

City of Mesquite Community Survey

Findings Report

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2018

Submitted to the City of Mesquite

By:

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2018 City of Mesquite Community Survey Executive Summary

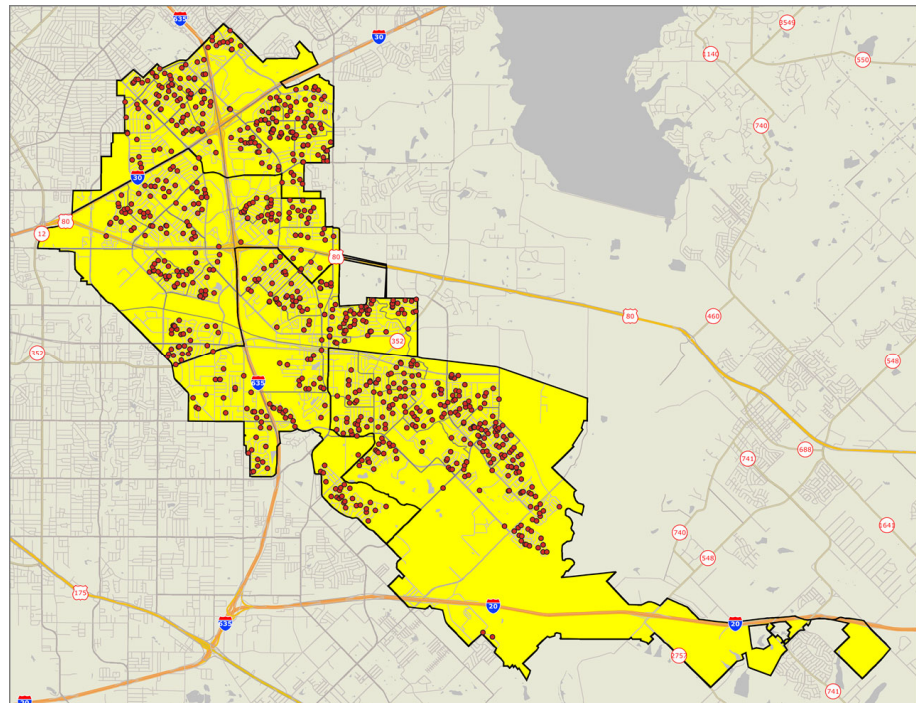
Purpose and Methodology

ETC Institute administered a survey to residents of the City of Mesquite during the fall of 2018. The purpose of the survey was to help the City of Mesquite gather citizen input and feedback on City programs and services. The survey results will be used to improve City services and to help identify and address challenges facing the community. This is the second community survey administered for the City of Mesquite, the first was administered in 2017.

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

The goal was to obtain completed surveys from at least 850 residents. A total of 866 residents completed the survey. The overall results for the sample of 866 households have a precision of at least $\pm 3.3\%$ at the 95% level of confidence.

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



The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Mesquite with the results from other communities in ETC Institute’s *DirectionFinder*® database.

Since the number of “don’t know” responses often reflects the utilization and awareness of city services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

This report contains:

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

Overall Perceptions of the City

Fifty-seven percent (57%) of the residents surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the overall quality of life in the city, 51% of those surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the overall feeling of safety in the community. When asked to rate the quality of life in Mesquite 64% indicated Mesquite is either an “excellent” or “good” place to live, and 57% indicated Mesquite is an “excellent” or “good” place to raise children.

Overall Satisfaction with City Services

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of police, fire, and ambulance services (78%), the overall quality of trash and yard waste services (76%), the overall quality of City libraries (71%), and the quality of parks and recreation programs and facilities (70%). The maintenance of City streets and sidewalks (62%) and the quality of police, fire, and ambulance services were the two most important City services based on the sum of respondents’ top three choices.

Feelings of Safety

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-one percent (71%) of residents, *who had an opinion*, indicated they feel “very safe” or “safe” when walking alone in their neighborhood during the day, and 60% feel safe walking alone in their neighborhood in general. Most respondents (51%) indicated they think Mesquite has stayed the same as a safe place to live, work and raise a family, 35% indicated it is less safe, 8% more safe, and 6% did not know.

Satisfaction with Specific City Services

- **Public Safety.** The highest levels of satisfaction with public safety services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality of local fire protection (82%), how quickly firefighters respond to emergencies (81%), and the quality of local ambulance service (77%). The aspect of public safety services that respondents were least satisfied with is the visibility of police in neighborhoods (46%).
- **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: enforcement of graffiti (52%), the cleanliness of neighborhoods (52%), and the enforcement of sign regulations (51%). Affordability
- **Residential and Neighborhood Services.** The highest levels of satisfaction with residential and neighborhood services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality and condition of neighborhoods (49%) and the quality of community policing efforts (42%). Forty-three percent (43%) of respondents indicated the appearance of their neighborhood has stayed the same over the past three years, 14% indicated it has improved, 34% indicated it has worsened, and 9% indicated they did not know.
- **Utility and Solid Waste Services.** The highest levels of satisfaction with City utility 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 collections (84%) the quality of yard waste and brush collection (83%), and bulky item pickup and removal services (82%).
- **City Maintenance.** 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 (59%), the appearance/condition of City medians, rights-of-ways, and public areas (56%), and the visibility of pavement markings and street signs (56%).
- **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 (75%) the appearance of park facilities (71%), and the number of City parks (71%).
- **Library Services.** The highest levels of satisfaction with library services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality of library staff customer service (78%) the amount of quiet space at libraries (76%), and quality of and condition of library facilities (75%).
- **City Communication.** The highest levels of satisfaction with City Communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the usefulness of information available on the City’s

website (55%), the availability of public safety messages (50%), and the quality of social media outlets (49%).

Additional Findings

- Overall, respondents were satisfied with each of the four customer service related items listed on the survey. Seventy-seven percent (77%) of respondents indicated they have contacted the City in the past 12 months, most (58%) of respondents indicated they contacted the City by phone.
- Forty-two percent (42%) of respondents indicated they have had contact with (33%) or know an officer (9%) during the past 12 months. Of those respondents who have had contact with or know an officer 42% rated their experience “excellent,” 31% gave a “good” rating, 16% “fair,” 6% “below average,” and 6% rated their experience as “poor.” Fifty-four percent of respondents indicated they have not had contact with a mesquite police officer in the past 12 months.
- Fifty-six percent (56%) of respondents were either “very satisfied” or “satisfied” with the overall quality of care provided at the Mesquite Animal Shelter and Adoption Center.
- Forty-four percent (44%) of respondents indicated water/sewer costs are too high for the quality of services that they receive.
- Thirty-four percent (34%) of respondents indicated that their recycling bin is too small, and it prevents them from recycling more.
- In the past 12 months, 7% have visited City parks daily, 19% weekly, 24% monthly, 18% once or twice a year, and 22% seldom.
- Seventy percent (70%) of respondents indicated they currently use the City of Mesquite website to obtain or receive information about the City, 54% use the Mainstream newsletter, these are also the most preferred information sources.
- Forty-seven percent (47%) of respondents indicated they are satisfied with the quality and affordability of housing in Mesquite.
- Forty-five percent (45%) of respondents indicated they think the City of Mesquite is continually improving as a place to live.

How the City of Mesquite Compares to Other Communities Nationally

Satisfaction ratings for The City of Mesquite **rated the same as or above the U.S. average in 26 of the 71 areas** that were assessed. The City of Mesquite rated significantly higher than the U.S. average (difference of 4% or more) in 19 of these areas. Listed below are the areas where Mesquite rated significantly higher than the U.S. average:

Service	Mesquite	US	Difference	Category
Bulky item pickup/removal services	82%	53%	29%	Utilities and Solid Waste Services
Quality of water services customer service	71%	48%	23%	Utilities and Solid Waste Services
Quality of yard waste & brush collection	83%	60%	22%	Utilities and Solid Waste Services
Quality of aquatic/pool facilities	55%	35%	20%	Parks and Recreation Services
Quality of customer service you receive from City employees	65%	45%	19%	Overall Satisfaction with Major City Services
How well your issues are handled	61%	51%	10%	Customer Service
Quality of residential garbage collection	84%	75%	9%	Utilities and Solid Waste Services
Visibility of pavement markings & street signs on City streets	56%	48%	8%	Maintenance and Appearance of the City
Quality of trash & yard waste services	76%	67%	8%	Overall Satisfaction with Major City Services
Quality of walking & biking paths	67%	59%	8%	Parks and Recreation Services
Value you receive for your city tax dollars & fees	45%	38%	7%	Perceptions of the City
Quality of parks & recreation programs & facilities	70%	63%	7%	Overall Satisfaction with Major City Services
Accuracy of information & assistance	64%	58%	7%	Customer Service
Recycling & compost services	75%	70%	5%	Utilities and Solid Waste Services
Maintenance of City parks	74%	70%	4%	Parks and Recreation Services
Appearance/condition of City medians, rights-of-ways, & public areas	57%	52%	4%	Maintenance and Appearance of the City
Number of City parks	70%	66%	4%	Parks and Recreation Services
How easy City is to contact	69%	65%	4%	Customer Service
Effectiveness of City communication with the public	52%	48%	4%	Overall Satisfaction with Major City Services

How the City of Mesquite Compares to Texas

Satisfaction ratings for The City of Mesquite **rated the same or above the average for Texas in 37 of the 71 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
Bulky item pickup/removal services	82%	47%	35%	Utilities and Solid Waste Services
Quality of water services customer service	71%	47%	24%	Utilities and Solid Waste Services
Quality of customer service you receive from City employees	65%	42%	23%	Overall Satisfaction with Major City Services
Quality of yard waste & brush collection	83%	66%	17%	Utilities and Solid Waste Services
Quality of aquatic/pool facilities	55%	39%	16%	Parks and Recreation Services
Quality of trash & yard waste services	76%	60%	16%	Overall Satisfaction with Major City Services
How well your issues are handled	61%	48%	13%	Customer Service
Maintenance of City parks	74%	62%	12%	Parks and Recreation Services
Value you receive for your city tax dollars & fees	45%	33%	12%	Perceptions of the City
Accuracy of information & assistance	64%	52%	12%	Customer Service
Quality of parks & recreation programs & facilities	70%	59%	11%	Overall Satisfaction with Major City Services
Quality of water & sewer services	69%	58%	11%	Overall Satisfaction with Major City Services
Appearance/condition of City medians, rights-of-ways, & public areas	57%	46%	11%	Maintenance and Appearance of the City
Quality of police protection	73%	62%	10%	Public Safety Services
Quality of residential garbage collection	84%	74%	10%	Utilities and Solid Waste Services
Visibility of pavement markings & street signs on City streets	56%	46%	10%	Maintenance and Appearance of the City
The way you are treated by City employees	70%	60%	10%	Customer Service
How easy City is to contact	69%	60%	9%	Customer Service
Quality of police, fire, & ambulance services	79%	71%	8%	Overall Satisfaction with Major City Services
Availability of information about government operations	43%	36%	7%	City Communication
Quality of walking & biking paths	67%	60%	7%	Parks and Recreation Services
Quality of water pressure in your home	74%	69%	5%	Utilities and Solid Waste Services
How quickly firefighters respond to emergencies	81%	76%	5%	Public Safety Services
Outdoor athletic facilities/fields	65%	60%	5%	Parks and Recreation Services
Level of public involvement in City decision-making	30%	26%	5%	City Communication
Visibility of police in retail areas	57%	53%	4%	Public Safety Services
Effectiveness of City communication with the public	52%	48%	4%	Overall Satisfaction with Major City Services
Quality of City libraries	71%	67%	4%	Overall Satisfaction with Major City Services

Trends from 2017 to 2018

The tables below are meant to serve as a quick reference for many of the trends that exist from the 2017 and 2018 surveys. The percentage change from the 2017 survey to the 2018 survey is the far-right column of the table. To view all of the trends please refer to the charts and graphs section (Section 1) of this report. The 2018 results for the City of Mesquite rated the same or above the 2017 results in 55 of the 110 areas that were assessed.

Trends from 2017 to 2018			Percentage Change from 2017 to 2018
	2017	2018	
Question 1. Perceptions of the City			
Feeling of safety in your community	52%	52%	-1%
Appearance of your community	43%	43%	-1%
Image of your community	44%	43%	-1%
Value you receive for your city tax dollars & fees	47%	45%	-2%
Quality of life in the city	61%	57%	-4%
Q2. Quality of Life in Mesquite			
As a place to visit	40%	42%	2%
As a community that is moving in the right direction	43%	45%	2%
As a place to retire	48%	47%	-1%
As a place to raise children	59%	56%	-3%
As a place to live	67%	63%	-4%
As a place to work	45%	40%	-5%
Q3. Overall Satisfaction with Major City Services			
Quality of trash & yard waste services	72%	76%	4%
Enforcement of City codes & ordinances	40%	43%	3%
Quality of water & sewer services	67%	69%	2%
Quality of customer service received	63%	65%	2%
Flow of traffic on City streets	48%	50%	2%
Quality of parks & rec. programs/facilities	69%	70%	1%
Maintenance of City streets & sidewalks	30%	31%	1%
Quality of City libraries	72%	71%	-1%
Quality of police, fire, & ambulance services	80%	79%	-1%
Effectiveness of City communication	55%	52%	-3%

Trends from 2017 to 2018			Percentage Change from 2017 to 2018
	2017	2018	
Q5. Customer Service			
The way you are treated by City employees	72%	70%	-2%
How easy City is to contact	72%	69%	-3%
How well your issues are handled	64%	61%	-3%
Accuracy of information & assistance	69%	64%	-5%
Q7. Perceptions of Safety			
Walking alone in your neighborhood in general	59%	59%	0%
In City parks & recreation facilities	53%	53%	0%
Walking alone in your neighborhood after dark	32%	31%	-1%
In business areas of City after dark	37%	35%	-2%
In other public areas of City	58%	55%	-3%
In business areas of City during the day	78%	75%	-3%
Walking alone in your neighborhood during the day	75%	71%	-4%
Q10. Public Safety Services			
Enforcement of local traffic laws	59%	59%	-1%
Quality of police protection	74%	73%	-1%
Visibility of police in retail areas	59%	57%	-2%
Quality of local ambulance service	79%	77%	-2%
Visibility of police in your neighborhood	48%	46%	-2%
Quality of local fire protection	84%	82%	-2%
Quality of public safety education programs	52%	49%	-3%
How quickly firefighters respond to emergencies	85%	81%	-4%
City's effort to prevent crime	57%	53%	-4%
How quickly police officers respond to emergencies	68%	63%	-5%
Q12. Code Enforcement Services			
Enforcement of junk/trash on private property	40%	41%	1%
Efforts to remove abandoned/inoperative vehicles	41%	42%	1%
Responsiveness of City code enforcement staff	47%	47%	0%
Enforcement of sign regulations	51%	51%	0%
Exterior maint./upkeep of residential property	41%	41%	0%
Enforcement of weedy lots	41%	39%	-2%
Enforcement of graffiti	54%	52%	-2%
Cleanliness of your neighborhood	54%	52%	-2%
Aesthetics of City	43%	41%	-2%
Enforcement of parking on grass in front yards	46%	43%	-3%
Efforts to demolish dilapidated structures	41%	37%	-4%

Trends from 2017 to 2018			Percentage Change from 2017 to 2018
	2017	2018	
Q16. Residential and Neighborhood Services			
Quality of community policing efforts	41%	42%	1%
Quality of your neighborhood condition	52%	50%	-2%
Public safety social media outreach	42%	40%	-2%
Neighborhood & crime watch groups	47%	42%	-6%
Q17. Utilities and Solid Waste Services			
Quality of water pressure in your home	72%	74%	2%
Quality of water services customer service	69%	71%	2%
Quality of residential garbage collection	83%	84%	1%
Taste of tap water	56%	56%	0%
Smell of tap water	57%	57%	0%
Bulky item pickup/removal services	82%	82%	0%
Quality of yard waste & brush collection	83%	83%	-1%
Recycling & compost services	77%	75%	-2%
Q21. Maintenance and Appearance of the City			
Adequacy of City street lighting	45%	53%	8%
Overall cleanliness of streets & alleyways	44%	47%	3%
Condition of major City streets	38%	41%	3%
Availability of bike lanes	20%	22%	2%
Visibility of pavement markings & street signs on City streets	54%	56%	2%
Traffic flow on major City streets	50%	52%	2%
Timing of traffic signals on City streets	57%	59%	2%
Condition of sidewalks in your neighborhood	36%	36%	0%
Pedestrian accessibility	46%	46%	0%
Condition of streets in your neighborhood	41%	39%	-2%
Appearance/condition of City medians, rights-of-ways, & public areas	59%	57%	-2%
Q25. Parks and Recreation Services			
Customer service provided by Parks & Rec. staff	55%	61%	6%
Number of parks & recreation amenities	55%	58%	3%
City sponsored special events	59%	62%	3%
Availability of info about recreation programs	52%	54%	2%
Quality of recreation programs for adults	48%	50%	2%
Outdoor athletic facilities/fields	63%	65%	2%
Maintenance & appearance of recreation centers	62%	64%	2%
Mesquite Golf Course	47%	48%	1%
Maintenance of City parks	74%	74%	0%
Quality of aquatic/pool facilities	55%	55%	0%
Quality of recreation programs for youth	54%	53%	-1%
Quality of walking & biking paths	68%	67%	-1%
Westlake Tennis Center	47%	46%	-2%
Number of City parks	72%	70%	-2%
Quality of programs at senior centers	48%	46%	-2%
Quality of recreation programs for seniors	50%	48%	-2%
Appearance of park facilities	73%	71%	-2%
City summer camp programs	46%	44%	-3%

Trends from 2017 to 2018			Percentage Change from 2017 to 2018
	2017	2018	
Q28. Library Services			
Quality of computers/other electronic devices	59%	65%	6%
Amount of quiet space at libraries	71%	77%	6%
Quality of library staff customer service	73%	78%	5%
Availability of meeting space	55%	60%	5%
Availability of computers/other electronic devices	59%	63%	4%
Quality of library materials & resources	65%	69%	4%
Quality of condition of library facilities	72%	75%	3%
Quality of children's events/classes/programs	62%	63%	1%
Quality of adult events/classes/programs	60%	59%	-2%
Q36. City Communication			
Usefulness of info available on City's website	49%	54%	5%
Availability of public safety messages	45%	50%	5%
Quality of social media outlets	46%	49%	3%
Efforts to keep residents informed	47%	47%	0%
Level of public involvement in decision-making	30%	30%	0%
Availability of info. about govt. operations	45%	43%	-2%
Timeliness of info provided by your local govt.	44%	42%	-2%

Investment Priorities

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

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

- Maintenance of City streets & sidewalks (IS Rating=0.4277)
- Enforcement of City codes and ordinances (IS Rating=0.1792)
- Quality of police, fire, and ambulance service (IS Rating=0.1235)
- Flow of traffic on City streets (IS Rating=0.1010)

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

2018 Importance-Satisfaction Rating Mesquite, Texas Major Categories of City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Maintenance of City streets & sidewalks	62%	1	31%	10	0.4277	1
High Priority (IS .10-.20)						
Enforcement of City codes & ordinances	32%	3	43%	9	0.1792	2
Quality of police, fire, & ambulance services	58%	2	79%	1	0.1235	3
Flow of traffic on City streets	20%	5	50%	8	0.1010	4
Medium Priority (IS <.10)						
Quality of water & sewer services	26%	4	69%	5	0.0818	5
Effectiveness of City communication with the public	15%	8	52%	7	0.0705	6
Quality of parks & recreation programs & facilities	18%	6	70%	4	0.0541	7
Quality of trash & yard waste services	18%	7	76%	2	0.0439	8
Quality of customer service you receive	8%	9	65%	6	0.0282	9
Quality of City libraries	5%	10	71%	3	0.0133	10

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

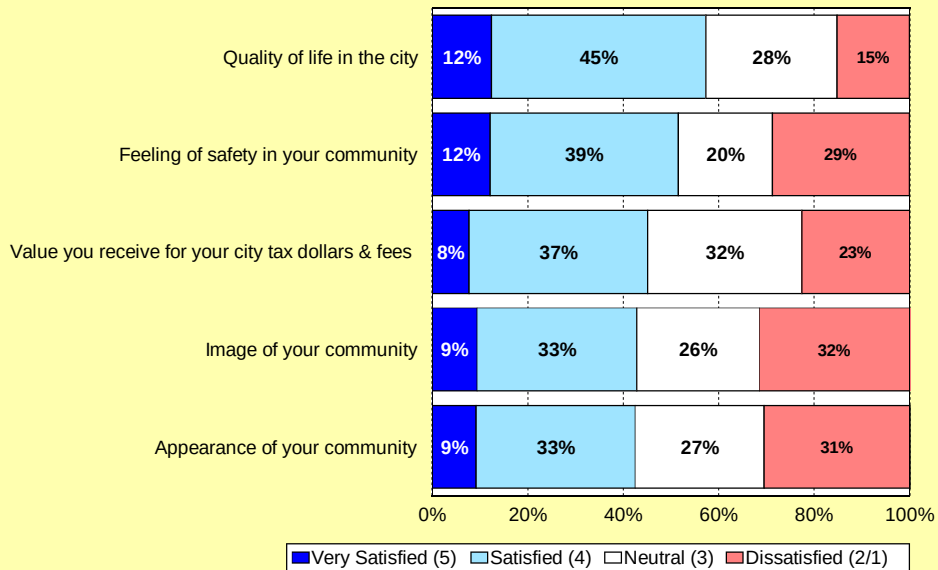
- **Public Safety:** the visibility of police in neighborhoods, the City's efforts to prevent crime, how quickly police officers respond to emergencies, and the quality of police protections.
- **Code Enforcement:** the enforcement of junk and trash cleanup on private property, the overall aesthetics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

Section 1

Charts and Graphs

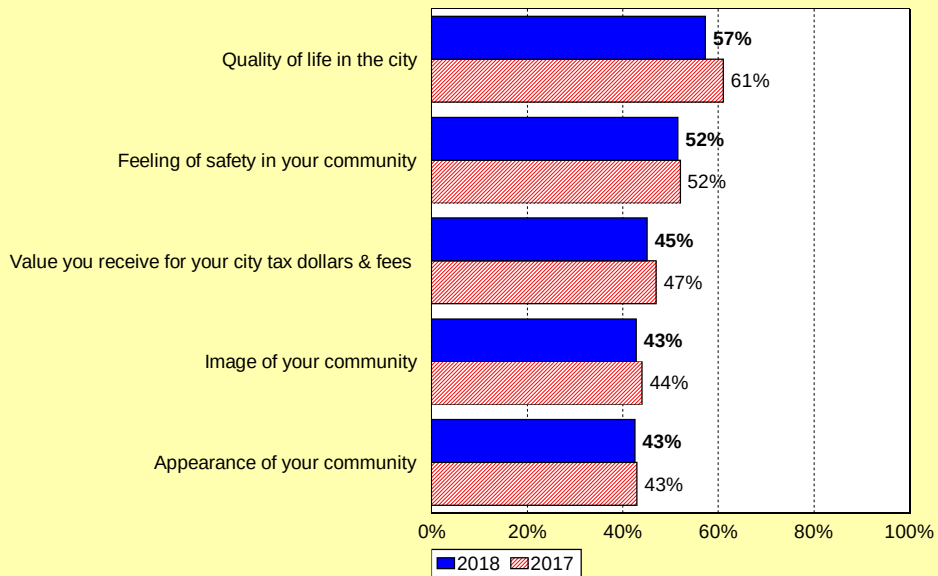
Q1. Satisfaction with Items That Influence Perceptions of the City

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



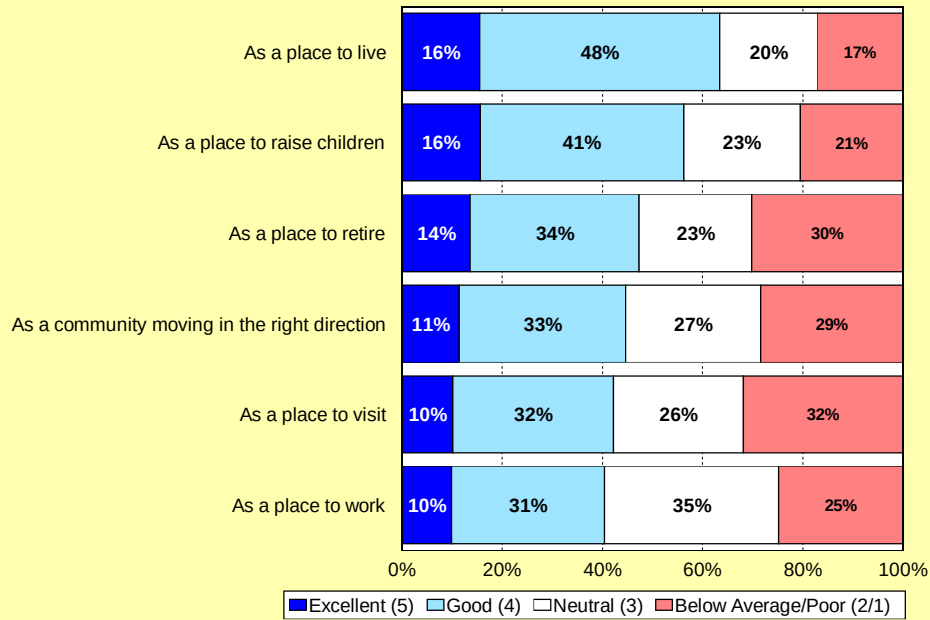
Q1. Satisfaction with Items That Influence Perceptions of the City

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



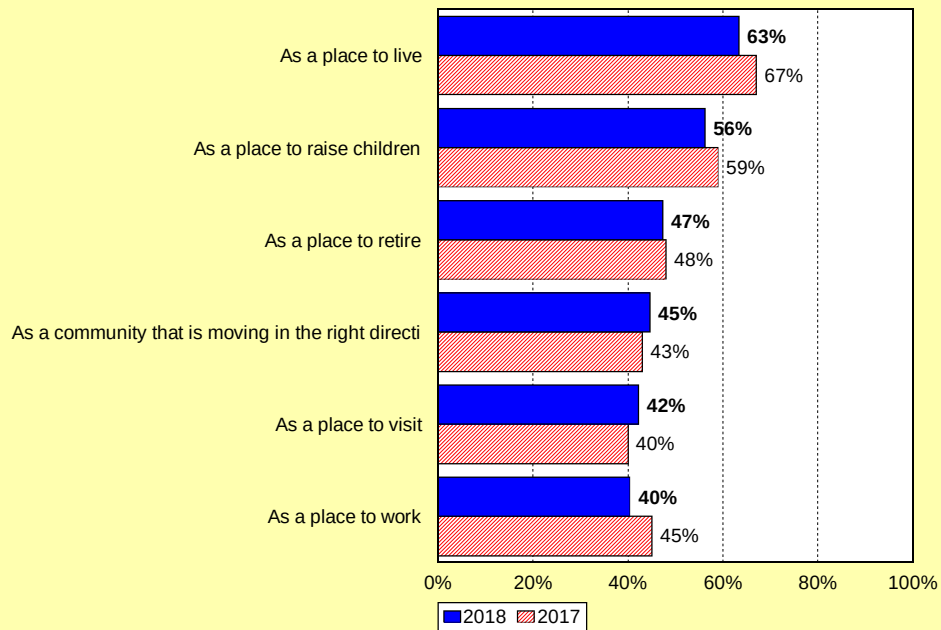
Q2. Quality of Life in Mesquite

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



Q2. Quality of Life in Mesquite

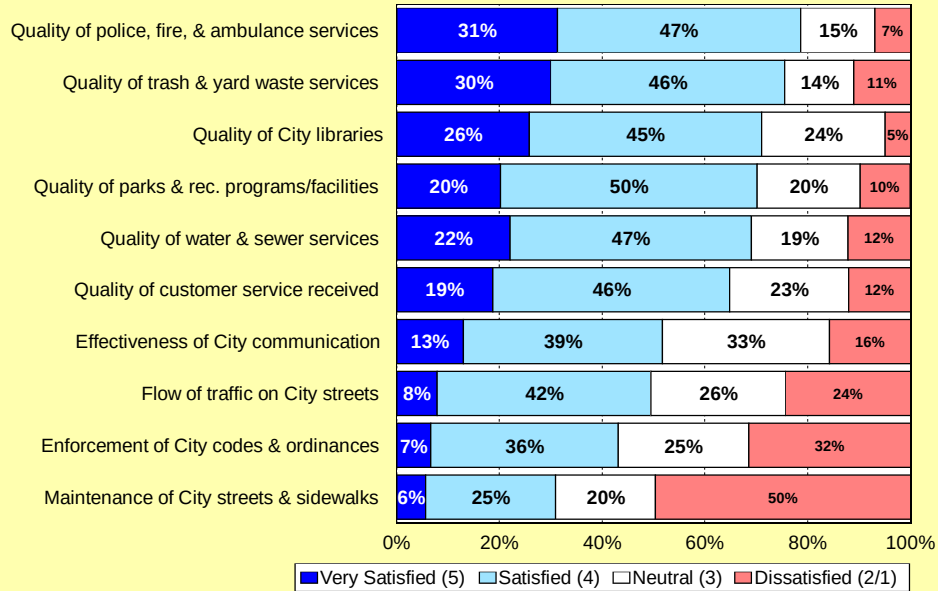
by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale (excluding don't knows)



TRENDS

Q3. Overall Satisfaction with City Services by Major Category

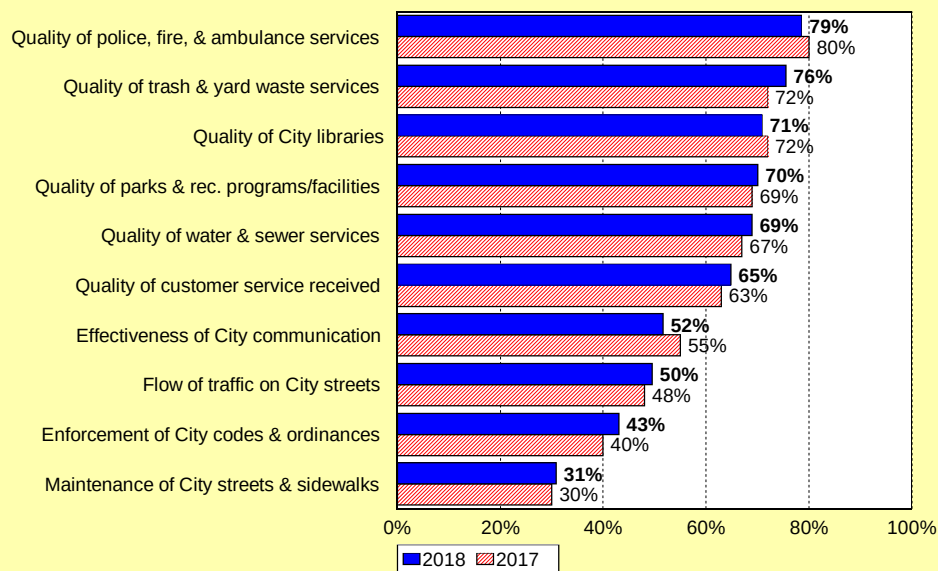
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

Q3. Overall Satisfaction with City Services by Major Category

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

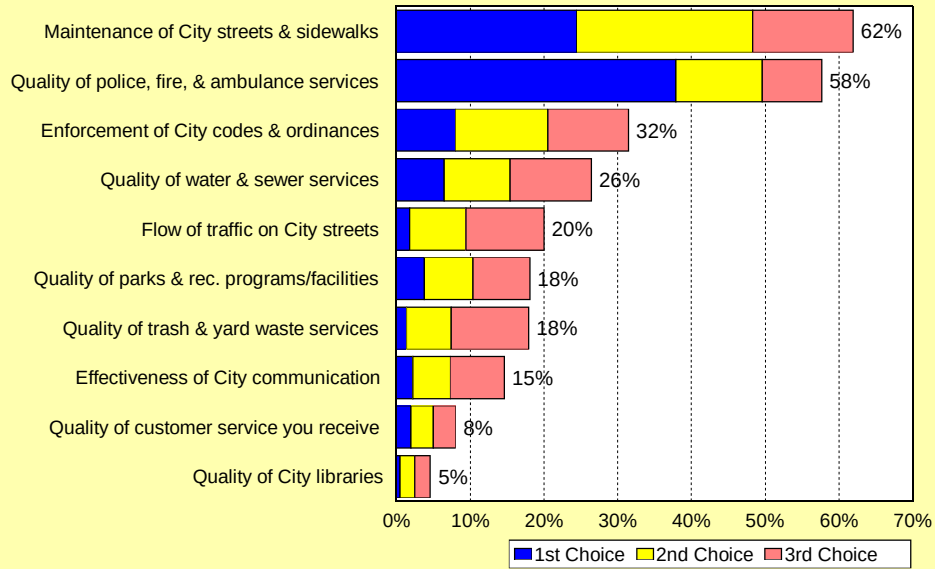


Source: ETC Institute (2018)

