



2023 City of Tempe Community Survey Findings Report

Presented to the City of Tempe,
Arizona

October 2023



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The survey dashboard offers viewers an interactive way to engage with the survey data through cross tabulations, trends, key demographics of respondents, investment priorities, as well as mapping results and benchmarking. Please visit tempe.gov/surveys.

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strategic_management_innovation@tempe.gov
480.350.2913 | tempe.gov/surveys*



Executive Summary

2023 City of Tempe Community Survey

Executive Summary

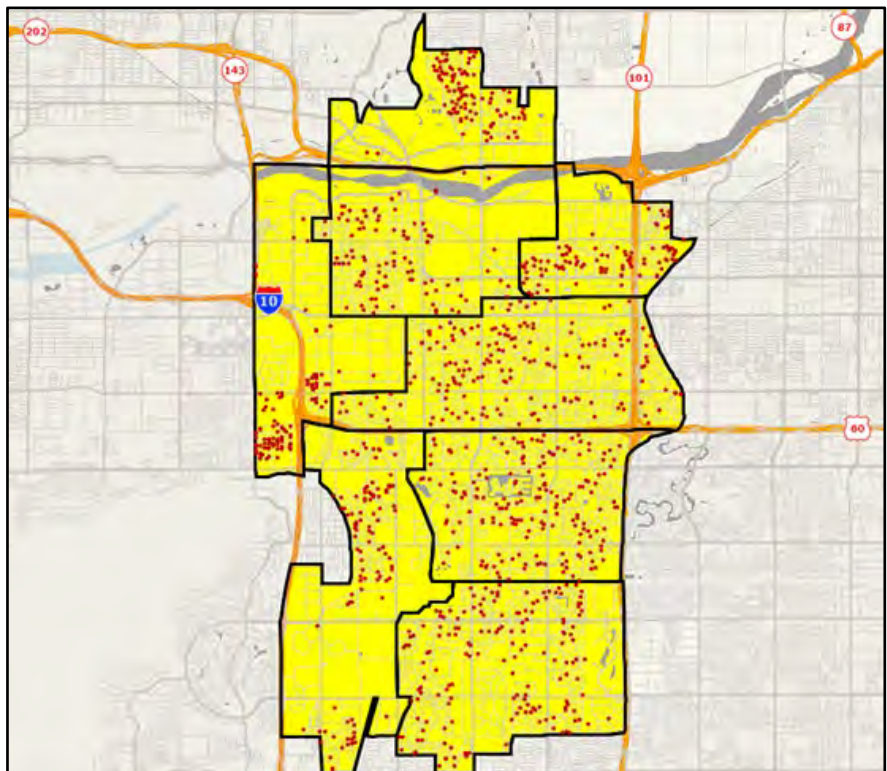
Purpose and Methodology

ETC Institute conducted the sixteenth annual community survey for the City of Tempe during the summer of 2023 to help determine priorities for the community as part of the City's on-going strategic planning process. The survey was mailed to a random sample of households in the City of Tempe. Once the surveys were mailed, ETC Institute sent emails and text messages to the households that received the survey to encourage participation. The City of Tempe included survey information in City utility bills, sent emails to resident distribution lists, and posted information on social media platforms (Facebook, Twitter, LinkedIn). The emails and texts contained a link to the online survey (tempe.gov/surveys) to make it easy for residents to complete the survey.

To ensure that the survey was completed by Tempe residents and not non-residents, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

A total of 1,032 households completed the survey. The results for the sample of 1,032 households have a 95% level of confidence with a precision of at least +/-3.0%. There were no statistically significant differences in the results of the survey based on the method of administration. In 2022, 934 households completed the survey and in 2021, 1,105 surveys were completed.

Location of Respondents: ETC Institute geocoded the home address of respondents to better understand how they rated various City services. The dots on the map to the right show the distribution of survey respondents based on the location of their home address.



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Don't Know Responses. Since the number of “don't know” responses often reflects the utilization and awareness of City services, the percentage of “don't know” responses has been included with the tabular data in Section 4 of this report. When the “don't know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “who had an opinion.”

This report contains:

- A summary of the methodology for administering the survey and major findings
- Charts showing the overall results for most questions on the survey (Section 1)
- Demographic information of survey respondents (Section 1a)
- Trend charts comparing the 2023 results to the 2022 and 2007 (the first year the survey was administered) results where available (Section 2)
- Benchmarking analysis that shows how Tempe's results compare to other communities (Section 3)
- Importance-Satisfaction analysis that identifies priorities for investment (Section 4)
- Tabular data showing the overall results for all questions on the survey along with a copy of the survey instrument (Section 5)

Perceptions of the Community

Based on the combined percentages of the residents surveyed who had an opinion, 81% were either “very satisfied” or “satisfied” with the *overall quality of services offered by the City of Tempe*.

Public Safety

- Ninety-four percent (94%) of the residents surveyed who had an opinion were “very satisfied” or “satisfied” with the quality of local fire services; 6% were “neutral.” Other public safety services with high levels of satisfaction included: quality of medical services provided by the Fire Department (93%), quality of ambulance services (86%), and quality and safety of structures in neighborhoods (78%).
- Eighty-five percent (85%) of residents who had an opinion were “satisfied” with their feeling of safety at the Tempe Public Library Complex during the day; 10% were “neutral.” Other areas in which residents felt safe during the day included: businesses (theaters, restaurants, retail shopping, workplace) (81%), within the home or neighborhood (80%), City athletic and recreational facilities (76%), and City Hall (73%). Residents felt least safe during the day on public transportation (55%), on roadways (55%), and in neighborhood alleys (44%).

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- Seventy-one percent (71%) of residents who had an opinion were satisfied with their feeling of safety within their home or neighborhood at night; 16% were “neutral.” Other areas in which residents felt safe at night included: businesses (theaters, restaurants, retail shopping, workplace) (68%), and in the Tempe Public Library Complex (66%). Residents felt least safe at night in neighborhood parks (41%), in Desert parks like Papago, Evelyn Hallman, and Hayden Butte (A Mountain) (38%), and in neighborhood alleys (32%)
- Sixty-four percent (64%) of residents who had an opinion indicated they were “occasionally” or “frequently” worried about being safe near encampments; 61% were “occasionally” or “frequently” worried about being a victim of identity theft; 60% were “occasionally” or “frequently” worried about having their car stolen or broken into; and 55% were “occasionally” or “frequently” worried about having their home burglarized when they are not there.

Quality of Life and City Services

- The highest levels of satisfaction with quality of life and City services in Tempe, among those who had an opinion, included: residential trash collection services (88%), quality of Tempe Public Library (88%), quality of City library programs and services (86%), residential recycling services (82%), bulk trash pickup/removal services (82%), quality of Tempe History Museum exhibits/programs (82%), maintenance and appearance of City recreation and community centers (77%), quality of City recreation centers (77%), quality of life in the City (76%), quality of arts programs (75%), and quality of larger City parks (75%).

Financial Stability and Vitality

- The highest levels of satisfaction with various aspects of financial stability and vitality in Tempe, among those who had an opinion, included: the financial stability of City (67%), the direction the City is heading (58%), and the opportunities to provide input and feedback in the budget process (56%).

Sustainable Growth and Development

- The highest levels of satisfaction with various aspects of sustainable growth and development in Tempe, among those who had an opinion, included: quality of recycling services (79%), the condition and clarity of street signs (75%), quality of walking and biking paths (71%), and the quality of green organics collection and compost program (68%).

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Communication

- The three sources that residents used most to get information about the City of Tempe included: the water bill newsletter (Tempe Today) (64%), City websites (63%), and TV news (35%).
- The highest levels of satisfaction with various aspects of communication in Tempe, among those who had an opinion, included: the availability of information on water/wastewater (sewer) and solid waste rates (77%), the availability of information about City programs, events, services, and issues (76%), Tempe's online services (registration, payment, etc.) (73%), and the availability of information on recycling, composting, and water conservation program offerings (72%). Residents were least satisfied with their ability to participate in the City's decision-making process (53%).

Customer Service

- Overall, 73% of residents who had an opinion were satisfied with the quality of customer service provided by the City of Tempe.
- Fifty-three percent (53%) of residents surveyed indicated they had contacted the City of Tempe during the past year.
- The highest levels of satisfaction with customer service, based upon the "yes" responses among those who had an opinion and had contacted the City over the past year, were: the honesty of the employee (94%), the way they were treated fairly (93%), and the ability of the employee to listen carefully (91%).

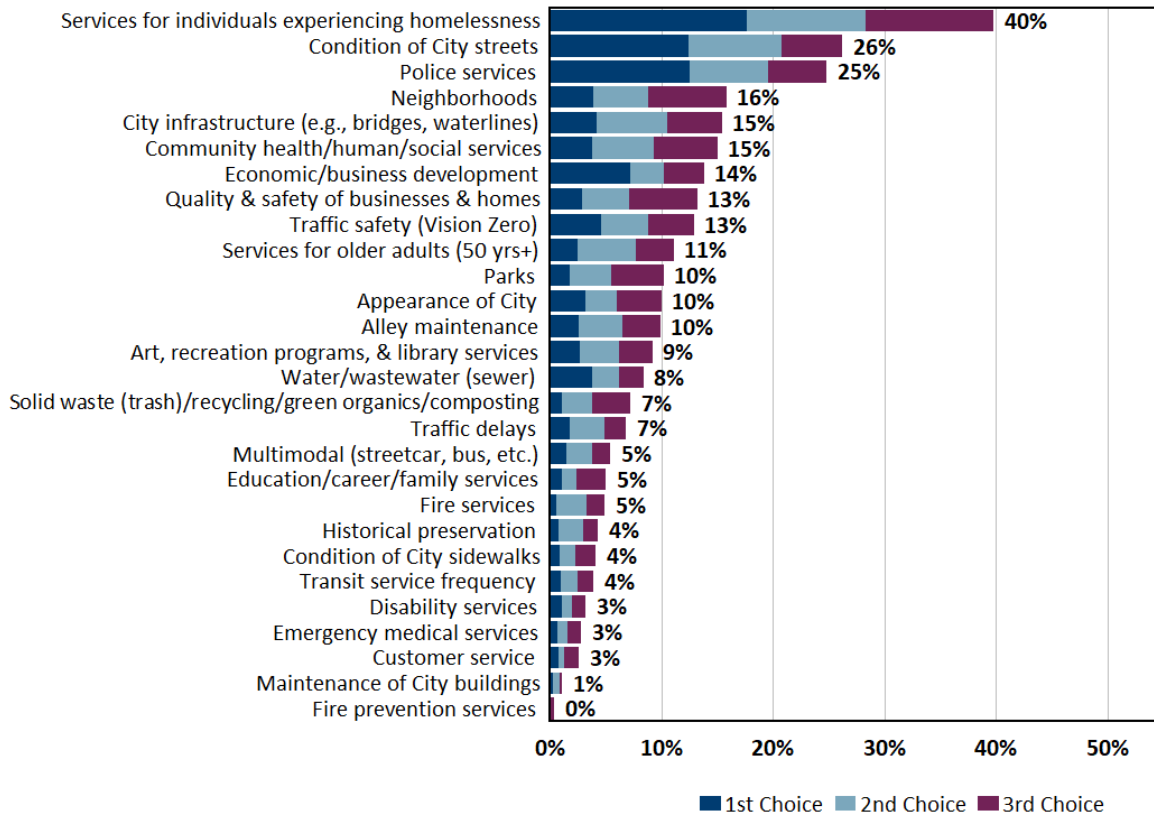
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Top Priorities for the City

- Residents think services for individuals experiencing homelessness (40%), condition of City streets (26%), and police services (25%) should be the City’s top priorities for 2024. The chart below shows the percentage of respondents who selected various City service categories as one of their top three priorities for the coming year. Customer service, maintenance of City buildings, and fire prevention services were the least selected priorities.

Q11. Top THREE Priorities for the City Over the Next Year

by percentage of respondents who selected the item as one of their top three choices

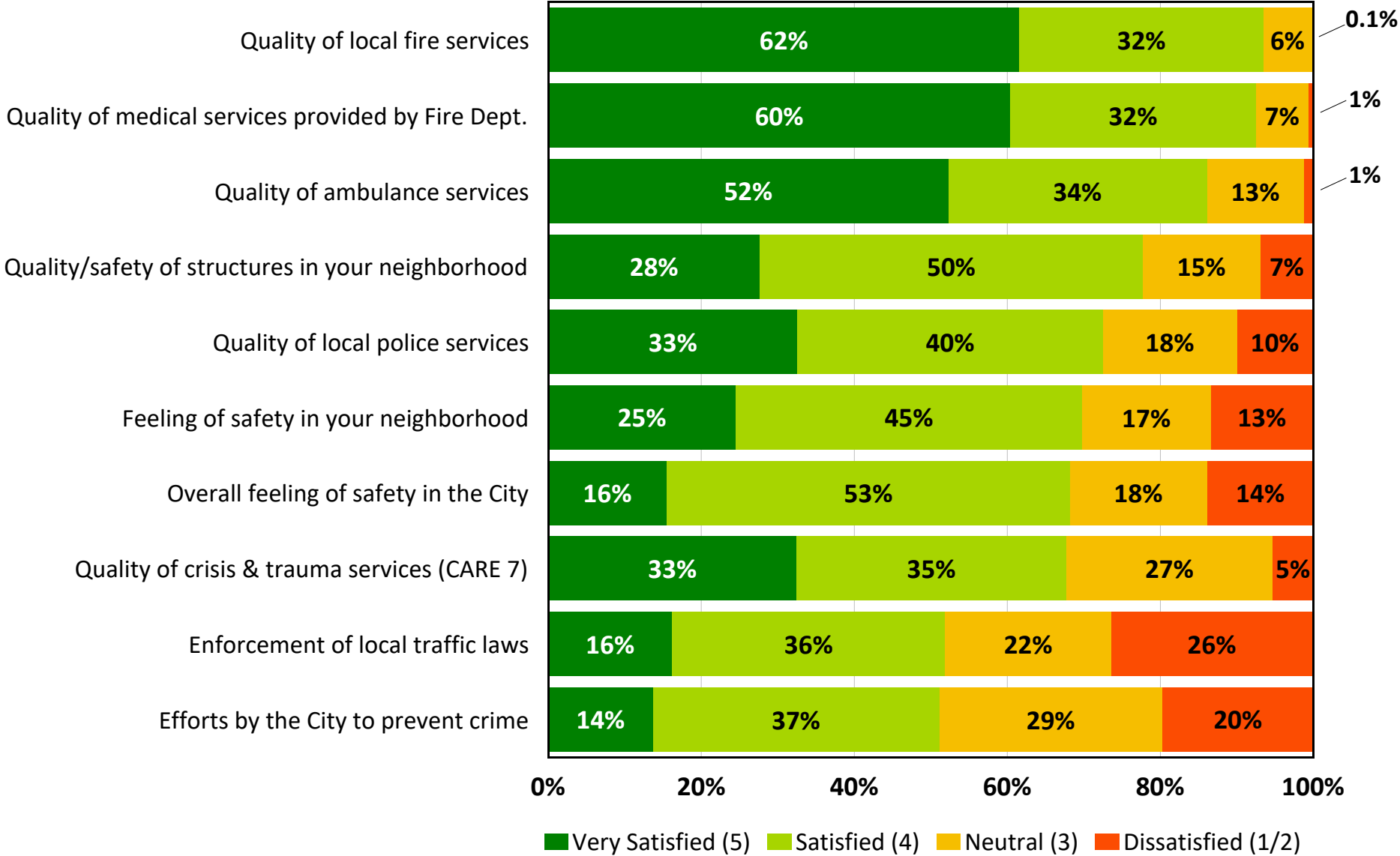




Charts and Graphs

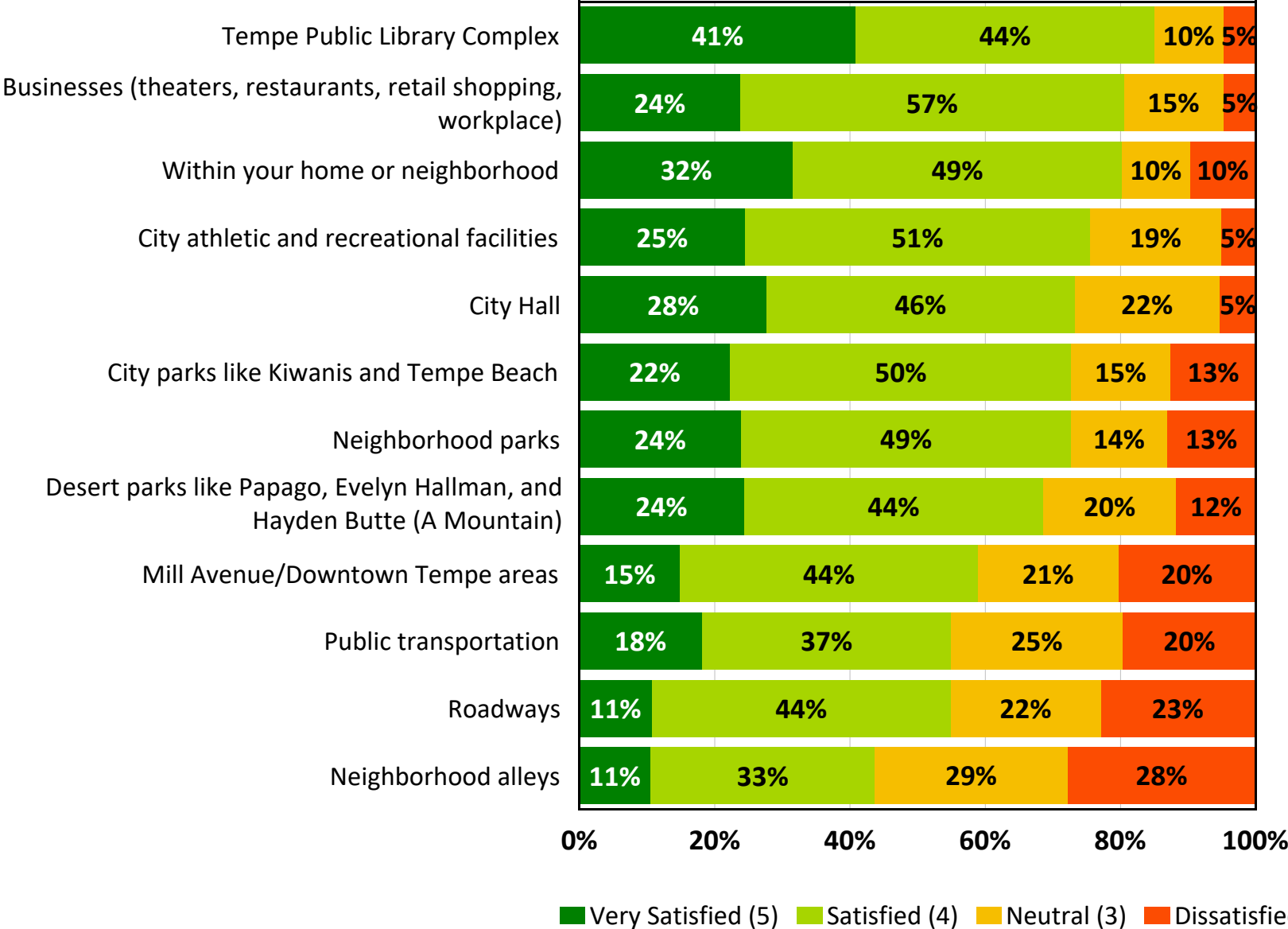
Q1. Satisfaction With Public Safety

by percentage of respondents (excluding "Don't Know" or "N/A" responses)



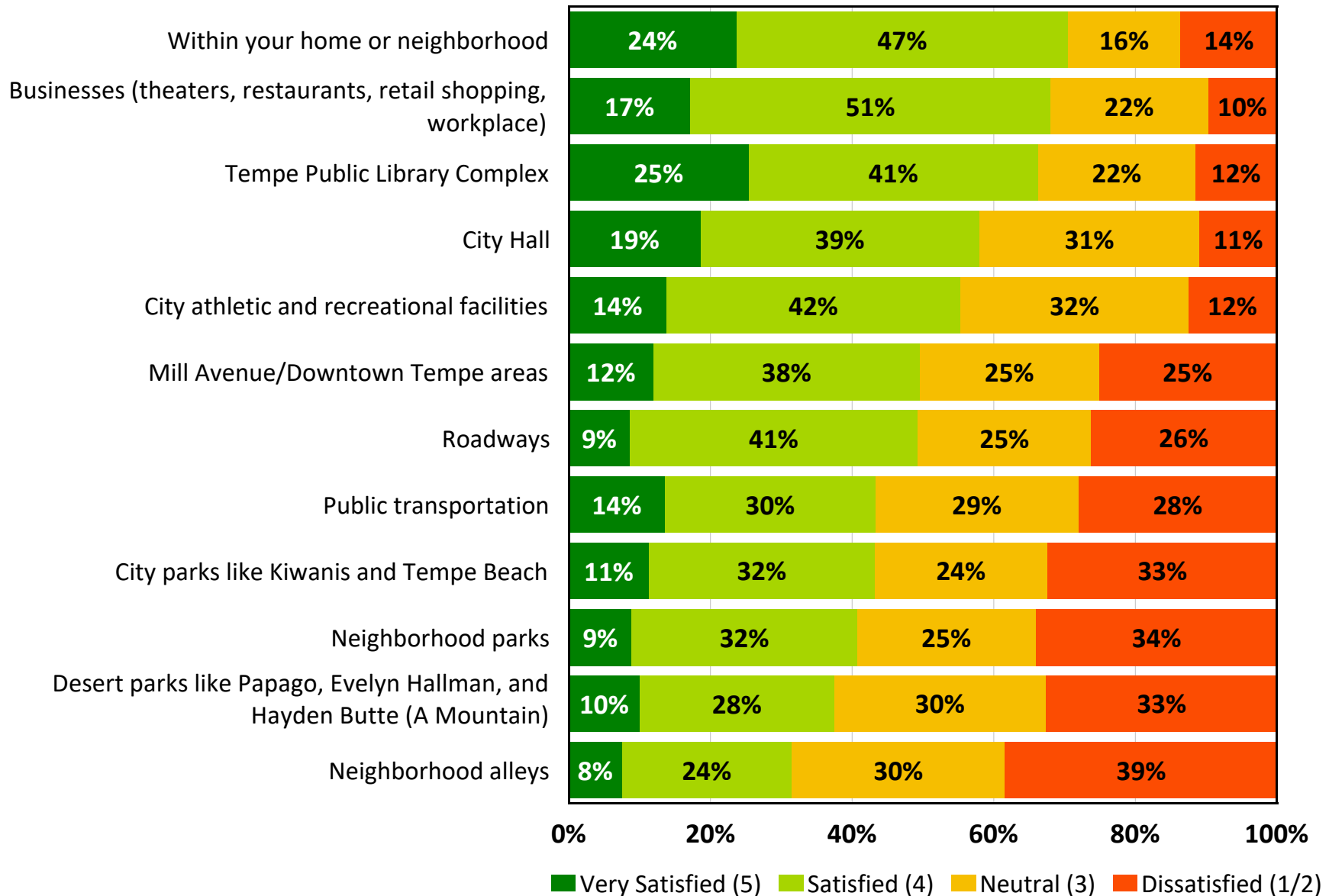
Q2. Feeling of Safety During the Day in the Following Places:

by percentage of respondents (excluding "Don't Know" or "N/A" responses)



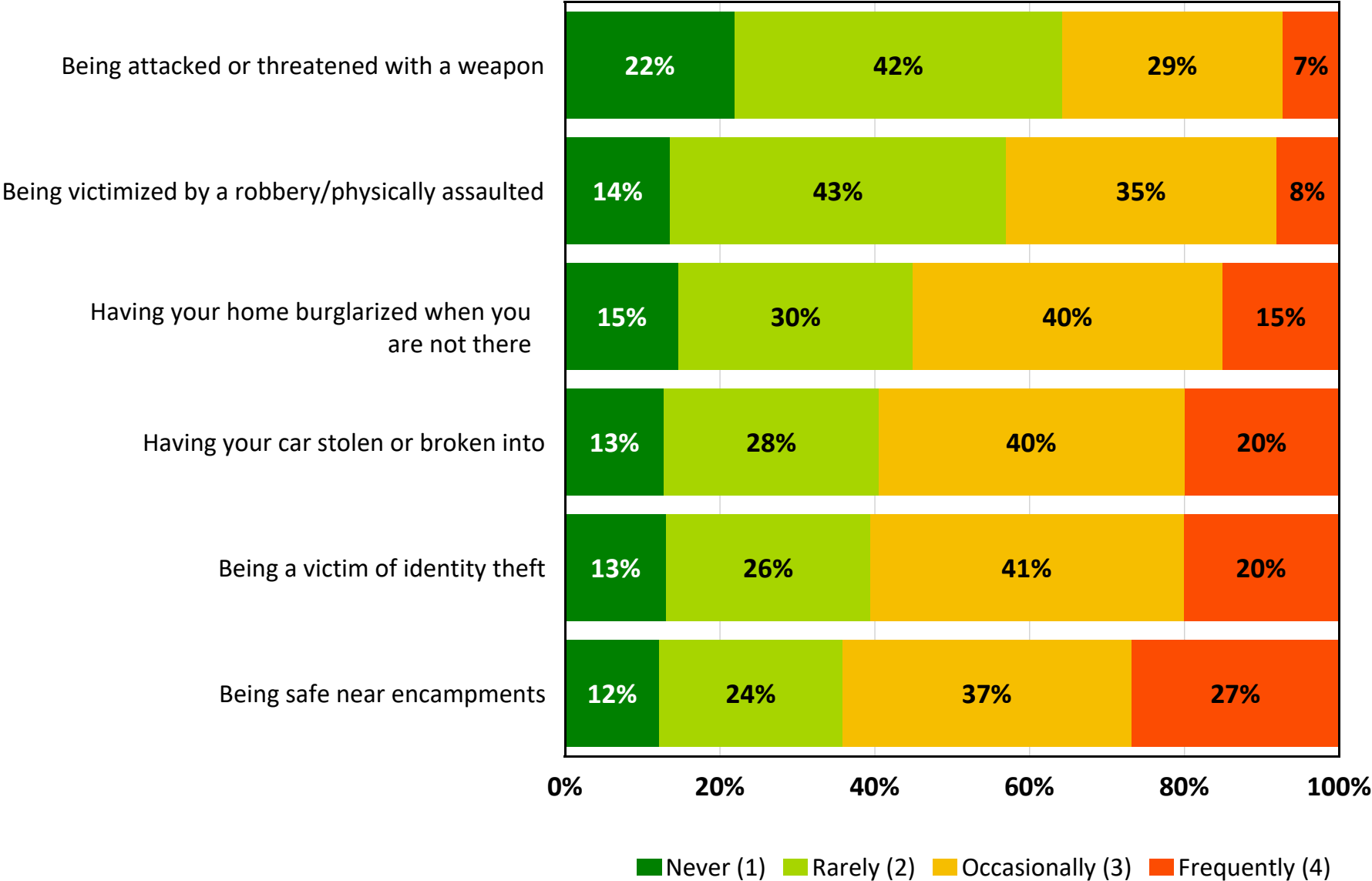
Q2. Feeling of Safety At Night in the Following Places:

by percentage of respondents (excluding "Don't Know" or "N/A" responses)



Q3. How Often Residents Worry About Each of the Following:

by percentage of respondents (excluding "Don't Know" or "N/A" responses)

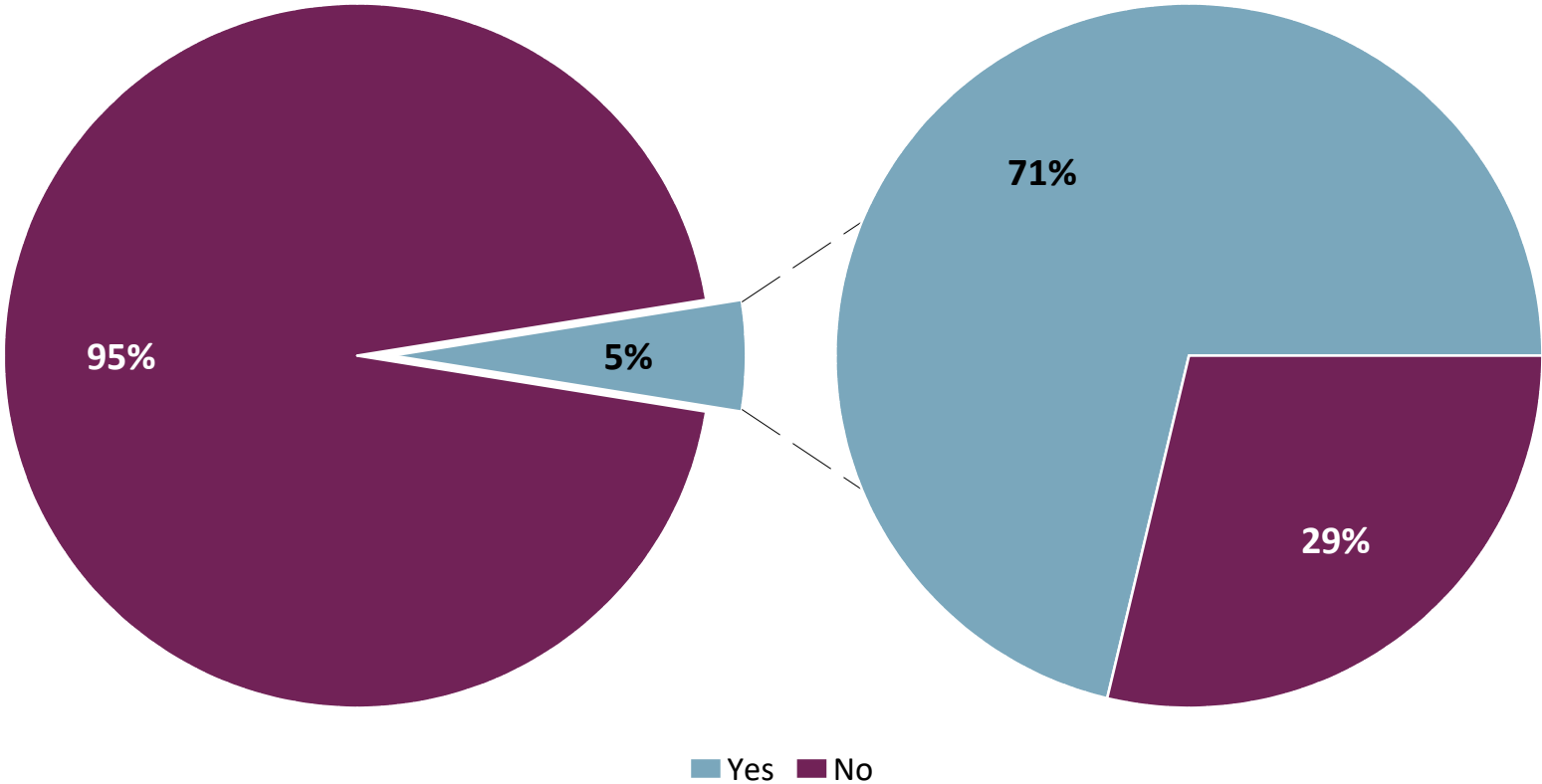


Q4.1. Have you been robbed, physically assaulted, or sexually assaulted in the past 6 months?

by percentage of respondents (excluding "Not Provided" responses)

Q4.1a. If yes, were the police informed or did they find out about this incident in any way?

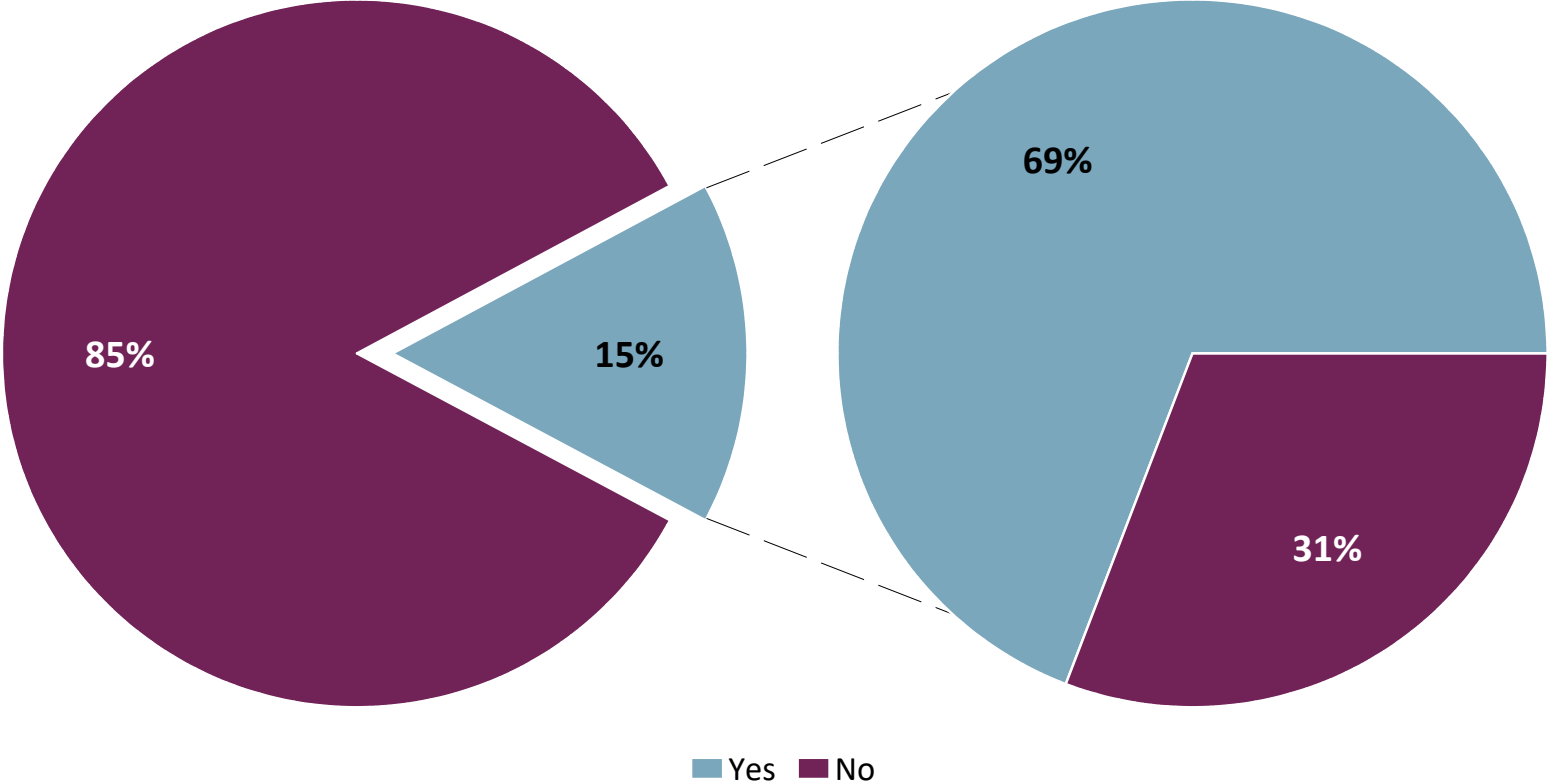
by percentage of respondents



Q4.2. Has anyone in your household age 12 or older had a vehicle stolen, property or cash stolen, or has your household been burglarized in the past 6 months?

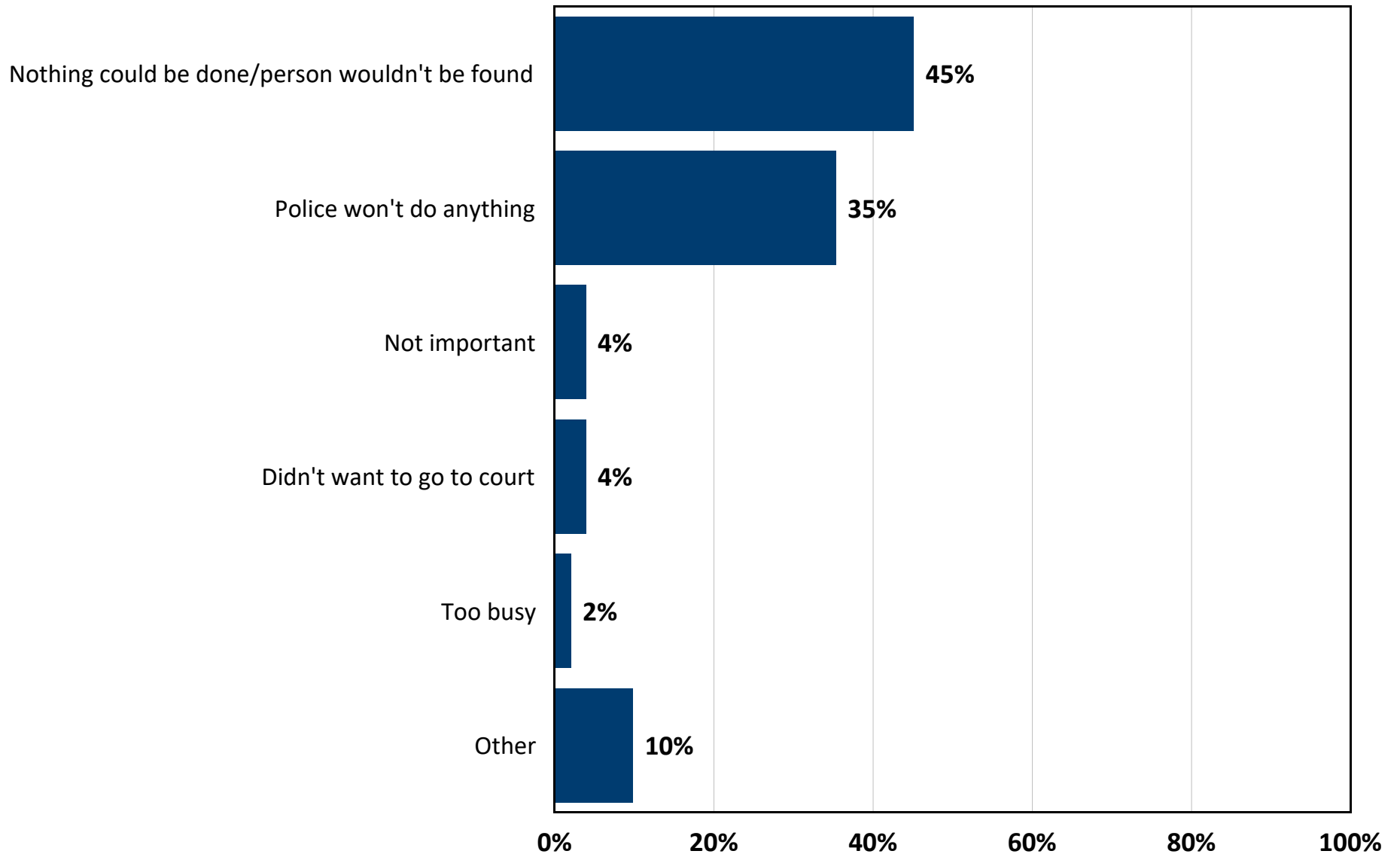
by percentage of respondents (excluding "Not Provided" responses)

Q4.2a. If yes, were the police informed or did they find out about this incident in any way? (excluding "Not Provided" responses)



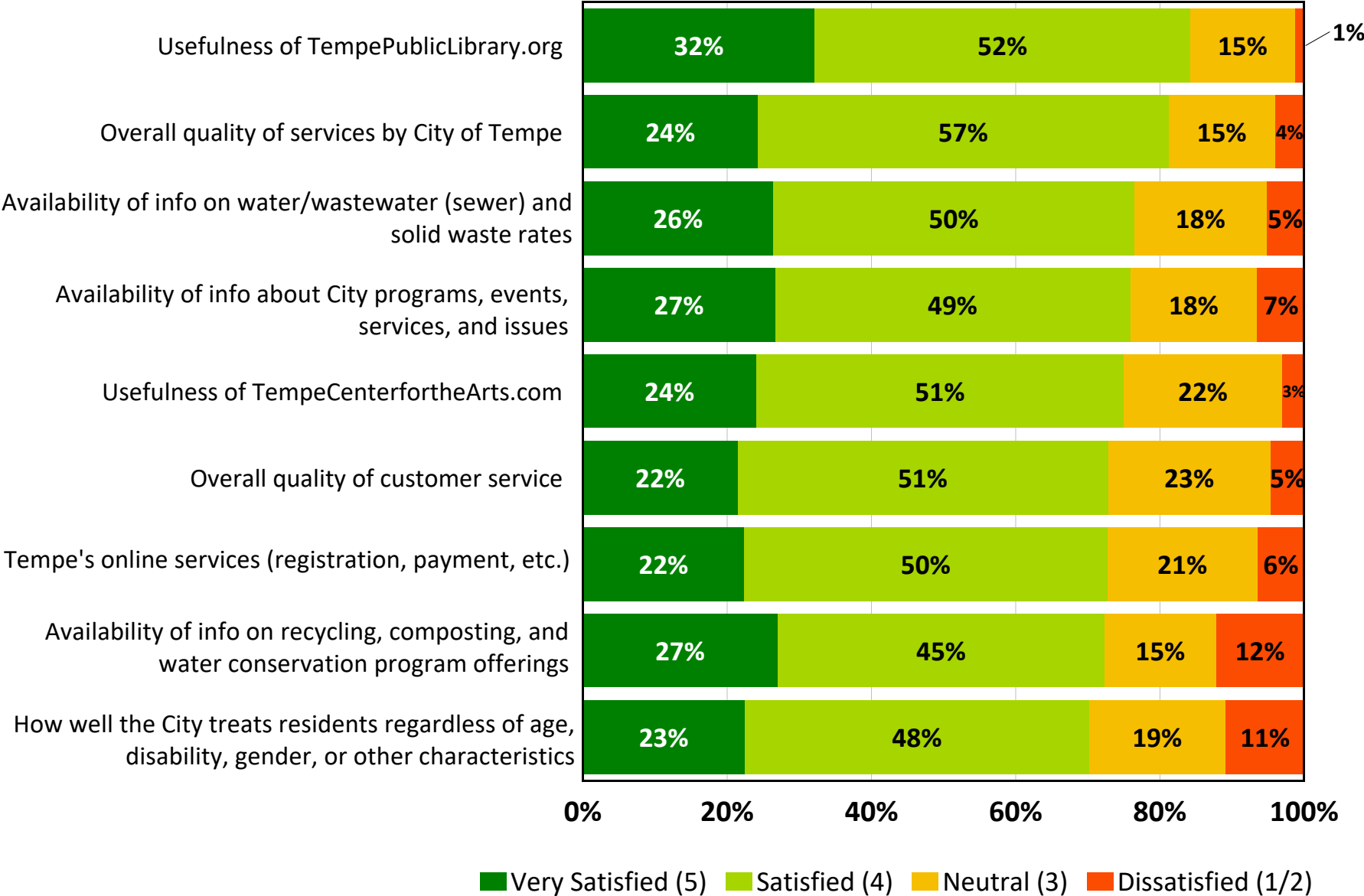
Q4a. What was the reason it was not reported to the police?

by percentage of respondents (excluding "Not Provided" responses - multiple selections could be made)



