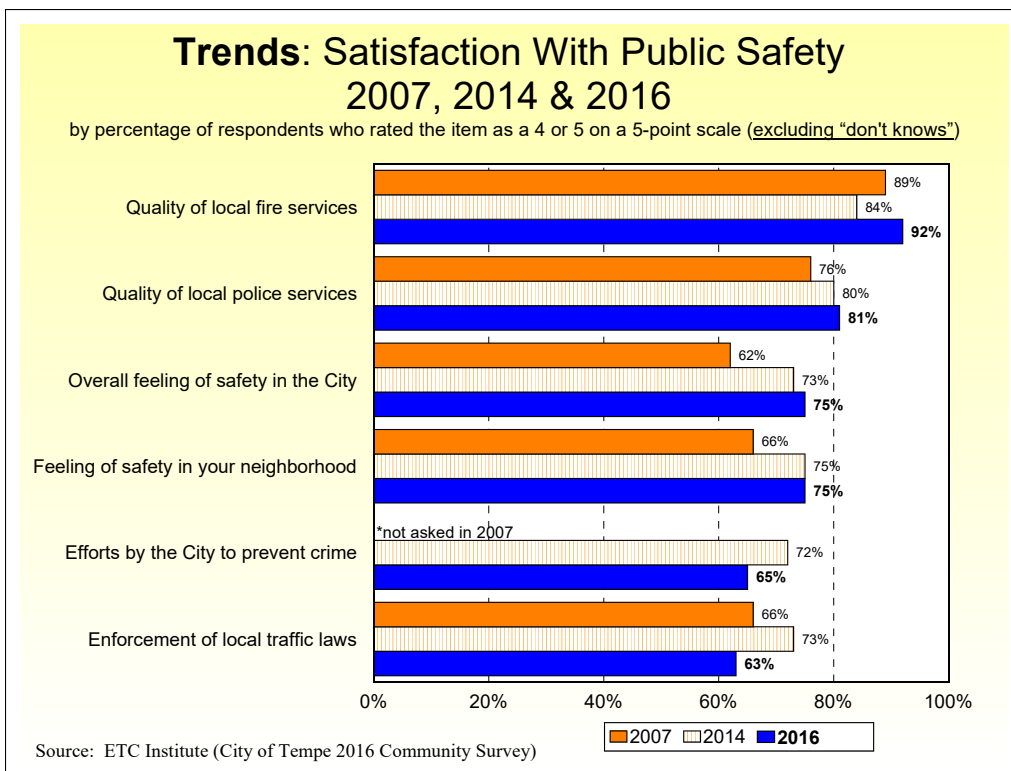
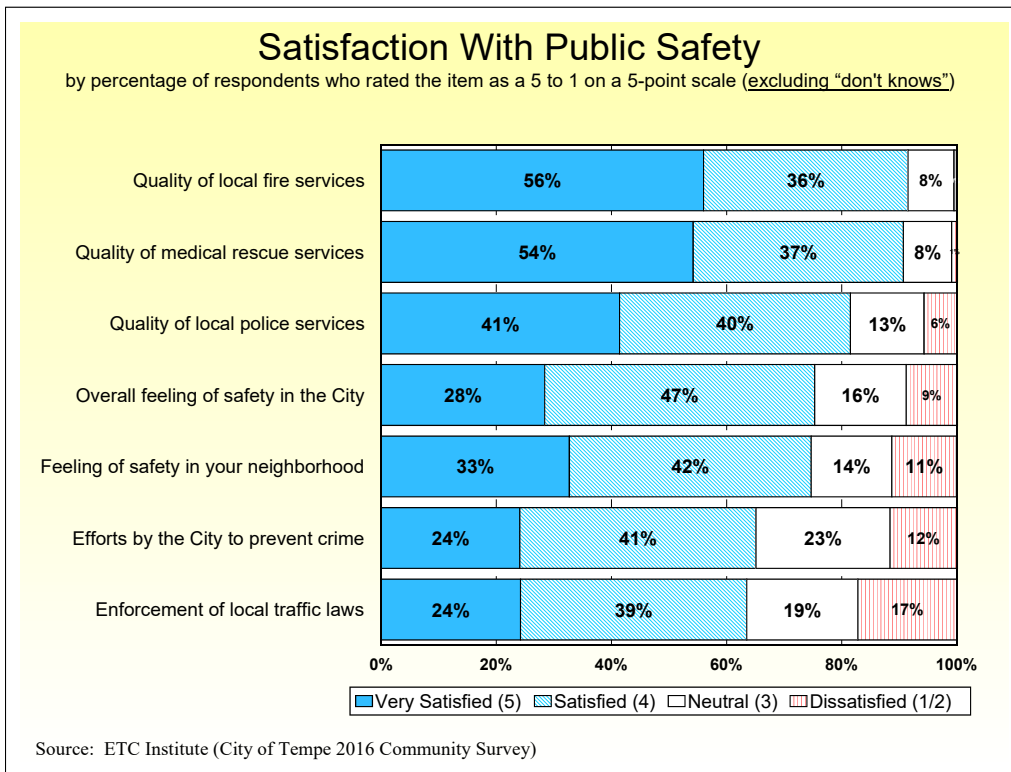


Section 1:
Charts and Graphs

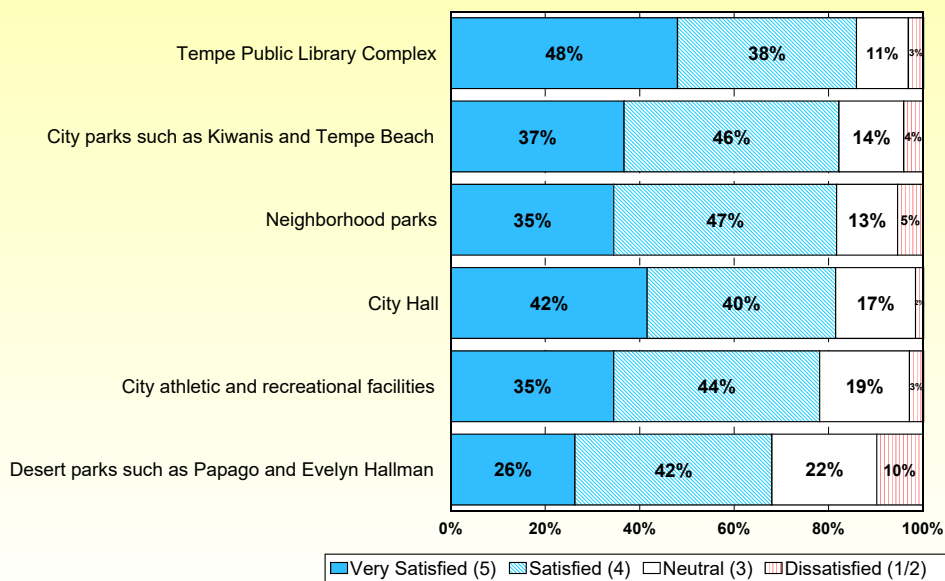
City of Tempe 
2016 Community Survey

Safe & Secure Communities



Feeling of Safety During the Day in the Following Places:

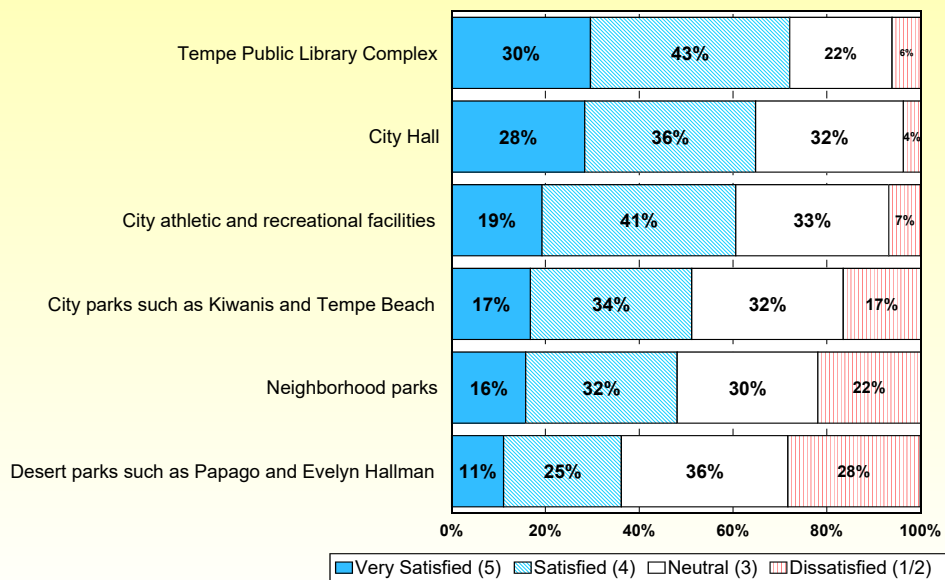
by percentage of respondents who rated the item as a 5 to 1 on a 5-point scale (excluding "don't knows")



Source: ETC Institute (City of Tempe 2016 Community Survey)

Feeling of Safety At Night in the Following Places:

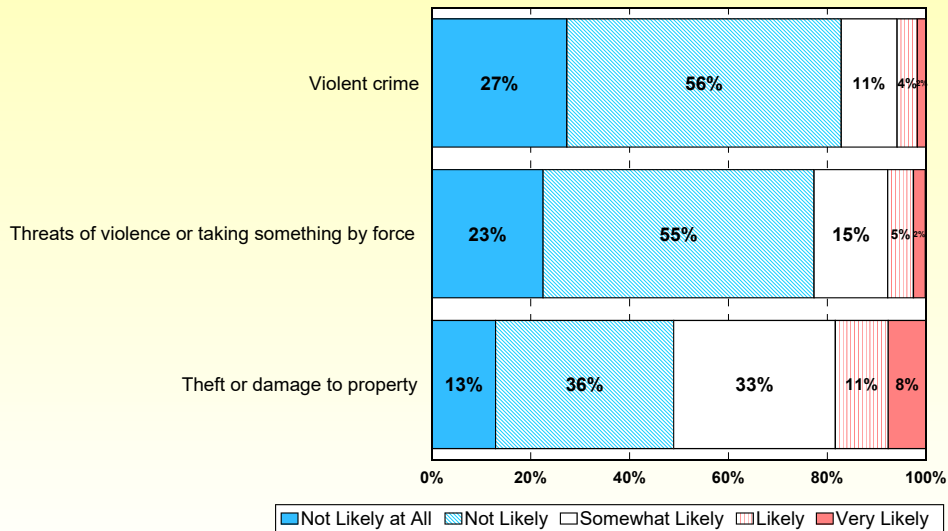
by percentage of respondents who rated the item as a 5 to 1 on a 5-point scale (excluding "don't knows")



Source: ETC Institute (City of Tempe 2016 Community Survey)

Perceived Likelihood of Becoming a Victim of Crime in Tempe in the Next 12 Months Involving:

by percentage of respondents (excluding "don't knows")

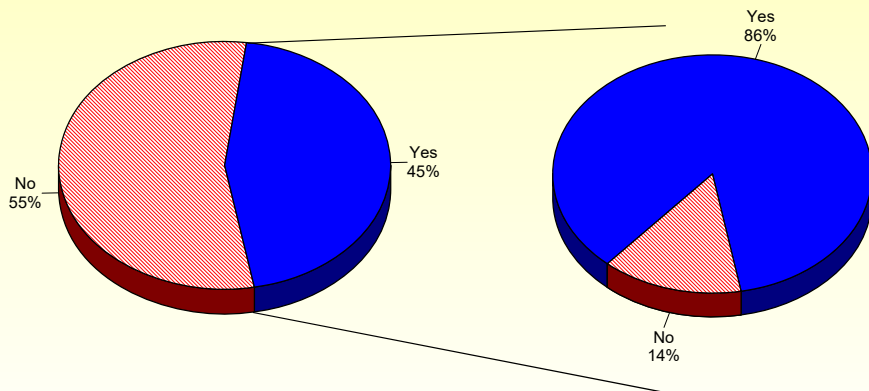


Source: ETC Institute (City of Tempe 2016 Community Survey)

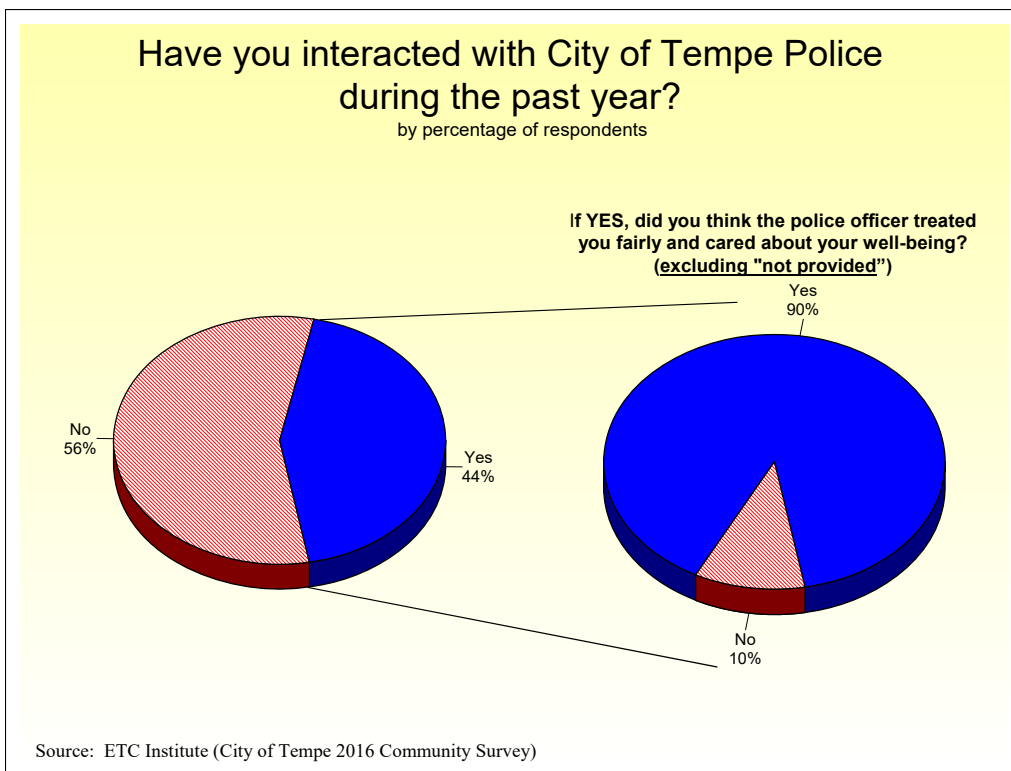
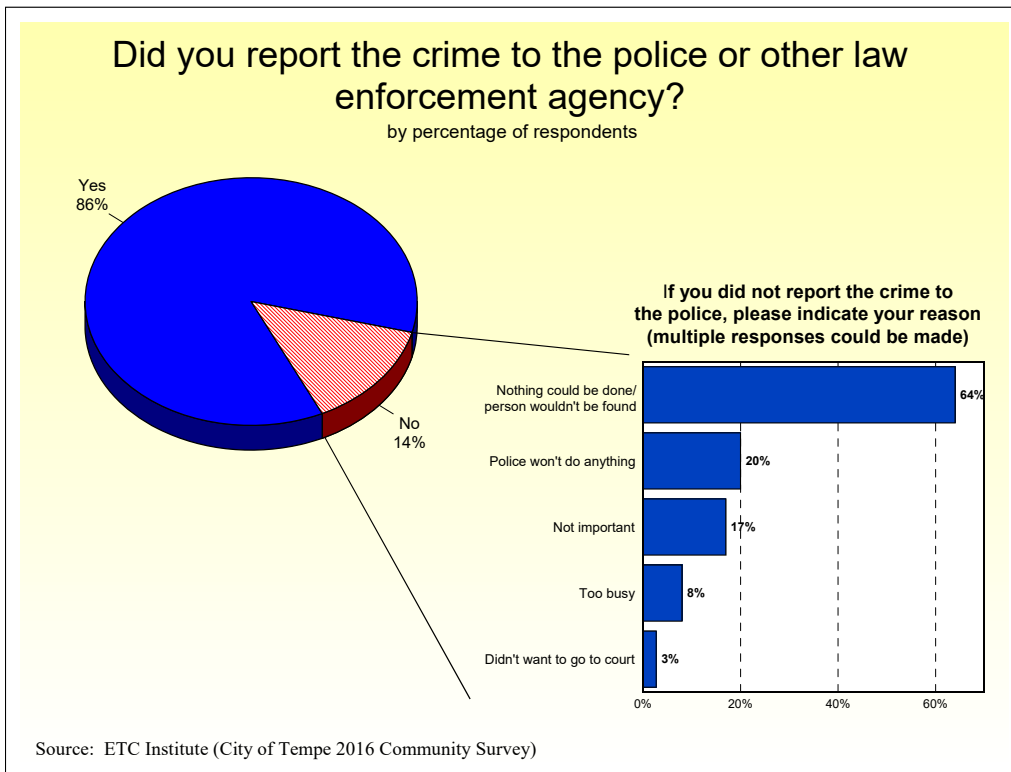
Have you been a victim of a crime in Tempe?

by percentage of respondents

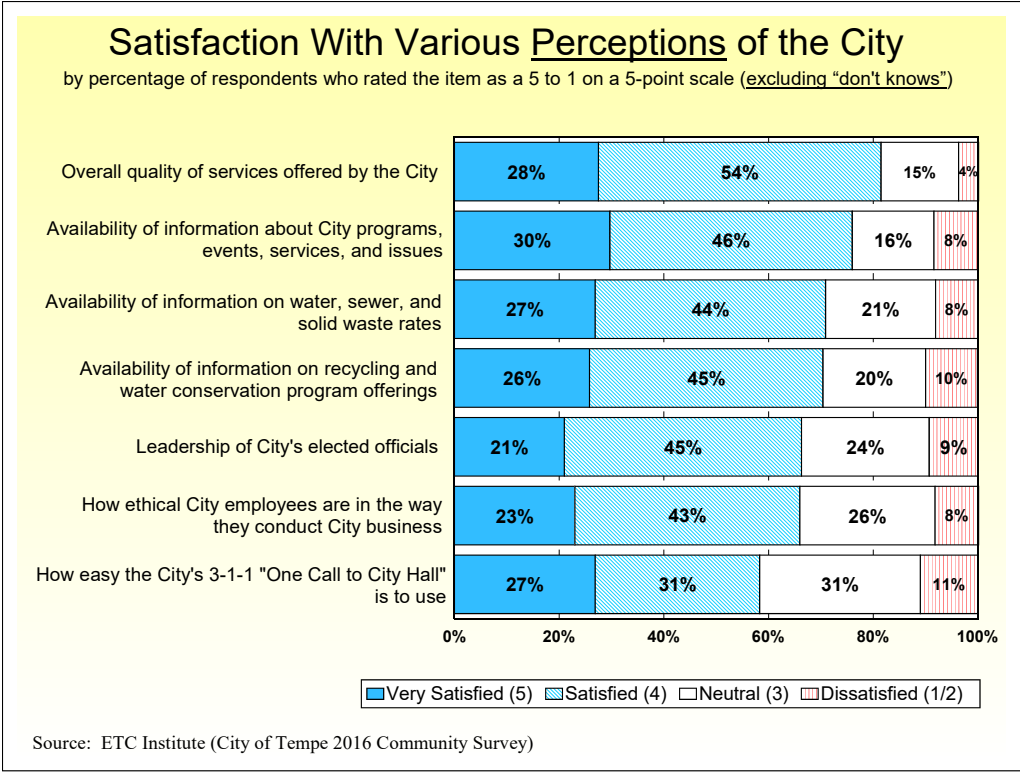
If YES, did you report the crime to the police or other law enforcement agency? (excluding "not provided")



Source: ETC Institute (City of Tempe 2016 Community Survey)

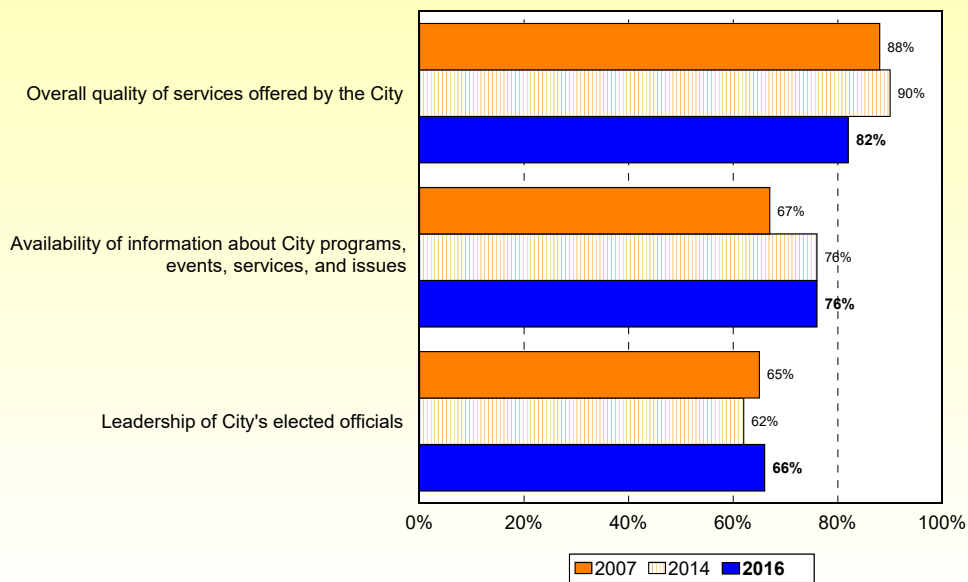


Strong Community Connections



Trends: Satisfaction With Various Perceptions of the City 2007, 2014 & 2016

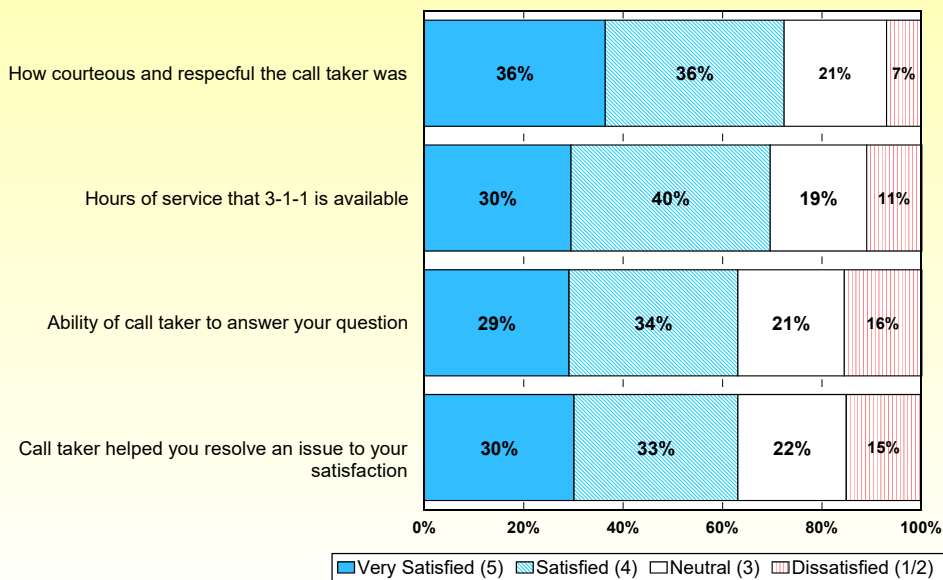
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't knows")



