

City of Tempe 2016 Community Survey

...helping organizations make better decisions since 1982

Draft Report

Submitted to the City of Tempe, Arizona

by:

ETC Institute
725 W. Frontier Lane
Olathe, Kansas
66061

December 2016



Contents

Executive Summary.....	i
Section 1: Charts and Graphs	1
Section 2: Benchmarking Analysis.....	31
Section 3: Tabular Data	42
Section 4: Survey Instrument.....	72

2016 DirectionFinder® Survey

Executive Summary Report

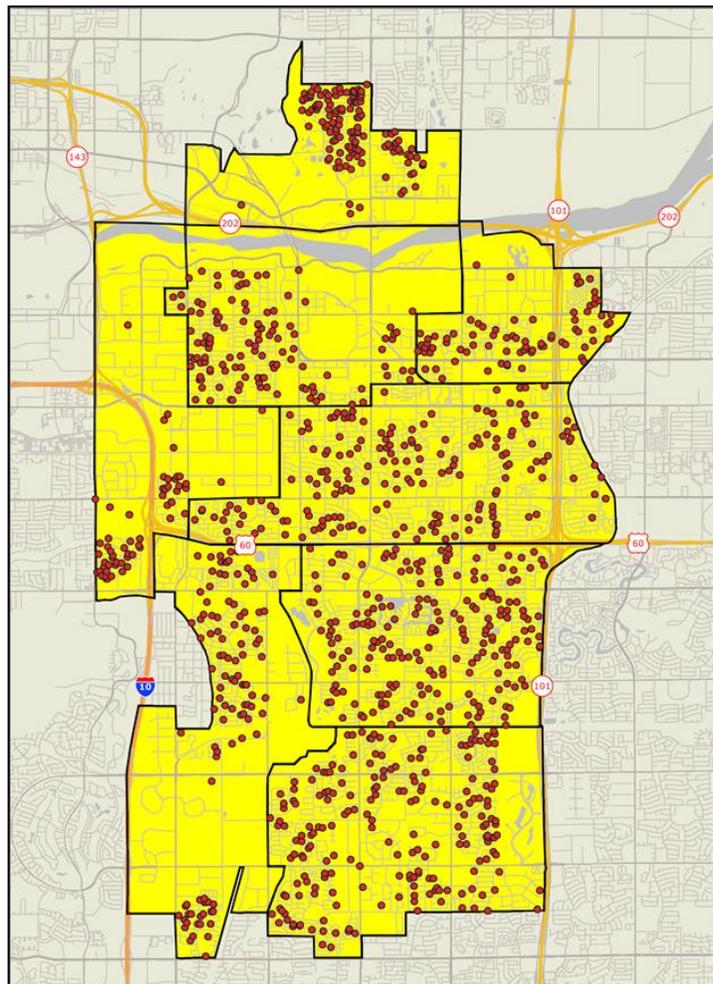
Overview and Methodology

ETC Institute conducted its ninth annual community attitude survey for the City of Tempe during the fall of 2016 to help determine priorities for the community as part of the City's on-going strategic planning process. The survey was mailed to a random sample of households in the City of Tempe. Once the surveys were mailed, ETC Institute sent emails and placed phone calls to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey (www.TempeGov.com) to make it easy for residents to complete the survey.

To prevent people who were not residents of Tempe from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted.

A total of 1,202 households completed the survey. The results for the sample of 1,202 households have a 95% level of confidence with a precision of at least +/- 2.8%. There were no statistically significant differences in the results of the survey based on the method of administration.

Location of Respondents. To better understand how well services are being delivered in different parts of the City, the home address of respondents to the survey was geocoded. The dots on the map to the right show the distribution of survey respondents based on the location of their home.



“Don’t Know” Responses. The percentage of “don’t know” responses has been excluded from many of the graphs and the benchmarking data shown in this report to facilitate valid comparisons between City services. 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 and major findings
- Charts depicting the overall results of the survey, including trends from 2007 to 2016
- Benchmarking data that shows how the survey results compare to other cities
- Tabular data for all questions on the survey
- A copy of the survey instrument

Major Findings

OVERALL PERCEPTIONS OF THE CITY

- Based on the combined percentages of the residents surveyed who had an opinion, 82% were either “very satisfied” or “satisfied” with *overall quality of services in Tempe*, which is a significant decrease of 8% from the 2014 survey. Other perceptions of the City respondents were most satisfied with include: Overall quality of life in the City (82%), appearance of the City (79%), and image of the City (79%)
- *Quality of local fire services* showed the highest increase in satisfaction levels from 2014, with an 8% increase. The most significant decrease in satisfaction was in the quality of social services/human services, which showed a 17% decline from the 2014 survey.

PUBLIC SAFETY

- Ninety-two percent (92%) of the residents surveyed who had an opinion were “very satisfied” or “satisfied with *quality of local fire services;*” 8% were “neutral.” Other public safety services with high levels of satisfaction include: quality of medical rescue services (81%) and quality of police services (81%). Satisfaction with the enforcement of local traffic laws showed the largest decrease, with a 10% decline from the 2014 survey among those who had an opinion.
- Three-fourths (75%) of residents who had an opinion were satisfied with their overall feeling of safety in the City of Tempe. This was a slight increase of 2% from 73% in 2014. Seventy-five percent (75%) of residents who had an opinion were satisfied with the feeling of safety in their neighborhood; this was the same rating as in 2014. Residents who had an opinion felt safest at the Tempe Public Library Complex (86% “very satisfied” or “satisfied” during the day and 73% at night).

QUALITY OF LIFE AND CITY SERVICES

- The highest levels of satisfaction with quality of life and city services in Tempe, among those who had an opinion, included: quality of City library programs and services (83%), residential trash collection services (82%), quality of the Tempe Public Library (82%), residential recycling services (82%), and quality of life in the City (82%). Residents were least satisfied with City enforcement of alley maintenance codes (43%).
- There was a significant increase (an increase of 5% or more) in satisfaction ratings for bulk trash pickup/removal services, with a 7% increase from 2014. The most significant decreases (decreases of 5% or more) in satisfaction ratings from 2014 included: quality of social services/human services (-17%), adequacy of street lighting (-12%), overall condition of neighborhood (-11%) and cleanliness of City streets (-10%).

SUSTAINABLE GROWTH AND DEVELOPMENT

- The highest levels of satisfaction with various aspects of sustainable growth and development in Tempe, among those who had an opinion, included: quality of recycling services (80%), quality of walking and biking paths (76%), condition and clarity of street signs (74%), condition of major City streets (70%), and quality of local transit service (69%). Residents were least satisfied with City efforts to promote redevelopment of distressed commercial centers (43%).
- There were no increases in satisfaction ratings pertaining to sustainable growth and development, and there were several significant decreases of 5% or more. These included: quality of local transit service (-11%), management of traffic flow on City streets (-11%), and condition of neighborhood streets (-10%).

FINANCIAL STABILITY AND VITALITY

- The highest levels of satisfaction with various aspects of financial stability and vitality in Tempe, among those who had an opinion, included: the direction the City is heading (66%) and overall value received for city tax dollars and fees (58%). Residents were least satisfied with the accessibility and transparency of the City's financial information (48%).
- There was a slight increase in satisfaction ratings of 2% from 2014 with regard to the direction the City is heading. There was one significant decrease of 6% from 2014 regarding efforts to keep residents informed about the City's budget.

COMMUNICATION

- The three types of communication that residents used most often to get information about the City of Tempe were: the water bill newsletter (Tempe Today) (63%), the City website (54%), and television news (36%). There were two significant increases (increases of 5% or more) in ways respondents obtain information about the City of Tempe: City website (+20%) and Recreation Opportunities brochure (+11%). There were four significant

decreases, including: newspapers (-14%), water bill newsletter (-7%), Recreation Opportunities brochure (-5%), and Tempe 11 (Cable TV) (-5%).

- The highest levels of satisfaction with various aspects of communication in Tempe, among those who had an opinion, included: Tempe's online services (72%), overall quality of customer service (70%), and usefulness of the City's website (68%). Residents were least satisfied with the ability to participate in City decision-making processes (47%).

CUSTOMER SERVICE

- Forty percent (40%) of residents indicated that they had contacted the City over the past 12 months.
- The highest levels of satisfaction with Tempe customer service, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents who had contacted the City over the past 12 months, were: the ability of the employee to listen carefully (85%), the way residents were treated fairly (85%) and the honesty of the employee (81%).
- There were no decreases in satisfaction ratings for any of the customer service items rated from 2014, and there were two slight increases.

USE OF CITY SERVICES AND FACILITIES

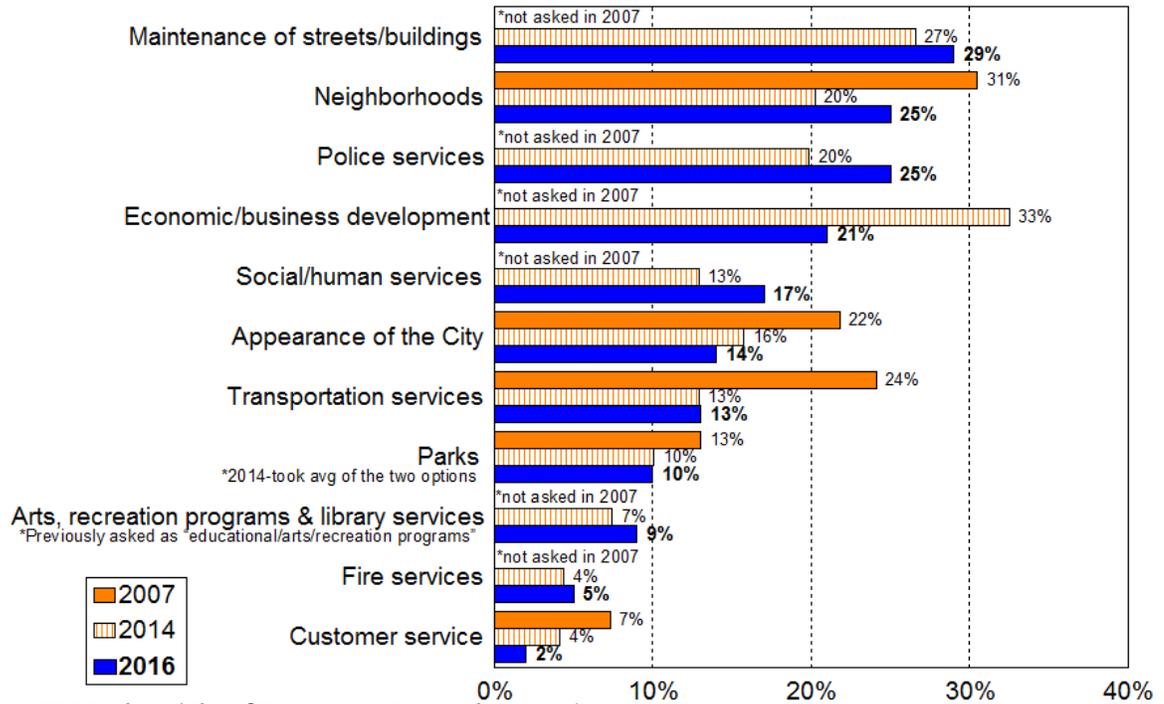
- Eighty percent (80%) of respondent households have used parks in the City of Tempe over the past 12 months. Other services and facilities used most often include: Tempe Public Library (63%), walking and biking trails (62%), bus, Orbit or light rail service (51%), police services (33%), and the Household Products Collection Center (33%).

TOP PRIORITIES FOR THE CITY

- Residents felt economic development and maintenance of streets and buildings should be the City's top two priorities for 2016. The chart on the following page shows the percentage of respondents who selected various City service categories as one of their top two priorities for the coming year compared to the 2007 and 2014 results. As the chart shows, there were two significant increases (an increase of 5% or more) in the percentage of residents who thought neighborhoods and police services should be a top priority for the City over the next year. There was a significant decrease (a decrease of 5% or more) in the percentage of residents who thought economic/business development should be a top priority for the City over the next year.

Trends: Major Categories of City Services That Should Receive the Most Emphasis Over the Next Year 2007 - 2016

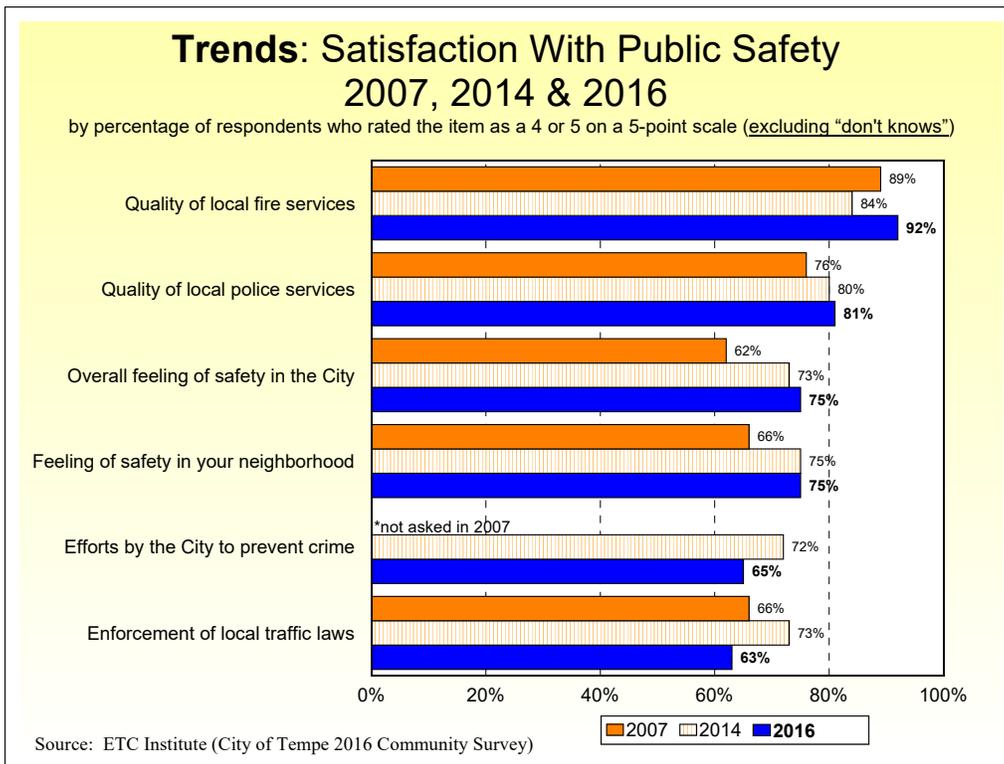
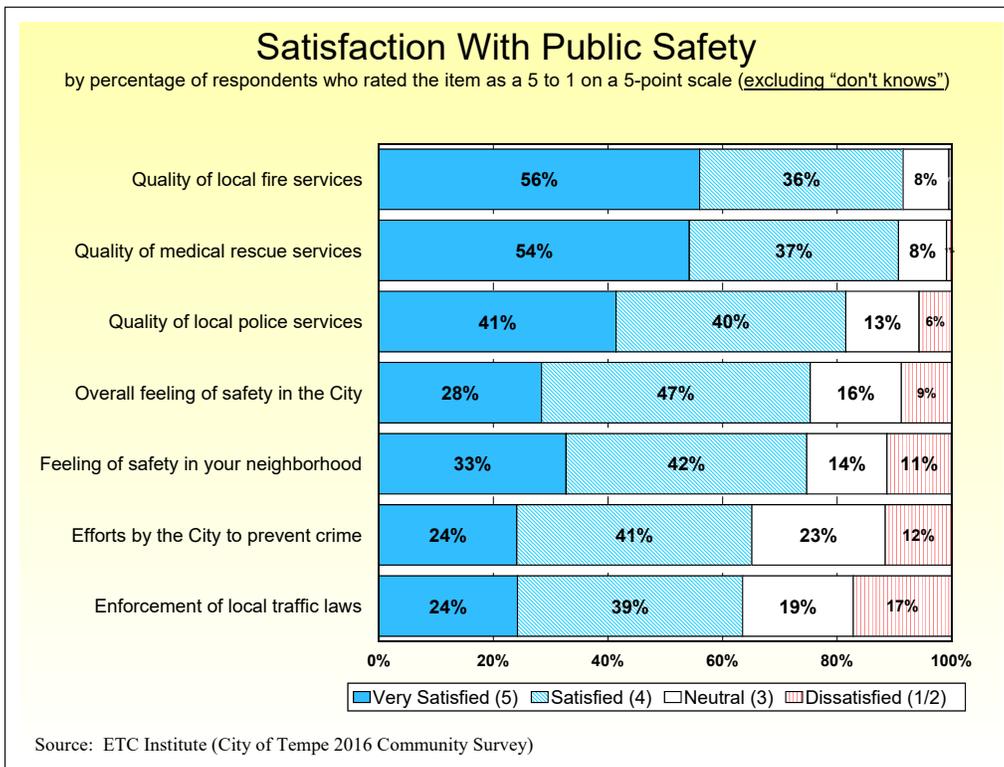
by percentage of respondents



Section 1:
Charts and Graphs

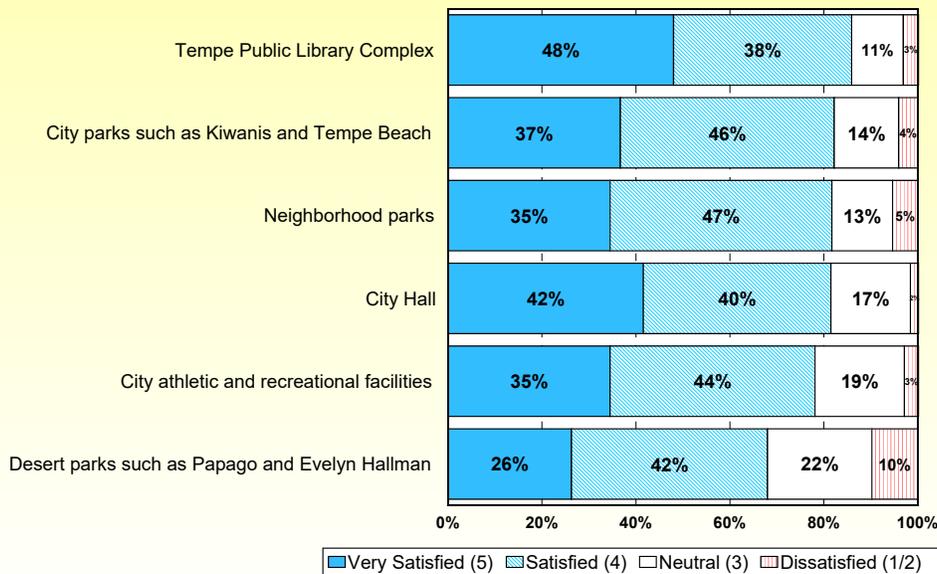
City of Tempe 
2016 Community Survey

Safe & Secure Communities



Feeling of Safety During the Day in the Following Places:

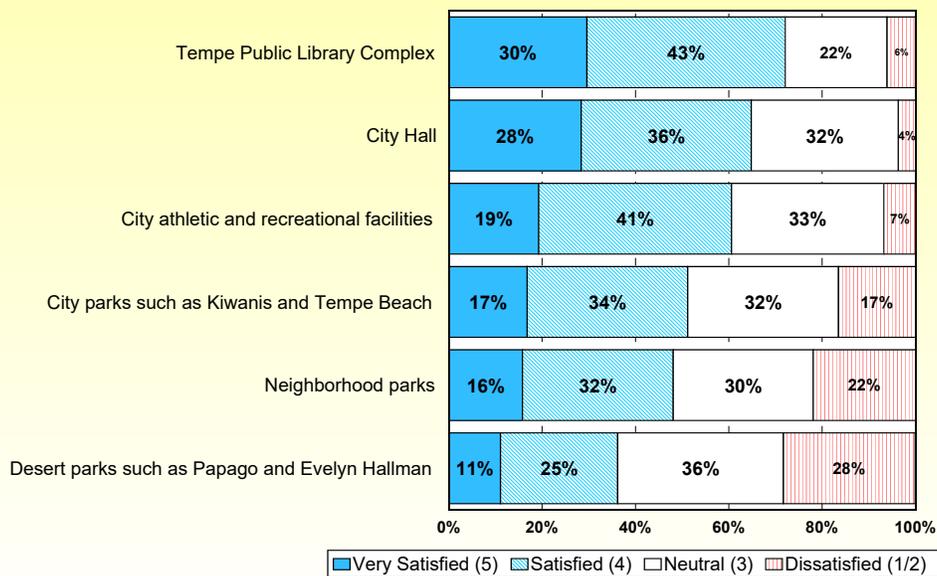
by percentage of respondents who rated the item as a 5 to 1 on a 5-point scale (excluding "don't knows")



Source: ETC Institute (City of Tempe 2016 Community Survey)

Feeling of Safety At Night in the Following Places:

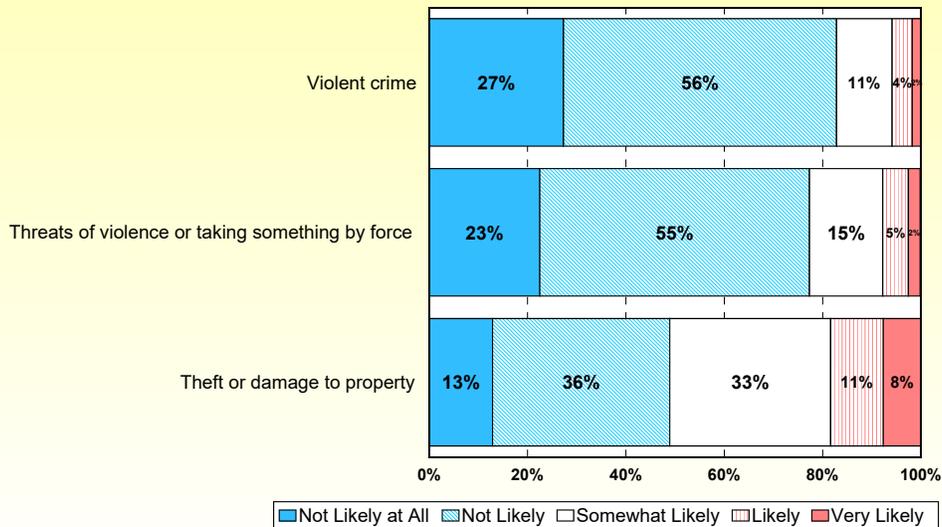
by percentage of respondents who rated the item as a 5 to 1 on a 5-point scale (excluding "don't knows")



Source: ETC Institute (City of Tempe 2016 Community Survey)

Perceived Likelihood of Becoming a Victim of Crime in Tempe in the Next 12 Months Involving:

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

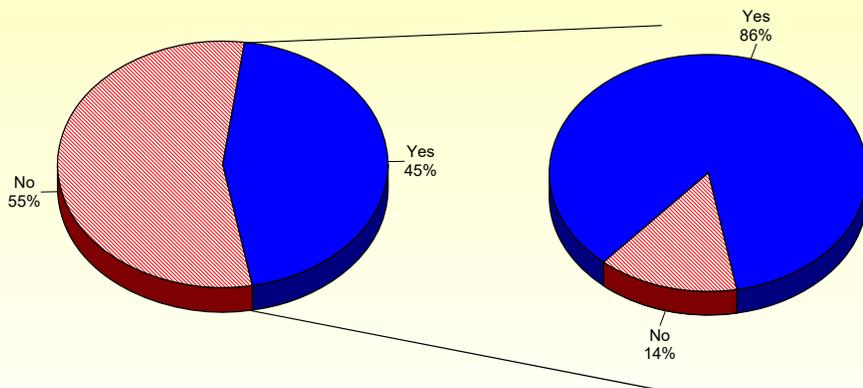


Source: ETC Institute (City of Tempe 2016 Community Survey)

