



2025 City of Mesquite Community Survey Findings Report

October 2025



Contents

Section 1: Charts and Graphs.....	4
Section 2: Charts and Graphs.....	13
Section 3: Trend Charts	62
Section 4: Benchmarking Analysis.....	92
Section 5: Importance-Satisfaction Analysis.....	104
Section 6: Tabular Data	113
Section 7: Open-Ended Comments.....	157
Section 8: Survey Instrument.....	203



Executive Summary

2025 Mesquite Community Survey

Executive Summary



Purpose

ETC Institute administered a survey to residents of the City of Mesquite between September and October 2025. The purpose of the survey was to help the City gather citizen input and feedback on 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 sixth community survey administered for the City of Mesquite; the first was administered in 2017.

Methodology

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 survey was also available in Spanish. 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 follow-up message to encourage participation.

The goal was to obtain completed surveys from at least 850 residents. This goal was met, with a total of 901 households completing the survey. The overall results for the sample of 901 households have a precision of at least $\pm 3.2\%$ at the 95% level of confidence.

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,
- trend charts showing the results from the 2017, 2019, 2021, 2023, and 2025 community surveys,
- benchmarking data that show how the results for Mesquite compare to other communities,
- Importance-Satisfaction analysis; this analysis was done to determine priority actions for the city to address based upon the survey results,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

2025 Mesquite Community Survey

Executive Summary



Overall Perceptions of the City

Forty-nine percent (49%) 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 38% of those surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the overall quality and affordability of housing in the city. When asked to rate certain aspects of quality of life in Mesquite, 56% indicated the city is either an “excellent” or “good” place to live, and 48% indicated the city 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 trash and yard waste services (79%), the overall quality of police, fire, and ambulance services (76%), the overall quality of city libraries (75%), and the quality of water and sewer services (67%). The maintenance of city streets and sidewalks (70%) and the quality of police, fire, and ambulance services (57%) were the two most important city services based on the sum of respondents’ top three choices.

Perceptions of Safety and Security

Seventy-five percent (75%) of respondents, *who had an opinion*, indicated they feel “very safe” or “safe” in business areas of the city during the day. Seventy-four percent (74%) of residents, *who had an opinion*, indicated they feel “very safe” or “safe” when walking alone in their neighborhood during the day, and 58% feel safe walking alone in their neighborhood in general. Fifty-two percent (52%) of the respondents indicated they think Mesquite has stayed the same the past 12 months with regard to being a safe place to live, work and raise a family; 39% indicated it is less safe, and 9% more safe.

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 (80%), how quickly firefighters respond to emergencies (80%), and the quality of local ambulance service (75%). The aspect of public safety services that respondents were least satisfied with is the quality of public safety education programs (38%).
- Animal Services.** The highest levels of satisfaction with city animal services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: quality of care provided at Mesquite Animal Shelter and Adoption Center (52%), and regulations concerning animal welfare (45%).

2025 Mesquite Community Survey

Executive Summary



- 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 (53%), the enforcement of sign regulations (48%), and the enforcement of graffiti (46%).
- 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 of neighborhood condition (49%) and public safety social media outreach (39%). Forty-nine percent (49%) of respondents indicated the appearance of their neighborhood has stayed the same over the past three years, 17% indicated it has improved, and 34% indicated it has worsened.
- 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 residential garbage collection (84%), the quality of yard waste and brush collection (83%), and bulky item pickup and removal services (81%).
- 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: timing of traffic signals on city streets (54%), the appearance/condition of city medians, rights-of-ways, and public areas (53%), and visibility of pavement markings and street signs on City streets (50%).
- 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 number of City parks (71%), and appearance of parks/facilities (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 (79%), the amount of quiet space at libraries (78%), and the quality of the condition of library facilities (76%).
- 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 availability of public safety messages (51%), the usefulness of information available on the city’s website (50%), and the quality of social media outlets (48%).

2025 Mesquite Community Survey

Executive Summary



Additional Findings

- Seventy-seven percent (77%) of respondents indicated they have contacted the city in the past 12 months; most (51%) of the respondents indicated they contacted the city by phone.
- Thirty-eight percent (38%) of respondents indicated they know a Mesquite police officer (10%) or have had contact with one (28%) during the past 12 months. Of those respondents who have had contact with or know a Mesquite police officer, 37% rated their experience “excellent,” 40% gave a “good” rating, 15% “fair,” 3% “below average,” and 5% rated their experience as “poor.”
- Forty-eight percent (48%) of respondents indicated water/sewer costs are too high for the quality of services that they receive.
- In the past 12 months, 6% have visited city parks daily, 25% weekly, 23% monthly, 17% once or twice a year, 17% seldom, and 11% never.
- Seventy-five percent (75%) of respondents indicated they currently use the City of Mesquite website to obtain or receive information about the city and 48% use the Mainstream newsletter; these are also the most preferred information sources.
- Forty-six percent (46%) of respondents indicated they think the City of Mesquite is continually improving as a place to live.

2025 Mesquite Community Survey

Executive Summary



How the City of Mesquite Compares to Other Communities Nationally

Satisfaction ratings for the City of Mesquite **rated above the U.S. average in 31 of the 57 areas** that were assessed. The City of Mesquite rated significantly higher than the U.S. average (difference of 4% or more) in 22 of these areas. Listed below are the areas where Mesquite rated significantly higher than the U.S. average:

Service	Mesquite	U.S.	Difference	Category
Bulky item pickup/removal services	81%	45%	36%	Utilities and Solid Waste Services
Quality of yard waste and brush collection	82%	49%	34%	Utilities and Solid Waste Services
Overall quality of trash and yard waste services	78%	50%	28%	Major Categories of City Services
Overall quality of customer service you receive from city employees	62%	38%	24%	Utilities and Solid Waste Services
Recycling and compost services	75%	53%	23%	Utilities and Solid Waste Services
Quality of residential garbage collection	83%	61%	22%	Major Categories of City Services
Overall quality of parks & recreation programs/facilities	66%	48%	18%	Public Safety Services
Overall quality of police, fire, and ambulance services	76%	59%	17%	Major Categories of City Services
Overall quality of library services	75%	59%	16%	Public Safety Services
Overall quality of water and sewer services	66%	51%	16%	Major Categories of City Services
Quality of water pressure in your home	74%	59%	15%	Major Categories of City Services
Overall quality of police protection	64%	49%	15%	Public Safety Services
How quickly firefighters respond to emergencies	79%	66%	13%	Public Safety Services
Overall quality of local fire protection	80%	68%	12%	Utilities and Solid Waste Services
Effectiveness of city communication with the public	48%	37%	11%	Major Categories of City Services
Quality of local ambulance service	76%	65%	10%	Major Categories of City Services
How quickly police officers respond to emergencies	61%	52%	10%	City Communication
Usefulness of the information that is available on the city's website	50%	42%	8%	City Communication
Overall value that you receive for your city taxes and fees	39%	33%	7%	Quality of Life in the City
Quality of social media outlets	48%	42%	6%	Perceptions of the City
Smell of tap water	59%	54%	5%	Public Safety Services
Taste of tap water	57%	53%	4%	Code Enforcement Services

2025 Mesquite Community Survey

Executive Summary



How the City of Mesquite Compares to Texas Communities

Satisfaction ratings for the City of Mesquite **rated the same or above the average for Texas in 32 of the 57 areas** that were assessed. The City of Mesquite rated significantly higher than this average (difference of 4% or more) in 28 of these areas. Listed below are the areas where Mesquite rated significantly higher than the Texas average:

Service	Mesquite	Texas	Difference	Category
Quality of yard waste and brush collection	82%	48%	35%	Utilities and Solid Waste Services
Bulky item pickup/removal services	81%	48%	34%	Utilities and Solid Waste Services
Overall quality of trash and yard waste services	78%	48%	31%	Major Categories of City Services
Overall quality of library services	75%	45%	30%	Major Categories of City Services
Overall quality of customer service you receive from city employees	62%	34%	28%	Major Categories of City Services
Overall quality of parks & recreation programs/facilities	66%	42%	24%	Major Categories of City Services
Overall quality of local fire protection	80%	56%	24%	Public Safety Services
Overall quality of police, fire, and ambulance services	76%	54%	22%	Major Categories of City Services
Effectiveness of city communication with the public	48%	26%	22%	Major Categories of City Services
Recycling and compost services	75%	54%	22%	Utilities and Solid Waste Services
Overall quality of water and sewer services	66%	46%	20%	Major Categories of City Services
Overall quality of police protection	64%	44%	20%	Public Safety Services
Quality of local ambulance service	76%	56%	20%	Public Safety Services
Quality of water pressure in your home	74%	55%	19%	Utilities and Solid Waste Services
Quality of residential garbage collection	83%	65%	18%	Utilities and Solid Waste Services
How quickly firefighters respond to emergencies	79%	64%	16%	Public Safety Services
Taste of tap water	57%	45%	12%	Utilities and Solid Waste Services
How quickly police officers respond to emergencies	61%	50%	11%	Public Safety Services
Smell of tap water	59%	49%	10%	Utilities and Solid Waste Services
Overall value that you receive for your city taxes and fees	39%	29%	10%	Perceptions of the City
Visibility of pavement markings and street signs on city streets	50%	40%	9%	Maintenance and Appearance of the City
In city parks and recreation facilities	54%	47%	7%	Safety and Security
Walking alone in your neighborhood during the day	74%	67%	7%	Safety and Security
As a place to live	56%	50%	6%	Quality of Life
Overall flow of traffic on city streets	44%	38%	6%	Major Categories of City Services
The city's effort to prevent crime	42%	37%	5%	Public Safety Services
Quality of public safety education programs	39%	34%	5%	Public Safety Services
Usefulness of the information that is available on the city's website	50%	46%	4%	City Communication

2025 Mesquite Community Survey

Executive Summary



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 5 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=0.5381)
- Enforcement of City codes and ordinances (IS Rating=0.2168)
- Quality of police, fire, and ambulance services (IS Rating=0.1383)
- Flow of traffic on City streets (IS Rating=0.1318)
- Overall effectiveness of city communication with the public (IS Rating=0.1025)

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

2025 Importance-Satisfaction Rating Mesquite, Texas Major City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Overall maintenance of city streets/sidewalks	70%	1	23%	10	0.5381	1
Overall enforcement of city codes/ordinances	33%	3	35%	9	0.2168	2
<u>High Priority (IS .10-.20)</u>						
Overall quality of police, fire, and ambulance services	57%	2	76%	2	0.1383	3
Overall flow of traffic on city streets	24%	5	44%	8	0.1318	4
Overall effectiveness of city communication with the public	20%	7	48%	7	0.1025	5
<u>Medium Priority (IS <.10)</u>						
Overall quality of parks and recreation programs/facilities	25%	4	66%	5	0.0826	6
Overall quality of water and sewer services	23%	6	66%	4	0.0783	7
Overall quality of customer service you receive from city employees	11%	9	62%	6	0.0410	8
Overall quality of trash and yard waste services	16%	8	78%	1	0.0346	9
Overall quality of city libraries	10%	10	75%	3	0.0254	10

2025 Mesquite Community Survey

Executive Summary



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.

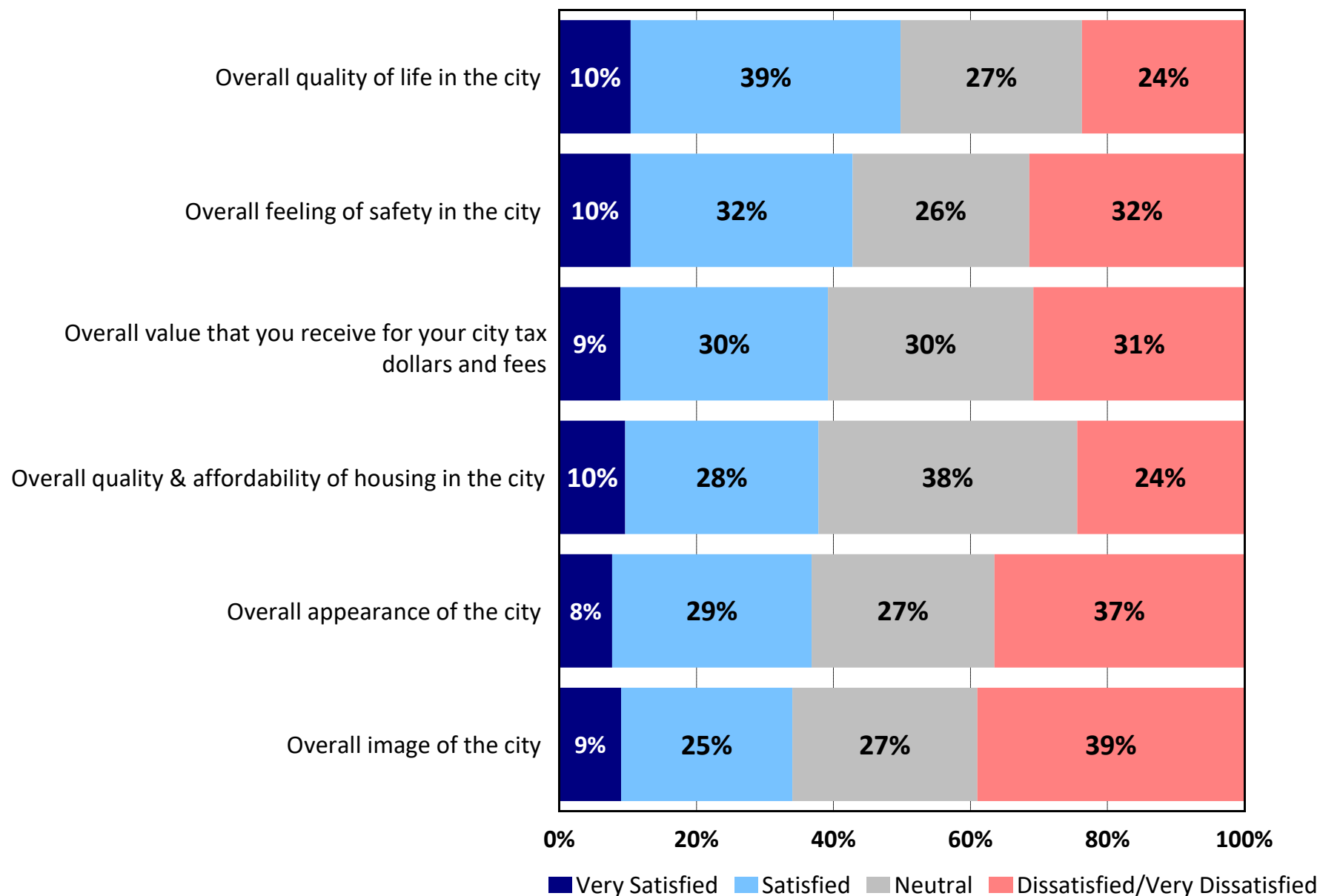
- **Public Safety:** the City's efforts to prevent crime, the visibility of police in neighborhoods, the quality of police protection, and how quickly police officers respond to emergencies.
- **Code Enforcement:** the overall aesthetics of the City, the enforcement of junk and trash cleanup on private property, the exterior maintenance and upkeep of residential property, efforts to ensure maintenance of rental properties, the responsiveness of city code enforcement staff, the cleanliness of neighborhoods, enforcement of weedy lots, and efforts to remove abandoned or inoperative vehicles.
- **Maintenance and Appearance:** the condition of major city streets, condition of neighborhood streets, condition of sidewalks in neighborhoods, the overall cleanliness of streets and alleyways, traffic flow on major city streets, the adequacy of city street lighting, and pedestrian accessibility.
- **Parks and Recreation:** the maintenance of city parks, the quality of walking and biking paths, the appearance of parks/facilities, the availability of information about recreation programs, the quality of recreation programs for youth, and the quality of recreation programs for seniors.
- **Communication:** city efforts to keep residents informed about local issues, the level of public involvement in city decision-making, the availability of public safety messages, the availability of information about government options, and the timeliness of information provided by local government.



Charts and Graphs

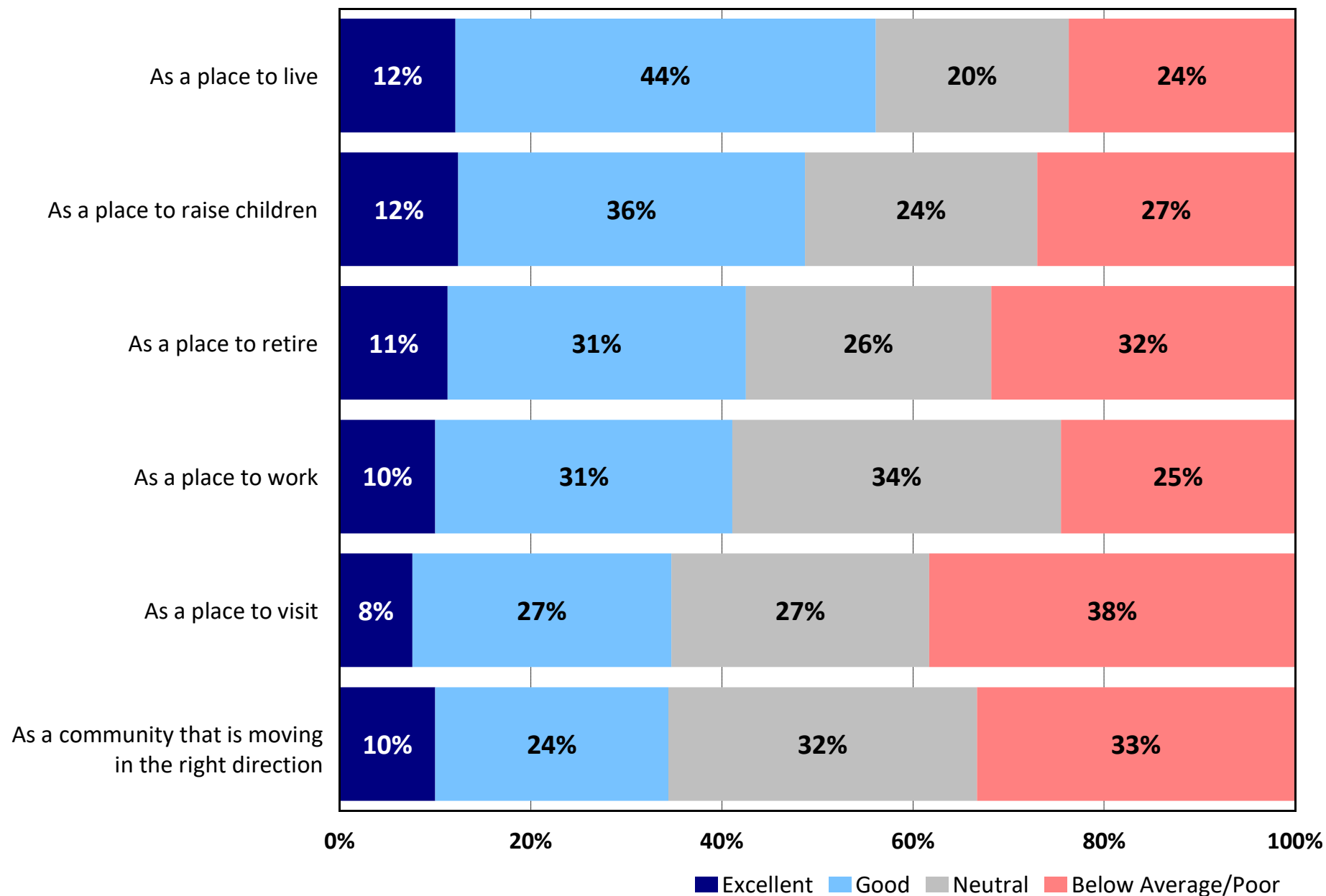
Q1. Perceptions of the City

by percentage of respondents (excluding “don’t know”)



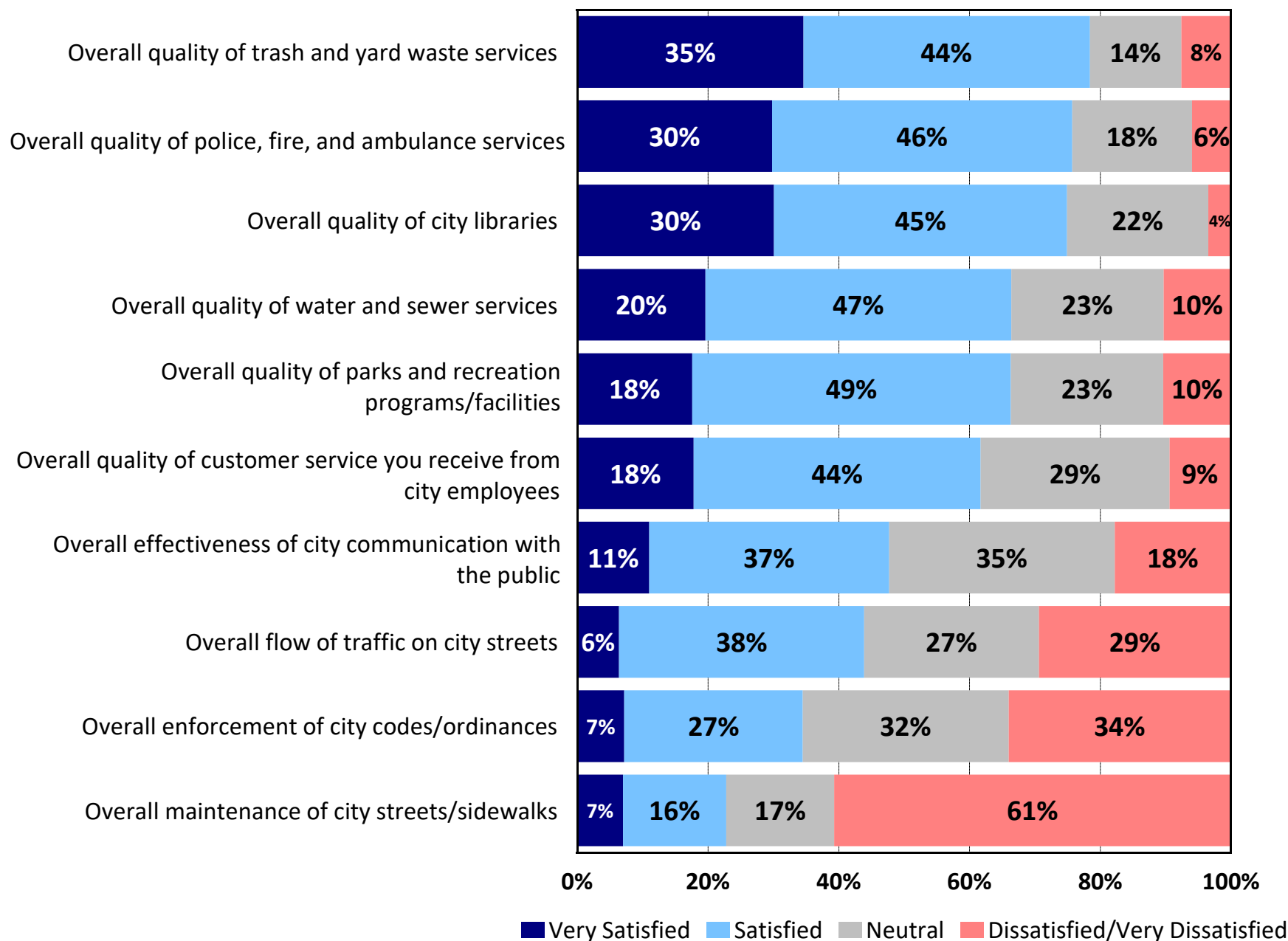
Q2. Quality of Life in Mesquite

by percentage of respondents (excluding “don’t know”)



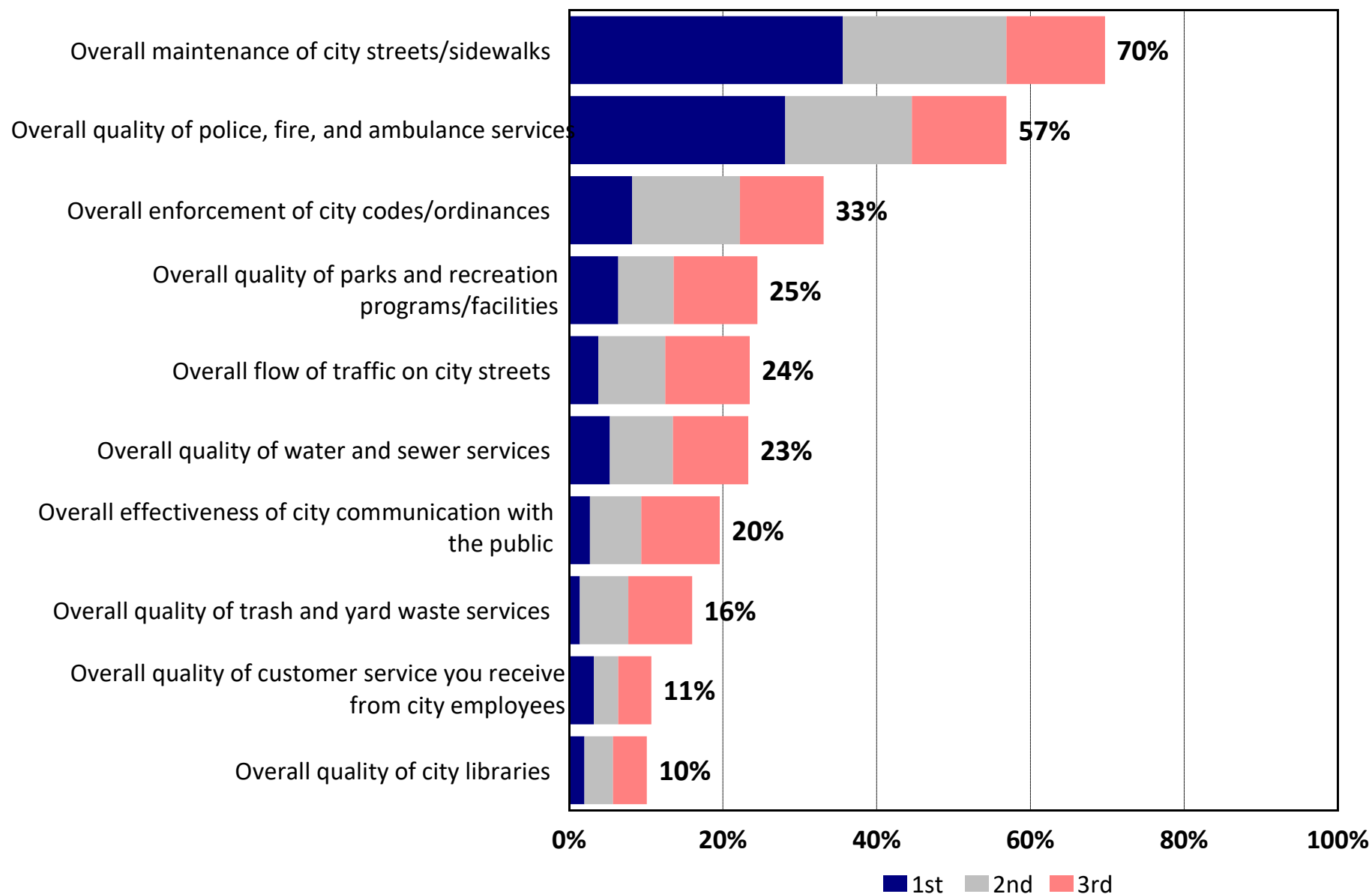
Q3. Overall Satisfaction with Major City Services

by percentage of respondents (excluding “don’t know”)



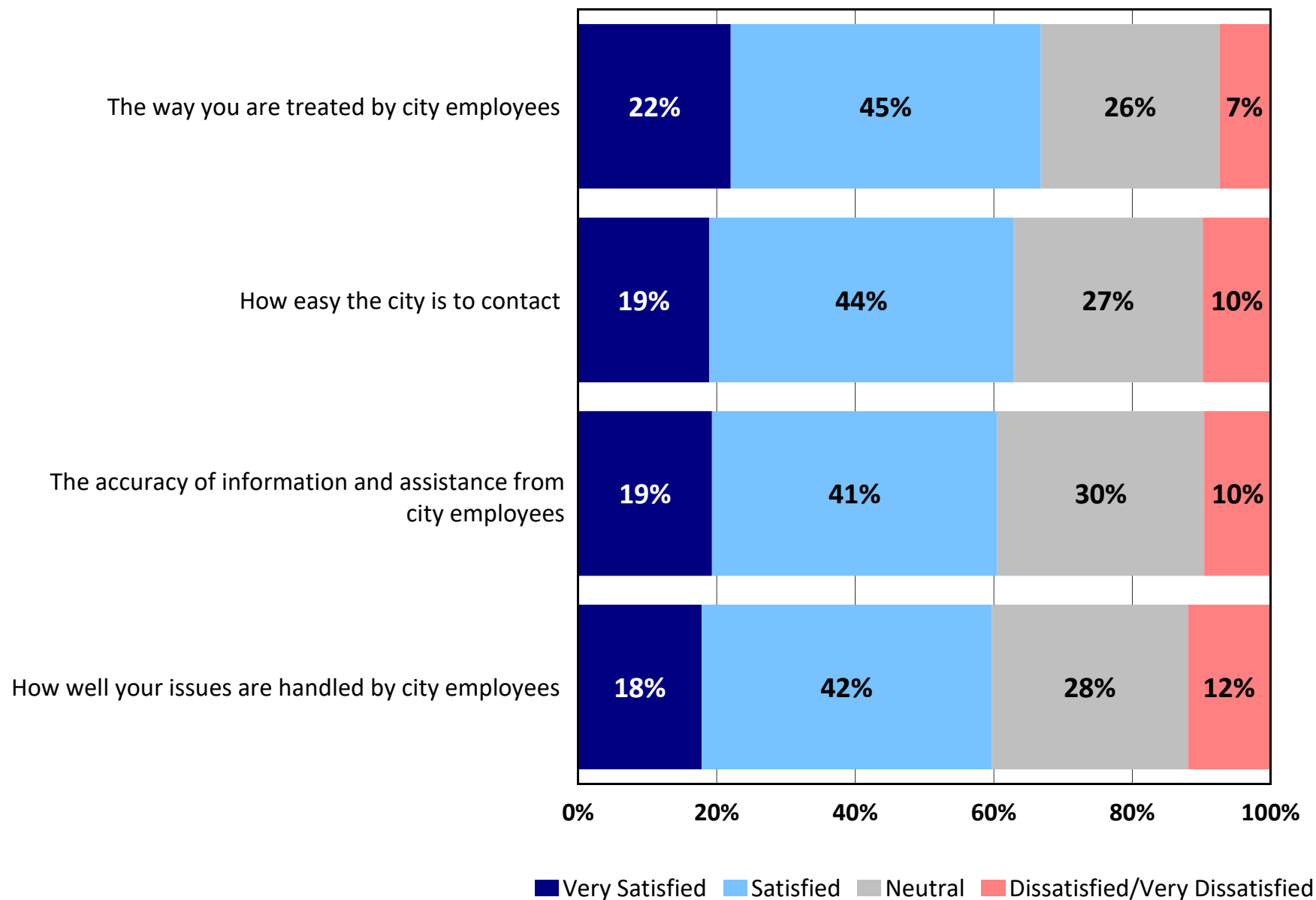
Q4. Services Most Important for the City to Provide

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



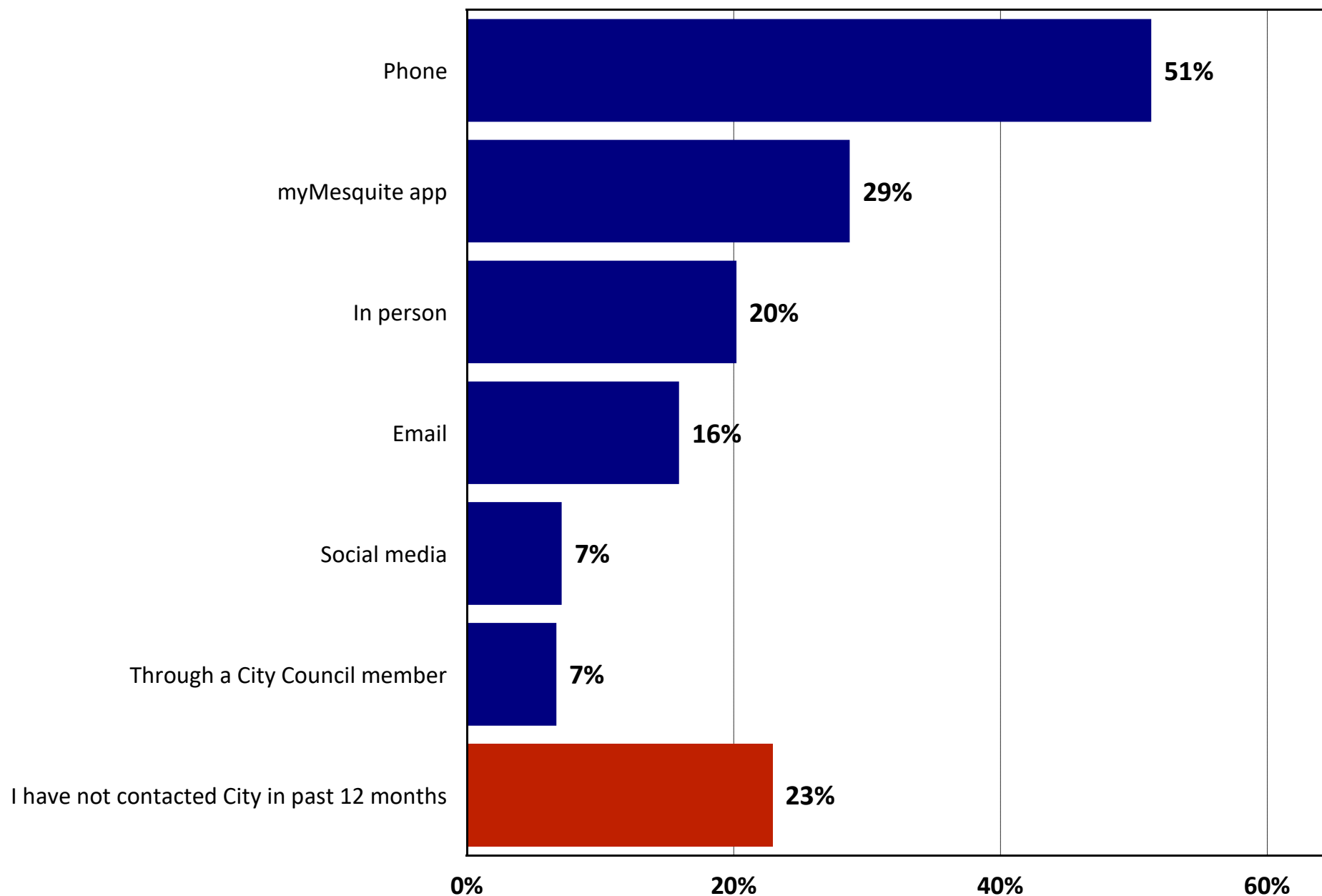
Q5. Customer Service

by percentage of respondents (excluding “don’t know”)



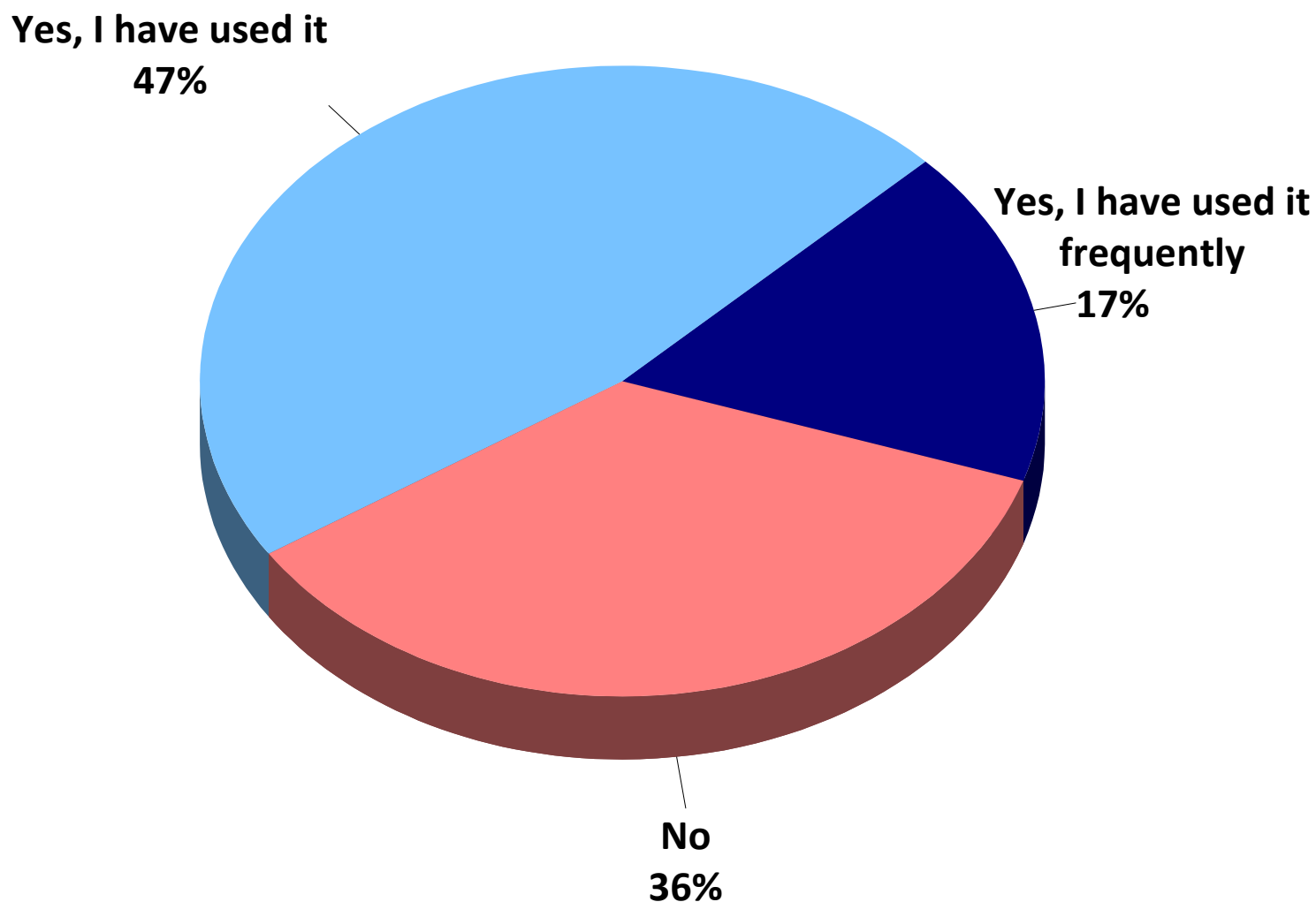
Q6. How have you contacted the City in the past 12 months?

by percentage of respondents (multiple selections could be made)



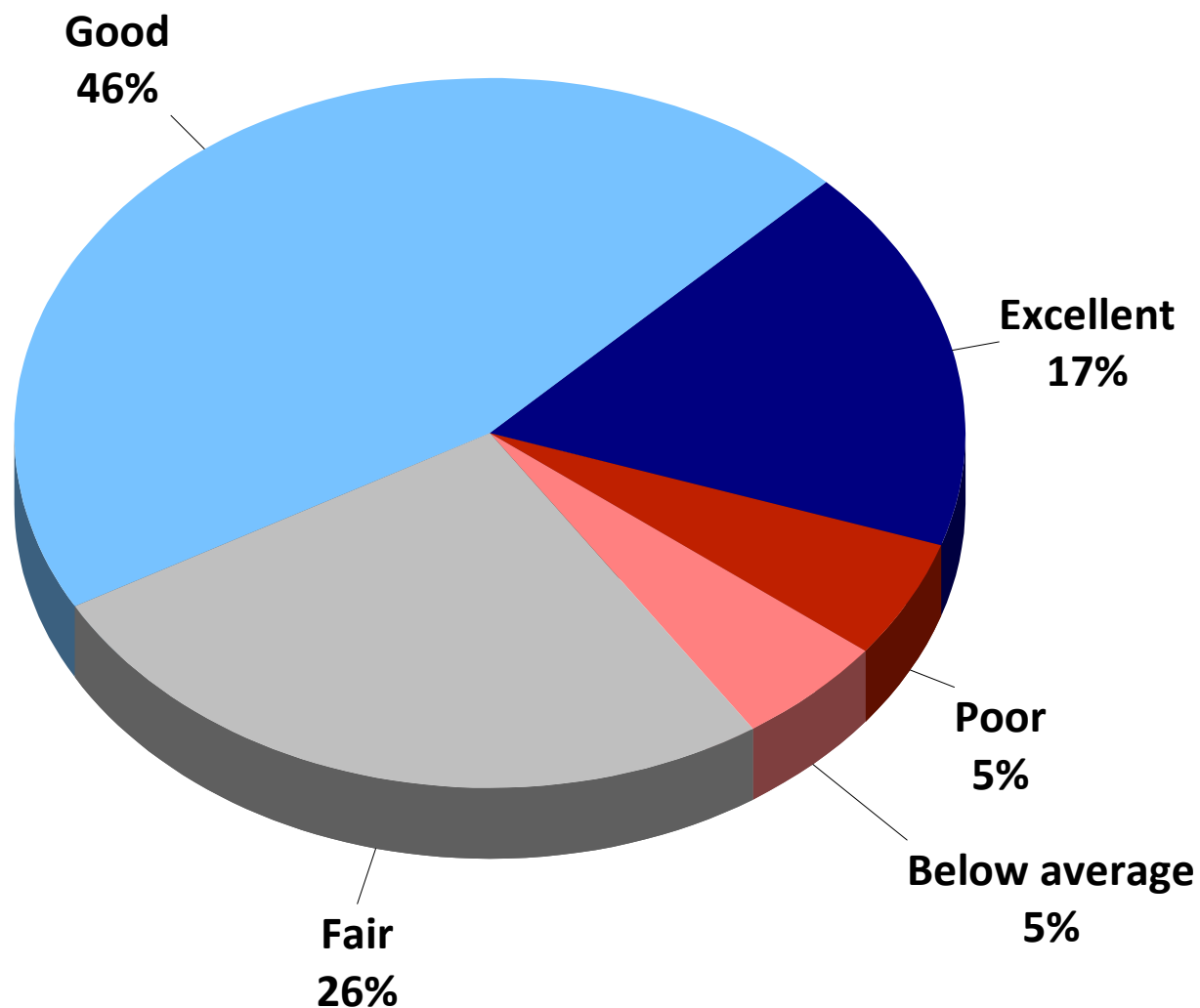
Q7. Have you used the myMesquite app/website in the past 12 months?

by percentage of respondents (excluding “don’t know”)



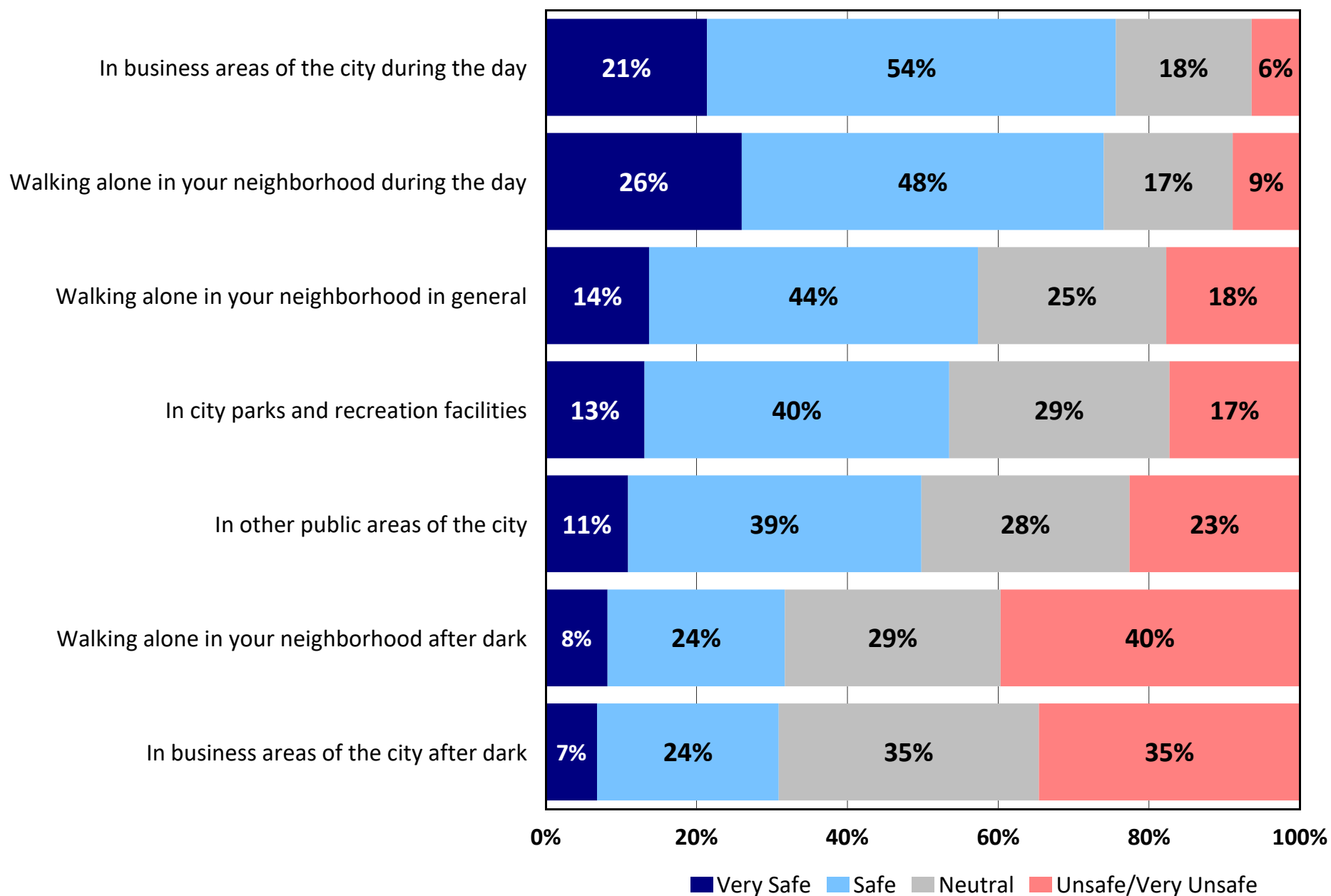
Q7a. How would you rate your experience with the myMesquite app/website?

by percentage of respondents who gave "yes" responses to Q7 (excluding "don't know")



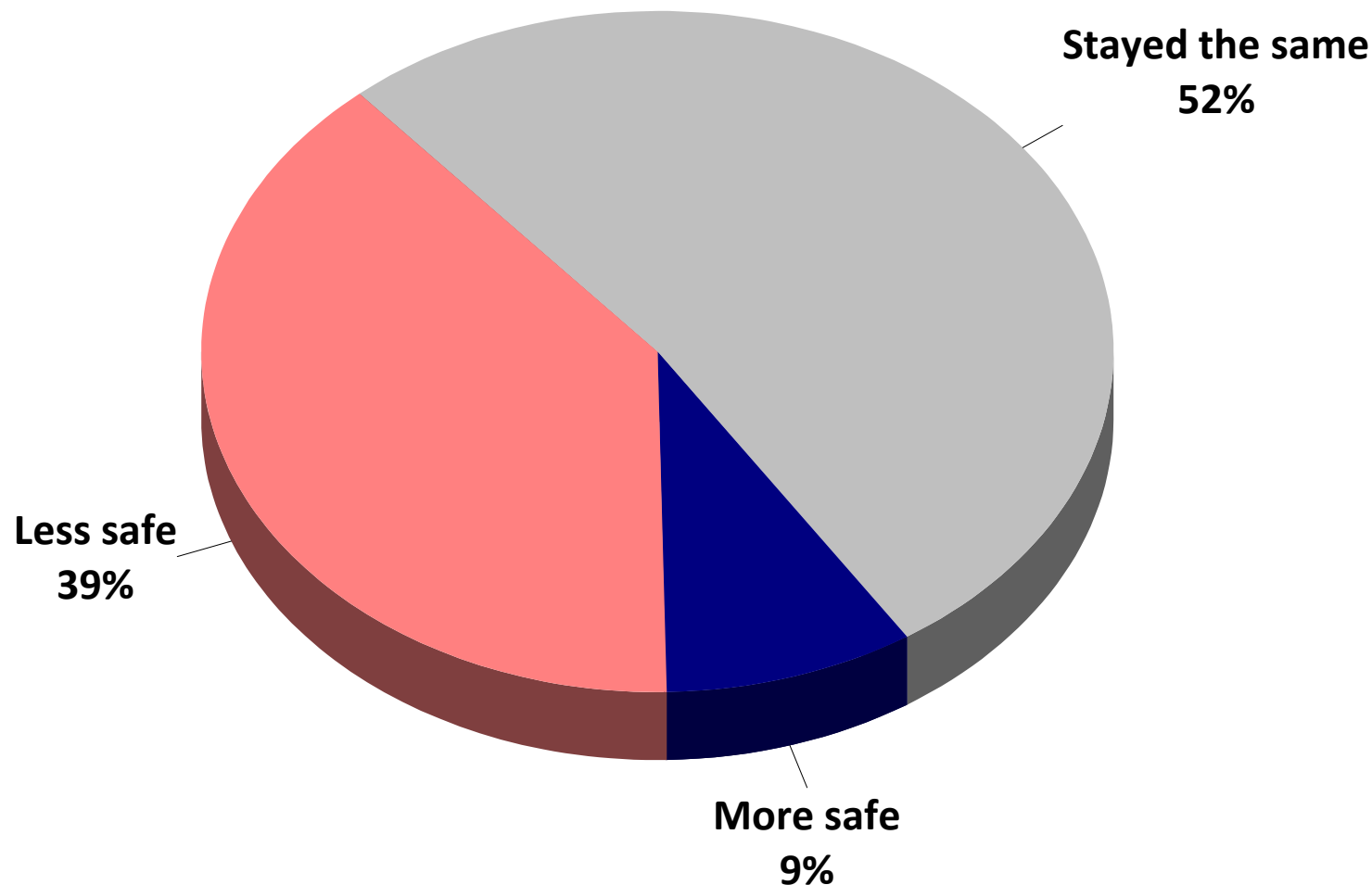
Q8. Perceptions of Safety and Security

by percentage of respondents (excluding “don’t know”)



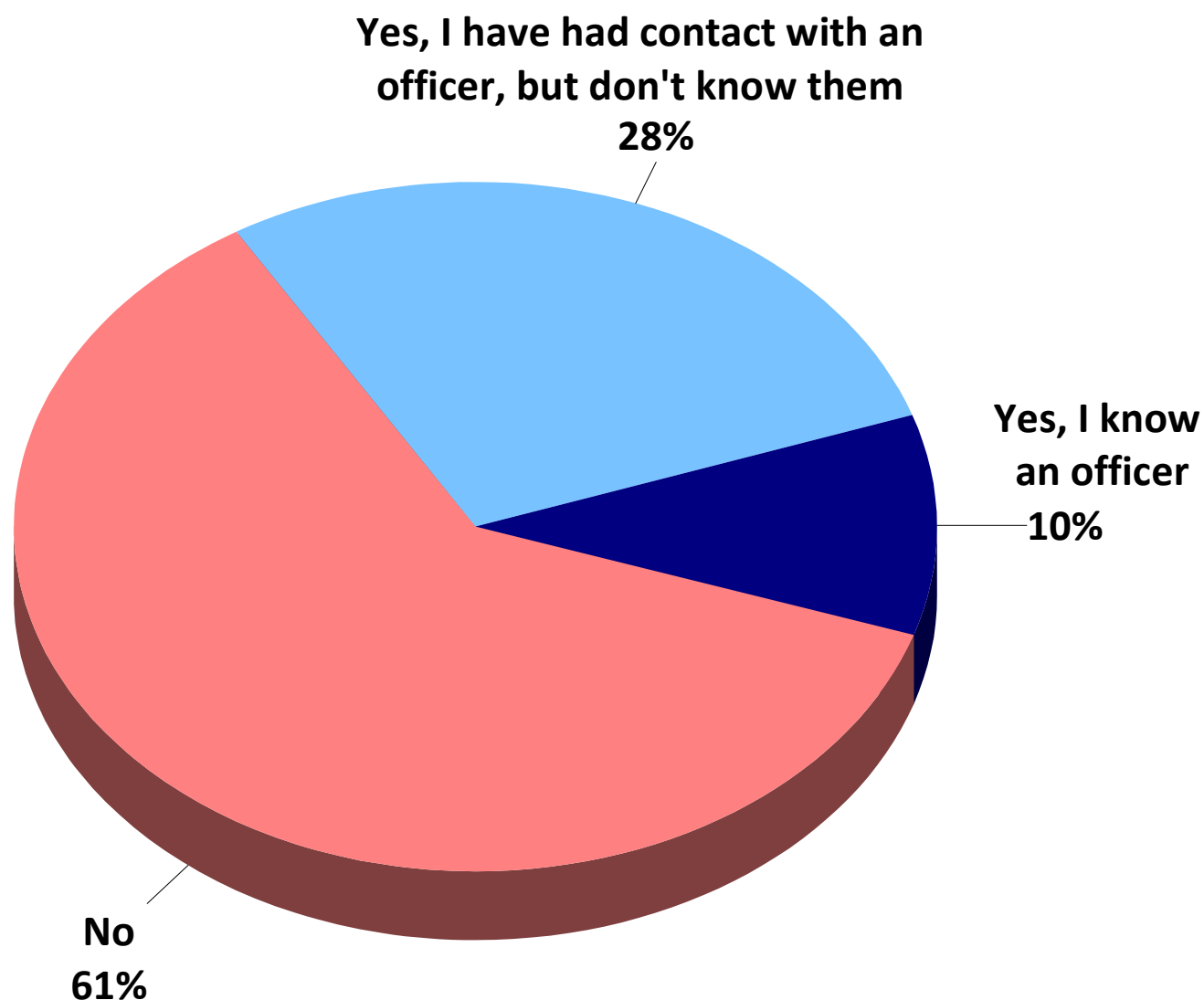
Q9. In the past 12 months, has Mesquite become more, less, or stayed the same as far as being a safe place to live, work, and raise a family?

by percentage of respondents (excluding “don’t know”)



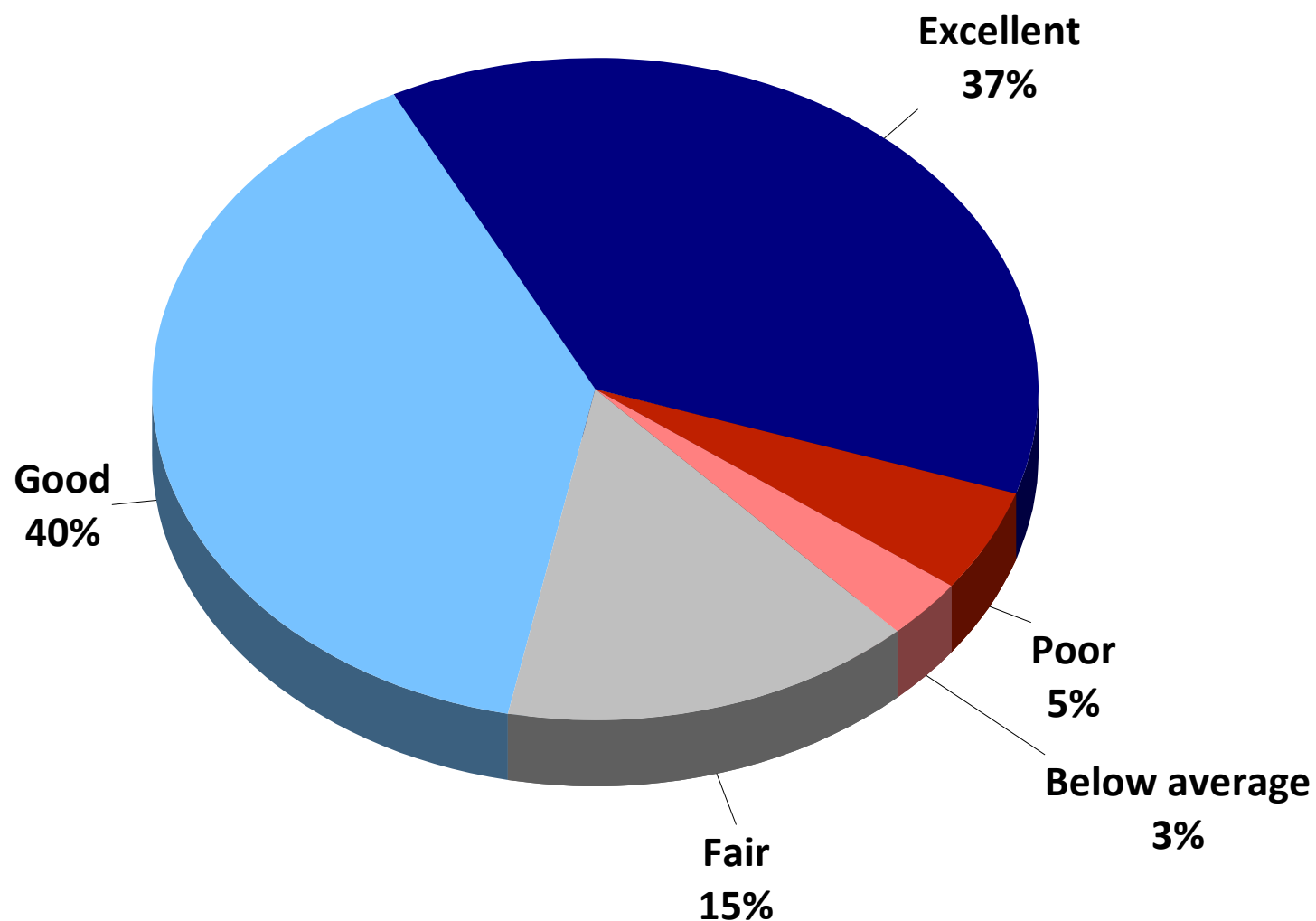
Q10. Have you had contact with a Mesquite police officer in the past 12 months?

by percentage of respondents (excluding “don’t know”)



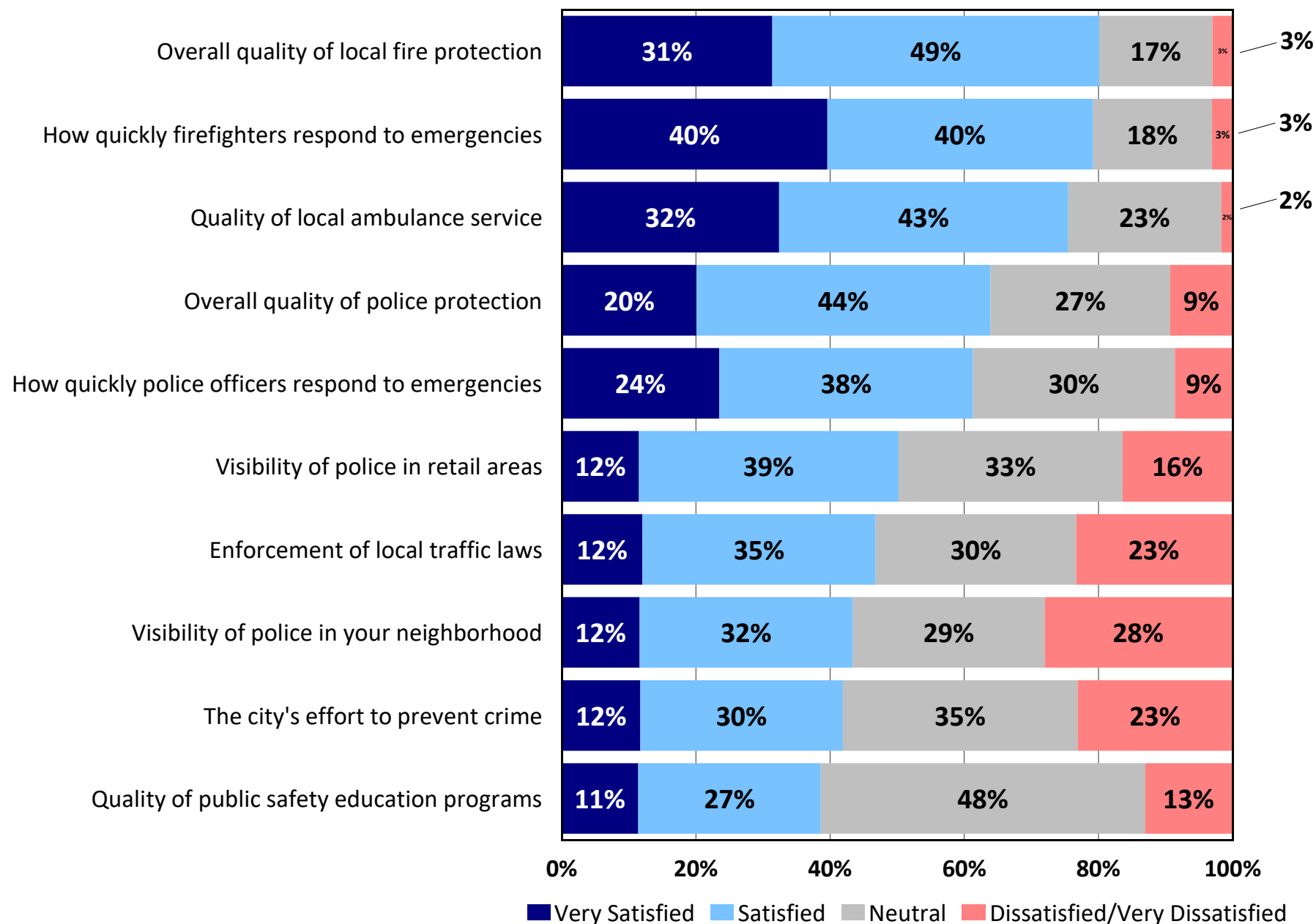
Q10a. How would you rate your experience with the Mesquite police officer?

by percentage of respondents who gave “yes” responses to Q10 (excluding “don’t know”)



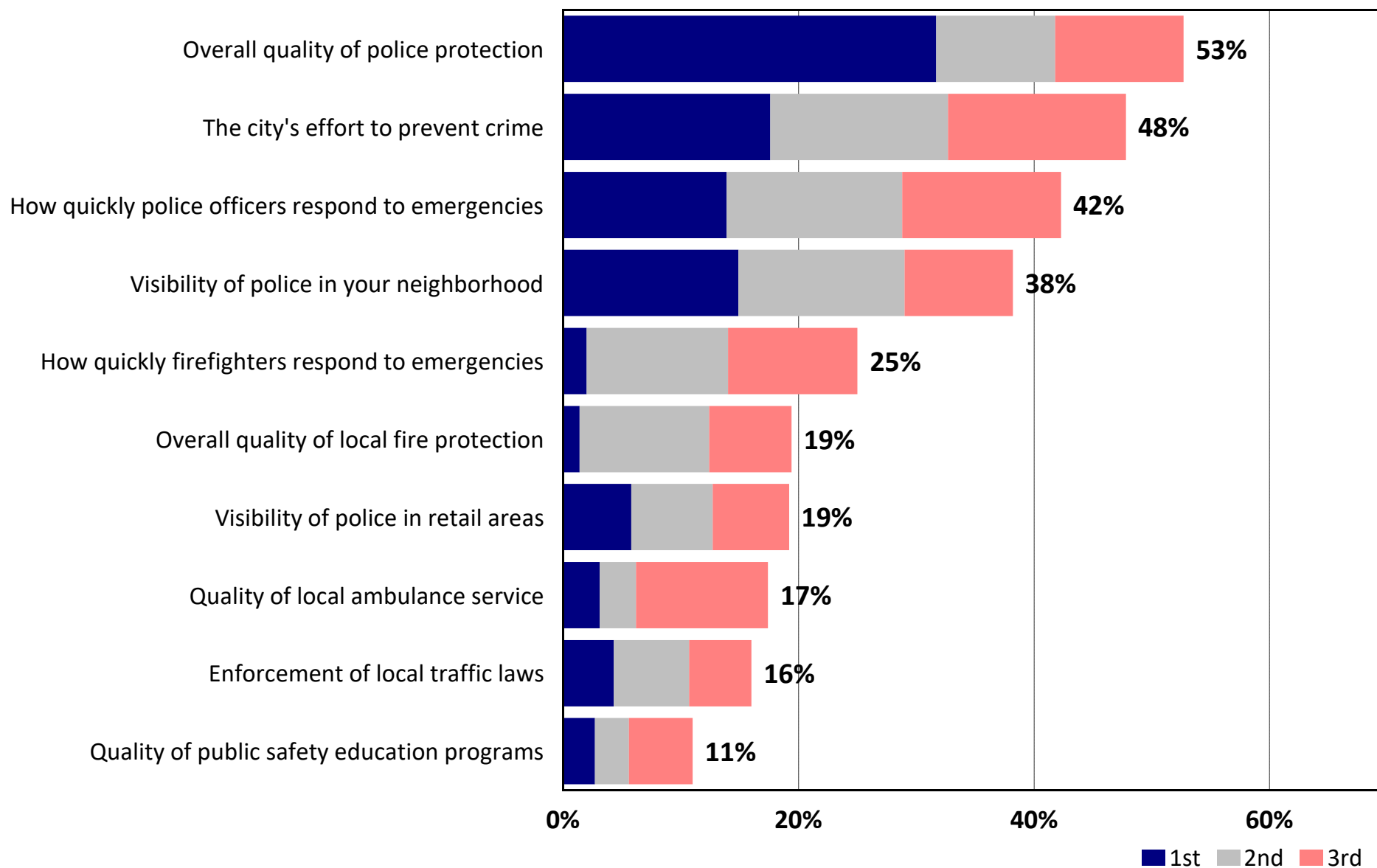
Q11. Public Safety Services

by percentage of respondents (excluding “don’t know”)



