

# 2022 Harlingen Resident Survey-ENGLISH

*Instructions: Circle or checkmark your answers. If unable to rate or answer, leave blank.*

**1. CITY SERVICES.** Please rate your overall satisfaction with major categories of services provided by the City of Harlingen on a scale of 1 to 5, where 1 means "Very Dissatisfied", 2 means "Dissatisfied", 3 means "Neutral", 4 means "Satisfied", and 5 means "Very Satisfied".

<b>Major Categories of City Services</b>					
A. Overall quality of police services	1	2	3	4	5
B. Overall quality of fire services	1	2	3	4	5
C. Overall quality of emergency medical services	1	2	3	4	5
D. Overall quality of city parks and facilities	1	2	3	4	5
E. Overall quality of recreation programs	1	2	3	4	5
F. Overall maintenance of city streets	1	2	3	4	5
G. Overall maintenance of city buildings and facilities	1	2	3	4	5
H. Overall quality of city water and sewer utilities	1	2	3	4	5
I. Overall enforcement of city codes and ordinances	1	2	3	4	5
J. Overall quality of customer service you receive from city employees	1	2	3	4	5
K. Overall effectiveness of city communication with the public	1	2	3	4	5
L. Overall quality of the city's storm water runoff/storm water management system	1	2	3	4	5
M. Overall flow of traffic and congestion management in the city	1	2	3	4	5
N. Overall quality of the city's solid waste system (trash, recycling, brush collection)	1	2	3	4	5
O. Overall quality of the city library	1	2	3	4	5
P. Overall quality of city cultural arts events	1	2	3	4	5

**2. Which THREE of the Major Categories of City Services do you think should receive the most emphasis from city leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 1 above.]**

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

**3. PERCEPTIONS.** Several items that may influence your perception of Harlingen are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 1 means "Very Dissatisfied", 2 means "Dissatisfied", 3 means "Neutral", 4 means "Satisfied", and 5 means "Very Satisfied".

<b>Perceptions of the City</b>					
A. Harlingen as a place to live	1	2	3	4	5
B. Harlingen as a place to raise children	1	2	3	4	5
C. Harlingen as a place to work	1	2	3	4	5
D. Harlingen as a place to retire	1	2	3	4	5
E. Overall image of Harlingen	1	2	3	4	5
F. Overall quality of life in Harlingen	1	2	3	4	5
G. Overall appearance of Harlingen	1	2	3	4	5
H. Harlingen as a welcoming community for people of diverse backgrounds	1	2	3	4	5
I. The overall quality of leadership provided by Harlingen's elected officials	1	2	3	4	5
J. The overall effectiveness of city management	1	2	3	4	5
K. Harlingen as a place to start a business	1	2	3	4	5

**4. MAINTENANCE.** Please rate your satisfaction on a scale of 1 to 5, where 1 means "Very Dissatisfied", 2 means "Dissatisfied", 3 means "Neutral", 4 means "Satisfied", and 5 means "Very Satisfied". with the following provided by the City:

<b>City Maintenance</b>					
A. Condition of major city streets	1	2	3	4	5
B. Condition of streets in your neighborhood	1	2	3	4	5
C. Condition of sidewalks in your neighborhood	1	2	3	4	5
D. Timing of traffic signals on city streets	1	2	3	4	5
E. Traffic flow on major city streets	1	2	3	4	5
F. Pedestrian accessibility (The City's sidewalk system/network; number/availability of sidewalks)	1	2	3	4	5

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G. Appearance and condition of city medians, right-of-ways and public areas	1	2	3	4	5
H. Adequacy of city street lighting	1	2	3	4	5
I. Condition of pavement markings on city streets	1	2	3	4	5
J. Overall cleanliness of streets and public areas	1	2	3	4	5
K. Condition of landscaping along public streets	1	2	3	4	5

**5. Which TWO of the City Maintenance services listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 4 above.]**

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

**6. POLICE, FIRE & EMERGENCY SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 1 means "Very Dissatisfied", 2 means "Dissatisfied", 3 means "Neutral", 4 means "Satisfied", and 5 means "Very Satisfied". with the following public safety services provided by the City of Harlingen:**