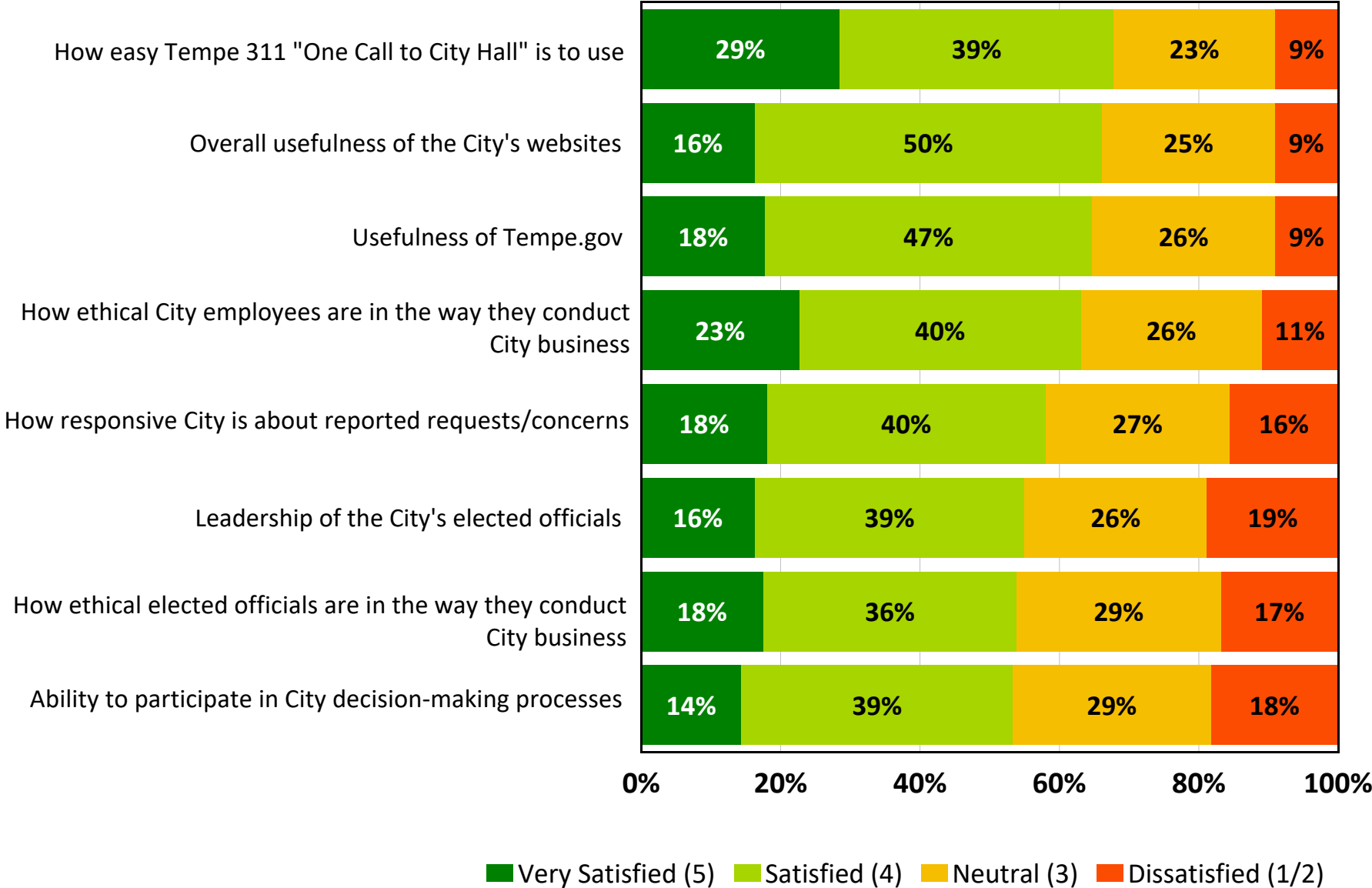
Q6. Satisfaction With Various Perceptions of the City (1/2)

by percentage of respondents (excluding "Don't Know" or "N/A" responses)



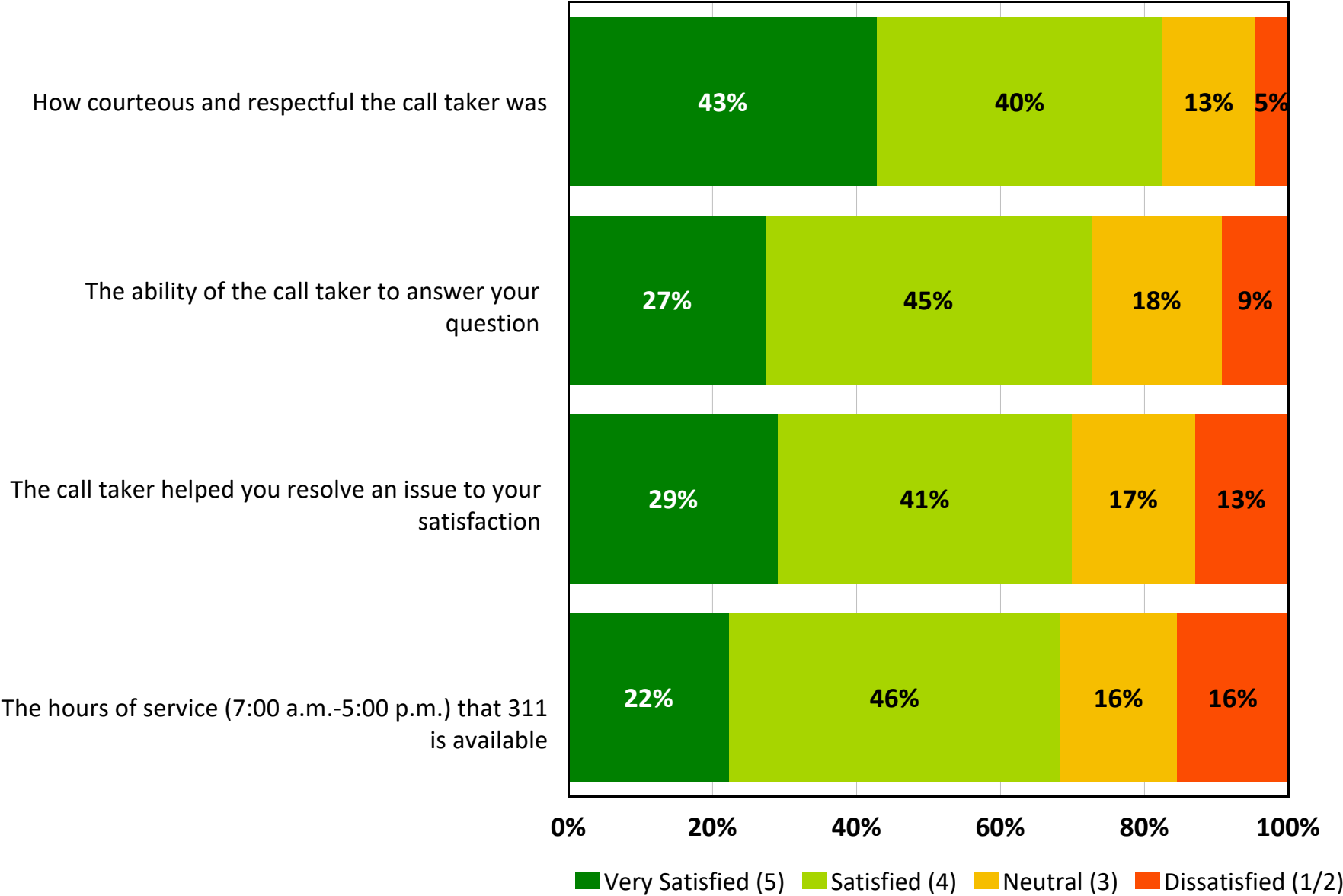
Q6. Satisfaction With Various Perceptions of the City (2/2)

by percentage of respondents (excluding "Don't Know" or "N/A" responses)



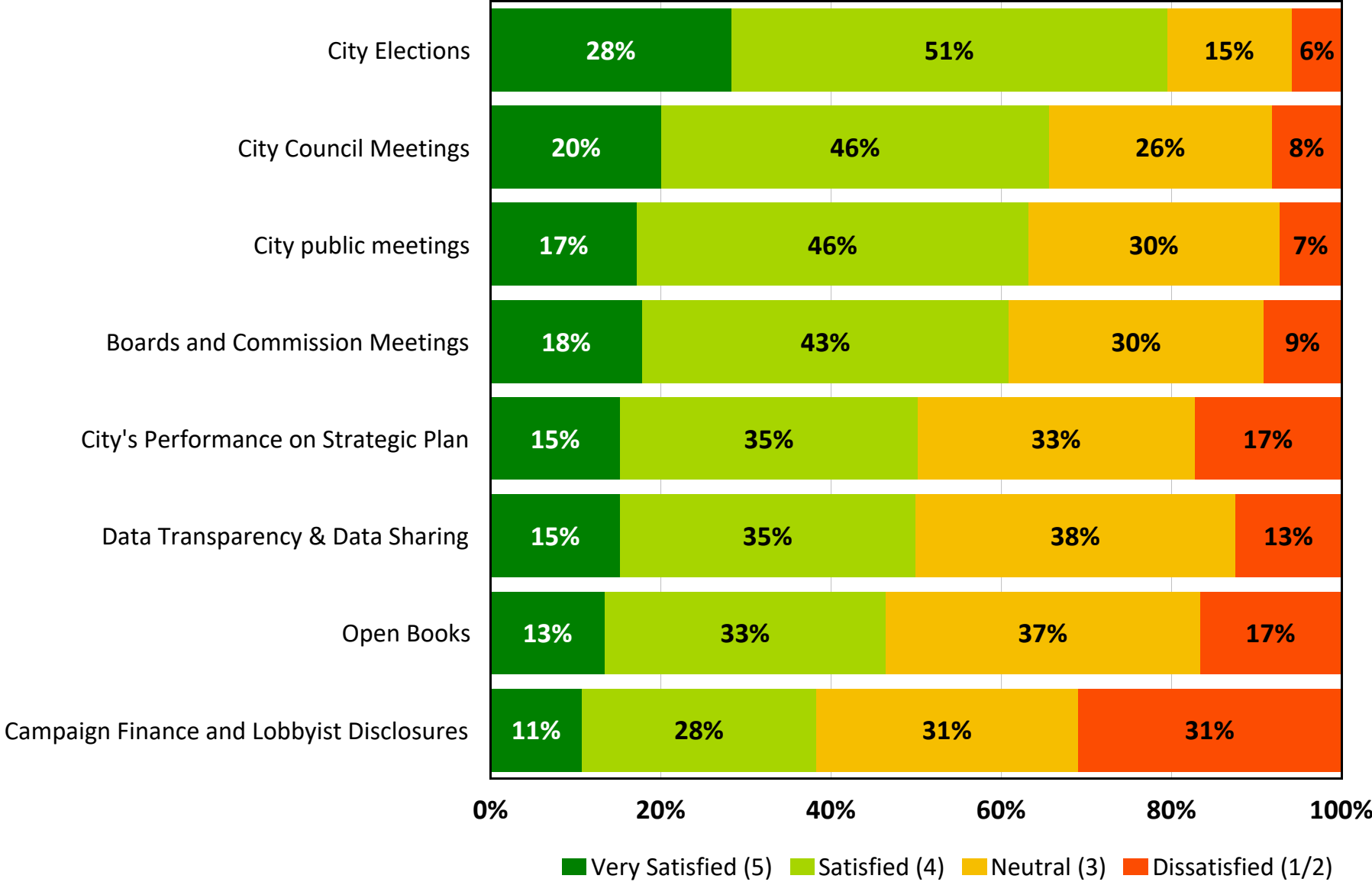
Q7. Satisfaction With Various Aspects of 3-1-1 Service

by percentage of respondents who have contacted 311 (excluding "Don't Know" or "N/A" responses)



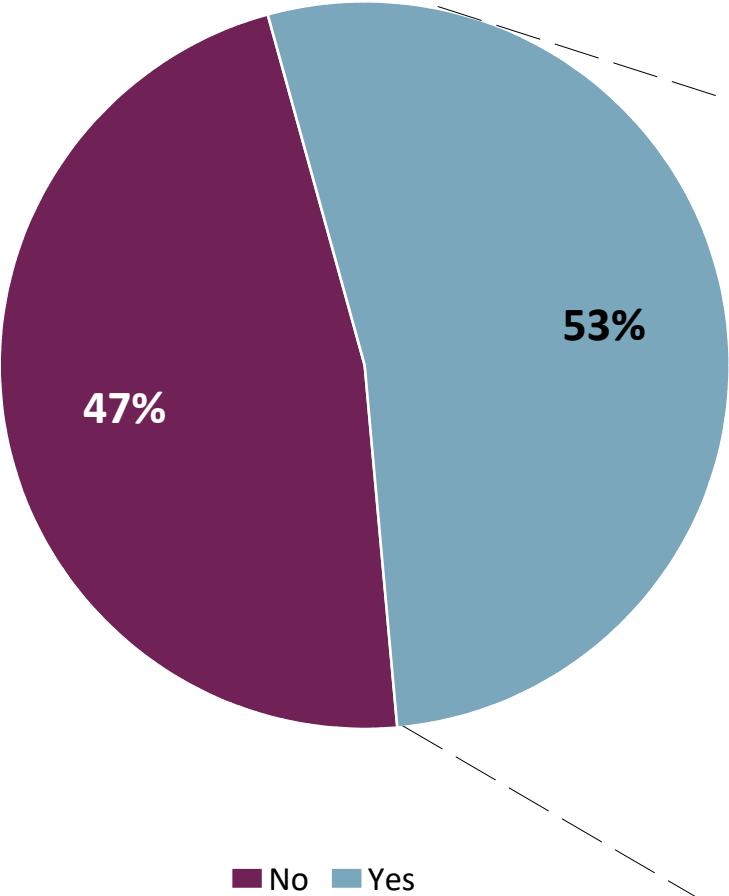
Q8. Satisfaction With the Ease of Access to the Following

by percentage of respondents (excluding "Don't Know" or "N/A" responses)



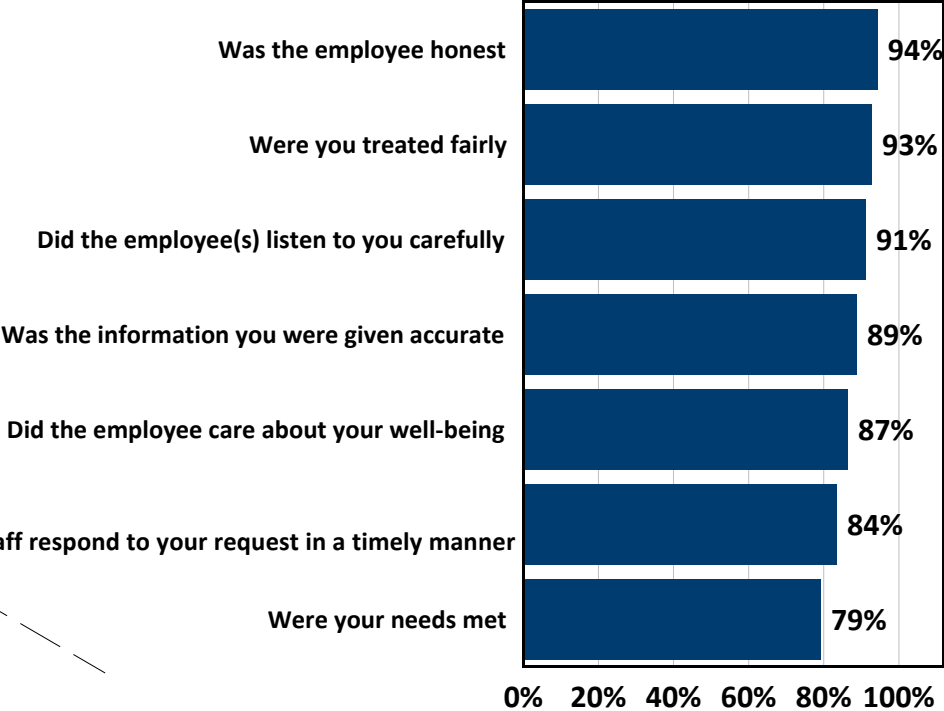
Q9. Have you contacted the City of Tempe during the past year?

by percentage of respondents (excluding "Not Provided" responses)



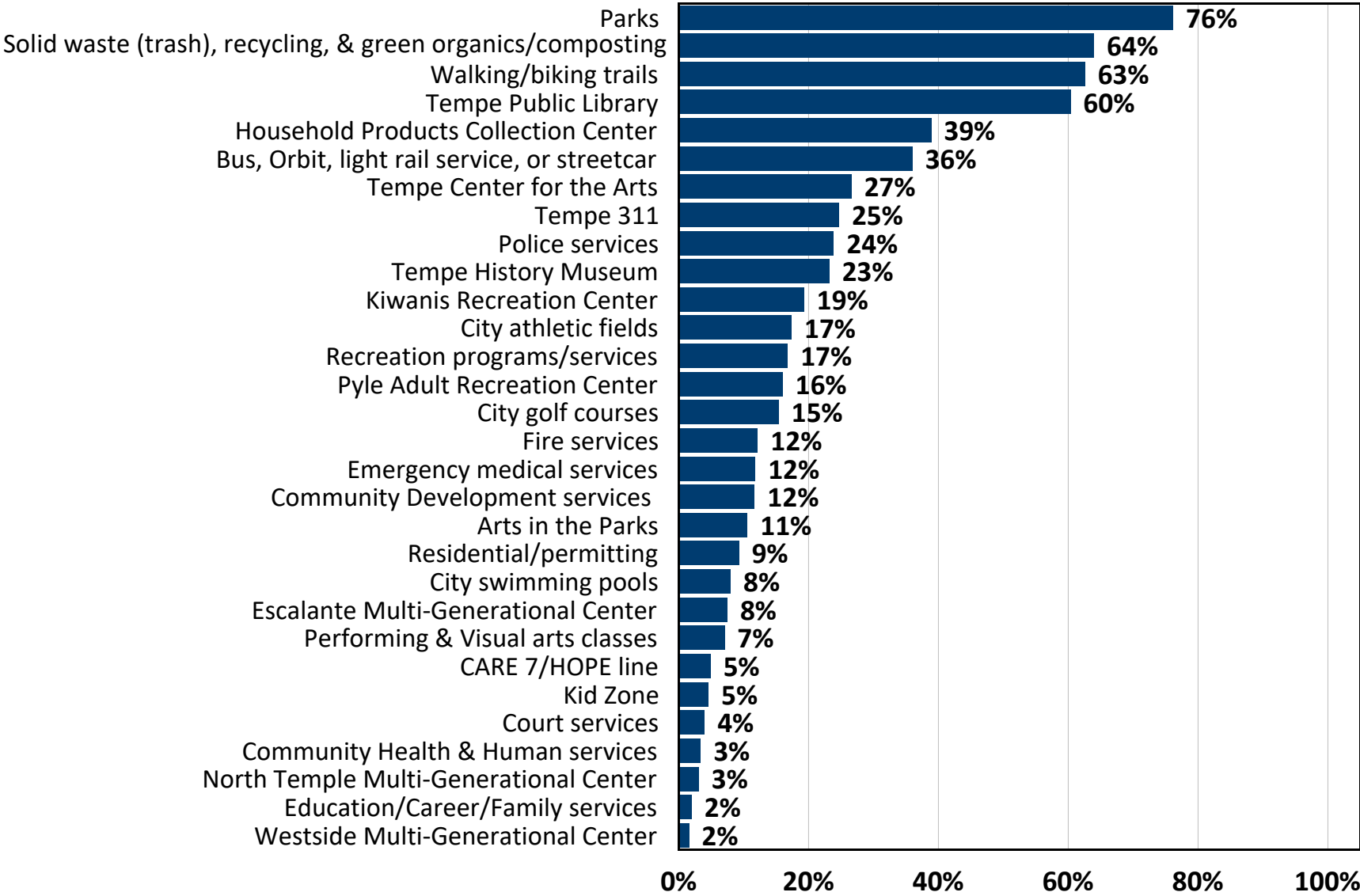
Q9a. If yes, please answer the following questions with regard to your overall experience

by percentage of respondents who answered "YES" (excluding "don't remember")



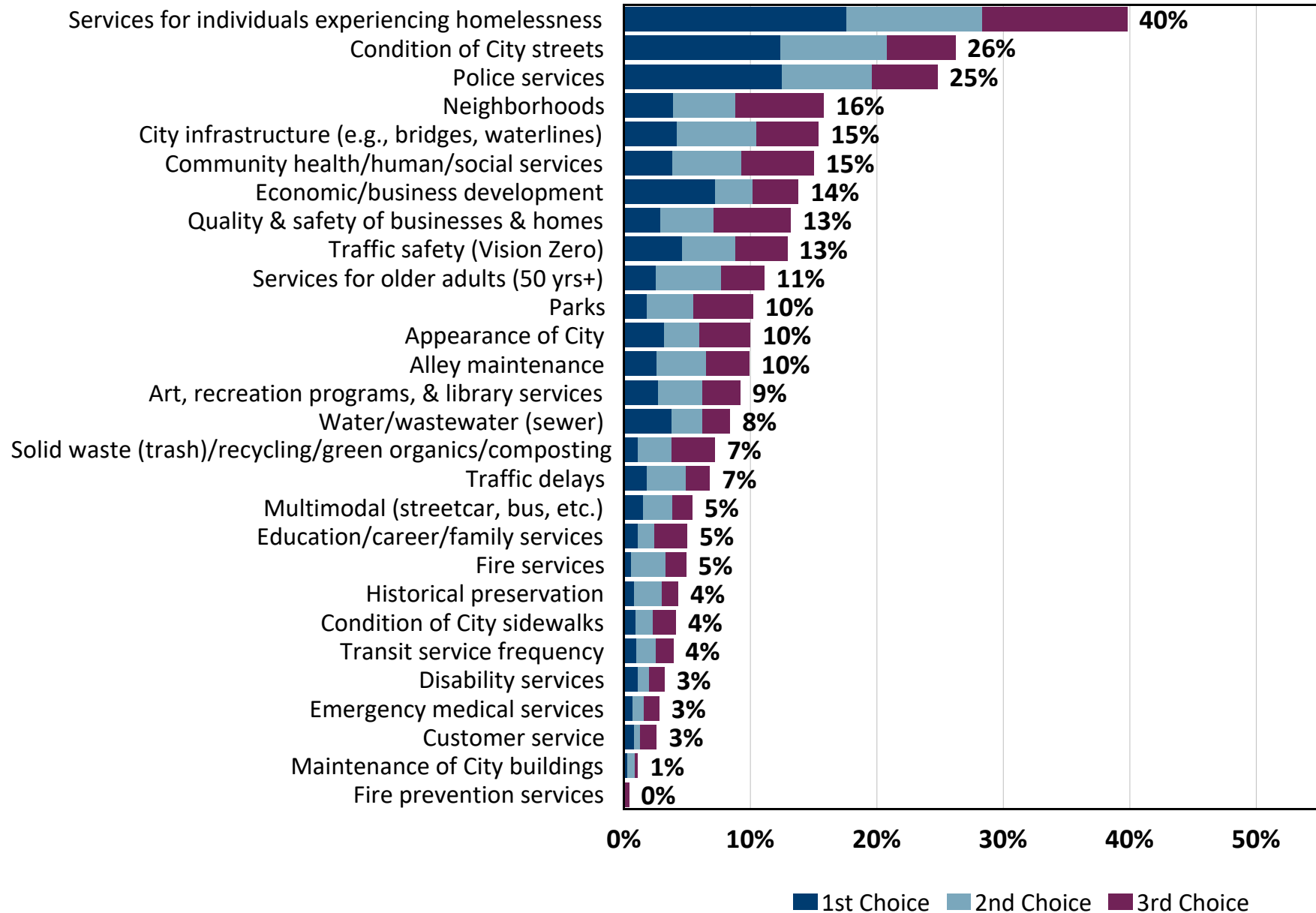
Q10. Use of City Services/Facilities by Respondents and Their Household Members During the Past 12 Months

by percentage of respondents (multiple selections could be made)



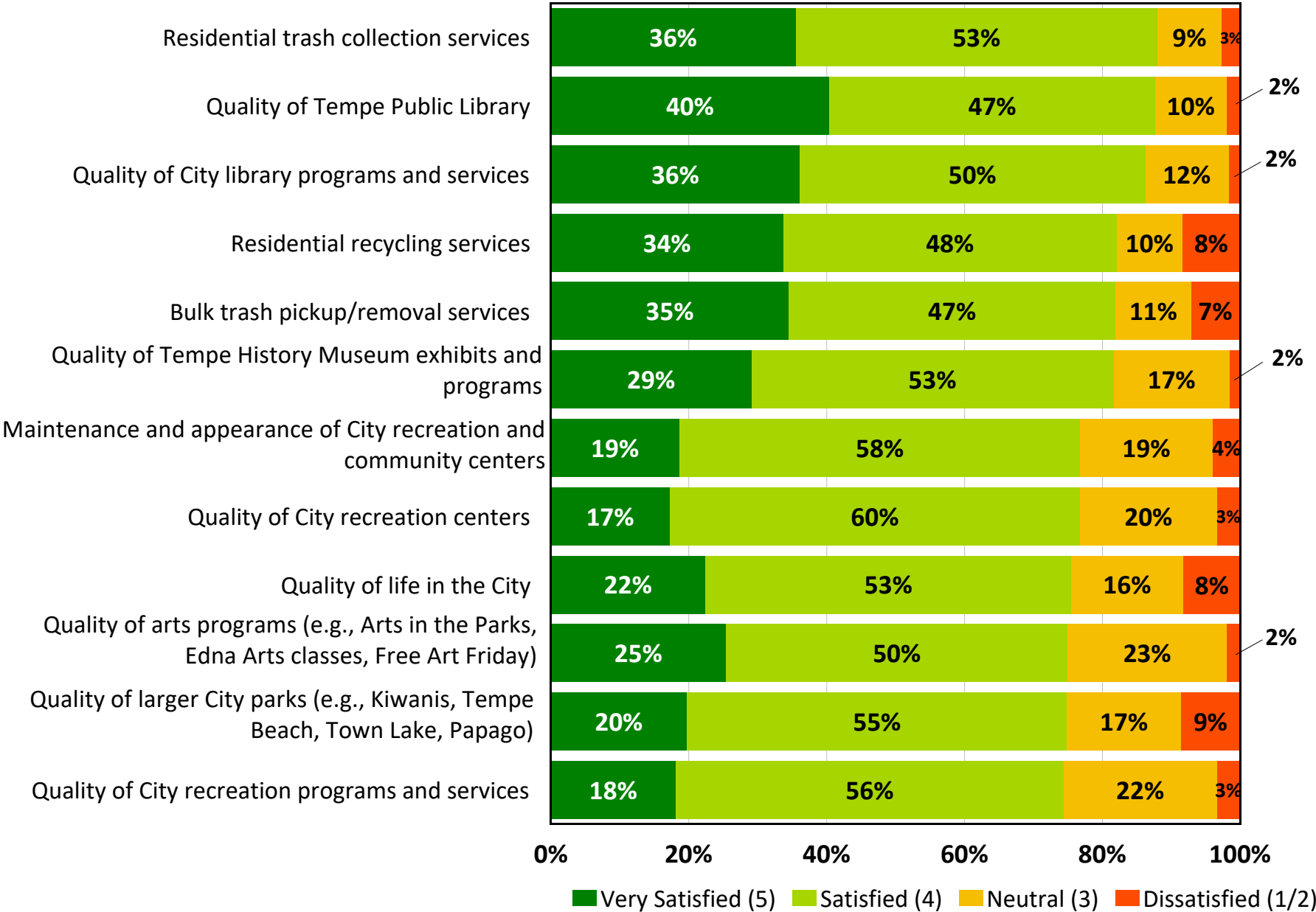
Q11. Top THREE Priorities for the City Over the Next Year

by percentage of respondents who selected the item as one of their top three choices



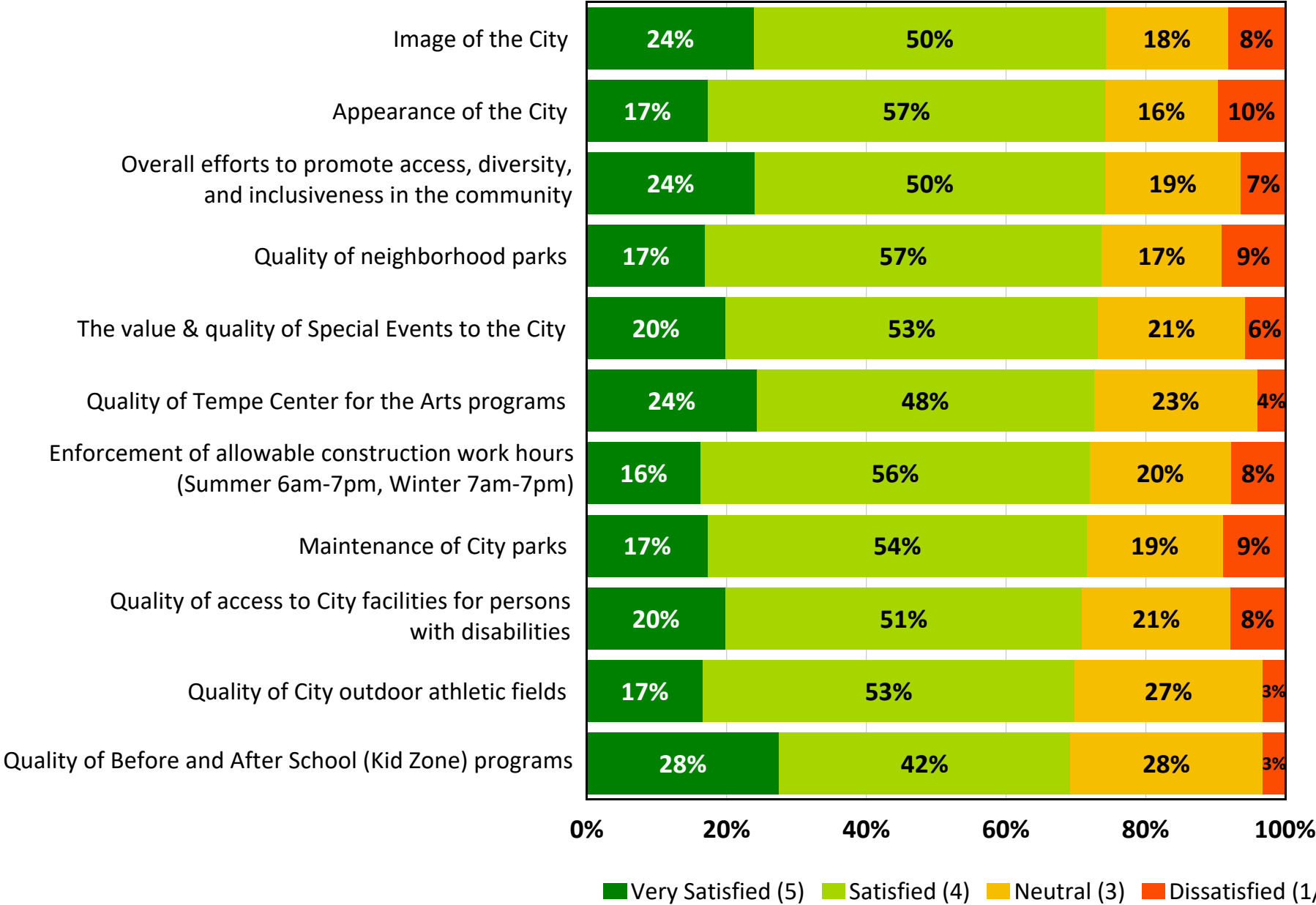
Q12. Satisfaction With Quality of Life and City Services (1/4)

by percentage of respondents (excluding "Don't Know" or "N/A" responses)



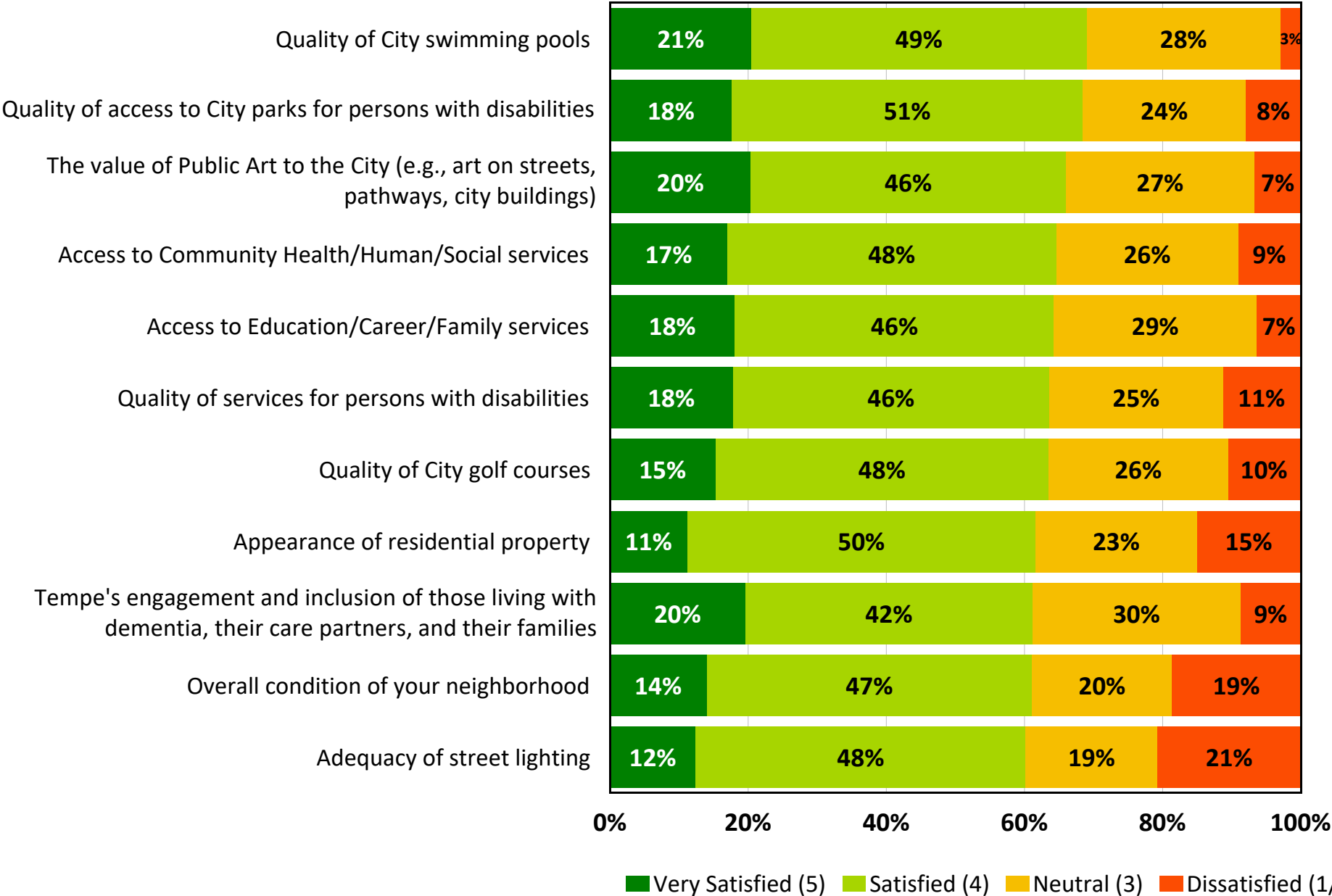
Q12. Satisfaction With Quality of Life and City Services (2/4)

by percentage of respondents (excluding "Don't Know" or "N/A" responses)



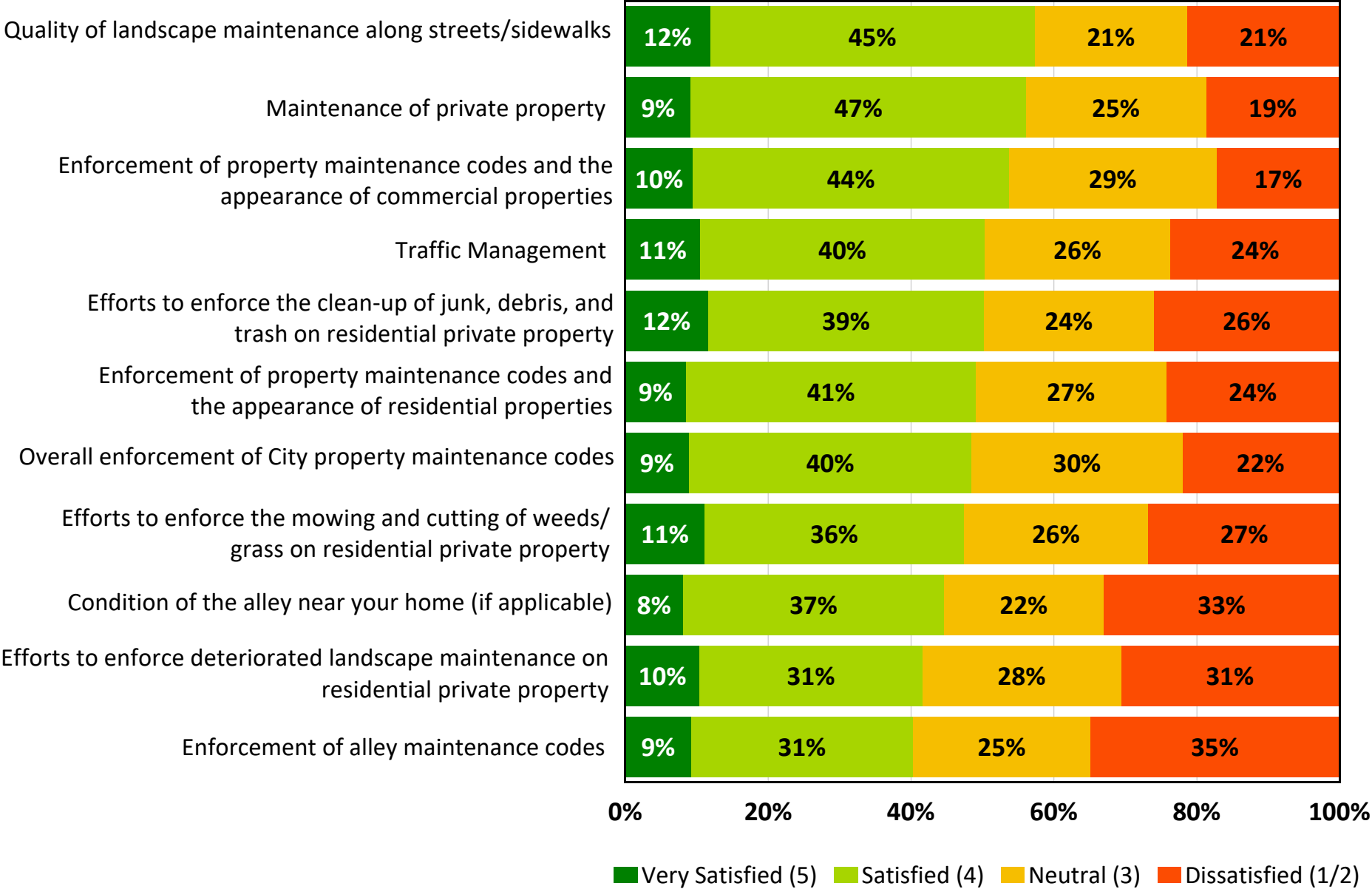
Q12. Satisfaction With Quality of Life and City Services (3/4)

by percentage of respondents (excluding "Don't Know" or "N/A" responses)



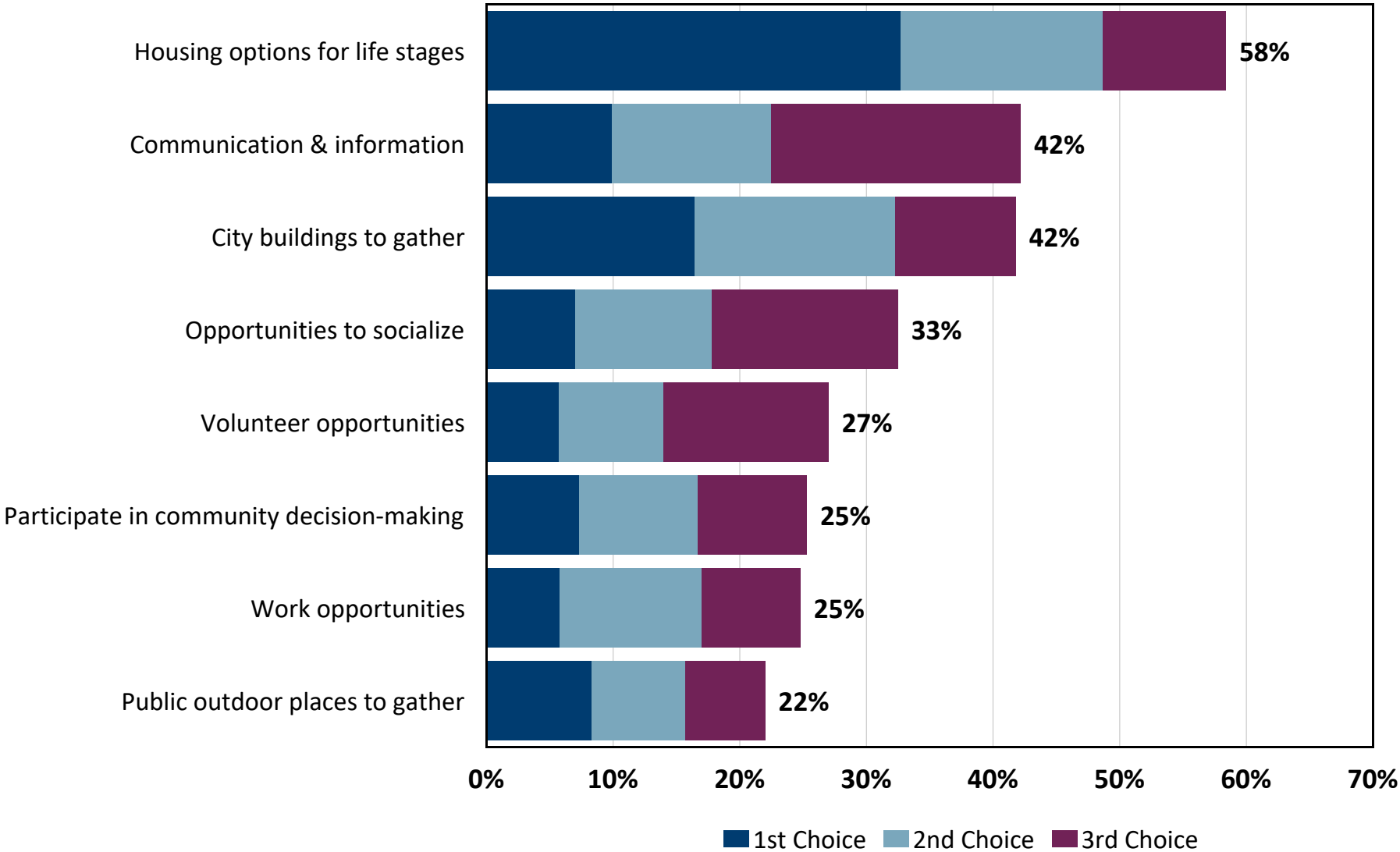
Q12. Satisfaction With Quality of Life and City Services (4/4)

by percentage of respondents (excluding "Don't Know" or "N/A" responses)



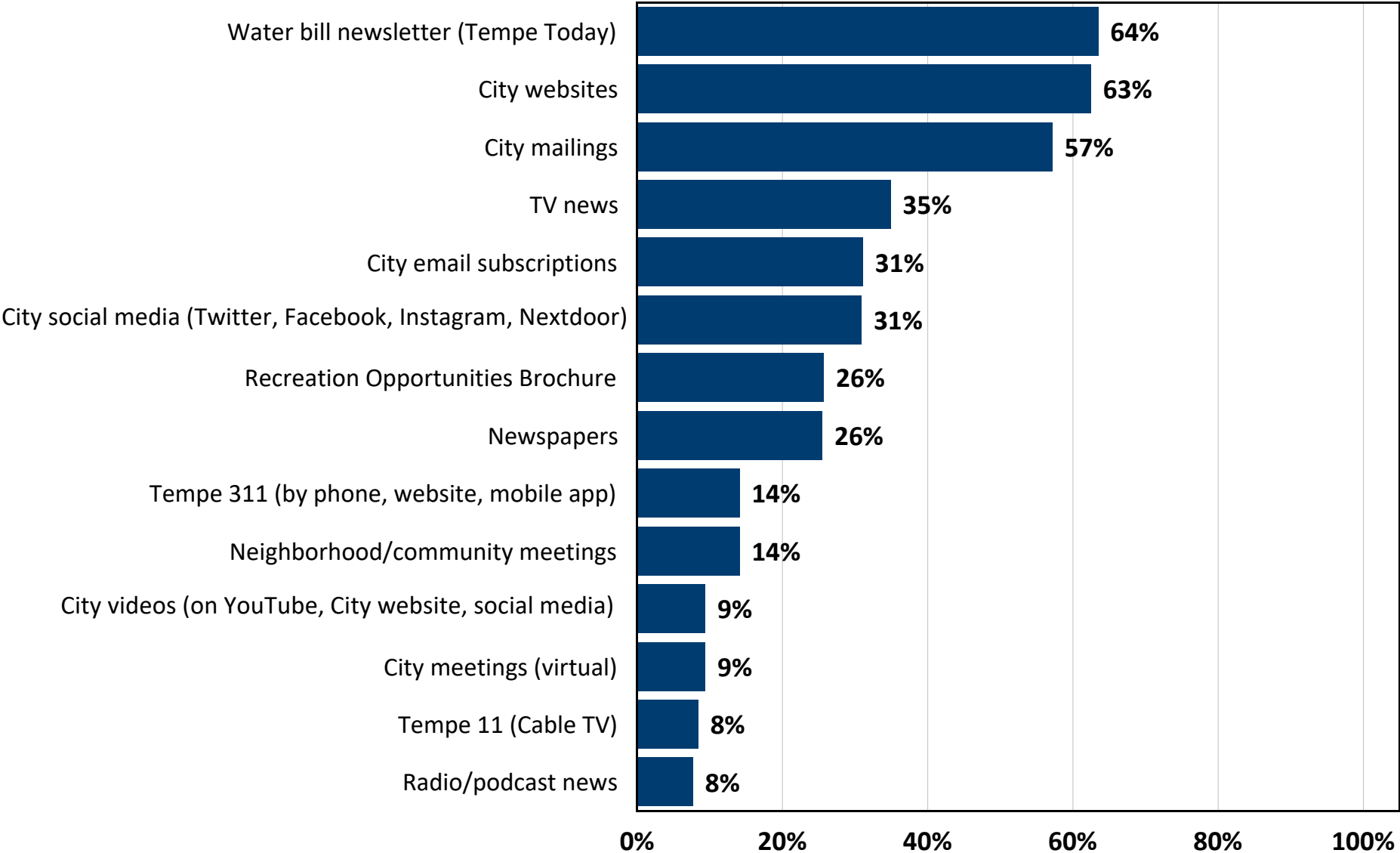
Q13. Top THREE Priorities for the City Over the Next Year to Support an Age-Friendly Community (50+ Years)

by percentage of respondents who selected the item as one of their top three choices



