

City of Tempe
PO Box 5002
31 East Fifth Street
Tempe, AZ 85280
www.tempe.gov
480-350-8225



Corey Woods
Mayor

June 2, 2025

Doreen Garlid
Vice Mayor

Dear Fellow Tempe Resident,

Jennifer Adams
Councilmember

Re: 2025 City of Tempe Survey

Nikki Amberg
Councilmember

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 the City's priorities reflect the needs of our residents.

Arlene Chin
Councilmember

Berdetta Hodge
Councilmember

Randy Keating
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 within 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 online at tempe.gov/surveys.

Please contact Stephanie Martinez, Strategic Initiatives Manager, at stephanie_martinez2@tempe.gov or 480-350-2922 with any questions. City staff will be pleased to answer them. Thank you again for taking the time to help make Tempe an even more amazing city.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Corey Woods', with a stylized flourish at the end.

Corey Woods

Mayor

City of Tempe
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2 de junio de 2025

Corey Woods
Alcalde

Doreen Garlid
Vice Alcalde

Jennifer Adams
Miembro del Concilio

Nikki Amberg
Miembro del Concilio

Arlene Chin
Miembro del Concilio

Berdetta Hodge
Miembro del Concilio

Randy Keating
Miembro del Concilio

Estimado residente de Tempe,

Asunto: Encuesta de la Ciudad de Tempe 2025

En nombre del Concejo Municipal de Tempe, le agradecemos su constante participación en nuestra comunidad. Esta carta es una solicitud de su colaboración para construir un Tempe aún mejor. Su aporte en la encuesta adjunta es de suma importancia, ya que asegura que las prioridades de la Ciudad reflejen las necesidades de nuestros residentes.

Sabemos que la encuesta toma tiempo para completar, pero cada pregunta es importante. Mis colegas del Concejo y yo utilizamos la información recabada por la encuesta para tomar decisiones que afectan una amplia gama de servicios municipales, incluidos la seguridad pública, los parques, la recreación, el desarrollo económico, la aplicación de códigos y otros.

Sus respuestas ayudarán a la administración y al personal de la Ciudad a identificar y abordar diversas oportunidades y desafíos que enfrenta nuestra comunidad. Le pedimos que, si es posible, devuelva la encuesta completada dentro de la semana utilizando el sobre prepagado adjunto. Tenga la seguridad de que sus respuestas serán tratadas de manera confidencial.

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

Por favor, contacte a Stephanie Martínez, Gerente de Iniciativas Estratégicas, al correo electrónico stephanie_martinez2@tempe.gov o al 480-350-2922 si tiene alguna pregunta. El personal de la Ciudad estará encantado de responder. Gracias nuevamente por tomarse el tiempo para ayudar a hacer de Tempe una ciudad aún más increíble.

Atentamente,

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

Alcalde Corey Woods

2025 City of Tempe Community Survey



Please take a few minutes to complete this survey. 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. You may also complete the survey online, at tempe.gov/surveys or by scanning the QR code.

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
1.	Quality of local fire services	5	4	3	2	1	9
2.	Quality of medical services provided by the Fire Department	5	4	3	2	1	9
3.	Quality of ambulance services	5	4	3	2	1	9
4.	Quality of local police services	5	4	3	2	1	9
5.	Enforcement of local traffic laws	5	4	3	2	1	9
6.	Efforts by the City to prevent crime	5	4	3	2	1	9
7.	Overall feeling of safety in the City	5	4	3	2	1	9
8.	Feeling of safety in your neighborhood	5	4	3	2	1	9
9.	Quality and safety of structures in your neighborhood	5	4	3	2	1	9
10.	Quality of crisis and trauma services (ex: CARE 7)	5	4	3	2	1	9

