A nighttime photograph of a city waterfront. In the foreground, a large crowd of people is gathered on a paved walkway. To the right, a modern building with a glass facade and a curved roof is visible. The building's interior lights are on, and the word "GALLERY" is visible on the glass. In the background, a body of water reflects the city lights and fireworks. The sky is dark, and several large fireworks are exploding, creating bright patterns of light. The overall scene is festive and celebratory.

City of Tempe 2014 Community Attitude Survey FINAL REPORT

The City of Tempe, AZ

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December 2014



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2014 DirectionFinder® Survey

Executive Summary Report

Overview and Methodology

ETC Institute conducted its eighth annual community attitude survey for the City of Tempe during the winter of 2014 to help determine priorities for the community as part of the City's ongoing strategic planning process. The survey was mailed to a random sample of 3,000 households in the City of Tempe. Once the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone or online at www.tempe2014survey.org.

A total of 1,092 households completed the survey. The results for the sample of 1,092 households have a 95% level of confidence with a precision of at least +/- 2.9%. There were no statistically significant differences in the results of the survey based on the method of administration.

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

This report contains:

- An executive summary of the methodology and major findings
- Charts depicting the overall results of the survey
- Benchmarking data that shows how the survey results compare to other cities
- I-S matrices and ratings
- Tabular data for all questions on the survey
- A copy of the survey instrument

Major Findings

OVERALL PERCEPTIONS OF THE CITY

- Based on the combined percentages of the residents surveyed who had an opinion, 90% were either “very satisfied” or “satisfied” with *overall quality of services in Tempe*, which is a 2% increase from the 2013 survey. Other perceptions of the City respondents were most satisfied with include: Overall quality of life in the City (85%), image of the City (84%) and appearance of the City (81%).
- *Public involvement in City decision making* showed the highest increased satisfaction levels from 2013 with a 4% increase. The most significant decrease in satisfaction was from efforts to promote diversity and inclusiveness, which showed a 3% decline from the 2013 survey.

NEIGHBORHOODS

- Seventy-eight percent (78%) of the residents surveyed rated *overall satisfaction with the condition of their neighborhood* as “very satisfied” or “satisfied”, 13% were “neutral,” and 9% were “dissatisfied”. Other neighborhood services with high levels of satisfaction include: Condition of sidewalks (78%), the quality of neighborhood parks (76%), feeling of safety (75%), and the condition of neighborhood streets (73%). Residents were least satisfied with the condition of alleys (52%).
- None of the neighborhood services rated showed significant increases or decreases in satisfaction levels from 2013 (decrease or increase of more than 4%). Satisfaction with maintenance of private property increased by 2% from the 2013 survey. Satisfaction with the condition of streets decreased by 3% from the 2013 survey.

FACILITIES

- The highest levels of satisfaction with Tempe facilities, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: Quality of larger City parks (87%), quality of the Tempe Public Library (87%) and the quality of Tempe Center for the Arts (83%).
- There was a significant increase, increase of more than 4%, in satisfaction ratings for quality of the Tempe History Museum with an increase of 7% and disability access to City facilities with an increase of 9% from the 2013 survey. There were no significant decreases in any of the facility items rated from the 2013 survey.

MAJOR CATEGORIES OF CITY SERVICES

- The City services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion were: Library services and programs (85%), local fire services (84%), condition and clarity of street signs (83%), and residential trash collection services (82%). Residents were least satisfied with the enforcement of property maintenance codes (52%), although this does show a 10% increase in satisfaction from the 2013 survey.
- There were several significant increases, increases of more than 4%, in satisfaction ratings for aspects of city services rated from 2013: Quality of before and after school programs (+13), availability of information about City programs and services (+12%), City enforcement of property maintenance codes (+10%), landscape maintenance along streets and sidewalks (+10%), quality of walking and biking paths in the City (+7%), appearance of residential property in the City (+7%), appearance of commercial property in the City (+6%), efforts by the City to prevent crime (+6%), management of traffic flow on City streets (+5%), and condition and clarity of streets signs (+4%). There were no significant decreases, decreases of more than 4%, from major City services from 2013.

SOCIAL AND HUMAN SERVICES

- The social and human services that residents have used or recommended the most were: Services for seniors (13%), services for youth (11%), and services for persons with disabilities (5%). There were two significant increases from the 2013 survey including, services for seniors (+6%) and youth services (+6%). There were no significant decreases from 2013.
- The social and human services that residents thought were most important for the City to emphasize over the next year were: (1) youth services, (2) services for seniors, and (3) homeless services.

COMMUNICATION

- The three types of communication that residents used most often to get information about the City of Tempe were: The water bill newsletter (70%), newspapers (45%) and television news (38%). There were no significant increases, of more than 4%, in ways respondents obtain information about the City of Tempe. There were two significant decreases including, newspapers (-4%) and television news (-6%) from the 2013 community survey.
- Forty-five percent (45%) of residents indicated that they had contacted the City over the past 12 months.

CUSTOMER SERVICE

- The highest levels of satisfaction with Tempe customer service, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: The way residents were treated (84%) and how easy City employees were to contact (82%).
- There were no significant changes, increases or decreases of more than 4%, in satisfaction ratings for any of the customer service items rated from 2013.

ARTS AND CULTURE

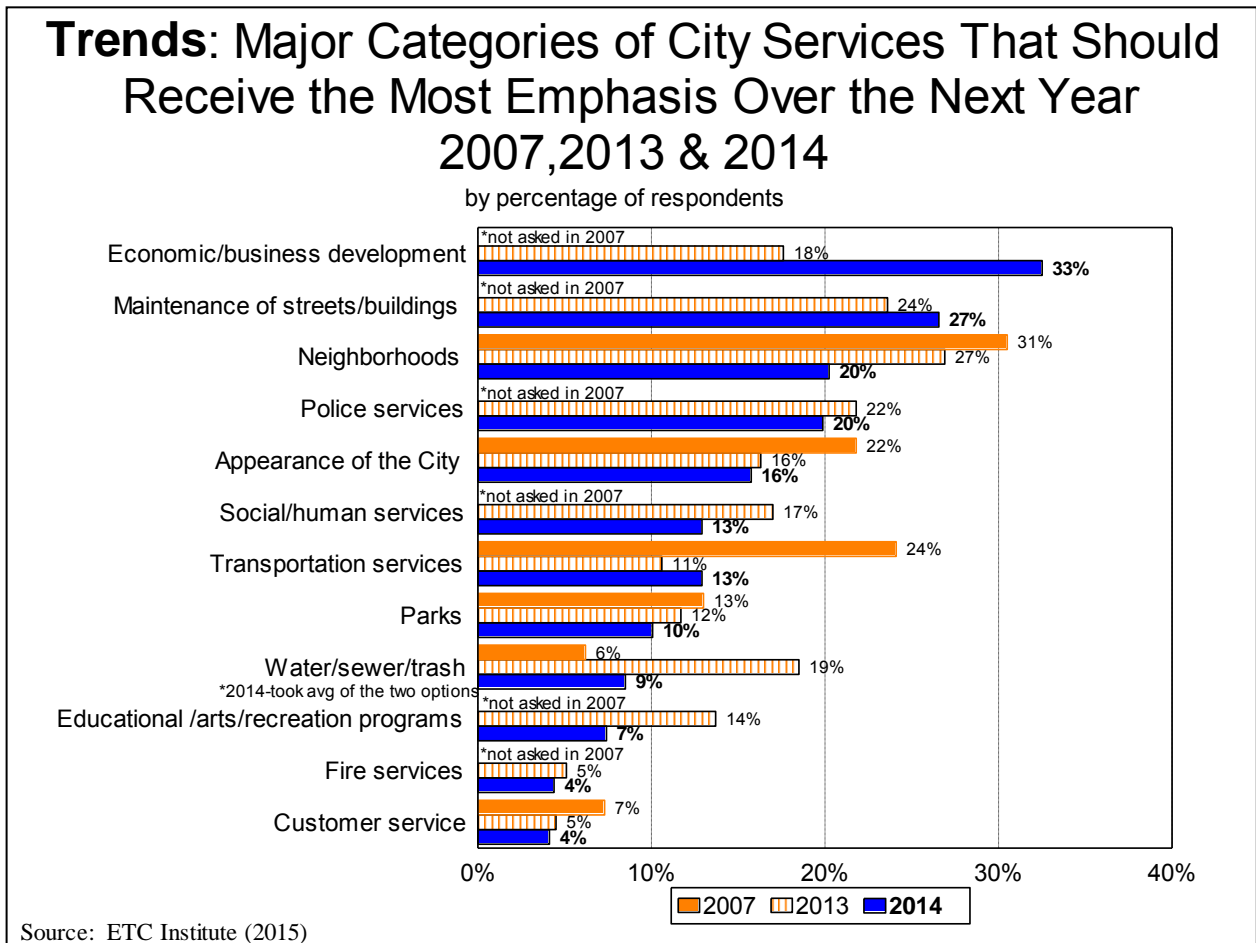
- Seventy-eight percent (78%) of residents indicated arts and culture was “very” or “somewhat” important to their family. Other levels of importance include: Not too important (16%), not at all important (5%), and don’t know (1%).
- Residents were asked to indicate the statements that they thought best described their opinion about Tempe’s arts and cultural life. Thirty-eight percent (38%) of residents indicated that “it provides a lot of the things I want”. Other statements include: “it provides some of the things I want” (30%), “I can’t answer this question because I don’t know what is provided” (12%), “It provides everything I want” (9%), “I do not have a need for arts or cultural life” (8%), and “It does not provide anything I want” (3%).
- Residents were asked to rate aspects of cultural opportunities. Seventy-six percent (76%) of residents indicated that the quality of offerings was either “excellent” or “good.” Other similar ratings include: variety of offerings (76%), availability of offerings (73%), and affordability of offerings (65%).

OTHER FINDINGS

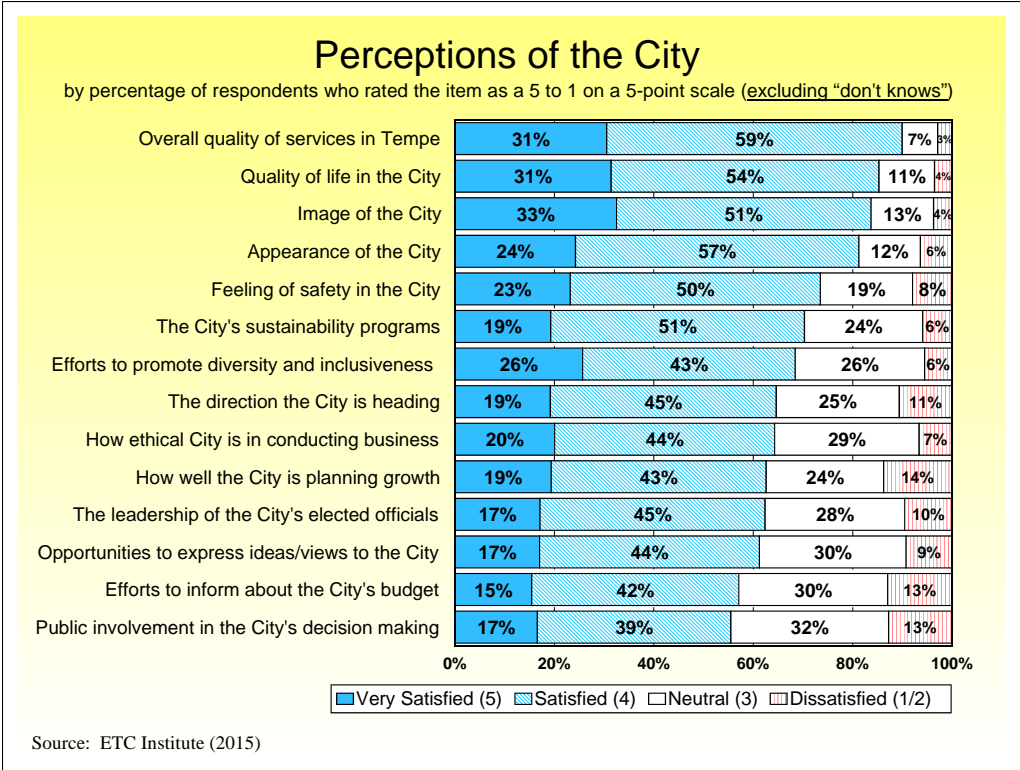
- Seventy-three percent (73%) of respondent households have used parks over the past 12 months. Other most used services and facilities include: Walking and biking trails (63%), Tempe Public Library (60%), bus, orbit or light rail service (44%), and Household Products Collection Center (44%).
- Seventy-five percent (75%) of residents have cable television.
- Ninety percent (90%) of residents have internet access at home.
- Seventy-two percent (72%) of residents have a smart phone.
- Eighty-five percent (85%) of residents visited downtown Tempe during the past year.

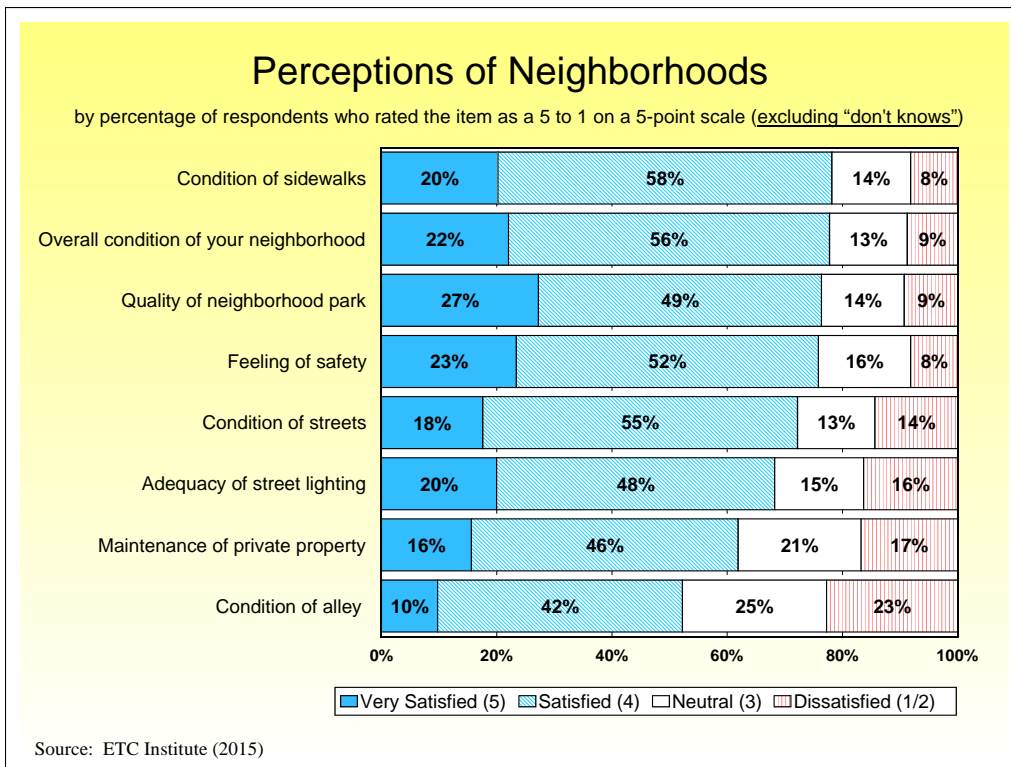
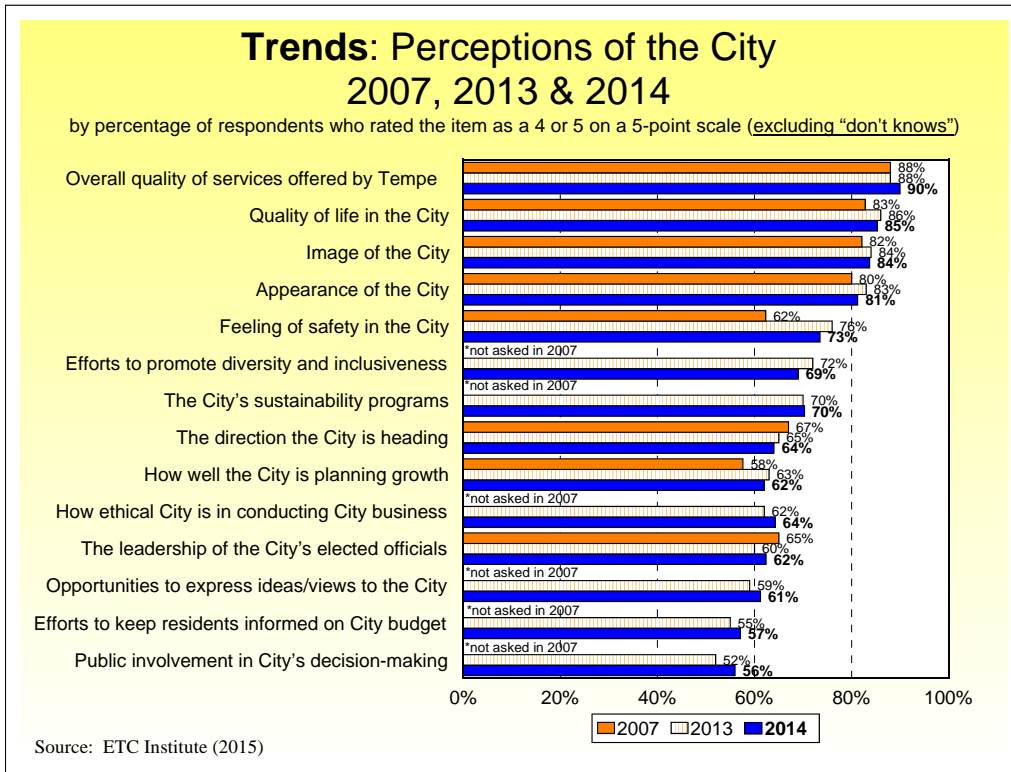
TOP PRIORITIES FOR THE CITY

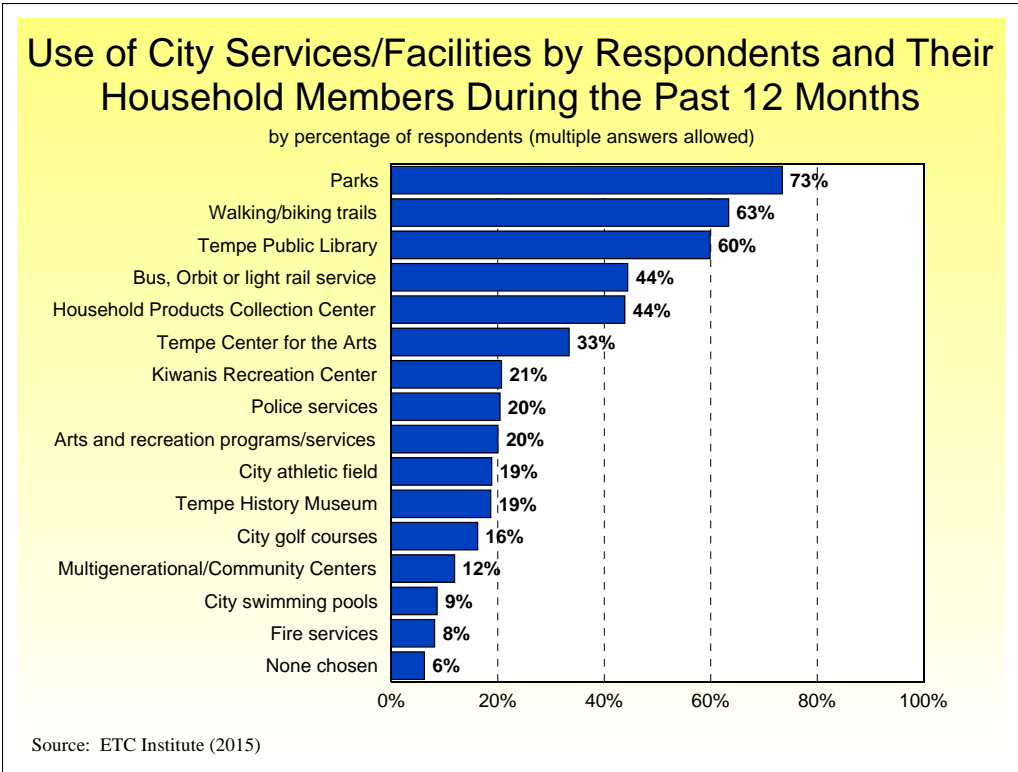
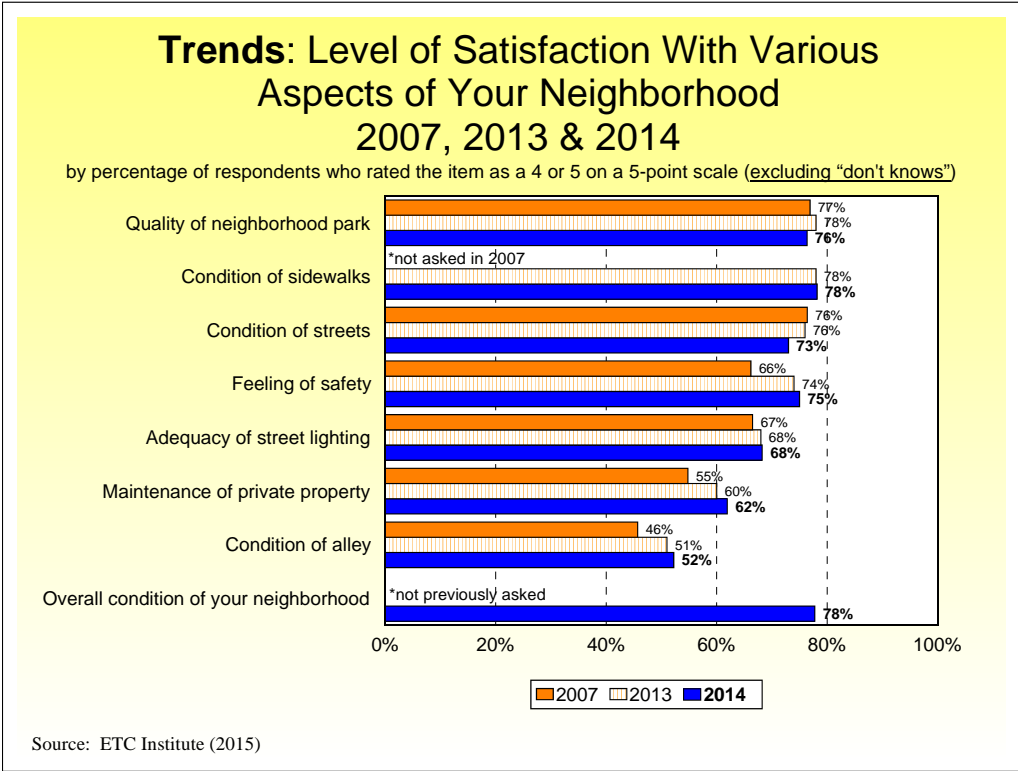
- Residents felt economic development and maintenance of streets and buildings should be the City’s top two priorities for 2015. The chart below shows the percentage of respondents who selected various City service categories as one of their top two priorities for the coming year compared to the 2007 and 2013 results. As the chart shows, there was a significant increase, increase of more than 4%, in the percentage of residents who felt economic and business development should be a top priority for the City in 2015. There were several significant decreases of more than 4%, where residents indicated that less emphasis should be placed on the following: Neighborhoods, water and sewer services (combined with trash collection services), and art and recreation programs and services.

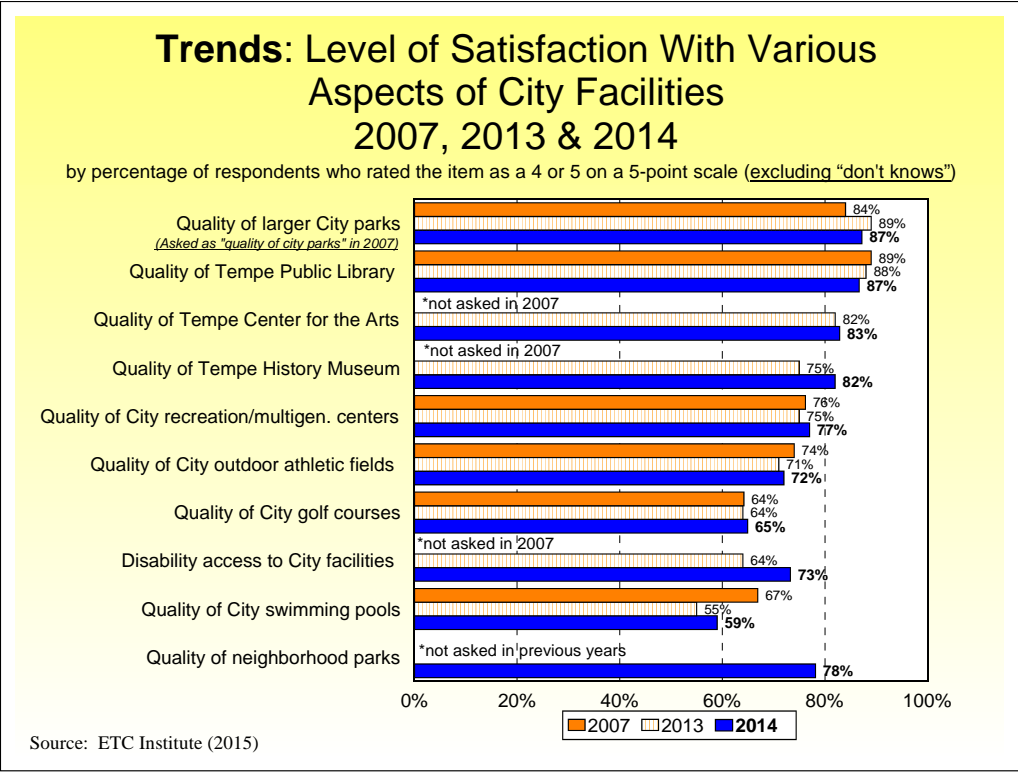
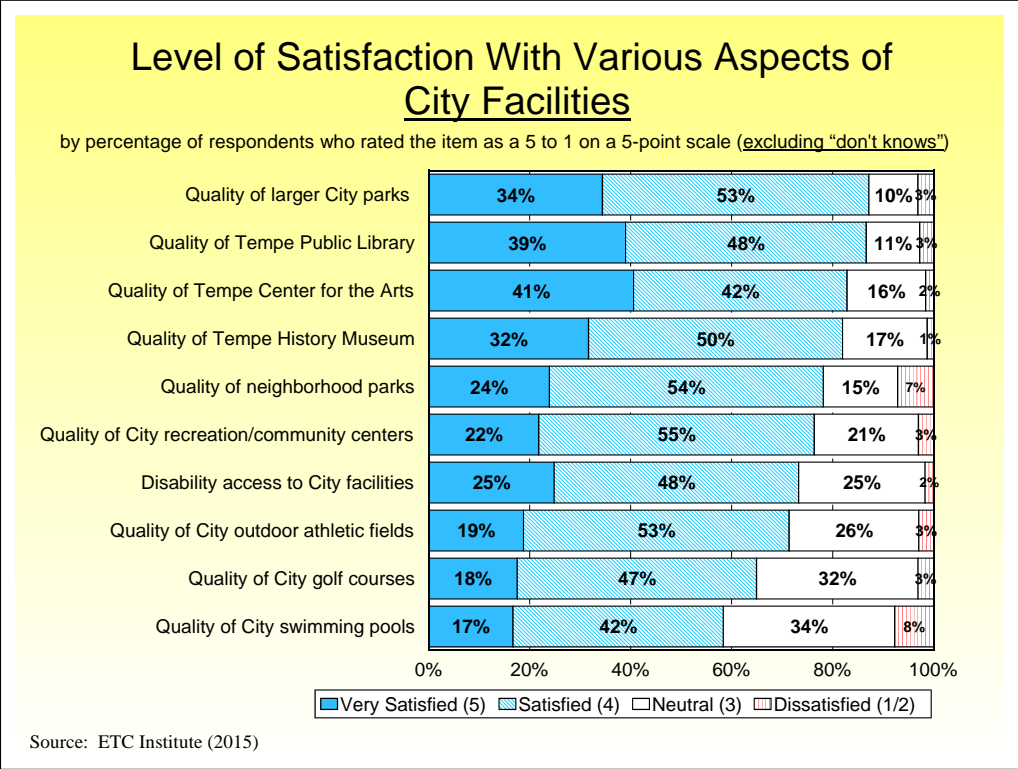


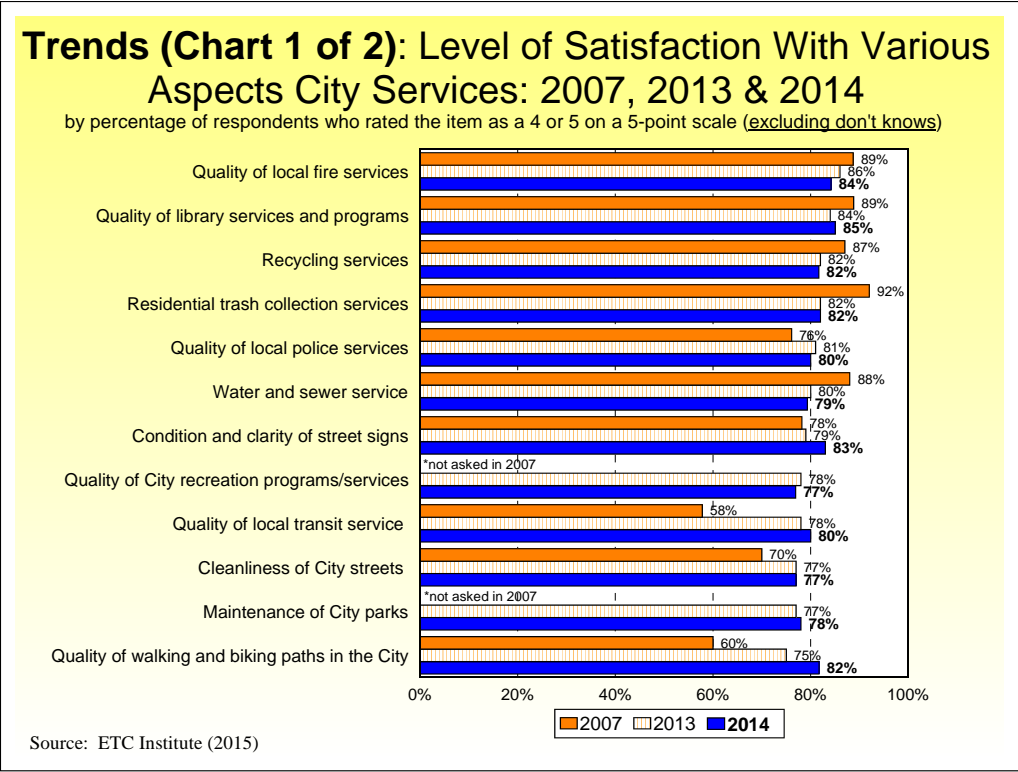
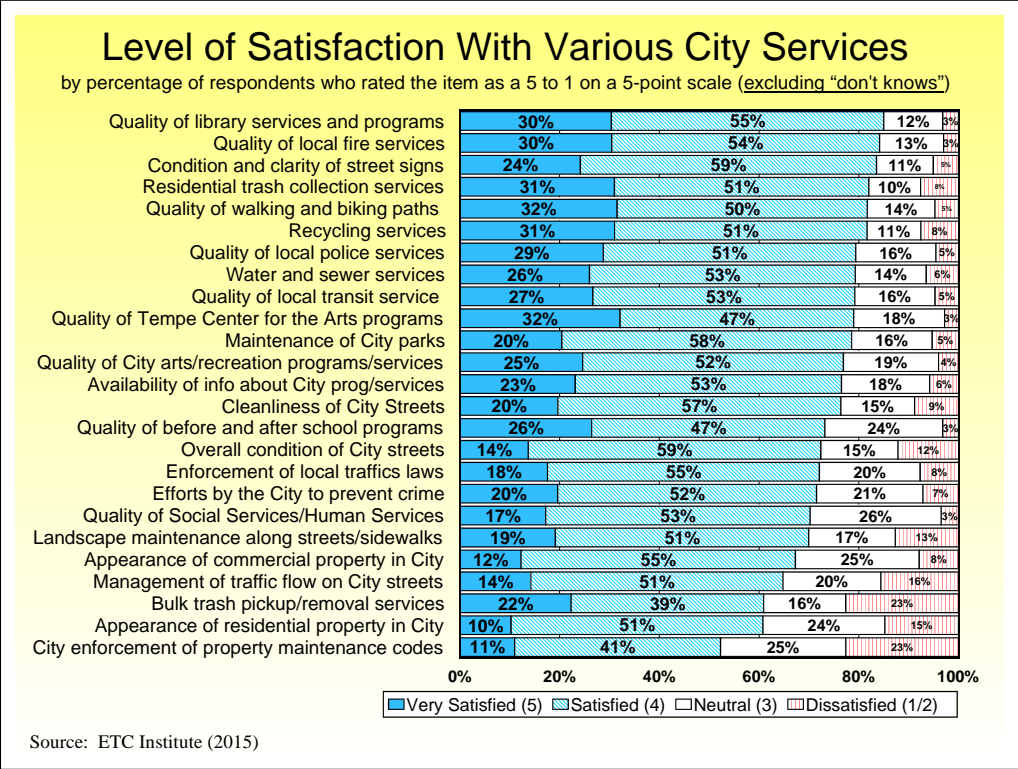
Section 1: Charts and Graphs

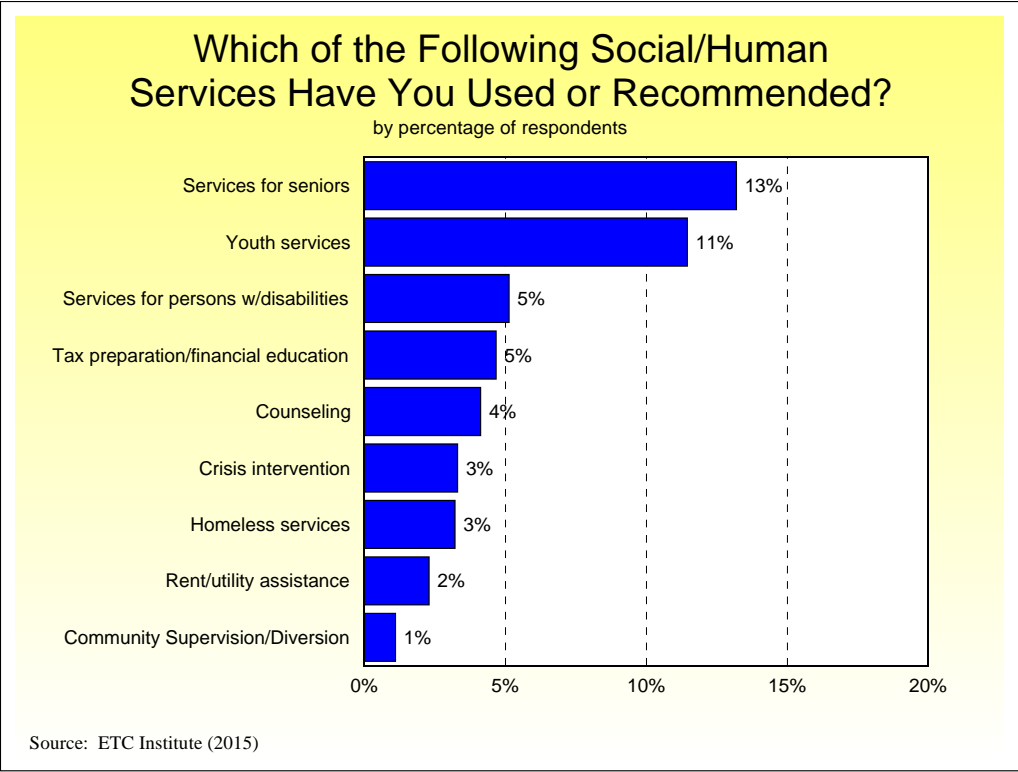
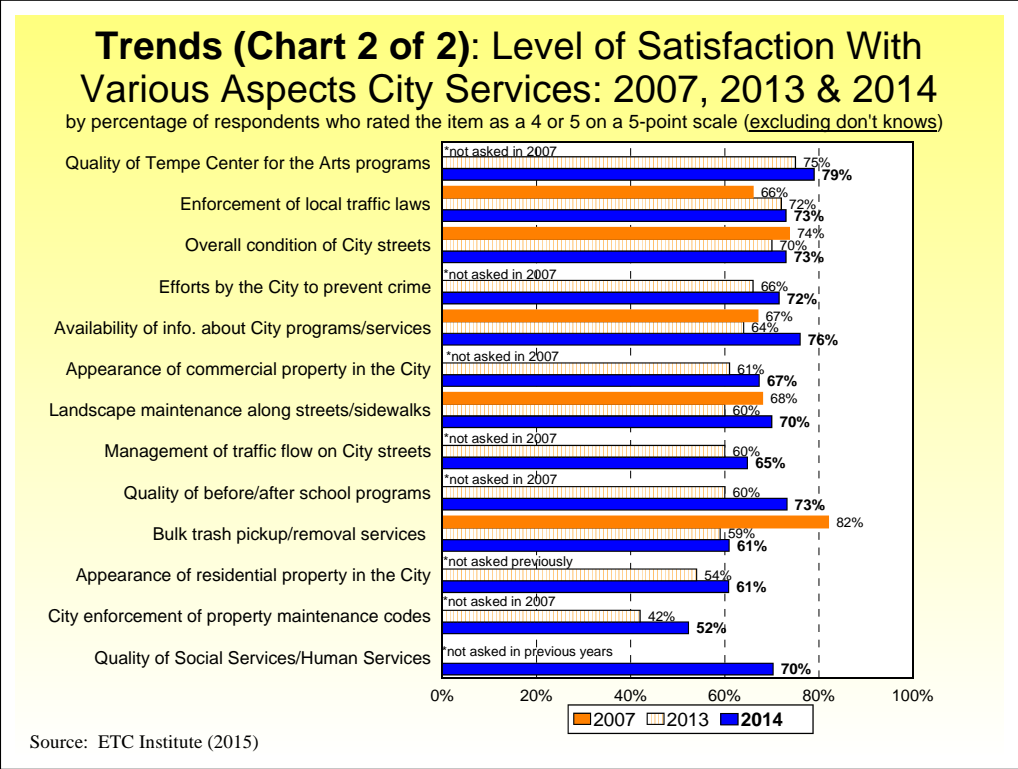






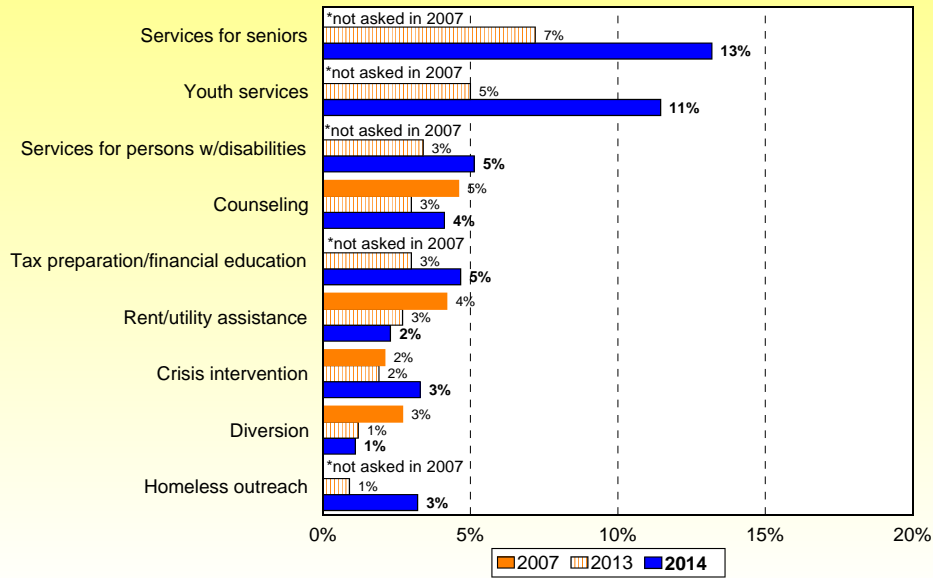






Trends: Which of the Following Social/Human Services Have You Used? 2007, 2013 & 2014

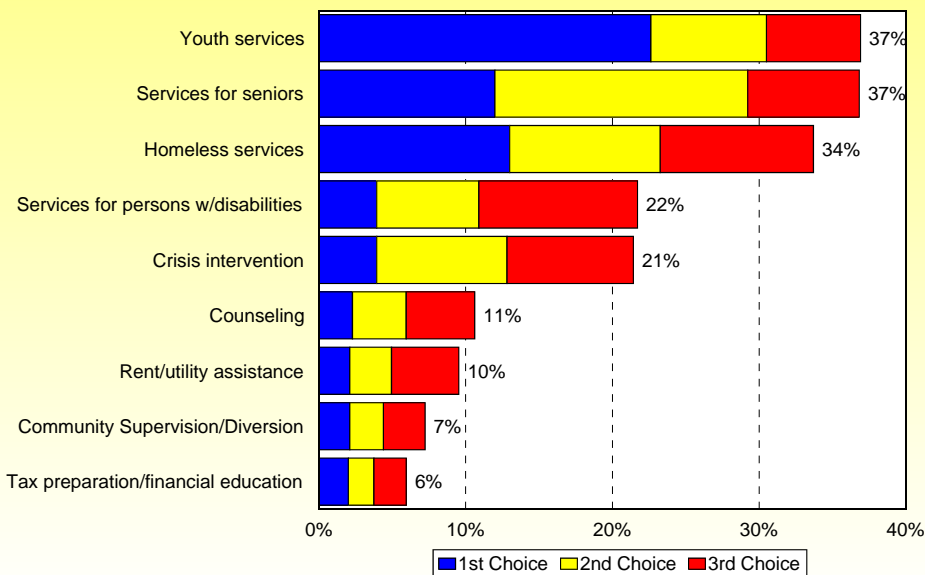
by percentage of respondents



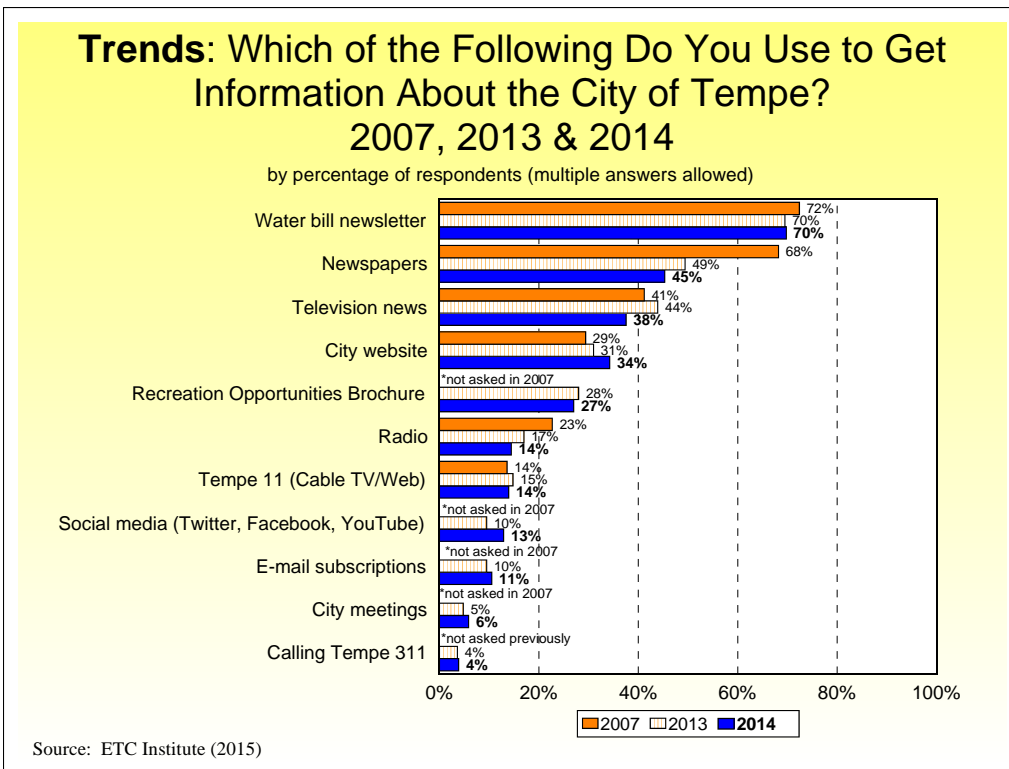
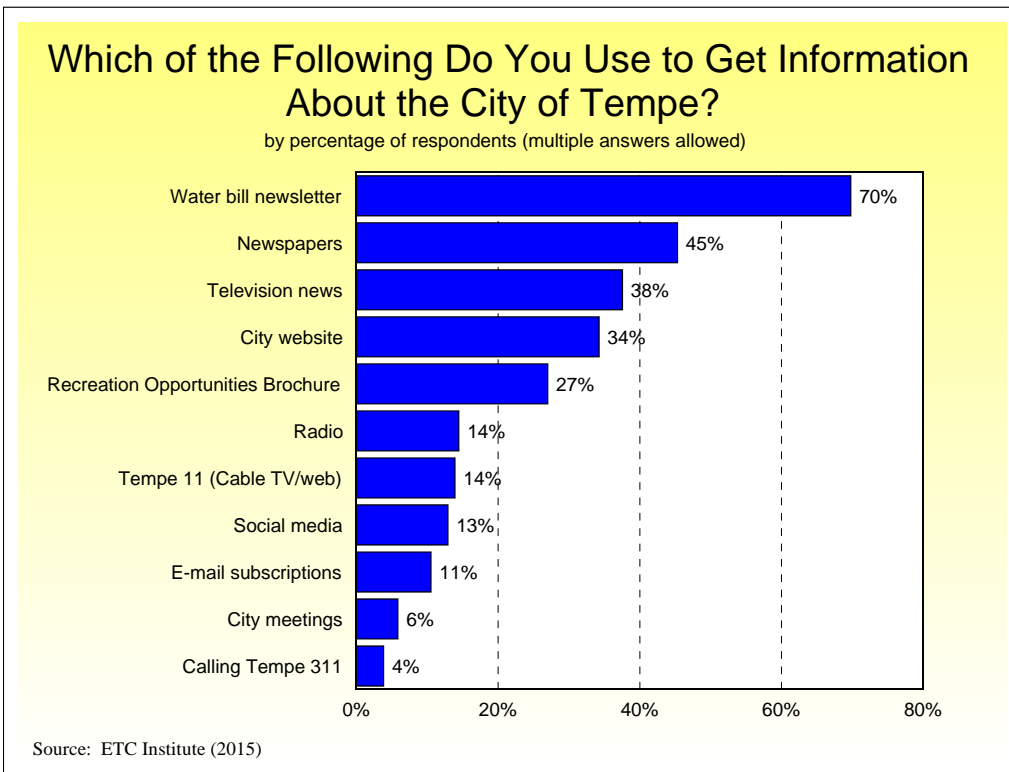
Source: ETC Institute (2015)

Social/Human Services Most Important to Emphasize Over the Next Year

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

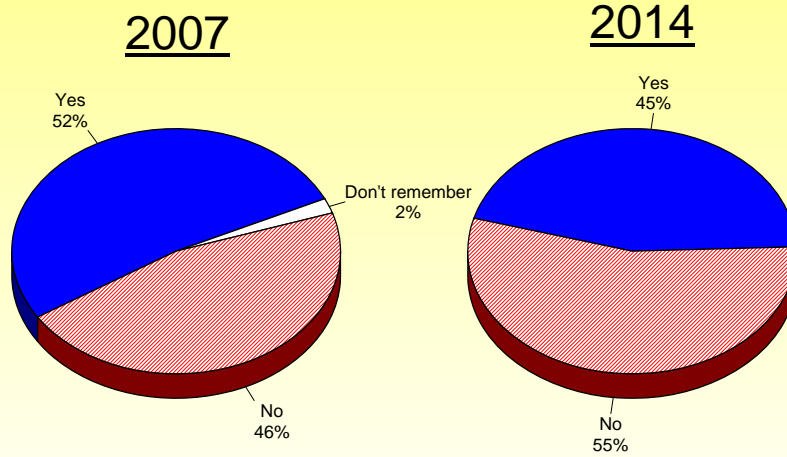


Source: ETC Institute (2015)



Trends: Have You Contacted the City of Tempe During the Last 12 Months?

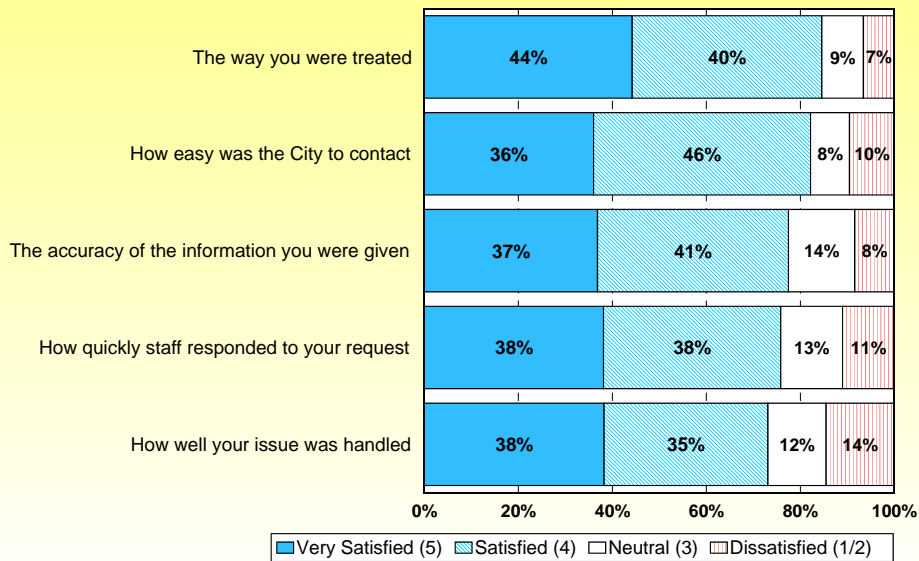
by percentage of respondents



Source: ETC Institute (2015)

Level of Satisfaction With Various Aspects of Customer Service

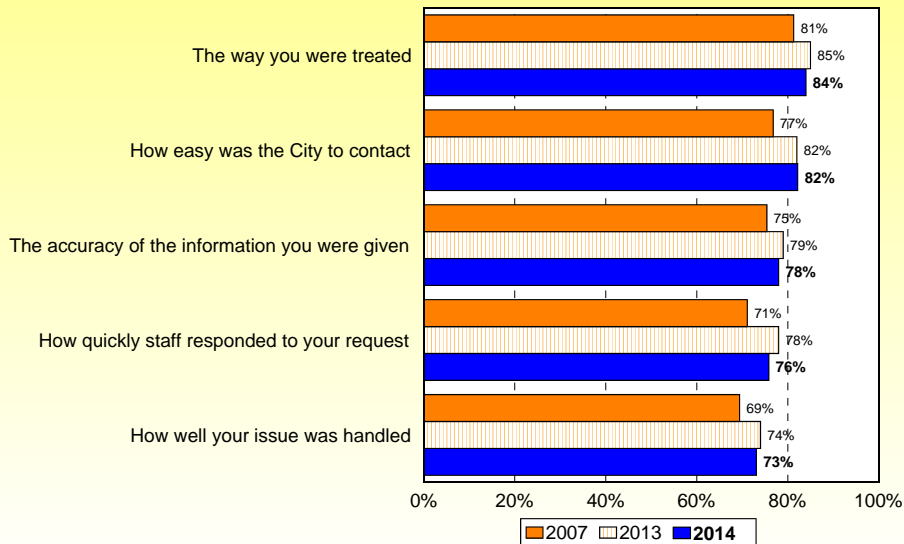
by percentage of respondents that contacted the City



Source: ETC Institute (2015)

Trends: Level of Satisfaction with Various Aspects of Customer Service 2007, 2013 & 2014

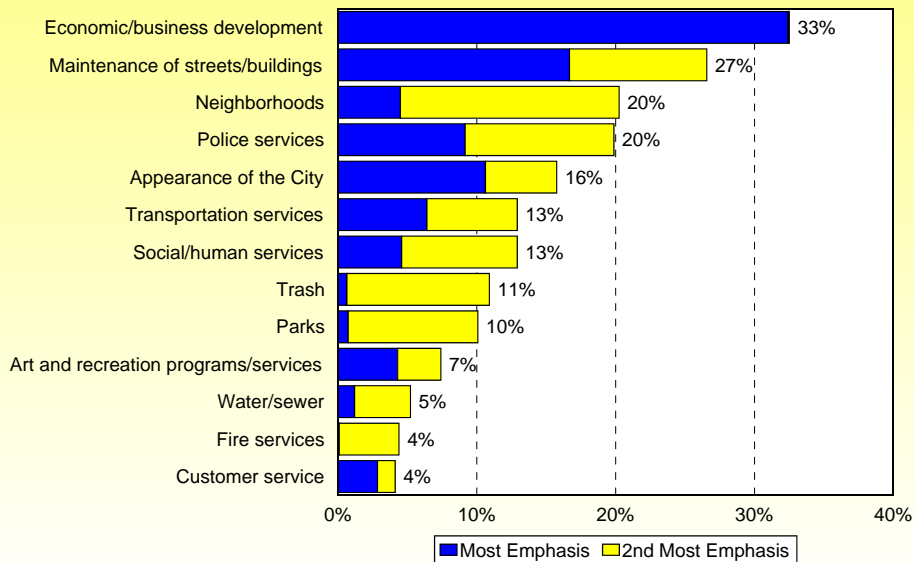
by percentage of respondents that contacted the City who rated the item as a 4 or 5 on a 5-point scale (excluding "don't knows")



Source: ETC Institute (2015)

Major Categories of City Services That Should Receive the Most Emphasis Over the Next Year

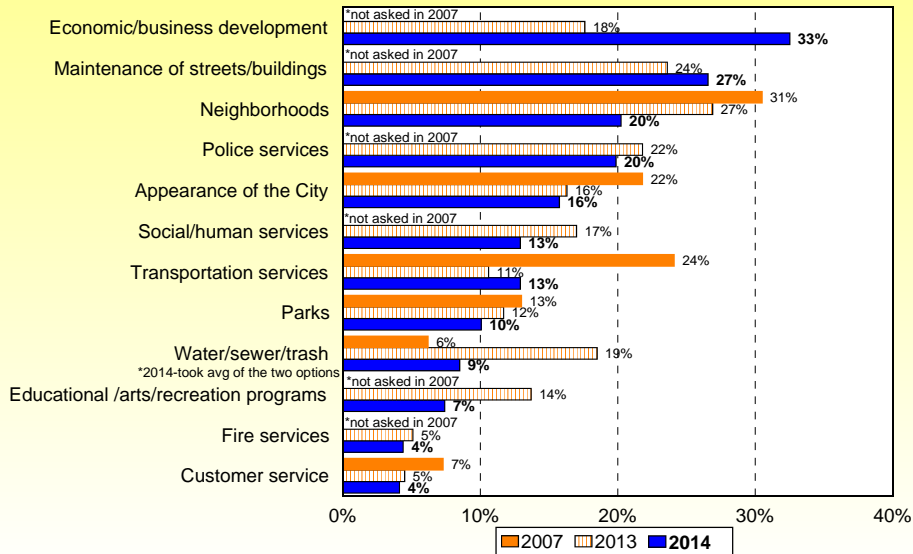
by percentage of respondents (sum of top two choices)



Source: ETC Institute (2015)

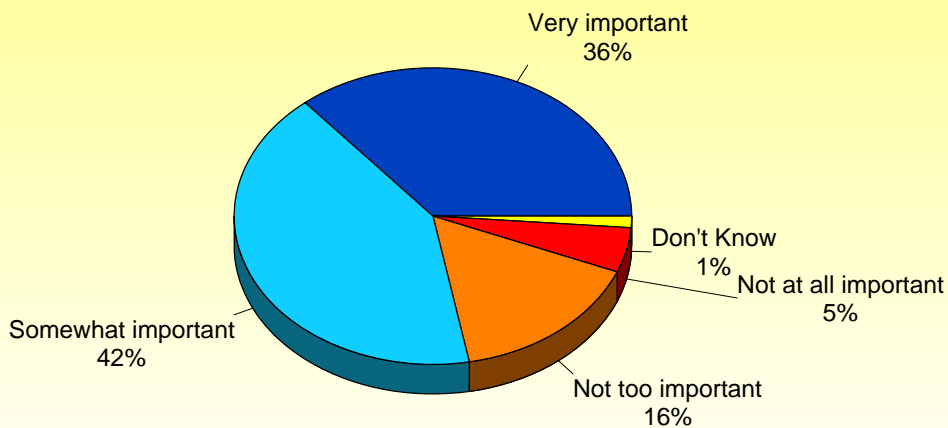
Trends: Major Categories of City Services That Should Receive the Most Emphasis Over the Next Year 2007, 2013 & 2014

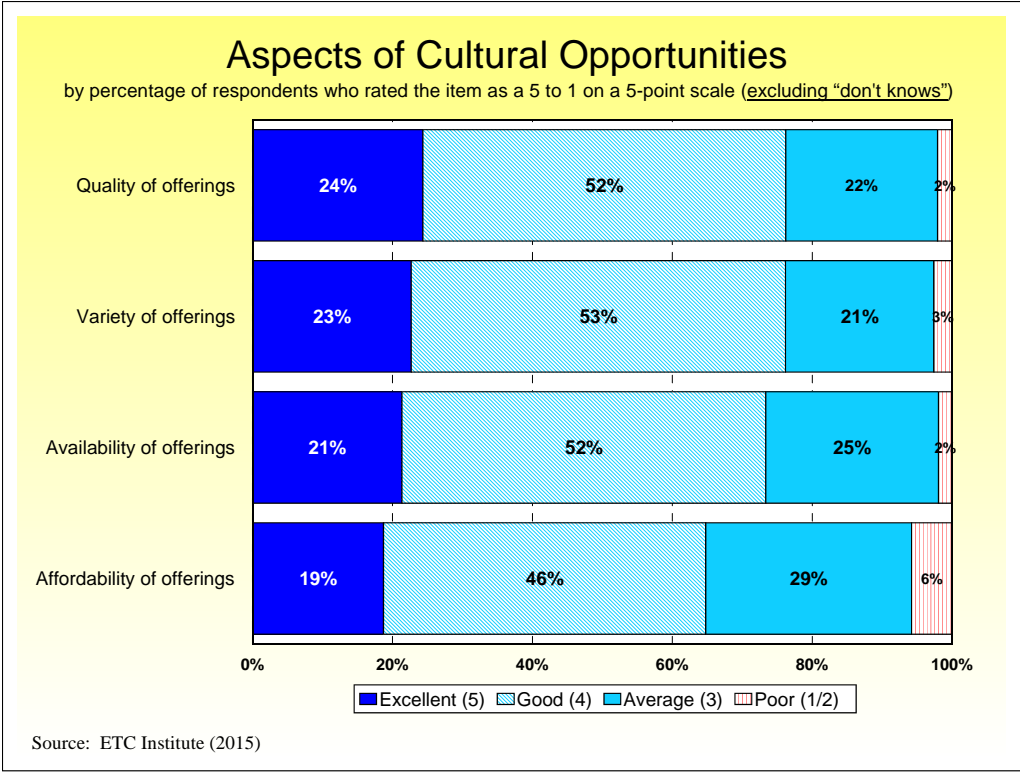
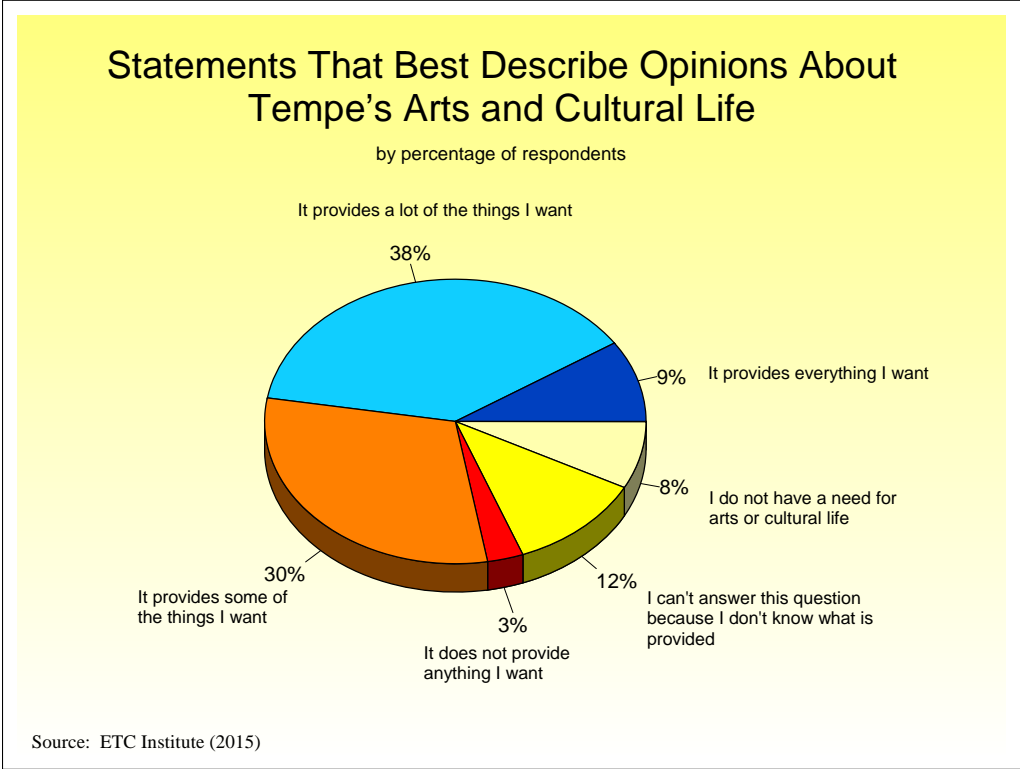
by percentage of respondents

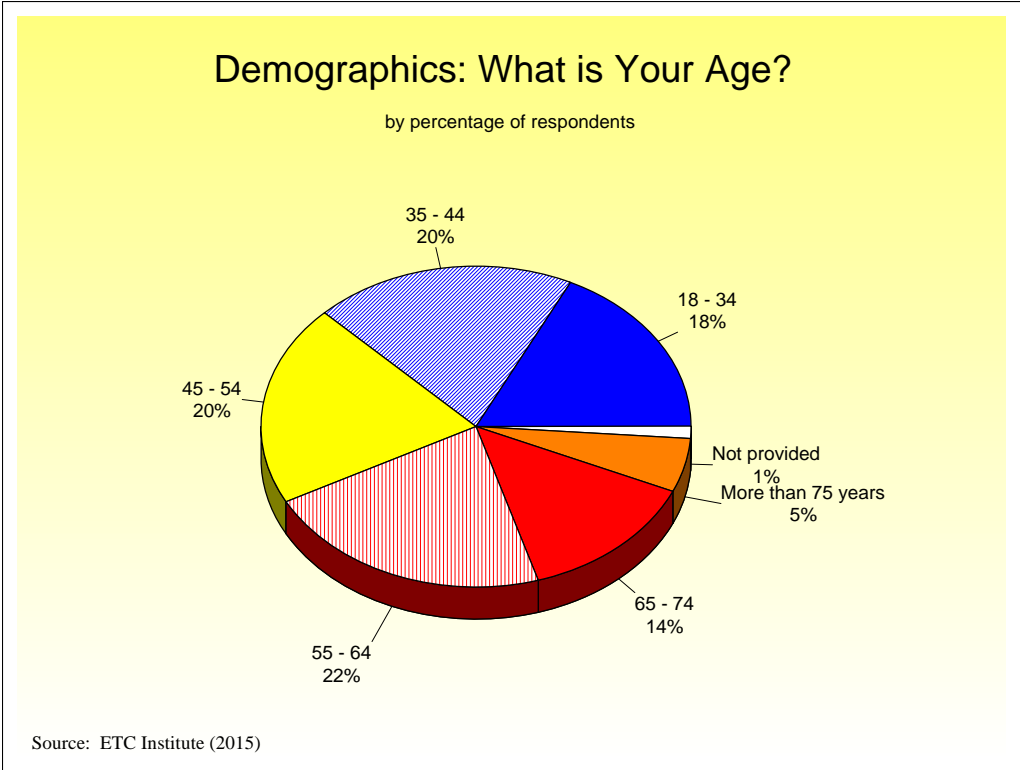
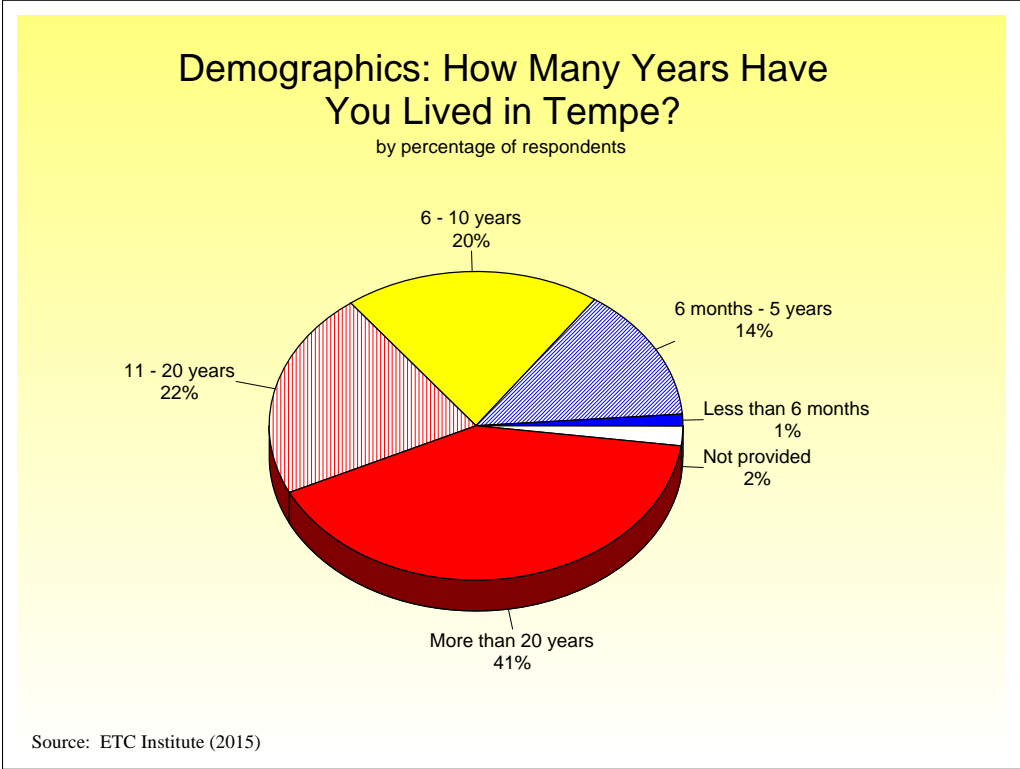


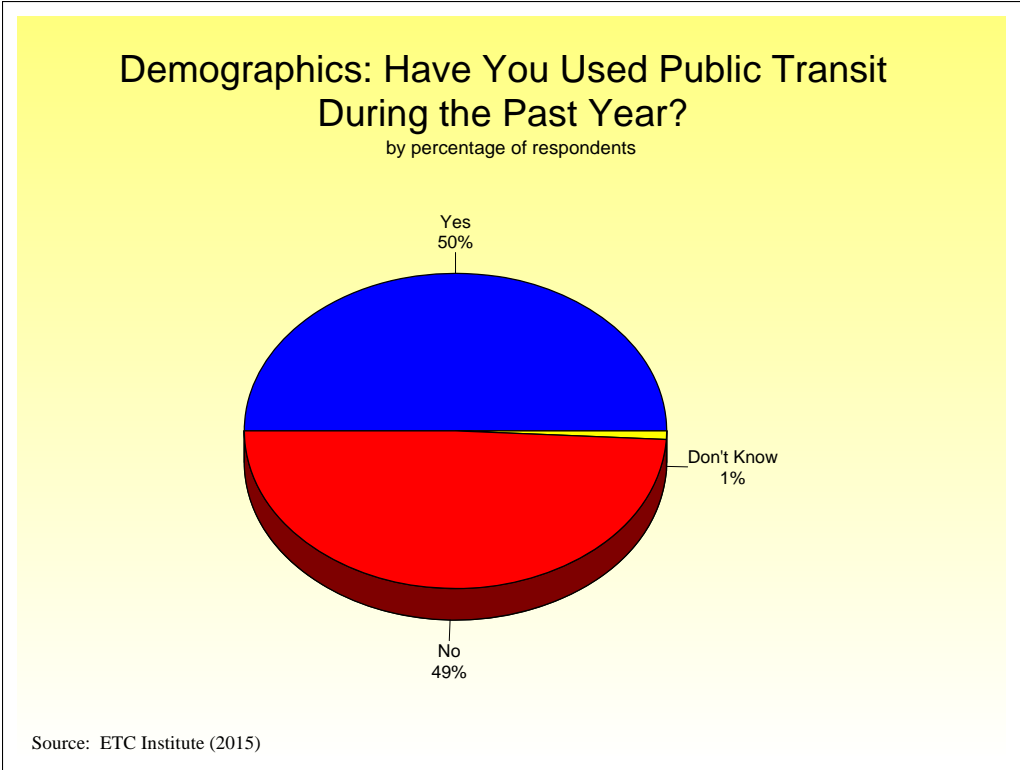
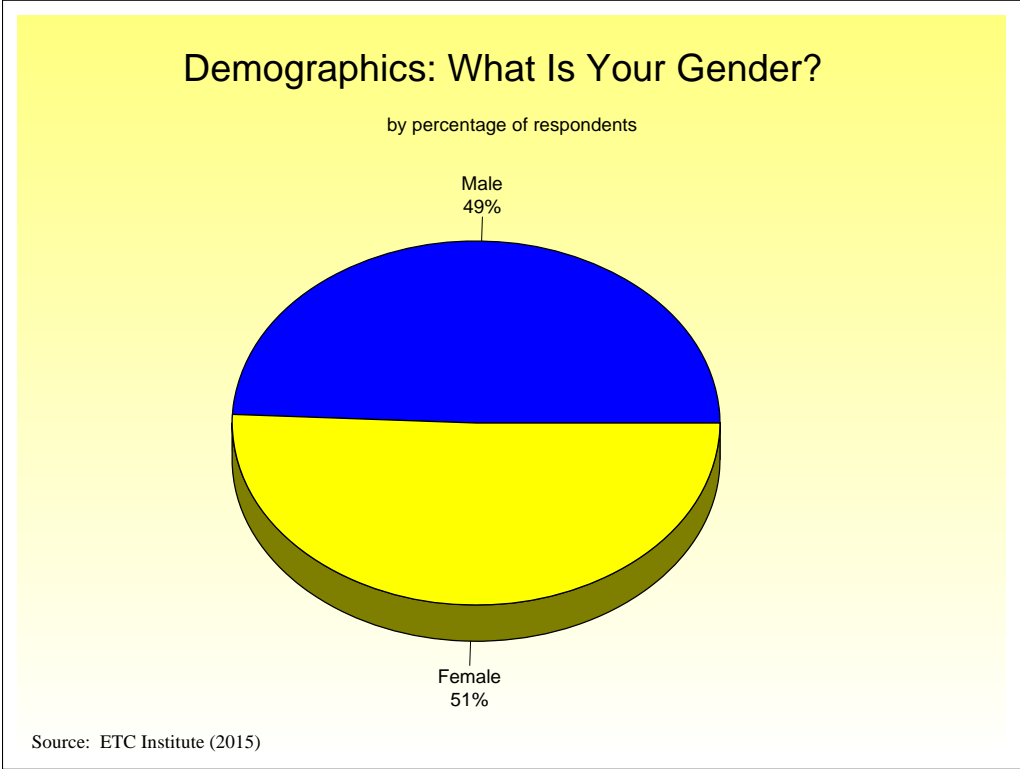
How Important Are Arts and Culture to Your Family?