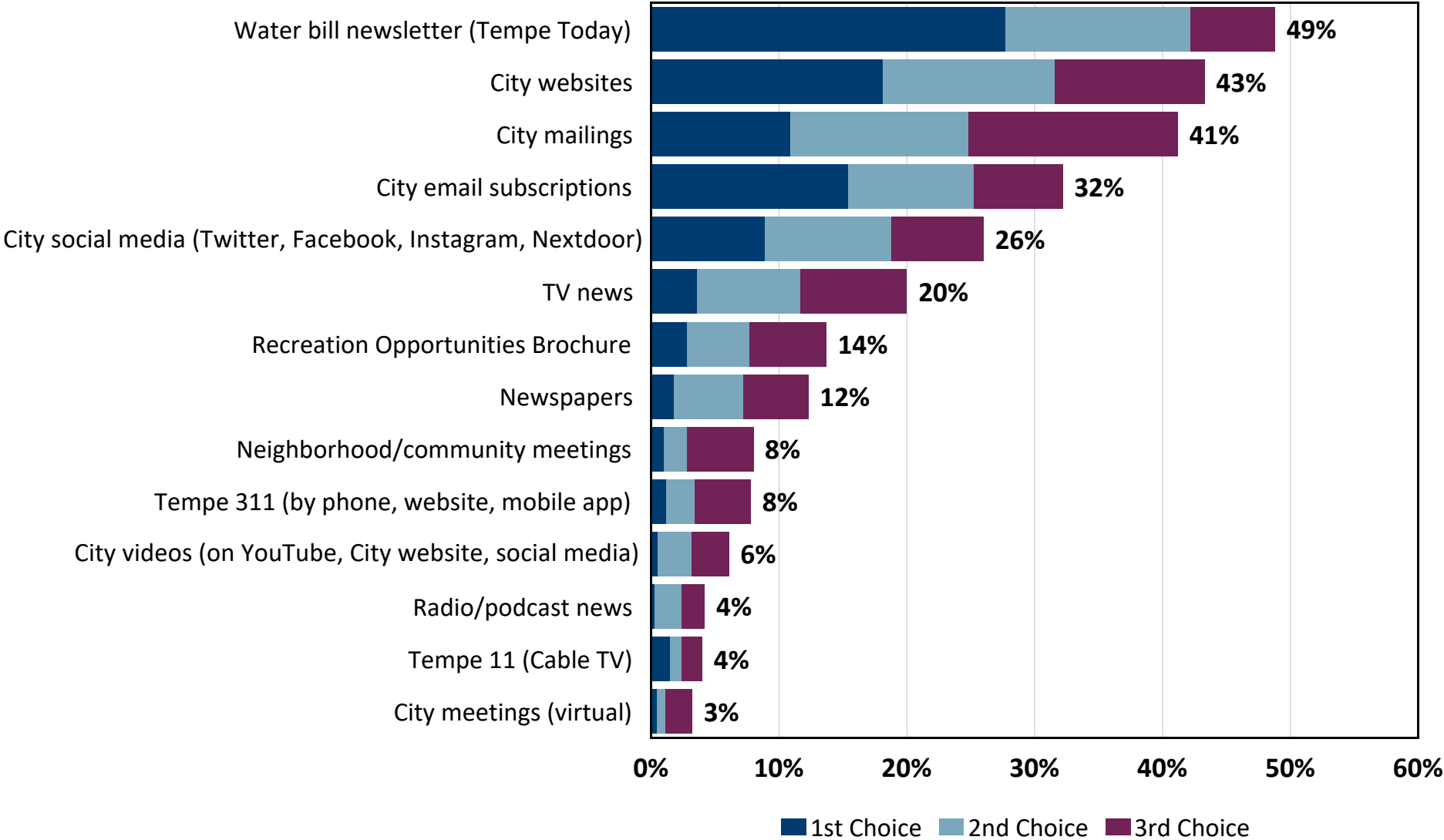
Q14. How Residents Get Information About the City of Tempe

by percentage of respondents (multiple selections could be made)



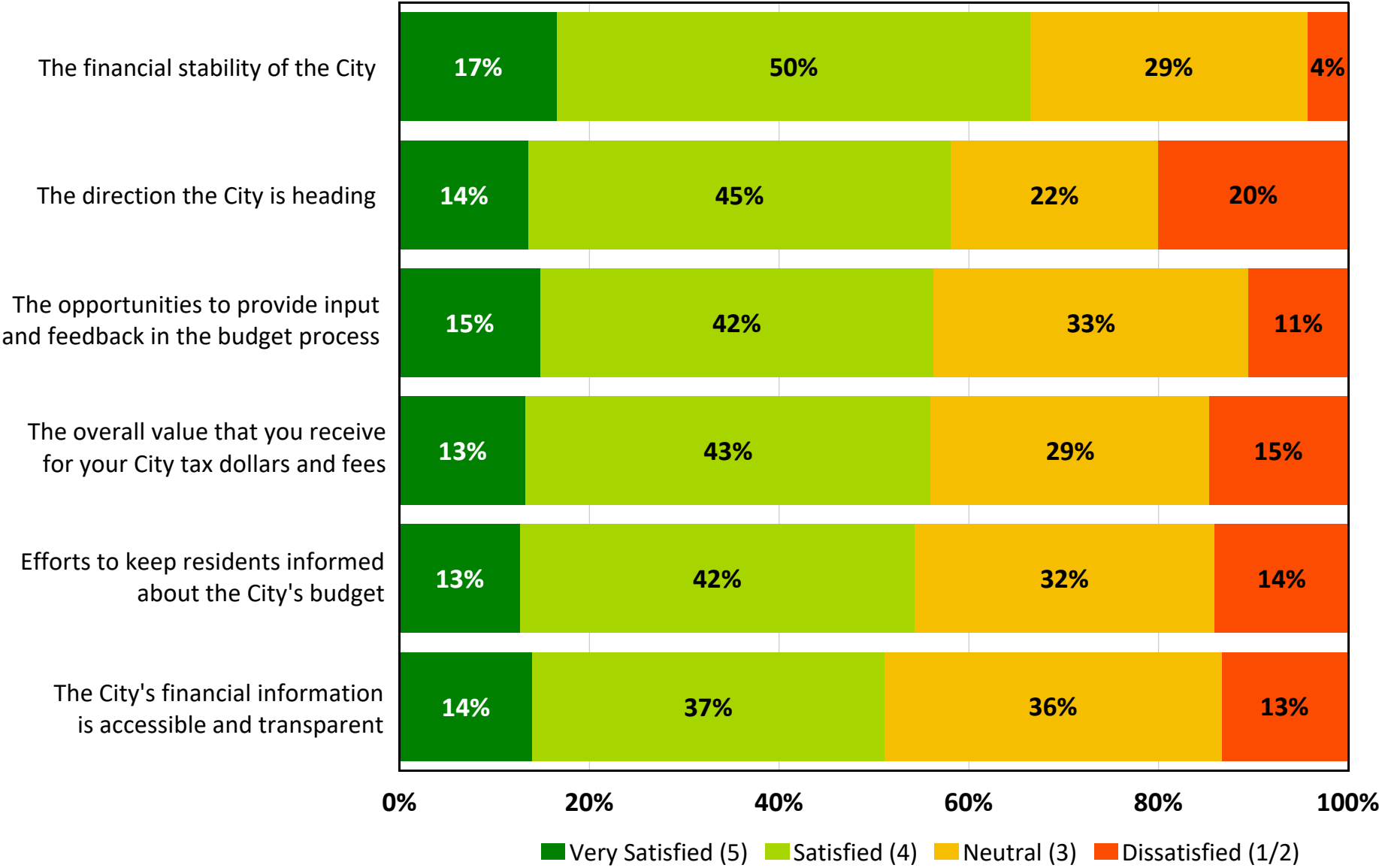
Q14a. Top THREE Sources Residents MOST PREFER to Use to Get Information About the City of Tempe

by percentage of respondents who selected the item as one of their top three choices



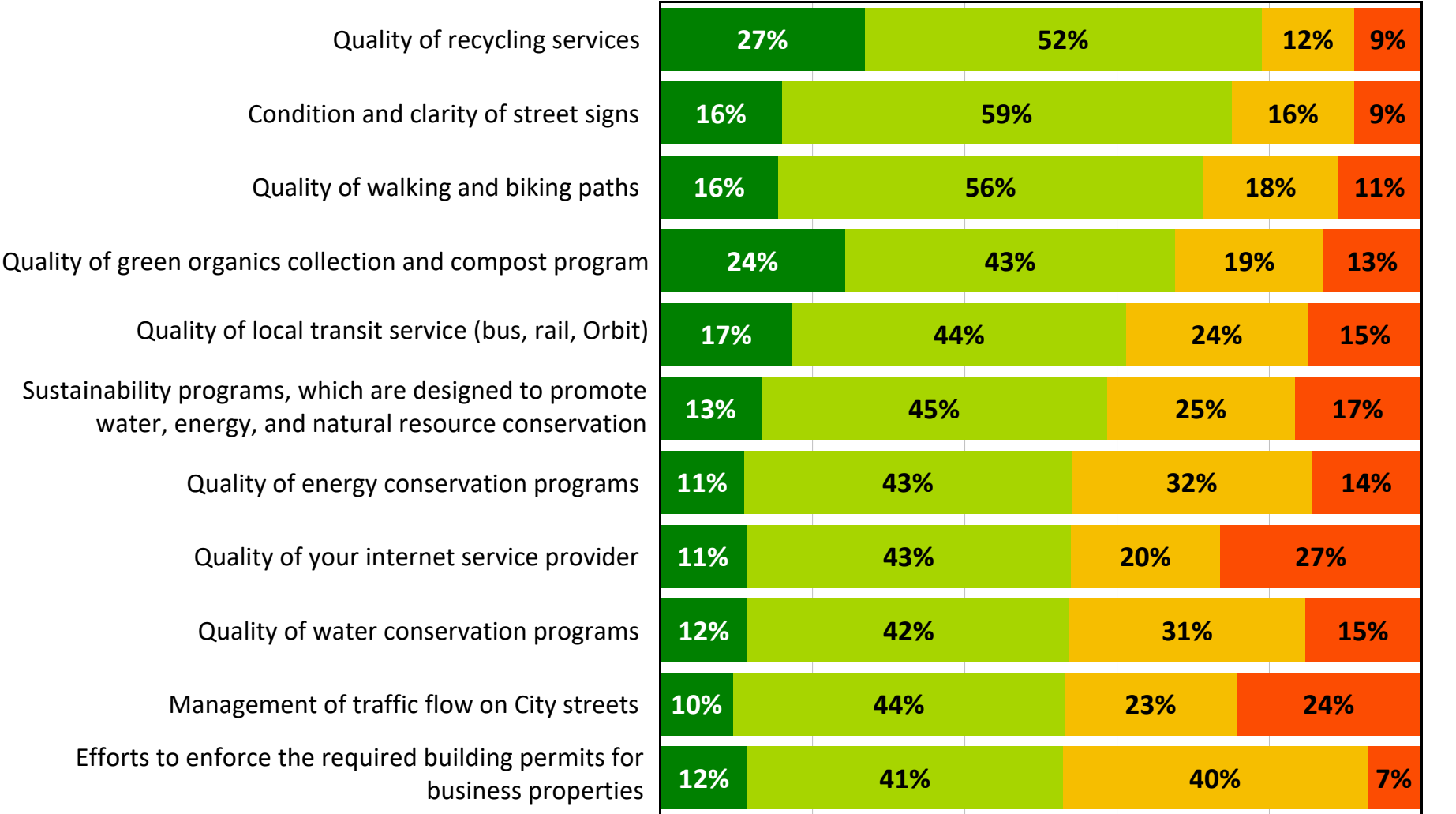
Q15. Satisfaction with Various Aspects of the City's Financial Stability and Vitality

by percentage of respondents (excluding "Don't Know" or "N/A" responses)



Q16. Satisfaction With Aspects of Sustainable Growth and Development (1/2)

by percentage of respondents (excluding "Don't Know" or "N/A" responses)

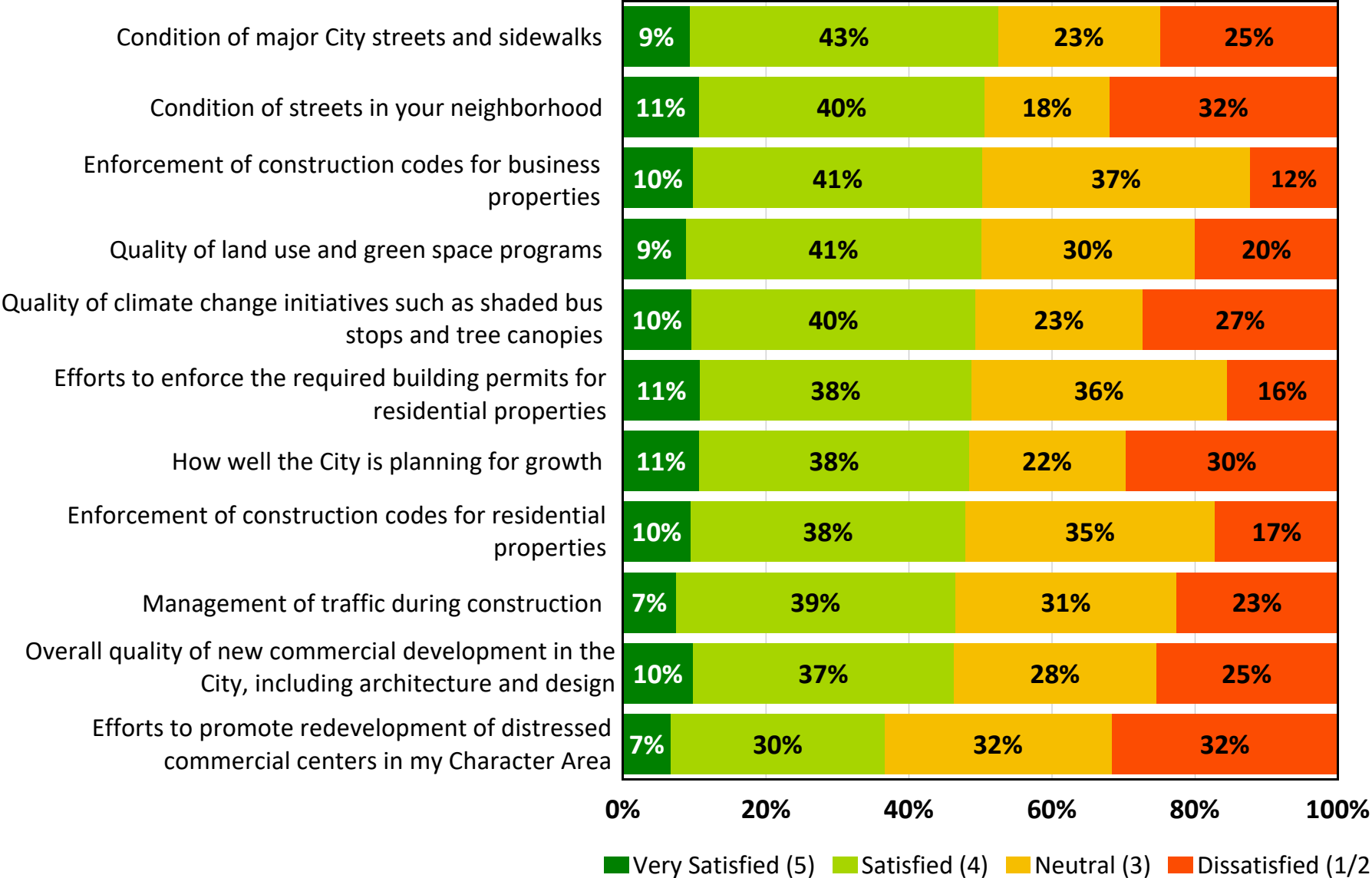


0% 20% 40% 60% 80% 100%

Very Satisfied (5) Satisfied (4) Neutral (3) Dissatisfied (1/2)

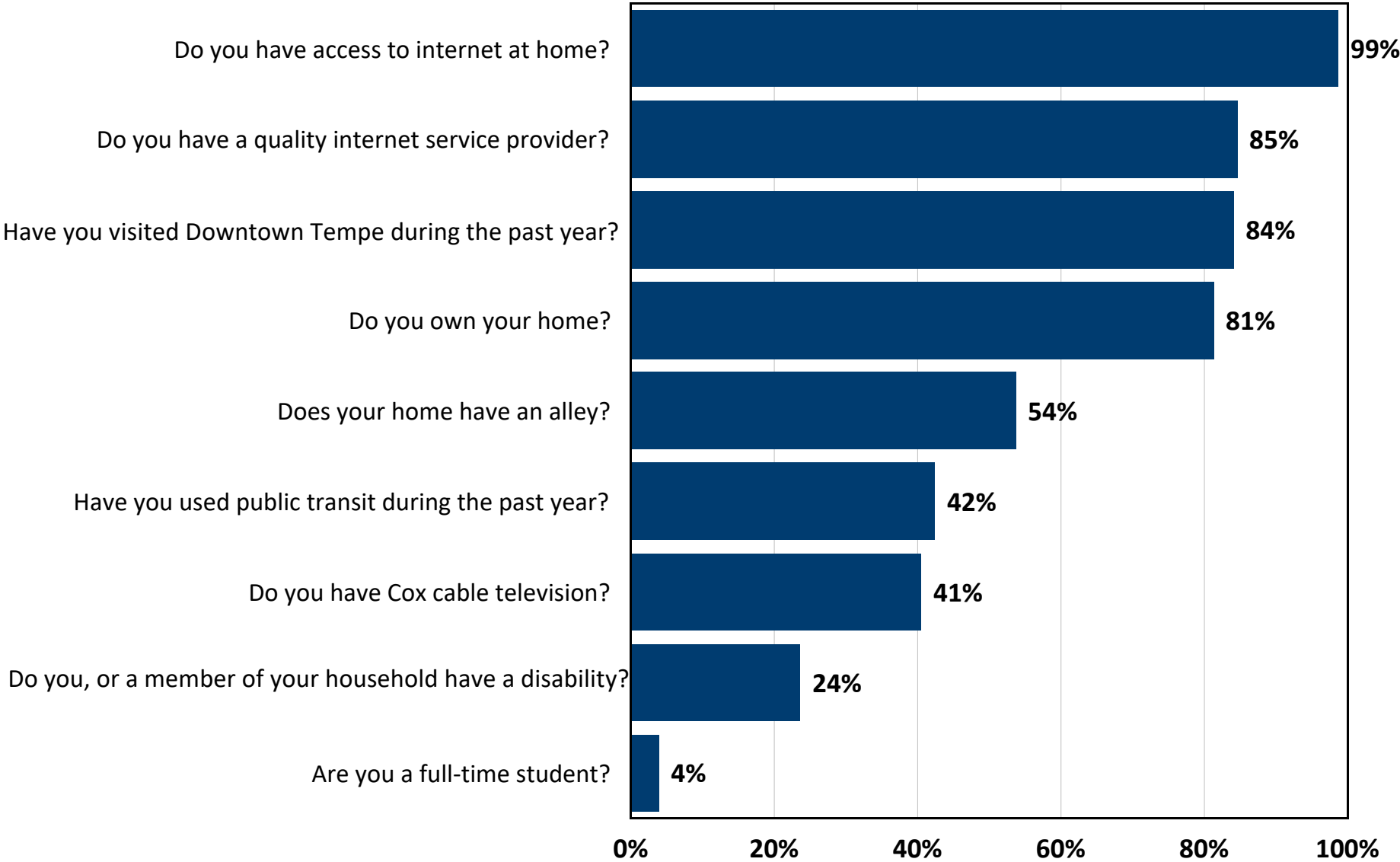
Q16. Satisfaction With Aspects of Sustainable Growth and Development (2/2)

by percentage of respondents (excluding "Don't Know" or "N/A" responses)



Q17. Please answer each of the following:

by percentage of respondents who answered "yes" (excluding "Not Provided" responses)



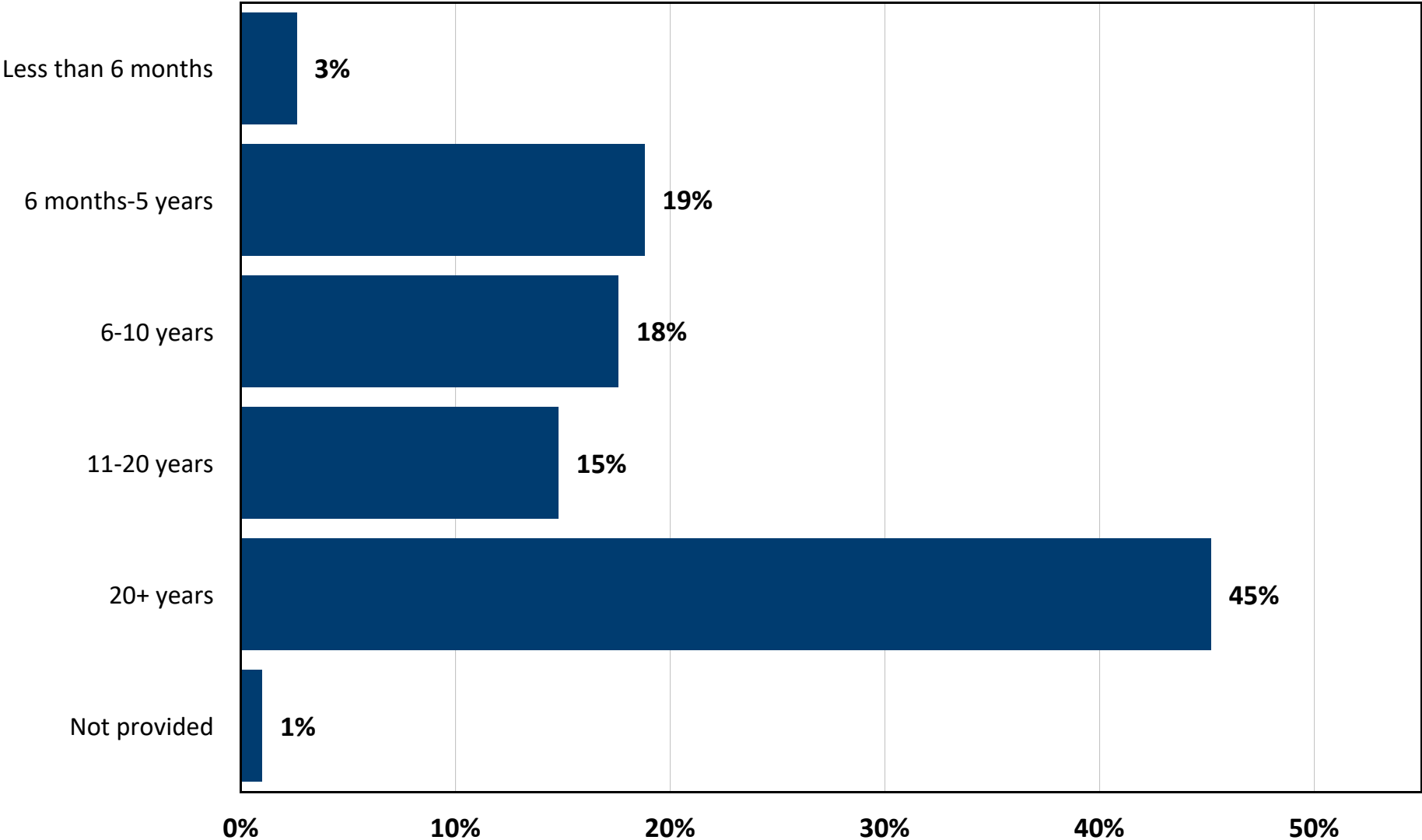


1a

**Demographic
Information**

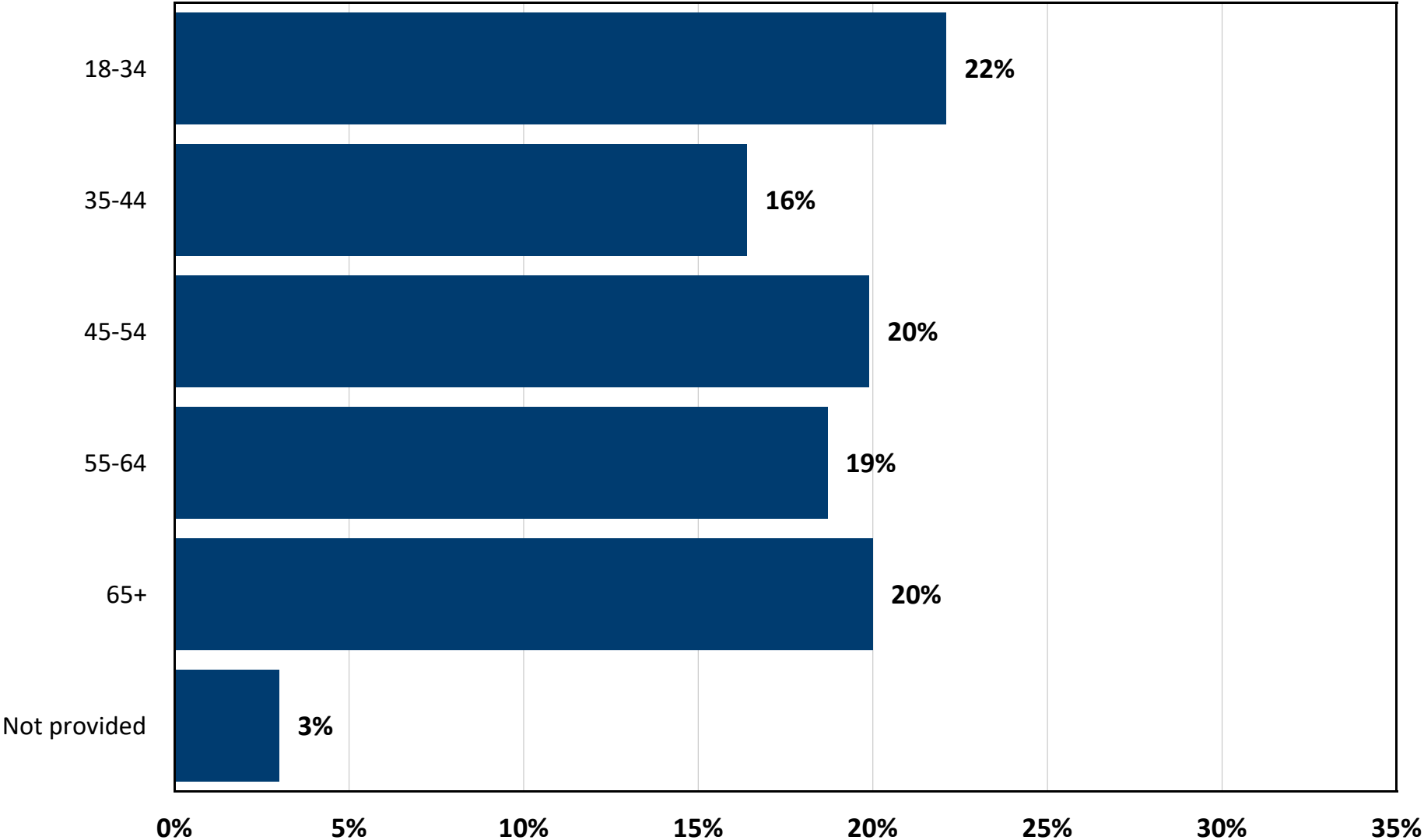
Q18. Approximately how many years have you lived in Tempe?

by percentage of respondents



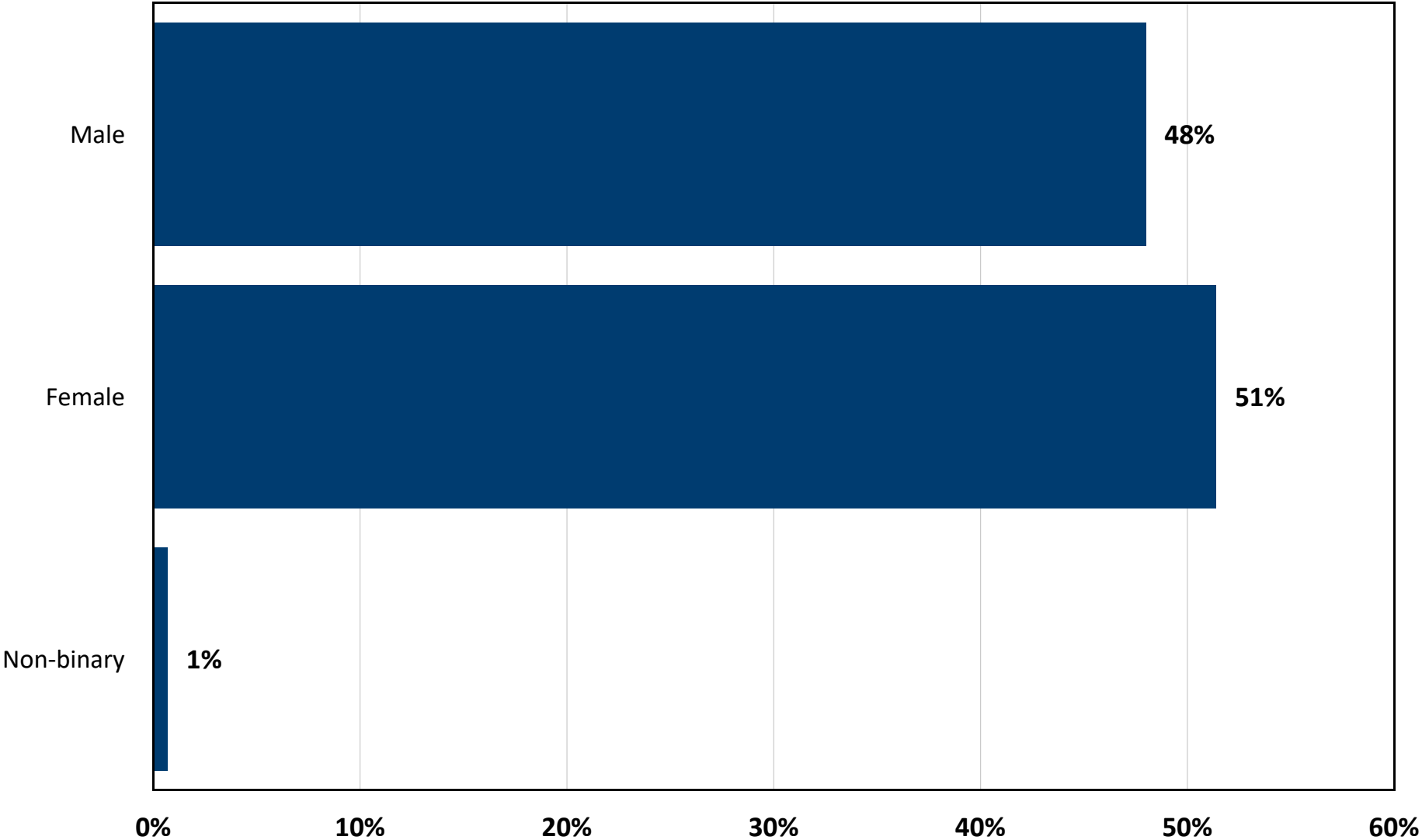
Q19. What is your age?

by percentage of respondents



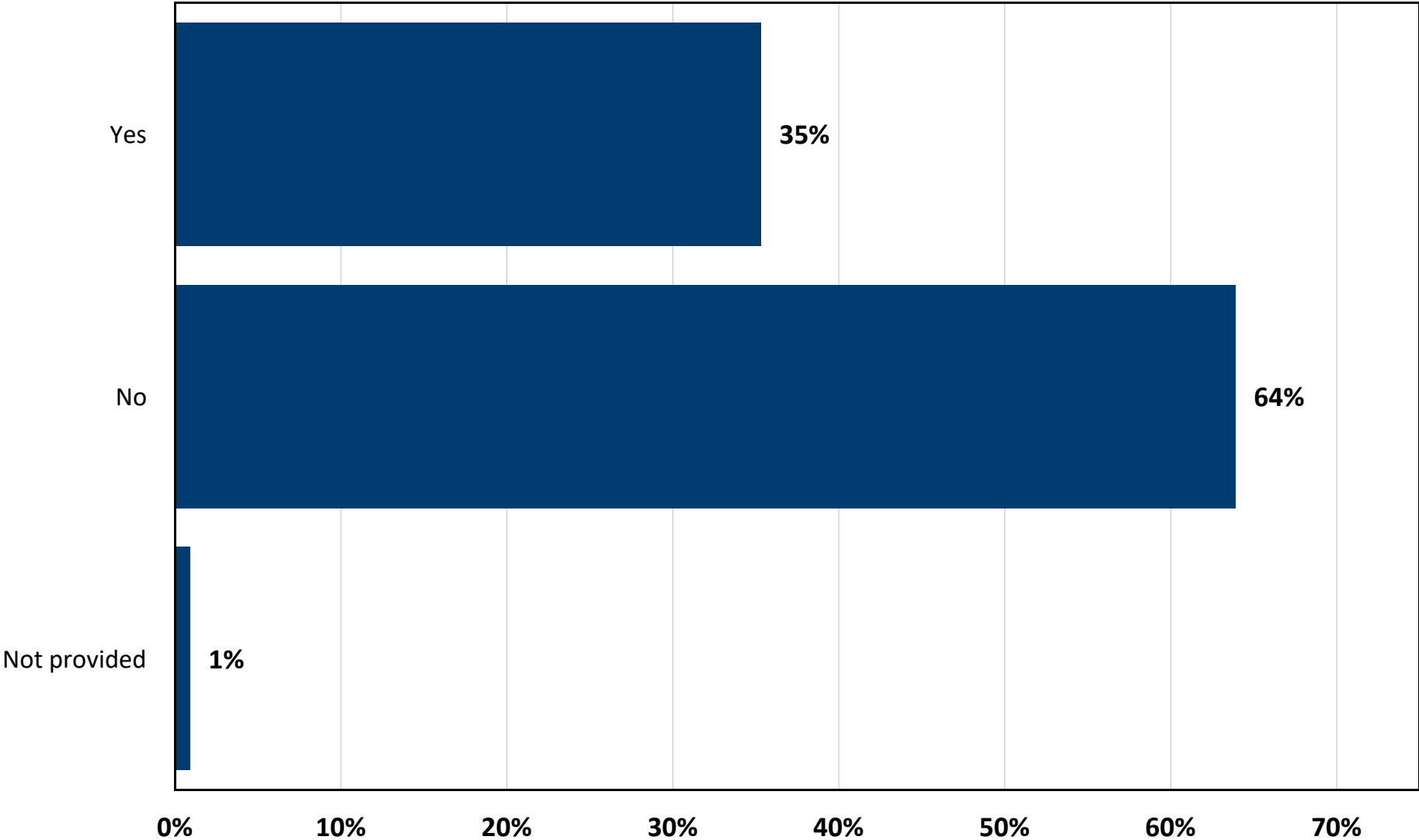
Q20. What gender do you identify with?

by percentage of respondents



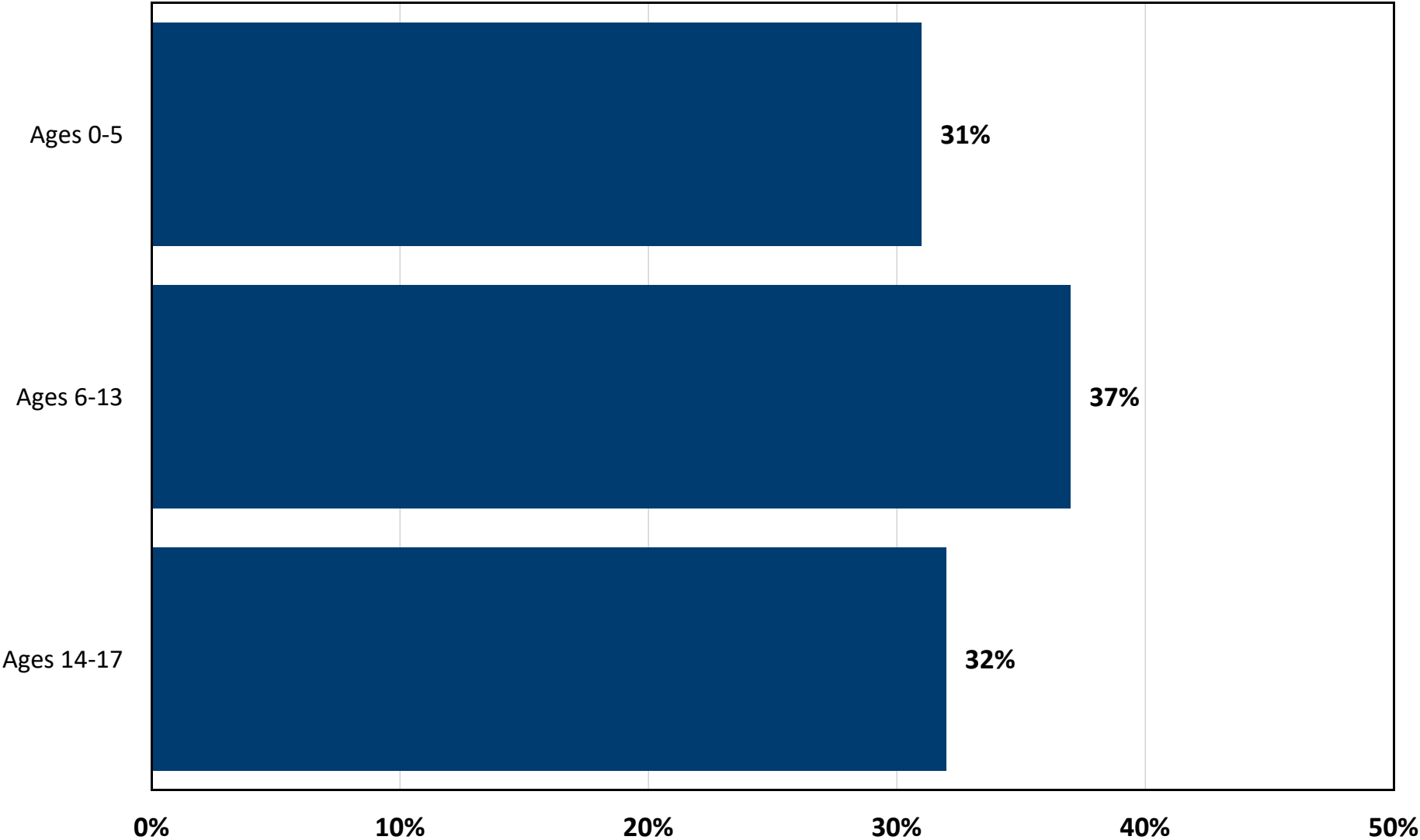
Q21. Do you have children in your household?

by percentage of respondents



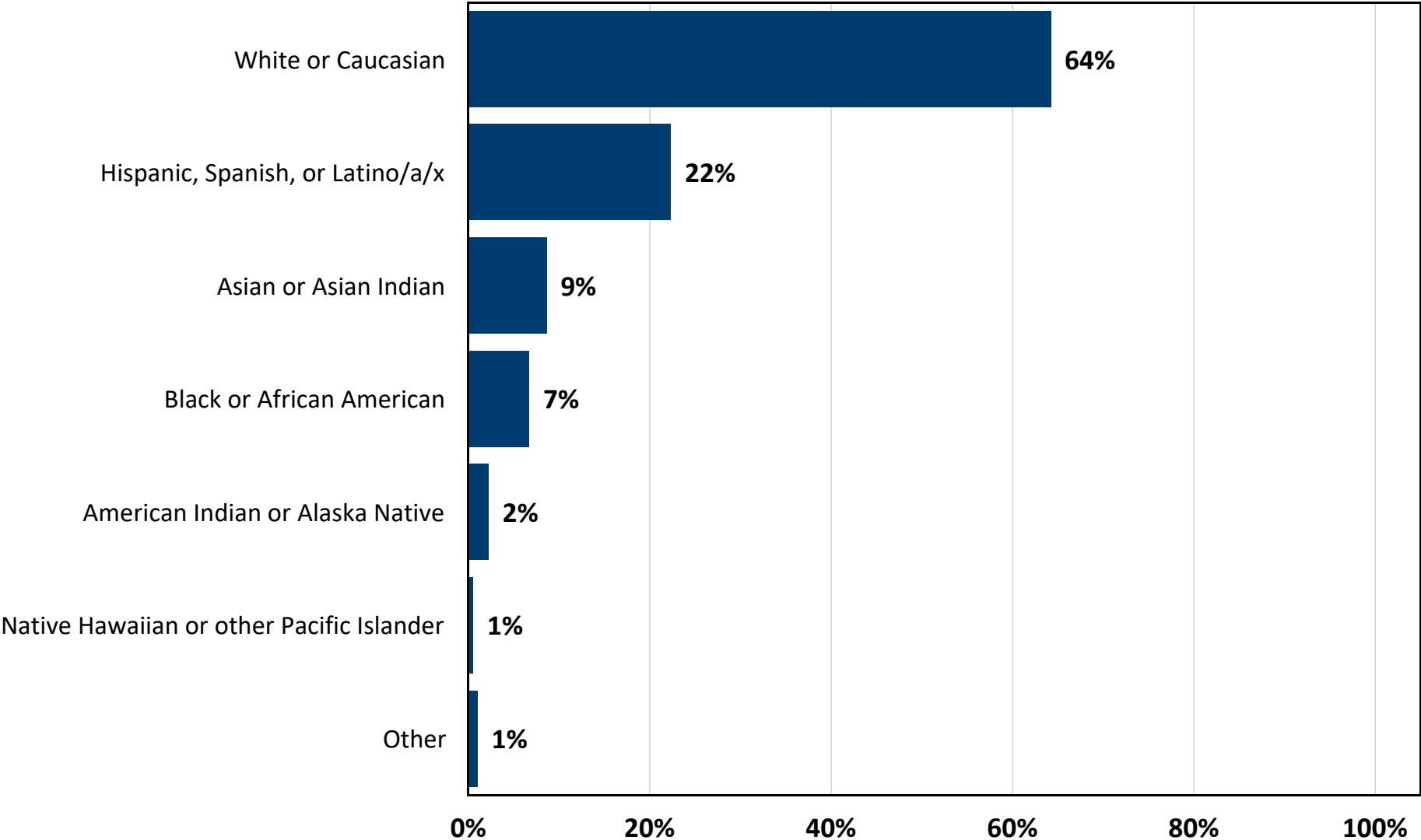
Q21a. How many children in each age range?