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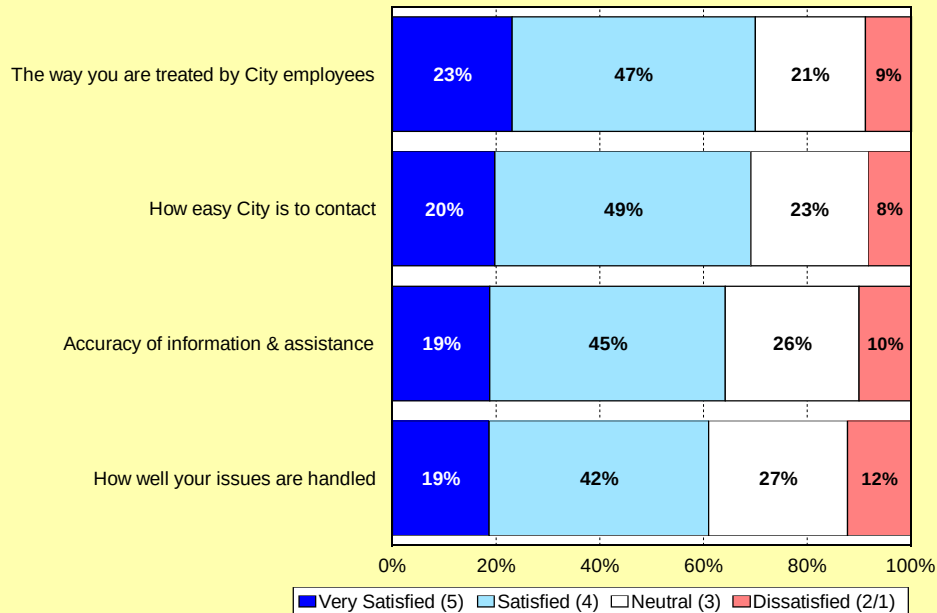
Q4. City Services That Are Most Important For The City To Provide

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



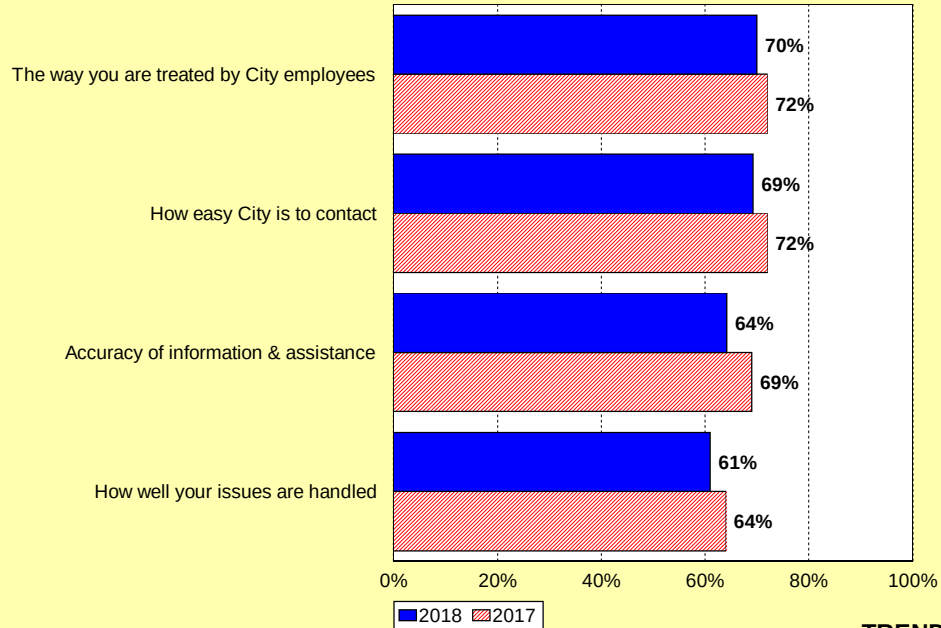
Q5. Satisfaction with Customer Service

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



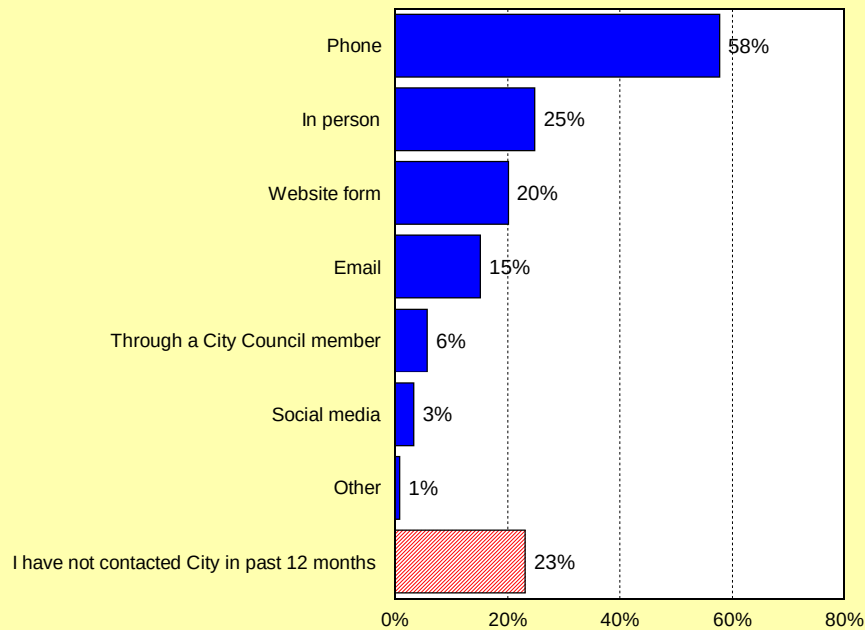
Q5. Satisfaction with Customer Service

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



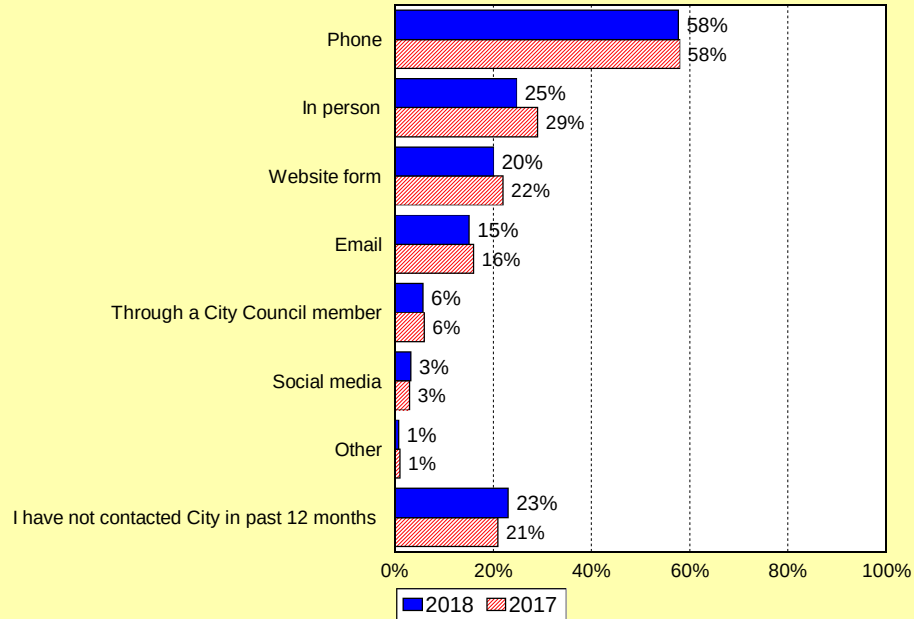
Q6. How have you contacted the City in the past 12 months?

by percentage of respondents (multiple choices could be made)



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

by percentage of respondents (multiple choices could be made)

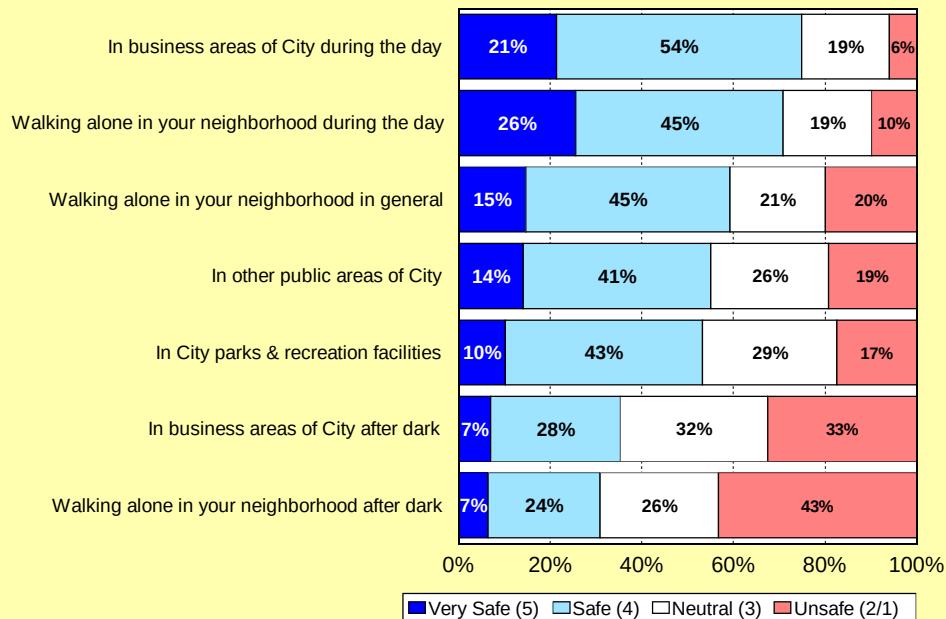


Source: ETC Institute (2018)

TRENDS

Q7. Feeling of Safety in Various Situations

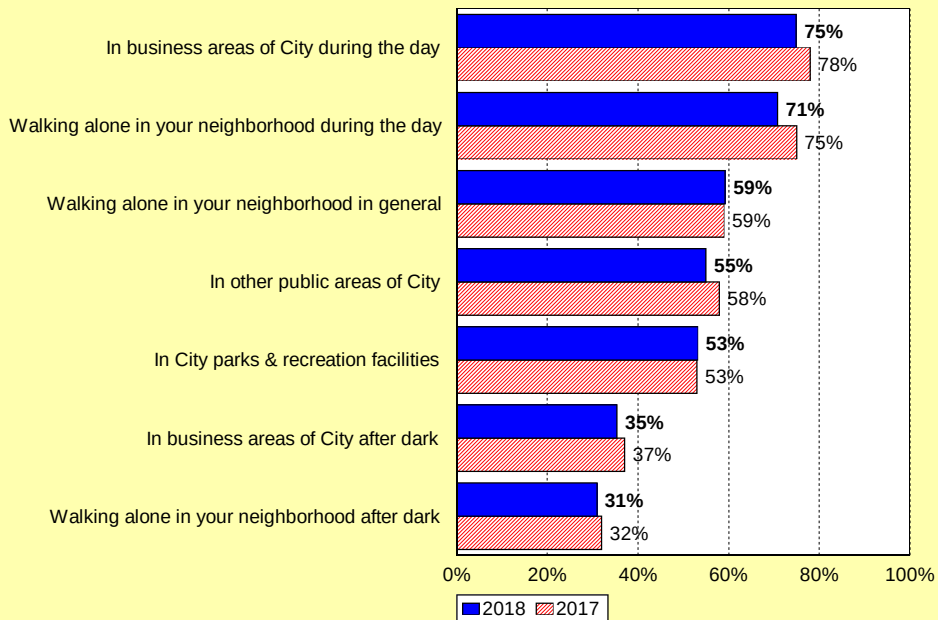
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

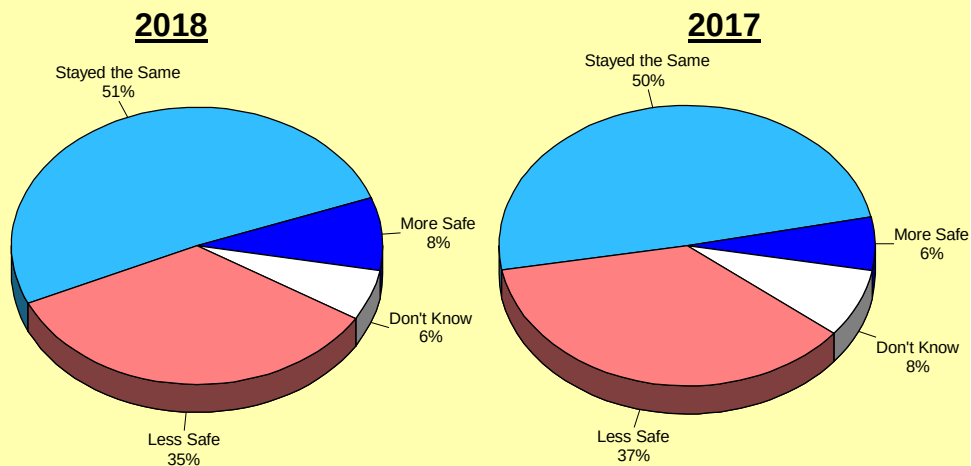
Q7. Feeling of Safety in Various Situations

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



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

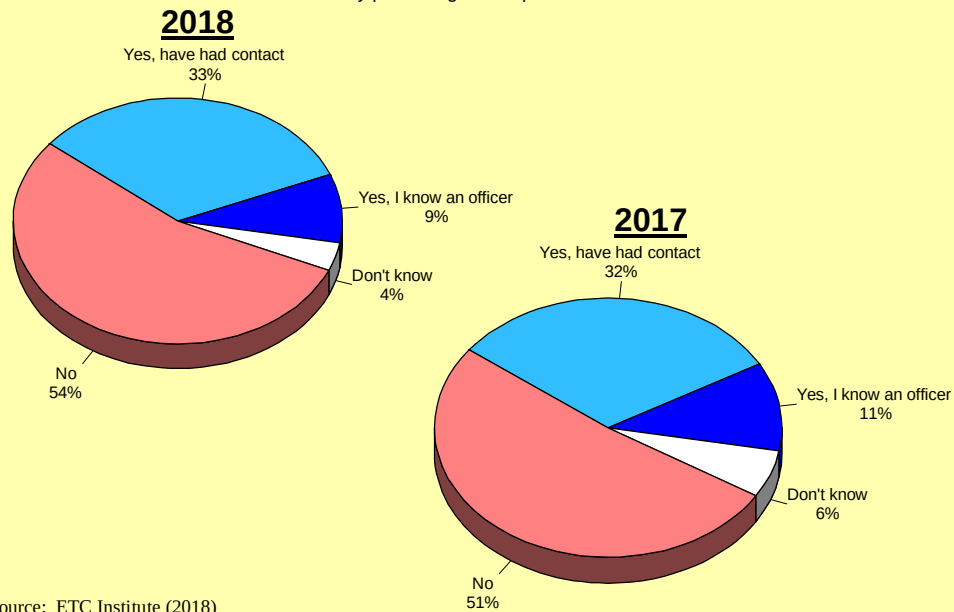
by percentage of respondents



Source: ETC Institute (2018)

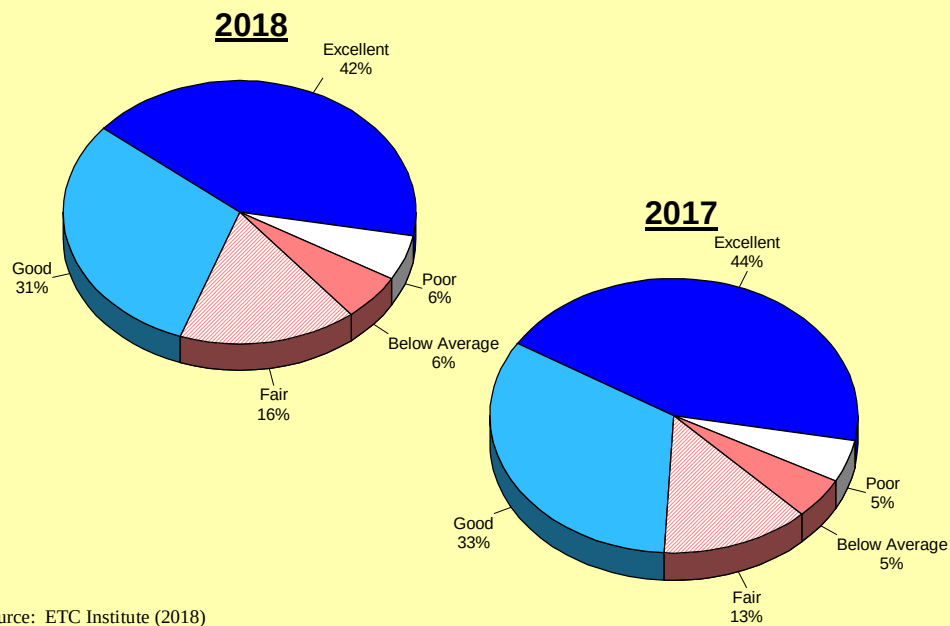
Q9. Have you had contact with a Mesquite police officer in the past 12 months?

by percentage of respondents



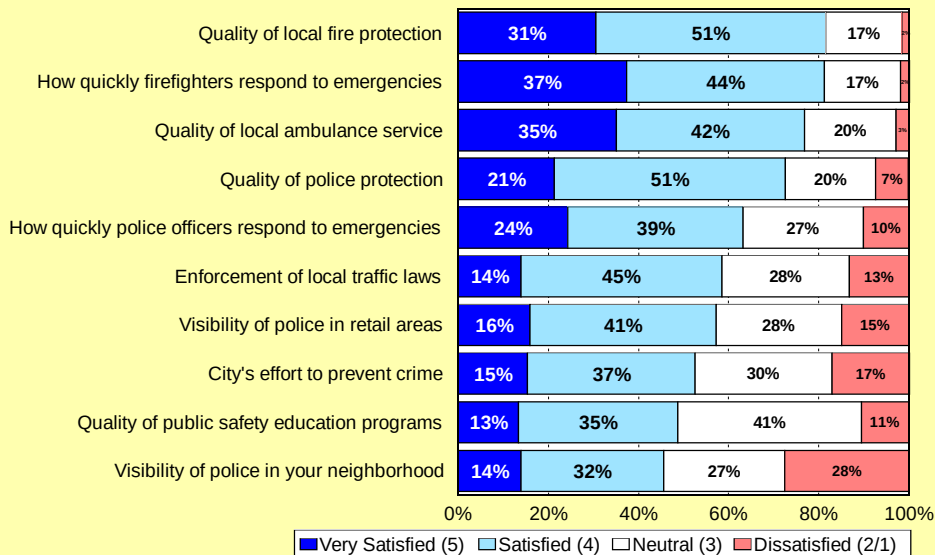
Q9a. How would you rate your experience?

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



Q10. Satisfaction with Various Aspects of Public Safety Services

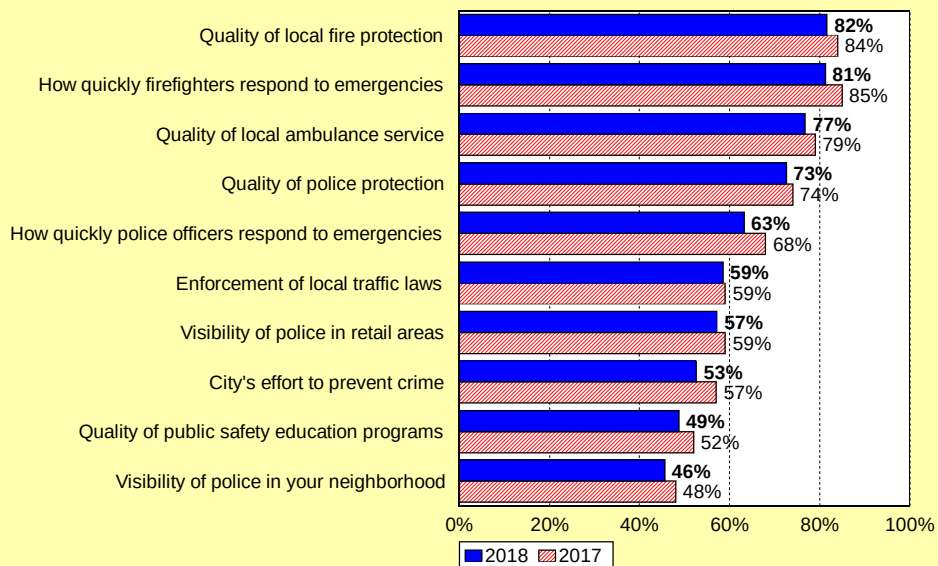
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

Q10. Satisfaction with Various Aspects of Public Safety Services

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

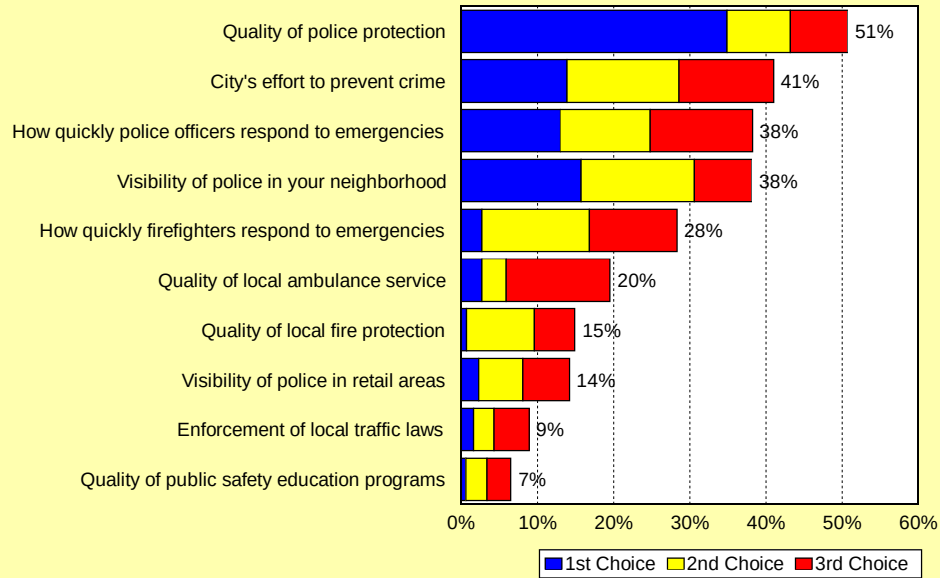


Source: ETC Institute (2018)

TRENDS

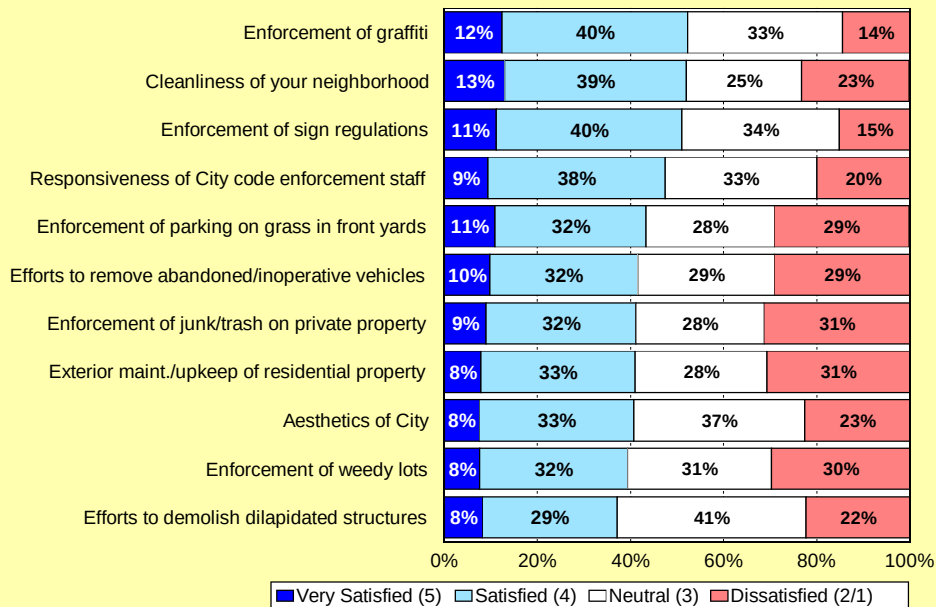
Q11. Public Safety Services That Are Most Important for the City to Provide

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



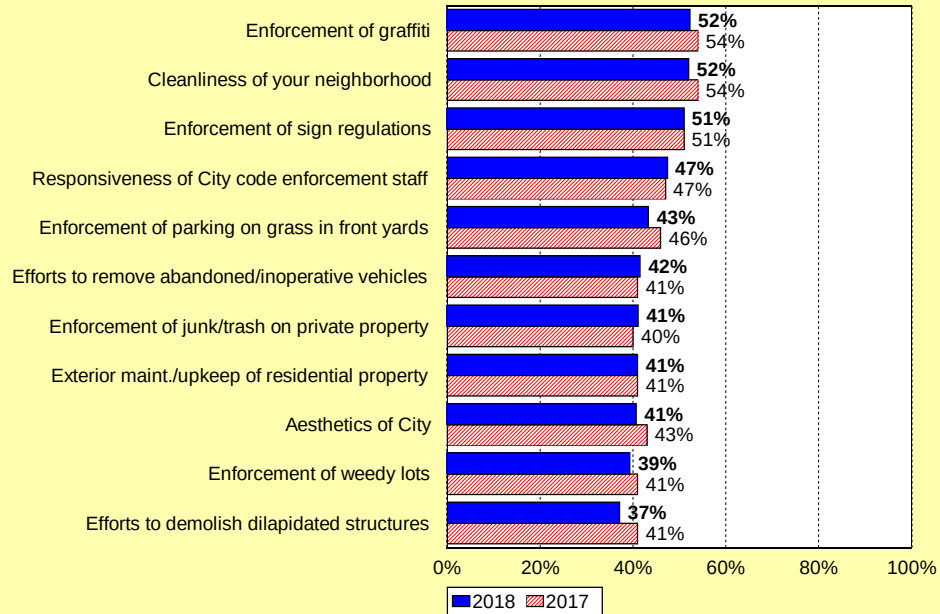
Q12. Satisfaction with Code Enforcement

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



Q12. Satisfaction with Code Enforcement

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

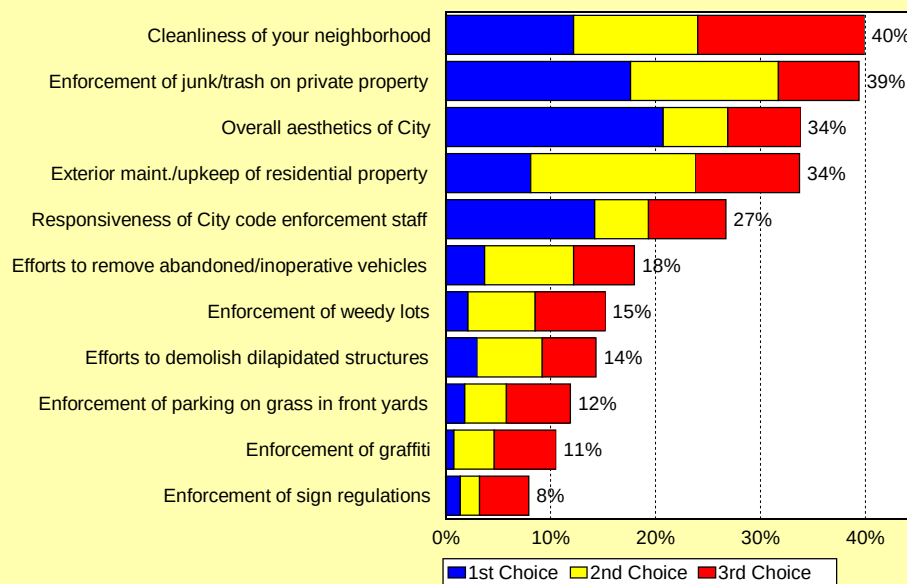


Source: ETC Institute (2018)

TRENDS

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

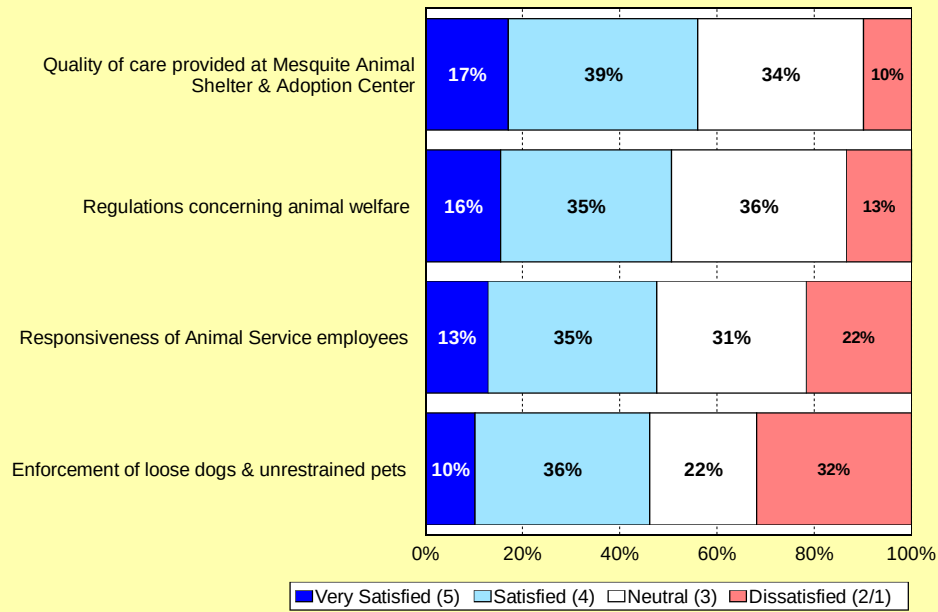
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2018)

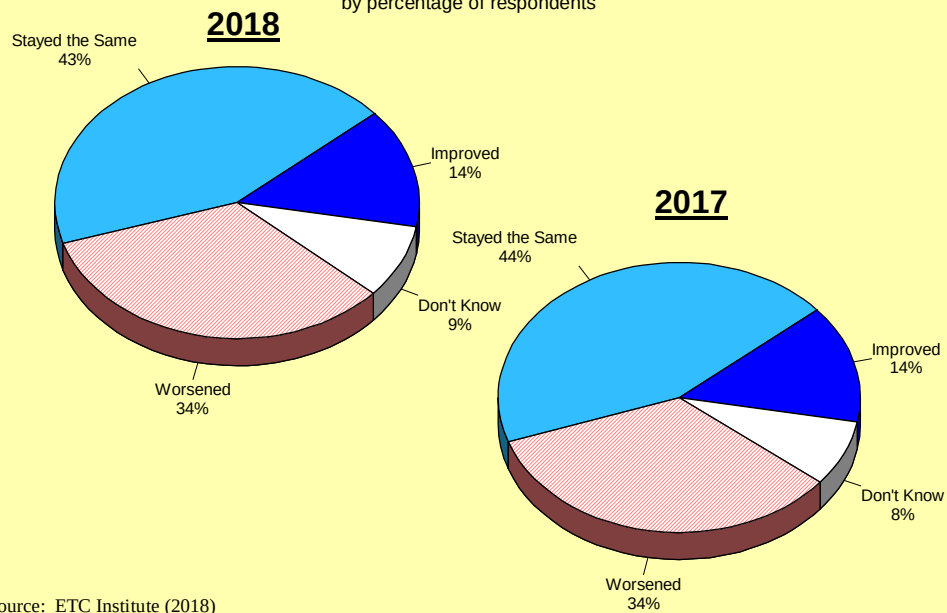
Q14. Satisfaction with Animal Services

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



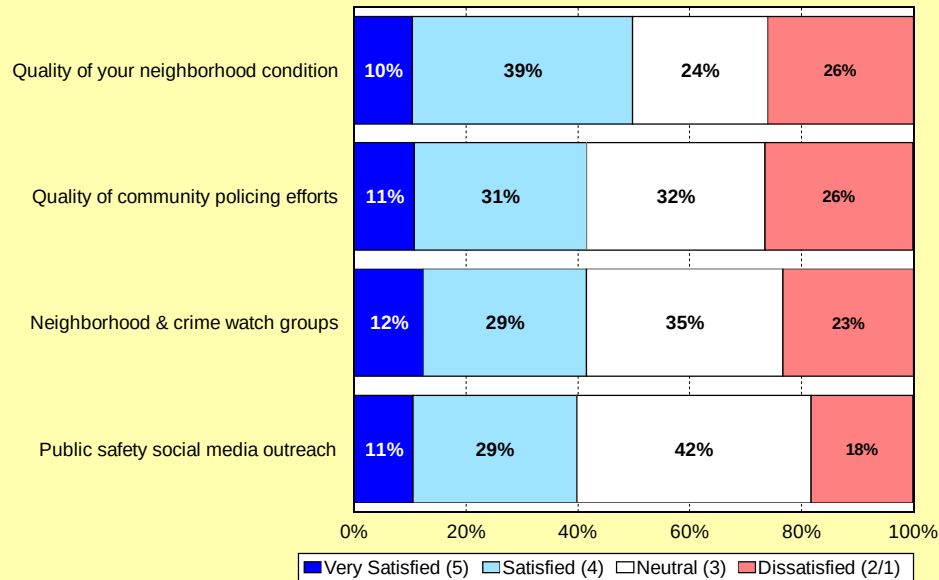
Q15. How do you feel the appearance of your neighborhood has changed over the past three years?

