Q1. How satisfied are you with the following:

(N=122)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1A. How satisfied are you with overall quality of services	33.6%	54.1%	7.4%	3.3%	1.6%	0.0%
Q1B. Appearance of City	25.4%	53.3%	12.3%	3.3%	2.5%	3.3%
Q1C. Image of City	33.6%	52.5%	8.2%	4.9%	0.8%	0.0%
Q1D. How well the City is planning growth	18.9%	44.3%	19.7%	8.2%	2.5%	6.6%
Q1E. Quality of life in City	32.0%	50.8%	13.1%	2.5%	0.8%	0.8%
Q1F. Feeling of safety in City	22.1%	41.8%	25.4%	5.7%	2.5%	2.5%
Q1G. City's overall efforts to promote diversity & inclusiveness in community	27.0%	40.2%	15.6%	2.5%	3.3%	11.5%
Q1H. Direction City is heading	18.9%	38.5%	21.3%	4.9%	4.9%	11.5%
Q1I. Leadership of City's elected officials	17.2%	41.0%	14.8%	12.3%	4.9%	9.8%
Q1J. Level of public involvement in City's decision-making process	23.0%	33.6%	18.9%	12.3%	5.7%	6.6%
Q1K. How ethical City employees are	23.0%	33.6%	21.3%	6.6%	3.3%	12.3%
Q1L. City's sustainability programs	30.3%	32.0%	24.6%	8.2%	1.6%	3.3%
Q1M. City efforts to keep residents informed about budget	22.1%	38.5%	20.5%	9.0%	5.7%	4.1%
Q1N. Opportunities to express ideas & views	23.0%	37.7%	23.8%	9.0%	4.1%	2.5%

EXCLUDING DON'T KNOW

Q1. How satisfied are you with the following: (without "don't know")

(N=122)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1A. How satisfied are you with overall quality of services	33.6%	54.1%	7.4%	3.3%	1.6%
Q1B. Appearance of City	26.3%	55.1%	12.7%	3.4%	2.5%
Q1C. Image of City	33.6%	52.5%	8.2%	4.9%	0.8%
Q1D. How well the City is planning growth	20.2%	47.4%	21.1%	8.8%	2.6%
Q1E. Quality of life in City	32.2%	51.2%	13.2%	2.5%	0.8%
Q1F. Feeling of safety in City	22.7%	42.9%	26.1%	5.9%	2.5%
Q1G. City's overall efforts to promote diversity & inclusiveness in community	30.6%	45.4%	17.6%	2.8%	3.7%
Q1H. Direction City is heading	21.3%	43.5%	24.1%	5.6%	5.6%
Q1I. Leadership of City's elected officials	19.1%	45.5%	16.4%	13.6%	5.5%
Q1J. Level of public involvement in City's decision-making process	24.6%	36.0%	20.2%	13.2%	6.1%
Q1K. How ethical City employees are	26.2%	38.3%	24.3%	7.5%	3.7%
Q1L. City's sustainability programs	31.4%	33.1%	25.4%	8.5%	1.7%
Q1M. City efforts to keep residents informed about budget	23.1%	40.2%	21.4%	9.4%	6.0%
Q1N. Opportunities to express ideas & views	23.5%	38.7%	24.4%	9.2%	4.2%

Q2. How satisfied are you with the following perceptions of your neighborhood:

(N=122)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q2A. Condition of streets	20.5%	54.9%	10.7%	8.2%	4.1%	1.6%
Q2B. Condition of sidewalks	20.5%	54.1%	13.1%	5.7%	4.1%	2.5%
Q2C. Maintenance of private property	13.1%	50.0%	14.8%	15.6%	6.6%	0.0%
Q2D. Condition of alley	9.0%	40.2%	13.1%	16.4%	7.4%	13.9%
Q2E. Feeling of safety	19.7%	44.3%	22.1%	11.5%	2.5%	0.0%
Q2F. Quality of neighborhood park	23.8%	53.3%	13.1%	7.4%	0.8%	1.6%
Q2G. Adequacy of street lighting	17.2%	63.1%	6.6%	10.7%	2.5%	0.0%

