



Commercial Survey

City of Tempe
Code Compliance

Purpose

- Survey a randomly selected set of commercial properties based on maintenance and appearance
- The purpose is to survey the properties and not to issue violations based on our findings

Why This Survey?

- **2014 Community Attitude Survey**
 - Satisfaction in City Enforcement of Maintenance Codes increased.
 - Overall appearance of Commercial properties increased.
- The Commercial Aesthetic Survey is a benchmark for the evaluation of the condition of the city

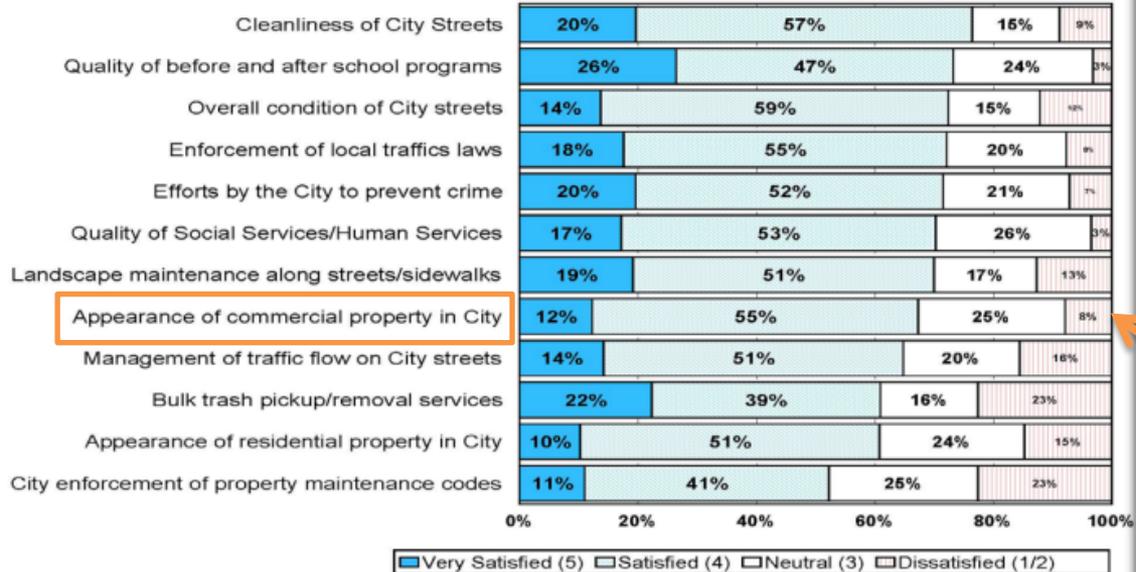
Trends: Areas of Improvement

Short-Term (since 2013)

- City enforcement of property maintenance codes (+10%)

Level of Satisfaction With Various City Services (Cont.)

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



Source: ETC Institute (City of Tempe 2014 Community Survey)

2016 Commercial Survey

- The surveyed areas were selected from the same population recording districts, in the same ratio as the previous survey.
- 307 properties were surveyed of over 1,500 representing a 2% sample.
- The survey was completed during the same time frame.

Point Scores City Wide

	2013	2014	2016
• Trees	2.21	2.08	2.32
• Shrubs	2.44	2.30	2.39
• Lighting	2.06	2.03	2.14
• Address	2.51	2.39	2.87
• Mechanical Equipment	3.33	3.15	3.11
• Painted surfaces	2.87	2.63	3.20
• Building condition	3.07	2.88	3.34
• Parking lot	3.04	2.91	2.89
• Total Result: -----			
• (max 30, min score 6)	21.52	20.36	22.26