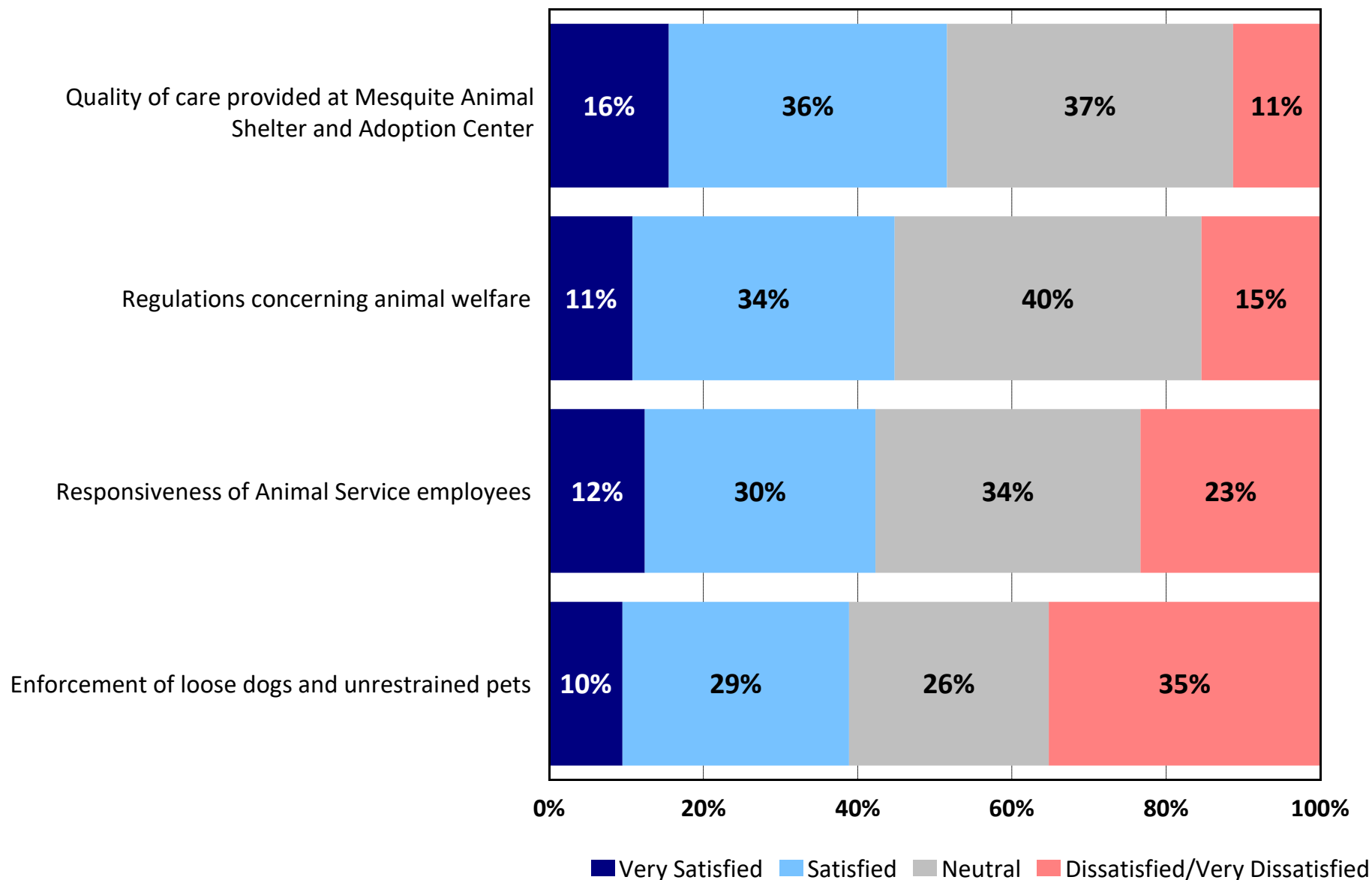
Q12. Public Safety Services that are Most Important for the City to Provide

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



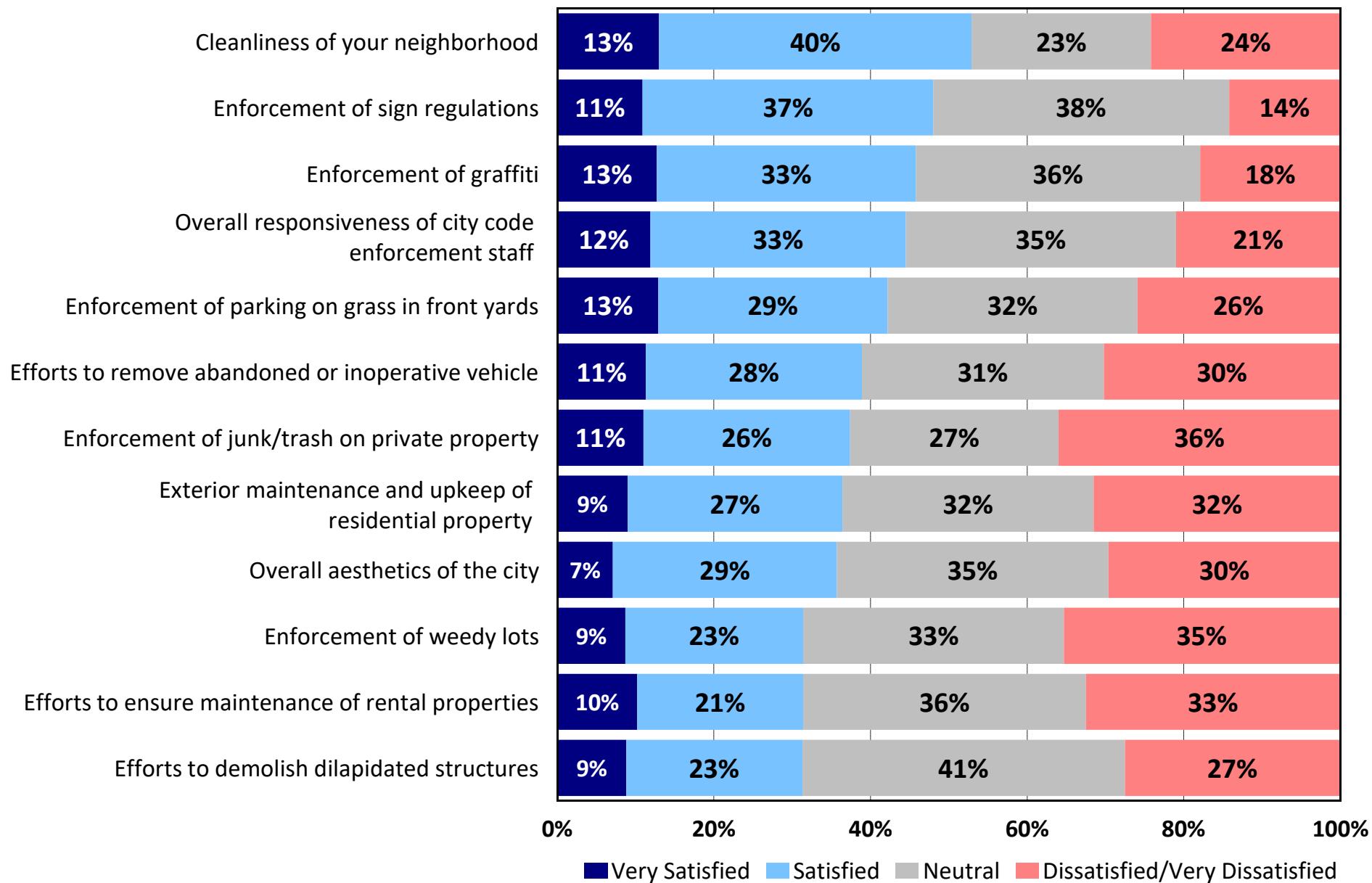
Q13. Animal Services

by percentage of respondents (excluding “don’t know”)



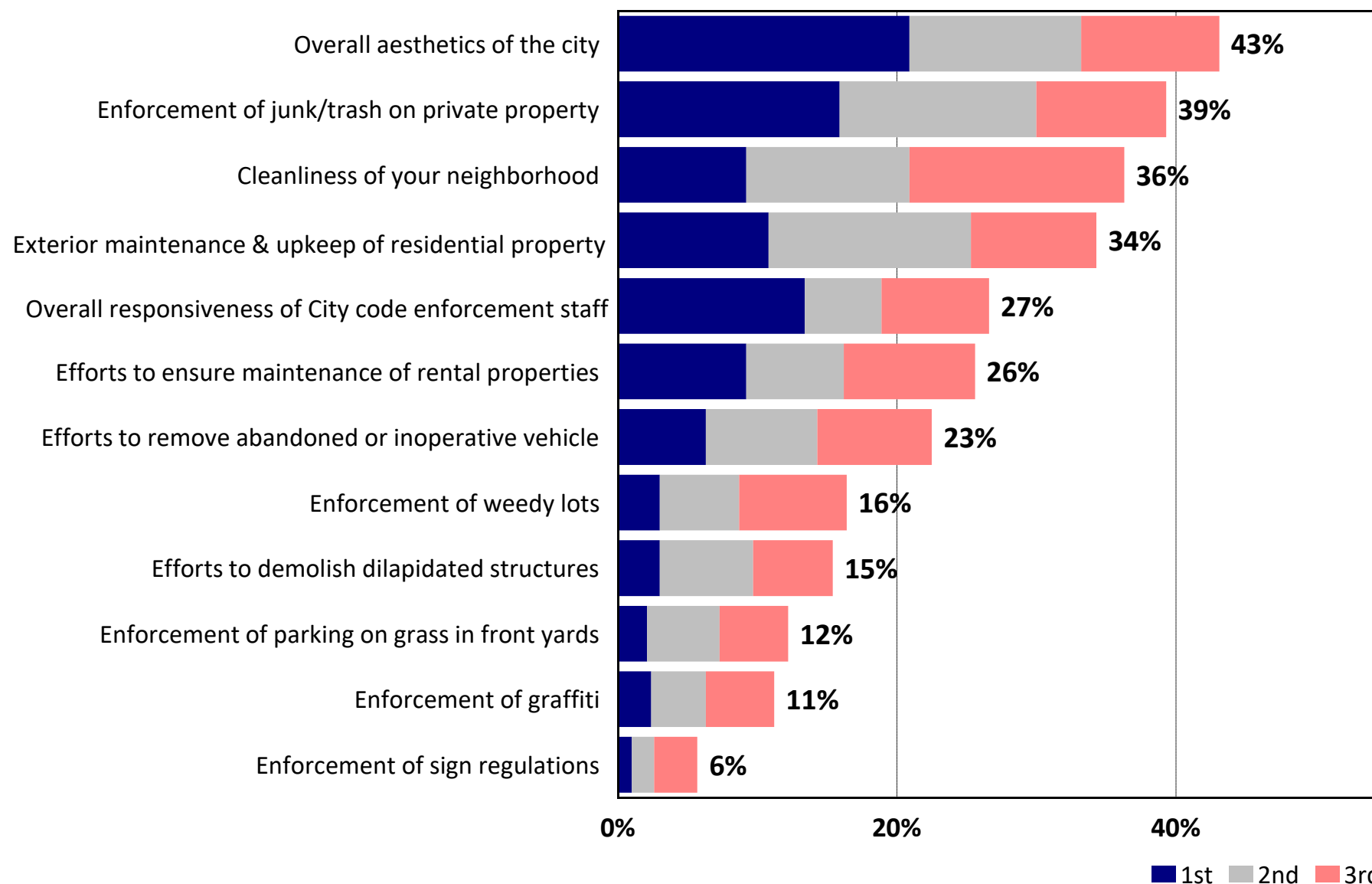
Q14. Code Enforcement Services

by percentage of respondents (excluding “don’t know”)



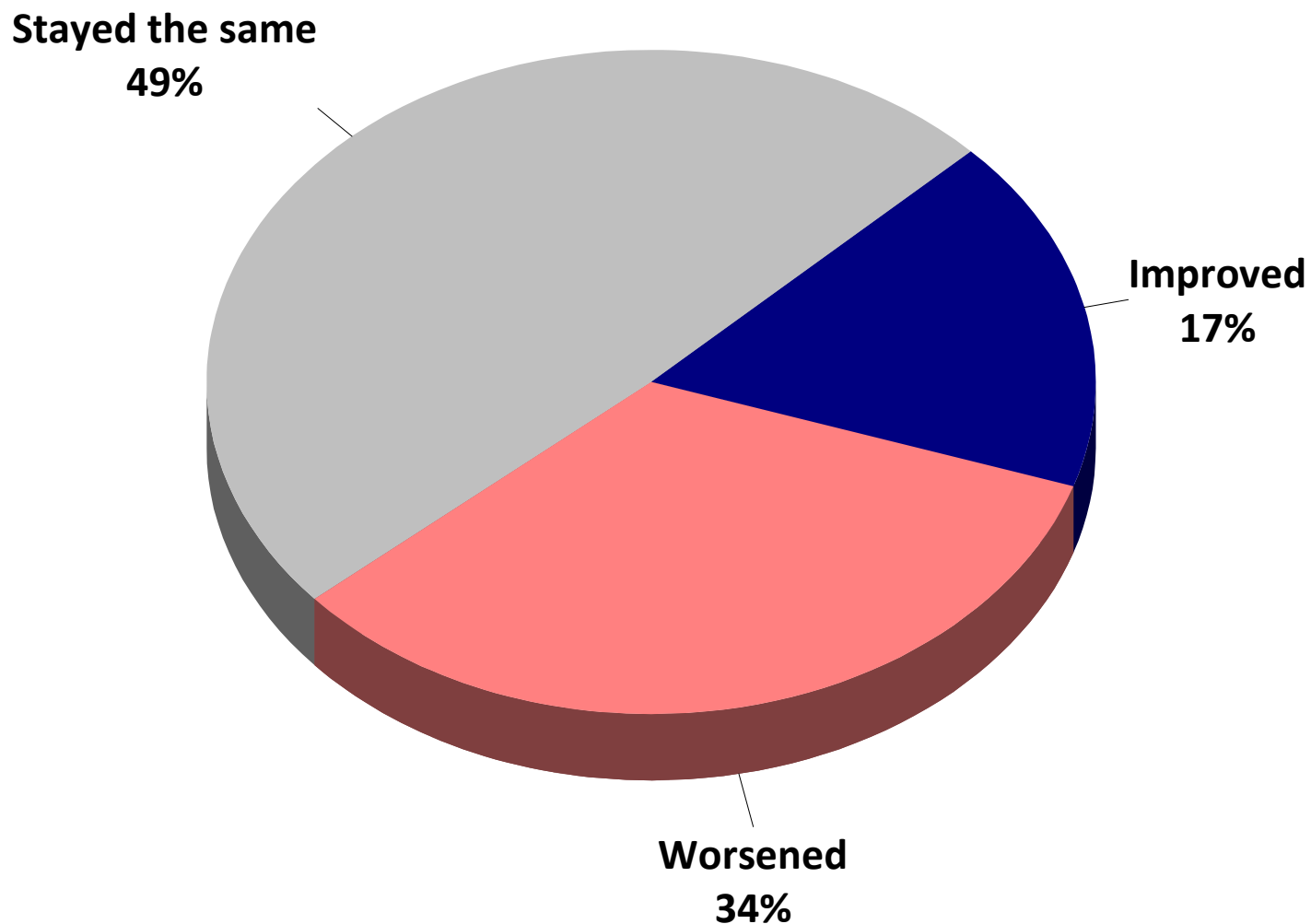
Q15. Code Enforcement Services that are Most Important for the City to Provide

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



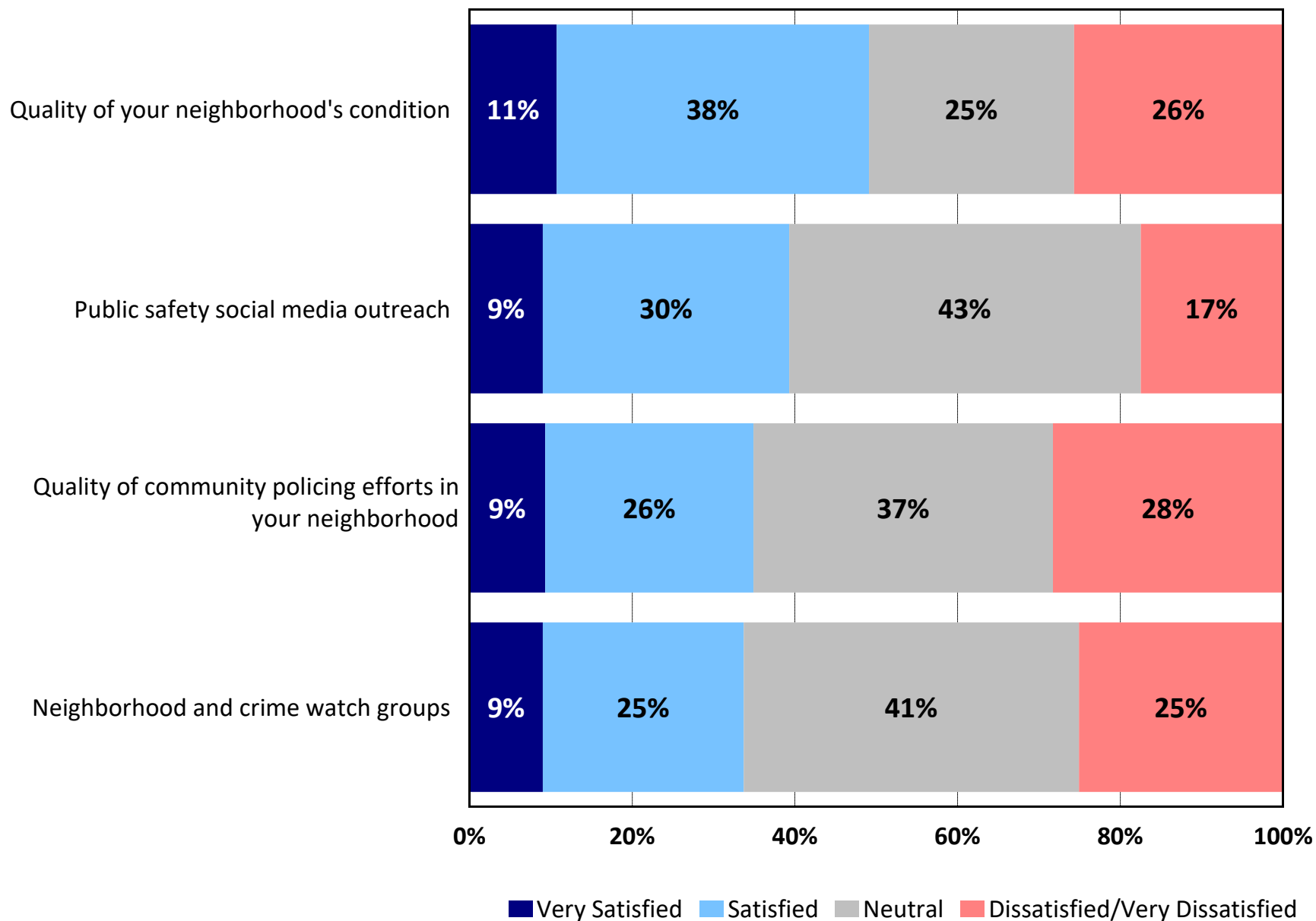
Q16. How do you feel the appearance of your neighborhood has changed over the past three years?

by percentage of respondents (excluding “don’t know”)



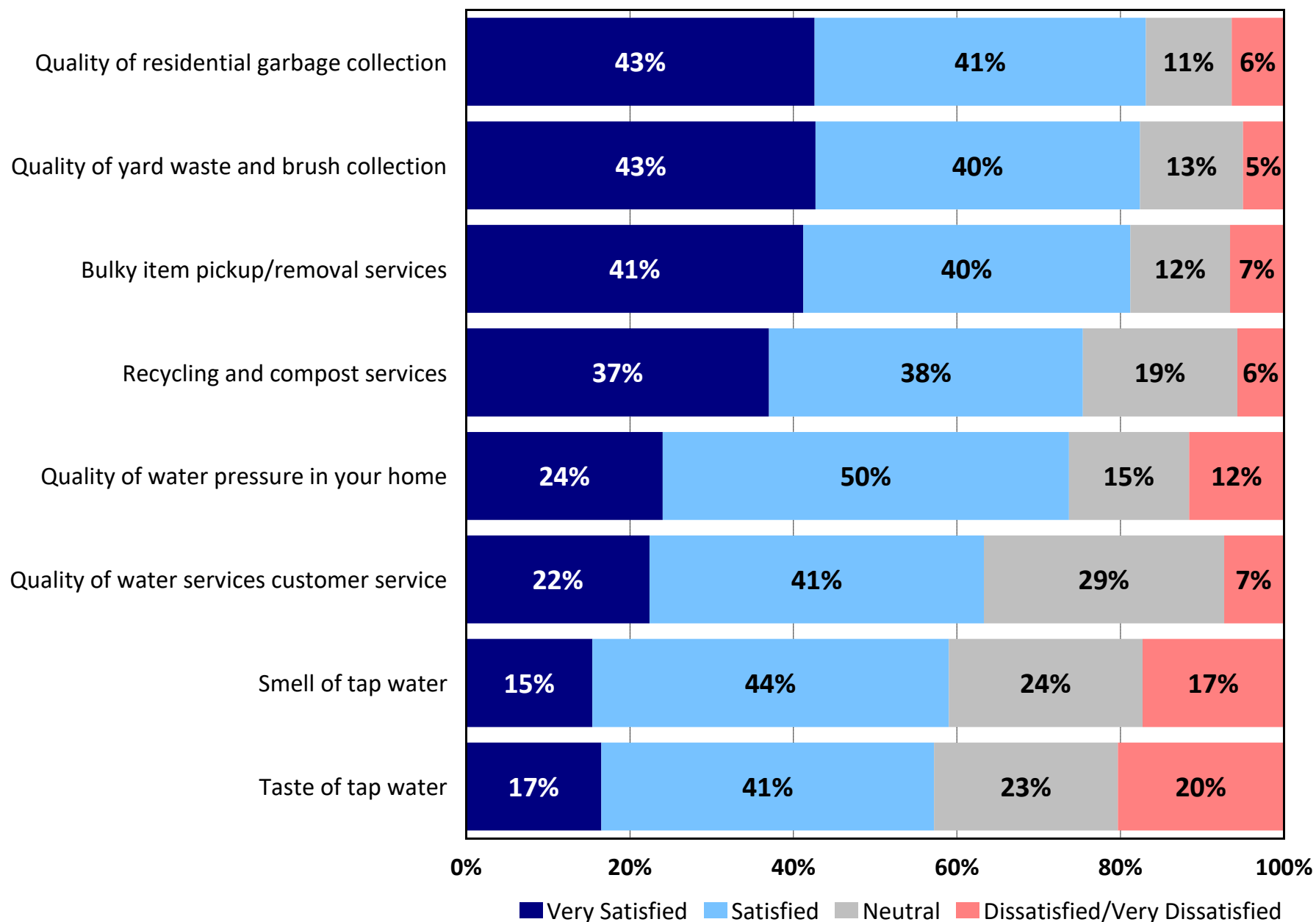
Q17. Residential and Neighborhood Services

by percentage of respondents (excluding “don’t know”)



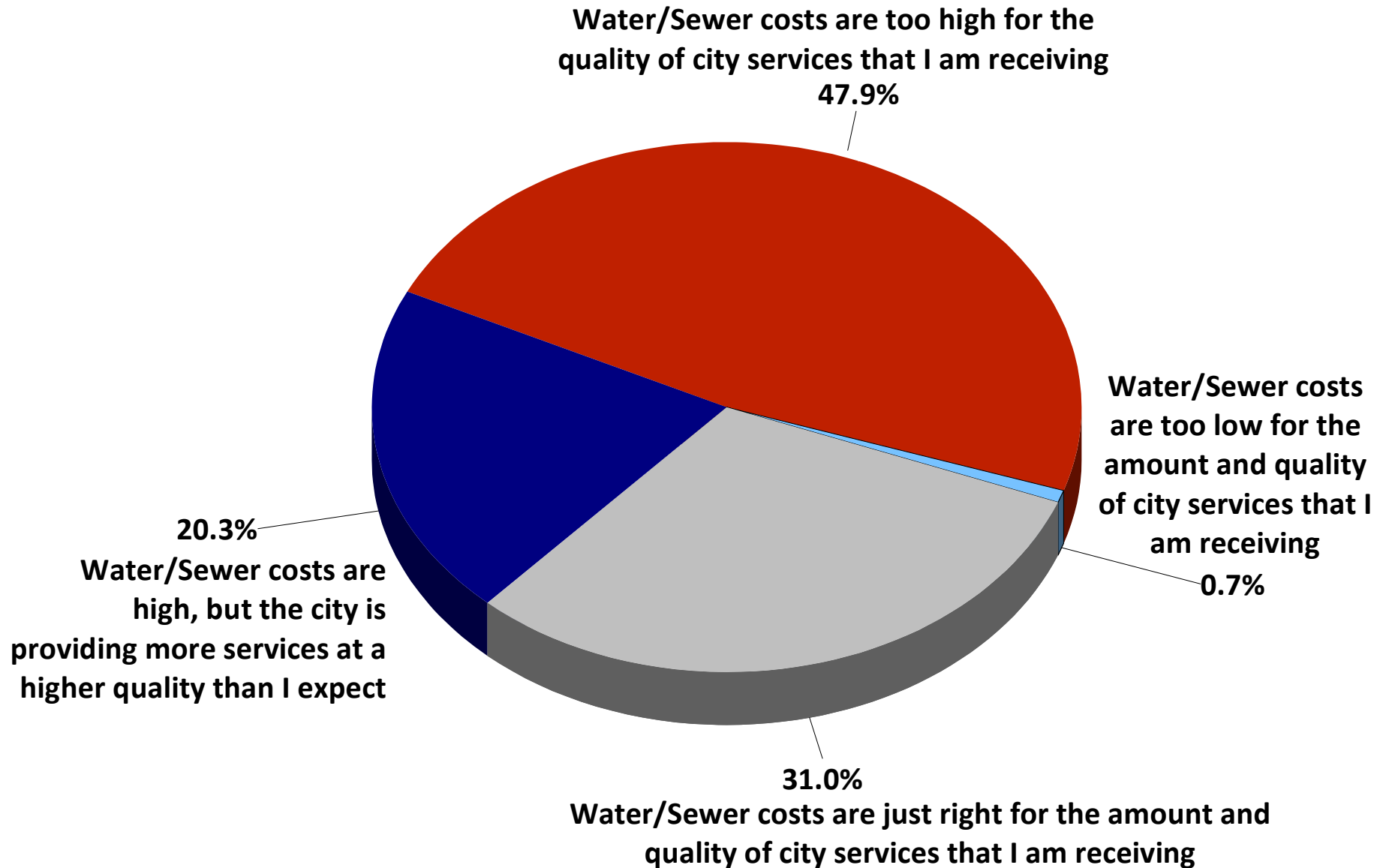
Q18. Utilities and Solid Waste Services

by percentage of respondents (excluding “don’t know”)



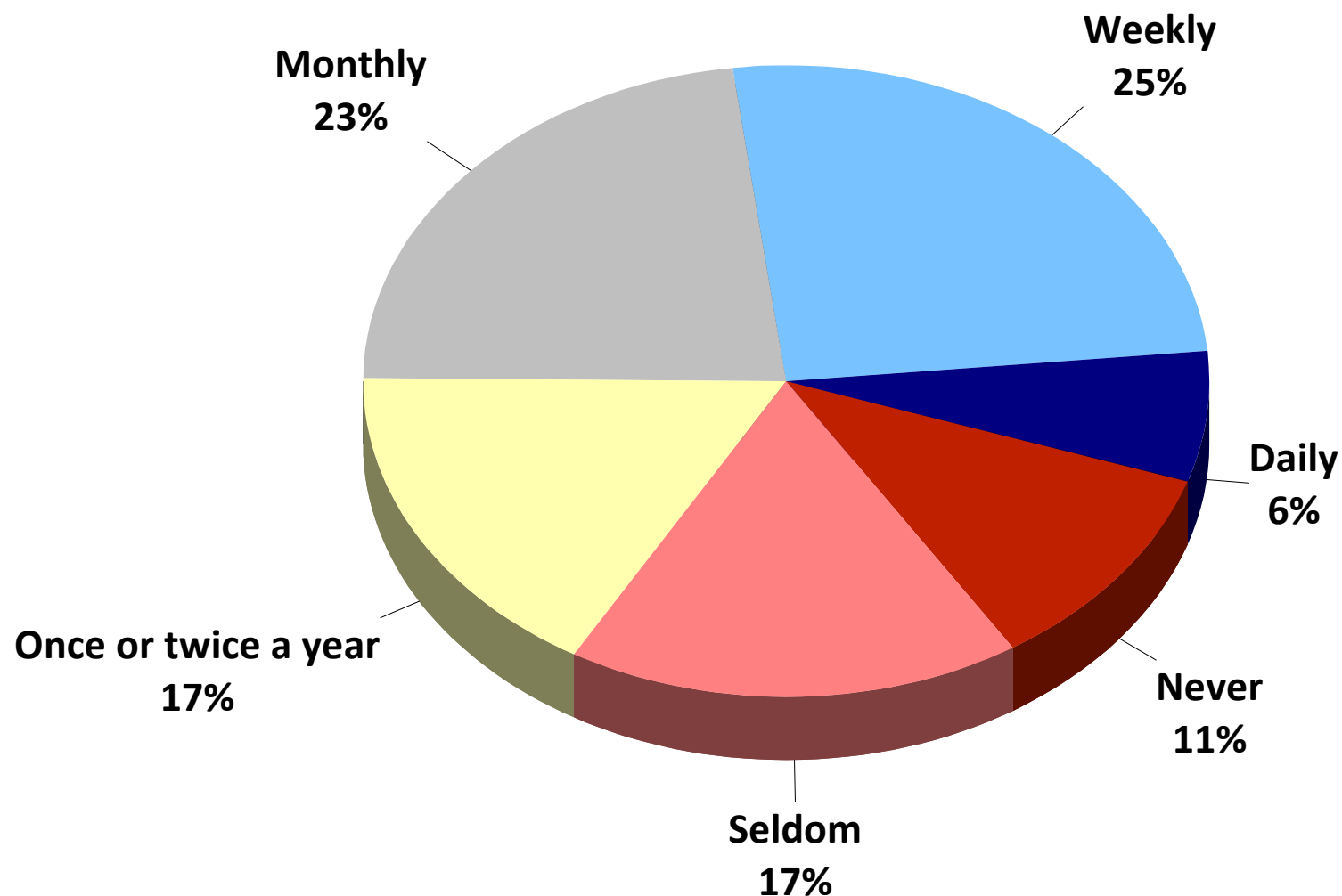
Q19. Which statement best describes how you feel about the value you receive for water and sewer services?

by percentage of respondents (excluding "don't know")



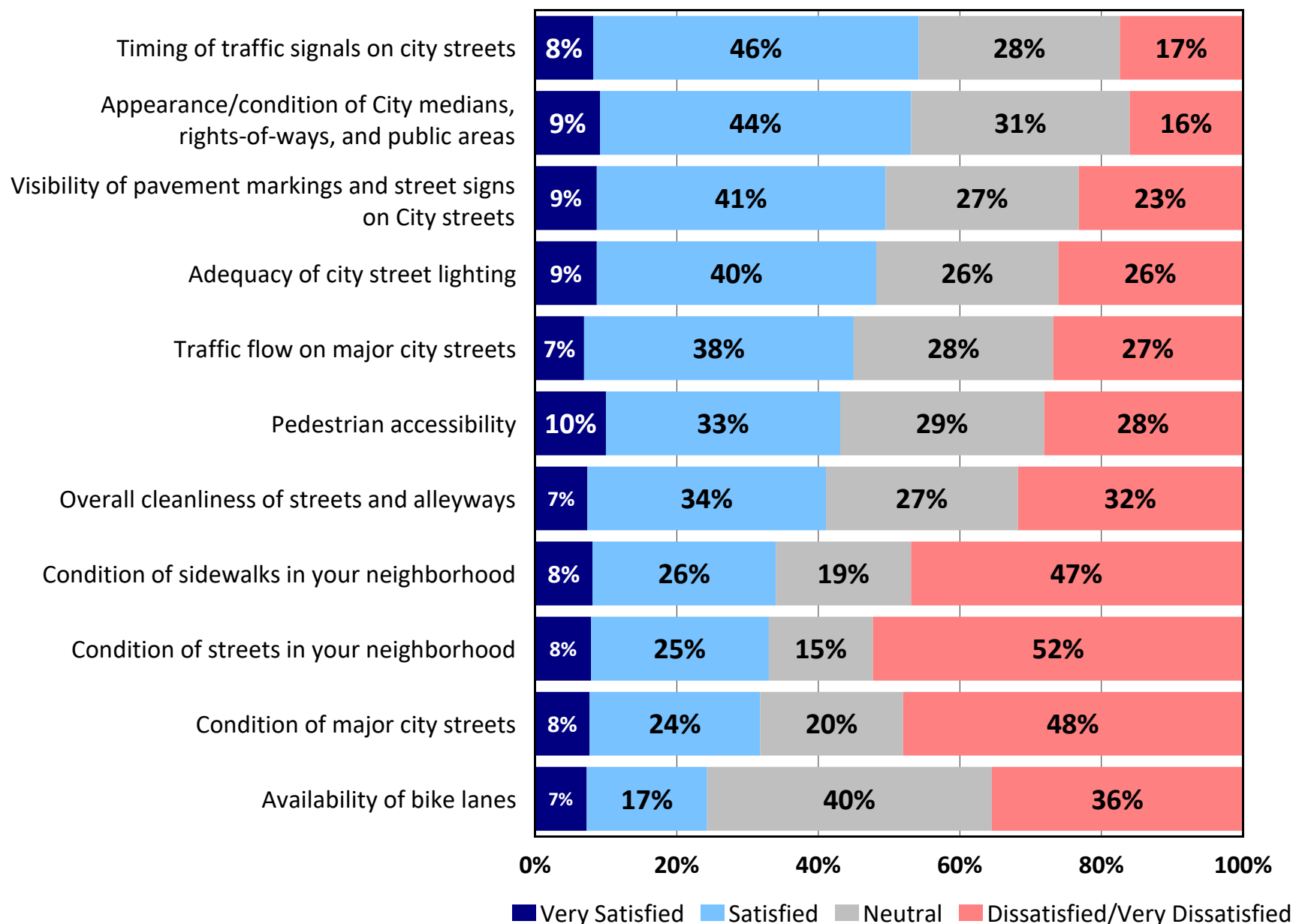
Q20. How often have you visited city parks in the past 12 months?

by percentage of respondents (excluding "not provided")



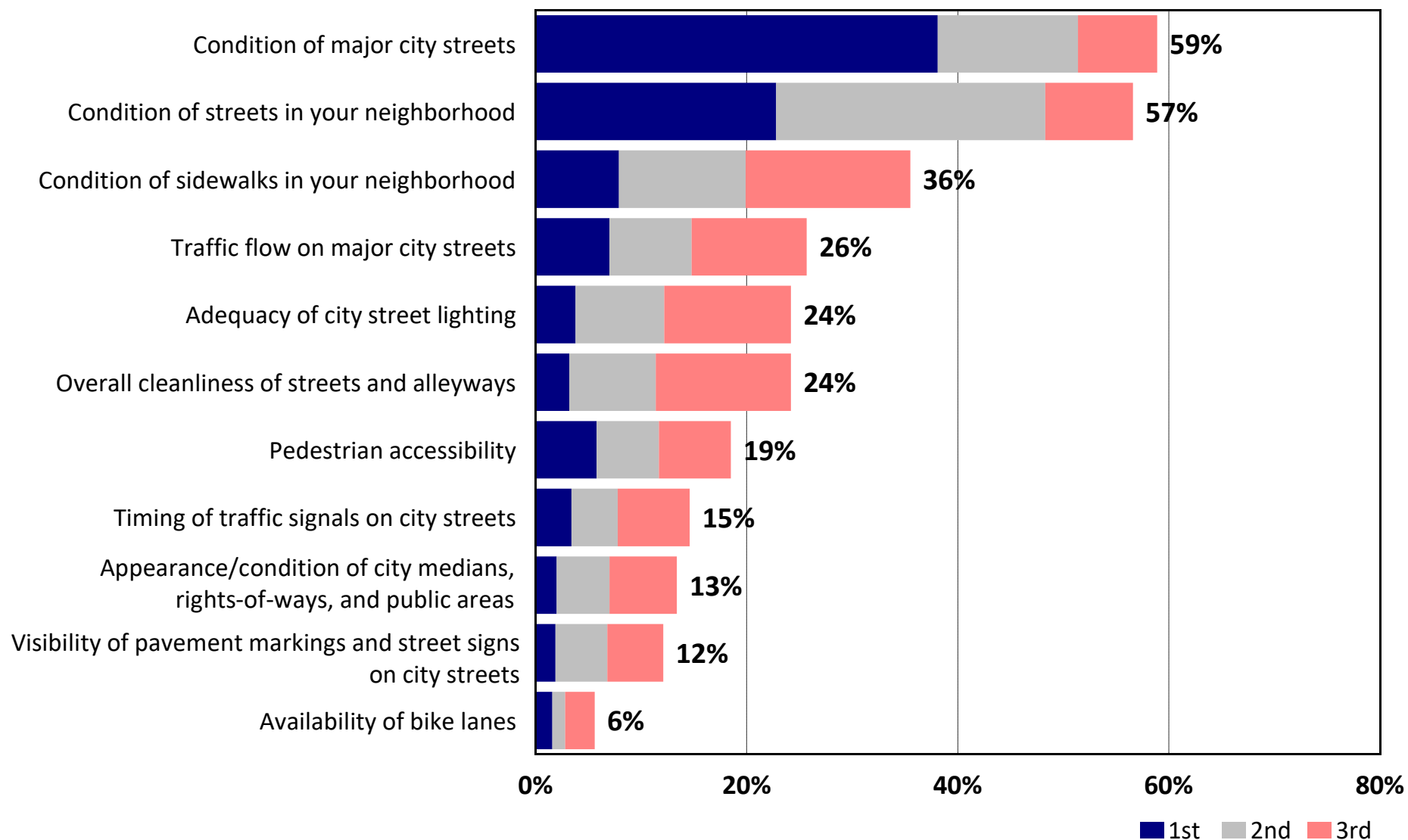
Q21. Maintenance and Appearance of the City

by percentage of respondents (excluding “don’t know”)



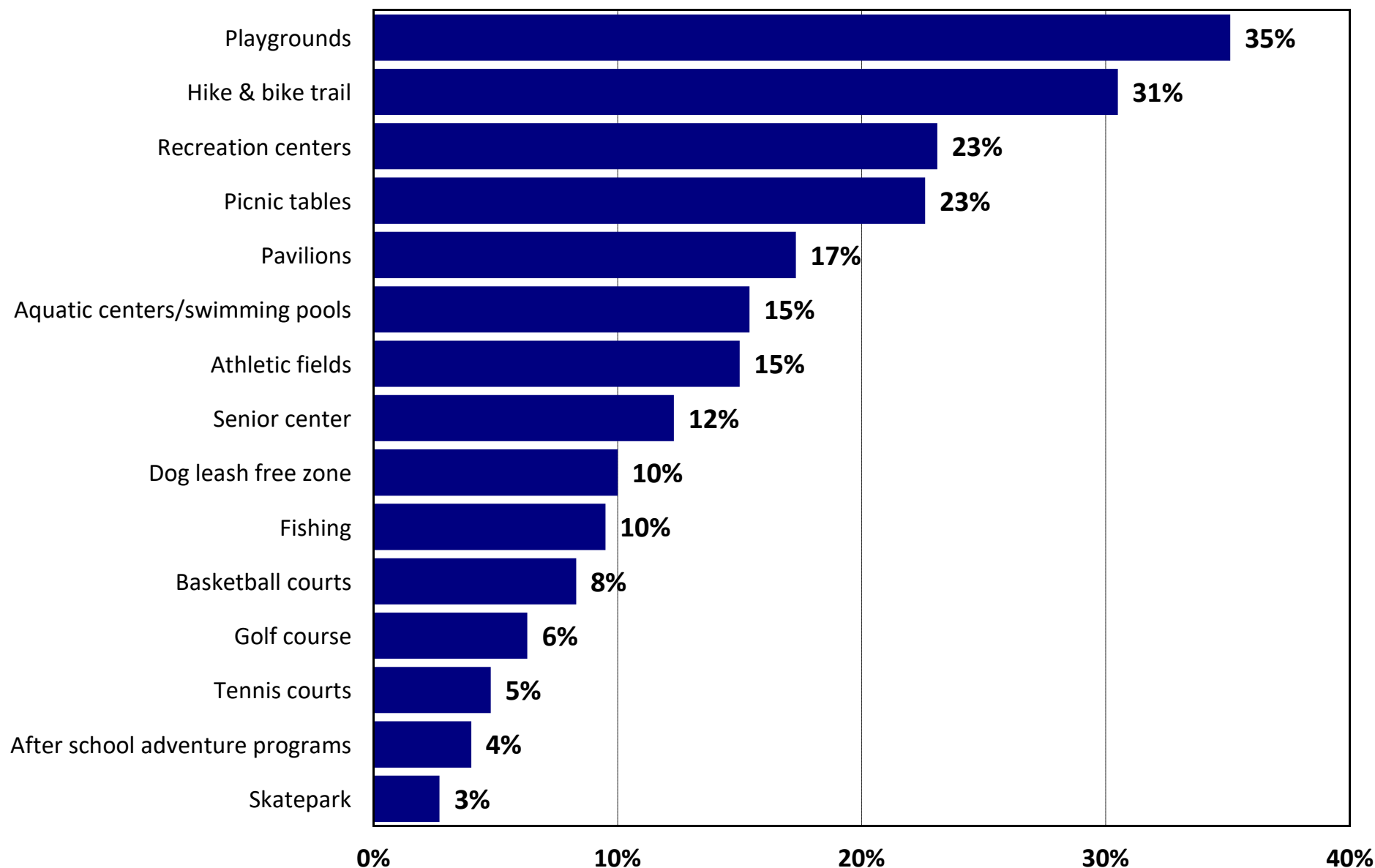
Q22. Maintenance Services Most Important for the City to Provide

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



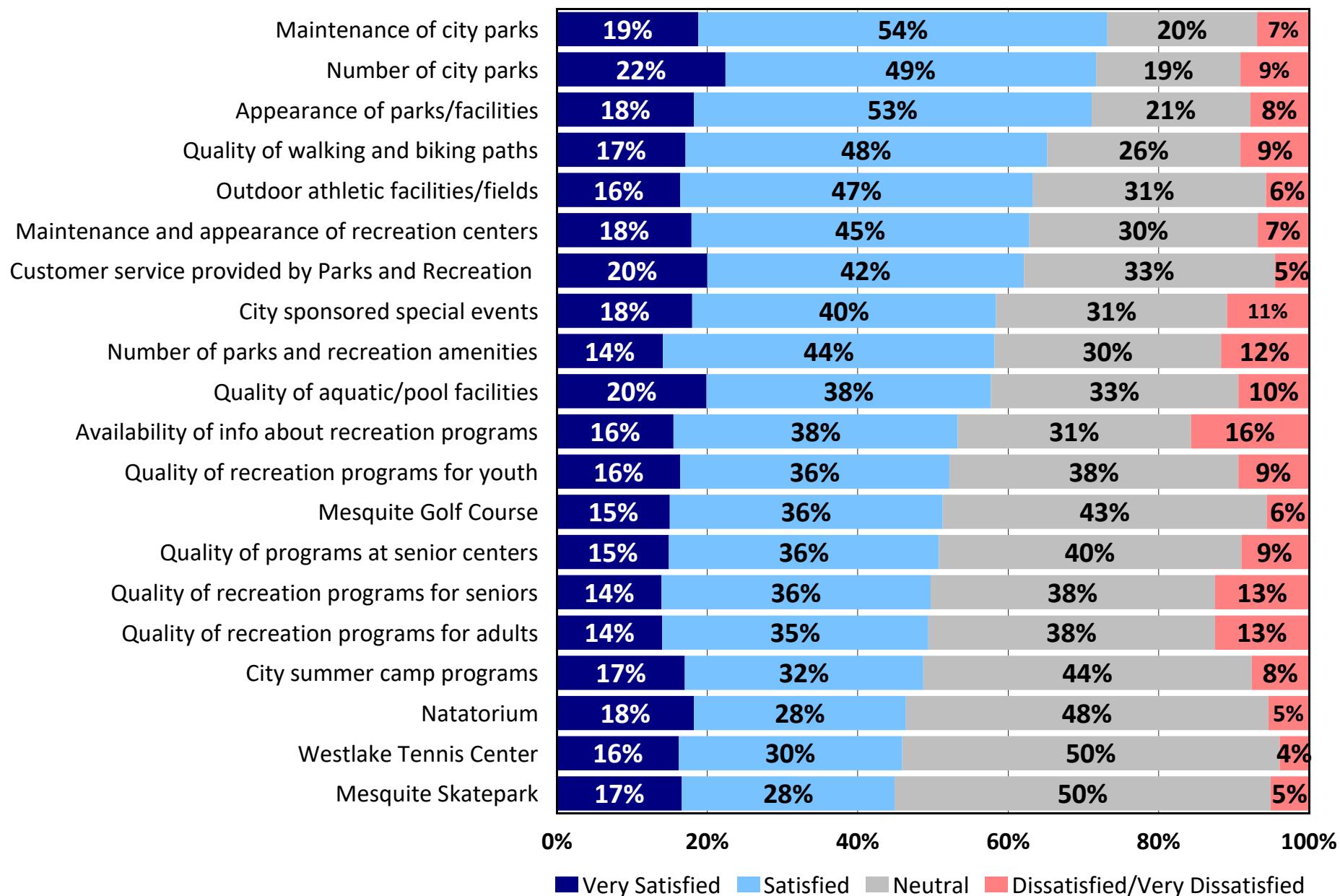
Q23. Which of the following facilities/activities have you used/participated in during the past year?

by percentage of respondents (multiple selections could be made)



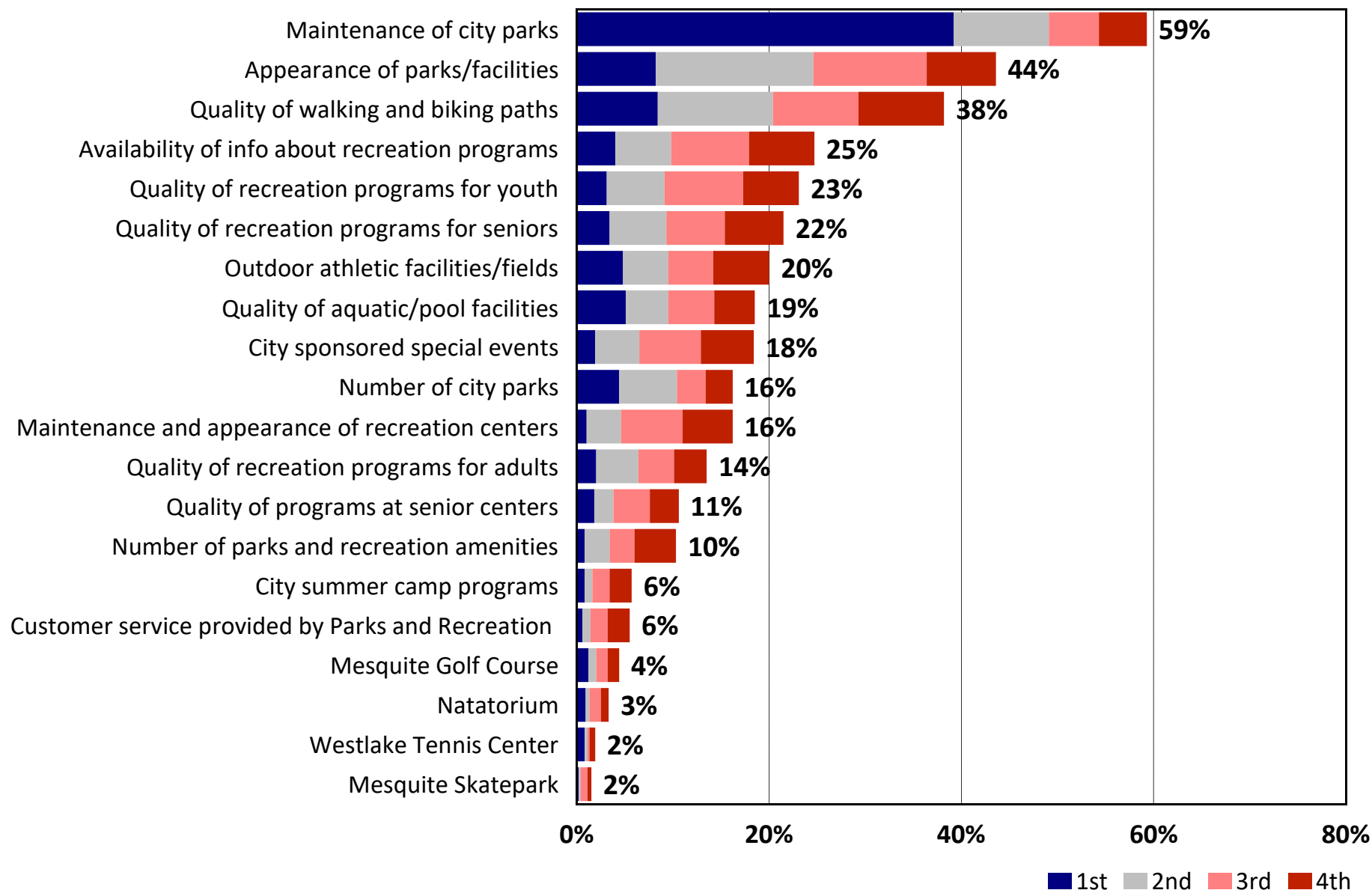
Q24. Parks and Recreation Services

by percentage of respondents (excluding “don’t know”)



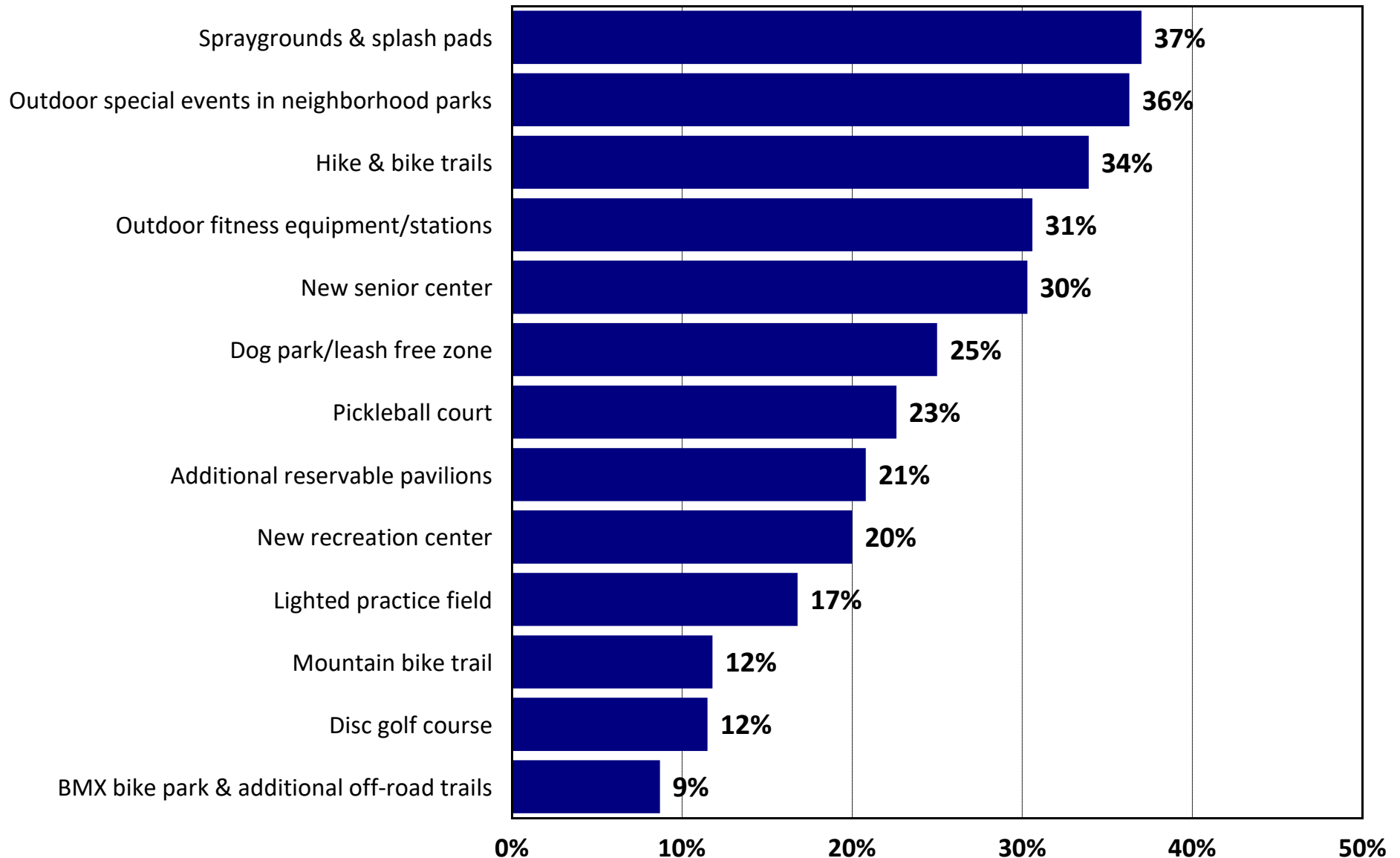
Q25. Parks and Recreation Services Most Important for the City to Provide

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



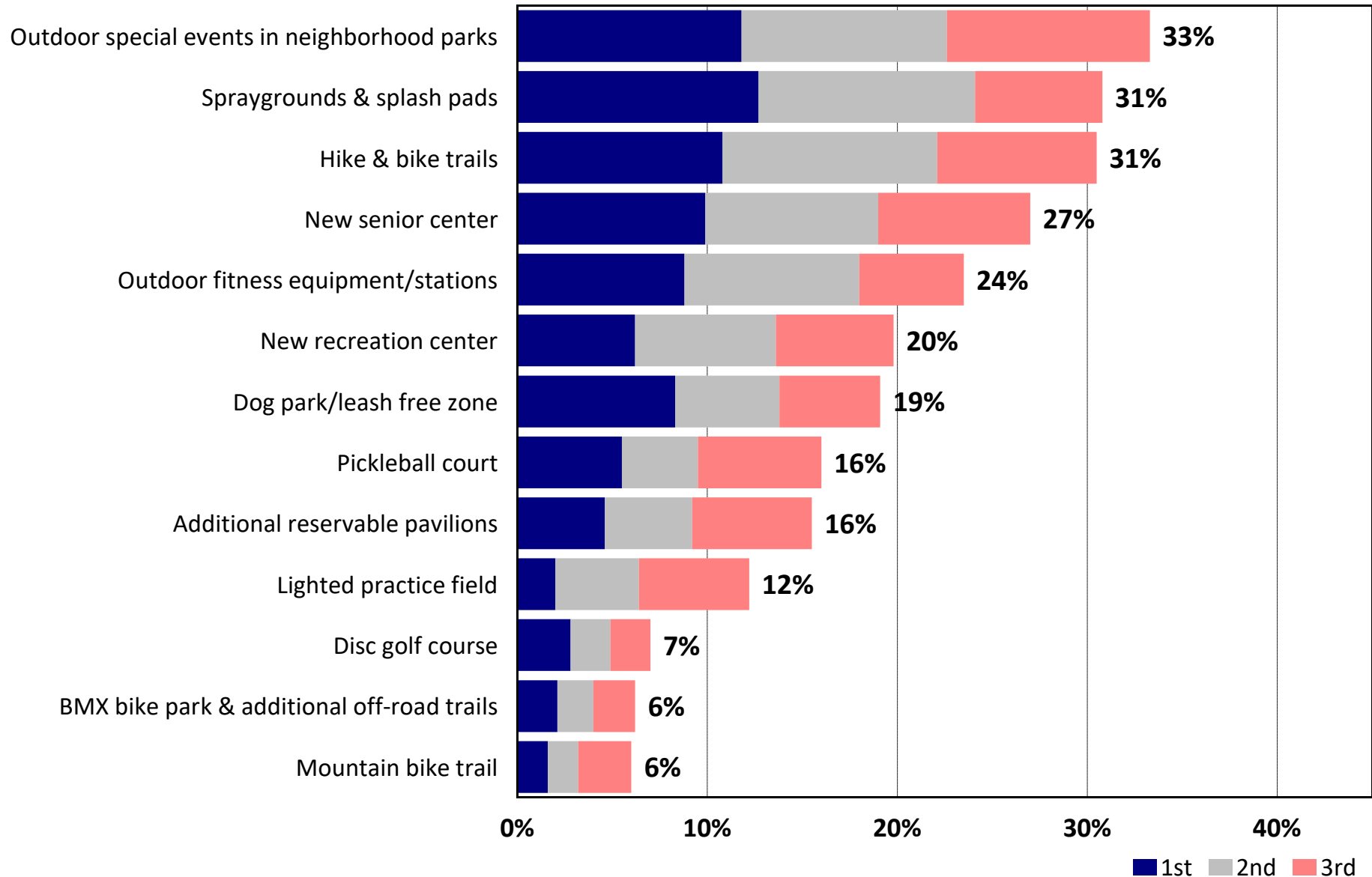
Q26. Potential Facilities/Amenities Respondents Would Like to See Added in the Community

by percentage of respondents (multiple selections could be made)



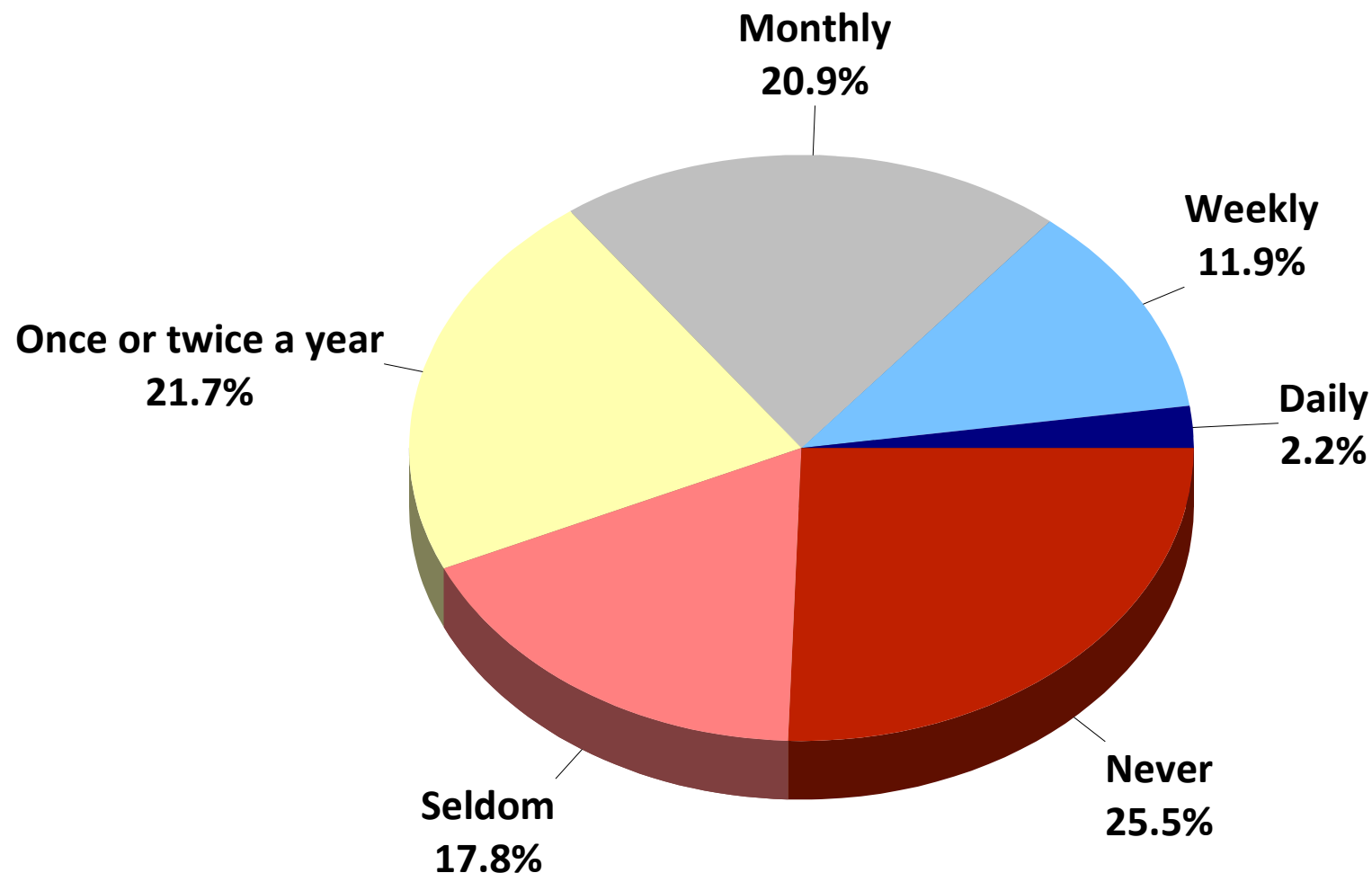
Q27. Which potential facilities/amenities would you most prefer to see added to the community?