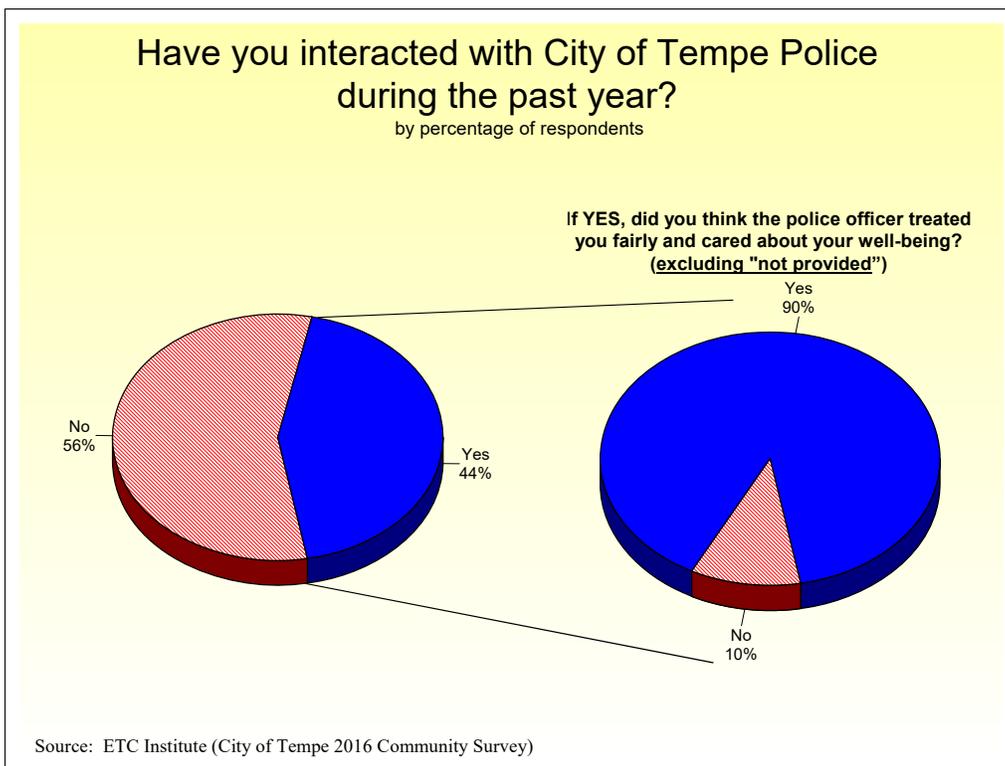
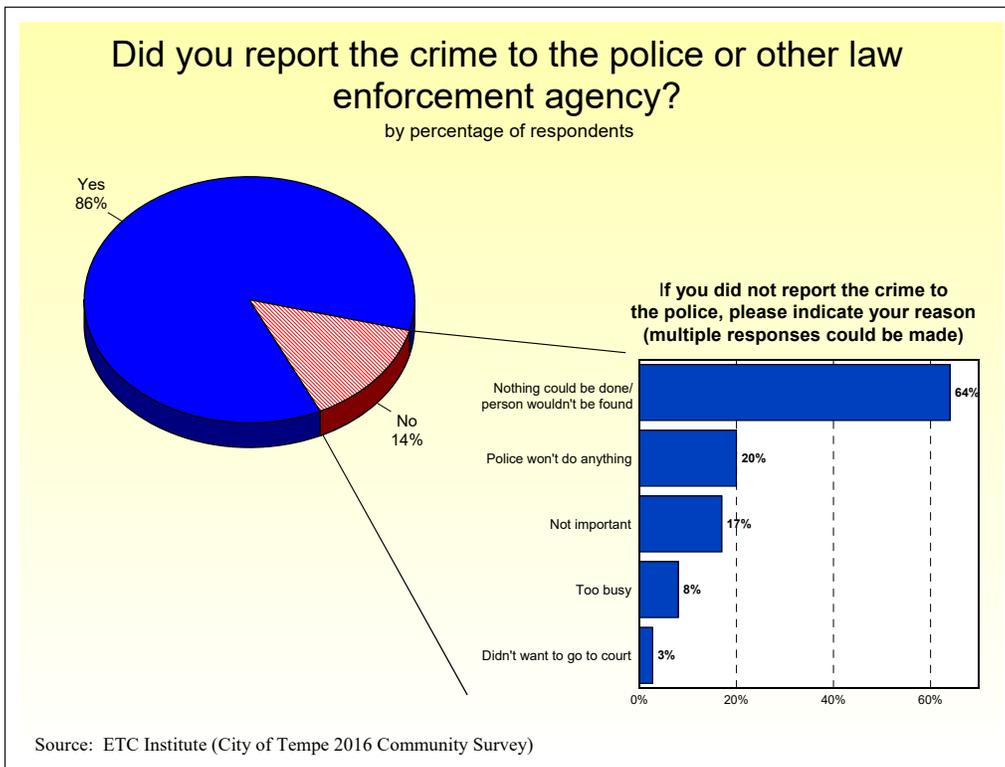
Have you been a victim of a crime in Tempe?

by percentage of respondents

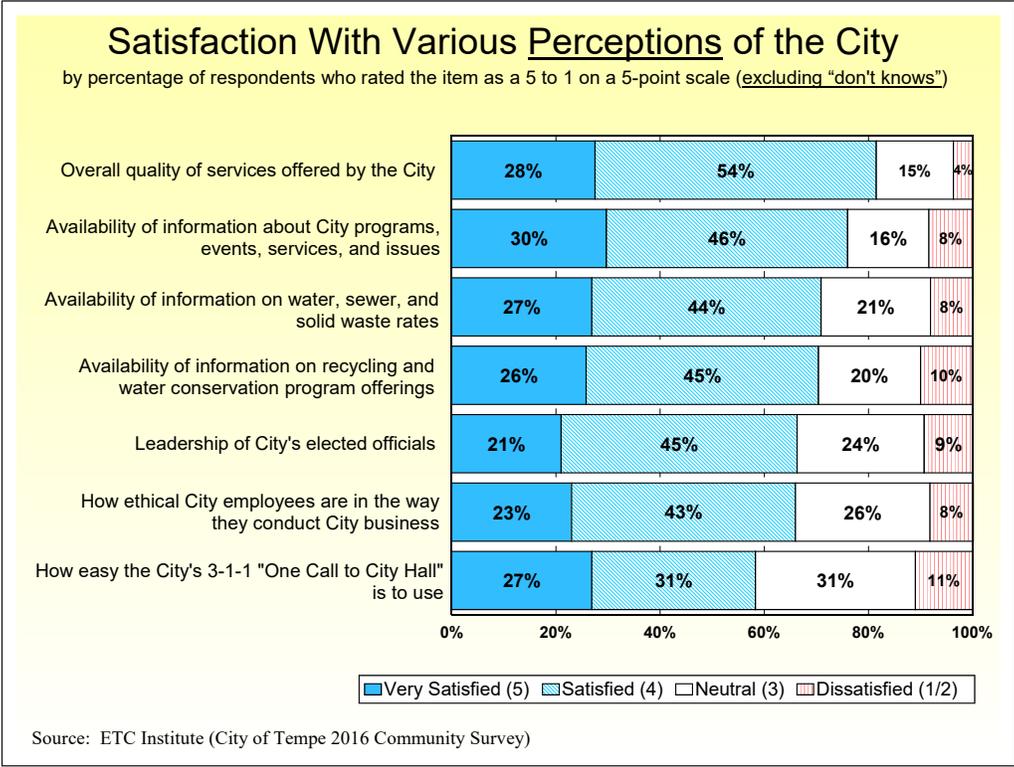
If YES, did you report the crime to the police or other law enforcement agency? (excluding "not provided")



Source: ETC Institute (City of Tempe 2016 Community Survey)

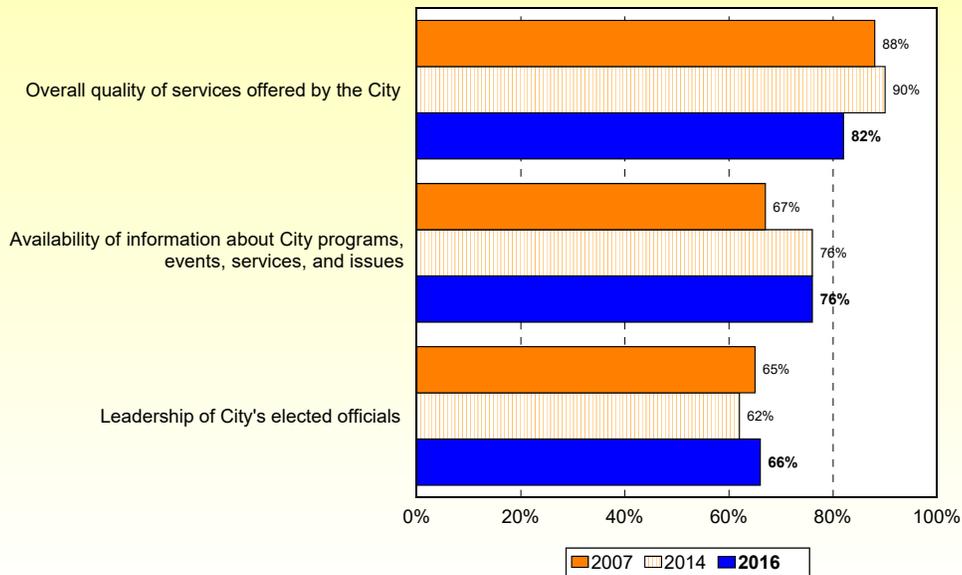


Strong Community Connections



Trends: Satisfaction With Various Perceptions of the City 2007, 2014 & 2016

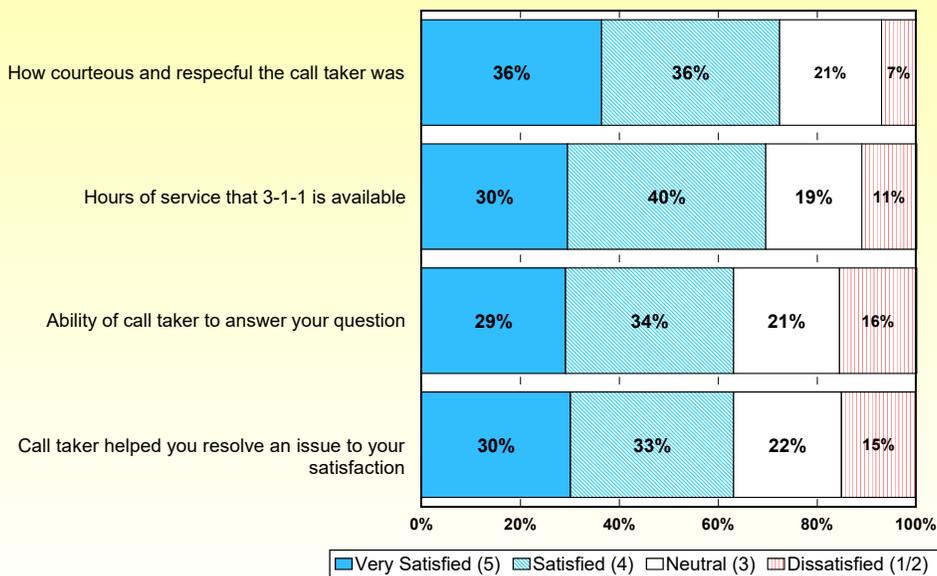
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't knows")



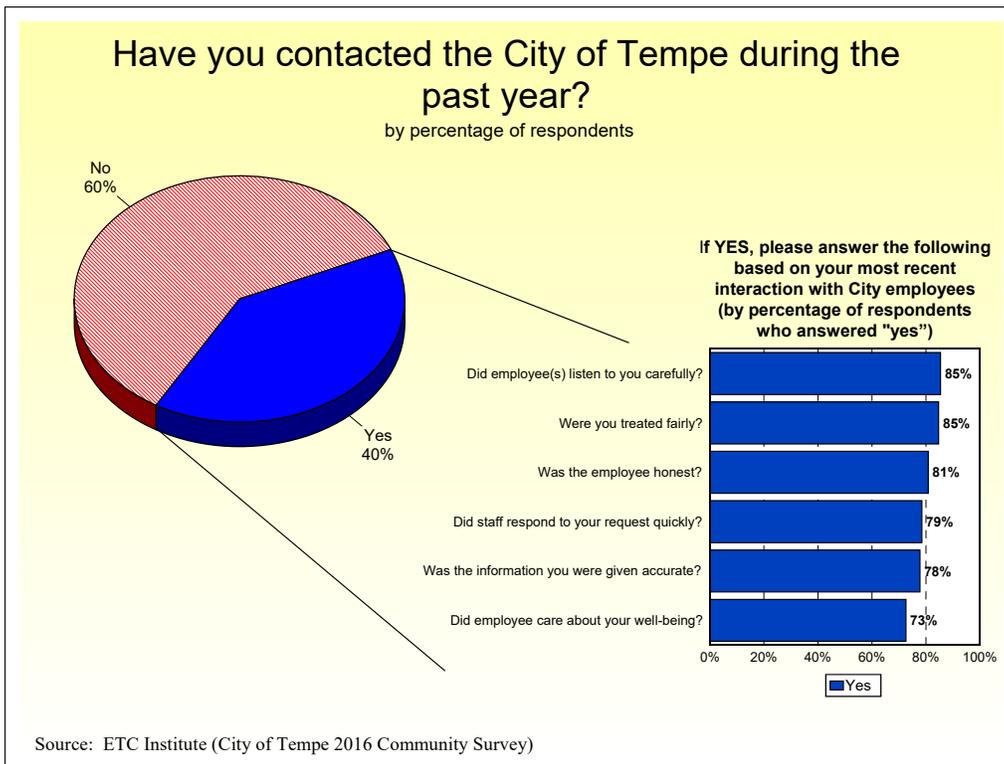
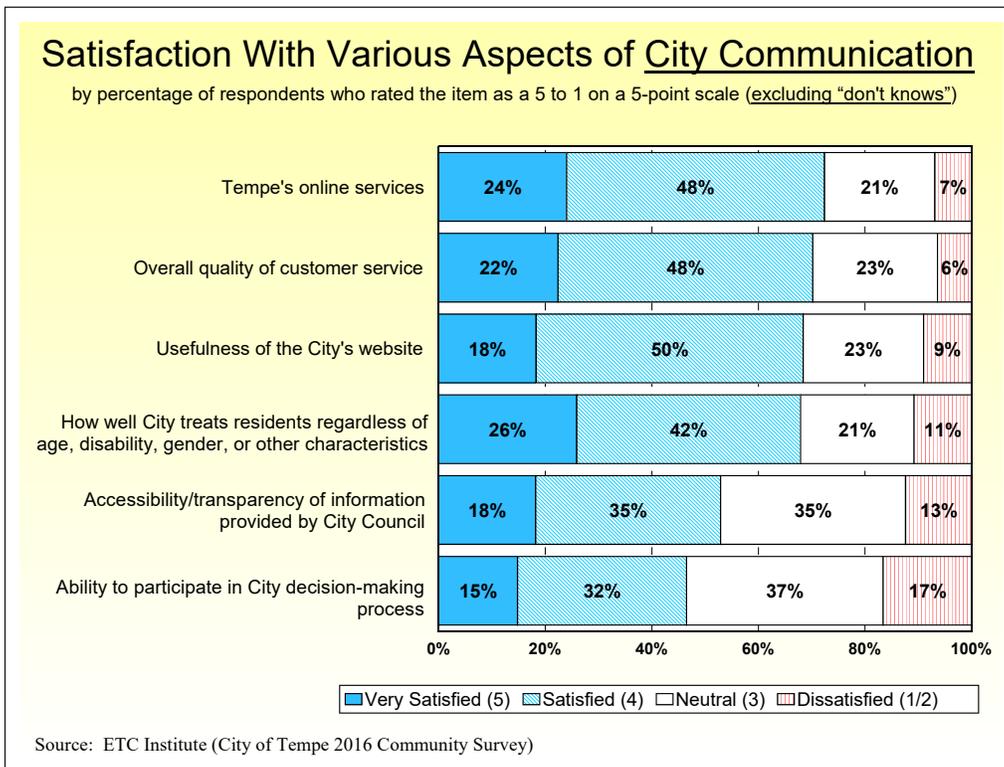
Source: ETC Institute (City of Tempe 2016 Community Survey)

Satisfaction With Various Aspects of 3-1-1 Service

by percentage of respondents who used 3-1-1 and rated the item as a 5 to 1 on a 5-point scale (excluding "don't knows")

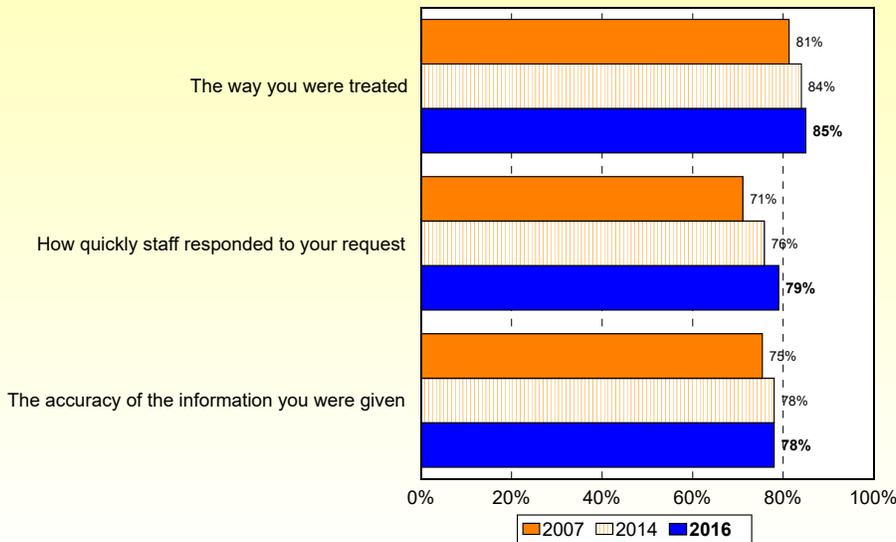


Source: ETC Institute (City of Tempe 2016 Community Survey)



Trends: Level of Satisfaction with Various Aspects of Customer Service 2007, 2014 & 2016

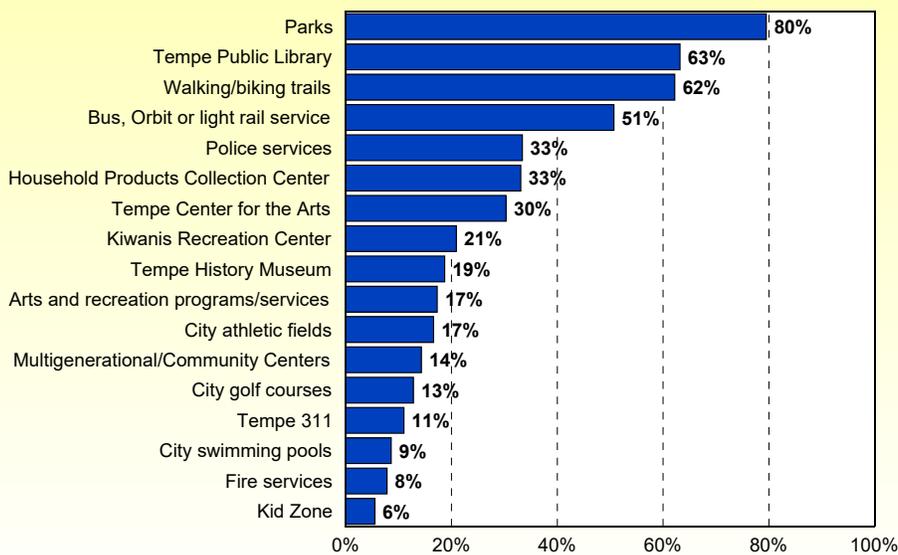
by percentage of respondents that contacted the City who rated the item as a 4 or 5 on a 5-point scale (excluding "don't knows")



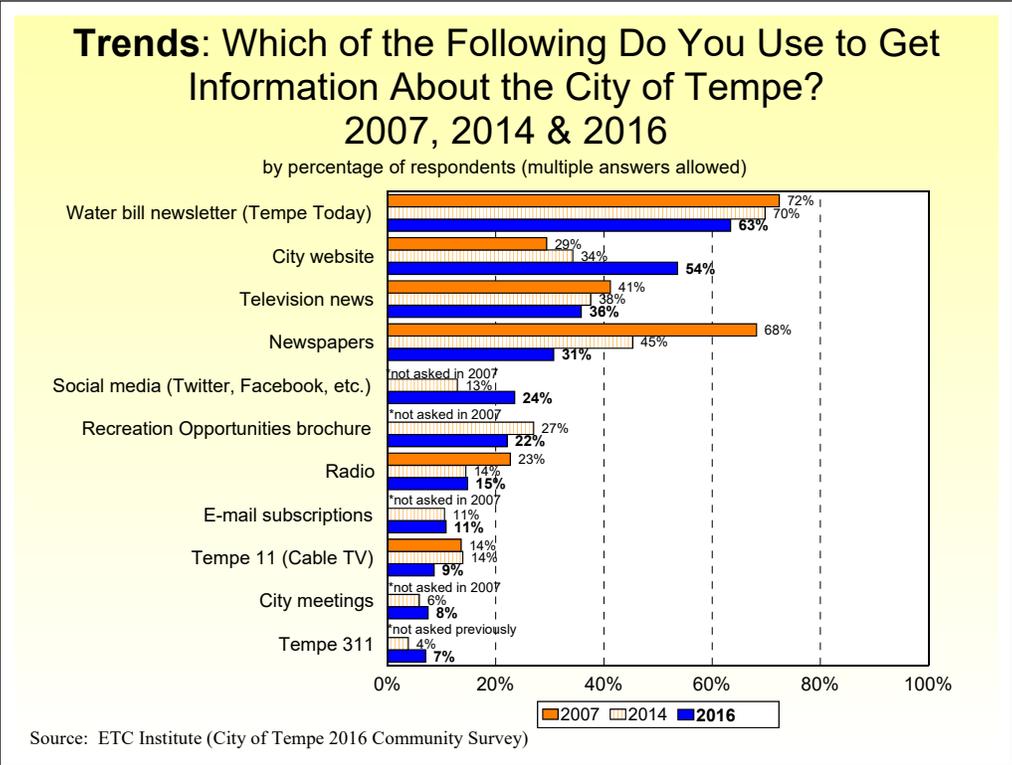
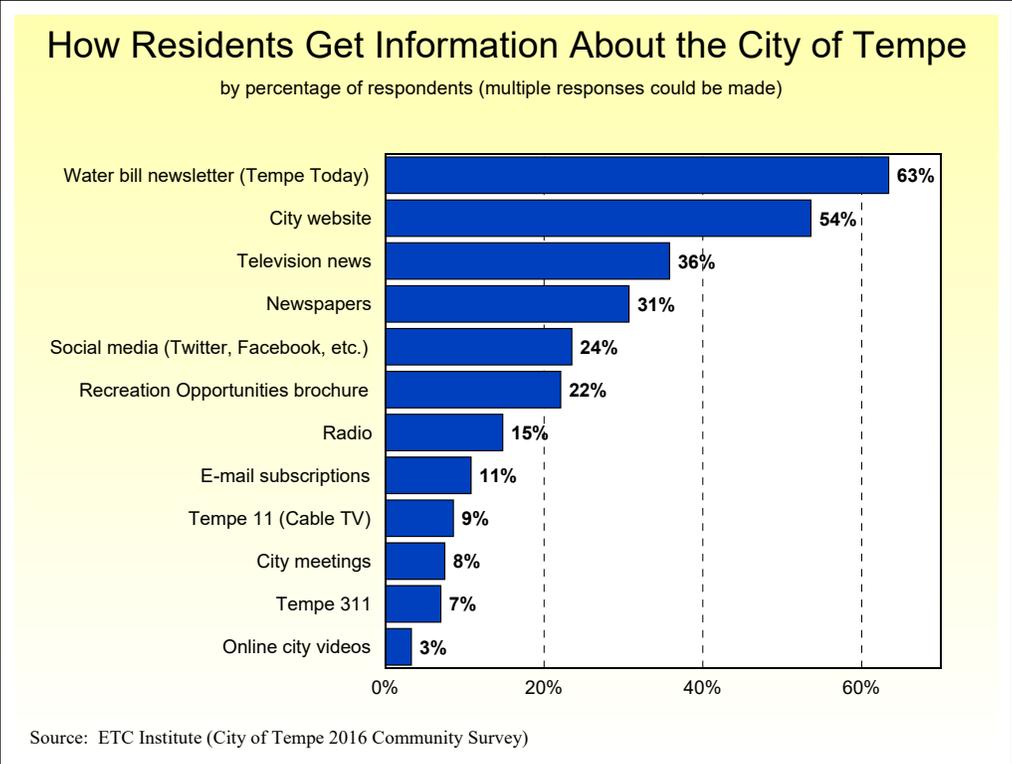
Source: ETC Institute (City of Tempe 2016 Community Survey)

