



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

Dear Fellow Tempe Resident,

*Re: 2018 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 because it ensures that the City's priorities reflect the needs of our residents. We need to hear from you to better plan for the future of Tempe.

**Mark W. Mitchell**  
Mayor

**Robin Arredondo-Savage**  
Vice-Mayor

**Kolby Granville**  
Councilmember

**Randy Keating**  
Councilmember

**Lauren Kuby**  
Councilmember

**Joel Navarro**  
Councilmember

**Jennifer Adams**  
Councilmember

We realize the survey takes time to complete, but every question is important. My council colleagues and I use the information gathered by the survey to inform our decisions that affect a wide range of City services, including public safety, parks, recreation, economic development, code enforcement, and others.

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](http://www.TempeGov.com).

The results of this survey, along with the results from previous years, can be found on our website: [www.tempe.gov/city-hall/strategic-management-and-diversity/surveys](http://www.tempe.gov/city-hall/strategic-management-and-diversity/surveys)

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 an even more amazing city.

Sincerely,

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

Mark W. Mitchell  
Mayor

# 2018 City of Tempe 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](http://www.TempeGov.com).



## Safe and Secure Communities

1. Please rate your level of satisfaction with each of the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

	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

2. Please rate how satisfied you are with the feeling of safety you have in the following places.

During the Day	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Neighborhood parks	5	4	3	2	1	9
02. City parks like Kiwanis and Tempe Beach	5	4	3	2	1	9
03. Desert parks like Papago, Evelyn Hallman, and Hayden Butte (A Mtn)	5	4	3	2	1	9
04. City athletic and recreational facilities	5	4	3	2	1	9
05. Tempe Public Library Complex	5	4	3	2	1	9
06. City Hall	5	4	3	2	1	9
07. Mill Avenue	5	4	3	2	1	9
At Night						
08. Neighborhood parks	5	4	3	2	1	9
09. City parks like Kiwanis and Tempe Beach	5	4	3	2	1	9
10. Desert parks like Papago, Evelyn Hallman, and Hayden Butte (A Mtn)	5	4	3	2	1	9
11. City athletic and recreational facilities	5	4	3	2	1	9
12. Tempe Public Library Complex	5	4	3	2	1	9
13. City Hall	5	4	3	2	1	9
14. Mill Avenue	5	4	3	2	1	9

3. Please indicate how often you worry about each of the following.

How often do you worry about...	Frequently	Occasionally	Rarely	Never	N/A	Don't Know
1. Getting mugged?	4	3	2	1	0	9
2. Having your home burglarized when you are not there?	4	3	2	1	0	9
3. Being attacked or threatened with a weapon?	4	3	2	1	0	9
4. Having your car stolen or broken into?	4	3	2	1	0	9
5. Being a victim of identity theft?	4	3	2	1	0	9

**4. In the past 6 months...**

1.	Have you been robbed, physically assaulted, or sexually assaulted?	Yes	No
1a.	<i>Were the police informed or did they find out about this incident in any way?</i>	Yes	No
2.	Has anyone in your household age 12 or older had a vehicle stolen, property or cash stolen, or has your household been burglarized?	Yes	No
2a.	<i>Were the police informed or did they find out about this incident in any way?</i>	Yes	No

**4a. What was the reason it was not reported to police?**

- (1) Too busy                       (4) Didn't want to go to court  
 (2) Police won't do anything       (5) Nothing could be done/person wouldn't be found  
 (3) Not important                   (6) Other: \_\_\_\_\_

**5. What do you feel is the MOST IMPORTANT public safety concern in your neighborhood?**

\_\_\_\_\_

**Strong Community Connections****6. Please rate your level of satisfaction with each of the following.**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	The overall quality of services offered by the City of Tempe	5	4	3	2	1	9
02.	Leadership of the City's elected officials	5	4	3	2	1	9
03.	How ethical City employees are in the way they conduct City business	5	4	3	2	1	9
04.	Availability of information about City programs, events, services, and issues	5	4	3	2	1	9
05.	Availability of information on water, sewer, and solid waste rates	5	4	3	2	1	9
06.	Availability of information on recycling, composting, and water conservation program offerings	5	4	3	2	1	9
07.	How easy the City's 3-1-1 "One Call to City Hall" is to use	5	4	3	2	1	9
08.	Usefulness of the City's website	5	4	3	2	1	9
09.	Tempe's online services (registration, payment, etc.)	5	4	3	2	1	9
10.	Your ability to participate in City decision-making processes	5	4	3	2	1	9
11.	The accessibility and transparency of information provided by the City Council (e.g. agendas, minutes, meeting schedules, Tempe 11 videos)	5	4	3	2	1	9
12.	How well the City treats residents regardless of age, disability, gender, or other characteristics	5	4	3	2	1	9
13.	Overall quality of customer service	5	4	3	2	1	9