by percentage of respondents



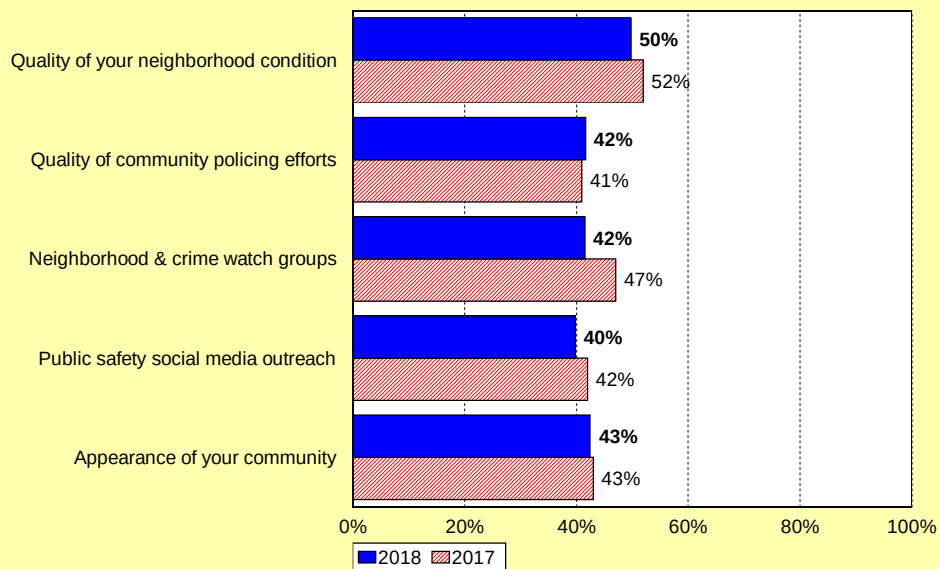
Q16. Satisfaction with Residential and Neighborhood Services

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



Q16. Satisfaction with Residential and Neighborhood Services

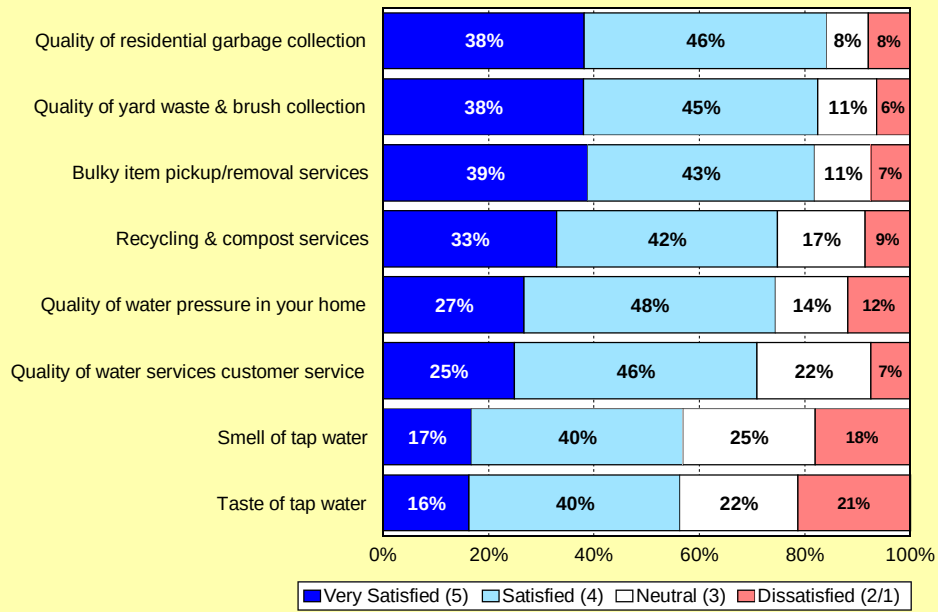
by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale (excluding don't knows)



TRENDS

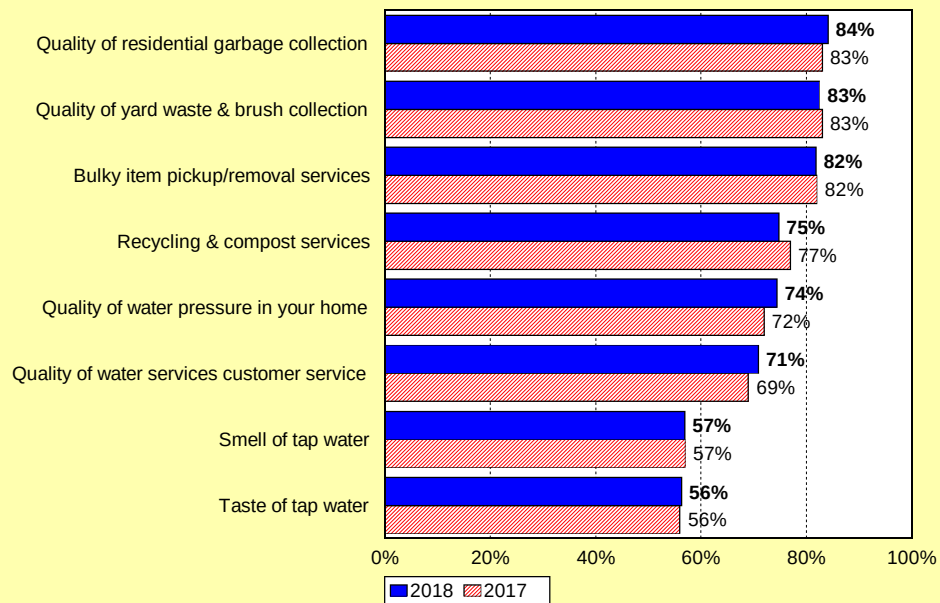
Q17. Satisfaction with Utilities & Solid Waste Services

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



Q17. Satisfaction with Utilities & Solid Waste Services

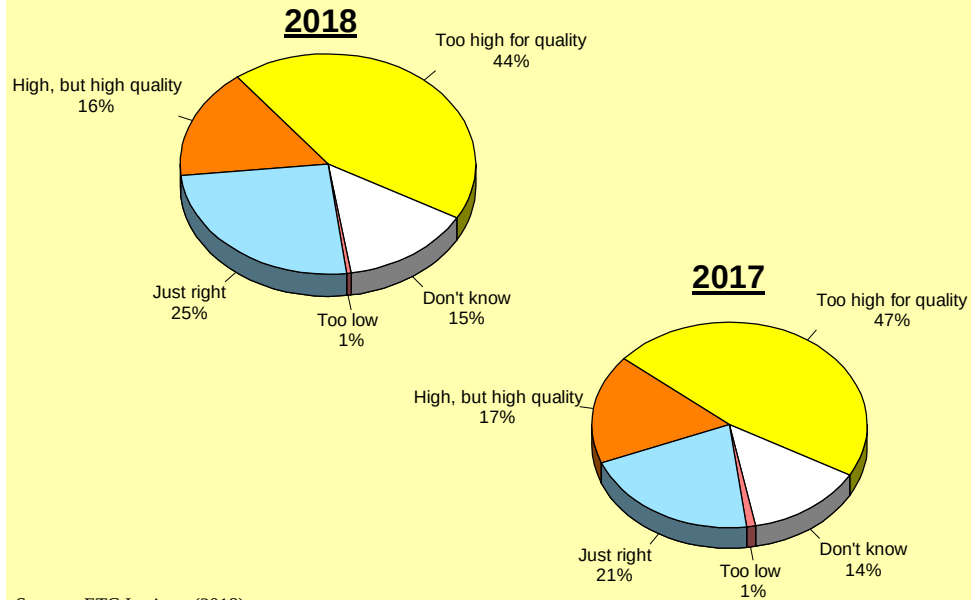
by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale (excluding don't knows)



TRENDS

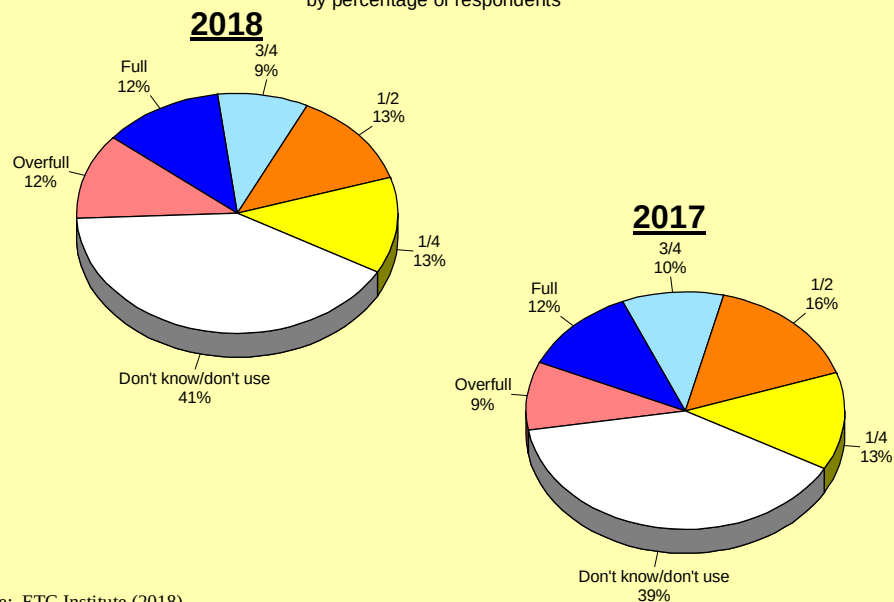
Q18. Statements That Best Describe How Respondents Feel About Value for Water and Sewer Services

by percentage of respondents



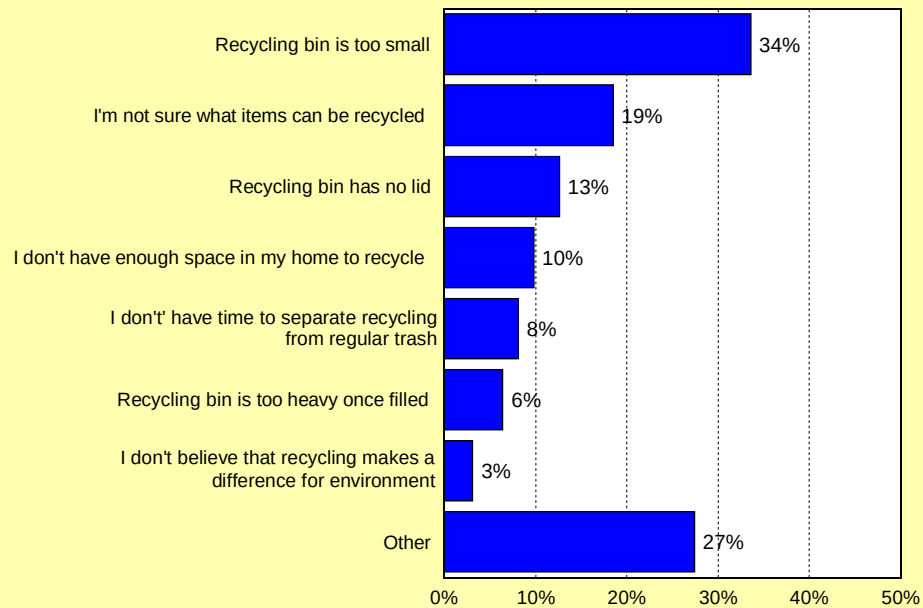
Q19. How much of your household's waste is placed in your green recycling bin?

by percentage of respondents



Q20. What prevents you from recycling more?

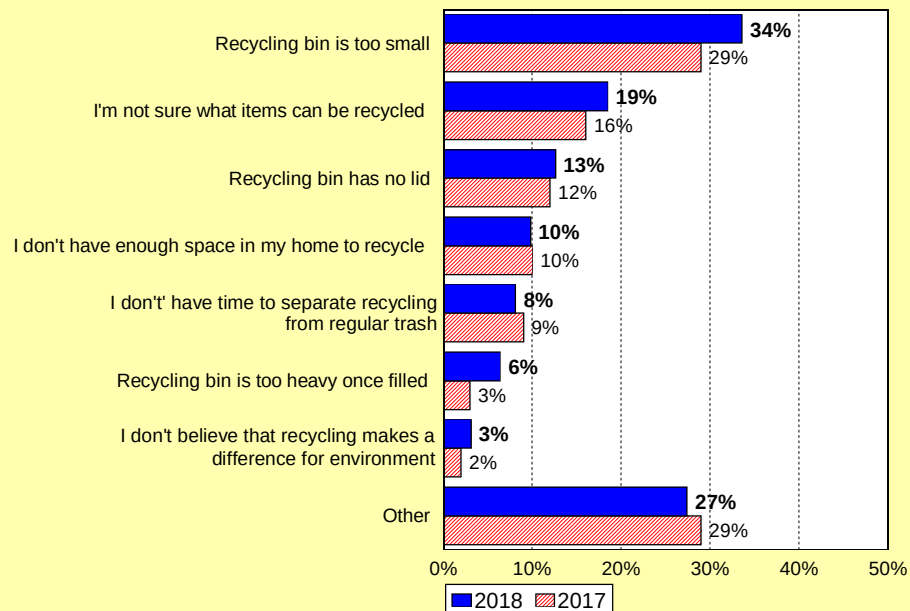
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2017)

Q20. What prevents you from recycling more?

by percentage of respondents (multiple choices could be made)

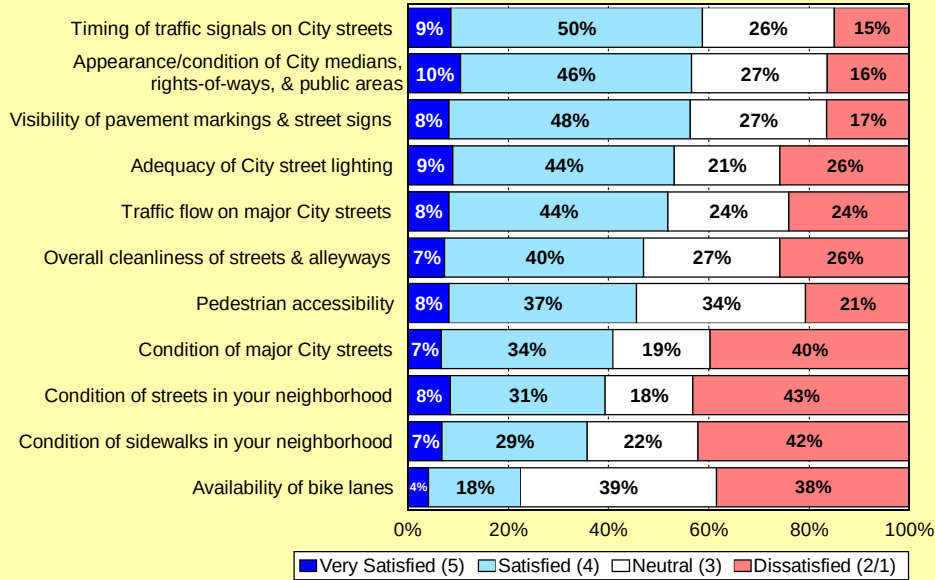


Source: ETC Institute (2017)

TRENDS

Q21. Satisfaction with Maintenance and Appearance of the City

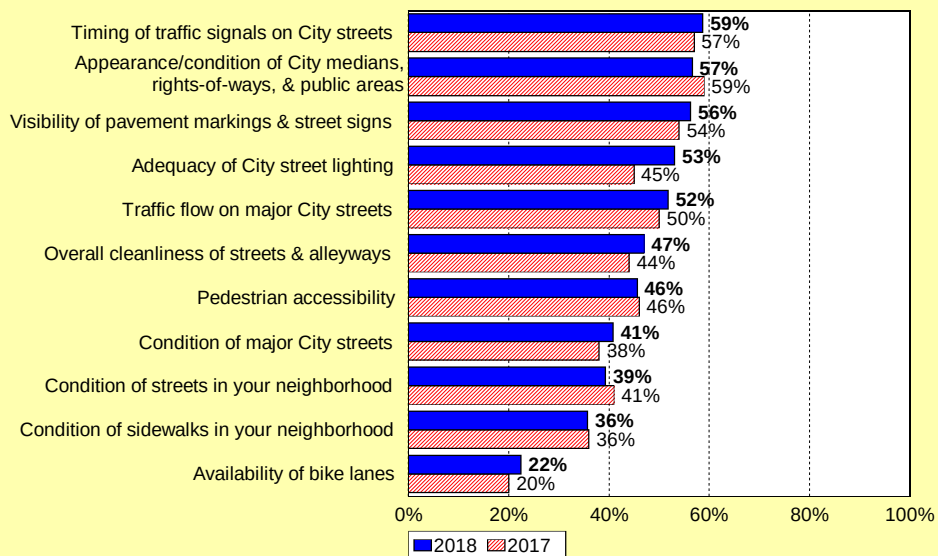
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

Q21. Satisfaction with Maintenance and Appearance of the City

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

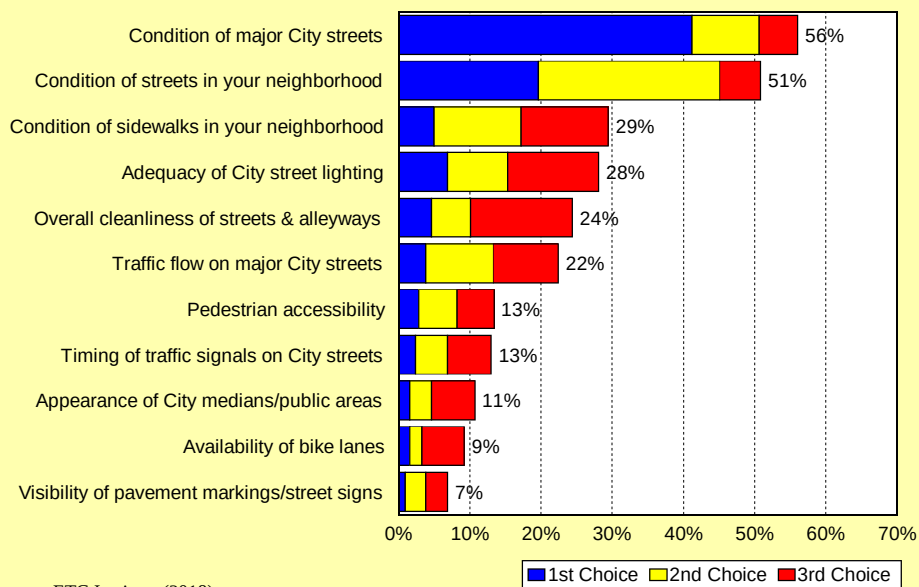


Source: ETC Institute (2018)

TRENDS

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

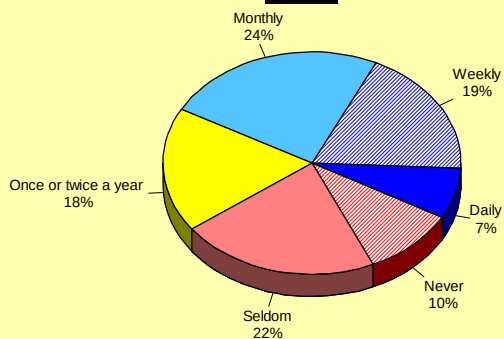
by percentage of respondents who selected the item as one of their top three choices



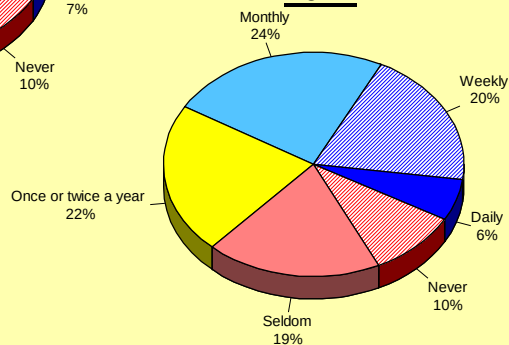
Q23. How often have you visited City parks in the past 12 months?

by percentage of respondents (excluding not provided)

2018



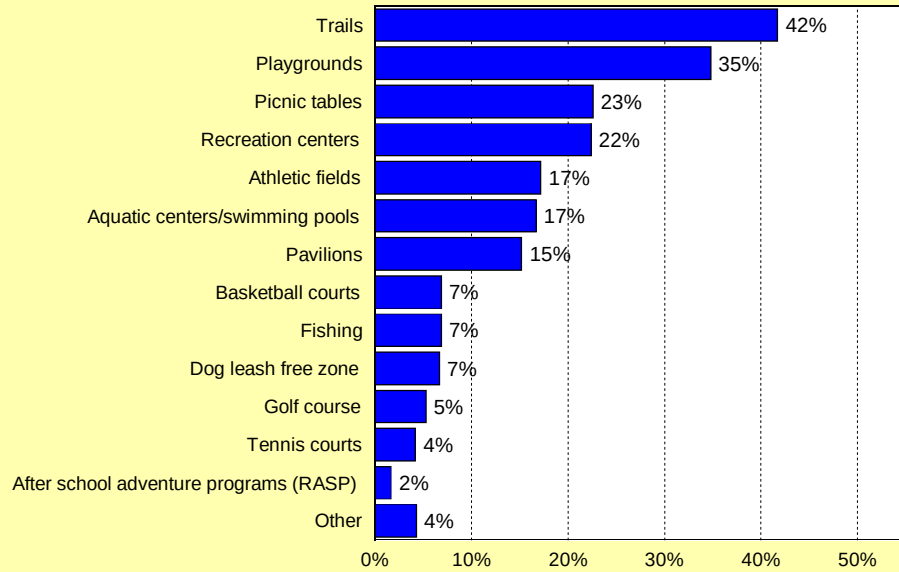
2017



Source: ETC Institute (2018)

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

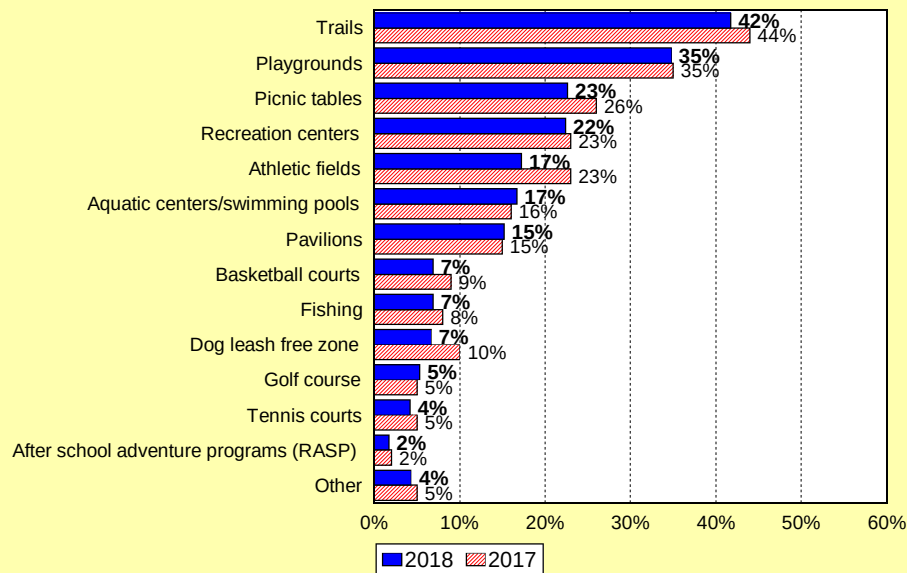
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

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

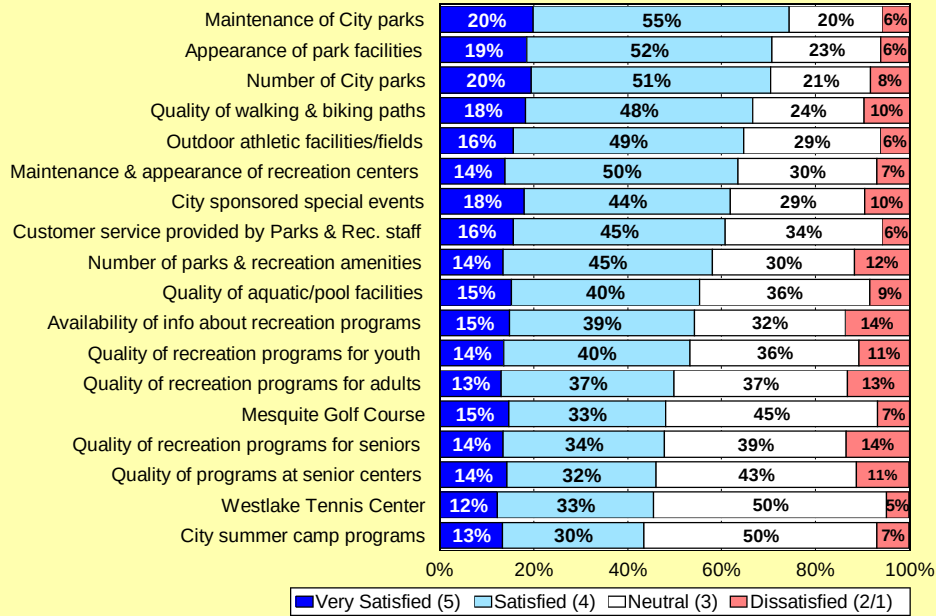
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

Q25. Satisfaction with Parks and Recreation Services

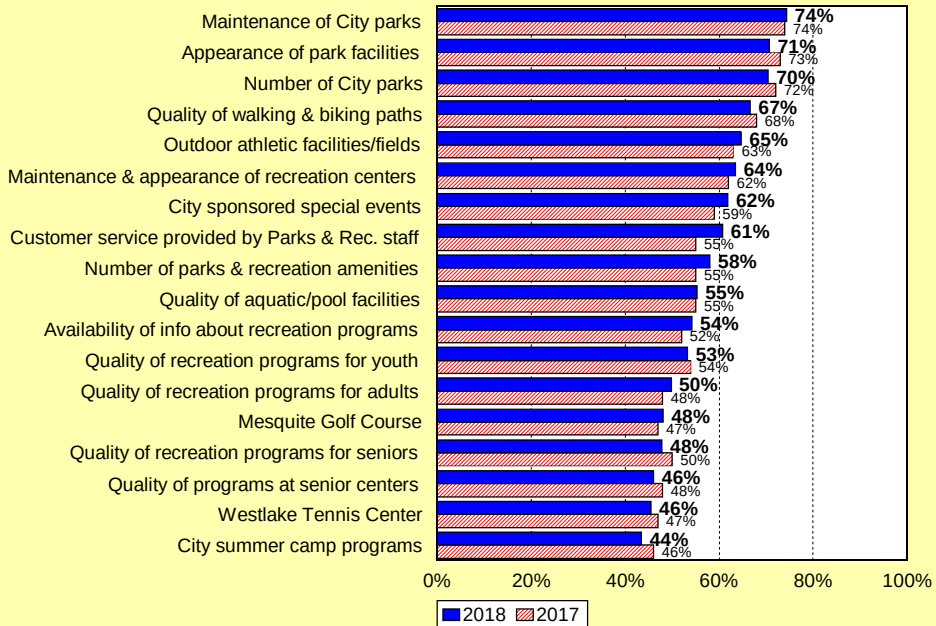
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

Q25. Satisfaction with Parks and Recreation Services

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

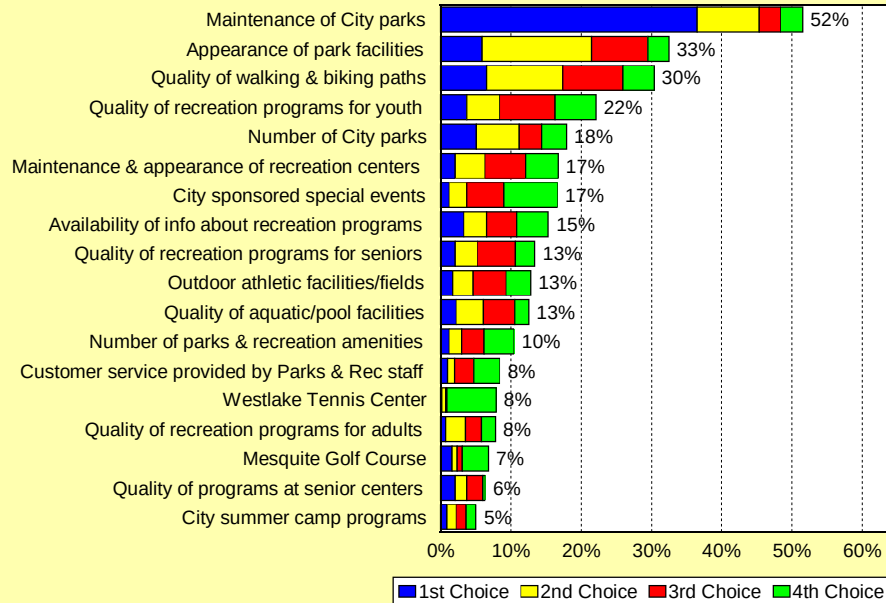


Source: ETC Institute (2018)

TRENDS

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

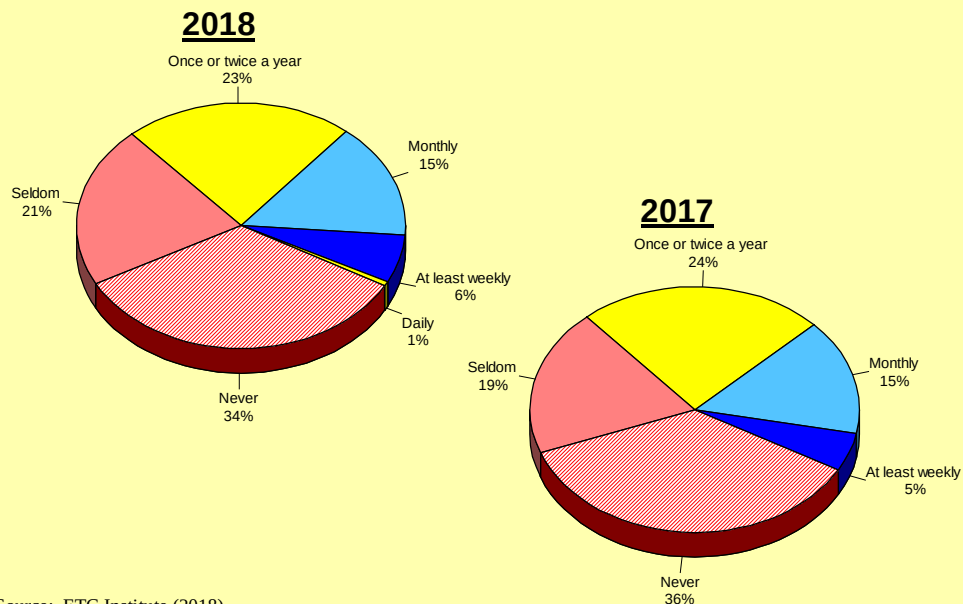
by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (2018)

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

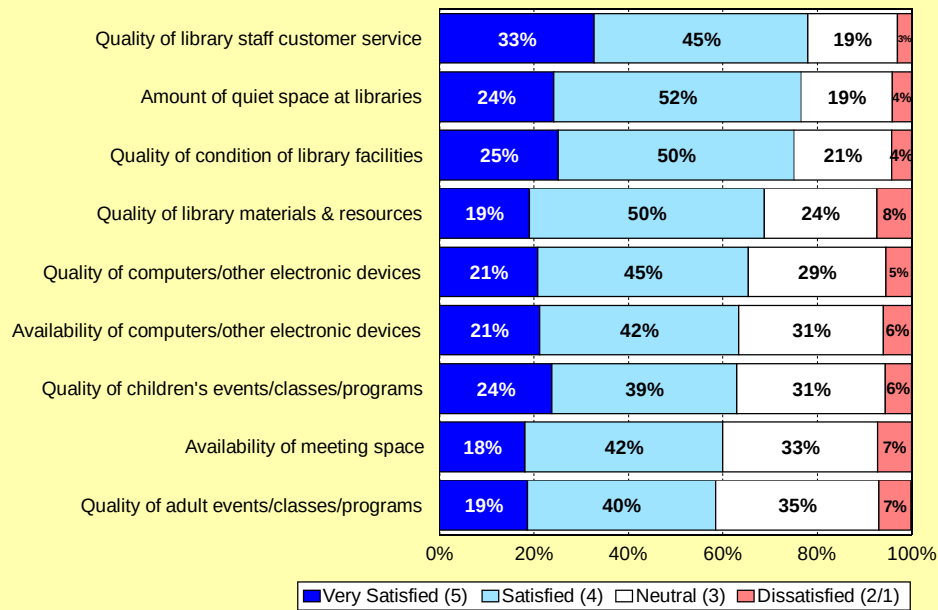
by percentage of respondents (excluding not provided)



Source: ETC Institute (2018)

Q28. Satisfaction with Library Services

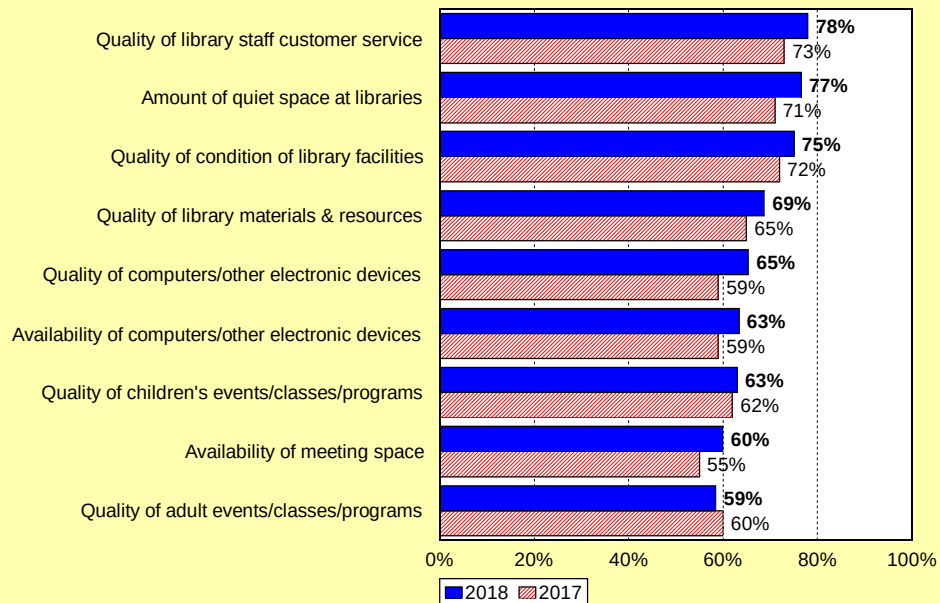
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