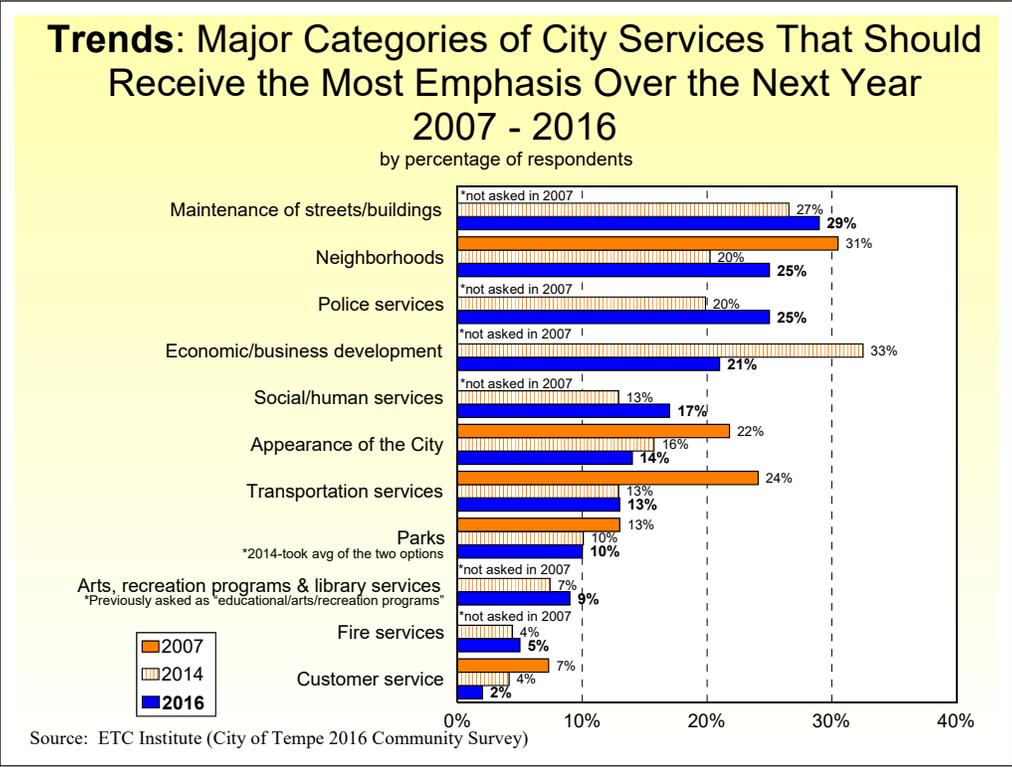
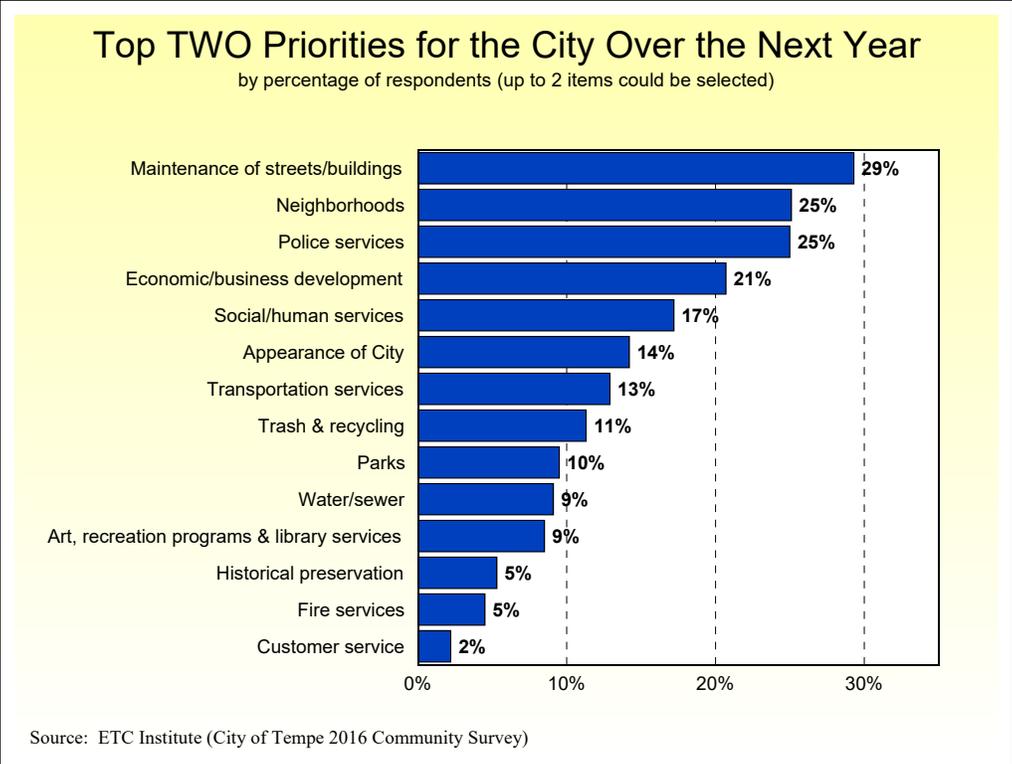
Use of City Services/Facilities by Respondents and Their Household Members During the Past 12 Months

by percentage of respondents (multiple responses could be made)



Source: ETC Institute (City of Tempe 2016 Community Survey)

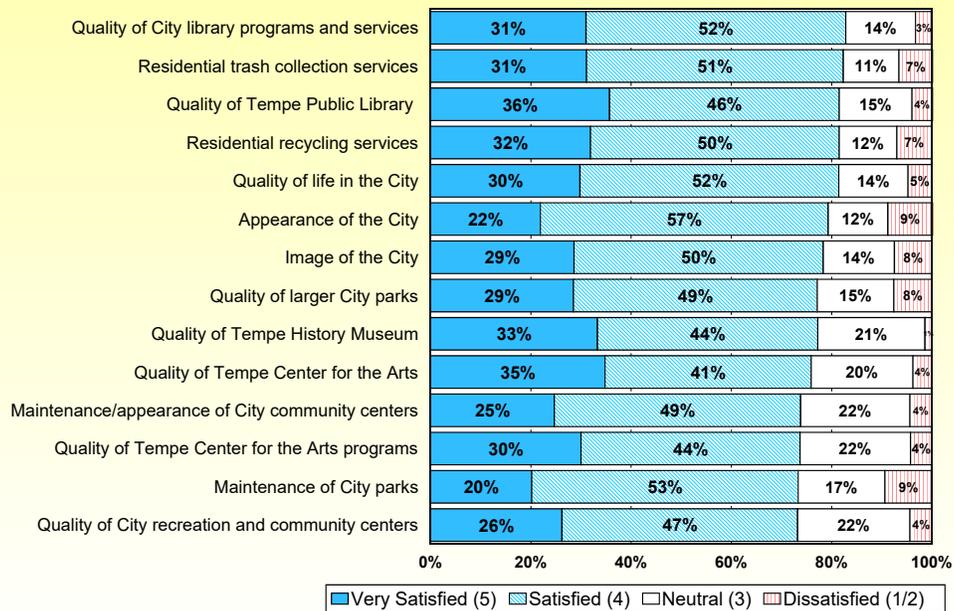




Quality of Life

Satisfaction With Quality Life and City Services

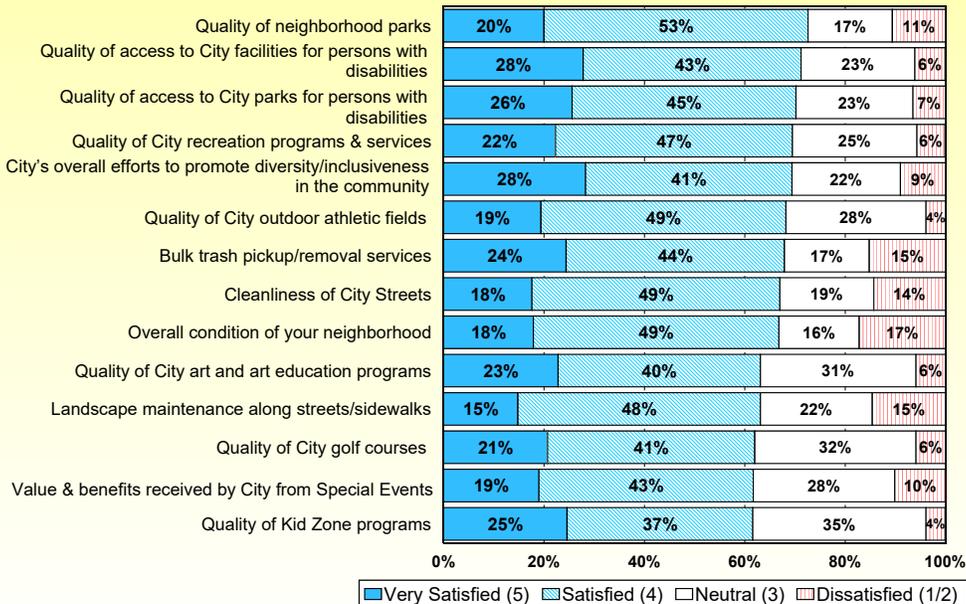
by percentage of respondents who rated the item as a 5 to 1 on a 5-point scale (excluding "don't knows")



Source: ETC Institute (City of Tempe 2016 Community Survey)

Satisfaction With Quality Life and City Services (Cont.)

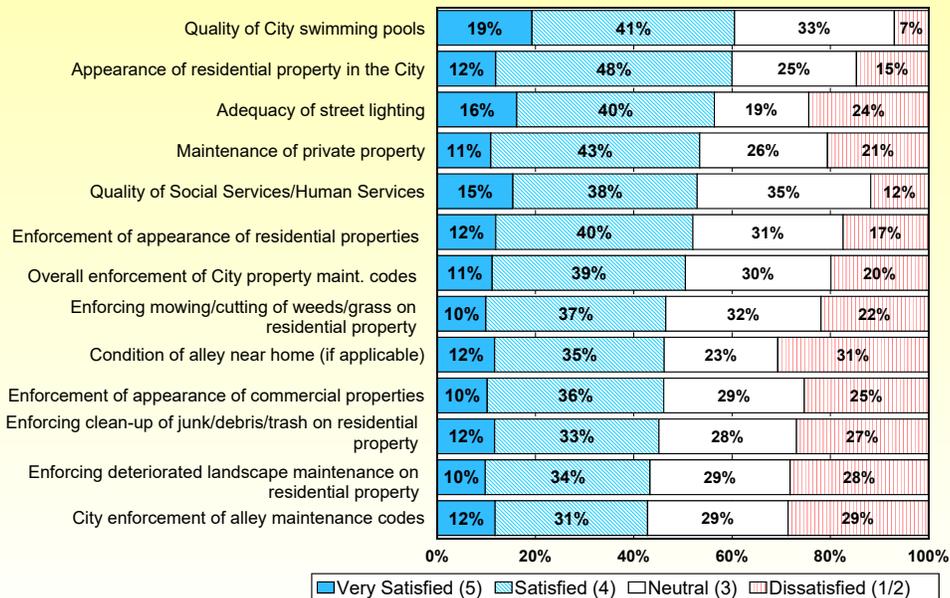
by percentage of respondents who rated the item as a 5 to 1 on a 5-point scale (excluding "don't knows")



Source: ETC Institute (City of Tempe 2016 Community Survey)

Satisfaction With Quality Life and City Services (Cont.)

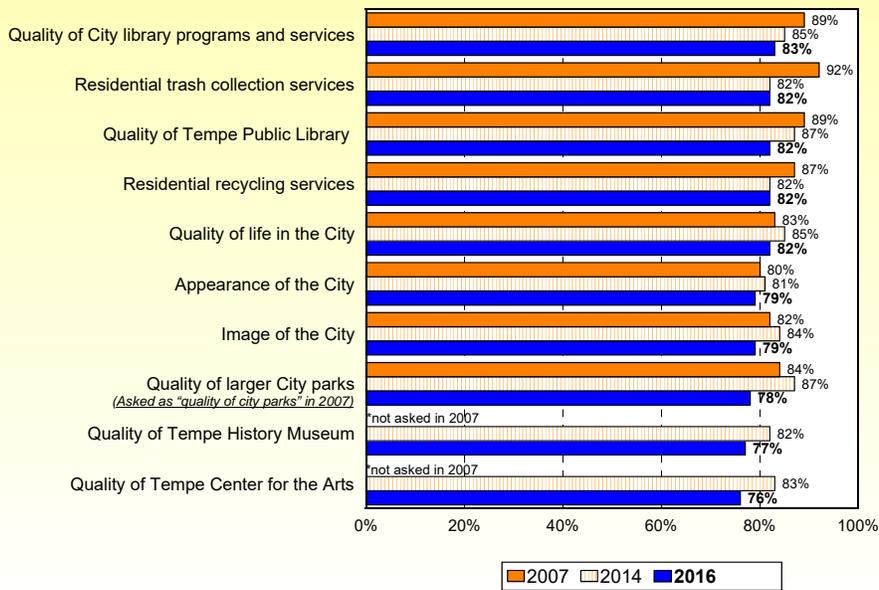
by percentage of respondents who rated the item as a 5 to 1 on a 5-point scale (excluding "don't knows")



Source: ETC Institute (City of Tempe 2016 Community Survey)

Trends (Chart 1 of 3): Satisfaction With Quality of Life and City Services: 2007, 2014 & 2016

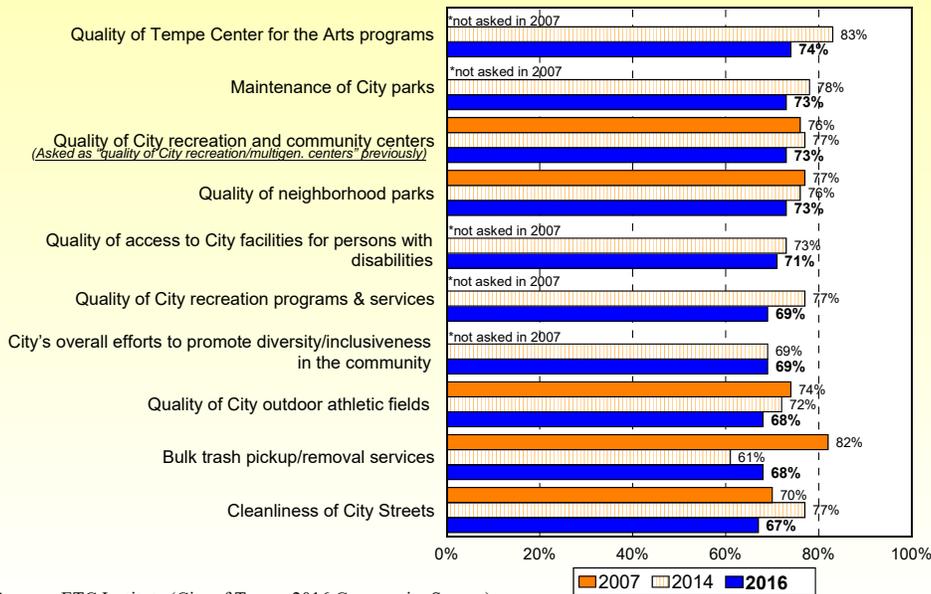
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (City of Tempe 2016 Community Survey)

Trends (Chart 2 of 3): Satisfaction With Quality of Life and City Services: 2007, 2014 & 2016

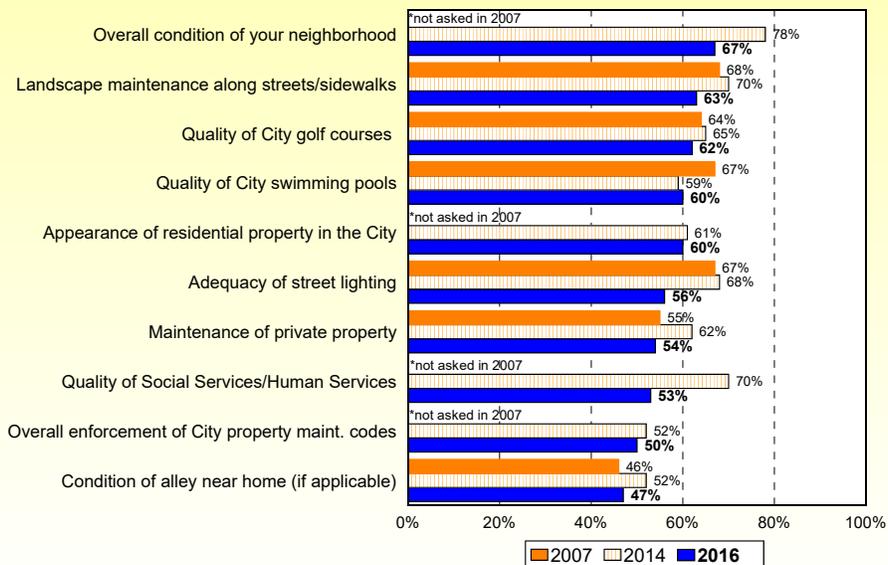
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (City of Tempe 2016 Community Survey)

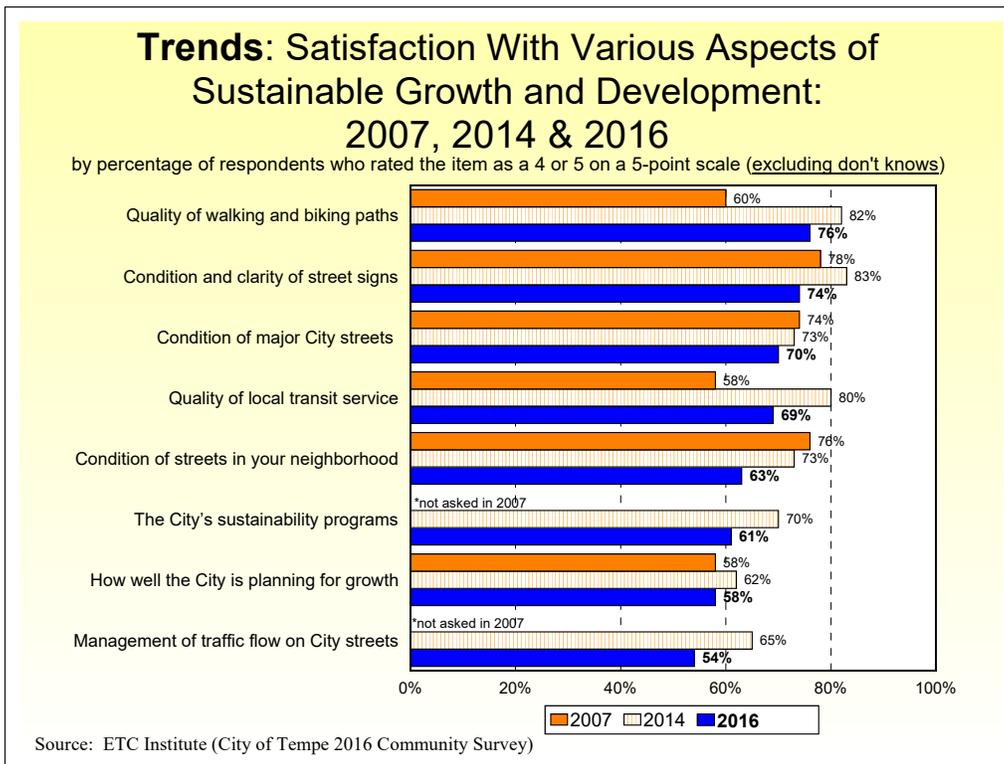
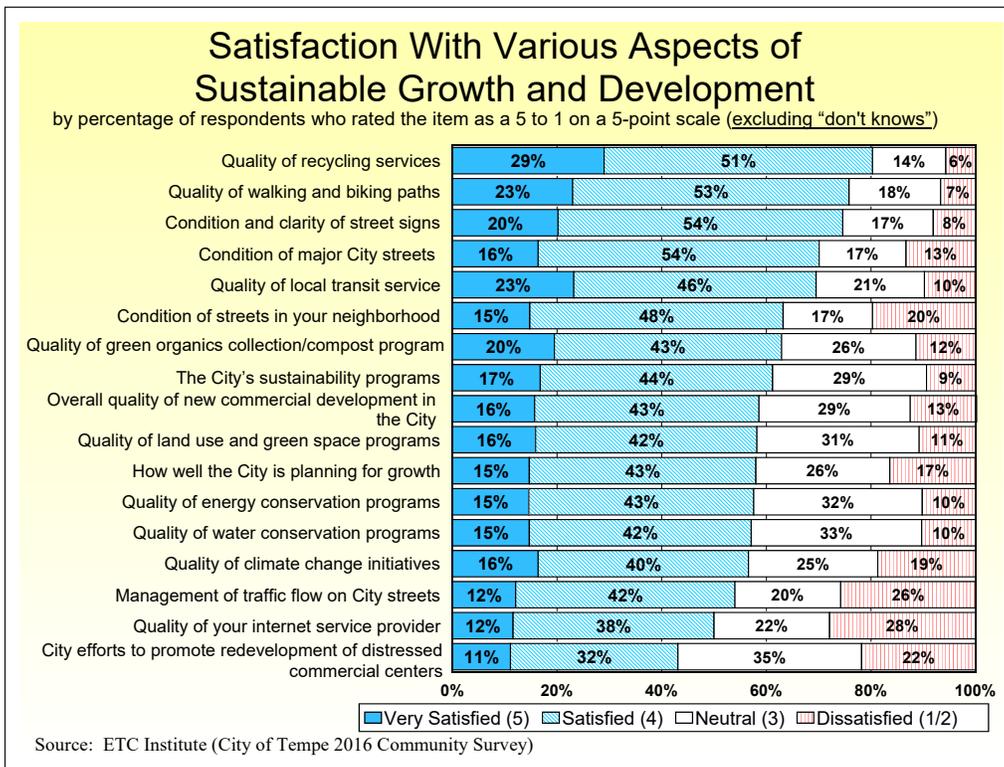
Trends (Chart 3 of 3): Satisfaction With Quality of Life and City Services: 2007, 2014 & 2016

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



Source: ETC Institute (City of Tempe 2016 Community Survey)