2. Please rate how satisfied you are with the FEELING OF SAFETY you have in the following places.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
	During the Day:						
1.	Neighborhood parks	5	4	3	2	1	9
2.	City parks like Kiwanis and Tempe Beach	5	4	3	2	1	9
3.	Desert parks like Papago, Evelyn Hallman, and Hayden Butte (A Mountain)	5	4	3	2	1	9
4.	City athletic and recreational facilities	5	4	3	2	1	9
5.	Tempe Public Library Complex	5	4	3	2	1	9
6.	City Hall Area	5	4	3	2	1	9
7.	Mill Avenue/Downtown Tempe areas	5	4	3	2	1	9
8.	Business Areas (theaters, restaurants, retail shopping, workplace)	5	4	3	2	1	9
9.	Within your home or neighborhood	5	4	3	2	1	9
10.	Neighborhood alleys	5	4	3	2	1	9
11.	Roadways	5	4	3	2	1	9
12.	Public transportation	5	4	3	2	1	9
	At Night:						
13.	Neighborhood parks	5	4	3	2	1	9
14.	City parks like Kiwanis and Tempe Beach	5	4	3	2	1	9
15.	Desert parks like Papago, Evelyn Hallman, and Hayden Butte (A Mountain)	5	4	3	2	1	9
16.	City athletic and recreational facilities	5	4	3	2	1	9
17.	Tempe Public Library Complex	5	4	3	2	1	9
18.	City Hall	5	4	3	2	1	9
19.	Mill Avenue/Downtown Tempe areas	5	4	3	2	1	9
20.	Businesses (theaters, restaurants, retail shopping, workplace)	5	4	3	2	1	9
21.	Within your home or neighborhood	5	4	3	2	1	9
22.	Neighborhood alleys	5	4	3	2	1	9
23.	Roadways	5	4	3	2	1	9
24.	Public transportation	5	4	3	2	1	9

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
1.	How courteous and respectful the call taker was	5	4	3	2	1	9
2.	The hours and days of service (Mon-Fri 9am-6pm and Sat-Sun 8am-5pm) that 311 is available	5	4	3	2	1	9
3.	The ability of the call taker to answer your question	5	4	3	2	1	9
4.	The call taker helped you resolve an issue to your satisfaction	5	4	3	2	1	9

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
1.	City Council Meetings (schedules, agendas, minutes, videos)	5	4	3	2	1	9
2.	Boards and Commission Meetings (schedules, agendas, minutes)	5	4	3	2	1	9
3.	City Elections (election information and results, voter outreach)	5	4	3	2	1	9
4.	Campaign Finance and Lobbyist Disclosures	5	4	3	2	1	9
5.	City's Financial Information (as found on tempe.gov/openbooks)	5	4	3	2	1	9
6.	Data Transparency and Data Sharing (as found on data.tempe.gov)	5	4	3	2	1	9
7.	City's Performance on Strategic Priorities (as found on performance.tempe.gov)	5	4	3	2	1	9
8.	City Public Meetings	5	4	3	2	1	9

9. 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.

- | | |
|--|--|
| <input type="checkbox"/> (1) Fire services | <input type="checkbox"/> (17) Arts in the Parks |
| <input type="checkbox"/> (2) Tempe Public Library | <input type="checkbox"/> (18) Household Products Collection Center |
| <input type="checkbox"/> (3) Parks | <input type="checkbox"/> (19) Escalante Multi-Generational Center |
| <input type="checkbox"/> (4) Walking/biking trails | <input type="checkbox"/> (20) North Tempe Multi-Generational Center |
| <input type="checkbox"/> (5) City athletic fields | <input type="checkbox"/> (21) Westside Multi-Generational Center |
| <input type="checkbox"/> (6) Kid Zone Enrichment Program | <input type="checkbox"/> (22) Pyle Adult Recreation Center |
| <input type="checkbox"/> (7) Police services | <input type="checkbox"/> (23) Community Health & Human Services |
| <input type="checkbox"/> (8) Bus, Orbit, light rail service, or streetcar | <input type="checkbox"/> (24) Solid Waste (trash), recycling, and green organics |
| <input type="checkbox"/> (9) City golf courses | <input type="checkbox"/> (25) Residential/permitting |
| <input type="checkbox"/> (10) City swimming pools | <input type="checkbox"/> (26) Emergency medical services |
| <input type="checkbox"/> (11) Kiwanis Recreation Center | <input type="checkbox"/> (27) Court services |
| <input type="checkbox"/> (12) Tempe 311 | <input type="checkbox"/> (28) Crisis/Homelessness
(CARE 7/HOPE line 480-350-8004, 24/7) |
| <input type="checkbox"/> (13) Tempe History Museum | <input type="checkbox"/> (29) Building safety, code compliance |
| <input type="checkbox"/> (14) Tempe Center for the Arts | <input type="checkbox"/> (30) Neighborhood Services |
| <input type="checkbox"/> (15) Recreation programs/services | <input type="checkbox"/> (31) Envision Center |
| <input type="checkbox"/> (16) Performing and Visual arts classes
(Edna Arts classes, Free Art Friday) | |