Q28. Satisfaction with Library Services

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

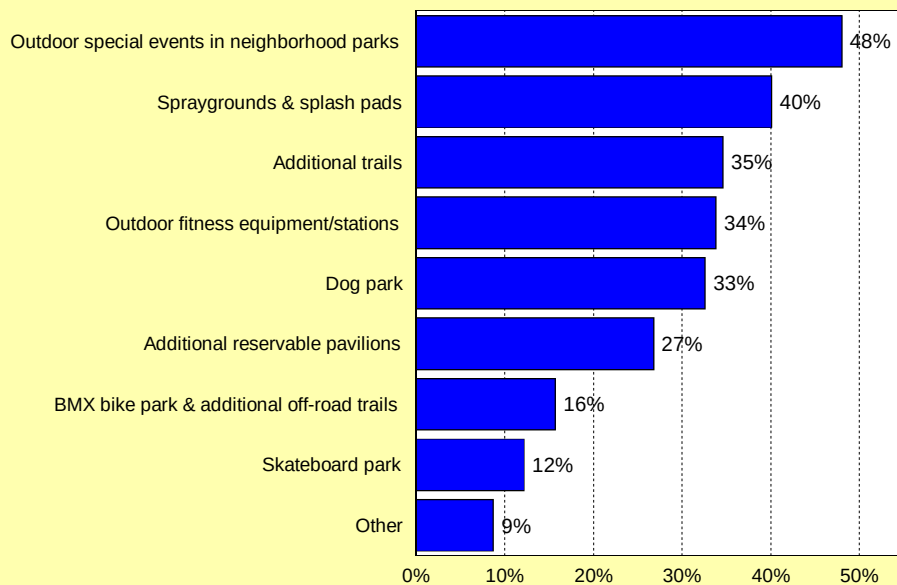


Source: ETC Institute (2018)

TRENDS

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

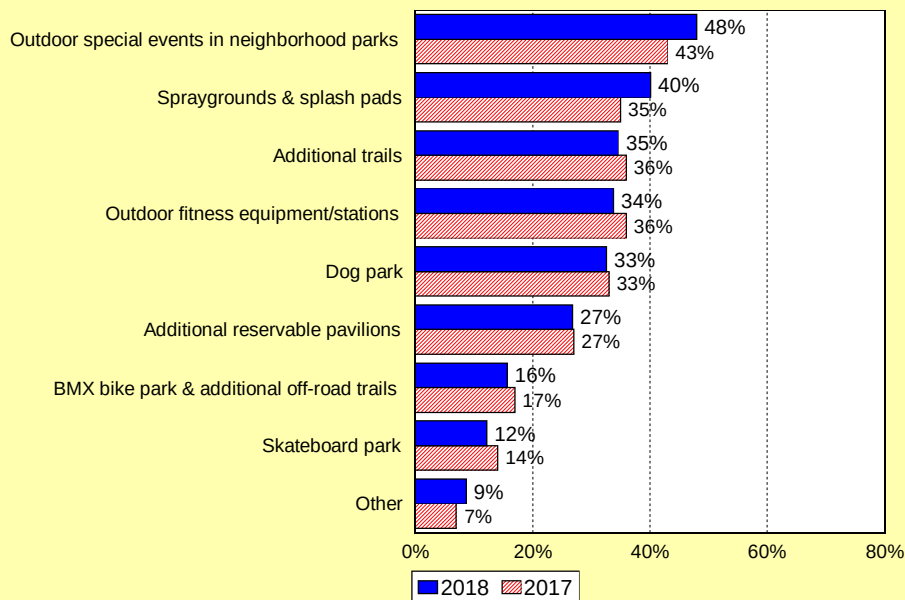
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

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

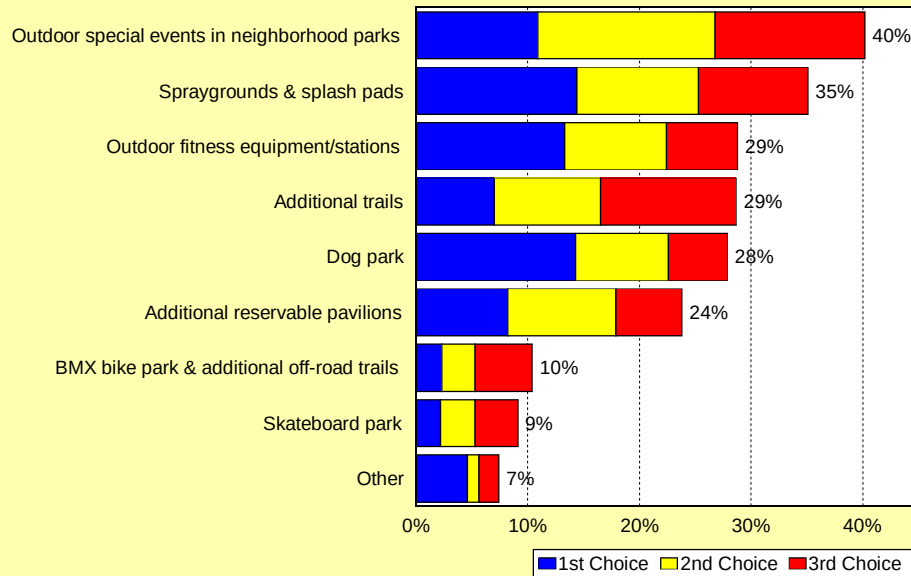
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

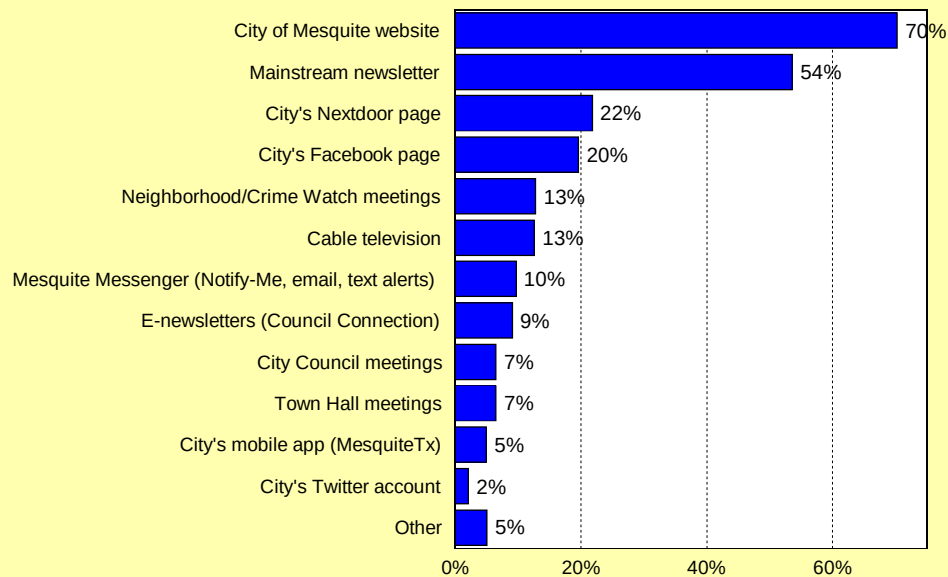
Q30. Potential Facilities/Amenities Respondents Would Most Prefer to See Added to the Community

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



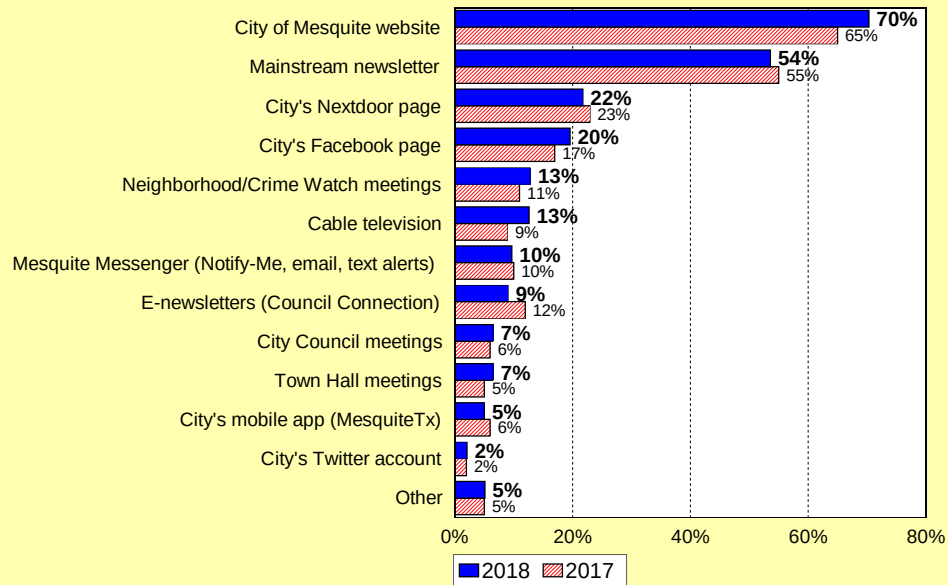
Q31. Sources Currently Used to Obtain/Receive Information About the City of Mesquite

by percentage of respondents (multiple choices could be made)



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

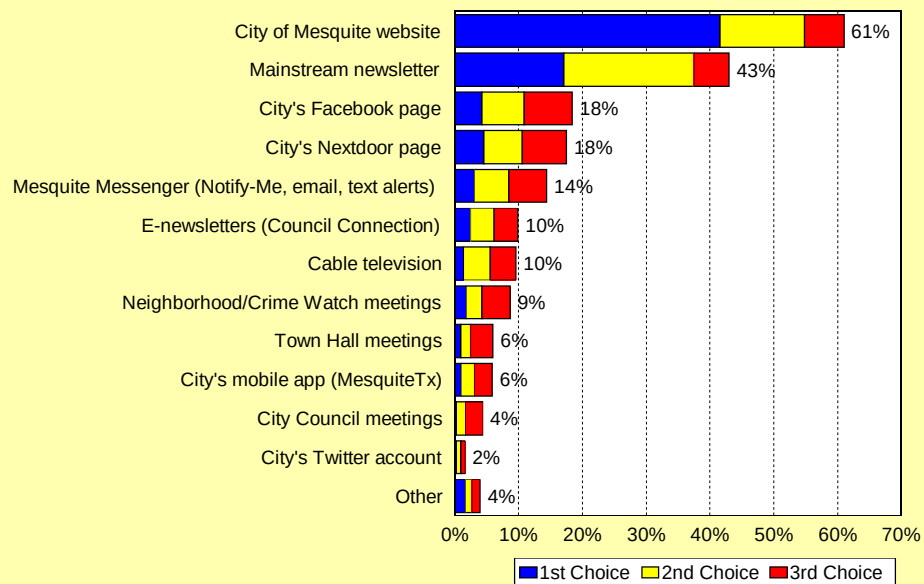
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

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

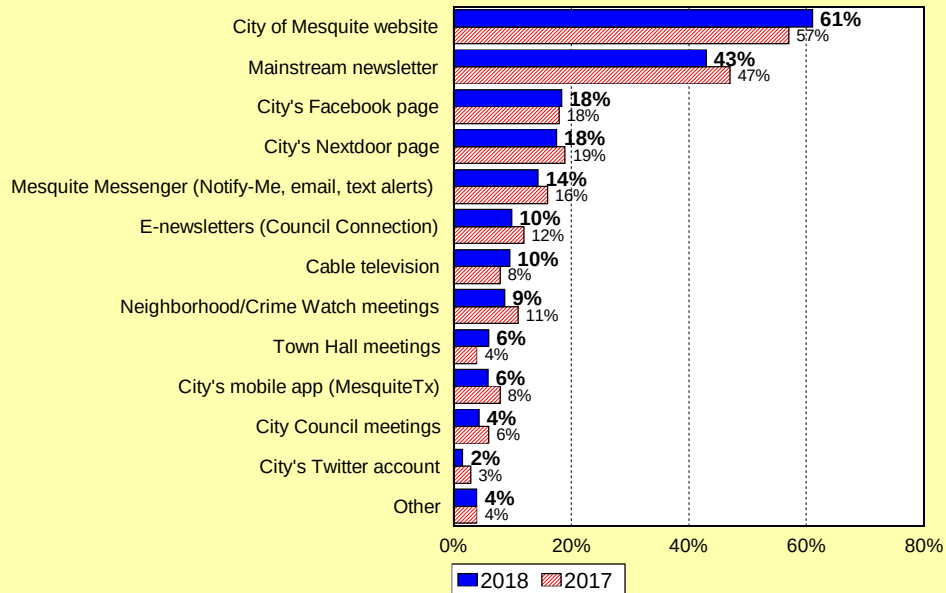
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2018)

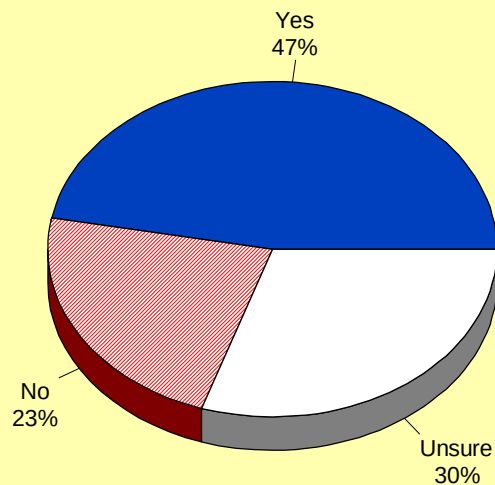
Q32. Sources Residents Most Prefer to Use to Obtain/Receive Information About the City of Mesquite

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



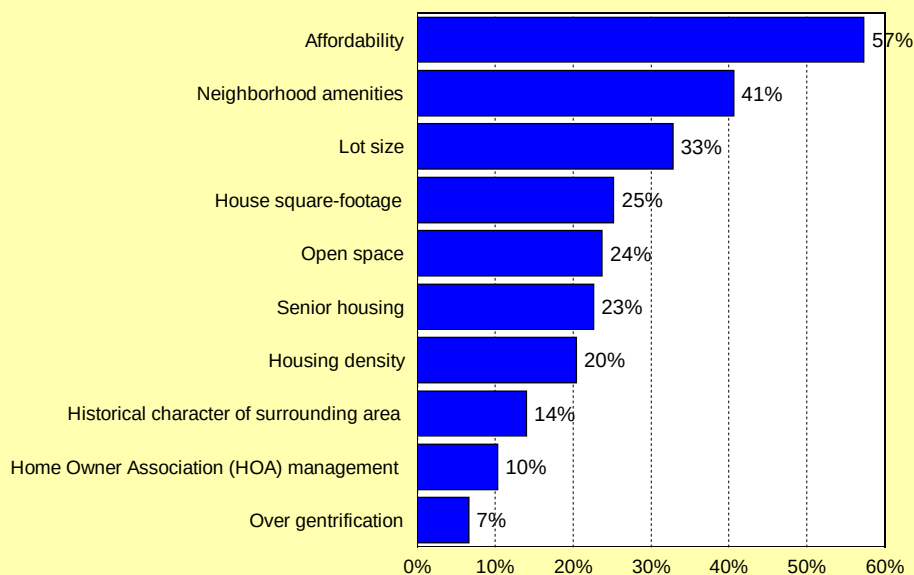
Q33. Are you satisfied with the quality and affordability of housing in Mesquite?

by percentage of respondents



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

by percentage of respondents (multiple choices could be made)

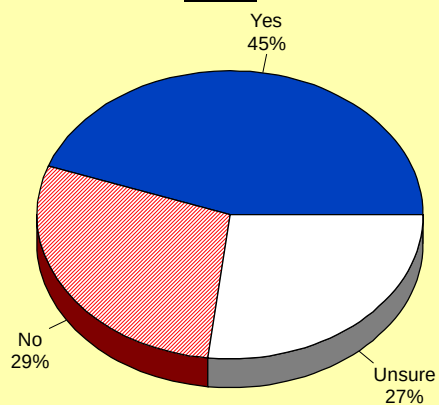


Source: ETC Institute (2018)

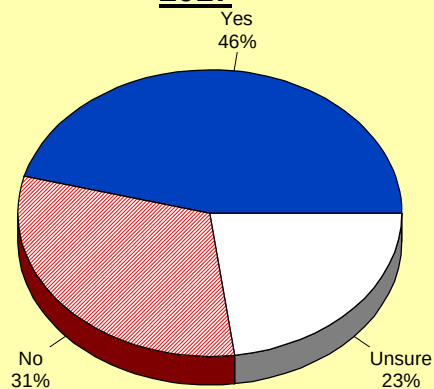
Q35. Do you think the City of Mesquite is continually improving as a place to live?

2018

by percentage of respondents



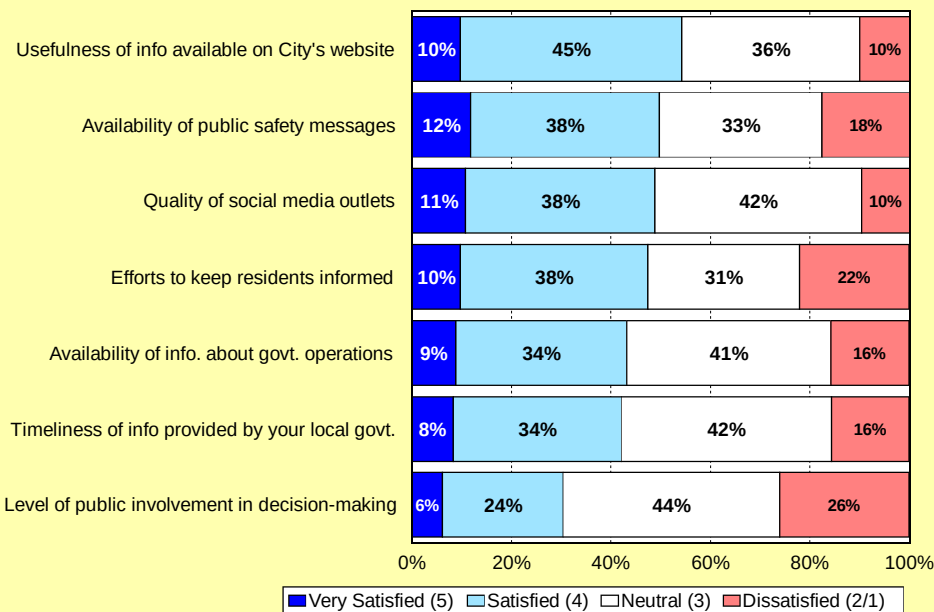
2017



Source: ETC Institute (2018)

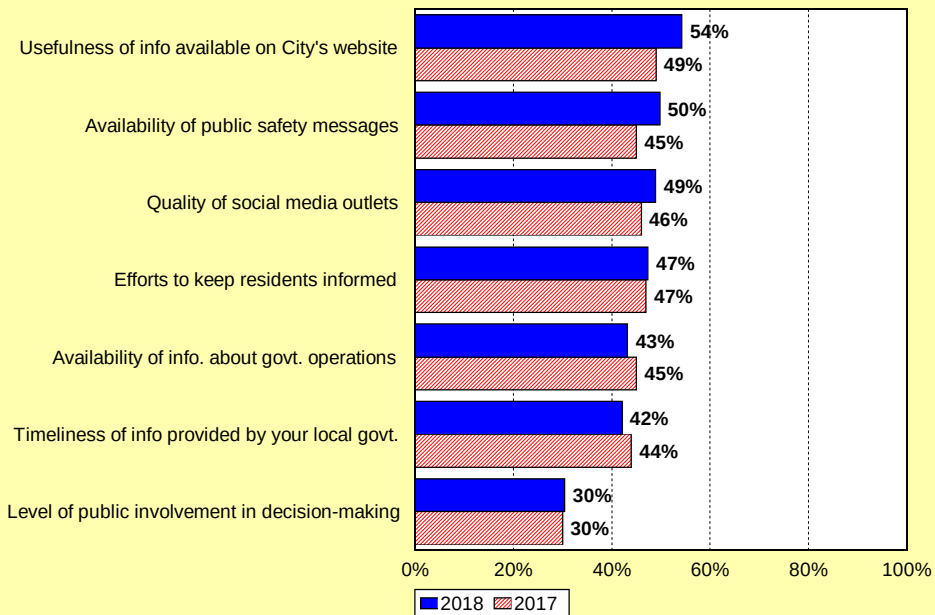
Q36. Satisfaction with City Communication

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



Q36. Satisfaction with City Communication

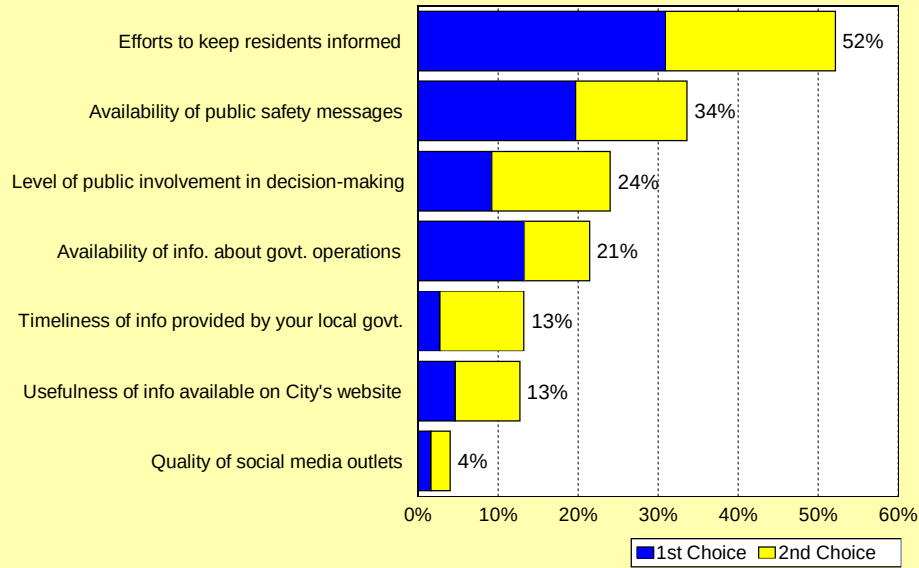
by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale (excluding don't knows)



TRENDS

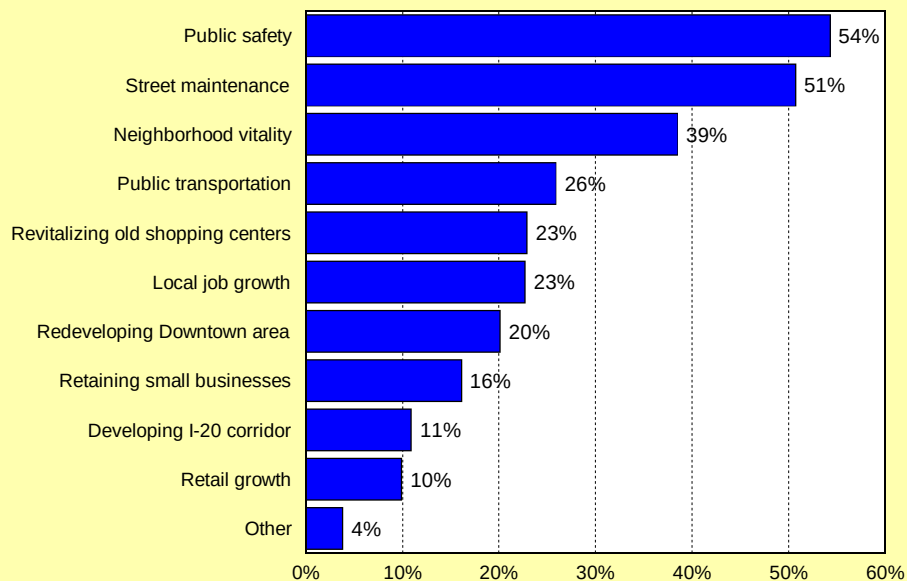
Q37. Communication Items Respondents Think Are Most Important for the City to Provide

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



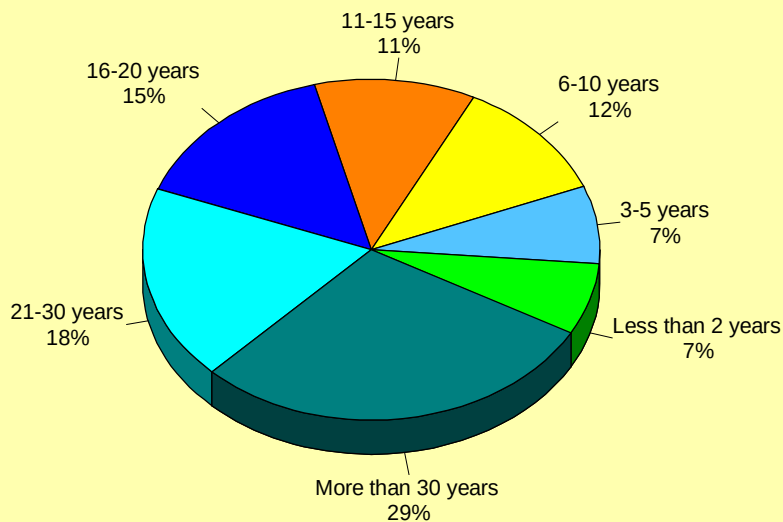
Q38. Biggest Issues Mesquite Will Face Within the Next Five Years

by percentage of respondents (multiple choices could be made)



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

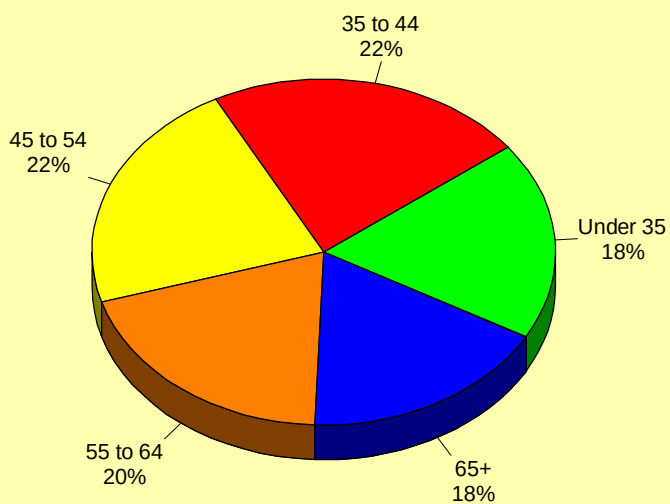
by percentage of respondents (excluding not provided)



Source: ETC Institute (2018)

Q40. Demographics: What is your age?

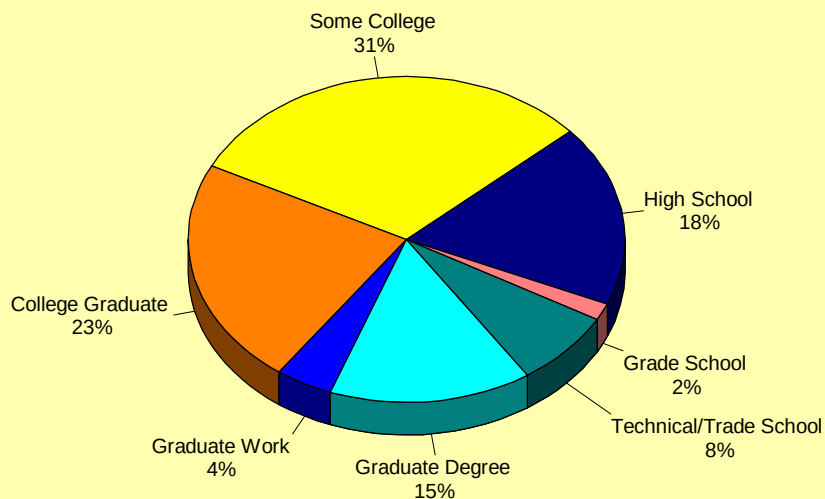
by percentage of respondents (excluding not provided)



Source: ETC Institute (2018)

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

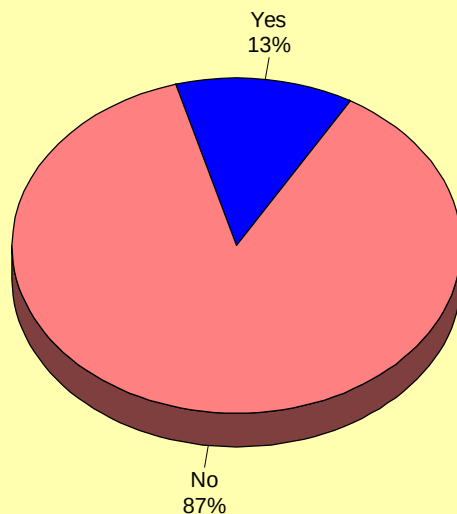
by percentage of respondents (excluding not provided)



Source: ETC Institute (2018)

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

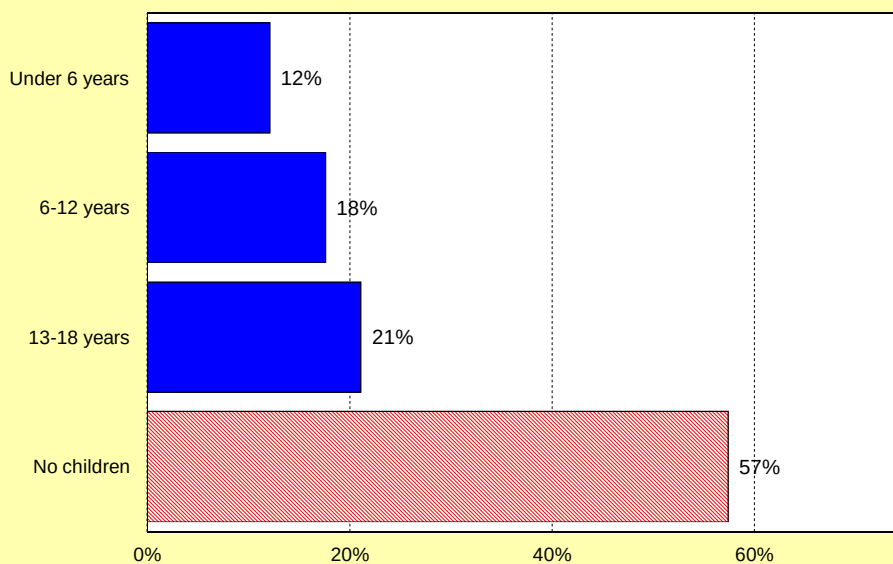
by percentage of respondents (excluding not provided)



Source: ETC Institute (2018)

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

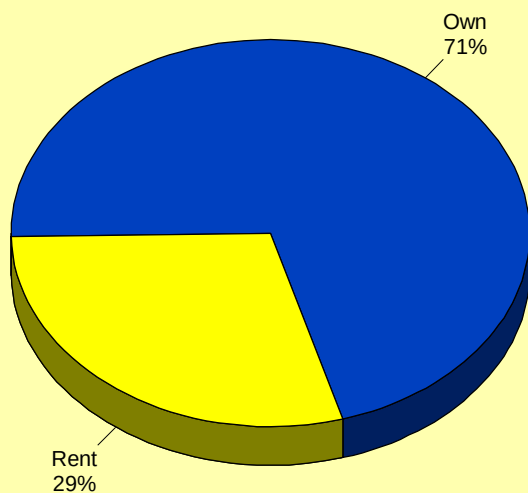
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

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

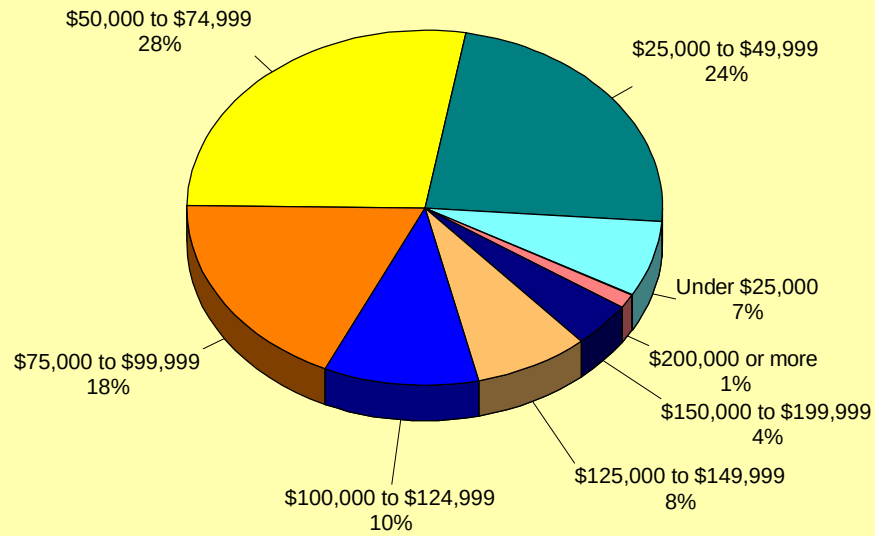
by percentage of respondents (excluding not provided)



Source: ETC Institute (2018)

Q45. Demographics: Total Annual Household Income

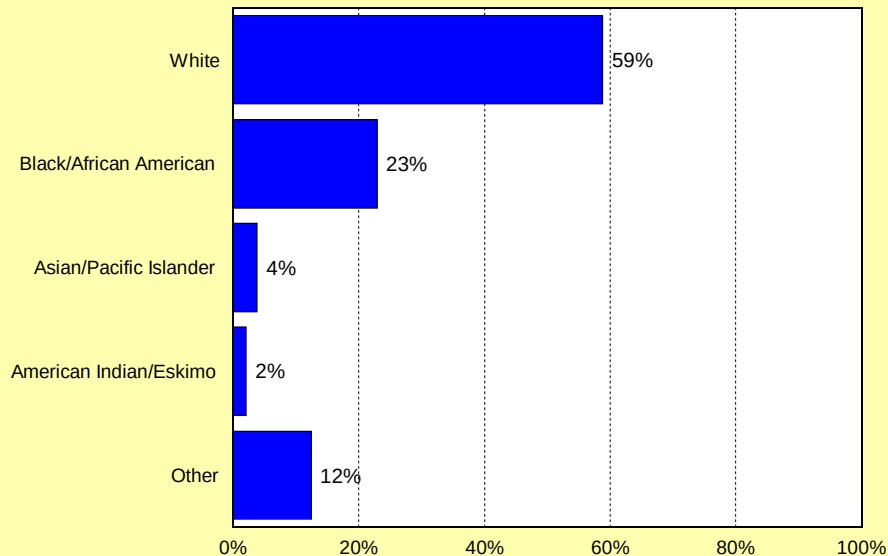
by percentage of respondents (excluding not provided)



Source: ETC Institute (2018)

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

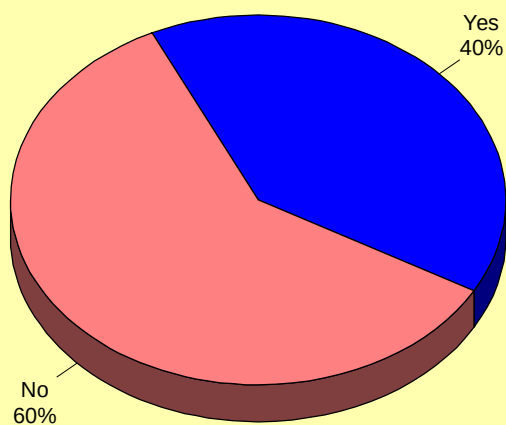
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

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

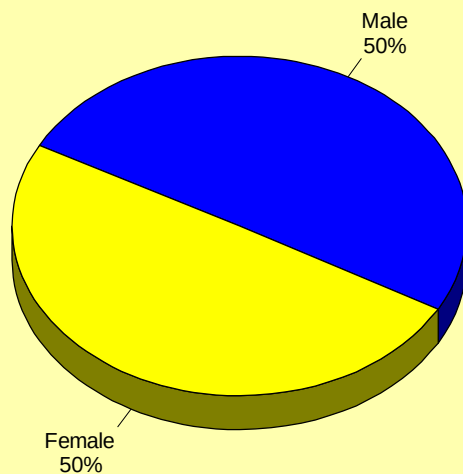
by percentage of respondents (excluding not provided)



Source: ETC Institute (2018)

Q48. Demographics: Gender

by percentage of respondents (excluding not provided)



Source: ETC Institute (2018)

Section 2

Importance-Satisfaction Analysis



Importance-Satisfaction Analysis

City of Mesquite, Texas

Overview

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

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

Methodology

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

Example of the Calculation: Respondents were asked to identify the major categories of city services they think are most important for the City to provide. Sixty-two percent (62%) of respondents selected *maintenance of City streets and sidewalks*, as one of the most important services for the City to provide.

