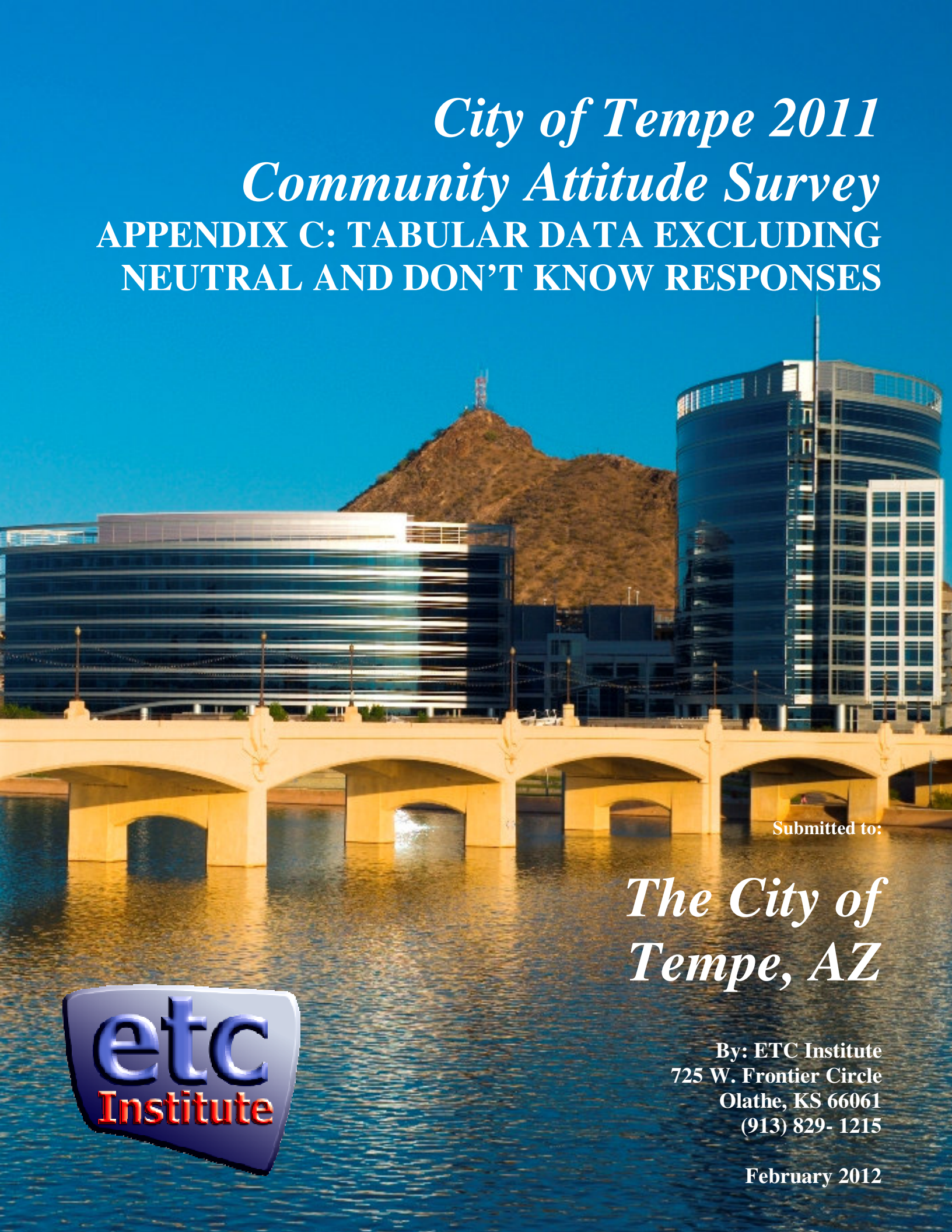
City of Tempe 2011 Community Attitude Survey

APPENDIX C: TABULAR DATA EXCLUDING NEUTRAL AND DON'T KNOW RESPONSES



Submitted to:

The City of Tempe, AZ

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EXCLUDING NEUTRAL AND DON'T KNOW RESPONSES

Q1. How satisfied are you with the following: (without "neutral" and "don't know")

(N=803)

	Satisfied	Dissatisfied
Q1A. How satisfied are you with overall quality of services	97.4%	2.6%
Q1B. Appearance of City	94.3%	5.7%
Q1C. Image of City	96.5%	3.5%
Q1D. How well City is planning growth	83.7%	16.3%
Q1E. Quality of life in City	97.4%	2.6%
Q1F. Feeling of safety in City	88.6%	11.4%
Q1G. City's overall efforts to promote diversity & inclusiveness in community	92.5%	7.5%
Q1H. Direction City is heading	87.6%	12.4%
Q1I. Leadership of City's elected officials	84.7%	15.3%
Q1J. Level of public involvement in City's decision-making process	77.5%	22.5%
Q1K. How ethical City employees are	89.0%	11.0%
Q1L. City's sustainability programs	90.2%	9.8%
Q1M. City efforts to keep residents informed about budget	79.3%	20.7%
Q1N. Opportunities to express ideas & views	84.8%	15.2%