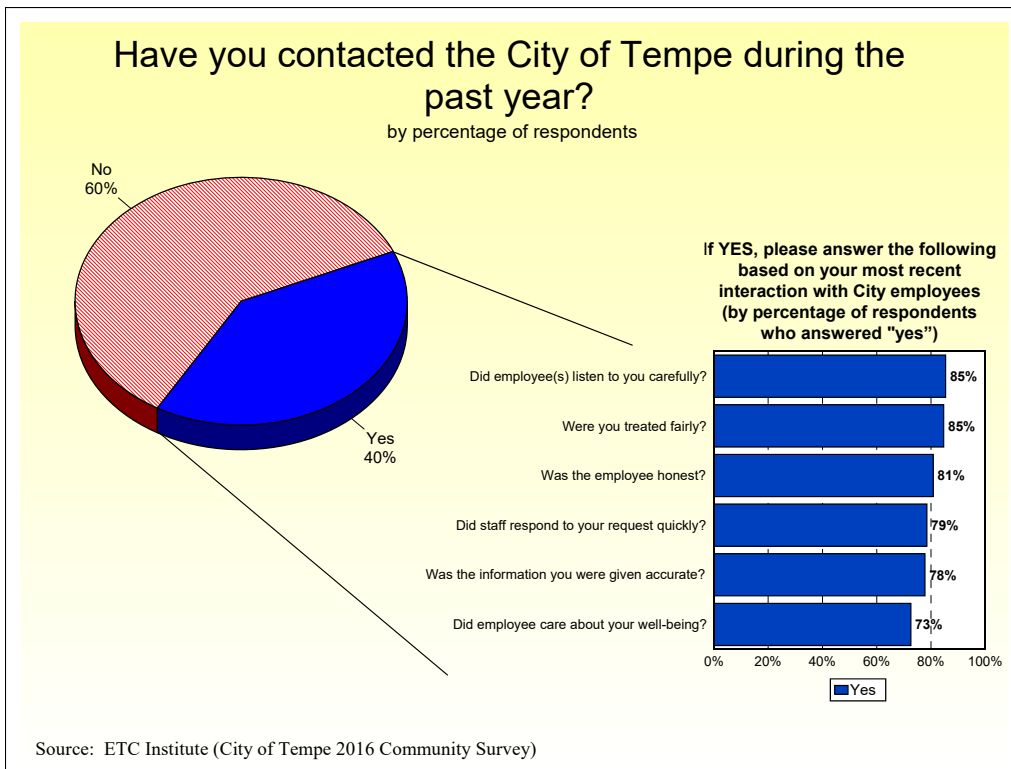
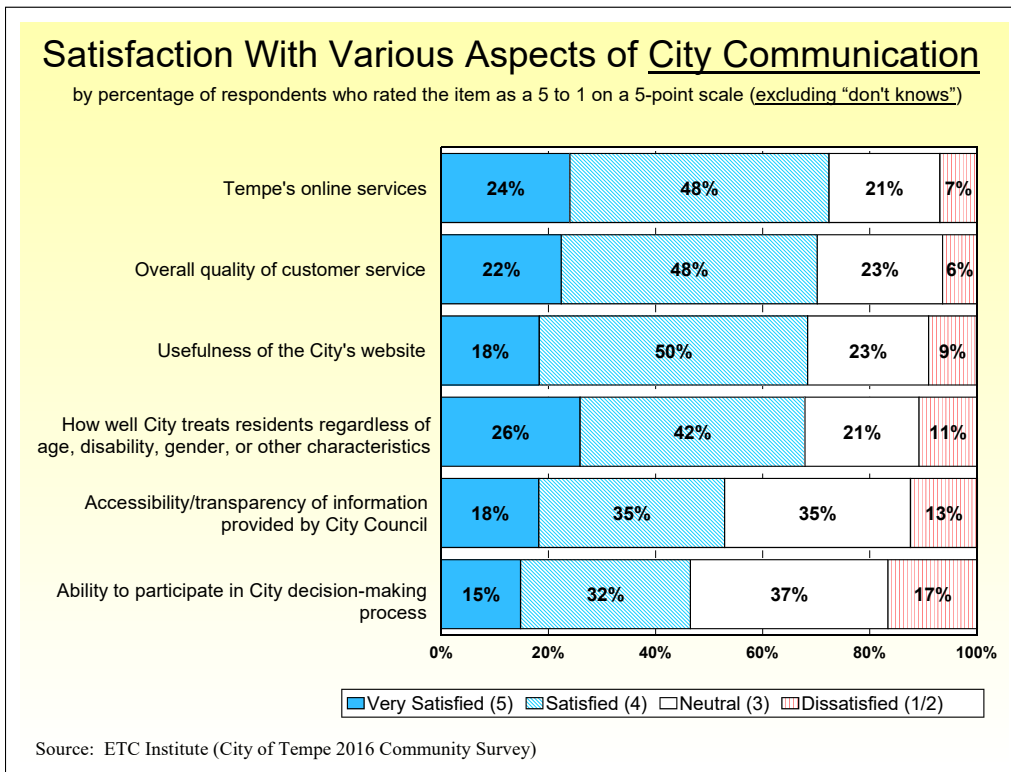
Source: ETC Institute (City of Tempe 2016 Community Survey)

Satisfaction With Various Aspects of 3-1-1 Service

by percentage of respondents who used 3-1-1 and rated the item as a 5 to 1 on a 5-point scale (excluding "don't knows")

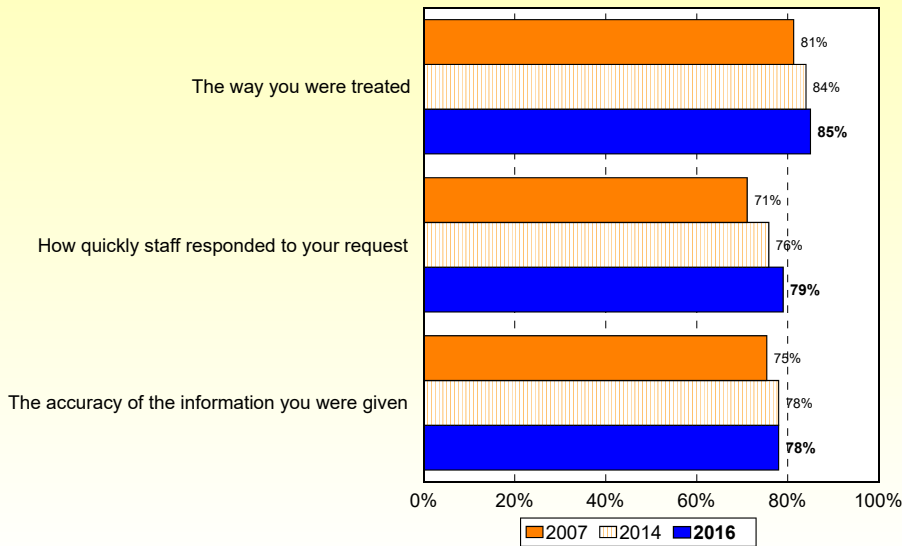


Source: ETC Institute (City of Tempe 2016 Community Survey)



Trends: Level of Satisfaction with Various Aspects of Customer Service 2007, 2014 & 2016

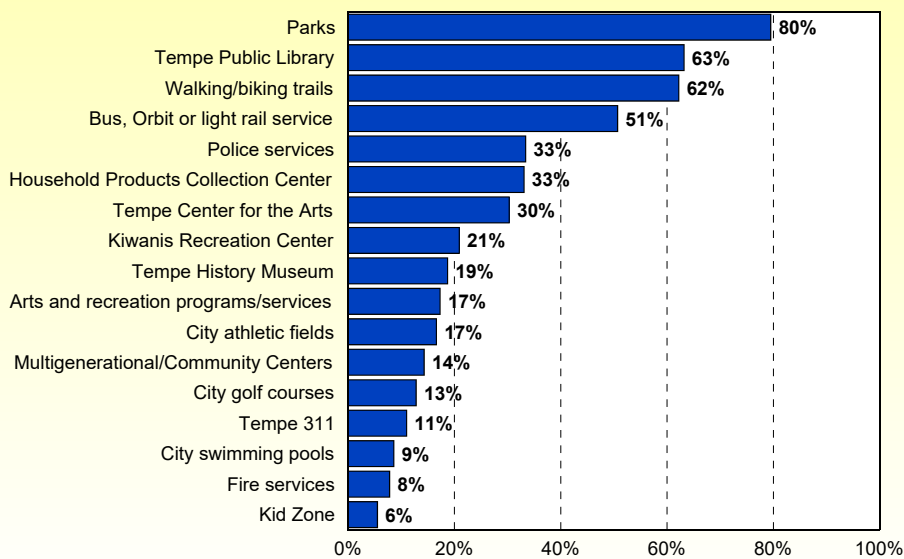
by percentage of respondents that contacted the City who rated the item as a 4 or 5 on a 5-point scale (excluding "don't knows")



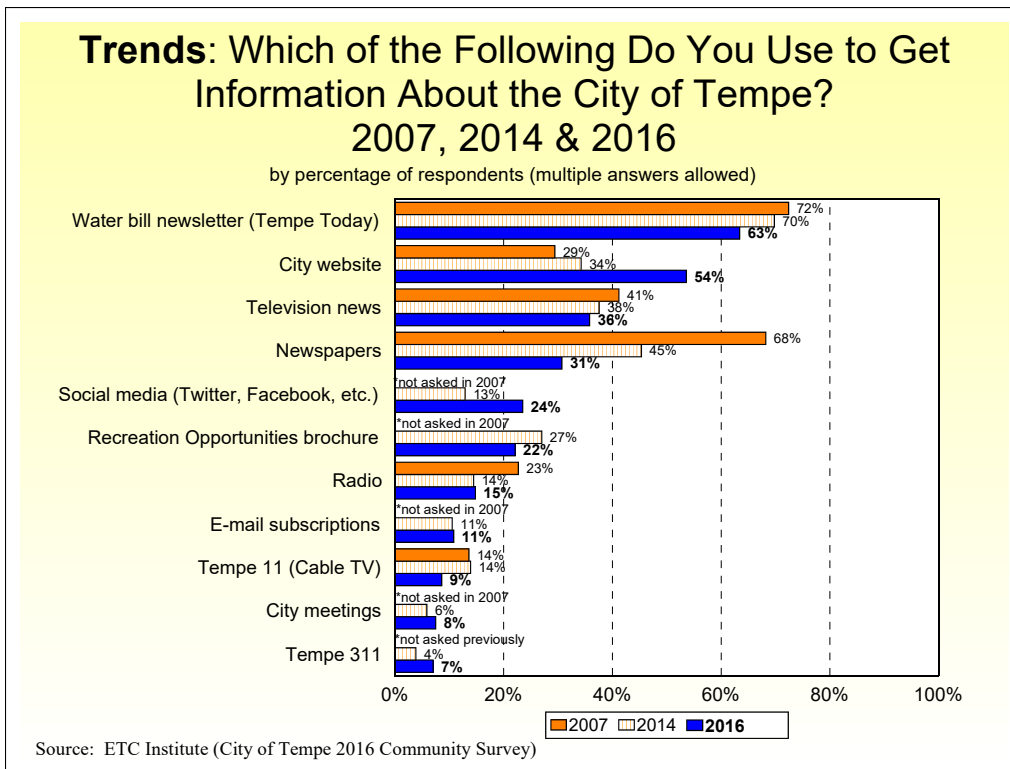
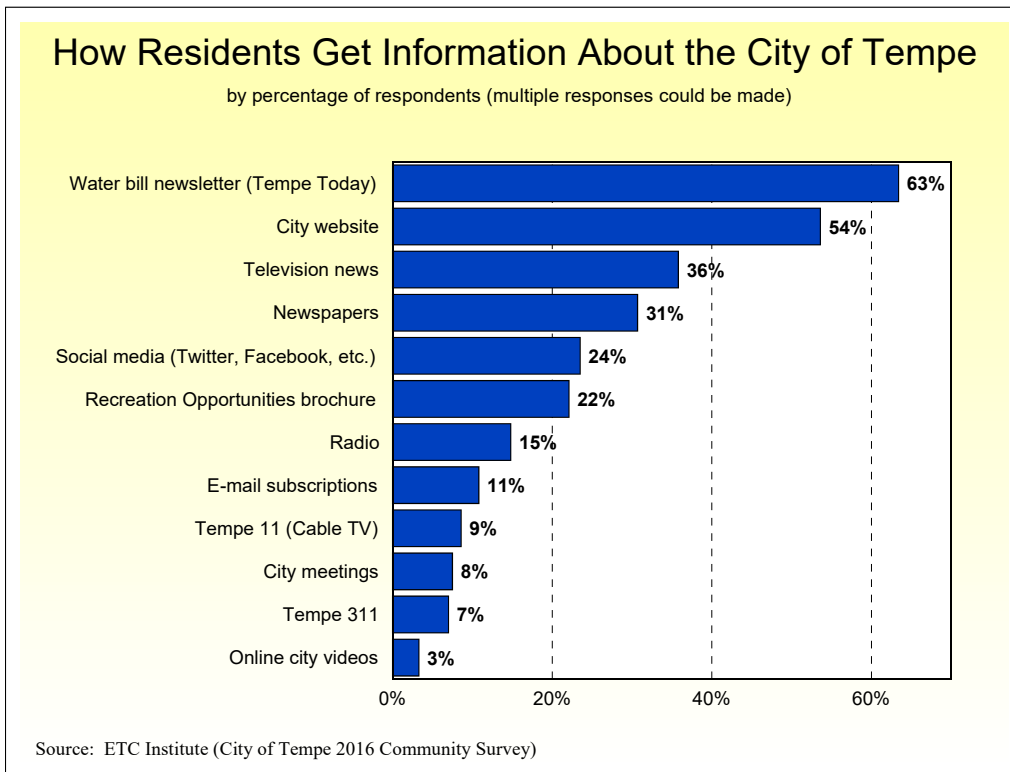
Source: ETC Institute (City of Tempe 2016 Community Survey)

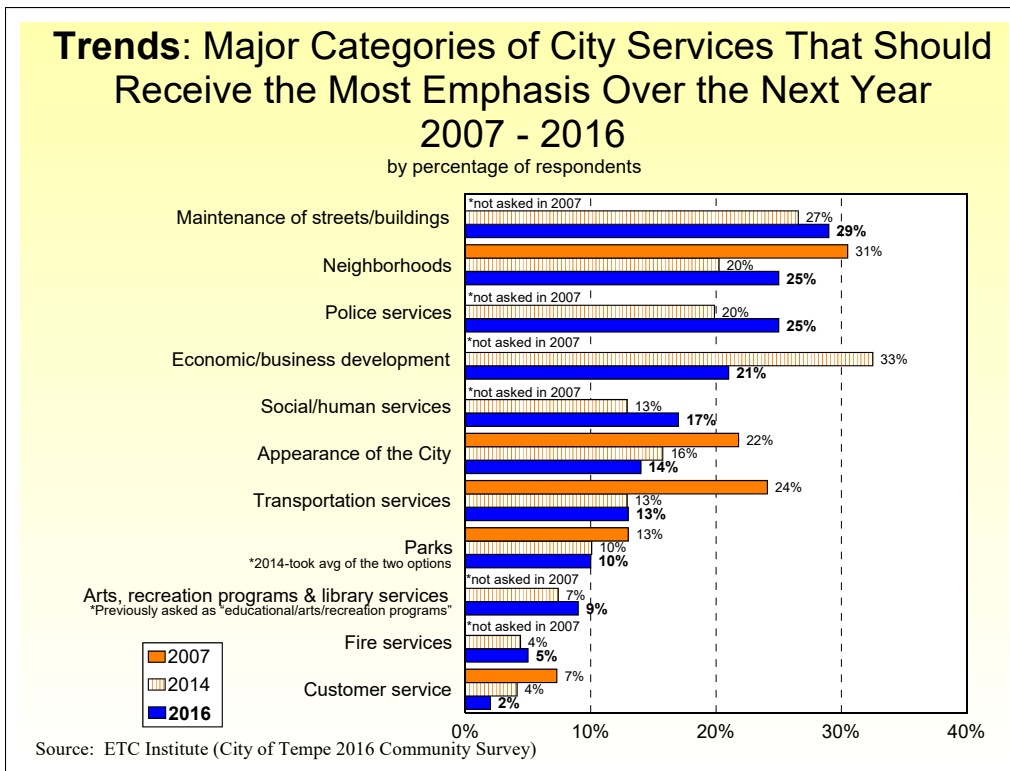
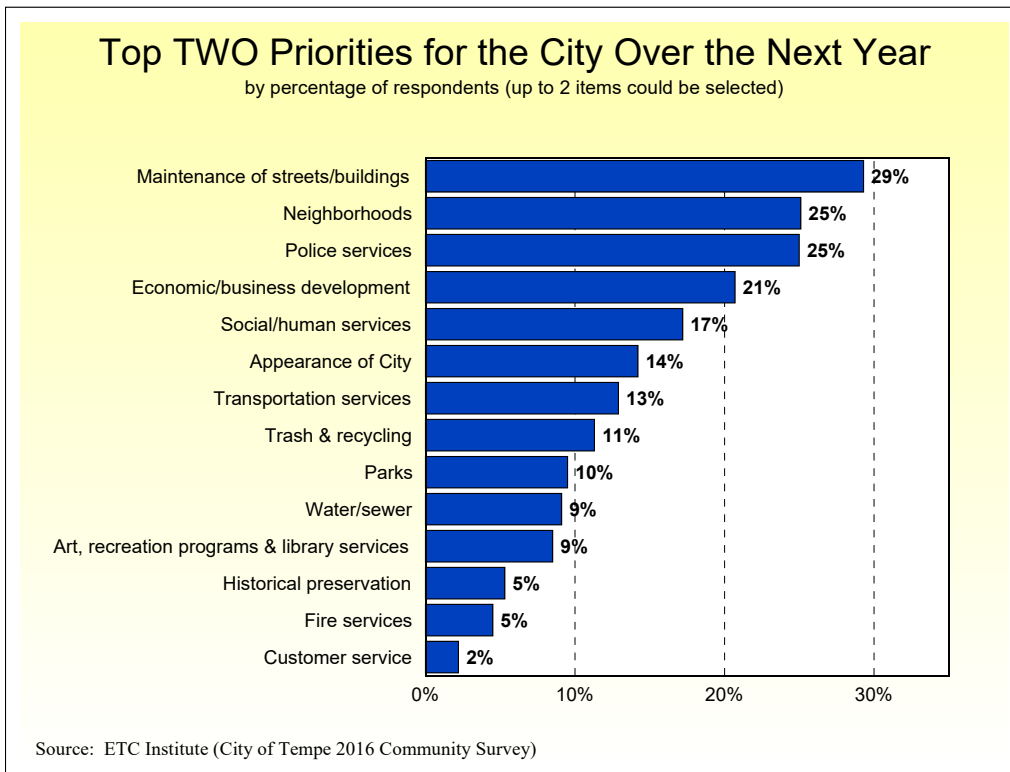
Use of City Services/Facilities by Respondents and Their Household Members During the Past 12 Months

by percentage of respondents (multiple responses could be made)



Source: ETC Institute (City of Tempe 2016 Community Survey)

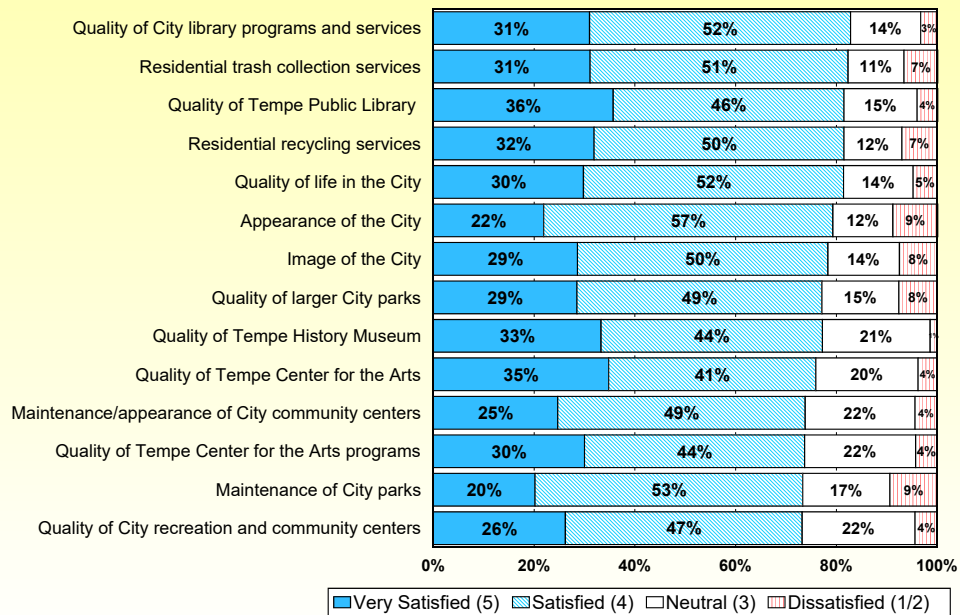




Quality of Life

Satisfaction With Quality Life and City Services

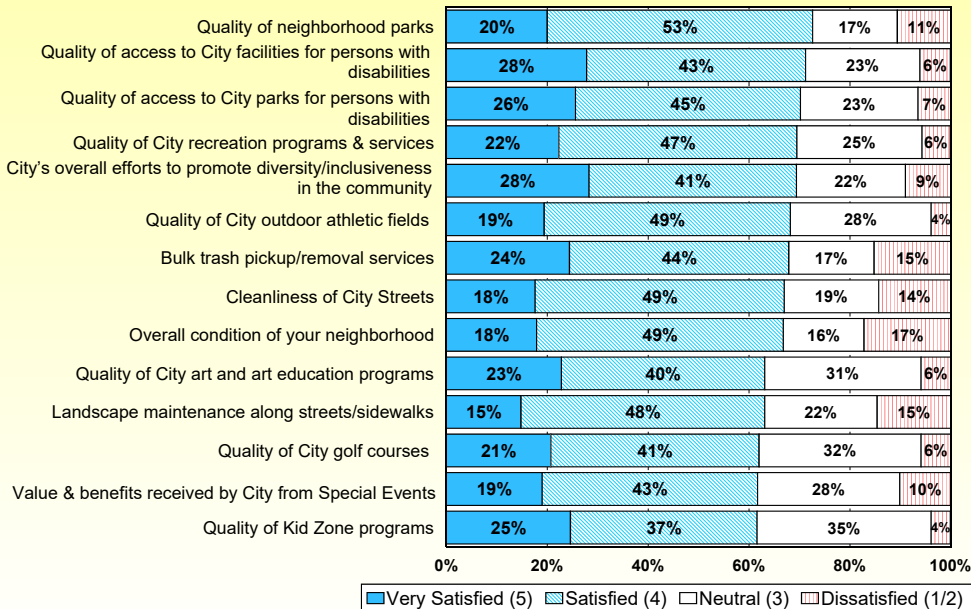
by percentage of respondents who rated the item as a 5 to 1 on a 5-point scale (excluding "don't knows")



Source: ETC Institute (City of Tempe 2016 Community Survey)

Satisfaction With Quality Life and City Services (Cont.)