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



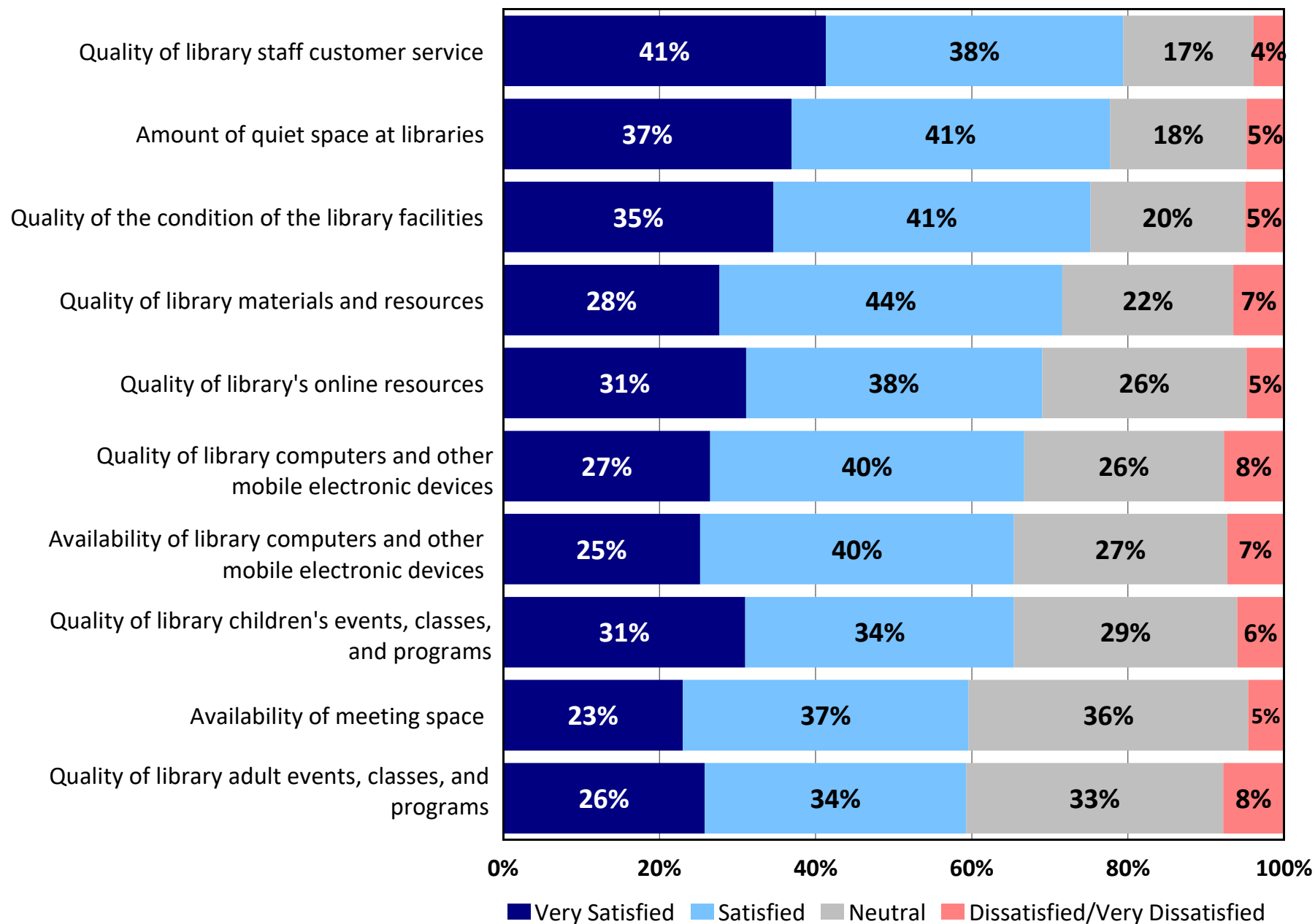
Q28. How often have you visited city libraries in the past 12 months?

by percentage of respondents (excluding “not provided”)



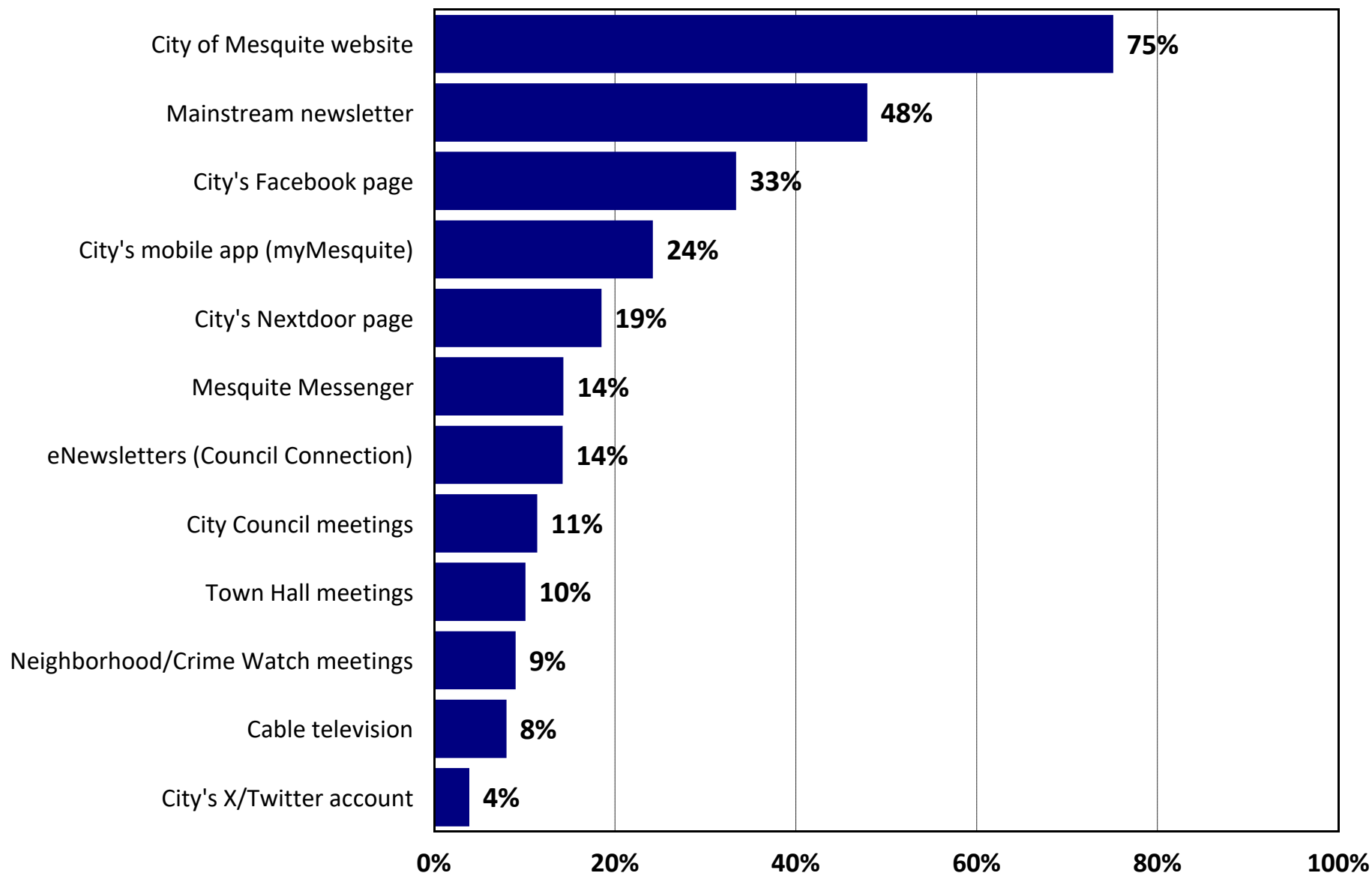
Q29. Library Services

by percentage of respondents (excluding “don’t know”)



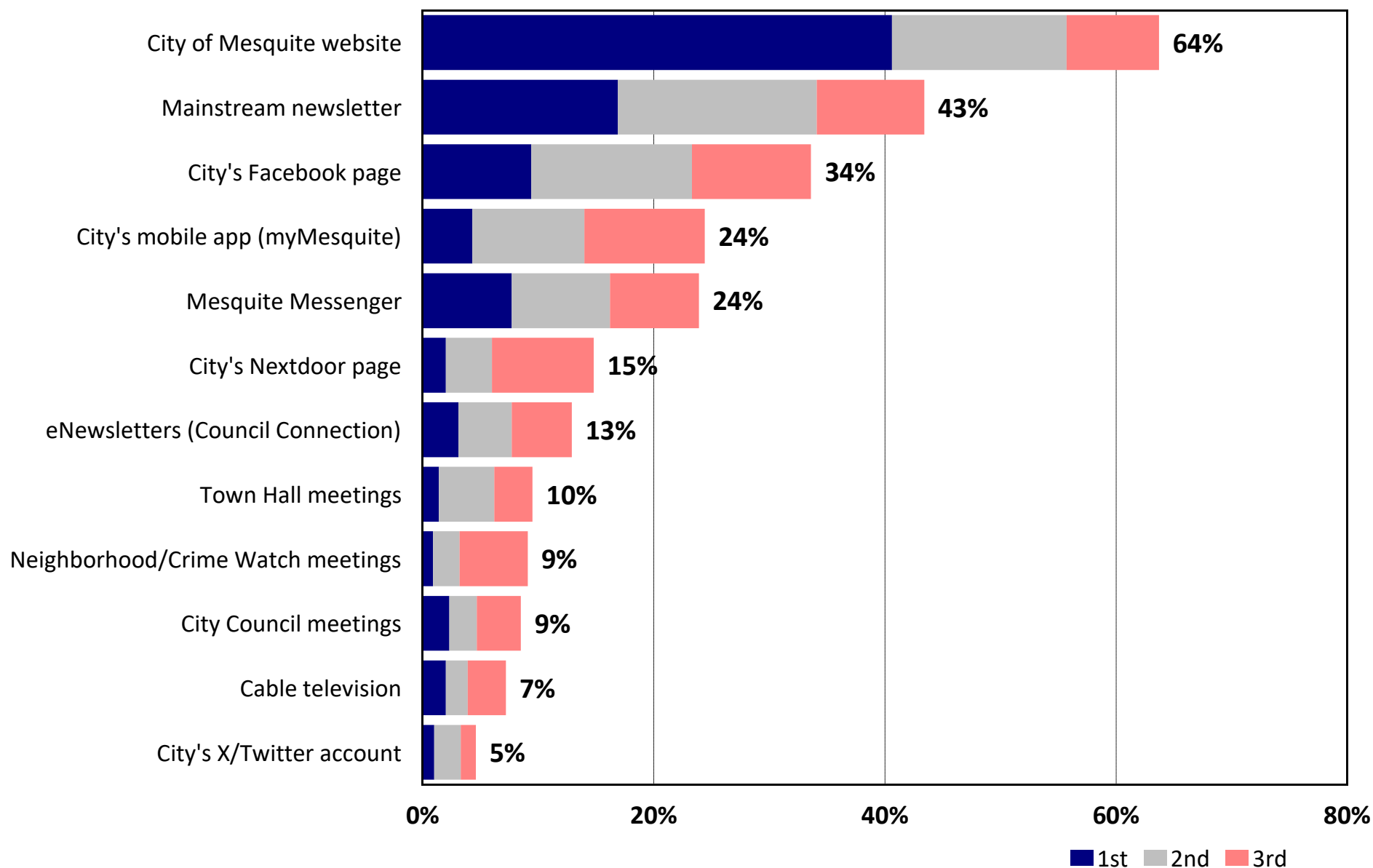
Q30. Sources Currently Used to Obtain/ Receive Information About the City of Mesquite

by percentage of respondents (multiple selections could be made)



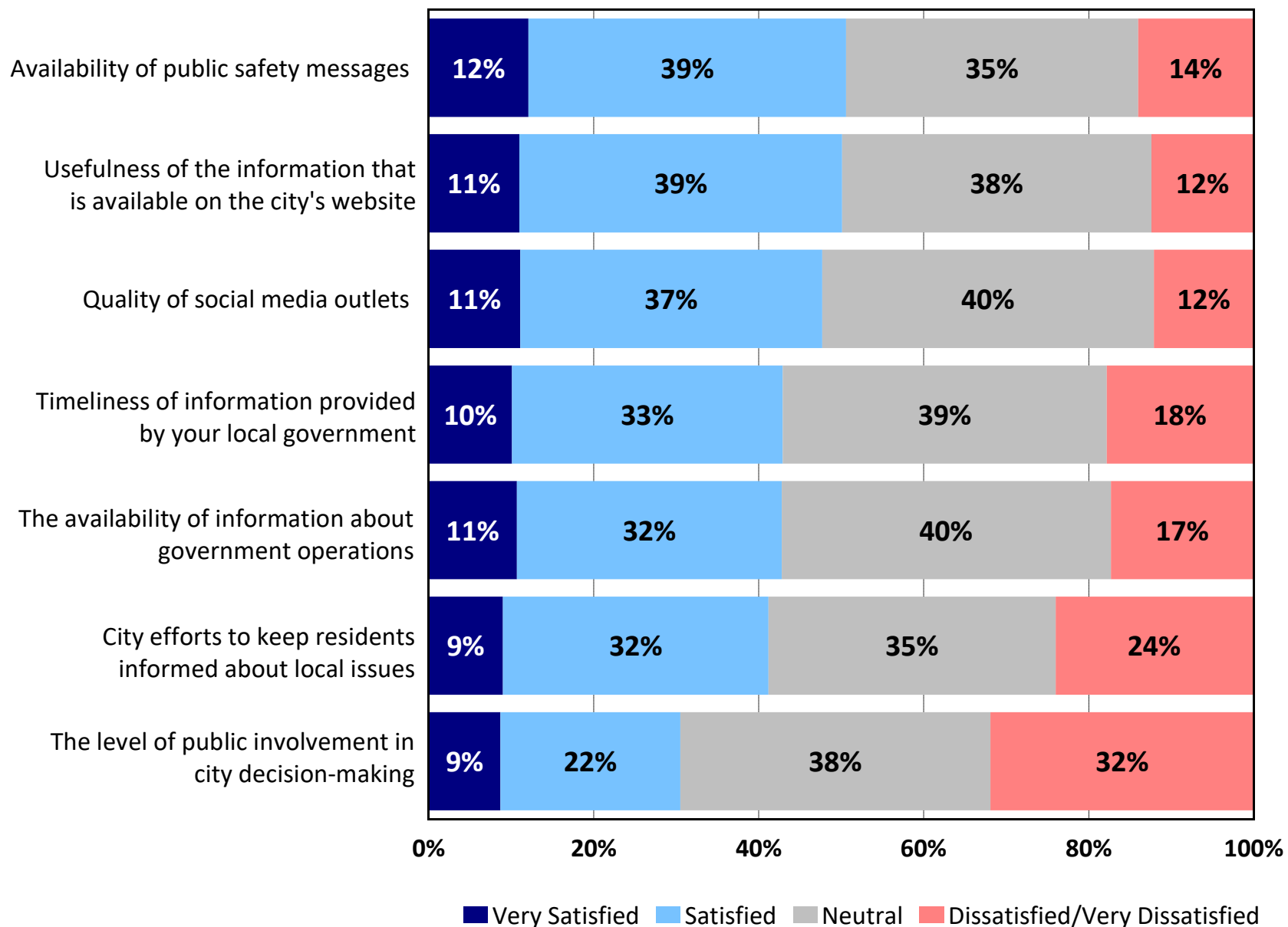
Q31. Most Preferred Sources Used to Obtain/Receive Information About the City of Mesquite

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



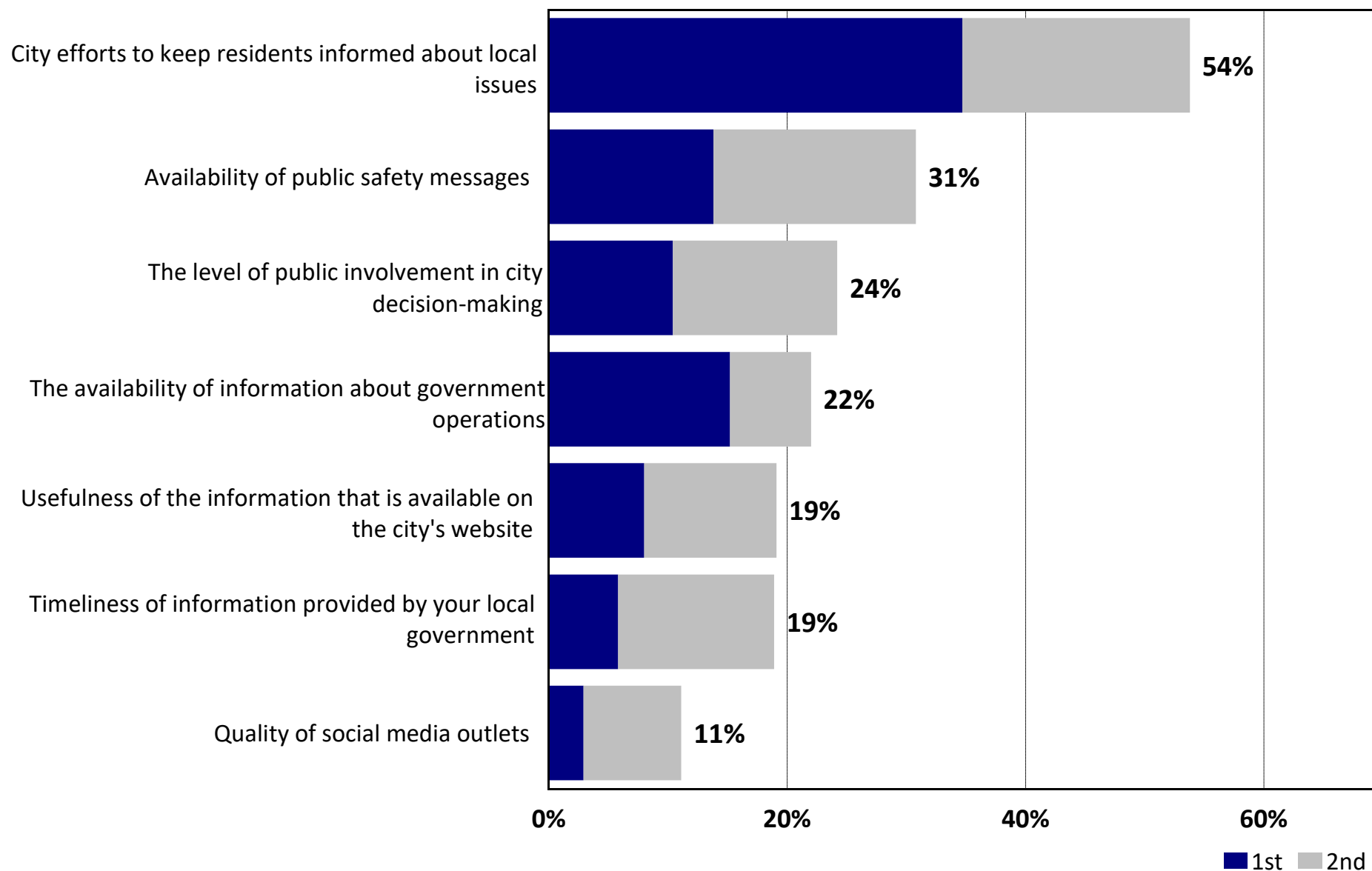
Q32. City Communication

by percentage of respondents (excluding “don’t know”)



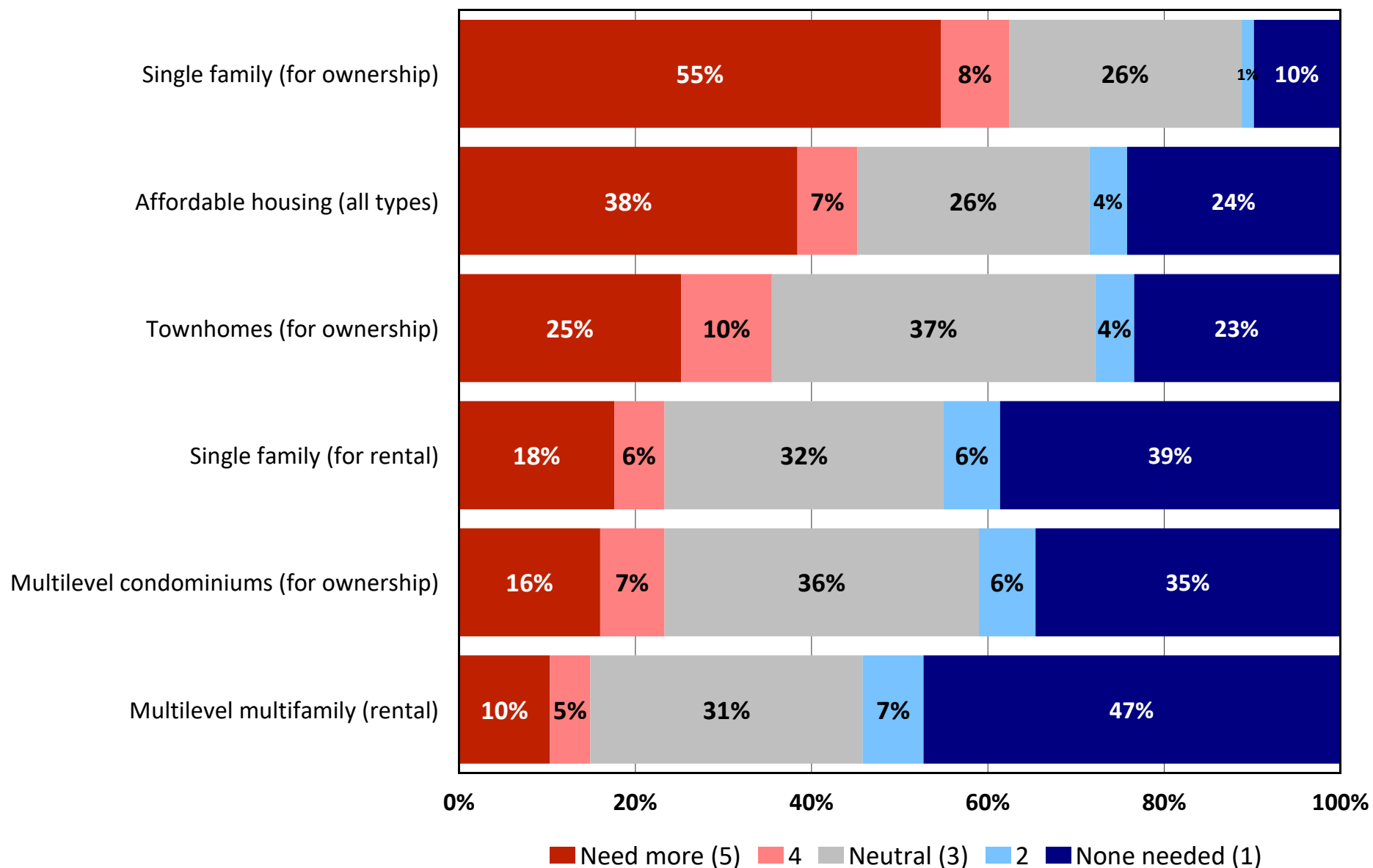
Q33. City Communication Services Most Important for the City to Provide

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



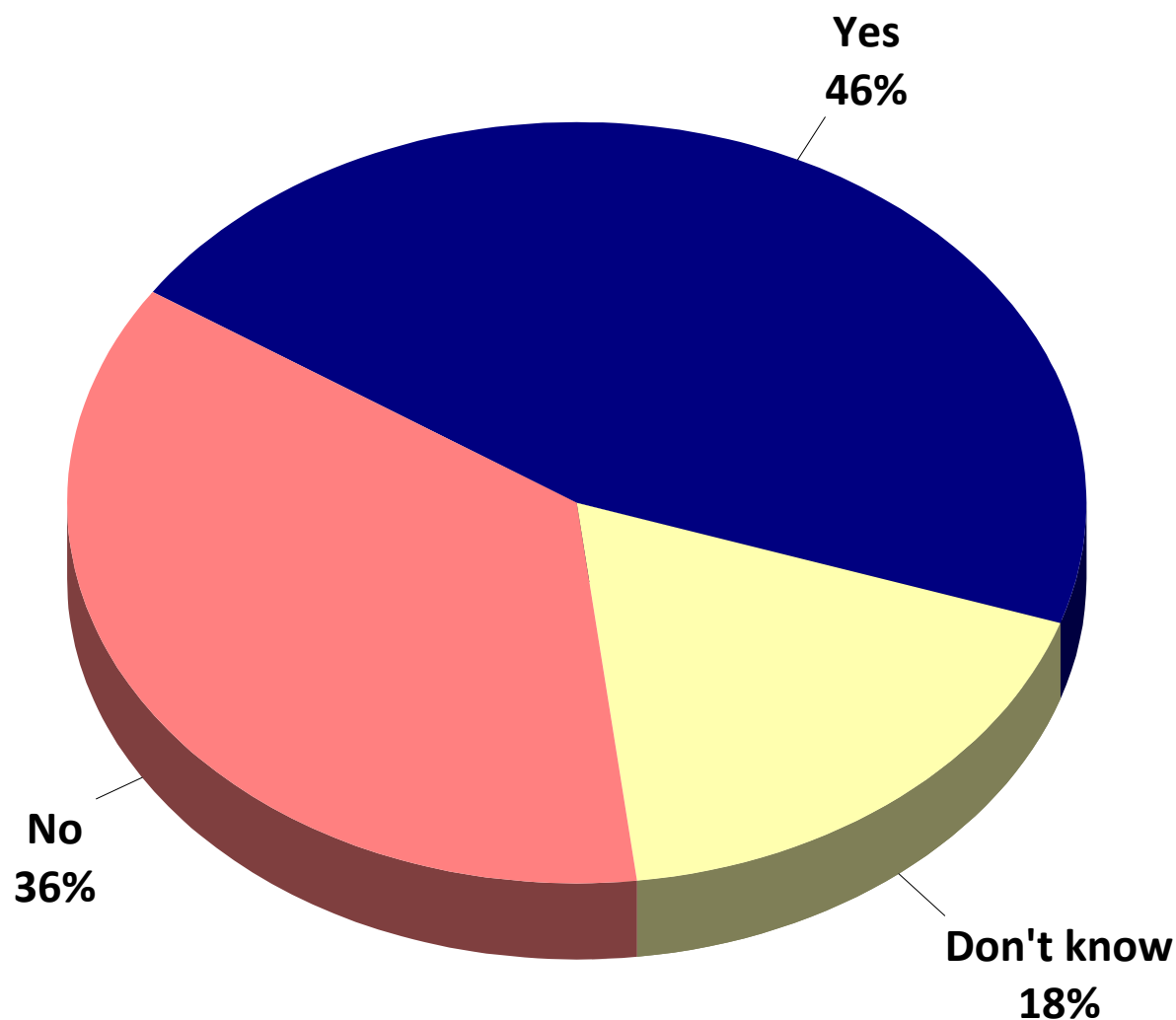
Q36. Perception of the Need for the Following Housing Types

by percentage of respondents (excluding “not provided”)



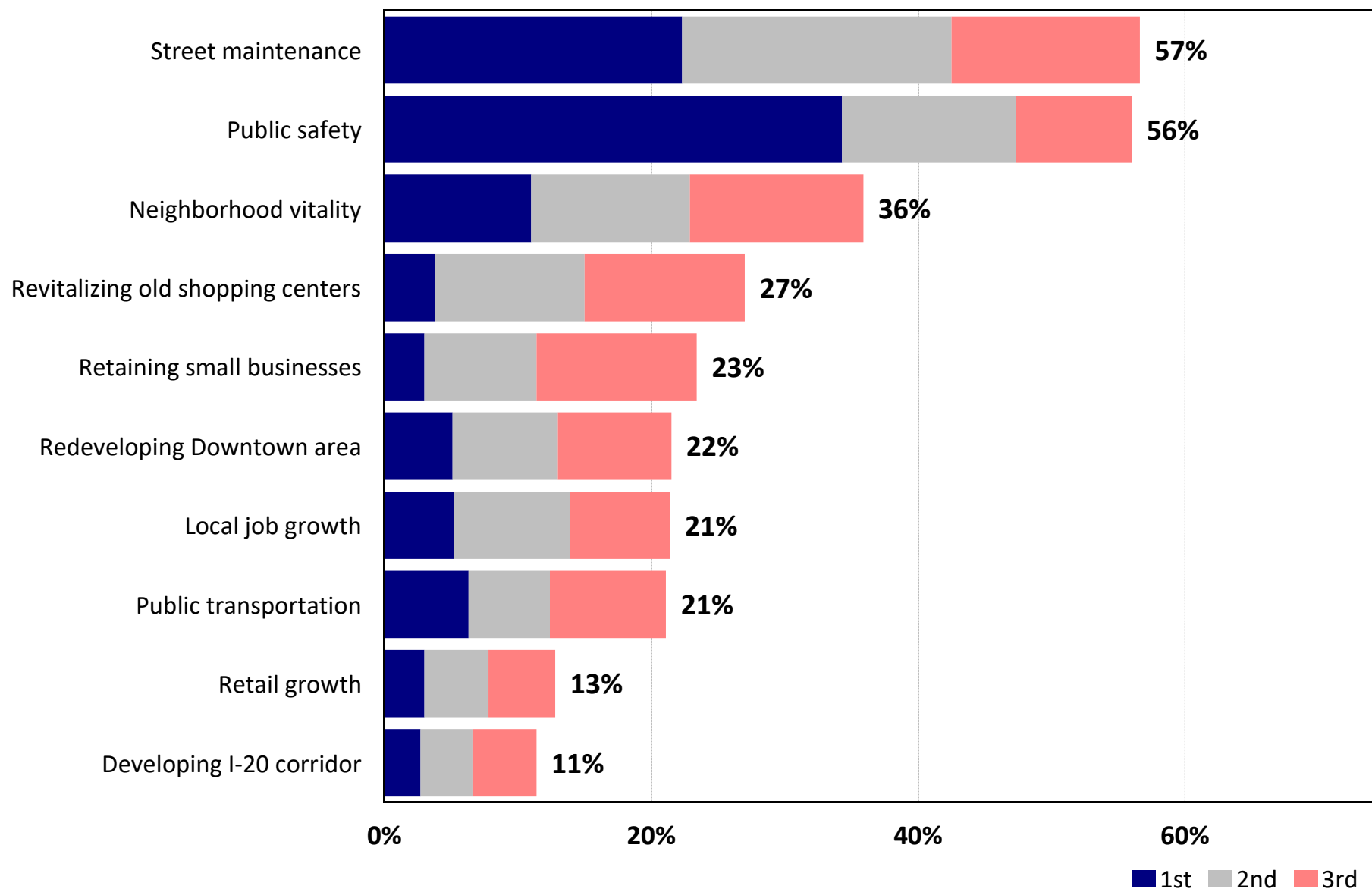
Q37. Do you think the City of Mesquite is continually improving as a place to live?

by percentage of respondents



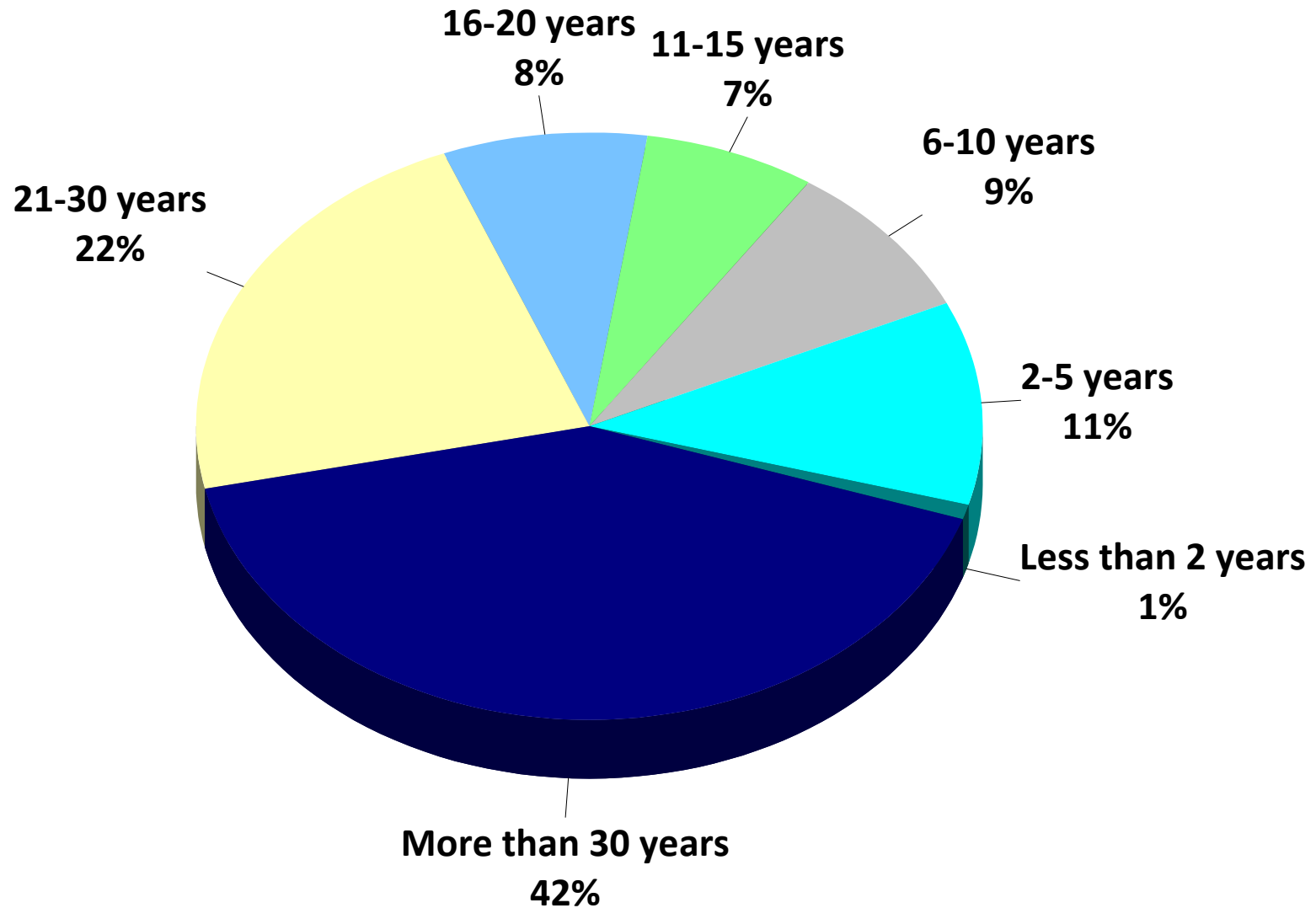
Q38. What do you think are the three biggest issues Mesquite will face within the next five years?

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



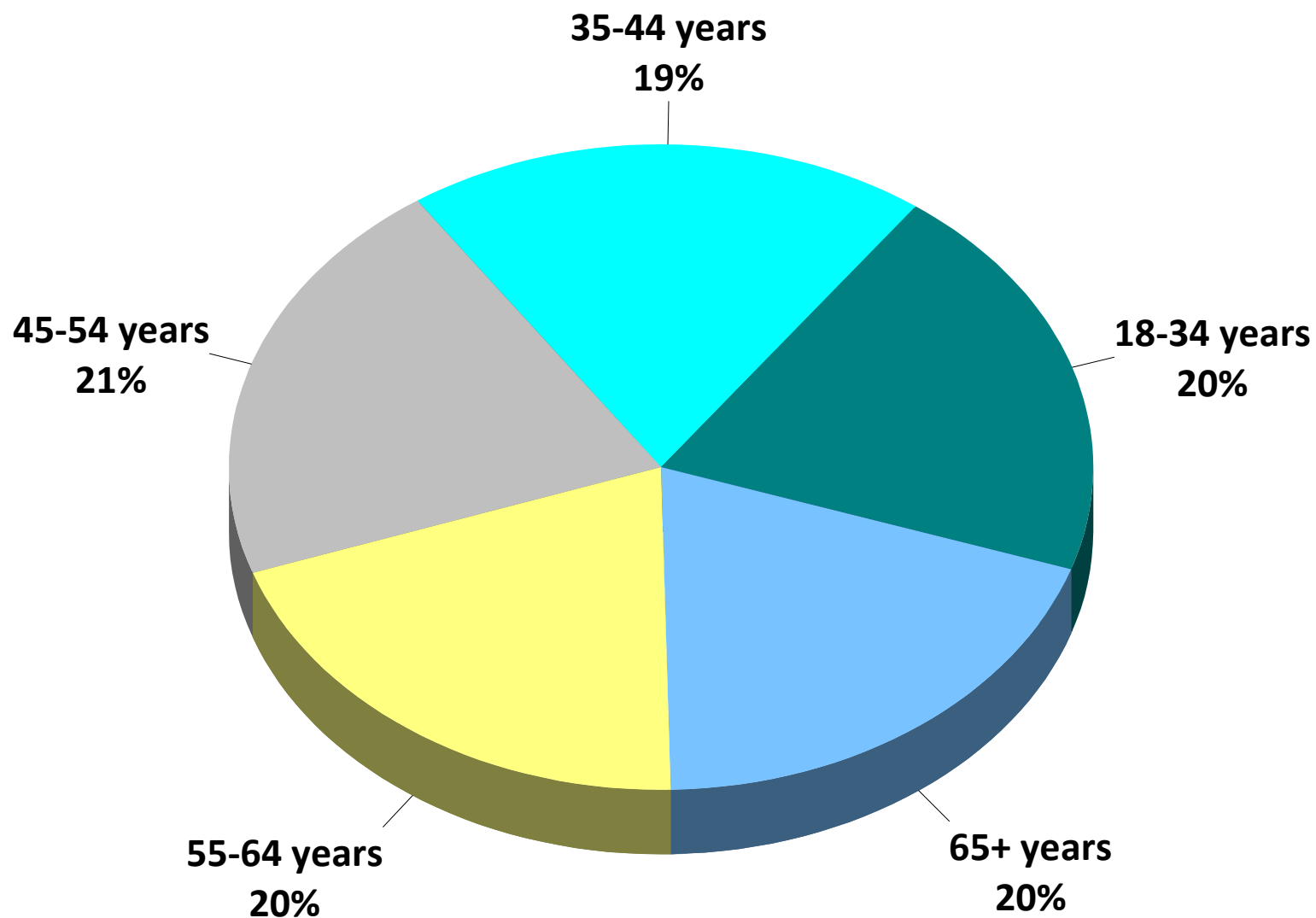
Q40. Approximately how many years have you lived in Mesquite?

by percentage of respondents (excluding "don't know")



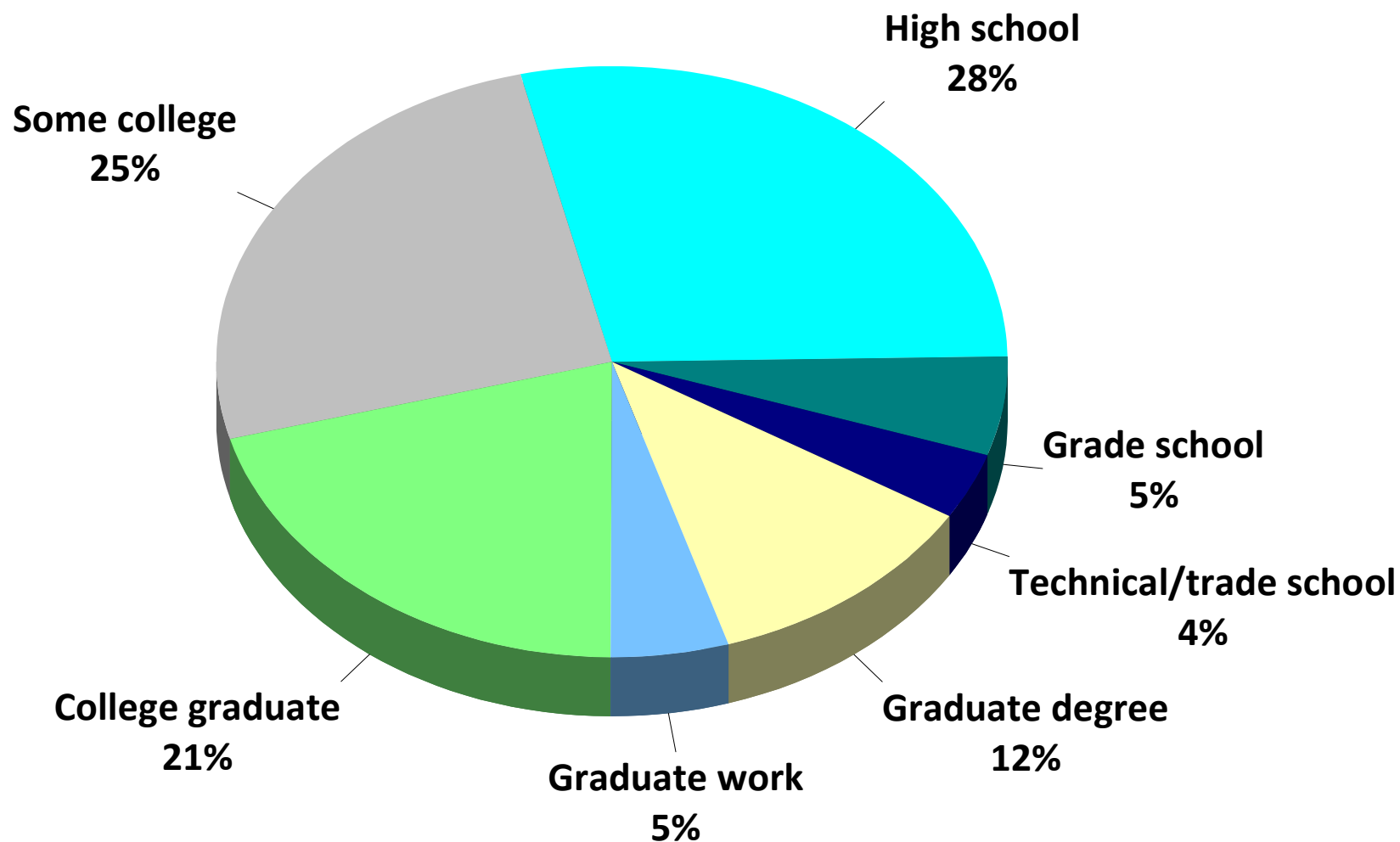
Q41. What is your age?

by percentage of respondents (excluding “not provided”)



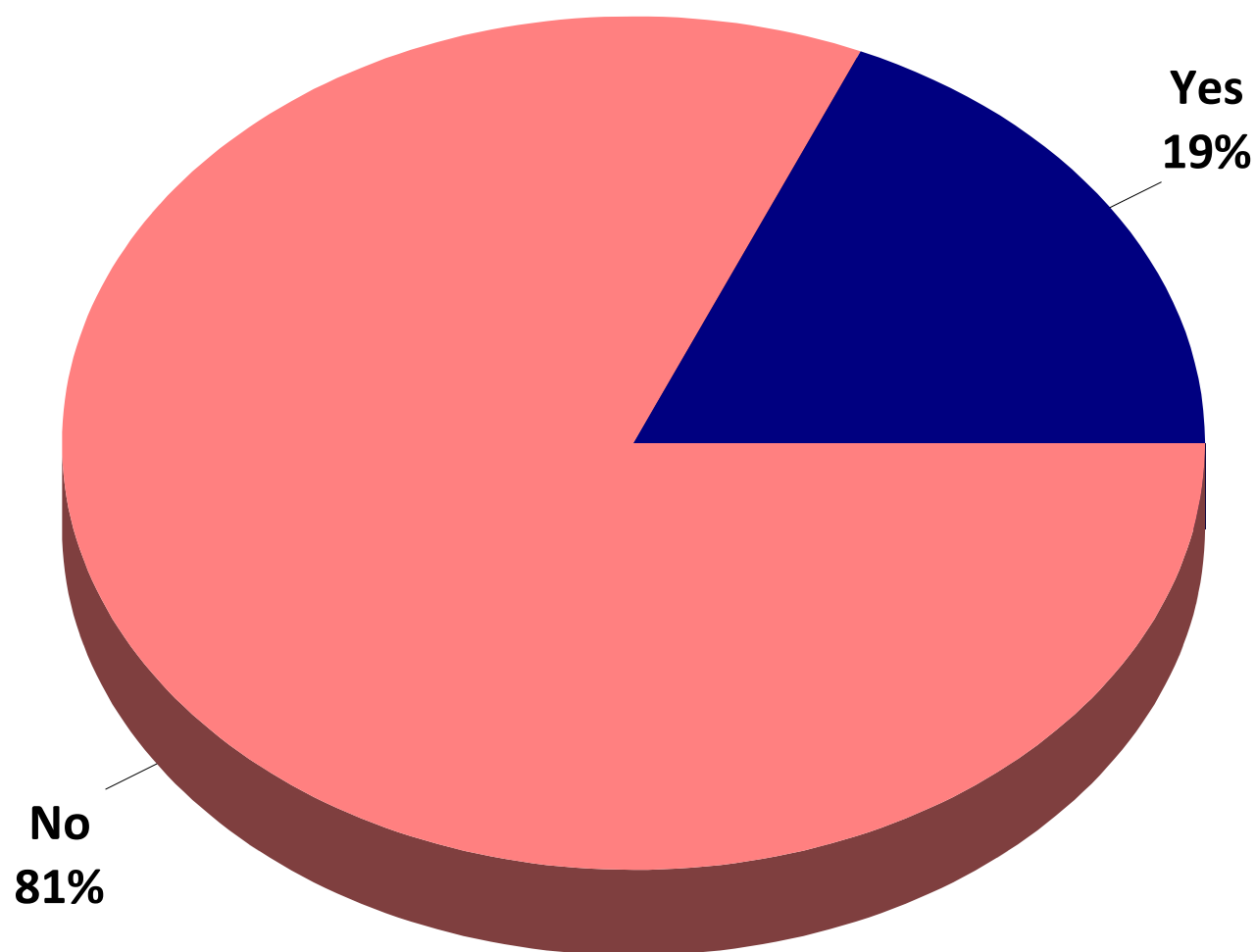
Q42. What is the highest level of education you completed?

by percentage of respondents (excluding “not provided”)



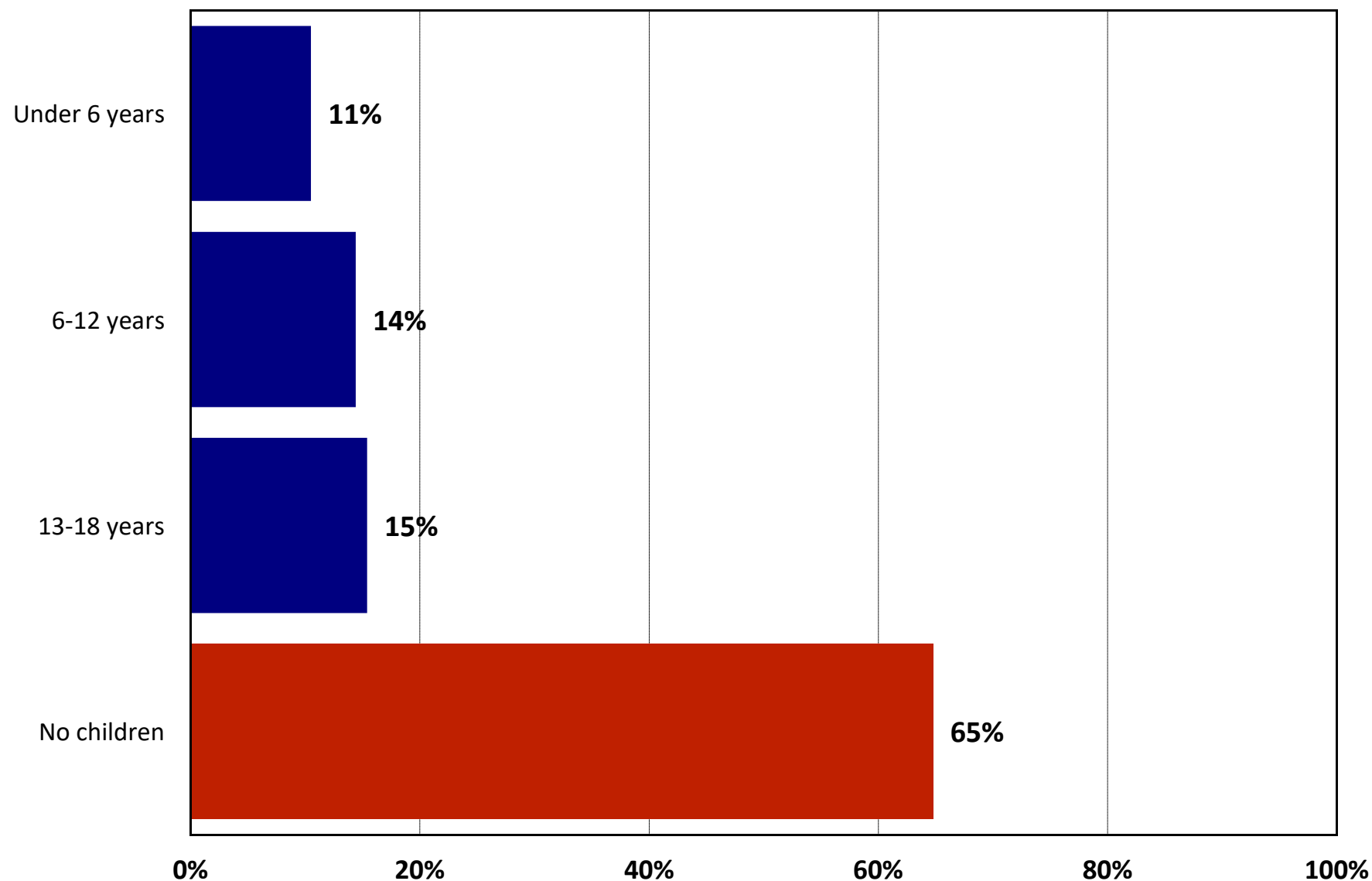
Q43. Do you work in the City of Mesquite?

by percentage of respondents (excluding “not provided”)



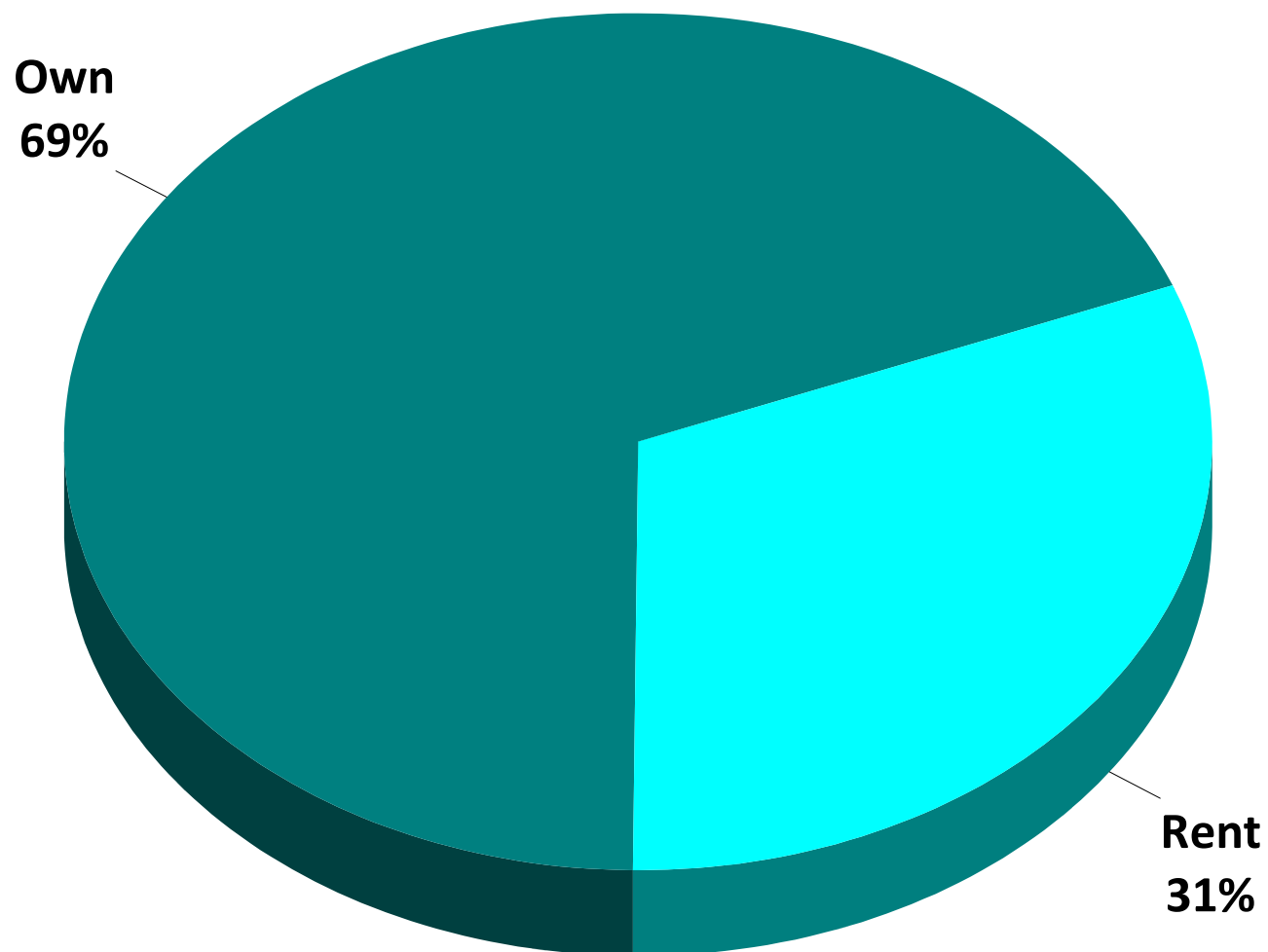
Q44. Do you have children living at home in the following age ranges?

by percentage of respondents (multiple selections could be made)



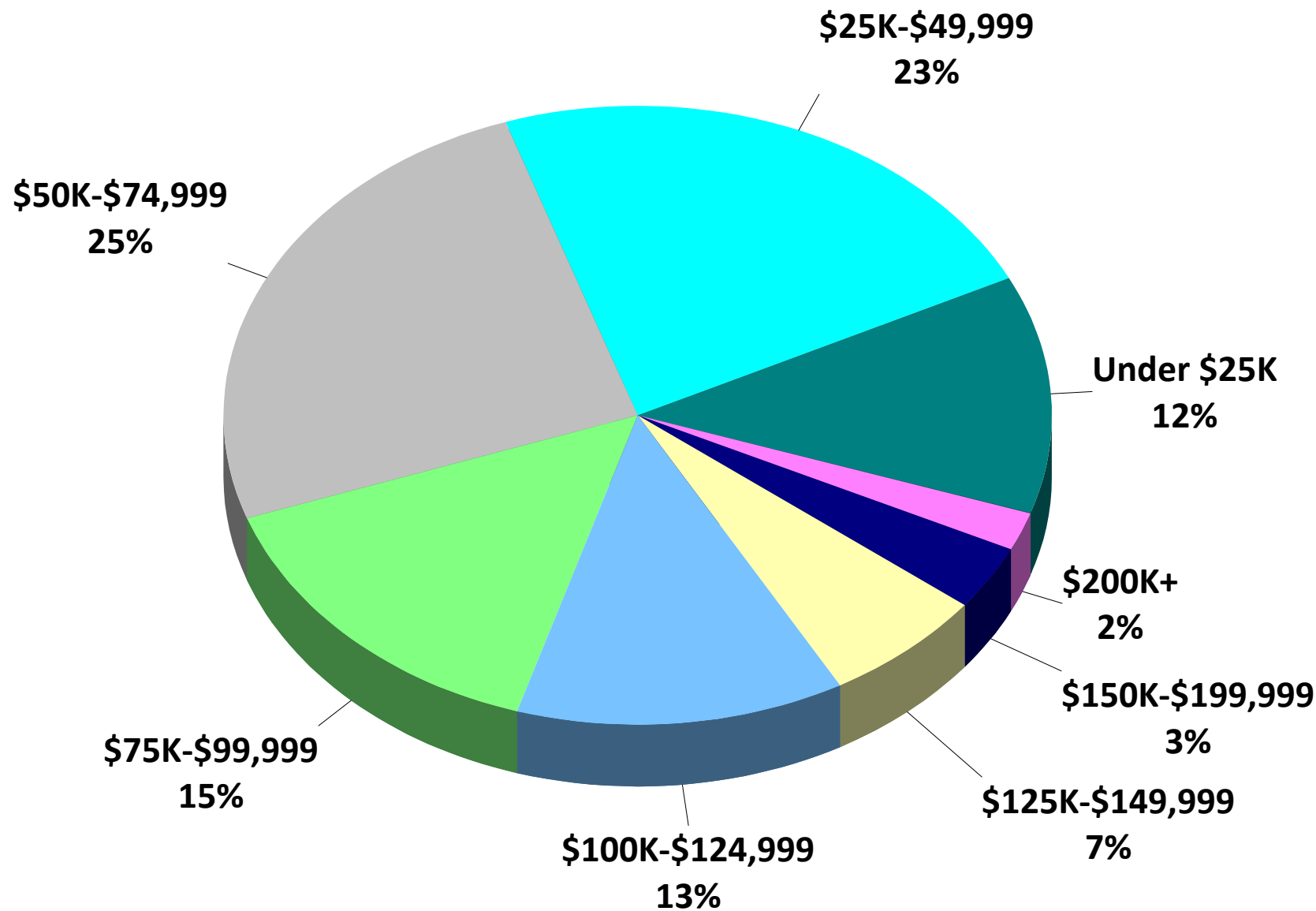
Q45. Do you own or rent your home?

by percentage of respondents (excluding “not provided”)



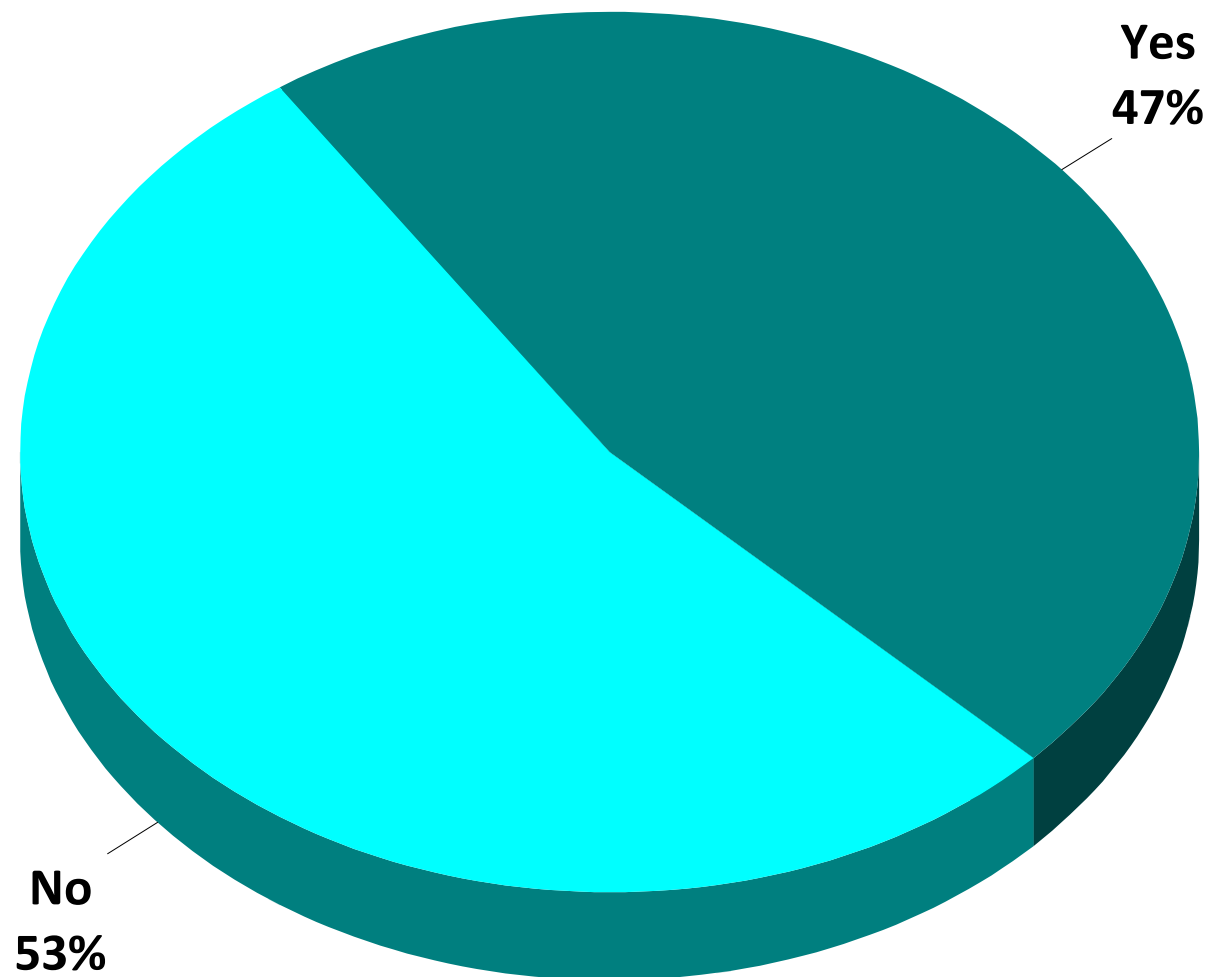
Q46. Annual Household Income

by percentage of respondents (excluding “not provided”)



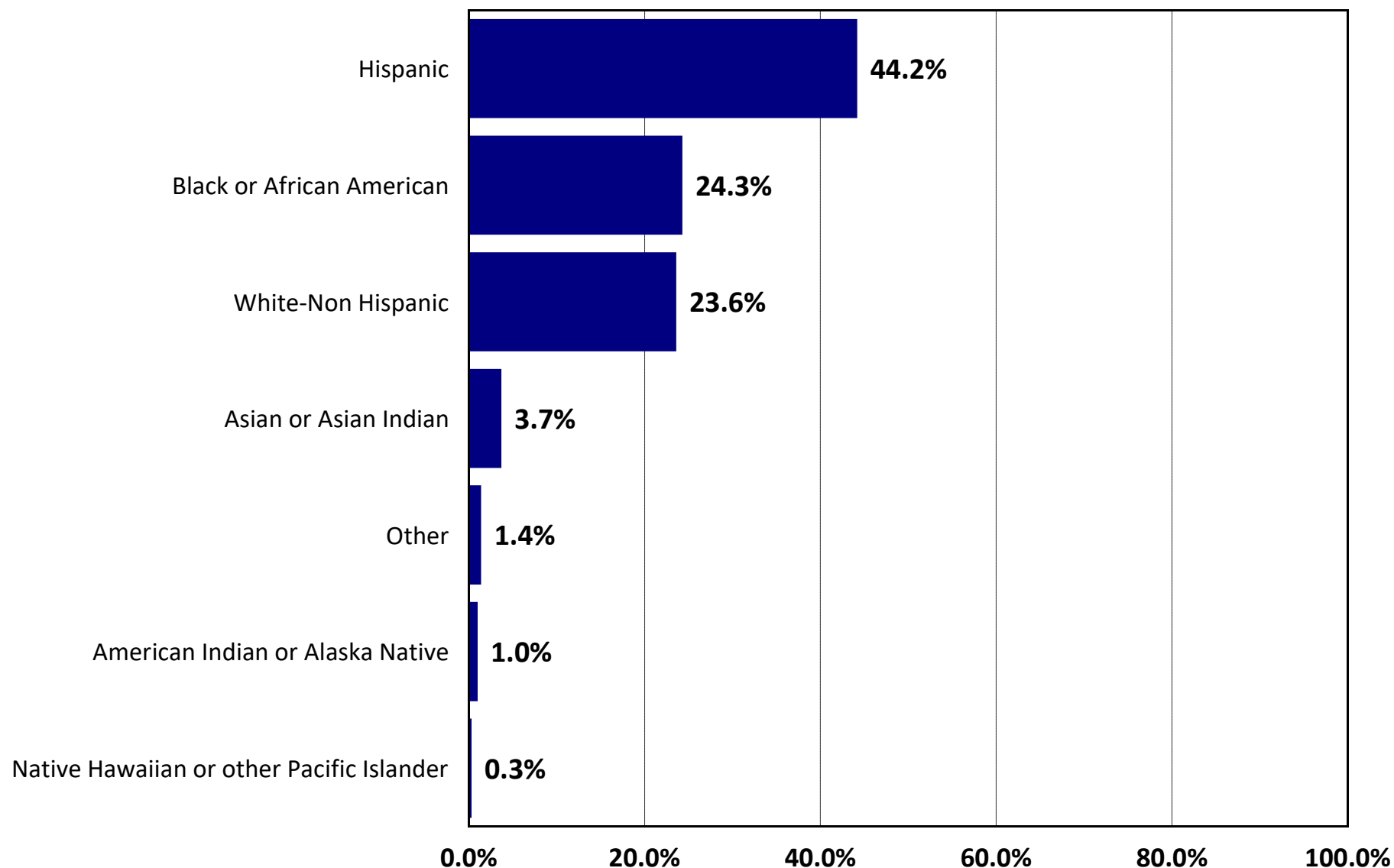
Q47. Are you of Hispanic, Latino, or other Spanish ancestry?

by percentage of respondents (excluding “not provided”)



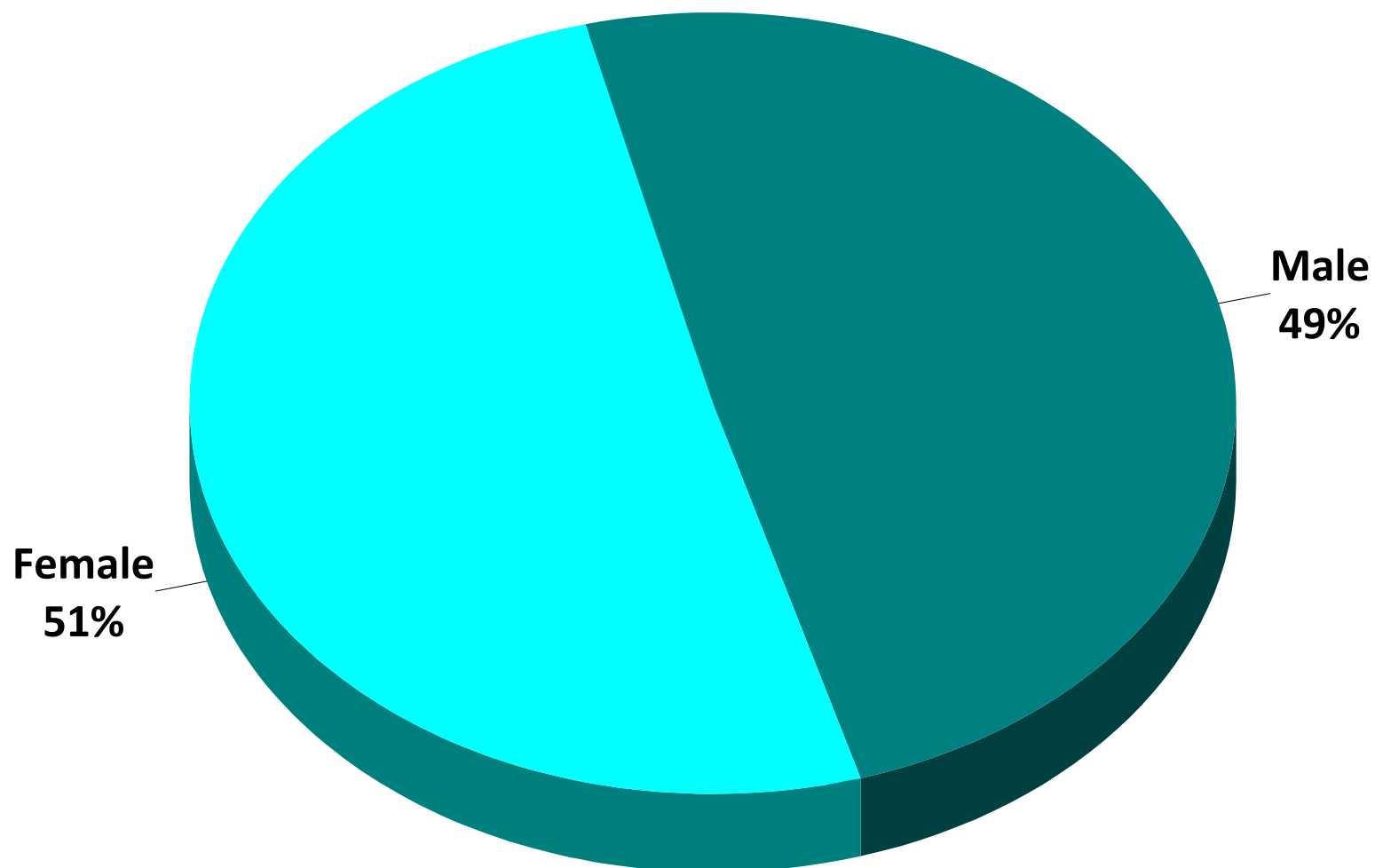
Q48. Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple selections could be made)



Q49. Gender

by percentage of respondents (excluding “not provided”)



