



2023 City of Tempe Community Survey Findings Report

Presented to the City of Tempe,
Arizona

October 2023



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The survey dashboard offers viewers an interactive way to engage with the survey data through cross tabulations, trends, key demographics of respondents, investment priorities, as well as mapping results and benchmarking. Please visit tempe.gov/surveys.

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Executive Summary

2023 City of Tempe Community Survey

Executive Summary

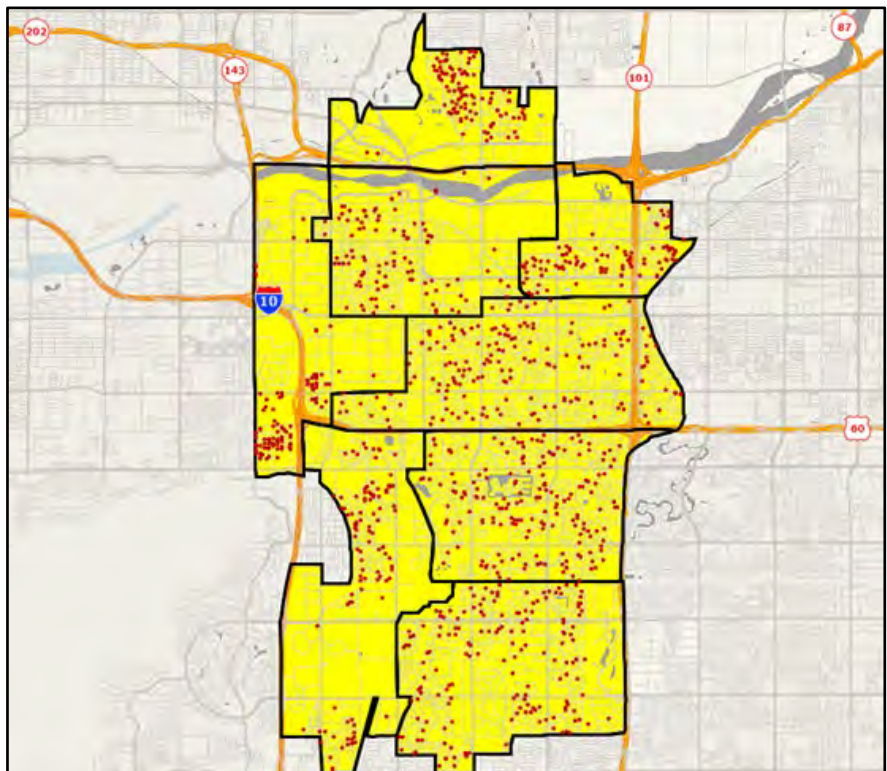
Purpose and Methodology

ETC Institute conducted the sixteenth annual community survey for the City of Tempe during the summer of 2023 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 households in the City of Tempe. Once the surveys were mailed, ETC Institute sent emails and text messages to the households that received the survey to encourage participation. The City of Tempe included survey information in City utility bills, sent emails to resident distribution lists, and posted information on social media platforms (Facebook, Twitter, LinkedIn). The emails and texts contained a link to the online survey (tempe.gov/surveys) to make it easy for residents to complete the survey.

To ensure that the survey was completed by Tempe residents and not non-residents, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

A total of 1,032 households completed the survey. The results for the sample of 1,032 households have a 95% level of confidence with a precision of at least $\pm 3.0\%$. There were no statistically significant differences in the results of the survey based on the method of administration. In 2022, 934 households completed the survey and in 2021, 1,105 surveys were completed.

Location of Respondents: ETC Institute geocoded the home address of respondents to better understand how they rated various City services. The dots on the map to the right show the distribution of survey respondents based on the location of their home address.



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Don't Know Responses. 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 included with the tabular data in Section 4 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:

- A summary of the methodology for administering the survey and major findings
- Charts showing the overall results for most questions on the survey (Section 1)
- Demographic information of survey respondents (Section 1a)
- Trend charts comparing the 2023 results to the 2022 and 2007 (the first year the survey was administered) results where available (Section 2)
- Benchmarking analysis that shows how Tempe's results compare to other communities (Section 3)
- Importance-Satisfaction analysis that identifies priorities for investment (Section 4)
- Tabular data showing the overall results for all questions on the survey along with a copy of the survey instrument (Section 5)

Perceptions of the Community

Based on the combined percentages of the residents surveyed who had an opinion, 81% were either “very satisfied” or “satisfied” with the *overall quality of services offered by the City of Tempe*.

Public Safety

- Ninety-four percent (94%) of the residents surveyed who had an opinion were “very satisfied” or “satisfied” with the quality of local fire services; 6% were “neutral.” Other public safety services with high levels of satisfaction included: quality of medical services provided by the Fire Department (93%), quality of ambulance services (86%), and quality and safety of structures in neighborhoods (78%).
- Eighty-five percent (85%) of residents who had an opinion were “satisfied” with their feeling of safety at the Tempe Public Library Complex during the day; 10% were “neutral.” Other areas in which residents felt safe during the day included: businesses (theaters, restaurants, retail shopping, workplace) (81%), within the home or neighborhood (80%), City athletic and recreational facilities (76%), and City Hall (73%). Residents felt least safe during the day on public transportation (55%), on roadways (55%), and in neighborhood alleys (44%).

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- Seventy-one percent (71%) of residents who had an opinion were satisfied with their feeling of safety within their home or neighborhood at night; 16% were “neutral.” Other areas in which residents felt safe at night included: businesses (theaters, restaurants, retail shopping, workplace) (68%), and in the Tempe Public Library Complex (66%). Residents felt least safe at night in neighborhood parks (41%), in Desert parks like Papago, Evelyn Hallman, and Hayden Butte (A Mountain) (38%), and in neighborhood alleys (32%)
- Sixty-four percent (64%) of residents who had an opinion indicated they were “occasionally” or “frequently” worried about being safe near encampments; 61% were “occasionally” or “frequently” worried about being a victim of identity theft; 60% were “occasionally” or “frequently” worried about having their car stolen or broken into; and 55% were “occasionally” or “frequently” worried about having their home burglarized when they are not there.

Quality of Life and City Services

- The highest levels of satisfaction with quality of life and City services in Tempe, among those who had an opinion, included: residential trash collection services (88%), quality of Tempe Public Library (88%), quality of City library programs and services (86%), residential recycling services (82%), bulk trash pickup/removal services (82%), quality of Tempe History Museum exhibits/programs (82%), maintenance and appearance of City recreation and community centers (77%), quality of City recreation centers (77%), quality of life in the City (76%), quality of arts programs (75%), and quality of larger City parks (75%).

Financial Stability and Vitality

- The highest levels of satisfaction with various aspects of financial stability and vitality in Tempe, among those who had an opinion, included: the financial stability of City (67%), the direction the City is heading (58%), and the opportunities to provide input and feedback in the budget process (56%).

Sustainable Growth and Development

- The highest levels of satisfaction with various aspects of sustainable growth and development in Tempe, among those who had an opinion, included: quality of recycling services (79%), the condition and clarity of street signs (75%), quality of walking and biking paths (71%), and the quality of green organics collection and compost program (68%).

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Communication

- The three sources that residents used most to get information about the City of Tempe included: the water bill newsletter (Tempe Today) (64%), City websites (63%), and TV news (35%).
- The highest levels of satisfaction with various aspects of communication in Tempe, among those who had an opinion, included: the availability of information on water/wastewater (sewer) and solid waste rates (77%), the availability of information about City programs, events, services, and issues (76%), Tempe's online services (registration, payment, etc.) (73%), and the availability of information on recycling, composting, and water conservation program offerings (72%). Residents were least satisfied with their ability to participate in the City's decision-making process (53%).

Customer Service

- Overall, 73% of residents who had an opinion were satisfied with the quality of customer service provided by the City of Tempe.
- Fifty-three percent (53%) of residents surveyed indicated they had contacted the City of Tempe during the past year.
- The highest levels of satisfaction with customer service, based upon the "yes" responses among those who had an opinion and had contacted the City over the past year, were: the honesty of the employee (94%), the way they were treated fairly (93%), and the ability of the employee to listen carefully (91%).

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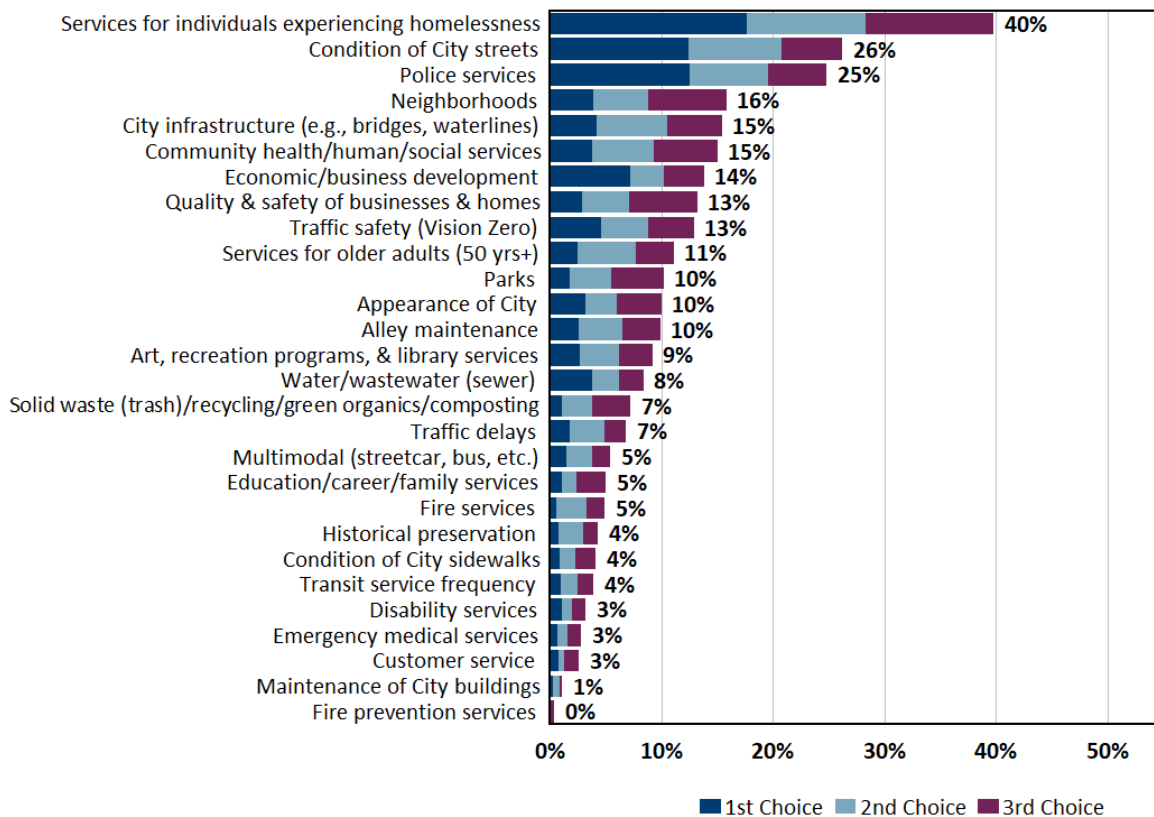
Executive Summary

Top Priorities for the City

- Residents think services for individuals experiencing homelessness (40%), condition of City streets (26%), and police services (25%) should be the City's top priorities for 2024. The chart below shows the percentage of respondents who selected various City service categories as one of their top three priorities for the coming year. Customer service, maintenance of City buildings, and fire prevention services were the least selected priorities.

Q11. Top THREE Priorities for the City Over the Next Year

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

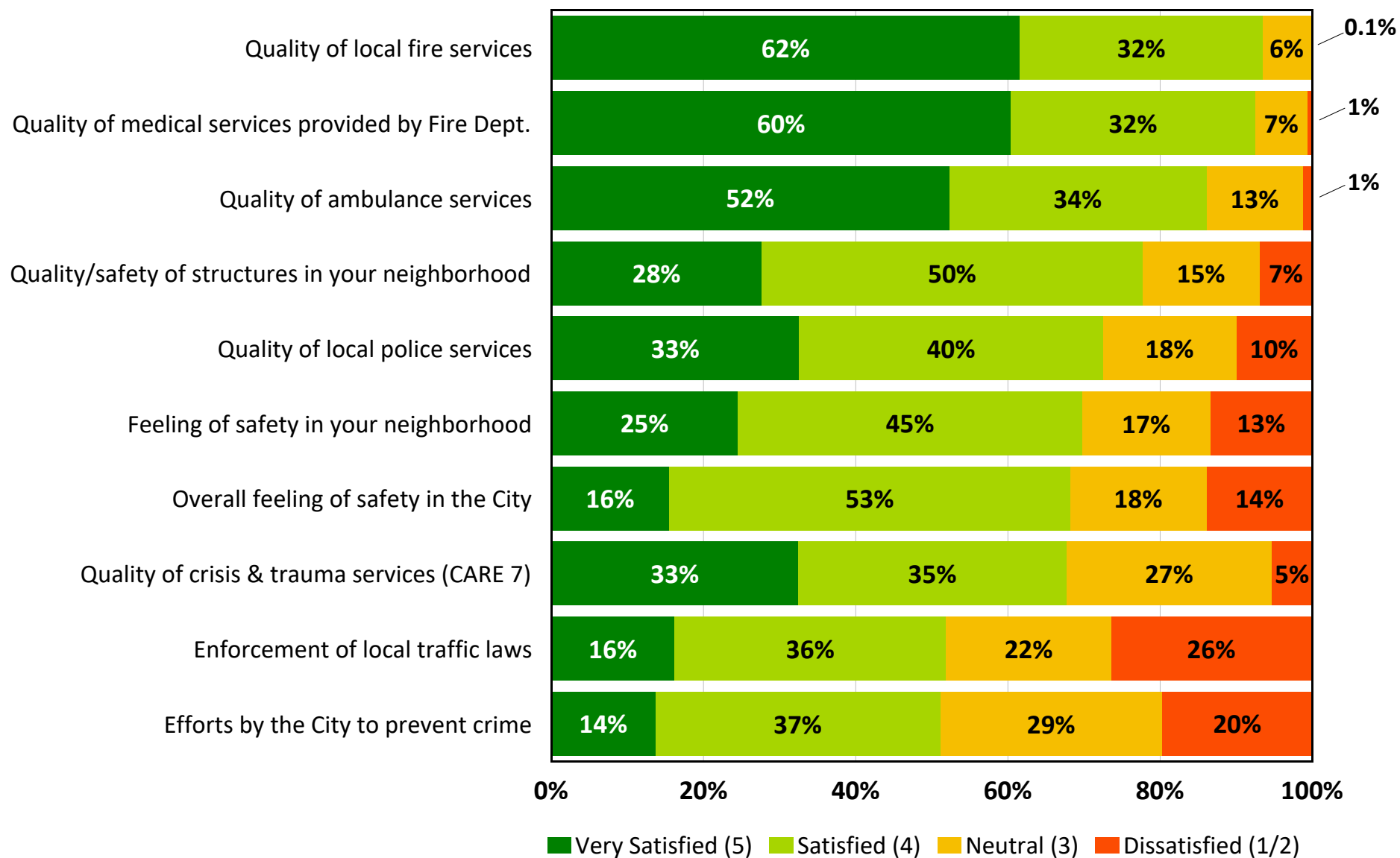




Charts and Graphs

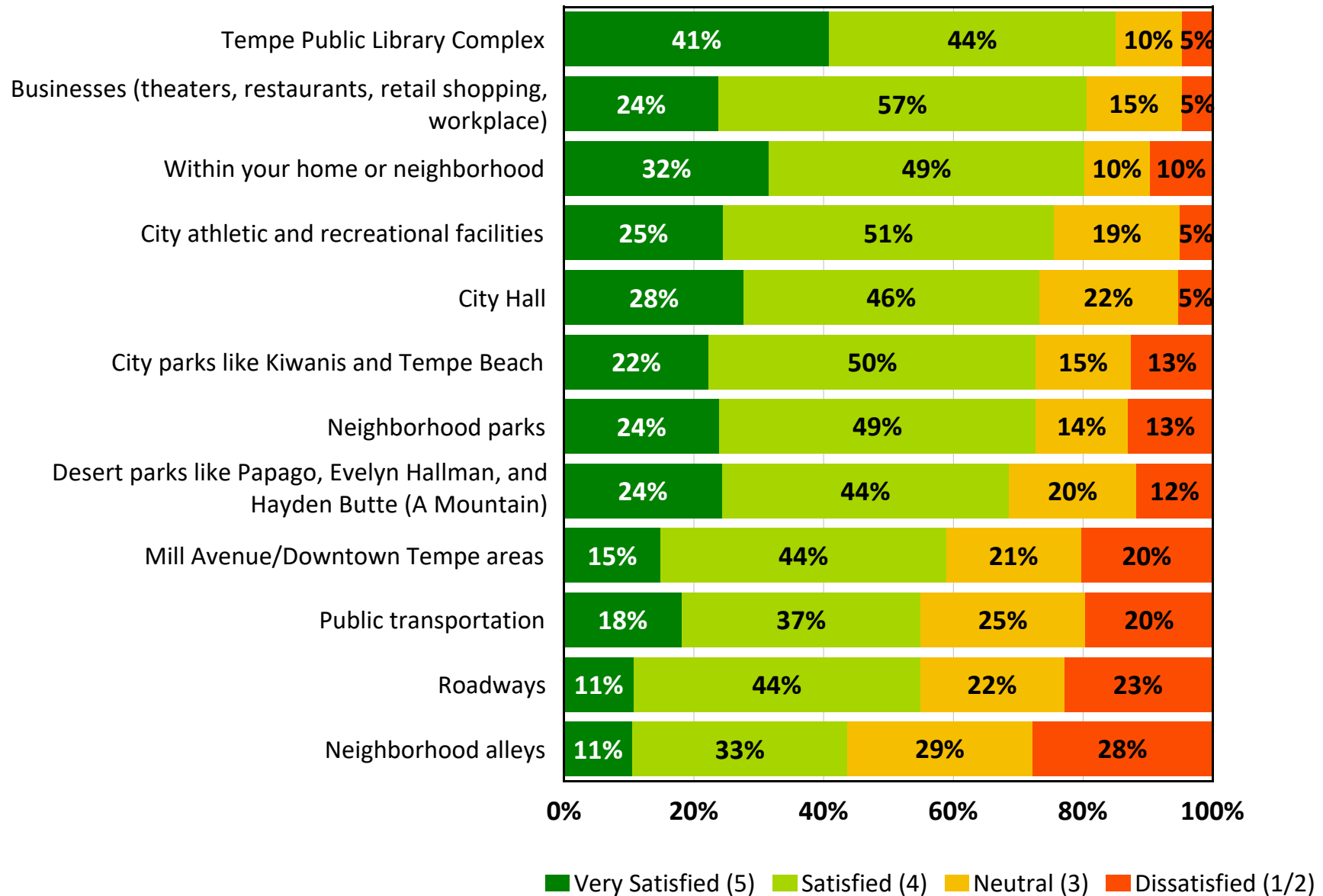
Q1. Satisfaction With Public Safety

by percentage of respondents (excluding "Don't Know" or "N/A" responses)



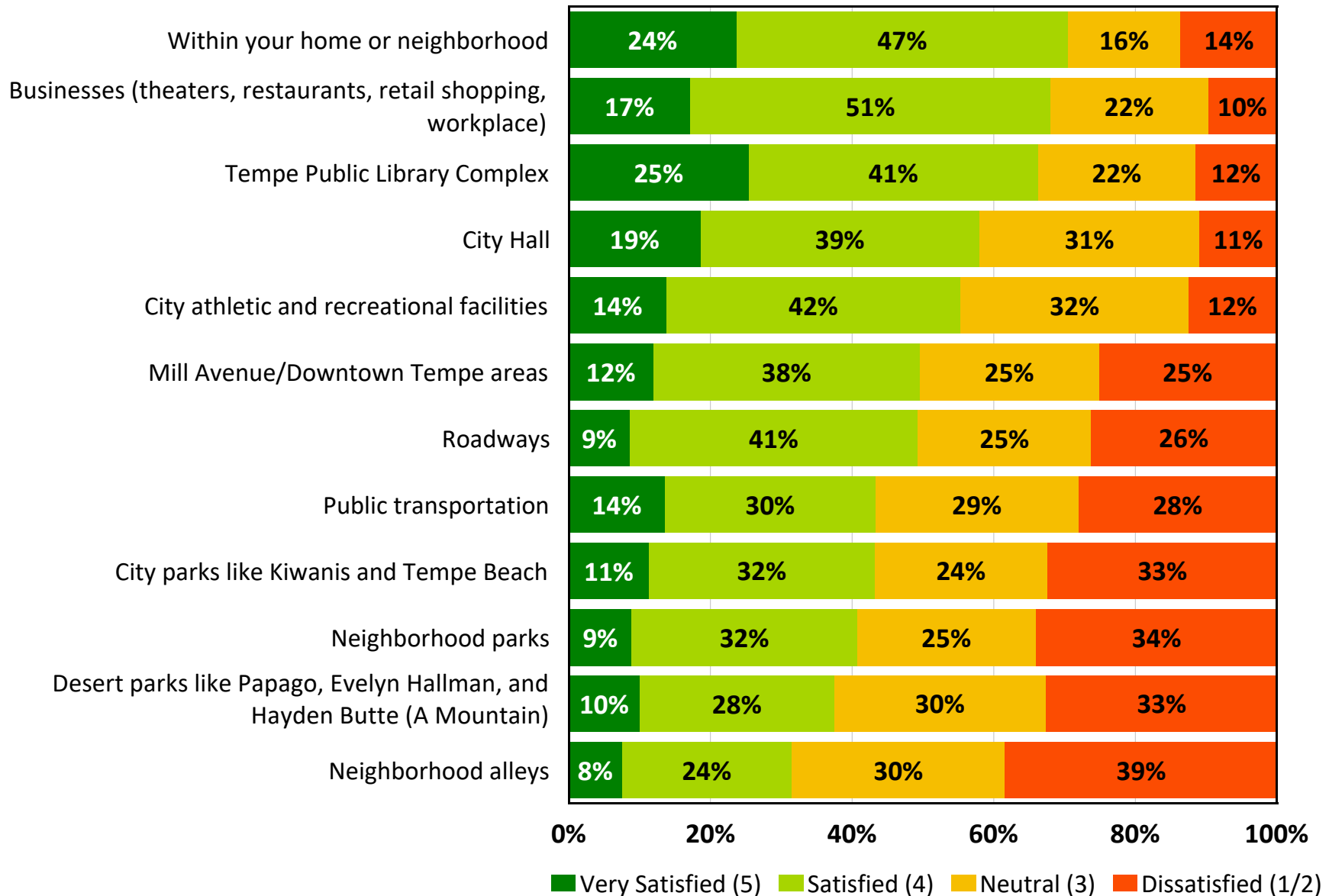
Q2. Feeling of Safety During the Day in the Following Places:

by percentage of respondents (excluding "Don't Know" or "N/A" responses)



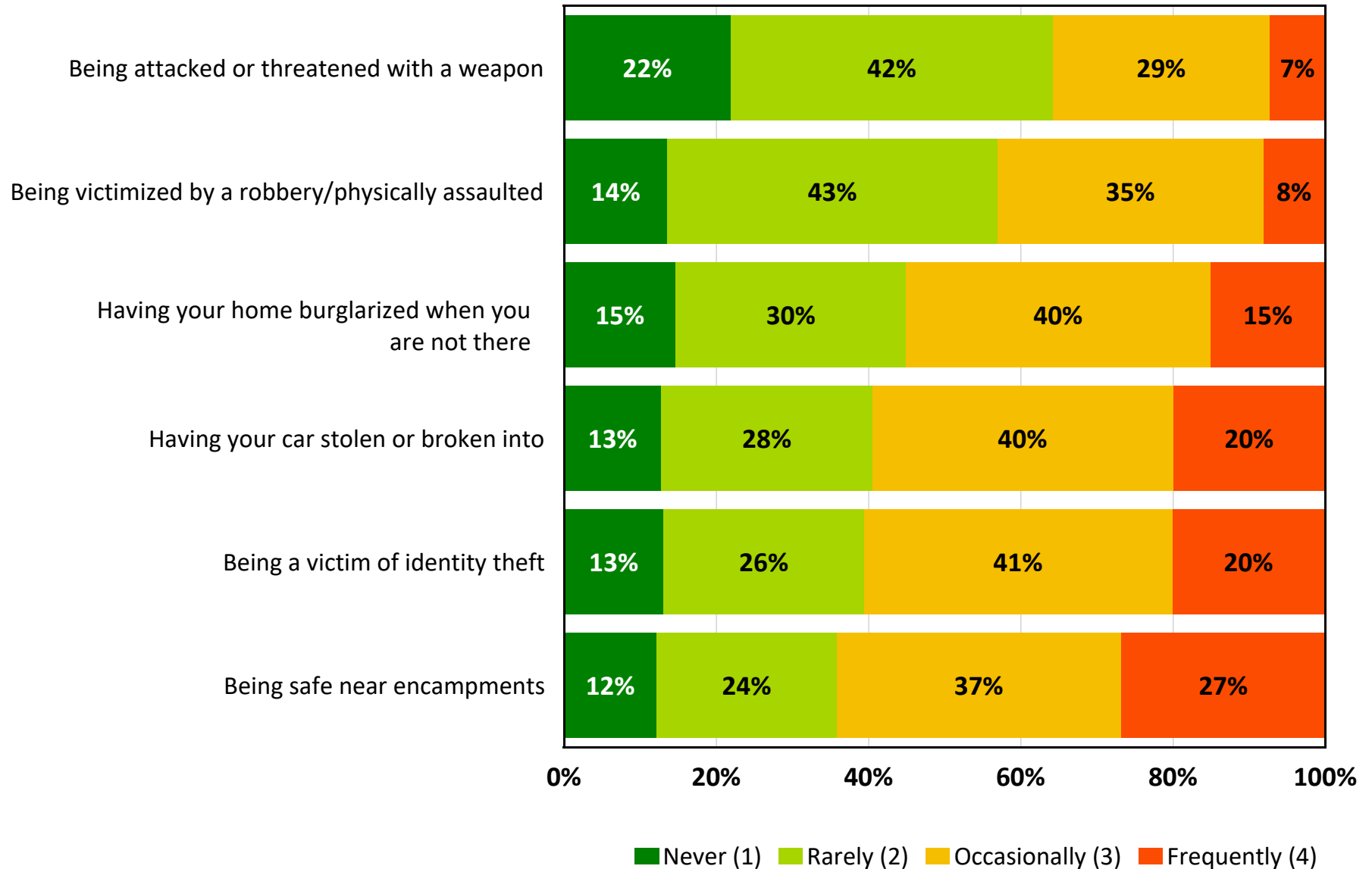
Q2. Feeling of Safety At Night in the Following Places:

by percentage of respondents (excluding "Don't Know" or "N/A" responses)



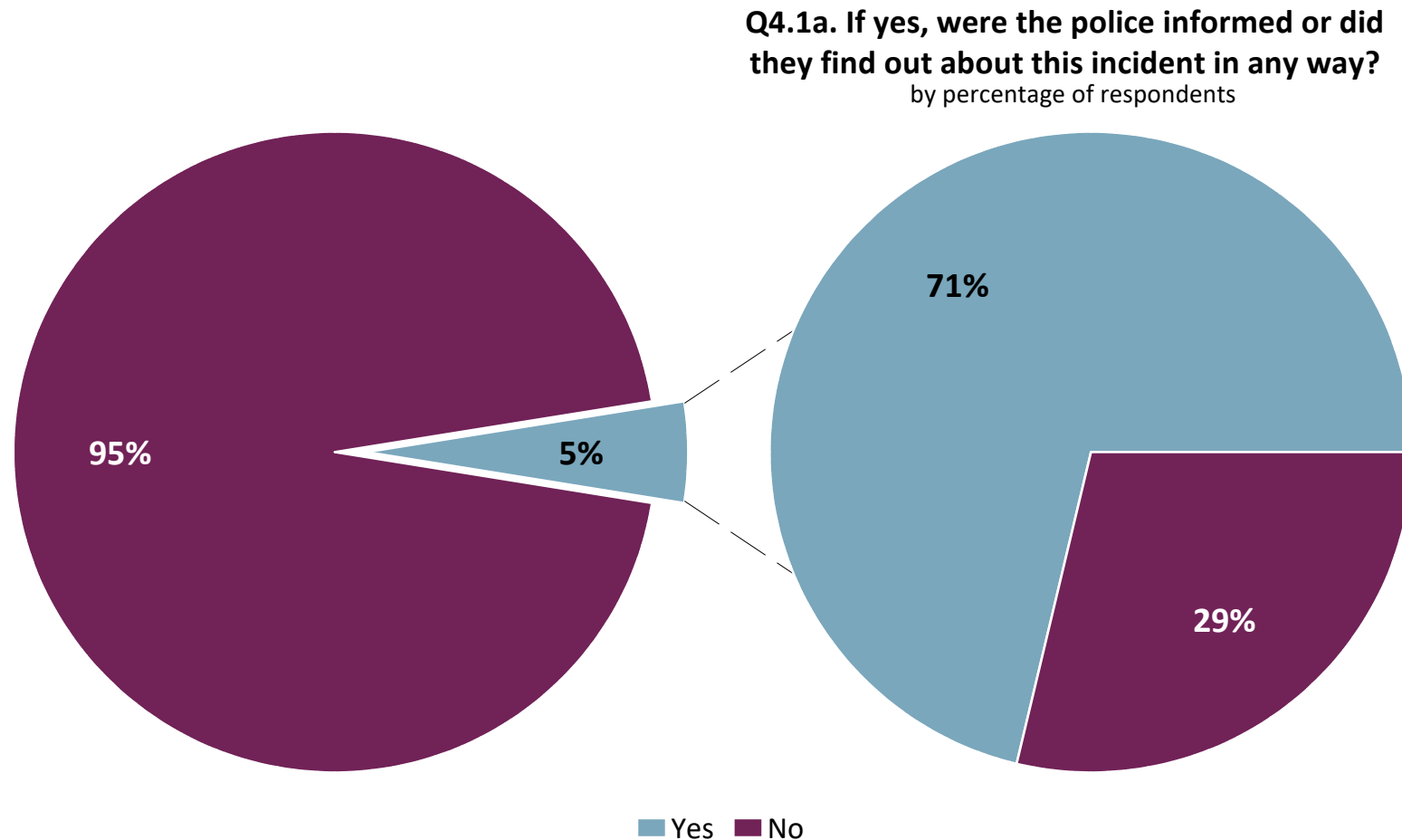
Q3. How Often Residents Worry About Each of the Following:

by percentage of respondents (excluding "Don't Know" or "N/A" responses)



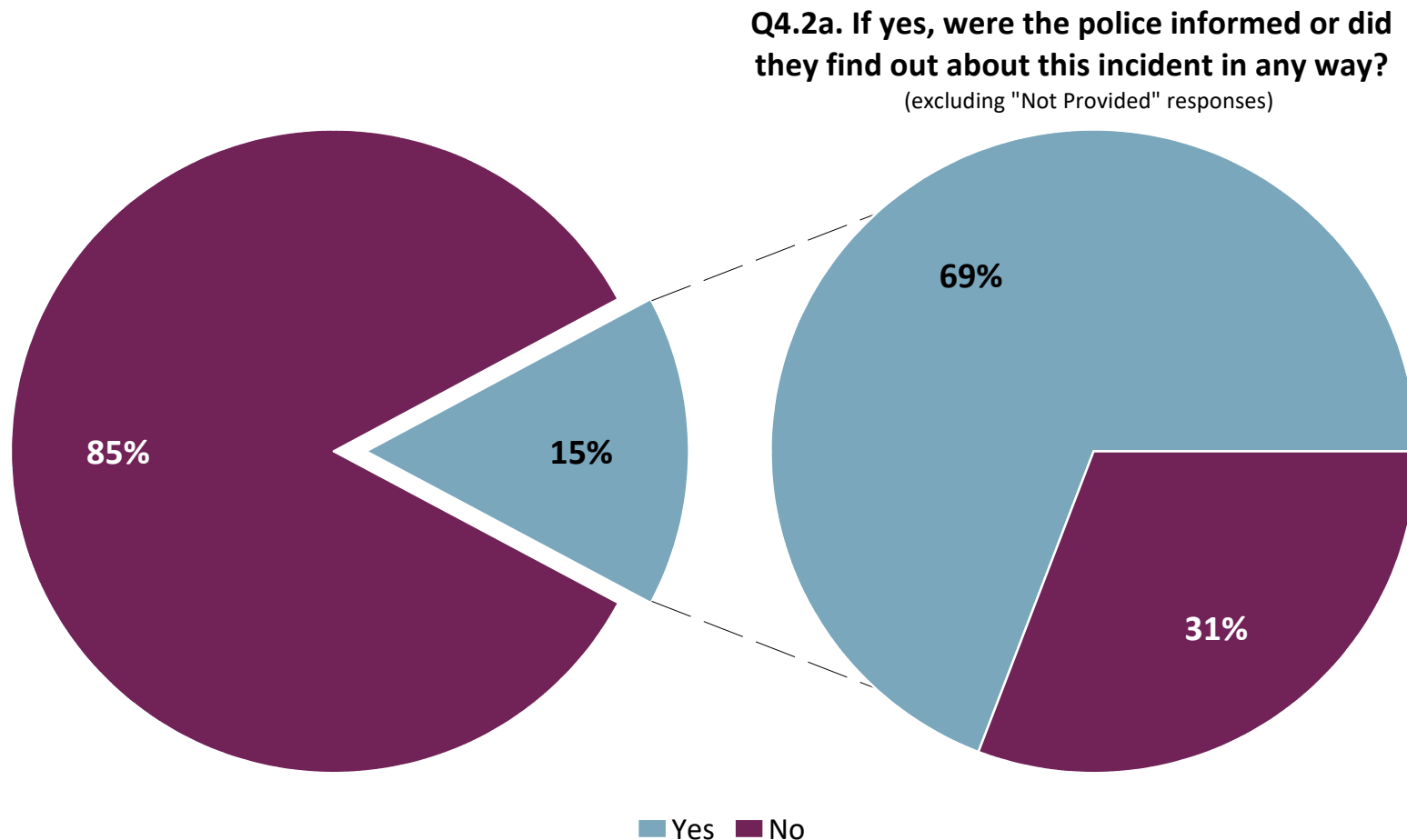
Q4.1. Have you been robbed, physically assaulted, or sexually assaulted in the past 6 months?

by percentage of respondents (excluding "Not Provided" responses)



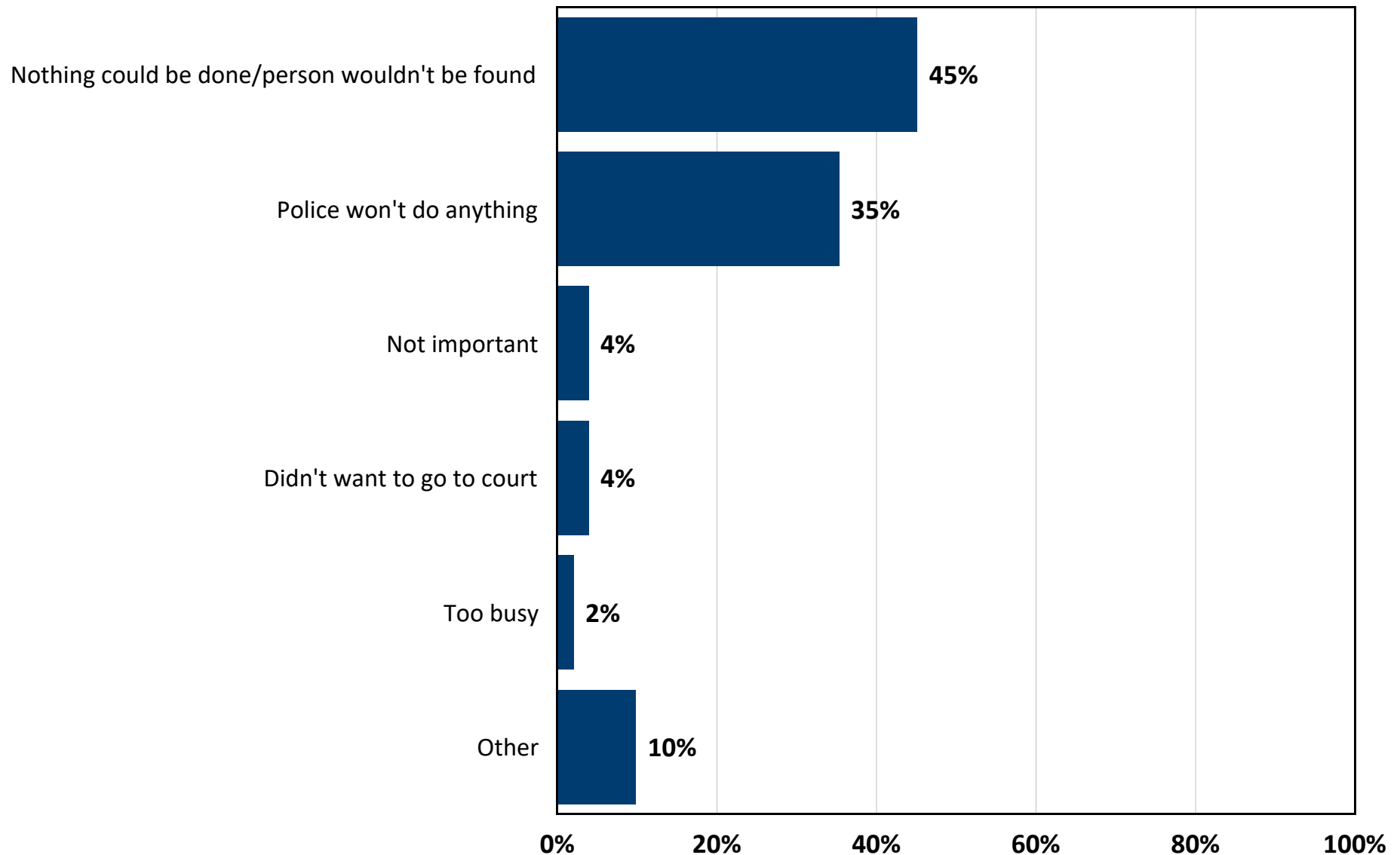
Q4.2. Has anyone in your household age 12 or older had a vehicle stolen, property or cash stolen, or has your household been burglarized in the past 6 months?

by percentage of respondents (excluding "Not Provided" responses)



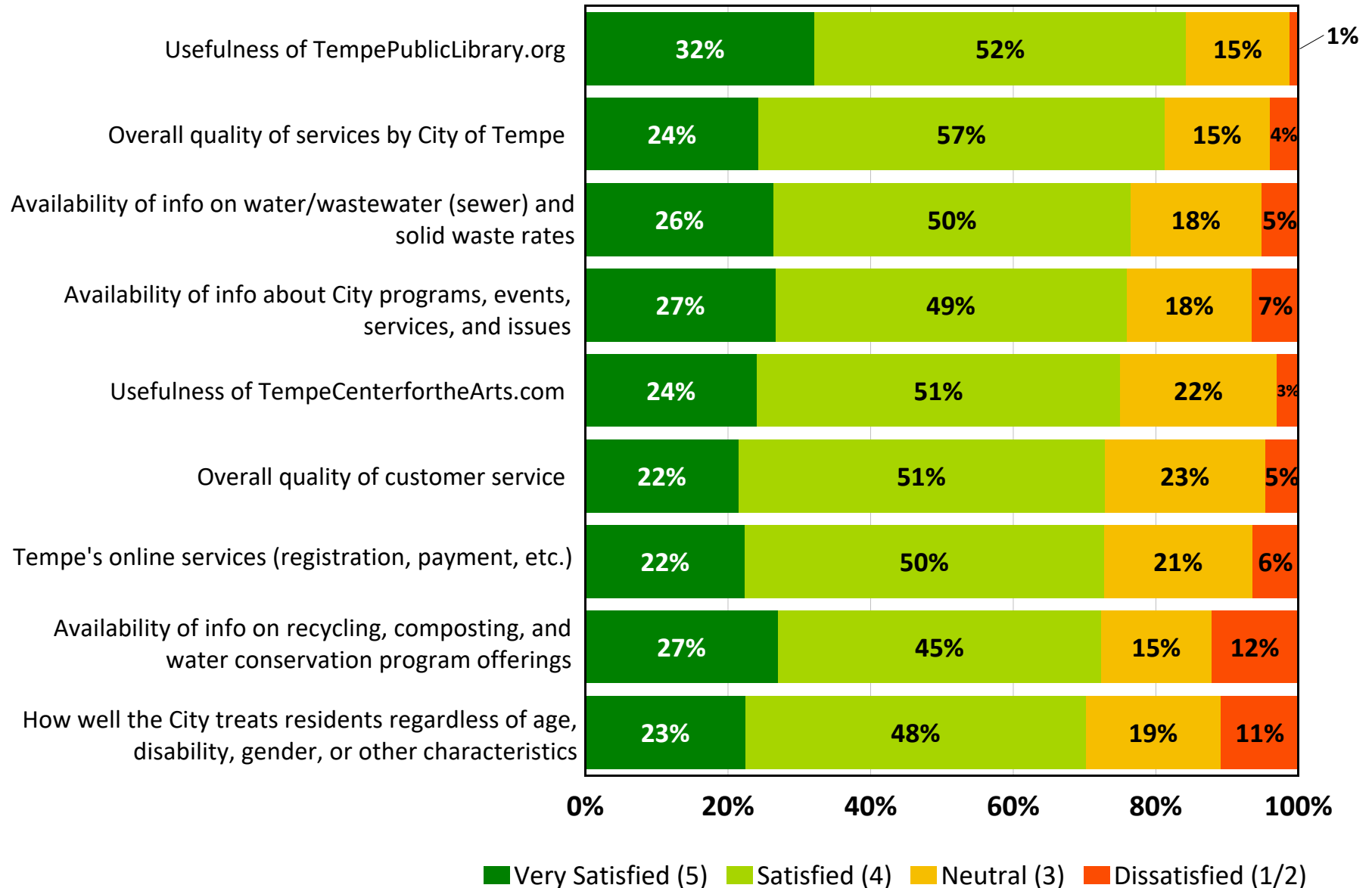
Q4a. What was the reason it was not reported to the police?

by percentage of respondents (excluding "Not Provided" responses - multiple selections could be made)



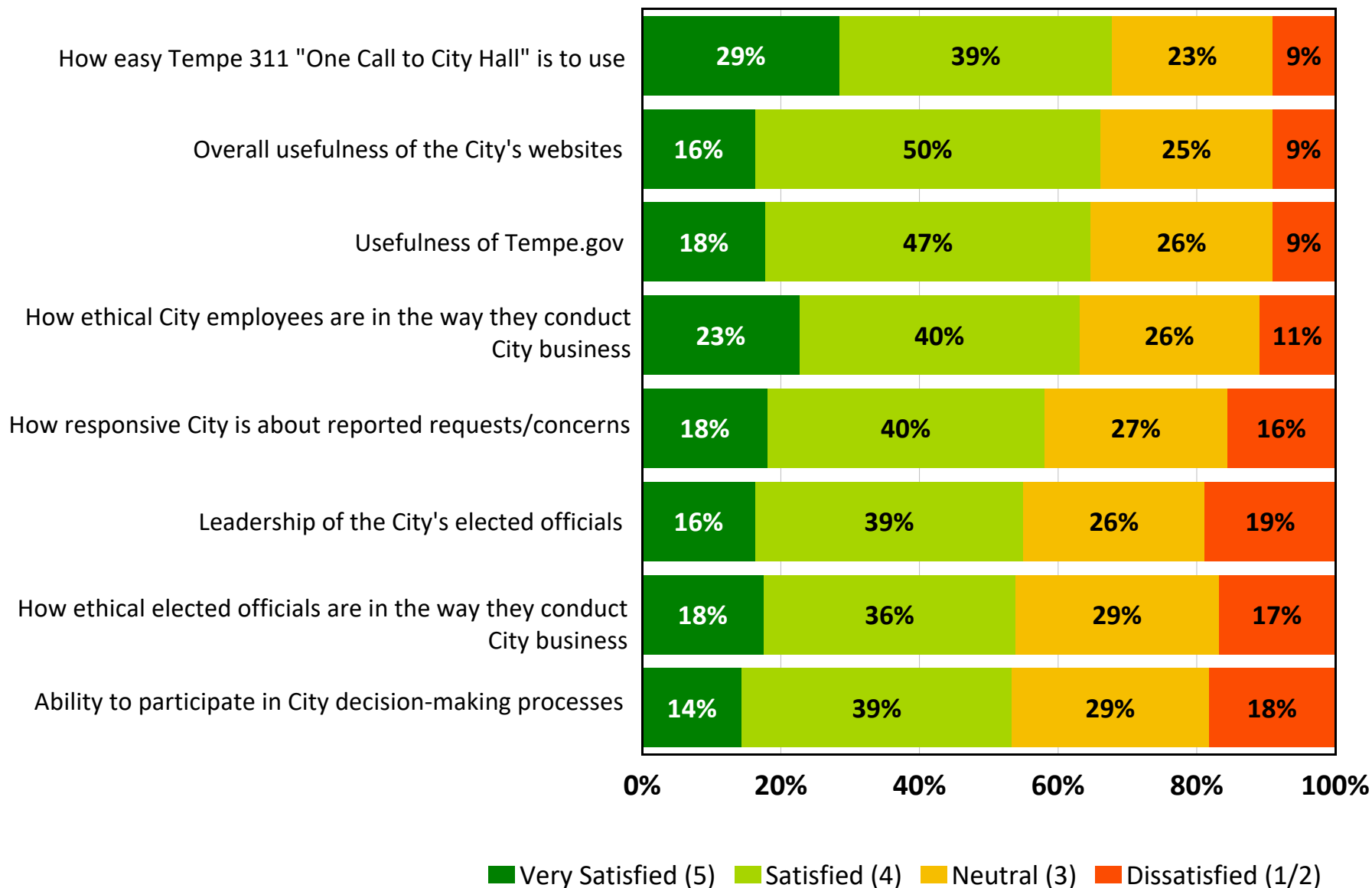
Q6. Satisfaction With Various Perceptions of the City (1/2)

by percentage of respondents (excluding "Don't Know" or "N/A" responses)



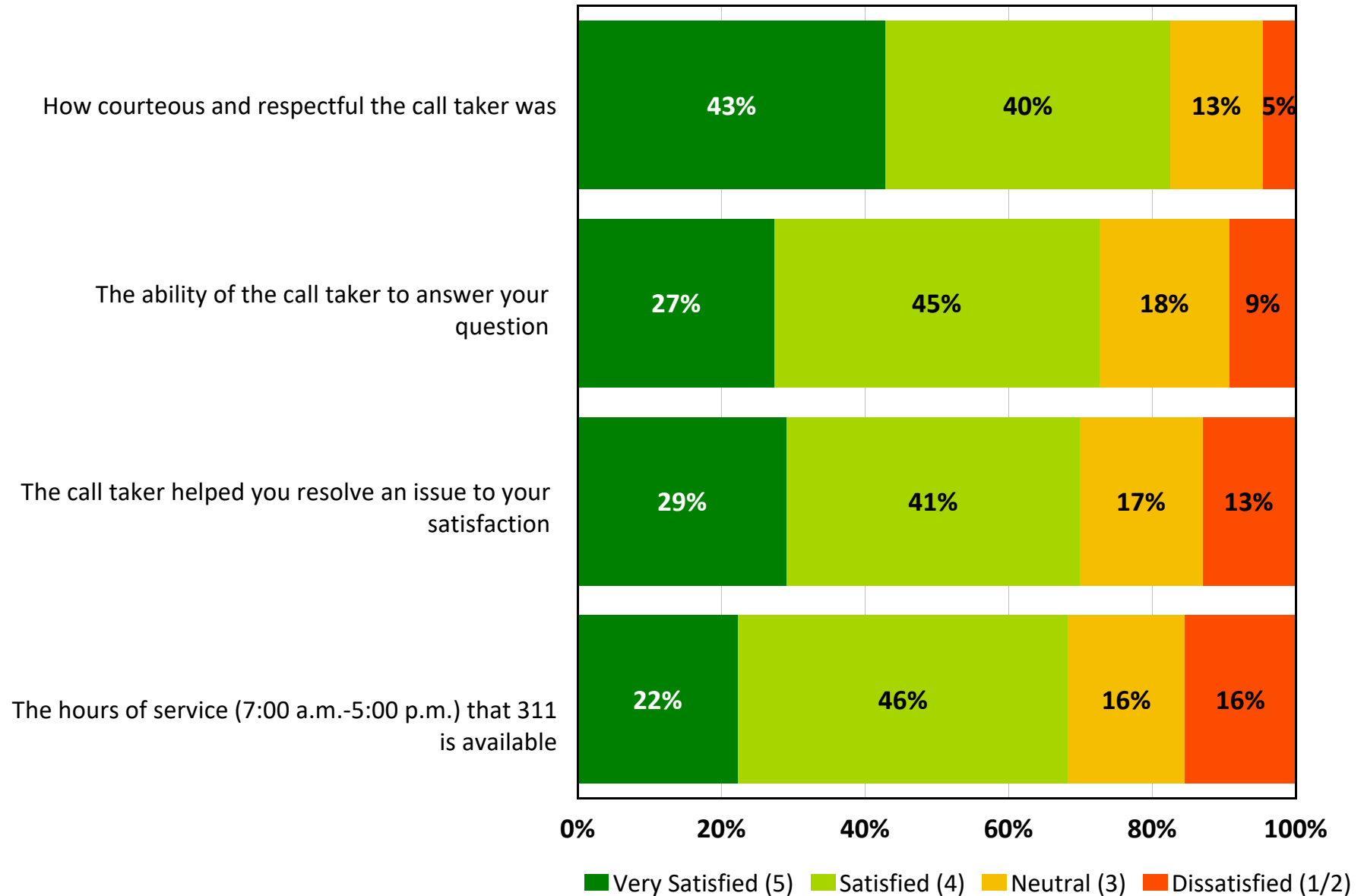
Q6. Satisfaction With Various Perceptions of the City (2/2)

by percentage of respondents (excluding "Don't Know" or "N/A" responses)



