

City of Tempe 2013 Community Attitude Survey FINAL REPORT

TEMPE DIABLO STADIUM

2013
ANGELS
SPRING TRAINING

Submitted to:

The City of
Tempe, AZ



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January 2014

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2013 DirectionFinder® Survey Executive Summary Report

Overview and Methodology

ETC Institute conducted its seventh annual community attitude survey for the City of Tempe during the winter of 2013 to help determine priorities for the community as part of the City's on-going strategic planning process. The survey was mailed to a random sample of 2,400 households in the City of Tempe. Once the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone or on the internet at www.tempe2013survey.org.

A total of 888 households completed the survey. The results for the sample of 888 households have a 95% level of confidence with a precision of at least +/- 3.3%. There were no statistically significant differences in the results of the survey based on the method of administration.

The percentage of "don't know" responses has been excluded from many of the graphs and the benchmarking data shown in this report to facilitate valid comparisons between city services. Since the number of "don't know" responses often reflects the utilization and awareness of city services, the percentage of "don't know" responses has been provided in the tabular data section of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "who had an opinion."

This report contains:

- an executive summary of the methodology and major findings
- charts depicting the overall results of the survey
- benchmarking data that shows how the survey results compare to other cities
- importance-satisfaction analysis
- tabular data for all questions on the survey
- a copy of the survey instrument.

Major Findings

OVERALL PERCEPTIONS OF THE CITY

- Most of the residents surveyed, who had an opinion, were satisfied with and the overall quality of life in the City (86%), the image of the City (84%) and the overall appearance of the City (83%).
- There was a significant increase, increase of more than 4%, in satisfaction ratings for the City's efforts to promote diversity and inclusiveness from the 2012 survey. There were also significant decreases, decrease of more than 4%, in satisfaction ratings for the overall appearance of the City and the public involvement in the City's decision making from the 2012 survey.

NEIGHBORHOODS

- Sixty-seven percent (67%) of the residents surveyed rated the overall condition of their neighborhood as "excellent" or "good;" 23% rated it as "average," 7% rated it as poor and 3% did not provide a response. The highest levels of satisfaction with neighborhood services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents who had an opinion, were the quality of the neighborhood park (78%), the condition of sidewalks in the neighborhood (78%) and the condition of neighborhood streets (76%). Residents were least satisfied with the condition of alleys (51%).
- None of the neighborhood services rated showed significant increases in satisfaction levels from 2012. There was a significant decrease, decrease of more than 4%, in satisfaction ratings for the condition of alleys from the 2012 survey.
- The neighborhood services that residents thought were most important for the City to emphasize over the next year were: (1) the feeling of safety and (2) the condition of streets.

PROGRAMS AND FACILITIES

- The highest levels of satisfaction with Tempe programs and facilities, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents who had an opinion, were: with the quality of larger City parks (89%), the quality of the Tempe Public Library (88%) and the quality of the Tempe Center for the Arts (82%).

- There was a significant increase, increase of more than 4%, in satisfaction ratings for the quality of the City's recreation/multigen. centers from the 2012 survey. There were no significant decreases in any of the programs and facilities items rated from the 2012 survey.
- The two major programs and facilities that residents thought were most important for the City to emphasize over the next year were: (1) the quality of larger City parks and (2) the quality of the Tempe Public Library.

MAJOR CATEGORIES OF CITY SERVICES

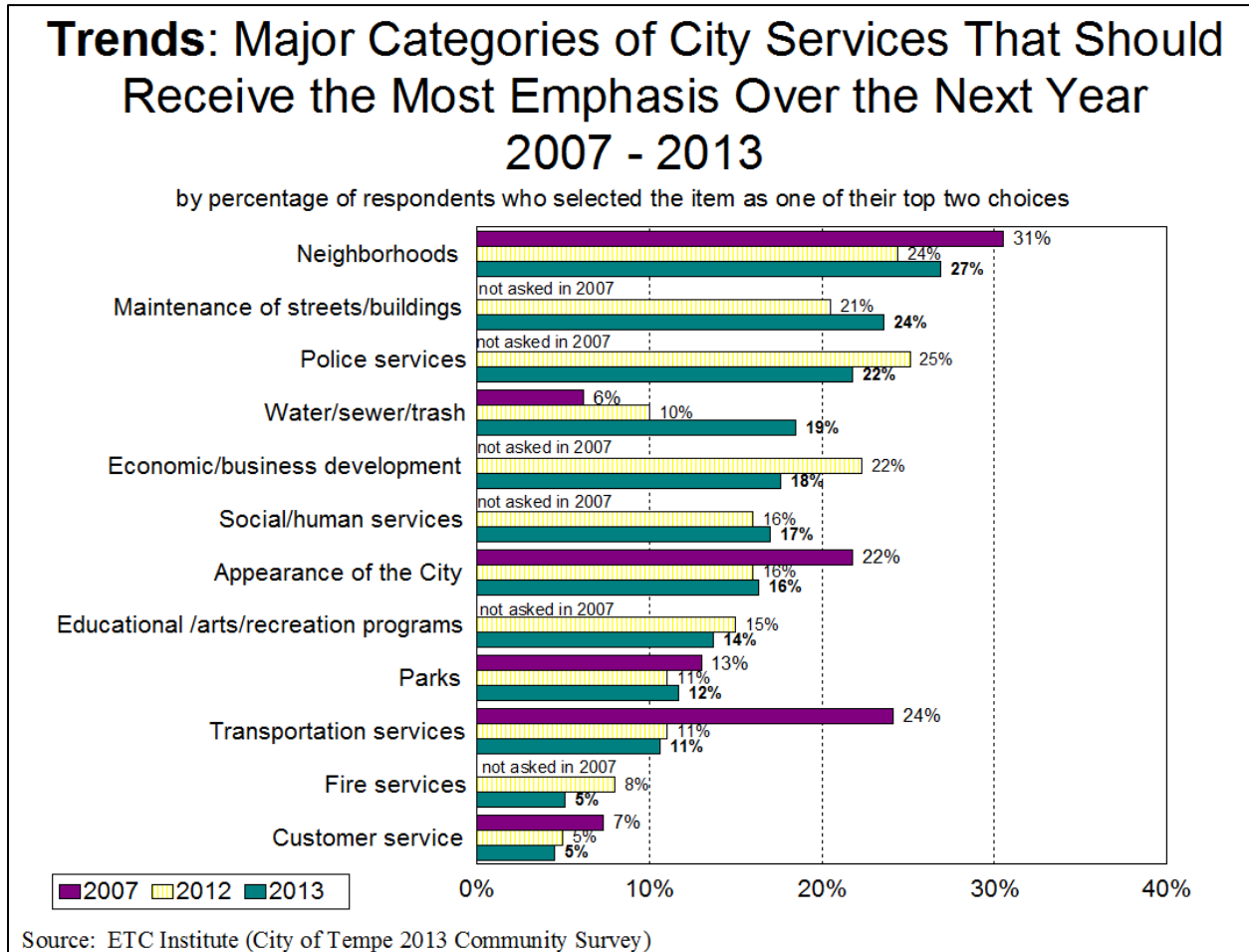
- Eighty-eight percent (88%) of the residents surveyed were "very satisfied" or "satisfied" with the overall quality of services provided by the City; 9% were neutral and only 3% were dissatisfied. The City services with the highest levels of satisfaction, based upon the combined percentage of "very satisfied" and "satisfied" responses, among residents who had an opinion, were local fire services (86%), library services and programs (84%), recycling services (82%) and residential trash collection services (82%). Residents were least satisfied with the enforcement of property maintenance codes (42%).
- There were no significant increases, increases of more than 4%, in satisfaction ratings for any of the overall city services rated from 2012. There were significant decreases, decreases of more than 4%, in the following major City services from 2012: bulk trash pickup/removal services (-26%), residential trash collection services (-9%) and recycling services (-8%).
- The three overall City services that residents thought were most important for the City to emphasize over the next year were: (1) bulk trash pickup/removal services, (2) crime prevention and (3) the enforcement of property maintenance codes.

CUSTOMER SERVICE

- The highest levels of satisfaction with Tempe customer service, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents who had an opinion, were: the way residents were treated (85%) and how easy City employees were to contact (82%).
- There were no significant changes, increases or decreases of more than 4%, in satisfaction ratings for any of the customer service items rated from 2012.

TOP PRIORITIES FOR THE CITY

- Residents felt neighborhoods and the maintenance of streets/buildings should be the City’s top two priorities for 2014. The chart below shows the percentage of respondents who selected various city service categories as one of their top two priorities for the coming year compared to the 2007 and 2012 results. As the chart shows, there was a significant increase, increase of more than 4%, in the percentage of residents who felt water/sewer/trash should be a top priority for the City in 2014.



OTHER FINDINGS

- Social/Human Services.** The social and human services that residents felt were most important for the City to emphasize over the next year were: (1) homeless outreach, (2) services for youth and (3) services for seniors.
- Communication.** The three types of communication that residents used most often to get information about the City of Tempe were: 1) the water bill newsletter (70%), 2) newspapers (49%) and 3) the television news (44%). When asked to indicate ways they would prefer to receive information about the City, forty-two percent (42%) of residents preferred to receive information via the water bill newsletter; 24% would like to get information from the City’s website and 23% would like to receive information from newspapers.

- **Graffiti.** Residents were asked a series of questions related to graffiti in the City; the results are provided below.
 - Residents were asked to indicate how much graffiti they see in Tempe. The results showed that seven percent (7%) of residents reported seeing an “extreme amount” or “large amount” of graffiti in Tempe; 31% reported seeing a “moderate amount,” 54% reported seeing a “low amount” and 8% reported seeing none.
 - Residents were asked to indicate how much graffiti they see in their neighborhood. The results show that seven percent (7%) of residents reported seeing an “extreme” or “large amount” of graffiti in their neighborhood; 14% reported seeing a “moderate amount,” 46% reported seeing a “low amount” and 33% reported seeing none.
 - Forty-seven percent (47%) of residents felt the City does an “excellent” or “good” in removing graffiti; 21% felt the City does an “average” job, 7% felt the City does a poor job and 25% did not know.
- **Tempe’s Bulk Trash Program.** Residents were asked a series of questions about the City’s Bulk Trash Program; the results are provided below.
 - Seventy-three percent (73%) of residents reported they had used Tempe’s Bulk Waste pickup service; 26% had not and 1% did not provide a response.
 - Of the residents who reported they had used the City’s Bulk Waste Program, one-fourth (25%) indicated they used this service less than quarterly, 46% used it quarterly, 16% used it twice annually, 9% used it annually and 4% did not provide a response.
 - Forty-four percent (44%) of residents reported their bulk waste pick up is curbside, 43% reported it was in the alley and 13% did not provide a response.
 - More than half (59%) of the residents surveyed were aware of the guidelines for the separation of green waste and mixed bulk waste items; 19% were “somewhat aware,” 11% were not aware and 11% did not know.
- **Crime Prevention.** Residents were asked a series of questions about crime prevention in the City; the results are provided below.
 - One-third (33%) of the residents surveyed were aware of a Crime Prevention Block Watch program in their neighborhood; 65% were not and 2% did not provide a response.

- Of the residents who were aware of a Crime Prevention Block Watch program, thirty-seven percent (37%) reported they participate in the program “all of the time” or “regularly,” 20% reported they occasionally participate in it, 41% reported they “rarely” or “never” participate in it and 2% did not provide a response.
- Thirty-six percent (36%) of the residents surveyed were interested in participating in a Block Watch program in their neighborhood; 24% were neutral about participating in a Block Watch Program, 13% were “slightly interested,” 22% were “not interested” and 5% did not provide a response.

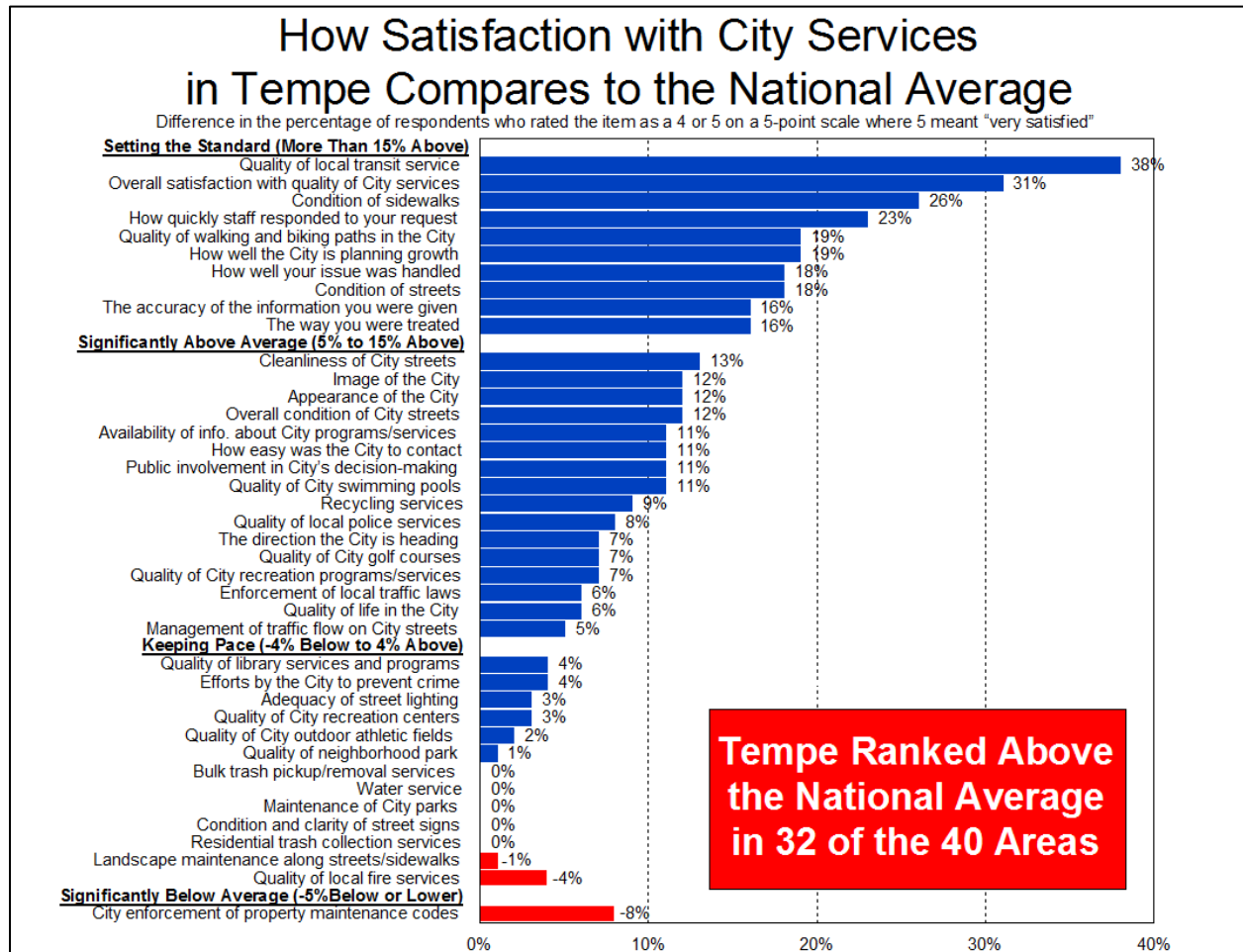
Benchmarking Analysis Results

For the seventh year in a row, the City of Tempe rated above average in almost every area that was assessed on the survey. The City of Tempe ranked at or above the national average in 37 of the 40 areas assessed. The 3 areas in which Tempe ranked below the national average were: the enforcement of property maintenance codes (42% in Tempe vs. 50% U.S.), local fire services (86% in Tempe vs. 90% U.S.) and the landscaping maintenance along streets and sidewalks (60% in Tempe vs. 61% U.S.). The areas where the City’s satisfaction ratings were 15% or more above the national average are listed below:

- Satisfaction with local transit service rated 38% above the national average (78% in Tempe vs. 40% U.S.).
- Overall satisfaction with quality of City services rated 31% above the national average (88% in Tempe vs. 57% U.S.).
- Satisfaction with the condition of sidewalks rated 26% above the national average (78% in Tempe vs. 52% U.S.).
- Satisfaction with how quickly City staff responded to requests rated 23% above the national average (78% in Tempe vs. 55% U.S.).
- Satisfaction with walking and biking paths rated 19% above the national average (75% in Tempe vs. 56% U.S.).
- Satisfaction with how well the City is planning growth rated 19% above the national average (63% in Tempe vs. 44% U.S.).
- Satisfaction with how well City staff handled resident issues rated 18% above the national average (74% in Tempe vs. 56% U.S.).
- Satisfaction with the condition of streets rated 18% above the national average (76% in Tempe vs. 58% U.S.).

- Satisfaction with the accuracy of the information and assistance given by City employees rated 16% above the national average (79% in Tempe vs. 63% U.S.).
- Satisfaction with how well City employees treated residents rated 16% above the national average (85% in Tempe vs. 69% U.S.).

Below is a chart that shows how the City of Tempe compares to the national average in all 40 areas.



Importance-Satisfaction Analysis Results

An Importance-Satisfaction Analysis of the survey results was conducted to help the City determine priorities for improvement over the next year. The Importance-Satisfaction Analysis is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. The services on the following page were identified as priorities and the results are organized by the major categories of services.

- **Neighborhood Services.** The neighborhood services that were identified as high priorities from the Importance-Satisfaction Analysis were: the maintenance of private property and the feeling of safety in neighborhoods.
- **Programs and Facilities.** None of the program and facility services rated were identified as high priority items or as opportunities for improvement in the Importance-Satisfaction Analysis.
- **Major Categories of City Services.** The major City services that were identified as high priority items in the Importance-Satisfaction Analysis were: the enforcement of property maintenance codes and bulk trash pickup/removal service. The appearance of residential property, management of traffic flow, landscaping maintenance along City streets/sidewalks and City efforts to prevent crime were identified as opportunities for improvement. The spreadsheet shown below displays the Importance-Satisfaction Analysis results for the overall city services rated.

Importance-Satisfaction Rating						
City of Tempe						
<u>Overall City Services</u>						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
NONE						
<u>High Priority (IS .10-.20)</u>						
City enforcement of property maintenance codes	19%	3	42%	24	0.1110	1
Bulk trash pickup/removal services	25%	1	59%	22	0.1019	2
<u>Medium Priority (IS <.10)</u>						
Appearance of residential property in the City	16%	4	54%	23	0.0759	3
Efforts by the City to prevent crime	21%	2	66%	16	0.0725	4
Management of traffic flow on City streets	14%	6	60%	20	0.0560	5
Overall condition of City streets	15%	5	70%	15	0.0453	6
Landscape maintenance along streets/sidewalks	10%	7	60%	19	0.0404	7
Appearance of commercial property in the City	7%	13	61%	18	0.0277	8
Availability of info. about City programs/services	8%	12	64%	17	0.0274	9
Quality of walking and biking paths in the City	8%	10	75%	12	0.0207	10
Quality of local transit service (bus, rail, Orbit)	9%	9	78%	9	0.0190	11
Quality of before/after school programs	5%	20	60%	21	0.0189	12
Maintenance of City parks	8%	11	77%	11	0.0189	13
Enforcement of local traffic laws	7%	14	72%	14	0.0188	14
Quality of local police services	10%	8	81%	5	0.0181	15
Cleanliness of City streets	6%	18	77%	10	0.0127	16
Condition and clarity of street signs	6%	17	79%	7	0.0124	17
Recycling services	6%	16	82%	3	0.0106	18
Quality of library services and programs	6%	15	84%	2	0.0096	19
Residential trash collection services	5%	19	82%	4	0.0093	20
Quality of Tempe Center for the Arts programs	3%	23	75%	13	0.0075	21
Water service	4%	21	80%	6	0.0074	22
Quality of City recreation programs/services	3%	22	78%	8	0.0066	23
Quality of local fire services	2%	24	86%	1	0.0028	24

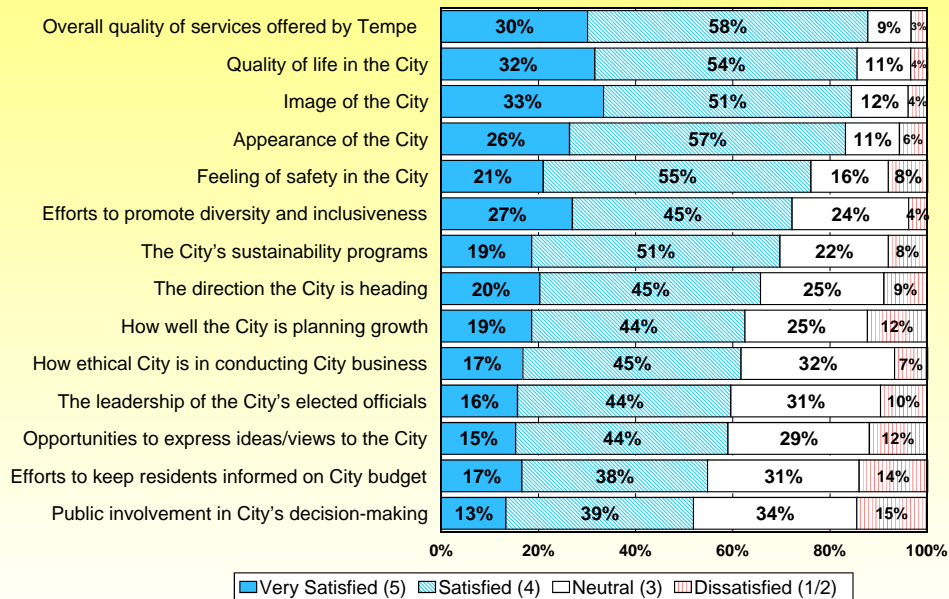
Section 1:
Charts and Graphs

City of Tempe

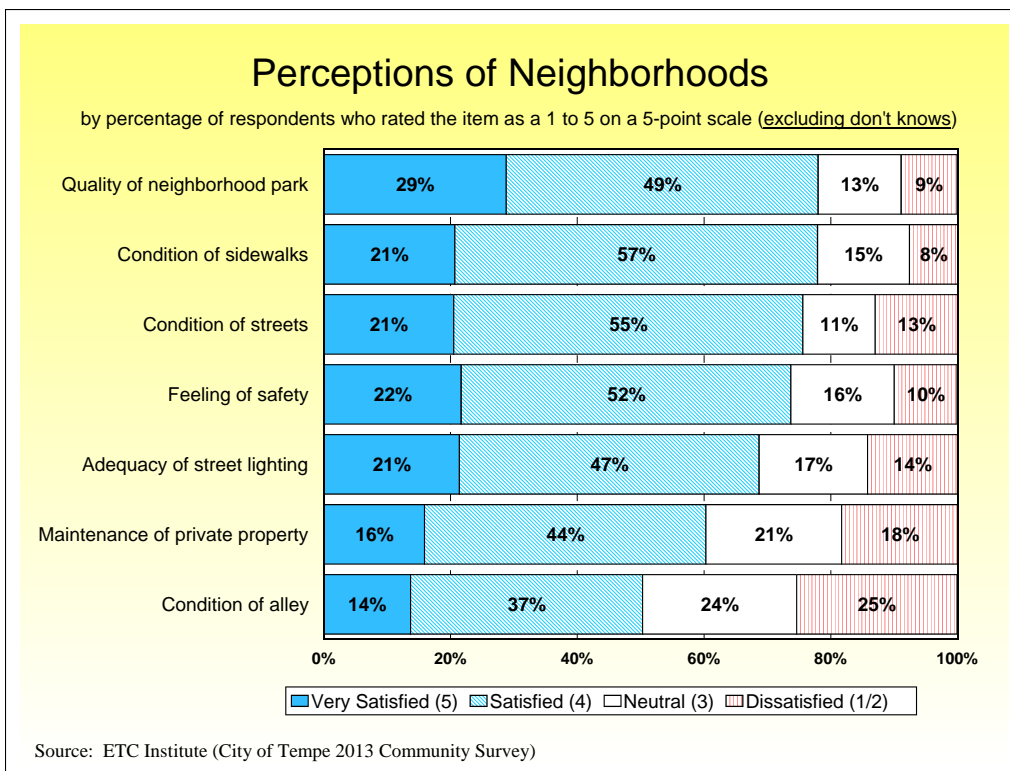
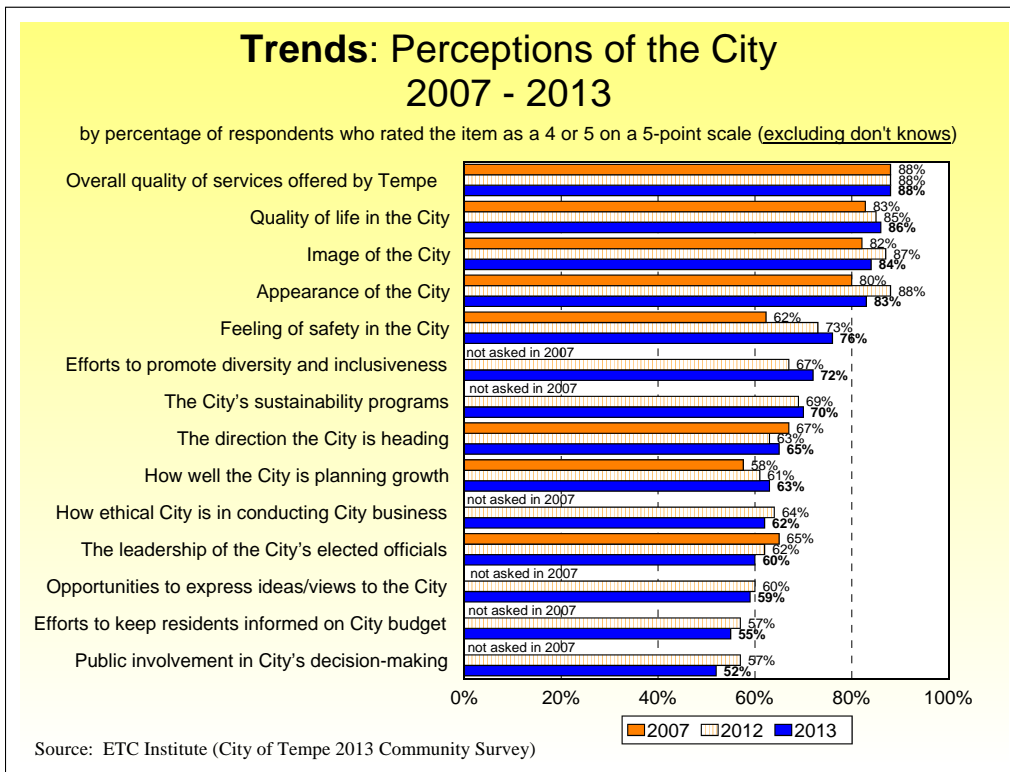
2013 Community Attitude Survey Results