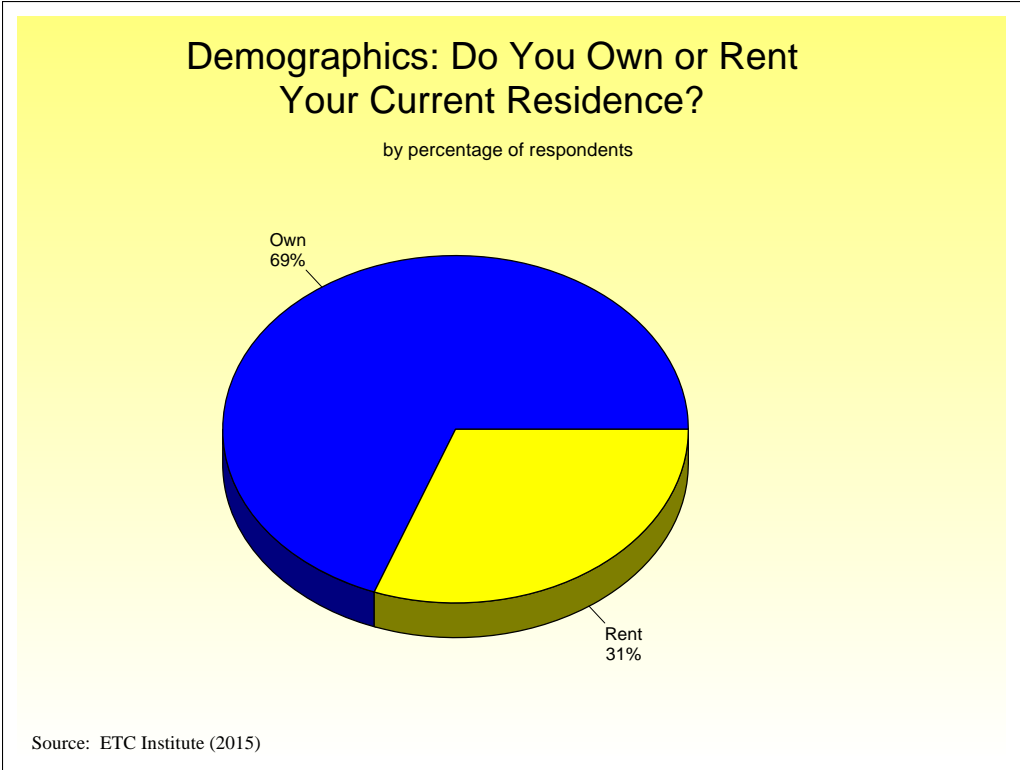
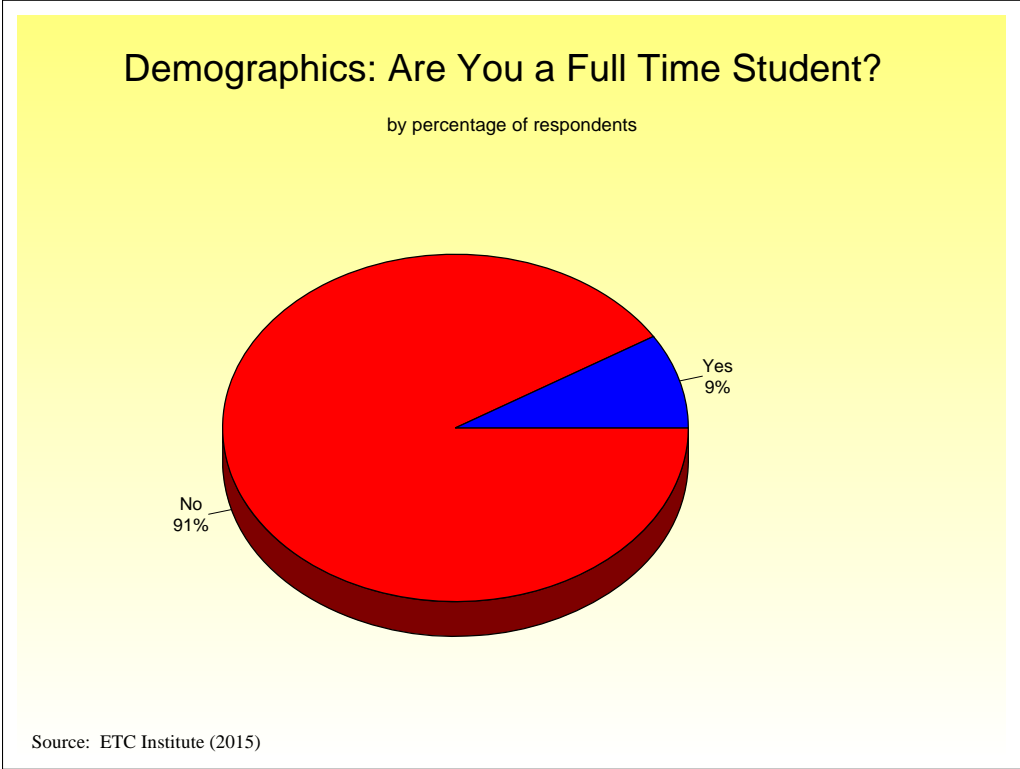
by percentage of respondents





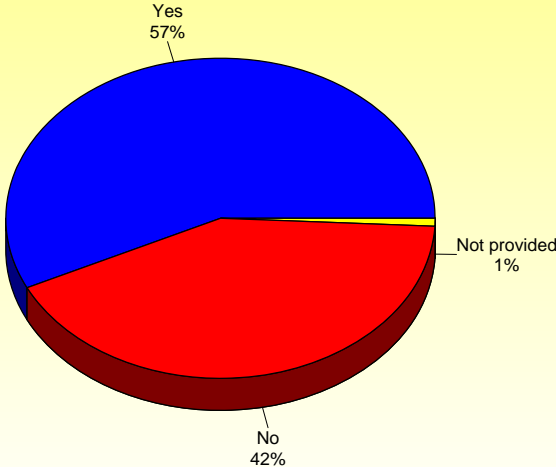






Demographics: Does Your Home Have an Alley?

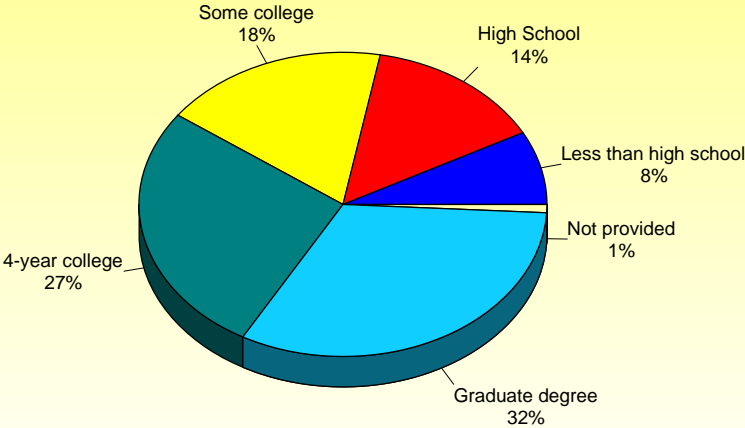
by percentage of respondents



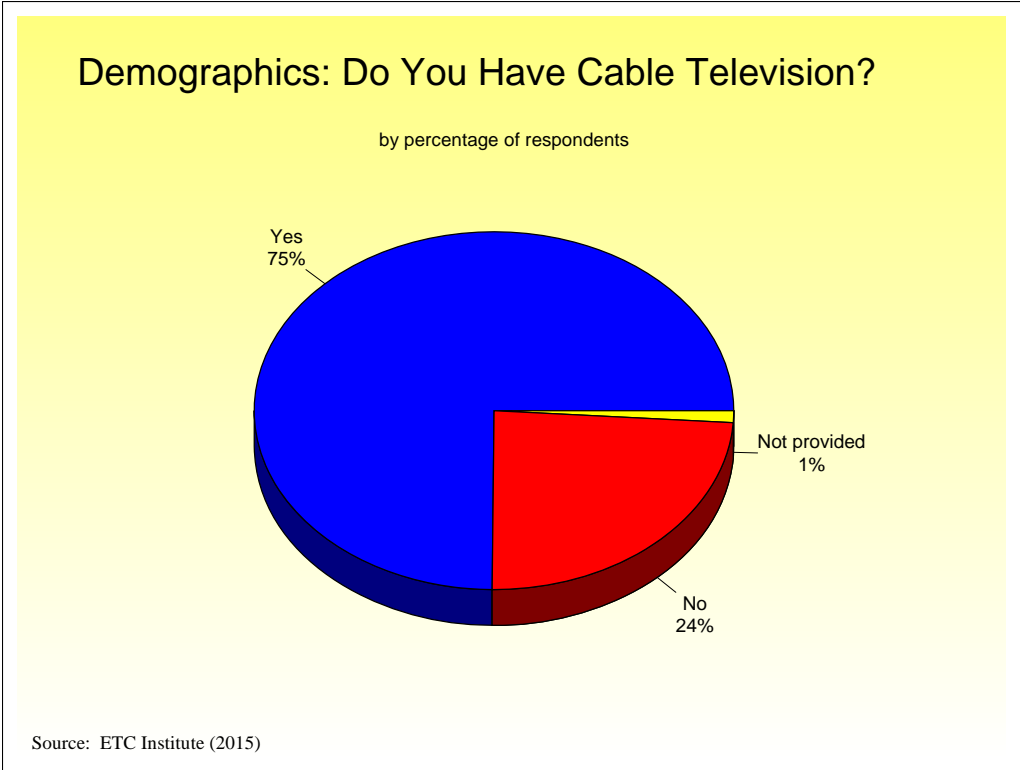
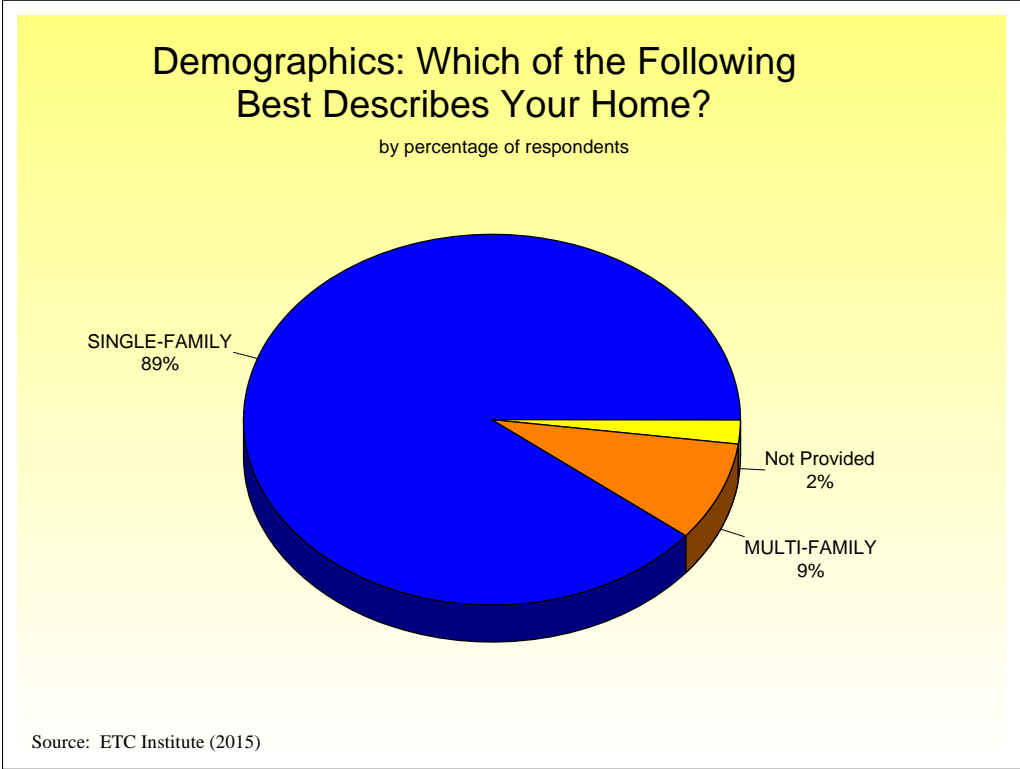
Source: ETC Institute (2015)

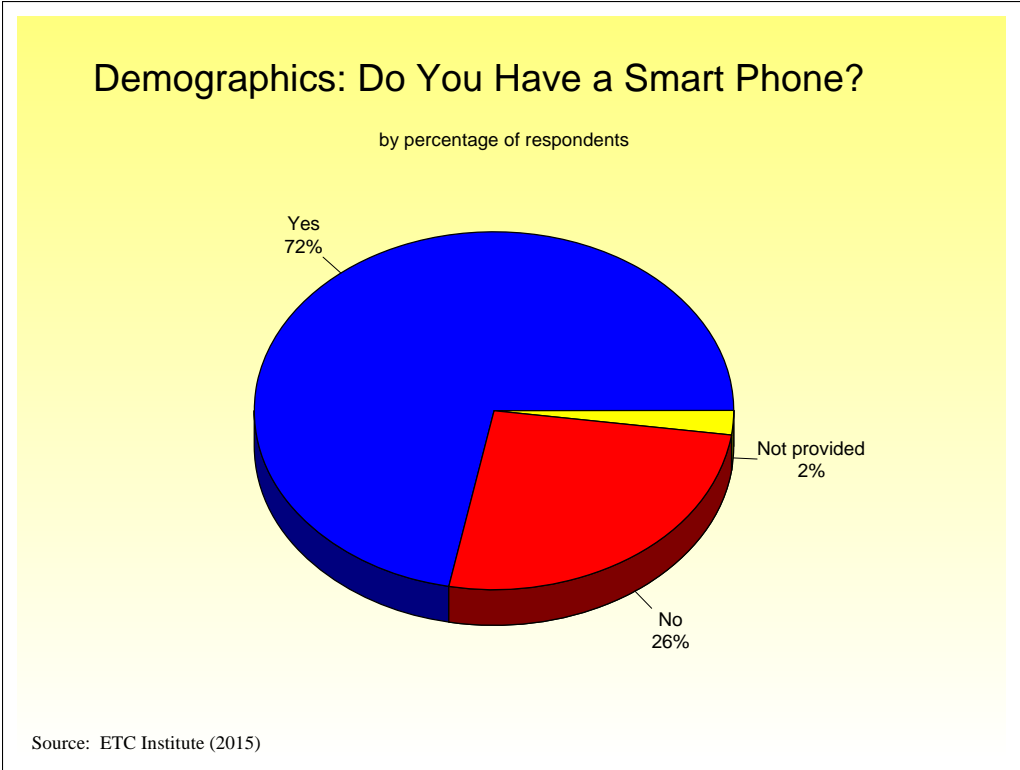
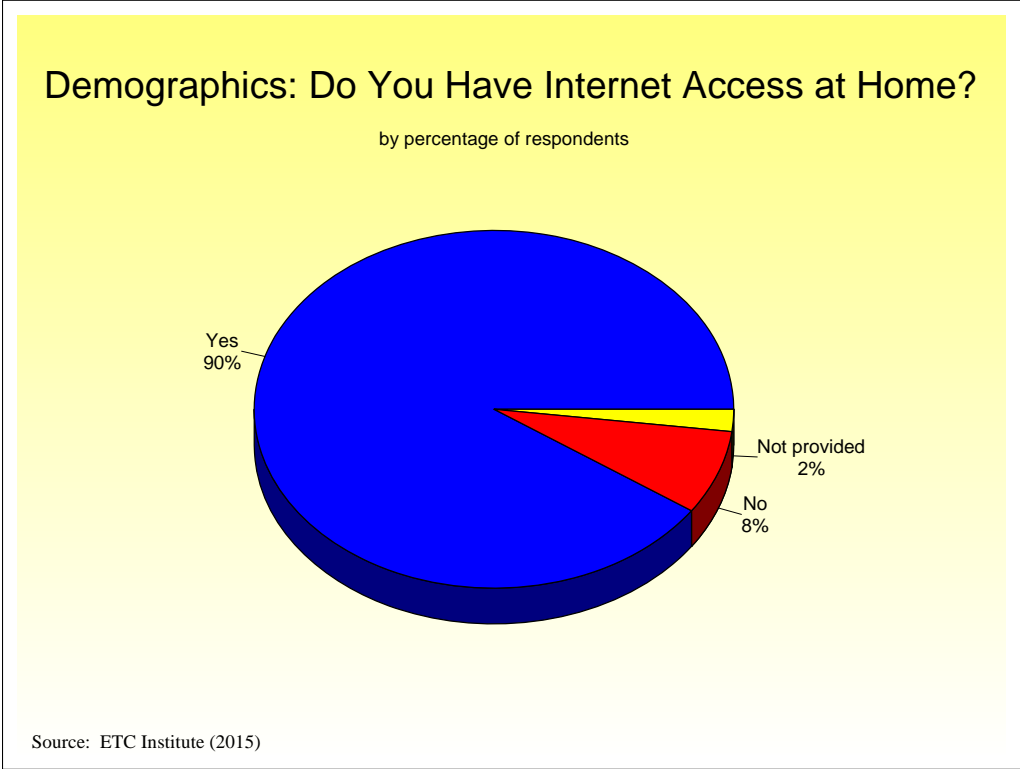
Demographics: What Is the Highest Level of Education That You Have Completed?

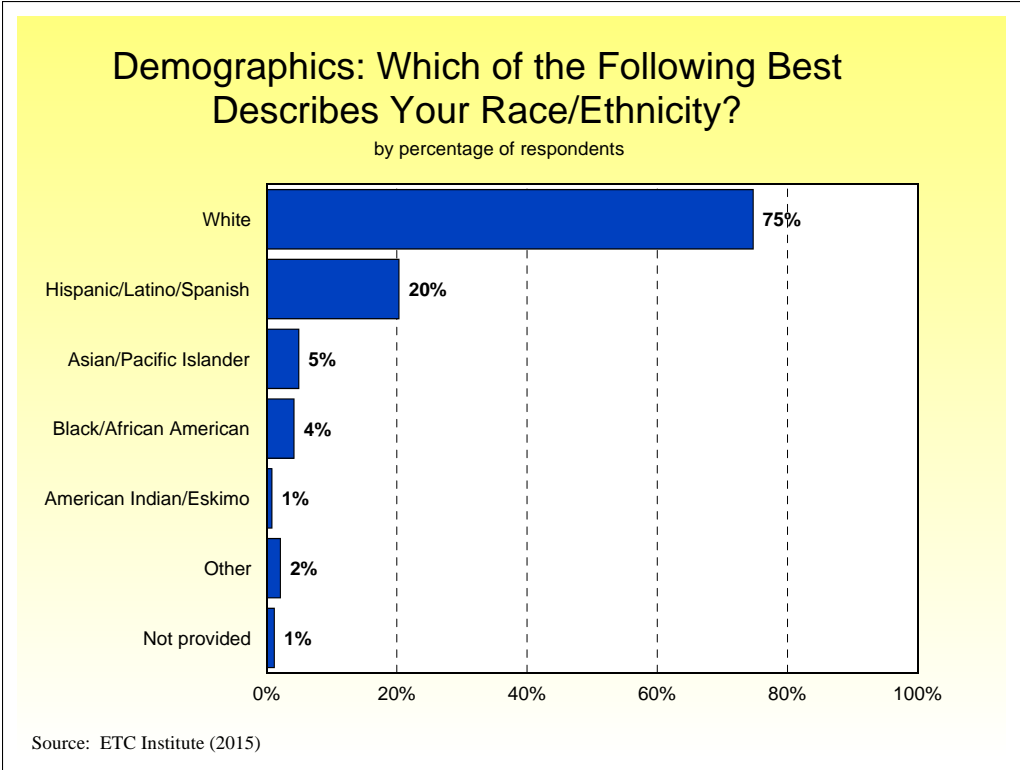
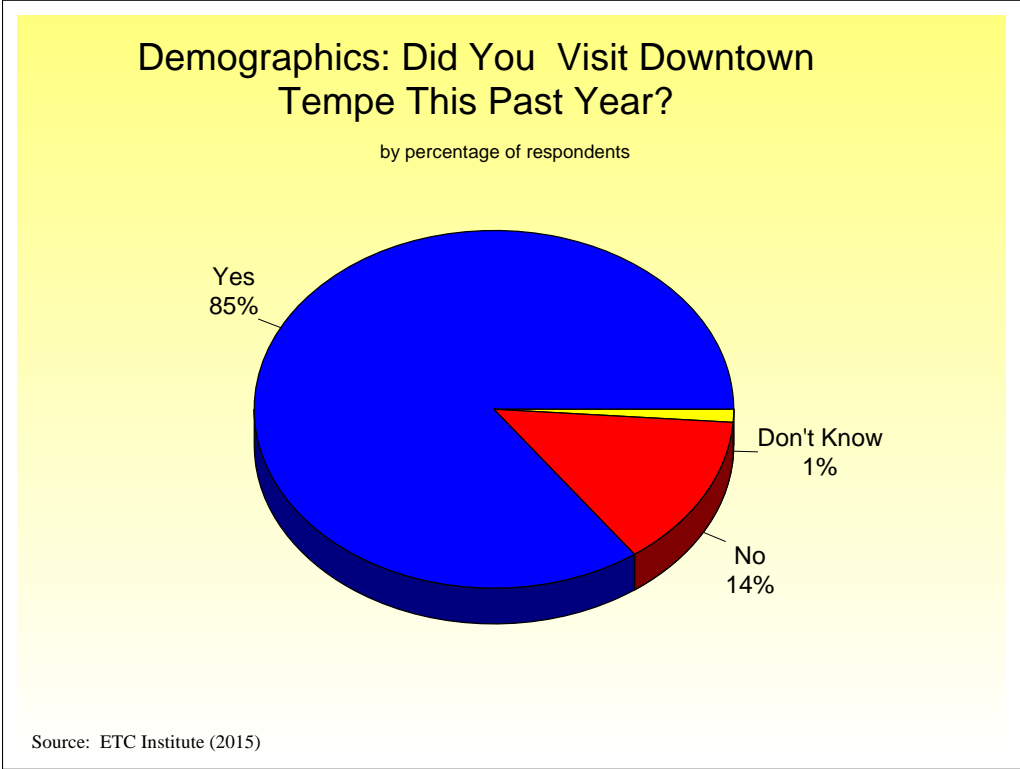
by percentage of respondents



Source: ETC Institute (2015)







Section 2: **Benchmarking Data**

Benchmarking Analysis

The City of Tempe, AZ

Overview

ETC Institute's DirectionFinder® program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 210 cities and counties in 43 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2014 that is part of a random sample of over 4,000 residents in the continental United States and (2) individual community surveys that were administered in 28 medium-sized cities (population of 100,000 to 250,000) in July 2011 to October 2014. The “U.S. Average” shown in this report reflects the overall results of ETC Institute’s national survey. The results from individual cities were used as the basis for developing the ranges of performance that are shown in this report for specific types of services.

The 28 communities included in the performance ranges that are shown in this report are listed below:

- Abilene, Texas
- Arlington County, Virginia
- Columbia, Missouri
- Coral Springs, Florida
- Clay County, Missouri
- Davenport, Iowa
- Des Moines, Iowa
- Durham, North Carolina
- Fayetteville, North Carolina
- Fort Lauderdale, Florida
- High Point, North Carolina
- Independence, Missouri
- Mesa County, Colorado
- Naperville, Illinois
- Newport News, Virginia
- Norman, Oklahoma
- Olathe, Kansas
- Overland Park, Kansas
- Pueblo, Colorado
- Round Rock, Texas
- Richmond, Virginia
- Springfield, Missouri
- Shawnee, Oklahoma
- Tempe, Arizona
- Topeka, Kansas
- Vancouver, Washington
- Wilmington, North Carolina
- Yuma, Arizona

Strengths and Weaknesses

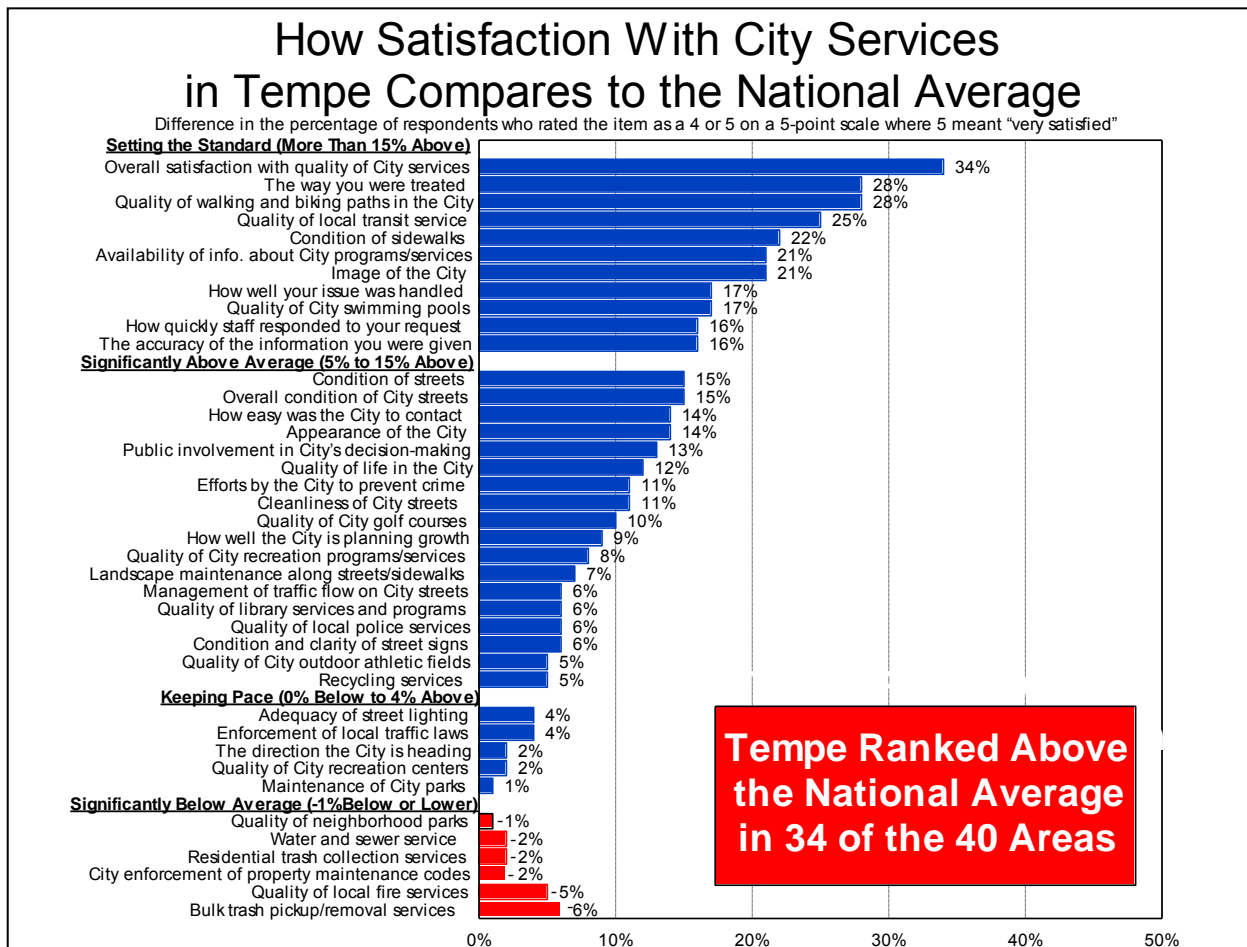
For the eighth year in a row, the City of Tempe rated above average in almost every area that was assessed on the survey. The City of Tempe ranked at or above the national average in 34 of the 40 areas assessed. The City ranked significantly (difference of over 4%) above the national average in 29 out of the 40 areas that were rated.

The City rated more than 15% above the national average in the following areas:

- Overall satisfaction with quality of City services rated 34% above the national average (90% in Tempe vs. 56% U.S.).
- Satisfaction with the way you were treated by City employees rated 28% above the national average (84% in Tempe vs. 56% in U.S.).
- Satisfaction with walking and biking paths rated 28% above the national average (82% in Tempe vs. 54% in U.S.), a significant increase of 7% from 2013.
- Satisfaction with local transit service rated 25% above the national average (80% in Tempe vs. 55% in U.S.).
- Satisfaction with the condition of sidewalks rated 22% above the national average (78% in Tempe vs. 56% U.S.).
- Satisfaction with the availability of information about City programs and services rated 21% above the national average (76% in Tempe vs. 55% in U.S.).
- Satisfaction with image of the City rated 21% above the national average (84% in Tempe vs. 63% in U.S.).
- Satisfaction with how well City staff handled resident issues rated 17% above the national average (73% in Tempe vs. 56% in U.S.).
- Satisfaction with the quality of City swimming pools rated 17% above the national average (59% in Tempe vs. 42% in the U.S.).
- Satisfaction with how quickly City staff responded to requests rated 16% above the national average (76% in Tempe vs. 60% in U.S.).
- Satisfaction with the accuracy of information you were given rated 16% above the national average (78% in Tempe vs. 62% in U.S.).

The six areas in which Tempe ranked below the national average were: Quality of neighborhood parks, water and sewer services, residential trash collection services, City enforcement of property maintenance codes, quality of local fire services, and bulk trash pickup/removal services.

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



Interpreting the Performance Range Charts

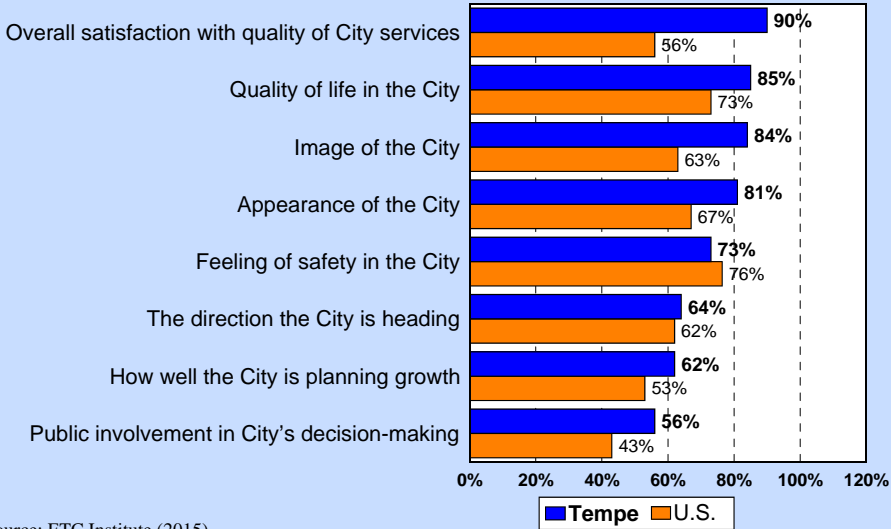
The charts on the following pages provide comparisons for several items that were rated on the survey. The horizontal bars show the range of satisfaction among residents in communities with a population between 100,000 and 250,000 that have participated in DirectionFinder® Survey's during the past three years. The lowest and highest satisfaction ratings are listed to the left and right of each bar. The yellow dot on each bar shows how the results for Tempe compare to the average for the communities with a population between 100,000 and 250,000 which is shown as a vertical dash in the middle of each horizontal bar. If the yellow dot is located to the right of the vertical dash, the City of Tempe rated above the national average. If the yellow dot is located to the left of the vertical dash, the City of Tempe rated below the national average.

National Benchmarks

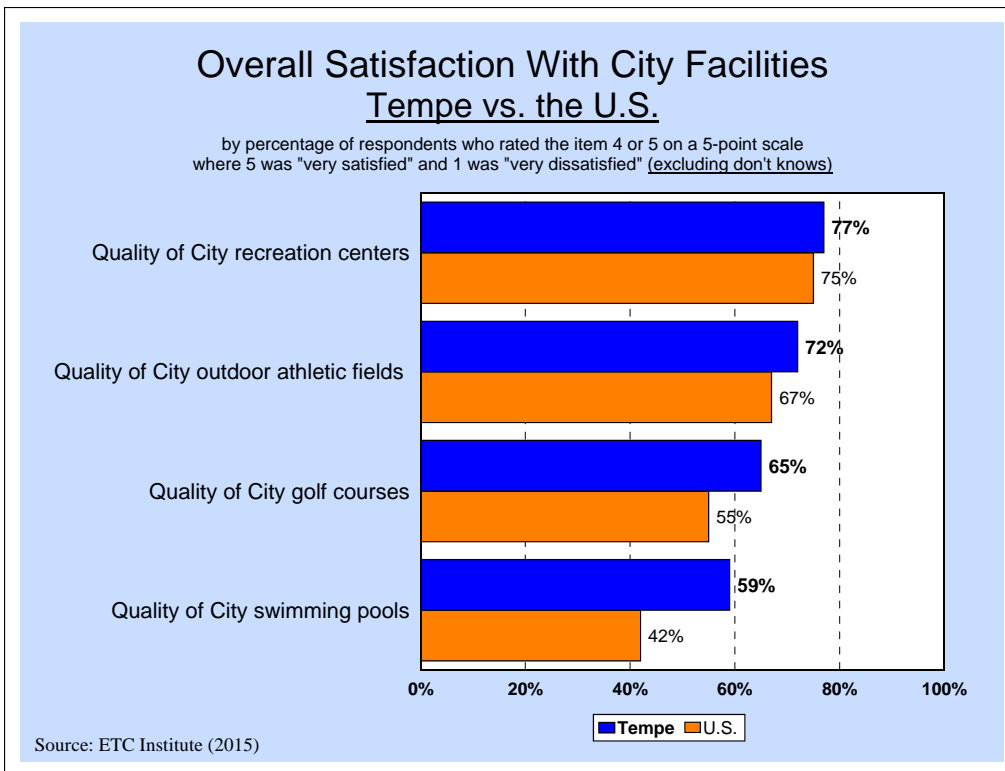
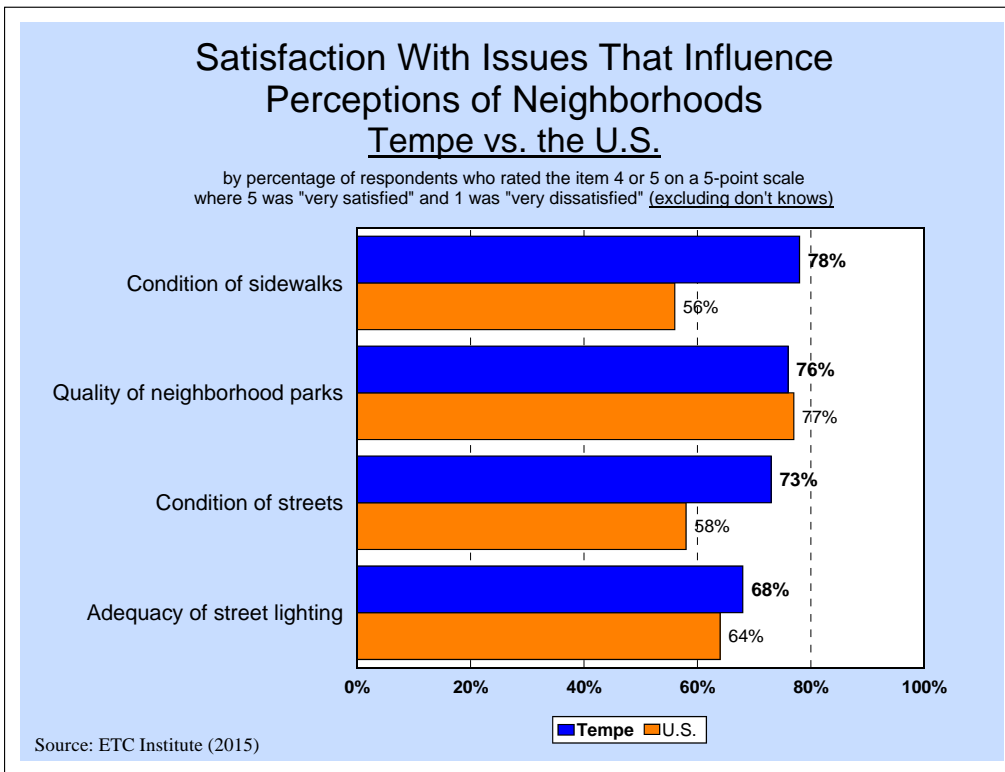
Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Tempe, AZ is not authorized without written consent from ETC Institute.

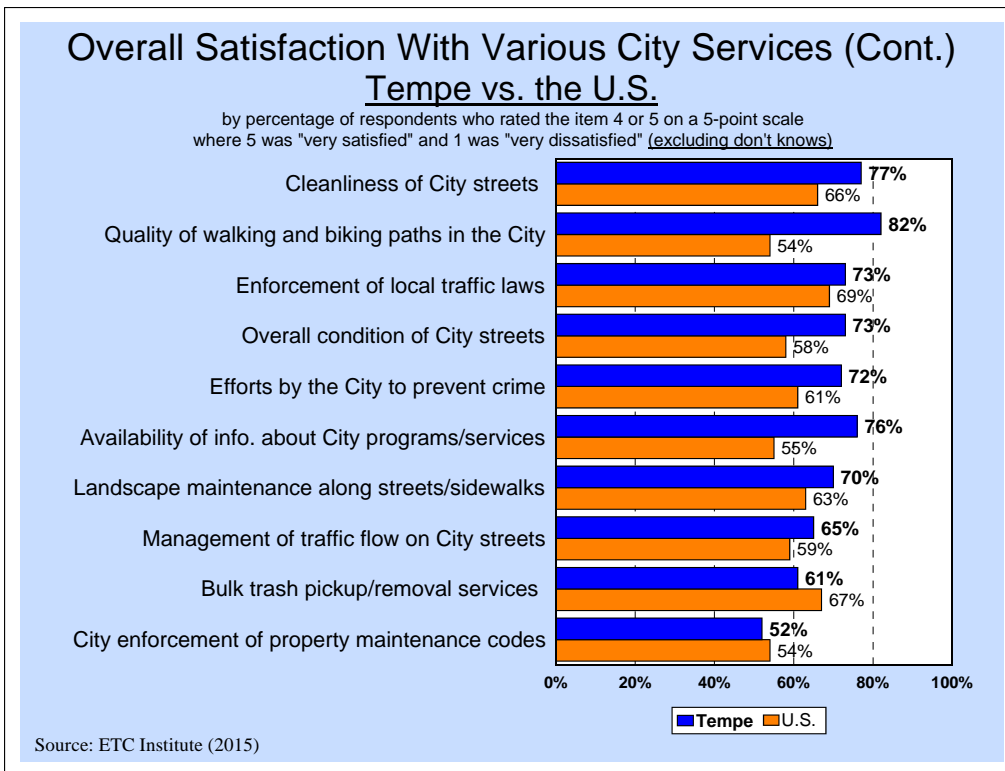
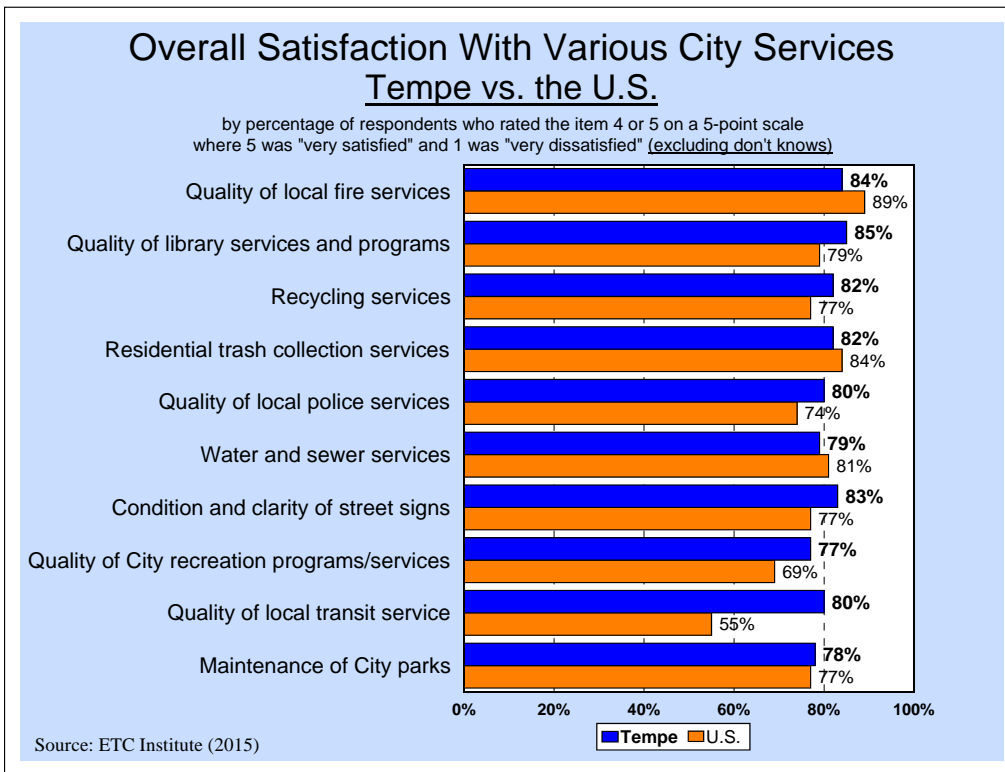
Satisfaction With Issues That Influence Perceptions of the City Tempe vs. the U.S.

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



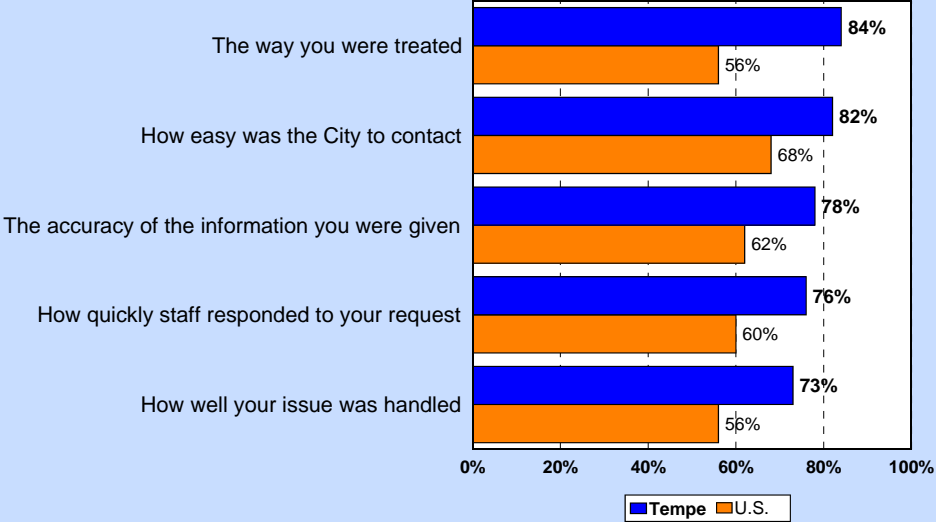
Source: ETC Institute (2015)





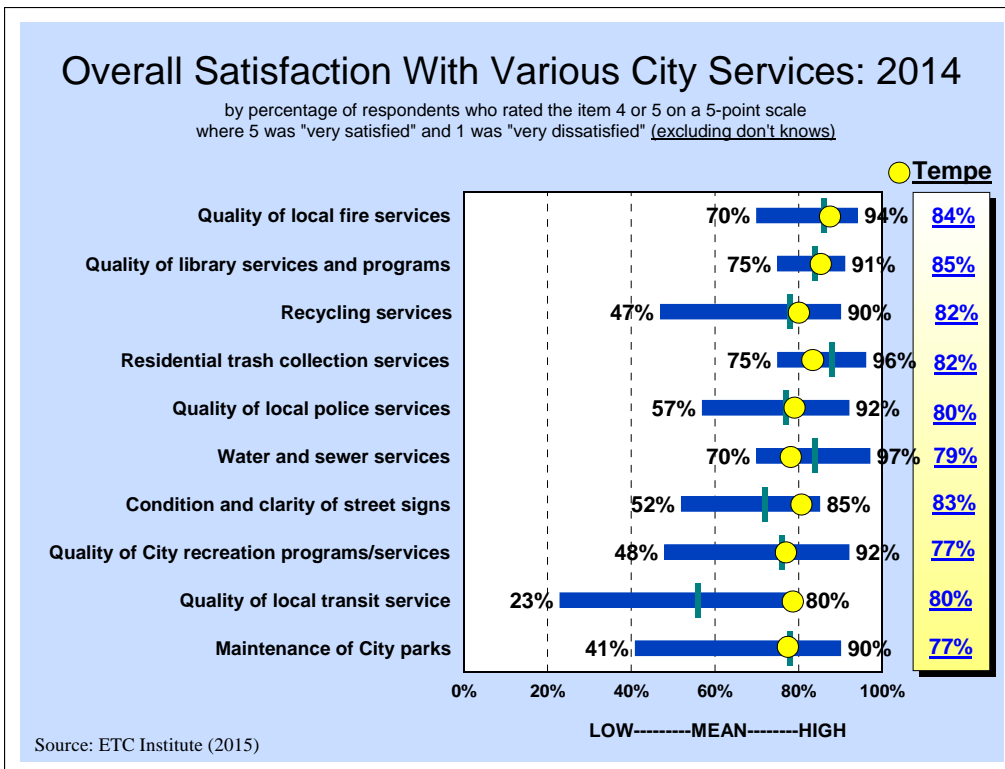
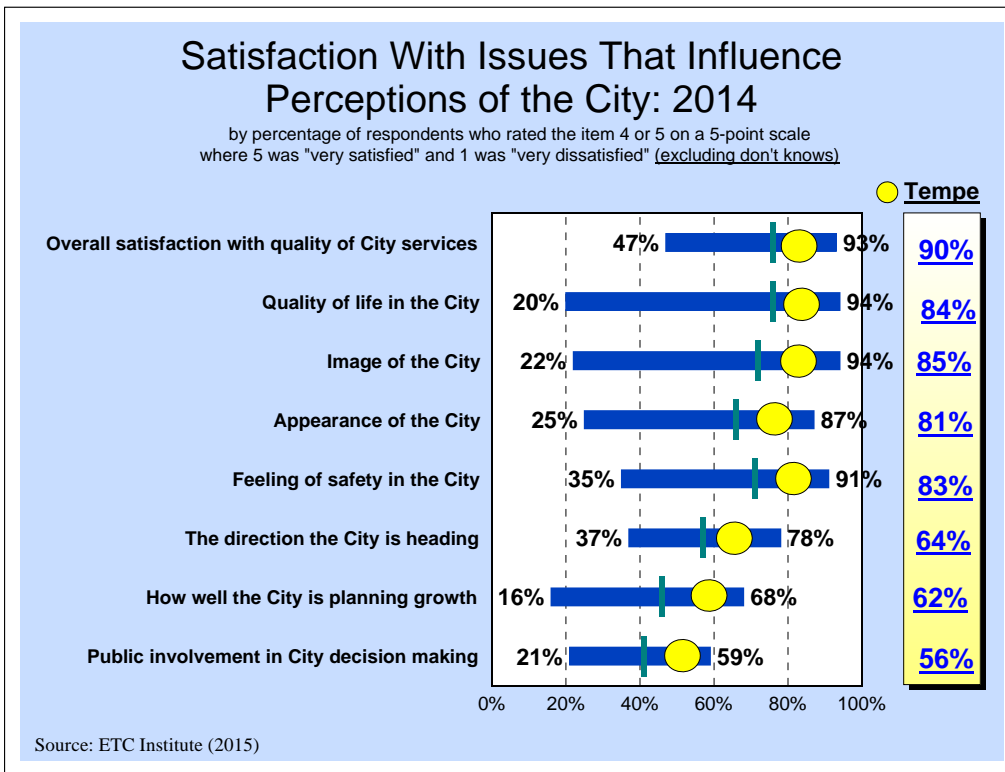
Overall Satisfaction With Customer Service Tempe vs. the U.S.

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



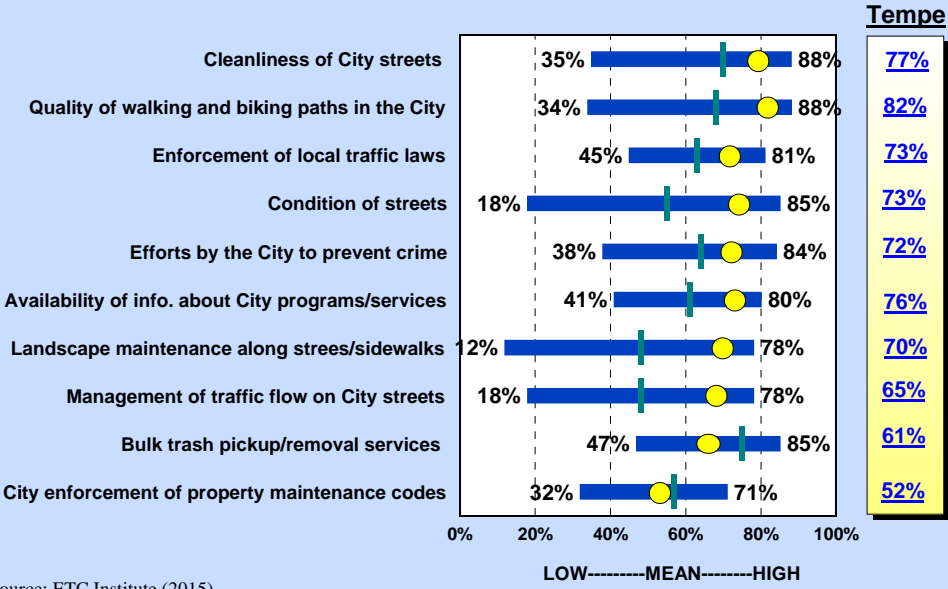
Source: ETC Institute (2015)

Ranges of Performance



Overall Satisfaction With Various City Services: 2014

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



Section 3:
Importance-Satisfaction
Analysis

Importance-Satisfaction Analysis

The City of Tempe, AZ

Overview

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

The Importance-Satisfaction (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 rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

In order to complete the analysis, ETC Institute calculated the importance by using the ratings obtained from 2013 survey efforts.

Methodology

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

Example of the Calculation. Respondents were asked to identify the major City services they thought were the most important for the City to provide. Approximately 25% of residents selected "Bulk trash pickup and removal services" as one of the most important major services for the City to emphasize over the next year. With regard to satisfaction, 61% of the residents surveyed rated their overall satisfaction with the "Bulk trash pickup and removal services" as a "4" or a "5" on a 5-point scale (where "4" means "satisfied" and "5" means "very satisfied").

The I-S rating for "Bulk trash pickup and removal services" was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 25% was multiplied by 39% (1-0.609). This calculation yielded an I-S rating of 0.0979 which ranked first out of twenty-five major City services.

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

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

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

Interpreting the Ratings

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

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

The results for Tempe are provided on the following pages.

Importance-Satisfaction Rating

City of Tempe

Neighborhood Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
NONE						
<u>High Priority (IS .10-.20)</u>						
Maintenance of private property	29%	3	62%	6	0.1117	1
<u>Medium Priority (IS <.10)</u>						
Feeling of safety	39%	1	76%	3	0.0934	2
Condition of alley	18%	6	52%	7	0.0883	3
Condition of streets	30%	2	72%	4	0.0832	4
Adequacy of street lighting	24%	4	68%	5	0.0778	5
Quality of neighborhood park	21%	5	76%	2	0.0499	6
Condition of sidewalks	9%	7	78%	1	0.0198	7

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next year.

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

Importance-Satisfaction Rating

City of Tempe

Facilities

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
NONE						
<u>High Priority (IS .10-.20)</u>						
NONE						
<u>Medium Priority (IS <.10)</u>						
Quality of larger City parks	36%	1	87%	1	0.0464	1
Quality of City swimming pools	8%	5	58%	9	0.0349	2
Quality of Tempe Public Library	26%	2	87%	2	0.0333	3
Quality of City recreation/multigen. centers	14%	3	76%	5	0.0329	4
Quality of City outdoor athletic fields	8%	6	71%	7	0.0235	5
Disability access to City facilities with programs	8%	7	73%	6	0.0216	6
Quality of City golf courses	6%	8	65%	8	0.0207	7
Quality of Tempe Center for the Arts	10%	4	83%	3	0.0170	8
Quality of Tempe History Museum	4%	9	82%	4	0.0072	9

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next year.

Satisfaction %:

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

Importance-Satisfaction Rating

City of Tempe

Overall City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
NONE						
<u>Medium Priority (IS < .10)</u>						
NONE						
<u>High Priority (IS .10-.20)</u>						
Bulk trash pickup/removal services	25%	1	61%	22	0.0979	1
City enforcement of property maintenance codes	19%	3	52%	24	0.0922	2
Appearance of residential property in the City	16%	4	61%	23	0.0640	3
Efforts by the City to prevent crime	21%	2	72%	18	0.0588	4
Management of traffic flow on City streets	14%	6	65%	21	0.0490	5
Overall condition of City streets	15%	5	72%	16	0.0423	6
Landscape maintenance along streets/sidewalks	10%	7	70%	19	0.0306	7
Appearance of commercial property in the City	7%	13	67%	20	0.0234	8
Quality of local police services	10%	8	79%	7	0.0200	9
Enforcement of local traffic laws	7%	14	72%	17	0.0188	10
Quality of local transit service (bus, rail, Orbit)	9%	9	79%	9	0.0179	11
Availability of info. about City programs/services	8%	12	77%	13	0.0175	12
Maintenance of City parks	8%	11	79%	11	0.0172	13
Quality of walking and biking paths in the City	8%	10	82%	5	0.0151	14
Cleanliness of City streets	6%	18	76%	14	0.0132	15
Quality of before/after school programs	5%	20	73%	15	0.0127	16
Recycling services	6%	16	82%	6	0.0106	17
Condition and clarity of street signs	6%	17	84%	3	0.0094	18
Quality of library services and programs	6%	15	85%	1	0.0090	19
Residential trash collection services	5%	19	82%	4	0.0090	20
Water service and sewer services	4%	21	79%	8	0.0078	21
Quality of City recreation programs/services	3%	22	77%	12	0.0069	22
Quality of Tempe Center for the Arts programs	3%	23	79%	10	0.0063	23
Quality of local fire services	2%	24	84%	2	0.0032	24

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next year.

Satisfaction %:

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

Importance-Satisfaction Matrix Analysis

The City of Tempe, AZ

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).

In order to complete the analysis, ETC calculated the importance by using the ratings obtained from 2013 survey efforts.

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

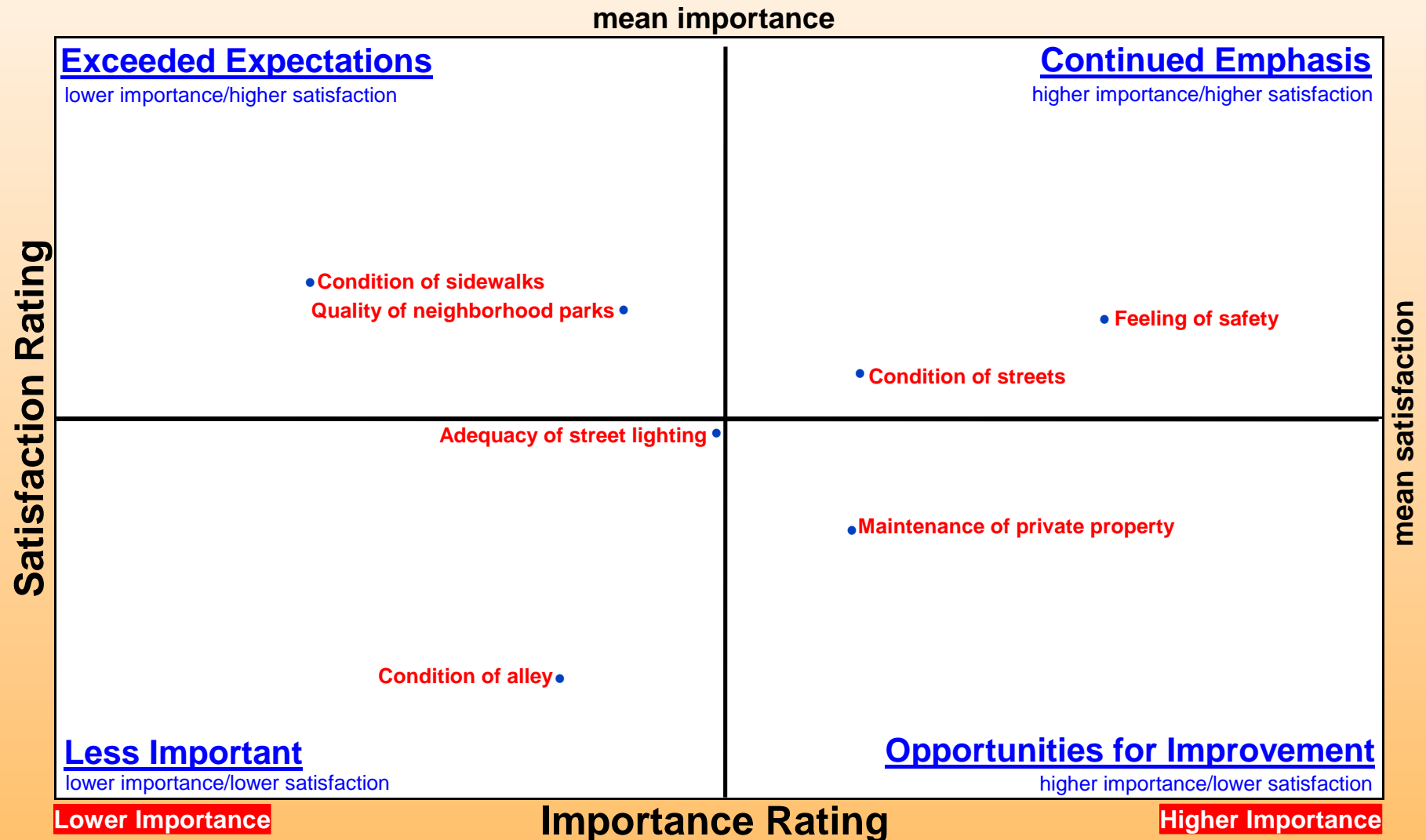
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on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

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

2014 City of Tempe Community Survey Importance-Satisfaction Assessment Matrix

-Neighborhood Services-

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

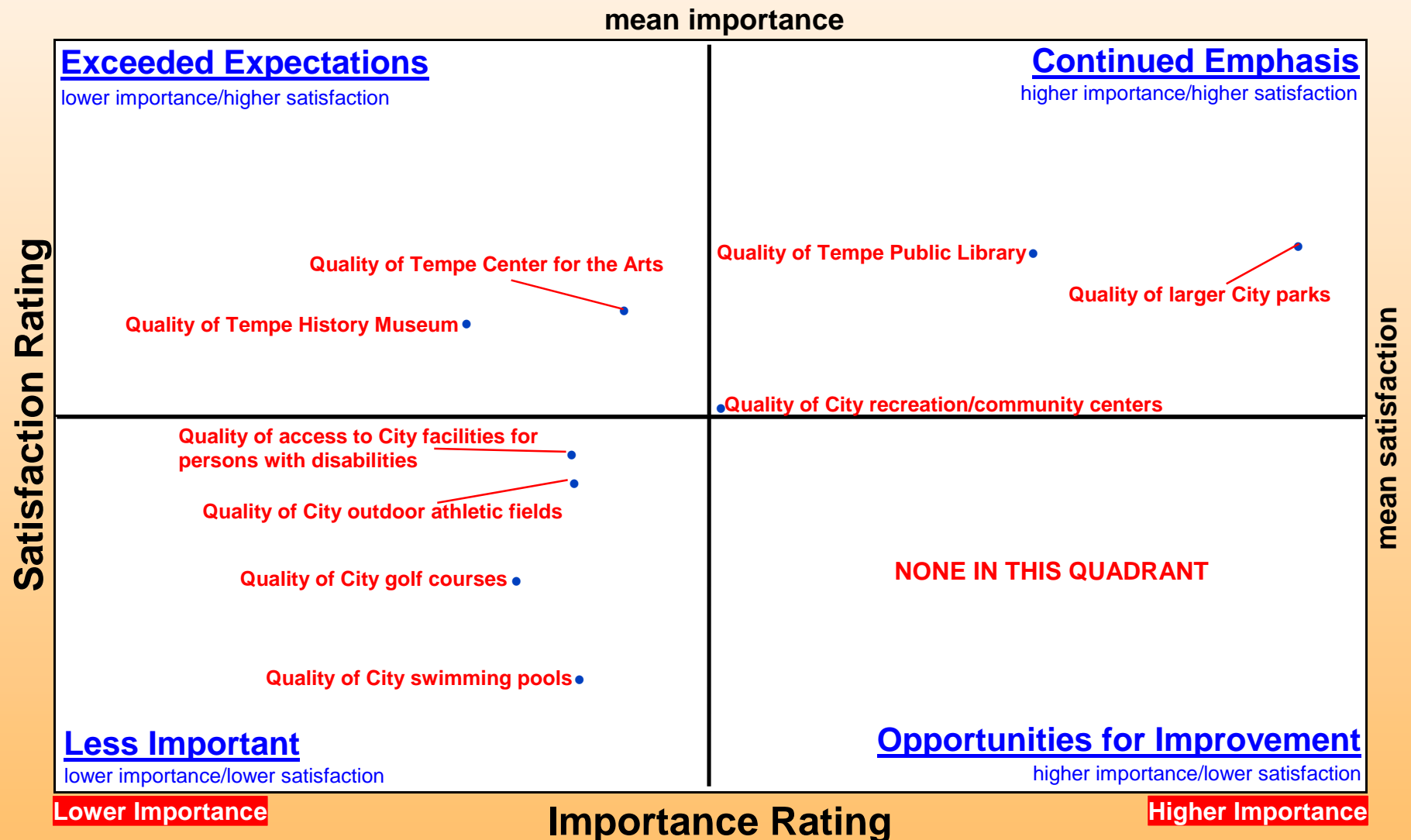


Source: ETC Institute (2015)

2014 City of Tempe Community Survey Importance-Satisfaction Assessment Matrix

-Facilities-

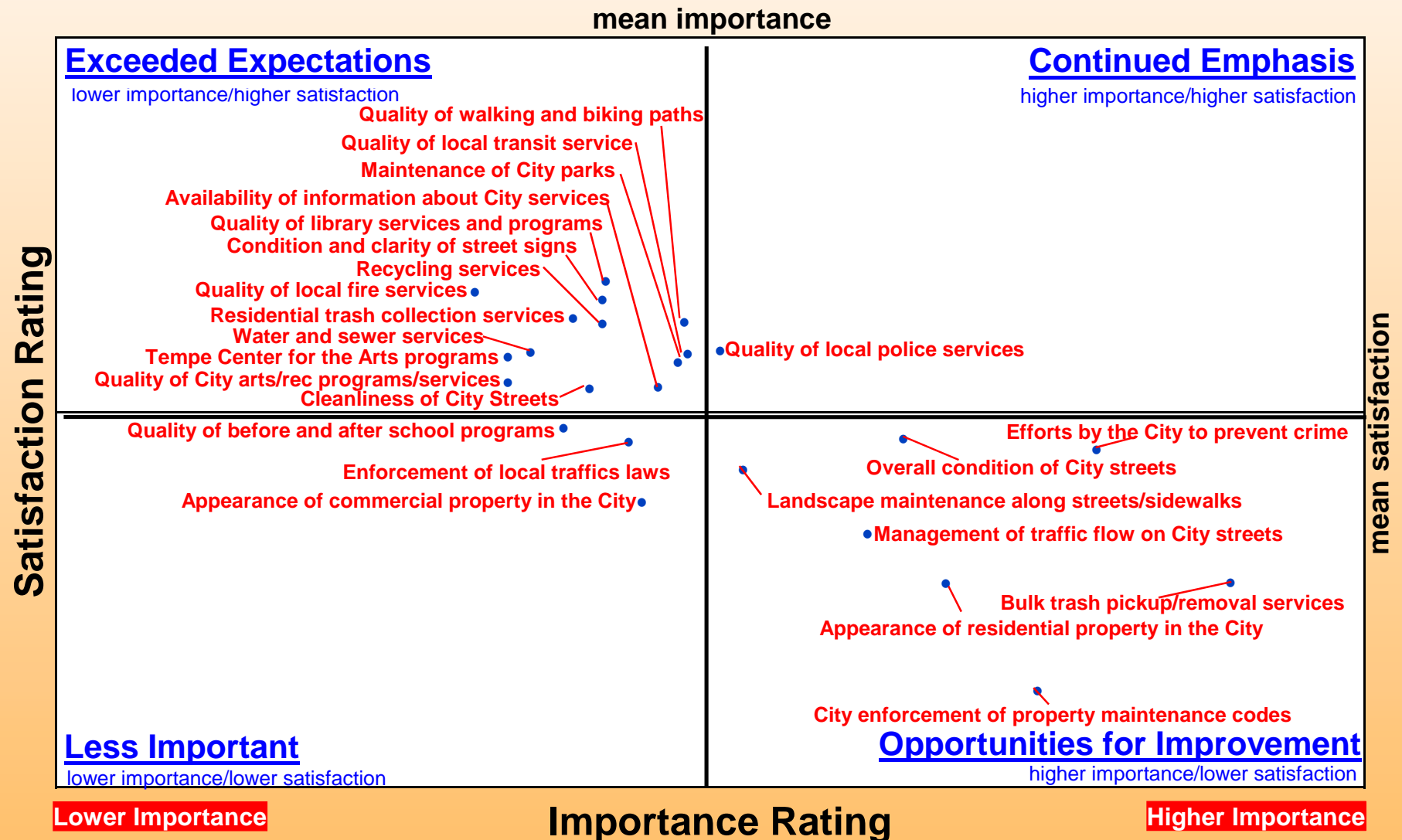
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2014 City of Tempe Community Survey Importance-Satisfaction Assessment Matrix

-Overall City Services-

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



Section 4: Tabular Data

Q1. Perceptions of the City: How satisfied are you with the following? Please rate satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

(N=1092)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
A. Overall, how satisfied are you with the quality of services offered by Tempe?	29.8%	57.9%	7.0%	2.0%	0.8%	2.6%
B. Appearance of the City	23.9%	56.1%	12.2%	5.8%	0.5%	1.5%
C. Image of the City	31.8%	50.0%	12.3%	2.9%	0.7%	2.3%
D. How well the City is planning growth	16.8%	37.4%	20.4%	9.2%	2.7%	13.6%
E. Quality of life in the City	30.7%	52.6%	10.9%	2.6%	0.9%	2.4%
F. Feeling of safety in the City	22.6%	49.0%	18.0%	6.5%	1.3%	2.6%
G. The City's overall efforts to promote diversity and inclusiveness in the community	21.6%	36.0%	21.9%	3.8%	0.9%	15.8%
H. The direction the City is heading	16.8%	39.8%	21.7%	7.6%	1.7%	12.3%
I. The leadership of the City's elected officials	14.9%	39.5%	24.5%	6.0%	2.4%	12.8%
J. The level of public involvement in the City's decision-making process	13.6%	31.8%	25.9%	8.0%	2.5%	18.3%
K. How ethical City employees are in the way they conduct City business	14.7%	32.3%	21.2%	3.8%	1.0%	26.9%
L. The City's sustainability programs, which are designed to promote water, energy and natural resource conservation	16.4%	43.4%	20.2%	3.8%	1.2%	14.9%
M. City efforts to keep residents informed about the City's budget	13.0%	35.0%	25.2%	8.4%	2.5%	15.9%
N. Opportunities to express ideas and views to the City	14.7%	38.0%	25.4%	5.9%	2.1%	14.0%

WITHOUT DON'T KNOW**Q1. Perceptions of the City: How satisfied are you with the following? Please rate satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied". (Without "Don't Know")**

(N=1092)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Overall, how satisfied are you with the quality of services offered by Tempe?	30.5%	59.4%	7.1%	2.1%	0.8%
B. Appearance of the City	24.3%	57.0%	12.4%	5.9%	0.6%
C. Image of the City	32.5%	51.2%	12.6%	3.0%	0.7%
D. How well the City is planning growth	19.4%	43.2%	23.6%	10.7%	3.1%
E. Quality of life in the City	31.4%	53.8%	11.2%	2.6%	0.9%
F. Feeling of safety in the City	23.2%	50.3%	18.5%	6.7%	1.3%
G. The City's overall efforts to promote diversity and inclusiveness in the community	25.7%	42.8%	26.0%	4.5%	1.1%
H. The direction the City is heading	19.2%	45.4%	24.7%	8.7%	2.0%
I. The leadership of the City's elected officials	17.1%	45.3%	28.0%	6.8%	2.7%
J. The level of public involvement in the City's decision-making process	16.6%	38.9%	31.7%	9.8%	3.0%
K. How ethical City employees are in the way they conduct City business	20.1%	44.2%	29.1%	5.3%	1.4%
L. The City's sustainability programs, which are designed to promote water, energy and natural resource conservation	19.3%	51.0%	23.8%	4.5%	1.4%
M. City efforts to keep residents informed about the City's budget	15.5%	41.6%	30.0%	10.0%	2.9%
N. Opportunities to express ideas and views to the City	17.0%	44.2%	29.5%	6.8%	2.4%

Q2. Perceptions of Your Neighborhood

(N=1092)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
A. Condition of streets	17.4%	54.0%	13.3%	11.5%	2.7%	1.1%
B. Condition of sidewalks	19.8%	56.7%	13.4%	6.9%	1.1%	2.2%
C. Maintenance of private property	15.0%	44.5%	20.5%	12.5%	3.6%	3.8%
D. Condition of alley (if applicable)	6.6%	28.8%	16.9%	11.0%	4.4%	32.3%
E. Feeling of safety	22.6%	50.6%	15.5%	6.2%	1.6%	3.4%
F. Quality of neighborhood park	25.5%	46.1%	13.5%	6.4%	2.3%	6.2%
G. Adequacy of street lighting	19.8%	47.7%	15.3%	13.5%	2.7%	1.1%
H. Overall condition of your neighborhood	21.7%	55.0%	13.3%	7.6%	1.0%	1.4%

WITHOUT DON'T KNOW**Q2. Perceptions of Your Neighborhood: (Without "Don't Know")**

(N=1092)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Condition of streets	17.6%	54.6%	13.4%	11.7%	2.7%
B. Condition of sidewalks	20.2%	58.0%	13.7%	7.0%	1.1%
C. Maintenance of private property	15.6%	46.3%	21.3%	13.0%	3.7%
D. Condition of alley (if applicable)	9.7%	42.5%	25.0%	16.2%	6.5%
E. Feeling of safety	23.4%	52.4%	16.0%	6.4%	1.7%
F. Quality of neighborhood park	27.2%	49.1%	14.4%	6.8%	2.4%
G. Adequacy of street lighting	20.0%	48.2%	15.5%	13.6%	2.7%
H. Overall condition of your neighborhood	22.0%	55.7%	13.5%	7.7%	1.0%

Q3 What do you feel is the most important public safety concern in your neighborhood?

- Loud motorcycles and truck drivers who speed.
- Close to the 101, we feel vulnerable to street traffic or thefts by transients, etc.
- Car theft maybe. I've only lived in current neighborhood for seven months.
- Street lighting.
- Homeless going through trash. Drug addicts wandering. College house parties.
- Please fix crooked Louis/Krista Way street sign off of Los Feliz.
- Lack of police presence and slow response times.
- Recent increase of graffiti in Alta Mira and how long it takes to cover it up. Should be 24 hours.
- Athletic fields in disrepair and dangerous to use (e.g. holes).
- Home invasion.
- Lighting.
- Too many rentals, cars!
- Very bad lighting in the neighborhood--Fremont Drive.
- Code enforcement.
- Homeless and panhandling. Vagrants and petty crime.
- Additional street lights.
- Being able to walk my dogs without off-leash dogs coming after us!
- Theft, vandalism.
- Theft and break-ins (cars and homes).
- Alley, due to throwing trash in dumpster. I would prefer an individual trash bin to roll out to street once a week.
- Some neighborhood streets could be better lit.
- College student renters.
- Petty theft (bikes, scooters stolen).
- Theft
- Adequate lighting.
- Keeping crime down. Crime prevention.
- Better lighting.
- Lack of adequate lighting on some bus stops.
- Native restaurant.
- Our neighborhood pool. We have teens who roughhouse in our pool and keep the gate ajar with a chair. We need patrol in the summer. We don't have bike or walking trails in our neighborhood. Wish we did. Our neighborhood needs a dog park to keep dogs out of the street.
- Speeding cars down residential streets.
- Solicitors.
- Speeding down Mill south of Elliot. 25 mph. People go 45.
- Dogs off leash at our neighborhood park.
- Crime.
- Playing streets.
- Day time property protection while people are at work.