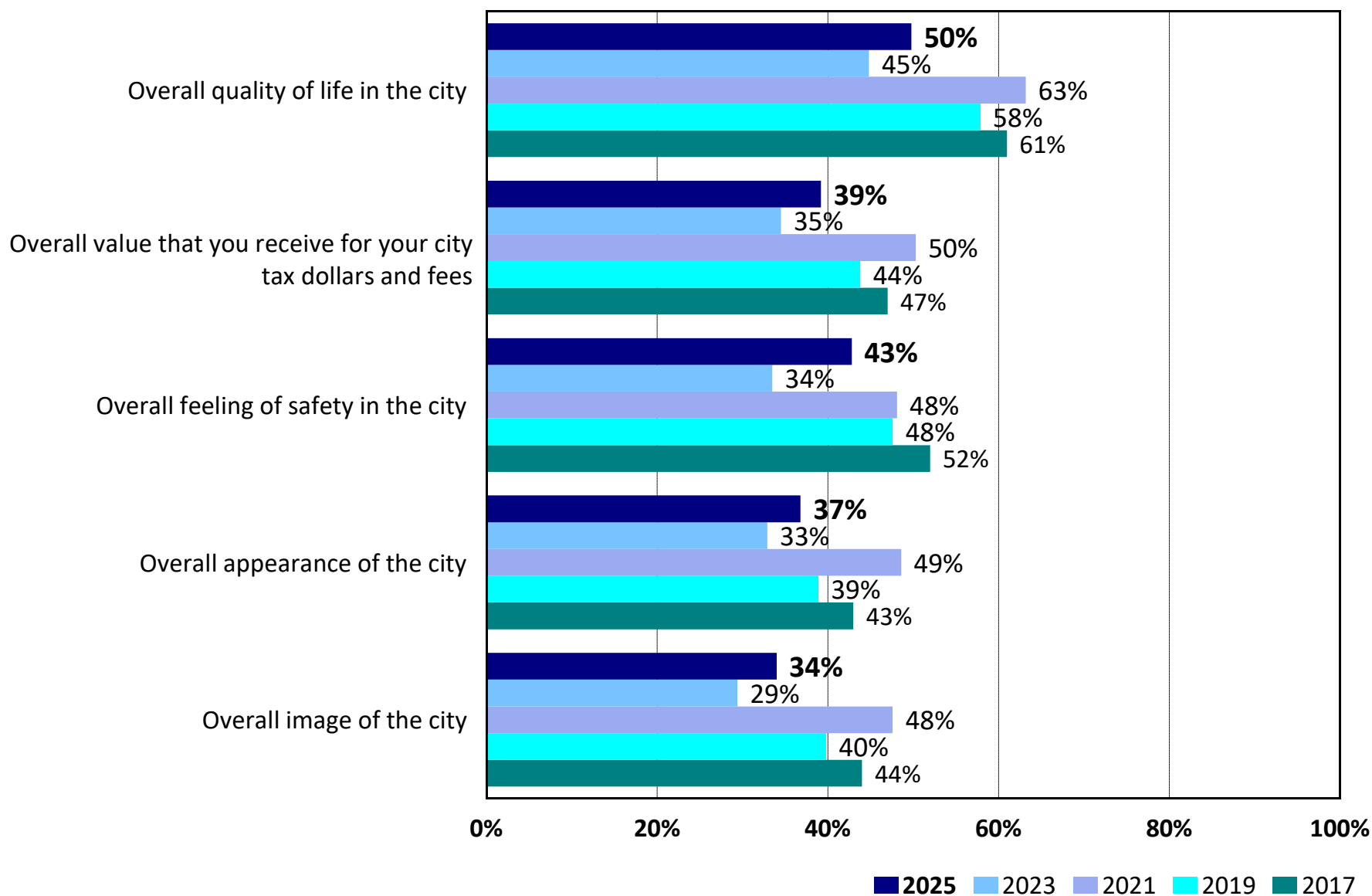


Trend Charts

Q1. Perceptions of the City

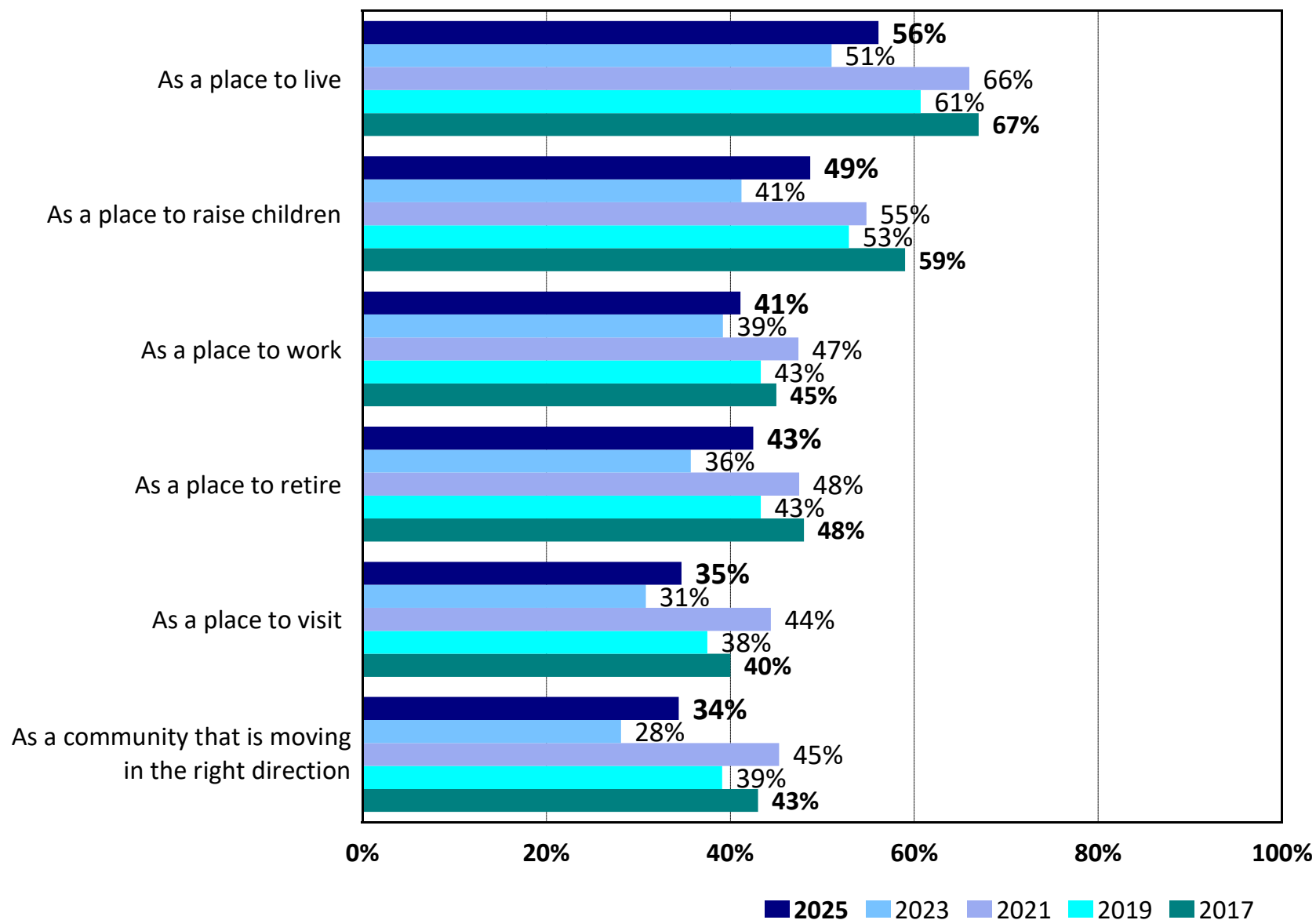
2017 to 2025

by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale (excluding “don’t know”)



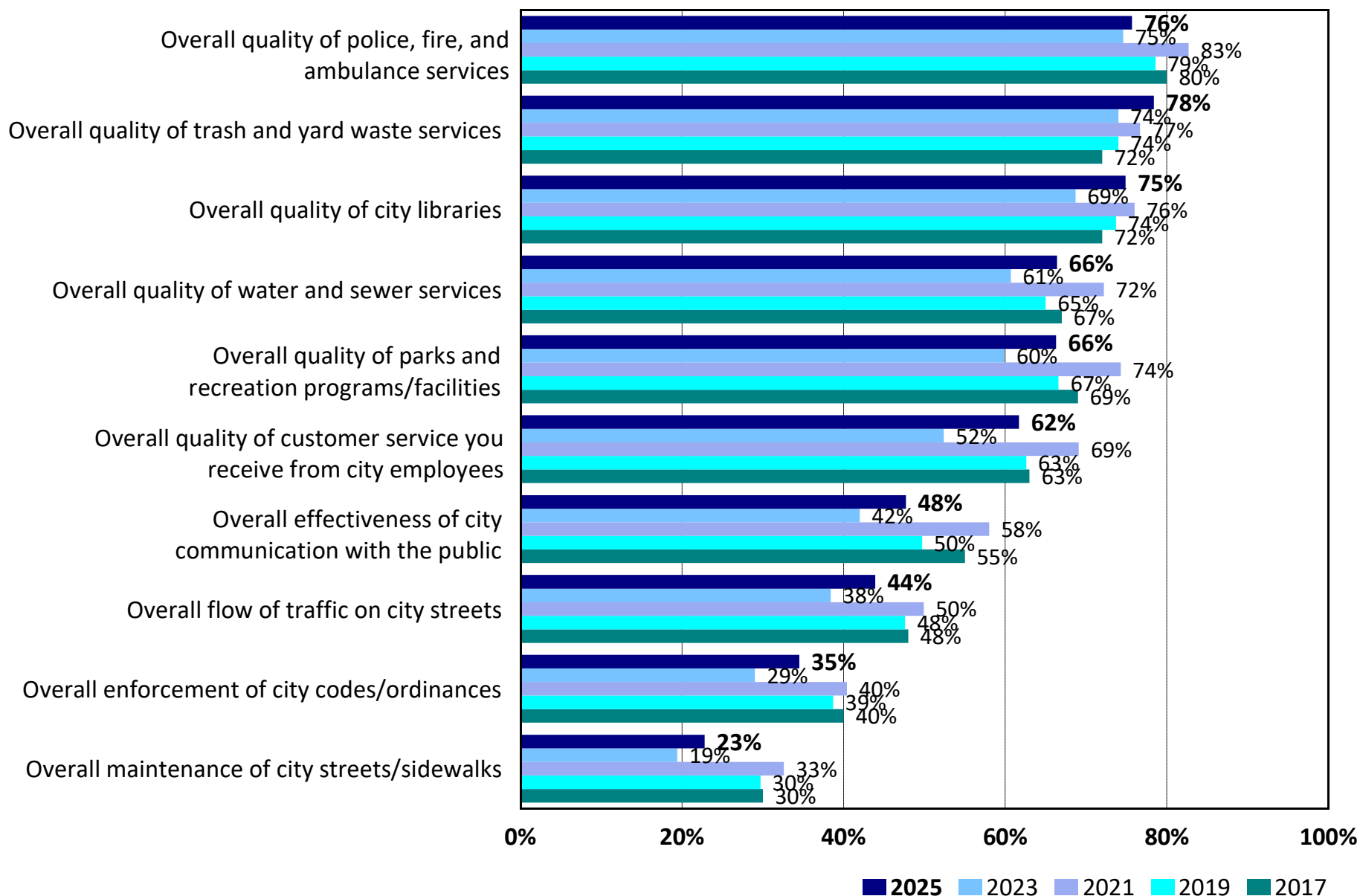
Q2. Quality of Life in Mesquite 2017 to 2025

by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale (excluding “don’t know”)



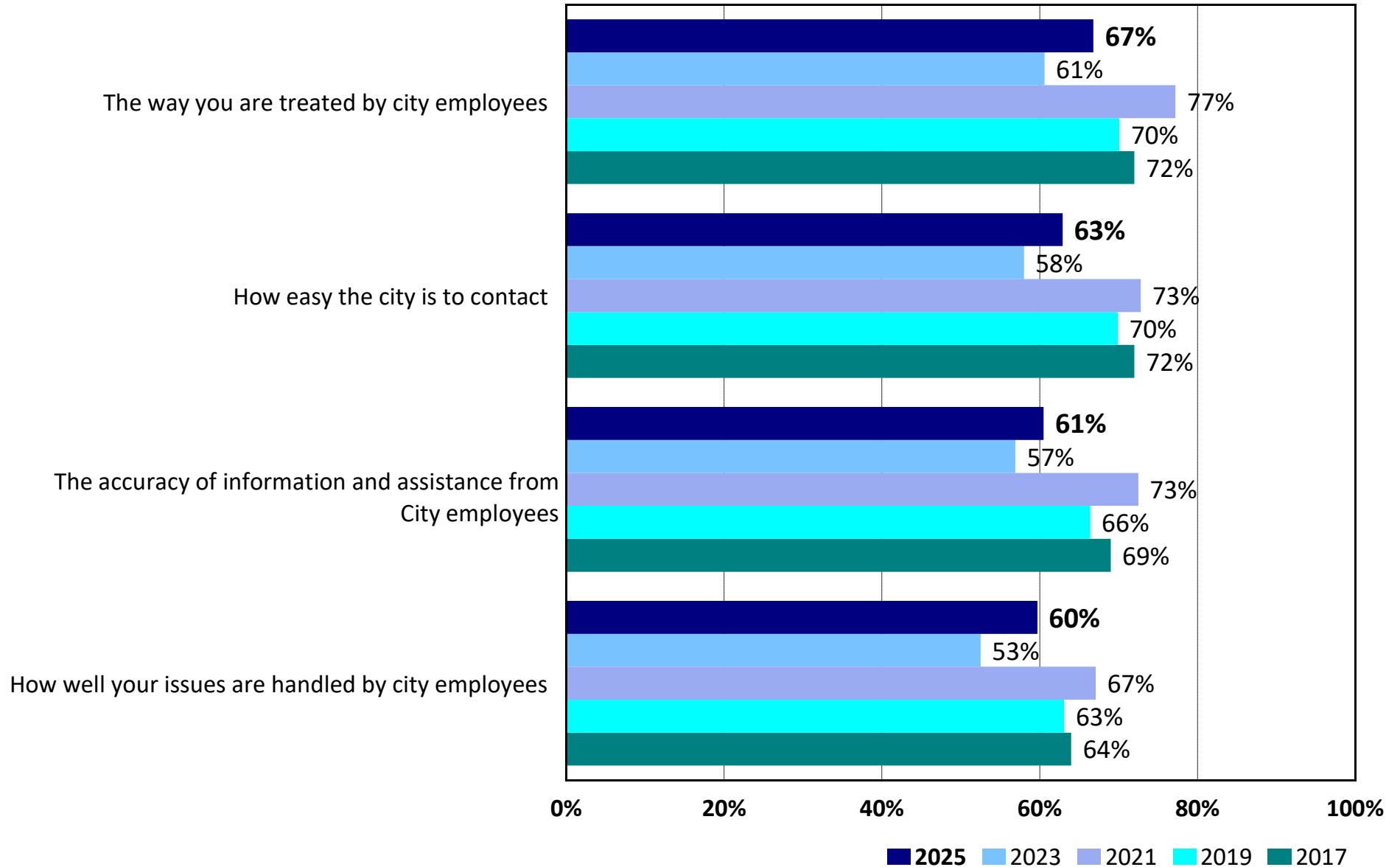
Q3. Major Categories of City Services 2017 to 2025

by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale (excluding “don’t know”)



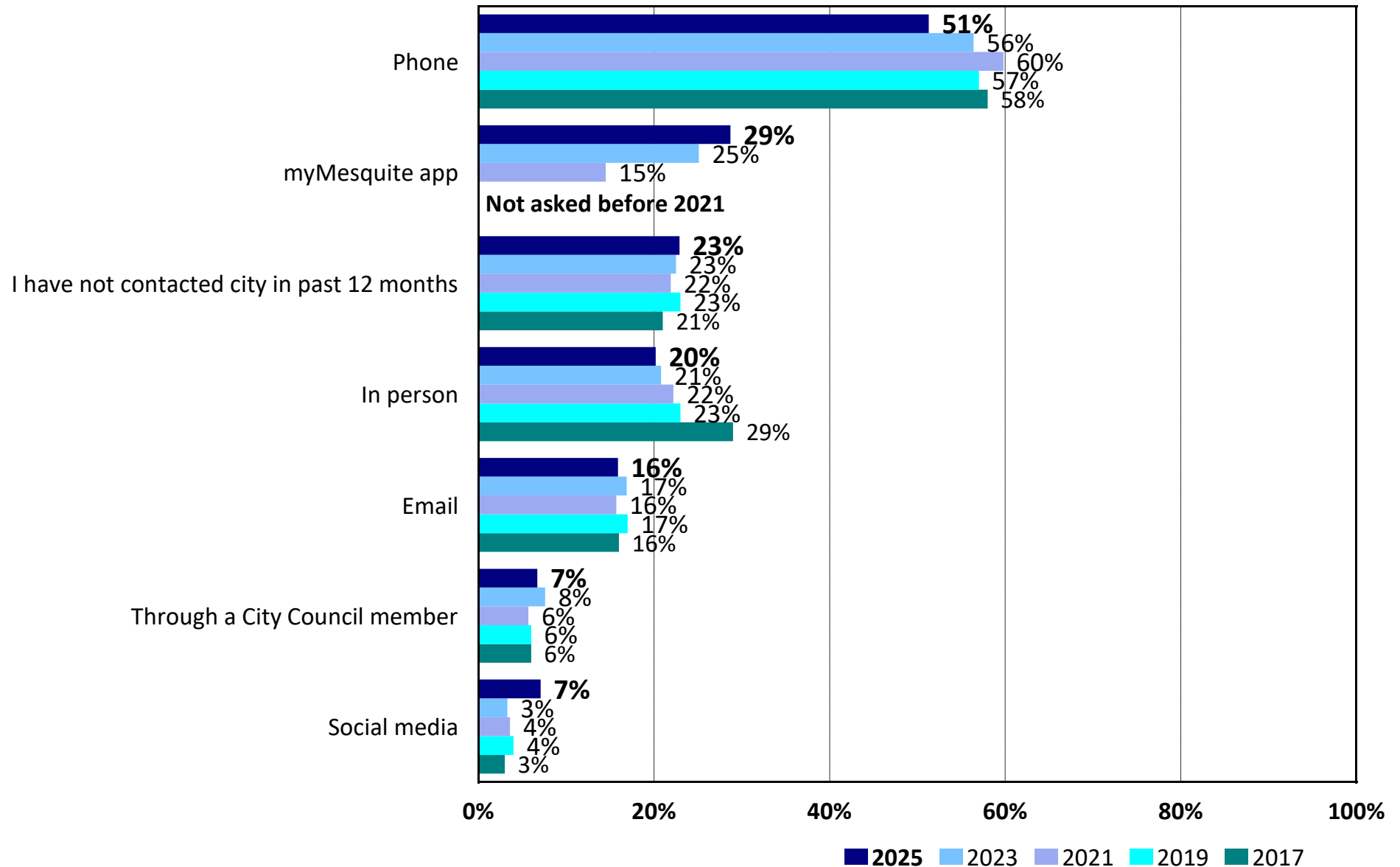
Q5. Customer Service 2017 to 2025

by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale (excluding “don’t know”)



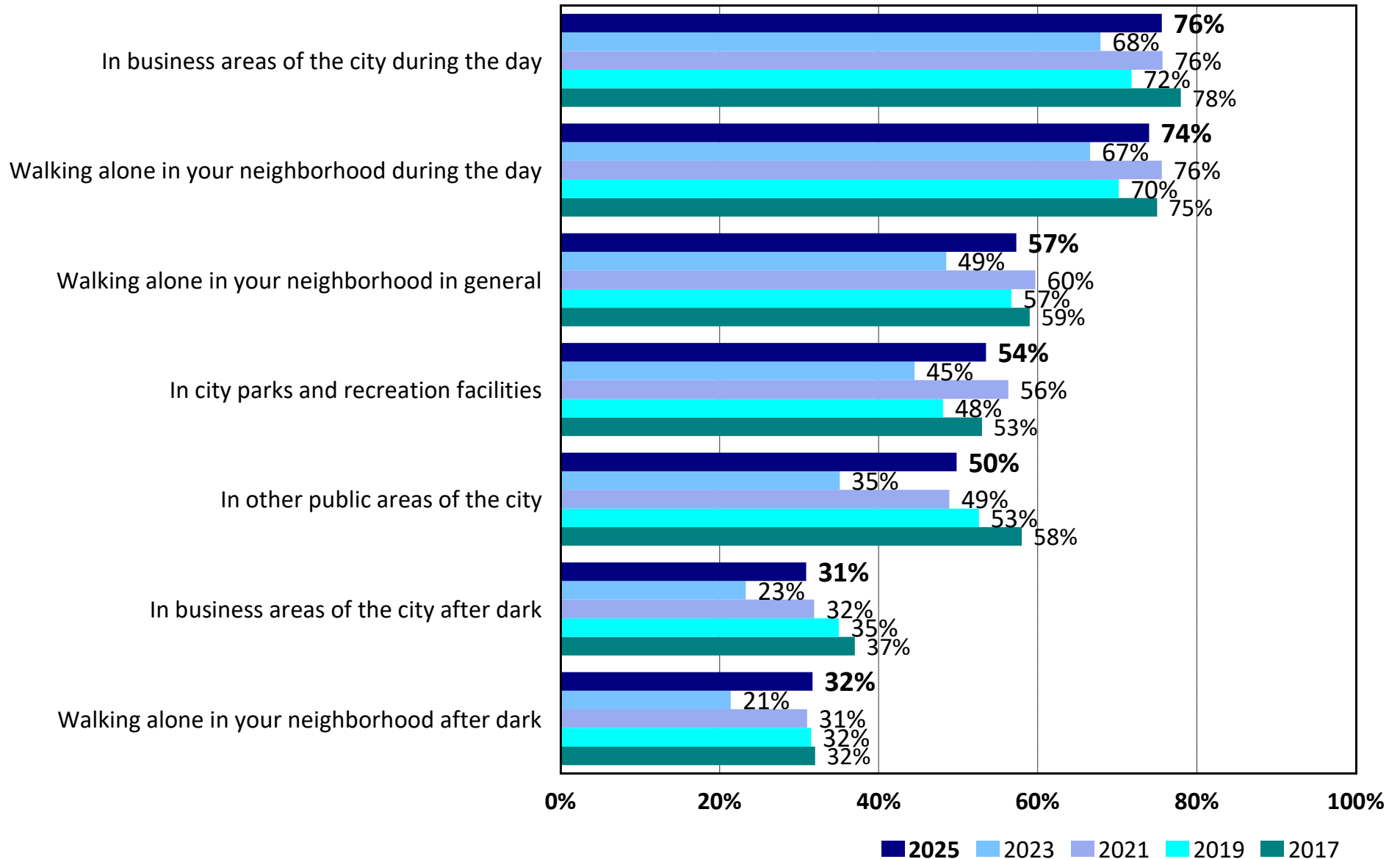
Q6. How have you contacted the city in the past 12 months? 2017 to 2025

by percentage of respondents (multiple selections could be made)



Q8. Perceptions of Safety and Security 2017 to 2025

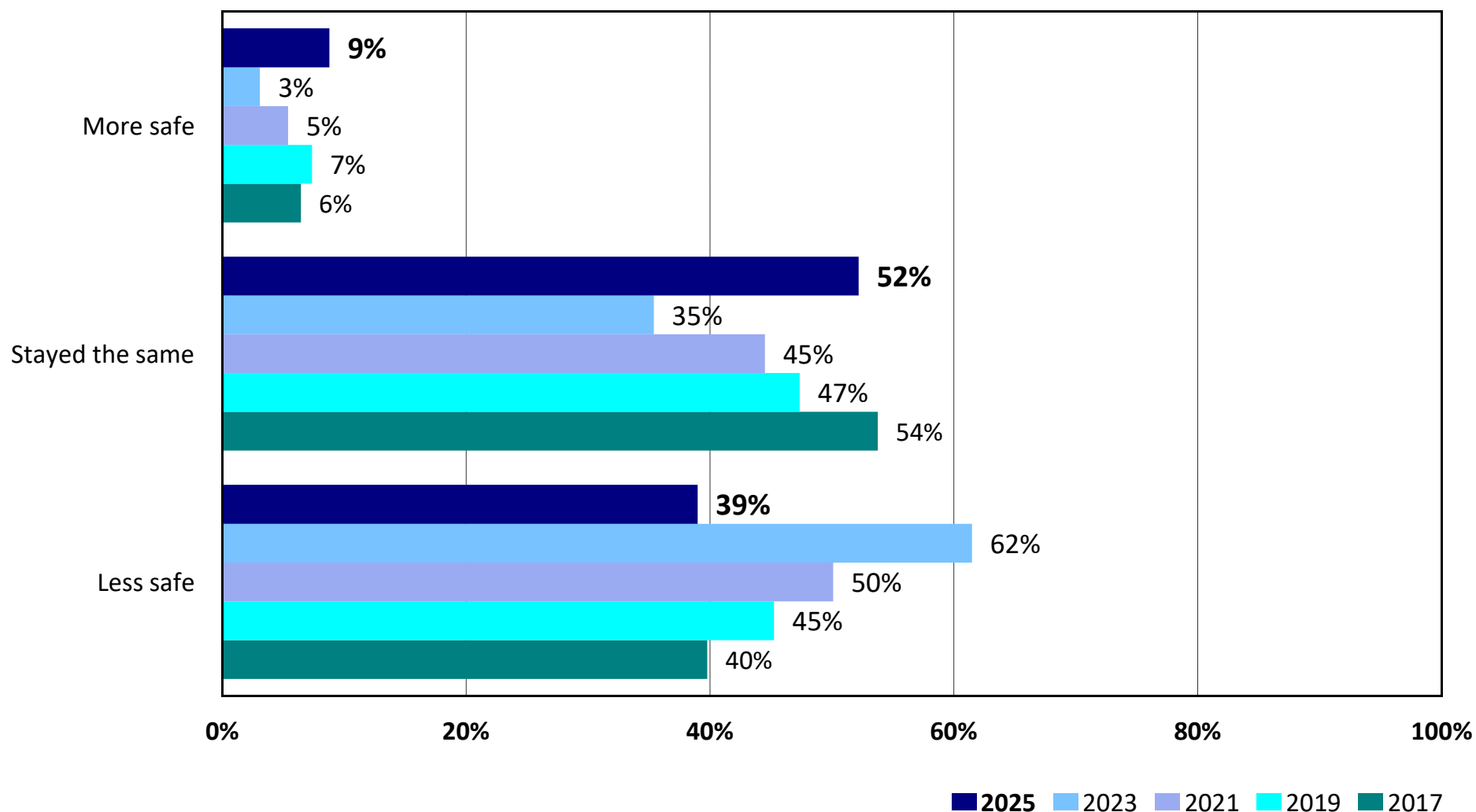
by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale (excluding “don’t know”)



Q9. In the past 12 months, has Mesquite become more, less, or stayed the same as far as being a safe place to live, work, and raise a family?

2017 to 2025

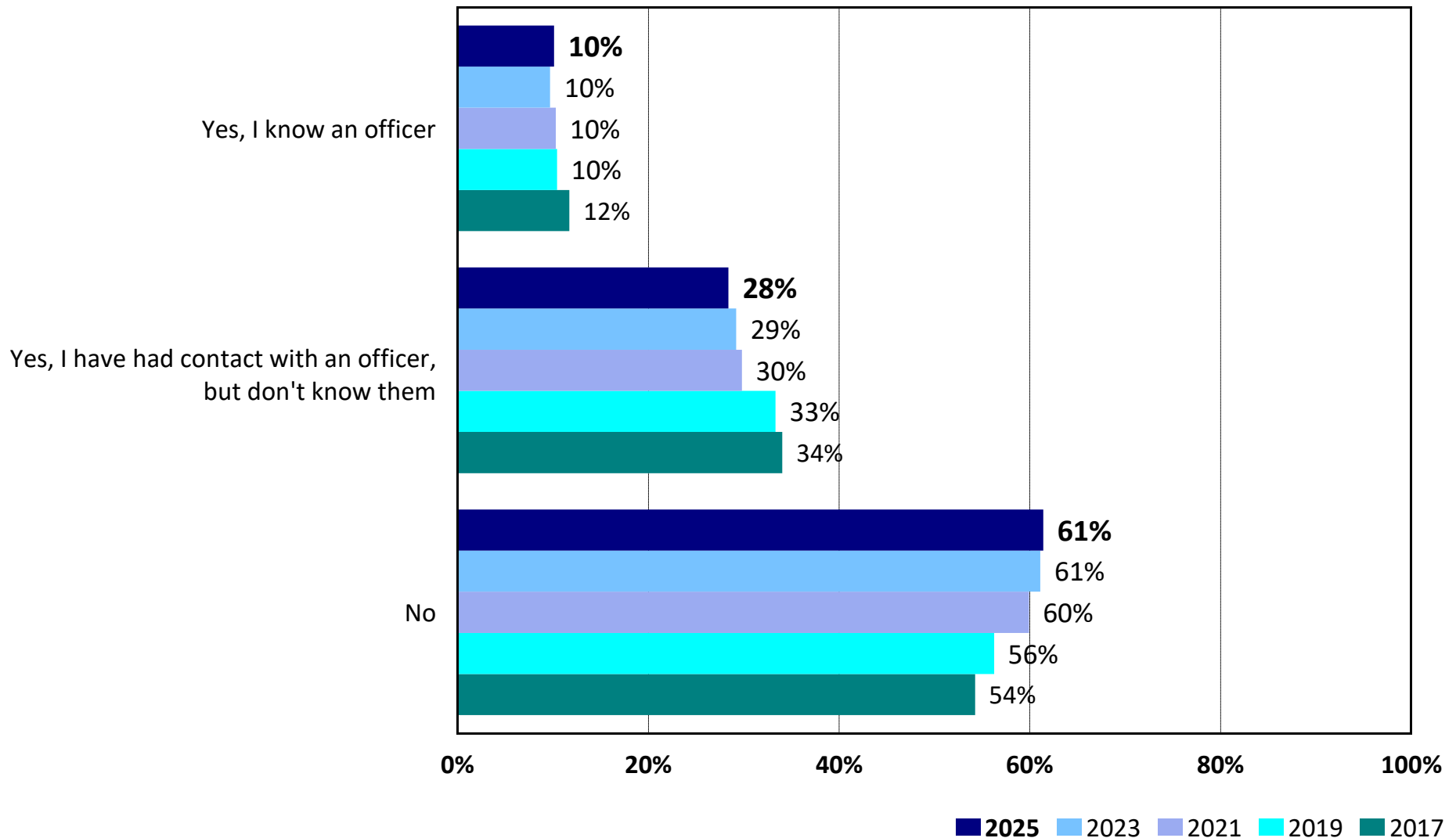
by percentage of respondents (excluding “don’t know”)



Q10. Have you had contact with a Mesquite police officer in the past 12 months?

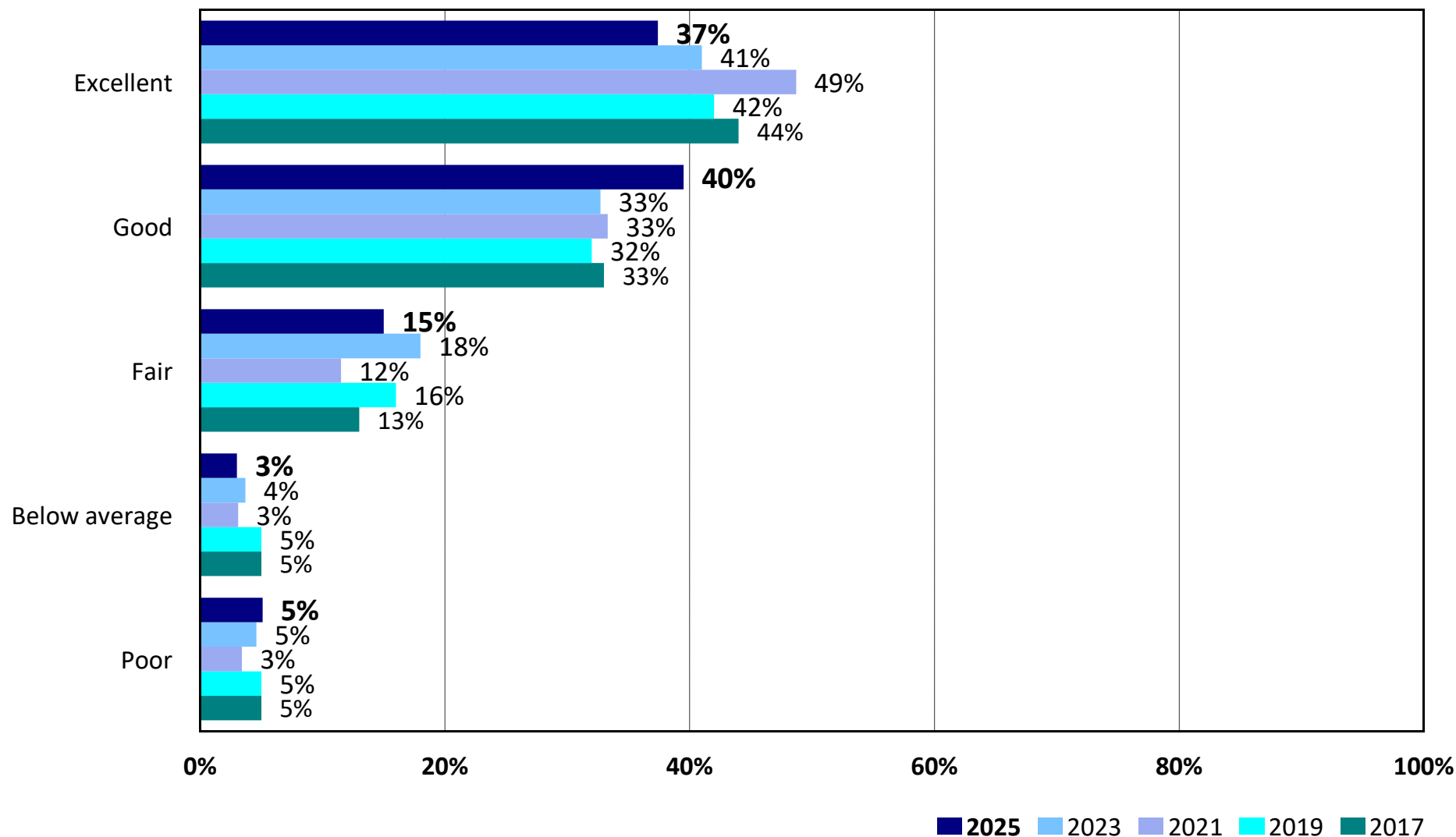
2017 to 2025

by percentage of respondents (excluding “don’t know”)



Q10a. How would you rate your experience with the Mesquite police officer? 2017 to 2025

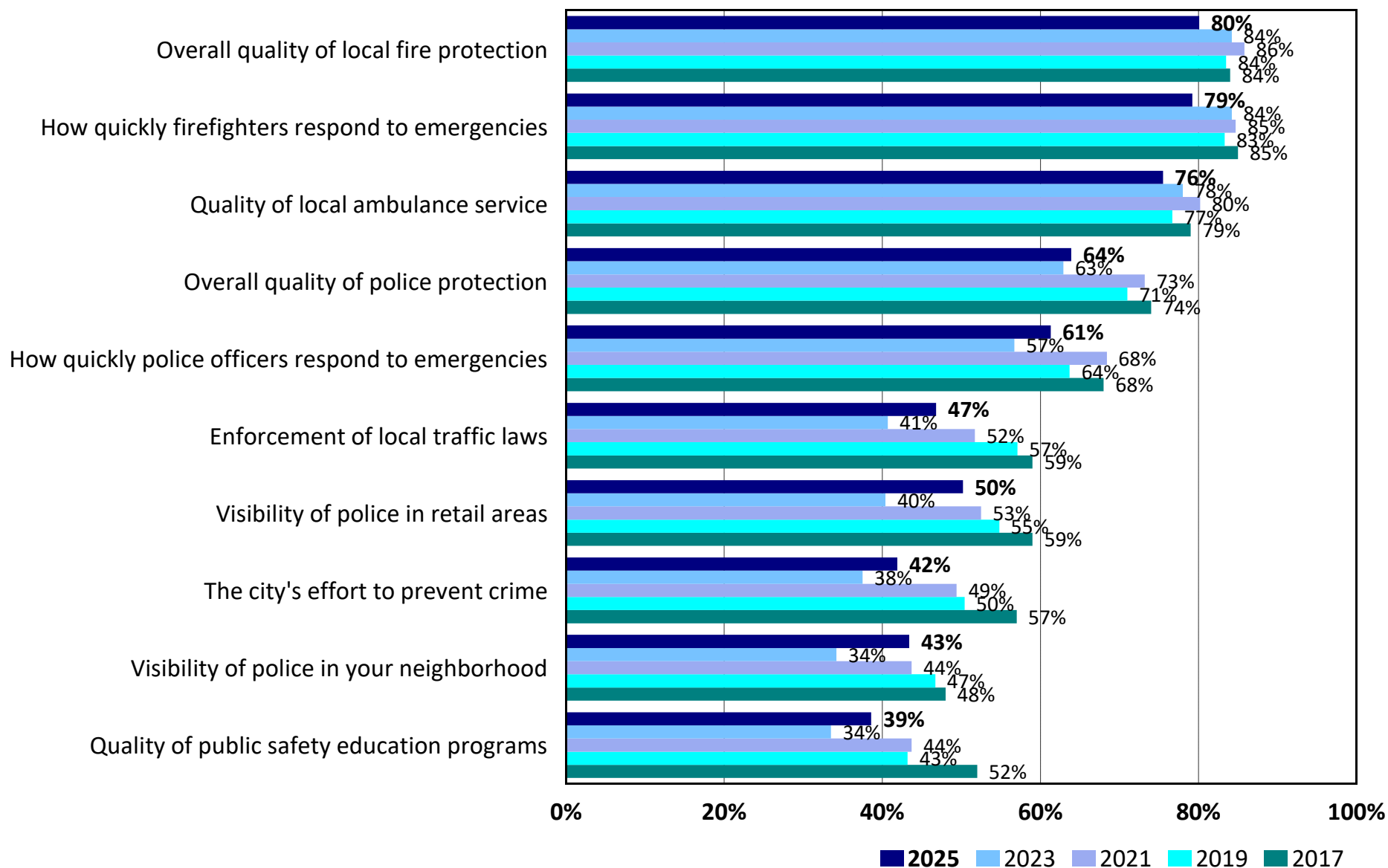
by percentage of respondents who gave "yes" responses to Q10 (excluding "don't know")



Q11. Public Safety Services

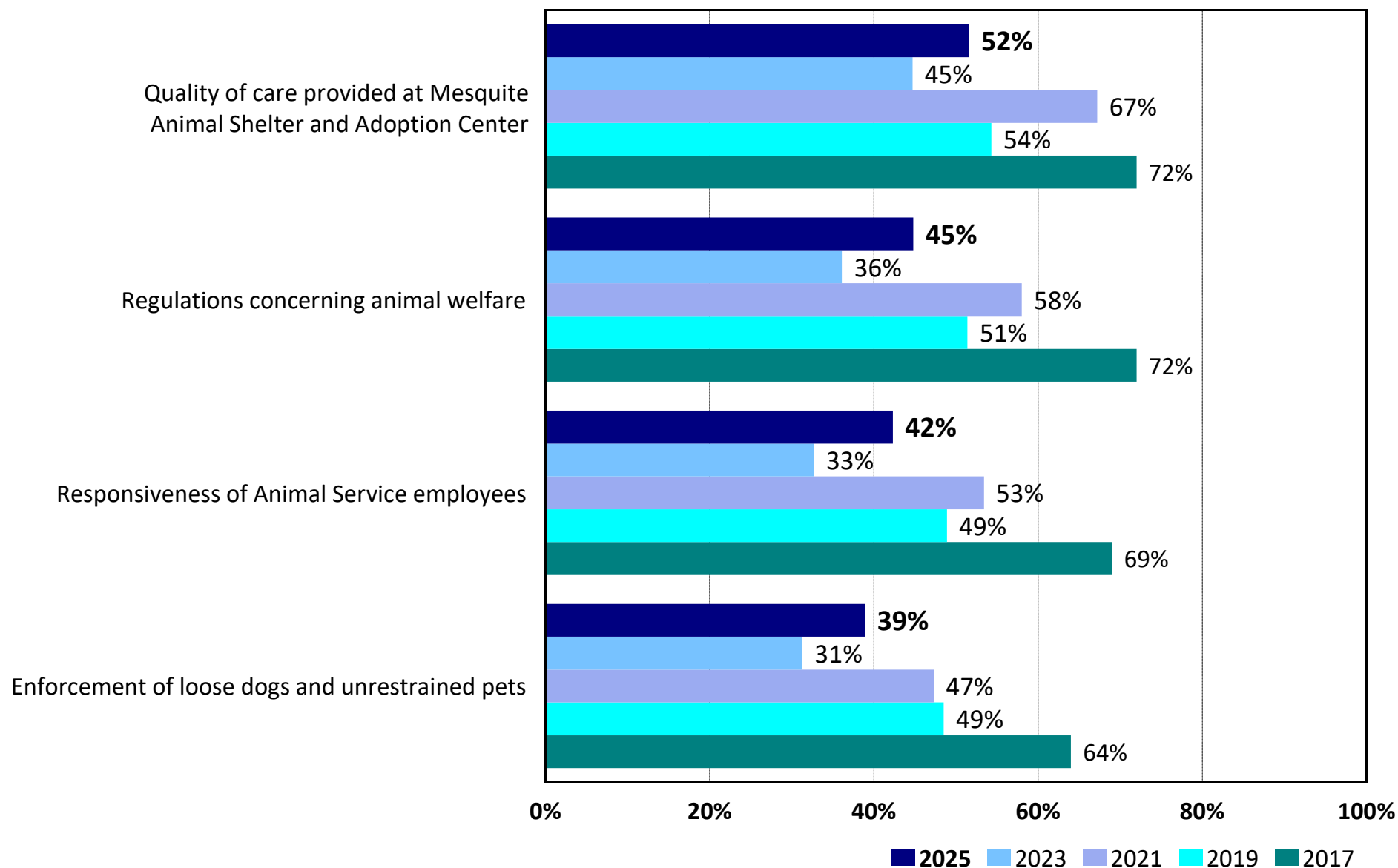
2017 to 2025

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



Q13. Animal Services 2017 to 2025

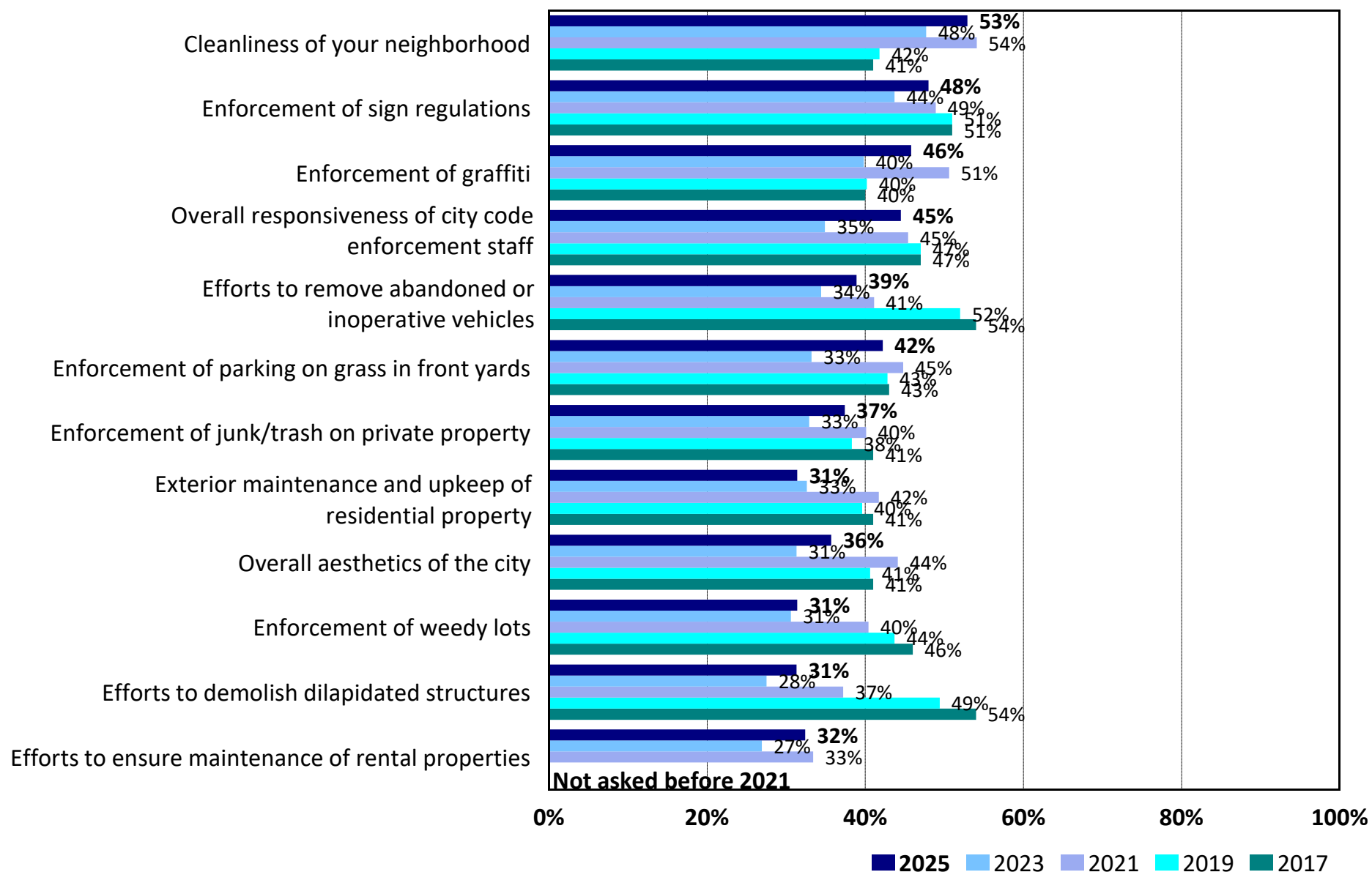
by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale (excluding “don’t know”)



Q14. Code Enforcement Services

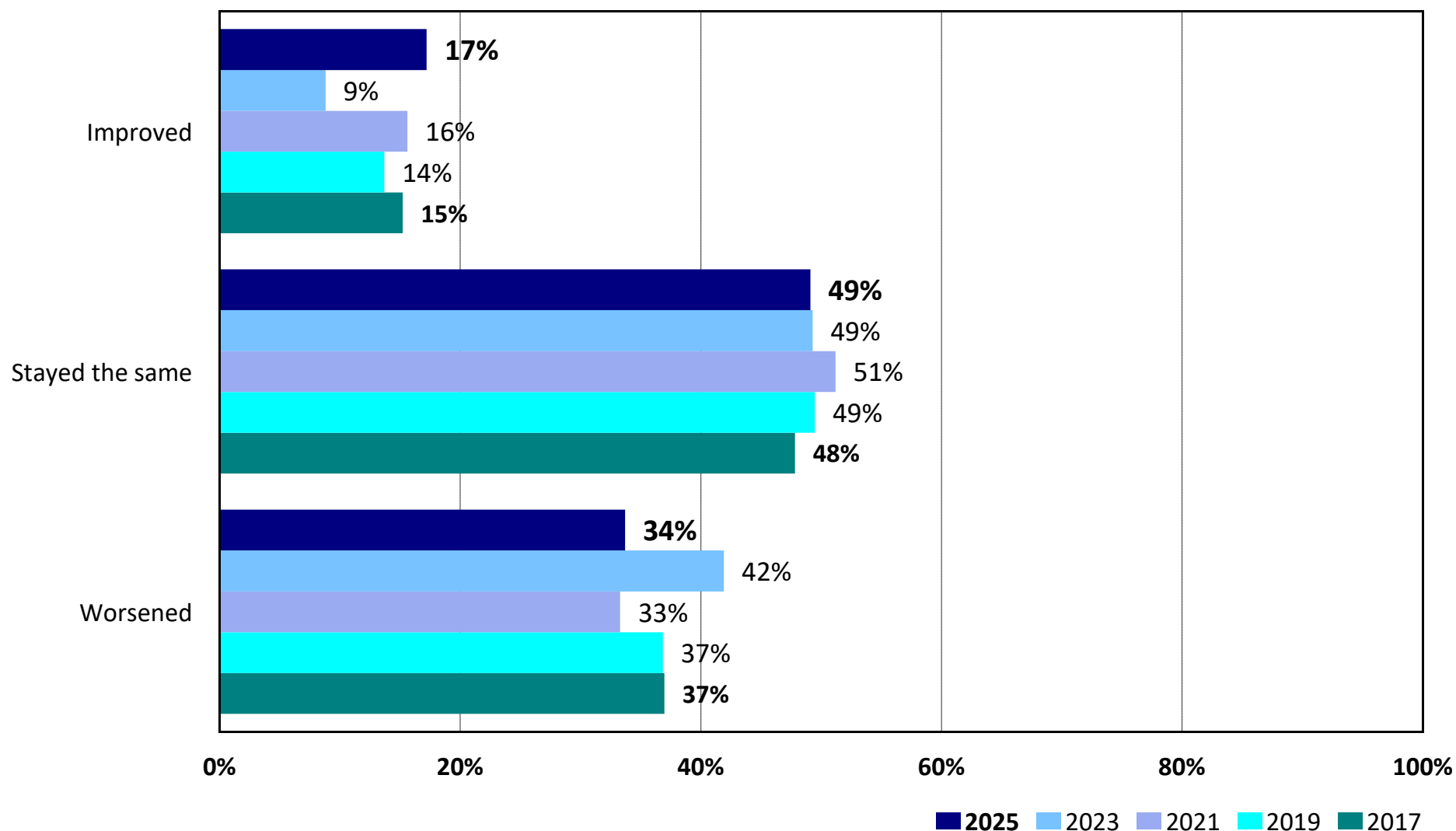
2017 to 2025

by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale (excluding “don’t know”)



Q16. How do you feel the appearance of your neighborhood has changed over the past three years? 2017 to 2025

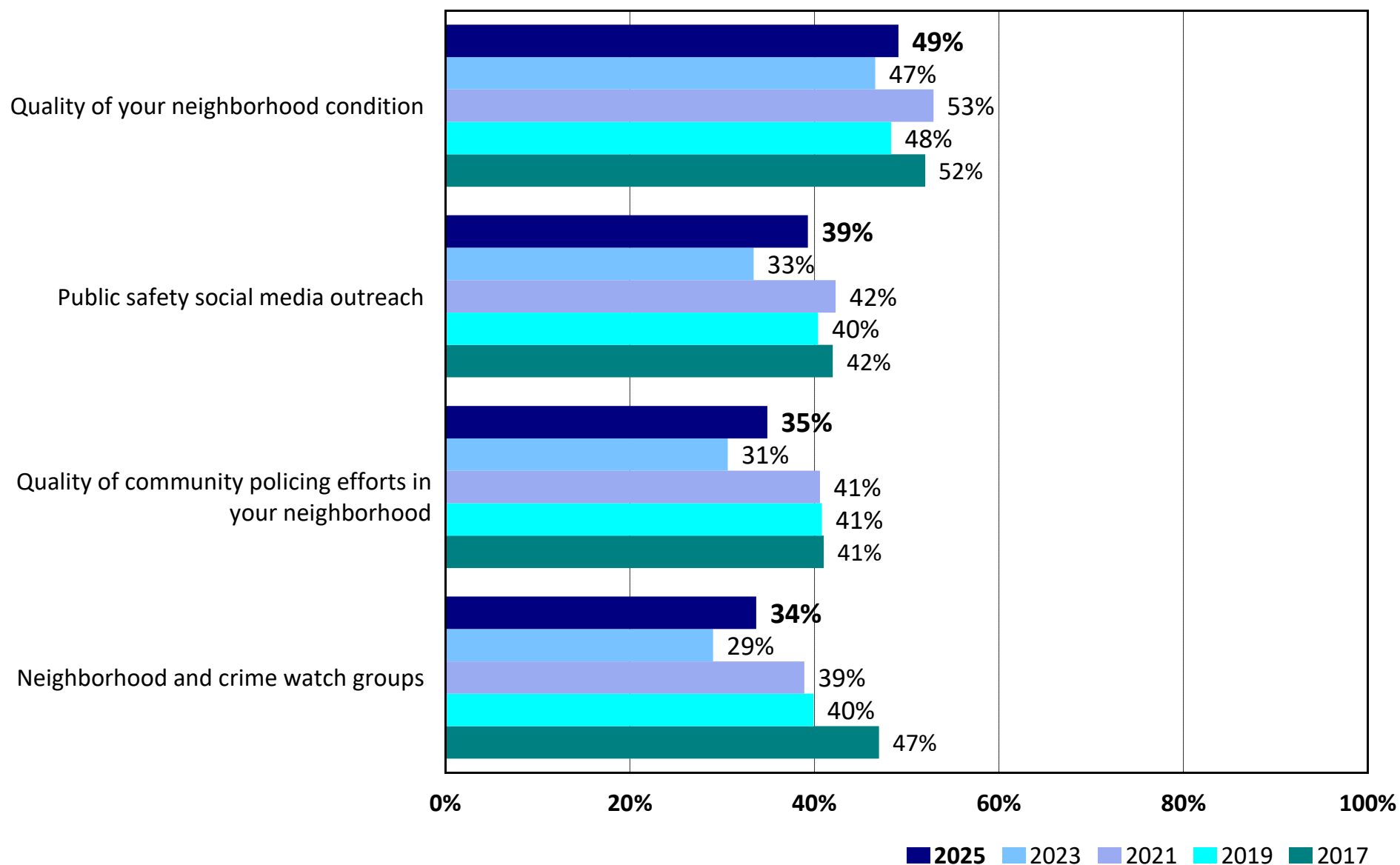
by percentage of respondents (excluding “don’t know”)



Q17. Residential and Neighborhood Services

2017 to 2025

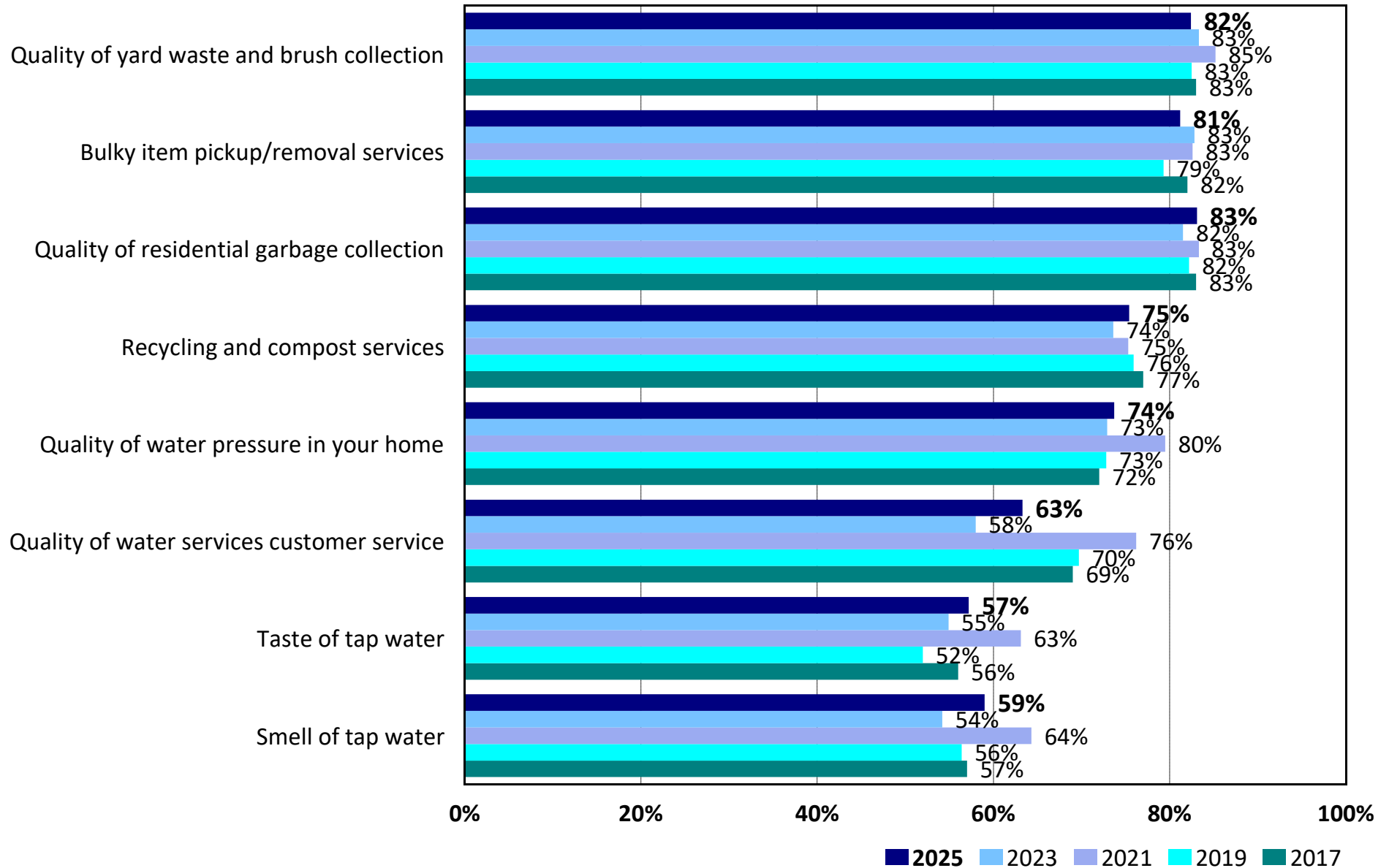
by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale (excluding “don’t know”)



Q18. Utilities and Solid Waste Services

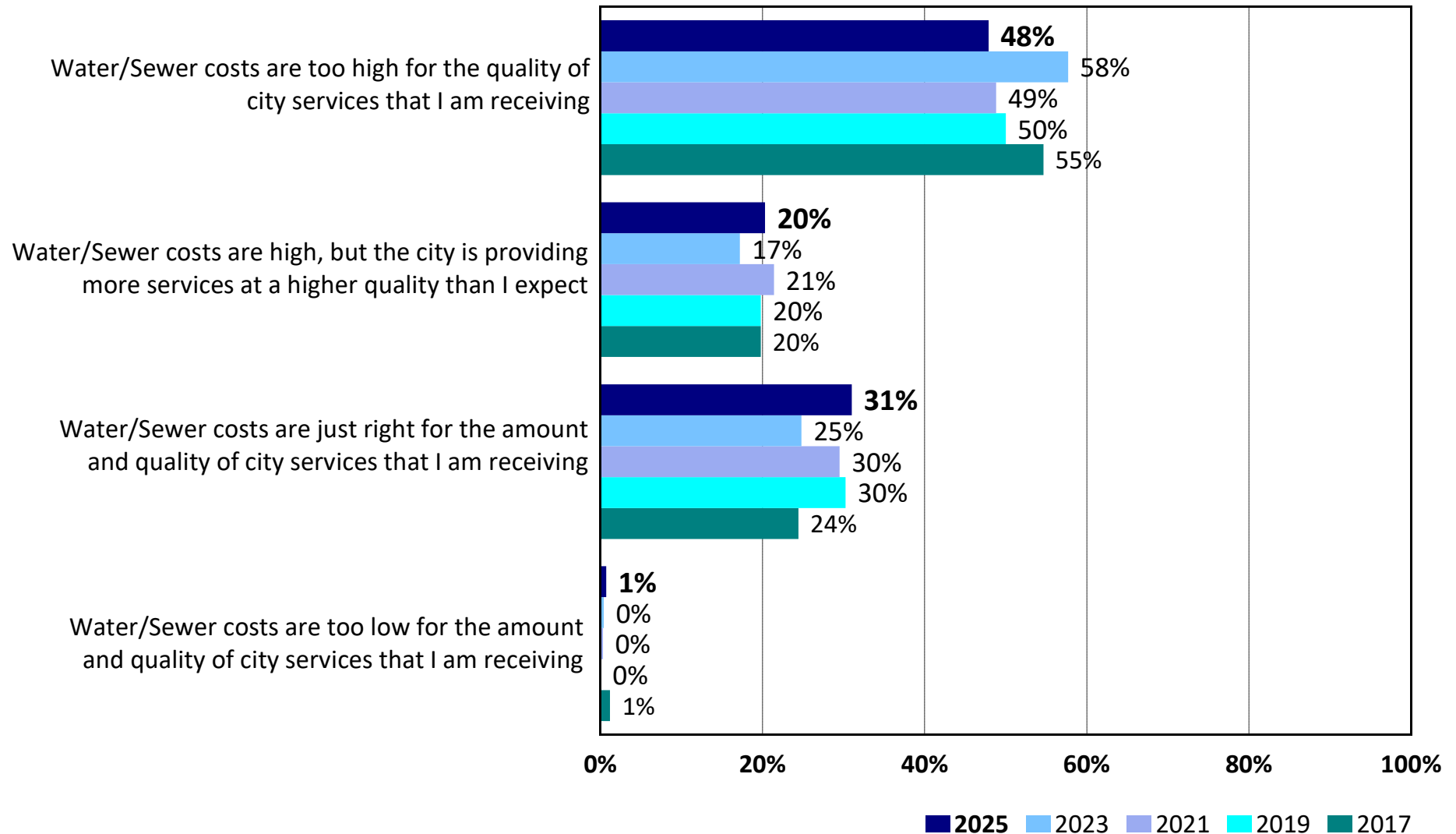
2017 to 2025

by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale (excluding “don’t know”)



Q19. Which statement best describes how you feel about the value you receive for water and sewer services? 2017 to 2025

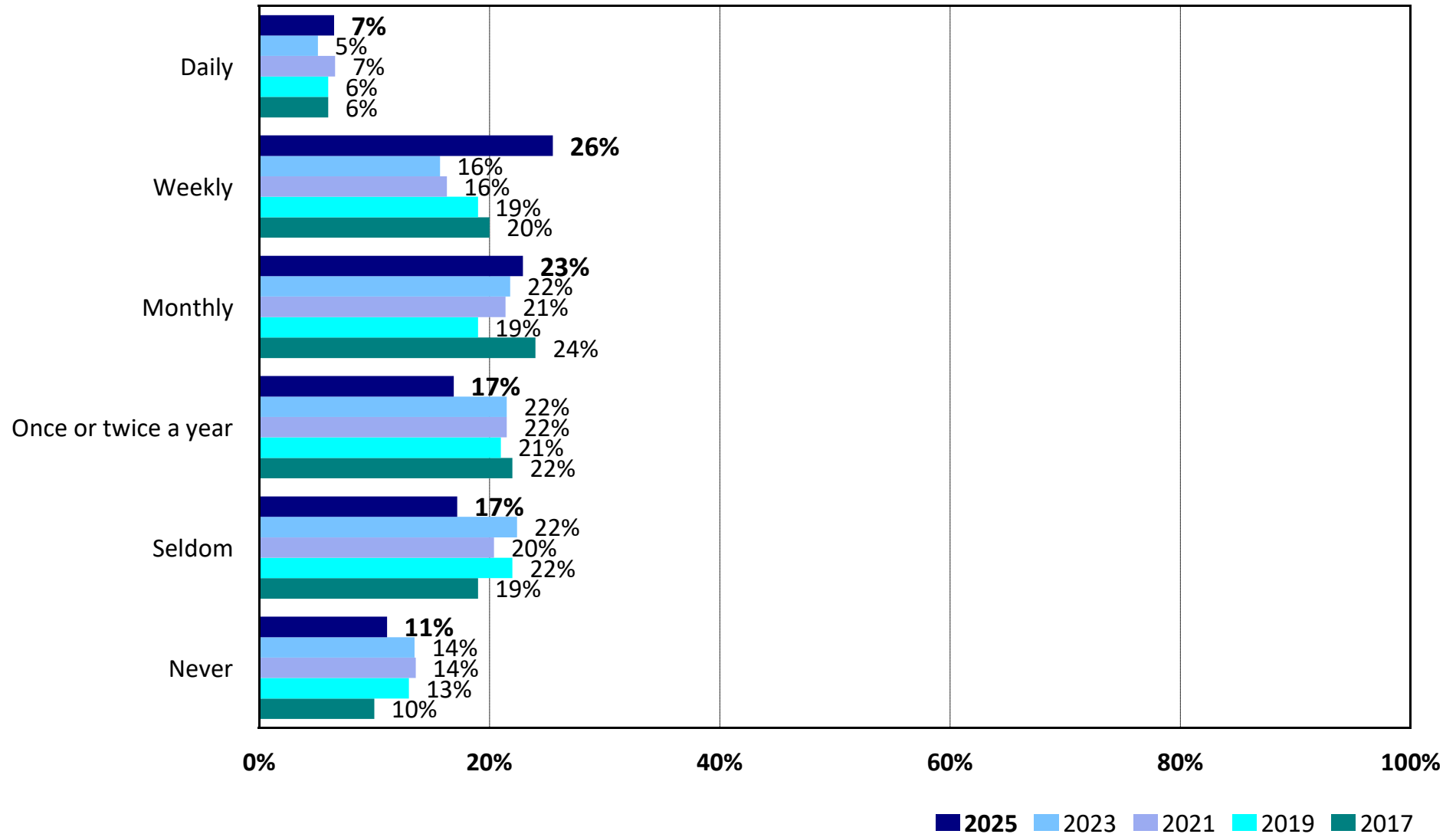
by percentage of respondents (excluding “don’t know”)



Q20. How often have you visited city parks in the past 12 months?