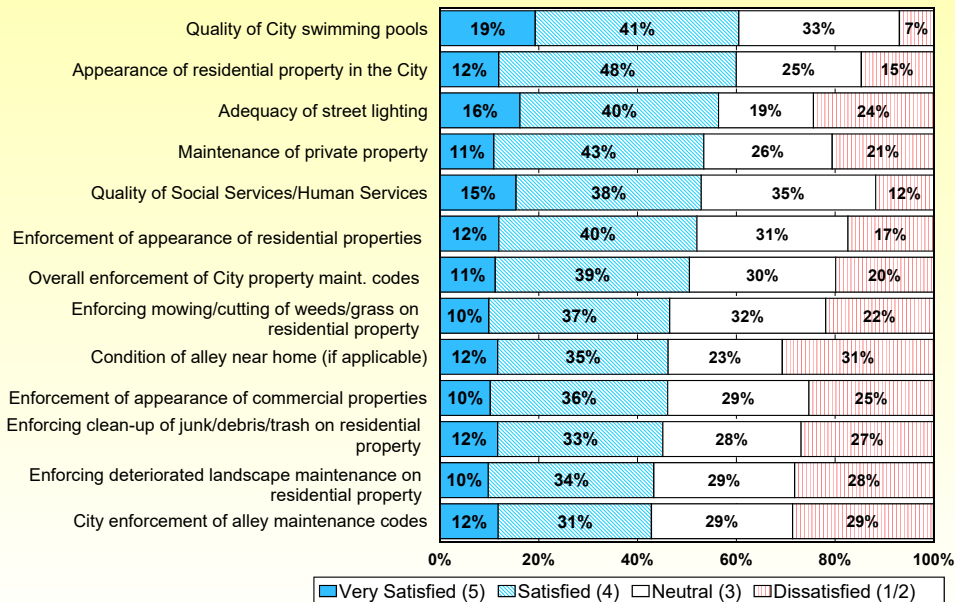
by percentage of respondents who rated the item as a 5 to 1 on a 5-point scale (excluding "don't knows")



Source: ETC Institute (City of Tempe 2016 Community Survey)

Satisfaction With Quality Life and City Services (Cont.)

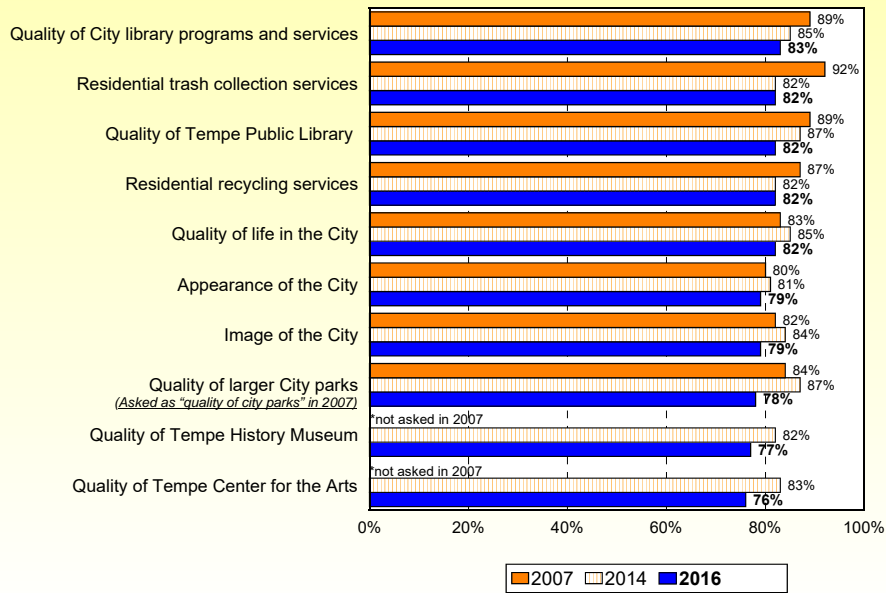
by percentage of respondents who rated the item as a 5 to 1 on a 5-point scale (excluding "don't knows")



Source: ETC Institute (City of Tempe 2016 Community Survey)

Trends (Chart 1 of 3): Satisfaction With Quality of Life and City Services: 2007, 2014 & 2016

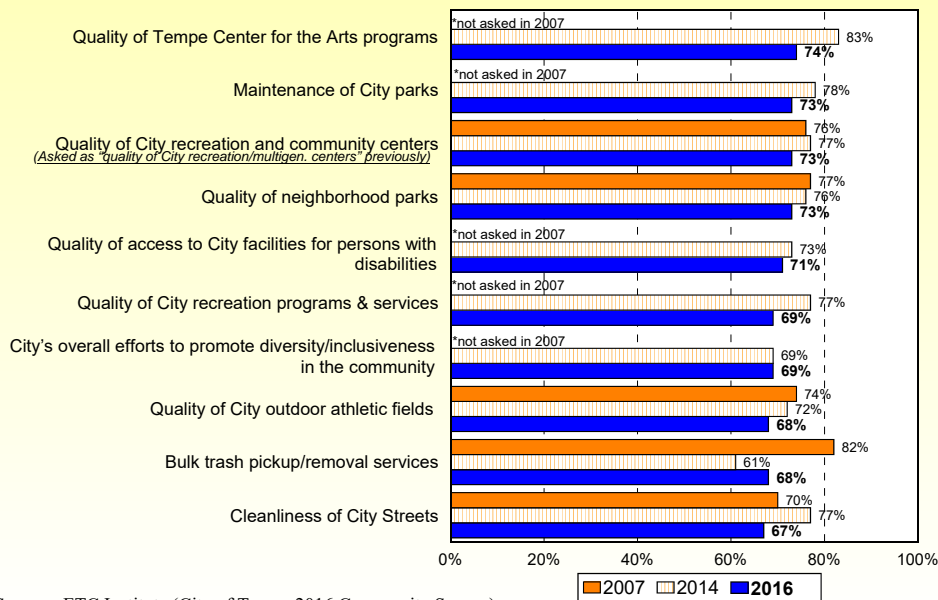
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (City of Tempe 2016 Community Survey)

Trends (Chart 2 of 3): Satisfaction With Quality of Life and City Services: 2007, 2014 & 2016

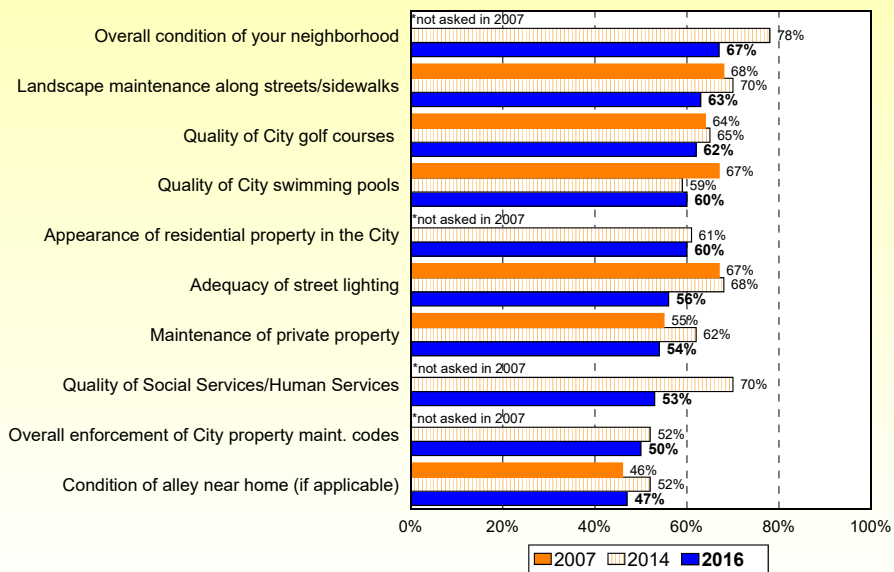
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (City of Tempe 2016 Community Survey)

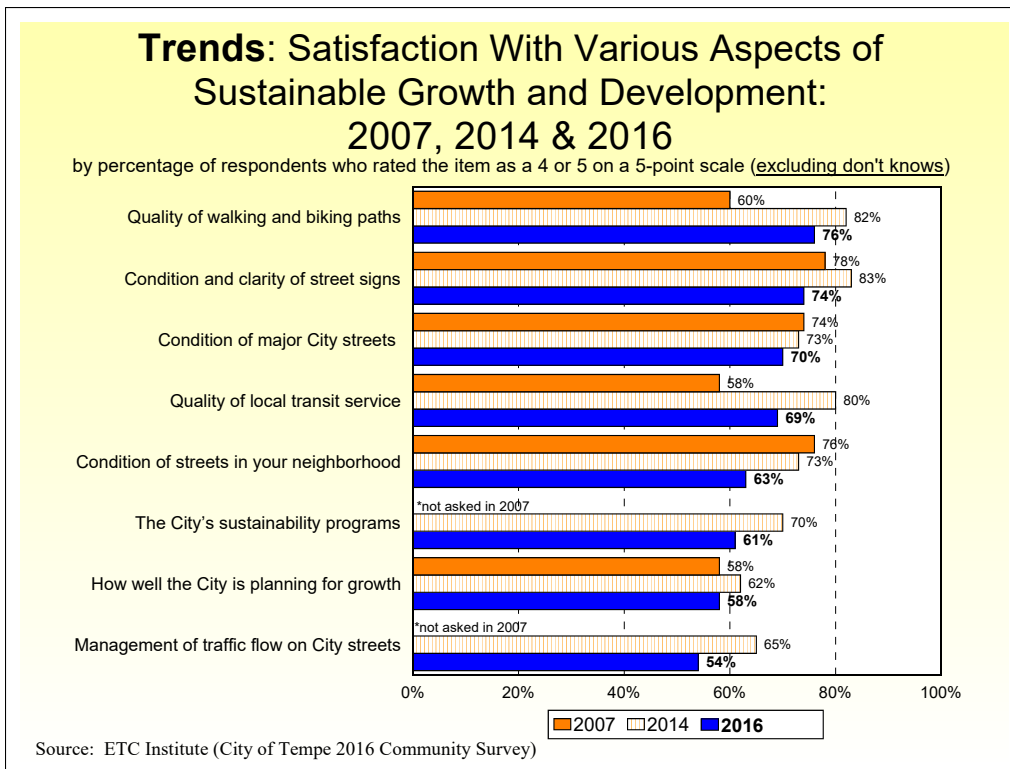
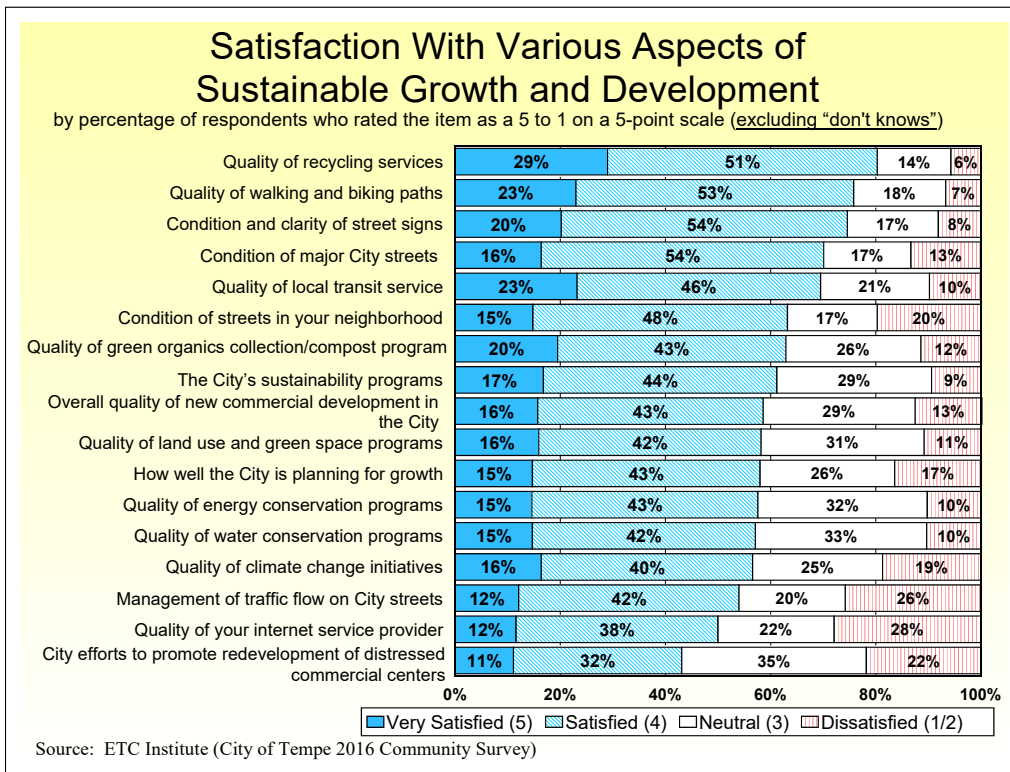
Trends (Chart 3 of 3): Satisfaction With Quality of Life and City Services: 2007, 2014 & 2016

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (City of Tempe 2016 Community Survey)

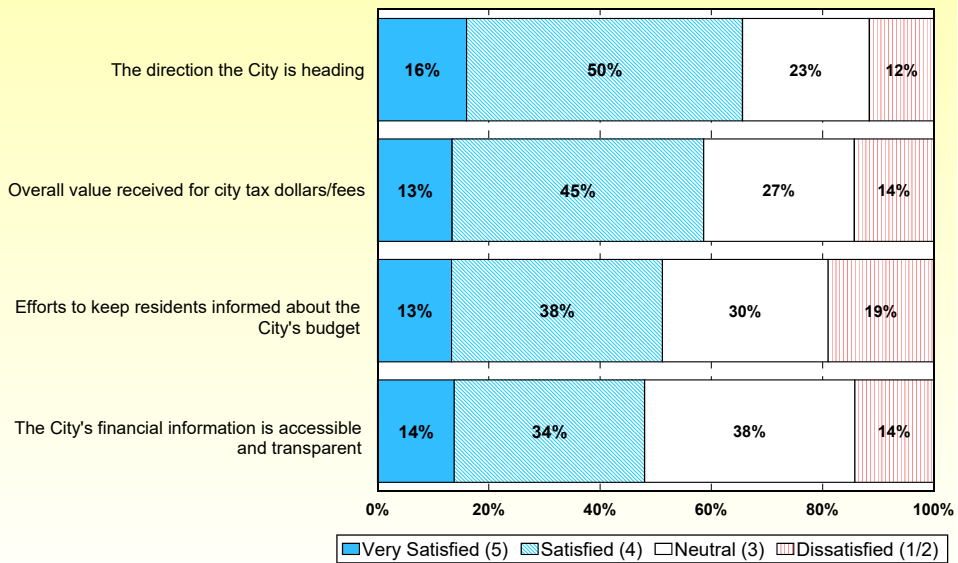
Sustainable Growth and Development



Maintaining Financial Stability and Vitality

Satisfaction With Various Aspects of Financial Stability and Vitality

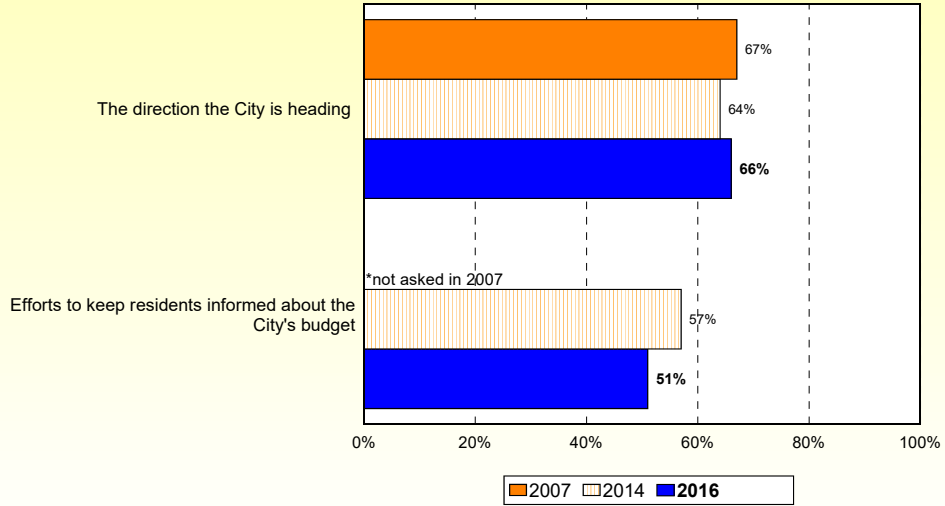
by percentage of respondents who rated the item as a 5 to 1 on a 5-point scale (excluding "don't knows")



Source: ETC Institute (City of Tempe 2016 Community Survey)

**Trends: Satisfaction With Various Aspects of Financial Stability and Vitality:
2007, 2014 & 2016**

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

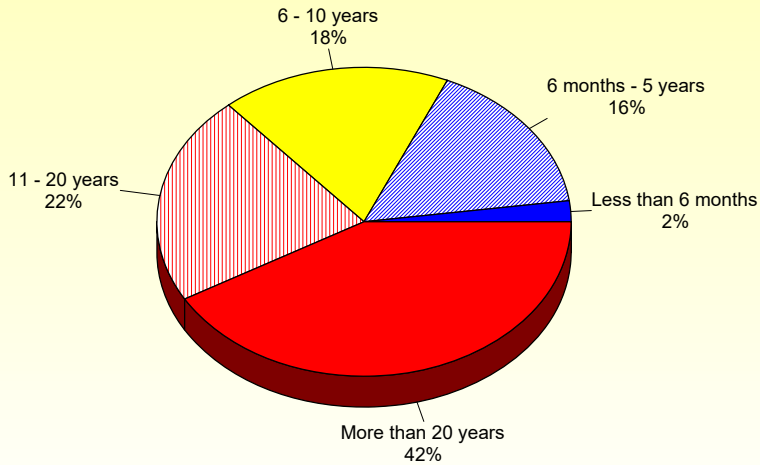


Source: ETC Institute (City of Tempe 2016 Community Survey)

Demographics

Demographics: Approximately how many years have you lived in Tempe?

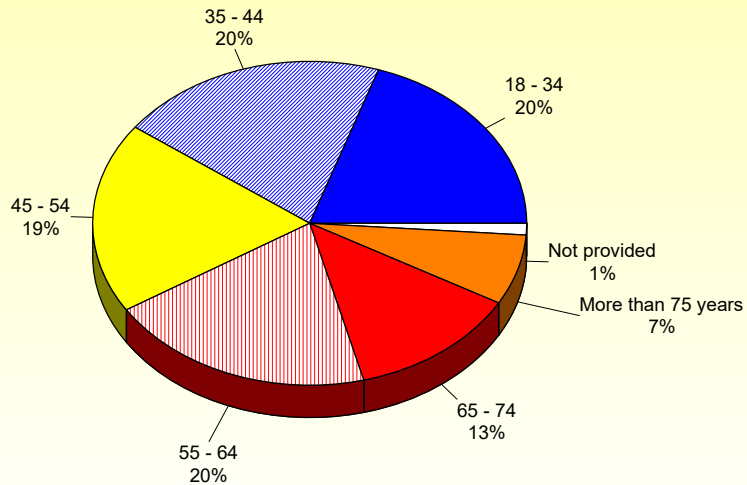
by percentage of respondents



Source: ETC Institute (City of Tempe 2016 Community Survey)

Demographics: What is your age?

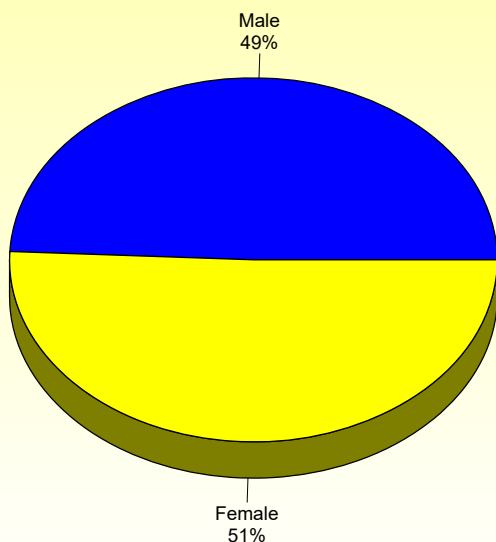
by percentage of respondents



Source: ETC Institute (City of Tempe 2016 Community Survey)

Demographics: What gender do you identify with?

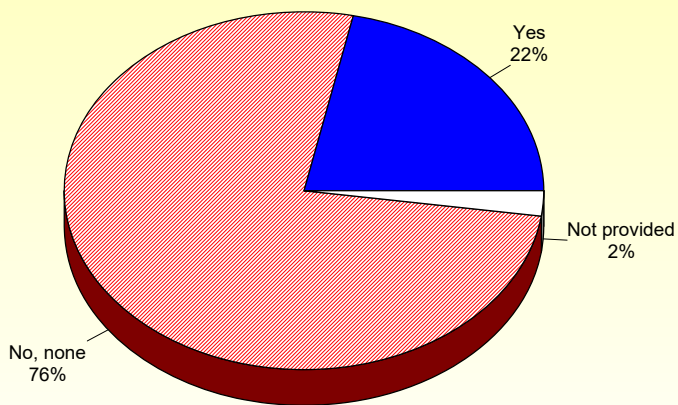
by percentage of respondents



Source: ETC Institute (City of Tempe 2016 Community Survey)

Demographics: Do any children live with you in Tempe?

