life in the City Mesquite vs. Texas vs. the U.S.

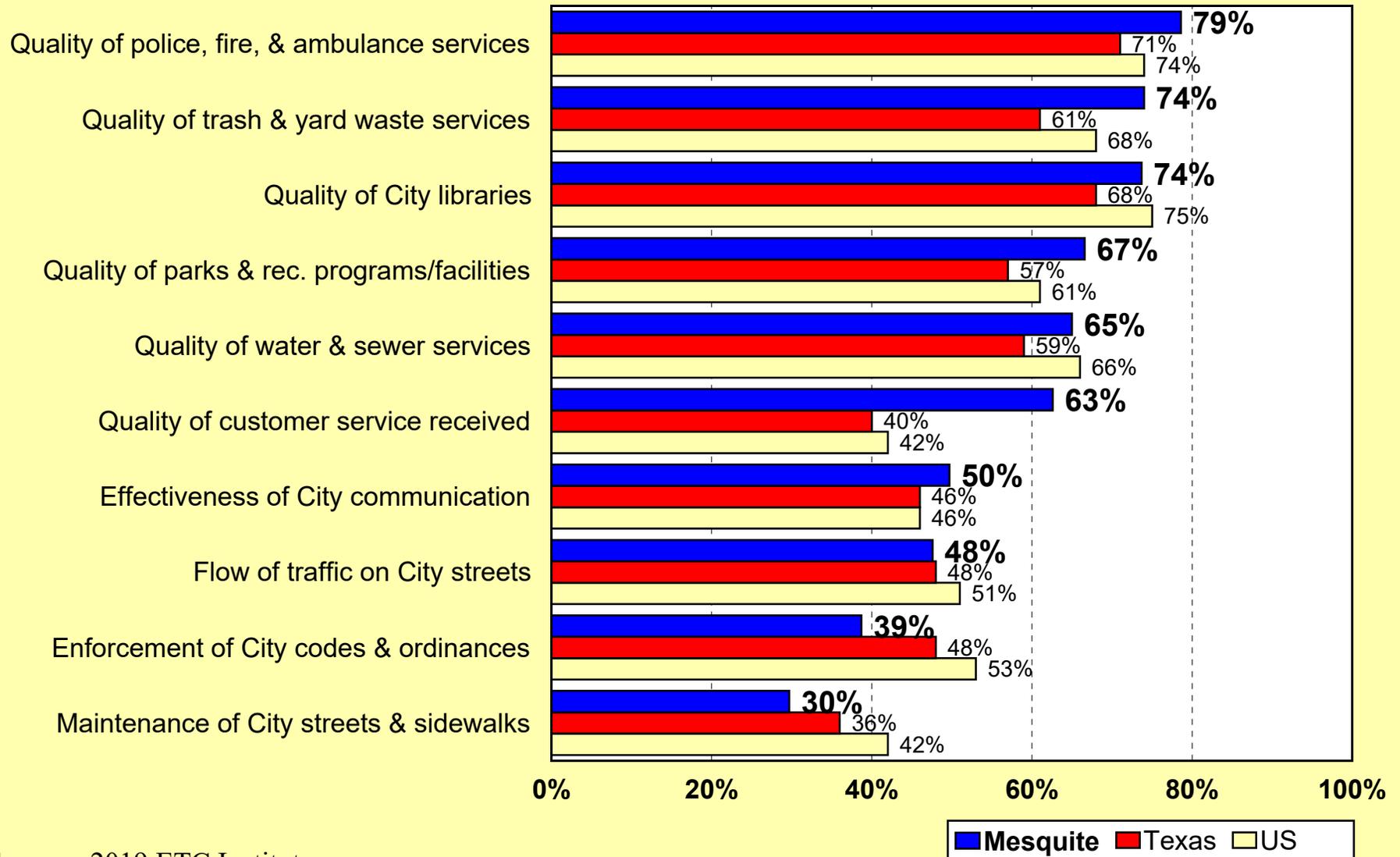
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2019 ETC Institute

# Overall Satisfaction with Major City Services Mesquite vs. Texas vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

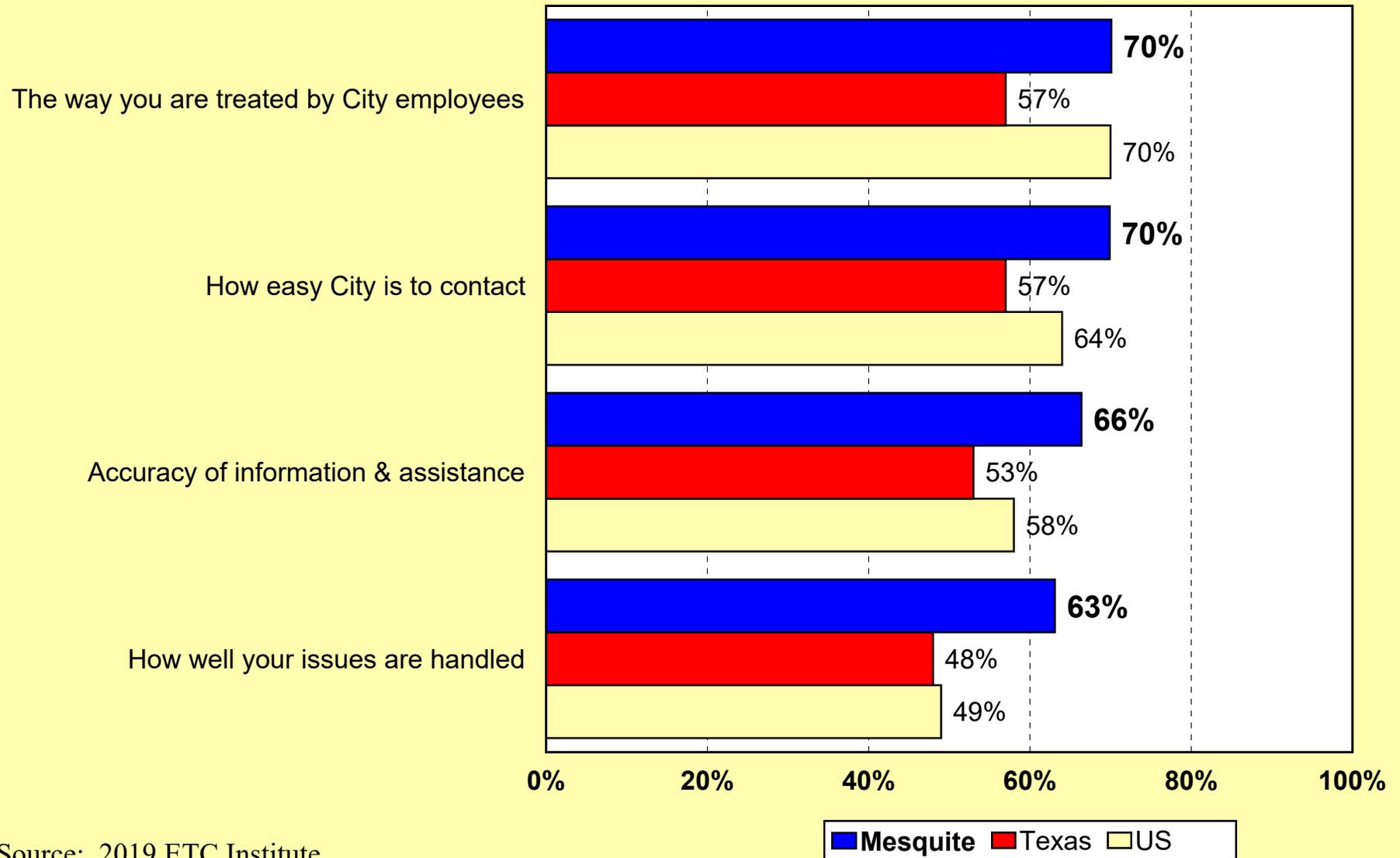


Source: 2019 ETC Institute

# Satisfaction with Customer Service

## Mesquite vs. Texas vs. the U.S.

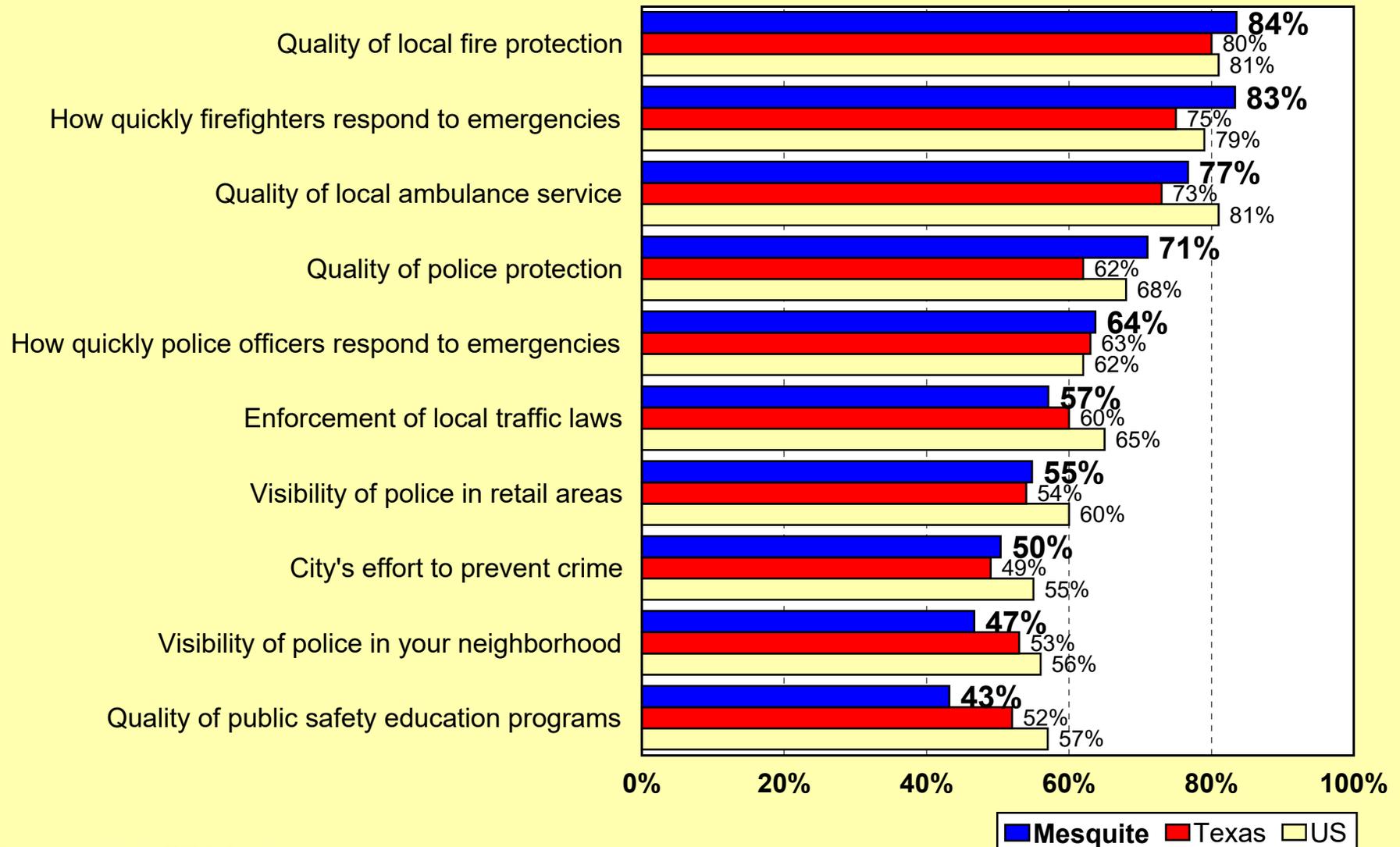
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Satisfaction with Public Safety Services

## Mesquite vs. Texas vs. the U.S.

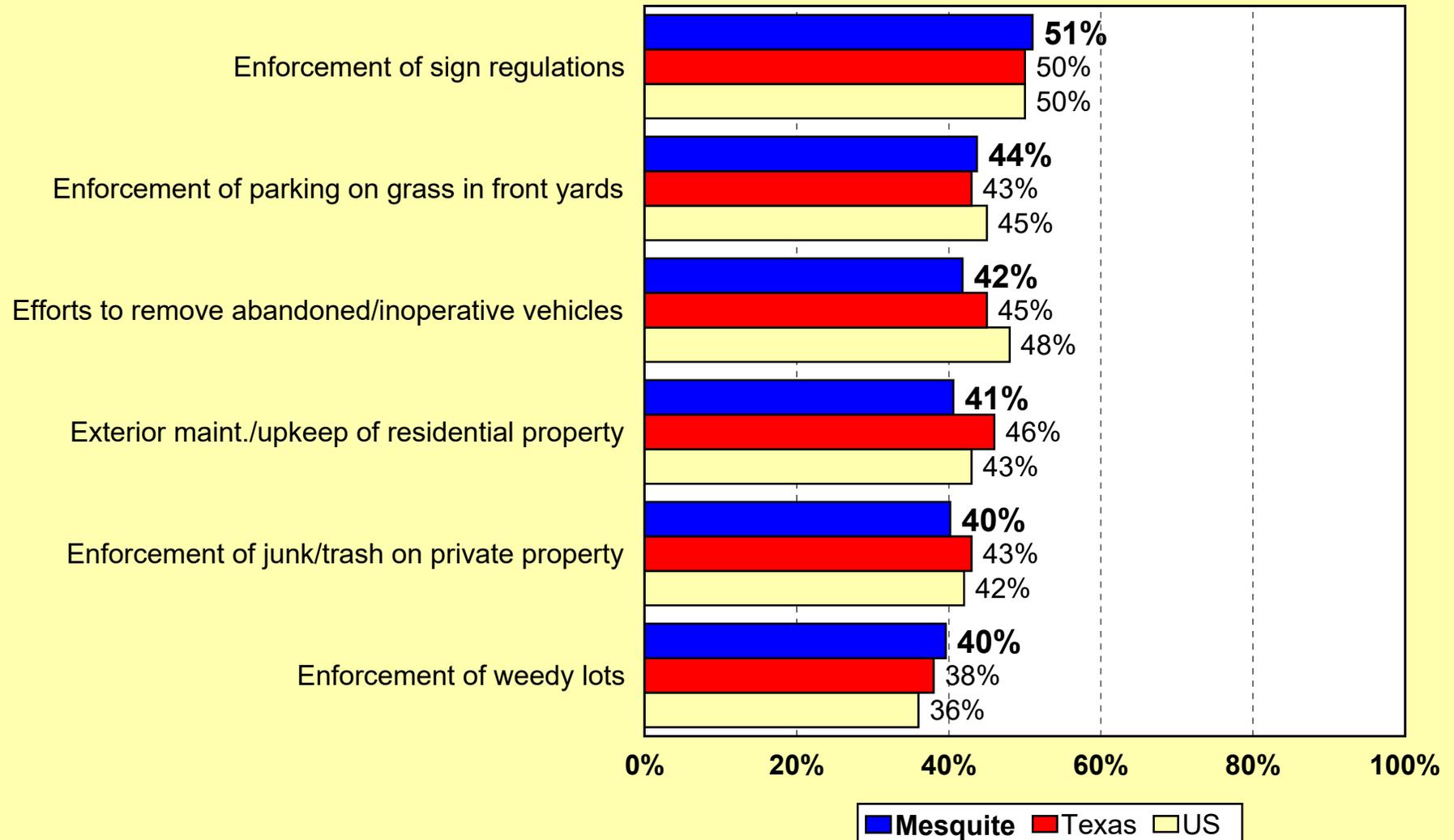
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2019 ETC Institute

