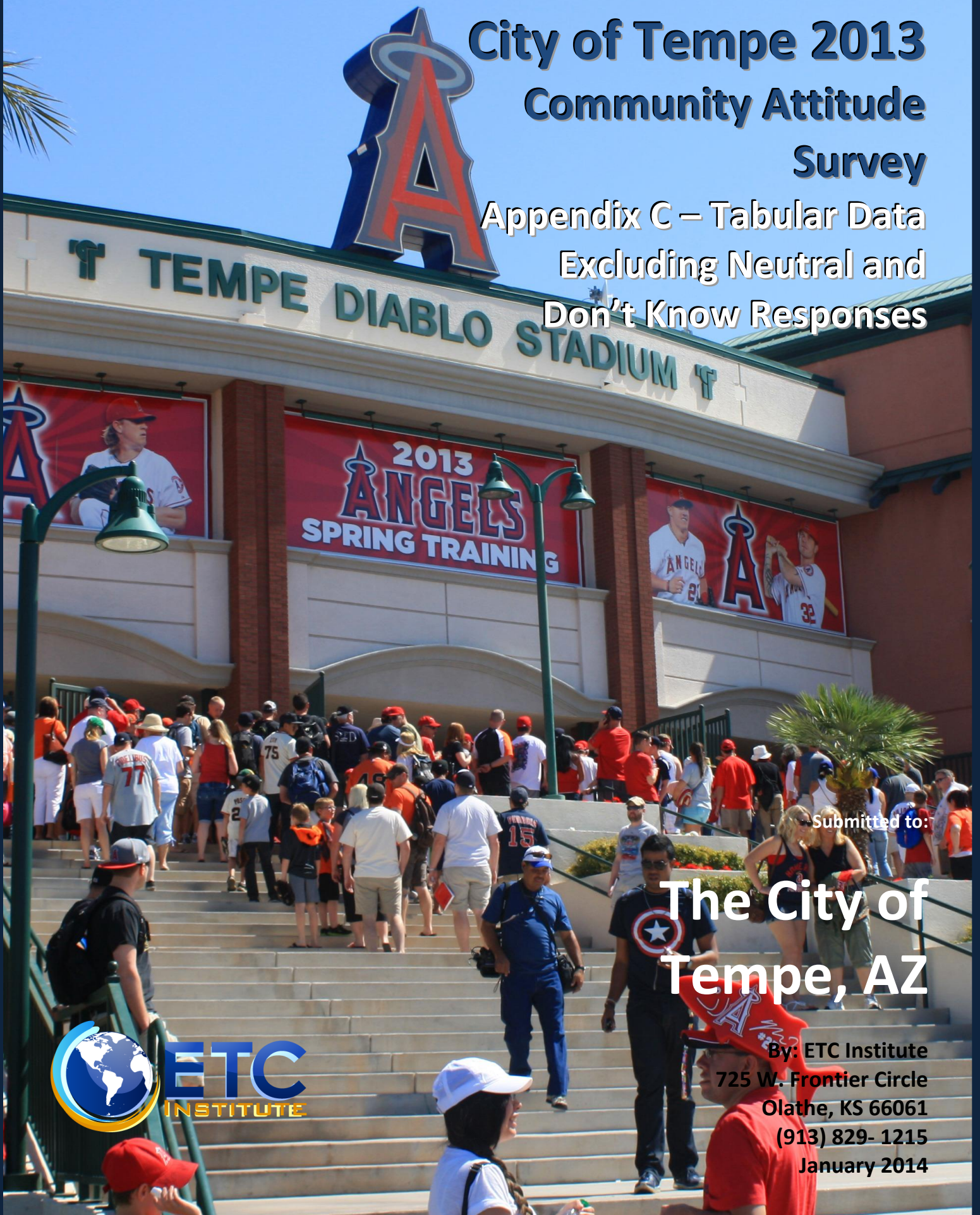


City of Tempe 2013 Community Attitude Survey

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



Submitted to:

The City of
Tempe, AZ



By: ETC Institute
725 W. Frontier Circle
Olathe, KS 66061
(913) 829- 1215
January 2014

WITHOUT DON'T KNOW/NEUTRAL

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

(N=428)

	Satisfied	Dissatisfied
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%