2017 to 2025

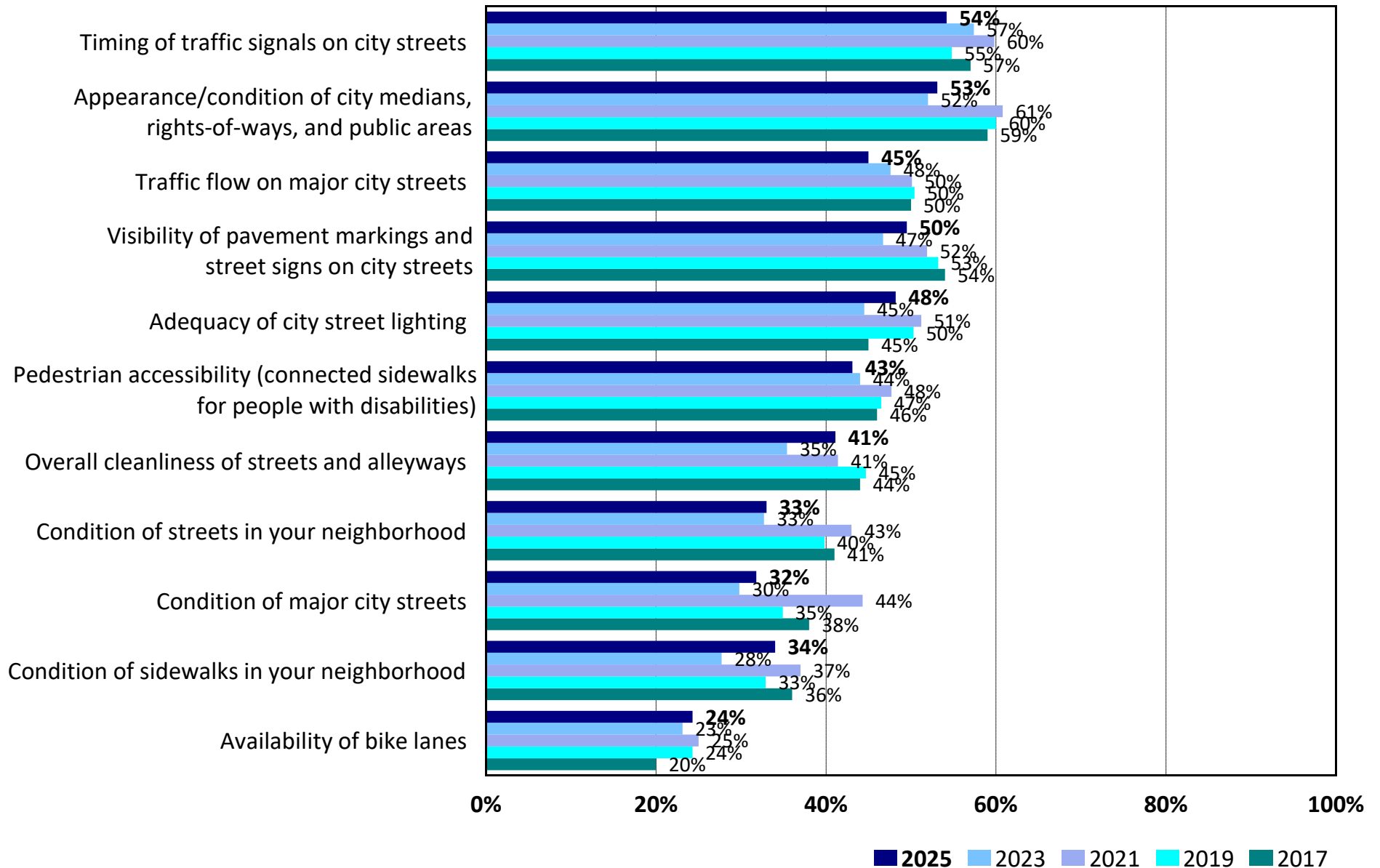
by percentage of respondents



Q21. Maintenance and Appearance of the City

2017 to 2025

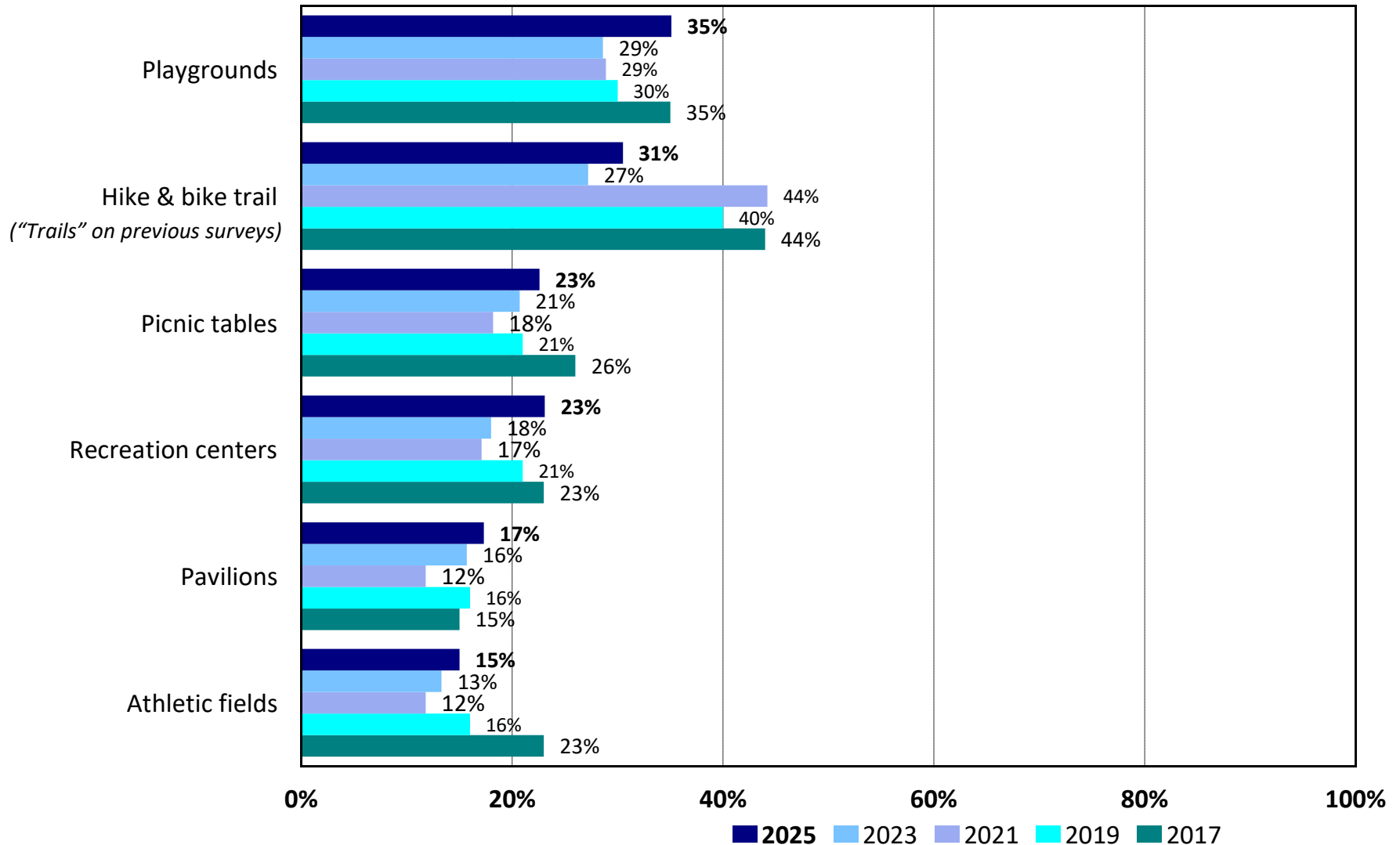
by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale (excluding “don’t know”)



Q23. Which of the following facilities/activities have you used/participated in during the past year?

2017 to 2025

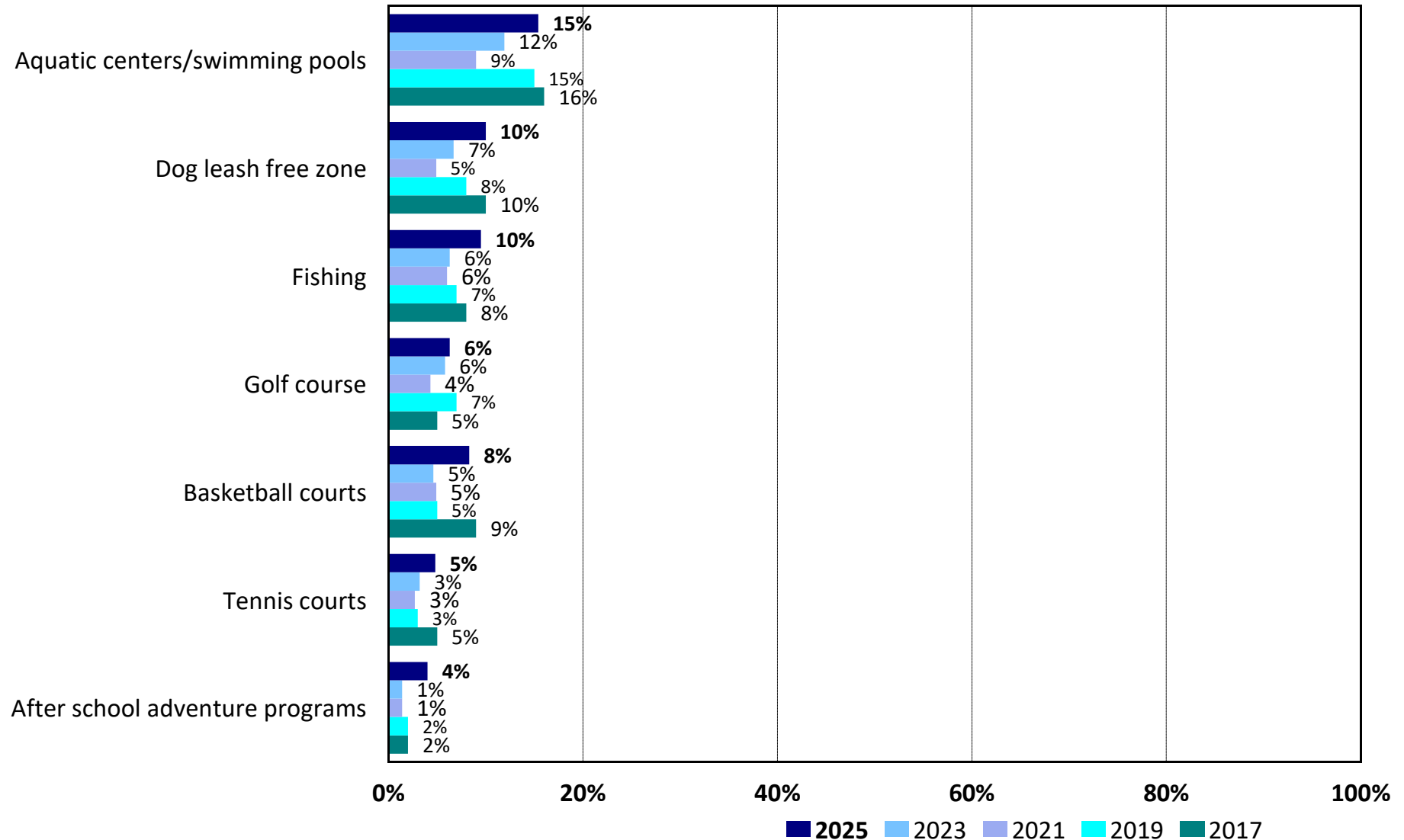
by percentage of respondents (multiple selections could be made)



(Continued) Q23. Which of the following facilities/activities have you used/participated in during the past year?

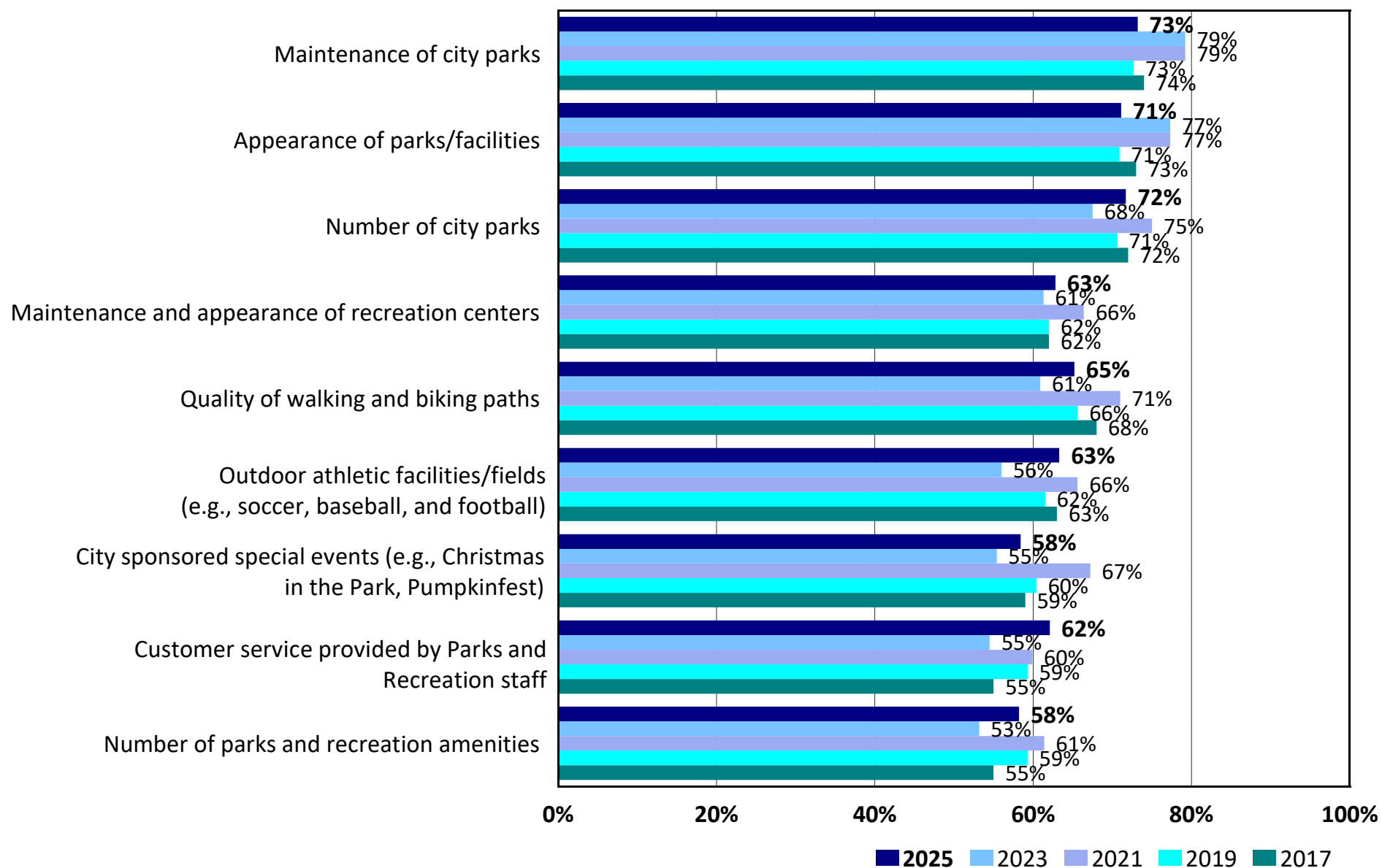
2017 to 2025

by percentage of respondents (multiple selections could be made)



Q24. Parks and Recreation Services 2017 to 2025

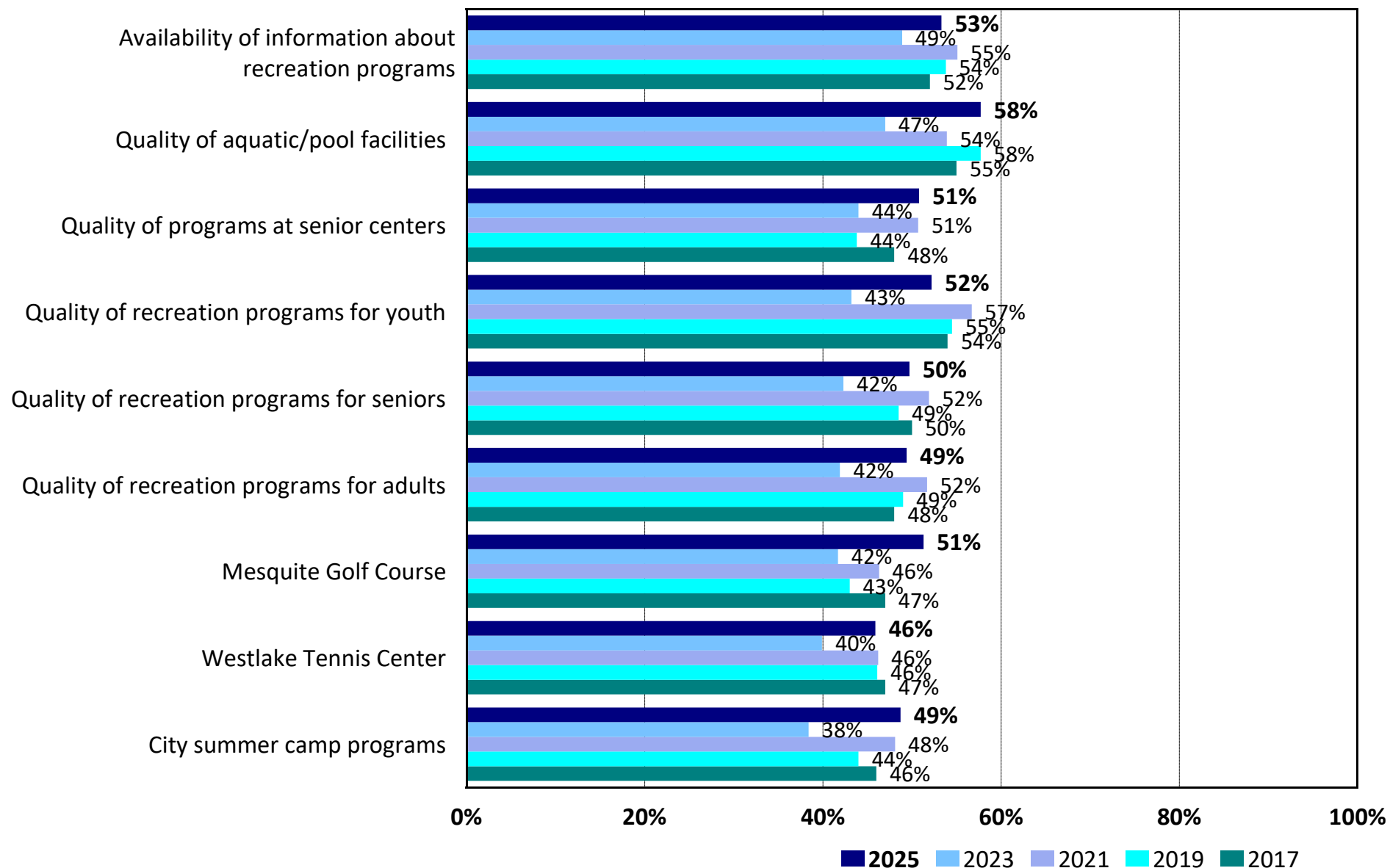
by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale (excluding “don’t know”)



Q24. Parks and Recreation Services (cont.)

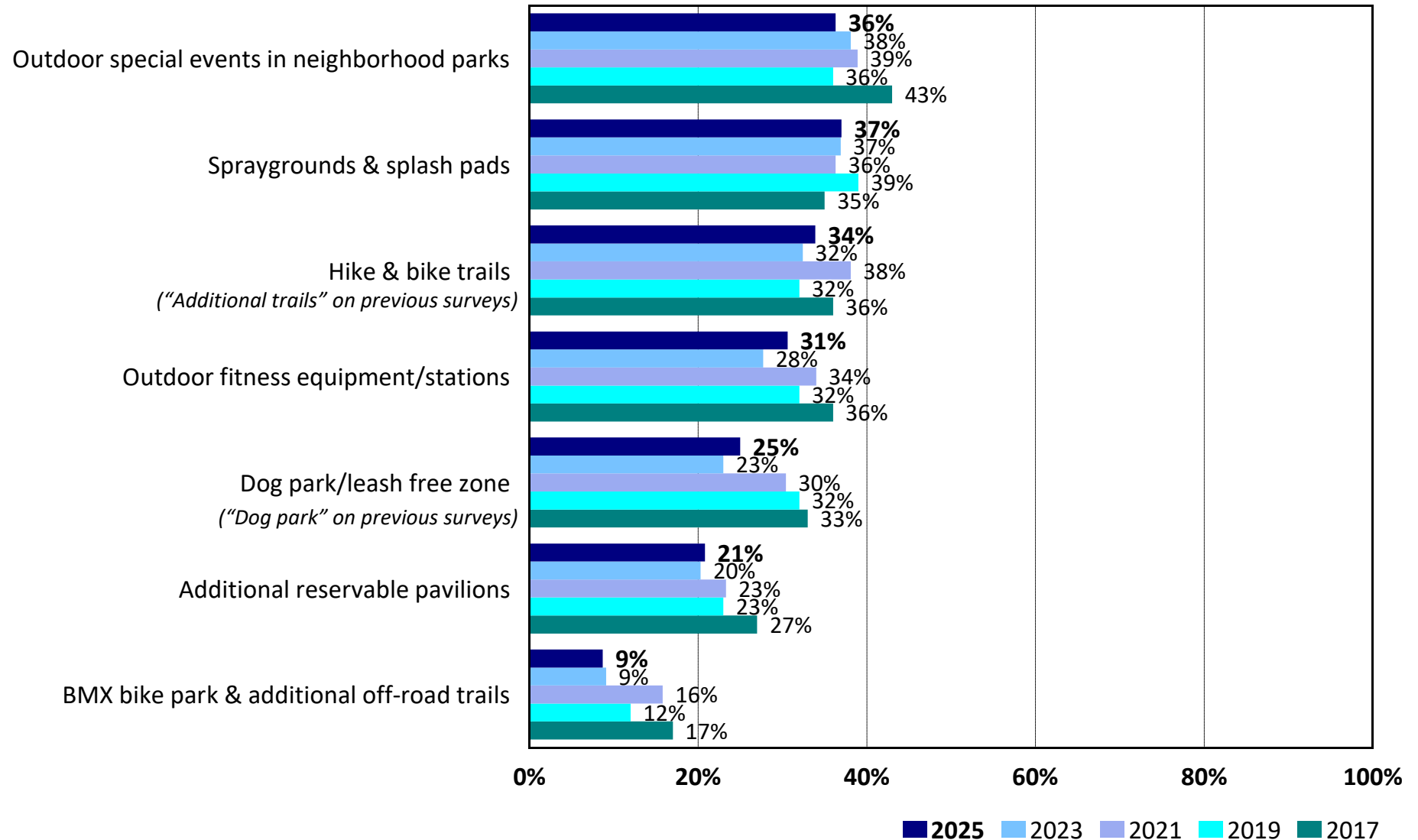
2017 to 2025

by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale (excluding “don’t know”)



Q26. Potential Facilities/Amenities Respondents Would Like to See Added in the Community 2017 to 2025

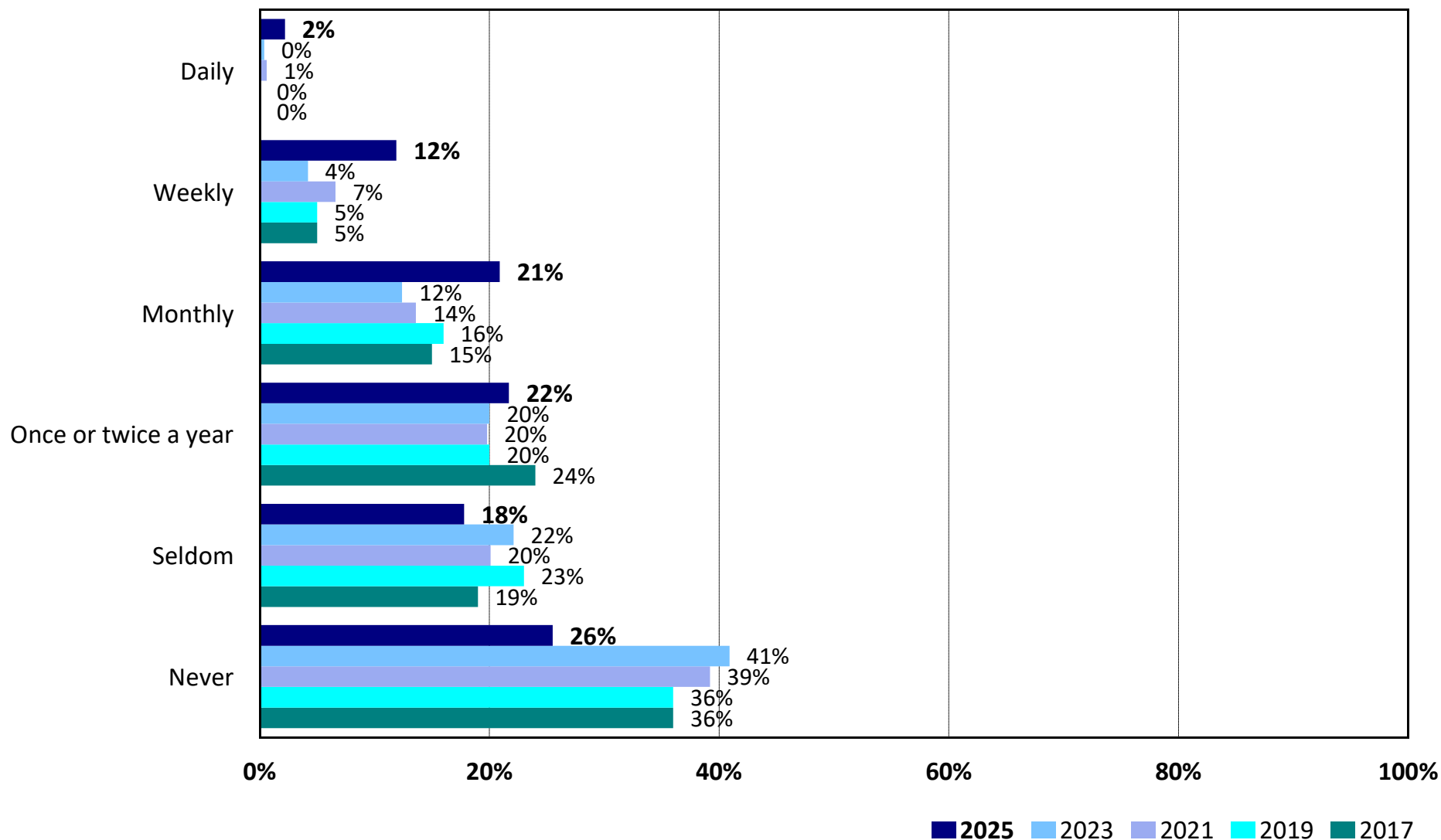
by percentage of respondents (multiple selections could be made)



Q28. How often have you visited city libraries in the past 12 months?

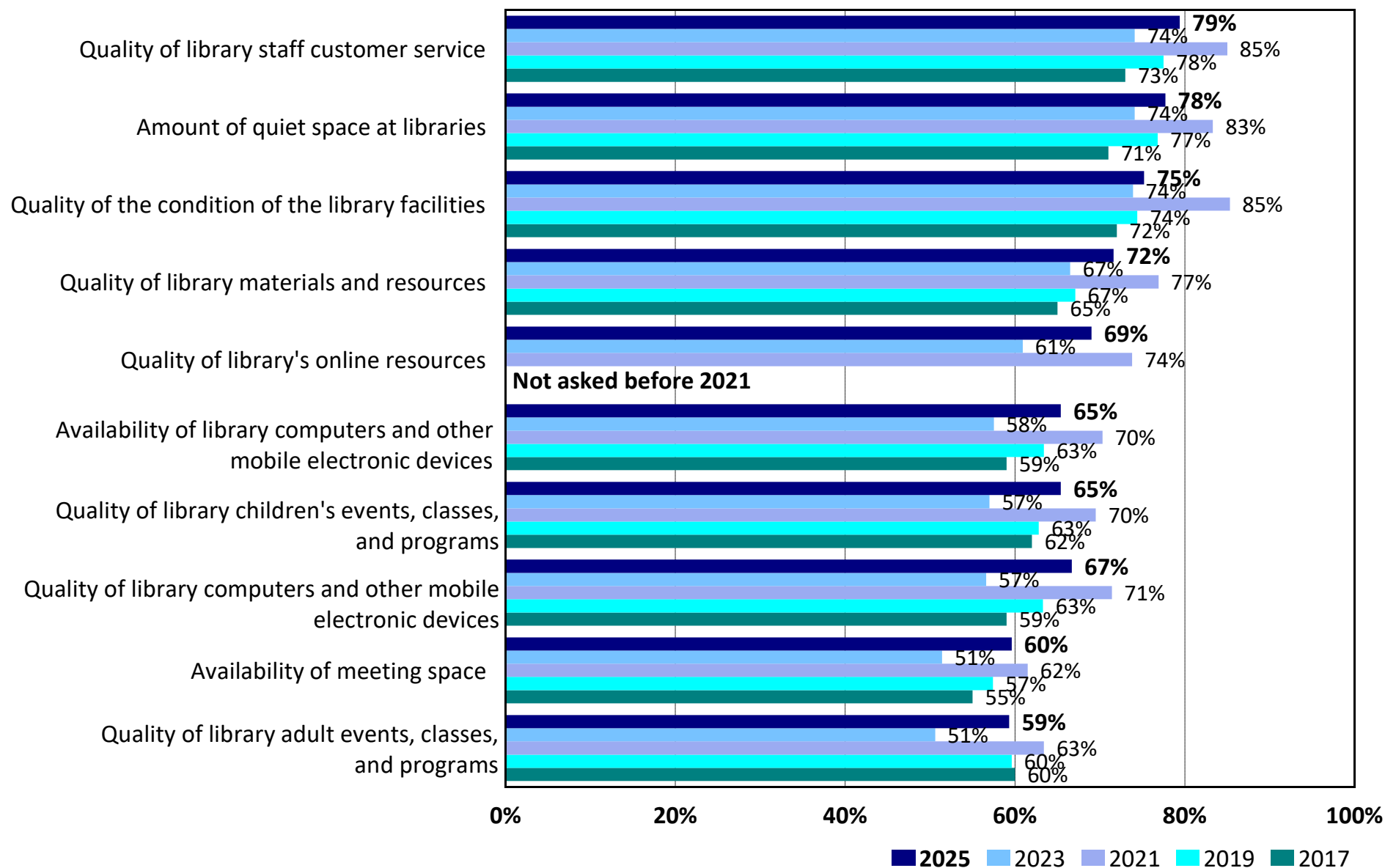
2017 to 2025

by percentage of respondents



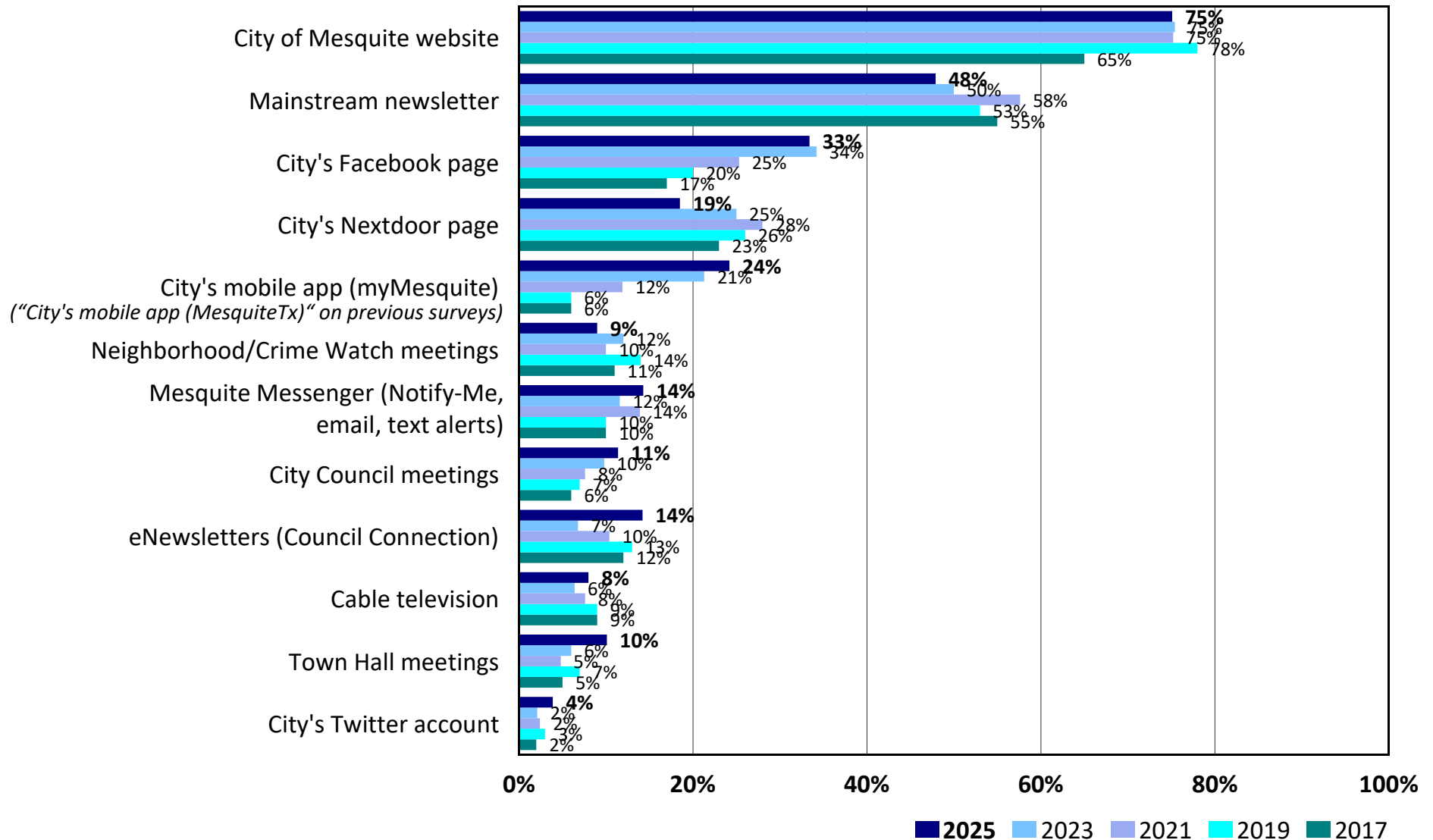
Q29. Library Services 2017 to 2025

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



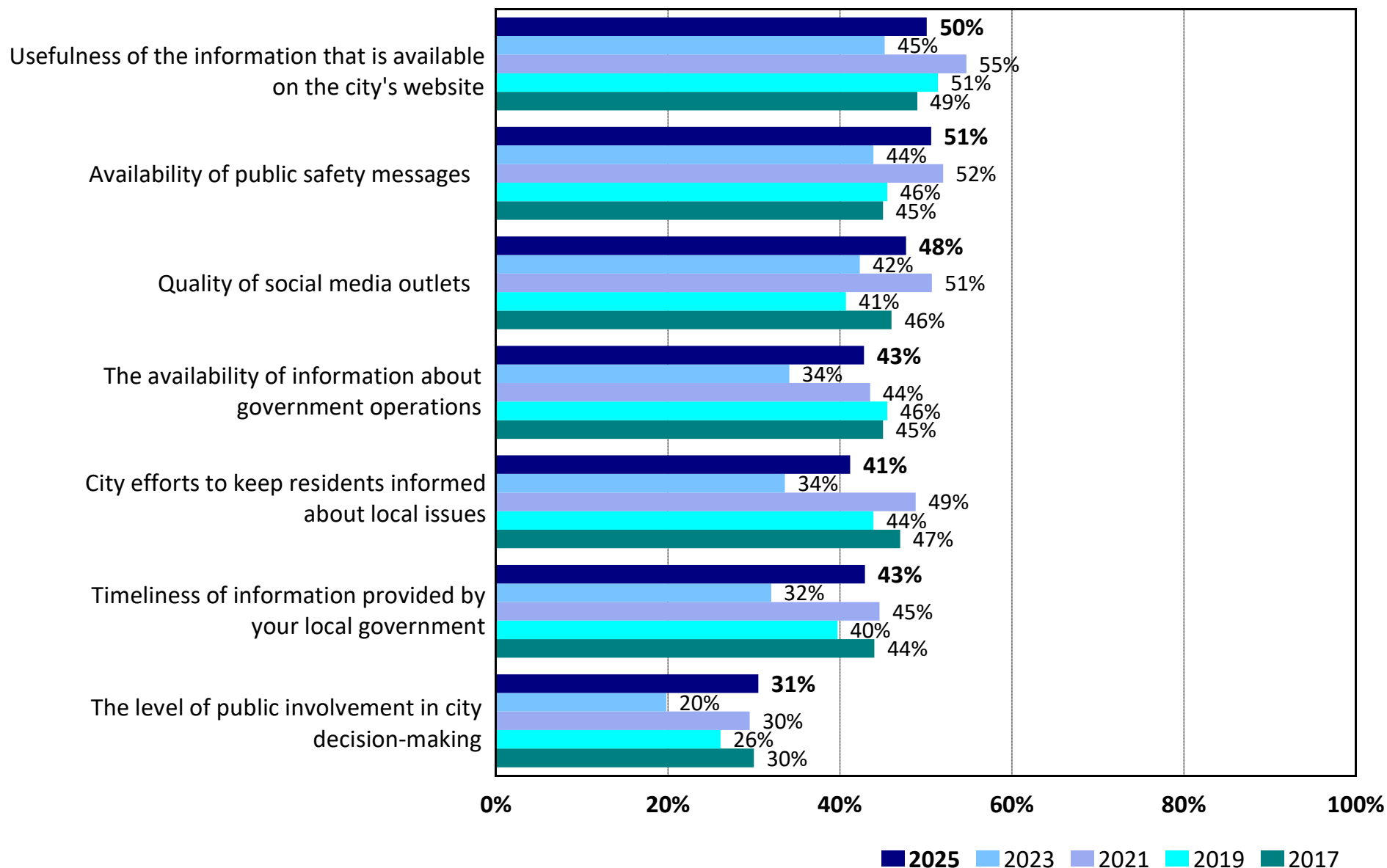
Q30. Sources Currently Used to Obtain/Receive Information About the City of Mesquite 2017 to 2025

by percentage of respondents (multiple selections could be made)



Q32. City Communication 2017 to 2025

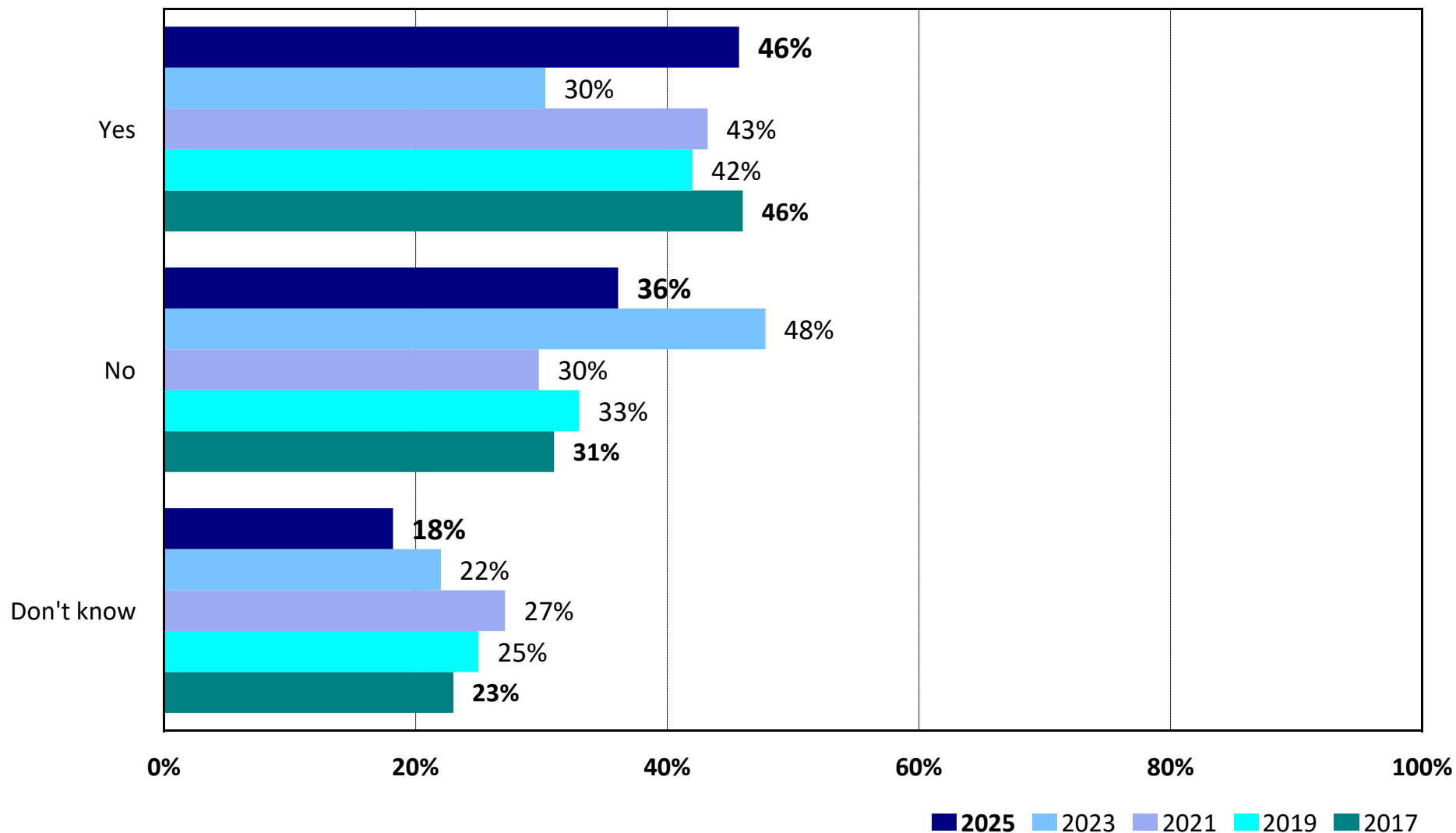
by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale (excluding “don’t know”)



Q37. Do you think the City of Mesquite is continually improving as a place to live?

2017 to 2025

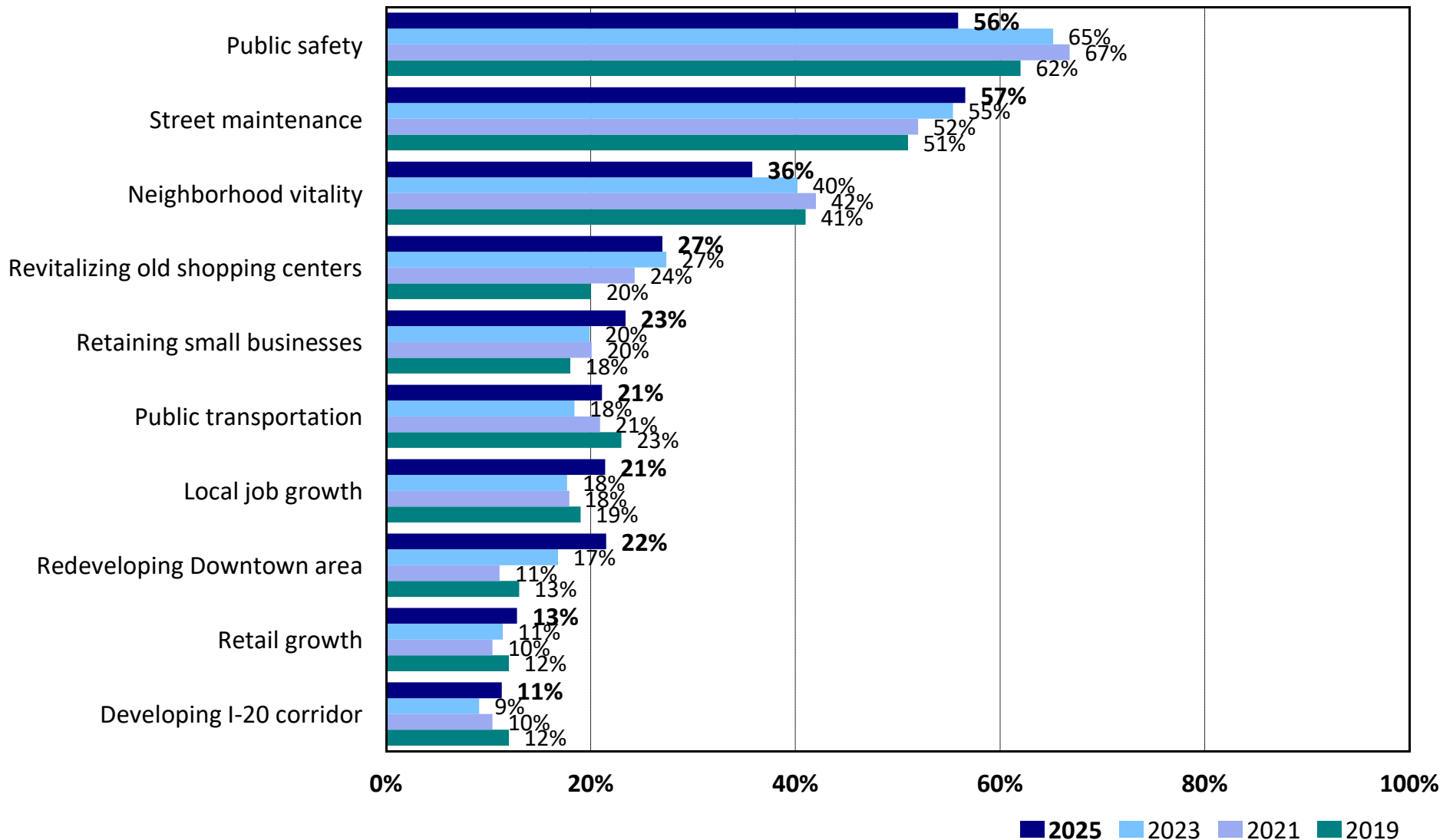
by percentage of respondents



Q38. What do you think are the three biggest issues Mesquite will face within the next five years?

2019 to 2025

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



4

Benchmarking Analysis

Benchmarking Analysis



Overview

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

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2025 to a random sample of more than 10,000 residents in the continental United States and (2) a regional survey that was administered by ETC Institute during the summer of 2025 to a random sample of residents living in the state of Texas.

The charts on the following pages show how the results for the City of Mesquite compare to the national average and the Texas regional average. The blue bar shows the results for the City of Mesquite. The red bar shows the Texas regional average from communities that administered the *DirectionFinder*® survey during the summer of 2025. The yellow bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 10,000 U.S. residents during the summer of 2025.

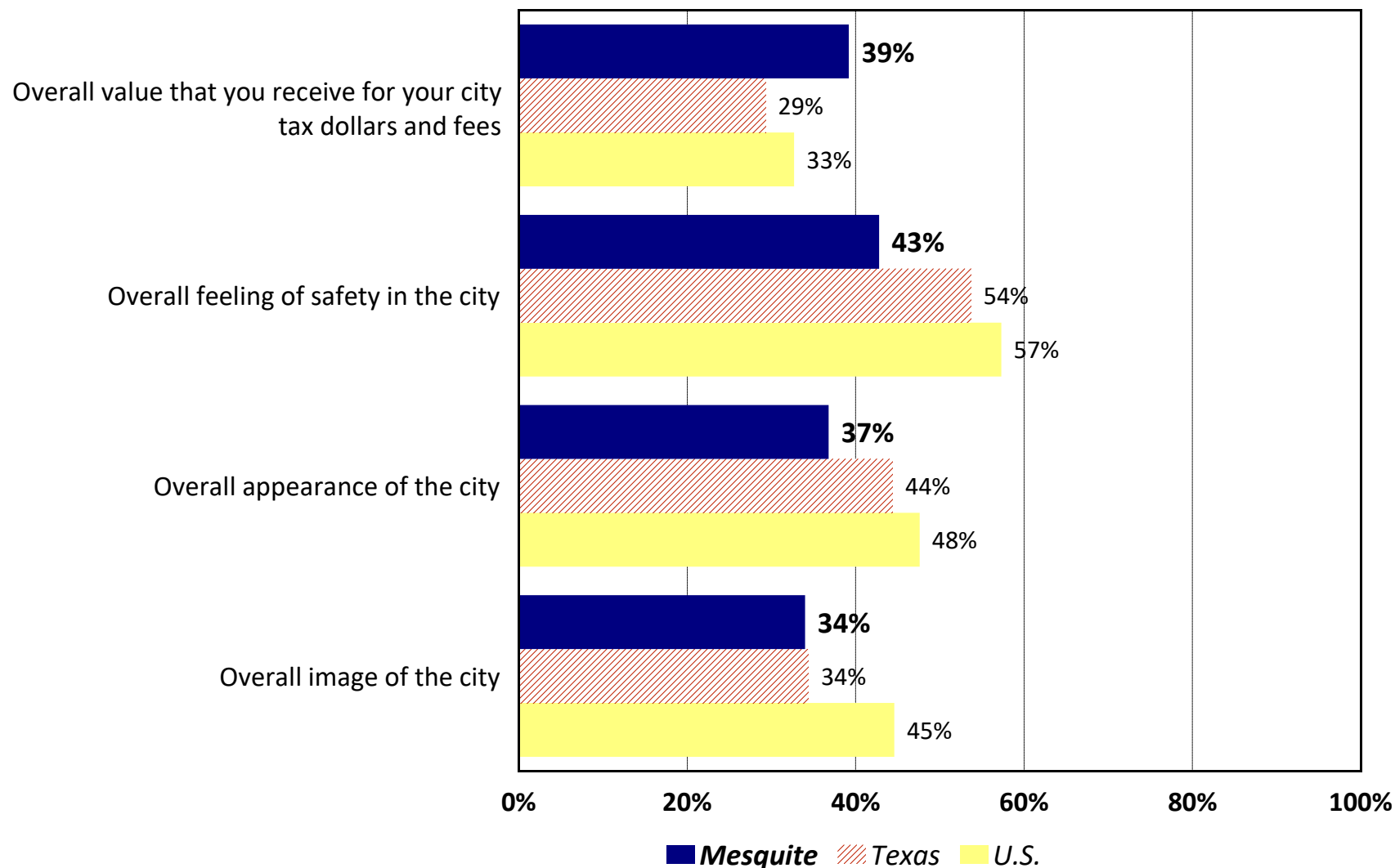
National Benchmarks

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 Perceptions of the City

Mesquite vs. Texas vs. the U.S.

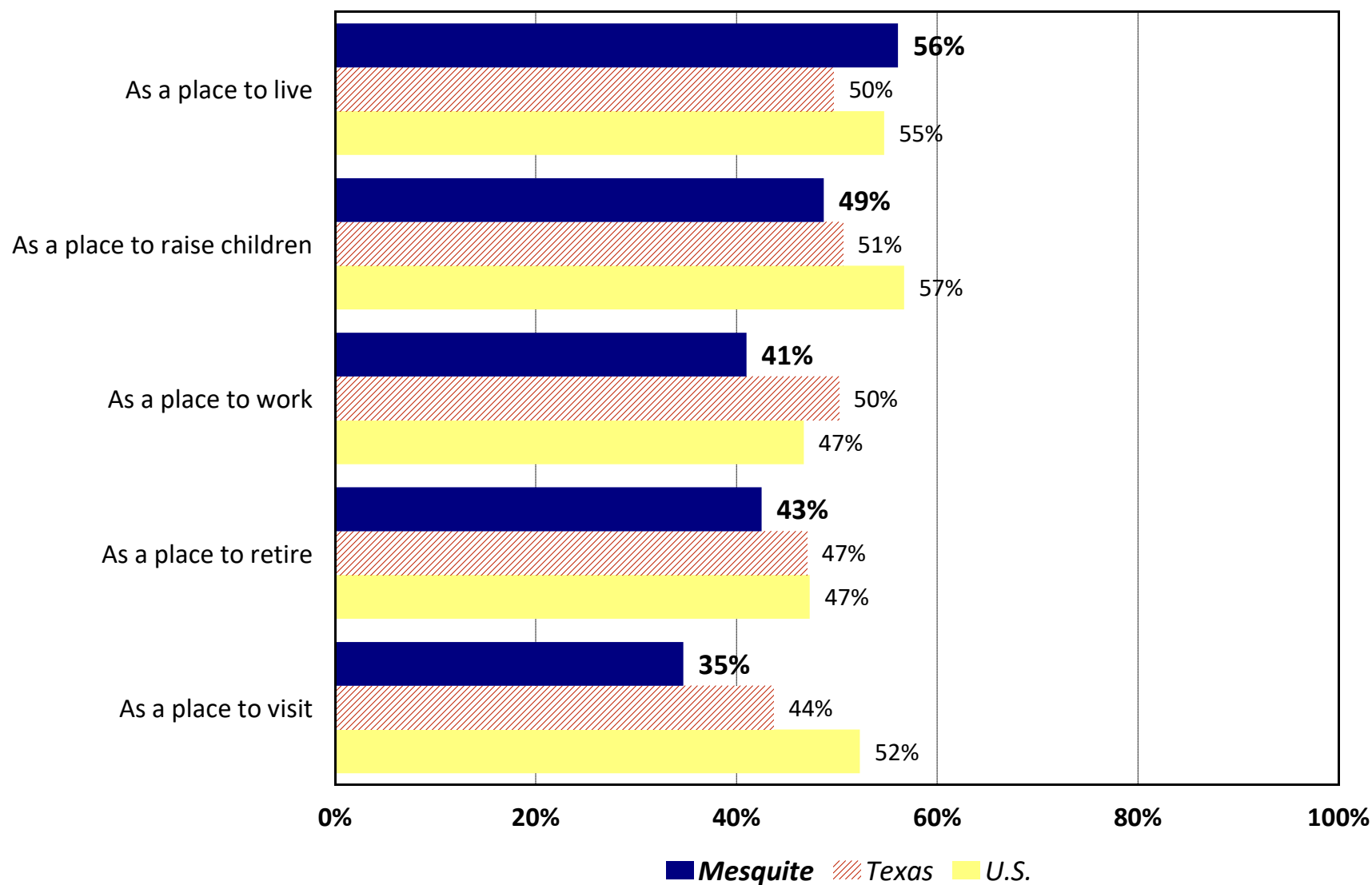
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Quality of Life in the City

Mesquite vs. Texas vs. the U.S.

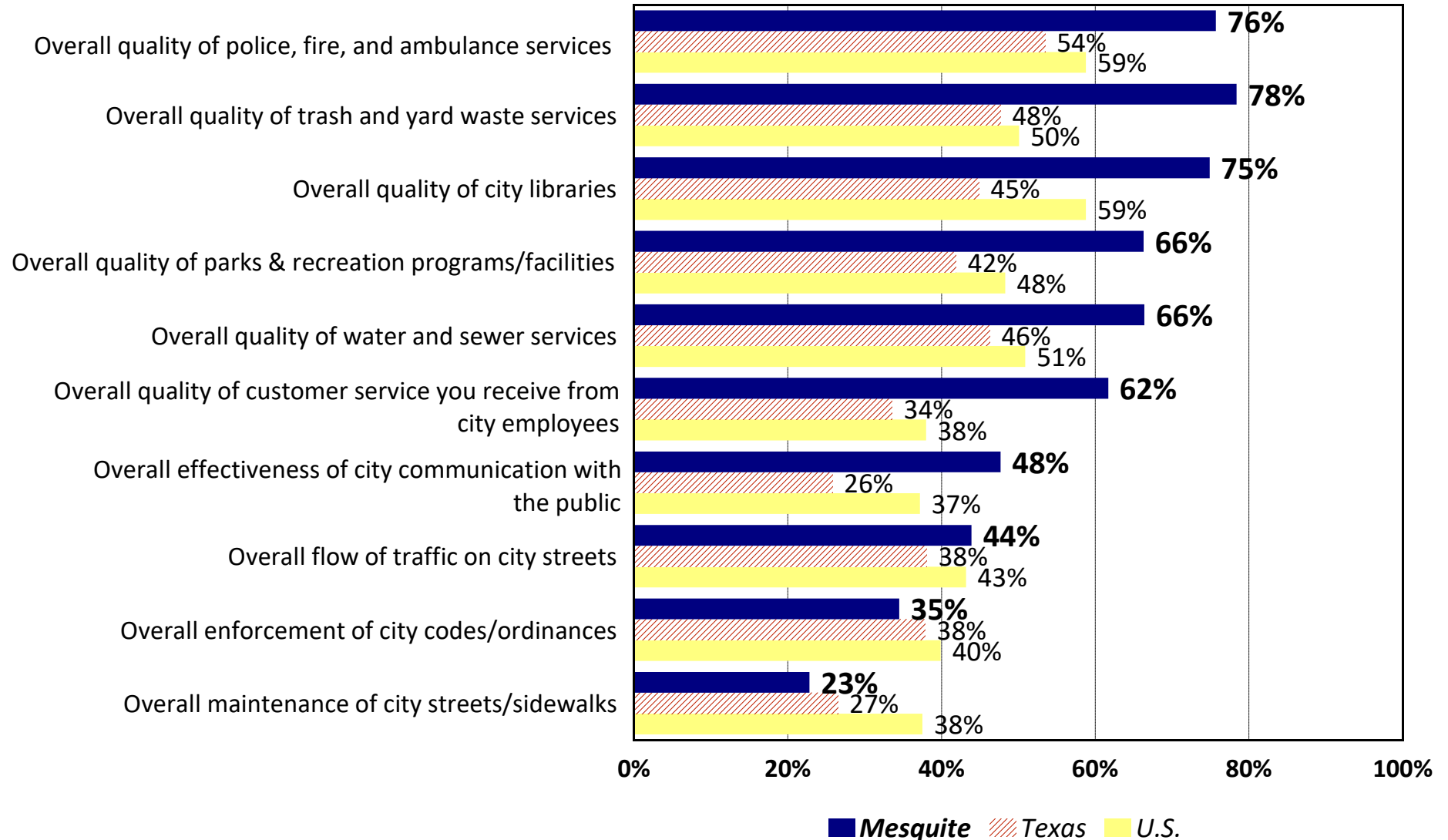
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "excellent" and 1 was "poor" (excluding don't knows)



Satisfaction with Major Categories of Services

Mesquite vs. Texas vs. the U.S.

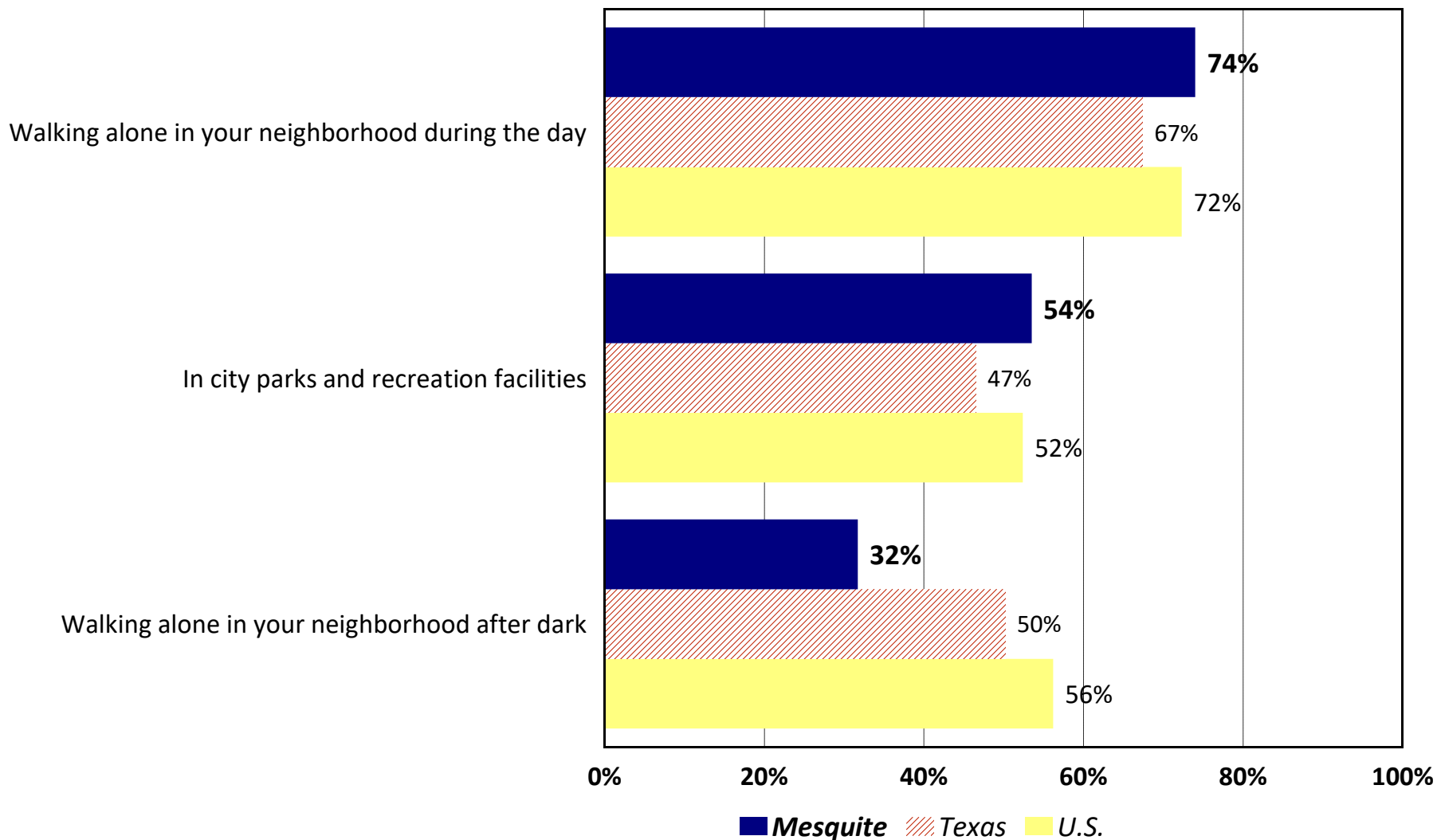
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Perceptions of Safety and Security

Mesquite vs. Texas vs. the U.S.

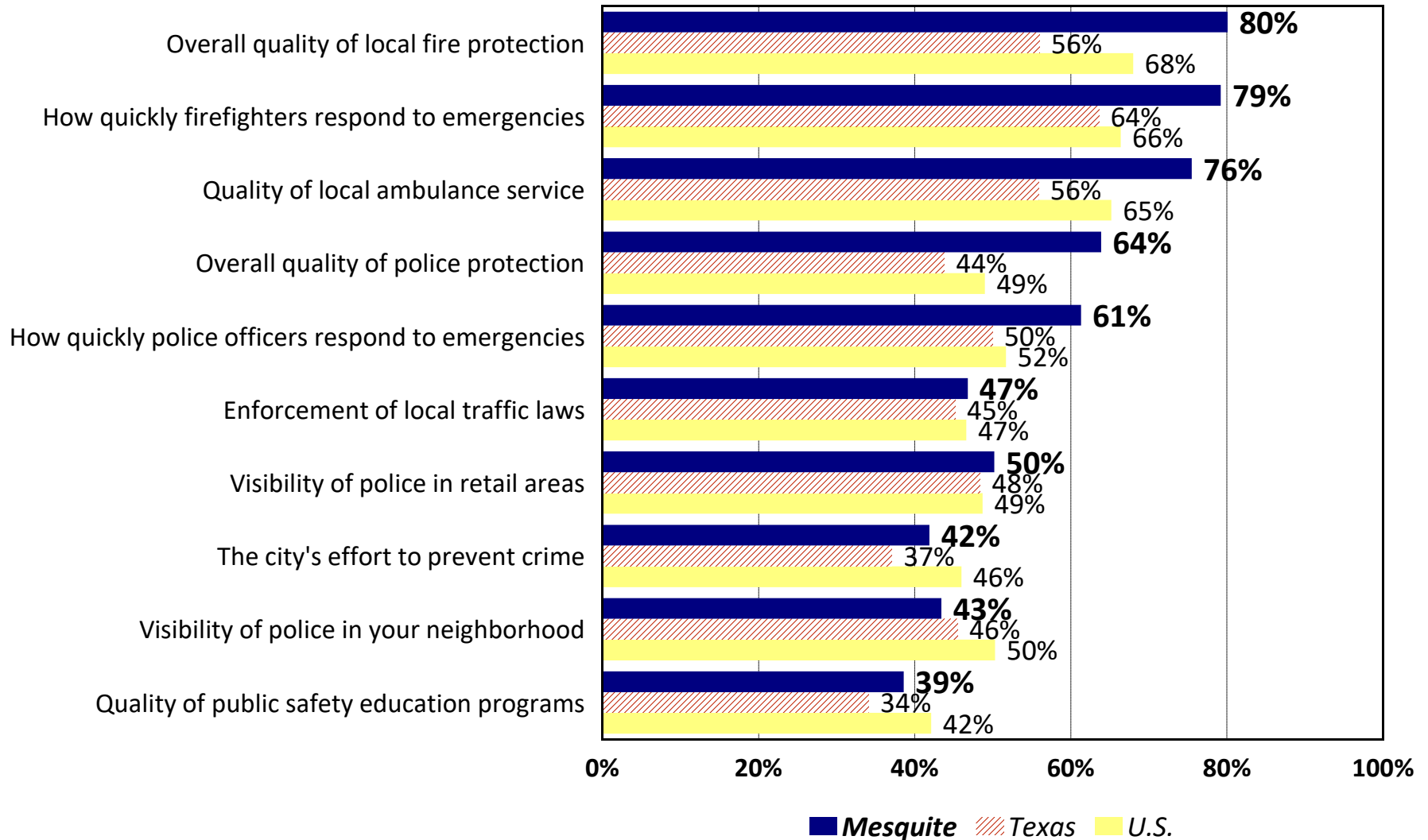
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)



Satisfaction with Public Safety Services

Mesquite vs. Texas vs. the U.S.

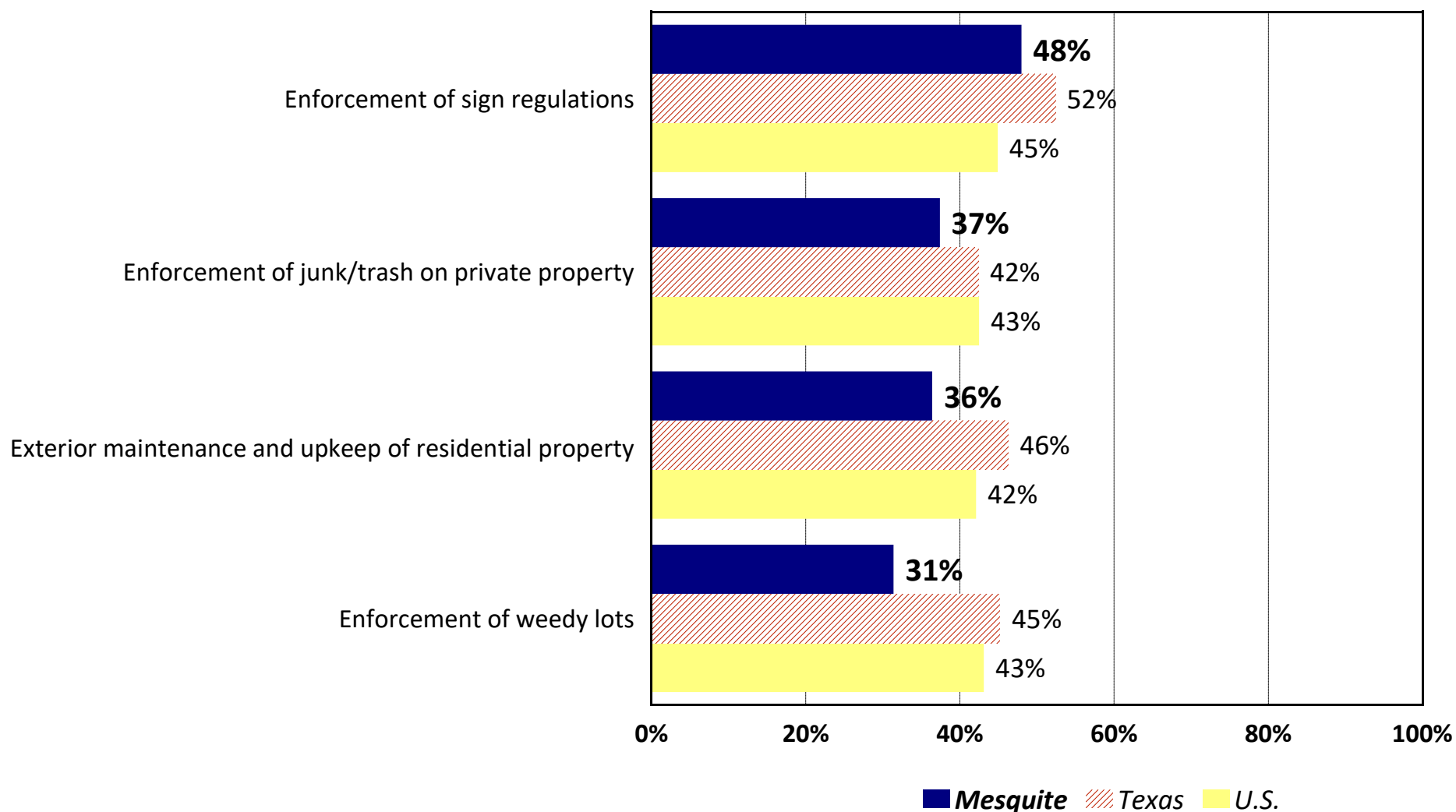
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)



Satisfaction with Code Enforcement Services

Mesquite vs. Texas vs. the U.S.

