

City of Tempe

2016 Community Survey

Appendix A – GIS Maps

...helping organizations make better decisions since 1982

Submitted to the City of Tempe, Arizona

by:

ETC Institute
725 W. Frontier Lane
Olathe, Kansas
66061

December 2016



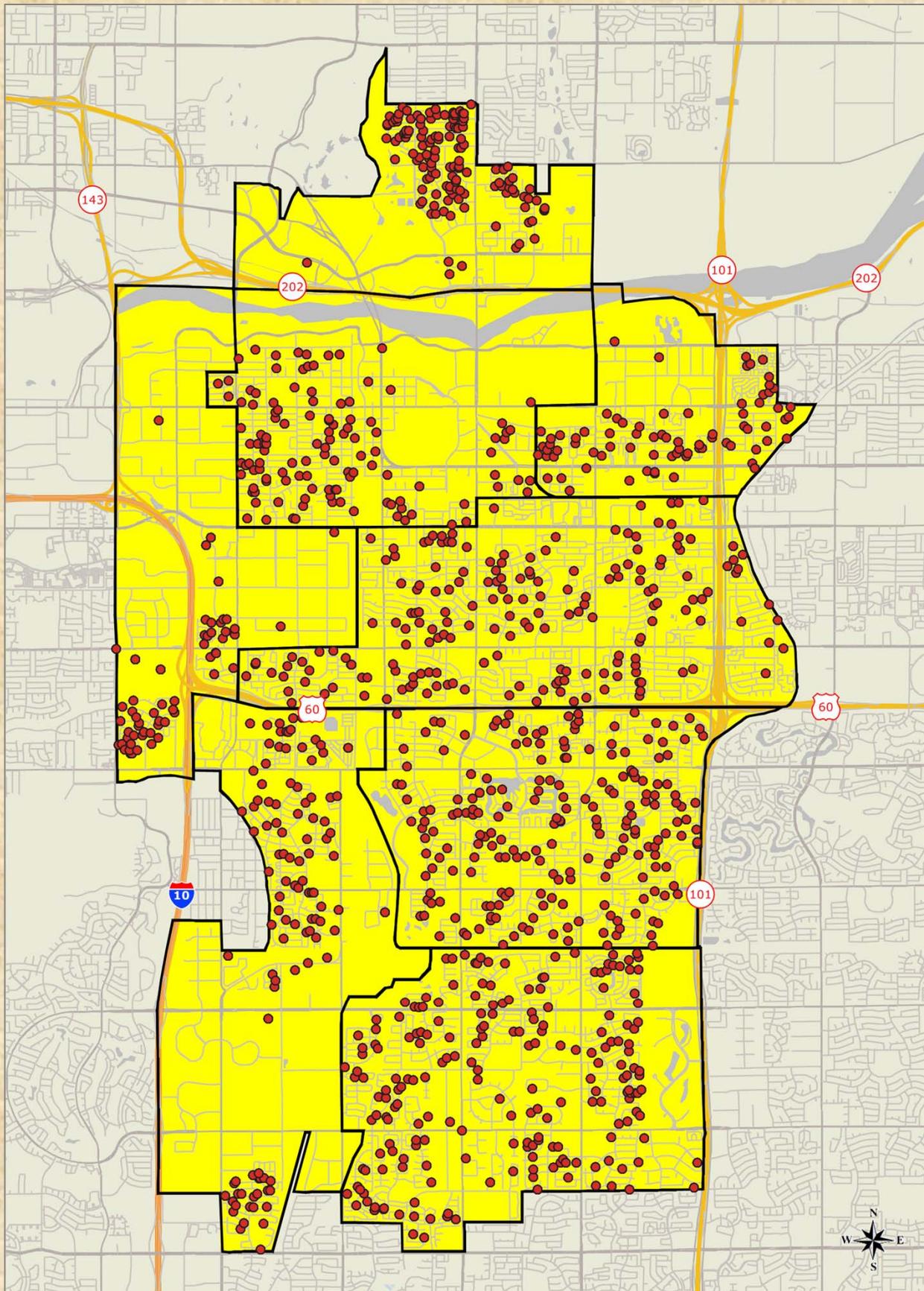
Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by Character Area. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

When reading the maps, please use the following color scheme as a guide:

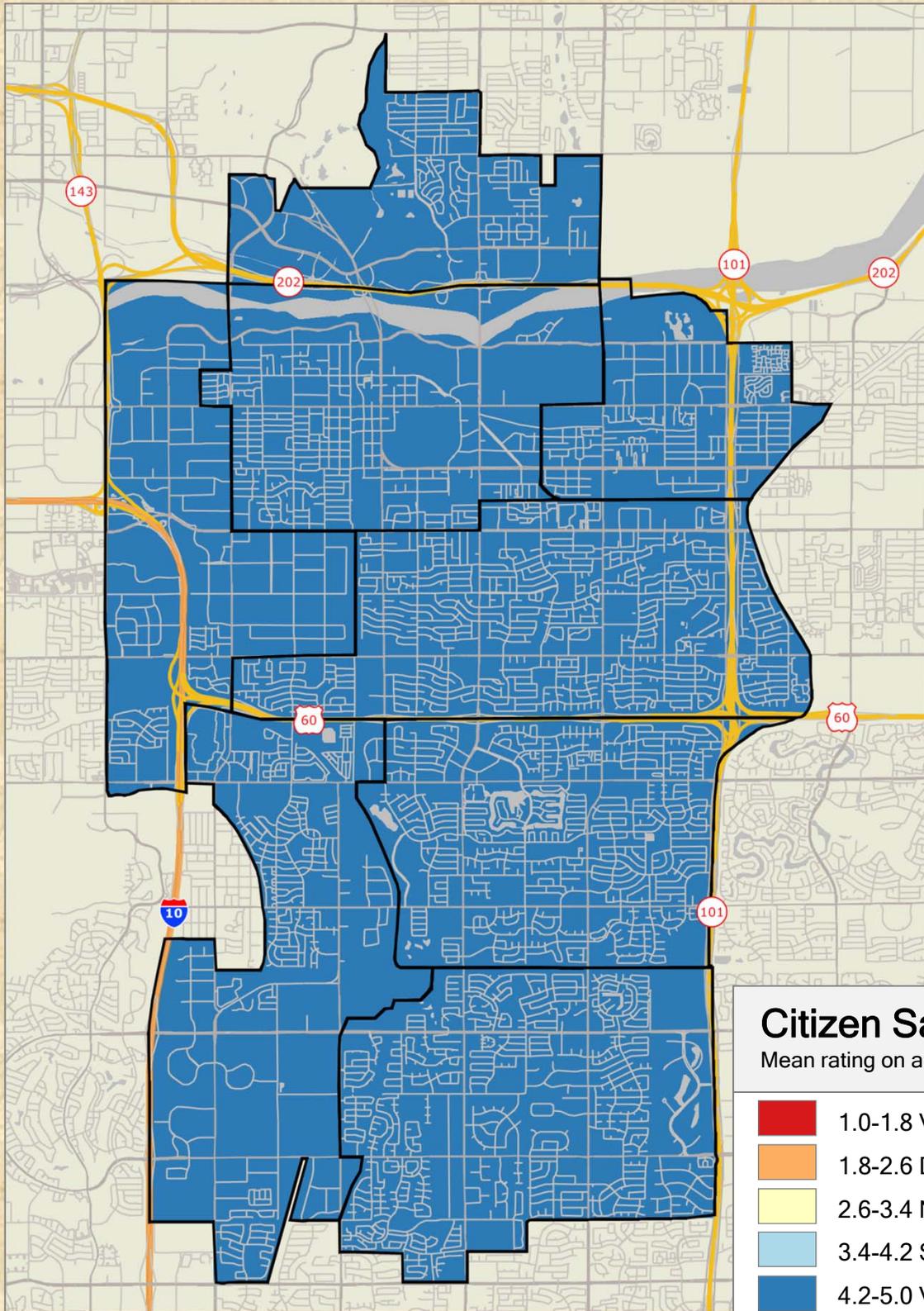
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”

Location of Survey Respondents



City of Tempe 2016 Community Survey

Q1 Satisfaction with quality of local fire services

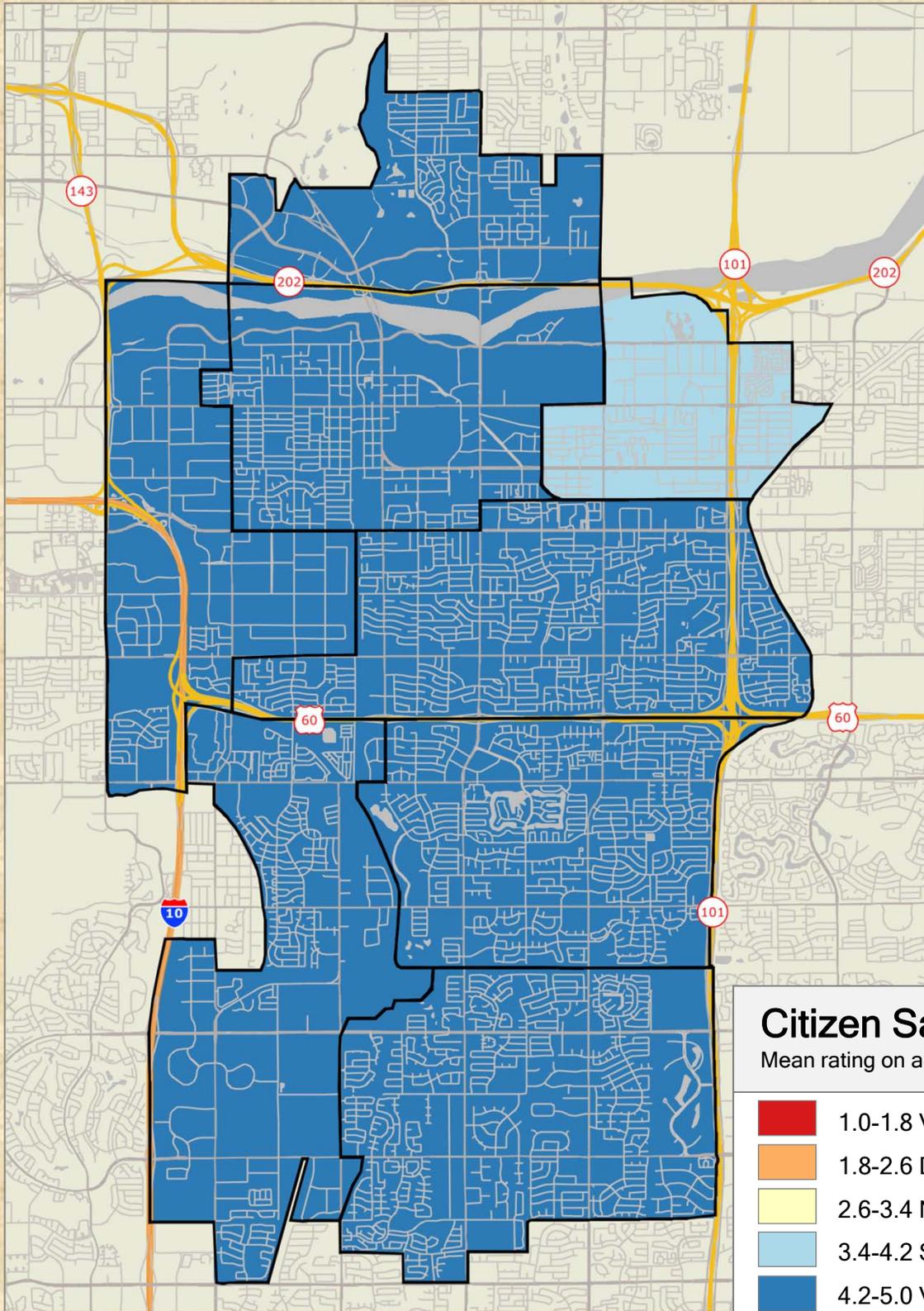


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents
by Character Area

Q2 Satisfaction with quality of medical rescue services



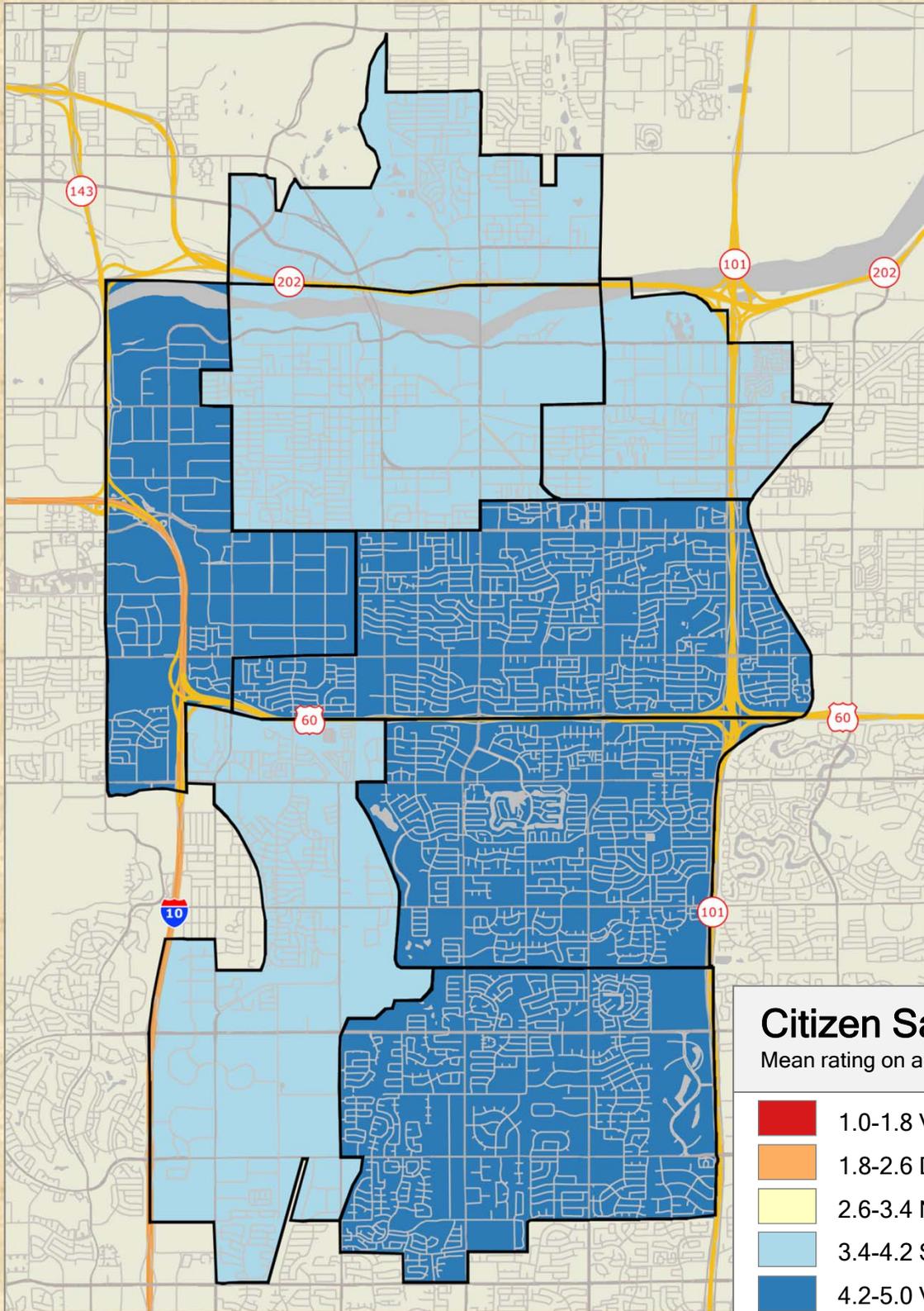
Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents
by Character Area

Q3 Satisfaction with quality of local police services



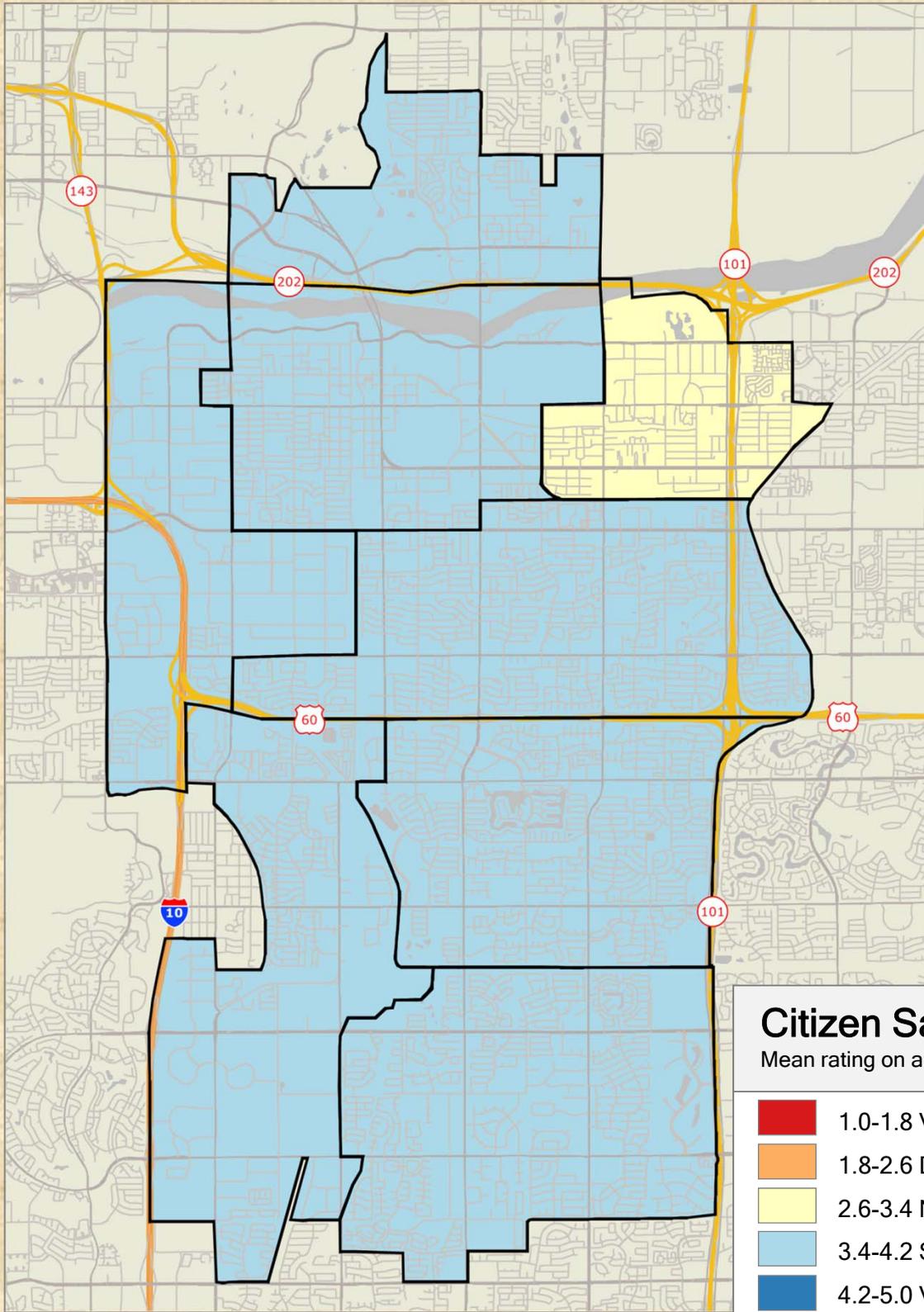
Citizen Satisfaction
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	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q4 Satisfaction with enforcement of local traffic laws

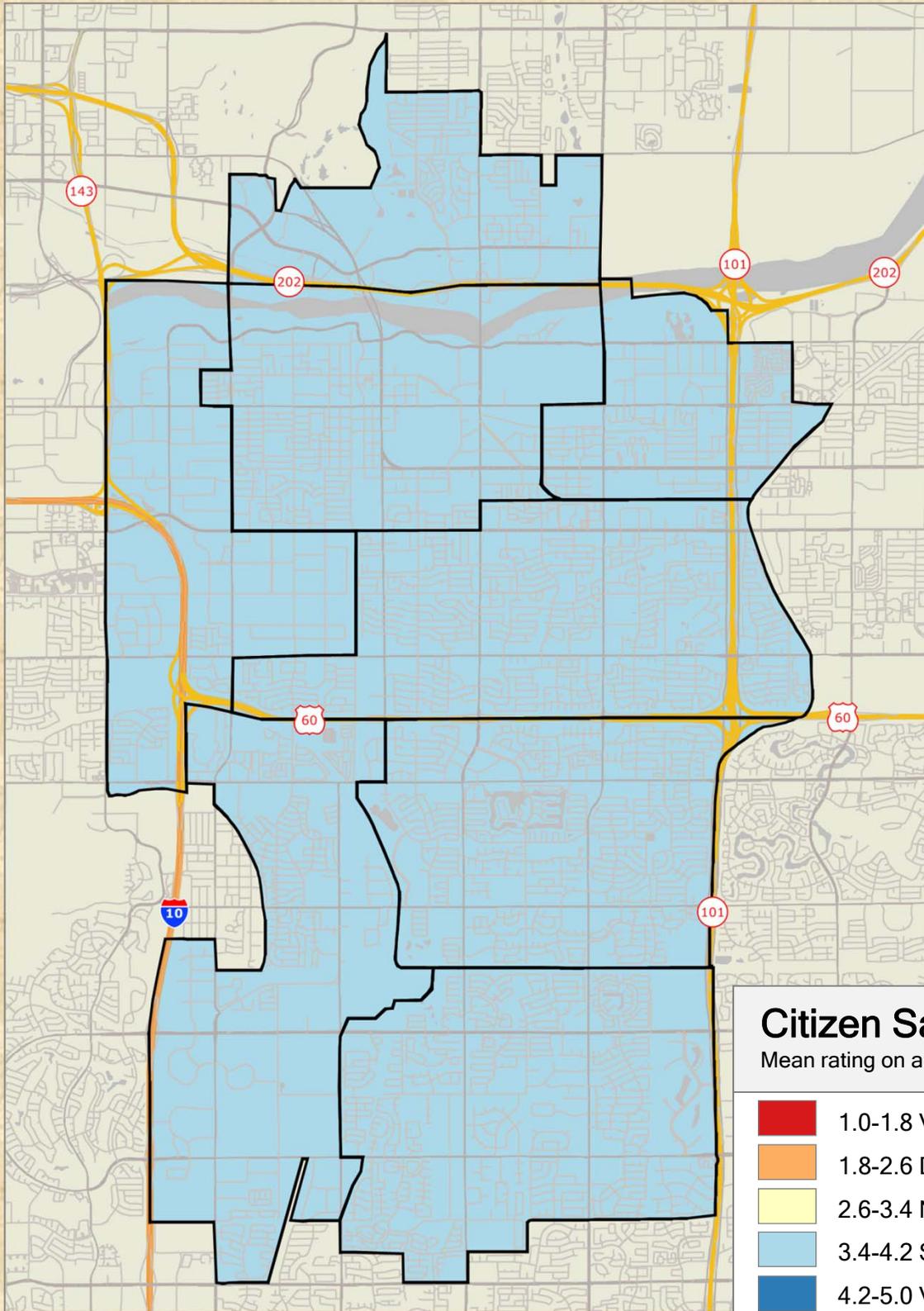


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q5 Satisfaction with efforts by the City to prevent crime



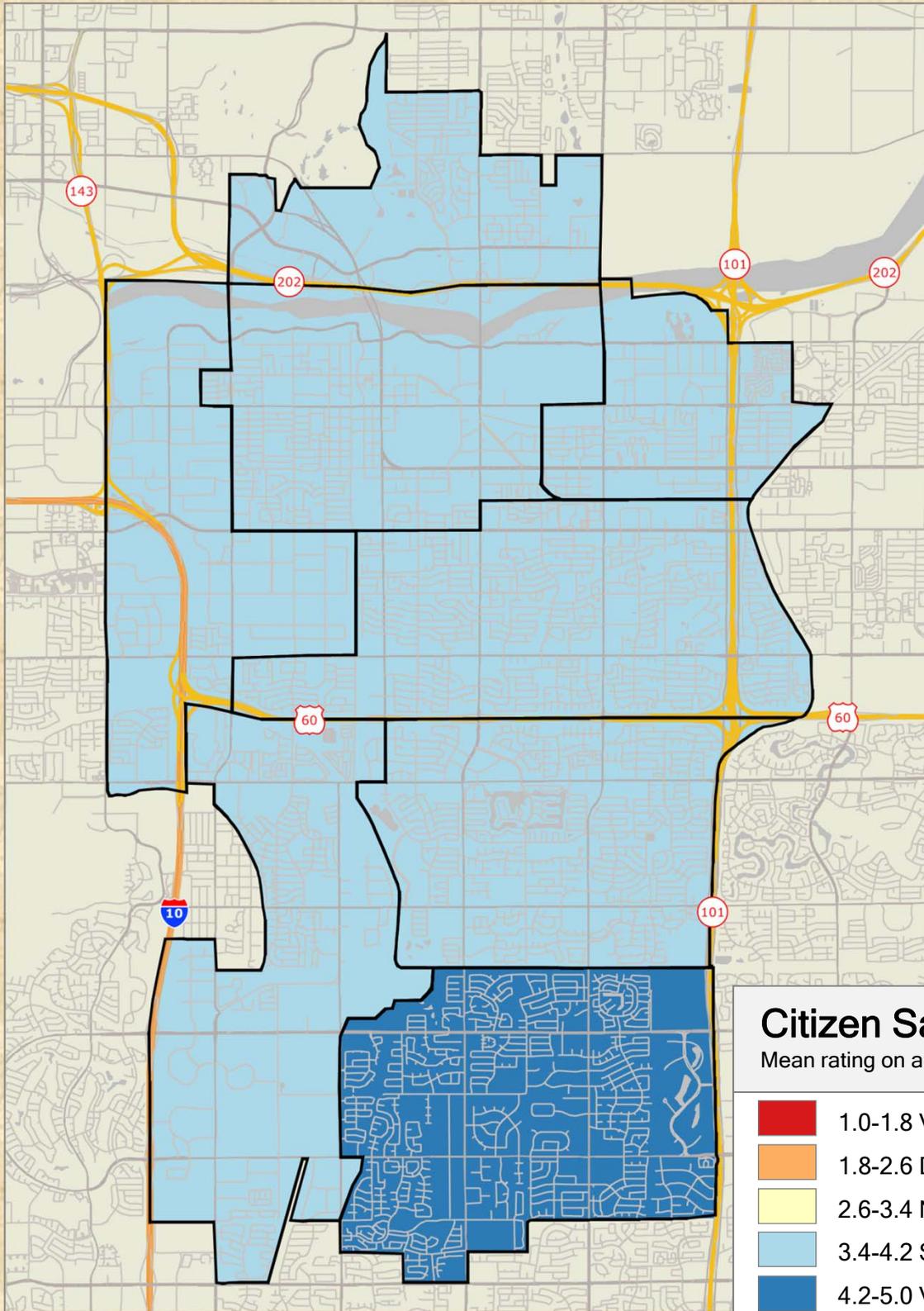
Citizen Satisfaction
Mean rating on a 5-point scale

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	1.8-2.6 Dissatisfied
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	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents
by Character Area

Q6 Satisfaction with overall feeling of safety in the City



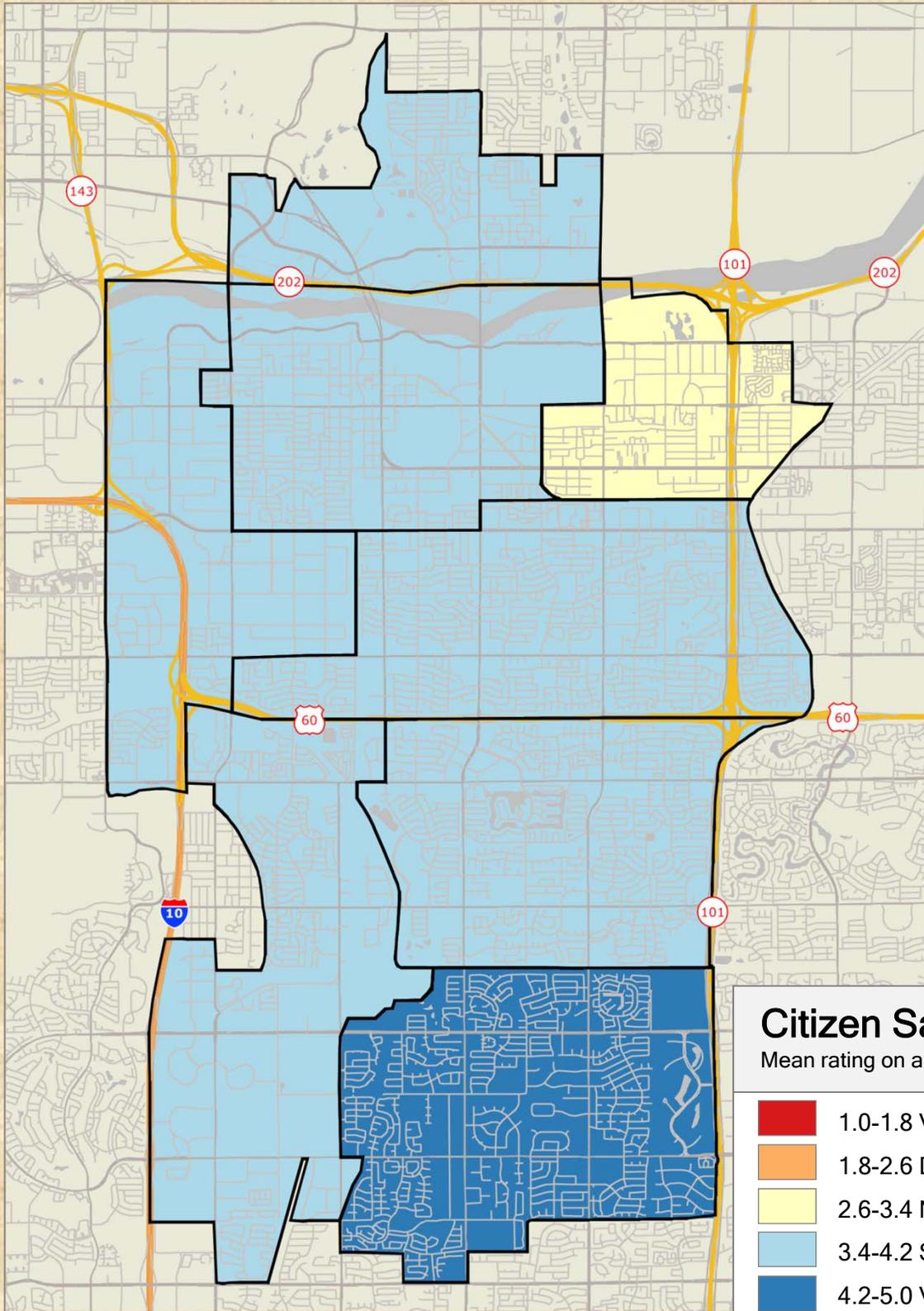
Citizen Satisfaction
Mean rating on a 5-point scale

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	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q7 Satisfaction with feeling of safety in neighborhoods



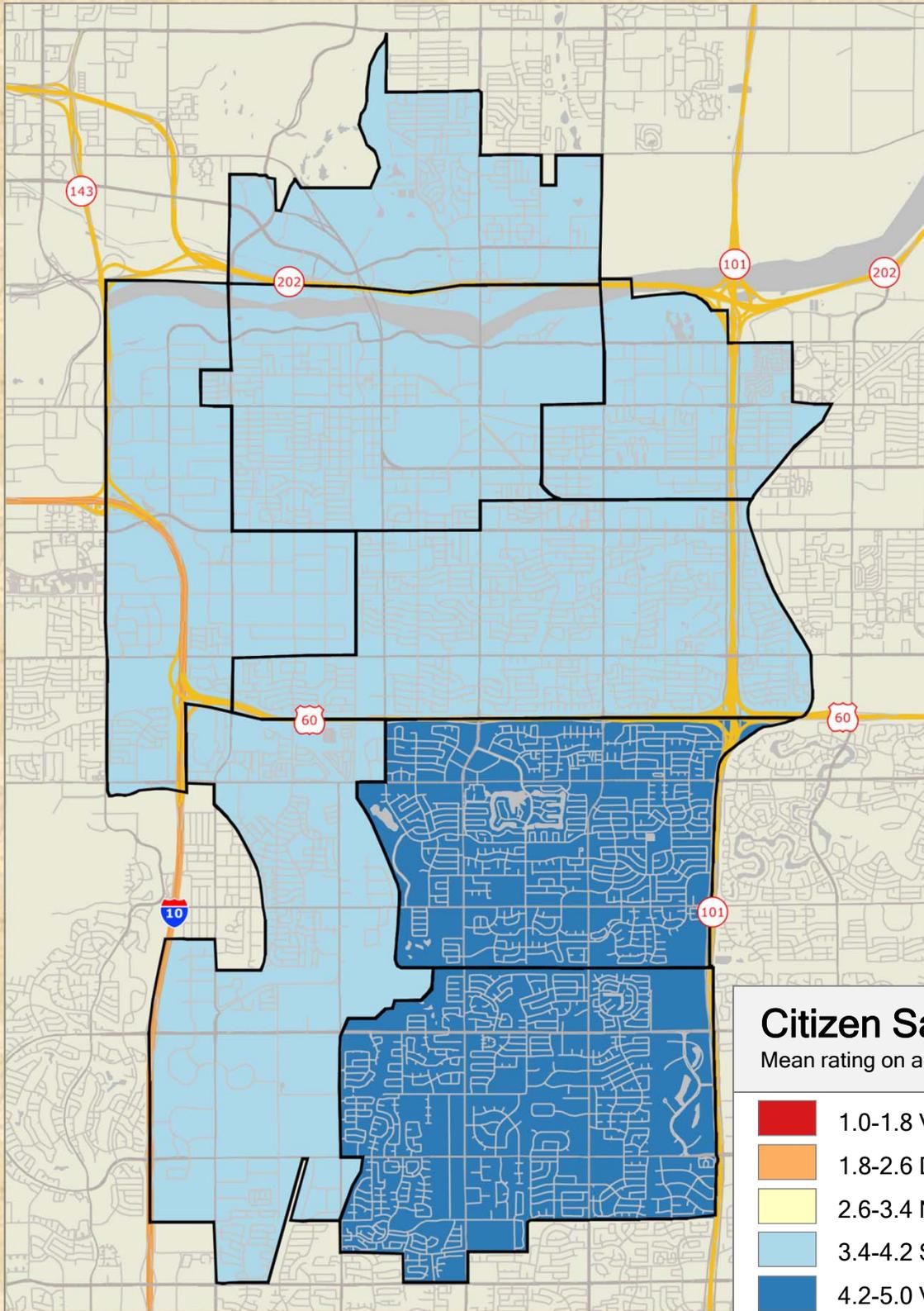
Citizen Satisfaction
Mean rating on a 5-point scale

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	1.8-2.6 Dissatisfied
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	3.4-4.2 Satisfied
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	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q8a Satisfaction with feeling of safety during the day in neighborhood parks

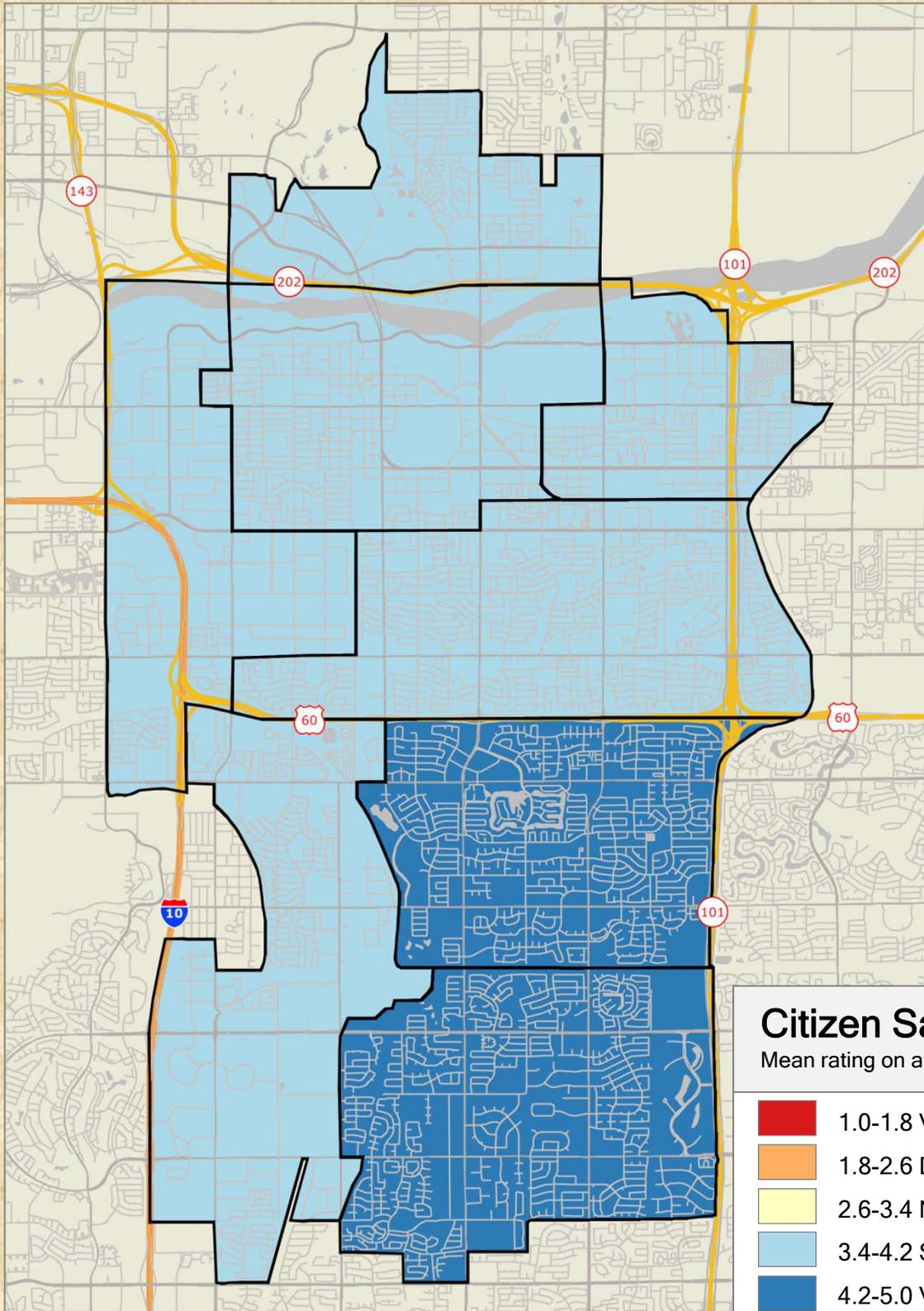


Citizen Satisfaction
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City of Tempe 2016 Community Survey
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Q8b Satisfaction with feeling of safety during the day in City parks, such as Kiwanis and Tempe Beach

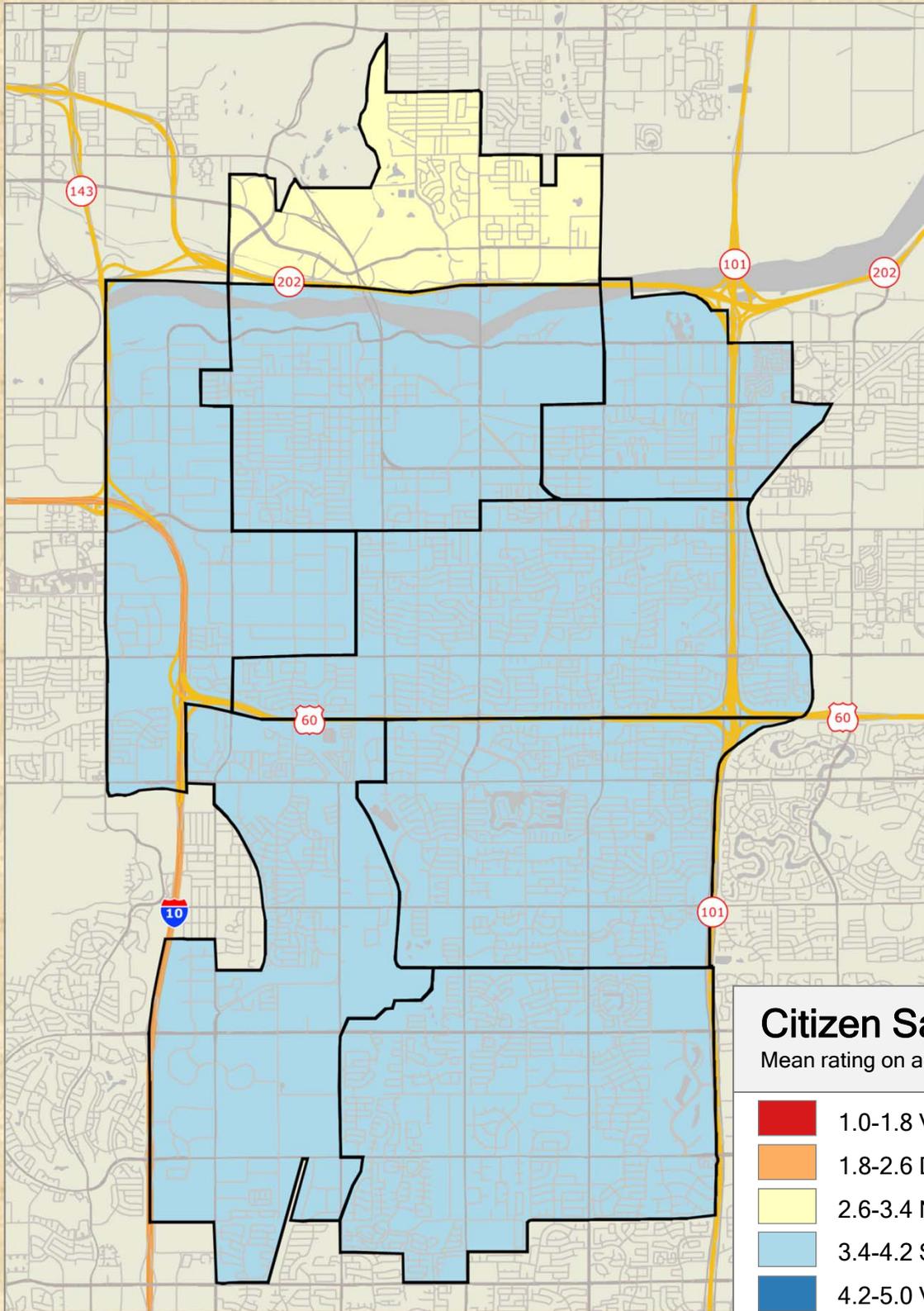


Citizen Satisfaction
Mean rating on a 5-point scale

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	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q8c Satisfaction with feeling of safety during the day in desert parks, such as Papago and Evelyn Hallman

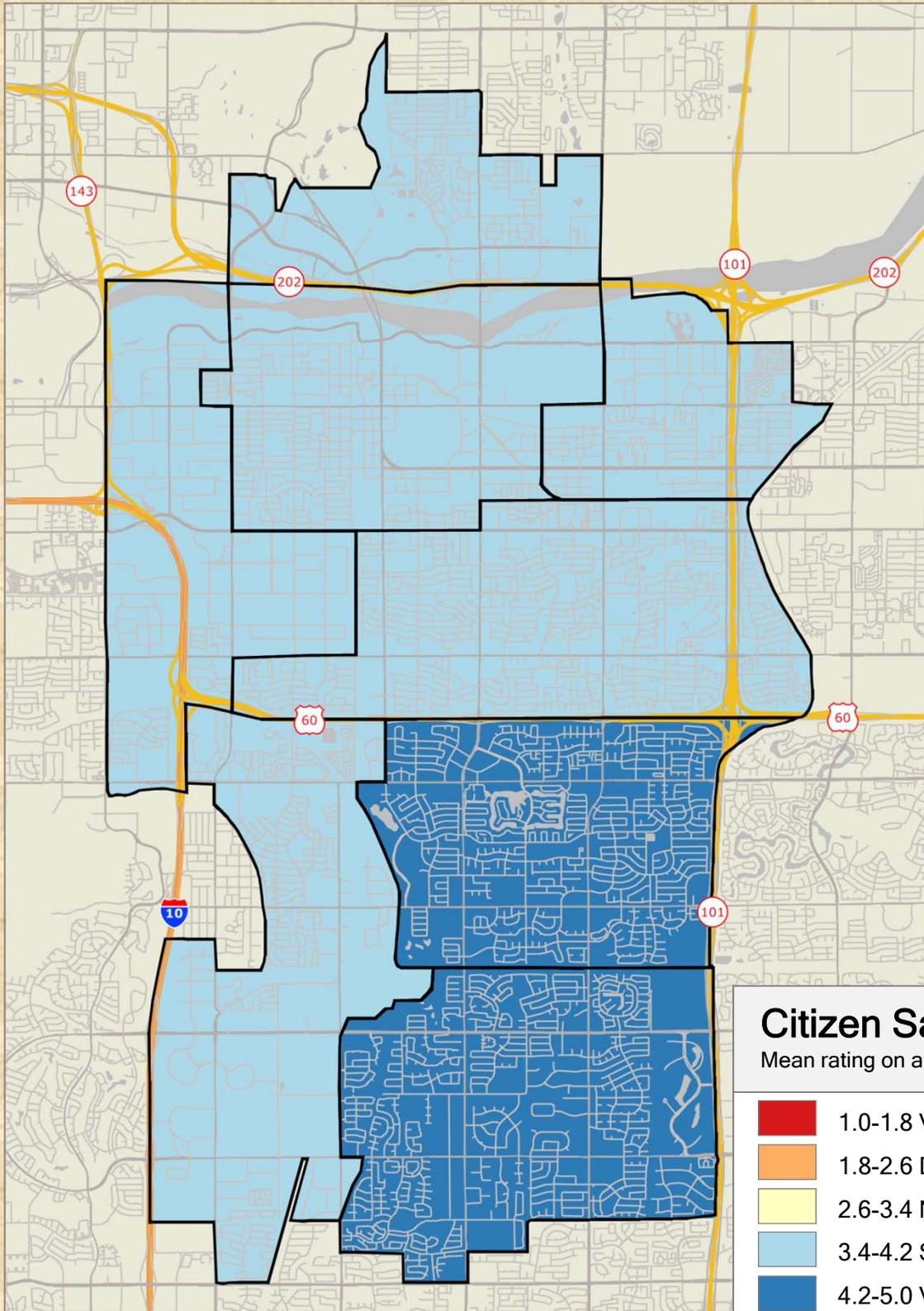


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	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q8d Satisfaction with feeling of safety during the day in city athletic and recreational facilities