10. Overall Priorities. Which THREE of the following do you think should be the City's top priorities over the next year? [Write in your answers using the numbers from the list in Question 10.]

- | | |
|---|--|
| 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. Solid Waste (trash), recycling, and green organics |
| 4. Police services | 18. Community Health & Human Services |
| 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. Historical preservation | 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. Services for individuals experiencing homelessness |
| 13. City infrastructure (e.g., bridges, waterlines) | 27. Alley maintenance |
| 14. Quality and safety of businesses and homes | |

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

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

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

11. (Continued) Please rate YOUR LEVEL OF SATISFACTION with each of the following.							
		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
30.	City enforcement of alley maintenance codes	5	4	3	2	1	9
31.	Overall enforcement of City property maintenance codes	5	4	3	2	1	9
32.	City enforcement of property maintenance codes and the appearance of commercial properties	5	4	3	2	1	9
33.	City enforcement of property maintenance codes and the appearance of residential properties	5	4	3	2	1	9
34.	City enforcement of allowable construction work hours (Summer 6am-7pm, Winter 7am-7pm)	5	4	3	2	1	9
35.	The quality of Special Events	5	4	3	2	1	9
36.	Access to Community Health/Human/Social/Education services	5	4	3	2	1	9
37.	Tempe's engagement and inclusion of those living with dementia, their care partners, and their families	5	4	3	2	1	9
38.	Quality of residential trash collection services	5	4	3	2	1	9
39.	Quality of bulk trash pickup/removal services	5	4	3	2	1	9
40.	Quality of recycling services	5	4	3	2	1	9
41.	Traffic Management	5	4	3	2	1	9

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

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	How well the City is planning for growth	5	4	3	2	1	9
2.	The city's sustainability programs, designed to promote energy efficiency, electrification, and other reduction in green house gas emissions.	5	4	3	2	1	9
3.	Condition of streets in your neighborhood	5	4	3	2	1	9
4.	Condition of major City streets and sidewalks	5	4	3	2	1	9
5.	Condition and clarity of street signs	5	4	3	2	1	9
6.	Management of traffic flow on City streets	5	4	3	2	1	9
7.	Quality of local transit service (bus, rail, Orbit, streetcar)	5	4	3	2	1	9
8.	Quality of walking and biking paths	5	4	3	2	1	9
9.	Overall quality of new commercial development in the City, including architecture and design	5	4	3	2	1	9
10.	Quality of your internet service provider	5	4	3	2	1	9
11.	Quality of water conservation programs	5	4	3	2	1	9
12.	Quality of energy conservation programs	5	4	3	2	1	9
13.	Quality of land use and green space programs	5	4	3	2	1	9
14.	Quality of climate change initiatives such as shaded bus stops and tree canopies	5	4	3	2	1	9
15.	City efforts to promote redevelopment of distressed commercial centers near where I live	5	4	3	2	1	9
16.	Management of traffic during construction	5	4	3	2	1	9
17.	City enforcement of construction codes/required permits for residential properties	5	4	3	2	1	9
18.	City enforcement of construction codes/required permits for business properties	5	4	3	2	1	9