EXCLUDING NEUTRAL AND DON'T KNOW RESPONSES

Q2. How satisfied are you with the following perceptions of your neighborhood: (without "neutral" and "don't know")

(N=803)

	Satisfied	Dissatisfied
Q2A. Condition of streets	88.7%	11.3%
Q2B. Condition of sidewalks	90.9%	9.1%
Q2C. Maintenance of private property	71.9%	28.1%
Q2D. Condition of alley	68.5%	31.5%
Q2E. Feeling of safety	87.5%	12.5%
Q2F. Quality of neighborhood park	90.2%	9.8%
Q2G. Adequacy of street lighting	78.4%	21.6%

Q4. How would you rate the overall condition of your neighborhood? (without "neutral" and "don't know")

Q4. Rate overall condition of your neighborhood	Number	Percent
Excellent/Good	507	91.5 %
Poor	47	8.5 %
Total	554	100.0 %

EXCLUDING NEUTRAL AND DON'T KNOW RESPONSES

Q7. How satisfied are you with the following City programs and facilities? (without "neutral" and "don't know")
(N=803)

	Satisfied	Dissatisfied
Q7A. Quality of larger City parks	98.1%	1.9%
Q7B. Quality of City recreation centers	98.0%	2.0%
Q7C. Quality of City swimming pools & programs	86.7%	13.3%
Q7D. Quality of City outdoor athletic fields	96.5%	3.5%
Q7E. Quality of City programs for youth	95.5%	4.5%
Q7F. Quality of City programs for adults	93.9%	6.1%
Q7G. Quality of City golf courses	94.2%	5.8%
Q7H. Quality of Tempe History Museum	98.2%	1.8%
Q7I. Quality of library facilities	98.1%	1.9%
Q7J. Quality of disability access to City programs & facilities	95.2%	4.8%

EXCLUDING NEUTRAL AND DON'T KNOW RESPONSES

Q9. How satisfied are you with the following City services? (without "neutral" and "don't know")

(N=803)

	Satisfied	Dissatisfied
Q9A. Quality of library services	97.5%	2.5%
Q9B. Overall condition of City streets	89.1%	10.9%
Q9C. Condition & clarity of street signs	91.8%	8.2%
Q9D. Quality of local transit service	90.8%	9.2%
Q9E. Management of traffic flow on City streets	79.7%	20.3%
Q9F. Quality of walking & biking paths	93.7%	6.3%
Q9G. Availability of information about City programs, events, services & issues	87.6%	12.4%
Q9H. How well City enforces property maintenance codes	55.1%	44.9%
Q9I. Landscape maintenance along streets/ sidewalks	82.1%	17.9%
Q9J. Appearance of residential property in City	73.2%	26.8%
Q9K. Appearance of commercial property in City	86.5%	13.5%
Q9L. Cleanliness of City streets	91.9%	8.1%
Q9M. Residential trash collection services	96.9%	3.1%
Q9N. Recycling services	94.2%	5.8%
Q9O. Bulky item pick up/removal services	94.8%	5.2%
Q9P. Water service	94.8%	5.2%
Q9Q. Quality of local police services	92.8%	7.2%
Q9R. Enforcement of local traffic laws	85.4%	14.6%

EXCLUDING NEUTRAL AND DON'T KNOW RESPONSES

Q9. CONTINUED How satisfied are you with the following City services? (without "neutral" and "don't know")

	Satisfied	Dissatisfied
Q9S. Quality of local fire services	99.8%	0.2%
Q9T. Efforts by City to prevent crime	84.6%	15.4%
Q9U. Quality of City recreation programs/ services	96.5%	3.5%
Q9V. Maintenance of City parks	93.7%	6.3%

EXCLUDING NEUTRAL AND DON'T KNOW RESPONSES

Q14B-F. If yes, rate your satisfaction with the Customer Service: (without "neutral" and "don't know")

(N=416)

	Satisfied	Dissatisfied
Q14B. How easy was the contact	89.1%	10.9%
Q14C. The way you were treated	92.3%	7.7%
Q14D. Accuracy of information you were given	89.7%	10.3%
Q14E. How quickly staff responded to your request	85.8%	14.2%
Q14F. How well your issue was handled	82.3%	17.7%