With regard to satisfaction, 31% of respondents surveyed rated the City's overall performance in the *maintenance of City streets and sidewalks*, as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for *maintenance of City streets and sidewalks*, was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 62% was multiplied by 69% (1-0.69). This calculation yielded an I-S rating of 0.4277 which ranked first out of 10 major service categories.

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



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

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

Interpreting the Ratings

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

- *Definitely Increase Emphasis* ($IS \geq 0.20$)
- *Increase Current Emphasis* ($0.10 \leq IS < 0.20$)
- *Maintain Current Emphasis* ($IS < 0.10$)

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

2018 Importance-Satisfaction Rating

Mesquite, Texas

Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Maintenance of City streets & sidewalks	62%	1	31%	10	0.4277	1
High Priority (IS .10-.20)						
Enforcement of City codes & ordinances	32%	3	43%	9	0.1792	2
Quality of police, fire, & ambulance services	58%	2	79%	1	0.1235	3
Flow of traffic on City streets	20%	5	50%	8	0.1010	4
Medium Priority (IS <.10)						
Quality of water & sewer services	26%	4	69%	5	0.0818	5
Effectiveness of City communication with the public	15%	8	52%	7	0.0705	6
Quality of parks & recreation programs & facilities	18%	6	70%	4	0.0541	7
Quality of trash & yard waste services	18%	7	76%	2	0.0439	8
Quality of customer service you receive	8%	9	65%	6	0.0282	9
Quality of City libraries	5%	10	71%	3	0.0133	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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2018 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
Very High Priority (IS >.20)						
Visibility of police in your neighborhood	38%	4	46%	10	0.2073	1
High Priority (IS .10-.20)						
City's effort to prevent crime	41%	2	53%	8	0.1943	2
How quickly police officers respond to emergencies	38%	3	63%	5	0.1406	3
Quality of police protection	51%	1	73%	4	0.1389	4
Medium Priority (IS <.10)						
Visibility of police in retail areas	14%	8	57%	7	0.0608	5
How quickly firefighters respond to emergencies	28%	5	81%	2	0.0529	6
Quality of local ambulance service	20%	6	77%	3	0.0452	7
Enforcement of local traffic laws	9%	9	59%	6	0.0369	8
Quality of public safety education programs	7%	10	49%	9	0.0333	9
Quality of local fire protection	15%	7	82%	1	0.0274	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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2018 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
Very High Priority (IS >.20)						
Enforcement of junk/trash on private property	39%	2	41%	7	0.2321	1
Overall aesthetics of City	34%	3	41%	9	0.2004	2
High Priority (IS .10-.20)						
Exterior maintenance & upkeep of residential property	34%	4	41%	8	0.1988	3
Cleanliness of your neighborhood	40%	1	52%	2	0.1915	4
Responsiveness of City code enforcement staff	27%	5	47%	4	0.1404	5
Efforts to remove abandoned or inoperative vehicles	18%	6	42%	6	0.1051	6
Medium Priority (IS <.10)						
Enforcement of weedy lots	15%	7	39%	10	0.0921	7
Efforts to demolish dilapidated structures	14%	8	37%	11	0.0899	8
Enforcement of parking on grass in front yards	12%	9	43%	5	0.0675	9
Enforcement of graffiti	11%	10	52%	1	0.0501	10
Enforcement of sign regulations	8%	11	51%	3	0.0387	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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2018 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
Very High Priority (IS >.20)						
Condition of major City streets	56%	1	41%	8	0.3315	1
Condition of streets in your neighborhood	51%	2	39%	9	0.3084	2
High Priority (IS .10-.20)						
Condition of sidewalks in your neighborhood	29%	3	36%	10	0.1890	3
Adequacy of City street lighting	28%	4	53%	4	0.1318	4
Overall cleanliness of streets & alleyways	24%	5	47%	6	0.1293	5
Traffic flow on major City streets	22%	6	52%	5	0.1080	6
Medium Priority (IS <.10)						
Pedestrian accessibility	13%	7	46%	7	0.0729	7
Availability of bike lanes	9%	10	22%	11	0.0714	8
Timing of traffic signals on City streets	13%	8	59%	1	0.0537	9
Appearance of City medians/public areas	11%	9	57%	2	0.0464	10
Visibility of pavement markings/street signs	7%	11	56%	3	0.0302	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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2018 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
High Priority (IS .10-.20)						
Maintenance of City parks	52%	1	74%	1	0.1318	1
Quality of recreation programs for youth	22%	4	53%	12	0.1032	2
Quality of walking & biking paths	30%	3	67%	4	0.1015	3
Medium Priority (IS <.10)						
Appearance of park facilities	33%	2	71%	2	0.0952	4
Availability of information about recreation programs	15%	8	54%	11	0.0701	5
Quality of recreation programs for seniors	13%	9	48%	15	0.0699	6
City sponsored special events	17%	7	62%	7	0.0634	7
Maintenance & appearance of recreation centers	17%	6	64%	6	0.0610	8
Quality of aquatic/pool facilities	13%	11	55%	10	0.0559	9
Number of City parks	18%	5	70%	3	0.0530	10
Outdoor athletic facilities/fields	13%	10	65%	5	0.0452	11
Number of parks & recreation amenities	10%	12	58%	9	0.0437	12
Westlake Tennis Center	8%	14	46%	17	0.0431	13
Quality of recreation programs for adults	8%	15	50%	13	0.0392	14
Mesquite Golf Course	7%	16	48%	14	0.0353	15
Quality of programs at senior centers	6%	17	46%	16	0.0340	16
Customer service provided by Parks & Recreation staff	8%	13	61%	8	0.0330	17
City summer camp programs	5%	18	44%	18	0.0283	18

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

Most Important %:

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

Satisfaction %:

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

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2018 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
Very High Priority (IS >.20)						
City Efforts to keep residents informed	52%	1	47%	4	0.2740	1
High Priority (IS .10-.20)						
Availability of public safety messages	34%	2	50%	2	0.1687	2
Level of public involvement in City decision-making	24%	3	30%	7	0.1670	3
Availability of info about government operations	21%	4	43%	5	0.1216	4
Medium Priority (IS <.10)						
Timeliness of info provided by local government	13%	5	42%	6	0.0764	5
Usefulness of info available on City's website	13%	6	54%	1	0.0580	6
Quality of social media outlets	4%	7	49%	3	0.0204	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, 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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Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

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

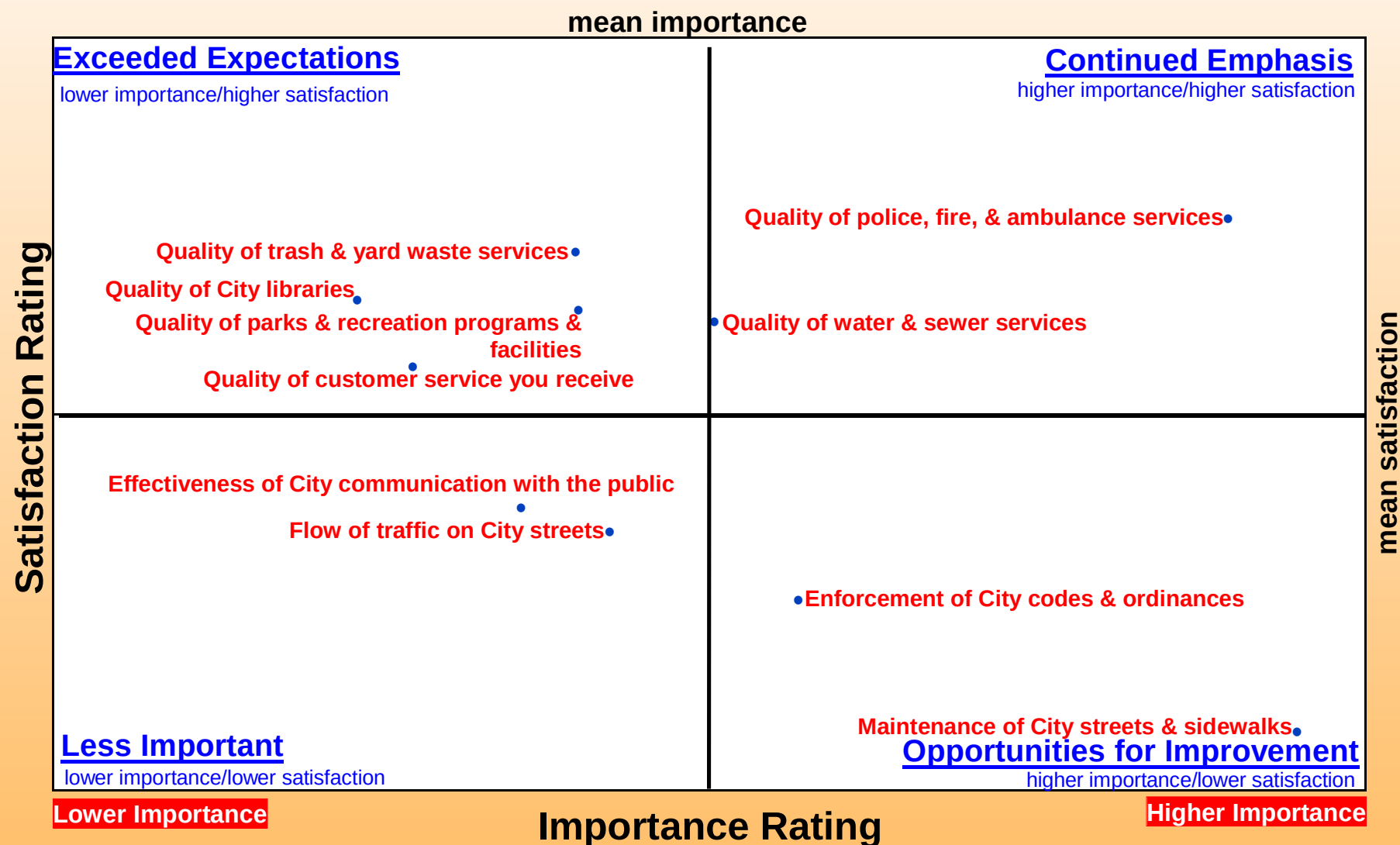
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on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

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

2018 City of Mesquite Community Survey Importance-Satisfaction Assessment Matrix

-Overall-

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

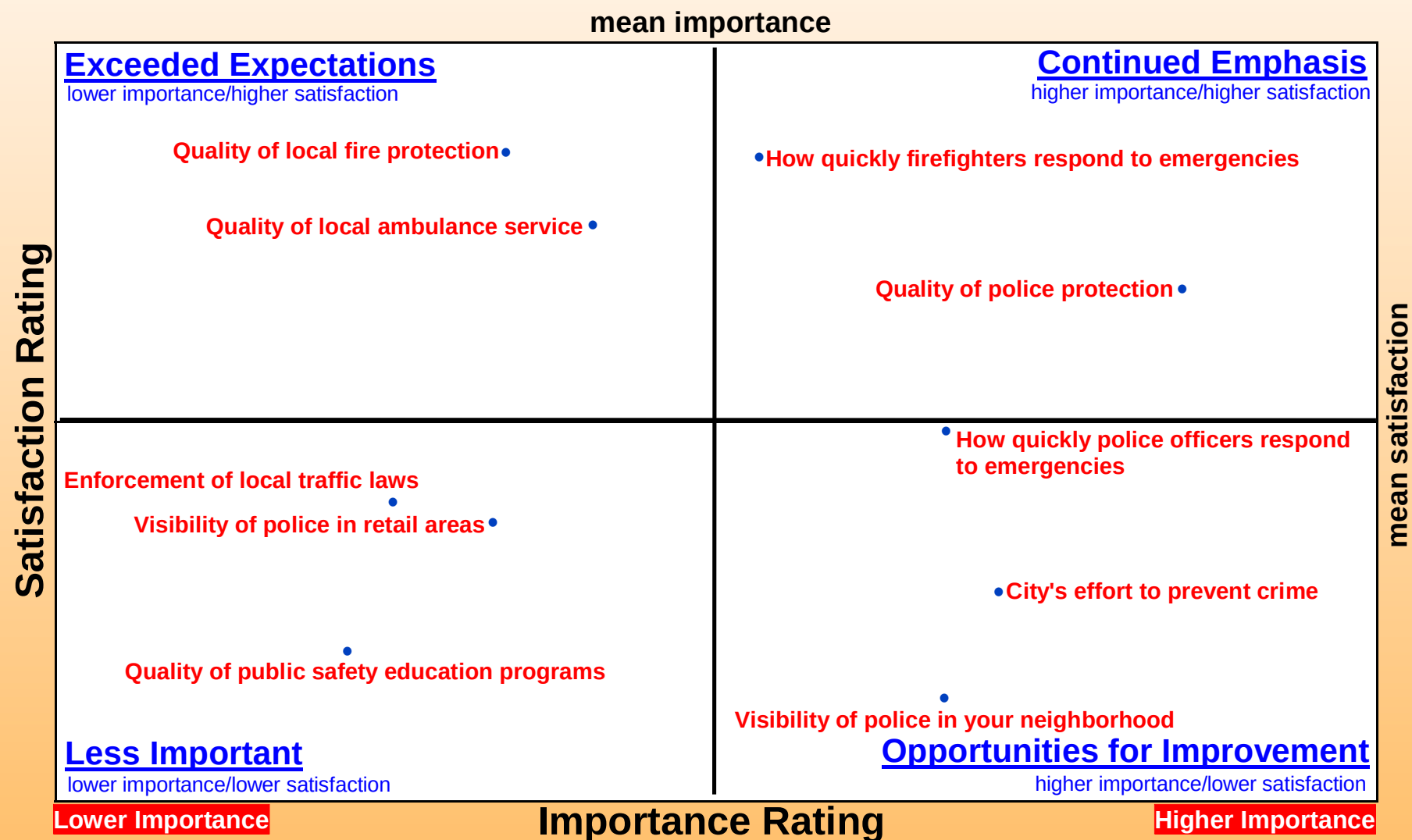


Source: ETC Institute (2018)

2018 City of Mesquite Community Survey Importance-Satisfaction Assessment Matrix

-Public Safety-

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

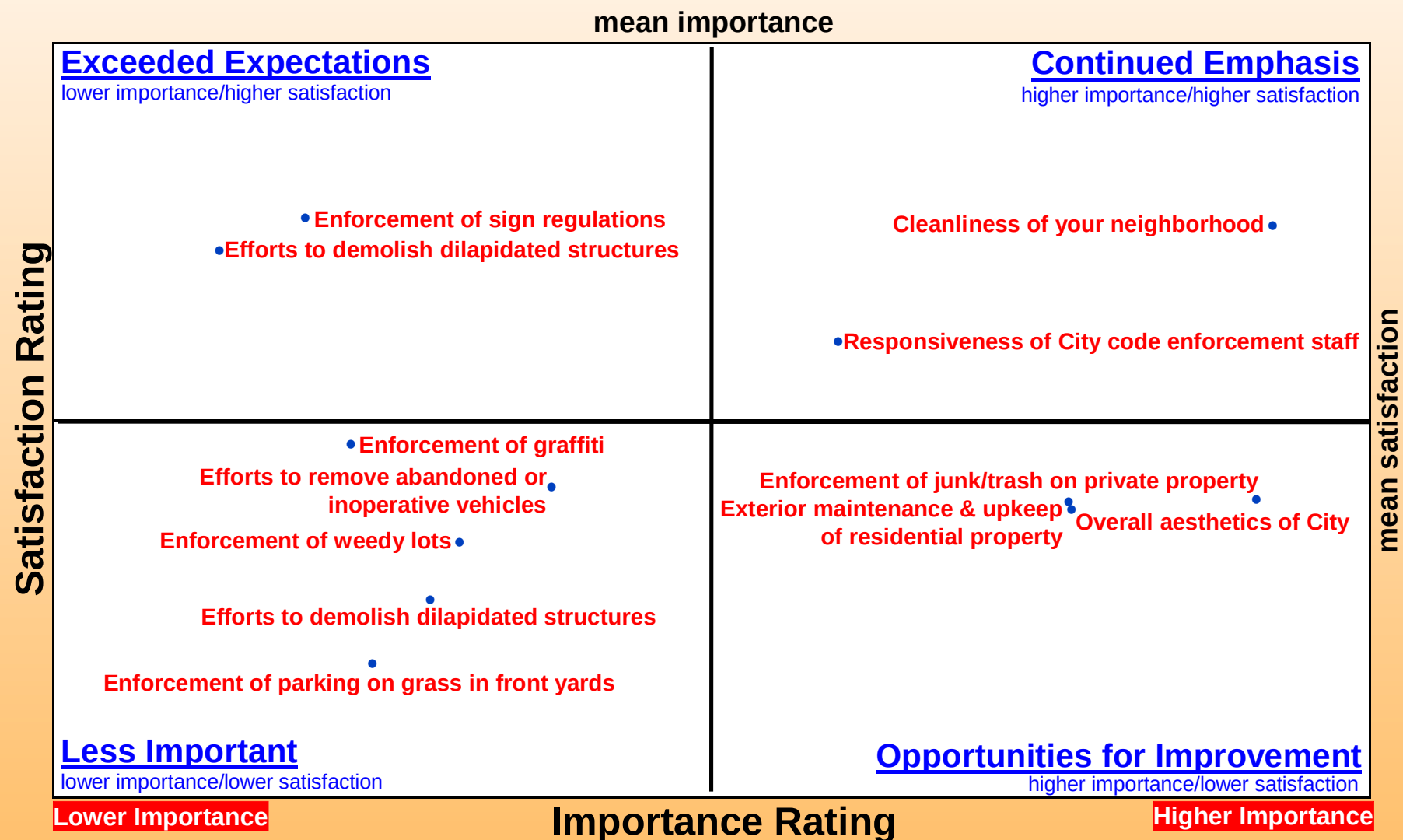


Source: ETC Institute (2018)

2018 City of Mesquite Community Survey Importance-Satisfaction Assessment Matrix

-Code Enforcement Services-

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

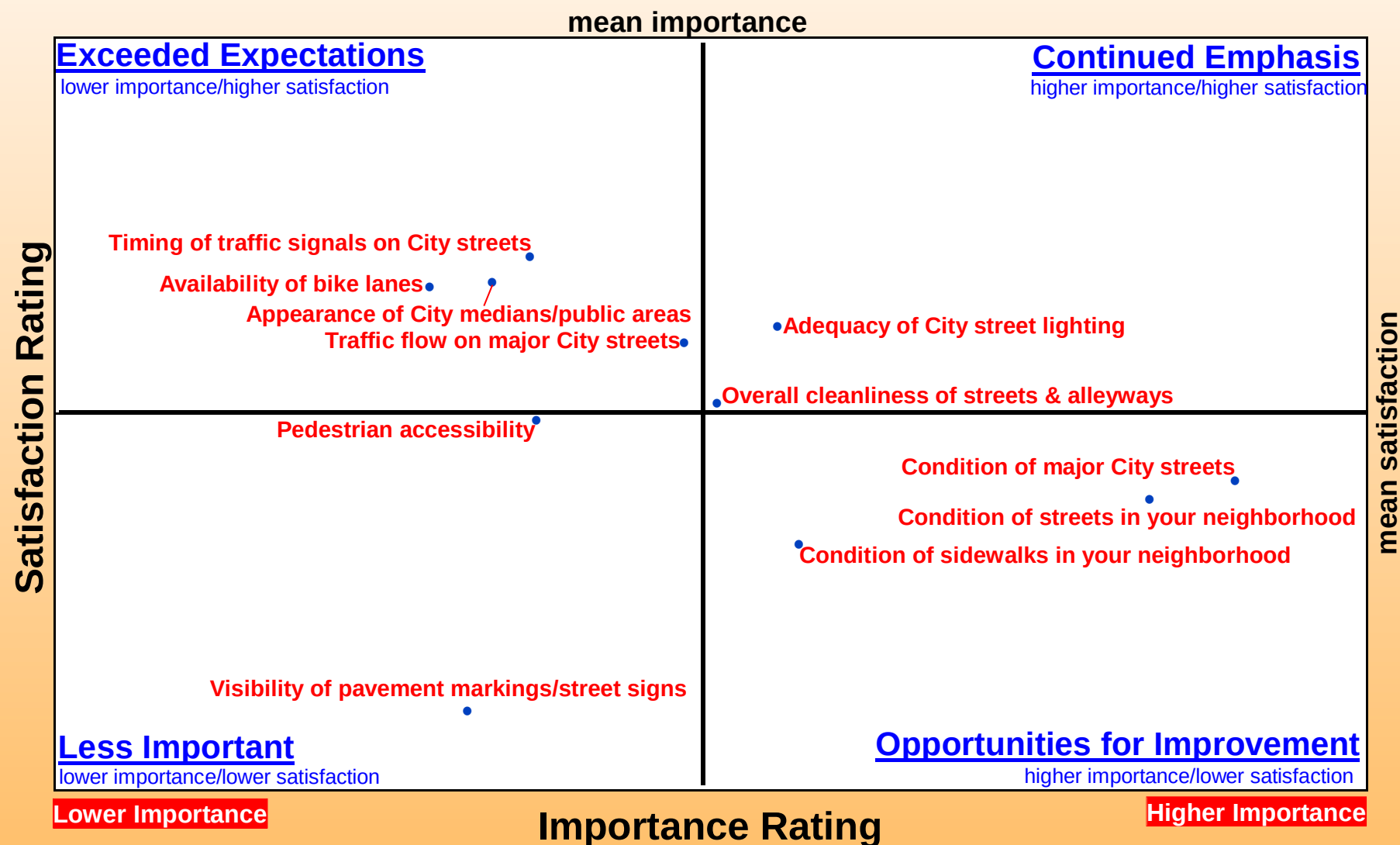


Source: ETC Institute (2018)

2018 City of Mesquite Community Survey Importance-Satisfaction Assessment Matrix

-Maintenance and Appearance-

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

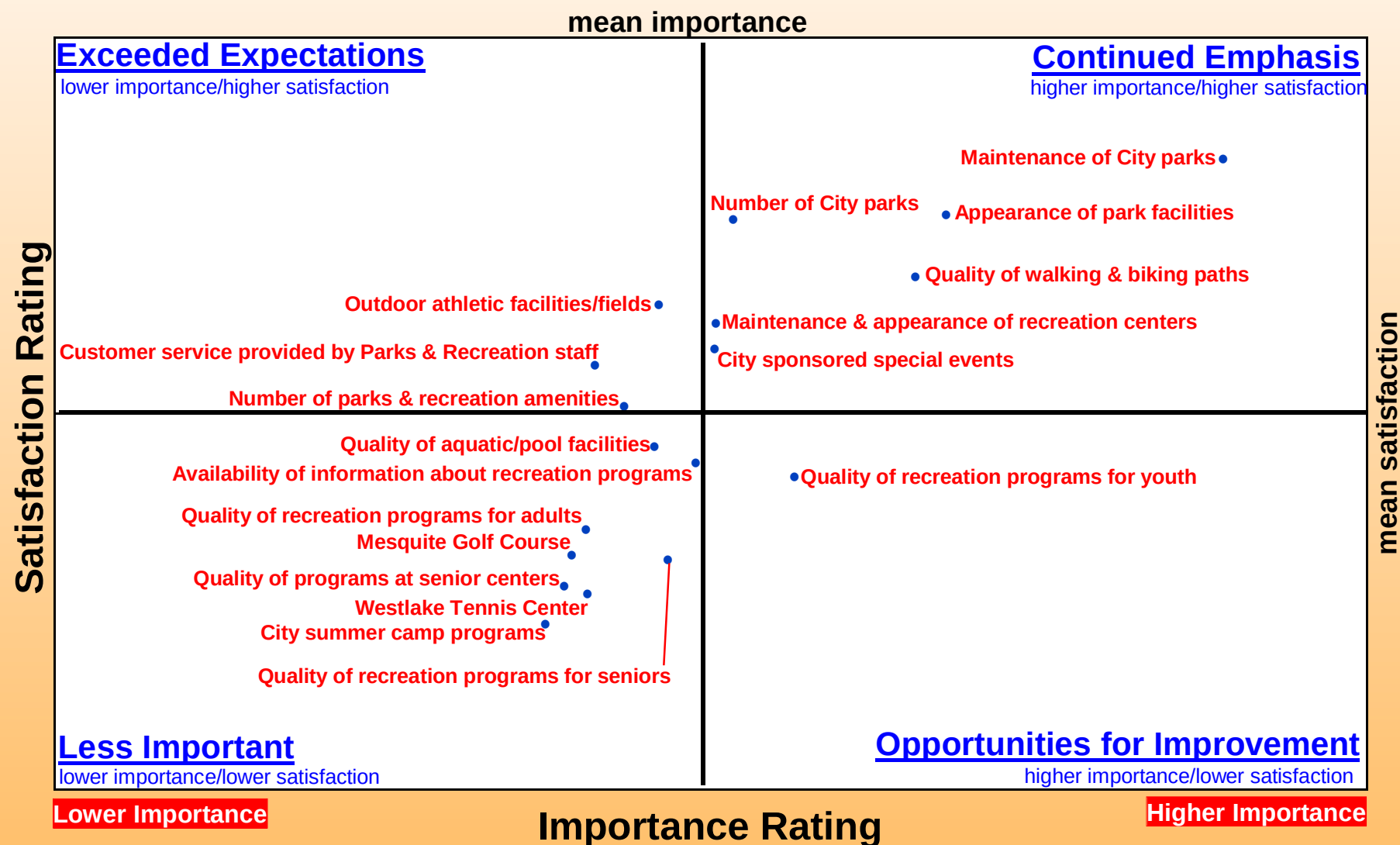


Source: ETC Institute (2018)

2018 City of Mesquite Community Survey Importance-Satisfaction Assessment Matrix

-Parks and Recreation-

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

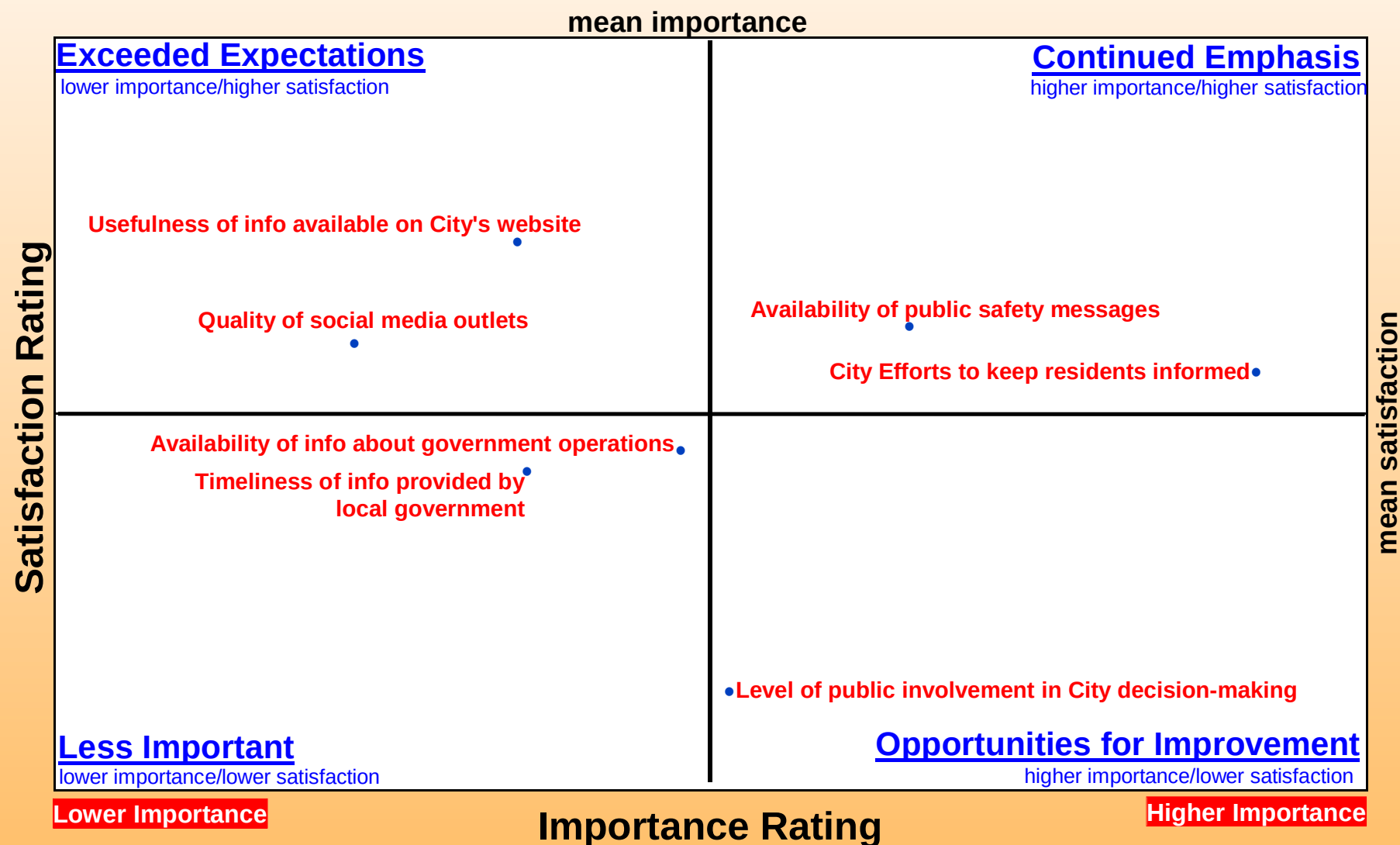


Source: ETC Institute (2018)

2018 City of Mesquite Community Survey Importance-Satisfaction Assessment Matrix

-Communication-

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



Source: ETC Institute (2018)

Section 3

Benchmarking Analysis



Benchmarking Summary Report

City of Mesquite, Texas

Overview

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

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2018 to a random sample of more than 4,000 residents across the United States and (2) a regional survey administered to a random sample of more than 300 residents in the State of Texas during the summer of 2018.