# Satisfaction with Code Enforcement Mesquite vs. Texas vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

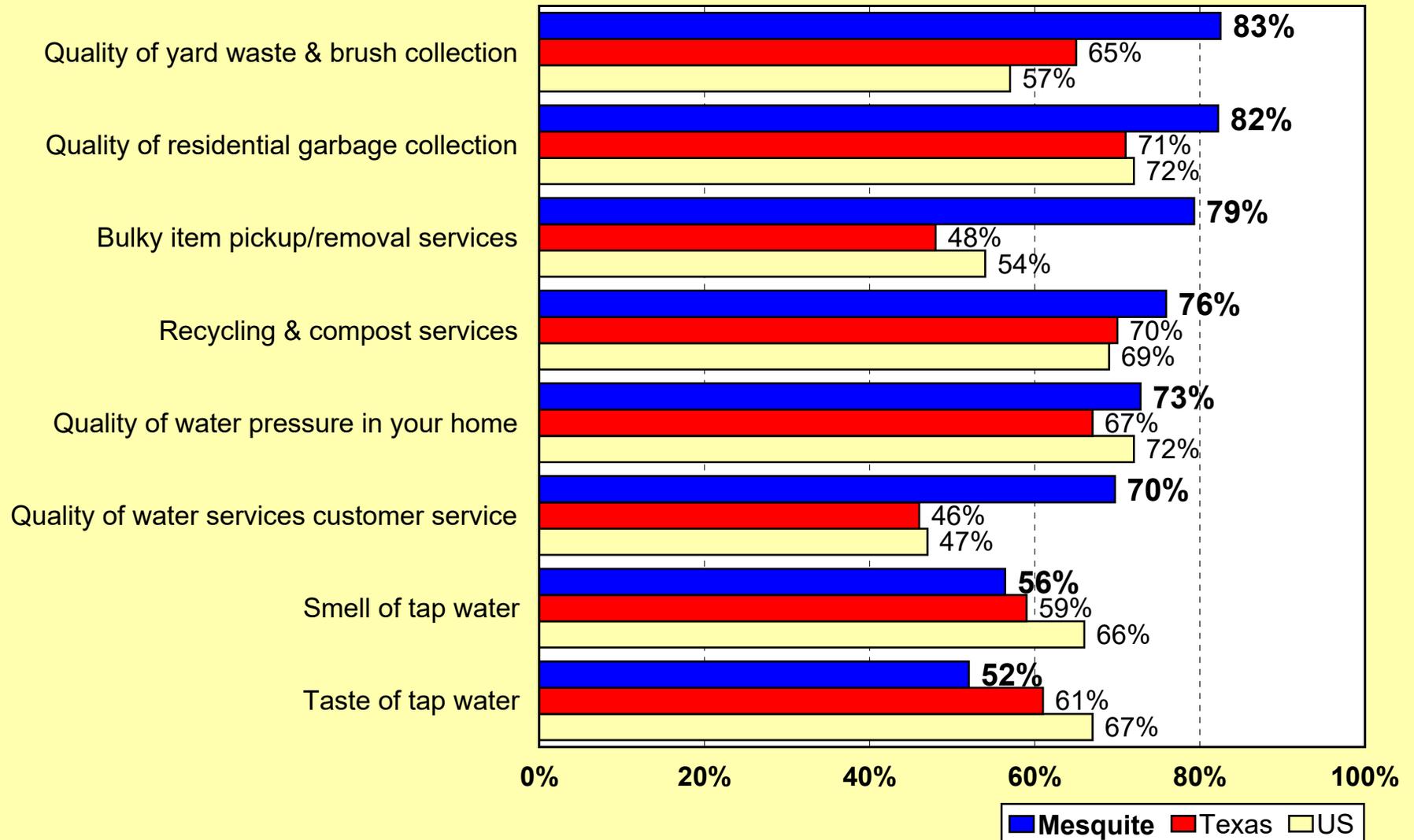


Source: 2019 ETC Institute

# Satisfaction with Utilities & Solid Waste Services

## Mesquite vs. Texas vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

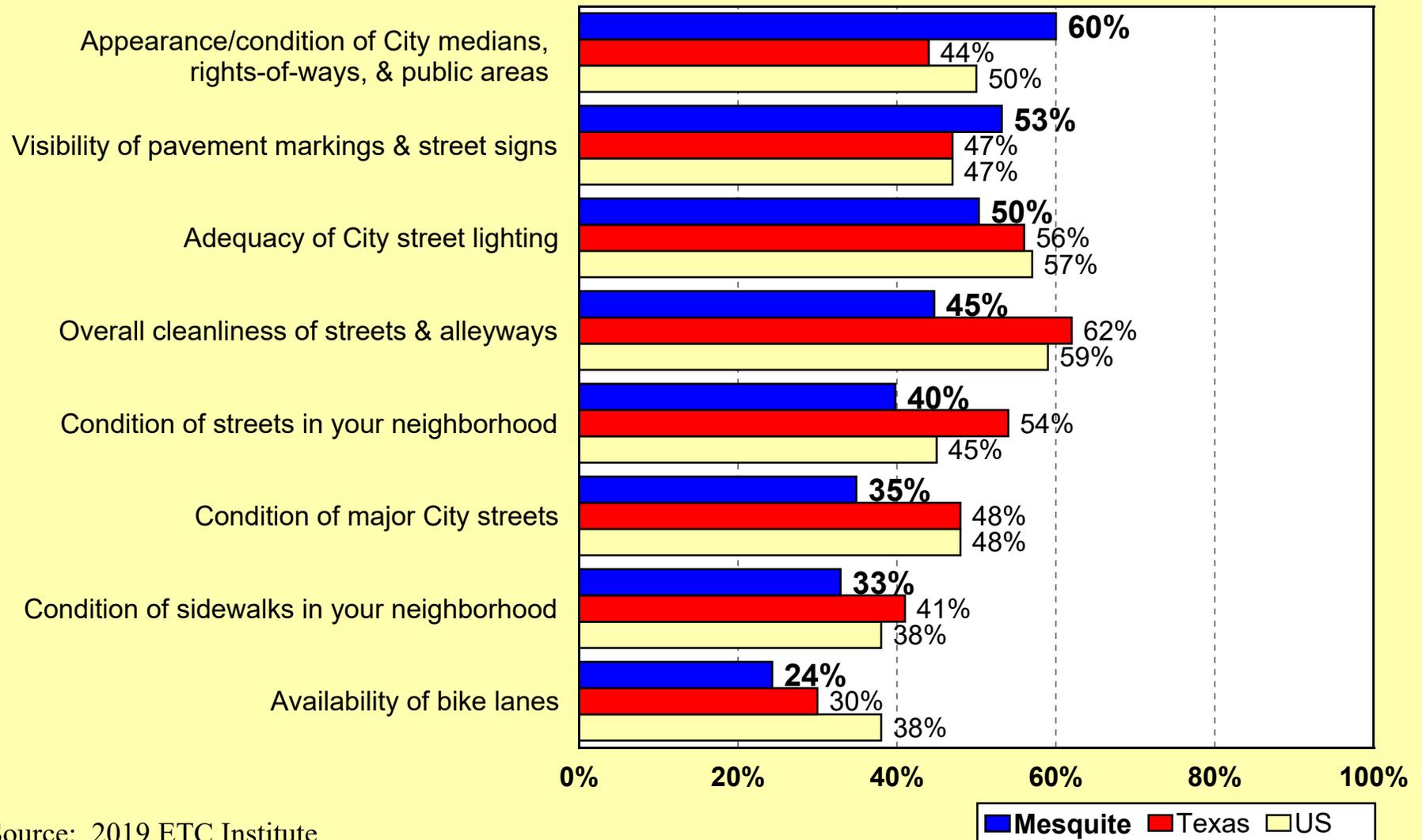


Source: 2019 ETC Institute

# Satisfaction with Maintenance & Appearance of the City

## Mesquite vs. Texas vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

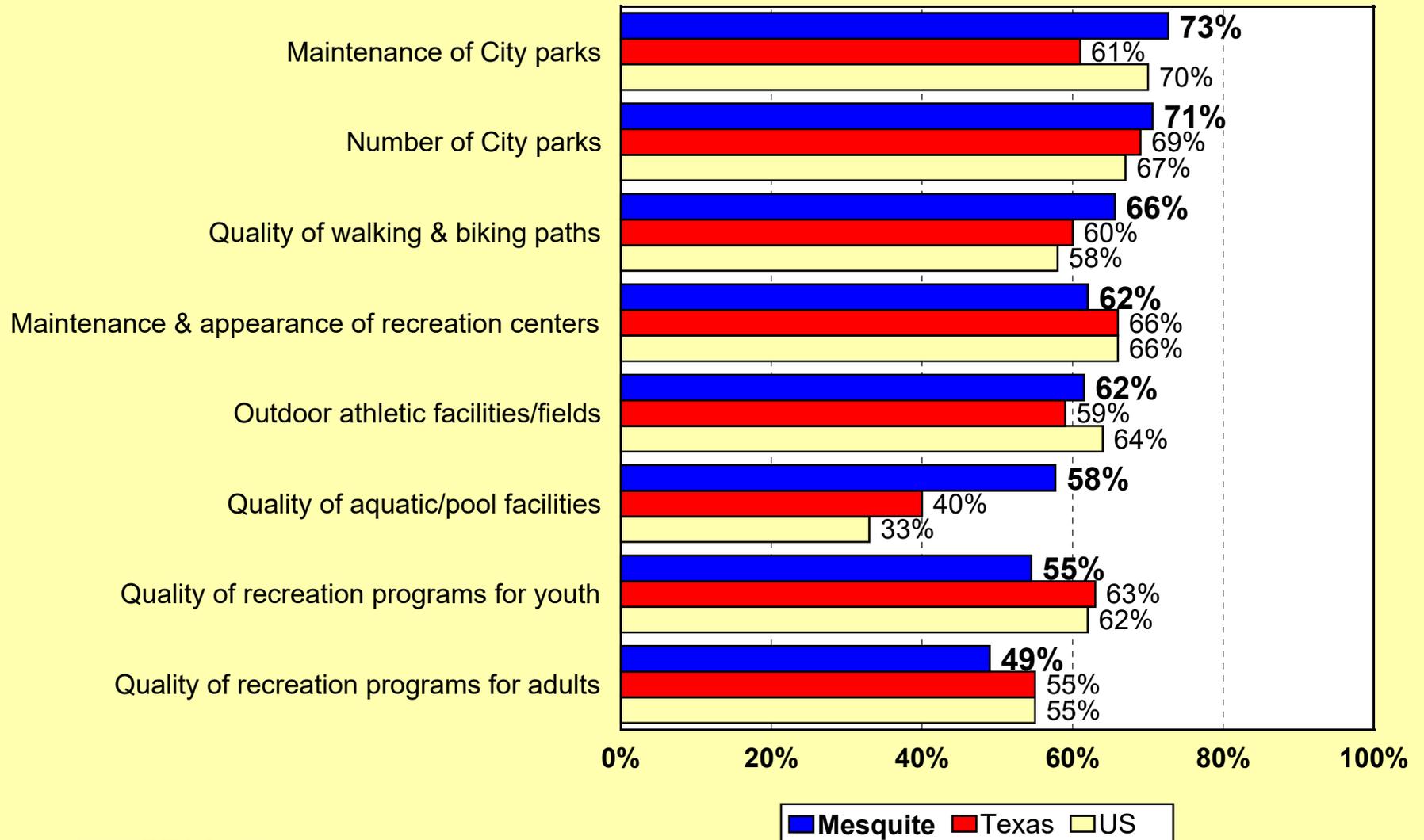


Source: 2019 ETC Institute

# Satisfaction with Parks and Recreation Services

## Mesquite vs. Texas vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

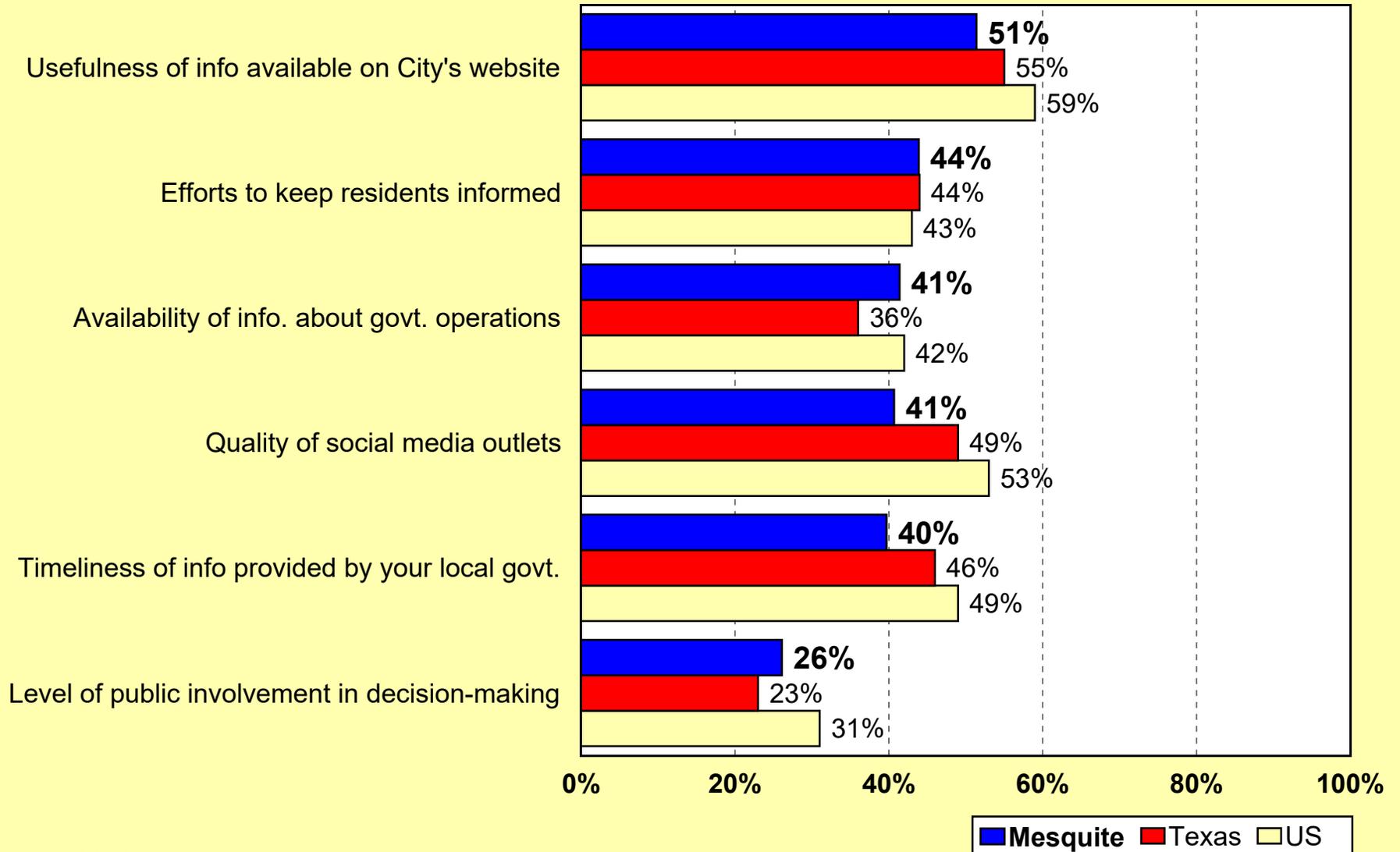


Source: 2019 ETC Institute

# Satisfaction with City Communication

## Mesquite vs. Texas vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2019 ETC Institute

## **Section 4**

### ***Tabular Data***

---

**Q1. Perceptions of the City. Please rate your satisfaction with the following.**

(N=851)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall value that you receive for your City tax & fees	7.6%	33.8%	30.2%	17.3%	5.8%	5.3%
Q1-2. Overall quality of life in City	12.6%	44.3%	22.4%	14.3%	4.5%	1.9%
Q1-3. Overall image of your community	8.7%	30.6%	27.6%	20.4%	11.2%	1.5%
Q1-4. Overall appearance of your community	9.4%	28.9%	25.6%	25.3%	9.3%	1.5%
Q1-5. Overall feeling of safety in your community	12.5%	34.3%	22.3%	17.4%	11.9%	1.6%