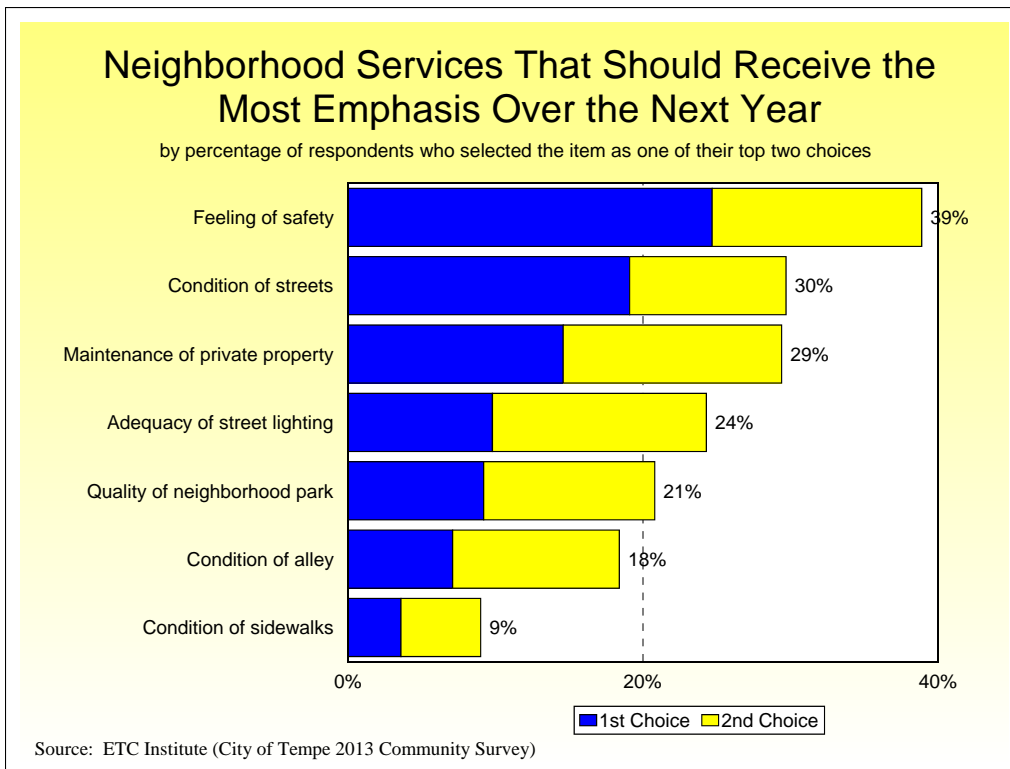
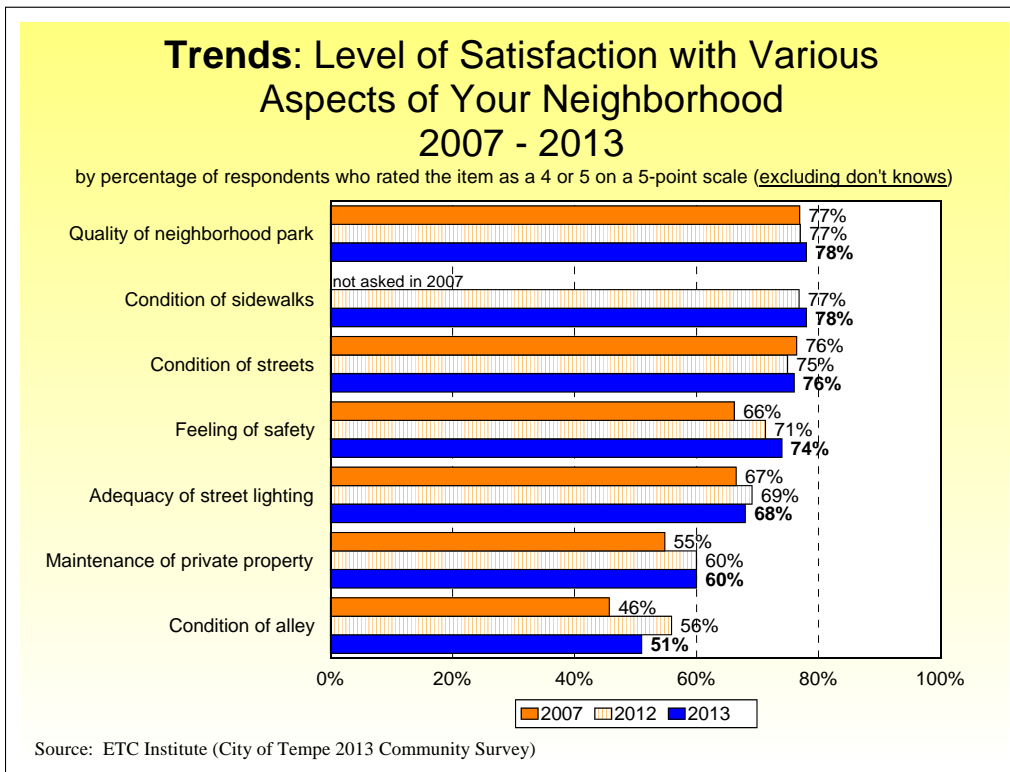
Perceptions of the City

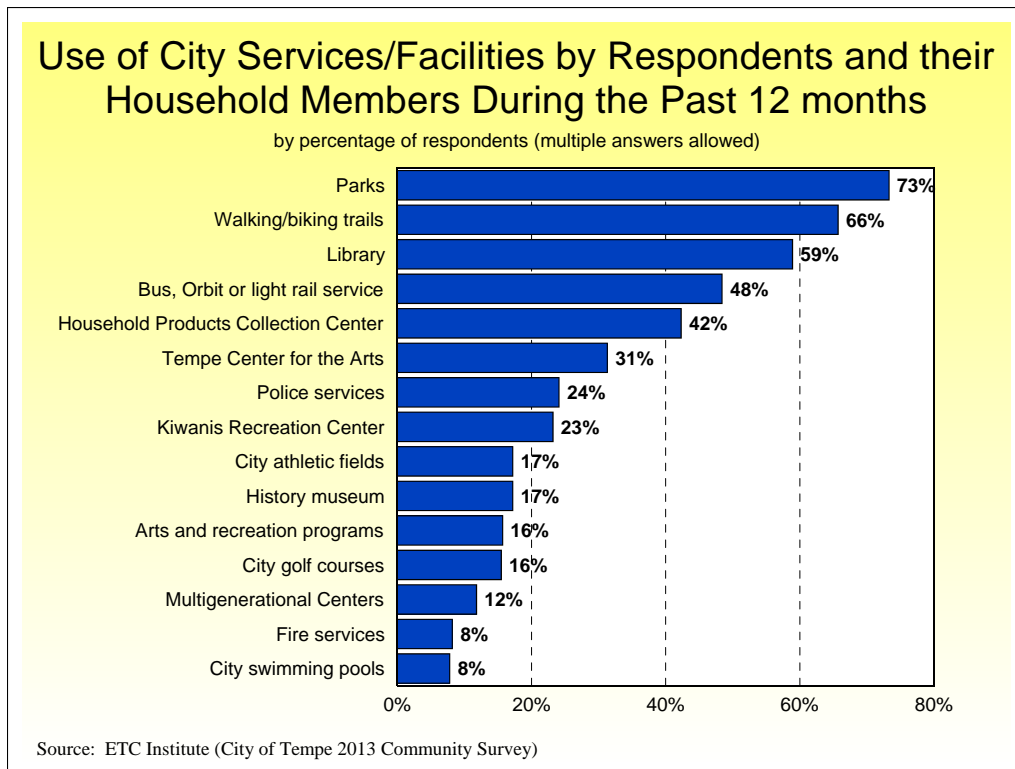
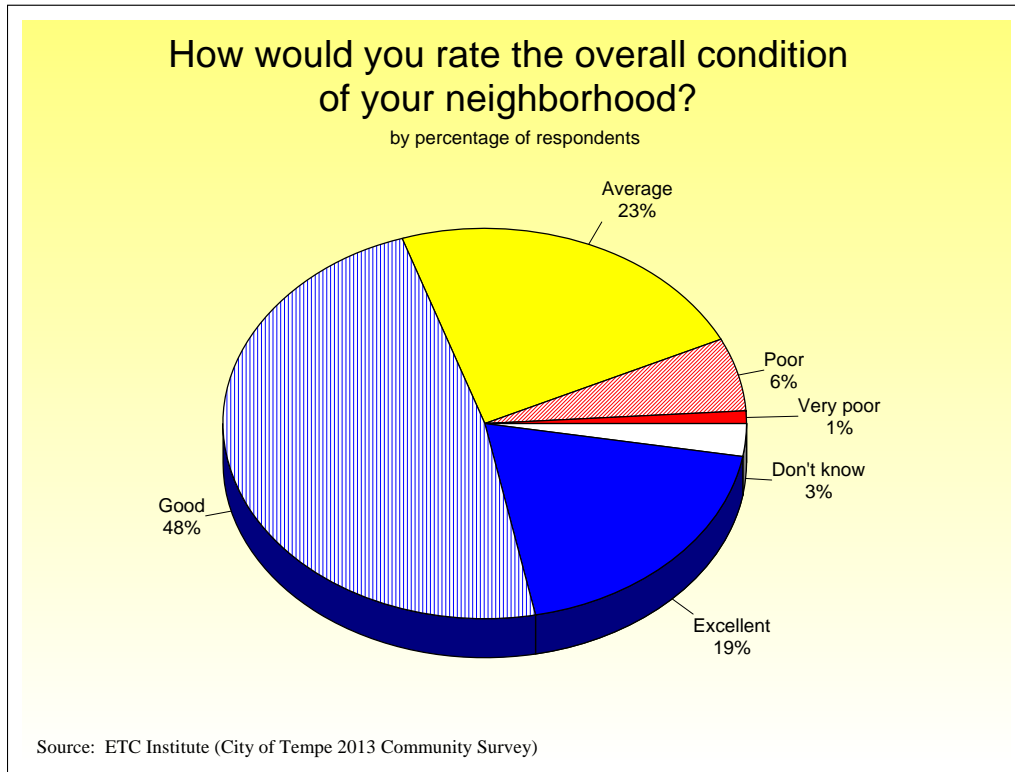
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (City of Tempe 2013 Community Survey)

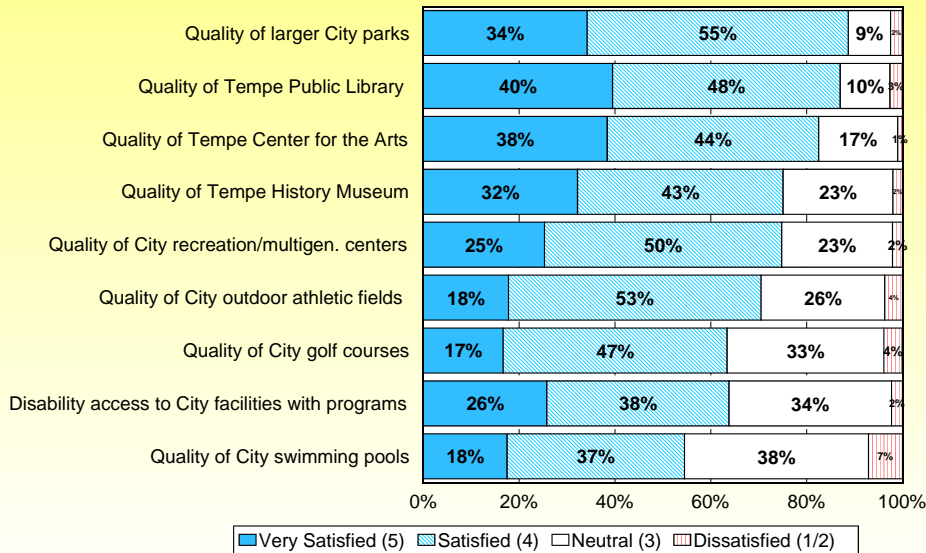






Level of Satisfaction with Various Aspects of City Programs and Facilities

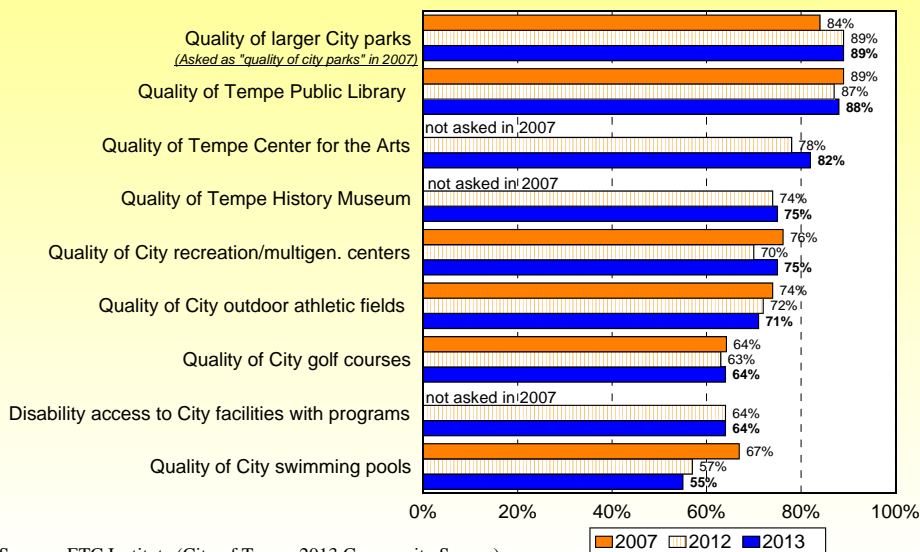
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (City of Tempe 2013 Community Survey)

Trends: Level of Satisfaction with Various Aspects of City Programs and Facilities 2007 - 2013

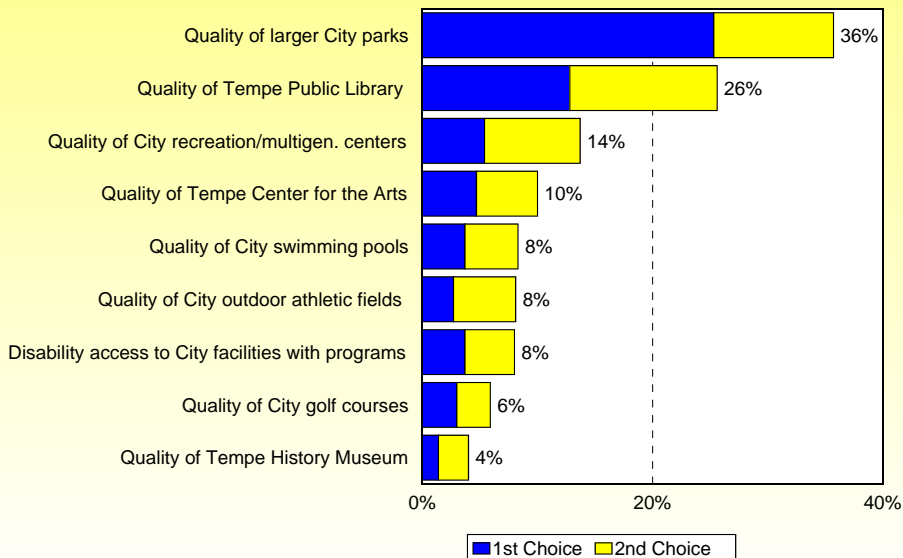
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (City of Tempe 2013 Community Survey)

City Programs and Facilities That Should Receive the Most Emphasis Over the Next Year

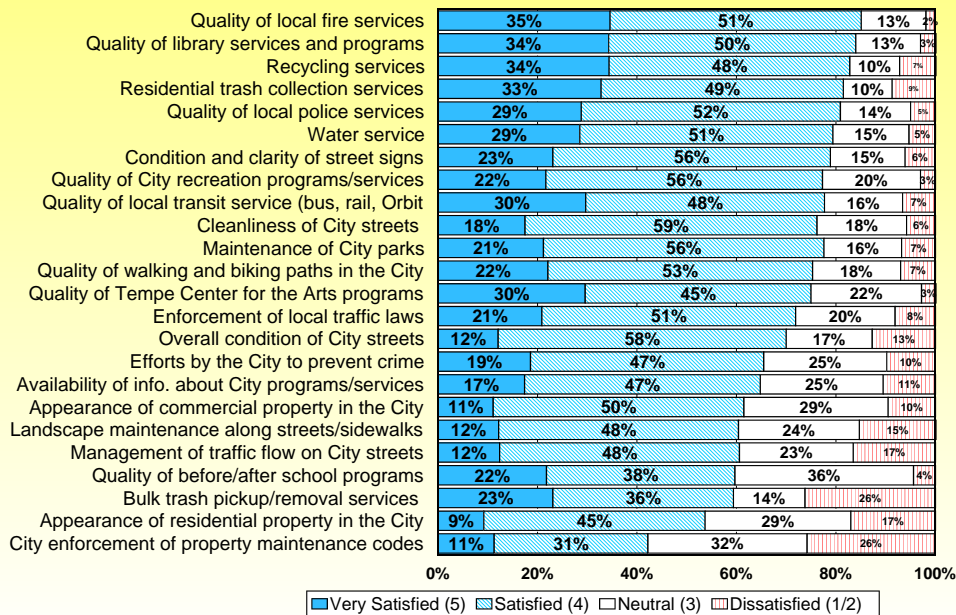
by percentage of respondents who selected the item as one of their top two choices



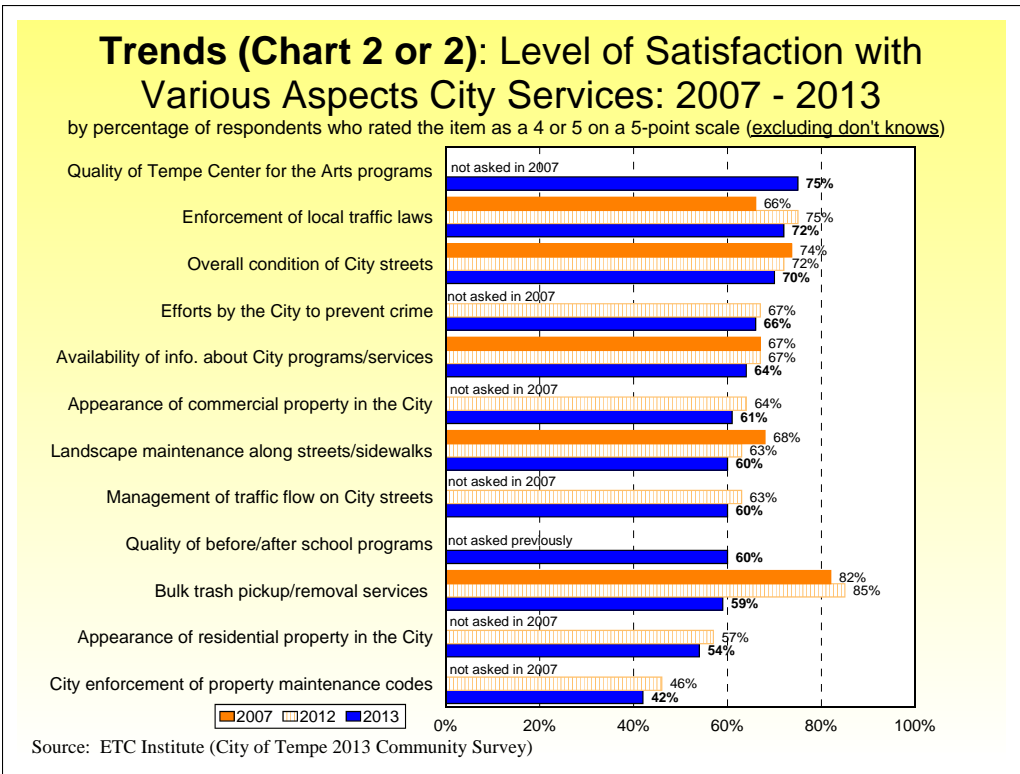
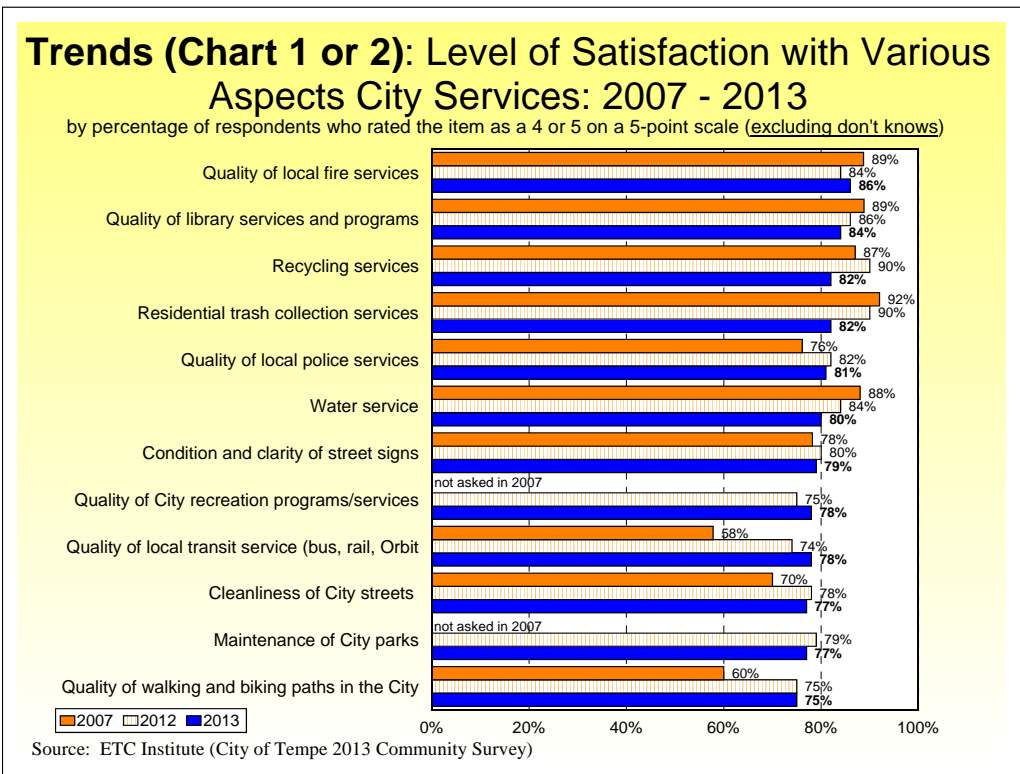
Source: ETC Institute (City of Tempe 2013 Community Survey)

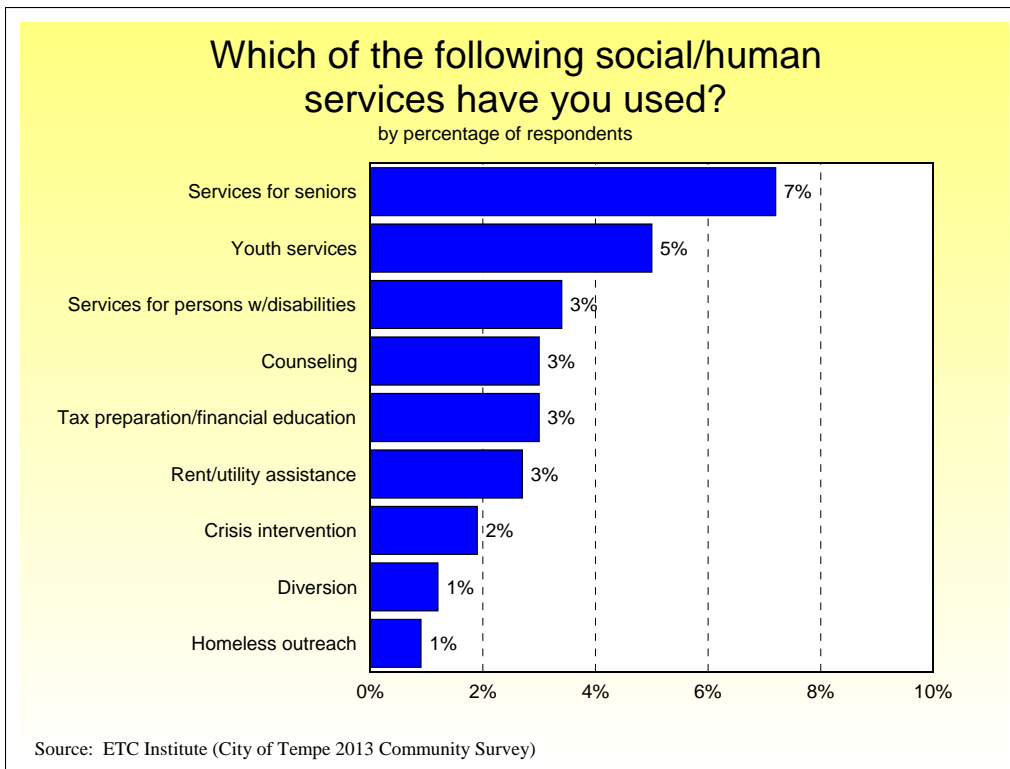
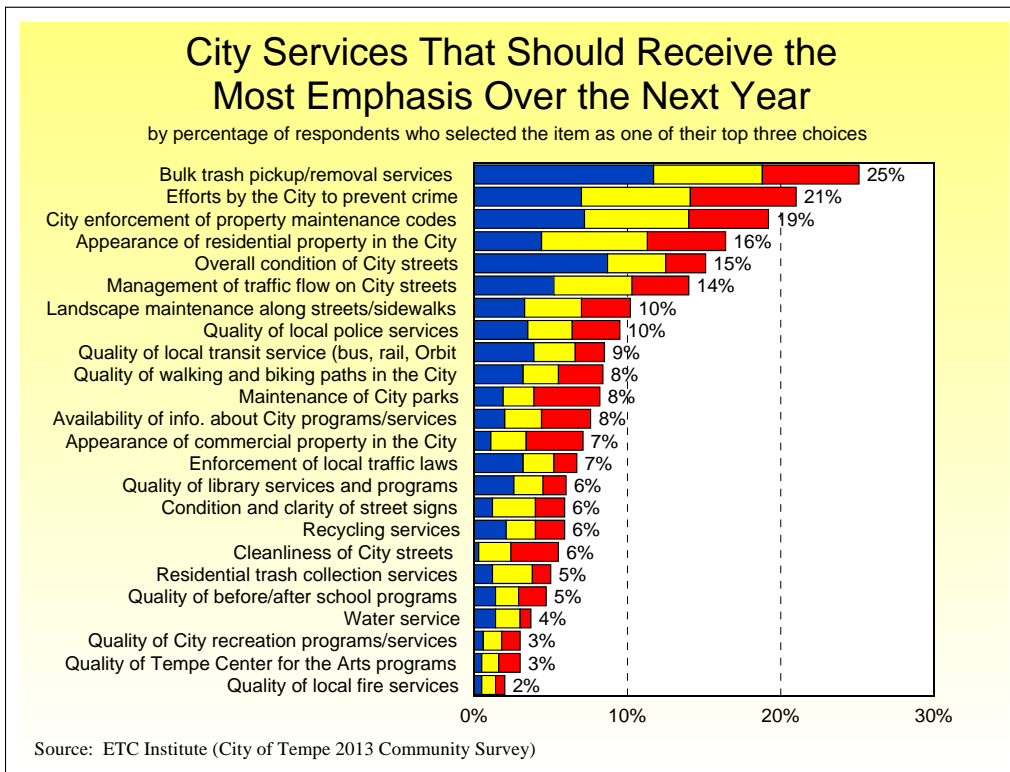
Level of Satisfaction with Various City Services

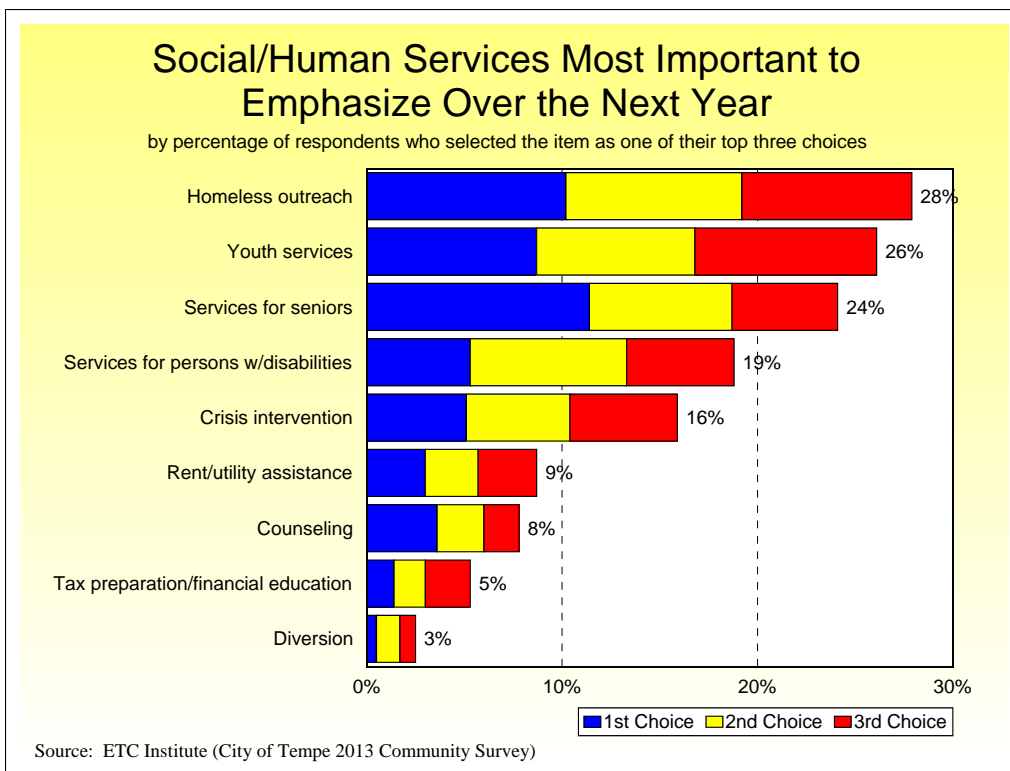
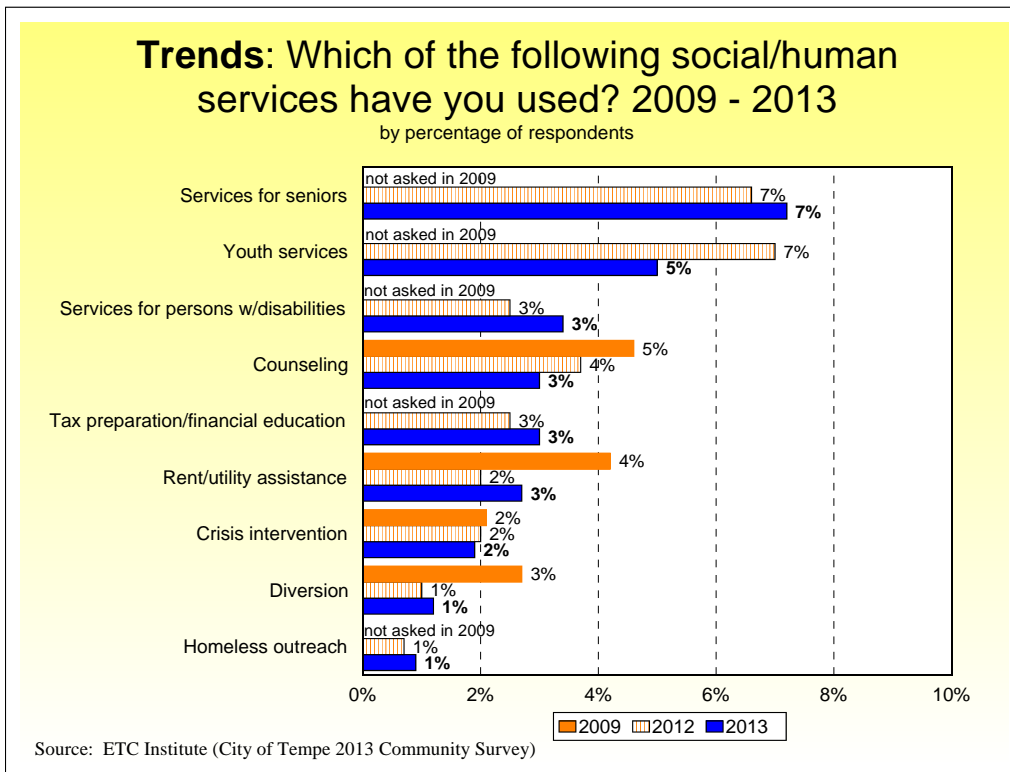
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