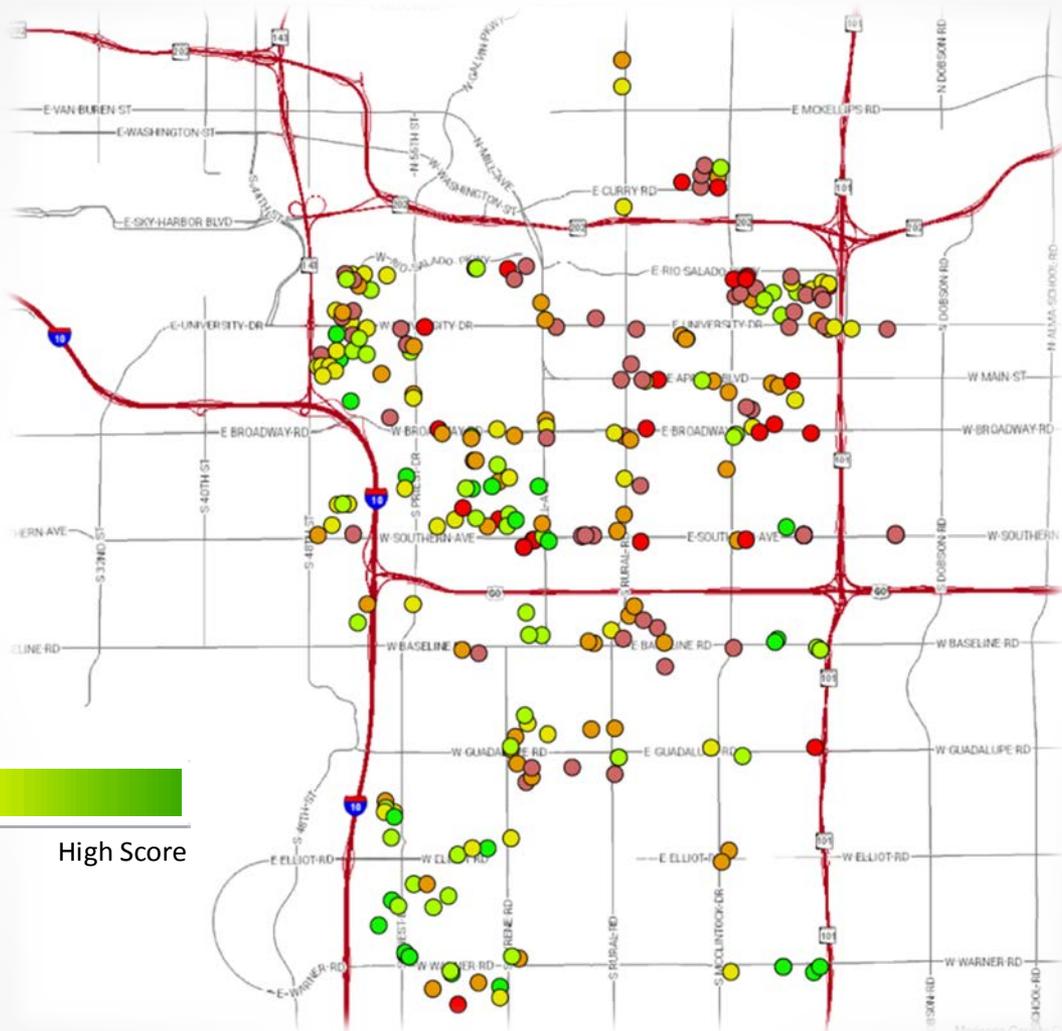
- Categorical Scores given on a scale from 1-5 where 5 is Perfect.
- Maximum Total score is out of 40

Enforceable Violations by Category

Eight Categories:

	2013	2014	2016	<u>Goal</u>
1. TREE VIOLATIONS	82%	74%	68%	50%
2. SHRUB VIOLATIONS	64%	52%	48%	50%
3. LIGHTING VIOLATIONS	64%	59%	58%	50%
4. ADDRESS VIOLATIONS	55%	49%	45%	19%
5. MECHANICAL	44%	38%	39%	33%
6. PAINTED SURFACES	38%	24%	22%	27%
7. BUILDING CONDITION	20%	13%	14%	16%
8. PARKING LOT	30%	21%	26%	17%

Based on the percentage of actual violations



Low Score

High Score