Public Safety Services					
A. Quality of police protection	1	2	3	4	5
B. Visibility of police in neighborhoods	1	2	3	4	5
C. Visibility of police in retail areas	1	2	3	4	5
D. Police response time	1	2	3	4	5
E. Efforts to prevent crime	1	2	3	4	5
F. Police safety education programs	1	2	3	4	5
G. Enforcement of traffic laws	1	2	3	4	5
H. Quality of animal control services	1	2	3	4	5
I. Quality and accessibility of municipal court services (i.e. traffic, collection, fines)	1	2	3	4	5
J. Quality of fire protection	1	2	3	4	5
K. Fire personnel emergency response time	1	2	3	4	5
L. Quality of fire safety education programs	1	2	3	4	5
M. 9-1-1 service provided by operators	1	2	3	4	5
N. 9-1-1 response time from first responders: ambulance, fire, police	1	2	3	4	5
O. Disaster preparedness public education	1	2	3	4	5

**7. Which TWO of the Public Safety Services items listed above do you think should receive the most emphasis from city leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 6 above.]**

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

**8. FEELING OF SAFETY. On a scale of 1 to 5, where 1 means "Very Unsafe", 2 means "Unsafe", 3 means "Neutral", 4 means "Safe", and 5 means "Very Safe". Please rate how safe you feel in the following situations:**

Feeling of Safety					
A. In your neighborhood during the day	1	2	3	4	5
B. In your neighborhood at night	1	2	3	4	5
C. In the City's parks, trails, and recreational areas	1	2	3	4	5
D. In commercial and retail areas	1	2	3	4	5
E. Overall in the City	1	2	3	4	5
F. Downtown after dark	1	2	3	4	5
G. Traveling by bicycle in Harlingen	1	2	3	4	5

**9. CODE ENFORCEMENT. Please rate your satisfaction on a scale of 1 to 5, where 1 means "Very Dissatisfied", 2 means "Dissatisfied", 3 means "Neutral", 4 means "Satisfied", and 5 means "Very Satisfied". with the following:**

Enforcement of City Codes and Ordinances					
A. Overall responsiveness of city code enforcement staff	1	2	3	4	5
B. City effort to enforce code violations	1	2	3	4	5
C. Clean-up of debris/litter	1	2	3	4	5

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D. Efforts to enforce exterior maintenance and upkeep of residential property	1	2	3	4	5
E. Efforts to identify abandoned or unsafe properties	1	2	3	4	5
F. Efforts to remove dilapidated structures	1	2	3	4	5
G. Enforcement of weedy lots, abandoned vehicles, graffiti	1	2	3	4	5
H. Cleanliness in your neighborhood	1	2	3	4	5
I. Enforcement of loud music	1	2	3	4	5
J. Degree to which code violations are a problem	1	2	3	4	5

**10. RESIDENTIAL AND NEIGHBORHOOD SERVICES.** Please rate your satisfaction on a scale of 1 to 5, where 1 means "Very Dissatisfied", 2 means "Dissatisfied", 3 means "Neutral", 4 means "Satisfied", and 5 means "Very Satisfied". with the following:

Residential and Neighborhood Services					
A. Quality of residential garbage collection	1	2	3	4	5
B. Quality of residential brush collection	1	2	3	4	5
C. Importance of neighborhood associations (HOA)	1	2	3	4	5

**11. UTILITIES SERVICES.** Please rate your satisfaction on a scale of 1 to 5, where 1 means "Very Dissatisfied", 2 means "Dissatisfied", 3 means "Neutral", 4 means "Satisfied", and 5 means "Very Satisfied". with the following:

Utilities Services					
A. Quality of drinking water	1	2	3	4	5
B. Quality of wastewater services	1	2	3	4	5
C. Quality of drainage infrastructure	1	2	3	4	5