**WITHOUT "DON'T KNOW"**

**Q1. Perceptions of the City. Please rate your satisfaction with the following. (without "don't know")**

(N=851)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall value that you receive for your City tax & fees	8.1%	35.7%	31.9%	18.2%	6.1%
Q1-2. Overall quality of life in City	12.8%	45.1%	22.9%	14.6%	4.6%
Q1-3. Overall image of your community	8.8%	31.0%	28.0%	20.8%	11.3%
Q1-4. Overall appearance of your community	9.5%	29.4%	26.0%	25.7%	9.4%
Q1-5. Overall feeling of safety in your community	12.7%	34.9%	22.7%	17.7%	12.1%

**Q2. Quality of Life in Mesquite. Please rate the City of Mesquite...**

(N=851)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q2-1. As a place to live	14.7%	45.1%	16.8%	16.5%	5.4%	1.5%
Q2-2. As a place to raise children	14.0%	36.1%	20.7%	15.6%	8.2%	5.4%
Q2-3. As a place to work	8.8%	26.8%	26.4%	12.6%	7.5%	17.9%
Q2-4. As a place to retire	11.8%	28.9%	23.1%	14.8%	15.4%	6.0%
Q2-5. As a place to visit	8.5%	27.5%	27.8%	17.2%	14.8%	4.2%
Q2-6. As a community that is moving in right direction	12.0%	25.3%	28.4%	16.3%	13.4%	4.6%

**WITHOUT "DON'T KNOW"**

**Q2. Quality of Life in Mesquite. Please rate the City of Mesquite... (without "don't know")**

(N=851)

	Excellent	Good	Neutral	Below average	Poor
Q2-1. As a place to live	14.9%	45.8%	17.1%	16.7%	5.5%
Q2-2. As a place to raise children	14.8%	38.1%	21.9%	16.5%	8.7%
Q2-3. As a place to work	10.7%	32.6%	32.2%	15.3%	9.2%
Q2-4. As a place to retire	12.5%	30.8%	24.6%	15.8%	16.4%
Q2-5. As a place to visit	8.8%	28.7%	29.1%	17.9%	15.5%
Q2-6. As a community that is moving in right direction	12.6%	26.5%	29.8%	17.1%	14.0%

**Q3. Overall Satisfaction with Major City Services. Please rate your satisfaction with the following:**

(N=851)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall quality of parks & recreation programs & facilities	18.9%	43.5%	22.7%	6.9%	1.8%	6.2%
Q3-2. Overall maintenance of City streets & sidewalks	7.4%	21.9%	15.5%	29.5%	24.0%	1.8%
Q3-3. Overall enforcement of City codes & ordinances	8.3%	28.8%	25.3%	19.6%	14.1%	3.9%
Q3-4. Overall quality of customer service you receive from City employees	20.0%	36.8%	23.0%	6.3%	4.5%	9.4%
Q3-5. Overall quality of police, fire, & ambulance services	32.0%	41.8%	13.4%	4.8%	1.9%	6.1%
Q3-6. Overall effectiveness of City communication with the public	12.9%	33.7%	30.3%	10.8%	6.2%	6.0%
Q3-7. Overall flow of traffic on City streets	9.3%	37.6%	24.1%	16.9%	10.6%	1.5%
Q3-8. Overall quality of trash & yard waste services	31.1%	41.1%	13.5%	7.2%	4.7%	2.4%
Q3-9. Overall quality of City libraries	22.3%	37.6%	18.0%	2.7%	0.7%	18.7%
Q3-10. Overall quality of water & sewer services	22.2%	40.8%	20.1%	8.6%	5.3%	3.1%

**WITHOUT "DON'T KNOW"****Q3. Overall Satisfaction with Major City Services. Please rate your satisfaction with the following: (without "don't know")**

(N=851)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of parks & recreation programs & facilities	20.2%	46.4%	24.2%	7.4%	1.9%
Q3-2. Overall maintenance of City streets & sidewalks	7.5%	22.2%	15.8%	30.0%	24.4%
Q3-3. Overall enforcement of City codes & ordinances	8.7%	30.0%	26.3%	20.4%	14.7%
Q3-4. Overall quality of customer service you receive from City employees	22.0%	40.6%	25.4%	7.0%	4.9%
Q3-5. Overall quality of police, fire, & ambulance services	34.0%	44.6%	14.3%	5.1%	2.0%
Q3-6. Overall effectiveness of City communication with the public	13.8%	35.9%	32.3%	11.5%	6.6%
Q3-7. Overall flow of traffic on City streets	9.4%	38.2%	24.5%	17.2%	10.7%
Q3-8. Overall quality of trash & yard waste services	31.9%	42.1%	13.8%	7.3%	4.8%
Q3-9. Overall quality of City libraries	27.5%	46.2%	22.1%	3.3%	0.9%
Q3-10. Overall quality of water & sewer services	22.9%	42.1%	20.7%	8.8%	5.5%

**Q4. Which THREE of the items in Question 3 do you think are MOST IMPORTANT for the City to provide?**

<u>Q4. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of parks & recreation programs & facilities	31	3.6 %
Overall maintenance of City streets & sidewalks	223	26.2 %
Overall enforcement of City codes & ordinances	70	8.2 %
Overall quality of customer service you receive from City employees	11	1.3 %
Overall quality of police, fire, & ambulance services	343	40.3 %
Overall effectiveness of City communication with the public	13	1.5 %
Overall flow of traffic on City streets	27	3.2 %
Overall quality of trash & yard waste services	12	1.4 %
Overall quality of City libraries	4	0.5 %
Overall quality of water & sewer services	42	4.9 %
<u>None chosen</u>	<u>75</u>	<u>8.8 %</u>
Total	851	100.0 %

**Q4. Which THREE of the items in Question 3 do you think are MOST IMPORTANT for the City to provide?**

<u>Q4. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of parks & recreation programs & facilities	40	4.7 %
Overall maintenance of City streets & sidewalks	217	25.5 %
Overall enforcement of City codes & ordinances	100	11.8 %
Overall quality of customer service you receive from City employees	20	2.4 %
Overall quality of police, fire, & ambulance services	125	14.7 %
Overall effectiveness of City communication with the public	38	4.5 %
Overall flow of traffic on City streets	75	8.8 %
Overall quality of trash & yard waste services	61	7.2 %
Overall quality of City libraries	5	0.6 %
Overall quality of water & sewer services	83	9.8 %
<u>None chosen</u>	<u>87</u>	<u>10.2 %</u>
Total	851	100.0 %

**Q4. Which THREE of the items in Question 3 do you think are MOST IMPORTANT for the City to provide?**

<u>Q4. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of parks & recreation programs & facilities	79	9.3 %
Overall maintenance of City streets & sidewalks	119	14.0 %
Overall enforcement of City codes & ordinances	97	11.4 %
Overall quality of customer service you receive from City employees	32	3.8 %
Overall quality of police, fire, & ambulance services	61	7.2 %
Overall effectiveness of City communication with the public	66	7.8 %
Overall flow of traffic on City streets	88	10.3 %
Overall quality of trash & yard waste services	89	10.5 %
Overall quality of City libraries	18	2.1 %
Overall quality of water & sewer services	101	11.9 %
<u>None chosen</u>	<u>101</u>	<u>11.9 %</u>
Total	851	100.0 %

**SUM OF TOP 3 CHOICES****Q4. Which THREE of the items in Question 3 do you think are MOST IMPORTANT for the City to provide? (top 3)**

<u>Q4. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of parks & recreation programs & facilities	150	17.6 %
Overall maintenance of City streets & sidewalks	559	65.7 %
Overall enforcement of City codes & ordinances	267	31.4 %
Overall quality of customer service you receive from City employees	63	7.4 %
Overall quality of police, fire, & ambulance services	529	62.2 %
Overall effectiveness of City communication with the public	117	13.7 %
Overall flow of traffic on City streets	190	22.3 %
Overall quality of trash & yard waste services	162	19.0 %
Overall quality of City libraries	27	3.2 %
Overall quality of water & sewer services	226	26.6 %
<u>None chosen</u>	<u>75</u>	<u>8.8 %</u>
Total	2365	

**Q5. Customer Service. Please rate your satisfaction with the following:**

(N=851)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. How easy City is to contact	20.7%	44.4%	20.7%	4.9%	2.4%	6.9%
Q5-2. The way you are treated by City employees	22.1%	42.2%	20.8%	4.7%	2.0%	8.2%
Q5-3. Accuracy of information & assistance from City employees	16.9%	42.9%	21.6%	6.8%	1.9%	9.9%
Q5-4. How well your issues are handled by City employees	15.9%	41.2%	22.8%	7.1%	3.5%	9.5%

**WITHOUT "DON'T KNOW"**

**Q5. Customer Service. Please rate your satisfaction with the following: (without "don't know")**

(N=851)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. How easy City is to contact	22.2%	47.7%	22.2%	5.3%	2.5%
Q5-2. The way you are treated by City employees	24.1%	46.0%	22.7%	5.1%	2.2%
Q5-3. Accuracy of information & assistance from City employees	18.8%	47.6%	24.0%	7.6%	2.1%
Q5-4. How well your issues are handled by City employees	17.5%	45.6%	25.2%	7.8%	3.9%

**Q6. How have you contacted the City in the past 12 months?**

<u>Q6. How have you contacted City in past 12 months</u>	<u>Number</u>	<u>Percent</u>
Phone	484	56.9 %
Email	148	17.4 %
Social media	31	3.6 %
Website form	167	19.6 %
Through a City Council member	52	6.1 %
In person	195	22.9 %
Other	12	1.4 %
<u>I have not contacted City in past 12 months</u>	<u>194</u>	<u>22.8 %</u>
Total	1283	

**Q6-7. Other**

<u>Q6-7. Other</u>	<u>Number</u>	<u>Percent</u>
Mental telepathy	1	9.1 %
City attorney's office regarding bogus code enforcement notices	1	9.1 %
Contacted the chief for visits to Pecan Creek community	1	9.1 %
Mail	1	9.1 %
I work with the MPD and the Santa Cop program	1	9.1 %
Contacted City regarding flooding, & storm drainage overflow to my property	1	9.1 %
Neighborhood meetings	1	9.1 %
Speeding ticket	1	9.1 %
Used the Library website	1	9.1 %
Police by 911	1	9.1 %
<u>Code compliance</u>	<u>1</u>	<u>9.1 %</u>
Total	11	100.0 %

**Q7. Perceptions of Safety and Security. Please rate your feeling of safety in the following situations:**

(N=851)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q7-1. Walking alone in your neighborhood in general	15.5%	39.5%	20.0%	15.9%	6.2%	2.9%
Q7-2. Walking alone in your neighborhood during the day	26.3%	42.7%	16.9%	9.4%	2.9%	1.8%
Q7-3. Walking alone in your neighborhood after dark	8.2%	21.6%	22.2%	24.0%	18.7%	5.3%
Q7-4. In City parks & recreation facilities	11.2%	32.4%	27.5%	14.5%	5.1%	9.4%
Q7-5. In business areas of City during the day	21.0%	47.9%	20.0%	5.3%	1.9%	3.9%
Q7-6. In business areas of City after dark	6.3%	25.7%	28.9%	20.8%	9.6%	8.6%
Q7-7. In other public areas of City (e.g. Town East Mall, local restaurants, retail stores)	12.3%	39.1%	25.1%	15.3%	5.9%	2.2%

**WITHOUT "DON'T KNOW"**

**Q7. Perceptions of Safety and Security. Please rate your feeling of safety in the following situations: (without "don't know")**

(N=851)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q7-1. Walking alone in your neighborhood in general	16.0%	40.7%	20.6%	16.3%	6.4%
Q7-2. Walking alone in your neighborhood during the day	26.8%	43.4%	17.2%	9.6%	3.0%
Q7-3. Walking alone in your neighborhood after dark	8.7%	22.8%	23.4%	25.3%	19.7%
Q7-4. In City parks & recreation facilities	12.3%	35.8%	30.4%	16.0%	5.6%
Q7-5. In business areas of City during the day	21.9%	49.9%	20.8%	5.5%	2.0%
Q7-6. In business areas of City after dark	6.9%	28.1%	31.6%	22.8%	10.5%
Q7-7. In other public areas of City (e.g. Town East Mall, local restaurants, retail stores)	12.6%	40.0%	25.7%	15.6%	6.0%

**Q8. In the past 12 months, do you think Mesquite has become more, less, or stayed the same as far as being a safe place to live, work, and raise a family?**

Q8. What has Mesquite become as far as being a safe place to live, work, & raise a family in past 12 months	Number	Percent
More safe	57	6.7 %
Stayed the same	382	44.9 %
Less safe	363	42.7 %
Don't know	49	5.8 %
Total	851	100.0 %

**WITHOUT "DON'T KNOW"**

**Q8. In the past 12 months, do you think Mesquite has become more, less, or stayed the same as far as being a safe place to live, work, and raise a family? (without "don't know")**

Q8. What has Mesquite become as far as being a safe place to live, work, & raise a family in past 12 months	Number	Percent
More safe	57	7.1 %
Stayed the same	382	47.6 %
Less safe	363	45.3 %
Total	802	100.0 %

**Q9. Have you had contact with a Mesquite police officer in the past 12 months?**

Q9. Have you had contact with a Mesquite police officer in past 12 months	Number	Percent
Yes, I know an officer	87	10.2 %
Yes, I have had contact with an officer, but don't know them	271	31.8 %
No	461	54.2 %
Don't know	32	3.8 %
Total	851	100.0 %

**WITHOUT "DON'T KNOW"**

**Q9. Have you had contact with a Mesquite police officer in the past 12 months? (without "don't know")**

Q9. Have you had contact with a Mesquite police officer in past 12 months	Number	Percent
Yes, I know an officer	87	10.6 %
Yes, I have had contact with an officer, but don't know them	271	33.1 %
No	461	56.3 %
Total	819	100.0 %

**Q9a. How would you rate your experience?**

<u>Q9a. How would you rate your experience</u>	<u>Number</u>	<u>Percent</u>
Excellent	148	41.3 %
Good	112	31.3 %
Fair	58	16.2 %
Below average	18	5.0 %
Poor	18	5.0 %
Don't know	4	1.1 %
Total	358	100.0 %

**WITHOUT "DON'T KNOW"****Q9a. How would you rate your experience? (without "don't know")**

<u>Q9a. How would you rate your experience</u>	<u>Number</u>	<u>Percent</u>
Excellent	148	41.8 %
Good	112	31.6 %
Fair	58	16.4 %
Below average	18	5.1 %
Poor	18	5.1 %
Total	354	100.0 %

**Q10. Public Safety Services. Please rate your satisfaction with the following:**

(N=851)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Overall quality of police protection	21.9%	44.3%	19.2%	5.5%	2.4%	6.8%
Q10-2. Visibility of police in your neighborhood	13.4%	31.7%	27.1%	16.5%	7.9%	3.4%
Q10-3. Visibility of police in retail areas	15.3%	36.4%	28.6%	10.5%	3.8%	5.5%
Q10-4. City's effort to prevent crime	12.1%	33.5%	27.6%	11.4%	6.0%	9.4%
Q10-5. Enforcement of local traffic laws	11.9%	41.0%	25.9%	8.1%	5.8%	7.4%
Q10-6. How quickly police officers respond to emergencies	17.5%	31.1%	19.9%	5.2%	2.7%	23.6%
Q10-7. Quality of public safety education programs	7.3%	21.0%	30.1%	5.2%	1.9%	34.5%
Q10-8. Overall quality of local fire protection	30.0%	37.5%	12.3%	0.5%	0.5%	19.3%
Q10-9. How quickly firefighters respond to emergencies	31.3%	30.4%	11.4%	0.5%	0.5%	26.0%
Q10-10. Quality of local ambulance service	26.1%	27.8%	15.0%	0.8%	0.6%	29.6%