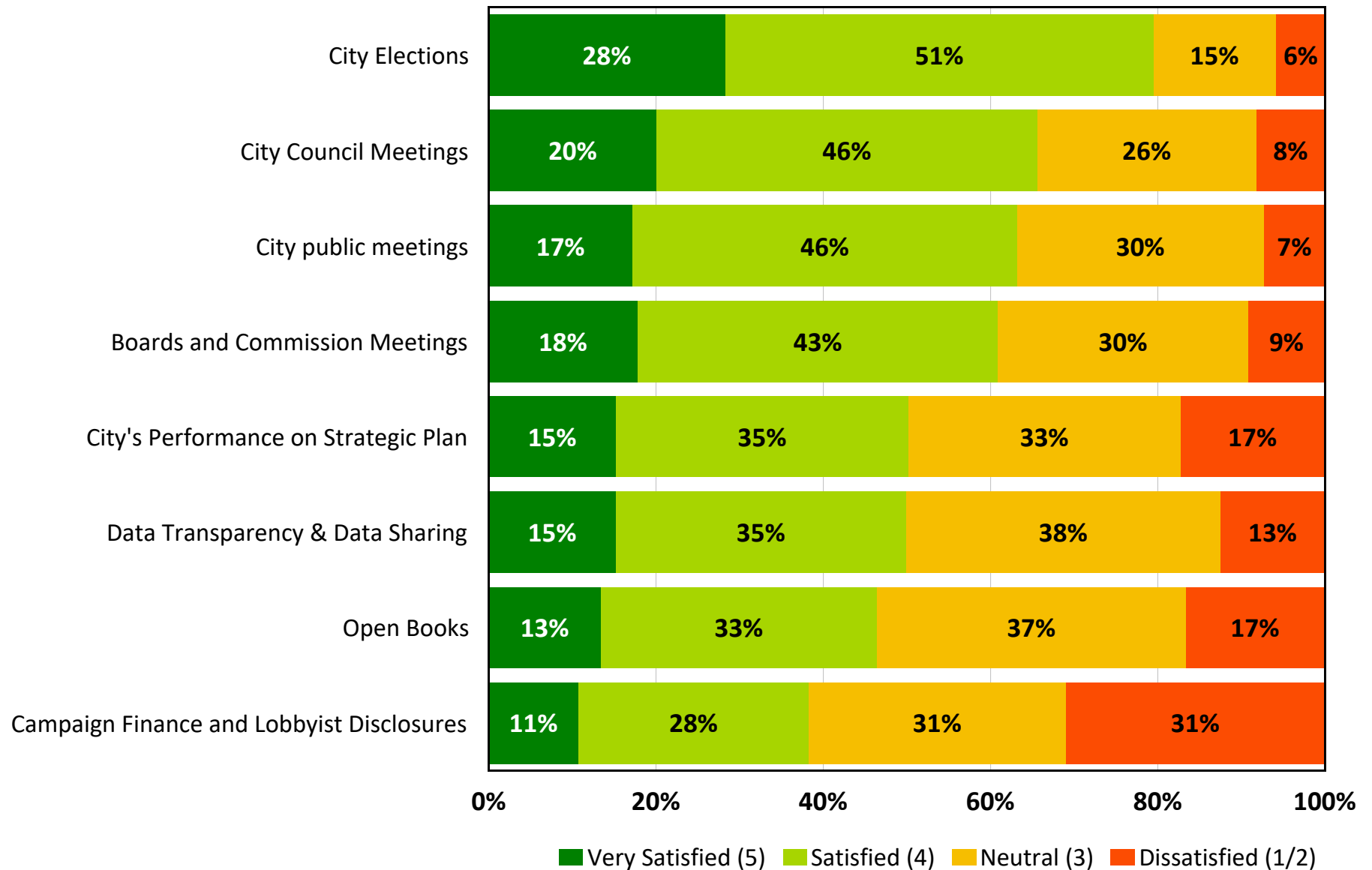
Q7. Satisfaction With Various Aspects of 3-1-1 Service

by percentage of respondents who have contacted 311 (excluding "Don't Know" or "N/A" responses)



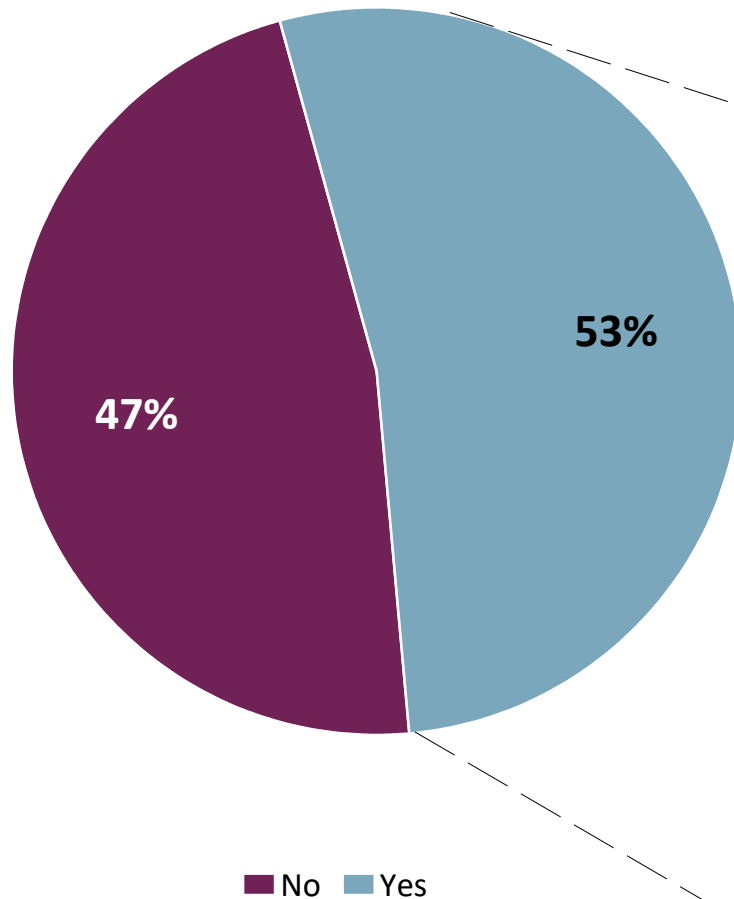
Q8. Satisfaction With the Ease of Access to the Following

by percentage of respondents (excluding "Don't Know" or "N/A" responses)



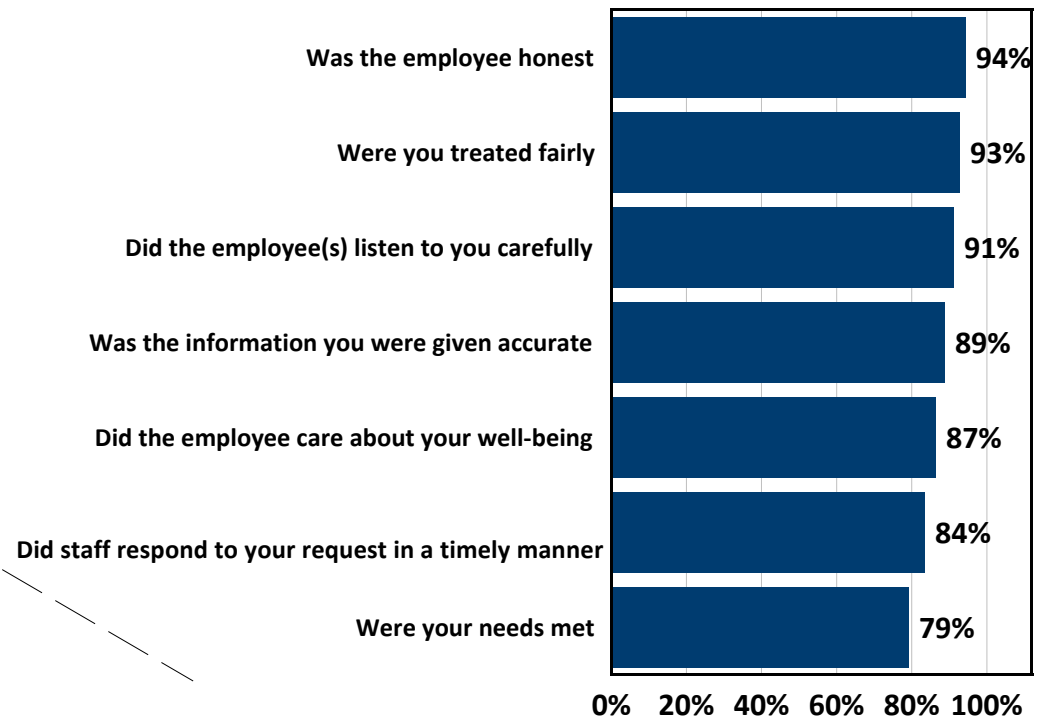
Q9. Have you contacted the City of Tempe during the past year?

by percentage of respondents (excluding "Not Provided" responses)



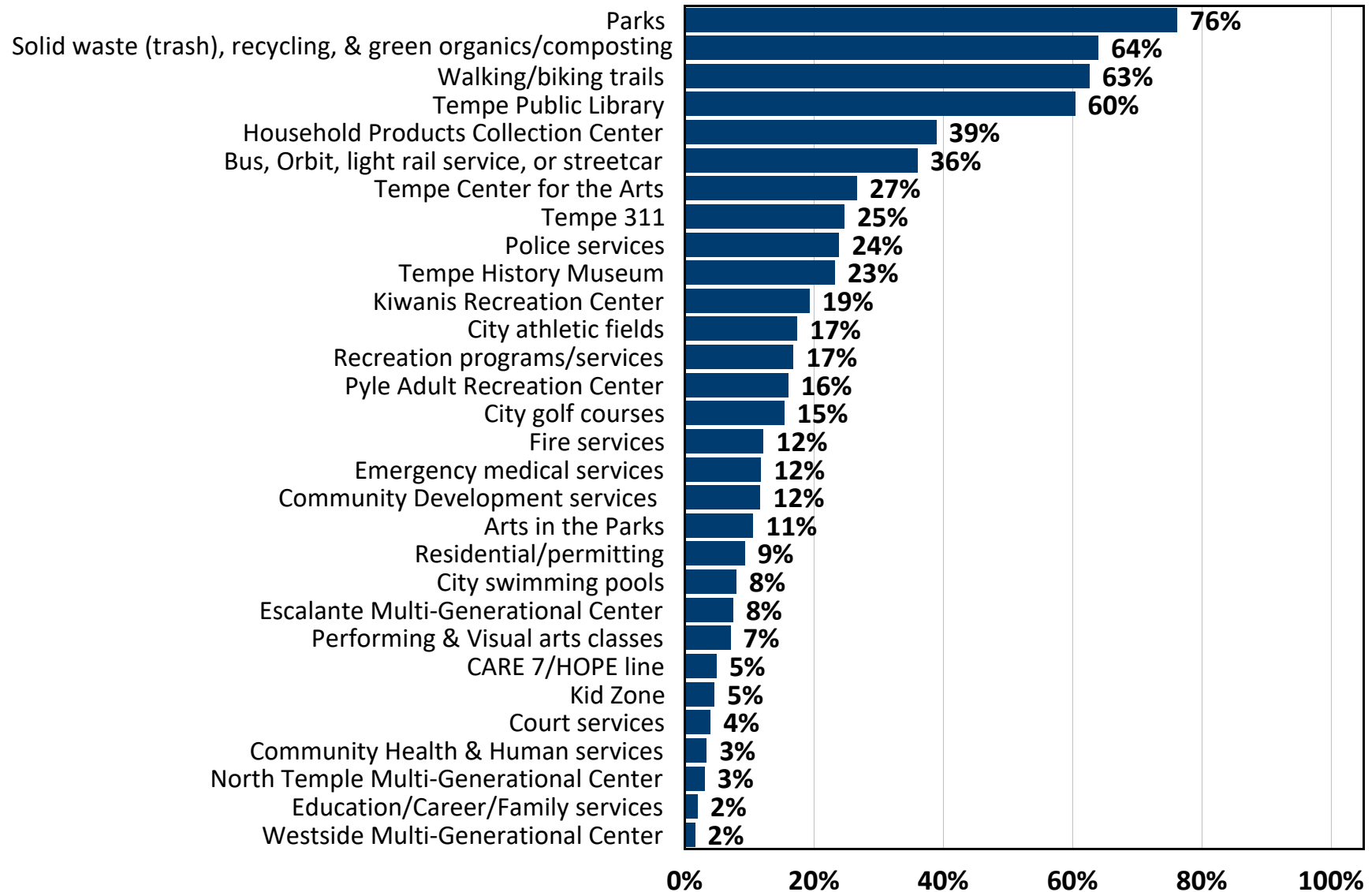
Q9a. If yes, please answer the following questions with regard to your overall experience

by percentage of respondents who answered "YES" (excluding "don't remember")



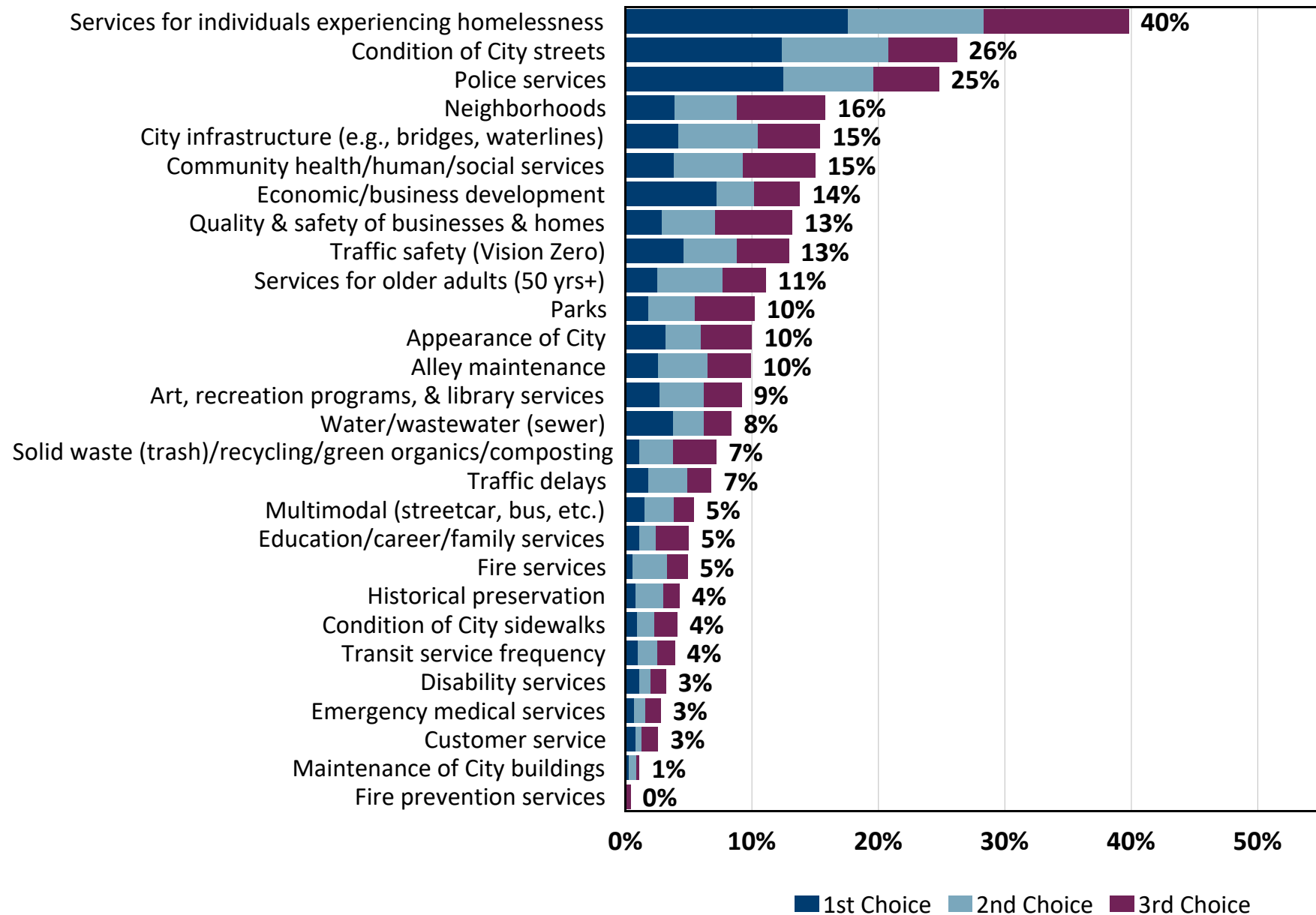
Q10. Use of City Services/Facilities by Respondents and Their Household Members During the Past 12 Months

by percentage of respondents (multiple selections could be made)



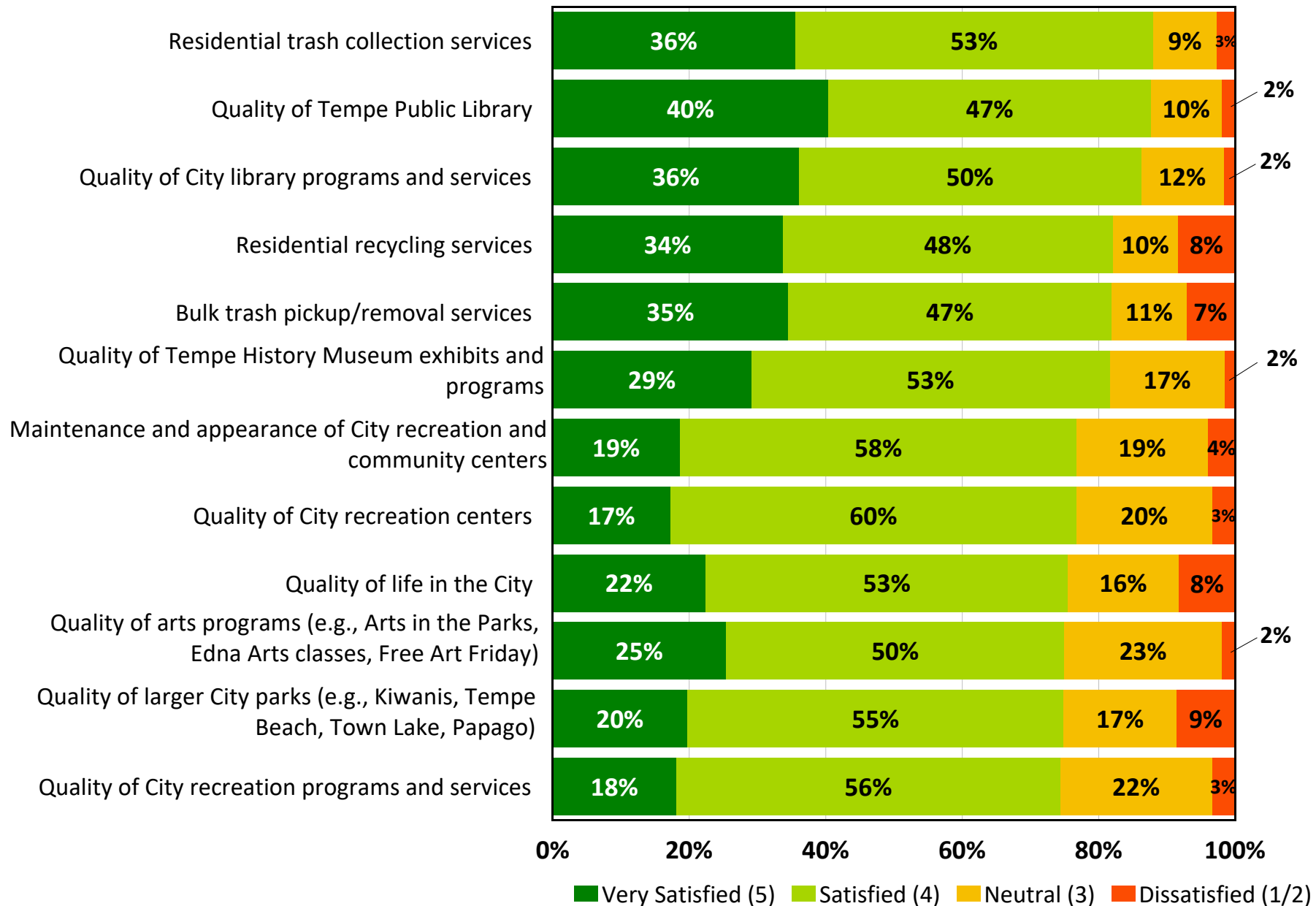
Q11. Top THREE Priorities for the City Over the Next Year

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



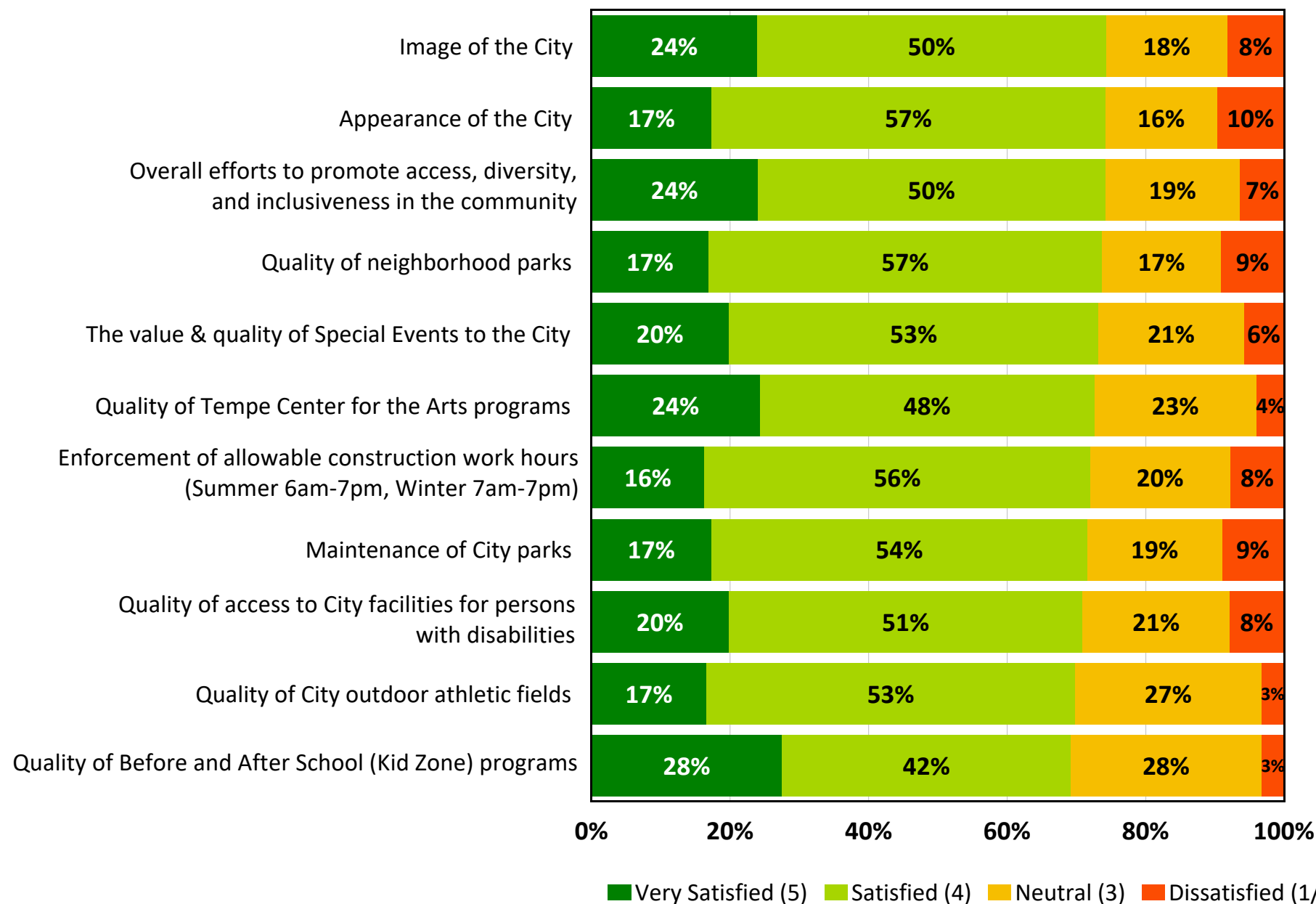
Q12. Satisfaction With Quality of Life and City Services (1/4)

by percentage of respondents (excluding "Don't Know" or "N/A" responses)



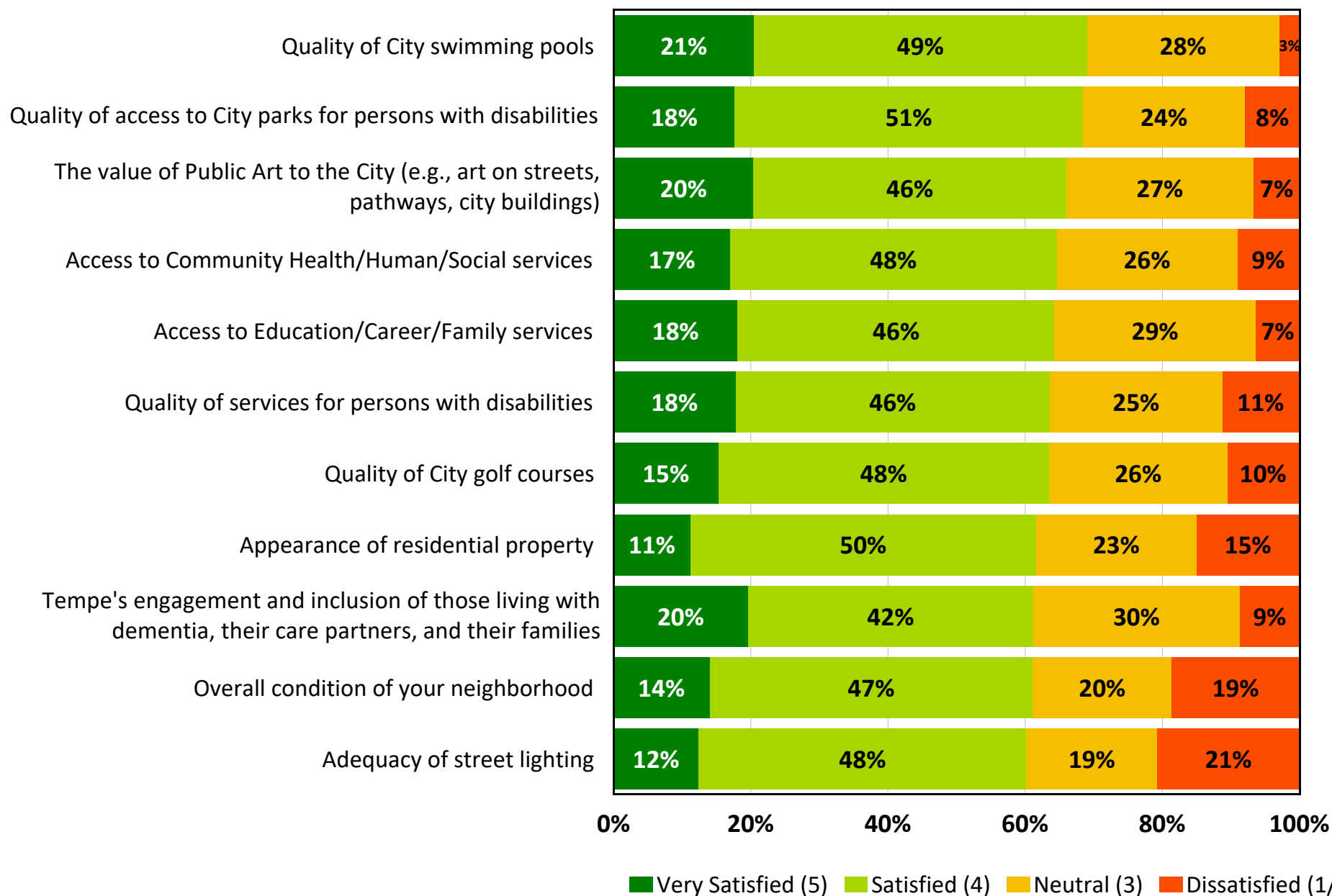
Q12. Satisfaction With Quality of Life and City Services (2/4)

by percentage of respondents (excluding "Don't Know" or "N/A" responses)



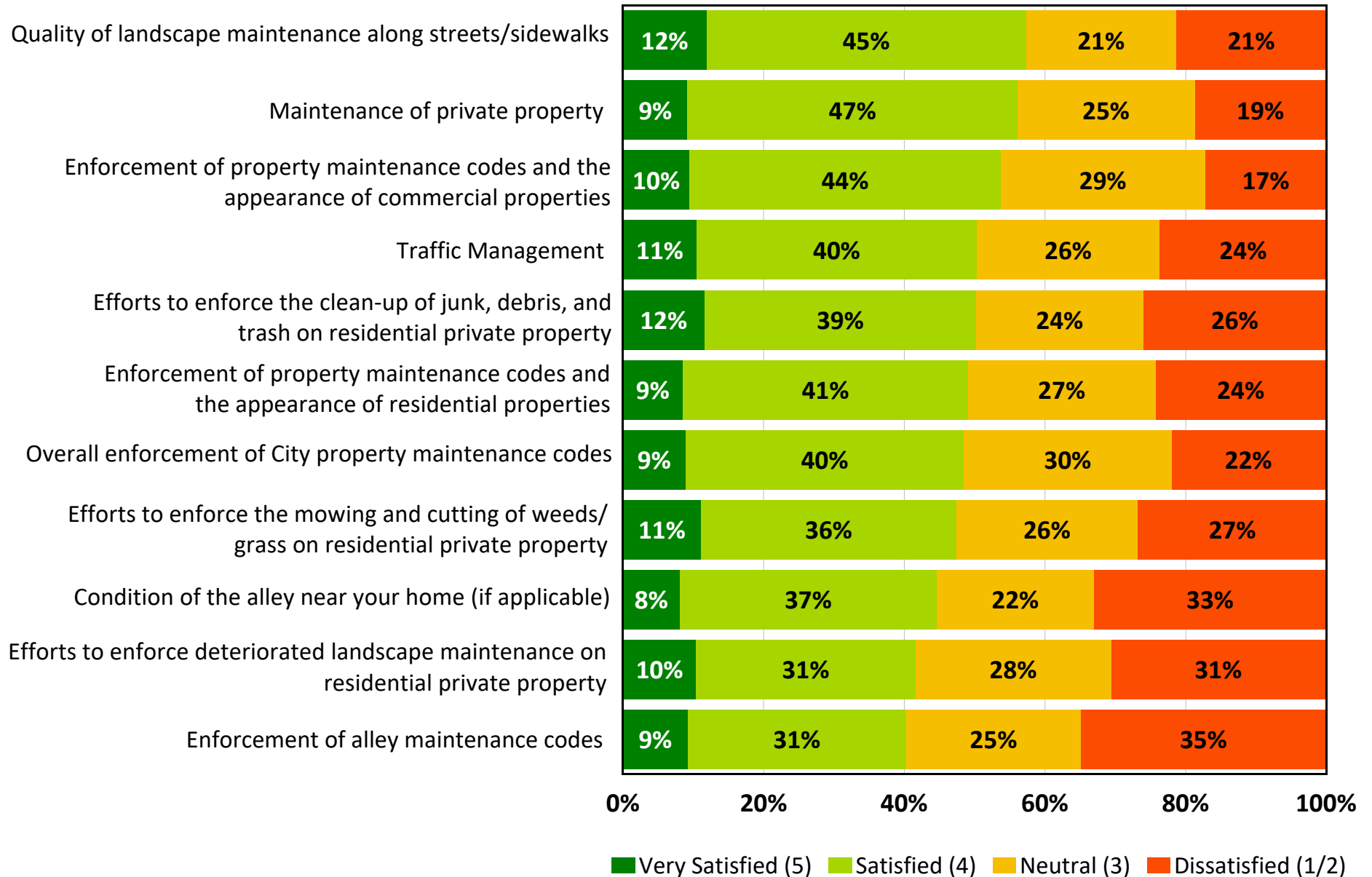
Q12. Satisfaction With Quality of Life and City Services (3/4)

by percentage of respondents (excluding "Don't Know" or "N/A" responses)



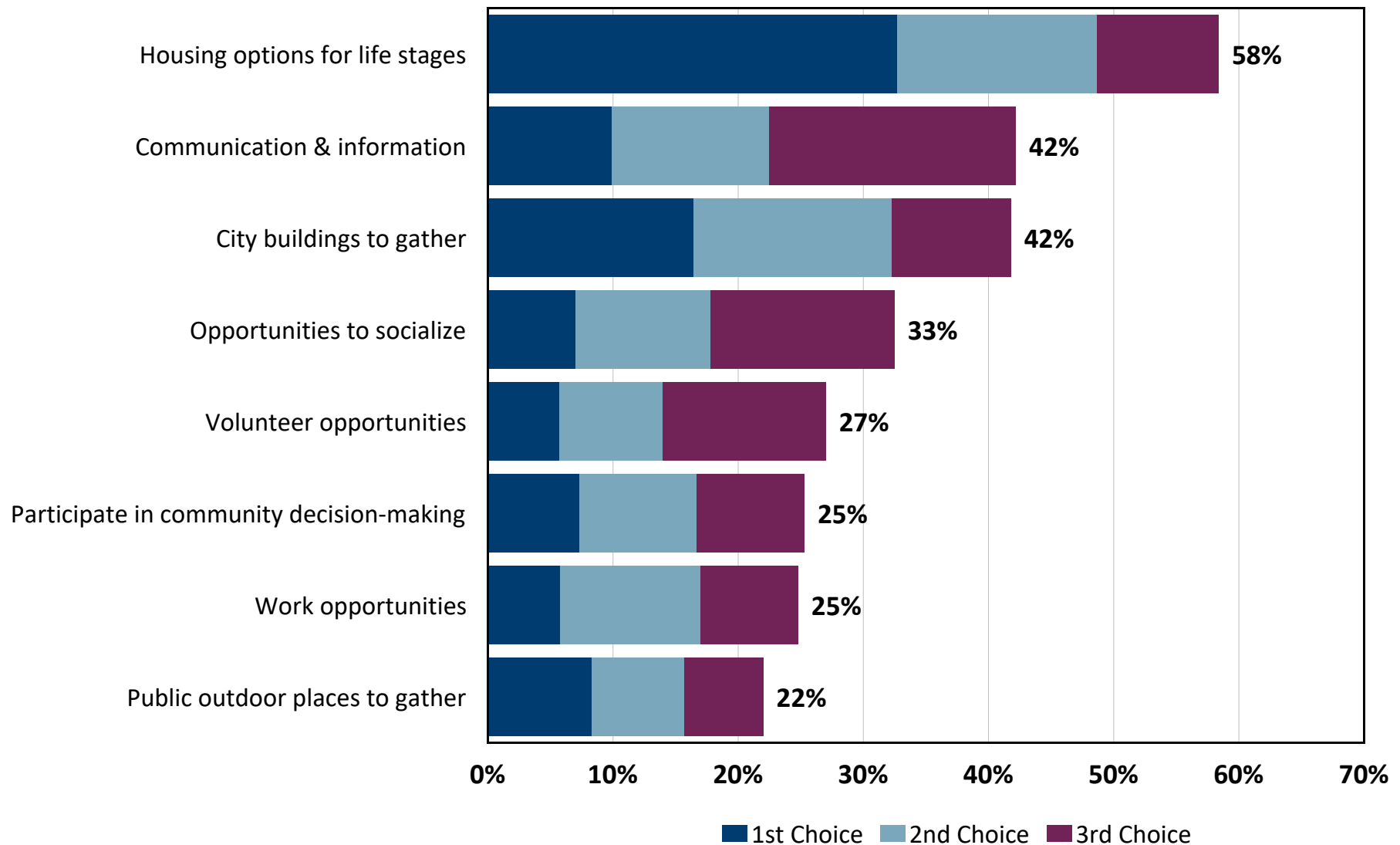
Q12. Satisfaction With Quality of Life and City Services (4/4)

by percentage of respondents (excluding "Don't Know" or "N/A" responses)



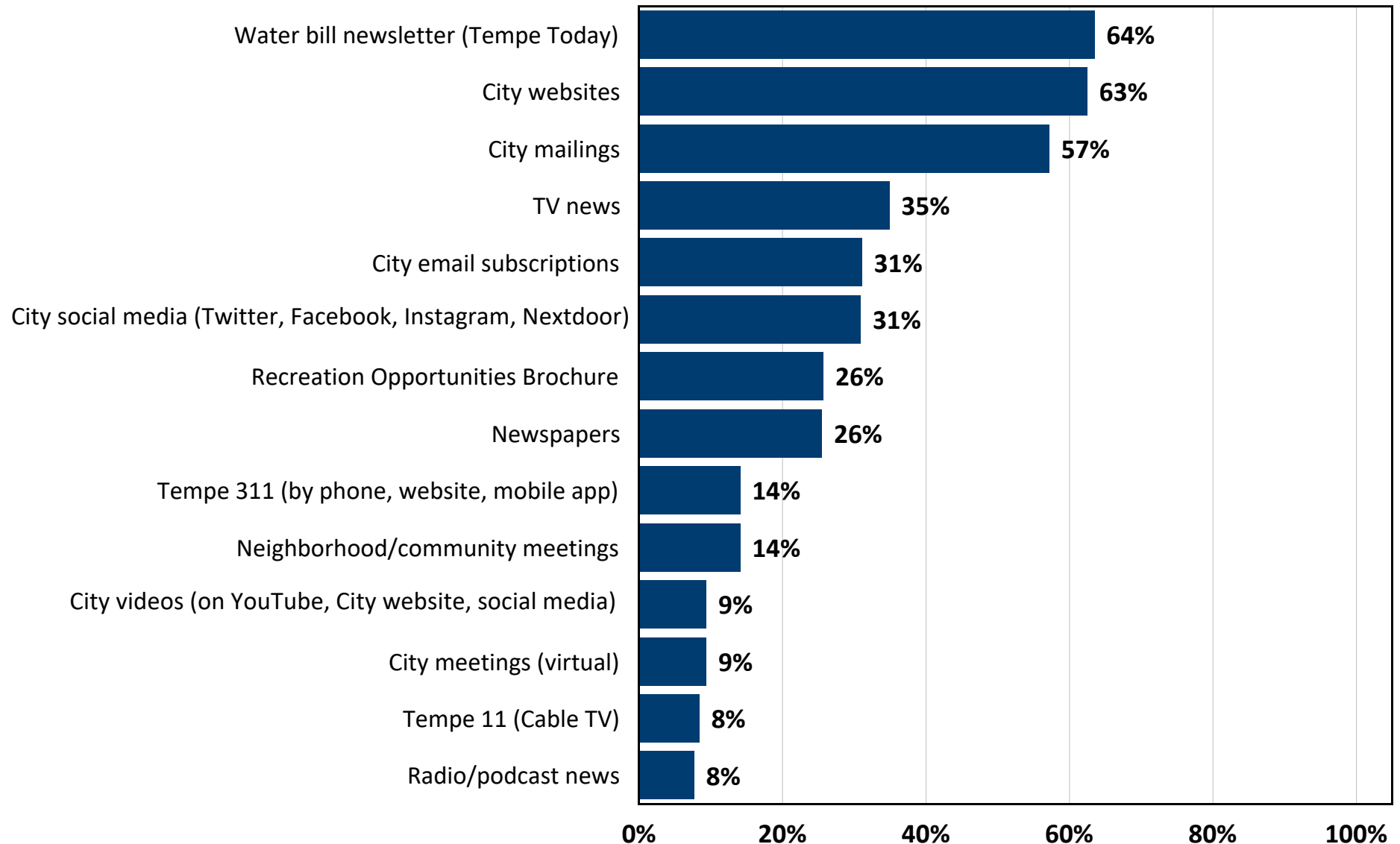
Q13. Top THREE Priorities for the City Over the Next Year to Support an Age-Friendly Community (50+ Years)

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



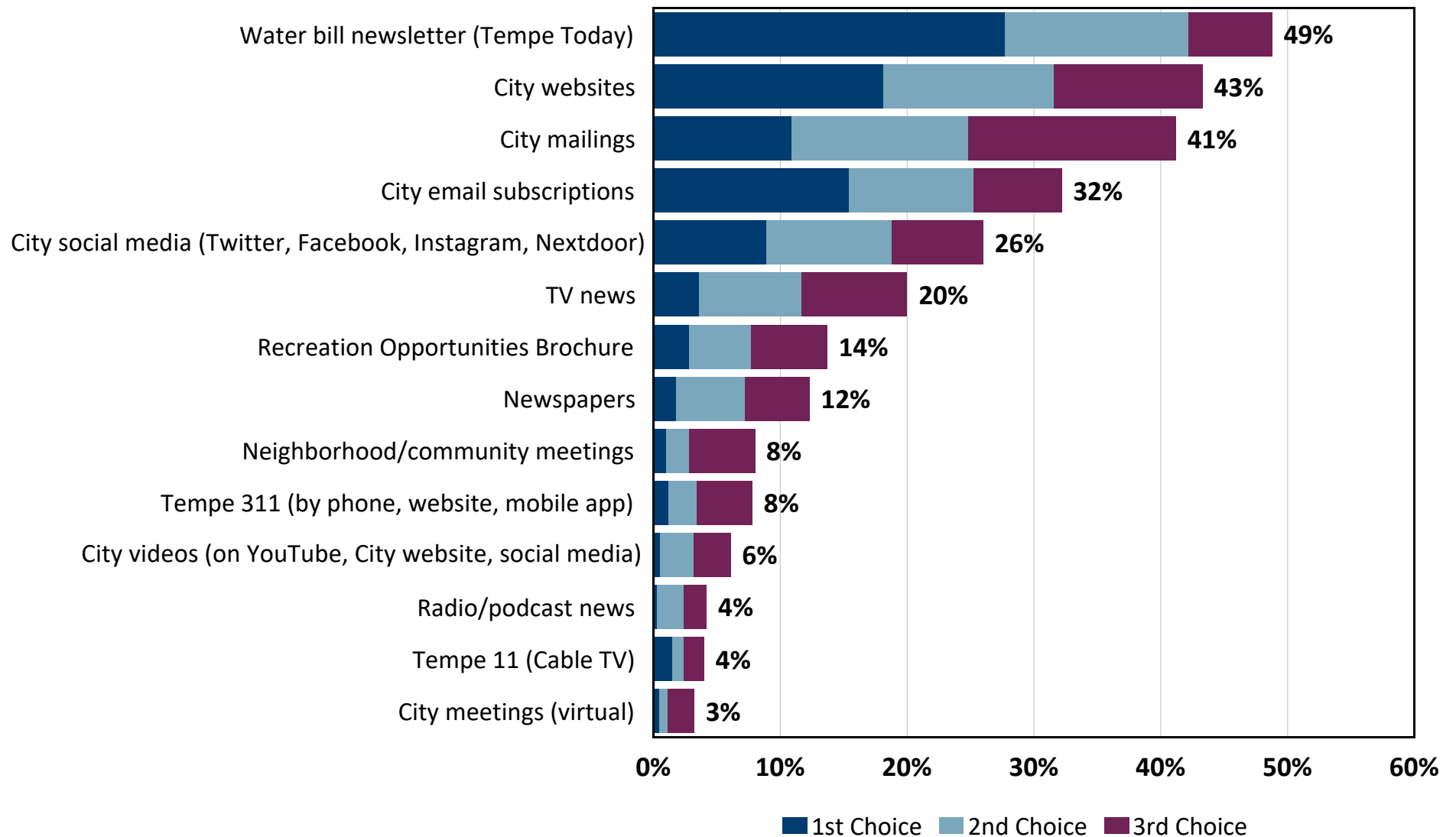
Q14. How Residents Get Information About the City of Tempe

by percentage of respondents (multiple selections could be made)



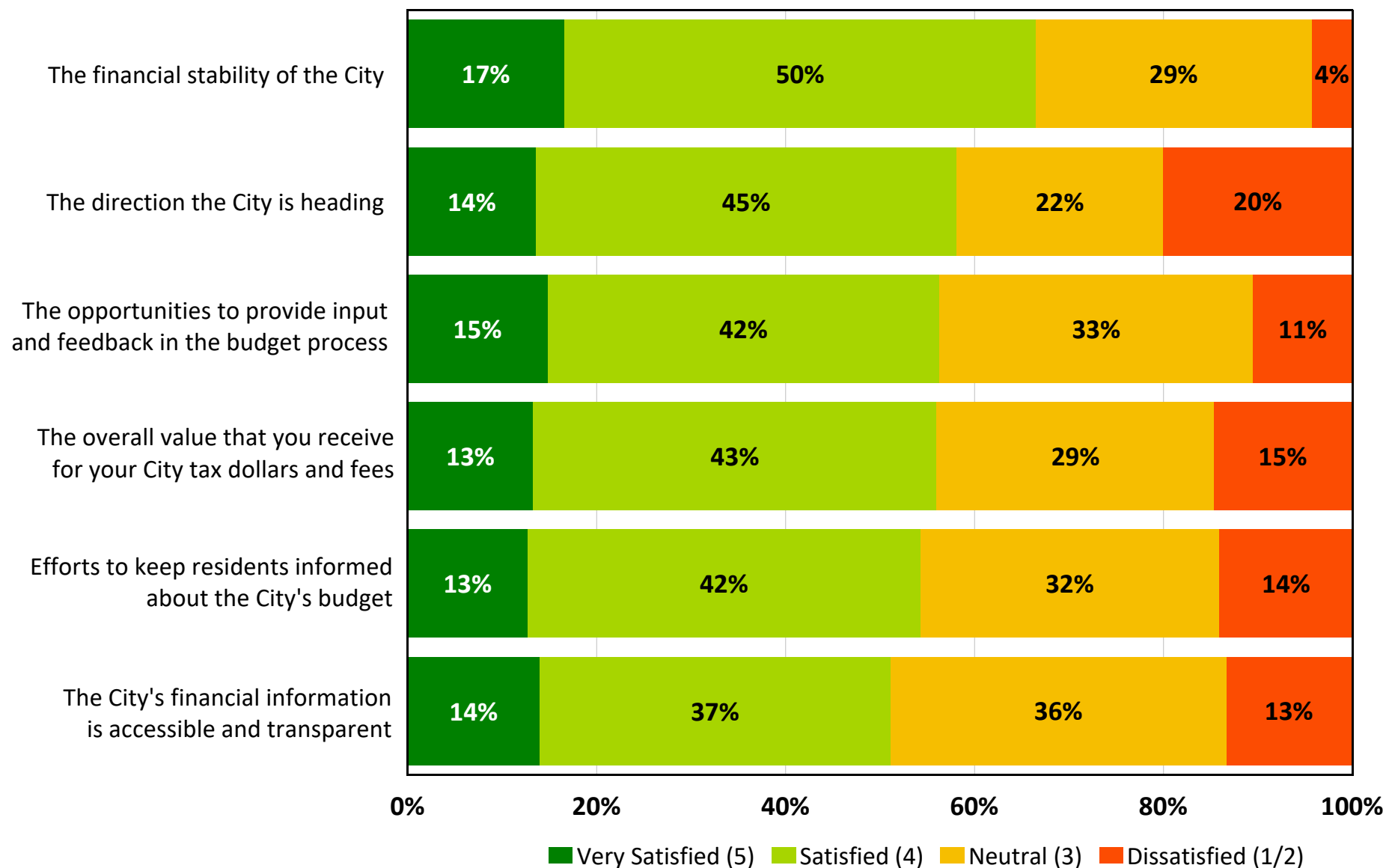
Q14a. Top THREE Sources Residents MOST PREFER to Use to Get Information About the City of Tempe

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



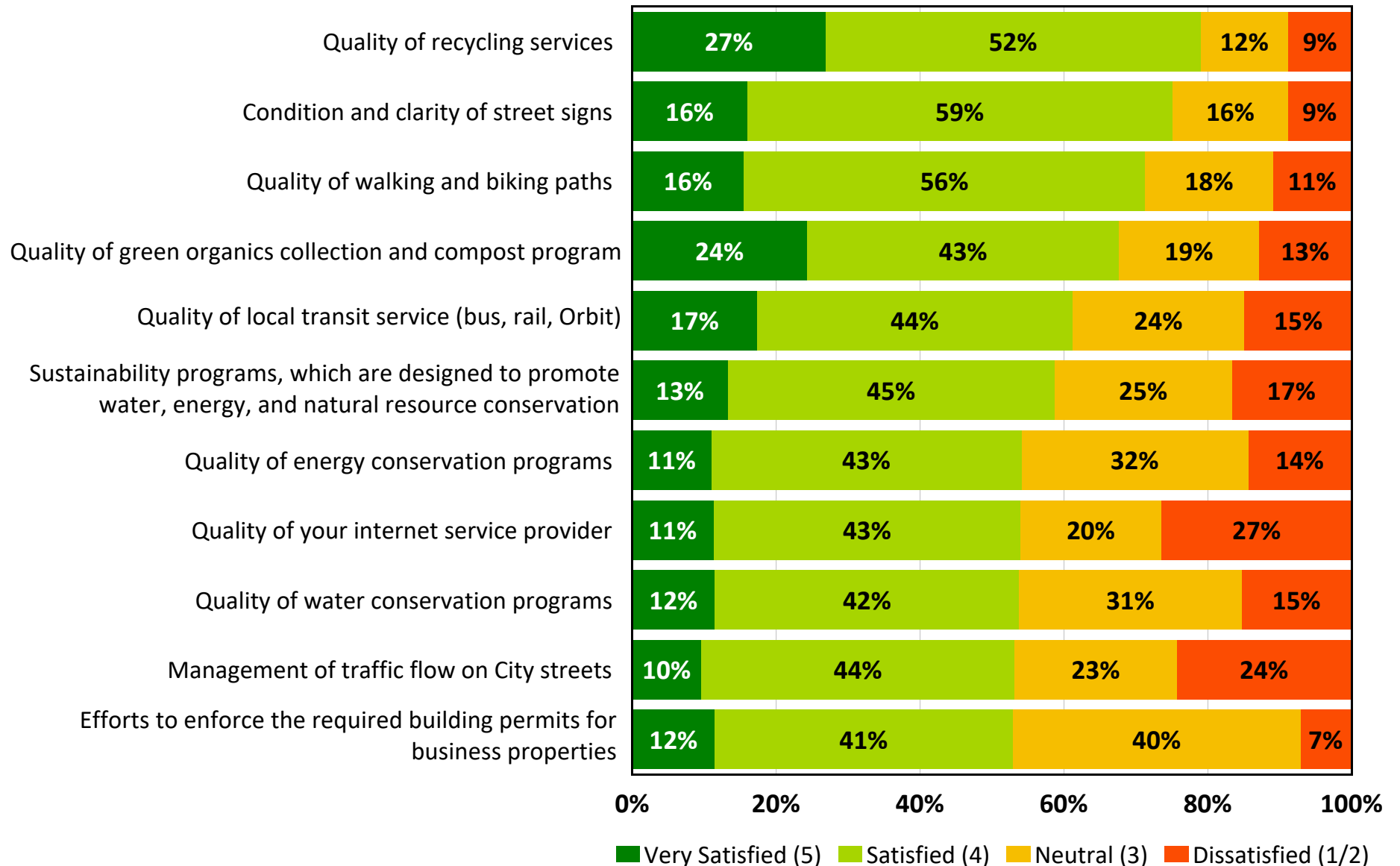
Q15. Satisfaction with Various Aspects of the City's Financial Stability and Vitality

by percentage of respondents (excluding "Don't Know" or "N/A" responses)