EXCLUDING DON'T KNOW

Q2. How satisfied are you with the following perceptions of your neighborhood: (without "don't know")

(N=122)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q2A. Condition of streets	20.8%	55.8%	10.8%	8.3%	4.2%
Q2B. Condition of sidewalks	21.0%	55.5%	13.4%	5.9%	4.2%
Q2C. Maintenance of private property	13.1%	50.0%	14.8%	15.6%	6.6%
Q2D. Condition of alley	10.5%	46.7%	15.2%	19.0%	8.6%
Q2E. Feeling of safety	19.7%	44.3%	22.1%	11.5%	2.5%
Q2F. Quality of neighborhood park	24.2%	54.2%	13.3%	7.5%	0.8%
Q2G. Adequacy of street lighting	17.2%	63.1%	6.6%	10.7%	2.5%

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. 1st Choice	Number	Percent
Condition of streets	17	13.9 %
Condition of sidewalks	5	4.1 %
Maintenance of private property	25	20.5 %
Condition of alley	7	5.7 %
Feeling of safety	42	34.4 %
Quality of neighborhood park	14	11.5 %
Adequacy of street lighting	11	9.0 %
None chosen	1	0.8 %
Total	122	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. 2nd Choice	Number	Percent
Condition of streets	20	16.4 %
Condition of sidewalks	8	6.6 %
Maintenance of private property	18	14.8 %
Condition of alley	16	13.1 %
Feeling of safety	24	19.7 %
Quality of neighborhood park	20	16.4 %
Adequacy of street lighting	15	12.3 %
None chosen	1	0.8 %
Total	122	100.0 %

Q3. Which TWO of the services listed in Question #2 above do you think should be the City's top priorities? (Top 2)

Q3. Sum of Top Two Choices	Number	Percent
Condition of streets	37	30.3 %
Condition of sidewalks	13	10.7 %
Maintenance of private property	43	35.2 %
Condition of alley	23	18.9 %
Feeling of safety	66	54.1 %
Quality of neighborhood park	34	27.9 %
Adequacy of street lighting	26	21.3 %
None chosen	1	0.8 %
Total	243	

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

Q4. Rate overall condition of your neighborhood	Number	Percent
Excellent	29	23.8 %
Good	65	53.3 %
Average	23	18.9 %
Poor	5	4.1 %
Total	122	100.0 %

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

No responses to this question were made

Q6. 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. Services & facilities used during past 12 months	Number	Percent
Fire services	6	4.9 %
Library	77	63.1 %
Parks	92	75.4 %
Walking/biking trails	78	63.9 %
City athletic fields	23	18.9 %
Police services	33	27.0 %
History museum	15	12.3 %
City golf courses	25	20.5 %
City swimming pools	5	4.1 %
City recreation centers	17	13.9 %
Bus, Orbit or light rail service	56	45.9 %
Tempe Center for the Arts	27	22.1 %
Arts & recreation programs	12	9.8 %
Household Products Collection Center	46	37.7 %
Other	7	5.7 %
None chosen	4	3.3 %
Total	523	

Q6. Other Responses:

No responses to this question were made

Q7. How satisfied are you with the following City programs and facilities?

(N=122)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q7A. Quality of larger City parks	29.5%	49.2%	10.7%	6.6%	0.0%	4.1%
Q7B. Quality of City recreation centers	16.4%	32.8%	15.6%	3.3%	0.8%	31.1%
Q7C. Quality of City swimming pools & programs	9.8%	20.5%	16.4%	4.1%	0.8%	48.4%
Q7D. Quality of City outdoor athletic fields	13.1%	36.1%	16.4%	4.1%	0.0%	30.3%
Q7E. Quality of City programs for youth	15.6%	34.4%	16.4%	1.6%	0.8%	31.1%
Q7F. Quality of City programs for adults	13.1%	33.6%	20.5%	3.3%	0.8%	28.7%
Q7G. Quality of City golf courses	9.8%	25.4%	15.6%	0.8%	1.6%	46.7%
Q7H. Quality of Tempe History Museum	17.2%	27.9%	18.0%	1.6%	0.0%	35.2%
Q7I. Quality of library facilities	28.7%	51.6%	9.0%	1.6%	0.8%	8.2%
Q7J. Quality of disability access to City programs & facilities	13.1%	22.1%	15.6%	4.1%	0.8%	44.3%