by percentage of children in the home



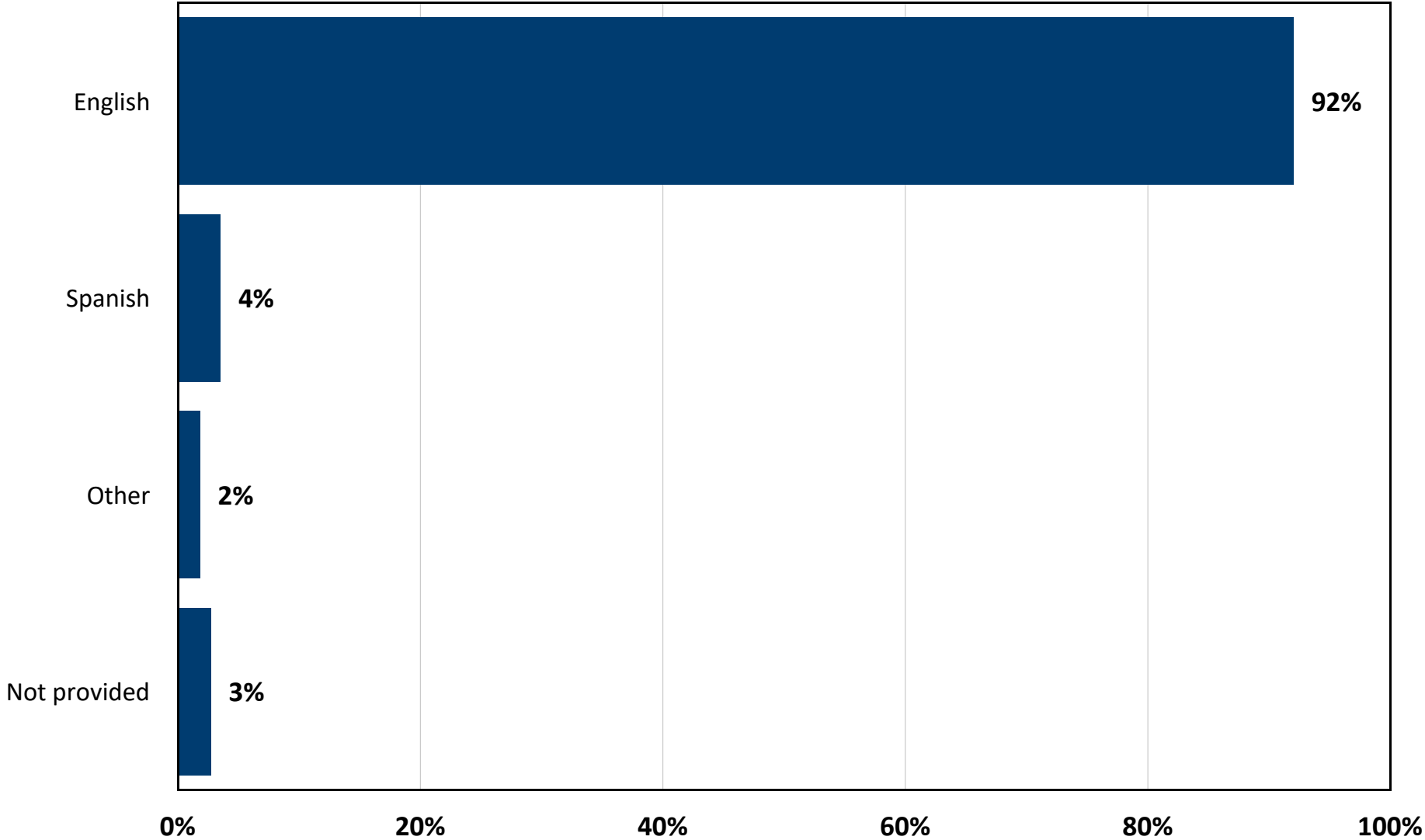
Q22. Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple selections could be made)



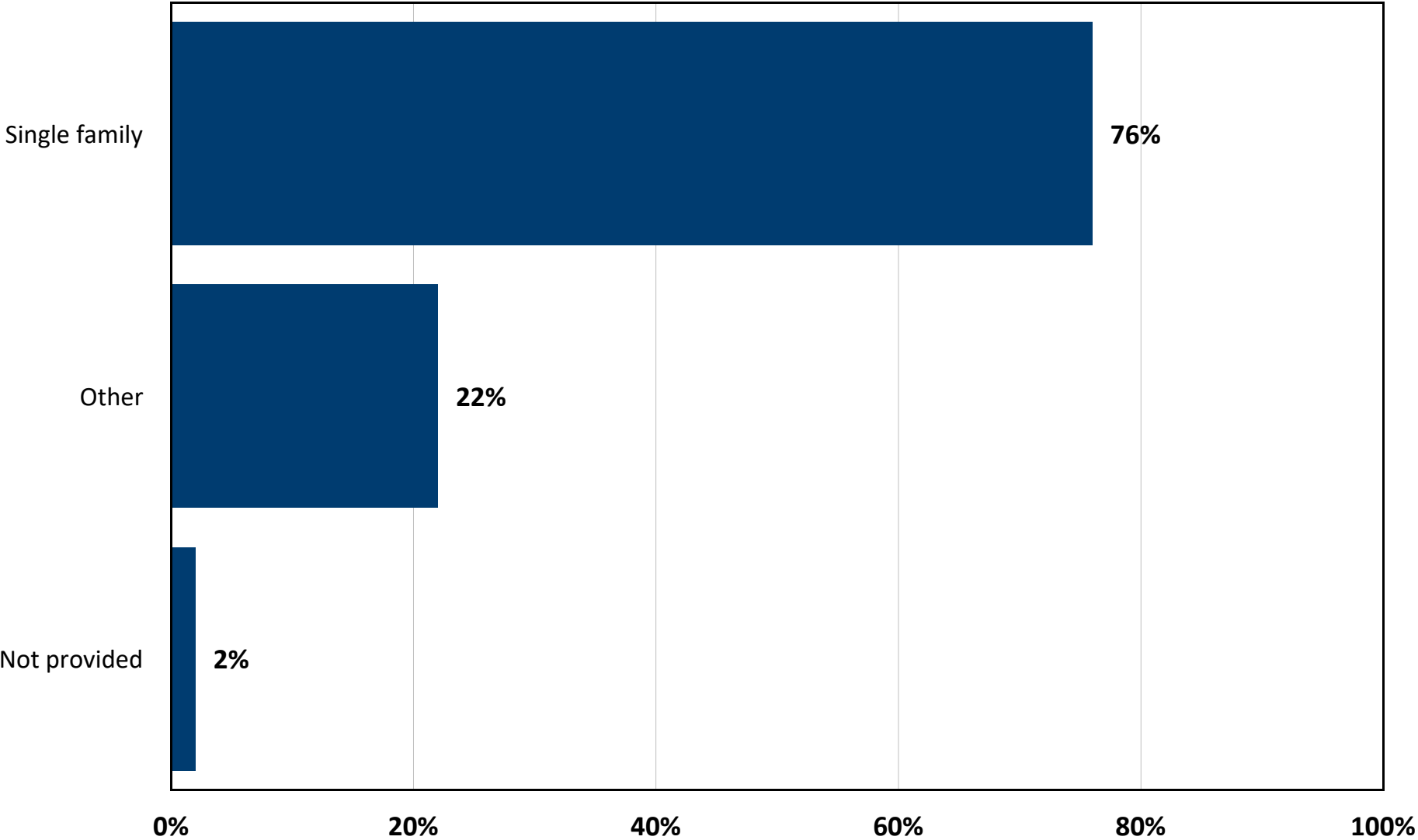
Q23. Primary language

by percentage of respondents



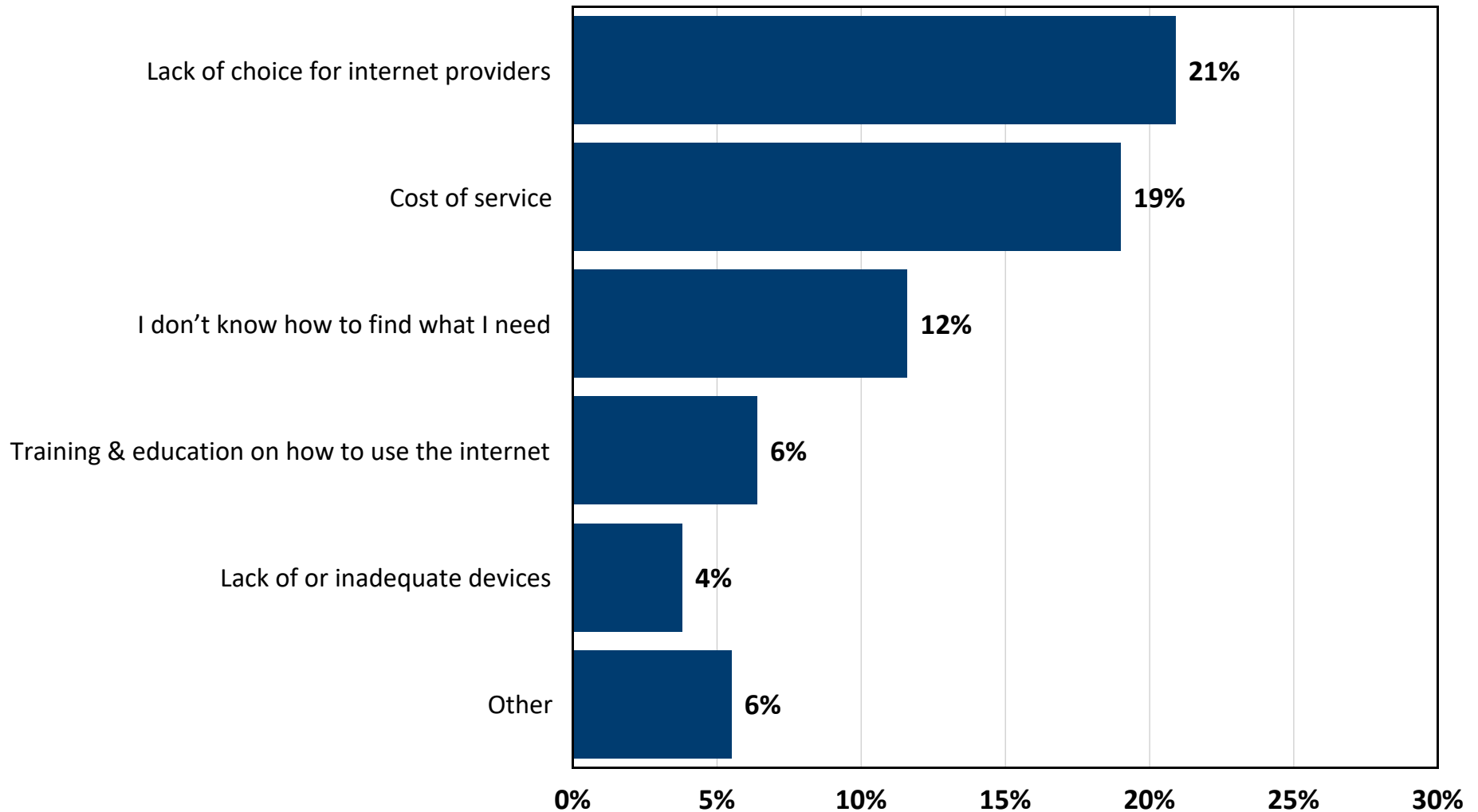
Q24. Which of the following best describes your home?

by percentage of respondents



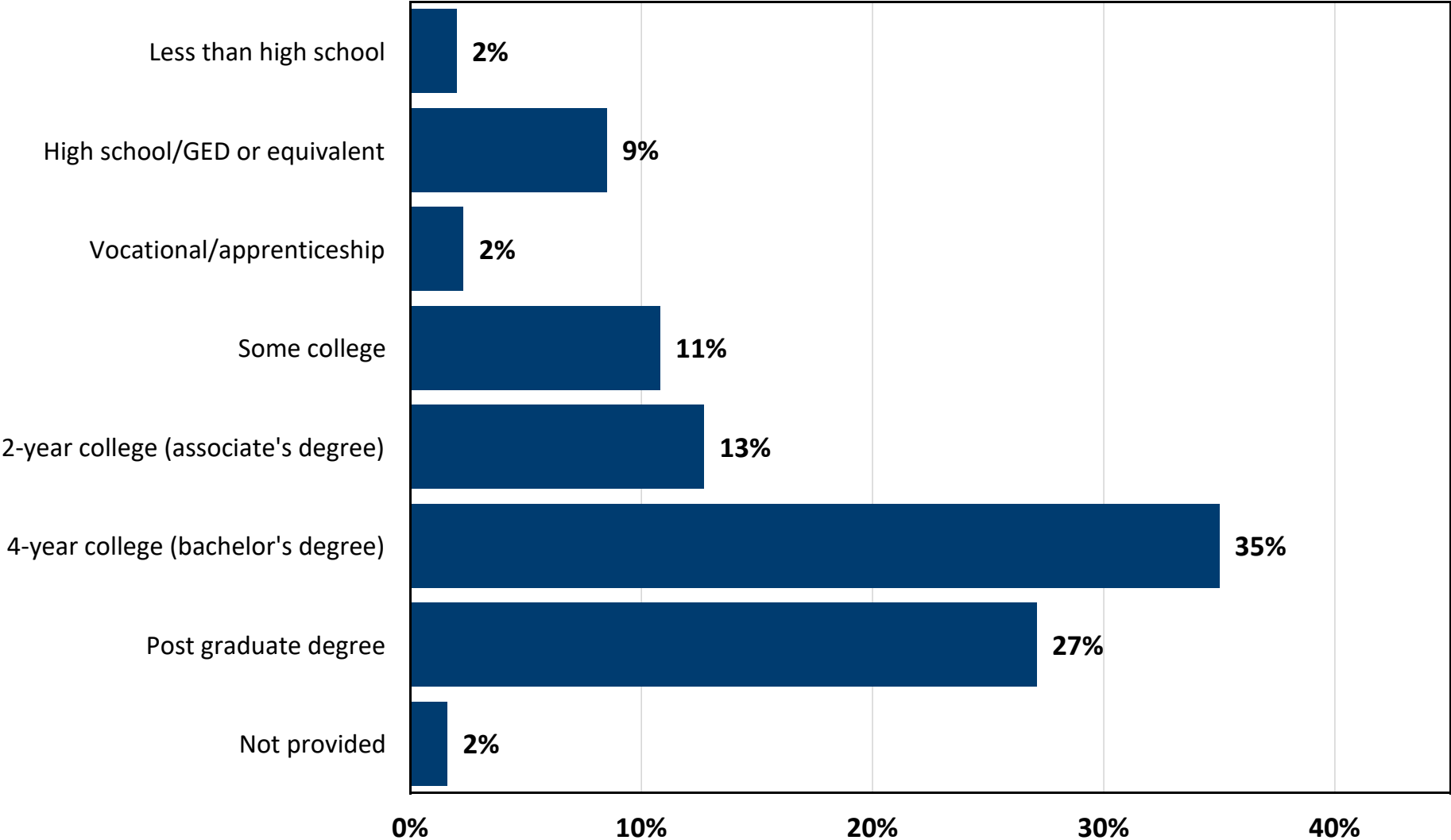
Q25. What barriers are preventing you from using the internet to connect with education, government services, social media, and information?

by percentage of respondents (multiple selections could be made)



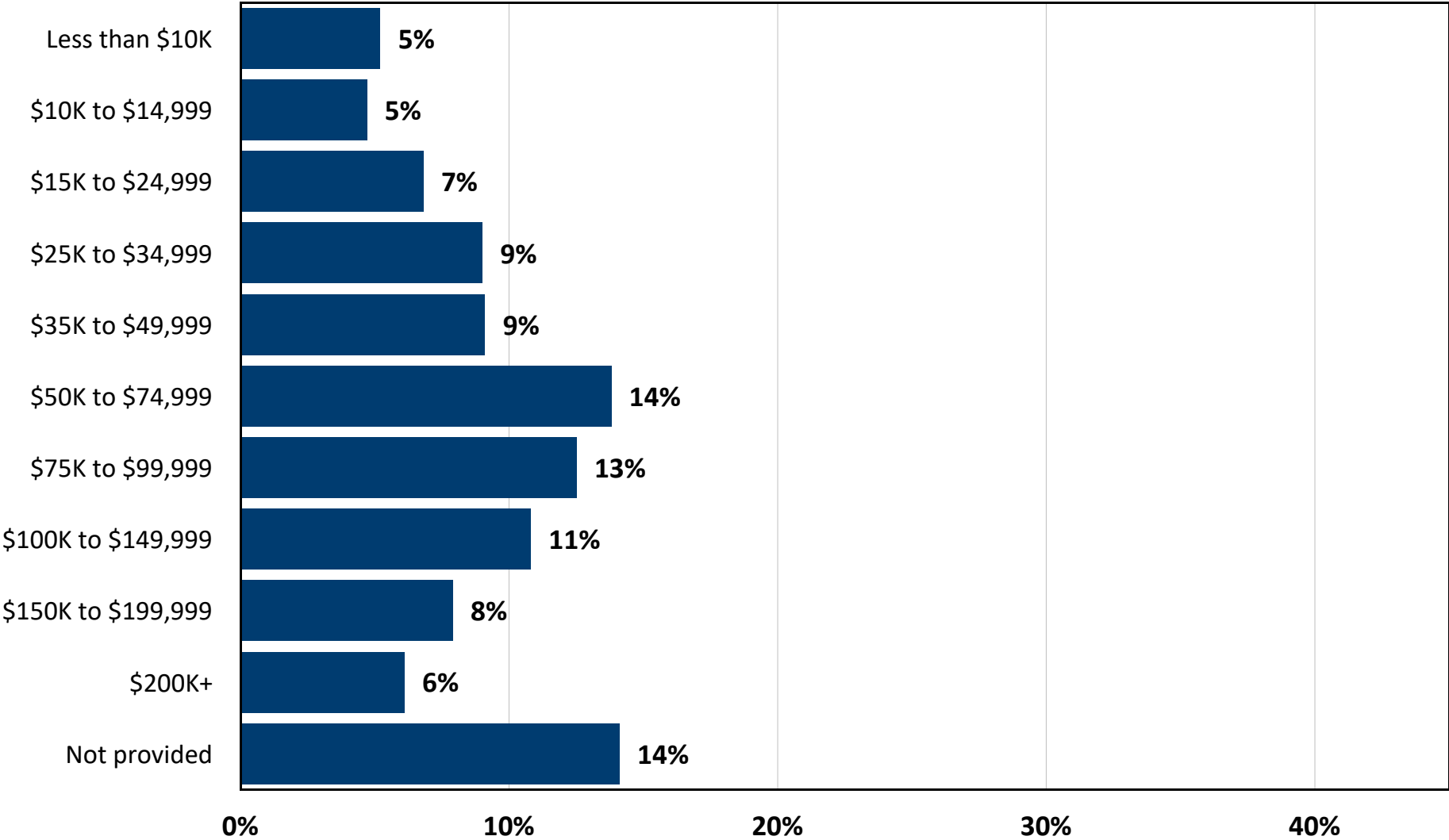
Q26. What is the highest level of education that you have completed?

by percentage of respondents



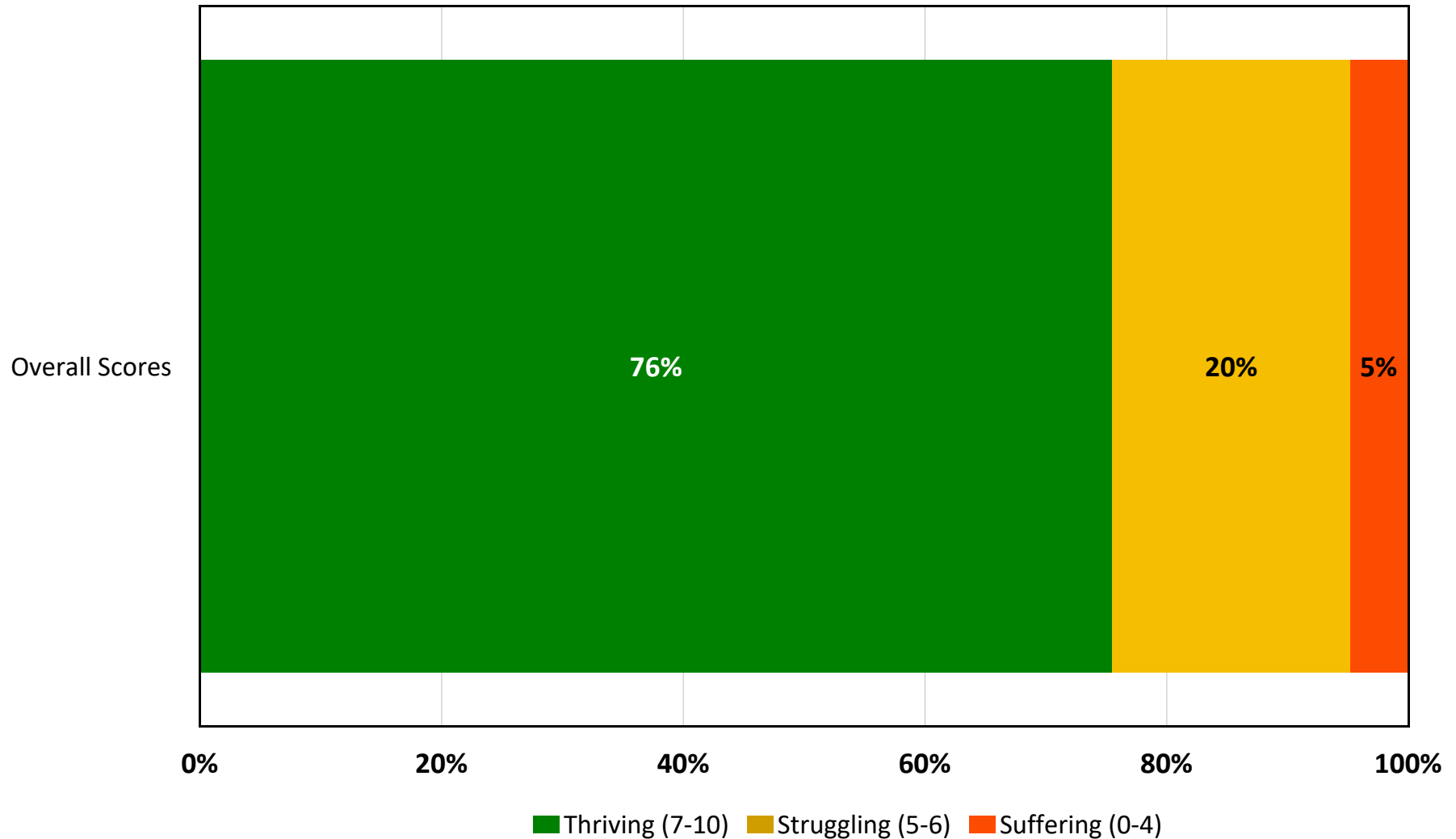
Q27. What is your household income?

by percentage of respondents



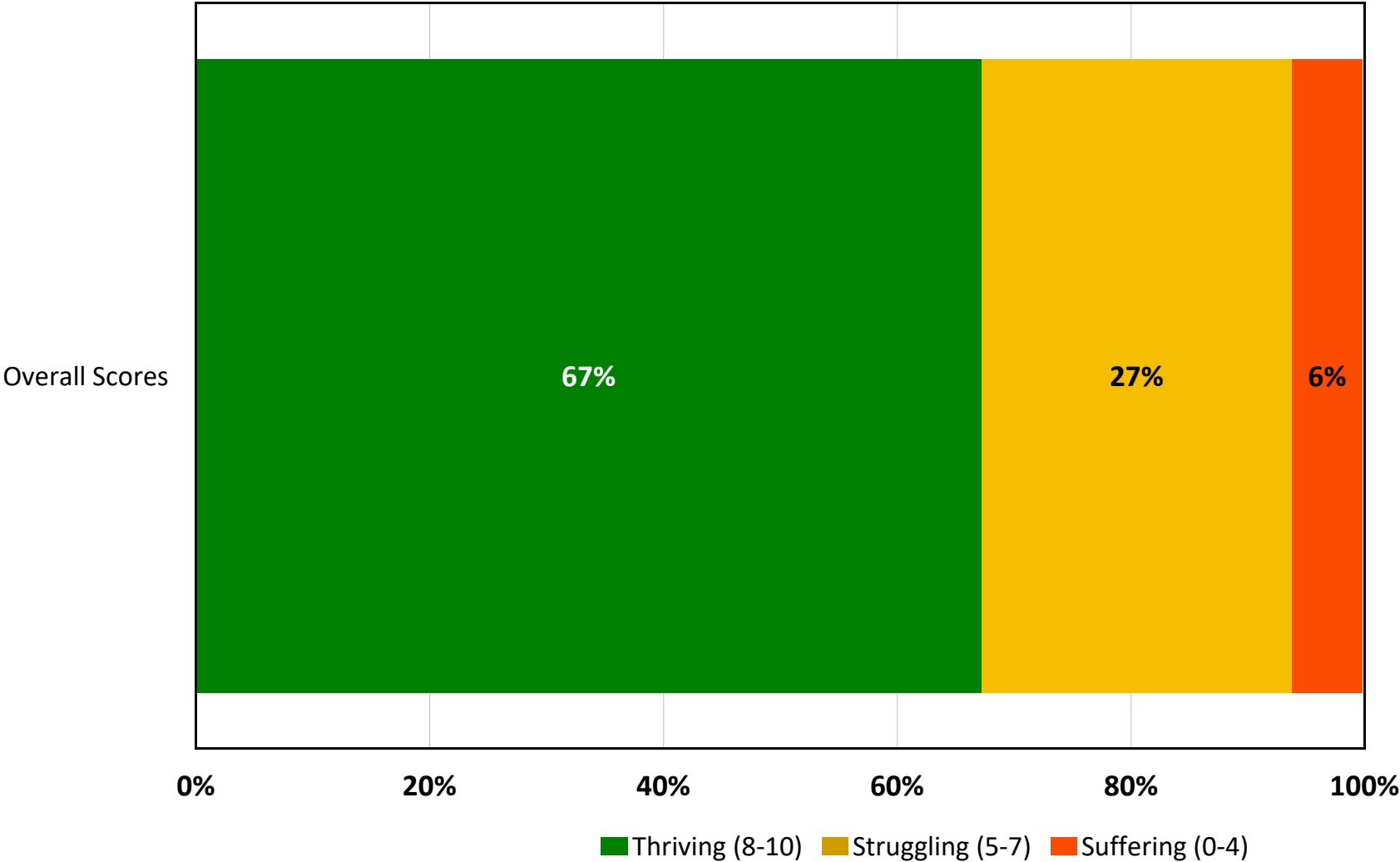
Q28. With “10” representing the best possible life for you and “0” representing the worst, how would you say you personally feel you stand at this time?

by percentage of respondents (excluding “not provided”)



Q28a. With “10” representing the best possible life for you and “0” representing the worst, how do you think you will stand about five years from now?

by percentage of respondents (excluding “not provided”)

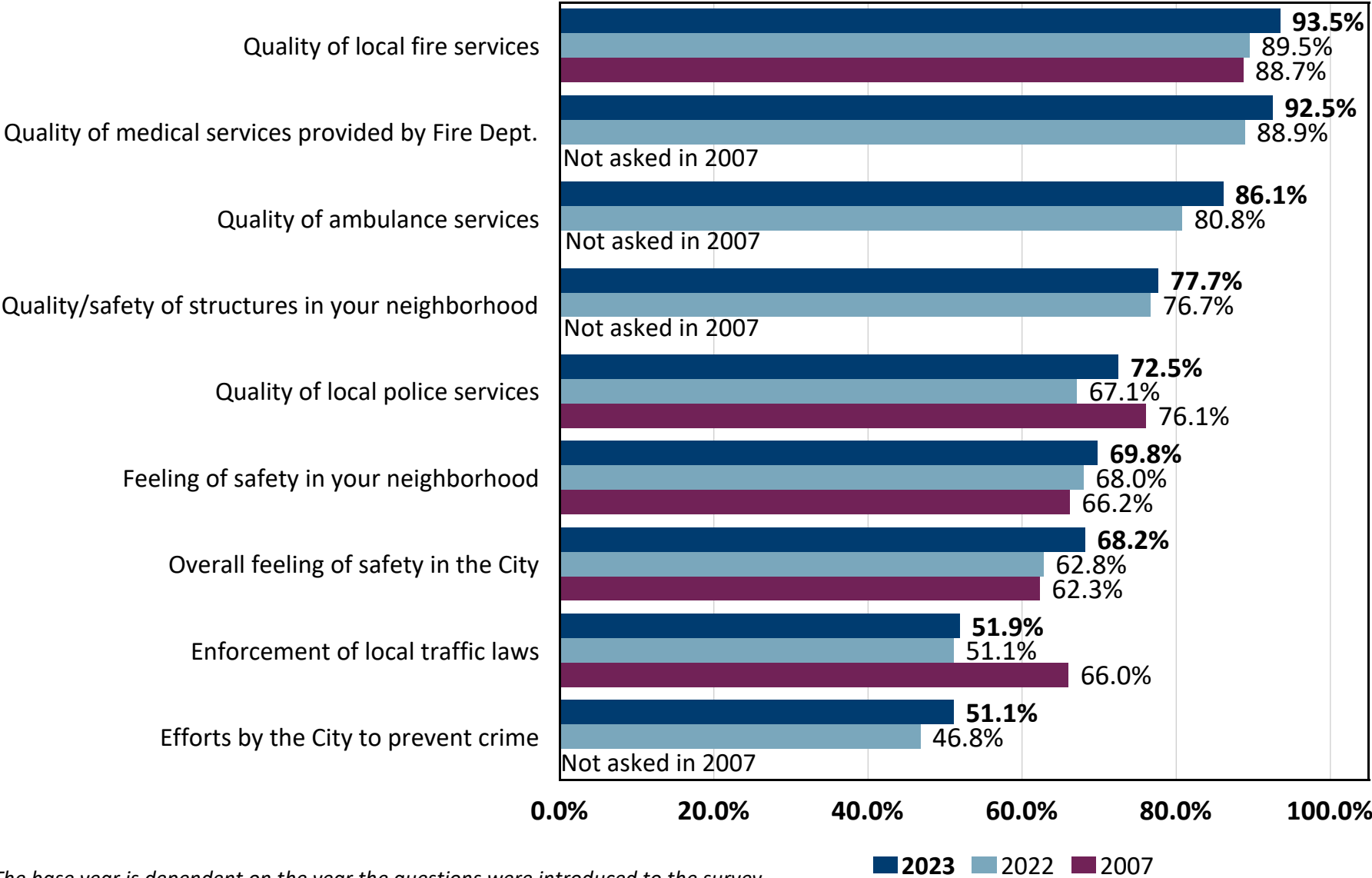


A large, dark blue circle with a white outline, containing the number '2' in a bold, dark blue font.

Trend Charts

Trends: Q1. Satisfaction With Public Safety 2023, 2022, & 2007

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don’t Know” or “N/A” responses)

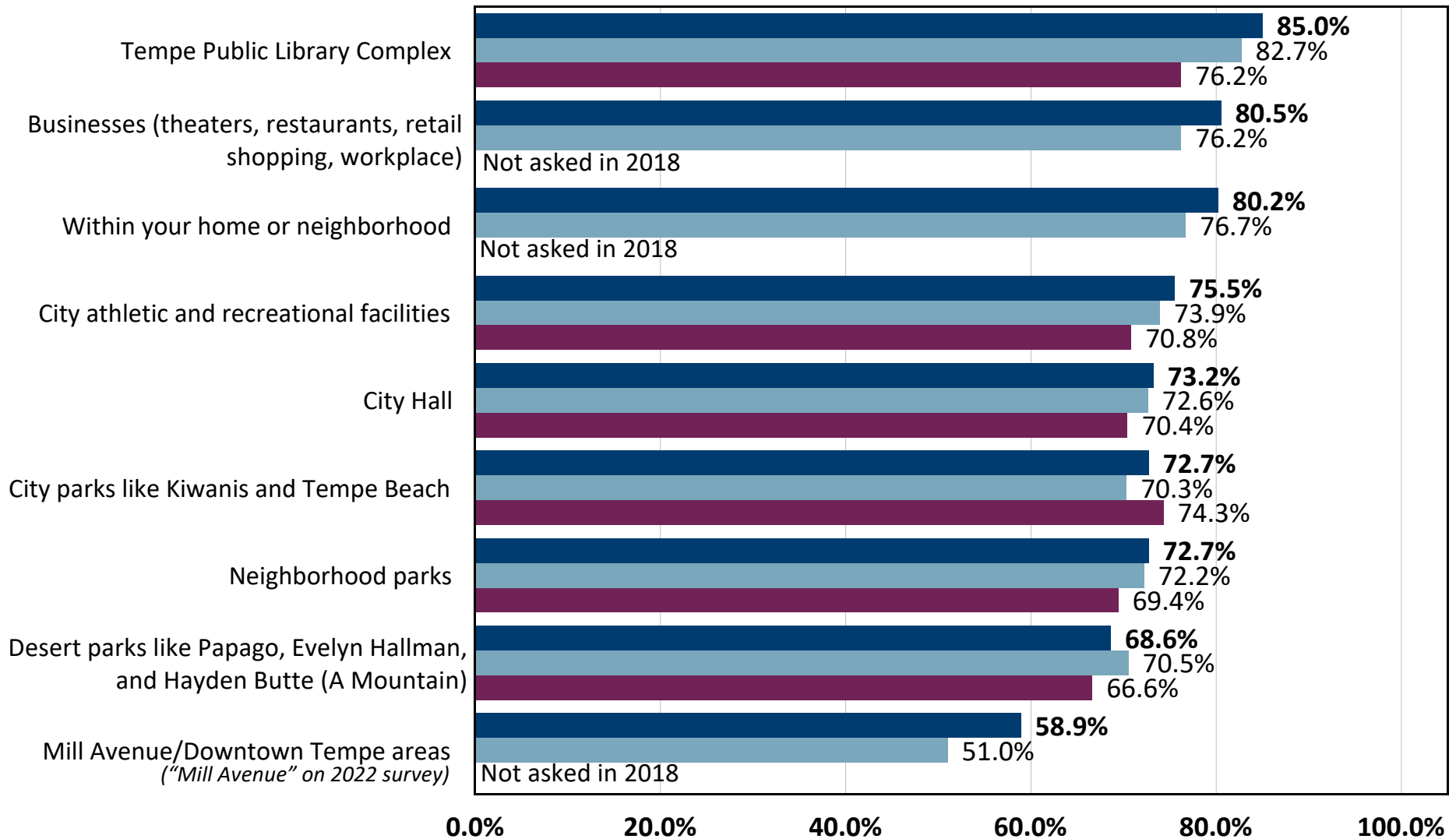


The base year is dependent on the year the questions were introduced to the survey.

ETC Institute (2023)
Some totals do not equal 100% due to rounding

Trends: Q2-1. Feeling of Safety During the Day 2023, 2022, & 2018

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don’t Know” or “N/A” responses)



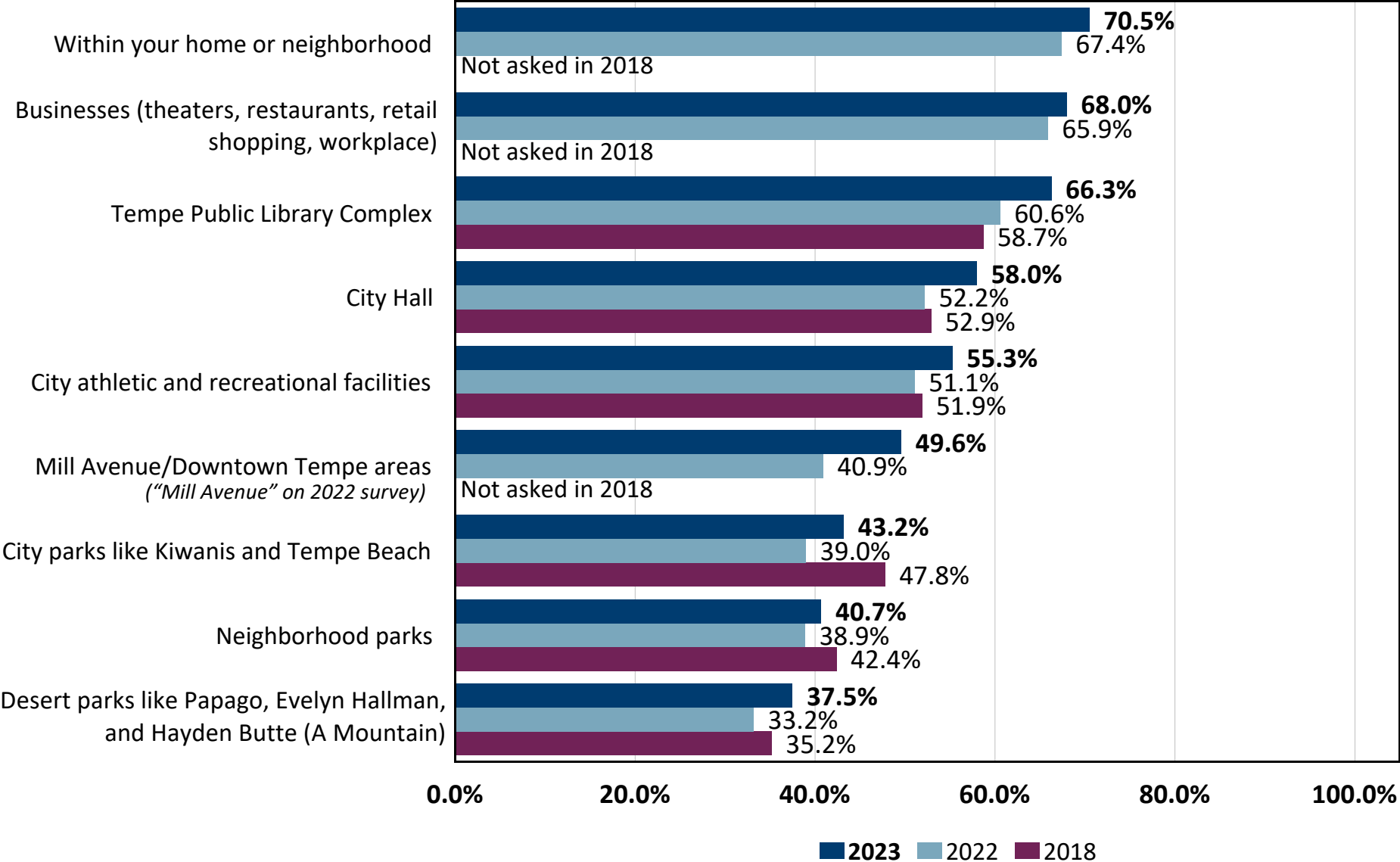
The base year is dependent on the year the questions were introduced to the survey.

■ 2023 ■ 2022 ■ 2018

Trends: Q2-2. Feeling of Safety At Night

2023, 2022 & 2018

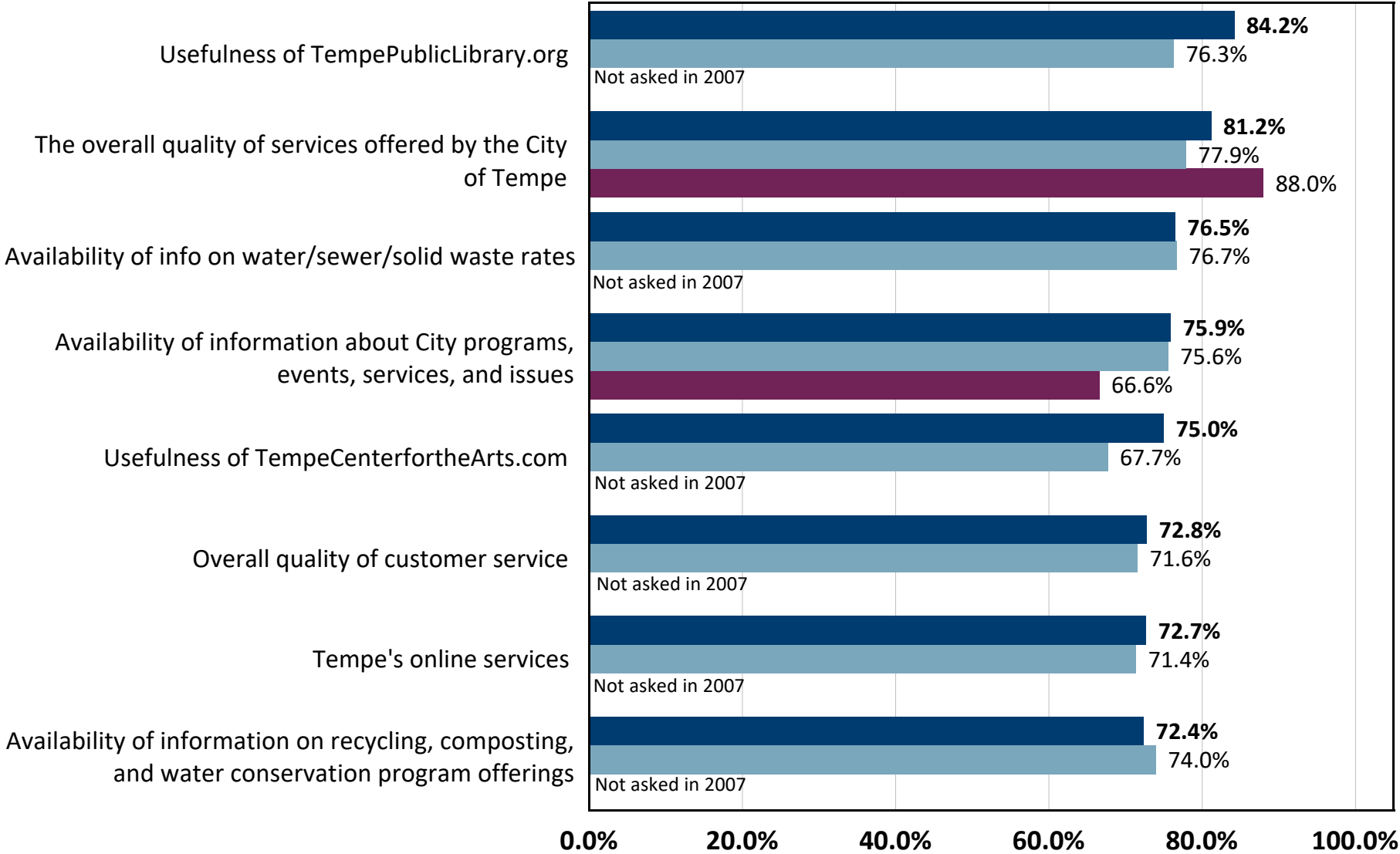
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don’t Know” or “N/A” responses)



The base year is dependent on the year the questions were introduced to the survey.

Trends: Q6. Satisfaction With Various Perceptions of the City (1/2) - 2023, 2022, & 2007

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don’t Know” or “N/A” responses)

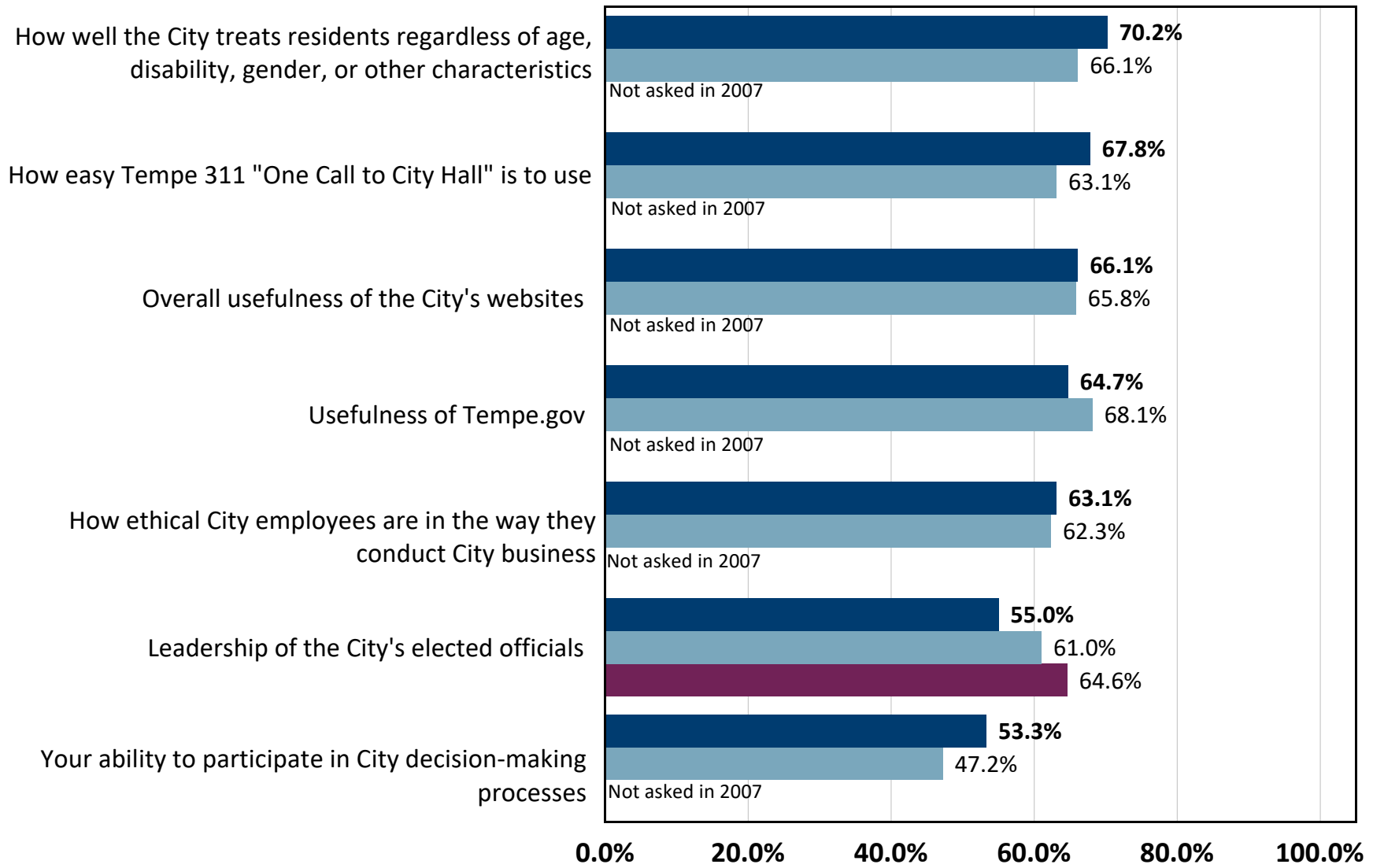


The base year is dependent on the year the questions were introduced to the survey.