- Too near bar/traffic.
- Need more street lights.
- Santa Fe Apartments.
- People driving too fast in residential areas (north Tempe).
- Transients.
- Bicycles not following traffic laws.
- Proximity to Scottsdale Road and crime along that corridor.
- Burglaries. Parties in rentals. Entrance onto Southern/Rural/Mill avenues.
- Sleeping on bus benches.
- Theft.
- Traffic speed.
- Speeding drivers.
- Crime.
- More lighting.
- Bicycles being ridden on the streets. Concerned for adults on bikes but primarily children. It is a dangerous situation.
- Break-ins.
- Overgrown yard, alley, easement between 4132 and 4126 S. La Corta Dr.
- Burglaries.
- Streetlights.
- Park playground equipment.
- Street parking.
- Property crime.
- Lack of police presence in crime areas.
- More streetlights.
- Lighting, rental property.
- Homeless, drug use.
- Minor theft.
- ASU/city interface.
- Accurate interpretation of this survey.
- Break-ins. No attempt for police to look for the suspects. No chance of recovering property.
- Condition of alley.
- Homeless/vagrants.
- Tagging.
- Illegal drug use.
- The excessive speed of cars down Country Club Way between Baseline and Fuller Elementary. A child is going to get hurt!
- See police during the day.
- Burglary, if any.
- Pretty sad lighting in streets and sidewalks.
- To be safe on streets, in home.
- Need to enhance lighting.
- Police presence.
- More streetlights.
- Potential for home invasions and personal assault, and bike safety.

- Home burglary and petty theft from garages.
- Robbery. Need more/better streetlights.
- Cars driving too fast on street.
- Street lighting.
- Wait time for emergency response.
- Alleys.
- Traffic.
- Homeless people and college kids.
- Too many highrise apartments being built. Attracts unsavories.
- Would like to see more police patrols.
- Need more lighting for public safety.
- Robberies.
- Frequent police patrols.
- Lighting and streets.
- Bicycle safety.
- Door-to-door solicitors.
- Lack of police patrols. I haven't seen an officer in months.
- ID theft of mail, and small petty theft.
- Traffic control.
- Illegal immigrant workers.
- No robbery.
- Homeless people hanging around parks, schools.
- Our neighborhood attracts non-resident traffic. Could be area of concern.
- Too many rentals.
- People speeding even over speedbumps, not stopping at stop signs.
- Burglary.
- Clean up Mill Avenue. Homeless, drug addicts, people begging on every corner!
- Speeding drivers.
- Burglary, but not a big problem.
- Not enough streetlights.
- Vagrants, homeless beggars. Arrest them!
- Streetlights.
- Our children.
- Cars speeding.
- The lighting is not very good.
- Panhandlers located at main intersections.
- Huge ASU parties at night. Underage drinking at these parties.
- No concerns come to mind. Whenever we have needed law enforcement, they have been quick to respond and very pleasant to work with.
- Safety and parks.
- Traffic on Rural and Southern.
- Burglary.
- Street patrols.
- Fast cars.
- Residents driving too fast on neighborhood streets.

- Alleys.
- Patrol.
- Street lighting.
- Cars speeding through neighborhood.
- Unleased/loose dogs, speeding cars, occasional graffiti.
- Lighting.
- Regular patrols of the community.
- Clean Tempe Lake.
- Increased traffic on Mill during rush hour, past Kiwanis Park.
- People running red lights.
- Vacant homes, transient population.
- Safety in general.
- People in neighborhood that don't belong, possibly looking for burglary prospects.
- No bike lane. Substantial right of way/street design.
- Petty theft.
- Car break-ins. This happened to me and others in neighborhood.
- Homeless and drugs.
- Noise reduction from traffic and speeding/drag racing on nearby streets.
- Transit folks, speeding on streets. Airport noise horrible in Sunset neighborhood.
- None. We're very safe.
- Police response time. I don't think it's bad but when police are needed they have to be there fast.
- Theft.
- Break-ins and not enough patrol.
- More lighting.
- Lighting, particularly along railroad right of way, but also 15th Street.
- Theft.
- Streetlights, repairing sidewalks.
- Drug and gang activity in cul-de-sac and at the College Park after dark.
- Home Burglaries
- Exiting the neighborhood after busy streets.
- Lights.
- Lighting
- Protection From Thieves
- Park-mesaside
- Dog Poop.
- Trashy-unmaintained homes that seem to bring graffiti vandals in.
- Robberies.
- ASU student rentals+landlords letting yard maintenance lack+empty looking houses.
- Too many apts & all that brings-park is falling apart attracting more of that.
- Clean Properties And Alleys.
- Burglaries
- Lightning
- Crime Prevention.
- Theft

- Increase in home burglaries in the area.
- Speed bumps we have been asking for for years. Told we were approved. Fast cars-cats getting run over and kids playing. Dangerous. Slobs! City does nothing about poor housing/lawn conditions and barking dogs.
- Homeless in park and street corners pan handling-up keep on rental properties.
- Safety, Feeling Safe.
- I hate all the traffic "calming" additions. It makes life worse. I wish my husband would agree to move
- Outsiders coming into our neighborhood stealing things.
- Traffic
- Student Parties, Drunkenness, Drunkdriving, Speeding.
- Speed of Traffic.
- Hollis Park
- Probably nothing specifically.
- Unusual people in the neighborhood that don't have& reason to be there.
- Need more/better street lighting.
- Burglary
- Burglaries
- Too much Petty Crime
- Crime.
- Drugs.
- Foreclosed, vacant homes.
- Too many renters, burglary.
- Homeless congregation in Escalante Park.
- Many homeless walking around the streets.
- Maintaining safety and control of late-night parties at residents in neighborhoods.
- Rental properties.
- Increasing traffic, safety at intersections. Roof rats.
- Not enough lighting.
- Police response time.
- Crime.
- City streets, rocks, shrubs not prestine like it used to be! Appearance or lack thereof can attract non-compliance.
- Need to fix bike lanes--potholes, etc. for safety.
- Police presence for safety.
- Crime and graffiti.
- People who don't own property in the neighborhood looking to steal from garages.
- Breaking and entering.
- Need more lighting.
- Alleys.
- Home break-ins and people going through 4-way stop signs without stopping.
- Home security, break-ins.
- Maintenance of private property.
- Residential theft, burglary.
- Robberies.
- Neighborhood watch program.

- Homeless population congregating at Clark Park makes it difficult to visit by small children.
- Safe traffic flow.
- Police patrolling areas.
- Crossing intersections on foot or bicycle is very dangerous, especially at night.
- Lighting.
- Generally speeding traffic throughout Tempe.
- Burglaries.
- Street lighting.
- School zone areas.
- Theft.
- Streetlights, police patrols.
- Homeless.
- Alleys being unkempt. With fewer pickups, there are more items left in the alleys, which seems to increase the number of people going through the alleys looking for items.
- Lighting in neighborhoods and shopping centers.
- Trees needing to be trimmed. It obscures views and makes it easier for vandals or burglars to hide.
- Theft.
- Lights.
- Sidewalks are deteriorating. Alleys unkempt. Code enforcement stretched too thin.
- Prompt information.
- Speeding on side streets off of Hardy, and rolling stops at stop signs.
- Burglary, door-to-door unethical selling.
- Not enough streetlights. Little police patrolling.
- People on bicycles not adhering to safely ride bikes.
- People run stop signs 99 percent of the time.
- Would like to see police drive through and speak with people outdoors.
- Crime.
- Drivers using cell phones, texting while driving through our neighborhood.
- Barriers along Hardy Road needed!
- Alleys.
- Theft.
- Traffic needs slowing, lessening.
- Weeds, fire.
- Burglary.
- Burglaries and business robberies.
- The loud music the younger rentals make during their parties. Music/loud noise should stop at midnight.
- Could use more lights on Evergreen Road. Very dark when walking in early morning.
- College frats taking over the area. Too many parties, HUD homes in very bad shape.
- Speeding cars.
- Crime, condition of some homes, speed of cars on streets
- Street lighting.
- Businesses on Broadway between Rural and McClintock. Too many private homes now rented by ASU frat houses. Parties, bad drivers and ugly houses.

- Proximity to two Motel 6's. Proximity to too many Circle K's and ghetto apartments.
- Response to emergency.
- Gated community. Minimum concerns.
- Lack of speed bumps.
- Homeless wondering around.
- Sex offender in neighborhood.
- Lighting.
- Feeling safe walking down streets.
- Inadequate street lighting.
- Safety.
- Sometimes the residential streets crumble and have holes.
- Seven-plus people living in single-family zoned homes and different names on mail delivery. Big problem.
- Through traffic.
- Traffic.
- Theft.
- Home invasions Sierra Tempe.
- Theft, speeding.
- Crime, residential burglaries and only one fire station in south Tempe.
- More police presence (visibility).
- Crime, home break-ins.
- Keeping the streetlights. The bulbs go out and sometimes takes weeks to change them.
- Burglary.
- Empty homes.
- Groups of kids on the street past 10 p.m.
- Ray Road traffic.
- Minimal police presence.
- A lot of homes poorly cared for.
- Stealing of property.
- Maintenance of property.
- Burglaries.
- Thefts from autos parked in driveways. Tripping hazard caused by excessive buildup of asphalt, where it meets curb.
- Theft.
- Crime.
- Drugs, partying by ASU students.
- Theft. Proximity to 101 makes neighborhood susceptible to daytime, midweek hit-and-run.
- Crime coming from Guadalupe, southeast Phoenix.
- Need better street lighting, and cars speeding down Lakeshore Drive.
- Traffic increase.
- Theft.
- Alley trash dumping.
- Reckless driving.
- Doing a good job.
- Robberies.
- Increasing crime.

- The homeless.
- More lights on streets. Safety.
- Drugs.
- Crime due to access to our neighborhood via Orbit.
- Gangs.
- The poor condition of alley.
- Speeding down Lakeshore between Baseline and Southshore.
- Keep the transients out of the neighborhood. Stop door-to-door sales.
- Cars running stop signs. Cars too fast, especially on street curves.
- Better police coverage.
- Rate at which streetlights get changed is too slow.
- I wish there were stricter rules about rental properties.
- Traffic.
- Get rid of the meth addicts in north Tempe! Strengthen rental properties and codes.
- Transients in the neighborhood. Alleys give "hidden" access to yards.
- Lighting is terrible.
- Not enough lighting. Dogs off leash.
- Stop signs needed.
- Lights along Kyrene south of Southern Avenue are out this week--very dark.
- Theft.
- Car/house break-ins.
- Sound of gun shots and violent crime reports.
- I have no public safety concern.
- Too much out-of-boundary school busing leads to many junior high kids hanging out after school.
- Lack of street lighting.
- Speeding cars.
- Bike/people crossing lights, as streets are long. Could use bike/crossing light along bike routes. For example, Warner, Stanley, Guadalupe, Juniper.
- Theft.
- Break-ins.
- Need a left turn light at Elliott and Lakeshore.
- Safety.
- Code compliance of private property.
- There was a series of break-ins about a year ago, but the police did a great job and caught the thieves. Traffic is a huge safety concern. Very hard to turn left on Warner coming out of our neighborhood on Los Feliz. There should be a light!
- Panhandlers/the homeless gathering on Mill Avenue and harass when walking by.
- Crossing Rural Road at the Canal Hawk--very dangerous!
- Graffiti at times.
- Farmer Avenue between Cornell and LaDerna speeding. I live on a long straight street that people use as a raceway.
- Theft.
- Nearness of Guadalupe.
- Fast drivers around Anozira Parkway.

- Someone has been stealing from the garages if left open.
- Would like to see police patrol more often in neighborhood.
- Bicyclists not obeying traffic laws on College Avenue and Rural Road.
- Driver going to fast in school zone.
- Thefts from open garages.
- No parks. No police presence. (Guess we have low crime.)
- Robberies. We've had two in six years.
- Traffic, signage.
- Lack of police patrols, speeding on neighborhood streets.
- Security.
- Lighting and proximity to post office.
- Petty theft
- Policing mill ave doesn't pay for itself.
- Homelessness, vehicle speeding of wildermath(incl:UPS trucks); old rental properties not care for by landlords!!
- Police patrols in high crime areas of the city.
- I-10 homeless people are starting to hang out in my neighborhood.
- Need more streetlights.
- We could use another streetlight on streets between LaCorta and Sierra Vista east and west.
- Complacency.
- Gang activity.
- Graffiti as relates to gang activities.
- There is no 15 mph speed limit or speed bumps on Cornell in front of Fuller School. We also need a dog park area at Optimist Park so the dogs can be free to run, away from the kid's playground.
- Safety.
- Lighting.
- Traffic.
- Lights, more police.
- Car break-ins by gangs of professionals--happened twice. Increase night patrols.
- We have had two burglaries and all we got from either was: "Get a dog."
- Traffic conditions during rush hour and school drop-off.
- Occasional homeless people who appear to be mentally ill.
- Random violence.
- Not enough street lighting. Need more police patrolling streets.
- Lighting.
- Need more bike lines. Need better gun-control laws. Someone shot a gun in our apartment complex last year.
- Car theft.
- Speeding on West Southern Avenue between 48th Street to Mill Avenue.
- Tagging.
- Trashy looking houses that are not rentals.
- Lack of police visibility--drive through.
- Loud drunken parties-renters!
- The gutter/sidewalk by mailboxes--recent theft.
- Lack of light.

- Street lighting and traffic from Marcos de Niza High School through the neighborhood.
- Robberies. Never see patrol car in neighborhood.
- Trailer parks and older neighborhood safety.
- Robberies and theft.
- Theft, graffiti.
- Poor lighting; increased through traffic (speeding).
- Well-lit neighborhoods might discourage vagrants. Well-kept parks the same.
- Continued ethical treatment of homeless on Mill and surrounding areas.
- Burglaries. I was burglarized this year.
- Roof rats.
- Keep crime low.
- Break-ins.
- The dips at several intersections are ridiculous. Also, I don't know what the dog poop law in Tempe is (if there is one), but I can't use a single public soccer field in Tempe without dodging a turd.
- Appearance.
- Car theft is a big issue and the people are never caught.
- Safety.
- Lighting, drug use.
- Bridge over US 60.
- Need speed bumps. Traffic speeds too fast.
- Car break-ins.
- Threat of theft (outside influences).
- Streetscape in south Tempe is deplorable.
- Police presence.
- Police protection.
- Recent break-ins.
- Lighting.
- Increased burglary on our streets.
- Lighting is poor at my end of Farmer Avenue. Big concern for a lot of neighbors and myself are the activities at the home at southeast corner of Farmer and 13th.
- Not so much in mine. More around ASU.
- Crime.
- Adequate lighting and police patrol.
- Out-of-area parents driving habits through the neighborhood.
- Robberies.
- Theft by using alleyways to enter backyard. I have had three bikes stolen in two years.
- Fix lights on Pecan Place.
- Speeding cars and parking.
- Registered sex offender residing in neighborhood--has right to housing.
- Overcrowded college rentals and speeding.
- Crime.
- Strangers (non-residents) who cut through the neighborhood.
- Break-ins (cars and homes).
- Worry about home break-ins. No police presence.

- Bums hanging out at bus stops on Baseline Road.
- Better lighting.
- Night lighting.
- Uneven sidewalks that cause tripping/falling.
- Lighting.
- Door-to-door scammers.
- Response time.
- Weekend parties, fast driving.
- Break-ins.
- Street lighting.
- Residential burglary.
- Speeding in front of our house.
- Need a traffic light at Grove Parkway and Priest Road (going into Guadalupe).
- Theft.
- Kids roaming neighborhood and throwing rocks at houses.
- Value for my taxes and service fees.
- Lack of police patrols--the south--too many firemen.
- Need better streetlights.
- Infrequent police presence.
- Burglary.
- The tagging and unkempt yards and home.
- Drug traffic.
- Not much police presence in neighborhoods, street lighting, and unable to use the Orbit bus service much.
- The alley.
- Lighting.
- Burglary.
- Lights on path from McClintock to Tempe Town Lake. Section by golf course does not have any lights.
- Speeding through the neighborhood.
- Frequent patrol and a few additional sidewalks.
- Vandalism of community pool areas.
- Not enough visible night patrol.
- Graffiti.
- Lighting on Maple Avenue. It is part of the "dark sky ordinance," which I am dubious of.
- Promimity to US 60 and AZ Mills.
- Burglary, vandalism, school safety.
- Drifters in the neighborhood and increased traffic.
- Robbery.
- Theft prevention.
- Solicitors.
- Need neighborhood watch in the area.
- Alleyways.
- Petty theft.
- Vandalism.
- Many homeless in the parks, especially Papago Park.

- Not concerned.
- Drug trade, break-ins.
- Never see any police officers patrolling the neighborhood.
- Drug use (illicit, illegal and dangerous) by one of the neighbors.
- Too many are speeding.
- Adequate lighting and upkeep. Some darker areas exist.
- Many thefts. We rarely see any police patrols in south Tempe.
- Lighting.
- Streetlights.
- Robbery.
- Keeping the streets clean and well lit.
- Good management of rental properties.
- More police presence.
- Public safety.
- Theft.
- Speeding cars on Don Carlos Avenue--lots of children around.
- Burglary.
- Patrolling the alleyways. Great job of paving alleyway.
- Enough patrols so people feel they are safe.
- Theft.
- Stopping the black and Mexican from stealing bikes or anything.
- Feeling of safety on the streets. Theft in the neighborhood.
- Residential crime--burglary and theft.
- Fire protection.
- Loud parties. Dogs not leashed.
- Wild animals.
- Assure we budget enough to have higher quality services able to be delivered by police and fire departments.
- Lack of traffic signals mid-block on arterial streets.
- Number of vagrants at main intersection.
- Too many renters, speeding cars, poor lighting.
- Safety, traffic.
- Crime Prevention.
- Theft, burglary.
- Non-violent property crime.
- Lighting.
- Drug use, high traffic volume, noise control (none).
- Vandalism.
- Bicycles and the people who ride don't obey the laws.
- The college kids (renters)
- Gangster, unemployment, drug abuse.
- Unsupervised young men commit property crime. Inappropriate parking in park area!
- Safety.
- Traffic.
- Property crime and cars speeding on neighborhood streets.

- Neighbor's weeds.
- Auto theft or just theft.
- Speeding, vandalism.
- Love that we have no HOA. However, there are a few that do not keep property adequately.
- Frequent break-ins.
- Home safety--burglaries.
- Unclean alleys.
- Not enough streetlights.
- Lighting in Campbell Park.
- Burglary, break-ins, theft.
- Petty theft.
- Speeding on Lakeshore Drive.
- Gangs.
- Police patrols.
- Train crossing at Kyrene and Elliot. No crossing arms present!
- Burglary/home invasion.
- Neighborhood crime. Homes and garages being broken into.
- Student renters.
- Streetlight outage not fixed in timely manner.
- Break-ins.
- Kept clean and neat.
- Safety, break-ins.
- Police patrol. More patrol around three schools and park.
- Streets are poorly lit.
- Student speeding and driving on sidewalks to avoid speedbumps.
- Occasional vandalism. Overall, feel fairly safe.
- Well-lighted streets.
- Gangs.
- Petty crime, specifically auto break-ins.
- No police presence.
- Lighting.
- Random neighborhood patrols.
- Gangs.
- Break-ins.
- Speeding down street.
- Property crime. Also felt unsafe on Orbit.
- Burglary.
- Noise level from student renters.
- Theft.
- Break-ins, construction people working at Shutterfly construction site.
- Reduce crime.
- Burglary. Many homes in my neighborhood have been broken into, and cars stolen. Someone is prowling.
- Alley trash.
- All is good.

- People rummaging and going through alley. Also, shooting incidents at Motel 6, vacant buildings, tagging parks and buildings.
- More street lighting.
- Proper street lighting. Need more.
- Drunken college students, homeless people.
- Crime.
- Speeders in neighborhood.
- Police do not regularly patrol our neighborhood.
- Water drainage during monsoon season.
- Haven't lived here long enough to notice anything safety-wise. Stray cats abound, however.
- Police presence.
- Street lighting needs improvement, especially at crosswalks.
- Lighting in parks at night. Need more police presence.
- Theft.
- Break-ins.
- Traffic, speeding.
- Excellent job by police but would appreciate periodic patrol (2-3 times) passing by after midnight.
- Not enough lighting. Need speedbump or two.
- Petty theft.
- Dumping in the alleys. Code enforcement for residential property.
- More streetlights and quicker responses when said streetlights don't work.
- Dogs not on leash.
- Crime: car theft, personal property theft.
- Police patrol.
- Freeway (101) exit ramp yield.
- Joggers who do not live in the neighborhood.
- The children.
- Lack of access into and out of neighborhood (Tempe Village).
- Mail box theft. Mine has been stolen twice in 18 years!
- Prevention of property crime (burglary, car theft).
- We need a streetlight between Warner and Ray on Priest.
- Release of transients/homeless/mentally ill from Saint Luke's Hospital.
- Lighting.
- Speed on streets.
- Not obeying existing traffic laws. Low lifes in parks.
- The traffic on Hardy makes it very difficult to exit my neighborhood from Greenway, and there isn't a streetlight near my house.
- Reported break-ins and home invasions.
- Robbery.
- Safety and security.
- Need to get rid of flouride in the water.
- Other people coming into our neighborhood to use our parks.
- Break-ins.
- Trash pickup, especially when exiting US 60 hedging east on Rural. Litter!
- Alley fires.

- Police presence.
- Theft, break-ins.
- Parking on streets.
- Robberies and door-to-door sales people.
- Cars turning into cul-de-sac and speeding back out (obviously wrong turn).
- Home invasion.
- People don't stop at the stop sign, people drive too fast down McKenny.
- Overzealous cops, radar speed traps.
- Conditions of the streets.
- Traffic.
- Vandalism.
- Lack of regular police driving through neighborhood, especially at night.
- People leaving dog poop in parks, homes, sidewalk. Encourage caring about your area.
- Gunfire during summer (weekly), speeding drivers on street.
- Need better and more lighting.
- Rental houses let tall, old trees die. If they fall, my property could be damaged and hurt.
- Just to keep watchful eye on people lurking/driving that don't live here. To stop door-to-door solicitation.
- Dogs off leash.
- Petty crime--teenagers likely.
- Having more police and fire units.
- Youth have run of neighborhood.
- Home burglaries--opportunity crimes.
- Traffic cutting through neighborhood to avoid University and Mill intersection.
- Theft.

Q4. Usage of City Services and Facilities. Please check all the services and facilities provided by the City of Tempe that you or other members of your household have used during the past 12 months. [check ALL that apply]

Q4. Usage of City Services and Facilities.	Number	Percent
Fire services	89	8.2 %
Tempe Public Library	654	59.9 %
Parks	802	73.4 %
Walking/biking trails	692	63.4 %
City athletic field	206	18.9 %
Police services	223	20.4 %
Tempe History Museum	204	18.7 %
City golf courses	177	16.2 %
City swimming pools	94	8.6 %
Kiwanis Recreation Center	226	20.7 %
Bus, Orbit or light rail service	485	44.4 %
Tempe Center for the Arts	365	33.4 %
Arts and recreation programs/services	219	20.1 %
Household Products Collection Center	479	43.9 %
Multigenerational/Community Centers	130	11.9 %
None chosen	68	6.2 %
Total	5113	

Q5. How satisfied are you with the following facilities? Please rate satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

(N=1092)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
A. Quality of larger City parks (e.g. , Kiwanis, Tempe Beach, Town Lake, Papago)	31.5%	48.4%	8.9%	2.4%	0.5%	8.4%
B. Quality of neighborhood parks	22.2%	50.3%	13.6%	5.2%	1.4%	7.3%
C. Quality of City recreation/ community centers	15.3%	38.3%	14.5%	1.8%	0.3%	29.9%
D. Quality of City swimming pools	8.0%	19.9%	16.2%	2.3%	1.4%	52.3%
E. Quality of City outdoor athletic fields	11.2%	31.3%	15.3%	1.4%	0.4%	40.5%
F. Quality of City golf courses	8.3%	22.5%	15.2%	1.3%	0.2%	52.5%
G. Quality of Tempe Center for the Arts	26.0%	27.1%	10.0%	0.6%	0.4%	35.9%
H. Quality of Tempe History Museum	18.3%	29.1%	9.7%	0.5%	0.2%	42.1%
I. Quality of Tempe Public Library	32.4%	39.7%	8.8%	1.6%	0.6%	16.8%
J. Quality of access to City facilities for persons with disabilities	12.1%	23.5%	12.2%	0.6%	0.2%	51.4%

WITHOUT DON'T KNOW**Q5. How satisfied are you with the following facilities? Please rate satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied". (Without "Don't Know")**

(N=1092)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Quality of larger City parks (e.g., Kiwanis, Tempe Beach, Town Lake, Papago)	34.4%	52.8%	9.7%	2.6%	0.5%
B. Quality of neighborhood parks	23.9%	54.2%	14.7%	5.6%	1.5%
C. Quality of City recreation/community centers	21.8%	54.6%	20.6%	2.6%	0.4%
D. Quality of City swimming pools	16.7%	41.7%	34.0%	4.8%	2.9%
E. Quality of City outdoor athletic fields	18.8%	52.6%	25.7%	2.3%	0.6%
F. Quality of City golf courses	17.5%	47.4%	32.0%	2.7%	0.4%
G. Quality of Tempe Center for the Arts	40.6%	42.3%	15.6%	1.0%	0.6%
H. Quality of Tempe History Museum	31.6%	50.3%	16.8%	0.9%	0.3%
I. Quality of Tempe Public Library	39.0%	47.7%	10.6%	2.0%	0.8%
J. Quality of access to City facilities for persons with disabilities	24.9%	48.4%	25.0%	1.3%	0.4%

O6. City Services How satisfied are you with the following? Please rate satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

(N=1092)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
A. Overall condition of City streets	13.4%	57.2%	15.1%	9.4%	2.4%	2.5%
B. Condition and clarity of street signs	23.7%	58.2%	11.2%	4.3%	0.6%	1.9%
C. Management of traffic flow on City streets	13.9%	49.5%	19.2%	12.6%	2.6%	2.2%
D. Cleanliness of City Streets	19.2%	55.6%	14.5%	7.4%	1.2%	2.1%
E. Landscape maintenance along streets/sidewalks	18.6%	49.3%	16.8%	9.9%	2.4%	3.0%
F. City enforcement of property maintenance codes	9.1%	34.0%	20.7%	12.3%	6.3%	17.7%
G. Appearance of residential property in the City	9.9%	48.6%	23.5%	12.2%	2.0%	3.8%
H. Appearance of commercial property in the City	11.7%	52.6%	23.7%	6.4%	1.1%	4.5%
I. Quality of local transit service (bus, rail, Orbit)	20.8%	40.9%	12.5%	2.6%	1.1%	22.1%
J. Quality of walking and biking paths in the City of Tempe	27.0%	42.9%	11.6%	3.2%	0.8%	14.4%
K. Quality of local police services	25.1%	44.1%	14.0%	3.2%	0.7%	12.8%
L. Enforcement of local traffic laws	15.3%	47.4%	17.6%	5.5%	1.2%	13.0%
M. Efforts by the City to prevent crime	16.4%	43.4%	17.9%	5.0%	0.9%	16.4%
N. Quality of local fire services	23.4%	41.3%	9.9%	1.9%	0.4%	23.1%
O. Availability of information about City programs, events, services, and issues	20.2%	46.7%	15.5%	4.3%	0.7%	12.5%
P. Quality of City arts and recreation programs/services	17.5%	37.2%	13.6%	2.1%	0.7%	28.9%
Q. Quality of Social Services/ Human Services	10.1%	31.0%	15.4%	1.6%	0.5%	41.5%
R. Maintenance of City parks	17.4%	49.5%	13.7%	3.8%	0.6%	14.9%
S. Quality of library services and programs	24.0%	43.1%	9.3%	2.1%	0.4%	21.1%
T. Quality of Tempe Center for the Arts programs	20.1%	29.4%	11.4%	1.5%	0.3%	37.3%
U. Quality of before and after school programs	13.9%	24.6%	12.5%	1.1%	0.5%	47.3%

Q6. City Services How satisfied are you with the following? Please rate satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
V. Residential trash collection services	28.8%	47.3%	9.6%	5.1%	1.9%	7.2%
W. Recycling services	29.8%	48.6%	10.3%	4.8%	2.5%	4.0%
X. Bulk trash pickup/removal services	21.3%	36.9%	15.8%	14.3%	7.3%	4.4%
Y. Water and sewer services	25.1%	51.5%	13.7%	4.2%	2.0%	3.5%

WITHOUT DON'T KNOW**O6. City Services How satisfied are you with the following? Please rate satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied". (Without "Don't Know")**

(N=1092)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Overall condition of City streets	13.7%	58.7%	15.5%	9.7%	2.4%
B. Condition and clarity of street signs	24.2%	59.4%	11.4%	4.4%	0.7%
C. Management of traffic flow on City streets	14.2%	50.6%	19.7%	12.9%	2.6%
D. Cleanliness of City Streets	19.6%	56.8%	14.8%	7.6%	1.2%
E. Landscape maintenance along streets/sidewalks	19.2%	50.8%	17.4%	10.2%	2.5%
F. City enforcement of property maintenance codes	11.0%	41.3%	25.1%	14.9%	7.7%
G. Appearance of residential property in the City	10.3%	50.5%	24.5%	12.7%	2.1%
H. Appearance of commercial property in the City	12.3%	55.0%	24.8%	6.7%	1.2%
I. Quality of local transit service (bus, rail, Orbit)	26.7%	52.5%	16.1%	3.3%	1.4%
J. Quality of walking and biking paths in the City of Tempe	31.6%	50.2%	13.6%	3.7%	1.0%
K. Quality of local police services	28.8%	50.6%	16.1%	3.7%	0.8%
L. Enforcement of local traffic laws	17.6%	54.5%	20.2%	6.3%	1.4%
M. Efforts by the City to prevent crime	19.6%	51.9%	21.4%	6.0%	1.1%
N. Quality of local fire services	30.5%	53.7%	12.9%	2.5%	0.5%
O. Availability of information about City programs, events, services, and issues	23.1%	53.4%	17.7%	4.9%	0.8%
P. Quality of City arts and recreation programs/services	24.6%	52.3%	19.1%	3.0%	1.0%
Q. Quality of Social Services/Human Services	17.2%	53.1%	26.3%	2.7%	0.8%
R. Maintenance of City parks	20.5%	58.1%	16.1%	4.5%	0.8%
S. Quality of library services and programs	30.4%	54.6%	11.8%	2.7%	0.5%
T. Quality of Tempe Center for the Arts programs	32.1%	46.9%	18.2%	2.3%	0.4%
U. Quality of before and after school programs	26.4%	46.8%	23.7%	2.1%	1.0%
V. Residential trash collection services	31.0%	51.0%	10.4%	5.5%	2.1%
W. Recycling services	31.0%	50.7%	10.8%	5.0%	2.6%
X. Bulk trash pickup/removal services	22.3%	38.6%	16.5%	14.9%	7.7%
Y. Water and sewer services	26.0%	53.3%	14.2%	4.4%	2.1%

Q7. Which (if any) of the social/human services listed below have you used or recommended? (check all that apply)

Q7. Which (if any) of the social/human services have you used or recommended?	Number	Percent
Youth services	125	11.4 %
Services for seniors	144	13.2 %
Services for persons w/disabilities	56	5.1 %
Counseling	45	4.1 %
Community Supervision/Diversion	12	1.1 %
Tax preparation/financial education	51	4.7 %
Homeless services	35	3.2 %
Crisis intervention	36	3.3 %
Rent/utility assistance	25	2.3 %
None chosen	797	73.0 %
Total	1326	

Q8. Which THREE of the social/human services listed in Question #7 do you think the City should emphasize most over the next year? [Write the letters from Question 7 for your top 3 choices.]

Q8. Most Emphasis	Number	Percent
Youth services	247	22.6 %
Services for seniors	131	12.0 %
Services for persons w/disabilities	43	3.9 %
Counseling	25	2.3 %
Community Supervision/Diversion	23	2.1 %
Tax preparation/financial education	22	2.0 %
Homeless services	142	13.0 %
Crisis intervention	43	3.9 %
Rent/utility assistance	23	2.1 %
None chosen	393	36.0 %
Total	1092	100.0 %

Q8. Which THREE of the social/human services listed in Question #7 do you think the City should emphasize most over the next year? [Write the letters from Question 7 for your top 3 choices.]

Q8. 2nd Emphasis	Number	Percent
Youth services	86	7.9 %
Services for seniors	188	17.2 %
Services for persons w/disabilities	76	7.0 %
Counseling	40	3.7 %
Community Supervision/Diversion	25	2.3 %
Tax preparation/financial education	19	1.7 %
Homeless services	112	10.3 %
Crisis intervention	97	8.9 %
Rent/utility assistance	31	2.8 %
None chosen	418	38.3 %
Total	1092	100.0 %

Q8. Which THREE of the social/human services listed in Question #7 do you think the City should emphasize most over the next year? [Write the letters from Question 7 for your top 3 choices.]

Q8. 3rd Emphasis	Number	Percent
Youth services	70	6.4 %
Services for seniors	83	7.6 %
Services for persons w/disabilities	118	10.8 %
Counseling	51	4.7 %
Community Supervision/Diversion	31	2.8 %
Tax preparation/financial education	24	2.2 %
Homeless services	114	10.4 %
Crisis intervention	94	8.6 %
Rent/utility assistance	50	4.6 %
None chosen	457	41.8 %
Total	1092	100.0 %

Q8. The Sum of the THREE social/human services listed in Question #7 you think the City should emphasize most over the next year

Q8. Sum of the Most Emphasis	Number	Percent
Youth services	403	36.9 %
Services for seniors	402	36.8 %
Homeless services	368	33.7 %
Services for persons w/disabilities	237	21.7 %
Crisis intervention	234	21.4 %
Counseling	116	10.6 %
Rent/utility assistance	104	9.5 %
Community Supervision/Diversion	79	7.2 %
Tax preparation/financial education	65	6.0 %
Total	2008	

Q9. Which of the following do you use to get information about the City of Tempe? (check all that apply)

Q9. Which of the following do you use to get information about the City of Tempe	Number	Percent
Tempe 11 (Cable TV/web)	152	13.9 %
Recreation Opportunities Brochure	295	27.0 %
Social media (Twitter, Facebook, YouTube)	141	12.9 %
Calling Tempe 311	42	3.8 %
Water bill newsletter	762	69.8 %
E-mail subscriptions	115	10.5 %
Television news	410	37.5 %
City website	374	34.2 %
Newspapers	495	45.3 %
City meetings	64	5.9 %
Radio	158	14.5 %
None chosen	75	6.9 %
Total	3083	

Q10. Customer Service: A. Have you contacted the City of Tempe during the past year?

A. Have you contacted the City of Tempe during the past year?	Number	Percent
Yes	493	45.1 %
No	597	54.7 %
Don't know	2	0.2 %
Total	1092	100.0 %

WITHOUT DON'T KNOW

Q10. Customer Service: A. Have you contacted the City of Tempe during the past year? (Don't Know)

A. Have you contacted the City of Tempe during the past year?	Number	Percent
Yes	493	45.2 %
No	597	54.8 %
Total	1090	100.0 %

Q10. Customer Service: If Yes to Question 10A.

(N=493)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
B. How easy was the City to contact	35.3%	45.2%	8.1%	7.1%	2.2%	2.0%
C. The way you were treated	43.6%	39.8%	8.7%	4.5%	2.0%	1.4%
D. The accuracy of the information you were given	35.5%	39.1%	13.6%	6.1%	2.0%	3.7%
E. How quickly staff responded to your request	37.1%	36.7%	12.8%	7.5%	3.2%	2.6%
F. How well your issue was handled	36.9%	33.7%	12.0%	8.3%	5.7%	3.4%

WITHOUT DON'T KNOW

Q10. Customer Service: If Yes to Question 10A. (Without "Don't Know")

(N=493)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
B. How easy was the City to contact	36.0%	46.2%	8.3%	7.2%	2.3%
C. The way you were treated	44.2%	40.3%	8.8%	4.5%	2.1%
D. The accuracy of the information you were given	36.8%	40.6%	14.1%	6.3%	2.1%
E. How quickly staff responded to your request	38.1%	37.7%	13.1%	7.7%	3.3%
F. How well your issue was handled	38.2%	34.9%	12.4%	8.6%	5.9%

Q11. OVERALL PRIORITIES. Which TWO of the following do you think should be the City's top priorities over the next year? [Check up to 2 items from the list below.]

Q11. First Priority	Number	Percent
Economic/business development	354	32.4 %
Appearance of the City	116	10.6 %
Maintenance of streets/buildings	182	16.7 %
Art and recreation programs/services	47	4.3 %
Customer service	31	2.8 %
Transportation services	70	6.4 %
Social/human services	50	4.6 %
Police services	100	9.2 %
Water/sewer	13	1.2 %
Neighborhoods	49	4.5 %
Parks	8	0.7 %
Fire services	1	0.1 %
Trash	7	0.6 %
None chosen	64	5.9 %
Total	1092	100.0 %

Q11. OVERALL PRIORITIES. Which TWO of the following do you think should be the City's top priorities over the next year? [Check up to 2 items from the list below.]

Q11. Second Priority	Number	Percent
Economic/business development	1	0.1 %
Appearance of the City	56	5.1 %
Maintenance of streets/buildings	108	9.9 %
Art and recreation programs/services	34	3.1 %
Customer service	14	1.3 %
Transportation services	71	6.5 %
Social/human services	91	8.3 %
Police services	117	10.7 %
Water/sewer	44	4.0 %
Neighborhoods	172	15.8 %
Parks	102	9.3 %
Fire services	47	4.3 %
Trash	112	10.3 %
None chosen	123	11.3 %
Total	1092	100.0 %

Q11. OVERALL PRIORITIES. The Sum of the TWO should be the City's top priorities over the next year

<u>Q11. Sum of the top two priorities</u>	<u>Number</u>	<u>Percent</u>
Economic/business development	355	32.5 %
Maintenance of streets/buildings	290	26.6 %
Neighborhoods	221	20.2 %
Police services	217	19.9 %
Appearance of the City	172	15.8 %
Transportation services	141	12.9 %
Social/human services	141	12.9 %
Trash	119	10.9 %
Parks	110	10.1 %
Art and recreation programs/services	81	7.4 %
Water/sewer	57	5.2 %
Fire services	48	4.4 %
Customer service	45	4.1 %
Total	1997	

Q12 If you could ask the Mayor and Council to work on only ONE issue in Tempe during the next year, what would that issue be?

- Improving bike lanes and safety for cyclists.
- Why are we taxed more but do not get trash services?
- Better bicycling projects, street bike paths, etc.
- Attract more businesses to create jobs within city.
- Providing a homeless shelter with services.
- Have only lived here a year but safety is always important.
- Police partnership with ASU.
- Clean up downtown district from drug addicts. I do not feel safe walking around alone and I work on Mill Avenue.
- Make Tempe the Silicon Valley of the desert!
- Neighborhood safety. Increase of auto theft and graffiti.
- Build out the Town Lake to encourage economic development and increase the tax base.
- Complete the Town Lake as originally planned.
- Helping homeless.
- Too many people in rentals. Follow up on city rules.
- Public transportation.
- Help the homeless to get off the streets. Improve their lives.
- Code enforcement. Unkempt yards and homes.
- Work on neighborhood.
- Work at developing jobs.
- Bring back monthly bulk pickup.
- Developing the use of solar energy.
- Promotion of neighborhood and retail associated with neighborhoods.
- Update Scudder Park.
- Ensure all police have camcorder on their persons and have taser guns as an option. I want to make sure we don't become another Ferguson, Mo.
- Alley dumpsters and each home as an individual roll-out bin to push out once a week. Should cut down on the amount of litter and amount of trash people can put in the yards.
- Why don't you extend the Tempe Marketplace further east since it is doing so well?
- Reduce cost of trash/sewer/water bills. Very overpriced.
- Pave the holes in our street.
- Control crime associated with ASU students.
- Do away with residential landlord taxation.
- Transportation to south Tempe.
- More bus routes and adequate lighting at bus stops.
- How come Meyers Park does not have a dog park?
- More frequent public transportation to and from light rail.
- Re-hiring park rangers to ticket folks with off-leash dogs.
- Economic business development.
- Vibrant local community and events.
- Transportation.

- Economic/business development.
- Keeping the city clean.
- Sustainable economic growth (not through building high rises).
- Neighborhood parks should be clean.
- Forget street car project. Mill Avenue traffic is bad enough!
- Social and human services.
- Bring all Tempe into the massive development plans. People need to be informed a lot more about hundreds of million dollars in development.
- What is the city doing about the appearance of properties?
- Coordination with ASU re: housing, neighborhoods, event planning, police, community service programs, economic development, etc.
- Keep up all the good work being done by all city employees.
- More safety at crosswalks.
- Make Tempe more sustainable.
- Create jobs.
- Homeless issues.
- Reduce noise.
- Clean up the city. Too dirty.
- Improving the Tempe Lake & Park, including the Hayden Flour Mill.
- User-friendly city for aging baby-boomers.
- Street maintenance.
- Please upgrade the playground in Indian Bend Park
- The neighborhood calming is stupid and the Orbit a waste of money!
- Put more bicycles on road and reduce cars.
- Schools and class size.
- More personnel to help with neighborhood enhancement.
- Tree trimming around street signs for mow deliveries.
- North Tempe water, sewer, street, crime issues.
- Clean up the city.
- Clean up and Anex County island at Scotts Road and Gilbert.
- More recycle trash cans.
- More police patrols in my area.
- More police officers.
- Economic development.
- Enforcement of traffic laws.
- Homelessness. Not just removing but providing solutions. Example-fix housing program for homeless vets.
- Bring back monthly bulk pickup.
- Homeless services.
- Increase number of police officers.
- Why are residential property codes not enforced?
- Why do unethical developers get to build bad buildings when we have so little land left?
- Fix Rural Road. It needs resurfacing.
- Transportation.
- The rest will follow (appearance of the city). The families in our quiet neighborhood

with cars/trucks in driveway streets for years. Eye sore.

- Making streets truly bike safe!
- Could we work on filling vacant businesses/buildings? Incentives?
- More alley trash pickup. Alleys are ugly. More pickups!
- Speed humps on residential streets.
- Street maintenance, traffic control.
- No issues. Just maintain infrastructure. Keep government out of what is not its role.
- Maintain quality of services for current residents, not develop.
- Homeless on Mill.
- We do need that streetcar project. Quit wasting money on these type things. Use common sense-add more Orbit buses to the route proposed for the streetcar.
- Traffic flow. Too much congestion.
- Appearance of city.
- Supporting local businesses.
- New businesses, entertainment, dining.
- Budget plan for water.
- Stop building apartments!
- Keeping parks, public paths, bike paths clean and maintained.
- Public safety.
- Maintenance of our neighborhoods.
- Business development.
- Traffic enforcement in school zones increased.
- Increase the wages for police/fire services.
- Crime, no matter how small, and beggars everywhere. Poor image for Tempe.
- Trash pickup.
- Crime prevention.
- Neighborhoods.
- Securing our economic future, which will impact all other services.
- Bike paths.
- More lighting on streets.
- More LED street lighting.
- Physical appearance of city.
- Put more teeth in code violations!
- Keep the city clean and safe.
- Enforce zoning code.
- ASU parties in neighborhoods and underage drinking at those parties.
- Safety for homes and property.
- Police services--make sure not stretched too thin.
- Safety.
- Parks.
- Improve leadership.
- Stop the approval of tall buildings.
- Improve information flow regarding city services.
- Development of business.
- Street lighting.
- Repaving of streets.

- Renovating and filling existing empty commercial space.
- Economic/business development.
- Parks.
- Make soccer fields better. Better grass.
- Vote for projects that are good for the city. Do not let neighborhood activist run the minority opinion as the majority opinion.
- Clean Tempe Lake please! Stinks.
- Fix the playground at Kiwanis Park near softball fields.
- Prevent gang violence.
- Collect more property taxes from large developments.
- Residential code enforcement.
- Preventative crime safety.
- Lower TPT.
- Repair sunken manholes on Baseline and other streets.
- Police patrolling neighborhood to deter theft/harm.
- Alley cleanup.
- Homeless in the parks, use of drugs/dealing in neighborhood parks.
- Sustainability.
- Make sure crosswalks are available at all schools.
- Review all city departments and cut waste and unnecessary work/services.
- Economic development.
- 1 gbs internet (Google fiber).
- Public safety.
- Why did the city reduce trash/green pickups to every other month? Why don't we have Orbit on our neighborhood?
- Crack down on gang and drug activity.
- Economic and job creation
- Parks.
- More alley trash pickup.
- Fix our Streets, Neighborstreets.
- Deterioration of Neighborhoods.
- Bring back monthly brush + bulley
- Go back to the more frequent removal of waste in the alleys-for weeks they look horrible.
- Complete the Mill+Overlay Project for all naturals 5/0 US60.
- Strengthen neighborhoods&their individual needs as a neighborhood as all are unique-stop the apt complexes&focus on families to build up the neighborhood.
- Appearance of Residential Property
- Reduce City Spending/City Taxes.
- Neighborhood Safety After dark.
- Put a grocery store on west side of scotisorle/rural Roads near mc-kellips.
- Economic Development.
- Resurface all major Tempe streets w/rubberized asphalt, most streets need resurfacing.
- Get rid of the pan handlers-also I know it says "one" but stricter enforcement of maintenance on rental property.
- Bill also for all applicable things, stop the giveaway.

- Transportation
- Stop the traffic calming. It is making traffic worse not better. No I am not going to bike-walk or use public transportation when it is "go outside" I also use a large instrument. I drive.
- More consideration for South Tempe.
- Stop putting to many overrides for the school. We are taxed enough.
- Continue current course. Balance of priorities good.
- Business growth.
- Lower taxes, school costs are killing us.
- Continued Development Around Tempe Town Lake.
- Economic/business development
- Put solar panels everywhere (e.g. over the road ways).
- Hayden & Lover Mills project.
- Change speed limits @ schools to be like Mesa, Chandley, Gilbert.
- Improvements in central Tempe/east (Apache) streets & Neighborhoods.
- Improve "Actual" code enforcement.
- Transit improvement.
- Economic and Business development.
- Appearance of residential property.
- Stop corruption.
- Neighborhoods.
- Population control.
- For garbage inspectors to knock on resident's door and tell them to put bulk trash on their side of alley.
- Resurface streets!
- Repair our streets. Allow free parking on ASU home games!
- Infrastructure.
- Condition of landscape surrounding streets! Looking messy, dirty.
- Citizen safety.
- How are we spending our budget?
- Street lighting.
- Slowing high-rise growth.
- Save water.
- Excessive trash on many areas of 101. Beautification of sidewalks, repair of potholes. Too much "blue staking" everywhere!
- Since you cut back bulk pickups, people leave stuff out for weeks!
- Street maintenance--potholes.
- Increase bulk trash pickup.
- Development of city by creating and supporting small businesses.
- Take care of Clark Park. It's the heart of all the parks!
- Have more retail on Mill.
- Public events.
- Centralized website for all arts, concerts, recreation options with schedule.
- Maintenance.
- Sustainable economic development.
- Force developers to build better urban projects. Hanover Apartments is a waste of

valuable property.

- Neighborhoods in north part of Tempe look rundown.
- Get library to have more e-books.
- Economic. Get everyone working. No homeless on street corners!
- Economic/business development.
- Let's develop less high-rent, high-density residential housing and focus on bringing back small businesses that used to make our city so great and unique!
- The flooding/street closures on Broadway during heavier rains.
- Feral cat issue.
- More enforcement of codes on rental properties in residential neighborhoods. Hold the investors and slum lords accountable!
- Economic development.
- Make Orbit routes citywide.
- Branches and greens pickups more often. Never sure when to put out. Don't like to put in trash cans!
- Street crack repair and cracked sidewalks.
- Utility assistance.
- Street maintenance.
- Homelessness due to mental illnesses and addiction.
- Reduction of city taxes.
- The look of many homes and commercial.
- Economic/business development.
- Street maintenance.
- Economic development.
- Repair street cracks.
- Avoid what other cities have made in mistakes.
- Enforcement of traffic laws.
- Let residents know when and where meetings are held. More about senior activities.
- Why don't I see more police presence in my neighborhood?
- To protect neighborhoods from developers, and loss of historic properties.
- Repair aging neighborhood water lines and streets.
- Approval of too many apartments.
- Homeless out of parks at night and public transportation.
- Get more jobs in Tempe!
- More help for people in need. Youth/homeless.
- Traffic--slow it down to legal limits (phone and text).
- Street maintenance.
- Stop giving developers tax incentives (the lake, etc.)
- Economic/business development.
- Being rental properties, poor upkeep, poor renter informed on garbage.
- Reducing budget.
- Street maintenance, usch as repaving McClintock Drive.
- Quit building up!
- Keep taxes low.
- Street lighting.
- Frat houses from ASU destroying Hughes Acres neighborhood.

- Getting residents to properly maintain their property and pools.
- Return to monthly bulk trash pickup.
- Can we get green waste bins like the city of Mesa?
- Put sidewalks on areas in town that doesn't have them.
- Streetscapes and irrigation maintenance.
- Make sure utilities are maintained. Infrastructure.
- Build more solar panel covered walkways to encourage people to walk/bike for more enjoyment. For the city, beautify city with shady trees and waterscapes.
- Homeless services.
- Neighborhood integration with one another throughout the city!
- Improve free parking in downtown Tempe.
- Cut spending. Reduce taxes!
- Continue supporting community events like GAIN.
- Parks.
- Crime. Increase police officers on street.
- Keep city clean and safe.
- Affordable housing.
- Drug issues in neighborhoods.
- Human services.
- Safety.
- Keep the Orbit.
- Neighborhoods.
- Economic/business development.
- Dead fish at parks.
- Expanding light rail down Rural Road to Chandler Boulevard.
- Improving neighborhoods.
- Slow down development. More planning.
- Crime prevention.
- Stop focusing on diversity. Focus on crime prevention. Tempe is regularly seen on nightly news as a result of crimes.
- Parking on Mill Avenue. Ridiculously expensive.
- Employees standing around.
- Maintenance and improvement of neighborhoods.
- Invest in our greenspace and parks. Chandler parks are so much better.
- City Wi-Fi/internet access. Cox is becoming outrageous.
- Crime.
- Sewer roaches control.
- Find an alternative to the trolley--\$200 million for a 3-mile trolley is stupid.
- School/human services.
- Police services and protection.
- Picking up bulk trash every month.
- Look at other major, similar cities and demographics in other countries, their police and their transportation programs.
- Enforcement of traffic laws.
- Increase of homeless downtown.
- Clean up our area (north of freeway). Police always there.

- After-school leadership opportunities for Tempe youth to increase college enrollment!
- Bury electric lines. Crime/gangs from light rail, etc.
- Public transportation.
- The traffic light at Mill/Hermosa. Too many accidents.
- Street maintenance.
- Expand food bank hours.
- Mill Avenue bullies. They come in late night on light rail from Phoenix.
- Force McKemy Jr. to open again--killing property values.
- Better police protection.
- Rental property clean up.
- In my opinion, the mess in traffic patterns/parking in the older Tempe areas west of Mill/ASU and on Mill Avenue itself.
- Improve traffic flow. Stop narrowing streets, making driving harder.
- Strengthen the code enforcement for neighborhoods.
- Lower the height of the buildings allowed to be built. Views of sky and mountains are disappearing.
- Lighting on Riviera Drive west of Kyrene.
- Greenspace.
- Economic/business development.
- Update the play structures in the parks in all the neighborhoods. South Tempe has many parks needing play structure updates.
- Bulk pickup--every other month is fine. The green pickup is a waste of effort. Green bags are too expensive.
- Freeway traffic.
- Focus on additional employers/jobs.
- Park areas for youth teams, even if it is a mix of kids from other areas of the community.
- Make sure police protect and serve. Do not militarize them or allow profiling.
- Providing more services to the homeless shelter.
- Improve transportation services to south Tempe--light rail.
- Clean up the alleys!
- Private property code compliance.
- Improve traffic safety and flow in most congested/busiest areas and intersections.
- Work on being sustainable.
- Making the streets more safe.
- Appearance of the city--parks, homes, commercial space, streets.
- Traffic, better left-turn signals.
- Getting Orbit to 85283 or at least put back bus stops in Price.
- Progress around Tempe Park Lake.
- Green recycle. Trade materials for mulch.
- Homeless help. There are many homeless begging for money.
- Increase business development within the city.
- Ask kindly if we could keep up neighborhood appearance! Code compliance.
- Neighborhoods-stricter code enforcement on resident upkeep.
- Expanding business development.
- Lower taxes, and attract business without interfering.

- Free concerts outside occasionally at the Beach Park or TCA.
- Clean up east of ASU to 101.
- Cut the budget, don't raise taxes.
- Stop wasting money on street "improvement" projects that slow down traffic.
- Sewer service (west side) smells.
- Enforcing property codes-for a change
- Business development on Apache Blvd between price rd&Mcclawtock.
- Clean up neighborhoods. Yards+houses not kept up.
- Transportation
- Expanding light rail.
- Enforcing number of non-related renters in rental homes.
- Maintenance of side streets.
- Teacher salaries.
- Develop incentives to fill in empty business locations with new businesses.
- Getting the Orbit to run south of the US 60, or some shuttle service in south Tempe.
- Police services. That we don't have any incidents where unarmed innocent people are brutalized or killed by Tempe police officers!
- Safety.
- Try to keep taxes low for homeowners.
- Maintenance of all!
- Improve public transportation.
- Fiscal responsibility.
- Eliminate the SWAT team and armored vehicles. Reliable internet services, faster and lower price.
- Community unification on service projects, including keeping parks clean!
- More voter turnout.
- Pave the alley to reduce dust.
- More bike lanes in more places.
- Better control over ASU students and rental housing.
- Don't approve any more apartments or high density. High density brings more crime and need for fire, police and other services. Don't approve trolley.
- Economic/business development.
- Add restaurants, shops and bars around the lake.
- Tax give away to developer was terrible. Residential streets throughout city.
- Water conservation--sustainability.
- Services for residents versus so much emphasis on business development.
- Safety.
- Expand bike lanes in south Tempe.
- Maintenance of streets and buildings.
- Neighborhood parks and homelessness.
- Education. Strengthen the schools, increase pay to find and keep good teachers.
- Clean alleys more often.
- Business development.
- Keeping within a budget.
- Promote redevelopment in old north Tempe subdivision.
- Neighborhoods.

- Bulk trash pickup return to monthly.
- Crack down on drug users.
- Streets.
- No more big city look! Focus on more than Mill Avenue! No more high-rises and rentals.
- Keep our property taxes low!
- More bulk trash pickups--stuff grows fast here! Also, no more subsidies for development.
- Streetscape improvement in south Tempe!
- I'm not comfortable taking my grandchildren to the Tempe library because of the over abundance of homeless. The bedbug problem that the library had is a big problem.
- More police officers.
- More job opportunities.
- Cutting taxes.
- Neighborhoods.
- Safety for citizens, including transient population solutions.
- Improve south Tempe streets.
- Enforce blighted residential and commercial building.
- Increase business tax to lower taxes on Tempe residents. Lower cost of government services.
- Street maintenance.
- Remove height restrictions on downtown.
- Restore bulk trash pickup to the way it was two years ago.
- Create program for homeowners to report issues with rentals.
- Clean up Scottsdale/202 corridor, annex County Island for a grand ASU gateway.
- Bulk trash issue. Why does this survey go to Kansas, not Arizona?
- Better public transportation. Light rail is great.
- How are future employee pension funds/payouts forecasted?
- Keep a contract with Hugh Hallman!
- Taxes and fees too high. Also, stop the marathons which force people to detour and go out of their way.
- Crime.
- Clean up the lake! An outdoor pool, another dog park.
- Be careful with new development to make sure the most-affected residents approve.
- Preventing break-ins.
- Encourage/facilitate construction of high-rise upscale condos!
- Water--terrible taste.
- Getting rid of the bums who hang out in the library.
- Residential areas abutting commercial areas/transitions.
- Paint unsightly block fences. Beautify city. Buildings/houses getting old.
- Continue development.
- Frequency of bulk collection.
- Safety.
- Funding for parks. Evelyn Hallman Park and Pond needs help.
- Fix our streets in residential property.
- Stop wasting money on projects like Hardy Drive improvements.

- Transportation!
- Light rail to Elliot.
- Create jobs by improving/attracting quality business to Tempe.
- Communicate larger strategic priorities, and focus on select few and do really well.
- Staying within budget.
- Traffic light at Grove Parkway and Priest Road. It is scary, especially at night and holidays.
- Economic development.
- Damage to neighborhood fence by bulk service pickup.
- Enforcing codes of private property/homeowners. Don't allow cars parked in yards or gravel.
- Get more companies to come to Tempe like GoDaddy.
- Increase street sweeping rounds.
- Empty buses? Seems like resources could be better applied in other areas.
- Condemn and tear down buildings at 2514 Rural between Alameda and Broadway.
- Concerns re: to vertical growth/density.
- Pay raises for both departments.
- Economic.
- Appearance of my city.
- What kind of jobs do you expect the people in the high rises to have?
- Pave my alley.
- Reinstate bulk trash pickup to once a month.
- Extend Orbit system to south Tempe.
- Economic and overall prosperity of the city.
- Less high-density housing.
- Public transportation within the city.
- Make people take care of their properties.
- Shelters for homeless.
- Expand the Orbit system to service more of Tempe.
- Restore the level of bulk/trash pickup to the way it was without charging more.
- Diversity, family and affordability of neighborhoods.
- Improve neighborhood parks.
- Taxes/budget.
- Shelter the homeless.
- Enforce speeding laws.
- Going back to the old maintenance schedule of repairing the streets.
- Expand public transportation.
- Balance the budget and stick to it.
- Homelessness.
- Economic development/budget.
- A better downtown plan. Too many high rises!
- Reduce car traffic and promote walking/biking.
- Social/human services.
- Slow down on building more and more in downtown Tempe.
- Create a swim venue such as Mesa's Kino and Skyline pools.
- Keeping homes clean.

- Maintain streets and city grounds.
- Inadequate bulk trash pickup.
- Amount of rental properties in each neighborhood.
- Programs of the Tempe Center for the Arts.
- Additional bulk trash pickup.
- Street maintenance.
- Stop building around Tempe Lake.
- Pedestrian/bicycle safety near ASU. Bike riders with no regard for road rules.
- Provide better services for homeless on Mill Avenue and beyond.
- Economic and Business development.
- Traffic management (better traffic light placement and timing).
- To stop freeloading.
- Neighborhood parks. Play equipment at Curry is 1950s vintage.
- Safety.
- Making Tempe free Wi-Fi.
- Excessive traffic in neighborhoods.
- Create more extracurricular and volunteer opportunities for children.
- Upgrading sewer/water lines/pipes.
- Work with ASU to expand, improve and lower cost of parking.
- Improve Tempe sense of community.
- Appearance of the city.
- Helping blighted residential neighborhoods.
- Listening to people in neighborhoods and more interest in small business, less in large corporations.
- Control growth and density.
- Improve the grass on the parks' soccer fields.
- Property crime in south Phoenix.
- Maintenance of older neighborhoods, pigeon control, cats!
- Lower rates for Tempe resident.
- Banning cell phone use while driving.
- Social/human services.
- We want ASU to beat UA next year. Can you work on that?
- Economic/business development.
- Keep the good work.
- Stop making me pay for sewer when I have a septic.
- Carefully manage growth and development.
- Appearance of the city. By addressing blighted areas, vacant lots.
- So many apartments that are going up. Why?
- Nobody cares about the bee problems.
- Why does price of city services outpace general inflation point?
- Keep property taxes low. Do not increase them.
- Economic growth by attracting big companies to Tempe.
- Help and free services for serious mentally ill.
- Historical preservations of homes!
- Attract start-up businesses.
- Art and recreation programs for youth.

- Economic development.
- Selfishly, would like to see overhead utility lines buried!
- Economic development.
- Cleaner water standards.
- Increase foot traffic in downtown Tempe.
- Why they changed parking on Mill Avenue.
- Neighborhoods and eliminate taxing of rental property on first house owned. Tax only second and above.
- Noise pollution from train at Kyrene and Elliot. Put in crossing arms and turn it into no-horn zone like in Chandler. Train horn at 1 a.m. is ridiculous!
- Paving alleys to reduce dust.
- Getting the homeless off the street. Seems like people are at every corner.
- New business development.
- Increase trash collection services for bulk/green waste.
- Business development.
- Repairing and replacement of park play equipment, benches, etc.
- Crime prevention. Tempe has a lot of property crimes.
- Promote water conservation in Tempe.
- Community engagement.
- Upgrade city parks.
- Better enforcement around school zones.
- Drain the lake.
- Continued transportation services.
- Neighborhoods.
- Community engagement.
- Cleanup downtown/Mill Avenue, i.e. trash, drunks, partying.
- Homeless.
- Open McClintock pool to the public.
- Protection from police--rules and regulations. Won't do anything until shot and killed.
- Social/human services.
- Make Center for the Arts draw top performers!
- Don't waste money on street car system.
- Make Tempe a safe community!
- Balance growth with what has made Tempe great for so long. Small town/college town feel.
- Stop giving tax breaks to developers.
- To fight crime.
- Water conservation.
- To create better public transit.
- Expanding the arts programs.
- Traffic flow downtown and around university.
- Traffic flow. Extremely heavy surface street traffic during peak hours.
- Continue standard of public safety.
- Fix the potholes on streets like Hardy and Kyrene.
- Appearance of walls/neighborhoods looks trashy in areas. Bring in better quality shops, restaurants and markets in south Tempe area.

- Keep businesses accountable for clean properties/parking lots.
- Social/human services.
- Social/human services. Help poor and homeless, followed by seniors.
- Need more pools open.
- The light rail should not stop at every traffic signal! The light rail is so slow I can't use it. A ride to downtown takes almost an hour!
- Crime. How come I keep getting stolen from?
- To stop subsidizing businesses and support the people.
- Crime prevention.
- Revitalizing some of the older, rundown areas of Tempe.
- Maintaining and increasing the livability of the city through job creation and quality services.
- Putting in streetlight between Ray and Warner off of Priest.
- Bulk trash pickup needs to be increased, especially where it sits on streets, although I think it is to be addressed in 2015. Crazy high water bills. Neighbors have quit watering lawns.
- Code enforcement of absentee landlord properties/upkeep.
- Improve the condition of the streets.
- Cleaning up neighborhoods.
- Bulk trash pickup.
- Trash containers for recycling instead of putting everything into dumpster.
- Police services.
- Please don't forget that there is more to Tempe than Mill. Other neighborhoods may need attention soon, too.
- Cultural and community engagement.
- Homeless youth--providing services they can stick with.
- Removing fluoride from water supply.
- Transportation.
- Build Tempe's reputation as a progressive community that cares about the environment and quality of life. Promote independent business in downtown.
- Bulk trash collection.
- Clean up city litter. Plant trees that will thrive.
- Jobs.
- Customer service.
- Making it easier to recycle.
- More police services.
- Supporting and promoting local businesses.
- Listen to the public.
- Redevelop vacant strip malls and improve appearance.
- Social and human.
- Continue to redevelop the downtown and target neighborhoods.
- Loud cars and motorcycles driving after 10:30 p.m. near 101 and Guadalupe.
- Development of Mill Avenue, Tempe Town Lake.
- Quit being bought and paid for by the police and fire unions. Cut the pensions. They are outrageous!
- Conditions of my neighborhood. Too many rentals!
- Economic/business development.

- Pay more attention to neighborhoods, especially away from downtown.
- Communicating/improving equity of local justice system.
- Economic/business development.
- Swimming pools. Replace the closed ones.
- How can residents identify PTSD people, and education how we can communicate with them.
- To discontinue door-to-door solicitation. You never know what that person is selling. Girl Scout cookies OK. Others? Kids should be safer. Nice to see them with a parent.
- More dog parks (north Tempe).
- Redevelopment of Apache Boulevard!
- Appearance of lights at ways/streets.
- Find solutions for the homeless.
- Improve social services.
- Homeless services.

Q13. Demographics (please check or circle the appropriate responses)

A. Approximately how many years have you lived in Tempe?	Number	Percent
Less than 6 months	13	1.2 %
6 months - 5 years	156	14.3 %
6 - 10 years	220	20.1 %
11 - 20 years	235	21.5 %
More than 20 years	452	41.4 %
Not provided	16	1.5 %
Total	1092	100.0 %

Q13. Demographics (please check or circle the appropriate responses)

B. What is your age?	Number	Percent
18 - 34	196	17.9 %
35 - 44	215	19.7 %
45 - 54	222	20.3 %
55 - 64	234	21.4 %
65 - 74	153	14.0 %
More than 75 years	59	5.4 %
Not provided	13	1.2 %
Total	1092	100.0 %

Q13. Demographics (please check or circle the appropriate responses)

C. What is your gender?	Number	Percent
Male	538	49.3 %
Female	554	50.7 %
Total	1092	100.0 %

Q13. Demographics (please check or circle the appropriate responses)

D. Have you used public transit during the past year?	Number	Percent
Yes	546	50.0 %
No	537	49.2 %
Don't Know	9	0.8 %
Total	1092	100.0 %

Q13. Demographics (please check or circle the appropriate responses)

E. Are you a full-time student?	Number	Percent
Yes	95	8.7 %
No	992	90.8 %
Not provided	5	0.5 %
Total	1092	100.0 %

Q13. Demographics (please check or circle the appropriate responses)

F. Do you own or rent your current residence?	Number	Percent
Own	752	68.9 %
Rent	331	30.3 %
Not provided	9	0.8 %
Total	1092	100.0 %

Q13. Demographics (please check or circle the appropriate responses)

G. Does your home have an alley?	Number	Percent
Yes	623	57.1 %
No	461	42.2 %
Not provided	8	0.7 %
Total	1092	100.0 %

Q13. Demographics (please check or circle the appropriate responses)

H. What is the highest level of education that you have completed?	Number	Percent
Less than high school	84	7.7 %
High School	161	14.7 %
Some college	195	17.9 %
4-year college	292	26.7 %
Graduate degree	351	32.1 %
Not provided	9	0.8 %
Total	1092	100.0 %

Q13. Demographics (please check or circle the appropriate responses)

I. Which of the following best describes your home?	Number	Percent
SINGLE-FAMILY	975	89.3 %
MULTI-FAMILY	95	8.7 %
Not Provided	22	2.0 %
Total	1092	100.0 %

Q13. Demographics (please check or circle the appropriate responses)

J. Do you have: Cable television?	Number	Percent
Yes	818	74.9 %
No	263	24.1 %
Not provided	11	1.0 %
Total	1092	100.0 %

Q13. Demographics (please check or circle the appropriate responses)

J. Internet access at home?	Number	Percent
Yes	988	90.5 %
No	83	7.6 %
Not provided	21	1.9 %
Total	1092	100.0 %

Q13. Demographics (please check or circle the appropriate responses)

J. A Smart Phone?	Number	Percent
Yes	787	72.1 %
No	282	25.8 %
Not provided	23	2.1 %
Total	1092	100.0 %

Missing Cases = 0
 Response Percent = 100.0 %

Q13. Demographics (please check or circle the appropriate responses)

K. Have you visited downtown Tempe during the past year?	Number	Percent
Yes	932	85.3 %
No	152	13.9 %
Don't Know	8	0.7 %
Total	1092	100.0 %

Q13. Demographics (please check or circle the appropriate responses)

L. Which of the following best describes your race/ethnicity?	Number	Percent
Asian/Pacific Islander	54	4.9 %
White	816	74.7 %
American Indian/Eskimo	9	0.8 %
Black/African American	46	4.2 %
Hispanic/Latino/Spanish	222	20.3 %
Other	23	2.1 %
Not provided	13	1.2 %
Total	1183	

Q13L. Other

Q13L Other

-
- CHICANO
 - EAST INDIAN
 - GERMAN AMERICAN
 - ITALIAN
 - ITALIAN
 - ITALIAN AMERICAN
 - JEWISH
 - MEDITERANEAN
 - MEXICAN-AMERICAN
 - MIDDLE EASTERN
 - MIX
 - PERSIAH

Arts and Culture in Tempe: A. How important are Arts and Culture to you or your family?

A. How important are Arts and Culture to you or your family?	Number	Percent
Very important	396	36.3 %
Somewhat important	452	41.4 %
Not too important	177	16.2 %
Not at all important	53	4.9 %
Don't Know	14	1.3 %
Total	1092	100.0 %

Arts and Culture in Tempe: B. Which of the following statements BEST describes your opinion about Tempe's arts and cultural life (events, festivals, venues, workshops, classes)?

B. Statements BEST describes your opinion about Tempe's arts and cultural life	Number	Percent
It provides everything I want	100	9.2 %
It provides a lot of the things I want	415	38.0 %
It provides some of the things I want	334	30.6 %
It does not provide anything I want	33	3.0 %
I can't answer this question because I don't know what is provided	128	11.7 %
I do not have a need for arts or cultural life	82	7.5 %
Total	1092	100.0 %

Arts and Culture in Tempe: C. Using a scale of 1 to 5, where 1 means "Very Poor" and 5 means "Excellent," please rate the following aspects of arts and cultural opportunities that are available in Tempe (including events, festivals, venues)?

(N=1092)

	Excellent	Good	Average	Poor	Very poor	Don't know
A. Variety of offerings	18.2%	42.9%	17.0%	1.6%	0.5%	19.7%
B. Availability of offerings	17.0%	41.5%	19.7%	0.9%	0.6%	20.2%
C. Quality of offerings	19.1%	40.8%	17.0%	1.0%	0.6%	21.4%
D. Affordability of offerings	14.7%	36.3%	23.2%	3.6%	1.0%	21.2%

WITHOUT DON'T KNOW

Arts and Culture in Tempe: C. Using a scale of 1 to 5, where 1 means "Very Poor" and 5 means "Excellent," please rate the following aspects of arts and cultural opportunities that are available in Tempe (including events, festivals, venues)? (Without "Don't Know")

(N=1092)

	Excellent	Good	Average	Poor	Very poor
A. Variety of offerings	22.7%	53.5%	21.2%	2.1%	0.6%
B. Availability of offerings	21.4%	52.0%	24.7%	1.1%	0.8%
C. Quality of offerings	24.4%	51.9%	21.7%	1.3%	0.8%
D. Affordability of offerings	18.7%	46.0%	29.4%	4.5%	1.3%

QD Suggestion 1

- Better code enforcement of bad rental properties with too many residents.
- Forget about arts and culture and provide better police city services.
- Outdoor art shows.
- Have music programs at Kiwanis Park in the summer. More free events.
- More info in mail.
- Close it down. Lower the tax rate.
- Improve image of neighborhoods, i.e. traffic circles landscaping, neighborhood entrance.
- Make Park & Ride (McClintock and Apache, etc.) include an overnight option, even if payment is required.
- It is adequately financed. Do not take away any more dollars from safety, education, trash removal.
- All dollars go to Tempe Beach Park. Pay attention to neighborhood parks and athletic fields that are deteriorated.
- Enforce clean yards to remove old cars and trash.
- Stop street timing. Corner of Rural and Southern unsafe with left turns from Wal-Mart and

Fry's.

- Place more art pieces in medians on Hardy between Un and 13th.
- Update classrooms at Pyle Center and offer more classes.
- To encourage arts and cultural events in the school classrooms and on television.
- Better promotion.
- More adult theater offerings at TCA (other than child's play).
- Make it more affordable, if possible.
- More opportunities for north Tempe residents.
- More bulk green pickups during summer months.
- Don't know about cultural life but I think we are paying more and more in taxes and getting less and less.
- More advertising by mail or dropped leaflets.
- More geeky events.
- Plays at the Gammage are too expensive for the elderly, so you need to distribute free tickets to seniors 62-plus for concerts. Offer free rides to Zoo Lights and Glendale Glitters. Need a Tempe Glitters.
- More dance classes.
- Raise awareness of art & cultural events in suburban areas. Outdoor advertisements, mailings, etc.
- Native American Day. Pow Wow.
- Bike paths. People still ride bikes on sidewalks--risk of getting hit.
- Bring in venues that make the city money through sales tax.
- Offer events in south Tempe, not just up north.
- A family-friendly event every weekend. More concerts too.
- Provide more arts to southern Tempe.
- Learn from Tucson about street car issues and problems. Do not repeat them!
- More music offerings away from major events (other than "street parties").
- Can more programs be made available to school children from poorer areas (like them free)?
- Publicize what these programs will be.
- Music classes for children.
- Establish a crafts co-op and provide a location.
- I use limited venues and I really dislike taking surveys!
- Enhance coordination in promoting and use of city facilities. Far more non-profit arts/cultural festivities.
- More visual arts downtown.
- Focus on TCA to make it viable.
- I depend on the public library for arts and culture, so I encourage full support for library services!
- Not fund them.
- Just like the Tardeada, bring in more multi-cultural events.
- Keep alcohol availability to minimum at all public events. In fact, no alcohol should be available at public events. It should be available only in the interior of a business-restaurant bar.
- The Art Center modified plays to a younger age group so my wife and I quit going. The plays provided years ago were great.
- You should clean the trench drain and easement between 4132 and 4126 S. La Corta Dr. It is a mess! Last cleaned three years!