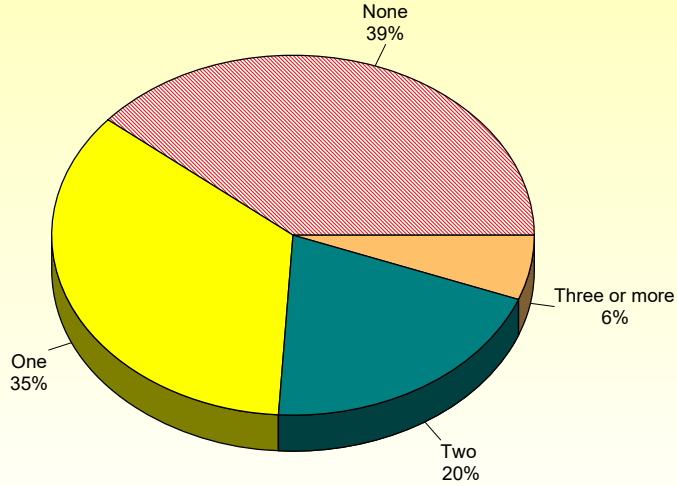
by percentage of respondents



Source: ETC Institute (City of Tempe 2016 Community Survey)

Demographics: If you have children living in Tempe, how many attend public schools?

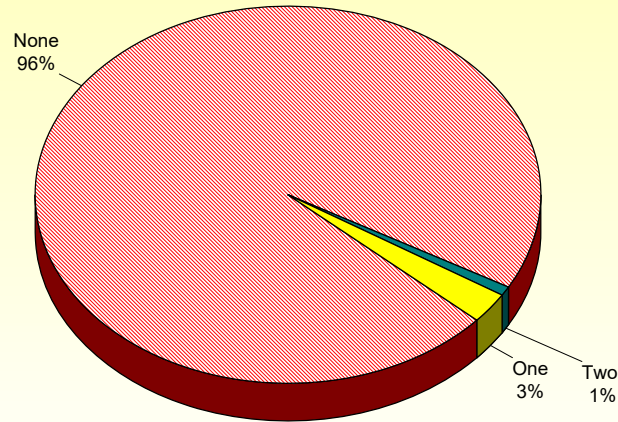
by percentage of respondents who have children living in Tempe



Source: ETC Institute (City of Tempe 2016 Community Survey)

Demographics: If you have children living in Tempe, how many are home schooled?

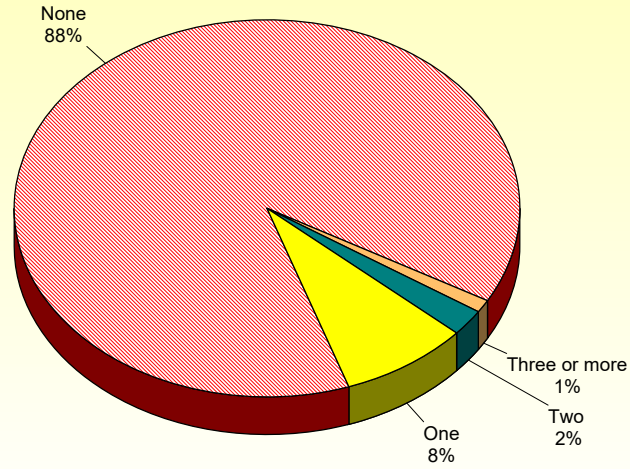
by percentage of respondents who have children living in Tempe



Source: ETC Institute (City of Tempe 2016 Community Survey)

Demographics: If you have children living in Tempe, how many attend charter schools?

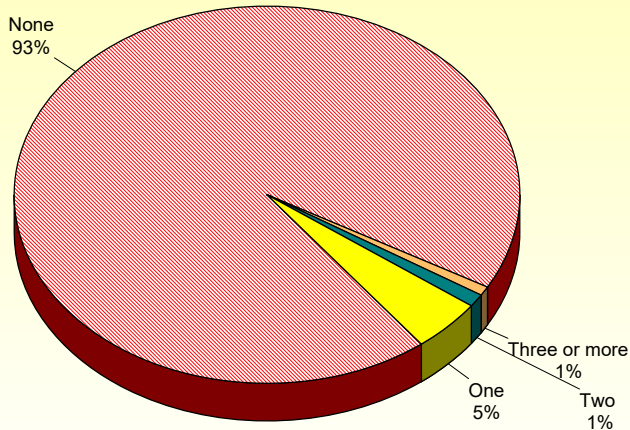
by percentage of respondents who have children living in Tempe



Source: ETC Institute (City of Tempe 2016 Community Survey)

Demographics: If you have children living in Tempe, how many attend private schools?

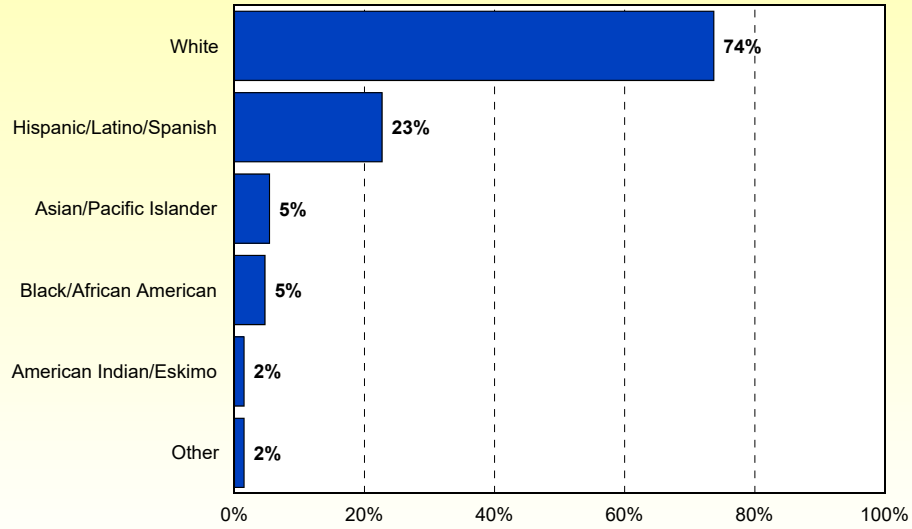
by percentage of respondents who have children living in Tempe



Source: ETC Institute (City of Tempe 2016 Community Survey)

Demographics: Which of the following best describes your race/ethnicity?

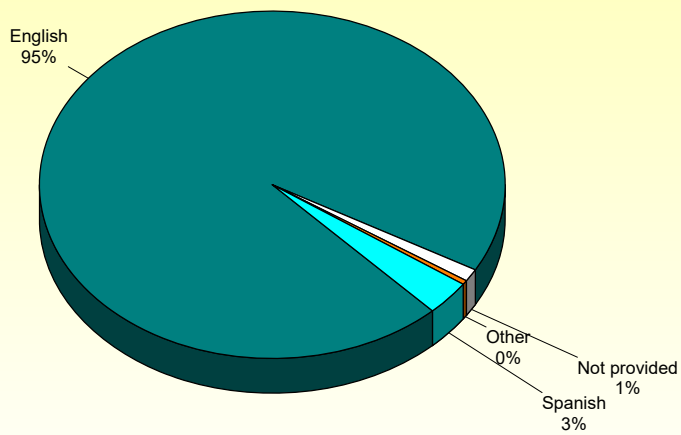
by percentage of respondents



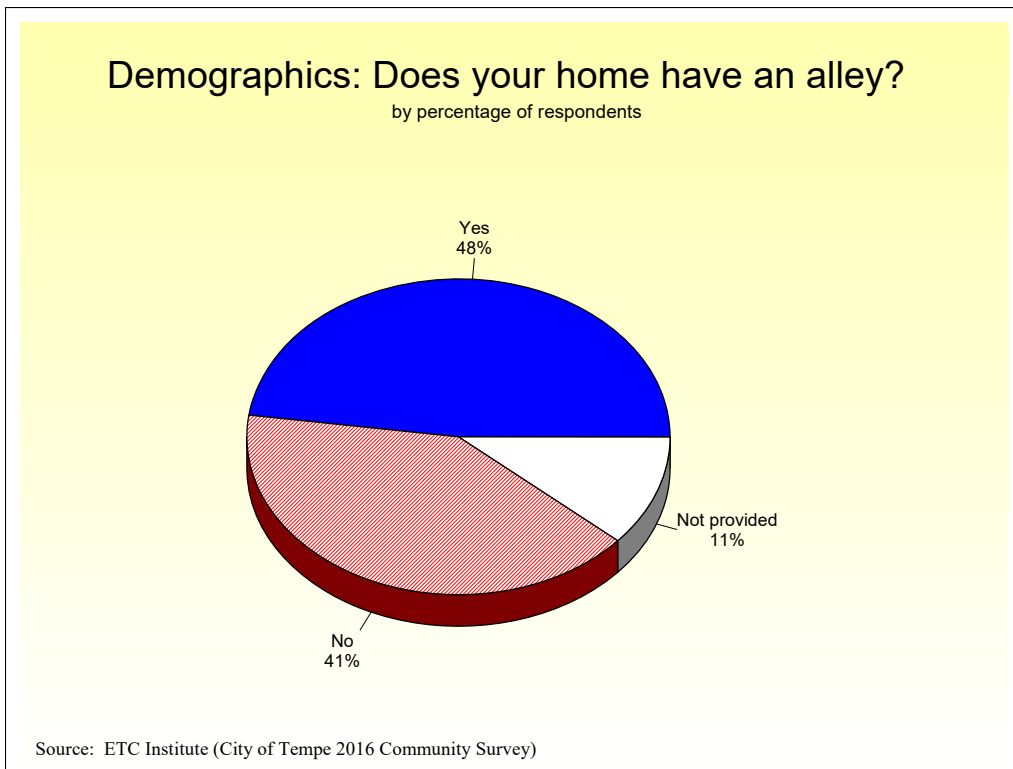
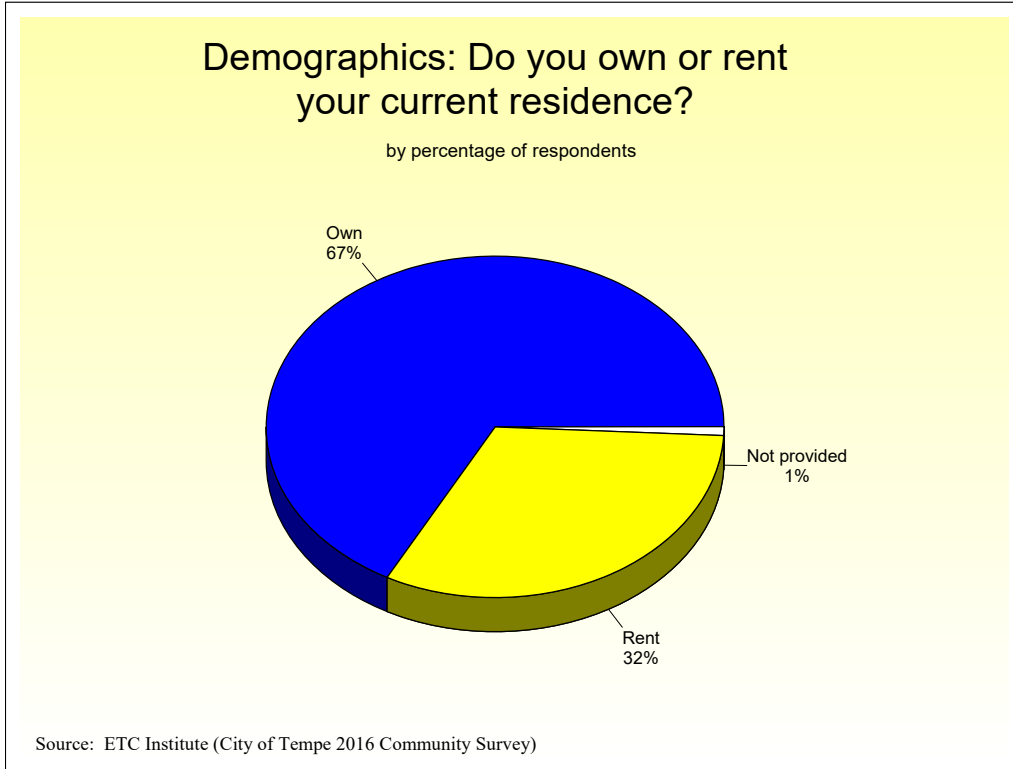
Source: ETC Institute (City of Tempe 2016 Community Survey)

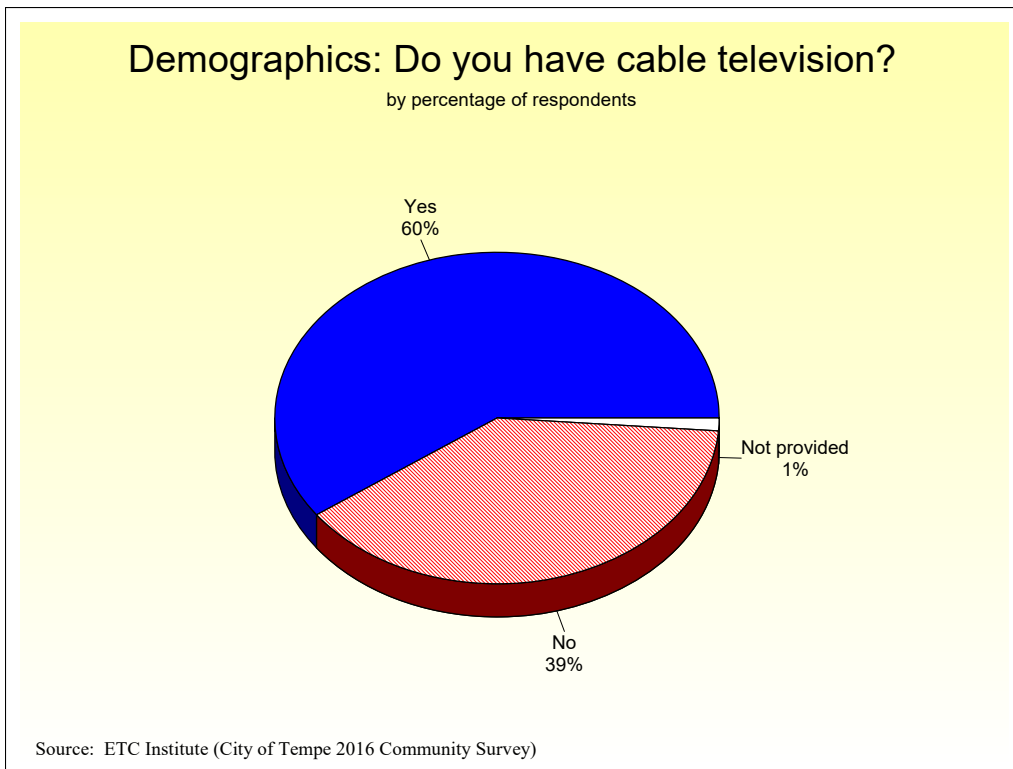
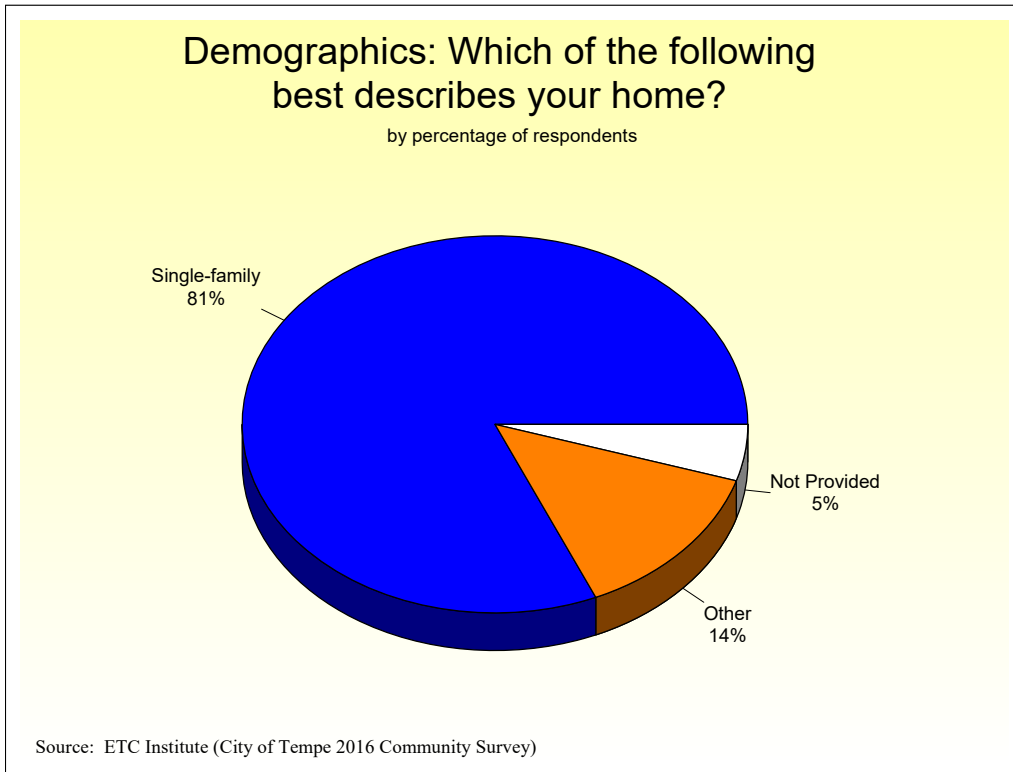
Demographics: Primary language

by percentage of respondents



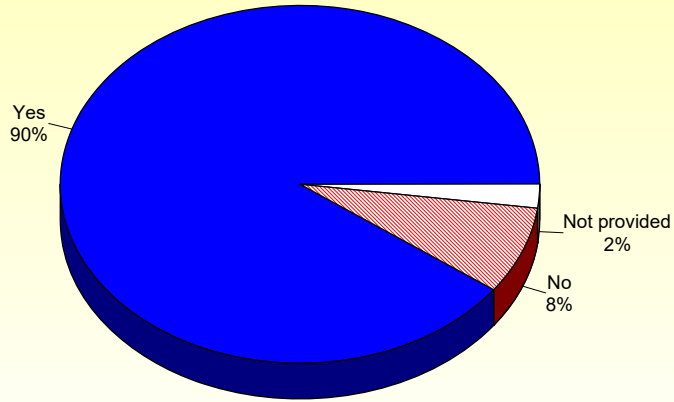
Source: ETC Institute (City of Tempe 2016 Community Survey)





Demographics: Do you have internet access at home?

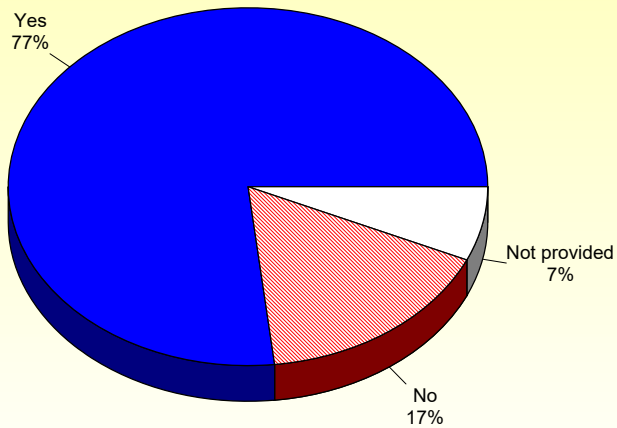
by percentage of respondents



Source: ETC Institute (City of Tempe 2016 Community Survey)

Demographics: Do you have a smart phone?

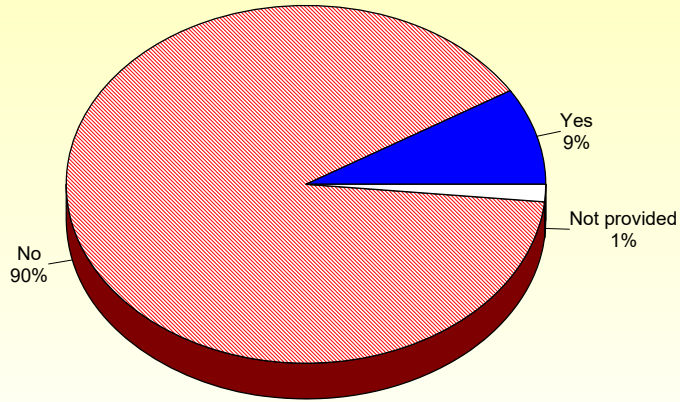
by percentage of respondents



Source: ETC Institute (City of Tempe 2016 Community Survey)

Demographics: Are you a full-time student?

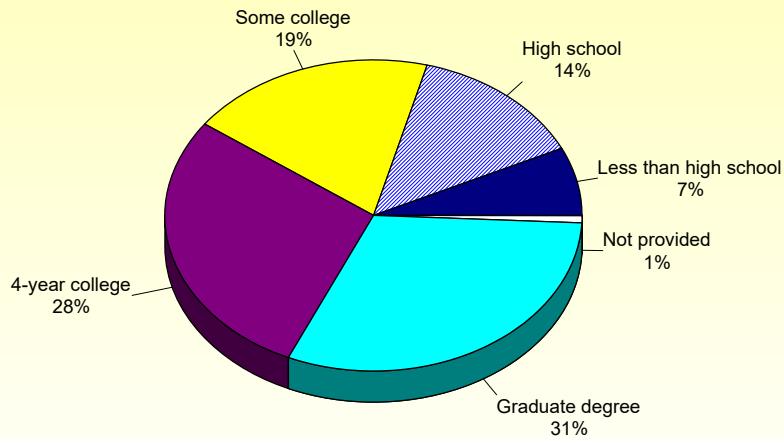
by percentage of respondents



Source: ETC Institute (City of Tempe 2016 Community Survey)

Demographics: What is the highest level of education that you have completed?