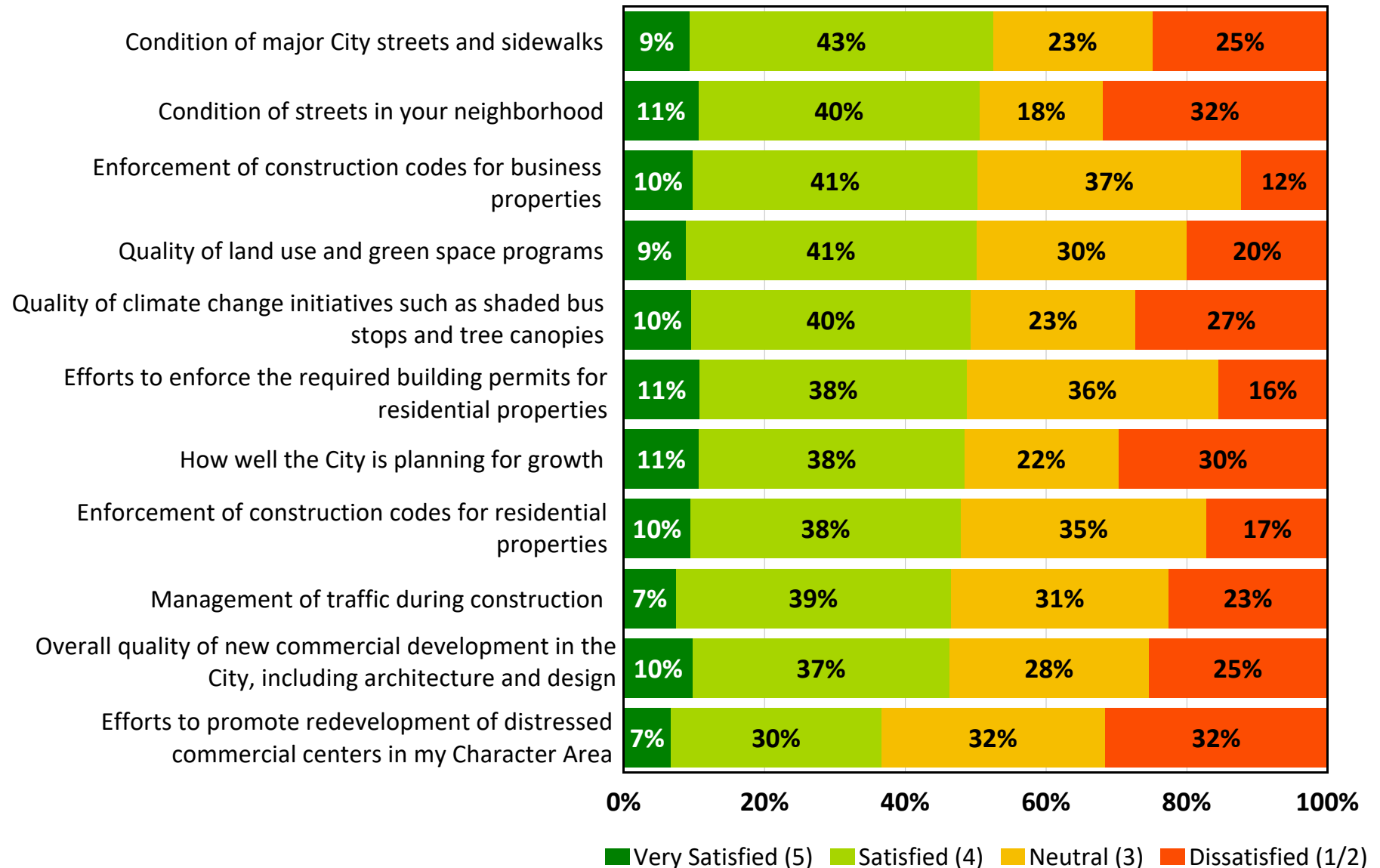
Q16. Satisfaction With Aspects of Sustainable Growth and Development (1/2)

by percentage of respondents (excluding "Don't Know" or "N/A" responses)



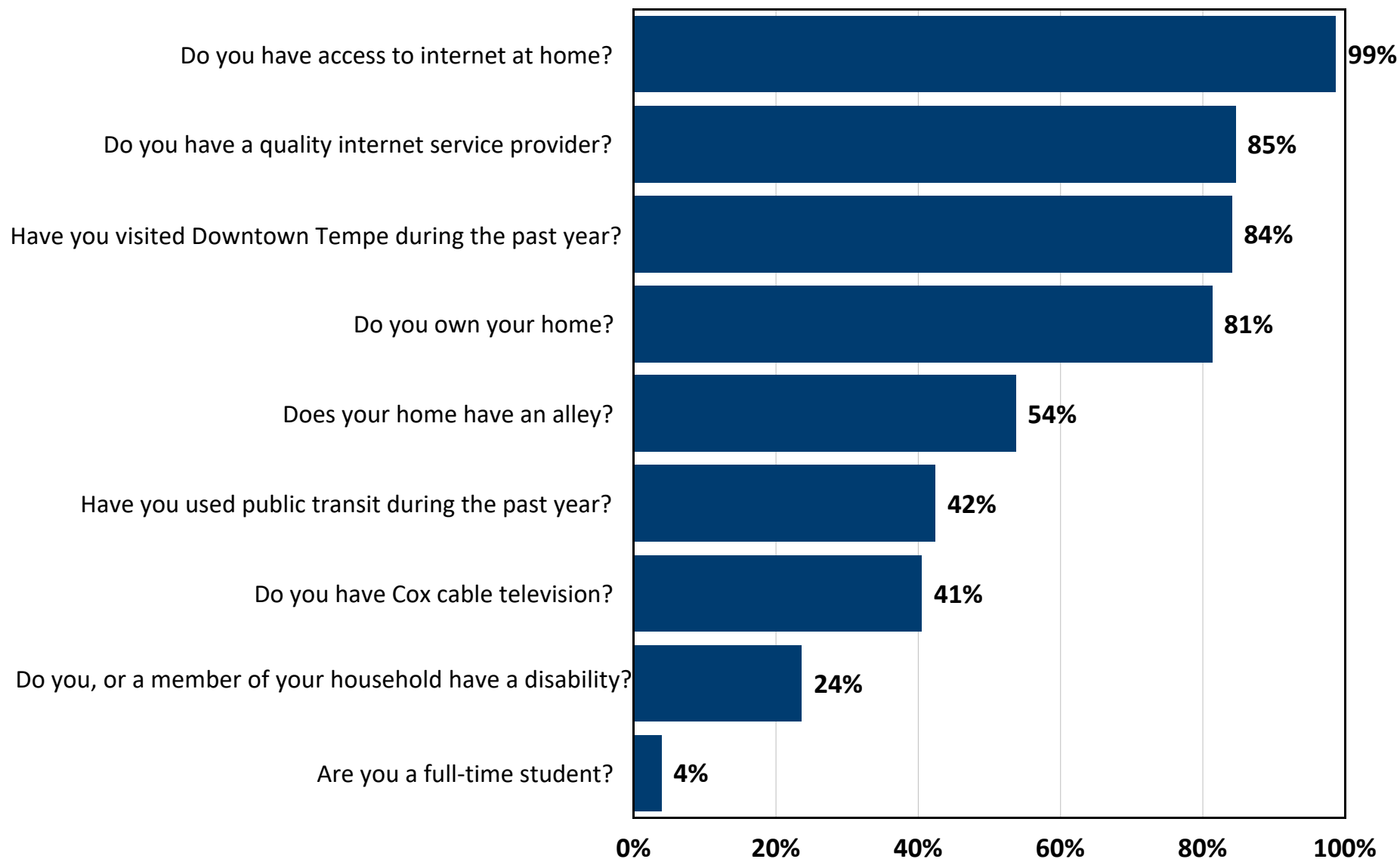
Q16. Satisfaction With Aspects of Sustainable Growth and Development (2/2)

by percentage of respondents (excluding "Don't Know" or "N/A" responses)



Q17. Please answer each of the following:

by percentage of respondents who answered "yes" (excluding "Not Provided" responses)

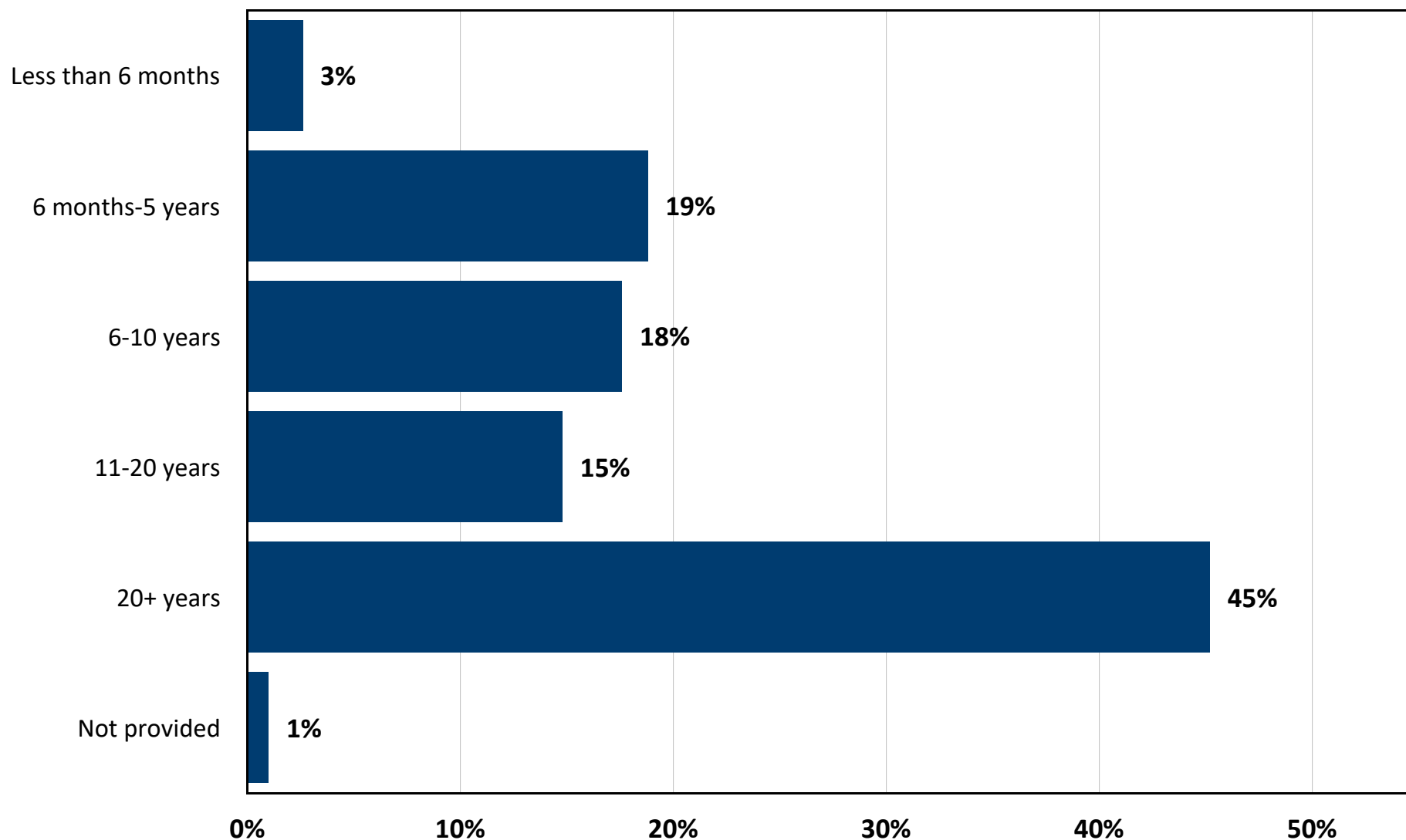




Demographic Information

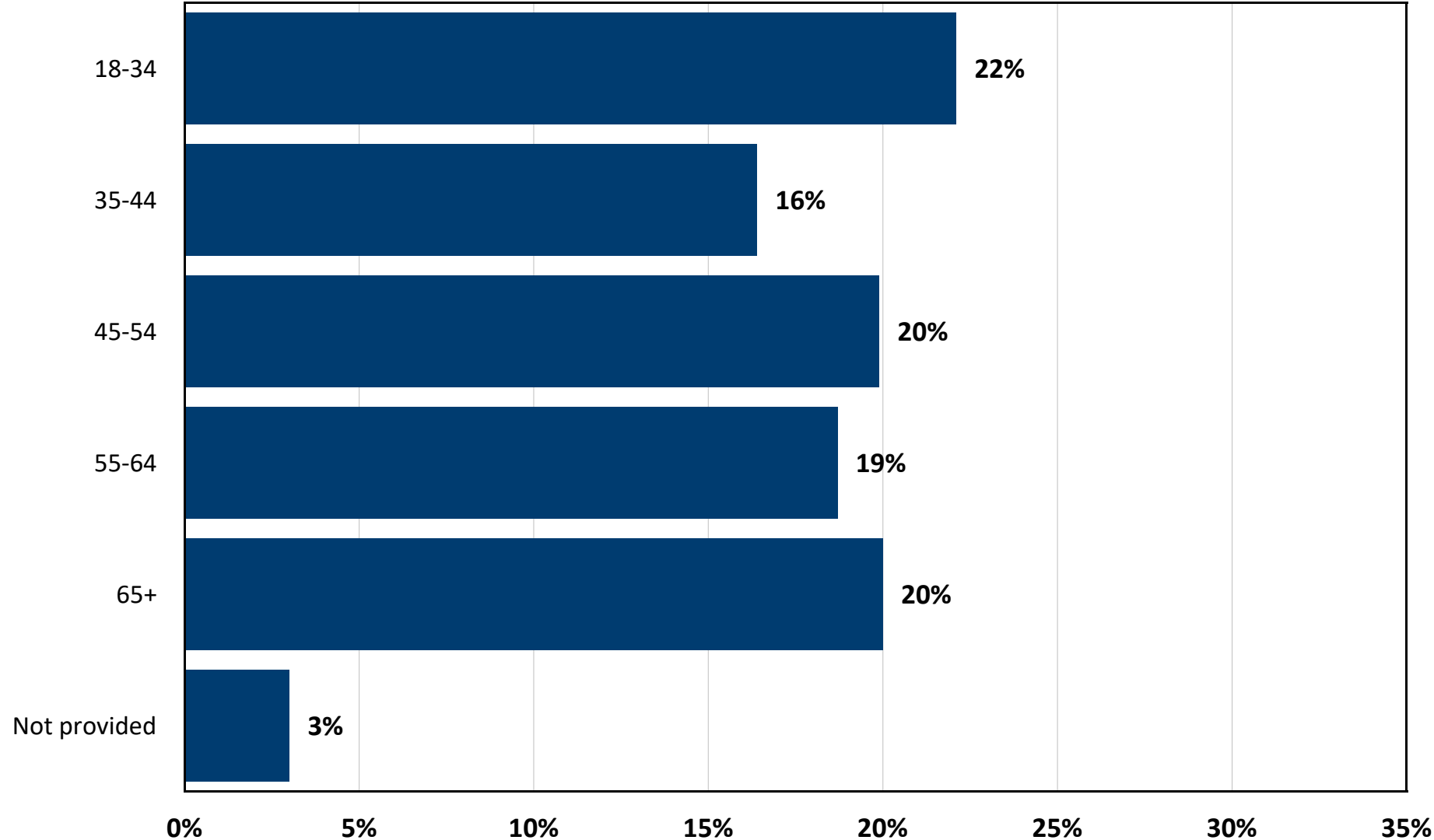
Q18. Approximately how many years have you lived in Tempe?

by percentage of respondents



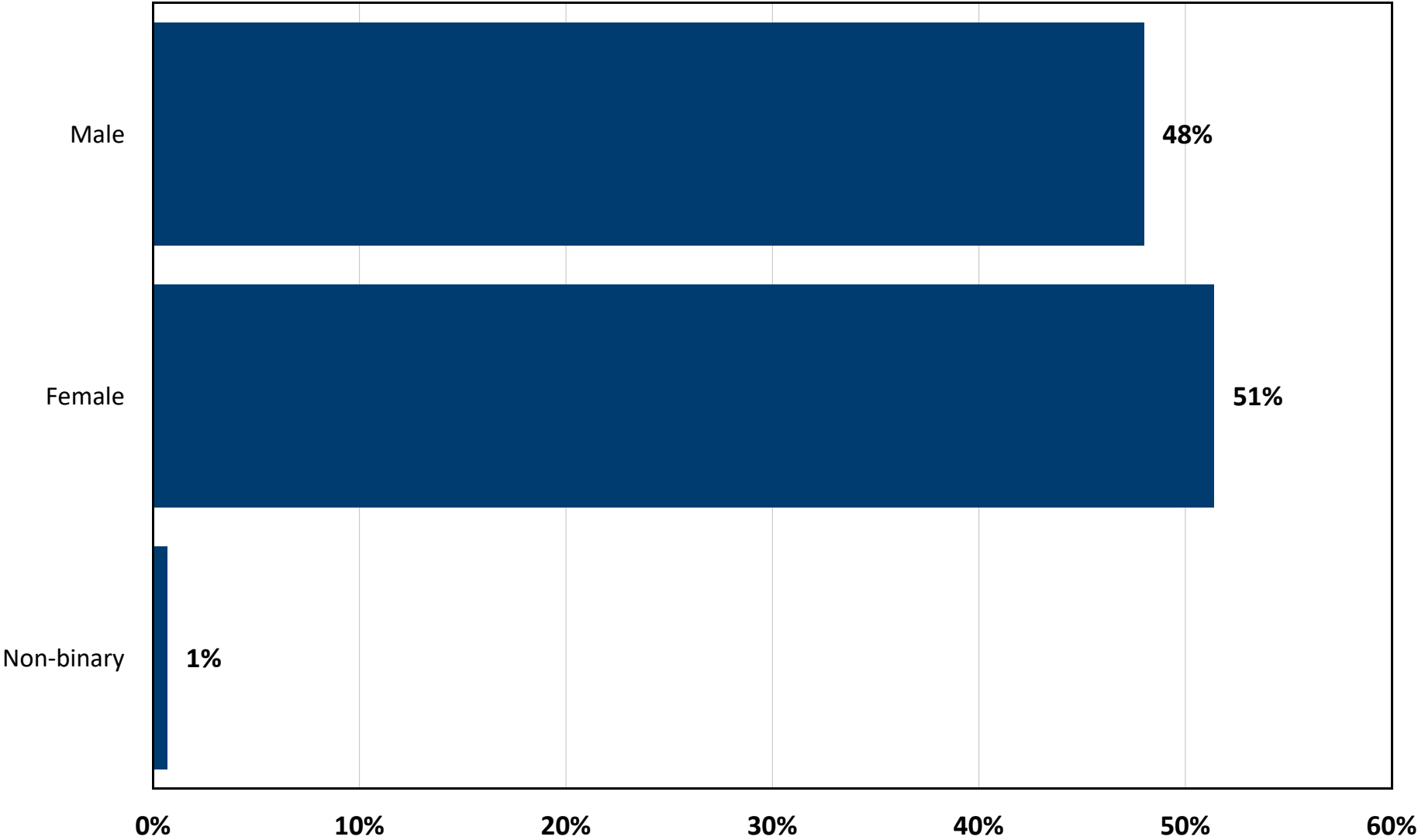
Q19. What is your age?

by percentage of respondents



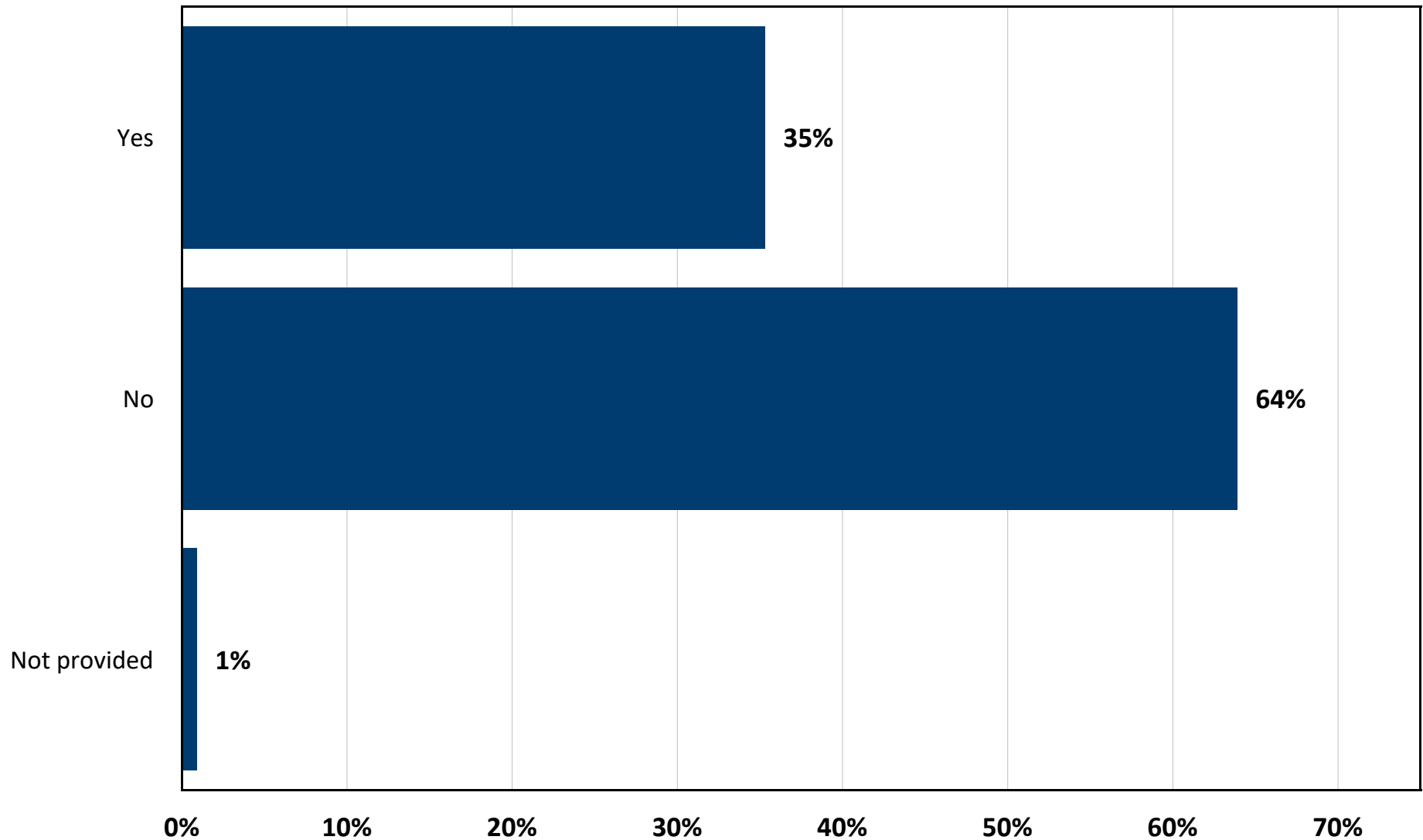
Q20. What gender do you identify with?

by percentage of respondents



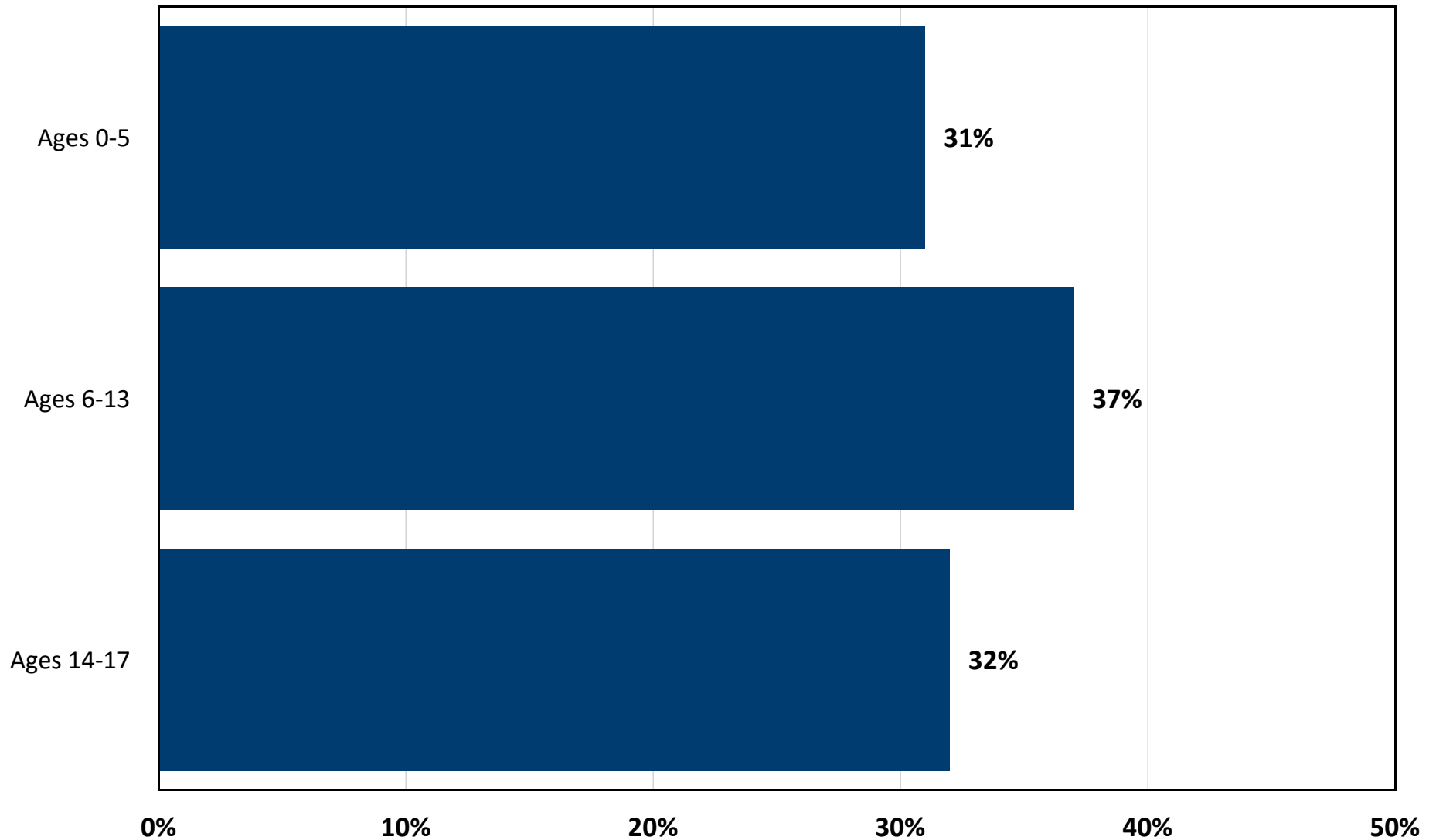
Q21. Do you have children in your household?

by percentage of respondents



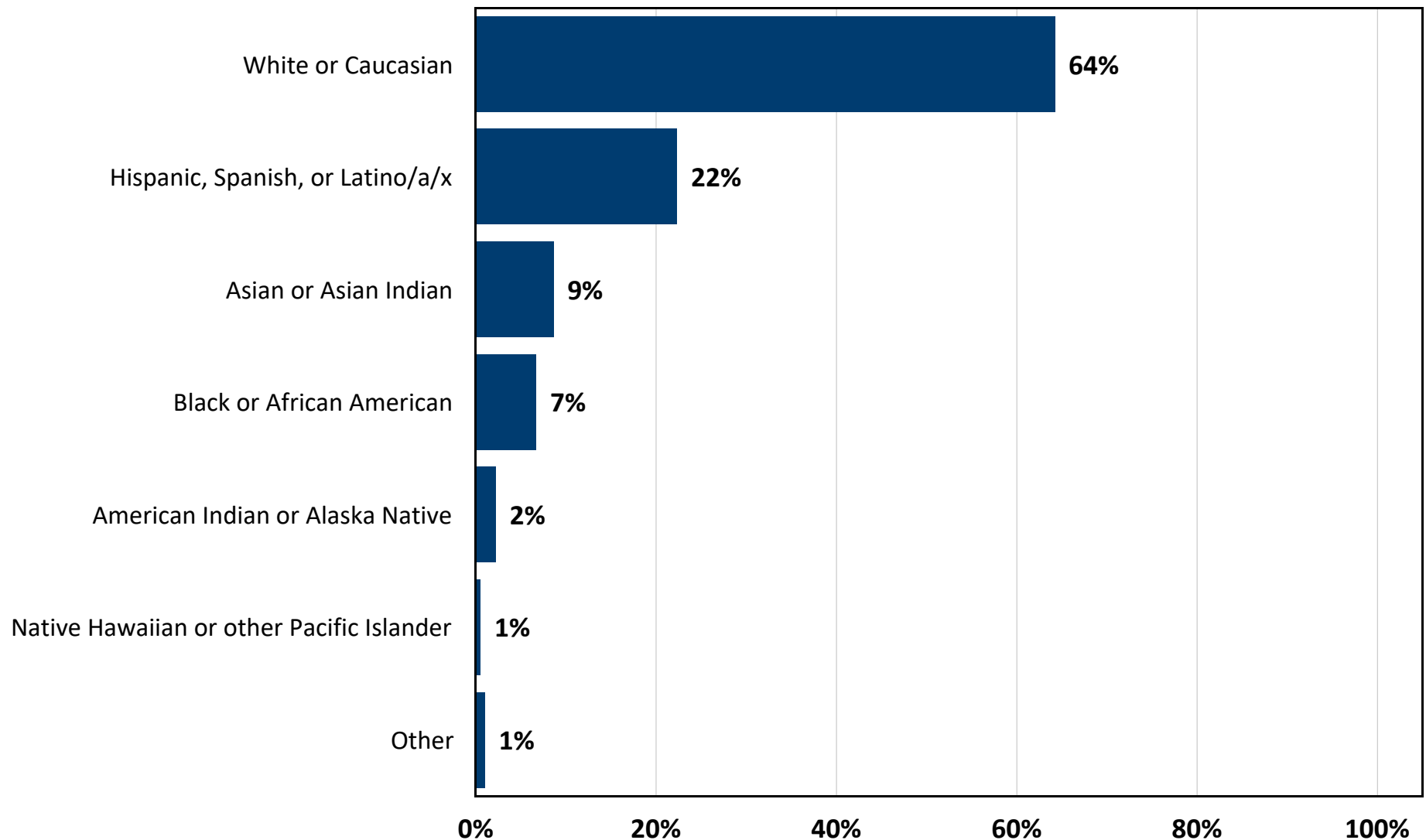
Q21a. How many children in each age range?

by percentage of children in the home



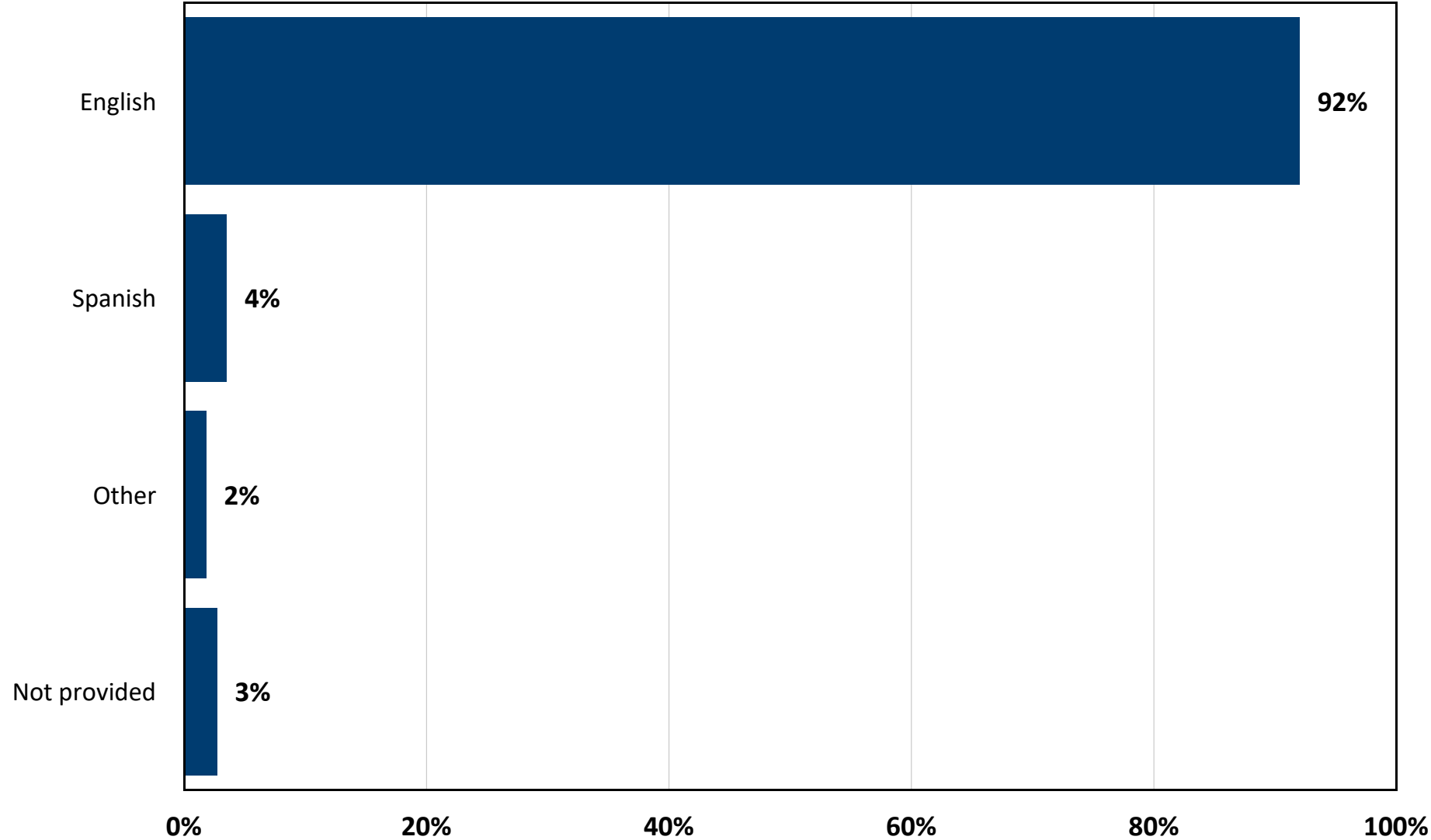
Q22. Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple selections could be made)



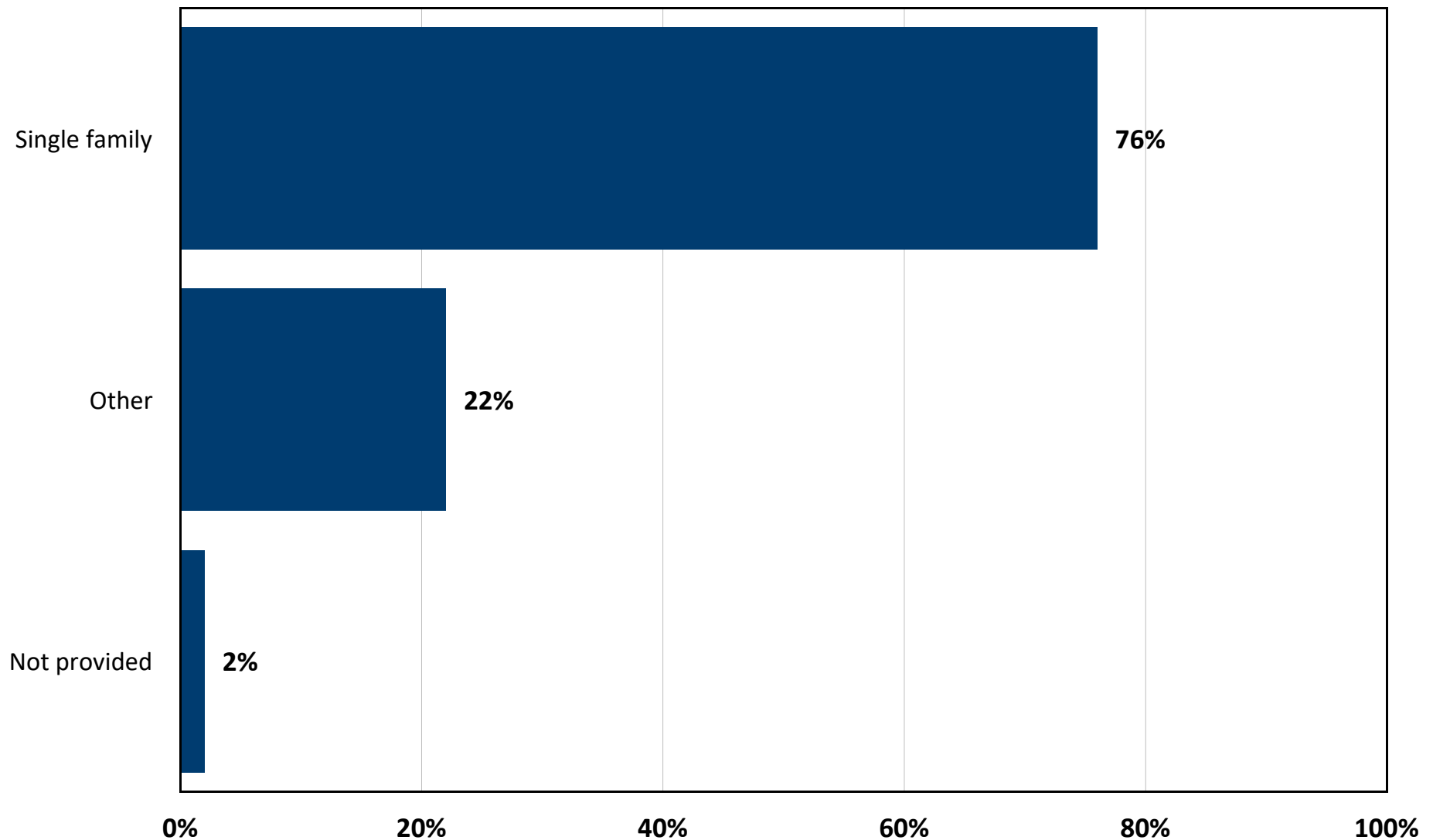
Q23. Primary language

by percentage of respondents



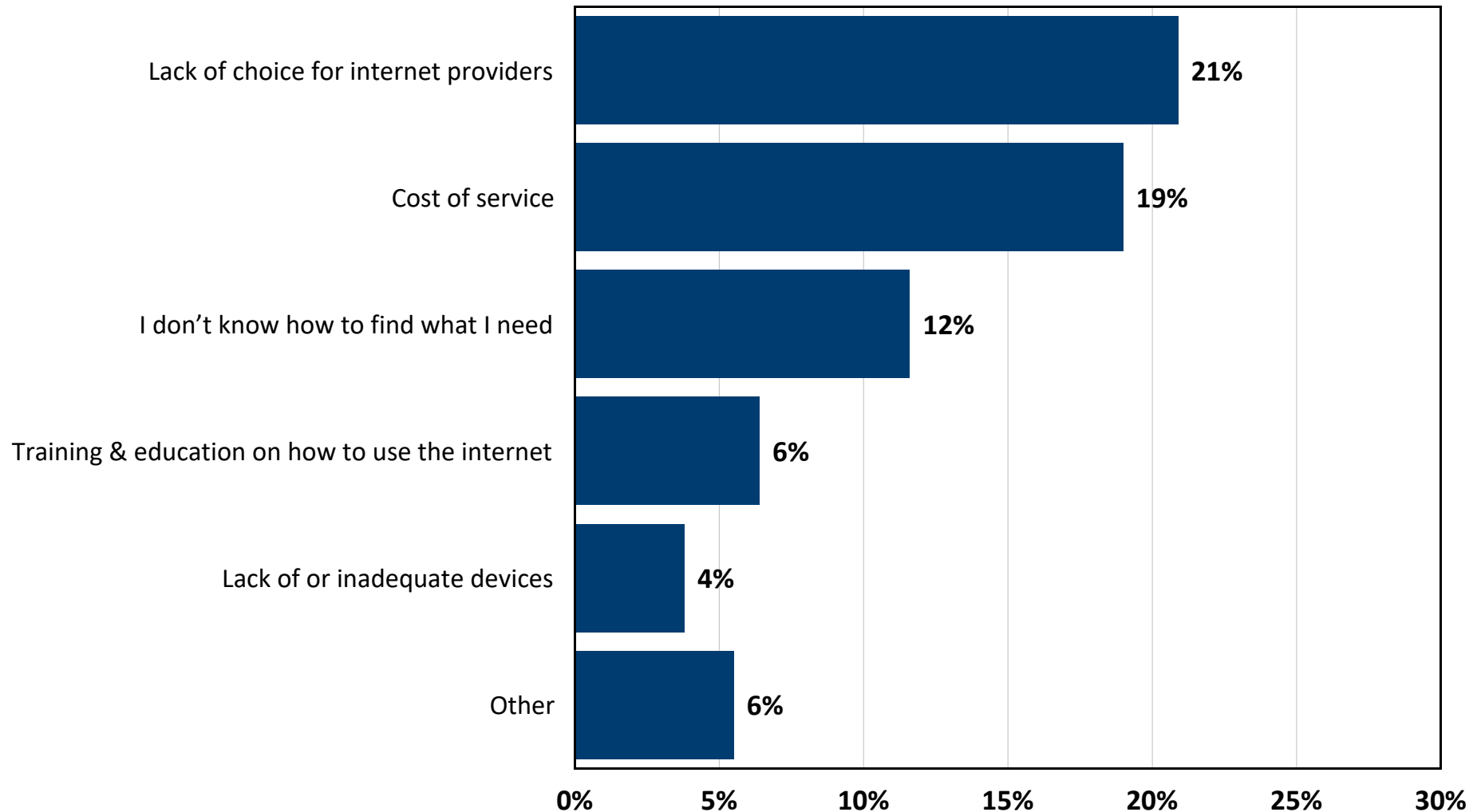
Q24. Which of the following best describes your home?

by percentage of respondents



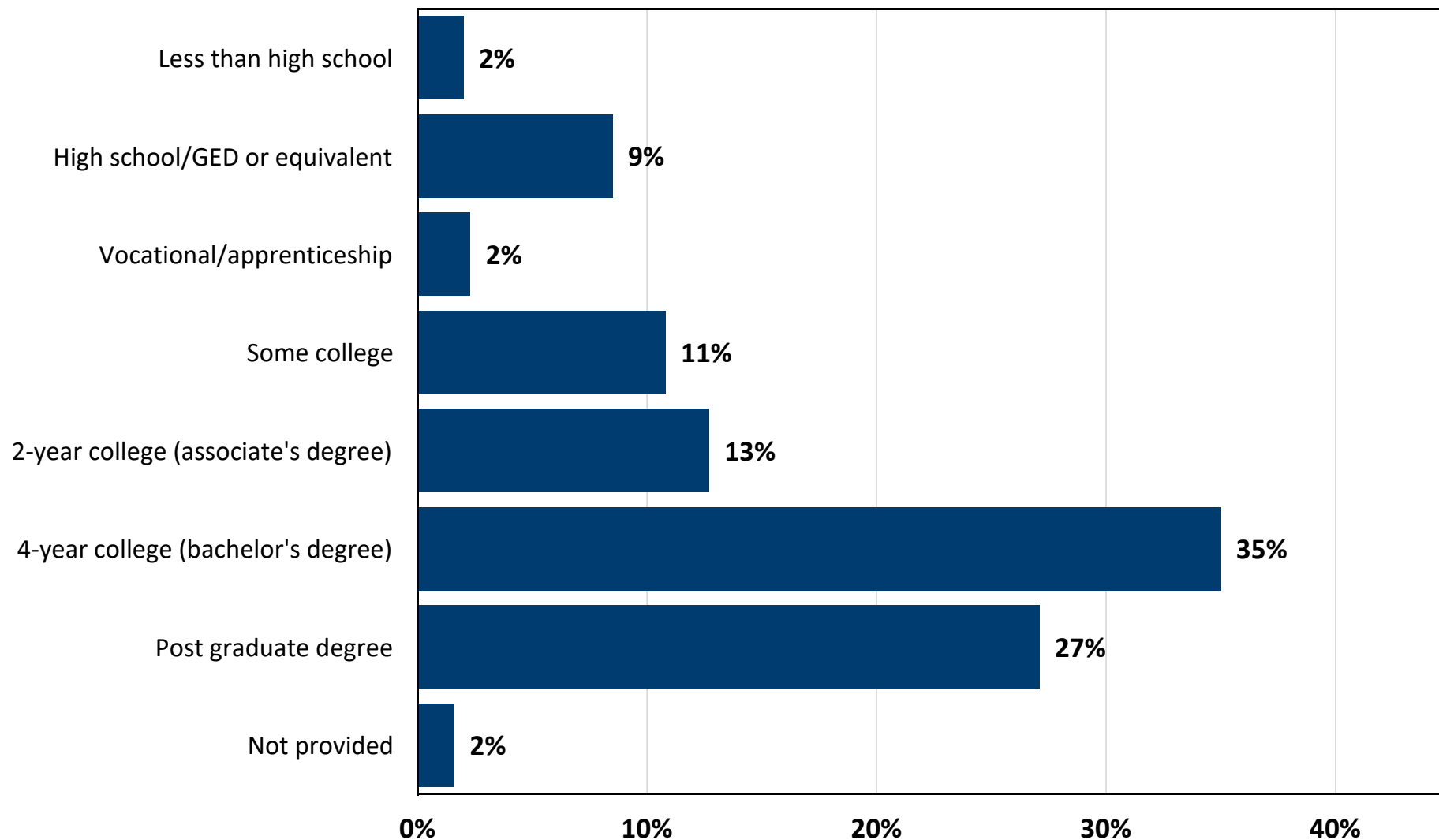
Q25. What barriers are preventing you from using the internet to connect with education, government services, social media, and information?

by percentage of respondents (multiple selections could be made)



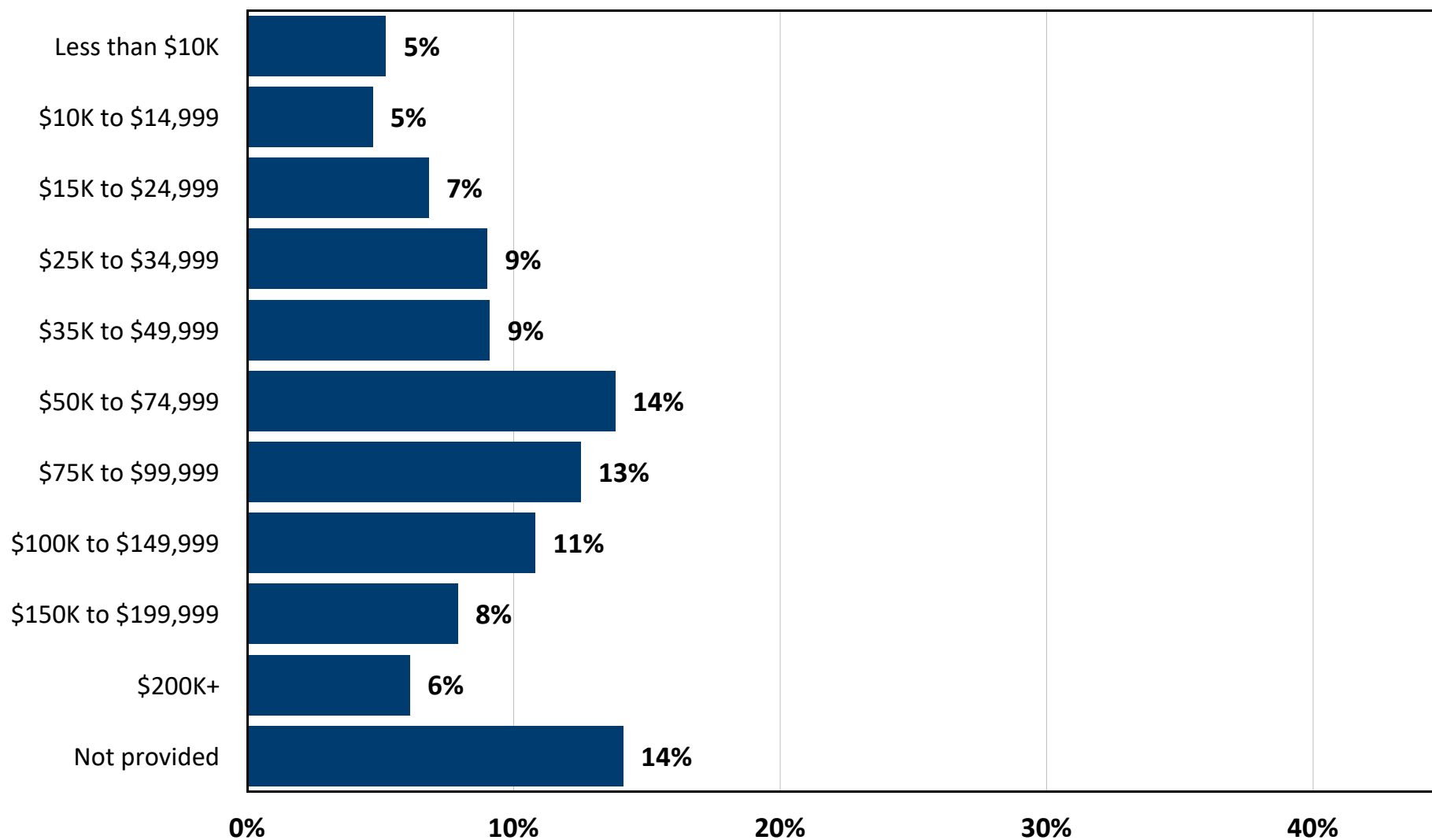
Q26. What is the highest level of education that you have completed?

by percentage of respondents



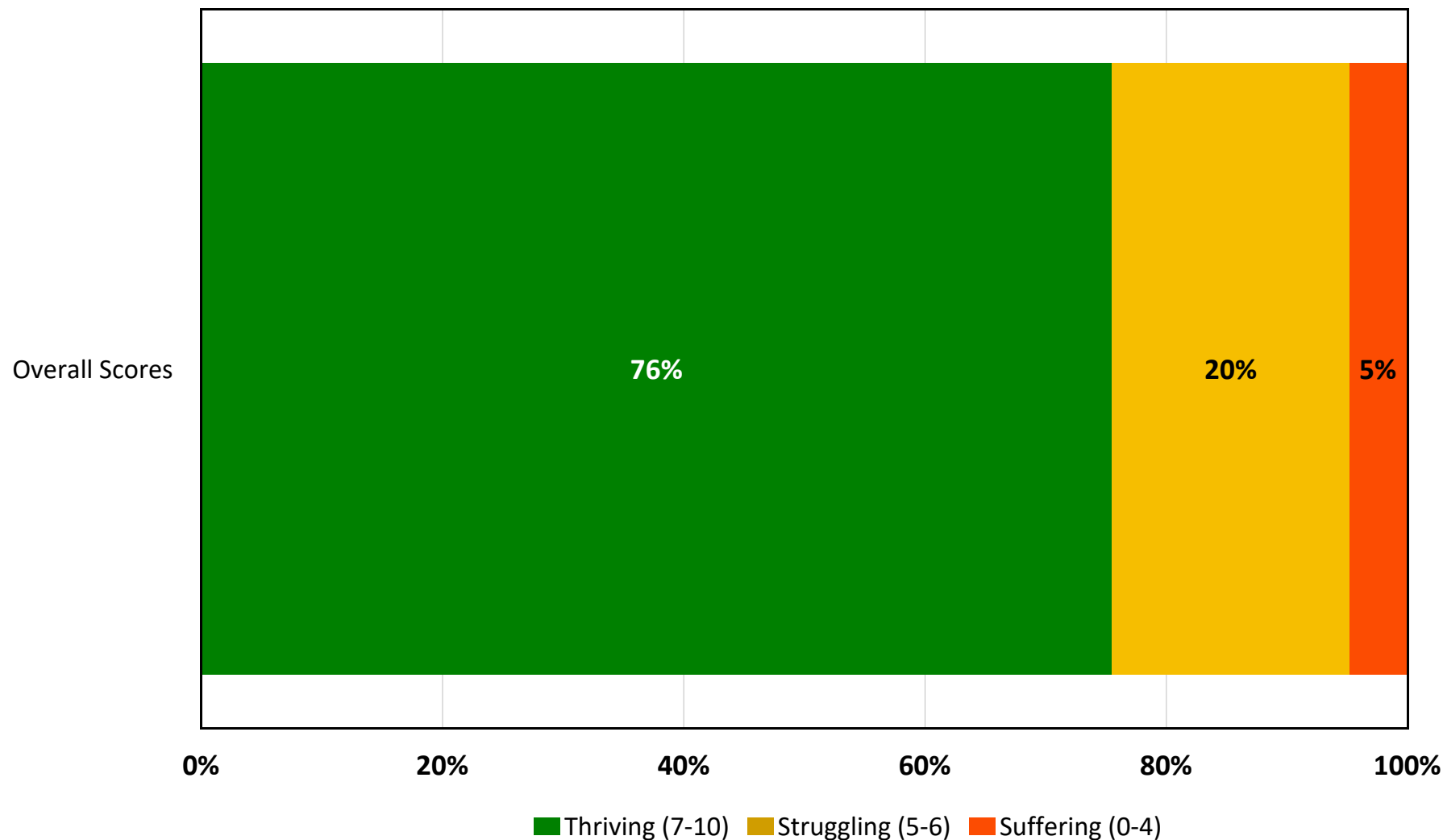
Q27. What is your household income?