EXCLUDING DON'T KNOW

Q7. How satisfied are you with the following City programs and facilities? (without "don't know")

(N=122)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q7A. Quality of larger City parks	30.8%	51.3%	11.1%	6.8%	0.0%
Q7B. Quality of City recreation centers	23.8%	47.6%	22.6%	4.8%	1.2%
Q7C. Quality of City swimming pools & programs	19.0%	39.7%	31.7%	7.9%	1.6%
Q7D. Quality of City outdoor athletic fields	18.8%	51.8%	23.5%	5.9%	0.0%
Q7E. Quality of City programs for youth	22.6%	50.0%	23.8%	2.4%	1.2%
Q7F. Quality of City programs for adults	18.4%	47.1%	28.7%	4.6%	1.1%
Q7G. Quality of City golf courses	18.5%	47.7%	29.2%	1.5%	3.1%
Q7H. Quality of Tempe History Museum	26.6%	43.0%	27.8%	2.5%	0.0%
Q7I. Quality of library facilities	31.3%	56.3%	9.8%	1.8%	0.9%
Q7J. Quality of disability access to City programs & facilities	23.5%	39.7%	27.9%	7.4%	1.5%

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

Q8. 1st Choice:	Number	Percent
Quality of larger City parks	32	26.2 %
Quality of City recreation centers	4	3.3 %
Quality of City swimming pools & programs	5	4.1 %
Quality of City athletic fields	6	4.9 %
Quality of City programs for youth	38	31.1 %
Quality of City programs for adults	5	4.1 %
Quality of City golf courses	6	4.9 %
Quality of Tempe History Museum	1	0.8 %
Quality of library facilities	16	13.1 %
Quality of disability access to programs & facilities	9	7.4 %
Total	122	100.0 %

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

Q8. 2nd Choice	Number	Percent
Quality of larger City parks	17	13.9 %
Quality of City recreation centers	14	11.5 %
Quality of City swimming pools & programs	3	2.5 %
Quality of City athletic fields	11	9.0 %
Quality of City programs for youth	33	27.0 %
Quality of City programs for adults	19	15.6 %
Quality of City golf courses	2	1.6 %
Quality of library facilities	17	13.9 %
Quality of disability access to programs & facilities	6	4.9 %
Total	122	100.0 %

Q8. Which TWO of the City programs and facilities listed in Question #7 above do you think the City should emphasize most over the next year? (Top 2)

Q8. Sum of Top Two Choices:	Number	Percent
Quality of larger City parks	49	40.2 %
Quality of City recreation centers	18	14.8 %
Quality of City swimming pools & programs	8	6.6 %
Quality of City athletic fields	17	13.9 %
Quality of City programs for youth	71	58.2 %
Quality of City programs for adults	24	19.7 %
Quality of City golf courses	8	6.6 %
Quality of Tempe History Museum	1	0.8 %
Quality of library facilities	33	27.0 %
Quality of disability access to programs & facilities	15	12.3 %
Total	244	

Q9. How satisfied are you with the following City services?