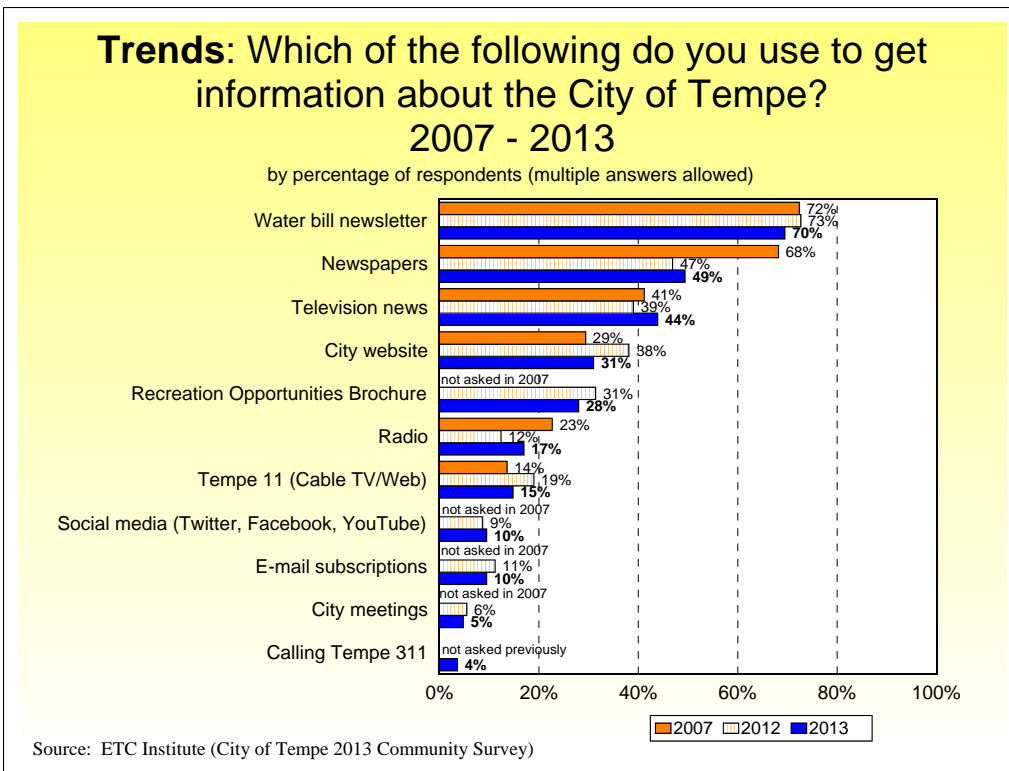
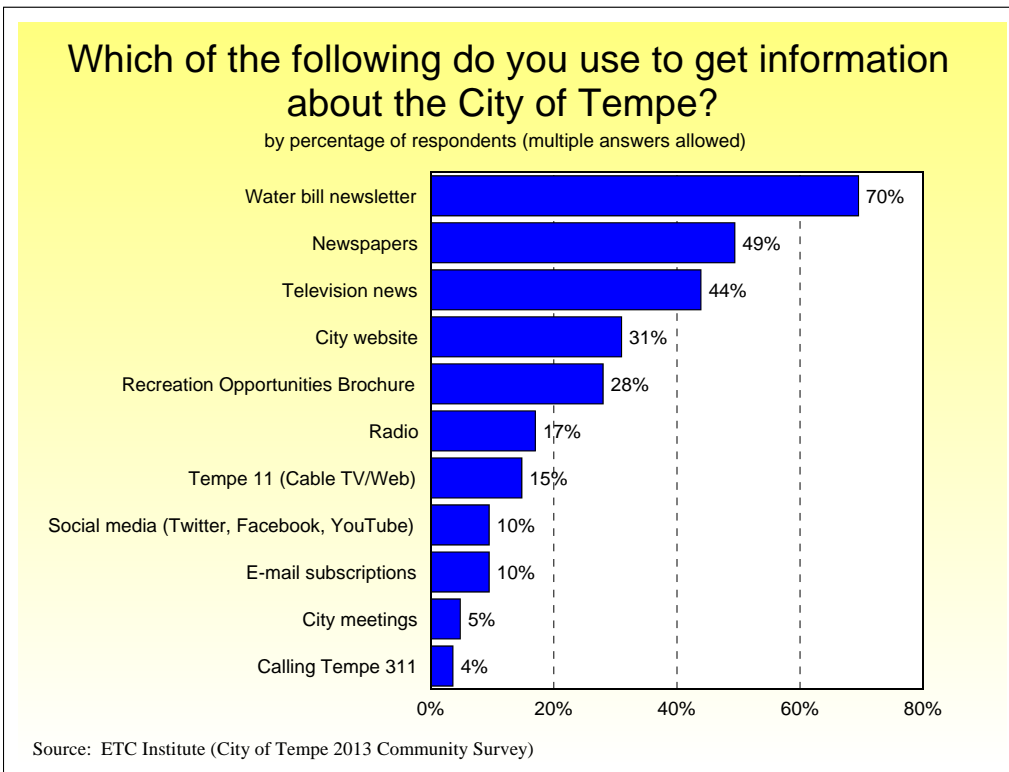


Source: ETC Institute (City of Tempe 2013 Community Survey)



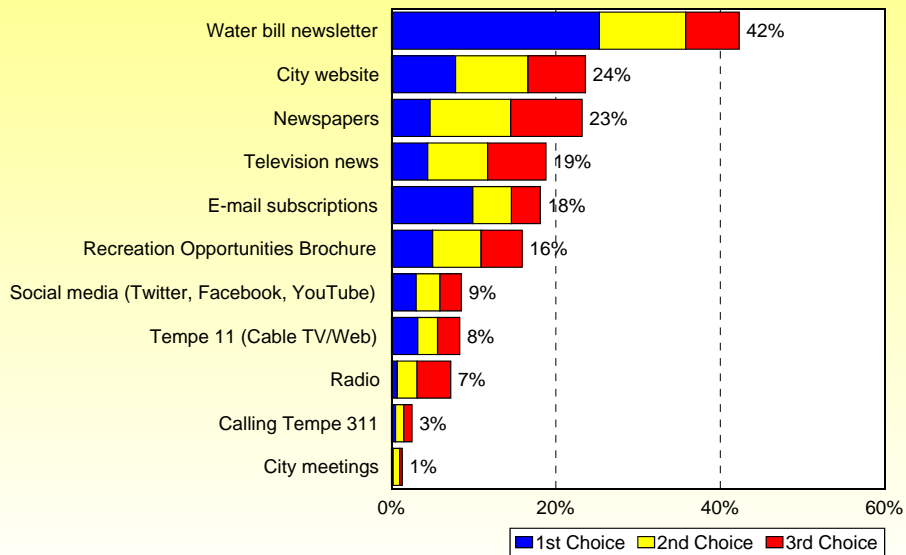






How would you prefer to receive information about the City of Tempe?

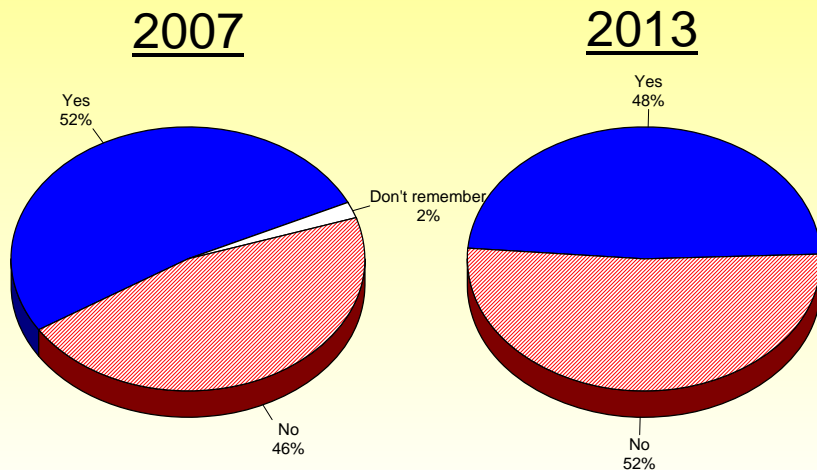
by percentage of respondents who selected the item as one of their top three choices



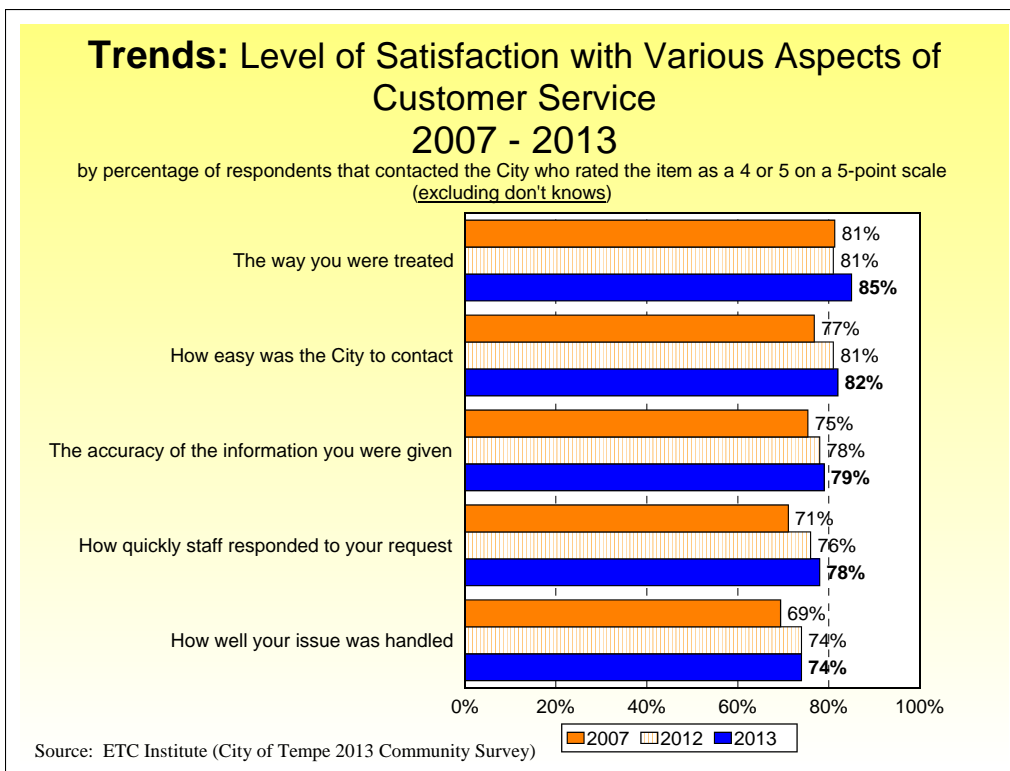
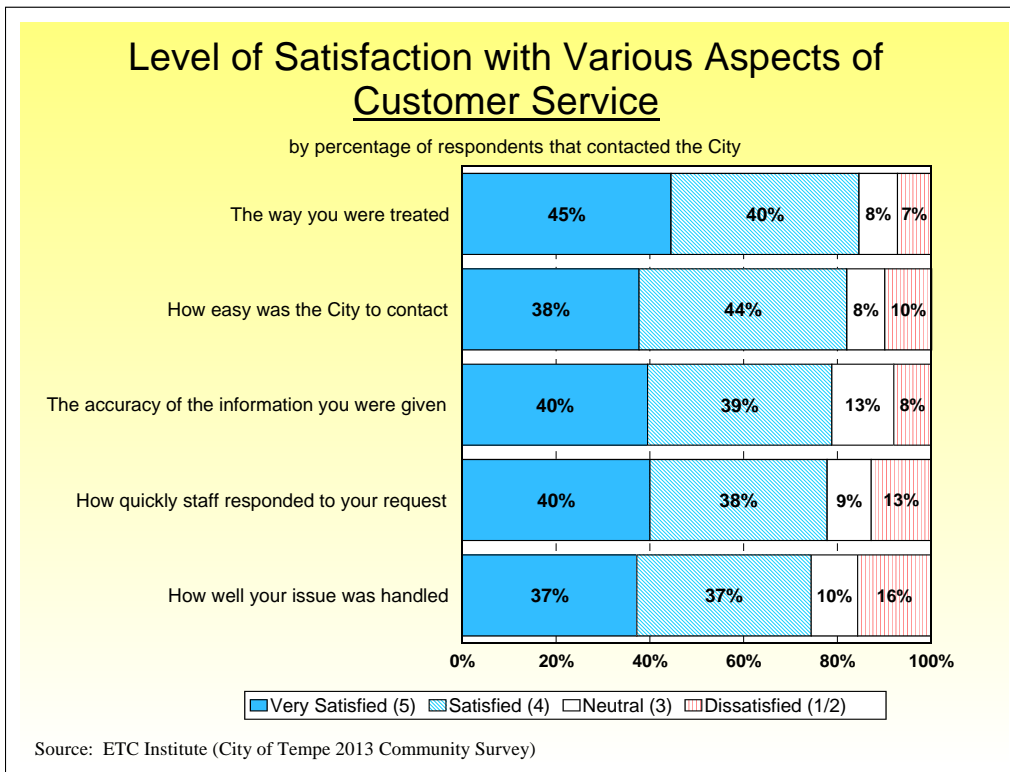
Source: ETC Institute (City of Tempe 2013 Community Survey)

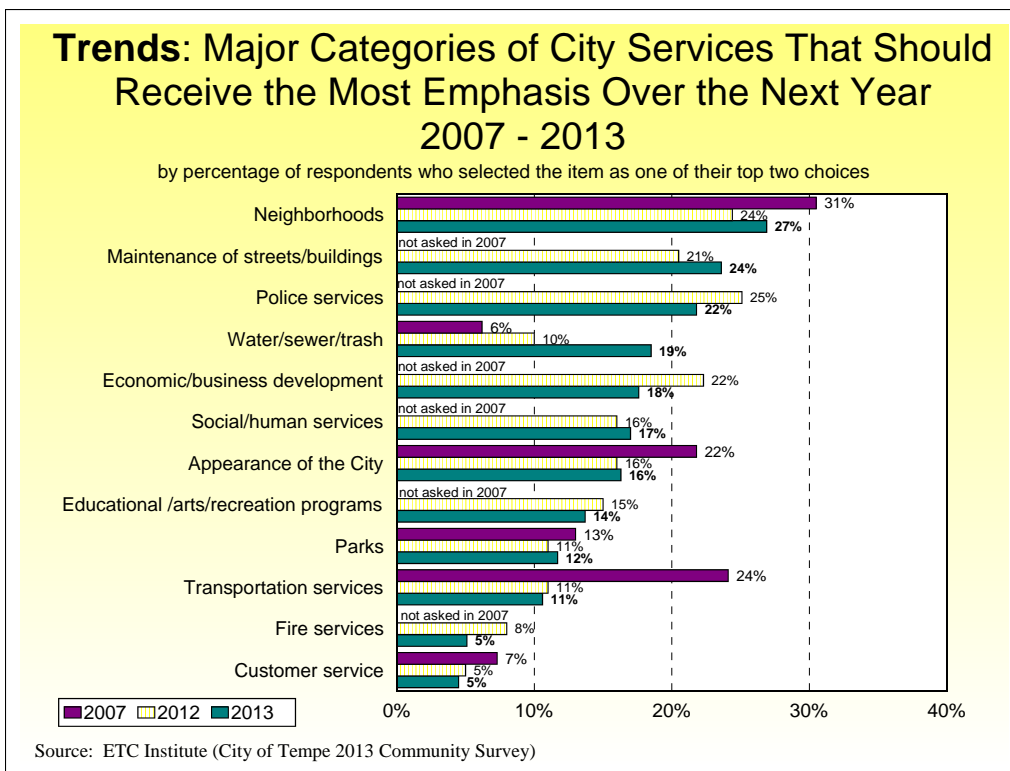
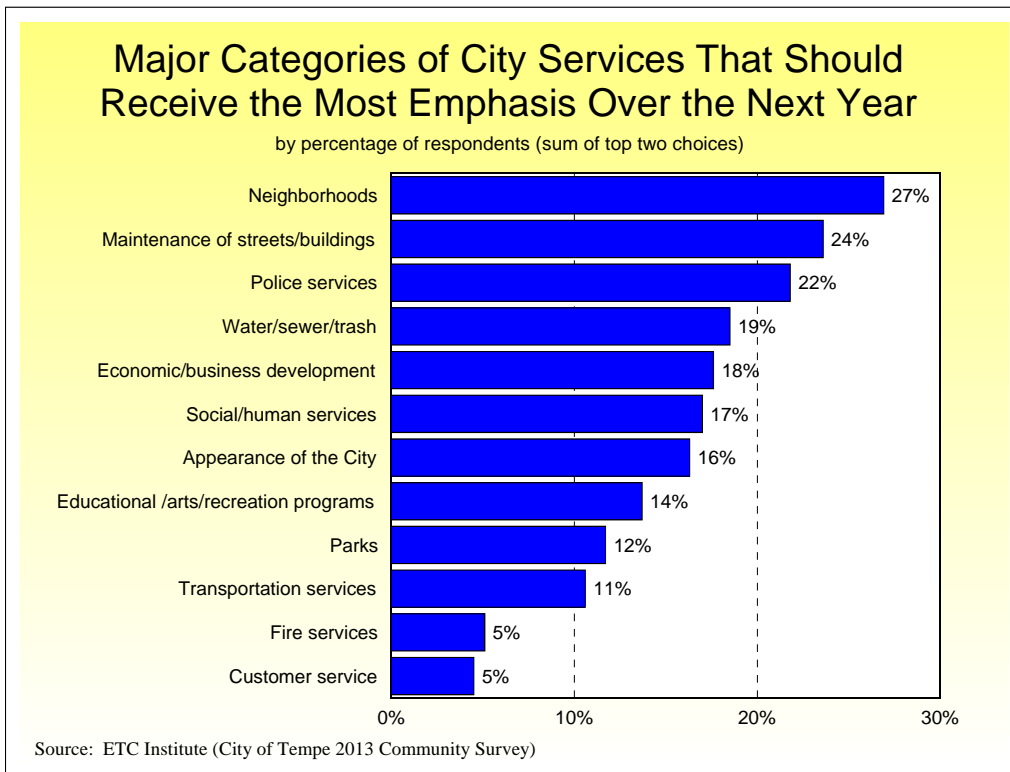
Trends: Have you contacted the City of Tempe during the last 12 months?

by percentage of respondents



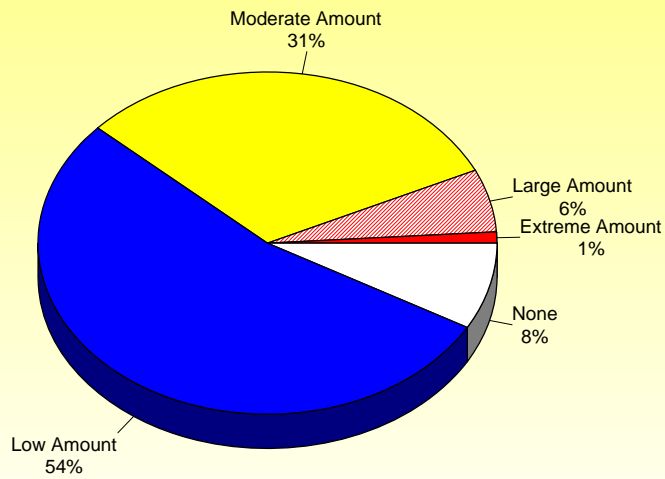
Source: ETC Institute (City of Tempe 2013 Community Survey)





In your opinion, how much graffiti do you see in Tempe?

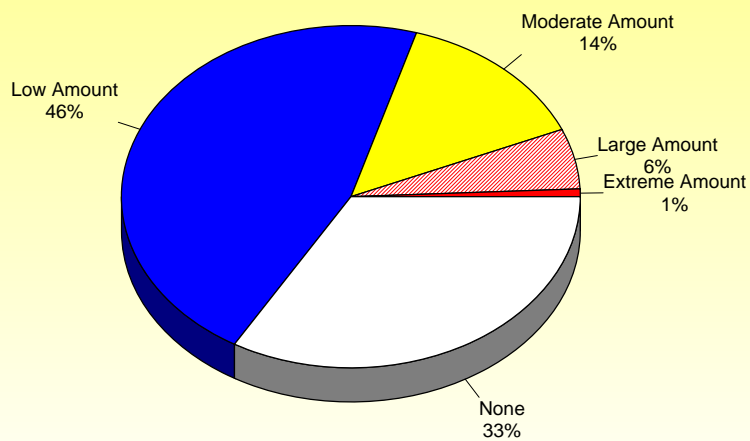
by percentage of respondents



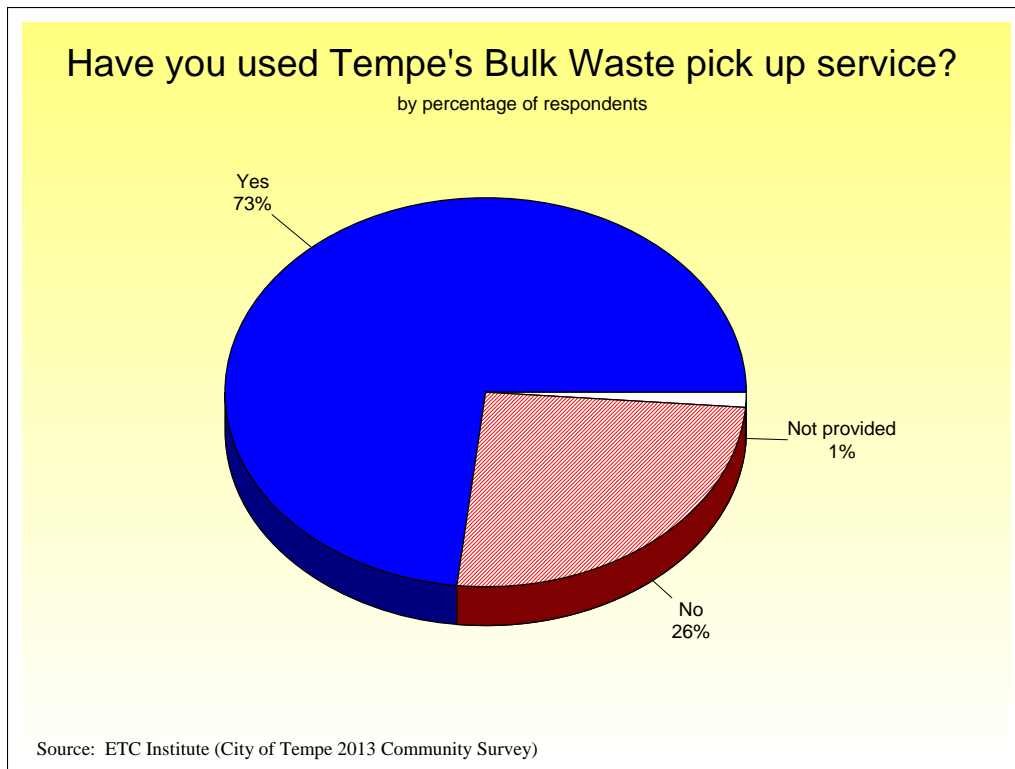
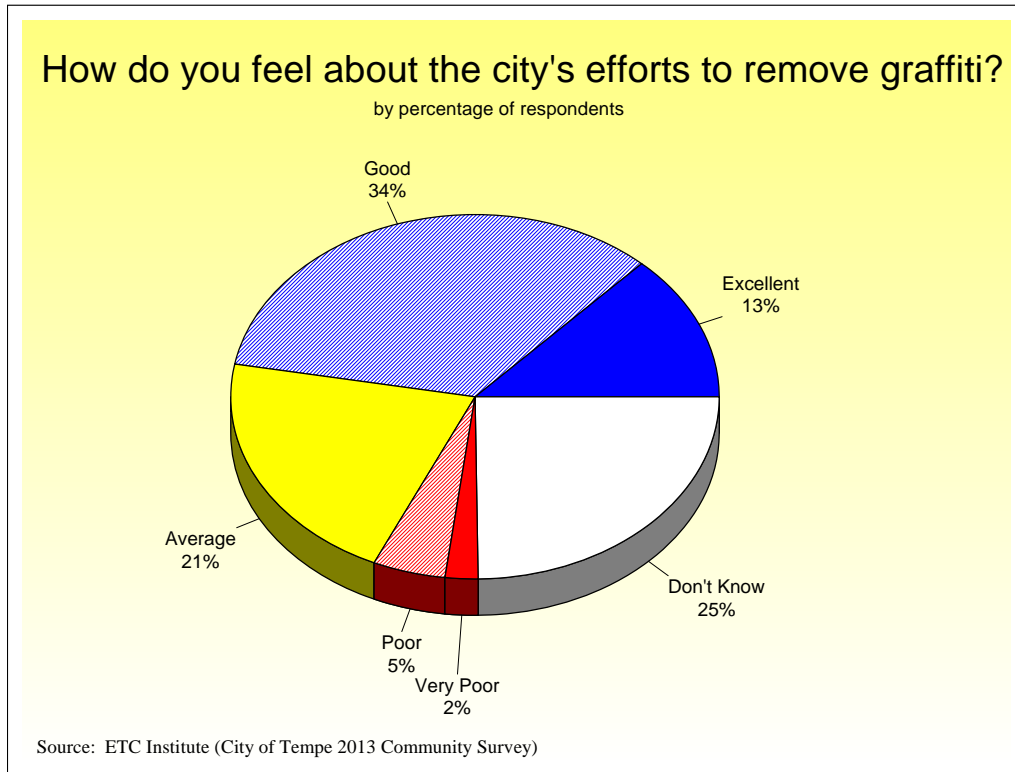
Source: ETC Institute (City of Tempe 2013 Community Survey)

In your opinion, how much graffiti exists in your neighborhood?

by percentage of respondents

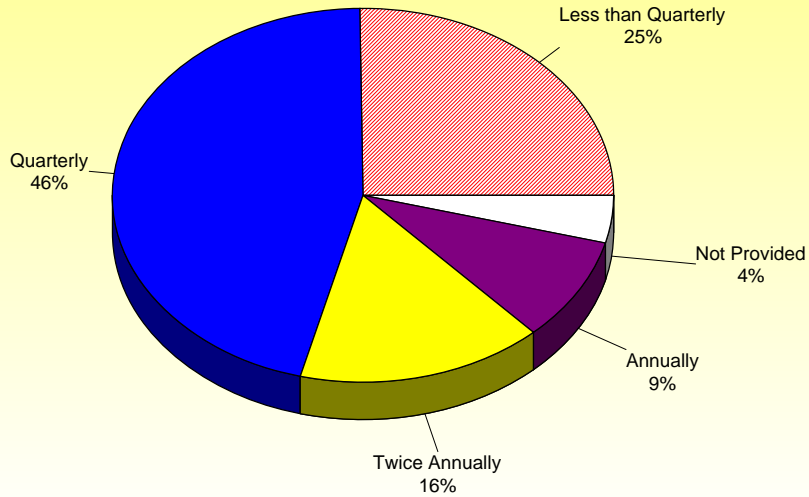


Source: ETC Institute (City of Tempe 2013 Community Survey)



How often do you put out Bulk Waste for pick up?

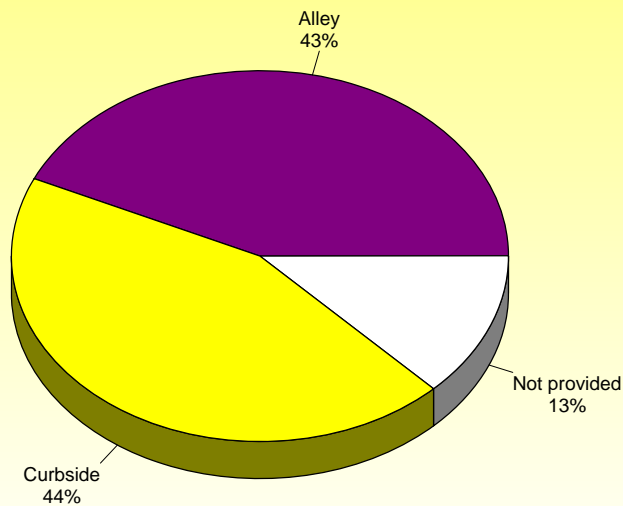
by percentage of respondents who indicated they had used Tempe's Bulk Waste pick up service



Source: ETC Institute (City of Tempe 2013 Community Survey)

Where is your Bulk Waste pick up?