■ 2023 ■ 2022 ■ 2007

Trends: Q6. Satisfaction With Various Perceptions of the City (2/2) - 2023, 2022, & 2007

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "Don't Know" or "N/A" responses)

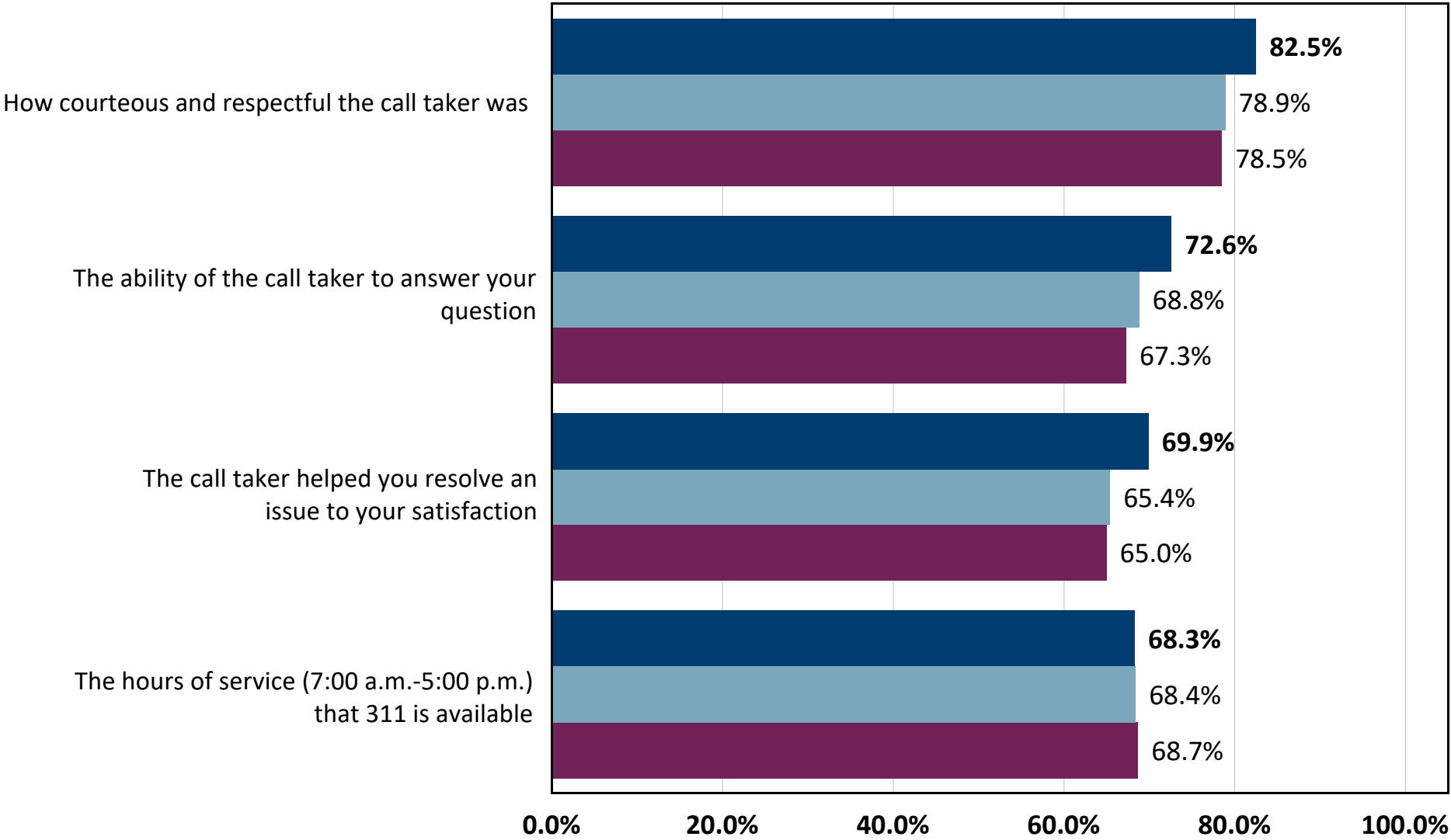


The base year is dependent on the year the questions were introduced to the survey.

■ 2023 ■ 2022 ■ 2007

Trends: Q7. Satisfaction With Various Aspects of 3-1-1 Service 2023, 2022, & 2018

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don’t Know” or “N/A” responses)

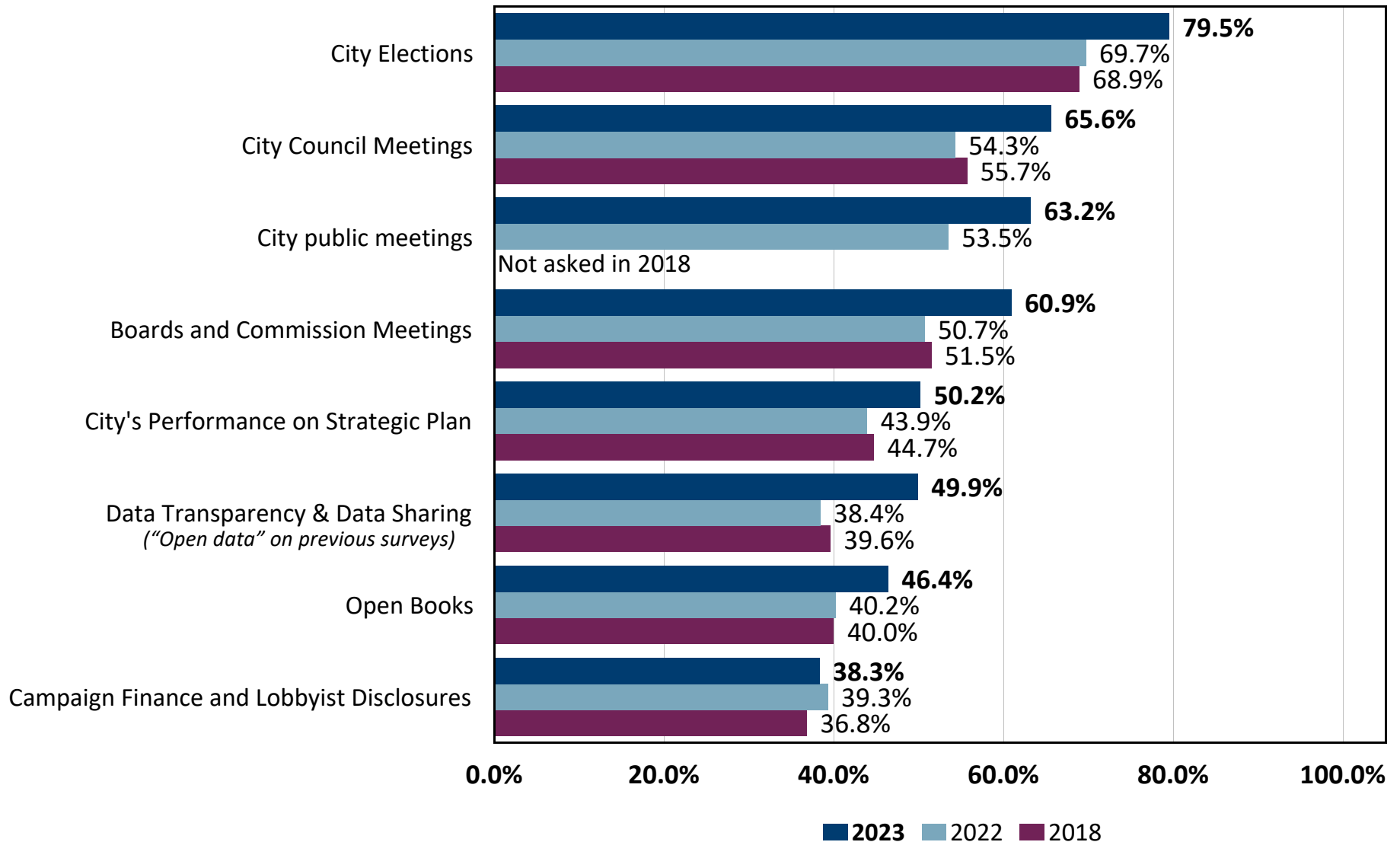


The base year is dependent on the year the questions were introduced to the survey.

■ 2023 ■ 2022 ■ 2018

Trends: Q8. Satisfaction With Ease of Access to the Following 2023, 2022, & 2018

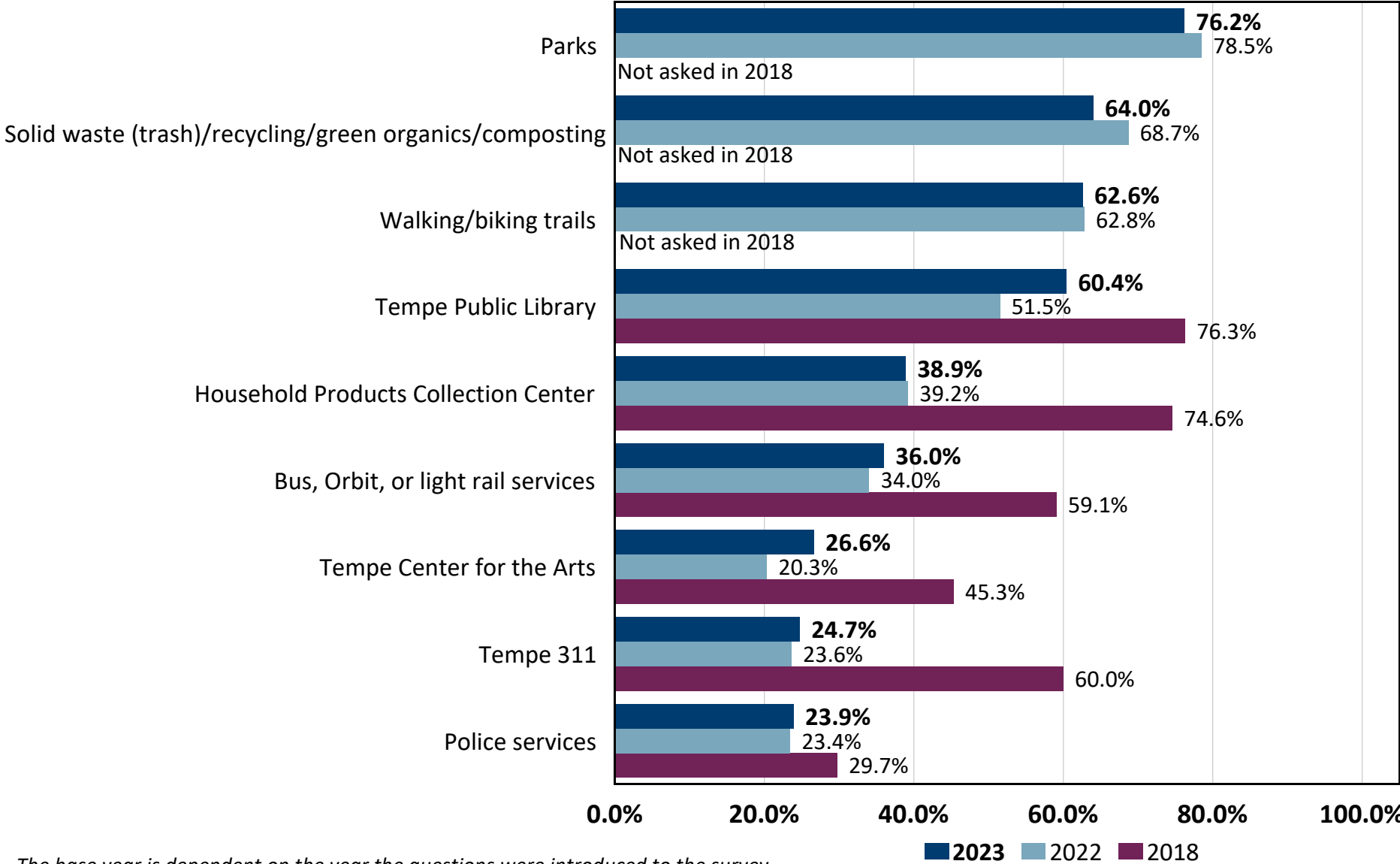
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don’t Know” or “N/A” responses)



The base year is dependent on the year the questions were introduced to the survey.

Trends: Q10. Use of City Services/Facilities During Past 12 Months (1/3) - 2023, 2022, & 2018

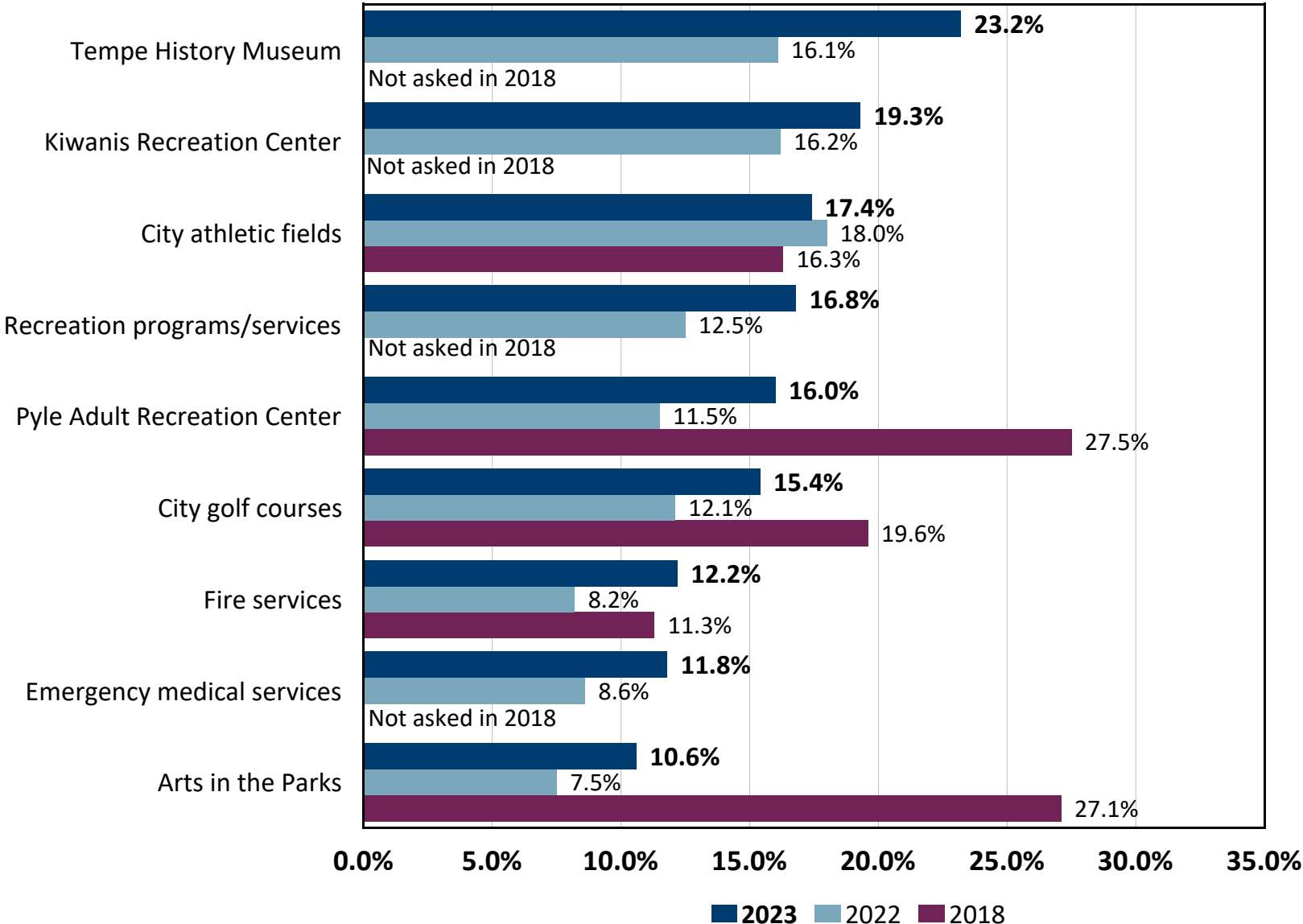
by percentage of respondents



The base year is dependent on the year the questions were introduced to the survey.

Trends: Q10. Use of City Services/Facilities During Past 12 Months (2/3) - 2023, 2022, & 2018

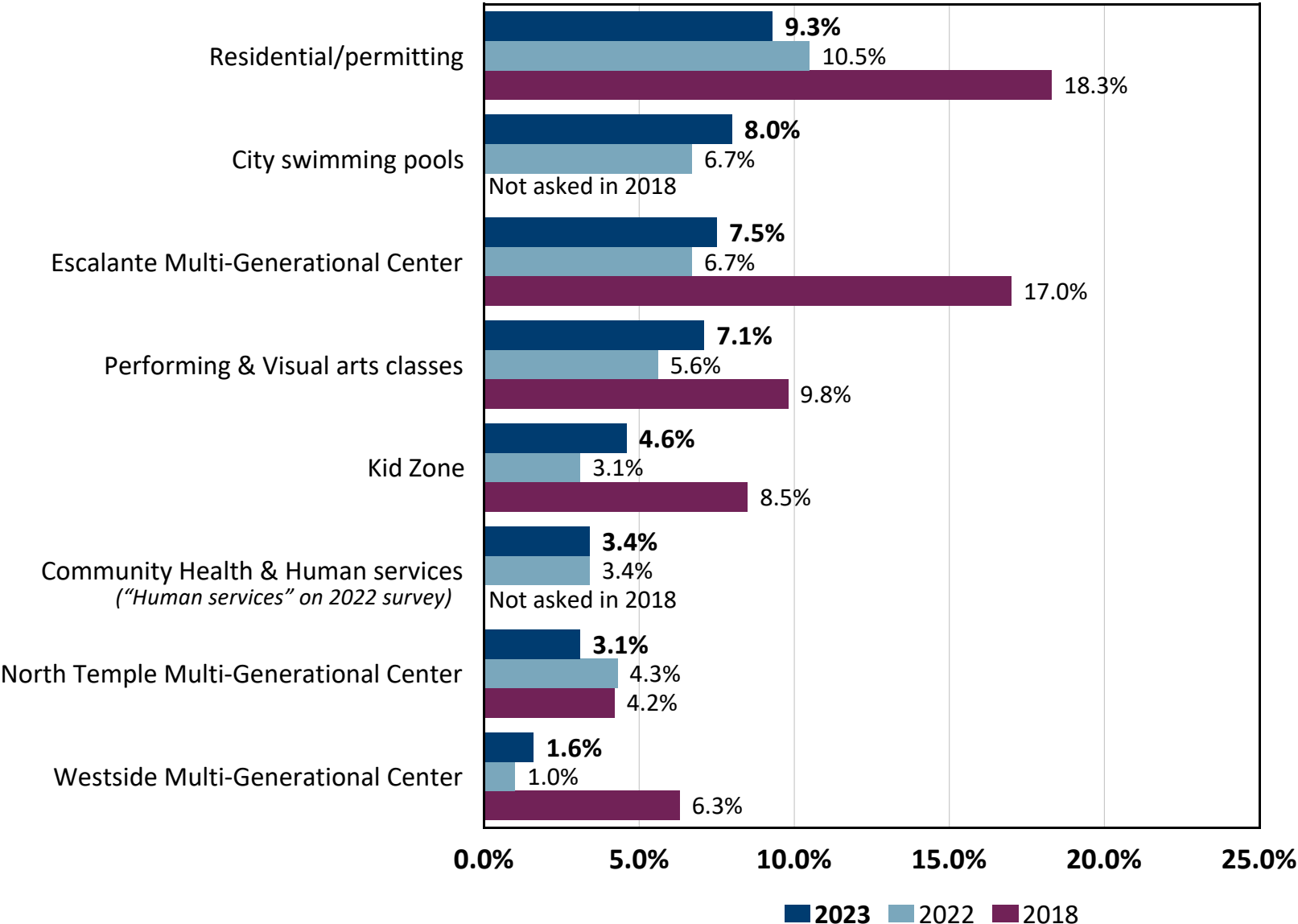
by percentage of respondents



The base year is dependent on the year the questions were introduced to the survey.

Trends: Q10. Use of City Services/Facilities During Past 12 Months (3/3) - 2023, 2022, & 2018

by percentage of respondents

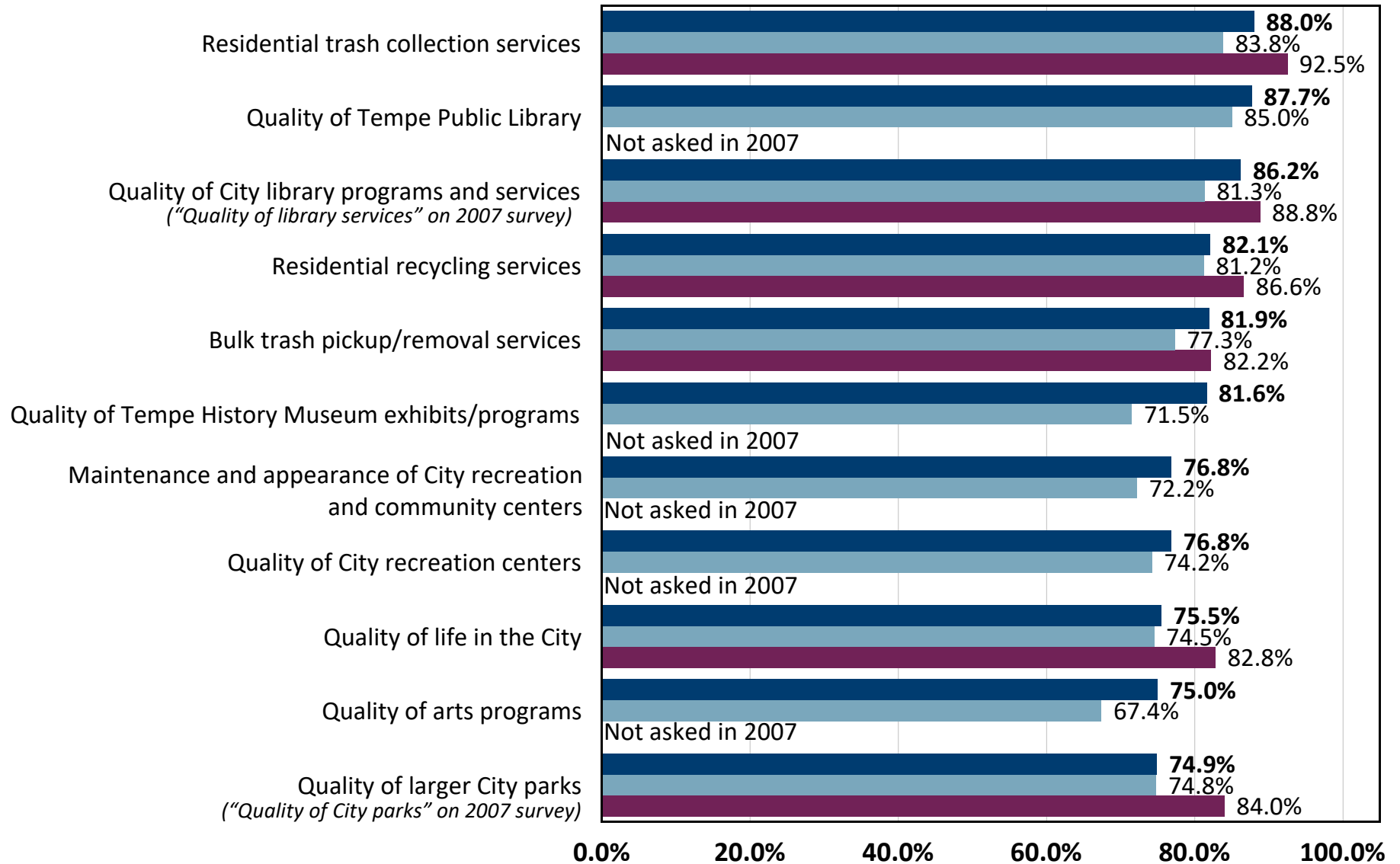


The base year is dependent on the year the questions were introduced to the survey.

Trends: Q12. Satisfaction With Quality of Life and City Services (1/4)

2023, 2022, & 2007

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don’t Know” or “N/A” responses)



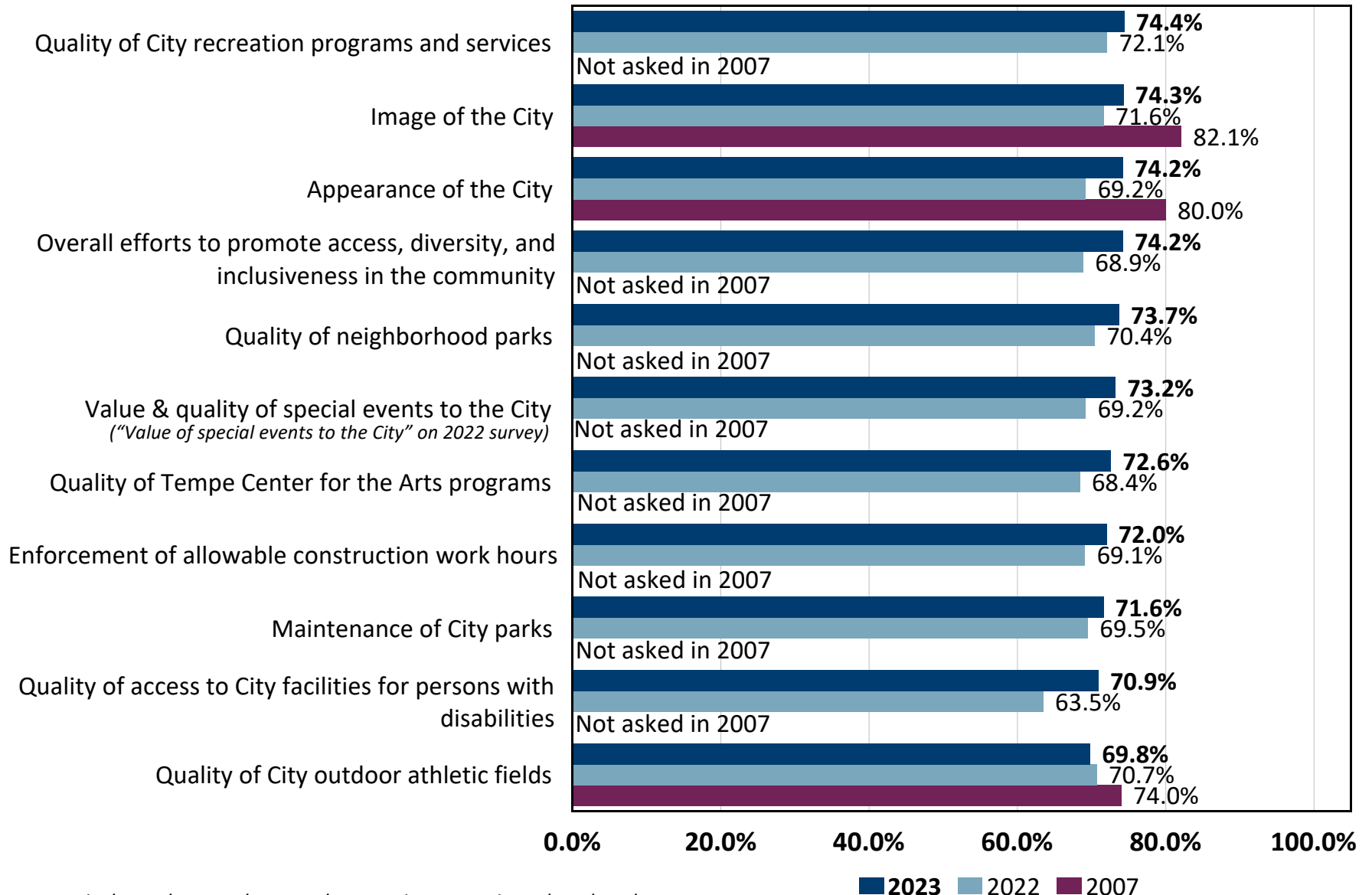
The base year is dependent on the year the questions were introduced to the survey.

■ 2023 ■ 2022 ■ 2007

Trends: Q12. Satisfaction With Quality of Life and City Services (2/4)

2023, 2022, & 2007

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don’t Know” or “N/A” responses)

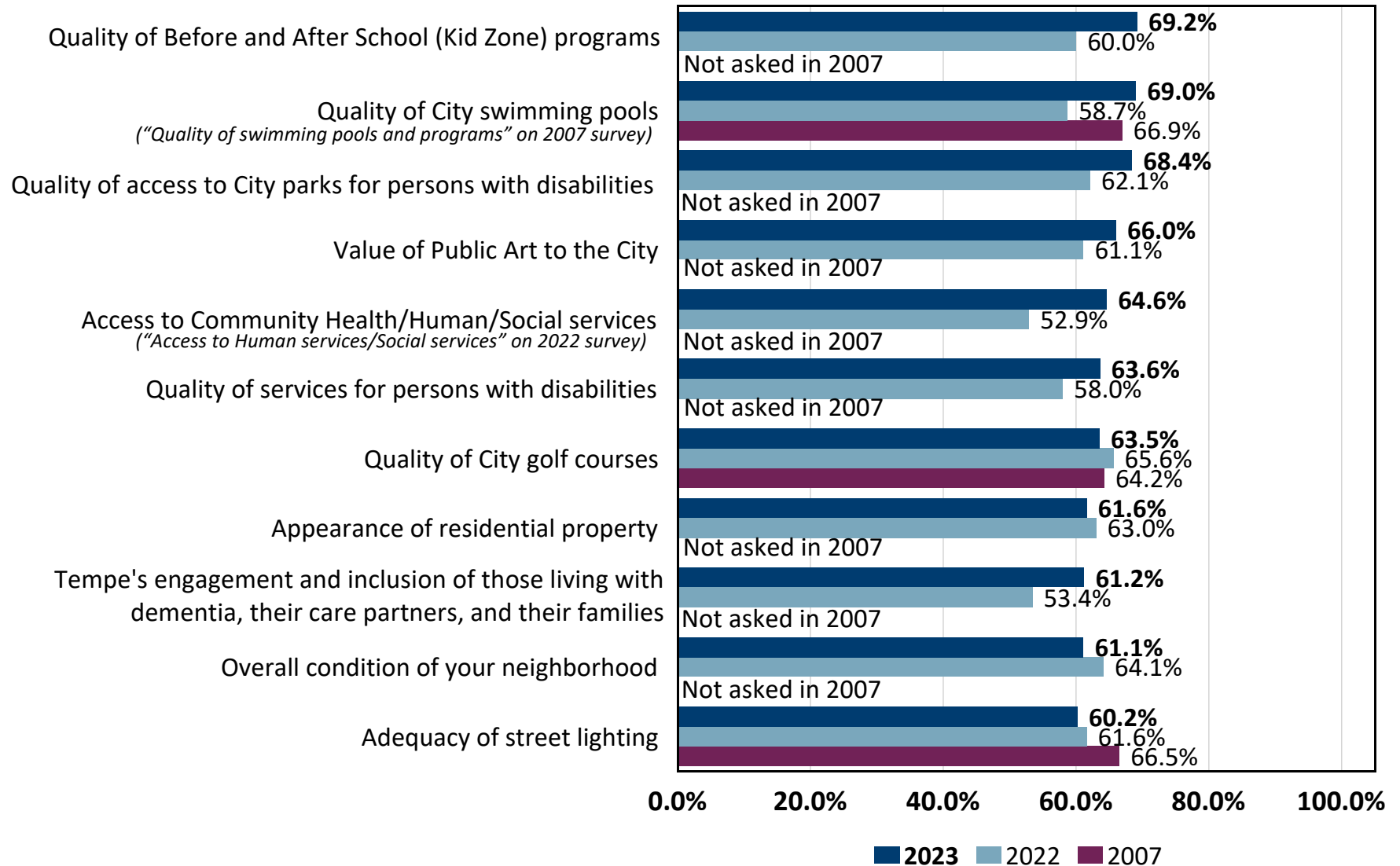


The base year is dependent on the year the questions were introduced to the survey.

Trends: Q12. Satisfaction With Quality of Life and City Services (3/4)

2023, 2022, & 2007

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don’t Know” or “N/A” responses)

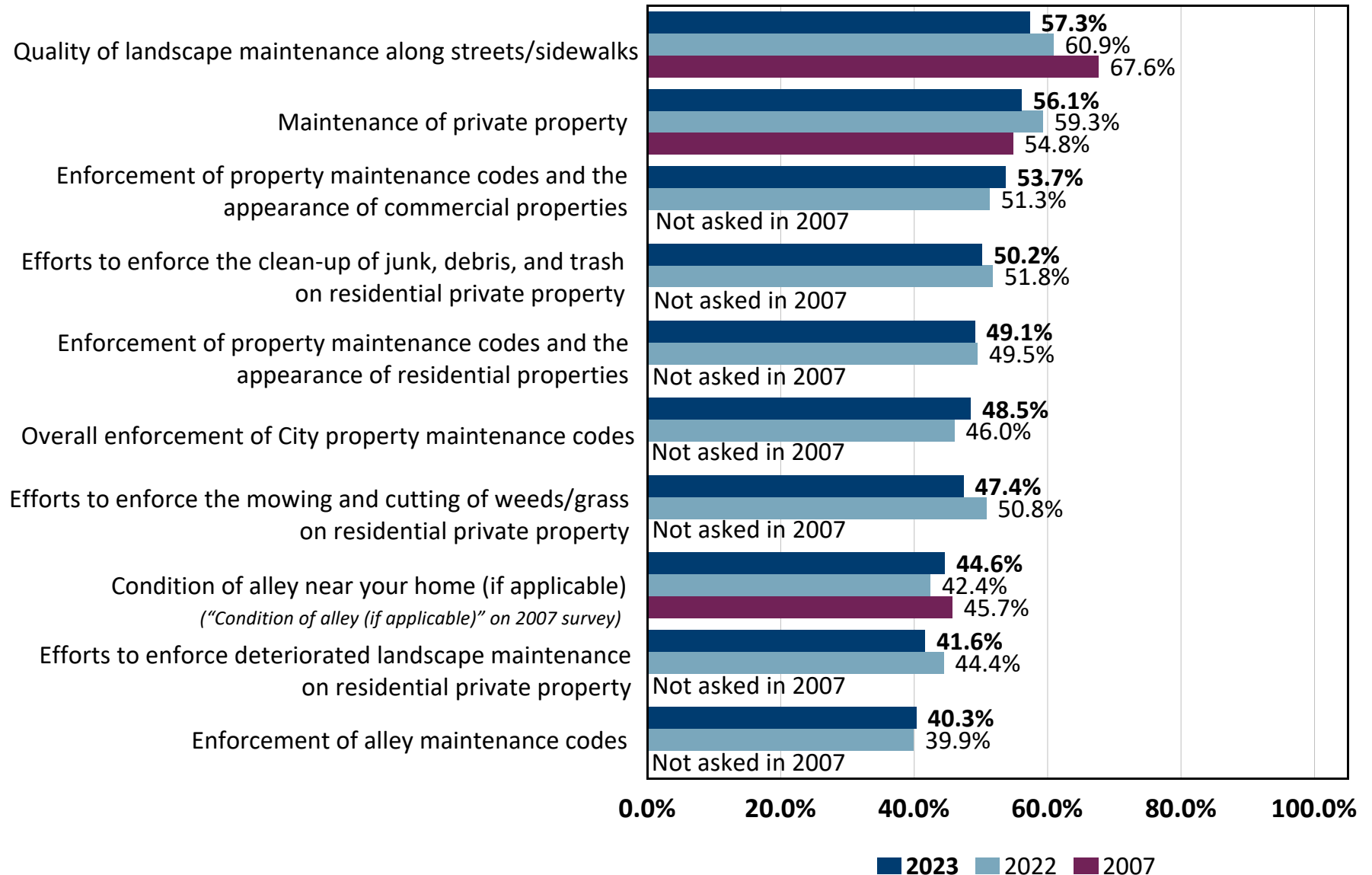


The base year is dependent on the year the questions were introduced to the survey.

Trends: Q12. Satisfaction With Quality of Life and City Services (4/4)

2023, 2022, & 2007

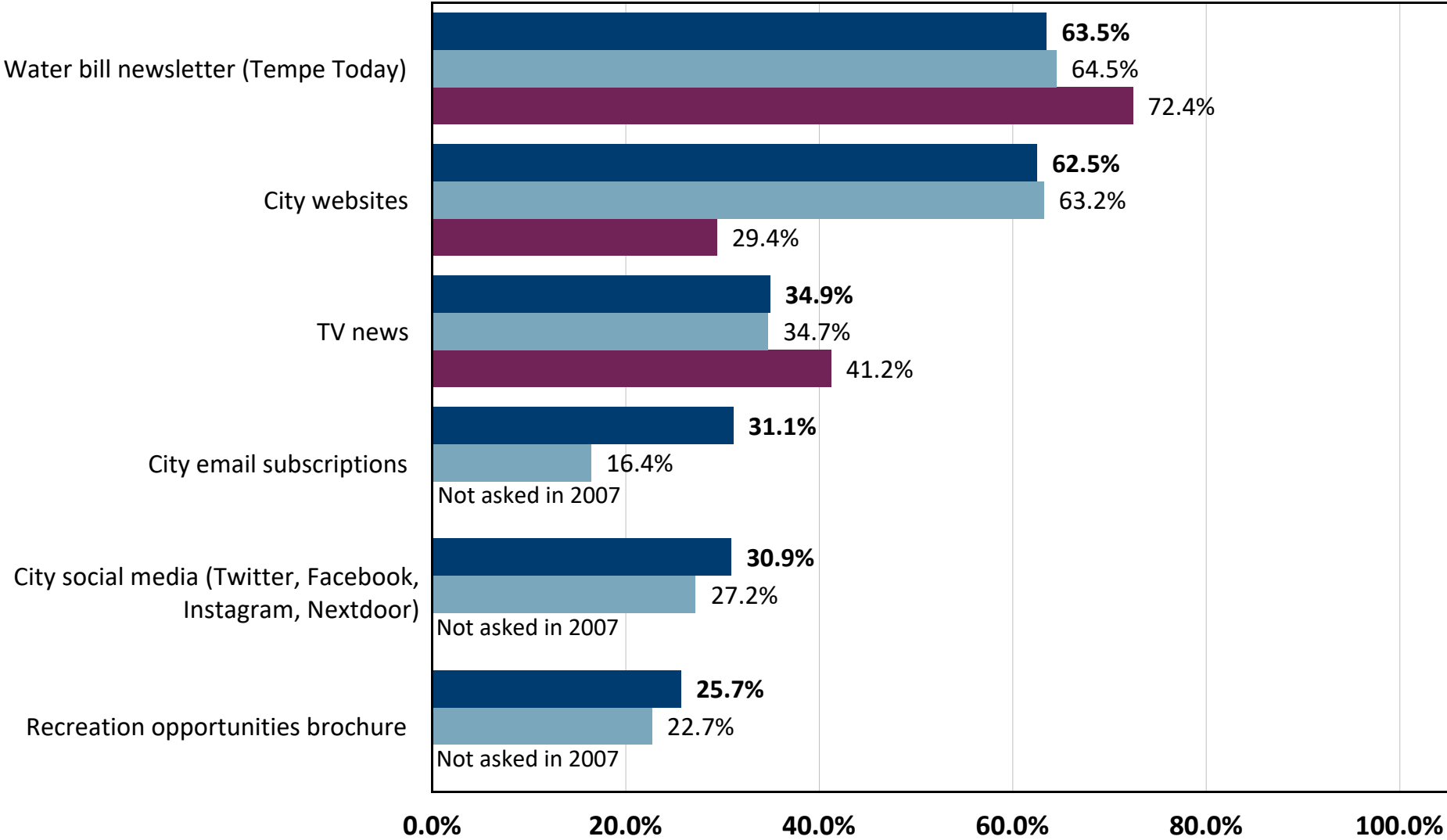
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don’t Know” or “N/A” responses)



The base year is dependent on the year the questions were introduced to the survey.

Trends: Q14. How Residents Get Information About the City (1/2) - 2023, 2022, & 2007

by percentage of respondents

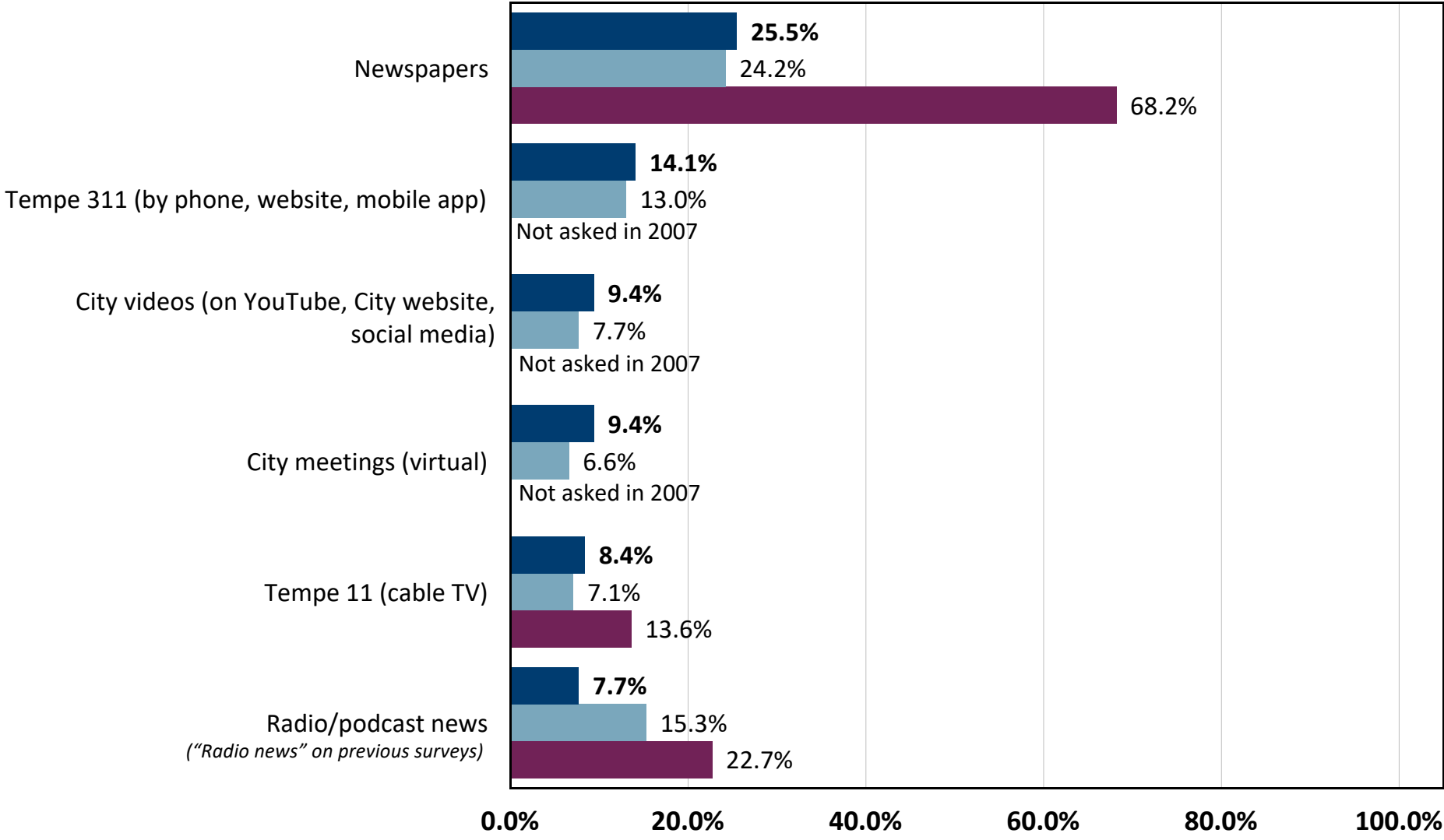


The base year is dependent on the year the questions were introduced to the survey.