**WITHOUT "DON'T KNOW"****Q10. Public Safety Services. Please rate your satisfaction with the following: (without "don't know")**

(N=851)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Overall quality of police protection	23.5%	47.5%	20.6%	5.9%	2.5%
Q10-2. Visibility of police in your neighborhood	13.9%	32.8%	28.1%	17.0%	8.2%
Q10-3. Visibility of police in retail areas	16.2%	38.6%	30.2%	11.1%	4.0%
Q10-4. City's effort to prevent crime	13.4%	37.0%	30.5%	12.6%	6.6%
Q10-5. Enforcement of local traffic laws	12.8%	44.3%	27.9%	8.8%	6.2%
Q10-6. How quickly police officers respond to emergencies	22.9%	40.8%	26.0%	6.8%	3.5%
Q10-7. Quality of public safety education programs	11.1%	32.1%	46.0%	7.9%	2.9%
Q10-8. Overall quality of local fire protection	37.1%	46.4%	15.3%	0.6%	0.6%
Q10-9. How quickly firefighters respond to emergencies	42.2%	41.1%	15.4%	0.6%	0.6%
Q10-10. Quality of local ambulance service	37.1%	39.6%	21.4%	1.2%	0.8%

**Q11. Which THREE of the public safety services in Question 10 do you think are MOST IMPORTANT for the City to provide?**

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police protection	324	38.1 %
Visibility of police in your neighborhood	139	16.3 %
Visibility of police in retail areas	16	1.9 %
City's effort to prevent crime	126	14.8 %
Enforcement of local traffic laws	15	1.8 %
How quickly police officers respond to emergencies	85	10.0 %
Quality of public safety education programs	5	0.6 %
Overall quality of local fire protection	6	0.7 %
How quickly firefighters respond to emergencies	16	1.9 %
Quality of local ambulance service	31	3.6 %
<u>None chosen</u>	<u>88</u>	<u>10.3 %</u>
Total	851	100.0 %

**Q11. Which THREE of the public safety services in Question 10 do you think are MOST IMPORTANT for the City to provide?**

<u>Q11. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police protection	82	9.6 %
Visibility of police in your neighborhood	154	18.1 %
Visibility of police in retail areas	58	6.8 %
City's effort to prevent crime	128	15.0 %
Enforcement of local traffic laws	26	3.1 %
How quickly police officers respond to emergencies	113	13.3 %
Quality of public safety education programs	12	1.4 %
Overall quality of local fire protection	74	8.7 %
How quickly firefighters respond to emergencies	77	9.0 %
Quality of local ambulance service	25	2.9 %
<u>None chosen</u>	<u>102</u>	<u>12.0 %</u>
Total	851	100.0 %

**Q11. Which THREE of the public safety services in Question 10 do you think are MOST IMPORTANT for the City to provide?**

<u>Q11. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police protection	67	7.9 %
Visibility of police in your neighborhood	67	7.9 %
Visibility of police in retail areas	58	6.8 %
City's effort to prevent crime	136	16.0 %
Enforcement of local traffic laws	43	5.1 %
How quickly police officers respond to emergencies	112	13.2 %
Quality of public safety education programs	26	3.1 %
Overall quality of local fire protection	58	6.8 %
How quickly firefighters respond to emergencies	82	9.6 %
Quality of local ambulance service	89	10.5 %
None chosen	113	13.3 %
Total	851	100.0 %

**SUM OF TOP 3 CHOICES**

**Q11. Which THREE of the public safety services in Question 10 do you think are MOST IMPORTANT for the City to provide? (top 3)**

<u>Q11. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police protection	473	55.6 %
Visibility of police in your neighborhood	360	42.3 %
Visibility of police in retail areas	132	15.5 %
City's effort to prevent crime	390	45.8 %
Enforcement of local traffic laws	84	9.9 %
How quickly police officers respond to emergencies	310	36.4 %
Quality of public safety education programs	43	5.1 %
Overall quality of local fire protection	138	16.2 %
How quickly firefighters respond to emergencies	175	20.6 %
Quality of local ambulance service	145	17.0 %
None chosen	88	10.3 %
Total	2338	

**Q12. Code Enforcement Services. Please rate your satisfaction with the following:**

(N=851)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Overall responsiveness of City code enforcement staff	8.9%	29.3%	25.1%	11.5%	6.1%	19.0%
Q12-2. Overall aesthetics of City	8.1%	31.3%	29.4%	16.2%	6.9%	8.1%
Q12-3. Enforcement of junk/trash on private property	9.4%	28.0%	23.4%	19.7%	12.3%	7.2%
Q12-4. Exterior maintenance & upkeep of residential property	7.2%	31.3%	27.3%	20.1%	8.8%	5.4%
Q12-5. Efforts to remove abandoned or inoperative vehicles	9.5%	26.4%	24.1%	15.5%	10.5%	14.0%
Q12-6. Efforts to demolish dilapidated structures	6.9%	22.4%	26.9%	12.5%	7.9%	23.4%
Q12-7. Enforcement of parking on grass in front yards	9.4%	26.3%	22.6%	13.7%	9.8%	18.2%
Q12-8. Enforcement of weedy lots	7.4%	26.8%	26.1%	17.2%	9.0%	13.5%
Q12-9. Enforcement of graffiti	10.6%	28.4%	26.7%	8.2%	5.1%	21.0%
Q12-10. Cleanliness of your neighborhood]	12.7%	37.7%	23.4%	14.6%	8.6%	3.1%
Q12-11. Enforcement of sign regulations	8.5%	33.3%	26.6%	8.6%	4.9%	18.2%

**WITHOUT "DON'T KNOW"****Q12. Code Enforcement Services. Please rate your satisfaction with the following: (without "don't know")**

(N=851)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Overall responsiveness of City code enforcement staff	11.0%	36.1%	31.1%	14.2%	7.5%
Q12-2. Overall aesthetics of City	8.8%	34.0%	32.0%	17.6%	7.5%
Q12-3. Enforcement of junk/trash on private property	10.1%	30.1%	25.2%	21.3%	13.3%
Q12-4. Exterior maintenance & upkeep of residential property	7.6%	33.0%	28.8%	21.2%	9.3%
Q12-5. Efforts to remove abandoned or inoperative vehicles	11.1%	30.7%	28.0%	18.0%	12.2%
Q12-6. Efforts to demolish dilapidated structures	9.0%	29.3%	35.1%	16.3%	10.3%
Q12-7. Enforcement of parking on grass in front yards	11.5%	32.2%	27.6%	16.8%	11.9%
Q12-8. Enforcement of weedy lots	8.6%	31.0%	30.2%	19.8%	10.5%
Q12-9. Enforcement of graffiti	13.4%	36.0%	33.8%	10.4%	6.4%
Q12-10. Cleanliness of your neighborhood]	13.1%	38.9%	24.1%	15.0%	8.8%
Q12-11. Enforcement of sign regulations	10.3%	40.7%	32.5%	10.5%	6.0%

**Q13. Which THREE of the code enforcement services in Question 12 do you think are MOST IMPORTANT for the City to provide?**

<u>Q13. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall responsiveness of City code enforcement staff	139	16.3 %
Overall aesthetics of City	181	21.3 %
Enforcement of junk/trash on private property	149	17.5 %
Exterior maintenance & upkeep of residential property	79	9.3 %
Efforts to remove abandoned or inoperative vehicles	42	4.9 %
Efforts to demolish dilapidated structures	30	3.5 %
Enforcement of parking on grass in front yards	13	1.5 %
Enforcement of weedy lots	11	1.3 %
Enforcement of graffiti	21	2.5 %
Cleanliness of your neighborhood	79	9.3 %
Enforcement of sign regulations	15	1.8 %
None chosen	92	10.8 %
Total	851	100.0 %

**Q13. Which THREE of the code enforcement services in Question 12 do you think are MOST IMPORTANT for the City to provide?**

<u>Q13. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall responsiveness of City code enforcement staff	50	5.9 %
Overall aesthetics of City	69	8.1 %
Enforcement of junk/trash on private property	122	14.3 %
Exterior maintenance & upkeep of residential property	143	16.8 %
Efforts to remove abandoned or inoperative vehicles	70	8.2 %
Efforts to demolish dilapidated structures	49	5.8 %
Enforcement of parking on grass in front yards	26	3.1 %
Enforcement of weedy lots	53	6.2 %
Enforcement of graffiti	35	4.1 %
Cleanliness of your neighborhood	106	12.5 %
Enforcement of sign regulations	17	2.0 %
None chosen	111	13.0 %
Total	851	100.0 %

**Q13. Which THREE of the code enforcement services in Question 12 do you think are MOST IMPORTANT for the City to provide?**

<u>Q13. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall responsiveness of City code enforcement staff	53	6.2 %
Overall aesthetics of City	66	7.8 %
Enforcement of junk/trash on private property	69	8.1 %
Exterior maintenance & upkeep of residential property	87	10.2 %
Efforts to remove abandoned or inoperative vehicles	54	6.3 %
Efforts to demolish dilapidated structures	58	6.8 %
Enforcement of parking on grass in front yards	37	4.3 %
Enforcement of weedy lots	57	6.7 %
Enforcement of graffiti	35	4.1 %
Cleanliness of your neighborhood	178	20.9 %
Enforcement of sign regulations	25	2.9 %
None chosen	132	15.5 %
Total	851	100.0 %

**SUM OF TOP 3 CHOICES**

**Q13. Which THREE of the code enforcement services in Question 12 do you think are MOST IMPORTANT for the City to provide? (top 3)**

<u>Q13. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall responsiveness of City code enforcement staff	242	28.4 %
Overall aesthetics of City	316	37.1 %
Enforcement of junk/trash on private property	340	40.0 %
Exterior maintenance & upkeep of residential property	309	36.3 %
Efforts to remove abandoned or inoperative vehicles	166	19.5 %
Efforts to demolish dilapidated structures	137	16.1 %
Enforcement of parking on grass in front yards	76	8.9 %
Enforcement of weedy lots	121	14.2 %
Enforcement of graffiti	91	10.7 %
Cleanliness of your neighborhood	363	42.7 %
Enforcement of sign regulations	57	6.7 %
None chosen	92	10.8 %
Total	2310	

**Q14. Animal Services. Please rate your satisfaction with the following:**

(N=851)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Enforcement of loose dogs & unrestrained pets	11.4%	31.4%	18.3%	16.6%	10.5%	11.9%
Q14-2. Responsiveness of Animal Service employees	11.2%	24.9%	22.7%	9.0%	6.0%	26.2%
Q14-3. Quality of care provided at Mesquite Animal Shelter & Adoption Center	11.6%	23.9%	19.5%	6.0%	4.3%	34.7%
Q14-4. Regulations concerning animal welfare	9.6%	25.0%	21.4%	7.5%	3.9%	32.5%

**WITHOUT "DON'T KNOW"**

**Q14. Animal Services. Please rate your satisfaction with the following: (without "don't know")**

(N=851)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Enforcement of loose dogs & unrestrained pets	12.9%	35.6%	20.8%	18.8%	11.9%
Q14-2. Responsiveness of Animal Service employees	15.1%	33.8%	30.7%	12.3%	8.1%
Q14-3. Quality of care provided at Mesquite Animal Shelter & Adoption Center	17.8%	36.5%	29.9%	9.2%	6.7%
Q14-4. Regulations concerning animal welfare	14.3%	37.1%	31.7%	11.1%	5.7%

**Q15. How do you feel the appearance of your neighborhood has changed over the past three years?**

Q15. How has appearance of your neighborhood changed over past three years	Number	Percent
Improved	114	13.4 %
Stayed the same	400	47.0 %
Worsened	294	34.5 %
Don't know	43	5.1 %
Total	851	100.0 %

**WITHOUT "DON'T KNOW"**

**Q15. How do you feel the appearance of your neighborhood has changed over the past three years? (without "don't know")**

Q15. How has appearance of your neighborhood changed over past three years	Number	Percent
Improved	114	14.1 %
Stayed the same	400	49.5 %
Worsened	294	36.4 %
Total	808	100.0 %

**Q16. Residential and Neighborhood Services. Please rate your satisfaction with the following:**

(N=851)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Quality of your neighborhood condition	10.9%	36.3%	22.2%	21.6%	6.9%	2.0%
Q16-2. Neighborhood & crime watch groups	7.8%	23.3%	28.0%	11.6%	7.3%	22.1%
Q16-3. Quality of community policing efforts in your neighborhood	8.8%	26.1%	28.7%	14.2%	7.8%	14.5%
Q16-4. Public safety social media outreach	7.9%	21.4%	29.5%	8.6%	5.2%	27.5%

**WITHOUT "DON'T KNOW"**

**Q16. Residential and Neighborhood Services. Please rate your satisfaction with the following: (without "don't know")**

(N=851)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Quality of your neighborhood condition	11.2%	37.1%	22.7%	22.1%	7.1%
Q16-2. Neighborhood & crime watch groups	10.0%	29.9%	35.9%	14.9%	9.4%
Q16-3. Quality of community policing efforts in your neighborhood	10.3%	30.5%	33.5%	16.6%	9.1%
Q16-4. Public safety social media outreach	10.9%	29.5%	40.7%	11.8%	7.1%

**Q17. Utilities and Solid Waste Services. Please rate your satisfaction with the following:**

(N=851)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Quality of residential garbage collection	39.8%	40.7%	10.2%	4.7%	2.5%	2.1%
Q17-2. Quality of yard waste & brush collection	41.4%	39.1%	10.1%	5.1%	1.9%	2.5%
Q17-3. Bulky item pickup/removal services	39.1%	37.3%	11.2%	6.3%	2.5%	3.6%
Q17-4. Recycling & compost services	31.5%	35.3%	14.9%	3.8%	2.6%	12.0%
Q17-5. Taste of tap water	16.7%	32.5%	23.4%	13.2%	8.8%	5.4%
Q17-6. Smell of tap water	16.8%	36.8%	22.4%	11.9%	7.2%	4.9%
Q17-7. Quality of water pressure in your home	25.7%	45.7%	14.9%	7.4%	4.3%	1.9%
Q17-8. Quality of water services customer service	21.7%	35.8%	18.1%	4.9%	2.0%	17.4%

**WITHOUT "DON'T KNOW"****Q17. Utilities and Solid Waste Services. Please rate your satisfaction with the following: (without "don't know")**

(N=851)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Quality of residential garbage collection	40.7%	41.5%	10.4%	4.8%	2.5%
Q17-2. Quality of yard waste & brush collection	42.4%	40.1%	10.4%	5.2%	1.9%
Q17-3. Bulky item pickup/removal services	40.6%	38.7%	11.6%	6.6%	2.6%
Q17-4. Recycling & compost services	35.8%	40.1%	17.0%	4.3%	2.9%
Q17-5. Taste of tap water	17.6%	34.4%	24.7%	13.9%	9.3%
Q17-6. Smell of tap water	17.7%	38.7%	23.6%	12.5%	7.5%
Q17-7. Quality of water pressure in your home	26.2%	46.6%	15.2%	7.5%	4.4%
Q17-8. Quality of water services customer service	26.3%	43.4%	21.9%	6.0%	2.4%

**Q18. Which ONE of the following statements best describes how you feel about the value you receive for water and sewer services?**

Q18. One statement best describes how you feel about the value you receive for water & sewer services	Number	Percent
Water/sewer costs are too high for quality of City services that I am receiving	366	43.0 %
Water/sewer costs are high, but City is providing more services at a higher quality than I expect	143	16.8 %
Water/sewer costs are just right for amount & quality of City services that I am receiving	222	26.1 %
Water/sewer costs are too low for amount & quality of City services that I am receiving	3	0.4 %
Don't know	117	13.7 %
Total	851	100.0 %

**WITHOUT "DON'T KNOW"**

**Q18. Which ONE of the following statements best describes how you feel about the value you receive for water and sewer services? (without "don't know")**