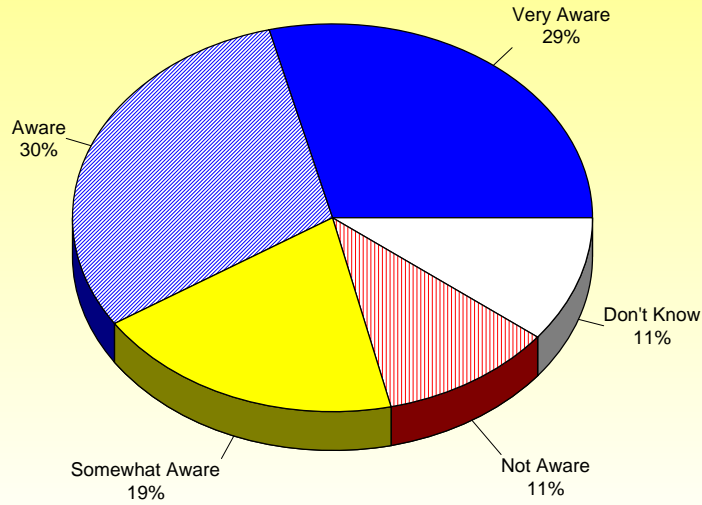
by percentage of respondents



Source: ETC Institute (City of Tempe 2013 Community Survey)

How aware are you of the guidelines for the separation of green waste and mixed bulk waste items?

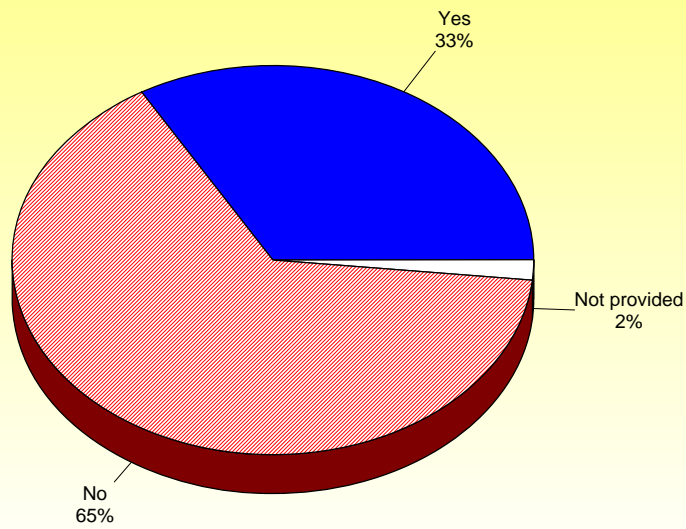
by percentage of respondents



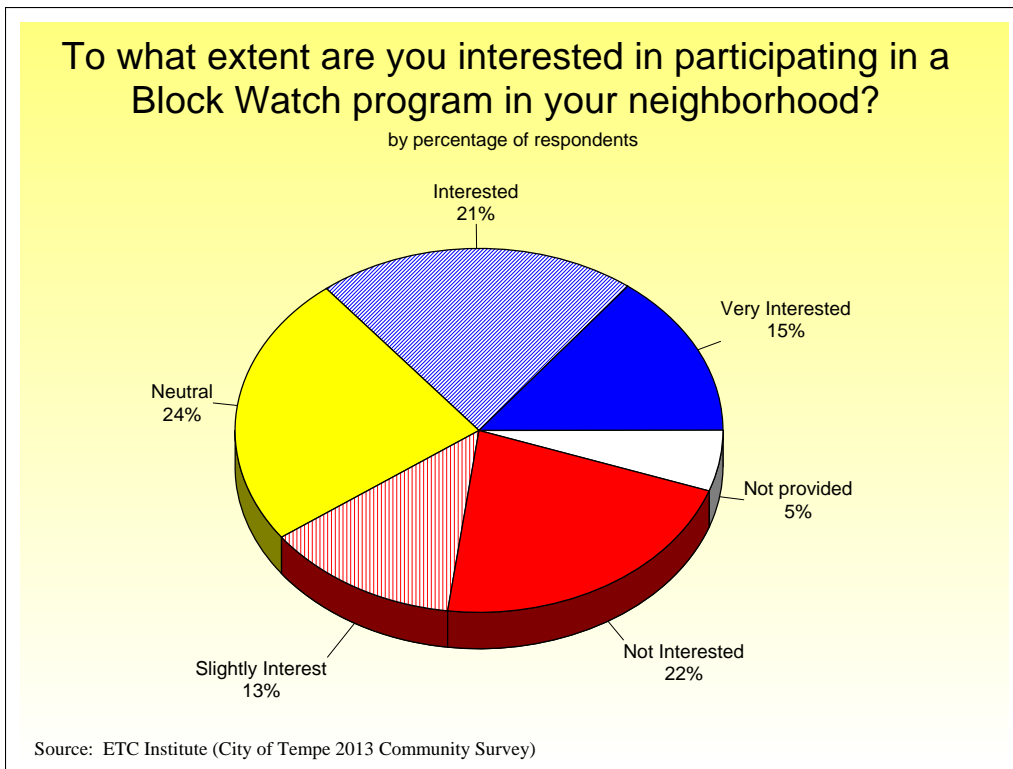
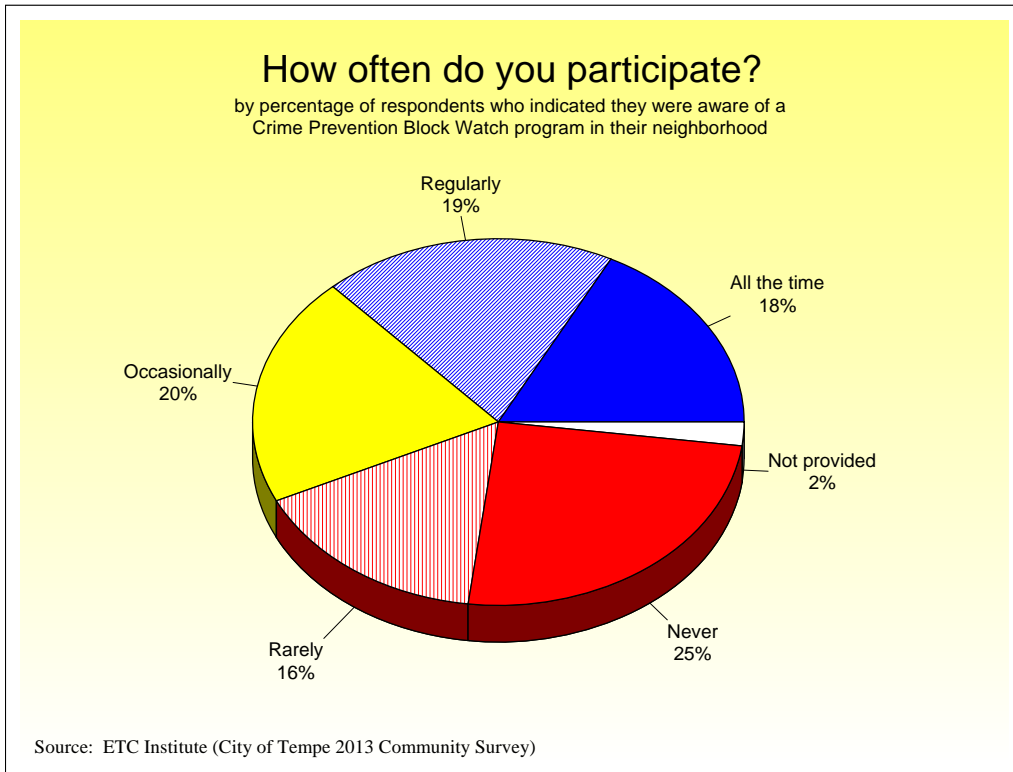
Source: ETC Institute (City of Tempe 2013 Community Survey)

Are you aware of a Crime Prevention Block Watch program in your neighborhood?

by percentage of respondents



Source: ETC Institute (City of Tempe 2013 Community Survey)



Section 2:
Benchmarking Data

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 2013 that is part of a random sample of 3,500 residents in the continental United States and (2) individual community surveys that were administered in 42 medium-sized cities (population of 20,000 to 275,000) between December 2010 and December 2013. 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 42 communities included in the performance ranges that are shown in this report are listed below:

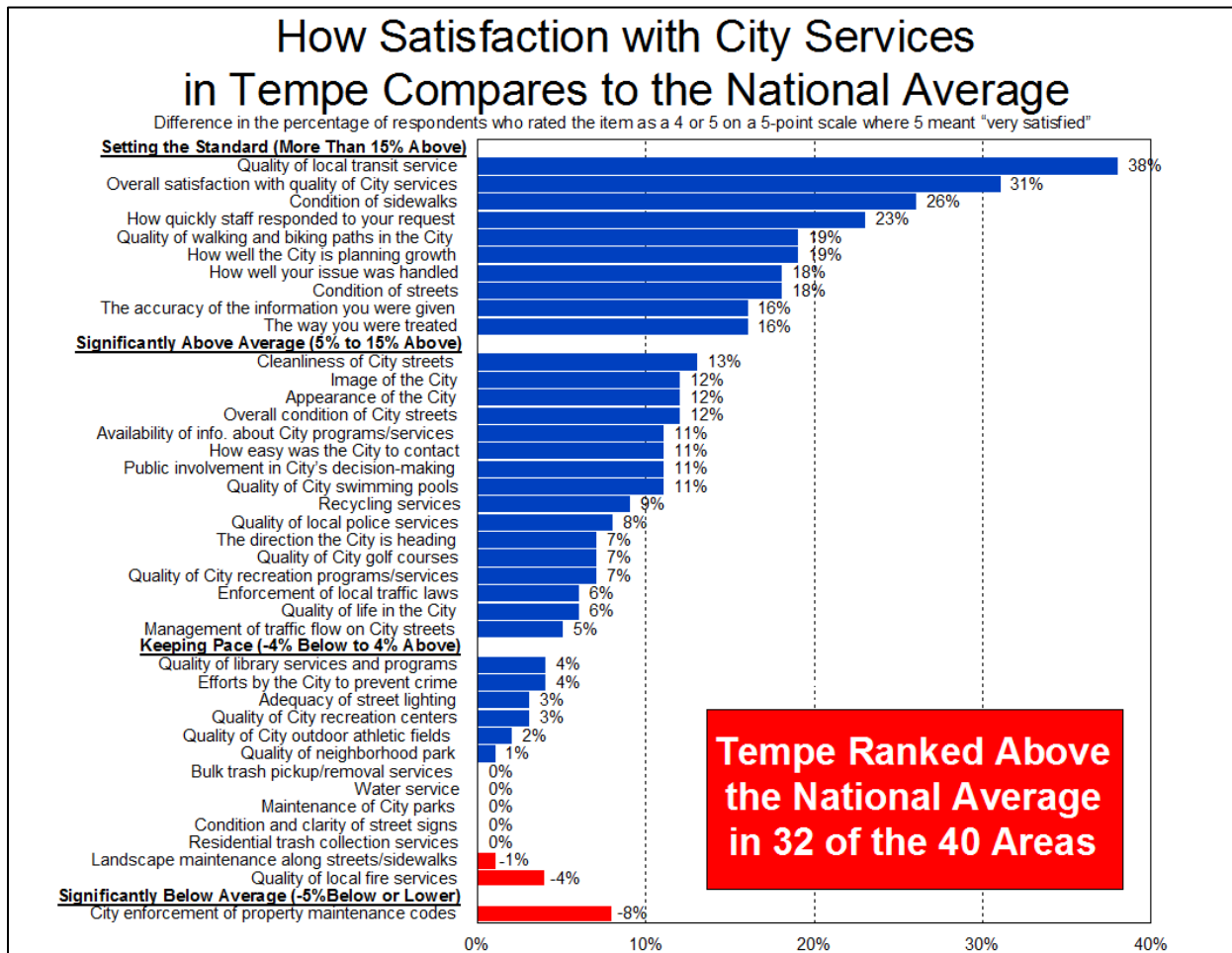
- Abilene, Texas
- Arlington County, Virginia
- Auburn, Alabama
- Baytown, Texas
- Casper, Wyoming
- Chapel Hill, North Carolina
- Columbia, Missouri
- Coral Springs, Florida
- Davenport, Iowa
- Des Moines, Iowa
- Durham, North Carolina
- Fayetteville, North Carolina
- Fort Lauderdale, Florida
- Henderson, Nevada
- High Point, North Carolina
- Independence, Missouri
- Indio, California
- Kansas City, Missouri
- Lawrence, Kansas
- Mesa County, Colorado
- Naperville, Illinois
- Newport Beach, California
- Norman, Oklahoma
- Olathe, Kansas
- Overland Park, Kansas
- Panama City, Florida
- Peoria, Arizona
- Plano, Texas
- Provo, Utah
- Pueblo, Colorado
- Round Rock, Texas
- San Marcos, Texas
- Shoreline, Washington
- St. Joseph, Missouri
- Tamarac, Florida
- Tempe Arizona
- Topeka, Kansas
- Vancouver, Washington
- West Des Moines, Iowa
- Wilmington, North Carolina
- Winchester, Virginia
- Yuma, Arizona

Strengths

For the seventh year in a row, the City of Tempe rated above average in almost every area that was assessed on the survey. The City of Tempe ranked at or above the national average in 37 of the 40 areas assessed. The 3 areas in which Tempe ranked below the national average were: the enforcement of property maintenance codes (42% in Tempe vs. 50% U.S.), local fire services (86% in Tempe vs. 90% U.S.) and the landscaping maintenance along streets and sidewalks (60% in Tempe vs. 61% U.S.). The areas where the City's satisfaction ratings were 15% or more above the national average are listed below:

- Satisfaction with local transit service rated 38% above the national average (78% in Tempe vs. 40% U.S.).
- Overall satisfaction with quality of City services rated 31% above the national average (88% in Tempe vs. 57% U.S.).
- Satisfaction with the condition of sidewalks rated 26% above the national average (78% in Tempe vs. 52% U.S.).
- Satisfaction with how quickly City staff responded to requests rated 23% above the national average (78% in Tempe vs. 55% U.S.).
- Satisfaction with walking and biking paths rated 19% above the national average (75% in Tempe vs. 56% U.S.).
- Satisfaction with how well the City is planning growth rated 19% above the national average (63% in Tempe vs. 44% U.S.).
- Satisfaction with how well City staff handled resident issues rated 18% above the national average (74% in Tempe vs. 56% U.S.).
- Satisfaction with the condition of streets rated 18% above the national average (76% in Tempe vs. 58% U.S.).
- Satisfaction with the accuracy of the information and assistance given by City employees rated 16% above the national average (79% in Tempe vs. 63% U.S.).
- Satisfaction with how well City employees treated residents rated 16% above the national average (85% in Tempe vs. 69% U.S.).

Below is a chart that shows how the City of Tempe compares to the national average in all 40 areas.



Interpreting the Performance Range Charts

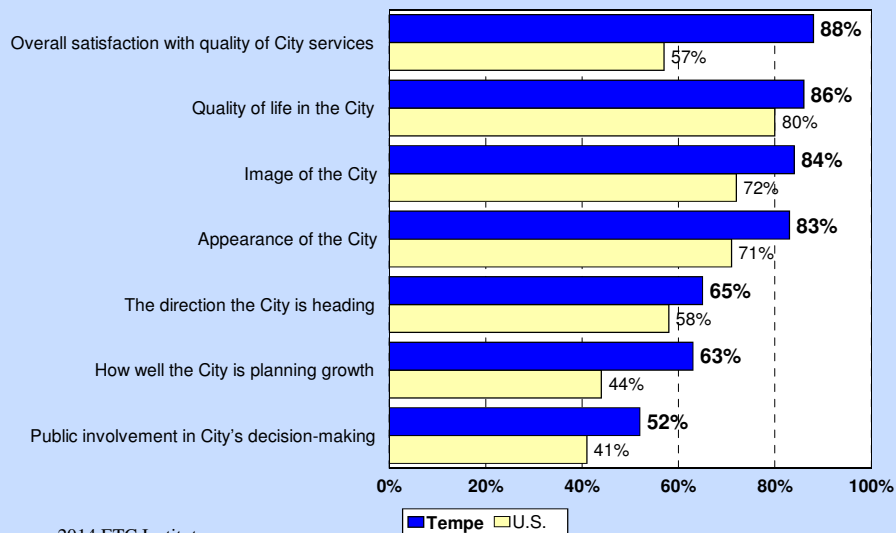
The charts on the following pages provide comparisons for several items that were rated on the survey. The horizontal bars show the range of satisfaction among residents in communities with a population between 20,000 and 275,000 that have participated in the DirectionFinder® Survey during the past three 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 20,000 and 275,000 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.

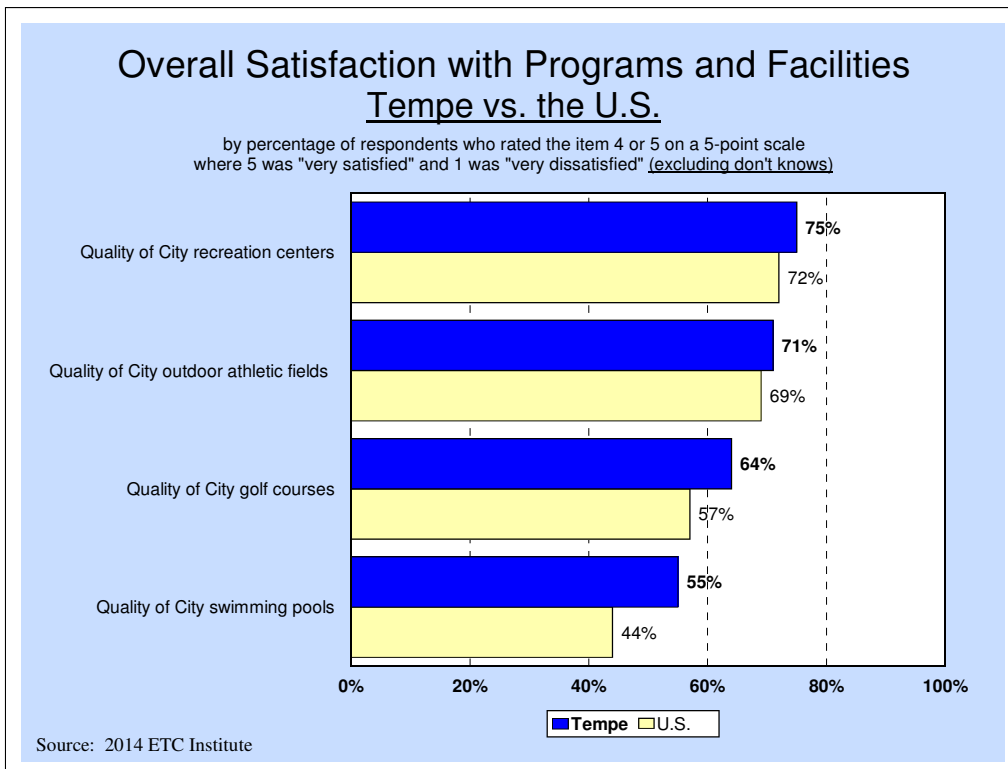
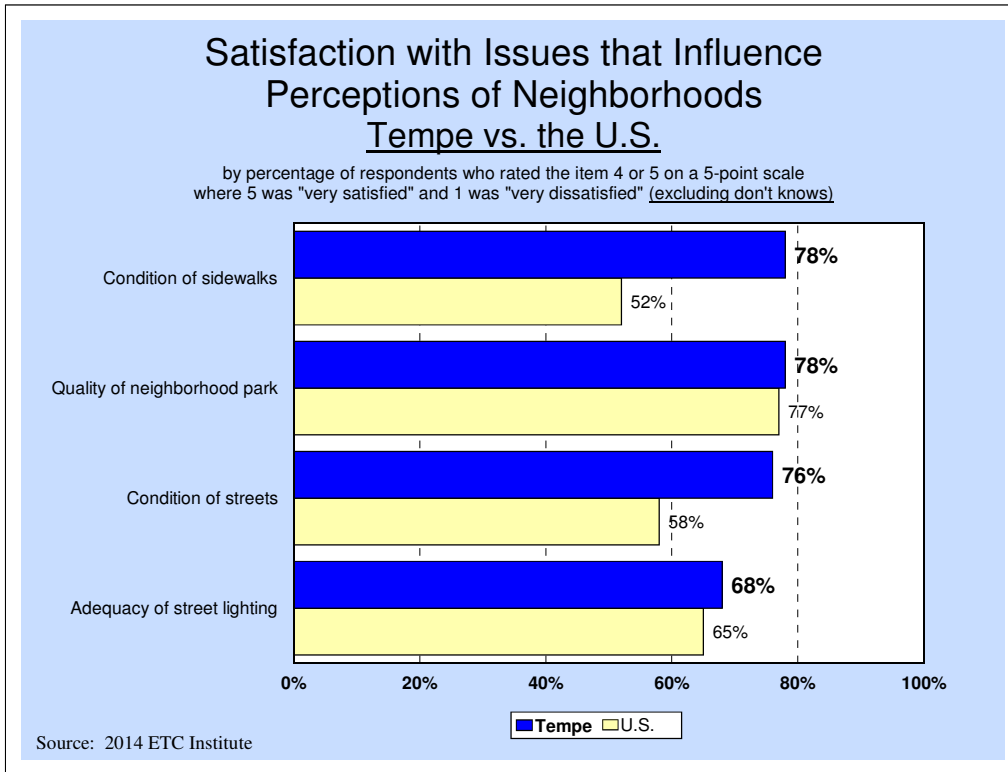
National Benchmarks

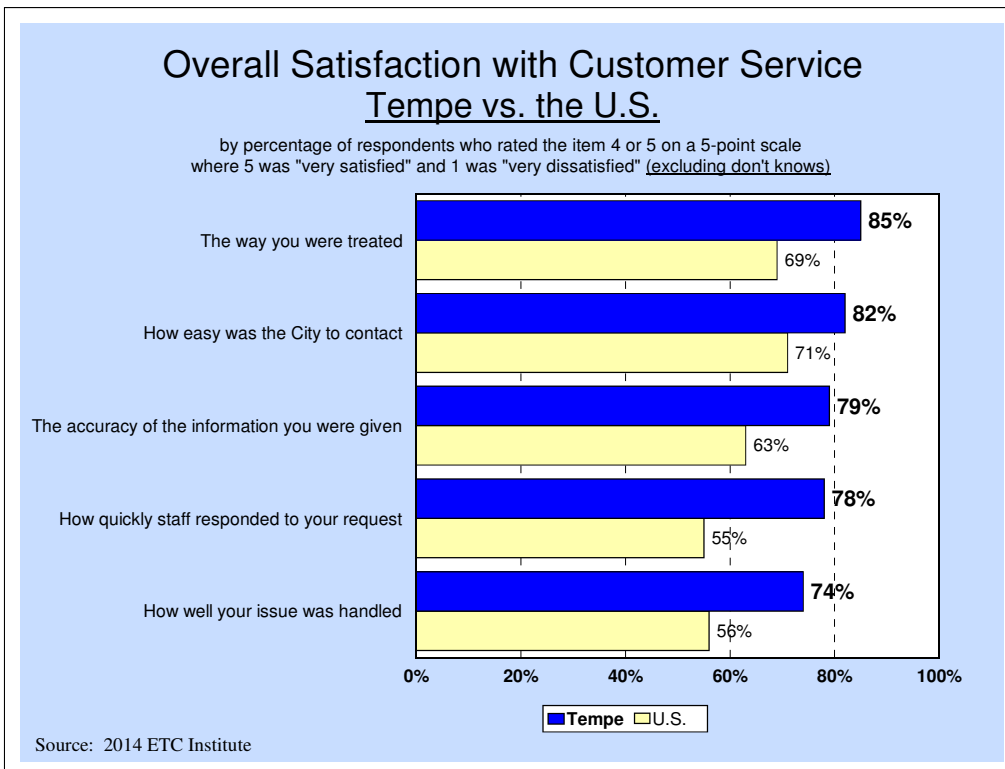
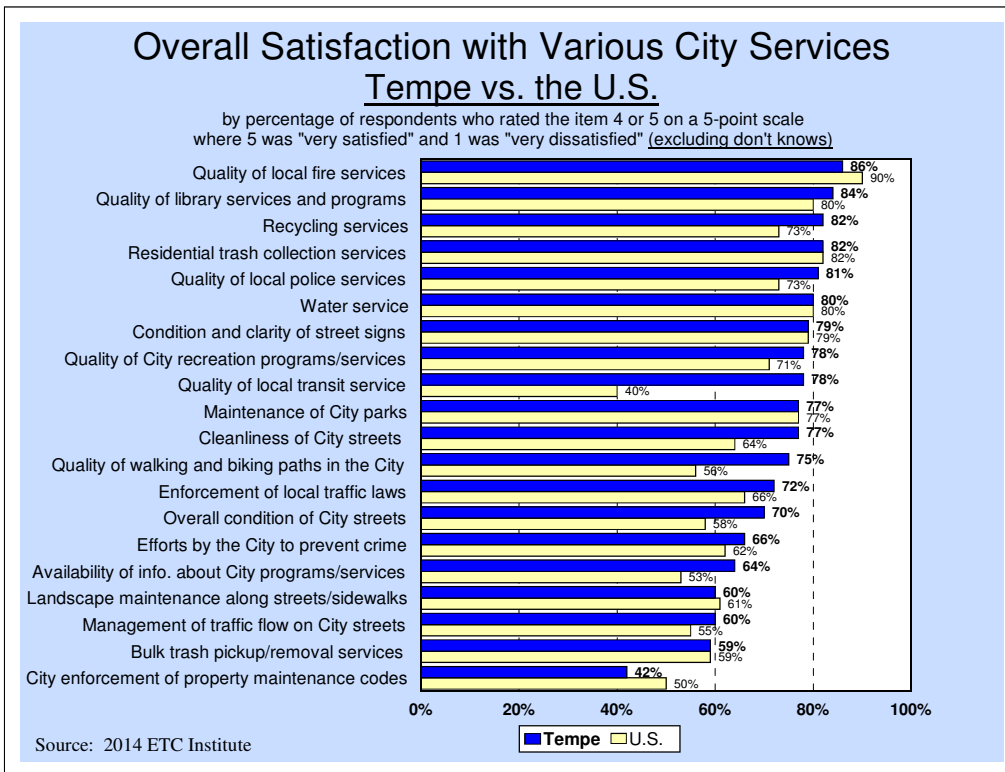
Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Tempe, AZ is not authorized without written consent from ETC Institute.

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)



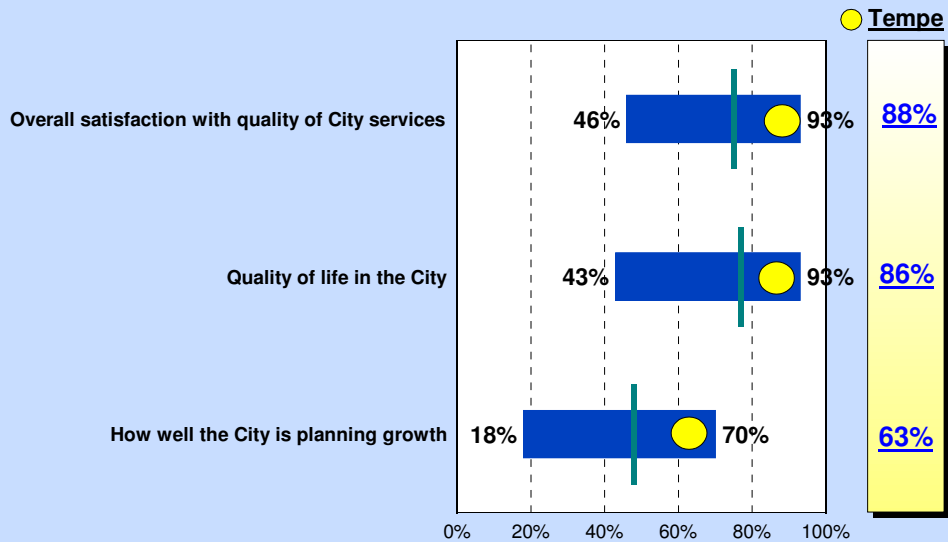




Ranges of Performance

Satisfaction with Issues that Influence Perceptions of the City: 2013

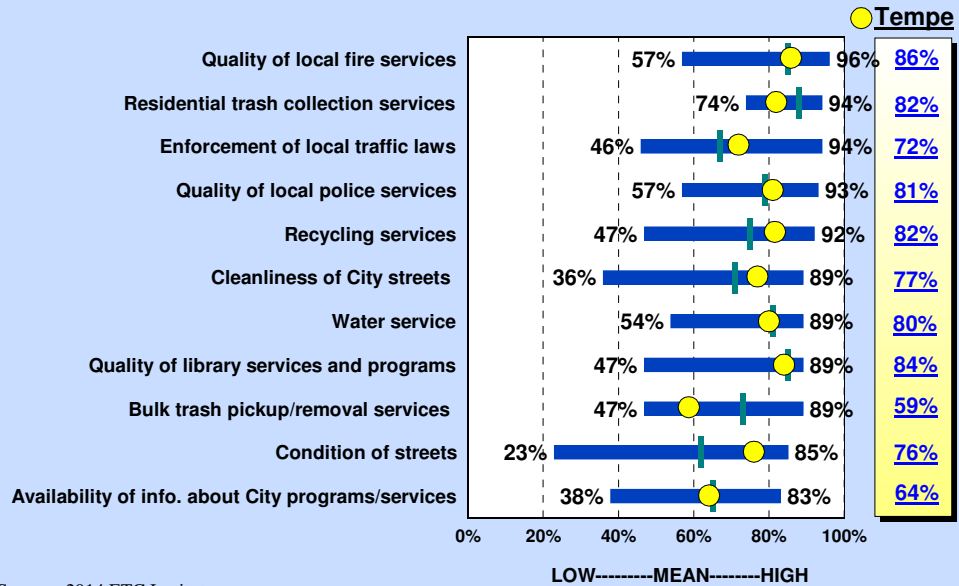
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2014 ETC Institute

Overall Satisfaction with Various City Services: 2013

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: 2014 ETC Institute

Section 3:
Importance-Satisfaction
Analysis

Importance-Satisfaction Analysis

The City of Tempe, AZ

Overview

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

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

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. $[IS=Importance \times (1-Satisfaction)]$.