■ 2023 ■ 2022 ■ 2007

Trends: Q14. How Residents Get Information About the City (2/2) - 2023, 2022, & 2007

by percentage of respondents

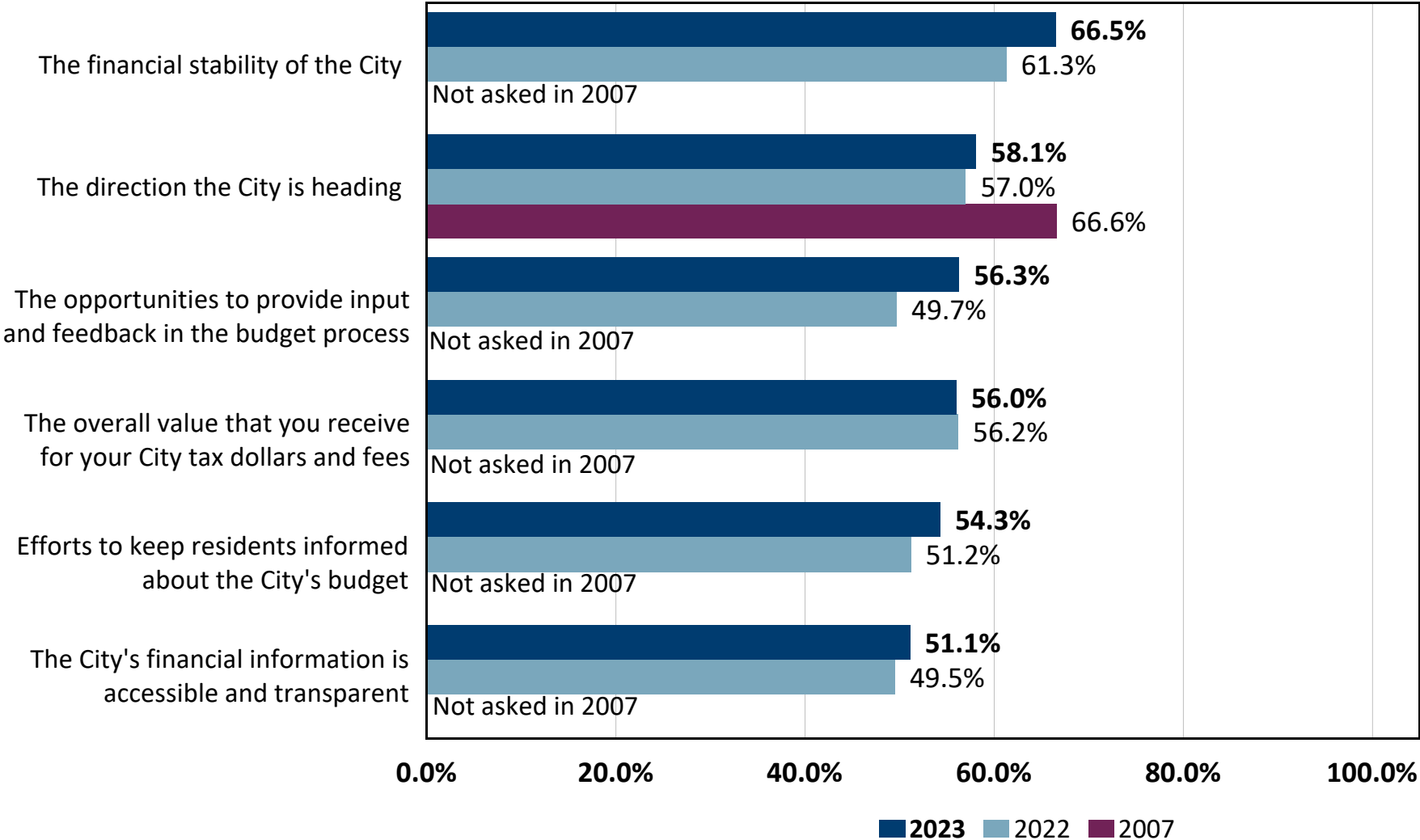


The base year is dependent on the year the questions were introduced to the survey.

■ 2023 ■ 2022 ■ 2007

Trends: Q15. Satisfaction With Aspects of the City's Financial Stability and Vitality 2023, 2022, & 2007

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "Don't Know" or "N/A" responses)

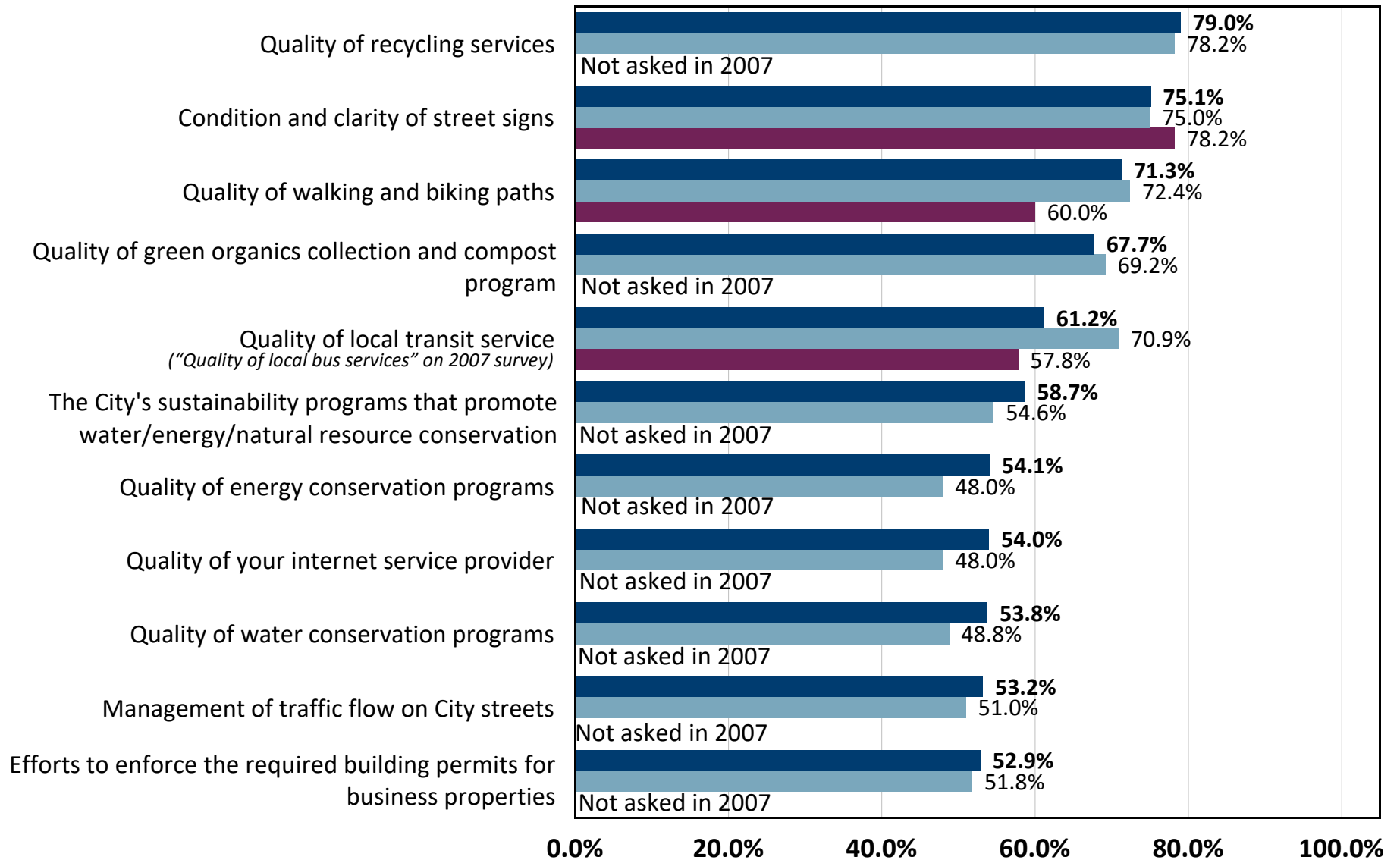


The base year is dependent on the year the questions were introduced to the survey.

Trends: Q16. Satisfaction With Sustainable Growth and Development (1/2)

2023, 2022, & 2007

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don’t Know” or “N/A” responses)



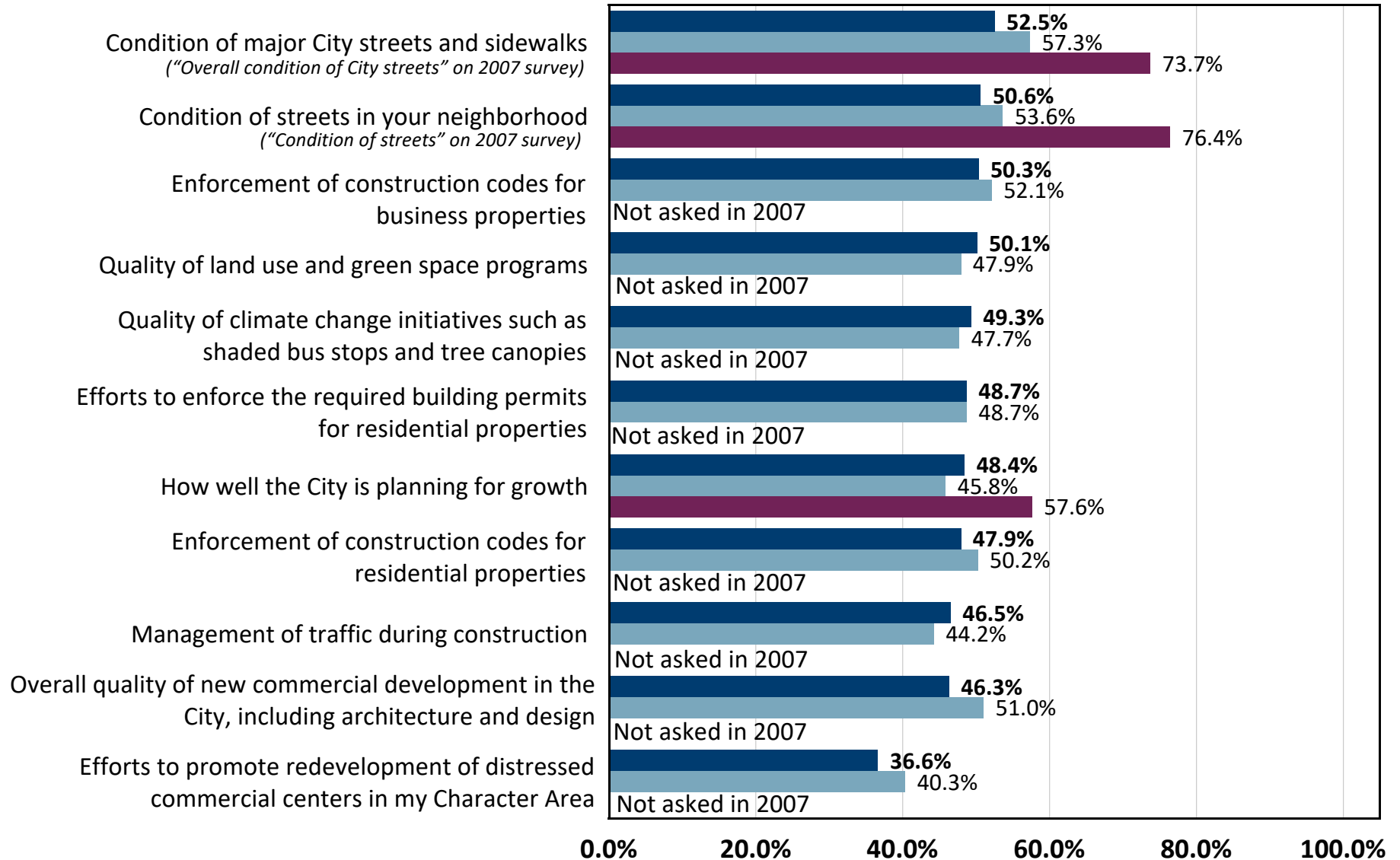
The base year is dependent on the year the questions were introduced to the survey.

■ 2023 ■ 2022 ■ 2007

Trends: Q16. Satisfaction With Sustainable Growth and Development (2/2)

2023, 2022, & 2007

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don’t Know” or “N/A” responses)



The base year is dependent on the year the questions were introduced to the survey.

■ 2023 ■ 2022 ■ 2007



3

Benchmarking Analysis

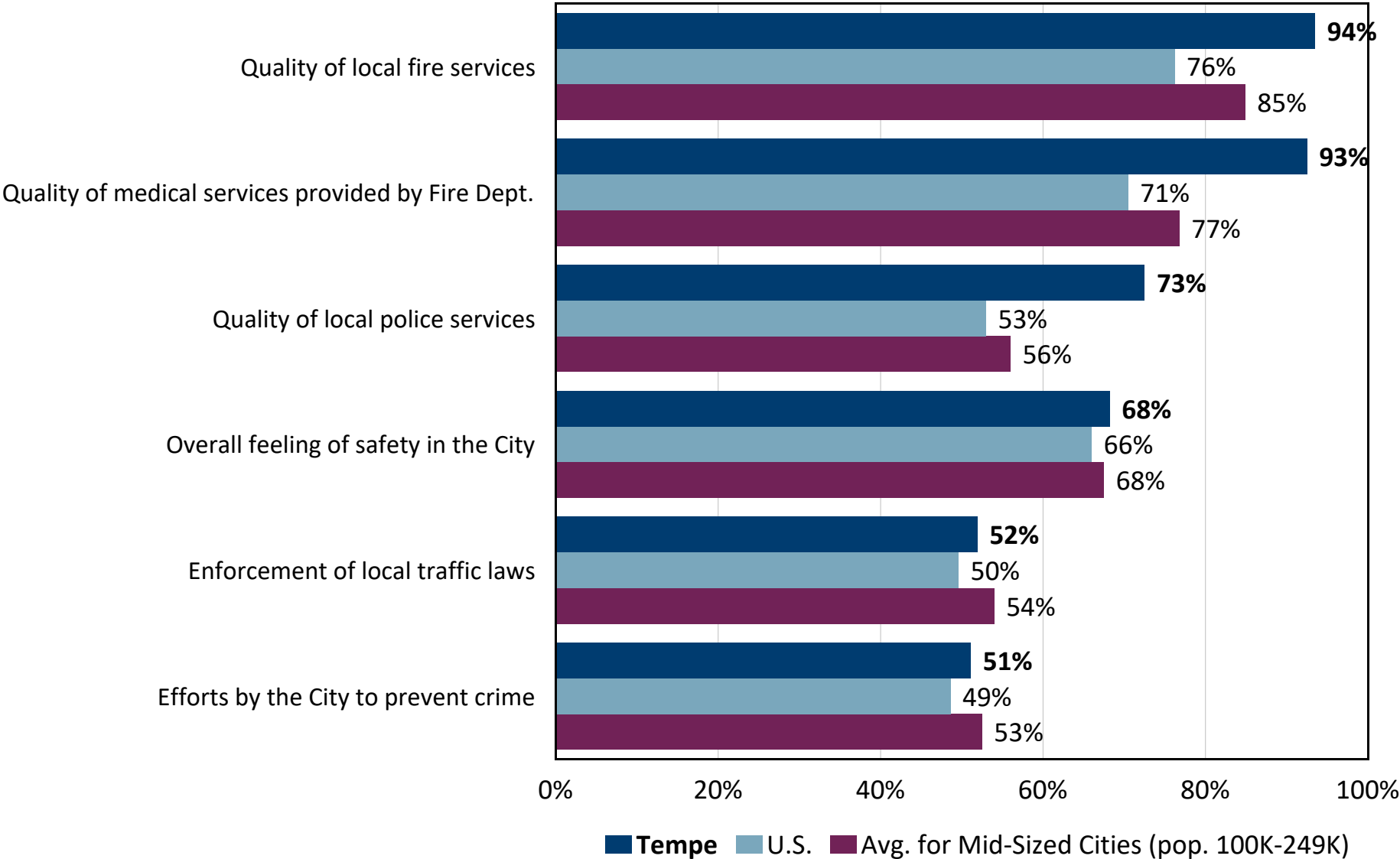
National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Tempe, Arizona is not authorized without written consent from ETC Institute.

Satisfaction With Public Safety

Tempe vs. U.S. vs. Mid-Sized Cities

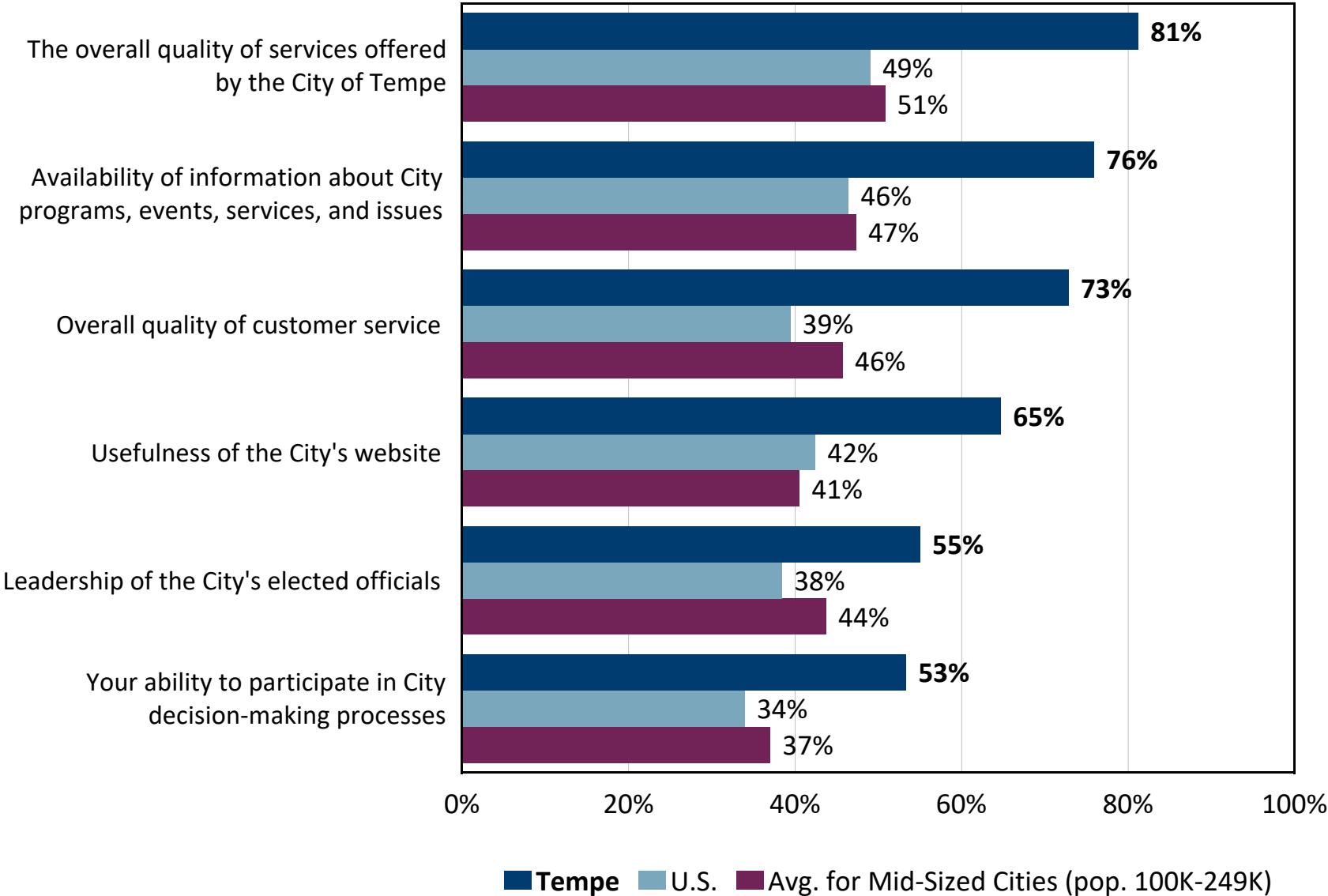
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don't Know” responses)



Satisfaction With Perceptions of the City

Tempe vs. U.S. vs. Mid-Sized Cities

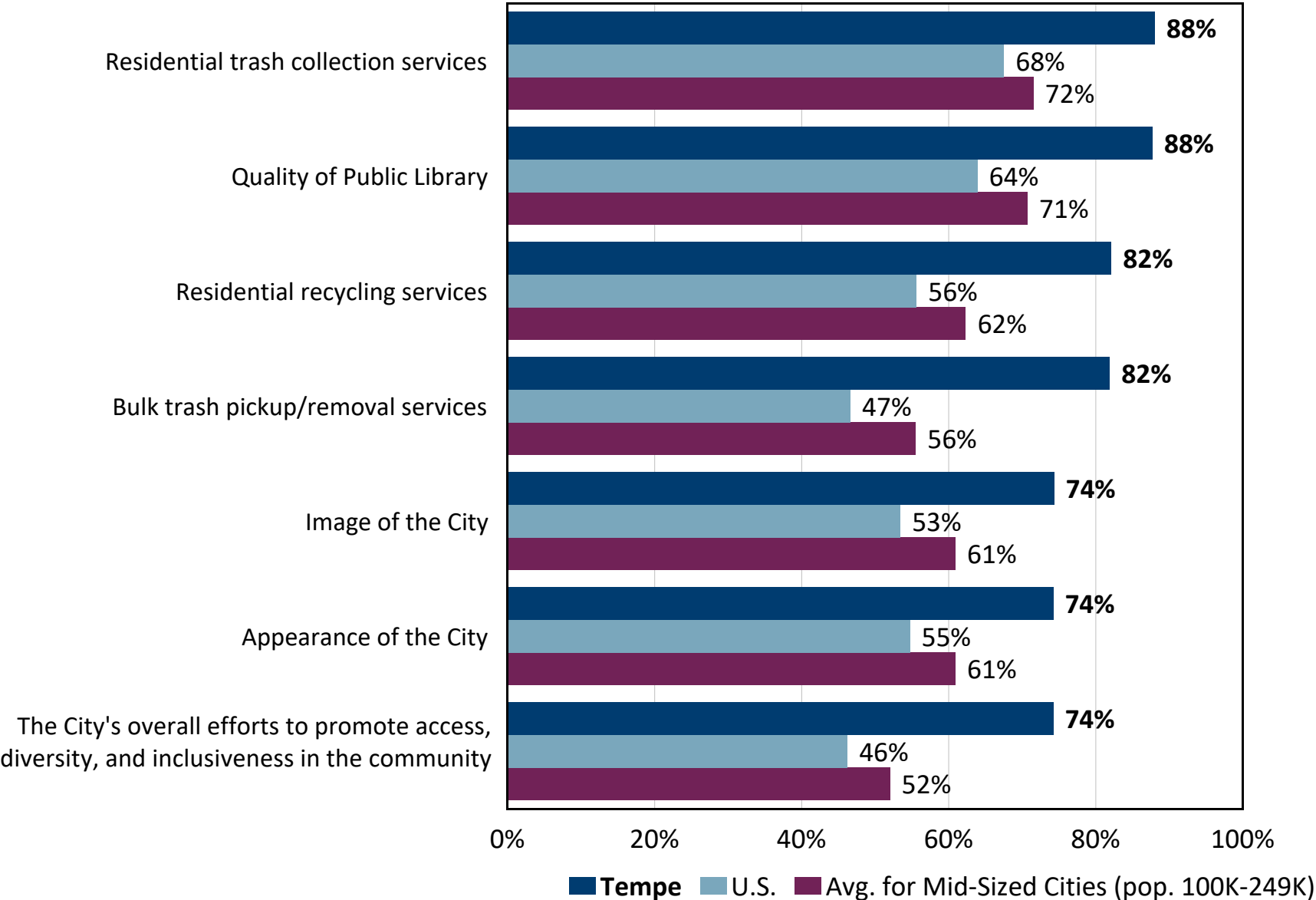
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "Don't Know" responses)



Satisfaction With Quality of Life and City Services (1/2)

Tempe vs. U.S. vs. Mid-Sized Cities

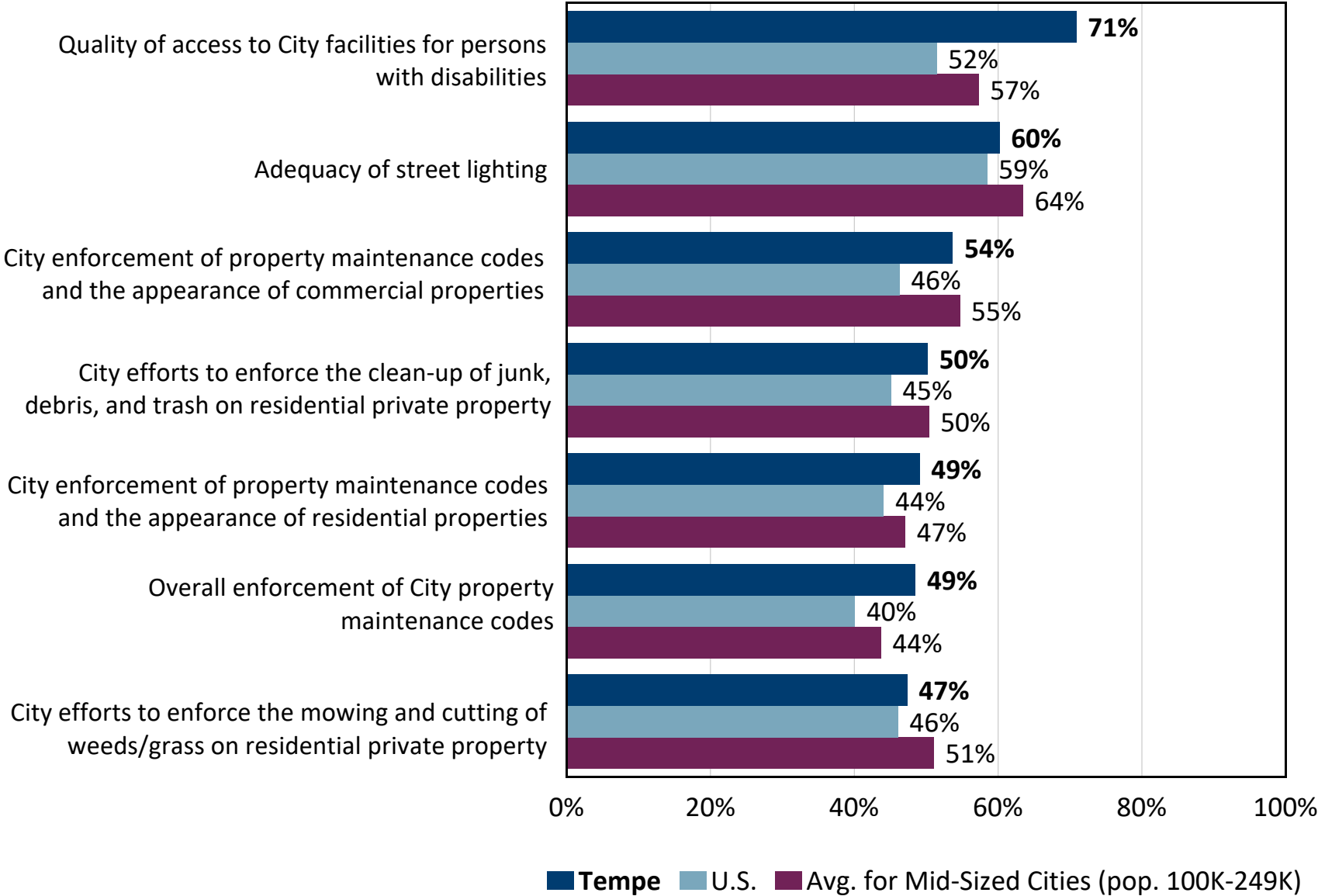
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "Don't Know" responses)



Satisfaction With Quality of Life and City Services (2/2)

Tempe vs. U.S. vs. Mid-Sized Cities

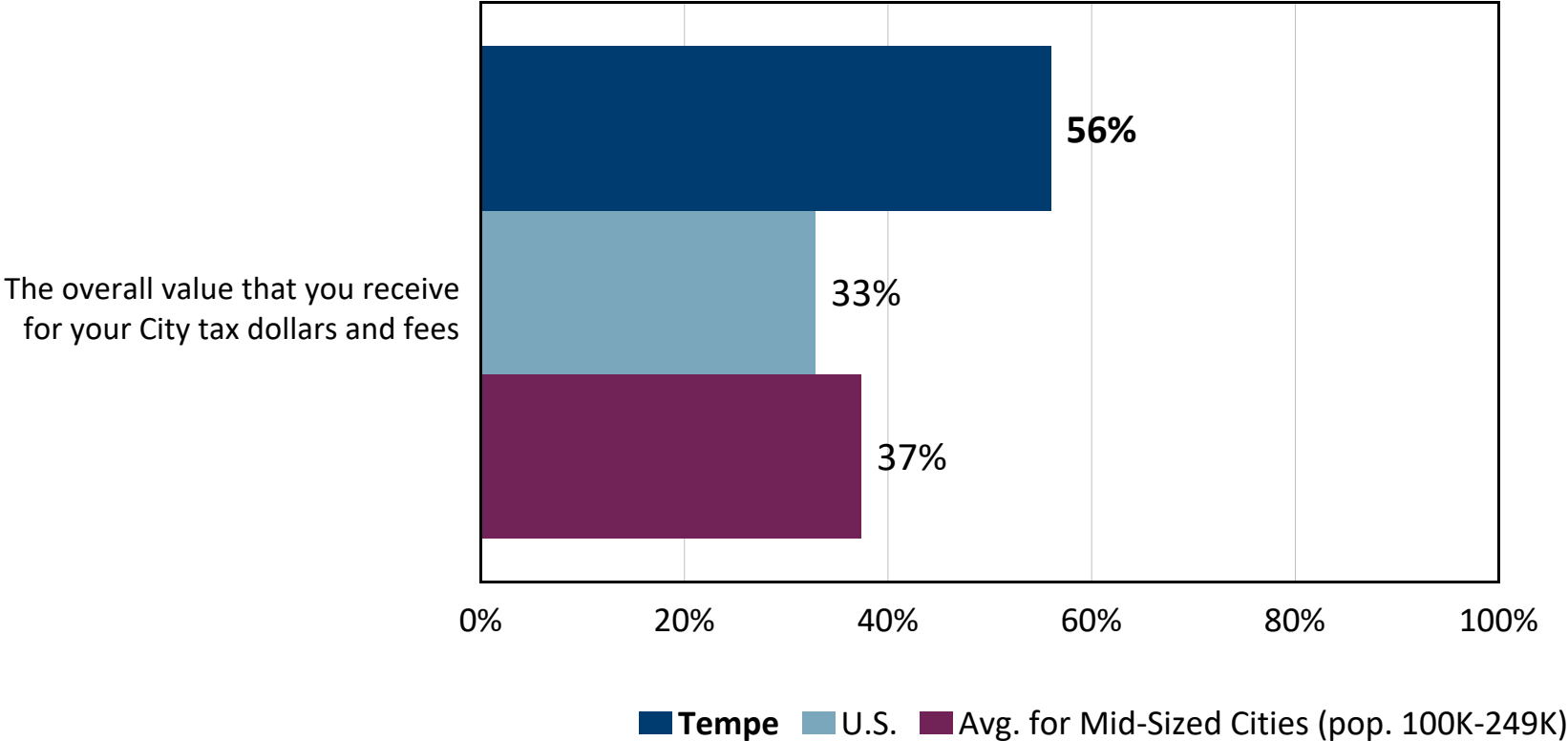
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don't Know” responses)



Satisfaction With Aspects of the City's Financial Stability and Vitality

Tempe vs. U.S. vs. Mid-Sized Cities

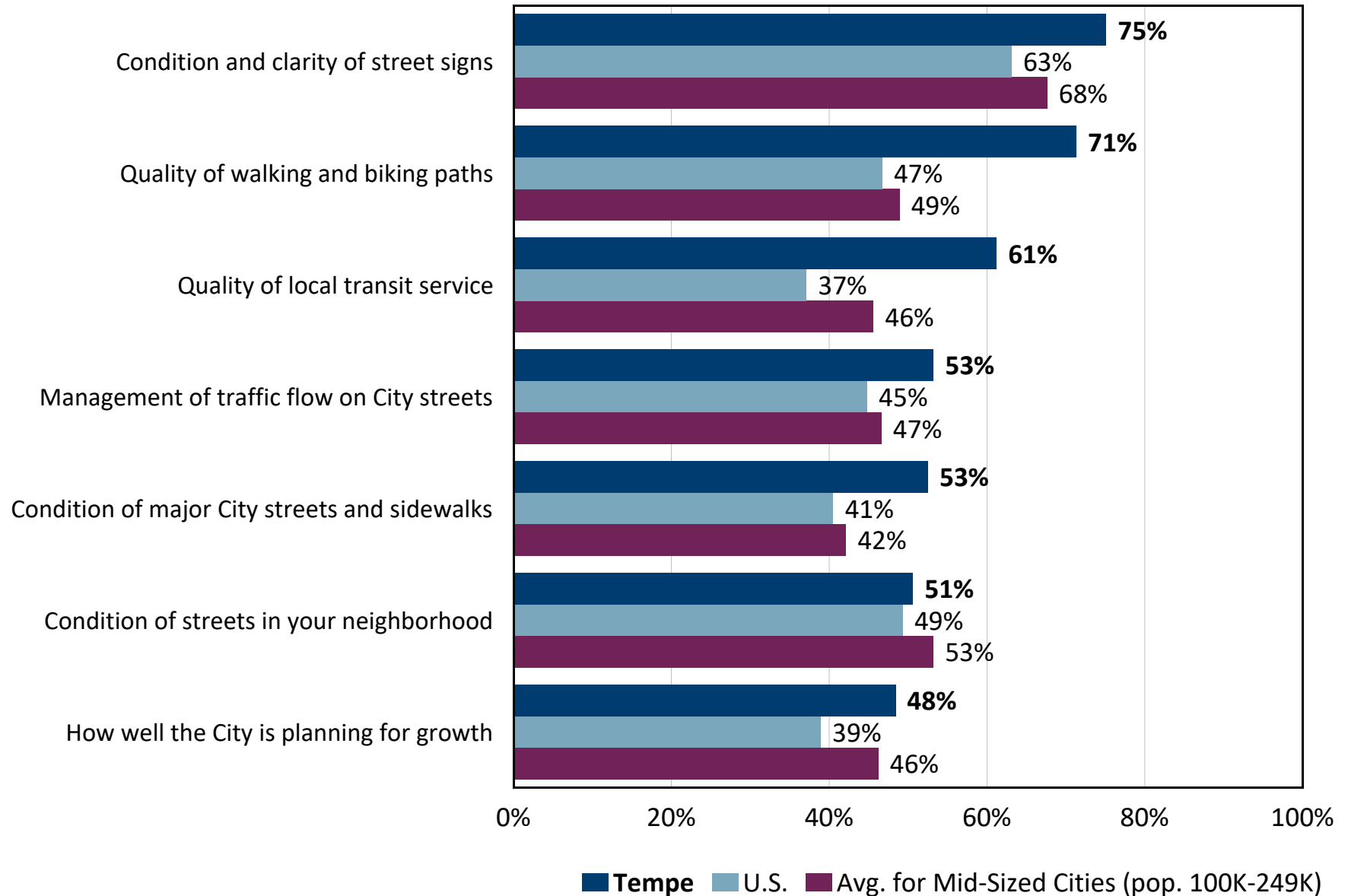
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "Don't Know" responses)



Satisfaction With Sustainable Growth and Development

Tempe vs. U.S. vs. Mid-Sized Cities

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don't Know” responses)



A graphic for section 4. It features a dark blue horizontal bar. On the left side of the bar is a white circle containing the number '4' in a dark blue font. To the right of the circle, the text 'Importance-Satisfaction Analysis' is written in a white, sans-serif font, with 'Importance-Satisfaction' on the top line and 'Analysis' on the bottom line.

4 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their residents. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to residents; and (2) to target resources toward those services where residents are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Importance-Satisfaction Calculation

Respondents were asked to identify the major categories of City services that were most important to their household. Approximately one-fourth (24.8%) of the respondent households selected "*police services*" as one of the most important services to emphasize over the next year.

With regard to satisfaction, 72.5% of respondents surveyed rated "*police services*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 24.8% was multiplied by 27.5% (1-0.725). This calculation yielded an I-S rating of 0.0682, which ranked first out of seventeen categories of City services analyzed.

Importance-Satisfaction Analysis

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices of importance and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

A table showing the results for the City of Tempe is provided on the following page.

2023 Importance-Satisfaction Rating

Tempe, Arizona

Community Survey

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Police services	25%	1	73%	8	0.0682	1
Traffic safety (Vision Zero)	13%	6	52%	16	0.0620	2
Neighborhoods	16%	2	61%	13	0.0615	3
Economic/business development	14%	4	56%	14	0.0603	4
Alley maintenance	10%	10	45%	17	0.0548	5
Community health/human/social services	15%	3	65%	10	0.0531	6
Services for older adults (50 yrs+)	11%	7	61%	12	0.0431	7
Traffic delays	7%	13	53%	15	0.0318	8
Quality & safety of businesses & homes	13%	5	78%	5	0.0294	9
Parks	10%	8	72%	9	0.0290	10
Appearance of City	10%	9	74%	6	0.0258	11
Art, recreation programs, & library services	9%	11	79%	4	0.0198	12
Education/career/family services	5%	14	64%	11	0.0179	13
Solid waste (trash), recycling, & green organics/composting	7%	12	79%	3	0.0149	14
Customer service	3%	17	73%	7	0.0071	15
Fire services	5%	15	94%	1	0.0032	16
Emergency medical services	3%	16	93%	2	0.0021	17

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the item they think should be the top priority over the next year.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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Key:

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

Importance-Satisfaction Analysis

Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

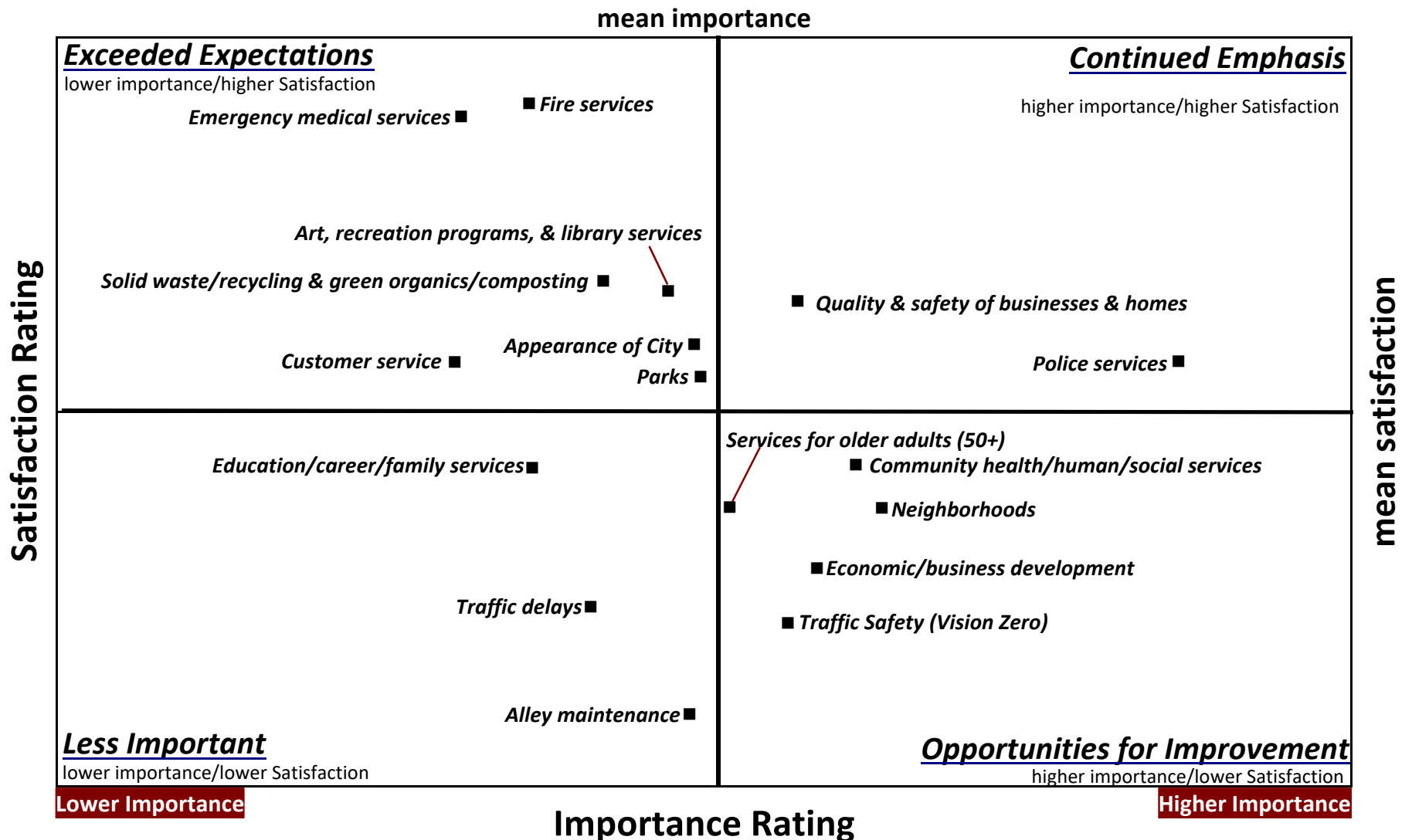
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to its performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

A matrix chart showing the results for the City of Tempe is provided on the following page.

City of Tempe Community Survey Importance-Satisfaction Assessment Matrix

-OVERALL-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)





5

Tabular Data & Survey Instrument

In this section, you will find most questions are presented using two tables, with "don't know," "not applicable," or "not provided" responses and excluding "don't know," "not applicable," or "not provided" responses. This deliberate exclusion aims to provide the reader with a clear perspective, showcasing the results solely from respondents who expressed an opinion on each specific item. The City's DirectionFinder Dashboards display the results excluding "don't know" and "N/A" responses."

Q1. Please rate YOUR LEVEL OF SATISFACTION with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q1-1. Quality of local fire services	41.4%	21.4%	4.3%	0.1%	0.0%	28.9%	4.0%
Q1-2. Quality of medical services provided by Fire Department	36.2%	19.3%	4.2%	0.1%	0.2%	35.7%	4.4%
Q1-3. Quality of ambulance services	26.3%	17.0%	6.4%	0.5%	0.1%	44.3%	5.5%
Q1-4. Quality of local police services	27.4%	33.6%	14.7%	5.2%	3.2%	14.1%	1.6%
Q1-5. Enforcement of local traffic laws	14.2%	31.3%	19.1%	15.3%	7.8%	11.7%	0.5%
Q1-6. Efforts by City to prevent crime	11.1%	30.4%	23.7%	11.9%	4.2%	17.5%	1.1%
Q1-7. Overall feeling of safety in City	15.2%	51.6%	17.4%	11.8%	1.8%	1.9%	0.1%
Q1-8. Feeling of safety in your neighborhood	24.1%	44.6%	16.6%	10.9%	2.2%	1.4%	0.2%
Q1-9. Quality & safety of structures in your neighborhood	26.2%	47.2%	14.5%	5.7%	0.8%	5.3%	0.3%
Q1-10. Quality of crisis & trauma services (CARE 7)	13.1%	14.1%	10.9%	1.0%	1.2%	54.4%	5.4%

WITHOUT "DON'T KNOW" OR "N/A"

Q1. Please rate YOUR LEVEL OF SATISFACTION with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know" or "N/A")

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Quality of local fire services	61.6%	31.9%	6.3%	0.1%	0.0%
Q1-2. Quality of medical services provided by Fire Department	60.4%	32.1%	6.9%	0.2%	0.3%
Q1-3. Quality of ambulance services	52.3%	33.8%	12.7%	1.0%	0.2%
Q1-4. Quality of local police services	32.6%	39.9%	17.5%	6.2%	3.8%
Q1-5. Enforcement of local traffic laws	16.2%	35.7%	21.7%	17.4%	8.9%
Q1-6. Efforts by City to prevent crime	13.7%	37.4%	29.2%	14.6%	5.1%
Q1-7. Overall feeling of safety in City	15.5%	52.7%	17.8%	12.1%	1.9%
Q1-8. Feeling of safety in your neighborhood	24.5%	45.3%	16.8%	11.1%	2.3%
Q1-9. Quality & safety of structures in your neighborhood	27.7%	50.0%	15.4%	6.1%	0.8%
Q1-10. Quality of crisis & trauma services (CARE 7)	32.5%	35.2%	27.0%	2.4%	2.9%

Q2(1-12). During the Day: Please rate how satisfied you are with the FEELING OF SAFETY you have in the following places.