**7. Please rate your satisfaction with the ease of access to each of the following...**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	City Council Meetings (schedules, agendas, minutes, videos)	5	4	3	2	1	9
2.	Boards and Commission Meetings (schedules, agendas, minutes)	5	4	3	2	1	9
3.	City Elections (election information and results, voter outreach)	5	4	3	2	1	9
4.	Campaign Finance and Lobbyist Disclosures	5	4	3	2	1	9
5.	Open Books (financial information)	5	4	3	2	1	9
6.	Open Data	5	4	3	2	1	9
7.	City's Performance on Strategic Plan	5	4	3	2	1	9

8. Please rate your satisfaction with the following based on your experience with 3-1-1. [If you have never used 3-1-1, please skip to Question 9.]

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. How courteous and respectful the call taker was	5	4	3	2	1	9
2. The hours of service (7:00 a.m. - 5:00 p.m.) that 3-1-1 is available	5	4	3	2	1	9
3. The ability of the call taker to answer your question	5	4	3	2	1	9
4. The call taker helped you resolve an issue to your satisfaction	5	4	3	2	1	9

9. Have you contacted the City of Tempe during the past year? \_\_\_\_ (1) Yes [Answer Q9a-b.] \_\_\_\_ (2) No

9a. Which department did you contact MOST RECENTLY? \_\_\_\_\_

9b. Please answer each of the following questions with regard to the department you contacted MOST RECENTLY.

	Yes	No	Don't Remember
1. Were you treated fairly?	1	2	9
2. Did the employee(s) listen to you carefully?	1	2	9
3. Did the employee care about your well-being?	1	2	9
4. Was the employee honest?	1	2	9
5. Was the information you were given accurate?	1	2	9
6. Did staff respond to your request quickly?	1	2	9

10. **Usage of City Services and Facilities.** Please CHECK ALL of the following services and facilities provided by the City that you or members of your household have used in the past 12 months.

- |                                 |   |   |
|---------------------------------|---|---|
| ____ (01) Fire services         | ____ (09) City golf courses                     | ____ (16) Household Products Collection Center      |
| ____ (02) Tempe Public Library  | ____ (10) City swimming pools                   | ____ (17) Multigenerational/Community Centers       |
| ____ (03) Parks                 | ____ (11) Kiwanis Recreation Center             | ____ (18) Human Services                            |
| ____ (04) Walking/biking trails | ____ (12) Tempe 311                             | ____ (19) Trash, Composting, and Recycling Services |
| ____ (05) City athletic fields  | ____ (13) Bus, Orbit, or light rail service     |   |
| ____ (06) Kid Zone              | ____ (14) Tempe Center for the Arts             |   |
| ____ (07) Police services       | ____ (15) Arts and recreation programs/services |   |
| ____ (08) Tempe History Museum  |   |   |

11. Which of the following do you use to get information about the City of Tempe? [Check all that apply.]

- |   |   |   |
|---|---|---|
| ____ (01) Tempe 11 (Cable TV)                 | ____ (05) Social Media (Twitter, Facebook, YouTube, Nextdoor) | ____ (10) Tempe 311                               |
| ____ (02) Recreation Opportunities Brochure   | ____ (06) Online City videos                                  | ____ (11) Radio                                   |
| ____ (03) City Website                        | ____ (07) Television News                                     | ____ (12) Newspapers                              |
| ____ (04) Water bill newsletter (Tempe Today) | ____ (08) City meetings                                       | ____ (13) Alternate Accessible Media (Sun Sounds) |
|   | ____ (09) E-mail subscriptions                                |   |

12. **Overall Priorities.** Which TWO of the following do you think should be the City's top priorities over the next year?