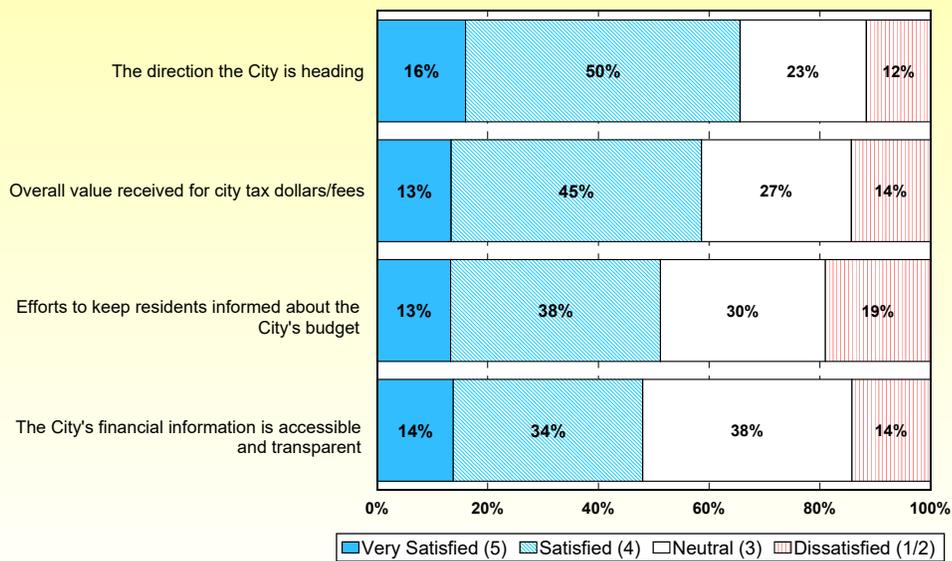
Sustainable Growth and Development



Maintaining Financial Stability and Vitality

Satisfaction With Various Aspects of Financial Stability and Vitality

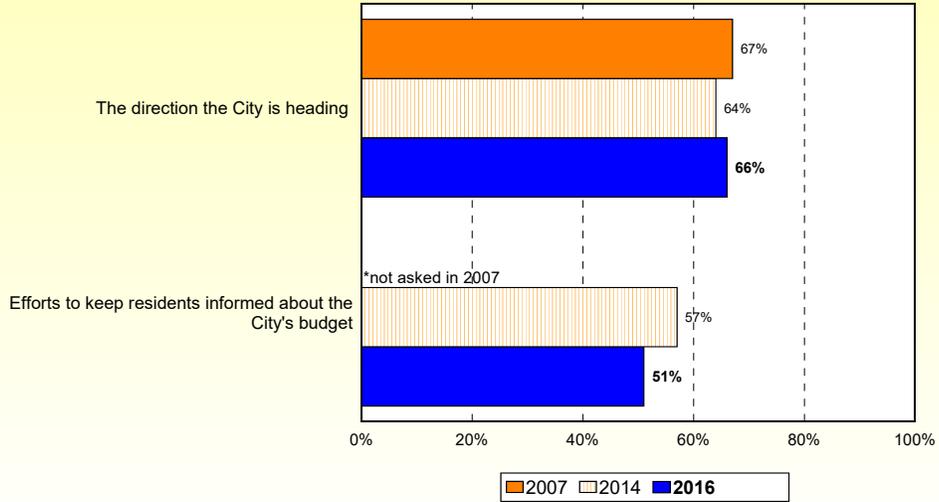
by percentage of respondents who rated the item as a 5 to 1 on a 5-point scale (excluding "don't knows")



Source: ETC Institute (City of Tempe 2016 Community Survey)

Trends: Satisfaction With Various Aspects of Financial Stability and Vitality: 2007, 2014 & 2016

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

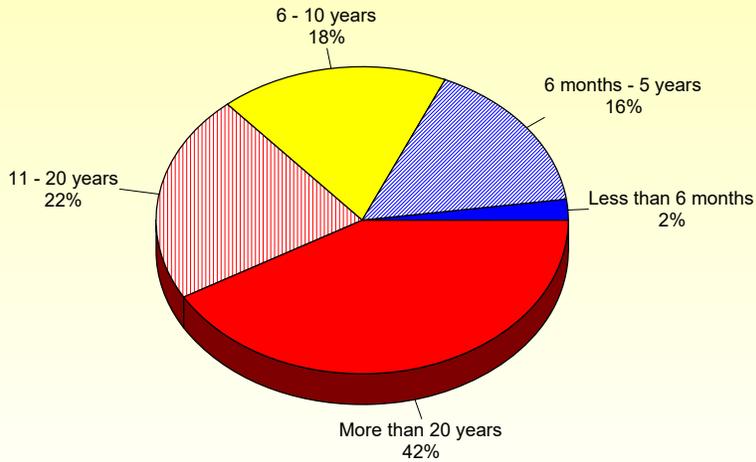


Source: ETC Institute (City of Tempe 2016 Community Survey)

Demographics

Demographics: Approximately how many years have you lived in Tempe?

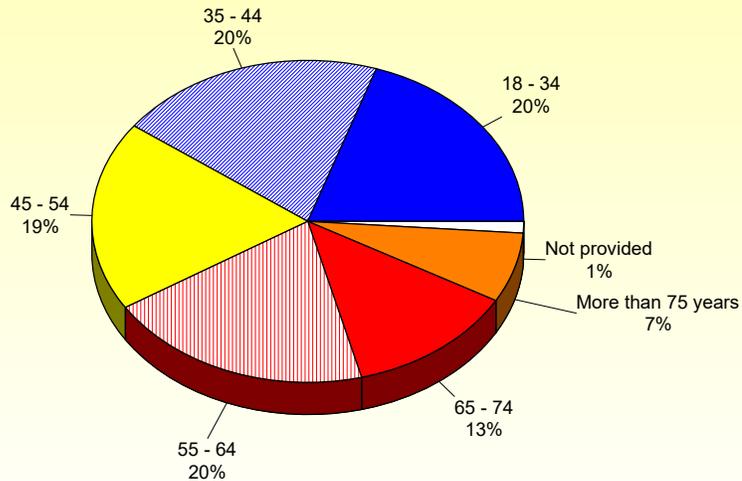
by percentage of respondents



Source: ETC Institute (City of Tempe 2016 Community Survey)

Demographics: What is your age?

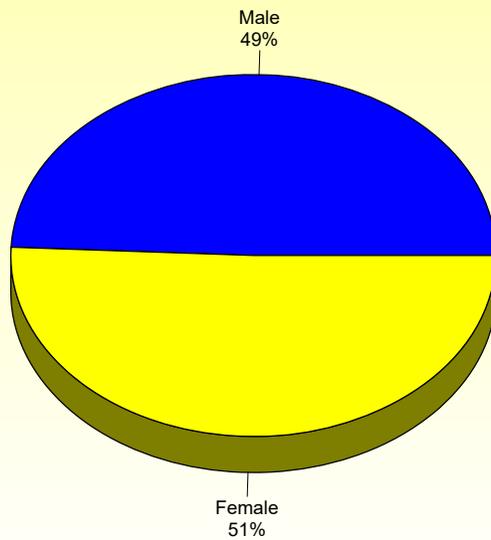
by percentage of respondents



Source: ETC Institute (City of Tempe 2016 Community Survey)

Demographics: What gender do you identify with?

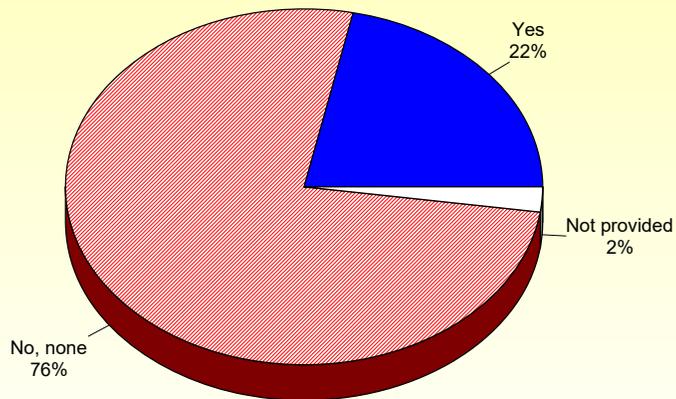
by percentage of respondents



Source: ETC Institute (City of Tempe 2016 Community Survey)

Demographics: Do any children live with you in Tempe?

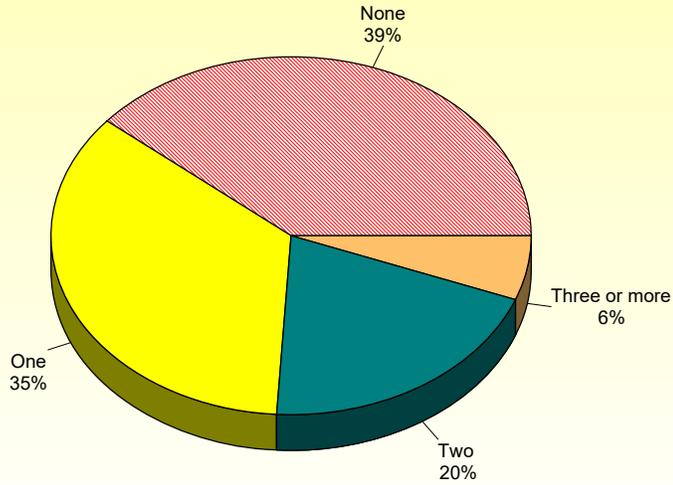
by percentage of respondents



Source: ETC Institute (City of Tempe 2016 Community Survey)

Demographics: If you have children living in Tempe, how many attend public schools?

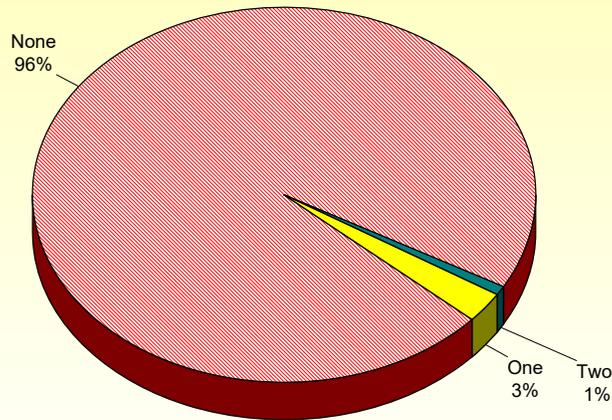
by percentage of respondents who have children living in Tempe



Source: ETC Institute (City of Tempe 2016 Community Survey)

Demographics: If you have children living in Tempe, how many are home schooled?

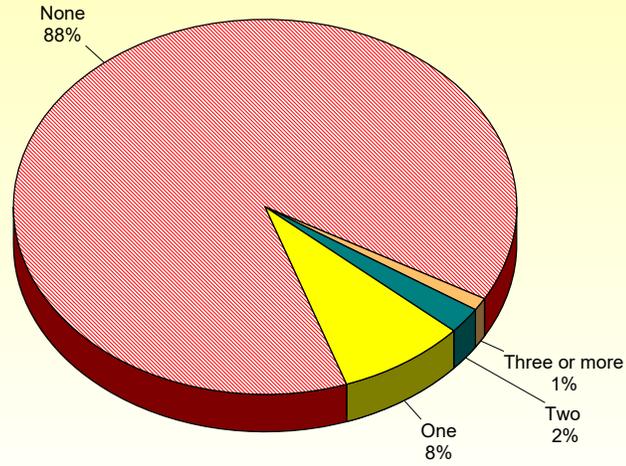
by percentage of respondents who have children living in Tempe



Source: ETC Institute (City of Tempe 2016 Community Survey)

Demographics: If you have children living in Tempe, how many attend charter schools?

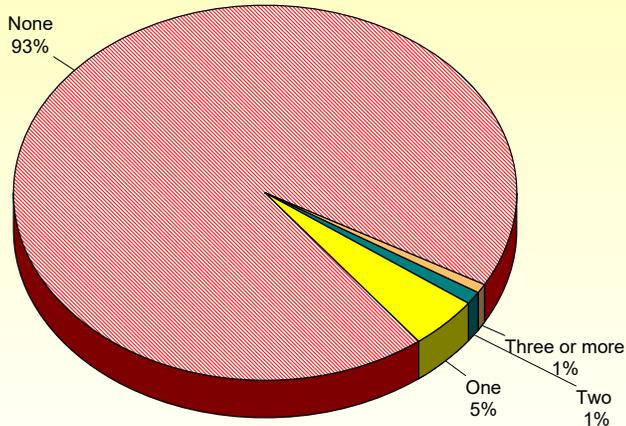
by percentage of respondents who have children living in Tempe



Source: ETC Institute (City of Tempe 2016 Community Survey)

Demographics: If you have children living in Tempe, how many attend private schools?

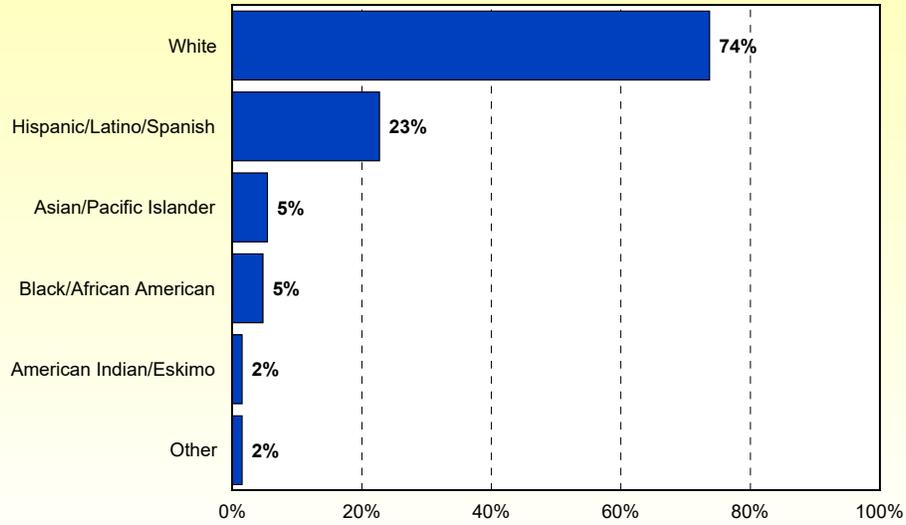
by percentage of respondents who have children living in Tempe



Source: ETC Institute (City of Tempe 2016 Community Survey)

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

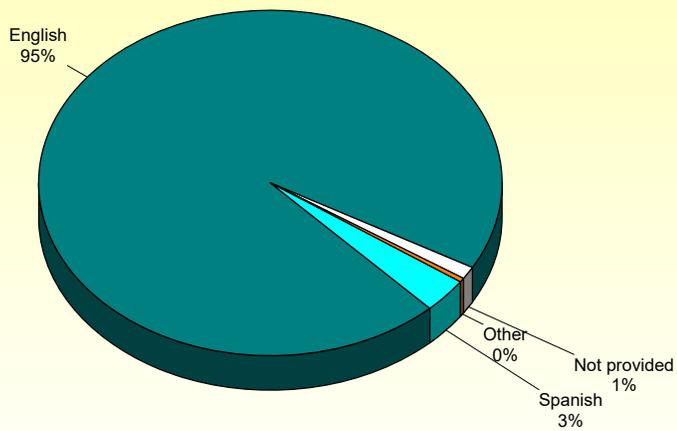
by percentage of respondents



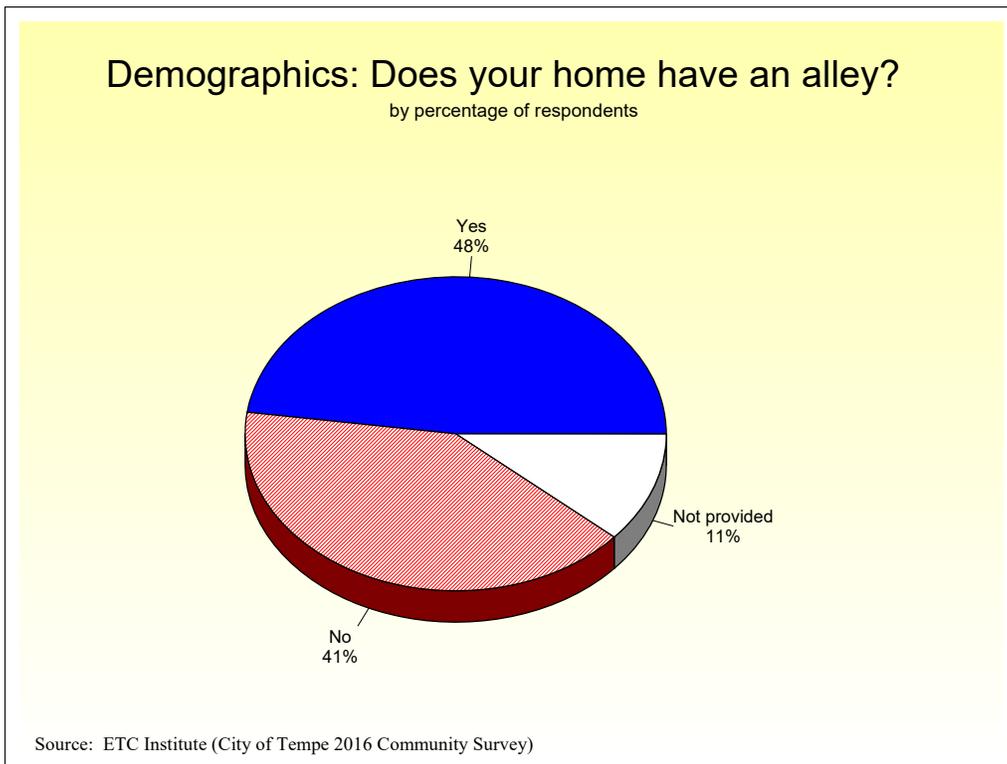
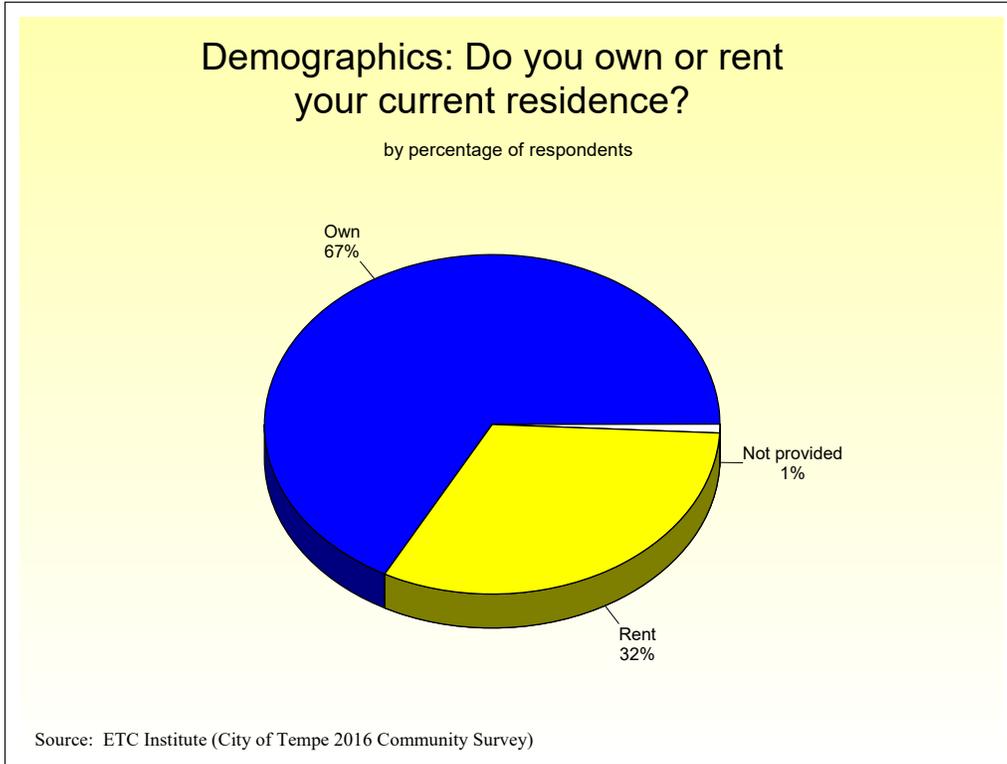
Source: ETC Institute (City of Tempe 2016 Community Survey)

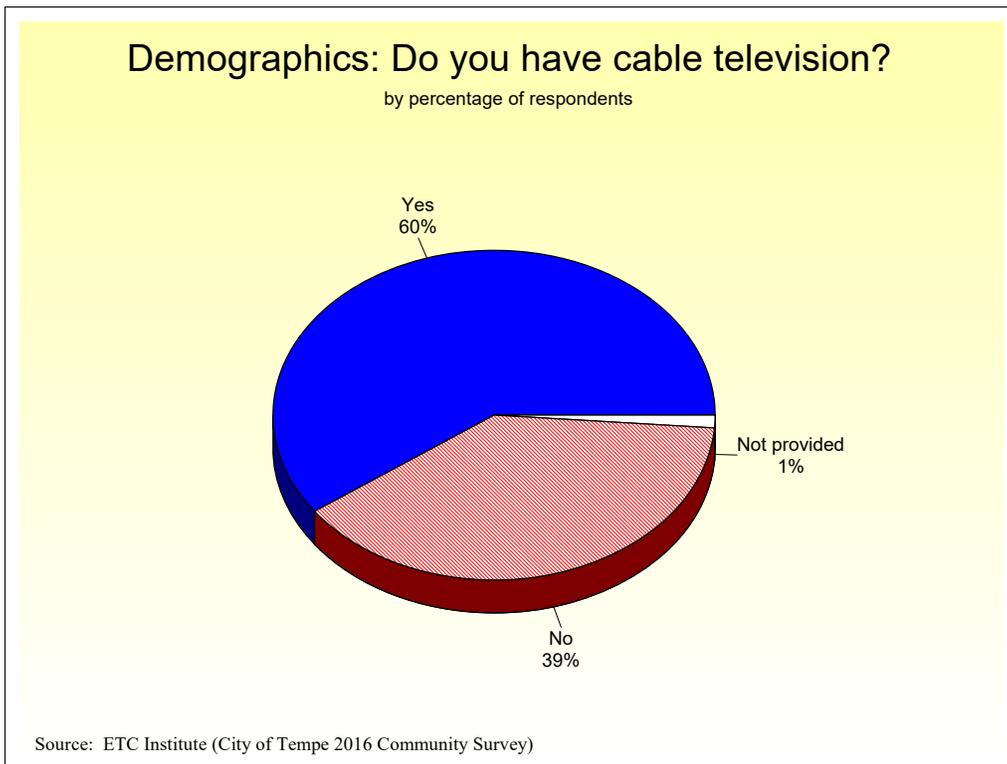
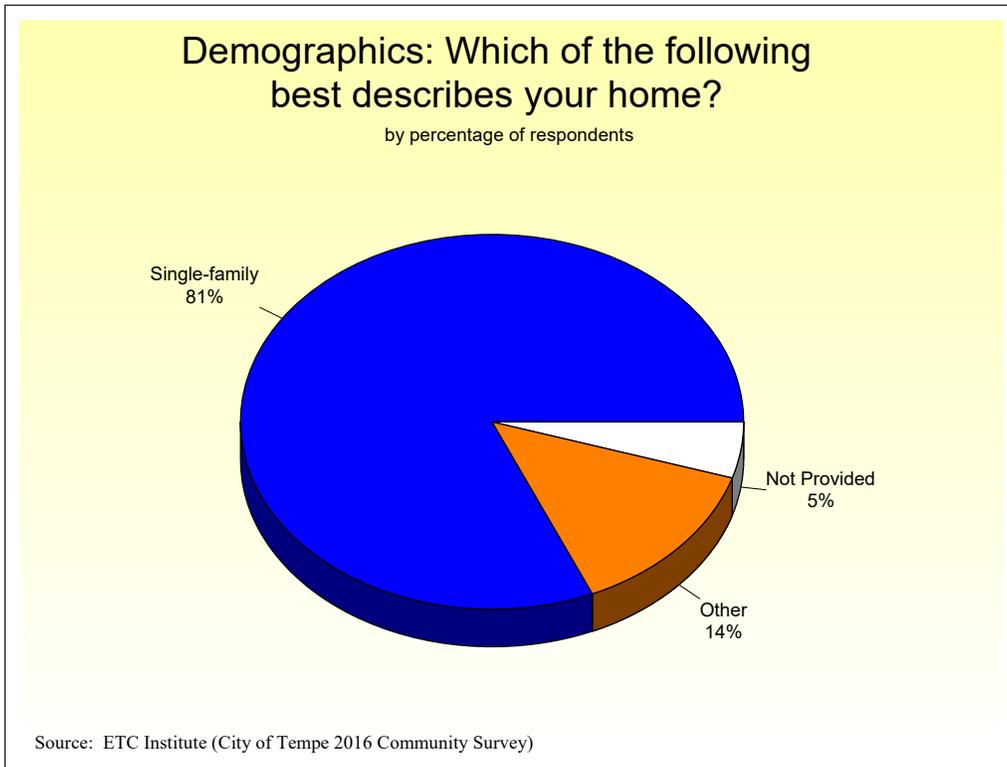
Demographics: Primary language

by percentage of respondents



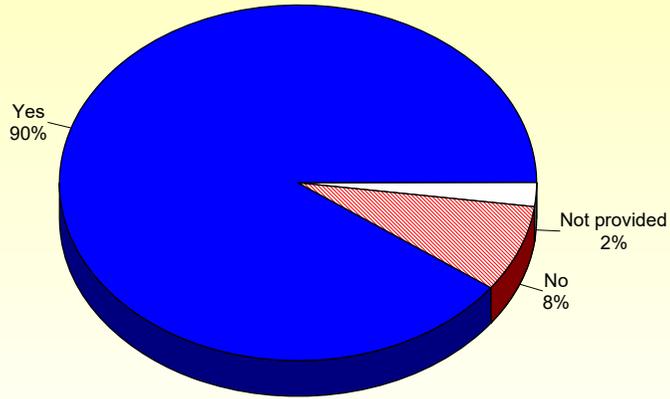
Source: ETC Institute (City of Tempe 2016 Community Survey)





Demographics: Do you have internet access at home?