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q2-1. Neighborhood parks	22.1%	45.2%	13.2%	10.3%	1.8%	6.4%	1.1%
Q2-2. City parks like Kiwanis & Tempe Beach	19.7%	44.5%	13.0%	9.6%	1.6%	10.3%	1.5%
Q2-3. Desert parks like Papago, Evelyn Hallman, & Hayden Butte (A Mountain)	16.7%	30.4%	13.5%	6.6%	1.6%	27.9%	3.4%
Q2-4. City athletic & recreational facilities	14.9%	31.0%	11.8%	2.7%	0.4%	34.0%	5.1%
Q2-5. Tempe Public Library Complex	34.5%	37.2%	8.6%	3.1%	1.0%	13.8%	1.8%
Q2-6. City Hall	15.6%	25.7%	12.1%	2.2%	0.8%	39.4%	4.2%
Q2-7. Mill Avenue/Downtown Tempe areas	13.6%	39.9%	18.9%	13.3%	5.1%	8.5%	0.7%
Q2-8. Businesses (theaters, restaurants, retail shopping, workplace)	23.1%	55.0%	14.2%	4.2%	0.6%	2.7%	0.2%
Q2-9. Within your home or neighborhood	31.2%	48.1%	10.0%	8.1%	1.5%	1.1%	0.1%
Q2-10. Neighborhood alleys	8.4%	26.6%	22.9%	16.8%	5.5%	14.7%	5.0%
Q2-11. Roadways	10.5%	43.2%	21.7%	16.6%	5.8%	1.9%	0.3%
Q2-12. Public transportation	11.3%	23.2%	15.9%	8.9%	3.5%	31.3%	5.9%

WITHOUT "DON'T KNOW" OR "N/A"

Q2(1-12). During the Day: Please rate how satisfied you are with the FEELING OF SAFETY you have in the following places. (without "don't know" or "N/A")

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Neighborhood parks	23.9%	48.8%	14.2%	11.1%	2.0%
Q2-2. City parks like Kiwanis & Tempe Beach	22.3%	50.4%	14.7%	10.9%	1.8%
Q2-3. Desert parks like Papago, Evelyn Hallman, & Hayden Butte (A Mountain)	24.3%	44.3%	19.6%	9.6%	2.3%
Q2-4. City athletic & recreational facilities	24.5%	51.0%	19.4%	4.5%	0.6%
Q2-5. Tempe Public Library Complex	40.9%	44.1%	10.2%	3.7%	1.1%
Q2-6. City Hall	27.7%	45.5%	21.5%	4.0%	1.4%
Q2-7. Mill Avenue/Downtown Tempe areas	14.9%	44.0%	20.8%	14.6%	5.7%
Q2-8. Businesses (theaters, restaurants, retail shopping, workplace)	23.8%	56.7%	14.7%	4.3%	0.6%
Q2-9. Within your home or neighborhood	31.6%	48.6%	10.1%	8.2%	1.5%
Q2-10. Neighborhood alleys	10.5%	33.2%	28.5%	20.9%	6.9%
Q2-11. Roadways	10.7%	44.2%	22.2%	16.9%	5.9%
Q2-12. Public transportation	18.1%	36.9%	25.3%	14.2%	5.6%

Q2(13-24). At Night: Please rate how satisfied you are with the FEELING OF SAFETY you have in the following places.

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q2-13. Neighborhood parks	6.7%	24.0%	19.1%	17.0%	8.7%	21.4%	3.1%
Q2-14. City parks like Kiwanis & Tempe Beach	7.8%	21.9%	16.8%	14.5%	7.8%	28.2%	3.1%
Q2-15. Desert parks like Papago, Evelyn Hallman, & Hayden Butte (A Mountain)	5.2%	14.4%	15.7%	10.7%	6.5%	42.2%	5.3%
Q2-16. City athletic & recreational facilities	7.0%	20.9%	16.3%	3.9%	2.3%	44.2%	5.4%
Q2-17. Tempe Public Library Complex	16.0%	25.8%	14.0%	4.6%	2.7%	32.8%	4.2%
Q2-18. City Hall	8.4%	17.9%	14.1%	2.7%	2.2%	48.8%	5.7%
Q2-19. Mill Avenue/Downtown Tempe areas	9.7%	30.6%	20.5%	13.2%	7.2%	17.2%	1.6%
Q2-20. Businesses (theaters, restaurants, retail shopping, workplace)	15.3%	45.3%	19.9%	6.5%	2.1%	9.6%	1.4%
Q2-21. Within your home or neighborhood	23.1%	45.4%	15.4%	9.5%	3.8%	2.6%	0.2%
Q2-22. Neighborhood alleys	5.5%	17.7%	22.3%	18.1%	10.4%	20.4%	5.5%
Q2-23. Roadways	8.1%	38.6%	23.3%	18.6%	6.2%	4.7%	0.6%
Q2-24. Public transportation	7.5%	16.3%	15.7%	9.7%	5.6%	39.1%	6.1%

WITHOUT "DON'T KNOW" OR "N/A"**Q2(13-24). At Night: Please rate how satisfied you are with the FEELING OF SAFETY you have in the following places. (without "don't know" or "N/A")**

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-13. Neighborhood parks	8.9%	31.8%	25.3%	22.5%	11.6%
Q2-14. City parks like Kiwanis & Tempe Beach	11.3%	31.9%	24.4%	21.2%	11.3%
Q2-15. Desert parks like Papago, Evelyn Hallman, & Hayden Butte (A Mountain)	10.0%	27.5%	29.9%	20.3%	12.4%
Q2-16. City athletic & recreational facilities	13.8%	41.5%	32.3%	7.7%	4.6%
Q2-17. Tempe Public Library Complex	25.4%	40.9%	22.2%	7.2%	4.3%
Q2-18. City Hall	18.6%	39.4%	31.1%	6.0%	4.9%
Q2-19. Mill Avenue/Downtown Tempe areas	11.9%	37.7%	25.3%	16.2%	8.8%
Q2-20. Businesses (theaters, restaurants, retail shopping, workplace)	17.2%	50.8%	22.3%	7.3%	2.4%
Q2-21. Within your home or neighborhood	23.7%	46.8%	15.9%	9.8%	3.9%
Q2-22. Neighborhood alleys	7.5%	24.0%	30.1%	24.5%	14.0%
Q2-23. Roadways	8.6%	40.7%	24.5%	19.6%	6.5%
Q2-24. Public transportation	13.6%	29.7%	28.7%	17.7%	10.3%

Q3. Please indicate HOW OFTEN YOU WORRY about each of the following.

(N=1032)

	Frequently	Occasionally	Rarely	Never	Don't know	N/A
Q3-1. Being victimized by a robbery/physically assaulted	7.9%	34.6%	42.8%	13.5%	0.8%	0.4%
Q3-2. Having your home burglarized when you are not there	14.9%	39.5%	29.8%	14.5%	0.9%	0.3%
Q3-3. Being attacked or threatened with a weapon	7.2%	28.1%	41.8%	21.6%	1.1%	0.3%
Q3-4. Having your car stolen or broken into	19.4%	38.3%	26.8%	12.4%	1.0%	2.1%
Q3-5. Being a victim of identity theft	19.5%	39.4%	25.6%	12.8%	2.1%	0.6%
Q3-6. Being safe near encampments	19.8%	27.6%	17.4%	9.0%	22.0%	4.2%

WITHOUT "DON'T KNOW" OR "N/A"**Q3. Please indicate HOW OFTEN YOU WORRY about each of the following. (without "don't know" or "N/A")**

(N=1032)

	Frequently	Occasionally	Rarely	Never
Q3-1. Being victimized by a robbery/physically assaulted	8.0%	35.0%	43.3%	13.6%
Q3-2. Having your home burglarized when you are not there	15.1%	40.0%	30.2%	14.7%
Q3-3. Being attacked or threatened with a weapon	7.3%	28.5%	42.3%	21.9%
Q3-4. Having your car stolen or broken into	20.0%	39.5%	27.7%	12.8%
Q3-5. Being a victim of identity theft	20.0%	40.5%	26.3%	13.1%
Q3-6. Being safe near encampments	26.8%	37.4%	23.6%	12.2%

Q4-1. Have you been robbed, physically assaulted, or sexually assaulted in the past 6 months?

Q4-1. Have you been victimized by a robbery, physically assaulted, or sexually assaulted	Number	Percent
Yes	50	4.8 %
No	980	95.0 %
Not provided	2	0.2 %
Total	1032	100.0 %

WITHOUT "NOT PROVIDED"

Q4-1. Have you been robbed, physically assaulted, or sexually assaulted in the past 6 months? (without "not provided")

Q4-1. Have you been victimized by a robbery, physically assaulted, or sexually assaulted	Number	Percent
Yes	50	4.9 %
No	980	95.1 %
Total	1030	100.0 %

Q4-1a. Were the police informed or did they find out about this incident in any way?

Q4-1a. Were the police informed or did they find out about this incident in any way	Number	Percent
Yes	35	70.0 %
No	14	28.0 %
Not provided	1	2.0 %
Total	50	100.0 %

WITHOUT "NOT PROVIDED"

Q4-1a. Were the police informed or did they find out about this incident in any way? (without "not provided")

Q4-1a. Were the police informed or did they find out about this incident in any way	Number	Percent
Yes	35	71.4 %
No	14	28.6 %
Total	49	100.0 %

Q4-2. Has anyone in your household age 12 or older had a vehicle stolen, property or cash stolen, or has your household been burglarized in the past 6 months?

Q4-2. Has anyone in your household age 12 or older had a vehicle stolen, property or cash stolen, or has your household been burglarized

	Number	Percent
Yes	159	15.4 %
No	868	84.1 %
Not provided	5	0.5 %
Total	1032	100.0 %

WITHOUT "NOT PROVIDED"

Q4-2. Has anyone in your household age 12 or older had a vehicle stolen, property or cash stolen, or has your household been burglarized in the past 6 months? (without "not provided")

Q4-2. Has anyone in your household age 12 or older had a vehicle stolen, property or cash stolen, or has your household been burglarized

	Number	Percent
Yes	159	15.5 %
No	868	84.5 %
Total	1027	100.0 %

Q4-2a. Were the police informed or did they find out about this incident in any way?

Q4-2a. Were the police informed or did they find out about this incident in any way

	Number	Percent
Yes	106	66.7 %
No	47	29.6 %
Not provided	6	3.8 %
Total	159	100.0 %

WITHOUT "NOT PROVIDED"

Q4-2a. Were the police informed or did they find out about this incident in any way? (without "not provided")

Q4-2a. Were the police informed or did they find out about this incident in any way

	Number	Percent
Yes	106	69.3 %
No	47	30.7 %
Total	153	100.0 %

Q4a. What was the reason it was NOT REPORTED to the police?

Q4a. What was the reason it was not reported to the police	Number	Percent
Too busy	1	1.9 %
Police won't do anything	18	33.3 %
Not important	2	3.7 %
Didn't want to go to court	2	3.7 %
Nothing could be done/person wouldn't be found	23	42.6 %
Other	5	9.3 %
Not provided	3	5.6 %
Total	54	100.0 %

WITHOUT "NOT PROVIDED"**Q4a. What was the reason it was NOT REPORTED to the police? (without "not provided")**

Q4a. What was the reason it was not reported to the police	Number	Percent
Too busy	1	2.0 %
Police won't do anything	18	35.3 %
Not important	2	3.9 %
Didn't want to go to court	2	3.9 %
Nothing could be done/person wouldn't be found	23	45.1 %
Other	5	9.8 %
Total	51	100.0 %

Q4a-6. Other

- A young teen took the mail I had set out to be mailed in my mailbox. Not reported because it was a small thing. Also items from my car had been stolen, not reported because I didn't lock the car door.
- Had a bicycle stolen from my back yard. Not important enough to report to police, and there's nothing they could do anyway.
- It was a neighbor child taking small stuff from our property. We addressed with the parents and it seems to be resolved. Would have involved police if it continued, ONLY if we could know that the police could help explain in terms of future consequences of the child continues doing it in the future
- It was an Amazon stolen package
- Nothing was taking from the vehicle since I don't keep anything of value in it. Was just opened and rifled through
- occurred in Maricopa county park
- porch pirate
- the item was old, so I won't miss it
- The items taken were out of my car which wasn't locked and they were mainly of sentimental value.

Q6. Please rate your LEVEL OF SATISFACTION with each of the following.

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q6-1. Overall quality of services offered by City of Tempe	23.4%	54.9%	14.3%	3.2%	0.7%	2.9%	0.5%
Q6-2. Leadership of City's elected officials	14.5%	34.5%	23.4%	11.0%	5.8%	10.0%	0.8%
Q6-3. How ethical City employees are in the way they conduct City business	16.6%	29.5%	19.0%	5.9%	2.0%	25.6%	1.5%
Q6-4. How ethical City elected officials are in the way they conduct City business	13.1%	27.2%	21.9%	8.3%	4.3%	23.9%	1.3%
Q6-5. Availability of information about City programs, events, services, & issues	25.6%	47.2%	16.9%	5.1%	1.2%	3.8%	0.3%
Q6-6. Availability of information on water/wastewater (sewer) & solid waste rates	23.4%	44.3%	16.2%	4.0%	0.6%	10.4%	1.3%
Q6-7. Availability of information on recycling, composting, green organics, & water conservation program offerings	25.2%	42.4%	14.3%	8.8%	2.6%	5.9%	0.7%
Q6-8. How easy Tempe 311 One Call to City Hall is to use	14.7%	20.3%	12.0%	2.8%	1.8%	44.4%	3.9%
Q6-9. Overall usefulness of City's websites	14.4%	44.1%	22.0%	6.5%	1.5%	10.7%	0.9%
Q6-10. Usefulness of Tempe.gov (website)	15.3%	40.3%	22.6%	6.7%	1.1%	12.9%	1.2%
Q6-11. Usefulness of TempePublicLibrary.org (website)	22.4%	36.1%	10.2%	0.8%	0.0%	27.6%	2.9%
Q6-12. Usefulness of TempeCenterfortheArts.com (website)	12.3%	26.0%	11.2%	1.3%	0.3%	43.6%	5.3%
Q6-13. Tempe's online services (registration, payment, etc.)	16.6%	37.3%	15.5%	4.1%	0.7%	23.4%	2.4%

Q6. Please rate your LEVEL OF SATISFACTION with each of the following.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q6-14. Your ability to participate in City decision-making processes	11.7%	31.6%	23.2%	10.9%	3.8%	16.8%	2.0%
Q6-15. How well City treats residents regardless of age, disability, gender, or other characteristics	17.6%	37.4%	14.8%	6.3%	2.3%	20.1%	1.5%
Q6-16. Overall quality of customer service	18.7%	44.7%	19.7%	3.2%	0.8%	11.9%	1.1%
Q6-17. How responsive City is about reported requests/concerns	13.2%	29.1%	19.3%	8.3%	2.9%	24.8%	2.4%

WITHOUT "DON'T KNOW" OR "N/A"**Q6. Please rate your LEVEL OF SATISFACTION with each of the following. (without "don't know" or "N/A")**

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Overall quality of services offered by City of Tempe	24.3%	56.9%	14.8%	3.3%	0.7%
Q6-2. Leadership of City's elected officials	16.3%	38.7%	26.2%	12.4%	6.5%
Q6-3. How ethical City employees are in the way they conduct City business	22.7%	40.4%	26.0%	8.1%	2.8%
Q6-4. How ethical City elected officials are in the way they conduct City business	17.5%	36.4%	29.3%	11.1%	5.7%
Q6-5. Availability of information about City programs, events, services, & issues	26.7%	49.2%	17.6%	5.4%	1.2%
Q6-6. Availability of information on water/wastewater (sewer) & solid waste rates	26.4%	50.1%	18.3%	4.5%	0.7%
Q6-7. Availability of information on recycling, composting, green organics, & water conservation program offerings	27.0%	45.4%	15.4%	9.4%	2.8%
Q6-8. How easy Tempe 311 One Call to City Hall is to use	28.5%	39.3%	23.2%	5.4%	3.6%
Q6-9. Overall usefulness of City's websites	16.3%	49.8%	24.9%	7.3%	1.6%
Q6-10. Usefulness of Tempe.gov (website)	17.8%	46.9%	26.3%	7.8%	1.2%
Q6-11. Usefulness of TempePublicLibrary.org (website)	32.2%	52.0%	14.6%	1.1%	0.0%
Q6-12. Usefulness of TempeCenterfortheArts.com (website)	24.1%	50.9%	22.0%	2.5%	0.6%
Q6-13. Tempe's online services (registration, payment, etc.)	22.4%	50.3%	20.9%	5.5%	0.9%
Q6-14. Your ability to participate in City decision-making processes	14.4%	38.9%	28.5%	13.5%	4.7%
Q6-15. How well City treats residents regardless of age, disability, gender, or other characteristics	22.5%	47.7%	18.9%	8.0%	3.0%
Q6-16. Overall quality of customer service	21.5%	51.3%	22.6%	3.7%	0.9%
Q6-17. How responsive City is about reported requests/concerns	18.1%	39.9%	26.5%	11.5%	4.0%

Q7. Please rate your satisfaction with the following based on YOUR EXPERIENCE with Tempe 311.

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q7-1. How courteous & respectful call taker was	38.4%	35.3%	11.5%	3.3%	0.8%	8.5%	2.2%
Q7-2. Hours of service (7 am-5 pm) that 311 is available	21.1%	43.6%	15.3%	12.3%	2.5%	3.8%	1.4%
Q7-3. Ability of call taker to answer your question	25.2%	41.6%	16.7%	7.4%	1.1%	6.6%	1.4%
Q7-4. Call taker helped you resolve an issue to your satisfaction	26.6%	37.3%	15.6%	9.3%	2.5%	6.3%	2.5%

WITHOUT "DON'T KNOW" OR "N/A"

Q7. Please rate your satisfaction with the following based on YOUR EXPERIENCE with Tempe 311. (without "don't know" or "N/A")

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. How courteous & respectful call taker was	42.9%	39.6%	12.9%	3.7%	0.9%
Q7-2. Hours of service (7 am-5 pm) that 311 is available	22.3%	46.0%	16.2%	13.0%	2.6%
Q7-3. Ability of call taker to answer your question	27.4%	45.2%	18.2%	8.0%	1.2%
Q7-4. Call taker helped you resolve an issue to your satisfaction	29.1%	40.8%	17.1%	10.2%	2.7%

Q8. Please rate your satisfaction with the EASE OF ACCESS to each of the following.

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q8-1. City Council meetings (schedules, agendas, minutes, videos)	11.9%	26.9%	15.5%	4.1%	0.8%	37.4%	3.4%
Q8-2. Boards & Commission meetings (schedules, agendas, minutes)	9.5%	23.1%	16.0%	4.0%	1.0%	42.8%	3.7%
Q8-3. City elections (election information & results, voter outreach)	21.8%	39.4%	11.2%	3.2%	1.4%	21.5%	1.5%
Q8-4. Campaign Finance & Lobbyist Disclosures	4.9%	12.7%	14.1%	9.7%	4.6%	50.4%	3.6%
Q8-5. Open Books (financial information)	5.5%	13.6%	15.2%	4.6%	2.2%	55.3%	3.6%
Q8-6. Data Transparency & Data Sharing (as found on data.tempe.gov)	6.1%	14.0%	15.1%	3.1%	1.9%	55.2%	4.6%
Q8-7. City's Performance on Strategic Plan Priorities (as found on performance.tempe.gov)	7.5%	17.2%	16.0%	5.9%	2.6%	47.7%	3.1%
Q8-8. City Public meetings	10.5%	28.0%	17.9%	2.9%	1.6%	35.7%	3.5%

WITHOUT "DON'T KNOW" OR "N/A"

Q8. Please rate your satisfaction with the EASE OF ACCESS to each of the following. (without "don't know" or "N/A")

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. City Council meetings (schedules, agendas, minutes, videos)	20.1%	45.5%	26.2%	6.9%	1.3%
Q8-2. Boards & Commission meetings (schedules, agendas, minutes)	17.8%	43.1%	29.9%	7.4%	1.8%
Q8-3. City elections (election information & results, voter outreach)	28.3%	51.2%	14.6%	4.2%	1.8%
Q8-4. Campaign Finance & Lobbyist Disclosures	10.7%	27.6%	30.7%	21.1%	9.9%
Q8-5. Open Books (financial information)	13.4%	33.0%	37.0%	11.1%	5.4%
Q8-6. Data Transparency & Data Sharing (as found on data.tempe.gov)	15.2%	34.7%	37.6%	7.7%	4.8%
Q8-7. City's Performance on Strategic Plan Priorities (as found on performance.tempe.gov)	15.2%	35.0%	32.5%	12.0%	5.3%
Q8-8. City Public meetings	17.2%	46.0%	29.5%	4.8%	2.5%

Q9. Have you CONTACTED the City of Tempe during the past year?

<u>Q9. Have you contacted City of Tempe during past year</u>	<u>Number</u>	<u>Percent</u>
Yes	543	52.6 %
No	485	47.0 %
Not provided	4	0.4 %
Total	1032	100.0 %

WITHOUT "NOT PROVIDED"**Q9. Have you CONTACTED the City of Tempe during the past year? (without "not provided")**

<u>Q9. Have you contacted City of Tempe during past year</u>	<u>Number</u>	<u>Percent</u>
Yes	543	52.8 %
No	485	47.2 %
Total	1028	100.0 %

Q9a. Please answer each of the following questions with regard to your overall experience.

(N=543)

	Yes	No	Don't remember
Q9a-1. Were you treated fairly	89.5%	6.8%	3.7%
Q9a-2. Did the employee(s) listen to you carefully	86.7%	8.3%	5.0%
Q9a-3. Did the employee care about your well-being	69.8%	10.9%	19.3%
Q9a-4. Was the employee honest	80.1%	4.8%	15.1%
Q9a-5. Was the information you were given accurate	81.2%	10.1%	8.7%
Q9a-6. Did staff respond to your request in a timely manner	79.0%	15.5%	5.5%
Q9a-7. Were your needs met	75.0%	19.5%	5.5%

WITHOUT “DON’T REMEMBER”

Q9a. Please answer each of the following questions with regard to your overall experience. (without "don't remember")

(N=543)

	Yes	No
Q9a-1. Were you treated fairly	92.9%	7.1%
Q9a-2. Did the employee(s) listen to you carefully	91.3%	8.7%
Q9a-3. Did the employee care about your well-being	86.5%	13.5%
Q9a-4. Was the employee honest	94.4%	5.6%
Q9a-5. Was the information you were given accurate	88.9%	11.1%
Q9a-6. Did staff respond to your request in a timely manner	83.6%	16.4%
Q9a-7. Were your needs met	79.3%	20.7%

Q10. Use 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.

Q10. All the City services & facilities your household have used in past 12 months	Number	Percent
Fire services	126	12.2 %
Tempe Public Library	623	60.4 %
Parks	786	76.2 %
Walking/biking trails	646	62.6 %
City athletic fields	180	17.4 %
Kid Zone	47	4.6 %
Police services	247	23.9 %
Bus, Orbit, light rail service, or streetcar	372	36.0 %
City golf courses	159	15.4 %
City swimming pools	83	8.0 %
Kiwanis Recreation Center	199	19.3 %
Tempe 311	255	24.7 %
Tempe History Museum	239	23.2 %
Tempe Center for the Arts	275	26.6 %
Recreation programs/services	173	16.8 %
Performing & Visual arts classes (Edna Arts classes, Free Art Friday)	73	7.1 %
Arts in the Parks	109	10.6 %
Household Products Collection Center	401	38.9 %
Escalante Multi-Generational Center	77	7.5 %
North Temple Multi-Generational Center	32	3.1 %
Westside Multi-Generational Center	17	1.6 %
Pyle Adult Recreation Center	165	16.0 %
Community Health & Human services	35	3.4 %
Solid waste (trash), recycling, & green organics/composting	660	64.0 %
Residential/permitting	96	9.3 %
Emergency medical services	122	11.8 %
Education/Career/Family services	21	2.0 %
Court services	41	4.0 %
CARE 7/HOPE line	51	4.9 %
Community Development services (building safety, code compliance, neighborhood services)	121	11.7 %
Total	6431	

Q11. Overall Priorities. Below are 28 priorities that the City could address. Which THREE of the following do you think should be the City's TOP PRIORITIES over the next year?

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Economic/business development	74	7.2 %
Appearance of City	33	3.2 %
Maintenance of City buildings	3	0.3 %
Police services	129	12.5 %
Art, recreation programs, & library services	28	2.7 %
Customer service	8	0.8 %
Services for older adults (50 yrs+)	26	2.5 %
Community health/human/social services	39	3.8 %
Fire services	6	0.6 %
Water/wastewater (sewer)	39	3.8 %
Neighborhoods	40	3.9 %
Parks	19	1.8 %
Solid waste (trash), recycling, & green organics/composting	11	1.1 %
Historical preservation	8	0.8 %
Condition of City streets	128	12.4 %
Condition of City sidewalks	9	0.9 %
City infrastructure (e.g., bridges, waterlines)	43	4.2 %
Quality & safety of businesses & homes	30	2.9 %
Traffic delays	19	1.8 %
Multimodal (streetcar, bus, etc.)	15	1.5 %
Traffic safety (Vision Zero)	47	4.6 %
Transit service frequency	10	1.0 %
Disability services	11	1.1 %
Emergency medical services	7	0.7 %
Education/career/family services	11	1.1 %
Services for individuals experiencing homelessness	182	17.6 %
Alley maintenance	27	2.6 %
None chosen	30	2.9 %
Total	1032	100.0 %

Q11. Overall Priorities. Below are 28 priorities that the City could address. Which THREE of the following do you think should be the City's TOP PRIORITIES over the next year?

<u>Q11. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Economic/business development	31	3.0 %
Appearance of City	29	2.8 %
Maintenance of City buildings	6	0.6 %
Police services	73	7.1 %
Art, recreation programs, & library services	36	3.5 %
Customer service	5	0.5 %
Services for older adults (50 yrs+)	54	5.2 %
Community health/human/social services	57	5.5 %
Fire services	28	2.7 %
Water/wastewater (sewer)	25	2.4 %
Neighborhoods	51	4.9 %
Parks	38	3.7 %
Solid waste (trash), recycling, & green organics/composting	28	2.7 %
Historical preservation	23	2.2 %
Condition of City streets	87	8.4 %
Condition of City sidewalks	14	1.4 %
City infrastructure (e.g., bridges, waterlines)	65	6.3 %
Quality & safety of businesses & homes	43	4.2 %
Traffic delays	32	3.1 %
Multimodal (streetcar, bus, etc.)	24	2.3 %
Traffic safety (Vision Zero)	43	4.2 %
Transit service frequency	15	1.5 %
Disability services	9	0.9 %
Emergency medical services	9	0.9 %
Education/career/family services	13	1.3 %
Services for individuals experiencing homelessness	110	10.7 %
Alley maintenance	40	3.9 %
None chosen	44	4.3 %
Total	1032	100.0 %

Q11. Overall Priorities. Below are 28 priorities that the City could address. Which THREE of the following do you think should be the City's TOP PRIORITIES over the next year?

<u>Q11. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Economic/business development	37	3.6 %
Appearance of City	41	4.0 %
Maintenance of City buildings	2	0.2 %
Police services	54	5.2 %
Art, recreation programs, & library services	31	3.0 %
Customer service	13	1.3 %
Services for older adults (50 yrs+)	35	3.4 %
Community health/human/social services	59	5.7 %
Fire services	17	1.6 %
Water/wastewater (sewer)	23	2.2 %
Neighborhoods	72	7.0 %
Parks	48	4.7 %
Solid waste (trash), recycling, & green organics/composting	35	3.4 %
Historical preservation	13	1.3 %
Condition of City streets	56	5.4 %
Condition of City sidewalks	19	1.8 %
City infrastructure (e.g., bridges, waterlines)	51	4.9 %
Quality & safety of businesses & homes	63	6.1 %
Traffic delays	20	1.9 %
Multimodal (streetcar, bus, etc.)	16	1.6 %
Traffic safety (Vision Zero)	42	4.1 %
Transit service frequency	14	1.4 %
Disability services	12	1.2 %
Emergency medical services	12	1.2 %
Fire prevention services	4	0.4 %
Education/career/family services	27	2.6 %
Services for individuals experiencing homelessness	119	11.5 %
Alley maintenance	35	3.4 %
None chosen	62	6.0 %
Total	1032	100.0 %

SUM OF TOP 3 CHOICES

Q11. Overall Priorities. Below are 28 priorities that the City could address. Which THREE of the following do you think should be the City's TOP PRIORITIES over the next year? (top 3)

Q11. Sum of top 3 choices	Number	Percent
Economic/business development	142	13.8 %
Appearance of City	103	10.0 %
Maintenance of City buildings	11	1.1 %
Police services	256	24.8 %
Art, recreation programs, & library services	95	9.2 %
Customer service	26	2.5 %
Services for older adults (50 yrs+)	115	11.1 %
Community health/human/social services	155	15.0 %
Fire services	51	4.9 %
Water/wastewater (sewer)	87	8.4 %
Neighborhoods	163	15.8 %
Parks	105	10.2 %
Solid waste (trash), recycling, & green organics/composting	74	7.2 %
Historical preservation	44	4.3 %
Condition of City streets	271	26.3 %
Condition of City sidewalks	42	4.1 %
City infrastructure (e.g., bridges, waterlines)	159	15.4 %
Quality & safety of businesses & homes	136	13.2 %
Traffic delays	71	6.9 %
Multimodal (streetcar, bus, etc.)	55	5.3 %
Traffic safety (Vision Zero)	132	12.8 %
Transit service frequency	39	3.8 %
Disability services	32	3.1 %
Emergency medical services	28	2.7 %
Fire prevention services	4	0.4 %
Education/career/family services	51	4.9 %
Services for individuals experiencing homelessness	411	39.8 %
Alley maintenance	102	9.9 %
None chosen	30	2.9 %
<i>Total</i>	<i>2990</i>	

Q12. Please rate YOUR LEVEL OF SATISFACTION with each of the following.

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q12-1. Appearance of City	16.9%	55.4%	15.7%	8.5%	0.9%	2.4%	0.2%
Q12-2. Image of City	23.0%	48.4%	16.9%	6.9%	1.0%	3.8%	0.1%
Q12-3. Quality of life in City	21.7%	51.6%	15.7%	7.3%	0.9%	2.9%	0.0%
Q12-4. City's overall efforts to promote access, diversity, & inclusiveness in the community	19.9%	41.6%	16.1%	3.3%	2.0%	15.3%	1.8%
Q12-5. Quality of access to City facilities for persons with disabilities	9.9%	25.5%	10.6%	2.9%	1.1%	45.2%	4.9%
Q12-6. Quality of services for persons with disabilities	7.5%	19.2%	10.6%	3.7%	1.0%	52.2%	5.9%
Q12-7. Quality of access to City parks for persons with disabilities	8.2%	23.6%	11.0%	3.2%	0.5%	47.7%	5.7%
Q12-8. Quality of neighborhood parks	15.5%	52.1%	15.8%	6.7%	1.6%	7.4%	0.9%
Q12-9. Maintenance of City parks	15.8%	49.6%	17.7%	6.4%	1.8%	8.0%	0.6%
Q12-10. Quality of larger City parks (e.g., Kiwanis, Tempe Beach, Town Lake, Papago)	17.5%	49.2%	14.7%	6.6%	1.1%	10.2%	0.7%
Q12-11. Quality of City recreation centers	10.5%	36.2%	12.0%	1.7%	0.3%	36.0%	3.2%
Q12-12. Maintenance & appearance of City recreation & community centers	12.2%	38.2%	12.6%	1.8%	0.8%	32.0%	2.4%
Q12-13. Quality of City swimming pools	6.8%	16.1%	9.3%	0.9%	0.1%	60.2%	6.7%
Q12-14. Quality of City outdoor athletic fields	7.7%	24.5%	12.4%	1.3%	0.3%	48.1%	5.8%
Q12-15. Quality of City golf courses	5.4%	17.1%	9.2%	3.0%	0.7%	57.1%	7.6%
Q12-16. Quality of City recreation programs & services	10.4%	32.3%	12.7%	1.6%	0.4%	39.0%	3.8%

Q12. Please rate YOUR LEVEL OF SATISFACTION with each of the following.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q12-17. Quality of City library programs & services	26.0%	36.0%	8.7%	1.1%	0.2%	25.8%	2.2%
Q12-18. Quality of Tempe Public Library	31.8%	37.2%	8.1%	1.4%	0.2%	19.5%	1.8%
Q12-19. Quality of Before & After School (Kid Zone) programs	6.4%	9.7%	6.4%	0.5%	0.3%	62.0%	14.7%
Q12-20. Quality of Tempe Center for the Arts programs	12.3%	24.4%	11.8%	1.7%	0.3%	45.1%	4.4%
Q12-21. Value of Public Art to City (e.g., art on streets, pathways, city buildings)	15.3%	34.2%	20.4%	4.2%	0.9%	22.5%	2.5%
Q12-22. Quality of Tempe History Museum exhibits & programs	15.1%	27.3%	8.8%	0.7%	0.1%	44.6%	3.4%
Q12-23. Quality of arts programs (e.g., Arts in the Parks, Edna Arts classes, Free Art Friday)	12.2%	23.8%	11.0%	0.9%	0.1%	47.8%	4.2%
Q12-24. Adequacy of street lighting	12.0%	46.2%	18.4%	16.6%	3.4%	3.1%	0.3%
Q12-25. Quality of landscape maintenance along streets/sidewalks	11.4%	43.5%	20.5%	16.6%	3.9%	3.5%	0.6%
Q12-26. Overall condition of your neighborhood	13.7%	46.0%	19.9%	15.4%	2.7%	2.3%	0.0%
Q12-27. Appearance of residential property	10.8%	48.3%	22.4%	12.4%	1.9%	4.0%	0.3%
Q12-28. Maintenance of private property	8.6%	43.8%	23.5%	15.0%	2.4%	5.7%	0.9%
Q12-29. Condition of the alley near your home (if applicable)	5.5%	24.9%	15.3%	16.3%	6.2%	11.5%	20.3%
Q12-30. City enforcement of alley maintenance codes	5.6%	19.1%	15.2%	14.1%	7.4%	25.0%	13.7%
Q12-31. Overall enforcement of City property maintenance codes	6.4%	28.4%	21.1%	11.7%	4.0%	24.6%	3.8%

Q12. Please rate YOUR LEVEL OF SATISFACTION with each of the following.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q12-32. City enforcement of property maintenance codes & appearance of commercial properties	6.8%	31.7%	20.8%	9.4%	2.9%	25.4%	3.0%
Q12-33. City enforcement of property maintenance codes & appearance of residential properties	6.6%	31.5%	20.6%	14.5%	4.4%	20.3%	2.1%
Q12-34. City enforcement of allowable construction work hours (Summer 6am-7pm, Winter 7am-7pm)	12.9%	44.0%	16.0%	4.1%	2.0%	19.4%	1.6%
Q12-35. City efforts to enforce clean-up of junk, debris, & trash on residential private property	9.3%	31.0%	19.1%	16.6%	4.3%	18.5%	1.3%
Q12-36. City efforts to enforce mowing & cutting of weeds/grass on residential private property	8.8%	28.9%	20.5%	16.5%	4.9%	18.8%	1.6%
Q12-37. City efforts to enforce deteriorated landscape maintenance on residential private property	7.9%	23.7%	21.1%	18.9%	4.4%	22.0%	1.9%
Q12-38. Value & quality of Special Events to City	14.1%	37.9%	14.9%	3.5%	0.6%	25.9%	3.2%
Q12-39. Access to Community Health/Human/Social services	7.6%	21.1%	11.7%	2.3%	1.6%	50.0%	5.6%
Q12-40. Access to Education/Career/Family services	7.1%	18.0%	11.4%	1.4%	1.2%	55.1%	5.8%
Q12-41. Tempe's engagement & inclusion of those living with dementia, their care partners, & their families	6.3%	13.4%	9.7%	2.2%	0.6%	60.6%	7.3%
Q12-42. Residential trash collection services	33.3%	49.3%	8.7%	2.2%	0.3%	5.2%	0.9%
Q12-43. Residential recycling services	31.3%	45.0%	8.8%	4.7%	3.2%	6.5%	0.6%

Q12. Please rate YOUR LEVEL OF SATISFACTION with each of the following.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q12-44. Bulk trash pickup/ removal services	30.7%	42.2%	9.8%	4.8%	1.5%	10.3%	0.8%
Q12-45. Traffic management	9.8%	37.1%	24.2%	15.3%	6.9%	6.3%	0.4%

WITHOUT "DON'T KNOW" OR "N/A"**Q12. Please rate YOUR LEVEL OF SATISFACTION with each of the following. (without "don't know" or "N/A")**

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Appearance of City	17.3%	56.9%	16.1%	8.8%	0.9%
Q12-2. Image of City	23.9%	50.4%	17.5%	7.2%	1.0%
Q12-3. Quality of life in City	22.4%	53.1%	16.2%	7.5%	0.9%
Q12-4. City's overall efforts to promote access, diversity, & inclusiveness in the community	24.0%	50.2%	19.4%	4.0%	2.5%
Q12-5. Quality of access to City facilities for persons with disabilities	19.8%	51.1%	21.2%	5.8%	2.1%
Q12-6. Quality of services for persons with disabilities	17.8%	45.8%	25.2%	8.8%	2.3%
Q12-7. Quality of access to City parks for persons with disabilities	17.7%	50.7%	23.7%	6.9%	1.0%
Q12-8. Quality of neighborhood parks	16.9%	56.8%	17.2%	7.3%	1.8%
Q12-9. Maintenance of City parks	17.3%	54.3%	19.4%	7.0%	2.0%
Q12-10. Quality of larger City parks (e.g., Kiwanis, Tempe Beach, Town Lake, Papago)	19.7%	55.2%	16.5%	7.4%	1.2%
Q12-11. Quality of City recreation centers	17.2%	59.6%	19.8%	2.9%	0.5%
Q12-12. Maintenance & appearance of City recreation & community centers	18.6%	58.2%	19.2%	2.8%	1.2%
Q12-13. Quality of City swimming pools	20.5%	48.5%	28.1%	2.6%	0.3%
Q12-14. Quality of City outdoor athletic fields	16.6%	53.2%	26.9%	2.7%	0.6%
Q12-15. Quality of City golf courses	15.3%	48.2%	26.0%	8.5%	1.9%
Q12-16. Quality of City recreation programs & services	18.1%	56.3%	22.2%	2.7%	0.7%
Q12-17. Quality of City library programs & services	36.1%	50.1%	12.1%	1.5%	0.3%
Q12-18. Quality of Tempe Public Library	40.4%	47.3%	10.3%	1.7%	0.2%
Q12-19. Quality of Before & After School (Kid Zone) programs	27.5%	41.7%	27.5%	2.1%	1.3%

WITHOUT "DON'T KNOW" OR "N/A"**Q12. Please rate YOUR LEVEL OF SATISFACTION with each of the following. (without "don't know" or "N/A")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-20. Quality of Tempe Center for the Arts programs	24.3%	48.3%	23.4%	3.4%	0.6%
Q12-21. Value of Public Art to City (e.g., art on streets, pathways, city buildings)	20.4%	45.6%	27.3%	5.6%	1.2%
Q12-22. Quality of Tempe History Museum exhibits & programs	29.1%	52.5%	16.9%	1.3%	0.2%
Q12-23. Quality of arts programs (e.g., Arts in the Parks, Edna Arts classes, Free Art Friday)	25.4%	49.6%	23.0%	1.8%	0.2%
Q12-24. Adequacy of street lighting	12.4%	47.8%	19.1%	17.2%	3.5%
Q12-25. Quality of landscape maintenance along streets/sidewalks	11.9%	45.4%	21.4%	17.3%	4.0%
Q12-26. Overall condition of your neighborhood	14.0%	47.1%	20.3%	15.8%	2.8%
Q12-27. Appearance of residential property	11.2%	50.4%	23.4%	13.0%	2.0%
Q12-28. Maintenance of private property	9.2%	46.9%	25.2%	16.1%	2.6%
Q12-29. Condition of the alley near your home (if applicable)	8.1%	36.5%	22.4%	23.9%	9.1%
Q12-30. City enforcement of alley maintenance codes	9.2%	31.1%	24.8%	22.9%	12.0%
Q12-31. Overall enforcement of City property maintenance codes	8.9%	39.6%	29.5%	16.4%	5.5%
Q12-32. City enforcement of property maintenance codes & appearance of commercial properties	9.5%	44.2%	29.1%	13.1%	4.1%
Q12-33. City enforcement of property maintenance codes & appearance of residential properties	8.5%	40.6%	26.6%	18.7%	5.6%
Q12-34. City enforcement of allowable construction work hours (Summer 6am-7pm, Winter 7am-7pm)	16.3%	55.7%	20.2%	5.2%	2.6%
Q12-35. City efforts to enforce clean-up of junk, debris, & trash on residential private property	11.6%	38.6%	23.8%	20.7%	5.3%

WITHOUT "DON'T KNOW" OR "N/A"**Q12. Please rate YOUR LEVEL OF SATISFACTION with each of the following. (without "don't know" or "N/A")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-36. City efforts to enforce mowing & cutting of weeds/grass on residential private property	11.1%	36.3%	25.8%	20.7%	6.2%
Q12-37. City efforts to enforce deteriorated landscape maintenance on residential private property	10.4%	31.2%	27.8%	24.8%	5.7%
Q12-38. Value & quality of Special Events to City	19.8%	53.4%	21.0%	4.9%	0.8%
Q12-39. Access to Community Health/Human/Social services	17.0%	47.6%	26.4%	5.2%	3.7%
Q12-40. Access to Education/Career/Family services	18.1%	46.2%	29.3%	3.5%	3.0%
Q12-41. Tempe's engagement & inclusion of those living with dementia, their care partners, & their families	19.6%	41.6%	30.1%	6.9%	1.8%
Q12-42. Residential trash collection services	35.5%	52.5%	9.3%	2.4%	0.3%
Q12-43. Residential recycling services	33.7%	48.4%	9.5%	5.0%	3.4%
Q12-44. Bulk trash pickup/removal services	34.5%	47.4%	11.0%	5.4%	1.6%
Q12-45. Traffic management	10.5%	39.8%	26.0%	16.4%	7.4%

Q13. Listed below are 8 priorities the City could address to support an age-friendly community (50 yrs+). Which THREE of the following do you think should be the City's TOP PRIORITIES over the next year?

<u>Q13. Top choice</u>	<u>Number</u>	<u>Percent</u>
Public outdoor places to gather	86	8.3 %
City buildings to gather	169	16.4 %
Housing options for life stages	337	32.7 %
Opportunities to socialize	72	7.0 %
Work opportunities	60	5.8 %
Volunteer opportunities	59	5.7 %
Participate in community decision-making	75	7.3 %
Communication & information	102	9.9 %
None chosen	72	7.0 %
Total	1032	100.0 %

Q13. Listed below are 8 priorities the City could address to support an age-friendly community (50 yrs+). Which THREE of the following do you think should be the City's TOP PRIORITIES over the next year?

<u>Q13. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Public outdoor places to gather	76	7.4 %
City buildings to gather	164	15.9 %
Housing options for life stages	165	16.0 %
Opportunities to socialize	111	10.8 %
Work opportunities	116	11.2 %
Volunteer opportunities	86	8.3 %
Participate in community decision-making	97	9.4 %
Communication & information	130	12.6 %
None chosen	87	8.4 %
Total	1032	100.0 %

Q13. Listed below are 8 priorities the City could address to support an age-friendly community (50 yrs+). Which THREE of the following do you think should be the City's TOP PRIORITIES over the next year?

Q13. 3rd choice	Number	Percent
Public outdoor places to gather	65	6.3 %
City buildings to gather	98	9.5 %
Housing options for life stages	100	9.7 %
Opportunities to socialize	152	14.7 %
Work opportunities	80	7.8 %
Volunteer opportunities	134	13.0 %
Participate in community decision-making	89	8.6 %
Communication & information	203	19.7 %
None chosen	111	10.8 %
Total	1032	100.0 %

SUM OF TOP 3 CHOICES

Q13. Listed below are 8 priorities the City could address to support an age-friendly community (50 yrs+). Which THREE of the following do you think should be the City's TOP PRIORITIES over the next year? (top 3)

Q13. Sum of top 3 choices	Number	Percent
Public outdoor places to gather	227	22.0 %
City buildings to gather	431	41.8 %
Housing options for life stages	602	58.3 %
Opportunities to socialize	335	32.5 %
Work opportunities	256	24.8 %
Volunteer opportunities	279	27.0 %
Participate in community decision-making	261	25.3 %
Communication & information	435	42.2 %
None chosen	72	7.0 %
Total	2898	

Q14. Which of the following do you use to get information about the City of Tempe?

