

2023 City of Tempe Community Survey

Please take a few minutes to complete this survey and thank you for your participation. Your input is an important part of the City's ongoing effort to identify ways to improve the quality of City services. Your responses will remain completely confidential. If you don't know about a program or have not used a service, please mark "Don't Know" rather than "Neutral." If you prefer to complete the survey online, please go to tempe.gov/surveys.



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

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

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

	During the Day:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	N/A
1.	Neighborhood parks	5	4	3	2	1	9	0
2.	City parks like Kiwanis and Tempe Beach	5	4	3	2	1	9	0
3.	Desert parks like Papago, Evelyn Hallman, and Hayden Butte (A Mountain)	5	4	3	2	1	9	0
4.	City athletic and recreational facilities	5	4	3	2	1	9	0
5.	Tempe Public Library Complex	5	4	3	2	1	9	0
6.	City Hall	5	4	3	2	1	9	0
7.	Mill Avenue/Downtown Tempe areas	5	4	3	2	1	9	0
8.	Businesses (theaters, restaurants, retail shopping, workplace)	5	4	3	2	1	9	0
9.	Within your home or neighborhood	5	4	3	2	1	9	0
10.	Neighborhood alleys	5	4	3	2	1	9	0
11.	Roadways	5	4	3	2	1	9	0
12.	Public transportation	5	4	3	2	1	9	0
	At Night:							
13.	Neighborhood parks	5	4	3	2	1	9	0
14.	City parks like Kiwanis and Tempe Beach	5	4	3	2	1	9	0
15.	Desert parks like Papago, Evelyn Hallman, and Hayden Butte (A Mountain)	5	4	3	2	1	9	0
16.	City athletic and recreational facilities	5	4	3	2	1	9	0
17.	Tempe Public Library Complex	5	4	3	2	1	9	0
18.	City Hall	5	4	3	2	1	9	0
19.	Mill Avenue/Downtown Tempe areas	5	4	3	2	1	9	0
20.	Businesses (theaters, restaurants, retail shopping, workplace)	5	4	3	2	1	9	0
21.	Within your home or neighborhood	5	4	3	2	1	9	0
22.	Neighborhood alleys	5	4	3	2	1	9	0
23.	Roadways	5	4	3	2	1	9	0
24.	Public transportation	5	4	3	2	1	9	0

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

How often do you worry about...		Frequently	Occasionally	Rarely	Never	Don't Know	N/A
1.	Being victimized by a robbery/physically assaulted	4	3	2	1	9	0
2.	Having your home burglarized when you are not there	4	3	2	1	9	0
3.	Being attacked or threatened with a weapon	4	3	2	1	9	0
4.	Having your car stolen or broken into	4	3	2	1	9	0
5.	Being a victim of identity theft	4	3	2	1	9	0
6.	Being safe near encampments	4	3	2	1	9	0

4. In the past 6 months...

1.	Have you been victimized by a robbery, physically assaulted, or sexually assaulted?	Yes	No
1a.	Were the police informed or did they find out about this incident in any way?	Yes	No
2.	Has anyone in your household age 12 or older had a vehicle stolen, property or cash stolen, or has your household been burglarized?	Yes	No
2a.	Were the police informed or did they find out about this incident in any way?	Yes	No

4a. What was the reason it was NOT REPORTED to the police?

- ☐ (1) Too busy
 ☐ (4) Didn't want to go to court
☐ (2) Police won't do anything
 ☐ (5) Nothing could be done/person wouldn't be found
☐ (3) Not important
 ☐ (6) Other: _____

5. What do you feel is the MOST IMPORTANT public safety concern in your neighborhood?

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

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	N/A
1.	The overall quality of services offered by the City of Tempe	5	4	3	2	1	9	0
2.	Leadership of the City's elected officials	5	4	3	2	1	9	0
3.	How ethical City employees are in the way they conduct City business	5	4	3	2	1	9	0
5.	Availability of information about City programs, events, services, and issues	5	4	3	2	1	9	0
6.	Availability of information on water/wastewater (sewer) and solid waste rates	5	4	3	2	1	9	0
7.	Availability of information on recycling, composting, green organics, and water conservation program offerings	5	4	3	2	1	9	0
8.	How easy Tempe 311 "One Call to City Hall" is to use	5	4	3	2	1	9	0
9.	Overall usefulness of the City's websites	5	4	3	2	1	9	0
10.	Usefulness of Tempe.gov (website)	5	4	3	2	1	9	0
11.	Usefulness of TempePublicLibrary.org (website)	5	4	3	2	1	9	0
12.	Usefulness of TempeCenterfortheArts.com (website)	5	4	3	2	1	9	0
13.	Tempe's online services (registration, payment, etc.)	5	4	3	2	1	9	0