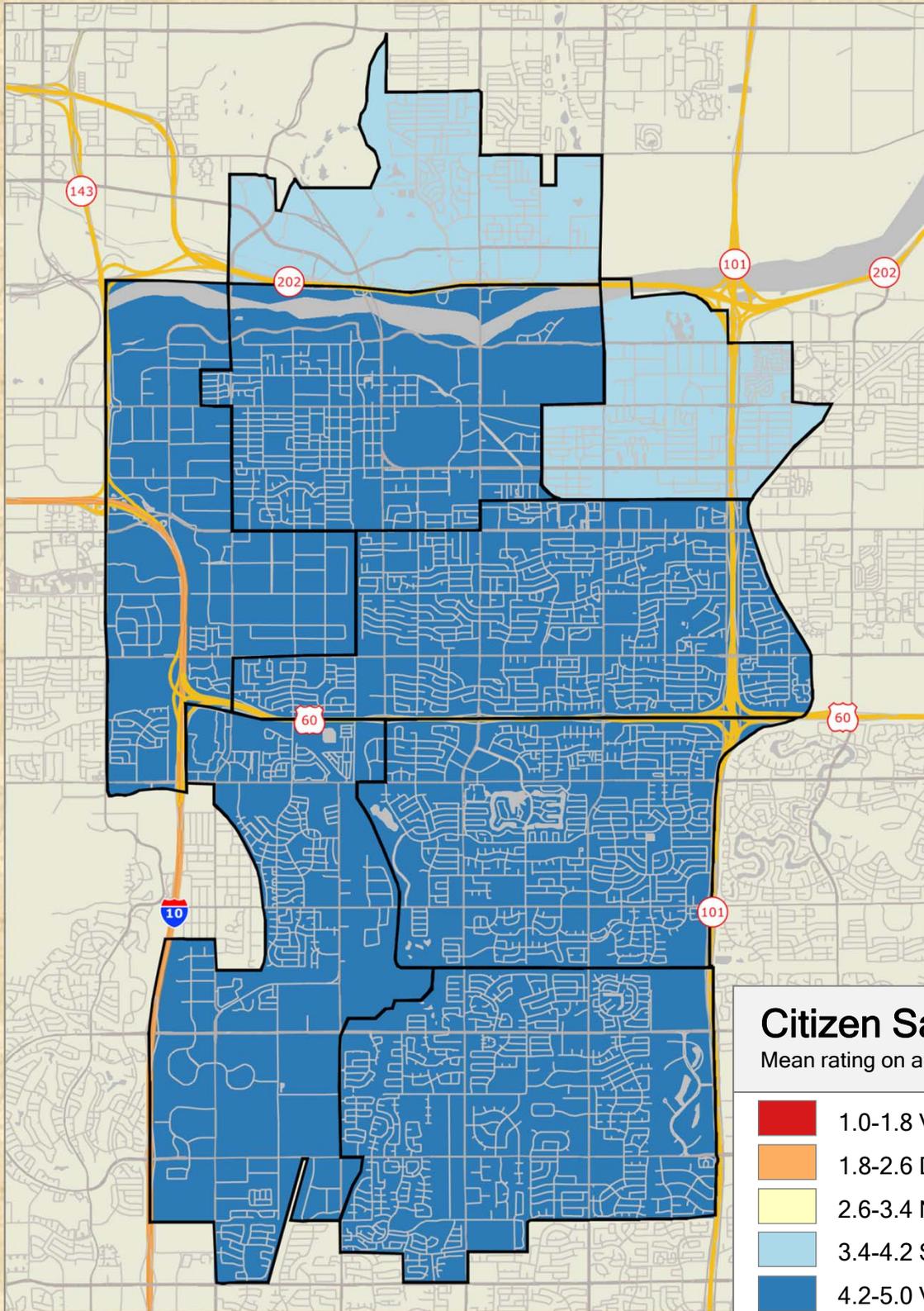
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City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q8e Satisfaction with feeling of safety during the day in Tempe Public Library Complex



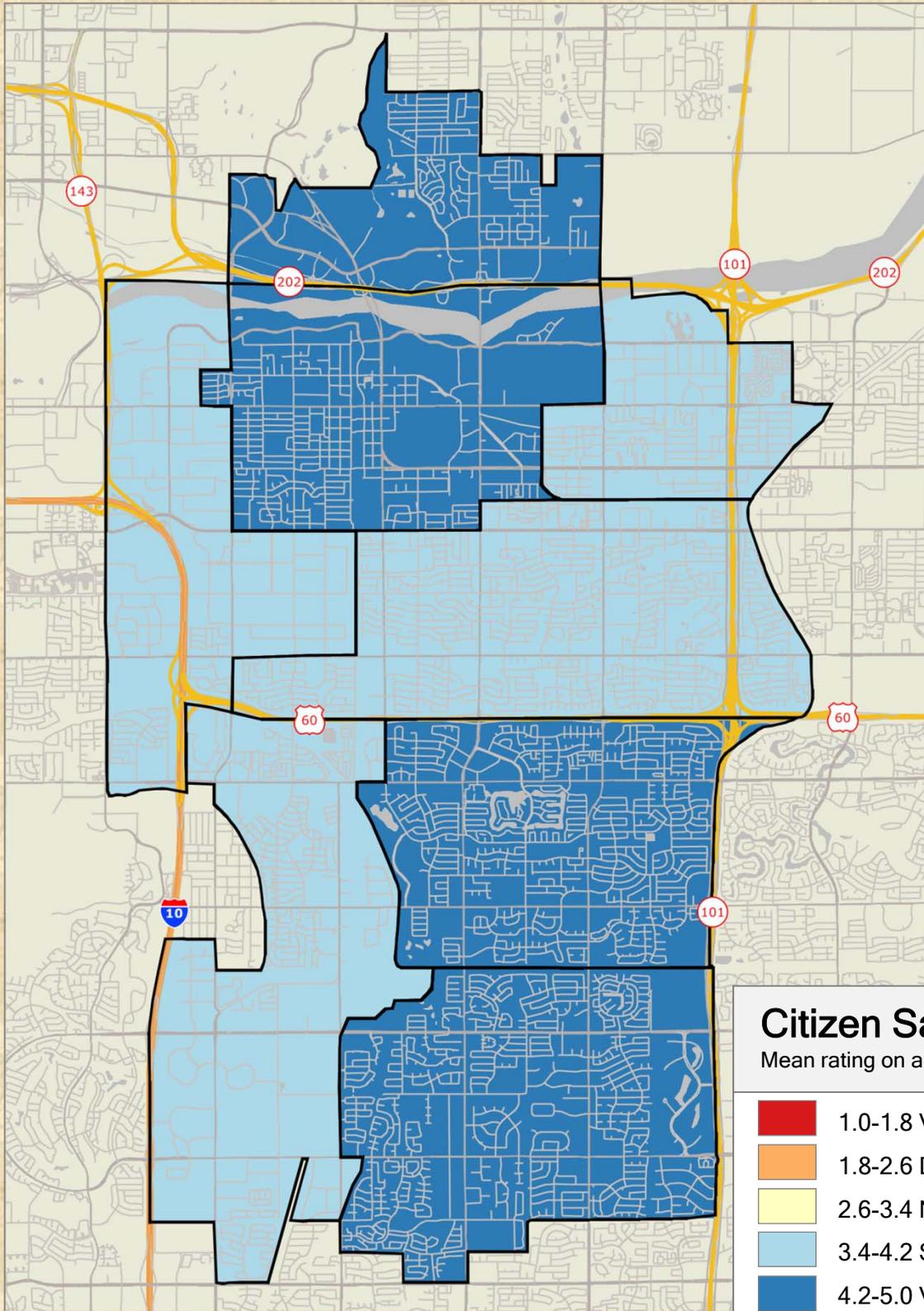
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	No Response

City of Tempe 2016 Community Survey
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Q8f Satisfaction with feeling of safety during the day at City Hall



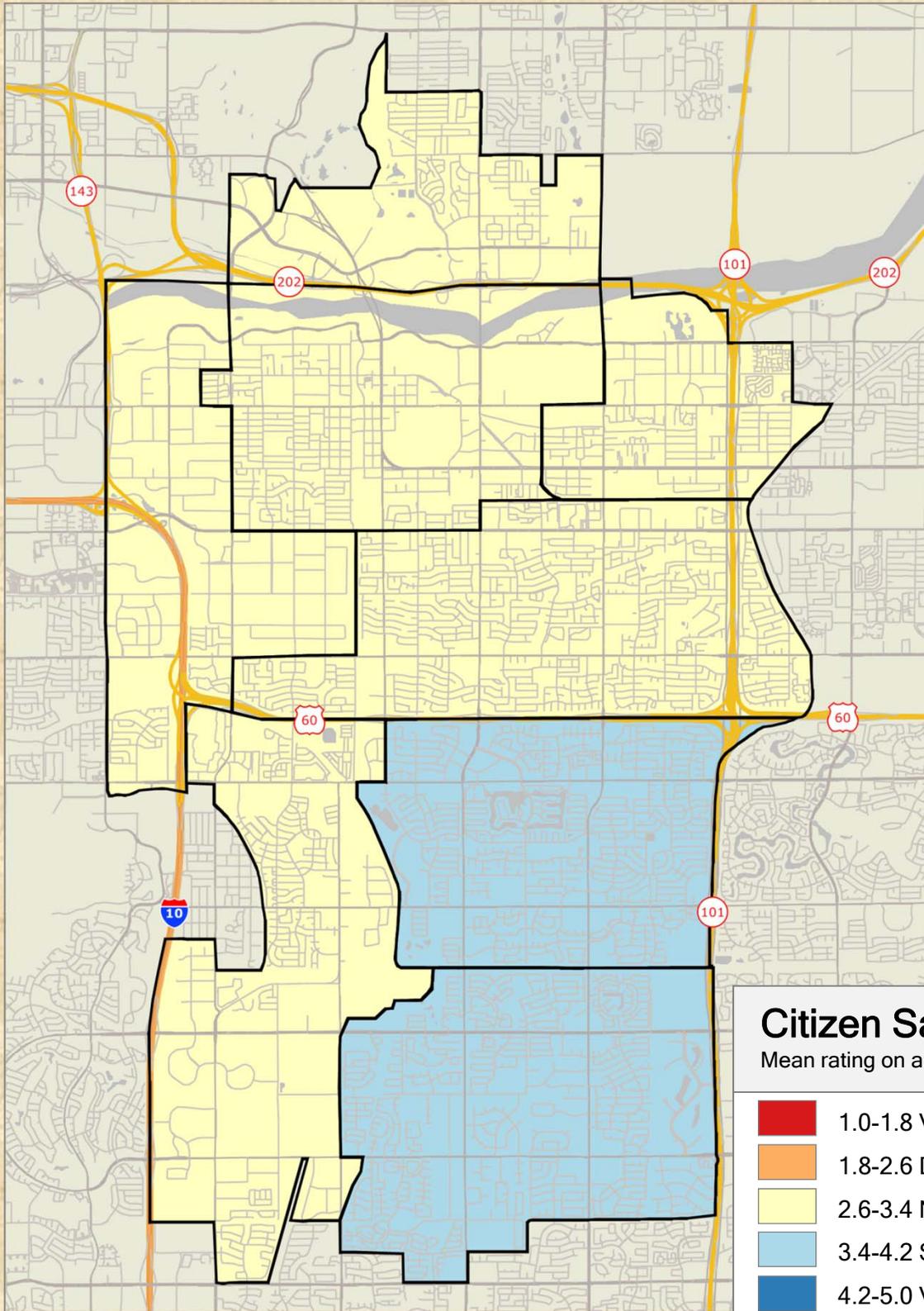
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Q9a Satisfaction with feeling of safety at night in neighborhood parks



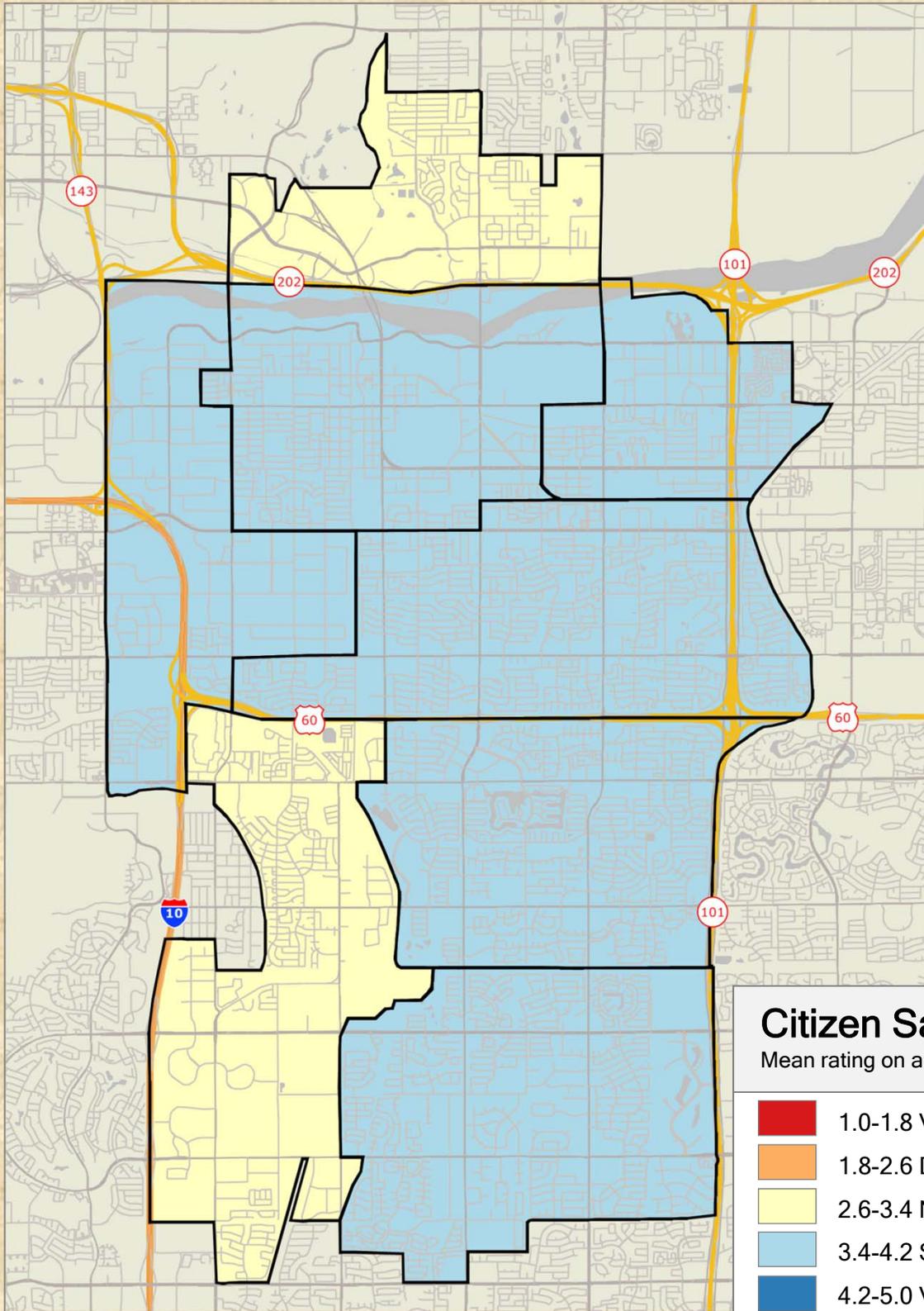
Citizen Satisfaction
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City of Tempe 2016 Community Survey
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Q9b Satisfaction with feeling of safety at night in City parks, such as Kiwanis and Tempe Beach



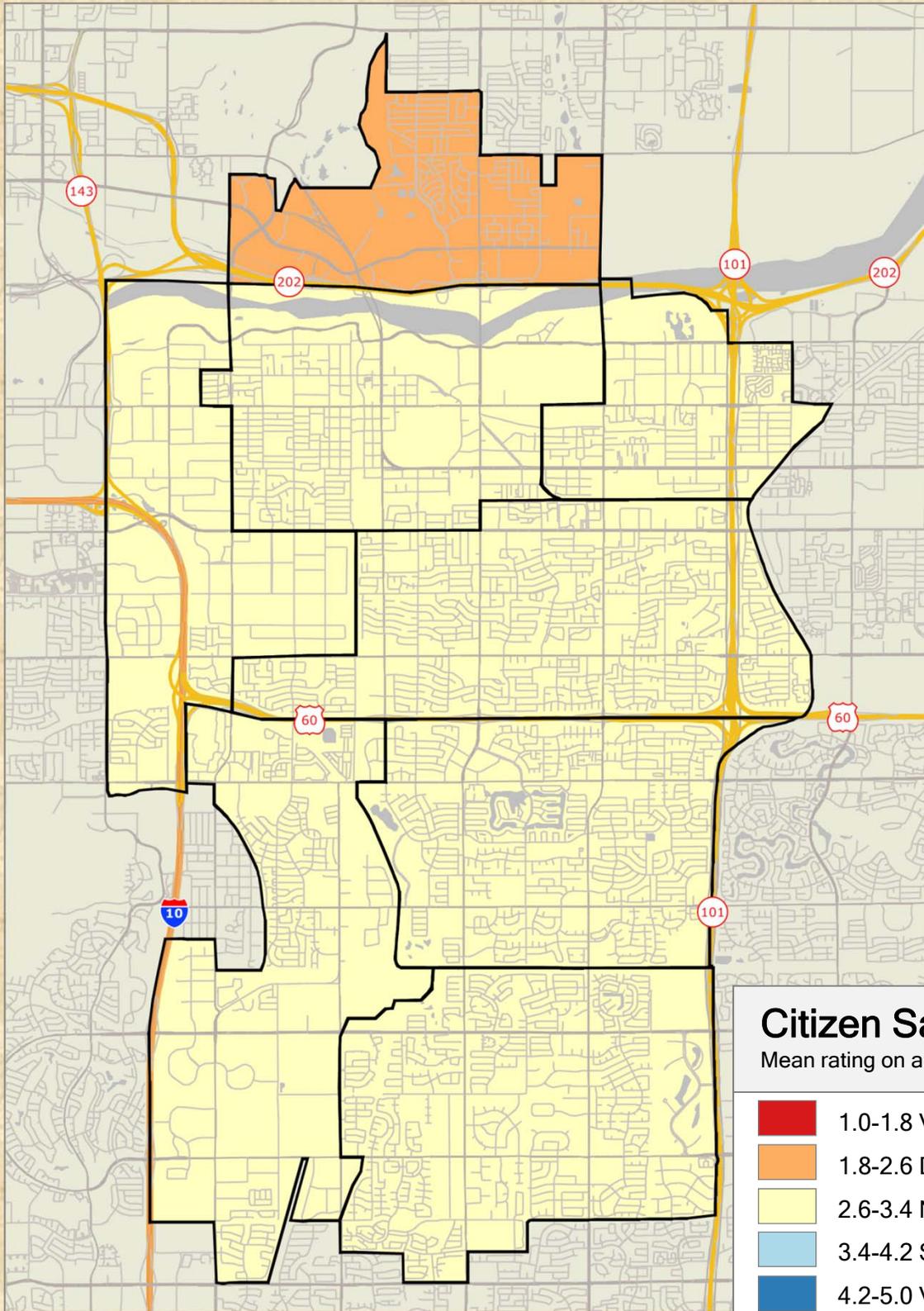
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City of Tempe 2016 Community Survey
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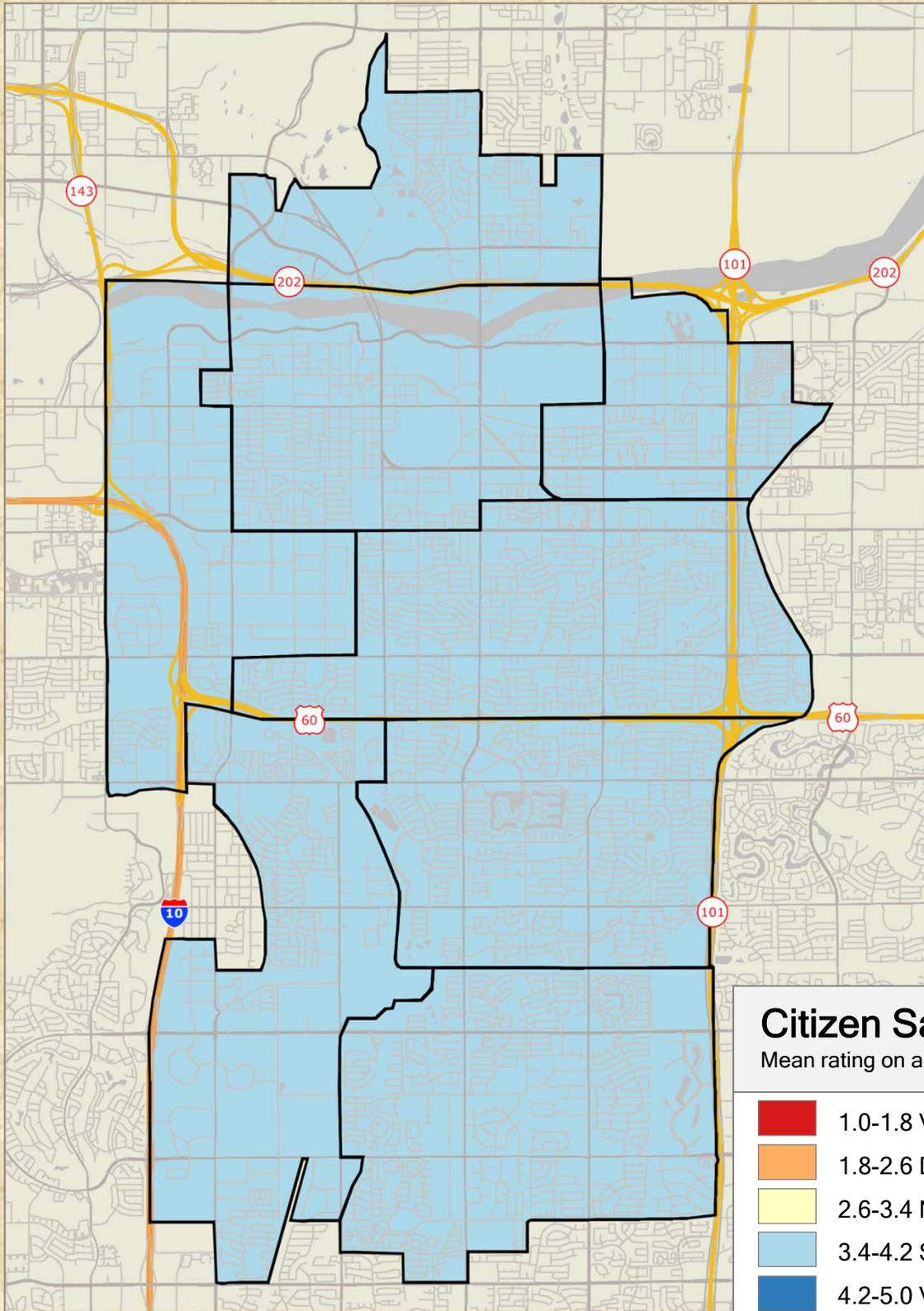


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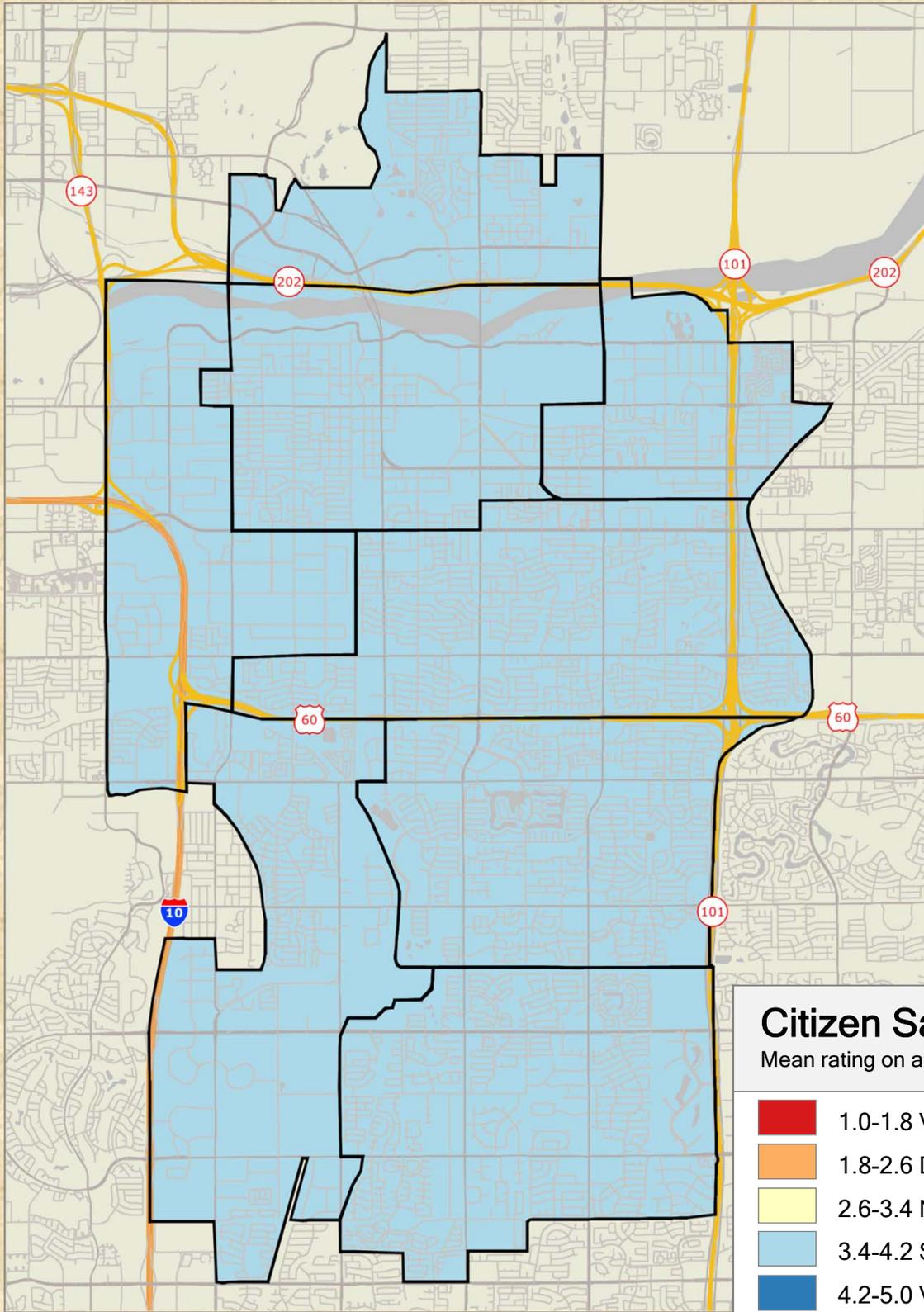


Citizen Satisfaction
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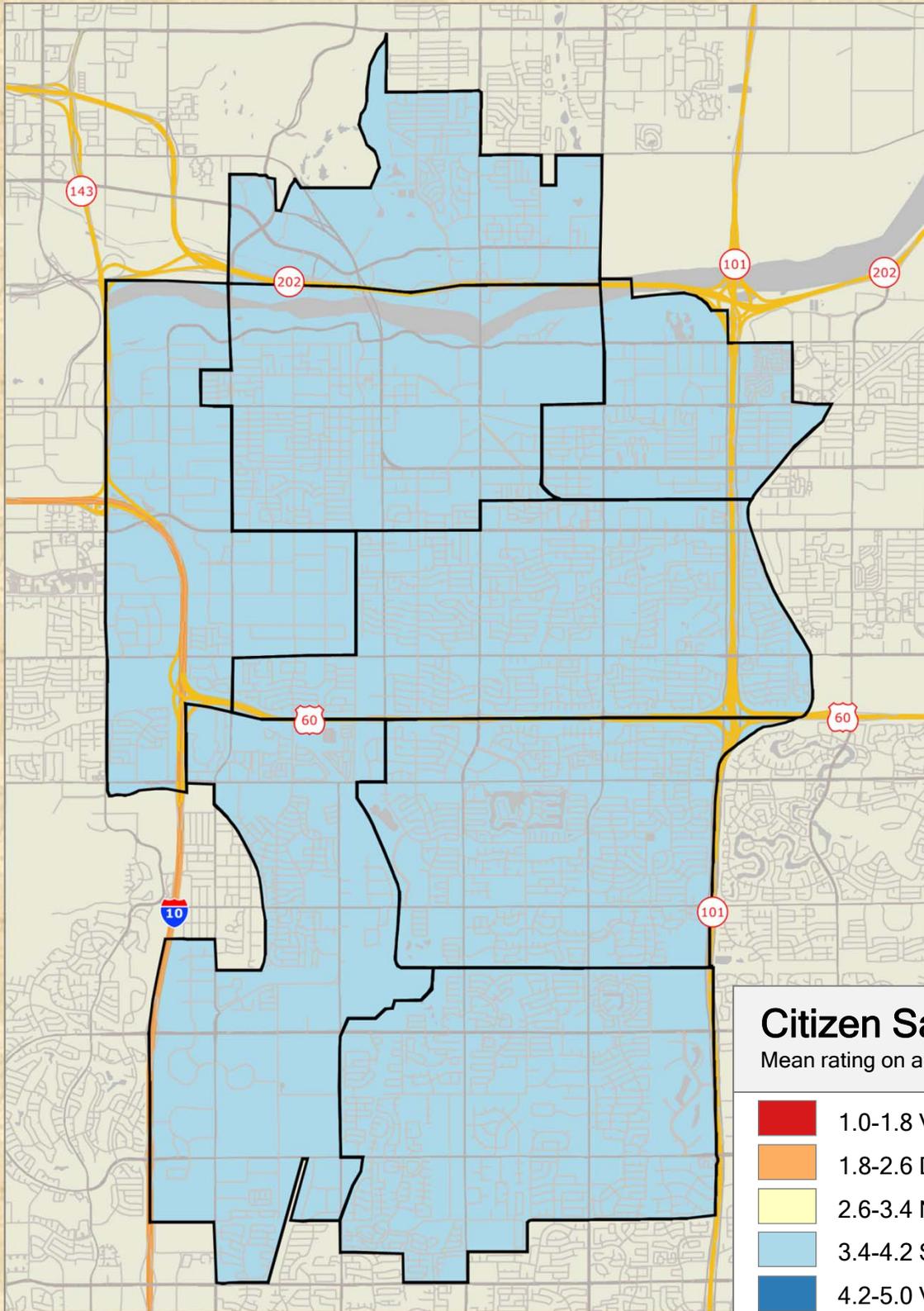


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Q9f Satisfaction with feeling of safety at night at City Hall

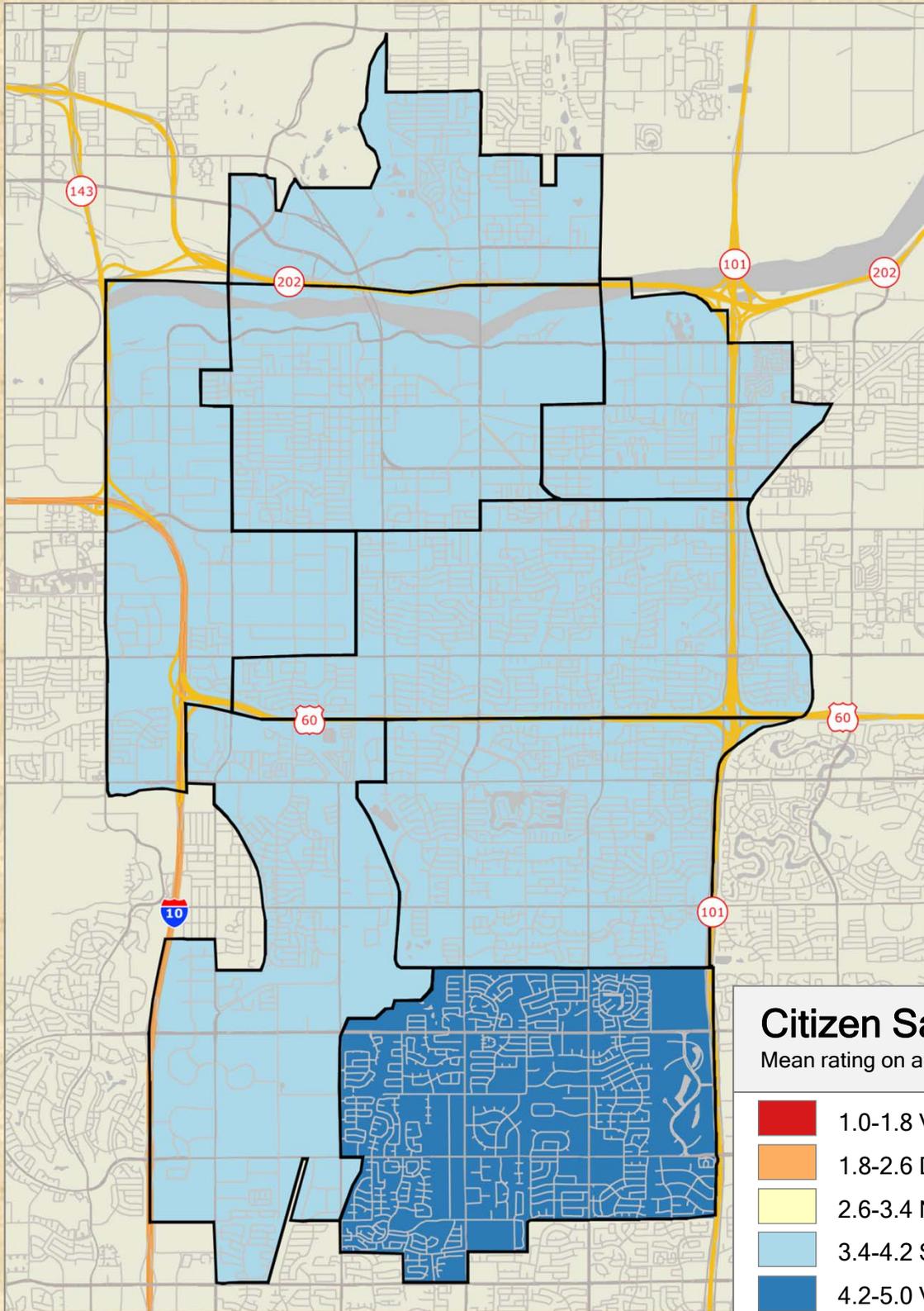


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Q14 Satisfaction with the overall quality of services offered by the City of Tempe

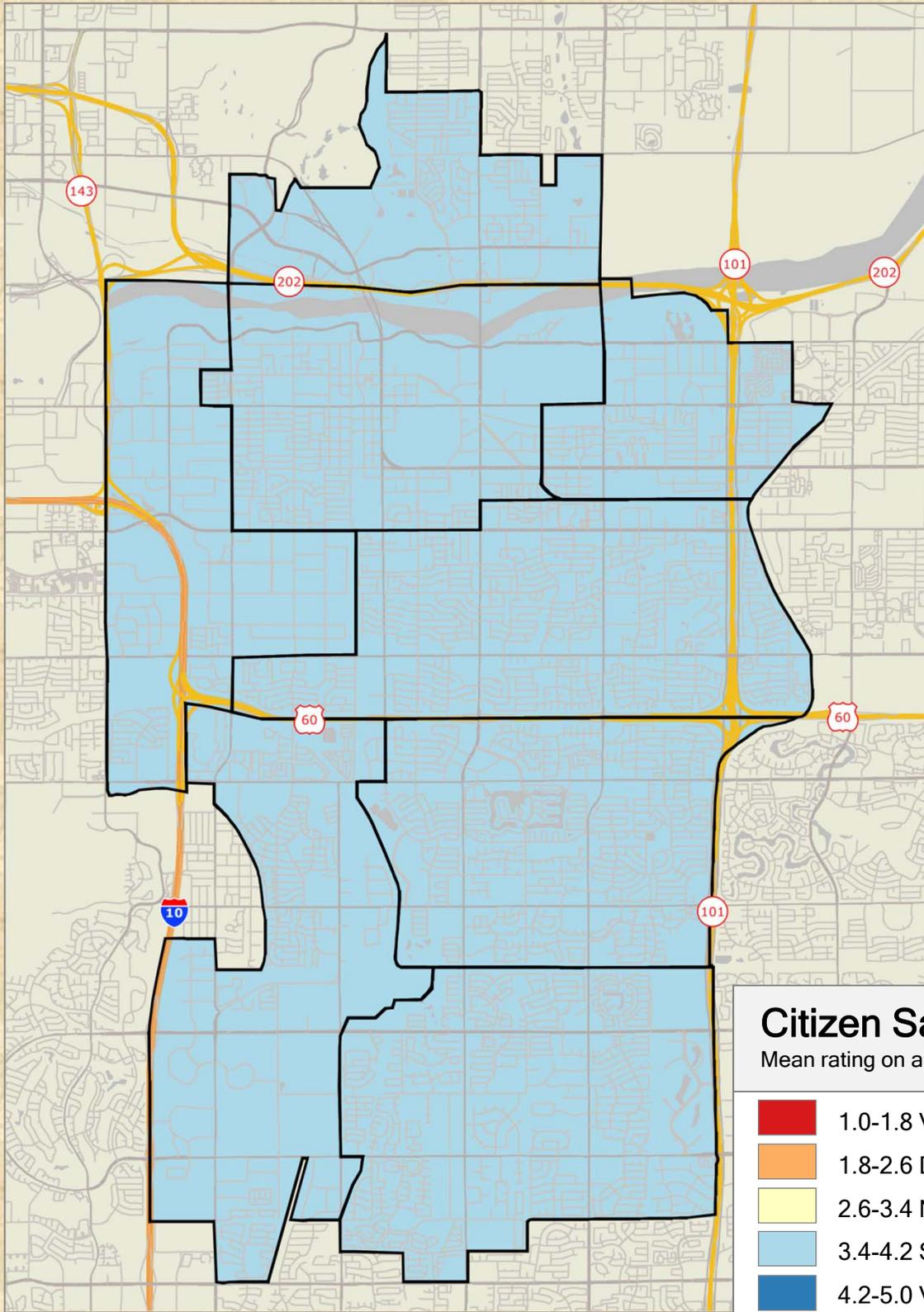


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	4.2-5.0 Very Satisfied
	No Response

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Q15 Satisfaction with the leadership of the City's elected officials

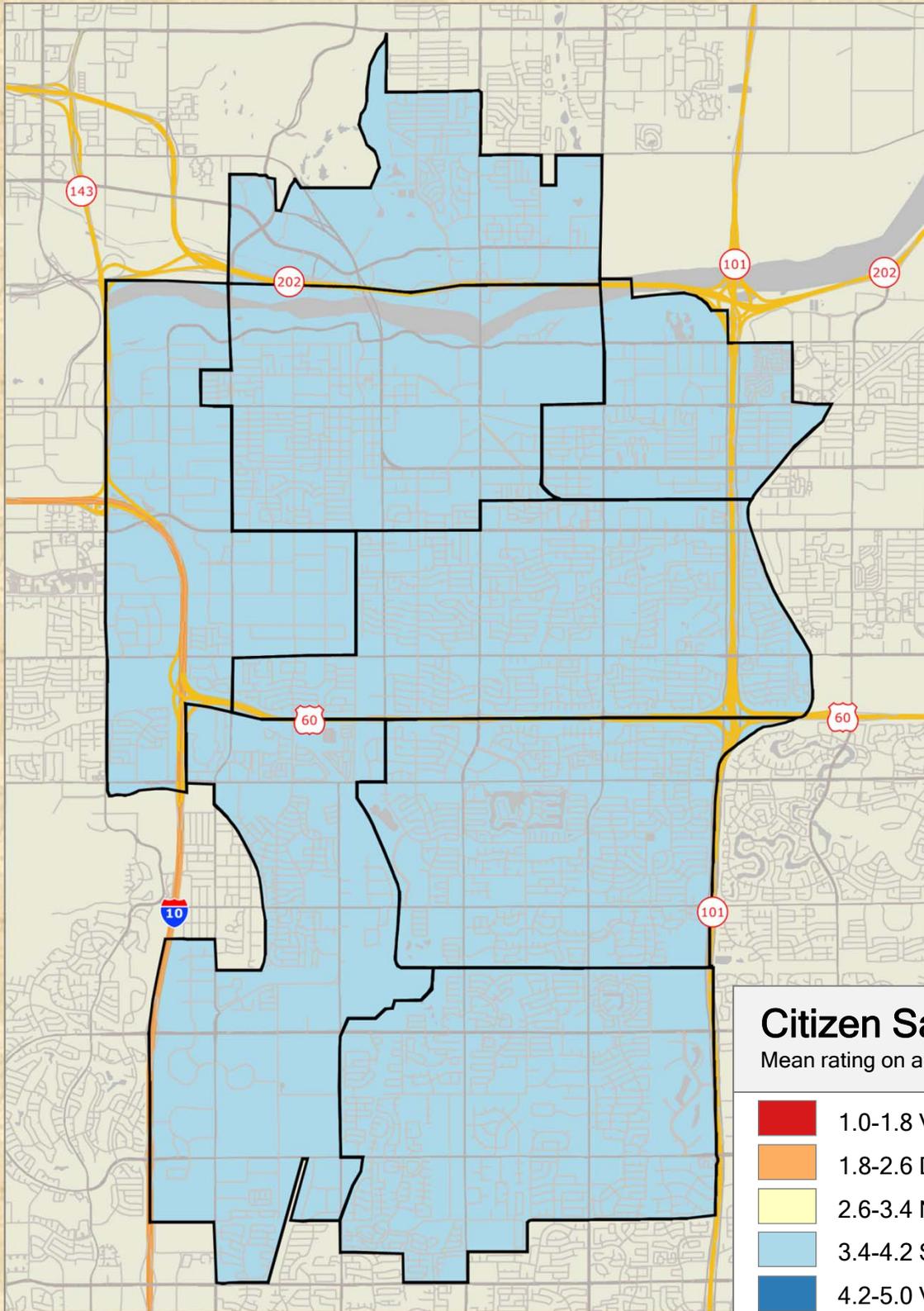


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	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
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Q16 Satisfaction with how ethical City employees are in the way they conduct City business

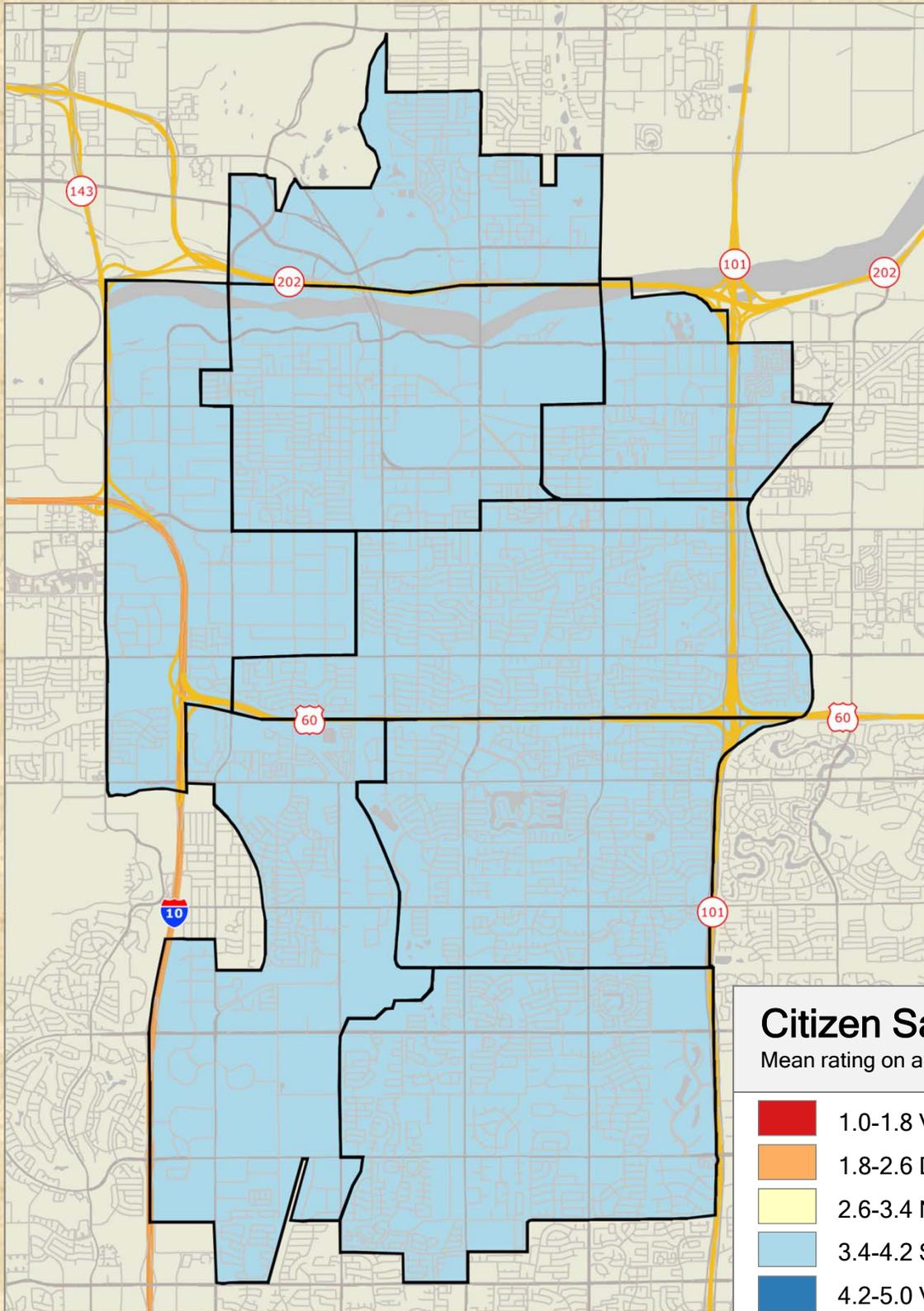


City of Tempe 2016 Community Survey

Shading reflects the mean rating for all respondents by Character Area



Q17 Satisfaction with the availability of information about City programs, events, services, and issues

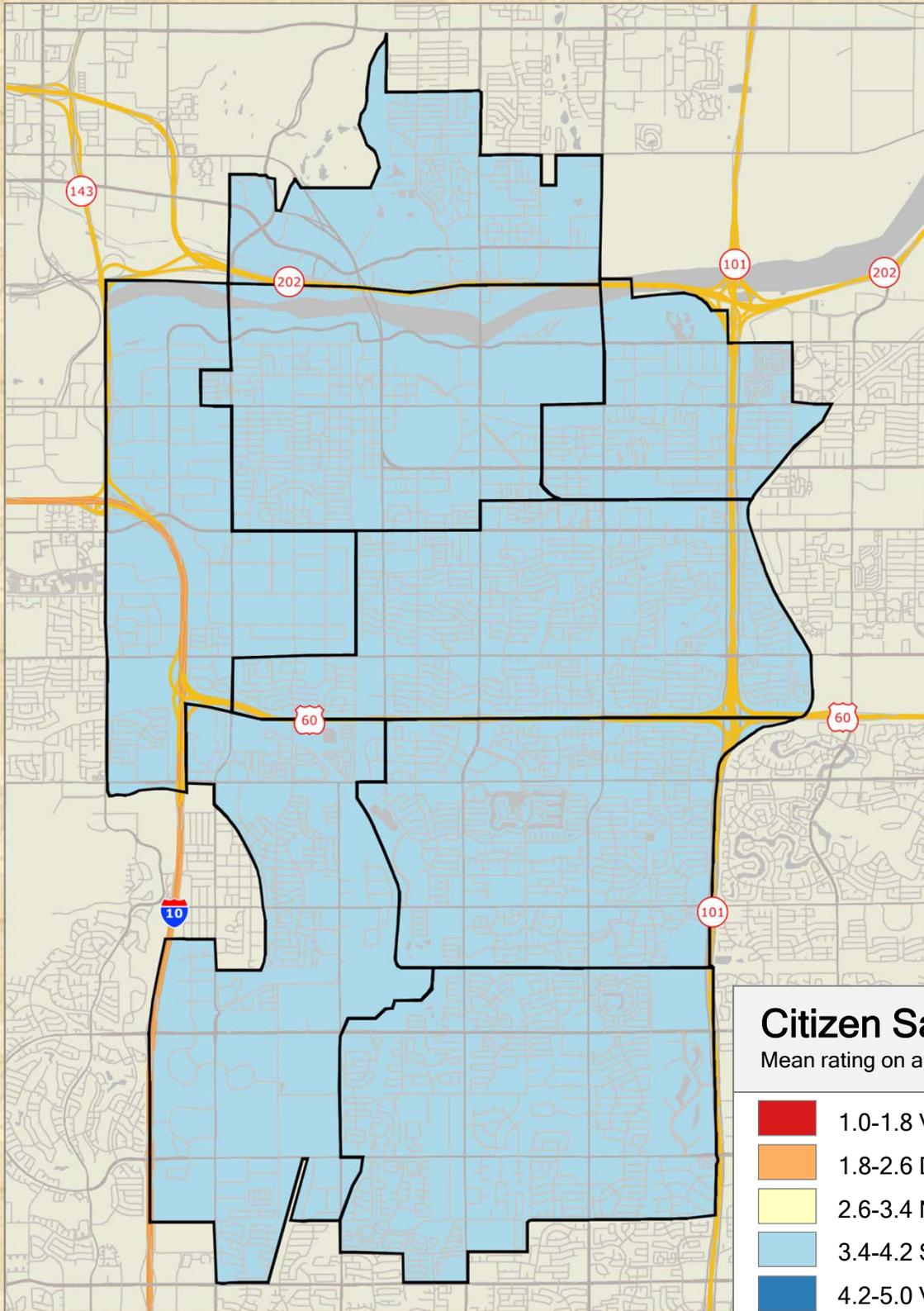


Citizen Satisfaction
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	No Response