by percentage of respondents



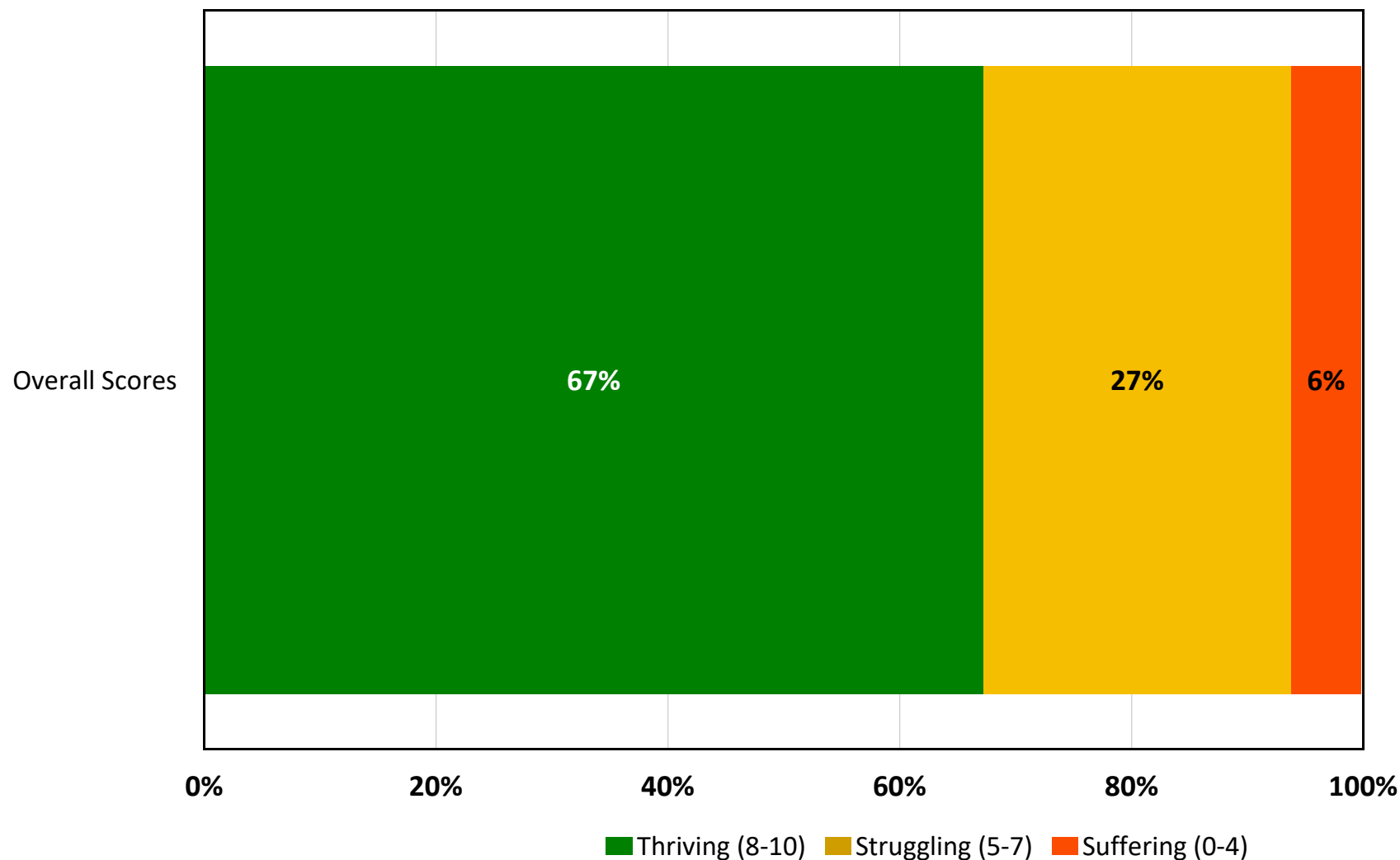
Q28. With “10” representing the best possible life for you and “0” representing the worst, how would you say you personally feel you stand at this time?

by percentage of respondents (excluding “not provided”)



Q28a. With “10” representing the best possible life for you and “0” representing the worst, how do you think you will stand about five years from now?

by percentage of respondents (excluding “not provided”)



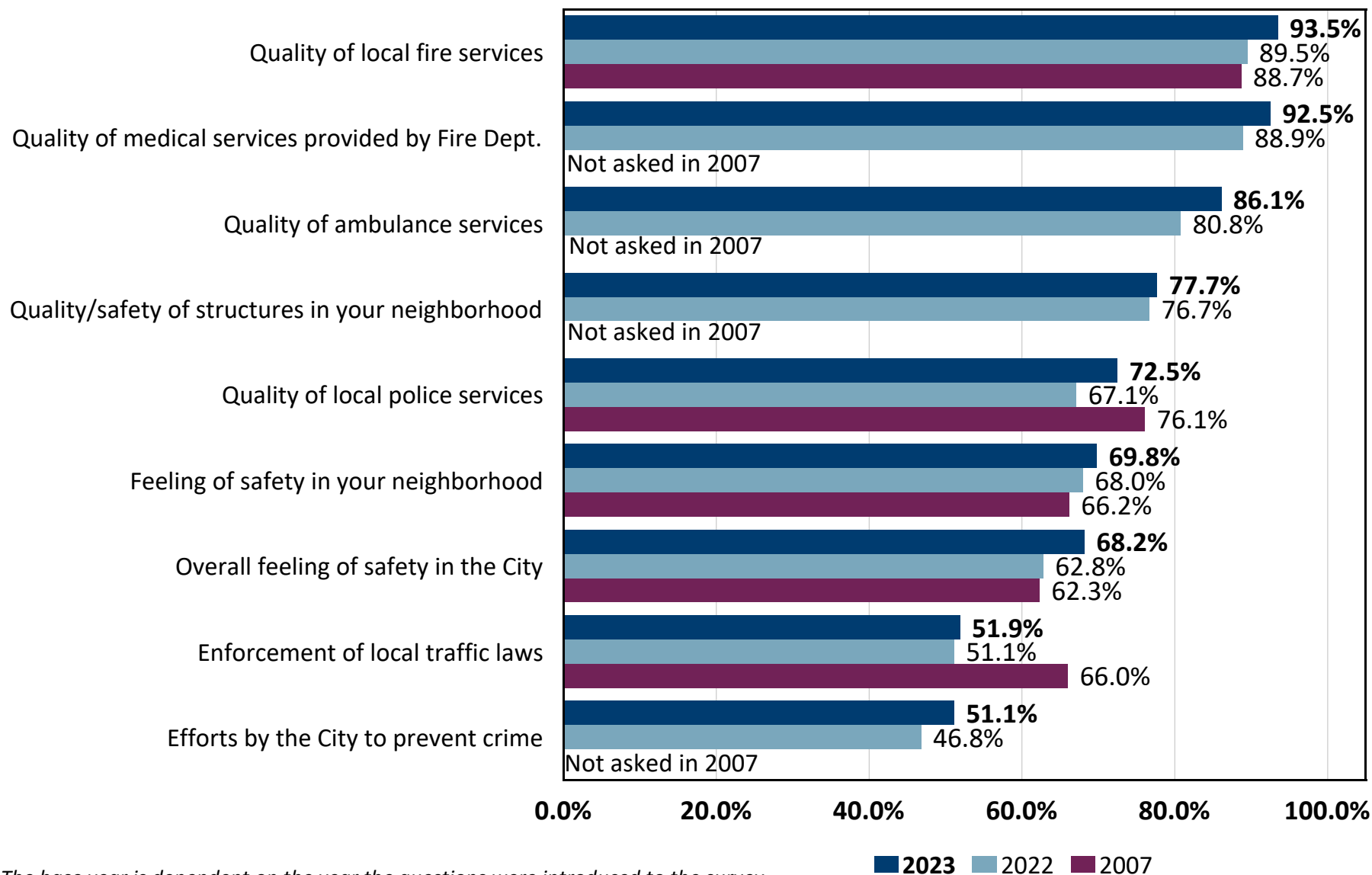
2

Trend Charts

Trends: Q1. Satisfaction With Public Safety

2023, 2022, & 2007

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don’t Know” or “N/A” responses)

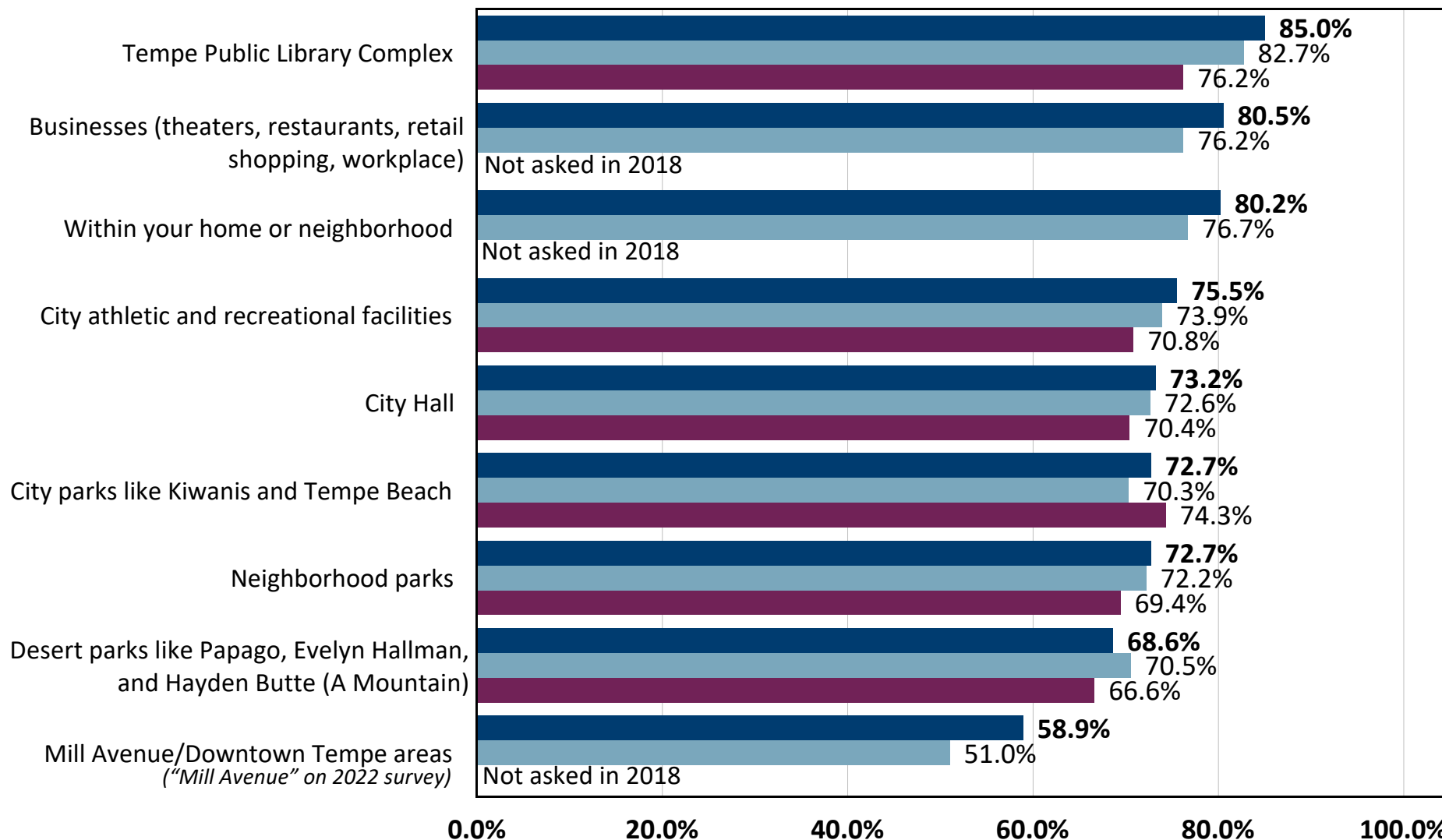


The base year is dependent on the year the questions were introduced to the survey.

Trends: Q2-1. Feeling of Safety During the Day

2023, 2022, & 2018

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don’t Know” or “N/A” responses)



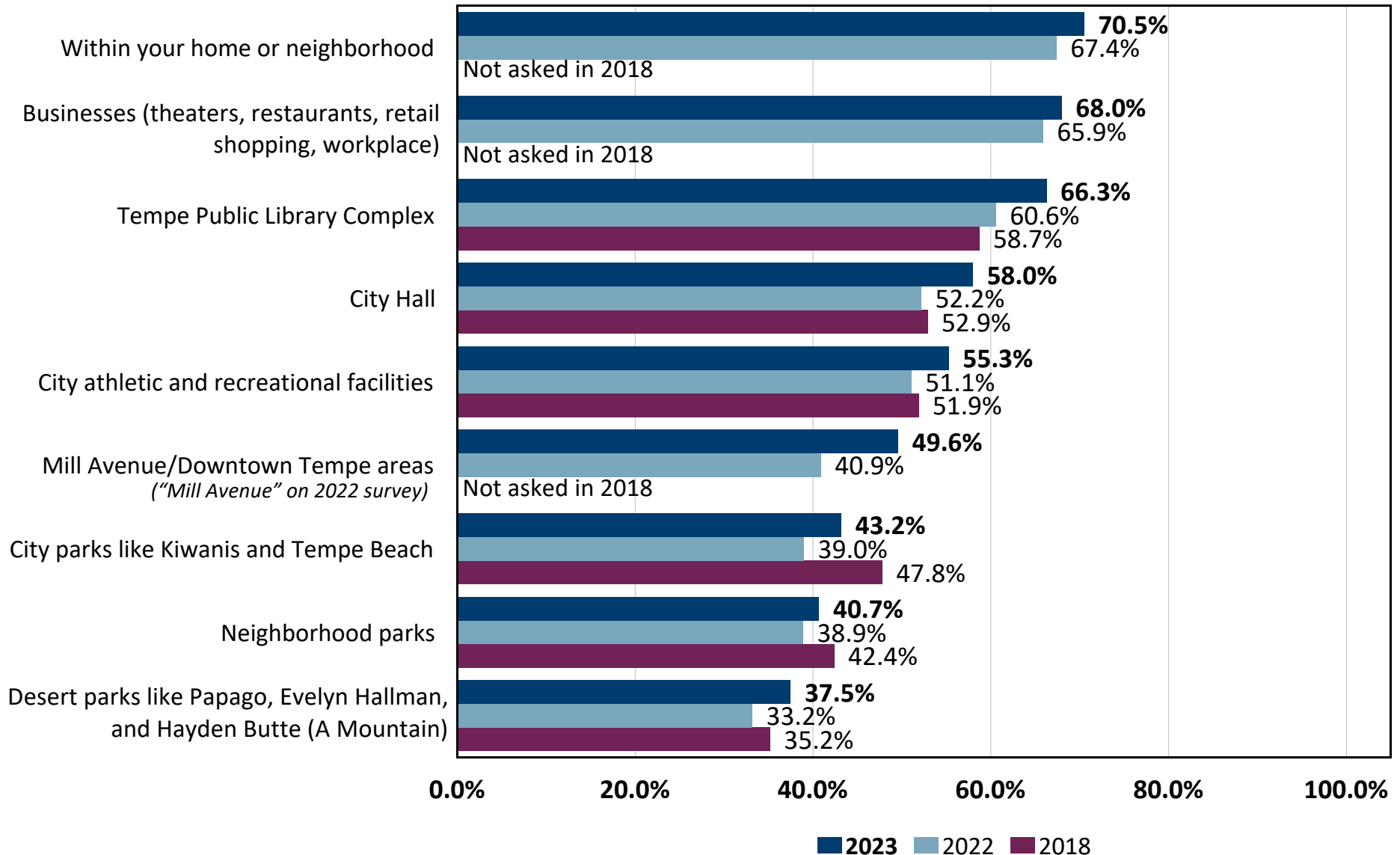
The base year is dependent on the year the questions were introduced to the survey.

■ 2023 ■ 2022 ■ 2018

Trends: Q2-2. Feeling of Safety At Night

2023, 2022 & 2018

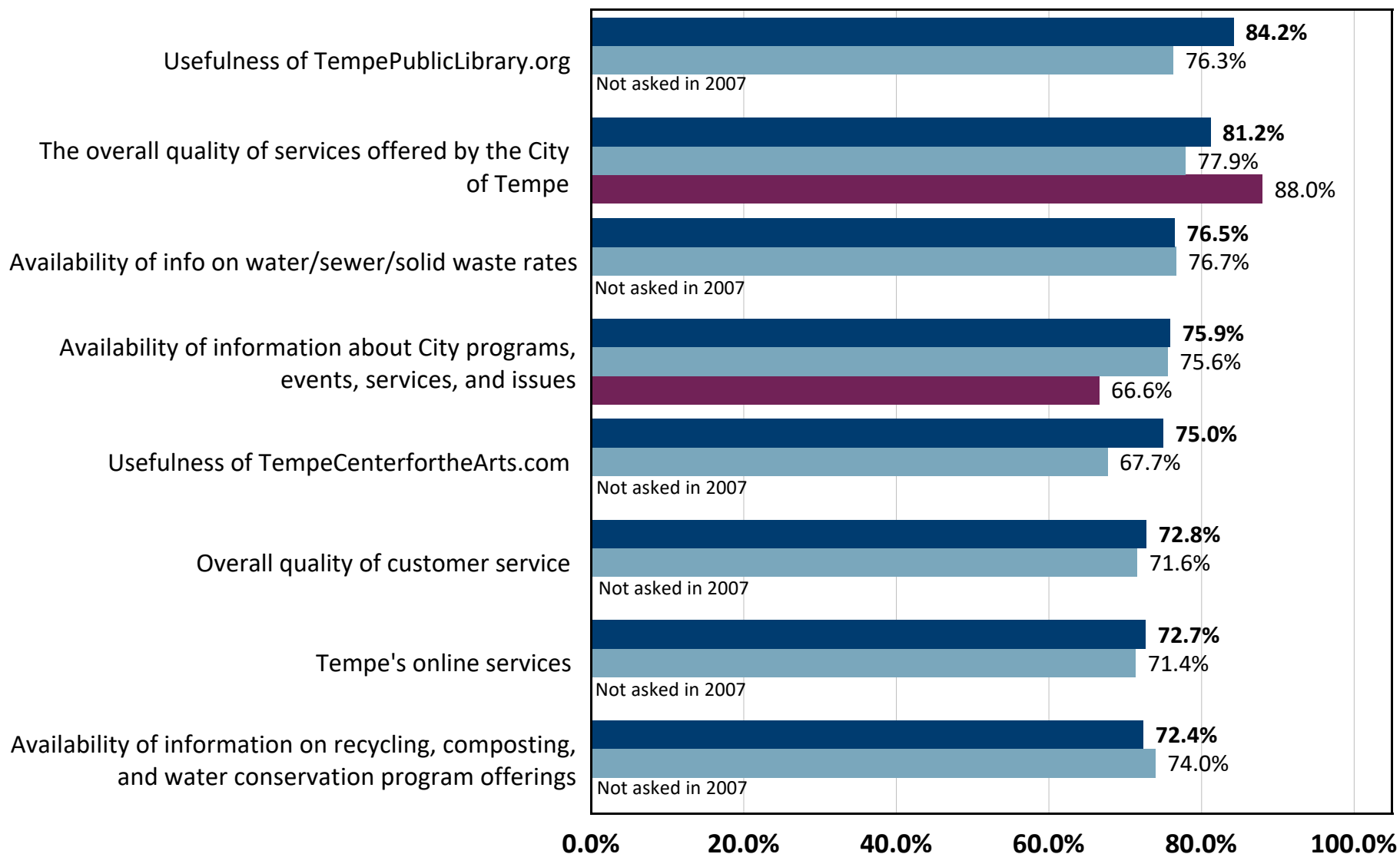
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don’t Know” or “N/A” responses)



The base year is dependent on the year the questions were introduced to the survey.

Trends: Q6. Satisfaction With Various Perceptions of the City (1/2) - 2023, 2022, & 2007

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "Don't Know" or "N/A" responses)

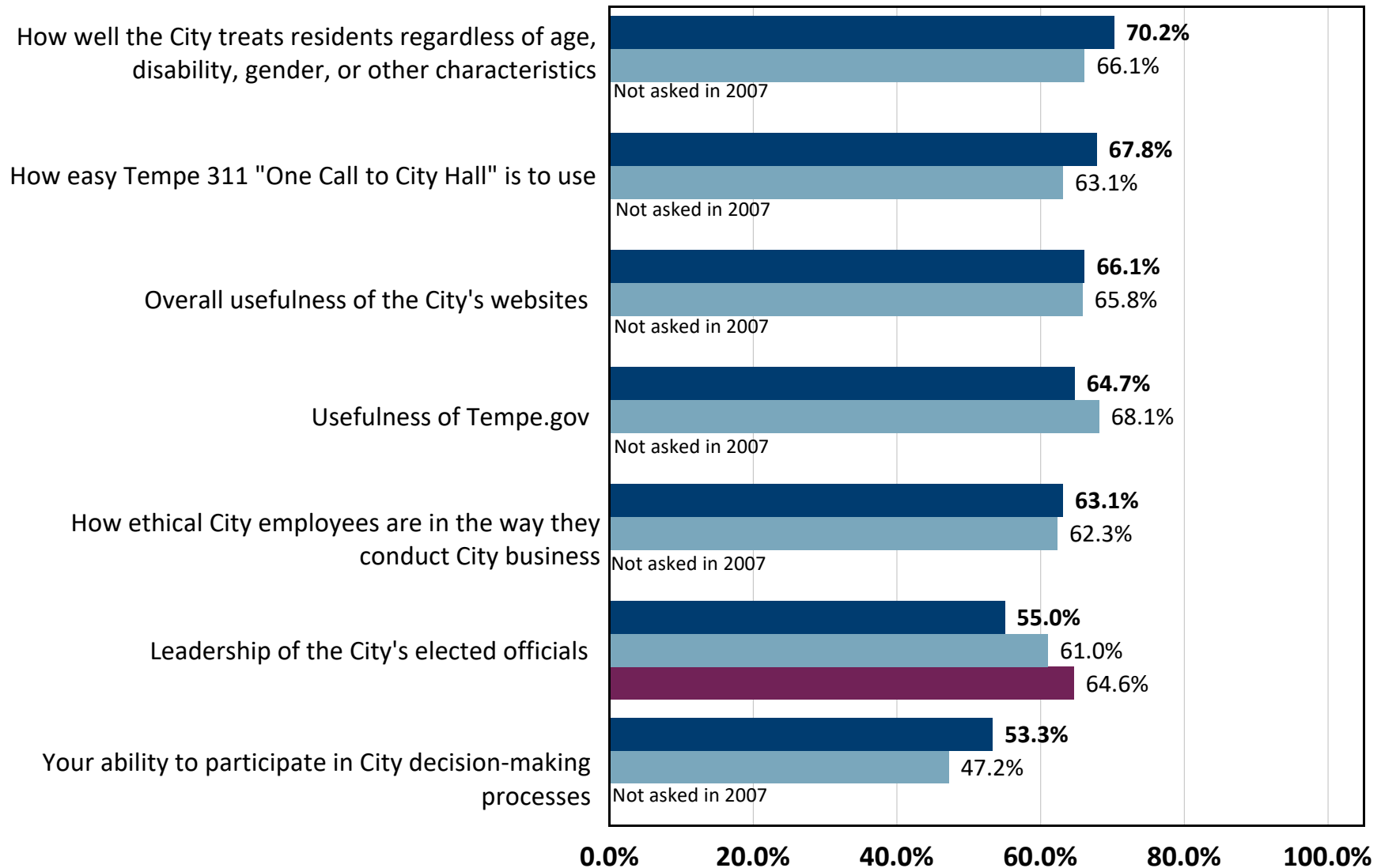


The base year is dependent on the year the questions were introduced to the survey.

■ 2023 ■ 2022 ■ 2007

Trends: Q6. Satisfaction With Various Perceptions of the City (2/2) - 2023, 2022, & 2007

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "Don't Know" or "N/A" responses)



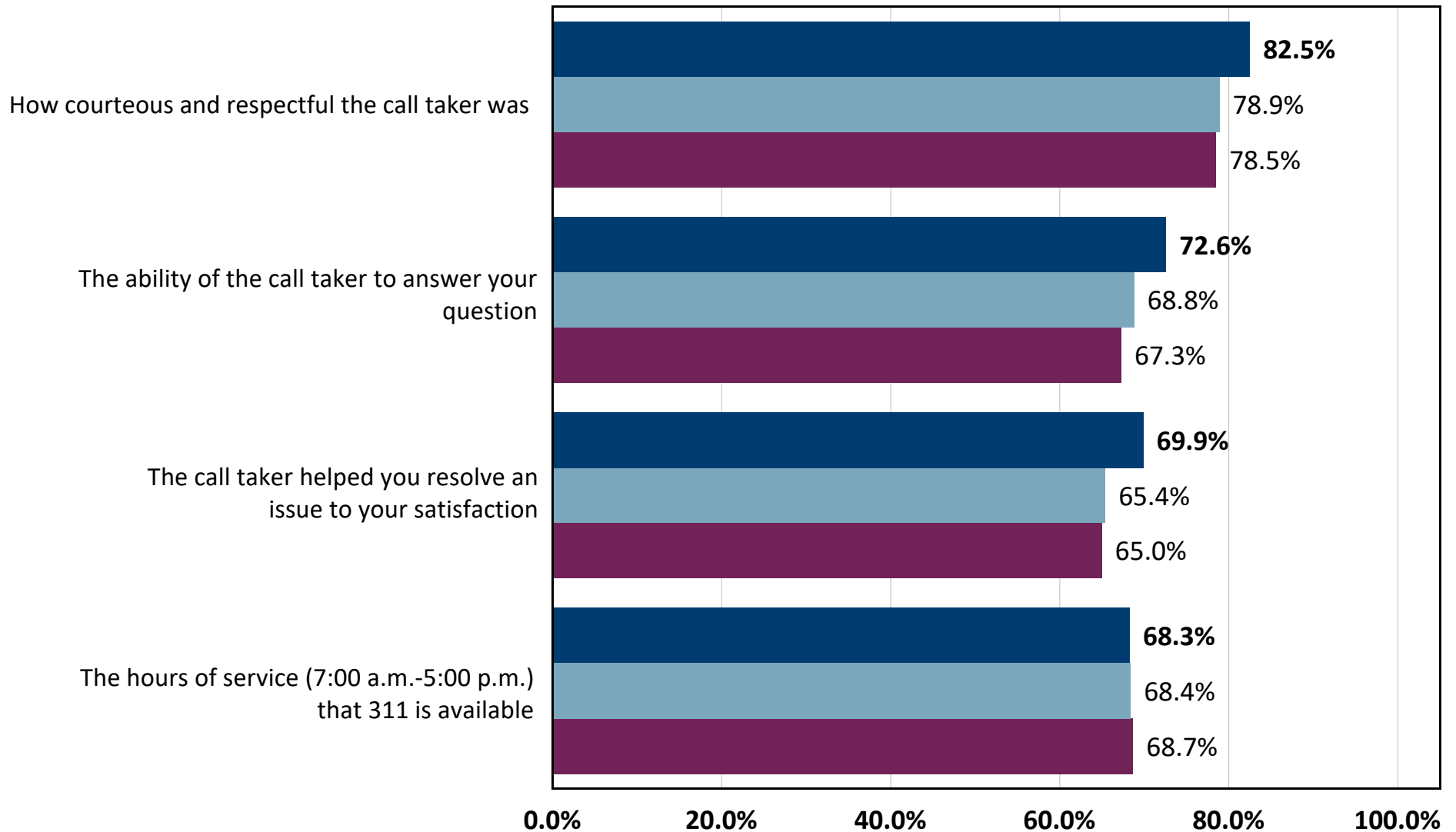
The base year is dependent on the year the questions were introduced to the survey.

■ 2023 ■ 2022 ■ 2007

Trends: Q7. Satisfaction With Various Aspects of 3-1-1 Service

2023, 2022, & 2018

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don’t Know” or “N/A” responses)

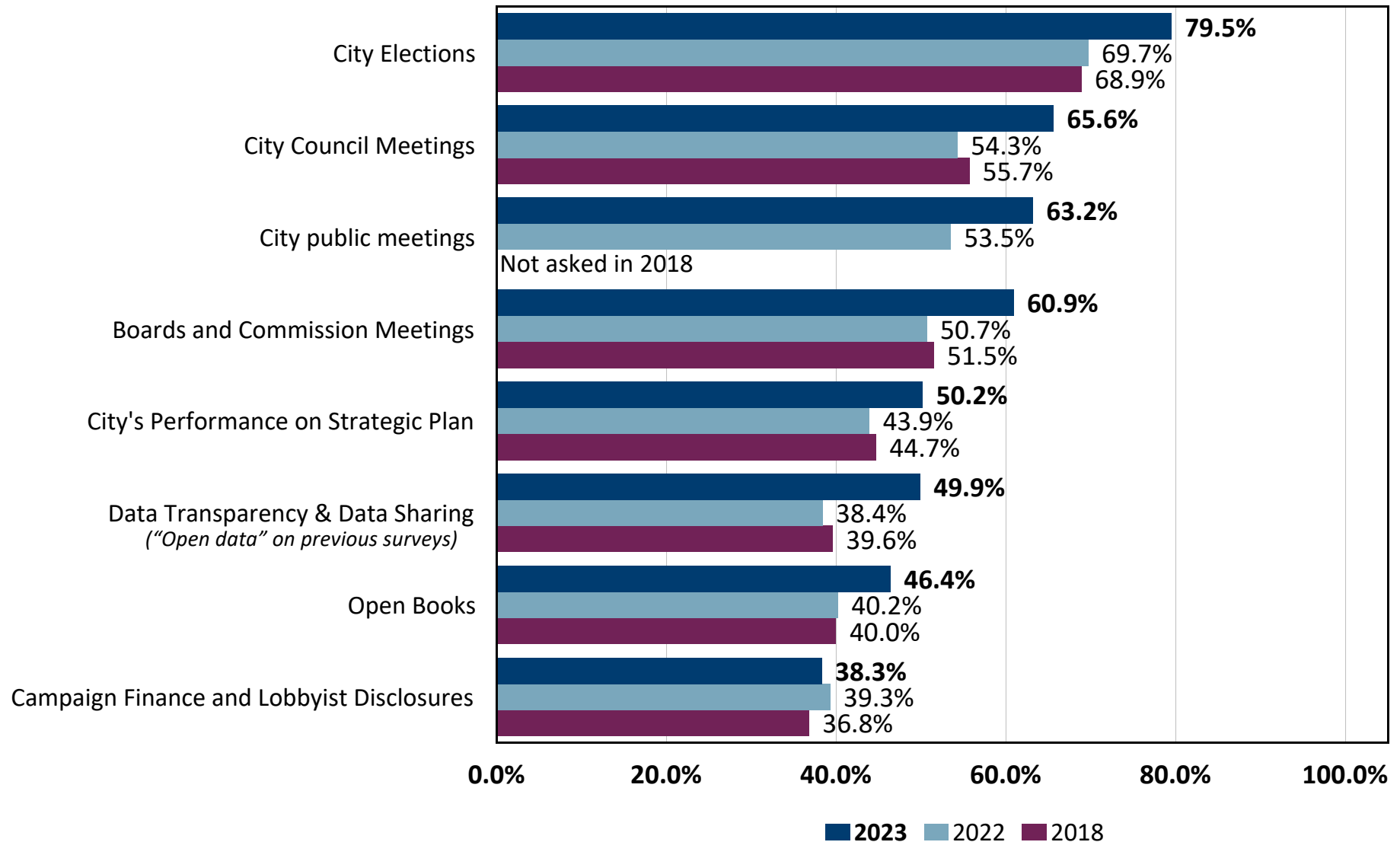


The base year is dependent on the year the questions were introduced to the survey.

■ 2023 ■ 2022 ■ 2018

Trends: Q8. Satisfaction With Ease of Access to the Following 2023, 2022, & 2018

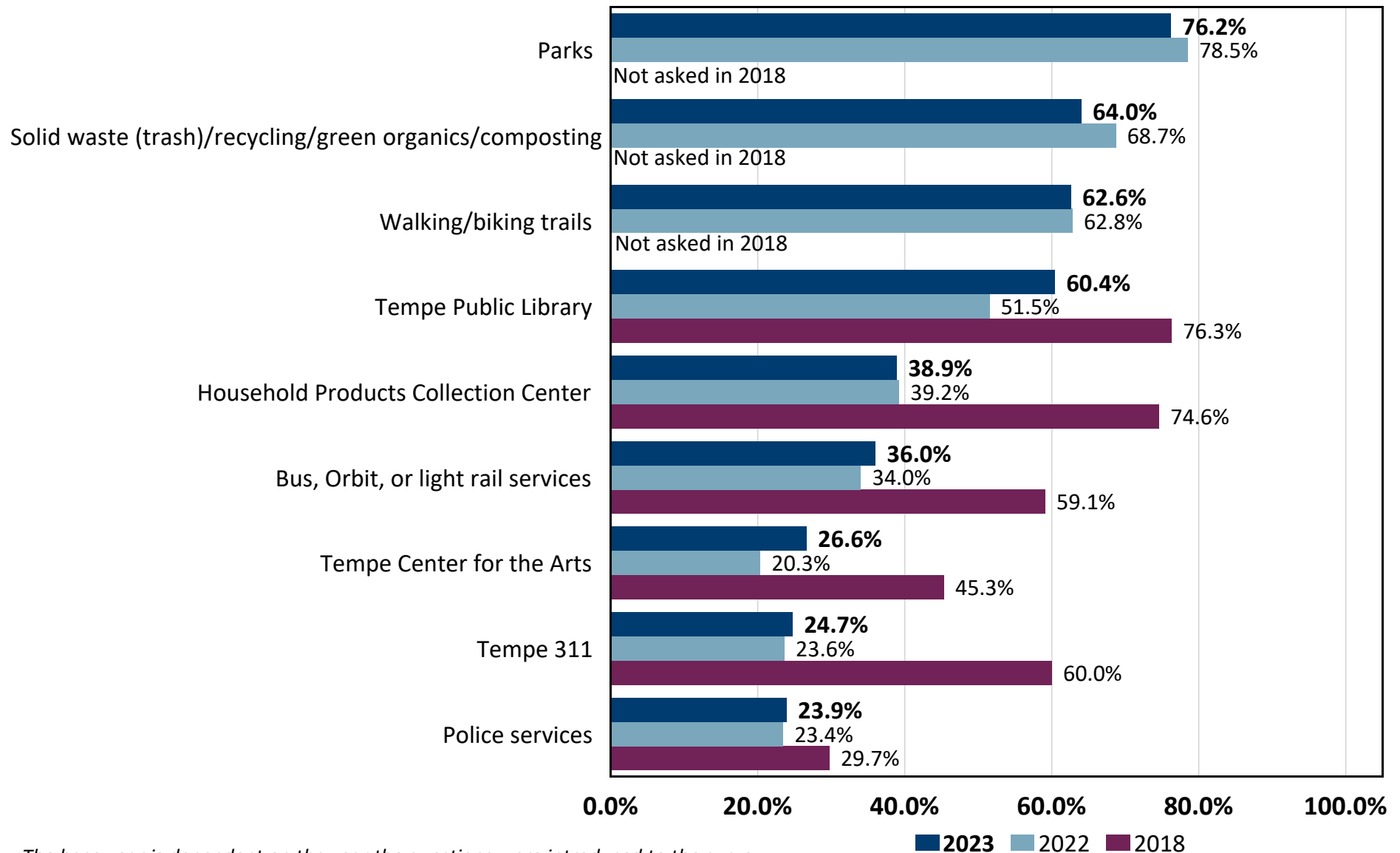
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don’t Know” or “N/A” responses)



The base year is dependent on the year the questions were introduced to the survey.

Trends: Q10. Use of City Services/Facilities During Past 12 Months (1/3) - 2023, 2022, & 2018

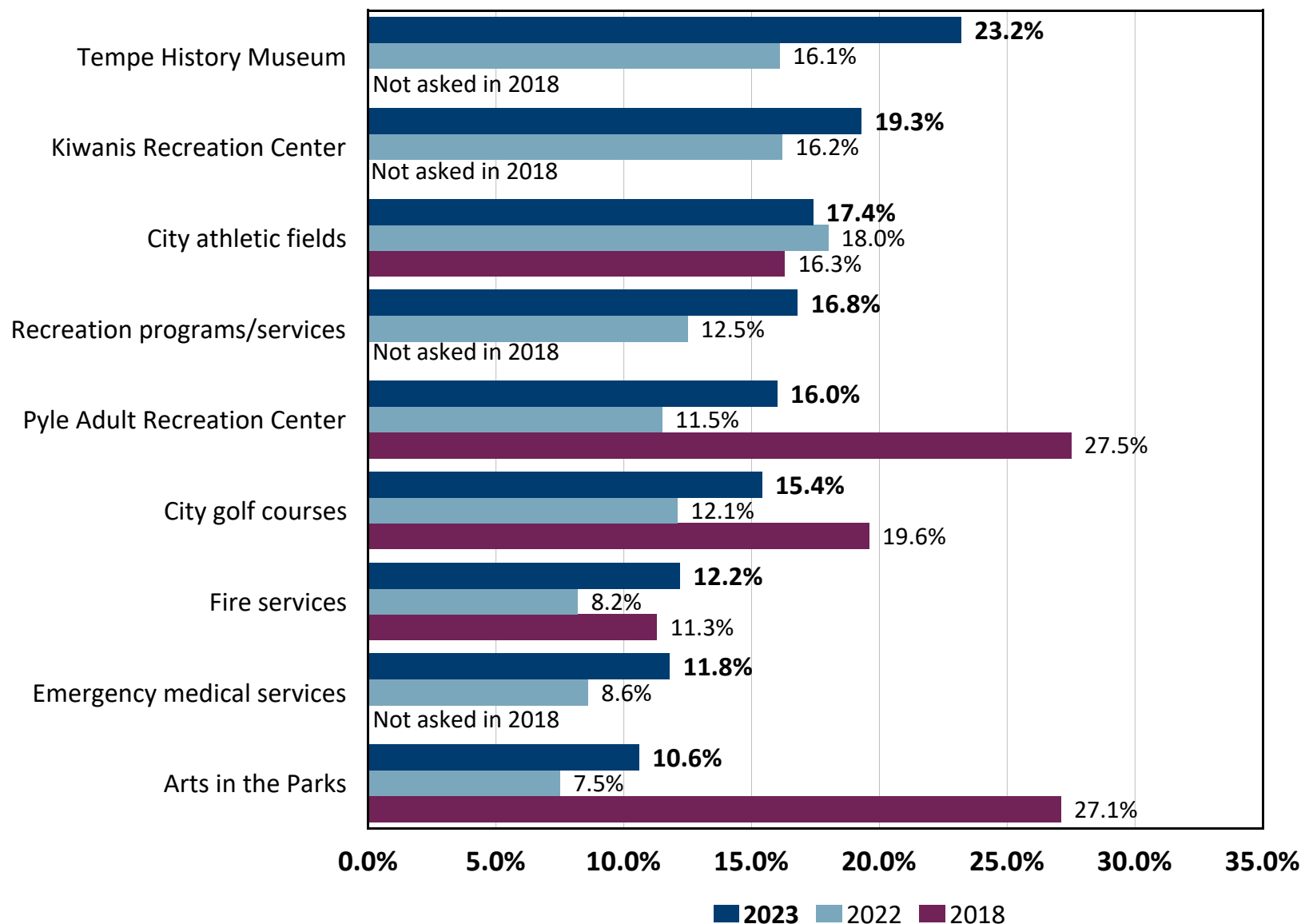
by percentage of respondents



The base year is dependent on the year the questions were introduced to the survey.

Trends: Q10. Use of City Services/Facilities During Past 12 Months (2/3) - 2023, 2022, & 2018

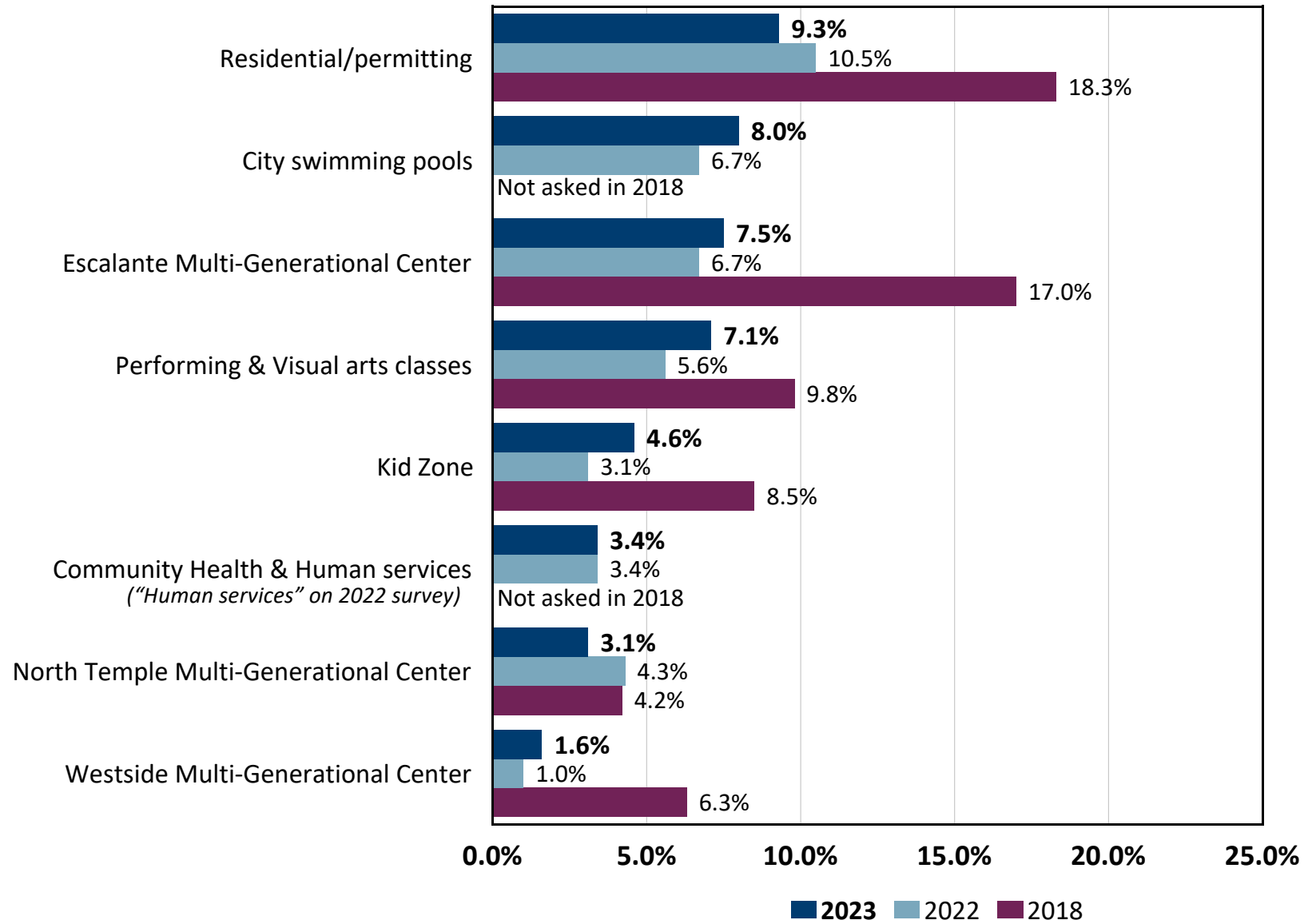
by percentage of respondents



The base year is dependent on the year the questions were introduced to the survey.

Trends: Q10. Use of City Services/Facilities During Past 12 Months (3/3) - 2023, 2022, & 2018

by percentage of respondents

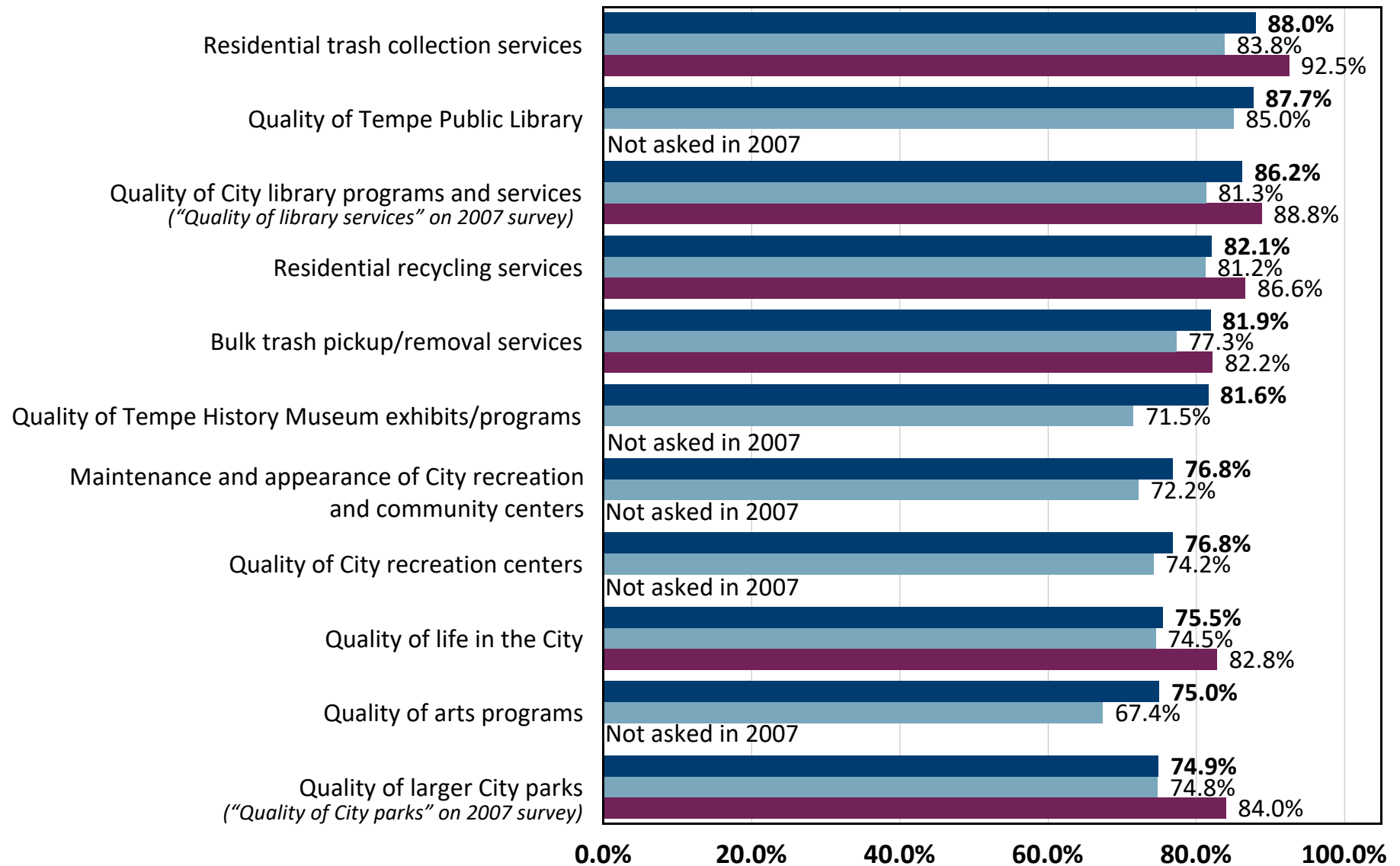


The base year is dependent on the year the questions were introduced to the survey.

Trends: Q12. Satisfaction With Quality of Life and City Services (1/4)

2023, 2022, & 2007

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don’t Know” or “N/A” responses)

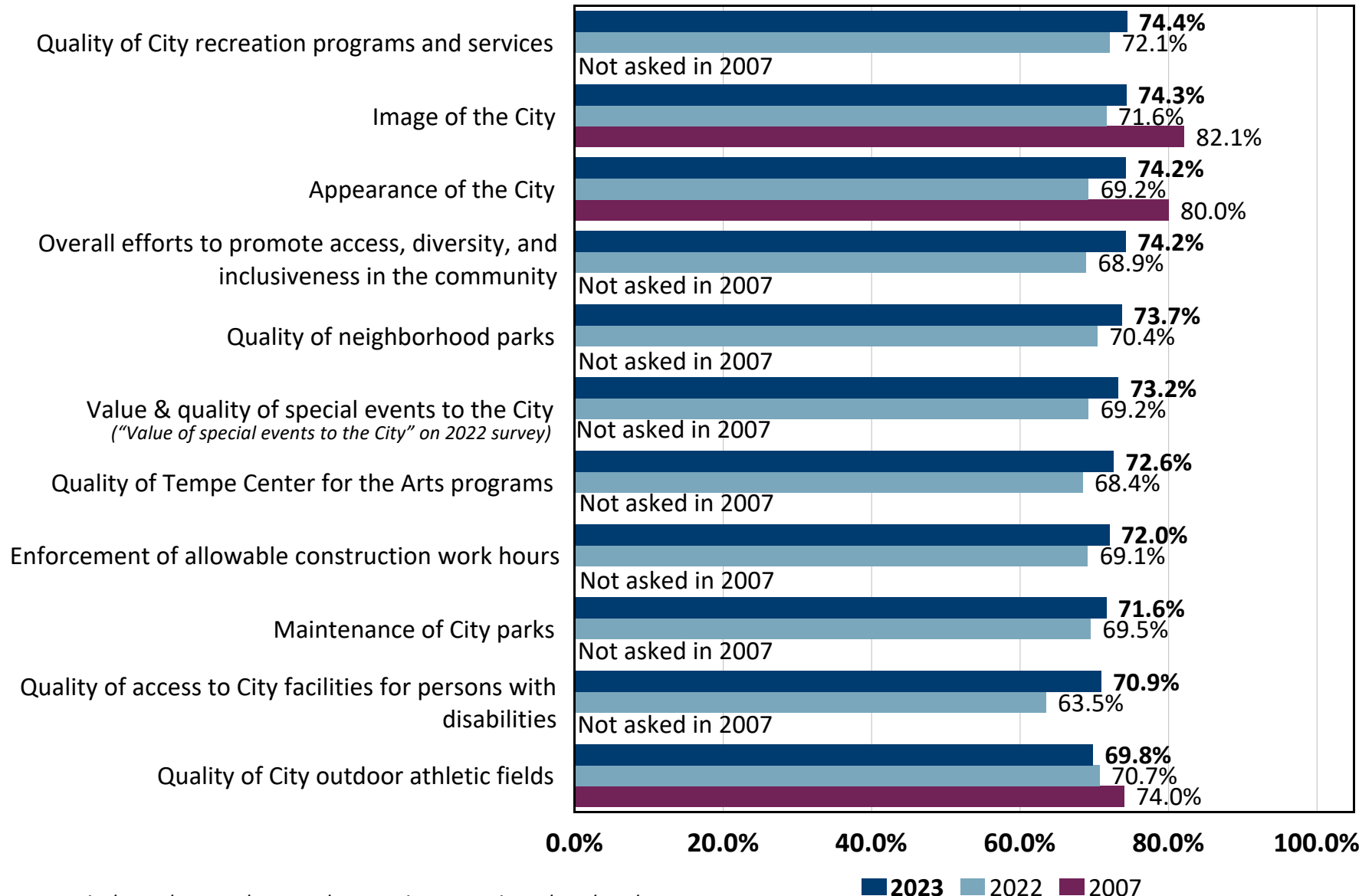


The base year is dependent on the year the questions were introduced to the survey.