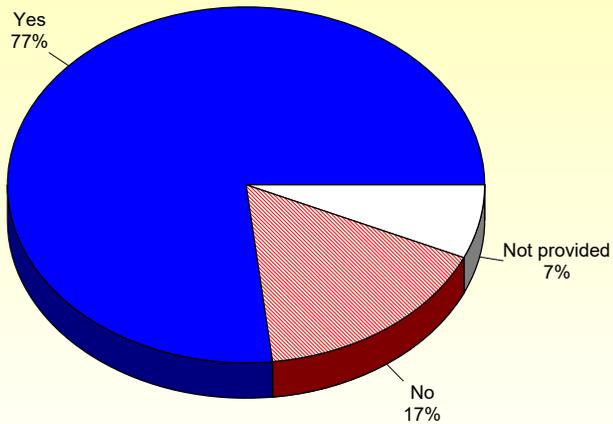
by percentage of respondents



Source: ETC Institute (City of Tempe 2016 Community Survey)

Demographics: Do you have a smart phone?

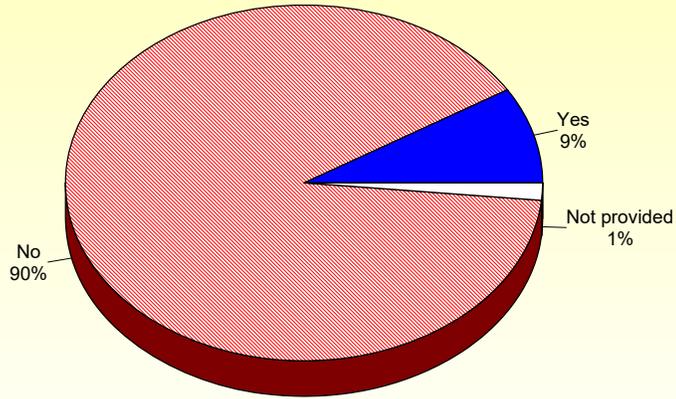
by percentage of respondents



Source: ETC Institute (City of Tempe 2016 Community Survey)

Demographics: Are you a full-time student?

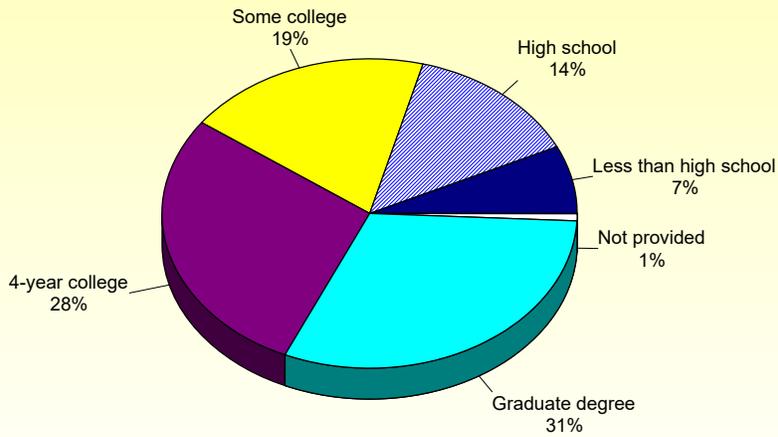
by percentage of respondents



Source: ETC Institute (City of Tempe 2016 Community Survey)

Demographics: What is the highest level of education that you have completed?

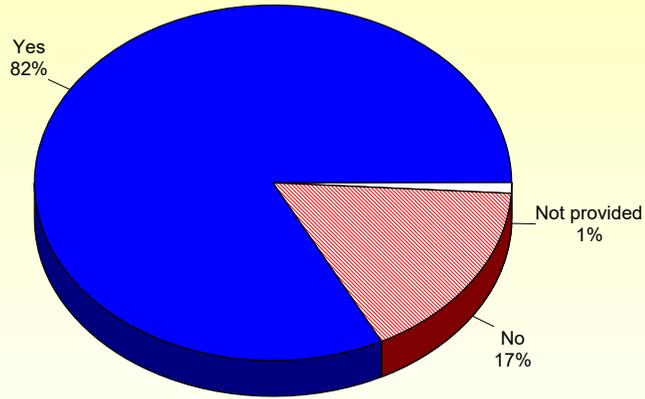
by percentage of respondents



Source: ETC Institute (City of Tempe 2016 Community Survey)

Demographics: Have you visited Downtown Tempe during the past year?

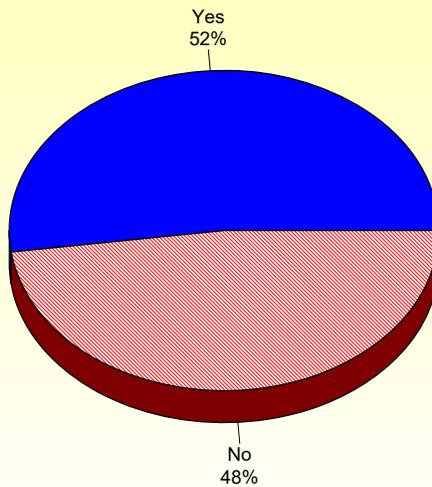
by percentage of respondents



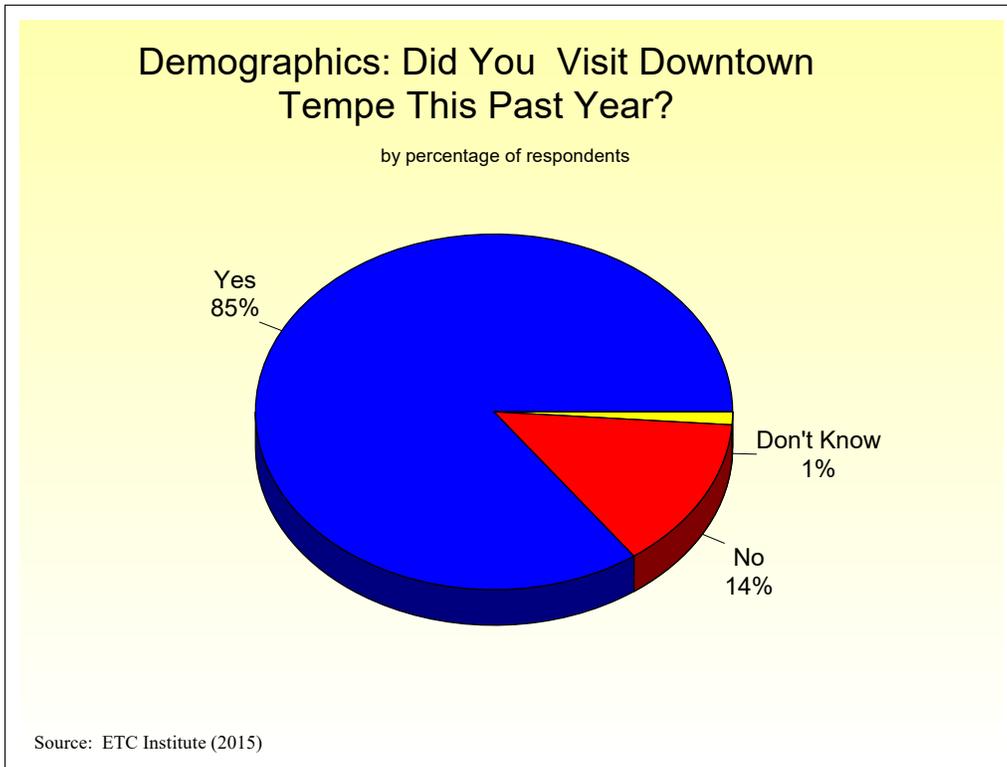
Source: ETC Institute (City of Tempe 2016 Community Survey)

Demographics: Have you used public transit during the past year?

by percentage of respondents



Source: ETC Institute (City of Tempe 2016 Community Survey)



Section 2:
Benchmarking Analysis

Benchmarking Analysis

The City of Tempe, AZ

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 1999, the survey has been administered in more than 210 cities and counties in 43 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2016 that is part of a random sample of over 4,000 residents in the continental United States and (2) individual community surveys that were administered in 28 medium-sized cities (population of 100,000 to 250,000) from July 2013 to October 2016. The “U.S. Average” shown in this report reflects the overall results of ETC Institute’s national survey. The results from individual cities were used as the basis for developing the ranges of performance that are shown in this report for specific types of services.

The 28 communities included in the performance ranges that are shown in this report are listed below:

- Abilene, Texas
- Arlington County, Virginia
- Columbia, Missouri
- Coral Springs, Florida
- Clay County, Missouri
- Davenport, Iowa
- Des Moines, Iowa
- Durham, North Carolina
- Fayetteville, North Carolina
- Fort Lauderdale, Florida
- High Point, North Carolina
- Independence, Missouri
- Mesa County, Colorado
- Naperville, Illinois
- Newport News, Virginia
- Norman, Oklahoma
- Olathe, Kansas
- Overland Park, Kansas
- Pueblo, Colorado
- Round Rock, Texas
- Richmond, Virginia
- Springfield, Missouri
- Shawnee, Oklahoma
- Tempe, Arizona
- Topeka, Kansas
- Vancouver, Washington
- Wilmington, North Carolina
- Yuma, Arizona

Comparisons to the National Average

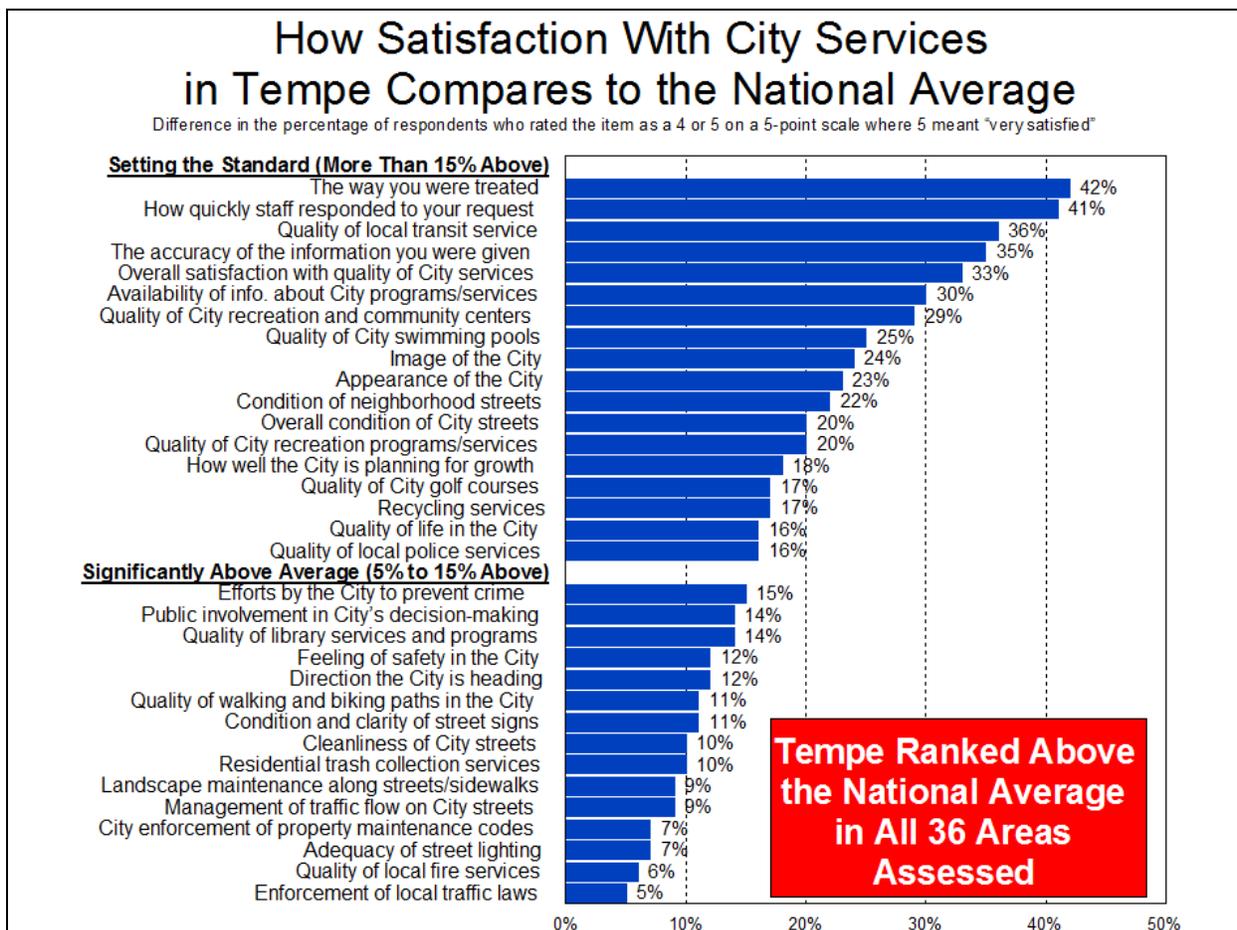
In 2016, the City of Tempe rated above the national average in all 36 areas that were assessed on the survey. The City ranked significantly above the national average (difference of 5% or more) in 33 of the 36 areas that were rated.

The City rated more than 15% above the national average in the following areas:

- Satisfaction with the way you were treated by City employees rated 42% above the national average (85% in Tempe vs. 43% in U.S.).
- Satisfaction with how quickly City staff responded to requests rated 41% above the national average (79% in Tempe vs. 38% in U.S.).
- Satisfaction with local transit service rated 36% above the national average (69% in Tempe vs. 33% in U.S.).
- Satisfaction with the accuracy of information you were given rated 35% above the national average (78% in Tempe vs. 43% in U.S.).
- Overall satisfaction with quality of City services rated 33% above the national average (82% in Tempe vs. 49% U.S.).
- Satisfaction with the availability of information about City programs and services rated 30% above the national average (76% in Tempe vs. 46% in U.S.).
- Satisfaction the quality of City recreation and community centers rated 29% above the national average (73% in Tempe vs. 44% U.S.).
- Satisfaction with the quality of City swimming pools rated 25% above the national average (60% in Tempe vs. 35% U.S.).
- Satisfaction with the image of the City rated 24% above the national average (79% in Tempe vs. 55% U.S.).
- Satisfaction with the appearance of the City rated 23% above the national average (79% in Tempe vs. 56% U.S.).
- Satisfaction with the condition of neighborhood streets rated 22% above the national average (63% in Tempe vs. 41% U.S.).
- Satisfaction with the overall condition of City streets rated 20% above the national average (70% in Tempe vs. 50% U.S.).
- Satisfaction with the quality of City recreation programs and services rated 20% above the national average (69% in Tempe vs. 49% U.S.).

- Satisfaction with how well the City is planning for growth rated 18% above the national average (58% in Tempe vs. 40% U.S.).
- Satisfaction with the quality of the City golf courses rated 17% above the national average (62% in Tempe vs. 45% U.S.).
- Satisfaction with recycling services rated 17% above the national average (82% in Tempe vs. 65% U.S.).
- Satisfaction with quality of life in the City rated 16% above the national average (82% in Tempe vs. 66% U.S.).
- Satisfaction with quality of local police services rated 16% above the national average (81% in Tempe vs. 65% U.S.).

Below is a chart that shows how the City of Tempe compares to the national average:



Interpreting the Performance Range Charts

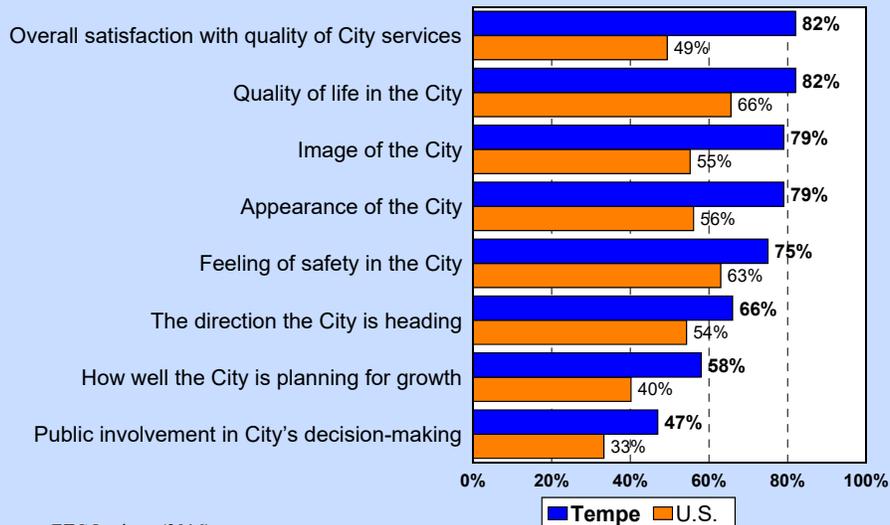
The charts on the following pages provide comparisons for several items that were rated on the survey. The horizontal bars show the range of satisfaction among residents in communities with a population between 100,000 and 250,000 that have participated in DirectionFinder® Survey's during the past three years. The lowest and highest satisfaction ratings are listed to the left and right of each bar. The yellow dot on each bar shows how the results for Tempe compare to the average for the communities with a population between 100,000 and 250,000 which is shown as a vertical dash in the middle of each horizontal bar. If the yellow dot is located to the right of the vertical dash, the City of Tempe rated above the national average. If the yellow dot is located to the left of the vertical dash, the City of Tempe rated below the national average.

National Benchmarks

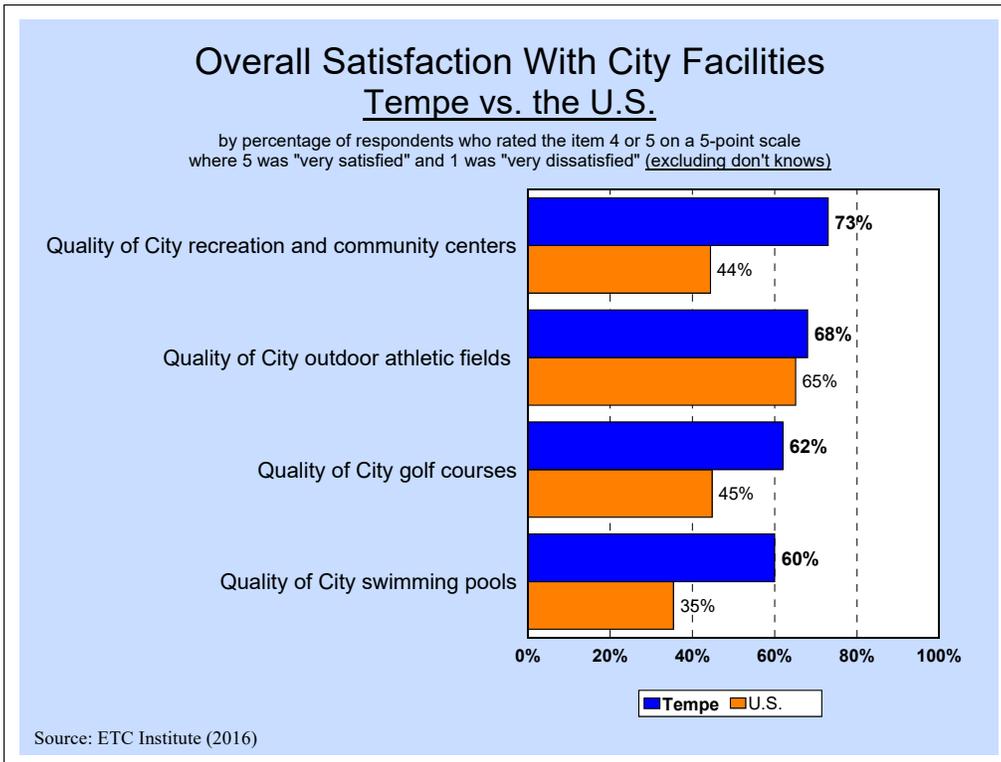
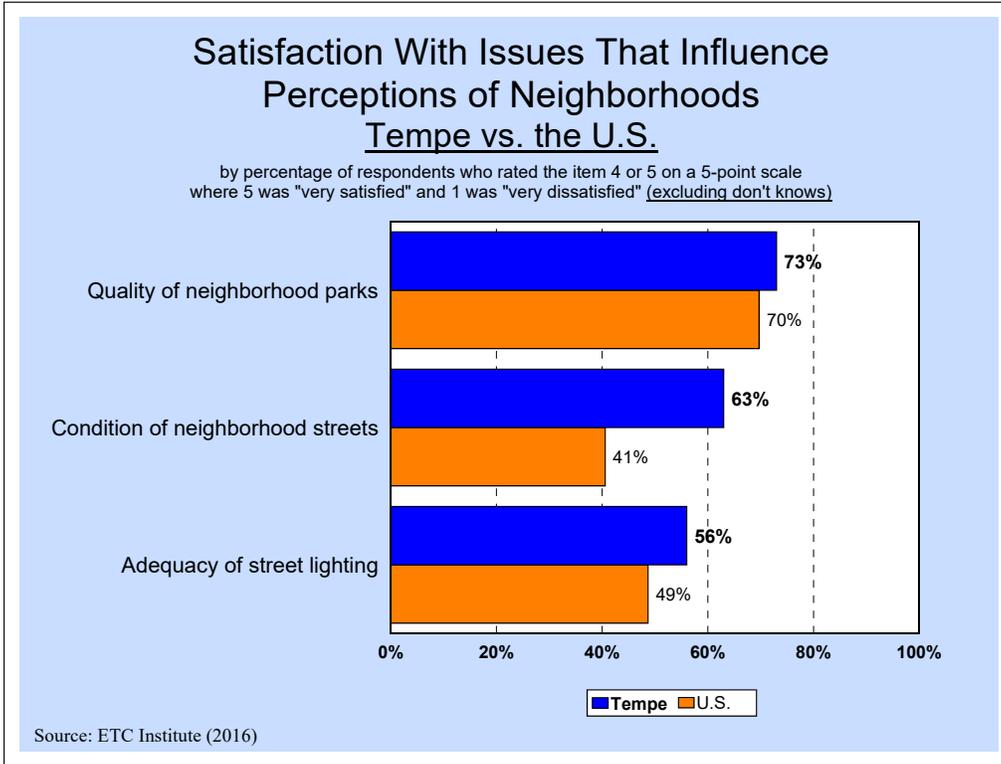
Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Tempe, AZ is not authorized without written consent from ETC Institute.