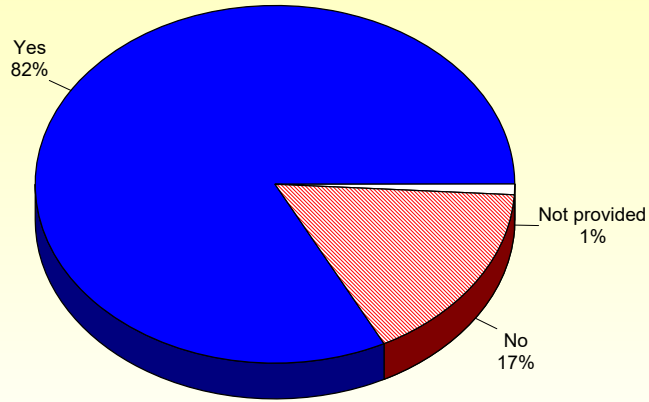
by percentage of respondents



Source: ETC Institute (City of Tempe 2016 Community Survey)

Demographics: Have you visited Downtown Tempe during the past year?

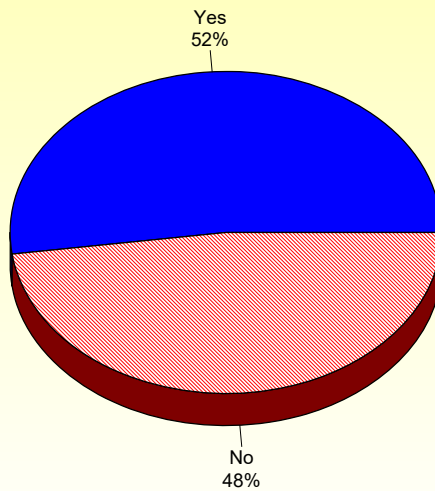
by percentage of respondents



Source: ETC Institute (City of Tempe 2016 Community Survey)

Demographics: Have you used public transit during the past year?

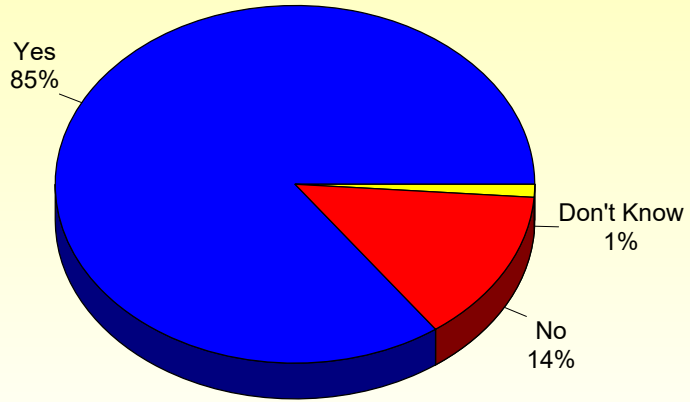
by percentage of respondents



Source: ETC Institute (City of Tempe 2016 Community Survey)

Demographics: Did You Visit Downtown Tempe This Past Year?

by percentage of respondents



Source: ETC Institute (2015)

Section 2:
Benchmarking Analysis

Benchmarking Analysis

The City of Tempe, AZ

Overview

ETC Institute's DirectionFinder® program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 210 cities and counties in 43 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2016 that is part of a random sample of over 4,000 residents in the continental United States and (2) individual community surveys that were administered in 28 medium-sized cities (population of 100,000 to 250,000) from July 2013 to October 2016. The “U.S. Average” shown in this report reflects the overall results of ETC Institute’s national survey. The results from individual cities were used as the basis for developing the ranges of performance that are shown in this report for specific types of services.

The 28 communities included in the performance ranges that are shown in this report are listed below:

- Abilene, Texas
- Arlington County, Virginia
- Columbia, Missouri
- Coral Springs, Florida
- Clay County, Missouri
- Davenport, Iowa
- Des Moines, Iowa
- Durham, North Carolina
- Fayetteville, North Carolina
- Fort Lauderdale, Florida
- High Point, North Carolina
- Independence, Missouri
- Mesa County, Colorado
- Naperville, Illinois
- Newport News, Virginia
- Norman, Oklahoma
- Olathe, Kansas
- Overland Park, Kansas
- Pueblo, Colorado
- Round Rock, Texas
- Richmond, Virginia
- Springfield, Missouri
- Shawnee, Oklahoma
- Tempe, Arizona
- Topeka, Kansas
- Vancouver, Washington
- Wilmington, North Carolina
- Yuma, Arizona

Comparisons to the National Average

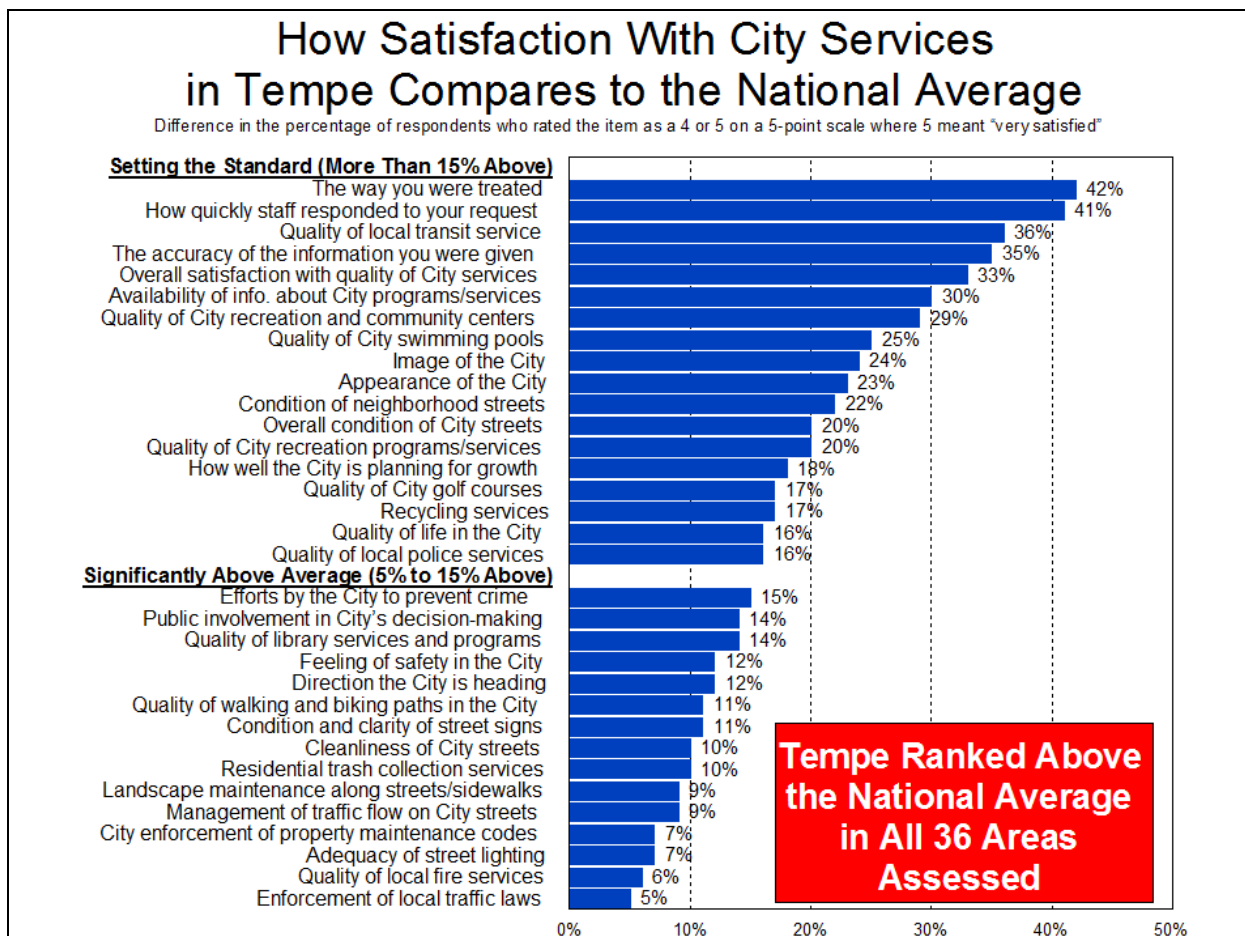
In 2016, the City of Tempe rated above the national average in all 36 areas that were assessed on the survey. The City ranked significantly above the national average (difference of 5% or more) in 33 of the 36 areas that were rated.

The City rated more than 15% above the national average in the following areas:

- Satisfaction with the way you were treated by City employees rated 42% above the national average (85% in Tempe vs. 43% in U.S.).
- Satisfaction with how quickly City staff responded to requests rated 41% above the national average (79% in Tempe vs. 38% in U.S.).
- Satisfaction with local transit service rated 36% above the national average (69% in Tempe vs. 33% in U.S.).
- Satisfaction with the accuracy of information you were given rated 35% above the national average (78% in Tempe vs. 43% in U.S.).
- Overall satisfaction with quality of City services rated 33% above the national average (82% in Tempe vs. 49% U.S.).
- Satisfaction with the availability of information about City programs and services rated 30% above the national average (76% in Tempe vs. 46% in U.S.).
- Satisfaction the quality of City recreation and community centers rated 29% above the national average (73% in Tempe vs. 44% U.S.).
- Satisfaction with the quality of City swimming pools rated 25% above the national average (60% in Tempe vs. 35% U.S.).
- Satisfaction with the image of the City rated 24% above the national average (79% in Tempe vs. 55% U.S.).
- Satisfaction with the appearance of the City rated 23% above the national average (79% in Tempe vs. 56% U.S.).
- Satisfaction with the condition of neighborhood streets rated 22% above the national average (63% in Tempe vs. 41% U.S.).
- Satisfaction with the overall condition of City streets rated 20% above the national average (70% in Tempe vs. 50% U.S.).
- Satisfaction with the quality of City recreation programs and services rated 20% above the national average (69% in Tempe vs. 49% U.S.).

- Satisfaction with how well the City is planning for growth rated 18% above the national average (58% in Tempe vs. 40% U.S.).
- Satisfaction with the quality of the City golf courses rated 17% above the national average (62% in Tempe vs. 45% U.S.).
- Satisfaction with recycling services rated 17% above the national average (82% in Tempe vs. 65% U.S.).
- Satisfaction with quality of life in the City rated 16% above the national average (82% in Tempe vs. 66% U.S.).
- Satisfaction with quality of local police services rated 16% above the national average (81% in Tempe vs. 65% U.S.).

Below is a chart that shows how the City of Tempe compares to the national average:



Interpreting the Performance Range Charts

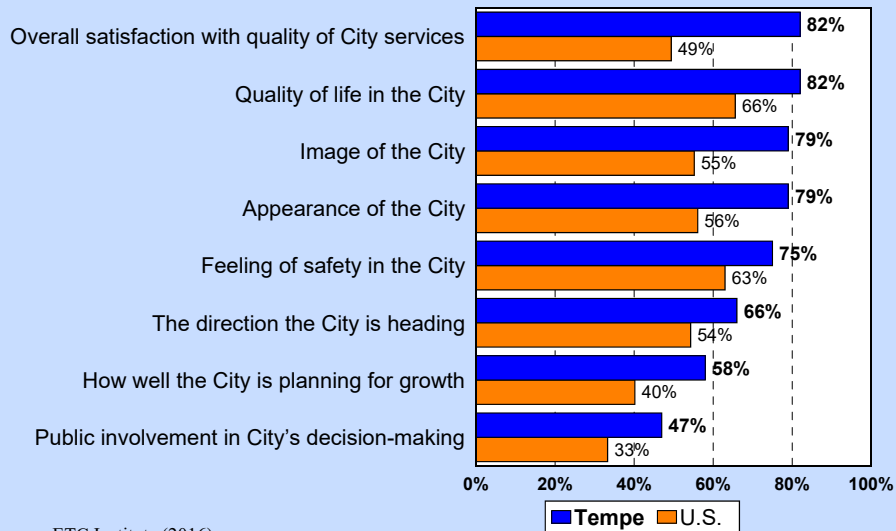
The charts on the following pages provide comparisons for several items that were rated on the survey. The horizontal bars show the range of satisfaction among residents in communities with a population between 100,000 and 250,000 that have participated in DirectionFinder® Survey's during the past three years. The lowest and highest satisfaction ratings are listed to the left and right of each bar. The yellow dot on each bar shows how the results for Tempe compare to the average for the communities with a population between 100,000 and 250,000 which is shown as a vertical dash in the middle of each horizontal bar. If the yellow dot is located to the right of the vertical dash, the City of Tempe rated above the national average. If the yellow dot is located to the left of the vertical dash, the City of Tempe rated below the national average.

National Benchmarks

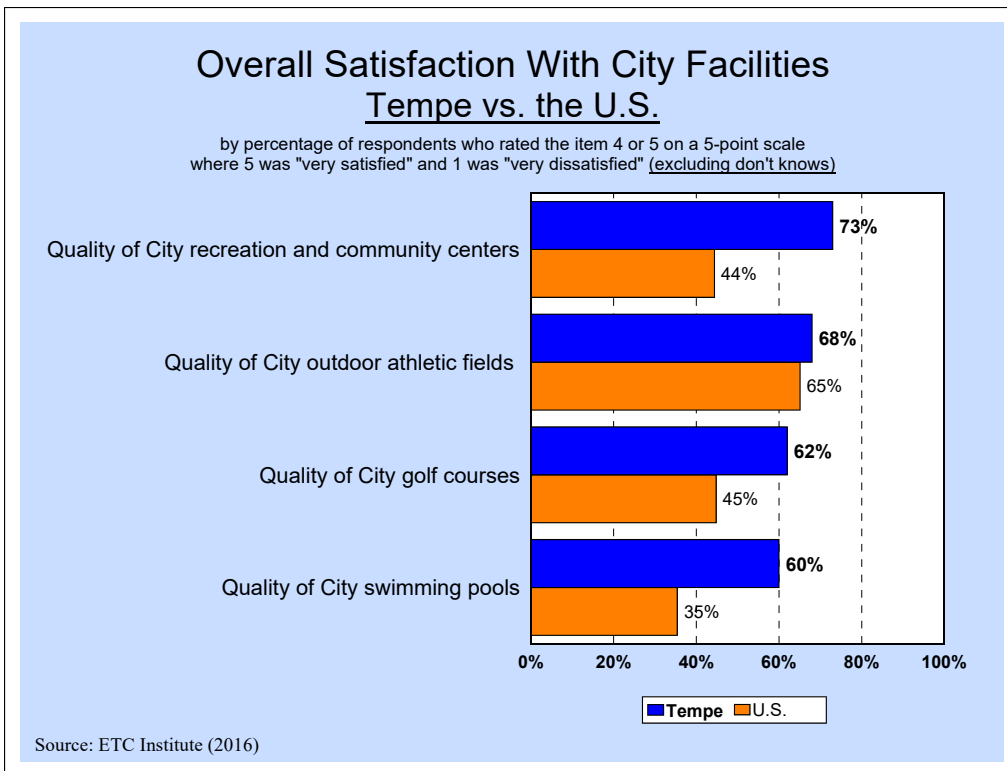
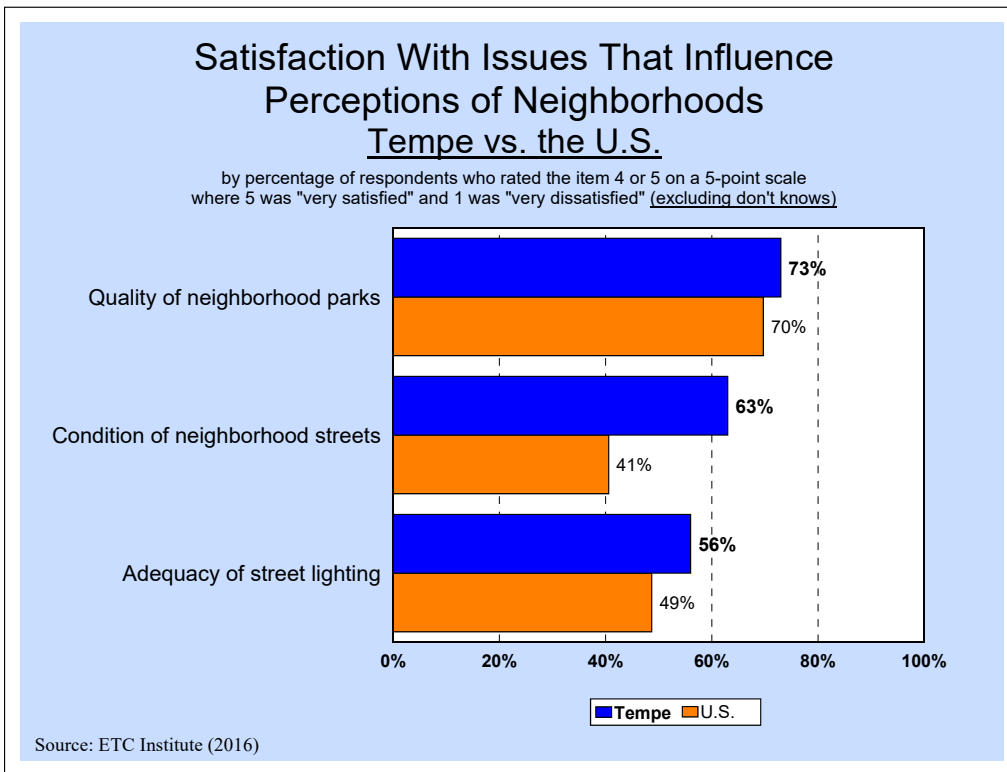
Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Tempe, AZ is not authorized without written consent from ETC Institute.

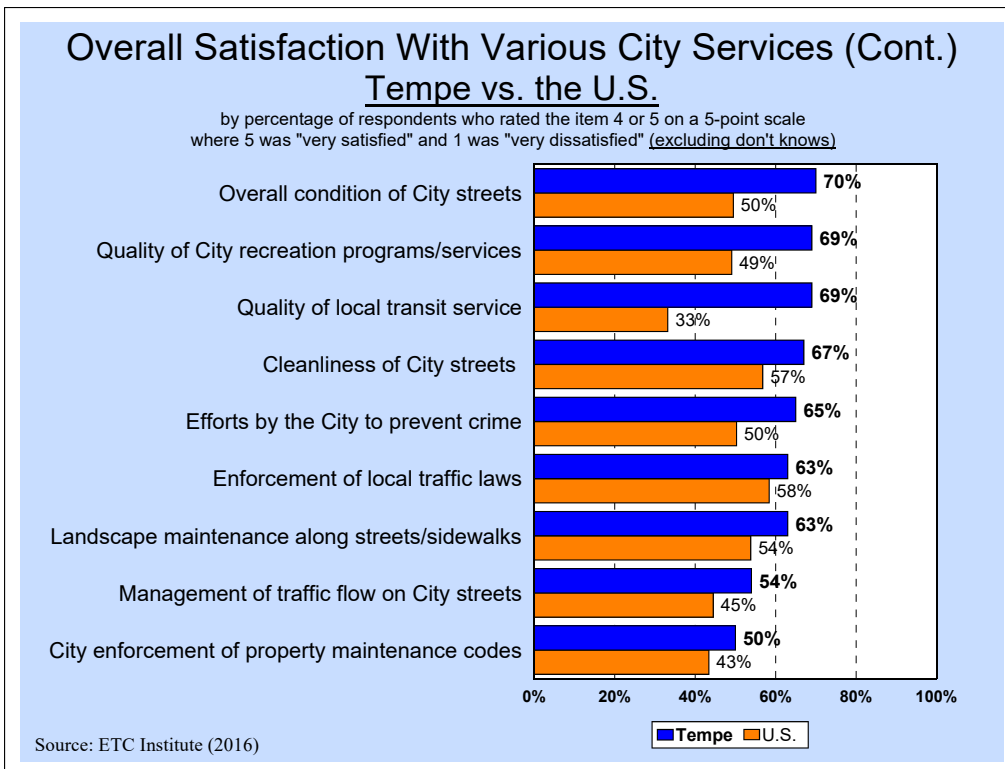
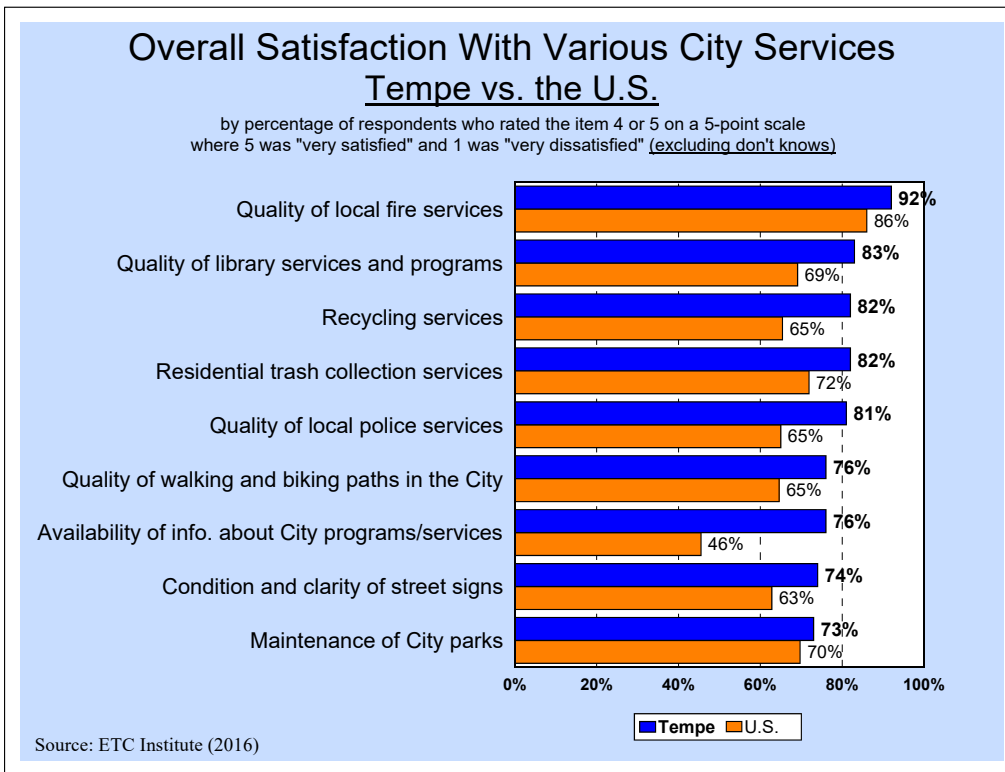
Satisfaction With Issues That Influence Perceptions of the City Tempe vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