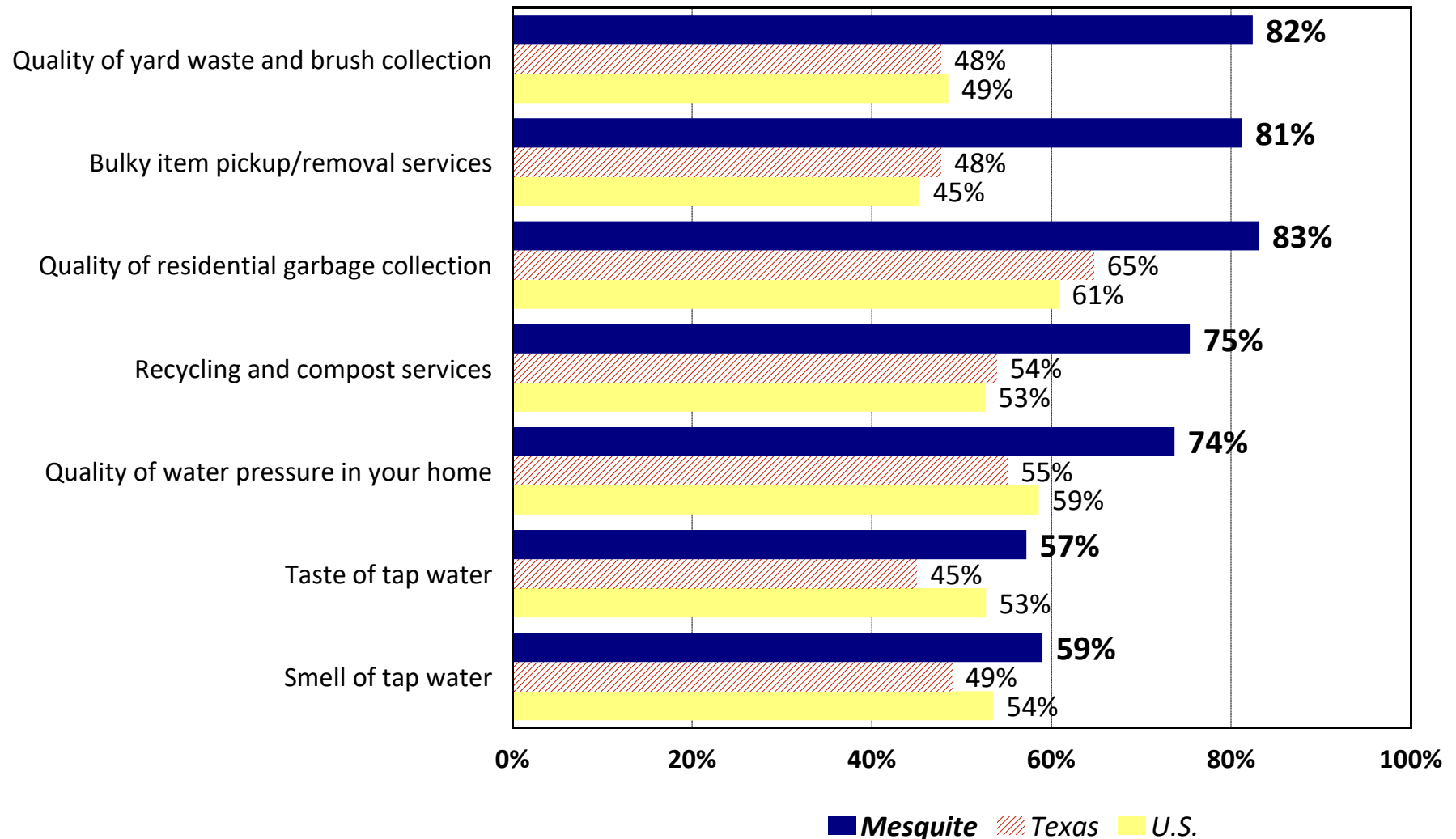
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Utilities and Solid Waste Services

Mesquite vs. Texas vs. the U.S.

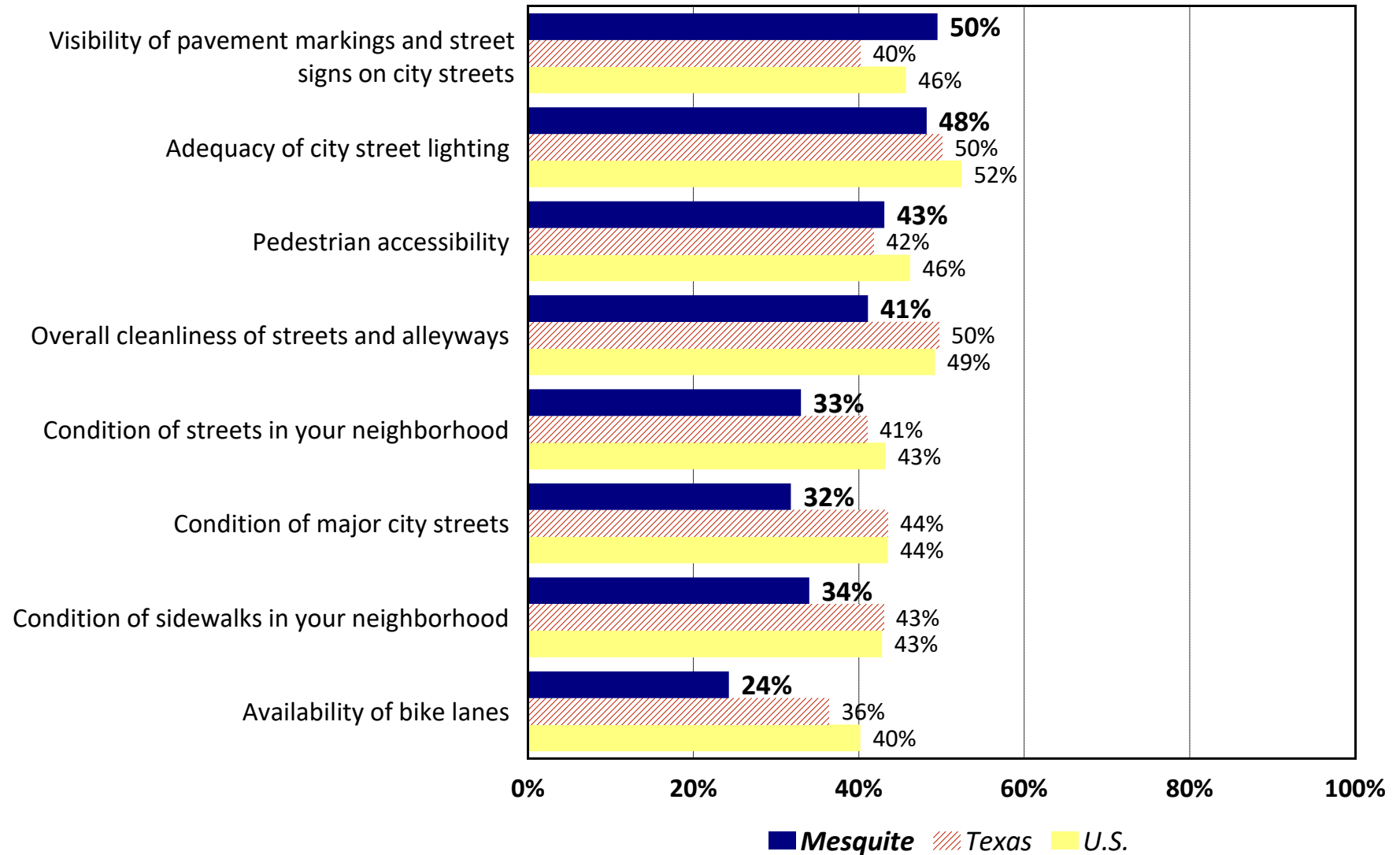
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Maintenance and Appearance of the City

Mesquite vs. Texas vs. the U.S.

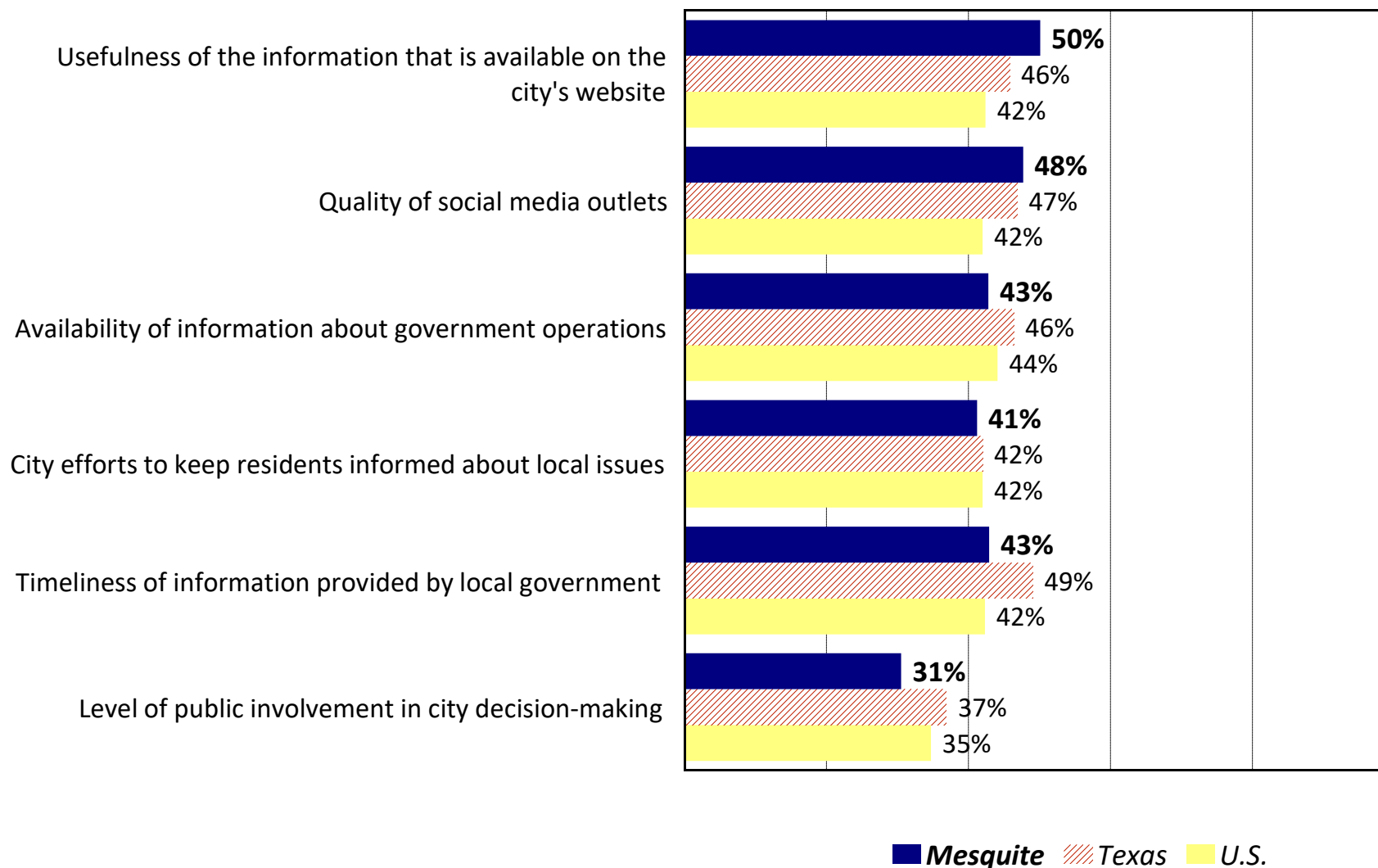
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



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)



5

Importance- Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

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

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

The rating is calculated by summing the percentage of responses for items selected as the 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.

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

Example of the Calculation

Respondents were asked to identify the major City services that should receive the most emphasis over the next two years. More than two-thirds (70%) of households selected "*overall maintenance of city streets/sidewalks*" as one of the most important services for the City to emphasize.

With regard to satisfaction, 23% of respondents surveyed rated "*overall maintenance of city streets/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 was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 70% was multiplied by 77% (1-0.23). This calculation yielded an I-S rating of 0.5381, which ranked first out of ten categories of major City services analyzed.

Importance-Satisfaction Analysis



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 of importance 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 of the three most important areas.

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

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

2025 Importance-Satisfaction Rating

Mesquite, Texas

Major City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Overall maintenance of city streets/sidewalks	70%	1	23%	10	0.5381	1
Overall enforcement of city codes/ordinances	33%	3	35%	9	0.2168	2
<u>High Priority (IS .10-.20)</u>						
Overall quality of police, fire, and ambulance services	57%	2	76%	2	0.1383	3
Overall flow of traffic on city streets	24%	5	44%	8	0.1318	4
Overall effectiveness of city communication with the public	20%	7	48%	7	0.1025	5
<u>Medium Priority (IS <.10)</u>						
Overall quality of parks and recreation programs/facilities	25%	4	66%	5	0.0826	6
Overall quality of water and sewer services	23%	6	66%	4	0.0783	7
Overall quality of customer service you receive from city employees	11%	9	62%	6	0.0410	8
Overall quality of trash and yard waste services	16%	8	78%	1	0.0346	9
Overall quality of city libraries	10%	10	75%	3	0.0254	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.

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2025 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
<u>Very High Priority (IS >.20)</u>						
The city's effort to prevent crime	48%	2	42%	9	0.2777	1
Visibility of police in your neighborhood	38%	4	43%	8	0.2162	2
<u>High Priority (IS .10-.20)</u>						
Overall quality of police protection	53%	1	64%	4	0.1902	3
How quickly police officers respond to emergencies	42%	3	61%	5	0.1637	4
<u>Medium Priority (IS <.10)</u>						
Visibility of police in retail areas	19%	7	50%	6	0.0956	5
Enforcement of local traffic laws	16%	9	47%	7	0.0851	6
Quality of public safety education programs	11%	10	39%	10	0.0675	7
How quickly firefighters respond to emergencies	25%	5	79%	2	0.0520	8
Quality of local ambulance service	17%	8	76%	3	0.0426	9
Overall quality of local fire protection	19%	6	80%	1	0.0386	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.

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2025 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
<u>Very High Priority (IS >.20)</u>						
Overall aesthetics of the city	43%	1	36%	9	0.2771	1
Enforcement of junk/trash on private property	39%	2	37%	7	0.2460	2
Exterior maintenance and upkeep of residential property	34%	4	36%	8	0.2181	3
<u>High Priority (IS .10-.20)</u>						
Efforts to ensure maintenance of rental properties	26%	6	31%	10	0.1756	4
Cleanliness of your neighborhood	36%	3	53%	1	0.1710	5
Overall responsiveness of city code enforcement staff	27%	5	45%	4	0.1476	6
Efforts to remove abandoned or inoperative vehicles	23%	7	39%	6	0.1375	7
Enforcement of weedy lots	16%	8	31%	11	0.1125	8
Efforts to demolish dilapidated structures	15%	9	31%	12	0.1058	9
<u>Medium Priority (IS <.10)</u>						
Enforcement of parking on grass in front yards	12%	10	42%	5	0.0705	10
Enforcement of graffiti	11%	11	46%	3	0.0607	11
Enforcement of sign regulations	6%	12	48%	2	0.0296	12

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.

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2025 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
<u>Very High Priority (IS >.20)</u>						
Condition of major city streets	59%	1	32%	10	0.4017	1
Condition of streets in your neighborhood	57%	2	33%	9	0.3792	2
Condition of sidewalks in your neighborhood	36%	3	34%	8	0.2343	3
<u>High Priority (IS .10-.20)</u>						
Overall cleanliness of streets and alleyways	24%	6	41%	7	0.1425	4
Traffic flow on major city streets	26%	4	45%	5	0.1414	5
Adequacy of city street lighting	24%	5	48%	4	0.1254	6
Pedestrian accessibility	19%	7	43%	6	0.1053	7
<u>Medium Priority (IS <.10)</u>						
Timing of traffic signals on city streets	15%	8	54%	1	0.0669	8
Appearance/Condition of city medians, rights-of-ways, and public areas	13%	9	53%	2	0.0628	9
Visibility of pavement markings and street signs on city streets	12%	10	50%	3	0.0611	10
Availability of bike lanes	6%	11	24%	11	0.0424	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.

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2025 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
<u>High Priority (IS .10-.20)</u>						
Maintenance of city parks	59%	1	73%	1	0.1589	1
Quality of walking and biking paths	38%	3	65%	4	0.1329	2
Appearance of parks/facilities	44%	2	71%	3	0.1260	3
Availability of information about recreation programs	25%	4	53%	11	0.1153	4
Quality of recreation programs for youth	23%	5	52%	12	0.1104	5
Quality of recreation programs for seniors	22%	6	50%	15	0.1081	6
<u>Medium Priority (IS <.10)</u>						
Quality of aquatic/pool facilities	19%	8	58%	10	0.0783	7
City sponsored special events (e.g., Christmas in the Park)	18%	9	58%	8	0.0765	8
Outdoor athletic facilities/fields (e.g., soccer, baseball, and football)	20%	7	63%	5	0.0734	9
Quality of recreation programs for adults	14%	12	49%	16	0.0683	10
Maintenance and appearance of recreation centers	16%	11	63%	6	0.0603	11
Quality of programs at senior centers	11%	13	51%	14	0.0522	12
Number of city parks	16%	10	72%	2	0.0458	13
Number of parks and recreation amenities	10%	14	58%	9	0.0431	14
City summer camp programs	6%	15	49%	17	0.0292	15
Mesquite Golf Course	4%	17	51%	13	0.0214	16
Customer service provided by Parks and Recreation staff	6%	16	62%	7	0.0208	17
Natatorium	3%	18	46%	18	0.0177	18
Westlake Tennis Center	2%	19	46%	19	0.0103	19
Mesquite Skatepark	2%	20	45%	20	0.0083	20

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.

2025 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
<u>Very High Priority (IS >.20)</u>						
City efforts to keep residents informed about local issues	54%	1	41%	6	0.3163	1
<u>High Priority (IS .10-.20)</u>						
The level of public involvement in city decision-making	24%	3	31%	7	0.1682	2
Availability of public safety messages	31%	2	51%	1	0.1522	3
The availability of information about government operations	22%	4	43%	5	0.1258	4
Timeliness of information provided by your local government	19%	6	43%	4	0.1079	5
<u>Medium Priority (IS <.10)</u>						
Usefulness of the information that is available on the city's website	19%	5	50%	2	0.0953	6
Quality of social media outlets	11%	7	48%	3	0.0581	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.

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Tabular Data

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

(N=901)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall value that you receive for your City tax dollars & fees	8.7%	29.5%	29.2%	22.3%	7.8%	2.6%
Q1-2. Overall quality of life in City	10.3%	39.1%	26.3%	19.3%	4.2%	0.8%
Q1-3. Overall image of City	9.0%	24.9%	26.9%	29.4%	9.3%	0.6%
Q1-4. Overall appearance of City	7.7%	29.0%	26.5%	29.5%	6.8%	0.6%
Q1-5. Overall feeling of safety in City	10.3%	32.1%	25.5%	19.1%	12.1%	0.9%
Q1-6. Overall quality & affordability of housing in City	9.3%	27.3%	36.6%	16.4%	7.1%	3.2%

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

(N=901)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall value that you receive for your City tax dollars & fees	8.9%	30.3%	30.0%	22.9%	8.0%
Q1-2. Overall quality of life in City	10.4%	39.4%	26.5%	19.5%	4.3%
Q1-3. Overall image of City	9.0%	25.0%	27.0%	29.6%	9.4%
Q1-4. Overall appearance of City	7.7%	29.1%	26.7%	29.7%	6.8%
Q1-5. Overall feeling of safety in City	10.4%	32.4%	25.8%	19.3%	12.2%
Q1-6. Overall quality & affordability of housing in City	9.6%	28.2%	37.8%	17.0%	7.3%

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

(N=901)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q2-1. As a place to live	12.1%	43.8%	20.1%	18.4%	5.2%	0.3%
Q2-2. As a place to raise children	11.8%	34.3%	23.0%	18.4%	7.1%	5.4%
Q2-3. As a place to work	8.7%	27.0%	29.9%	16.0%	5.3%	13.2%
Q2-4. As a place to retire	10.5%	29.2%	24.1%	18.2%	11.5%	6.4%
Q2-5. As a place to visit	7.4%	26.4%	26.3%	22.9%	14.5%	2.4%
Q2-6. As a community that is moving in the right direction	9.8%	23.8%	31.5%	20.0%	12.4%	2.6%

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

(N=901)

	Excellent	Good	Neutral	Below average	Poor
Q2-1. As a place to live	12.1%	44.0%	20.2%	18.5%	5.2%
Q2-2. As a place to raise children	12.4%	36.3%	24.3%	19.5%	7.5%
Q2-3. As a place to work	10.0%	31.1%	34.4%	18.4%	6.1%
Q2-4. As a place to retire	11.3%	31.2%	25.7%	19.5%	12.3%
Q2-5. As a place to visit	7.6%	27.1%	27.0%	23.4%	14.9%
Q2-6. As a community that is moving in the right direction	10.0%	24.4%	32.3%	20.5%	12.8%

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

(N=901)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall quality of parks & recreation programs/facilities	17.1%	47.3%	22.6%	8.9%	1.2%	2.9%
Q3-2. Overall maintenance of City streets/sidewalks	7.0%	15.8%	16.4%	28.3%	32.2%	0.3%
Q3-3. Overall enforcement of City codes/ordinances	7.0%	26.4%	30.5%	19.2%	13.7%	3.2%
Q3-4. Overall quality of customer service you receive from City employees	16.5%	40.7%	26.9%	6.4%	2.2%	7.2%
Q3-5. Overall quality of police, fire, & ambulance services	28.3%	43.6%	17.4%	4.6%	1.2%	4.9%
Q3-6. Overall effectiveness of City communication with the public	10.7%	35.5%	33.4%	13.4%	3.8%	3.2%
Q3-7. Overall flow of traffic on City streets	6.3%	37.3%	26.5%	19.3%	10.0%	0.6%
Q3-8. Overall quality of trash & yard waste services	34.4%	43.5%	13.9%	6.1%	1.4%	0.7%
Q3-9. Overall quality of City libraries	26.2%	39.0%	18.8%	2.7%	0.4%	13.0%
Q3-10. Overall quality of water & sewer services	19.2%	45.8%	22.9%	7.3%	2.8%	2.0%

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

(N=901)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of parks & recreation programs/facilities	17.6%	48.7%	23.3%	9.1%	1.3%
Q3-2. Overall maintenance of City streets/sidewalks	7.0%	15.8%	16.5%	28.4%	32.3%
Q3-3. Overall enforcement of City codes/ordinances	7.2%	27.3%	31.5%	19.8%	14.1%
Q3-4. Overall quality of customer service you receive from City employees	17.8%	43.9%	28.9%	6.9%	2.4%
Q3-5. Overall quality of police, fire, & ambulance services	29.8%	45.9%	18.3%	4.8%	1.3%
Q3-6. Overall effectiveness of City communication with the public	11.0%	36.7%	34.5%	13.9%	3.9%
Q3-7. Overall flow of traffic on City streets	6.4%	37.5%	26.7%	19.4%	10.0%
Q3-8. Overall quality of trash & yard waste services	34.6%	43.8%	14.0%	6.1%	1.5%
Q3-9. Overall quality of City libraries	30.1%	44.8%	21.6%	3.1%	0.5%
Q3-10. Overall quality of water & sewer services	19.6%	46.8%	23.3%	7.5%	2.8%

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	58	6.4 %
Overall maintenance of City streets/sidewalks	321	35.6 %
Overall enforcement of City codes/ordinances	74	8.2 %
Overall quality of customer service you receive from City employees	29	3.2 %
Overall quality of police, fire, & ambulance services	253	28.1 %
Overall effectiveness of City communication with the public	24	2.7 %
Overall flow of traffic on City streets	34	3.8 %
Overall quality of trash & yard waste services	13	1.4 %
Overall quality of City libraries	18	2.0 %
Overall quality of water & sewer services	48	5.3 %
<u>None chosen</u>	<u>29</u>	<u>3.2 %</u>
Total	901	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	65	7.2 %
Overall maintenance of City streets/sidewalks	192	21.3 %
Overall enforcement of City codes/ordinances	126	14.0 %
Overall quality of customer service you receive from City employees	29	3.2 %
Overall quality of police, fire, & ambulance services	149	16.5 %
Overall effectiveness of City communication with the public	60	6.7 %
Overall flow of traffic on City streets	78	8.7 %
Overall quality of trash & yard waste services	57	6.3 %
Overall quality of City libraries	33	3.7 %
Overall quality of water & sewer services	74	8.2 %
<u>None chosen</u>	<u>38</u>	<u>4.2 %</u>
Total	901	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	98	10.9 %
Overall maintenance of City streets/sidewalks	115	12.8 %
Overall enforcement of City codes/ordinances	98	10.9 %
Overall quality of customer service you receive from City employees	39	4.3 %
Overall quality of police, fire, & ambulance services	111	12.3 %
Overall effectiveness of City communication with the public	92	10.2 %
Overall flow of traffic on City streets	99	11.0 %
Overall quality of trash & yard waste services	75	8.3 %
Overall quality of City libraries	40	4.4 %
Overall quality of water & sewer services	88	9.8 %
<u>None chosen</u>	<u>46</u>	<u>5.1 %</u>
Total	901	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)**

Q4. Top choice	Number	Percent
Overall quality of parks & recreation programs/facilities	221	24.5 %
Overall maintenance of City streets/sidewalks	628	69.7 %
Overall enforcement of City codes/ordinances	298	33.1 %
Overall quality of customer service you receive from City employees	97	10.8 %
Overall quality of police, fire, & ambulance services	513	56.9 %
Overall effectiveness of City communication with the public	176	19.5 %
Overall flow of traffic on City streets	211	23.4 %
Overall quality of trash & yard waste services	145	16.1 %
Overall quality of City libraries	91	10.1 %
Overall quality of water & sewer services	210	23.3 %
None chosen	29	3.2 %
Total	2619	

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

(N=901)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. How easy City is to contact	17.6%	41.2%	25.5%	6.9%	2.3%	6.4%
Q5-2. The way you are treated by City employees	20.3%	41.4%	23.9%	5.1%	1.7%	7.7%
Q5-3. Accuracy of information & assistance from City employees	17.4%	37.2%	27.0%	7.0%	1.8%	9.7%
Q5-4. How well your issues are handled by City employees	16.1%	37.8%	25.6%	8.1%	2.6%	9.8%

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

(N=901)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. How easy City is to contact	18.9%	44.0%	27.3%	7.4%	2.5%
Q5-2. The way you are treated by City employees	22.0%	44.8%	25.8%	5.5%	1.8%
Q5-3. Accuracy of information & assistance from City employees	19.3%	41.2%	29.9%	7.7%	2.0%
Q5-4. How well your issues are handled by City employees	17.8%	41.9%	28.4%	9.0%	2.8%

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

Q6. How have you contacted City in past 12 months	Number	Percent
Phone	462	51.3 %
Email	143	15.9 %
Social media	64	7.1 %
myMesquite app	259	28.7 %
Through a City Council member	60	6.7 %
In person	182	20.2 %
Other	9	1.0 %
I have not contacted City in past 12 months	206	22.9 %
Total	1385	

Q7. Have you used the myMesquite app/website in the past 12 months?

Q7. Have you used myMesquite app/website in past 12 months	Number	Percent
Yes, I have used it frequently	150	16.6 %
Yes, I have used it	408	45.3 %
No	312	34.6 %
Don't know	31	3.4 %
Total	901	100.0 %

(WITHOUT "DON'T KNOW")**Q7. Have you used the myMesquite app/website in the past 12 months? (without "don't know")**

Q7. Have you used myMesquite app/website in past 12 months	Number	Percent
Yes, I have used it frequently	150	17.2 %
Yes, I have used it	408	46.9 %
No	312	35.9 %
Total	870	100.0 %

Q7a. How would you rate your experience?

Q7a. How would you rate your experience	Number	Percent
Excellent	96	17.2 %
Good	250	44.8 %
Fair	144	25.8 %
Below average	29	5.2 %
Poor	30	5.4 %
Don't know	9	1.6 %
Total	558	100.0 %

(WITHOUT "DON'T KNOW")**Q7a. How would you rate your experience? (without "don't know")**

Q7a. How would you rate your experience	Number	Percent
Excellent	96	17.5 %
Good	250	45.5 %
Fair	144	26.2 %
Below average	29	5.3 %
Poor	30	5.5 %
Total	549	100.0 %

Q8. Perceptions of Safety and Security. Please rate your feeling of safety in the following situations:

(N=901)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q8-1. Walking alone in your neighborhood in general	13.4%	42.6%	24.4%	13.1%	4.2%	2.2%
Q8-2. Walking alone in your neighborhood during the day	25.5%	47.1%	16.8%	7.4%	1.3%	1.9%
Q8-3. Walking alone in your neighborhood after dark	7.8%	22.3%	27.1%	24.6%	13.0%	5.2%
Q8-4. In City parks & recreation facilities	12.1%	37.2%	26.9%	12.9%	3.0%	8.0%
Q8-5. In business areas of the City during the day	20.8%	52.5%	17.4%	5.5%	0.7%	3.1%
Q8-6. In business areas of the City after dark	6.1%	21.6%	31.0%	23.6%	7.3%	10.3%
Q8-7. In other public areas of City (e.g., Town East Mall, local restaurants, retail stores)	10.7%	38.0%	27.0%	16.4%	5.7%	2.3%

(WITHOUT "DON'T KNOW")**Q8. Perceptions of Safety and Security. Please rate your feeling of safety in the following situations: (without "don't know")**

(N=901)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q8-1. Walking alone in your neighborhood in general	13.7%	43.6%	25.0%	13.4%	4.3%
Q8-2. Walking alone in your neighborhood during the day	26.0%	48.0%	17.1%	7.6%	1.4%
Q8-3. Walking alone in your neighborhood after dark	8.2%	23.5%	28.6%	26.0%	13.7%
Q8-4. In City parks & recreation facilities	13.1%	40.4%	29.2%	14.0%	3.3%
Q8-5. In business areas of the City during the day	21.4%	54.2%	18.0%	5.7%	0.7%
Q8-6. In business areas of the City after dark	6.8%	24.1%	34.5%	26.4%	8.2%
Q8-7. In other public areas of City (e.g., Town East Mall, local restaurants, retail stores)	10.9%	38.9%	27.6%	16.8%	5.8%

Q9. 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?

Q9. What do you think of Mesquite as far as being a safe place to live, work, & raise a family in past 12 months	Number	Percent
More safe	76	8.4 %
Stayed the same	448	49.7 %
Less safe	335	37.2 %
Don't know	42	4.7 %
Total	901	100.0 %

(WITHOUT "DON'T KNOW")

Q9. 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")

Q9. What do you think of Mesquite as far as being a safe place to live, work, & raise a family in past 12 months	Number	Percent
More safe	76	8.8 %
Stayed the same	448	52.2 %
Less safe	335	39.0 %
Total	859	100.0 %

Q10. Have you had contact with a Mesquite police officer in the past 12 months?

Q10. Have you had contact with a Mesquite police officer in past 12 months	Number	Percent
Yes, I know an officer	89	9.9 %
Yes, I have had contact with an officer, but don't know them	250	27.7 %
No	540	59.9 %
Don't know	22	2.4 %
Total	901	100.0 %

(WITHOUT "DON'T KNOW")

Q10. Have you had contact with a Mesquite police officer in the past 12 months? (without "don't know")

Q10. Have you had contact with a Mesquite police officer in past 12 months	Number	Percent
Yes, I know an officer	89	10.1 %
Yes, I have had contact with an officer, but don't know them	250	28.4 %
No	540	61.4 %
Total	879	100.0 %

Q10a. How would you rate your experience?

Q10a. How would you rate your experience	Number	Percent
Excellent	125	36.9 %
Good	132	38.9 %
Fair	50	14.7 %
Below average	10	2.9 %
Poor	17	5.0 %
Don't know	5	1.5 %
Total	339	100.0 %

(WITHOUT "DON'T KNOW")**Q10a. How would you rate your experience? (without "don't know")**

<u>Q10a. How would you rate your experience</u>	<u>Number</u>	<u>Percent</u>
Excellent	125	37.4 %
Good	132	39.5 %
Fair	50	15.0 %
Below average	10	3.0 %
Poor	17	5.1 %
Total	334	100.0 %

Q11. Public Safety Services. Please rate your satisfaction with the following:

(N=901)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Overall quality of police protection	18.6%	40.7%	24.9%	6.9%	1.8%	7.1%
Q11-2. Visibility of police in your neighborhood	11.1%	30.4%	27.3%	19.5%	7.2%	4.4%
Q11-3. Visibility of police in retail areas	10.7%	35.8%	31.0%	12.8%	2.4%	7.3%
Q11-4. City's effort to prevent crime	10.5%	27.1%	31.4%	14.5%	6.2%	10.2%
Q11-5. Enforcement of local traffic laws	11.2%	32.4%	27.9%	14.0%	7.7%	6.9%
Q11-6. How quickly police officers respond to emergencies	17.5%	28.2%	22.4%	3.9%	2.6%	25.4%
Q11-7. Quality of public safety education programs	7.7%	18.2%	32.4%	6.8%	1.9%	33.1%
Q11-8. Overall quality of local fire protection	26.5%	41.2%	14.3%	2.0%	0.6%	15.4%
Q11-9. How quickly firefighters respond to emergencies	30.1%	30.1%	13.4%	1.4%	1.0%	24.0%
Q11-10. Quality of local ambulance service	24.4%	32.5%	17.2%	0.7%	0.7%	24.5%

(WITHOUT "DON'T KNOW")**Q11. Public Safety Services. Please rate your satisfaction with the following: (without "don't know")**

(N=901)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Overall quality of police protection	20.1%	43.8%	26.8%	7.4%	1.9%
Q11-2. Visibility of police in your neighborhood	11.6%	31.8%	28.6%	20.4%	7.5%
Q11-3. Visibility of police in retail areas	11.5%	38.7%	33.4%	13.8%	2.6%
Q11-4. City's effort to prevent crime	11.7%	30.2%	35.0%	16.2%	6.9%
Q11-5. Enforcement of local traffic laws	12.0%	34.8%	29.9%	15.0%	8.2%
Q11-6. How quickly police officers respond to emergencies	23.5%	37.8%	30.1%	5.2%	3.4%
Q11-7. Quality of public safety education programs	11.4%	27.2%	48.4%	10.1%	2.8%
Q11-8. Overall quality of local fire protection	31.4%	48.7%	16.9%	2.4%	0.7%
Q11-9. How quickly firefighters respond to emergencies	39.6%	39.6%	17.7%	1.9%	1.3%
Q11-10. Quality of local ambulance service	32.4%	43.1%	22.8%	0.9%	0.9%

Q12. Which THREE of the public safety services in Question 11 do you think are MOST IMPORTANT for the City to provide?

Q12. Top choice	Number	Percent
Overall quality of police protection	286	31.7 %
Visibility of police in your neighborhood	134	14.9 %
Visibility of police in retail areas	52	5.8 %
City's effort to prevent crime	159	17.6 %
Enforcement of local traffic laws	39	4.3 %
How quickly police officers respond to emergencies	125	13.9 %
Quality of public safety education programs	24	2.7 %
Overall quality of local fire protection	13	1.4 %
How quickly firefighters respond to emergencies	18	2.0 %
Quality of local ambulance service	28	3.1 %
None chosen	23	2.6 %
Total	901	100.0 %

Q12. Which THREE of the public safety services in Question 11 do you think are MOST IMPORTANT for the City to provide?

Q12. 2nd choice	Number	Percent
Overall quality of police protection	91	10.1 %
Visibility of police in your neighborhood	127	14.1 %
Visibility of police in retail areas	62	6.9 %
City's effort to prevent crime	136	15.1 %
Enforcement of local traffic laws	58	6.4 %
How quickly police officers respond to emergencies	134	14.9 %
Quality of public safety education programs	26	2.9 %
Overall quality of local fire protection	99	11.0 %
How quickly firefighters respond to emergencies	108	12.0 %
Quality of local ambulance service	28	3.1 %
None chosen	32	3.6 %
Total	901	100.0 %

Q12. Which THREE of the public safety services in Question 11 do you think are MOST IMPORTANT for the City to provide?

Q12. 3rd choice	Number	Percent
Overall quality of police protection	98	10.9 %
Visibility of police in your neighborhood	83	9.2 %
Visibility of police in retail areas	59	6.5 %
City's effort to prevent crime	136	15.1 %
Enforcement of local traffic laws	48	5.3 %
How quickly police officers respond to emergencies	122	13.5 %
Quality of public safety education programs	49	5.4 %
Overall quality of local fire protection	63	7.0 %
How quickly firefighters respond to emergencies	99	11.0 %
Quality of local ambulance service	101	11.2 %
None chosen	43	4.8 %
Total	901	100.0 %

(SUM OF TOP 3 RESPONSES)

Q12. Which THREE of the public safety services in Question 11 do you think are MOST IMPORTANT for the City to provide? (top 3)

Q12. Top choice	Number	Percent
Overall quality of police protection	475	52.7 %
Visibility of police in your neighborhood	344	38.2 %
Visibility of police in retail areas	173	19.2 %
City's effort to prevent crime	431	47.8 %
Enforcement of local traffic laws	145	16.1 %
How quickly police officers respond to emergencies	381	42.3 %
Quality of public safety education programs	99	11.0 %
Overall quality of local fire protection	175	19.4 %
How quickly firefighters respond to emergencies	225	25.0 %
Quality of local ambulance service	157	17.4 %
None chosen	23	2.6 %
Total	2628	

Q13. Animal Services. Please rate your satisfaction with the following.

(N=901)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Enforcement of loose dogs & unrestrained pets	8.2%	25.5%	22.5%	18.5%	12.1%	13.1%
Q13-2. Responsiveness of animal service employees	9.0%	21.8%	25.0%	9.0%	8.0%	27.3%
Q13-3. Quality of care provided at Mesquite Animal Shelter & Adoption Center	10.0%	23.3%	24.0%	5.0%	2.3%	35.4%
Q13-4. Regulations concerning animal welfare	7.2%	22.8%	26.6%	6.9%	3.4%	33.1%

(WITHOUT "DON'T KNOW")**Q13. Animal Services. Please rate your satisfaction with the following. (without "don't know")**

(N=901)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Enforcement of loose dogs & unrestrained pets	9.5%	29.4%	25.9%	21.3%	13.9%
Q13-2. Responsiveness of animal service employees	12.4%	29.9%	34.4%	12.4%	11.0%
Q13-3. Quality of care provided at Mesquite Animal Shelter & Adoption Center	15.5%	36.1%	37.1%	7.7%	3.6%
Q13-4. Regulations concerning animal welfare	10.8%	34.0%	39.8%	10.3%	5.1%

Q14. Code Enforcement Services. Please rate your satisfaction with the following:

(N=901)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Overall responsiveness of City code enforcement staff	9.7%	26.5%	28.1%	11.8%	5.3%	18.6%
Q14-2. Overall aesthetics of City	6.8%	27.3%	33.2%	21.2%	7.1%	4.4%
Q14-3. Enforcement of junk/trash on private property	10.2%	24.5%	24.8%	23.5%	10.0%	7.0%
Q14-4. Exterior maintenance & upkeep of residential property	8.7%	26.5%	31.1%	23.1%	7.3%	3.3%
Q14-5. Efforts to remove abandoned or inoperative vehicles	9.5%	23.3%	26.1%	18.6%	6.9%	15.5%
Q14-6. Efforts to demolish dilapidated structures	6.5%	16.8%	30.6%	15.6%	4.8%	25.6%
Q14-7. Enforcement of parking on grass in front yards	10.7%	24.2%	26.3%	13.9%	7.4%	17.5%
Q14-8. Enforcement of weedy lots	7.8%	20.2%	29.6%	21.8%	9.7%	11.0%
Q14-9. Enforcement of graffiti	10.2%	26.5%	29.1%	10.9%	3.4%	19.9%
Q14-10. Cleanliness of your neighborhood	12.7%	38.8%	22.3%	18.2%	5.3%	2.7%
Q14-11. Enforcement of sign regulations	8.8%	30.0%	30.5%	8.2%	3.2%	19.3%
Q14-12. Efforts to ensure maintenance of rental properties	8.1%	16.9%	28.7%	16.2%	9.7%	20.4%

(WITHOUT "DON'T KNOW")**Q14. Code Enforcement Services. Please rate your satisfaction with the following: (without "don't know")**

(N=901)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Overall responsiveness of City code enforcement staff	11.9%	32.6%	34.5%	14.5%	6.5%
Q14-2. Overall aesthetics of City	7.1%	28.6%	34.7%	22.2%	7.4%
Q14-3. Enforcement of junk/trash on private property	11.0%	26.4%	26.6%	25.3%	10.7%
Q14-4. Exterior maintenance & upkeep of residential property	9.0%	27.4%	32.1%	23.9%	7.6%
Q14-5. Efforts to remove abandoned or inoperative vehicles	11.3%	27.6%	30.9%	22.1%	8.1%
Q14-6. Efforts to demolish dilapidated structures	8.8%	22.5%	41.2%	21.0%	6.4%
Q14-7. Enforcement of parking on grass in front yards	12.9%	29.3%	31.9%	16.8%	9.0%
Q14-8. Enforcement of weedy lots	8.7%	22.7%	33.3%	24.4%	10.8%
Q14-9. Enforcement of graffiti	12.7%	33.1%	36.3%	13.6%	4.3%
Q14-10. Cleanliness of your neighborhood	13.0%	39.9%	22.9%	18.7%	5.5%
Q14-11. Enforcement of sign regulations	10.9%	37.1%	37.8%	10.2%	4.0%
Q14-12. Efforts to ensure maintenance of rental properties	10.2%	21.2%	36.1%	20.4%	12.1%

Q15. Which THREE of the code enforcement services in Question 14 do you think are MOST IMPORTANT for the City to provide?

Q15. Top choice	Number	Percent
Overall responsiveness of City code enforcement staff	121	13.4 %
Overall aesthetics of City	188	20.9 %
Enforcement of junk/trash on private property	143	15.9 %
Exterior maintenance & upkeep of residential property	97	10.8 %
Efforts to remove abandoned or inoperative vehicles	57	6.3 %
Efforts to demolish dilapidated structures	27	3.0 %
Enforcement of parking on grass in front yards	19	2.1 %
Enforcement of weedy lots	27	3.0 %
Enforcement of graffiti	22	2.4 %
Cleanliness of your neighborhood	83	9.2 %
Enforcement of sign regulations	9	1.0 %
Efforts to ensure maintenance of rental properties	83	9.2 %
None chosen	25	2.8 %
Total	901	100.0 %

Q15. Which THREE of the code enforcement services in Question 14 do you think are MOST IMPORTANT for the City to provide?

Q15. 2nd choice	Number	Percent
Overall responsiveness of City code enforcement staff	50	5.5 %
Overall aesthetics of City	111	12.3 %
Enforcement of junk/trash on private property	127	14.1 %
Exterior maintenance & upkeep of residential property	131	14.5 %
Efforts to remove abandoned or inoperative vehicles	72	8.0 %
Efforts to demolish dilapidated structures	60	6.7 %
Enforcement of parking on grass in front yards	47	5.2 %
Enforcement of weedy lots	51	5.7 %
Enforcement of graffiti	35	3.9 %
Cleanliness of your neighborhood	105	11.7 %
Enforcement of sign regulations	14	1.6 %
Efforts to ensure maintenance of rental properties	63	7.0 %
None chosen	35	3.9 %
Total	901	100.0 %

Q15. Which THREE of the code enforcement services in Question 14 do you think are MOST IMPORTANT for the City to provide?

Q15. 3rd choice	Number	Percent
Overall responsiveness of City code enforcement staff	69	7.7 %
Overall aesthetics of City	89	9.9 %
Enforcement of junk/trash on private property	84	9.3 %
Exterior maintenance & upkeep of residential property	81	9.0 %
Efforts to remove abandoned or inoperative vehicles	74	8.2 %
Efforts to demolish dilapidated structures	51	5.7 %
Enforcement of parking on grass in front yards	44	4.9 %
Enforcement of weedy lots	69	7.7 %
Enforcement of graffiti	44	4.9 %
Cleanliness of your neighborhood	139	15.4 %
Enforcement of sign regulations	28	3.1 %
Efforts to ensure maintenance of rental properties	85	9.4 %
None chosen	44	4.9 %
Total	901	100.0 %

(SUM OF TOP 3 RESPONSES)**Q15. Which THREE of the code enforcement services in Question 14 do you think are MOST IMPORTANT for the City to provide? (top 3)**

Q15. Top choice	Number	Percent
Overall responsiveness of City code enforcement staff	240	26.6 %
Overall aesthetics of City	388	43.1 %
Enforcement of junk/trash on private property	354	39.3 %
Exterior maintenance & upkeep of residential property	309	34.3 %
Efforts to remove abandoned or inoperative vehicles	203	22.5 %
Efforts to demolish dilapidated structures	138	15.3 %
Enforcement of parking on grass in front yards	110	12.2 %
Enforcement of weedy lots	147	16.3 %
Enforcement of graffiti	101	11.2 %
Cleanliness of your neighborhood	327	36.3 %
Enforcement of sign regulations	51	5.7 %
Efforts to ensure maintenance of rental properties	231	25.6 %
None chosen	25	2.8 %
Total	2624	

Q16. How do you feel the appearance of your neighborhood has changed over the past three years?

Q16. How has appearance of your neighborhood changed over past three years	Number	Percent
Improved	148	16.4 %
Stayed the same	422	46.8 %
Worsened	290	32.2 %
Don't know	41	4.6 %
Total	901	100.0 %

(WITHOUT "DON'T KNOW")**Q16. How do you feel the appearance of your neighborhood has changed over the past three years? (without "don't know")**

Q16. How has appearance of your neighborhood changed over past three years	Number	Percent
Improved	148	17.2 %
Stayed the same	422	49.1 %
Worsened	290	33.7 %
Total	860	100.0 %

Q17. Residential and Neighborhood Services. Please rate your satisfaction with the following:

(N=901)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Quality of your neighborhood's condition	10.4%	37.5%	24.6%	21.1%	4.0%	2.3%
Q17-2. Neighborhood & crime watch groups	6.4%	17.6%	29.5%	12.1%	5.9%	28.4%
Q17-3. Quality of community policing efforts in your neighborhood	7.5%	20.9%	30.0%	16.6%	6.4%	18.5%
Q17-4. Public safety social media outreach	6.4%	21.6%	30.9%	8.7%	3.8%	28.6%

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

(N=901)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Quality of your neighborhood's condition	10.7%	38.4%	25.2%	21.6%	4.1%
Q17-2. Neighborhood & crime watch groups	9.0%	24.7%	41.2%	16.9%	8.2%
Q17-3. Quality of community policing efforts in your neighborhood	9.3%	25.6%	36.8%	20.4%	7.9%
Q17-4. Public safety social media outreach	9.0%	30.3%	43.2%	12.1%	5.3%

Q18. Utilities and Solid Waste Services. Please rate your satisfaction with the following:

(N=901)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Quality of residential garbage collection	41.7%	39.7%	10.3%	4.8%	1.4%	2.0%
Q18-2. Quality of yard waste & brush collection	41.4%	38.5%	12.2%	3.9%	1.0%	3.0%
Q18-3. Bulky item pickup/removal services	39.6%	38.4%	11.8%	5.1%	1.2%	3.9%
Q18-4. Recycling & compost services	33.3%	34.5%	17.0%	3.4%	1.7%	10.1%
Q18-5. Taste of tap water	15.3%	37.8%	20.9%	13.2%	5.7%	7.1%
Q18-6. Smell of tap water	14.7%	41.5%	22.5%	12.3%	4.1%	4.9%
Q18-7. Quality of water pressure in your home	23.5%	48.8%	14.4%	7.8%	3.7%	1.8%
Q18-8. Quality of water services customer service	18.2%	33.2%	23.9%	3.3%	2.6%	18.9%

(WITHOUT "DON'T KNOW")**Q18. Utilities and Solid Waste Services. Please rate your satisfaction with the following: (without "don't know")**

(N=901)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Quality of residential garbage collection	42.6%	40.5%	10.5%	4.9%	1.5%
Q18-2. Quality of yard waste & brush collection	42.7%	39.7%	12.6%	4.0%	1.0%
Q18-3. Bulky item pickup/removal services	41.2%	40.0%	12.2%	5.3%	1.3%
Q18-4. Recycling & compost services	37.0%	38.4%	18.9%	3.8%	1.9%
Q18-5. Taste of tap water	16.5%	40.7%	22.5%	14.2%	6.1%
Q18-6. Smell of tap water	15.4%	43.6%	23.7%	13.0%	4.3%
Q18-7. Quality of water pressure in your home	24.0%	49.7%	14.7%	7.9%	3.7%
Q18-8. Quality of water services customer service	22.4%	40.9%	29.4%	4.1%	3.1%

Q19. Which ONE of the following statements best describes how you feel about the value you receive for water and sewer services?

Q19. How do 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	389	43.2 %
Water/sewer costs are high, but City is providing more services at a higher quality than I expect	165	18.3 %
Water/sewer costs are just right for amount & quality of City services that I am receiving	252	28.0 %
Water/sewer costs are too low for amount & quality of City services that I am receiving	6	0.7 %
<u>Don't know</u>	89	9.9 %
Total	901	100.0 %

(WITHOUT "DON'T KNOW")**Q19. 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")**

Q19. How do 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	389	47.9 %
Water/sewer costs are high, but City is providing more services at a higher quality than I expect	165	20.3 %
Water/sewer costs are just right for amount & quality of City services that I am receiving	252	31.0 %
Water/sewer costs are too low for amount & quality of City services that I am receiving	6	0.7 %
Total	812	100.0 %

Q20. How often have you visited City parks in the past 12 months?

Q20. How often have you visited City parks in past 12 months	Number	Percent
Daily	58	6.4 %
Weekly	228	25.3 %
Monthly	205	22.8 %
Once or twice a year	151	16.8 %
Seldom	154	17.1 %
Never	99	11.0 %
Not provided	6	0.7 %
Total	901	100.0 %

(WITHOUT "NOT PROVIDED")**Q20. How often have you visited City parks in the past 12 months? (without "not provided")**

Q20. How often have you visited City parks in past 12 months	Number	Percent
Daily	58	6.5 %
Weekly	228	25.5 %
Monthly	205	22.9 %
Once or twice a year	151	16.9 %
Seldom	154	17.2 %
Never	99	11.1 %
Total	895	100.0 %

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

(N=901)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21-1. Condition of major City streets	7.7%	23.9%	20.0%	27.9%	19.8%	0.9%
Q21-2. Condition of streets in your neighborhood	7.8%	24.8%	14.5%	27.9%	23.9%	1.2%
Q21-3. Condition of sidewalks in your neighborhood	7.9%	25.1%	18.5%	27.1%	18.3%	3.1%
Q21-4. Timing of traffic signals on City streets	8.0%	44.8%	27.6%	13.0%	4.0%	2.6%
Q21-5. Traffic flow on major City streets	6.8%	37.3%	27.6%	20.3%	5.9%	2.1%
Q21-6. Pedestrian accessibility (connected sidewalks for people with disabilities)	8.8%	29.0%	25.2%	15.4%	9.1%	12.5%
Q21-7. Appearance/condition of City medians, rights-of-ways, & public areas	9.0%	42.7%	30.1%	11.3%	4.2%	2.7%
Q21-8. Adequacy of City street lighting	8.4%	38.4%	25.0%	19.0%	6.3%	2.9%
Q21-9. Visibility of pavement markings & street signs on City streets	8.4%	39.6%	26.5%	18.3%	4.1%	3.0%
Q21-10. Overall cleanliness of streets & alleyways	7.2%	33.0%	26.5%	21.4%	9.7%	2.2%
Q21-11. Availability of bike lanes	5.4%	12.7%	30.0%	17.0%	9.4%	25.5%

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

(N=901)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. Condition of major City streets	7.7%	24.1%	20.2%	28.1%	19.9%
Q21-2. Condition of streets in your neighborhood	7.9%	25.1%	14.7%	28.2%	24.2%
Q21-3. Condition of sidewalks in your neighborhood	8.1%	25.9%	19.1%	27.9%	18.9%
Q21-4. Timing of traffic signals on City streets	8.2%	46.0%	28.4%	13.3%	4.1%
Q21-5. Traffic flow on major City streets	6.9%	38.1%	28.2%	20.7%	6.0%
Q21-6. Pedestrian accessibility (connected sidewalks for people with disabilities)	10.0%	33.1%	28.8%	17.6%	10.4%
Q21-7. Appearance/condition of City medians, rights-of-ways, & public areas	9.2%	43.9%	30.9%	11.6%	4.3%
Q21-8. Adequacy of City street lighting	8.7%	39.5%	25.7%	19.5%	6.5%
Q21-9. Visibility of pavement markings & street signs on City streets	8.7%	40.8%	27.3%	18.9%	4.2%
Q21-10. Overall cleanliness of streets & alleyways	7.4%	33.7%	27.1%	21.9%	9.9%
Q21-11. Availability of bike lanes	7.3%	17.0%	40.2%	22.8%	12.7%

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	343	38.1 %
Condition of streets in your neighborhood	205	22.8 %
Condition of sidewalks in your neighborhood	71	7.9 %
Timing of traffic signals on City streets	31	3.4 %
Traffic flow on major City streets	63	7.0 %
Pedestrian accessibility (connected sidewalks for people with disabilities)	52	5.8 %
Appearance/condition of City medians, rights-of-ways, & public areas	18	2.0 %
Adequacy of City street lighting	34	3.8 %
Visibility of pavement markings & street signs on City streets	17	1.9 %
Overall cleanliness of streets & alleyways	29	3.2 %
Availability of bike lanes	14	1.6 %
None chosen	24	2.7 %
Total	901	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	120	13.3 %
Condition of streets in your neighborhood	230	25.5 %
Condition of sidewalks in your neighborhood	108	12.0 %
Timing of traffic signals on City streets	40	4.4 %
Traffic flow on major City streets	70	7.8 %
Pedestrian accessibility (connected sidewalks for people with disabilities)	53	5.9 %
Appearance/condition of City medians, rights-of-ways, & public areas	45	5.0 %
Adequacy of City street lighting	76	8.4 %
Visibility of pavement markings & street signs on City streets	44	4.9 %
Overall cleanliness of streets & alleyways	74	8.2 %
Availability of bike lanes	11	1.2 %
None chosen	30	3.3 %
Total	901	100.0 %

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

Q22. 3rd choice	Number	Percent
Condition of major City streets	68	7.5 %
Condition of streets in your neighborhood	75	8.3 %
Condition of sidewalks in your neighborhood	141	15.6 %
Timing of traffic signals on City streets	61	6.8 %
Traffic flow on major City streets	98	10.9 %
Pedestrian accessibility (connected sidewalks for people with disabilities)	61	6.8 %
Appearance/condition of City medians, rights-of-ways, & public areas	58	6.4 %
Adequacy of City street lighting	108	12.0 %
Visibility of pavement markings & street signs on City streets	48	5.3 %
Overall cleanliness of streets & alleyways	115	12.8 %
Availability of bike lanes	25	2.8 %
None chosen	43	4.8 %
Total	901	100.0 %

(SUM OF TOP 3 RESPONSES)

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

Q22. Top choice	Number	Percent
Condition of major City streets	531	58.9 %
Condition of streets in your neighborhood	510	56.6 %
Condition of sidewalks in your neighborhood	320	35.5 %
Timing of traffic signals on City streets	132	14.7 %
Traffic flow on major City streets	231	25.6 %
Pedestrian accessibility (connected sidewalks for people with disabilities)	166	18.4 %
Appearance/condition of City medians, rights-of-ways, & public areas	121	13.4 %
Adequacy of City street lighting	218	24.2 %
Visibility of pavement markings & street signs on City streets	109	12.1 %
Overall cleanliness of streets & alleyways	218	24.2 %
Availability of bike lanes	50	5.5 %
None chosen	24	2.7 %
Total	2630	

Q23. Which of the following facilities/activities have you used/participated in during the past year?

Q23. Which following facilities/activities have you used/ participated in during past year	Number	Percent
Hike & bike trail	275	30.5 %
Playgrounds	316	35.1 %
Athletic fields	135	15.0 %
Pavilions	156	17.3 %
Dog leash free zone	90	10.0 %
Basketball courts	75	8.3 %
Picnic tables	204	22.6 %
Fishing	86	9.5 %
After school adventure programs	36	4.0 %
Recreation centers	208	23.1 %
Aquatic centers/swimming pools	139	15.4 %
Tennis courts	43	4.8 %
Golf course	57	6.3 %
Senior center	111	12.3 %
Skatepark	24	2.7 %
Other	35	3.9 %
Total	1990	

Q24. Parks and Recreation Services. Please rate your satisfaction with the following:

(N=901)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q24-1. Maintenance of City parks	17.0%	49.2%	18.0%	4.9%	1.4%	9.5%
Q24-2. Number of City parks	20.3%	44.7%	17.4%	6.0%	2.2%	9.3%
Q24-3. Appearance of parks/ facilities	16.6%	48.5%	19.3%	6.0%	1.2%	8.3%
Q24-4. Quality of walking & biking paths	14.8%	41.6%	22.2%	6.1%	1.8%	13.5%
Q24-5. Quality of aquatic/pool facilities	12.5%	23.9%	20.8%	4.3%	1.7%	36.8%
Q24-6. Outdoor athletic facilities/ fields (e.g., soccer, baseball, & football)	11.2%	32.1%	21.2%	2.9%	1.0%	31.6%
Q24-7. Availability of information about recreation programs	12.4%	30.3%	24.9%	10.2%	2.4%	19.8%
Q24-8. Quality of recreation programs for youth	9.9%	21.5%	23.1%	4.4%	1.2%	39.8%
Q24-9. Quality of recreation programs for adults	9.2%	23.3%	25.1%	6.4%	1.8%	34.2%
Q24-10. Quality of recreation programs for seniors	9.1%	23.4%	24.8%	5.9%	2.3%	34.5%
Q24-11. City sponsored special events (e.g., Christmas in the Park)	15.2%	34.1%	25.9%	6.3%	2.9%	15.6%
Q24-12. Number of parks & recreation amenities	11.9%	37.1%	25.3%	7.8%	2.0%	16.0%
Q24-13. Westlake Tennis Center	7.4%	13.7%	23.1%	1.3%	0.4%	54.1%
Q24-14. City summer camp programs	8.0%	14.9%	20.5%	3.0%	0.6%	53.1%
Q24-15. Quality of programs at senior centers	8.1%	19.5%	21.9%	3.6%	1.3%	45.6%
Q24-16. Mesquite Golf Course	6.7%	16.1%	19.1%	1.4%	1.0%	55.7%
Q24-17. Customer service provided by Parks & Recreation staff	12.9%	27.1%	21.5%	2.0%	0.9%	35.6%
Q24-18. Maintenance & appearance of recreation centers	13.3%	33.4%	22.6%	4.0%	1.0%	25.6%
Q24-19. Mesquite Skatepark	6.1%	10.4%	18.4%	1.0%	0.9%	63.2%
Q24-20. Natatorium	7.4%	11.5%	19.8%	1.6%	0.7%	59.0%

(WITHOUT "DON'T KNOW")**Q24. Parks and Recreation Services. Please rate your satisfaction with the following: (without "don't know")**

(N=901)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q24-1. Maintenance of City parks	18.8%	54.4%	19.9%	5.4%	1.6%
Q24-2. Number of City parks	22.4%	49.3%	19.2%	6.6%	2.4%
Q24-3. Appearance of parks/facilities	18.2%	52.9%	21.1%	6.5%	1.3%
Q24-4. Quality of walking & biking paths	17.1%	48.1%	25.7%	7.1%	2.1%
Q24-5. Quality of aquatic/pool facilities	19.9%	37.8%	32.9%	6.9%	2.6%
Q24-6. Outdoor athletic facilities/fields (e.g., soccer, baseball, & football)	16.4%	46.9%	31.0%	4.2%	1.5%
Q24-7. Availability of information about recreation programs	15.5%	37.8%	31.0%	12.7%	3.0%
Q24-8. Quality of recreation programs for youth	16.4%	35.8%	38.4%	7.4%	2.0%
Q24-9. Quality of recreation programs for adults	14.0%	35.4%	38.1%	9.8%	2.7%
Q24-10. Quality of recreation programs for seniors	13.9%	35.8%	37.8%	9.0%	3.6%
Q24-11. City sponsored special events (e.g., Christmas in the Park)	18.0%	40.4%	30.7%	7.5%	3.4%
Q24-12. Number of parks & recreation amenities	14.1%	44.1%	30.1%	9.2%	2.4%
Q24-13. Westlake Tennis Center	16.2%	29.7%	50.2%	2.9%	1.0%
Q24-14. City summer camp programs	17.0%	31.7%	43.7%	6.4%	1.2%
Q24-15. Quality of programs at senior centers	14.9%	35.9%	40.2%	6.5%	2.4%
Q24-16. Mesquite Golf Course	15.0%	36.3%	43.1%	3.3%	2.3%

(WITHOUT "DON'T KNOW")**Q24. Parks and Recreation Services. Please rate your satisfaction with the following: (without "don't know")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q24-17. Customer service provided by Parks & Recreation staff	20.0%	42.1%	33.4%	3.1%	1.4%
Q24-18. Maintenance & appearance of recreation centers	17.9%	44.9%	30.4%	5.4%	1.3%
Q24-19. Mesquite Skatepark	16.6%	28.3%	50.0%	2.7%	2.4%
Q24-20. Natatorium	18.2%	28.2%	48.2%	3.8%	1.6%

Q25. Which FOUR of the Parks and Recreation services in Question 24 do you think are MOST IMPORTANT for the City to provide?

Q25. Top choice	Number	Percent
Maintenance of City parks	353	39.2 %
Number of City parks	40	4.4 %
Appearance of parks/facilities	74	8.2 %
Quality of walking & biking paths	76	8.4 %
Quality of aquatic/pool facilities	46	5.1 %
Outdoor athletic facilities/fields (e.g., soccer, baseball, & football)	43	4.8 %
Availability of information about recreation programs	36	4.0 %
Quality of recreation programs for youth	28	3.1 %
Quality of recreation programs for adults	18	2.0 %
Quality of recreation programs for seniors	31	3.4 %
City sponsored special events (e.g., Christmas in the Park)	17	1.9 %
Number of parks & recreation amenities	7	0.8 %
Westlake Tennis Center	7	0.8 %
City summer camp programs	7	0.8 %
Quality of programs at senior centers	16	1.8 %
Mesquite Golf Course	11	1.2 %
Customer service provided by Parks & Recreation staff	5	0.6 %
Maintenance & appearance of recreation centers	9	1.0 %
Mesquite Skatepark	2	0.2 %
Natatorium	8	0.9 %
None chosen	67	7.4 %
Total	901	100.0 %

Q25. Which FOUR of the Parks and Recreation services in Question 24 do you think are MOST IMPORTANT for the City to provide?

Q25. 2nd choice	Number	Percent
Maintenance of City parks	89	9.9 %
Number of City parks	54	6.0 %
Appearance of parks/facilities	148	16.4 %
Quality of walking & biking paths	108	12.0 %
Quality of aquatic/pool facilities	40	4.4 %
Outdoor athletic facilities/fields (e.g., soccer, baseball, & football)	42	4.7 %
Availability of information about recreation programs	52	5.8 %
Quality of recreation programs for youth	54	6.0 %
Quality of recreation programs for adults	40	4.4 %
Quality of recreation programs for seniors	53	5.9 %
City sponsored special events (e.g., Christmas in the Park)	41	4.6 %
Number of parks & recreation amenities	23	2.6 %
Westlake Tennis Center	3	0.3 %
City summer camp programs	7	0.8 %
Quality of programs at senior centers	18	2.0 %
Mesquite Golf Course	7	0.8 %
Customer service provided by Parks & Recreation staff	7	0.8 %
Maintenance & appearance of recreation centers	32	3.6 %
Mesquite Skatepark	2	0.2 %
Natatorium	4	0.4 %
None chosen	77	8.5 %
Total	901	100.0 %

Q25. Which FOUR of the Parks and Recreation services in Question 24 do you think are MOST IMPORTANT for the City to provide?

Q25. 3rd choice	Number	Percent
Maintenance of City parks	47	5.2 %
Number of City parks	27	3.0 %
Appearance of parks/facilities	106	11.8 %
Quality of walking & biking paths	80	8.9 %
Quality of aquatic/pool facilities	43	4.8 %
Outdoor athletic facilities/fields (e.g., soccer, baseball, & football)	42	4.7 %
Availability of information about recreation programs	73	8.1 %
Quality of recreation programs for youth	74	8.2 %
Quality of recreation programs for adults	33	3.7 %
Quality of recreation programs for seniors	55	6.1 %
City sponsored special events (e.g., Christmas in the Park)	58	6.4 %
Number of parks & recreation amenities	23	2.6 %
Westlake Tennis Center	2	0.2 %
City summer camp programs	16	1.8 %
Quality of programs at senior centers	34	3.8 %
Mesquite Golf Course	11	1.2 %
Customer service provided by Parks & Recreation staff	16	1.8 %
Maintenance & appearance of recreation centers	58	6.4 %
Mesquite Skatepark	6	0.7 %
Natatorium	11	1.2 %
None chosen	86	9.5 %
Total	901	100.0 %

Q25. Which FOUR of the Parks and Recreation services in Question 24 do you think are MOST IMPORTANT for the City to provide?