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

___(1) Yes [Answer Q13a.] ___(2) No

13a. 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

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

- | | |
|---|---|
| <input type="checkbox"/> (1) Tempe 11 (Cable TV) | <input type="checkbox"/> (8) City meetings (virtual) |
| <input type="checkbox"/> (2) Recreation Opportunities Brochure | <input type="checkbox"/> (9) City email subscriptions |
| <input type="checkbox"/> (3) City websites | <input type="checkbox"/> (10) Tempe 311 (by phone, website, mobile app) |
| <input type="checkbox"/> (4) Water bill newsletter (Tempe Today) | <input type="checkbox"/> (11) Radio/podcast news |
| <input type="checkbox"/> (5) City social media (Twitter/X, Facebook, Instagram, Nextdoor) | <input type="checkbox"/> (12) Newspapers |
| <input type="checkbox"/> (6) City videos (on YouTube, City website, social media) | <input type="checkbox"/> (13) Neighborhood/community meetings |
| <input type="checkbox"/> (7) TV News | <input type="checkbox"/> (14) City mailings |

14a. Which THREE of the sources listed do you MOST PREFER TO GET INFORMATION ABOUT THE CITY?

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
1. The direction the City is heading	5	4	3	2	1	9
2. City efforts to keep residents informed about the City's budget	5	4	3	2	1	9
3. The overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
4. The opportunities to provide input and feedback in the budget process	5	4	3	2	1	9
5. The financial stability of the City	5	4	3	2	1	9

16. 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 a quality internet service provider?	Yes	No
4. Are you a full-time student?	Yes	No
5. Have you visited Downtown Tempe during the past year?	Yes	No
6. Have you used a multi-use pathway in the past year?	Yes	No
7. Do you, or a member of your household, have a disability?	Yes	No
8. Do you own your home?	Yes	No

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

- | | | |
|---|--|---|
| <input type="checkbox"/> (1) Less than 6 months | <input type="checkbox"/> (3) 6-10 years | <input type="checkbox"/> (5) More than 20 years |
| <input type="checkbox"/> (2) 6 months-5 years | <input type="checkbox"/> (4) 11-20 years | |

18. What is your age?

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

19. What gender do you identify with?

- (1) Male (2) Female (3) Non-conforming (9) I prefer not to answer

20. Do you have children in your household? ___(1) Yes [Answer Q20a.] ___(2) No

20a. If "Yes," how many children are within each age range?

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

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

- ___(1) White or Caucasian
___(2) Black or African American
___(3) Asian or Asian Indian
___(4) American Indian or Alaska Native
___(5) Native Hawaiian or other Pacific Islander
___(6) Latinx or Hispanic
___(7) Middle Eastern or North African
___(8) Not listed, please describe: _____
___(9) Prefer not to answer

22. Primary language: ___(1) English ___(2) Spanish ___(3) Other: _____

23. Which of the following best describes your home? ___(1) Single-Family ___(2) Other: _____

24. What is your highest level of education?

- ___(1) Less than high school
___(2) High school/GED or equivalent
___(3) Some college
___(4) 2-year college (associate degree)
___(5) 4-year college (bachelor degree)
___(6) Professional degree beyond bachelor's
___(7) Post graduate degree
___(8) Vocational/apprenticeship
___(9) Post high school certificate

25. What is your household income?

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

26. Have you ever served on active duty in the U.S. Armed Forces, Reserves or National Guard?

- ___(1) Currently active duty
___(2) Only on active duty for training in the Reserves or National Guard
___(3) Active duty in the past, but not now
___(4) Never served in the military
___(5) I prefer not to answer

27. 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.

27a. On which step of the ladder would you say you personally feel you stand at this time? ___

27b. On which step (0 to 10) do you think you will stand about five years from now? ___

28. Would you be willing to participate in future surveys sponsored by the City of Tempe?

___(1) Yes [Answer 28a.] ___(2) No

28a. If you're willing to participate in future surveys, please provide your contact information (optional).

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

The results of this survey, along with the results from previous years, can be found on the City's webpage: tempe.gov/surveys.

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having problems with City services. Thank you.