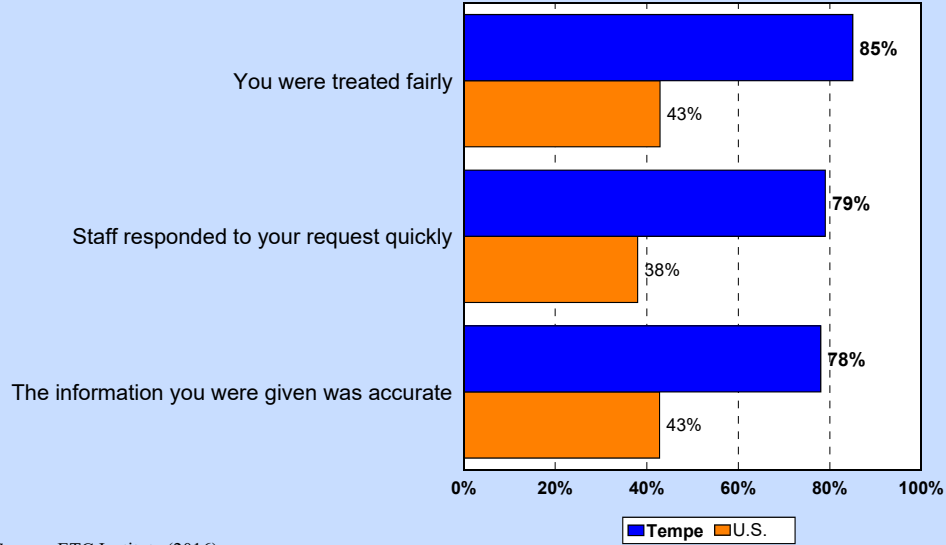
Source: ETC Institute (2016)



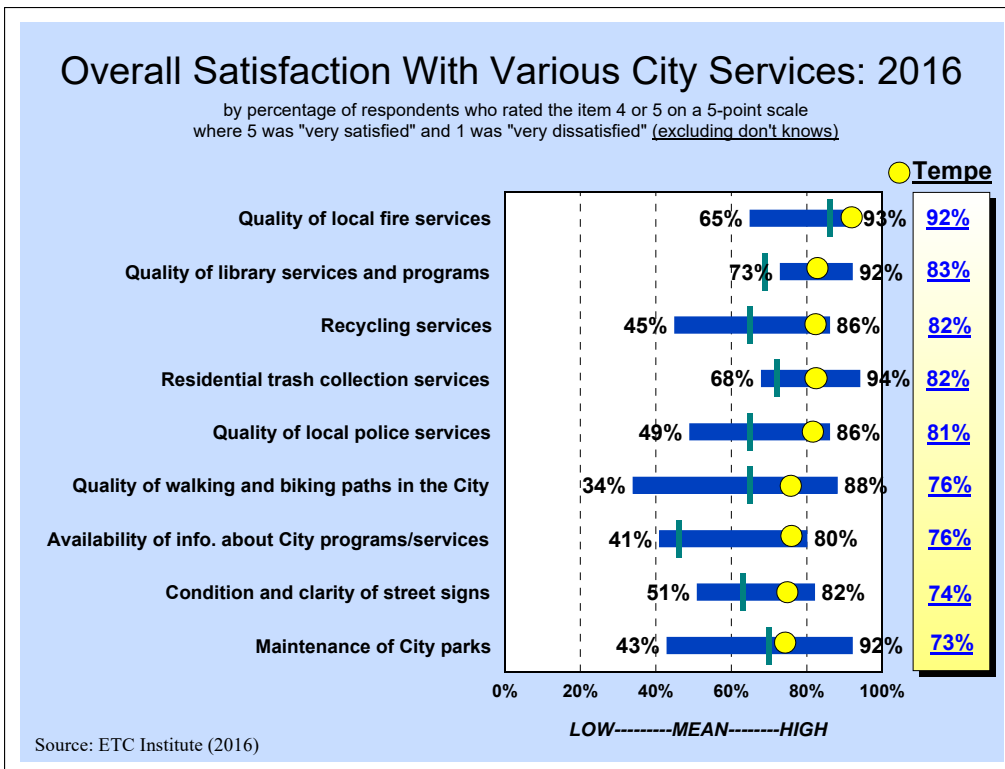
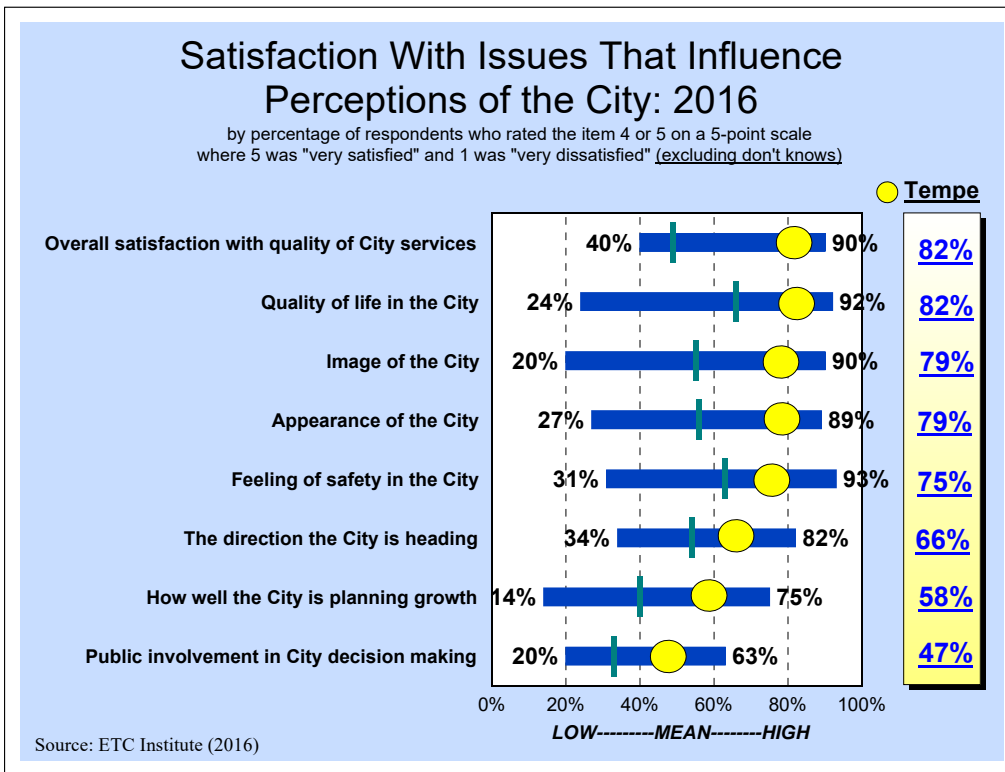


Overall Satisfaction With Customer Service Tempe vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

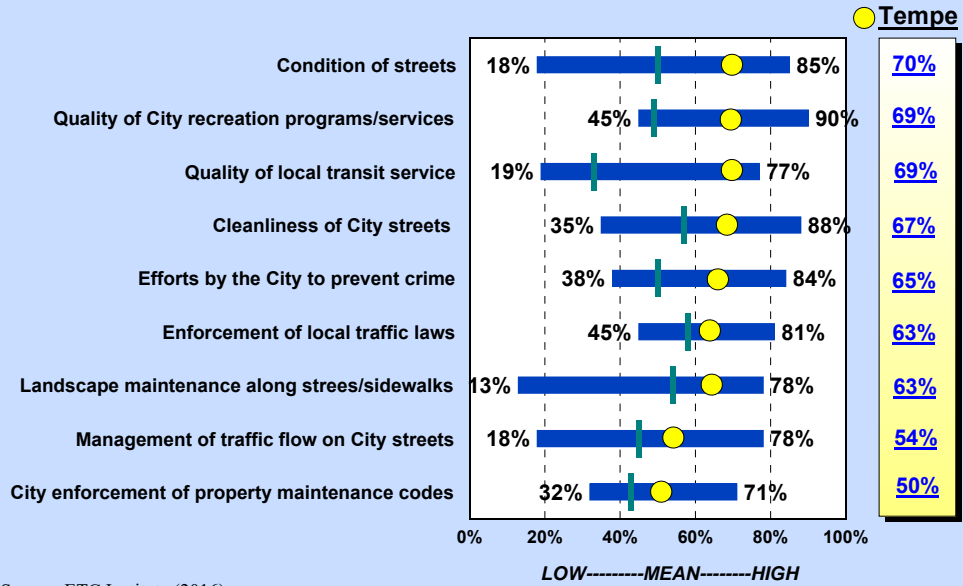


Ranges of Performance



Overall Satisfaction With Various City Services (Cont.) 2016:

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2016)

Importance-Satisfaction Rating

City of Tempe

Overall

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|--|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <u>Medium Priority (IS <.10)</u> | | | | | | |
| Maintenance of streets/buildings | 29% | 1 | 70% | 8 | 0.0870 | 1 |
| Economic/business development | 21% | 4 | 59% | 12 | 0.0861 | 2 |
| Neighborhoods | 25% | 2 | 67% | 11 | 0.0825 | 3 |
| Social/human services | 17% | 5 | 53% | 13 | 0.0799 | 4 |
| Police services | 25% | 3 | 81% | 2 | 0.0475 | 5 |
| Transportation services | 13% | 7 | 69% | 10 | 0.0403 | 6 |
| Appearance of the City | 14% | 6 | 79% | 3 | 0.0294 | 7 |
| Parks | 10% | 9 | 73% | 5 | 0.0270 | 8 |
| Water/sewer | 9% | 10 | 71% | 7 | 0.0261 | 9 |
| Trash and recycling | 11% | 8 | 77% | 4 | 0.0253 | 10 |
| Art, recreation programs, and library services | 9% | 11 | 72% | 6 | 0.0252 | 11 |
| Customer service | 2% | 13 | 70% | 9 | 0.0060 | 12 |
| Fire services | 5% | 12 | 92% | 1 | 0.0040 | 13 |

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 items they thought should receive the most emphasis over the next year.

Satisfaction %:

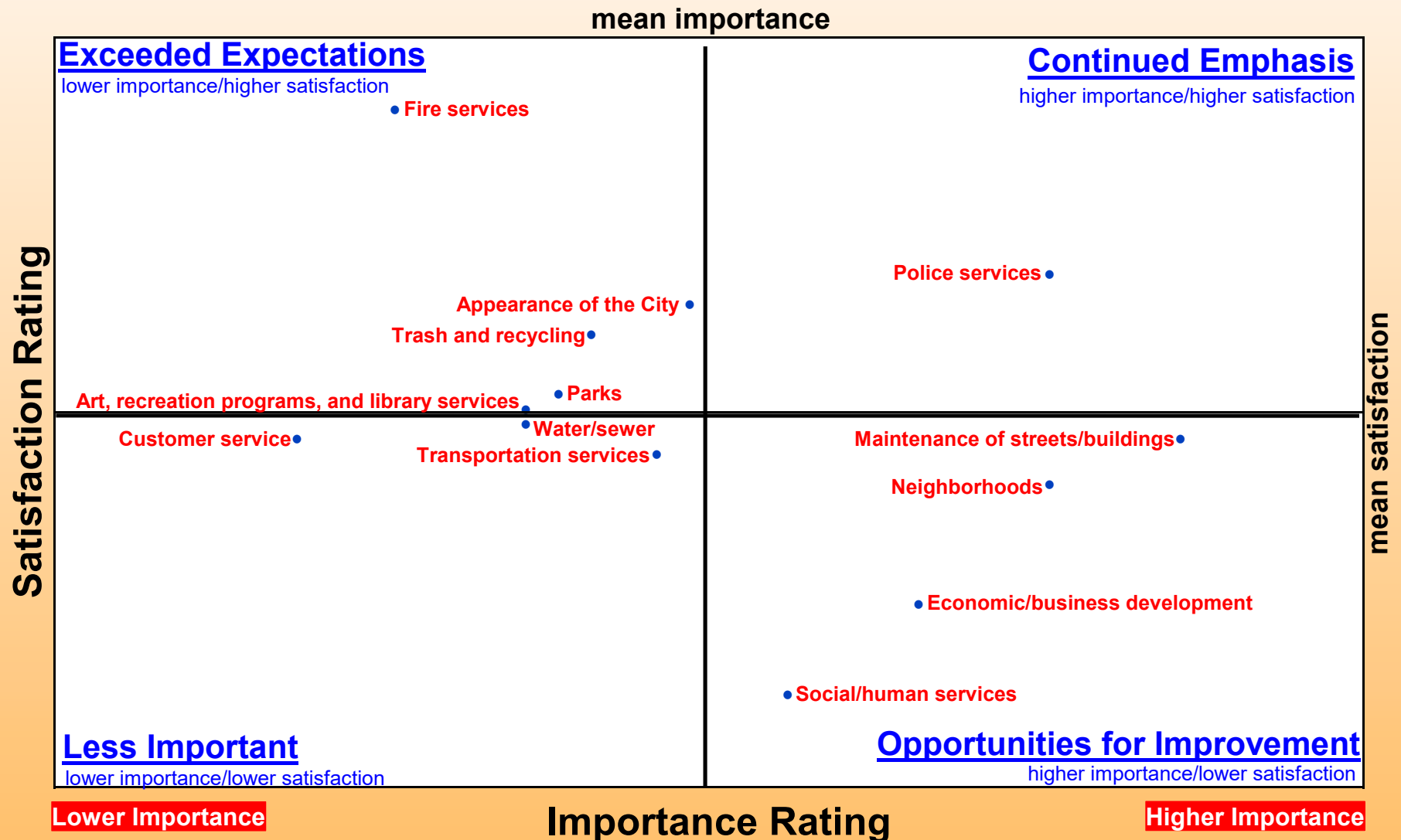
The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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2016 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)



Source: ETC Institute (2016)

Section 4:
Tabular Data

Q1-7. Safe & Secure Communities: Please rate your satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1202)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| Q1. Quality of local fire services | 40.9% | 26.0% | 5.8% | 0.2% | 0.2% | 27.0% |
| Q2. Quality of medical rescue services | 37.7% | 25.4% | 5.8% | 0.2% | 0.4% | 30.4% |
| Q3. Quality of local police services | 36.5% | 35.4% | 11.3% | 2.9% | 2.1% | 11.8% |
| Q4. Enforcement of local traffic laws | 21.6% | 35.1% | 17.2% | 11.6% | 3.8% | 10.6% |
| Q5. Efforts by the City to prevent crime | 20.6% | 35.1% | 20.0% | 6.8% | 3.2% | 14.3% |
| Q6. Overall feeling of safety in the City | 27.8% | 46.0% | 15.6% | 6.8% | 1.8% | 2.0% |
| Q7. Feeling of safety in your neighborhood | 31.8% | 40.8% | 13.6% | 8.0% | 2.9% | 2.8% |

WITHOUT DON'T KNOW

Q1-7. Safe & Secure Communities: Please rate your satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=1202)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q1. Quality of local fire services | 56.0% | 35.5% | 8.0% | 0.2% | 0.2% |
| Q2. Quality of medical rescue services | 54.2% | 36.5% | 8.4% | 0.4% | 0.6% |
| Q3. Quality of local police services | 41.4% | 40.1% | 12.8% | 3.3% | 2.4% |
| Q4. Enforcement of local traffic laws | 24.2% | 39.3% | 19.3% | 12.9% | 4.3% |
| Q5. Efforts by the City to prevent crime | 24.1% | 41.0% | 23.3% | 8.0% | 3.7% |
| Q6. Overall feeling of safety in the City | 28.4% | 46.9% | 15.9% | 7.0% | 1.9% |
| Q7. Feeling of safety in your neighborhood | 32.7% | 42.0% | 14.0% | 8.2% | 3.0% |

Q8a-f. Safe & Secure Communities: Feeling of safety during the day in the following places:

(N=1202)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| Q8a. Neighborhood parks | 30.8% | 42.0% | 11.5% | 3.4% | 1.4% | 10.9% |
| Q8b. City parks such as Kiwanis & Tempe Beach | 31.7% | 39.3% | 11.8% | 1.9% | 1.6% | 13.7% |
| Q8c. Desert parks such as Papago & Evelyn Hallman | 18.5% | 29.3% | 15.6% | 4.2% | 2.7% | 29.7% |
| Q8d. City athletic & recreational facilities | 23.3% | 29.5% | 12.8% | 1.1% | 0.9% | 32.4% |
| Q8e. Tempe Public Library Complex | 40.8% | 32.2% | 9.3% | 2.0% | 0.7% | 15.1% |
| Q8f. City Hall | 26.9% | 25.8% | 10.9% | 0.6% | 0.5% | 35.4% |

WITHOUT DON'T KNOW

Q8a-f. Safe & Secure Communities: Feeling of safety during the day in the following places: (without "don't know")

(N=1202)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q8a. Neighborhood parks | 34.5% | 47.2% | 12.9% | 3.8% | 1.6% |
| Q8b. City parks such as Kiwanis & Tempe Beach | 36.7% | 45.5% | 13.7% | 2.2% | 1.8% |
| Q8c. Desert parks such as Papago & Evelyn Hallman | 26.3% | 41.7% | 22.2% | 6.0% | 3.8% |
| Q8d. City athletic & recreational facilities | 34.5% | 43.6% | 19.0% | 1.6% | 1.4% |
| Q8e. Tempe Public Library Complex | 48.0% | 37.9% | 11.0% | 2.4% | 0.8% |
| Q8f. City Hall | 41.6% | 39.9% | 16.9% | 0.9% | 0.8% |

Q9a-f. Safe & Secure Communities: Feeling of safety at night in the following places:

(N=1202)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| Q9a. Neighborhood parks | 12.5% | 25.5% | 23.7% | 13.5% | 3.8% | 21.0% |
| Q9b. City parks such as Kiwanis & Tempe Beach | 12.1% | 25.0% | 23.4% | 8.5% | 3.5% | 27.5% |
| Q9c. Desert parks such as Papago & Evelyn Hallman | 6.6% | 14.8% | 21.0% | 11.3% | 5.3% | 41.0% |
| Q9d. City athletic & recreational facilities | 11.5% | 24.5% | 19.4% | 2.8% | 1.2% | 40.5% |
| Q9e. Tempe Public Library Complex | 20.8% | 29.9% | 15.3% | 3.0% | 1.3% | 29.7% |
| Q9f. City Hall | 15.3% | 19.6% | 17.0% | 1.2% | 0.7% | 46.1% |

WITHOUT DON'T KNOW

Q9a-f. Safe & Secure Communities: Feeling of safety at night in the following places: (without "don't know")

(N=1202)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q9a. Neighborhood parks | 15.8% | 32.3% | 30.0% | 17.1% | 4.8% |
| Q9b. City parks such as Kiwanis & Tempe Beach | 16.8% | 34.4% | 32.3% | 11.7% | 4.8% |
| Q9c. Desert parks such as Papago & Evelyn Hallman | 11.1% | 25.1% | 35.5% | 19.2% | 9.0% |
| Q9d. City athletic & recreational facilities | 19.3% | 41.3% | 32.6% | 4.8% | 2.1% |
| Q9e. Tempe Public Library Complex | 29.6% | 42.5% | 21.8% | 4.3% | 1.9% |
| Q9f. City Hall | 28.4% | 36.4% | 31.5% | 2.3% | 1.4% |

Q10a-c. Safe & Secure Communities: How likely do you feel you will become a victim of crime in Tempe in the next 12 months involving:

(N=1202)

| | Very Likely | Likely | Somewhat Likely | Not Likely | Not Likely At all | Don't Know |
|--|-------------|--------|--------------------|------------|----------------------|------------|
| Q10a. Theft or damage to property | 7.2% | 9.9% | 30.3% | 33.3% | 11.9% | 7.5% |
| Q10b. Threats of violence or taking something by force | 2.2% | 4.8% | 13.7% | 50.4% | 20.7% | 8.1% |
| Q10c. Violent crime | 1.7% | 3.7% | 10.2% | 50.1% | 24.6% | 9.7% |

WITHOUT DON'T KNOW

Q10a-c. Safe & Secure Communities: How likely do you feel you will become a victim of crime in Tempe in the next 12 months involving: (without "don't know")

(N=1202)

| | Very Likely | Likely | Somewhat Likely | Not Likely | Not Likely At all |
|--|-------------|--------|--------------------|------------|----------------------|
| Q10a. Theft or damage to property | 7.7% | 10.7% | 32.7% | 36.0% | 12.9% |
| Q10b. Threats of violence or taking something by force | 2.4% | 5.2% | 14.9% | 54.8% | 22.5% |
| Q10c. Violent crime | 1.8% | 4.1% | 11.3% | 55.5% | 27.3% |

Q11. Safe & Secure Communities: Have you been a victim of a crime in Tempe?

| Q11. Have you been a victim of a crime in Tempe | Number | Percent |
|---|--------|---------|
| Yes | 543 | 45.2 % |
| No | 659 | 54.8 % |
| Total | 1202 | 100.0 % |

Q11a. (If YES, did you report the crime to the police or other law enforcement agency?)

| Q11a. Did you report the crime to the police or other law enforcement agency | Number | Percent |
|--|--------|---------|
| Yes | 464 | 85.5 % |
| No | 77 | 14.2 % |
| Not provided | 2 | 0.4 % |
| Total | 543 | 100.0 % |

WITHOUT NOT PROVIDED

Q11a. If YES, did you report the crime to the police or other law enforcement agency? (without "not provided")

| Q11a. Did you report the crime to the police or other law enforcement agency | Number | Percent |
|--|--------|---------|
| Yes | 464 | 85.8 % |
| No | 77 | 14.2 % |
| Total | 541 | 100.0 % |

Q11b. If you did not report the crime to the police, please indicate your reason:

| Q11b. Reasons why you did not report the crime | Number | Percent |
|--|--------|---------|
| Too busy | 6 | 8.0 % |
| Police won't do anything | 15 | 20.0 % |
| Not important | 13 | 17.3 % |
| Didn't want to go to court | 2 | 2.7 % |
| Nothing could be done/person wouldn't be found | 48 | 64.0 % |
| Other | 16 | 21.3 % |
| Total | 100 | |

Q11b. Other

| <u>Q11b. Other</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| I got graffiti on my garage and it was reported by a neighbor | 2 | 13.3 % |
| Was given the date rape drug & cops wouldn't do anything | 2 | 13.3 % |
| The monetary value of the stolen property was too low | 2 | 13.3 % |
| Stolen property wasn't worth possible insurance increase or loss of property value | 2 | 13.3 % |
| I would like to avoid overly violent interaction exhibited by Tempe police officers | 2 | 13.3 % |
| Vandalism to my front yard | 2 | 13.3 % |
| I can handle my own business | 1 | 6.7 % |
| SPOKE TO JUVENILES PARENTS | 1 | 6.7 % |
| On the train | 1 | 6.7 % |
| Total | 15 | 100.0 % |

