

# City of Tempe 2013 Community Attitude Survey

Appendix C – Tabular Data  
Excluding Neutral and  
Don't Know Responses

Submitted to:

The City of  
Tempe, AZ

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**WITHOUT DON'T KNOW/NEUTRAL**

**Q1. Perceptions of the City: How satisfied are you with the following? (Without "Don't Know" and "Neutral")**

(N=888)

	Satisfied	Dissatisfied
Q1a. Overall, how satisfied are you with the quality of services offered by Tempe	96.3%	3.7%
Q1b. Appearance of the City	93.6%	6.4%
Q1c. Image of the City	95.6%	4.4%
Q1d. How well the City is planning growth	83.5%	16.5%
Q1e. Quality of life in the City	96.1%	3.9%
Q1f. Feeling of safety in the City	90.4%	9.6%
Q1g. The City's overall efforts to promote diversity and inclusiveness in the community	95.0%	5.0%
Q1h. The direction the City is heading	88.1%	11.9%
Q1i. The leadership of the City's elected officials	86.2%	13.8%
Q1j. The level of public involvement in the City's decision-making process	78.2%	21.8%
Q1k. How ethical City employees are in the way they conduct City business	90.2%	9.8%
Q1l. The City's sustainability programs, which are designed to promote water, energy and natural resource conservation	89.7%	10.3%
Q1m. City efforts to keep residents informed about the City's budget	79.5%	20.5%
Q1n. Opportunities to express ideas and views to the City	83.3%	16.7%

**WITHOUT DON'T KNOW/NEUTRAL**

**Q2. Perceptions of Your Neighborhood: (Without "Don't Know" and "Neutral")**

(N=888)

	Satisfied	Dissatisfied
Q2a. Condition of streets	85.3%	14.7%
Q2b. Condition of sidewalks	91.1%	8.9%
Q2c. Maintenance of private property	76.7%	23.3%
Q2d. Condition of alley (if applicable)	66.5%	33.5%
Q2e. Feeling of safety	88.1%	11.9%
Q2f. Quality of neighborhood park	89.9%	10.1%
Q2g. Adequacy of street lighting	82.8%	17.2%

**WITHOUT DON'T KNOW/NEUTRAL**

**Q4. How would you rate the overall condition of your neighborhood? (Without "Don't Know" and "Neutral")**

Q4. How would you rate the overall condition of your neighborhood?	Number	Percent
Excellent/Good	594	90.4 %
Poor	63	9.6 %
Total	657	100.0 %

**WITHOUT DON'T KNOW/NEUTRAL**

**Q7. City Facilities: How satisfied are you with the following? Please rate satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Without "Don't Know" and "Neutral")**

(N=888)

	Satisfied	Dissatisfied
Q7a. Quality of larger City parks (e.g., Kiwanis, Tempe Beach, Town Lake, Papago)	97.3%	2.7%
Q7b. Quality of City recreation/multigen. centers	97.3%	2.7%
Q7c. Quality of City swimming pools	88.5%	11.5%
Q7d. Quality of City outdoor athletic fields	95.0%	5.0%
Q7e. Quality of City golf courses (Rolling Hills/Ken McDonald)	94.2%	5.8%
Q7f. Quality of Tempe Center for the Arts	98.8%	1.2%
Q7g. Quality of Tempe History Museum	97.4%	2.6%
Q7h. Quality of Tempe Public Library	97.1%	2.9%
Q7i. Quality of disability access to City facilities that offer programs	96.6%	3.4%

**WITHOUT DON'T KNOW/NEUTRAL**

**Q9. City Services: How satisfied are you with the following? Please rate satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Without "Don't Know" and "Neutral")**

(N=888)

	<u>Satisfied</u>	<u>Dissatisfied</u>
Q9a. Quality of library services and programs	96.5%	3.5%
Q9b. Overall condition of City streets	84.7%	15.3%
Q9c. Condition and clarity of street signs	92.9%	7.1%
Q9d. Quality of local transit service (bus, rail, Orbit)	92.2%	7.8%
Q9e. Management of traffic flow on City streets	78.6%	21.4%
Q9f. Quality of walking and biking paths in the City	91.5%	8.5%
Q9g. Availability of information about City programs events, services and issues	86.1%	13.9%
Q9h. City enforcement of property maintenance codes	62.1%	37.9%
Q9i. Landscape maintenance along streets/sidewalks	79.7%	20.3%
Q9j. Appearance of residential property in the City	75.9%	24.1%
Q9k. Appearance of commercial property in the City	86.5%	13.5%
Q9l. Cleanliness of City streets	93.0%	7.0%
Q9m. Residential trash collection services	90.4%	9.6%
Q9n. Recycling services	91.9%	8.1%
Q9o. Bulk trash pickup/removal services	69.4%	30.6%
Q9p. Water service	93.7%	6.3%
Q9q. Quality of local police services	94.2%	5.8%
Q9r. Enforcement of local traffic laws	89.9%	10.1%
Q9s. Quality of local fire services	97.9%	2.1%
Q9t. Efforts by the City to prevent crime	87.1%	12.9%
Q9u. Quality of City recreation programs/services	96.3%	3.7%
Q9v. Maintenance of City parks	91.9%	8.1%
Q9w. Quality of Tempe Center for the Arts programs	96.4%	3.6%
Q9x. Quality of before/after school programs	93.1%	6.9%

**WITHOUT DON'T KNOW/NEUTRAL**

**Q14. Customer Service (Without "Don't Know" and "Neutral")**

(N=428)

	<u>Satisfied</u>	<u>Dissatisfied</u>
Q14b. How easy was the City to contact	89.2%	10.8%
Q14c. The way you were treated	92.1%	7.9%
Q14d. The accuracy of the information you were given	90.7%	9.3%
Q14e. How quickly staff responded to your request	85.9%	14.1%
Q14f. How well your issue was handled	82.6%	17.4%