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Q18 Satisfaction with the availability of information on water, sewer, and solid waste rates

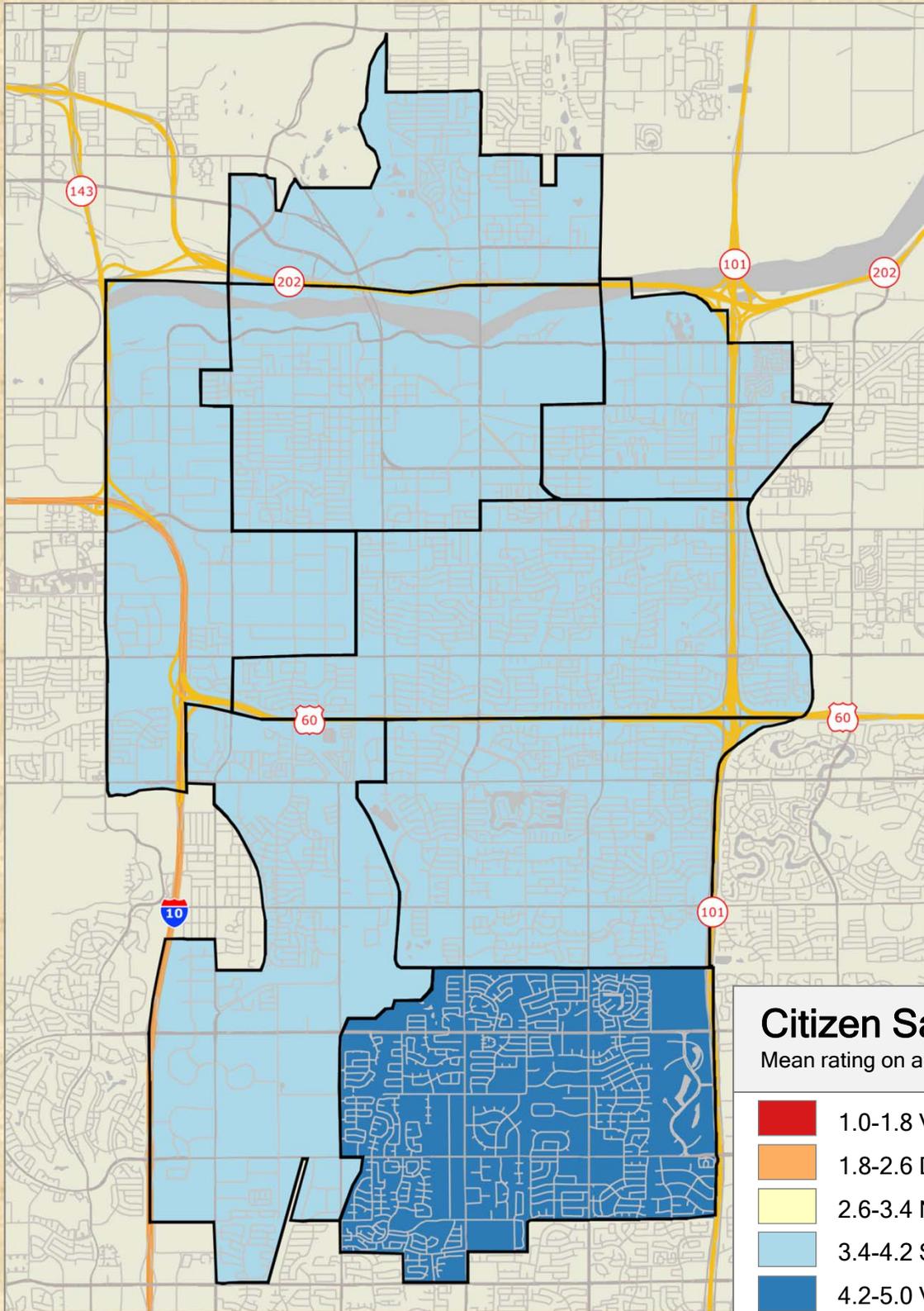


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Citizen Satisfaction
Mean rating on a 5-point scale

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- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

Q19 Satisfaction with the availability of information on recycling and water conservation program offerings



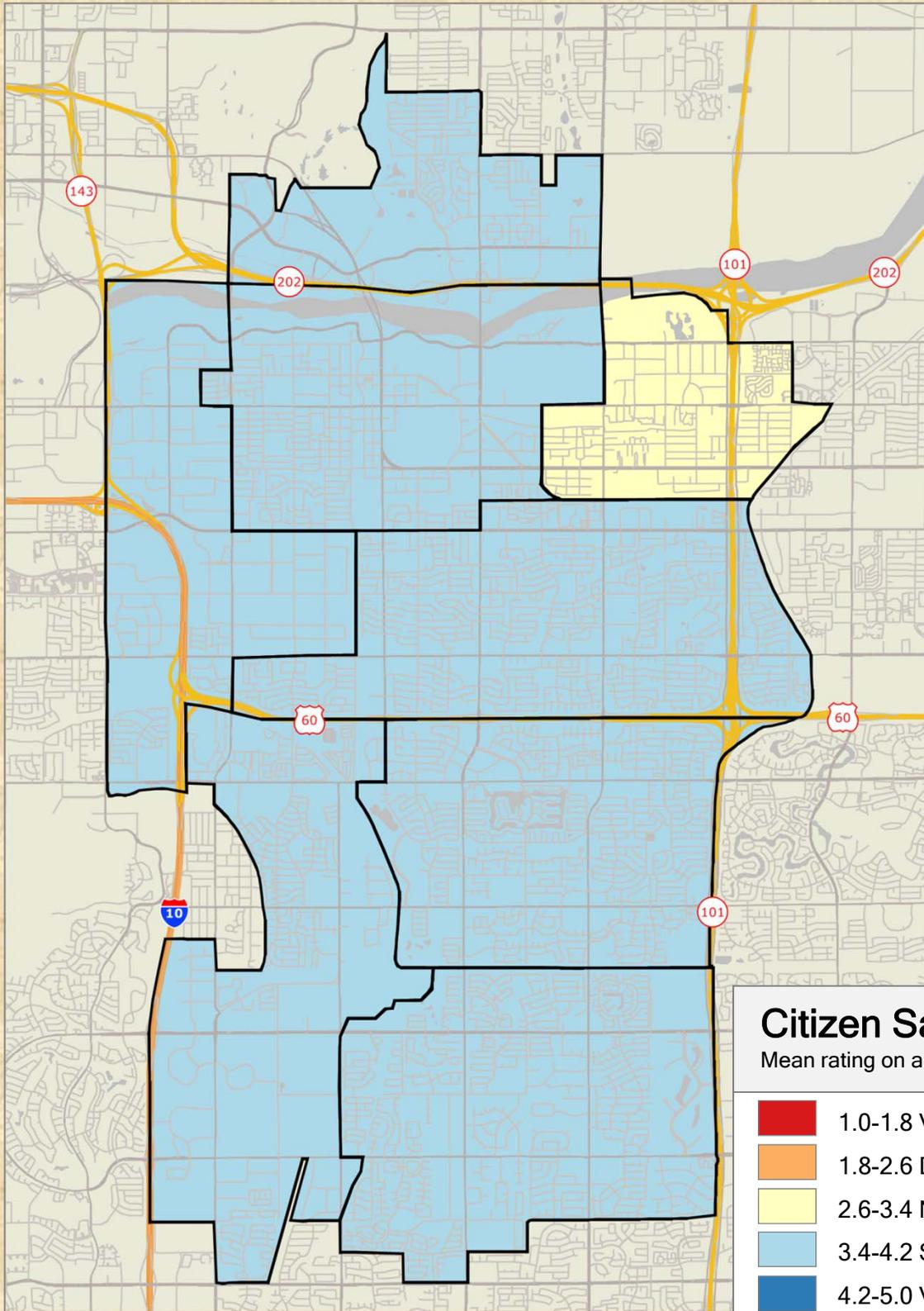
Citizen Satisfaction
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	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
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Q20 Satisfaction with how easy the City's 3-1-1 "One Call to City Hall" is to use



Citizen Satisfaction

Mean rating on a 5-point scale

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- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
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- No Response

City of Tempe 2016 Community Survey

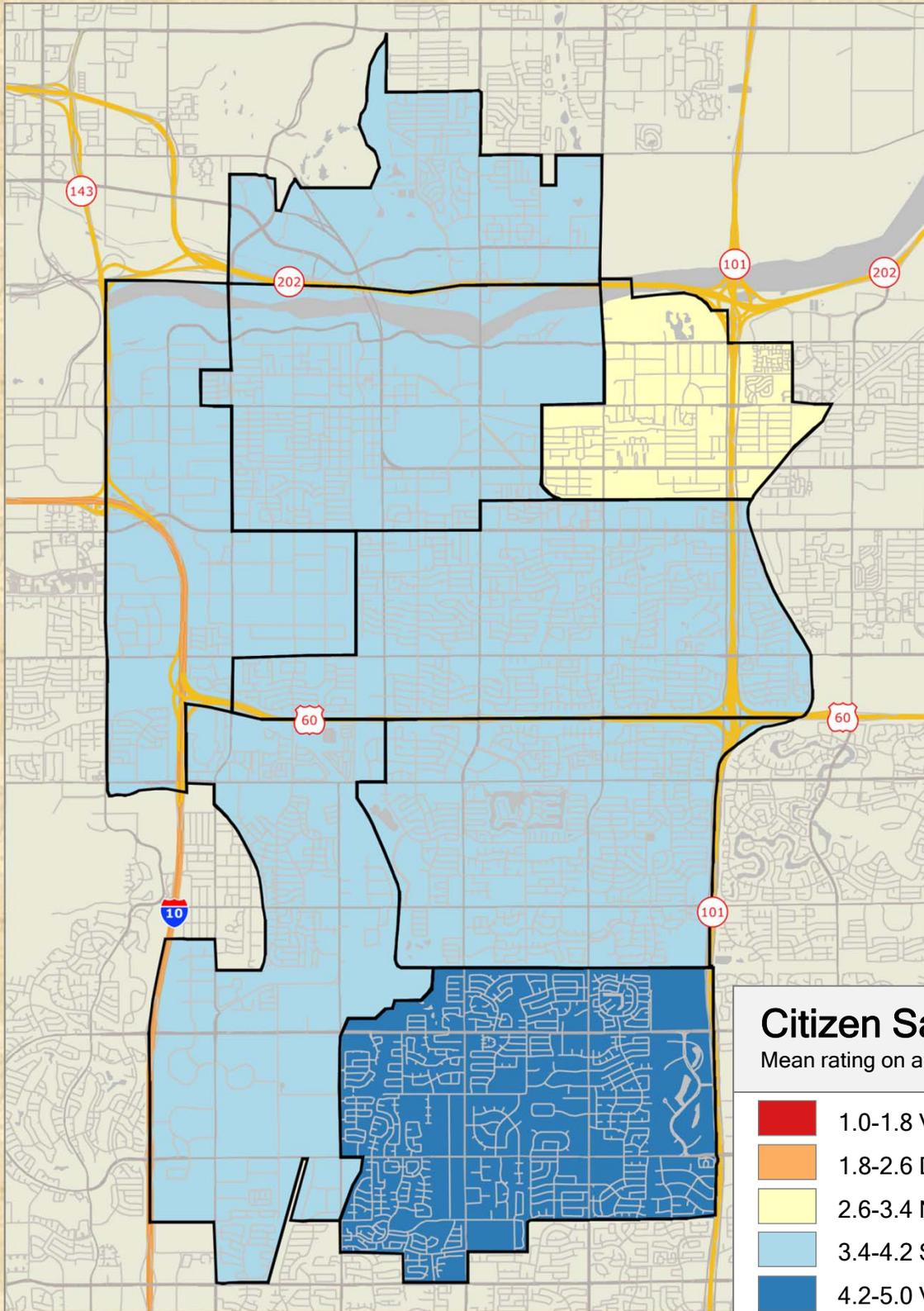
Shading reflects the mean rating for all respondents by Character Area



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Q20a Satisfaction with how courteous and respectful the 3-1-1 call taker was



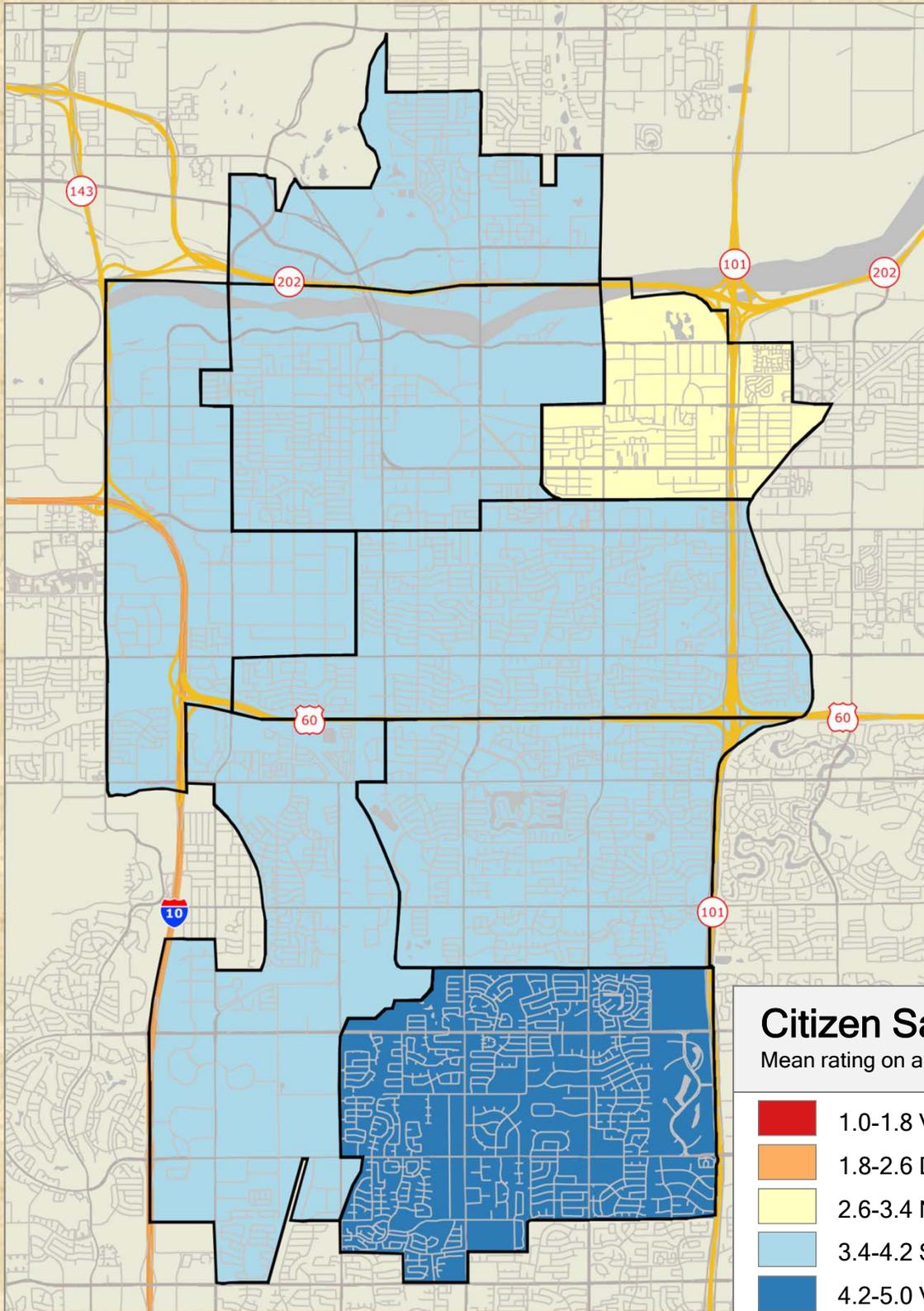
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	No Response

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Q20b Satisfaction with the hours of service (7:00 am-5:00 pm) that 3-1-1 is available

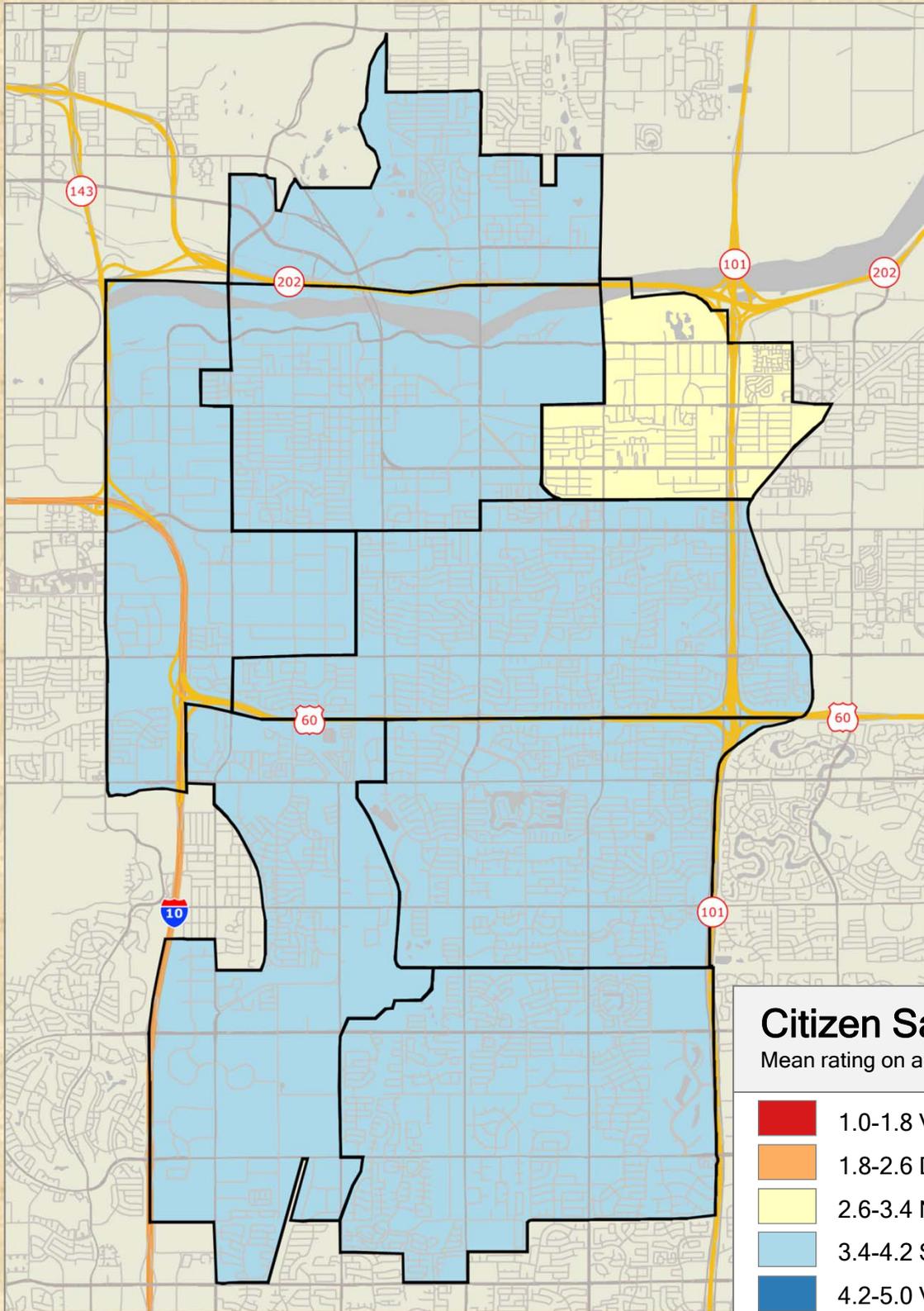


Citizen Satisfaction
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	No Response

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Q20c Satisfaction with the ability of the 3-1-1 call taker to answer questions

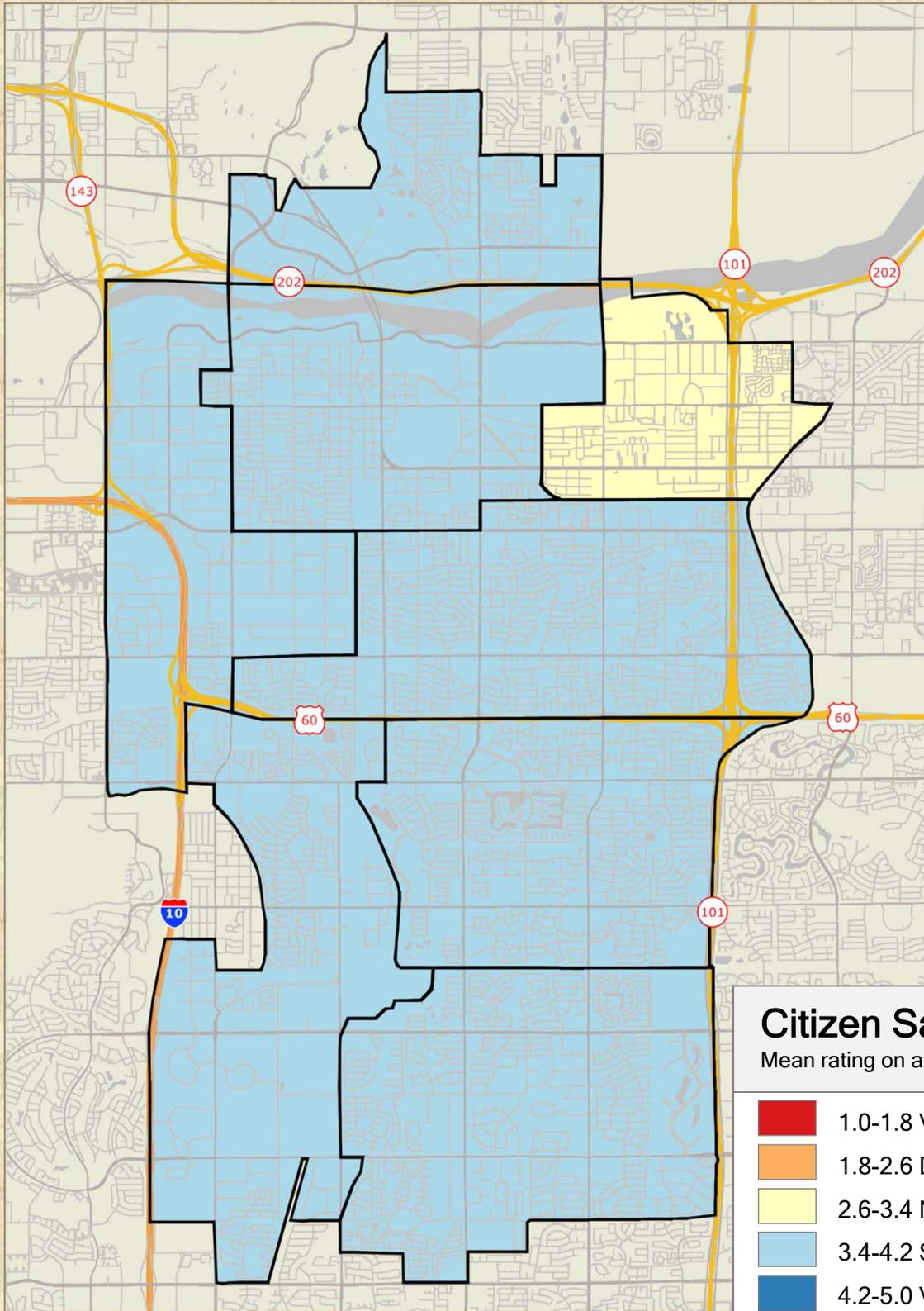


Citizen Satisfaction
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	No Response

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Q20d Satisfaction with the ability of the 3-1-1 call taker to help resolve an issue

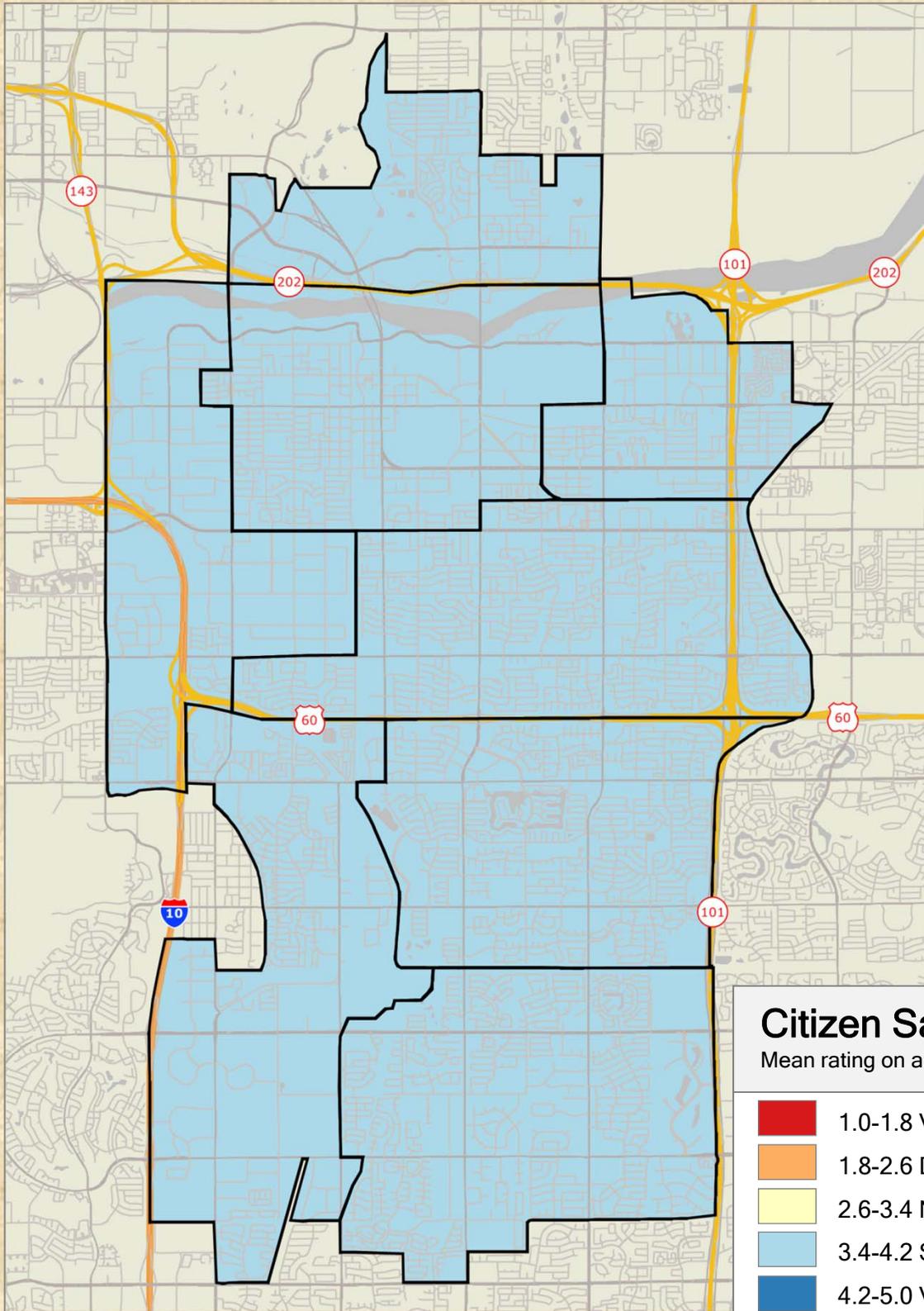


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Q21 Satisfaction with the usefulness of the City's website

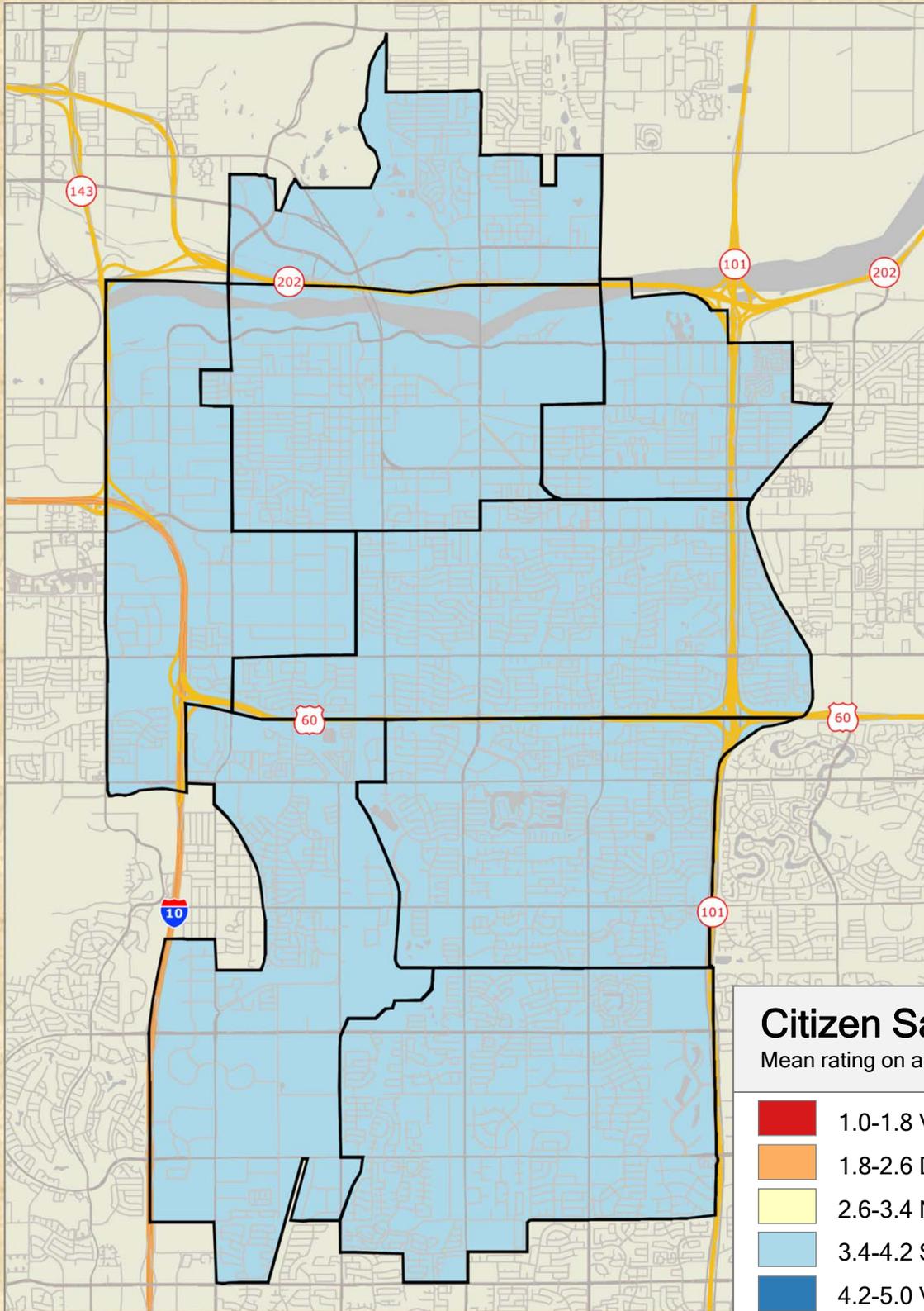


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Q22 Satisfaction with Tempe's online services (registration, payment, etc.)



Citizen Satisfaction

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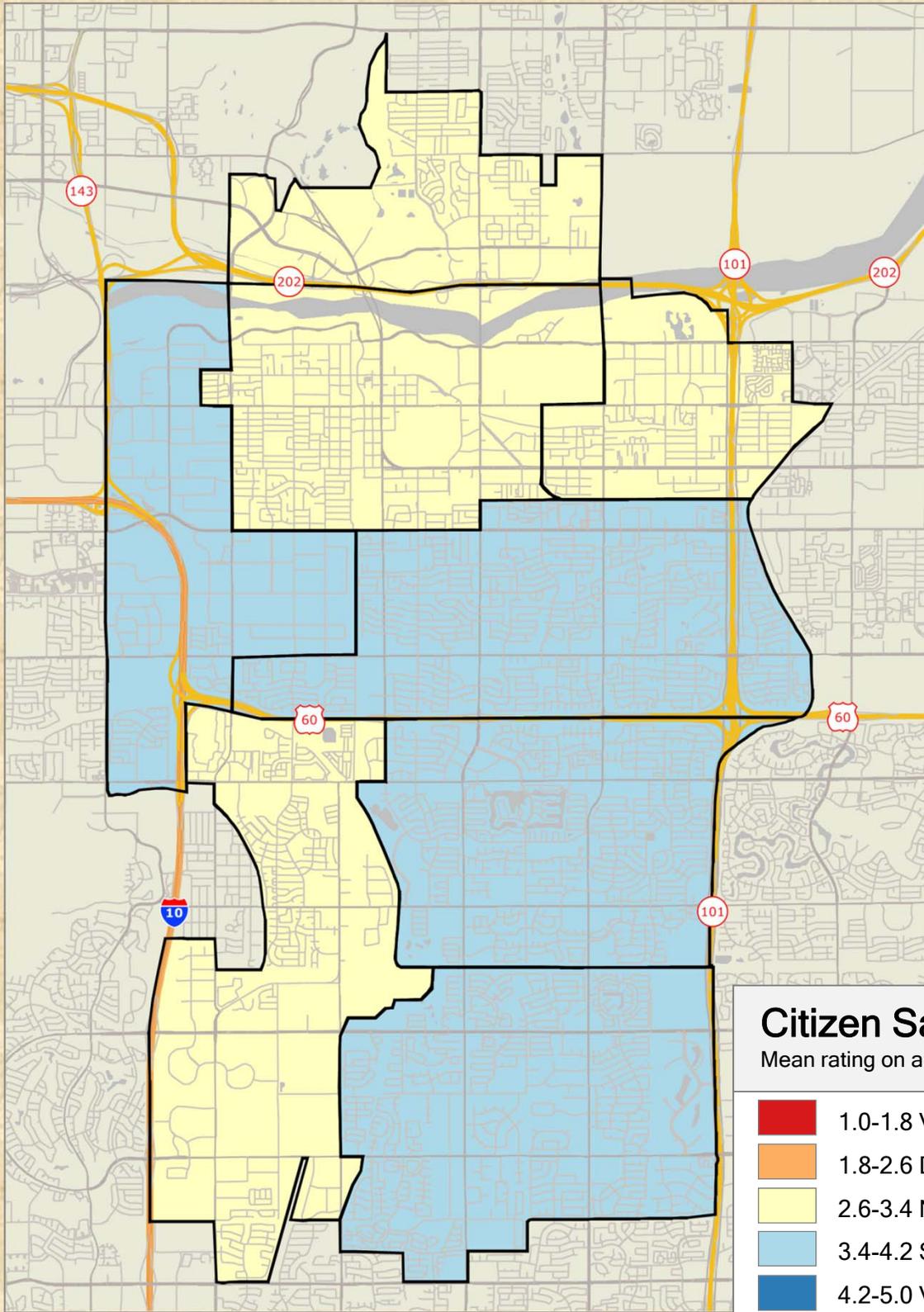
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Q23 Satisfaction with the ability to participate in City decision-making processes



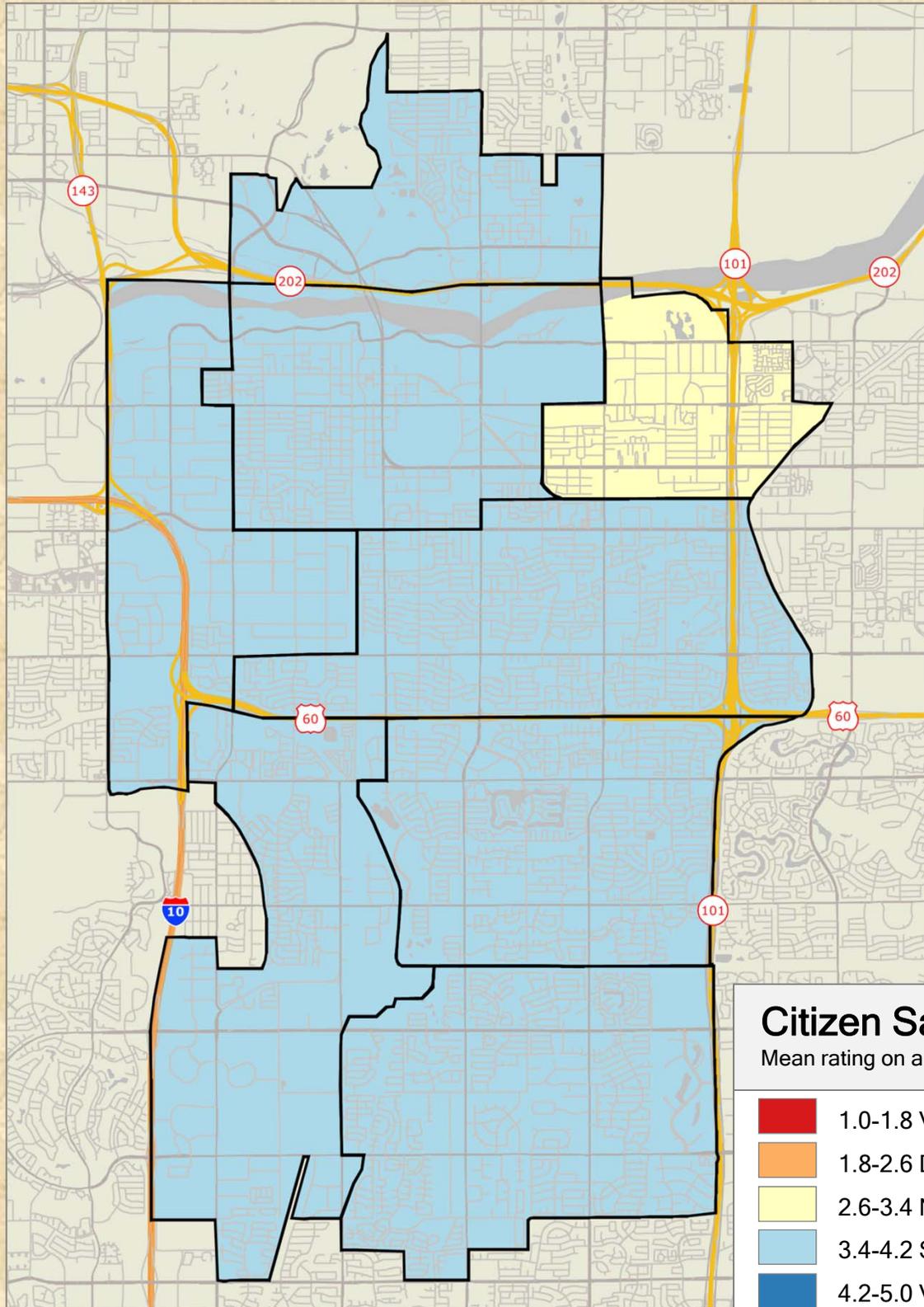
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Q24 Satisfaction with the accessibility and transparency of information provided by the City Council



Citizen Satisfaction
Mean rating on a 5-point scale

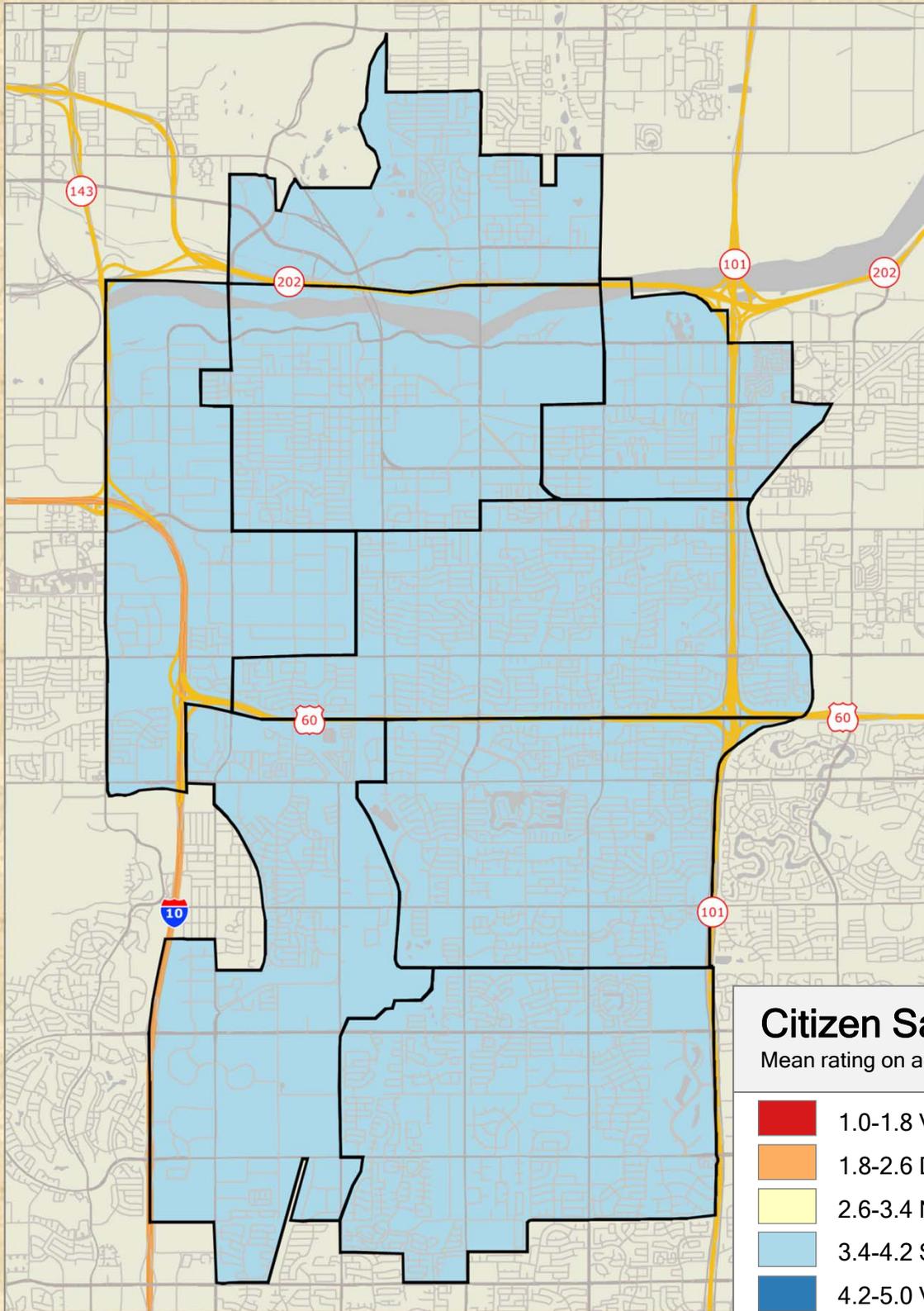
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Q25 Satisfaction with how well the City treats residents regardless of age, disability, gender, or other characteristics



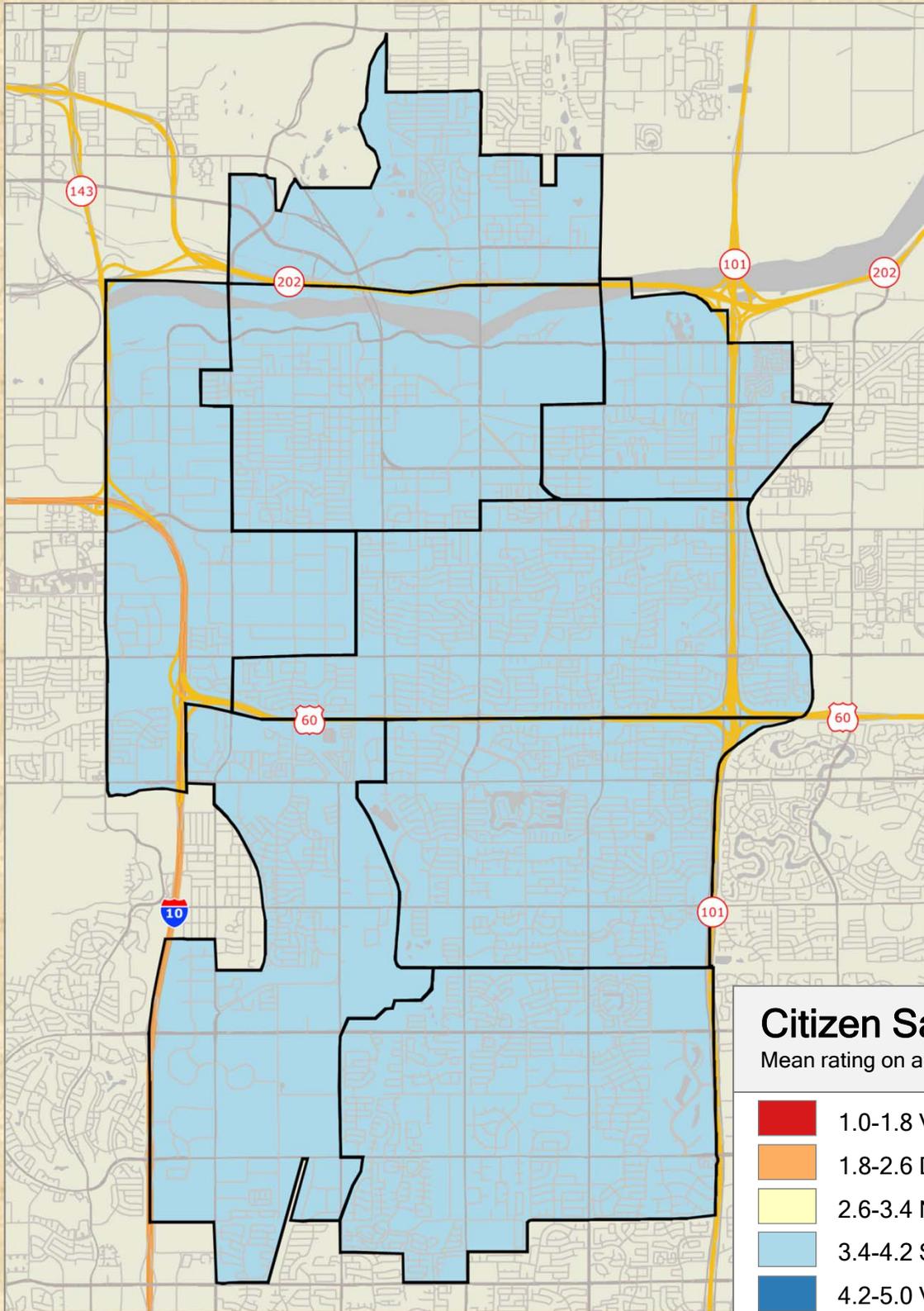
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Q26 Satisfaction with overall quality of customer service