Q14. Which following do you use to get information about City of Tempe

	Number	Percent
Tempe 11 (Cable TV)	87	8.4 %
Recreation Opportunities Brochure	265	25.7 %
City websites	645	62.5 %
Water bill newsletter (Tempe Today)	655	63.5 %
City social media (Twitter, Facebook, Instagram, Nextdoor)	319	30.9 %
City videos (on YouTube, City website, social media)	97	9.4 %
TV news	360	34.9 %
City meetings (virtual)	97	9.4 %
City email subscriptions	321	31.1 %
Tempe 311 (by phone, website, mobile app)	145	14.1 %
Radio/podcast news	79	7.7 %
Newspapers	263	25.5 %
Neighborhood/community meetings	146	14.1 %
City mailings	590	57.2 %
Total	4069	

Q14a. Which THREE of the sources from the list in Question 14 do you MOST PREFER to use to get information about the City of Tempe?

Q14a. Top choice	Number	Percent
Tempe 11 (Cable TV)	15	1.5 %
Recreation Opportunities Brochure	29	2.8 %
City websites	187	18.1 %
Water bill newsletter (Tempe Today)	286	27.7 %
City social media (Twitter, Facebook, Instagram, Nextdoor)	92	8.9 %
City videos (on YouTube, City website, social media)	5	0.5 %
TV news	37	3.6 %
City meetings (virtual)	5	0.5 %
City email subscriptions	159	15.4 %
Tempe 311 (by phone, website, mobile app)	12	1.2 %
Radio/podcast news	3	0.3 %
Newspapers	19	1.8 %
Neighborhood/community meetings	10	1.0 %
City mailings	112	10.9 %
None chosen	61	5.9 %
Total	1032	100.0 %

Q14a. Which THREE of the sources from the list in Question 14 do you MOST PREFER to use to get information about the City of Tempe?

Q14a. 2nd choice	Number	Percent
Tempe 11 (Cable TV)	9	0.9 %
Recreation Opportunities Brochure	51	4.9 %
City websites	139	13.5 %
Water bill newsletter (Tempe Today)	150	14.5 %
City social media (Twitter, Facebook, Instagram, Nextdoor)	102	9.9 %
City videos (on YouTube, City website, social media)	28	2.7 %
TV news	84	8.1 %
City meetings (virtual)	6	0.6 %
City email subscriptions	101	9.8 %
Tempe 311 (by phone, website, mobile app)	23	2.2 %
Radio/podcast news	22	2.1 %
Newspapers	56	5.4 %
Neighborhood/community meetings	19	1.8 %
City mailings	143	13.9 %
None chosen	99	9.6 %
Total	1032	100.0 %

Q14a. Which THREE of the sources from the list in Question 14 do you MOST PREFER to use to get information about the City of Tempe?

Q14a. 3rd choice	Number	Percent
Tempe 11 (Cable TV)	17	1.6 %
Recreation Opportunities Brochure	62	6.0 %
City websites	121	11.7 %
Water bill newsletter (Tempe Today)	68	6.6 %
City social media (Twitter, Facebook, Instagram, Nextdoor)	74	7.2 %
City videos (on YouTube, City website, social media)	30	2.9 %
TV news	86	8.3 %
City meetings (virtual)	22	2.1 %
City email subscriptions	72	7.0 %
Tempe 311 (by phone, website, mobile app)	45	4.4 %
Radio/podcast news	19	1.8 %
Newspapers	53	5.1 %
Neighborhood/community meetings	54	5.2 %
City mailings	169	16.4 %
None chosen	140	13.6 %
Total	1032	100.0 %

SUM OF TOP 3 CHOICES

Q14a. Which THREE of the sources from the list in Question 14 do you MOST PREFER to use to get information about the City of Tempe? (top 3)

Q14a. Sum of top 3 choices	Number	Percent
Tempe 11 (Cable TV)	41	4.0 %
Recreation Opportunities Brochure	142	13.8 %
City websites	447	43.3 %
Water bill newsletter (Tempe Today)	504	48.8 %
City social media (Twitter, Facebook, Instagram, Nextdoor)	268	26.0 %
City videos (on YouTube, City website, social media)	63	6.1 %
TV news	207	20.1 %
City meetings (virtual)	33	3.2 %
City email subscriptions	332	32.2 %
Tempe 311 (by phone, website, mobile app)	80	7.8 %
Radio/podcast news	44	4.3 %
Newspapers	128	12.4 %
Neighborhood/community meetings	83	8.0 %
City mailings	424	41.1 %
None chosen	61	5.9 %
Total	2857	

Q15. Please rate YOUR LEVEL OF SATISFACTION with each of the following.

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q15-1. Direction City is heading	12.7%	41.4%	20.3%	14.4%	4.2%	6.8%	0.2%
Q15-2. City efforts to keep residents informed about City's budget	9.9%	32.5%	24.6%	9.9%	1.2%	21.6%	0.4%
Q15-3. City's financial information is accessible & transparent	8.9%	23.7%	22.7%	6.9%	1.6%	35.3%	0.9%
Q15-4. Overall value that you receive for your City tax dollars & fees	11.8%	37.9%	26.1%	9.9%	3.0%	10.6%	0.8%
Q15-5. Opportunities to provide input & feedback in budget process through public forums, on-line budget forums, & public budget meetings	10.2%	28.6%	22.9%	5.5%	1.7%	29.5%	1.6%
Q15-6. Financial stability of City	10.9%	32.6%	19.1%	2.1%	0.7%	33.8%	0.9%

WITHOUT "DON'T KNOW" OR "N/A"**Q15. Please rate YOUR LEVEL OF SATISFACTION with each of the following. (without "don't know" or "N/A")**

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Direction City is heading	13.6%	44.5%	21.9%	15.5%	4.5%
Q15-2. City efforts to keep residents informed about City's budget	12.7%	41.6%	31.6%	12.7%	1.5%
Q15-3. City's financial information is accessible & transparent	14.0%	37.1%	35.6%	10.8%	2.4%
Q15-4. Overall value that you receive for your City tax dollars & fees	13.3%	42.7%	29.4%	11.1%	3.4%
Q15-5. Opportunities to provide input & feedback in budget process through public forums, on-line budget forums, & public budget meetings	14.8%	41.5%	33.2%	8.0%	2.5%
Q15-6. Financial stability of City	16.6%	49.9%	29.2%	3.3%	1.0%

Q16. Please rate YOUR LEVEL OF SATISFACTION with each of the following.

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q16-1. How well City is planning for growth	8.8%	31.1%	18.0%	18.3%	6.2%	17.2%	0.4%
Q16-2. City's sustainability programs, which are designed to promote water, energy, & natural resource conservation	10.8%	36.7%	20.0%	10.4%	3.0%	18.3%	0.9%
Q16-3. Condition of streets in your neighborhood	10.3%	38.8%	17.0%	21.8%	9.0%	3.2%	0.0%
Q16-4. Condition of major City streets & sidewalks	9.1%	41.9%	21.9%	20.3%	3.9%	2.9%	0.0%
Q16-5. Condition & clarity of street signs	15.5%	57.2%	15.6%	7.0%	1.5%	3.2%	0.1%
Q16-6. Management of traffic flow on City streets	9.1%	41.6%	21.4%	16.9%	6.3%	4.7%	0.0%
Q16-7. Quality of local transit service (bus, rail, Orbit, streetcar)	11.9%	30.0%	16.4%	8.2%	2.0%	29.1%	2.3%
Q16-8. Quality of walking & biking paths	13.1%	47.0%	15.0%	6.5%	2.6%	15.1%	0.7%
Q16-9. Quality of recycling services	24.2%	47.0%	11.0%	4.9%	3.0%	9.1%	0.7%
Q16-10. Quality of green organics collection & compost program	16.5%	29.5%	13.2%	5.3%	3.5%	29.2%	2.9%
Q16-11. Overall quality of new commercial development in City, including architecture & design	8.1%	30.2%	23.4%	13.1%	7.8%	16.2%	1.1%
Q16-12. Quality of your internet service provider	10.7%	40.2%	18.4%	15.8%	9.2%	4.7%	1.1%
Q16-13. Quality of water conservation programs	8.9%	32.8%	23.9%	8.7%	3.1%	21.8%	0.8%
Q16-14. Quality of energy conservation programs	8.2%	32.2%	23.5%	8.0%	2.7%	24.4%	0.9%
Q16-15. Quality of land use & green space programs	6.7%	31.3%	22.7%	10.9%	4.2%	23.1%	1.2%

Q16. Please rate YOUR LEVEL OF SATISFACTION with each of the following.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q16-16. Quality of climate change initiatives such as shaded bus stops & tree canopies	8.0%	33.2%	19.6%	15.3%	7.6%	15.3%	1.0%
Q16-17. City efforts to promote redevelopment of distressed commercial centers in my Character Area (the area I live)	4.4%	19.5%	20.6%	15.5%	5.1%	31.7%	3.2%
Q16-18. City enforcement of construction codes for business properties	4.8%	20.1%	18.5%	3.7%	2.4%	47.3%	3.2%
Q16-19. City enforcement of construction codes for residential properties	5.0%	20.4%	18.6%	7.2%	2.0%	43.8%	2.9%
Q16-20. City efforts to enforce required building permits for business properties	4.7%	17.1%	16.5%	1.7%	1.2%	55.3%	3.5%
Q16-21. City efforts to enforce required building permits for residential properties	5.0%	17.6%	16.7%	5.3%	1.8%	50.4%	3.1%
Q16-22. Management of traffic during construction	6.7%	35.3%	27.8%	14.8%	5.5%	8.9%	1.0%

WITHOUT "DON'T KNOW" OR "N/A"**Q16. Please rate YOUR LEVEL OF SATISFACTION with each of the following. (without "don't know" or "N/A")**

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. How well City is planning for growth	10.7%	37.7%	21.9%	22.2%	7.5%
Q16-2. City's sustainability programs, which are designed to promote water, energy, & natural resource conservation	13.3%	45.4%	24.7%	12.8%	3.7%
Q16-3. Condition of streets in your neighborhood	10.6%	40.0%	17.5%	22.5%	9.3%
Q16-4. Condition of major City streets & sidewalks	9.4%	43.1%	22.6%	21.0%	4.0%
Q16-5. Condition & clarity of street signs	16.0%	59.1%	16.1%	7.2%	1.5%
Q16-6. Management of traffic flow on City streets	9.6%	43.6%	22.5%	17.7%	6.6%
Q16-7. Quality of local transit service (bus, rail, Orbit, streetcar)	17.4%	43.8%	23.9%	12.0%	3.0%
Q16-8. Quality of walking & biking paths	15.5%	55.8%	17.8%	7.7%	3.1%
Q16-9. Quality of recycling services	26.9%	52.1%	12.2%	5.5%	3.3%
Q16-10. Quality of green organics collection & compost program	24.3%	43.4%	19.4%	7.8%	5.1%
Q16-11. Overall quality of new commercial development in City, including architecture & design	9.8%	36.5%	28.3%	15.8%	9.5%
Q16-12. Quality of your internet service provider	11.3%	42.7%	19.5%	16.8%	9.8%
Q16-13. Quality of water conservation programs	11.5%	42.3%	30.9%	11.3%	4.0%
Q16-14. Quality of energy conservation programs	11.0%	43.1%	31.5%	10.8%	3.6%
Q16-15. Quality of land use & green space programs	8.8%	41.3%	29.9%	14.5%	5.5%
Q16-16. Quality of climate change initiatives such as shaded bus stops & tree canopies	9.6%	39.7%	23.4%	18.3%	9.0%

WITHOUT "DON'T KNOW" OR "N/A"**Q16. Please rate YOUR LEVEL OF SATISFACTION with each of the following. (without "don't know" or "N/A")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-17. City efforts to promote redevelopment of distressed commercial centers in my Character Area (the area I live)	6.7%	29.9%	31.7%	23.8%	7.9%
Q16-18. City enforcement of construction codes for business properties	9.8%	40.5%	37.4%	7.4%	4.9%
Q16-19. City enforcement of construction codes for residential properties	9.5%	38.4%	34.9%	13.5%	3.8%
Q16-20. City efforts to enforce required building permits for business properties	11.5%	41.4%	40.0%	4.2%	2.8%
Q16-21. City efforts to enforce required building permits for residential properties	10.8%	37.9%	35.8%	11.5%	4.0%
Q16-22. Management of traffic during construction	7.4%	39.1%	30.9%	16.5%	6.1%

Q17. Please answer each of the following by circling yes or no.

(N=1032)

	Yes	No	Not provided
Q17-1. Does your home have an alley	52.6%	45.3%	2.0%
Q17-2. Do you have Cox cable television	39.6%	58.1%	2.2%
Q17-3. Do you have access to internet at home	97.2%	1.3%	1.6%
Q17-4. Do you have a quality internet service provider	81.7%	14.8%	3.5%
Q17-5. Are you a full-time student	3.8%	94.3%	1.9%
Q17-6. Have you visited Downtown Tempe during past year	82.8%	15.7%	1.5%
Q17-7. Have you used public transit during past year	41.7%	56.7%	1.6%
Q17-8. Do you, or a member of your household have a disability	23.3%	75.3%	1.5%
Q17-9. Do you own your home	79.9%	18.4%	1.6%

WITHOUT "NOT PROVIDED"**Q17. Please answer each of the following by circling yes or no. (without "not provided")**

(N=1032)

	Yes	No
Q17-1. Does your home have an alley	53.7%	46.3%
Q17-2. Do you have Cox cable television	40.5%	59.5%
Q17-3. Do you have access to internet at home	98.7%	1.3%
Q17-4. Do you have a quality internet service provider	84.6%	15.4%
Q17-5. Are you a full-time student	3.9%	96.1%
Q17-6. Have you visited Downtown Tempe during past year	84.1%	15.9%
Q17-7. Have you used public transit during past year	42.4%	57.6%
Q17-8. Do you, or a member of your household have a disability	23.6%	76.4%
Q17-9. Do you own your home	81.3%	18.7%

Q18. Approximately how many years have you lived in Tempe?

Q18. How many years have you lived in Tempe	Number	Percent
Less than 6 months	27	2.6 %
6 months-5 years	194	18.8 %
6-10 years	182	17.6 %
11-20 years	153	14.8 %
20+ years	466	45.2 %
Not provided	10	1.0 %
Total	1032	100.0 %

WITHOUT "NOT PROVIDED"**Q18. Approximately how many years have you lived in Tempe? (without "not provided")**

Q18. How many years have you lived in Tempe	Number	Percent
Less than 6 months	27	2.6 %
6 months-5 years	194	19.0 %
6-10 years	182	17.8 %
11-20 years	153	15.0 %
20+ years	466	45.6 %
Total	1022	100.0 %

Q19. What is your age?

Q19. Your age	Number	Percent
18-34	228	22.1 %
35-44	169	16.4 %
45-54	205	19.9 %
55-64	193	18.7 %
65+	206	20.0 %
Not provided	31	3.0 %
Total	1032	100.0 %

WITHOUT "NOT PROVIDED"**Q19. What is your age? (without "not provided")**

Q19. Your age	Number	Percent
18-34	228	22.8 %
35-44	169	16.9 %
45-54	205	20.5 %
55-64	193	19.3 %
65+	206	20.6 %
Total	1001	100.0 %

Q20. What gender do you identify with?

Q20. Your gender	Number	Percent
Male	495	48.0 %
Female	530	51.4 %
Non-Binary	7	0.7 %
Total	1032	100.0 %

Q21. Do you have children in your household?

Q21. Do you have children in your household	Number	Percent
Yes	364	35.3 %
No	659	63.9 %
Not provided	9	0.9 %
Total	1032	100.0 %

WITHOUT "NOT PROVIDED"

Q21. Do you have children in your household? (without "not provided")

Q21. Do you have children in your household	Number	Percent
Yes	364	35.6 %
No	659	64.4 %
Total	1023	100.0 %

Q21a. If "YES" to Question 21, how many children in each age range?

	Mean	Sum
number	1.6	600
Ages 0-5	0.5	184
Ages 6-13	0.6	224
Ages 14-17	0.5	192

Q22. Which of the following best describes your race/ethnicity?

<u>Q22. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	89	8.6 %
Black or African American	69	6.7 %
American Indian or Alaska Native	23	2.2 %
White or Caucasian	663	64.2 %
Native Hawaiian or other Pacific Islander	5	0.5 %
Hispanic, Spanish, or Latino/a/x	230	22.3 %
<u>Other</u>	<u>10</u>	<u>1.0 %</u>
Total	1089	

Q22-7. Self-describe your race/ethnicity:

<u>Q22-7. Self-describe your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Croatian	2	20.0 %
French-Canadian	2	20.0 %
Multi-racial	1	10.0 %
Middle Eastern	1	10.0 %
Mixed	1	10.0 %
White and Middle Eastern	1	10.0 %
White/Hispanic	1	10.0 %
<u>European</u>	<u>1</u>	<u>10.0 %</u>
Total	10	100.0 %

Q23. Primary language spoken at your home:

Q23. Primary language	Number	Percent
English	949	92.0 %
Spanish	36	3.5 %
Other	19	1.8 %
Not provided	28	2.7 %
Total	1032	100.0 %

WITHOUT "NOT PROVIDED"

Q23. Primary language spoken at your home: (without "not provided")

Q23. Primary language	Number	Percent
English	949	94.5 %
Spanish	36	3.6 %
Other	19	1.9 %
Total	1004	100.0 %

Q23-3. Other:

Q23-3. Other	Number	Percent
Chinese	6	31.6 %
French	2	10.5 %
Russian	2	10.5 %
Tagalog	2	10.5 %
Arabic	1	5.3 %
Korean	1	5.3 %
Hindi	1	5.3 %
American Sign Language	1	5.3 %
Japanese	1	5.3 %
Nepali	1	5.3 %
Hungarian	1	5.3 %
Total	19	100.0 %

Q24. Which of the following best describes your home?

Q24. What best describes your home	Number	Percent
Single-family	789	76.5 %
Other	222	21.5 %
Not provided	21	2.0 %
Total	1032	100.0 %

WITHOUT "NOT PROVIDED"**Q24. Which of the following best describes your home? (without "not provided")**

Q24. What best describes your home	Number	Percent
Single-family	789	78.0 %
Other	222	22.0 %
Total	1011	100.0 %

Q24-2. Other:

<u>Q24-2. Other</u>	<u>Number</u>	<u>Percent</u>
Apartment	29	21.0 %
Condo	23	16.7 %
Townhouse	17	12.3 %
Multi-family	12	8.7 %
Townhome	8	5.8 %
Duplex	5	3.6 %
Multi generational	4	2.9 %
Roommates	2	1.4 %
Life care community	2	1.4 %
Two family	2	1.4 %
Cottage	2	1.4 %
I live alone	2	1.4 %
Girl friend's	2	1.4 %
Continuous Care Community	2	1.4 %
Live between 2 places, 1 with a single family, 1 with adult roommates	2	1.4 %
Multi-story condominium	2	1.4 %
Rental apartment	2	1.4 %
High rise rental	2	1.4 %
Life care facility cottage	1	0.7 %
Large community	1	0.7 %
2 families	1	0.7 %
Community apartment	1	0.7 %
Live with roommates	1	0.7 %
Multi-unit apartment	1	0.7 %
One bedroom apartment	1	0.7 %
Renting	1	0.7 %
Low income apartments	1	0.7 %
Multiple roommates	1	0.7 %
Rental	1	0.7 %
Live alone	1	0.7 %
Multi-unit apartment complex	1	0.7 %
Single family in a multi residential zone	1	0.7 %
I am a landlord and have renters	1	0.7 %
Mobile home	1	0.7 %
Single story condo with 1 shared wall	1	0.7 %
Patio home	1	0.7 %
Total	138	100.0 %

Q25. What barriers do you feel are preventing you from using the internet to connect with education, government services, social media, and information?

Q25. What barriers are preventing you from using internet to connect with education, government services, social media, or information

	Number	Percent
Cost of service	196	19.0 %
I don't know how to find what I need	120	11.6 %
Training & education on how to use the internet	66	6.4 %
Lack of or inadequate devices	39	3.8 %
Lack of choice for internet providers	216	20.9 %
Other	57	5.5 %
Total	694	

Q26. What is the highest level of education that you have completed?

Q26. Highest level of education you have completed	Number	Percent
Less than high school	21	2.0 %
High school/GED or equivalent	88	8.5 %
Vocational/apprenticeship	24	2.3 %
Some college	111	10.8 %
2-year college (associate's degree)	131	12.7 %
4-year college (bachelor's degree)	361	35.0 %
Post graduate degree	280	27.1 %
Not provided	16	1.6 %
Total	1032	100.0 %

WITHOUT "NOT PROVIDED"

Q26. What is the highest level of education that you have completed? (without "not provided")

Q26. Highest level of education you have completed	Number	Percent
Less than high school	21	2.1 %
High school/GED or equivalent	88	8.7 %
Vocational/apprenticeship	24	2.4 %
Some college	111	10.9 %
2-year college (associate's degree)	131	12.9 %
4-year college (bachelor's degree)	361	35.5 %
Post graduate degree	280	27.6 %
Total	1016	100.0 %

Q27. What is your household income?

Q27. What is your household income	Number	Percent
Less than \$10K	54	5.2 %
\$10K to \$14,999	48	4.7 %
\$15K to \$24,999	70	6.8 %
\$25K to \$34,999	93	9.0 %
\$35K to \$49,999	94	9.1 %
\$50K to \$74,999	142	13.8 %
\$75K to \$99,999	129	12.5 %
\$100K to \$149,999	111	10.8 %
\$150K to \$199,999	82	7.9 %
\$200K+	63	6.1 %
Not provided	146	14.1 %
Total	1032	100.0 %

WITHOUT "NOT PROVIDED"**Q27. What is your household income? (without "not provided")**

Q27. What is your household income	Number	Percent
Less than \$10K	54	6.1 %
\$10K to \$14,999	48	5.4 %
\$15K to \$24,999	70	7.9 %
\$25K to \$34,999	93	10.5 %
\$35K to \$49,999	94	10.6 %
\$50K to \$74,999	142	16.0 %
\$75K to \$99,999	129	14.6 %
\$100K to \$149,999	111	12.5 %
\$150K to \$199,999	82	9.3 %
\$200K+	63	7.1 %
Total	886	100.0 %

Q28. Please imagine a ladder with steps numbered from zero (0) at the bottom to ten (10) at the top. The bottom of the ladder (0) represents the worst possible life for you and the top of the ladder (10) represents the best possible life for you. On which step of the ladder would you say you personally feel you stand at this time?

Q28. On which step of the ladder do you personally feel you stand at this time

	Number	Percent
Best possible life	80	7.8 %
9	145	14.1 %
8	309	29.9 %
7	193	18.7 %
6	113	10.9 %
5	77	7.5 %
4	29	2.8 %
3	11	1.1 %
2	3	0.3 %
1	3	0.3 %
Not provided	69	6.7 %
Total	1032	100.0 %

WITHOUT "NOT PROVIDED"

Q28. Please imagine a ladder with steps numbered from zero (0) at the bottom to ten (10) at the top. The bottom of the ladder (0) represents the worst possible life for you and the top of the ladder (10) represents the best possible life for you. On which step of the ladder would you say you personally feel you stand at this time? (without "not provided")

Q28. On which step of the ladder do you personally feel you stand at this time

	Number	Percent
Best possible life	80	8.3 %
9	145	15.1 %
8	309	32.1 %
7	193	20.0 %
6	113	11.7 %
5	77	8.0 %
4	29	3.0 %
3	11	1.1 %
2	3	0.3 %
1	3	0.3 %
Total	963	100.0 %

Q28a. On which step (0 to 10) do you think you will stand about FIVE YEARS from now?

Q28a. On which step will you stand about five years from now	Number	Percent
Best possible life	142	13.8 %
9	202	19.6 %
8	305	29.6 %
7	119	11.5 %
6	70	6.8 %
5	68	6.6 %
4	20	1.9 %
3	12	1.2 %
2	10	1.0 %
1	7	0.7 %
Worst possible life	10	1.0 %
Not provided	67	6.5 %
Total	1032	100.0 %

WITHOUT "NOT PROVIDED"

Q28a. On which step (0 to 10) do you think you will stand about FIVE YEARS from now? (without "not provided")

Q28a. On which step will you stand about five years from now	Number	Percent
Best possible life	142	14.7 %
9	202	20.9 %
8	305	31.6 %
7	119	12.3 %
6	70	7.3 %
5	68	7.0 %
4	20	2.1 %
3	12	1.2 %
2	10	1.0 %
1	7	0.7 %
Worst possible life	10	1.0 %
Total	965	100.0 %



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

Dear Fellow Tempe Resident,

Re: 2023 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.

Corey Woods
Mayor

Jennifer Adams
Vice Mayor

Arlene Chin
Councilmember

Doreen Garlid
Councilmember

Berdetta Hodge
Councilmember

Randy Keating
Councilmember

Joel Navarro
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 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 tempe.gov/surveys.

Please call Kimberly Sotelo, Management Assistant II+, at (480) 350-2913 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,

Corey Woods
Mayor



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

Estimado compañero residente,

Re: Encuesta de la ciudad de Tempe 2023

En nombre del Ayuntamiento de Tempe, gracias por su continua participación en nuestra comunidad. Esta carta es una solicitud para su ayuda en la construcción de un mejor Tempe. Su opinión sobre la encuesta es extremadamente importante porque garantiza que las prioridades de la Ciudad reflejen las necesidades de nuestros residentes.

Corey Woods
 Alcalde

Jennifer Adams
 Vice Alcalde

Arlene Chin
 Miembro del Concilio

Doreen Carlid
 Miembro del Concilio

Berdetta Hodge
 Miembro del Concilio

Randy Keating
 Miembro del Concilio

Joel Navarro
 Miembro del Concilio

Nos damos cuenta de que la encuesta tarda en completarse, pero cada pregunta es importante. Mis colegas del concilio y yo usamos la información recopilada por la encuesta para informar nuestras decisiones que afectan una amplitud de servicios de la Ciudad, incluyendo seguridad pública, parques, recreación, desarrollo económico, aplicación de códigos y otros.

Sus respuestas también permitirán que el liderazgo y el personal de la Ciudad identifiquen y aborden muchas de las oportunidades y desafíos que enfrenta nuestra comunidad. Devuelva su encuesta completada en algún momento de la semana si es posible y envíe en el sobre pagado. Sus respuestas permanecerán confidenciales.

Si lo prefiere, puede completar la encuesta por internet en tempe.gov/surveys.

Por favor llame a Kimberly Sotelo, Subgerente II+, al (480) 350-2913 con cualquier pregunta. El personal de la ciudad estará encantado de responderles. Gracias de nuevo por tomarse el tiempo para ayudar hacer de Tempe una ciudad aún más increíble.

Sinceramente,

A handwritten signature in blue ink, appearing to read 'Corey Woods', written in a cursive style.

Corey Woods
 Alcalde

2023 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 tempe.gov/surveys.



1. Please rate YOUR LEVEL OF SATISFACTION with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	N/A
1.	Quality of local fire services	5	4	3	2	1	9	0
2.	Quality of medical services provided by the Fire Department	5	4	3	2	1	9	0
3.	Quality of ambulance services	5	4	3	2	1	9	0
4.	Quality of local police services	5	4	3	2	1	9	0
5.	Enforcement of local traffic laws	5	4	3	2	1	9	0
6.	Efforts by the City to prevent crime	5	4	3	2	1	9	0
7.	Overall feeling of safety in the City	5	4	3	2	1	9	0
8.	Feeling of safety in your neighborhood	5	4	3	2	1	9	0
9.	Quality and safety of structures in your neighborhood	5	4	3	2	1	9	0
10.	Quality of crisis and trauma services (CARE 7)	5	4	3	2	1	9	0

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	N/A
1.	Neighborhood parks	5	4	3	2	1	9	0
2.	City parks like Kiwanis and Tempe Beach	5	4	3	2	1	9	0
3.	Desert parks like Papago, Evelyn Hallman, and Hayden Butte (A Mountain)	5	4	3	2	1	9	0
4.	City athletic and recreational facilities	5	4	3	2	1	9	0
5.	Tempe Public Library Complex	5	4	3	2	1	9	0
6.	City Hall	5	4	3	2	1	9	0
7.	Mill Avenue/Downtown Tempe areas	5	4	3	2	1	9	0
8.	Businesses (theaters, restaurants, retail shopping, workplace)	5	4	3	2	1	9	0
9.	Within your home or neighborhood	5	4	3	2	1	9	0
10.	Neighborhood alleys	5	4	3	2	1	9	0
11.	Roadways	5	4	3	2	1	9	0
12.	Public transportation	5	4	3	2	1	9	0
At Night:								
13.	Neighborhood parks	5	4	3	2	1	9	0
14.	City parks like Kiwanis and Tempe Beach	5	4	3	2	1	9	0
15.	Desert parks like Papago, Evelyn Hallman, and Hayden Butte (A Mountain)	5	4	3	2	1	9	0
16.	City athletic and recreational facilities	5	4	3	2	1	9	0
17.	Tempe Public Library Complex	5	4	3	2	1	9	0
18.	City Hall	5	4	3	2	1	9	0
19.	Mill Avenue/Downtown Tempe areas	5	4	3	2	1	9	0
20.	Businesses (theaters, restaurants, retail shopping, workplace)	5	4	3	2	1	9	0
21.	Within your home or neighborhood	5	4	3	2	1	9	0
22.	Neighborhood alleys	5	4	3	2	1	9	0
23.	Roadways	5	4	3	2	1	9	0
24.	Public transportation	5	4	3	2	1	9	0

7. Please rate your satisfaction with the following based on YOUR EXPERIENCE with Tempe 311. [If you have never used Tempe 311, please skip to Question 8.]

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	N/A
1.	How courteous and respectful the call taker was	5	4	3	2	1	9	0
2.	The hours of service (7:00 a.m.-5:00 p.m.) that 311 is available	5	4	3	2	1	9	0
3.	The ability of the call taker to answer your question	5	4	3	2	1	9	0
4.	The call taker helped you resolve an issue to your satisfaction	5	4	3	2	1	9	0

8. Please rate your satisfaction with the EASE OF ACCESS to each of the following.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	N/A
1.	City Council Meetings (schedules, agendas, minutes, videos)	5	4	3	2	1	9	0
2.	Boards and Commission Meetings (schedules, agendas, minutes)	5	4	3	2	1	9	0
3.	City Elections (election information and results, voter outreach)	5	4	3	2	1	9	0
4.	Campaign Finance and Lobbyist Disclosures	5	4	3	2	1	9	0
5.	Open Books (financial information)	5	4	3	2	1	9	0
6.	Data Transparency and Data Sharing (as found on data.tempe.gov)	5	4	3	2	1	9	0
7.	City's Performance on Strategic Plan Priorities (as found on performance.tempe.gov)	5	4	3	2	1	9	0
8.	City Public Meetings	5	4	3	2	1	9	0

9. Have you CONTACTED the City of Tempe during the past year?

___(1) Yes [Answer Q9a.] ___(2) No [Skip to Q10.]

9a. Please answer each of the following questions ABOUT your overall experience.

		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 in a timely manner	1	2	9
7.	Were your needs met	1	2	9

10. Use of City Services and Facilities. Please CHECK ALL the following services and facilities provided by the City that you or members of your household HAVE USED in the past 12 months.

- | | |
|---|--|
| ___(1) Fire services | ___(17) Arts in the Parks |
| ___(2) Tempe Public Library | ___(18) Household Products Collection Center |
| ___(3) Parks | ___(19) Escalante Multi-generational Center |
| ___(4) Walking/biking trails | ___(20) North Temple Multi-Generational Center |
| ___(5) City athletic fields | ___(21) Westside Multi-Generational Center |
| ___(6) Kid Zone | ___(22) Pyle Adult Recreation Center |
| ___(7) Police services | ___(23) Community Health and Human services |
| ___(8) Bus, Orbit, light rail service, or streetcar | ___(24) Solid Waste (trash), recycling, and green organics/composting |
| ___(9) City golf courses | ___(25) Residential/permitting |
| ___(10) City swimming pools | ___(26) Emergency medical services |
| ___(11) Kiwanis Recreation Center | ___(27) Education/Career/Family services |
| ___(12) Tempe 311 | ___(28) Court services |
| ___(13) Tempe History Museum | ___(29) CARE 7/HOPE line |
| ___(14) Tempe Center for the Arts | ___(30) Community Development services (building safety, code compliance, neighborhood services) |
| ___(15) Recreation programs/services | |
| ___(16) Performing and Visual arts classes (Edna Arts classes, Free Art Friday) | |

11. Overall Priorities. Below are 28 priorities that the City could address. Which THREE of the following do you think should be the City's TOP PRIORITIES over the next year? [Write your answers for your top 3 choices using the numbers from the list below. For example, if "Condition of City Streets" is your 1st choice, enter "15" in the space next to "1st" below.]

- | | |
|---|--|
| 1. Economic/business development | 15. Condition of City streets |
| 2. Appearance of the City | 16. Condition of City sidewalks |
| 3. Maintenance of City buildings | 17. City infrastructure (e.g., bridges, waterlines) |
| 4. Police services | 18. Quality and safety of businesses and homes |
| 5. Art, recreation programs, and library services | 19. Traffic delays |
| 6. Customer service | 20. Multimodal (streetcar, bus, etc.) |
| 7. Services for Older Adults (50 yrs+) | 21. Traffic safety (Vision Zero) |
| 8. Community Health/Human/Social services | 22. Transit service frequency |
| 9. Fire services | 23. Disability services |
| 10. Water/Wastewater (sewer) | 24. Emergency medical services |
| 11. Neighborhoods | 25. Fire prevention services |
| 12. Parks | 26. Education/Career/Family services |
| 13. Solid Waste (trash), recycling, and green organics/composting | 27. Services for individuals experiencing homelessness |
| 14. Historical preservation | 28. Alley maintenance |

1st: ____ 2nd: ____ 3rd: ____

12. Please rate YOUR LEVEL OF SATISFACTION with each of the following.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	N/A
1.	Appearance of the City	5	4	3	2	1	9	0
2.	Image of the City	5	4	3	2	1	9	0
3.	Quality of life in the City	5	4	3	2	1	9	0
4.	The City's overall efforts to promote access, diversity, and inclusiveness in the community	5	4	3	2	1	9	0
5.	Quality of access to City facilities for persons with disabilities	5	4	3	2	1	9	0
6.	Quality of services for persons with disabilities	5	4	3	2	1	9	0
7.	Quality of access to City parks for persons with disabilities	5	4	3	2	1	9	0
8.	Quality of neighborhood parks	5	4	3	2	1	9	0
9.	Maintenance of City parks	5	4	3	2	1	9	0
10.	Quality of larger City parks (e.g., Kiwanis, Tempe Beach, Town Lake, Papago)	5	4	3	2	1	9	0
11.	Quality of City recreation centers	5	4	3	2	1	9	0
12.	Maintenance and appearance of City recreation and community centers	5	4	3	2	1	9	0
13.	Quality of City swimming pools	5	4	3	2	1	9	0
14.	Quality of City outdoor athletic fields	5	4	3	2	1	9	0
15.	Quality of City golf courses	5	4	3	2	1	9	0
16.	Quality of City recreation programs and services	5	4	3	2	1	9	0
17.	Quality of City library programs and services	5	4	3	2	1	9	0
18.	Quality of Tempe Public Library	5	4	3	2	1	9	0
19.	Quality of Before and After School (Kid Zone) programs	5	4	3	2	1	9	0
20.	Quality of Tempe Center for the Arts programs	5	4	3	2	1	9	0
21.	The value of Public Art to the City (e.g., art on streets, pathways, city buildings)	5	4	3	2	1	9	0
22.	Quality of Tempe History Museum exhibits and programs	5	4	3	2	1	9	0
23.	Quality of arts programs (e.g., Arts in the Parks, Edna Arts classes, Free Art Friday)	5	4	3	2	1	9	0
24.	Adequacy of street lighting	5	4	3	2	1	9	0
25.	Quality of landscape maintenance along streets/sidewalks	5	4	3	2	1	9	0
26.	Overall condition of your neighborhood	5	4	3	2	1	9	0

Continued from Page 4		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	N/A
27.	Appearance of residential property	5	4	3	2	1	9	0
28.	Maintenance of private property	5	4	3	2	1	9	0
29.	Condition of the alley near your home (if applicable)	5	4	3	2	1	9	0
30.	City enforcement of alley maintenance codes	5	4	3	2	1	9	0
31.	Overall enforcement of City property maintenance codes	5	4	3	2	1	9	0
32.	City enforcement of property maintenance codes and the appearance of commercial properties	5	4	3	2	1	9	0
33.	City enforcement of property maintenance codes and the appearance of residential properties	5	4	3	2	1	9	0
34.	City enforcement of allowable construction work hours (Summer 6am-7pm, Winter 7am-7pm)	5	4	3	2	1	9	0
35.	City efforts to enforce the clean-up of junk, debris, and trash on residential private property	5	4	3	2	1	9	0
36.	City efforts to enforce the mowing and cutting of weeds/grass on residential private property	5	4	3	2	1	9	0
37.	City efforts to enforce deteriorated landscape maintenance on residential private property	5	4	3	2	1	9	0
38.	The value and quality of Special Events to the City	5	4	3	2	1	9	0
39.	Access to Community Health/Human/Social services	5	4	3	2	1	9	0
40.	Access to Education/Career/Family services	5	4	3	2	1	9	0
41.	Tempe's engagement and inclusion of those living with dementia, their care partners, and their families	5	4	3	2	1	9	0
42.	Residential trash collection services	5	4	3	2	1	9	0
43.	Residential recycling services	5	4	3	2	1	9	0
44.	Bulk trash pickup/removal services	5	4	3	2	1	9	0
45.	Traffic Management	5	4	3	2	1	9	0

13. Listed below are 8 priorities the City could address to support an age-friendly community (50 yrs+). Which THREE of the following do you think should be the City's TOP PRIORITIES over the next year? [Write your answers for your top 3 choices using the numbers from the list below. For example, if "Housing options for life stages" is your 1st choice, enter "3" in the space next to "1st" below.]

- | | |
|------------------------------------|---|
| 1. Public outdoor places to gather | 5. Work opportunities |
| 2. Public transportation options | 6. Volunteer opportunities |
| 3. Housing options for life stages | 7. Participate in community decision-making |
| 4. Opportunities to socialize | 8. Communication and information |

1st: ____ 2nd: ____ 3rd: ____

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

- | | |
|--|--|
| ____(1) Tempe 11 (Cable TV) | ____(7) TV News |
| ____(2) Recreation Opportunities Brochure | ____(8) City meetings (Virtual) |
| ____(3) City Websites | ____(9) City e-mail subscriptions |
| ____(4) Water bill newsletter (Tempe Today) | ____(10) Tempe 311 (by Phone, Website, Mobile App) |
| ____(5) City Social Media (Twitter, Facebook, Instagram, Nextdoor) | ____(11) Radio/podcast news |
| ____(6) City videos (on YouTube, City Website, Social Media) | ____(12) Newspapers |
| | ____(13) Neighborhood/Community meetings |
| | ____(14) City mailings |

14a. Which THREE of the sources from the list above do you MOST PREFER to use to get information about the City of Tempe? [Write in your answers below using the numbers from the list in Question 14.]

1st: ____ 2nd: ____ 3rd: ____

15. Please rate YOUR LEVEL OF SATISFACTION with each of the following.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	N/A
1.	The direction the City is heading	5	4	3	2	1	9	0
2.	City efforts to keep residents informed about the City's budget	5	4	3	2	1	9	0
3.	The City's financial information is accessible and transparent	5	4	3	2	1	9	0
4.	The overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9	0
5.	The opportunities to provide input and feedback in the budget process through public forums, on-line budget forums, and public budget meetings	5	4	3	2	1	9	0
6.	The financial stability of the City	5	4	3	2	1	9	0

16. Please rate YOUR LEVEL OF SATISFACTION with each of the following.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	N/A
1.	How well the City is planning for growth	5	4	3	2	1	9	0
2.	The City's sustainability programs, which are designed to promote water, energy, and natural resource conservation	5	4	3	2	1	9	0
3.	Condition of streets in your neighborhood	5	4	3	2	1	9	0
4.	Condition of major City streets and sidewalks	5	4	3	2	1	9	0
5.	Condition and clarity of street signs	5	4	3	2	1	9	0
6.	Management of traffic flow on City streets	5	4	3	2	1	9	0
7.	Quality of local transit service (bus, rail, Orbit, streetcar)	5	4	3	2	1	9	0
8.	Quality of walking and biking paths	5	4	3	2	1	9	0
9.	Quality of recycling services	5	4	3	2	1	9	0
10.	Quality of green organics collection and compost program	5	4	3	2	1	9	0
11.	Overall quality of new commercial development in the City, including architecture and design	5	4	3	2	1	9	0
12.	Quality of your internet service provider	5	4	3	2	1	9	0
13.	Quality of water conservation programs	5	4	3	2	1	9	0
14.	Quality of energy conservation programs	5	4	3	2	1	9	0
15.	Quality of land use and green space programs	5	4	3	2	1	9	0
16.	Quality of climate change initiatives such as shaded bus stops and tree canopies	5	4	3	2	1	9	0
17.	City efforts to promote redevelopment of distressed commercial centers in my Character Area (the area I live)	5	4	3	2	1	9	0
18.	City enforcement of construction codes for business properties	5	4	3	2	1	9	0
19.	City enforcement of construction codes for residential properties	5	4	3	2	1	9	0
20.	City efforts to enforce the required building permits for business properties	5	4	3	2	1	9	0
21.	City efforts to enforce the required building permits for residential properties	5	4	3	2	1	9	0
22.	Management of traffic during construction	5	4	3	2	1	9	0

17. Please answer each of the following by circling yes or no.

1.	Does your home have an alley?	Yes	No
2.	Do you have Cox cable television?	Yes	No
3.	Do you have access to internet at home?	Yes	No
4.	Do you have a quality internet service provider?	Yes	No
5.	Are you a full-time student?	Yes	No
6.	Have you visited Downtown Tempe during the past year?	Yes	No
7.	Have you used public transit during the past year?	Yes	No
8.	Do you, or a member of your household have a disability?	Yes	No
9.	Do you own your home?	Yes	No

18. 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

19. What is your age? _____ years**20. What gender do you identify with? (1) Male (2) Female (3) Non-Binary****21. Do you have children in your household? (1) Yes [Answer Q21a.] (2) No [Go to Q22.]****21a. If yes, how many children in each age range?**

Ages 0-5: _____ Ages 6-13: _____ Ages 14-17: _____

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

- (01) Asian or Asian Indian (05) Native Hawaiian or other Pacific Islander
 (02) Black or African American (06) Hispanic, Spanish, or Latino/a/x
 (03) American Indian or Alaska Native (99) Other: _____
 (04) White or Caucasian

23. Primary language: (1) English (2) Spanish (3) Other: _____**24. Which of the following best describes your home?**

- (1) Single-Family (2) Other: _____

25. What barriers do you feel are preventing you from using the internet to connect with education, government services, social media, or information? [Check all that apply.]

- (1) Cost of service (4) Lack of or inadequate devices
 (2) I don't know how to find what I need (5) Lack of choice for internet providers
 (3) Training and education on how to use the internet (6) Other: _____

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

- (1) Less than high school (5) 2-year college (Associate's degree)
 (2) High school/GED or equivalent (6) 4-year college (Bachelor's degree)
 (3) Vocational/apprenticeship (7) Post Graduate degree
 (4) Some college

27. What is your household income?

- (1) Less than \$10,000 (5) \$35,000 to \$49,999 (9) \$150,000 to \$199,999
 (2) \$10,000 to \$14,999 (6) \$50,000 to \$74,999 (10) \$200,000 or more
 (3) \$15,000 to \$24,999 (7) \$75,000 to \$99,999
 (4) \$25,000 to \$34,999 (8) \$100,000 to \$149,999

28. Please imagine a ladder with steps numbered from zero (0) at the bottom to ten (10) at the top. The bottom of the ladder (0) represents the worst possible life for you and the top of the ladder (10) represents the best possible life for you. On which step of the ladder would you say you personally feel you stand at this time? _____**28a. On which step (0 to 10) do you think you will stand about FIVE YEARS from now? _____****29. Would you be willing to participate in future surveys sponsored by the City of Tempe?**

- (1) Yes [Answer 29a.] (2) No [END SURVEY]

29a. If you're willing to participate in future surveys, please provide your contact information.

Mobile Phone Number: _____ Email Address: _____

This concludes the survey. Thank you for your time!

Please return your survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

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.