14.	Your ability to participate in City decision-making processes	5	4	3	2	1	9	0
15.	How well the City treats residents regardless of age, disability, gender, or other characteristics	5	4	3	2	1	9	0
16.	Overall quality of customer service	5	4	3	2	1	9	0
17.	How responsive the City is about reported requests/concerns	5	4	3	2	1	9	0

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

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

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

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

9. Have you CONTACTED the City of Tempe during the past year? ____ (1) Yes [Answer Q9a.] ____ (2) No

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

	Yes	No	Don't Remember
1. Were you treated fairly	1	2	9
2. Did the employee(s) listen to you carefully	1	2	9
3. Did the employee care about your well-being	1	2	9
4. Was the employee honest	1	2	9
5. Was the information you were given accurate	1	2	9
6. Did staff respond to your request in a timely manner	1	2	9
7. Were your needs met	1	2	9

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

- | | |
|---|--|
| ____ (1) Fire services | ____ (9) City golf courses |
| ____ (2) Tempe Public Library | ____ (10) City swimming pools |
| ____ (3) Parks | ____ (11) Kiwanis Recreation Center |
| ____ (4) Walking/biking trails | ____ (12) Tempe 311 |
| ____ (5) City athletic fields | ____ (13) Tempe History Museum |
| ____ (6) Kid Zone | ____ (14) Tempe Center for the Arts |
| ____ (7) Police services | ____ (15) Recreation programs/services |
| ____ (8) Bus, Orbit, light rail service, or streetcar | |

- ____(16) Performing and Visual arts classes (Edna Arts classes, Free Art Friday)
 ____ (17) Arts in the Parks
 ____ (18) Household Products Collection Center
 ____ (19) Escalante Multi-generational Center
 ____ (20) North Temple Multi-Generational Center
 ____ (21) Westside Multi-Generational Center
 ____ (22) Pyle Adult Recreation Center
 ____ (23) Community Health and Human services

- ____(24) Solid Waste (trash), recycling, and green organics/composting
 ____ (25) Residential/permitting
 ____ (26) Emergency medical services
 ____ (27) Education/Career/Family services
 ____ (28) Court services
 ____ (29) CARE 7/HOPE line
 ____ (30) Community Development services (building safety, code compliance, neighborhood services)

11. Overall Priorities. Which THREE of the following do you think should be the City's top priorities over the next year?

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

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

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	N/A
1.	Appearance of the City	5	4	3	2	1	9	0
2.	Image of the City	5	4	3	2	1	9	0
3.	Quality of life in the City	5	4	3	2	1	9	0
4.	The City's overall efforts to promote access, diversity, and inclusiveness in the community	5	4	3	2	1	9	0
5.	Quality of access to City facilities for persons with disabilities	5	4	3	2	1	9	0
6.	Quality of services for persons with disabilities	5	4	3	2	1	9	0
7.	Quality of access to City parks for persons with disabilities	5	4	3	2	1	9	0
8.	Quality of neighborhood parks	5	4	3	2	1	9	0
9.	Maintenance of City parks	5	4	3	2	1	9	0
10.	Quality of larger City parks (e.g. Kiwanis, Tempe Beach, Town Lake, Papago)	5	4	3	2	1	9	0
11.	Quality of City recreation centers	5	4	3	2	1	9	0
12.	Maintenance and appearance of City recreation and community centers	5	4	3	2	1	9	0
13.	Quality of City swimming pools	5	4	3	2	1	9	0
14.	Quality of City outdoor athletic fields	5	4	3	2	1	9	0
15.	Quality of City golf courses	5	4	3	2	1	9	0
16.	Quality of City recreation programs and services	5	4	3	2	1	9	0
17.	Quality of City library programs and services	5	4	3	2	1	9	0
18.	Quality of Tempe Public Library	5	4	3	2	1	9	0
19.	Quality of Before and After School (Kid Zone) programs	5	4	3	2	1	9	0
20.	Quality of Tempe Center for the Arts programs	5	4	3	2	1	9	0