Q18. One statement best describes how you feel about the value you receive for water & sewer services	Number	Percent
Water/sewer costs are too high for quality of City services that I am receiving	366	49.9 %
Water/sewer costs are high, but City is providing more services at a higher quality than I expect	143	19.5 %
Water/sewer costs are just right for amount & quality of City services that I am receiving	222	30.2 %
Water/sewer costs are too low for amount & quality of City services that I am receiving	3	0.4 %
Total	734	100.0 %

**Q19. Approximately how much of your household's waste is placed in your green recycling bin?**

Q19. How much of your household's waste is placed in your green recycling bin	Number	Percent
1/4	122	14.3 %
1/2	138	16.2 %
3/4	72	8.5 %
Full	77	9.0 %
Overfull	66	7.8 %
Don't know/use	376	44.2 %
Total	851	100.0 %

**WITHOUT "DON'T KNOW/USE"****Q19. Approximately how much of your household's waste is placed in your green recycling bin? (without "don't know/use")**

Q19. How much of your household's waste is placed in your green recycling bin	Number	Percent
1/4	122	25.7 %
1/2	138	29.1 %
3/4	72	15.2 %
Full	77	16.2 %
Overfull	66	13.9 %
Total	475	100.0 %

**Q20. What prevents you from recycling more?**

Q20. What prevents you from recycling more	Number	Percent
I'm not sure what items can be recycled	171	20.1 %
I don't have enough space in my home to recycle	95	11.2 %
I don't have time to separate recycling from regular trash	74	8.7 %
I don't believe that recycling makes a difference for environment	27	3.2 %
Recycling bin has no lid	88	10.3 %
Recycling bin is too small	230	27.0 %
Recycling bin is too heavy once filled	35	4.1 %
Other	257	30.2 %
Total	977	

**Q21. Maintenance and Appearance of the City. Please rate your satisfaction with the following:**

(N=851)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21-1. Condition of major City streets	6.9%	27.5%	21.4%	25.0%	17.9%	1.3%
Q21-2. Condition of streets in your neighborhood	9.4%	29.8%	17.0%	22.3%	20.0%	1.4%
Q21-3. Condition of sidewalks in your neighborhood	6.8%	25.3%	22.1%	25.0%	18.4%	2.4%
Q21-4. Timing of traffic signals on City streets	10.2%	42.7%	26.3%	12.0%	5.3%	3.5%
Q21-5. Traffic flow on major City streets	8.8%	40.5%	24.9%	15.3%	8.5%	2.0%
Q21-6. Pedestrian accessibility (connected sidewalks for people with disabilities)	8.7%	32.1%	25.9%	11.9%	9.0%	12.5%
Q21-7. Appearance/condition of City medians, rights-of-ways, & public areas	12.5%	45.4%	25.9%	7.8%	4.9%	3.6%
Q21-8. Adequacy of City street lighting	10.0%	39.1%	23.1%	18.2%	7.1%	2.5%
Q21-9. Visibility of pavement markings & street signs on City streets	10.5%	41.4%	27.0%	13.4%	5.2%	2.6%
Q21-10. Overall cleanliness of streets & alleyways	8.1%	35.6%	24.6%	20.0%	9.5%	2.2%
Q21-11. Availability of bike lanes	5.1%	12.8%	28.2%	17.2%	10.5%	26.3%

**WITHOUT "DON'T KNOW"****Q21. Maintenance and Appearance of the City. Please rate your satisfaction with the following: (without "don't know")**

(N=851)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. Condition of major City streets	7.0%	27.9%	21.7%	25.4%	18.1%
Q21-2. Condition of streets in your neighborhood	9.5%	30.3%	17.3%	22.6%	20.3%
Q21-3. Condition of sidewalks in your neighborhood	7.0%	25.9%	22.6%	25.6%	18.9%
Q21-4. Timing of traffic signals on City streets	10.6%	44.2%	27.3%	12.4%	5.5%
Q21-5. Traffic flow on major City streets	9.0%	41.4%	25.4%	15.6%	8.6%
Q21-6. Pedestrian accessibility (connected sidewalks for people with disabilities)	9.9%	36.6%	29.5%	13.6%	10.3%
Q21-7. Appearance/condition of City medians, rights-of-ways, & public areas	12.9%	47.1%	26.8%	8.0%	5.1%
Q21-8. Adequacy of City street lighting	10.2%	40.1%	23.7%	18.7%	7.2%
Q21-9. Visibility of pavement markings & street signs on City streets	10.7%	42.5%	27.7%	13.8%	5.3%
Q21-10. Overall cleanliness of streets & alleyways	8.3%	36.4%	25.1%	20.4%	9.7%
Q21-11. Availability of bike lanes	6.9%	17.4%	38.3%	23.3%	14.2%

**Q22. Which THREE of the City maintenance services in Question 21 do you think are MOST IMPORTANT for the City to provide?**

<u>Q22. Top choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	370	43.5 %
Condition of streets in your neighborhood	180	21.2 %
Condition of sidewalks in your neighborhood	51	6.0 %
Timing of traffic signals on City streets	27	3.2 %
Traffic flow on major City streets	32	3.8 %
Pedestrian accessibility (connected sidewalks for people with disabilities)	19	2.2 %
Appearance/condition of City medians, rights-of-ways, & public areas	10	1.2 %
Adequacy of City street lighting	38	4.5 %
Visibility of pavement markings & street signs on City streets	9	1.1 %
Overall cleanliness of streets & alleyways	38	4.5 %
Availability of bike lanes	9	1.1 %
None chosen	68	8.0 %
Total	851	100.0 %

**Q22. Which THREE of the City maintenance services in Question 21 do you think are MOST IMPORTANT for the City to provide?**

<u>Q22. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	116	13.6 %
Condition of streets in your neighborhood	241	28.3 %
Condition of sidewalks in your neighborhood	90	10.6 %
Timing of traffic signals on City streets	37	4.3 %
Traffic flow on major City streets	69	8.1 %
Pedestrian accessibility (connected sidewalks for people with disabilities)	44	5.2 %
Appearance/condition of City medians, rights-of-ways, & public areas	23	2.7 %
Adequacy of City street lighting	52	6.1 %
Visibility of pavement markings & street signs on City streets	26	3.1 %
Overall cleanliness of streets & alleyways	50	5.9 %
Availability of bike lanes	20	2.4 %
None chosen	83	9.8 %
Total	851	100.0 %

**Q22. Which THREE of the City maintenance services in Question 21 do you think are MOST IMPORTANT for the City to provide?**

<u>Q22. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	61	7.2 %
Condition of streets in your neighborhood	51	6.0 %
Condition of sidewalks in your neighborhood	127	14.9 %
Timing of traffic signals on City streets	38	4.5 %
Traffic flow on major City streets	82	9.6 %
Pedestrian accessibility (connected sidewalks for people with disabilities)	39	4.6 %
Appearance/condition of City medians, rights-of-ways, & public areas	56	6.6 %
Adequacy of City street lighting	87	10.2 %
Visibility of pavement markings & street signs on City streets	55	6.5 %
Overall cleanliness of streets & alleyways	113	13.3 %
Availability of bike lanes	38	4.5 %
None chosen	104	12.2 %
Total	851	100.0 %

**SUM OF TOP 3 CHOICES**

**Q22. Which THREE of the City maintenance services in Question 21 do you think are MOST IMPORTANT for the City to provide? (top 3)**

<u>Q22. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	547	64.3 %
Condition of streets in your neighborhood	472	55.5 %
Condition of sidewalks in your neighborhood	268	31.5 %
Timing of traffic signals on City streets	102	12.0 %
Traffic flow on major City streets	183	21.5 %
Pedestrian accessibility (connected sidewalks for people with disabilities)	102	12.0 %
Appearance/condition of City medians, rights-of-ways, & public areas	89	10.5 %
Adequacy of City street lighting	177	20.8 %
Visibility of pavement markings & street signs on City streets	90	10.6 %
Overall cleanliness of streets & alleyways	201	23.6 %
Availability of bike lanes	67	7.9 %
None chosen	68	8.0 %
Total	2366	

**Q23. How often have you visited city parks in the past 12 months?**

Q23. How often have you visited City parks in past 12 months	Number	Percent
Daily	47	5.5 %
Weekly	162	19.0 %
Monthly	159	18.7 %
Once or twice a year	173	20.3 %
Seldom	185	21.7 %
Never	111	13.0 %
Not provided	14	1.6 %
Total	851	100.0 %

**WITHOUT "NOT PROVIDED"****Q23. How often have you visited city parks in the past 12 months? (without "not provided")**

Q23. How often have you visited City parks in past 12 months	Number	Percent
Daily	47	5.6 %
Weekly	162	19.4 %
Monthly	159	19.0 %
Once or twice a year	173	20.7 %
Seldom	185	22.1 %
Never	111	13.3 %
Total	837	100.0 %

**Q24. Which of the following facilities/activities have you used/participated in during the past year?**

Q24. What facilities/activities have you used/participated in during past year	Number	Percent
Trails	338	39.7 %
Playgrounds	255	30.0 %
Athletic fields	139	16.3 %
Pavilions	134	15.7 %
Dog leash free zone	64	7.5 %
Basketball courts	45	5.3 %
Picnic tables	175	20.6 %
Fishing	59	6.9 %
After school adventure programs (RASP)	16	1.9 %
Recreation centers	176	20.7 %
Aquatic centers/swimming pools	130	15.3 %
Tennis courts	27	3.2 %
Golf course	55	6.5 %
Other	66	7.8 %
Total	1679	

**Q25. Parks and Recreation Services. Please rate your satisfaction with the following:**

(N=851)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q25-1. Maintenance of City parks	21.3%	44.1%	17.9%	4.6%	2.1%	10.1%
Q25-2. Number of City parks	18.8%	43.8%	18.7%	5.4%	2.0%	11.3%
Q25-3. Appearance of parks & facilities	20.2%	44.3%	18.6%	5.9%	2.0%	9.0%
Q25-4. Quality of walking & biking paths	16.6%	40.3%	20.1%	7.3%	2.4%	13.4%
Q25-5. Quality of aquatic & pool facilities	10.0%	28.9%	22.6%	4.2%	1.6%	32.7%
Q25-6. Outdoor athletic facilities & fields (e.g. soccer, baseball, & football)	12.2%	32.5%	22.9%	3.3%	1.8%	27.3%
Q25-7. Availability of information about recreation programs	12.8%	28.9%	24.6%	9.0%	2.2%	22.4%
Q25-8. Quality of recreation programs for youth	10.0%	24.1%	23.5%	3.2%	1.8%	37.5%
Q25-9. Quality of recreation programs for adults	8.9%	22.8%	25.0%	5.8%	2.2%	35.3%
Q25-10. Quality of recreation programs for seniors	9.2%	21.0%	24.7%	5.1%	2.2%	37.8%
Q25-11. City sponsored special events (e.g. Christmas in the Park, Summer Sizzle)	14.7%	33.8%	23.9%	5.1%	2.9%	19.6%
Q25-12. Number of parks & recreation amenities	11.8%	35.1%	24.3%	5.5%	2.4%	20.9%
Q25-13. Westlake Tennis Center	5.4%	15.9%	22.4%	1.5%	0.9%	53.8%
Q25-14. City summer camp programs	5.8%	14.8%	22.6%	2.4%	1.3%	53.2%
Q25-15. Quality of programs at senior centers	6.9%	14.5%	22.6%	3.6%	1.2%	51.2%
Q25-16. Mesquite Golf Course	6.5%	12.5%	22.2%	1.3%	1.6%	55.9%

**Q25. Parks and Recreation Services. Please rate your satisfaction with the following:**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q25-17. Customer service provided by Parks & Recreation staff	11.6%	23.9%	21.5%	1.5%	1.3%	40.2%
Q25-18. Maintenance & appearance of recreation centers	12.1%	33.0%	23.3%	2.9%	1.4%	27.3%

**WITHOUT "DON'T KNOW"****Q25. Parks and Recreation Services. Please rate your satisfaction with the following: (without "don't know")**

(N=851)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q25-1. Maintenance of City parks	23.7%	49.0%	19.9%	5.1%	2.4%
Q25-2. Number of City parks	21.2%	49.4%	21.1%	6.1%	2.3%
Q25-3. Appearance of parks & facilities	22.2%	48.7%	20.4%	6.5%	2.2%
Q25-4. Quality of walking & biking paths	19.1%	46.5%	23.2%	8.4%	2.7%
Q25-5. Quality of aquatic & pool facilities	14.8%	42.9%	33.5%	6.3%	2.4%
Q25-6. Outdoor athletic facilities & fields (e.g. soccer, baseball, & football)	16.8%	44.7%	31.5%	4.5%	2.4%
Q25-7. Availability of information about recreation programs	16.5%	37.3%	31.7%	11.7%	2.9%
Q25-8. Quality of recreation programs for youth	16.0%	38.5%	37.6%	5.1%	2.8%
Q25-9. Quality of recreation programs for adults	13.8%	35.2%	38.7%	8.9%	3.4%
Q25-10. Quality of recreation programs for seniors	14.7%	33.8%	39.7%	8.1%	3.6%
Q25-11. City sponsored special events (e.g. Christmas in the Park, Summer Sizzle)	18.3%	42.1%	29.7%	6.3%	3.7%
Q25-12. Number of parks & recreation amenities	14.9%	44.4%	30.8%	7.0%	3.0%
Q25-13. Westlake Tennis Center	11.7%	34.4%	48.6%	3.3%	2.0%
Q25-14. City summer camp programs	12.3%	31.7%	48.2%	5.0%	2.8%
Q25-15. Quality of programs at senior centers	14.2%	29.6%	46.3%	7.5%	2.4%
Q25-16. Mesquite Golf Course	14.7%	28.3%	50.4%	2.9%	3.7%
Q25-17. Customer service provided by Parks & Recreation staff	19.4%	39.9%	36.0%	2.6%	2.2%
Q25-18. Maintenance & appearance of recreation centers	16.6%	45.4%	32.0%	4.0%	1.9%

**Q26. Which FOUR of the Parks and Recreation services in Question 25 do you think are MOST IMPORTANT for the City to provide?**

Q26. Top choice	Number	Percent
Maintenance of City parks	319	37.5 %
Number of City parks	39	4.6 %
Appearance of parks & facilities	78	9.2 %
Quality of walking & biking paths	47	5.5 %
Quality of aquatic & pool facilities	34	4.0 %
Outdoor athletic facilities & fields (e.g., soccer, baseball, & football)	14	1.6 %
Availability of information about recreation programs	24	2.8 %
Quality of recreation programs for youth	31	3.6 %
Quality of recreation programs for adults	11	1.3 %
Quality of recreation programs for seniors	30	3.5 %
City sponsored special events (e.g. Christmas in the Park, Summer Sizzle)	16	1.9 %
Number of parks & recreation amenities	12	1.4 %
Westlake Tennis Center	2	0.2 %
City summer camp programs	6	0.7 %
Quality of programs at senior centers	9	1.1 %
Mesquite Golf Course	11	1.3 %
Customer service provided by Parks & Recreation staff	3	0.4 %
Maintenance & appearance of recreation centers	13	1.5 %
None chosen	152	17.9 %
Total	851	100.0 %

**Q26. Which FOUR of the Parks and Recreation services in Question 25 do you think are MOST IMPORTANT for the City to provide?**

Q26. 2nd choice	Number	Percent
Maintenance of City parks	106	12.5 %
Number of City parks	35	4.1 %
Appearance of parks & facilities	175	20.6 %
Quality of walking & biking paths	102	12.0 %
Quality of aquatic & pool facilities	38	4.5 %
Outdoor athletic facilities & fields (e.g., soccer, baseball, & football)	16	1.9 %
Availability of information about recreation programs	30	3.5 %
Quality of recreation programs for youth	40	4.7 %
Quality of recreation programs for adults	19	2.2 %
Quality of recreation programs for seniors	32	3.8 %
City sponsored special events (e.g. Christmas in the Park, Summer Sizzle)	16	1.9 %
Number of parks & recreation amenities	11	1.3 %
City summer camp programs	12	1.4 %
Quality of programs at senior centers	18	2.1 %
Mesquite Golf Course	5	0.6 %
Customer service provided by Parks & Recreation staff	11	1.3 %
Maintenance & appearance of recreation centers	23	2.7 %
None chosen	162	19.0 %
Total	851	100.0 %