Q25. 4th choice	Number	Percent
Maintenance of City parks	45	5.0 %
Number of City parks	25	2.8 %
Appearance of parks/facilities	65	7.2 %
Quality of walking & biking paths	80	8.9 %
Quality of aquatic/pool facilities	38	4.2 %
Outdoor athletic facilities/fields (e.g., soccer, baseball, & football)	52	5.8 %
Availability of information about recreation programs	61	6.8 %
Quality of recreation programs for youth	52	5.8 %
Quality of recreation programs for adults	31	3.4 %
Quality of recreation programs for seniors	55	6.1 %
City sponsored special events (e.g., Christmas in the Park)	50	5.5 %
Number of parks & recreation amenities	39	4.3 %
Westlake Tennis Center	5	0.6 %
City summer camp programs	21	2.3 %
Quality of programs at senior centers	27	3.0 %
Mesquite Golf Course	11	1.2 %
Customer service provided by Parks & Recreation staff	21	2.3 %
Maintenance & appearance of recreation centers	47	5.2 %
Mesquite Skatepark	4	0.4 %
Natatorium	7	0.8 %
None chosen	165	18.3 %
Total	901	100.0 %

(SUM OF TOP 4 RESPONSES)

Q25. Which FOUR of the Parks and Recreation services in Question 25 do you think are MOST IMPORTANT for the City to provide? (top 4)

Q25. Top choice	Number	Percent
Maintenance of City parks	534	59.3 %
Number of City parks	146	16.2 %
Appearance of parks/facilities	393	43.6 %
Quality of walking & biking paths	344	38.2 %
Quality of aquatic/pool facilities	167	18.5 %
Outdoor athletic facilities/fields (e.g., soccer, baseball, & football)	179	19.9 %
Availability of information about recreation programs	222	24.6 %
Quality of recreation programs for youth	208	23.1 %
Quality of recreation programs for adults	122	13.5 %
Quality of recreation programs for seniors	194	21.5 %
City sponsored special events (e.g., Christmas in the Park)	166	18.4 %
Number of parks & recreation amenities	92	10.2 %
Westlake Tennis Center	17	1.9 %
City summer camp programs	51	5.7 %
Quality of programs at senior centers	95	10.5 %
Mesquite Golf Course	40	4.4 %
Customer service provided by Parks & Recreation staff	49	5.4 %
Maintenance & appearance of recreation centers	146	16.2 %
Mesquite Skatepark	14	1.6 %
Natatorium	30	3.3 %
None chosen	67	7.4 %
Total	3276	

Q26. Please CHECK ALL of the following potential facilities/amenities you would like to see added in the community.

Q26. All potential facilities/amenities you would like to see added in the community

	Number	Percent
Dog park/leash free zone	225	25.0 %
Additional reservable pavilions	187	20.8 %
Outdoor fitness equipment/stations	276	30.6 %
Spraygrounds & splash pads	333	37.0 %
Disc golf course	104	11.5 %
Outdoor special events in neighborhood parks	327	36.3 %
Hike & bike trails	305	33.9 %
BMX bike park & additional off-road trails	78	8.7 %
New recreation center	180	20.0 %
Lighted practice field	151	16.8 %
New senior center	273	30.3 %
Mountain bike trail	106	11.8 %
Pickleball court	204	22.6 %
Other	41	4.6 %
Total	2790	

Q27. Which THREE of the potential facilities/amenities in Question 26 would you MOST PREFER to see added to the community?

Q27. Top choice	Number	Percent
Dog park/leash free zone	75	8.3 %
Additional reservable pavilions	41	4.6 %
Outdoor fitness equipment/stations	79	8.8 %
Spraygrounds & splash pads	114	12.7 %
Disc golf course	25	2.8 %
Outdoor special events in neighborhood parks	106	11.8 %
Hike & bike trails	97	10.8 %
BMX bike park & additional off-road trails	19	2.1 %
New recreation center	56	6.2 %
Lighted practice field	18	2.0 %
New senior center	89	9.9 %
Mountain bike trail	14	1.6 %
Pickleball court	50	5.5 %
None chosen	118	13.1 %
Total	901	100.0 %

Q27. Which THREE of the potential facilities/amenities in Question 26 would you MOST PREFER to see added to the community?

Q27. 2nd choice	Number	Percent
Dog park/leash free zone	50	5.5 %
Additional reservable pavilions	41	4.6 %
Outdoor fitness equipment/stations	83	9.2 %
Spraygrounds & splash pads	103	11.4 %
Disc golf course	19	2.1 %
Outdoor special events in neighborhood parks	97	10.8 %
Hike & bike trails	102	11.3 %
BMX bike park & additional off-road trails	17	1.9 %
New recreation center	67	7.4 %
Lighted practice field	40	4.4 %
New senior center	82	9.1 %
Mountain bike trail	14	1.6 %
Pickleball court	36	4.0 %
None chosen	150	16.6 %
Total	901	100.0 %

Q27. Which THREE of the potential facilities/amenities in Question 26 would you MOST PREFER to see added to the community?

Q27. 3rd choice	Number	Percent
Dog park/leash free zone	48	5.3 %
Additional reservable pavilions	57	6.3 %
Outdoor fitness equipment/stations	50	5.5 %
Spraygrounds & splash pads	60	6.7 %
Disc golf course	19	2.1 %
Outdoor special events in neighborhood parks	96	10.7 %
Hike & bike trails	76	8.4 %
BMX bike park & additional off-road trails	20	2.2 %
New recreation center	56	6.2 %
Lighted practice field	52	5.8 %
New senior center	72	8.0 %
Mountain bike trail	25	2.8 %
Pickleball court	59	6.5 %
None chosen	211	23.4 %
Total	901	100.0 %

(SUM OF TOP 3 RESPONSES)

Q27. Which THREE of the potential facilities/amenities in Question 26 would you MOST PREFER to see added to the community? (top 3)

Q27. Top choice	Number	Percent
Dog park/leash free zone	173	19.2 %
Additional reservable pavilions	139	15.4 %
Outdoor fitness equipment/stations	212	23.5 %
Spraygrounds & splash pads	277	30.7 %
Disc golf course	63	7.0 %
Outdoor special events in neighborhood parks	299	33.2 %
Hike & bike trails	275	30.5 %
BMX bike park & additional off-road trails	56	6.2 %
New recreation center	179	19.9 %
Lighted practice field	110	12.2 %
New senior center	243	27.0 %
Mountain bike trail	53	5.9 %
Pickleball court	145	16.1 %
None chosen	118	13.1 %
Total	2342	

Q28. How often have you visited City libraries in the past 12 months?

Q28. How often have you visited City libraries in past 12 months	Number	Percent
Daily	19	2.1 %
Weekly	102	11.3 %
Monthly	179	19.9 %
Once or twice a year	186	20.6 %
Seldom	153	17.0 %
Never	219	24.3 %
Not provided	43	4.8 %
Total	901	100.0 %

(WITHOUT "NOT PROVIDED")**Q28. How often have you visited City libraries in the past 12 months? (without "not provided")**

Q28. How often have you visited City libraries in past 12 months	Number	Percent
Daily	19	2.2 %
Weekly	102	11.9 %
Monthly	179	20.9 %
Once or twice a year	186	21.7 %
Seldom	153	17.8 %
Never	219	25.5 %
Total	858	100.0 %

Q29. Library Services. Please rate your satisfaction with the following:

(N=901)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q29-1. Quality of the condition of library facilities	24.4%	28.6%	14.0%	3.0%	0.4%	29.5%
Q29-2. Amount of quiet space at libraries	25.0%	27.6%	11.9%	2.8%	0.4%	32.3%
Q29-3. Quality of library children's events, classes, & programs	15.9%	17.6%	14.7%	2.3%	0.8%	48.7%
Q29-4. Quality of library adult events, classes, & programs	13.7%	17.8%	17.4%	2.9%	1.2%	47.1%
Q29-5. Availability of meeting space	12.3%	19.6%	19.2%	1.9%	0.6%	46.4%
Q29-6. Quality of library materials & resources	18.6%	29.5%	14.8%	3.6%	0.8%	32.7%
Q29-7. Quality of library computers & other mobile electronic devices	15.3%	23.2%	14.8%	3.4%	1.0%	42.3%
Q29-8. Availability of library computers & other mobile electronic devices	14.5%	23.2%	15.8%	3.4%	0.8%	42.3%
Q29-9. Quality of library staff customer service	28.3%	26.1%	11.4%	2.1%	0.6%	31.5%
Q29-10. Quality of library's online resources	18.6%	22.8%	15.8%	2.2%	0.7%	40.0%

(WITHOUT "DON'T KNOW")**Q29. Library Services. Please rate your satisfaction with the following: (without "don't know")**

(N=901)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q29-1. Quality of the condition of library facilities	34.6%	40.6%	19.8%	4.3%	0.6%
Q29-2. Amount of quiet space at libraries	36.9%	40.8%	17.5%	4.1%	0.7%
Q29-3. Quality of library children's events, classes, & programs	31.0%	34.4%	28.6%	4.5%	1.5%
Q29-4. Quality of library adult events, classes, & programs	25.8%	33.5%	32.9%	5.5%	2.3%
Q29-5. Availability of meeting space	23.0%	36.6%	35.8%	3.5%	1.0%
Q29-6. Quality of library materials & resources	27.7%	43.9%	21.9%	5.3%	1.2%
Q29-7. Quality of library computers & other mobile electronic devices	26.5%	40.2%	25.6%	6.0%	1.7%
Q29-8. Availability of library computers & other mobile electronic devices	25.2%	40.2%	27.3%	6.0%	1.3%
Q29-9. Quality of library staff customer service	41.3%	38.1%	16.7%	3.1%	0.8%
Q29-10. Quality of library's online resources	31.1%	37.9%	26.2%	3.7%	1.1%

Q30. Please CHECK ALL of the following sources you currently use to obtain/receive information about the City of Mesquite.

Q30. All sources you currently use to obtain/receive information about City

	Number	Percent
City of Mesquite website	677	75.1 %
Mainstream newsletter	432	47.9 %
eNewsletters (Council Connection)	128	14.2 %
Mesquite Messenger (Notify-Me, email, text alerts)	129	14.3 %
City Council meetings	103	11.4 %
Cable television	72	8.0 %
City's Facebook page	301	33.4 %
City's X/Twitter account	35	3.9 %
Town Hall meetings	91	10.1 %
City's mobile app (myMesquite)	218	24.2 %
City's Nextdoor page	167	18.5 %
Neighborhood/Crime Watch meetings	81	9.0 %
Other	24	2.7 %
Total	2458	

Q31. Which THREE of the sources in Question 30 do you MOST PREFER using to obtain/receive information about the City of Mesquite?

Q31. Top choice	Number	Percent
City of Mesquite website	366	40.6 %
Mainstream newsletter	152	16.9 %
eNewsletters (Council Connection)	28	3.1 %
Mesquite Messenger (Notify-Me, email, text alerts)	69	7.7 %
City Council meetings	21	2.3 %
Cable television	18	2.0 %
City's Facebook page	85	9.4 %
City's X/Twitter account	9	1.0 %
Town Hall meetings	13	1.4 %
City's mobile app (myMesquite)	39	4.3 %
City's Nextdoor page	18	2.0 %
Neighborhood/Crime Watch meetings	8	0.9 %
None chosen	75	8.3 %
Total	901	100.0 %

Q31. Which THREE of the sources in Question 30 do you MOST PREFER using to obtain/receive information about the City of Mesquite?

Q31. 2nd choice	Number	Percent
City of Mesquite website	136	15.1 %
Mainstream newsletter	155	17.2 %
eNewsletters (Council Connection)	41	4.6 %
Mesquite Messenger (Notify-Me, email, text alerts)	77	8.5 %
City Council meetings	22	2.4 %
Cable television	17	1.9 %
City's Facebook page	125	13.9 %
City's X/Twitter account	21	2.3 %
Town Hall meetings	43	4.8 %
City's mobile app (myMesquite)	87	9.7 %
City's Nextdoor page	36	4.0 %
Neighborhood/Crime Watch meetings	21	2.3 %
None chosen	120	13.3 %
Total	901	100.0 %

Q31. Which THREE of the sources in Question 30 do you MOST PREFER using to obtain/receive information about the City of Mesquite?

Q31. 3rd choice	Number	Percent
City of Mesquite website	72	8.0 %
Mainstream newsletter	84	9.3 %
eNewsletters (Council Connection)	47	5.2 %
Mesquite Messenger (Notify-Me, email, text alerts)	69	7.7 %
City Council meetings	34	3.8 %
Cable television	30	3.3 %
City's Facebook page	93	10.3 %
City's X/Twitter account	12	1.3 %
Town Hall meetings	30	3.3 %
City's mobile app (myMesquite)	94	10.4 %
City's Nextdoor page	79	8.8 %
Neighborhood/Crime Watch meetings	53	5.9 %
None chosen	204	22.6 %
Total	901	100.0 %

Q31. Which THREE of the sources in Question 30 do you MOST PREFER using to obtain/receive information about the City of Mesquite? (top 3)

Q31. Top choice	Number	Percent
City of Mesquite website	574	63.7 %
Mainstream newsletter	391	43.4 %
eNewsletters (Council Connection)	116	12.9 %
Mesquite Messenger (Notify-Me, email, text alerts)	215	23.9 %
City Council meetings	77	8.5 %
Cable television	65	7.2 %
City's Facebook page	303	33.6 %
City's X/Twitter account	42	4.7 %
Town Hall meetings	86	9.5 %
City's mobile app (myMesquite)	220	24.4 %
City's Nextdoor page	133	14.8 %
Neighborhood/Crime Watch meetings	82	9.1 %
None chosen	75	8.3 %
Total	2379	

Q32. City Communication. Please rate your satisfaction with the following:

(N=901)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q32-1. Availability of information about government operations	9.0%	26.9%	33.4%	12.0%	2.6%	16.2%
Q32-2. City efforts to keep residents informed about local issues	8.1%	28.9%	31.2%	17.3%	4.1%	10.4%
Q32-3. Level of public involvement in City decision-making	7.2%	18.0%	31.1%	18.6%	7.7%	17.4%
Q32-4. Usefulness of information that is available on City's website	9.7%	34.3%	32.9%	8.2%	2.7%	12.3%
Q32-5. Timeliness of information provided by your local government	8.3%	27.1%	32.4%	10.5%	4.1%	17.5%
Q32-6. Quality of social media outlets (e.g., Facebook, X/Twitter)	8.2%	27.2%	29.9%	6.7%	2.3%	25.7%
Q32-7. Availability of public safety messages (e.g., updates by police, product recalls by fire department, mosquito alerts)	10.0%	31.7%	29.2%	8.2%	3.2%	17.6%

(WITHOUT "DON'T KNOW")**Q32. City Communication. Please rate your satisfaction with the following: (without "don't know")**

(N=901)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q32-1. Availability of information about government operations	10.7%	32.1%	39.9%	14.3%	3.0%
Q32-2. City efforts to keep residents informed about local issues	9.0%	32.2%	34.8%	19.3%	4.6%
Q32-3. Level of public involvement in City decision-making	8.7%	21.8%	37.6%	22.6%	9.3%
Q32-4. Usefulness of information that is available on City's website	11.0%	39.1%	37.5%	9.4%	3.0%
Q32-5. Timeliness of information provided by your local government	10.1%	32.8%	39.3%	12.8%	5.0%
Q32-6. Quality of social media outlets (e.g., Facebook, X/Twitter)	11.1%	36.6%	40.2%	9.0%	3.1%
Q32-7. Availability of public safety messages (e.g., updates by police, product recalls by fire department, mosquito alerts)	12.1%	38.5%	35.4%	10.0%	3.9%

Q33. Which TWO of the communication items in Question 32 do you think are MOST IMPORTANT for the City to provide?

Q33. Top choice	Number	Percent
Availability of information about government operations	137	15.2 %
City efforts to keep residents informed about local issues	313	34.7 %
Level of public involvement in City decision-making	94	10.4 %
Usefulness of information that is available on City's website	72	8.0 %
Timeliness of information provided by your local government	52	5.8 %
Quality of social media outlets (e.g., Facebook, X/Twitter)	26	2.9 %
Availability of public safety messages (e.g., updates by police, product recalls by fire department, mosquito alerts)	124	13.8 %
None chosen	83	9.2 %
Total	901	100.0 %

Q33. Which TWO of the communication items in Question 32 do you think are MOST IMPORTANT for the City to provide?

<u>Q33. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Availability of information about government operations	61	6.8 %
City efforts to keep residents informed about local issues	172	19.1 %
Level of public involvement in City decision-making	124	13.8 %
Usefulness of information that is available on City's website	100	11.1 %
Timeliness of information provided by your local government	118	13.1 %
Quality of social media outlets (e.g., Facebook, X/Twitter)	74	8.2 %
Availability of public safety messages (e.g., updates by police, product recalls by fire department, mosquito alerts)	153	17.0 %
None chosen	99	11.0 %
Total	901	100.0 %

(SUM OF TOP 2 RESPONSES)

Q33. Which TWO of the communication items in Question 32 do you think are MOST IMPORTANT for the City to provide? (top 2)

<u>Q33. Top choice</u>	<u>Number</u>	<u>Percent</u>
Availability of information about government operations	198	22.0 %
City efforts to keep residents informed about local issues	485	53.8 %
Level of public involvement in City decision-making	218	24.2 %
Usefulness of information that is available on City's website	172	19.1 %
Timeliness of information provided by your local government	170	18.9 %
Quality of social media outlets (e.g., Facebook, X/Twitter)	100	11.1 %
Availability of public safety messages (e.g., updates by police, product recalls by fire department, mosquito alerts)	277	30.7 %
None chosen	83	9.2 %
Total	1703	

Q36. Housing Types. Please indicate if you believe the City of Mesquite needs more or less of each housing type.

(N=901)

	<u>Need more</u>	<u>4</u>	<u>Neutral</u>	<u>2</u>	<u>None needed</u>	<u>Not provided</u>
Q36-1. Single family (for ownership)	51.3%	7.2%	24.8%	1.3%	9.1%	6.3%
Q36-2. Single family (for rental)	16.1%	5.2%	29.1%	5.9%	35.4%	8.3%
Q36-3. Multilevel condominiums (for ownership)	14.8%	6.8%	33.0%	5.9%	32.0%	7.7%
Q36-4. Multilevel multifamily (rental)	9.4%	4.2%	28.4%	6.3%	43.5%	8.1%
Q36-5. Affordable housing (all types)	35.7%	6.3%	24.5%	4.0%	22.5%	6.9%
Q36-6. Townhomes (for ownership)	23.3%	9.5%	33.9%	4.1%	21.5%	7.7%

(WITHOUT "NOT PROVIDED")**Q36. Housing Types. Please indicate if you believe the City of Mesquite needs more or less of each housing type. (without "not provided")**

(N=901)

	Need more	4	Neutral	2	None needed
Q36-1. Single family (for ownership)	54.7%	7.7%	26.4%	1.4%	9.7%
Q36-2. Single family (for rental)	17.6%	5.7%	31.7%	6.4%	38.6%
Q36-3. Multilevel condominiums (for ownership)	16.0%	7.3%	35.7%	6.4%	34.6%
Q36-4. Multilevel multifamily (rental)	10.3%	4.6%	30.9%	6.9%	47.3%
Q36-5. Affordable housing (all types)	38.4%	6.8%	26.3%	4.3%	24.2%
Q36-6. Townhomes (for ownership)	25.2%	10.3%	36.7%	4.4%	23.3%

Q37. Do you think the City of Mesquite is continually improving as a place to live?

Q37. Do you think City of Mesquite is continually improving as a place to live

	Number	Percent
Yes	412	45.7 %
No	325	36.1 %
Don't know	164	18.2 %
Total	901	100.0 %

(WITHOUT "DON'T KNOW")**Q37. Do you think the City of Mesquite is continually improving as a place to live? (without "don't know")**

Q37. Do you think City of Mesquite is continually improving as a place to live

	Number	Percent
Yes	412	55.9 %
No	325	44.1 %
Total	737	100.0 %

Q38. Below are 10 issues that Mesquite may face within the next five years. Which THREE of the issues listed below do you think will be the BIGGEST ISSUES Mesquite will face within the next FIVE years?

Q38. Top choice	Number	Percent
Neighborhood vitality	99	11.0 %
Public safety	309	34.3 %
Street maintenance	201	22.3 %
Retail growth	27	3.0 %
Local job growth	47	5.2 %
Redeveloping Downtown area	46	5.1 %
Revitalizing old shopping centers	34	3.8 %
Developing I-20 corridor	24	2.7 %
Retaining small businesses	27	3.0 %
Public transportation	57	6.3 %
None chosen	30	3.3 %
Total	901	100.0 %

Q38. Below are 10 issues that Mesquite may face within the next five years. Which THREE of the issues listed below do you think will be the BIGGEST ISSUES Mesquite will face within the next FIVE years?

Q38. 2nd choice	Number	Percent
Neighborhood vitality	107	11.9 %
Public safety	117	13.0 %
Street maintenance	182	20.2 %
Retail growth	43	4.8 %
Local job growth	78	8.7 %
Redeveloping Downtown area	71	7.9 %
Revitalizing old shopping centers	101	11.2 %
Developing I-20 corridor	35	3.9 %
Retaining small businesses	76	8.4 %
Public transportation	55	6.1 %
None chosen	36	4.0 %
Total	901	100.0 %

Q38. Below are 10 issues that Mesquite may face within the next five years. Which THREE of the issues listed below do you think will be the BIGGEST ISSUES Mesquite will face within the next FIVE years?

Q38. 3rd choice	Number	Percent
Neighborhood vitality	117	13.0 %
Public safety	78	8.7 %
Street maintenance	127	14.1 %
Retail growth	45	5.0 %
Local job growth	68	7.5 %
Redeveloping Downtown area	77	8.5 %
Revitalizing old shopping centers	108	12.0 %
Developing I-20 corridor	43	4.8 %
Retaining small businesses	108	12.0 %
Public transportation	78	8.7 %
None chosen	52	5.8 %
Total	901	100.0 %

(SUM OF TOP 3 RESPONSES)

Q38. Below are 10 issues that Mesquite may face within the next five years. Which THREE of the issues listed below do you think will be the BIGGEST ISSUES Mesquite will face within the next FIVE years? (top 3)

Q38. Top choice	Number	Percent
Neighborhood vitality	323	35.8 %
Public safety	504	55.9 %
Street maintenance	510	56.6 %
Retail growth	115	12.8 %
Local job growth	193	21.4 %
Redeveloping Downtown area	194	21.5 %
Revitalizing old shopping centers	243	27.0 %
Developing I-20 corridor	102	11.3 %
Retaining small businesses	211	23.4 %
Public transportation	190	21.1 %
None chosen	30	3.3 %
Total	2615	

Q40. Approximately how many years have you lived in Mesquite?

Q40. How many years have you lived in Mesquite	Number	Percent
Less than 2 years	7	0.8 %
2-5 years	95	10.5 %
6-10 years	77	8.5 %
11-15 years	61	6.8 %
16-20 years	71	7.9 %
21-30 years	194	21.5 %
30+ years	361	40.1 %
Don't know	35	3.9 %
Total	901	100.0 %

(WITHOUT "DON'T KNOW")

Q40. Approximately how many years have you lived in Mesquite? (without "don't know")

Q40. How many years have you lived in Mesquite	Number	Percent
Less than 2 years	7	0.8 %
2-5 years	95	11.0 %
6-10 years	77	8.9 %
11-15 years	61	7.0 %
16-20 years	71	8.2 %
21-30 years	194	22.4 %
30+ years	361	41.7 %
Total	866	100.0 %

Q41. What is your age?

Q41. Your age	Number	Percent
18-34	174	19.3 %
35-44	169	18.8 %
45-54	180	20.0 %
55-64	175	19.4 %
65+	171	19.0 %
Not provided	32	3.6 %
Total	901	100.0 %

(WITHOUT "NOT PROVIDED")**Q41. What is your age? (without "not provided")**

Q41. Your age	Number	Percent
18-34	174	20.0 %
35-44	169	19.4 %
45-54	180	20.7 %
55-64	175	20.1 %
65+	171	19.7 %
Total	869	100.0 %

Q42. What is the highest level of education you completed?

Q42. Highest level of education you completed	Number	Percent
Grade school	46	5.1 %
High school	247	27.4 %
Some college	222	24.6 %
College graduate	182	20.2 %
Graduate work	41	4.6 %
Graduate degree	102	11.3 %
Technical/trade school	32	3.6 %
Not provided	29	3.2 %
Total	901	100.0 %

(WITHOUT "NOT PROVIDED")**Q42. What is the highest level of education you completed? (without "not provided")**

Q42. Highest level of education you completed	Number	Percent
Grade school	46	5.3 %
High school	247	28.3 %
Some college	222	25.5 %
College graduate	182	20.9 %
Graduate work	41	4.7 %
Graduate degree	102	11.7 %
Technical/trade school	32	3.7 %
Total	872	100.0 %

Q43. Do you work in the City of Mesquite?

Q43. Do you work in City of Mesquite	Number	Percent
Yes	165	18.3 %
No	722	80.1 %
Not provided	14	1.6 %
Total	901	100.0 %

(WITHOUT "NOT PROVIDED")**Q43. Do you work in the City of Mesquite? (without "not provided")**

Q43. Do you work in City of Mesquite	Number	Percent
Yes	165	18.6 %
No	722	81.4 %
Total	887	100.0 %

Q44. Do you have children living at home in the following age ranges?

Q44. Do you have children living at home in the following age ranges	Number	Percent
Under 6 years	95	10.5 %
6-12 years	130	14.4 %
13-18 years	139	15.4 %
No children	584	64.8 %
Total	948	

Q45. Do you own or rent your home?

Q45. Do you own or rent your home	Number	Percent
Own	615	68.3 %
Rent	276	30.6 %
Not provided	10	1.1 %
Total	901	100.0 %

(WITHOUT "NOT PROVIDED")**Q45. Do you own or rent your home? (without "not provided")**

Q45. Do you own or rent your home	Number	Percent
Own	615	69.0 %
Rent	276	31.0 %
Total	891	100.0 %

Q46. Is your total annual household income...

Q46. Your total annual household income	Number	Percent
Under \$25K	92	10.2 %
\$25K-\$49,999	172	19.1 %
\$50K-\$74,999	190	21.1 %
\$75K-\$99,999	114	12.7 %
\$100K-\$124,999	95	10.5 %
\$125K-\$149,999	49	5.4 %
\$150K-\$199,999	26	2.9 %
\$200K+	15	1.7 %
Not provided	148	16.4 %
Total	901	100.0 %

(WITHOUT "NOT PROVIDED")**Q46. Is your total annual household income... (without "not provided")**

Q46. Your total annual household income	Number	Percent
Under \$25K	92	12.2 %
\$25K-\$49,999	172	22.8 %
\$50K-\$74,999	190	25.2 %
\$75K-\$99,999	114	15.1 %
\$100K-\$124,999	95	12.6 %
\$125K-\$149,999	49	6.5 %
\$150K-\$199,999	26	3.5 %
\$200K+	15	2.0 %
Total	753	100.0 %

Q47. Are you or any members of your family of Hispanic or Latino ancestry?

Q47. Are you or any members of your family of Hispanic or Latino ancestry	Number	Percent
Yes	398	44.2 %
No	456	50.6 %
Not provided	47	5.2 %
Total	901	100.0 %

(WITHOUT "NOT PROVIDED")**Q47. Are you or any members of your family of Hispanic or Latino ancestry? (without "not provided")**

Q47. Are you or any members of your family of Hispanic or Latino ancestry	Number	Percent
Yes	398	46.6 %
No	456	53.4 %
Total	854	100.0 %

Q48. Which of the following best describes your race/ethnicity?

Q48. Your race/ethnicity	Number	Percent
Asian or Asian Indian	33	3.7 %
Black or African American	219	24.3 %
American Indian or Alaska Native	9	1.0 %
White-Non Hispanic	213	23.6 %
Native Hawaiian or other Pacific Islander	3	0.3 %
Hispanic	398	44.2 %
Other	13	1.4 %
Total	888	

Q48-7. Self-describe your race/ethnicity:

Q48-7. Self-describe your race/ethnicity	Number	Percent
Mixed	4	33.3 %
Multi-racial	2	16.7 %
More than one	1	8.3 %
British, French, Native American & Neanderthal	1	8.3 %
Middle Eastern	1	8.3 %
Southern European	1	8.3 %
Jewish	1	8.3 %
European	1	8.3 %
Total	12	100.0 %

Q49. Your gender:

Q49. Your gender	Number	Percent
Male	422	46.8 %
Female	433	48.1 %
Not provided	46	5.1 %
Total	901	100.0 %

(WITHOUT "NOT PROVIDED")**Q49. Your gender: (without "not provided")**

Q49. Your gender	Number	Percent
Male	422	49.4 %
Female	433	50.6 %
Total	855	100.0 %



Open-Ended Comments

Open-Ended Question Responses

Q6—“Other”: How have you contacted the city in the past 12 months?

- A person or thing that is different or distinct from one already mentioned or known about.
- City Council meetings
- Dept of motor vehicle-tax ofc
- Email
- Online
- water dept, code enforcement
- Website
- Website
- Website, City of Mesquite page

Q23—“Other”: Which of the following facilities/activities have you used/participated in during the past year?

- | | |
|--|--|
| • A walk in the park with dog on a leash | • Parks |
| • Camping not in the city | • Parks |
| • Dallas mall | • Parks |
| • Disc golf | • Pickleball court |
| • Disc golf course at Paschal | • Public Parks |
| • Downtown plaza | • Sidewalks around city lake. I use frequently. |
| • fishing and camping at Lake Lavon | • Splash pad |
| • Frisbee golf | • Splash pad |
| • hike daily | • Visited the Butterfly garden at Paschall Park. |
| • Just our streets too many pot holes. | • Walk paths |
| • Just walking the grounds | • Walking |
| • Libraries | • Walking and jogging trails |
| • Libraries | • Walking at lakes around the city |
| • Libraries | • Walking in park sidewalk pathway |
| • Libraries | • Walking to the shopping center. |
| • Library, walking trails | • Walking trails around playground and baseball courts |
| • Park and recreation | |
| • Parks | |

Q26—"Other": Please CHECK ALL of the following potential facilities/amenities you would like to see added in the community.

- A sports center for youth and adults to just play sports and reserve and make a game with each other without committing to teams or making anything professional, just the fun of the game to meet new people and give back to the community.
- Activities centered for all
- add a park near Creek Crossing
- Availability of high demand senior free swim and classes with lanes for deep water is a major issue.. Currently, lanes in aquatic center are now being double booked for private lessons where seniors are losing out...even if seniors registered and paid in advance for water fitness classes where receipts include deep water lanes 7 and 8. Lanes 7 and 8 are getting double booked for private lessons and not being made available (even when not in use) to seniors who also reserved those lanes for classes. Loud music is played over natatorium speakers when senior water fitness classes are in progress, distracting from instructor guidance. This appears to be a major pool management issue; whereas, the physical facility is very nice. Unfortunately, for seniors, handicapped parking is also an issue. With 24 hr. fitness closing, seniors have no other nearby indoor pools for important pool exercise. Finally, the Northeast quadrant and creek crossing has no city park facilities or a pool facility either for seniors or families.
- Basketball courts
- Better access to hike & bike trails from neighborhoods. Currently, I cannot ride my bike from my neighborhood to a hike and bike trail without having to ride on a major arterial street which is extremely dangerous, if not a death wish.
- Better luck lighting at Blackwood Park.
- Better places to fish.
- Exercise center with treadmills, etc.
- handball and paddleball
- I would like to see more seating options along the walk or bike trails where people are likely to congregate (i.e. near street corners and crossings at parks) or under shaded areas. DFW in general has a lot of concrete and grass. We could use foliage like shrubs, native plants and flowers, bushes, etc. in our parks in Mesquite. It might set us apart a bit. Water features could be nice too.
- Indoor pool
- Indoor swimming pool without ridiculous fees.
- Indoor track for walking and running
- It would be beneficial to have a second natatorium. The current one is showing the community that having an indoor facility is desired. The evenings are full with programs going on. I would also like the city to continue having local community members to provide programs to the local community. Why should sources outside the community be our only avenues? This sends local funds to other areas not to our local vendors.
- It would be nice to have a top notch indoor basketball court!
- Lakes, ponds with walking path that don't get flooded
- Lighted walking paths along green belt in creek crossing
- Lighted walking trail

- loose dog enforcement
- More comfortable parks
- more fishing areas
- More mixed use trails (like the Heritage Trail format) that connect parks to each other and to neighborhoods and to sidewalks that lead to small neighborhood strip malls. I would like to see the trails knit all the parks together on a network and to have that trail network connect with sidewalks next to shops all around town. That way the trails can be great for exercise and relaxation but can also be a great option for light travel- especially for teens
- More outdoor track and field spaces available to the public, and new gym equipment in all recreational centers.
- More parks and lakes and much more illuminated existing and new parks and streets.
- More sand beach volleyball courses
- more trees in parks
- My daughter loves indoor volleyball and has tried several times to practice at a couple of different rec centers. The basketball courts are always busy, leaving no space for anything else. Rockwall has a huge building called RISE. It has a couple of indoor soccer fields, a workout room and 4 volleyball nets. I'm not sure if it is city owned, but something like that would be awesome. However, if it going to cost tax payers more money, I think we can do without.
- New park that is not located under or beside major power lines
- Ping pong - Other type of music for public events - music too loud during events (just saying since I can express myself here)
- Pools
- Public parking area at airport to watch aircraft come and go without being harassed as a lurker. Some of us just love watching airplanes.
- Shaded parks and a park in the downtown square for families
- Skate park
- Street hockey for youth
- The hike and bike trails are nice but how about some trees along them . No shade makes for no enjoyment.
- This may come up in other sections; I think there should be a Technology Center. As a branch of the Library (which should also be updated), there should be a dedicated area for things like 3D printing, CNC machines, sewing machine, technological literacy for youths and adults. The old tax office next to the Main Branch is a prime location. This will provide a number of jobs for government employees, a potential elective class for students in the local high schools that enroll in the TSA (Technology Student Association) much like the students that enroll in the Hospitality classes that get to be involved in the local hospital at Dallas Regional Medical Center. Also, rental-able bikes for the trails.
- Walking and jogging trails
- way too many City Parks as is; City cannot maintain them or provide necessary safety and police for the Parks; shut down 50% or more of Parks
- we need stuff that Richardson and plano has, like that waterfall Richardson has, this image of mesquite is complete shit, it's an automotive town, when people think of mesquite they think of

auto body shops and where to get your car fixed for cheap, even Garland is putting up consistent growth, the Curtis Culwell Center makes it a cultural hub, we are shit we need to compete

- You have a special needs community that isn't being included. A lot of neighboring cities offer Sensory Swim Days for autistic children. We have one or two clinics that offer therapy for special needs children. The city needs to attract medical professionals such as occupational, speech, and occupational therapists in the area. A lot of parents have to travel north or go without therapy for their children.

Q30—"Other": Please CHECK ALL of the following sources you currently use to obtain/receive information about the City of Mesquite.

- | | |
|-----------------------------------|--|
| • Art events | • news |
| • Facebook group | • Online |
| • Facebook group | • Online search |
| • friends | • Other |
| • Get info from water bill flier | • Rec signs |
| • Instagram | • Ring Neighbors |
| • Instagram | • "Social Media Websites that pertain to Mesquite" |
| • KEOM Radio | • Weekly Mesquite Papers |
| • KEOM Radio | • Dallas Morning News" |
| • KEOM Radio | • Unofficial city Facebook pages |
| • library | • Volunteering |
| • library | • Word of mouth and my eyes |
| • Mesquite monthly senior booklet | |
| • Mesquite radio | |

Q34—"Are there specific topics or types of information you wish were communicated more frequently?"

- Affordable, quality housing to attract young families. We also need more quality retail. Stop opening Dollar Trees and Dollar General's.
- All information about activity within city limits
- All warnings or advisory's happening in the city.
- Alleyway drainage solutions that are never addressed by our mayor or city engineers between Rutherford Drive and Virgie Joe. Our alley is a mosquito breeding ground. Lack of street lights on Rutherford Drive. Speeding vehicles on Rutherford Drive. Not enough police presence at the Rutherford elementary school basketball court at night.
- Alleyways repair
- Any new plans for expansion, example building of distribution centers.
- Available assistance to seniors.
- Better enforcement of fireworks
- Better info on ongoing projects sometimes it is hard to find info
- Big changes to city streets such as the Gus Thomasson fiasco where 3 lanes changed to just 2
- Building apartments or low income housing brings crime.
- Business decisions and their benefit to the community; speed and safety issues in our school zones

- Cars should not be parked against traffic.
- Cellular or tv
- Changes
- Changes in zoning and the sell of land near neighborhoods and the input seriously considered.
- Cities Adult sports team's
- Citizen safety
- city codes, updates by police and fire departments
- city council meetings
- city improvement
- Code enforcement, maintain streets, fix potholes. Too many warehouses being built.
- Code enforcement's is very weak. Trash and papers do not get picked up. Repeat offenders continue to throw trash out and not put into trash cans.
- Coming soon tenants (restaurants , shops)
- Communication from our city council representatives
- community events, churches, business, volunteer opportunities
- Community events in other than water bill. Need street closure and highway construction
- Community/Residential impacts. This may cause the Newsletter to be bigger, but informing Mesquite Residents...
- Construction updates and lane closures around I635 project.
- Crime
- Crime
- Crime alerts
- Crime and shootings which seem to happen everyday .
- Crime and what is being done about it. Looking to move as Creek Crossing is not as safe as it used to be.
- Crime in the area.
- Crime in the city. You leave us in the dark.
- Crime in the neighborhood
- Crime is out of control
- Crime rate in area
- Crime reports never seem to be available in a timely manner. Street repair requests often seem to be ignored especially on neighborhood streets.
- Crime statistics based on area. What types of crime are most common in my neighborhood. Which areas have the most crime and what are the actions the city is taking to reduce these crimes in that area. In other words is it safe to go eat, shop or live in those areas that have a high crime rate.
- Crime Watch areas: What's going on in my neighborhood to apprehend willful law breakers!
- Crimes
- Crimes that happened in the neighborhood. To notify residents.
- Crime-when and where
- Current weather conditions like tornadoes, storms. Major road problems.
- Decisions made without public input.

- Decisions on what the city is building at the end of my street. We don't need a brewery in a residential area. There are plenty of places you could put the brewery that's not in my neighborhood.
- Detailed explanation of what budget items cover.
- Development issues distributed early in process
- Development notifications. Need public notice signs in more places.
- Developments that are complete with our tax dollars.
- Dilapidated roads and restricted neighborhood street entrances
- District crime reports
- Do something about the homeless population hire more people .
- Efforts to decrease crime, to increase value of city
- Emergency info such as severe storms or public safety threats. (Rowlett is very good at this)
- Emergency information that could affect Mesquite residents.
- Environmental updates-like changes in recycling policies or water conservation alerts — are things I'd like to hear more about.
- Events
- Events and voting
- Events are never told to us about, there's no point in following mesquite on Instagram you guys are so late, you look at plano or richardsons city social media it has a beautiful aesthetic and doesn't look like a fake city on social media straight out of the king of the hill, we need to change our logo it feels so corporate and ugly
- Events at Mesquite Arts center
- Events sponsored by the city.
- Events, new businesses, what's coming to or improving in Mesquite
- Excess in residential areas, especially those streets being used by pedestrians to gain access to parks. Windsor, Bridgewater, Silver springs
- Festivals.
- Fix the roads please
- Fix the streets!
- Frequency, timing, and agendas of City Council meetings
- Fun facts to keep interactions up
- Get rid of section 8 housing
- Granting of Section 8 housing vouchers, numbers of vouchers per city districts. Rental house maintenance and regulation. Trucking/distribution centers have made traffic perilous within our neighborhoods and has wrecked havoc with neighborhood streets. Now we have large semi and double semi trucks barreling past our neighborhood schools. Communicate when additional distribution centers are planned.
- health alerts
- Help for seniors ,events ,or notices about our neighbors and activities
- Hispanic representation, church collaboration effort
- Hmmm, I don't know anything.
- Hot Topics among city departments as well as mesquite events

- How are we fixing our crime problem? New streets are already falling apart in places. Neighborhood streets are fixed, but main road that leads into park and neighborhood.
- How to continue receiving the monthly Mainstream mailer. They stopped mailing them to our community last year - Cloverleaf Crossing
- I am concerned about the large number of illegal aliens in the city. I would like updates on the city's progress handling this. Also, progress needs to be made dealing with the homeless people here.
- I believe everything is communicated effectively, and I have the ability to seek assistance if needed.
- I have kids and have lived in mesquite for 10 years and I do not receive regular information on sports leagues for my kids. It seems like every season passes and we miss sign ups. We participated in Tennis and the concept is perfect but the coaches need to be trained to be more efficient.
- I hope that the latest news about the city and some proposals being prepared for implementation can be communicated more frequently.
- I live in an area of different languages. It's hard to communicate if neighbors are not obeying city regulations or law, i.e.. my alley becomes a highway when school is out. Stop signs and speed regulations are totally ignored. Sidney has become a raceway! Trash cans are left in alley and it makes backing out hard, so I have to move the neighbors trash can so I won't hit it. I also have neighbors who disregard regulations on number of animals in their home. Families of skunks, opossums and feral cats are fed by neighbors. They are a health problem. Cat hoarding is also in our neighborhood. I always enjoyed the man who gave yard tips in the Mainstream News letter. It was such good information.
- I see construction on water mains the next street up from me. Am I about to have my water mains redone on my street? I went to the web page to see if I could find this info. no luck.
- I think this city has so much to offer especially around community events and parks and rec but no one ever knows about it or there are not those events available
- I want to know beforehand when a sex. Shines like Ojo Locos is trying to open up in my neighborhood so we as neighbors could have protested. We do not want this in our neighborhood. This is not a family friendly business and does not attract the type of people that make our neighborhood safe. We're allowing our neighborhood and city to be turned into Sin City.
- I want to know what the city is doing for residents. Right now I have no idea
- I wish it was communicated more about streets and sidewalks that need to be done up.
- I wish there was more frequent communication about the progress of local infrastructure projects, such as road repairs and the construction of new public facilities
- I wish there was more presence on social media pages like Instagram. I feel that older people tend to use Facebook, but younger people use Instagram/TikTok
- I wish when it is decided to "fix" the roads you let us the citizens who use them everyday know before hand. I also wish we were more in the loop about community events along with decisions.
- I wished they would let us know when and time they plan on spraying for mosquitoes
- I would like to have more information on events in the community, especially in the summer and around holidays.

- I would like more police driving through the neighborhood to catch the ones that sit in the vehicle and blast booming vibrating music and site them. To have the streets repaired and correctly as my front end alignment is being affected from all the pit holes. Also keep onto of the tall weeds and grass in the back of yards and fences.
- I would like to know when construction will start and end so I can know which ways to travel and not get stuck in traffic.
- Info/support of community groups such as Mesquite Symphony Orchestra
- Information about crime!
- Information about elections, people running for office
- Information on mosquitos
- Information on police activity in neighborhoods a little faster. Like shooting, robbery and burglary calls. Not just on the police call list but add more information.
- Information on senior activities
- Information on trash, pick up or cancellation due to holidays
- Is the community center of the town
- Is the effect on city streets taken into consideration when issuing building permits?
- Just the topics from previous answer
- Keep up the good work
- Keeping public informed
- Large building projects like warehouses and large shopping centers in the middle of residential areas.
- Lighted practice football fields
- Local city issues
- Local crime
- Local events
- locations of where to vote? neighborhood safety
- Love that solid waste picks up recycle and compost. Love that my district rep posts updates and holds meetings. It is not safe to live here. Nearly all of us have been victims of theft. Water fees are WAY too high.
- Love to hear more about HMI
- Making mesquite more walkable
- Mesquite radio 88.5
- More advance notice for events
- more advanced notice of events happening. More coverage of events happening on multiple platforms with that advanced notification.
- More awareness about the importance and resources for TNR and spay neuter, and more recruitment info to encourage citizen board and volunteer engagement.
- More bike lanes and sidewalks for kids to get to schools.
- More information about city wide events.
- More information on activities and services on main stream and less on appraise of employees/volunteers. This needs to be a separate mailing.
- More information on police activity and crime waves in the city.
- More job opportunities

- more outdoor activity
- More police
- Most of the information that I read about are not available in a timely matter. Is this intentional?
- neighborhood safety
- Neighborhood safety. Gangs in the neighborhood. Homeless encampments less than 50 yards from our homes. Taxes going up and quality of life in Mesquite going down. Mesquite has become ghetto.
- Neighborhood watch meetings, public safety, zoning/new builds
- New buildings from the planning department.
- New businesses coming
- New businesses coming to Mesquite
- New City Projects, Cost and Budget
- New developments of different topics
- Not really I love mesquite though
- Notice of upcoming events in a timely manner
- Only communication we receive is the newsletter in our water bill
- Only if it affects my location.... I spend no time in Mesquite.
- People need more literature on how to be responsible pet owners. Many don't get it.
- Police activity
- Police matters in the community and real time updates for incidents such as accidents and road closures.
- police reports
- Possibility and forecast of disaster on time
- Public events
- Public safety
- Public safety
- public safety messages
- public safety messages
- Public safety to fight door to door soliciting scams. Code violations on parking or leaving an unworking car for years.
- Public Safety town hall meeting
- Public safety, road work
- Public safety. I would also like to see the city encouraging renters and homeowners alike to maintain and upkeep the outward appearance of their homes (landscaping, fences, trash, etc.).
- Reminding residences what is expected/responsibility of each of us in the upkeep of our homes and property. Remind people of city ordinances pertaining to residential properties and how not taking responsibility affects neighbors
- Repairs of city streets and alleys
- Rezoning areas
- Road closures and major construction. Also, crime information
- Road construction, road closures, detours
- Road repair updates
- road work thru the city

- safety
- Safety and what's being done?-juvenile curfew.
- safety in neighborhoods
- Safety issues
- Safety programs for seniors
- Safety, crime statistics
- Severe, Peachtree area needs decorative lights around new park area.
- Showing us where taxes are going.
- Sidewalk fixing
- Sidewalks are blocked by cars. Have to walk in street
- Someway to here what all is going on in the city easier
- Special events and part time/volunteer help
- Special events that are going on in Mesquite parks. Also police safety information.
- Specific steps being taken to reduce crime and reduce the fire reported or heard.
- Street repair and alley maintenance
- Street repairs
- Street repairs notification
- Street updates and repairs
- Tax increases, new businesses, crime reports
- The best weather days new incoming business people and community activist's
- The city has text and emails, try to use those forms of communication. Tax increases, bond elections...reasons why
- The city needs to focus on improving grocery store options, by bringing competition. We need HEB because Kroger is doing the bare minimum.
- The city of Mesquite could improve answering phone calls
- The city's budget, and financial status, e.g. what taxes we're paying and how that money is used.
- The following streets need re-paving immediately. Not patching because that only lasts for a month. They are terrible to drive on. All of Potter Rd. Bruton Rd between Rodeo and Peachtree. Peachtree from Military going north up to the church
- The knowledge of violent crimes
- The Mesquite website is terrible.
- The new construction of businesses
- The overall quality of the city is moving downward. City plans to attract more business and provide growing business based tax base are critical
- The quantity of unlicensed unregistered autos parked on the streets. The extreme conditions of residential streets in older neighborhoods, street view maintenance of houses in all neighborhoods, enforcing afterhours noise ordinances both in our neighborhood and in vehicles at night, not feeling safe in my neighborhood any more.
- The survey covered my thoughts.
- Too much construction hindering traffic
- To Whom It May Concern, I am filing this as a formal complaint against Mesquite Code Enforcement. Since September 4, 2025, I have made multiple calls requesting an inspection of my apartment due to serious health and safety hazards. Despite being told repeatedly that

“someone will reach out,” no one has contacted me, visited the property, or provided any follow-up. My apartment has extensive mold, leaks, and structural cracks, creating an environment that is unsafe for my children and me. These conditions have caused ongoing illness, and the lack of response constitutes negligence on the part of Code Enforcement. It is unacceptable that a city agency tasked with protecting residents is allowing families to remain in these conditions without inspection or remediation. I am requesting immediate action. If this matter is not resolved promptly, I will be forced to escalate it further to city officials, the health department, and legal counsel

- Too many temporary residence don't take care of their property!
- Too many warehouses that seem unwelcoming to families or guests
- Topics concerning parents/young children
- Tornado warnings or when it will be tested.
- Town hall meeting time and locations
- Town hall meeting, leave a billboard for city announcements.
- Town hall meetings
- Town hall meetings and events and voting times should be more broadcast. An emailed (optional) newsletter would be nice.
- Traffic alerts.
- Traffic, street conditions, gunfire
- Trash collection pick up calendar and changes during holidays
- Upcoming City events. I think more signage at major intersections or around the "downtown" area would help.
- Updates on events and business operations.
- Updates on high price of water
- Updates on nuisances and aesthetics of neighborhoods
- Updates on roads and repair schedules.
- Voter information and upcoming elections. Home improvement partnership with the city.
- Voting on passing agendas
- We want back all the events that used to take place before covid. The quality- organization is to poor now
- We want metal carports again
- Weather outages timelines
- Well, the city communicates neighborhood crime up dates, effectively, I feel citizens would benefit from more information on the initiatives and plans being implemented to improve our community.
- What efforts are being made to increase zoning options for residential housing. To increase the cities tax base, we need to have serious discussions about increasing residential ownership density in some parts of the city. And, in addition to pedestrian and bike travel, we need to start talking about public transportation availability—specifically the lack of it.
- What is the percentage for housing approved vouchers as I feel it will provide the non vouchers home the ability to decide if it's the best neighborhood for them. As we're aware and have seen the property value decrease due to what the neighborhood allows. If I would have known the crime rate of my neighborhood due to approved vouchers I wouldn't have moved into the

neighborhood. Ensure the rental owners are not just taking the government issued vouchers but also making sure the tenants are keeping up with the property

- What's being built in the city and our neighborhoods. City council members letting us know what's going on.
- When and where construction is happening
- When cops are punished for being so abusive and racist and they won't show up or help you.
- When our streets are going to be re-routed due to road repairs
- When roads are going to be repaired
- When section 89 are applying to come to Mesquite
- When the city decides to authorize another building if warehouses
- When the streets in my neighborhood are going to be paved and fixed correctly so they get bad time and time again. FIX THEM CORRECTLY SO THEY LAST LONGER.
- When there are shootings, robberies and thefts, I think there should be more transparency and updates.
- When there is police activity in my neighborhood, I'd like to be informed. Especially dangerous activity.
- When updates on traffic lights will be fixed
- when, if ever, a normal trash, recycle, etc. day is changed due to holiday, weather or other incident.
- Where to get roadside rest area help
- Why the cost of water is too high to have a green lawn.
- Why the water bill keeps going up, and why is there a base fee of 1,000 gallons while some winter month I use only 500 gal.
- Why water gets shut off regularly
- Wish they would publish city council agendas in the newsletter
- Yes I want to know about what's being built the city to improve value I recently saw we added new stores in the Mesquite/town east area with that comes added value to homes/neighborhoods
- Yes I would like to know quicker when there is flooding or dangerous issues going on. It happens more frequently and sometimes people get into situations that could be avoided
- Yes, open area for more business. lost small green areas.
- Yes, when there is a water outage.
- Yes. I want to know more about Mesquite's efforts to create good paying jobs in town. I think the City Government should promote the ways it encourages people to live, eat, shop, and play, and meet in Mesquite.
- Yes. Traffic Issues involving major city thoroughfares. Accidents in an area you might want to avoid until it is cleared. Issues with police activity or involving SWAT callouts. Water and sewer main breaks or issues. Issues involving police causing school lock downs. Boiled water mandates.
- zone changes
- Zoning and building permits so residents had more of a say of what is being built. That QR code you put on the signs about zoning changes is useless. It's out by the street, am I supposed to aim my phone at it while I'm driving by at 35 miles an hour? Also classes that are offered at recreation centers. We used to get a booklet in the mail telling what was offered and now I guess

everything is online. Not everyone has access to internet. I didn't even know that the city had an app or a Nextdoor page or even a Facebook page.

- Zoning changes, new business editions, code changes, schedule for street and alley repairs.
- Zoning changes, the new apartments, communicating crimes.
- Zoning laws, zoning updates, community input on projects Mesquite approves. Many of the projects Mesquite approves are not wanted by the community.

Q35—"What suggestions do you have to improve how the City communicates with you and your neighbors?"

- A app where people can check on suspicious neighbors and what not
- A bi-annual mailed newsletter that highlights key issues including information about how to sign up for an alternative email newsletter. Residents should be able to select how often they would like to receive the emailed news letters—2, 4, 6, or 8 times per year. Other options for them to select info. updates might include: special events, kids/adult/senior programs, key legislative issues, ways to volunteer in the city, etc.
- A community meeting or a page data everyone can send stuff to and communicate when something is going on
- A fb page that is solely for the neighborhood.
- A newsletter or send texts
- A pamphlet over an entire News paper
- Accessibility of information in timely manner
- Actual news letters
- Actually call back the residents when we leave our number multiple times.
- Add Instagram
- Add more updates on social media areas.
- Additional text updates to opt in for reminders of events (town halls, major activities, camp sign-ups, etc.)
- Advertise ways to receive information. I just learned about the texts on this survey. More social media outlets, many young people no longer use Facebook including myself. Reddit, TikTok, etc.
- alerts on new buildings
- Alleyways repair
- availability of text message service for Mesquite residents only (opt in option).
- be better on social media
- Be more open
- Be more transparent
- Be transparent in all things
- Better streets
- Blanket all areas to social media, next-door, email blast, additional things that help ease be easily found in all the different
- bulletins in water bills
- By going online and advice from your friends
- Cars not stopping at stop signs. Back yard conditions.
- City Hall seems to be effective.

- City wide alerts on crime
- Communicate information about services to community
- Communication is on me. Appreciate what I get.
- Community newsletter not in water bill. Not going paperless as this is where I get most of my information about what is going on
- Complete street and sidewalks near schools.
- Concentrate more on safety
- Consistency -accurate -and deliberate changes
- Council meetings, nothing gets done
- Create a free News letter
- Curfews for high school kids, middle school kids. I've seen so many roam the street at 10pm and later
- direct email with important matters/events
- Direct information from the city when new resident moves in explaining how to best obtain information and stay updated on what's happening in Mesquite
- Does mesquite have emergency alerts they could launch in those cases
- Don't rely on just social media
- Don't have any
- Driving the speed limit
- Earlier times for community meetings, and town halls. I don't like to drive at night.
- Easier to find the info on the website.
- Email more on the radio 88.5
- email or post office
- Email or text would be useful
- Email or text.
- Emails would be timely. Sometimes I miss social media posts until after the fact. Maybe a way to subscribe my email for updates and forthcoming events.
- Events
- Face-to-face contact without intimidation goes a long way. Stop being so defensive when a citizen expresses his concern.
- Figure out how to express that apartments bring in taxes. And that some jobs such as a teacher and the elderly may not need a house.
- Fix the sidewalks
- Flyers or in Person Visit from City Hall.
- Free local newspapers
- "Free text message alerts that we can set levels of priority by neighborhood or whole city.
- (DO NOT utilize a service that we have to subscribe/pay for. That failed in Kerr County)"
- Frequent reminders
- Frequent updates to website or social media platforms.
- Give mor information, details
- Have a reminder sent to the community when city council meetings are. Maybe have them sent via nextdoor when they are coming up, not after and telling us what passed.
- have an online forum

- Have more neighborhood crime watch meetings . If nothing else pass out information to residents by flyers put on their door .
- Have the city council members hold quarterly town hall meetings with their district to inform about what is going on in talks with the city, not just answer questions
- Hire more people
- Hire more police. Patrol more areas. Stop giving licenses to VAPE shops near high schools!! How ridiculous!
- Hosting regular neighborhood info sessions or town halls—virtual and in-person—could also improve transparency and engagement.
- How about notification and alerts by way of smartphones.
- I can't think of anything. The city shares a lot of info.
- I communicate great with my neighbor but not neighbors.
- I know rezoning affects more than residents within 400 feet of the property. I think the neighborhood or district should be notified.
- I like text and X alerts
- I like the emergency text and alerts I get for weather, but it really would be able to hear a tornado siren from my house. I'm in a dead zone that Dallas, Garland and Mesquite don't see value in putting such a siren. Not enough people in their respective cities live in this area but as a whole there are quite a few in this spot.
- I like the text message option
- I LOVED the app and I think it makes communication sooooo easy. I'd love for it to be working always
- I pick up trash all over my neighborhood.
- I suggest setting up a dedicated column specifically to facilitate our communication on issues and enable faster resolution.
- I think Mesquite is doing a good job to improve communication and keep with the times.
- I think Mesquite is doing a phenomenal job.
- I think that there should be more events.
- I wish I had good ideas. I get most of my info through Facebook, which is bad because Facebook intentionally encourages controversy . The city website could be more intuitive, but I'm not exactly sure how. I think the problem with the website is that it *does* actually have a hide mass of relevant information. It's just that I am frequently less than confident that I'll be able to find the info I need on the city website, even when I know the info is there.
- I wish my city council member would send out a newsletter through the mail to keep us informed instead of just using social media. Not everyone uses social media.
- I wish the city would use TV media outlets to also announce major issues affecting residents. I like the text messages when the city decides it had better send one out on something. Why does the city try to not publicize issues or inform residents about issues as they are or happen?
- I would like to know how best to communicate and how to communicate with my council person.
- I would like to see more neighborhood watch programs. They all dropped off for the most part during the COVID years. Maybe it would be possible for the leader of each district to organize

these as monthly meetings. The community could get to know the district leaders and it would be a good scheduled Q&A for community safety and information.

- I would not know. Currently use the flyer/brochure I receive in the water bill to see what is going on.
- I'm satisfied with how the city communicates.
- I'm happy with the current system
- I'm new here so I don't know yet.
- Improve the app
- Increase communication, make it easier to obtain this information
- Inform before the last minute.
- Information generated is satisfactory
- Information on specific topics are buried.
- Issues with truthfulness with animal control. Coyote with mange behind lowes on galloway, also very difficult to contact via email.
- It be updated quicker, and please fix the website it's hard to find resources of any kind. It's like an Easter egg hunt.
- It doesn't matter
- It has been good.
- It would be nice if the Senior Center could send out emails to us seniors with information about upcoming events and classes.
- Just a more timely way to get out info to residents
- Just keep up the mainstream publications.
- Just more communication for all levels. I also think this survey is so extensive that a lot of people will not complete it. It should be much shorter to increase participation.
- Keep posting on social media
- Keep the website updated. Push notifications on important news would be helpful
- Keep up the good work Mesquite! You make this a pleasant city to live within.
- Keep up the great work
- Keep up good social media presence
- Keeping us informed about everything!
- Learn to speak Spanish
- Let us know more sooner
- Let us sign up for electronic push notifications.
- letter, emails
- letter, emails
- letters
- Local alerts for neighborhood crime/watch meetings
- Local town hall meetings
- Mail
- Mail
- Mail incoming information in the mail
- Mail like we fill out now, Facebook and tv
- Mailed information

- Mailing more information outside of just mailing the info in our water bills
- Main St yard signs. Billboards by freeway. News letters at the beginning of the month
- Mainstream newsletter more on public safety reminders
- Maintain the streets, alleys
- Make all areas nice looking not just one area.
- Make city website easier to use.
- Make some better videos.
- Make the website more user friendly, remove outdated information
- Mandatory councilmember mailings be it print or digital. Make them maintain another type of bulletin outside of social media.
- Mass text alerts
- Maybe using signage
- Mesquite face book page not just post on mayor pat on the back also a complaint page and question and answers
- Monthly newsletter or email
- More active social media
- More approachable things like hiking, pickleball, lighting until 10pm, concession stands with snacks
- More clarity about investor initiatives and revitalization plans. There are far too many commercial area of the city that are do for upgrades and repair. Including parking lots that are overdue for resurfacing, commercial buildings due for painting, and exterior repairs, and incentives for better commercial investments.
- More cohesiveness. Everything looks the same. Randomly placed on the page
- More communication
- More communication thru fb posts emails
- More details in the monthly newsletter and posted in the Facebook page.
- More details on the website, or whatever platform people use.
- More direct mailing
- More frequent and diverse communication. Other municipalities are much more engaging and entertaining with the content distribution.
- More frequent posts on social media, updating and promoting the my mesquite app
- More honesty and transparency.
- More information on city activities besides what we get in our water bill. I don't even look at it most of the time.
- More information on crime and stats more easily available. Flyers for upcoming parks and rec events. Senior program magazine or letter
- More information on what is being done about youth walking the streets. Is there a curfew not enforced?
- More involvement from city council issues
- more newsletters
- More notices by mail
- More on local news channels
- More outreach from mayor or council members to HOA's for specific issues in neighborhoods

- More police visibility especially in the Pecan Creek area where there are so many rental properties.
- more sharing of love and unity
- More sidewalks on service roads.
- More tweets, FACEBOOK
- More updates about crime and residential street maintenance.
- More use of email
- More watch group meetings
- More X postings
- Need environmental code to follow up on requests
- Neighborhood crime watch
- News letter in water bill
- news media
- newsletter
- Newsletter. I personally need to start using the App.
- Nextdoor App is a good app for communicating with the neighborhoods.
- Notify public in timely manner
- Organized sports for elementary age kids. I used to enjoy Christmas in the Park but no longer feel safe.
- Our mayor should answer emails from we the people.
- Personalized texts and emails
- Please continue litter cleanups around the city of Mesquite. The amount of trash along the roads is very sad. Possibly provide trash cans at intersections or medians for people to use while at stop lights.
- police presence
- Preferably a good city app with alerts and second through social media
- Prior notices in a variety of ways for all public events. It seems we always find out too late or after the fact.
- provide information through regular mail
- Publish more crime issues
- Quarterly email reminder providing services and numbers to call. Tips on how to make it easier to work with the city
- Quarterly newsletters specific to the neighborhoods or area about crime, events and/or information pertaining to that area. It would be interesting to see crime statistics to determine if crime is increasing or reducing in the area I live in. This would need to be based on type of crime. i.e... Burglary, assault, thief, vandalism to name a few, but this is not limited. It would be open to all types of crime.
- Quicker communication
- Quicker responses. Would love for the police chief to make some statements.
- Quicker updating on the apps
- Quit bringing in car washes and blood donor places along with check cashing places just brings in trash people.
- Radio

- Radio
- Redirect your priorities in serving your citizen with a clean, quiet, safe place to live and drive.
- Reduce section 8 single family homes and all multi family housing.
- Regular Facebook and Twitter posters
- Rezoning requests or actions should notify residents within all nearby neighborhoods, not just residing within 100 feet.
- Send in the mail info with the utility bills
- Send letters to citizens asking for their interests, and then, if interested, ask them to provide some number to contact. In future communications, cell phone phones would be more efficient.
- Send me some mail or something if you are having an election. I shouldn't find out day of from a sign at a school
- Send out something in the mail of upcoming events, council meetings and what will be discussed, rec center and library offerings. If it's on paper, you're more likely to remember it.
- Several times the events being advertised in the newsletter that comes with the water bill have already occurred when we get the newsletter.
- signs
- Social media
- Social media could be used a great deal more than it currently is
- Social media is the plug outlet!!
- Spend money on more important things for residents
- Stop allowing vape shops CBD shops, and sex related businesses like Ojo Locos to open up. We are crowded by these unsavory businesses that cater to and draw in a type of people that are not consistent with a family friendly city. I have seen no efforts to make Mesquite a family focused, safe city where I am comfortable raising my children over the past 2 years. It is very disappointing and I feel that I have been failed by my District 4 representative.
- Streets
- Take me seriously
- talk to me thru email
- Talking to them about the subject
- Text message opt in
- Text message or my Mesquite app
- text messages involving urgent information
- Text more information
- Text or notices on doors
- text the city council agendas to those who wish to get them.
- Text, and mail
- Texting
- Texts, maybe a YouTube channel
- The city and neighborhood app should have more information on crimes and street closings/alerts, etc.
- The city could improve communication by using a combination of methods. For example, sending out regular email newsletters with key updates, and also setting up community meetings where residents can directly interact with city officials to ask questions and share opinions

- The city's growth from housing / apartments is out of control. maybe warning flyers that your streets and accessibility in your life are about to change.
- The layout is difficult to follow on your website page to pay the water bill. Needs improvement.
- The MyMesquite app did not work the last time I tried to report ordinance issues. Sometimes the communication style of the city staff is snarky and short. Someone should be reviewing the communication that goes on between staff members and the public. How is the communication documented and reviewed ? Also, I gave up on a checking back into a simple request because it took the staff members over 2 months to reply.
- The newsletter, mailed within water bills
- The web app has gotten harder to communicate on. To email or text the person that has reported stuff.
- The website is difficult to access and use.
- The website is TERRIBLE for accessing archived information. Need to improve search function. Current is too broad and ill-defined.
- There should be an accurate real time app that shows traffic and the reasons for it for the major highways of mesquite.
- They could improve the updates daily
- They need to have a regular channel on tv so we can see any updates
- Truly be honest open and transparent in a timely manner
- Use social media constantly. Update city website at least weekly
- Use social media more frequently.
- Use social media to share news
- Use the mail
- Use the mail
- Use the outlets more (Facebook page, next door app) key us informed
- Used to have weekly or bi monthly newspaper
- Using signage around neighborhoods. Or creating social media group liaisons to share information. Or paid ads
- Via USPS
- Water bill inserts or online billing inserts. Send out email information more frequently.
- Water rates/ sewer rates increase with no notice; people need to made aware of those changes!
- We always hear after votes or events
- We just need more information regarding threats to our safety and children
- Website is great
- Weekly city newsletter via email
- What are the plans for the roads that are being constructed/
- Why bother, city does whatever the council feels helps the council
- Would love a text service for things like spraying for mosquitoes or major leaks
- You should improve how police officers treat people inside their own homes when they're there investigating suicides

Q39—"If there was ONE thing you could share with the City's leadership (any comment, suggestion, etc.), what would it be?"