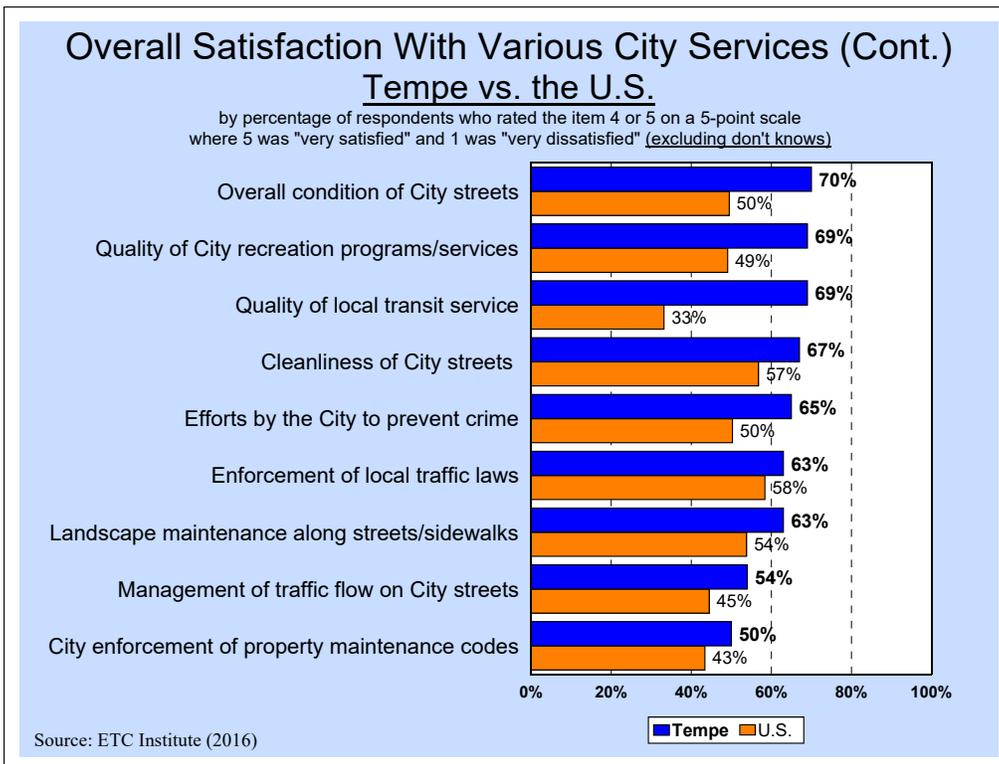
Satisfaction With Issues That Influence Perceptions of the City Tempe vs. the U.S.

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)



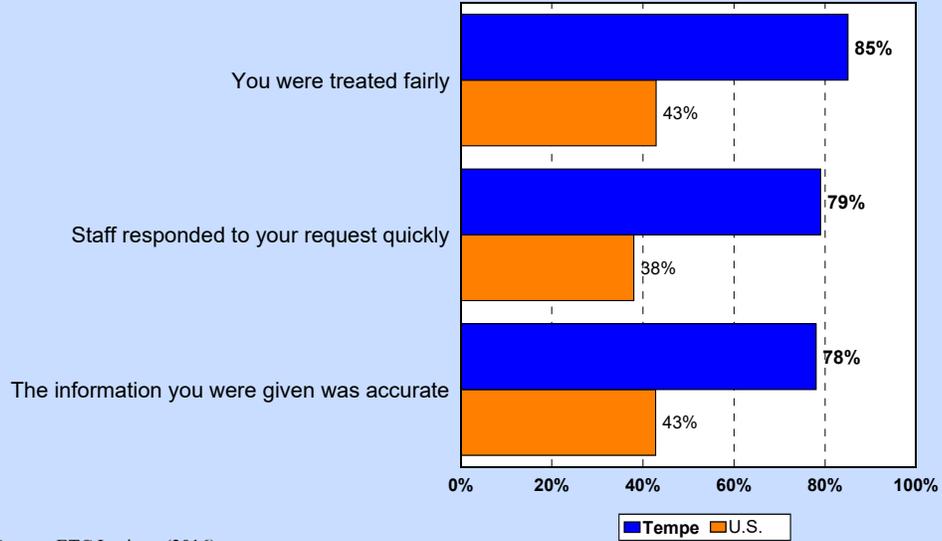
Source: ETC Institute (2016)



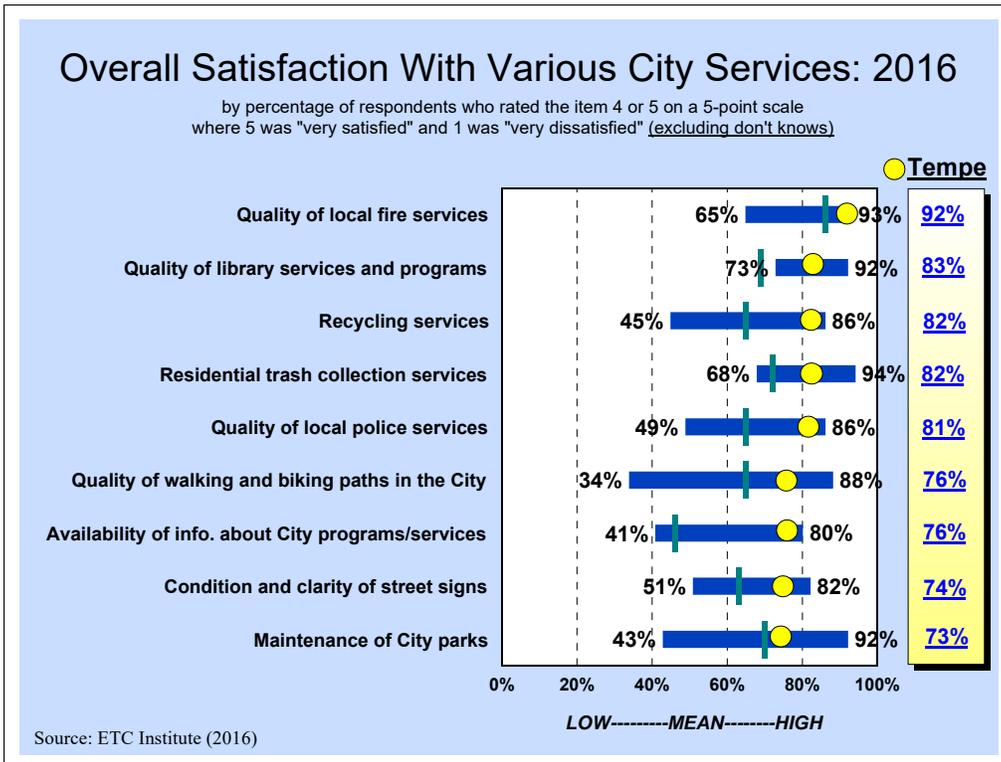
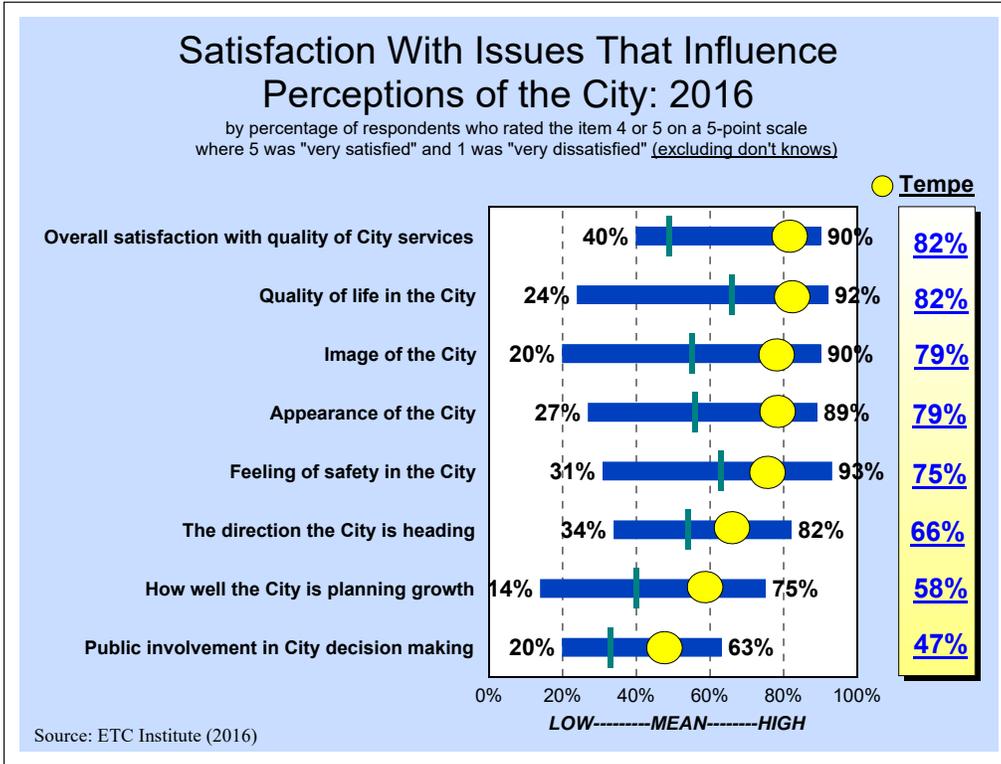


Overall Satisfaction With Customer Service Tempe vs. the U.S.

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)

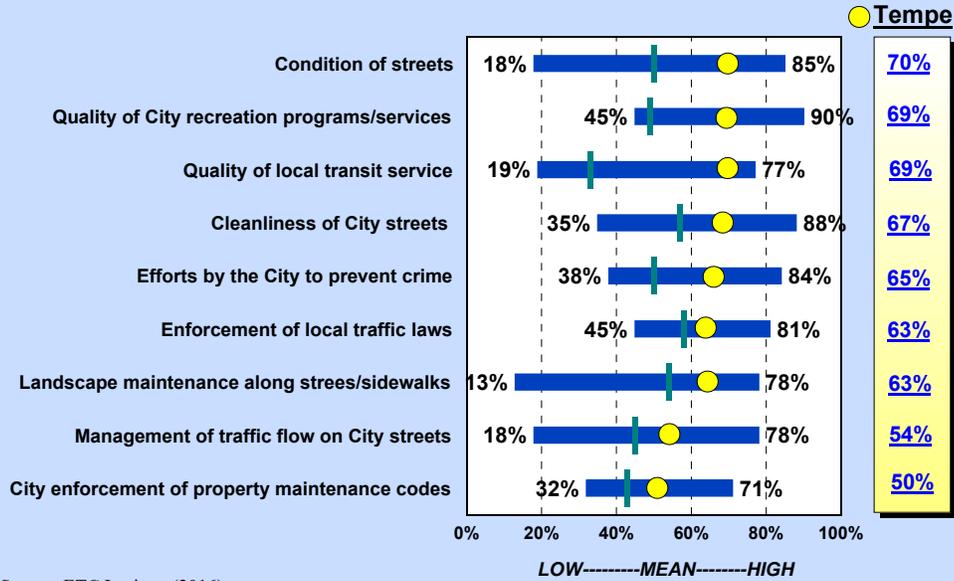


Ranges of Performance



Overall Satisfaction With Various City Services (Cont.) 2016:

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)



Source: ETC Institute (2016)

Section 3:
Tabular Data

Q1-7. Safe & Secure Communities: Please rate your satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1202)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1. Quality of local fire services	40.9%	26.0%	5.8%	0.2%	0.2%	27.0%
Q2. Quality of medical rescue services	37.7%	25.4%	5.8%	0.2%	0.4%	30.4%
Q3. Quality of local police services	36.5%	35.4%	11.3%	2.9%	2.1%	11.8%
Q4. Enforcement of local traffic laws	21.6%	35.1%	17.2%	11.6%	3.8%	10.6%
Q5. Efforts by the City to prevent crime	20.6%	35.1%	20.0%	6.8%	3.2%	14.3%
Q6. Overall feeling of safety in the City	27.8%	46.0%	15.6%	6.8%	1.8%	2.0%
Q7. Feeling of safety in your neighborhood	31.8%	40.8%	13.6%	8.0%	2.9%	2.8%

WITHOUT DON'T KNOW

Q1-7. Safe & Secure Communities: Please rate your satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=1202)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1. Quality of local fire services	56.0%	35.5%	8.0%	0.2%	0.2%
Q2. Quality of medical rescue services	54.2%	36.5%	8.4%	0.4%	0.6%
Q3. Quality of local police services	41.4%	40.1%	12.8%	3.3%	2.4%
Q4. Enforcement of local traffic laws	24.2%	39.3%	19.3%	12.9%	4.3%
Q5. Efforts by the City to prevent crime	24.1%	41.0%	23.3%	8.0%	3.7%
Q6. Overall feeling of safety in the City	28.4%	46.9%	15.9%	7.0%	1.9%
Q7. Feeling of safety in your neighborhood	32.7%	42.0%	14.0%	8.2%	3.0%

Q8a-f. Safe & Secure Communities: Feeling of safety during the day in the following places:

(N=1202)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q8a. Neighborhood parks	30.8%	42.0%	11.5%	3.4%	1.4%	10.9%
Q8b. City parks such as Kiwanis & Tempe Beach	31.7%	39.3%	11.8%	1.9%	1.6%	13.7%
Q8c. Desert parks such as Papago & Evelyn Hallman	18.5%	29.3%	15.6%	4.2%	2.7%	29.7%
Q8d. City athletic & recreational facilities	23.3%	29.5%	12.8%	1.1%	0.9%	32.4%
Q8e. Tempe Public Library Complex	40.8%	32.2%	9.3%	2.0%	0.7%	15.1%
Q8f. City Hall	26.9%	25.8%	10.9%	0.6%	0.5%	35.4%

WITHOUT DON'T KNOW

Q8a-f. Safe & Secure Communities: Feeling of safety during the day in the following places: (without "don't know")

(N=1202)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q8a. Neighborhood parks	34.5%	47.2%	12.9%	3.8%	1.6%
Q8b. City parks such as Kiwanis & Tempe Beach	36.7%	45.5%	13.7%	2.2%	1.8%
Q8c. Desert parks such as Papago & Evelyn Hallman	26.3%	41.7%	22.2%	6.0%	3.8%
Q8d. City athletic & recreational facilities	34.5%	43.6%	19.0%	1.6%	1.4%
Q8e. Tempe Public Library Complex	48.0%	37.9%	11.0%	2.4%	0.8%
Q8f. City Hall	41.6%	39.9%	16.9%	0.9%	0.8%

Q9a-f. Safe & Secure Communities: Feeling of safety at night in the following places:

(N=1202)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q9a. Neighborhood parks	12.5%	25.5%	23.7%	13.5%	3.8%	21.0%
Q9b. City parks such as Kiwanis & Tempe Beach	12.1%	25.0%	23.4%	8.5%	3.5%	27.5%
Q9c. Desert parks such as Papago & Evelyn Hallman	6.6%	14.8%	21.0%	11.3%	5.3%	41.0%
Q9d. City athletic & recreational facilities	11.5%	24.5%	19.4%	2.8%	1.2%	40.5%
Q9e. Tempe Public Library Complex	20.8%	29.9%	15.3%	3.0%	1.3%	29.7%
Q9f. City Hall	15.3%	19.6%	17.0%	1.2%	0.7%	46.1%

WITHOUT DON'T KNOW

Q9a-f. Safe & Secure Communities: Feeling of safety at night in the following places: (without "don't know")

(N=1202)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q9a. Neighborhood parks	15.8%	32.3%	30.0%	17.1%	4.8%
Q9b. City parks such as Kiwanis & Tempe Beach	16.8%	34.4%	32.3%	11.7%	4.8%
Q9c. Desert parks such as Papago & Evelyn Hallman	11.1%	25.1%	35.5%	19.2%	9.0%
Q9d. City athletic & recreational facilities	19.3%	41.3%	32.6%	4.8%	2.1%
Q9e. Tempe Public Library Complex	29.6%	42.5%	21.8%	4.3%	1.9%
Q9f. City Hall	28.4%	36.4%	31.5%	2.3%	1.4%

Q10a-c. Safe & Secure Communities: How likely do you feel you will become a victim of crime in Tempe in the next 12 months involving:

(N=1202)

	Very Likely	Likely	Somewhat Likely	Not Likely	Not Likely At all	Don't Know
Q10a. Theft or damage to property	7.2%	9.9%	30.3%	33.3%	11.9%	7.5%
Q10b. Threats of violence or taking something by force	2.2%	4.8%	13.7%	50.4%	20.7%	8.1%
Q10c. Violent crime	1.7%	3.7%	10.2%	50.1%	24.6%	9.7%

WITHOUT DON'T KNOW

Q10a-c. Safe & Secure Communities: How likely do you feel you will become a victim of crime in Tempe in the next 12 months involving: (without "don't know")

(N=1202)

	Very Likely	Likely	Somewhat Likely	Not Likely	Not Likely At all
Q10a. Theft or damage to property	7.7%	10.7%	32.7%	36.0%	12.9%
Q10b. Threats of violence or taking something by force	2.4%	5.2%	14.9%	54.8%	22.5%
Q10c. Violent crime	1.8%	4.1%	11.3%	55.5%	27.3%

Q11. Safe & Secure Communities: Have you been a victim of a crime in Tempe?

Q11. Have you been a victim of a crime in Tempe	Number	Percent
Yes	543	45.2 %
No	659	54.8 %
Total	1202	100.0 %

Q11a. (If YES, did you report the crime to the police or other law enforcement agency?)

Q11a. Did you report the crime to the police or other law enforcement agency	Number	Percent
Yes	464	85.5 %
No	77	14.2 %
Not provided	2	0.4 %
Total	543	100.0 %

WITHOUT NOT PROVIDED

Q11a. If YES, did you report the crime to the police or other law enforcement agency? (without "not provided")

Q11a. Did you report the crime to the police or other law enforcement agency	Number	Percent
Yes	464	85.8 %
No	77	14.2 %
Total	541	100.0 %

Q11b. If you did not report the crime to the police, please indicate your reason:

Q11b. Reasons why you did not report the crime	Number	Percent
Too busy	6	8.0 %
Police won't do anything	15	20.0 %
Not important	13	17.3 %
Didn't want to go to court	2	2.7 %
Nothing could be done/person wouldn't be found	48	64.0 %
Other	16	21.3 %
Total	100	

Q11b. Other

<u>Q11b. Other</u>	<u>Number</u>	<u>Percent</u>
I got graffiti on my garage and it was reported by a neighbor	2	13.3 %
Was given the date rape drug & cops wouldn't do anything	2	13.3 %
The monetary value of the stolen property was too low	2	13.3 %
Stolen property wasn't worth possible insurance increase or loss of property value	2	13.3 %
I would like to avoid overly violent interaction exhibited by Tempe police officers	2	13.3 %
Vandalism to my front yard	2	13.3 %
I can handle my own business	1	6.7 %
SPOKE TO JUVENILES PARENTS	1	6.7 %
On the train	1	6.7 %
Total	15	100.0 %

Q12. Have you interacted with City of Tempe Police during the past year?

<u>Q12. Have you interacted with City Police during past year</u>	<u>Number</u>	<u>Percent</u>
Yes	529	44.0 %
No	673	56.0 %
Total	1202	100.0 %

Q12a. If Yes, did you think the police officer treated you fairly and cared about your well-being?

<u>Q12a. Did police officer treated you fairly & cared about your well-being</u>	<u>Number</u>	<u>Percent</u>
Yes	463	87.5 %
No	53	10.0 %
Not provided	13	2.5 %
Total	529	100.0 %

WITHOUT NOT PROVIDED

Q12a. If Yes, did you think the police officer treated you fairly and cared about your well-being? (without "not provided")

<u>Q12a. Did police officer treated you fairly & cared about your well-being</u>	<u>Number</u>	<u>Percent</u>
Yes	463	89.7 %
No	53	10.3 %
Total	516	100.0 %

Q14-20. Strong Community Connections: Please rate your satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1202)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q14. Overall quality of services offered by City of Tempe	25.9%	50.7%	13.9%	2.4%	1.1%	6.0%
Q15. Leadership of City's elected officials	18.2%	39.3%	21.1%	5.6%	2.5%	13.3%
Q16. How ethical City employees are in the way they conduct City business	17.0%	31.7%	19.1%	3.7%	2.4%	26.2%
Q17. Availability of information about City programs, events, services, & issues	27.8%	43.3%	14.6%	5.9%	2.0%	6.3%
Q18. Availability of information on water, sewer, & solid waste rates	24.2%	39.6%	18.9%	6.1%	1.2%	10.0%
Q19. Availability of information on recycling & water conservation program offerings	23.5%	40.6%	17.9%	6.4%	2.7%	8.9%
Q20. How easy City's 3-1-1 "One Call to City Hall" is to use	6.9%	8.1%	7.9%	1.5%	1.3%	74.3%

WITHOUT DON'T KNOW

Q14-20. Strong Community Connections: Please rate your satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=1202)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q14. Overall quality of services offered by City of Tempe	27.5%	54.0%	14.8%	2.6%	1.2%
Q15. Leadership of City's elected officials	21.0%	45.3%	24.4%	6.4%	2.9%
Q16. How ethical City employees are in the way they conduct City business	23.0%	43.0%	25.8%	5.0%	3.3%
Q17. Availability of information about City programs, events, services, & issues	29.7%	46.3%	15.6%	6.3%	2.1%
Q18. Availability of information on water, sewer, & solid waste rates	26.9%	44.0%	21.0%	6.7%	1.4%
Q19. Availability of information on recycling & water conservation program offerings	25.8%	44.6%	19.6%	7.0%	2.9%
Q20. How easy City's 3-1-1 "One Call to City Hall" is to use	26.9%	31.4%	30.7%	5.8%	5.2%

Q20a-d: Strong Community Connections: Please rate your satisfaction with the following based on your experience with 3-1-1:

(N=309)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q20a. How courteous & respectful the call taker was	25.2%	24.9%	14.2%	2.9%	1.9%	30.7%
Q20b. Hours of service (7:00 am-5:00 pm) that 3-1-1 is available	20.7%	28.2%	13.6%	5.8%	1.9%	29.8%
Q20c. Ability of the call taker to answer your question	19.4%	22.7%	14.2%	7.1%	3.2%	33.3%
Q20d. The call taker helped you resolve an issue to your satisfaction	20.1%	22.0%	14.6%	4.9%	5.2%	33.3%

WITHOUT DON'T KNOW

Q20a-d: Strong Community Connections: Please rate your satisfaction with the following based on your experience with 3-1-1: (without "don't know")

(N=309)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q20a. How courteous & respectful the call taker was	36.4%	36.0%	20.6%	4.2%	2.8%
Q20b. Hours of service (7:00 am-5:00 pm) that 3-1-1 is available	29.5%	40.1%	19.4%	8.3%	2.8%
Q20c. Ability of the call taker to answer your question	29.1%	34.0%	21.4%	10.7%	4.9%
Q20d. The call taker helped you resolve an issue to your satisfaction	30.1%	33.0%	21.8%	7.3%	7.8%

Q21-26. Strong Community Connections: Please rate your satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1202)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q21. Usefulness of City's website	12.1%	32.9%	14.9%	4.8%	1.1%	34.2%
Q22. Tempe's online services (registration, payment, etc.)	14.1%	28.4%	12.1%	3.1%	1.0%	41.3%
Q23. Your ability to participate in City decision-making processes	9.2%	19.8%	23.0%	7.0%	3.4%	37.5%
Q24. Accessibility & transparency of information provided by City Council	10.1%	19.4%	19.4%	4.6%	2.4%	44.1%
Q25. How well City treats residents regardless of age, disability, gender, or other characteristics	18.3%	29.7%	15.1%	4.0%	3.7%	29.3%
Q26. Overall quality of customer service	17.1%	36.6%	17.9%	3.3%	1.6%	23.5%

WITHOUT DON'T KNOW

Q21-26. Strong Community Connections: Please rate your satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=1202)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q21. Usefulness of City's website	18.3%	50.1%	22.6%	7.3%	1.6%
Q22. Tempe's online services (registration, payment, etc.)	24.0%	48.4%	20.7%	5.2%	1.7%
Q23. Your ability to participate in City decision-making processes	14.8%	31.7%	36.9%	11.2%	5.5%
Q24. Accessibility & transparency of information provided by City Council	18.2%	34.7%	34.7%	8.2%	4.3%
Q25. How well City treats residents regardless of age, disability, gender, or other characteristics	25.9%	42.0%	21.3%	5.6%	5.2%
Q26. Overall quality of customer service	22.4%	47.8%	23.4%	4.3%	2.1%

Q27. Have you contacted the City of Tempe during the past year?