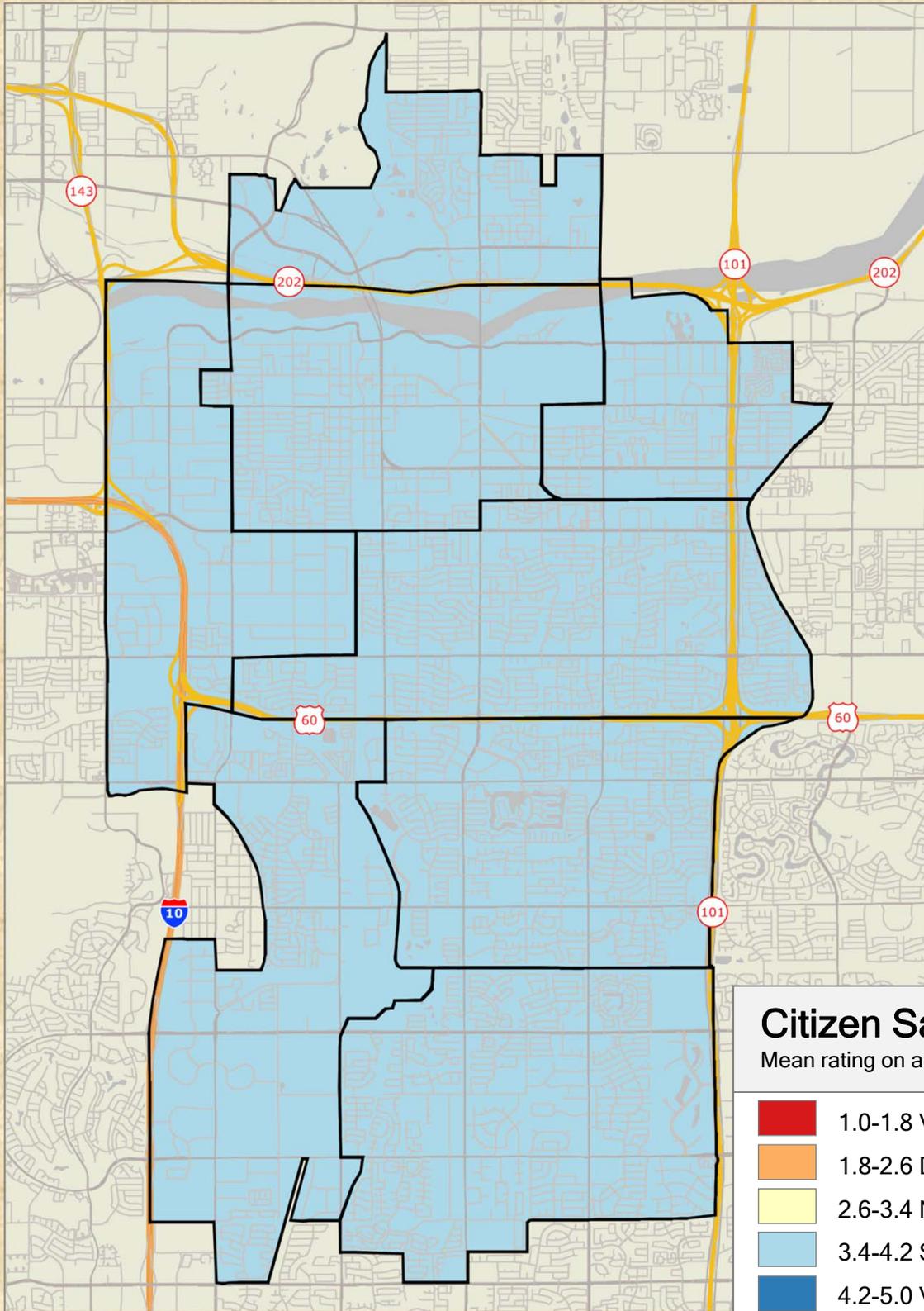


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Shading reflects the mean rating for all respondents by Character Area

Q32 Satisfaction with appearance of the City

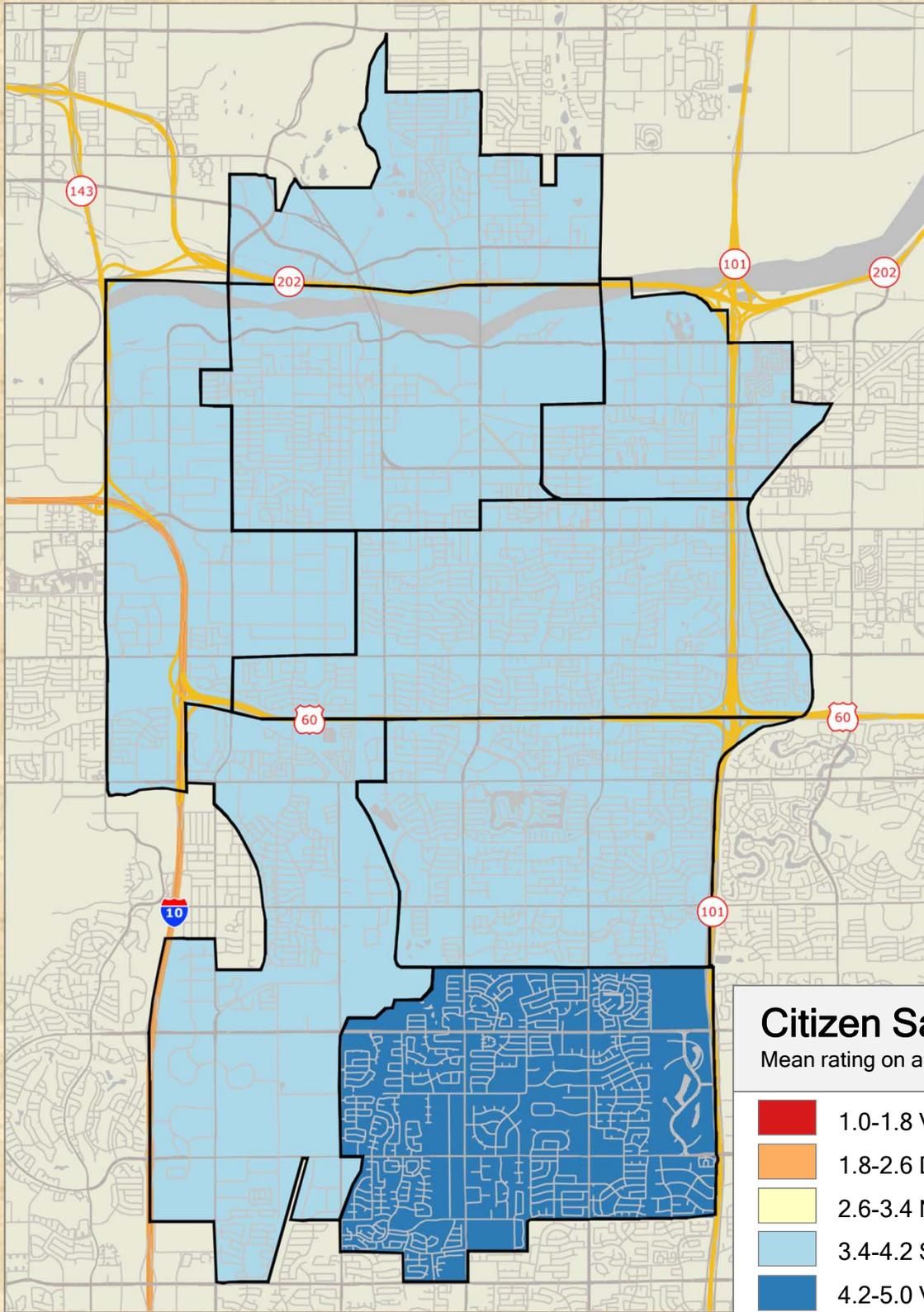


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents
by Character Area

Q33 Satisfaction with image of the City



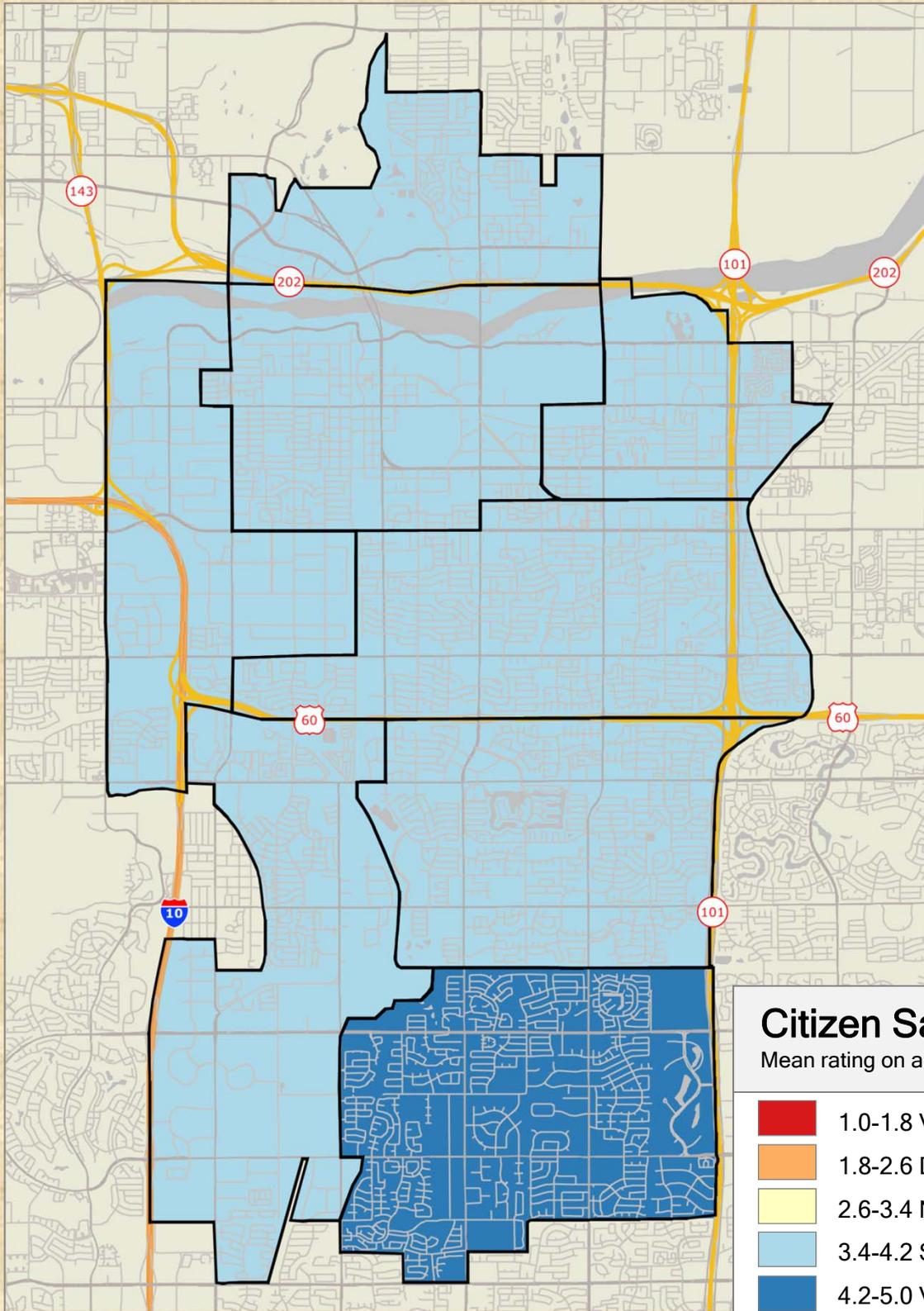
Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q34 Satisfaction with quality of life in the City



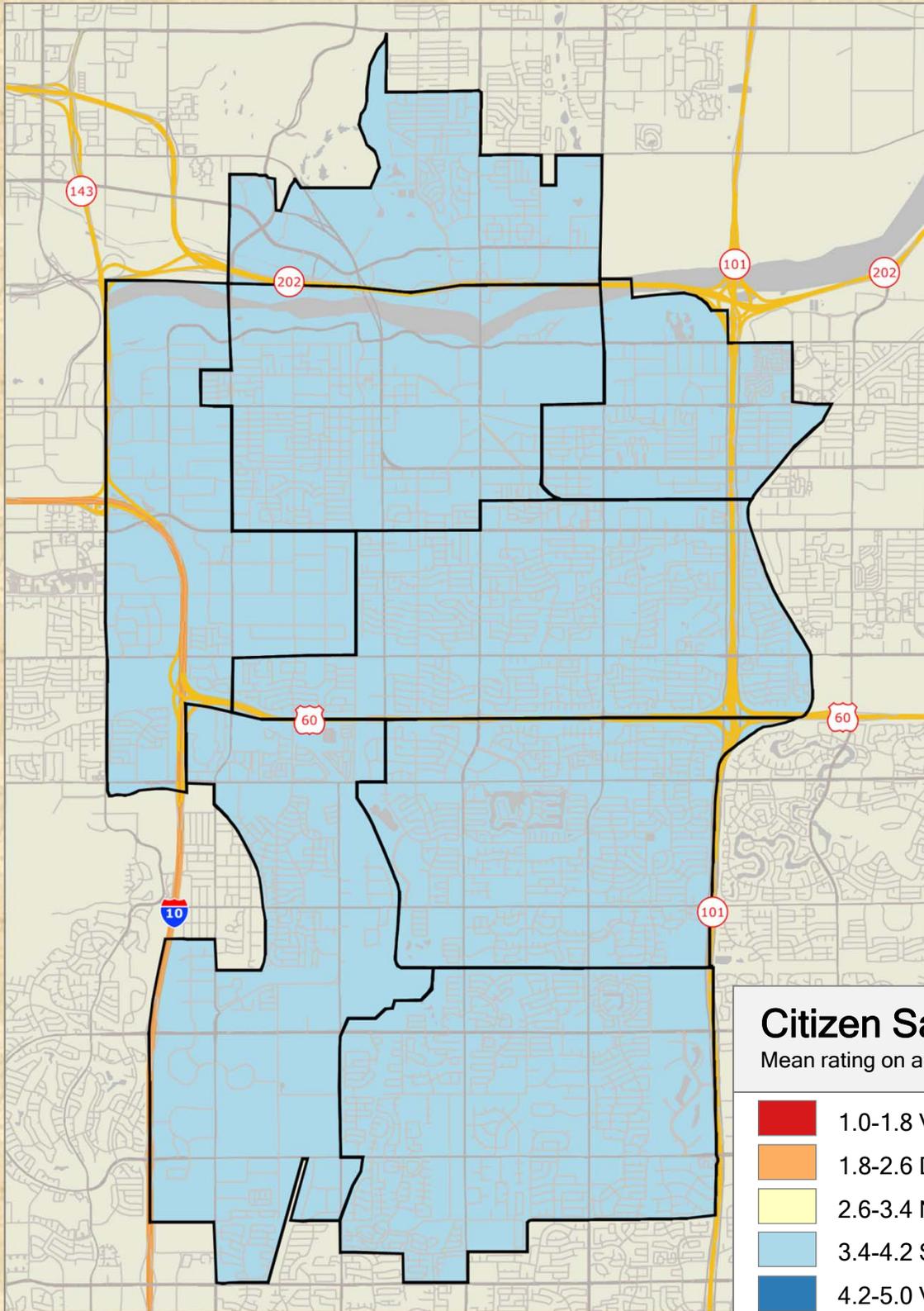
Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q35 Satisfaction with the City's overall efforts to promote diversity and inclusiveness in the community

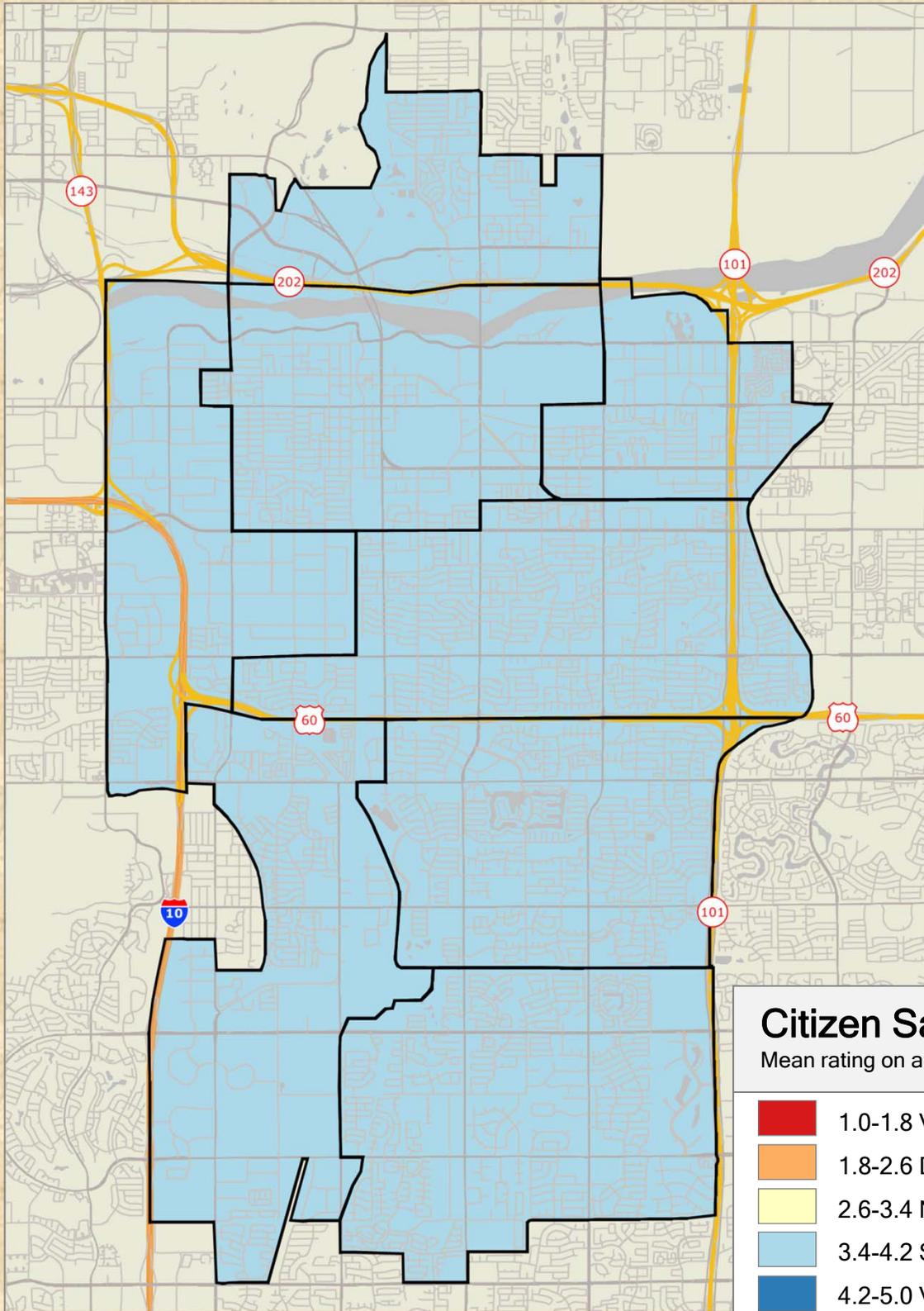


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q36 Satisfaction with quality of access to City facilities for persons with disabilities

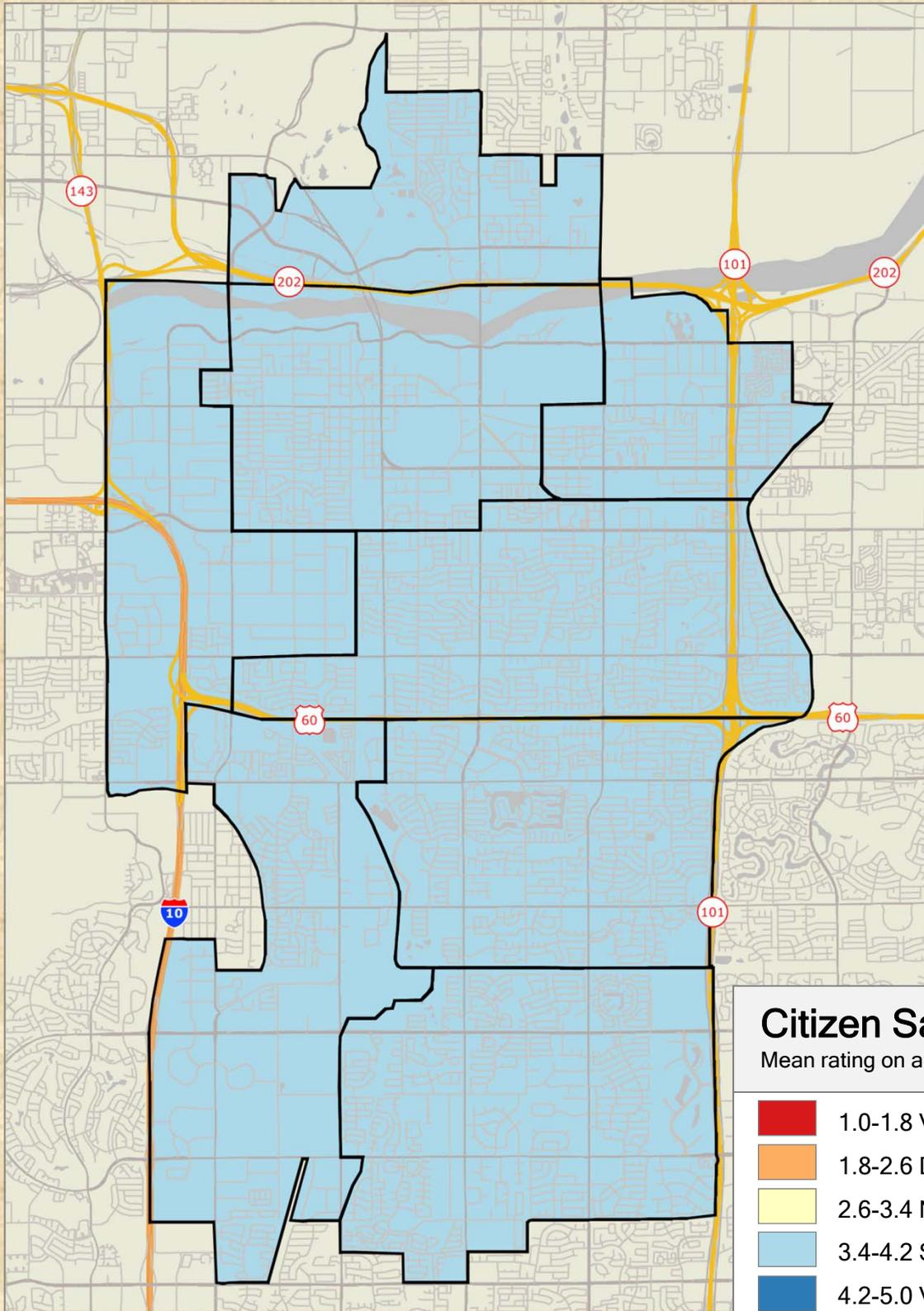


Citizen Satisfaction
Mean rating on a 5-point scale

Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Grid Pattern	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q37 Satisfaction with quality of access to City parks for persons with disabilities



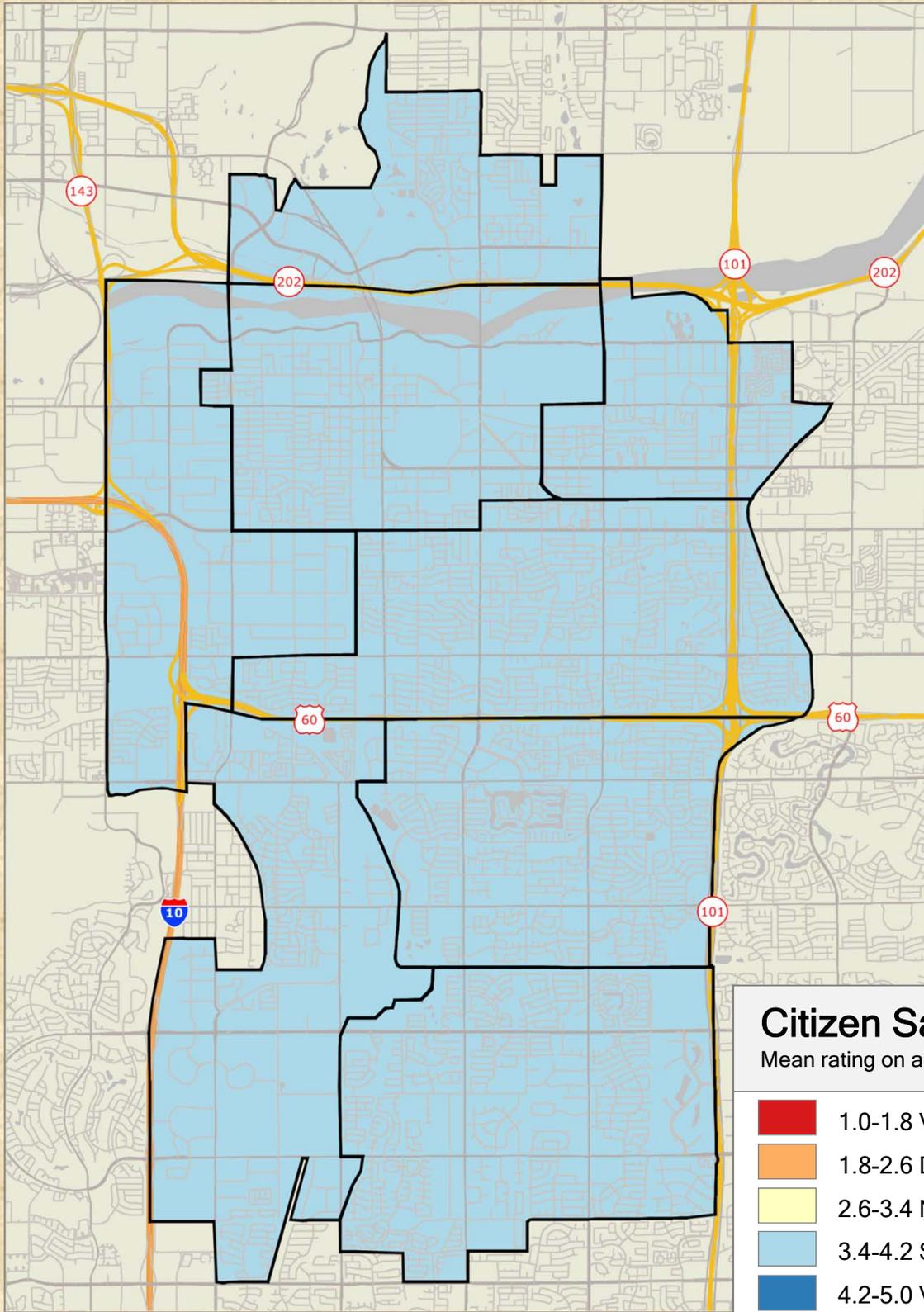
Citizen Satisfaction
Mean rating on a 5-point scale

Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Grid Pattern	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q38 Satisfaction with quality of neighborhood parks

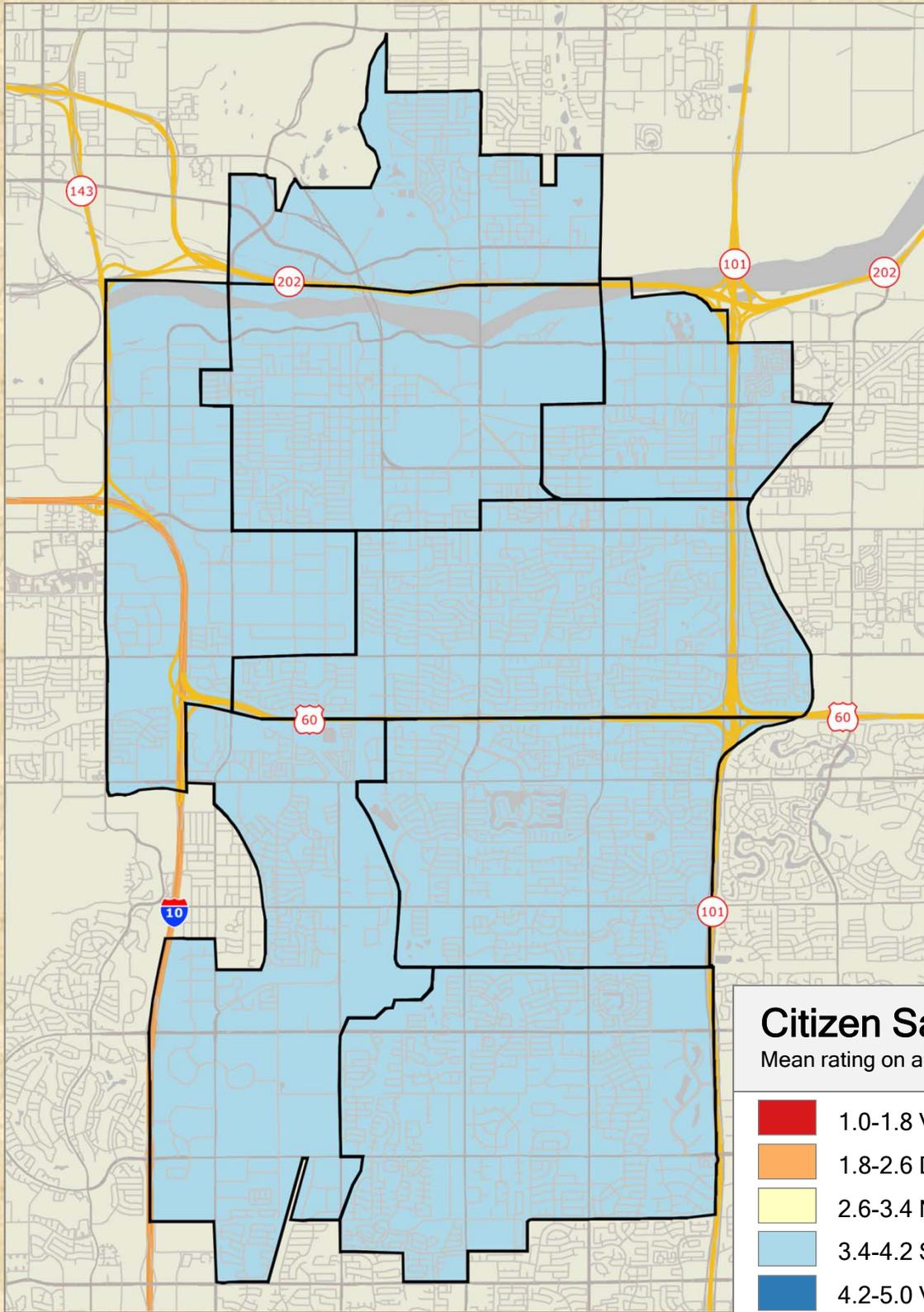


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q39 Satisfaction with maintenance of City parks



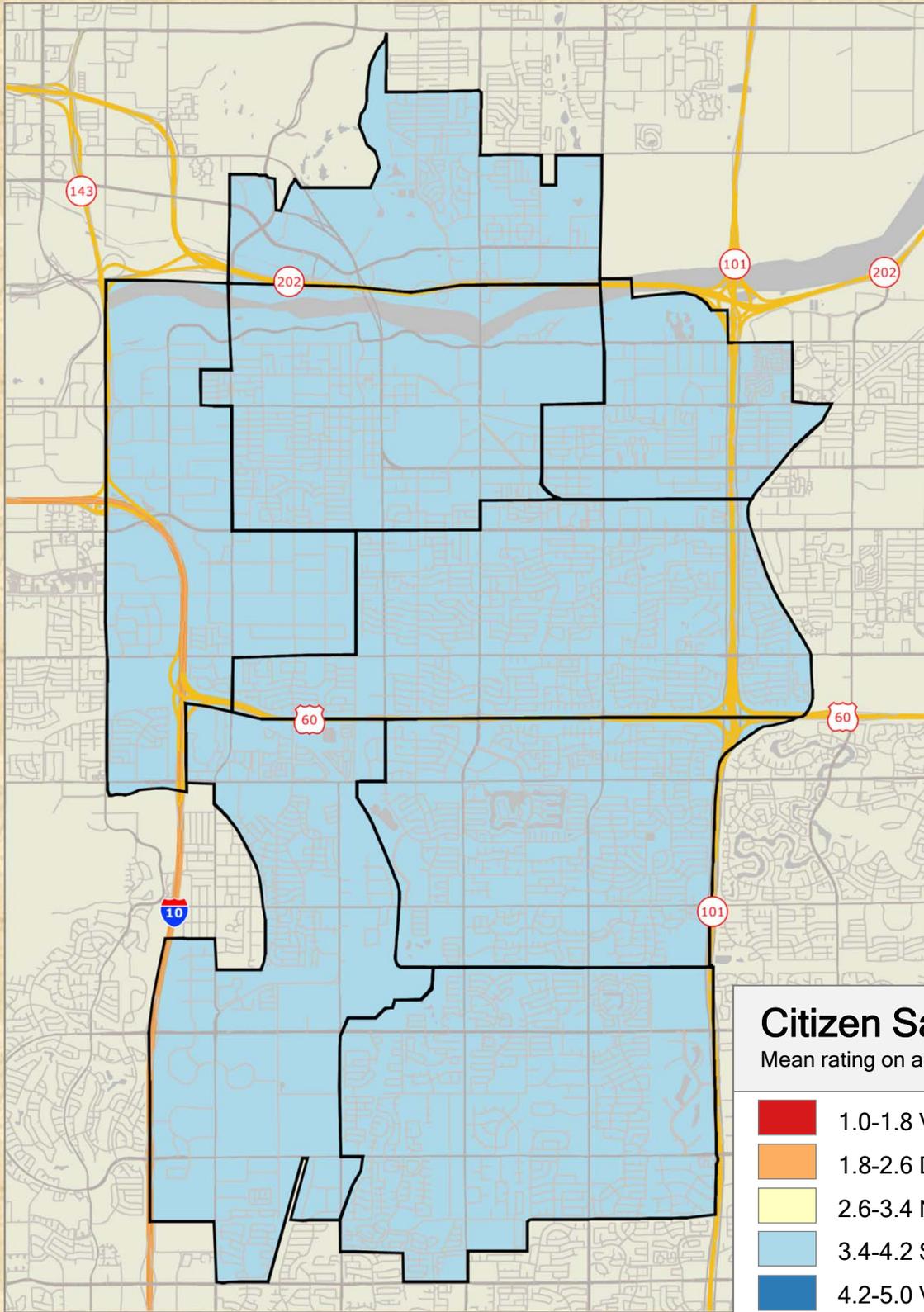
Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents
by Character Area

Q40 Satisfaction with quality of larger City parks (e.g. Kiwanis, Tempe Beach, Town Lake, Papago)

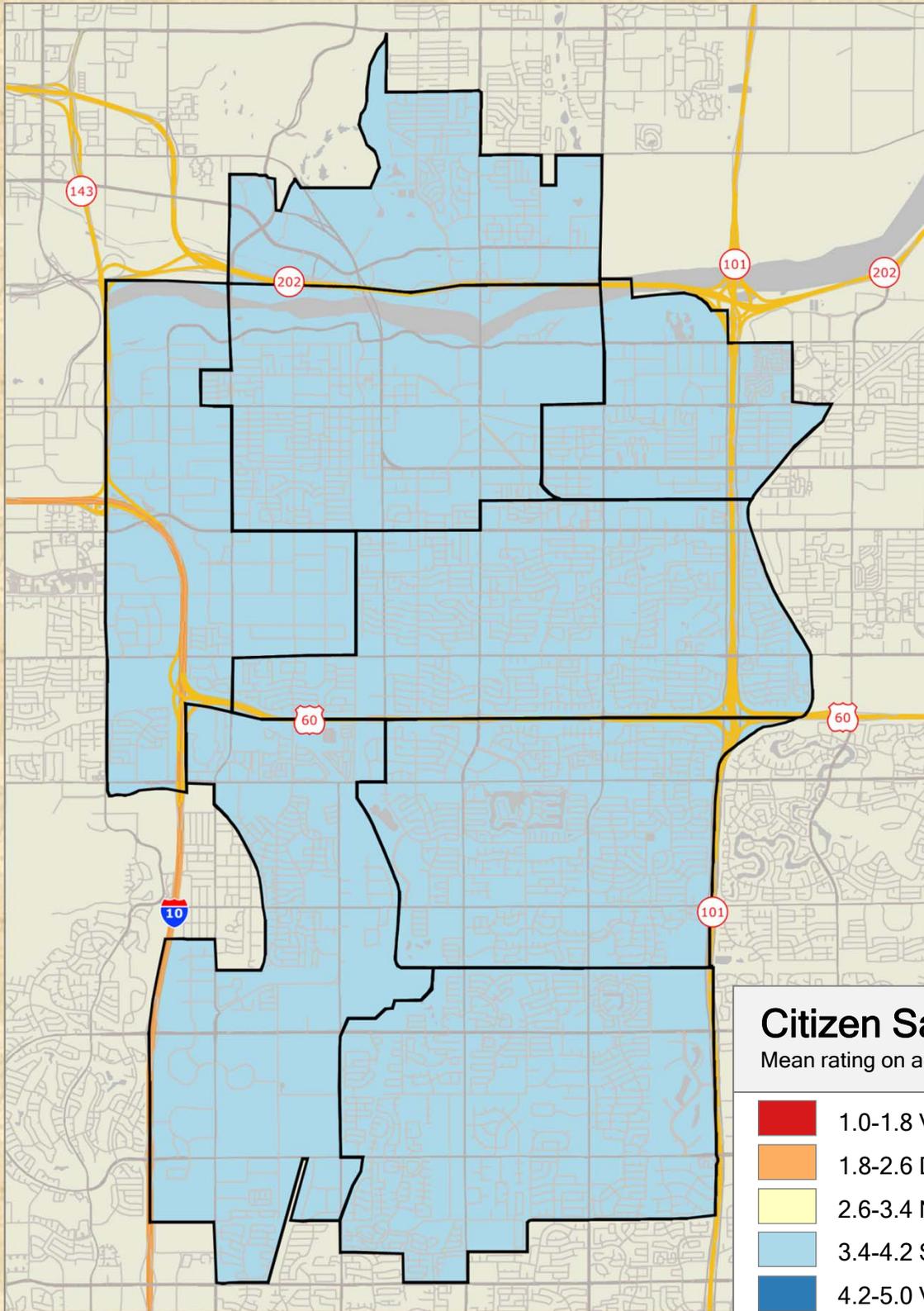


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents
by Character Area

Q41 Satisfaction with quality of City recreation and community centers

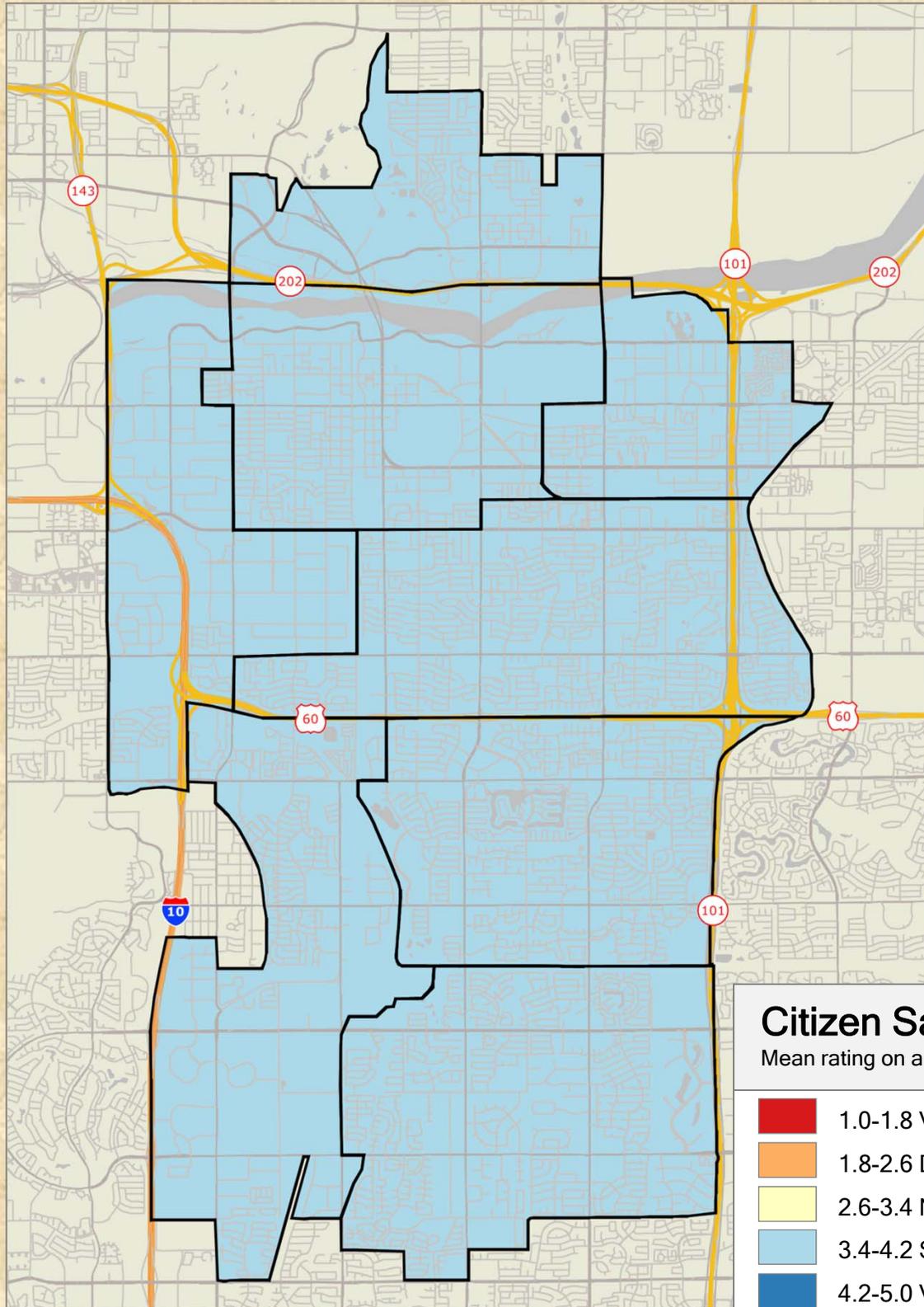


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q42 Satisfaction with maintenance and appearance of City community centers



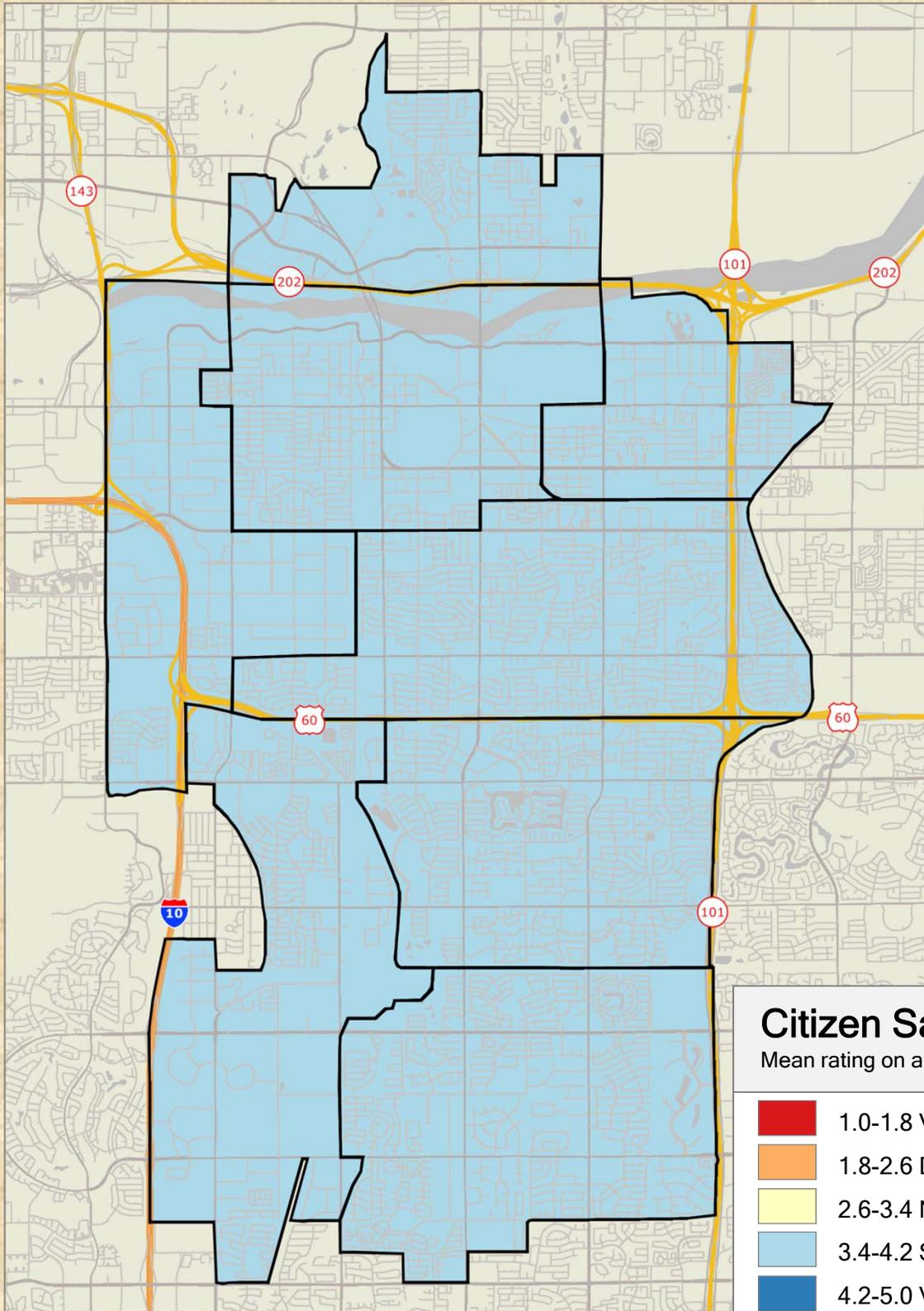
Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey

Shading reflects the mean rating for all respondents by Character Area

Q43 Satisfaction with quality of City swimming pools



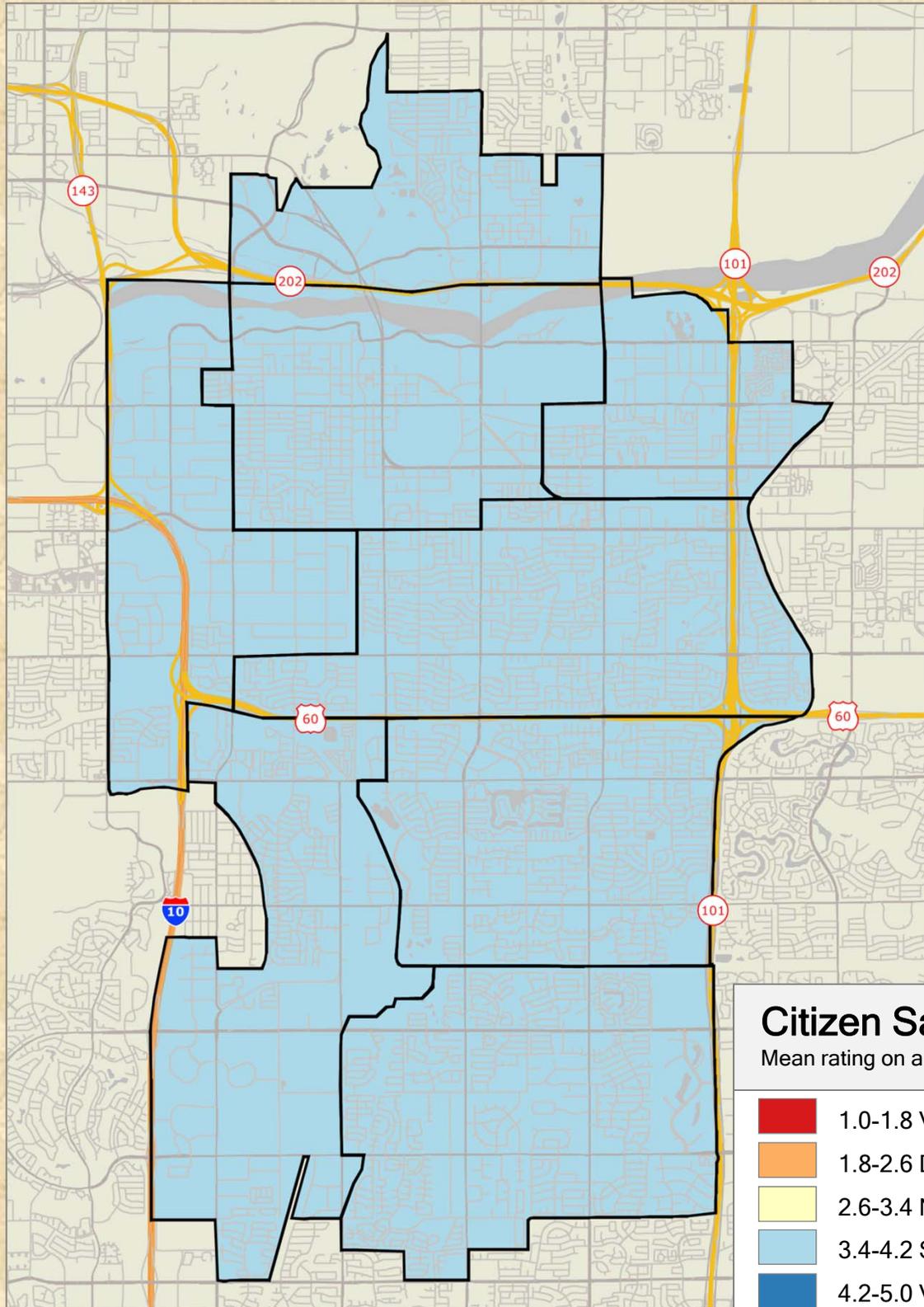
Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents
by Character Area

Q44 Satisfaction with quality of City outdoor athletic fields



Citizen Satisfaction
Mean rating on a 5-point scale

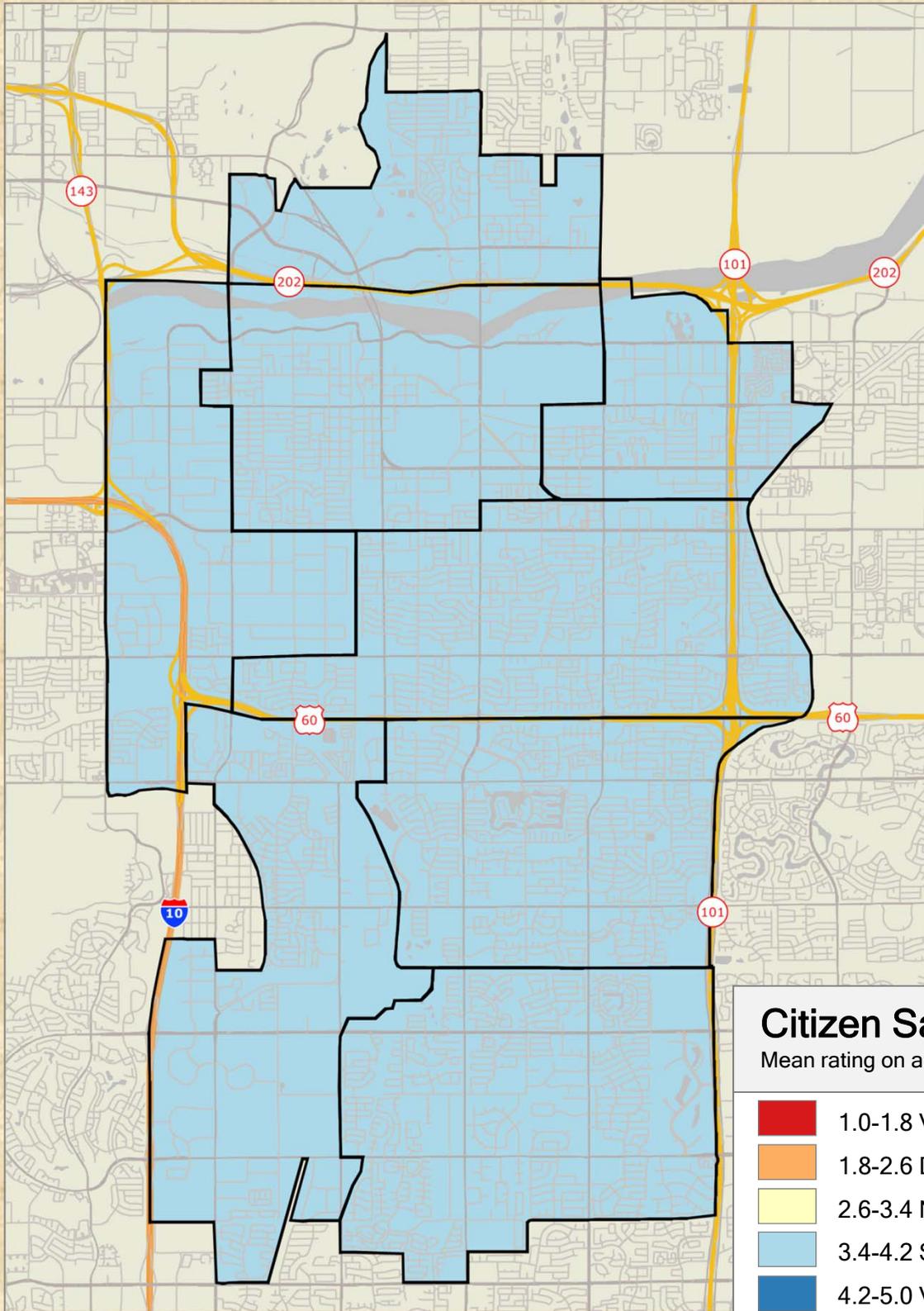
	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey

Shading reflects the mean rating for all respondents by Character Area

Q45 Satisfaction with quality of City golf courses

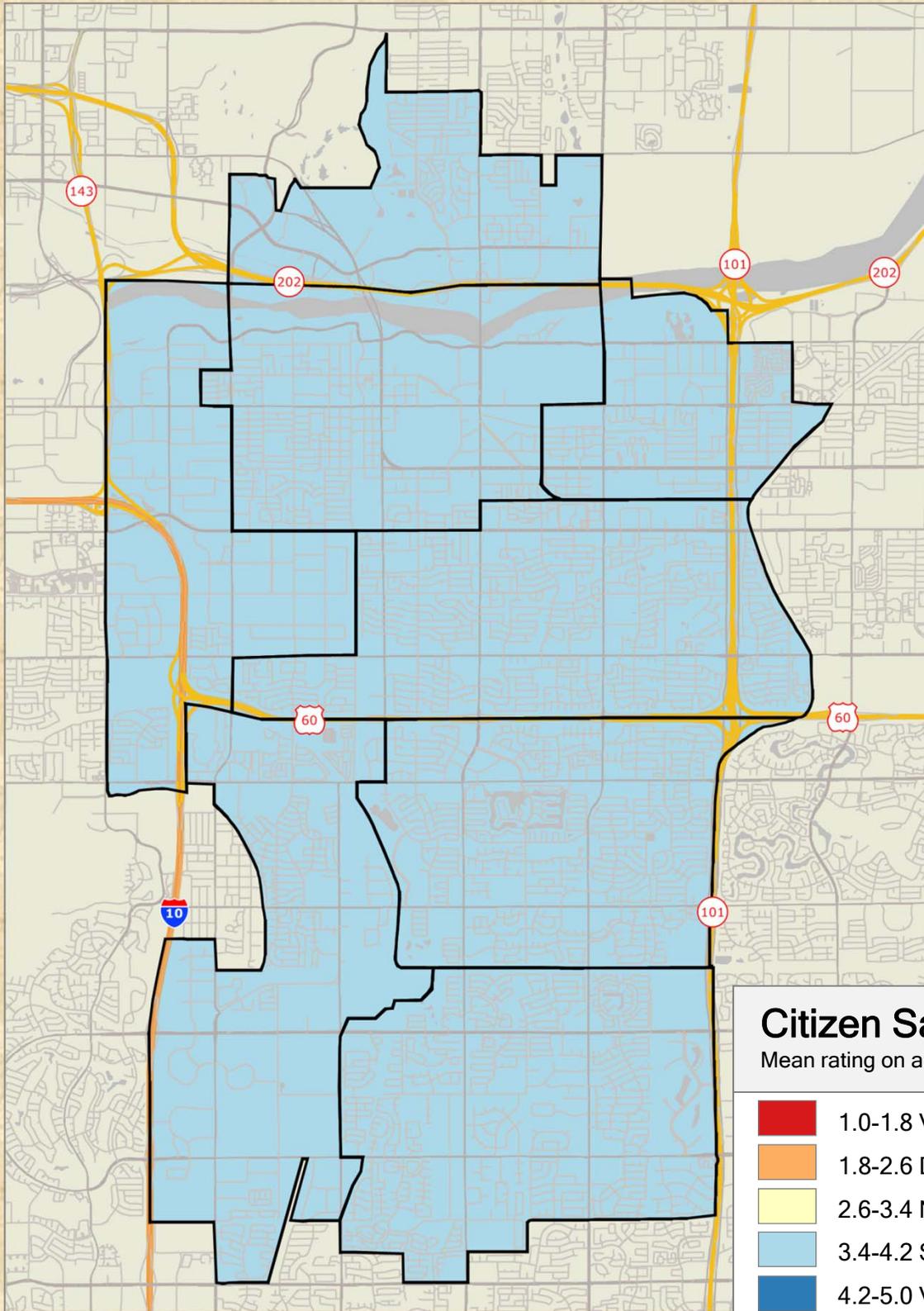


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents
by Character Area

Q46 Satisfaction with quality of City recreation programs & services

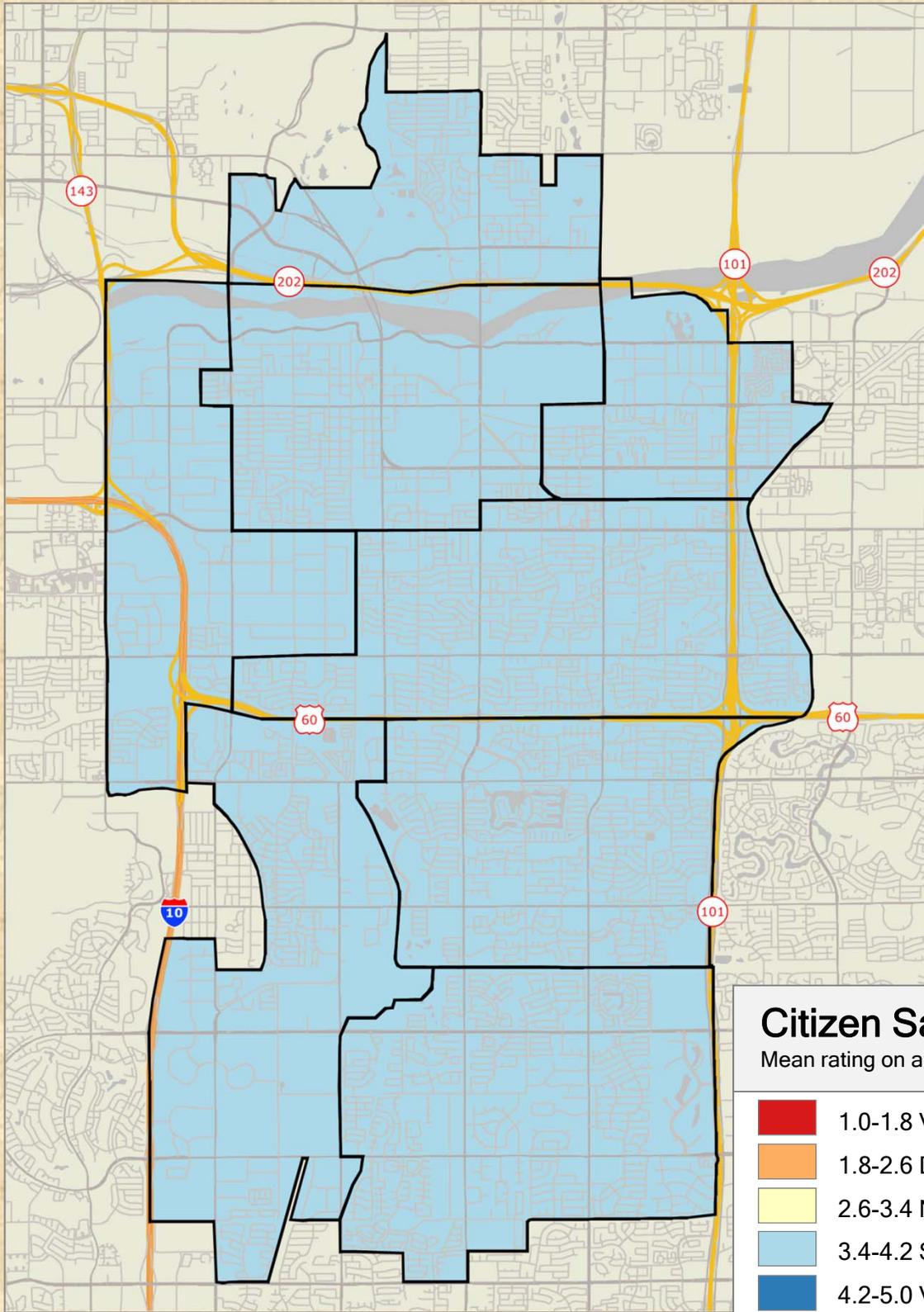


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q47 Satisfaction with quality of City library programs and services

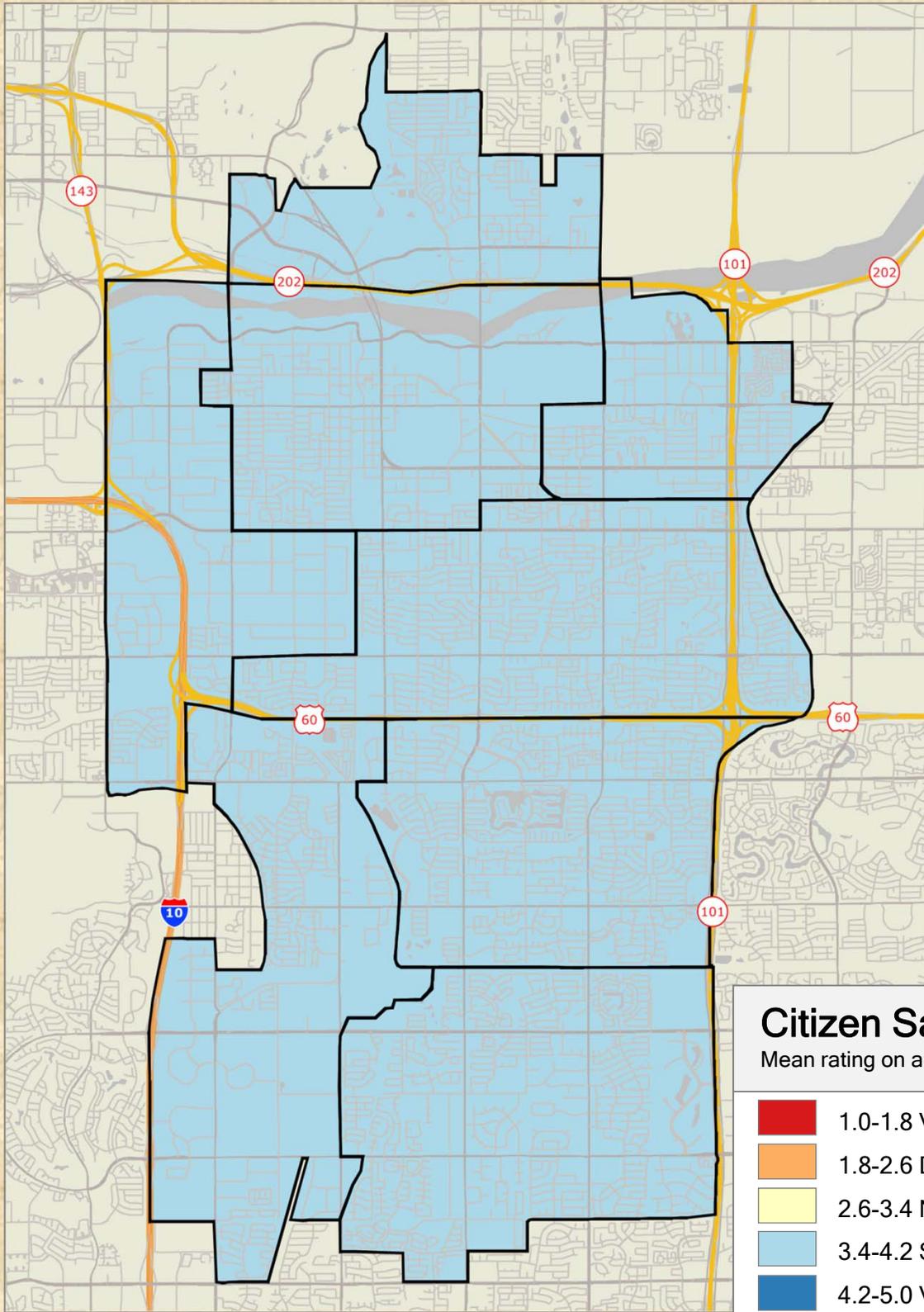


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q48 Satisfaction with quality of Tempe Center for the Arts programs



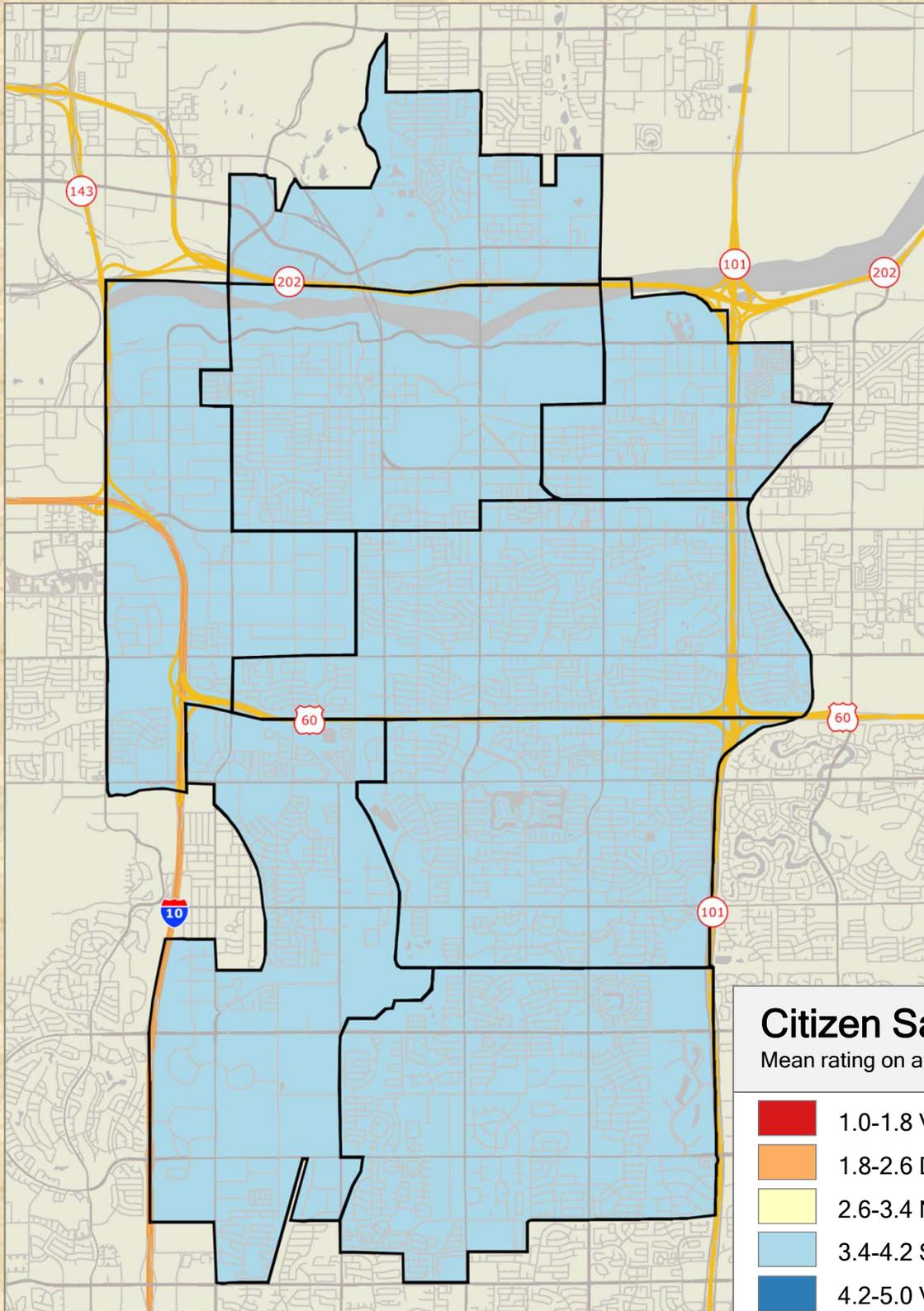
Citizen Satisfaction
Mean rating on a 5-point scale

Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Grid Pattern	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q49 Satisfaction with quality of Kid Zone programs

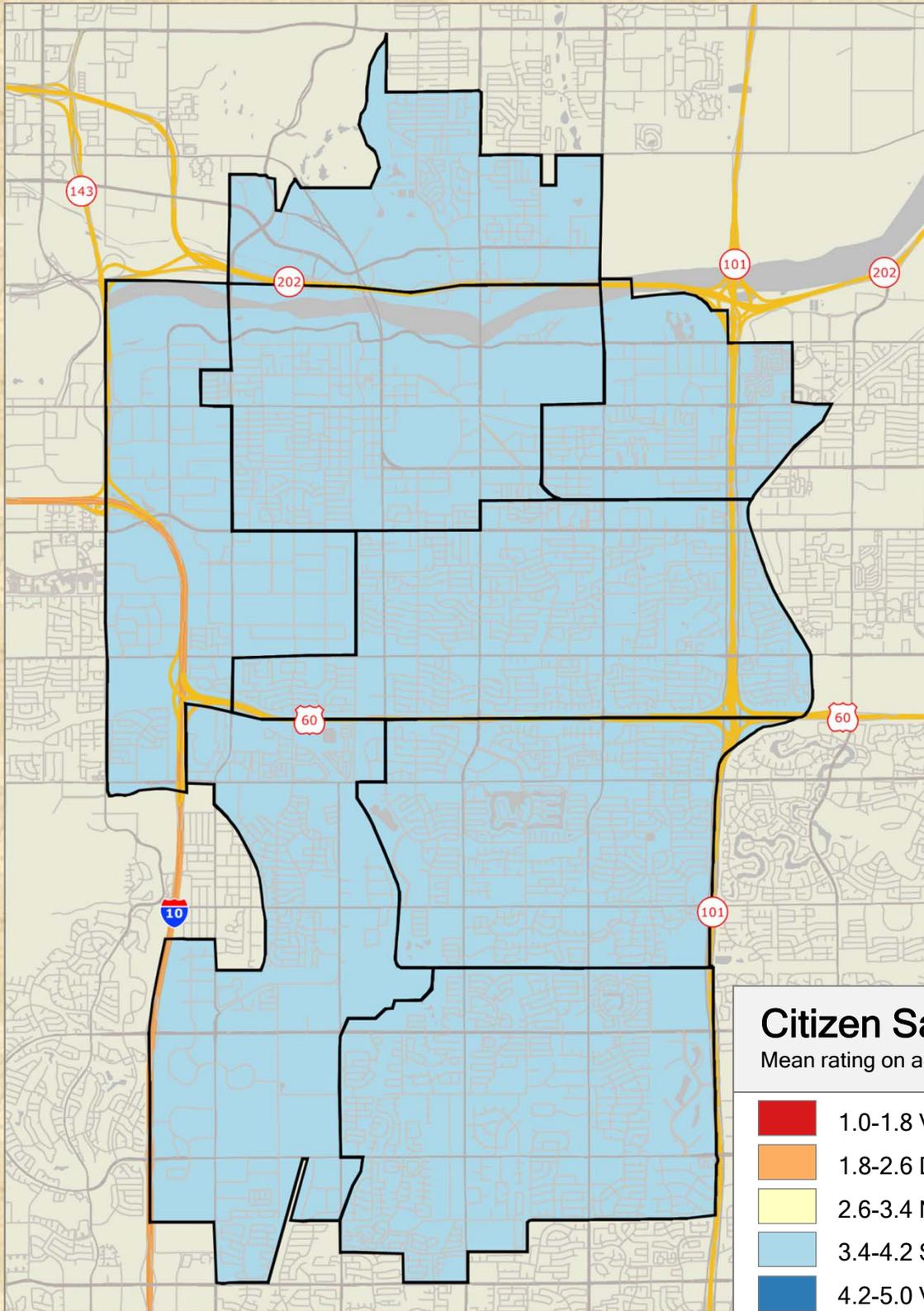


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents
by Character Area

Q50 Satisfaction with quality of City art and art education programs



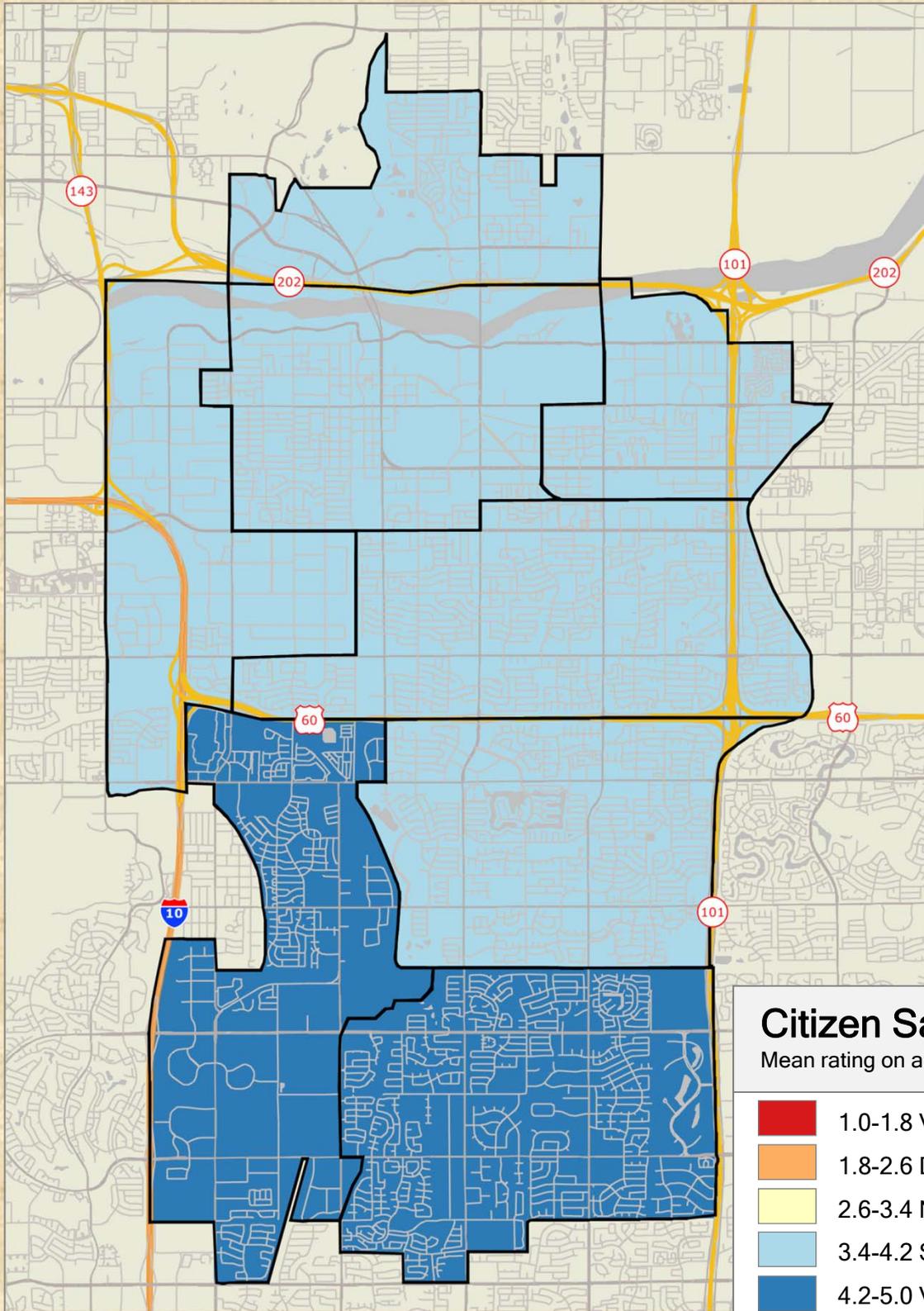
Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q51 Satisfaction with quality of Tempe Center for the Arts



Citizen Satisfaction
Mean rating on a 5-point scale

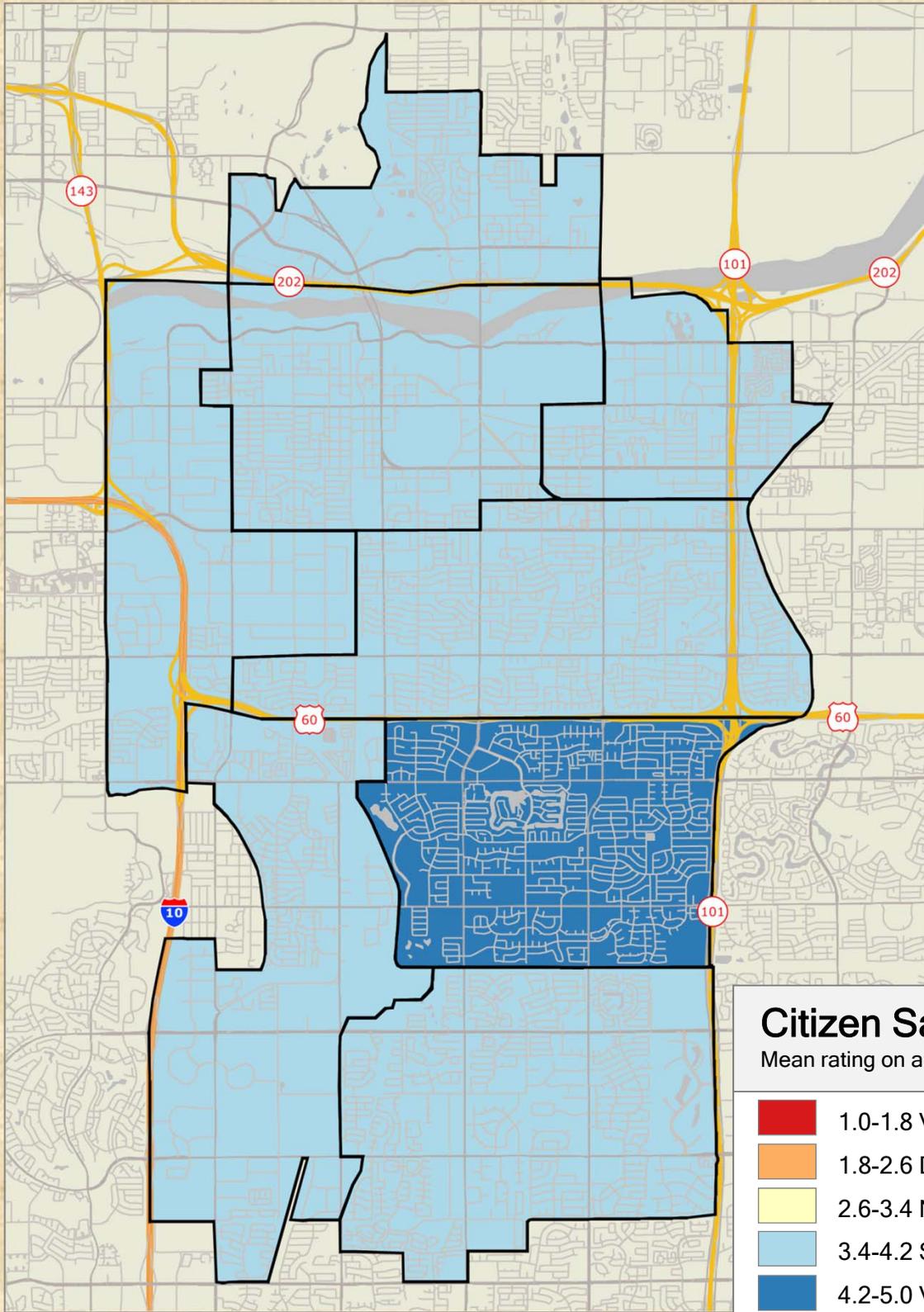
	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey

Shading reflects the mean rating for all respondents by Character Area

Q52 Satisfaction with quality of Tempe History Museum

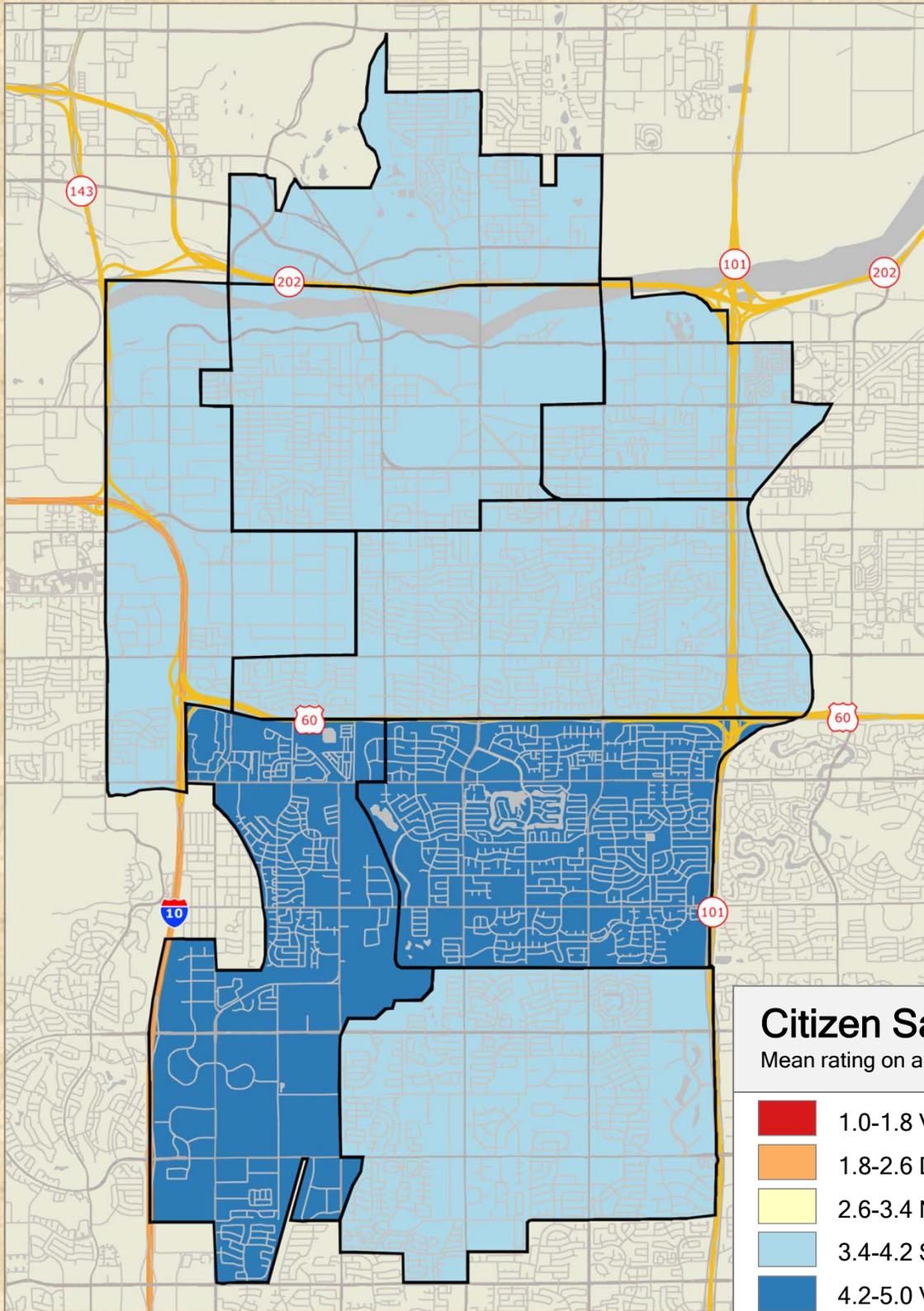


Citizen Satisfaction
Mean rating on a 5-point scale

Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Grid Pattern	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents
by Character Area

Q53 Satisfaction with quality of Tempe Public Library

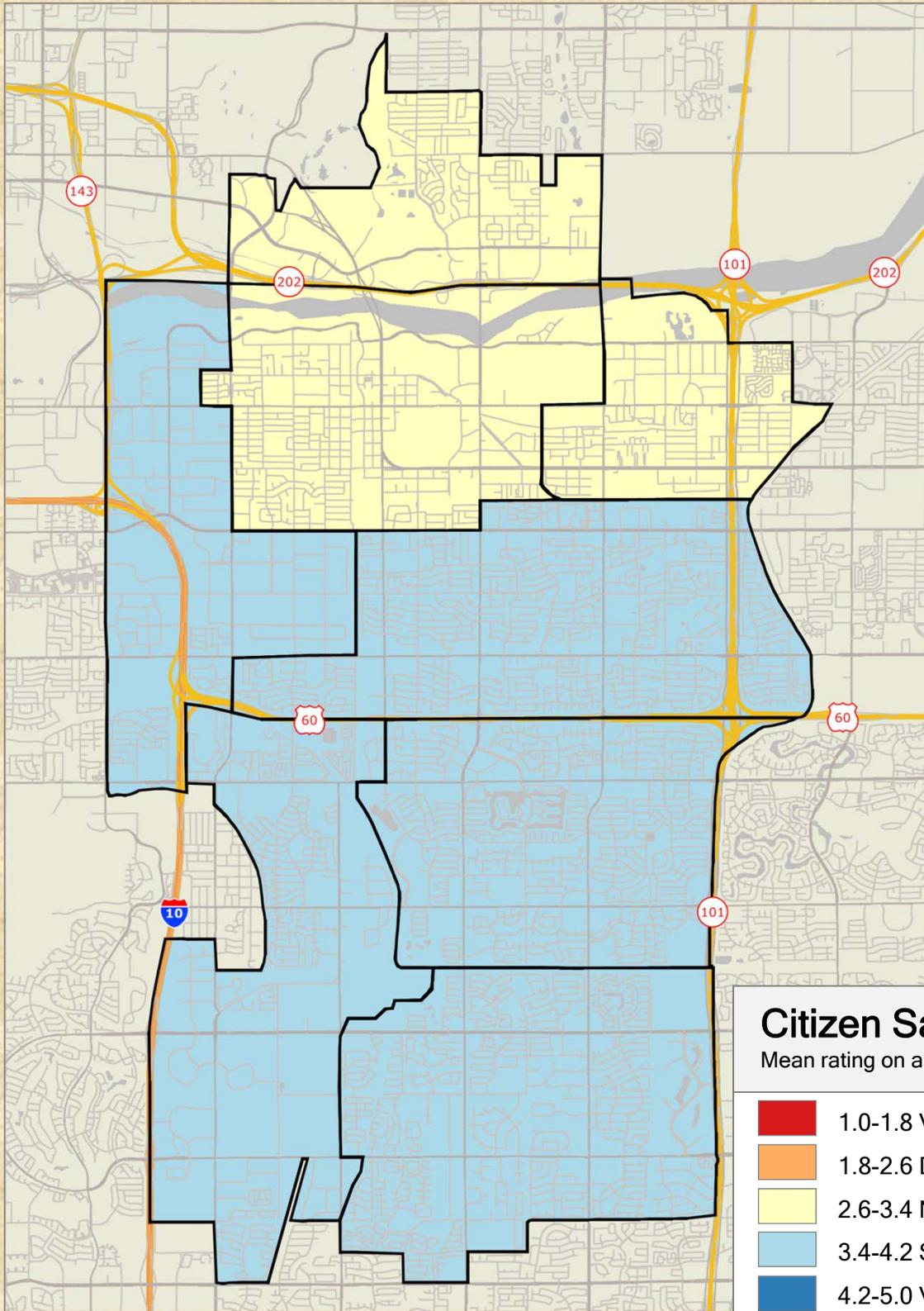


Citizen Satisfaction
Mean rating on a 5-point scale

Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Grid Pattern	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q54 Satisfaction with adequacy of street lighting

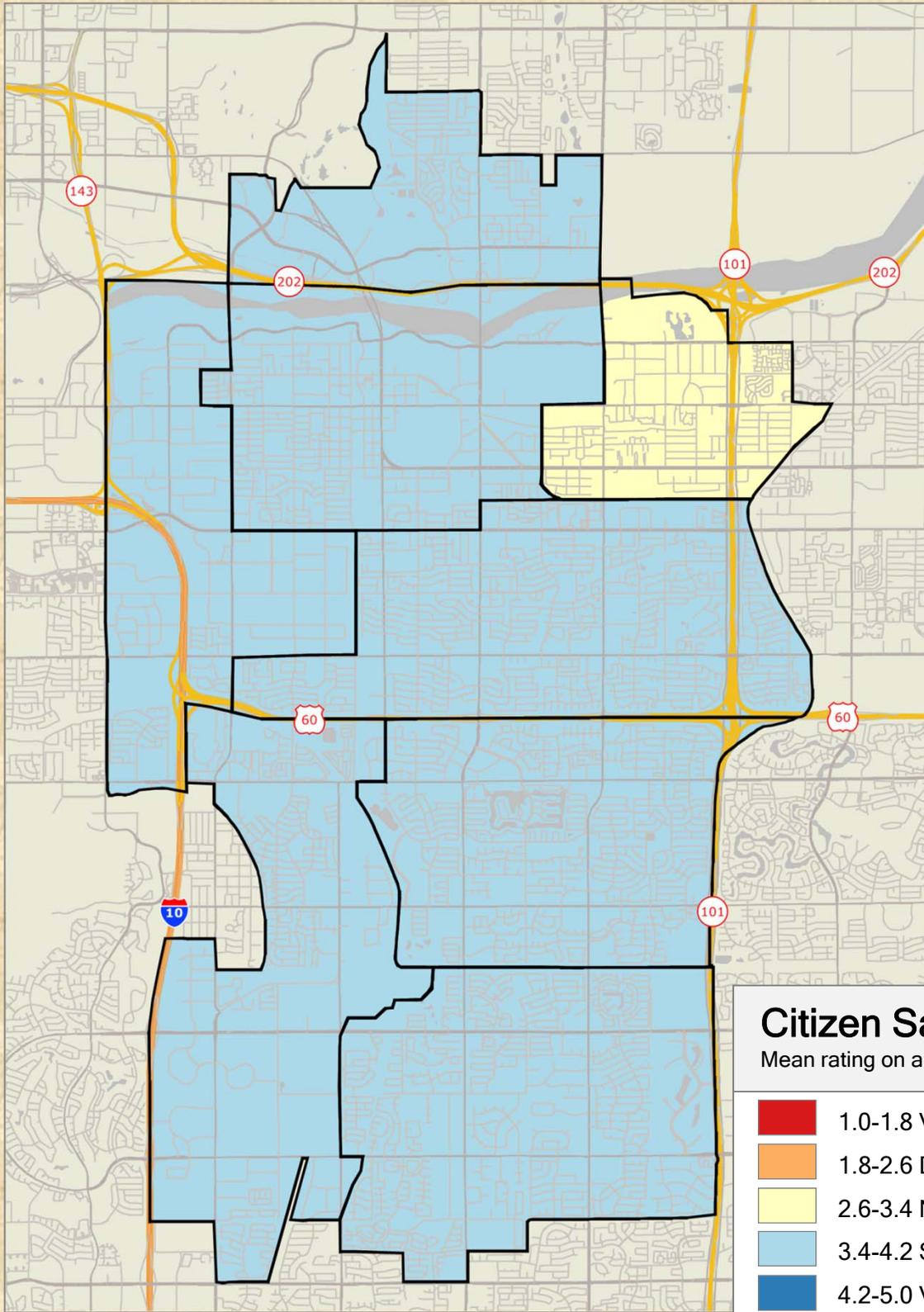


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents
by Character Area

Q55 Satisfaction with cleanliness of City Streets

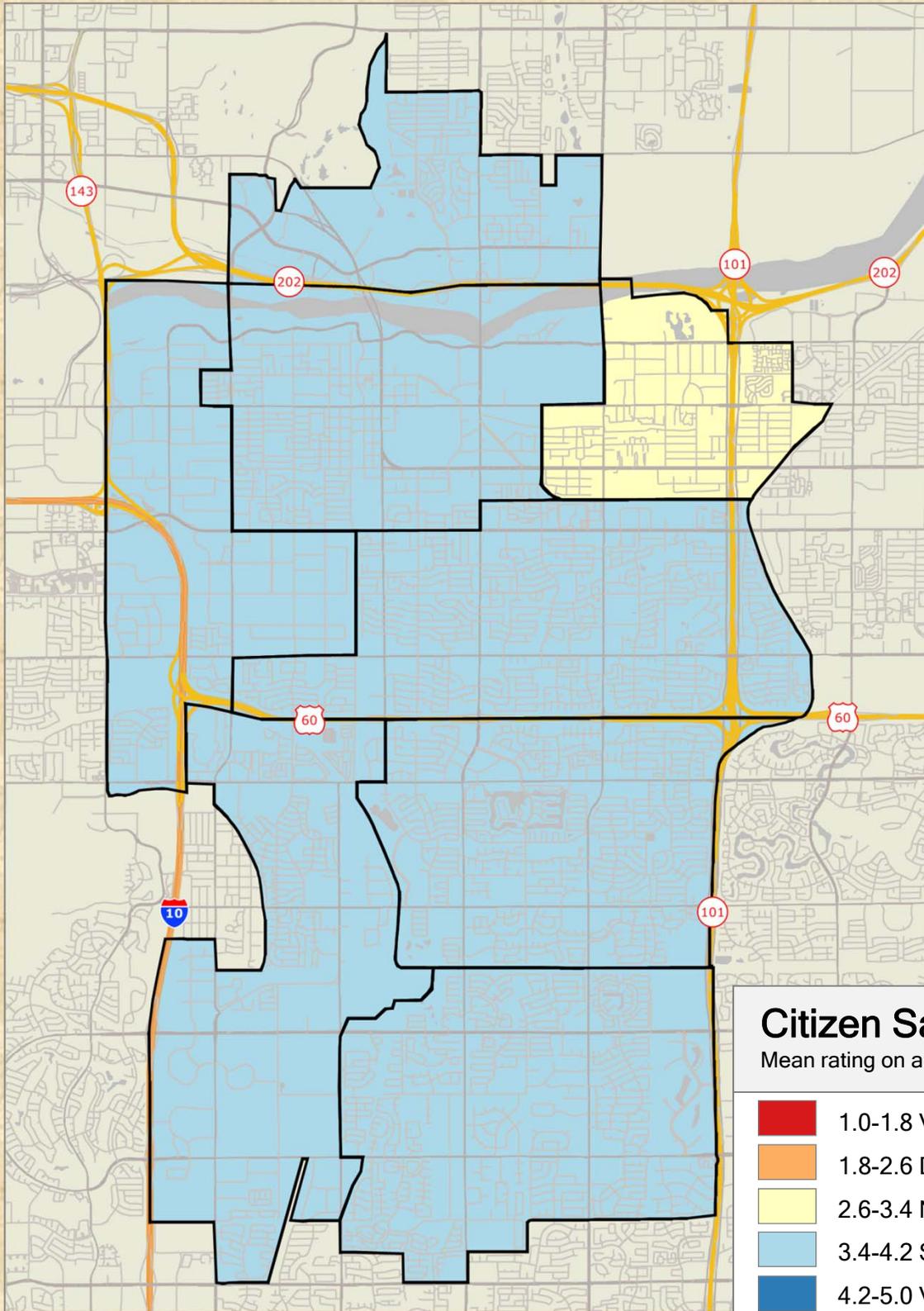


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents
by Character Area

Q56 Satisfaction with quality of landscape maintenance along streets/sidewalks



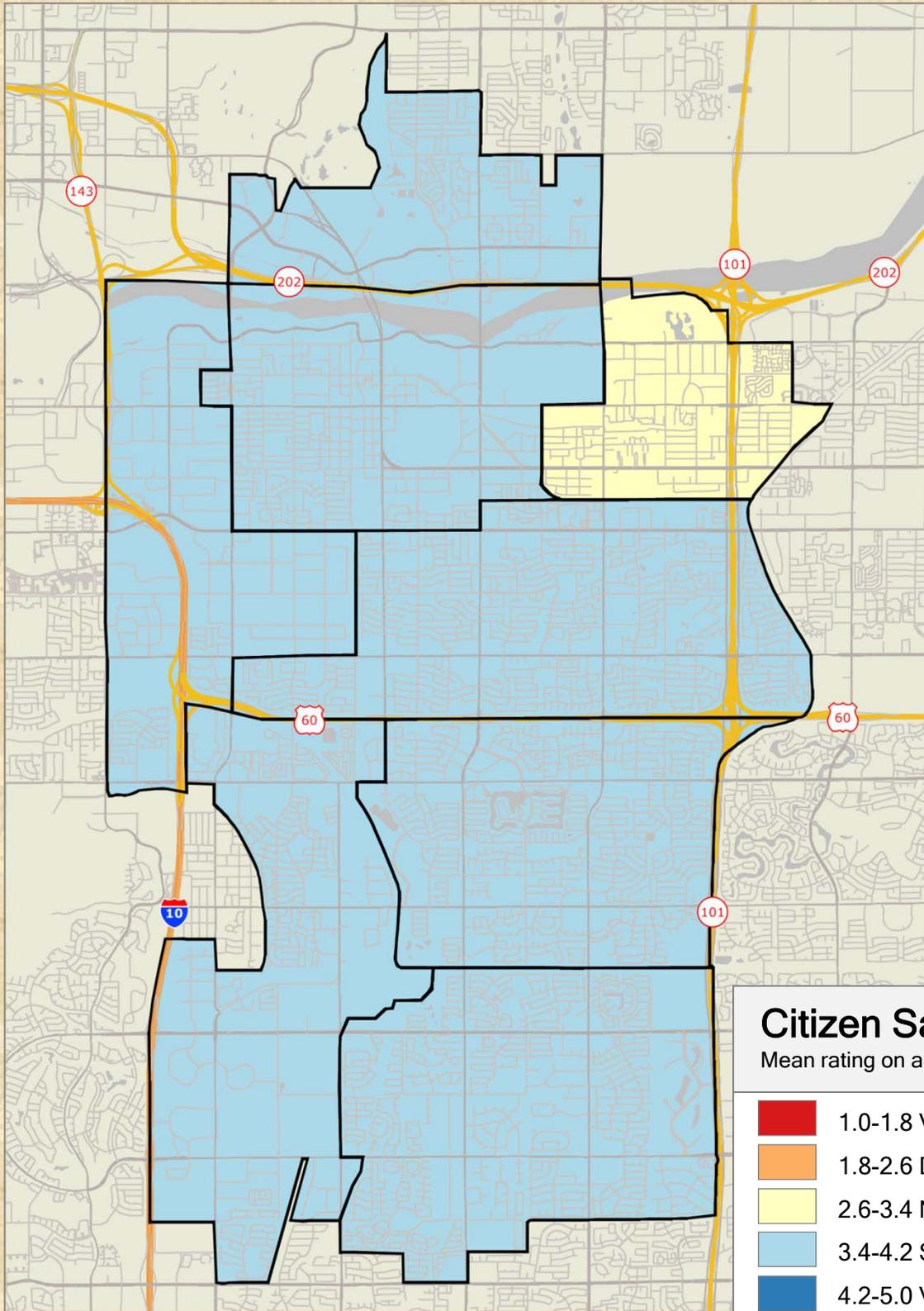
Citizen Satisfaction
Mean rating on a 5-point scale

Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Grid Pattern	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q57 Satisfaction with overall condition of neighborhoods

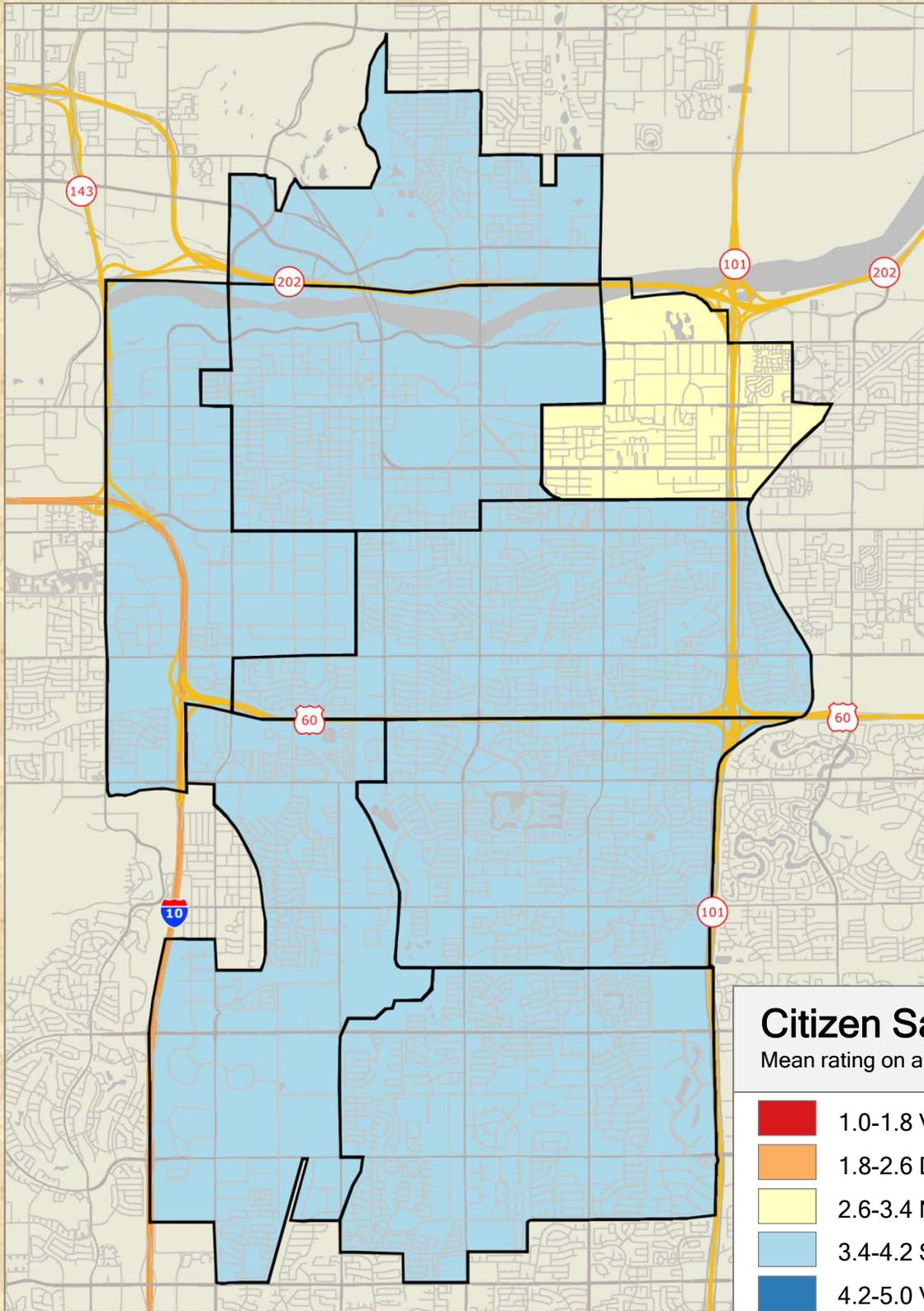


Citizen Satisfaction
Mean rating on a 5-point scale

Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Grid Pattern	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q58 Satisfaction with appearance of residential property in the City

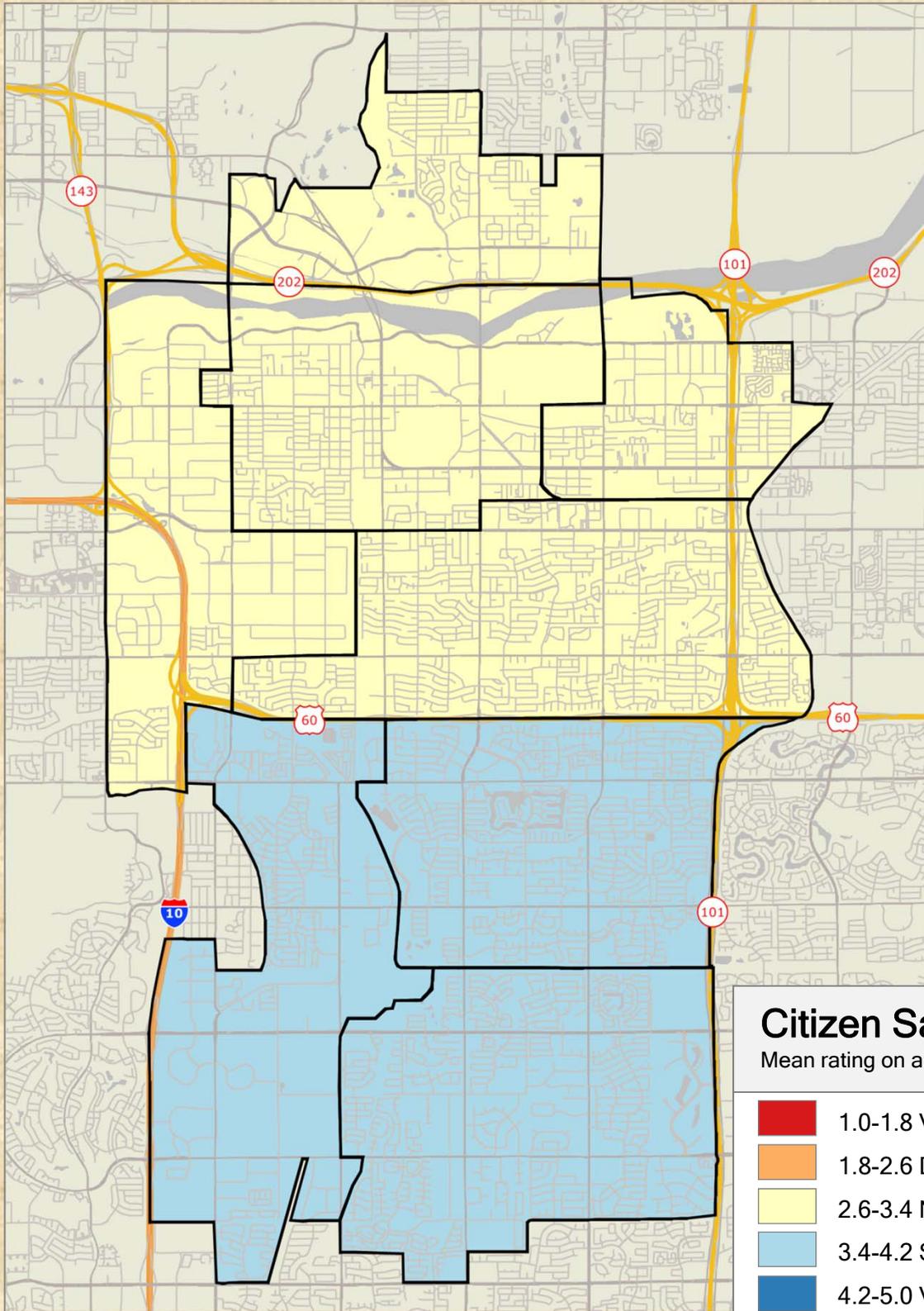


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q59 Satisfaction with maintenance of private property

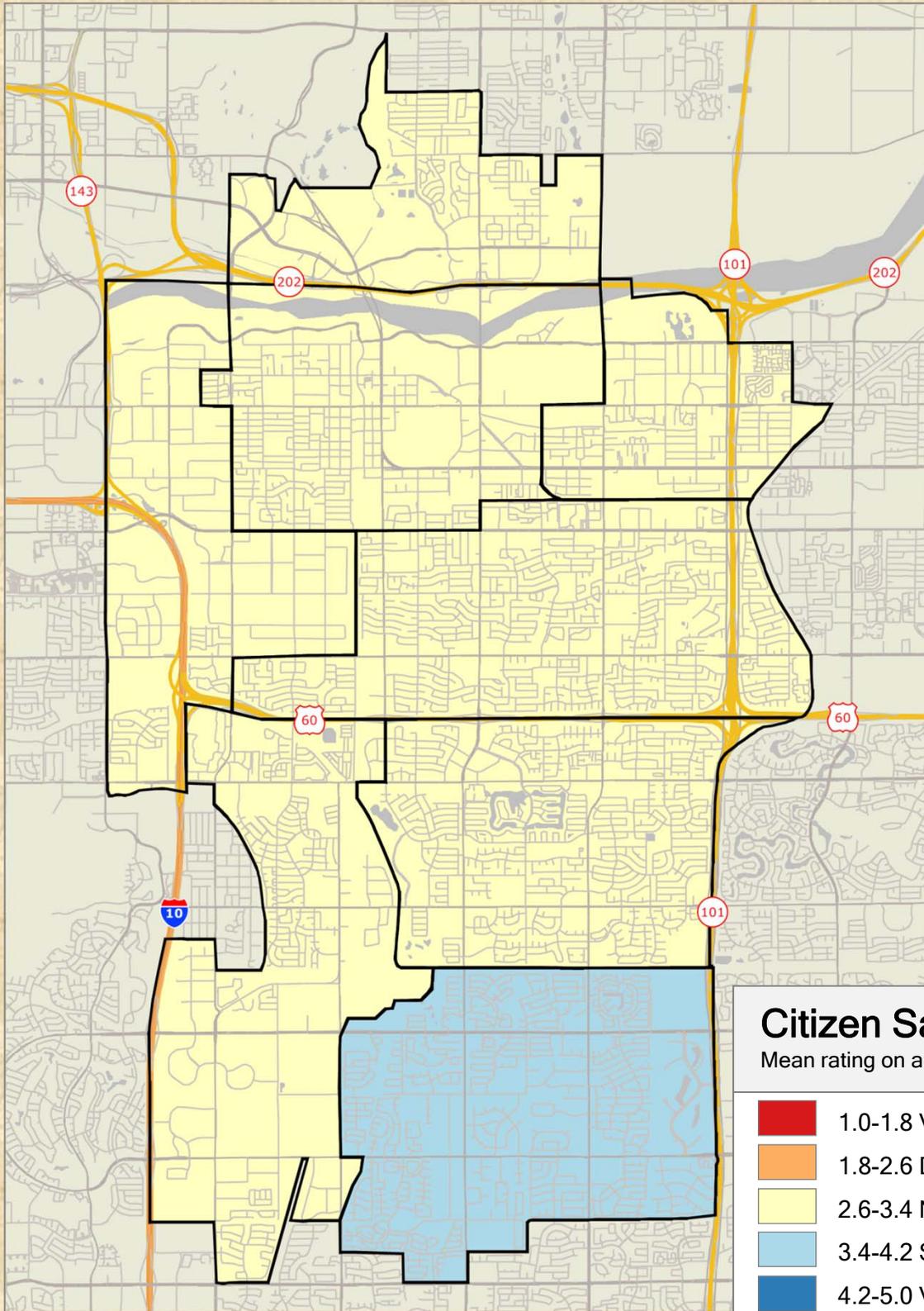


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q60 Satisfaction with condition of alley near home (if applicable)



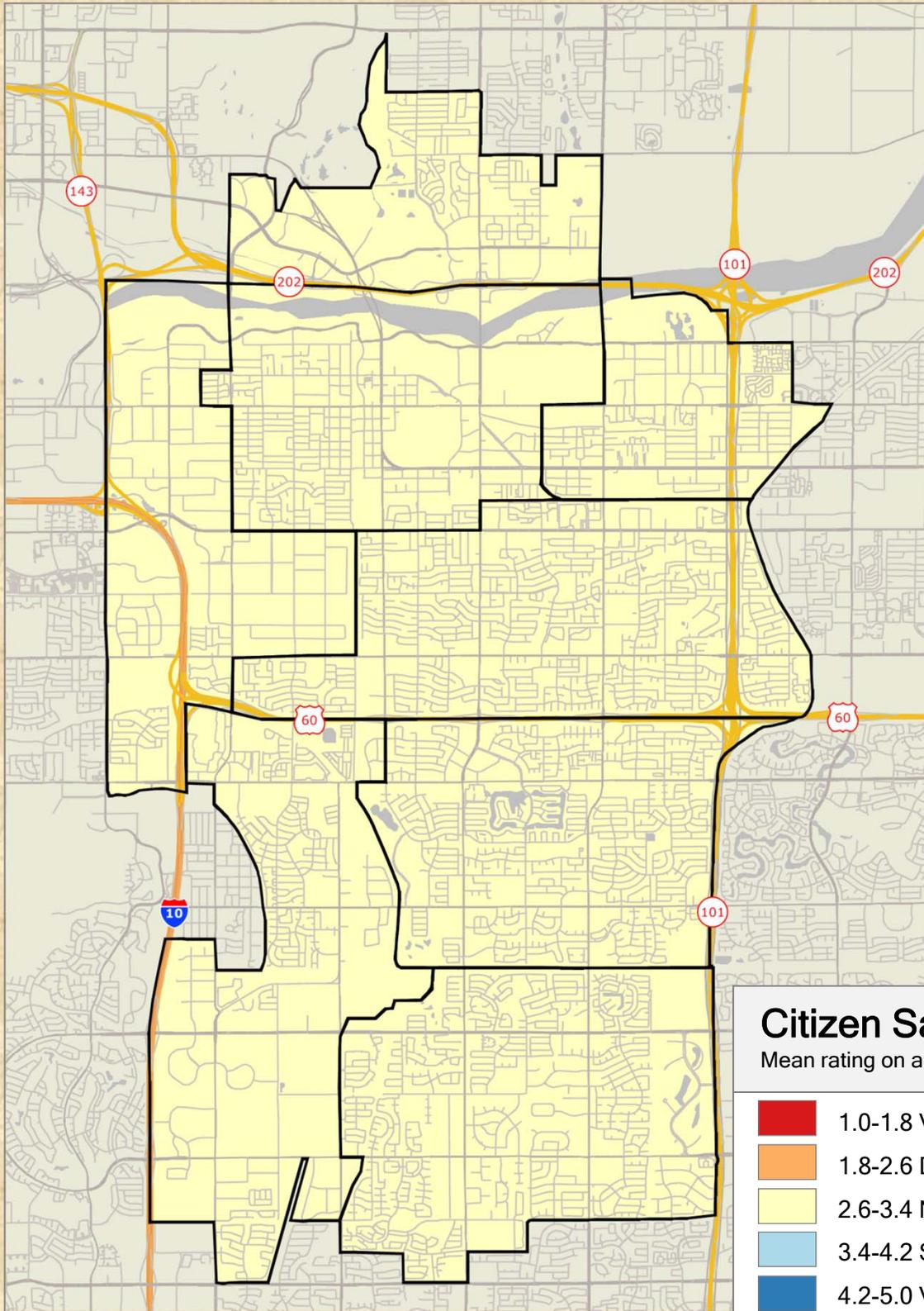
Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents
by Character Area

Q61 Satisfaction with City enforcement of alley maintenance codes

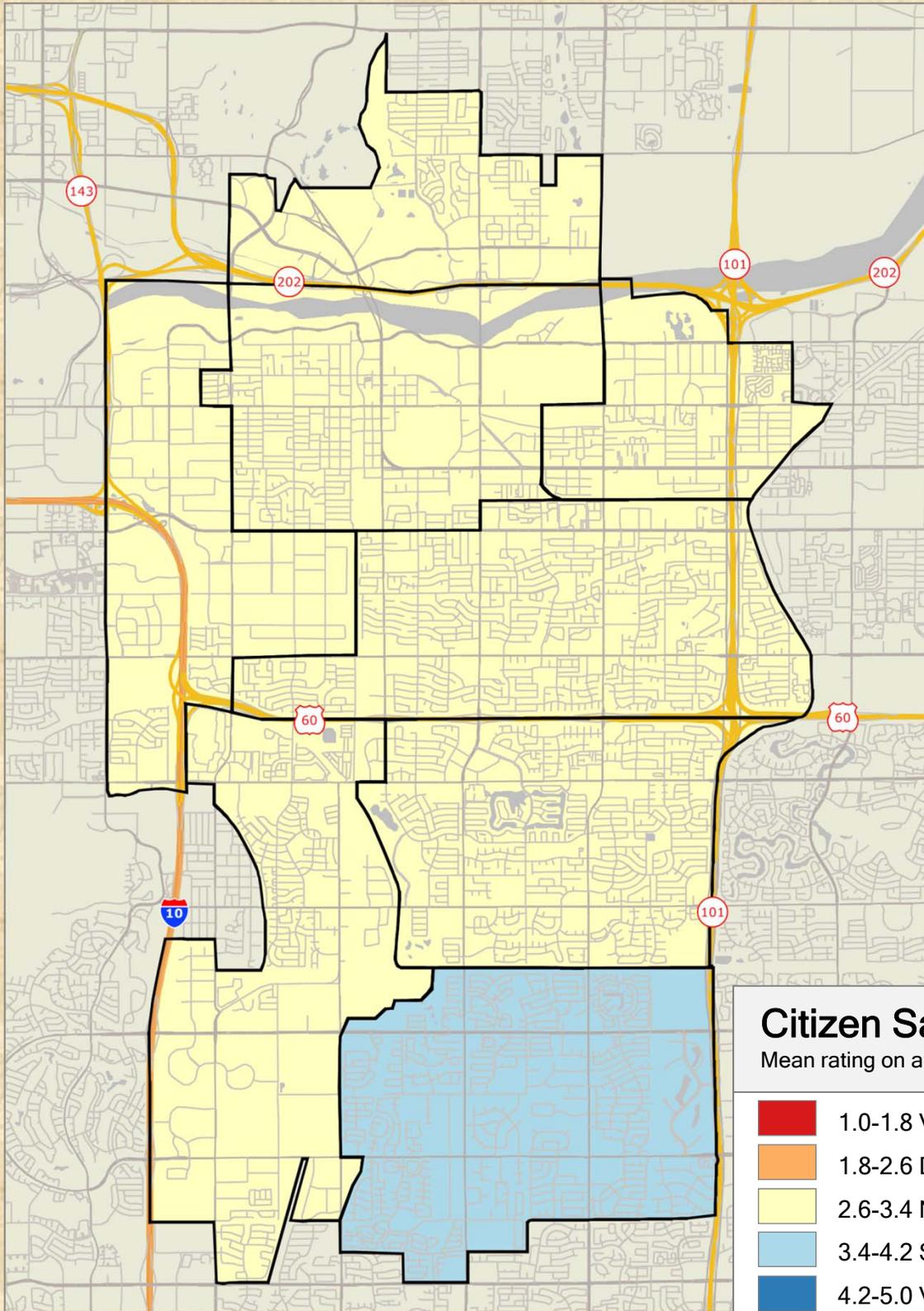


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q62 Satisfaction with City enforcement of property maintenance codes and appearance of residential properties



Citizen Satisfaction
Mean rating on a 5-point scale

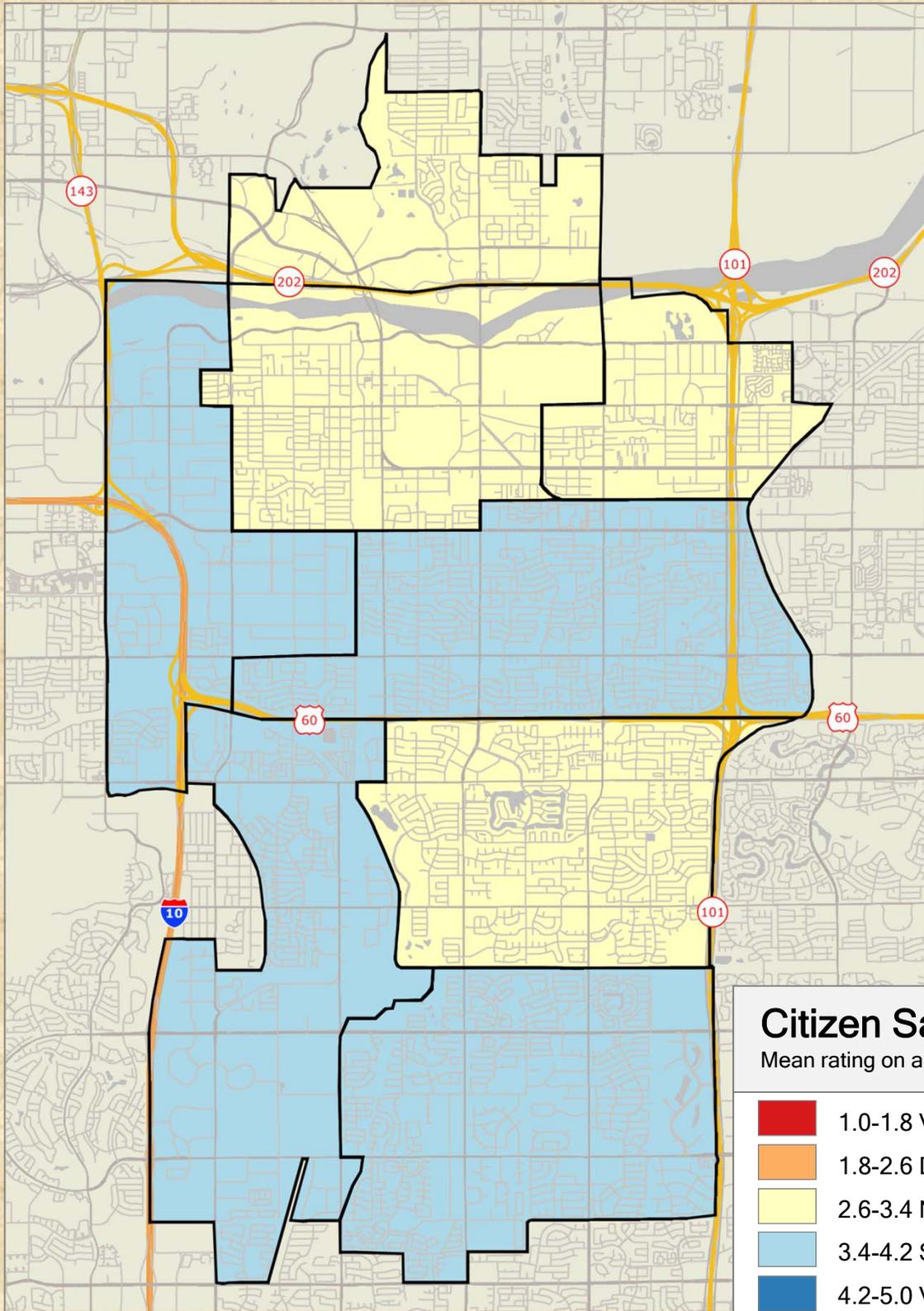
	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey

Shading reflects the mean rating for all respondents by Character Area

Q63 Satisfaction with City enforcement of property maintenance codes and appearance of commercial properties



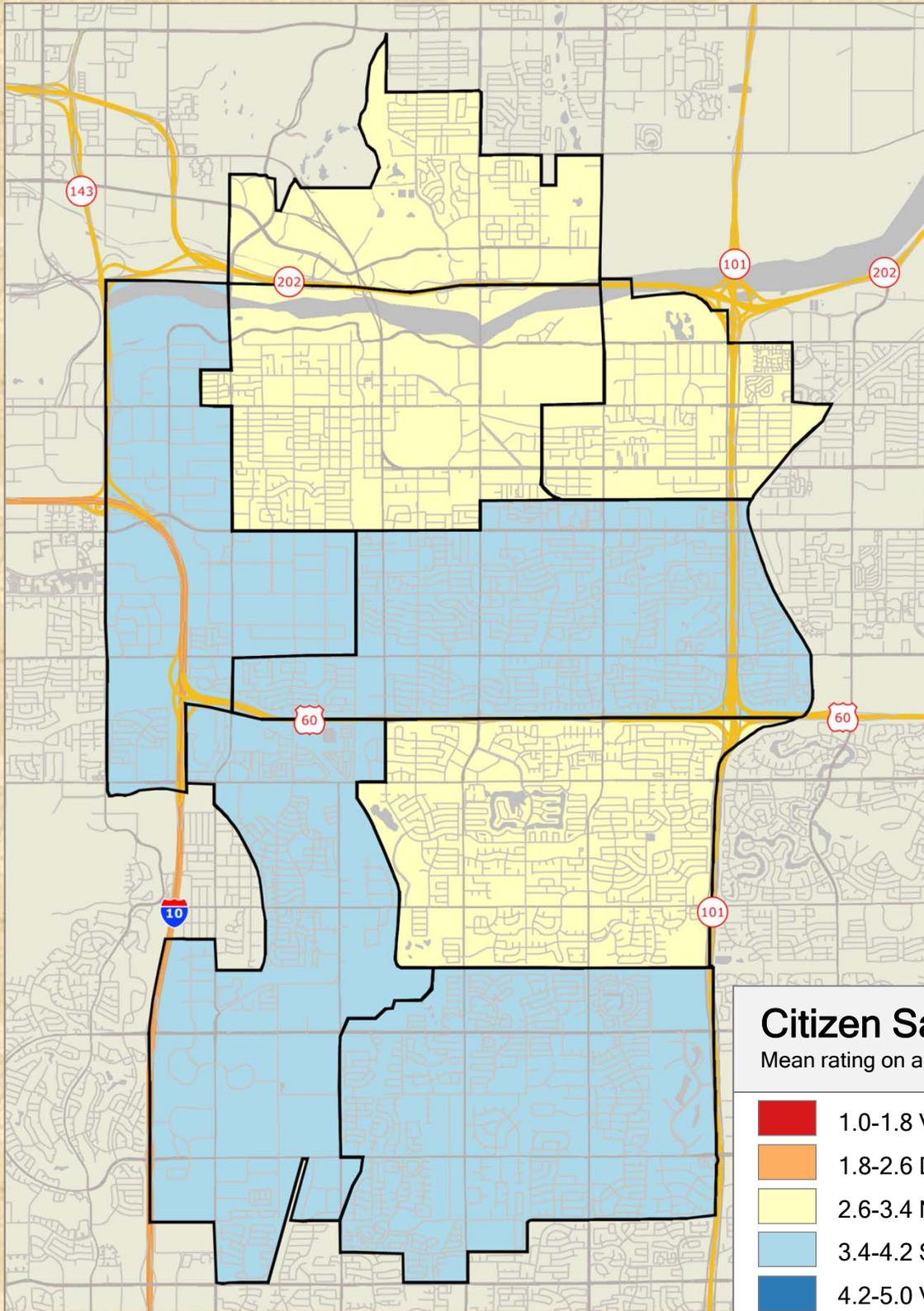
Citizen Satisfaction
Mean rating on a 5-point scale

■	1.0-1.8 Very Dissatisfied
■	1.8-2.6 Dissatisfied
■	2.6-3.4 Neutral
■	3.4-4.2 Satisfied
■	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q64 Satisfaction with overall enforcement of City property maintenance codes

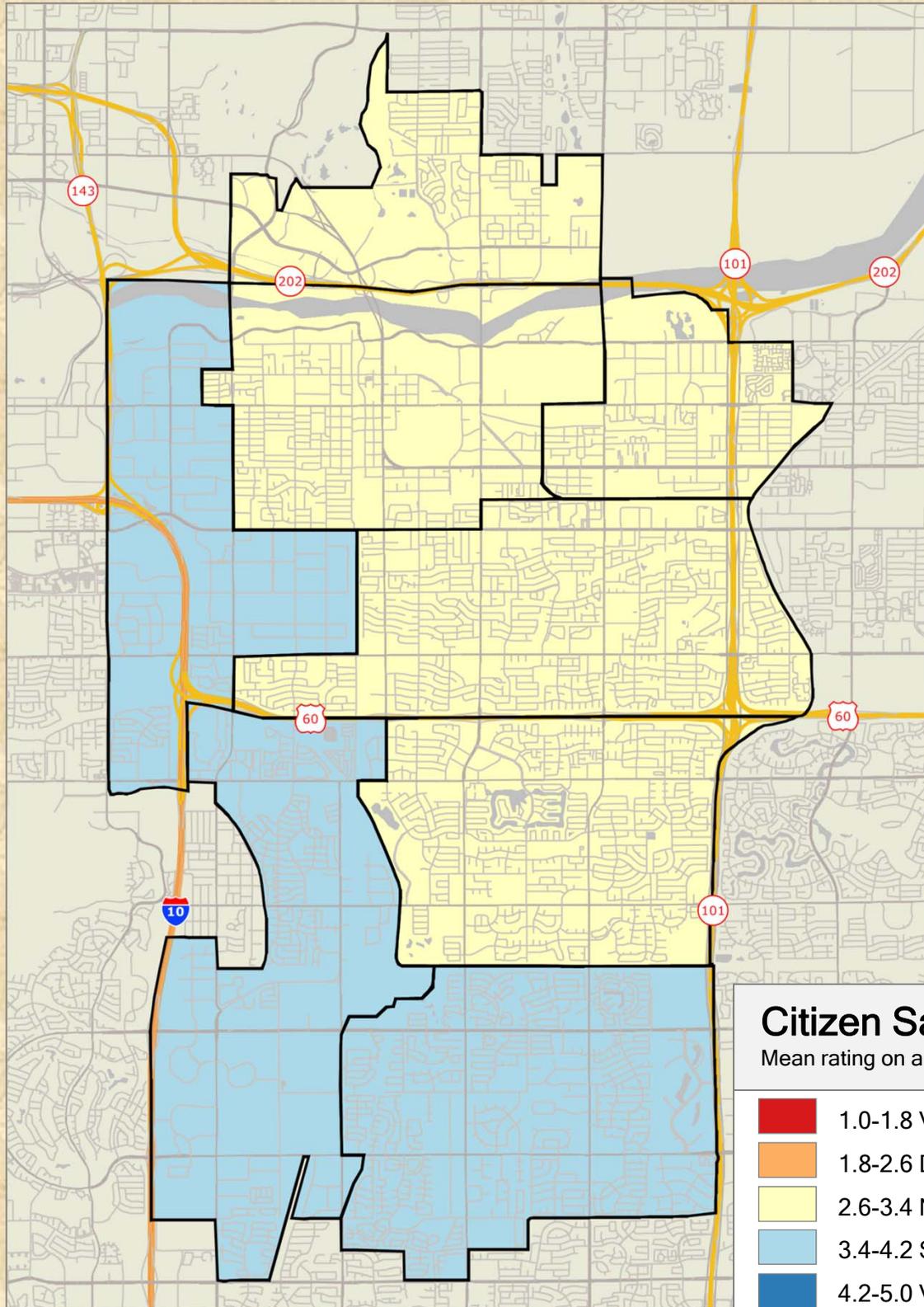


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q65 Satisfaction with City efforts to enforce the clean-up of junk, debris, and trash on residential private property



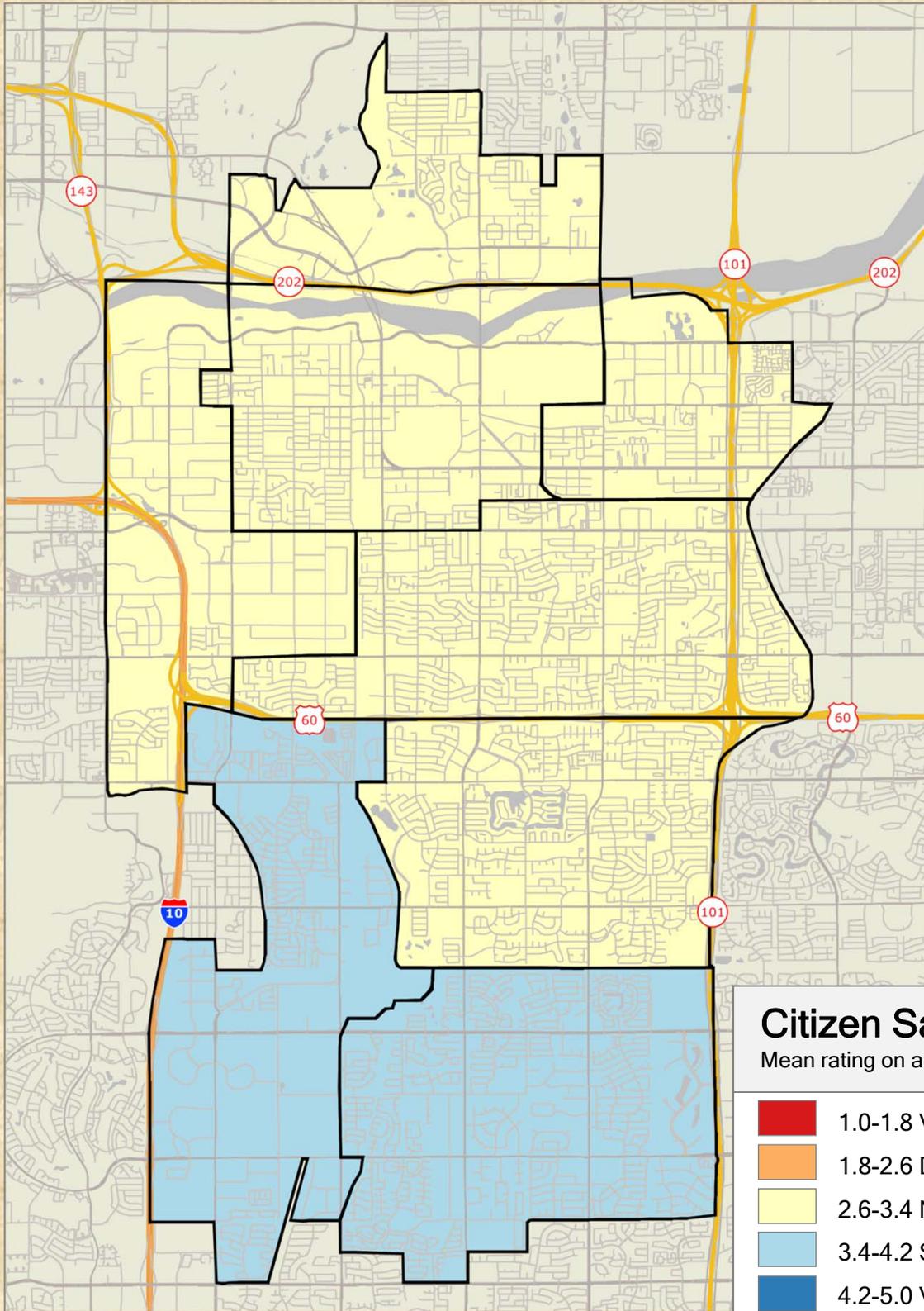
Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey

Shading reflects the mean rating for all respondents by Character Area

Q66 Satisfaction with City efforts to enforce the mowing and cutting of weeds/grass on residential private property

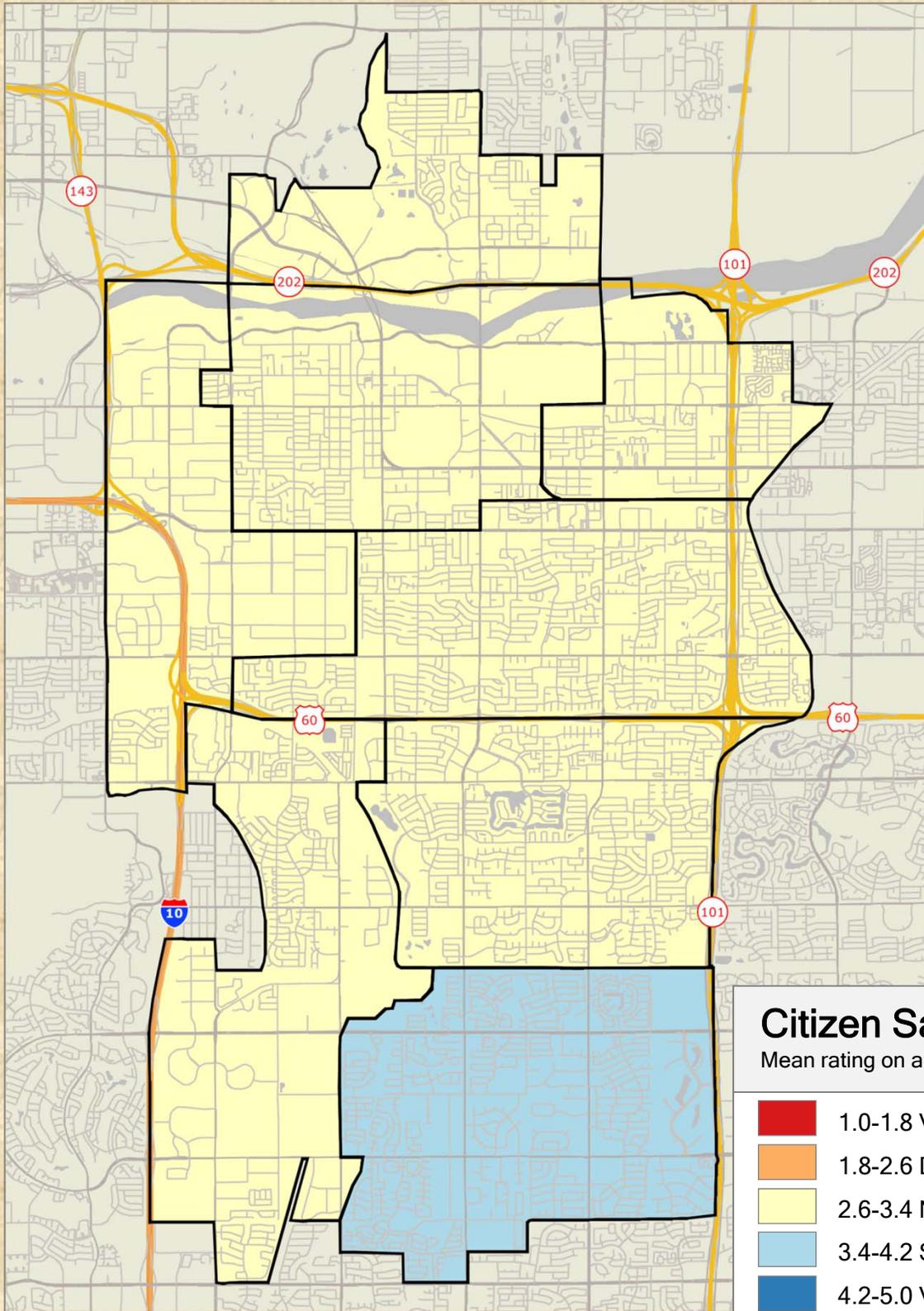


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q67 Satisfaction with City efforts to enforce deteriorated landscape maintenance on residential private property

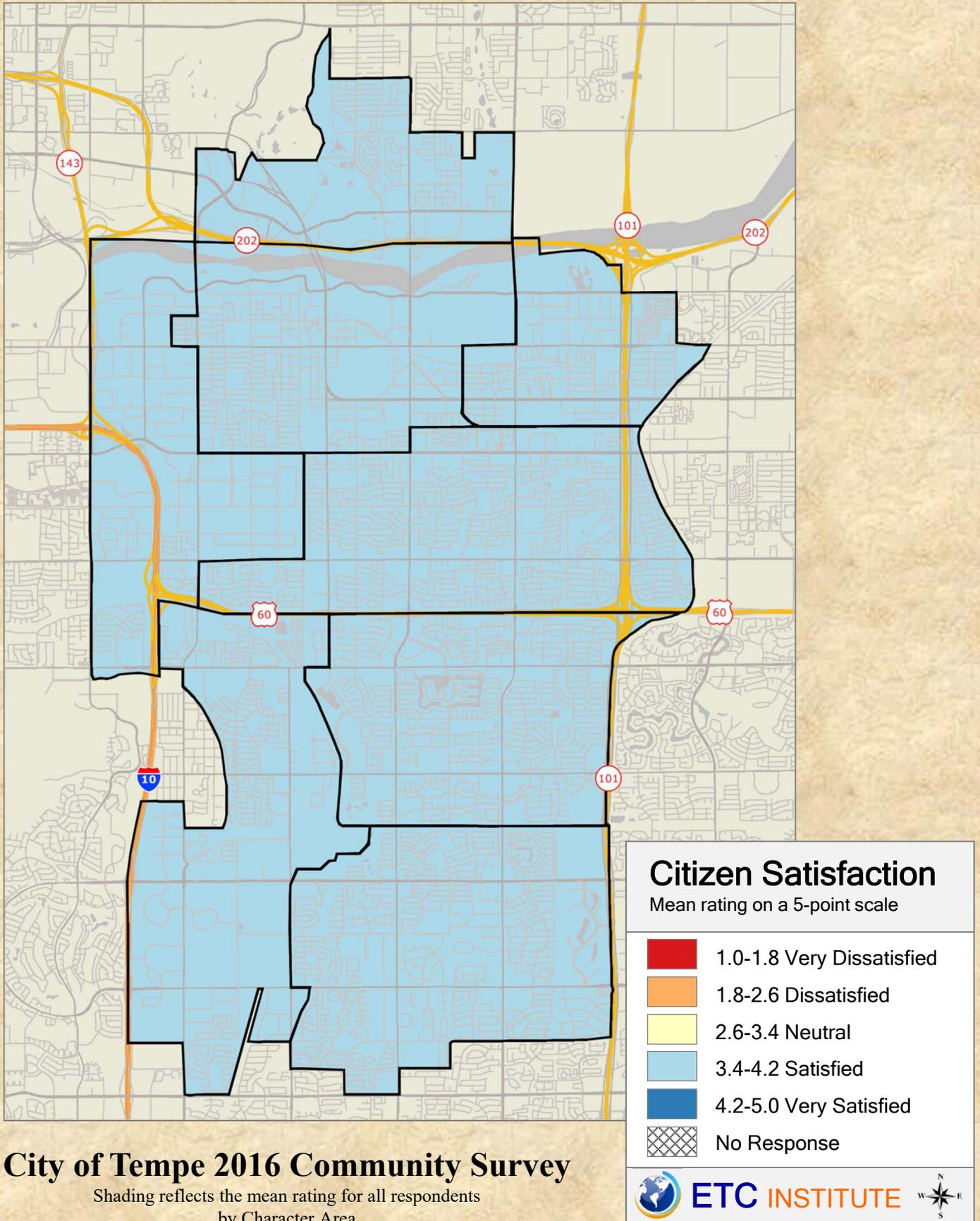


Citizen Satisfaction
Mean rating on a 5-point scale

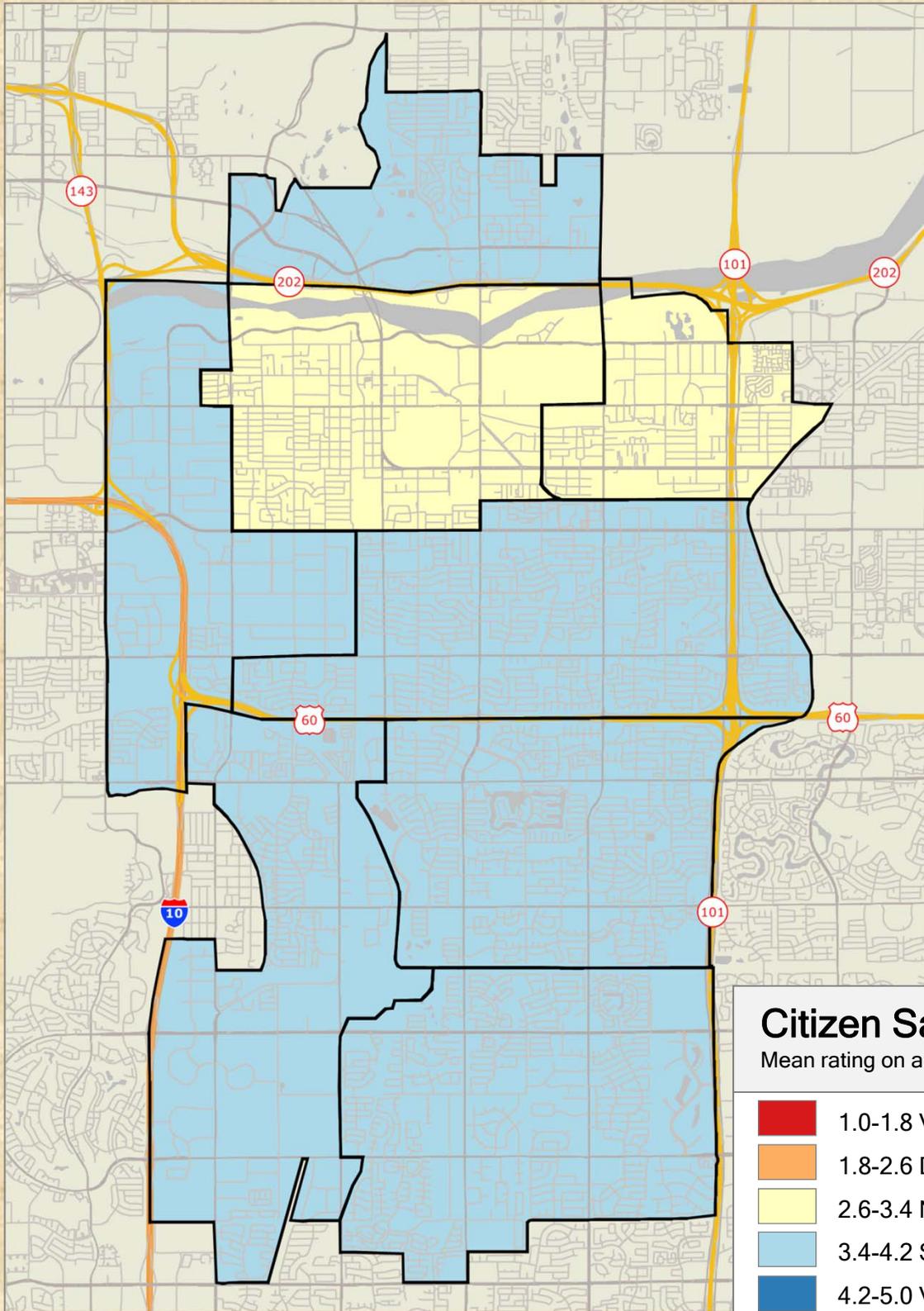
	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q68 Satisfaction with the value and benefits received by the City from special events