- Tempe Arts Festival should have more vendors like in the past.
- Reduce traffic congestion.
- Except for downtown Tempe, the overall quality has deteriorated, i.e. number of vagrants, panhandlers, pawn shops, second-hand stores, etc. are up. And serious crime too!
- Do less. Less government the better.
- Reach out to the multi-nationals at ASU. Let them feel they are part of Tempe.
- Better musical acts.
- Get out of the business of art and take care of police and firemen.
- Need to offer more classes in fine arts during a variety of times of year.
- Current yard waste schedule is insufficient.
- Explain the emphasis on "arts and culture" in this survey. Why is one page devoted to this topic?
- Affordable programs at TCA.
- More affordable programs for school groups.
- Please address the problem of litter accumulation on Mill Avenue. It blows into our yard and our neighbor's on a daily basis. More trash cans? More cleanup crews? Something, please.
- Sell/eliminate the TCA as this is a facility that operates in the red and my tax dollars need to serve more residents, not just a niche group.
- Develop or host things for seniors to stay engaged in Tempe.
- Why are you charging us for building banners? They are already expensive for small businesses.
- Allow small businesses to have banners or promo signs on builders. There should be no fees for banners, and it should be allowed up for the full year (not just 14 days). Especially since we pay for them.
- Focus on closing the difference between north Tempe and south Tempe.
- When hosting events at Town Lake, need to keep better access to streets/paths for through traffic (i.e. pedestrians, cars and cyclists) not participating in the event.
- Stop trying to re-brand Mill Avenue as the DT.
- Coordinate bulk trash pickup with street sweeping. Just after pickup, not before!
- More free arts and cultural activities for children.
- Stay out of it and let our schools and private organizations provide it
- I am dissatisfied with the lack of consideration for preservation of the historic character of the downtown area. We are losing historic buildings like Monti's and getting skyscrapers which contribute to crowding and traffic, and also losing small local business for chains and big boxes that are boring and unneeded. Development for development's sake is not what this city needs to retain its character.
- Make them more publicized.
- Let local artists use some of the vacant places on Hardy between Broadway and Southern.
- Have more activities for seniors during the day.
- Even though parking spaces are derived by a fixed number which has already been determined, those numbers do not always work. I have been in front of city council and stated so. Even with all the attorneys there and city council passing the application, what I stated occurred within a few years.
- Increase Orbit drop-offs at the cultural center when there are offerings.
- Provide name of affordable classical music and valet to the community.
- I feel we should continue to improve on our current public transportation versus adding a trolley system.

- Wine tastings, art shows, galleries.
- State should not fund. City should not fund.
- More about Islamic arts.
- Make it affordable so all can enjoy.
- Advertise more on the streets or with business owners putting the word out.
- Offer more traditional musical productions.
- Make it more affordable.
- I do not see much advertisement of Tempe Center of the Arts, so I would promote that more.
- More small events at Tempe Center for Arts, like folk singers during coffee nights.
- Have more activities for kids and families.
- Do away with all street speed humps. Creates a nuisance and eventually damage to vehicle front suspension. I don't believe safety is a big factor in Tempe neighborhoods!
- I'm not happy with the College Avenue bike update. It is too narrow for safe biking and I get to share it with the Orbit. What could go wrong? And it did not slow traffic speed. Trust me. I know!
- Reduce events at Town Lake. Mega events make green space unavailable for families!
- Increase cultural diversity.
- I am concerned with the overwhelming amount of tall buildings. You are ruining the look of Tempe.
- It seems Tempe has many offerings I do not know about. Making this info easy to learn about would help my family.
- More concert events at Tempe Arts Center.
- Don't need to raise taxes to get anything else. Need paved roads and left turns at light at the end instead of first (ex. Rural and Southern).
- Arts and cultural programs should be self-funding.
- Do arts/cultural events throughout the neighborhoods.
- Touring Broadway plays.
- Bring plays--involve ASU/high school students--for free performances. You could bring popularity.
- Offer plays that appeal to older kids over 10.
- Build a nice, large outdoor band shell to allow for old-time concerts in the park.
- Control crowds.
- Make better use of Tempe Center for the Arts. Need better quality performers and exhibits.
- No opinion. Have a home medical situation that currently limits us in doing things we used to do.
- Economic/business development.
- Alley cleanup needs to go back to the way it was--once a week. The alleys are such a mess now and the weeds are out of control.
- Lectures and films by invited artists and architects, landscapers, etc. at Art Center.
- More Orbit routes without having to ride across town to get to a nearer destination (from 101 & University to Tempe Marketplace). I feel that the people on the eastern side (running along the 101 area) of Tempe don't have accessibility because of lack of late-running buses/light rail and having to walk some distance to reach home (often in the dark and unfavorable neighborhoods).
- Open up art beautification to other areas of Tempe, not just near the university.
- Nothing. Keep up the good work!
- List each of the "art and cultural life" (events, festivals, venues, workshops, classes, etc.) you

are including in this category so they can be evaluated individually.

- Cultural parade.
- Arts and cultural newsletter.
- Tempe's idea of "concerts" seems to be deafening mob scenes on Mill Avenue & Tempe Beach Park.
- Provide better discounts to Tempe residents for all events held in Tempe.
- I am not impressed with offerings at Center for the Arts.
- Provide Information on Arts Center And Use For Small Venue Concerts.
- Visual Arts Program needs expanding-higher quality, more offerings loved the tower of historic homes in downtown-continue that.
- Reopen the Kiwanis batting cages (If not done so already).
- Consider music at events either the Rock, Jazz, Classical, Folk etc.
- Try to unite us, not divide. When you're diverse to much you divide. Focus on Tempe people.
- Keep Doing It.
- Expand Art-"Shade Art"
- Please assure that high school track areas remain available for people to use.
- More input on classical music entertainment.
- I suggest they give all of the streets speed bumps so that drivers cannot speed.
- We need more variety in adult venue at TCA-like mesa.
- Stop focusing on art, craft, culture and bring the economy back.
- We have been very unhappy about paying for Tempe Town and having it rented to venues that constantly limit our access to it.
- South Tempe could use more venues. It seems most of the Art and Culture events are from central to north Tempe.
- Instead of helping out the art people, spend money finding homeless housing, jobs.
- We miss the Greek festivals they used to host@Tempe Town lake.
- Put money into the TCA now that you built it.
- Stop wasting money on arts.
- More gallery space for local artists.
- Put solar panels everywhere, esp over the roadways/canals (how does this improve art?)
- Promote more local Tempe performances (Music/Band/Theatre/Dance) Lots of Local Talent.
- Downtown Biz owners have to much say in keeping most events downtown-decentralize some.
- Increase Library Hours
- Hire just as many teachers as you currently have in Tempe.
- Stop funding city programs with the water, sewer and trash bill. Just charge the actual cost of these services.
- Mail parks and rec class brochure to residents.
- Locate more events outside of the downtown/Mill Avenue area.
- More cultural events like Tempe Tardeada during year.
- Tempe resident discounts to festivals and activities.
- More activities for young children less than three years old.
- Opportunities for children to display their art--instill at a young age.
- More public art displays throughout the city. About 15 years ago, Rochester, N.Y. was one of several cities that did a "horses on parade" project. I'd love to see Tempe do something like this. www.colormatters.com/color-travels/USA. Click on Rochester, N.Y.
- Abandon the long-term plan that attempts to make Tempe like Portland.

- Public art.
- Make better use of the Tempe Center for the Arts--more known musicians, radio personalities, maybe some TED talks.
- Create unique art districts in the two-mile radius of the core/downtown and let them develop a unique neighborhood culture.
- Our concern is balancing services with taxation burden.
- A centralized webpage with schedule of all events offered.
- Always continue to focus on opportunities for youth.
- Bring back the long-disappeared Tempe music scene.
- Possibly make them more affordable to more people!
- Improve alley because too much junk. Stuff in alley needs to be cleaned.
- I'd like to see the Farmer's Market come back, but not where it was and on a bigger scale.
- Promote differently.
- Have more national talent at Tempe Center for the Arts, rather than just local talent.
- Stop giving tax breaks to huge corporations setting up shop in Tempe. We need those dollars for our schools.
- The city has done a great job making some entertainment and events free! Great job!
- Deliver the city recreation guide in the mail so we can know what's available.
- More advertising.
- The parks have taken a turn for the worse since the park ranger program was cut.
- Priority number one--basic needs in schools, homeless and seniors met. Awareness where the above are located and corrected.
- Having more that would be more on senior or aging community.
- Do not charge for parking around Gammage on show nights or days. At least make them for more than two hours.
- Members of Tempe government must read book "The Rise of the Creative Class" by Richard Florida.
- More information regarding Tempe should be in the daily newspaper. Currently very little!
- Provide more resources for the Tempe Public Library, so that they can be open more hours and offer more services.
- Have a pow-wow besides ASU downtown!
- I don't like the shuttle going by my house every 10 minutes. People waiting in my driveway.
- Art space and art walks a la downtown Phoenix.
- Why such emphasis on art and culture?
- Get rid of the lake and clean.
- Reduced fees for concerts.
- Do code enforcement and be proactive--relates to noise level at some events. Do not leave it to residents.
- Good water bill newsletter is useful. A great deal of the modern art is not my taste. Price is a factor in Center for the Arts.
- The Tempe government should not be involved in the arts.
- Ask residents more often what we want. Send more surveys.
- Encourage and facilitate opportunities for emerging artists and musicians.
- Encourage alternate venues, not just Tempe Center for the Arts.
- Get a few more big names at TCA. Mesa Arts Center always has a better lineup.
- Recurring child/family-friendly in 85281. Similar to "Movie in the Park" at Kiwanis.
- Improve marketing and educating the Tempe residents.

- Quality museum collections can be improved. Sponsor traveling exhibitions. May need to remodel existing building.
- Offer more arts and cultural classes at TCA for children and adults.
- Start a neighborhood like that of Agritopia in Gilbert.
- Highlight the positive things our publics safely do.
- Do not spend any tax money on arts and cultural life offerings. Charge fees only to those who wish to utilize same.
- Keep it up! Great city events.
- I'm also a car collector so maybe having more car shows. Proceeds go to Children's Hospital?
- Concerts.
- Diversity.
- More media coverage.
- Must fix street congestion along Rio Salado Parkway. Lots of incoming businesses and construction but very little to improve traffic. The road cannot support all the additional traffic due to growth.
- Solar energy--oops, more arts classes.
- Cultural life--slow down on the Safe and Sober towards the older/mature residents. I understand for ASU students, but there are more than just students living in Tempe.
- Encourage private sector. City does not need to spend additional resources in this area. It is too easy to drive to Mesa, Chandler, Phoenix and Gilbert.
- Increase programming and public/free access to TCA.
- Why aren't we supporting a local company?
- Stop rentals in family-home neighborhood.
- Economic/business development.
- A more discounted rate for children.
- Provide true "mass transit"--cheaper or free. Light rail is expensive and limited. Busing is really non-existent. Based on European and eastern countries/cities, Tempe and United States is pathetically behind!
- Continue support for the Tempe Center for the Arts and the library.
- Focus on my area. Cannot get to all your facilities. All are on south Tempe.
- Tie in more activities to junior high and high school students.
- City does a great job balancing needs of ASU student population with those of families.
- Make better arrangements for handicapped. Some people can't walk more than a half-block.
- Playground equipment could definitely be updated in neighborhood park. My specific example is Corbell Park playground.
- Partner with ASU as their offerings are varied and frequent.
- We could use some nice galleries in downtown Tempe for viewing and purchasing.
- Lighting on my street (Riviera Drive).
- More outdoor music concerts with big-name bands.
- It would be nice if some of the arts or cultural events could happen in south Tempe. It feels like everything happens in downtown.
- Coordination is important. All the MAG cities coordinate arts offerings.
- Increased use of Tempe Center of the Arts for plays, concerts, shows, etc.
- More free festivals, street fairs, farmer's markets, biking events. Need to get folks out and about.
- We participate in cultural and art activities at ASU more than the things provided by the city.
- More theater offerings. More types and more community theater.

- Keep up the good work.
- Leave it to private sector. Get government out of the way.
- Continue to add new and/or different events to attract more new residents.
- More events at Tempe Center for the Arts.
- Improve street lighting on major streets.
- Improve public transportation to these events.
- Open studio for aspiring artists to create.
- Bring larger productions to TCA.
- Enforce codes on neighborhood issues, i.e. tall grass, old vehicles on lawns.
- Please un-stake the trees in Kiwanis Park. Several have been tied for over a year and are starting to become deformed and grow around the wires that hold them.
- Free concerts at Tempe Town Lake--bring them back.
- Less vanilla, more diverse (I'm from Tucson). Mariachis. Showcase the Southwest.
- Straighten street signs. Seems like it should be easy!
- Free and close parking.
- Sell the arts center to a private entity.
- More parking needed.
- Lets not use arts and cultural life "as a subsidy for developers no "corporate welfare"
- I may not be paying attention, but more publicity might be helpful. I hope the city doesn't depend to much on ASU
- More classic culture.
- Keep sending the water utility newsletter. It's my main source to find out what's going on in Tempe.
- Promote central, south Tempe as they do the University and Town Lake area.
- Some sort of space for late teens/early 20s, perhaps in college with ASU.
- More grassroots venues. Less glitz and drinking, more family events.
- Give free parking passes for events downtown, or offer a shuttle from south Tempe.
- I would like to see family holiday shows offered in the afternoons.
- Continue downtown live music events.
- The arts center should not have been built. It is a copycat idea. The Lake is original and functional.
- I am not sure about this but when concerts and other free public events are offered, make an opportunity available for youth and others to learn what's involved in becoming a musician, artist, planner, designer, etc.
- Offer cheap bulk trash pickup for items longer than four feet.
- More daytime events.
- Add restaurants, shops and bars around Tempe Town Lake.
- Parking availability near venues.
- Make effort to lower the expense of living in Tempe. All forms of government in the USA are attempting to provide more services (sometimes it makes sense) but try to change user fees and reduce the overall expense of government. Tempe is a great place to live but I want to be able to continue to live here. Taxes are becoming a real financial burden.
- Need more frequent bulk waste pickups.
- Expand and upgrade offerings at Tempe Center of Arts. Expand offerings beyond college-age interests and expand classes offered by recreation center.
- Provide free/low cost (\$5 per person) activities in a variety of locations other than Tempe Beach.

- Think of ways to lower taxes so people can afford to live here.
- Mail out brochures on activities. Not everyone likes e-mail or sitting in front of a computer. Don't be so cheap! You will reach more people.
- The Tempe Town Lake is a huge drain on the city budget. A big unnecessary liability! Get rid of it. Get out of the red.
- Good music at the Tempe Arts Center.
- Worry less about arts and culture for awhile and more about staying within a budget. Then I, as a taxpayer, might have more money to spend in the city of Tempe on arts and culture.
- Increase usage of the Tempe Arts Center.
- Have more art classes for grade-school children that they can do after school.
- Advertise more.
- Have more local-grown farmer's markets.
- Expand advertisements for better attendance.
- Keep the "Festival of the Arts" open until 9 p.m.
- Need better shows at the art museum. It's like a morgue. The building is beautiful.
- Metal shop workshops, glass art workshops.
- Support an adult community theater that can afford to use the TCA.
- Doesn't apply.
- Get rid of Tempe Town Lake.
- Love the efforts to get arts into the streetscape--more of this! Unexpected art in unexpected places! Bravo, Tempe!
- Try to have downtown Tempe not just be a college hangout.
- I miss the affordability of dog training classes that used to be offered by the city.
- More events at the Center for the Arts.
- Stop worrying about bicycles and wasting money on putting more kids in roadways on bikes! Concentrate on removing the ilk; homeless, bad properties, County Island, problematic criminal properties and assist police departments in solutions.
- More offerings at Tempe Center for the Arts. Very little going on there. Very disappointed in offerings.
- Instead of increasing our taxes and rates, lesson services and lower tax rate. We're almost the highest in the county. Lower fees too!
- More diversity.
- Create more art/living studio/space.
- Improve Mill Avenue business district.
- Facilitate construction of world-class planetarium.
- Make more aware of cultural activity in Tempe. Website?
- Get rid of panhandlers and bums off of Mill Avenue.
- Provide more culturally diverse programs/events.
- Develop and promote more activities for seniors, e.g. ballroom dancing such as Mesa and Scottsdale have.
- Use more diversity.
- More multicultural.
- Reduce funding.
- More stem-related activities (science/tech).
- More opportunities for public to enjoy classic music concerts (orchestras, band, folk) in smaller-scale settings, as opposed to the big concerts at Tempe Town Lake.
- Do you hear us? Do you care? Stop the buses! "No one" in south Tempe rides (10 p.m. and no

one on the bus). Send a cab and it would save driver's salary!

- I live in Corona del Sol and have called to request enforcement of property codes, but nothing has ever been done. The condition of some properties has impacted Tempe's image and property values. Please start enforcement of vehicle parking.
- Continue to make the community safe.
- Provide one-day seminars on various topics of interest.
- Improve access/parking to downtown Tempe venues or bring events to areas other than downtown.
- Unfortunately, TCA doesn't have enough room for larger crowds, which would allow for large revenues to sustain it. Child's Play is great but has limited appeal.
- Thanks for increasing trash (bulk/green) pickups in 2015!
- Better advertising.
- Better use of the Fine Arts Center with outstanding speakers on current issues.
- Return to once per month bulk pickup. The local pickers will be sure to create art of another's trash.
- Less is more.
- There are always banners on Mill to advertise Tempe Town Lake events. Do the same for TCA events.
- Make Tempe for all age residents, not just young people--college students who may be transients to Tempe.
- Need to advertise more of the events.
- Understanding community context (artistic and cultural inventories). Reinforcing sense of place celebrating community character and diversity.
- No suggestions. Happy with current offerings.
- It would be great if the Tempe Center for the Arts friends group was more affordable.
- Promote mixed use of land (commercial/residential).
- Try to decentralize. Offer programs in other part of city.
- Not charge for parking during events.
- More arts events for children. More arts and culture events utilizing ASU facilities.
- Make the offerings more affordable to everyone.
- Do not spend on programs for the wealthy.
- Free programs for children/families with low income, i.e. sports/dance/martial arts, swimming, etc.
- Fix the bike path crossings at Rural and McClintock. The stop-look-proceed model is dangerous because crossing bikes move too quickly and visibility from cars is difficult. It should be regular red light crossings. Stop when red.
- More family events that would introduce city youth activities.
- Need not spend additional funds on art and culture.
- Not about arts/culture. We're very disgruntled that our alley dumpster is falling apart. We've wired the lid, called city, talked to dumpster pickup driver. No solution in over two years!
- More funding for local artists. More of it.
- Have more senior events or locations.
- Encourage public and private businesses in Tempe or that do business in Tempe to support and/or directly participate in providing a variety of changing venues, so that the location of an event is not always held in the same place.
- Have more concerts with Tempe Symphony.
- Cultural life is regressing because Tempe caters to large corporations, changing the flavor of

Tempe. Many Tempe residents are upset with this, and many residents and some out-of-state visitors think the huge buildings near Rio Salado and other areas are ugly. No imagination. No character. Does Tempe have any say in architecture of new buildings? We are losing our unique desert flavor.

- Improve crime prevention overall but specifically in the neighborhoods around ASU.
- Fix the roads. They are terrible around ASU and the speed limits are too slow.
- More port-a-potties at Tempe Town Lake festivals. Sometimes we don't go to Tempe festivals because we have small kids who don't wait for a toilet or don't like yucky ones. Sometimes long food lines at festivals.
- Pick up bulk trash more often.
- Make street signs in neighborhoods more visible. Make people trim trees and bushes.
- With taxes and water and electric bills, insurance and other expenses going up all the time, I have to work so much so no time for arts and culture!
- Spruce up and beautify canal area for better walks/cycle trails.
- Actual leisure dancing school. Ballet, jazz, ballroom and set up free dancing.
- Quit building high rises.
- Include a wider variety of musical events, including classical.
- Stop arresting ASU professors for walking down the street.
- Upscale ceramics studio.
- More festivals around October-November.
- Traffic for local people is terrible during downtown (Mill Avenue) events.
- Bring more international artists to perform.
- Fund the library and museums.
- Invest more in Tempe Symphony to attract high-quality musicians.
- Offer more classes after public school hours (3 p.m.-on) for children ages 5-10.
- Have police control student speeding going to and from school. Reporting has changed nothing.
- I think Tempe does a good job providing opportunities for arts and culture. I would not add more (based on overall priorities), but I would not recommend less.
- Events with historians, authors, entrepreneurs.
- Don't use arts and culture.
- I think drivers abusing the left turn signals at lights are a significant problem. I see police officers disregarding this signal.
- Have more arts classes for the public to attend.
- More music events.
- For a city this size, it is ridiculous to not have more than two public pools open.
- Upgrade the dress standards and food/drinks at performances. They are not movie theaters.
- Make it more like Mesa or Scottsdale! Get great performers!
- Keep affordable.
- I live near Kiwanis Park. There is a huge sand area (near volleyball area) that could easily be turned into a family water play area for children. The recreation play equipment was removed and the children play in the old sand without shade (very hot in the summer). I take my grandchildren to Rio Salada to play but it is very crowded in the summer. The families would welcome this improvement. Thank you.
- Restore the arts and music program to the schools. The last superintendent destroyed the programs and the students must go to other cities to find quality programs.
- Advertise/market them more.

- More concerts at Sun Devil Stadium. It's been awhile.
- Take the model of the Mesa Arts Center and follow that.
- Please, no street car downtown.
- Allow/encourage murals on buildings.
- Do events at all parks to encourage participation from all residents, not just the same users.
- Promote visible major events. Ensure additional (more frequent) transportation during that time.
- More festivals like the Aloha Festival. Maybe a Native American pow-wow or something.
- Jobs for professionals, economic development for more middle class employment--people who will desire and support cultural programs.
- It is getting too expensive and high end. It is a college town and I loved old Mills vibe.
- Not arts but architecture. Stop allowing the plain and ugly buildings downtown, only one of which has any character.
- Make downtown Tempe more user-friendly, e.g. parking. More free parking downtown.
- Make it more family-oriented cost-wise similar to other East Valley cities.
- Events for young children.
- We are very pleased with the city of Tempe.
- Better protection of artisan booths at Mill Avenue arts/crafts fair after closing at night. I have been told of drunken Mill Avenuers destroying, vandalizing, urinating, etc. merchants' wares after dark! We want to take care of these artisans--good public relations for city as well as businesses along Mill Avenue.
- Native American Indian event at Tempe Beach Park such as a pow-wow. There is a pow-wow around Easter sponsored by ASU. Perhaps another pow-wow around September or October at Tempe Beach Park would be an idea.
- Street fair has become a sterile predictable event. Much better 10 years ago. All events seem to be the same and Town Lake, where is the creativity?
- Sorry, but I don't have any suggestions yet. I'm still too new here. I do like the library, though.
- Provide more engagement/awareness with the community. Many opportunities unknown.
- Is this survey outsourced?
- Adding sufficient sound systems to support live music.
- Communicate offerings better.
- Work on getting internet access through Google Fiber.
- Expand arts and music opportunities for school children, regardless of school district attended (especially low income).
- More variety of shows.
- Attractive signage for Tempe Center for the Arts.
- Better coordination with other groups and cities.
- Have community string quartets.
- Notification ahead of time more than 1-2 days.
- I would suggest a way for "blocks" to take part as a "street"/group incentive. Residents to come out for a special day.
- Provide what's available.
- Better and more police for Tempe.
- More notice and notification.
- Advertise more. I don't know what's showing over there.
- Keep fees down for golf and tennis.
- Sub-contract fire, and garbage pickup to Rural waste management. Reduce or eliminate public

pensions.

- Having a wedding venue!
- More information sharing.
- Better funding, more citizen involvement. We miss Tempe theater, which could have been saved. Please keep funding Stray Cat, Child's Play and try to get other theater companies to locate to Tempe.
- Stop all apartment building throughout the city. Way too many now, especially near single-family neighborhoods.
- Promote more efficiently.
- I am disappointed through the years with the level of property crime in south Tempe.
- Better use of TCA. Better programming of building.
- Continue free events at TCA, including open mic night.
- Use University Drive to hang banners on the "sculptures" (really?) to advertise what is going on.
- Continued support of the TCA.

QD Suggestion 2

- Most of all bring back waste pickup.
- Teach the Orbit drivers basic driving courtesy.
- Extend light rail hours during big holidays and events.
- Stop billing youth groups to use parks/fields. Sports offer an appealing and inexpensive way to keep youth busy.
- Thank you for sending this survey.
- Homeless in parks scare off families.
- Have a student (high school, college, elementary) art festival.
- Increase police presence around Rural and McClintock along Southern.
- Get the pools opened!
- Reduce cost of Tempe water services.
- You have taken away some trash pickup, stopped taking care of alley and streets but taxes still increase.
- Do a better job of letting people know of activities and cut down costs
- More art classes.
- Improve public transportation to events and to light rail to events. Buses, shuttles have to be available to be used!
- Bring in higher-end venues that cater to baby-boomers and higher-income demographic.
- Don't book Tempe Town Lake so many times. It screws up traffic for residents.
- More Movies in the Park. Should have an offering for spring also.
- Light the roof of the Tempe Center for the Arts!
- More plays for adults.
- Monitor better the use of bicycles in large numbers on University Drive to the detriment of pedestrians who walk to ASU cultural events and downtown events from east of Rural apartment complexes and homes.
- Establish a Tempe public venue or make the Tempe Arts Center more affordable to folks with talent but no money, besides a "open mike" type event.
- Coordinate with Tempe Elementary School District to use vacated buildings for meeting space/after-school programs for youths, non-profits, city committees/arts and crafts use and

activities/festivals.

- Street festivals.
- Continue to host festivals, music and events.
- Use funds for fire and police.
- The drunkenness at most outdoor festivals is dangerous to the public. Serving alcohol at street festivals and at outdoor activities is a poor example for our children. Keep in mind...children are the future of our city! If an activity is worthwhile to attend, alcohol should not be needed to enjoy the value of the activity. Perhaps a higher caliber of people would attend more public events if the drunkenness was eliminated! Let's provide a "clean cut" atmosphere for our children and young adults.
- Parking in downtown Tempe is awful.
- Add more bike lanes.
- Increase police presence in the neighborhood east of ASU Tempe campus.
- Do the Tempe Festival of the Arts more than two times a year.
- Encourage business to take up the arts. Encourage people to take care of themselves.
- Offer better pay and benefits to the teachers teaching the arts in Tempe.
- Build fewer apartment buildings.
- Better interface with ASU arts events.
- Love tweets on events.
- Diversity office needs to focus more broadly. They only care about ethnic diversity--host/support age, income, education, skill, etc.
- Better parks and sports facilities.
- Get top-level talent.
- More jazz, less beggars.
- Remodel the senior center by the library. It is depressing in there.
- I believe the Arts and Cultural Center could do a better job of promoting. Perhaps a monthly calendar in the water bill? Or a marquee visible from the 202?
- Kids activities at Tempe Town Lake that are more focused on kids 5-15 years and not ASU students.
- Offer more freebies.
- Family events.
- More public transportation.
- Too much density--high-rise development. Parks must be upgraded. Too many street people--homeless.
- Can anything be done with the noise in Guadalupe? They play music on the weekends until midnight.
- I believe less city funds should be spent on fluff.
- Mix of music and food from many cultures all in one festival.
- Make it easier for people in south Tempe to come to downtown Tempe. Currently, public transportation takes about 45 minutes from where I live at Tempe/Chandler border.
- I am so frustrated with the Arts Festival not wanting to give back to the community any longer. Our graduate has earned money from this for nearly 20 years. It is a huge hit to them to not get paid for helping, with the festival a day longer. They will be losing approximately \$4,000.
- Sponsor car shows--classic, etc.--at Tempe Arts Center parking lots. Arts Center needs more life!
- Have more community funds available for murals.

- Food festival or a "Tempe meet yourself," like the "Tucson meet yourself" event.
- Museums could use support also. How about some orchestra, etc. in the Tempe Center for the Arts?
- Loved the tower of historic homes in downtown-continue that!
- Raise Standards For Vendors of the art fairs.
- focus more on church/religion. Our faith is of utmost importance to many of our neighborhoods/families.
- Clean-Up Town Lake
- To exercise when school is not in session.
- Although I eat out a lot my no Tempe address does not offer many restaurants to spend my time in. Too many car deliveries here and I have no car so go where I am taken.
- Speed through the neighborhoods, calling animals& coming close to hitting children! And make it a little easier for someone who does not want to hear dogs constantly barking.
- Stop ignoring everything South of Broadway and chasing out businesses. There is more than just ASU here.
- Affordability is not a town I would use in conjunction with Tempe's arts and attractions.
- As I can see the arts program @ ASU+the new arts center is enough. Cut the overrides.
- Christmas lights in downtown mill.
- We now have the ASU ceramics research Center. It should not cost \$10 or more to park there.
- Stop wasting money on schools including ASU.
- Open exhibitions to city of Tempe employees.
- Make semi-permanent homes for homeless people, like what Utah is doing for whoever it is that was doing that.
- Look at Chandler's Program(Lots of outreach) and exposure (marketing).
- More Access to info about Tempe Arts Center.
- Encourage very strongly the math, science, English and American history curriculum for all students. Turn the arts center into a junior college for exceptional high school students.
- Drop the SLIPP program. The city is paying for new sewers.
- Downtown is being ruined by high-rise, high-density development.
- More info on police activity in the neighborhood.
- More promotion to bring dollars to the city and downtown area.
- Increase budget for library e-media.
- Free concerts.
- Save nationally or internationally important art exhibits.
- Start a Tempe architectural app for homes and significant structures.
- An easier way to find events of certain types without having to guess and Google.
- Community involvement.
- Maybe publicize what the city's webpage is. And maybe have just a page for arts and upcoming events.
- More public info on TAC. It is a gem that many residents have not enjoyed.
- Expand concerts to more diverse ethnic audiences. Don't get stuck in Oktoberfest. Cinco de Mayo, Nutcracker Suite events should target small kids, youth. Halloween, Christmas emphasis should be examined.
- Would like to see country-western entertainment at the Arts Center. Not local bands but old-timers of country-western. Not loud rock & rollers.
- Neighborhood empty buildings need to be torn down.
- Affordable rental/business downtown to get mom and pop ownership back in town.

- Make our streets safer!
- Stop tax incentives for developers downtown and the lake. Blow up the dam.
- Try to maintain what is truly Tempe. Don't tear it down. We all want to see mountains and water. Who can afford?
- Keeping children safe in school and well-provided for in free time with learning activities or sports in after-school programs.
- More grocery options in 85281. Something to compete with Safeway but higher class. Whole Foods?
- Advertising the upcoming events.
- More charity events.
- Plays.
- More residents involved.
- Group hikes, etc.
- Use the TCA more.
- Continue to expand public art programs and opportunities, as well as historic preservation of structures, sites and neighborhoods.
- More trees along bike and walk paths.
- Downtown buildings are built too close to streets--box-in feeling. Wide open spaces disappearing.
- Improve enforcement of traffic laws and restrict skateboards. Bicyclists should be required to follow rules of the road (better enforcement).
- Work on improving streets, lighting. Enforce all care for alleys. I may have my side clean, but neighbors are not clean.
- Minimize expenditure of public money. We who want such activities should support them, not government.
- I'd like to see affordable/cheap art classes, evenings, weekends in different locales throughout the city all year round.
- Paving on Kyrene between Southern and Baseline. There are lots of potholes.
- Keep up the good work!
- Advertise what is available better.
- Should negotiate better than two-year warranty on alleged 50-year dam!
- Continue to make the events affordable to attract residents.
- Expand the historical museum--more displays, information and themes.
- No more bike lanes. Catch all the people riding unlighted bikes around dawn on Guadalupe, Rural and Kyrene.
- Don't pay an out-of-state company to conduct our local surveys.
- South Tempe--short on services.
- Better, more effective noise abatement. I love living in Tempe!
- Stop trying to turn Tempe into a city. It is not. We are not Portland, San Antonio or Cambridge. We are a desert city with scarce resources. Tempe Town Lake is a financial black hole for taxpayers.
- More publicity for bike races, runners! Can't go from west Tempe to east Tempe.
- No "corporate welfare"
- More information on activities at the center for the arts.
- Update roads and sidewalks in low SES neighborhoods.
- More opportunities for street art and individual (as opposed to immense professional) performances, especially around our rockin' Town Lake.

- Have more music (Tempe Sound Exhibit) events earlier and on weekends in the day so kids can come.
- ATC-like offerings with senior theater discounts at art center.
- Make more arts available south of downtown. I don't want to go to downtown. Does the website have a central menu for all arts info?
- Can we designate abandoned properties and blighted block walls with out?
- Free parking.
- Promote high school art and cultural activities. How we help the city. Yes, we give \$400 to Frank School each year.
- Continue I-HELP and other ways to help the homeless return to productivity.
- Please expand dog park services and maintenance of dog parks. I have to go to another city for clean and better dog parks.
- Too many boring "festivals."
- Get more diverse groups to participate including inter-generational ones.
- Limit high-density housing. Keep up the great work!
- Lower taxes.
- Advertise art walks or cultural meetings at art center in social media so more will know about them. We heard from some friends but never heard on news or in social media. Does city of Tempe have a Facebook page?
- The left-hand turn light on Baseline/Hardy needs to be adjusted. The light for eastbound Baseline to go to westbound Hardy is not triggered by high-volume times.
- Improve roads and traffic flow.
- Noise reduction procedures for helicopters and airplanes. PS-This is the worst leftist, liberal council and mayor Tempe ever had. All they do is tax and spend.
- Artist housing with government assistance.
- Facilitate construction of indoor/outdoor world-class amusement facility.
- Get rid of panhandlers and bums from hanging out in the library.
- Use talents within the city--talent shows, searches, etc.
- More accessible (cheaper) prices.
- City needs to provide/excel in basic services. Arts and cultural should be low priority. ASU offers plenty. City need not spend.
- More adult-related activities.
- Take care of south Tempe residents who pay taxes! Not always about ASU! Bring back bulk waste pickup monthly for large items!
- Increase park spending on benches, rides and swings.
- Better circulation of info re: available options.
- An arts center with galleries, a large theater, space where artists can paint, space for classes, etc. I do not like the vertical growth of the city. Buildings are blocking views of mountains, lake.
- Variety.
- Some fun events.
- Fund once per month bulk pickup via a realty show on the Discovery channel. Call it "Tempe pickers."
- Provide grants and funding for organizations who can't afford the TCA as a venue.
- Public arts master plans. Public investment in urban infrastructure and arts and cultural programming. Festivals, events, performances, interactive classes and workshops.
- Preserve more historic structures and have them open to the public, rather than just turning

them into commercial structures.

- Increase variety of cultural opportunities.
- More variety. Advertise the programs better.
- Change the "no refund unless event is cancelled" policy.
- Better management of traffic on Rural and around university.
- Festivals that would include several locations along the light rail.
- I like the library but it is not very clean.
- Improve rather than restrict traffic flow. Make it easier for people to get downtown. Tempe residents should be able to park for free.
- Have a no sales tax day to promote sales in the city limits.
- Do not reduce the service and increase our bill!
- Check height of speed bumps.
- Spruce up parks for better art festivals.
- More exits. Real Italian food.
- Have better (and easier to find!) information available on the web regarding parking for each event.
- Stop cops from repeated punching homeless people on Mill Avenue.
- Support more local (non-franchise) restaurants.
- More concerts and live music downtown Tempe, perhaps one time a month with general admission.
- Beautifying Hardy Street (waste of money).
- Build more venues.
- Contests/participation activities to promote balanced lifestyle and self-esteem, across the diversity and age range 0-102 of our community.
- We are not happy with the new bulk/green trash pickup schedule. It's not often enough!
- More free transportation for the elderly and disabled.
- Art museum.
- Lower the prices--more affordable for the middle class and students.
- Maybe tie in with MIM to get better, greater performances?
- Clean up Mill Avenue and surrounding area, permitting quality musicians and student musicians and artists to show off their abilities, while letting them ask for donations.
- Art show/walk along Town Lake.
- Work on opening a Tempe art museum.
- Ensure diversity from other states, countries (Europe, Asia, Africa). Couple it with food variety and festivals and music from those regions.
- More affordable activities. Swimming pools available for the kids during the summer.
- Light rail "fast lane" to make it a useful transport. More policing on light rail. It shouldn't take an hour to get for Dobson to downtown on the light rail.
- I am also disappointed in Michael Monte selling out. There goes the history of the "true" Tempe.
- Sick of predatory tow truck drivers' downtown.
- Offer more quality "classical" arts. I'm from New York City and I miss having it accessible without fighting the traffic to get to central Phoenix.
- Improved public transportation from south Tempe to north Tempe to downtown/cultural facilities.
- Booking more contemporary live music.
- Free beer and wine at all arts events.

- Continue to promote local artists and musicians.
- Lower prices for shows. Easier access to upper levels at Gammage. Need working elevators--install escalator?
- Advertise what goes on at TCA publicly--outside the building, radio, television, newspapers.
- Have community jam sessions.
- Transportation if not able to drive oneself.
- More upgrade and improving of streets.
- Lower fees for seniors for tennis play and classes. Lower fees for seniors for golf with a cart.
- Reduce debt to zero. Quit borrowing. Get lean and mean. Quit subsidizing private investors. Drain the lake and let state farm and the developers pay for it.
- Way too much national corporate business. More local, independent, eclectic business.
- Cater to neighborhoods and ethnic diversity.
- Better use of history/library area with arts.
- Tempe doesn't stop at Priest. It goes east for some miles!
- Better promotion of the TCA.

Distribution of Respondents by Zip Code

<u>Zip Code</u>	<u>Number</u>	<u>Percent</u>
85281	211	19.3 %
85282	264	24.2 %
85283	241	22.1 %
85284	376	34.4 %
Total	1092	100.0 %

Section 5: Survey Instrument



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

2014 City of Tempe Survey

Dear Fellow Tempe Resident,

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. Over the next few months, my council colleagues and I will be making decisions that affect a wide range of City services, including public safety, parks, recreation, economic development, code enforcement, and others. To make sure that the City's priorities are aligned with the needs of our residents, we need to know what you think.

Mark W. Mitchell
Mayor

Onnie Shekerjian
Vice-Mayor

Robin Arredondo-Savage
Councilmember

Shana Ellis
Councilmember

Joel Navarro
Councilmember

Kolby Granville
Councilmember

Corey D. Woods
Councilmember

We realize the survey takes time to complete, but every question is important. The time you invest in the survey will influence many of the decisions that will be made about the City's future. Your responses also 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 next 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
www.tempe2014survey.org**

Please call Community Services Director Shelley Hearn at 480-350-8906 with any questions. City staff will be pleased to answer them. Thank you again for taking the time to help make Tempe the great Arizona City.

Cordially,

A handwritten signature in black ink that reads 'Mark W. Mitchell'.

Mark W. Mitchell

CITY OF TEMPE 2014 COMMUNITY SURVEY

City of Tempe 2014 Community Survey: Final Report



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

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

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

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

4. Usage of City Services and Facilities. Please check all the services and facilities provided by the City of Tempe that you or other members of your household have used during the past 12 months. [check ALL that apply]

- | | | |
|--|--|--|
| <input type="checkbox"/> (A) Fire services | <input type="checkbox"/> (F) Police services | <input type="checkbox"/> (K) Bus, Orbit or light rail service |
| <input type="checkbox"/> (B) Tempe Public Library | <input type="checkbox"/> (G) Tempe History museum | <input type="checkbox"/> (L) Tempe Center for the Arts |
| <input type="checkbox"/> (C) Parks | <input type="checkbox"/> (H) City golf courses | <input type="checkbox"/> (M) Arts and recreation programs/services |
| <input type="checkbox"/> (D) Walking/biking trails | <input type="checkbox"/> (I) City swimming pools | <input type="checkbox"/> (N) Household Products Collection Center |
| <input type="checkbox"/> (E) City athletic fields | <input type="checkbox"/> (J) Kiwanis Recreation Center | <input type="checkbox"/> (O) Multigenerational/Community Centers |

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

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

7. Which (if any) of the social/human services listed below have you used or recommended? (check all that apply)
 ___(A) Youth services ___(D) Counseling ___(G) Homeless services
 ___(B) Services for seniors ___(E) Community Supervision/Diversion ___(H) Crisis intervention
 ___(C) Services for persons w/disabilities ___(F) Tax preparation/financial education ___(I) Rent/utility assistance
8. Which THREE of the social/human services listed in Question #7 do you think the City should emphasize most over the next year? [Write the letters from Question 7 for your top 3 choices.]

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

9. Which of the following do you use to get information about the City of Tempe? (check all that apply)
- ___(A) Tempe 11 (Cable TV/web) ___(D) Calling Tempe 311 ___(G) Television news
 ___(B) Recreation Opportunities Brochure ___(E) Water bill newsletter ___(H) City Website ___(J) City meetings
 ___(C) Social media (Twitter, Facebook, YouTube) ___(F) E-mail subscriptions ___(I) Newspapers ___(K) Radio

10. Customer Service	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Have you contacted the City of Tempe during the past year? ___(1) Yes [answer #10 B-F] ___(2) No [go to #11]						
B. How easy was the City to contact	5	4	3	2	1	9
C. The way you were treated	5	4	3	2	1	9
D. The accuracy of the information you were given	5	4	3	2	1	9
E. How quickly staff responded to your request	5	4	3	2	1	9
F. How well your issue was handled	5	4	3	2	1	9

11. **OVERALL PRIORITIES.** Which TWO of the following do you think should be the City's top priorities over the next year? [Check up to 2 items from the list below.]
- ___(A) Economic/business development ___(E) Customer service ___(I) Water/sewer ___(M) Trash
 ___(B) Appearance of the City ___(F) Transportation services ___(J) Neighborhoods
 ___(C) Maintenance of streets/buildings ___(G) Social/human services ___(K) Parks
 ___(D) Art and recreation programs/services ___(H) Police services ___(L) Fire services
12. If you could ask the Mayor and Council to work on only ONE issue in Tempe during the next year, what would that issue be? _____

13. Demographics (please check or circle the appropriate responses)
A. Approximately how many years have you lived in Tempe? ___(1) Less than 6 months ___(2) 6 months - 5 years ___(3) 6-10 years ___(4) 11-20 years ___(5) More than 20 years
B. What is your age? ___(1) 18-34 ___(2) 35-44 ___(3) 45-54 ___(4) 55-64 ___(5) 65-74 ___(6) More than 75 years
C. What is your gender? ___(1) MALE ___(2) FEMALE
D. Have you used public transit during the past year? ___(1) YES ___(2) NO
E. Are you a full-time student? ___(1) YES ___(2) NO
F. Do you own or rent your current residence? ___(1) OWN ___(2) RENT
G. Does your home have an alley? ___(1) YES ___(2) NO
H. What is the highest level of education that you have completed? ___(1) less than high school ___(2) high school ___(3) some college ___(4) 4-year college ___(5) graduate degree
I. Which of the following best describes your home? ___(1) SINGLE-FAMILY ___(2) MULTI-FAMILY
J. Do you have: Cable television? ___(1) YES ___(2) NO Internet access at home? ___(1) YES ___(2) NO A Smart Phone? ___(1) YES ___(2) NO
K. Have you visited downtown Tempe during the past year? ___(1) YES ___(2) NO
L. Which of the following best describes your race/ethnicity? (check all that apply) ___(1) Asian/Pacific Islander ___(3) American Indian/Eskimo ___(5) Hispanic/Latino/Spanish ___(2) White ___(4) Black/African American ___(6) Other: _____

This concludes the general survey. Please answer the additional topic-specific questions on page four.

The following questions cover specific areas in which the City of Tempe needs community input. Your feedback will help us to plan for the arts and cultural future of Tempe.

Arts and Culture in Tempe

A. How important are Arts and Culture to you or your family?

- ___(1) Very important
- ___(2) Somewhat important
- ___(3) Not too important
- ___(4) Not at all important

B. Which of the following statements BEST describes your opinion about Tempe’s arts and cultural life (events, festivals, venues, workshops, classes)?

- ___(1) It provides almost everything I want
- ___(2) It provides a lot of the things I want
- ___(3) It provides some of the things I want
- ___(4) It does not provide anything I want
- ___(5) I can’t answer this question because I don’t know what is provided
- ___(6) I do not have a need for arts or cultural life

C. Using a scale of 1 to 5, where 1 means “Very Poor” and 5 means “Excellent,” please rate the following aspects of arts and cultural opportunities that are available in Tempe (including events, festivals, venues)?

How would you rate?	Excellent	Good	Average	Poor	Very Poor	Don’t Know
A. Variety of offerings	5	4	3	2	1	9
B. Availability of offerings	5	4	3	2	1	9
C. Quality of offerings	5	4	3	2	1	9
D. Affordability of offerings	5	4	3	2	1	9

D. What are one or two things you think the City of Tempe government should do differently or better to improve the arts and cultural life for Tempe residents? Please write your suggestions in the space provided below. Leave this blank if you do not have any suggestions.

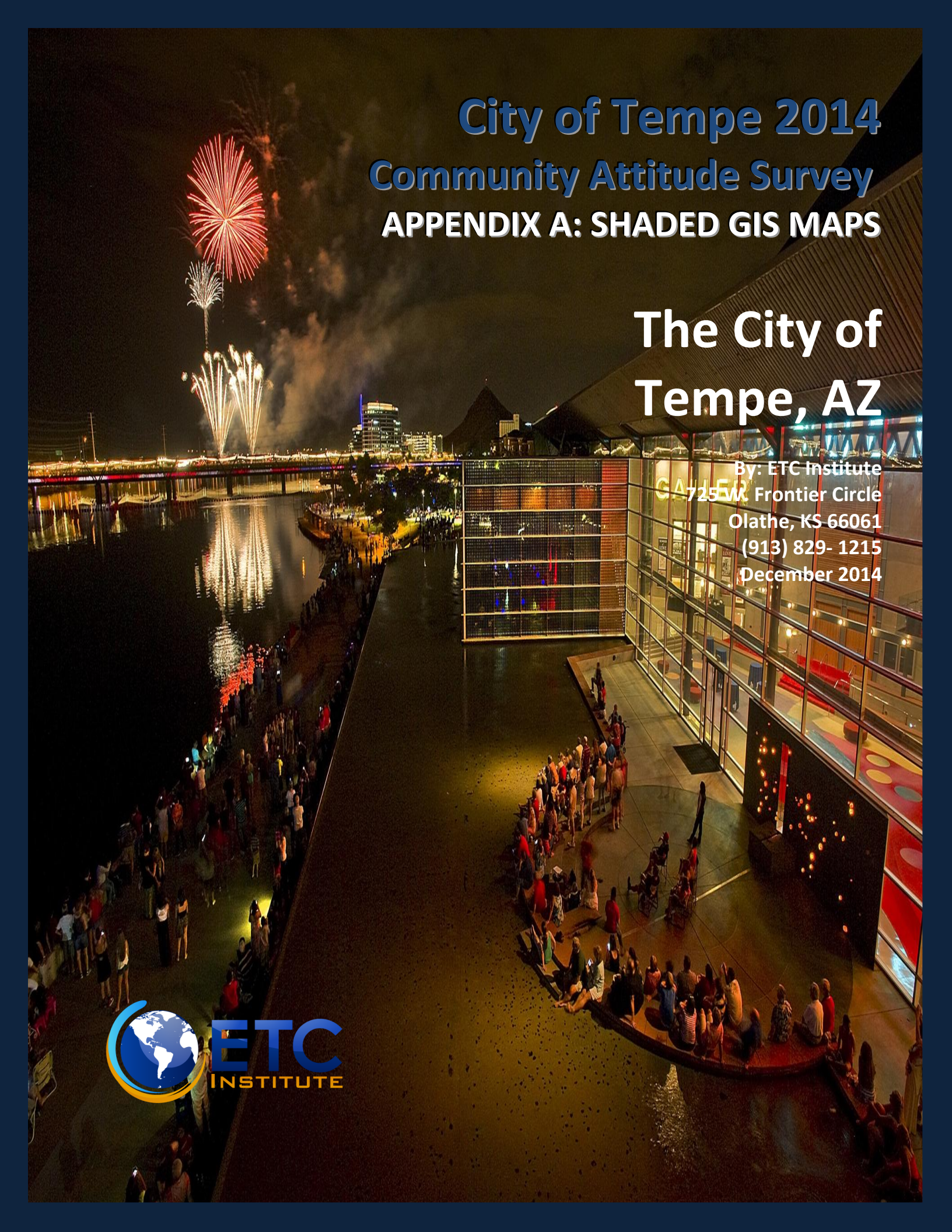
1st suggestion: _____

2nd suggestion: _____

THANK YOU. This concludes the survey.

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

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



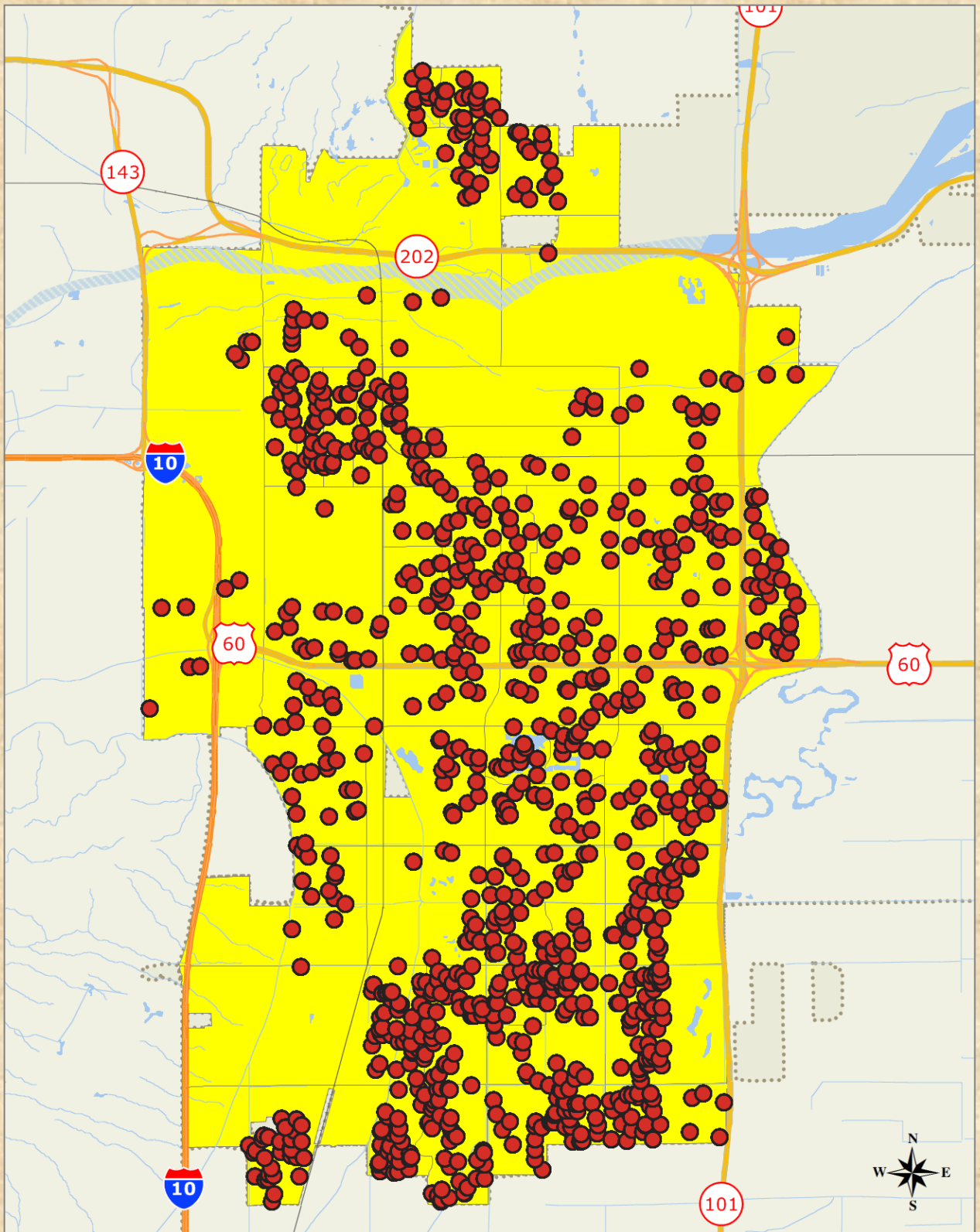
**City of Tempe 2014
Community Attitude Survey
APPENDIX A: SHADED GIS MAPS**

**The City of
Tempe, AZ**

By: ETC Institute
725 W. Frontier Circle
Olathe, KS 66061
(913) 829- 1215
December 2014



Location of Survey Respondents

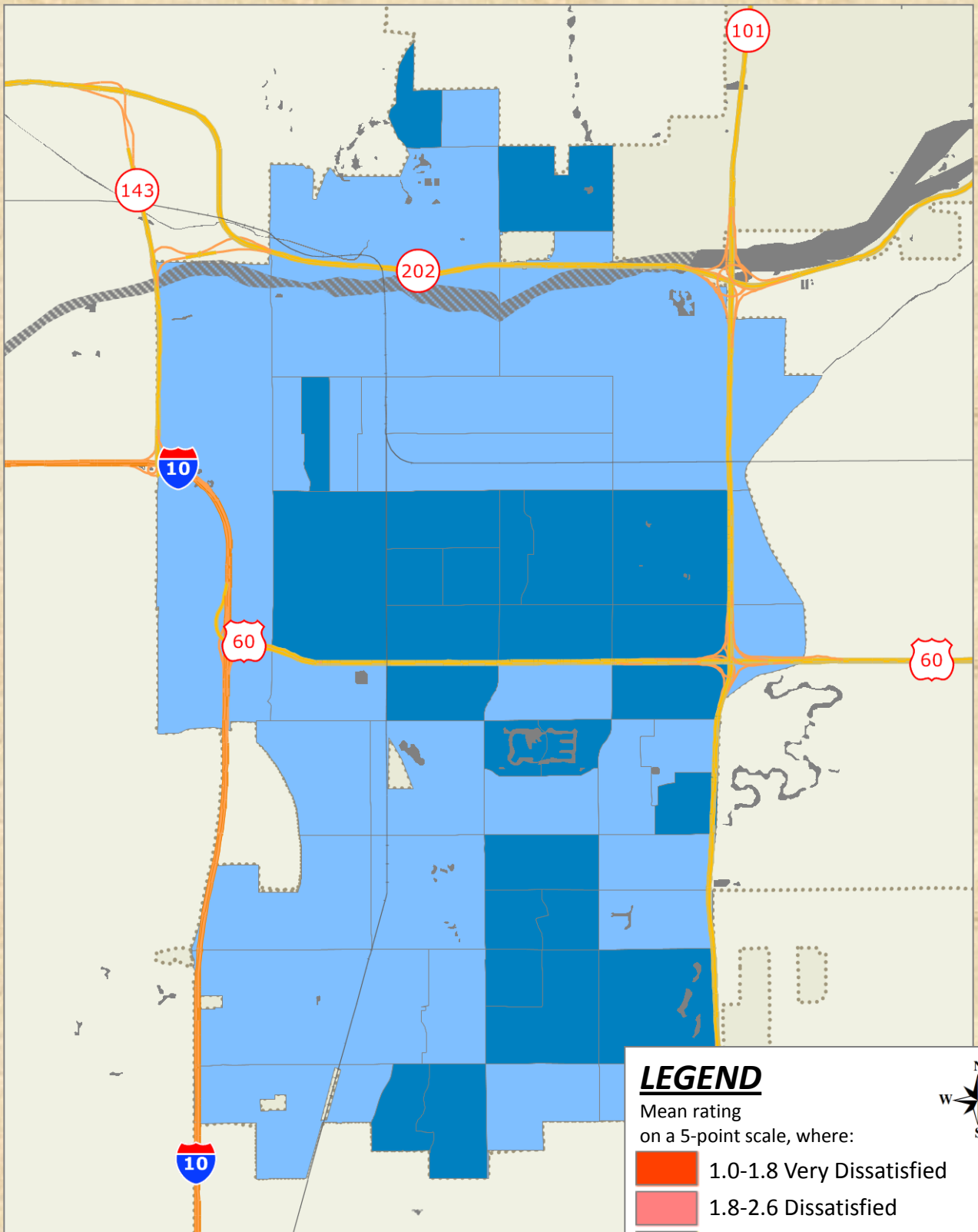


**City of Tempe
2014 Community Survey**

Level of Satisfaction With Perceptions of the City

Question #1

Q1a: Level of Satisfaction With the Quality of Services



City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

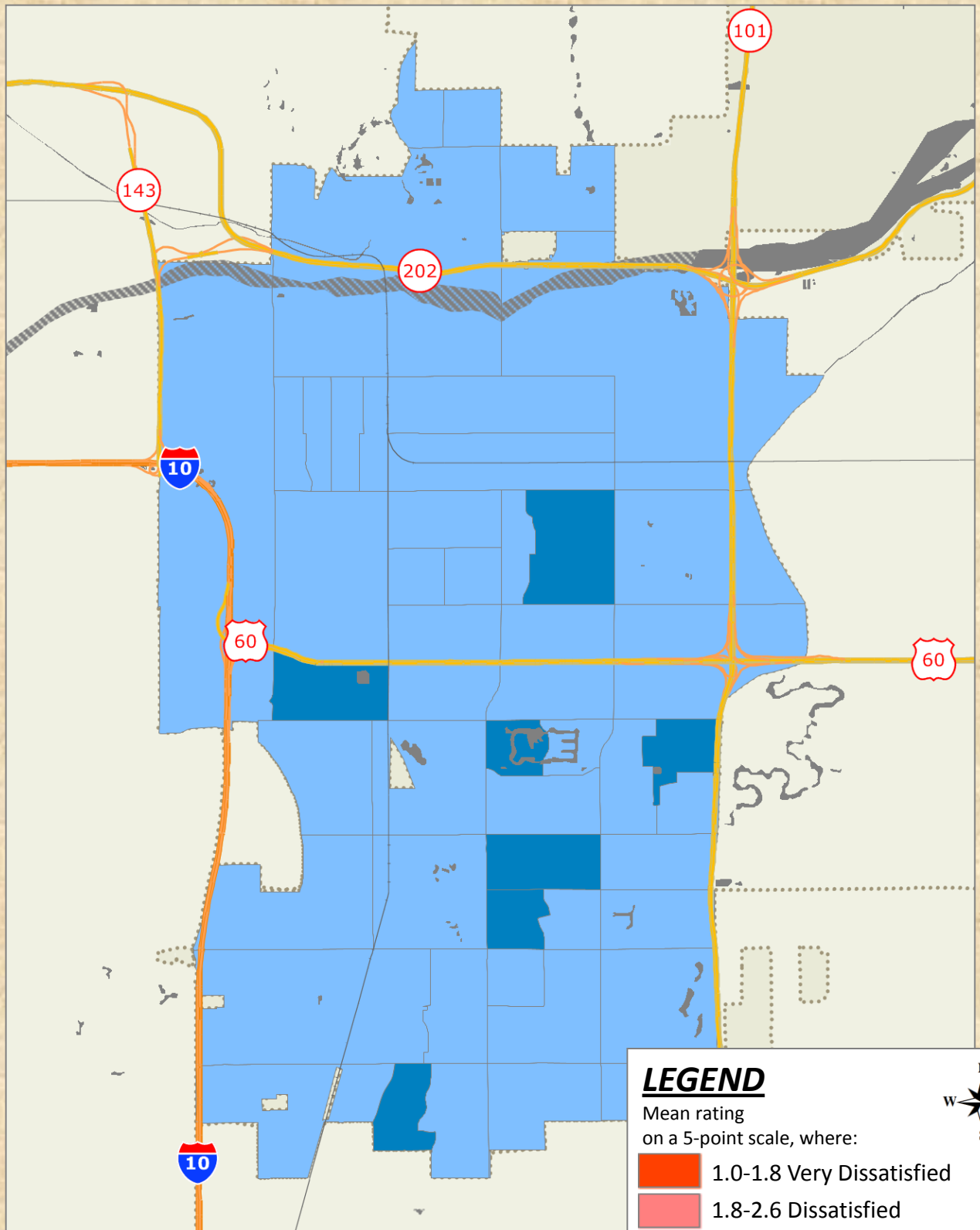
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q1b: Level of Satisfaction With Appearance of the City






City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

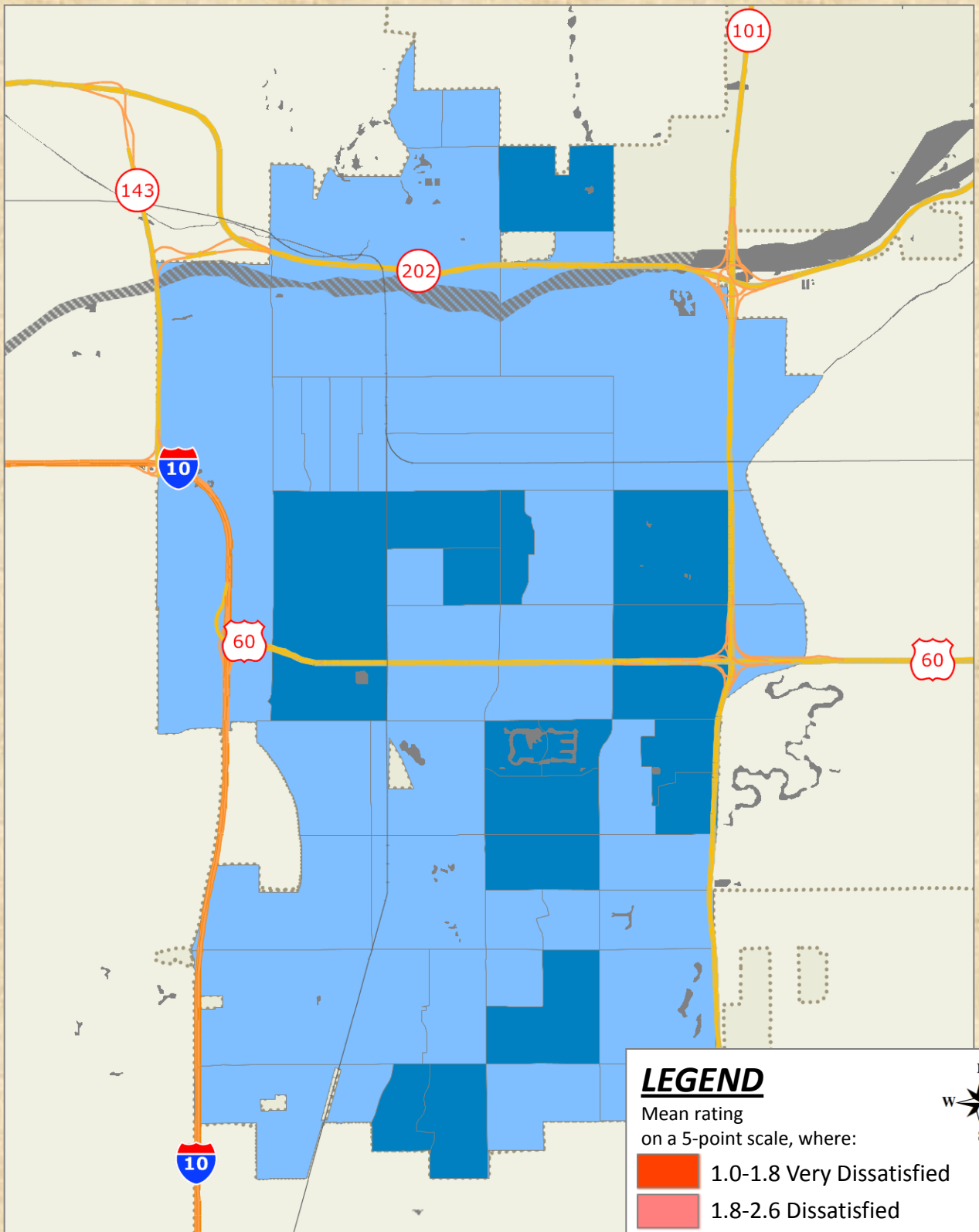
LEGEND

Mean rating on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



Q1c: Level of Satisfaction With Image of the City







City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

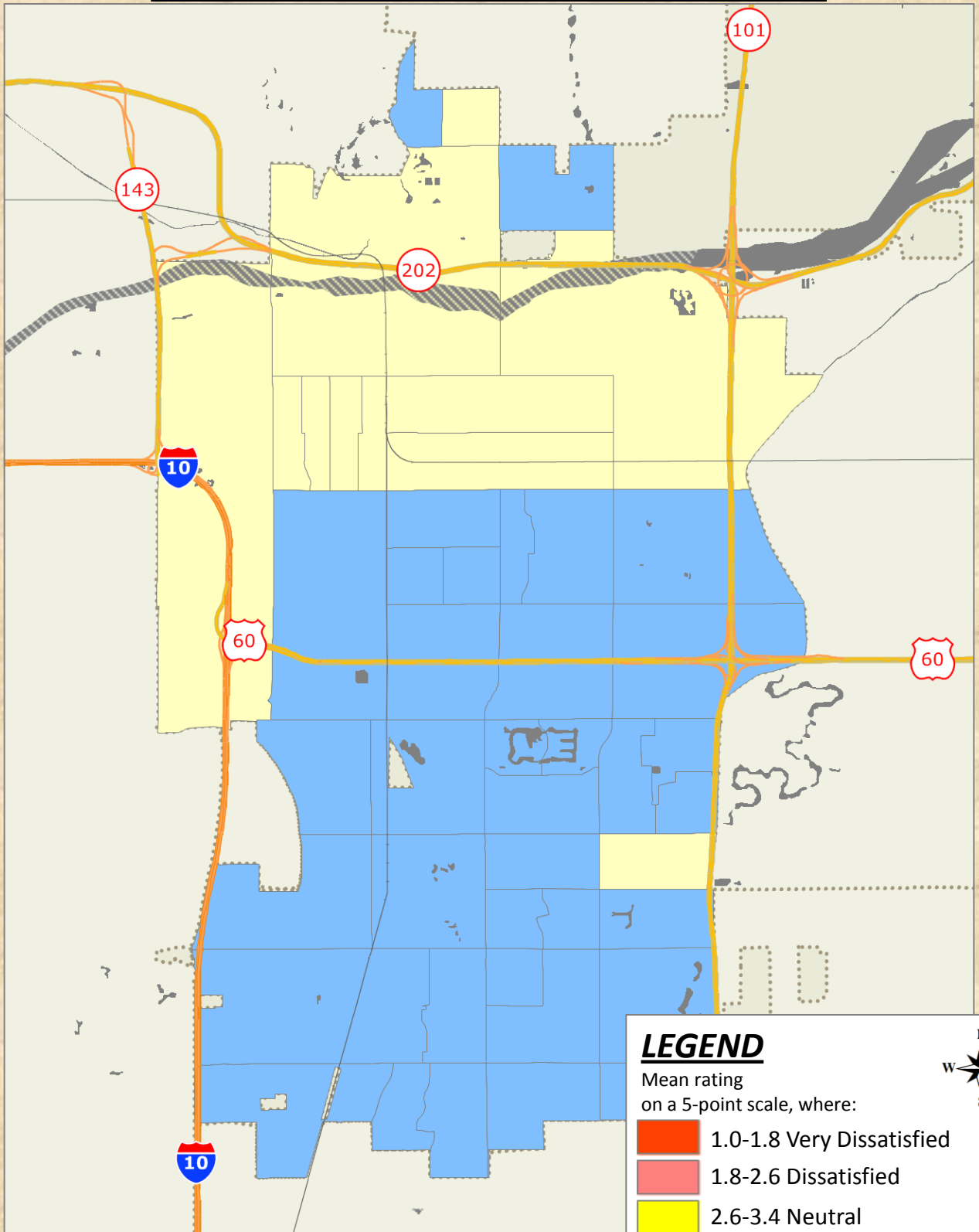
LEGEND

Mean rating on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)





Q1d: Level of Satisfaction With How Well the City is Planning Growth



LEGEND

Mean rating
on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)

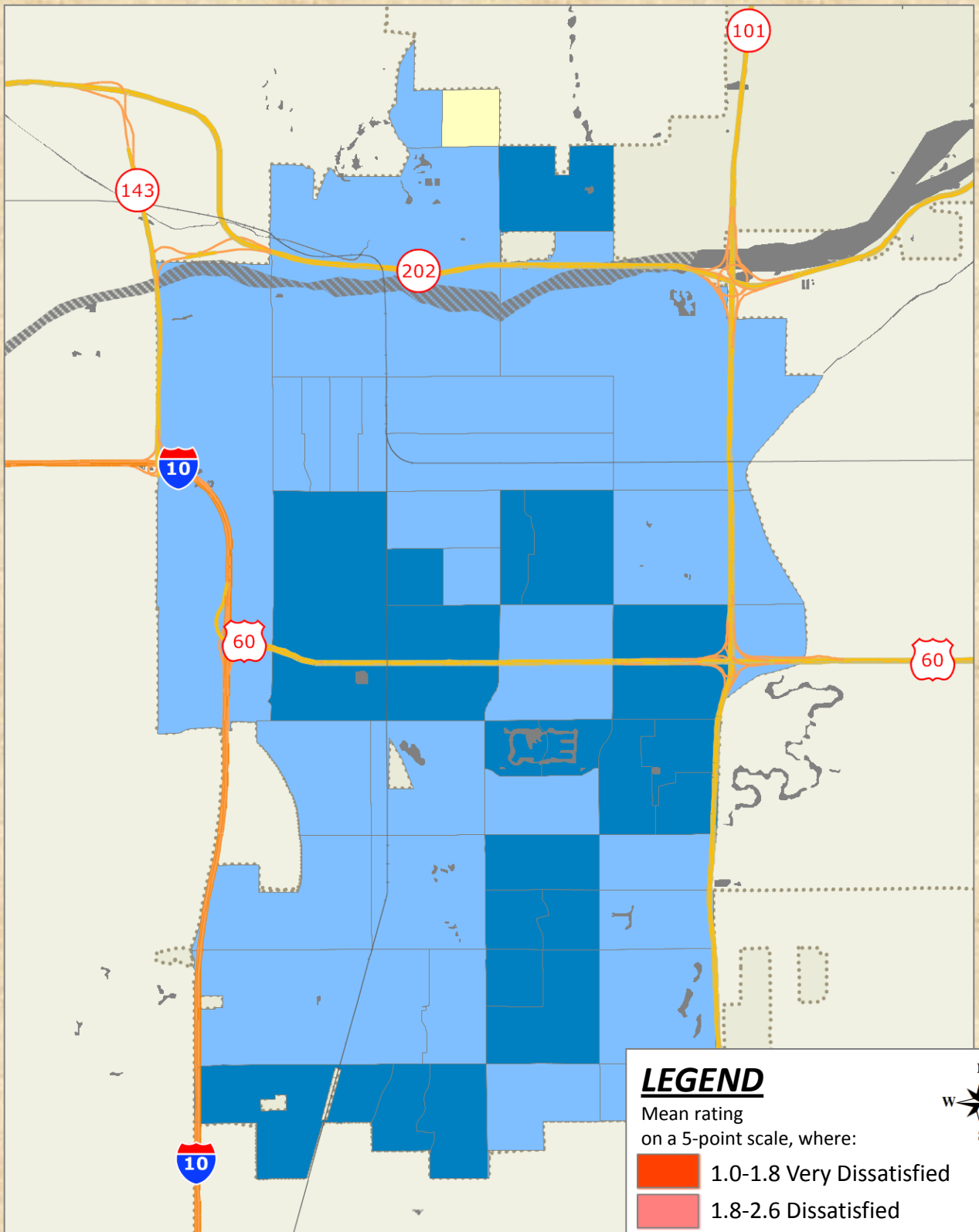


City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)