Trends: Q12. Satisfaction With Quality of Life and City Services (2/4)

2023, 2022, & 2007

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don’t Know” or “N/A” responses)

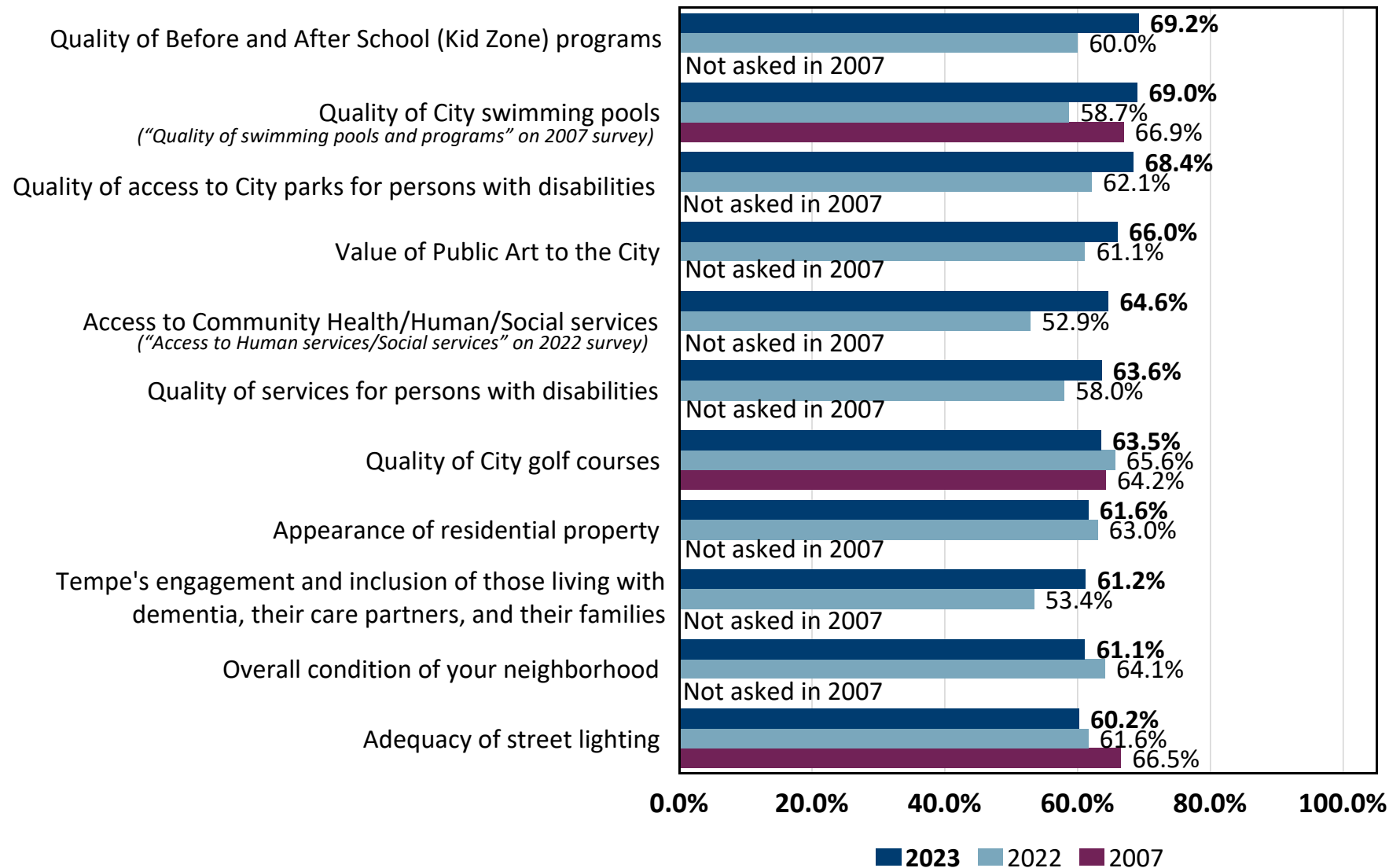


The base year is dependent on the year the questions were introduced to the survey.

Trends: Q12. Satisfaction With Quality of Life and City Services (3/4)

2023, 2022, & 2007

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don’t Know” or “N/A” responses)

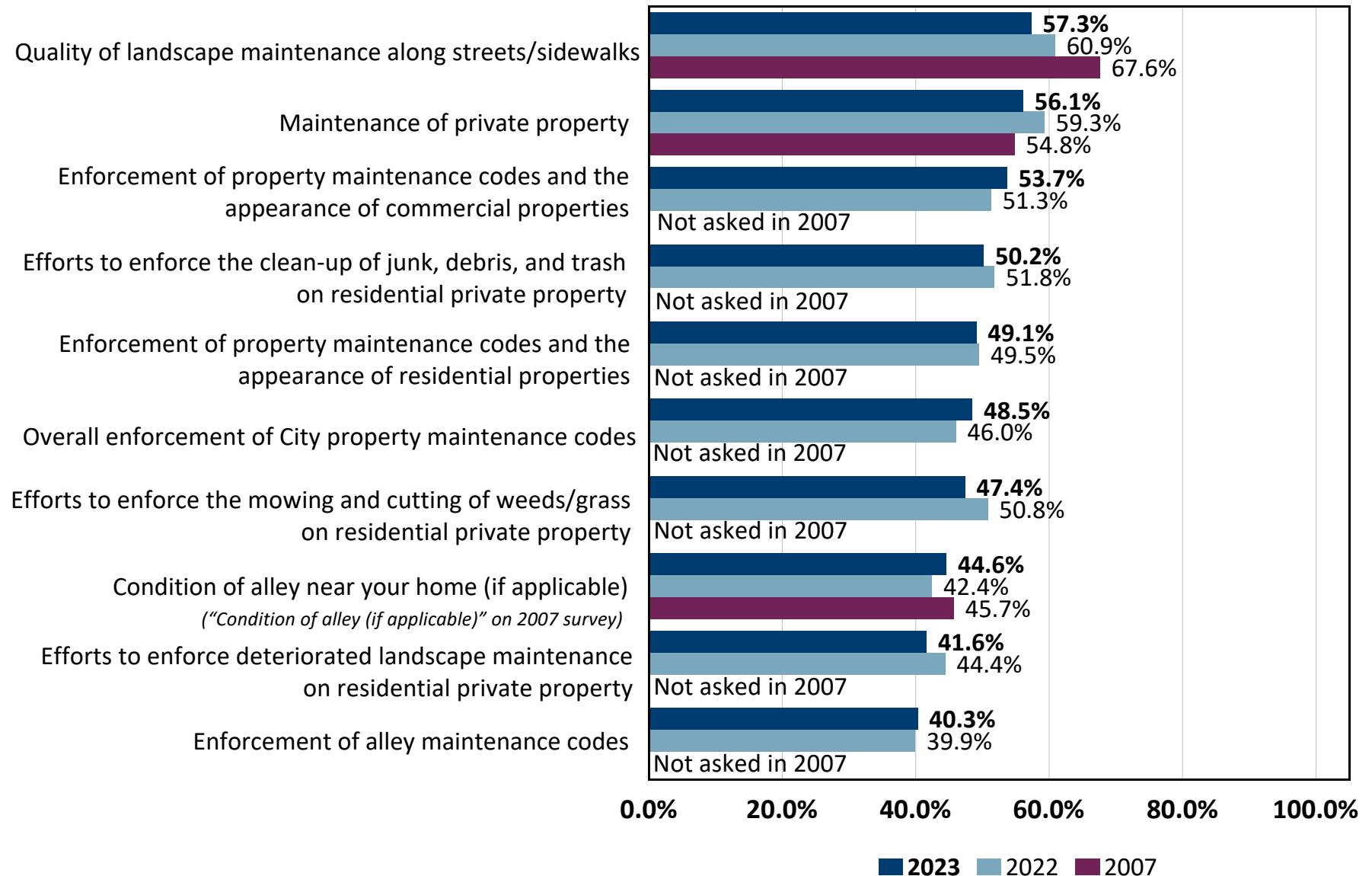


The base year is dependent on the year the questions were introduced to the survey.

Trends: Q12. Satisfaction With Quality of Life and City Services (4/4)

2023, 2022, & 2007

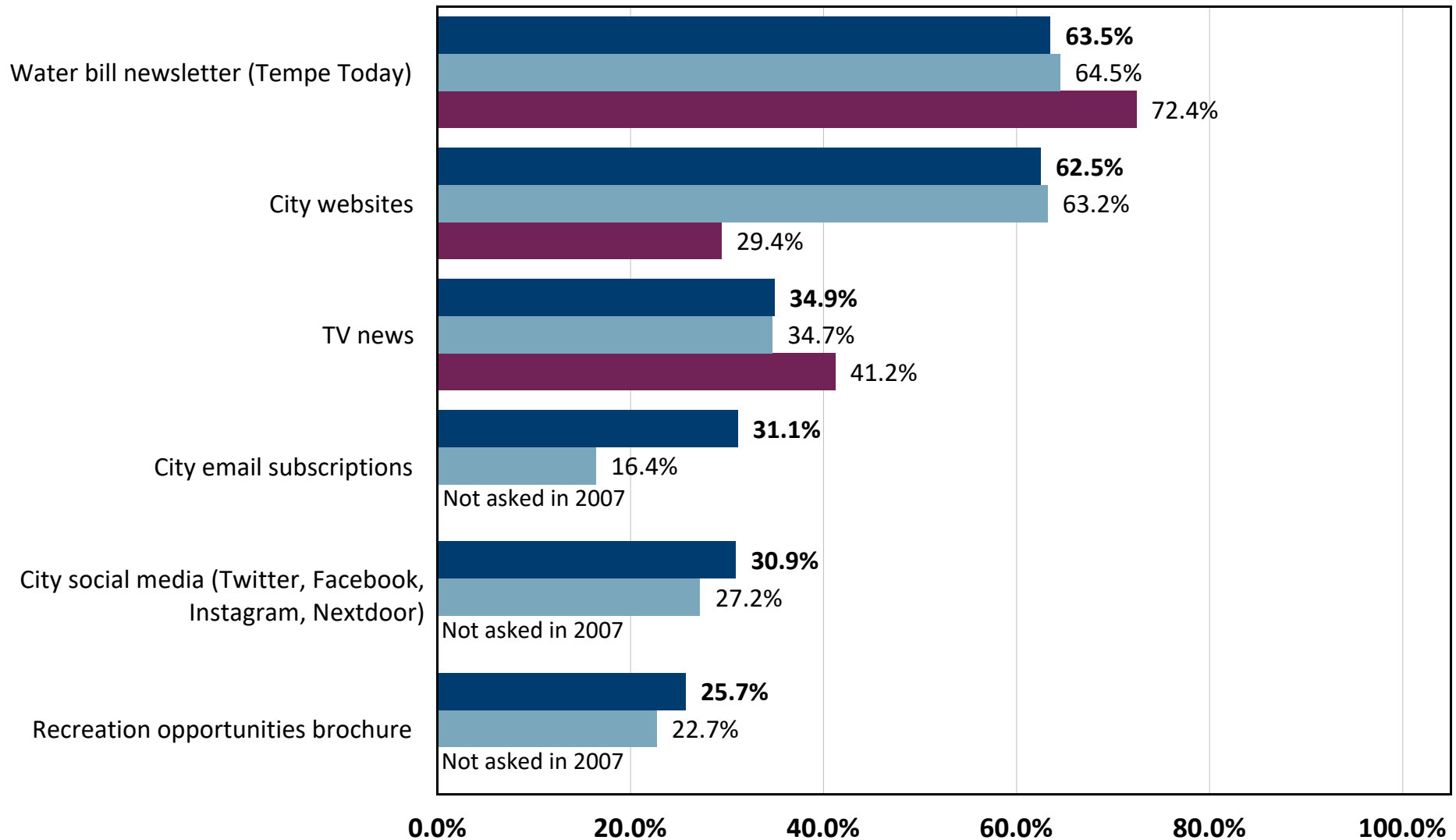
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don’t Know” or “N/A” responses)



The base year is dependent on the year the questions were introduced to the survey.

Trends: Q14. How Residents Get Information About the City (1/2) - 2023, 2022, & 2007

by percentage of respondents

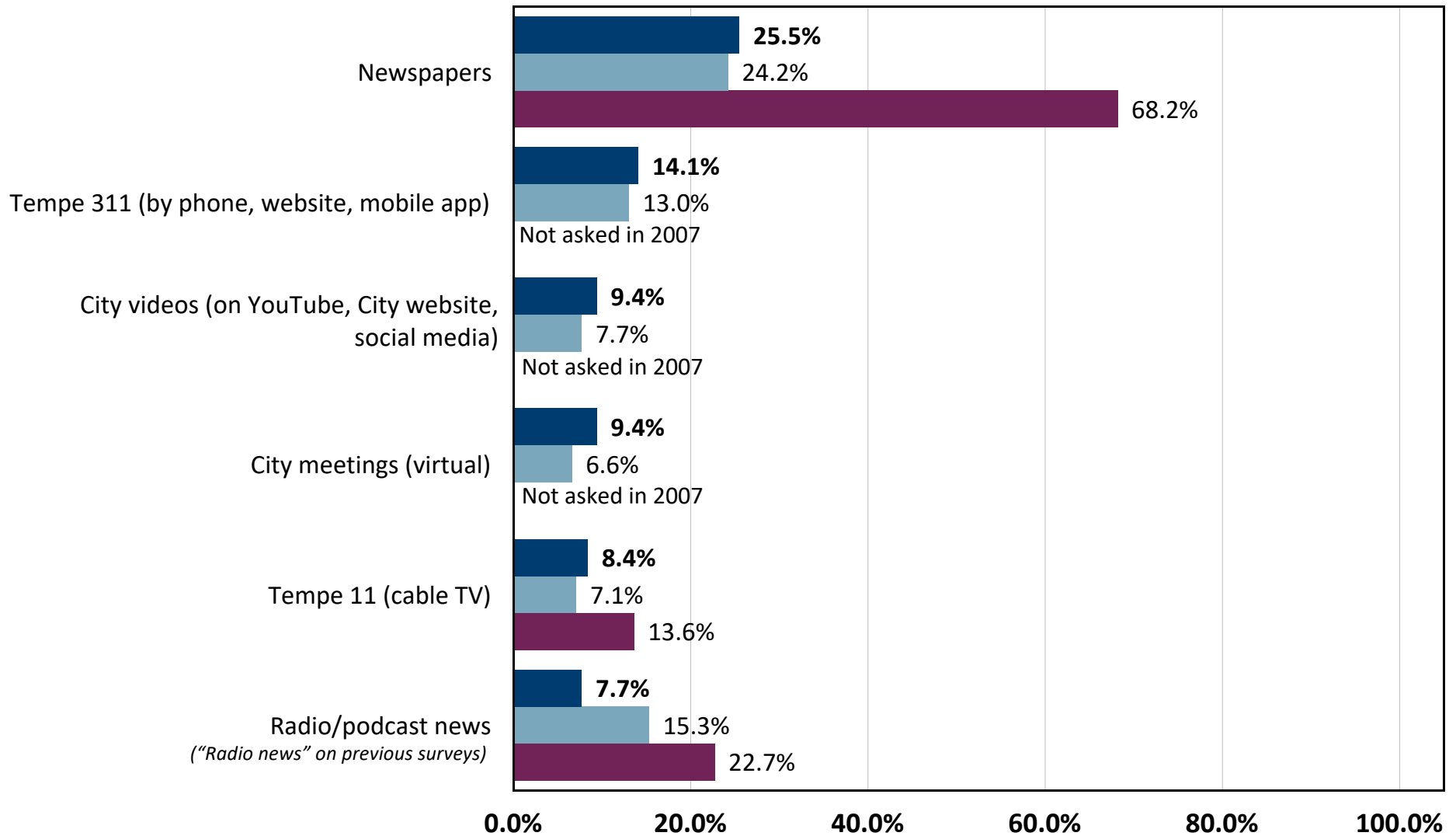


The base year is dependent on the year the questions were introduced to the survey.

■ 2023 ■ 2022 ■ 2007

Trends: Q14. How Residents Get Information About the City (2/2) - 2023, 2022, & 2007

by percentage of respondents

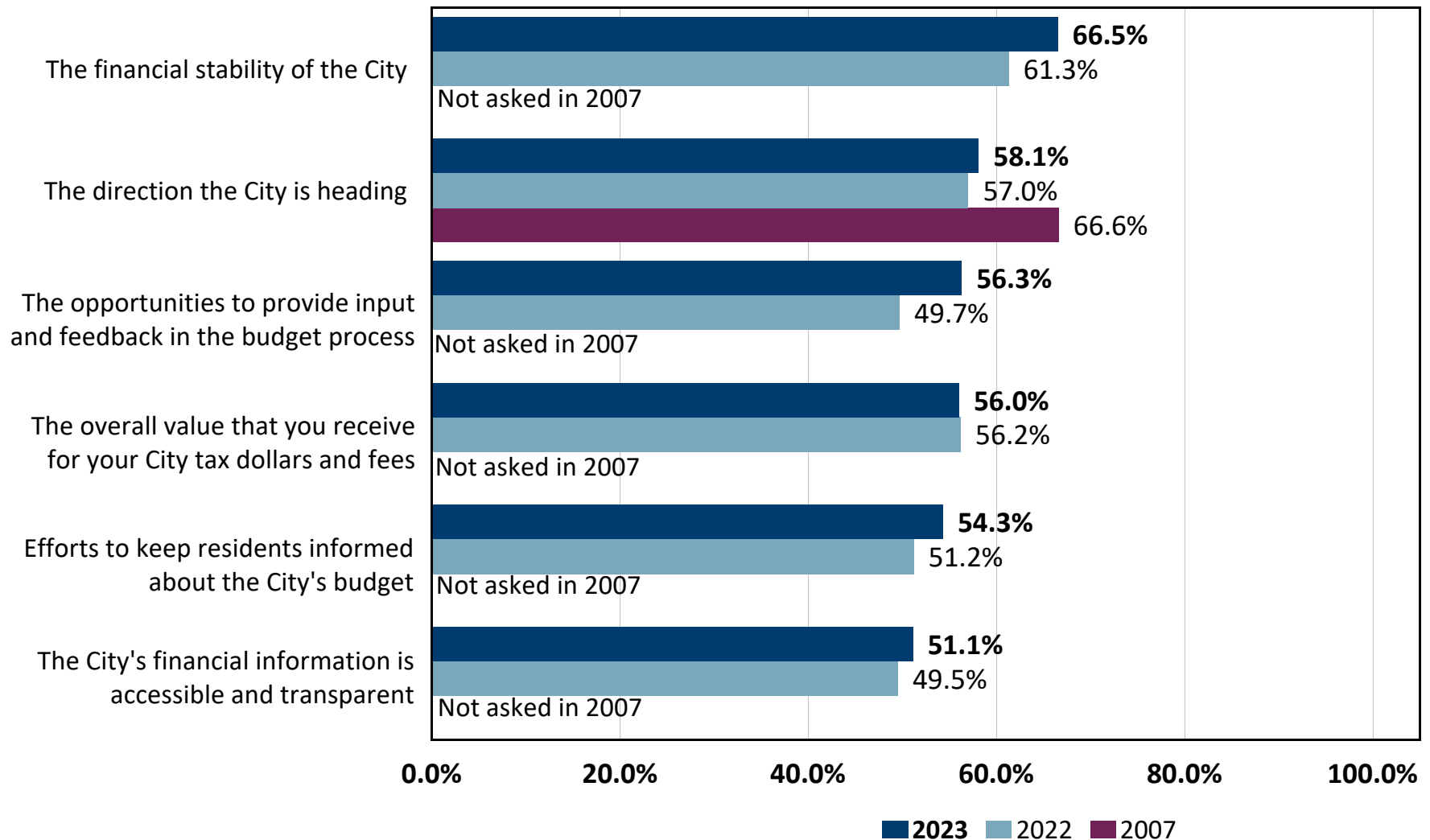


The base year is dependent on the year the questions were introduced to the survey.

Trends: Q15. Satisfaction With Aspects of the City's Financial Stability and Vitality

2023, 2022, & 2007

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "Don't Know" or "N/A" responses)

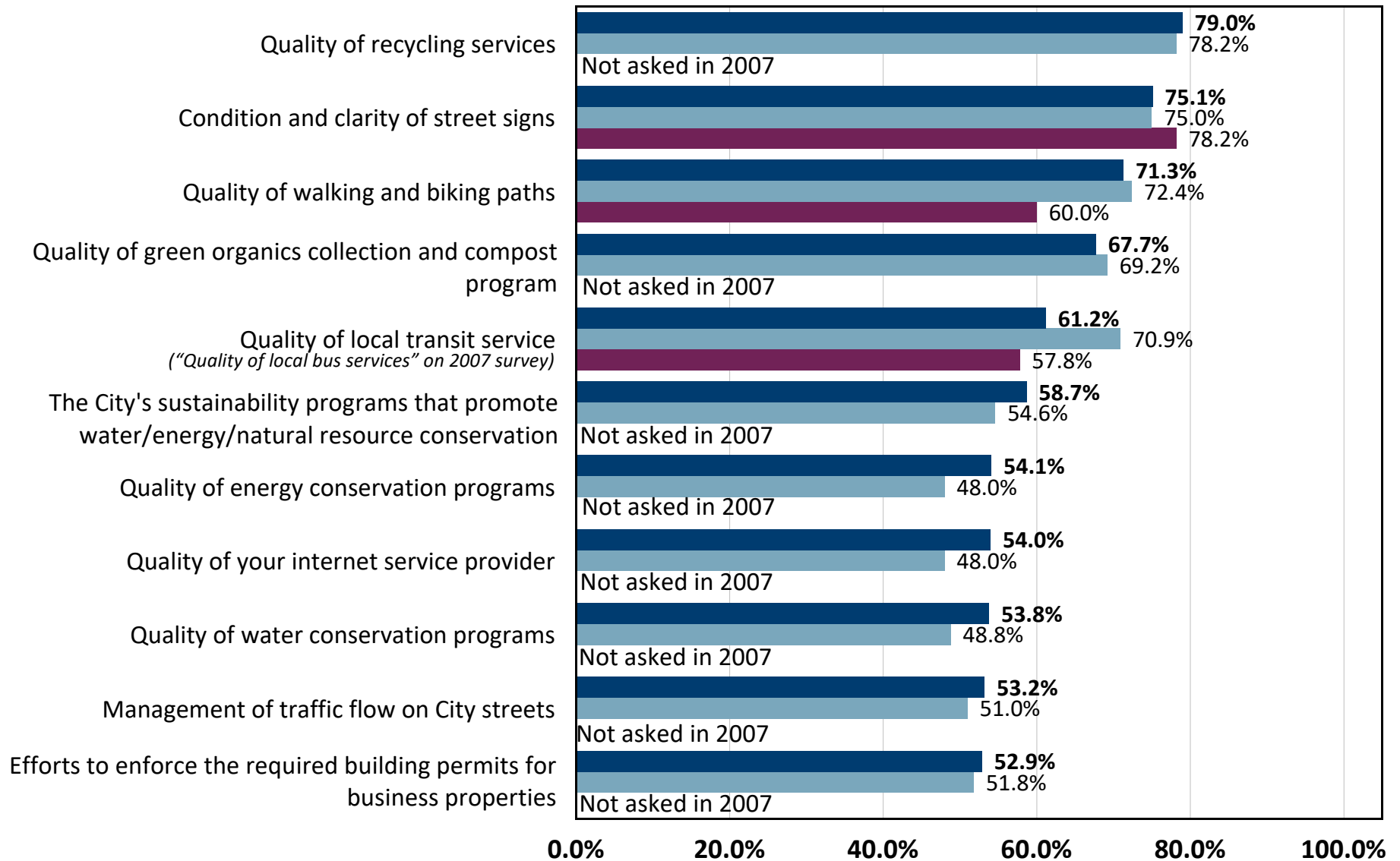


The base year is dependent on the year the questions were introduced to the survey.

Trends: Q16. Satisfaction With Sustainable Growth and Development (1/2)

2023, 2022, & 2007

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don’t Know” or “N/A” responses)

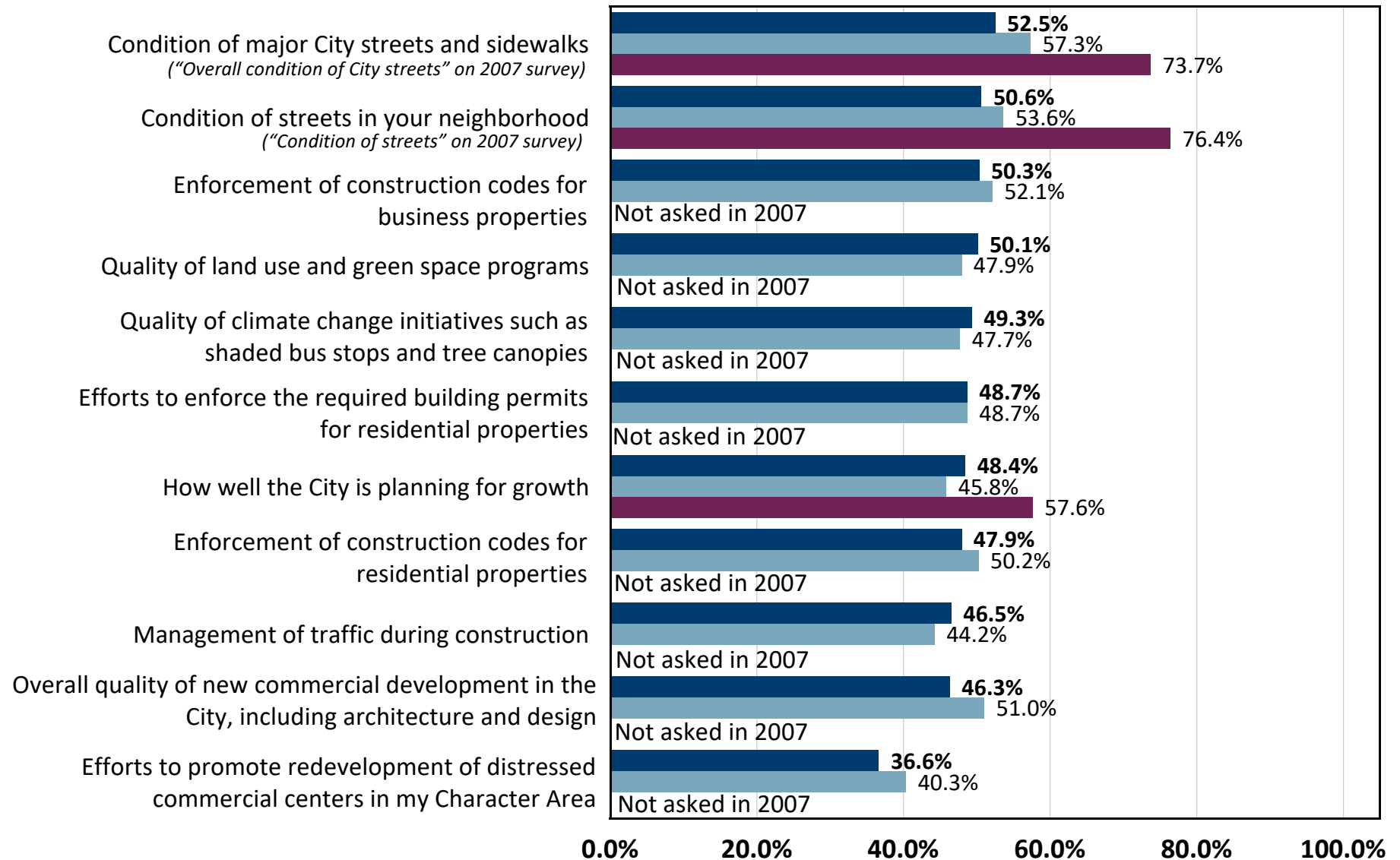


The base year is dependent on the year the questions were introduced to the survey.

Trends: Q16. Satisfaction With Sustainable Growth and Development (2/2)

2023, 2022, & 2007

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "Don't Know" or "N/A" responses)



The base year is dependent on the year the questions were introduced to the survey.

■ 2023 ■ 2022 ■ 2007



Benchmarking Analysis

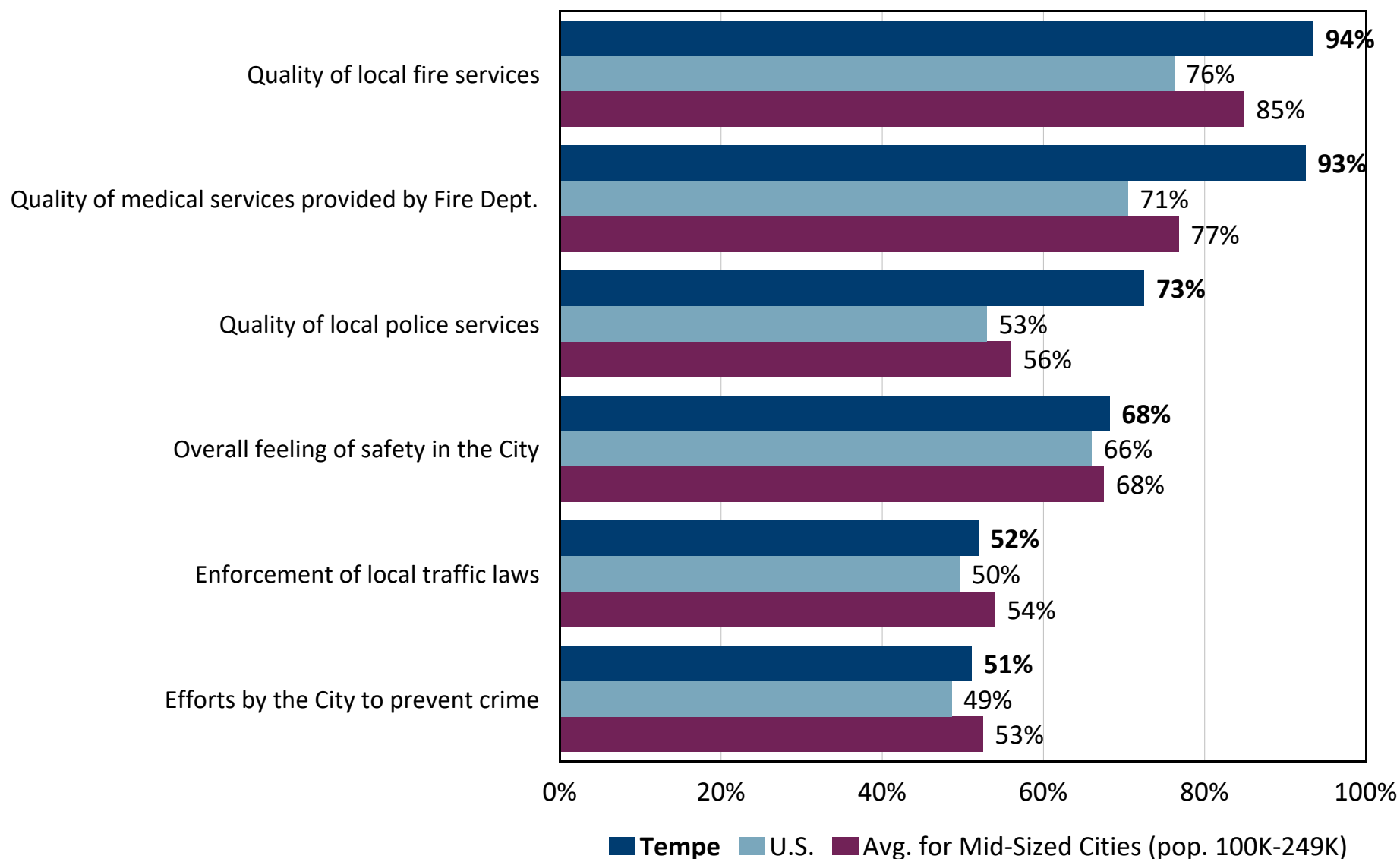
National Benchmarks

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, Arizona is not authorized without written consent from ETC Institute.

Satisfaction With Public Safety

Tempe vs. U.S. vs. Mid-Sized Cities

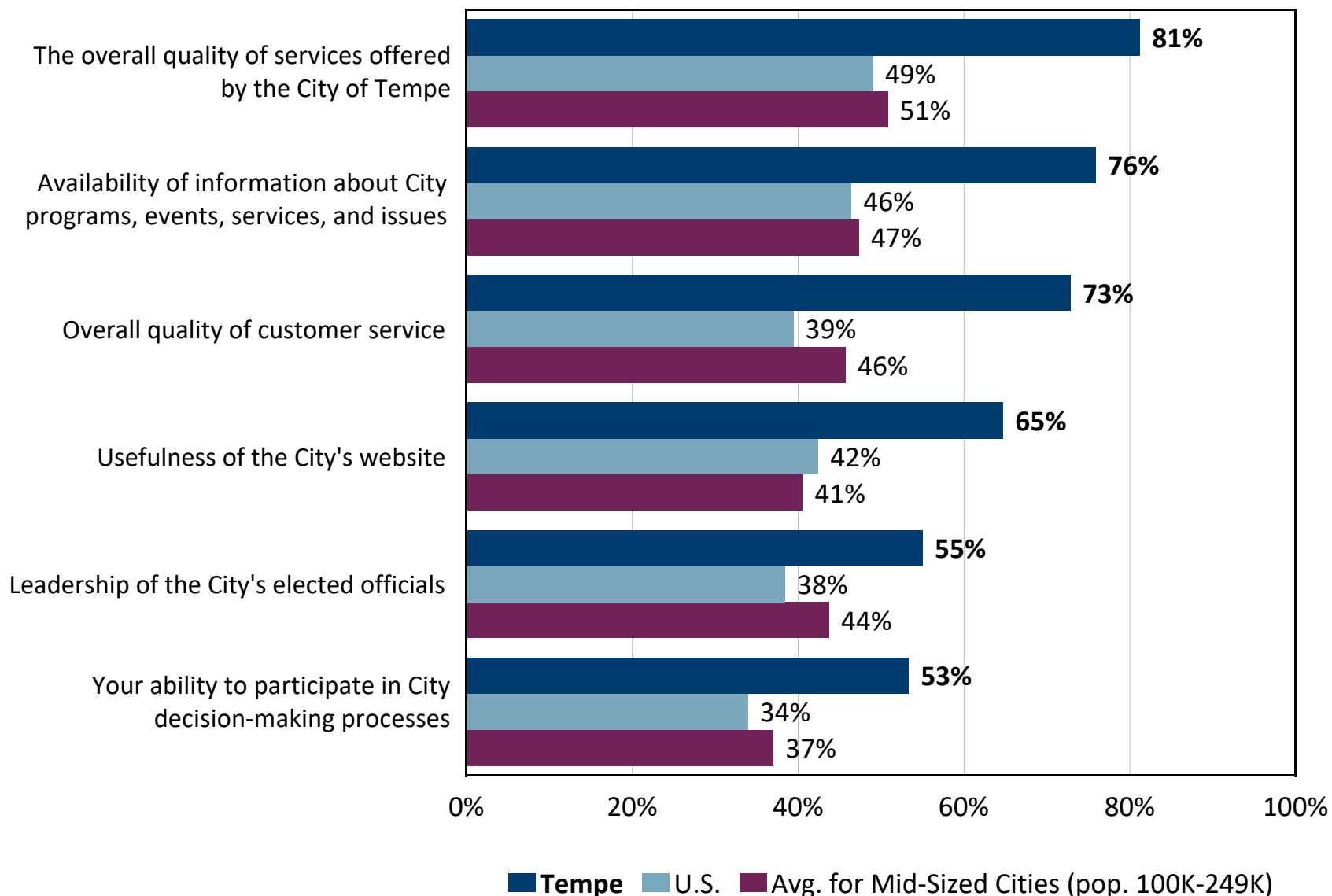
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don't Know” responses)



Satisfaction With Perceptions of the City

Tempe vs. U.S. vs. Mid-Sized Cities

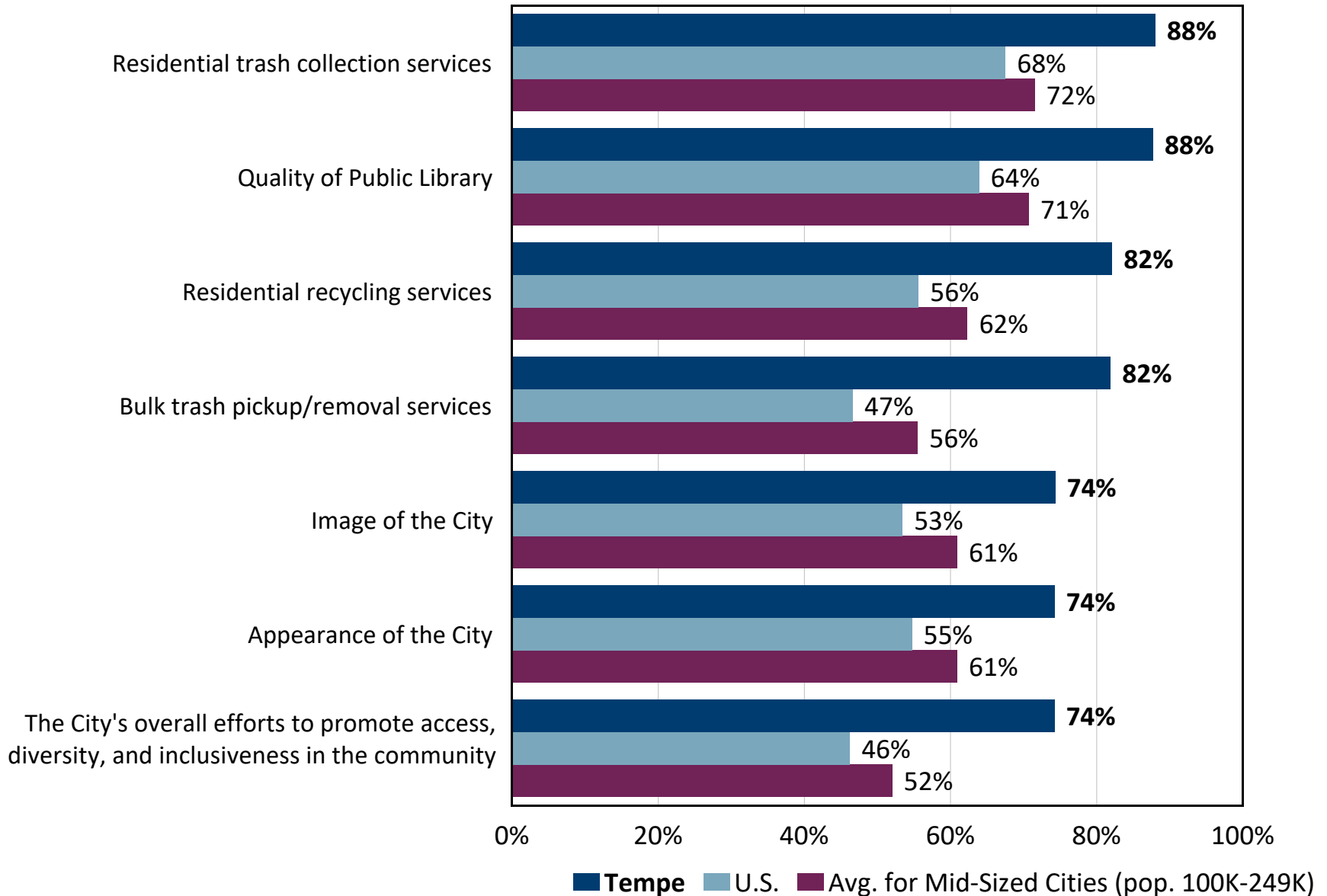
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don't Know” responses)



Satisfaction With Quality of Life and City Services (1/2)

Tempe vs. U.S. vs. Mid-Sized Cities

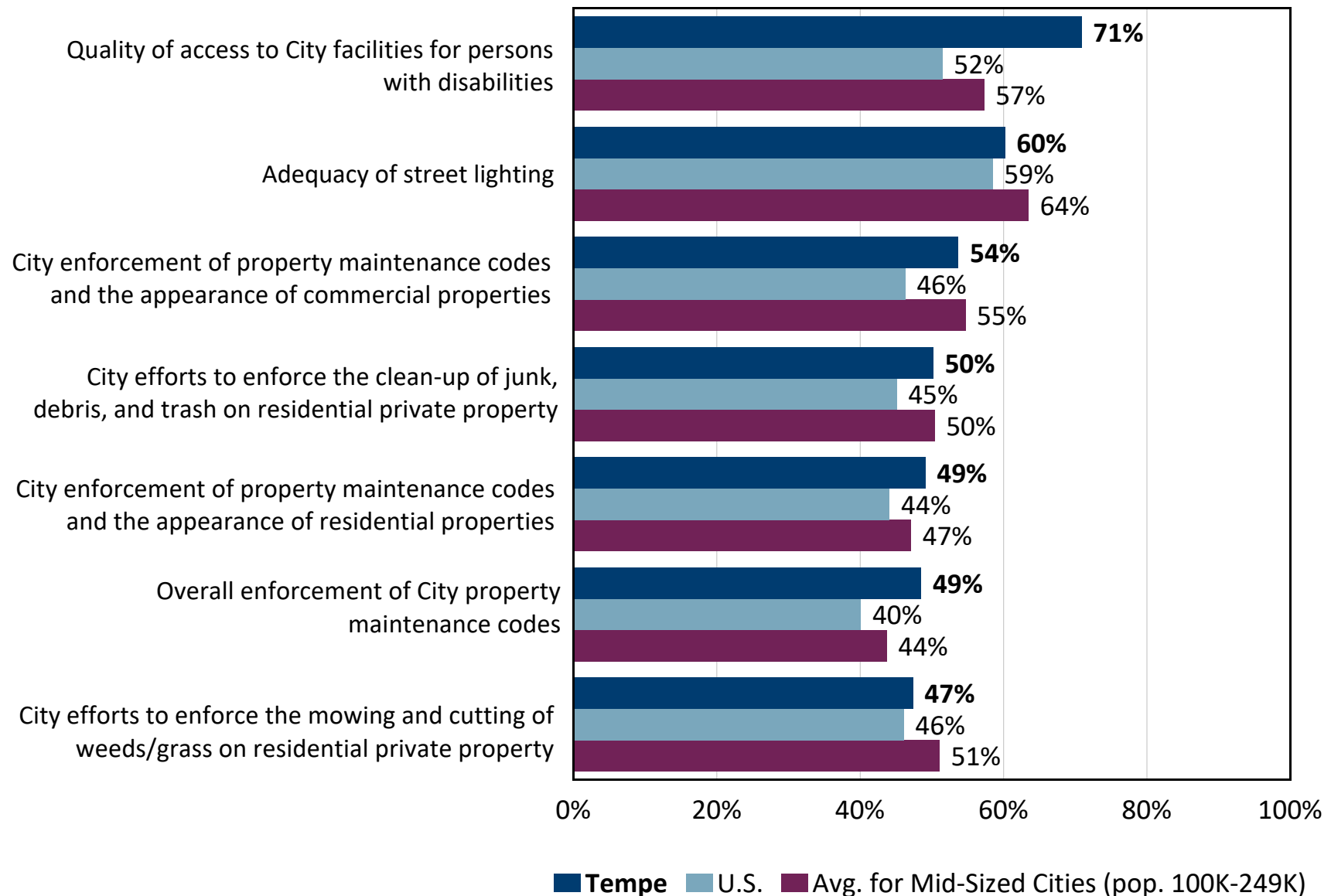
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don't Know” responses)



Satisfaction With Quality of Life and City Services (2/2)

Tempe vs. U.S. vs. Mid-Sized Cities

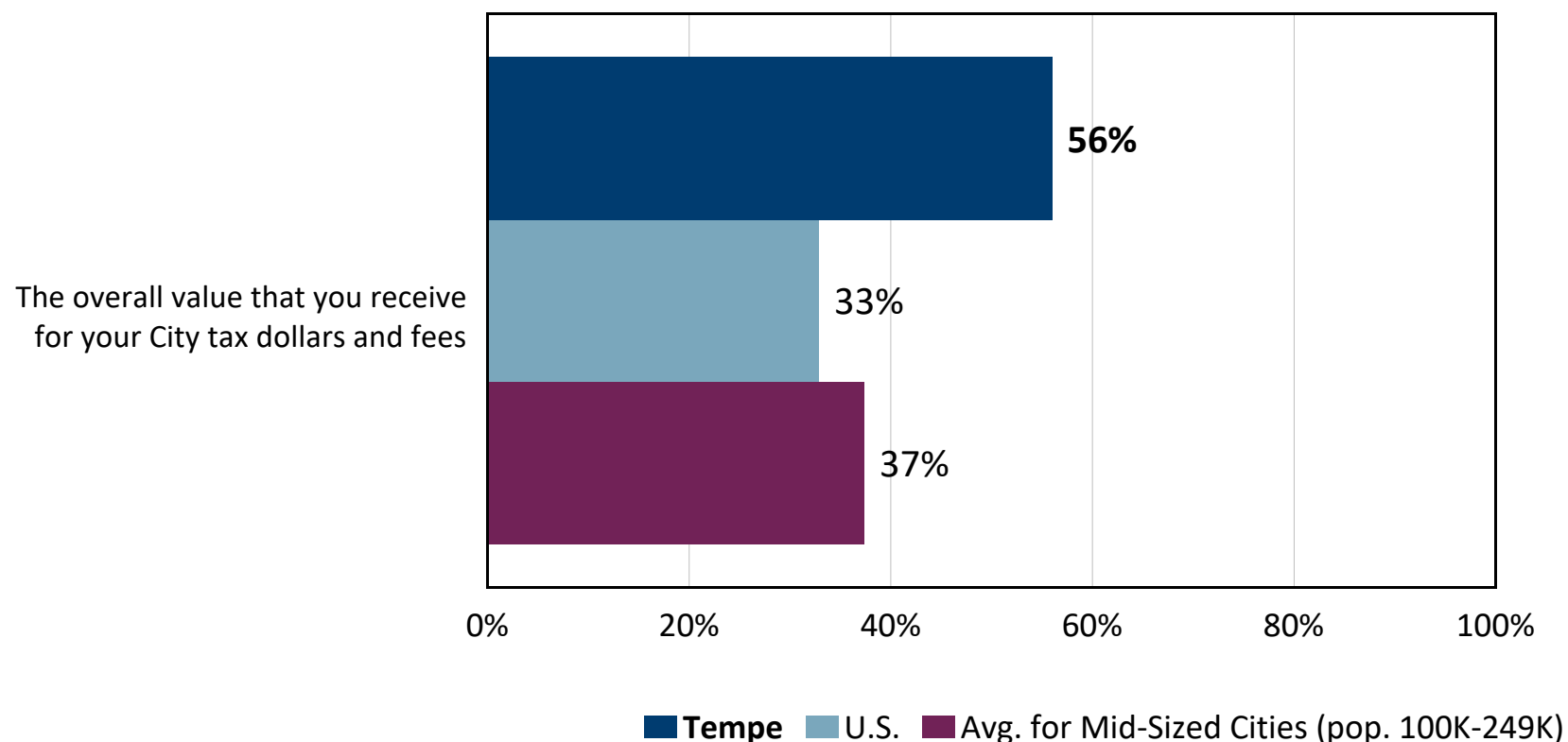
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don't Know” responses)



Satisfaction With Aspects of the City's Financial Stability and Vitality

Tempe vs. U.S. vs. Mid-Sized Cities

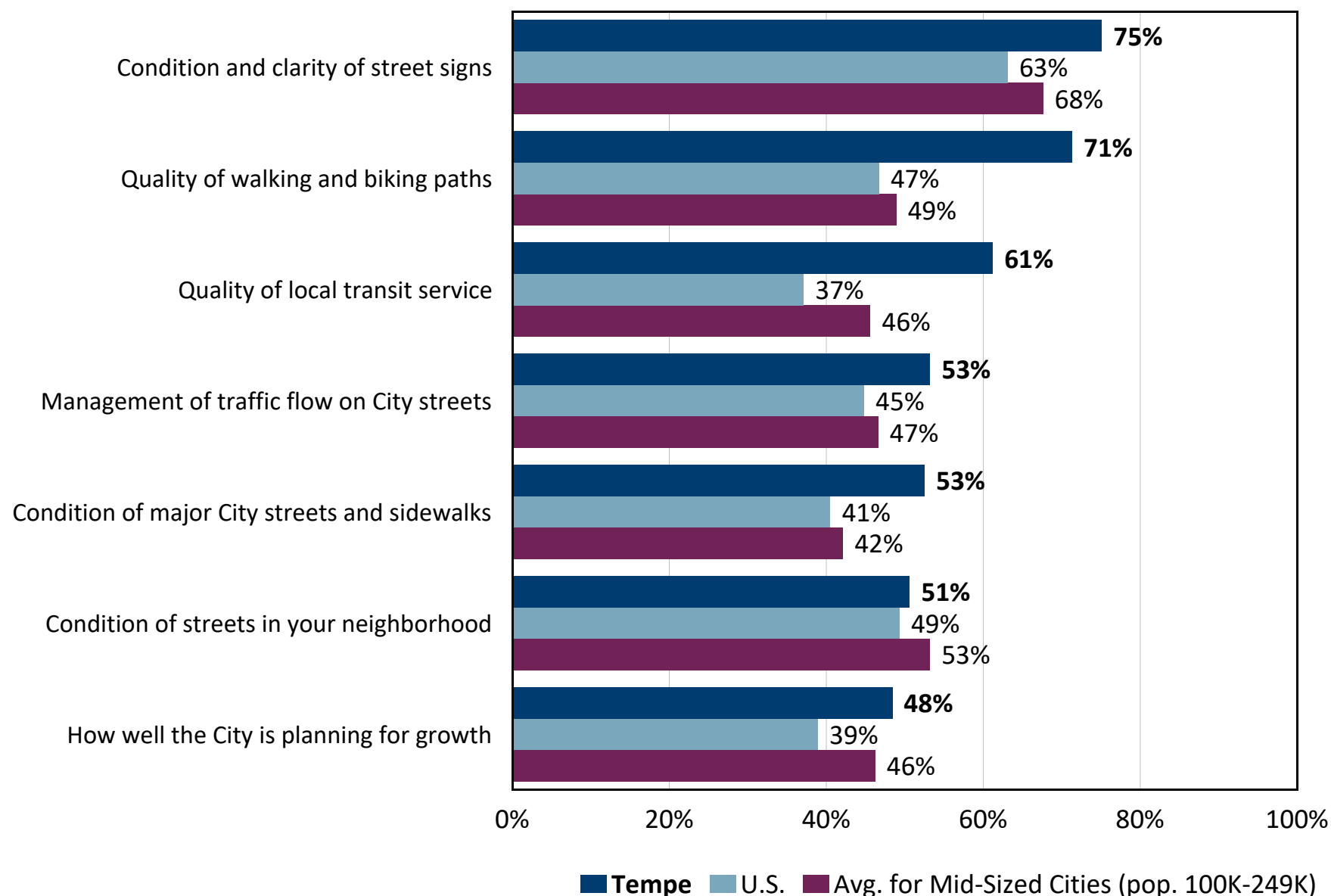
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don't Know” responses)



Satisfaction With Sustainable Growth and Development

Tempe vs. U.S. vs. Mid-Sized Cities

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “Don't Know” responses)



4 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

Overview

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

The Importance-Satisfaction (I-S) 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 (I-S) 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.