Q27. Have you contacted City of Tempe during past year	Number	Percent
Yes	478	39.8 %
No	724	60.2 %
Total	1202	100.0 %

Q27a. If YES to Question 27, which department did you contact most recently?

Q27a. Which department did you contact most recently	Number	Percent
Water	59	13.5 %
Police	30	6.9 %
Code Enforcement	13	3.0 %
City Council	11	2.5 %
Recycle	8	1.8 %
Tempe 311	8	1.8 %
Sanitation	7	1.6 %
Parks and Rec	6	1.4 %
Housing	6	1.4 %
Neighborhood Services	5	1.1 %
Recreation	5	1.1 %
Water Utilities	5	1.1 %
Trash collection	5	1.1 %
Library	5	1.1 %
Zoning	5	1.1 %
Waste	5	1.1 %
Non emergency police	4	0.9 %
Tempe Council	4	0.9 %
Public Works	3	0.7 %
TRASH PICK-UP	3	0.7 %
Human Resources	3	0.7 %
Traffic Engineering	3	0.7 %
Building Permits	3	0.7 %
Utilities	3	0.7 %
Traffic	3	0.7 %
SLIPP	3	0.7 %
Water & Sewer	3	0.7 %
Abandoned vehicles	2	0.5 %
contacted our Representatives regarding the McClintock bike lanes	2	0.5 %
Water and 311 irrigation	2	0.5 %
Landlord tax	2	0.5 %
City Council members, recycling dept	2	0.5 %
Kid Zone	2	0.5 %
311, rude, abrupt, referred to get issue resolved	2	0.5 %
CARE 7	2	0.5 %
Office of Strategic Management & Diversity	2	0.5 %
Water & waste	2	0.5 %
Trash and Recycling	2	0.5 %

Q27a. If YES to Question 27, which department did you contact most recently? (cont.)

Q27a. Which department did you contact most recently? (cont.)	Number	Percent
Waste disposal	2	0.5 %
City Hall	2	0.5 %
Solid Waste	2	0.5 %
Streets, requesting speed bumps	2	0.5 %
Building code	2	0.5 %
Trash Collection	2	0.5 %
Disability	2	0.5 %
Fire Marshall	2	0.5 %
Solid waste	2	0.5 %
Bike/Transit	2	0.5 %
Transportation	2	0.5 %
Sales Tax office	2	0.5 %
Department of Trash Collection	2	0.5 %
Waste and recycling services	2	0.5 %
Trash and garbage	2	0.5 %
Garbage/trash pickup	2	0.5 %
Water (irrigation)	2	0.5 %
Front yard	2	0.5 %
HUMAN SVCS, HOUSING SVCS DIV	2	0.5 %
Mayor's office	2	0.5 %
WATER AND STREETS	2	0.5 %
HOUSING PARKS AND REC	2	0.5 %
The City Council and the Diversity Office	2	0.5 %
TRASH/DISPOSAL AIR QUALITY/HOUSING	2	0.5 %
Streets	2	0.5 %
Building and Zoning	2	0.5 %
Waste management	2	0.5 %
Alley clean up	2	0.5 %
City Engineering	2	0.5 %
Building Department	2	0.5 %
Refuse/water	2	0.5 %
Development Review	2	0.5 %
Tempe City Council members	2	0.5 %
Codes	2	0.5 %
Enviornmental	2	0.5 %
Planning	2	0.5 %
To pay the water bill	2	0.5 %
Planning or Code Enforcement	2	0.5 %
Garbage	2	0.5 %
Planning/Community Development	2	0.5 %
Neighborhood clean up	2	0.5 %
Police, streets, parks	2	0.5 %
Trash	2	0.5 %
Permit	2	0.5 %
Civil Traffic Dept	1	0.2 %
Retrieving a copy of a police report	1	0.2 %
Nuisance and police	1	0.2 %
Tax and license division	1	0.2 %
Professional and courteous	1	0.2 %
PIO	1	0.2 %
Public Information	1	0.2 %
Tempe public records	1	0.2 %
Housing Authority	1	0.2 %

Q27a. If YES to Question 27, which department did you contact most recently? (cont.)

Q27a. Which department did you contact most recently? (cont.)	Number	Percent
Neighborhood services regarding grants	1	0.2 %
Flood irrigation department	1	0.2 %
Joel Navarros office	1	0.2 %
Public Library	1	0.2 %
Street/light repair	1	0.2 %
illegal roadside parking of trailer.	1	0.2 %
Information	1	0.2 %
trash pick-up	1	0.2 %
Election Commission	1	0.2 %
Business License	1	0.2 %
attended street car meeting	1	0.2 %
TRASH REMOVAL/WATER	1	0.2 %
Permits	1	0.2 %
section	1	0.2 %
Traffic for block party street closure	1	0.2 %
Sewers	1	0.2 %
Waste Pick Up	1	0.2 %
urban planning	1	0.2 %
Trash schedules	1	0.2 %
Water conservation; utilities	1	0.2 %
Transportaion Division	1	0.2 %
Need a new garbage can	1	0.2 %
Parks Dept	1	0.2 %
Tempe Tax Office	1	0.2 %
Complain about a neighbor's yard via website	1	0.2 %
Water and Waste Services regarding my Recycling bin	1	0.2 %
Water utilities and Tax and license	1	0.2 %
Trash/water	1	0.2 %
Administration	1	0.2 %
Planning & Zoning	1	0.2 %
Road repair/maintenance	1	0.2 %
Refuse, trash in yard plus grass	1	0.2 %
Tax collector	1	0.2 %
Bulk trash pickup	1	0.2 %
Sewer roots	1	0.2 %
Neighborhood Services for illegal parking	1	0.2 %
Community development/Code Enforcement	1	0.2 %
Home inspection	1	0.2 %
Hydrant problem	1	0.2 %
City sewer services	1	0.2 %
To make arrangements on late water bill	1	0.2 %
Streets-speed bumps	1	0.2 %
Police & Fire	1	0.2 %
Sales/water	1	0.2 %
traffic/engineer	1	0.2 %
Streetlights	1	0.2 %
Mayor	1	0.2 %
Water, Waste MGMT, Code Enforcement	1	0.2 %
TRANSPORTATION AND TRAFFIC	1	0.2 %
resident activities	1	0.2 %
New green waste recycling coordinator	1	0.2 %
RECYCLING WASTE MANAGEMENT	1	0.2 %
MUNICIPAL COURT	1	0.2 %

Q27a. If YES to Question 27, which department did you contact most recently? (cont.)

Q27a. Which department did you contact most recently? (cont.)	Number	Percent
Traffic engineering and street lights	1	0.2 %
City Parks	1	0.2 %
Department of Housing	1	0.2 %
Trash pick up	1	0.2 %
City contacted me to have a tree trimmed	1	0.2 %
Water and trash	1	0.2 %
311 SANITATION	1	0.2 %
DEVELOPMENT BUILDING	1	0.2 %
Needed new trash can	1	0.2 %
CITY OF TEMPE	1	0.2 %
Street/roads	1	0.2 %
ALLEY BOB CAT RAN INTO FENCE	1	0.2 %
Parks and Arts and Culture	1	0.2 %
Trash pick up and the cops	1	0.2 %
about rv parking on Tempe streets	1	0.2 %
SANITATION BULK PICK UP	1	0.2 %
COUNTY RECORDER	1	0.2 %
Water recycle	1	0.2 %
Recycling Center	1	0.2 %
sales tax on vehicle	1	0.2 %
Engineering	1	0.2 %
Parks	1	0.2 %
City Management	1	0.2 %
PYLE ADULT CENTER AND LIBRARY	1	0.2 %
POLICE NEIGHBORHOOD BIAS	1	0.2 %
Street lights	1	0.2 %
COLLECTION CENTER	1	0.2 %
RESIDENTIAL TRASH COLLECTION	1	0.2 %
CODE ENFORCEMENTS, STREET SWEEPING	1	0.2 %
MAINTENANCE REGARDING STREETSCOPE ELLIOTT RD	1	0.2 %
Fire Dept	1	0.2 %
Building Safety	1	0.2 %
Code Compliance	1	0.2 %
DISPOSAL OF HAZARDOUS WASTE	1	0.2 %
Development Services	1	0.2 %
Alarm	1	0.2 %
ALLEY MAINTENANCE	1	0.2 %
TEMPE	1	0.2 %
TRAFFIC LIGHTS ENGINEERING	1	0.2 %
Regarding garbage can	1	0.2 %
Housing Services	1	0.2 %
311 & signs	1	0.2 %
Kerri Logan	1	0.2 %
NEIGHBORHOODS	1	0.2 %
Zone Compliance	1	0.2 %
Total	437	100.0 %

Q27b-g. If YES to Question 27, please answer the following based on your most recent interaction with City employees:

(N=478)

	Yes	No	Don't remember
Q27b. Were you treated fairly	84.7%	9.8%	5.4%
Q27c. Did the employee(s) listen to you carefully	85.4%	9.8%	4.8%
Q27d. Did the employee care about your well-being	72.6%	13.4%	14.0%
Q27e. Was the employee honest	80.8%	5.9%	13.4%
Q27f. Was the information you were given accurate	77.8%	13.2%	9.0%
Q27g. Did staff respond to your request quickly	78.5%	16.3%	5.2%

Q28. Usage of City Services and Facilities: Please check all the services and facilities provided by the City of Tempe that you or other members of your household have used during the past 12 months.

Q28. All services & facilities provided by City that you have used during past 12 months	Number	Percent
Fire services	89	7.8 %
Tempe Public Library	718	63.2 %
Parks	903	79.5 %
Walking/biking trails	707	62.2 %
City athletic fields	189	16.6 %
Kid Zone	62	5.5 %
Police services	379	33.4 %
Tempe History Museum	212	18.7 %
City golf courses	145	12.8 %
City swimming pools	98	8.6 %
Kiwanis Recreation Center	237	20.9 %
Tempe 311	125	11.0 %
Bus, Orbit or light rail service	576	50.7 %
Tempe Center for Arts	344	30.3 %
Arts & recreation programs/services	197	17.3 %
Household Products Collection Center	376	33.1 %
Multigenerational/community Centers	163	14.3 %
Total	5520	

Q29. Which of the following do you use to get information about the City of Tempe?

Q29. What do you use to get information about City of Tempe

	Number	Percent
Tempe 11 (Cable TV)	98	8.6 %
Recreation Opportunities Brochure	253	22.1 %
City website	613	53.6 %
Water bill newsletter (Tempe Today)	725	63.4 %
Social Media (Twitter, Facebook, EouTube, Next door)	269	23.5 %
Online City videos	38	3.3 %
Television news	409	35.8 %
City meetings	86	7.5 %
E-mail subscriptions	123	10.8 %
Tempe 311	80	7.0 %
Radio	169	14.8 %
Newspapers	351	30.7 %
Total	3214	

Q30. OVERALL PRIORITIES: Which TWO of the following do you think should be the City's top priorities over the next year?

Q30. City's top priorities over next year

	Number	Percent
Economic/business development	240	20.7 %
Appearance of City	165	14.2 %
Maintenance of streets/buildings	340	29.3 %
Police services	290	25.0 %
Art, recreation programs, & library services	98	8.5 %
Customer service	26	2.2 %
Transportation services	149	12.9 %
Social/human services	199	17.2 %
Fire services	52	4.5 %
Water/sewer	106	9.1 %
Neighborhoods	291	25.1 %
Parks	110	9.5 %
Trash & recycling	131	11.3 %
Historical preservation	62	5.3 %
Total	2259	

Q32-72. Quality of Life: Please rate your satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1202)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q32. Appearance of City	21.0%	55.2%	11.4%	6.7%	1.8%	3.8%
Q33. Image of City	27.4%	47.7%	13.6%	5.3%	1.8%	4.2%
Q34. Quality of life in City	28.4%	49.1%	13.1%	3.1%	1.4%	4.9%
Q35. City's overall efforts to promote diversity & inclusiveness in community	23.6%	34.3%	18.1%	4.5%	3.0%	16.6%
Q36. Quality of access to City facilities for persons with disabilities	16.8%	26.2%	13.7%	2.7%	0.9%	39.6%
Q37. Quality of access to City parks for persons with disabilities	15.4%	26.9%	14.1%	3.1%	0.8%	39.8%
Q38. Quality of neighborhood parks	18.3%	48.1%	15.3%	7.7%	2.0%	8.7%
Q39. Maintenance of City parks	18.2%	47.8%	15.6%	6.9%	1.5%	10.0%
Q40. Quality of larger City parks (e.g., Kiwanis, Tempe Beach, Town Lake, Papago)	24.8%	42.3%	13.3%	5.4%	1.2%	13.0%
Q41. Quality of City recreation & community centers	18.0%	32.2%	15.3%	2.3%	0.7%	31.5%
Q42. Maintenance & appearance of City community centers	17.0%	33.7%	15.0%	2.2%	0.7%	31.4%
Q43. Quality of City swimming pools	8.0%	17.1%	13.5%	2.0%	0.9%	58.6%
Q44. Quality of City outdoor athletic fields	10.0%	25.0%	14.3%	1.2%	0.7%	48.7%
Q45. Quality of City golf courses	8.5%	16.9%	13.1%	2.0%	0.4%	59.1%
Q46. Quality of City recreation programs & services	13.1%	27.8%	14.6%	2.1%	1.2%	41.2%
Q47. Quality of City library programs & services	22.6%	37.8%	10.1%	1.7%	0.7%	27.0%
Q48. Quality of Tempe Center for the Arts programs	17.6%	25.5%	12.9%	2.1%	0.4%	41.5%
Q49. Quality of Kid Zone programs	7.9%	11.9%	11.1%	0.9%	0.3%	67.9%
Q50. Quality of City art & art education programs	10.1%	18.0%	13.8%	1.6%	1.1%	55.4%

Q32-72. Quality of Life: Please rate your satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q51. Quality of Tempe Center for the Arts	20.7%	24.5%	12.1%	1.4%	0.8%	40.5%
Q52. Quality of Tempe History Museum	18.8%	24.8%	12.1%	0.4%	0.4%	43.5%
Q53. Quality of Tempe Public Library	28.3%	36.3%	11.5%	1.2%	2.0%	20.7%
Q54. Adequacy of street lighting	15.2%	37.7%	18.0%	16.3%	6.6%	6.2%
Q55. Cleanliness of City Streets	16.7%	46.9%	17.7%	10.6%	2.9%	5.1%
Q56. Quality of Landscape maintenance along streets/sidewalks	14.1%	45.8%	21.1%	10.9%	2.9%	5.2%
Q57. Overall condition of your neighborhood	17.2%	47.0%	15.4%	13.8%	2.7%	3.8%
Q58. Appearance of residential property in City	11.4%	46.1%	24.2%	11.8%	2.2%	4.2%
Q59. Maintenance of private property	9.9%	38.7%	23.7%	15.8%	3.0%	8.9%
Q60. Condition of alley near your home (if applicable)	8.1%	23.8%	15.9%	15.5%	5.7%	31.1%
Q61. City enforcement of alley maintenance codes	7.8%	20.5%	18.9%	13.0%	5.9%	33.9%
Q62. City enforcement of property maintenance codes & appearance of residential properties	8.3%	29.3%	23.4%	15.3%	5.3%	18.4%
Q63. City enforcement of property maintenance codes & appearance of commercial properties	9.2%	31.0%	23.7%	10.2%	3.2%	22.6%
Q64. Overall enforcement of City property maintenance codes	8.6%	30.0%	22.5%	11.6%	3.5%	23.8%
Q65. City efforts to enforce clean-up of junk, debris, & trash on residential private property	9.4%	26.8%	22.5%	16.1%	5.6%	19.7%
Q66. City efforts to enforce mowing & cutting of weeds/grass on residential private property	7.9%	29.1%	25.1%	12.6%	4.7%	20.5%
Q67. City efforts to enforce deteriorated landscape maintenance on residential private property	7.5%	25.6%	21.8%	16.3%	5.2%	23.5%

Q32-72. Quality of Life: Please rate your satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q68. Value & benefits received by City from Special Events	12.4%	27.9%	18.4%	4.5%	2.1%	34.8%
Q69. Quality of Social Services/Human Services	8.3%	20.3%	19.1%	4.4%	2.0%	45.8%
Q70. Residential trash collection services	29.2%	48.0%	10.4%	4.7%	1.6%	6.2%
Q71. Residential recycling services	29.5%	45.9%	10.6%	4.1%	2.3%	7.5%
Q72. Bulk trash pickup/removal services	21.4%	38.1%	14.8%	10.4%	3.0%	12.3%

WITHOUT DON'T KNOW**Q32-72. Quality of Life: Please rate your satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=1202)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q32. Appearance of City	21.9%	57.4%	11.9%	7.0%	1.9%
Q33. Image of City	28.6%	49.7%	14.2%	5.6%	1.9%
Q34. Quality of life in City	29.8%	51.6%	13.8%	3.2%	1.5%
Q35. City's overall efforts to promote diversity & inclusiveness in community	28.3%	41.1%	21.6%	5.4%	3.6%
Q36. Quality of access to City facilities for persons with disabilities	27.8%	43.4%	22.7%	4.5%	1.5%
Q37. Quality of access to City parks for persons with disabilities	25.6%	44.6%	23.3%	5.1%	1.4%
Q38. Quality of neighborhood parks	20.0%	52.6%	16.8%	8.4%	2.2%
Q39. Maintenance of City parks	20.2%	53.1%	17.3%	7.7%	1.7%
Q40. Quality of larger City parks (e.g., Kiwanis, Tempe Beach, Town Lake, Papago)	28.5%	48.6%	15.3%	6.2%	1.4%
Q41. Quality of City recreation & community centers	26.2%	47.0%	22.4%	3.4%	1.0%
Q42. Maintenance & appearance of City community centers	24.7%	49.1%	21.8%	3.3%	1.1%
Q43. Quality of City swimming pools	19.3%	41.2%	32.5%	4.8%	2.2%
Q44. Quality of City outdoor athletic fields	19.4%	48.8%	27.9%	2.4%	1.5%
Q45. Quality of City golf courses	20.7%	41.3%	32.1%	4.9%	1.0%
Q46. Quality of City recreation programs & services	22.3%	47.2%	24.8%	3.5%	2.1%
Q47. Quality of City library programs & services	31.0%	51.8%	13.9%	2.4%	0.9%
Q48. Quality of Tempe Center for the Arts programs	30.0%	43.7%	22.0%	3.6%	0.7%
Q49. Quality of Kid Zone programs	24.6%	37.0%	34.5%	2.8%	1.0%
Q50. Quality of City art & art education programs	22.8%	40.3%	31.0%	3.5%	2.4%

WITHOUT DON'T KNOW**Q32-72. Quality of Life: Please rate your satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q51. Quality of Tempe Center for the Arts	34.8%	41.1%	20.3%	2.4%	1.4%
Q52. Quality of Tempe History Museum	33.3%	43.9%	21.4%	0.7%	0.7%
Q53. Quality of Tempe Public Library	35.7%	45.8%	14.5%	1.6%	2.5%
Q54. Adequacy of street lighting	16.2%	40.2%	19.2%	17.4%	7.0%
Q55. Cleanliness of City Streets	17.6%	49.4%	18.7%	11.2%	3.1%
Q56. Quality of Landscape maintenance along streets/sidewalks	14.8%	48.3%	22.3%	11.5%	3.1%
Q57. Overall condition of your neighborhood	17.9%	48.9%	16.0%	14.4%	2.9%
Q58. Appearance of residential property in City	11.9%	48.1%	25.3%	12.3%	2.3%
Q59. Maintenance of private property	10.9%	42.5%	26.0%	17.4%	3.3%
Q60. Condition of alley near your home (if applicable)	11.7%	34.5%	23.1%	22.5%	8.2%
Q61. City enforcement of alley maintenance codes	11.8%	31.0%	28.6%	19.6%	8.9%
Q62. City enforcement of property maintenance codes & appearance of residential properties	10.2%	35.9%	28.6%	18.8%	6.5%
Q63. City enforcement of property maintenance codes & appearance of commercial properties	11.9%	40.1%	30.6%	13.2%	4.1%
Q64. Overall enforcement of City property maintenance codes	11.2%	39.3%	29.6%	15.3%	4.6%
Q65. City efforts to enforce clean-up of junk, debris, & trash on residential private property	11.7%	33.4%	28.0%	20.0%	6.9%
Q66. City efforts to enforce mowing & cutting of weeds/grass on residential private property	9.9%	36.6%	31.6%	15.9%	5.9%
Q67. City efforts to enforce deteriorated landscape maintenance on residential private property	9.8%	33.5%	28.5%	21.3%	6.9%

WITHOUT DON'T KNOW

Q32-72. Quality of Life: Please rate your satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q68. Value & benefits received by City from Special Events	19.0%	42.7%	28.2%	6.9%	3.2%
Q69. Quality of Social Services/Human Services	15.4%	37.5%	35.3%	8.1%	3.7%
Q70. Residential trash collection services	31.1%	51.2%	11.1%	5.0%	1.7%
Q71. Residential recycling services	31.9%	49.6%	11.5%	4.4%	2.5%
Q72. Bulk trash pickup/removal services	24.4%	43.5%	16.9%	11.9%	3.4%

Q73-89. Sustainable Growth and Development: Please rate your satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1202)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q73. How well City is planning for growth	10.1%	30.0%	17.7%	8.2%	3.2%	30.8%
Q74. City's sustainability programs, which are designed to promote water, energy, & natural resource conservation	12.1%	32.0%	21.2%	4.9%	1.9%	27.8%
Q75. Condition of streets in your neighborhood	14.1%	46.3%	16.3%	14.3%	4.5%	4.5%
Q76. Condition of major City streets	15.7%	51.4%	15.9%	9.4%	3.2%	4.3%
Q77. Condition & clarity of street signs	19.3%	51.9%	16.6%	6.7%	1.1%	4.5%
Q78. Management of traffic flow on City streets	11.5%	39.9%	19.2%	16.6%	8.0%	4.8%
Q79. Quality of local transit service (bus, rail, Orbit)	17.8%	35.6%	15.9%	5.4%	2.2%	23.1%
Q80. Quality of walking & biking paths	19.7%	45.3%	15.1%	4.4%	1.3%	14.1%
Q81. Quality of recycling services	25.8%	45.7%	12.5%	3.5%	1.6%	11.0%
Q82. Quality of green organics collection & compost program	12.5%	27.8%	16.5%	4.1%	3.2%	35.9%
Q83. Overall quality of new commercial development in City, including architecture & design	12.4%	33.9%	22.9%	5.8%	4.2%	20.8%
Q84. Quality of your internet service provider	10.5%	34.8%	20.0%	15.5%	9.8%	9.5%
Q85. Quality of water conservation programs	10.1%	29.4%	22.5%	5.6%	1.6%	30.8%
Q86. Quality of energy conservation programs	10.1%	29.7%	22.2%	5.7%	1.4%	30.9%
Q87. Quality of land use & green space programs	10.9%	29.0%	21.3%	4.8%	2.6%	31.4%
Q88. Quality of climate change initiatives such as shaded bus stops & tree canopies	13.3%	32.7%	20.1%	10.7%	4.5%	18.6%
Q89. City efforts to promote redevelopment of distressed commercial centers in my Character Area (the area I live)	7.2%	21.0%	23.0%	9.7%	4.6%	34.5%