(N=122)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q9A. Quality of library services	27.9%	55.7%	8.2%	0.8%	0.0%	7.4%
Q9B. Overall condition of City streets	13.9%	63.1%	13.1%	9.0%	0.8%	0.0%
Q9C. Condition & clarity of street signs	23.8%	56.6%	16.4%	3.3%	0.0%	0.0%
Q9D. Quality of local transit service	19.7%	36.1%	23.0%	3.3%	3.3%	14.8%
Q9E. Management of traffic flow on City streets	12.3%	45.9%	22.1%	15.6%	3.3%	0.8%
Q9F. Quality of walking & biking paths	23.8%	50.8%	8.2%	4.9%	0.8%	11.5%
Q9G. Availability of information about City programs, events, services & issues	19.7%	43.4%	27.9%	7.4%	0.0%	1.6%
Q9H. How well City enforces property maintenance codes	9.0%	29.5%	21.3%	13.9%	13.1%	13.1%
Q9I. Landscape maintenance along streets/sidewalks	11.5%	50.0%	19.7%	13.1%	5.7%	0.0%
Q9J. Appearance of residential property in City	9.0%	44.3%	23.8%	13.9%	8.2%	0.8%
Q9K. Appearance of commercial property in City	10.7%	51.6%	19.7%	11.5%	5.7%	0.8%
Q9L. Cleanliness of City streets	15.6%	68.0%	10.7%	4.1%	0.8%	0.8%
Q9M. Residential trash collection services	46.7%	47.5%	4.1%	0.0%	0.8%	0.8%

Q9. (Continued) How satisfied are you with the following City services?

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q9N. Recycling services	49.2%	45.1%	2.5%	1.6%	0.8%	0.8%
Q9O. Bulky item pick up/ removal services	47.5%	36.9%	5.7%	5.7%	0.0%	4.1%
Q9P. Water service	35.2%	50.0%	7.4%	3.3%	2.5%	1.6%
Q9Q. Quality of local police services	38.5%	42.6%	10.7%	2.5%	0.8%	4.9%
Q9R. Enforcement of local traffic laws	19.7%	44.3%	17.2%	8.2%	5.7%	4.9%
Q9S. Quality of local fire services	32.0%	41.0%	7.4%	0.8%	0.8%	18.0%
Q9T. Efforts by City to prevent crime	13.9%	35.2%	28.7%	10.7%	4.1%	7.4%
Q9U. Quality of City recreation programs/services	17.2%	46.7%	17.2%	2.5%	2.5%	13.9%
Q9V. Maintenance of City parks	15.6%	59.8%	14.8%	4.9%	0.8%	4.1%

EXCLUDING DON'T KNOW

Q9. How satisfied are you with the following City services? (without "don't know")

(N=122)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q9A. Quality of library services	30.1%	60.2%	8.8%	0.9%	0.0%
Q9B. Overall condition of City streets	13.9%	63.1%	13.1%	9.0%	0.8%
Q9C. Condition & clarity of street signs	23.8%	56.6%	16.4%	3.3%	0.0%
Q9D. Quality of local transit service	23.1%	42.3%	26.9%	3.8%	3.8%
Q9E. Management of traffic flow on City streets	12.4%	46.3%	22.3%	15.7%	3.3%
Q9F. Quality of walking & biking paths	26.9%	57.4%	9.3%	5.6%	0.9%
Q9G. Availability of information about City programs, events, services & issues	20.0%	44.2%	28.3%	7.5%	0.0%
Q9H. How well City enforces property maintenance codes	10.4%	34.0%	24.5%	16.0%	15.1%
Q9I. Landscape maintenance along streets/ sidewalks	11.5%	50.0%	19.7%	13.1%	5.7%
Q9J. Appearance of residential property in City	9.1%	44.6%	24.0%	14.0%	8.3%
Q9K. Appearance of commercial property in City	10.7%	52.1%	19.8%	11.6%	5.8%
Q9L. Cleanliness of City streets	15.7%	68.6%	10.7%	4.1%	0.8%

EXCLUDING DON'T KNOW

Q9. (Continued) How satisfied are you with the following City services? (without "don't know")

