

Memorandum

Community Relations Department



Date: March 19, 2010

To: Mayor and City Council

From: Shelley Hearn, Community Relations Manager, 480-350-8906

Through: Charlie Meyer, City Manager, 480-350-8884

Subject: 2009 Community Attitude Survey

The Community Attitude Survey was conducted in the fall of 2009 to assist Council with setting priorities, developing strategic plans and preparing the budget.

The 2009 survey was sent to 2,400 households and 808 responses were received. The survey results determined that overall citizen satisfaction with the quality of services in Tempe is 90 percent, compared to 92 percent in 2008 and 88 percent in the 2007 surveys. This places Tempe 34 percent higher than the national average for the second straight year.

In addition to overall quality of life, the survey addressed specific services and programs such as alleys, bulk trash, recreation programs and public safety. The information in the survey will be a valuable tool to assist Council in policy direction and decision making in the year ahead.

The survey findings will be presented to Council at the March 25 Issue Review Session by Chris Thatham from the ETC Institute. If you have any questions please call Shelley Hearn, 350-8906.