**12. PARKS AND RECREATION.** Please rate your satisfaction on a scale of 1 to 5, where 1 means "Very Dissatisfied", 2 means "Dissatisfied", 3 means "Neutral", 4 means "Satisfied", and 5 means "Very Satisfied". with the following:

Parks and Recreation					
A. Quality of city parks	1	2	3	4	5
B. Number and location of city parks	1	2	3	4	5
C. Number, quality, and condition of walking and biking trails	1	2	3	4	5
D. Number, quality, and condition of swimming pools and splash pads	1	2	3	4	5
E. Quality of city sponsored events and activities	1	2	3	4	5
F. Quality of youth sports programs	1	2	3	4	5
G. Quality of adult sports programs	1	2	3	4	5
H. Quality of outdoor athletic fields	1	2	3	4	5
I. Quality of picnic, pavilion areas, playgrounds at city parks	1	2	3	4	5
J. Recreational opportunities	1	2	3	4	5
K. Quality of city golf courses	1	2	3	4	5
L. Quality and availability of accessible routes to and from playgrounds	1	2	3	4	5

**13. CUSTOMER SERVICE.** Have you called or visited the City with a question, problem, or complaint during the past 12 months?

- Yes [Answer Q13a-b.]
  No [Go to Q14.]

**13a. [If YES to Q13.] How did you contact the City? Select one. If you contacted the City in multiple ways, please select the method you were most likely to use.**

- Phone
  E-mail
  Social media
  Website
  311
  In person

**13b. [If YES to Q13.] How easy or difficult was it to address your issue?**

- Very Easy
  Somewhat Easy
  Difficult
  Very Difficult

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**14. City Communication.** Please rate your satisfaction on a scale of 1 to 5, where 1 means "Very Dissatisfied", 2 means "Dissatisfied", 3 means "Neutral", 4 means "Satisfied", and 5 means "Very Satisfied". with the following:

<b>Communication</b>					
A. Quality of the City's website	1	2	3	4	5
B. Quality of the City's social media (Twitter, Facebook, Instagram, etc.)	1	2	3	4	5
C. Availability of information on City services and programs	1	2	3	4	5
D. City's efforts to keep you informed	1	2	3	4	5
E. Level of public involvement in local decision-making	1	2	3	4	5
F. Transparency of City government	1	2	3	4	5

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

- |   |  |
|---|--|
| <p>____(01) City website</p> <p>____(02) Local newspaper</p> <p>____(03) Radio news programs</p> <p>____(04) Television news programs</p> | <p>____(05) Social networking site (Facebook, Twitter)</p> <p>____(06) Word of mouth (friends/neighbors)</p> <p>____(07) City emails/press releases</p> <p>____(08) Public meetings</p> <p>____(09) Other: _____</p> |
|---|--|

**16. DEVELOPMENT SERVICES.** Please rate your satisfaction on a scale of 1 to 5, where 1 means "Very Dissatisfied", 2 means "Dissatisfied", 3 means "Neutral", 4 means "Satisfied", and 5 means "Very Satisfied". with the following:

<b>Development Services</b>					
A. Building inspections	1	2	3	4	5
B. Obtaining a residential building permit	1	2	3	4	5
C. Obtaining a commercial building permit	1	2	3	4	5
D. Quality of communication during the development process	1	2	3	4	5

**17. EDUCATION.** Please rate your satisfaction on a scale of 1 to 5, where 1 means "Very Dissatisfied", 2 means "Dissatisfied", 3 means "Neutral", 4 means "Satisfied", and 5 means "Very Satisfied". with the following:

<b>Education</b>					
A. Overall quality of your local schools	1	2	3	4	5
B. Overall condition of your local schools	1	2	3	4	5

**18. COMMUNITY NEEDS.** Please rate the importance of the following services needed in our community, where 1 is "High Priority", 2 is "Medium Priority", 3 is "Low Priority", and 4 is "Not Sure".