- |  |  |
|--|--|
| ____ (01) Economic/business development                  | ____ (09) Fire services                                  |
| ____ (02) Appearance of the City                         | ____ (10) Water/sewer                                    |
| ____ (03) Maintenance of City buildings                  | ____ (11) Neighborhoods                                  |
| ____ (04) Police services                                | ____ (12) Parks  |
| ____ (05) Art, recreation programs, and library services | ____ (13) Trash, composting, and recycling               |
| ____ (06) Customer service                               | ____ (14) Historical preservation                        |
| ____ (07) Transportation services                        | ____ (15) Condition of City streets/sidewalks            |
| ____ (08) Social/Human services                          | ____ (16) City infrastructure (e.g. bridges, waterlines) |

13. 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

### 14. Please rate your level of satisfaction with each of the following.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Appearance of the City	5	4	3	2	1	9
02. Image of the City	5	4	3	2	1	9
03. Quality of life in the City	5	4	3	2	1	9
04. The City's overall efforts to promote access, diversity, and inclusiveness in the community	5	4	3	2	1	9
05. Quality of access to City facilities for persons with disabilities	5	4	3	2	1	9
06. Quality of services for persons with disabilities	5	4	3	2	1	9
07. Quality of access to City parks for persons with disabilities	5	4	3	2	1	9
08. Quality of neighborhood parks	5	4	3	2	1	9
09. Maintenance of City parks	5	4	3	2	1	9
10. Quality of larger City parks (e.g., Kiwanis, Tempe Beach, Town Lake, Papago)	5	4	3	2	1	9
11. Quality of City recreation and community centers	5	4	3	2	1	9
12. Maintenance and appearance of City community centers	5	4	3	2	1	9
13. Quality of City swimming pools	5	4	3	2	1	9
14. Quality of City outdoor athletic fields	5	4	3	2	1	9
15. Quality of City golf courses	5	4	3	2	1	9
16. Quality of City recreation programs and services	5	4	3	2	1	9
17. Quality of City library programs and services	5	4	3	2	1	9
18. Quality of Tempe Center for the Arts programs	5	4	3	2	1	9
19. Quality of Before and After School (Kid Zone) programs	5	4	3	2	1	9
20. Quality of City art and art education programs	5	4	3	2	1	9
21. Quality of Tempe Center for the Arts	5	4	3	2	1	9
22. Quality of Tempe History Museum	5	4	3	2	1	9
23. Quality of Tempe Public Library	5	4	3	2	1	9
24. Adequacy of street lighting	5	4	3	2	1	9
25. Condition of City streets	5	4	3	2	1	9
26. Quality of Landscape maintenance along streets/sidewalks	5	4	3	2	1	9
27. Overall condition of your neighborhood	5	4	3	2	1	9
28. Appearance of residential property in the City	5	4	3	2	1	9
29. Maintenance of private property	5	4	3	2	1	9
30. Condition of alley near your home (if applicable)	5	4	3	2	1	9
31. City enforcement of alley maintenance codes	5	4	3	2	1	9
32. Overall enforcement of City property maintenance codes	5	4	3	2	1	9
33. City enforcement of property maintenance codes and the appearance of commercial properties	5	4	3	2	1	9
34. City enforcement of property maintenance codes and the appearance of residential properties	5	4	3	2	1	9
35. City efforts to enforce the clean-up of junk, debris, and trash on residential private property	5	4	3	2	1	9
36. City efforts to enforce the mowing and cutting of weeds/grass on residential private property	5	4	3	2	1	9
37. City efforts to enforce deteriorated landscape maintenance on residential private property	5	4	3	2	1	9
38. The value and benefits received by the City from Special Events	5	4	3	2	1	9
39. Access to Human Services/Social Services	5	4	3	2	1	9
40. Residential trash collection services	5	4	3	2	1	9
41. Residential recycling services	5	4	3	2	1	9
42. Bulk trash pickup/removal services	5	4	3	2	1	9