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q9M. Residential trash collection services	47.1%	47.9%	4.1%	0.0%	0.8%
Q9N. Recycling services	49.6%	45.5%	2.5%	1.7%	0.8%
Q9O. Bulky item pick up/ removal services	49.6%	38.5%	6.0%	6.0%	0.0%
Q9P. Water service	35.8%	50.8%	7.5%	3.3%	2.5%
Q9Q. Quality of local police services	40.5%	44.8%	11.2%	2.6%	0.9%
Q9R. Enforcement of local traffic laws	20.7%	46.6%	18.1%	8.6%	6.0%
Q9S. Quality of local fire services	39.0%	50.0%	9.0%	1.0%	1.0%
Q9T. Efforts by City to prevent crime	15.0%	38.1%	31.0%	11.5%	4.4%
Q9U. Quality of City recreation programs/services	20.0%	54.3%	20.0%	2.9%	2.9%
Q9V. Maintenance of City parks	16.2%	62.4%	15.4%	5.1%	0.9%

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

Q10. 1st Choice	Number	Percent
Quality of library services	3	2.5 %
Overall condition of City streets	3	2.5 %
Condition & clarity of street signs	1	0.8 %
Quality of local transit service	2	1.6 %
Management of traffic flow on City streets	9	7.4 %
Quality of walking & biking paths	4	3.3 %
Availability of information about City programs, events services and issues	1	0.8 %
How well City enforces property maintenance codes	15	12.3 %
Landscape maintenance along streets/sidewalks	4	3.3 %
Appearance of residential property in City	8	6.6 %
Appearance of commercial property in City	3	2.5 %
Residential trash collection services	1	0.8 %
Bulky item pickup/removal services	2	1.6 %
Water service	6	4.9 %
Quality of local police services	9	7.4 %
Enforcement of local traffic laws	6	4.9 %
Efforts by City to prevent crime	21	17.2 %
Quality of City recreation programs/services	3	2.5 %
Maintenance of City parks	8	6.6 %
None chosen	13	10.7 %
Total	122	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?

Q10. 2nd Choice	Number	Percent
Quality of library services	2	1.6 %
Overall condition of City streets	4	3.3 %
Condition & clarity of street signs	3	2.5 %
Quality of local transit service	4	3.3 %
Management of traffic flow on City streets	7	5.7 %
Quality of walking & biking paths	2	1.6 %
Availability of information about City programs, events services and issues	2	1.6 %
How well City enforces property maintenance codes	10	8.2 %
Landscape maintenance along streets/sidewalks	5	4.1 %
Appearance of residential property in City	13	10.7 %
Appearance of commercial property in City	5	4.1 %
Cleanliness of City streets	1	0.8 %
Recycling services	2	1.6 %
Bulky item pickup/removal services	4	3.3 %
Water service	1	0.8 %
Quality of local police services	8	6.6 %
Enforcement of local traffic laws	4	3.3 %
Quality of local fire services	6	4.9 %
Efforts by City to prevent crime	16	13.1 %
Quality of City recreation programs/services	2	1.6 %
Maintenance of City parks	5	4.1 %
None chosen	16	13.1 %
Total	122	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?

Q10. 3rd Choice	Number	Percent
Overall condition of City streets	7	5.7 %
Condition & clarity of street signs	1	0.8 %
Quality of local transit service	3	2.5 %
Management of traffic flow on City streets	8	6.6 %
Quality of walking & biking paths	3	2.5 %
Availability of information about City programs, services and issues	4	3.3 %
How well City enforces property maintenance codes	5	4.1 %
Landscape maintenance along streets/sidewalks	6	4.9 %
Appearance of residential property in City	10	8.2 %
Appearance of commercial property in City	3	2.5 %
Cleanliness of City streets	4	3.3 %
Residential trash collection services	2	1.6 %
Recycling services	2	1.6 %
Bulky item pickup/removal services	2	1.6 %
Water service	1	0.8 %
Quality of local police services	8	6.6 %
Enforcement of local traffic laws	4	3.3 %
Quality of local fire services	5	4.1 %
Efforts by City to prevent crime	8	6.6 %
Quality of City recreation programs/services	8	6.6 %
Maintenance of City parks	9	7.4 %
None chosen	19	15.6 %
Total	122	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? (Top 3)