Example of the Calculation. Respondents were asked to identify the major City services they thought were the most important for the City to provide. Approximately nineteen percent (19.2%) of residents selected "City enforcement of property maintenance codes" as one of the most important major services for the City to emphasize over the next year. With regard to satisfaction, forty-two percent (42.2%) of the residents surveyed rated their overall satisfaction with the "City enforcement of property maintenance codes" as a "4" or a "5" on a 5-point scale (where "5" means "very satisfied").

The I-S rating for “City enforcement of property maintenance codes” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 19.2% was multiplied by 57.8% (1-0.422). This calculation yielded an I-S rating of 0.1110 which ranked first out of twenty-four major City services.

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

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

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis ($IS \geq 0.20$)
- Increase Current Emphasis ($0.10 \leq IS < 0.20$)
- Maintain Current Emphasis ($IS < 0.10$)

The results for Tempe are provided on the following page.

Importance-Satisfaction Rating

City of Tempe

Neighborhood Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
NONE						
<u>High Priority (IS .10-.20)</u>						
Maintenance of private property	29%	3	60%	6	0.1176	1
Feeling of safety	39%	1	74%	4	0.1011	2
<u>Medium Priority (IS < .10)</u>						
Condition of alley	18%	6	51%	7	0.0902	3
Adequacy of street lighting	24%	4	68%	5	0.0778	4
Condition of streets	30%	2	76%	3	0.0713	5
Quality of neighborhood park	21%	5	78%	2	0.0458	6
Condition of sidewalks	9%	7	78%	1	0.0198	7

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 and second 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.

Importance-Satisfaction Rating

City of Tempe

Programs and Facilities

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
NONE						
<u>High Priority (IS .10-.20)</u>						
NONE						
<u>Medium Priority (IS <.10)</u>						
Quality of larger City parks	36%	1	89%	1	0.0403	1
Quality of City swimming pools	8%	5	55%	9	0.0378	2
Quality of City recreation/multigen. centers	14%	3	75%	5	0.0345	3
Quality of Tempe Public Library	26%	2	88%	2	0.0307	4
Disability access to City facilities with programs	8%	7	64%	8	0.0290	5
Quality of City outdoor athletic fields	8%	6	71%	6	0.0239	6
Quality of City golf courses	6%	8	64%	7	0.0212	7
Quality of Tempe Center for the Arts	10%	4	82%	3	0.0180	8
Quality of Tempe History Museum	4%	9	75%	4	0.0100	9

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 and second 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.

Importance-Satisfaction Rating

City of Tempe

Overall City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
NONE						
<u>High Priority (IS .10-.20)</u>						
City enforcement of property maintenance codes	19%	3	42%	24	0.1110	1
Bulk trash pickup/removal services	25%	1	59%	22	0.1019	2
<u>Medium Priority (IS <.10)</u>						
Appearance of residential property in the City	16%	4	54%	23	0.0759	3
Efforts by the City to prevent crime	21%	2	66%	16	0.0725	4
Management of traffic flow on City streets	14%	6	60%	20	0.0560	5
Overall condition of City streets	15%	5	70%	15	0.0453	6
Landscape maintenance along streets/sidewalks	10%	7	60%	19	0.0404	7
Appearance of commercial property in the City	7%	13	61%	18	0.0277	8
Availability of info. about City programs/services	8%	12	64%	17	0.0274	9
Quality of walking and biking paths in the City	8%	10	75%	12	0.0207	10
Quality of local transit service (bus, rail, Orbit)	9%	9	78%	9	0.0190	11
Quality of before/after school programs	5%	20	60%	21	0.0189	12
Maintenance of City parks	8%	11	77%	11	0.0189	13
Enforcement of local traffic laws	7%	14	72%	14	0.0188	14
Quality of local police services	10%	8	81%	5	0.0181	15
Cleanliness of City streets	6%	18	77%	10	0.0127	16
Condition and clarity of street signs	6%	17	79%	7	0.0124	17
Recycling services	6%	16	82%	3	0.0106	18
Quality of library services and programs	6%	15	84%	2	0.0096	19
Residential trash collection services	5%	19	82%	4	0.0093	20
Quality of Tempe Center for the Arts programs	3%	23	75%	13	0.0075	21
Water service	4%	21	80%	6	0.0074	22
Quality of City recreation programs/services	3%	22	78%	8	0.0066	23
Quality of local fire services	2%	24	86%	1	0.0028	24

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 each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Matrix Analysis

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

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

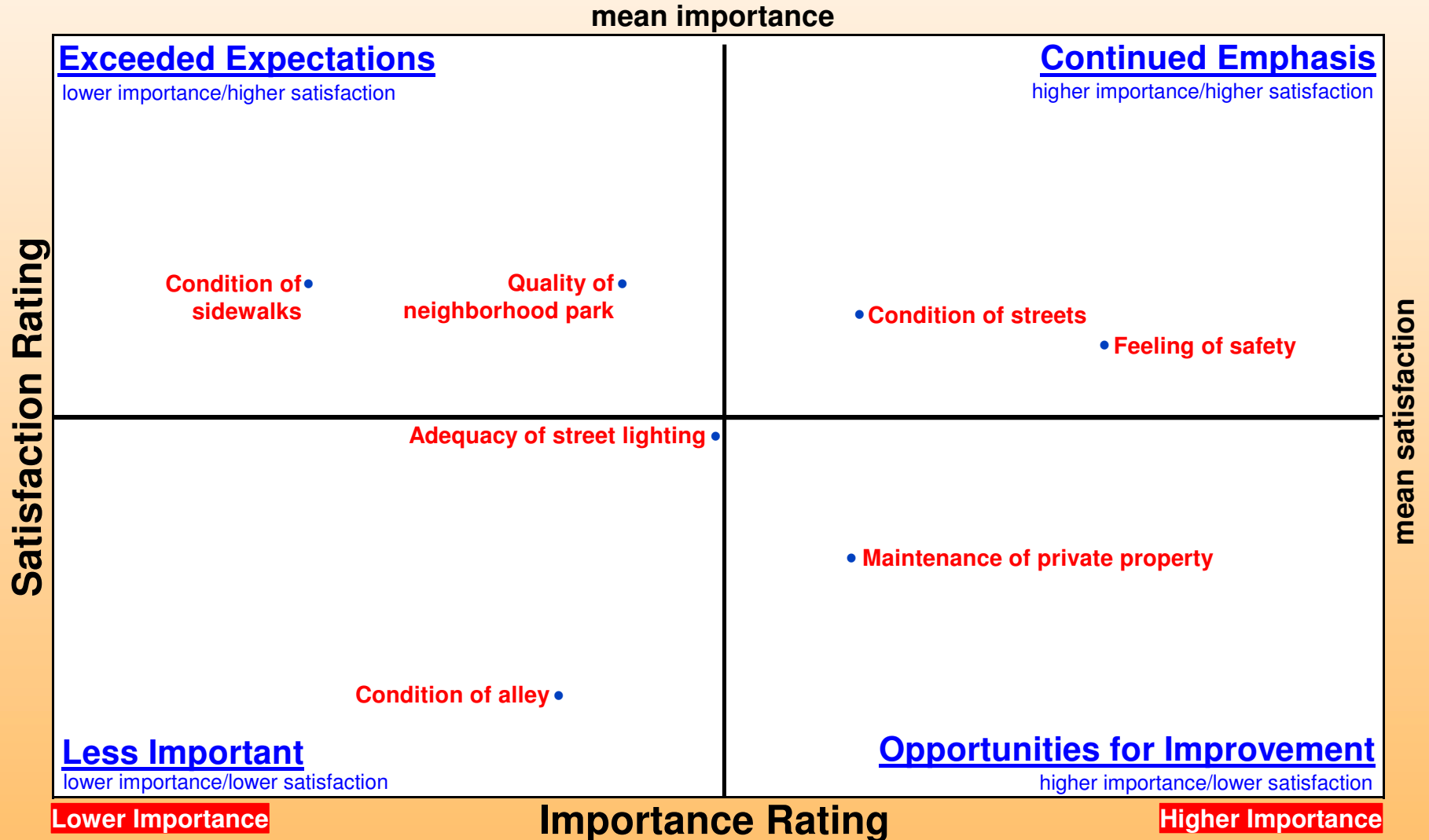
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on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

Matrices showing the results for Tempe are provided on the following pages.

2013 City of Tempe Community Survey Importance-Satisfaction Assessment Matrix

-Neighborhood Services-

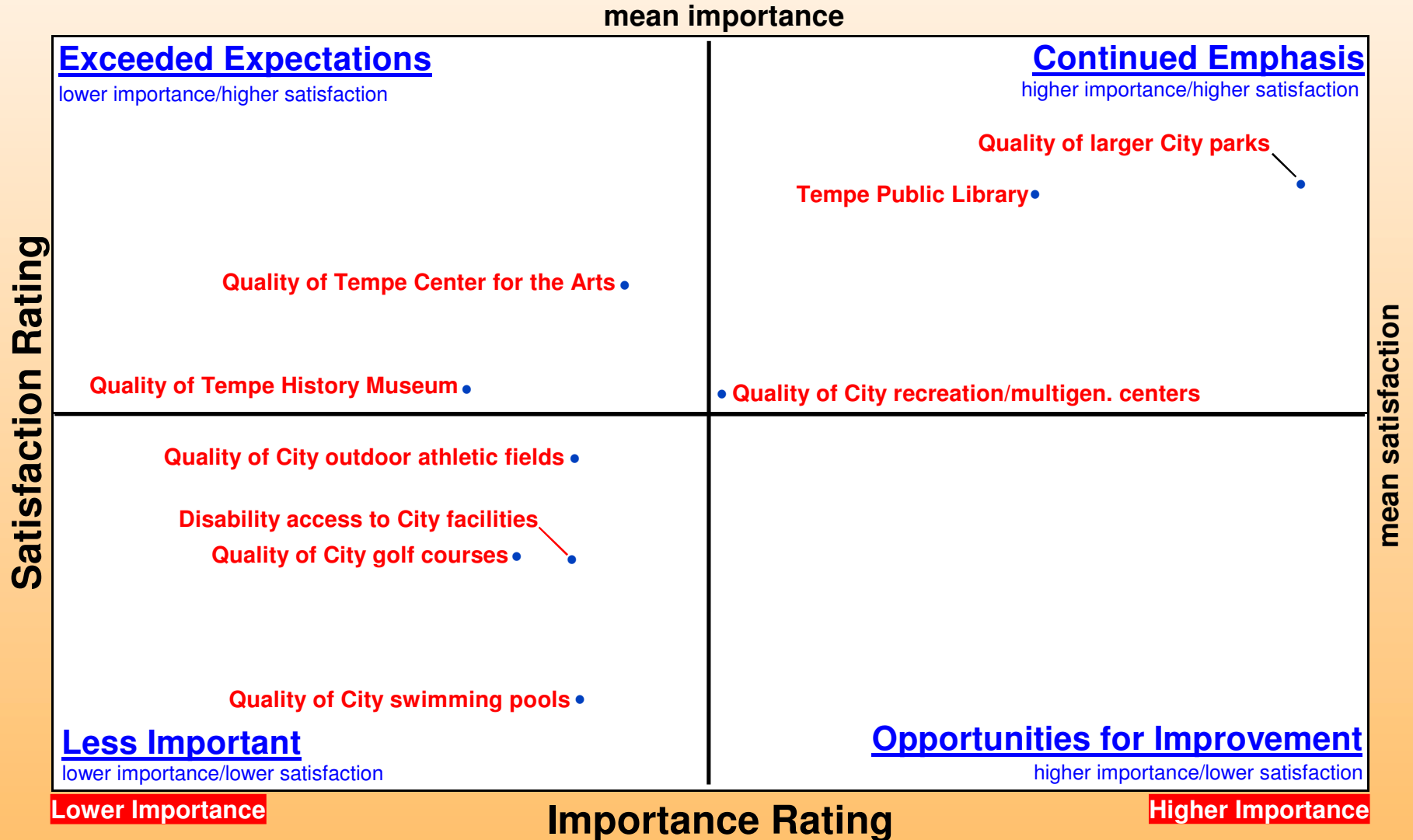
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2013 City of Tempe Community Survey Importance-Satisfaction Assessment Matrix

-Programs and Facilities-

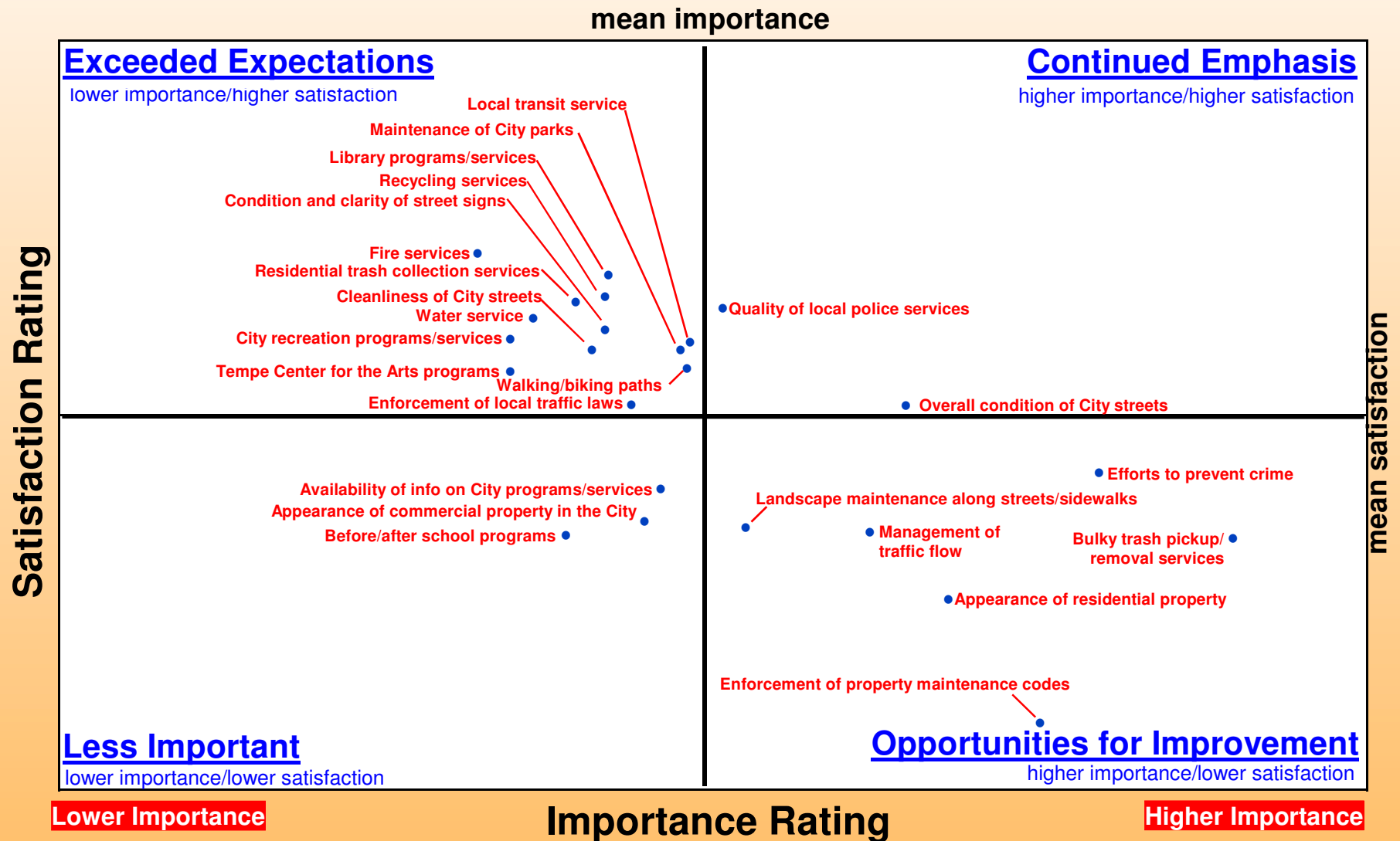
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2013 City of Tempe Community Survey Importance-Satisfaction Assessment Matrix

-Overall City Services-

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



Section 4:

Tabular Data

Q1. Perceptions of the City: How satisfied are you with the following?

(N=888)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1a. Overall, how satisfied are you with the quality of services offered by Tempe	29.5%	56.4%	8.7%	2.9%	0.3%	2.1%
Q1b. Appearance of the City	26.2%	56.4%	11.0%	5.3%	0.3%	0.7%
Q1c. Image of the City	32.9%	50.1%	11.5%	3.4%	0.5%	1.7%
Q1d. How well the City is planning growth	15.8%	37.3%	21.4%	8.3%	2.1%	15.1%
Q1e. Quality of life in the City	31.0%	52.9%	10.8%	2.7%	0.7%	1.9%
Q1f. Feeling of safety in the City	20.5%	53.8%	15.5%	6.5%	1.4%	2.3%
Q1g. The City's overall efforts to promote diversity and inclusiveness in the community	22.4%	37.5%	19.9%	1.6%	1.6%	17.0%
Q1h. The direction the City is heading	17.2%	38.5%	21.5%	6.0%	1.6%	15.2%
Q1i. The leadership of the City's elected officials	13.5%	37.8%	26.6%	6.2%	2.0%	13.9%
Q1j. The level of public involvement in the City's decision-making process	10.7%	31.0%	26.9%	8.9%	2.7%	19.8%
Q1k. How ethical City employees are in the way they conduct City business	12.4%	33.1%	23.3%	4.4%	0.6%	26.2%
Q1l. The City's sustainability programs, which are designed to promote water, energy and natural resource conservation	16.2%	44.6%	19.5%	5.7%	1.2%	12.7%
Q1m. City efforts to keep residents informed about the City's budget	14.3%	33.0%	26.9%	9.2%	2.9%	13.6%
Q1n. Opportunities to express ideas and views to the City	13.1%	37.4%	24.9%	7.2%	2.9%	14.5%

WITHOUT DON'T KNOW

Q1. Perceptions of the City: How satisfied are you with the following? (Without "Don't Know")

(N=888)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1a. Overall, how satisfied are you with the quality of services offered by Tempe	30.1%	57.7%	8.9%	3.0%	0.3%
Q1b. Appearance of the City	26.4%	56.8%	11.1%	5.3%	0.3%
Q1c. Image of the City	33.4%	51.0%	11.7%	3.4%	0.5%
Q1d. How well the City is planning growth	18.6%	43.9%	25.2%	9.8%	2.5%
Q1e. Quality of life in the City	31.6%	54.0%	11.0%	2.8%	0.7%
Q1f. Feeling of safety in the City	21.0%	55.1%	15.9%	6.7%	1.4%
Q1g. The City's overall efforts to promote diversity and inclusiveness in the community	27.0%	45.2%	24.0%	1.9%	1.9%
Q1h. The direction the City is heading	20.3%	45.4%	25.4%	7.0%	1.9%
Q1i. The leadership of the City's elected officials	15.7%	43.9%	30.8%	7.2%	2.4%
Q1j. The level of public involvement in the City's decision-making process	13.3%	38.6%	33.6%	11.1%	3.4%
Q1k. How ethical City employees are in the way they conduct City business	16.8%	44.9%	31.6%	6.0%	0.8%
Q1l. The City's sustainability programs, which are designed to promote water, energy and natural resource conservation	18.6%	51.1%	22.3%	6.6%	1.4%
Q1m. City efforts to keep residents informed about the City's budget	16.6%	38.2%	31.2%	10.7%	3.4%
Q1n. Opportunities to express ideas and views to the City	15.3%	43.7%	29.1%	8.4%	3.4%

Q2. Perceptions of Your Neighborhood:

(N=888)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q2a. Condition of streets	20.4%	54.6%	11.3%	10.8%	2.1%	0.8%
Q2b. Condition of sidewalks	20.2%	55.7%	14.1%	6.2%	1.2%	2.6%
Q2c. Maintenance of private property	15.4%	43.0%	20.7%	13.7%	4.1%	3.0%
Q2d. Condition of alley (if applicable)	9.5%	25.2%	16.8%	13.2%	4.3%	31.1%
Q2e. Feeling of safety	21.4%	51.2%	16.1%	8.0%	1.8%	1.5%
Q2f. Quality of neighborhood park	26.9%	45.9%	12.3%	5.1%	3.2%	6.6%
Q2g. Adequacy of street lighting	21.2%	46.7%	16.9%	10.8%	3.3%	1.1%

WITHOUT DON'T KNOW

Q2. Perceptions of Your Neighborhood: (Without "Don't Know")

(N=888)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q2a. Condition of streets	20.5%	55.1%	11.4%	10.9%	2.2%
Q2b. Condition of sidewalks	20.7%	57.2%	14.5%	6.4%	1.3%
Q2c. Maintenance of private property	15.9%	44.4%	21.4%	14.2%	4.2%
Q2d. Condition of alley (if applicable)	13.7%	36.6%	24.3%	19.1%	6.2%
Q2e. Feeling of safety	21.7%	52.0%	16.3%	8.1%	1.8%
Q2f. Quality of neighborhood park	28.8%	49.2%	13.1%	5.4%	3.4%
Q2g. Adequacy of street lighting	21.4%	47.3%	17.1%	10.9%	3.3%

Q3. Which TWO of the neighborhood services listed in Question #2 above do you think the City should emphasize most over the next year?

Q3. 1 st Choice	Number	Percent
Condition of streets	170	19.1 %
Condition of sidewalks	32	3.6 %
Maintenance of private property	130	14.6 %
Condition of alley	63	7.1 %
Feeling of safety	219	24.7 %
Quality of neighborhood park	82	9.2 %
Adequacy of street lighting	87	9.8 %
None chosen	105	11.8 %
Total	888	100.0 %

Q3. Which TWO of the neighborhood services listed in Question #2 above do you think the City should emphasize most over the next year?

Q3. 2 nd Choice	Number	Percent
Condition of streets	94	10.6 %
Condition of sidewalks	48	5.4 %
Maintenance of private property	131	14.8 %
Condition of alley	100	11.3 %
Feeling of safety	126	14.2 %
Quality of neighborhood park	103	11.6 %
Adequacy of street lighting	129	14.5 %
None chosen	157	17.7 %
Total	888	100.0 %

Q3. Which TWO of the neighborhood services listed in Question #2 above do you think the City should emphasize most over the next year? (Sum of Top Two Choices)

Q3. Sum of Top Two Choices	Number	Percent
Condition of streets	264	29.7 %
Condition of sidewalks	80	9.0 %
Maintenance of private property	261	29.4 %
Condition of alley	163	18.4 %
Feeling of safety	345	38.9 %
Quality of neighborhood park	185	20.8 %
Adequacy of street lighting	216	24.3 %
None chosen	105	11.8 %
Total	1619	

Q4. How would you rate the overall condition of your neighborhood?

Q4. How would you rate the overall condition of your neighborhood?	Number	Percent
Excellent	172	19.4 %
Good	422	47.5 %
Average	208	23.4 %
Poor	58	6.5 %
Very Poor	5	0.6 %
Don't Know	23	2.6 %
Total	888	100.0 %

Q5. What do you feel is the most important public safety concern in your neighborhood? (Comments Were Grouped By Topic; Some Respondents Listed Multiple Responses)

Q5. What do you feel is the most important public safety concern in your neighborhood?	Number	Percent
ROBBERY/THEFT	129	14.53%
TRAFFIC CONTROL	69	7.77%
STREET LIGHTING	35	3.94%
HOMELESS POPULATION/TRANSIENTS	24	2.70%
POLICE PATROLS	20	2.25%
VANDALISM/GRAFFITI	18	2.03%
OVERALL FEELING OF SAFETY	17	1.91%
DRUGS	16	1.80%
CODE ENFORCEMENT	12	1.35%
CRIME/ASSAULT	12	1.35%
STREET/SIDEWALK MAINTENANCE	11	1.24%
RENTAL PROPERTIES	8	0.90%
ASU	7	0.79%
YOUTH	7	0.79%
ANIMAL CONTROL	6	0.68%
GANG ACTIVITY	5	0.56%
BICYCLE TRAFFIC	2	0.23%
NOISE CONTROL	2	0.23%
SAFETY IN ALLEYS	2	0.23%
PARKING ISSUES	1	0.11%
OTHER	5	0.56%
NOT PROVIDED	483	54.39%
TOTAL	891	

Q5. What do you feel is the most important public safety concern in your neighborhood? (Other)

- More patrols/security in gated neighborhoods
- I am ok with the current state
- Pick up large trash more often.
- Unfriendly police
- More watch groups needed

Q6. 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.

Q6. Usage of City Services and Facilities.	Number	Percent
Fire services	73	8.2 %
Library	523	58.9 %
Parks	651	73.3 %
Walking/biking trails	583	65.7 %
City athletic fields	153	17.2 %
Police services	214	24.1 %
History museum	153	17.2 %
City golf courses	138	15.5 %
City swimming pools	69	7.8 %
Kiwanis Recreation Center	206	23.2 %
Bus, Orbit or light rail service	430	48.4 %
Tempe Center for the Arts	278	31.3 %
Arts and recreation programs	139	15.7 %
Household Products Collection Center	376	42.3 %
Multigenerational Centers	105	11.8 %
None chosen	36	4.1 %
Total	4127	

Q7. City Facilities: How satisfied are you with the following? Please rate satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=888)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q7a. Quality of larger City parks (e.g., Kiwanis, Tempe Beach, Town Lake, Papago)	31.9%	50.8%	8.2%	1.8%	0.5%	6.9%
Q7b. Quality of City recreation/multigen. centers	16.7%	32.5%	15.2%	0.8%	0.6%	34.2%
Q7c. Quality of City swimming pools	8.1%	17.1%	17.8%	2.0%	1.2%	53.7%
Q7d. Quality of City outdoor athletic fields	10.4%	30.6%	15.0%	1.8%	0.3%	41.9%
Q7e. Quality of City golf courses (Rolling Hills/Ken McDonald)	7.8%	21.7%	15.2%	1.5%	0.3%	53.5%
Q7f. Quality of Tempe Center for the Arts	25.5%	29.3%	10.9%	0.5%	0.2%	33.7%
Q7g. Quality of Tempe History Museum	18.4%	24.4%	13.1%	0.8%	0.3%	43.0%
Q7h. Quality of Tempe Public Library	32.8%	39.4%	8.7%	1.9%	0.2%	17.0%
Q7i. Quality of disability access to City facilities that offer programs	11.5%	16.9%	15.1%	0.5%	0.6%	55.5%

WITHOUT DON'T KNOW

Q7. City Facilities: How satisfied are you with the following? Please rate satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Without "Don't Know")

(N=888)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q7a. Quality of larger City parks (e.g., Kiwanis, Tempe Beach, Town Lake, Papago)	34.2%	54.5%	8.8%	1.9%	0.5%
Q7b. Quality of City recreation/multigen. centers	25.3%	49.5%	23.1%	1.2%	0.9%
Q7c. Quality of City swimming pools	17.5%	37.0%	38.4%	4.4%	2.7%
Q7d. Quality of City outdoor athletic fields	17.8%	52.7%	25.8%	3.1%	0.6%
Q7e. Quality of City golf courses (Rolling Hills/Ken McDonald)	16.7%	46.7%	32.7%	3.1%	0.7%
Q7f. Quality of Tempe Center for the Arts	38.4%	44.1%	16.5%	0.7%	0.3%
Q7g. Quality of Tempe History Museum	32.2%	42.9%	22.9%	1.4%	0.6%
Q7h. Quality of Tempe Public Library	39.5%	47.5%	10.4%	2.3%	0.3%
Q7i. Quality of disability access to City facilities that offer programs	25.8%	38.0%	33.9%	1.0%	1.3%

Q8. Which TWO of the City facilities listed in Question #7 above do you think the City should emphasize most over the next year?

<u>Q8. 1st Choice</u>	<u>Number</u>	<u>Percent</u>
Quality of larger City parks (e.g., Kiwanis, Tempe Beach, Town Lake, Papago)	225	25.3 %
Quality of City recreation/multigen. centers	48	5.4 %
Quality of City swimming pools	33	3.7 %
Quality of City outdoor athletic fields	24	2.7 %
Quality of City golf courses (Rolling Hills/Ken McDonald)	27	3.0 %
Quality of Tempe Center for the Arts	42	4.7 %
Quality of Tempe History Museum	12	1.4 %
Quality of Tempe Public Library	114	12.8 %
Quality of disability access to City facilities that offer programs	33	3.7 %
<u>None chosen</u>	<u>330</u>	<u>37.2 %</u>
Total	888	100.0 %

Q8. Which TWO of the City facilities listed in Question #7 above do you think the City should emphasize most over the next year?