## Sustainable Growth and Development

15. Please rate your level of satisfaction with each of the following.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	How well the City is planning for growth	5	4	3	2	1	9
02.	The City's sustainability programs, which are designed to promote water, energy, and natural resource conservation	5	4	3	2	1	9
03.	Condition of streets in your neighborhood	5	4	3	2	1	9
04.	Condition of major City streets and sidewalks	5	4	3	2	1	9
05.	Condition and clarity of street signs	5	4	3	2	1	9
06.	Management of traffic flow on City streets	5	4	3	2	1	9
07.	Quality of local transit service (bus, rail, Orbit)	5	4	3	2	1	9
08.	Quality of walking and biking paths	5	4	3	2	1	9
09.	Quality of recycling services	5	4	3	2	1	9
10.	Quality of green organics collection and compost program	5	4	3	2	1	9
11.	Overall quality of new commercial development in the City, including architecture and design	5	4	3	2	1	9
12.	Quality of your internet service provider	5	4	3	2	1	9
13.	Quality of water conservation programs	5	4	3	2	1	9
14.	Quality of energy conservation programs	5	4	3	2	1	9
15.	Quality of land use and green space programs	5	4	3	2	1	9
16.	Quality of climate change initiatives such as shaded bus stops and tree canopies	5	4	3	2	1	9
17.	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

16. Please rate your level of satisfaction with each of the following.

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

## Demographics

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

- (1) Less than 6 months     
 (3) 6-10 years     
 (5) More than 20 years  
 (2) 6 months-5 years     
 (4) 11-20 years

18. What is your age?

- (1) 18-34     
 (2) 35-44     
 (3) 45-54     
 (4) 55-64     
 (5) 65-74     
 (6) 75+

19. What gender do you identify with?

- (1) Male     
 (2) Female     
 (3) Non-Conforming     
 (4) Prefer not to answer

**20. How many children in each of the following age groups live in Tempe with you?**

Ages 0-5: \_\_\_\_\_ Ages 6-13: \_\_\_\_\_ Ages 14-17: \_\_\_\_\_ NONE

**20a. If you have children living in Tempe, how many attend each of the following types of K-12 schools?**

Public School: \_\_\_\_\_ Home School: \_\_\_\_\_ Charter School: \_\_\_\_\_ Private School: \_\_\_\_\_

**21. Which of the following best describes your race/ethnicity? [Check all that apply.]**

\_\_\_\_(1) Asian/Pacific Islander      \_\_\_\_ (3) American Indian/Eskimo      \_\_\_\_ (5) Hispanic/Latino/Spanish  
\_\_\_\_(2) White      \_\_\_\_ (4) Black/African American      \_\_\_\_ (6) Other: \_\_\_\_\_

**22. Primary language:**      \_\_\_\_ (1) English      \_\_\_\_ (2) Spanish      \_\_\_\_ (3) Other: \_\_\_\_\_

**23. Do you own or rent your current residence?**      \_\_\_\_ (1) Own      \_\_\_\_ (2) Rent

**24. Does your home have an alley?**      \_\_\_\_ (1) Yes      \_\_\_\_ (2) No

**25. Which of the following best describes your home?**

\_\_\_\_ (1) Single-Family      \_\_\_\_ (2) Other: \_\_\_\_\_

**26. Do you have cable television?**      \_\_\_\_ (1) Yes      \_\_\_\_ (2) No

**27. Do you have internet access at home?**      \_\_\_\_ (1) Yes      \_\_\_\_ (2) No

**28. Do you have a Smart Phone?**      \_\_\_\_ (1) Yes      \_\_\_\_ (2) No

**29. Are you a full-time student?**      \_\_\_\_ (1) Yes      \_\_\_\_ (2) No

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

\_\_\_\_ (1) Less than high school      \_\_\_\_ (3) Some college      \_\_\_\_ (5) Graduate degree  
\_\_\_\_ (2) High school      \_\_\_\_ (4) 4-year college

**31. Have you visited Downtown Tempe during the past year?**      \_\_\_\_ (1) Yes      \_\_\_\_ (2) No

**32. Have you used public transit during the past year?**      \_\_\_\_ (1) Yes      \_\_\_\_ (2) No

**33. Do you, or a member of your household, have a disability?**      \_\_\_\_ (1) Yes      \_\_\_\_ (2) No

**This concludes the survey – Thank you for your time!**  
Please return your survey in the enclosed postage-paid envelope addressed to:  
ETC Institute, 725 West Frontier Circle, Olathe, KS 66061

*The results of this survey, along with the results from previous years, can be found on our website:  
<https://www.tempe.gov/city-hall/strategic-management-and-diversity/surveys>*

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.