Q10. Sum of Top Three Choices	Number	Percent
Quality of library services	5	4.1 %
Overall condition of City streets	14	11.5 %
Condition & clarity of street signs	5	4.1 %
Quality of local transit service	9	7.4 %
Management of traffic flow on City streets	24	19.7 %
Quality of walking & biking paths	9	7.4 %
Availability of information about City programs, events services and issues	7	5.7 %
How well City enforces property maintenance codes	30	24.6 %
Landscape maintenance along streets/sidewalks	15	12.3 %
Appearance of residential property in City	31	25.4 %
Appearance of commercial property in City	11	9.0 %
Cleanliness of City streets	5	4.1 %
Residential trash collection services	3	2.5 %
Recycling services	4	3.3 %
Bulky item pickup/removal services	8	6.6 %
Water service	8	6.6 %
Quality of local police services	25	20.5 %
Enforcement of local traffic laws	14	11.5 %
Quality of local fire services	11	9.0 %
Efforts by City to prevent crime	45	36.9 %
Quality of City recreation programs/services	13	10.7 %
Maintenance of City parks	22	18.0 %
None chosen	13	10.7 %
Total	331	

Q11. Which of the social/human services listed below have you used?

Q11. Social/human services you have used	Number	Percent
Counseling	6	4.9 %
Services for seniors	8	6.6 %
Services for persons w/disabilities	2	1.6 %
Rent/utility assistance	2	1.6 %
Diversion	2	1.6 %
Crisis intervention	3	2.5 %
Homeless outreach	1	0.8 %
Youth services	8	6.6 %
None chosen	99	81.1 %
Total	131	

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. 1st Choice	Number	Percent
Counseling	3	2.5 %
Services for seniors	13	10.7 %
Services for persons w/disabilities	7	5.7 %
Rent/utility assistance	8	6.6 %
Crisis intervention	6	4.9 %
Homeless outreach	13	10.7 %
Tax preparation/ financial education	1	0.8 %
Youth services	11	9.0 %
None chosen	60	49.2 %
Total	122	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. 2nd Choice	Number	Percent
Counseling	3	2.5 %
Services for seniors	8	6.6 %
Services for persons w/disabilities	8	6.6 %
Rent/utility assistance	6	4.9 %
Diversion	1	0.8 %
Crisis intervention	6	4.9 %
Homeless outreach	9	7.4 %
Tax preparation/ financial education	4	3.3 %
Youth services	11	9.0 %
None chosen	66	54.1 %
Total	122	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. 3rd Choice	Number	Percent
Counseling	2	1.6 %
Services for seniors	6	4.9 %
Services for persons w/disabilities	4	3.3 %
Rent/utility assistance	6	4.9 %
Diversion	1	0.8 %
Crisis intervention	9	7.4 %
Homeless outreach	4	3.3 %
Tax preparation/ financial education	4	3.3 %
Youth services	16	13.1 %
None chosen	70	57.4 %
Total	122	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? (top 3)

Q12. Sum of Top Three Choices	Number	Percent
Counseling	8	6.6 %
Services for seniors	27	22.1 %
Services for persons w/disabilities	19	15.6 %
Rent/utility assistance	20	16.4 %
Diversion	2	1.6 %
Crisis intervention	21	17.2 %
Homeless outreach	26	21.3 %
Tax preparation/ financial education	9	7.4 %
Youth services	38	31.1 %
None chosen	60	49.2 %
Total	230	

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

Q13. Sources you use to get information	Number	Percent
Tempe 11 (Cable TV/web)	23	18.9 %
Recreation Opportunities Brochure	30	24.6 %
Social media (Twitter, Facebook, YouTube)	9	7.4 %
Calling the City	27	22.1 %
Water bill newsletter	89	73.0 %
E-mail subscriptions (listservs)	9	7.4 %
Television news	57	46.7 %
City Website	38	31.1 %
Newspapers	58	47.5 %
Radio	32	26.2 %
None chosen	4	3.3 %
Total	376	