Q1e: Level of Satisfaction With Quality of Life in the City






City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

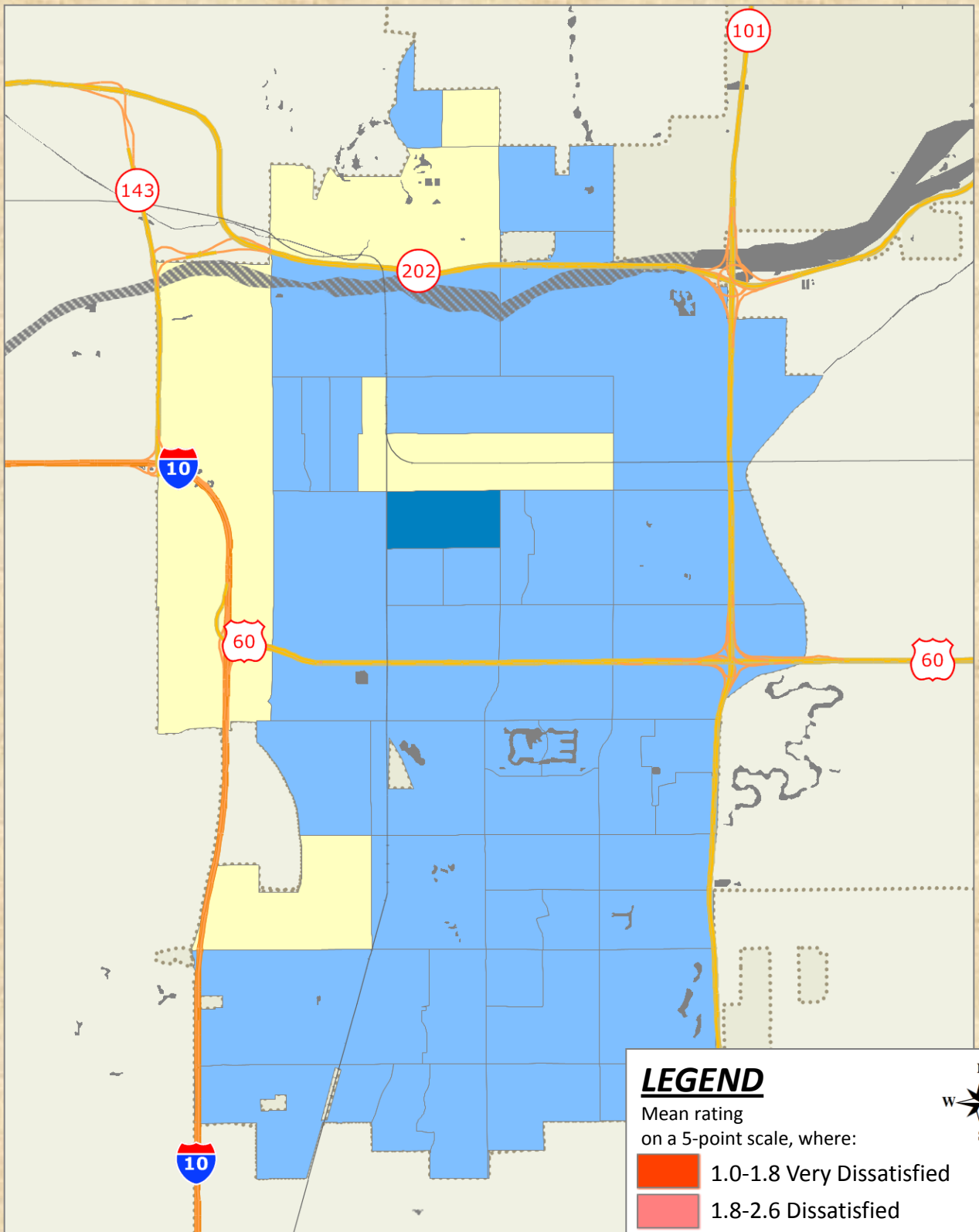
LEGEND

Mean rating on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



Q1f: Level of Satisfaction With Feeling of Safety in the City






City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

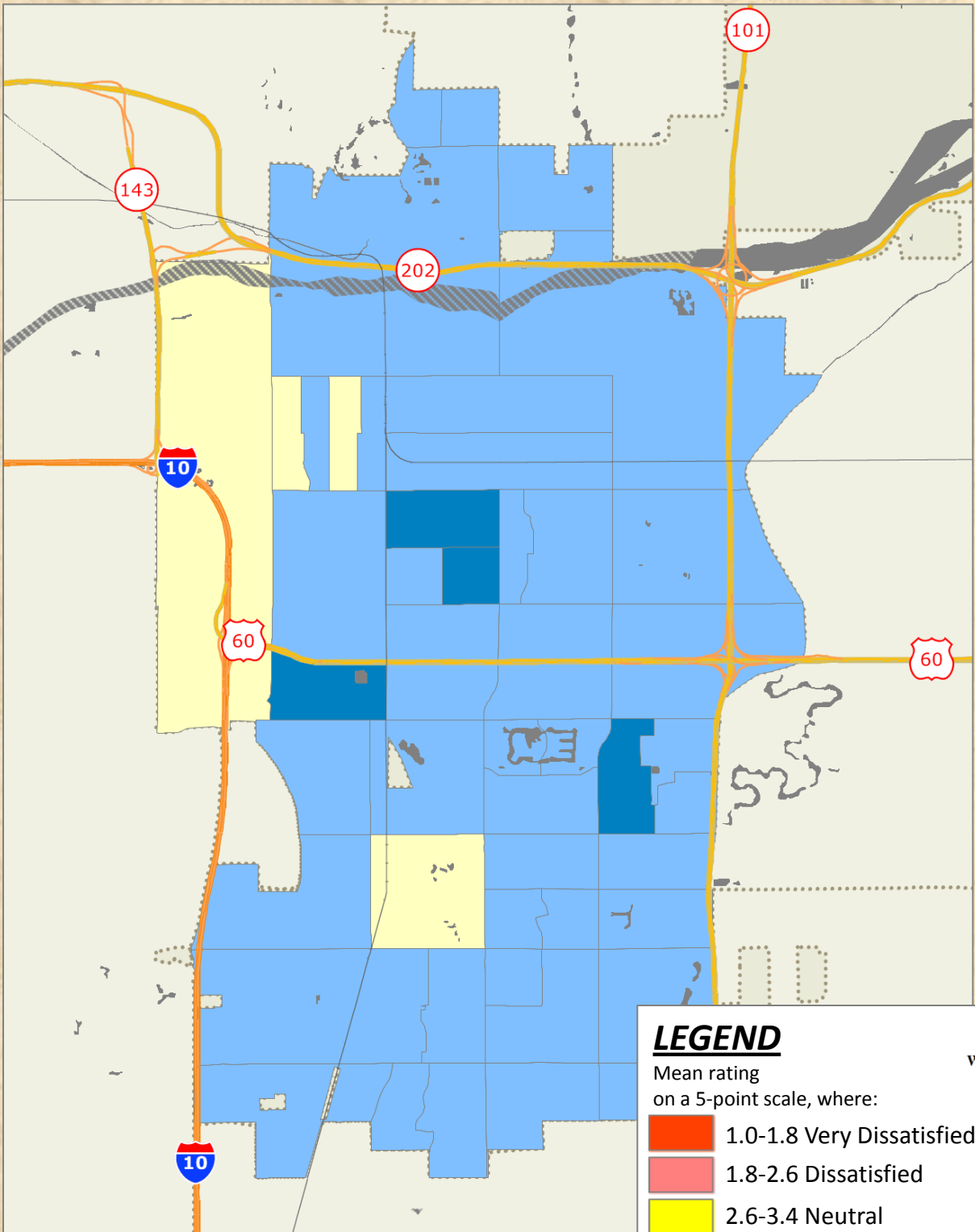
LEGEND

Mean rating on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



Q1g: Level of Satisfaction With The City's Overall Efforts to Promote Diversity and Inclusiveness in the Community



City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

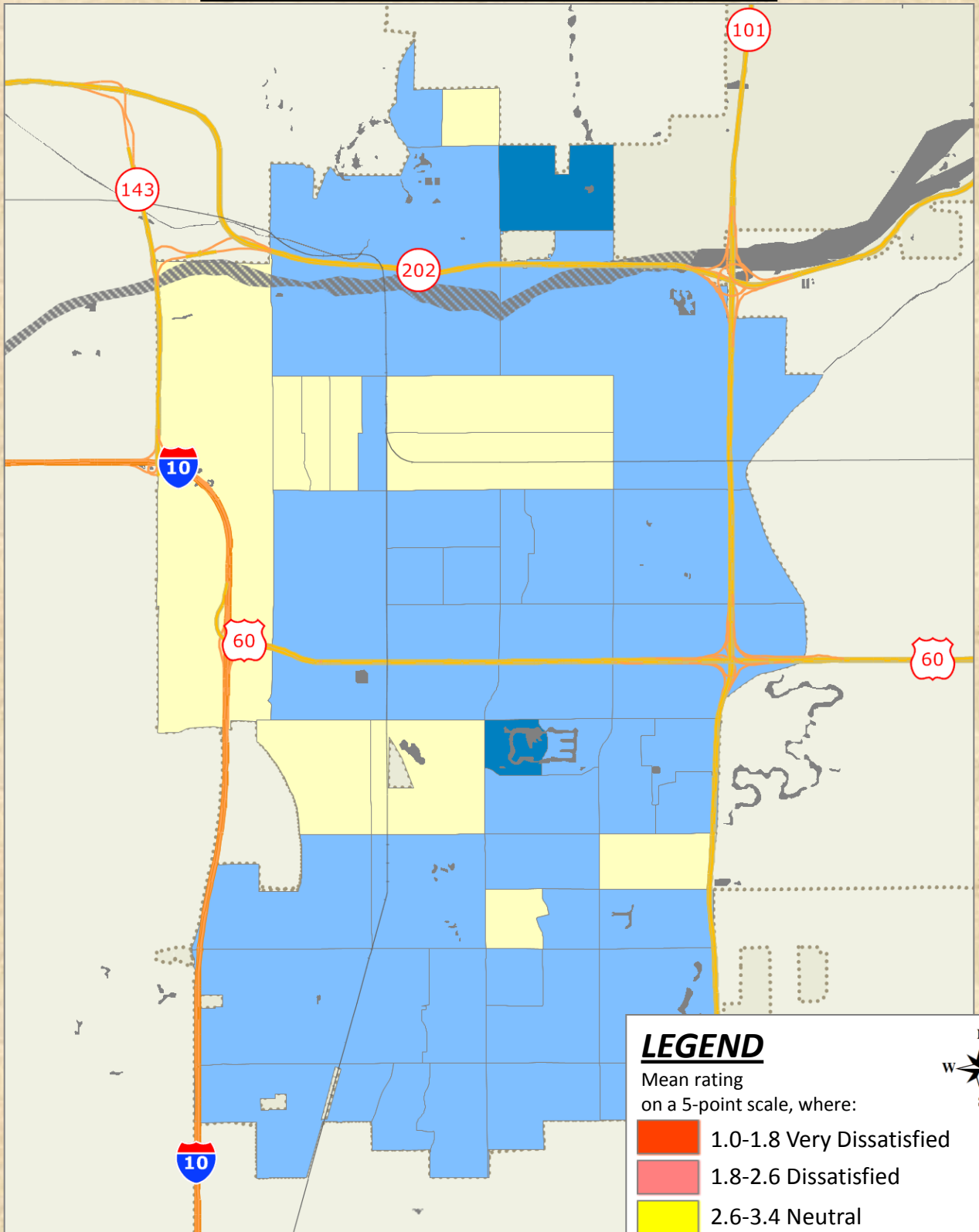
LEGEND

Mean rating on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



Q1h: Level of Satisfaction With the Direction the City is Heading



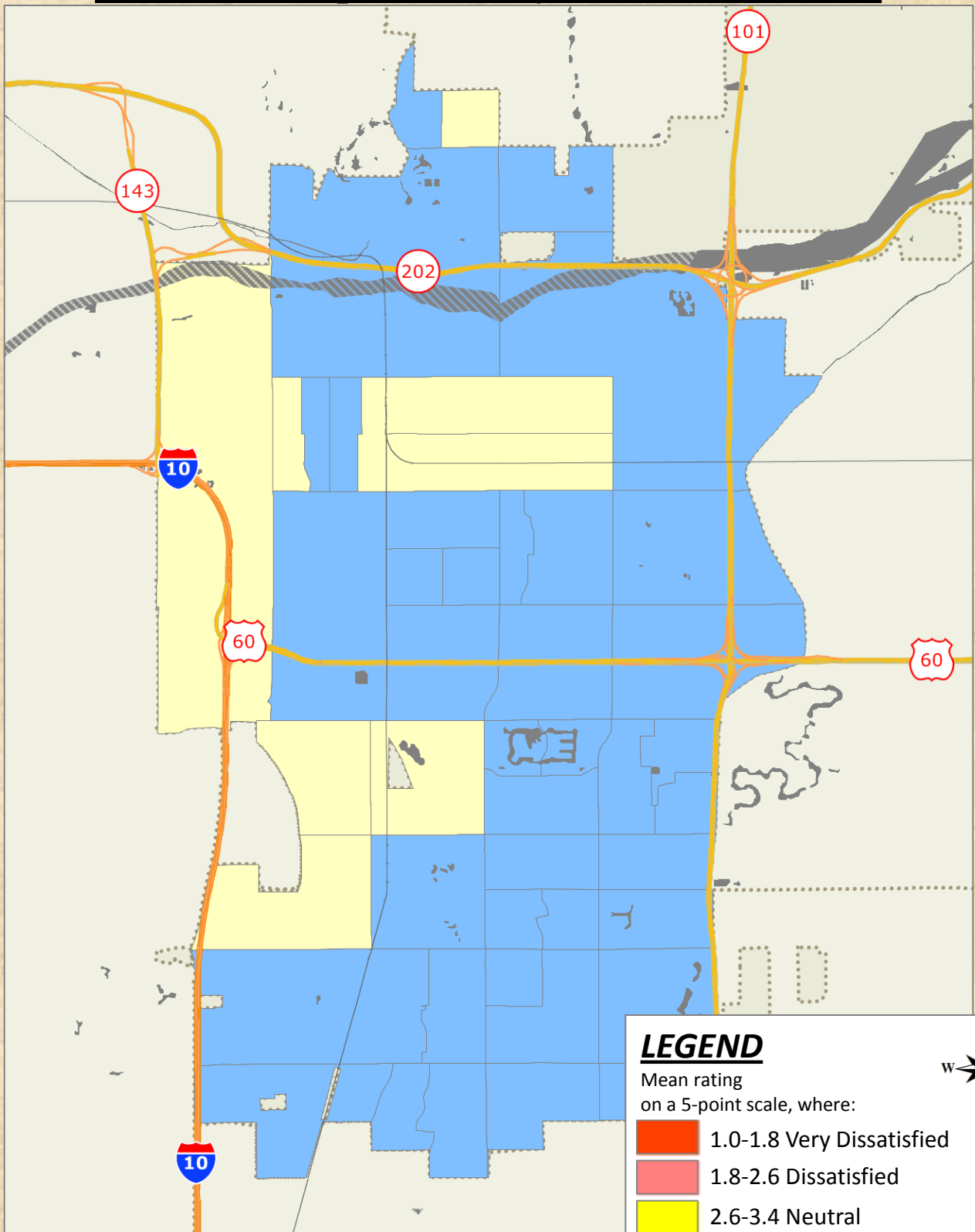
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

City of Tempe
2014 Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1i: Level of Satisfaction With the Leadership of the City's Elected Officials







City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)

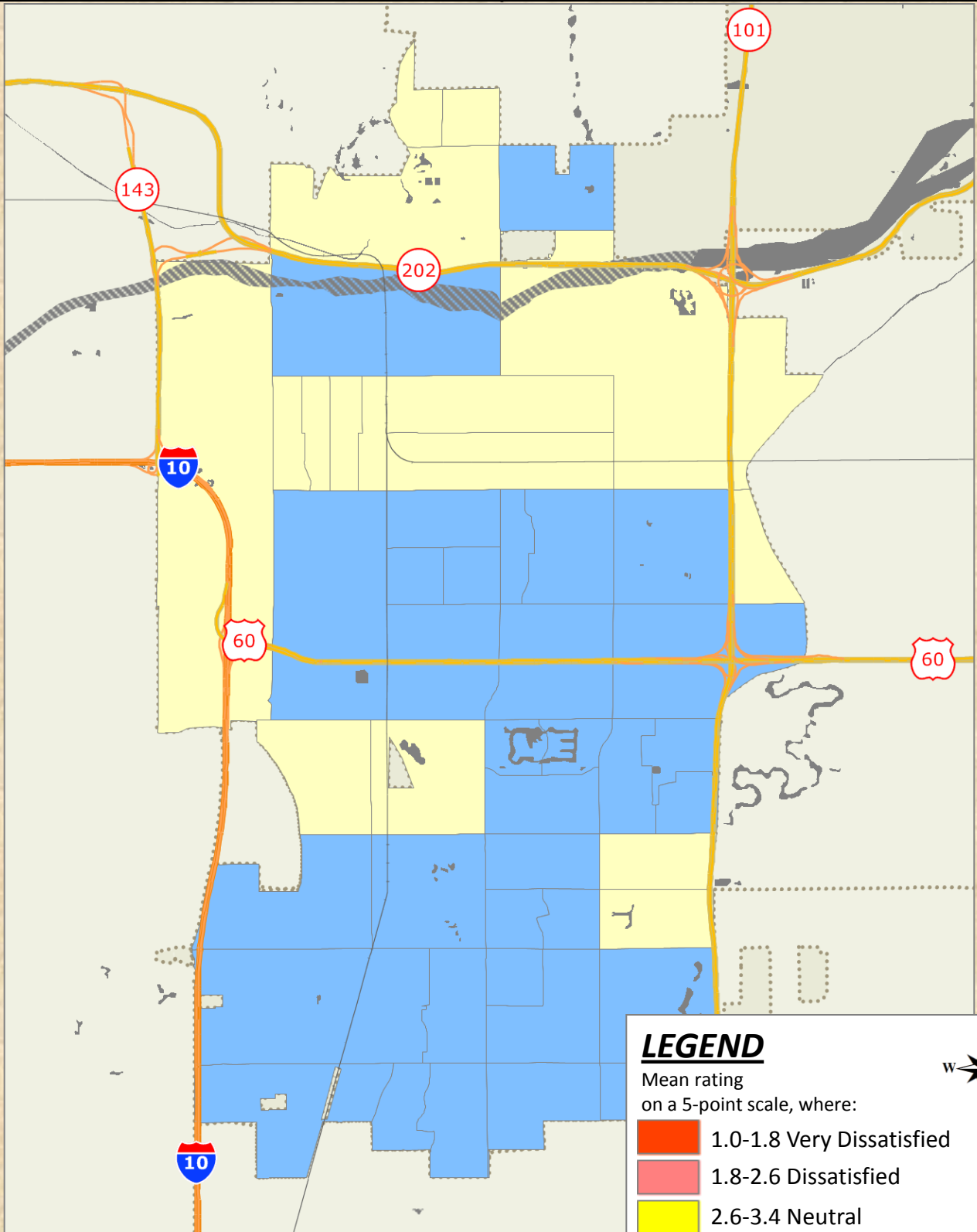
LEGEND

Mean rating
on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



Q1j: Level of Satisfaction With the Level of Public Involvement in the City's Decision-Making Process



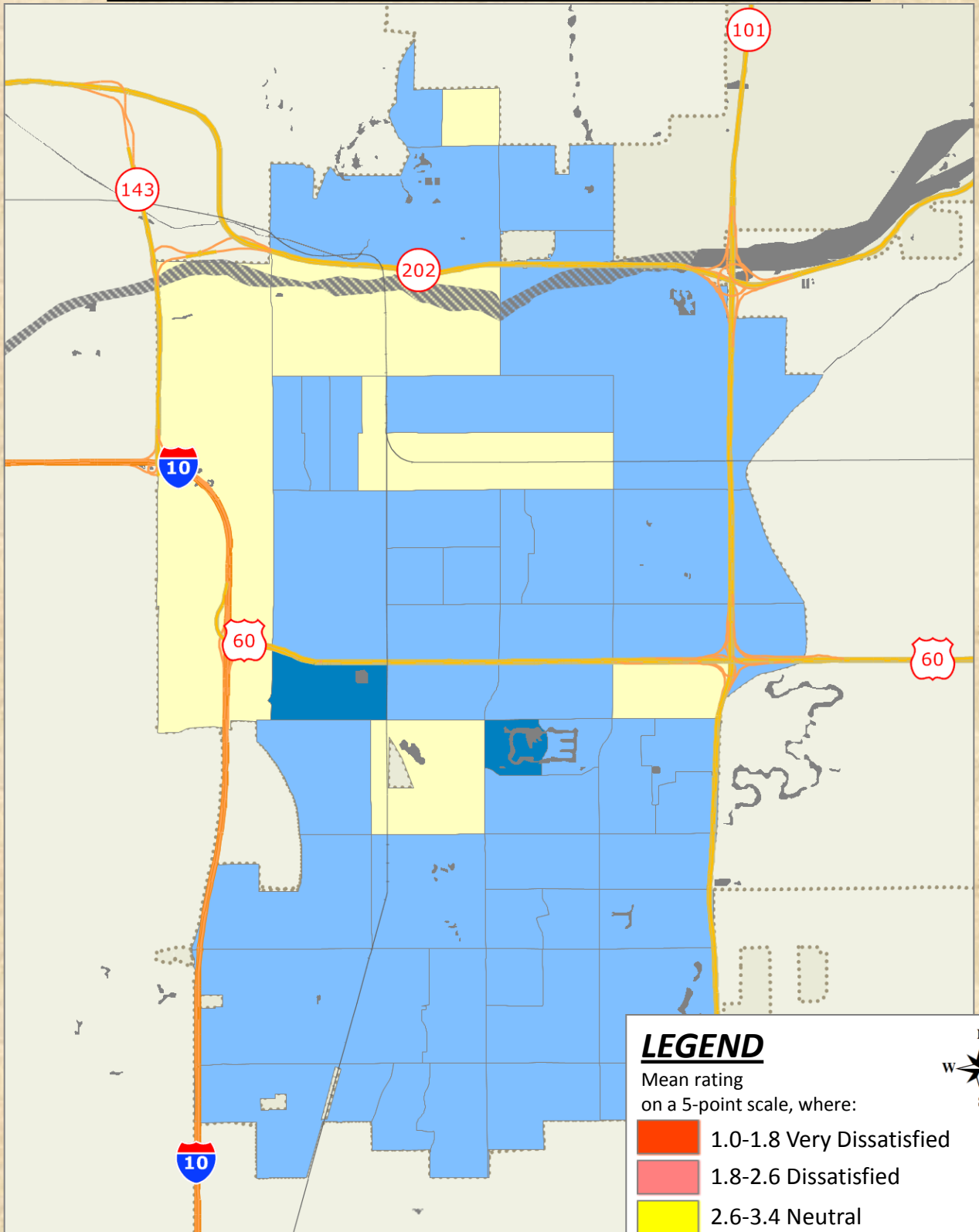
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

City of Tempe
2014 Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)


Q1k: Level of Satisfaction With How Ethical City Employees are in the Way They Conduct City Business



City of Tempe
2014 Community Survey
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

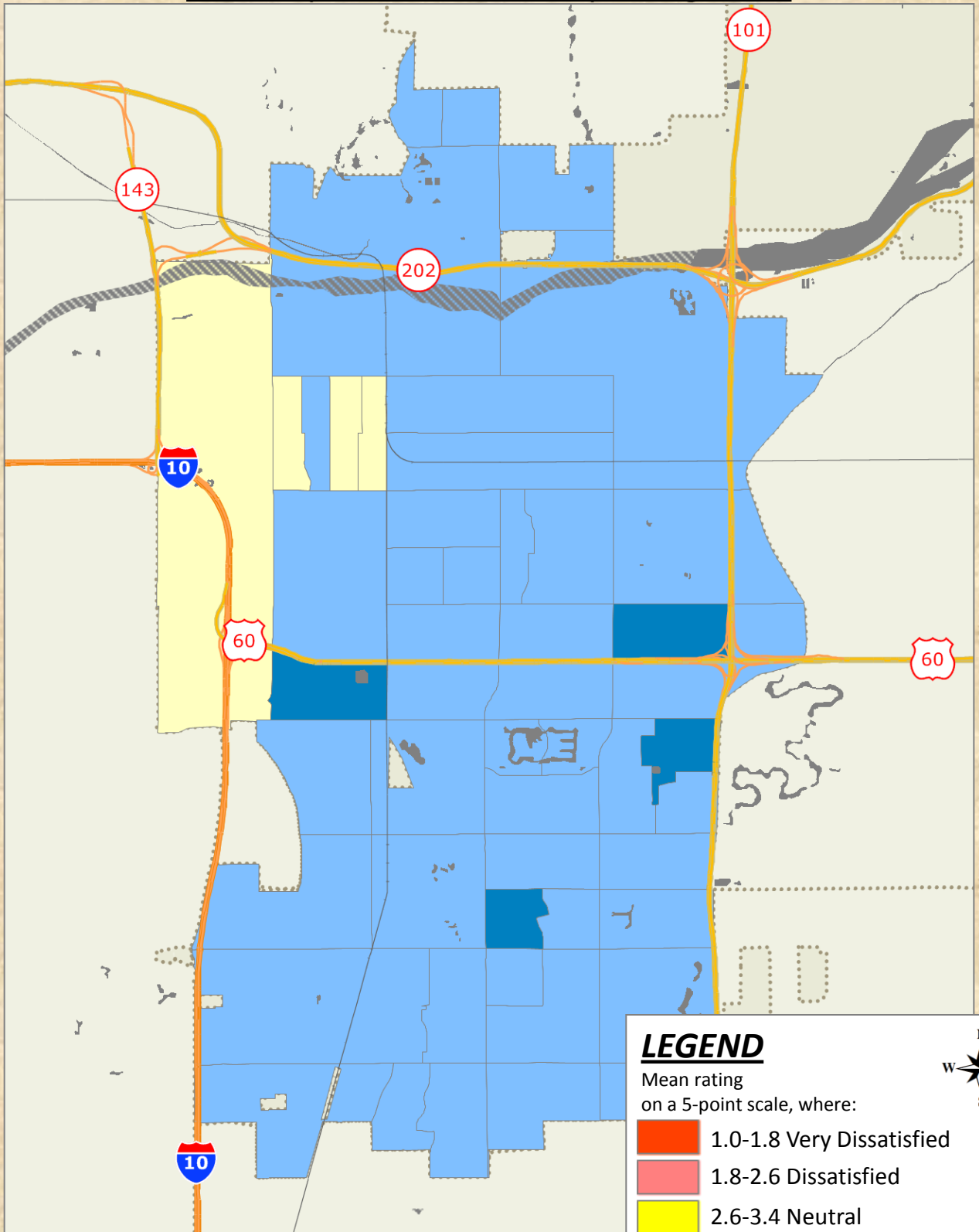
LEGEND

Mean rating
on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



Q11: Level of Satisfaction With the City's Sustainability Programs



LEGEND

Mean rating
on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)

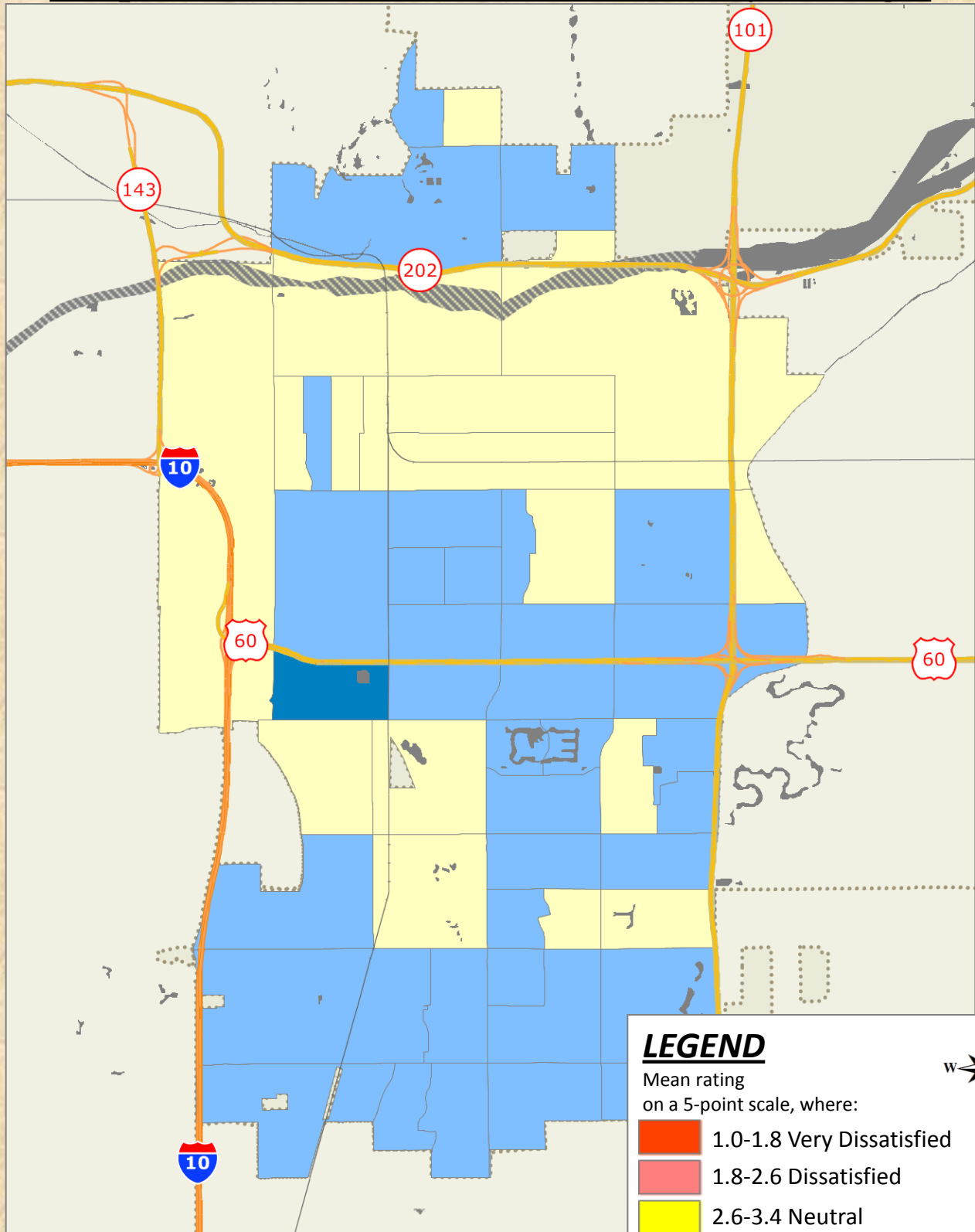


City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)

Q1m: Level of Satisfaction With City Efforts to Keep Residents Informed About the City's Budget



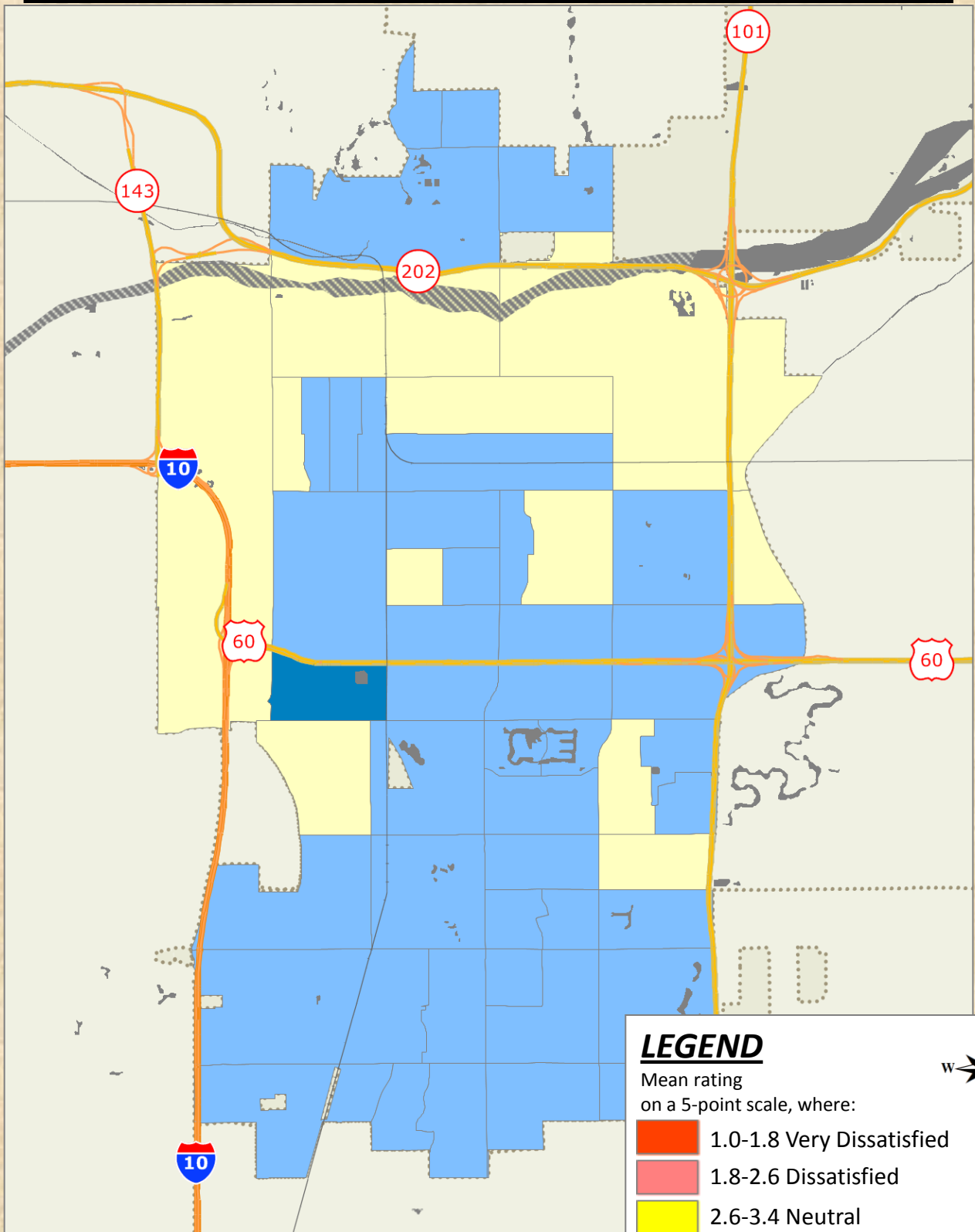
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

City of Tempe
2014 Community Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1n: Level of Satisfaction With Opportunities to Express Ideas and Views to the City



City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

LEGEND

Mean rating on a 5-point scale, where:

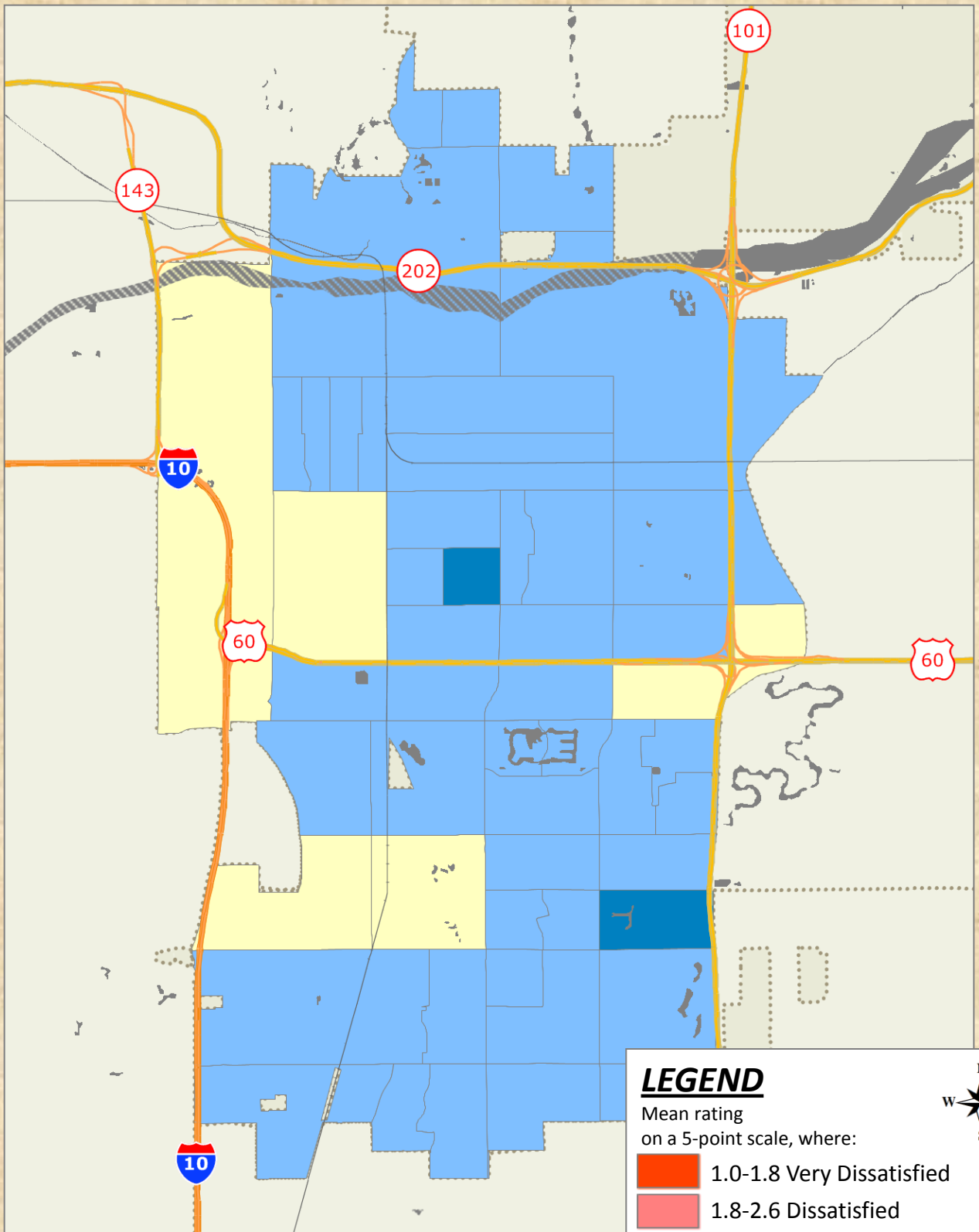
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Level of Satisfaction With
Perceptions of Your Neighborhood

Question #2

Q2a: Level of Satisfaction With Condition of Streets







City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

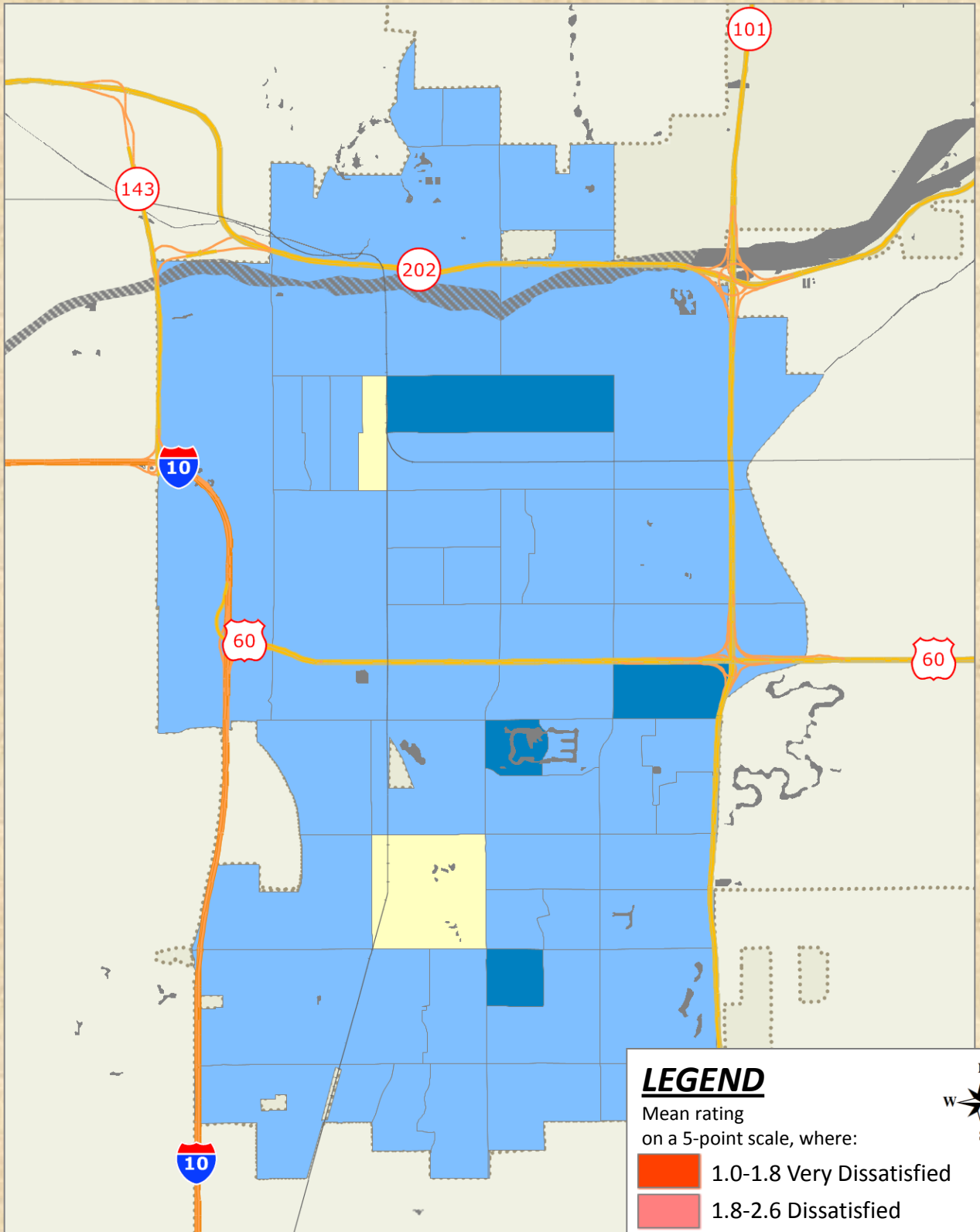
LEGEND

Mean rating on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



Q2b: Level of Satisfaction With Condition of Sidewalks



City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

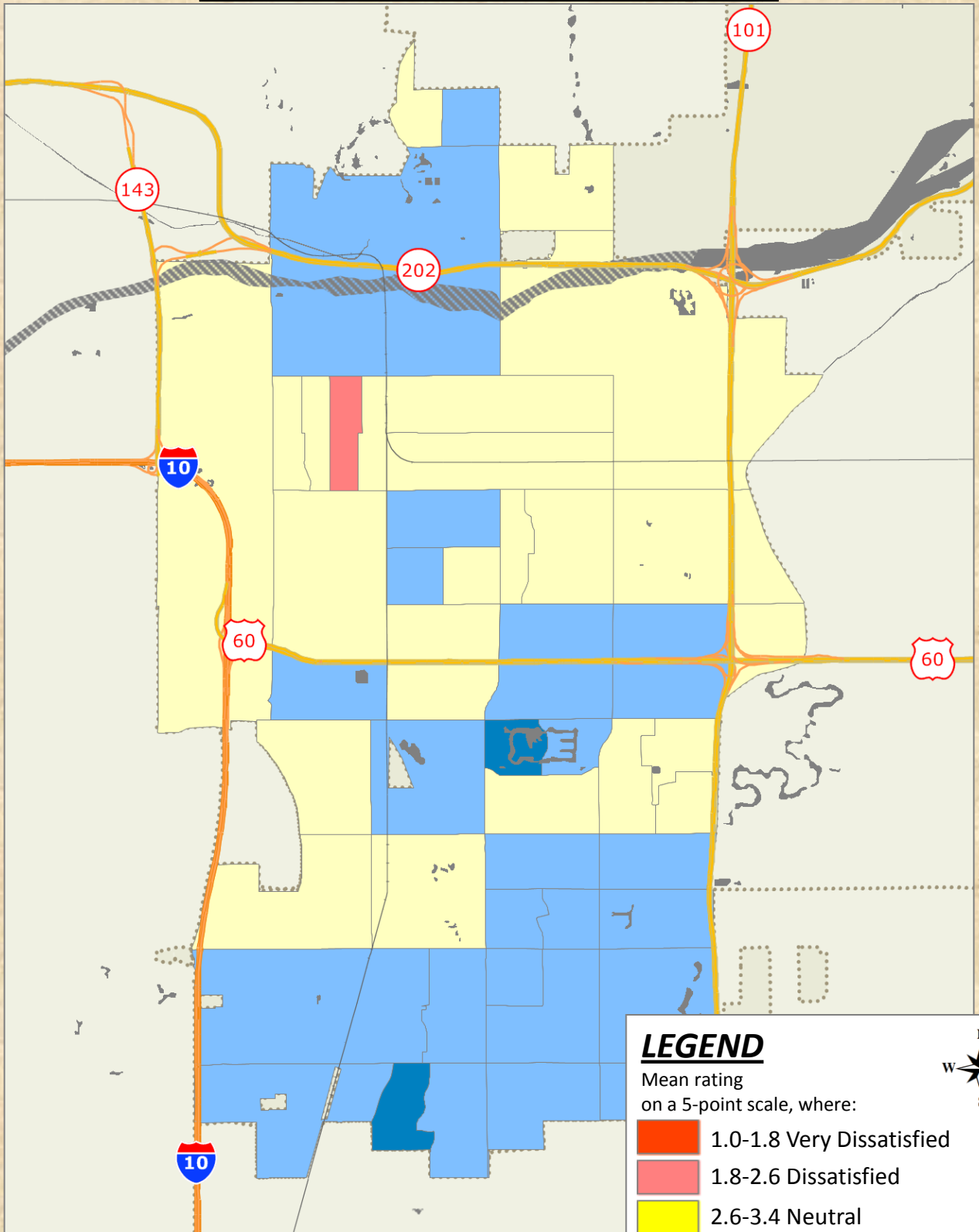
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q2c: Level of Satisfaction With Maintenance of Private Property



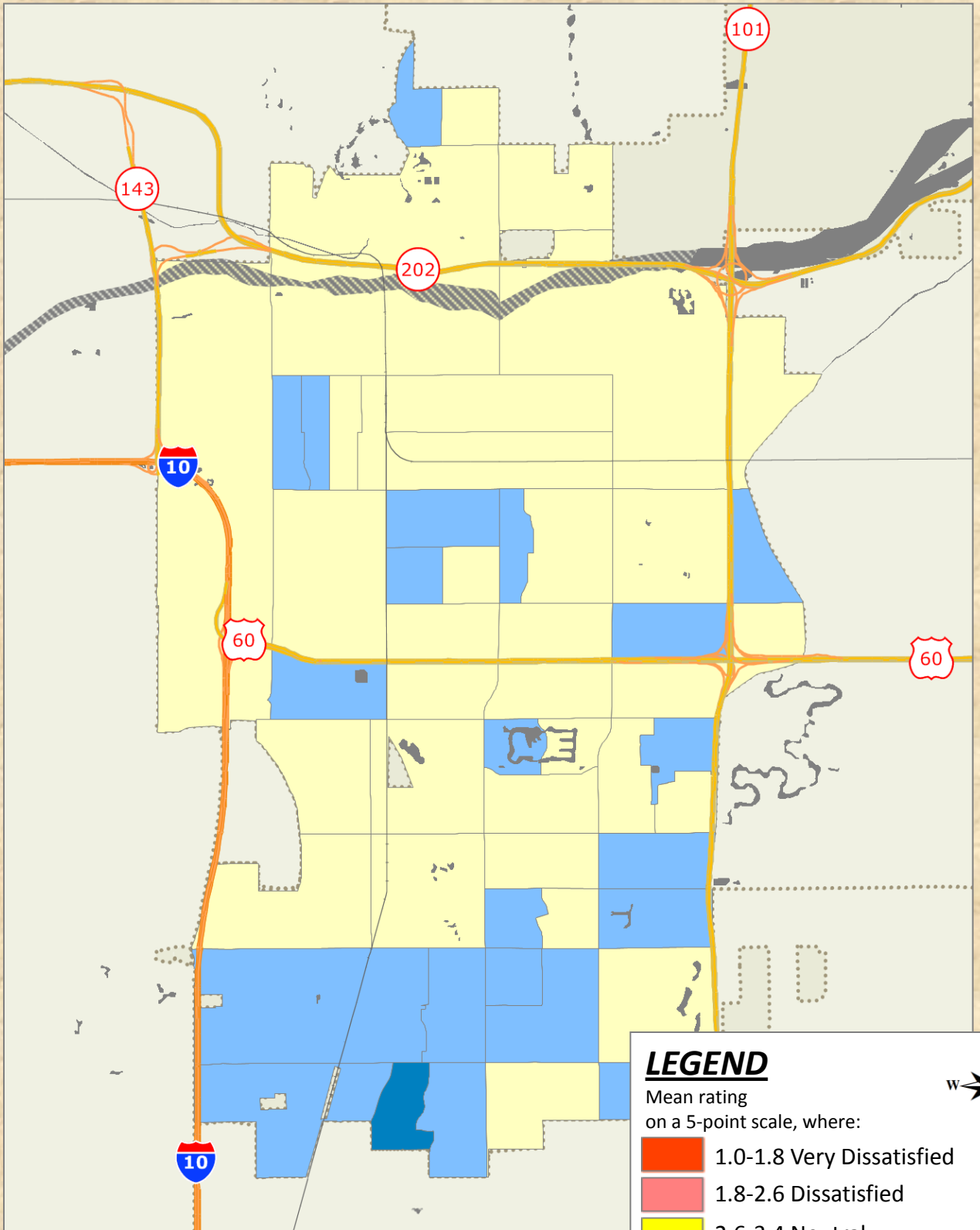
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

City of Tempe
2014 Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q2d: Level of Satisfaction With Condition of Alley




City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

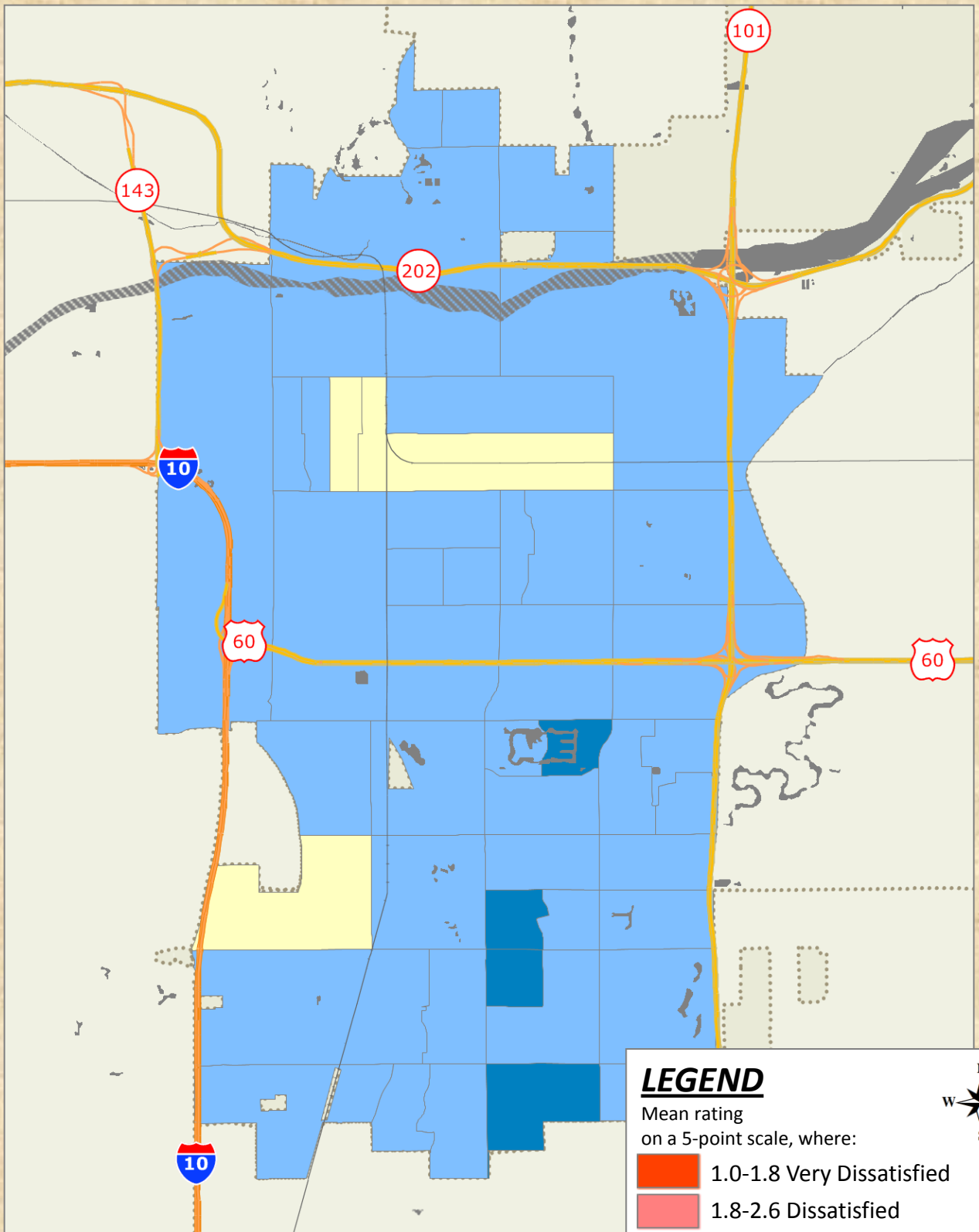
LEGEND

Mean rating on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



Q2e: Level of Satisfaction With Feeling of Safety






City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

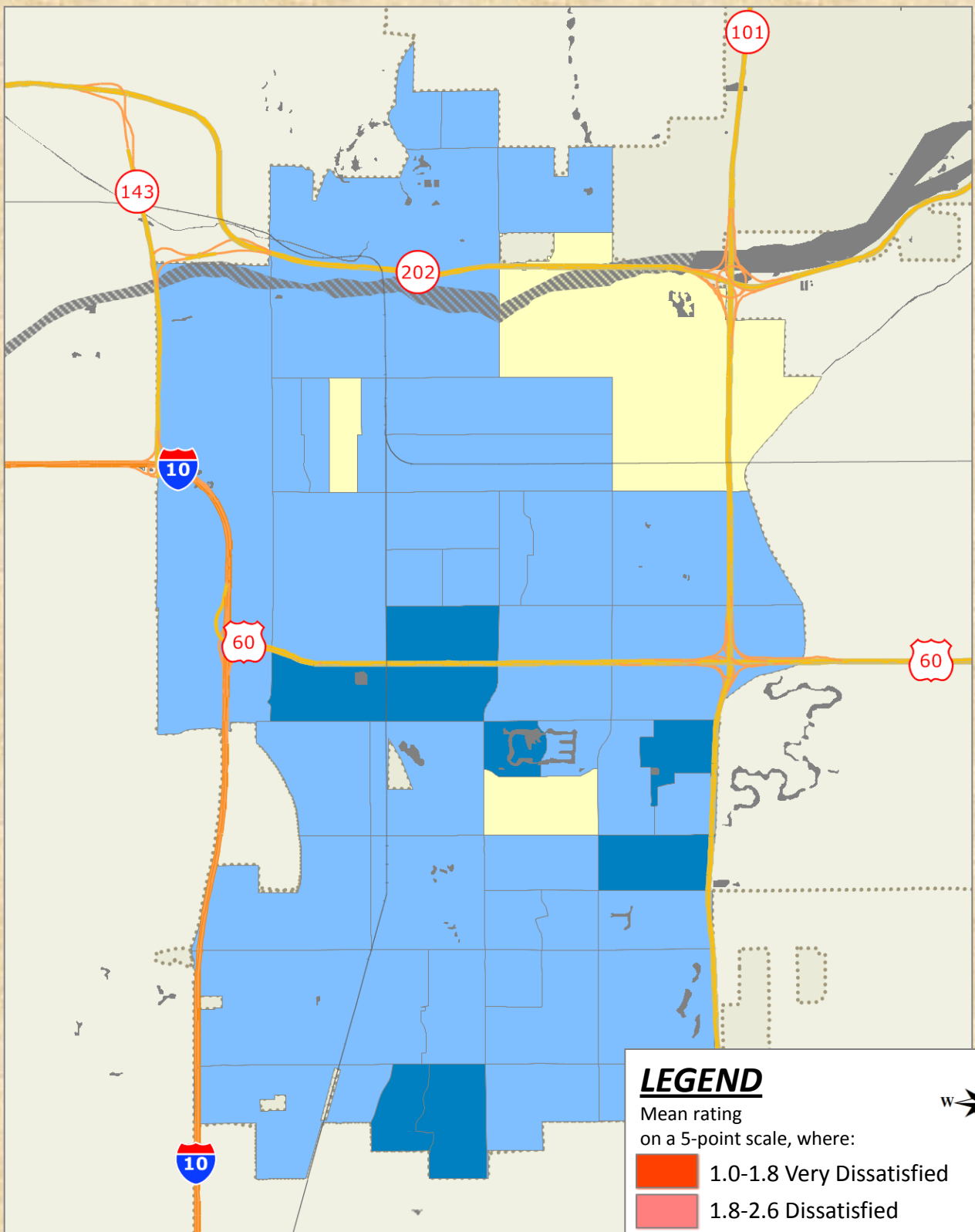
LEGEND

Mean rating on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



Q2f: Level of Satisfaction With Quality of Neighborhood Parks



City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

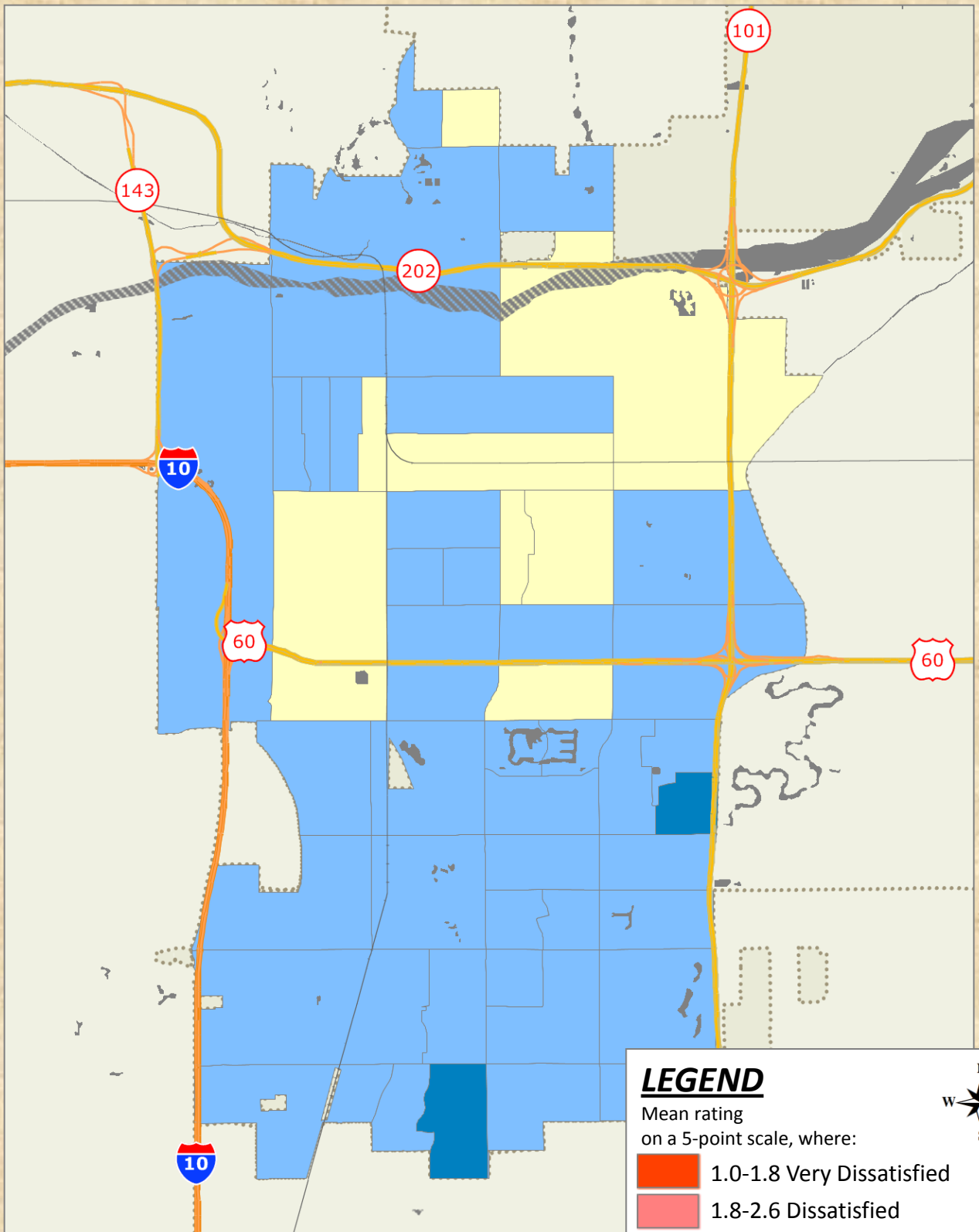
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q2g: Level of Satisfaction With Adequacy of Street Lighting








City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

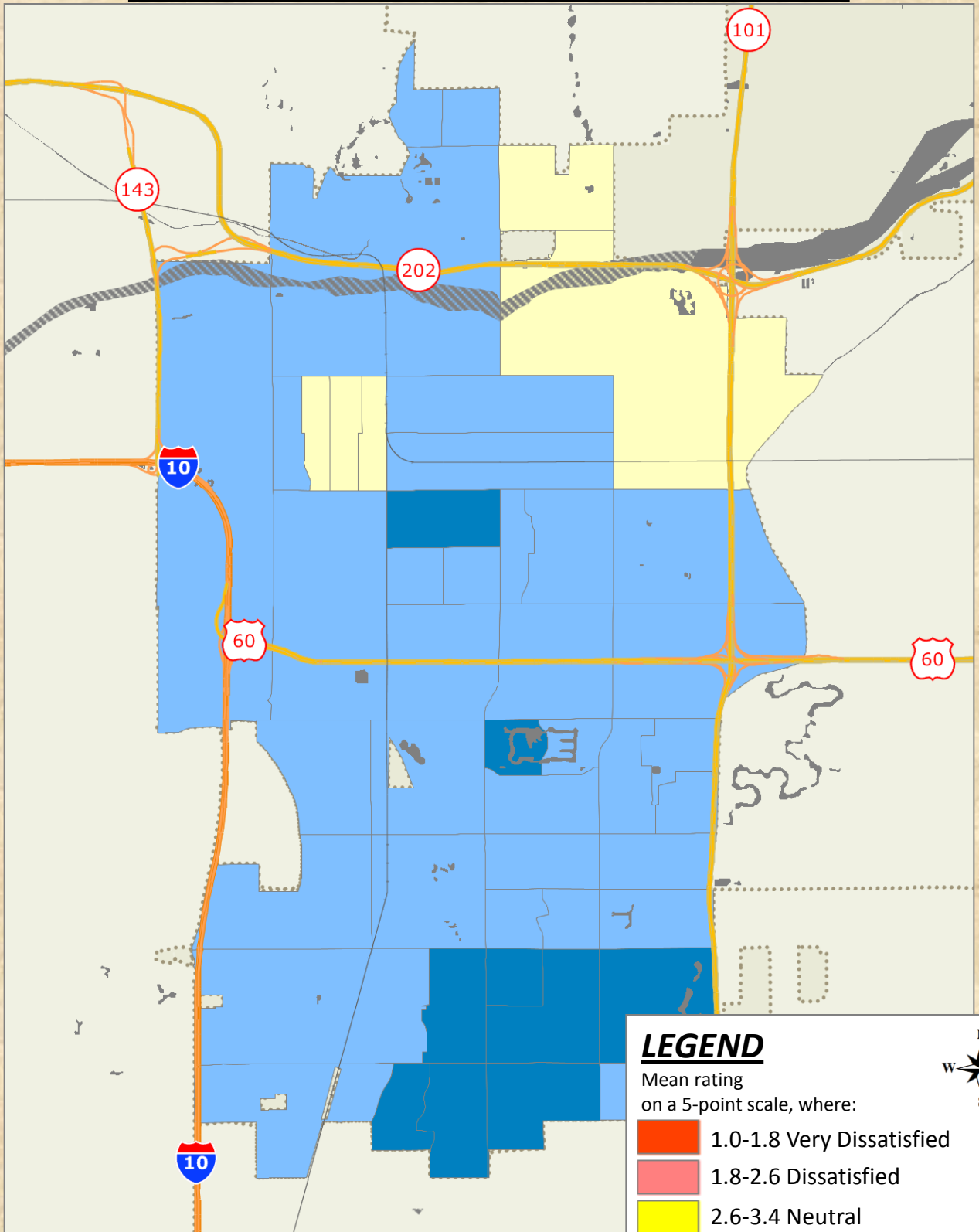
LEGEND

Mean rating on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



Q2h: Level of Satisfaction With Overall Condition of Your Neighborhood



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



City of Tempe

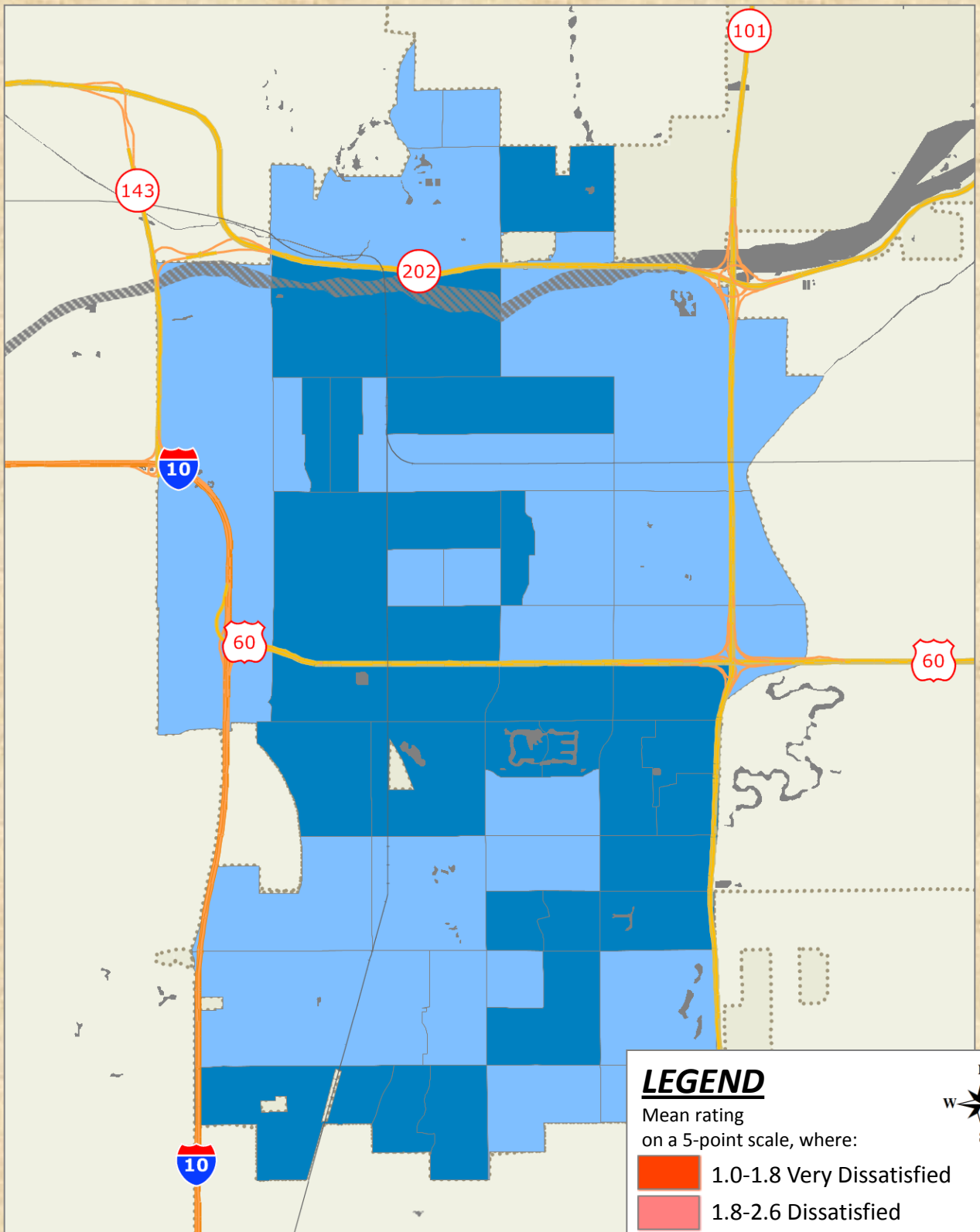
2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Level of Satisfaction With City Facilities

Question #5

Q5a: Level of Satisfaction With Quality of Larger Parks



City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

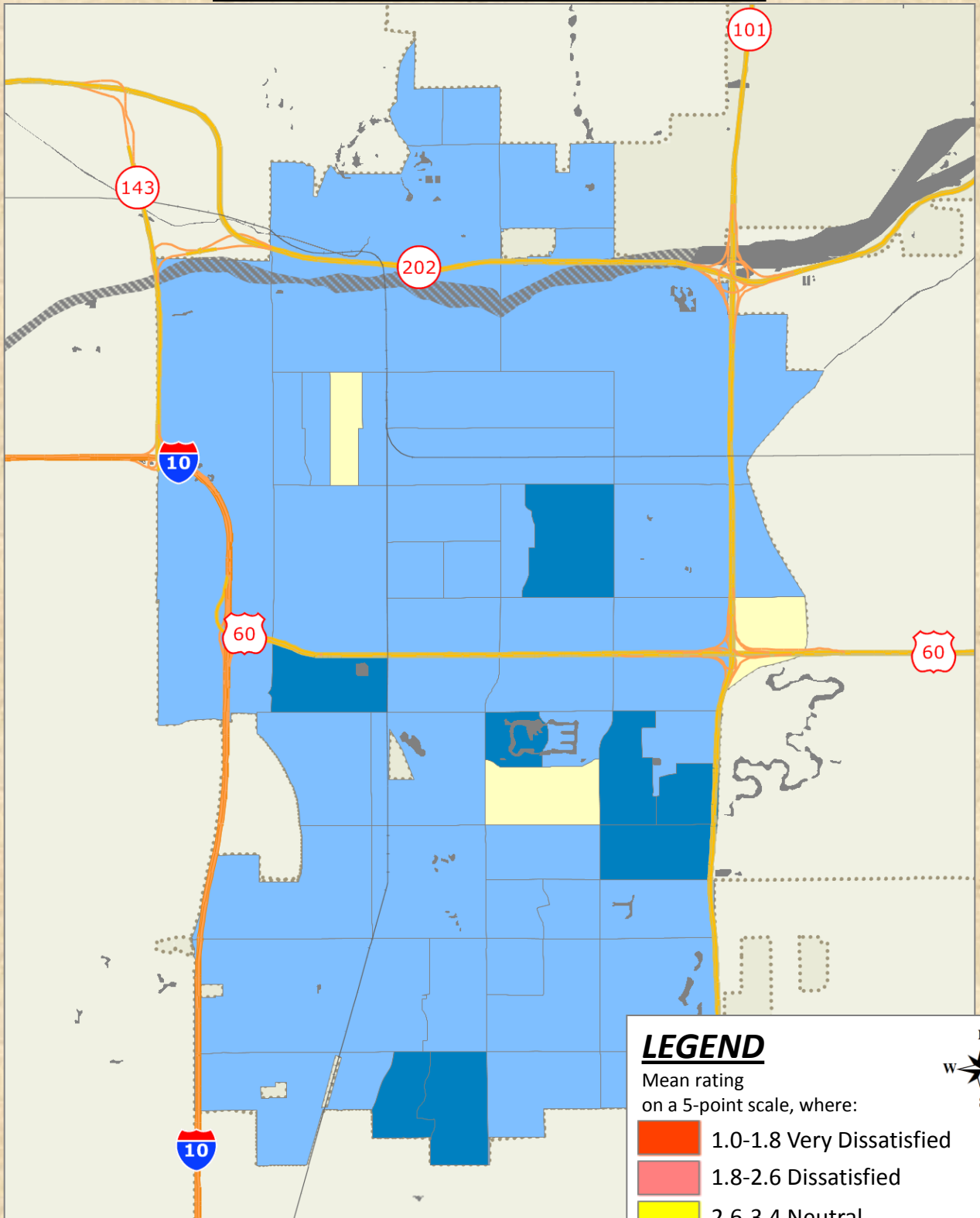
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q5b: Level of Satisfaction With Quality of Neighborhood Parks