<u>Q8. 2nd Choice</u>	<u>Number</u>	<u>Percent</u>
Quality of larger City parks (e.g., Kiwanis, Tempe Beach, Town Lake, Papago)	92	10.4 %
Quality of City recreation/multigen. centers	74	8.3 %
Quality of City swimming pools	41	4.6 %
Quality of City outdoor athletic fields	48	5.4 %
Quality of City golf courses (Rolling Hills/Ken McDonald)	26	2.9 %
Quality of Tempe Center for the Arts	47	5.3 %
Quality of Tempe History Museum	23	2.6 %
Quality of Tempe Public Library	114	12.8 %
Quality of disability access to City facilities that offer programs	38	4.3 %
<u>None chosen</u>	<u>385</u>	<u>43.4 %</u>
Total	888	100.0 %

Q8. Which TWO of the City facilities listed in Question #7 above do you think the City should emphasize most over the next year? (Sum of Top Two Choices)

<u>Q8. Sum of Top Two Choices</u>	<u>Number</u>	<u>Percent</u>
Quality of larger City parks (e.g., Kiwanis, Tempe Beach, Town Lake, Papago)	317	35.7 %
Quality of City recreation/multigen. centers	122	13.7 %
Quality of City swimming pools	74	8.3 %
Quality of City outdoor athletic fields	72	8.1 %
Quality of City golf courses (Rolling Hills/Ken McDonald)	53	6.0 %
Quality of Tempe Center for the Arts	89	10.0 %
Quality of Tempe History Museum	35	3.9 %
Quality of Tempe Public Library	228	25.7 %
Quality of disability access to City facilities that offer programs	71	8.0 %
<u>None chosen</u>	<u>330</u>	<u>37.2 %</u>
Total	1391	

Q9. City Services: How satisfied are you with the following? Please rate satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=888)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q9a. Quality of library services and programs	27.9%	40.5%	10.6%	2.3%	0.2%	18.5%
Q9b. Overall condition of City streets	11.8%	56.5%	16.9%	11.3%	1.1%	2.4%
Q9c. Condition and clarity of street signs	22.5%	54.3%	14.6%	5.6%	0.2%	2.7%
Q9d. Quality of local transit service (bus, rail, Orbit)	23.0%	37.0%	12.2%	4.3%	0.8%	22.7%
Q9e. Management of traffic flow on City streets	11.8%	46.2%	22.0%	12.8%	2.9%	4.3%
Q9f. Quality of walking and biking paths in the City	19.3%	46.3%	15.4%	4.7%	1.4%	13.0%
Q9g. Availability of information about City programs events, services and issues	15.5%	42.3%	22.1%	7.2%	2.1%	10.7%
Q9h. City enforcement of property maintenance codes	9.1%	24.9%	25.8%	14.4%	6.3%	19.5%
Q9i. Landscape maintenance along streets/sidewalks	11.7%	46.3%	23.3%	11.0%	3.7%	3.9%
Q9j. Appearance of residential property in the City	8.9%	43.0%	28.3%	13.4%	3.0%	3.4%
Q9k. Appearance of commercial property in the City	10.7%	48.5%	27.9%	7.7%	1.6%	3.6%
Q9l. Cleanliness of City streets	17.1%	57.5%	17.7%	5.0%	0.7%	2.0%
Q9m. Residential trash collection services	32.0%	47.4%	9.6%	5.3%	3.2%	2.6%
Q9n. Recycling services	33.1%	46.5%	9.6%	4.5%	2.5%	3.8%
Q9o. Bulk trash pickup/removal services	21.5%	33.8%	13.4%	14.0%	10.5%	6.9%
Q9p. Water service	27.3%	48.6%	14.6%	2.7%	2.4%	4.4%
Q9q. Quality of local police services	26.2%	47.4%	12.8%	3.2%	1.4%	9.0%

Q9. City Services: How satisfied are you with the following? Please rate 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
Q9r. Enforcement of local traffic laws	18.7%	45.6%	17.9%	4.2%	3.0%	10.6%
Q9s. Quality of local fire services	27.5%	40.1%	10.4%	0.9%	0.6%	20.6%
Q9t. Efforts by the City to prevent crime	15.5%	39.1%	20.6%	6.1%	2.0%	16.7%
Q9u. Quality of City recreation programs/services	16.3%	41.9%	14.9%	1.8%	0.5%	24.7%
Q9v. Maintenance of City parks	18.9%	50.3%	14.0%	4.7%	1.4%	10.7%
Q9w. Quality of Tempe Center for the Arts programs	18.8%	28.8%	14.1%	1.7%	0.1%	36.5%
Q9x. Quality of before/after school programs	8.3%	14.5%	13.7%	1.0%	0.7%	61.7%

WITHOUT DON'T KNOW

Q9. City Services: How satisfied are you with the following? Please rate satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Without "Don't Know")

(N=888)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q9a. Quality of library services and programs	34.3%	49.7%	13.0%	2.8%	0.3%
Q9b. Overall condition of City streets	12.1%	57.9%	17.3%	11.5%	1.2%
Q9c. Condition and clarity of street signs	23.1%	55.8%	15.0%	5.8%	0.2%
Q9d. Quality of local transit service (bus, rail, Orbit)	29.7%	48.0%	15.7%	5.5%	1.0%
Q9e. Management of traffic flow on City streets	12.4%	48.2%	22.9%	13.4%	3.1%
Q9f. Quality of walking and biking paths in the City	22.1%	53.2%	17.7%	5.4%	1.6%
Q9g. Availability of information about City programs events, services and issues	17.4%	47.4%	24.7%	8.1%	2.4%
Q9h. City enforcement of property maintenance codes	11.3%	30.9%	32.0%	17.9%	7.8%
Q9i. Landscape maintenance along streets/sidewalks	12.2%	48.2%	24.3%	11.5%	3.9%
Q9j. Appearance of residential property in the City	9.2%	44.5%	29.3%	13.9%	3.1%
Q9k. Appearance of commercial property in the City	11.1%	50.4%	29.0%	7.9%	1.6%
Q9l. Cleanliness of City streets	17.5%	58.7%	18.0%	5.1%	0.7%
Q9m. Residential trash collection services	32.8%	48.7%	9.8%	5.4%	3.2%
Q9n. Recycling services	34.4%	48.4%	10.0%	4.7%	2.6%
Q9o. Bulk trash pickup/removal services	23.1%	36.3%	14.4%	15.0%	11.2%
Q9p. Water service	28.5%	50.9%	15.3%	2.8%	2.5%
Q9q. Quality of local police services	28.8%	52.1%	14.1%	3.5%	1.5%
Q9r. Enforcement of local traffic laws	20.9%	51.0%	20.0%	4.7%	3.4%
Q9s. Quality of local fire services	34.6%	50.5%	13.0%	1.1%	0.7%

WITHOUT DON'T KNOW

Q9. City Services: How satisfied are you with the following? Please rate 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
Q9t. Efforts by the City to prevent crime	18.6%	46.9%	24.7%	7.3%	2.4%
Q9u. Quality of City recreation programs/services	21.7%	55.6%	19.7%	2.4%	0.6%
Q9v. Maintenance of City parks	21.2%	56.4%	15.6%	5.3%	1.5%
Q9w. Quality of Tempe Center for the Arts programs	29.6%	45.4%	22.2%	2.7%	0.2%
Q9x. Quality of before/after school programs	21.8%	37.9%	35.9%	2.6%	1.8%

Q10. Which THREE of the City services listed in Question #9 above do you think the City should emphasize most over the next year?

<u>Q10. 1st Choice</u>	<u>Number</u>	<u>Percent</u>
Quality of library services and programs	23	2.6 %
Overall condition of City streets	77	8.7 %
Condition and clarity of street signs	11	1.2 %
Quality of local transit service (bus, rail, Orbit)	35	3.9 %
Management of traffic flow on City streets	46	5.2 %
Quality of walking and biking paths in the City	28	3.2 %
Availability of information about City programs events, services and issues	18	2.0 %
City enforcement of property maintenance codes	64	7.2 %
Landscape maintenance along streets/sidewalks	29	3.3 %
Appearance of residential property in the City	39	4.4 %
Appearance of commercial property in the City	10	1.1 %
Cleanliness of City streets	3	0.3 %
Residential trash collection services	11	1.2 %
Recycling services	19	2.1 %
Bulk trash pickup/removal services	104	11.7 %
Water service	12	1.4 %
Quality of local police services	31	3.5 %
Enforcement of local traffic laws	28	3.2 %
Quality of local fire services	4	0.5 %
Efforts by the City to prevent crime	62	7.0 %
Quality of City recreation programs/services	5	0.6 %
Maintenance of City parks	17	1.9 %
Quality of Tempe Center for the Arts programs	4	0.5 %
Quality of before/after school programs	12	1.4 %
<u>None chosen</u>	<u>196</u>	<u>22.1 %</u>
Total	888	100.0 %

Q10. Which THREE of the City services listed in Question #9 above do you think the City should emphasize most over the next year?

<u>Q10. 2nd Choice</u>	<u>Number</u>	<u>Percent</u>
Quality of library services and programs	17	1.9 %
Overall condition of City streets	34	3.8 %
Condition and clarity of street signs	25	2.8 %
Quality of local transit service (bus, rail, Orbit)	24	2.7 %
Management of traffic flow on City streets	45	5.1 %
Quality of walking and biking paths in the City	20	2.3 %
Availability of information about City programs events, services and issues	21	2.4 %
City enforcement of property maintenance codes	60	6.8 %
Landscape maintenance along streets/sidewalks	33	3.7 %
Appearance of residential property in the City	61	6.9 %
Appearance of commercial property in the City	20	2.3 %
Cleanliness of City streets	19	2.1 %
Residential trash collection services	23	2.6 %
Recycling services	17	1.9 %
Bulk trash pickup/removal services	63	7.1 %
Water service	14	1.6 %
Quality of local police services	26	2.9 %
Enforcement of local traffic laws	18	2.0 %
Quality of local fire services	8	0.9 %
Efforts by the City to prevent crime	63	7.1 %
Quality of City recreation programs/services	11	1.2 %
Maintenance of City parks	18	2.0 %
Quality of Tempe Center for the Arts programs	10	1.1 %
Quality of before/after school programs	13	1.5 %
<u>None chosen</u>	<u>225</u>	<u>25.3 %</u>
Total	888	100.0 %

Q10. Which THREE of the City services listed in Question #9 above do you think the City should emphasize most over the next year?

<u>Q10. 3rd Choice</u>	<u>Number</u>	<u>Percent</u>
Quality of library services and programs	13	1.5 %
Overall condition of City streets	23	2.6 %
Condition and clarity of street signs	17	1.9 %
Quality of local transit service (bus, rail, Orbit)	17	1.9 %
Management of traffic flow on City streets	33	3.7 %
Quality of walking and biking paths in the City	26	2.9 %
Availability of information about City programs events, services and issues	28	3.2 %
City enforcement of property maintenance codes	46	5.2 %
Landscape maintenance along streets/sidewalks	28	3.2 %
Appearance of residential property in the City	45	5.1 %
Appearance of commercial property in the City	33	3.7 %
Cleanliness of City streets	27	3.0 %
Residential trash collection services	11	1.2 %
Recycling services	17	1.9 %
Bulk trash pickup/removal services	56	6.3 %
Water service	6	0.7 %
Quality of local police services	27	3.0 %
Enforcement of local traffic laws	13	1.5 %
Quality of local fire services	5	0.6 %
Efforts by the City to prevent crime	61	6.9 %
Quality of City recreation programs/services	11	1.2 %
Maintenance of City parks	38	4.3 %
Quality of Tempe Center for the Arts programs	12	1.4 %
Quality of before/after school programs	16	1.8 %
<u>None chosen</u>	<u>279</u>	<u>31.4 %</u>
Total	888	100.0 %

Q10. Which THREE of the City services listed in Question #9 above do you think the City should emphasize most over the next year? (Sum of Top Three Choices)

<u>Q10. Sum of Top Three Choices</u>	<u>Number</u>	<u>Percent</u>
Quality of library services and programs	53	6.0 %
Overall condition of City streets	134	15.1 %
Condition and clarity of street signs	53	6.0 %
Quality of local transit service (bus, rail, Orbit)	76	8.6 %
Management of traffic flow on City streets	124	14.0 %
Quality of walking and biking paths in the City	74	8.3 %
Availability of information about City programs events, services and issues	67	7.5 %
City enforcement of property maintenance codes	170	19.1 %
Landscape maintenance along streets/sidewalks	90	10.1 %
Appearance of residential property in the City	145	16.3 %
Appearance of commercial property in the City	63	7.1 %
Cleanliness of City streets	49	5.5 %
Residential trash collection services	45	5.1 %
Recycling services	53	6.0 %
Bulk trash pickup/removal services	223	25.1 %
Water service	32	3.6 %
Quality of local police services	84	9.5 %
Enforcement of local traffic laws	59	6.6 %
Quality of local fire services	17	1.9 %
Efforts by the City to prevent crime	186	20.9 %
Quality of City recreation programs/services	27	3.0 %
Maintenance of City parks	73	8.2 %
Quality of Tempe Center for the Arts programs	26	2.9 %
Quality of before/after school programs	41	4.6 %
<u>None chosen</u>	<u>196</u>	<u>22.1 %</u>
Total	2160	

Q11. Which (if any) of the social/human services listed below have you used?

Q11. Which (if any) of the social/human services listed below have you used?	Number	Percent
Counseling	27	3.0 %
Services for seniors	64	7.2 %
Services for persons w/disabilities	30	3.4 %
Rent/utility assistance	24	2.7 %
Diversion	11	1.2 %
Crisis intervention	17	1.9 %
Homeless outreach	8	0.9 %
Tax preparation/financial education	27	3.0 %
Youth services	44	5.0 %
None chosen	714	80.4 %
Total	966	

Q12. Which THREE of the social/human services listed in Question #11 above do you think the City should emphasize most over the next year?

Q12. 1 st Choice	Number	Percent
Counseling	32	3.6 %
Services for seniors	101	11.4 %
Services for persons w/disabilities	47	5.3 %
Rent/utility assistance	27	3.0 %
Diversion	4	0.5 %
Crisis intervention	45	5.1 %
Homeless outreach	91	10.2 %
Tax preparation/financial education	12	1.4 %
Youth services	77	8.7 %
None chosen	452	50.9 %
Total	888	100.0 %

Q12. Which THREE of the social/human services listed in Question #11 above do you think the City should emphasize most over the next year?

Q12. 2 nd Choice	Number	Percent
Counseling	21	2.4 %
Services for seniors	65	7.3 %
Services for persons w/disabilities	71	8.0 %
Rent/utility assistance	24	2.7 %
Diversion	11	1.2 %
Crisis intervention	47	5.3 %
Homeless outreach	80	9.0 %
Tax preparation/financial education	14	1.6 %
Youth services	72	8.1 %
None chosen	483	54.4 %
Total	888	100.0 %

Q12. Which THREE of the social/human services listed in Question #11 above do you think the City should emphasize most over the next year?

<u>Q12. 3rd Choice</u>	<u>Number</u>	<u>Percent</u>
Counseling	16	1.8 %
Services for seniors	48	5.4 %
Services for persons w/disabilities	49	5.5 %
Rent/utility assistance	27	3.0 %
Diversion	7	0.8 %
Crisis intervention	49	5.5 %
Homeless outreach	77	8.7 %
Tax preparation/financial education	20	2.3 %
Youth services	83	9.3 %
<u>None chosen</u>	<u>512</u>	<u>57.7 %</u>
Total	888	100.0 %

Q12. Which THREE of the social/human services listed in Question #11 above do you think the City should emphasize most over the next year? (Sum of Top Three Choices)

<u>Q12. Sum of Top Three Choices</u>	<u>Number</u>	<u>Percent</u>
Counseling	69	7.8 %
Services for seniors	214	24.1 %
Services for persons w/disabilities	167	18.8 %
Rent/utility assistance	78	8.8 %
Diversion	22	2.5 %
Crisis intervention	141	15.9 %
Homeless outreach	248	27.9 %
Tax preparation/financial education	46	5.2 %
Youth services	232	26.1 %
<u>None chosen</u>	<u>452</u>	<u>50.9 %</u>
Total	1669	

Q13. Which of the following do you use to get information about the City of Tempe?

Q13. Which of the following do you use to get information about the City of Tempe?	Number	Percent
Tempe 11 (Cable TV/Web)	131	14.8 %
Recreation Opportunities Brochure	249	28.0 %
Social media (Twitter, Facebook, YouTube)	84	9.5 %
Calling Tempe 311	32	3.6 %
Water bill newsletter	617	69.5 %
E-mail subscriptions	84	9.5 %
Television news	390	43.9 %
City website	275	31.0 %
Newspapers	439	49.4 %
City meetings	43	4.8 %
Radio	151	17.0 %
None chosen	48	5.4 %
Total	2543	

Q13a. How would you prefer to receive information from the City of Tempe?

Q13a. 1 st Choice	Number	Percent
Tempe 11 (Cable TV/Web)	28	3.2 %
Recreation Opportunities Brochure	44	5.0 %
Social media (Twitter, Facebook, YouTube)	27	3.0 %
Calling Tempe 311	4	0.5 %
Water bill newsletter	225	25.3 %
E-mail subscriptions	88	9.9 %
Television news	39	4.4 %
City website	69	7.8 %
Newspapers	42	4.7 %
City meetings	2	0.2 %
Radio	6	0.7 %
None chosen	314	35.4 %
Total	888	100.0 %

Q13a. How would you prefer to receive information from the City of Tempe?

Q13a. 2 nd Choice	Number	Percent
Tempe 11 (Cable TV/Web)	21	2.4 %
Recreation Opportunities Brochure	52	5.9 %
Social media (Twitter, Facebook, YouTube)	26	2.9 %
Calling Tempe 311	9	1.0 %
Water bill newsletter	93	10.5 %
E-mail subscriptions	42	4.7 %
Television news	65	7.3 %
City website	78	8.8 %
Newspapers	87	9.8 %
City meetings	7	0.8 %
Radio	21	2.4 %
None chosen	387	43.6 %
Total	888	100.0 %

Q13a. How would you prefer to receive information from the City of Tempe?

<u>Q13a. 3rd Choice</u>	<u>Number</u>	<u>Percent</u>
Tempe 11 (Cable TV/Web)	24	2.7 %
Recreation Opportunities Brochure	44	5.0 %
Social media (Twitter, Facebook, YouTube)	23	2.6 %
Calling Tempe 311	9	1.0 %
Water bill newsletter	58	6.5 %
E-mail subscriptions	31	3.5 %
Television news	63	7.1 %
City website	62	7.0 %
Newspapers	77	8.7 %
City meetings	3	0.3 %
Radio	36	4.1 %
None chosen	458	51.6 %
Total	888	100.0 %

Q13a. How would you prefer to receive information from the City of Tempe? (Sum of Top Three Choices)

<u>Q13a. Sum of Top Three Choices</u>	<u>Number</u>	<u>Percent</u>
Tempe 11 (Cable TV/Web)	73	8.2 %
Recreation Opportunities Brochure	140	15.8 %
Social media (Twitter, Facebook, YouTube)	76	8.6 %
Calling Tempe 311	22	2.5 %
Water bill newsletter	376	42.3 %
E-mail subscriptions	161	18.1 %
Television news	167	18.8 %
City website	209	23.5 %
Newspapers	206	23.2 %
City meetings	12	1.4 %
Radio	63	7.1 %
None chosen	314	35.4 %
Total	1819	

Q14a. Have you contacted the City of Tempe during the past year?

Q14a. Have you contacted the City of Tempe during the past year?	Number	Percent
Yes	428	48.2 %
No	460	51.8 %
Total	888	100.0 %

Q14. Customer Service

(N=428)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q14b. How easy was the City to contact	37.1%	43.7%	7.9%	7.5%	2.3%	1.4%
Q14c. The way you were treated	43.2%	39.0%	7.9%	4.0%	3.0%	2.8%
Q14d. The accuracy of the information you were given	37.9%	37.6%	12.6%	4.4%	3.3%	4.2%
Q14e. How quickly staff responded to your request	38.8%	36.7%	9.1%	6.1%	6.3%	3.0%
Q14f. How well your issue was handled	36.0%	36.0%	9.6%	8.2%	7.0%	3.3%

WITHOUT DON'T KNOW

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

(N=428)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q14b. How easy was the City to contact	37.7%	44.3%	8.1%	7.6%	2.4%
Q14c. The way you were treated	44.5%	40.1%	8.2%	4.1%	3.1%
Q14d. The accuracy of the information you were given	39.5%	39.3%	13.2%	4.6%	3.4%
Q14e. How quickly staff responded to your request	40.0%	37.8%	9.4%	6.3%	6.5%
Q14f. How well your issue was handled	37.2%	37.2%	9.9%	8.5%	7.2%

Q15. OVERALL PRIORITIES. Which TWO of the following do you think should be the City's top priorities over the next year?

Q15. Which TWO of the following do you think should be the City's top priorities over the next year?

	Number	Percent
Social/human services	151	17.0 %
Appearance of the City	145	16.3 %
Maintenance of streets/buildings	210	23.6 %
Educational /arts/recreation programs	122	13.7 %
Customer service	40	4.5 %
Neighborhoods	239	26.9 %
Parks	104	11.7 %
Police services	194	21.8 %
Water/sewer/trash	164	18.5 %
Transportation services	94	10.6 %
Economic/business development	156	17.6 %
Fire services	45	5.1 %
None chosen	66	7.4 %
Total	1730	

Q16. If you could ask the Mayor and Council to make ONE improvement for your neighborhood in the next year, what would that improvement be?

- Increased streetlights
- Create sidewalks (north-west corner Broadway and Rural, Paley Park neighborhood)
- More street lighting
- Park maintenance
- Maintenance of alleys
- More frequent brush pick-up!
- Bike lanes
- More frequent police patrols
- How can we keep renters to keep property clean
- Middle schools
- Recycling option. I live in a gated community and it's only dumpsters.
- Better street signs
- Landscaping water leaks (city property along street)
- Change refuse pick-up back to original
- Make the landlords of rental houses keep up the property.
- Alameda 200-600 block east
- More police presence
- Get Orbit to Baseline -- can't walk to Southern.
- Bulk trash pick-up on a weekly basis
- Too many rentals that are not taken care of
- Clean up litter
- Make property owners clean up property
- Speed bumps
- Maintenance of streets
- Repair streets (NW Tempe)
- Clean yards
- Additional street lighting
- Get Guadalupe to get better traffic flow through Guadalupe Road
- Street maintenance
- Code enforcement
- Get homeless from wandering the streets on begging on corners.
- Street landscaping
- Go back to monthly bulk trash pick-up
- Keep non-residential traffic out of the neighborhood
- Change the bulk trash pick-up to at least a 6 month full pick-up
- Have our next door neighbor remove the "dead" car in front of his house!
- Working streetlights
- Number of people in rentals
- Fix water hue problem in area (Rural and McAllister)
- Doesn't need any improvement
- Trim and remove dead growth at Old Canal Park on College

- Less appearance codes (leave residential owners alone)
- Reduce cost of Tempe Town Lake back to \$5/year
- Can we have more Orbit routes?
- Clean up the area around Evelyn Hallman Park!
- Maybe another streetlight in our neighborhood
- Two hoarders -- fire and health hazard -- Tempe does nothing
- Patrolling more
- Get the bums off Mill Ave.
- More trees
- Better lighting (streets)
- Help homeowners to improve their property, instead of putting up roadblocks
- Work on the water. It smells and tastes bad compared to PHX.
- Better street lighting -- it gets dark early in the winter.
- Take down N parking on 1700 block of Minton
- Stop removing traffic lanes and adding landscaping
- Return to the old bulk trash schedule
- Extend circulator buses to my neighborhood
- Make all bulk trash pick-ups mixed. Thanks.
- Pave our street after 33 years.
- Restrooms in park
- Resurface our street, and bring fiber optics on our street
- Trash bulk pick-up
- Lighting
- More bulk collections
- Extend Orbit services in South Tempe
- Lower the alleyway street level as it rises with repairs, but encroaches on privacy.
- Painting the small strip malls
- More free programs for preschoolers and first graders
- The water tastes salty -- clean water
- Enforcing (if any) bulk trash along roadside
- Pave alley directly north of US 60 wall -- too much dust
- Open the school grounds to the public on weekends
- Improve zoning enforcement
- More streetlights
- Bulk trash clean up once a month alley
- Allow monthly bulk pick-up in alley
- Improve feeling of safety
- Would like to see police on bikes or horseback
- Limit the percent of rental properties.
- The park equipment on 48th and Baseline
- Cut weeds in alley twice a year
- Easier/more flexible bulk trash days
- Renew pavement in neighborhoods and on Guadalupe!
- Street lighting, can't see pedestrians at night
- Slow down on the afternoon school buses
- Do something to control dust from alley

- The alley between Sellah Park and McClintock. Horrible! Do something with that space!
- Maintenance private and public properties
- Expand Orbit service to West Tempe
- Enforce renters' rules
- Interface with rental properties at ASU
- Controlling landlords on renters
- Speed humps, speed humps, speed humps
- Add more uncontained trash pick-up dates (unlimited items)
- Maintenance of residential rental properties
- More bike lanes and improved public transportation
- Enforce cleaning up of yards near street corners
- Enforce rules for yard cleanup/mowing
- Weeding the medians and sidewalk areas along College Avenue
- Improvements to Hollis Park, including lights in the Ramada.
- Property maintenance
- More bicycle paths
- Crack down on taggers
- Lower cost of property taxes, lower water cost, taxes, bulk trash
- Maintenance of private property
- Enforce alley cleanups by residents
- Street lights
- The neighborhood park
- Improve streets
- Lighting
- Lights
- Adequacy of street lighting
- Additional street lights on 1000 block Campus Drive
- More police coverage
- Our park!!!
- PD should be more visible rolling through all areas
- Improve litter cleanup on major streets
- City codes -- property -- student partying
- Stop free bus
- Access to the back of our property by the canal
- To make the rental properties look better
- Enforce residential property codes
- Extend Orbit to South Tempe
- Continue irrigation the way it is
- Don't let houses/services deteriorate
- More police appearance in neighborhood, due to drugs and rentals
- Bulk trash pick-up back to once a month. New schedule is bad decision.
- Intersection of Mill and Hermosa
- Too many cats running around
- Alley
- Put pool in at Clark Park!!!