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 provide. The sum is then multiplied by 1 minus the percentage of respondents who 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 the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Importance-Satisfaction Calculation

Respondents were asked to identify the major categories of City services that were most important to their household. Approximately one-fourth (24.8%) of the respondent households selected "*police services*" as one of the most important services to emphasize over the next year.

With regard to satisfaction, 72.5% of respondents surveyed rated "*police services*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 24.8% was multiplied by 27.5% (1-0.725). This calculation yielded an I-S rating of 0.0682, which ranked first out of seventeen categories of City services analyzed.

Importance-Satisfaction Analysis

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 of importance and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either 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.

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 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

A table showing the results for the City of Tempe is provided on the following page.

2023 Importance-Satisfaction Rating

Tempe, Arizona

Community Survey

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Police services	25%	1	73%	8	0.0682	1
Traffic safety (Vision Zero)	13%	6	52%	16	0.0620	2
Neighborhoods	16%	2	61%	13	0.0615	3
Economic/business development	14%	4	56%	14	0.0603	4
Alley maintenance	10%	10	45%	17	0.0548	5
Community health/human/social services	15%	3	65%	10	0.0531	6
Services for older adults (50 yrs+)	11%	7	61%	12	0.0431	7
Traffic delays	7%	13	53%	15	0.0318	8
Quality & safety of businesses & homes	13%	5	78%	5	0.0294	9
Parks	10%	8	72%	9	0.0290	10
Appearance of City	10%	9	74%	6	0.0258	11
Art, recreation programs, & library services	9%	11	79%	4	0.0198	12
Education/career/family services	5%	14	64%	11	0.0179	13
Solid waste (trash), recycling, & green organics/composting	7%	12	79%	3	0.0149	14
Customer service	3%	17	73%	7	0.0071	15
Fire services	5%	15	94%	1	0.0032	16
Emergency medical services	3%	16	93%	2	0.0021	17

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 item they think should be the top priority over the next year.

Satisfaction %:

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

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Key:

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

Importance-Satisfaction Analysis

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 its 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.

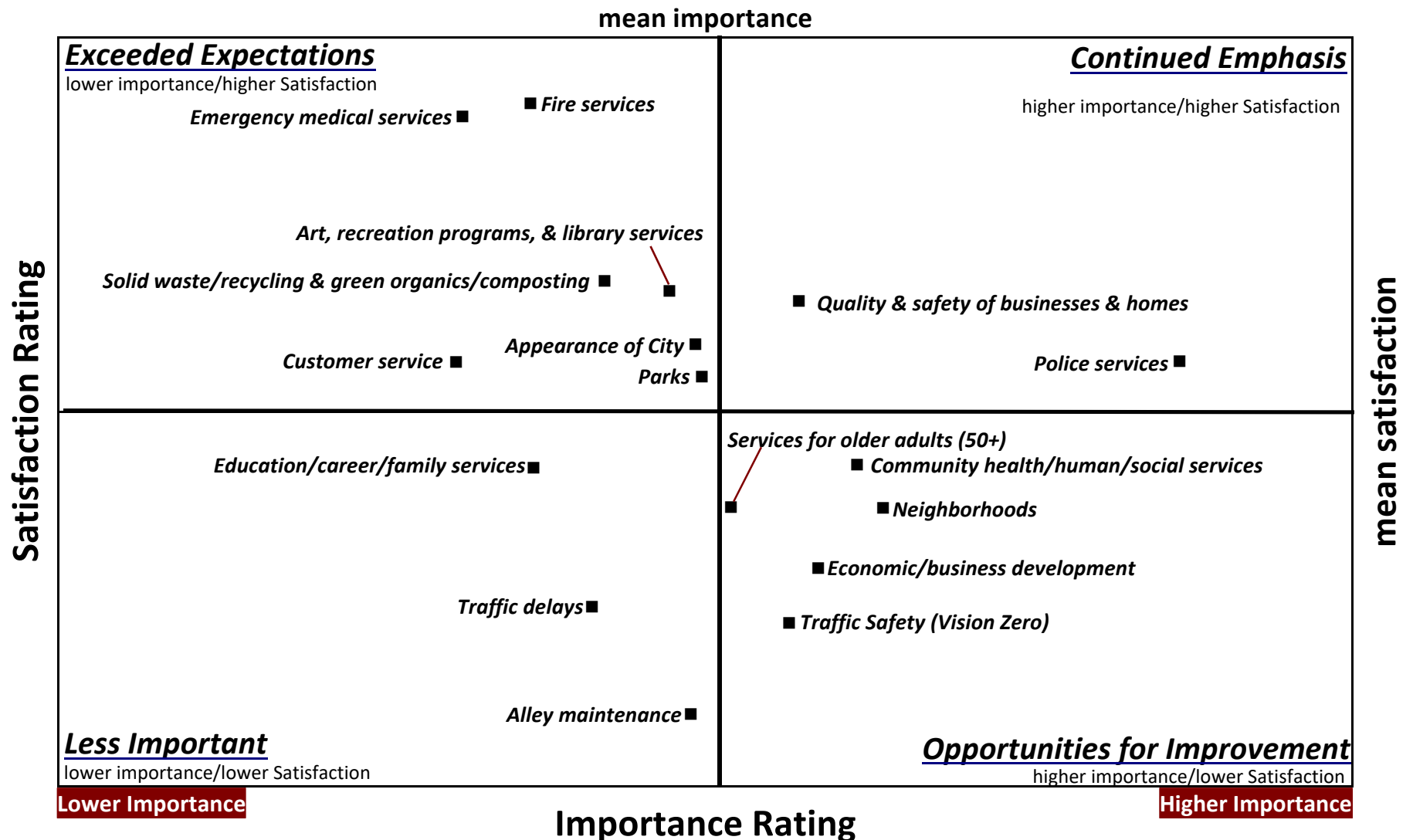
A matrix chart showing the results for the City of Tempe is provided on the following page.

City of Tempe Community Survey

Importance-Satisfaction Assessment Matrix

-OVERALL-

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





Tabular Data & Survey Instrument

In this section, you will find most questions are presented using two tables, with "don't know," "not applicable," or "not provided" responses and excluding "don't know," "not applicable," or "not provided" responses. This deliberate exclusion aims to provide the reader with a clear perspective, showcasing the results solely from respondents who expressed an opinion on each specific item. The City's DirectionFinder Dashboards display the results excluding "don't know" and "N/A" responses.

Q1. 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."

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q1-1. Quality of local fire services	41.4%	21.4%	4.3%	0.1%	0.0%	28.9%	4.0%
Q1-2. Quality of medical services provided by Fire Department	36.2%	19.3%	4.2%	0.1%	0.2%	35.7%	4.4%
Q1-3. Quality of ambulance services	26.3%	17.0%	6.4%	0.5%	0.1%	44.3%	5.5%
Q1-4. Quality of local police services	27.4%	33.6%	14.7%	5.2%	3.2%	14.1%	1.6%
Q1-5. Enforcement of local traffic laws	14.2%	31.3%	19.1%	15.3%	7.8%	11.7%	0.5%
Q1-6. Efforts by City to prevent crime	11.1%	30.4%	23.7%	11.9%	4.2%	17.5%	1.1%
Q1-7. Overall feeling of safety in City	15.2%	51.6%	17.4%	11.8%	1.8%	1.9%	0.1%
Q1-8. Feeling of safety in your neighborhood	24.1%	44.6%	16.6%	10.9%	2.2%	1.4%	0.2%
Q1-9. Quality & safety of structures in your neighborhood	26.2%	47.2%	14.5%	5.7%	0.8%	5.3%	0.3%
Q1-10. Quality of crisis & trauma services (CARE 7)	13.1%	14.1%	10.9%	1.0%	1.2%	54.4%	5.4%

WITHOUT "DON'T KNOW" OR "N/A"

Q1. 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." (without "don't know" or "N/A")

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Quality of local fire services	61.6%	31.9%	6.3%	0.1%	0.0%
Q1-2. Quality of medical services provided by Fire Department	60.4%	32.1%	6.9%	0.2%	0.3%
Q1-3. Quality of ambulance services	52.3%	33.8%	12.7%	1.0%	0.2%
Q1-4. Quality of local police services	32.6%	39.9%	17.5%	6.2%	3.8%
Q1-5. Enforcement of local traffic laws	16.2%	35.7%	21.7%	17.4%	8.9%
Q1-6. Efforts by City to prevent crime	13.7%	37.4%	29.2%	14.6%	5.1%
Q1-7. Overall feeling of safety in City	15.5%	52.7%	17.8%	12.1%	1.9%
Q1-8. Feeling of safety in your neighborhood	24.5%	45.3%	16.8%	11.1%	2.3%
Q1-9. Quality & safety of structures in your neighborhood	27.7%	50.0%	15.4%	6.1%	0.8%
Q1-10. Quality of crisis & trauma services (CARE 7)	32.5%	35.2%	27.0%	2.4%	2.9%

Q2(1-12). During the Day: Please rate how satisfied you are with the FEELING OF SAFETY you have in the following places.

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q2-1. Neighborhood parks	22.1%	45.2%	13.2%	10.3%	1.8%	6.4%	1.1%
Q2-2. City parks like Kiwanis & Tempe Beach	19.7%	44.5%	13.0%	9.6%	1.6%	10.3%	1.5%
Q2-3. Desert parks like Papago, Evelyn Hallman, & Hayden Butte (A Mountain)	16.7%	30.4%	13.5%	6.6%	1.6%	27.9%	3.4%
Q2-4. City athletic & recreational facilities	14.9%	31.0%	11.8%	2.7%	0.4%	34.0%	5.1%
Q2-5. Tempe Public Library Complex	34.5%	37.2%	8.6%	3.1%	1.0%	13.8%	1.8%
Q2-6. City Hall	15.6%	25.7%	12.1%	2.2%	0.8%	39.4%	4.2%
Q2-7. Mill Avenue/Downtown Tempe areas	13.6%	39.9%	18.9%	13.3%	5.1%	8.5%	0.7%
Q2-8. Businesses (theaters, restaurants, retail shopping, workplace)	23.1%	55.0%	14.2%	4.2%	0.6%	2.7%	0.2%
Q2-9. Within your home or neighborhood	31.2%	48.1%	10.0%	8.1%	1.5%	1.1%	0.1%
Q2-10. Neighborhood alleys	8.4%	26.6%	22.9%	16.8%	5.5%	14.7%	5.0%
Q2-11. Roadways	10.5%	43.2%	21.7%	16.6%	5.8%	1.9%	0.3%
Q2-12. Public transportation	11.3%	23.2%	15.9%	8.9%	3.5%	31.3%	5.9%

WITHOUT "DON'T KNOW" OR "N/A"

Q2(1-12). During the Day: Please rate how satisfied you are with the FEELING OF SAFETY you have in the following places. (without "don't know" or "N/A")

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Neighborhood parks	23.9%	48.8%	14.2%	11.1%	2.0%
Q2-2. City parks like Kiwanis & Tempe Beach	22.3%	50.4%	14.7%	10.9%	1.8%
Q2-3. Desert parks like Papago, Evelyn Hallman, & Hayden Butte (A Mountain)	24.3%	44.3%	19.6%	9.6%	2.3%
Q2-4. City athletic & recreational facilities	24.5%	51.0%	19.4%	4.5%	0.6%
Q2-5. Tempe Public Library Complex	40.9%	44.1%	10.2%	3.7%	1.1%
Q2-6. City Hall	27.7%	45.5%	21.5%	4.0%	1.4%
Q2-7. Mill Avenue/Downtown Tempe areas	14.9%	44.0%	20.8%	14.6%	5.7%
Q2-8. Businesses (theaters, restaurants, retail shopping, workplace)	23.8%	56.7%	14.7%	4.3%	0.6%
Q2-9. Within your home or neighborhood	31.6%	48.6%	10.1%	8.2%	1.5%
Q2-10. Neighborhood alleys	10.5%	33.2%	28.5%	20.9%	6.9%
Q2-11. Roadways	10.7%	44.2%	22.2%	16.9%	5.9%
Q2-12. Public transportation	18.1%	36.9%	25.3%	14.2%	5.6%

Q2(13-24). At Night: Please rate how satisfied you are with the FEELING OF SAFETY you have in the following places.

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q2-13. Neighborhood parks	6.7%	24.0%	19.1%	17.0%	8.7%	21.4%	3.1%
Q2-14. City parks like Kiwanis & Tempe Beach	7.8%	21.9%	16.8%	14.5%	7.8%	28.2%	3.1%
Q2-15. Desert parks like Papago, Evelyn Hallman, & Hayden Butte (A Mountain)	5.2%	14.4%	15.7%	10.7%	6.5%	42.2%	5.3%
Q2-16. City athletic & recreational facilities	7.0%	20.9%	16.3%	3.9%	2.3%	44.2%	5.4%
Q2-17. Tempe Public Library Complex	16.0%	25.8%	14.0%	4.6%	2.7%	32.8%	4.2%
Q2-18. City Hall	8.4%	17.9%	14.1%	2.7%	2.2%	48.8%	5.7%
Q2-19. Mill Avenue/Downtown Tempe areas	9.7%	30.6%	20.5%	13.2%	7.2%	17.2%	1.6%
Q2-20. Businesses (theaters, restaurants, retail shopping, workplace)	15.3%	45.3%	19.9%	6.5%	2.1%	9.6%	1.4%
Q2-21. Within your home or neighborhood	23.1%	45.4%	15.4%	9.5%	3.8%	2.6%	0.2%
Q2-22. Neighborhood alleys	5.5%	17.7%	22.3%	18.1%	10.4%	20.4%	5.5%
Q2-23. Roadways	8.1%	38.6%	23.3%	18.6%	6.2%	4.7%	0.6%
Q2-24. Public transportation	7.5%	16.3%	15.7%	9.7%	5.6%	39.1%	6.1%

WITHOUT "DON'T KNOW" OR "N/A"

Q2(13-24). At Night: Please rate how satisfied you are with the FEELING OF SAFETY you have in the following places. (without "don't know" or "N/A")

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-13. Neighborhood parks	8.9%	31.8%	25.3%	22.5%	11.6%
Q2-14. City parks like Kiwanis & Tempe Beach	11.3%	31.9%	24.4%	21.2%	11.3%
Q2-15. Desert parks like Papago, Evelyn Hallman, & Hayden Butte (A Mountain)	10.0%	27.5%	29.9%	20.3%	12.4%
Q2-16. City athletic & recreational facilities	13.8%	41.5%	32.3%	7.7%	4.6%
Q2-17. Tempe Public Library Complex	25.4%	40.9%	22.2%	7.2%	4.3%
Q2-18. City Hall	18.6%	39.4%	31.1%	6.0%	4.9%
Q2-19. Mill Avenue/Downtown Tempe areas	11.9%	37.7%	25.3%	16.2%	8.8%
Q2-20. Businesses (theaters, restaurants, retail shopping, workplace)	17.2%	50.8%	22.3%	7.3%	2.4%
Q2-21. Within your home or neighborhood	23.7%	46.8%	15.9%	9.8%	3.9%
Q2-22. Neighborhood alleys	7.5%	24.0%	30.1%	24.5%	14.0%
Q2-23. Roadways	8.6%	40.7%	24.5%	19.6%	6.5%
Q2-24. Public transportation	13.6%	29.7%	28.7%	17.7%	10.3%

Q3. Please indicate HOW OFTEN YOU WORRY about each of the following.

(N=1032)

	Frequently	Occasionally	Rarely	Never	Don't know	N/A
Q3-1. Being victimized by a robbery/physically assaulted	7.9%	34.6%	42.8%	13.5%	0.8%	0.4%
Q3-2. Having your home burglarized when you are not there	14.9%	39.5%	29.8%	14.5%	0.9%	0.3%
Q3-3. Being attacked or threatened with a weapon	7.2%	28.1%	41.8%	21.6%	1.1%	0.3%
Q3-4. Having your car stolen or broken into	19.4%	38.3%	26.8%	12.4%	1.0%	2.1%
Q3-5. Being a victim of identity theft	19.5%	39.4%	25.6%	12.8%	2.1%	0.6%
Q3-6. Being safe near encampments	19.8%	27.6%	17.4%	9.0%	22.0%	4.2%

WITHOUT "DON'T KNOW" OR "N/A"**Q3. Please indicate HOW OFTEN YOU WORRY about each of the following. (without "don't know" or "N/A")**

(N=1032)

	Frequently	Occasionally	Rarely	Never
Q3-1. Being victimized by a robbery/physically assaulted	8.0%	35.0%	43.3%	13.6%
Q3-2. Having your home burglarized when you are not there	15.1%	40.0%	30.2%	14.7%
Q3-3. Being attacked or threatened with a weapon	7.3%	28.5%	42.3%	21.9%
Q3-4. Having your car stolen or broken into	20.0%	39.5%	27.7%	12.8%
Q3-5. Being a victim of identity theft	20.0%	40.5%	26.3%	13.1%
Q3-6. Being safe near encampments	26.8%	37.4%	23.6%	12.2%

Q4-1. Have you been robbed, physically assaulted, or sexually assaulted in the past 6 months?

Q4-1. Have you been victimized by a robbery, physically assaulted, or sexually assaulted	Number	Percent
Yes	50	4.8 %
No	980	95.0 %
Not provided	2	0.2 %
Total	1032	100.0 %

WITHOUT "NOT PROVIDED"**Q4-1. Have you been robbed, physically assaulted, or sexually assaulted in the past 6 months? (without "not provided")**

Q4-1. Have you been victimized by a robbery, physically assaulted, or sexually assaulted	Number	Percent
Yes	50	4.9 %
No	980	95.1 %
Total	1030	100.0 %

Q4-1a. Were the police informed or did they find out about this incident in any way?

Q4-1a. Were the police informed or did they find out about this incident in any way	Number	Percent
Yes	35	70.0 %
No	14	28.0 %
Not provided	1	2.0 %
Total	50	100.0 %

WITHOUT "NOT PROVIDED"**Q4-1a. Were the police informed or did they find out about this incident in any way? (without "not provided")**

Q4-1a. Were the police informed or did they find out about this incident in any way	Number	Percent
Yes	35	71.4 %
No	14	28.6 %
Total	49	100.0 %

Q4-2. Has anyone in your household age 12 or older had a vehicle stolen, property or cash stolen, or has your household been burglarized in the past 6 months?

Q4-2. Has anyone in your household age 12 or older had a vehicle stolen, property or cash stolen, or has your household been burglarized

	Number	Percent
Yes	159	15.4 %
No	868	84.1 %
Not provided	5	0.5 %
Total	1032	100.0 %

WITHOUT "NOT PROVIDED"

Q4-2. Has anyone in your household age 12 or older had a vehicle stolen, property or cash stolen, or has your household been burglarized in the past 6 months? (without "not provided")

Q4-2. Has anyone in your household age 12 or older had a vehicle stolen, property or cash stolen, or has your household been burglarized

	Number	Percent
Yes	159	15.5 %
No	868	84.5 %
Total	1027	100.0 %

Q4-2a. Were the police informed or did they find out about this incident in any way?

Q4-2a. Were the police informed or did they find out about this incident in any way

	Number	Percent
Yes	106	66.7 %
No	47	29.6 %
Not provided	6	3.8 %
Total	159	100.0 %

WITHOUT "NOT PROVIDED"

Q4-2a. Were the police informed or did they find out about this incident in any way? (without "not provided")

Q4-2a. Were the police informed or did they find out about this incident in any way

	Number	Percent
Yes	106	69.3 %
No	47	30.7 %
Total	153	100.0 %

Q4a. What was the reason it was NOT REPORTED to the police?

Q4a. What was the reason it was not reported to the police	Number	Percent
Too busy	1	1.9 %
Police won't do anything	18	33.3 %
Not important	2	3.7 %
Didn't want to go to court	2	3.7 %
Nothing could be done/person wouldn't be found	23	42.6 %
Other	5	9.3 %
Not provided	3	5.6 %
Total	54	100.0 %

WITHOUT "NOT PROVIDED"**Q4a. What was the reason it was NOT REPORTED to the police? (without "not provided")**

Q4a. What was the reason it was not reported to the police	Number	Percent
Too busy	1	2.0 %
Police won't do anything	18	35.3 %
Not important	2	3.9 %
Didn't want to go to court	2	3.9 %
Nothing could be done/person wouldn't be found	23	45.1 %
Other	5	9.8 %
Total	51	100.0 %

Q4a-6. Other

- A young teen took the mail I had set out to be mailed in my mailbox. Not reported because it was a small thing. Also items from my car had been stolen, not reported because I didn't lock the car door.
- Had a bicycle stolen from my back yard. Not important enough to report to police, and there's nothing they could do anyway.
- It was a neighbor child taking small stuff from our property. We addressed with the parents and it seems to be resolved. Would have involved police if it continued, ONLY if we could know that the police could help explain in terms of future consequences of the child continues doing it in the future
- It was an Amazon stolen package
- Nothing was taking from the vehicle since I don't keep anything of value in it. Was just opened and rifled through
- occurred in Maricopa county park
- porch pirate
- the item was old, so I won't miss it
- The items taken were out of my car which wasn't locked and they were mainly of sentimental value.

Q6. Please rate your LEVEL OF SATISFACTION with each of the following.

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q6-1. Overall quality of services offered by City of Tempe	23.4%	54.9%	14.3%	3.2%	0.7%	2.9%	0.5%
Q6-2. Leadership of City's elected officials	14.5%	34.5%	23.4%	11.0%	5.8%	10.0%	0.8%
Q6-3. How ethical City employees are in the way they conduct City business	16.6%	29.5%	19.0%	5.9%	2.0%	25.6%	1.5%
Q6-4. How ethical City elected officials are in the way they conduct City business	13.1%	27.2%	21.9%	8.3%	4.3%	23.9%	1.3%
Q6-5. Availability of information about City programs, events, services, & issues	25.6%	47.2%	16.9%	5.1%	1.2%	3.8%	0.3%
Q6-6. Availability of information on water/wastewater (sewer) & solid waste rates	23.4%	44.3%	16.2%	4.0%	0.6%	10.4%	1.3%
Q6-7. Availability of information on recycling, composting, green organics, & water conservation program offerings	25.2%	42.4%	14.3%	8.8%	2.6%	5.9%	0.7%
Q6-8. How easy Tempe 311 One Call to City Hall is to use	14.7%	20.3%	12.0%	2.8%	1.8%	44.4%	3.9%
Q6-9. Overall usefulness of City's websites	14.4%	44.1%	22.0%	6.5%	1.5%	10.7%	0.9%
Q6-10. Usefulness of Tempe.gov (website)	15.3%	40.3%	22.6%	6.7%	1.1%	12.9%	1.2%
Q6-11. Usefulness of TempePublicLibrary.org (website)	22.4%	36.1%	10.2%	0.8%	0.0%	27.6%	2.9%
Q6-12. Usefulness of TempeCenterfortheArts.com (website)	12.3%	26.0%	11.2%	1.3%	0.3%	43.6%	5.3%
Q6-13. Tempe's online services (registration, payment, etc.)	16.6%	37.3%	15.5%	4.1%	0.7%	23.4%	2.4%

Q6. Please rate your LEVEL OF SATISFACTION with each of the following.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q6-14. Your ability to participate in City decision-making processes	11.7%	31.6%	23.2%	10.9%	3.8%	16.8%	2.0%
Q6-15. How well City treats residents regardless of age, disability, gender, or other characteristics	17.6%	37.4%	14.8%	6.3%	2.3%	20.1%	1.5%
Q6-16. Overall quality of customer service	18.7%	44.7%	19.7%	3.2%	0.8%	11.9%	1.1%
Q6-17. How responsive City is about reported requests/concerns	13.2%	29.1%	19.3%	8.3%	2.9%	24.8%	2.4%

WITHOUT "DON'T KNOW" OR "N/A"**Q6. Please rate your LEVEL OF SATISFACTION with each of the following. (without "don't know" or "N/A")**

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Overall quality of services offered by City of Tempe	24.3%	56.9%	14.8%	3.3%	0.7%
Q6-2. Leadership of City's elected officials	16.3%	38.7%	26.2%	12.4%	6.5%
Q6-3. How ethical City employees are in the way they conduct City business	22.7%	40.4%	26.0%	8.1%	2.8%
Q6-4. How ethical City elected officials are in the way they conduct City business	17.5%	36.4%	29.3%	11.1%	5.7%
Q6-5. Availability of information about City programs, events, services, & issues	26.7%	49.2%	17.6%	5.4%	1.2%
Q6-6. Availability of information on water/ wastewater (sewer) & solid waste rates	26.4%	50.1%	18.3%	4.5%	0.7%
Q6-7. Availability of information on recycling, composting, green organics, & water conservation program offerings	27.0%	45.4%	15.4%	9.4%	2.8%
Q6-8. How easy Tempe 311 One Call to City Hall is to use	28.5%	39.3%	23.2%	5.4%	3.6%
Q6-9. Overall usefulness of City's websites	16.3%	49.8%	24.9%	7.3%	1.6%
Q6-10. Usefulness of Tempe.gov (website)	17.8%	46.9%	26.3%	7.8%	1.2%
Q6-11. Usefulness of TempePublicLibrary.org (website)	32.2%	52.0%	14.6%	1.1%	0.0%
Q6-12. Usefulness of TempeCenterfortheArts.com (website)	24.1%	50.9%	22.0%	2.5%	0.6%
Q6-13. Tempe's online services (registration, payment, etc.)	22.4%	50.3%	20.9%	5.5%	0.9%
Q6-14. Your ability to participate in City decision-making processes	14.4%	38.9%	28.5%	13.5%	4.7%
Q6-15. How well City treats residents regardless of age, disability, gender, or other characteristics	22.5%	47.7%	18.9%	8.0%	3.0%
Q6-16. Overall quality of customer service	21.5%	51.3%	22.6%	3.7%	0.9%
Q6-17. How responsive City is about reported requests/concerns	18.1%	39.9%	26.5%	11.5%	4.0%

Q7. Please rate your satisfaction with the following based on YOUR EXPERIENCE with Tempe 311.

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q7-1. How courteous & respectful call taker was	38.4%	35.3%	11.5%	3.3%	0.8%	8.5%	2.2%
Q7-2. Hours of service (7 am-5 pm) that 311 is available	21.1%	43.6%	15.3%	12.3%	2.5%	3.8%	1.4%
Q7-3. Ability of call taker to answer your question	25.2%	41.6%	16.7%	7.4%	1.1%	6.6%	1.4%
Q7-4. Call taker helped you resolve an issue to your satisfaction	26.6%	37.3%	15.6%	9.3%	2.5%	6.3%	2.5%

WITHOUT "DON'T KNOW" OR "N/A"**Q7. Please rate your satisfaction with the following based on YOUR EXPERIENCE with Tempe 311. (without "don't know" or "N/A")**

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. How courteous & respectful call taker was	42.9%	39.6%	12.9%	3.7%	0.9%
Q7-2. Hours of service (7 am-5 pm) that 311 is available	22.3%	46.0%	16.2%	13.0%	2.6%
Q7-3. Ability of call taker to answer your question	27.4%	45.2%	18.2%	8.0%	1.2%
Q7-4. Call taker helped you resolve an issue to your satisfaction	29.1%	40.8%	17.1%	10.2%	2.7%

Q8. Please rate your satisfaction with the EASE OF ACCESS to each of the following.

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q8-1. City Council meetings (schedules, agendas, minutes, videos)	11.9%	26.9%	15.5%	4.1%	0.8%	37.4%	3.4%
Q8-2. Boards & Commission meetings (schedules, agendas, minutes)	9.5%	23.1%	16.0%	4.0%	1.0%	42.8%	3.7%
Q8-3. City elections (election information & results, voter outreach)	21.8%	39.4%	11.2%	3.2%	1.4%	21.5%	1.5%
Q8-4. Campaign Finance & Lobbyist Disclosures	4.9%	12.7%	14.1%	9.7%	4.6%	50.4%	3.6%
Q8-5. Open Books (financial information)	5.5%	13.6%	15.2%	4.6%	2.2%	55.3%	3.6%
Q8-6. Data Transparency & Data Sharing (as found on data.tempe. gov)	6.1%	14.0%	15.1%	3.1%	1.9%	55.2%	4.6%
Q8-7. City's Performance on Strategic Plan Priorities (as found on performance.tempe.gov)	7.5%	17.2%	16.0%	5.9%	2.6%	47.7%	3.1%
Q8-8. City Public meetings	10.5%	28.0%	17.9%	2.9%	1.6%	35.7%	3.5%

WITHOUT "DON'T KNOW" OR "N/A"**Q8. Please rate your satisfaction with the EASE OF ACCESS to each of the following. (without "don't know" or "N/A")**

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. City Council meetings (schedules, agendas, minutes, videos)	20.1%	45.5%	26.2%	6.9%	1.3%
Q8-2. Boards & Commission meetings (schedules, agendas, minutes)	17.8%	43.1%	29.9%	7.4%	1.8%
Q8-3. City elections (election information & results, voter outreach)	28.3%	51.2%	14.6%	4.2%	1.8%
Q8-4. Campaign Finance & Lobbyist Disclosures	10.7%	27.6%	30.7%	21.1%	9.9%
Q8-5. Open Books (financial information)	13.4%	33.0%	37.0%	11.1%	5.4%
Q8-6. Data Transparency & Data Sharing (as found on data.tempe.gov)	15.2%	34.7%	37.6%	7.7%	4.8%
Q8-7. City's Performance on Strategic Plan Priorities (as found on performance.tempe.gov)	15.2%	35.0%	32.5%	12.0%	5.3%
Q8-8. City Public meetings	17.2%	46.0%	29.5%	4.8%	2.5%

Q9. Have you CONTACTED the City of Tempe during the past year?

<u>Q9. Have you contacted City of Tempe during past year</u>	<u>Number</u>	<u>Percent</u>
Yes	543	52.6 %
No	485	47.0 %
Not provided	4	0.4 %
Total	1032	100.0 %

WITHOUT "NOT PROVIDED"**Q9. Have you CONTACTED the City of Tempe during the past year? (without "not provided")**

<u>Q9. Have you contacted City of Tempe during past year</u>	<u>Number</u>	<u>Percent</u>
Yes	543	52.8 %
No	485	47.2 %
Total	1028	100.0 %

Q9a. Please answer each of the following questions with regard to your overall experience.

(N=543)

	Yes	No	Don't remember
Q9a-1. Were you treated fairly	89.5%	6.8%	3.7%
Q9a-2. Did the employee(s) listen to you carefully	86.7%	8.3%	5.0%
Q9a-3. Did the employee care about your well-being	69.8%	10.9%	19.3%
Q9a-4. Was the employee honest	80.1%	4.8%	15.1%
Q9a-5. Was the information you were given accurate	81.2%	10.1%	8.7%
Q9a-6. Did staff respond to your request in a timely manner	79.0%	15.5%	5.5%
Q9a-7. Were your needs met	75.0%	19.5%	5.5%

WITHOUT “DON’T REMEMBER”**Q9a. Please answer each of the following questions with regard to your overall experience. (without "don't remember")**

(N=543)

	Yes	No
Q9a-1. Were you treated fairly	92.9%	7.1%
Q9a-2. Did the employee(s) listen to you carefully	91.3%	8.7%
Q9a-3. Did the employee care about your well-being	86.5%	13.5%
Q9a-4. Was the employee honest	94.4%	5.6%
Q9a-5. Was the information you were given accurate	88.9%	11.1%
Q9a-6. Did staff respond to your request in a timely manner	83.6%	16.4%
Q9a-7. Were your needs met	79.3%	20.7%

Q10. Use of City Services and Facilities. Please CHECK ALL of the following services and facilities provided by the City that you or members of your household HAVE USED in the past 12 months.

Q10. All the City services & facilities your household have used in past 12 months	Number	Percent
Fire services	126	12.2 %
Tempe Public Library	623	60.4 %
Parks	786	76.2 %
Walking/biking trails	646	62.6 %
City athletic fields	180	17.4 %
Kid Zone	47	4.6 %
Police services	247	23.9 %
Bus, Orbit, light rail service, or streetcar	372	36.0 %
City golf courses	159	15.4 %
City swimming pools	83	8.0 %
Kiwanis Recreation Center	199	19.3 %
Tempe 311	255	24.7 %
Tempe History Museum	239	23.2 %
Tempe Center for the Arts	275	26.6 %
Recreation programs/services	173	16.8 %
Performing & Visual arts classes (Edna Arts classes, Free Art Friday)	73	7.1 %
Arts in the Parks	109	10.6 %
Household Products Collection Center	401	38.9 %
Escalante Multi-Generational Center	77	7.5 %
North Temple Multi-Generational Center	32	3.1 %
Westside Multi-Generational Center	17	1.6 %
Pyle Adult Recreation Center	165	16.0 %
Community Health & Human services	35	3.4 %
Solid waste (trash), recycling, & green organics/composting	660	64.0 %
Residential/permitting	96	9.3 %
Emergency medical services	122	11.8 %
Education/Career/Family services	21	2.0 %
Court services	41	4.0 %
CARE 7/HOPE line	51	4.9 %
Community Development services (building safety, code compliance, neighborhood services)	121	11.7 %
Total	6431	

Q11. Overall Priorities. Below are 28 priorities that the City could address. Which THREE of the following do you think should be the City's TOP PRIORITIES over the next year?

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Economic/business development	74	7.2 %
Appearance of City	33	3.2 %
Maintenance of City buildings	3	0.3 %
Police services	129	12.5 %
Art, recreation programs, & library services	28	2.7 %
Customer service	8	0.8 %
Services for older adults (50 yrs+)	26	2.5 %
Community health/human/social services	39	3.8 %
Fire services	6	0.6 %
Water/wastewater (sewer)	39	3.8 %
Neighborhoods	40	3.9 %
Parks	19	1.8 %
Solid waste (trash), recycling, & green organics/composting	11	1.1 %
Historical preservation	8	0.8 %
Condition of City streets	128	12.4 %
Condition of City sidewalks	9	0.9 %
City infrastructure (e.g., bridges, waterlines)	43	4.2 %
Quality & safety of businesses & homes	30	2.9 %
Traffic delays	19	1.8 %
Multimodal (streetcar, bus, etc.)	15	1.5 %
Traffic safety (Vision Zero)	47	4.6 %
Transit service frequency	10	1.0 %
Disability services	11	1.1 %
Emergency medical services	7	0.7 %
Education/career/family services	11	1.1 %
Services for individuals experiencing homelessness	182	17.6 %
Alley maintenance	27	2.6 %
None chosen	30	2.9 %
Total	1032	100.0 %

Q11. Overall Priorities. Below are 28 priorities that the City could address. Which THREE of the following do you think should be the City's TOP PRIORITIES over the next year?

<u>Q11. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Economic/business development	31	3.0 %
Appearance of City	29	2.8 %
Maintenance of City buildings	6	0.6 %
Police services	73	7.1 %
Art, recreation programs, & library services	36	3.5 %
Customer service	5	0.5 %
Services for older adults (50 yrs+)	54	5.2 %
Community health/human/social services	57	5.5 %
Fire services	28	2.7 %
Water/wastewater (sewer)	25	2.4 %
Neighborhoods	51	4.9 %
Parks	38	3.7 %
Solid waste (trash), recycling, & green organics/composting	28	2.7 %
Historical preservation	23	2.2 %
Condition of City streets	87	8.4 %
Condition of City sidewalks	14	1.4 %
City infrastructure (e.g., bridges, waterlines)	65	6.3 %
Quality & safety of businesses & homes	43	4.2 %
Traffic delays	32	3.1 %
Multimodal (streetcar, bus, etc.)	24	2.3 %
Traffic safety (Vision Zero)	43	4.2 %
Transit service frequency	15	1.5 %
Disability services	9	0.9 %
Emergency medical services	9	0.9 %
Education/career/family services	13	1.3 %
Services for individuals experiencing homelessness	110	10.7 %
Alley maintenance	40	3.9 %
None chosen	44	4.3 %
Total	1032	100.0 %

Q11. Overall Priorities. Below are 28 priorities that the City could address. Which THREE of the following do you think should be the City's TOP PRIORITIES over the next year?

<u>Q11. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Economic/business development	37	3.6 %
Appearance of City	41	4.0 %
Maintenance of City buildings	2	0.2 %
Police services	54	5.2 %
Art, recreation programs, & library services	31	3.0 %
Customer service	13	1.3 %
Services for older adults (50 yrs+)	35	3.4 %
Community health/human/social services	59	5.7 %
Fire services	17	1.6 %
Water/wastewater (sewer)	23	2.2 %
Neighborhoods	72	7.0 %
Parks	48	4.7 %
Solid waste (trash), recycling, & green organics/composting	35	3.4 %
Historical preservation	13	1.3 %
Condition of City streets	56	5.4 %
Condition of City sidewalks	19	1.8 %
City infrastructure (e.g., bridges, waterlines)	51	4.9 %
Quality & safety of businesses & homes	63	6.1 %
Traffic delays	20	1.9 %
Multimodal (streetcar, bus, etc.)	16	1.6 %
Traffic safety (Vision Zero)	42	4.1 %
Transit service frequency	14	1.4 %
Disability services	12	1.2 %
Emergency medical services	12	1.2 %
Fire prevention services	4	0.4 %
Education/career/family services	27	2.6 %
Services for individuals experiencing homelessness	119	11.5 %
Alley maintenance	35	3.4 %
None chosen	62	6.0 %
Total	1032	100.0 %

SUM OF TOP 3 CHOICES

Q11. Overall Priorities. Below are 28 priorities that the City could address. Which THREE of the following do you think should be the City's TOP PRIORITIES over the next year? (top 3)

Q11. Sum of top 3 choices	Number	Percent
Economic/business development	142	13.8 %
Appearance of City	103	10.0 %
Maintenance of City buildings	11	1.1 %
Police services	256	24.8 %
Art, recreation programs, & library services	95	9.2 %
Customer service	26	2.5 %
Services for older adults (50 yrs+)	115	11.1 %
Community health/human/social services	155	15.0 %
Fire services	51	4.9 %
Water/wastewater (sewer)	87	8.4 %
Neighborhoods	163	15.8 %
Parks	105	10.2 %
Solid waste (trash), recycling, & green organics/composting	74	7.2 %
Historical preservation	44	4.3 %
Condition of City streets	271	26.3 %
Condition of City sidewalks	42	4.1 %
City infrastructure (e.g., bridges, waterlines)	159	15.4 %
Quality & safety of businesses & homes	136	13.2 %
Traffic delays	71	6.9 %
Multimodal (streetcar, bus, etc.)	55	5.3 %
Traffic safety (Vision Zero)	132	12.8 %
Transit service frequency	39	3.8 %
Disability services	32	3.1 %
Emergency medical services	28	2.7 %
Fire prevention services	4	0.4 %
Education/career/family services	51	4.9 %
Services for individuals experiencing homelessness	411	39.8 %
Alley maintenance	102	9.9 %
None chosen	30	2.9 %
<i>Total</i>	<i>2990</i>	

Q12. Please rate YOUR LEVEL OF SATISFACTION with each of the following.

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q12-1. Appearance of City	16.9%	55.4%	15.7%	8.5%	0.9%	2.4%	0.2%
Q12-2. Image of City	23.0%	48.4%	16.9%	6.9%	1.0%	3.8%	0.1%
Q12-3. Quality of life in City	21.7%	51.6%	15.7%	7.3%	0.9%	2.9%	0.0%
Q12-4. City's overall efforts to promote access, diversity, & inclusiveness in the community	19.9%	41.6%	16.1%	3.3%	2.0%	15.3%	1.8%
Q12-5. Quality of access to City facilities for persons with disabilities	9.9%	25.5%	10.6%	2.9%	1.1%	45.2%	4.9%
Q12-6. Quality of services for persons with disabilities	7.5%	19.2%	10.6%	3.7%	1.0%	52.2%	5.9%
Q12-7. Quality of access to City parks for persons with disabilities	8.2%	23.6%	11.0%	3.2%	0.5%	47.7%	5.7%
Q12-8. Quality of neighborhood parks	15.5%	52.1%	15.8%	6.7%	1.6%	7.4%	0.9%
Q12-9. Maintenance of City parks	15.8%	49.6%	17.7%	6.4%	1.8%	8.0%	0.6%
Q12-10. Quality of larger City parks (e.g., Kiwanis, Tempe Beach, Town Lake, Papago)	17.5%	49.2%	14.7%	6.6%	1.1%	10.2%	0.7%
Q12-11. Quality of City recreation centers	10.5%	36.2%	12.0%	1.7%	0.3%	36.0%	3.2%
Q12-12. Maintenance & appearance of City recreation & community centers	12.2%	38.2%	12.6%	1.8%	0.8%	32.0%	2.4%
Q12-13. Quality of City swimming pools	6.8%	16.1%	9.3%	0.9%	0.1%	60.2%	6.7%
Q12-14. Quality of City outdoor athletic fields	7.7%	24.5%	12.4%	1.3%	0.3%	48.1%	5.8%
Q12-15. Quality of City golf courses	5.4%	17.1%	9.2%	3.0%	0.7%	57.1%	7.6%
Q12-16. Quality of City recreation programs & services	10.4%	32.3%	12.7%	1.6%	0.4%	39.0%	3.8%

Q12. Please rate YOUR LEVEL OF SATISFACTION with each of the following.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q12-17. Quality of City library programs & services	26.0%	36.0%	8.7%	1.1%	0.2%	25.8%	2.2%
Q12-18. Quality of Tempe Public Library	31.8%	37.2%	8.1%	1.4%	0.2%	19.5%	1.8%
Q12-19. Quality of Before & After School (Kid Zone) programs	6.4%	9.7%	6.4%	0.5%	0.3%	62.0%	14.7%
Q12-20. Quality of Tempe Center for the Arts programs	12.3%	24.4%	11.8%	1.7%	0.3%	45.1%	4.4%
Q12-21. Value of Public Art to City (e.g., art on streets, pathways, city buildings)	15.3%	34.2%	20.4%	4.2%	0.9%	22.5%	2.5%
Q12-22. Quality of Tempe History Museum exhibits & programs	15.1%	27.3%	8.8%	0.7%	0.1%	44.6%	3.4%
Q12-23. Quality of arts programs (e.g., Arts in the Parks, Edna Arts classes, Free Art Friday)	12.2%	23.8%	11.0%	0.9%	0.1%	47.8%	4.2%
Q12-24. Adequacy of street lighting	12.0%	46.2%	18.4%	16.6%	3.4%	3.1%	0.3%
Q12-25. Quality of landscape maintenance along streets/sidewalks	11.4%	43.5%	20.5%	16.6%	3.9%	3.5%	0.6%
Q12-26. Overall condition of your neighborhood	13.7%	46.0%	19.9%	15.4%	2.7%	2.3%	0.0%
Q12-27. Appearance of residential property	10.8%	48.3%	22.4%	12.4%	1.9%	4.0%	0.3%
Q12-28. Maintenance of private property	8.6%	43.8%	23.5%	15.0%	2.4%	5.7%	0.9%
Q12-29. Condition of the alley near your home (if applicable)	5.5%	24.9%	15.3%	16.3%	6.2%	11.5%	20.3%
Q12-30. City enforcement of alley maintenance codes	5.6%	19.1%	15.2%	14.1%	7.4%	25.0%	13.7%
Q12-31. Overall enforcement of City property maintenance codes	6.4%	28.4%	21.1%	11.7%	4.0%	24.6%	3.8%

Q12. Please rate YOUR LEVEL OF SATISFACTION with each of the following.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q12-32. City enforcement of property maintenance codes & appearance of commercial properties	6.8%	31.7%	20.8%	9.4%	2.9%	25.4%	3.0%
Q12-33. City enforcement of property maintenance codes & appearance of residential properties	6.6%	31.5%	20.6%	14.5%	4.4%	20.3%	2.1%
Q12-34. City enforcement of allowable construction work hours (Summer 6am-7pm, Winter 7am-7pm)	12.9%	44.0%	16.0%	4.1%	2.0%	19.4%	1.6%
Q12-35. City efforts to enforce clean-up of junk, debris, & trash on residential private property	9.3%	31.0%	19.1%	16.6%	4.3%	18.5%	1.3%
Q12-36. City efforts to enforce mowing & cutting of weeds/grass on residential private property	8.8%	28.9%	20.5%	16.5%	4.9%	18.8%	1.6%
Q12-37. City efforts to enforce deteriorated landscape maintenance on residential private property	7.9%	23.7%	21.1%	18.9%	4.4%	22.0%	1.9%
Q12-38. Value & quality of Special Events to City	14.1%	37.9%	14.9%	3.5%	0.6%	25.9%	3.2%
Q12-39. Access to Community Health/Human/Social services	7.6%	21.1%	11.7%	2.3%	1.6%	50.0%	5.6%
Q12-40. Access to Education/Career/Family services	7.1%	18.0%	11.4%	1.4%	1.2%	55.1%	5.8%
Q12-41. Tempe's engagement & inclusion of those living with dementia, their care partners, & their families	6.3%	13.4%	9.7%	2.2%	0.6%	60.6%	7.3%
Q12-42. Residential trash collection services	33.3%	49.3%	8.7%	2.2%	0.3%	5.2%	0.9%
Q12-43. Residential recycling services	31.3%	45.0%	8.8%	4.7%	3.2%	6.5%	0.6%

Q12. Please rate YOUR LEVEL OF SATISFACTION with each of the following.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q12-44. Bulk trash pickup/ removal services	30.7%	42.2%	9.8%	4.8%	1.5%	10.3%	0.8%
Q12-45. Traffic management	9.8%	37.1%	24.2%	15.3%	6.9%	6.3%	0.4%

WITHOUT "DON'T KNOW" OR "N/A"**Q12. Please rate YOUR LEVEL OF SATISFACTION with each of the following. (without "don't know" or "N/A")**

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Appearance of City	17.3%	56.9%	16.1%	8.8%	0.9%
Q12-2. Image of City	23.9%	50.4%	17.5%	7.2%	1.0%
Q12-3. Quality of life in City	22.4%	53.1%	16.2%	7.5%	0.9%
Q12-4. City's overall efforts to promote access, diversity, & inclusiveness in the community	24.0%	50.2%	19.4%	4.0%	2.5%
Q12-5. Quality of access to City facilities for persons with disabilities	19.8%	51.1%	21.2%	5.8%	2.1%
Q12-6. Quality of services for persons with disabilities	17.8%	45.8%	25.2%	8.8%	2.3%
Q12-7. Quality of access to City parks for persons with disabilities	17.7%	50.7%	23.7%	6.9%	1.0%
Q12-8. Quality of neighborhood parks	16.9%	56.8%	17.2%	7.3%	1.8%
Q12-9. Maintenance of City parks	17.3%	54.3%	19.4%	7.0%	2.0%
Q12-10. Quality of larger City parks (e.g., Kiwanis, Tempe Beach, Town Lake, Papago)	19.7%	55.2%	16.5%	7.4%	1.2%
Q12-11. Quality of City recreation centers	17.2%	59.6%	19.8%	2.9%	0.5%
Q12-12. Maintenance & appearance of City recreation & community centers	18.6%	58.2%	19.2%	2.8%	1.2%
Q12-13. Quality of City swimming pools	20.5%	48.5%	28.1%	2.6%	0.3%
Q12-14. Quality of City outdoor athletic fields	16.6%	53.2%	26.9%	2.7%	0.6%
Q12-15. Quality of City golf courses	15.3%	48.2%	26.0%	8.5%	1.9%
Q12-16. Quality of City recreation programs & services	18.1%	56.3%	22.2%	2.7%	0.7%
Q12-17. Quality of City library programs & services	36.1%	50.1%	12.1%	1.5%	0.3%
Q12-18. Quality of Tempe Public Library	40.4%	47.3%	10.3%	1.7%	0.2%
Q12-19. Quality of Before & After School (Kid Zone) programs	27.5%	41.7%	27.5%	2.1%	1.3%

WITHOUT "DON'T KNOW" OR "N/A"**Q12. Please rate YOUR LEVEL OF SATISFACTION with each of the following. (without "don't know" or "N/A")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-20. Quality of Tempe Center for the Arts programs	24.3%	48.3%	23.4%	3.4%	0.6%
Q12-21. Value of Public Art to City (e.g., art on streets, pathways, city buildings)	20.4%	45.6%	27.3%	5.6%	1.2%
Q12-22. Quality of Tempe History Museum exhibits & programs	29.1%	52.5%	16.9%	1.3%	0.2%
Q12-23. Quality of arts programs (e.g., Arts in the Parks, Edna Arts classes, Free Art Friday)	25.4%	49.6%	23.0%	1.8%	0.2%
Q12-24. Adequacy of street lighting	12.4%	47.8%	19.1%	17.2%	3.5%
Q12-25. Quality of landscape maintenance along streets/sidewalks	11.9%	45.4%	21.4%	17.3%	4.0%
Q12-26. Overall condition of your neighborhood	14.0%	47.1%	20.3%	15.8%	2.8%
Q12-27. Appearance of residential property	11.2%	50.4%	23.4%	13.0%	2.0%
Q12-28. Maintenance of private property	9.2%	46.9%	25.2%	16.1%	2.6%
Q12-29. Condition of the alley near your home (if applicable)	8.1%	36.5%	22.4%	23.9%	9.1%
Q12-30. City enforcement of alley maintenance codes	9.2%	31.1%	24.8%	22.9%	12.0%
Q12-31. Overall enforcement of City property maintenance codes	8.9%	39.6%	29.5%	16.4%	5.5%
Q12-32. City enforcement of property maintenance codes & appearance of commercial properties	9.5%	44.2%	29.1%	13.1%	4.1%
Q12-33. City enforcement of property maintenance codes & appearance of residential properties	8.5%	40.6%	26.6%	18.7%	5.6%
Q12-34. City enforcement of allowable construction work hours (Summer 6am-7pm, Winter 7am-7pm)	16.3%	55.7%	20.2%	5.2%	2.6%
Q12-35. City efforts to enforce clean-up of junk, debris, & trash on residential private property	11.6%	38.6%	23.8%	20.7%	5.3%

WITHOUT "DON'T KNOW" OR "N/A"**Q12. Please rate YOUR LEVEL OF SATISFACTION with each of the following. (without "don't know" or "N/A")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-36. City efforts to enforce mowing & cutting of weeds/grass on residential private property	11.1%	36.3%	25.8%	20.7%	6.2%
Q12-37. City efforts to enforce deteriorated landscape maintenance on residential private property	10.4%	31.2%	27.8%	24.8%	5.7%
Q12-38. Value & quality of Special Events to City	19.8%	53.4%	21.0%	4.9%	0.8%
Q12-39. Access to Community Health/Human/Social services	17.0%	47.6%	26.4%	5.2%	3.7%
Q12-40. Access to Education/Career/Family services	18.1%	46.2%	29.3%	3.5%	3.0%
Q12-41. Tempe's engagement & inclusion of those living with dementia, their care partners, & their families	19.6%	41.6%	30.1%	6.9%	1.8%
Q12-42. Residential trash collection services	35.5%	52.5%	9.3%	2.4%	0.3%
Q12-43. Residential recycling services	33.7%	48.4%	9.5%	5.0%	3.4%
Q12-44. Bulk trash pickup/removal services	34.5%	47.4%	11.0%	5.4%	1.6%
Q12-45. Traffic management	10.5%	39.8%	26.0%	16.4%	7.4%

Q13. Listed below are 8 priorities the City could address 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?