<b>Community Needs</b>				
A. Senior services	1	2	3	4
B. Senior centers	1	2	3	4
C. Youth services	1	2	3	4
D. Youth centers	1	2	3	4
E. Public housing	1	2	3	4
F. Transitional or temporary housing	1	2	3	4
G. New home construction	1	2	3	4
H. Housing repairs or reconstruction assistance for homeowners	1	2	3	4
I. Down payment assistance	1	2	3	4
J. Rental assistance	1	2	3	4

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K. Housing for elderly	1	2	3	4
L. New sidewalk construction in residential areas	1	2	3	4
M. Street lighting in residential areas	1	2	3	4
N. Homeless population services	1	2	3	4
O. Veterans services	1	2	3	4
P. Fair housing counseling	1	2	3	4
Q. Substance abuse services	1	2	3	4
R. Job training programs	1	2	3	4
S. Child care programs	1	2	3	4
T. Education programs	1	2	3	4
U. Health services	1	2	3	4
V. Energy conservation	1	2	3	4
W. Recreational services	1	2	3	4
X. Services to assist victims of domestic violence and abuse	1	2	3	4
Y. Crime prevention and public safety	1	2	3	4
Z.. Welfare services	1	2	3	4
AA. Parking facilities, Parking Lots	1	2	3	4
BB. Historic preservation (remodeling of buildings)	1	2	3	4

**19. Which TWO of the items listed above do you think should receive the most emphasis from city leaders over the next TWO years? [Write in the letters below using the letters from the list in Question 18.]**

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

**20. Do you have access to a computer?**

Yes  No

**21. Do you have access to internet at home?**

Yes  No

**22. If yes, is your internet access wireless?**

Yes  No

**23. Which of the following best describes where you reside?**

Apartment  Duplex  Condo  Mobile home  Single family home

**24. Which of the following best describes your housing situation?**

Rent  Own your home

**25. How many years have you lived in Harlingen? \_\_\_\_\_ years**

**26. Please answer each of the following questions by circling "Yes" or "No" In the last 12 months, did you or anybody in your household:**

A. Visit a city park?	Yes	No
B. Ride the bus?	Yes	No
C. Ride a bicycle on city streets or trails?	Yes	No

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D. Attend a city cultural arts event?	Yes	No
E. Attend a city commission or other public meeting?	Yes	No
F. Visit the city library?	Yes	No
G. Apply for a permit or inspection online through the city website?	Yes	No

**27. What is your age group?**

- 18-24   
  25-34   
  35-44   
  45-54   
  55-64   
  65+

**28. Please check the statement(s) that applies to members of your household. (Check all that apply.)**

- (1) Attend public school within Harlingen CISD     
  (4) Home school  
 (2) Attend public school outside Harlingen CISD     
  (5) Not applicable  
 (3) Attend private school

**29. What is your race/ethnicity?**

- Hispanic/Latino   
  White   
  Asian   
  African American/Black   
  Other \_\_\_\_\_

**30. What category does your TOTAL household income fall in?**

- Less than \$15,000   
  \$15,001-\$35,000   
  \$35,001-\$75,000   
  \$75,001-\$100,000   
  \$100,001 to \$150,000  
 More than \$150,000   
  No Answer

**31. Please indicate the highest level of education you have obtained.**

- High School, no degree   
  High School graduate or GED   
  Some college   
  Associate Degree   
  Bachelor's Degree  
 Master's Degree   
  Professional Degree (JD, MD, DDC, etc.)   
  Doctorate Degree (Phd, EdD, etc.)

**32. What is your gender?**

- Male   
  Female

**33. What District do you live in? \_\_\_\_\_**

**34. What else would you like city officials to know about your vision for Harlingen's future?**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**35. Please provide your contact information if you would like to be entered into a drawing for prizes the City is offering in exchange for completing this survey (optional).**

Name \_\_\_\_\_ Phone \_\_\_\_\_ Email \_\_\_\_\_

**Please deliver survey to City Managers Office At 118 E. Tyler Ave Harlingen, Tx. Or Email to [survey@myharlingen.us](mailto:survey@myharlingen.us)**

*All responses to this survey are confidential. Only aggregate results will be shared for the purpose of improving city operations and services to the community.*

*Please return your survey in the postage-paid envelope provided.*

**Thank you!**