- Cars drive too fast down Country Club Way -- add speed bump.
- Standard method for turn signals. Use ONLY ONE method.
- Neighborhood enhancement -- enforce code
- Clean up the roadside at Kycene and Southern
- Condition of streets
- Focus on family
- Work on keeping North Tempe alleys clean
- Soil program
- Street maintenance
- More police patrols
- Private property maintenance
- Add newer bike lanes and fix sidewalks
- More police
- Our park was due to be renovated years ago and it never happened. Some minor improvements have been made.
- Road noise reduction
- Street maintenance
- Improve park, limited and broken equipment
- Scudder Park needs some attention
- Clean up our alley a little better
- Stop raising water rates!
- Park
- Bring back monthly alley trash collection.
- Bulk pick-up return as before for large lots
- Put left turn signal at Elliott and Lakeshore
- Maintenance of streets and lights
- Enforce traffic laws
- Improve street lighting in all neighborhoods
- Maintenance of street signs in my neighborhood
- Go back to previous bulk trash cycle!
- Lower "water" bill -- paying \$60 before any water usage!
- Better lighting to deter crime
- Make people put their trash by their own fence in the alley
- Have citizens maintain properties
- Tell the HOAs to loosen up on things like paint color, focus on cleanliness
- Monitor the watering of our local park. Too much water goes into the streets. Too much water is wasted.
- Ban use of purple and green car lights -- hurt eyes!
- Make the council responsive to emails
- New, safe playground by Rover
- Orbit, bus, rail access in South Tempe, especially for senior citizens
- Fix roads, like south Rural
- Keep Waggoner Park a public park. No fence.
- Stop leaf blowing to between 9 a.m. and 5 p.m.
- Better code enforcement
- Business development (vacant strip malls)

- Getting the few homes to improve appearance (yard and etc.)
- Streets
- Street repairs (perhaps more quickly when potholes appear)
- Street resurfacing caused deep dips getting into driveways
- More parks
- Reduce B&E crime in South Tempe residential areas
- Lower homeowner (HOA) fees -- senior citizens
- Address our increase in crime
- Pick up bulk trash every month, all of it!
- Get rid of Christie's on Baseline Road
- Street lighting
- Larger (readable) street signs, and abandoned homes
- Hold homeowners accountable for their homes
- Orbit past the 60
- Restore monthly bulk trash pick-up!
- Better lighting on streets
- Weed control/residence appearance
- More police presence
- Cleaner alleys
- Police neighborhood contact
- Water
- [Manage] keeping their property clean. Apartments broken down, fix them up.
- Restore monthly bulk trash pick-up
- Remove large bushes in space between curb and sidewalk that grow too large to safely make a right turn at an intersection.
- Enhance code enforcement, specifically RV parking.
- Ensure neighbors are maintaining their property
- Police presence
- Get my three neighbors to improve their houses
- Provide recycle bins alongside of dumpsters
- Neighbors keep up yards better
- Better street lighting
- Bring back once a month bulk trash pick-up
- Better lighting
- Resurface the streets
- To help bring quality restaurants to Mill Avenue
- Residential property upkeep
- Replace the aging water delivery system
- Keeping up property codes -- we have a lot of rentals.
- Replace telephone poles with underground utilities
- Enforce residential rental codes
- Make rental property owners maintain their property.
- Enforce codes for homes not maintained
- Fix the streets
- Offer more programs for adults, kids

- Please, please, please support SB1070 and remove all illegal aliens
- Lighting
- Park updates -- playground equipment especially
- Grant neighborhood funding grant to improve Alta Mira Park
- Please work on graffiti issues
- Fill vacant business locations
- Streets
- Change bulk pick-up for everything 3x year
- Check sidewalks
- Commercial buildings appearance -- sympathetic to neighborhood.
- Improve public transit
- Enforcement of trash pick-up
- Neighborhood streets
- Park improvement
- Bring back bulk trash pick-up every month
- Too many apartments and rentals in neighborhoods
- Reduce crime
- Traffic control
- Put the fire station in South Tempe that has been in the plan for years.
- Streets
- Add more speed bumps in my neighborhood
- Parks
- Enforce residential property laws when there is no HOA.
- Help homeless more -- housing/off the streets
- More bulk trash pick-ups
- Paint speed limits on the street surface
- Leave Scudder Park AS IS!!!
- Street lights
- Streets
- More police
- Speed bumps on Cornell between Baseline and Hardy.
- Improve visibility due to overgrown vegetation east of Mill and Ray
- Entry median on Carson w of McClintock
- Proactive code enforcement
- General appearance
- Controlling noise from major streets
- Streets
- How can we improve mental health care?
- Street lights and library reform
- Restore the beauty of Tempe like the 1980s!
- Attract more small independent business owners
- More policing at late night, party noise
- Have the Orbit circulators in my area charge \$0.25 each ride
- Sewer cleaning not often enough
- Getting the drug dealers and college party house out of family neighborhood

- Less growth, more quality
- No more high density, tan buildings
- Safety
- The streets in the Meadows mobile home park are in need of major repair
- Safety and crime prevention
- Make the walkway between Butte and Willow look like a beautiful place, rather than the ghetto landfill appearance it now has.
- Make prospective sewer/water increases available in November.
- Take over the two small parks maintained by HOA
- More pick-up of bulk trash
- Help our young teenagers, young adults -- interested things
- Crime prevention
- Could you turn part of Mayer Park into a dog park?
- Homeowners take better care of their home.
- Alleys
- Make my neighborhood into historic neighborhood
- Better enforcement of yard and house upkeep
- Require clean alley
- Weeds and unkempt property
- Speed bumps on Papago Drive
- Reduce the amount of homelessness or people walking the streets with no place to go!!
- Safe bicycle paths along Hardy Drive, preferably separated from motor vehicle traffic
- Improve Apache Blvd each of McClintock
- Drug enforcement and imprisonment
- Get rid of speed bumps
- Longer library hours
- Install speed bumps on Country Club Drive to reduce speeding problem
- Speed bumps on my street! We have kids; people speed!
- Safe streets everywhere
- Keep alleys clean -- especially walking path
- Landscaping
- To stop graffiti by all means!!
- Programs to enhance neighborhoods
- Patrolled neighborhood
- Maintenance of property
- Allow one banner per business without fee
- First for police to understand calls better, second alleys
- Crime prevention
- Improve streets
- Alley maintenance and improvement
- Better lighting on streets
- Street landscape maintenance
- More connectivity of bike trails in and around Tempe Town Lake area
- Why cater to ASU frats
- Resurfacing of our street (quality was terrible)

- Traffic flow
- Bulk pick-up returned
- Recycle every two weeks; bulk pick-up every month
- Re-evaluate bulk trash pick-up (once every two months)
- Make landlords accountable for rentals
- Street maintenance-, i.e. potholes, rough streets
- Better patrolling and overall police presence
- Neighborhood retail
- Enforcement of city codes
- Private property maintenance, especially along sidewalks
- Another street light
- Pave the alley
- Enforce spitting and cigarette butts (hard to do, though)
- Repair streets
- More trees in parks
- Fix the drainage problem on my street
- Traffic slowing system on my street
- Resident safety
- Clean up the graffiti
- Monitor rentals to be sure they water trees
- Slow down traffic without speed bumps
- Plant trees along Rural that have blown down
- Better lighting
- Better restaurants in South Tempe
- Increase bulk trash
- Keep the condos and apartments out of our neighborhood
- I like that there is no HOA but there needs to be some standards.
- Park/lighting maintenance
- Get HOA to allow solar panels
- Bring more entertainment to South Tempe
- Change code that multiple cars cannot be permanently parked on streets for years
- Repave McClintock!
- To extend Orbit bus service to Kiwanis Park
- Pave the alleys
- Refurbish/upgrade right of way by Sellah Park
- Police patrol
- Add Orbit routes south of US 60
- Better lighting
- Pave my street
- Enforce property maintenance -- weeds, etc.
- Paint and landscape wall at south side of Elliott Road between McClintock and Price.
- Close the alleys
- Safe neighborhoods = great city!
- Restore monthly bulk trash pick-up
- School zone speed limit enforcement

- Nice fence, entry to Westshore Drive
- Safety
- Bulk trash
- Mill and Arouselay, Rural Road -- Knox to Elliott
- Enforce dog leash/clean-up laws
- Better bulk trash removal
- Clean up the garbage alleyways
- Stop building apartments, start building new homes, companies for jobs. Apartments are terrible, bring down values and bad population.
- Get rid of police chief
- Put the power/phone lines underground and take out the tall utility poles in the alley
- Neighborhood police patrol
- Fix the streets!
- Community events
- Get rid of Town Lake
- Bulk trash pick-up -- hate the change!
- Reduce water rates
- There are too many street lights -- it's wasteful
- Paved alleys
- More bulk trash pick-ups
- Clean up sidewalk in front of Twin Palms parking area
- Traffic
- Bring back monthly bulk trash pick-up (or by appointment).
- Improve street lighting
- Resurface streets
- Improve water quality
- Add "flash", like bus service to connect me with Route 72
- Link the western Canal path to Tempe Town Lake
- Potholes in the streets
- Traffic/speed enforcement in neighborhoods
- Have the owners of the Meadows mobile home park repair the streets
- Alley pick-up needs to [be] more frequent for bulk waste.
- Enforce traffic laws, educate bicycles
- Improve neighborhood parks
- Solar power shade
- Code enforcement
- More bulk trash pick-up
- Better trash collection
- Enforce codes
- More street light
- (04) Education and recreation program
- To improve the look of North Tempe
- Tenant issues and slumlords! Particularly a slumlord named Jeff Skibo, 229 E. Hermosa Drive. He has now hurt and stolen from three families. Look into him.
- No parking on street -- looks bad

- Code enforcement
- Maintenance of streets
- Better landscaping
- Rentals need improvement on party and parking
- Police service
- Street lighting
- Have a police car patrol my neighborhood
- Trash pick-up
- To make the parks safe
- Make them safer
- Appearance of residential properties
- Manage traffic flow -- more bus pull-outs
- Get rid of homeless on Mill Avenue and surrounding area
- Lighting
- Speed bumps in my neighborhood.
- What could they do to prevent teens from smoking pot everywhere
- Crime prevention
- Street potholes
- More/brighter street lights
- Bring back monthly bulk collection
- Improve funding to schools
- Bring back monthly yard waste pick-up
- Upgrade Indian Bend Park play area
- Improved maintenance of alleys and sidewalks.
- Bike safety
- Enforce engine exhaust noise ordinances for cars and motorcycles
- Front yard code enforcement
- More lighting
- More lagging lefts on major arteries
- Provide Wi-Fi
- Bulk trash pick-up monthly
- Neighborhood garden and parks
- Rental house upkeep
- Keep streets safe focusing on crime prevention
- Bulk trash pick-up
- Outsiders dump bulk waste in our alley -- How can it be stopped?
- Trimming trees
- Enforce codes on rental properties, weeds, cars parked on lawns
- Resume old bulk trash pick-up program
- Safety
- Quality of street/property appearance
- Greater police involvement -- more of a presence and community interaction
- Crime prevention
- Bike lanes on busy roads -- hazard when bikes on major streets with no bike lanes
- Code enforcement

- Police patrols of the area on a regular basis
- Regulate parking on street
- Safety
- Cleaner streets and especially alleys
- Safety
- Improve playground at neighborhood park
- Speed/crime in our neighborhood
- Force developers to pay for Town Lake, not taxpayers
- Encourage residents to trim foliage and remove dead ones
- Having more diversity in police services
- Fewer homeless on the streets
- Consistent theft information sent out
- Clarify bulk pick-up. It's way too confusing.
- Get rid of marijuana dealers; dispensaries are ok, but the delivery services are very bad.
- More big pick-up
- Crime/theft prevention
- Economic business development
- More frequent alley bulk trash pick-ups
- Improve the neighborhood city park
- More bulk trash pick-up/removal
- Fix my street; make my neighbor clean their yards
- Streets
- More funding for schools
- Clean up, use the numerous vacant lots
- Remove the little planters used to narrow residential streets. I've been close to having five accidents in the past couple of months because of these.
- A large youth leadership program that ties in community service
- Appearance of McClintock Drive south of Warner -- west side
- More police on the streets and in neighborhoods
- Graffiti
- Make people maintain their properties
- Appearance of homes (owned or rented). Appearance including yard maintenance, paint, roofs.
- Require commercial property owners to clean up, maintain landscape. Empty buildings and unkempt landscape looks derelict.
- More nighttime police patrols
- Fix bulk trash pick-up
- Re-instate the previous bulk trash collection schedule
- Resurface street since the project of gas meters is over
- Renovate Goodwin Park
- Streets
- Need better control of timing of placement of bulk trash
- More street lights in neighborhoods with crime
- Contact the Patriot Guard to start doing Welcome Home events for soldiers
- For the neighborhood park to be safer for kids without homeless people, and new playground equipment and new sand.

- Go back to regular alley trash pick-up
- Homeless population
- Make it easier for homeowners to build...
- Lighting
- Appearance of alley -- illegal dumping by new residents
- Go back to old bulk trash pick-up schedule
- Consider restoring bulk trash pick-up to monthly
- Bring back monthly bulk trash pick-up
- Improve the duration/timing of left turn lights
- Reduce noise pollution! Reduce taxes!!!
- Reduce crime rate for all types of crime
- Pick up our bulk trash!
- Eliminate street parking in neighborhoods
- Re-evaluate bulk pick-up
- Police
- Lower the speed limit on Broadway, Rural, McClintock, Priest
- Care of Erhardt Park (spotty grass) and planting trees
- Control speeding
- Improve police
- The Broadway Mill to Rural Road improvement
- Working street light
- Cleanliness of city
- Trash pick-up
- We need a traffic light -- with a school here
- More street lights on our street
- Improve landscaping along streets, remove frozen back plants and dead limbs
- Go back to more frequent recycle pick-up
- Rental regulations and enforcement -- ruining our neighborhood
- Bring back once a month bulk trash pick-up
- Enforce traffic laws -- i.e. speed limits!
- Keep others but residents from dumping in alley
- Extend light rail/trolley to South Tempe
- Police drive through at night to reduce nighttime car break-ins
- Maintain Tempe Sports Complex better
- More police patrols
- U-turn lane at Elliott and Forest/Mill

Q17. If you could ask the Mayor and Council to work on only ONE problem in Tempe during the next year, what would that problem be? (Comments Were Grouped By Topic; Some Respondents Listed Multiple Responses)

Q17. Problem to work on	Number	Percent
PUBLIC SAFETY	60	6.8%
STREET MAINTENANCE	36	4.1%
HOMELESSNESS	33	3.7%
CRIME PREVENTION	28	3.2%
TRASH COLLECTION/BULKY TRASH	25	2.8%
CODE ENFORCEMENT	24	2.7%
TRAFFIC FLOW/CONGESTION MANAGEMENT	20	2.3%
COMMERCIAL/RETAIL DEVELOPMENT	19	2.1%
CITY BUDGET/SPENDING	15	1.7%
JOBS/ECONOMIC GROWTH	14	1.6%
APPEARANCE OF THE CITY	13	1.5%
PUBLIC TRANSPORTATION	12	1.4%
RENTAL PROPERTIES	11	1.2%
TRAFFIC CONTROL	11	1.2%
UTILITY SERVICES	11	1.2%
LOWER TAXES	10	1.1%
SOCIAL/HUMAN SERVICES	10	1.1%
TOWN LAKE	10	1.1%
NEIGHBORHOOD DEVELOPMENT/REDEVELOPMENT	9	1.0%
PARK IMPROVEMENTS	9	1.0%
SAFETY AROUND ASU	9	1.0%
RECYCLING SERVICES	8	0.9%
COMMUNICATION WITH PUBLIC	7	0.8%
EDUCATION	7	0.8%
SPEEDING	7	0.8%
PARKING/STREET PARKING	6	0.7%
APPEARANCE/MAINTENANCE OF ALLEYS	5	0.6%
BICYCLE PATHS/FACILITIES	5	0.6%
CITY MAINTENANCE	5	0.6%
POLICE PATROL	5	0.6%
STREET LIGHTING	4	0.5%
DOWNTOWN DEVELOPMENT	3	0.3%
LIBRARY	2	0.2%
TRAFFIC LIGHTS/SIGNS	2	0.2%
CITY POOLS	1	0.1%
POLICE RESPECT/TREATMENT TOWARDS CITIZENS	1	0.1%

Q17. (Continued) If you could ask the Mayor and Council to work on only ONE problem in Tempe during the next year, what would that problem be? (Comments Were Grouped By Topic; Some Respondents Listed Multiple Responses)

Q17. Problem to work on (continued)	Number	Percent
VACANT/RUN-DOWN HOMES/PROPERTY	3	0.3%
VANDALISM/GRAFFITI	3	0.3%
YOUTH PROGRAMS/SERVICES	3	0.3%
OTHER	20	2.3%
NO COMMENT PROVIDED	406	46%
Total	892	

Q17. If you could ask the Mayor and Council to work on only ONE problem in Tempe during the next year, what would that problem be? (Other Comments)

- Who knows, there are so many -- tough job.
- Affordable housing for middle income seniors.
- Fostering civic engagement programs.
- I love Tempe, and would like us to be #1 on walking, biking, and help local business.
- Vision for the future.
- Provide public, city-wide Internet access alternative.
- Waste.
- Quit stealing my quality "For Rent" signs. I pay taxes on the rentals and your staff steals my signs!
- More cultural events, more school and early assistance programs.
- Tempe is losing its diversity -- bring it back.
- Just continue to maintain and improve where possible.
- Reopen the Petersen House throughout the year.
- We should have more ways the people can meet each other; we are too isolated.
- Plant more trees, and protect and preserve existing trees throughout the city.
- Not allowing staff to get excessive compensation in retirement, more awareness of unethical behaviors.
- Fix pcaw [sp?] check in one stop.
- Empty businesses buildings.
- Drop the current extreme emphasis on diversity and sustainability.
- The Hawaiian pineapple crop.
- Could you improve our Aviva TV reception?

Q18a. Approximately how many years have you lived in Tempe?

Q18a. Approximately how many years have you lived in Tempe?	Number	Percent
Less than 6 months	9	1.0 %
6 months - 5 years	140	15.8 %
6 - 10 years	172	19.4 %
11 - 20 years	171	19.3 %
More than 20 years	381	42.9 %
Not provided	15	1.7 %
Total	888	100.0 %

Q18b. What is your age?

Q18b. What is your age?	Number	Percent
18-34 Years	171	19.3 %
35-44 Years	172	19.4 %
45-54 Years	166	18.7 %
55-64 Years	185	20.8 %
65-74 Years	122	13.7 %
More than 75 years	50	5.6 %
Not provided	22	2.5 %
Total	888	100.0 %

Q18c. What is your gender?

Q18c. What is your gender?	Number	Percent
Male	440	49.5 %
Female	448	50.5 %
Total	888	100.0 %

Q18d. Have you used public transit during the past year?

Q18d. Have you used public transit during the past year?	Number	Percent
Yes	449	50.6 %
No	424	47.7 %
Not provided	15	1.7 %
Total	888	100.0 %

Q18e. Are you a full-time student?

Q18e. Are you a full-time student?	Number	Percent
Yes	76	8.6 %
No	798	89.9 %
Not provided	14	1.6 %
Total	888	100.0 %

Q18f. Do you own or rent your current residence?

Q18f. Do you own or rent your current residence?	Number	Percent
Own	616	69.4 %
Rent	268	30.2 %
Not provided	4	0.5 %
Total	888	100.0 %

Q18g. Does your home have an alley?

<u>Q18g. Does your home have an alley?</u>	<u>Number</u>	<u>Percent</u>
Yes	385	43.4 %
No	392	44.1 %
Not provided	111	12.5 %
Total	888	100.0 %

Q18h. What is the highest level of education that you have completed?

<u>Q18h. What is the highest level of education that you have completed?</u>	<u>Number</u>	<u>Percent</u>
Less than High School	22	2.5 %
High school	104	11.7 %
Some college	201	22.6 %
4-year college	251	28.3 %
Graduate degree	293	33.0 %
Not provided	17	1.9 %
Total	888	100.0 %

Q18i. Which of the following best describes your home?

<u>Q18i. Which of the following best describes your home?</u>	<u>Number</u>	<u>Percent</u>
Single-family	796	89.6 %
Multi-family	64	7.2 %
Not provided	28	3.2 %
Total	888	100.0 %

Q18j. Do you have: Cable television?

Q18j. Do you have: Cable television?	Number	Percent
Yes	632	71.2 %
No	239	26.9 %
Not provided	17	1.9 %
Total	888	100.0 %

Q18j. Internet access at home?

Q18j. Internet access at home?	Number	Percent
Yes	807	90.9 %
No	71	8.0 %
Not provided	10	1.1 %
Total	888	100.0 %

Q18j. A Smart Phone?

Q18j. A Smart Phone?	Number	Percent
Yes	522	58.8 %
No	326	36.7 %
Not provided	40	4.5 %
Total	888	100.0 %

Q18k. Have you visited Downtown Tempe during the past year?

Q18k. Have you visited Downtown Tempe during the past year?	Number	Percent
Yes	766	86.3 %
No	114	12.8 %
Not provided	8	0.9 %
Total	888	100.0 %

Q18l. Which of the following best describes your race/ethnicity?

Q18l. Which of the following best describes your race/ ethnicity?	Number	Percent
Asian/Pacific Islander	44	5.0 %
White	660	74.3 %
American Indian/Eskimo	25	2.8 %
Black/African American	36	4.1 %
Hispanic/Latino/Spanish	179	20.2 %
Other	9	1.0 %
Not provided	23	2.6 %
Total	976	

Q18l. Which of the following best describes your race/ethnicity? (Other)

Q18l Other	Number	Percent
NOT PROVIDED	3	33.3 %
EUROPEAN AMERICAN	2	22.2 %
AMERICAN NATIVE	1	11.1 %
MEDITERRANEAN	1	11.1 %
MEXICAN AMERICAN	1	11.1 %
AMERICAN	1	11.1 %
Total	9	100.0 %

ADDITIONAL QUESTIONS

Graffiti

Q1. In your opinion, how much graffiti do you see in Tempe?

Q1. In your opinion, how much graffiti do you see in Tempe?	Number	Percent
Extreme Amount	9	1.0 %
Large Amount	52	5.9 %
Moderate Amount	279	31.4 %
Low Amount	476	53.6 %
None	72	8.1 %
Total	888	100.0 %

Q2. In your opinion, how much graffiti exists in your neighborhood?

Q2. In your opinion, how much graffiti exists in your neighborhood?	Number	Percent
Extreme Amount	6	0.7 %
Large Amount	50	5.6 %
Moderate Amount	126	14.2 %
Low Amount	409	46.1 %
None	297	33.4 %
Total	888	100.0 %

Q3. How do you feel about the city's efforts to remove graffiti?

Q3. How do you feel about the city's efforts to remove graffiti?	Number	Percent
Excellent	116	13.1 %
Good	305	34.3 %
Average	188	21.2 %
Poor	43	4.8 %
Very Poor	19	2.1 %
Don't Know	217	24.4 %
Total	888	100.0 %

Bulk Trash Program

Q1. Have you used Tempe's Bulk Waste pick up service?

Q1. Have you used Tempe's Bulk Waste pick up service?	Number	Percent
Yes	651	73.3 %
No	226	25.5 %
Not provided	11	1.2 %
Total	888	100.0 %

Q1a. IF YES: How often do you put out Bulk Waste for pick up?

Q1a. IF YES: How often do you put out Bulk Waste for pick up?	Number	Percent
Less than Quarterly	164	25.2 %
Quarterly	299	45.9 %
Twice Annually	103	15.8 %
Annually	59	9.1 %
Not Provided	26	4.0 %
Total	651	100.0 %

Q2. Where is your Bulk Waste pick up?

Q2. Where is your Bulk Waste pick up?	Number	Percent
Alley	384	43.2 %
Curbside	391	44.0 %
Not provided	113	12.7 %
Total	888	100.0 %

Q4. How aware are you of the guidelines for the separation of green waste and mixed bulk waste items?

Q4. How aware are you of the guidelines for the separation of green waste and mixed bulk waste items?	Number	Percent
Very Aware	256	28.8 %
Aware	269	30.3 %
Somewhat Aware	172	19.4 %
Not Aware	98	11.0 %
Don't Know	93	10.5 %
Total	888	100.0 %

Crime Prevention

Q1. Are you aware of a Crime Prevention Block Watch program in your neighborhood?

Q1. Are you aware of a Crime Prevention Block Watch program in your neighborhood?	Number	Percent
Yes	296	33.3 %
No	578	65.1 %
Not provided	14	1.6 %
Total	888	100.0 %

Q1a. IF YES: How often do you participate?

Q1a. IF YES: How often do you participate?	Number	Percent
All the time	52	17.6 %
Regularly	57	19.3 %
Occasionally	60	20.3 %
Rarely	48	16.2 %
Never	72	24.3 %
Not provided	7	2.4 %
Total	296	100.0 %

Q2. To what extent are you interested in participating in a Block Watch program in your neighborhood?

Q2. To what extent are you interested in participating in a Block Watch program in your neighborhood?	Number	Percent
Very Interested	130	14.6 %
Interested	187	21.1 %
Neutral	215	24.2 %
Slightly Interest	116	13.1 %
Not Interested	193	21.7 %
Not provided	47	5.3 %
Total	888	100.0 %

Q3. What additional efforts do you feel the city should do to prevent crime?

- Increased awareness of enforcement strategies to ease public fears and deter criminals.
- Addition of police (if budget permits)
- Keep teens busy
- Since I don't think the city is capable to find its rear with both hands and help, about all they can do is waste money trying.
- Vigorously prosecute thefts, burglaries, rape
- Provide community events/opportunities for at-risk kids. Collaborate with ASU and public schools and have college students with community-related majors develop new ideas and get experience while helping the town out simultaneously.
- Severe prosecution for theft, robbery, home invasion.
- Better response time from police; more police on streets
- More street lights, more patrol cars. Something needs to be done about break-ins!
- More police force, more patrols in street. Hardly even see police in street. Cars have been egged several times.
- I feel that the city overall is doing a very good job in preventing crime.
- Police could patrol alley 1-2x year
- Tougher courts
- Homeless problem, especially aggressive begging discouraged.
- We appreciate the city participation in our twice a year block parties. More education on protecting ourselves and our property. Possible meetings at Ward School.
- I don't know; I feel pretty safe in my home. Lock doors and turn on lights.
- The police are doing a great job. More programs for kids wouldn't hurt.
- Parks can be a refuge for homeless, some of which consists of excessive drinking and high break-in rates for adjacent neighborhoods. Slow down speeders, especially in neighborhoods.
- Deal effectively with homeless/transient issues in the city parks and on Mill Ave.
- Investigation process needs to be completed!
- Keep neighborhoods informed of criminal activity in area.
- More police, patrol more often, cite illegally parked vehicles (wrong way parking, too close to corner, blocking driveways, parking in yards, etc.).
- 1. I protect my home -- 7 foot block wall, two 5-foot tall oleanders, floodlight at all four corners of house, locked gates, a camera hooked to computer that records 24/7, locked security screen back patio sliding door, security screen front door double locks, security alarm on all windows, doors and even garage door when open or closed. I do not depend on the city for prevention -- all vehicles have alarms. We are the last home in Tempe, cross Highland Canal and you're in Guadalupe, AZ, a city of 5,000 with enough crime for 200,000. 2. Block watch -- turned some crooks in and at night. Later someone threw a beer bottle and broke front window; what's next, burn my house down? No way do I want to go through that again. No block watch -- can't afford repairs!
- Better street lighting may serve to deter crime.
- More street patrols. Get vagrants to stop begging in front of restaurants, grocery stores, Walgreens and street corners.
- Increase horse patrol
- The city should curb non-residential traffic through neighborhoods. This doesn't cost anything and would stop many problems.
- Crime is often difficult to control, but I believe that our Tempe PD attempts to have a wide presence, therefore reducing crime in general.
- Our officers do a great job! However, more police cars would help them.

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- Happy with efforts being applied.
- Frequent neighborhood patrols, maybe.
- Less rental homes (less persons per home)
- We need to make better use of Town Lake, even if it means reducing the cost, and marketing it to other cities.
- More outreach for our teenage and early 20s people.
- Extra attention on high crime areas combined with revitalization of said high crime areas
- Maintain DUI prosecution and speeding; mostly feel the police do a good job.
- A little more police cruising in apartment complexes.
- I wish I knew -- survey police, they have more data. We have had several thefts/burglaries in our neighborhood. It is frightening.
- More police patrol cars
- Conveying tips and information to the public about what we can do to prevent crime.
- I'm satisfied -- thanks for all you do!!
- Patrol neighborhoods more often.
- I live in a non-block watch neighborhood, but all my neighbors have a mutual respect and tend to pay attention to the goings-on around my neighborhood, and I have not had any crime issues. Therefore, I am happy with the current situation.
- Safety is very important, and for the most part there is a feeling of safety in our neighborhood. Maintenance is important. Thanks.
- PD should be more visible.
- More police on patrol
- Police shouldn't leave the residents with the impression (and neighboring municipalities) that it's ok to flee from police in vehicles at high speed because Tempe policy is "not to chase." I believe this policy encourages reckless behavior and implicates city council to dereliction of duty by not allowing officers/police personnel to make the judgment calls they're trained for.
- Police patrol in marked police car
- Make programs for the youth. Behavioral health services for all ages, community gatherings, neighborhood gatherings, projects.
- More police patrolling alleys
- Police cruising streets of neighborhoods
- Community policing
- 1. Continue to break up large college parties. 2. Continue to show police presence at functions -- Fiesta Bowl, Ronman, and etc. 3. Continue to keep abandoned properties off limits to druggies and squatters. 4. Continue to support block watch programs. 5. Raze fenced-in apartment complex on Rural Road between Southern and Broadway.
- 1. Youth programs. 2. Remove shoes hanging from power lines. 3. Police drive through neighborhoods checking for homeless and drug trafficking on bicycles.
- More patrolling
- More police on bikes and horseback throughout the city, not just downtown.
- Somehow get children playing outside again. We have a great neighborhood in which the parents know the children on the street and vice versa. Not too much crime, and lots of play.
- Focus on petty crime, such as loitering and smoking pot. Get rid of marijuana dispensaries in Tempe (medical marijuana).
- Make public current crime/police response/etc. information on weekly/monthly basis. For example, if there is an obvious episode in my neighborhood or street -- I should be able to learn what happened to ensure my own safety.
- More lighting in streets and alleys
- Perhaps more visibility of police patrols in high crime areas
- Be more alert and focused.

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- More cooperation [between] police, block watch
- City street lights in neighborhoods!
- Civic engagement with youth -- REAL civic engagement
- Gang intervention, and don't allow weekly yard sales like the ones on Smith and 10th St. Give housing to the homeless (I'll contribute!!).
- Doing good job now.
- Enhance coordination with MCSO and ASU police. Enforce property codes and communication with owners of residential rentals. Enhance homeless services and youth programs.
- In recent years, crime has increased in our neighborhood. There are break-ins at all hours. It was never like this a few years ago. Something has happened and it's not good.
- More police patrol around the park area at different times of the day and night.
- A more visible presence in the neighborhoods
- Better neighborhood patrols
- Increased patrols
- Keep watch!
- More police in the streets and around schools.
- Think the police do a good job.
- More focus on police presence in neighborhoods.
- Additional street lighting on 1000 block of Campus Drive would be of help.
- More police coverage
- More law enforcement officers present
- Crime is not an issue.
- More police patrols. Stop transients walking neighborhood/using free bus. Stop allowing smoke shops, head shops, hookah lounges, and e-cigarette stores to move into the neighborhoods.
- I think the Tempe police do a great job. I would say continuing to patrol neighborhoods to keep crime low.
- Have police drive through neighborhood.
- Enforce punishment of criminals. LED lighting on light poles. Better pay for police officers.
- I live in apartment, so more patrols at night.
- Create more jobs.
- Block watch is very important -- community development projects to network with neighborhoods may help prevent crime. If you have a community network on the web, this may foster awareness of neighborhoods and social connections for those of us who are very busy. I think Tempe is doing a great job, though -- you may have these services but I am not aware of them.
- Lock up and throw away the key for anyone carrying a loaded gun in the city. Harsher penalties for the criminals.
- More neighborhood patrols. Door hanging with tips to prevent burglaries. Neighborhood block watch visits. Push for it.
- Great job everyone!
- See more presence of police officers in my neighborhood. I never see them. Never.
- More visible police presence
- More undercover police and neighborhood and K-9!
- I feel like Tempe has a very strong police presence. I feel safe.
- More police
- Install cameras at higher crime areas or streets (corners).
- Soliciting door to door should be banned in neighborhoods. Nuisance and littering. Also design of landscaping at intersections pushing and blocks view of traffic.
- More police around high schools
- The city of Tempe does an excellent job in crime prevention.