Interpreting the Charts

The charts on the following pages show how the overall results for Mesquite compare to the U.S. national and regional averages based on the results of the 2016 survey that was administered by ETC Institute. The City of Mesquite's results are shown in blue, the Texas averages are shown in red, and the National averages are shown in yellow in the charts on the following pages.

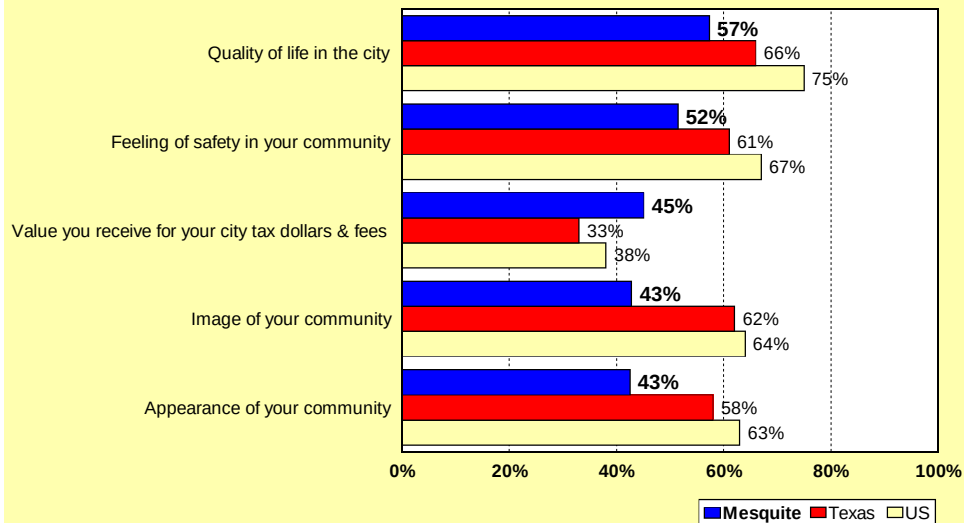
National Benchmarks

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

Satisfaction with Issues that Influence Perceptions of the City

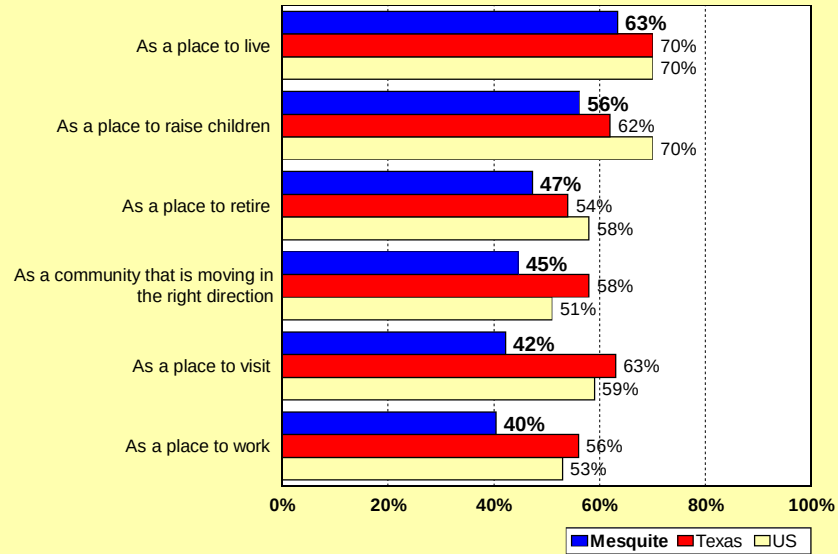
Mesquite vs. Texas vs. the U.S.

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



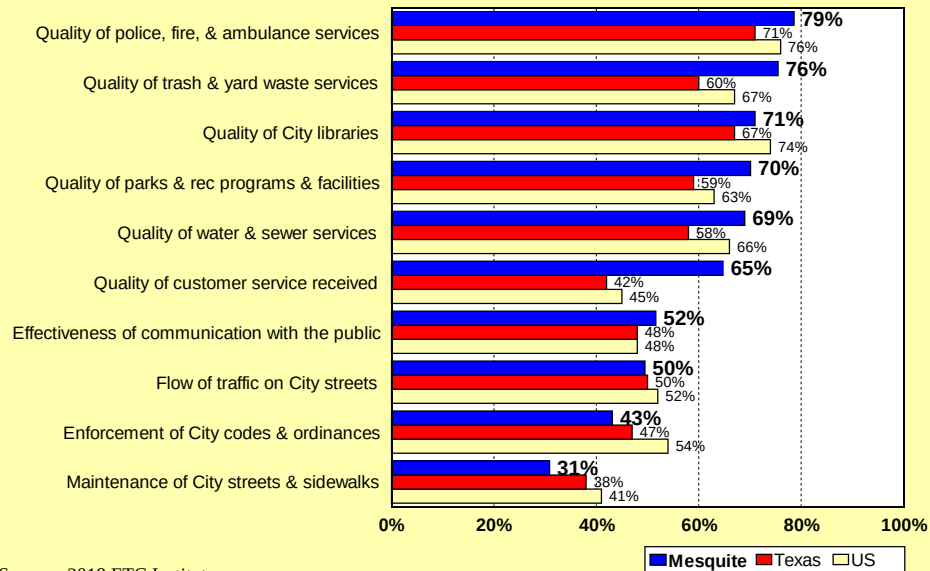
Satisfaction with Quality of Life in the City Mesquite vs. Texas vs. the U.S.

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



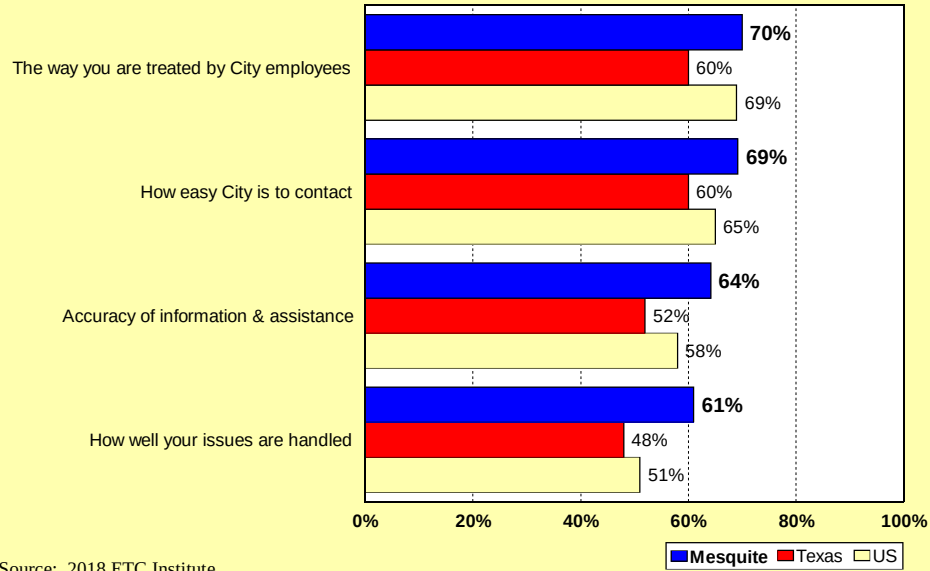
Overall Satisfaction with Major City Services Mesquite vs. Texas vs. the U.S.

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



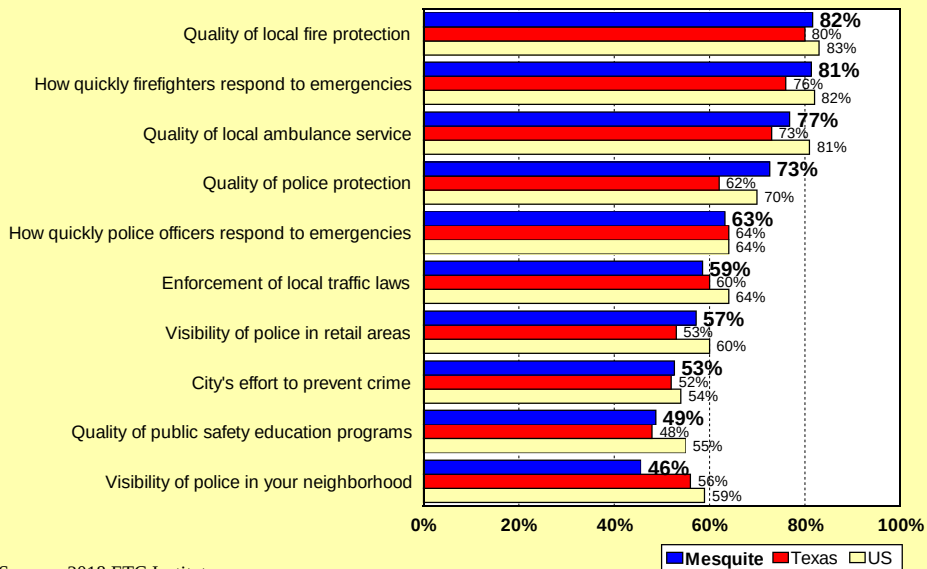
Satisfaction with Customer Service Mesquite vs. Texas vs. the U.S.

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



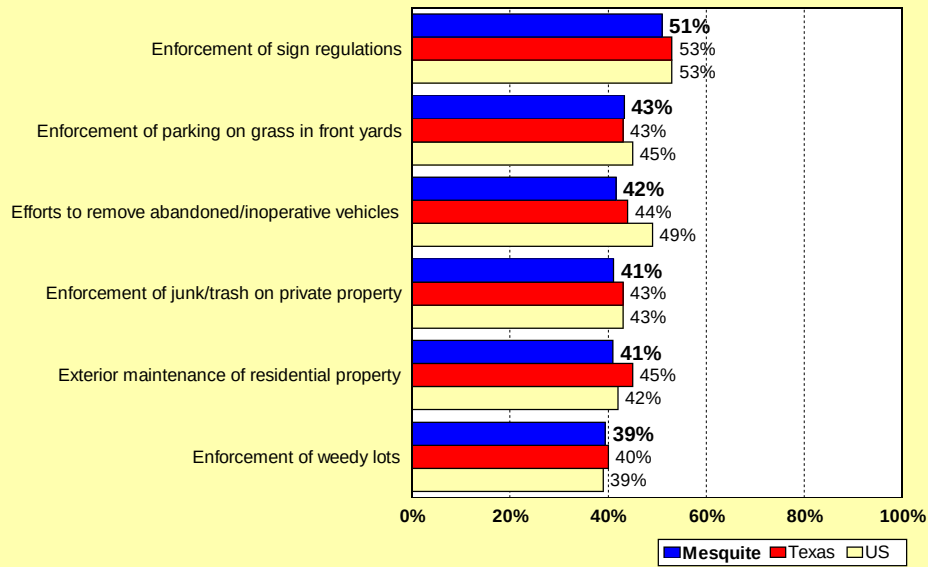
Satisfaction with Public Safety Services Mesquite vs. Texas vs. the U.S.

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



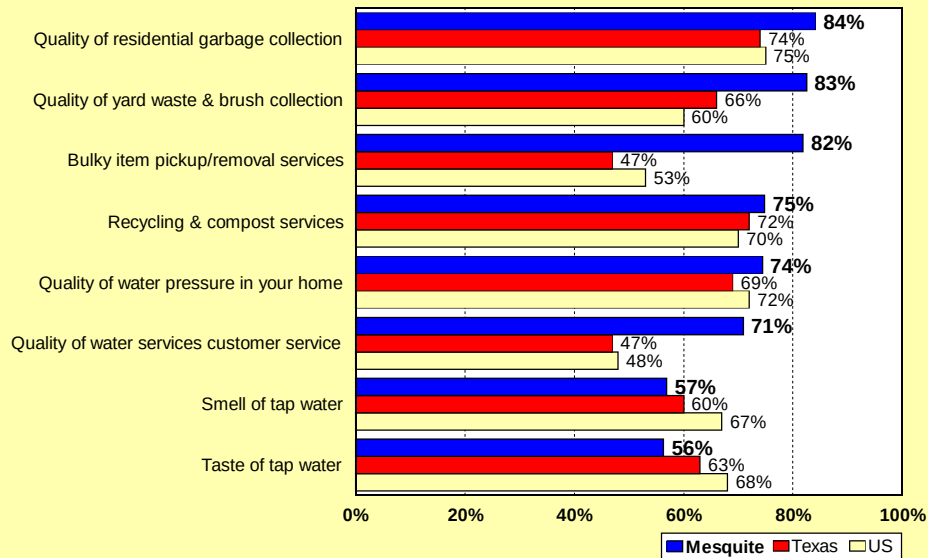
Satisfaction with Code Enforcement Mesquite vs. Texas vs. the U.S.

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



Satisfaction with Utilities & Solid Waste Services Mesquite vs. Texas vs. the U.S.

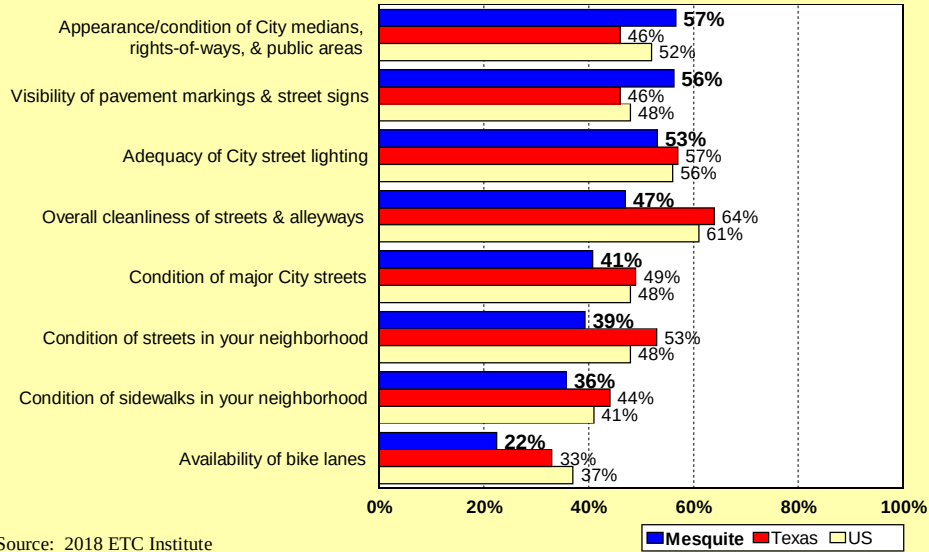
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Maintenance & Appearance of the City

Mesquite vs. Texas vs. the U.S.

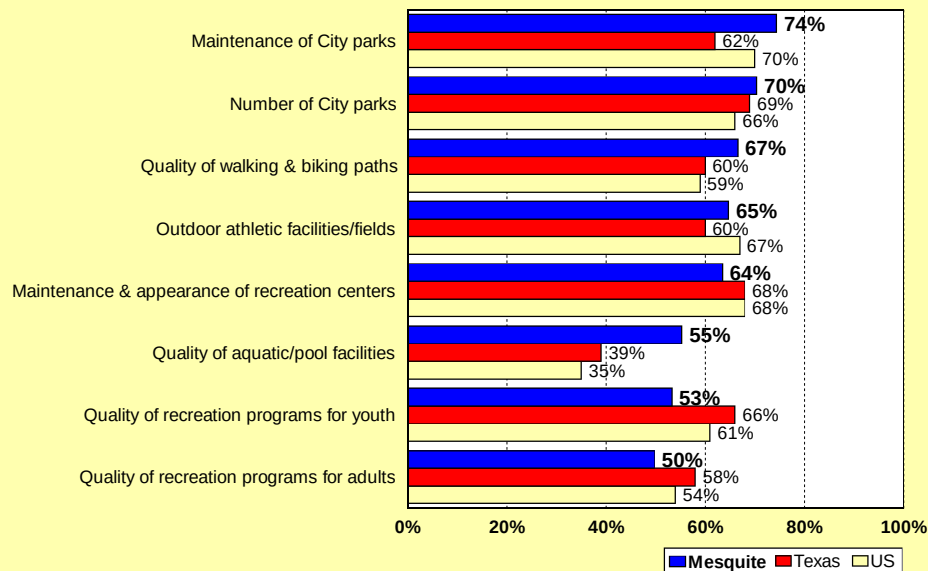
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Parks and Recreation Services

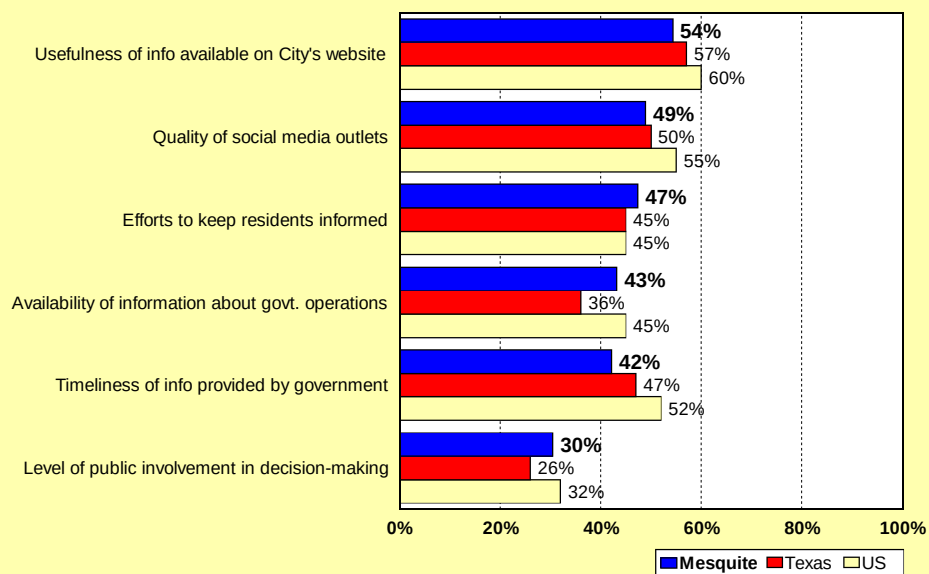
Mesquite vs. Texas vs. the U.S.

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



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)



Section 4

Tabular Data

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

(N=866)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q1-1. Overall value that you receive for your City tax & fees	7.3%	35.3%	30.5%	15.0%	6.4%	5.5%
Q1-2. Overall quality of life in City	12.1%	44.1%	27.0%	11.3%	3.6%	1.8%
Q1-3. Overall image of your community	9.2%	32.8%	25.3%	24.1%	6.8%	1.7%
Q1-4. Overall appearance of your community	9.1%	32.9%	26.7%	23.0%	7.3%	1.0%
Q1-5. Overall feeling of safety in your community	12.0%	38.9%	19.5%	19.4%	9.0%	1.2%

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

(N=866)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall value that you receive for your City tax & fees	7.7%	37.4%	32.3%	15.9%	6.7%
Q1-2. Overall quality of life in City	12.4%	44.9%	27.5%	11.5%	3.6%
Q1-3. Overall image of your community	9.4%	33.4%	25.7%	24.6%	6.9%
Q1-4. Overall appearance of your community	9.2%	33.3%	27.0%	23.2%	7.4%
Q1-5. Overall feeling of safety in your community	12.1%	39.4%	19.7%	19.6%	9.1%

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

(N=866)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q2-1. As a place to live	15.4%	47.3%	19.3%	12.9%	3.9%	1.2%
Q2-2. As a place to raise children	14.9%	38.8%	22.3%	14.2%	5.4%	4.4%
Q2-3. As a place to work	8.3%	25.6%	29.2%	14.4%	6.5%	15.9%
Q2-4. As a place to retire	12.6%	31.2%	20.8%	15.6%	12.4%	7.5%
Q2-5. As a place to visit	9.7%	30.8%	24.8%	18.8%	11.8%	4.0%
Q2-6. As a community that is moving in the right direction	11.0%	32.1%	26.1%	18.2%	9.2%	3.3%

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

(N=866)

	Excellent	Good	Neutral	Below average	Poor
Q2-1. As a place to live	15.5%	47.9%	19.5%	13.1%	4.0%
Q2-2. As a place to raise children	15.6%	40.6%	23.3%	14.9%	5.7%
Q2-3. As a place to work	9.9%	30.5%	34.8%	17.2%	7.7%
Q2-4. As a place to retire	13.6%	33.7%	22.5%	16.9%	13.4%
Q2-5. As a place to visit	10.1%	32.1%	25.9%	19.6%	12.3%
Q2-6. As a community that is moving in the right direction	11.4%	33.2%	27.0%	18.9%	9.6%

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

(N=866)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q3-1. Overall quality of parks & recreation programs & facilities	19.1%	47.0%	18.9%	7.6%	1.5%	5.9%
Q3-2. Overall maintenance of City streets & sidewalks	5.7%	24.9%	19.3%	25.3%	23.9%	0.9%
Q3-3. Overall enforcement of City codes & ordinances	6.5%	35.3%	24.7%	16.4%	14.2%	2.9%
Q3-4. Overall quality of customer service you receive from City employees	17.2%	42.5%	21.4%	6.0%	5.1%	7.9%
Q3-5. Overall quality of police, fire, & ambulance services	29.8%	45.0%	13.9%	3.9%	2.7%	4.7%
Q3-6. Overall effectiveness of City communication with the public	12.2%	36.5%	30.6%	9.7%	5.2%	5.8%
Q3-7. Overall flow of traffic on City streets	7.7%	40.9%	25.8%	15.7%	8.2%	1.7%
Q3-8. Overall quality of trash & yard waste services	29.4%	44.7%	13.3%	6.5%	4.4%	1.7%
Q3-9. Overall quality of City libraries	21.7%	38.1%	20.2%	2.5%	1.7%	15.7%
Q3-10. Overall quality of water & sewer services	21.6%	46.0%	18.4%	7.3%	4.7%	2.1%

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

(N=866)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of parks & recreation programs & facilities	20.2%	49.9%	20.1%	8.1%	1.6%
Q3-2. Overall maintenance of City streets & sidewalks	5.7%	25.2%	19.5%	25.5%	24.1%
Q3-3. Overall enforcement of City codes & ordinances	6.7%	36.4%	25.4%	16.9%	14.6%
Q3-4. Overall quality of customer service you receive from City employees	18.7%	46.1%	23.2%	6.5%	5.5%
Q3-5. Overall quality of police, fire, & ambulance services	31.3%	47.3%	14.5%	4.1%	2.8%
Q3-6. Overall effectiveness of City communication with the public	13.0%	38.7%	32.5%	10.3%	5.5%
Q3-7. Overall flow of traffic on City streets	7.9%	41.6%	26.2%	16.0%	8.3%
Q3-8. Overall quality of trash & yard waste services	30.0%	45.5%	13.5%	6.6%	4.5%
Q3-9. Overall quality of City libraries	25.8%	45.2%	24.0%	3.0%	2.1%
Q3-10. Overall quality of water & sewer services	22.1%	46.9%	18.8%	7.4%	4.8%

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

Q4. Top choice	Number	Percent
Overall quality of parks & recreation programs & facilities	33	3.8 %
Overall maintenance of City streets & sidewalks	211	24.4 %
Overall enforcement of City codes & ordinances	69	8.0 %
Overall quality of customer service you receive from City employees	17	2.0 %
Overall quality of police, fire, & ambulance services	328	37.9 %
Overall effectiveness of City communication with the public	19	2.2 %
Overall flow of traffic on City streets	16	1.8 %
Overall quality of trash & yard waste services	12	1.4 %
Overall quality of City libraries	4	0.5 %
Overall quality of water & sewer services	56	6.5 %
None chosen	101	11.7 %
Total	866	100.0 %

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

Q4. 2nd choice	Number	Percent
Overall quality of parks & recreation programs & facilities	57	6.6 %
Overall maintenance of City streets & sidewalks	207	23.9 %
Overall enforcement of City codes & ordinances	108	12.5 %
Overall quality of customer service you receive from City employees	26	3.0 %
Overall quality of police, fire, & ambulance services	101	11.7 %
Overall effectiveness of City communication with the public	44	5.1 %
Overall flow of traffic on City streets	66	7.6 %
Overall quality of trash & yard waste services	52	6.0 %
Overall quality of City libraries	17	2.0 %
Overall quality of water & sewer services	77	8.9 %
None chosen	111	12.8 %
Total	866	100.0 %

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

Q4. 3rd choice	Number	Percent
Overall quality of parks & recreation programs & facilities	67	7.7 %
Overall maintenance of City streets & sidewalks	118	13.6 %
Overall enforcement of City codes & ordinances	95	11.0 %
Overall quality of customer service you receive from City employees	26	3.0 %
Overall quality of police, fire, & ambulance services	70	8.1 %
Overall effectiveness of City communication with the public	63	7.3 %
Overall flow of traffic on City streets	92	10.6 %
Overall quality of trash & yard waste services	91	10.5 %
Overall quality of City libraries	18	2.1 %
Overall quality of water & sewer services	95	11.0 %
None chosen	131	15.1 %
Total	866	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. Sum of Top 3 Choices	Number	Percent
Overall quality of parks & recreation programs & facilities	157	18.1 %
Overall maintenance of City streets & sidewalks	536	61.9 %
Overall enforcement of City codes & ordinances	272	31.4 %
Overall quality of customer service you receive from City employees	69	8.0 %
Overall quality of police, fire, & ambulance services	499	57.6 %
Overall effectiveness of City communication with the public	126	14.5 %
Overall flow of traffic on City streets	174	20.1 %
Overall quality of trash & yard waste services	155	17.9 %
Overall quality of City libraries	39	4.5 %
Overall quality of water & sewer services	228	26.3 %
None chosen	101	11.7 %
Total	2356	

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

(N=866)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q5-1. How easy City is to contact	17.9%	44.6%	20.4%	4.6%	2.8%	9.7%
Q5-2. The way you are treated by City employees	21.0%	42.7%	19.3%	5.5%	2.5%	8.9%
Q5-3. Accuracy of information & assistance from City employees	16.9%	40.8%	23.2%	6.6%	2.4%	10.2%
Q5-4. How well your issues are handled by City employees	16.7%	37.9%	24.0%	6.1%	4.8%	10.4%

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

(N=866)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. How easy City is to contact	19.8%	49.4%	22.6%	5.1%	3.1%
Q5-2. The way you are treated by City employees	23.1%	46.9%	21.2%	6.1%	2.8%
Q5-3. Accuracy of information & assistance from City employees	18.8%	45.4%	25.8%	7.3%	2.7%
Q5-4. How well your issues are handled by City employees	18.7%	42.3%	26.8%	6.8%	5.4%

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	500	57.7 %
Email	131	15.1 %
Social media	29	3.3 %
Website form	174	20.1 %
Through a City Council member	49	5.7 %
In person	215	24.8 %
Other	7	0.8 %
I have not contacted City in past 12 months	200	23.1 %
Total	1305	

Q6. Other

Q6-7. Other	Number	Percent
A letter about lawn height	1	14.3 %
Facebook	1	14.3 %
Home repair and permits who were extremely helpful	1	14.3 %
Mail	2	28.6 %
Main stream update from water bill	1	14.3 %
Municipal court Detra Hill, Barbara Dunne (P.A.)	1	14.3 %
Total	7	100.0 %

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

(N=866)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q7-1. Walking alone in your neighborhood in general	14.3%	43.4%	20.3%	14.2%	5.2%	2.5%
Q7-2. Walking alone in your neighborhood during the day	25.2%	44.3%	19.1%	7.3%	2.3%	1.8%
Q7-3. Walking alone in your neighborhood after dark	6.1%	23.0%	24.4%	26.8%	14.1%	5.7%
Q7-4. In City parks & recreation facilities	9.2%	38.8%	26.6%	10.6%	5.1%	9.7%
Q7-5. In business areas of City during the day	20.6%	51.4%	18.4%	4.4%	1.4%	3.9%
Q7-6. In business areas of City after dark	6.4%	25.8%	29.3%	22.3%	7.4%	8.9%
Q7-7. In other public areas of City (e.g. Town East Mall, local restaurants, retail stores)	13.7%	40.0%	25.2%	13.2%	5.5%	2.4%

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

(N=866)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q7-1. Walking alone in your neighborhood in general	14.7%	44.5%	20.9%	14.6%	5.3%
Q7-2. Walking alone in your neighborhood during the day	25.6%	45.2%	19.4%	7.4%	2.4%
Q7-3. Walking alone in your neighborhood after dark	6.5%	24.4%	25.8%	28.4%	14.9%
Q7-4. In City parks & recreation facilities	10.2%	43.0%	29.4%	11.8%	5.6%
Q7-5. In business areas of City during the day	21.4%	53.5%	19.1%	4.6%	1.4%
Q7-6. In business areas of City after dark	7.0%	28.3%	32.2%	24.5%	8.1%
Q7-7. In other public areas of City (e.g. Town East Mall, local restaurants, retail stores)	14.1%	40.9%	25.8%	13.5%	5.7%

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

Q8. What do you think Mesquite has become as far as being a safe place to live, work, & raise a family in past 12 months

	Number	Percent
More safe	72	8.3 %
Stayed the same	443	51.2 %
Less safe	300	34.6 %
Don't know	51	5.9 %
Total	866	100.0 %

WITHOUT DON'T KNOW

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

Q8. What do you think Mesquite has become as far as being a safe place to live, work, & raise a family in past 12 months

	Number	Percent
More safe	72	8.8 %
Stayed the same	443	54.4 %
Less safe	300	36.8 %
Total	815	100.0 %

%

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

Q9. Have you had contact with a Mesquite police officer in past 12 months	Number	Percent
Yes, I know an officer	77	8.9 %
Yes, I have had contact with an officer, but don't know them	287	33.1 %
No	470	54.3 %
Don't know	32	3.7 %
Total	866	100.0 %

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

Q9. Have you had contact with a Mesquite police officer in past 12 months	Number	Percent
Yes, I know an officer	77	9.2 %
Yes, I have had contact with an officer, but don't know them	287	34.4 %
No	470	56.4 %
Total	834	100.0 %

Q9a. How would you rate your experience?