Q12. Have you interacted with City of Tempe Police during the past year?

| <u>Q12. Have you interacted with City Police during past year</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Yes | 529 | 44.0 % |
| No | 673 | 56.0 % |
| Total | 1202 | 100.0 % |

Q12a. If Yes, did you think the police officer treated you fairly and cared about your well-being?

| <u>Q12a. Did police officer treated you fairly & cared about your well-being</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Yes | 463 | 87.5 % |
| No | 53 | 10.0 % |
| Not provided | 13 | 2.5 % |
| Total | 529 | 100.0 % |

WITHOUT NOT PROVIDED

Q12a. If Yes, did you think the police officer treated you fairly and cared about your well-being? (without "not provided")

| <u>Q12a. Did police officer treated you fairly & cared about your well-being</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Yes | 463 | 89.7 % |
| No | 53 | 10.3 % |
| Total | 516 | 100.0 % |

Q14-20. Strong Community Connections: Please rate your satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1202)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| Q14. Overall quality of services offered by City of Tempe | 25.9% | 50.7% | 13.9% | 2.4% | 1.1% | 6.0% |
| Q15. Leadership of City's elected officials | 18.2% | 39.3% | 21.1% | 5.6% | 2.5% | 13.3% |
| Q16. How ethical City employees are in the way they conduct City business | 17.0% | 31.7% | 19.1% | 3.7% | 2.4% | 26.2% |
| Q17. Availability of information about City programs, events, services, & issues | 27.8% | 43.3% | 14.6% | 5.9% | 2.0% | 6.3% |
| Q18. Availability of information on water, sewer, & solid waste rates | 24.2% | 39.6% | 18.9% | 6.1% | 1.2% | 10.0% |
| Q19. Availability of information on recycling & water conservation program offerings | 23.5% | 40.6% | 17.9% | 6.4% | 2.7% | 8.9% |
| Q20. How easy City's 3-1-1 "One Call to City Hall" is to use | 6.9% | 8.1% | 7.9% | 1.5% | 1.3% | 74.3% |

WITHOUT DON'T KNOW

Q14-20. Strong Community Connections: Please rate your satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=1202)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q14. Overall quality of services offered by City of Tempe | 27.5% | 54.0% | 14.8% | 2.6% | 1.2% |
| Q15. Leadership of City's elected officials | 21.0% | 45.3% | 24.4% | 6.4% | 2.9% |
| Q16. How ethical City employees are in the way they conduct City business | 23.0% | 43.0% | 25.8% | 5.0% | 3.3% |
| Q17. Availability of information about City programs, events, services, & issues | 29.7% | 46.3% | 15.6% | 6.3% | 2.1% |
| Q18. Availability of information on water, sewer, & solid waste rates | 26.9% | 44.0% | 21.0% | 6.7% | 1.4% |
| Q19. Availability of information on recycling & water conservation program offerings | 25.8% | 44.6% | 19.6% | 7.0% | 2.9% |
| Q20. How easy City's 3-1-1 "One Call to City Hall" is to use | 26.9% | 31.4% | 30.7% | 5.8% | 5.2% |

Q20a-d: Strong Community Connections: Please rate your satisfaction with the following based on your experience with 3-1-1:

(N=309)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| Q20a. How courteous & respectful the call taker was | 25.2% | 24.9% | 14.2% | 2.9% | 1.9% | 30.7% |
| Q20b. Hours of service (7:00 am-5:00 pm) that 3-1-1 is available | 20.7% | 28.2% | 13.6% | 5.8% | 1.9% | 29.8% |
| Q20c. Ability of the call taker to answer your question | 19.4% | 22.7% | 14.2% | 7.1% | 3.2% | 33.3% |
| Q20d. The call taker helped you resolve an issue to your satisfaction | 20.1% | 22.0% | 14.6% | 4.9% | 5.2% | 33.3% |

WITHOUT DON'T KNOW

Q20a-d: Strong Community Connections: Please rate your satisfaction with the following based on your experience with 3-1-1: (without "don't know")

(N=309)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q20a. How courteous & respectful the call taker was | 36.4% | 36.0% | 20.6% | 4.2% | 2.8% |
| Q20b. Hours of service (7:00 am-5:00 pm) that 3-1-1 is available | 29.5% | 40.1% | 19.4% | 8.3% | 2.8% |
| Q20c. Ability of the call taker to answer your question | 29.1% | 34.0% | 21.4% | 10.7% | 4.9% |
| Q20d. The call taker helped you resolve an issue to your satisfaction | 30.1% | 33.0% | 21.8% | 7.3% | 7.8% |

Q21-26. Strong Community Connections: Please rate your satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1202)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| Q21. Usefulness of City's website | 12.1% | 32.9% | 14.9% | 4.8% | 1.1% | 34.2% |
| Q22. Tempe's online services (registration, payment, etc.) | 14.1% | 28.4% | 12.1% | 3.1% | 1.0% | 41.3% |
| Q23. Your ability to participate in City decision-making processes | 9.2% | 19.8% | 23.0% | 7.0% | 3.4% | 37.5% |
| Q24. Accessibility & transparency of information provided by City Council | 10.1% | 19.4% | 19.4% | 4.6% | 2.4% | 44.1% |
| Q25. How well City treats residents regardless of age, disability, gender, or other characteristics | 18.3% | 29.7% | 15.1% | 4.0% | 3.7% | 29.3% |
| Q26. Overall quality of customer service | 17.1% | 36.6% | 17.9% | 3.3% | 1.6% | 23.5% |

WITHOUT DON'T KNOW

Q21-26. Strong Community Connections: Please rate your satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=1202)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q21. Usefulness of City's website | 18.3% | 50.1% | 22.6% | 7.3% | 1.6% |
| Q22. Tempe's online services (registration, payment, etc.) | 24.0% | 48.4% | 20.7% | 5.2% | 1.7% |
| Q23. Your ability to participate in City decision-making processes | 14.8% | 31.7% | 36.9% | 11.2% | 5.5% |
| Q24. Accessibility & transparency of information provided by City Council | 18.2% | 34.7% | 34.7% | 8.2% | 4.3% |
| Q25. How well City treats residents regardless of age, disability, gender, or other characteristics | 25.9% | 42.0% | 21.3% | 5.6% | 5.2% |
| Q26. Overall quality of customer service | 22.4% | 47.8% | 23.4% | 4.3% | 2.1% |

Q27. Have you contacted the City of Tempe during the past year?

| Q27. Have you contacted City of Tempe during past year | Number | Percent |
|--|--------|---------|
| Yes | 478 | 39.8 % |
| No | 724 | 60.2 % |
| Total | 1202 | 100.0 % |

Q27a. If YES to Question 27, which department did you contact most recently?

| Q27a. Which department did you contact most recently | Number | Percent |
|---|--------|---------|
| Water | 59 | 13.5 % |
| Police | 30 | 6.9 % |
| Code Enforcement | 13 | 3.0 % |
| City Council | 11 | 2.5 % |
| Recycle | 8 | 1.8 % |
| Tempe 311 | 8 | 1.8 % |
| Sanitation | 7 | 1.6 % |
| Parks and Rec | 6 | 1.4 % |
| Housing | 6 | 1.4 % |
| Neighborhood Services | 5 | 1.1 % |
| Recreation | 5 | 1.1 % |
| Water Utilities | 5 | 1.1 % |
| Trash collection | 5 | 1.1 % |
| Library | 5 | 1.1 % |
| Zoning | 5 | 1.1 % |
| Waste | 5 | 1.1 % |
| Non emergency police | 4 | 0.9 % |
| Tempe Council | 4 | 0.9 % |
| Public Works | 3 | 0.7 % |
| TRASH PICK-UP | 3 | 0.7 % |
| Human Resources | 3 | 0.7 % |
| Traffic Engineering | 3 | 0.7 % |
| Building Permits | 3 | 0.7 % |
| Utilities | 3 | 0.7 % |
| Traffic | 3 | 0.7 % |
| SLIPP | 3 | 0.7 % |
| Water & Sewer | 3 | 0.7 % |
| Abandoned vehicles | 2 | 0.5 % |
| contacted our Representatives regarding the McClintock bike lanes | 2 | 0.5 % |
| Water and 311 irrigation | 2 | 0.5 % |
| Landlord tax | 2 | 0.5 % |
| City Council members, recycling dept | 2 | 0.5 % |
| Kid Zone | 2 | 0.5 % |
| 311, rude, abrupt, referred to get issue resolved | 2 | 0.5 % |
| CARE 7 | 2 | 0.5 % |
| Office of Strategic Management & Diversity | 2 | 0.5 % |
| Water & waste | 2 | 0.5 % |
| Trash and Recycling | 2 | 0.5 % |

Q27a. If YES to Question 27, which department did you contact most recently? (cont.)

| Q27a. Which department did you contact most recently? (cont.) | Number | Percent |
|---|--------|---------|
| Waste disposal | 2 | 0.5 % |
| City Hall | 2 | 0.5 % |
| Solid Waste | 2 | 0.5 % |
| Streets, requesting speed bumps | 2 | 0.5 % |
| Building code | 2 | 0.5 % |
| Trash Collection | 2 | 0.5 % |
| Disability | 2 | 0.5 % |
| Fire Marshall | 2 | 0.5 % |
| Solid waste | 2 | 0.5 % |
| Bike/Transit | 2 | 0.5 % |
| Transportation | 2 | 0.5 % |
| Sales Tax office | 2 | 0.5 % |
| Department of Trash Collection | 2 | 0.5 % |
| Waste and recycling services | 2 | 0.5 % |
| Trash and garbage | 2 | 0.5 % |
| Garbage/trash pickup | 2 | 0.5 % |
| Water (irrigation) | 2 | 0.5 % |
| Front yard | 2 | 0.5 % |
| HUMAN SVCS, HOUSING SVCS DIV | 2 | 0.5 % |
| Mayor's office | 2 | 0.5 % |
| WATER AND STREETS | 2 | 0.5 % |
| HOUSING PARKS AND REC | 2 | 0.5 % |
| The City Council and the Diversity Office | 2 | 0.5 % |
| TRASH/DISPOSAL AIR QUALITY/HOUSING | 2 | 0.5 % |
| Streets | 2 | 0.5 % |
| Building and Zoning | 2 | 0.5 % |
| Waste management | 2 | 0.5 % |
| Alley clean up | 2 | 0.5 % |
| City Engineering | 2 | 0.5 % |
| Building Department | 2 | 0.5 % |
| Refuse/water | 2 | 0.5 % |
| Development Review | 2 | 0.5 % |
| Tempe City Council members | 2 | 0.5 % |
| Codes | 2 | 0.5 % |
| Enviornmental | 2 | 0.5 % |
| Planning | 2 | 0.5 % |
| To pay the water bill | 2 | 0.5 % |
| Planning or Code Enforcement | 2 | 0.5 % |
| Garbage | 2 | 0.5 % |
| Planning/Community Development | 2 | 0.5 % |
| Neighborhood clean up | 2 | 0.5 % |
| Police, streets, parks | 2 | 0.5 % |
| Trash | 2 | 0.5 % |
| Permit | 2 | 0.5 % |
| Civil Traffic Dept | 1 | 0.2 % |
| Retrieving a copy of a police report | 1 | 0.2 % |
| Nuisance and police | 1 | 0.2 % |
| Tax and license division | 1 | 0.2 % |
| Professional and courteous | 1 | 0.2 % |
| PIO | 1 | 0.2 % |
| Public Information | 1 | 0.2 % |
| Tempe public records | 1 | 0.2 % |
| Housing Authority | 1 | 0.2 % |

Q27a. If YES to Question 27, which department did you contact most recently? (cont.)

| Q27a. Which department did you contact most recently? (cont.) | Number | Percent |
|---|--------|---------|
| Neighborhood services regarding grants | 1 | 0.2 % |
| Flood irrigation department | 1 | 0.2 % |
| Joel Navarros office | 1 | 0.2 % |
| Public Library | 1 | 0.2 % |
| Street/light repair | 1 | 0.2 % |
| illegal roadside parking of trailer. | 1 | 0.2 % |
| Information | 1 | 0.2 % |
| trash pick-up | 1 | 0.2 % |
| Election Commission | 1 | 0.2 % |
| Business License | 1 | 0.2 % |
| attended street car meeting | 1 | 0.2 % |
| TRASH REMOVAL/WATER | 1 | 0.2 % |
| Permits | 1 | 0.2 % |
| section | 1 | 0.2 % |
| Traffic for block party street closure | 1 | 0.2 % |
| Sewers | 1 | 0.2 % |
| Waste Pick Up | 1 | 0.2 % |
| urban planning | 1 | 0.2 % |
| Trash schedules | 1 | 0.2 % |
| Water conservation; utilities | 1 | 0.2 % |
| Transportaion Division | 1 | 0.2 % |
| Need a new garbage can | 1 | 0.2 % |
| Parks Dept | 1 | 0.2 % |
| Tempe Tax Office | 1 | 0.2 % |
| Complain about a neighbor's yard via website | 1 | 0.2 % |
| Water and Waste Services regarding my Recycling bin | 1 | 0.2 % |
| Water utilities and Tax and license | 1 | 0.2 % |
| Trash/water | 1 | 0.2 % |
| Administration | 1 | 0.2 % |
| Planning & Zoning | 1 | 0.2 % |
| Road repair/maintenance | 1 | 0.2 % |
| Refuse, trash in yard plus grass | 1 | 0.2 % |
| Tax collector | 1 | 0.2 % |
| Bulk trash pickup | 1 | 0.2 % |
| Sewer roots | 1 | 0.2 % |
| Neighborhood Services for illegal parking | 1 | 0.2 % |
| Community development/Code Enforcement | 1 | 0.2 % |
| Home inspection | 1 | 0.2 % |
| Hydrant problem | 1 | 0.2 % |
| City sewer services | 1 | 0.2 % |
| To make arrangements on late water bill | 1 | 0.2 % |
| Streets-speed bumps | 1 | 0.2 % |
| Police & Fire | 1 | 0.2 % |
| Sales/water | 1 | 0.2 % |
| traffic/engineer | 1 | 0.2 % |
| Streetlights | 1 | 0.2 % |
| Mayor | 1 | 0.2 % |
| Water, Waste MGMT, Code Enforcement | 1 | 0.2 % |
| TRANSPORTATION AND TRAFFIC | 1 | 0.2 % |
| resident activities | 1 | 0.2 % |
| New green waste recycling coordinator | 1 | 0.2 % |
| RECYCLING WASTE MANAGEMENT | 1 | 0.2 % |
| MUNICIPAL COURT | 1 | 0.2 % |

Q27a. If YES to Question 27, which department did you contact most recently? (cont.)

| Q27a. Which department did you contact most recently? (cont.) | Number | Percent |
|---|--------|---------|
| Traffic engineering and street lights | 1 | 0.2 % |
| City Parks | 1 | 0.2 % |
| Department of Housing | 1 | 0.2 % |
| Trash pick up | 1 | 0.2 % |
| City contacted me to have a tree trimmed | 1 | 0.2 % |
| Water and trash | 1 | 0.2 % |
| 311 SANITATION | 1 | 0.2 % |
| DEVELOPMENT BUILDING | 1 | 0.2 % |
| Needed new trash can | 1 | 0.2 % |
| CITY OF TEMPE | 1 | 0.2 % |
| Street/roads | 1 | 0.2 % |
| ALLEY BOB CAT RAN INTO FENCE | 1 | 0.2 % |
| Parks and Arts and Culture | 1 | 0.2 % |
| Trash pick up and the cops | 1 | 0.2 % |
| about rv parking on Tempe streets | 1 | 0.2 % |
| SANITATION BULK PICK UP | 1 | 0.2 % |
| COUNTY RECORDER | 1 | 0.2 % |
| Water recycle | 1 | 0.2 % |
| Recycling Center | 1 | 0.2 % |
| sales tax on vehicle | 1 | 0.2 % |
| Engineering | 1 | 0.2 % |
| Parks | 1 | 0.2 % |
| City Management | 1 | 0.2 % |
| PYLE ADULT CENTER AND LIBRARY | 1 | 0.2 % |
| POLICE NEIGHBORHOOD BIAS | 1 | 0.2 % |
| Street lights | 1 | 0.2 % |
| COLLECTION CENTER | 1 | 0.2 % |
| RESIDENTIAL TRASH COLLECTION | 1 | 0.2 % |
| CODE ENFORCEMENTS, STREET SWEEPING | 1 | 0.2 % |
| MAINTENANCE REGARDING STREETSCOPE ELLIOTT RD | 1 | 0.2 % |
| Fire Dept | 1 | 0.2 % |
| Building Safety | 1 | 0.2 % |
| Code Compliance | 1 | 0.2 % |
| DISPOSAL OF HAZARDOUS WASTE | 1 | 0.2 % |
| Development Services | 1 | 0.2 % |
| Alarm | 1 | 0.2 % |
| ALLEY MAINTENANCE | 1 | 0.2 % |
| TEMPE | 1 | 0.2 % |
| TRAFFIC LIGHTS ENGINEERING | 1 | 0.2 % |
| Regarding garbage can | 1 | 0.2 % |
| Housing Services | 1 | 0.2 % |
| 311 & signs | 1 | 0.2 % |
| Kerri Logan | 1 | 0.2 % |
| NEIGHBORHOODS | 1 | 0.2 % |
| Zone Compliance | 1 | 0.2 % |
| Total | 437 | 100.0 % |

Q27b-g. If YES to Question 27, please answer the following based on your most recent interaction with City employees:

(N=478)

| | Yes | No | Don't remember |
|---|-------|-------|----------------|
| Q27b. Were you treated fairly | 84.7% | 9.8% | 5.4% |
| Q27c. Did the employee(s) listen to you carefully | 85.4% | 9.8% | 4.8% |
| Q27d. Did the employee care about your well-being | 72.6% | 13.4% | 14.0% |
| Q27e. Was the employee honest | 80.8% | 5.9% | 13.4% |
| Q27f. Was the information you were given accurate | 77.8% | 13.2% | 9.0% |
| Q27g. Did staff respond to your request quickly | 78.5% | 16.3% | 5.2% |

Q28. Usage of City Services and Facilities: Please check all the services and facilities provided by the City of Tempe that you or other members of your household have used during the past 12 months.

| Q28. All services & facilities provided by City that you have used during past 12 months | Number | Percent |
|--|--------|---------|
| Fire services | 89 | 7.8 % |
| Tempe Public Library | 718 | 63.2 % |
| Parks | 903 | 79.5 % |
| Walking/biking trails | 707 | 62.2 % |
| City athletic fields | 189 | 16.6 % |
| Kid Zone | 62 | 5.5 % |
| Police services | 379 | 33.4 % |
| Tempe History Museum | 212 | 18.7 % |
| City golf courses | 145 | 12.8 % |
| City swimming pools | 98 | 8.6 % |
| Kiwanis Recreation Center | 237 | 20.9 % |
| Tempe 311 | 125 | 11.0 % |
| Bus, Orbit or light rail service | 576 | 50.7 % |
| Tempe Center for Arts | 344 | 30.3 % |
| Arts & recreation programs/services | 197 | 17.3 % |
| Household Products Collection Center | 376 | 33.1 % |
| Multigenerational/community Centers | 163 | 14.3 % |
| Total | 5520 | |

Q29. Which of the following do you use to get information about the City of Tempe?

| Q29. What do you use to get information about City of Tempe | Number | Percent |
|---|--------|---------|
| Tempe 11 (Cable TV) | 98 | 8.6 % |
| Recreation Opportunities Brochure | 253 | 22.1 % |
| City website | 613 | 53.6 % |
| Water bill newsletter (Tempe Today) | 725 | 63.4 % |
| Social Media (Twitter, Facebook, EouTube, Next door) | 269 | 23.5 % |
| Online City videos | 38 | 3.3 % |
| Television news | 409 | 35.8 % |
| City meetings | 86 | 7.5 % |
| E-mail subscriptions | 123 | 10.8 % |
| Tempe 311 | 80 | 7.0 % |
| Radio | 169 | 14.8 % |
| Newspapers | 351 | 30.7 % |
| Total | 3214 | |

Q30. OVERALL PRIORITIES: Which TWO of the following do you think should be the City's top priorities over the next year?

| Q30. City's top priorities over next year | Number | Percent |
|--|--------|---------|
| Economic/business development | 240 | 20.7 % |
| Appearance of City | 165 | 14.2 % |
| Maintenance of streets/buildings | 340 | 29.3 % |
| Police services | 290 | 25.0 % |
| Art, recreation programs, & library services | 98 | 8.5 % |
| Customer service | 26 | 2.2 % |
| Transportation services | 149 | 12.9 % |
| Social/human services | 199 | 17.2 % |
| Fire services | 52 | 4.5 % |
| Water/sewer | 106 | 9.1 % |
| Neighborhoods | 291 | 25.1 % |
| Parks | 110 | 9.5 % |
| Trash & recycling | 131 | 11.3 % |
| Historical preservation | 62 | 5.3 % |
| Total | 2259 | |

Q32-72. Quality of Life: Please rate your satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1202)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| Q32. Appearance of City | 21.0% | 55.2% | 11.4% | 6.7% | 1.8% | 3.8% |
| Q33. Image of City | 27.4% | 47.7% | 13.6% | 5.3% | 1.8% | 4.2% |
| Q34. Quality of life in City | 28.4% | 49.1% | 13.1% | 3.1% | 1.4% | 4.9% |
| Q35. City's overall efforts to promote diversity & inclusiveness in community | 23.6% | 34.3% | 18.1% | 4.5% | 3.0% | 16.6% |
| Q36. Quality of access to City facilities for persons with disabilities | 16.8% | 26.2% | 13.7% | 2.7% | 0.9% | 39.6% |
| Q37. Quality of access to City parks for persons with disabilities | 15.4% | 26.9% | 14.1% | 3.1% | 0.8% | 39.8% |
| Q38. Quality of neighborhood parks | 18.3% | 48.1% | 15.3% | 7.7% | 2.0% | 8.7% |
| Q39. Maintenance of City parks | 18.2% | 47.8% | 15.6% | 6.9% | 1.5% | 10.0% |
| Q40. Quality of larger City parks (e.g., Kiwanis, Tempe Beach, Town Lake, Papago) | 24.8% | 42.3% | 13.3% | 5.4% | 1.2% | 13.0% |
| Q41. Quality of City recreation & community centers | 18.0% | 32.2% | 15.3% | 2.3% | 0.7% | 31.5% |
| Q42. Maintenance & appearance of City community centers | 17.0% | 33.7% | 15.0% | 2.2% | 0.7% | 31.4% |
| Q43. Quality of City swimming pools | 8.0% | 17.1% | 13.5% | 2.0% | 0.9% | 58.6% |
| Q44. Quality of City outdoor athletic fields | 10.0% | 25.0% | 14.3% | 1.2% | 0.7% | 48.7% |
| Q45. Quality of City golf courses | 8.5% | 16.9% | 13.1% | 2.0% | 0.4% | 59.1% |
| Q46. Quality of City recreation programs & services | 13.1% | 27.8% | 14.6% | 2.1% | 1.2% | 41.2% |
| Q47. Quality of City library programs & services | 22.6% | 37.8% | 10.1% | 1.7% | 0.7% | 27.0% |
| Q48. Quality of Tempe Center for the Arts programs | 17.6% | 25.5% | 12.9% | 2.1% | 0.4% | 41.5% |
| Q49. Quality of Kid Zone programs | 7.9% | 11.9% | 11.1% | 0.9% | 0.3% | 67.9% |
| Q50. Quality of City art & art education programs | 10.1% | 18.0% | 13.8% | 1.6% | 1.1% | 55.4% |