Q69 Satisfaction with quality of Social Services/ Human Services

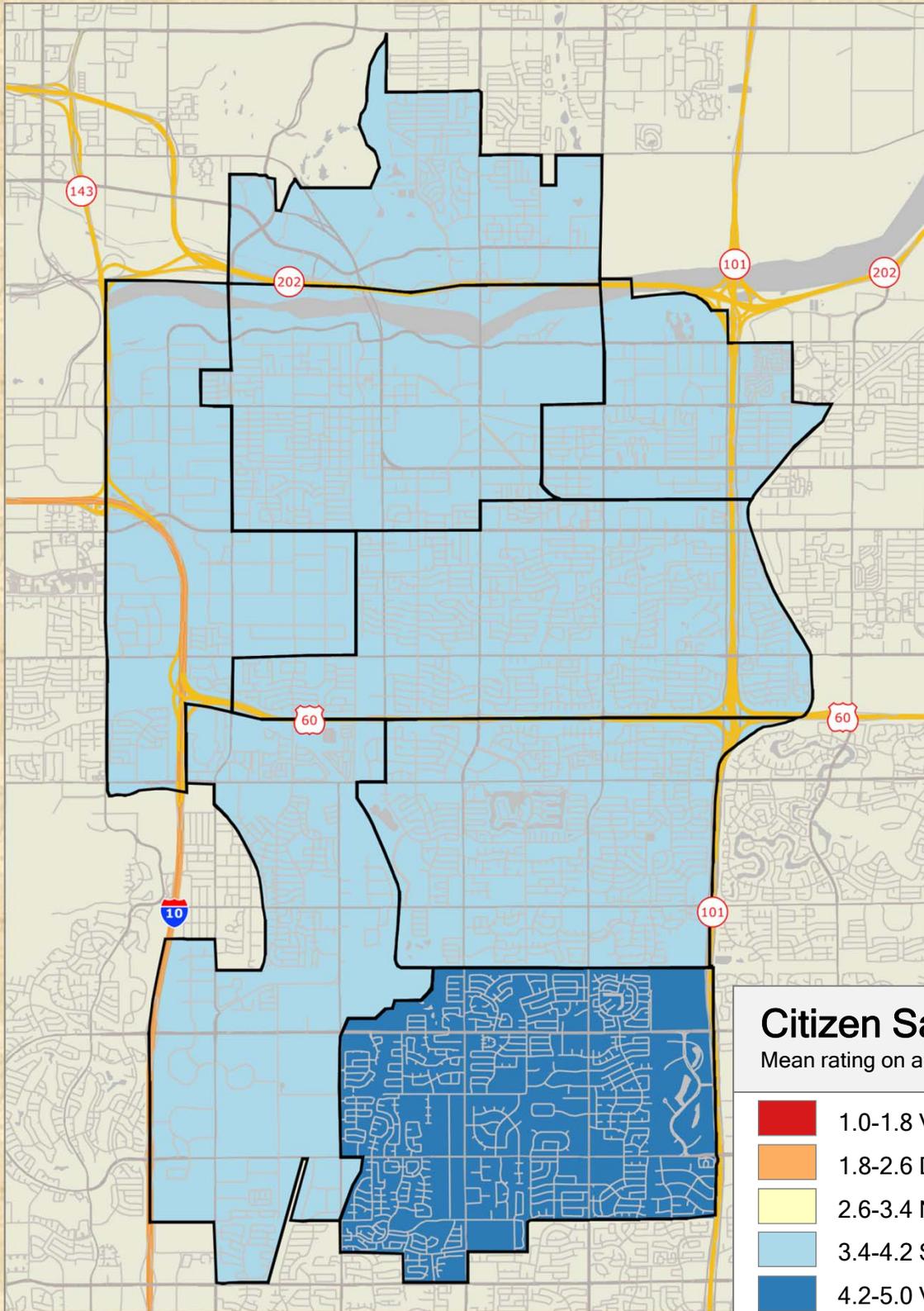


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents
by Character Area

Q70 Satisfaction with residential trash collection services



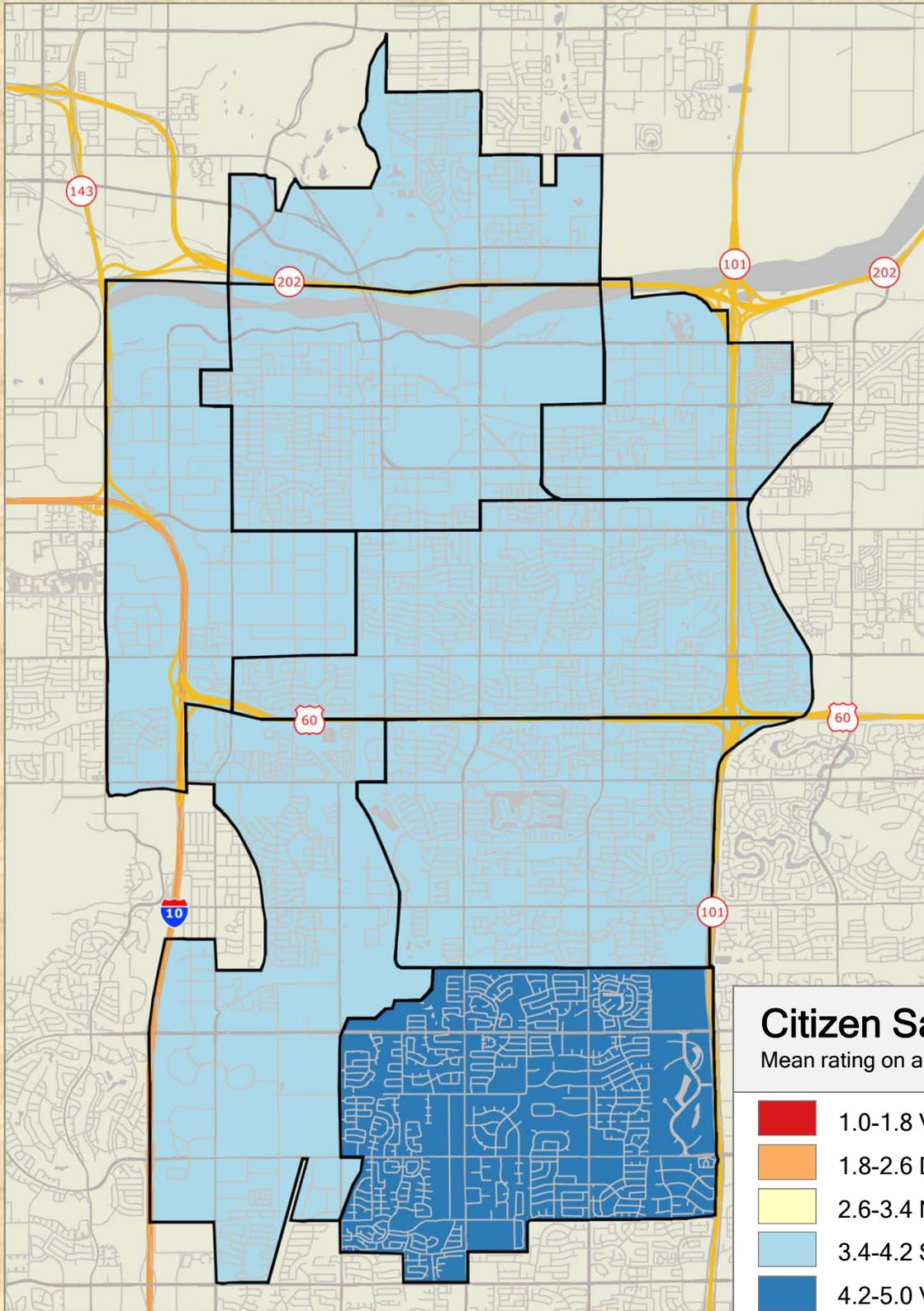
Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q71 Satisfaction with residential recycling services



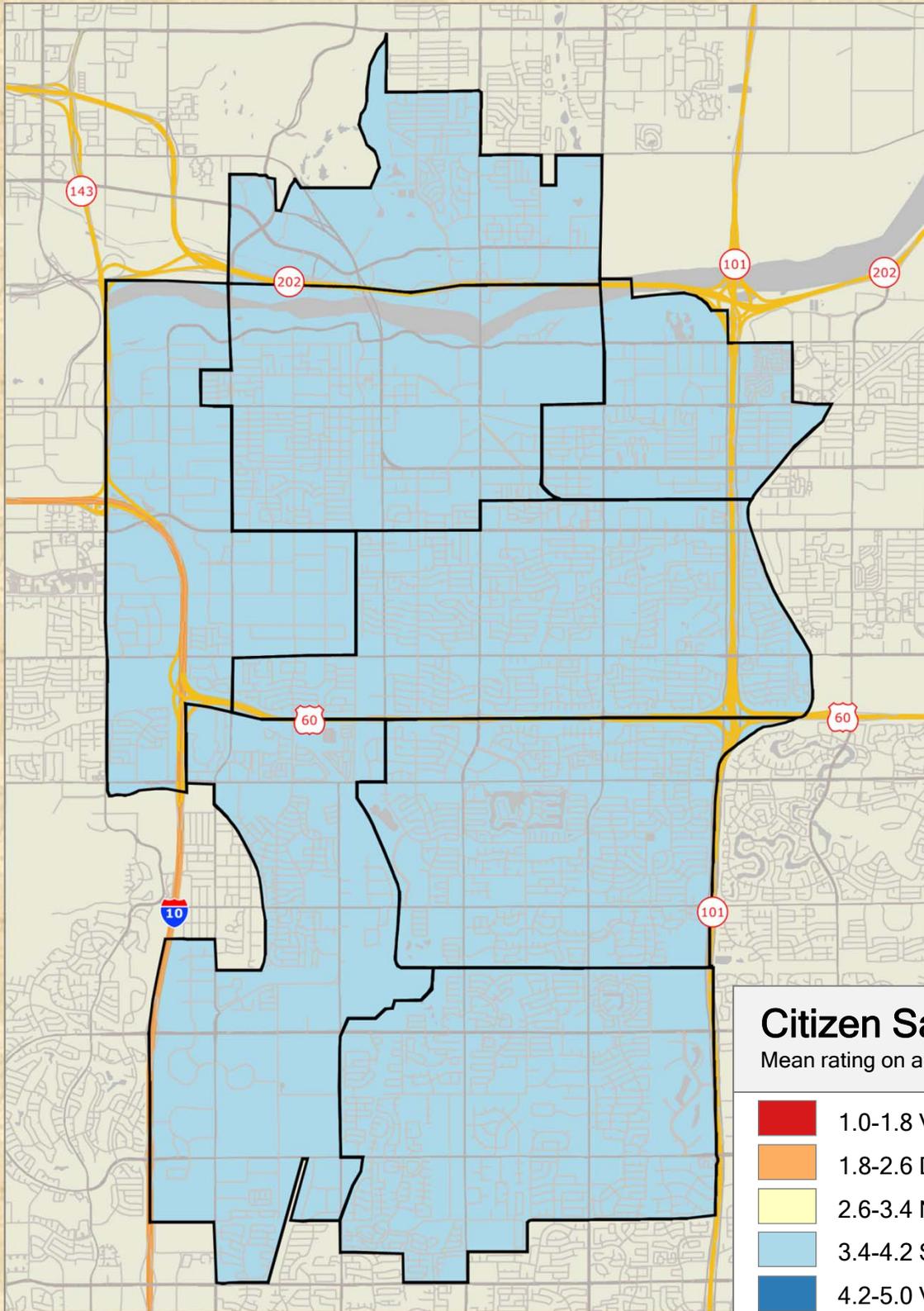
Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q72 Satisfaction with bulk trash pickup/removal services

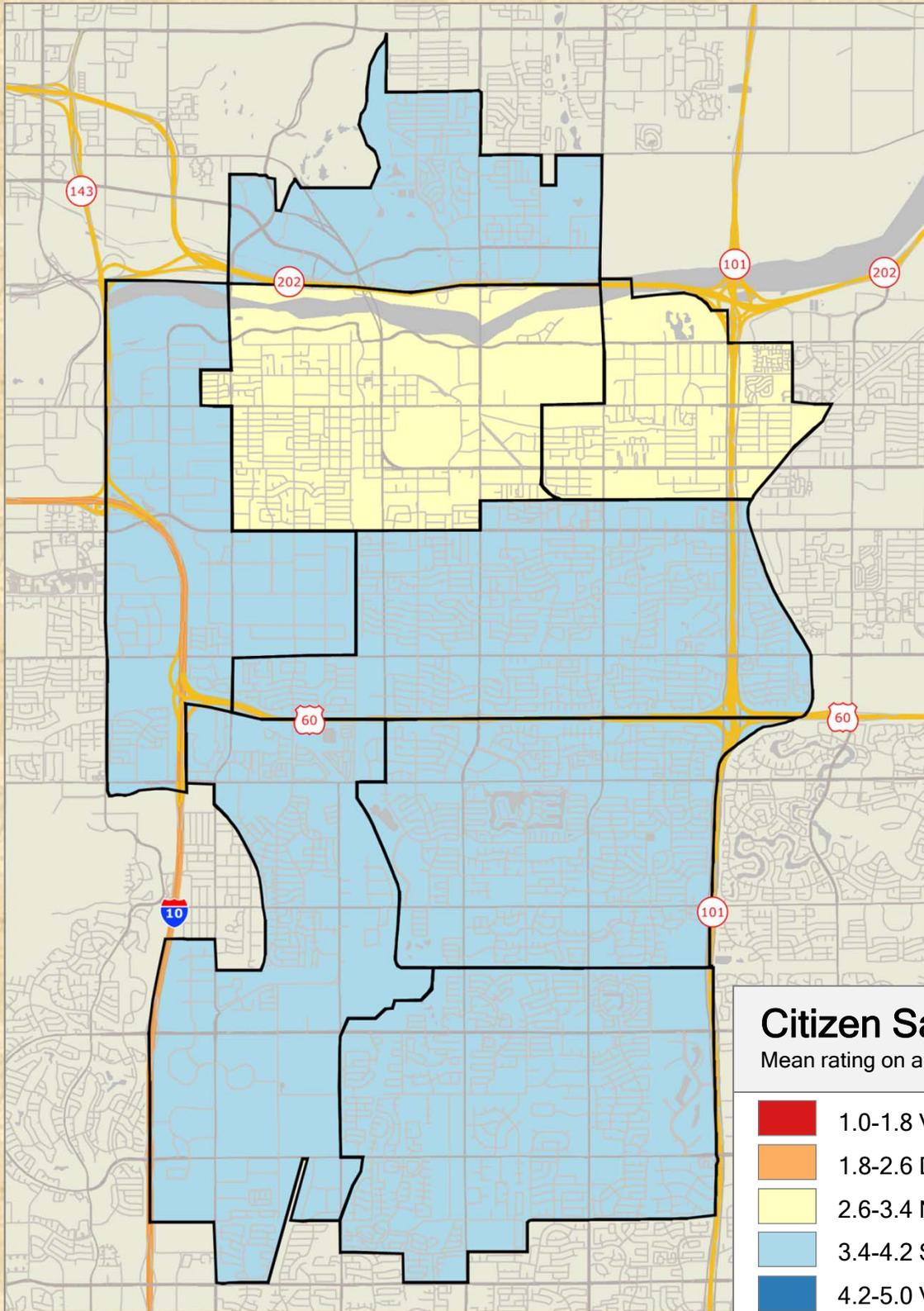


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q73 Satisfaction with how well the City is planning for growth



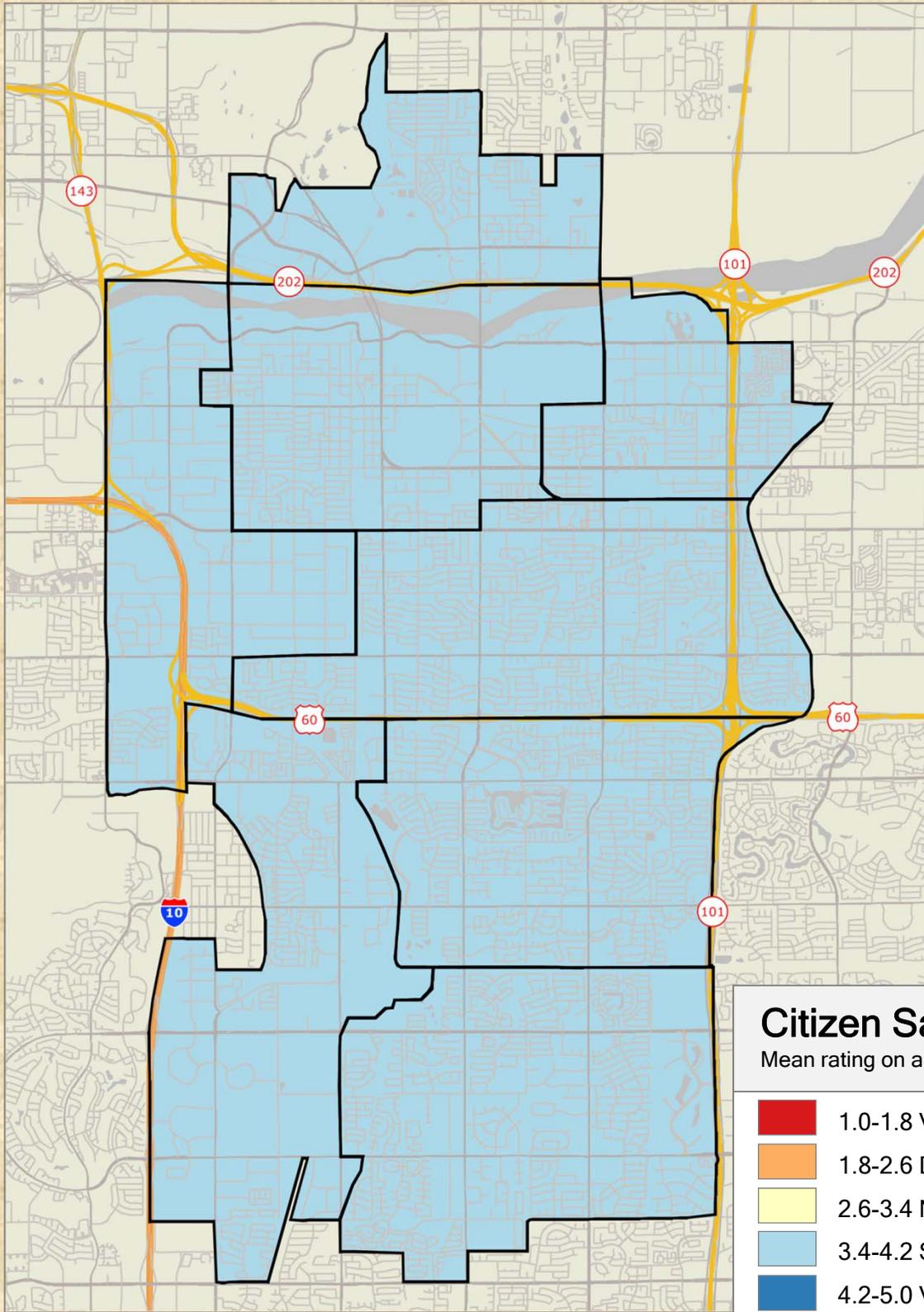
Citizen Satisfaction
Mean rating on a 5-point scale

■	1.0-1.8 Very Dissatisfied
■	1.8-2.6 Dissatisfied
■	2.6-3.4 Neutral
■	3.4-4.2 Satisfied
■	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q74 Satisfaction with the City's sustainability programs

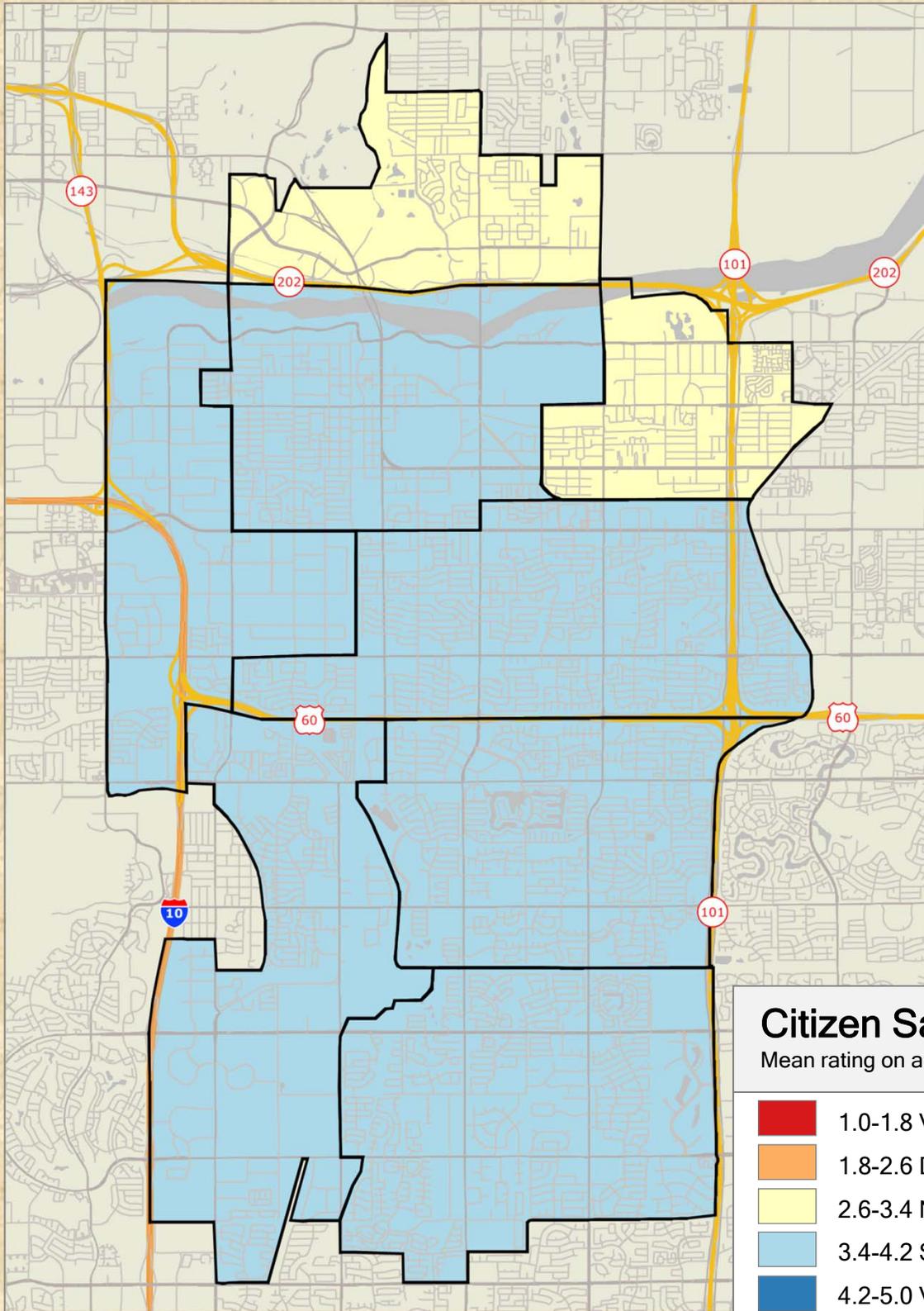


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q75 Satisfaction with condition of neighborhood streets

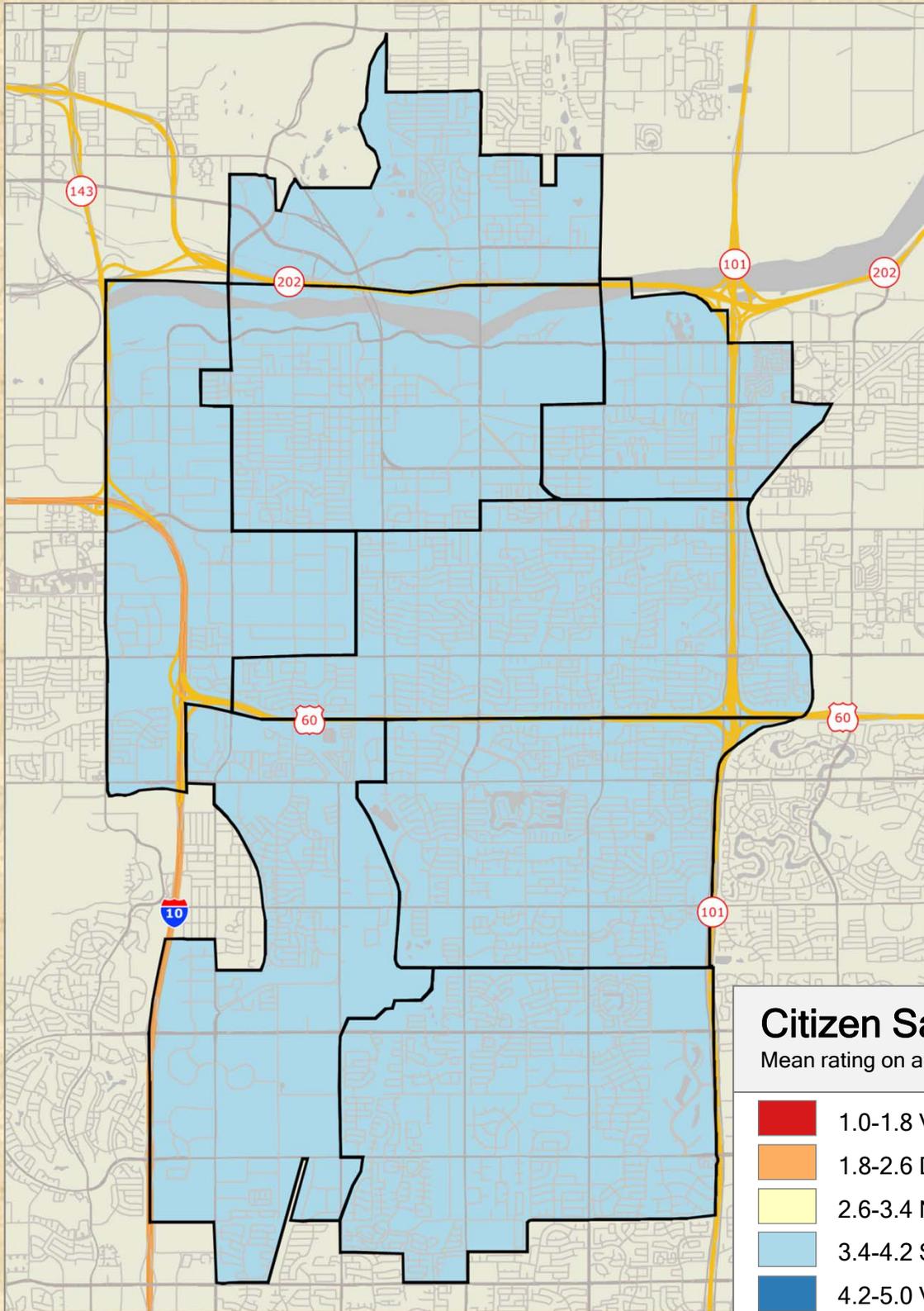


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q76 Satisfaction with condition of major City streets



City of Tempe 2016 Community Survey

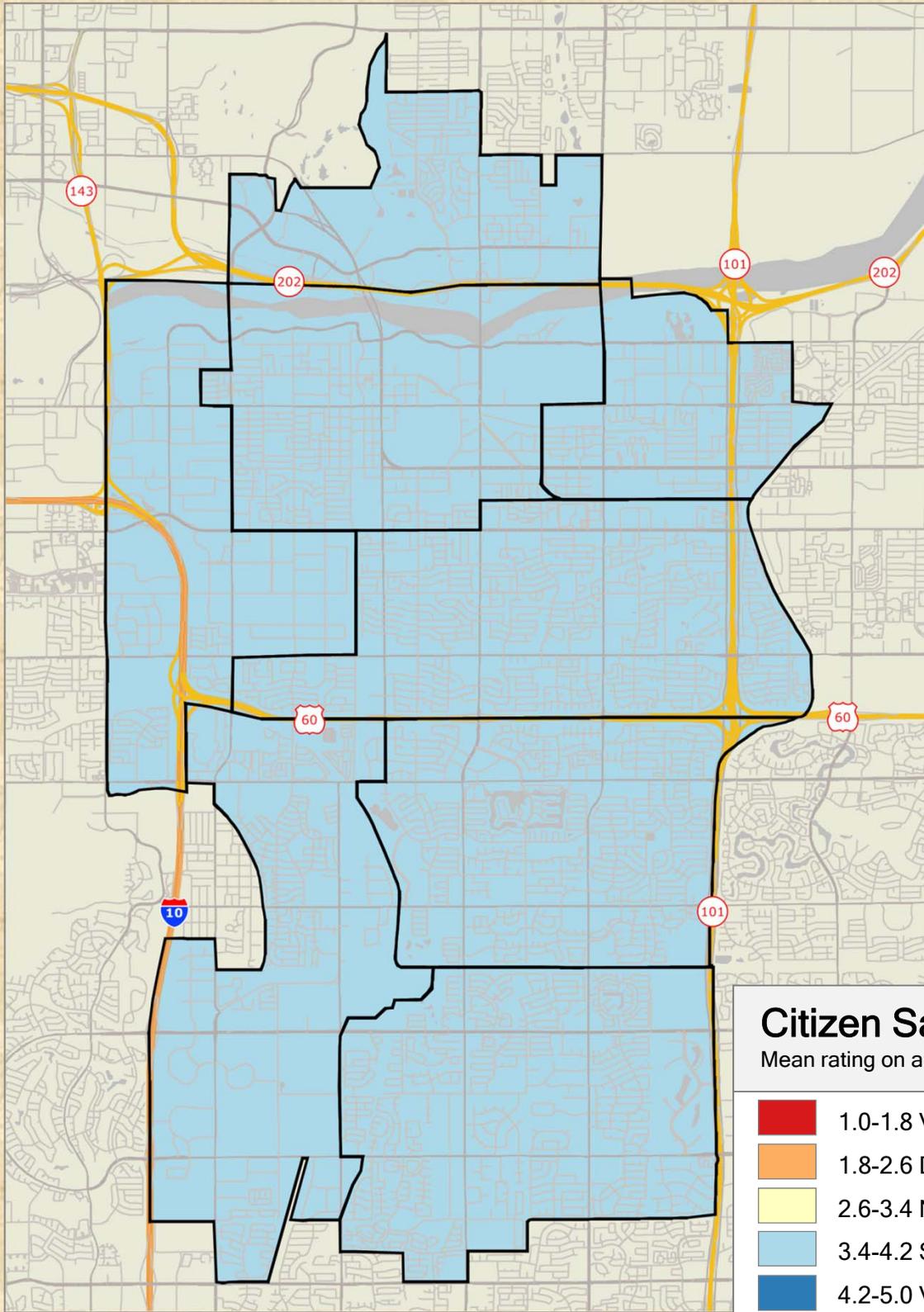
Shading reflects the mean rating for all respondents by Character Area

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

Q77 Satisfaction with condition and clarity of street signs

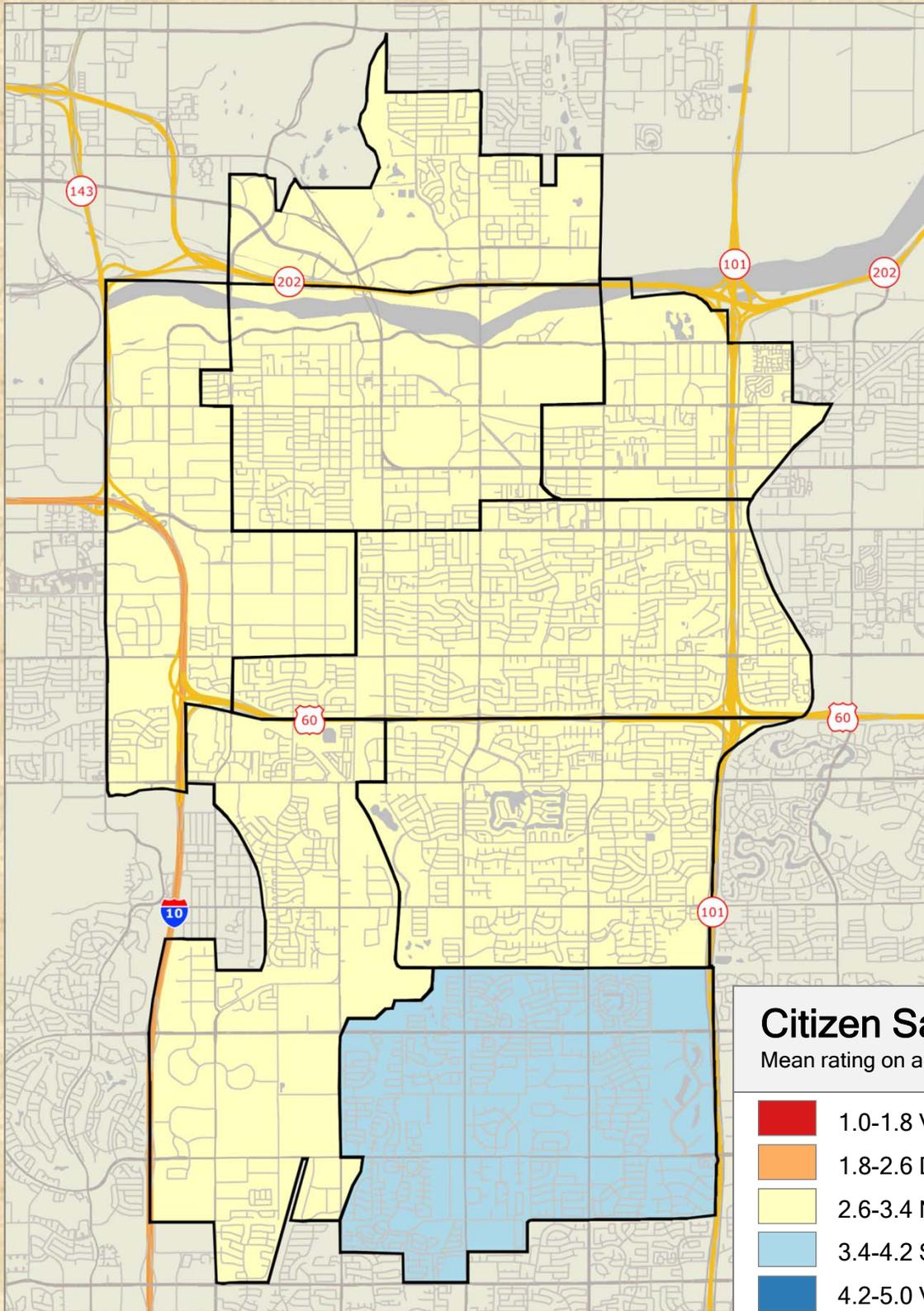


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q78 Satisfaction with management of traffic flow on City streets

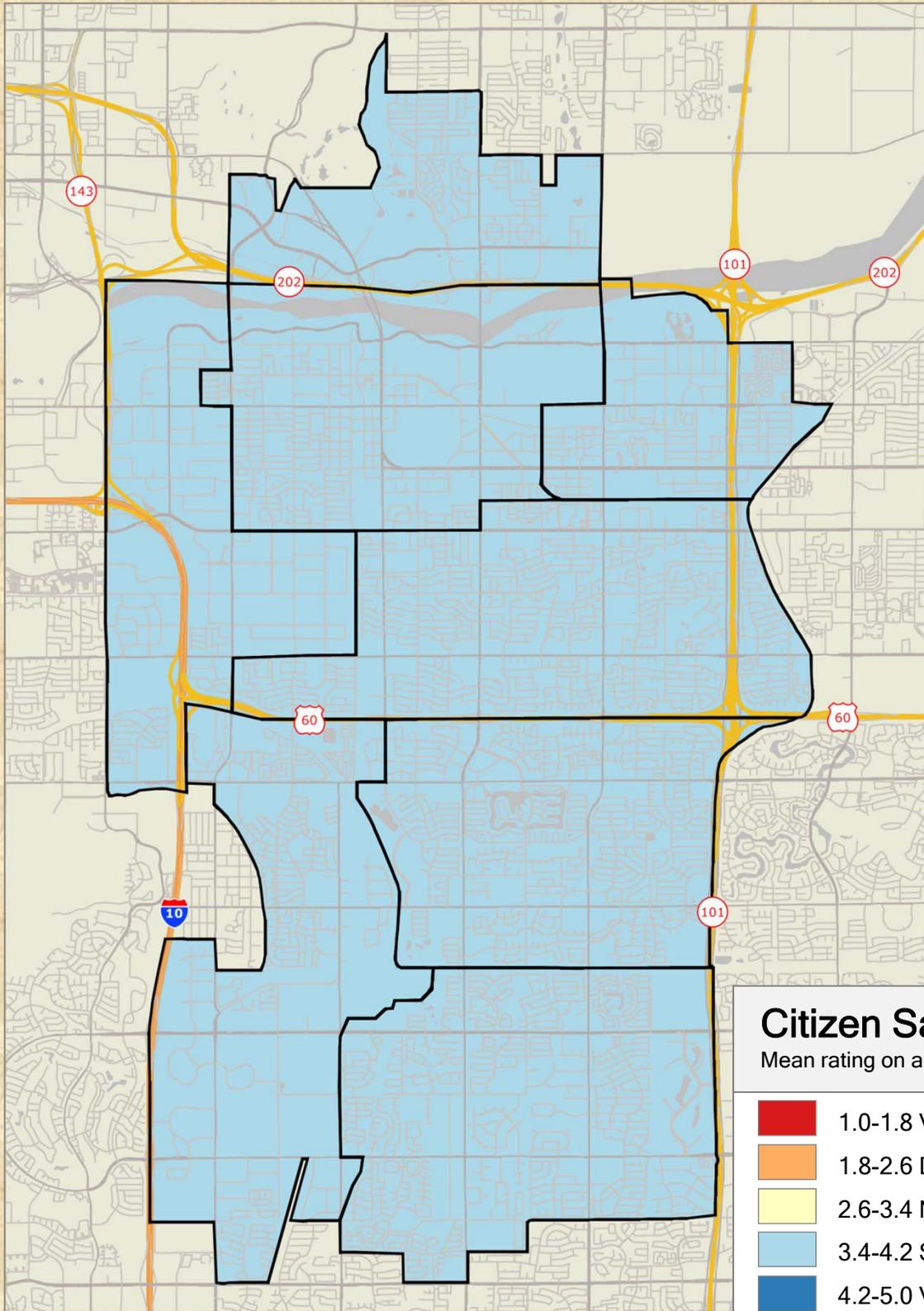


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q79 Satisfaction with quality of local transit service (bus, rail, Orbit)

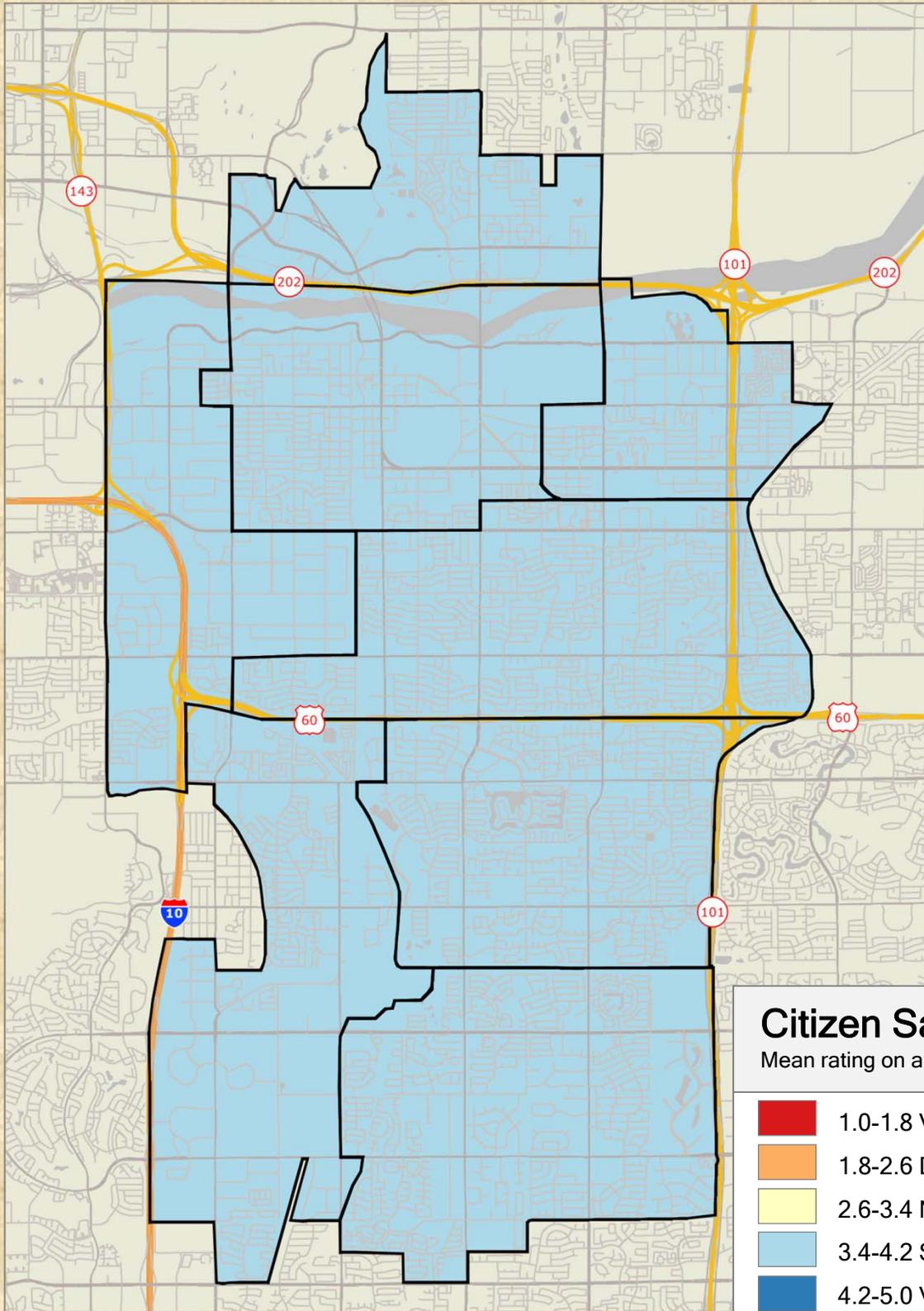


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents
by Character Area

Q80 Satisfaction with quality of walking and biking paths



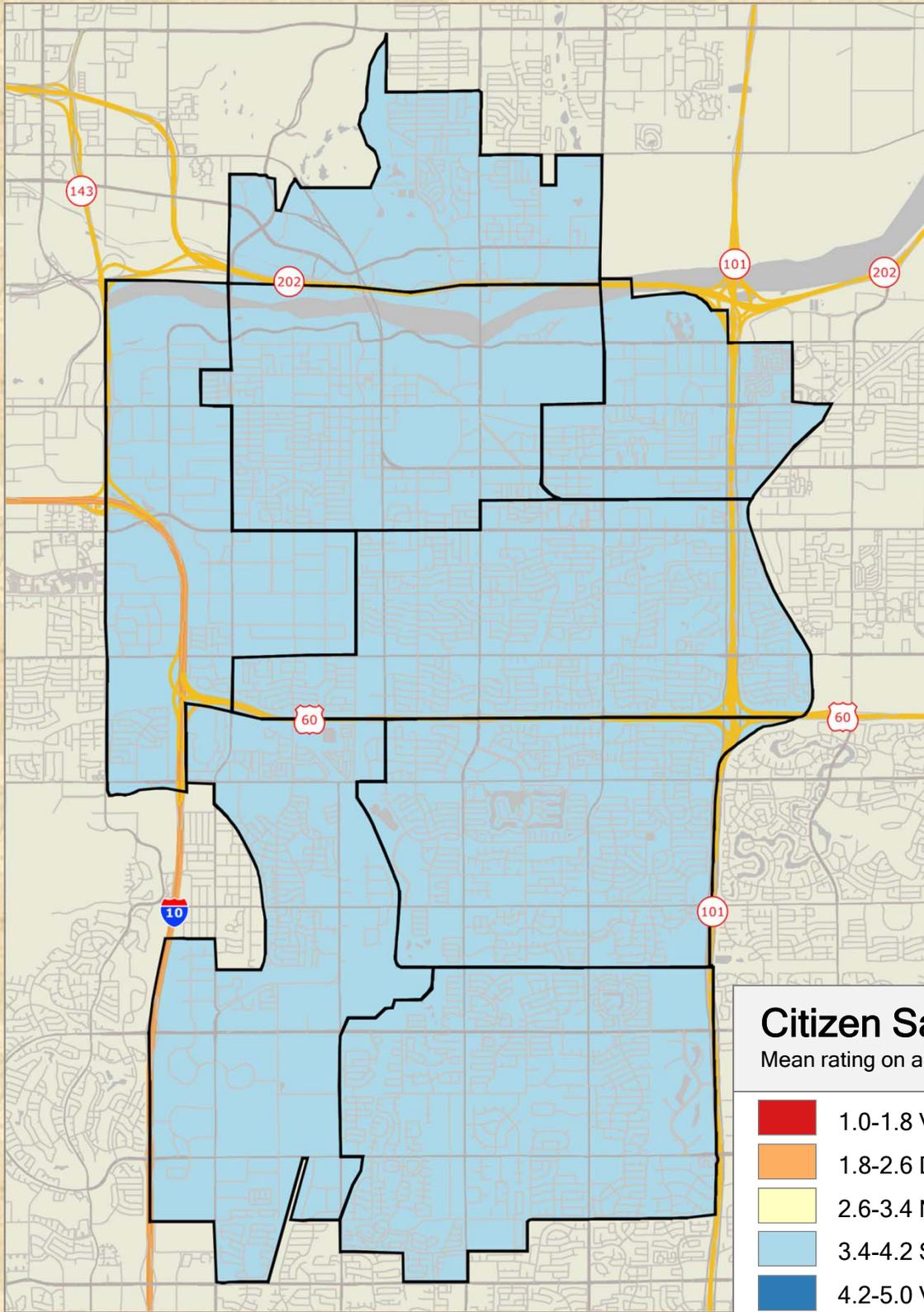
Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q81 Satisfaction with quality of recycling services