Q9a. How would you rate your experience	Number	Percent
Excellent	150	41.2 %
Good	110	30.2 %
Fair	58	15.9 %
Below average	21	5.8 %
Poor	20	5.5 %
Don't know	5	1.4 %
Total	364	100.0 %

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

Q9a. How would you rate your experience	Number	Percent
Excellent	150	41.8 %
Good	110	30.6 %
Fair	58	16.2 %
Below average	21	5.8 %
Poor	20	5.6 %
Total	359	100.0 %

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

(N=866)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q10-1. Overall quality of police protection	20.1%	48.3%	18.8%	3.8%	3.1%	5.9%
Q10-2. Visibility of police in your neighborhood	13.5%	30.7%	26.1%	20.2%	6.4%	3.1%
Q10-3. Visibility of police in retail areas	15.2%	39.5%	26.7%	11.0%	3.2%	4.4%
Q10-4. City's effort to prevent crime	14.0%	33.8%	27.6%	10.6%	5.0%	9.0%
Q10-5. Enforcement of local traffic laws	13.0%	41.8%	26.6%	7.9%	4.5%	6.2%
Q10-6. How quickly police officers respond to emergencies	18.6%	29.8%	20.4%	5.1%	2.7%	23.4%
Q10-7. Quality of public safety education programs	9.2%	24.4%	28.2%	5.3%	2.0%	30.9%
Q10-8. Overall quality of local fire protection	25.1%	42.0%	13.9%	0.6%	0.7%	17.8%
Q10-9. How quickly firefighters respond to emergencies	27.1%	32.0%	12.2%	0.7%	0.7%	27.3%
Q10-10. Quality of local ambulance service	24.8%	29.4%	14.4%	0.6%	1.4%	29.3%

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

(N=866)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Overall quality of police protection	21.3%	51.3%	20.0%	4.0%	3.3%
Q10-2. Visibility of police in your neighborhood	13.9%	31.7%	26.9%	20.9%	6.6%
Q10-3. Visibility of police in retail areas	15.9%	41.3%	27.9%	11.5%	3.4%
Q10-4. City's effort to prevent crime	15.4%	37.2%	30.3%	11.7%	5.5%
Q10-5. Enforcement of local traffic laws	13.9%	44.6%	28.3%	8.4%	4.8%
Q10-6. How quickly police officers respond to emergencies	24.3%	38.9%	26.7%	6.6%	3.5%
Q10-7. Quality of public safety education programs	13.4%	35.3%	40.8%	7.7%	2.8%
Q10-8. Overall quality of local fire protection	30.5%	51.1%	16.9%	0.7%	0.8%
Q10-9. How quickly firefighters respond to emergencies	37.3%	44.0%	16.8%	1.0%	1.0%
Q10-10. Quality of local ambulance service	35.1%	41.7%	20.4%	0.8%	2.0%

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

Q11. Top choice	Number	Percent
Overall quality of police protection	302	34.9 %
Visibility of police in your neighborhood	136	15.7 %
Visibility of police in retail areas	20	2.3 %
City's effort to prevent crime	120	13.9 %
Enforcement of local traffic laws	14	1.6 %
How quickly police officers respond to emergencies	113	13.0 %
Quality of public safety education programs	5	0.6 %
Overall quality of local fire protection	6	0.7 %
How quickly firefighters respond to emergencies	23	2.7 %
Quality of local ambulance service	23	2.7 %
None chosen	104	12.0 %
Total	866	100.0 %

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

Q11. 2nd choice	Number	Percent
Overall quality of police protection	72	8.3 %
Visibility of police in your neighborhood	129	14.9 %
Visibility of police in retail areas	50	5.8 %
City's effort to prevent crime	127	14.7 %
Enforcement of local traffic laws	23	2.7 %
How quickly police officers respond to emergencies	102	11.8 %
Quality of public safety education programs	24	2.8 %
Overall quality of local fire protection	77	8.9 %
How quickly firefighters respond to emergencies	122	14.1 %
Quality of local ambulance service	28	3.2 %
None chosen	112	12.9 %
Total	866	100.0 %

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

Q11. 3rd choice	Number	Percent
Overall quality of police protection	65	7.5 %
Visibility of police in your neighborhood	65	7.5 %
Visibility of police in retail areas	53	6.1 %
City's effort to prevent crime	107	12.4 %
Enforcement of local traffic laws	40	4.6 %
How quickly police officers respond to emergencies	116	13.4 %
Quality of public safety education programs	27	3.1 %
Overall quality of local fire protection	46	5.3 %
How quickly firefighters respond to emergencies	100	11.5 %
Quality of local ambulance service	118	13.6 %
None chosen	129	14.9 %
Total	866	100.0 %

SUM OF TOP 3 CHOICES

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

Q11. Sum of Top 3 Choices	Number	Percent
Overall quality of police protection	439	50.7 %
Visibility of police in your neighborhood	330	38.1 %
Visibility of police in retail areas	123	14.2 %
City's effort to prevent crime	354	40.9 %
Enforcement of local traffic laws	77	8.9 %
How quickly police officers respond to emergencies	331	38.2 %
Quality of public safety education programs	56	6.5 %
Overall quality of local fire protection	129	14.9 %
How quickly firefighters respond to emergencies	245	28.3 %
Quality of local ambulance service	169	19.5 %
None chosen	104	12.0 %
Total	2357	

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

(N=866)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q12-1. Overall responsiveness of City code enforcement staff	7.6%	30.8%	26.4%	9.7%	6.5%	18.9%
Q12-2. Overall aesthetics of City	6.7%	29.6%	32.7%	14.9%	5.3%	10.9%
Q12-3. Enforcement of junk/trash on private property	8.2%	29.3%	25.2%	17.9%	10.7%	8.7%
Q12-4. Exterior maintenance & upkeep of residential property	7.4%	31.1%	26.6%	18.2%	10.6%	6.1%
Q12-5. Efforts to remove abandoned or inoperative vehicles	8.4%	27.4%	25.2%	15.8%	9.2%	14.0%
Q12-6. Efforts to demolish dilapidated structures	6.2%	21.9%	30.8%	11.1%	5.9%	24.0%
Q12-7. Enforcement of parking on grass in front yards	9.0%	26.8%	22.7%	14.3%	9.7%	17.4%
Q12-8. Enforcement of weedy lots	6.6%	27.6%	26.8%	14.9%	10.9%	13.3%
Q12-9. Enforcement of graffiti	9.7%	31.1%	26.0%	6.9%	4.3%	22.1%
Q12-10. Cleanliness of your neighborhood	12.5%	37.3%	23.7%	15.2%	6.9%	4.4%
Q12-11. Enforcement of sign regulations	9.4%	33.4%	28.4%	8.4%	4.3%	16.2%

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

(N=866)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Overall responsiveness of City code enforcement staff	9.4%	38.0%	32.6%	12.0%	8.0%
Q12-2. Overall aesthetics of City	7.5%	33.2%	36.7%	16.7%	6.0%
Q12-3. Enforcement of junk/trash on private property	9.0%	32.1%	27.6%	19.6%	11.8%
Q12-4. Exterior maintenance & upkeep of residential property	7.9%	33.1%	28.3%	19.4%	11.3%
Q12-5. Efforts to remove abandoned or inoperative vehicles	9.8%	31.8%	29.3%	18.4%	10.7%
Q12-6. Efforts to demolish dilapidated structures	8.2%	28.9%	40.6%	14.6%	7.8%
Q12-7. Enforcement of parking on grass in front yards	10.9%	32.4%	27.6%	17.3%	11.7%
Q12-8. Enforcement of weedy lots	7.6%	31.8%	30.9%	17.2%	12.5%
Q12-9. Enforcement of graffiti	12.4%	39.9%	33.3%	8.9%	5.5%
Q12-10. Cleanliness of your neighborhood	13.0%	39.0%	24.8%	15.9%	7.2%
Q12-11. Enforcement of sign regulations	11.2%	39.8%	33.9%	10.1%	5.1%

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

Q13. Top choice	Number	Percent
Overall responsiveness of City code enforcement staff	123	14.2 %
Overall aesthetics of City	179	20.7 %
Enforcement of junk/trash on private property	152	17.6 %
Exterior maintenance & upkeep of residential property	70	8.1 %
Efforts to remove abandoned or inoperative vehicles	32	3.7 %
Efforts to demolish dilapidated structures	26	3.0 %
Enforcement of parking on grass in front yards	16	1.8 %
Enforcement of weedy lots	18	2.1 %
Enforcement of graffiti	7	0.8 %
Cleanliness of your neighborhood	106	12.2 %
Enforcement of sign regulations	12	1.4 %
None chosen	125	14.4 %
Total	866	100.0 %

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

Q13. 2nd choice	Number	Percent
Overall responsiveness of City code enforcement staff	44	5.1 %
Overall aesthetics of City	54	6.2 %
Enforcement of junk/trash on private property	122	14.1 %
Exterior maintenance & upkeep of residential property	136	15.7 %
Efforts to remove abandoned or inoperative vehicles	74	8.5 %
Efforts to demolish dilapidated structures	54	6.2 %
Enforcement of parking on grass in front yards	35	4.0 %
Enforcement of weedy lots	55	6.4 %
Enforcement of graffiti	33	3.8 %
Cleanliness of your neighborhood	102	11.8 %
Enforcement of sign regulations	16	1.8 %
None chosen	141	16.3 %
Total	866	100.0 %

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

Q13. 3rd choice	Number	Percent
Overall responsiveness of City code enforcement staff	64	7.4 %
Overall aesthetics of City	60	6.9 %
Enforcement of junk/trash on private property	67	7.7 %
Exterior maintenance & upkeep of residential property	86	9.9 %
Efforts to remove abandoned or inoperative vehicles	50	5.8 %
Efforts to demolish dilapidated structures	44	5.1 %
Enforcement of parking on grass in front yards	53	6.1 %
Enforcement of weedy lots	58	6.7 %
Enforcement of graffiti	51	5.9 %
Cleanliness of your neighborhood	138	15.9 %
Enforcement of sign regulations	41	4.7 %
None chosen	154	17.8 %
Total	866	100.0 %

SUM OF TOP 3 CHOICES

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

Q13. Sum of Top 3 Choices	Number	Percent
Overall responsiveness of City code enforcement staff	231	26.7 %
Overall aesthetics of City	293	33.8 %
Enforcement of junk/trash on private property	341	39.4 %
Exterior maintenance & upkeep of residential property	292	33.7 %
Efforts to remove abandoned or inoperative vehicles	156	18.0 %
Efforts to demolish dilapidated structures	124	14.3 %
Enforcement of parking on grass in front yards	104	12.0 %
Enforcement of weedy lots	131	15.1 %
Enforcement of graffiti	91	10.5 %
Cleanliness of your neighborhood	346	40.0 %
Enforcement of sign regulations	69	8.0 %
None chosen	125	14.4 %
Total	2303	

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

(N=866)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q14-1. Enforcement of loose dogs & unrestrained pets	9.1%	32.3%	19.7%	16.1%	12.5%	10.3%
Q14-2. Responsiveness of Animal Service employees	9.6%	25.8%	22.9%	8.9%	7.2%	25.8%
Q14-3. Quality of care provided at Mesquite Animal Shelter & Adoption Center	11.0%	25.3%	22.1%	3.3%	3.0%	35.3%
Q14-4. Regulations concerning animal welfare	10.7%	24.4%	25.1%	5.0%	4.3%	30.6%

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

(N=866)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Enforcement of loose dogs & unrestrained pets	10.2%	36.0%	22.0%	17.9%	13.9%
Q14-2. Responsiveness of Animal Service employees	12.9%	34.7%	30.8%	12.0%	9.6%
Q14-3. Quality of care provided at Mesquite Animal Shelter & Adoption Center	17.0%	39.1%	34.1%	5.2%	4.6%
Q14-4. Regulations concerning animal welfare	15.5%	35.1%	36.1%	7.2%	6.2%

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

Q15. How do you feel the appearance of your neighborhood has changed over past three years	Number	Percent
Improved	122	14.1 %
Stayed the same	376	43.4 %
Worsened	292	33.7 %
Don't know	76	8.8 %
Total	866	100.0 %

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

Q15. How do you feel the appearance of your neighborhood has changed over past three years	Number	Percent
Improved	122	15.4 %
Stayed the same	376	47.6 %
Worsened	292	37.0 %
Total	790	100.0 %

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

(N=866)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q16-1. Quality of your neighborhood condition	10.2%	38.6%	23.7%	19.7%	5.7%	2.2%
Q16-2. Neighborhood & crime watch groups	9.6%	22.5%	27.3%	11.9%	6.2%	22.5%
Q16-3. Quality of community policing efforts in your neighborhood	9.0%	26.0%	26.8%	15.0%	7.2%	16.1%
Q16-4. Public safety social media outreach	7.6%	21.2%	30.4%	8.3%	4.8%	27.6%

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

(N=866)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Quality of your neighborhood condition	10.4%	39.4%	24.2%	20.2%	5.8%
Q16-2. Neighborhood & crime watch groups	12.4%	29.1%	35.2%	15.4%	8.0%
Q16-3. Quality of community policing efforts in your neighborhood	10.7%	30.9%	31.9%	17.9%	8.5%
Q16-4. Public safety social media outreach	10.5%	29.3%	41.9%	11.5%	6.7%

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

(N=866)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q17-1. Quality of residential garbage collection	37.2%	44.9%	7.9%	5.1%	2.7%	2.3%
Q17-2. Quality of yard waste & brush collection	37.0%	43.2%	10.7%	4.2%	2.1%	2.9%
Q17-3. Bulky item pickup/removal services	36.8%	40.9%	10.3%	4.3%	2.8%	5.0%
Q17-4. Recycling & compost services	29.3%	37.4%	14.9%	3.9%	3.7%	10.7%
Q17-5. Taste of tap water	15.4%	37.8%	21.1%	12.0%	8.2%	5.5%
Q17-6. Smell of tap water	16.1%	38.6%	24.0%	10.6%	6.6%	4.2%
Q17-7. Quality of water pressure in your home	26.3%	47.0%	13.6%	7.5%	4.0%	1.5%
Q17-8. Quality of water services customer service	20.8%	38.3%	18.0%	4.0%	2.2%	16.6%

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

(N=866)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Quality of residential garbage collection	38.1%	46.0%	8.0%	5.2%	2.7%
Q17-2. Quality of yard waste & brush collection	38.0%	44.5%	11.1%	4.3%	2.1%
Q17-3. Bulky item pickup/removal services	38.8%	43.0%	10.8%	4.5%	2.9%
Q17-4. Recycling & compost services	32.9%	41.9%	16.7%	4.4%	4.1%
Q17-5. Taste of tap water	16.3%	40.0%	22.4%	12.7%	8.7%
Q17-6. Smell of tap water	16.7%	40.2%	25.1%	11.1%	6.9%
Q17-7. Quality of water pressure in your home	26.7%	47.7%	13.8%	7.6%	4.1%
Q17-8. Quality of water services customer service	24.9%	46.0%	21.6%	4.8%	2.6%

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

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

	Number	Percent
Water/sewer costs are too high for quality of City services that I am receiving	377	43.5 %
Water/sewer costs are high, but City is providing more services at a higher quality than I expect	139	16.1 %
Water/sewer costs are just right for amount & quality of City services that I am receiving	220	25.4 %
Water/sewer costs are too low for amount & quality of City services that I am receiving	4	0.5 %
Don't know	126	14.5 %
Total	866	100.0 %

WITHOUT DON'T KNOW

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

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

	Number	Percent
Water/sewer costs are too high for quality of City services that I am receiving	377	50.9 %
Water/sewer costs are high, but City is providing more services at a higher quality than I expect	139	18.8 %
Water/sewer costs are just right for amount & quality of City services that I am receiving	220	29.7 %
Water/sewer costs are too low for amount & quality of City services that I am receiving	4	0.5 %
Total	740	100.0 %

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

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

	Number	Percent
1/4	111	12.8 %
1/2	114	13.2 %
3/4	77	8.9 %
Full	106	12.2 %
Overfull	100	11.5 %
Don't know/use	358	41.3 %
Total	866	100.0 %

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

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

	Number	Percent
1/4	111	21.9 %
1/2	114	22.4 %
3/4	77	15.2 %
Full	106	20.9 %
Overfull	100	19.7 %
Total	508	100.0 %

Q20. What prevents you from recycling more?

Q20. What prevents you from recycling more

	Number	Percent
I'm not sure what items can be recycled	160	18.5 %
I don't have enough space in my home to recycle	85	9.8 %
I don't have time to separate recycling from regular trash	70	8.1 %
I don't believe that recycling makes a difference for environment	27	3.1 %
Recycling bin has no lid	109	12.6 %
Recycling bin is too small	291	33.6 %
Recycling bin is too heavy once filled	55	6.4 %
Other	237	27.4 %
Total	1034	

Q20. Other

Q20-8. Other	Number	Percent
100% recycled	1	0.4 %
Add a spot in water bill for people to request a recycle bin	1	0.4 %
Apartment living and no recycling in complex	1	0.4 %
Apartments/condos don't recycle	1	0.4 %
Bin should be on wheels	1	0.4 %
Bin was stolen	3	1.3 %
Bins are too low-rectangular container not easy to use	1	0.4 %
Certain items that can't be recycled	1	0.4 %
City do not provide green recycle bin	1	0.4 %
City needs to accept more recyclable items	1	0.4 %
City needs to provide recycle bins to residents for a fee	1	0.4 %
Cost of blue bags and recycling materials left on street after picked up	1	0.4 %
Costs too much	1	0.4 %
Did not know Mesquite had recycling	1	0.4 %
Did not know the city had a recycling program	1	0.4 %
Didn't know it was an option	1	0.4 %
Didn't know of this service	1	0.4 %
Do not have recycling container	1	0.4 %
Do not recycle	1	0.4 %
Don't feel City is recycling	1	0.4 %
Don't have a bin	3	1.3 %
Don't have a recycling bin	6	2.5 %
Don't have more	1	0.4 %
Don't have much recycle material	1	0.4 %
Don't have much that can be recycled	1	0.4 %
Don't have recycling in apartment complex	1	0.4 %
Don't know about any bins	1	0.4 %
Don't know how to request a bin	1	0.4 %
Don't need to	1	0.4 %
Don't use recyclable items that often	1	0.4 %
Forgetfulness	2	0.8 %
Furnish us with cans for recycle	1	0.4 %
I always recycle	1	0.4 %
I ask for a recycling bin and was never delivered	1	0.4 %
I believe that I recycle as much as I can	1	0.4 %
I do all I can	1	0.4 %
I do not have a box or a recycling bin	1	0.4 %
I do recycle	2	0.8 %
I do recycle and have been recycling for years	1	0.4 %
I don't have a recycle bin but the ones I've seen are really small	1	0.4 %
I don't have a recycling bin, nor do I know the recycling schedule	1	0.4 %
I don't have recycling materials such bags, cans, etc.	1	0.4 %
I don't know what items I need to collect recycling	1	0.4 %

Q20. Other

Q20-8. Other	Number	Percent
I don't know which bins are supposed to be used	1	0.4 %
I don't need to do much	1	0.4 %
I forget sometimes	1	0.4 %
I live in a townhouse community and don't think we have recycling service	1	0.4 %
I live in an apartment where there is no recycling bin available	1	0.4 %
I live in apartments and we don't have a bin	1	0.4 %
I need a new recycling bin	1	0.4 %
I need to be more mindful of what I can recycle	1	0.4 %
I recycle	1	0.4 %
I recycle all I can	1	0.4 %
I recycle as much as I can and even buy recycle bags to help contain recyclables	1	0.4 %
I recycle in blue bags	1	0.4 %
I use compost facility	1	0.4 %
I use the blue recycling bags, not the green tub	1	0.4 %
I was excited about recycling until I had a bad experience at Poteet high school	1	0.4 %
I've never received a recycle bin, if they are free then I'd participate	1	0.4 %
I've not been provided with the recycling bin	1	0.4 %
Inconvenient	1	0.4 %
Inform residents about recycling more	1	0.4 %
Just don't do it	1	0.4 %
Just fine	1	0.4 %
Just got bins this week	1	0.4 %
Just use blue recycling bags so can recycle more	1	0.4 %
Just wish city could provide large trash & recycle bins	1	0.4 %
Kids don't recycle	1	0.4 %
Limited materials accepted for recycling	1	0.4 %
Limited recycle items	1	0.4 %
Live in apartment	1	0.4 %
Living in apartment complex	1	0.4 %
Look at Oregon	1	0.4 %
Lots of fire ants on recycle bin	1	0.4 %
Love the recycle	1	0.4 %
Make sure all items were on compliance through the app	1	0.4 %
Moved from another city & didn't know how to get recycling bin	1	0.4 %
My bin disappeared years ago	1	0.4 %
Need a bin and rules	1	0.4 %
Need another bin	1	0.4 %
Need bigger bin	1	0.4 %
Need blue container like ones in Dallas area	1	0.4 %
Need more bins	1	0.4 %
Need more bins or trash can sized recycle bin	1	0.4 %

Q20. Other

Q20-8. Other	Number	Percent
Need more than one bin	1	0.4 %
Never been supplied with a green recycling bin	1	0.4 %
Never get around to it	1	0.4 %
Never got one	1	0.4 %
No access to recycling bins	1	0.4 %
No bin provided at all	1	0.4 %
No knowledge of program	1	0.4 %
No need to recycle	1	0.4 %
No problem, recycle all the time	1	0.4 %
No recycle bin	71	30.0 %
No recycle bin & requested many times	1	0.4 %
No recycle bin, don't know where to get one	1	0.4 %
No recycle bin, use blue bags	1	0.4 %
No recycle container provided	1	0.4 %
No recycling bin in my apartment complex	2	0.8 %
No recycling bin with lid provided by city or can be purchased	1	0.4 %
No recycling in our area	1	0.4 %
No sharing of profits from City to residents	1	0.4 %
Not all plastics accepted	1	0.4 %
Not been approached	1	0.4 %
Not enough items that can be recycled	1	0.4 %
Not informed of recycling program in Mesquite	1	0.4 %
Not much recycling	1	0.4 %
Not sure	1	0.4 %
People living in the apartment complex that there is no recycling bin	1	0.4 %
Poor response from City employees	1	0.4 %
Prefer a City trash can	1	0.4 %
Prefer bags	1	0.4 %
Price for a bin	1	0.4 %
Private street, no pick up. Have to carry to recycle.	1	0.4 %
Received no response from City 4 yrs ago why my recycling was not picked up	1	0.4 %
Recycle all items	1	0.4 %
Recycle bin stolen	2	0.8 %
Recycling bin is missing	1	0.4 %
Recycling has been very expensive	1	0.4 %
Recycling truck passes too early in the morning	1	0.4 %
Should recycle twice a week	1	0.4 %
Small amount	1	0.4 %
Small green bin without a lid doesn't keep animals out	1	0.4 %
Someone took bin	1	0.4 %
The City has never provided information to get one	1	0.4 %
The apartment complex does not provide a recycling bin	1	0.4 %
The city makes you buy the recycling bin	1	0.4 %
The cost of trash is no recyclables	1	0.4 %

Q20. Other

Q20-8. Other	Number	Percent
Too many restrictions on what can be recycled	1	0.4 %
Too small, but now use two bins which works very well	1	0.4 %
Use blue bags	1	0.4 %
Use blue recycling bags and usually have 2 full bags every Tuesday	1	0.4 %
Very little recyclable at my house	1	0.4 %
We are using trash bag instead of city bin	1	0.4 %
We could use a larger bin since we recycle all recyclable items	1	0.4 %
We do not have a recycling can	1	0.4 %
We don't have a recycling bin	1	0.4 %
We don't want to take jobs away from the person that separates the trash	1	0.4 %
We have no recycling bin	1	0.4 %
We have to call city every week because no one is picking up the day we are to place on the curb	1	0.4 %
We need bigger recycling cans like Dallas and Garland	1	0.4 %
We need city trash cans	1	0.4 %
We need recycle bins like Dallas that we can wheel in and out	1	0.4 %
We need two bins	1	0.4 %
We recycle all we can and use blue bags	1	0.4 %
We recycle in blue bags provided by the apartment complex	1	0.4 %
We recycle what can be recycled	1	0.4 %
We use blue bags	1	0.4 %
Wheeled bin would be great	1	0.4 %
Where do I get green container you speak of	1	0.4 %
Wife not committed	1	0.4 %
Works for us so far	1	0.4 %
Would like to recycle styrofoam	1	0.4 %
You have to pay for the bin to even begin to recycle	1	0.4 %
Total	237	100.0 %

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

(N=866)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q21-1. Condition of major City streets	6.5%	33.4%	18.9%	23.9%	14.9%	2.4%
Q21-2. Condition of streets in your neighborhood	8.2%	30.1%	17.1%	24.2%	17.9%	2.4%
Q21-3. Condition of sidewalks in your neighborhood	6.6%	27.9%	21.4%	23.8%	17.0%	3.3%
Q21-4. Timing of traffic signals on City streets	8.2%	48.3%	25.3%	9.1%	5.3%	3.8%
Q21-5. Traffic flow on major City streets	7.9%	42.0%	23.3%	16.1%	7.0%	3.7%
Q21-6. Pedestrian accessibility (connected sidewalks for people with disabilities)	6.9%	31.8%	28.6%	9.5%	8.2%	15.0%
Q21-7. Appearance/condition of City medians, rights-of-ways, & public areas	9.9%	44.0%	25.8%	11.1%	4.5%	4.7%
Q21-8. Adequacy of City street lighting	8.5%	42.6%	20.3%	16.1%	8.8%	3.7%
Q21-9. Visibility of pavement markings & street signs on City streets	7.9%	46.2%	26.1%	10.5%	5.3%	4.0%
Q21-10. Overall cleanliness of streets & alleyways	7.0%	38.1%	26.1%	16.2%	8.7%	3.9%
Q21-11. Availability of bike lanes	3.1%	13.9%	29.6%	17.0%	12.1%	24.4%

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

(N=866)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. Condition of major City streets	6.6%	34.2%	19.4%	24.5%	15.3%
Q21-2. Condition of streets in your neighborhood	8.4%	30.9%	17.5%	24.9%	18.3%
Q21-3. Condition of sidewalks in your neighborhood	6.8%	28.9%	22.1%	24.6%	17.6%
Q21-4. Timing of traffic signals on City streets	8.5%	50.2%	26.3%	9.5%	5.5%
Q21-5. Traffic flow on major City streets	8.2%	43.6%	24.2%	16.7%	7.3%
Q21-6. Pedestrian accessibility (connected sidewalks for people with disabilities)	8.2%	37.4%	33.7%	11.1%	9.6%
Q21-7. Appearance/condition of City medians, rights-of-ways, & public areas	10.4%	46.2%	27.0%	11.6%	4.7%
Q21-8. Adequacy of City street lighting	8.9%	44.2%	21.1%	16.7%	9.1%
Q21-9. Visibility of pavement markings & street signs on City streets	8.2%	48.1%	27.2%	11.0%	5.5%
Q21-10. Overall cleanliness of streets & alleyways	7.3%	39.7%	27.2%	16.8%	9.0%
Q21-11. Availability of bike lanes	4.1%	18.3%	39.1%	22.4%	16.0%

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

Q22. Top choice	Number	Percent
Condition of major City streets	357	41.2 %
Condition of streets in your neighborhood	170	19.6 %
Condition of sidewalks in your neighborhood	43	5.0 %
Timing of traffic signals on City streets	21	2.4 %
Traffic flow on major City streets	33	3.8 %
Pedestrian accessibility (connected sidewalks for people with disabilities)	24	2.8 %
Appearance/condition of City medians, rights-of-ways, & public areas	14	1.6 %
Adequacy of City street lighting	60	6.9 %
Visibility of pavement markings & street signs on City streets	8	0.9 %
Overall cleanliness of streets & alleyways	40	4.6 %
Availability of bike lanes	14	1.6 %
None chosen	82	9.5 %
Total	866	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. 2nd choice	Number	Percent
Condition of major City streets	81	9.4 %
Condition of streets in your neighborhood	221	25.5 %
Condition of sidewalks in your neighborhood	106	12.2 %
Timing of traffic signals on City streets	39	4.5 %
Traffic flow on major City streets	82	9.5 %
Pedestrian accessibility (connected sidewalks for people with disabilities)	47	5.4 %
Appearance/condition of City medians, rights-of-ways, & public areas	26	3.0 %
Adequacy of City street lighting	73	8.4 %
Visibility of pavement markings & street signs on City streets	25	2.9 %
Overall cleanliness of streets & alleyways	48	5.5 %
Availability of bike lanes	15	1.7 %
None chosen	103	11.9 %
Total	866	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	47	5.4 %
Condition of streets in your neighborhood	49	5.7 %
Condition of sidewalks in your neighborhood	106	12.2 %
Timing of traffic signals on City streets	53	6.1 %
Traffic flow on major City streets	79	9.1 %
Pedestrian accessibility (connected sidewalks for people with disabilities)	45	5.2 %
Appearance/condition of City medians, rights-of-ways, & public areas	53	6.1 %
Adequacy of City street lighting	111	12.8 %
Visibility of pavement markings & street signs on City streets	27	3.1 %
Overall cleanliness of streets & alleyways	124	14.3 %
Availability of bike lanes	51	5.9 %
None chosen	121	14.0 %
Total	866	100.0 %

SUM OF TOP 3 CHOICES

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

Q22. Sum of Top 3 Choices	Number	Percent
Condition of major City streets	485	56.0 %
Condition of streets in your neighborhood	440	50.8 %
Condition of sidewalks in your neighborhood	255	29.4 %
Timing of traffic signals on City streets	113	13.0 %
Traffic flow on major City streets	194	22.4 %
Pedestrian accessibility (connected sidewalks for people with disabilities)	116	13.4 %
Appearance/condition of City medians, rights-of-ways, & public areas	93	10.7 %
Adequacy of City street lighting	244	28.2 %
Visibility of pavement markings & street signs on City streets	60	6.9 %
Overall cleanliness of streets & alleyways	212	24.5 %
Availability of bike lanes	80	9.2 %
None chosen	82	9.5 %
Total	2374	

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

Q23. How often have you visited City parks in past 12 months	Number	Percent
Daily	62	7.2 %
Weekly	158	18.2 %
Monthly	202	23.3 %
Once or twice a year	152	17.6 %
Seldom	182	21.0 %
Never	87	10.0 %
Not provided	23	2.7 %
Total	866	100.0 %

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

Q23. How often have you visited City parks in past 12 months	Number	Percent
Daily	62	7.4 %
Weekly	158	18.7 %
Monthly	202	24.0 %
Once or twice a year	152	18.0 %
Seldom	182	21.6 %
Never	87	10.3 %
Total	843	100.0 %

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

Q24. What facilities/activities have you used/ participated in during past year	Number	Percent
Trails	361	41.7 %
Playgrounds	301	34.8 %
Athletic fields	149	17.2 %
Pavilions	132	15.2 %
Dog leash free zone	58	6.7 %
Basketball courts	60	6.9 %
Picnic tables	196	22.6 %
Fishing	60	6.9 %
After school adventure programs (RASP)	15	1.7 %
Recreation centers	194	22.4 %
Aquatic centers/swimming pools	145	16.7 %
Tennis courts	36	4.2 %
Golf course	46	5.3 %
Other	37	4.3 %
Total	1790	

Q24. Other

Q24-14. Other	Number	Percent
Archery	2	5.4 %
Art Center	2	5.4 %
Baseball	1	2.7 %
City Lake Park	1	2.7 %
City Lake walking trail	1	2.7 %
Disability keeps me home	1	2.7 %
Disc Golf Course (Porter Elementary and Paschall)	1	2.7 %
Disc golf	2	5.4 %
Dog walking areas	1	2.7 %
Duck pond	1	2.7 %
East field college track	1	2.7 %
Exercise bike	1	2.7 %
Give protection to property and vehicles	1	2.7 %
Gyms	1	2.7 %
Historic parks	1	2.7 %
Holiday events	1	2.7 %
Hospitals, clinics	1	2.7 %
I am disabled with no public transportation to enjoy anything here	1	2.7 %
I have not visited	1	2.7 %
I never visited the park due to dirty bench, mosquitoes and fire ants	1	2.7 %
I'd like to fish but Porter Pond off NW Dr is filled with trash most times	1	2.7 %
Library	1	2.7 %
Mesquite Community Theater	1	2.7 %
Parks	2	5.4 %
Rec center	1	2.7 %
Sand volleyball	1	2.7 %
Senior centers	1	2.7 %
The one and only bike trail	1	2.7 %
Volleyball courts	1	2.7 %
Voting locations	1	2.7 %
Walking	1	2.7 %
Walking in City Lake Park	2	5.4 %
Total	37	100.0 %

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

(N=866)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q25-1. Maintenance of City parks	17.6%	48.0%	17.4%	3.9%	1.2%	11.9%
Q25-2. Number of City parks	16.7%	43.6%	18.2%	5.7%	1.5%	14.2%
Q25-3. Appearance of park facilities	16.4%	46.2%	20.6%	4.0%	1.3%	11.5%
Q25-4. Quality of walking & biking paths	15.2%	40.3%	19.7%	5.9%	2.3%	16.5%
Q25-5. Quality of aquatic/pool facilities	9.8%	26.0%	23.4%	3.8%	1.7%	35.2%
Q25-6. Outdoor athletic facilities/fields (e.g., soccer, baseball, & football)	11.3%	35.7%	21.1%	3.2%	1.3%	27.4%
Q25-7. Availability of information about recreation programs	11.4%	30.1%	24.6%	7.4%	3.1%	23.3%
Q25-8. Quality of recreation programs for youth	8.5%	25.1%	22.6%	4.6%	2.2%	37.0%
Q25-9. Quality of recreation programs for adults	8.4%	23.7%	23.9%	6.0%	2.5%	35.5%
Q25-10. Quality of recreation programs for seniors	8.2%	20.9%	23.6%	5.0%	3.2%	39.1%
Q25-11. City sponsored special events (e.g. Christmas in the Park, Summer Sizzle)	14.0%	33.9%	22.3%	5.2%	2.2%	22.4%
Q25-12. Number of parks & recreation amenities	10.3%	33.9%	23.1%	6.9%	2.1%	23.7%
Q25-13. Westlake Tennis Center	5.8%	15.7%	23.4%	1.2%	1.2%	52.8%
Q25-14. City summer camp programs	6.2%	14.2%	23.3%	1.6%	1.6%	53.0%
Q25-15. Quality of programs at senior centers	6.9%	15.4%	20.7%	3.3%	2.1%	51.6%
Q25-16. Mesquite Golf Course	6.7%	15.2%	20.6%	1.7%	1.4%	54.4%
Q25-17. Customer service provided by Parks & Recreation staff	9.2%	26.6%	19.7%	1.3%	2.2%	41.0%
Q25-18. Maintenance & appearance of recreation centers	10.2%	36.1%	21.6%	3.5%	1.5%	27.1%

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

(N=866)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q25-1. Maintenance of City parks	19.9%	54.5%	19.8%	4.5%	1.3%
Q25-2. Number of City parks	19.5%	50.9%	21.3%	6.6%	1.7%
Q25-3. Appearance of park facilities	18.5%	52.2%	23.2%	4.6%	1.4%
Q25-4. Quality of walking & biking paths	18.3%	48.3%	23.7%	7.1%	2.8%
Q25-5. Quality of aquatic/pool facilities	15.2%	40.1%	36.2%	5.9%	2.7%
Q25-6. Outdoor athletic facilities/fields (e.g., soccer, baseball, & football)	15.6%	49.1%	29.1%	4.5%	1.7%
Q25-7. Availability of information about recreation programs	14.9%	39.3%	32.1%	9.6%	4.1%
Q25-8. Quality of recreation programs for youth	13.6%	39.7%	35.9%	7.3%	3.5%
Q25-9. Quality of recreation programs for adults	13.1%	36.7%	37.0%	9.3%	3.9%
Q25-10. Quality of recreation programs for seniors	13.5%	34.3%	38.7%	8.2%	5.3%
Q25-11. City sponsored special events (e.g. Christmas in the Park, Summer Sizzle)	18.0%	43.8%	28.7%	6.7%	2.8%
Q25-12. Number of parks & recreation amenities	13.5%	44.5%	30.3%	9.1%	2.7%
Q25-13. Westlake Tennis Center	12.2%	33.3%	49.6%	2.4%	2.4%
Q25-14. City summer camp programs	13.3%	30.2%	49.6%	3.4%	3.4%
Q25-15. Quality of programs at senior centers	14.3%	31.7%	42.7%	6.9%	4.3%
Q25-16. Mesquite Golf Course	14.7%	33.4%	45.1%	3.8%	3.0%
Q25-17. Customer service provided by Parks & Recreation staff	15.7%	45.0%	33.5%	2.2%	3.7%
Q25-18. Maintenance & appearance of recreation centers	13.9%	49.6%	29.6%	4.8%	2.1%