City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

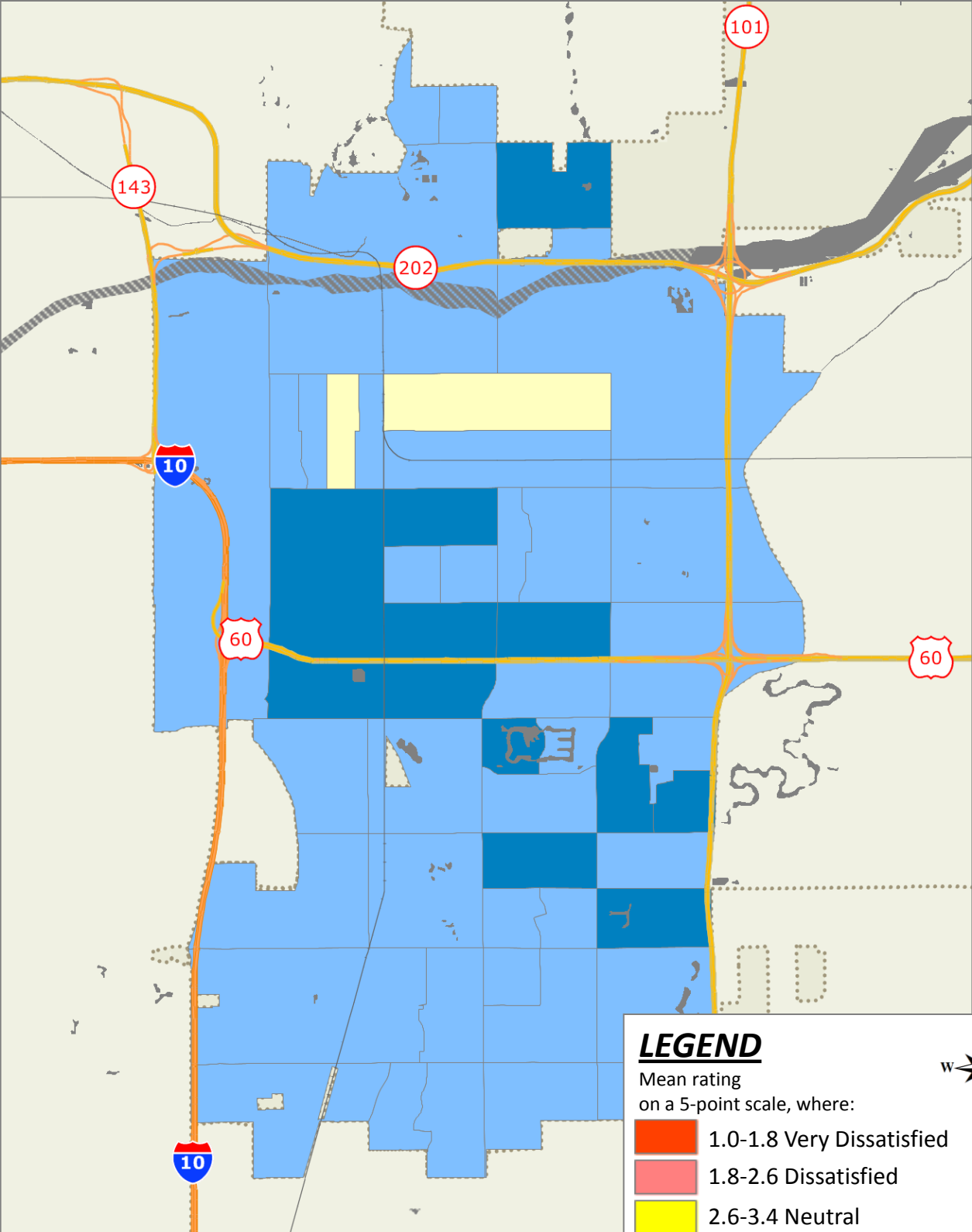
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q5c: Level of Satisfaction With Quality of City Recreation/Community Centers



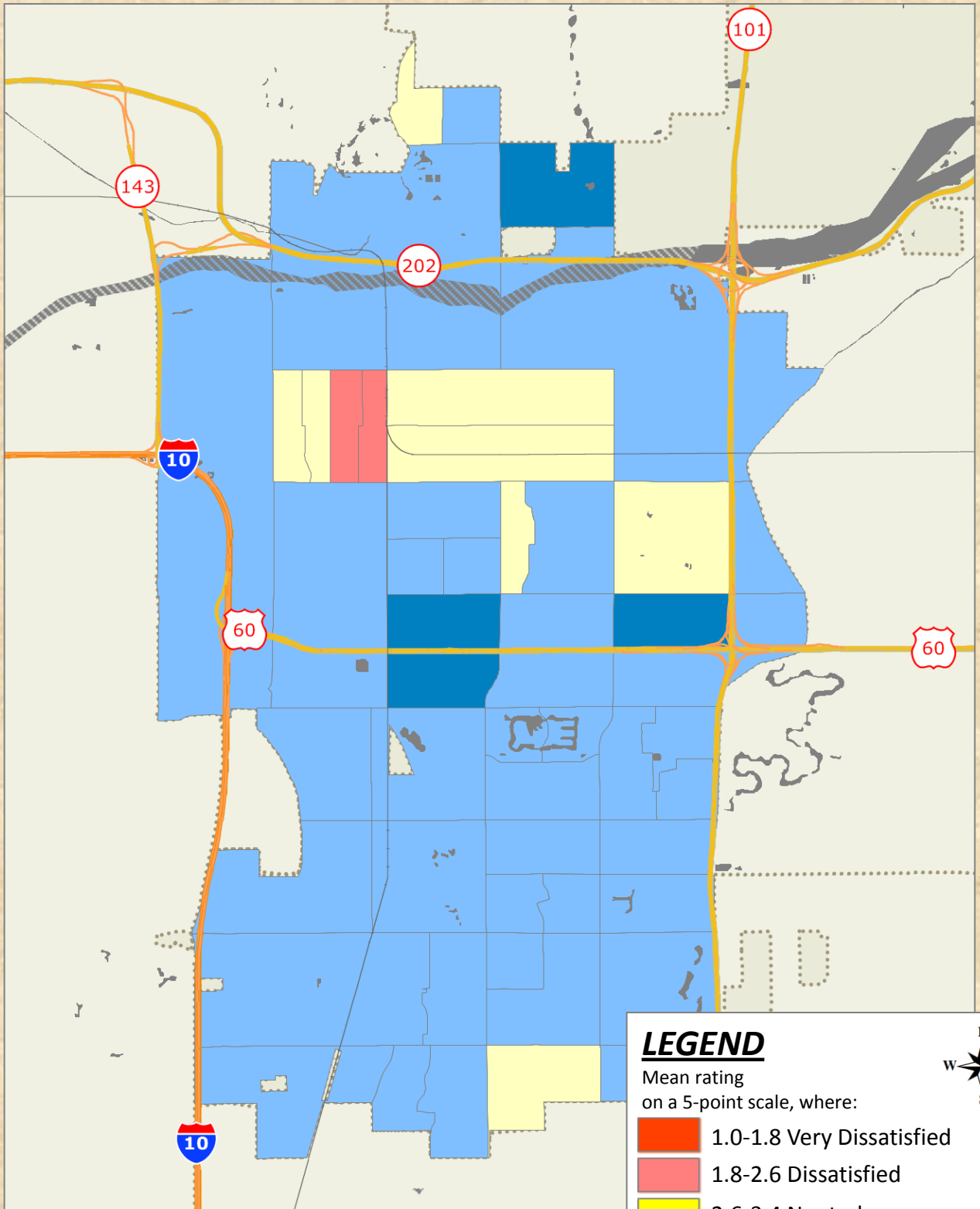
LEGEND

Mean rating on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

City of Tempe
2014 Community Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q5d: Level of Satisfaction With Quality of City Swimming Pools



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

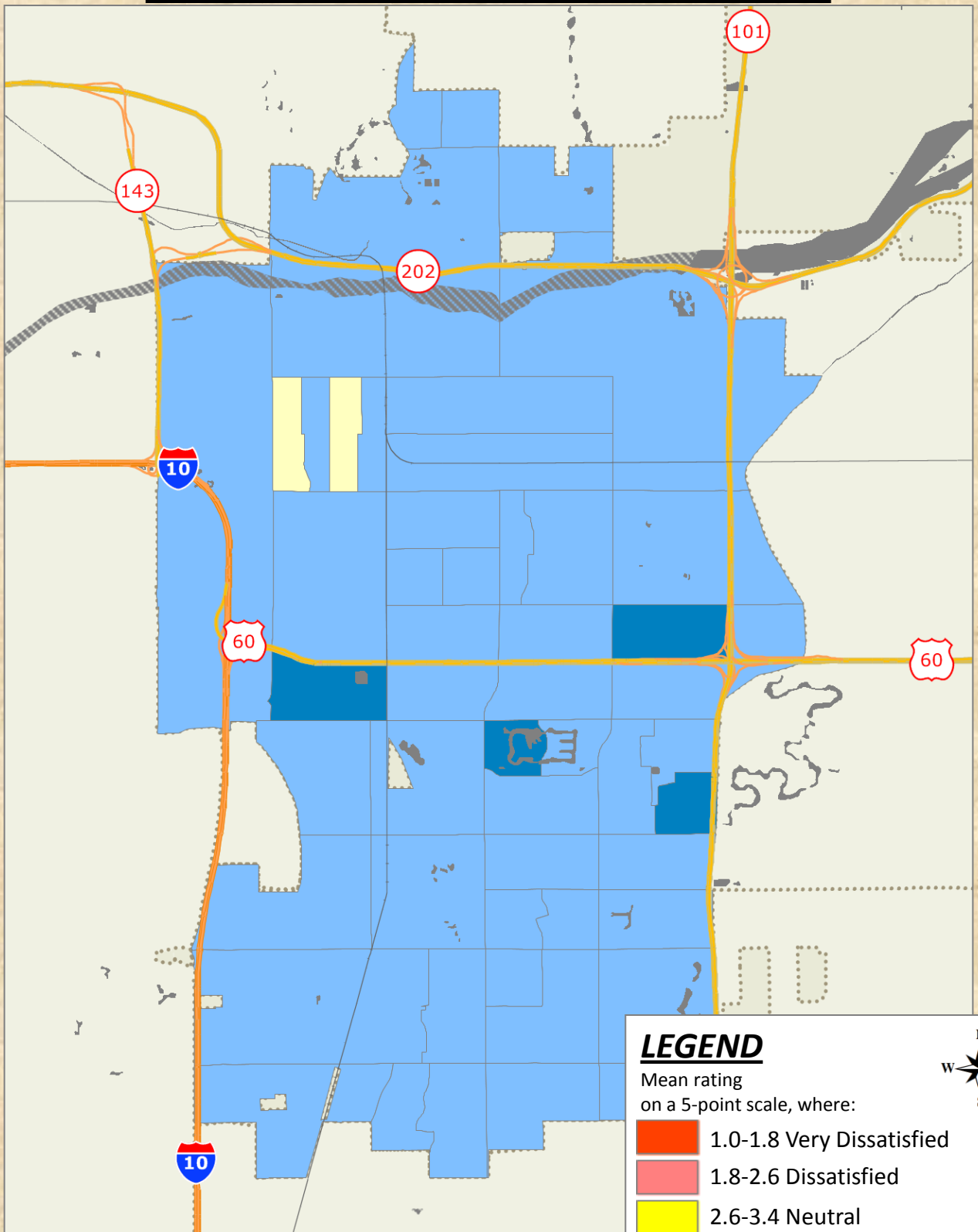


City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q5e: Level of Satisfaction With Quality of City Outdoor Athletic Fields



City of Tempe 2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

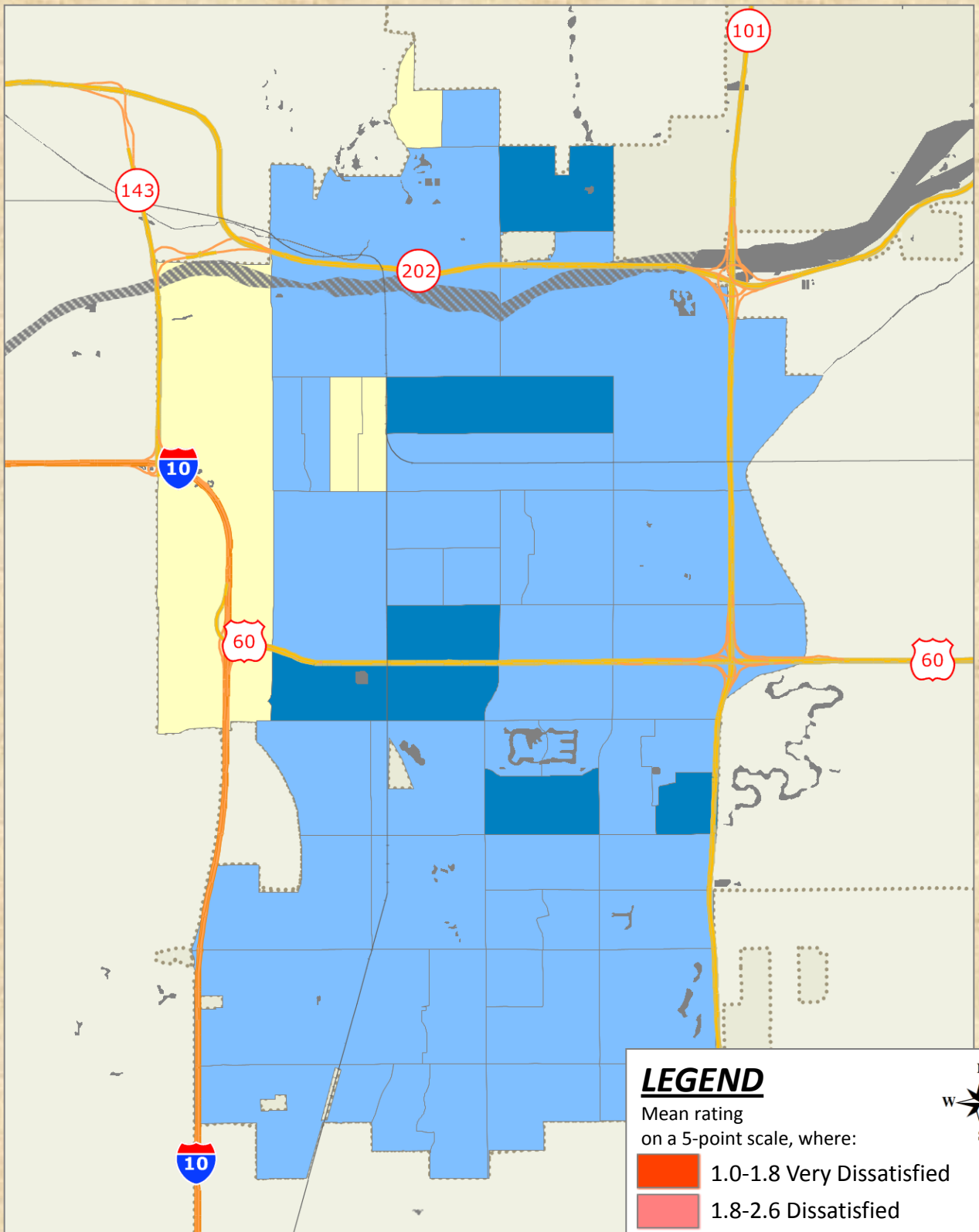
LEGEND

Mean rating on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



Q5f: Level of Satisfaction With Quality of City Golf Courses








City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

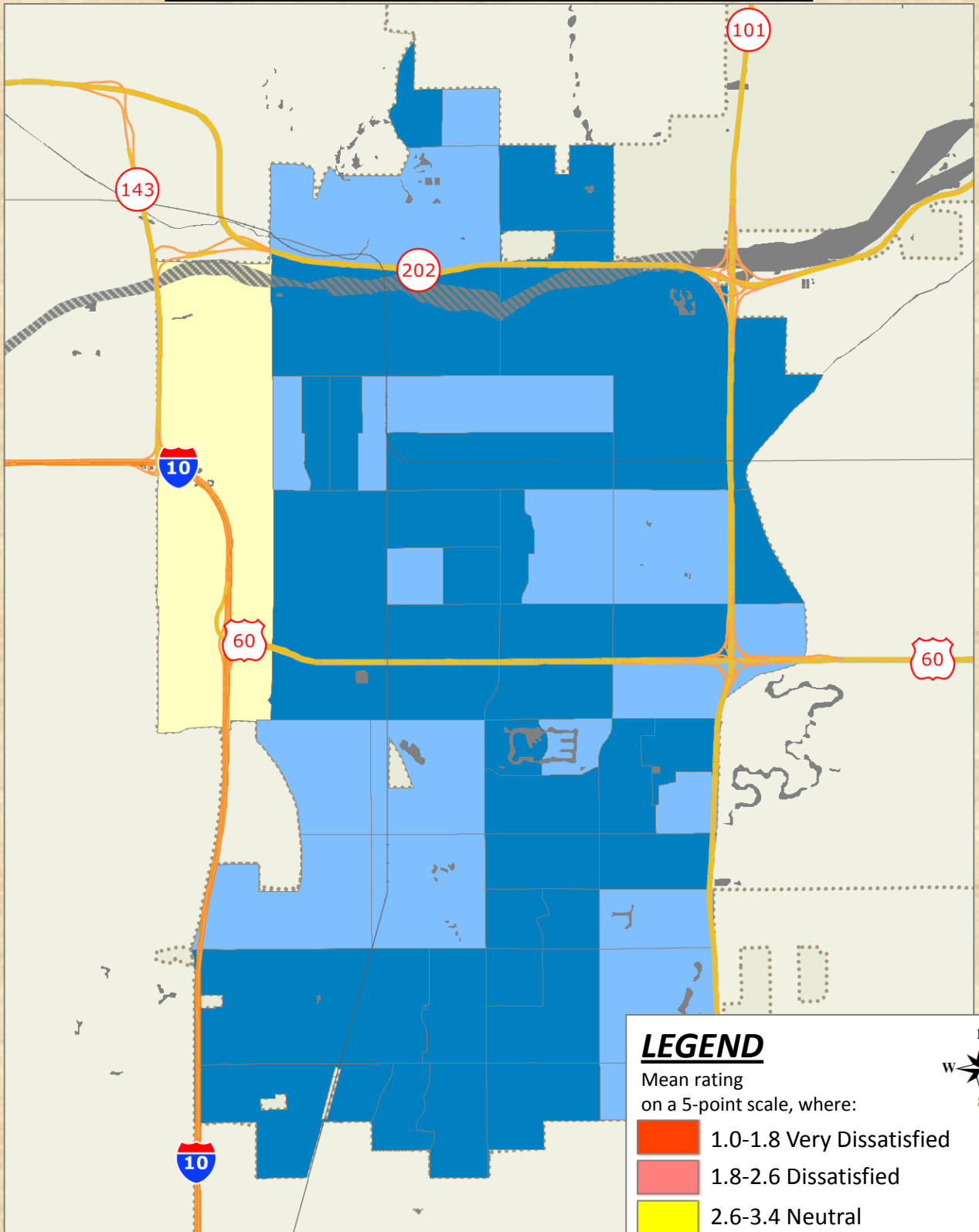
LEGEND

Mean rating on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



Q5g: Level of Satisfaction With Quality of Tempe Center for the Arts



City of Tempe 2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

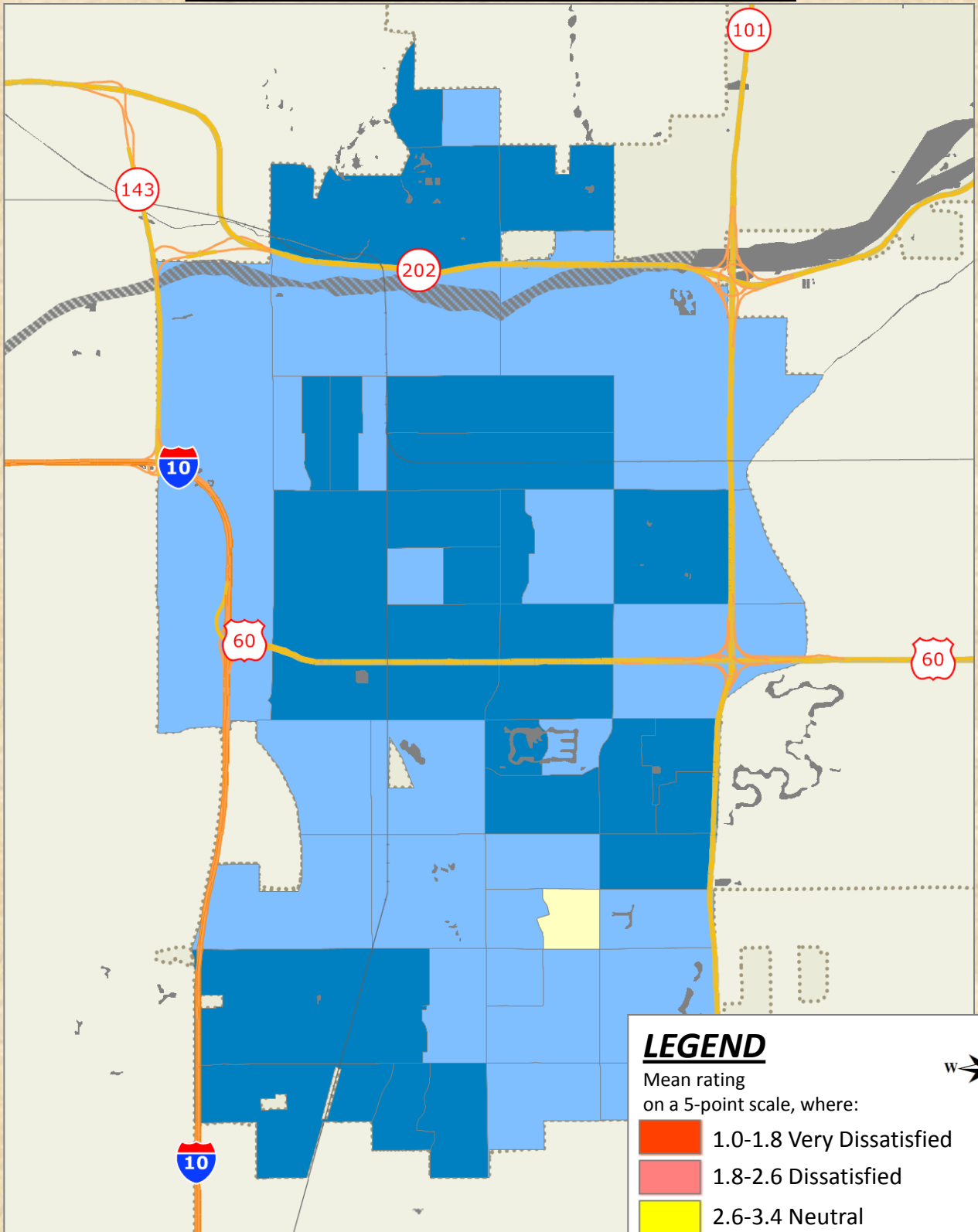
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q5h: Level of Satisfaction With Quality of Tempe History Museum



City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

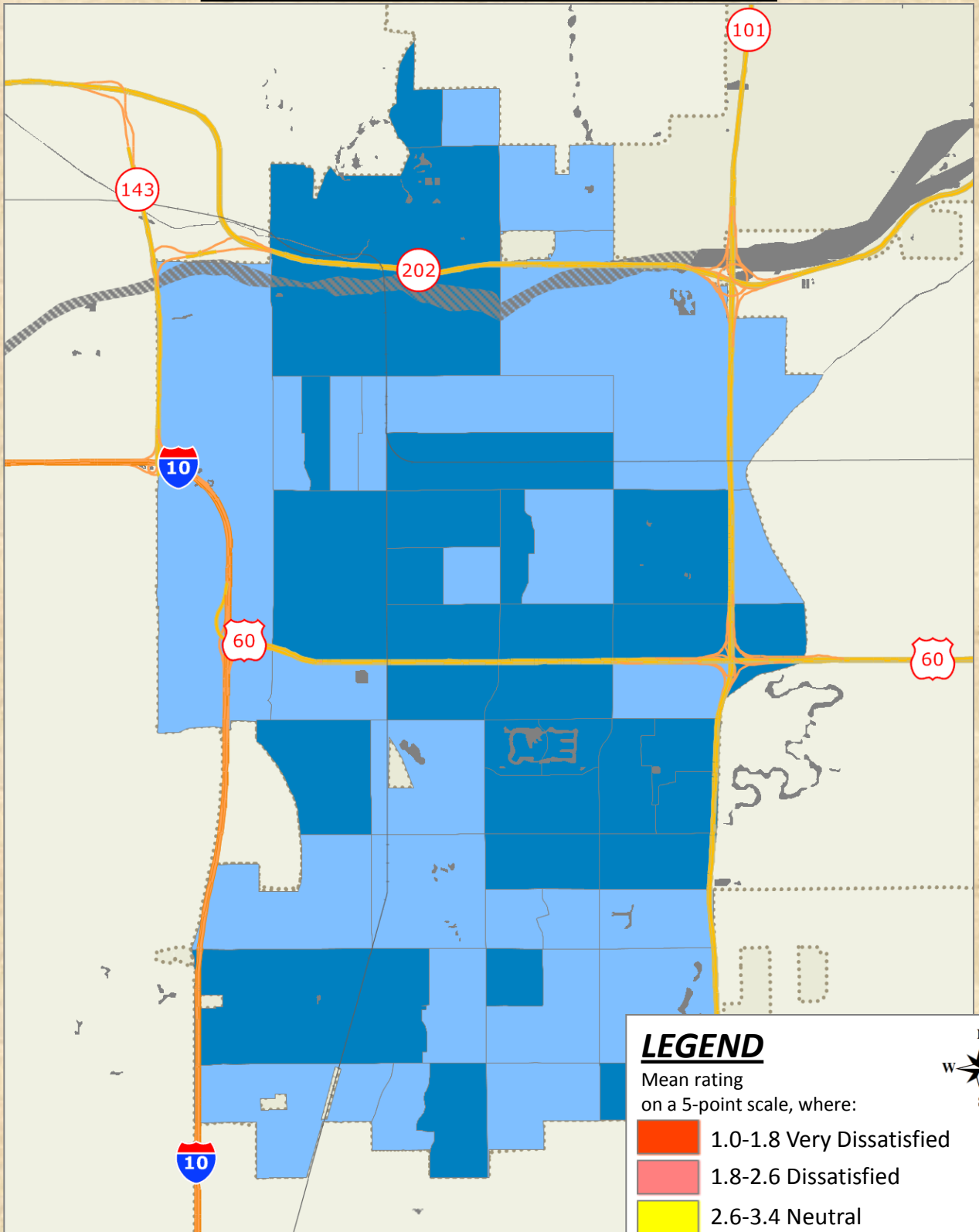
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q5i: Level of Satisfaction With Quality of Tempe Public Library



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

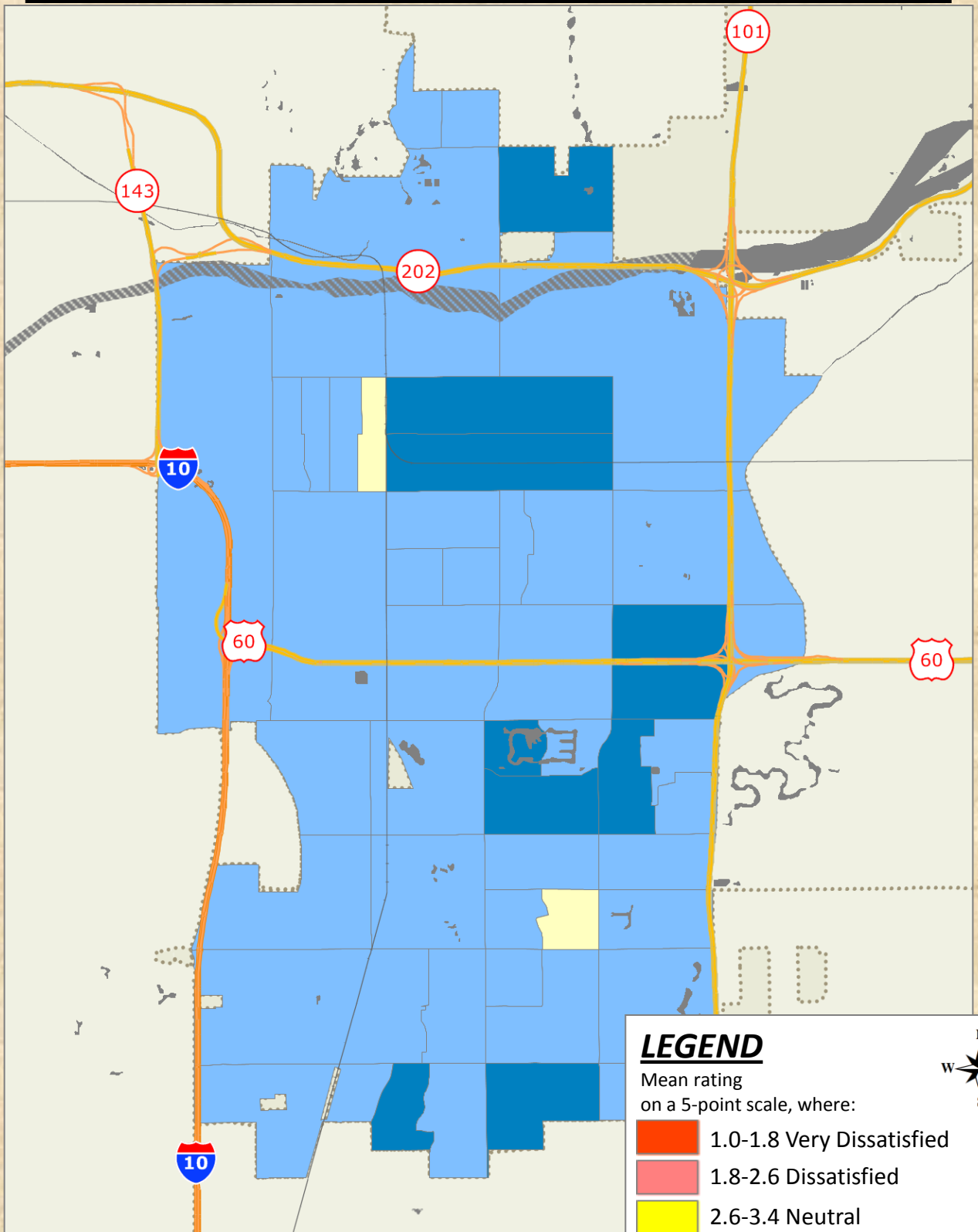


City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q5j: Level of Satisfaction With Quality of Access to City Facilities for Persons With Disabilities



City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

LEGEND

Mean rating on a 5-point scale, where:

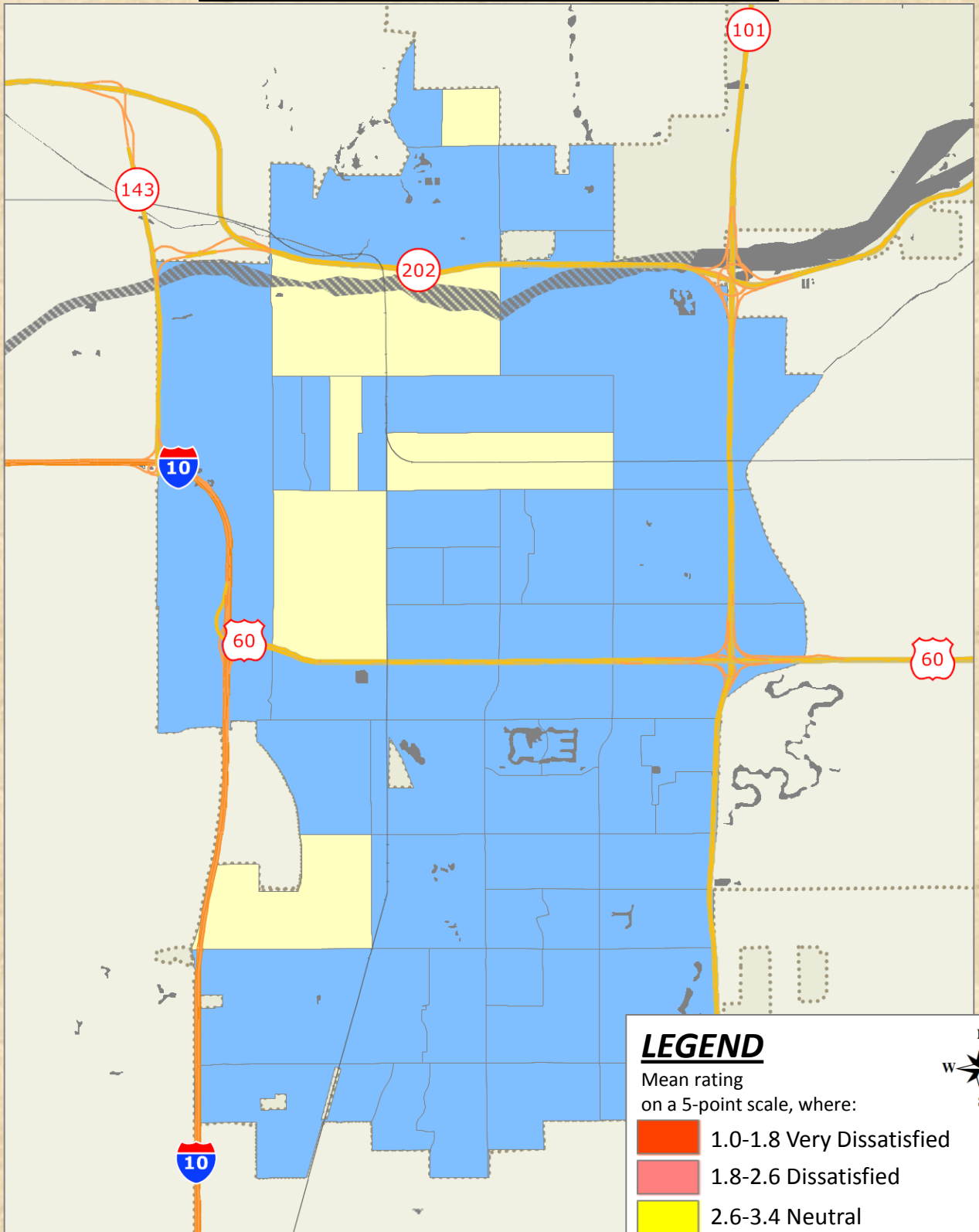
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Level of Satisfaction With City Services

Question #6

Q6a: Level of Satisfaction With Overall Condition of City Streets



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

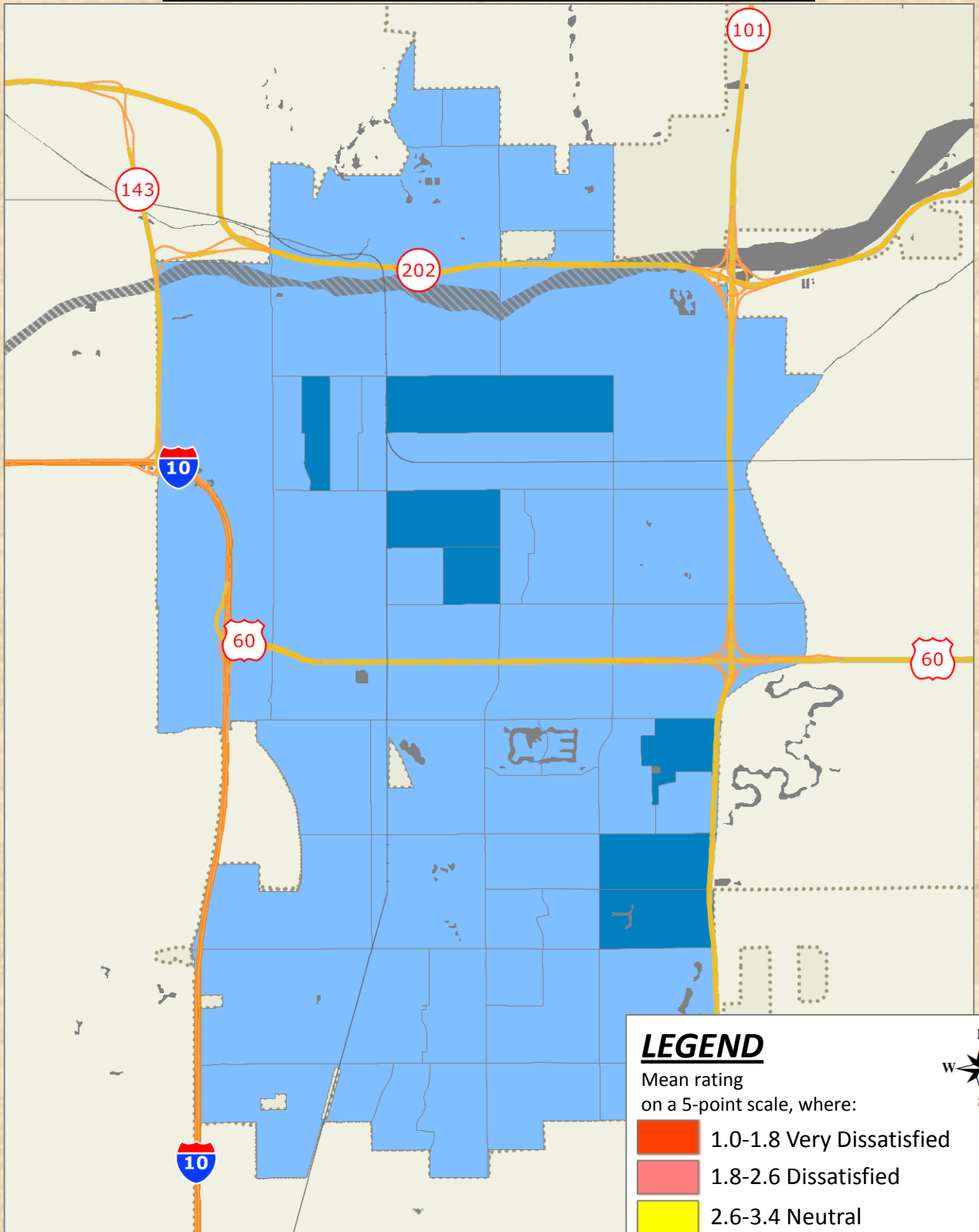


City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q6b: Level of Satisfaction With Condition and Clarity of Street Signs



City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

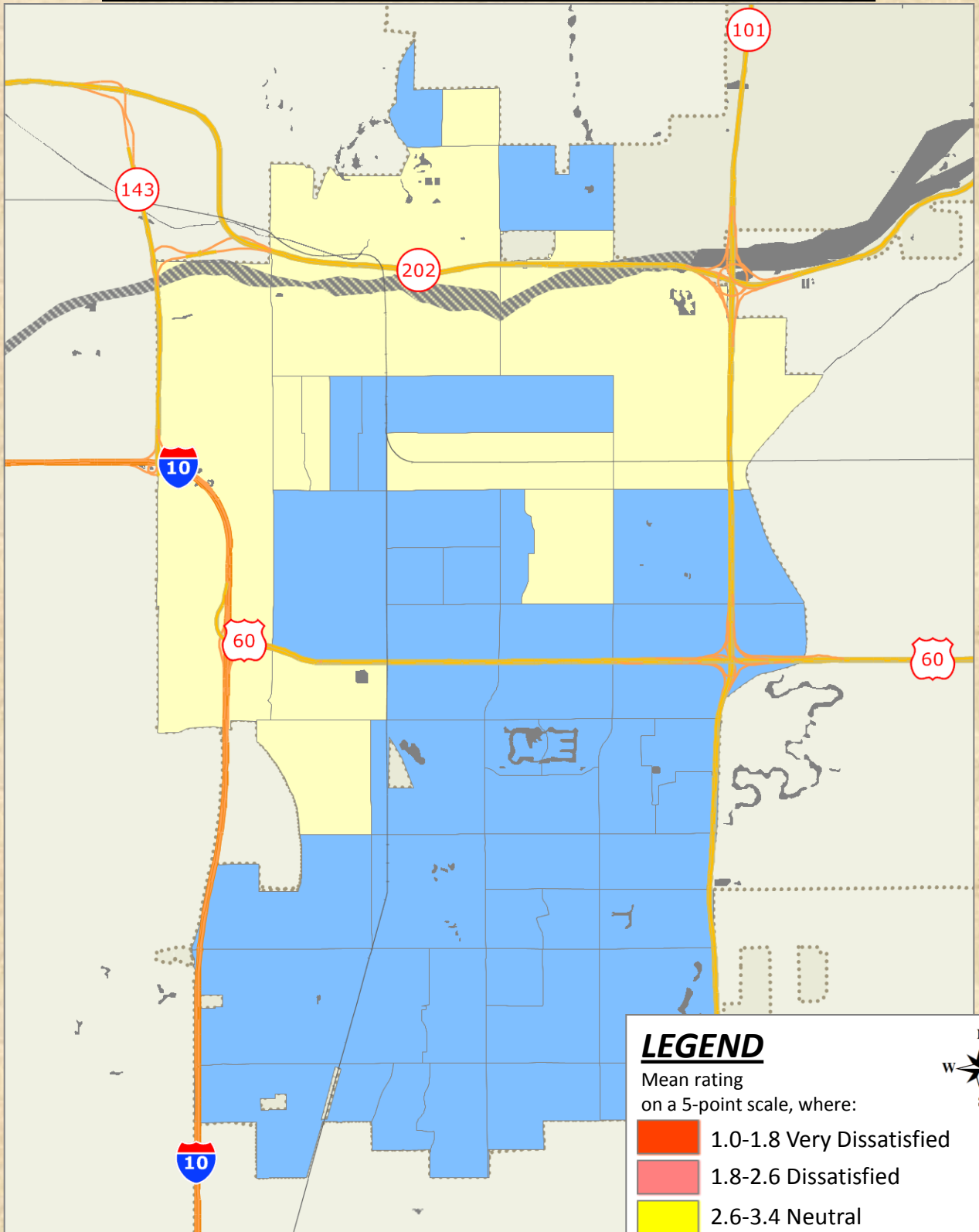
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q6c: Level of Satisfaction With Management of Traffic Flow on City Streets



City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

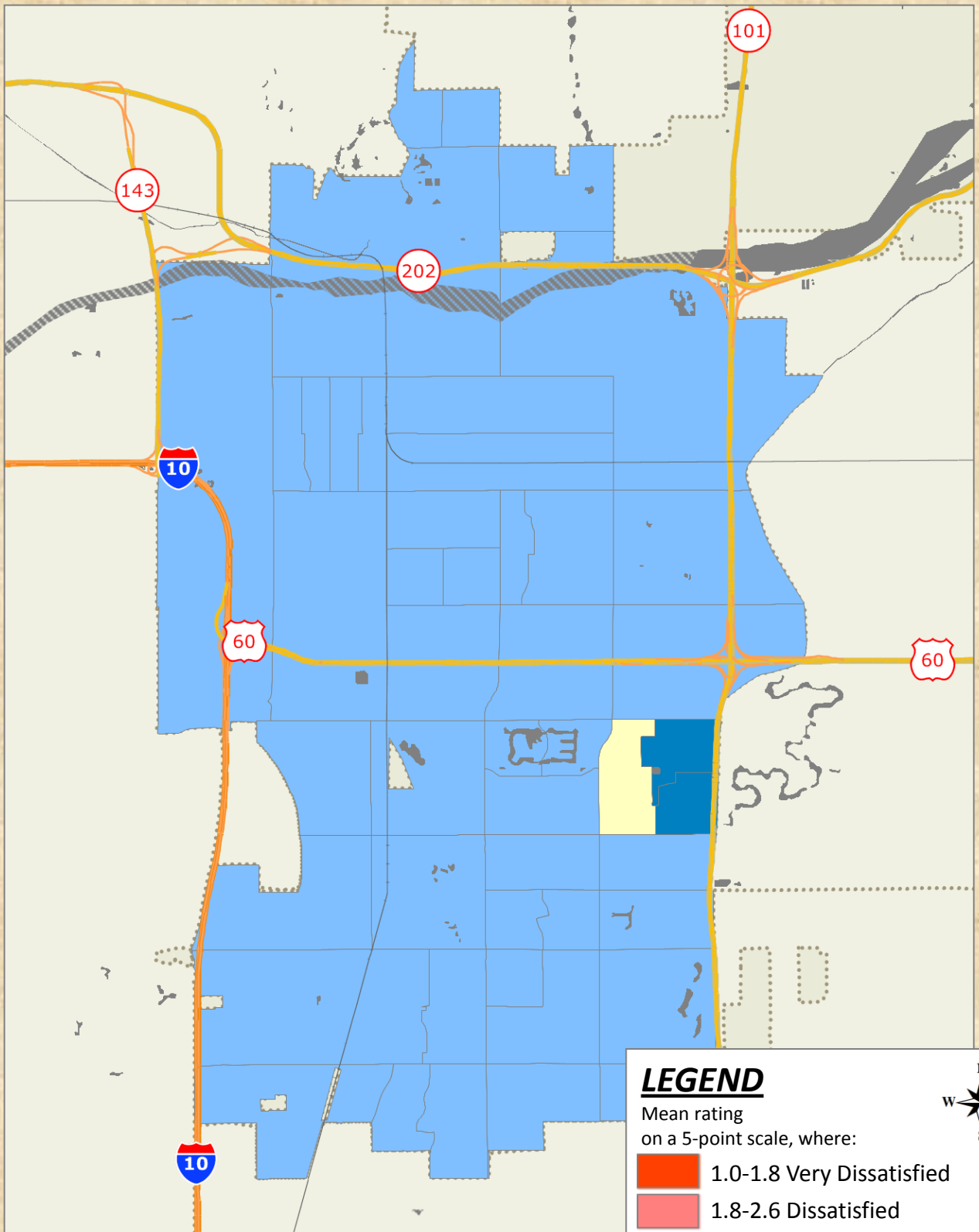
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q6d: Level of Satisfaction With Cleanliness of City Streets








City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

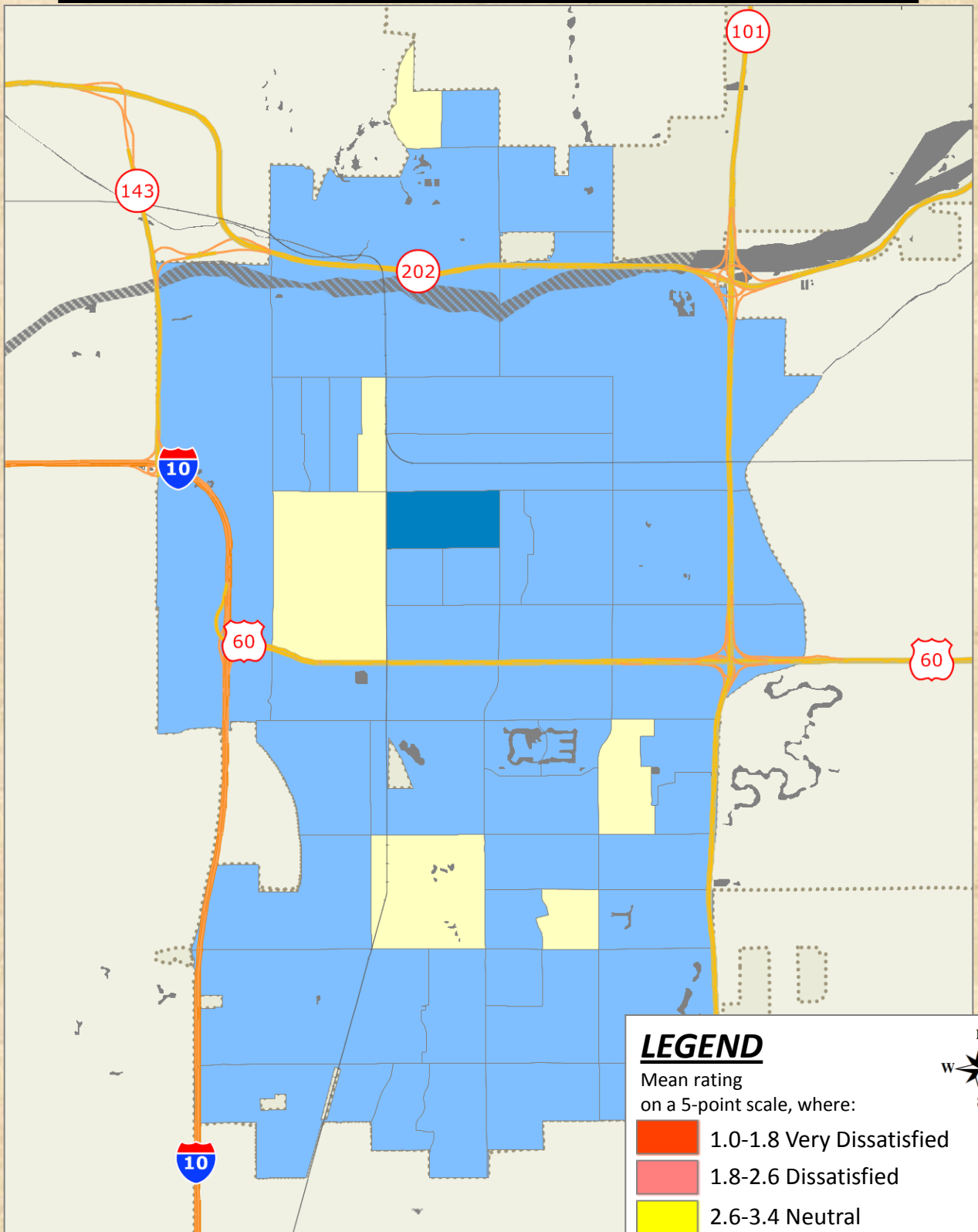
LEGEND

Mean rating on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



Q6e: Level of Satisfaction With Landscape Maintenance Along Streets/Sidewalks






City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

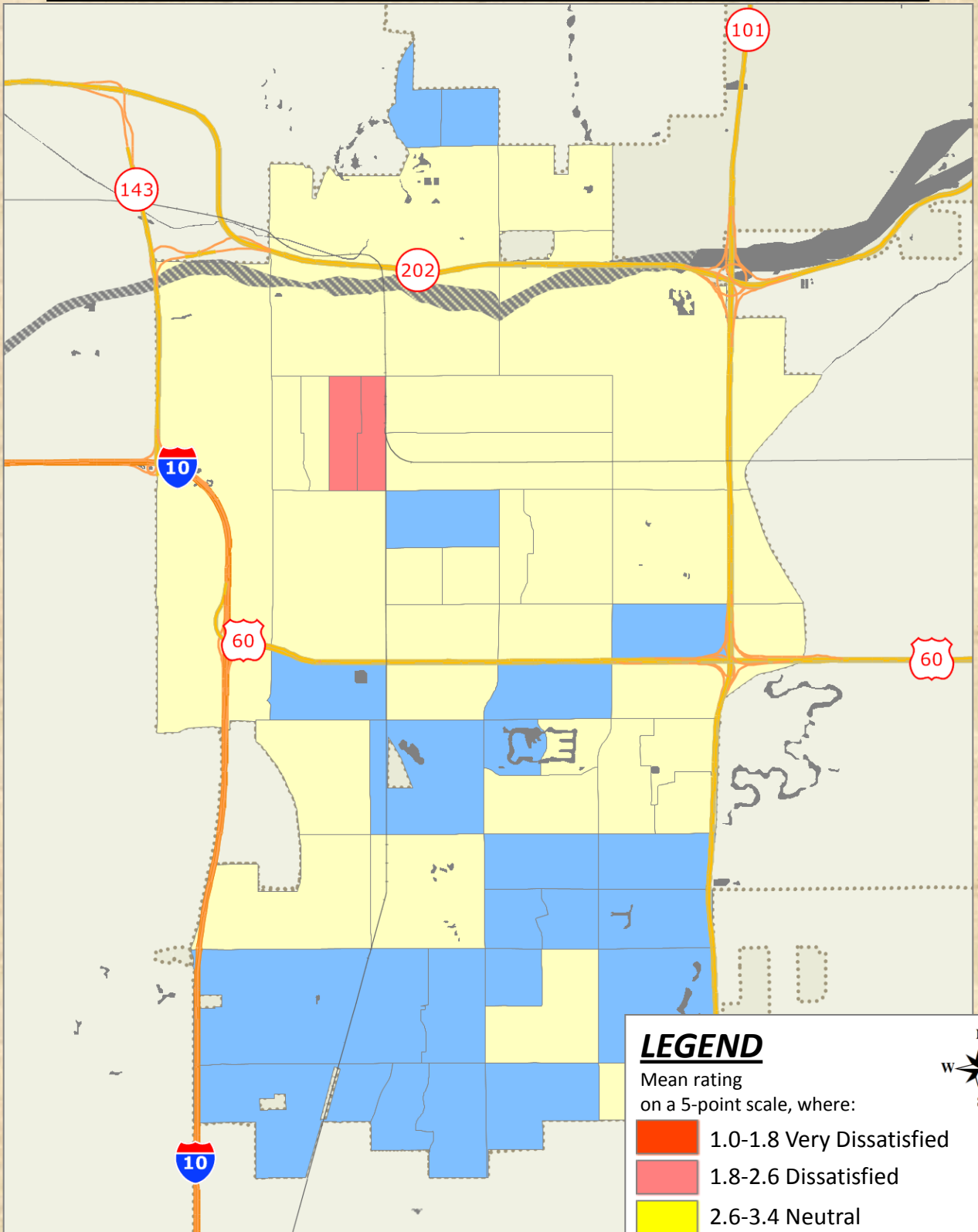
LEGEND

Mean rating on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)




Q6f: Level of Satisfaction With City Enforcement of Property Maintenance Codes



LEGEND

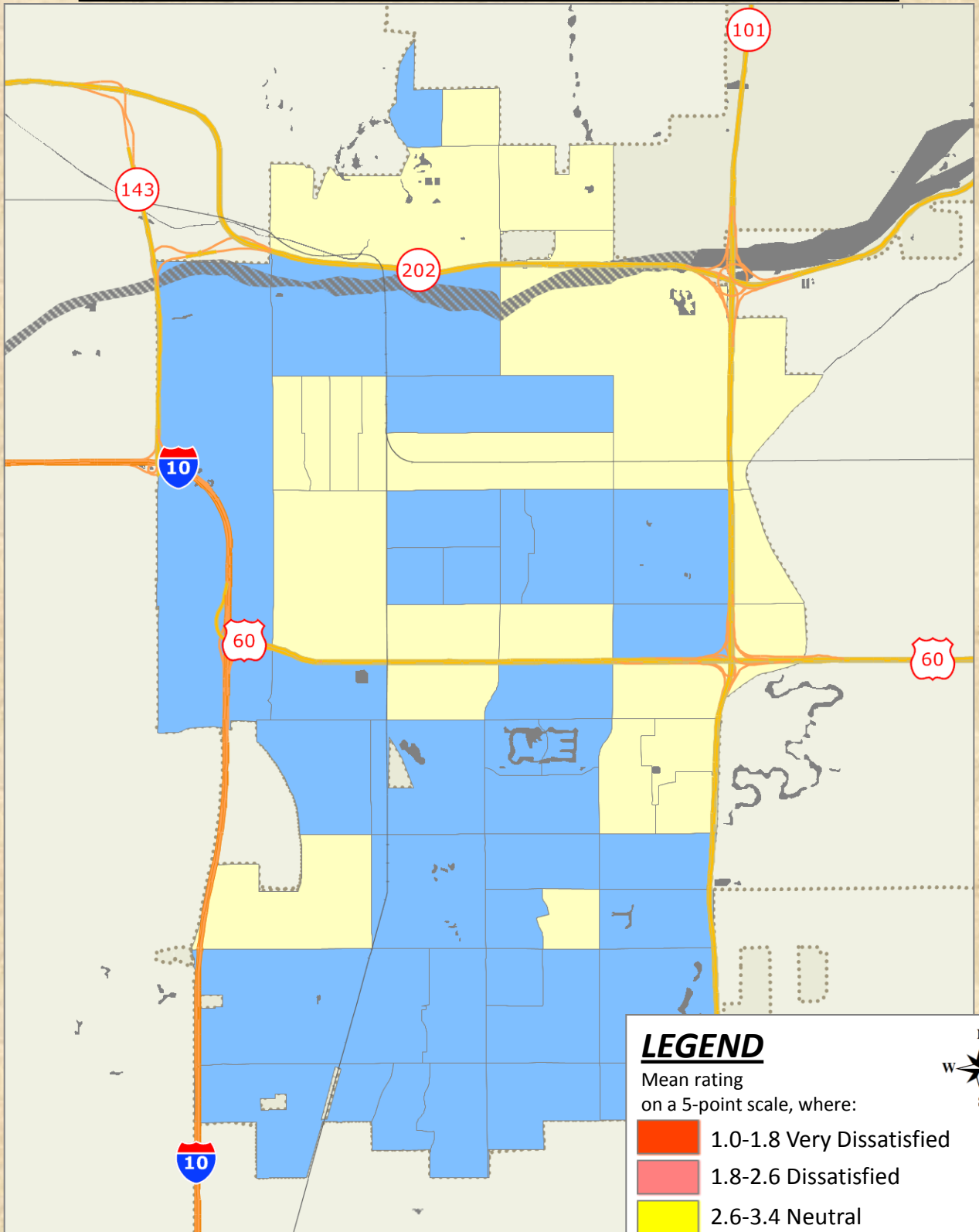
Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



City of Tempe
2014 Community Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q6g: Level of Satisfaction With Appearance of Residential Property in the City



City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

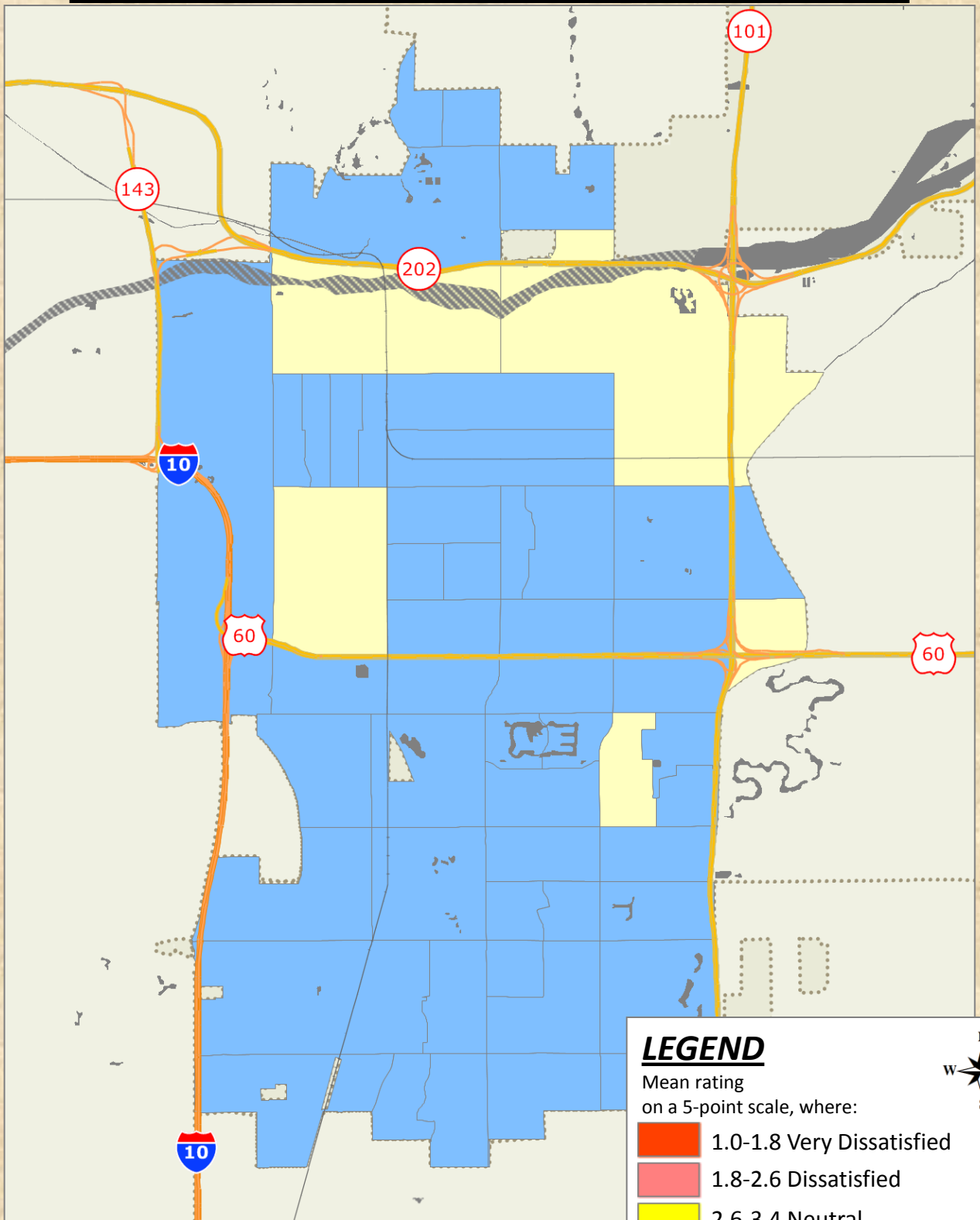
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q6h: Level of Satisfaction With Appearance of *Commercial Property* in the City




City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

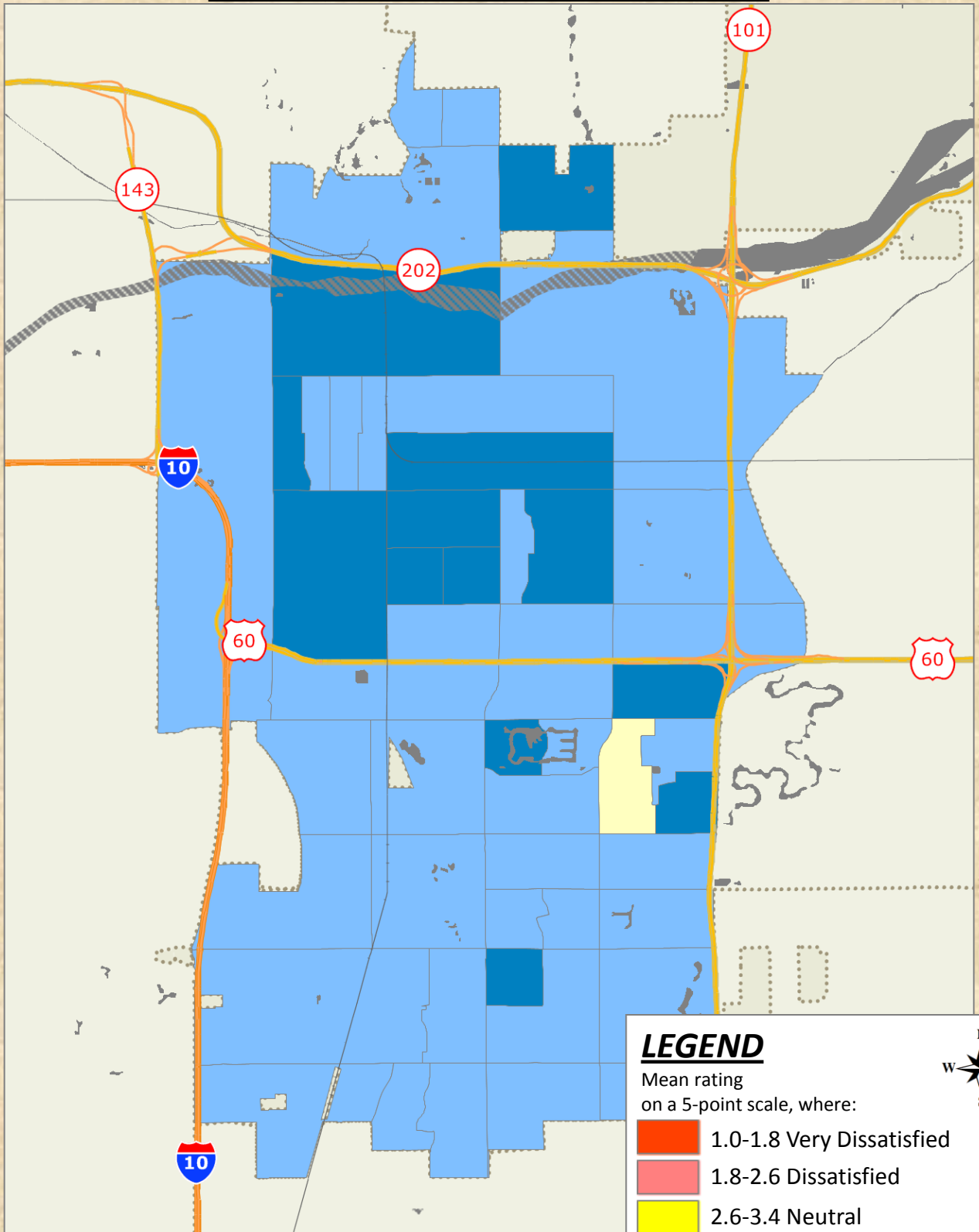
LEGEND

Mean rating on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



Q6i: Level of Satisfaction With Quality of Local Transit Service



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

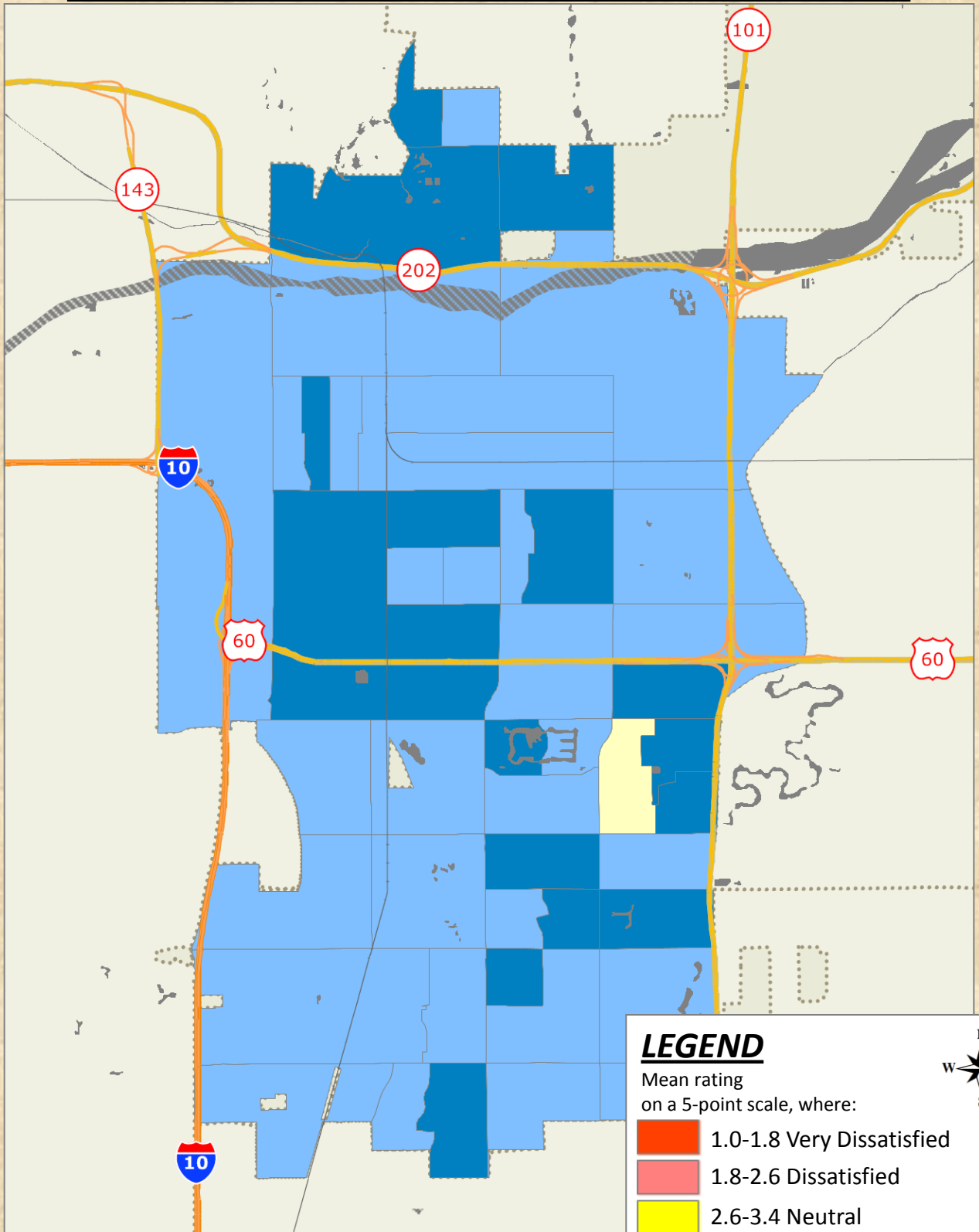


City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q6j: Level of Satisfaction With Quality of Walking and Biking Paths in the City



City of Tempe 2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

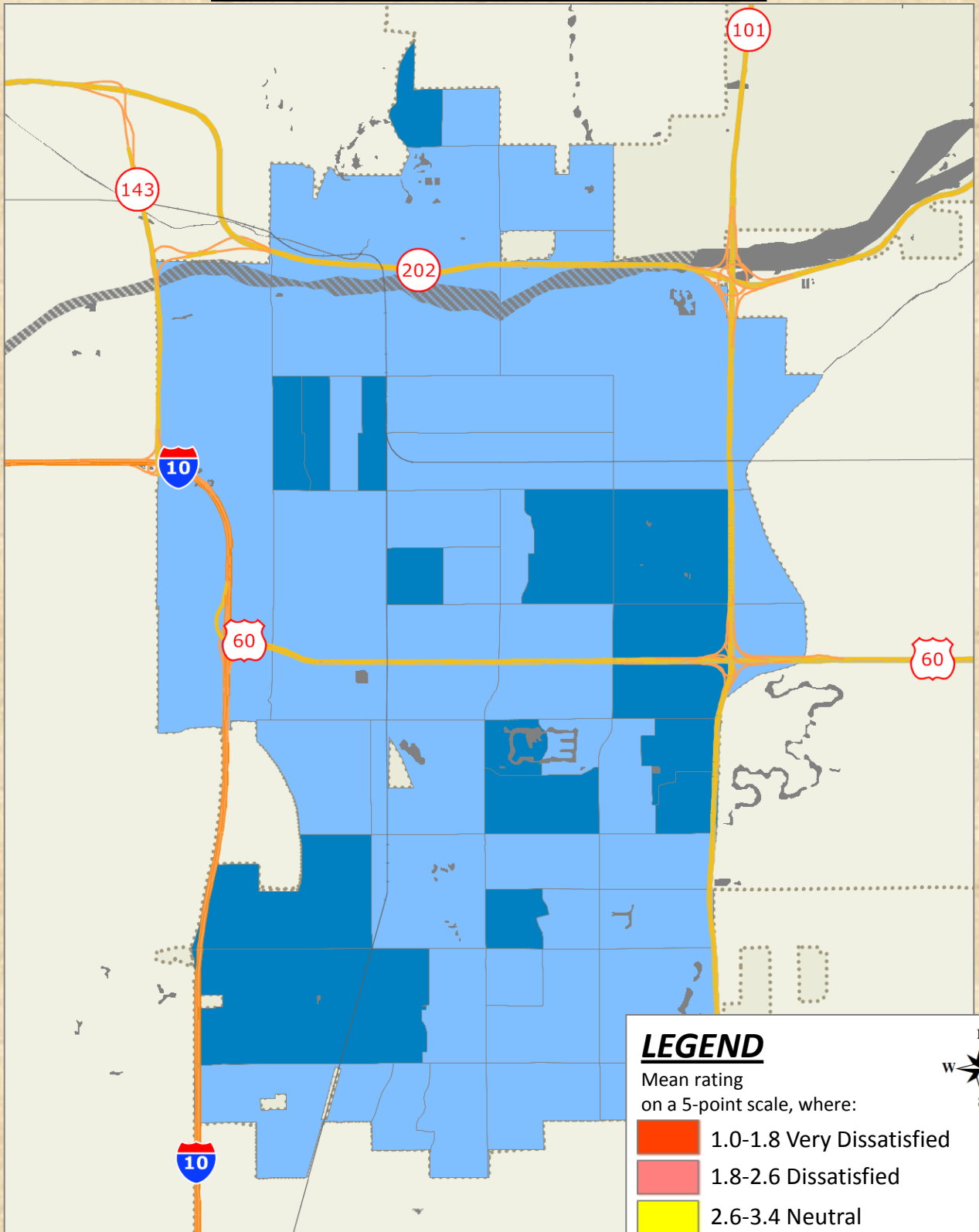
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q6k: Level of Satisfaction With Quality of Local Police Services