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- Deport illegal immigrants transporting heroin across the border.
- Stiffen penalties for traffic violations -- In my neighborhood, 99% of vehicles speed and run stop signs.
- Make sure landlords at apartment complexes have working security lighting. Better street lighting to prevent graffiti.
- Keep good police force and prosecute thieves
- Training and maintaining quality of police services
- More police visibility. Youth programs and reasonably priced sports activities to keep those teens focused on more whole activities.
- Patrol heavy crime areas at irregular intervals and as often as possible
- Fire the police -- they are a bunch of idiots.
- Work with students early on in order to prevent future criminals. Many students are victims of poor parenting and need supportive outlets in every neighborhood -- rebuild the schools' arts and athletic programs. Give more support to help neighborhoods become communities beyond the borders of religion, race and politics.
- There needs to be more of a partnership between ASU and City of Tempe. The student parties that occur near ASU and neighborhoods can be a problem. Increase police staff.
- Education outreach
- Do not put a fence around Waggoner Park.
- Pick up illegals
- Promote block watch programs
- Fill vacant offices, commercial spaces, housing, and continue youth programs and police officers in schools.
- We appreciate that the police have increased their presence in our neighborhood, and I believe there has been much less crime around 48th and Baseline -- Knoell Gardens.
- This is difficult for two reasons: mobility of criminals and large population of young university students, along with criminal element attracted to university area.
- Check neighborhoods during late night/wee hours for parked cars with occupants.
- 85284 used to be a low crime area with little officer patrols. Now crime has increased and an increase in officer patrols or presence is needed.
- Patrol the alleys from 11 p.m. to 5 a.m., instead of cops sitting on their motorcycle waving their radar guns around.
- Our police department does an excellent job, given budgetary constraints.
- Make more widely known the rules about: dogs/loud parties/abandoned houses, so we can call appropriate offices on these issues.
- More police presence in neighborhoods and patrol parking lots of stores
- More police
- Stop crime associated with ASU!
- Have neighbors that live next to you watch each other's home, so that if there is a problem we can notify police. The police can't be everywhere, so we need to be aware of situations. Also, speeders. This needs to be monitored by police, especially during school hours on Juniper St. See question 5.
- Continue to inform Tempe citizens how to prevent becoming victims: personally; house maintenance.
- Expand crime prevention efforts -- get word to residents on how to prevent crime.
- Drug control, illegal alien control, homeless control
- Patrol/presence in neighborhoods
- Better evaluation of property taxes
- Cruise our neighborhoods in police cars -- more visual presence of police
- More visible police presence
- Work toward reducing home burglaries.
- My neighborhood is mainly rentals. ASU kids and renters bring drugs into the neighborhood. I would

like this monitored better. Maybe a hotline to report suspicions.

- Re-implement neighborhood beat officers. This question is definitely area specific, as I suspect criminal activity levels are area specific.
- I live in a private community -- no alley, no individual trash receptacles.
- Be more aggressive at solving small crimes. Comment not related to crime: Do we not have local people that can conduct this survey? Either at a city, valley or state level?
- Patrol the streets more or even park near busy intersections to be more visible. Police should have more low-level detectives to follow up on minor crime like burglaries and Peeping Toms. Lots of reported graffiti on street signs goes unattended, yet the city will fine residents for not cleaning same on private property!! Waste water costs and trash pick-up are too expensive for the little benefit I get from them. Replace water machine, repair streets and sidewalks, and put utility lines underground instead of paying for intersection artwork and building yet another dam. No more high-rise apartments!
- Showing a more constant appearance
- Street cameras
- More patrols in neighborhoods surrounding ASU. Target apartment complexes where known dealers live. Work with ASU to get the frats out of our neighborhoods.
- Inform neighbors when extreme police presence is evident in neighborhood
- Enforce loitering laws and DEPORTATION laws! Have a minimum of two police officers present on bicycle at Mill and University at all times! Promote the 2nd Amendment and encourage Tempe citizens to carry handguns 100% of the time.
- Although we do not attend meetings, we have good communication with our neighbors, and that creates a block watch network.
- Provide more jobs for younger citizens
- Drive by police car during vacation watch request. Not happening any longer. South Tempe needs an upgrade, streets in particular. Joe Navarro is terrific. Thank you.
- Reactivate the police reserve program. Get a new mayor.
- Hire more patrol officers. It takes too long to replace one after they leave the city. South Tempe suffers in TPD coverage due to the Mill Avenue bar district where a large number of officers are deployed.
- Give safety courses; increase patrols
- Crack down on ASU student partying -- gets out of control too often -- get ASU police involved
- Develop a citizen crime prevention program where folks are trained to alert police concerning suspicious activities, graffiti, potential drug houses, etc.
- Patrols of higher earning neighborhoods and gated communities. Prosecution of vandals (graffiti, etc.). More appropriate punishment for offenders, i.e. some crime is over-sentenced with no approach towards rehabilitation and counseling (drug crimes, alcohol offenses).
- 1. ASU needs to off-set the cost of policing their students. 2. Tempe police department needs to be a model of ethical, moral behavior. Currently, their overall behavior speaks poorly for Tempe and the department.
- Continue a homeless outreach, and keep up the work on the Apache corridor improvement and development.
- More patrols in neighborhood during day when people are typically at work, and late night.
- Promote biking/walking. Bike police? Get neighbors out. (We have no neighborhood parks.) City pools? Only Kiwanis. Clean up a mountain. Trash everywhere. Tourists use it all the time -- bad impression. Clean up ASU area.
- More police presence. Please put the countdown lights on all the traffic lights -- believe it stops some runners and fast stops.
- Notice to families that leave garage doors open
- Street lights in cul-de-sacs. Limiting the number of college rentals in neighborhoods, which would limit partying, drunkenness, littering, and criminal behavior such as vandalism.
- Help for homeless and mentally ill.

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- Increase police presence!
- Tempe PD does a fine job providing a safe environment and prompt service.
- Please patrol the bus stops, Orbit stops, light rail stops and nearby curbs, and ask loiterers to move on. They're selling drugs. Please remove people from public transport who are riding and not getting off -- especially if they are inebriated. Please reinforce liquor and cigarette sales at local stores near ASU! And outside as well. Selling to minors doesn't help and it's against the law. I see it happening much too often.
- Wish bulk trash was monthly or every other month. Traffic flow is at times bad and at times good -- the East Valley drives through Tempe twice a day.
- Can the judges in our court system make parents take responsibility for their kids' crimes? Working with teenagers, I see a lot of kids with no discipline and uninvolved parents -- gang issues are still here in Tempe.
- Encourage use of home alarm systems to deter criminals in neighborhoods
- I used to run a block watch. Now would participate, but do not want to lead.
- We have a college party house that has a smell of pot, and a lot of people going in and out. I have three small kids and don't feel safe with them five houses down!
- Just be in the neighborhood, which they are, but sometimes it doesn't seem enough.
- Faster response
- Don't feel safe at night shopping grocery store or other parking lots. Have been approached many times for bus money in parking lots . . . No idea how to stop the panhandlers. I just don't go shopping after dusk in Tempe.
- Patrol the areas with more marked cars.
- Educate police officers on how to handle humans. Even criminals are human.
- Water bills are outrageous and I don't believe they are read. I'm out of town for long periods of time and bills never reflect this, and yes, have someone check for leaks! Had ZERO response to written letters and emails.
- We have a small problem with trespassers from the apartment building next door. Students take a shortcut, but sometimes they destroy property. We are a gated community. By the time the police arrive, the perpetrators are gone.
- Bulk pick-up at least once a month!
- We need to help our young adults -- back to school -- have faith in them, the right guidelines, programs of interest keeping them busy and active, keeps them from crime. Let's work together and respect our next generation. To get respect, you need to give respect.
- Need more street lights on Cornell across from Fuller Elementary. Sidewalk way too dark, street way too dark. Not safe in early a.m. for students.
- Security video
- Police patrolling of neighborhoods more often and shopping centers. More information of criminal activity in neighborhoods.
- Increased patrols in neighborhoods
- More code enforcement of business and residential properties perhaps; signs to help curb speeding on the streets, especially in business areas where residential people live. More lighting in residential areas where businesses also exist. Maybe speed up future development along light rail stations or streets. Further, plan ahead for expansion of light rail into Mesa and other areas.
- Free psychiatric help and outreach to homeless people who might be in objective medical need of it; job placement and rental aid to homeless people who are not so for medical reasons; liberal food stamp program for the working poor and their children.
- Properly investigate drug dealers instead of letting activity go on for years with minor children living in complex (with police fully aware). Keeping the mentally ill incarcerated or in hospital more than a couple of weeks. Preventing him from coming back and exposing himself, walking around hollering foul language, and bang on doors of previous tenants (drug dealers) in the middle of night asking for drugs.
- Encourage citizen ownership of firearms

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- My neighborhood is not very bad, except for traffic crime. We need to do something to slow these people down. Our kids play here.
- Speeding on side streets
- Patrol more often through neighborhoods -- although I feel mine is very good. Police patrol by school, which is awesome.
- Patrol the neighborhood streets. Our officer said he only comes to our neighborhood when called.
- Local patrols bi-weekly
- Promotion of crime tip hotline, better street lighting, homeless assistance, don't allow large gatherings of random men on street corners to harass women out walking
- Enforce law on frat housing
- More patrols through neighborhoods -- presence is the best prevention.
- Notifying a neighborhood (by mail) when a serious crime has been committed in the area. For example, if a neighbor around the block was assaulted or victimized in their home, a notice should go out to all the neighbors in nearby streets. This is useful because not all neighbors know each other, or have time to talk because of schedules. This could help that.
- Bulk trash pick-up should be once every two months rather than quarterly
- More patrols, easier means to prevent crime, follow-ups when a crime or suspicious activity is reported. More promotion of safe means for citizens to make anonymous tips or report crimes.
- More visible patrol
- Police seem to be doing a good job. Responsive, professional, come to neighborhood meeting often and give informative presentations. BULK TRASH -- I think the reduction in alley cleanup is a mistake. Our alley looks worse, and you've left us with no choice but to put lots of stuff in the bins, filling them to overflowing.
- Some neighborhood patrols
- Tempe is declining in overall quality. Too many vagrants and panhandlers, more graffiti and streets unkempt. High concentration of Section 8 apartments, ever-present for lease signs (businesses) on street curbs. Bulk waste in alleys too long before removal = fire hazard, liability! Big expensive new buses with very few passengers (I-5). Lower the bus fare to increase ridership.
- We take care of each other's homes; we have all been here about the same amount of time, except for the renters. No renter; we get lots of renters in the foreclosed home. We are planning a discussion on this also.
- Tempe is wonderful. Survey the neighborhoods to get the local feel.
- Come down streets more often during typical break-in times. In the last year, Verde has had some break-ins.
- Improve lighting
- Encourage more block watch. Appreciate officer meeting with us once a year, but rarely see patrolling neighborhood.
- More street lights. When renters/students move out, they leave many things in the alleys, giving arsonist's opportunity and giving people places to hide in the alley.
- Get the transients, druggies, and panhandlers off Mill Avenue.
- I do have a concern about the college; I really don't feel safe about being downtown with the college there, especially later in the day/night.
- More overall police presence -- drive-byes, etc.
- More patrols; stop profiling brown people.
- More random neighborhood patrols?
- Perhaps more police patrolling
- I love living in Tempe. Have never had an issue with crime.
- Better presence in higher crime areas
- More enforcement of the "party houses" that exist due to the high number of rental houses.
- Good lighting, security buzzers for students near ASU, continues police patrols. Paint and maintain

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public neighborhood fences, edges. Make south part of city more walk and gathering friendly.

Encourage economic development related to ASU Research Park, Discovery Park Campus.

- All alleys should be closed with the lands returned to original plots. More monies could be raised due to raised appraisals of the properties.
- Don't forget that Tempe has taxpayers that live south of Baseline! It's not all about ASU, downtown, Tempe Town Lake. Return some South Tempe dollars to South Tempe!
- Hire more police
- Additional police presence
- Give us back monthly bulk trash pick-up!
- Additional officers contacts (drive through) subdivision
- Keep areas that are higher in crime rates with greater safety and more surveillance
- Drive through neighborhoods to keep an eye out; here seems to be accidents always on Priest and Ray intersection, and Ray and Kycene. People drive terribly over and around Ray, and 48th St (even not Tempe, its close), downtown Tempe too congested and people are out of control, too many homeless, too many shady looking people living in apartment around Elliott/Kyrene south area. Tempe has potential to be cute and safe and clean. I really cannot stress enough about someone intelligent to stop with the apartments anywhere south, so up to Ray Road where it's residential. Build townhomes/lofts, anything, this economy needs it, not renters, also needs real companies. Kiwanis Park is terrible; Baseline around there is scary.
- Tempe police have had too many personnel problems over the last twelve months; you lead from the top; it is time to get new leadership in the police department.
- Cameras in downtown, near ASU, street cameras, in the parks, etc.
- Police visibility. I love having them out and about patrolling around. I love seeing them in shopping centers, etc. More video surveillance cameras around would deter crime in the high crime areas. I want Tempe to have a reputation of being HARD for criminals to get away with crime so they go someplace else.
- We have always watched out for our neighbors, as they do for us.
- Hire more officers to patrol
- The majority of the voters were against the Town Lake, yet we were outvoted by dishonest political people. Get rid of Town Lake.
- Evening foot patrols downtown. Evening cruising of neighborhoods.
- Older areas and streets are becoming rundown; abandoned vehicles, potholes, weeds, poor lighting in these areas, also litter
- Respond quicker to reports made on the non-emergency line. Crack down on traffic offenses.
- Block watch
- Greater police presence
- Help the less fortunate connect with resources like Salvation Army, St. Vincent de Paul, etc.
- A visible police presence will help to deter crime in the neighborhoods. Maintenance of an outstanding city appearance will also help to deter crime.
- Increase earning possibilities by 1) raising minimum wage, 2) improving public transportation, 3) supporting day care.
- Greater partnerships with ASU's criminal justice programs
- Watch the city parks. Please fix the lights on the 101 freeway
- Patrol more aggressively those neighborhoods in close proximity to ASU and downtown
- More presence in neighborhoods, more motorcycle officers
- As far as I know there isn't a ton of crime here, so by my reasoning I guess you are doing a good job. Although, there seems to be a lot of homeless people near College and University; maybe you could do something for those peeps?
- I have not had any problems -- very happy.
- Street lights, police cruise, information on crime density and prevention measures

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- The police came right away and are polite, but twice I file or charge someone, heard nothing. Very disappointed with follow-through.
 - Alleys need to be more protected.
 - More frequent patrols
 - More police officers to patrol to minimize theft -- a larger presence will discourage unwanted activity.
 - Increase funding for public schools.
 - Make more of an effort to reduce speeding and running stop signs.
 - The city should not allow homeless to roam the streets near or on Mill Avenue. No homeless sleeping in Tempe Park. Not allowing them to roam the streets near Mill and collect things out of trash bins. I think if you get the "homeless" element out of downtown Tempe and neighboring streets altogether, then you can have a thriving, stress-free downtown community. Many people I know do not come to downtown Tempe for that reason alone!!!
 - Educate youth about drug use
 - Keep it out of my neighborhood
 - Hire more police to prevent teens and kids from committing criminal activities around the neighborhoods.
 - Focus on homes with drug activity and repeat offenses. Patrol alleys in downtown neighborhoods.
 - Greater police presence in residential neighborhoods, more/brighter street lights
 - More police patrolling city. Less hanging around the schools as "resource officers." Police should be better utilized.
 - I think the city is doing a good job. Emphasis should be in developing neighborhood watch, police contact in a positive way.
 - Bicycle bait program, like a car bait program
 - I would go downtown more if they would stop charging for park after 6 p.m. or on weekends.
 - Have the police be friendlier and less pompous! Maybe if they were respected by the youths, the youths would have respect for them and the law.
 - Additional input to question 14 -- Called regarding broken lid of dumpster in alley. Message left but never returned. Husband had to drill and wire it together himself. Seems like a minor issue but as it was the only request we made of the city, it left a bad impression!
 - Stop scavengers from trolling neighborhoods stealing property. Stop excessive, loud partying beyond 11 p.m. at night in neighborhood.
 - Harsh sentencing
 - Enforce the existing laws
 - Regularly patrol areas with permit parking. Patrol neighborhoods in close proximity with ASU with high student population Friday night through Sunday night for drinking and fighting.
 - Homeless programs//education of safety and awareness to citizens. Thank you all.
 - Mail letters or contact residents in immediate vicinity if a crime (or major crime) has occurred to increase awareness.
 - Tempe is a great place to live, and I believe law enforcement has improved so much in the last ten years. Just keep on doing whatever it is that brought us the feeling of being safe! Keep up the excellent work.
 - Crime prevention education, regular police patrols
 - Regulate the gas stations -- clean and well lit like QT. Some of the Circle Ks and small stations are scary and unsafe.
 - More monitoring on a daily basis -- multiple break-ins reported by neighbors and friends within the neighborhood.
 - Hire more officers!
 - More police patrols
 - 1) Encourage church activities. 2) Strengthen families. 3) Conserve resources. 4) Respect land and nature.
 - Street lighting on Towers between Redfield and Diamond
- ETC Institute (2014)

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- More officers
- Educate your officers as well as screening them better. They are quick to tell you, or charge you with something before getting the full analysis from both parties. Example: If a black person and a white person are involved in an accident, they ALWAYS give the black a citation, and the white a handshake! When I live[d] at 1522 E Southern, a cop lived there and tagged my car with a GPS, damaging the system. The maintenance supervisor there lied and said I was involved with drugs and had the cop GPS my car and quit working there as well.
- Keep neighbors informed of what crime is happening
- Block watch is good, but a solidified community is better.
- There are two state-licensed medical marijuana dispensaries in Tempe, and I believe they are helpful, legitimate businesses. However, there are dozens of illegal "caregiver collectives" that sell and deliver marijuana without a license throughout Tempe. They operate openly and in shops with storefront and Internet advertising. They operate in clear violation of state law and Tempe's zoning code, yet Tempe and its police seem to turn a blind eye to this high volume drug trafficking right under their noses. I love my city and want this illegal "caregiver" activity to stop.
- Like preventive crime program. Do not like so many street stop[s] when speed is not the issue.
- More closely watch schools, especially younger students
- Need more police patrol in South Tempe. Very rarely do I see any patrols in Warner Ranch neighborhood between Warner Rd and Ray Rd between Kyree and Rural Rd by EDS High School. Not sure how a marijuana head shop was able to open 100 yards from Corona Del Sol High School (NE corner Ray and Rural).
- Neighborhood presentations updating us on the crime situation in my neighborhood and what needs to be done to be safe at home.
- At present quite satisfied with Tempe overall efforts
- Increase car patrol visibility in neighborhoods
- Hire more police. More police presence in neighborhoods. More counseling services, drug intervention programs, domestic violence awareness programs
- More cops on bikes around the city. More drive-byes in smaller neighborhoods.
- Complex issue. Increase efforts at middle and elementary schools to educate students and build a sense of community and responsibility for one another.
- We like Tempe, but are worried about its future. Things are moving to newer areas. I enjoy not being the biggest and best in the Valley, but I don't want to be the worst, either.
- More patrols
- Crime is often youth-oriented. Therefore, better programs to keep kids in school, drug prevention, etc.
- I would like to see more police cruisers at night in my neighborhood.
- Reduce size of police force to more manageable levels. Too many officers ONLY care about traffic violations. To call them officers is a joke!
- Have a police officer on duty near neighborhood parks to feel safe. And have children involved in neighborhood events to prevent them from doing crime.
- Educate! Starting in grade school, officer visit program. More cameras to catalogue and potentially identify those doing the crime.
- Stop punishing homeowners when they want to build (safely) on their property...
- Control police. Educate police to serve and protect, rather than revenue generation and control of citizens.
- Continue to educate the residents. Possibly have officers stop by houses where safety issues/crime prevention issues are observed to speak with resident where issue is observed.
- Clean up blight, remove graffiti, neighborhood patrols
- Encourage schools to release children later in afternoon so they don't walk streets when their time could be used more beneficially!
- Work on trespass laws and enforcement

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- Pick up loose dogs! Increase amount of bulk trash pick-up. Keep working on eliminating break-ins. Continue support of TCA and the other arts/educational programs!
- As much as possible
- Make visible police presence
- More visible police
- Increase police presence and enforce traffic laws!
- They seem to be doing a good job.
- More officer patrol
- Police presence in my neighborhood -- drive through all neighborhoods regularly, even low crime ones.

Section 5:
Survey Instrument

CITY OF TEMPE 2013 COMMUNITY SURVEY



Please take a few minutes to complete this survey and thank you for your participation. Your input is an important part of the City's ongoing effort to identify ways to improve the quality of City services. Your responses will remain completely confidential. The information printed on the sticker on the back page will only be used to help identify which areas of the City need additional resources and will not be provided to the City by the survey vendor. If your address (on the last page of the survey) is not correct, please provide the correct information. If you don't know about a program or have not used a service please mark "Don't Know" rather than "Neutral".

How satisfied are you with the following? <i>Please rate satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".</i>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Perceptions of the City						
A. Overall, how satisfied are you with the quality of services offered by Tempe	5	4	3	2	1	9
B. Appearance of the City	5	4	3	2	1	9
C. Image of the City	5	4	3	2	1	9
D. How well the City is planning growth	5	4	3	2	1	9
E. Quality of life in the City	5	4	3	2	1	9
F. Feeling of safety in the City	5	4	3	2	1	9
G. The City's overall efforts to promote diversity and inclusiveness in the community	5	4	3	2	1	9
H. The direction the City is heading	5	4	3	2	1	9
I. The leadership of the City's elected officials	5	4	3	2	1	9
J. The level of public involvement in the City's decision-making process	5	4	3	2	1	9
K. How ethical City employees are in the way they conduct City business	5	4	3	2	1	9
L. The City's sustainability programs, which are designed to promote water, energy and natural resource conservation	5	4	3	2	1	9
M. City efforts to keep residents informed about the City's budget	5	4	3	2	1	9
N. Opportunities to express ideas and views to the City	5	4	3	2	1	9

2. Perceptions of Your Neighborhood	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Condition of streets	5	4	3	2	1	9
B. Condition of sidewalks	5	4	3	2	1	9
C. Maintenance of private property	5	4	3	2	1	9
D. Condition of alley (if applicable)	5	4	3	2	1	9
E. Feeling of safety	5	4	3	2	1	9
F. Quality of neighborhood park	5	4	3	2	1	9
G. Adequacy of street lighting	5	4	3	2	1	9

- Which TWO of the neighborhood services listed in Question #2 above do you think the City should emphasize most over the next year? [write the letters for your top 2 choices] 1st choice: _____ 2nd choice: _____
- How would you rate the overall condition of your neighborhood?
 ___(5) Excellent ___(4) Good ___(3) Average ___(2) Poor ___(1) Very Poor ___(9) Don't know
- What do you feel is the most important public safety concern in your neighborhood? _____

6. 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. [check ALL that apply]		
___(01) Fire services	___(06) Police services	___(11) Bus, Orbit or light rail service
___(02) Library	___(07) History museum	___(12) Tempe Center for the Arts
___(03) Parks	___(08) City golf courses	___(13) Arts and recreation programs
___(04) Walking/biking trails	___(09) City swimming pools	___(14) Household Products Collection Center
___(05) City athletic fields	___(10) Kiwanis Recreation Center	___(15) Multigenerational Centers

How satisfied are you with the following? <i>Please rate satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".</i>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
7. City Facilities						
A. Quality of larger City parks (e.g., Kiwanis, Tempe Beach, Town Lake, Papago)	5	4	3	2	1	9
B. Quality of City recreation/multigen. centers	5	4	3	2	1	9
C. Quality of City swimming pools	5	4	3	2	1	9
D. Quality of City outdoor athletic fields	5	4	3	2	1	9
E. Quality of City golf courses (Rolling Hills/Ken McDonald)	5	4	3	2	1	9
F. Quality of Tempe Center for the Arts	5	4	3	2	1	9
G. Quality of Tempe History Museum	5	4	3	2	1	9
H. Quality of Tempe Public Library	5	4	3	2	1	9
I. Quality of disability access to City facilities that offer programs	5	4	3	2	1	9

8. Which TWO of the City facilities listed in Question #7 above do you think the City should emphasize most over the next year? [write the letters for your top 2 choices]

1st choice: _____ 2nd choice: _____

How satisfied are you with the following? <i>Please rate satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".</i>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
9. City Services						
A. Quality of library services and programs	5	4	3	2	1	9
B. Overall condition of City streets	5	4	3	2	1	9
C. Condition and clarity of street signs	5	4	3	2	1	9
D. Quality of local transit service (bus, rail, Orbit)	5	4	3	2	1	9
E. Management of traffic flow on City streets	5	4	3	2	1	9
F. Quality of walking and biking paths in the City	5	4	3	2	1	9
G. Availability of information about City programs events, services and issues	5	4	3	2	1	9
H. City enforcement of property maintenance codes	5	4	3	2	1	9
I. Landscape maintenance along streets/sidewalks	5	4	3	2	1	9
J. Appearance of residential property in the City	5	4	3	2	1	9
K. Appearance of commercial property in the City	5	4	3	2	1	9
L. Cleanliness of City streets	5	4	3	2	1	9
M. Residential trash collection services	5	4	3	2	1	9
N. Recycling services	5	4	3	2	1	9
O. Bulk trash pickup/removal services	5	4	3	2	1	9
P. Water service	5	4	3	2	1	9
Q. Quality of local police services	5	4	3	2	1	9
R. Enforcement of local traffic laws	5	4	3	2	1	9
S. Quality of local fire services	5	4	3	2	1	9
T. Efforts by the City to prevent crime	5	4	3	2	1	9
U. Quality of City recreation programs/services	5	4	3	2	1	9
V. Maintenance of City parks	5	4	3	2	1	9
W. Quality of Tempe Center for the Arts programs	5	4	3	2	1	9
X. Quality of before/after school programs	5	4	3	2	1	9

10. Which THREE of the City services listed in Question #9 above do you think the City should emphasize most over the next year? [write the letters for your top 3 choices]

1st choice: _____ 2nd choice: _____ 3rd choice: _____

The following questions cover specific areas in which the City of Tempe needs community input. Your feedback will help us provide even more efficient, effective City services, and plan for the future.

Graffiti

1. In your opinion, how much graffiti do you see in Tempe?

___(1) Extreme Amount ___(2) Large Amount ___(3) Moderate Amount ___(4) Low Amount ___(5) None

2. In your opinion, how much graffiti exists in your neighborhood?

___(1) Extreme Amount ___(2) Large Amount ___(3) Moderate Amount ___(4) Low Amount ___(5) None

3. How do you feel about the city's efforts to remove graffiti?

___(1) Excellent ___(2) Good ___(3) Average ___(4) Poor ___(5) Very Poor ___(9) Don't Know

Bulk Trash Program

1. Have you used Tempe's Bulk Waste pick up service? ___(1) Yes ___(2) No

a. IF YES: How often do you put out Bulk Waste for pick up?

___(1) Less than Quarterly ___(2) Quarterly ___(3) Twice Annually ___(4) Annually

2. Where is your Bulk Waste pick up? ___(1) Alley ___(2) Curbside

3. Are you aware of the new Bulk Waste pick up schedule? ___(1) Yes ___(2) No

4. How aware are you of the guidelines for the separation of green waste and mixed bulk waste items?

___(1) Very Aware ___(2) Aware ___(3) Somewhat Aware ___(4) Not Aware ___(9) Don't Know

Crime Prevention

1. Are you aware of a Crime Prevention Block Watch program in your neighborhood?

___(1) Yes ___(2) No

a. IF YES: How often do you participate?

___(1) All the time ___(1) Regularly ___(1) Occasionally ___(1) Rarely ___(1) Never

2. To what extent are you interested in participating in a Block Watch program in your neighborhood?

___(1) Very Interested ___(1) Interested ___(1) Neutral ___(1) Slightly Interested ___(1) Not interested

3. What additional efforts do you feel the city should do to prevent crime?

THANK YOU. This concludes the survey.

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

Your responses will remain Completely Confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having problems with city services. If your address is not correct, please provide the correct information.
Thank you.