<u>Q13. Top choice</u>	<u>Number</u>	<u>Percent</u>
Public outdoor places to gather	86	8.3 %
City buildings to gather	169	16.4 %
Housing options for life stages	337	32.7 %
Opportunities to socialize	72	7.0 %
Work opportunities	60	5.8 %
Volunteer opportunities	59	5.7 %
Participate in community decision-making	75	7.3 %
Communication & information	102	9.9 %
None chosen	72	7.0 %
Total	1032	100.0 %

Q13. Listed below are 8 priorities the City could address 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?

<u>Q13. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Public outdoor places to gather	76	7.4 %
City buildings to gather	164	15.9 %
Housing options for life stages	165	16.0 %
Opportunities to socialize	111	10.8 %
Work opportunities	116	11.2 %
Volunteer opportunities	86	8.3 %
Participate in community decision-making	97	9.4 %
Communication & information	130	12.6 %
None chosen	87	8.4 %
Total	1032	100.0 %

Q13. Listed below are 8 priorities the City could address 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?

Q13. 3rd choice	Number	Percent
Public outdoor places to gather	65	6.3 %
City buildings to gather	98	9.5 %
Housing options for life stages	100	9.7 %
Opportunities to socialize	152	14.7 %
Work opportunities	80	7.8 %
Volunteer opportunities	134	13.0 %
Participate in community decision-making	89	8.6 %
Communication & information	203	19.7 %
None chosen	111	10.8 %
Total	1032	100.0 %

SUM OF TOP 3 CHOICES

Q13. Listed below are 8 priorities the City could address 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? (top 3)

Q13. Sum of top 3 choices	Number	Percent
Public outdoor places to gather	227	22.0 %
City buildings to gather	431	41.8 %
Housing options for life stages	602	58.3 %
Opportunities to socialize	335	32.5 %
Work opportunities	256	24.8 %
Volunteer opportunities	279	27.0 %
Participate in community decision-making	261	25.3 %
Communication & information	435	42.2 %
None chosen	72	7.0 %
Total	2898	

Q14. Which of the following do you use to get information about the City of Tempe?

Q14. Which following do you use to get information
about City of Tempe

	Number	Percent
Tempe 11 (Cable TV)	87	8.4 %
Recreation Opportunities Brochure	265	25.7 %
City websites	645	62.5 %
Water bill newsletter (Tempe Today)	655	63.5 %
City social media (Twitter, Facebook, Instagram, Nextdoor)	319	30.9 %
City videos (on YouTube, City website, social media)	97	9.4 %
TV news	360	34.9 %
City meetings (virtual)	97	9.4 %
City email subscriptions	321	31.1 %
Tempe 311 (by phone, website, mobile app)	145	14.1 %
Radio/podcast news	79	7.7 %
Newspapers	263	25.5 %
Neighborhood/community meetings	146	14.1 %
City mailings	590	57.2 %
Total	4069	

Q14a. Which THREE of the sources from the list in Question 14 do you MOST PREFER to use to get information about the City of Tempe?

Q14a. Top choice	Number	Percent
Tempe 11 (Cable TV)	15	1.5 %
Recreation Opportunities Brochure	29	2.8 %
City websites	187	18.1 %
Water bill newsletter (Tempe Today)	286	27.7 %
City social media (Twitter, Facebook, Instagram, Nextdoor)	92	8.9 %
City videos (on YouTube, City website, social media)	5	0.5 %
TV news	37	3.6 %
City meetings (virtual)	5	0.5 %
City email subscriptions	159	15.4 %
Tempe 311 (by phone, website, mobile app)	12	1.2 %
Radio/podcast news	3	0.3 %
Newspapers	19	1.8 %
Neighborhood/community meetings	10	1.0 %
City mailings	112	10.9 %
None chosen	61	5.9 %
Total	1032	100.0 %

Q14a. Which THREE of the sources from the list in Question 14 do you MOST PREFER to use to get information about the City of Tempe?

Q14a. 2nd choice	Number	Percent
Tempe 11 (Cable TV)	9	0.9 %
Recreation Opportunities Brochure	51	4.9 %
City websites	139	13.5 %
Water bill newsletter (Tempe Today)	150	14.5 %
City social media (Twitter, Facebook, Instagram, Nextdoor)	102	9.9 %
City videos (on YouTube, City website, social media)	28	2.7 %
TV news	84	8.1 %
City meetings (virtual)	6	0.6 %
City email subscriptions	101	9.8 %
Tempe 311 (by phone, website, mobile app)	23	2.2 %
Radio/podcast news	22	2.1 %
Newspapers	56	5.4 %
Neighborhood/community meetings	19	1.8 %
City mailings	143	13.9 %
None chosen	99	9.6 %
Total	1032	100.0 %

Q14a. Which THREE of the sources from the list in Question 14 do you MOST PREFER to use to get information about the City of Tempe?

Q14a. 3rd choice	Number	Percent
Tempe 11 (Cable TV)	17	1.6 %
Recreation Opportunities Brochure	62	6.0 %
City websites	121	11.7 %
Water bill newsletter (Tempe Today)	68	6.6 %
City social media (Twitter, Facebook, Instagram, Nextdoor)	74	7.2 %
City videos (on YouTube, City website, social media)	30	2.9 %
TV news	86	8.3 %
City meetings (virtual)	22	2.1 %
City email subscriptions	72	7.0 %
Tempe 311 (by phone, website, mobile app)	45	4.4 %
Radio/podcast news	19	1.8 %
Newspapers	53	5.1 %
Neighborhood/community meetings	54	5.2 %
City mailings	169	16.4 %
None chosen	140	13.6 %
Total	1032	100.0 %

SUM OF TOP 3 CHOICES

Q14a. Which THREE of the sources from the list in Question 14 do you MOST PREFER to use to get information about the City of Tempe? (top 3)

Q14a. Sum of top 3 choices	Number	Percent
Tempe 11 (Cable TV)	41	4.0 %
Recreation Opportunities Brochure	142	13.8 %
City websites	447	43.3 %
Water bill newsletter (Tempe Today)	504	48.8 %
City social media (Twitter, Facebook, Instagram, Nextdoor)	268	26.0 %
City videos (on YouTube, City website, social media)	63	6.1 %
TV news	207	20.1 %
City meetings (virtual)	33	3.2 %
City email subscriptions	332	32.2 %
Tempe 311 (by phone, website, mobile app)	80	7.8 %
Radio/podcast news	44	4.3 %
Newspapers	128	12.4 %
Neighborhood/community meetings	83	8.0 %
City mailings	424	41.1 %
None chosen	61	5.9 %
Total	2857	

Q15. Please rate YOUR LEVEL OF SATISFACTION with each of the following.

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q15-1. Direction City is heading	12.7%	41.4%	20.3%	14.4%	4.2%	6.8%	0.2%
Q15-2. City efforts to keep residents informed about City's budget	9.9%	32.5%	24.6%	9.9%	1.2%	21.6%	0.4%
Q15-3. City's financial information is accessible & transparent	8.9%	23.7%	22.7%	6.9%	1.6%	35.3%	0.9%
Q15-4. Overall value that you receive for your City tax dollars & fees	11.8%	37.9%	26.1%	9.9%	3.0%	10.6%	0.8%
Q15-5. Opportunities to provide input & feedback in budget process through public forums, on-line budget forums, & public budget meetings	10.2%	28.6%	22.9%	5.5%	1.7%	29.5%	1.6%
Q15-6. Financial stability of City	10.9%	32.6%	19.1%	2.1%	0.7%	33.8%	0.9%

WITHOUT "DON'T KNOW" OR "N/A"**Q15. Please rate YOUR LEVEL OF SATISFACTION with each of the following. (without "don't know" or "N/A")**

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Direction City is heading	13.6%	44.5%	21.9%	15.5%	4.5%
Q15-2. City efforts to keep residents informed about City's budget	12.7%	41.6%	31.6%	12.7%	1.5%
Q15-3. City's financial information is accessible & transparent	14.0%	37.1%	35.6%	10.8%	2.4%
Q15-4. Overall value that you receive for your City tax dollars & fees	13.3%	42.7%	29.4%	11.1%	3.4%
Q15-5. Opportunities to provide input & feedback in budget process through public forums, on-line budget forums, & public budget meetings	14.8%	41.5%	33.2%	8.0%	2.5%
Q15-6. Financial stability of City	16.6%	49.9%	29.2%	3.3%	1.0%

Q16. Please rate YOUR LEVEL OF SATISFACTION with each of the following.

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q16-1. How well City is planning for growth	8.8%	31.1%	18.0%	18.3%	6.2%	17.2%	0.4%
Q16-2. City's sustainability programs, which are designed to promote water, energy, & natural resource conservation	10.8%	36.7%	20.0%	10.4%	3.0%	18.3%	0.9%
Q16-3. Condition of streets in your neighborhood	10.3%	38.8%	17.0%	21.8%	9.0%	3.2%	0.0%
Q16-4. Condition of major City streets & sidewalks	9.1%	41.9%	21.9%	20.3%	3.9%	2.9%	0.0%
Q16-5. Condition & clarity of street signs	15.5%	57.2%	15.6%	7.0%	1.5%	3.2%	0.1%
Q16-6. Management of traffic flow on City streets	9.1%	41.6%	21.4%	16.9%	6.3%	4.7%	0.0%
Q16-7. Quality of local transit service (bus, rail, Orbit, streetcar)	11.9%	30.0%	16.4%	8.2%	2.0%	29.1%	2.3%
Q16-8. Quality of walking & biking paths	13.1%	47.0%	15.0%	6.5%	2.6%	15.1%	0.7%
Q16-9. Quality of recycling services	24.2%	47.0%	11.0%	4.9%	3.0%	9.1%	0.7%
Q16-10. Quality of green organics collection & compost program	16.5%	29.5%	13.2%	5.3%	3.5%	29.2%	2.9%
Q16-11. Overall quality of new commercial development in City, including architecture & design	8.1%	30.2%	23.4%	13.1%	7.8%	16.2%	1.1%
Q16-12. Quality of your internet service provider	10.7%	40.2%	18.4%	15.8%	9.2%	4.7%	1.1%
Q16-13. Quality of water conservation programs	8.9%	32.8%	23.9%	8.7%	3.1%	21.8%	0.8%
Q16-14. Quality of energy conservation programs	8.2%	32.2%	23.5%	8.0%	2.7%	24.4%	0.9%
Q16-15. Quality of land use & green space programs	6.7%	31.3%	22.7%	10.9%	4.2%	23.1%	1.2%

Q16. Please rate YOUR LEVEL OF SATISFACTION with each of the following.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	N/A
Q16-16. Quality of climate change initiatives such as shaded bus stops & tree canopies	8.0%	33.2%	19.6%	15.3%	7.6%	15.3%	1.0%
Q16-17. City efforts to promote redevelopment of distressed commercial centers in my Character Area (the area I live)	4.4%	19.5%	20.6%	15.5%	5.1%	31.7%	3.2%
Q16-18. City enforcement of construction codes for business properties	4.8%	20.1%	18.5%	3.7%	2.4%	47.3%	3.2%
Q16-19. City enforcement of construction codes for residential properties	5.0%	20.4%	18.6%	7.2%	2.0%	43.8%	2.9%
Q16-20. City efforts to enforce required building permits for business properties	4.7%	17.1%	16.5%	1.7%	1.2%	55.3%	3.5%
Q16-21. City efforts to enforce required building permits for residential properties	5.0%	17.6%	16.7%	5.3%	1.8%	50.4%	3.1%
Q16-22. Management of traffic during construction	6.7%	35.3%	27.8%	14.8%	5.5%	8.9%	1.0%

WITHOUT "DON'T KNOW" OR "N/A"**Q16. Please rate YOUR LEVEL OF SATISFACTION with each of the following. (without "don't know" or "N/A")**

(N=1032)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. How well City is planning for growth	10.7%	37.7%	21.9%	22.2%	7.5%
Q16-2. City's sustainability programs, which are designed to promote water, energy, & natural resource conservation	13.3%	45.4%	24.7%	12.8%	3.7%
Q16-3. Condition of streets in your neighborhood	10.6%	40.0%	17.5%	22.5%	9.3%
Q16-4. Condition of major City streets & sidewalks	9.4%	43.1%	22.6%	21.0%	4.0%
Q16-5. Condition & clarity of street signs	16.0%	59.1%	16.1%	7.2%	1.5%
Q16-6. Management of traffic flow on City streets	9.6%	43.6%	22.5%	17.7%	6.6%
Q16-7. Quality of local transit service (bus, rail, Orbit, streetcar)	17.4%	43.8%	23.9%	12.0%	3.0%
Q16-8. Quality of walking & biking paths	15.5%	55.8%	17.8%	7.7%	3.1%
Q16-9. Quality of recycling services	26.9%	52.1%	12.2%	5.5%	3.3%
Q16-10. Quality of green organics collection & compost program	24.3%	43.4%	19.4%	7.8%	5.1%
Q16-11. Overall quality of new commercial development in City, including architecture & design	9.8%	36.5%	28.3%	15.8%	9.5%
Q16-12. Quality of your internet service provider	11.3%	42.7%	19.5%	16.8%	9.8%
Q16-13. Quality of water conservation programs	11.5%	42.3%	30.9%	11.3%	4.0%
Q16-14. Quality of energy conservation programs	11.0%	43.1%	31.5%	10.8%	3.6%
Q16-15. Quality of land use & green space programs	8.8%	41.3%	29.9%	14.5%	5.5%
Q16-16. Quality of climate change initiatives such as shaded bus stops & tree canopies	9.6%	39.7%	23.4%	18.3%	9.0%

WITHOUT "DON'T KNOW" OR "N/A"**Q16. Please rate YOUR LEVEL OF SATISFACTION with each of the following. (without "don't know" or "N/A")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-17. City efforts to promote redevelopment of distressed commercial centers in my Character Area (the area I live)	6.7%	29.9%	31.7%	23.8%	7.9%
Q16-18. City enforcement of construction codes for business properties	9.8%	40.5%	37.4%	7.4%	4.9%
Q16-19. City enforcement of construction codes for residential properties	9.5%	38.4%	34.9%	13.5%	3.8%
Q16-20. City efforts to enforce required building permits for business properties	11.5%	41.4%	40.0%	4.2%	2.8%
Q16-21. City efforts to enforce required building permits for residential properties	10.8%	37.9%	35.8%	11.5%	4.0%
Q16-22. Management of traffic during construction	7.4%	39.1%	30.9%	16.5%	6.1%

Q17. Please answer each of the following by circling yes or no.

(N=1032)

	Yes	No	Not provided
Q17-1. Does your home have an alley	52.6%	45.3%	2.0%
Q17-2. Do you have Cox cable television	39.6%	58.1%	2.2%
Q17-3. Do you have access to internet at home	97.2%	1.3%	1.6%
Q17-4. Do you have a quality internet service provider	81.7%	14.8%	3.5%
Q17-5. Are you a full-time student	3.8%	94.3%	1.9%
Q17-6. Have you visited Downtown Tempe during past year	82.8%	15.7%	1.5%
Q17-7. Have you used public transit during past year	41.7%	56.7%	1.6%
Q17-8. Do you, or a member of your household have a disability	23.3%	75.3%	1.5%
Q17-9. Do you own your home	79.9%	18.4%	1.6%

WITHOUT "NOT PROVIDED"**Q17. Please answer each of the following by circling yes or no. (without "not provided")**

(N=1032)

	Yes	No
Q17-1. Does your home have an alley	53.7%	46.3%
Q17-2. Do you have Cox cable television	40.5%	59.5%
Q17-3. Do you have access to internet at home	98.7%	1.3%
Q17-4. Do you have a quality internet service provider	84.6%	15.4%
Q17-5. Are you a full-time student	3.9%	96.1%
Q17-6. Have you visited Downtown Tempe during past year	84.1%	15.9%
Q17-7. Have you used public transit during past year	42.4%	57.6%
Q17-8. Do you, or a member of your household have a disability	23.6%	76.4%
Q17-9. Do you own your home	81.3%	18.7%

Q18. Approximately how many years have you lived in Tempe?

Q18. How many years have you lived in Tempe	Number	Percent
Less than 6 months	27	2.6 %
6 months-5 years	194	18.8 %
6-10 years	182	17.6 %
11-20 years	153	14.8 %
20+ years	466	45.2 %
Not provided	10	1.0 %
Total	1032	100.0 %

WITHOUT "NOT PROVIDED"**Q18. Approximately how many years have you lived in Tempe? (without "not provided")**

Q18. How many years have you lived in Tempe	Number	Percent
Less than 6 months	27	2.6 %
6 months-5 years	194	19.0 %
6-10 years	182	17.8 %
11-20 years	153	15.0 %
20+ years	466	45.6 %
Total	1022	100.0 %

Q19. What is your age?

Q19. Your age	Number	Percent
18-34	228	22.1 %
35-44	169	16.4 %
45-54	205	19.9 %
55-64	193	18.7 %
65+	206	20.0 %
Not provided	31	3.0 %
Total	1032	100.0 %

WITHOUT "NOT PROVIDED"**Q19. What is your age? (without "not provided")**

Q19. Your age	Number	Percent
18-34	228	22.8 %
35-44	169	16.9 %
45-54	205	20.5 %
55-64	193	19.3 %
65+	206	20.6 %
Total	1001	100.0 %

Q20. What gender do you identify with?

Q20. Your gender	Number	Percent
Male	495	48.0 %
Female	530	51.4 %
Non-Binary	7	0.7 %
Total	1032	100.0 %

Q21. Do you have children in your household?

Q21. Do you have children in your household	Number	Percent
Yes	364	35.3 %
No	659	63.9 %
Not provided	9	0.9 %
Total	1032	100.0 %

WITHOUT "NOT PROVIDED"**Q21. Do you have children in your household? (without "not provided")**

Q21. Do you have children in your household	Number	Percent
Yes	364	35.6 %
No	659	64.4 %
Total	1023	100.0 %

Q21a. If "YES" to Question 21, how many children in each age range?

	Mean	Sum
number	1.6	600
Ages 0-5	0.5	184
Ages 6-13	0.6	224
Ages 14-17	0.5	192

Q22. Which of the following best describes your race/ethnicity?

Q22. Your race/ethnicity	Number	Percent
Asian or Asian Indian	89	8.6 %
Black or African American	69	6.7 %
American Indian or Alaska Native	23	2.2 %
White or Caucasian	663	64.2 %
Native Hawaiian or other Pacific Islander	5	0.5 %
Hispanic, Spanish, or Latino/a/x	230	22.3 %
Other	10	1.0 %
Total	1089	

Q22-7. Self-describe your race/ethnicity:

Q22-7. Self-describe your race/ethnicity	Number	Percent
Croatian	2	20.0 %
French-Canadian	2	20.0 %
Multi-racial	1	10.0 %
Middle Eastern	1	10.0 %
Mixed	1	10.0 %
White and Middle Eastern	1	10.0 %
White/Hispanic	1	10.0 %
European	1	10.0 %
Total	10	100.0 %

Q23. Primary language spoken at your home:

Q23. Primary language	Number	Percent
English	949	92.0 %
Spanish	36	3.5 %
Other	19	1.8 %
Not provided	28	2.7 %
Total	1032	100.0 %

WITHOUT "NOT PROVIDED"**Q23. Primary language spoken at your home: (without "not provided")**

Q23. Primary language	Number	Percent
English	949	94.5 %
Spanish	36	3.6 %
Other	19	1.9 %
Total	1004	100.0 %

Q23-3. Other:

Q23-3. Other	Number	Percent
Chinese	6	31.6 %
French	2	10.5 %
Russian	2	10.5 %
Tagalog	2	10.5 %
Arabic	1	5.3 %
Korean	1	5.3 %
Hindi	1	5.3 %
American Sign Language	1	5.3 %
Japanese	1	5.3 %
Nepali	1	5.3 %
Hungarian	1	5.3 %
Total	19	100.0 %

Q24. Which of the following best describes your home?

Q24. What best describes your home	Number	Percent
Single-family	789	76.5 %
Other	222	21.5 %
Not provided	21	2.0 %
Total	1032	100.0 %

WITHOUT "NOT PROVIDED"**Q24. Which of the following best describes your home? (without "not provided")**

Q24. What best describes your home	Number	Percent
Single-family	789	78.0 %
Other	222	22.0 %
Total	1011	100.0 %

Q24-2. Other:

Q24-2. Other	Number	Percent
Apartment	29	21.0 %
Condo	23	16.7 %
Townhouse	17	12.3 %
Multi-family	12	8.7 %
Townhome	8	5.8 %
Duplex	5	3.6 %
Multi generational	4	2.9 %
Roommates	2	1.4 %
Life care community	2	1.4 %
Two family	2	1.4 %
Cottage	2	1.4 %
I live alone	2	1.4 %
Girl friend's	2	1.4 %
Continuous Care Community	2	1.4 %
Live between 2 places, 1 with a single family, 1 with adult roommates	2	1.4 %
Multi-story condominium	2	1.4 %
Rental apartment	2	1.4 %
High rise rental	2	1.4 %
Life care facility cottage	1	0.7 %
Large community	1	0.7 %
2 families	1	0.7 %
Community apartment	1	0.7 %
Live with roommates	1	0.7 %
Multi-unit apartment	1	0.7 %
One bedroom apartment	1	0.7 %
Renting	1	0.7 %
Low income apartments	1	0.7 %
Multiple roommates	1	0.7 %
Rental	1	0.7 %
Live alone	1	0.7 %
Multi-unit apartment complex	1	0.7 %
Single family in a multi residential zone	1	0.7 %
I am a landlord and have renters	1	0.7 %
Mobile home	1	0.7 %
Single story condo with 1 shared wall	1	0.7 %
Patio home	1	0.7 %
Total	138	100.0 %

Q25. What barriers do you feel are preventing you from using the internet to connect with education, government services, social media, and information?

Q25. What barriers are preventing you from using internet to connect with education, government services, social media, or information

	Number	Percent
Cost of service	196	19.0 %
I don't know how to find what I need	120	11.6 %
Training & education on how to use the internet	66	6.4 %
Lack of or inadequate devices	39	3.8 %
Lack of choice for internet providers	216	20.9 %
Other	57	5.5 %
Total	694	

Q26. What is the highest level of education that you have completed?

Q26. Highest level of education you have completed	Number	Percent
Less than high school	21	2.0 %
High school/GED or equivalent	88	8.5 %
Vocational/apprenticeship	24	2.3 %
Some college	111	10.8 %
2-year college (associate's degree)	131	12.7 %
4-year college (bachelor's degree)	361	35.0 %
Post graduate degree	280	27.1 %
Not provided	16	1.6 %
Total	1032	100.0 %

WITHOUT "NOT PROVIDED"

Q26. What is the highest level of education that you have completed? (without "not provided")

Q26. Highest level of education you have completed	Number	Percent
Less than high school	21	2.1 %
High school/GED or equivalent	88	8.7 %
Vocational/apprenticeship	24	2.4 %
Some college	111	10.9 %
2-year college (associate's degree)	131	12.9 %
4-year college (bachelor's degree)	361	35.5 %
Post graduate degree	280	27.6 %
Total	1016	100.0 %

Q27. What is your household income?

Q27. What is your household income	Number	Percent
Less than \$10K	54	5.2 %
\$10K to \$14,999	48	4.7 %
\$15K to \$24,999	70	6.8 %
\$25K to \$34,999	93	9.0 %
\$35K to \$49,999	94	9.1 %
\$50K to \$74,999	142	13.8 %
\$75K to \$99,999	129	12.5 %
\$100K to \$149,999	111	10.8 %
\$150K to \$199,999	82	7.9 %
\$200K+	63	6.1 %
Not provided	146	14.1 %
Total	1032	100.0 %

WITHOUT "NOT PROVIDED"**Q27. What is your household income? (without "not provided")**

Q27. What is your household income	Number	Percent
Less than \$10K	54	6.1 %
\$10K to \$14,999	48	5.4 %
\$15K to \$24,999	70	7.9 %
\$25K to \$34,999	93	10.5 %
\$35K to \$49,999	94	10.6 %
\$50K to \$74,999	142	16.0 %
\$75K to \$99,999	129	14.6 %
\$100K to \$149,999	111	12.5 %
\$150K to \$199,999	82	9.3 %
\$200K+	63	7.1 %
Total	886	100.0 %

Q28. 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. On which step of the ladder would you say you personally feel you stand at this time?

Q28. On which step of the ladder do you personally feel you stand at this time	Number	Percent
Best possible life	80	7.8 %
9	145	14.1 %
8	309	29.9 %
7	193	18.7 %
6	113	10.9 %
5	77	7.5 %
4	29	2.8 %
3	11	1.1 %
2	3	0.3 %
1	3	0.3 %
Not provided	69	6.7 %
Total	1032	100.0 %

WITHOUT "NOT PROVIDED"

Q28. 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. On which step of the ladder would you say you personally feel you stand at this time? (without "not provided")

Q28. On which step of the ladder do you personally feel you stand at this time	Number	Percent
Best possible life	80	8.3 %
9	145	15.1 %
8	309	32.1 %
7	193	20.0 %
6	113	11.7 %
5	77	8.0 %
4	29	3.0 %
3	11	1.1 %
2	3	0.3 %
1	3	0.3 %
Total	963	100.0 %

Q28a. On which step (0 to 10) do you think you will stand about FIVE YEARS from now?Q28a. On which step will you stand about five years
from now

	Number	Percent
Best possible life	142	13.8 %
9	202	19.6 %
8	305	29.6 %
7	119	11.5 %
6	70	6.8 %
5	68	6.6 %
4	20	1.9 %
3	12	1.2 %
2	10	1.0 %
1	7	0.7 %
Worst possible life	10	1.0 %
Not provided	67	6.5 %
Total	1032	100.0 %

WITHOUT "NOT PROVIDED"**Q28a. On which step (0 to 10) do you think you will stand about FIVE YEARS from now? (without "not provided")**Q28a. On which step will you stand about five years
from now

	Number	Percent
Best possible life	142	14.7 %
9	202	20.9 %
8	305	31.6 %
7	119	12.3 %
6	70	7.3 %
5	68	7.0 %
4	20	2.1 %
3	12	1.2 %
2	10	1.0 %
1	7	0.7 %
Worst possible life	10	1.0 %
Total	965	100.0 %



City of Tempe
P.O. Box 5002
31 East Fifth Street
Tempe, AZ 85280
480-350-8225

Dear Fellow Tempe Resident,

Re: 2023 City of Tempe Survey

On behalf of the Tempe City Council, thank you for your on-going involvement in our community. This letter is a request for your assistance in building an even better Tempe. Your input on the enclosed survey is extremely important because it ensures that the City's priorities reflect the needs of our residents.

Corey Woods
Mayor

Jennifer Adams
Vice Mayor

Arlene Chin
Councilmember

Doreen Garlid
Councilmember

Berdetta Hodge
Councilmember

Randy Keating
Councilmember

Joel Navarro
Councilmember

We realize the survey takes time to complete, but every question is important. My council colleagues and I use the information gathered by the survey to inform our decisions that affect a wide range of City services, including public safety, parks, recreation, economic development, code enforcement, and others.

Your responses will allow City leadership and staff to identify and address many of the opportunities and challenges facing our community. Please return your completed survey sometime during the week if possible and return it in the enclosed postage-paid envelope. Your responses will remain confidential.

If you prefer, you may complete the survey on-line at tempe.gov/surveys.

Please call Kimberly Sotelo, Management Assistant II+, at (480) 350-2913 with any questions. City staff will be pleased to answer them. Thank you again for taking the time to help make Tempe an even more amazing city.

Sincerely,

Corey Woods
Mayor



City of Tempe
P.O. Box 5002
31 East Fifth Street
Tempe, AZ 85280
480-350-8225

Estimado compañero residente,

Re: Encuesta de la ciudad de Tempe 2023

En nombre del Ayuntamiento de Tempe, gracias por su continua participación en nuestra comunidad. Esta carta es una solicitud para su ayuda en la construcción de un mejor Tempe. Su opinión sobre la encuesta es extremadamente importante porque garantiza que las prioridades de la Ciudad reflejen las necesidades de nuestros residentes.

Corey Woods
Alcalde

Jennifer Adams
Vice Alcalde

Arlene Chin
Miembro del Concilio

Doreen Carlid
Miembro del Concilio

Berdetta Hodge
Miembro del Concilio

Randy Keating
Miembro del Concilio

Joel Navarro
Miembro del Concilio

Nos damos cuenta de que la encuesta tarda en completarse, pero cada pregunta es importante. Mis colegas del concilio y yo usamos la información recopilada por la encuesta para informar nuestras decisiones que afectan una amplitud de servicios de la Ciudad, incluyendo seguridad pública, parques, recreación, desarrollo económico, aplicación de códigos y otros.

Sus respuestas también permitirán que el liderazgo y el personal de la Ciudad identifiquen y aborden muchas de las oportunidades y desafíos que enfrenta nuestra comunidad. Devuelva su encuesta completada en algún momento de la semana si es posible y envíe en el sobre pagado. Sus respuestas permanecerán confidenciales.

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

Por favor llame a Kimberly Sotelo, Subgerente II+, al (480) 350-2913 con cualquier pregunta. El personal de la ciudad estará encantado de responderles. Gracias de nuevo por tomarse el tiempo para ayudar hacer de Tempe una ciudad aún más increíble.

Sinceramente,

A handwritten signature in blue ink, appearing to be 'Corey Woods'.

Corey Woods
Alcalde

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

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 Plan 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 [Skip to Q10.]

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 | ____(17) Arts in the Parks |
| ____(2) Tempe Public Library | ____(18) Household Products Collection Center |
| ____(3) Parks | ____(19) Escalante Multi-generational Center |
| ____(4) Walking/biking trails | ____(20) North Temple Multi-Generational Center |
| ____(5) City athletic fields | ____(21) Westside Multi-Generational Center |
| ____(6) Kid Zone | ____(22) Pyle Adult Recreation Center |
| ____(7) Police services | ____(23) Community Health and Human services |
| ____(8) Bus, Orbit, light rail service, or streetcar | ____(24) Solid Waste (trash), recycling, and green organics/composting |
| ____(9) City golf courses | ____(25) Residential/permitting |
| ____(10) City swimming pools | ____(26) Emergency medical services |
| ____(11) Kiwanis Recreation Center | ____(27) Education/Career/Family services |
| ____(12) Tempe 311 | ____(28) Court services |
| ____(13) Tempe History Museum | ____(29) CARE 7/HOPE line |
| ____(14) Tempe Center for the Arts | ____(30) Community Development services (building safety, code compliance, neighborhood services) |
| ____(15) Recreation programs/services | |
| ____(16) Performing and Visual arts classes (Edna Arts classes, Free Art Friday) | |

11. Overall Priorities. Below are 28 priorities that the City could address. Which THREE of the following do you think should be the City's TOP PRIORITIES over the next year? [Write your answers for your top 3 choices using the numbers from the list below. For example, if "Condition of City Streets" is your 1st choice, enter "15" in the space next to "1st" below.]

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

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

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

Continued from Page 4		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	N/A
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. Listed below are 8 priorities the City could address 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? [Write your answers for your top 3 choices using the numbers from the list below. For example, if "Housing options for life stages" is your 1st choice, enter "3" in the space next to "1st" below.]**

1. Public outdoor places to gather
2. Public transportation options
3. Housing options for life stages
4. Opportunities to socialize
5. Work opportunities
6. Volunteer opportunities
7. Participate in community decision-making
8. Communication and information

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

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

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

- 14a. Which THREE of the sources from the list above do you MOST PREFER to use to get information about the City of Tempe? [Write in your answers below using the numbers from the list in Question 14.]**

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

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

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	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 access to internet at home?	Yes	No
4.	Do you have a quality internet service provider?	Yes	No
5.	Are you a full-time student?	Yes	No
6.	Have you visited Downtown Tempe during the past year?	Yes	No
7.	Have you used public transit during the past year?	Yes	No
8.	Do you, or a member of your household have a disability?	Yes	No
9.	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? _____ years**20. What gender do you identify with? ☐ (1) Male ☐ (2) Female ☐ (3) Non-Binary****21. Do you have children in your household? ☐ (1) Yes [Answer Q21a.] ☐ (2) No [Go to Q22.]****21a. If yes, how many children in each age range?**

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

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

- ☐ (01) Asian or Asian Indian ☐ (05) Native Hawaiian or other Pacific Islander
☐ (02) Black or African American ☐ (06) Hispanic, Spanish, or Latino/a/x
☐ (03) American Indian or Alaska Native ☐ (99) Other: _____
☐ (04) White or Caucasian

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

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

- ☐ (1) Less than high school ☐ (5) 2-year college (Associate's degree)
☐ (2) High school/GED or equivalent ☐ (6) 4-year college (Bachelor's 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. On which step of the ladder would you say you personally feel you stand at this time? _____**28a. On which step (0 to 10) do you think you will stand about FIVE YEARS from now? _____****29. Would you be willing to participate in future surveys sponsored by the City of Tempe?**

- ☐ (1) Yes [Answer 29a.] ☐ (2) No [END SURVEY]

29a. 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

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.



2023 City of Tempe Community Survey Open-Ended Comments

Presented to the City of Tempe,
Arizona

October 2023



Contents

Question 5: *“What do you feel is the MOST IMPORTANT public safety concern in your neighborhood?”* 1

Question 25-6 [Other]: *“What barriers do you feel are preventing you from using the internet to connect with education, government services, social media, and information?”* 28

Additional Comments Received 30

Q5. What do you feel is the MOST IMPORTANT public safety concern in your neighborhood?

- 1) The amount of homeless walking thru our neighborhood, just traveling from one place to another (Mill/Southern). 2) Increase amount/frequency of police presence (cruising thru) in neighborhoods.
- a few sketchy neighbors, but mostly feel safe.
- A place for the homeless to go
- Absentee landlords and non or insufficient screening of their rental occupants, whether single or multifamily communities. "Frats" etc.
- Access of fire EMS or Police department through streets (some people park in street, though not permitted, which could slow response down)
- Access to homes and common areas which are not visible to someone passing by, i.e., front doors are not visible to street (architectural flaw).
- Addiction-driven crimes of all sorts - particularly burglary and thefts.
- Addicts and mentally ill everywhere you go in Tempe. This is not a poverty or "homeless" issue. Please follow San Diego's lead to create, as efficiently and cost-effectively as possible, enough beds to legally permit the city and police to begin enforcement of loitering, trespassing, panhandling, and whatever anti-"urban camping" and anti-encampment laws possible. This issue is ruining the city I've lived in and loved since 1994, I'm embarrassed to have friends and family visit any more, and my own three children don't want to live here any more.
- Address homelessness
- Adequate facilities and resources for the unhoused.
- Adult Care Home next door. Starting to look more like a homeless Shelter than a care home. Plus all the constant construction, and trash left on their driveway!
- affordable housing
- After school gatherings where age groups clash. Parks specifically.
- AIRBNB'S - Short Term Rentals
- All the break-ins (vehicles and houses), package thieves, etc.
- All the homeless encampments and homeless doing drugs openly in parks, public streets and alleys. All the homeless walking through neighborhoods stealing packages and property.
- alley
- Alley and night time burglaries
- Alleys
- Alleys
- alleys
- alleyway, homeless
- Allowing Public safety officials to enforce the law.
- animal control for dogs running loose
- area maintenance
- At the moment, the neighbors building over their property line into the alley and installing wire from their property across my back wall. The police and City are not concerned about the actions that represent a violation of law/ordinances and safety. Further, why do the neighbors get an extra foot in their yard when the law says otherwise? If I have to follow the law, why don't they? The wire is dangerous and puts me and/or the City in a position to be sued if someone falls and injures themselves on my wall or behind my home. The City conducts these surveys about the functioning of the City, but then creates policies that makes it difficult for the citizen to correct

nuisances, dangers, legal violations, and inequities. The 311 line prevents a citizen from getting to the correct people to address concerns, as the message is filtered through an operator who puts the issue in an email that is easy to delay getting to or not get to at all.

- Aumento de homeless en paradas de autobuses
- auto theft
- Auto theft/vandalism
- bad drivers speeding through neighborhoods
- Being able to take a walk at night. Because we are up in years we are very cautious about where we go or what we do especially at night.
- being able to walk at night
- Being proactive instead of reactive
- Being victimized by home invasion or assault
- being victimized or assaulted
- Better street lighting
- bicycle and pedestrian safety
- Bike theft
- Break in
- Break ins
- break ins
- Breaking and entering and theft. Drugs.
- Breaking into cars
- breaking into cars.
- breaking into vehicles
- breaking into vehicles/theft
- Brighter street lights. Increased police presence.
- Brightly lit streets, alleys, and parking lots/structures
- Burglaries
- Burglary
- Burglary
- Burglary
- burglary I had a break-in years ago
- Burglary and trespass
- Burglary, car break ins
- burglary, drug use
- Burglary, trespassing.
- Burglary.
- Burglary. A couple of our neighbors have been burglarized in the past couple of years.
- Calling the police does more harm than good in most circumstances. Also, they hassle homeless people just for existing outside. These folks have nowhere to go; that's what homeless means. Give them a safe place to go instead of sending the police to hassle them. Also, y'all need to fix all these broken sprinklers and get rid of unnecessary lawns. The Colorado river is running dry and yet folks will let a sprinkler run water straight into the gutters like a monsoon, for grass that is purely decorative. Set some rules about water waste already, especially for large businesses.
- car break ins
- Car break ins
- Car break Ins, for example catalytic converter theft.

- CAR BREAKINS
- Car break-ins
- Car break-ins, yard theft, cars speeding in neighborhoods, on Broadway.
- Car theft and vandalism of Hyundai and Kia cars
- Car vandalism, gun firing
- Car vandalized
- Care for the homeless population
- Cars and homes being broken into. My car has been broken into twice in 6 months (luckily I do not keep anything in it and there was no damage), but my roommate's car was broken into, windows smashed, and plenty of things were stolen. I also worry that my house is going to be broken into. I never feel as if I can leave my door unlocked even if I am sitting in the room and can see the front door. Always feel like I NEED to lock it immediately even when home.
- Cars being broken into
- Cars cutting & speeding through the neighborhood streets instead of university or Mill ave
- Cars driving too fast.
- Cars racing on Southern Ave between Priest and Kyrene we need more enforcement of traffic laws in this area you rarely see a marked police vehicle in the area and almost never see someone being pulled over for a traffic infraction
- Cars speed to fast and distracted drivers.
- Cars speeding
- cars speeding on side streets
- Cars Speeding recklessly down Lakeshore from Carver to Elliot. It is a school through way. There are no curbs. If a car went out of control, those on the sidewalks have no chance. Speeding cars are a huge problem.
- cars speeding thru our street
- Cars without parking permits, cars parked on the wrong side of the street, cars parked in yards,
- Cats
- Checking the homeless and helping out if possible!!
- Child safety
- Children accidentally running into the street. Weaponized individuals and homes. Angry divisive politics.
- City parks and drug use in and around them. City parks and Homeless gatherings
- College party houses in south Tempe.
- College students violating laws/codes
- Crack down on left turn red light runners. From 2or 3cars. Now seven or eight!!! They need to be ticketed please. From "tally from Tempe"
- Crazy, drugged out people. Burglary, assault.
- Crime
- Crime in general. Theft, assault. Minimum police presence.
- Crime in surrounding areas. Frequent gun shots. Traffic collisions at Hardy and Baseline. Automotive break ins
- Criminals and homeless people wandering around in public parks and neighborhoods around the city; being a threat themselves due to their behavior (a lot of them drugged, drunk or with mental issues). Behaving inappropriately, conducting unsanitary behaviors/activities (such as defecating on streets and public areas) and drug usage in public places (leaving syringes laying around in places such as parks, playgrounds and other public places). A lot of such spaces are specifically

designed for kids. The town of Guadalupe and the surrounding Tempe area is extremely bad (you cannot even enjoy the public spaces). These people tend to steal from us, residents. Not only in the town of Guadalupe but also in South Tempe.

- Damaged Street light not replaced -car hit it over 6 months ago. At Lakeshore & Commodore Pl. Very dark. Inquired by phone 3 months ago. Told waiting for parts!?
- Dangerous driving at the intersection of Rural and Southern. It is dangerous to cross on foot or bike because of speeding right-hand turns. The walk light is no protection. Also, Walmart is dangerous -- the drivers sometimes don't look at the sidewalks, despite signs. And Walmart keeps a dangerous amount of flammable material near the wall the butts up on Geneva Drive. We have already had one serious Walmart fire that burned backyard equipment and windows on Geneva, and piles of wood pallets and cardboard are still stored against that wall.
- dark streets with shrubs where people hide
- Dead trees and vegetation AND ignition by individuals transversing the alleys and unintentional ignition of dried debris
- Dealing with homeless and vagrant populations in Tempe, as well as the obvious amount of people strung out on drugs- it is getting out of control. There is trash and a feeling of a lack of overall safety in the community as a result. Tempe needs to adopt a similar policy to make panhandling illegal like Scottsdale.
- Dealing with the frat houses. There are 5 in my neighborhood. Removing them from ASU just pushed them into residential neighborhoods. Their noise and traffic are issues that regularly are the reason police are called.
- Discouraging drug addicts and criminals from even being in Tempe. Stiffer penalties and stronger enforcement of laws. You can't give an inch with these people.
- Do not feel safe around this neighborhood area ESPECIALLY at night. Lots of crime with apartments all along W Grove Pkwy & substantial homeless population encampment. Need an officer patrolling this area more often ESPECIALLY at night. Walking path across street from W Divot DR/S Kyrene Rd behind Signature Place Luxury Rental [redacted] that goes down to North Branch Highline Canal with side walking path that goes back down to Highline Canal streetlight on W Grove Pkwy is not safe and dangerous even during daylight hours. Can no longer enjoy the walking path for daily exercise/waking dog. Not safe in daytime or night hours especially for females. Lights along the wall path are also often burned out. There is large population of homeless now that live along the North Branch Highline Canal in tents with carts, dogs, etc. lined up. It is active 24/7. Have witnessed people being jumped along the walk path during daylight hours, throwing of large rocks, etc. Lots of strange and suspicious activity goes on in LDS church parking lot [redacted] all hours of the day/night especially in back of church. Cars that are suspiciously parked and meeting other vehicles (outside of church hours) & homeless that take their ride their bikes down parking lot and stay in parking lot for extended period of time day/night. Often hiding behind bushes, behind building, etc. See cars driving back here extremely frequently. Lots of vehicle break ins in Garden Grove Apts parking lot. All that I listed above seems to be getting increasingly worse. I have lived here for 7+ years. Wish that there was more of an officer presence regularly and everyday and night.
- Don't have one
- Door to door people knocking on your door at all times of the day.
- Drag racing and speeding through our street. Safety for pedestrians.
- Drug abuse
- Drug addicts hanging around local businesses
- Drug addicts roaming

- Drug use one and drug related waste (by adults) at the neighborhood park
- Drug use or people driving under the influence of drugs
- Drug use, theft, and homelessness which raise concerns about both of those.
- drug use/dealing/violence in neighborhood parks at night, paraphernalia left on playground equipment (Palmer park)
- Drug use; I often see people near the corner of my street doing strange things and clearly not in their right mind. I have also seen pipes and other items intended for drug use on the floor while on walks. Another issue is having delivered items stolen from my porch. This is a regular occurrence.
- Drug users
- Drug using homeless setting up encampments along the Kyrene canal, the railroad, and near the I-10 freeway. I appreciate the cleaning up of the Salt River encampments and the clearing of trees and bushes for the Ironman etc., but they simply moved to the bike path along the river to camp making it nearly impossible for weekend riding to Phx. I would hate for Tempe to become the next Seattle, Portland, San Francisco or LA due to lack of enforcement of our Urban Camping laws. Allowing urban camping with zero enforcement will only cause an already terrible problem to get worse and damage our city. The police are underfunded and undermanned and will take their cue on how much to focus on this issue from the City Mgr and Council. Please do not let Tempe become like those other cities I mentioned above.
- DRUGGIE, HOMELESS MOVING INTO VACANT PROPERTIES
- Drugs
- Drugs
- Drugs
- drugs and homelessness
- Drugs in certain rental properties.
- Drugs, illegals, homeless break ins
- drugs, traffic, speeding, running red lights, races
- Drugs. Homelessness. Vandalism. Burglary
- drunk people on the streets
- Elliot road is a high speed roadway....enforcement is minimal at best. I do see police but they are going to or leaving their local substation on Hardy.
- Encroachment of homeless people. Homeless people having access to the orbit bus line. Too many apartment buildings with transit populations nearby.
- Encroachment of homelessness.
- Enforcement of traffic laws needs to step up.
- Enforcement of zoning since my neighbor's house is built too close and I'm scared to death of fires. And yes, I repeatedly called about it as the addition was built and was treated dismissively. This was over the course of four years so thanks for not responding - it's now impacted my home value and safety both because of fire and threats from them. The only reason I feel safe in my home is two large dogs, an alarm system and cameras because of these people. I loved living here before that.
- Enforcing more jaywalking policies
- Everyone
- Evictions due to rising cost of housing
- Excess speeds on Country Club Way between Southern Ave and Meadow Dr.
- Excessive speeding m by younger drivers in neighborhood areas near ASU.
- Excessive speeds (>60mph) with racing and red light violations on major roadways (Elliot)

- explosions, including gun shots and fireworks and gas leaks and electrical transformers and other
- Faster drivers
- Feeling in safe. Reduction of crime.
- Feeling safe
- Finding a solution for homelessness.
- Finding ways to engage and shelter those who are homeless whether by choice or circumstances beyond their control.
- First TPD are paying too much attention to their computers instead of their surroundings. Challenge a council member to flag a patrol car. Noticed that the windows of police vehicles are now tinted! Hmm. In my neighborhood the seat team has come out. Ask a police officer of what is going on . Ohh everything is fine. A seat team and everything is fine? I suck my thumb. Finally , I see 3- 5 patrol vehicles attending individuals. Is this a waste of resources. Does a homeless, defenseless need all these officers attention? Thieves have overrun are country . Is there anyway we can turn this around? Traffic control, is there anyway to incorporate a yellow left turn signal? Surrounding municipalities are up to speed, Tempe is behind. Tempe use to lead. A progressive city. Allowing a senior housing development in noisy downtown Tempe is not a sign of being progressive. Thank you.
- Flagrant theft of packages from homes.
- Foil from fentanyl use
- For young Americans men safety.
- Friday night road racing
- Friendly and helpful people, not oppressing other different people.
- gang activity or drug houses in the neighborhood
- gangs
- gangs are getting worse
- General safety
- General safety of neighborhood and community park.
- General safety, ability to walk around. Live by Mill and pretty satisfied but if it dropped then it would be a concern. Closest thing I can think of is just enough shade
- get rid of the homeless camps
- Getting all the homeless and druggie out of the neighborhood streets.
- getting houseless people housed
- Getting wild cats out of my neighborhood!
- Graffiti and vandalism of private property. Our block wall was sprayed with 75' of graffiti
- Graffiti, homeless camps and short term rental properties
- Growing homelessness and encampments that impact our safety and reputation as a city. Safety and Mill Ave concerns with looting and encampments have made shopping and entertainment threatening and unsafe in many cases. The city needs to rethink downtown Tempe before the downtown area is totally threatened. Clean it up, make it tourist inviting, and businesses and people will come back. It is downright failure in past10 years.
- Guns
- Having enough police to respond timely. Police who are well trained and are not biased. Police who respect people, want to help people, and don't use force on people.
- Having home broken in to and unfamiliar cars parking near residences and apartments nearby.
- having our home burglarized.

- [illegible]

- Homeless at price and southern . Also loitering around the hotel and qt at price and southern
- Homeless camps and people who comment crimes to get money for drugs.
- Homeless encampments
- Homeless encampments along the 101
- Homeless encampments and the activity they bring (drug/alcohol usage, theft) in alleys, parks, canal paths
- Homeless encampments or just hanging around public spaces or asking for money. Wish there were more help or opportunities for them but this is a complicated issue.
- homeless encampments that attract more homeless people who are doing drugs
- Homeless encampments.
- Homeless in park and alleys.
- Homeless in the alleys, and their drug use.
- homeless in the communities.
- Homeless in the neighborhood
- Homeless in the parks, Kiwanis. Dwight Park across the street for room my house, never is patrolled.
- homeless in the streets and parks
- Homeless individuals.
- homeless men living in parks
- Homeless meth/fentanyl addicts roaming the alleys
- Homeless migrating into the neighborhood
- Homeless moving in this direction. Strangers in the alley looking into backyards. Door to door grifters wanting to work on house.
- Homeless peeps in area
- Homeless people
- Homeless people
- Homeless people and crime
- Homeless people and drug addicts on sideways and at parks, in alleys.
- Homeless people and druggies casing neighborhood especially at night.
- Homeless people are camping in the paths behind properties.
- homeless people camping nearby
- Homeless people In Kiwanis Park & neighborhoods
- Homeless people in my alley at night. I pick up liquor bottles and there has been condoms in my alley as well. My address is [redacted] think the police should be checking alleys better than what they do.
- Homeless people looking for things to take for themselves. Had outdoor chairs stolen. I know that nothing will be done, so no need to bother the police.
- Homeless people on drug and with mental illness being able to set up and live in bus stops and parks
- Homeless people present in 85282 zip code and in parks overnight/walking through neighborhood
- homeless people roaming around the neighborhood looking for things
- Homeless people walking along the Cross Cut Canal
- Homeless people who are addicted to drugs or alcohol, and refuse to seek help or comply with available program rules. I do not feel safe walking at night in my neighborhood or buying groceries due to all the people begging for money in the parking lots and corners. We have not been

burglarized, but a man walked into our garage while we were removing groceries and tried to steal a locked bike.