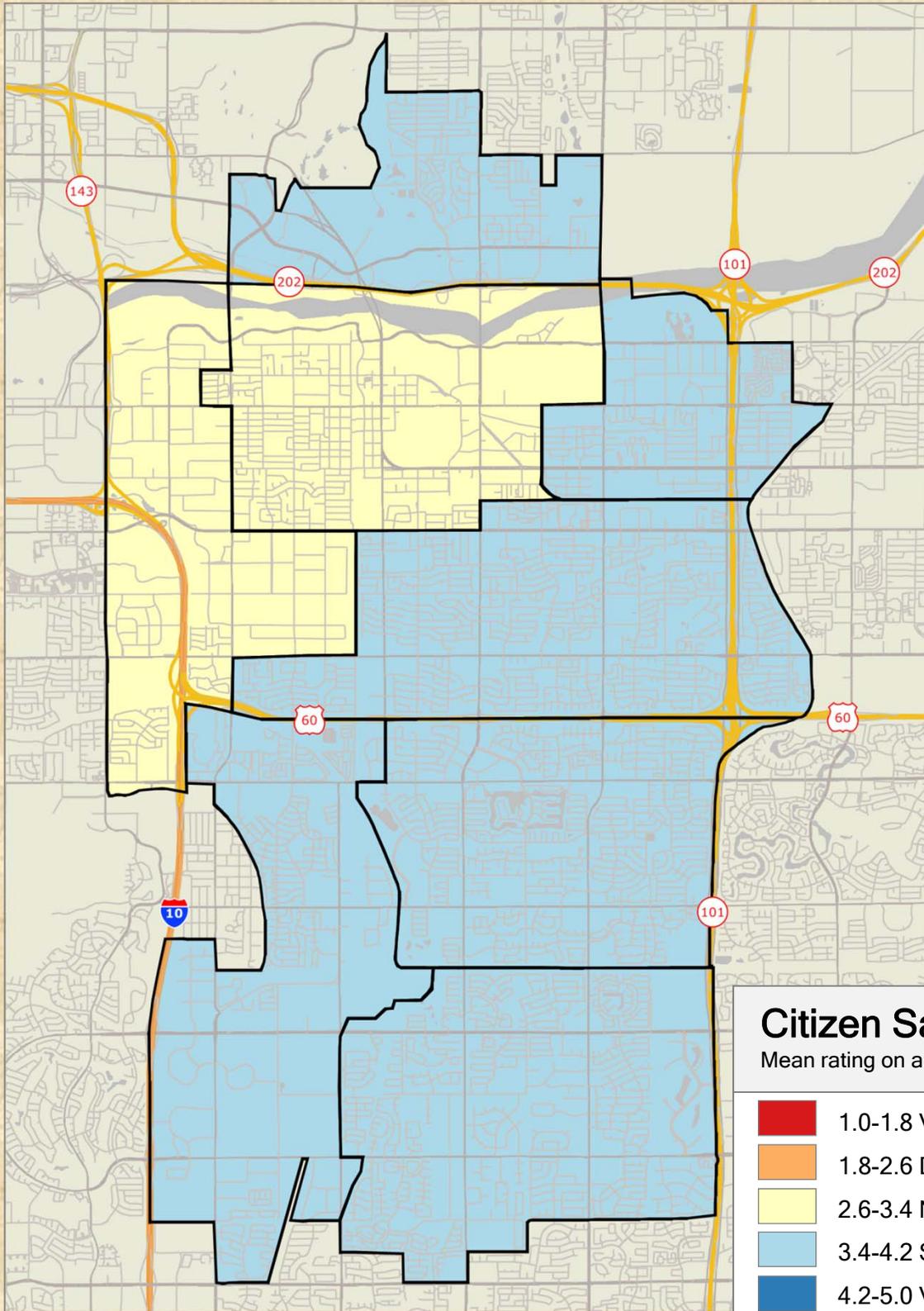
Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q82 Satisfaction with quality of green organics collection and compost program

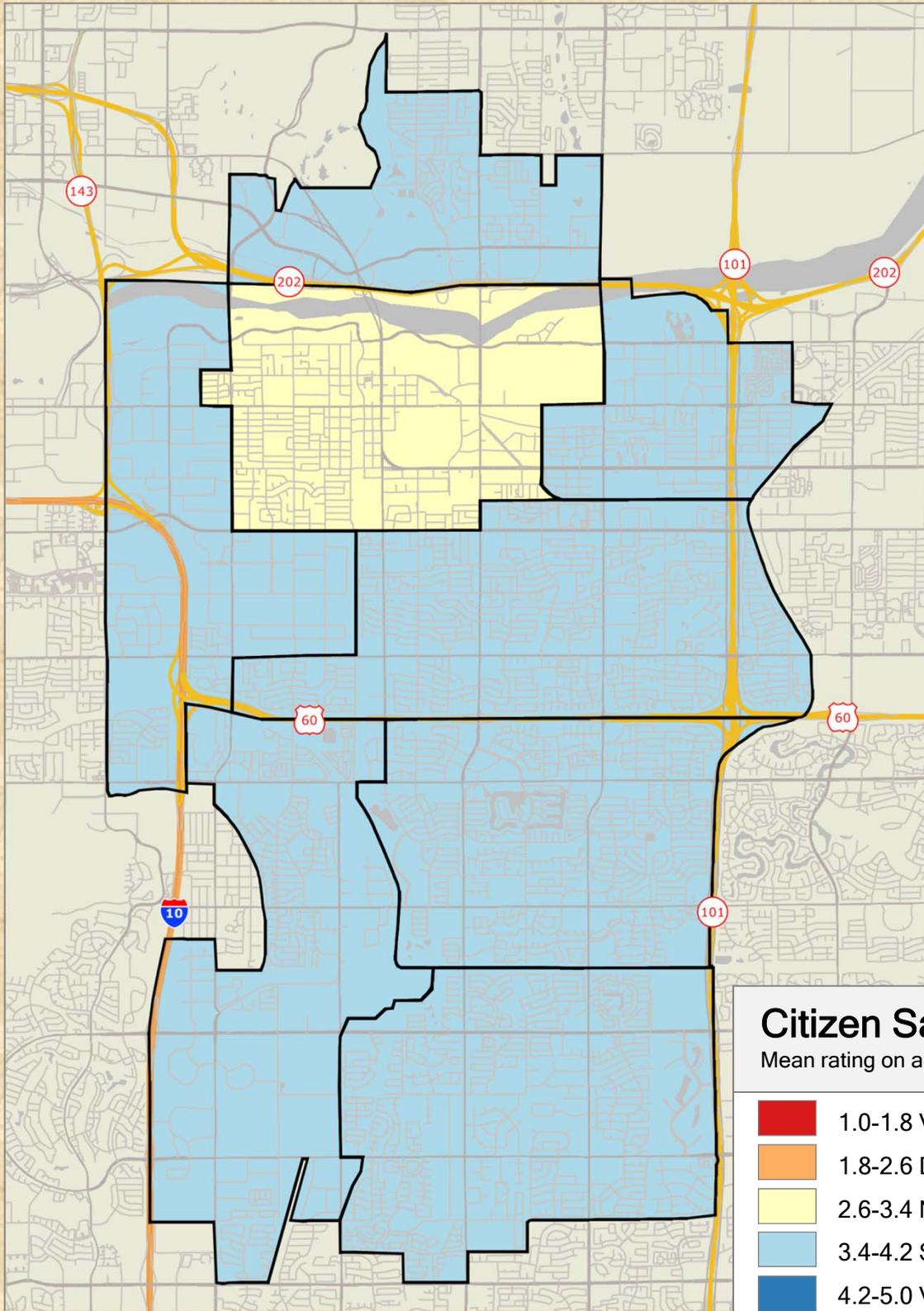


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q83 Satisfaction with overall quality of new commercial development in the City



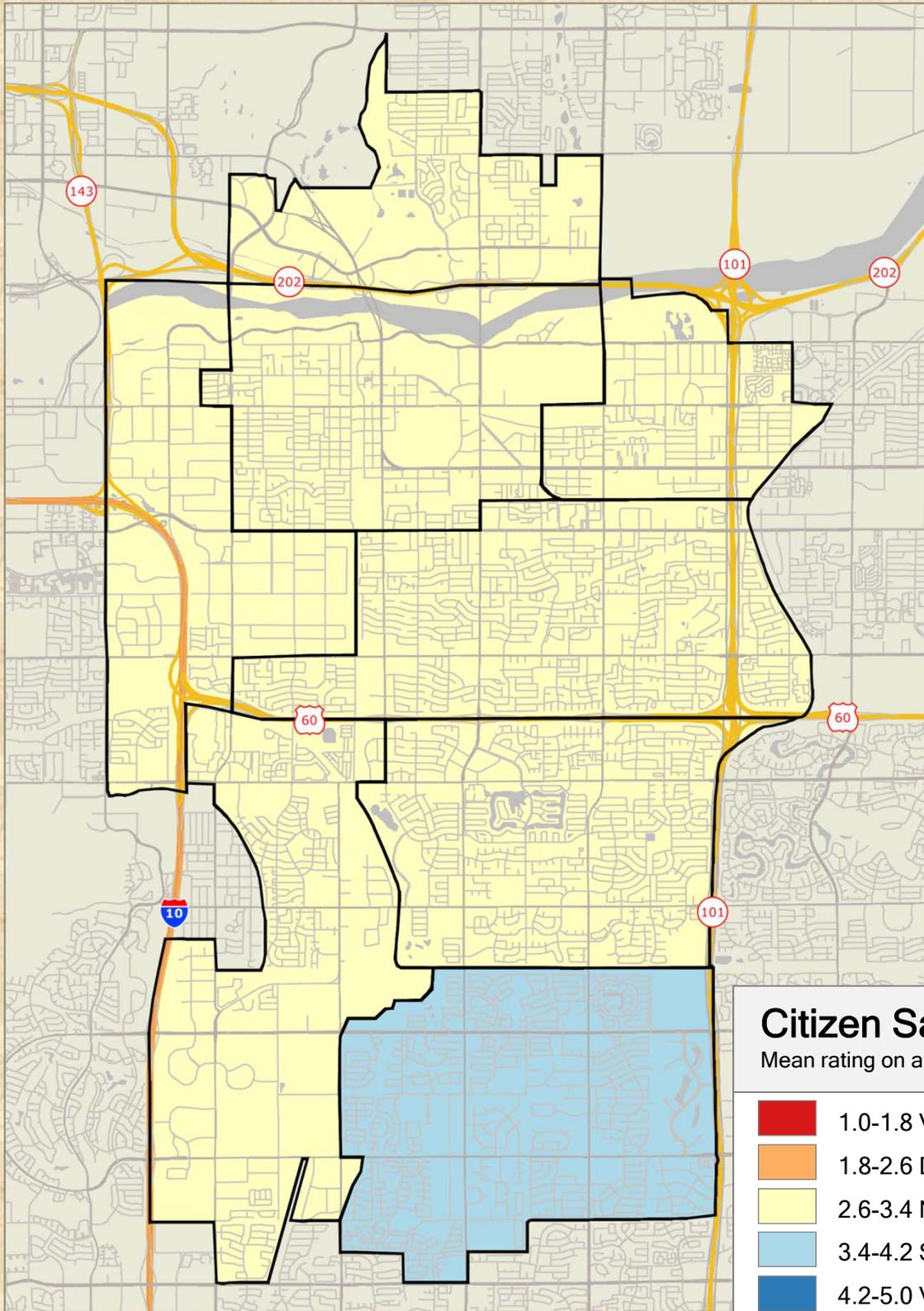
Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q84 Satisfaction with quality of internet service provider



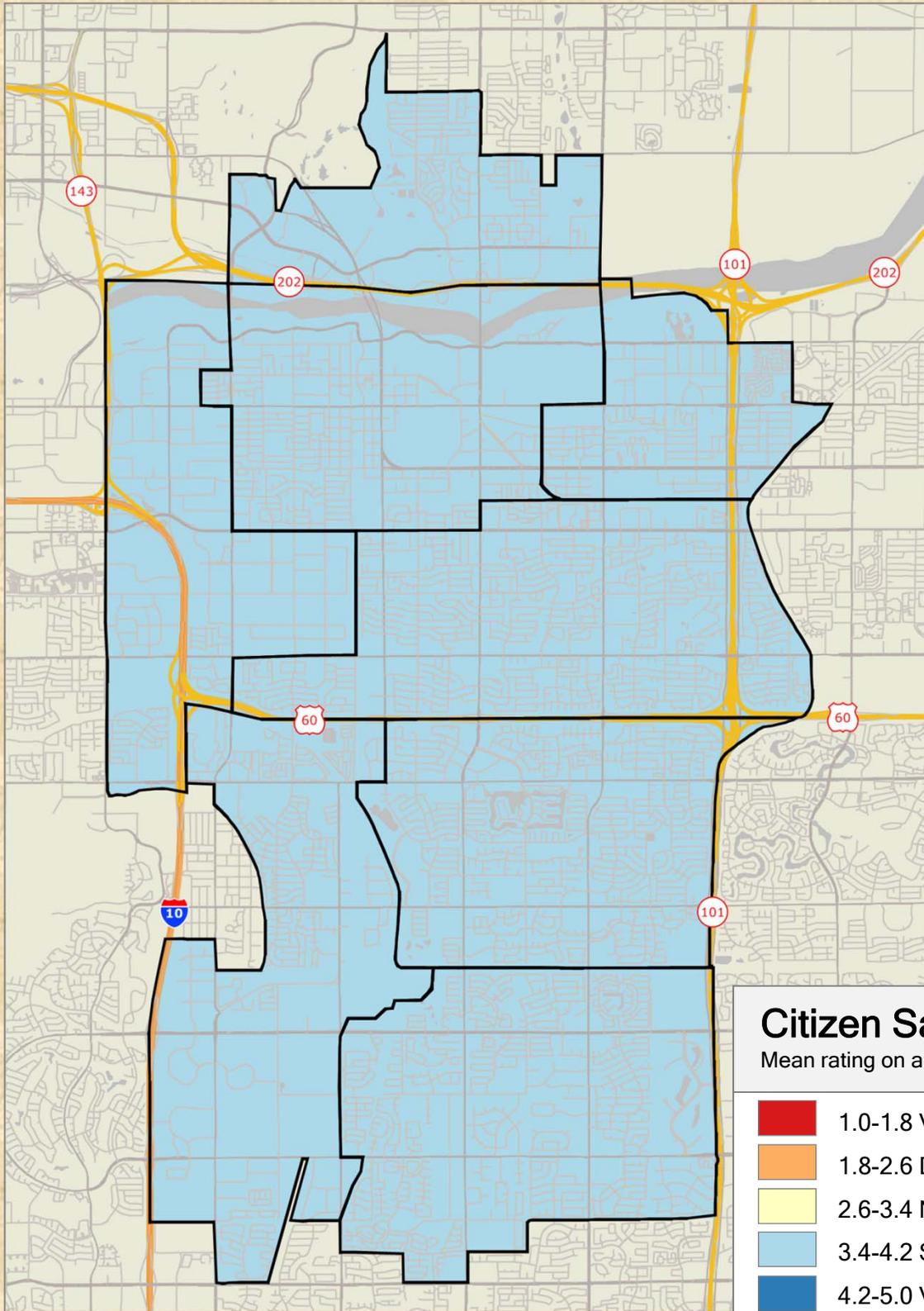
Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q85 Satisfaction with quality of water conservation programs

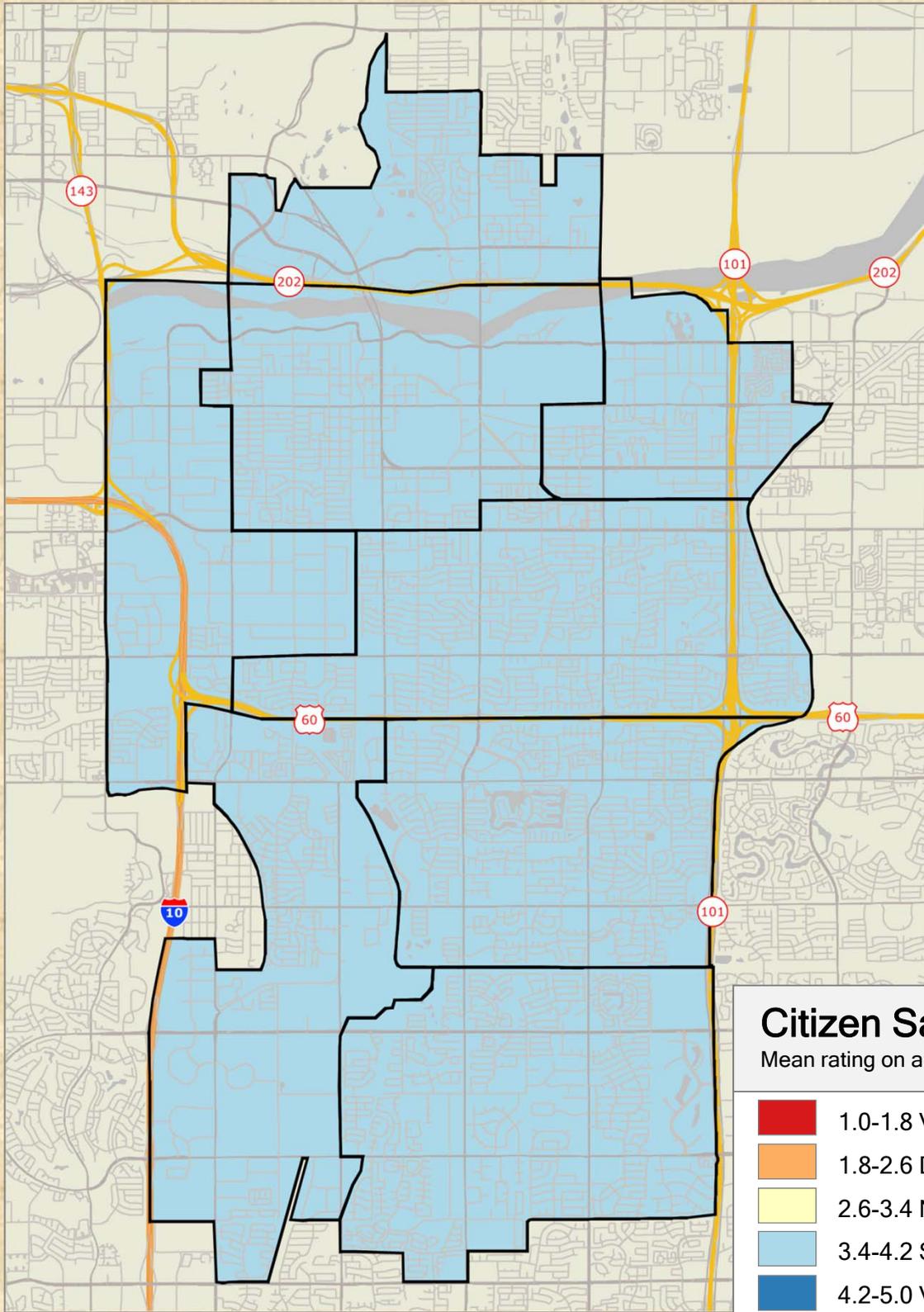


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents
by Character Area

Q86 Satisfaction with quality of energy conservation programs

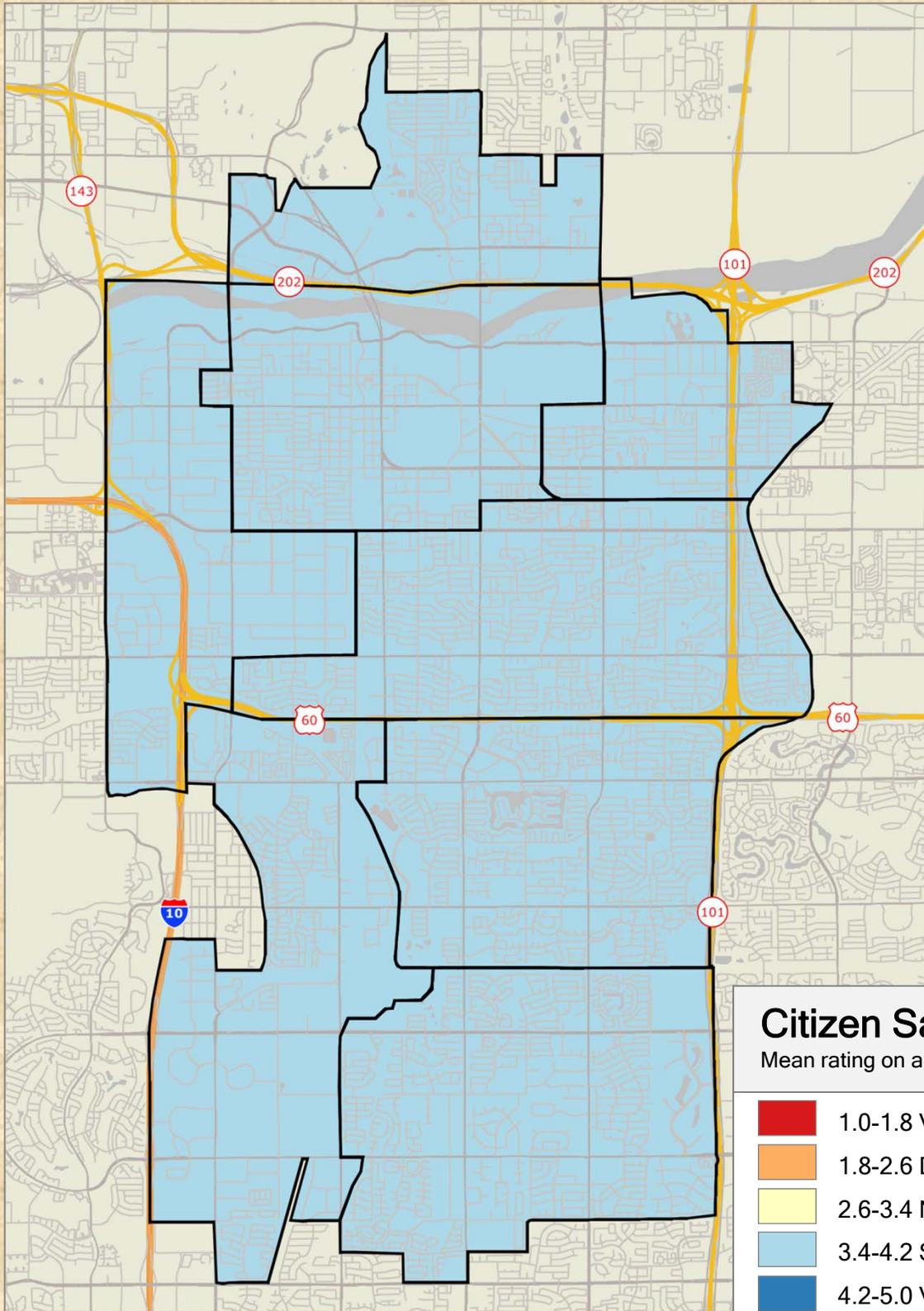


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents
by Character Area

Q87 Satisfaction with quality of land use and green space programs

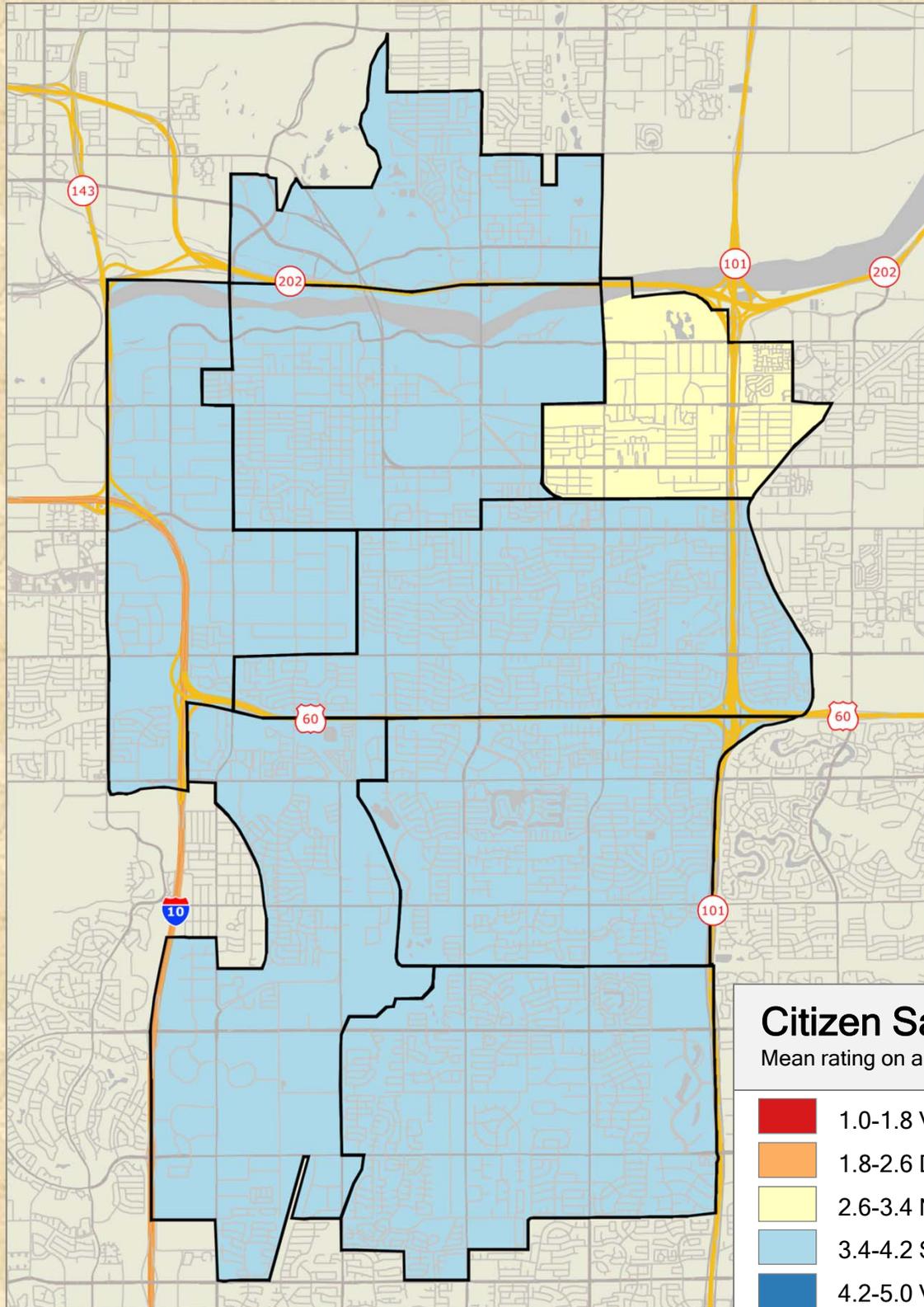


Citizen Satisfaction
Mean rating on a 5-point scale

Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Grid Pattern	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q88 Satisfaction with quality of climate change initiatives

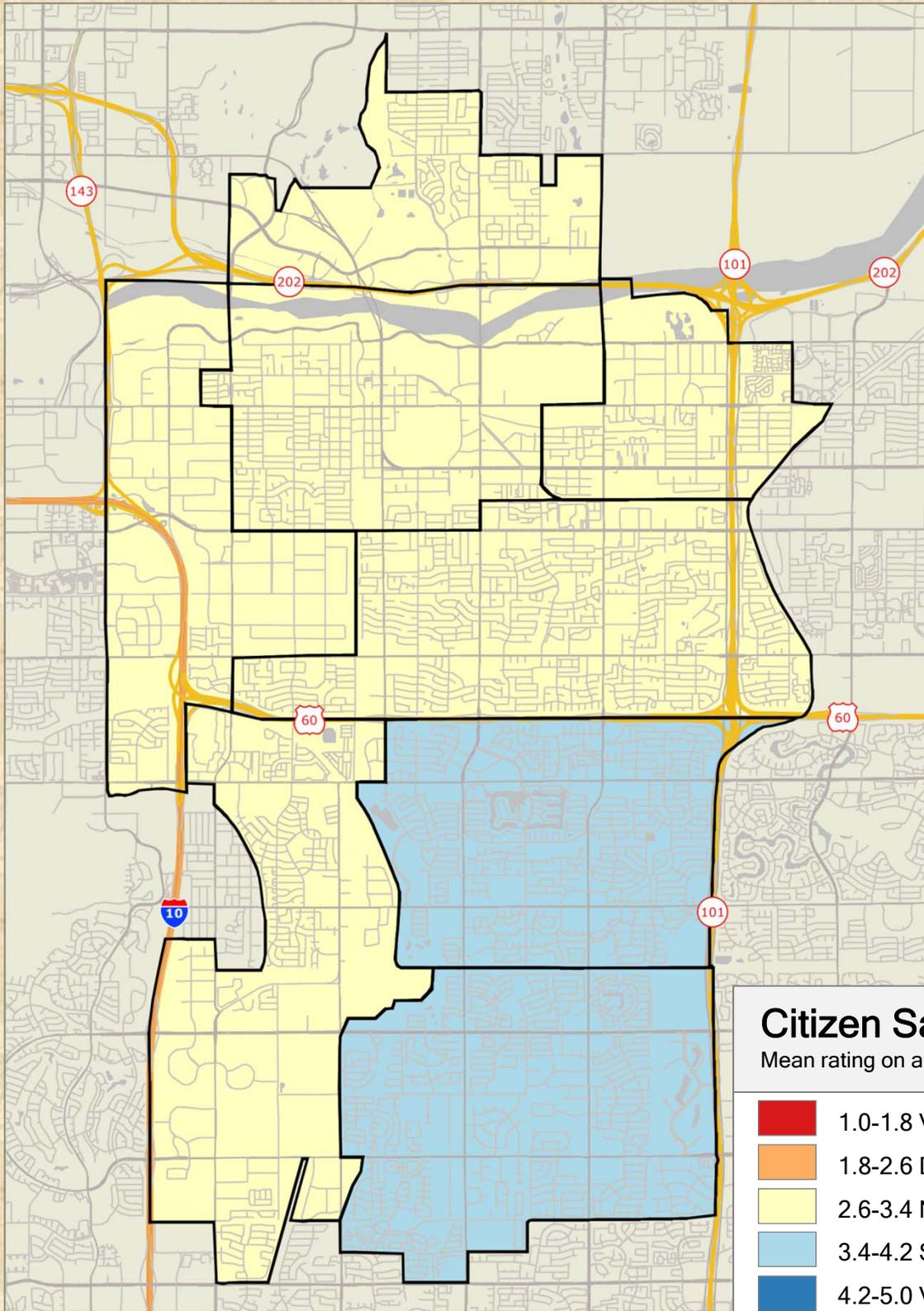


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q89 Satisfaction with City efforts to promote redevelopment of distressed commercial centers in Character Areas

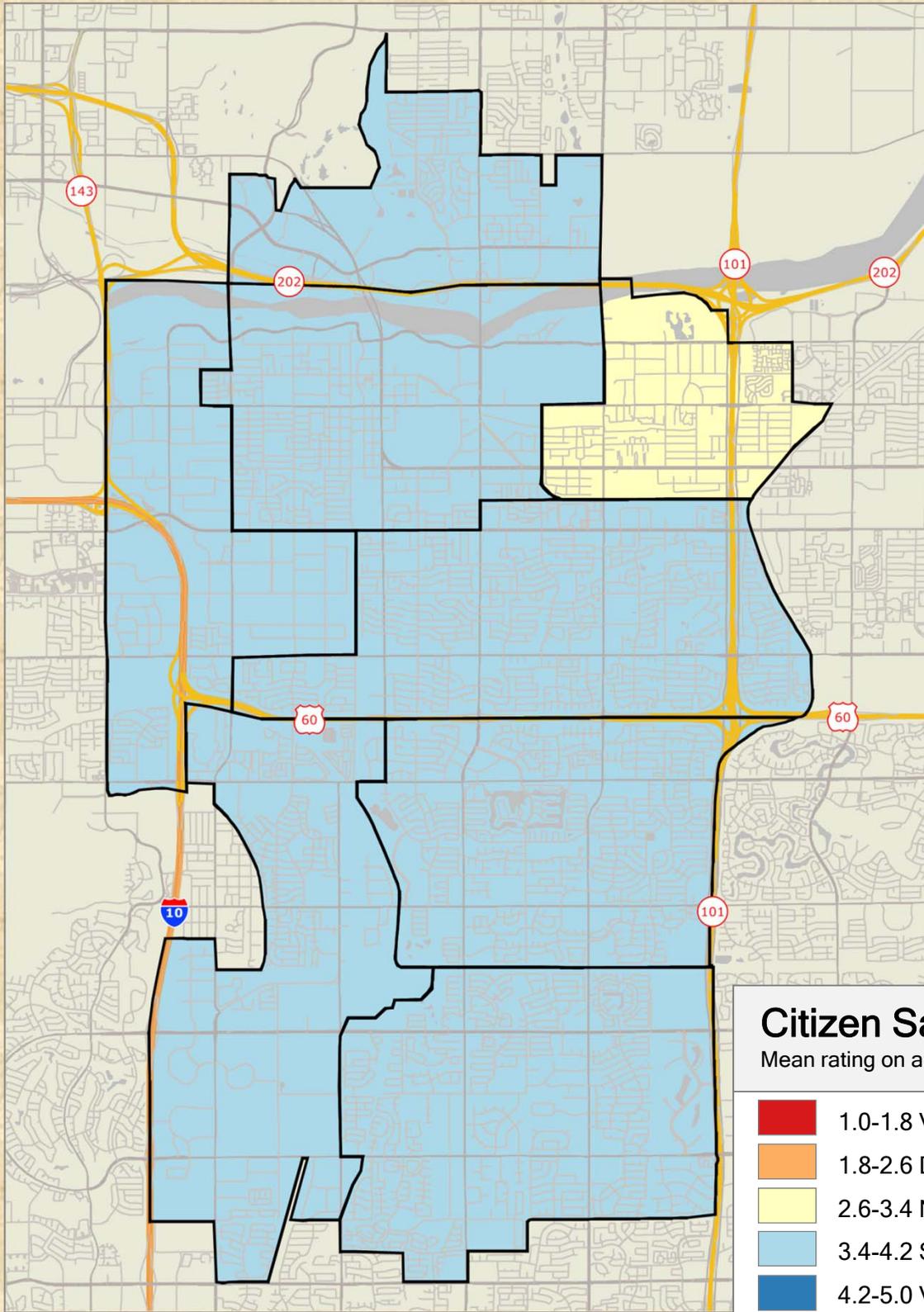


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q90 Satisfaction with the direction the City is heading

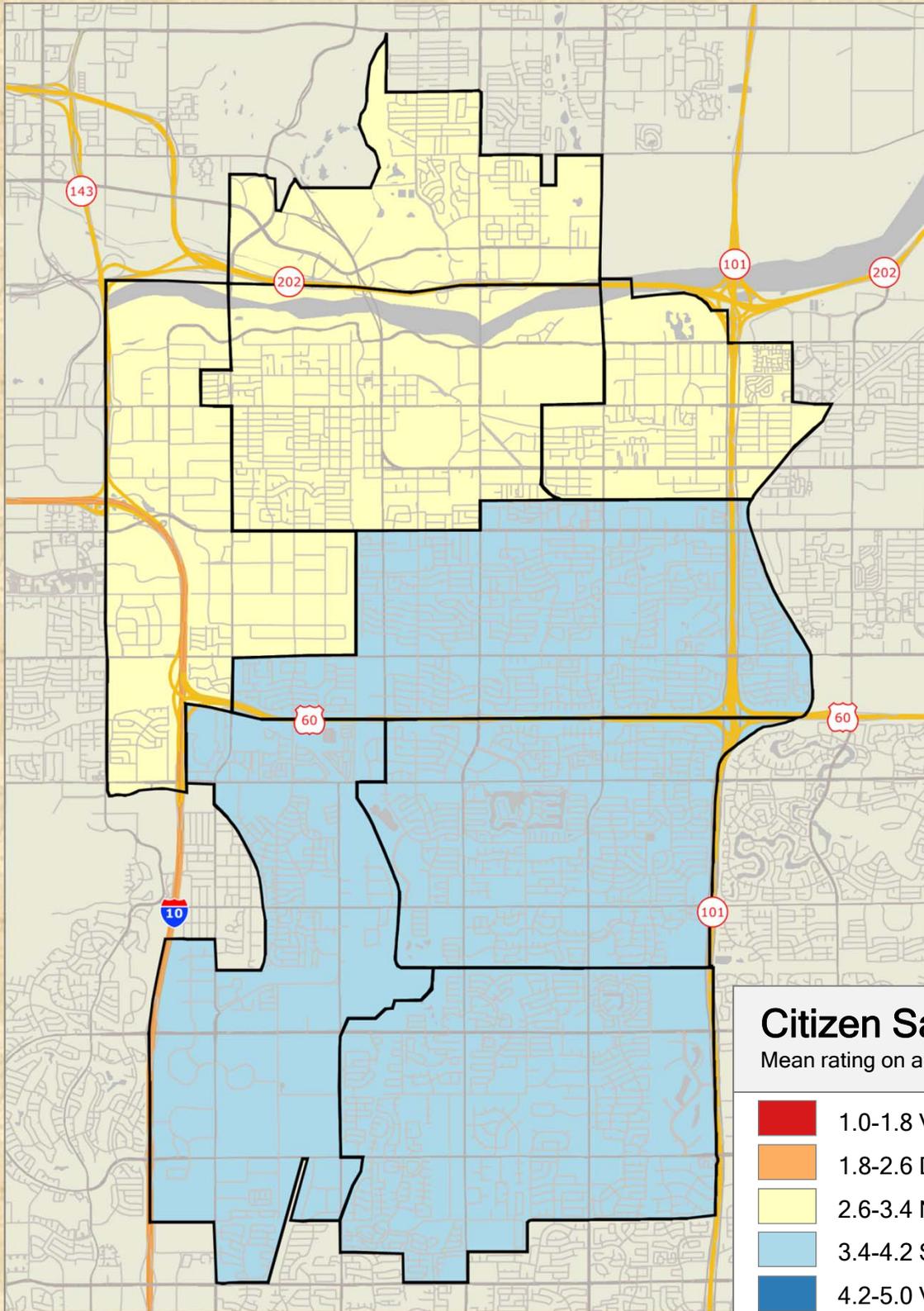


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents
by Character Area

Q91 Satisfaction with City efforts to keep residents informed about the City's budget

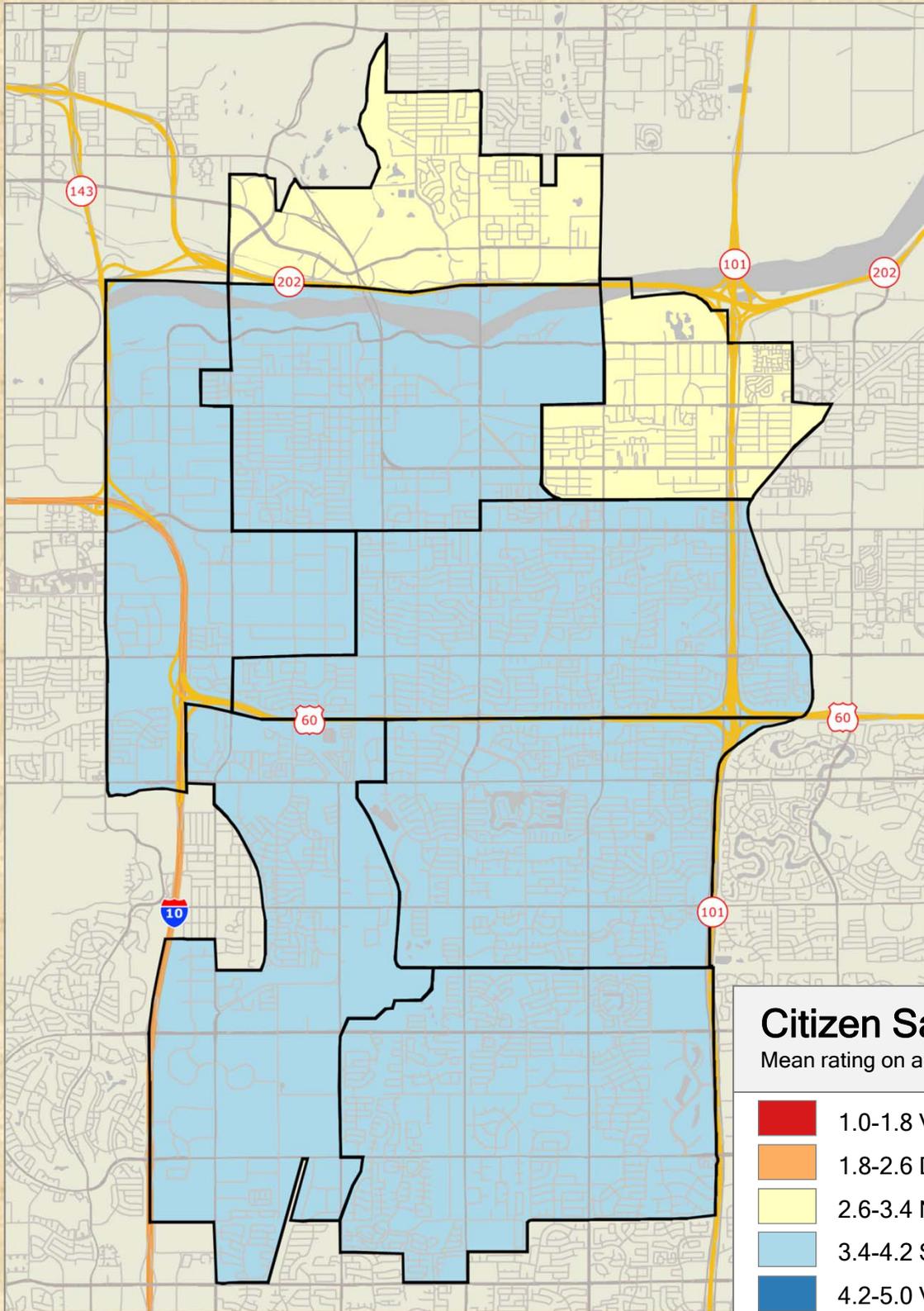


Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q92 Satisfaction with the accessibility and transparency of the City's financial information



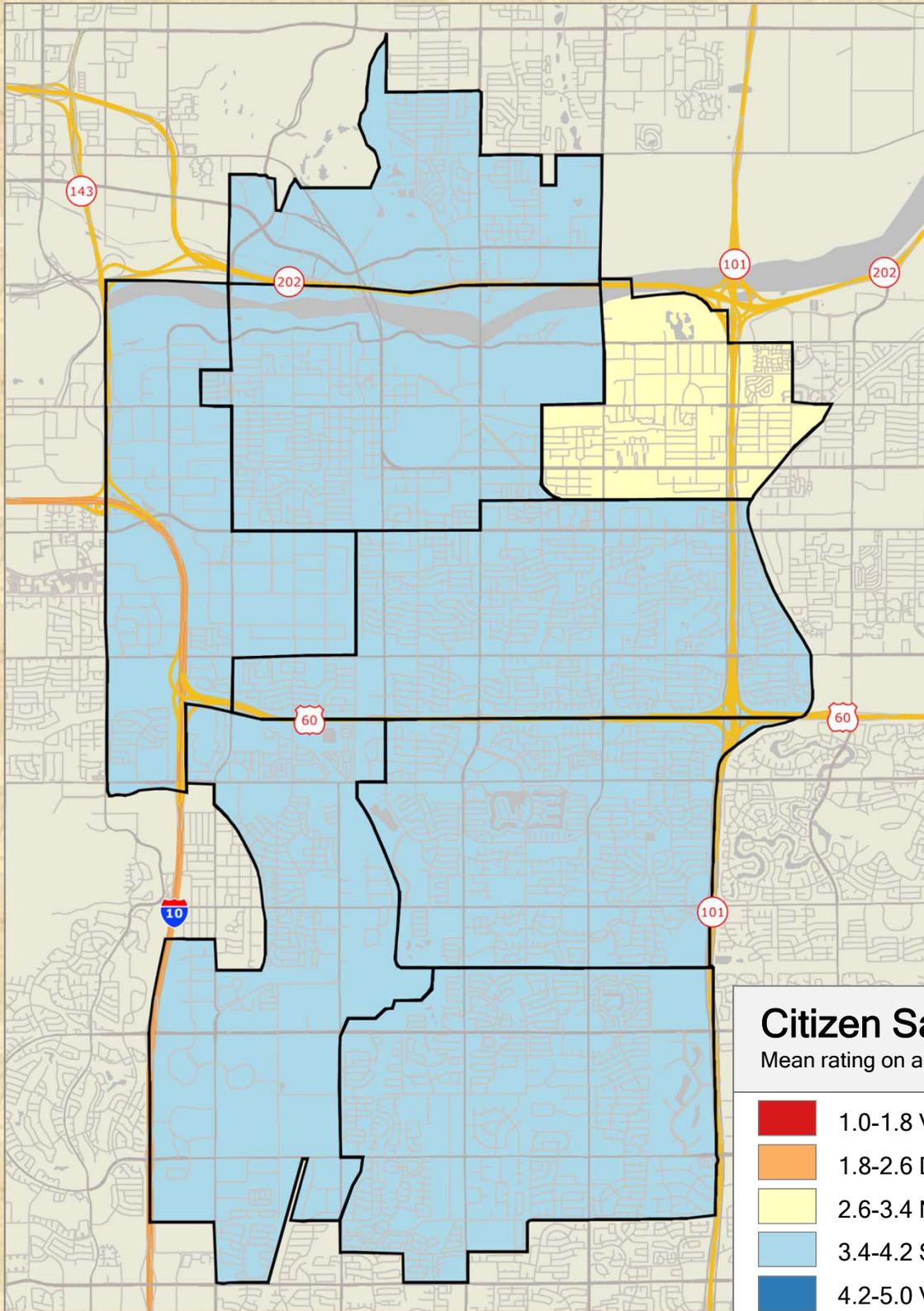
Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area

Q93 Satisfaction with the overall value received for city tax dollars and fees



Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

City of Tempe 2016 Community Survey
Shading reflects the mean rating for all respondents by Character Area