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

Q26. Top choice	Number	Percent
Maintenance of City parks	316	36.5 %
Number of City parks	44	5.1 %
Appearance of park facilities	51	5.9 %
Quality of walking & biking paths	56	6.5 %
Quality of aquatic/pool facilities	19	2.2 %
Outdoor athletic facilities/fields (e.g., soccer, baseball, & football)	15	1.7 %
Availability of information about recreation programs	29	3.3 %
Quality of recreation programs for youth	32	3.7 %
Quality of recreation programs for adults	6	0.7 %
Quality of recreation programs for seniors	18	2.1 %
City sponsored special events (e.g. Christmas in the Park, Summer Sizzle)	10	1.2 %
Number of parks & recreation amenities	10	1.2 %
Westlake Tennis Center	2	0.2 %
City summer camp programs	8	0.9 %
Quality of programs at senior centers	18	2.1 %
Mesquite Golf Course	14	1.6 %
Customer service provided by Parks & Recreation staff	9	1.0 %
Maintenance & appearance of recreation centers	18	2.1 %
None chosen	191	22.1 %
Total	866	100.0 %

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

Q26. 2nd choice	Number	Percent
Maintenance of City parks	76	8.8 %
Number of City parks	53	6.1 %
Appearance of park facilities	135	15.6 %
Quality of walking & biking paths	94	10.9 %
Quality of aquatic/pool facilities	34	3.9 %
Outdoor athletic facilities/fields (e.g., soccer, baseball, & football)	25	2.9 %
Availability of information about recreation programs	28	3.2 %
Quality of recreation programs for youth	41	4.7 %
Quality of recreation programs for adults	24	2.8 %
Quality of recreation programs for seniors	27	3.1 %
City sponsored special events (e.g. Christmas in the Park, Summer Sizzle)	22	2.5 %
Number of parks & recreation amenities	16	1.8 %
Westlake Tennis Center	4	0.5 %
City summer camp programs	11	1.3 %
Quality of programs at senior centers	14	1.6 %
Mesquite Golf Course	6	0.7 %
Customer service provided by Parks & Recreation staff	9	1.0 %
Maintenance & appearance of recreation centers	36	4.2 %
None chosen	211	24.4 %
Total	866	100.0 %

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

Q26. 3rd choice	Number	Percent
Maintenance of City parks	27	3.1 %
Number of City parks	28	3.2 %
Appearance of park facilities	69	8.0 %
Quality of walking & biking paths	74	8.5 %
Quality of aquatic/pool facilities	38	4.4 %
Outdoor athletic facilities/fields (e.g., soccer, baseball, & football)	41	4.7 %
Availability of information about recreation programs	37	4.3 %
Quality of recreation programs for youth	68	7.9 %
Quality of recreation programs for adults	20	2.3 %
Quality of recreation programs for seniors	47	5.4 %
City sponsored special events (e.g. Christmas in the Park, Summer Sizzle)	46	5.3 %
Number of parks & recreation amenities	28	3.2 %
Westlake Tennis Center	2	0.2 %
City summer camp programs	12	1.4 %
Quality of programs at senior centers	20	2.3 %
Mesquite Golf Course	7	0.8 %
Customer service provided by Parks & Recreation staff	23	2.7 %
Maintenance & appearance of recreation centers	50	5.8 %
None chosen	229	26.4 %
Total	866	100.0 %

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

Q26. 4th choice	Number	Percent
Maintenance of City parks	27	3.1 %
Number of City parks	26	3.0 %
Appearance of park facilities	39	4.5 %
Quality of walking & biking paths	50	5.8 %
Quality of aquatic/pool facilities	30	3.5 %
Outdoor athletic facilities/fields (e.g., soccer, baseball, & football)	40	4.6 %
Availability of information about recreation programs	39	4.5 %
Quality of recreation programs for youth	24	2.8 %
Quality of recreation programs for adults	17	2.0 %
Quality of recreation programs for seniors	30	3.5 %
City sponsored special events (e.g. Christmas in the Park, Summer Sizzle)	66	7.6 %
Number of parks & recreation amenities	36	4.2 %
Westlake Tennis Center	3	0.3 %
City summer camp programs	17	2.0 %
Quality of programs at senior centers	32	3.7 %
Mesquite Golf Course	12	1.4 %
Customer service provided by Parks & Recreation staff	32	3.7 %
Maintenance & appearance of recreation centers	61	7.0 %
None chosen	285	32.9 %
Total	866	100.0 %

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

Q26. Sum of Top 4 Choices	Number	Percent
Maintenance of City parks	446	51.5 %
Number of City parks	151	17.4 %
Appearance of park facilities	294	33.9 %
Quality of walking & biking paths	274	31.6 %
Quality of aquatic/pool facilities	121	14.0 %
Outdoor athletic facilities/fields (e.g., soccer, baseball, & football)	121	14.0 %
Availability of information about recreation programs	133	15.4 %
Quality of recreation programs for youth	165	19.1 %
Quality of recreation programs for adults	67	7.7 %
Quality of recreation programs for seniors	122	14.1 %
City sponsored special events (e.g. Christmas in the Park, Summer Sizzle)	144	16.6 %
Number of parks & recreation amenities	90	10.4 %
Westlake Tennis Center	11	1.3 %
City summer camp programs	48	5.5 %
Quality of programs at senior centers	84	9.7 %
Mesquite Golf Course	39	4.5 %
Customer service provided by Parks & Recreation staff	73	8.4 %
Maintenance & appearance of recreation centers	165	19.1 %
None chosen	191	22.1 %
Total	2739	

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

Q27. How often have you visited City libraries in past 12 months	Number	Percent
Daily	5	0.6 %
Weekly	51	5.9 %
Monthly	123	14.2 %
Once or twice a year	184	21.2 %
Seldom	172	19.9 %
Never	279	32.2 %
Not provided	52	6.0 %
Total	866	100.0 %

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

Q27. How often have you visited City libraries in past 12 months	Number	Percent
Daily	5	0.6 %
Weekly	51	6.3 %
Monthly	123	15.1 %
Once or twice a year	184	22.6 %
Seldom	172	21.1 %
Never	279	34.3 %
Total	814	100.0 %

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

(N=535)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q28-1. Quality of condition of library facilities	22.2%	44.3%	18.3%	3.2%	0.6%	11.4%
Q28-2. Amount of quiet space at libraries	20.9%	45.2%	16.6%	3.0%	0.6%	13.6%
Q28-3. Quality of library children's events, classes, & programs	15.9%	26.2%	20.9%	2.4%	1.3%	33.3%
Q28-4. Quality of library adult events, classes, & programs	11.8%	25.2%	21.9%	3.2%	1.1%	36.8%
Q28-5. Availability of meeting space	11.2%	26.0%	20.4%	3.4%	1.1%	37.9%
Q28-6. Quality of library materials & resources	15.7%	41.1%	19.6%	4.3%	1.9%	17.4%
Q28-7. Quality of library computers & other mobile electronic devices	15.7%	33.6%	22.1%	3.2%	0.9%	24.5%
Q28-8. Availability of library computers & other mobile electronic devices	15.7%	31.2%	22.6%	3.7%	0.7%	26.0%
Q28-9. Quality of library staff customer service	28.0%	38.7%	16.3%	1.7%	0.9%	14.4%

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

(N=535)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q28-1. Quality of condition of library facilities	25.1%	50.0%	20.7%	3.6%	0.6%
Q28-2. Amount of quiet space at libraries	24.2%	52.4%	19.3%	3.5%	0.6%
Q28-3. Quality of library children's events, classes, & programs	23.8%	39.2%	31.4%	3.6%	2.0%
Q28-4. Quality of library adult events, classes, & programs	18.6%	39.9%	34.6%	5.0%	1.8%
Q28-5. Availability of meeting space	18.1%	41.9%	32.8%	5.4%	1.8%
Q28-6. Quality of library materials & resources	19.0%	49.8%	23.8%	5.2%	2.3%
Q28-7. Quality of library computers & other mobile electronic devices	20.8%	44.6%	29.2%	4.2%	1.2%
Q28-8. Availability of library computers & other mobile electronic devices	21.2%	42.2%	30.6%	5.1%	1.0%
Q28-9. Quality of library staff customer service	32.8%	45.2%	19.0%	2.0%	1.1%

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

Q29. What potential facilities/amenities you would like to see added in community	Number	Percent
Dog park	282	32.6 %
Additional reservable pavilions	232	26.8 %
Outdoor fitness equipment/stations	293	33.8 %
Skateboard park	106	12.2 %
Spraygrounds & splash pads	347	40.1 %
Outdoor special events in neighborhood parks	416	48.0 %
Additional trails	300	34.6 %
BMX bike park & additional off-road trails	136	15.7 %
Other	75	8.7 %
Total	2187	

Q29. Other

Q29-9. Other	Number	Percent
A city park in my neighborhood	1	1.3 %
A main event bowling alley, a cool bar, etc	1	1.3 %
Access to pools year round	1	1.3 %
Affordable, rentable event centers	1	1.3 %
Ban aggressive dogs	1	1.3 %
Better maintenance of parks	1	1.3 %
Big pools	1	1.3 %
Bike lanes	1	1.3 %
Botanical garden	1	1.3 %
Bridge to cross the trail on Westover Greenbelt has been out for almost TWO YEARS now	1	1.3 %
Build parks not under power lines or sewer ditches	1	1.3 %
Clinics	1	1.3 %
Community gardens on empty city lots	1	1.3 %
Covered playground	1	1.3 %
DART	1	1.3 %
Disc golf courses	2	2.7 %
Don't know and don't use any	1	1.3 %
Evening senior activities	1	1.3 %
Events in the park for families	1	1.3 %
Farmer's market on Sundays	1	1.3 %
Forest trails	1	1.3 %
Get rid of fire ants	1	1.3 %
Golf course	1	1.3 %
Group meeting places	1	1.3 %
Indoor pool	2	2.7 %
Indoor pool facility & programs	1	1.3 %
Indoor pool year round	1	1.3 %
Large water park/wave pool	1	1.3 %
More Art Center events	1	1.3 %
More affordable areas	1	1.3 %
More after school programs for families that are on a fixed income	1	1.3 %
More benches in parks and along walking path	1	1.3 %
More events	1	1.3 %
More family things	1	1.3 %
More music concerts	1	1.3 %
More new parks	1	1.3 %
More pools	1	1.3 %
More swimming/aerobic classes for adults	1	1.3 %
More toddler friendly activities	1	1.3 %
Music park/bowling tournament/public basketball tournament/basketball courts	1	1.3 %
Natatorium	1	1.3 %
Need new library or remodel existing one	1	1.3 %
New senior center	1	1.3 %

Q29. Other

Q29-9. Other	Number	Percent
New upgraded recreation facility with an indoor walking track	1	1.3 %
No mean dogs	1	1.3 %
Outdoor activities for seniors	1	1.3 %
Outdoor concert pavillion	1	1.3 %
Outdoor local music in summer	1	1.3 %
Outdoor music events and picnic and grilling	1	1.3 %
Park for people with disabilities and special needs	1	1.3 %
Public swimming pools	1	1.3 %
Public trash cans	1	1.3 %
Racquetball court	1	1.3 %
Restrooms	1	1.3 %
Sand volleyball courts	1	1.3 %
Senior facility	1	1.3 %
Senior recreation	1	1.3 %
Shaded areas along the trails	1	1.3 %
Smaller park areas in neighborhoods	1	1.3 %
Something for adults only	1	1.3 %
Special needs events/activities	1	1.3 %
Splash pads for dogs	1	1.3 %
Swimming and diving pool	1	1.3 %
Swimming for seniors	1	1.3 %
Tables in parks	1	1.3 %
Tennis court in Town East Park	1	1.3 %
Update the libraries	1	1.3 %
Update/renovate some of the older pavilions and add restrooms	1	1.3 %
Visibility of police	1	1.3 %
Walking only, no bikes	1	1.3 %
Water aerobics for adults in city pool	1	1.3 %
Wild Flower Trails	1	1.3 %
Youth facilities	1	1.3 %
Total	75	100.0 %

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

Q30. Top choice	Number	Percent
Dog park	124	14.3 %
Additional reservable pavilions	71	8.2 %
Outdoor fitness equipment/stations	115	13.3 %
Skateboard park	19	2.2 %
Spraygrounds & splash pads	125	14.4 %
Outdoor special events in neighborhood parks	94	10.9 %
Additional trails	61	7.0 %
BMX bike park & additional off-road trails	20	2.3 %
Other	40	4.6 %
None chosen	197	22.7 %
Total	866	100.0 %

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

Q30. 2nd choice	Number	Percent
Dog park	72	8.3 %
Additional reservable pavilions	84	9.7 %
Outdoor fitness equipment/stations	79	9.1 %
Skateboard park	27	3.1 %
Spraygrounds & splash pads	94	10.9 %
Outdoor special events in neighborhood parks	138	15.9 %
Additional trails	82	9.5 %
BMX bike park & additional off-road trails	26	3.0 %
Other	9	1.0 %
None chosen	255	29.4 %
Total	866	100.0 %

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

Q30. 3rd choice	Number	Percent
Dog park	46	5.3 %
Additional reservable pavilions	51	5.9 %
Outdoor fitness equipment/stations	55	6.4 %
Skateboard park	33	3.8 %
Spraygrounds & splash pads	85	9.8 %
Outdoor special events in neighborhood parks	116	13.4 %
Additional trails	106	12.2 %
BMX bike park & additional off-road trails	44	5.1 %
Other	16	1.8 %
None chosen	314	36.3 %
Total	866	100.0 %

SUM OF TOP 3 CHOICES

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

Q30. Sum of Top 3 Choices	Number	Percent
Dog park	242	27.9 %
Additional reservable pavilions	206	23.8 %
Outdoor fitness equipment/stations	249	28.8 %
Skateboard park	79	9.1 %
Spraygrounds & splash pads	304	35.1 %
Outdoor special events in neighborhood parks	348	40.2 %
Additional trails	249	28.8 %
BMX bike park & additional off-road trails	90	10.4 %
Other	65	7.5 %
None chosen	197	22.7 %
Total	2029	

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

Q31. What sources you currently use to obtain/ receive information about City of Mesquite	Number	Percent
City of Mesquite website	609	70.3 %
Mainstream newsletter	464	53.6 %
E-newsletters (Council Connection)	79	9.1 %
Mesquite Messenger (Notify-Me, email, text alerts)	84	9.7 %
City Council meetings	56	6.5 %
Cable television	109	12.6 %
City's Facebook page	170	19.6 %
City's Twitter account	18	2.1 %
Town Hall meetings	56	6.5 %
City's mobile app (MesquiteTx)	43	5.0 %
City's Nextdoor page	189	21.8 %
Neighborhood/Crime Watch meetings	111	12.8 %
Other	44	5.1 %
Total	2032	

Q31. Other

Q31-13. Other	Number	Percent
Bruce Archers Facebook page	1	2.3 %
Cell phone	2	4.5 %
Church Mimosa Lane	1	2.3 %
Council members' social media pages	1	2.3 %
Dallas County East Democrats meetings	1	2.3 %
Dallas Morning News	1	2.3 %
Driving around	1	2.3 %
Employees of the City of Mesquite	1	2.3 %
Facebook	1	2.3 %
Knowledgeable friends	1	2.3 %
Mail	3	6.8 %
Mesquite Division 4 Facebook page	1	2.3 %
Mesquite art center	1	2.3 %
Mesquite newspaper	1	2.3 %
Mesquite radio	1	2.3 %
Neighborhood HOA	1	2.3 %
Neighborhood on Facebook	1	2.3 %
News	2	4.5 %
News , word of mouth	1	2.3 %
Newspaper	3	6.8 %
Nextdoor	2	4.5 %
Nextdoor, high school, radio	1	2.3 %
Radio Station FM 88.5	4	9.1 %
Senior center info	1	2.3 %
Social media groups	1	2.3 %
Social medial outlets	1	2.3 %
Talk to Mayor	1	2.3 %
Utility bill, mail	1	2.3 %
Water bill inserts	5	11.4 %
Websites rating City of Mesquite such as Neighborhood Scout, News Local	1	2.3 %
Total	44	100.0 %

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

Q32. Top choice	Number	Percent
City of Mesquite website	360	41.6 %
Mainstream newsletter	148	17.1 %
E-newsletters (Council Connection)	22	2.5 %
Mesquite Messenger (Notify-Me, email, text alerts)	27	3.1 %
City Council meetings	3	0.3 %
Cable television	12	1.4 %
City's Facebook page	37	4.3 %
City's Twitter account	3	0.3 %
Town Hall meetings	8	0.9 %
City's mobile app (MesquiteTx)	9	1.0 %
City's Nextdoor page	40	4.6 %
Neighborhood/Crime Watch meetings	16	1.8 %
Other	15	1.7 %
None chosen	166	19.2 %
Total	866	100.0 %

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

Q32. 2nd choice	Number	Percent
City of Mesquite website	114	13.2 %
Mainstream newsletter	177	20.4 %
E-newsletters (Council Connection)	32	3.7 %
Mesquite Messenger (Notify-Me, email, text alerts)	47	5.4 %
City Council meetings	12	1.4 %
Cable television	36	4.2 %
City's Facebook page	57	6.6 %
City's Twitter account	5	0.6 %
Town Hall meetings	14	1.6 %
City's mobile app (MesquiteTx)	18	2.1 %
City's Nextdoor page	52	6.0 %
Neighborhood/Crime Watch meetings	22	2.5 %
Other	9	1.0 %
None chosen	271	31.3 %
Total	866	100.0 %

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

Q32. 3rd choice	Number	Percent
City of Mesquite website	54	6.2 %
Mainstream newsletter	48	5.5 %
E-newsletters (Council Connection)	32	3.7 %
Mesquite Messenger (Notify-Me, email, text alerts)	51	5.9 %
City Council meetings	23	2.7 %
Cable television	35	4.0 %
City's Facebook page	65	7.5 %
City's Twitter account	6	0.7 %
Town Hall meetings	30	3.5 %
City's mobile app (MesquiteTx)	24	2.8 %
City's Nextdoor page	60	6.9 %
Neighborhood/Crime Watch meetings	38	4.4 %
Other	11	1.3 %
None chosen	389	44.9 %
Total	866	100.0 %

SUM OF TOP 3 CHOICES

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

Q32. Sum of Top 3 Choices	Number	Percent
City of Mesquite website	528	61.0 %
Mainstream newsletter	373	43.1 %
E-newsletters (Council Connection)	86	9.9 %
Mesquite Messenger (Notify-Me, email, text alerts)	125	14.4 %
City Council meetings	38	4.4 %
Cable television	83	9.6 %
City's Facebook page	159	18.4 %
City's Twitter account	14	1.6 %
Town Hall meetings	52	6.0 %
City's mobile app (MesquiteTx)	51	5.9 %
City's Nextdoor page	152	17.6 %
Neighborhood/Crime Watch meetings	76	8.8 %
Other	35	4.0 %
None chosen	166	19.2 %
Total	1938	

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

Q33. Are you satisfied with quality & affordability of housing in Mesquite	Number	Percent
Yes	408	47.1 %
No	198	22.9 %
Unsure	260	30.0 %
Total	866	100.0 %

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

Q34. What are most important factors for City Council to consider regarding new housing development	Number	Percent
Lot size	284	32.8 %
Affordability	496	57.3 %
Neighborhood amenities	352	40.6 %
House square-footage	218	25.2 %
Open space	205	23.7 %
Historical character of surrounding area	121	14.0 %
Over gentrification	57	6.6 %
Housing density	177	20.4 %
Home Owner Association (HOA) management	89	10.3 %
Senior housing	196	22.6 %
Total	2195	

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

Q35. Do you think City of Mesquite is continually improving as a place to live	Number	Percent
Yes	386	44.6 %
No	248	28.6 %
Don't know	232	26.8 %
Total	866	100.0 %

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

Q35. Do you think City of Mesquite is continually improving as a place to live	Number	Percent
Yes	386	60.9 %
No	248	39.1 %
Total	634	100.0 %

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

(N=866)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q36-1. Availability of information about government operations	6.7%	26.2%	31.2%	9.0%	3.0%	23.9%
Q36-2. City efforts to keep residents informed about local issues	8.2%	32.0%	25.9%	14.4%	4.3%	15.2%
Q36-3. Level of public involvement in City decision-making	4.7%	18.6%	33.4%	14.2%	5.8%	23.3%
Q36-4. Usefulness of information that is available on City's website	7.7%	35.2%	28.3%	5.5%	2.4%	20.8%
Q36-5. Timeliness of information provided by your local government	6.4%	25.8%	32.2%	8.2%	3.6%	23.9%
Q36-6. Quality of social media outlets (e.g. Facebook, Twitter)	6.9%	24.4%	26.6%	3.7%	2.4%	36.0%
Q36-7. Availability of public safety messages (e.g. updates by police, product recalls by fire department, mosquito alerts)	9.4%	30.0%	25.8%	9.8%	4.2%	20.9%

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

(N=866)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q36-1. Availability of information about government operations	8.8%	34.4%	41.0%	11.8%	3.9%
Q36-2. City efforts to keep residents informed about local issues	9.7%	37.7%	30.5%	17.0%	5.0%
Q36-3. Level of public involvement in City decision-making	6.2%	24.2%	43.5%	18.5%	7.5%
Q36-4. Usefulness of information that is available on City's website	9.8%	44.5%	35.7%	7.0%	3.1%
Q36-5. Timeliness of information provided by your local government	8.3%	33.8%	42.3%	10.8%	4.7%
Q36-6. Quality of social media outlets (e.g. Facebook, Twitter)	10.8%	38.1%	41.5%	5.8%	3.8%
Q36-7. Availability of public safety messages (e.g. updates by police, product recalls by fire department, mosquito alerts)	11.8%	38.0%	32.6%	12.4%	5.3%

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

<u>Q37. Top choice</u>	<u>Number</u>	<u>Percent</u>
Availability of information about government operations	115	13.3 %
City efforts to keep residents informed about local issues	268	30.9 %
Level of public involvement in City decision-making	80	9.2 %
Usefulness of information that is available on City's website	40	4.6 %
Timeliness of information provided by your local government	23	2.7 %
Quality of social media outlets (e.g. Facebook, Twitter)	14	1.6 %
Availability of public safety messages (e.g. updates by police, product recalls by fire department, mosquito alerts)	171	19.7 %
None chosen	155	17.9 %
Total	866	100.0 %

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

<u>Q37. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Availability of information about government operations	70	8.1 %
City efforts to keep residents informed about local issues	184	21.2 %
Level of public involvement in City decision-making	128	14.8 %
Usefulness of information that is available on City's website	70	8.1 %
Timeliness of information provided by your local government	91	10.5 %
Quality of social media outlets (e.g. Facebook, Twitter)	21	2.4 %
Availability of public safety messages (e.g. updates by police, product recalls by fire department, mosquito alerts)	120	13.9 %
None chosen	182	21.0 %
Total	866	100.0 %

SUM OF TOP 2 CHOICES

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

<u>Q37. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
Availability of information about government operations	185	21.4 %
City efforts to keep residents informed about local issues	452	52.2 %
Level of public involvement in City decision-making	208	24.0 %
Usefulness of information that is available on City's website	110	12.7 %
Timeliness of information provided by your local government	114	13.2 %
Quality of social media outlets (e.g. Facebook, Twitter)	35	4.0 %
Availability of public safety messages (e.g. updates by police, product recalls by fire department, mosquito alerts)	291	33.6 %
None chosen	155	17.9 %
Total	1550	

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

Q38. What are the biggest issues Mesquite will
face within next five years

	Number	Percent
Neighborhood vitality	333	38.5 %
Public safety	470	54.3 %
Street maintenance	439	50.7 %
Retail growth	86	9.9 %
Local job growth	197	22.7 %
Redeveloping Downtown area	174	20.1 %
Revitalizing old shopping centers	198	22.9 %
Developing I-20 corridor	94	10.9 %
Retaining small businesses	139	16.1 %
Public transportation	224	25.9 %
Other	33	3.8 %
Total	2387	

Q38. Other

Q38-11. Other	Number	Percent
635 expansion	1	3.0 %
Affordable housing	1	3.0 %
Animal control	1	3.0 %
Clean neighborhoods	1	3.0 %
Crime	1	3.0 %
Crowded traffic on major streets	1	3.0 %
Development of youth programs	1	3.0 %
Disrespectful neighbors playing loud music	1	3.0 %
Education	2	6.1 %
Federal housing bad	1	3.0 %
Higher quality stores/homes	1	3.0 %
I don't feel safe shopping here	1	3.0 %
Illegals influencing every part of our life	1	3.0 %
Improving the overall quality of life and community in Mesquite	1	3.0 %
Large Mexican population moving into previously all White neighborhoods	1	3.0 %
Need cheaper apartments	1	3.0 %
New housing development	1	3.0 %
No more Section 8 in neighborhood	1	3.0 %
Rental properties	1	3.0 %
Retaining citizens	1	3.0 %
School system	1	3.0 %
Section 8 housing	1	3.0 %
Section 8 rental housing	1	3.0 %
Senior housing	1	3.0 %
Services that are available for lower income people or the homeless	1	3.0 %
Sewer	1	3.0 %
Single family housing being divided into rental, 10 cars per house	1	3.0 %
Street lights	1	3.0 %
Too many apartments	1	3.0 %
Traffic becomes an issue and Mesquite is not prepared for a population explosion	1	3.0 %
Using cell phone while driving	1	3.0 %
Water so bad it should be free	1	3.0 %
Total	33	100.0 %

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

<u>Q39. How many years have you lived in Mesquite</u>	<u>Number</u>	<u>Percent</u>
Less than 3 years	58	6.7 %
3-5 years	61	7.0 %
6-10 years	100	11.5 %
11-15 years	95	11.0 %
16-20 years	131	15.1 %
21-30 years	157	18.1 %
31+ years	249	28.8 %
Not provided	15	1.7 %
Total	866	100.0 %

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

<u>Q39. How many years have you lived in Mesquite</u>	<u>Number</u>	<u>Percent</u>
Less than 3 years	58	6.8 %
3-5 years	61	7.2 %
6-10 years	100	11.8 %
11-15 years	95	11.2 %
16-20 years	131	15.4 %
21-30 years	157	18.4 %
31+ years	249	29.3 %
Total	851	100.0 %

Q40. What is your age?

Q40. Your age	Number	Percent
18-34	157	18.1 %
35-44	190	21.9 %
45-54	186	21.5 %
55-64	169	19.5 %
65+	149	17.2 %
Not provided	15	1.7 %
Total	866	100.0 %

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

Q40. Your age	Number	Percent
18-34	157	18.4 %
35-44	190	22.3 %
45-54	186	21.9 %
55-64	169	19.9 %
65+	149	17.5 %
Total	851	100.0 %

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

Q41. What is the highest level of education you completed	Number	Percent
Grade school	14	1.6 %
High school	150	17.3 %
Some college	261	30.1 %
College graduate	189	21.8 %
Graduate work	36	4.2 %
Graduate degree	124	14.3 %
Technical/trade school	65	7.5 %
Not provided	27	3.1 %
Total	866	100.0 %

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

Q41. What is the highest level of education you completed	Number	Percent
Grade school	14	1.7 %
High school	150	17.9 %
Some college	261	31.1 %
College graduate	189	22.5 %
Graduate work	36	4.3 %
Graduate degree	124	14.8 %
Technical/trade school	65	7.7 %
Total	839	100.0 %

Q42. Do you work in the City of Mesquite?

Q42. Do you work in City of Mesquite	Number	Percent
Yes	106	12.2 %
No	737	85.1 %
Not provided	23	2.7 %
Total	866	100.0 %

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

Q42. Do you work in City of Mesquite	Number	Percent
Yes	106	12.6 %
No	737	87.4 %
Total	843	100.0 %

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

Q43. Do you have children living at home in following age groups	Number	Percent
Under 6 years	105	12.1 %
6-12 years	152	17.6 %
13-18 years	183	21.1 %
No children	497	57.4 %
Total	937	

Q44. Do you own or rent your home?

<u>Q44. Do you own or rent your home</u>	<u>Number</u>	<u>Percent</u>
Own	607	70.1 %
Rent	249	28.8 %
Not provided	10	1.2 %
Total	866	100.0 %

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

<u>Q44. Do you own or rent your home</u>	<u>Number</u>	<u>Percent</u>
Own	607	70.9 %
Rent	249	29.1 %
Total	856	100.0 %

Q45. Is your total annual household income...

Q45. What is your total annual household income	Number	Percent
Under \$25K	52	6.0 %
\$25K-\$49,999	178	20.6 %
\$50K-\$74,999	209	24.1 %
\$75K-\$99,999	140	16.2 %
\$100K-\$124,999	78	9.0 %
\$125K-\$149,999	60	6.9 %
\$150K-\$199,999	32	3.7 %
\$200K+	10	1.2 %
Not provided	107	12.4 %
Total	866	100.0 %

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

Q45. What is your total annual household income	Number	Percent
Under \$25K	52	6.9 %
\$25K-\$49,999	178	23.5 %
\$50K-\$74,999	209	27.5 %
\$75K-\$99,999	140	18.4 %
\$100K-\$124,999	78	10.3 %
\$125K-\$149,999	60	7.9 %
\$150K-\$199,999	32	4.2 %
\$200K+	10	1.3 %
Total	759	100.0 %

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

Q46. Your race/ethnicity	Number	Percent
Asian/Pacific Islander	33	3.8 %
Black/African American	198	22.9 %
White	509	58.8 %
American Indian/Eskimo	18	2.1 %
Other	107	12.4 %
Total	865	

Q46. Other

Q46-5. Other	Number	Percent
Hispanic	77	75.5 %
Indian	1	1.0 %
Latino	7	6.9 %
Mexican	10	9.8 %
Puerto Rican	3	2.9 %
Spanish	4	3.9 %
Total	102	100.0 %

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

Q47. Are you of Hispanic, Latino, or other Spanish heritage	Number	Percent
Yes	331	38.2 %
No	496	57.3 %
Not provided	39	4.5 %
Total	866	100.0 %

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

Q47. Are you of Hispanic, Latino, or other Spanish heritage	Number	Percent
Yes	331	40.0 %
No	496	60.0 %
Total	827	100.0 %

Q48. Your gender:

Q48. Your gender	Number	Percent
Male	434	50.1 %
Female	428	49.4 %
Not provided	4	0.5 %
Total	866	100.0 %

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

Q48. Your gender	Number	Percent
Male	434	50.3 %
Female	428	49.7 %
Total	862	100.0 %

Section 5

Survey Instrument



August 2018

Dear Mesquite Resident:

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

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

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

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

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

Sincerely,

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

Stan Pickett
Mayor

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

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



Agosto de 2018

Apreciado(a) residente de Mesquite:

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

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

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

Si tiene alguna pregunta o requiere información adicional, sírvase llamar a Wayne Larson, Director de Comunicaciones y Mercadeo, al 972.329.8319, o escríbale a wlarson@cityofmesquite.com.

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

Atentamente.

A handwritten signature in black ink that reads "Stan H. Pickett".

Stan Pickett
Alcalde

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



2018 Mesquite Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the city's on-going effort to provide quality services for the community. If you have questions, please contact Wayne Larson, Director of Communications and Marketing at 972-329-8319 or wlarson@cityofmesquite.com. 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 your community	5	4	3	2	1	9
4. Overall appearance of your community	5	4	3	2	1	9
5. Overall feeling of safety in your community	5	4	3	2	1	9

2. 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.]

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

7. 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

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

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

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

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

9a. How would you rate your experience?

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

10. 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

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

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

12. 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

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

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

14. 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

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

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

16. 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 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

17. 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

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

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

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

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

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

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

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

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

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

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

25. 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, Summer Sizzle)	5	4	3	2	1	9
12.	Number of parks and recreation amenities	5	4	3	2	1	9
13.	Westlake Tennis Center	5	4	3	2	1	9
14.	City summer camp programs	5	4	3	2	1	9
15.	Quality of programs at senior centers	5	4	3	2	1	9
16.	Mesquite Golf Course	5	4	3	2	1	9
17.	Customer service provided by Parks and Recreation staff	5	4	3	2	1	9
18.	Maintenance and appearance of recreation centers	5	4	3	2	1	9

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

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

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

- ☐ (1) Yes ☐ (2) No ☐ (9) Don't Know

36. 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 web-site	5	4	3	2	1	9
5.	Timeliness of information provided by your local government	5	4	3	2	1	9
6.	Quality of social media outlets (e.g. Facebook, Twitter)	5	4	3	2	1	9
7.	Availability of public safety messages (e.g. updates by police, product recalls by fire department, mosquito alerts)	5	4	3	2	1	9

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

1st: _____ 2nd: _____

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

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

Demographics

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

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

40. What is your age? _____ years

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

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

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

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

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

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

45. Is your total annual household income...

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

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

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

47. Are you of Hispanic, Latino, or other Spanish heritage? ☐ (1) Yes ☐ (2) No**48. Your gender:** ☐ (1) Male ☐ (2) Female

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

Name: _____ Phone: _____

E-mail: _____

This concludes the survey – Thank you for your time!

Please return your survey in the postage-paid envelope addressed to:
ETC Institute 725 W Frontier Lane 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.