- Homeless people wondering through our neighborhood.
- homeless people, crime, theft
- Homeless people, especially in the summer heat
- Homeless people.
- Homeless person camped in the neighbors yard for several days. Breaking into our cars at night. Hitting several cars at once.
- Homeless persons camped out on the street
- Homeless population
- Homeless population
- Homeless population
- Homeless population
- Homeless population and begging at intersections
- Homeless population causes safety concerns. Transients that try to enter my home, steal packages, and burglarize my vehicles.
- Homeless population loitering, doing drugs, and having bad episodes in parks (such as Papago) and trash in neighborhood alleys that ends up on streets
- Homeless roaming the streets at night.
- homeless sleeping and living in car
- Homeless taking shortcuts through our neighborhood. Nefarious individuals driving through the neighborhood looking for unlocked vehicles or open garages. Recently had this happen. Caught on RING camera where individual could be seen with a weapon. This was a night. Called the police next day and police did not appear to be concerned. It was only after I raised this issue with a Community Outreach Officer, did we receive any attention.
- Homeless vagrants/drug use in parks and parking areas.
- Homeless walking around, we must live in between an encampment and QT. The are always going back and forth.
- Homeless wandering
- Homeless wandering late at night
- Homeless, schools, alleyways
- Homeless/drug addiction
- Homeless/drug addicts hanging out on sidewalks/bus stops
- homeless/transients
- Homelessness
- Homelessness and drug use all over. Encampments
- Homelessness and drugs
- Homelessness and drugs
- Homelessness and people using public light rail to transit without paying. Lack of security allows free movement of homelessness via light rail.
- Homelessness Containment
- Homelessness on University and Mill
- Homelessness throughout Tempe
- Homelessness. Homeless congregating in a children's park (Peterson park).Homeless sleeping inside children's playground (Peterson park) in the morning or evening. Since it is hot at his

moment I try to take my 3 year old daughter to the park before it gets hot and have found homeless people sleeping inside the playground structures.

- homelessness, foot traffic
- Homelessness, houses that are letting the homeless live in there backyards. Our Park has many homeless people that sleep on the tables.
- Homelessness, vagrancy
- Homelessness. Handful of drunken altercations on our neighborhood street. Called the police often. Even had someone open fire just outside our house when we had a newborn (Jan 2022). Besides finding the bullet casings there was not much else that could be done. Frustrating that Tempe doesn't feel as safe as it should.
- Hot weather
- house rentals
- Housing unsheltered people and their pets in this heat!
- How people will behave when/if we run out of water - or are PERCEIVED to be running out of water.
- Hughes Acres residents are victimized by automobile break-ins, if Next Door reports are accurate. We illuminate our front drive and have motion detector lighting through the back yard to deter unwanted guests. We have mistakenly, left our truck unlocked, which allowed entry and pilfering. Police Reports were submitted.
- I back up to a major street. A little concerned about someone hopping the fence into my yard. Otherwise, my neighborhood is very safe.
- I do not have any public safety concerns. As long as there are street lights (which there are), I feel safe. Some of my answers indicated that I worry about being the victim of a crime occasionally. This is not because I don't feel like Tempe is safe, it is because I have anxiety and OCD, which means I do occasionally and/or frequently worry about things, even when they have a low probability of coming to fruition. Thus, I answered the questions truthfully, but it is more reflective of my mental health state than it is of the city's overall safety.
- I don't see it as a public safety concern, but I am frustrated by the lack of affordable housing that leads to the amount of people experiencing homelessness in north Tempe near Mill/ University.
- I don't think there are any public safety concerns in my neighborhood.
- I don't have any public safety concerns in 85284 where I live within Tempe.
- I don't really have any concerns to address.
- I feel as if the biggest concern is people (typically homeless) loitering outside common places like CVS and acting strangely because of drugs or some other cause. I feel as if another homeless shelter or resources should be provided to these people. On the corner of Apache Blvd and McClintock there is a man I see frequently who paints/draws and then passes out. He seems like he has immense talent and I'd like to see him get some help.
- I feel like Tempe Police needs to do more with questioning people and believing people when there is something suspicious going on.
- I feel police driving by and getting out in the neighborhood so we know who they are and we know them.
- I feel safe in my neighborhood.
- I feel Tempe is very safe, I wouldn't feel comfortable with more police presence (to me that often feels more dangerous). I have had a few bad roadway experiences as a pedestrian with cars behaving recklessly/going very high speeds.
- I feel very safe in my neighborhood. Maybe the homeless panhandling on near by intersections

- I had a college age woman staying with me this winter, and she frequently had a much more unpleasant experience with the Orbit buses and the Valley Metro after dark. Valley Metro was especially bad, but even the Orbit was scary. Younger and more petite women keep coming back to me with a pretty consistent story: areas that are largely safe for me are not safe for them, particularly after dark.
- I know they can't help it, but the homeless walk in neighborhoods at night time. They are ok for the most part, but in their situation; I can understand why they would seek someone walking alone at night. People like to take walks in their neighborhood at night because it's cooler at night. Also, people like to drive at a very high speed at night. There aren't enough street lights in my area. Hayden Lane by McClintock. Again, speed bumps need to be put in place there because kids are always walking on the street and the drivers are careless there.
- I live across from a park/school and I would love to see more patrols done during school hours as they are starting and letting out. There are so many people who ignore the speed limits in this area at the time and I worry for the kids
- I live in a fairly safe neighborhood. Our cars have been broken into several times over the past 10 years. If a car door is left unlocked over night, there is a high chance something will be taken from it. We also have 2 short term rentals on our block. One has had issues with parties and altercations. The owners of the rental are responsive and trying to address it. Lastly, the unhoused are always present. I hope that the city, state and country and can figure out a solution and how to help these people,
- I live in South Tempe and overall whether in relation to safety, cleanliness, appearance, streets etc., I truly feel no money or attention is given to south Tempe and it's really disappointing. We live here and yet all the money and focus is only on North Tempe.
- I live in The Lakes and some of my concerns are car break-ins, speeding and road conditions. The roads in our neighborhood are crumbling and full of potholes and cracks. We are frequent bike riders and it impacts the quality and safety of our rides. Also I see a lot of red light runners on the left turn arrows at the major intersections surrounding The Lakes.
- I live next door to the papago park area (Washington/Central). I don't see Mouer park or Papago Park in Tempe as options for recreation, more like holding areas for the unsheltered. I was going to take my friends rock climbing/repelling in Papago Park in Tempe and I almost fell on a man sleeping in the rocks and was exposed to human waste and glass. I will not be going back - but I don't hold it against the city. My safety concern is waste/exposure to encampments in desert parks. Enforcement is near impossible in these areas, I'm sure.
- I live on Scottsdale Rd, which is extremely dangerous for both drivers and pedestrians. Cars drive extremely fast, and there are regular crashes every other week. The city needs to both increase traffic enforcement on Rural/Scottsdale, as well as implement traffic calming measures to protect other drivers and pedestrians.
- I rarely see police cars drive through my neighborhood.
- I really want to see Dorsey lane and vista del cerro repaved between Broadway and rural because it is so bumpy and filled with pot holes
- I see the open drug use and it makes me mad. I lived in a bad area as a kid. Worked hard to out of that environment. Now people are allowed to sit there and shoot up or smoke drugs. We will move from tempe in time.
- I think it is that people drive their autos at high speeds and some ignore stop signs. One never knows what any particular driver will do and one never sees a traffic patrol in my neighborhood except rarely at nights on weekends...

- I think my neighbors feel fairly safe overall. My concerns are personal. There is an arrogant, self-entitled, growing wealth population who are bullying and regarding me and my property as irrelevant or even nonexistent. They have committed criminal damage, trespass, threatened, and created dangerous situations leaving me exposed to physical/property harm and lesser quality of life. The police have done nothing to help, claiming they do not get involved in "neighbor disputes." Criminal damage, trespass, and some other issues are CRIMINAL and should be treated as such no matter who commits them. The City needs to be more attentive to enforcing the laws that keep the population safe with a good quality of life WHENEVER possible, which also involves other City departments in addition to the police. I need to feel/believe that I can contact the police/City whenever legal violations of laws and ordinances occur, and at this time I do not.
- I think the streets near my home need refurbished. Signs too. I have had awful time as a senior with a bully of a neighbor and gave up on help from Tempe place y don't enforce the law BC they say to my face that it isn't a priority.
- I think there could be better quality or more street lights along Smith Rd, it can feel extra dark and a little scary at night if you're walking from the post office to the intersection of university. It would also be nice if there were scooters available through out the Allegre neighborhood for quick, short distance transport during night, if needed.
- I will never ever forget the discrimination of Tempe police who shoot young black men in the back and harass black ASU professors. This was NEVER adequately addressed by the City. Changing police officials (constantly) does NOT help. You need to make reparations to the victims/families and address the racism from within. And most importantly Tempe has to issue a formal and public acknowledgment and apology to all residents. I will never NOT be afraid if Tempe police and I am an entitled White woman.
- I worry about homeless people. Not about my safety but theirs. They are literally dying from the heat.
- I would hope community will continue to be safe, in the recent past have heard hot rods flying down McKellips Rd on weekends at night, I feel pretty safe in neighborhood but probably don't know a lot that goes on
- I would like to see more police presence, such as patrol, on frequent basis.
- Iluminación en calles durante la noche e infraestructura segura para ciclistas y peatones en calles primarias y secundarias.
- I'm fine where I live as long as I'm in my community, it's gated with a guard on the duty. Going out of the park I don't feel safe for I'm in a power chair.
- Impaired, or speeding, or distracted drivers
- In my neighborhood it would be people coming from other areas via the canal and wandering the neighborhood.
- In my neighborhood safety is about as good as it can get: lighting that works, open spaces and sidewalks do not create places to hide. During the day, lots of people use the public parks regularly, making them feel safer. Yay Tempe!
- In my opinion there is too little traffic enforcement; red light running and speeding is rampant with tickets almost never issued.
- Increase of frat houses which is constant turnover in "neighbors" no sense of security with constant new ppl in neighborhood also break in to cars and houses since thieves know these kids leave house and cars open and available. "Hot areas"
- Increasing number of homeless ppl in nearby parks.
- Insufficient lighting. Area planned for each home to have a front light, unfortunately over the years most of those lights no longer work.

- Intoxicated young people on Mill.
- It would be nice to see a patrol vehicle any where near my neighborhood. I only see them on the Main Streets half mile away. I realize I may not see them when they are in the neighborhood.
- Keep alleys clean and help unhoused mentally ill to find adequate housing.
- Keep the city safe at night.
- Keep the homeless away . They destroy property and make a mess .
- Keeping alleyways safe
- Keeping an eye on the vagrant population
- Keeping homeless away
- Keeping homeless from camping in the neighborhood.
- Keeping homeless out of our local park
- Keeping police presence low
- Keeping strangers / vagrants out
- Keeping the homeless out of my neighborhood.
- Keeping the needs of the homeless met so they stop coming into our neighborhood.
- Keeping the neighborhood free of drug dealers and people who would break in or shoot residents
- Keeping the neighborhood park and alleys safe.
- Keeping the unhoused safe
- Kiwanis Park mobile residents that live in their vehicles in the parking lots.
- Lack of city involvement in safety issues. Most reported crimes are not taken seriously. The city drops the ball.
- Lack of enforcement of traffic laws
- Lack of enforcement of traffic laws: speeding, going through red lights. Why did the city stop using cameras?
- Lack of extensive shade; threats to even well-established vegetation from rising temperatures; excessive/unnecessary use of water for lawns inappropriate for a desert environment
- Lack of Law enforcement presence
- lack of police patrolling the area with high student rentals.
- Lack of police presence in south Tempe
- Lack of police that can do their job. Being overtaken by woke idealists
- lack of police visibility
- Lack of security using public transit at night
- Lack of streetlights
- Late night people driving up and down streets looking to break into cars.
- Less homeless area and it keep clean.
- Lighting and patrols: I have lived in the same Tempe condo complex (all one-story buildings) for over 30 years. In recent years, there have been more and more incidents of theft, vandalism, car break-ins, and other illegal activities on our property (involving drugs, apparent prostitution, and in at least one case, someone living in the community pool restroom. I never used to feel afraid in my home, and have long enjoyed walks around the property or neighborhood after dark, but now I feel worried. I know that Tempe Police are short-staffed and over-committed, but we do need more community patrols around all multi-housing complexes. I especially worry about folks, especially young women and kids, who live in high-density apartment complexes with poor lighting, with parking areas that are often far from their front doors (I grew up in a place like that, was always afraid). Does Tempe have a program that allows community volunteers to be trained

to patrol neighborhoods or complexes? (I am NOT suggesting the model of Sheriff Joe's "posses" - ugh). Maybe it poses too much risk or liability.

- Lighting during evening hours. Theft of cars and/or breaking in to cars.
- Live in Sierra Tempe, we all keep an eye out for each other, I don't worry too much about crime in this neighborhood
- Loose dogs, scooters and people riding on sidewalks, speeding vehicles, gun fire
- Lots of burglaries in cars and homes lately, starting to feel unsafe living in Tempe.
- Loving neighbors experiencing homelessness while feeling safe
- Low funding to support sufficient police workforce and generally public services.
- Maintaining peaceful attitude, no big concerns.
- Maintenance and proper lighting at night. Police presence to monitor traffic, both cars and pedestrians.
- Makeshift homeless camps and camping on private property specifically near Tempe Beach Park, Salt River, Rio Salado along bike paths from park to Tempe Marketplace
- Making people feel safe about going outside at all times of the day.
- Making sure that the homeless are safe and secure.
- Man at [redacted address] pulled a knife on my neighbor.
- Manage the homeless, see police driving through neighborhoods.
- Many older houses are going unrepaired or appearing outdated due to age and retirement status of majority of owners. The percentage of homes converted to rentals has also increased substantially. Everyone knows and can see proof that landlords have little to no pride in ownership. The cost of repairs and regular maintenance has become unsustainable for many owners. (Example: we got 3 bids last year to convert grass yard to xeriscape and lowest bid was \$8000 to remove grass ONLY). Also, our neighborhood is close to the RR/SRP easement. Its maintenance regularly goes ignored for years at a time. Railroad signs in the easement have been tagged with offensive and disgusting words and remain after notifying the city and the railway company several times. Such conditions send signals to those looking for criminal targets. One neighbor keeps an arsenal of guns on hand as conditions have worsened in recent years.
- More care services in other portions of Tempe that are not mill avenue adjacent such as Elliot and kyrene or mcklintock and southern
- more housing for the homeles- yes this IS a public safety concern because it would help everyone- the homeless as well as the citizens who are nervous around them at night
- More Patrolling from TPD
- More police presence in the neighborhood!
- More police presences
- More Street lights in neighborhoods would provide additional feeling of safety
- most homeless people are not bad, but few who are make people feel unsafe
- motorists, pedestrians and bicyclists ignoring traffic regulations such as running red lights and stop lights, taking a right on red when they're legally not allowed to, and making left hand turns into oncoming traffic which endangers others. Also, pedestrians talking on their phones while entering crosswalks oblivious to traffic.
- Moving cyclists and pedestrians away from roadways is the most pressing safety issue facing Tempe.
- my car has been broken into twice in the last year.
- my car was rifled through. nothing was stolen but it heightened my fear
- My neighborhood is very quiet, and we know each other - but we get hassled by people posing as roofers/window replacement companies/solar panel installers, etc., on a pretty regular basis.

They are probably casing the area. The only other thing is common thievery of tools, bikes, etc., which may or may not have been properly secured. It's really quite nice in our subdivision (which isn't gated, btw).

- My neighborhood is very safe.
- My neighborhood street is being destroyed by the large orbit busses. Victory Drive.
- My neighborhood, Corona Del Sol Estates has broken and cracked sidewalks which are a tripping hazard.
- Need for clean safe alleys
- Need for more sun shade and water in parks and public spaces
- Need more policing and drive by's. We've been told that there's not enough police officers to cover incidents that happen and to do other policing at the same time. So our safety seems to be put on the back burner. Need more police officers in Tempe to cover all that police officers do to truly protect the safety of all residents.
- Need more safety at Clark Park.
- Need to remove drug addicts & homeless persons from the McClintock/Apache area. I tried contacting the city when drug addicts started sleeping in front of the apartment complex but was told there is nothing that can be done. Police aren't able to remove them. It's so dangerous to have drug addicts getting high, leaving paraphernalia & trash.
- Neighbors need to worry together to protect everyone
- Neighbors watching out for other neighbors.
- Neighbors. The fact that people are allowing homeless people to come and go from there backyard
- New Salvation Army facility on Alameda
- New to the area.
- Night time lighting would be a major deterrent. Well lit areas just always feel safer.
- Nighttime safety, since more incidents tend to occur then
- Nighttime street racing. I hear it often, and I've seen vehicle collisions. We usually stay off the roads on Friday and Saturday nights if possible.
- No have homeless people living on the street.
- No lights for bike riders or helmets
- No speed bumps.
- Noise control and homeless getting into trash.
- not enough police presence
- Not enough police presence, speeding thru the neighborhood
- Not enough street lights, neighborhood is very dark especially without the houses outdoor lights.
- Not feeling safe taking my toddler to the park in the middle of the day as a female. Will only go if my husband is able to go with us.
- Nothing
- Nothing in my immediate neighborhood. However, I do feel there has been an increase in shootings and violent crimes nearby within the City of Tempe. This is either due to the fact there is an increase or the news has had more reports on the occurrence of these types of crimes. I am not sure which, but I am certainly more aware which makes me think there has been an increase in the number of incidents.
- Number of rentals, especially to college students who have loud parties.
- Observing and obeying traffic laws...especially traffic light signals.
- Ongoing patrols and traffic enforcement.

- Options for the homeless. I know we try and there's only so much we can do; I don't ever feel threatened, just wish there was better infrastructure for them to get help.
- Orbits busses—people loiter waiting leave trash and empty alcohol bottles, unhoused on busses coming into neighborhoods.
- Our downtown neighborhoods are totally unsafe for seniors or disabled folks to cross the street due to drunks, texters, red light runners, and speeders. Our speed limits should be WAY WAY lower in the dense areas!!! We basically need crossing guards and cameras, literally we need red light cameras at every single intersection. Also our bus stops are unsafe when they are being used inappropriately by people just sitting around all day begging, sleeping, peeing on themselves, hallucinating shouting and kicking, and doing drugs at the bus stops.
- Our neighborhood feels very safe. The city seems to be managing things here very well.
- Our neighborhood is mostly calm and quiet. I have no major concerns other than those related to one neighbor, who have bouts of anger and yelling at others in his home. As he has aged, his bouts are less frequent.
- Our police should be disbanded and a whole new department created and fully trained. Police can't direct traffic, and have little idea of what policing is about. They have little respect for people living in the neighborhoods and just want to put on an act of being tough. ASU is the biggest trouble spot in the city and their police do little to control it. Lets see the city do something about controlling ASU and its out of control students!
- Over-policing. I've had more dangerous and upsetting encounters with Tempe and Phoenix police in the last 10 years than I've ever had with regular folks.
- Pan handlers at I-10 and Warner.
- Panhandling
- Panhandling, a stranger smoking crack
- Parks and roadways
- parks don't feel safe with all the strange people hanging out there
- Paving maintenance has been poor since 2008. Please reinstate programmed street maintenance.
- Pedestrian and alternative modes of transportation safety around large roads.
- People are driving way to fast in our neighborhood. I have reported it to Tempe Police Dept and get told not important.
- People arrested for violent activity should not be easily let out on the streets. Sometimes it seems there is concentrated effort on protecting the criminal. While their rights do need to be protected it should not diminish the victims rights.
- People driving around that do not belong.
- people driving too fast
- People getting away with crimes witnessed or caught on camera
- People having shade to help them survive the heat.
- People in the alleys at night, people walking through neighborhood trying to get into cars, and kids from the high school jumping block walls to cut through our back yards.
- People in the alleys.
- People sleeping in the alley and such/potential break ins.
- People speeding. Lots of people are walking (alone, with dogs, with kids) and I feel like the people driving just don't care. I almost got hit the other day due to the other person's negligence.
- People stealing cars, property and following females into apartment complexes
- people stealing mail
- People using alley ways
- People wandering in from other areas that do not belong

- People who are homeless sneak into our park, camp out at houses of Sunbirds and others who are not here during the summer, and use the pool and hot tub as their bathtubs. No one seems to care. I work with homeless folks and know that some are just down on their luck. However, others have substance abuse and/or mental health issues. I know that Tempe is working hard to provide homes,. Unfortunately, police don't seem interested in keeping them out of private areas where they pose sanitary and other problems.
- People with mental issues/drug problem having criminal propensities
- Petty theft, people not stopping at stop signs
- Petty theft/ breaking and entering homes
- Pigeons, speeders
- Please take care of our children
- Police - our block watch was very active but new residents don't seem to care about that
- Police Department Crime Prevention unit needs more staff and sworn officers to be proactive and handle the workload and the number of meetings and events. They are chronically short-handed and being pulled in multiple, different directions often completely unrelated to crime prevention efforts and initiatives like providing education and creating awareness. Public safety in neighborhoods is emphasized as being vitally important but the lack of staff, officers and frequent turnover in this area indicates otherwise.
- Police enforcing parking laws. At night students park dozens of cars on the streets they block drive ways and drive extremely fast.
- Police presence
- Police presence (cars and SUVs being seen during day and night. Building neighborhoods through block watch programs and the block wide meetings to get to know people and this is especially important if the area has any kind of 'meaningful' rental turnover rate. Pro police, pro-community in the utility bill newsletter. Gang graffiti deterrence by removing it immediately and focusing extra eyes on areas of vandalism. As much as I don't subscribe to a surveillance state approach, where increasing vandalism and theft are occurring, temporary (and I mean temporary) motion and infrared camera installation to ID vandals and require community values 'education' in place of 'time.' However, I know it would never pass, but caning- a few whacks on the butt provides a pain memory incentive that has been lost in our culture.
- Police protection.
- Police response time on the rare occasion they are needed.
- Police visibility
- policing the parks
- Political discord
- poor lighting
- Poor street conditions
- Poor street lighting. Dark alleys.
- Porch pirates
- Possibility of illegals encroaching into the neighborhood.
- Possible car theft. Our SUV was stolen in 2001.
- Pot smoking at neighbor park
- potential of burglary
- Potholes on Elliott Rd between Rural and McClintock
- Presence of random people who do not call this neighborhood home
- Pretty safe within our neighborhood but we are so close to Papago park and the canals and some playgrounds where a lot of unhoused populations congregate. As a mom of a toddler, my main

concerns are being alone in some of the parks and playgrounds when there are unhoused people or present, and I sometimes feel unsafe, just because you never know even though I know most are harmless, but I still worry a lot and don't like the amount of garbage, and trash around and sometime needles. Along the canal, it's very nice when it's lit up. I think there could be more lights for at night along the walking and running paths.

- Probably driving among my fellow citizens while I try to keep an extra watch for potential (and armed) violent behavior, or reckless behavior, or simply indifferent behavior that cannot be monitored until after the the mishap. However, it is to Tempe's level of more civilized behavior that I can claim not to have suffered by way of the behaviors listed above. Yet.
- Property crime
- Prosecuting and convicting criminals and keeping them off the streets.
- Provide housing and services for the homeless
- public drug use in parks
- Quick response from police
- Quick response to 911 calls.
- railroad not maintaining property along right of way
- Random people wandering around
- Ransoms in the neighborhood
- Reckless and irresponsible driving. Too many people speed, run stop signs and stop lights, cut off other drivers, and use their phones while in motion. Too many homeless people are filling in the streets and parking lots of businesses.
- reckless driving
- Reckless driving
- reckless driving and safety as a pedestrian/biker
- Red light runners
- Regular patrols of the neighborhood
- Rehabilitation houses that have 10+ people living in them. I feel like there is a law in Tempe that prevents so many people that do not share a last name living in one house. I have brought this up to my neighborhood and the council several times with nothing being done. There are too many cars lining up the streets that worry me about my kids should a ball or toy accidentally go into the Street. Also, my 3 year old does not need to see public nudity or hear constant swearing. I'm all for people getting rehabilitation, but 12 adult males in a house next to mine seems excessive.
- Rental homes and all the unknown activity that occurs
- Residences housing multiple drug abusing/drug dealing/thieving individuals
- Residential home invasions.
- Respect and safety for officers and 1st responders.
- Response Times by Fire/Police to Emergency Situations. Street congestion from traffic/construction in Tempe makes it seem like police/fire may not be able to response quickly to a dangerous/life threatening situation because a road is closed, or traffic is blocking an intersection.
- Reducing the city of the homeless population. The situation seems better (at least in my neighborhood) over the last 2 years, but it is definitely still an issue. I used to take my dogs for walks regularly.... now I barely walk at all because of the risk of encountering riff raff.
- Road conditions, car traffic, street lighting, park lighting
- Road rage.

- Road safety. Our roads are designed for speeding and unsafe driving; thus, I feel unsafe when I walk, run, ride my bike, and drive throughout Tempe. I feel stressed when our roads because I know how dangerous they are. Drivers are often distracted or angry.
- Road severely broken up ,pot holes
- Road traffic on my road, extreme amount of cars traveling at excess speeds and more traffic than should be for neighborhood road. Also, airbnb type homes have had gun fights right close. Also, parties. One just last night across street with a large bang at about 2am, sounding like rifle. Many nights a month here bangs in neighbor hood late at night sounding like large explosive fire works or gun shots. Worry for our safety and that of our pets late at night.
- Roads
- roads are not paved
- Roadways are chaotic and dangerous, people are not obeying lights or any other traffic laws or rules
- Roadways! Especially for pedestrians, but for drivers as well.
- Robber and traffic control
- Robbery
- Robbery
- Robbery
- Robbery from cars and property
- Robbery or vandalism
- Robbery, Physical Assault or Sexual Assault
- Robbery/theft
- running red lights
- Safe driving
- Safety
- Safety
- Safety and security East of the Mill Ave bridge on south side of Tempe Town Lake. No visible police presence.
- Safety from impaired drivers especially at night.
- Safety in neighborhoods. A concern of homeless people walking around cannot feel safe walking I. Neighborhood in the evening.
- Safety in the public parks and reserves. The homeless population has taken over. I have seen many camp sites in the LoPiano, they cross the the canal there without using the bridges that are provided. I have seen them start fires in multiple area of the reserve. and have seen the remanent of fire pits by the ruins. they use the rocks of the structure and the wall/rest area. There is graffiti on the signs or they are just missing. They look at you in a threatening manner. I was never afraid to hike there alone prior to the last few months. The homeless need recourses. I know there are some in place but it needs to be more aggressive. They need drug/alcohol detox facility, a physical address so they can get a job transitional housing could be resource for them.
- Scooters and police enforcement of traffic laws---the disregard of scooter users towards pedestrians in Kiwanis and Tempe Beach Park. The enforcement of "No turn on Red" laws at Rural Road and McClintock exits off the 60. Homeless population has trickled into my neighborhood (Rural/Baseline) and I wish the police and city would do more to move these people and their objects off of street corners.
- Seeing police around this area.
- self centered, inconsiderent drivers.
- Short Term Rental properties. guns. vehicle safety

- shut down the camps
- Side walks not clear because of overhanging trees , recycle bins, ect. Dead brush, grass in yards.
- Simply being a woman
- Since there are no traffic lights on Rural Road between Alameda Drive and Southern Avenue its common for drivers and motorcyclists to speed through there at all hours of the day and night.
- Smash and grab of property from vehicles
- Some homes trafficking's of drugs
- Someone attempted to get in my front door twice in the last 2 weeks. The door was locked both times. The first time a neighbor's vehicle was broken into
- Someone coming to the property to steal from a car or house.
- Speed limit at schools not being enforced
- Speed limit on E mckellips road is dangerous for Tempe residents that have their driveway directly into the street. Everywhere else it is 35 miles an hour, but it is 5 lanes and 40 mph and people drive 70+ every single day. Children play near this street. Their is no bike lane on the street, even though it leads to Papago park (Mckellips between 68th and Scottsdale). It is frequently used for drag racing. No shoulder on the sidewalk, even the Tempe bus mirrors can hit you.
- Speed of vehicular traffic and amount of vehicular traffic on the roads
- Speed on neighborhood streets.
- speeders on College Avenue and people who don't stop at College and Alameda
- Speeding
- Speeding
- Speeding
- Speeding
- Speeding
- Speeding
- Speeding
- Speeding
- Speeding and homeless
- Speeding and package theft
- Speeding cars, excessive fraternity parties at certain houses with huge numbers of students late at night, loud noise and heavy traffic through streets when such parties occur.
- speeding down East Julie Drive, our street.
- Speeding drivers
- Speeding near Mariposa
- Speeding on E Watson Dr and drivers ignoring the four way stop on Watson & Los Feliz
- Speeding on neighborhood streets.
- Speeding on residential streets
- Speeding on the long straight road
- Speeding traffic
- Speeding vehicles. Ignoring stops signs. Bike safety.
- Speeding, auto traffic on streets
- speeding, drugs, homeless
- Speeding & racing on Baseline Road in front of my house (between McClintock and Rural Roads) from sunset to daybreak.
- Spill over from the types of businesses on Scottsdale Road near McKellips (Quik Trip; Circle K) and change in type of neighborhood with the very dramatic and sudden increase in the number of

apartment complexes which makes for a more transient neighborhood rather than a more stable one. I fear this will ultimately increase the crime rate in this area.

- Spread of more "inner city"-esque conditions and associated crime from current locations in Phoenix area.
- Stolen cars and burglary.
- stolen mail/package
- Strange people wandering around
- Strangers renting Air BNBs, throwing parties and shooting guns.
- Strangers soliciting at door, and porch pirates.
- Strangers walking around your neighborhood.
- Stray animals
- street construction
- street lights
- Street racing
- Street racing
- Street racing
- Street racing at night on Warner Rd.
- Street Racing in the Kyrene/Elliott area
- Streets and roads are not well maintained. Drag racing and reckless driving is bad in our neighborhood. Evergreen and University.
- Streets need more lights.. there's several neighborhoods that only have 2 lights for the whole street and are unsettling to walk at night. The street near Escalante Center off Price is completely dark once the sun goes down.
- Students having parties that get out of hand
- Suspicious persons knocking on residents' doors especially after dark.
- Suspicious vehicles and pedestrians.
- TEMPE POLICE DO NOT INVESTIGATE REPEAT BURGLARY EVEN WITH VIDEO EVIDENCE PROVIDED
- That I can walk down the street knowing that my fellow neighbors would assist me in an emergency. Unfortunately I don't believe a metropolitan city can foster that kind of care for each other but if we can get close to it.
- That the city has completely forgot there is a south Tempe!
- The access to mental health resources for the unhoused.
- The alley concerns me because neighbors do not follow the rules, throw their trash near the bin instead of in the bin, put bulk out in the wrong place at the wrong time. Now someone's dog is pooping in the alley by my fence. I'd like to install a camera. Also, neighbor's dog growls at me when I empty the trash and their fence is less than secure.
- The alley is probably the biggest issue in our neighborhood but it's not that much of a concern. We have vagrants and others through our ally but I have dogs so I have a small concern
- The alleys being overgrown and frequented by people who do not live in the neighborhood. There was just an alley fire in our neighborhood last weekend.
- The Alleys. Homeless and druggies and fly tipping occurs
- The amount of drug addled homeless people wandering around N. Tempe has grown exponentially in the last 4-5 years. Parks, store entrances, transit stops and bike paths are frequent "hangs" for them. It's getting worse - last week there was a passed out man sleeping in my neighbors front yard. Our mailboxes have been vandalized and packages stolen from our front door.

- The city council not giving organizations a chance to help with the homeless population. Charging organizations to set up to help for the community is ridiculous. That is not being a safe community leaders.
- The city workers never call back or answer emails. I have two inquiries and a no response. One for Corbell Park and lack of canopy coverage for small children playground. Also , when will our neighborhood get their roads paved. No response!
- The drug addicted unsheltered people
- The drug users around north Tempe, Papago, and TTL. Secondly is Motorized vehicles (motorcycles, dirt bikes, mopeds, 4-wheelers racing up and down the pedestrian paths.
- The easy access to guns
- the fact that i dont know my neighbors or anyone who lives nearby
- The homeless and drug addicts around my neighborhood. They camp out at the end of my street near an Orbit bus stop and even make tree houses in the tree right there. I walk my dogs nightly and they will be sometimes screaming or acting crazy or just passed out on the bench with a pipe still hanging from their lips. It's awful. Or they really like to congregate right outside the cooling station near Dorsey and Apache and light up right after cooling down behind ANY electrical box or dumpster. I have witnessed them suddenly head out just before a cop car rolled by like they're somehow tipped off and then 5 min later they're right back at it. Also have witnessed the sale of drugs in that parking lot where Food City used to be. I really wish that whole area could be cleaned up and the homeless have an actual shelter to go to; and the addicts actually picked up.
- The homeless camps at the bus stops in north Tempe 85288 area code. Specifically Scottsdale road bus stops from Curry to McKellips
- The homeless issue. Several of my neighbors cars have been broken into. There are homeless in my alley using it as a community toilet and hiding and doing drugs. I fear I'll walk out there one day to throw away the trash and I will encounter one of them and there will be an incident. I'm even more fearful that it will happen to my wife or children. There has been literal human feces at some of the bus stops around town.
- The homeless people frequently walk around my neighborhood. Abuse drugs and have broken into my vehicles.
- The homeless population and panhandling seems to have increased since Phoenix began displacing homeless from "The Zone." That population must go somewhere and it's only a matter of time before they spread out into other cities. How to help the homeless is a huge concern.
- The homeless population, especially at night
- The homeless population. When I am out walking my dog I frequently deal with being cat-called and asked for money, then called names when I do not reciprocate advances or give money.
- the homeless situation
- The homes in the neighborhood are run down and not cared for and have make shift "add ons" that mimic tent encampments. The parks mentioned in this survey struggle with homeless people sleeping at them even Indian Bend park across from the Scottsdale evidence center. The parks with splash pads have homeless using them as showers and some with position of cars use the splash pads as a way to wash their clothes and around 5pm you will see them hanging their clothes to dry on their vehicles while setting up camp to stay at the park for the night. I live off Tempe drive and Esther rd in the north east corner of Tempe. Which feels to be a forgotten area and less a focus for Tempe as a city.
- The influx of homeless individuals looking for a place to camp.
- The lax concealed carry laws in our state and gunshow loopholes for purchasing weapons without the need for a background check. Additionally police tactics and obscene brutality in the valley in

general makes me very nervous about every interaction with every police officer I've ever encountered. I'm more worried about an interaction with the police than with an unhoused person.

- The lighting could be a bit better, but it's still a low concern
- The neighborhood we live in is quite safe and I am not aware of any great safety concerns at this time.
- The new Cooling Center is close by, and it has attracted homeless people in large groups.
- The no driver waymo cars and new apartment complex being built at price and baseline. The constant road blocks on our major roads with no work being done for weeks on end.
- The number of homeless people out and about, especially at night.
- The number of homeless, indigent and sketchy characters milling about, even at city hall where there were people laying with their pants off. I worry about them dying in this heat and on our public building property, no!!!! With pants off!!!!
- The number of people coming to the door aggressively trying to sell services (new windows, roof repair, landscaping services, books for kids, pest control, etc). No means no. They should leave when asked to and they won't.
- The people who come to our door at all hours of the day and evening claiming to be from utility companies, etc., but have no ID to verify. As a result, we do not open our door to anyone.
- The Police are like an occupying Military. Community Policing is what Tempe lacks and really needs.
- The police in my area don't do anything about actual problems like frequent thefts but are overly diligent with ticketing for everything possible.
- The police looking for criminals, making arrests and preventing time. Gang crime.
- The police may kill without punishment
- The rampant amount of overpolicing. I am more terrified of any and every cop I see than anyone or anything else. The police have full rights to assault and burglarize me as a fully legal and fully protected gang, which the city of Tempe seems only too happy to fund their budget to harass, threaten, and hurt their constituents. Place more money into public infrastructure, housing, and public transit and I would feel infinitely safer.
- the roads are a mess. we've been waiting for over 20 years for the city to repair the potholes in front of our driveway.
- The roads inside Broadmor Manor are horrible and have been that way for years. I have fallen three times resulting in knee surgery after the third one. Suing the city for neglect us too much trouble.
- The safety of bicycle riders.
- the safety of the area near ASU
- The section of the homeless that engage in theft and drug use. The addition of private security has reduced this in my complex.
- The sheer amount of guns out there with current no restriction laws on concealed guns or pretty much any other restrictions.... like the "old west" where shootouts occur on a regular basis.
- The streets are way over dangerous with all the pot holes. It's hard to cross the street without putting your life in jeopardy.
- The theft of property or identity
- The unhoused
- The unhoused who suffer from mental illness or drug related issues.
- The way people drive on Scottsdale Rd./Rural Rd. The way people speed down Beatryce St. It's super dangerous.

- Theft
- Theft
- Theft
- Theft
- Theft and vandalism
- Theft and vandalism of personal property. Increased vehicle traffic due to road closures. Scams directed at senior citizens and disabled.
- Theft is the biggest concern we've had a vehicle broken into and one stolen.
- Theft of catalytic converters and homeless
- Theft of property
- Theft, violence, illegal drugs
- Theft.
- Theft. Homes sell for half a million and more in our neighborhood but, we are unable to leave our garage door open (for any period of time) due to theft. We have lived here 3 years and the only time I've EVER seen an officer in our neighborhood was for a domestic dispute. Absolutely no patrol.
- Theft/burglary
- Theft-car/home.
- There are a couple houses with questionable activities/people. Not severe enough to involve police, but strange enough to be on guard when we're walking past them
- There are a lot of homeless roaming throughout my neighborhood (McClintock and University) and drug users. Getting the meth/Opiates out of my neighborhood would be helpful. A few weeks ago, we watched the EMT's/Fire give two shots of Narcan to someone across the street. If my boyfriend had not been outside on the patio and called 911, the guy would have died. The Drugs and underserved are everywhere. It's really sad.
- There are no police drive bys in our neighborhood. Sorry about car break ins and catalytic converter theft.
- There are some homeless that wander around our neighborhood and street sometimes...Apache/McClintock area. An unlocked car in our driveway has been ransacked a couple of times.
- There are two big concerns. Safety in parks with the homeless population growing and Mill Ave as a whole.
- There has been a HUGE increase of homeless people hanging around Papa Park / Rural and Curry rds. They stay around here because they can sell scrap metal to all the businesses north of the 202 and Rural. We need to do something about those businesses that operate loud and unsanitary businesses in the area and remove homeless people from parks and bus stops.
- There has been many attempted break ins in our South Tempe neighborhood this past year ever since a drug house came in. We even got graffiti for the first time since we moved in back in 2018. Swat team came a few months ago to arrest people but we know stuff is most likely still going on.
- There is an Airbnb in our cul-de-sac and we were the victims of multiple shootings the third weekend of May.
- There is more of Police presence in the area and things have calmed down somewhat the biggest concern over safety is the number if speeding cars & motorcycles on Apache Blvd.
- There's a lot of car break-ins in my neighborhood
- To many ASU students living per house in my neighborhood. Hard to get up the street with so many cars parked on our block.
- Too many cars blocking street, sultiple families in a single home

- Too many homeless in tempe. Too many drug addicts roaming the streets, neighborhoods, parks etc,
- Too many noisy and aggressive people.
- Too much homelessness. Too many people and crime keeps getting worse in the neighborhoods. We are building more apartments and condos and this is over crowding our neighborhoods. Way too many rentals.
- TRABSIENTS ROAMING AT NIGHT LOOKING TO STEAL
- Traffic
- Traffic
- Traffic
- Traffic and speed on residential streets.
- traffic congestion causes people to drive wrecklessly
- Traffic enforcement I.e. speeding and texting and driving!
- Traffic is a significant danger in Tempe for pedestrians.
- Traffic laws being consistently and constantly abused: speeding, aggressive driving
- traffic- live off Priest drive, very hard to get into Priest
- Traffic near and the three schools in my neighborhood. I live near grade school and start and end of school I avoid the school areas when I can. Aggressive drive can occur.
- Traffic safety, especially high speeds on major roads (Mill, Rural, McClintock) and bike lanes.
- Traffic safety, particularly accidents at major intersections and improper use of bike lanes (drivers using them and cyclists not using them).
- Traffic speed and availability of police to patrol the area
- Traffic speed on streets.
- Traffic violations on Baseline Rd
- Traffic, speeding, running red lights, illegal passing of people driving the speed limit. Also off leash dogs in neighborhood parks. And third police telling me there are No Issues in my zip code. I've been told this several times and it pisses me off. All parts of tempe deserve police service.
- Traffic, speeding is terrible on every major street and seriously lacking enforcement.
- Traffic. Speeds on through streets are too high. Do not feel safe in the bike lanes on through streets. Have been burglarized twice, now have a security system and security doors.
- Traffic. Speeding, ignoring stop signs etc
- traffic? I feel quite comfortable though and I'm not too worried. I hear what sounds like drag racing late at night while school is in session. The noise is annoying, and I'm sure the drivers are not being that concerned with safety?
- Transient traffic, so far so good.
- Transients
- Transients and alley activity
- transients people who are aggressive
- Transients walking through
- Trash and homeless. I don't want them on my town. If you don't want to work to help keep our city clean and safe.... LEAVE!!!!
- TRUANTS IN ALLEYS
- Turning left from College onto Elliot Rd - Bushes are too tall and can't see traffic.
- Two equally important concerns: road rage and crazy drivers. Homelessness around public parks.
- Uncertain

- Unchecked police brutality against the unhoused community, the mentally ill, and people of color. Our neighbors are at constant risk of violence from the police - not each other. Madrocks drowned while the police watched. Ryan Whitaker. Dalvin Hollins. Sean Bickings. Steven Franco. Anthony Cano. Antonio Arce. The person who was murdered on May 9th, 2023 for petty theft. The others, who were not lucky enough to have been murdered in view of a camera. Cops have shot at my Maricopa County neighbors 44 times this year. 57 times in the state. Interacting with police is my most important public safety concern.
- Unfortunately, it's the part of the homeless population that is addicted to drugs, those are the ones out there committing the crimes, stealing, aggressive behavior etc.
- Unhoused people wandering around. They go through our blue recycle bins foraging for cans and bottles.
- Unhoused persons camping in Meyer Park at night and sleeping in store fronts.
- Unhoused/mentally impaired individuals in alleys and bus stops.
- unknown solicitors at door
- Unsafe drivers
- Unsafe drivers
- Unsafe driving, property damage and theft
- Vagrants
- Vagrants
- Vagrants
- vagrants along canal. Stupid drivers
- Vagrants roaming the alleyways and neighborhoods looking for something to steal.
- vagrants, burglaries, solicitors
- vandals, graffiti
- Vandalism
- vandalism - people don't get hurt but it make things look bad which causes people to feel unsafe
- Vandals and vagrants in the alleys and streets looking for crimes of opportunity
- Vehicle being stolen or damaged, house being burglarized are the top two I think. There has also been an increase of road rage so enforcing traffic laws is a main concern.
- Vehicle break in
- vehicle parts theft at night
- Vehicle safe from vandalism, outdoor furniture etc stolen.
- Vehicle safety
- Vehicles broken into
- Vehicles driving slowly in alley.
- Vehicles driving very fast down neighborhood streets while there are little kids around
- Vehicles speeding
- Vehicles speeding
- Villains messing with vehicles
- violence
- Visible presence
- Visual presence of police in neighborhoods
- Volume and speed of traffic.
- Warner Ranch pretty safe neighborhood
- Waymos parking at the park. We don't know who is manning cameras, who can view videos, or how often it is the same car or remote driver. We do not allow convicted pedophiles to live near

parks. We do not allow convicted pedophiles to loiter by parks, but they could if they monitor the same park regularly. How do we know that a pedophile or other sex offender isn't using the cameras to monitor patterns? This is a company that regularly sits and can monitor our neighborhood and determine patterns of behavior. This should not be acceptable practice. I also worry about illegal activities. There were gunshots in my neighborhood park a few weeks ago. This never used to happen. What is causing the increased activity?

- we frequently have individuals sleeping or hanging out in our alley. They have bowel movements next to our trash can and back door, and leave drug paraphernalia. My car has been broken into several times since we moved here, although not in the past 6 months. our alley backs up to Rural so we get more foot traffic.
- We have a few homes in the neighborhood that do a lot of metal scrapping and I know there are local drug deals that are happening and high use of drugs. We have brought concerns up but not many recent things have happened.
- We have several homes that have been turned into Frat houses with way too many people living there. They party way too often and it is very much of a disturbance to our previously quiet neighborhood. The police and the ASU officials say they are handling it but nothing seems to change. A few years ago you could not have more than 3 different last names living in one home. What happened to that???
- We live near Papago Park and there is a real problem with the homeless population. Several vacant homes that were for sale or for rent were broken into and homeless people were staying in them. This included the house directly behind ours which is frightening. Something needs to be done to reduce the homeless population in the parks and surrounding neighborhoods.
- We need a stop light at River Drive and Guadalupe. In Mesa, across the Loop 101 bridge they have one at Carriage Lane. And it helps people to get out onto Guadalupe. A few accidents have happened at River Drive and Guadalupe. Or, put a sign up that says don't put your blinker on until you pass River Drive.
- we need more free water stations available, & less policing by tempe PD
- We need more police patrolling the city.
- We need to protect our police. They are crucial to help us stay safe. I am 100% behind them.
- Well lit neighborhoods at night.
- we're close to the 101 & the Price frontage road gives easy access into our neighborhoods. We aren't gated communities along Price Road, & that makes us more vulnerable to run in-run out activities.
- While I don't want to criminalize homelessness, the homelessness problem is seeping into all Tempe neighborhoods. I have lived in my apt complex near Jaycee park for years, and only in the past few years does it feel very unsafe. We need to figure out programs and emergency housing to get people off the streets and make them safe for everyone, along with getting unhoused people the resources they need to get off the street for good. I want my tax dollars to go to this.
- With not a lot of lights there is a perception of less safety. Homeless can make it scary sometimes
- With so many people walking around, you're going to have weirdos coughing in front of your house at 2am and alley fires every once in a while. People can be jerks. The biggest issue to me because it's affected me personally, nearly being hit or nearly run over, is people using the road to my neighborhood as a racetrack. People drive so fast that someone crashed into a neighbor's concrete wall and took some of the siding off of their home.
- Would like the police to come when called.

Q25-6 [Other]. What barriers do you feel are preventing you from using the internet to connect with education, government services, social media, or information?

- Away from home a lot. I get my computer information from hotel rooms.
- Busy but still do access this info
- CenturyLink has not been great connection for us
- Centurylink service is awful
- City websites aren't great
- Confusing web sites
- Cox is always going down.
- Cox service sucks
- Dearth of relevant information
- Do not have barrier to research online
- Do not like Century Link.
- Don't need or remember the website
- Don't need them at this time
- Ease of access and concise city site layout
- Hard to find subject matter, I'm looking for, or lack of the info.
- I already spend a lot of time online for work
- I am busy - if I NEED something I will make the effort to find what I need.
- I do not have a barrier in this area
- I don't get good cell coverage in my area hence not useful for internet. Used to have COX, but service would drop a lot, and then costs soared so we dropped service.
- I hate social media
- I have and use the Internet for all of the above.
- I have internet in the home. The connection isn't consistent though.
- I never learned to use a computer and have to ask my grandchildren for help, like on this survey, which is very long for a senior. Not having a computer or mobile phone makes me feel isolated. I only have television.
- I pay through the teeth so that those who don't want to pay for it can have it. It is called a subsidy.
- I prefer not to use the internet that often
- I'm old fashioned --- I want to talk to a human being & it's hard to find phone numbers & harder to get anyone to answer a phone. I'll use the internet at times --- but prefer a good old fashioned phone book (which are hard to find & keep up to date).
- Information needed to access social services / homeless services is difficult to find. Not clear how to get services, only finding information about programs.
- Information to find internet sites for government services is hard to find
- Lack of clarity and ease of use on government websites.
- Lack of fiber access. Mesa now has it and so does ASU. But the peons in Tempe are relegated to second class service.
- Lack of incentive
- lack of interest in offerings
- lack of quality internet, most are unreliable or too expensive
- Laziness
- Learning how to use the service..
- Local news/information has to be sought out for when it should be more readily available

- Our internet can be unstable unpredictable service not reliable at times.
- Patience to overcome the frustration of the internet.
- Poor internet service
- Poor service. Cuts in and out
- Prefer not using internet for decisions , difficult to read info on screen
- Quality of service is often inconsistent and customer service is terrible. There is no real choice or competition and the city just kisses COX's butt. It's unacceptable particularly when Mesa is offering new choices just down the street.
- So many poorly designed websites. Have you tried pulling a building permit from the City of Tempe if you don't already do it for a living? It's approaching Kafka only less well written.
- Sometimes I can find exactly what I am looking for but other times I cannot.
- Sometimes it is hard to navigate the city website.
- Takes too long to find what I need. I have to go through too many steps rather than type in what I need. AI is too slow and requires exact words.
- The government pages are complex to navigate or only have superficial information.
- The internet is sporadic. Sometimes it works for a week or so and then falls off. It is not consistent
- Time and choice
- Too busy.
- Website user interface and design layout.

Additional Comments Received

- As an example of why comments would help. I responded negatively to the recycling program, not because I do not want it but because I think it needs to be revised to take into consideration water use. By accepting ALL recyclables, people will wash out things like plastic containers which are not usefully recyclable. I also wonder if recycling glass in metro Phoenix is really meaningful. Is the glass being recycled or is it going to landfill?
- I had marked problem with city streets. I feel the problem is the striping on main north/south and east/west roads is deteriorated and even after it is striped, does not seem to hold up well. It is difficult at night to see the striping and I think reflectors would be helpful. Also, the street lighting, due to LED's, is not very helpful and it is dim. Again, this is not helpful at night, which is why again reflectors would be helpful.
- Since the city has Willy Nilly put up several traffic lights between McClintock and Price on Rio Salado, the traffic is stopped at every light, creating extra air pollution from the idling vehicles. Tempe is home to ASU, maybe make a student contest to see if they can figure a way to time the lights so traffic can move along. It's safe to save your city engineers can't do it!
- The parking at Tempe Center for the Arts is so awful for anyone with a handicap parking permit that we no longer attend any event at TCA. The garage is a hard distance for those of us with breathing problems AND the garage has insufficient handicap parking spots on the ground floor. AND the surface parking on the south end of the building is either restricted to employees or has insufficient handicap spaces set aside.
- Waaaaaay too many questions!!
- Zero Waste Day: Simple question - why try to have this in July in Tempe? It was very well organized and supported but I can't believe people are forced to do this quite frankly and if you are employed by one of the businesses, you are. And no bathroom facilities? No cooling off indoor resting place? Why can't they use the pool/rec center across the street at Kiwanis?