- Eliminate firetrucks going to calls that are not associated with fires, because it's very costly. Instead, EMTs and paramedics can travel in Quick Response Vehicles (QRVs) .
- Stop shootings in Creek Crossing. My sons 'family live there.
- 2 things wrapped in one...each neighborhood to be canvassed weekly (at a minimum) for the easily seen and identified city ordinances issues/infractions. Things like multifamily living in one family residence (number of cars in street at house, etc.). Online you can tell when a business is using a residence to work from, don't allow. On Windsor Street we have 2 house (used to be 3) that run business out of the residence. Crazy amount of traffic and cars there all the time. It is a terrible nuisance for the entire neighborhood. Next would be just identifying the residence and business that is not mowing...bare minimum to maintain a property. If we address as neighbors we risk retaliation or angry encounters when constantly placed in a 'policing' mode to keep the neighbor up, safe and desirable for all. Both those that live here now and those that may want to come.
- A need for a splash pad/park
- Abandoned homes, people renting their rooms garages to ensure they can pay their mortgage. Too many cars in the streets. 6 per house sometimes
- Adding a DART line would be very helpful considering the increase in traffic. Need better way to get on 175 from 20, there's been a lot of traffic. More retail development near 20, more options for gym and retail
- Address single family homes that have been converted to rentals
- After the Covid issue, there were too many kids on the street of Nimitz Way blocking the streets, dropping trash and involved in bad behaviors.
- After trash pick up , we have individuals that leave containers out on the street.
- Again I love living here and think this city has so much to offer. That's why it saddens me so much to see so many people not feel this way and not feel safe living here in certain areas. I hope that our overall safety and image to people inside and outside of our community can improve. I think this is such a wonderful affordable place to live for me and my family. I love the diversity of the community. I do wish that there were more fun things marketed and available for our community. Also I wish I knew why small businesses here don't last. It's so weird because I know that they try to make them work and the numbers read that it would be a great place to start a small business or for a niche fun company to come here and build a location but it usually just doesn't work! I think people here really prefer what they know and also save money or can't afford some of the higher prices these boutique experiences attempt to offer.
- Alleyways REPAIRS
- Allow Mesquite ISD to choose to hire on private security personnel with a competitive rate, example \$25+/hourly with more for years experience.
- As a lifelong resident I see "affordable " housing as rental property, apartments, and lack of neighborhood vitality. Our community continues to deteriorate. If I could afford to move, I would. Sad.
- As previously stated... We need to have conversations about increasing zoning options for residential housing. To increase the city's tax base, we need to increase residential density in

some parts of the city. Currently, Mesquite is composed primarily of only two housing types—single-family and rental apartments. This would be like going to Braum’s for an ice cream and finding only two options—vanilla and chocolate. Around the world, great cities have many housing options available to their residents. And walkable neighborhoods are an essential part of healthy, vibrant cities. Mesquite must start having conversations about what we want our community to be 50 to 100 years from now. I can’t imagine there would be much support for skyscrapers, but it’s reasonable to imagine some residential neighborhoods that have building heights between 6 to 12 stories that also incorporate below-ground parking and retail on the first, second, and third floors. The most important part of this process is developing zoning laws that prioritize the needs and preferences of the residents (i.e. wide sidewalks with 4 to 6 foot setbacks from the street depending on how many lanes of traffic, with trees & other landscaping that reduces heat absorption). Yes, the developers need to make a reasonable profit, but not at the expense of the quality of life for people who will live there for the next 100+ years. In Texas, we have a habit of patting ourselves on the back for being very “business friendly.” Sadly, “business friendly” is code for “big profits for the developers,” while sacrificing quality of life for the residents.

- Assistance and services for senior citizens
- Be clear and open to revealing truth about our circumstances as a thriving over populated city.
- Be more ecologically friendly, like when you allowed the destruction of that small forest at gross and military during spring nesting season to put in that large warehouse with all that water absorbing cement
- Be more inviting with business and relaxing with customers
- Be more open. More info made to the public
- Be more transparent and act like you care about the residents, not just the warehouses!
- Be more transparent first, not after the fact!!
- Beautify downtown and the libraries.
- Better communication
- Better hospitality from city employees. In every department.
- Better quality when composing streets
- Better schools
- Better trash pick up
- Bring good jobs to Mesquite
- Bring Mesquite back. The current condition of the city is poor. If you get past the mall and surrounding retail areas, the city is in poor condition. Become a place that draws families (not low income) to WANT to move to. And for God's sake, no more warehouses!
- Bringing the city with good vibes
- Build streets and drainage before anything residential or commercial is added
- build up downtown and get some restaurants in there
- Burton, Peachtree are over developed for current streets!
- Bus stops should be in the routes
- Can we do something about all utility work trucks (i.e.; Box Truck, Dump trucks, Hauling Trailers) being parked on the neighborhood streets.
- City and residential streets are a major concern.

- City and residential streets need resurfacing bad. My street is in terrible condition and at the stop light at Main Street and 635 is awful.
- City council members to return phone calls. If the city chooses to tear an alley they should also fix it in a timely manner not just leave it to get worse
- City needs to organize events like running, race, more opportunities for jobs.
- City not aggressive enough on supporting in every way much higher quality housing and Retail/City not aggressive enough in preventing crime
- Clean this filthy city up. Force residents to upkeep their property. Code enforcement is a must. Being a lower income city doesn't mean people can't maintain their homes and yards. I am tired of 3 foot tall weeds house after house. You sure don't see these issues in Frisco and McKinney etc.
- Code enforcement
- Code enforcement definitely needs improving.
- Code enforcement is doing a poor job. My neighborhood is declining because nobody is enforcing the city codes.
- Code enforcement. You don't have to be Martha Stewart to have a well groomed house but you don't have to be a Fred Sanford either. Doesn't matter how much your home is worth just keep the yard clean, paint when you need to, replace the roof as needed and take down the damn holiday decorations within 2 weeks after.
- "Comment. I am very concerned about how fast the city of Mesquite is growing. I see a lot of Industrial buildings and tearing down beautiful trees in order to build homes. To me, it's getting too crowded. Would love to see more family-oriented businesses and eatery establishments. Downtown Mesquite needs to be upgraded. I don't go there because there's nothing to go to.
- I'm a Mesquite resident for life. Because I'm getting older, would love to see establishment that's suited for older adults. "
- Consider longevity of residents regarding codes designed to enhance the beauty of the city when it is necessary to comply
- Continue to allow the police to enforce laws. Never stop them from chasing! Draw more small businesses to the city.
- Continue to listen to the members. Make more ways the neighborhoods can get involved and sharing that information. Maxcie Taylor does amazing at trying to communicate with the community.
- Could improve leadership in the right direction
- Could you be a little more forthcoming in what kind of things we pay for? I am not complaining, I just found out from this survey that we have a golf course, and I think I should have found that out somewhere in an email or something.
- Creek Crossing went from best to the WORST area to live in the Metroplex. With major highways, airport, largest high school, retail possibilities, Mesquite has turned its back. Now it's very unsafe
- Crime
- crime is getting out of control. kids are causing problems and committing crimes and nothing is happening to them. we need to enforce laws
- Crime rate is out of control!!!

- Cut the code office back. People are tired of harassment. Relax on the rental house requirements. Loose dogs running around.
- Develop a public transportation system for the city. Not everyone has a car or access to a car. And not everyone is able to pay Uber/Lyft fees.
- Do better please since you have the power and voice to do so
- Do better to keep Mesquite from becoming the new "grove". It's getting close.
- Do better
- Do not add Tela-Doc to our monthly water bill! We have that with our insurance
- Do something about crime we are becoming pleasant Grove . I live in the Astronaut area and a lot of neighbors have moved out of Mesquite and rent their property and renters junk it up . Code enforcement.
- Do something about the mall it's bring down the whole area. Stop building warehouses they do nothing for the area fix the streets. Every street and Avery corner was redone in my new except mine all 4 corners are not ada compliant you have to walk in the street to go around the block
- Don't get public transportation, we went down hill when we got section 8, don't do it.
- Drive around the city and look for what needs to be fixed ..as city workers and not living in Mesquite do not know the issues that need attention
- Easier communication for those who are not always on web
- ELIMINATE DEI HIRING....HIRE ON MERIT ONLY.....
- Enforce animal control. Enforce abandoned cars on property and street. Enforce code enforcement.
- Enforce red light traffic. 2. It was not necessary to work on alley behind house.
- Enforce traffic laws (running of red lights). Code enforcement (no junk cars).
- Expand multilingual outreach
- Exposure to city trash and water personnel has been positive.
- Fair representation
- Find a way to get Mesquite added to the Dart network.
- Find ways to be more engaged with the community. Remember the diversity of the community you represent and leverage staff to reflect and represent the community.
- Finish at least ONE of these interminable road projects. I do my everyday business and spend my tax dollars in Garland because of the inconvenience of years long road construction projects surrounding my home. I'm not the only person I know who has given up on Mesquite businesses for the last few years and expect it to continue for several more.
- Fix alleys and streets correctly the first time instead of the current patch jobs. Monitor rental properties more closely. Most landlords don't even have an idea to whom they are renting. STOP building apartments and warehouses! Have evening concerts outdoors.
- Fix crime, the streets , especially neighborhoods streets
- Fix infrastructure before approving more warehouses
- Fix our streets and ally's
- Fix the streets
- Fix the streets
- Fix our streets. Open a police sub station in Creek Crossing
- Fix pot holes from Eastfield College to Gus Thomasson

- Fix streets on Harper, Mistletoe, Kasla and surrounding streets. More police around main street and or high crime areas.
- Fix the main roads and keep the nails off the road. I've had to buy so many tires driving on 635 with all the construction. Nails find their way into my tires and it's crazy.
- Fix the neighborhood streets!
- Fix the streets
- Fix the streets
- Fix the streets
- Fix the streets and alleys. You can loose small children in the holes plus they due horrific damage to vehicles and properties. Personally can attest to the 3 times have needed to level our home due to the horrible vibrations on the side street caused by vehicles and it is only going to get worse with the La Prada exit off 635 becoming more accessible thus more traffic.
- "Fix the streets and alleys. It is criminal how bad some streets and alleys are. Repairs are cheap and end up with potholes again after a month or two. Way more money needs to be pumped into streets.
- All of the warehouses need to go. All they do is bring in 18-wheelers that tear up the roads and the city does nothing about it."
- Fix the streets in West Mesquite. The residents deserve the same treatment that has been given to North, East and South residents.
- Fix the streets, don't mend them. It doesn't work. Asphalt just breaks apart and erodes away over and over.
- Fix the traffic timing. I work in Mesquite and live in Mesquite and my 15 minute drive takes over 30 minutes each way! An hour a day in traffic for a 15 minute drive. Unexpectable!
- Fix your darn streets properly!
- Follow up on environmental Code requests
- For them to observe the people that they have put in very powerful positions that are conducting themselves in the best interest of the city.
- Get a grip on these criminals, the city is perceived as poor and guetto. Nothing good in retail comes to Mesquite except warehouses
- Get DART. That was a mistake we've had to live with for 40+ years. Mesquite connects everything and it is RIDICULOUS that we do not have DART in this city, especially since we are right next to Dallas, Garland and Rowlett, which DO have it. Makes no sense.
- Get rid of section 8 housing
- Get rid of the section 8 rentals that are destroying our neighborhoods! They bring down the value of our homes that we own and take pride of. They throw trash in the streets and alleys, keep trash out 24/7 until it overflows and leave it laying in our alley. They smoke skunk weed all day and invades my fresh air! They get large dogs and don't provide care for them and then they just turn them loose to run around our neighborhood. Mesquite was a great place to live and raise kids until some idiot thought this was a great idea to allow section 8! Worst thing that ever happened to Mesquite! This destroyed a once great city! If they can afford weed, tattoos and guns, they can afford to buy a home.
- Get some of these people out of mesquite and Dallas and export them to Edinburg or Mexico
- get the road fixed

- Getting the word out about city government
- Go back over the drawing board
- growth
- Have city council do their jobs.
- Have more patrol officers in the neighborhood
- Having the city check for people putting trash out several days before pick up, making sure people take care of there property, having police patrol neighborhoods and business more, also checking how many cars you can have at one home, ,making sure people chip there animals, have more growth buniss growth, bring more for teens and children do instead of phones and computers, improve teachers pay for which education is the future of our country, have seniors not pay property taxes, have more places to help the homeless, more exercise gyms where its free, more faith groups
- Help with smaller busy jobs just to put money in the helpless pockets
- Hold more town meetings
- Honesty
- How can we limit or discourage building new strip malls and shopping centers when there are vacancies in existing centers in the area?
- "I am begging for help. I have been calling Mesquite Code Enforcement since September 4, 2025 to have someone inspect my apartment. For over three weeks, I have been given the same runaround-“We'll give them your number.” Yet no one has ever called me back, and no one has come out to see the conditions we are living in.
- Meanwhile, my children and I are suffering. My apartment has mold, water leaks, and deep cracks throughout. These issues have made us sick over and over again. As a parent, it is heartbreaking to watch my kids live in such conditions while being ignored by the very department that is supposed to help keep families safe.
- We have lived in Mesquite for five years, and I never thought I would feel forced to leave. But this is unbearable. Please, I am pleading with you—send someone immediately. My family cannot continue like this.
- Sincerely,
- Jonathon Hollins 469 843 2320"
- I am thankful for living here
- I am very pleased with the timing of the lights on Beltline. I wish more major city streets had that type of sync'd timing. On the downside, traffic volume from Forney and Terrell is terrible every weekday. Hopefully the widening of 80 will help with that issue.
- I do feel safe here. I find the police very responsive. Thank you for your service officers. Let's keep that moving forward. I would definitely like to see an emphasis on picking up trash and not looking junky.
- I do not want more warehouses on Military and Scyene Rd.
- I don't think police VISIBILITY helps keep people feeling "safe" so much as investment in preventative measures like high quality youth programming and active, beautiful recreation centers.
- I don't think we need any more apartment complexes.

- I encourage driving down some busy streets and neighborhoods such as the ones behind Lawrence Elementary, down Motley between I30 over pass and Town east to see the quality of the roads. The whole area from Oates and surrounding streets.
- "I feel Mesquite would benefit if it had more public transportation. Maybe if Star Transit had a few regular routes to run. The Town East area is extremely congested and would benefit from anything that might get a few vehicles off the street.
- Also, dedicated bike lanes would help. "
- I have a lot of respect for my reps in Mesquite. If I could put it simply, don't become like Dallas. Don't be unresponsive to the people in these neighborhoods. keep it simple, keep us safe, keep the roads in good repair and keep the government out of our way, we the people will do the rest. God bless this wonderful place called Mesquite.
- I have lived here in the same house 53 years. I never thought we would have to put trash in the front and not use the alley.
- I have lived in Mesquite for over 30 years, the city used to be clean and properly maintained, as well as the homes. An increase in rental properties and affordable housing in Mesquite has brought an increase in crime and unkept properties. It has pushed out neighbors who enjoy a safe and clean neighborhood. I appreciate the work the city has been doing as of late and I hope more can be done about this issue. The city needs more young homeowners willing to invest in their community but they won't do so if the neighborhoods look dilapidated and unsafe.
- I have lived in the Town East/Motley area off and on since 1979 and have seen the area slowly decay. The main issue is road/alley/sidewalk maintenance.
- I have lived in TX since 1994 and the entire time lived in Mesquite. I appreciate the growth of our City and services provided. I notice a decrease in car racing on Beltline. Please stay on top of crime issues
- I have never had a good experience when interacting with the city of Mesquite Police Department, they are rude and empathetic and unhelpful assholes
- I have watched my nice suburb decline.
- I hope the city can fix the potholes on our streets soon
- I like living here. I don't want trendy fad shops that will raise prices. Mesquite is affordable and should be kept that way.
- I like what is being done with the downtown area, its a step in the right direction. We need more places for adults to congregate, free or otherwise. No one stays in the city to have fun. The only places to drink socially are at chain restaurants. There is no presence of night life in the city.
- I live along a frequently flooding creek, but nothing is being done.
- "I love having city parks nearby. District 6 is sorely in need of a library, recreation center for after school, adult/senior programs, and community gatherings that could serve as a local community connection. The new homes have their own club facilities, but it's as if Creek Crossing was abandoned after building was completed. Developers promised new buyers retail, connection to bike and walking trails, and community amenities. We currently have NO recreation building facility, no senior center without driving quite a distance, and lack public transportation. Lawson Road is in dangerous condition with some improvement, but traffic with the new developments is getting awful. Put a signal light at the intersection of I-20 and Lawson road, please.

- Also - WE HAVE A DIVERSE and lovely mix of people here, so don't be so terrified to CELEBRATE people of different backgrounds. Create ecumenical invocations at city council. Allow visibility of Asian Heritage Month, Black/African Heritage, Hispanic Heritage Month, LGBTQ+ Pride, etc.
- We have an over abundance of churches and no real community unless someone professes a faith. Mesquite is bigger than this. "
- I love how keep mesquite beautiful is trying their best for community outreach! I love their Instagram and hope they keep up with it. We had so much fun at the monarch festival
- I love living in the City of Mesquite and look forward to its development and growth. I hope the City's leadership team has the wellbeing of all its residents in mind, including those from lower socioeconomic backgrounds as well as those from racially and ethnic minorities. Together, we can all continue to grow the City and Keep Mesquite Beautiful!
- I love my neighborhood but the lack of upkeep of many public areas in Mesquite gives us a bad reputation in Dallas county and that makes me really sad. In five years of owning a home here I have always felt I have to defend our city because of the way it appears on the outside and how old and rundown it looks. I believe this also contributes to issues with public safety-the worse the city looks the worse people treat it. These issues are only going to worsen as Dallas as a county expands and should be addressed asap
- "I no longer feel safe at the mall or at AMC theaters. Teenagers running amuck, guns, idiots.
- Need more police presence and getting the rif-raff off the streets"
- I really hate that Mesquite is now being called a "hood". I live in a nice neighborhood, but I am unhappy that some neighborhoods that used to be nice are now full of criminal activity making it overall more unsafe to live here.
- I see the leadership has vision trying to develop and bring more economic opportunities to citizens.
- I suggest paying more attention to our actual needs and resolving issues promptly once they arise, as this will greatly enhance our sense of identification.
- I think the city and Animal Shelter need to do something about how many feral dogs and cats there are in our neighborhoods. I know the shelter gets full quickly but I'm tired of seeing these animals killed in the streets. We have multiple cultures living in here with multiple ideas of how to care for animals. Is it possible to add city animal guidelines to city correspondence as well as on social media? Especially Nextdoor, city website and app.
- I think there should be an opt out for trash pickup. I only use about 2 bags a month. I can haul my own to the dump
- "I think you're doing a great job! I has been living in the city for more than 20 years and I think it's a great city to live in
- Thank you for all your support and your concerns in the people that lives here"
- I understand that our city is growing and changing but we already have too many people drinking on very bad roads
- I want a senior center like the one in Grand Prairie
- I work at full time job, making above the federal minimum wage and I cannot afford to move out of my childhood home. I have a bachelor's degree and can't get a single interview for any city of Mesquite job.

- I would emphasize that the quality of the streets in Mesquite is worse than poor. The amount of potholes is dangerous and a hazard, especially when it rains and the holes flood. I absolutely adore living in Mesquite but the roads are terrible.
- I would like more funds allocated to the animal shelter. I would love to see a free spay and neuter program for both dogs and cats that residence can use similar to program the city of Dallas uses. Mesquite currently has a feral cat program, however, if people were able to spay and neuter their pets we wouldn't have the feral cat problem to begin with.
- I would like to come in the police and fire departments for everything they do, the response, speed, courtesy, and compassion. I wish there were more officers who would be available to stop light runners and expired registration registrations.
- I would like to have DART back in the city.
- I would like to know the reason for all the large warehouse buildings being erected all over Mesquite which is destroying the landscape and beauty of our community. Mesquite has depleted the trees and scenic views in my surrounding neighborhood. There has been a significant change in the air quality due to the beautiful trees and greenery disappearing. The air and freshness of the community where I presently reside has changed for the worse since numerous homes and large structures have been built, replacing the beautiful landscape of horse, trees ponds. There are too many large structures that are not even occupied that are ruining the landscape, making Mesquite a very unattractive place to reside or visit. Please do not continue to destroy the natural landscape of what once was a beautiful town.
- I would like to see more law enforcement than what is legally required. Rid the City of the crime we have. Lastly, stop the tiered water billing.
- I would like to see more medical laboratories here in mesquite. I'd love to work at one of them instead of driving to Lewisville, TX five times a week.
- I would like to see more town hall type meetings. I know there have been some, but communicating these events is lacking. If the date of the next one was announced at the conclusion of each meeting, that would be an easy way to address this. Also, survey the constituents during the meeting to see what they would like addressed at a future one. Have an agenda, but include time for community concerns. Provide accurate responses to community questions. We get enough partial, untrue, and distorted responses on social media.
- I would like to see the overpass on I 30/Mötle updated. It's one of the entry points to Eastfield and Mesquite and it is not very welcoming or attractive.
- I would love to have senior activities offered in the evening . I'm 60 but am not retired. All of the classes I'd love to attend are during the day and I'm at work. Also senior centers are not close to my area, most are close to creek crossing side.
- I would love to have the DART present in our city.
- I would love to see all the creeks, lakes and ponds, free of trash. It should be a priority to keep nature free of trash
- I would love to see more businesses that residents can use- i.e. shopping and recreation. The ugly distribution centers are EVERYWHERE. I know they bring in tax dollars, but my taxes are always increasing and my family's quality of life is not
- I've lived in Mesquite for over 25 years. I'm afraid to go outside at night because it's not safe. I'm afraid to take my trash out in the morning because of the gang graffiti and homeless I see in my neighborhood. We have \$300,000+ homes and we live with section 8 people on our street who

have numerous cars with paper tags and don't keep up their property. Mesquite is the new Balch Springs and may end up being Pleasant Grove before you know it.

- I've lived in mesquite my entire life. I bought a home here 10 years ago, and now have kids, and everyone seems to want to live everywhere but Mesquite. Whether that be Dallas proper or Rockwall/Heath. I love my neighborhood but just wish more young families would choose Mesquite. I'm a firm believer that Mesquite is such a great location and has everything it needs, and it will make a comeback. But my son's class had 27 students in it last year.. which is unacceptable. The school district is my only issue, which I know is not directly tied to this survey.
- I'm ashamed of Mesquite's reputation and where it rates among best communities to raise families. Our property value keeps decreasing, the roads are terrible and always flooding, and the water pressure and taste are unacceptable.
- Improve quality of life, improve safety, and cut waste in government, reduce water bills
- Improve retail growth and bring new restaurants but also bringing more police officers and increasing Law Enforcement Pay.
- "Invest more in protecting and growing the airport. Stop any new residential development along the flight paths of the airport. Retain operations and ownership of the airport. DO NOT allow outside or foreign companies to run/manage/control the airport. Do whatever it takes to grow General Aviation services at the airport, to include more T-hangars for GA, service companies, and potentially a more accessible passenger terminal for future commuter use. With Addison Airport forcing out GA for corporate hangars, Mesquite could make millions providing GA hangar space.
- ON THAT NOTE: stricter rules for hangar use. No airplane, no rental. Too many hangars are instead being used as public storage. PUT AN END TO THAT NOW!!! If we accept \$1 of federal funding, hangars can not be used for storage if no plane inside. "
- Invest more local free things for children
- It wouldn't be anything.
- Jobs
- Keep Air B and Bs out of our neighborhoods. .
- Keep doing a faithful job with integrity and God will do the rest
- Keep doing what u aim to do
- Keep going and keep us informed.
- Keep Mesquite beautiful by educating residents to put their trash in trash bins especially in parks. Educate residents about the benefits of recycling and composting. Have an area set aside for a community garden to grow vegetables .
- Keep moving forward
- "Keep rebuilding the city it's older but it time to renew bring in businesses that are much more modern that will bring families out here more."
- Keep the 18 wheelers off residential streets
- Keep up the effort and time it takes to make Mesquite a safe and beautiful place to live.
- Keep up the good work
- Keep up the good work and help Mesquite become a better place to live. I moved here in 1972 and I seen many changes for the better.
- Keep up the good work that you all are doing!

- I am a senior, and don't know of any senior centers or activities.
- Lawson road traffic has become unbearable at busy times.
- Let people in the community help out more
- Limit Section 8 housing. Hold rental property owners accountable for the upkeep of their property. We need more police officers.
- Limit section 8 usage in the city
- Listen to the younger generation about what brings them together and interests them. We want to build a home for our young families and their children to WANT to stay in and build their own lives — not leave the first chance they get. We want to support local business owners and make it easier for them to get started and build strong businesses in Mesquite that bring people from outside areas in to our town.
- "Lived here 50 years, business and home owner, involved in city programs; our leadership
- Is lacking. I hate hearing people call my hometown names. It it's hard to uphold it given the state of the area and crime."
- Look at the current programs and city services to see if there is any government waste of tax dollars. We need a city D.O.G.E. external review to see how we can reduce taxes instead of the constant tax increases. This also includes a review of city employee pay structures. Are we paying people more than the job is worth.
- Low income housing is hurting the neighborhoods
- "Lower city manager's payroll to help fix the streets, install more cameras and have a competitive pay for Police Officers.
- It does not make sense that a city manager of a town this size and socioeconomic position to be making way more money than city managers of larger cities."
- LOWER TAXES!!!
- lower water services , help seniors /low income family to maintain there property, yard service help in cutting yard cutting down trees
- Maintain the roads
- Maintain the streets and sidewalks better, especially in residential neighborhoods
- Maintenance of city streets and alleys
- Make home ownership more affordable
- Make Mesquite a safe, family friendly place to live.
- Make Mesquite better and the Creek Crossing area is getting out of control
- Make Mesquite parks and recreation a fun and safe place for adults and children to enjoy.
- Make the public aware of what you are doing! Raising water rates is a very critical problem: North Texas charge you for a bulk rate! You intern change the customers; just how long do you think the customer can afford the increase? Other cities use the base rate which includes the first 2000 gallons!
- Make the renters clean up the houses. Gid rid of junk cars, mow their lawns, fix worn fences. Get rid of multi family renters.
- Make the roads better and the city safer, specially with all the new taxes communities like mine (Solterra) are brining into the city. Our family is giving mesquite 2 years to see if it improves if not we are moving elsewhere we're. We bought here because of convince to travel downtown for work

- Mark school zones with yellow stripes through the entire school zone or put up flashing lights where school zones end.
- Mayor is doing a great job. Mesquite Police Association are supporting known criminals and one that just hasn't been arrested yet.
- Mesquite has become classified as the new ghetto of Dallas. People don't feel safe here anymore. I know this is a result of more affordable housing and typical things that come with that. Not sure what the fix is but Mesquite in general does not have a good public image. Most of the community is of the working class and usually working when city council meetings happen and most voice they can't make it. Not sure if people could remote in and leave live comments that could be addressed.
- Mesquite has so much promise, but it is generally not a pleasing place to live to the eye or to someone choosing a new neighborhood to live. Buildings are old, dilapidated & not well taken care of, roads are filled with potholes, and new/exciting/quality retail or dining options are nonexistent. I don't see how Mesquite can grow and/or compete with other DFW suburbs until these areas are addressed and significantly invested in.
- Mesquite lacks healthier eating options. We need healthier restaurants.
- "Mesquite needs an area of custom homes. I would love to buy a lot and build my dream home on it. Stop with the cookie cutter homes on tiny lots. And no more zero lot lines or townhomes. The idea is good, but they don't work here because investors buy them and rent them out for Section 8.
- We need high end homes. There are so many people who have moved to Rockwall and Forney for a nicer home, but moved back because of the traffic, but they buy in Sunnyvale not Mesquite. The homes and neighborhoods are nicer.
- No more low end housing! I was a teacher for 28 years and can tell you from experience that the schools in areas with cheaper homes have more discipline problems, parents who have little to no interest in their child's education and lower test scores and graduation rates. "
- Mesquite needs better restaurants. Other cities have lots of choices to eat out. Also, I have to go to Freewheel to go shopping or the movies. It's a shame that Mesquite has failed to grow as other cities in the area. Transportation for the elderly and disable won't take people outside city limits. Y didn't see anything in the survey about offering services to disabled people.
- Mesquite needs more forward looking leadership
- Mesquite needs something to become a catalytic game changer, to be viable and attractive to other residents of other cities.
- Mesquite offers nothing that would draw people to move or live here. There is not enough space to write all the things that is wrong. Mesquite has grown in the wrong direction since I've lived here for 25 years.
- Mesquite streets are collapsing. No matter how the city tries to move forward or attract businesses, the appearance of the city is a turn off. There are potholes everywhere. Has anyone in the city driven down Sierra? It's horrible. Also, stop allowing so many storage facilities to be built here. There's one everywhere you look. We have too many Dollar Generals and Dollar Trees in mesquite. This is not attractive nor an attraction to our city.
- Mesquite was a great place to live, the quality of the streets and crime are out of control.

- Mesquite was once a desirable place to live for middle class wage earners seeking home-ownership and A-rated schools and has now become a last resort option for low income renters which have degraded neighborhoods.
- More affordable senior housing
- More communication with citizens
- More community events, it takes more work and more money. Bring the people in a community together.
- More concentration on growing the tax base would benefit every other area of the city
- more help for the elderly to maintain a safe home
- MORE IMPROVEMENTS ON THE WEST SIDE.
- More nice restaurants, TJ Maxx, and more.
- More Parades with school involvement- city contest winners honored. Biggest fish, cake contest, fun things to honor at city events- Oh taste of the city featuring food from around the world
- More pay for city employees, they work hard.
- More police presence and crime prevention
- More police presence in Creek Crossing in the Pecan Creek area and around Thompson Elementary
- More police presence so that one feels safe walking in our neighborhoods and parks
- More real people to answer questions, that speak English
- More rental property enforcement and accountability for landlords.
- More sidewalks and fix neighborhood streets.
- More soccer parks
- More street maintenance and new alley ways
- More street maintenance for Neighborhood Street. They are so bad.
- More transparency when it comes to appointed city employees, the City Manager should not make 10x the average income of the average Mesquite Resident. It hurts us to hear him talk about cutting services in place of police or fire when the services he is talking about almost exclusively are used by those with lower incomes. We can not expect someone to make decisions in our best interest if they are completely out of touch from what it's like to be a normal resident of the city.
- More visibility with events
- Mosquitoes is a good place to live and work
- Most business say they love the people but hate dealing with city personnel.
- My biggest complaint. Fix the neighborhood streets. Fix the city streets.
- My neighborhood has too many cars and heavy equipment parked on the street, and drugs and illegals. It is not the neighborhood I grew up in.
- My neighborhood has way to many rentals and people moving in and out and not taking care of house,, just tired of new tenants not taking care of property,, and the streets are always patched instead of fixing properly,, ruined front end on two cars and working on a third
- My whole block is becoming rental property.
- Natatorium window been broken for almost 1 year. Natatorium roof been broken all summer
- Nee affordable housing for both rental and ownership. Taxes have become outrageous.
- Need covered pavilion and restrooms needed at Valley Creek Park

- Need more bus stations and train station local stop
- Need quality grocery stores
- Need to be more accessible
- Need to improve downtown
- Neighborhood cleanliness, not too many cars parked in front
- Neighborhood safety programs and updates
- Neighborhood streets and alleys are in serious need of repair. Water and sewer are too expensive.
- no apartments
- No more affordable housing. The Pecan Creek area was very quiet and peaceful. Now it's full of crime, no police visibility unless someone calls 911. Children are walking around all hours of the day and night. Gunshots at night on a daily basis. I did not move here for this. I moved here to live in a bigger home and have more space and peace. Something needs to be done.
- No more apartments
- No more building. Houses, apartments, I don't care stop building
- "No more section 8 housing. All homeowners who rent their homes as section 8 need to be made accountable for the upkeep and appearance of those homes. In fact, anyone who rents needs to be required to maintain their property clean yard and landscaping.
- Also businesses need to be required to landscape if they have the space and keep their property clean and maintained. I'm specifically thinking about the post office in Grubb. It looks so bad that it's embarrassing. It used to have beautiful landscaping that was kept up."
- No more warehouse structures!
- No more warehouses!
- no more warehouses. More senior affordable senior citizen housing.
- "No public transportation lines ever.
- Apartments above the stores when you redevelop downtown. "
- No public transportation that will ruin everything
- Older neighborhoods are being neglected and overlooked in regards to enforcement. As a long term resident it doesn't make me want to keep living in Mesquite. Street repairs break down prematurely and sometimes not repaired right from the start. This lack of care causes other residents to in turn not care, causing a cycle of break down in pride and maintenance. This goes for enforcement too, regulations aren't enforced and the sloppiness just keeps growing. I don't even enjoy walking in my neighborhood because it's littered, dirty, and overgrown.
- "Open communication
- Not doing favors for friends"
- Organizing sight and sound shows in historical parts of the city that would be instructional and entertaining. Also, I haven't seen a good use of the electronic signs erected about 3 years ago on each school campus. The messages I have seen has been: Attendance matters, happy birthday so and so, have a good summer..... really?? Since they are out for the public to see, why not give more useful information such as something that is going on in the neighborhood, or someone's achievement, or letting people that there is an election coming up (many don't know), and what it is about, etc.
- Our streets are horrible. I have been complaining a lot, but nothing gets done.

- Our alley is constantly patched and the pavement issues are never fixed. The first time it rains or a trash truck drives on the new patches they are destroyed. The holes become worse. Our alley is like off-roading and causes great wear on our vehicles. We have lived in our home for over 33 years and it is frustrating that our neighborhood is ignored when it comes to maintenance. The street in front of Kimball Elementary (down the street from my house) has the same issues with street patches.
- Our city needs more programs to assist seniors and disabled people.
- Our city Square is a joke. Take a look at all the City squares and see that they are pedestrian, friendly, look at ours. It's a speed zone on either side and a parking lot in the middle. Reroute traffic away from the Square, and retail parking for those Businesses located on the Square be moved to the back, like the new area that nobody knows about where they have the market
- Our infrastructure is horrible. Streets just get patched (poorly I might add) and the root cause of the problem is never addressed. Vacant building are left sitting to decay and erode (Payless Shoes across from Town East Mall and the old Sears automotive) with no penalties to the land/building owners.
- Our leaders are doing their best, but when will you improve Franklin Drive and repair the roads around the elementary school?
- Our streets and alleys are in terrible shape. Please work on them
- Our taxes have been raised enough. I will not be voting to raise them by 5 or 6 percent. My household's wages are not going up, therefore I cannot afford higher taxes. If that means less amenities or improvements then so be it. Our taxes and insurance are at the max we can afford. For God's sake do not add that \$9 fee to my water bill for the Telehealth. Everyone in my household has insurance and we already have multiple telehealth options.
- Our water is way too high. Something needs to be done.
- Over the last 10 years, the increase in affordable housing appears to have shifted the character of our ones clean, quiet, and thriving area leading to long life citizens leaving. The lack of new restaurants and retail development, force citizens to spend money in other areas.
- Overall you are doing very well. Happy with services. Maintain city.
- Overall, I think you're doing a good job. However, I think communication could be improved.
- Palos verdes park is beautiful the walking trail is well maintained and the fountain gives an awesome look please provide all efforts to keep it that way and find ways we can improve it lots of people love the park
- Parks restrooms should be open and accessible during park hours. If there are serious concerns with issues occurring, then improve lighting or police presence. But paying to build restrooms and then just locking them seems counterproductive.
- "Pay attention to all of the multi vehicles per each house that means there are multi families living in 1 house. Multiple houses around my house is that way and have like 5 or more vehicles to 1 home and all have Multiple drivers.
- Cut down on all the loud disturbing music and give citations.
- Help clean up those issues and it will stop a lot of the problems.
- Bring ICE in the neighborhood."
- People and their needs must always come first, not the interests of developers.
- Phone policy

- "Pickup all the stray cats!!!!!!"
- Enforce code violations!!!!!!"
- Places recreational buildings and parks on the southern side of the city to give those neighborhoods a positive outlet.
- Please add public transportation
- Please address the issue of people wandering our streets & neighborhoods that seem to be living in tree areas. I know it's an ongoing problem but I do not feel safe walking in any areas where trees are the prettiest. I used to go to city parks but do not feel safe doing so anymore. We have lived in Mesquite 30 years & do not like how many houses are now rentals/section 8 that bring down the quality of life in our neighborhood & neighborhood. I do not want to move but we have considered it more with alleys & our streets not being kept up and the issue with rentals. Thank you for asking
- Please do more to include individuals with intellectual disabilities in community engagement. This means offering accessible communication, involving them in decision-making, and ensuring police officers receive proper training to interact respectfully and safely with this population. Inclusion and understanding are key to a stronger, safer community for all.
- Please do something about the horrible streets and potholes!!!
- Please fix our alleys and streets
- Please fix our city neighborhood streets.
- Please fix our streets
- Please fix the roads where it is safe for the children to be outside and playing
- Please fix the streets, potholes. Many are very dangerous. Don't just patch them. Fix them.
- "Please have fuller (longer) sidewalks.
- Many end before or are uneven and damaged, thereby making it harder to appear at points of interest"
- Please help bring down crime, more police presence. Fix our streets!
- Please hold the landlords of government issued vouchers accountable for what they allow their tenants to keep their property. The value of Mesquite has went down tremendously since expanding those vouchers into all areas of Mesquite. I grew up in the neighborhood I'm in now but it's no longer the same it's so much crime and parents not doing anything about it. And you know they're living in the neighborhood because as soon as you call the police they have disappeared. Maybe look into adding cameras to keep up with the increase in crime especially in the 75181 area.
- Please I force trash cans with lids!!
- Please keep our city Mesquite.
- please make areas nice looking
- Please offer a homestead exemption for homeowners under 65
- Please pick up your messes in the alleyway
- "Please please please, fix the pedestrian cross walks.
- I would love for my child to walk to school for we aren't that far at all, but the stop walks don't work. She used to but she told me they don't work where she is at and it seems to me that there aren't a lot of traffic stops for pedestrians. "

- please please please, this is a plea, mesquite has got to be the only city in the DFW area that is literally FAILING, our neighbor garland just opened or started making a billion dollar football stadium or club, they have curtis culwell center, our mesquite high schools students have to graduate in garland, I went to a concert in garland on saturday, it was a Pakistani artists so lots of indians and pakistanis were there, very wealthy community most of them live in plano irving frisco and murphy, you get the just, I'm sure most of them have never been to garland but that was there first time now they have a perception that garland is comparable to richardson or plano, but us down in mesquite we are known for trash roads, nothing at all to do, we need to step it up, mesquite rodeo needs a new aesthetic and to be shown more, but it can't be the only thing, we must distinguish ourselves from our other neighbors like balch springs and seagoville, we must strive to be in the conversation with Plano and garland and richardson, they keep developing and getting bigger and better and we keep having more and more section 8, more and more trash, please this is the only time we can change, we need big ideas, or our mesquite will forever be that sleezy trashy town, just better than pleasant grove to not be the hood but just bad enough not to be where people want to move!
- Please properly fix the roads. The asphalt patching doesn't last long and ends up being a waste of money. It costs more up front to fix it properly but will last so much longer saving money in the long run.
- Please reconsider the rapid expansion of residential housing and tightly packed home & apartment complexes before ensuring that surrounding infrastructure — especially streets and public access — is adequately prepared. Families deserve both privacy and a livable environment, not overcrowded developments built ahead of proper planning
- Please Repair Neighborhood & City streets! They're in terrible shape & have been for years!!
- Please start ticketing all these people that run red lights and park the wrong way on the residential streets. I could make so much money for Mesquite.
- Please stop approving more renal properties.
- Please work with animal control... Very rude staff.. Not helpful... Makes you feel guilty for asking questions... Confrontational.
- Please, no more section 8 housing. It's destroying my neighborhood.
- Please prioritize street repairs/maintenance
- police checking for license and insurance.
- Porter Park needs more policing due to drug use, provide info concerning lack of responsibility of park users trash disposal and how it affects near by residents
- Pride of ownership seems to be slipping in older areas.
- Protect homeowners from New builders who are talking advantage of the community. Historymaker Homes did not disclose their intentions to operate a Build-to-Rent community in Cloverleaf Crossing. After yesterday of neglect and unmet expectations, the community is falling into disrepair. In part to the rents that they own, operate, and neglect here. Because of them the community has been poorly managed under the direction of a Board President whom they hand selected and a property management company that has not actively adhered to their contractual obligations. As a result, homeowners are beginning to flee.
- Public transportation
- Public transportation
- Public transportation needs to be addressed and brought to Mesquite.

- Public transportation severely needed to help revitalize the city and help lower income families.
- Quit bringing in crap business
- Quit making Mesquite a warehouse city instead of a Tree city. Also bring down prices on housing as you are going to charge/tax us out of our homes.
- Quit using cheap asphalt on alley way repairs
- Reach out and learn from other communities in the area like Garland - who offer special safety alerts for seniors, rain barrels for sale (contractor) for conservation, crime stoppers fundraisers to support law enforcement, beautiful new Holford recreation/aquatic center.
- Reduce roadwork projects or speed up roadwork projects.
- Reduce very loud mufflers on vehicles the noise levels affects health and enjoyment of our neighborhood
- Remember the citizens are your customers.
- "Rental houses owners and occupants (particularly section 8) are not maintaining yards, pools, fences, gates, or other features of those homes. Many rental occupants do not appear to be aware of trash requirements or do not care to follow requirements. This is bringing down the quality of our neighborhoods. This is disheartening to homeowners who work very hard to maintain their homes, yards, and cleanliness of their properties...causing many residents to rethink residing in Mesquite.
- Some section 8 renters are also subleasing their pool for large and very loud parties.....not sure this is allowed."
- repair the streets/ remove trash!
- Repair alley behind Holmes,
- Repair of Streets are my biggest area of dissatisfaction.
- Repair the streets!!!
- Re-save Brazoria st.
- Restart alley trash pickup.
- Revitalize downtown where people wanna go for food, music, and entertainment
- Right now I'm very satisfied with living in Mesquite not sure if I would want to live in any other city except Rowlett
- "Safety for senior citizens
- Police and Fire protection Availability more present in neighborhoods
- Easier access to information about special needs of our citizens"
- Safety should be a top priority
- Safety
- Satisfied
- Save Creek Crossing! Section 8 is killing us with crime.
- Schools and infrastructure are not keeping pace with the growth of the population or business
- Section 8 housing, limit. Need church support for seniors. water bills are higher than they should be.
- Should not charge 3.75 for paying the water bill.
- skate park should be free for seniors.
- Slow down the traffic in residential neighborhoods.

- Stay committed to serving long time residents who have committed to the city for years through many economic changes
- Stop all the apartments and rental houses.
- Stop allowing building truck depots and start fixing city infrastructure
- Stop allowing multiple families live in single family homes
- Stop approving warehouse facilities. They bring in big trucks and damage the streets and clog traffic flow. Also no more multifamily units. Again, more traffic than our streets can accommodate. You are turning Mesquite into an industrial community not a residential community for homeowners.
- Stop building so many multi level town homes. Some residents like living in a 1 level home. Those town homes near the Rodeo was a horrible decision. The new construction near John Horn was a horrible decision. The average person can't afford to own a home.
- Stop just patching up the potholes that breakdown so quickly and replace the entire section of concrete like it was done recently on Barnes Bridge which was not nearly as needed more than the very broken up stretch on Oates Drive between Gus Thomasson and Motley Dr and beyond.
- Stop putting so many stop signs in neighborhoods
- Stop raising our property taxes and appraisals
- Stop rentals to section 8 RESIDENTS... and homeowners need to be held to a higher responsibility to who they rent
- Stop residents from parking numerous cars up and down narrow streets overnight for one house. This prevents any of your own personal visitors from being able to park their vehicle. Sometimes due to the numerous cars per one house, it can very difficult to navigate neighborhood roads. Stop residents from playing loud music at 2am in the morning, screaming, drinking, and yelling in the yard on Friday and Saturday nights after the ordinance time.
- Stop the deforestations
- Street maintenance
- Street maintenance
- Street maintenance
- Street maintenance
- Street maintenance and lighting in residential areas is VERY lacking. We need more lighting on streets to help with safety, and the streets are horrible in many areas.
- street maintenance is horrible, not there.
- Streets in my neighborhood are in need of repair. The temporary patches on the streets are only a bandaid.
- Streets.
- Stronger focus on filling empty houses and retail spaces.
- Take a look at our libraries , time to update
- Taxes are too high
- Thank you for the progress you have made and keeping your city involved! I appreciate this survey and can't wait to see what progress will be made!
- Thanks for taking the time to do a job not a lot of people are interested in doing. It's important and I'm grateful for the leadership.
- Thanks for the services provided to all our citizens

- The alley behind Button Dr. and Hardwood Trail is in desperate need of repair.
- The city does a good job. The crime has increased in Creek Crossing. The upkeep of Creek Crossing has declined. The city is helping to keep the area maintained.
- The city feels stale. We often go to other city's for food and events. This feels like a city for 40 year olds with kids going to school. Which is great! My parents were that for 20 years. But now, as a 30 year old with no kids, the city feels like it has nothing to offer me really.
- The city is growing fast and safety is an important issue, we need effort on police vigilance and code enforcement, we also need more light on streets, mostly in neighborhoods. maintenance of the existing streets is also needed, like for example Gus Thommasson by the animal shelter, all that street has been in bad condition for years.
- The city is slow to enforce the code enforcements leaving the first impression of an older, run down city.
- The city manager is doing great, keep him at all costs
- "The city of Mesquite has done a wonderful job of attracting new businesses to our area. I believe these business would invest in city of Mesquite through corporate sponsorship to help our
- senior homeowners. It's apparent in our neighborhoods that senior homeowners are struggling to keep up the exterior appearance of their homes. I think if we invest in getting them a fresh coat of paint and low maintenance landscaping we'd be preserving their since of community. "
- the city's leadership to invest more in improving public transportation infrastructure, such as expanding subway lines and increasing the frequency of buses, to ease traffic congestion and make commuting more convenient for residents
- The homeless issue
- The homeless situation is getting out of control in the Wildwood neighborhood. Too many men living in Paschall Park riding their bikes with wagons through neighborhoods at all hours, hauling items to and from the wooded areas. 19.2 tons of trash were removed earlier this year. Nothing has been done to keep that from happening again. That's wasting resources. These men are not down on the luck, it's a lifestyle choice.
- The homes in the creek crossing area are being bought up by investors and rented to section 8 renters who have no stake in making Mesquite safe. I suspect it's past the tipping point and all of the homeowners have sold and left because nothing has been done to stem the tide of section 8 rentals in creek crossing specifically
- "The increasing homeless population and the presence of illegal aliens in the community.
- Major concerns."
- The low quality of affordable housing has brough crime, trash or neighborhood.
- The overall look of Mesquite has diminished.
- The ponds need to be better maintained. We only have so few and they aren't worth fishing and an eye sore.
- "The road conditions in Mesquite are horrible. When I drive to connecting cities I can immediately tell when I have entered a new city because the roads start getting smoother. The potholes and bumpy conditions on our roads make the appearance of our city look worse!
- Adding all of the warehouses around the city is also diminishing the roads and quietness of neighborhoods. 18 wheelers block up city streets as well.

- I've lived in Mesquite my whole life. We do not need any more subsidized rentals, low income, and government assisted housing in the area. If you compare crime rates and statistics on government assisted housing you will see a correlation.
- I see the efforts being made by adding new housing and trying to bring growth to our city. But we don't have the roads to manage the new growth."
- The roads are really bad and the fix is temporary.
- "The roads are terrible. Galloway and other main roads by city buildings are embarrassing.
- All shopping is town center creating a massive clog of traffic.
- Not very appealing city to move to."
- The sanitation department has been top notch the entire 25+ years we have lived here.
- The school's in Mesquite are not what they were. I am afraid of sending my kids to school in Mesquite because of the horrible conditions they would have to deal with other students. There are so many rental properties near my home that lower the value of my home. Their yards and homes are not taken care of.
- The shelter has come so far since Maria Martinez took over this entity. She needs to be recognized. She is the heart and soul of that place and why so many animals have the opportunity for live release. All staff at the shelter need a raise.
- The streets are in dire need of maintenance. There are too many potholes. I had 3 tires blow out recently.
- The streets are in terrible shape. Something needs to be done. There are holes the size of my truck.
- The streets are terrible. More better street maintenance is needed
- The streets in my neighborhood are so bad it has caused damage to my truck and they need to maintain the roads better
- "The streets need to be better maintained. It doesn't take a genius to find potholes. Respond within a week to reported issues.
- Require a permit inspection of all residential pools at least every few years to insure the pools are in working order. Enforce 24/7 running of pool systems and upkeep of chemicals in pool. The neighbors usually only keep the chemicals in the pool about 8-10 weeks a year with little to no circulation. The rest of the time it is stagnant and cloudy to moss green.
- Code enforcement notification letters are not being received if they are being sent out. CE literally blanketed the neighborhood with violations and the majority were not notified until the notice was placed on the door. Try starting with a door notice and not relying on USPS or your staff to get that many notices out at once because it's failing.
- Code Enforcement is being over zealous in some cases. Code requirements change over the years, owners change and this should be taken into consideration. The homeowner in some cases needs a little flexibility to get issues rectified due to excessive heat, availability of handyman, or delivery schedules of Lowe's or Home Depot. CE is unreasonable in some cases.
- Too many single family houses have 8-12 people living with as many cars that take up all the parking, clog the streets, and park the wrong way on the street.
- There are too many apartments and section 8 rentals. Observation: this is one issue that has lead to the increase in crime. Teenagers and young adults patrol nightly looting cars, garages and backyards."

- There are entirely too many police in this city. I worry about the safety of my neighbors of color when they are constantly being watched by packs of cops.
- There are no grocery stores close to the north side of Mesquite. Albertson's on Oates closed a decade ago (plus a couple of years) and now there isn't any grocery stores near by. You have to drive 15 to 20 minutes away to buy a gallon of milk what with the construction everywhere! There are Spanish stores in two locations near me but I do not read nor speak Spanish. Why is the shopping center at Oates and 635 still lacking a major grocery store there?
- There are several areas where overcrowding of homes occurs. Vehicles parked on the curb, in yards, sometimes as many as 8 vehicles per household.
- There area lot of poor people in this city, crime is on the rise weather you know it or not. People need more blue collar jobs available to them. Families are really struggling and most are just on the edge of going under. We need leadership that can bring these changes to Mesquite.
- There is strong leadership, both elected and city management. My hope is that all continue to work together, tell all about the great things in Mesquite and accomplish every goal possible.
- There is too many loose animals.
- There seems to be some changes for the better in the last few years, just keep moving in that direction and make it easier to access the information to these benefits . I feel unless its. Posted on Facebook, I'm unaware. Even the mesquite website has incorrect information, which is confusing and frustrating. Download new My Mesquite app....and it was blank. Not super user friendly at first glance but I'll dig into more a little. Later
- There's nothing I would want to share.
- Think about your citizenship first
- Think small picture too.
- This district needs attention, our roads are terrible due to expansion of 635. Manholes are not raised, causes problems
- "To elected officials, make decisions as if you walk out your front door and there it is, you see your decision 24/7. How does it effect your kids, grand kids? Would you want your family to live here.
- Sadly, all decision makers don't live in Mesquite. To them, make decisions like you live here."
- To make Mesquite safer, cleaner, fix all bad roads and bring better retails including better mall, stores, restaurants, fast food and grocery stores like Heb.
- Too many abandoned vehicles sitting on streets. Need to be removed.
- Too many apartments and warehouses. Green space is OK to have!
- Too many rentals and allowing residential neighborhoods to get run down. Need to enforce codes, keep Mesquite beautiful.
- Too many warehouse and the trucks messing up the roads
- Too many warehouses, too many car washes and too many storage facilities!!!!
- Too much section 8 and out of state landlords
- Traffic around our schools is horrific when dropping off kids but it's even worse during pick up time. The traffic is horrible on Galloway at Kimbrough Middle School especially since there are over 1100 students there. People park on Galloway. Why not build teacher parking at the back of the school and dedicate the front to pick up and drop off?
- Try to rescue Town East Mall. Fix the potholes, provide protection

- Until very recently, more people were injured and killed by cars than with weapons. Mesquite should promote ways to get around without using cars, and -hot take- should do slightly less intensive street repair and focus more effort on trails and sidewalks.
- "Use the alley for trash collection! Front yard driveway collection has ruined the appearance of our homes from the street. Our driveways are also more narrow than rear entry driveways, so this family of seniors has to move vehicles to take it to the street or drag the trash cans from the back yard to the front yard twice a week.
- We had a sidewalk to the alley to easily take trash to containers to an enclosure for two metal cans. We never had an animal problem and our street didn't look trashy.
- I wonder how many councilmen/women have a front yard facing driveway. I bet the answer is zero."
- Used to be pleasant place. now too much unkept rental property.
- "Vehicles not stopping @ stop signs in neighborhoods and by Shaw Elementary. Tickets should be issued daily!"
- Water services cost way too much and garbage collection should be in the alley where it started too make city streets look cleaner
- We are currently spend 1/3 of the General Fund on police, and that budget keeps growing. Even as it grows, Mesquite is not getting safer. We need to reallocate those funds to other priorities that will true keep us safe and revitalize the community.
- We are proud to be part of the city of Mesquite. We feel safe on street and in our neighborhood. The weather is the only issue that would stop me from walking to convenience store, around block, etc.
- We do need a lot more transportation for people everywhere.
- We have to get the juveniles under control. We rarely visit local businesses and parks due to safety and or noise complaints.
- We love the libraries! They do a fabulous job engaging the community and children with activities and providing new books for us to read.
- We need a water splash park for kids. We need a Walmart/target by E. Cartwright section where new houses are being built lake June Walmart is ugly and ghetto town east is far and so much traffic. Also stop building section 8 apartments! It's bringing in the ghetto people. Sorry to be rude.
- We need a much larger percentage of home ownership in Mesquite. First section 8 housing must be stopped. Property values of homes must be protected.
- We need larger homes, more expensive houses.
- We need more jobs opportunities
- We need more public safety officers. The creek crossing area is full of rental homes with less than law abiding residents moving in, causing problems, and leaving.
- We need police patrolling, making a presence on the streets. The only way to see a police officer or cop car in this city is to call one.
- We need small entertainment music and show venues so that Mesquite citizens can keep their money in town. And stop letting the Boomer Religious folk influence the decisions when liquor is involved.

- We want to be a place that is affordable to live, but not so low we attract people that make it unsafe.
- Website and app improvement on speed as well as updates
- "When a new business opens, promote it. I frequently do not know what is new.
- Need to fill up all the empty retail space. "
- When are we going to properly fix and maintain city streets and fix and repair all of the water leaks and replace water and sewer lines in the city? I think Mesquite should have a new motto: "Pothole Capitol of Texas" From this survey, it seems the city is more worried about building parks and recreation facilities, rather than fixing streets and rebuilding city infrastructure like water and sewer lines. I guess City Manager Cliff Kehely doesn't live in Mesquite or drive on the roads in Mesquite. I guess it will take someone getting killed or a lawsuit to fix and properly repair some of these city streets.
- "when I compare Mesquite to other communities they are moving in a positive direction while we seem
- to be going downward. The quality of streets and retail districts. attraction of businesses the quality of schools. we are headed downward"
- Who are they? They are elected and hear nothing unless you actively try to find out yourself what is going on.
- Why are wide load vehicle or tractor trailers allowed to travel the downtown street/corridors?
- Why do we have to have so many warehouses along the highways (635, 80, Collins)???
- Wild Creek crossing has been overlooked. neglected yards
- Work to improve the school system. Need better retail options.
- Work with seniors on getting help on affordable home maintenance.
- Would like benches and water fountain in areas that open areas in our city. Example Seminary ridge and Smokey mountain
- Would like to have liquor stores
- Would love to see more trees along the walking/bike trails. If you ever walk the trails, there is very little or no shade.
- Would love to see more trees around streets and parks
- Y'all need a DOGE to evaluate where wasteful spending might be stopped. Y'all raise the taxes, but keep bringing in these big companies that we're supposed to offset the taxes. Look at your spending.
- You can make our streets safer without using force.
- You must get control of the Cross Creek neighborhood where Terry and Horn feed into one another; get control where Balch Springs and Pleasant Grove intersect because Dallas Police are trash; code enforcement is important...ticket crazy looking yards and give fines first and when work is done within time frame refund the fines; no more warehouses as the trucks entering residential neighborhoods are destroying the roads and making Mesquite look more industrial...not a good look when you are trying to market 400k to 600k homes; sick of tax abatements for low income housing as absent landlords and ghetto renters are giving Mesquite a bad name...as Mesquite is considered low income, dirty, and the least desirable place in DFW to live...even South Dallas is being gentrified and property values are higher there than Mesquite. How does that happen?

- Your city inspectors need work.
- You've got over 5,000 new homes going into Solterra. What are you doing about police patrol of this new influx of people?



Survey Instrument



August 2025

Dear Mesquite Resident:

You have been randomly 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 MesquiteSurvey.org.

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

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

If you should have any questions or require additional information, please feel free to contact the city at 972-216-6293 or at wmartinez@cityofmesquite.com.

Sincerely,

A handwritten signature in blue ink, appearing to read "Daniel Alemán Jr.", is placed above the printed name.

Daniel Alemán Jr.,
Mayor

Si usted no habla ingles y quiere participar en esta encuesta en español, por favor llame al 1-844-811-0411 o visite MesquiteSurvey.org

P.O. Box 850137 ▪ Mesquite, Texas 75185-0137 ▪ 972.288.7711



2025 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 prefer to take this survey online, please visit MesquiteSurvey.org. **To say thank you, at the end of the survey you will have a chance to opt-in for a chance to win one (1) \$500 prepaid Visa gift card for fully completing your survey. Thank you!**

1. Perceptions of the City. 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 the city	5	4	3	2	1	9
4. Overall appearance of the city	5	4	3	2	1	9
5. Overall feeling of safety in the city	5	4	3	2	1	9
6. Overall quality and affordability of housing in the city	5	4	3	2	1	9

2. Quality of Life in Mesquite. 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. Overall Satisfaction with Major City Services. 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. Customer Service. 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"/> (5) Through a City Council member |
| <input type="checkbox"/> (2) Email | <input type="checkbox"/> (6) In person |
| <input type="checkbox"/> (3) Social media | <input type="checkbox"/> (7) Other: _____ |
| <input type="checkbox"/> (4) myMesquite app | <input type="checkbox"/> (8) I have not contacted the city in the past 12 months |

7. Have you used the myMesquite app/website in the past 12 months?

____(1) Yes, I have used it frequently [Answer Q7a.]

____(3) No [Skip to Q8.]

____(2) Yes, I have used it [Answer Q7a.]

____(9) Don't know [Skip to Q8.]

Go to cityofmesquite.com/3281/myMesquite to learn more about the app.**7a. How would you rate your experience?**

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

8. Perceptions of Safety and Security. 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

9. 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

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

____(1) Yes, I know an officer [Answer Q10a.]

____(3) No [Skip to Q11.]

____(2) Yes, I have had contact with an officer, but don't know them [Answer Q10a.]

____(9) Don't know [Skip to Q11.]

10a. How would you rate your experience?

____(5) Excellent

____(3) Fair

____(1) Poor

____(4) Good

____(2) Below average

____(9) Don't know

11. Public Safety Services. 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

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

1st: ____ 2nd: ____ 3rd: ____

13. Animal Services. Please rate your satisfaction with the following.		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

14. Code Enforcement Services. 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
12. Efforts to ensure maintenance of rental properties	5	4	3	2	1	9

15. Which **THREE** of the code enforcement services in Question 14 do you think are **MOST IMPORTANT** for the city to provide? *[Write in your answers below using the numbers from the list in Question 14.]*

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

16. 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

17. Residential and Neighborhood Services. Please rate your satisfaction with the following.	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Quality of your neighborhood's 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

18. Utilities and Solid Waste Services. Please rate your satisfaction with the following.	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

19. 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

20. 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

21. Maintenance and Appearance of the City. 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. Which of the following facilities/activities have you used/participated in during the past year? *[Check all that apply.]*

- | | | |
|------------------------------|--|------------------------|
| ____(01) Hike & Bike trail | ____(07) Picnic tables | ____(13) Golf course |
| ____(02) Playgrounds | ____(08) Fishing | ____(14) Senior center |
| ____(03) Athletic fields | ____(09) After school adventure programs | ____(15) Skatepark |
| ____(04) Pavilions | ____(10) Recreation centers | ____(16) Other: _____ |
| ____(05) Dog leash free zone | ____(11) Aquatic centers/swimming pools | |
| ____(06) Basketball courts | ____(12) Tennis courts | |

24. Parks and Recreation Services. 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)	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
19. Mesquite Skatepark	5	4	3	2	1	9
20. Natatorium	5	4	3	2	1	9

25. Which FOUR of the Parks and Recreation services in Question 24 do you think are MOST IMPORTANT for the city to provide? *[Write in your answers below using the numbers from the list in Question 24.]*

1st: _____ 2nd: _____ 3rd: _____ 4th: _____

26. Please CHECK ALL of the following potential facilities/amenities you would like to see added in the community. [Check all that apply.]

- | | |
|--|--|
| <input type="checkbox"/> (01) Dog park/leash free zone | <input type="checkbox"/> (08) BMX bike park and additional off-road trails |
| <input type="checkbox"/> (02) Additional reservable pavilions | <input type="checkbox"/> (09) New recreation center |
| <input type="checkbox"/> (03) Outdoor fitness equipment/stations | <input type="checkbox"/> (10) Lighted practice field |
| <input type="checkbox"/> (04) Spraygrounds and splash pads | <input type="checkbox"/> (11) New senior center |
| <input type="checkbox"/> (05) Disc golf course | <input type="checkbox"/> (12) Mountain bike trail |
| <input type="checkbox"/> (06) Outdoor special events in neighborhood parks | <input type="checkbox"/> (13) Pickleball court |
| <input type="checkbox"/> (07) Hike & bike trails | <input type="checkbox"/> (14) Other: _____ |

27. Which THREE of the potential facilities/amenities in Question 26 would you MOST PREFER to see added to the community? [Write in your answers below using the numbers from the list in Question 26.]

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

28. How often have you visited city libraries in the past 12 months?

- | | | |
|-------------------------------------|---|-------------------------------------|
| <input type="checkbox"/> (1) Daily | <input type="checkbox"/> (3) Monthly | <input type="checkbox"/> (5) Seldom |
| <input type="checkbox"/> (2) Weekly | <input type="checkbox"/> (4) Once or twice a year | <input type="checkbox"/> (6) Never |

29. Library Services. Please rate your satisfaction with the following.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Quality of the condition of the library facilities	5	4	3	2	1	9
02.	Amount of quiet space at libraries	5	4	3	2	1	9
03.	Quality of library children's events, classes, and programs	5	4	3	2	1	9
04.	Quality of library adult events, classes, and programs	5	4	3	2	1	9
05.	Availability of meeting space	5	4	3	2	1	9
06.	Quality of library materials and resources	5	4	3	2	1	9
07.	Quality of library computers and other mobile electronic devices	5	4	3	2	1	9
08.	Availability of library computers and other mobile electronic devices	5	4	3	2	1	9
09.	Quality of library staff customer service	5	4	3	2	1	9
10.	Quality of library's online resources	5	4	3	2	1	9

30. Please CHECK ALL of the following sources you currently use to obtain/receive information about the City of Mesquite. [Check all that apply.]

- | | |
|--|---|
| <input type="checkbox"/> (01) City of Mesquite website | <input type="checkbox"/> (08) City's X/Twitter account |
| <input type="checkbox"/> (02) Mainstream Newsletter | <input type="checkbox"/> (09) Town Hall meetings |
| <input type="checkbox"/> (03) E-newsletters (Council Connection) | <input type="checkbox"/> (10) City's mobile app (myMesquite) |
| <input type="checkbox"/> (04) Mesquite Messenger (Notify-Me, email, text alerts) | <input type="checkbox"/> (11) City's Nextdoor page |
| <input type="checkbox"/> (05) City Council meetings | <input type="checkbox"/> (12) Neighborhood/Crime Watch meetings |
| <input type="checkbox"/> (06) Cable television | <input type="checkbox"/> (13) Other: _____ |
| <input type="checkbox"/> (07) City's Facebook page | |

31. Which THREE of the sources in Question 30 do you MOST PREFER using to obtain/receive information about the City of Mesquite? [Write in your answers below using the numbers from the list in Question 30.]

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

32. City Communication. 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, X/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

33. Which **TWO** of the communication items in Question 32 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 32.]*

1st: ____ 2nd: ____

34. Are there specific topics or types of information you wish were communicated more frequently?

35. What suggestions do you have to improve how the City communicates with you and your neighbors?

36. Housing Types. Please indicate if you believe the City of Mesquite needs more or less of each housing type.	Need More	•	Neutral	•	None Needed
1. Single family (for ownership)	5	4	3	2	1
2. Single family (for rental)	5	4	3	2	1
3. Multilevel condominiums (for ownership)	5	4	3	2	1
4. Multilevel multifamily (rental)	5	4	3	2	1
5. Affordable housing (all types)	5	4	3	2	1
6. Townhomes (for ownership)	5	4	3	2	1

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

____(1) Yes ____ (2) No ____ (9) Don't know

38. Below are 10 issues that Mesquite may face within the next five years. Which **THREE** of the issues listed below do you think will be the **BIGGEST ISSUES** Mesquite will face within the next **FIVE** years? *[Write your answers for your top 3 choices using the numbers from the list below. For example, if "Public safety" is your 1st Choice, enter "2" in the space next to "1st" below.]*

- | | |
|--------------------------|--------------------------------------|
| 1. Neighborhood vitality | 6. Redeveloping Downtown area |
| 2. Public safety | 7. Revitalizing old shopping centers |
| 3. Street maintenance | 8. Developing the I-20 corridor |
| 4. Retail growth | 9. Retaining small businesses |
| 5. Local job growth | 10. Public transportation |

1st: ____ 2nd: ____ 3rd: ____

39. If there was **ONE** thing you could share with the City's leadership (any comment, suggestion, etc.), what would it be?

Demographics

40. Approximately how many years have you lived in Mesquite?

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

41. What is your age? ____ years

42. What is the highest level of education you completed?

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

43. Do you work in the City of Mesquite? ☐ (1) Yes ☐ (2) No**44. 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

45. Do you own or rent your home? ☐ (1) Own ☐ (2) Rent**46. 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

47. Are you or any members of your family of Hispanic or Latino ancestry?

- ☐ (1) Yes ☐ (2) No

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

- ☐ (01) Asian or Asian Indian ☐ (04) White
☐ (02) Black or African American ☐ (05) Native Hawaiian or other Pacific Islander
☐ (03) American Indian or Alaska Native ☐ (99) Other: _____

49. Your gender: ☐ (1) Male ☐ (2) Female**50. DRAWING (OPTIONAL): Would you like to opt-in to a drawing for a chance to win one (1) \$500 prepaid Visa gift card for fully completing your survey? (Limited to one per household. Sent via email.)**

- ☐ (1) Yes [Answer Q50a.] ☐ (2) No [END SURVEY.]

50a. Please provide your contact information below.

Name: _____ Phone: _____

Email: _____

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed return-reply 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.