City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

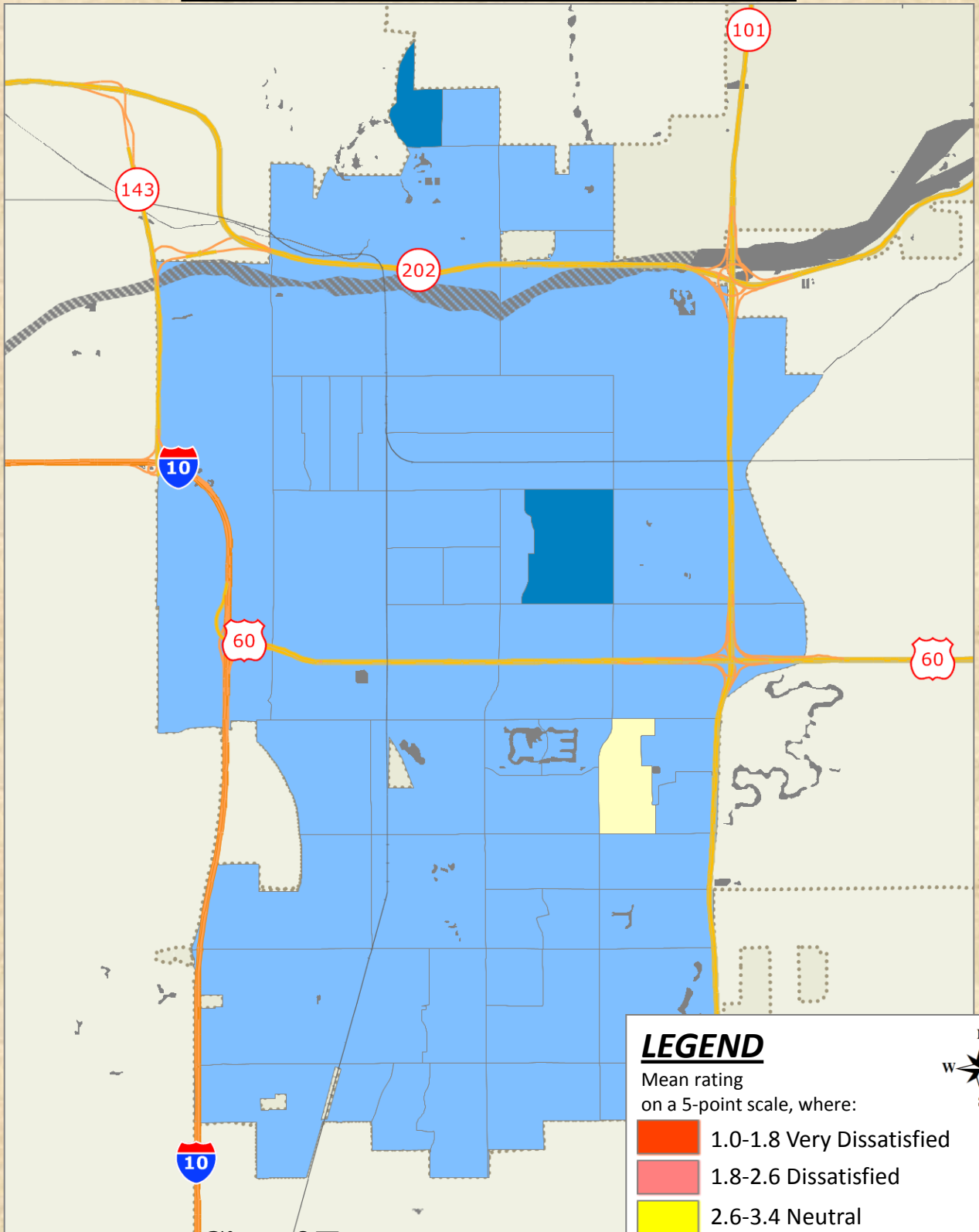
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q6l: Level of Satisfaction With Enforcement of Local Traffic Laws



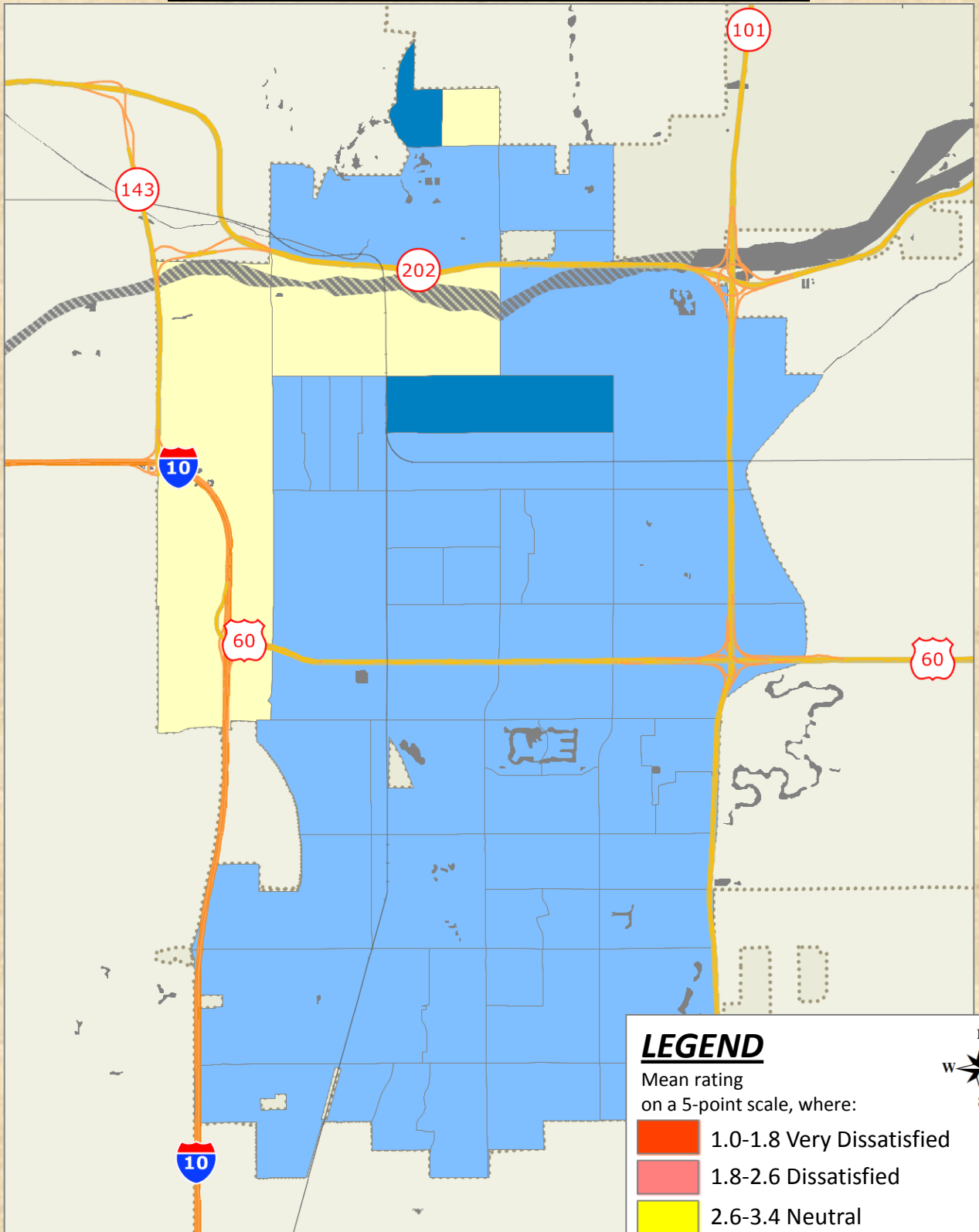
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

City of Tempe
2014 Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q6m: Level of Satisfaction With Efforts by the City to Prevent Crime



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

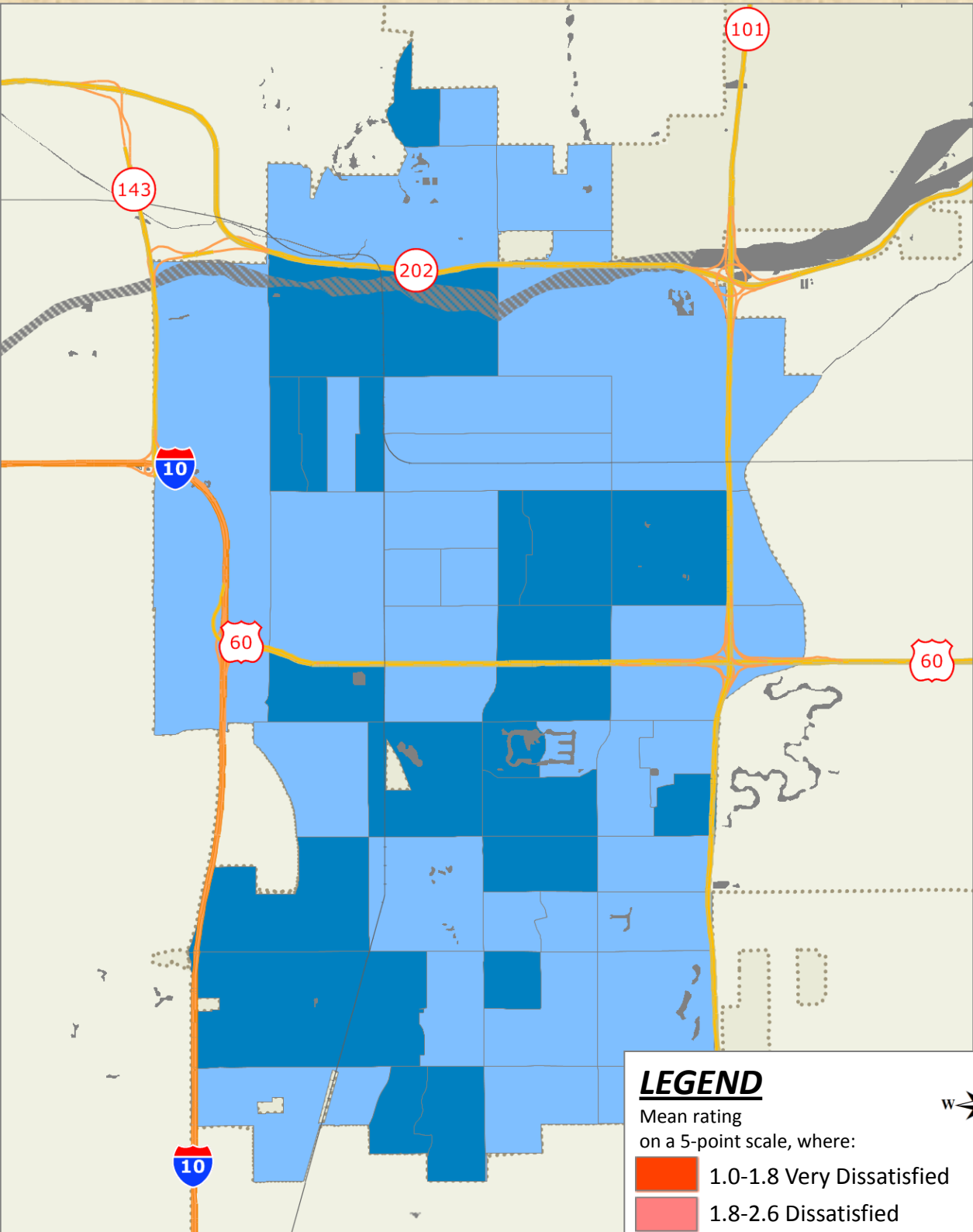


City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)


Q6n: Level of Satisfaction With Quality of Local Fire Services



LEGEND

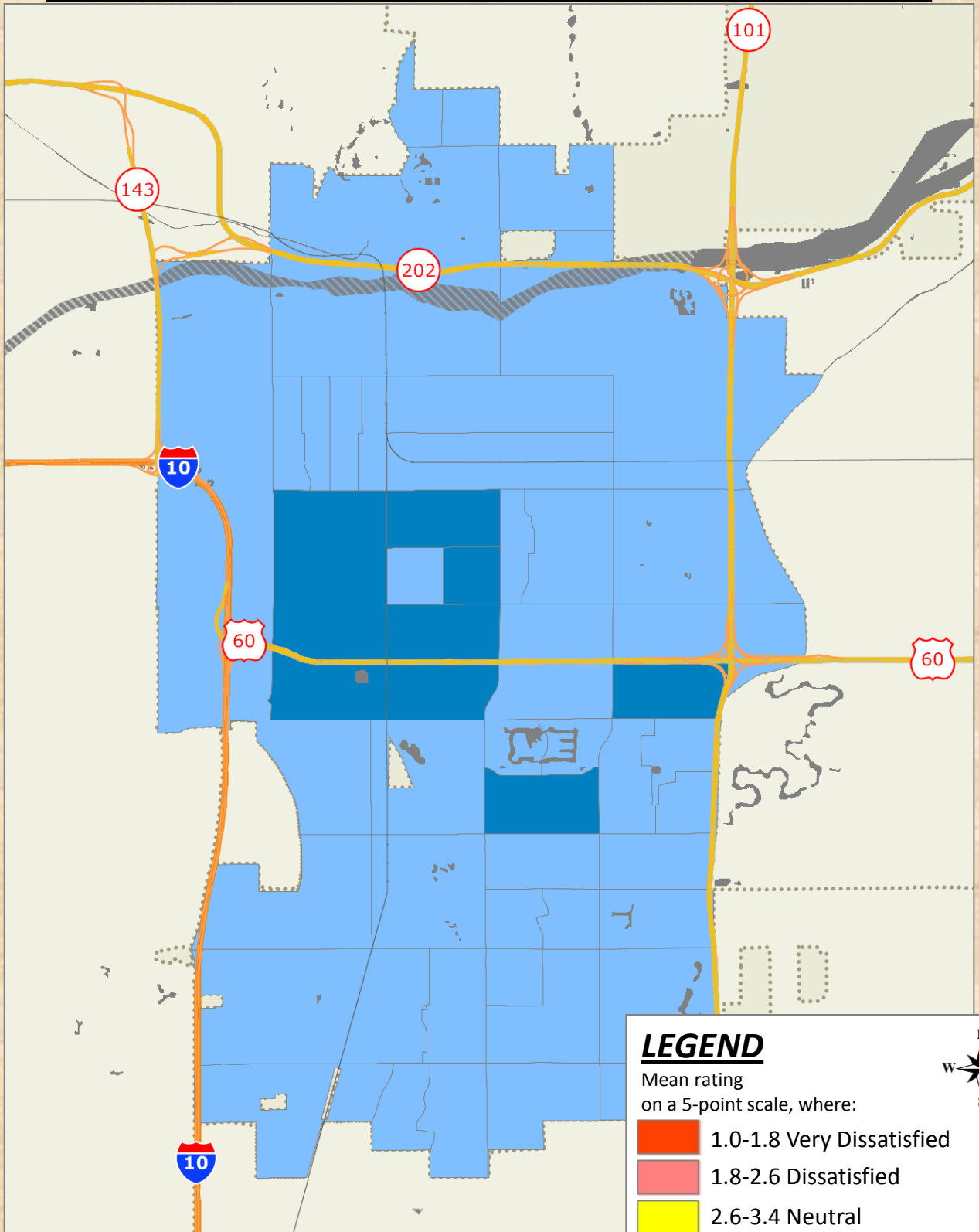
Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



City of Tempe
2014 Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q60: Level of Satisfaction With Availability of Information About City Programs, Events, Services, and Issues



LEGEND

Mean rating
on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)

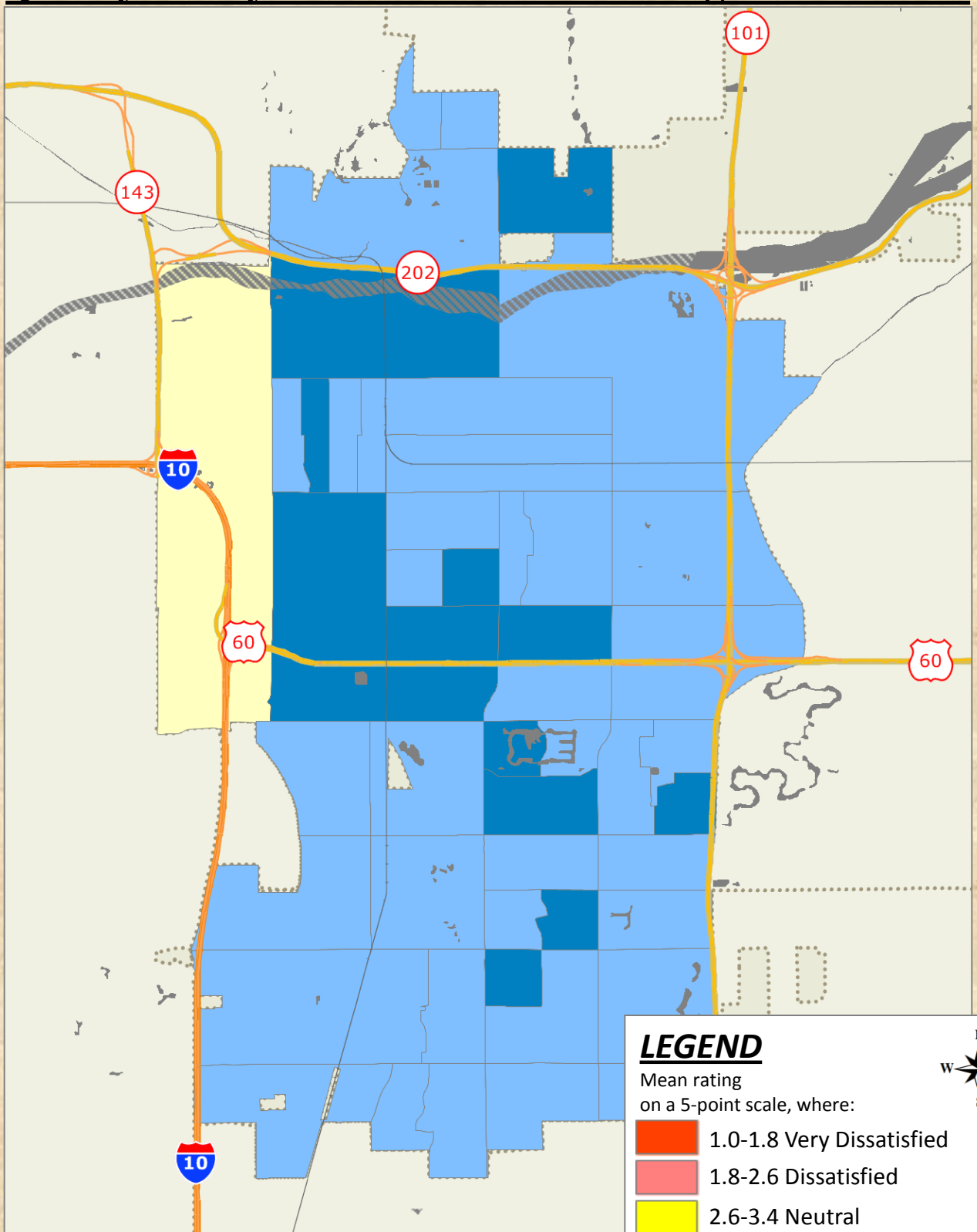


City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)

Q6p: Level of Satisfaction With Quality of City Arts and Recreation Programs/Services

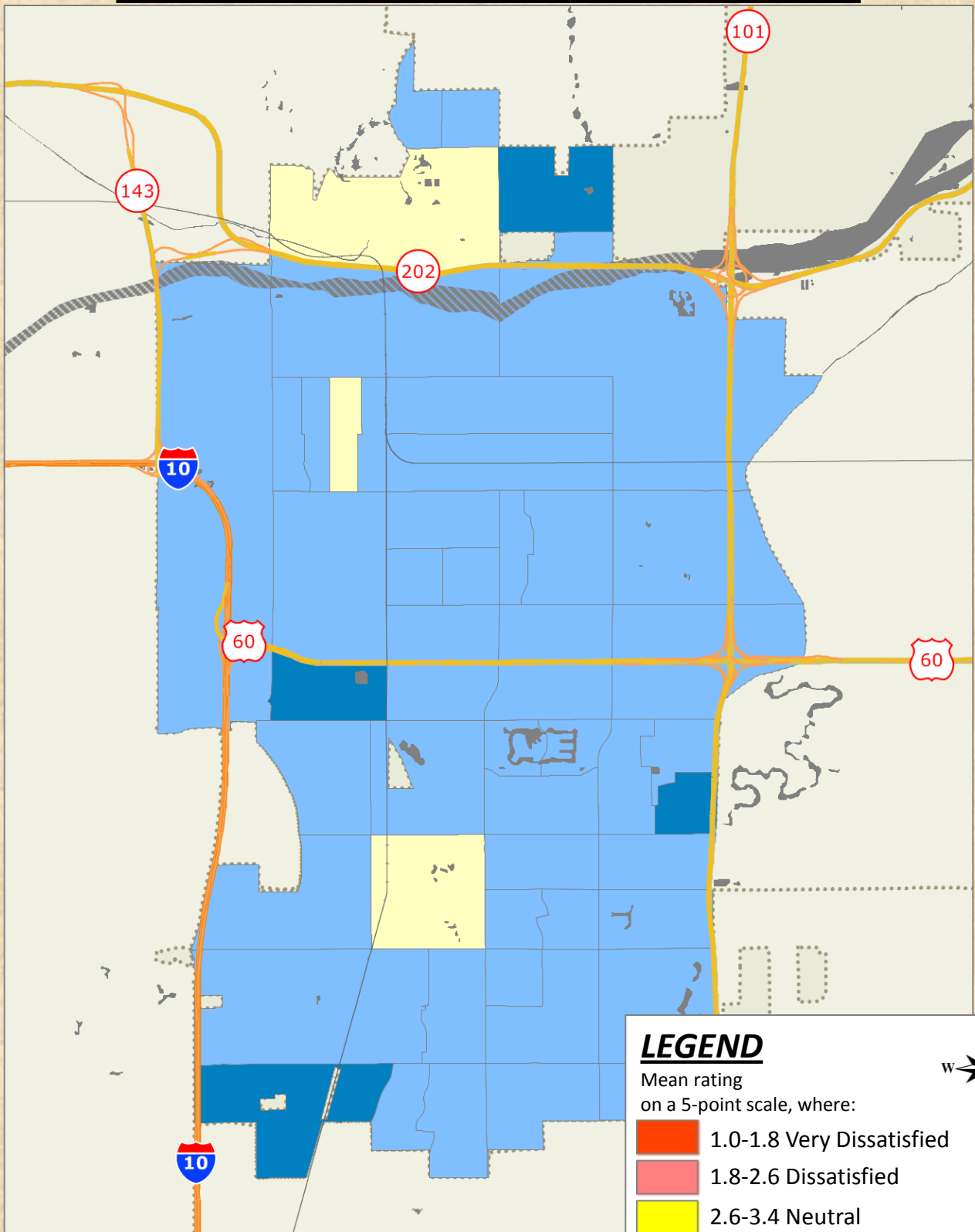


City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q6q: Level of Satisfaction With Quality of Social Services/Human Services



City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

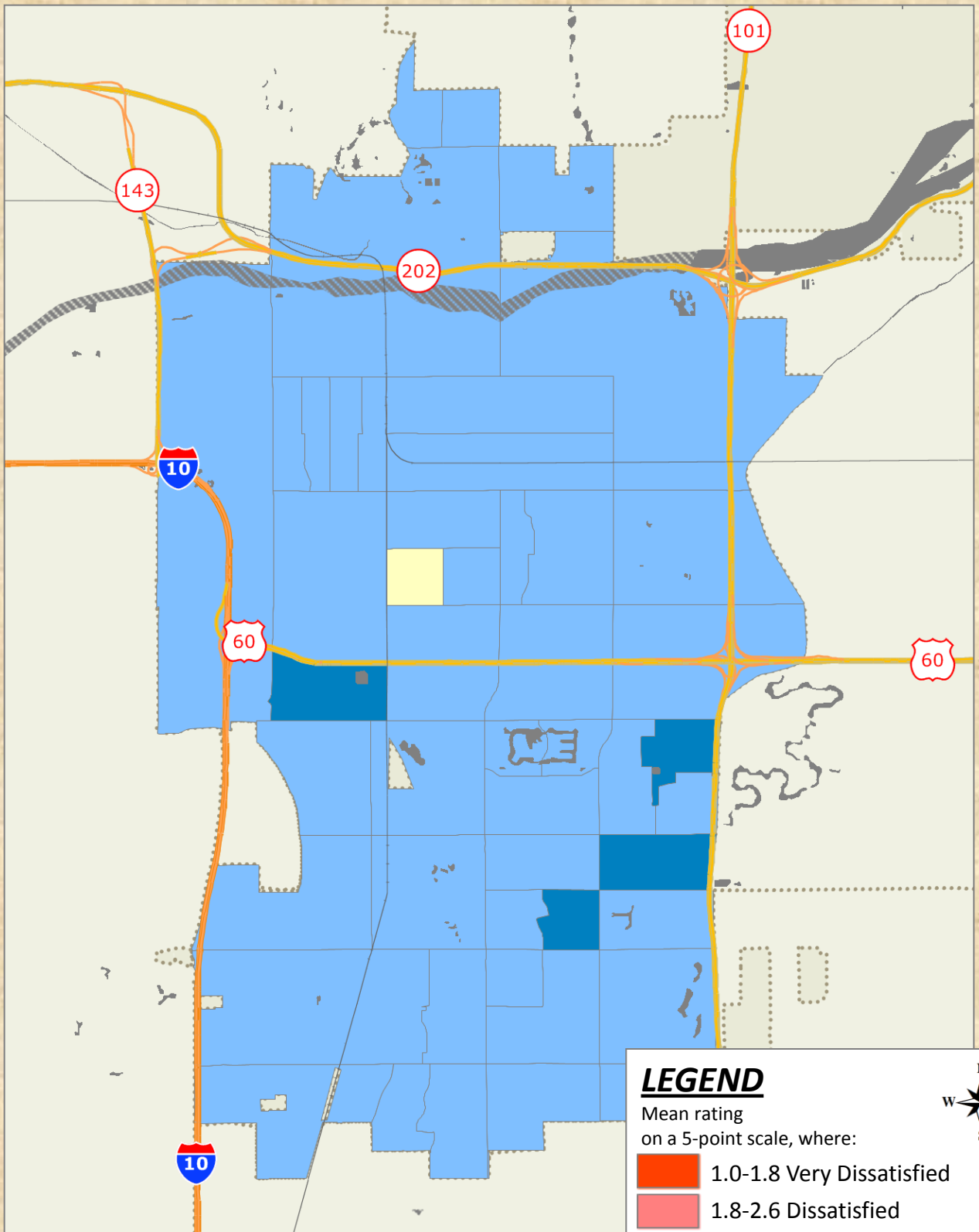
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q6r: Level of Satisfaction With Maintenance of City Parks








City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

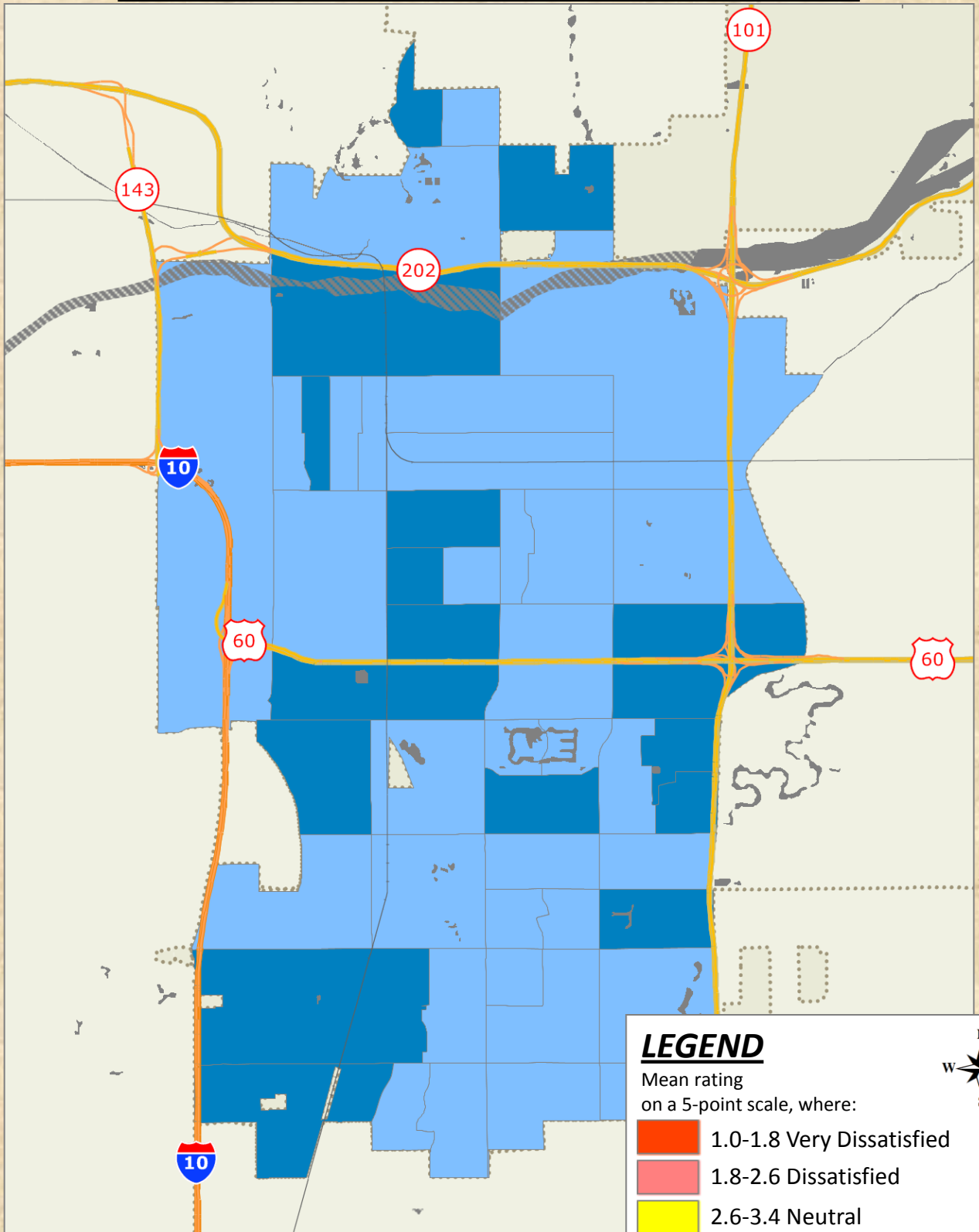
LEGEND

Mean rating on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)




Q6s: Level of Satisfaction With Quality of Library Services and Programs



LEGEND

Mean rating
on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)

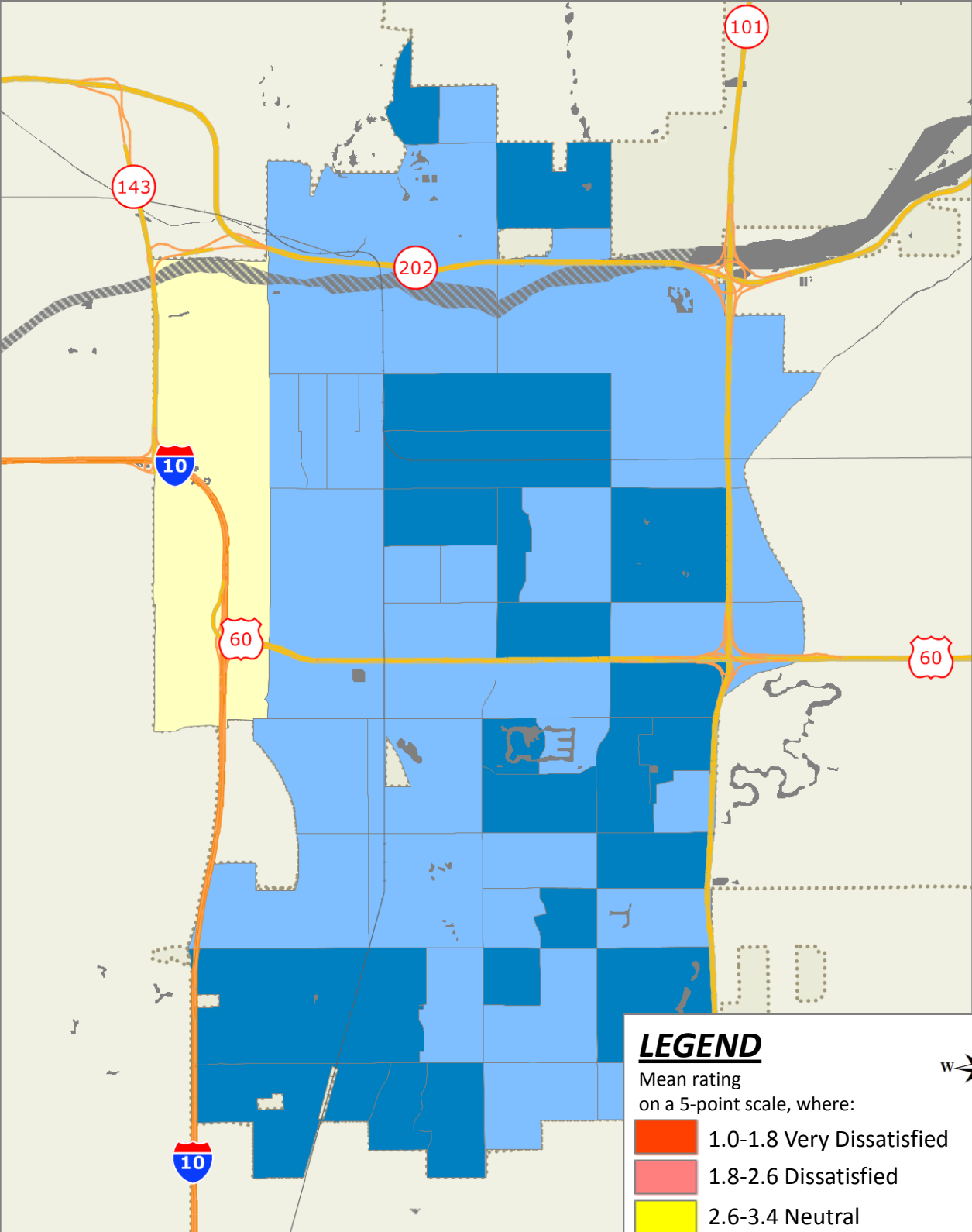


City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)


Q6t: Level of Satisfaction With Quality of Tempe Center for the Arts Programs



LEGEND

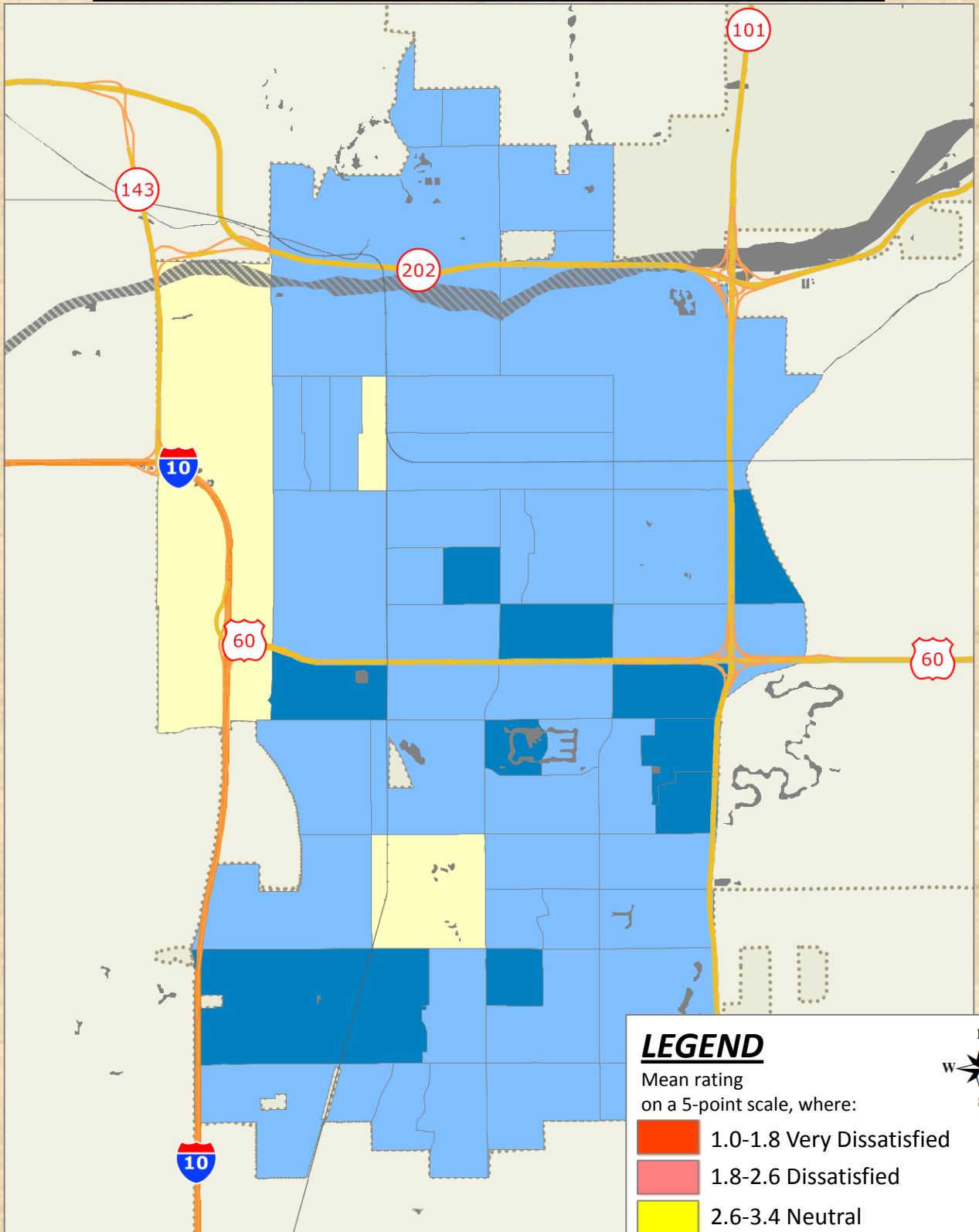
Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



City of Tempe
2014 Community Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q6u: Level of Satisfaction With Quality of Before and After School Programs



City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

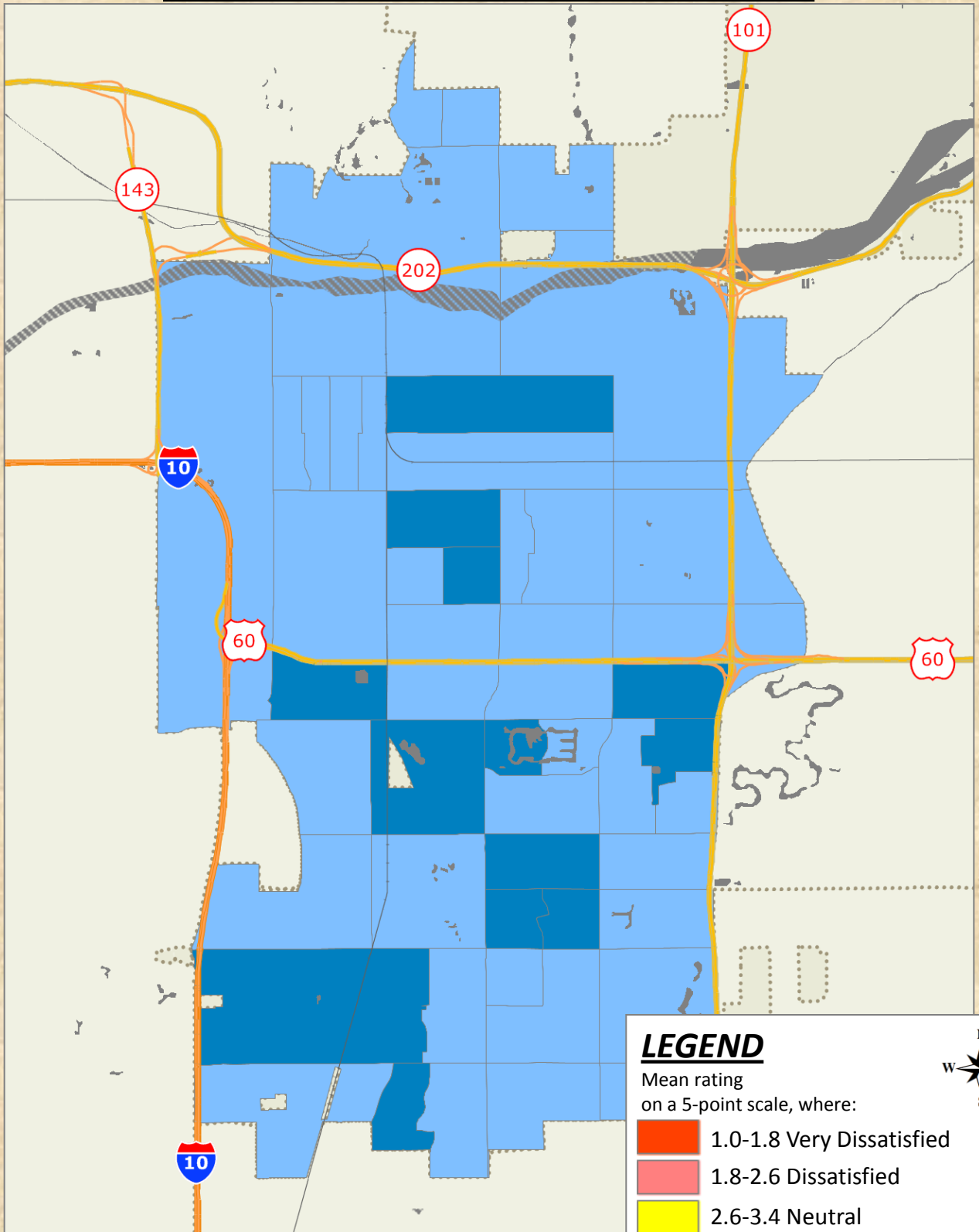
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q6v: Level of Satisfaction With Residential Trash Collection Services



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

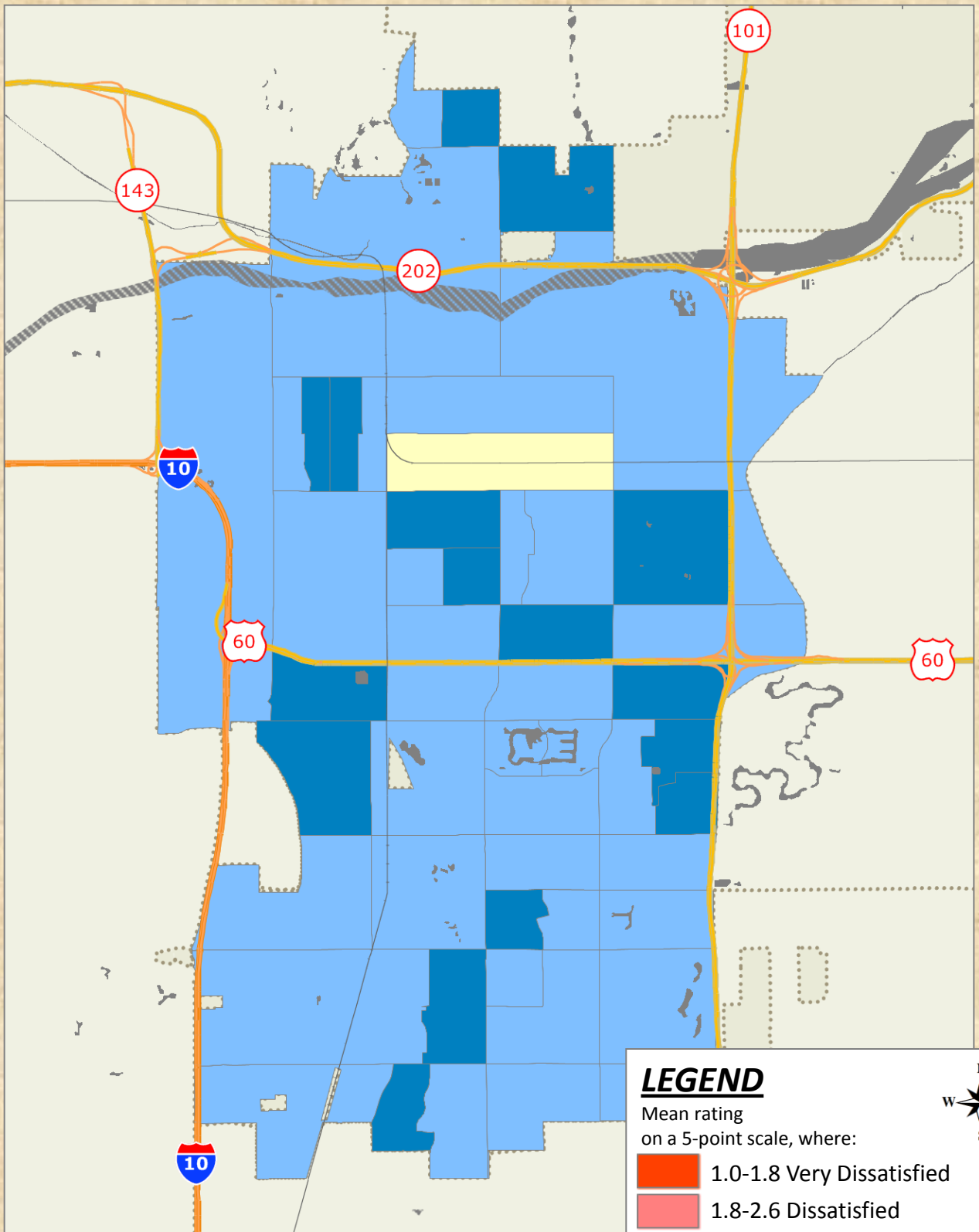


City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q6w: Level of Satisfaction With Recycling Services






City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

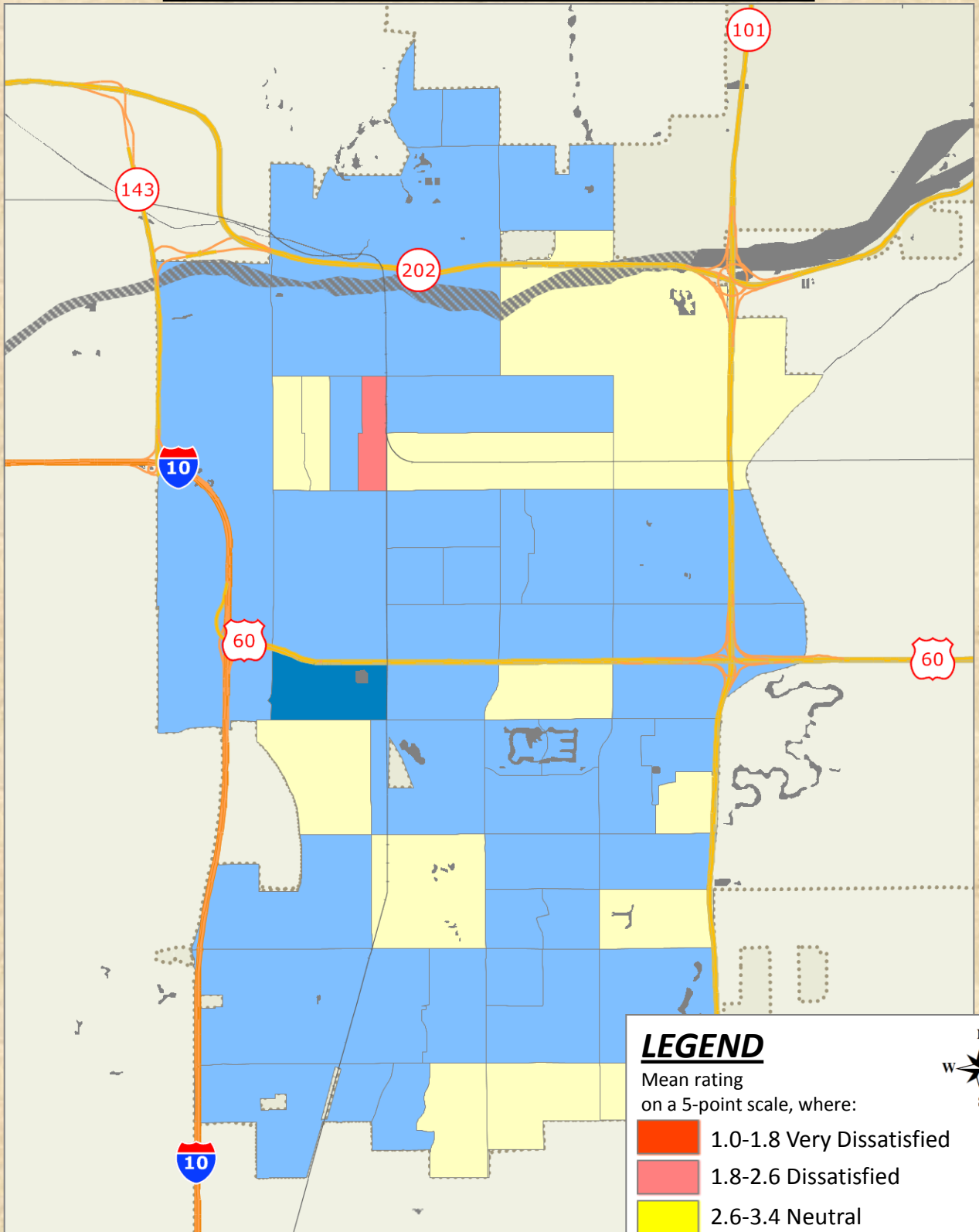
LEGEND

Mean rating on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



Q6x: Level of Satisfaction With Bulk Trash Pickup/Removal Services



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

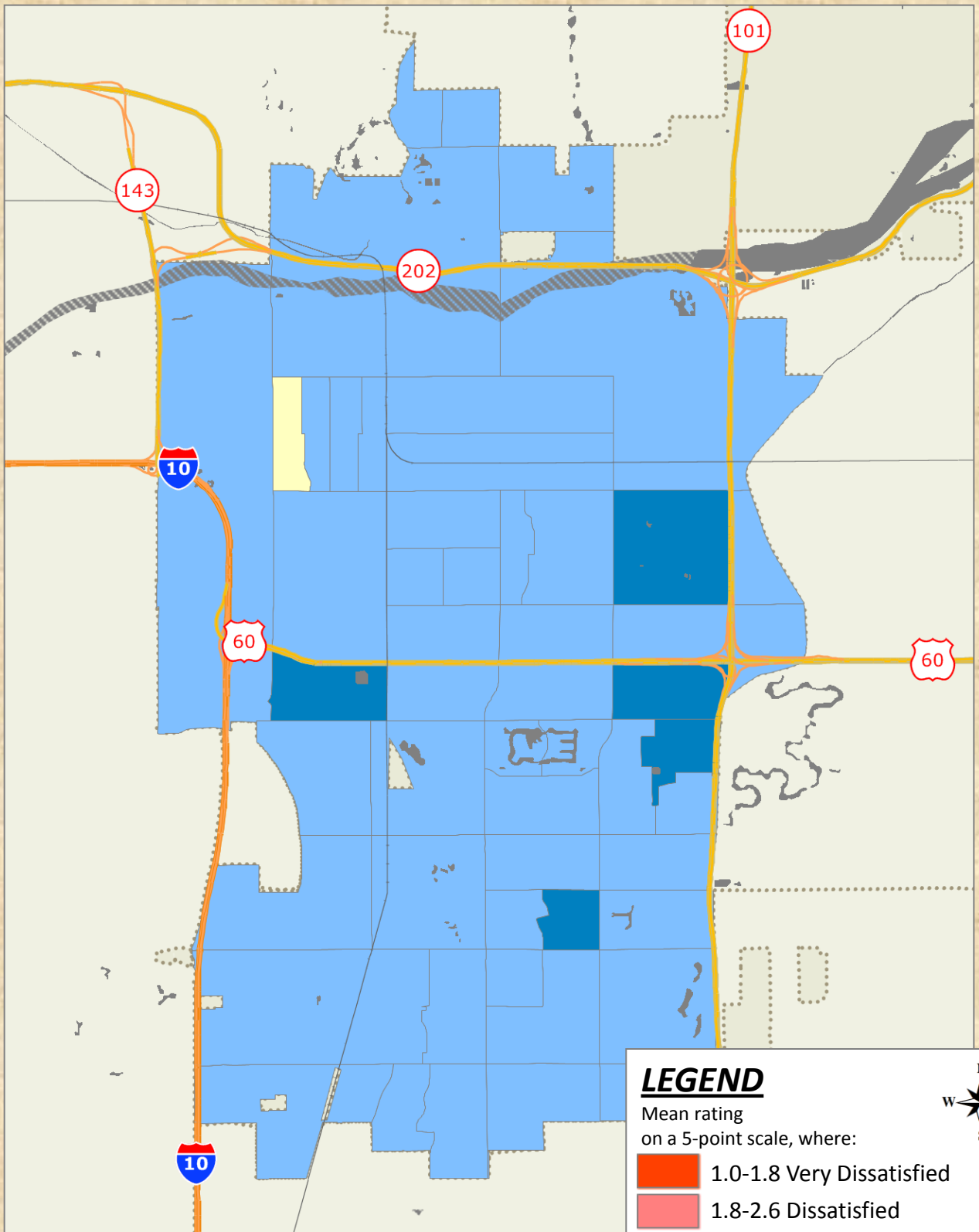


City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q6y: Level of Satisfaction With Water and Sewer Services



City of Tempe


2014 Community Survey


Shading reflects the mean rating for all respondents by CBG (merged as needed)


LEGEND


Mean rating on a 5-point scale, where:


 1.0-1.8 Very Dissatisfied

 1.8-2.6 Dissatisfied

 2.6-3.4 Neutral

 3.4-4.2 Satisfied

 4.2-5.0 Very Satisfied

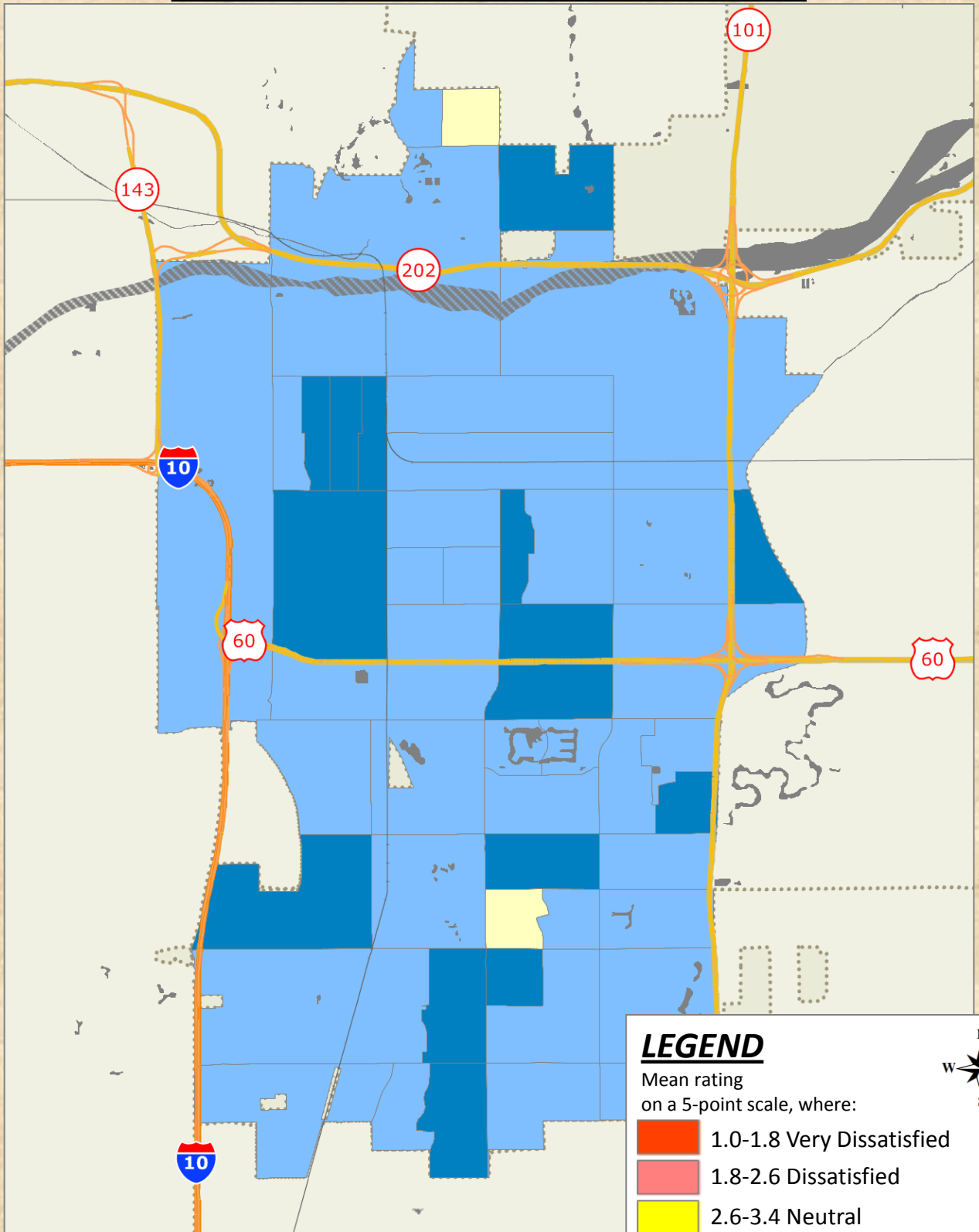
 Other (no responses)



Level of Satisfaction With Customer Service

Question #10

Q10b: Level of Satisfaction With How Easy it was to Contact the City



City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

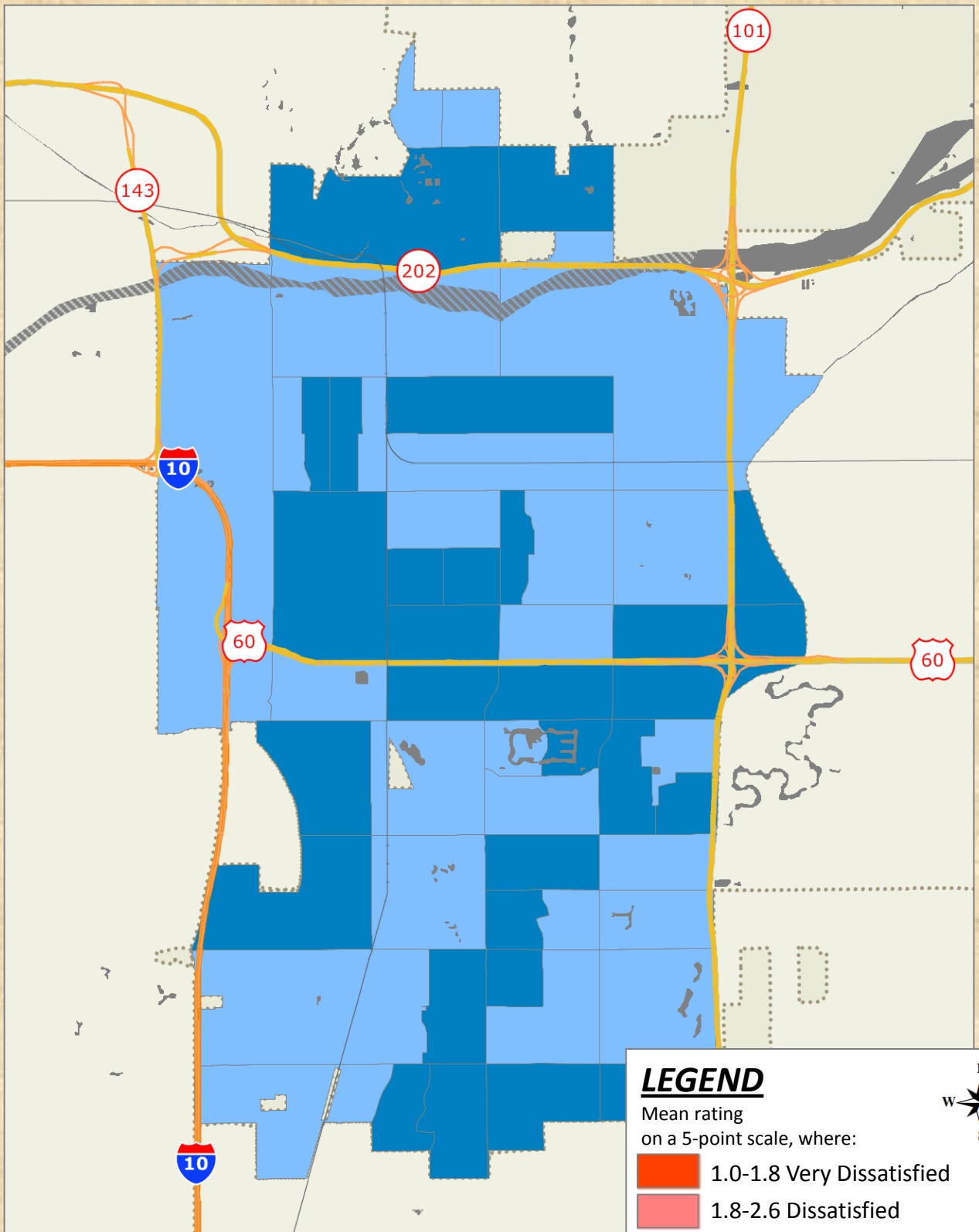
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q10c: Level of Satisfaction With the Way You were Treated



City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

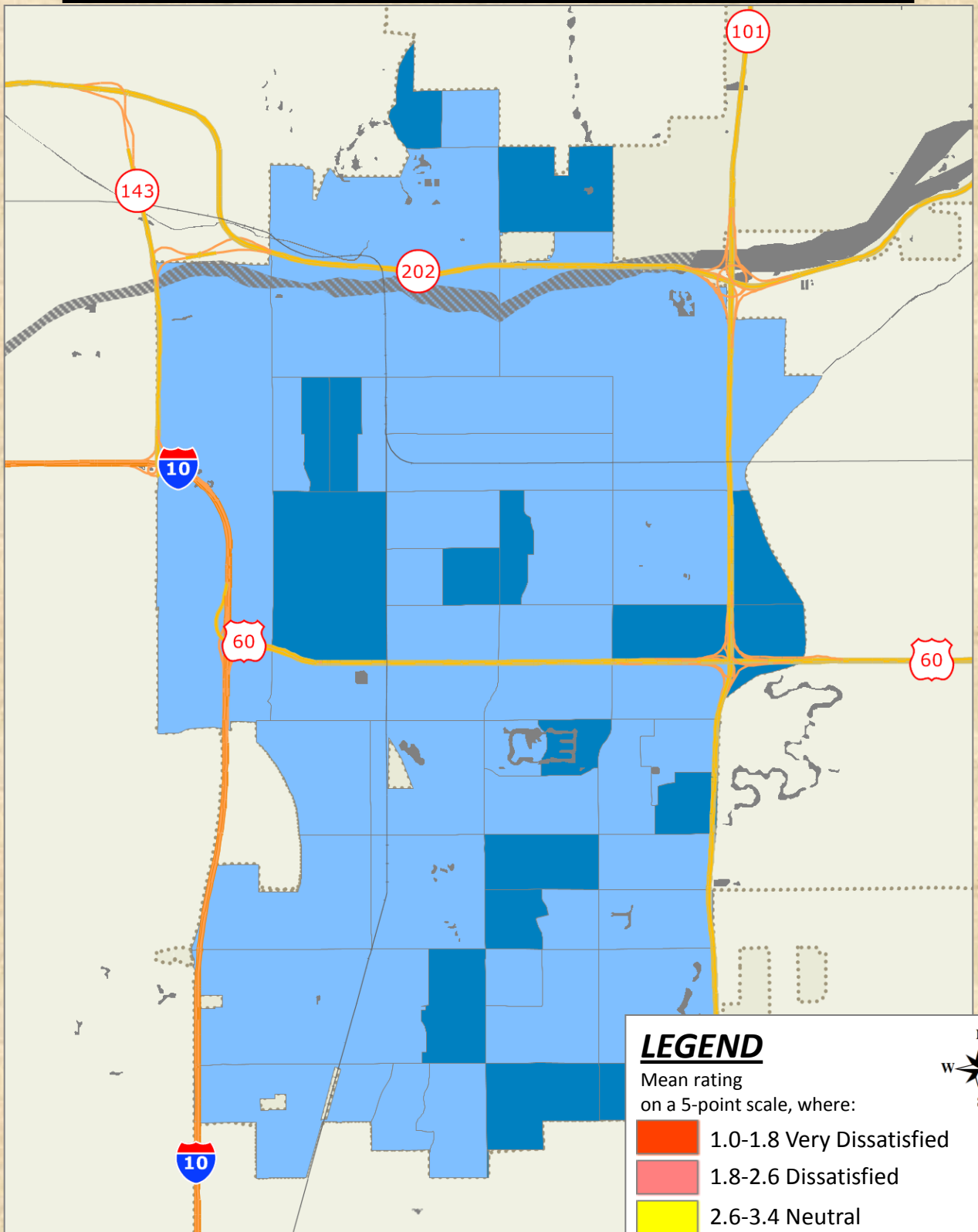
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q10d: Level of Satisfaction With the Accuracy of the Information You were Given



City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)

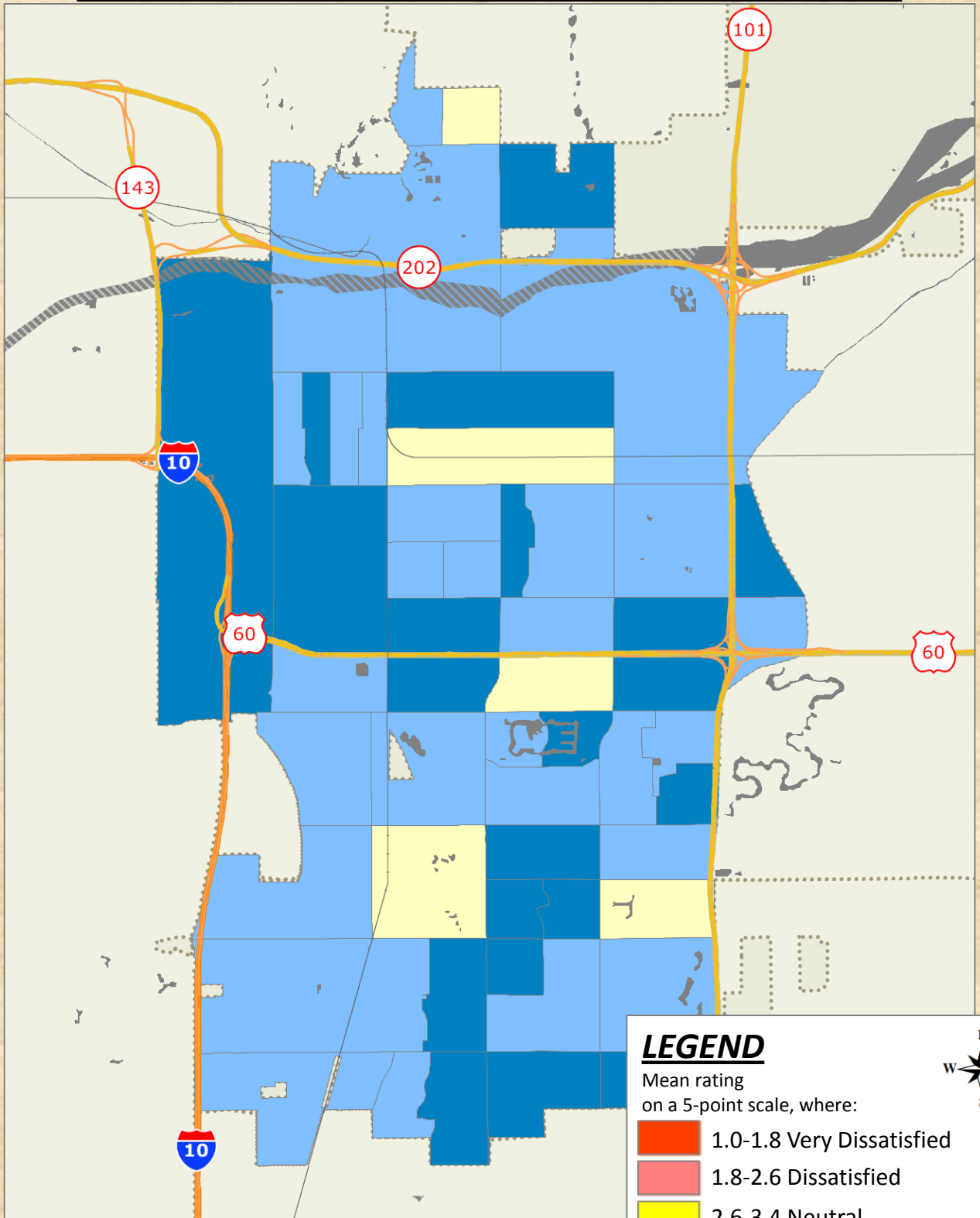
LEGEND

Mean rating
on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



Q10e: Level of Satisfaction With How Quickly Staff Responded to Your Request



City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

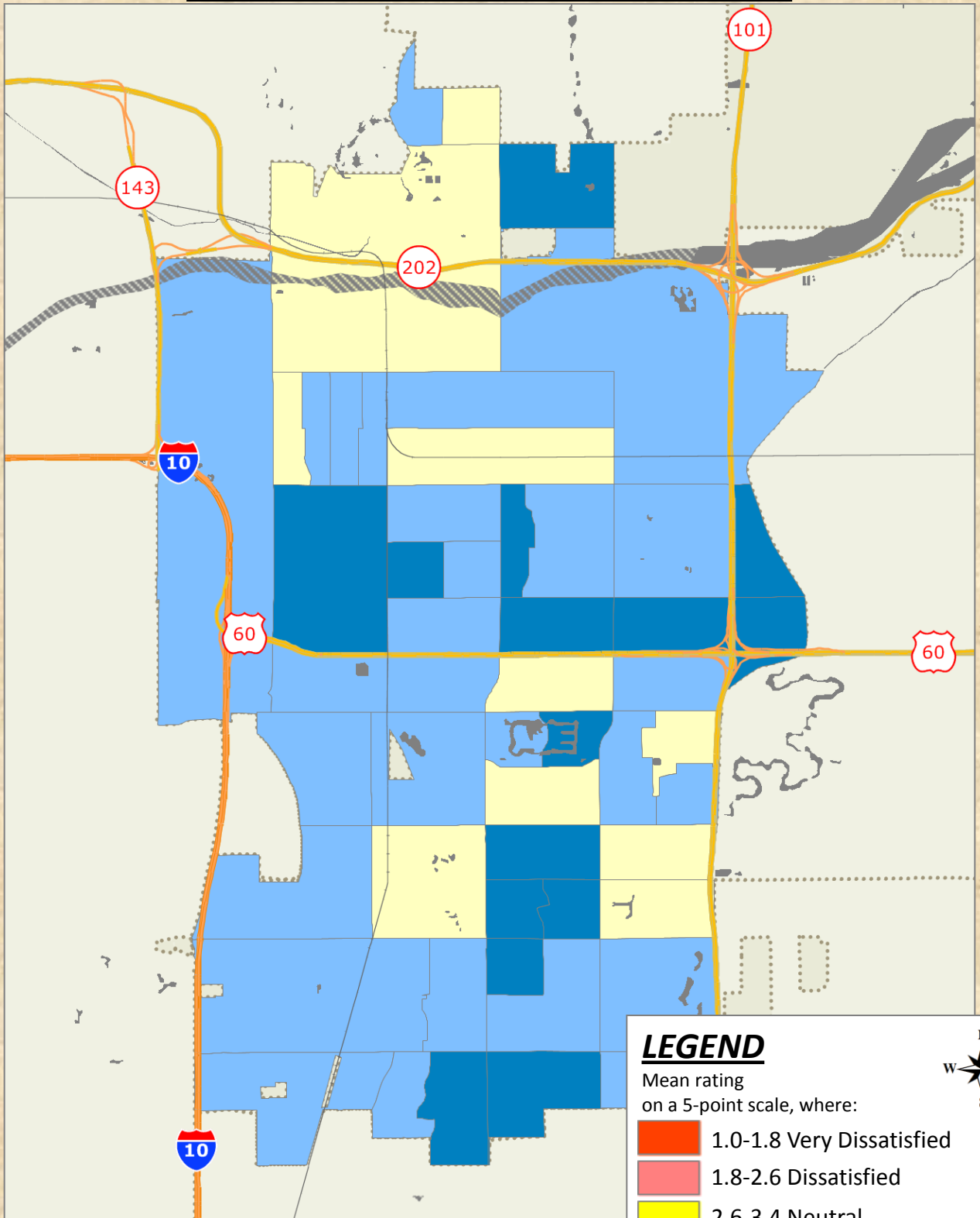
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)