**Q26. Which FOUR of the Parks and Recreation services in Question 25 do you think are MOST IMPORTANT for the City to provide?**

Q26. 3rd choice	Number	Percent
Maintenance of City parks	42	4.9 %
Number of City parks	20	2.4 %
Appearance of parks & facilities	79	9.3 %
Quality of walking & biking paths	101	11.9 %
Quality of aquatic & pool facilities	35	4.1 %
Outdoor athletic facilities & fields (e.g., soccer, baseball, & football)	33	3.9 %
Availability of information about recreation programs	40	4.7 %
Quality of recreation programs for youth	58	6.8 %
Quality of recreation programs for adults	13	1.5 %
Quality of recreation programs for seniors	42	4.9 %
City sponsored special events (e.g. Christmas in the Park, Summer Sizzle)	39	4.6 %
Number of parks & recreation amenities	29	3.4 %
Westlake Tennis Center	3	0.4 %
City summer camp programs	16	1.9 %
Quality of programs at senior centers	33	3.9 %
Mesquite Golf Course	11	1.3 %
Customer service provided by Parks & Recreation staff	16	1.9 %
Maintenance & appearance of recreation centers	55	6.5 %
None chosen	186	21.9 %
Total	851	100.0 %

**Q26. Which FOUR of the Parks and Recreation services in Question 25 do you think are MOST IMPORTANT for the City to provide?**

Q26. 4th choice	Number	Percent
Maintenance of City parks	33	3.9 %
Number of City parks	27	3.2 %
Appearance of parks & facilities	44	5.2 %
Quality of walking & biking paths	47	5.5 %
Quality of aquatic & pool facilities	31	3.6 %
Outdoor athletic facilities & fields (e.g., soccer, baseball, & football)	26	3.1 %
Availability of information about recreation programs	57	6.7 %
Quality of recreation programs for youth	39	4.6 %
Quality of recreation programs for adults	24	2.8 %
Quality of recreation programs for seniors	34	4.0 %
City sponsored special events (e.g. Christmas in the Park, Summer Sizzle)	53	6.2 %
Number of parks & recreation amenities	31	3.6 %
Westlake Tennis Center	3	0.4 %
City summer camp programs	12	1.4 %
Quality of programs at senior centers	37	4.3 %
Mesquite Golf Course	7	0.8 %
Customer service provided by Parks & Recreation staff	32	3.8 %
Maintenance & appearance of recreation centers	97	11.4 %
None chosen	217	25.5 %
Total	851	100.0 %

**SUM OF TOP 4 CHOICES****Q26. Which FOUR of the Parks and Recreation services in Question 25 do you think are MOST IMPORTANT for the City to provide? (top 4)**

<u>Q26. Sum of top 4 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	500	58.8 %
Number of City parks	121	14.2 %
Appearance of parks & facilities	376	44.2 %
Quality of walking & biking paths	297	34.9 %
Quality of aquatic & pool facilities	138	16.2 %
Outdoor athletic facilities & fields (e.g., soccer, baseball, & football)	89	10.5 %
Availability of information about recreation programs	151	17.7 %
Quality of recreation programs for youth	168	19.7 %
Quality of recreation programs for adults	67	7.9 %
Quality of recreation programs for seniors	138	16.2 %
City sponsored special events (e.g. Christmas in the Park, Summer Sizzle)	124	14.6 %
Number of parks & recreation amenities	83	9.8 %
Westlake Tennis Center	8	0.9 %
City summer camp programs	46	5.4 %
Quality of programs at senior centers	97	11.4 %
Mesquite Golf Course	34	4.0 %
Customer service provided by Parks & Recreation staff	62	7.3 %
Maintenance & appearance of recreation centers	188	22.1 %
None chosen	152	17.9 %
Total	2839	

**Q27. How often have you visited City libraries in the past 12 months?**

Q27. How often have you visited City libraries in past 12 months		
	Number	Percent
Daily	4	0.5 %
Weekly	45	5.3 %
Monthly	131	15.4 %
Once or twice a year	168	19.7 %
Seldom	197	23.1 %
Never	300	35.3 %
Not provided	6	0.7 %
Total	851	100.0 %

**WITHOUT "NOT PROVIDED"****Q27. How often have you visited City libraries in the past 12 months? (without "not provided")**

Q27. How often have you visited City libraries in past 12 months		
	Number	Percent
Daily	4	0.5 %
Weekly	45	5.3 %
Monthly	131	15.5 %
Once or twice a year	168	19.9 %
Seldom	197	23.3 %
Never	300	35.5 %
Total	845	100.0 %

**Q28. Library Services. Please rate your satisfaction with the following:**

(N=545)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q28-1. Quality of condition of library facilities	24.2%	42.9%	19.1%	3.1%	0.9%	9.7%
Q28-2. Amount of quiet space at libraries	23.9%	44.0%	16.1%	3.3%	1.1%	11.6%
Q28-3. Quality of library children's events, classes, & programs	15.2%	26.6%	21.7%	2.8%	0.4%	33.4%
Q28-4. Quality of library adult events, classes, & programs	12.7%	26.1%	21.8%	3.7%	0.7%	35.0%
Q28-5. Availability of meeting space	11.2%	23.5%	22.6%	2.2%	0.9%	39.6%
Q28-6. Quality of library materials & resources	20.7%	35.6%	21.8%	5.1%	0.7%	16.0%
Q28-7. Quality of library computers & other mobile electronic devices	18.5%	29.9%	23.1%	3.7%	1.3%	23.5%
Q28-8. Availability of library computers & other mobile electronic devices	18.3%	29.7%	22.6%	3.7%	1.5%	24.2%
Q28-9. Quality of library staff customer service	32.5%	34.5%	16.1%	2.8%	0.6%	13.6%

**WITHOUT "DON'T KNOW"****Q28. Library Services. Please rate your satisfaction with the following: (without "don't know")**

(N=545)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q28-1. Quality of condition of library facilities	26.8%	47.6%	21.1%	3.5%	1.0%
Q28-2. Amount of quiet space at libraries	27.0%	49.8%	18.3%	3.7%	1.2%
Q28-3. Quality of library children's events, classes, & programs	22.9%	39.9%	32.5%	4.1%	0.6%
Q28-4. Quality of library adult events, classes, & programs	19.5%	40.1%	33.6%	5.6%	1.1%
Q28-5. Availability of meeting space	18.5%	38.9%	37.4%	3.6%	1.5%
Q28-6. Quality of library materials & resources	24.7%	42.4%	26.0%	6.1%	0.9%
Q28-7. Quality of library computers & other mobile electronic devices	24.2%	39.1%	30.2%	4.8%	1.7%
Q28-8. Availability of library computers & other mobile electronic devices	24.2%	39.2%	29.8%	4.8%	1.9%
Q28-9. Quality of library staff customer service	37.6%	39.9%	18.7%	3.2%	0.6%

**Q29. Please CHECK ALL of the following potential facilities/amenities you would like to see added in the community.**

Q29. Potential facilities & amenities you would like to see added in the community	Number	Percent
Dog park	273	32.1 %
Additional reservable pavilions	192	22.6 %
Outdoor fitness equipment & stations	270	31.7 %
Skateboard park	86	10.1 %
Spraygrounds & splash pads	332	39.0 %
Outdoor special events in neighborhood parks	307	36.1 %
Additional trails	271	31.8 %
BMX bike park & additional off-road trails	103	12.1 %
Other	62	7.3 %
Total	1896	

**Q30. Which THREE of the potential facilities/amenities in Question 29 would you MOST PREFER to see added to the community?**

<u>Q30. Top choice</u>	<u>Number</u>	<u>Percent</u>
Dog park	161	18.9 %
Additional reservable pavilions	84	9.9 %
Outdoor fitness equipment & stations	112	13.2 %
Skateboard park	21	2.5 %
Spraygrounds & splash pads	153	18.0 %
Outdoor special events in neighborhood parks	136	16.0 %
Additional trails	110	12.9 %
BMX bike park & additional off-road trails	25	2.9 %
Other	38	4.5 %
None chosen	11	1.3 %
Total	851	100.0 %

**Q30. Which THREE of the potential facilities/amenities in Question 29 would you MOST PREFER to see added to the community?**

<u>Q30. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Dog park	97	11.4 %
Additional reservable pavilions	104	12.2 %
Outdoor fitness equipment & stations	99	11.6 %
Skateboard park	32	3.8 %
Spraygrounds & splash pads	167	19.6 %
Outdoor special events in neighborhood parks	105	12.3 %
Additional trails	117	13.7 %
BMX bike park & additional off-road trails	33	3.9 %
Other	19	2.2 %
None chosen	78	9.2 %
Total	851	100.0 %

**Q30. Which THREE of the potential facilities/amenities in Question 29 would you MOST PREFER to see added to the community?**

<u>Q30. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Dog park	71	8.3 %
Additional reservable pavilions	75	8.8 %
Outdoor fitness equipment & stations	95	11.2 %
Skateboard park	37	4.3 %
Spraygrounds & splash pads	124	14.6 %
Outdoor special events in neighborhood parks	124	14.6 %
Additional trails	126	14.8 %
BMX bike park & additional off-road trails	47	5.5 %
Other	8	0.9 %
None chosen	144	16.9 %
Total	851	100.0 %

**SUM OF TOP 3 CHOICES****Q30. Which THREE of the potential facilities/amenities in Question 29 would you MOST PREFER to see added to the community? (top 3)**

<u>Q30. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Dog park	329	38.7 %
Additional reservable pavilions	263	30.9 %
Outdoor fitness equipment & stations	306	36.0 %
Skateboard park	90	10.6 %
Spraygrounds & splash pads	444	52.2 %
Outdoor special events in neighborhood parks	365	42.9 %
Additional trails	353	41.5 %
BMX bike park & additional off-road trails	105	12.3 %
Other	65	7.6 %
None chosen	11	1.3 %
Total	2331	

**Q31. Please CHECK ALL of the following sources you currently use to obtain/receive information about the City of Mesquite.**

Q31. Sources you currently use to obtain or receive information about City of Mesquite	Number	Percent
City of Mesquite website	662	77.8 %
Mainstream newsletter	448	52.6 %
E-newsletters (Council Connection)	107	12.6 %
Mesquite Messenger (Notify-Me, email, text alerts)	84	9.9 %
City Council meetings	57	6.7 %
Cable television	77	9.0 %
City's Facebook page	174	20.4 %
City's Twitter account	24	2.8 %
Town Hall meetings	59	6.9 %
City's mobile app (MesquiteTx)	50	5.9 %
City's Nextdoor page	225	26.4 %
Neighborhood/Crime Watch meetings	119	14.0 %
Other	39	4.6 %
Total	2125	

**Q31-13. Other**

<u>Q31-13. Other</u>	<u>Number</u>	<u>Percent</u>
Newspaper	4	10.8 %
Neighborhood app	3	8.1 %
Water bill inserts	2	5.4 %
PHONE	2	5.4 %
What I receive in the mail	1	2.7 %
Newsletter-what's happening in your neighborhood, Chamber of Commerce website	1	2.7 %
MISD radio station	1	2.7 %
Word of mouth and signs located at schools and parks	1	2.7 %
My City Council members' Facebook page	1	2.7 %
Ring neighbors	1	2.7 %
Direct letters from City, & word of mouth from other residents	1	2.7 %
Neighbors who attend crime watch meeting when I can't go	1	2.7 %
Recreation	1	2.7 %
Literature at the recreation centers	1	2.7 %
NEIGHBORHOOD WEBSITE	1	2.7 %
FACEBOOK AND SOCIAL MEDIA	1	2.7 %
NEIGHBORHOOD FACEBOOK PAGE	1	2.7 %
MESQUITE FACEBOOK PAGE	1	2.7 %
Mail	1	2.7 %
Utility bill inserts	1	2.7 %
CITY MAGAZINE	1	2.7 %
CREEK CROSSING WEBSITE	1	2.7 %
SOCIAL MEDIA	1	2.7 %
KEOM	1	2.7 %
Word of mouth	1	2.7 %
MESQUITE NEWSPAPER STAR NEWS	1	2.7 %
RADIO STATION	1	2.7 %
I get emails from the City of Mesquite	1	2.7 %
Nextdoor	1	2.7 %
Newsbreak	1	2.7 %
Total	37	100.0 %

**Q32. Which THREE of the sources in Question 31 do you MOST PREFER using to obtain/receive information about the City of Mesquite?**

<u>Q32. Top choice</u>	<u>Number</u>	<u>Percent</u>
City of Mesquite website	401	47.1 %
Mainstream newsletter	185	21.7 %
E-newsletters (Council Connection)	26	3.1 %
Mesquite Messenger (Notify-Me, email, text alerts)	31	3.6 %
City Council meetings	7	0.8 %
Cable television	11	1.3 %
City's Facebook page	66	7.8 %
City's Twitter account	3	0.4 %
Town Hall meetings	8	0.9 %
City's mobile app (MesquiteTx)	19	2.2 %
City's Nextdoor page	51	6.0 %
Neighborhood/Crime Watch meetings	21	2.5 %
Other	11	1.3 %
None chosen	11	1.3 %
Total	851	100.0 %

**Q32. Which THREE of the sources in Question 31 do you MOST PREFER using to obtain/receive information about the City of Mesquite?**

<u>Q32. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
City of Mesquite website	175	20.6 %
Mainstream newsletter	189	22.2 %
E-newsletters (Council Connection)	41	4.8 %
Mesquite Messenger (Notify-Me, email, text alerts)	47	5.5 %
City Council meetings	12	1.4 %
Cable television	21	2.5 %
City's Facebook page	77	9.0 %
City's Twitter account	6	0.7 %
Town Hall meetings	14	1.6 %
City's mobile app (MesquiteTx)	29	3.4 %
City's Nextdoor page	74	8.7 %
Neighborhood/Crime Watch meetings	30	3.5 %
Other	17	2.0 %
None chosen	119	14.0 %
Total	851	100.0 %

**Q32. Which THREE of the sources in Question 31 do you MOST PREFER using to obtain/receive information about the City of Mesquite?**

<u>Q32. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
City of Mesquite website	94	11.0 %
Mainstream newsletter	51	6.0 %
E-newsletters (Council Connection)	32	3.8 %
Mesquite Messenger (Notify-Me, email, text alerts)	47	5.5 %
City Council meetings	23	2.7 %
Cable television	27	3.2 %
City's Facebook page	91	10.7 %
City's Twitter account	12	1.4 %
Town Hall meetings	31	3.6 %
City's mobile app (MesquiteTx)	36	4.2 %
City's Nextdoor page	106	12.5 %
Neighborhood/Crime Watch meetings	55	6.5 %
Other	13	1.5 %
None chosen	233	27.4 %
Total	851	100.0 %

**SUM OF TOP 3 CHOICES****Q32. Which THREE of the sources in Question 31 do you MOST PREFER using to obtain/receive information about the City of Mesquite? (top 3)**

<u>Q32. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
City of Mesquite website	670	78.7 %
Mainstream newsletter	425	49.9 %
E-newsletters (Council Connection)	99	11.6 %
Mesquite Messenger (Notify-Me, email, text alerts)	125	14.7 %
City Council meetings	42	4.9 %
Cable television	59	6.9 %
City's Facebook page	234	27.5 %
City's Twitter account	21	2.5 %
Town Hall meetings	53	6.2 %
City's mobile app (MesquiteTx)	84	9.9 %
City's Nextdoor page	231	27.1 %
Neighborhood/Crime Watch meetings	106	12.5 %
Other	41	4.8 %
None chosen	11	1.3 %
Total	2201	