WITHOUT DON'T KNOW

Q73-89. Sustainable Growth and Development: Please rate your satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=1202)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q73. How well City is planning for growth	14.7%	43.3%	25.6%	11.9%	4.6%
Q74. City's sustainability programs, which are designed to promote water, energy, & natural resource conservation	16.8%	44.4%	29.4%	6.8%	2.6%
Q75. Condition of streets in your neighborhood	14.8%	48.4%	17.1%	15.0%	4.7%
Q76. Condition of major City streets	16.4%	53.7%	16.6%	9.8%	3.4%
Q77. Condition & clarity of street signs	20.2%	54.4%	17.3%	7.0%	1.1%
Q78. Management of traffic flow on City streets	12.1%	41.9%	20.2%	17.5%	8.4%
Q79. Quality of local transit service (bus, rail, Orbit)	23.2%	46.3%	20.7%	7.0%	2.8%
Q80. Quality of walking & biking paths	23.0%	52.8%	17.5%	5.1%	1.6%
Q81. Quality of recycling services	29.0%	51.3%	14.0%	3.9%	1.8%
Q82. Quality of green organics collection & compost program	19.5%	43.4%	25.7%	6.4%	5.1%
Q83. Overall quality of new commercial development in City, including architecture & design	15.7%	42.9%	28.9%	7.4%	5.3%
Q84. Quality of your internet service provider	11.6%	38.4%	22.1%	17.1%	10.8%
Q85. Quality of water conservation programs	14.7%	42.4%	32.6%	8.1%	2.3%
Q86. Quality of energy conservation programs	14.6%	43.0%	32.2%	8.2%	2.0%
Q87. Quality of land use & green space programs	15.9%	42.3%	31.0%	7.0%	3.8%
Q88. Quality of climate change initiatives such as shaded bus stops & tree canopies	16.4%	40.2%	24.7%	13.2%	5.5%
Q89. City efforts to promote redevelopment of distressed commercial centers in my Character Area (the area I live)	11.1%	32.0%	35.1%	14.9%	7.0%

Q90-93. Maintaining Financial Stability and Vitality: Please rate your satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1202)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q90. Direction City is heading	13.4%	41.5%	19.1%	5.2%	4.6%	16.2%
Q91. City efforts to keep residents informed about City's budget	10.3%	29.5%	23.1%	11.4%	3.3%	22.4%
Q92. City's financial information is accessible & transparent	9.1%	22.5%	24.8%	6.7%	2.6%	34.4%
Q93. Overall value that you receive for your city tax & fees	11.7%	39.4%	23.6%	8.6%	3.9%	12.7%

WITHOUT DON'T KNOW

Q90-93. Maintaining Financial Stability and Vitality: Please rate your satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=1202)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q90. Direction City is heading	16.0%	49.6%	22.8%	6.2%	5.5%
Q91. City efforts to keep residents informed about City's budget	13.3%	37.9%	29.8%	14.7%	4.3%
Q92. City's financial information is accessible & transparent	13.8%	34.2%	37.8%	10.3%	3.9%
Q93. Overall value that you receive for your city tax & fees	13.4%	45.2%	27.1%	9.8%	4.5%

Q94. Approximately how many years have you lived in Tempe?

Q94. How many years have you lived in Tempe	Number	Percent
Less than 6 months	25	2.1 %
6 months-5 years	197	16.4 %
6-10 years	214	17.8 %
11-20 years	263	21.9 %
20+ years	501	41.7 %
Not provided	2	0.2 %
Total	1202	100.0 %

Q95. What is your age?

Q95. Your age	Number	Percent
18-34	243	20.2 %
35-44	247	20.5 %
45-54	230	19.1 %
55-64	237	19.7 %
65-74	153	12.7 %
75+ years	79	6.6 %
Not provided	13	1.1 %
Total	1202	100.0 %

Q96. What gender do you identify with?

Q96. Your gender	Number	Percent
Male	592	49.3 %
Female	610	50.7 %
Total	1202	100.0 %

Q97. Do any children live with you in Tempe?

Q97. Do any children live with you in Tempe	Number	Percent
Yes	262	21.8 %
No, none	914	76.0 %
Not provided	26	2.2 %
Total	1202	100.0 %

Q98. If you have children living in Tempe, how many attend Public Schools?

Q98. How many attend Public school	Number	Percent
0	102	38.9 %
1	92	35.1 %
2	53	20.2 %
3+	15	5.7 %
Total	262	100.0 %

Q98. If you have children living in Tempe, how many are Home Schooled?

Q98. How many are Home schooled	Number	Percent
0	252	96.2 %
1	7	2.7 %
2	2	0.8 %
3+	1	0.4 %
Total	262	100.0 %

Q98. If you have children living in Tempe, how many attend Charter Schools?

Q98. How many attend Charter School	Number	Percent
0	231	88.2 %
1	22	8.4 %
2	6	2.3 %
3+	3	1.1 %
Total	262	100.0 %

Q98. If you have children living in Tempe, how many attend Private Schools?

Q98. How many attend Private School	Number	Percent
0	245	93.5 %
1	12	4.6 %
2	3	1.1 %
3+	2	0.8 %
Total	262	100.0 %

Q99. Which of the following best describes your race/ethnicity?

<u>Q99. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian/Pacific Islander	63	5.4 %
White	867	73.7 %
American Indian/Eskimo	18	1.5 %
Black/African American	55	4.7 %
Hispanic/Latino/Spanish	267	22.7 %
Other	18	1.5 %
Total	1288	

Q100. Primary language:

<u>Q100. Primary language</u>	<u>Number</u>	<u>Percent</u>
English	1143	95.1 %
Spanish	40	3.3 %
Other	5	0.4 %
Not provided	14	1.2 %
Total	1202	100.0 %

Q101. Do you own or rent your current residence?

<u>Q101. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	808	67.2 %
Rent	384	31.9 %
Not provided	10	0.8 %
Total	1202	100.0 %

Q101a. Does your home have an alley?

<u>Q101a. Does your home have an alley</u>	<u>Number</u>	<u>Percent</u>
Yes	576	47.9 %
No	489	40.7 %
Not provided	137	11.4 %
Total	1202	100.0 %

Q102. Which of the following best describes your home?

Q102. Which best describes your home	Number	Percent
Single family	980	81.5 %
Other	166	13.8 %
Not provided	56	4.7 %
Total	1202	100.0 %

Q103. Do you have cable television?

Q103. Do you have cable television	Number	Percent
Yes	719	59.8 %
No	468	38.9 %
Not provided	15	1.2 %
Total	1202	100.0 %

Q103a. Do you have internet access at home?

Q103a. Do you have internet access at home	Number	Percent
Yes	1082	90.0 %
No	95	7.9 %
Not provided	25	2.1 %
Total	1202	100.0 %

Q103b. Do you have a smart phone?

Q103b. Do you have a smart phone	Number	Percent
Yes	922	76.7 %
No	201	16.7 %
Not provided	79	6.6 %
Total	1202	100.0 %

Q104. Are you a full-time student?

Q104. Are you a full-time student	Number	Percent
Yes	104	8.7 %
No	1080	89.9 %
Not provided	18	1.5 %
Total	1202	100.0 %

Q105. What is the highest level of education that you have completed?

<u>Q105. Highest level of education you have completed</u>	<u>Number</u>	<u>Percent</u>
Less than high school	84	7.0 %
High school	168	14.0 %
Some college	229	19.1 %
4-year college	341	28.4 %
Graduate degree	372	30.9 %
Not provided	8	0.7 %
Total	1202	100.0 %

Q106. Have you visited Downtown Tempe during the past year?

<u>Q106. Have you visited Downtown Tempe during past year</u>	<u>Number</u>	<u>Percent</u>
Yes	992	82.5 %
No	199	16.6 %
Not provided	11	0.9 %
Total	1202	100.0 %

Q107. Have you used public transit during the past year?

<u>Q107. Have you used public transit during past year</u>	<u>Number</u>	<u>Percent</u>
Yes	624	51.9 %
No	574	47.8 %
Not provided	4	0.3 %
Total	1202	100.0 %

Section 4:
Survey Instrument



City of Tempe
P.O. Box 5002
31 East Fifth Street
Tempe, AZ 85280
480-350-8225

Dear Fellow Tempe Resident,

Re: 2016 City of Tempe Survey

On behalf of the Tempe City Council, thank you for your on-going involvement in our community. This letter is a request for your assistance in building an even better Tempe. Your input on the enclosed survey is extremely important. Over the next few months, my council colleagues and I will be making decisions that affect a wide range of City services, including public safety, parks, recreation, economic development, code enforcement, and others. To make sure that the City's priorities are aligned with the needs of our residents, we need to know what you think.

Mark W. Mitchell
Mayor

Robin Arredondo-Savage
Vice-Mayor

Kolby Granville
Councilmember

Randy Keating
Councilmember

Lauren Kuby
Council Member

Joel Navarro
Councilmember

David Schapira
Councilmember

We realize the survey takes time to complete, but every question is important. The time you invest in the survey will influence many of the decisions that will be made about the City's future. Your responses also will allow City leadership and staff to identify and address many of the opportunities and challenges facing our community. Please return your completed survey sometime during the week if possible, and return it in the enclosed postage-paid envelope. Your responses will remain confidential.

If you prefer, you may complete the survey on-line at www.TempeGov.com.

Please call the Director of Strategic Management & Diversity, Rosa Inchausti, at (480) 350-8999 with any questions. City staff will be pleased to answer them. Thank you again for taking the time to help make Tempe the great Arizona City.

Sincerely,

A handwritten signature in black ink that reads 'Mark W. Mitchell'.

Mark W. Mitchell
Mayor

CITY OF TEMPE 2016 COMMUNITY SURVEY



Please take a few minutes to complete this survey and thank you for your participation. Your input is an important part of the City's ongoing effort to identify ways to improve the quality of City services. Your responses will remain completely confidential. If you don't know about a program or have not used a service, please mark "Don't Know" rather than "Neutral". If you prefer to complete the survey online, please go to www.TempeGov.com.

How satisfied are you with the following?						
<i>Please rate satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".</i>						
Safe & Secure Communities	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Quality of local fire services	5	4	3	2	1	9
2. Quality of medical rescue services	5	4	3	2	1	9
3. Quality of local police services	5	4	3	2	1	9
4. Enforcement of local traffic laws	5	4	3	2	1	9
5. Efforts by the City to prevent crime	5	4	3	2	1	9
6. Overall feeling of safety in the City	5	4	3	2	1	9
7. Feeling of safety in your neighborhood	5	4	3	2	1	9
8. Feeling of safety during the day in the following places:						
a. Neighborhood parks	5	4	3	2	1	9
b. City parks such as Kiwanis and Tempe Beach	5	4	3	2	1	9
c. Desert parks such as Papago and Evelyn Hallman	5	4	3	2	1	9
d. City athletic and recreational facilities	5	4	3	2	1	9
e. Tempe Public Library Complex	5	4	3	2	1	9
f. City Hall	5	4	3	2	1	9
9. Feeling of safety at night in the following places:						
a. Neighborhood parks	5	4	3	2	1	9
b. City parks such as Kiwanis and Tempe Beach	5	4	3	2	1	9
c. Desert parks such as Papago and Evelyn Hallman	5	4	3	2	1	9
d. City athletic and recreational facilities	5	4	3	2	1	9
e. Tempe Public Library Complex	5	4	3	2	1	9
f. City Hall	5	4	3	2	1	9
10. How likely do you feel you will become a victim of crime in Tempe in the next 12 months involving:						
a. Theft or damage to property	Very Likely	Likely	Somewhat Likely	Not Likely	Not Likely at All	Don't Know
b. Threats of violence or taking something by force	Very Likely	Likely	Somewhat Likely	Not Likely	Not Likely at All	Don't Know
c. Violent crime	Very Likely	Likely	Somewhat Likely	Not Likely	Not Likely at All	Don't Know
11. Have you been a victim of a crime in Tempe? Yes No						
a. If Yes, did you report the crime to the police or other law enforcement agency? Yes No						
b. If you did not report the crime to the police, please indicate your reason: ___ Too busy ___ Not important ___ Nothing could be done/person wouldn't be found ___ Police won't do anything ___ Didn't want to go to court ___ Other: _____						
12. Have you interacted with City of Tempe Police during the past year? Yes No						
a. If Yes, did you think the police officer treated you fairly and cared about your well-being? Yes No						
13. What do you feel is the most important public safety concern in your neighborhood? _____ _____						

Strong Community Connections	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
14. The overall quality of services offered by the City of Tempe	5	4	3	2	1	9
15. The leadership of the City's elected officials	5	4	3	2	1	9
16. How ethical City employees are in the way they conduct City business	5	4	3	2	1	9
17. Availability of information about City programs, events, services, and issues	5	4	3	2	1	9
18. Availability of information on water, sewer, and solid waste rates	5	4	3	2	1	9
19. Availability of information on recycling and water conservation program offerings	5	4	3	2	1	9
20. How easy the City's 3-1-1 "One Call to City Hall" is to use (9 is Never Used)	5	4	3	2	1	9
Please rate your satisfaction with the following based on your experience with 3-1-1 (continue to next question if never used)						
a. How courteous and respectful the call taker was	5	4	3	2	1	9
b. The hours of service (7:00 a.m. - 5:00 p.m.) that 3-1-1 is available	5	4	3	2	1	9
c. The ability of the call taker to answer your question	5	4	3	2	1	9
d. The call taker helped you resolve an issue to your satisfaction	5	4	3	2	1	9
21. Usefulness of the City's website	5	4	3	2	1	9
22. Tempe's online services (registration, payment, etc.)	5	4	3	2	1	9
23. Your ability to participate in City decision-making processes	5	4	3	2	1	9
24. The accessibility and transparency of information provided by the City Council (e.g., agendas, minutes, meeting schedules, Tempe 11 videos, etc.)	5	4	3	2	1	9
25. How well the City treats residents regardless of age, disability, gender, or other characteristics	5	4	3	2	1	9
26. Overall quality of customer service	5	4	3	2	1	9
27. Have you contacted the City of Tempe during the past year? ___(1) Yes [Please answer the below 7 questions] ___(2) No						
If YES to 27, please answer the following based on your most recent interaction with City employees						
a. Which department did you contact most recently?						
b. Were you treated fairly?		Yes	No	Don't Remember		
c. Did the employee(s) listen to you carefully?		Yes	No	Don't Remember		
d. Did the employee care about your well-being?		Yes	No	Don't Remember		
e. Was the employee honest?		Yes	No	Don't Remember		
f. Was the information you were given accurate?		Yes	No	Don't Remember		
g. Did staff respond to your request quickly?		Yes	No	Don't Remember		
28. Usage of City Services and Facilities. Please check all the services and facilities provided by the City of Tempe that you or other members of your household have used during the past 12 months. [Check ALL that apply]						
___(A) Fire services		___(G) Police services		___(M) Bus, Orbit or light rail service		
___(B) Tempe Public Library		___(H) Tempe History Museum		___(N) Tempe Center for the Arts		
___(C) Parks		___(I) City golf courses		___(O) Arts and recreation programs/services		
___(D) Walking/biking trails		___(J) City swimming pools		___(P) Household Products Collection Center		
___(E) City athletic fields		___(K) Kiwanis Recreation Center		___(Q) Multigenerational/Community Centers		
___(F) Kid Zone		___(L) Tempe 311				

29. Which of the following do you use to get information about the City of Tempe? (Check all that apply)

- (A) Tempe 11 (Cable TV) (F) Online city videos (J) Tempe 311
 (B) Recreation Opportunities Brochure (G) Television News (K) Radio
 (C) City Website (H) City meetings (L) Newspapers
 (D) Water bill newsletter (Tempe Today) (I) E-mail subscriptions
 (E) Social Media (Twitter, Facebook, YouTube, Next door)

30. OVERALL PRIORITIES. Which TWO of the following do you think should be the City's top priorities over the next year? (Check up to 2 items from the list below)

- (A) Economic/business development (F) Customer service (J) Water/sewer
 (B) Appearance of the City (G) Transportation services (K) Neighborhoods
 (C) Maintenance of streets/buildings (H) Social/human services (L) Parks
 (D) Police services (I) Fire services (M) Trash and recycling
 (E) Art, recreation programs, and library services (N) Historical preservation

31. If you could ask the Mayor and Council to work on only ONE issue in Tempe during the next year, what would that issue be? _____

Quality of Life	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
32. Appearance of the City	5	4	3	2	1	9
33. Image of the City	5	4	3	2	1	9
34. Quality of life in the City	5	4	3	2	1	9
35. The City's overall efforts to promote diversity and inclusiveness in the community	5	4	3	2	1	9
36. Quality of access to City facilities for persons with disabilities	5	4	3	2	1	9
37. Quality of access to City parks for persons with disabilities	5	4	3	2	1	9
38. Quality of neighborhood parks	5	4	3	2	1	9
39. Maintenance of City parks	5	4	3	2	1	9
40. Quality of larger City parks (e.g., Kiwanis, Tempe Beach, Town Lake, Papago)	5	4	3	2	1	9
41. Quality of City recreation and community centers	5	4	3	2	1	9
42. Maintenance and appearance of City community centers	5	4	3	2	1	9
43. Quality of City swimming pools	5	4	3	2	1	9
44. Quality of City outdoor athletic fields	5	4	3	2	1	9
45. Quality of City golf courses	5	4	3	2	1	9
46. Quality of City recreation programs & services	5	4	3	2	1	9
47. Quality of City library programs and services	5	4	3	2	1	9
48. Quality of Tempe Center for the Arts programs	5	4	3	2	1	9
49. Quality of Kid Zone programs	5	4	3	2	1	9
50. Quality of City art and art education programs	5	4	3	2	1	9
51. Quality of Tempe Center for the Arts	5	4	3	2	1	9
52. Quality of Tempe History Museum	5	4	3	2	1	9
53. Quality of Tempe Public Library	5	4	3	2	1	9
54. Adequacy of street lighting	5	4	3	2	1	9
55. Cleanliness of City Streets	5	4	3	2	1	9
56. Quality of Landscape maintenance along streets/sidewalks	5	4	3	2	1	9

Quality of Life (continued)	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
57. Overall condition of your neighborhood	5	4	3	2	1	9
58. Appearance of residential property in the City	5	4	3	2	1	9
59. Maintenance of private property	5	4	3	2	1	9
60. Condition of alley near your home (if applicable)	5	4	3	2	1	9
61. City enforcement of alley maintenance codes	5	4	3	2	1	9
62. City enforcement of property maintenance codes and the appearance of <u>residential</u> properties	5	4	3	2	1	9
63. City enforcement of property maintenance codes and the appearance of <u>commercial</u> properties	5	4	3	2	1	9
64. Overall enforcement of City property maintenance codes	5	4	3	2	1	9
65. City efforts to enforce the clean-up of junk, debris, and trash on residential private property	5	4	3	2	1	9
66. City efforts to enforce the mowing and cutting of weeds/grass on residential private property	5	4	3	2	1	9
67. City efforts to enforce deteriorated landscape maintenance on residential private property	5	4	3	2	1	9
68. The value and benefits received by the City from Special Events	5	4	3	2	1	9
69. Quality of Social Services/Human Services	5	4	3	2	1	9
70. Residential trash collection services	5	4	3	2	1	9
71. Residential recycling services	5	4	3	2	1	9
72. Bulk trash pickup/removal services	5	4	3	2	1	9

Sustainable Growth and Development	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
73. How well the City is planning for growth	5	4	3	2	1	9
74. The City's sustainability programs, which are designed to promote water, energy, and natural resource conservation	5	4	3	2	1	9
75. Condition of streets in your neighborhood	5	4	3	2	1	9
76. Condition of major City streets	5	4	3	2	1	9
77. Condition and clarity of street signs	5	4	3	2	1	9
78. Management of traffic flow on City streets	5	4	3	2	1	9
79. Quality of local transit service (bus, rail, Orbit)	5	4	3	2	1	9
80. Quality of walking and biking paths	5	4	3	2	1	9
81. Quality of recycling services	5	4	3	2	1	9
82. Quality of green organics collection and compost program	5	4	3	2	1	9
83. Overall quality of new commercial development in the City, including architecture and design	5	4	3	2	1	9
84. Quality of your internet service provider	5	4	3	2	1	9

Sustainable Growth and Development (continued)	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
85. Quality of water conservation programs	5	4	3	2	1	9
86. Quality of energy conservation programs	5	4	3	2	1	9
87. Quality of land use and green space programs	5	4	3	2	1	9
88. Quality of climate change initiatives such as shaded bus stops and tree canopies	5	4	3	2	1	9
89. City efforts to promote redevelopment of distressed commercial centers in my Character Area (the area I live)	5	4	3	2	1	9

Maintaining Financial Stability and Vitality	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
90. The direction the City is heading	5	4	3	2	1	9
91. City efforts to keep residents informed about the City's budget	5	4	3	2	1	9
92. The City's financial information is accessible and transparent	5	4	3	2	1	9
93. The overall value that you receive for your city tax dollars and fees	5	4	3	2	1	9

Demographics (Please check or circle the appropriate responses)
94. Approximately how many years have you lived in Tempe? <input type="checkbox"/> (1) Less than 6 months <input type="checkbox"/> (2) 6 months-5 years <input type="checkbox"/> (3) 6-10 years <input type="checkbox"/> (4) 11-20 years <input type="checkbox"/> (5) More than 20 years
95. What is your age? <input type="checkbox"/> (1) 18-34 <input type="checkbox"/> (2) 35-44 <input type="checkbox"/> (3) 45-54 <input type="checkbox"/> (4) 55-64 <input type="checkbox"/> (5) 65-74 <input type="checkbox"/> (6) More than 75 years
96. What gender do you identify with? MALE FEMALE
97. How many children live with you in Tempe in the following age groups? <input type="checkbox"/> none <input type="checkbox"/> Ages 0-5 <input type="checkbox"/> Ages 6-13 <input type="checkbox"/> Ages 14-17
98. If you have children living in Tempe, how many attend each of the following types of K-12 schools: <input type="checkbox"/> Public School <input type="checkbox"/> Home School <input type="checkbox"/> Charter School <input type="checkbox"/> Private School
99. Which of the following best describes your race/ethnicity? (check all that apply) <input type="checkbox"/> (1) Asian/Pacific Islander <input type="checkbox"/> (2) White <input type="checkbox"/> (3) American Indian/Eskimo <input type="checkbox"/> (4) Black/African American <input type="checkbox"/> (5) Hispanic/Latino/Spanish <input type="checkbox"/> (9) Other: _____
100. Primary language: English Spanish Other: Specify: _____
101. Do you own or rent your current residence? OWN RENT Does your home have an alley? YES NO
102. Which of the following best describes your home? SINGLE-FAMILY OTHER
103. Do you have: Cable television? YES NO Internet access at home? YES NO A Smart Phone? YES NO
104. Are you a full-time student? YES NO
105. What is the highest level of education that you have completed? <input type="checkbox"/> (1) less than high school <input type="checkbox"/> (2) high school <input type="checkbox"/> (3) some college <input type="checkbox"/> (4) 4-year college <input type="checkbox"/> (5) graduate degree
106. Have you visited Downtown Tempe during the past year? YES NO
107. Have you used public transit during the past year? YES NO

THANK YOU. This concludes the survey.

Please return your survey in the enclosed postage paid envelope addressed to:
ETC Institute, 725 West Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having problems with city services. Thank you.