Q32-72. Quality of Life: Please rate your satisfaction level on 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 |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| Q51. Quality of Tempe Center for the Arts | 20.7% | 24.5% | 12.1% | 1.4% | 0.8% | 40.5% |
| Q52. Quality of Tempe History Museum | 18.8% | 24.8% | 12.1% | 0.4% | 0.4% | 43.5% |
| Q53. Quality of Tempe Public Library | 28.3% | 36.3% | 11.5% | 1.2% | 2.0% | 20.7% |
| Q54. Adequacy of street lighting | 15.2% | 37.7% | 18.0% | 16.3% | 6.6% | 6.2% |
| Q55. Cleanliness of City Streets | 16.7% | 46.9% | 17.7% | 10.6% | 2.9% | 5.1% |
| Q56. Quality of Landscape maintenance along streets/sidewalks | 14.1% | 45.8% | 21.1% | 10.9% | 2.9% | 5.2% |
| Q57. Overall condition of your neighborhood | 17.2% | 47.0% | 15.4% | 13.8% | 2.7% | 3.8% |
| Q58. Appearance of residential property in City | 11.4% | 46.1% | 24.2% | 11.8% | 2.2% | 4.2% |
| Q59. Maintenance of private property | 9.9% | 38.7% | 23.7% | 15.8% | 3.0% | 8.9% |
| Q60. Condition of alley near your home (if applicable) | 8.1% | 23.8% | 15.9% | 15.5% | 5.7% | 31.1% |
| Q61. City enforcement of alley maintenance codes | 7.8% | 20.5% | 18.9% | 13.0% | 5.9% | 33.9% |
| Q62. City enforcement of property maintenance codes & appearance of residential properties | 8.3% | 29.3% | 23.4% | 15.3% | 5.3% | 18.4% |
| Q63. City enforcement of property maintenance codes & appearance of commercial properties | 9.2% | 31.0% | 23.7% | 10.2% | 3.2% | 22.6% |
| Q64. Overall enforcement of City property maintenance codes | 8.6% | 30.0% | 22.5% | 11.6% | 3.5% | 23.8% |
| Q65. City efforts to enforce clean-up of junk, debris, & trash on residential private property | 9.4% | 26.8% | 22.5% | 16.1% | 5.6% | 19.7% |
| Q66. City efforts to enforce mowing & cutting of weeds/grass on residential private property | 7.9% | 29.1% | 25.1% | 12.6% | 4.7% | 20.5% |
| Q67. City efforts to enforce deteriorated landscape maintenance on residential private property | 7.5% | 25.6% | 21.8% | 16.3% | 5.2% | 23.5% |

Q32-72. Quality of Life: Please rate your satisfaction level on 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 |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| Q68. Value & benefits received by City from Special Events | 12.4% | 27.9% | 18.4% | 4.5% | 2.1% | 34.8% |
| Q69. Quality of Social Services/Human Services | 8.3% | 20.3% | 19.1% | 4.4% | 2.0% | 45.8% |
| Q70. Residential trash collection services | 29.2% | 48.0% | 10.4% | 4.7% | 1.6% | 6.2% |
| Q71. Residential recycling services | 29.5% | 45.9% | 10.6% | 4.1% | 2.3% | 7.5% |
| Q72. Bulk trash pickup/removal services | 21.4% | 38.1% | 14.8% | 10.4% | 3.0% | 12.3% |

WITHOUT DON'T KNOW

Q32-72. Quality of Life: Please rate your satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=1202)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q32. Appearance of City | 21.9% | 57.4% | 11.9% | 7.0% | 1.9% |
| Q33. Image of City | 28.6% | 49.7% | 14.2% | 5.6% | 1.9% |
| Q34. Quality of life in City | 29.8% | 51.6% | 13.8% | 3.2% | 1.5% |
| Q35. City's overall efforts to promote diversity & inclusiveness in community | 28.3% | 41.1% | 21.6% | 5.4% | 3.6% |
| Q36. Quality of access to City facilities for persons with disabilities | 27.8% | 43.4% | 22.7% | 4.5% | 1.5% |
| Q37. Quality of access to City parks for persons with disabilities | 25.6% | 44.6% | 23.3% | 5.1% | 1.4% |
| Q38. Quality of neighborhood parks | 20.0% | 52.6% | 16.8% | 8.4% | 2.2% |
| Q39. Maintenance of City parks | 20.2% | 53.1% | 17.3% | 7.7% | 1.7% |
| Q40. Quality of larger City parks (e.g., Kiwanis, Tempe Beach, Town Lake, Papago) | 28.5% | 48.6% | 15.3% | 6.2% | 1.4% |
| Q41. Quality of City recreation & community centers | 26.2% | 47.0% | 22.4% | 3.4% | 1.0% |
| Q42. Maintenance & appearance of City community centers | 24.7% | 49.1% | 21.8% | 3.3% | 1.1% |
| Q43. Quality of City swimming pools | 19.3% | 41.2% | 32.5% | 4.8% | 2.2% |
| Q44. Quality of City outdoor athletic fields | 19.4% | 48.8% | 27.9% | 2.4% | 1.5% |
| Q45. Quality of City golf courses | 20.7% | 41.3% | 32.1% | 4.9% | 1.0% |
| Q46. Quality of City recreation programs & services | 22.3% | 47.2% | 24.8% | 3.5% | 2.1% |
| Q47. Quality of City library programs & services | 31.0% | 51.8% | 13.9% | 2.4% | 0.9% |
| Q48. Quality of Tempe Center for the Arts programs | 30.0% | 43.7% | 22.0% | 3.6% | 0.7% |
| Q49. Quality of Kid Zone programs | 24.6% | 37.0% | 34.5% | 2.8% | 1.0% |
| Q50. Quality of City art & art education programs | 22.8% | 40.3% | 31.0% | 3.5% | 2.4% |

WITHOUT DON'T KNOW

Q32-72. Quality of Life: Please rate your satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q51. Quality of Tempe Center for the Arts | 34.8% | 41.1% | 20.3% | 2.4% | 1.4% |
| Q52. Quality of Tempe History Museum | 33.3% | 43.9% | 21.4% | 0.7% | 0.7% |
| Q53. Quality of Tempe Public Library | 35.7% | 45.8% | 14.5% | 1.6% | 2.5% |
| Q54. Adequacy of street lighting | 16.2% | 40.2% | 19.2% | 17.4% | 7.0% |
| Q55. Cleanliness of City Streets | 17.6% | 49.4% | 18.7% | 11.2% | 3.1% |
| Q56. Quality of Landscape maintenance along streets/sidewalks | 14.8% | 48.3% | 22.3% | 11.5% | 3.1% |
| Q57. Overall condition of your neighborhood | 17.9% | 48.9% | 16.0% | 14.4% | 2.9% |
| Q58. Appearance of residential property in City | 11.9% | 48.1% | 25.3% | 12.3% | 2.3% |
| Q59. Maintenance of private property | 10.9% | 42.5% | 26.0% | 17.4% | 3.3% |
| Q60. Condition of alley near your home (if applicable) | 11.7% | 34.5% | 23.1% | 22.5% | 8.2% |
| Q61. City enforcement of alley maintenance codes | 11.8% | 31.0% | 28.6% | 19.6% | 8.9% |
| Q62. City enforcement of property maintenance codes & appearance of residential properties | 10.2% | 35.9% | 28.6% | 18.8% | 6.5% |
| Q63. City enforcement of property maintenance codes & appearance of commercial properties | 11.9% | 40.1% | 30.6% | 13.2% | 4.1% |
| Q64. Overall enforcement of City property maintenance codes | 11.2% | 39.3% | 29.6% | 15.3% | 4.6% |
| Q65. City efforts to enforce clean-up of junk, debris, & trash on residential private property | 11.7% | 33.4% | 28.0% | 20.0% | 6.9% |
| Q66. City efforts to enforce mowing & cutting of weeds/grass on residential private property | 9.9% | 36.6% | 31.6% | 15.9% | 5.9% |
| Q67. City efforts to enforce deteriorated landscape maintenance on residential private property | 9.8% | 33.5% | 28.5% | 21.3% | 6.9% |

WITHOUT DON'T KNOW

Q32-72. Quality of Life: Please rate your satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|--|----------------|-----------|---------|--------------|----------------------|
| Q68. Value & benefits received by City from Special Events | 19.0% | 42.7% | 28.2% | 6.9% | 3.2% |
| Q69. Quality of Social Services/Human Services | 15.4% | 37.5% | 35.3% | 8.1% | 3.7% |
| Q70. Residential trash collection services | 31.1% | 51.2% | 11.1% | 5.0% | 1.7% |
| Q71. Residential recycling services | 31.9% | 49.6% | 11.5% | 4.4% | 2.5% |
| Q72. Bulk trash pickup/removal services | 24.4% | 43.5% | 16.9% | 11.9% | 3.4% |

Q73-89. Sustainable Growth and Development: Please rate your satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1202)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| Q73. How well City is planning for growth | 10.1% | 30.0% | 17.7% | 8.2% | 3.2% | 30.8% |
| Q74. City's sustainability programs, which are designed to promote water, energy, & natural resource conservation | 12.1% | 32.0% | 21.2% | 4.9% | 1.9% | 27.8% |
| Q75. Condition of streets in your neighborhood | 14.1% | 46.3% | 16.3% | 14.3% | 4.5% | 4.5% |
| Q76. Condition of major City streets | 15.7% | 51.4% | 15.9% | 9.4% | 3.2% | 4.3% |
| Q77. Condition & clarity of street signs | 19.3% | 51.9% | 16.6% | 6.7% | 1.1% | 4.5% |
| Q78. Management of traffic flow on City streets | 11.5% | 39.9% | 19.2% | 16.6% | 8.0% | 4.8% |
| Q79. Quality of local transit service (bus, rail, Orbit) | 17.8% | 35.6% | 15.9% | 5.4% | 2.2% | 23.1% |
| Q80. Quality of walking & biking paths | 19.7% | 45.3% | 15.1% | 4.4% | 1.3% | 14.1% |
| Q81. Quality of recycling services | 25.8% | 45.7% | 12.5% | 3.5% | 1.6% | 11.0% |
| Q82. Quality of green organics collection & compost program | 12.5% | 27.8% | 16.5% | 4.1% | 3.2% | 35.9% |
| Q83. Overall quality of new commercial development in City, including architecture & design | 12.4% | 33.9% | 22.9% | 5.8% | 4.2% | 20.8% |
| Q84. Quality of your internet service provider | 10.5% | 34.8% | 20.0% | 15.5% | 9.8% | 9.5% |
| Q85. Quality of water conservation programs | 10.1% | 29.4% | 22.5% | 5.6% | 1.6% | 30.8% |
| Q86. Quality of energy conservation programs | 10.1% | 29.7% | 22.2% | 5.7% | 1.4% | 30.9% |
| Q87. Quality of land use & green space programs | 10.9% | 29.0% | 21.3% | 4.8% | 2.6% | 31.4% |
| Q88. Quality of climate change initiatives such as shaded bus stops & tree canopies | 13.3% | 32.7% | 20.1% | 10.7% | 4.5% | 18.6% |
| Q89. City efforts to promote redevelopment of distressed commercial centers in my Character Area (the area I live) | 7.2% | 21.0% | 23.0% | 9.7% | 4.6% | 34.5% |

WITHOUT DON'T KNOW

Q73-89. Sustainable Growth and Development: Please rate your satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=1202)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q73. How well City is planning for growth | 14.7% | 43.3% | 25.6% | 11.9% | 4.6% |
| Q74. City's sustainability programs, which are designed to promote water, energy, & natural resource conservation | 16.8% | 44.4% | 29.4% | 6.8% | 2.6% |
| Q75. Condition of streets in your neighborhood | 14.8% | 48.4% | 17.1% | 15.0% | 4.7% |
| Q76. Condition of major City streets | 16.4% | 53.7% | 16.6% | 9.8% | 3.4% |
| Q77. Condition & clarity of street signs | 20.2% | 54.4% | 17.3% | 7.0% | 1.1% |
| Q78. Management of traffic flow on City streets | 12.1% | 41.9% | 20.2% | 17.5% | 8.4% |
| Q79. Quality of local transit service (bus, rail, Orbit) | 23.2% | 46.3% | 20.7% | 7.0% | 2.8% |
| Q80. Quality of walking & biking paths | 23.0% | 52.8% | 17.5% | 5.1% | 1.6% |
| Q81. Quality of recycling services | 29.0% | 51.3% | 14.0% | 3.9% | 1.8% |
| Q82. Quality of green organics collection & compost program | 19.5% | 43.4% | 25.7% | 6.4% | 5.1% |
| Q83. Overall quality of new commercial development in City, including architecture & design | 15.7% | 42.9% | 28.9% | 7.4% | 5.3% |
| Q84. Quality of your internet service provider | 11.6% | 38.4% | 22.1% | 17.1% | 10.8% |
| Q85. Quality of water conservation programs | 14.7% | 42.4% | 32.6% | 8.1% | 2.3% |
| Q86. Quality of energy conservation programs | 14.6% | 43.0% | 32.2% | 8.2% | 2.0% |
| Q87. Quality of land use & green space programs | 15.9% | 42.3% | 31.0% | 7.0% | 3.8% |
| Q88. Quality of climate change initiatives such as shaded bus stops & tree canopies | 16.4% | 40.2% | 24.7% | 13.2% | 5.5% |
| Q89. City efforts to promote redevelopment of distressed commercial centers in my Character Area (the area I live) | 11.1% | 32.0% | 35.1% | 14.9% | 7.0% |

Q90-93. Maintaining Financial Stability and Vitality: Please rate your satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1202)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| Q90. Direction City is heading | 13.4% | 41.5% | 19.1% | 5.2% | 4.6% | 16.2% |
| Q91. City efforts to keep residents informed about City's budget | 10.3% | 29.5% | 23.1% | 11.4% | 3.3% | 22.4% |
| Q92. City's financial information is accessible & transparent | 9.1% | 22.5% | 24.8% | 6.7% | 2.6% | 34.4% |
| Q93. Overall value that you receive for your city tax & fees | 11.7% | 39.4% | 23.6% | 8.6% | 3.9% | 12.7% |

WITHOUT DON'T KNOW

Q90-93. Maintaining Financial Stability and Vitality: Please rate your satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=1202)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q90. Direction City is heading | 16.0% | 49.6% | 22.8% | 6.2% | 5.5% |
| Q91. City efforts to keep residents informed about City's budget | 13.3% | 37.9% | 29.8% | 14.7% | 4.3% |
| Q92. City's financial information is accessible & transparent | 13.8% | 34.2% | 37.8% | 10.3% | 3.9% |
| Q93. Overall value that you receive for your city tax & fees | 13.4% | 45.2% | 27.1% | 9.8% | 4.5% |

Q94. Approximately how many years have you lived in Tempe?

| Q94. How many years have you lived in Tempe | Number | Percent |
|---|--------|---------|
| Less than 6 months | 25 | 2.1 % |
| 6 months-5 years | 197 | 16.4 % |
| 6-10 years | 214 | 17.8 % |
| 11-20 years | 263 | 21.9 % |
| 20+ years | 501 | 41.7 % |
| Not provided | 2 | 0.2 % |
| Total | 1202 | 100.0 % |

Q95. What is your age?

| Q95. Your age | Number | Percent |
|---------------|--------|---------|
| 18-34 | 243 | 20.2 % |
| 35-44 | 247 | 20.5 % |
| 45-54 | 230 | 19.1 % |
| 55-64 | 237 | 19.7 % |
| 65-74 | 153 | 12.7 % |
| 75+ years | 79 | 6.6 % |
| Not provided | 13 | 1.1 % |
| Total | 1202 | 100.0 % |

Q96. What gender do you identify with?

| Q96. Your gender | Number | Percent |
|------------------|--------|---------|
| Male | 592 | 49.3 % |
| Female | 610 | 50.7 % |
| Total | 1202 | 100.0 % |

Q97. Do any children live with you in Tempe?

| Q97. Do any children live with you in Tempe | Number | Percent |
|---|--------|---------|
| Yes | 262 | 21.8 % |
| No, none | 914 | 76.0 % |
| Not provided | 26 | 2.2 % |
| Total | 1202 | 100.0 % |

Q98. If you have children living in Tempe, how many attend Public Schools?

| Q98. How many attend Public school | Number | Percent |
|------------------------------------|--------|---------|
| 0 | 102 | 38.9 % |
| 1 | 92 | 35.1 % |
| 2 | 53 | 20.2 % |
| 3+ | 15 | 5.7 % |
| Total | 262 | 100.0 % |

Q98. If you have children living in Tempe, how many are Home Schooled?

| Q98. How many are Home schooled | Number | Percent |
|---------------------------------|--------|---------|
| 0 | 252 | 96.2 % |
| 1 | 7 | 2.7 % |
| 2 | 2 | 0.8 % |
| 3+ | 1 | 0.4 % |
| Total | 262 | 100.0 % |

Q98. If you have children living in Tempe, how many attend Charter Schools?

| Q98. How many attend Charter School | Number | Percent |
|-------------------------------------|--------|---------|
| 0 | 231 | 88.2 % |
| 1 | 22 | 8.4 % |
| 2 | 6 | 2.3 % |
| 3+ | 3 | 1.1 % |
| Total | 262 | 100.0 % |

Q98. If you have children living in Tempe, how many attend Private Schools?

| Q98. How many attend Private School | Number | Percent |
|-------------------------------------|--------|---------|
| 0 | 245 | 93.5 % |
| 1 | 12 | 4.6 % |
| 2 | 3 | 1.1 % |
| 3+ | 2 | 0.8 % |
| Total | 262 | 100.0 % |

Q99. Which of the following best describes your race/ethnicity?

| Q99. Your race/ethnicity | Number | Percent |
|--------------------------|--------|---------|
| Asian/Pacific Islander | 63 | 5.4 % |
| White | 867 | 73.7 % |
| American Indian/Eskimo | 18 | 1.5 % |
| Black/African American | 55 | 4.7 % |
| Hispanic/Latino/Spanish | 267 | 22.7 % |
| Other | 18 | 1.5 % |
| Total | 1288 | |

Q100. Primary language:

| Q100. Primary language | Number | Percent |
|------------------------|--------|---------|
| English | 1143 | 95.1 % |
| Spanish | 40 | 3.3 % |
| Other | 5 | 0.4 % |
| Not provided | 14 | 1.2 % |
| Total | 1202 | 100.0 % |

Q101. Do you own or rent your current residence?

| Q101. Do you own or rent your current residence | Number | Percent |
|---|--------|---------|
| Own | 808 | 67.2 % |
| Rent | 384 | 31.9 % |
| Not provided | 10 | 0.8 % |
| Total | 1202 | 100.0 % |

Q101a. Does your home have an alley?

| Q101a. Does your home have an alley | Number | Percent |
|-------------------------------------|--------|---------|
| Yes | 576 | 47.9 % |
| No | 489 | 40.7 % |
| Not provided | 137 | 11.4 % |
| Total | 1202 | 100.0 % |

Q102. Which of the following best describes your home?

| Q102. Which best describes your home | Number | Percent |
|--------------------------------------|--------|---------|
| Single family | 980 | 81.5 % |
| Other | 166 | 13.8 % |
| Not provided | 56 | 4.7 % |
| Total | 1202 | 100.0 % |

Q103. Do you have cable television?

| Q103. Do you have cable television | Number | Percent |
|------------------------------------|--------|---------|
| Yes | 719 | 59.8 % |
| No | 468 | 38.9 % |
| Not provided | 15 | 1.2 % |
| Total | 1202 | 100.0 % |

Q103a. Do you have internet access at home?

| Q103a. Do you have internet access at home | Number | Percent |
|--|--------|---------|
| Yes | 1082 | 90.0 % |
| No | 95 | 7.9 % |
| Not provided | 25 | 2.1 % |
| Total | 1202 | 100.0 % |

Q103b. Do you have a smart phone?

| Q103b. Do you have a smart phone | Number | Percent |
|----------------------------------|--------|---------|
| Yes | 922 | 76.7 % |
| No | 201 | 16.7 % |
| Not provided | 79 | 6.6 % |
| Total | 1202 | 100.0 % |

Q104. Are you a full-time student?

| Q104. Are you a full-time student | Number | Percent |
|-----------------------------------|--------|---------|
| Yes | 104 | 8.7 % |
| No | 1080 | 89.9 % |
| Not provided | 18 | 1.5 % |
| Total | 1202 | 100.0 % |

Q105. What is the highest level of education that you have completed?

| <u>Q105. Highest level of education you have completed</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Less than high school | 84 | 7.0 % |
| High school | 168 | 14.0 % |
| Some college | 229 | 19.1 % |
| 4-year college | 341 | 28.4 % |
| Graduate degree | 372 | 30.9 % |
| Not provided | 8 | 0.7 % |
| Total | 1202 | 100.0 % |

Q106. Have you visited Downtown Tempe during the past year?

| <u>Q106. Have you visited Downtown Tempe during past year</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Yes | 992 | 82.5 % |
| No | 199 | 16.6 % |
| Not provided | 11 | 0.9 % |
| Total | 1202 | 100.0 % |

Q107. Have you used public transit during the past year?

| <u>Q107. Have you used public transit during past year</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Yes | 624 | 51.9 % |
| No | 574 | 47.8 % |
| Not provided | 4 | 0.3 % |
| Total | 1202 | 100.0 % |

Section 5:
Survey Instrument