**Q33. Are you satisfied with the quality and affordability of housing in Mesquite?**

Q33. Are you satisfied with quality & affordability of housing in Mesquite	Number	Percent
Yes	415	48.8 %
No	185	21.7 %
Unsure	251	29.5 %
Total	851	100.0 %

**WITHOUT "UNSURE"**

**Q33. Are you satisfied with the quality and affordability of housing in Mesquite? (without "unsure")**

Q33. Are you satisfied with quality & affordability of housing in Mesquite	Number	Percent
Yes	415	69.2 %
No	185	30.8 %
Total	600	100.0 %

**Q34. Which THREE factors below are MOST IMPORTANT for the City Council to consider regarding new housing development?**

Q34. Most important factors for City Council to consider regarding new housing development	Number	Percent
Lot size	277	32.5 %
Affordability	498	58.5 %
Neighborhood amenities	349	41.0 %
House square-footage	183	21.5 %
Open space	192	22.6 %
Historical character of surrounding area	117	13.7 %
Over gentrification	74	8.7 %
Housing density	179	21.0 %
Home Owner Association (HOA) management	87	10.2 %
Senior housing	225	26.4 %
Total	2181	

**Q35. Do you think the City of Mesquite is continually improving as a place to live?**

Q35. Is City of Mesquite continually improving as a place to live	Number	Percent
Yes	361	42.4 %
No	277	32.5 %
Don't know	213	25.0 %
Total	851	100.0 %

**WITHOUT "DON'T KNOW"**

**Q35. Do you think the City of Mesquite is continually improving as a place to live? (without "don't know")**

Q35. Is City of Mesquite continually improving as a place to live	Number	Percent
Yes	361	56.6 %
No	277	43.4 %
Total	638	100.0 %

**Q36. City Communication. Please rate your satisfaction with the following:**

(N=851)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q36-1. Availability of information about government operations	6.8%	24.2%	29.7%	10.9%	3.2%	25.1%
Q36-2. City efforts to keep residents informed about local issues	7.3%	29.0%	29.3%	13.0%	4.1%	17.3%
Q36-3. Level of public involvement in City decision-making	4.7%	15.3%	32.7%	16.7%	7.2%	23.5%
Q36-4. Usefulness of information that is available on City's website	8.5%	33.0%	29.4%	7.2%	2.7%	19.3%
Q36-5. Timeliness of information provided by your local government	6.5%	23.3%	32.9%	8.9%	3.3%	25.1%
Q36-6. Quality of social media outlets (e.g. Facebook, Twitter)	6.7%	20.0%	31.4%	4.7%	2.7%	34.5%
Q36-7. Availability of public safety messages (e.g. updates by police, product recalls by fire department, mosquito alerts)	8.9%	26.3%	28.6%	10.3%	3.3%	22.6%

**WITHOUT "DON'T KNOW"****Q36. City Communication. Please rate your satisfaction with the following: (without "don't know")**

(N=851)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q36-1. Availability of information about government operations	9.1%	32.3%	39.7%	14.6%	4.2%
Q36-2. City efforts to keep residents informed about local issues	8.8%	35.1%	35.4%	15.8%	5.0%
Q36-3. Level of public involvement in City decision-making	6.1%	20.0%	42.7%	21.8%	9.4%
Q36-4. Usefulness of information that is available on City's website	10.5%	40.9%	36.4%	8.9%	3.3%
Q36-5. Timeliness of information provided by your local government	8.6%	31.1%	44.0%	11.9%	4.4%
Q36-6. Quality of social media outlets (e.g. Facebook, Twitter)	10.2%	30.5%	47.9%	7.2%	4.1%
Q36-7. Availability of public safety messages (e.g. updates by police, product recalls by fire department, mosquito alerts)	11.5%	34.0%	36.9%	13.4%	4.2%

**Q37. Which TWO of the communication items in Question 36 do you think are MOST IMPORTANT for the City to provide?**

<u>Q37. Top choice</u>	<u>Number</u>	<u>Percent</u>
Availability of information about government operations	134	15.7 %
City efforts to keep residents informed about local issues	277	32.5 %
Level of public involvement in City decision-making	73	8.6 %
Usefulness of information that is available on City's website	28	3.3 %
Timeliness of information provided by your local government	31	3.6 %
Quality of social media outlets (e.g. Facebook, Twitter)	15	1.8 %
Availability of public safety messages (e.g. updates by police, product recalls by fire department, mosquito alerts)	129	15.2 %
None chosen	164	19.3 %
Total	851	100.0 %

**Q37. Which TWO of the communication items in Question 36 do you think are MOST IMPORTANT for the City to provide?**

<u>Q37. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Availability of information about government operations	64	7.5 %
City efforts to keep residents informed about local issues	161	18.9 %
Level of public involvement in City decision-making	120	14.1 %
Usefulness of information that is available on City's website	78	9.2 %
Timeliness of information provided by your local government	84	9.9 %
Quality of social media outlets (e.g. Facebook, Twitter)	22	2.6 %
Availability of public safety messages (e.g. updates by police, product recalls by fire department, mosquito alerts)	137	16.1 %
None chosen	185	21.7 %
Total	851	100.0 %

**SUM OF TOP 2 CHOICES****Q37. Which TWO of the communication items in Question 36 do you think are MOST IMPORTANT for the City to provide? (top 2)**

<u>Q37. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Availability of information about government operations	198	23.3 %
City efforts to keep residents informed about local issues	438	51.5 %
Level of public involvement in City decision-making	193	22.7 %
Usefulness of information that is available on City's website	106	12.5 %
Timeliness of information provided by your local government	115	13.5 %
Quality of social media outlets (e.g. Facebook, Twitter)	37	4.3 %
Availability of public safety messages (e.g. updates by police, product recalls by fire department, mosquito alerts)	266	31.3 %
None chosen	164	19.3 %
Total	1517	

**Q38. What do you think are the THREE biggest issues Mesquite will face within the next FIVE years?**

Q38. What are biggest issues Mesquite will face within next five years	Number	Percent
Neighborhood vitality	348	40.9 %
Public safety	525	61.7 %
Street maintenance	433	50.9 %
Retail growth	105	12.3 %
Local job growth	160	18.8 %
Redeveloping Downtown area	114	13.4 %
Revitalizing old shopping centers	173	20.3 %
Developing I-20 corridor	99	11.6 %
Retaining small businesses	156	18.3 %
Public transportation	199	23.4 %
Other	19	2.2 %
Total	2331	

**Q39. Approximately how many years have you lived in Mesquite?**

Q39. How many years have you lived in Mesquite	Number	Percent
Less than 2 years	24	2.8 %
2-5 years	42	4.9 %
6-10 years	96	11.3 %
11-15 years	79	9.3 %
16-20 years	109	12.8 %
21-30 years	177	20.8 %
30+ years	315	37.0 %
Don't know	9	1.1 %
Total	851	100.0 %

**WITHOUT "DON'T KNOW"****Q39. Approximately how many years have you lived in Mesquite? (without "don't know")**

Q39. How many years have you lived in Mesquite	Number	Percent
Less than 2 years	24	2.9 %
2-5 years	42	5.0 %
6-10 years	96	11.4 %
11-15 years	79	9.4 %
16-20 years	109	12.9 %
21-30 years	177	21.0 %
30+ years	315	37.4 %
Total	842	100.0 %

**Q40. What is your age?**

Q40. Your age	Number	Percent
18-34	135	15.9 %
35-44	155	18.2 %
45-54	173	20.3 %
55-64	173	20.3 %
65+	150	17.6 %
Not provided	65	7.6 %
Total	851	100.0 %

**WITHOUT "NOT PROVIDED"****Q40. What is your age? (without "not provided")**

Q40. Your age	Number	Percent
18-34	135	17.2 %
35-44	155	19.7 %
45-54	173	22.0 %
55-64	173	22.0 %
65+	150	19.1 %
Total	786	100.0 %

**Q41. What is the highest level of education you completed?**

Q41. Highest level of education you completed	Number	Percent
Grade school	5	0.6 %
High school	105	12.3 %
Some college	246	28.9 %
College graduate	212	24.9 %
Graduate work	25	2.9 %
Graduate degree	117	13.7 %
Technical/trade school	35	4.1 %
Not provided	106	12.5 %
Total	851	100.0 %

**WITHOUT "NOT PROVIDED"****Q41. What is the highest level of education you completed? (without "not provided")**

Q41. Highest level of education you completed	Number	Percent
Grade school	5	0.7 %
High school	105	14.1 %
Some college	246	33.0 %
College graduate	212	28.5 %
Graduate work	25	3.4 %
Graduate degree	117	15.7 %
Technical/trade school	35	4.7 %
Total	745	100.0 %

**Q42. Do you work in the City of Mesquite?**

Q42. Do you work in City of Mesquite	Number	Percent
Yes	106	12.5 %
No	639	75.1 %
Not provided	106	12.5 %
Total	851	100.0 %

**WITHOUT "NOT PROVIDED"****Q42. Do you work in the City of Mesquite? (without "not provided")**

Q42. Do you work in City of Mesquite	Number	Percent
Yes	106	14.2 %
No	639	85.8 %
Total	745	100.0 %

**Q43. Do you have children living at home in the following age ranges?**

Q43. Do you have children living at home in following age groups	Number	Percent
Under 6 years	67	7.9 %
6-12 years	121	14.2 %
13-18 years	126	14.8 %
No children	570	67.0 %
Total	884	

**Q44. Do you own or rent your home?**

Q44. Do you own or rent your home	Number	Percent
Own	606	71.2 %
Rent	239	28.1 %
Not provided	6	0.7 %
Total	851	100.0 %

**WITHOUT "NOT PROVIDED"****Q44. Do you own or rent your home? (without "not provided")**

Q44. Do you own or rent your home	Number	Percent
Own	606	71.7 %
Rent	239	28.3 %
Total	845	100.0 %

**Q45. Is your total annual household income...**

<u>Q45. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$25K	50	5.9 %
\$25K-\$49,999	165	19.4 %
\$50K-\$74,999	191	22.4 %
\$75K-\$99,999	117	13.7 %
\$100K-\$124,999	89	10.5 %
\$125K-\$149,999	50	5.9 %
\$150K-\$199,999	47	5.5 %
\$200K+	25	2.9 %
<u>Not provided</u>	<u>117</u>	<u>13.7 %</u>
Total	851	100.0 %

**WITHOUT "NOT PROVIDED"****Q45. Is your total annual household income... (without "not provided")**

<u>Q45. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$25K	50	6.8 %
\$25K-\$49,999	165	22.5 %
\$50K-\$74,999	191	26.0 %
\$75K-\$99,999	117	15.9 %
\$100K-\$124,999	89	12.1 %
\$125K-\$149,999	50	6.8 %
\$150K-\$199,999	47	6.4 %
\$200K+	25	3.4 %
Total	734	100.0 %

**Q46. Which of the following best describes your race/ethnicity?**

Q46. Your race/ethnicity	Number	Percent
Asian/Pacific Islander	30	3.5 %
Black/African American	224	26.3 %
White	551	64.7 %
American Indian/Eskimo	9	1.1 %
Other	47	5.5 %
Total	861	

**Q46-5. Other**

Q46-5. Other	Number	Percent
Hispanic	26	68.4 %
Indian	3	7.9 %
Hispanic or Latin American	2	5.3 %
Mexican American	2	5.3 %
Hispanic/Latino/Mexican American	1	2.6 %
SPANISH	1	2.6 %
Multi-iracial	1	2.6 %
Native American	1	2.6 %
Hispanic/Latino	1	2.6 %
Total	38	100.0 %

**Q47. Are you of Hispanic, Latino, or other Spanish heritage?**

Q47. Are you of Hispanic, Latino, or other Spanish heritage	Number	Percent
Yes	334	39.4 %
No	503	59.3 %
Not provided	11	1.3 %
Total	848	100.0 %

**WITHOUT "NOT PROVIDED"****Q47. Are you of Hispanic, Latino, or other Spanish heritage? (without "not provided")**

Q47. Are you of Hispanic, Latino, or other Spanish heritage	Number	Percent
Yes	334	39.9 %
No	503	60.1 %
Total	837	100.0 %

**Q48. Your gender:**

<u>Q48. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	420	49.4 %
Female	423	49.7 %
Not provided	8	0.9 %
Total	851	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q48. Your gender: (without "not provided")**

<u>Q48. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	420	49.8 %
Female	423	50.2 %
Total	843	100.0 %

## **Section 5**

### ***Survey Instrument***

---



August 2019

Dear Mesquite Resident:

You have been selected to participate in a community survey designed to gather citizen input and feedback on City programs and services. We will use the information you provide to improve City services and to help us identify and address challenges facing our community. To ensure that the City's priorities are aligned with the needs of our residents, we want to hear from YOU.

We greatly appreciate you taking time out of your busy schedule to complete this survey. For added convenience, the enclosed survey includes a postage-paid envelope to ETC Institute, the survey research firm conducting the survey. If you prefer to complete the survey online, please visit [www.mesquitesurvey.org](http://www.mesquitesurvey.org).

**Please return your survey or complete it online sometime during the next week.** Your responses will remain confidential.

If you should have any questions or require additional information, please feel free to contact Wayne Larson, Director of Communications and Marketing, at 972.329.8319, or email him at [wlarson@cityofmesquite.com](mailto:wlarson@cityofmesquite.com).

Thank you for your support and input to help us continue to provide our residents Real.Texas.Service.

Sincerely,

A handwritten signature in black ink that reads "Stan H. Pickett". The signature is written in a cursive, slightly slanted style.

Stan Pickett  
Mayor

*Si usted no habla ingles y quiere participar en esta encuesta en español, por favor llame al 1-844-811-0411*



Agosto de 2019

Apreciado(a) residente de Mesquite:

Ha sido seleccionado(a) para participar en una encuesta comunitaria diseñada para reunir la opinión y los comentarios de los ciudadanos acerca de los programas y servicios de la Ciudad. Utilizaremos su información para mejorar los servicios de la Ciudad y para ayudarnos a identificar y atender los retos que enfrenta nuestra comunidad. Para asegurar que las prioridades de la Ciudad concuerden con las necesidades de nuestros residentes, queremos obtener SUS comentarios.

Apreciamos en gran medida que dedique parte de su tiempo para completar esta encuesta. Para su comodidad, con la encuesta adjunta se incluye un sobre franqueado dirigido a ETC Institute, la empresa de investigación que está realizando la encuesta. Si prefiere completar la encuesta en línea, por favor visite [www.mesquitesurvey.org](http://www.mesquitesurvey.org).

**Devuelva la encuesta o llénela en línea en algún momento durante la próxima semana.** Sus respuestas tendrán carácter confidencial.

Si tiene alguna pregunta o requiere información adicional, sírvase llamar a Wayne Larson, Director de Comunicaciones y Mercadeo, al 972.329.8319, o escríbale por correo electrónico a [wlarson@cityofmesquite.com](mailto:wlarson@cityofmesquite.com).

Gracias por su apoyo y por sus comentarios para ayudarnos a seguir brindando a nuestros residentes un verdadero *Real. Texas. Service.*

Atentamente,

A handwritten signature in black ink that reads "Stan H. Pickett". The signature is written in a cursive, slightly slanted style.

Stan Pickett  
Alcalde



# 2019 Mesquite Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the city's on-going effort to provide quality services for the community. If you have questions, please contact Wayne Larson, Director of Communications and Marketing at 972-329-8319 or [wlarson@cityofmesquite.com](mailto:wlarson@cityofmesquite.com). Thank you!