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

Q13a. 1st Choice	Number	Percent
Tempe 11 (Cable TV/web)	3	2.5 %
Recreation Opportunities Brochure	4	3.3 %
Social media (Twitter, Facebook, YouTube)	2	1.6 %
Calling the City	4	3.3 %
Water bill newsletter	32	26.2 %
E-mail subscriptions (listservs)	13	10.7 %
Television news	6	4.9 %
City Website	14	11.5 %
Newspapers	4	3.3 %
None chosen	40	32.8 %
Total	122	100.0 %

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

Q13a. 2nd Choice	Number	Percent
Tempe 11 (Cable TV/web)	2	1.6 %
Recreation Opportunities Brochure	8	6.6 %
Social media (Twitter, Facebook, YouTube)	4	3.3 %
Calling the City	3	2.5 %
Water bill newsletter	19	15.6 %
E-mail subscriptions (listservs)	2	1.6 %
Television news	11	9.0 %
City Website	6	4.9 %
Newspapers	13	10.7 %
Radio	5	4.1 %
None chosen	49	40.2 %
Total	122	100.0 %

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

Q13a. 3rd Choice	Number	Percent
Tempe 11 (Cable TV/web)	1	0.8 %
Recreation Opportunities Brochure	5	4.1 %
Social media (Twitter, Facebook, YouTube)	3	2.5 %
Calling the City	2	1.6 %
Water bill newsletter	12	9.8 %
E-mail subscriptions (listservs)	6	4.9 %
Television news	8	6.6 %
City Website	8	6.6 %
Newspapers	13	10.7 %
Radio	4	3.3 %
None chosen	60	49.2 %
Total	122	100.0 %

Q13a. How would you prefer to receive information from the City of Tempe? (Top 3)

Q13a. Sum of Top Three Choices	Number	Percent
Tempe 11 (Cable TV/web)	6	4.9 %
Recreation Opportunities Brochure	17	13.9 %
Social media (Twitter, Facebook, YouTube)	9	7.4 %
Calling the City	9	7.4 %
Water bill newsletter	63	51.6 %
E-mail subscriptions (listservs)	21	17.2 %
Television news	25	20.5 %
City Website	28	23.0 %
Newspapers	30	24.6 %
Radio	9	7.4 %
None chosen	40	32.8 %
Total	257	

Q14A. Have you contacted the City of Tempe during the past year?

Q14A. Have you contacted City of Tempe	Number	Percent
Yes	81	66.4 %
No	41	33.6 %
Total	122	100.0 %

Q14B-F. If yes, rate your satisfaction with the Customer Service:

(N=81)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q14B. How easy the City was to contact	32.1%	50.6%	4.9%	11.1%	1.2%	0.0%
Q14C. The way you were treated	37.0%	48.1%	9.9%	3.7%	1.2%	0.0%
Q14D. Accuracy of the information you were given	30.9%	46.9%	16.0%	3.7%	2.5%	0.0%
Q14E. How quickly staff responded to your request	28.4%	42.0%	13.6%	4.9%	9.9%	1.2%
Q14F. How well your issue was handled	25.9%	40.7%	16.0%	11.1%	4.9%	1.2%

EXCLUDING DON'T KNOW

Q14B-F. If yes, rate your satisfaction with the Customer Service: (without "don't know")

(N=81)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q14B. How easy was the City to contact	32.1%	50.6%	4.9%	11.1%	1.2%
Q14C. The way you were treated	37.0%	48.1%	9.9%	3.7%	1.2%
Q14D. Accuracy of the information you were given	30.9%	46.9%	16.0%	3.7%	2.5%
Q14E. How quickly staff responded to your request	28.8%	42.5%	13.8%	5.0%	10.0%
Q14F. How well your issue was handled	26.3%	41.3%	16.3%	11.3%	5.0%