21.	The value of Public Art to the City (e.g., art on streets, pathways, city buildings)	5	4	3	2	1	9	0
22.	Quality of Tempe History Museum exhibits and programs	5	4	3	2	1	9	0
23.	Quality of arts programs (e.g., Arts in the Parks, Edna Arts classes, Free Art Friday)	5	4	3	2	1	9	0
24.	Adequacy of street lighting	5	4	3	2	1	9	0
25.	Quality of landscape maintenance along streets/sidewalks	5	4	3	2	1	9	0
26.	Overall condition of your neighborhood	5	4	3	2	1	9	0
27.	Appearance of residential property	5	4	3	2	1	9	0
28.	Maintenance of private property	5	4	3	2	1	9	0
29.	Condition of the alley near your home (if applicable)	5	4	3	2	1	9	0
30.	City enforcement of alley maintenance codes	5	4	3	2	1	9	0
31.	Overall enforcement of City property maintenance codes	5	4	3	2	1	9	0
32.	City enforcement of property maintenance codes and the appearance of commercial properties	5	4	3	2	1	9	0
33.	City enforcement of property maintenance codes and the appearance of residential properties	5	4	3	2	1	9	0
34.	City enforcement of allowable construction work hours (Summer 6am-7pm, Winter 7am-7pm)	5	4	3	2	1	9	0
35.	City efforts to enforce the clean-up of junk, debris, and trash on residential private property	5	4	3	2	1	9	0
36.	City efforts to enforce the mowing and cutting of weeds/grass on residential private property	5	4	3	2	1	9	0
37.	City efforts to enforce deteriorated landscape maintenance on residential private property	5	4	3	2	1	9	0
38.	The value and quality of Special Events to the City	5	4	3	2	1	9	0
39.	Access to Community Health/Human/Social services	5	4	3	2	1	9	0
40.	Access to Education/Career/Family services	5	4	3	2	1	9	0
41.	Tempe's engagement and inclusion of those living with dementia, their care partners, and their families	5	4	3	2	1	9	0
42.	Residential trash collection services	5	4	3	2	1	9	0
43.	Residential recycling services	5	4	3	2	1	9	0
44.	Bulk trash pickup/removal services	5	4	3	2	1	9	0
45.	Traffic Management	5	4	3	2	1	9	0

13. To support an age-friendly community (50 yrs+), which THREE of the following do you think should be the City's top priorities over the next year?

- | | |
|--|---|
| <input type="checkbox"/> (1) Public outdoor places to gather | <input type="checkbox"/> (5) Work opportunities |
| <input type="checkbox"/> (2) Public transportation options | <input type="checkbox"/> (6) Volunteer opportunities |
| <input type="checkbox"/> (3) Housing options for life stages | <input type="checkbox"/> (7) Participate in community decision-making |
| <input type="checkbox"/> (4) Opportunities to socialize | <input type="checkbox"/> (8) Communication and information |

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

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

14a. Which single communication tool do you use most often to get City information?

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

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

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

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

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

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

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

☐ (1) Less than 6 months ☐ (3) 6-10 years ☐ (5) More than 20 years
☐ (2) 6 months-5 years ☐ (4) 11-20 years

19. What is your age?

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

20. What gender do you identify with?

☐ (1) Male ☐ (2) Female ☐ (3) Non-Binary

21. Do you have children in your household? ☐ (1) Yes ☐ (2) No

21a. If yes, how many children within each age range? [Please write "99" for NONE if not applicable.]

Ages 0-5: Ages 6-13: Ages 14-17: NONE:

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

☐ (1) Asian or Asian Indian ☐ (5) Native Hawaiian or other Pacific Islander
☐ (2) Black or African American ☐ (6) Hispanic, Spanish, or Latino/a/x
☐ (3) American Indian or Alaska Native ☐ (99) Other:
☐ (4) White

23. Primary language: ☐ (1) English ☐ (2) Spanish ☐ (3) Other:

24. Which of the following best describes your home? ☐ (1) Single-Family ☐ (2) Other:

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

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

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

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

27. What is your household income?

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

28. Please imagine a ladder with steps numbered from zero (0) at the bottom to ten (10) at the top. The bottom of the ladder (0) represents the worst possible life for you and the top of the ladder (10) represents the best possible life for you.

28a. On which step of the ladder would you say you personally feel you stand at this time? _____

28b. On which step (0 to 10) do you think you will stand about five years from now? _____

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

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

____(1) Yes [Answer 33a.] ____ (2) No

30a. If you're willing to participate in future surveys, please provide your contact information.

Mobile Phone Number: _____

Email Address: _____

This concludes the survey. Thank you for your time!

Please return your survey in the enclosed postage-paid envelope addressed to:

ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

The results of this survey, along with the results from previous years, can be found on our website: tempe.gov/surveys.

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