1. <u>Perceptions of the City.</u> Please rate your satisfaction with the following.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall value that you receive for your city tax dollars and fees	5	4	3	2	1	9
2.	Overall quality of life in the city	5	4	3	2	1	9
3.	Overall image of your community	5	4	3	2	1	9
4.	Overall appearance of your community	5	4	3	2	1	9
5.	Overall feeling of safety in your community	5	4	3	2	1	9

2. <u>Quality of Life in Mesquite.</u> Please rate the City of Mesquite...		Excellent	Good	Neutral	Below Average	Poor	Don't Know
1.	As a place to live	5	4	3	2	1	9
2.	As a place to raise children	5	4	3	2	1	9
3.	As a place to work	5	4	3	2	1	9
4.	As a place to retire	5	4	3	2	1	9
5.	As a place to visit	5	4	3	2	1	9
6.	As a community that is moving in the right direction	5	4	3	2	1	9

3. <u>Overall Satisfaction with Major City Services.</u> Please rate your satisfaction with the following.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall quality of parks and recreation programs/facilities	5	4	3	2	1	9
02.	Overall maintenance of city streets/sidewalks	5	4	3	2	1	9
03.	Overall enforcement of city codes/ordinances	5	4	3	2	1	9
04.	Overall quality of customer service you receive from city employees	5	4	3	2	1	9
05.	Overall quality of police, fire, and ambulance services	5	4	3	2	1	9
06.	Overall effectiveness of city communication with the public	5	4	3	2	1	9
07.	Overall flow of traffic on city streets	5	4	3	2	1	9
08.	Overall quality of trash and yard waste services	5	4	3	2	1	9
09.	Overall quality of city libraries	5	4	3	2	1	9
10.	Overall quality of water and sewer services	5	4	3	2	1	9

4. Which **THREE** of the items in Question 3 do you think are **MOST IMPORTANT** for the city to provide? [Write in your answers below using the numbers from the list in Question 3.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

5. <u>Customer Service.</u> Please rate your satisfaction with the following.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	How easy the city is to contact	5	4	3	2	1	9
2.	The way you are treated by city employees	5	4	3	2	1	9
3.	The accuracy of information and assistance from city employees	5	4	3	2	1	9
4.	How well your issues are handled by city employees	5	4	3	2	1	9

6. How have you contacted the city in the past 12 months? [Check all that apply.]

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> (1) Phone        | <input type="checkbox"/> (4) Website form                  | <input type="checkbox"/> (7) Other: _____  |
| <input type="checkbox"/> (2) E-mail       | <input type="checkbox"/> (5) Through a City Council member | <input type="checkbox"/> (8) I have not contacted the city in the past 12 months |
| <input type="checkbox"/> (3) Social Media | <input type="checkbox"/> (6) In person                     |  |

7. <u>Perceptions of Safety and Security.</u> Please rate your feeling of safety in the following situations.		Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1.	Walking alone in your neighborhood in general	5	4	3	2	1	9
2.	Walking alone in your neighborhood during the day	5	4	3	2	1	9
3.	Walking alone in your neighborhood after dark	5	4	3	2	1	9
4.	In city parks and recreation facilities	5	4	3	2	1	9
5.	In business areas of the city during the day	5	4	3	2	1	9
6.	In business areas of the city after dark	5	4	3	2	1	9
7.	In other public areas of the city (e.g. Town East Mall, local restaurants, retail stores)	5	4	3	2	1	9

8. **In the past 12 months, do you think Mesquite has become more, less, or stayed the same as far as being a safe place to live, work, and raise a family?**

\_\_\_\_(1) More safe      \_\_\_\_ (2) Stayed the same      \_\_\_\_ (3) Less safe      \_\_\_\_ (9) Don't know

9. **Have you had contact with a Mesquite police officer in the past 12 months?**

\_\_\_\_(1) Yes, I know an officer [Answer Q9a.]      \_\_\_\_ (3) No [Skip to Q10.]  
 \_\_\_\_ (2) Yes, I have had contact with an officer, but don't know them [Answer Q9a.]      \_\_\_\_ (9) Don't know [Skip to Q10.]

9a. **How would you rate your experience?**

\_\_\_\_(1) Excellent      \_\_\_\_ (3) Fair      \_\_\_\_ (5) Poor  
 \_\_\_\_ (2) Good      \_\_\_\_ (4) Below average      \_\_\_\_ (9) Don't know

10. <u>Public Safety Services.</u> Please rate your satisfaction with the following.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall quality of police protection	5	4	3	2	1	9
02.	Visibility of police in your neighborhood	5	4	3	2	1	9
03.	Visibility of police in retail areas	5	4	3	2	1	9
04.	The city's effort to prevent crime	5	4	3	2	1	9
05.	Enforcement of local traffic laws	5	4	3	2	1	9
06.	How quickly police officers respond to emergencies	5	4	3	2	1	9
07.	Quality of public safety education programs	5	4	3	2	1	9
08.	Overall quality of local fire protection	5	4	3	2	1	9
09.	How quickly firefighters respond to emergencies	5	4	3	2	1	9
10.	Quality of local ambulance service	5	4	3	2	1	9

11. **Which THREE of the public safety services in Question 10 do you think are MOST IMPORTANT for the city to provide? [Write in your answers below using the numbers from the list in Question 10.]**

1st: \_\_\_\_      2nd: \_\_\_\_      3rd: \_\_\_\_

12. <u>Code Enforcement Services.</u> Please rate your satisfaction with the following.		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.	Overall aesthetics of the city	5	4	3	2	1	9
03.	Enforcement of junk/trash on private property	5	4	3	2	1	9
04.	Exterior maintenance and upkeep of residential property	5	4	3	2	1	9
05.	Efforts to remove abandoned or inoperative vehicles	5	4	3	2	1	9
06.	Efforts to demolish dilapidated structures	5	4	3	2	1	9
07.	Enforcement of parking on grass in front yards	5	4	3	2	1	9
08.	Enforcement of weedy lots	5	4	3	2	1	9
09.	Enforcement of graffiti	5	4	3	2	1	9
10.	Cleanliness of your neighborhood	5	4	3	2	1	9
11.	Enforcement of sign regulations	5	4	3	2	1	9

**13. Which THREE of the code enforcement services in Question 12 on the previous page do you think are MOST IMPORTANT for the city to provide? [Write in your answers below using the numbers from the list in Question 12.]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

<b>14. Animal Services. Please rate your satisfaction with the following.</b>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Enforcement of loose dogs and unrestrained pets	5	4	3	2	1	9
2.	Responsiveness of Animal Service employees	5	4	3	2	1	9
3.	Quality of care provided at Mesquite Animal Shelter and Adoption Center	5	4	3	2	1	9
4.	Regulations concerning animal welfare	5	4	3	2	1	9

**15. How do you feel the appearance of your neighborhood has changed over the past three years?**

\_\_\_\_(1) Improved      \_\_\_\_ (2) Stayed the same      \_\_\_\_ (3) Worsened      \_\_\_\_ (9) Don't know

<b>16. Residential and Neighborhood Services. Please rate your satisfaction with the following.</b>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Quality of your neighborhood condition	5	4	3	2	1	9
2.	Neighborhood and crime watch groups	5	4	3	2	1	9
3.	Quality of community policing efforts in your neighborhood	5	4	3	2	1	9
4.	Public safety social media outreach	5	4	3	2	1	9

<b>17. Utilities and Solid Waste Services. Please rate your satisfaction with the following.</b>		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 yard waste and brush collection	5	4	3	2	1	9
3.	Bulky item pickup/removal services	5	4	3	2	1	9
4.	Recycling and compost services	5	4	3	2	1	9
5.	Taste of tap water	5	4	3	2	1	9
6.	Smell of tap water	5	4	3	2	1	9
7.	Quality of water pressure in your home	5	4	3	2	1	9
8.	Quality of water services customer service	5	4	3	2	1	9

**18. Which ONE of the following statements best describes how you feel about the value you receive for water and sewer services?**

- \_\_\_\_ (1) Water/sewer costs are too high for the quality of city services that I am receiving
- \_\_\_\_ (2) Water/sewer costs are high, but the city is providing more services at a higher quality than I expect
- \_\_\_\_ (3) Water/sewer costs are just right for the amount and quality of city services that I am receiving
- \_\_\_\_ (4) Water/sewer costs are too low for the amount and quality of city services that I am receiving
- \_\_\_\_ (9) Don't know

**19. Approximately how much of your household's waste is placed in your green recycling bin?**

- \_\_\_\_ (1) 1/4      \_\_\_\_ (3) 3/4      \_\_\_\_ (5) Overfull
- \_\_\_\_ (2) 1/2      \_\_\_\_ (4) Full      \_\_\_\_ (9) Don't know/use

**20. What prevents you from recycling more? [Check all that apply.]**

- \_\_\_\_ (1) I'm not sure what items can be recycled
- \_\_\_\_ (2) I don't have enough space in my home to recycle
- \_\_\_\_ (3) I don't have time to separate recycling from regular trash
- \_\_\_\_ (4) I don't believe that recycling makes a difference for the environment
- \_\_\_\_ (5) The recycling bin has no lid
- \_\_\_\_ (6) The recycling bin is too small
- \_\_\_\_ (7) The recycling bin is too heavy once filled
- \_\_\_\_ (8) Other: \_\_\_\_\_

21. <u>Maintenance and Appearance of the City.</u> Please rate your satisfaction with the following.		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 (connected sidewalks for people with disabilities)	5	4	3	2	1	9
07.	Appearance/Condition of city medians, rights-of-ways, and public areas	5	4	3	2	1	9
08.	Adequacy of city street lighting	5	4	3	2	1	9
09.	Visibility of pavement markings and street signs on city streets	5	4	3	2	1	9
10.	Overall cleanliness of streets and alleyways	5	4	3	2	1	9
11.	Availability of bike lanes	5	4	3	2	1	9

22. Which **THREE** of the city maintenance services in Question 21 do you think are **MOST IMPORTANT** for the city to provide? [Write in your answers below using the numbers from the list in Question 21.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

23. How often have you visited city parks in the past 12 months?

\_\_\_\_(1) Daily                      \_\_\_\_ (3) Monthly                      \_\_\_\_ (5) Seldom  
 \_\_\_\_ (2) Weekly                      \_\_\_\_ (4) Once or twice a year                      \_\_\_\_ (6) Never

24. Which of the following facilities/activities have you used/participated in during the past year? [Check all that apply.]

\_\_\_\_ (01) Trails                      \_\_\_\_ (06) Basketball courts                      \_\_\_\_ (10) Recreation centers  
 \_\_\_\_ (02) Playgrounds                      \_\_\_\_ (07) Picnic tables                      \_\_\_\_ (11) Aquatic centers/swimming pools  
 \_\_\_\_ (03) Athletic fields                      \_\_\_\_ (08) Fishing                      \_\_\_\_ (12) Tennis courts  
 \_\_\_\_ (04) Pavilions                      \_\_\_\_ (09) After school adventure programs (RASP)                      \_\_\_\_ (13) Golf course  
 \_\_\_\_ (05) Dog leash free zone                      \_\_\_\_ (14) Other: \_\_\_\_\_

25. <u>Parks and Recreation Services.</u> Please rate your satisfaction with the following.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of city parks	5	4	3	2	1	9
02.	Number of city parks	5	4	3	2	1	9
03.	Appearance of parks/facilities	5	4	3	2	1	9
04.	Quality of walking and biking paths	5	4	3	2	1	9
05.	Quality of aquatic/pool facilities	5	4	3	2	1	9
06.	Outdoor athletic facilities/fields (e.g. soccer, baseball, and football)	5	4	3	2	1	9
07.	Availability of information about recreation programs	5	4	3	2	1	9
08.	Quality of recreation programs for youth	5	4	3	2	1	9
09.	Quality of recreation programs for adults	5	4	3	2	1	9
10.	Quality of recreation programs for seniors	5	4	3	2	1	9
11.	City sponsored special events (e.g. Christmas in the Park, Summer Sizzle)	5	4	3	2	1	9
12.	Number of parks and recreation amenities	5	4	3	2	1	9
13.	Westlake Tennis Center	5	4	3	2	1	9
14.	City summer camp programs	5	4	3	2	1	9
15.	Quality of programs at senior centers	5	4	3	2	1	9
16.	Mesquite Golf Course	5	4	3	2	1	9
17.	Customer service provided by Parks and Recreation staff	5	4	3	2	1	9
18.	Maintenance and appearance of recreation centers	5	4	3	2	1	9



**34. Which THREE factors below are MOST IMPORTANT for the City Council to consider regarding new housing development?**

- (01) Lot size                       (05) Open space                       (08) Housing density  
 (02) Affordability                       (06) Historical character of surrounding area                       (09) Home Owner Association (HOA) management  
 (03) Neighborhood amenities                       (07) Over gentrification                       (10) Senior housing  
 (04) House square-footage

**35. Do you think the City of Mesquite is continually improving as a place to live?**

- (1) Yes       (2) No       (9) Don't Know

<b>36. City Communication.</b> Please rate your satisfaction with the following.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The availability of information about government operations	5	4	3	2	1	9
2.	City efforts to keep residents informed about local issues	5	4	3	2	1	9
3.	The level of public involvement in city decision-making	5	4	3	2	1	9
4.	Usefulness of the information that is available on the city's website	5	4	3	2	1	9
5.	Timeliness of information provided by your local government	5	4	3	2	1	9
6.	Quality of social media outlets (e.g. Facebook, Twitter)	5	4	3	2	1	9
7.	Availability of public safety messages (e.g. updates by police, product recalls by fire department, mosquito alerts)	5	4	3	2	1	9

**37. Which TWO of the communication items in Question 36 do you think are MOST IMPORTANT for the city to provide? [Write in your answers below using the numbers from the list in Question 36.]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

**38. What do you think are the THREE biggest issues Mesquite will face within the next FIVE years?**

- (01) Neighborhood vitality                       (05) Local job growth                       (08) Developing the I-20 corridor  
 (02) Public safety                       (06) Redeveloping Downtown area                       (09) Retaining small businesses  
 (03) Street maintenance                       (07) Revitalizing old shopping centers                       (10) Public transportation  
 (04) Retail growth                       (11) Other: \_\_\_\_\_

**Demographics**

**39. Approximately how many years have you lived in Mesquite?**

- (1) Less than 2 years                       (3) 6-10 years                       (5) 16-20 years                       (7) More than 30 years  
 (2) 2-5 years                       (4) 11-15 years                       (6) 21-30 years                       (9) Don't Know

**40. What is your age? \_\_\_\_\_ years**

**41. What is the highest level of education you completed?**

- (1) Grade school                       (3) Some college                       (5) Graduate work                       (7) Technical/Trade school  
 (2) High school                       (4) College graduate                       (6) Graduate degree

**42. Do you work in the City of Mesquite?  (1) Yes  (2) No**

**43. Do you have children living at home in the following age ranges? [Check all that apply.]**

- (1) Under 6 years                       (2) 6-12 years                       (3) 13-18 years                       (4) No children

**44. Do you own or rent your home?  (1) Own  (2) Rent**

**45. Is your total annual household income...**

- (1) Under \$25,000       (4) \$75,000-\$99,999       (7) \$150,000-\$199,999  
 (2) \$25,000-\$49,999       (5) \$100,000-\$124,999       (8) \$200,000 or more  
 (3) \$50,000-\$74,999       (6) \$125,000-\$149,999

**46. Which of the following best describes your race/ethnicity? [Check all that apply.]**

- (1) Asian/Pacific Islander       (3) White       (5) Other: \_\_\_\_\_  
 (2) Black/African American       (4) American Indian/Eskimo

**47. Are you of Hispanic, Latino, or other Spanish heritage?**       (1) Yes       (2) No

**48. Your gender:**       (1) Male       (2) Female

**Interest in a Focus Group. If you would be willing to participate in a focus group sponsored by the City of Mesquite to discuss some of the issues addressed in this survey, please provide your contact information below. Your contact information will be recorded separately from your responses to the survey.**

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

**This concludes the survey – Thank you for your time!**

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

Your responses will remain completely confidential. The information shown to the right will ONLY be used to help ensure the survey results are statistically representative of residents in the area. Thank you.