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

Q15. City's top priorities over next year	Number	Percent
Social/human services	19	15.6 %
Appearance of City	22	18.0 %
Maintenance of streets/buildings	22	18.0 %
Educational/arts/recreation programs	18	14.8 %
Customer service	8	6.6 %
Neighborhoods	31	25.4 %
Parks	8	6.6 %
Police services	32	26.2 %
Water/sewer/trash	6	4.9 %
Transportation services	20	16.4 %
Economic/business development	31	25.4 %
Fire services	9	7.4 %
None chosen	10	8.2 %
Total	236	

Q18A. Approximately how many years have you lived in Tempe?

Q18. How many years have you lived in Tempe	Number	Percent
6 months - 5 years	8	6.6 %
6-10 years	15	12.3 %
11-20 years	25	20.5 %
20+ years	74	60.7 %
Total	122	100.0 %

Q18B. What is your age?

Q18B. Your age	Number	Percent
18-34	16	13.1 %
35-44	18	14.8 %
45-54	33	27.0 %
55-64	27	22.1 %
65-74	19	15.6 %
75+	9	7.4 %
Total	122	100.0 %

Q18C. What is your gender?

Q18C. Your gender	Number	Percent
Male	72	59.0 %
Female	49	40.2 %
Not provided	1	0.8 %
Total	122	100.0 %

Q18D. Have you used public transit during the past year?

Q18D. Have you used public transit	Number	Percent
Yes	78	63.9 %
No	43	35.2 %
Not provided	1	0.8 %
Total	122	100.0 %

Q18E. Are you a full-time student?

Q18E. Are you a full-time student	Number	Percent
Yes	5	4.1 %
No	116	95.1 %
Not provided	1	0.8 %
Total	122	100.0 %

Q18F. Do you own or rent your current residence?

Q18F. Own or rent your current residence	Number	Percent
Own	111	91.0 %
Rent	9	7.4 %
Not provided	2	1.6 %
Total	122	100.0 %

Q18G. Does your home have an alley?

Q18G. Does your home have an alley	Number	Percent
Yes	58	47.5 %
No	62	50.8 %
Not provided	2	1.6 %
Total	122	100.0 %

Q18H. What is the highest level of education that you have completed?

Q18H. Highest level of education	Number	Percent
High school	2	1.6 %
Some college	15	12.3 %
4-year college	44	36.1 %
Graduate degree	60	49.2 %
Not provided	1	0.8 %
Total	122	100.0 %

Q18I. Which of the following best describes your home?

Q18I. Description of your home	Number	Percent
Single-family	115	94.3 %
Multi-family	6	4.9 %
Not provided	1	0.8 %
Total	122	100.0 %

Q18J. Do you have Cable TV?

Q18J. Do you have Cable television	Number	Percent
Yes	71	58.2 %
No	50	41.0 %
Not provided	1	0.8 %
Total	122	100.0 %

Q18 J. Do you have a Smart Phone?

Q18 J. Do you have a Smart Phone	Number	Percent
Yes	122	100.0 %
Total	122	100.0 %

Q18-J. Do you have Internet access at home?

Q18-J. Do you have internet access at home	Number	Percent
Yes	76	62.3 %
No	45	36.9 %
Not provided	1	0.8 %
Total	122	100.0 %

Q18K. Have you visited Downtown Tempe during the past year?

Q18K. Have you visited Downtown Tempe	Number	Percent
Yes	112	91.8 %
No	8	6.6 %
Not provided	2	1.6 %
Total	122	100.0 %

Q18L. Which of the following best describes your race/ethnicity?

Q18L. Your race/ethnicity	Number	Percent
Asian/Pacific Islander	3	2.5 %
Black/African American	2	1.6 %
White	99	81.1 %
Hispanic/Latino/Spanish	17	13.9 %
American Indian/Eskimo	1	0.8 %
Other	3	2.5 %
Not provided	4	3.3 %
Total	129	