Q10f: Level of Satisfaction With How Well Your Issue was Handled



LEGEND

Mean rating
on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



City of Tempe

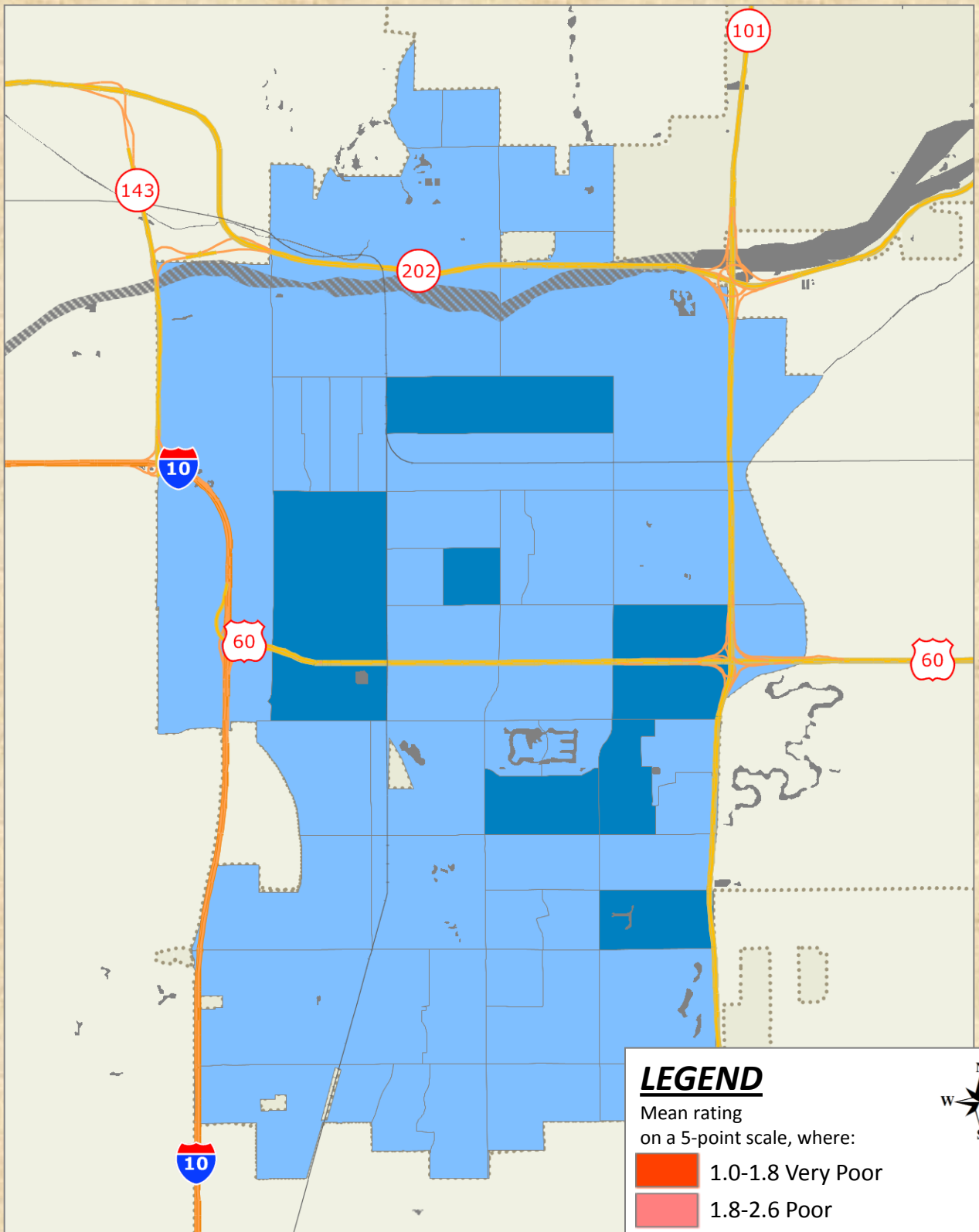
2014 Community Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)

Respondent Ratings on Arts and Culture

Question C

QCa: Level of Rating for Variety of Offerings



City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

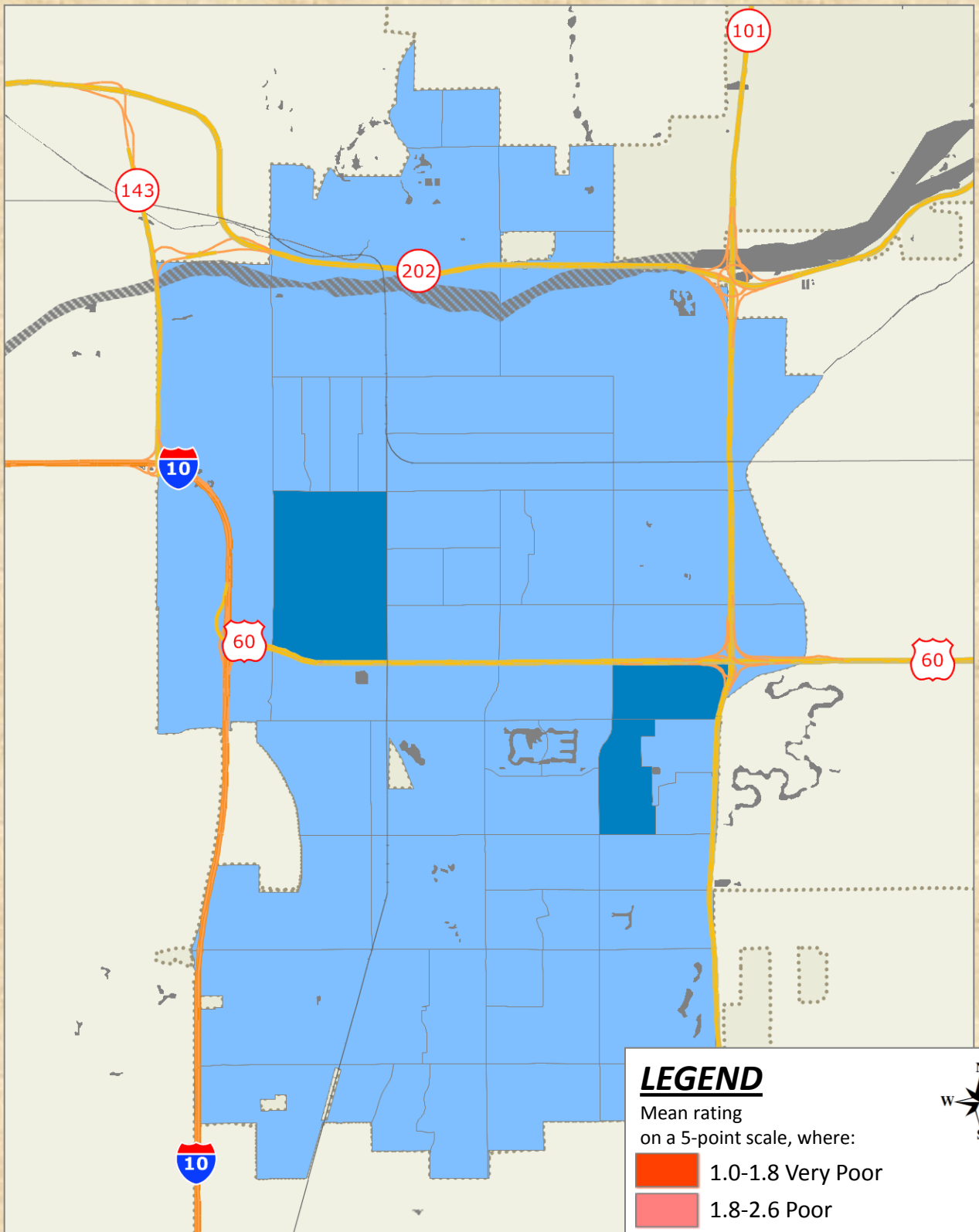
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Poor
- 1.8-2.6 Poor
- 2.6-3.4 Average
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- Other (no responses)



QCb: Level of Rating for Availability of Offerings





City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

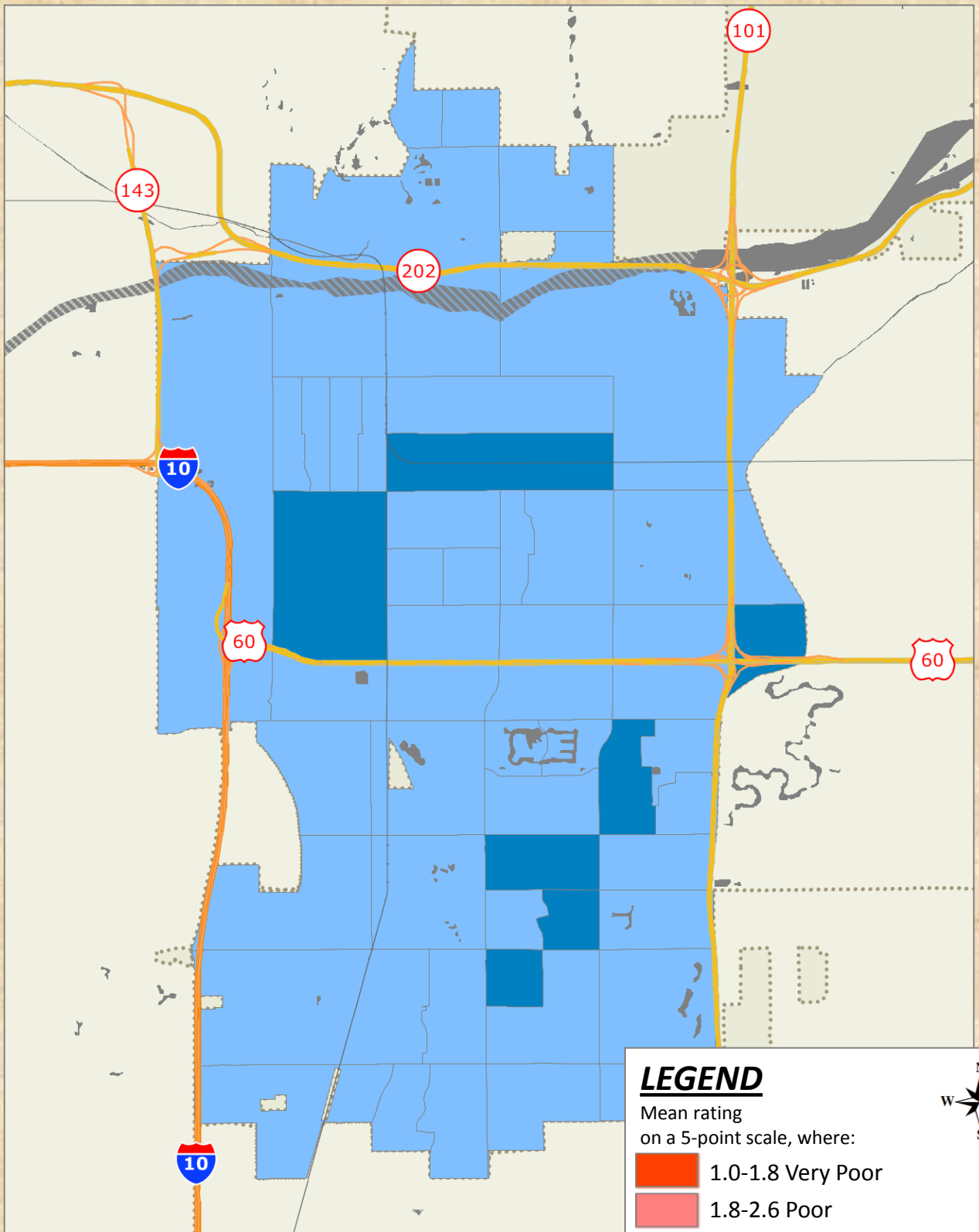
LEGEND

Mean rating on a 5-point scale, where:

-  1.0-1.8 Very Poor
-  1.8-2.6 Poor
-  2.6-3.4 Average
-  3.4-4.2 Good
-  4.2-5.0 Excellent
-  Other (no responses)



QCc: Level of Rating for Quality of Offerings




City of Tempe

2014 Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

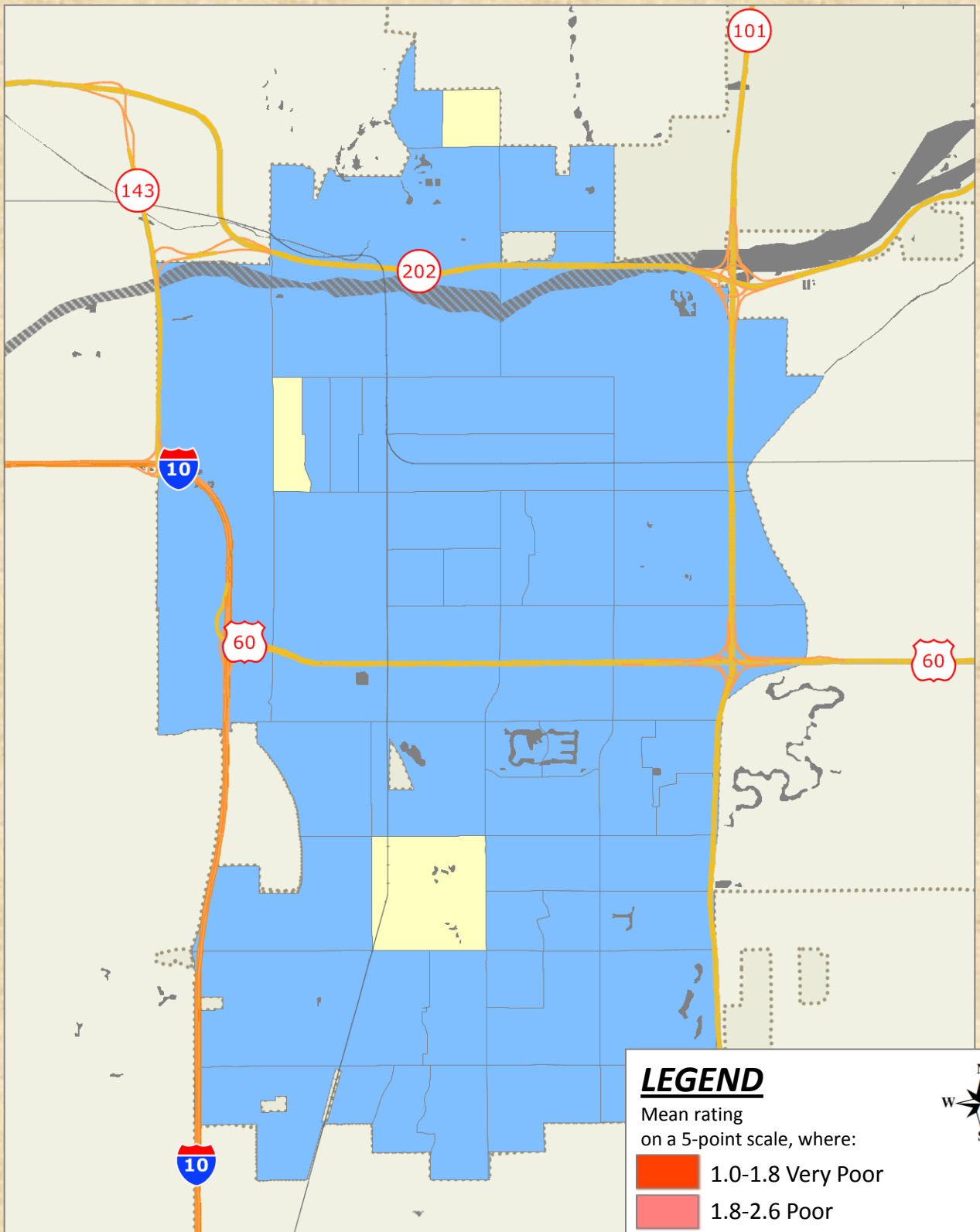
LEGEND

Mean rating on a 5-point scale, where:

-  1.0-1.8 Very Poor
-  1.8-2.6 Poor
-  2.6-3.4 Average
-  3.4-4.2 Good
-  4.2-5.0 Excellent
-  Other (no responses)



QCd: Level of Rating for Affordability of Offerings






City of Tempe

2014 Community Survey

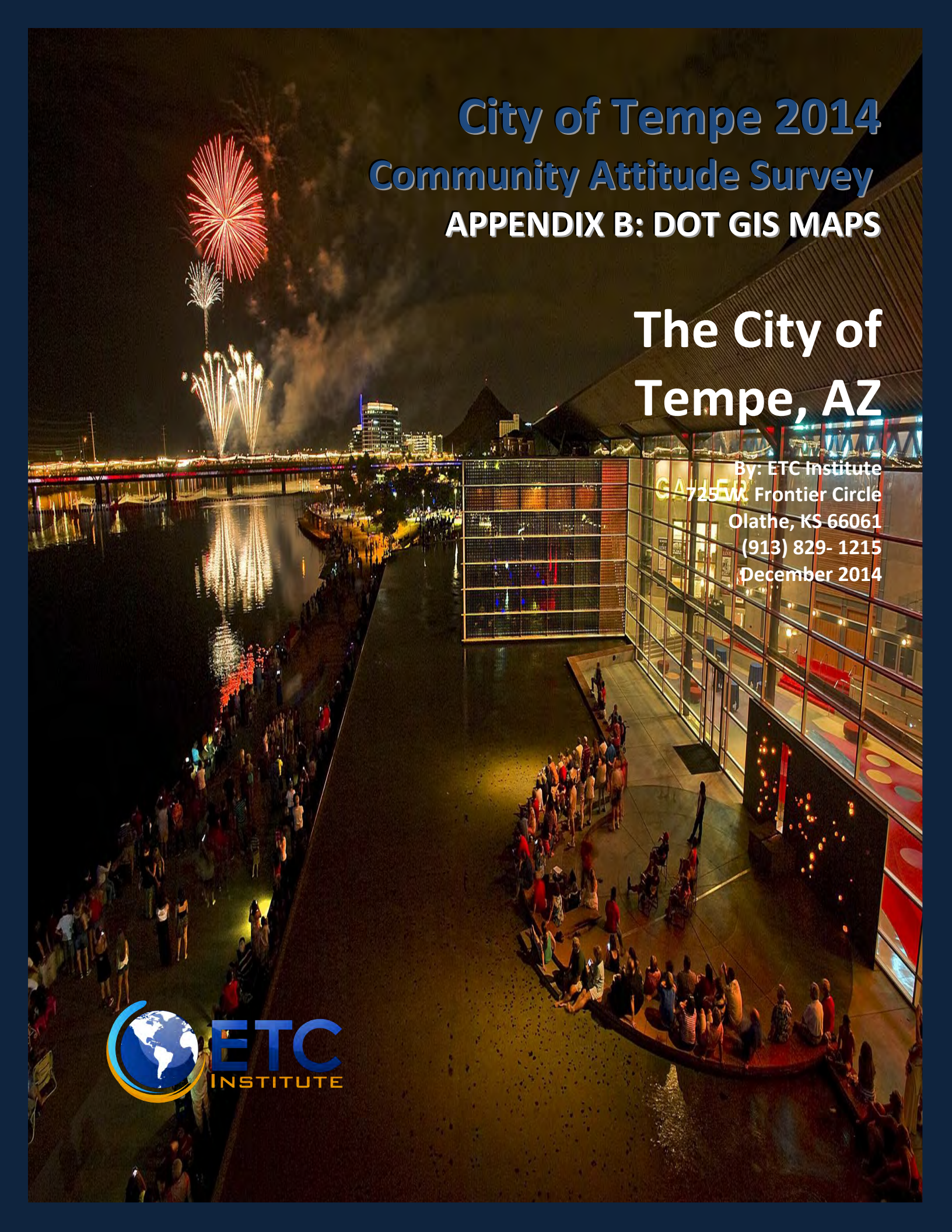
Shading reflects the mean rating for all respondents by CBG (merged as needed)

LEGEND

Mean rating on a 5-point scale, where:

-  1.0-1.8 Very Poor
-  1.8-2.6 Poor
-  2.6-3.4 Average
-  3.4-4.2 Good
-  4.2-5.0 Excellent
-  Other (no responses)





**City of Tempe 2014
Community Attitude Survey
APPENDIX B: DOT GIS MAPS**

**The City of
Tempe, AZ**

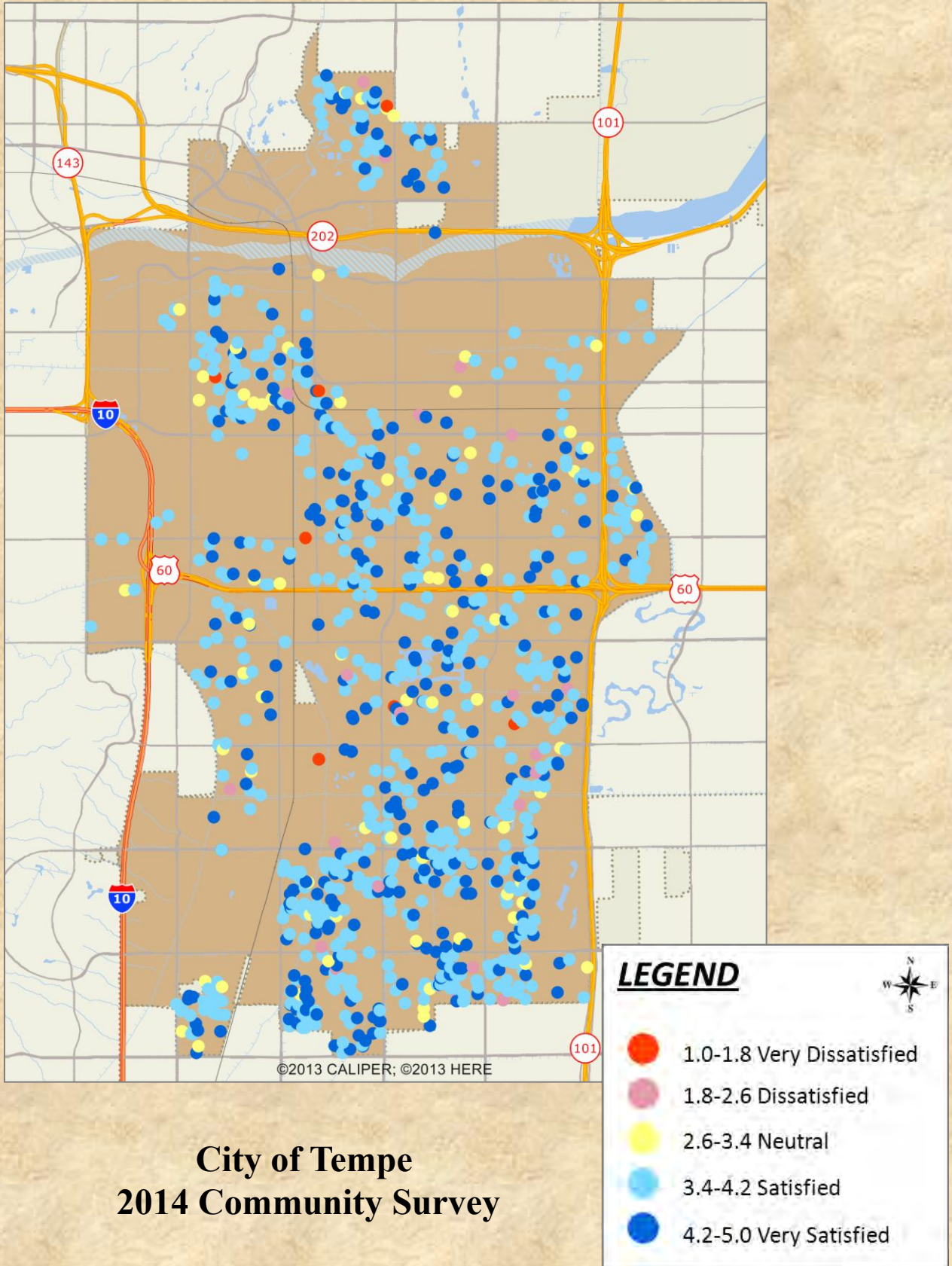
By: ETC Institute
725 W. Frontier Circle
Olathe, KS 66061
(913) 829- 1215
December 2014



Perceptions of the City

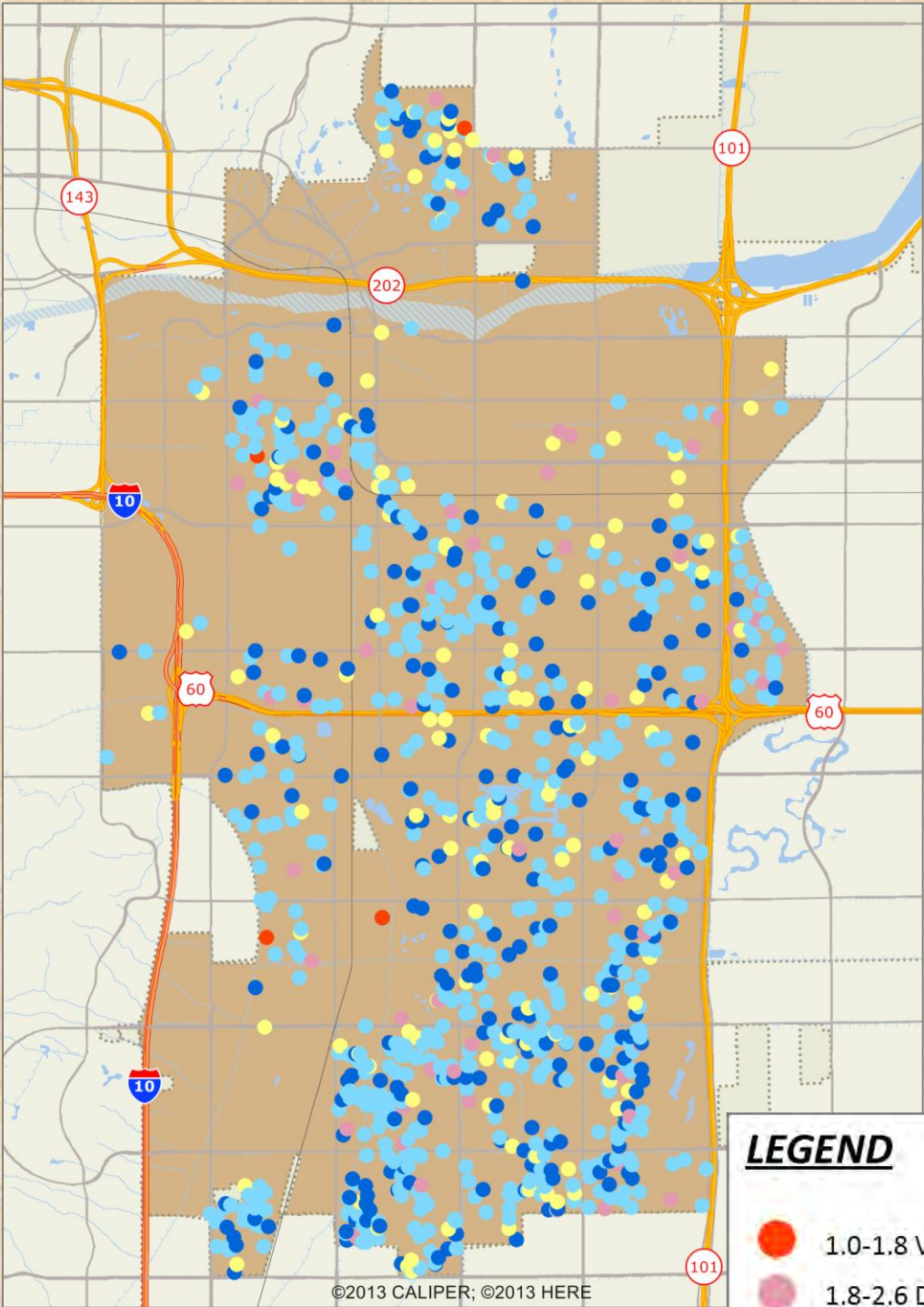
Question #1

1a Satisfaction with the overall quality of Tempe services



**City of Tempe
2014 Community Survey**

1b Satisfaction with the appearance of the City



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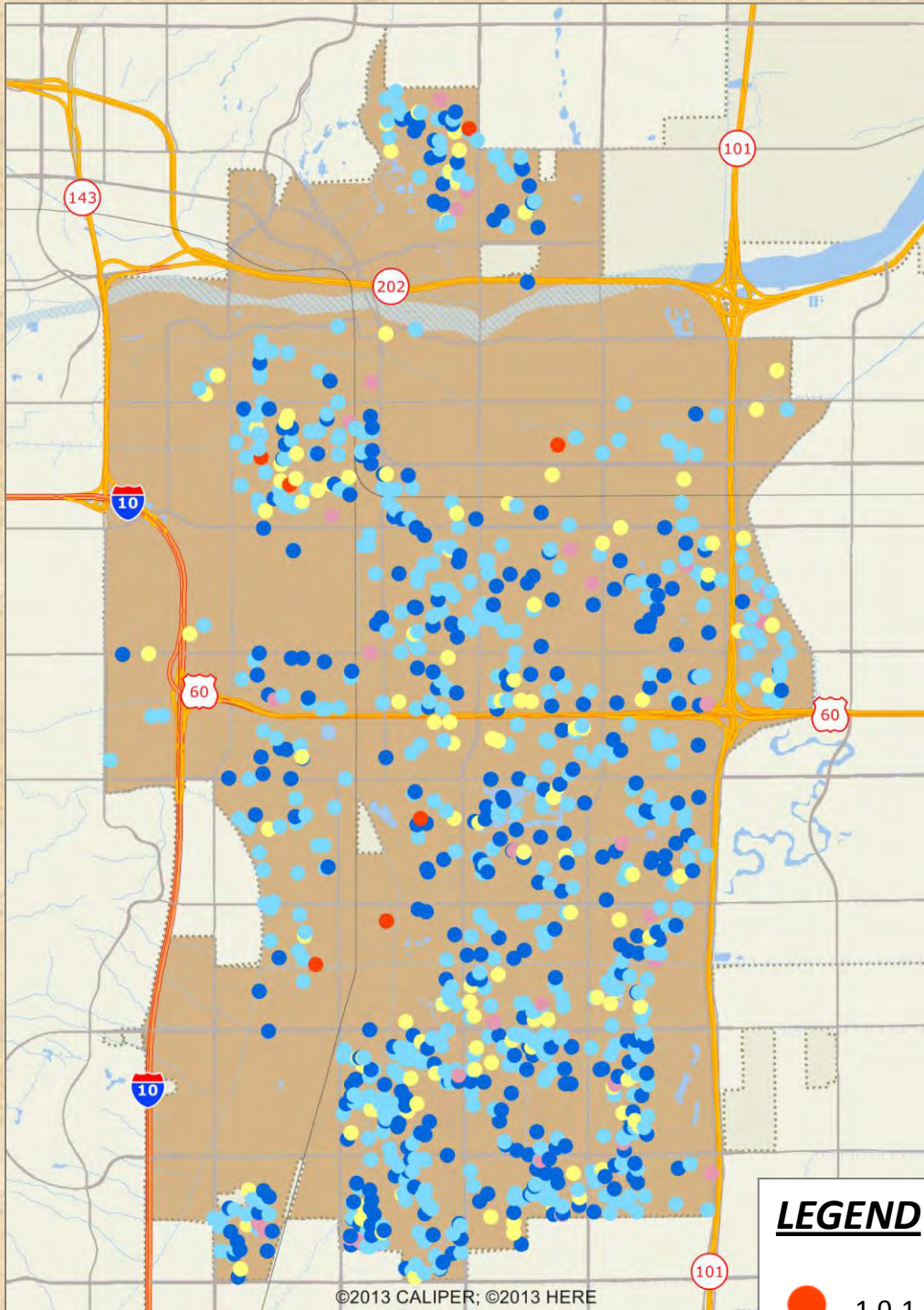
LEGEND



- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied






**City of Tempe
2014 Community Survey**

1c Satisfaction with the image of the City

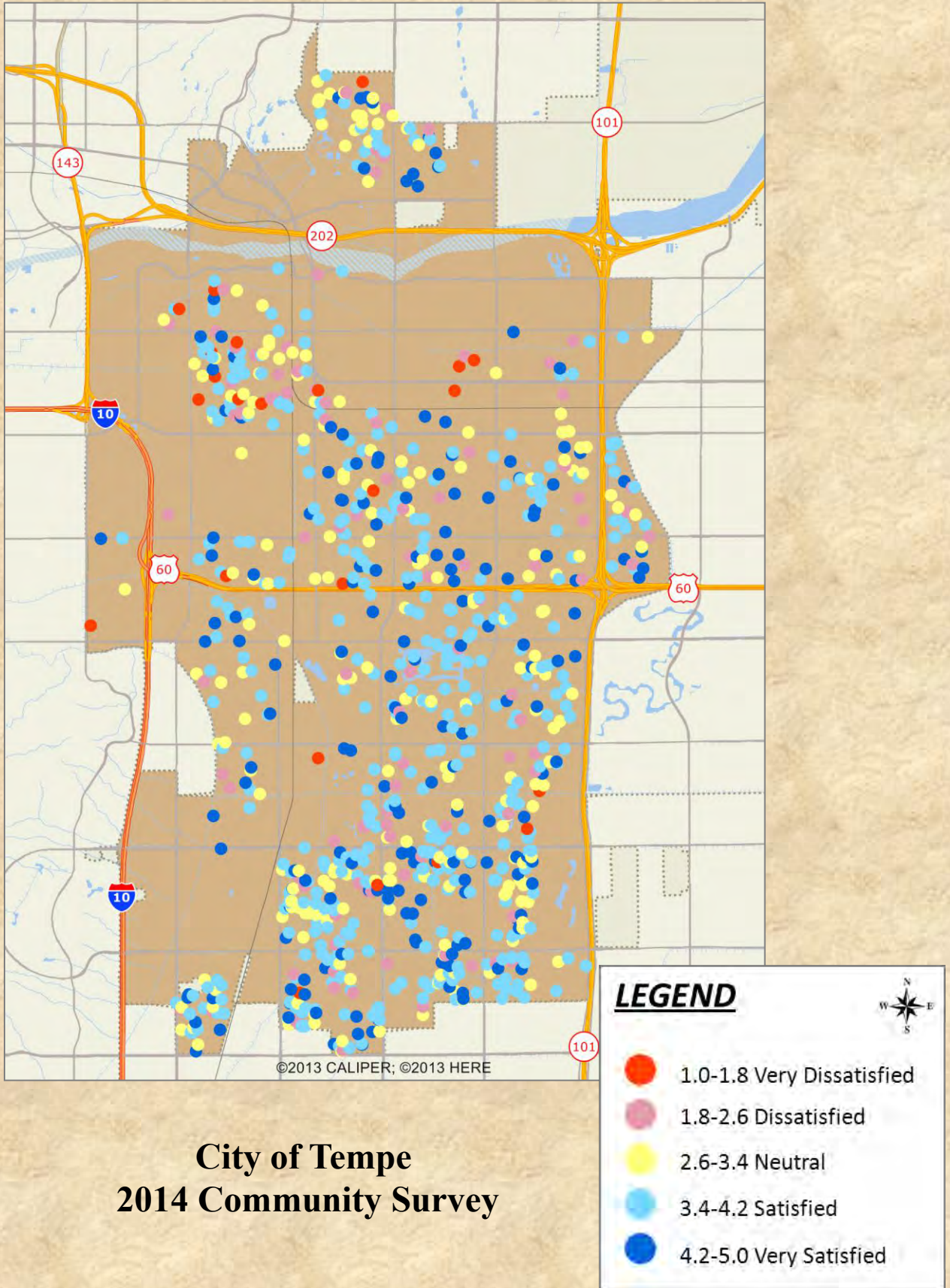


City of Tempe 2014 Community Survey

LEGEND

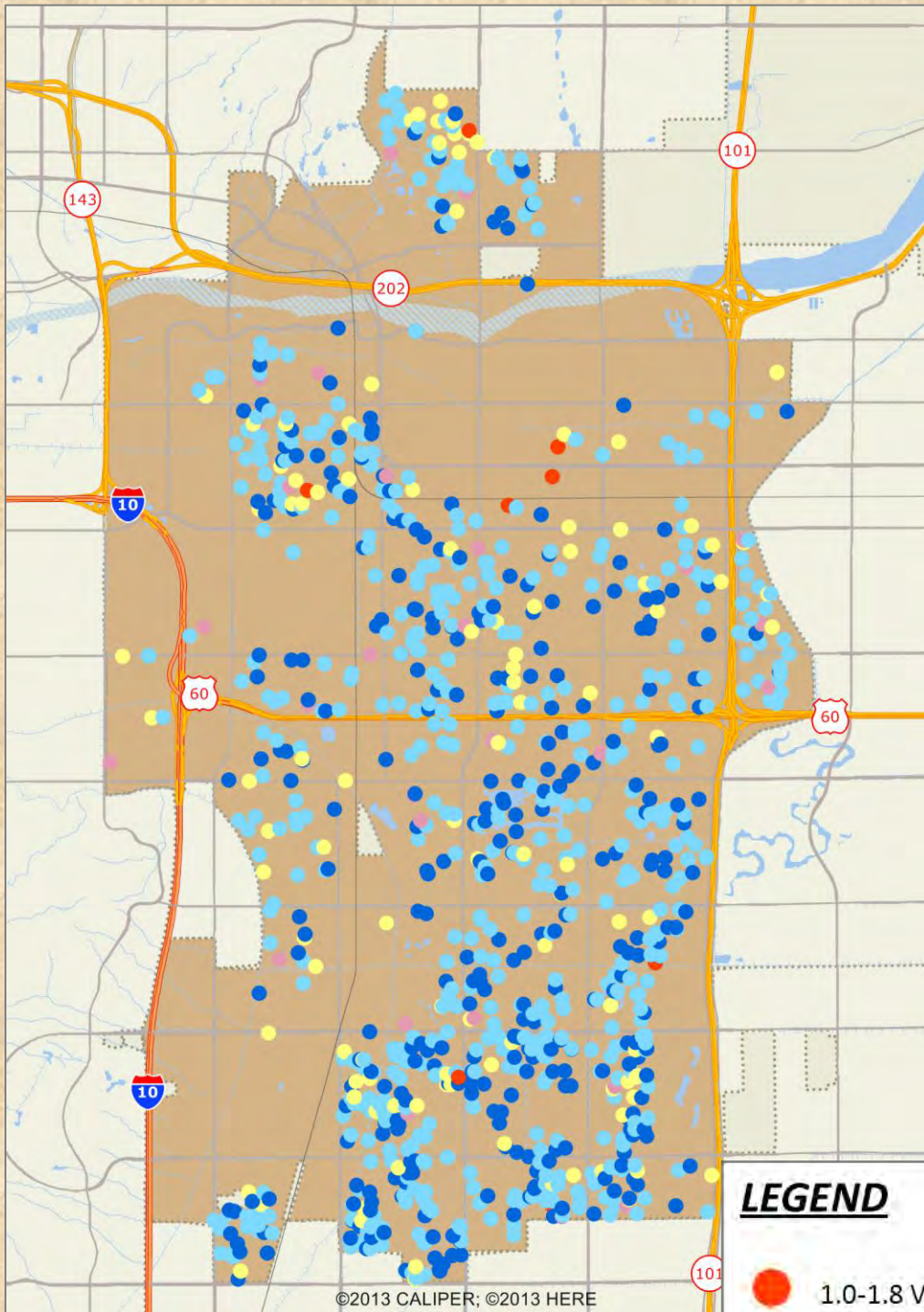
-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied

1d Satisfaction with how well the City is planning growth



**City of Tempe
2014 Community Survey**

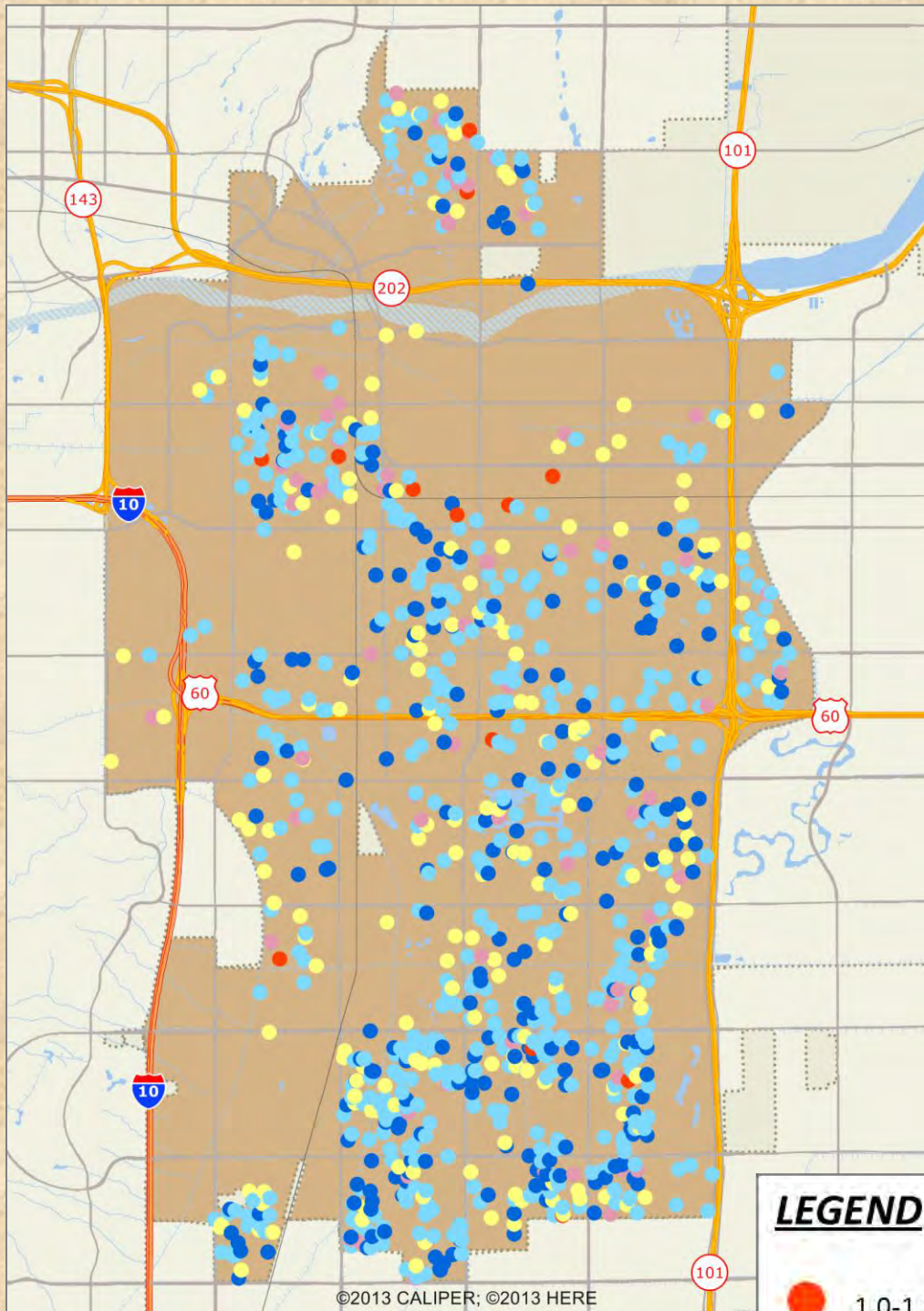
1e Satisfaction with the quality of life in the City



**City of Tempe
2014 Community Survey**








1f Satisfaction with the feeling of safety in the City

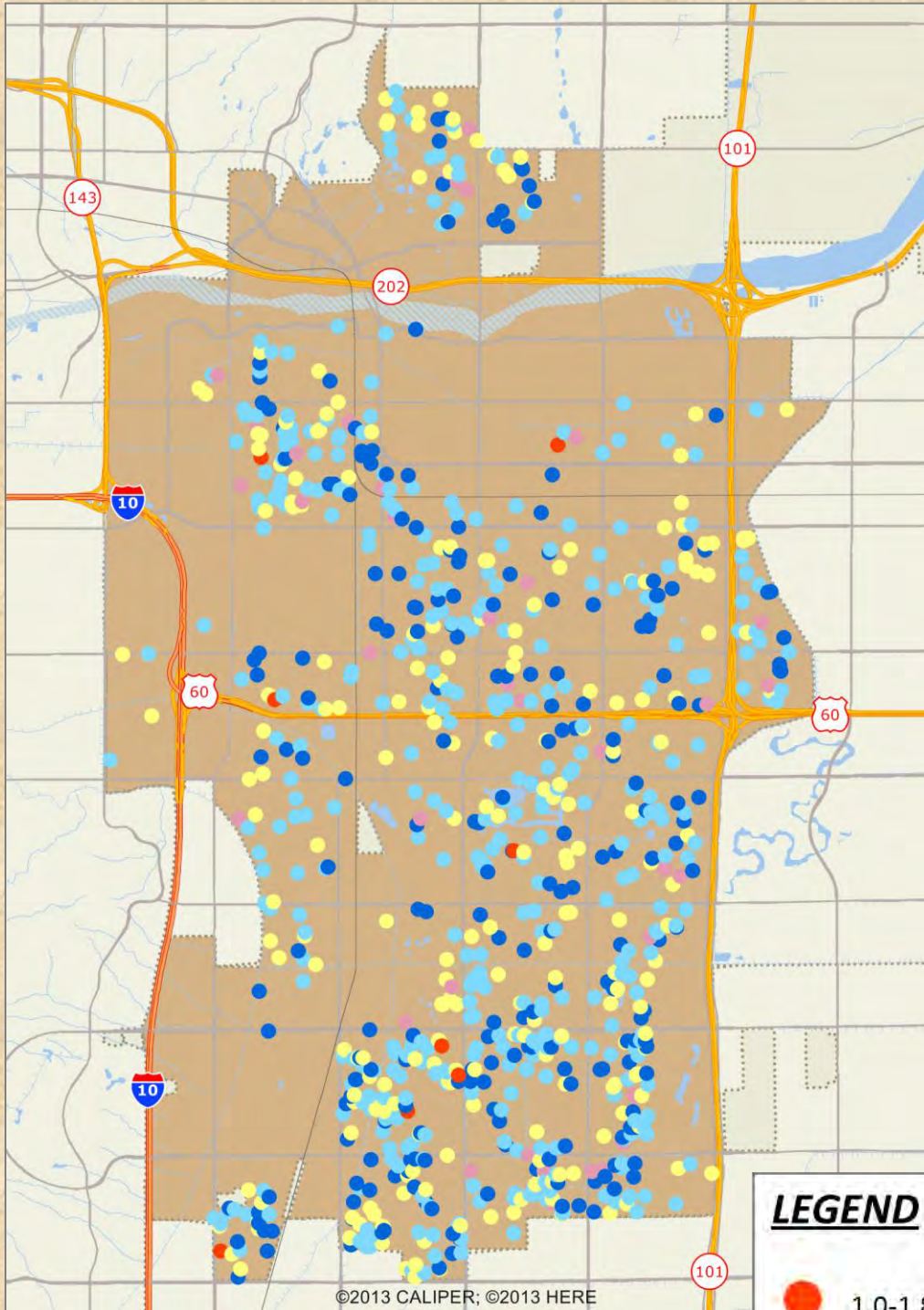


**City of Tempe
2014 Community Survey**

LEGEND






-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied

1g satisfaction with the City's overall efforts to promote diversity and inclusiveness in the community

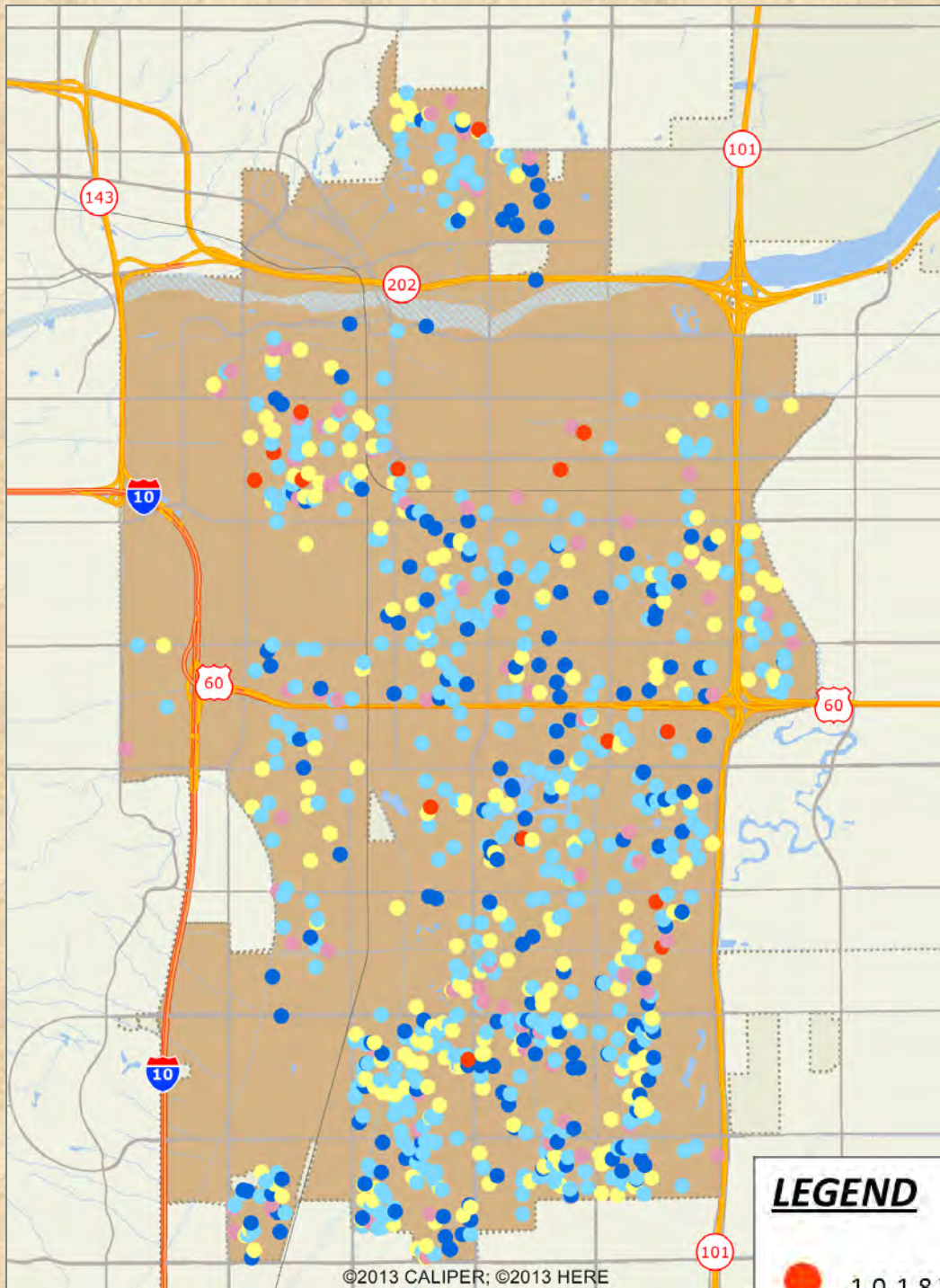


City of Tempe 2014 Community Survey

LEGEND

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied






1h Satisfaction with the direction the City is heading



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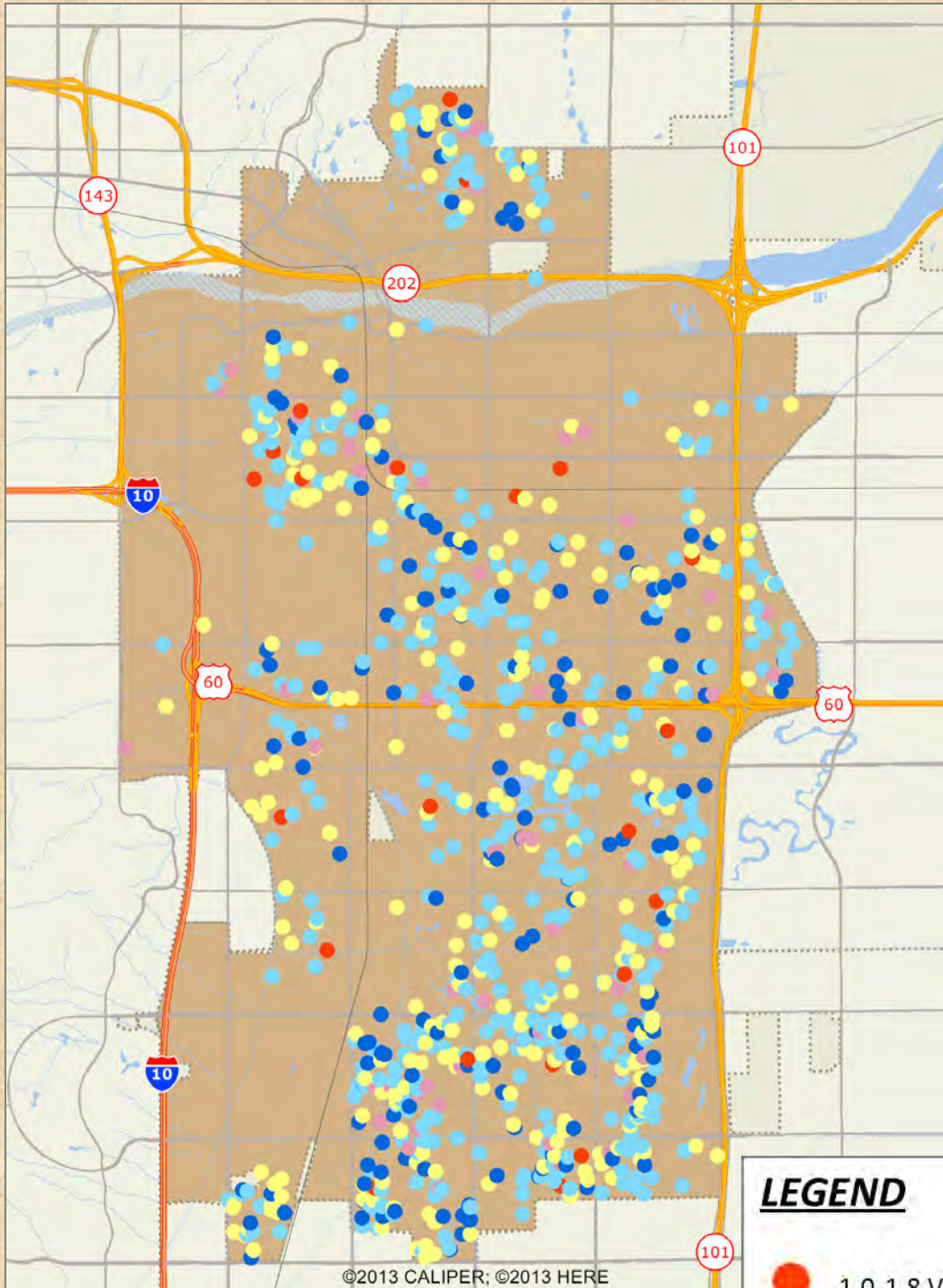
LEGEND



-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied

**City of Tempe
2014 Community Survey**

1i Satisfaction with the leadership of the City's elected officials



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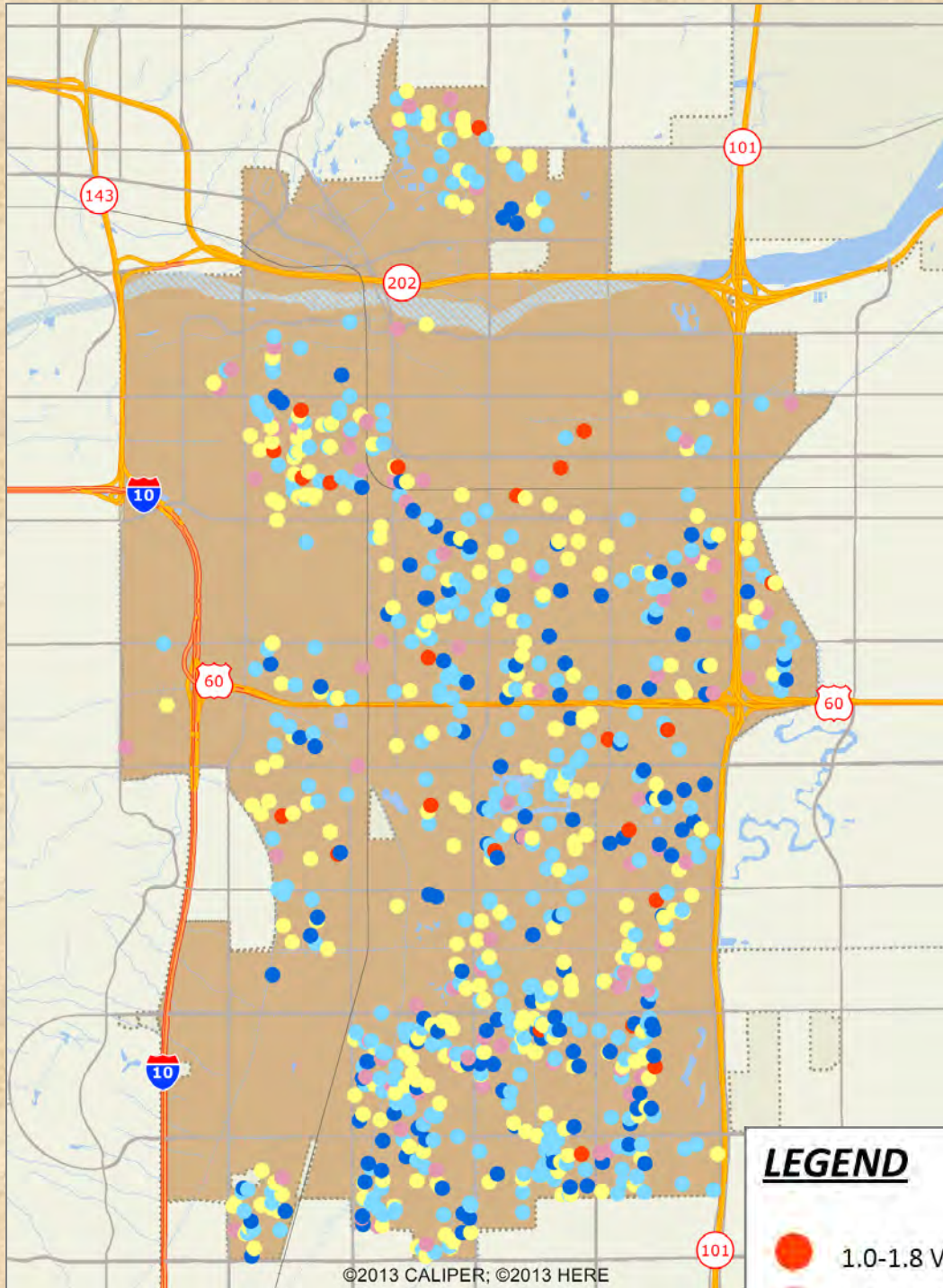
LEGEND








- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied

**City of Tempe
2014 Community Survey**

1j Satisfaction with the level of public involvement in the City's decision-making process



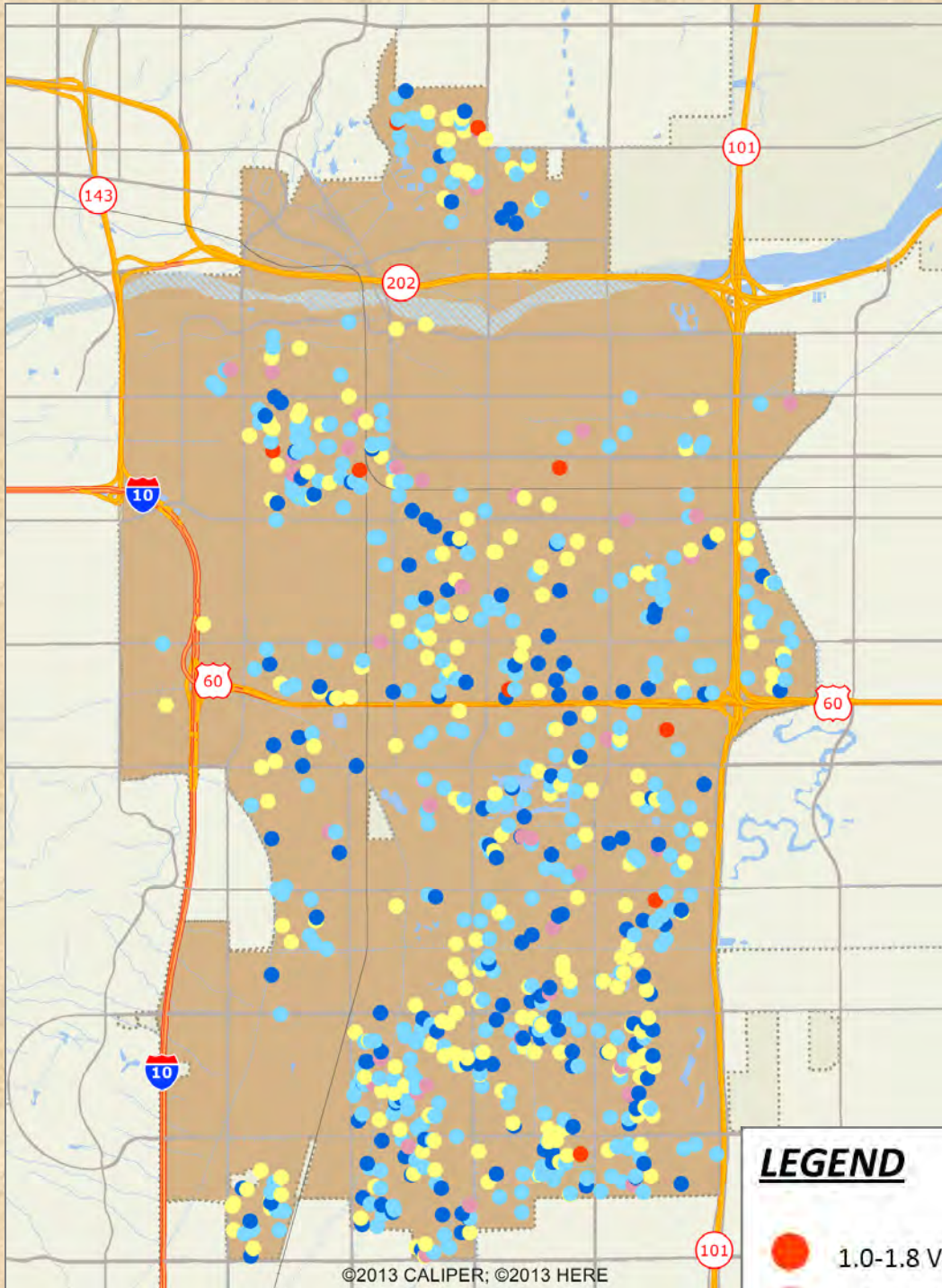
LEGEND

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied



**City of Tempe
2014 Community Survey**

1k Satisfaction with how ethical City employees are in the way they conduct business

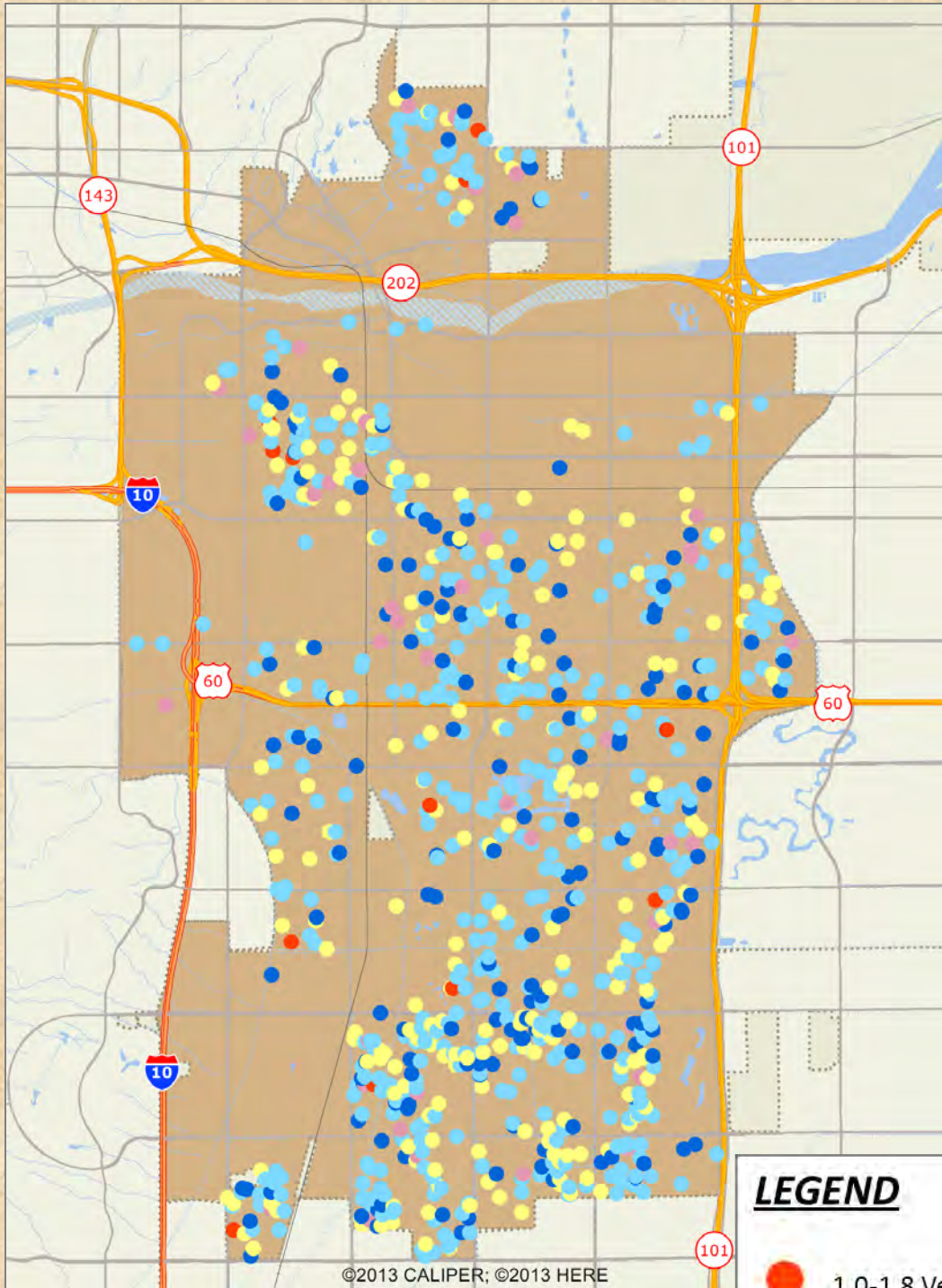


LEGEND

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied

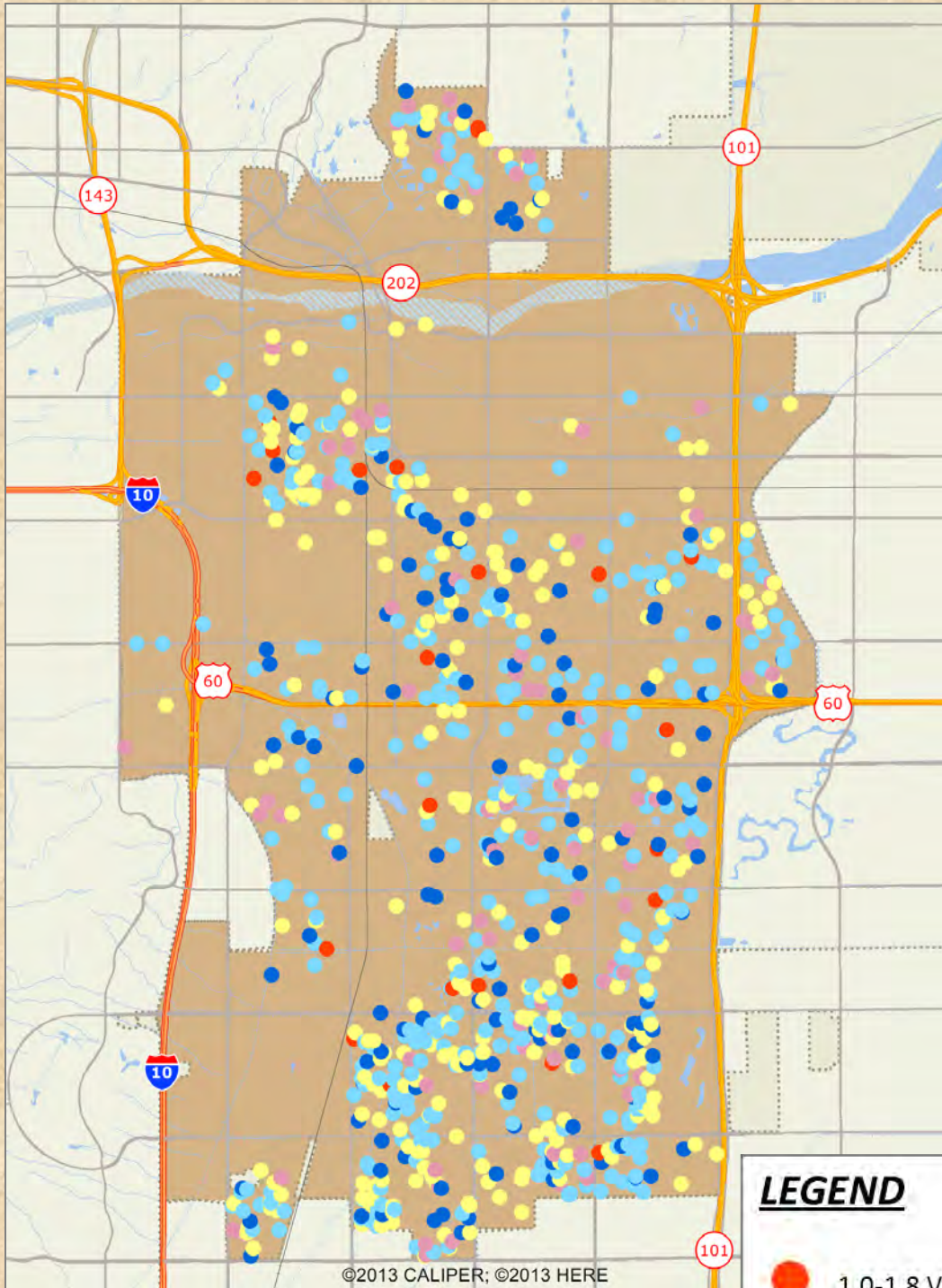
**City of Tempe
2014 Community Survey**

1L Satisfaction with the City's sustainability programs, which are designed to promote water, energy and natural resource conservation



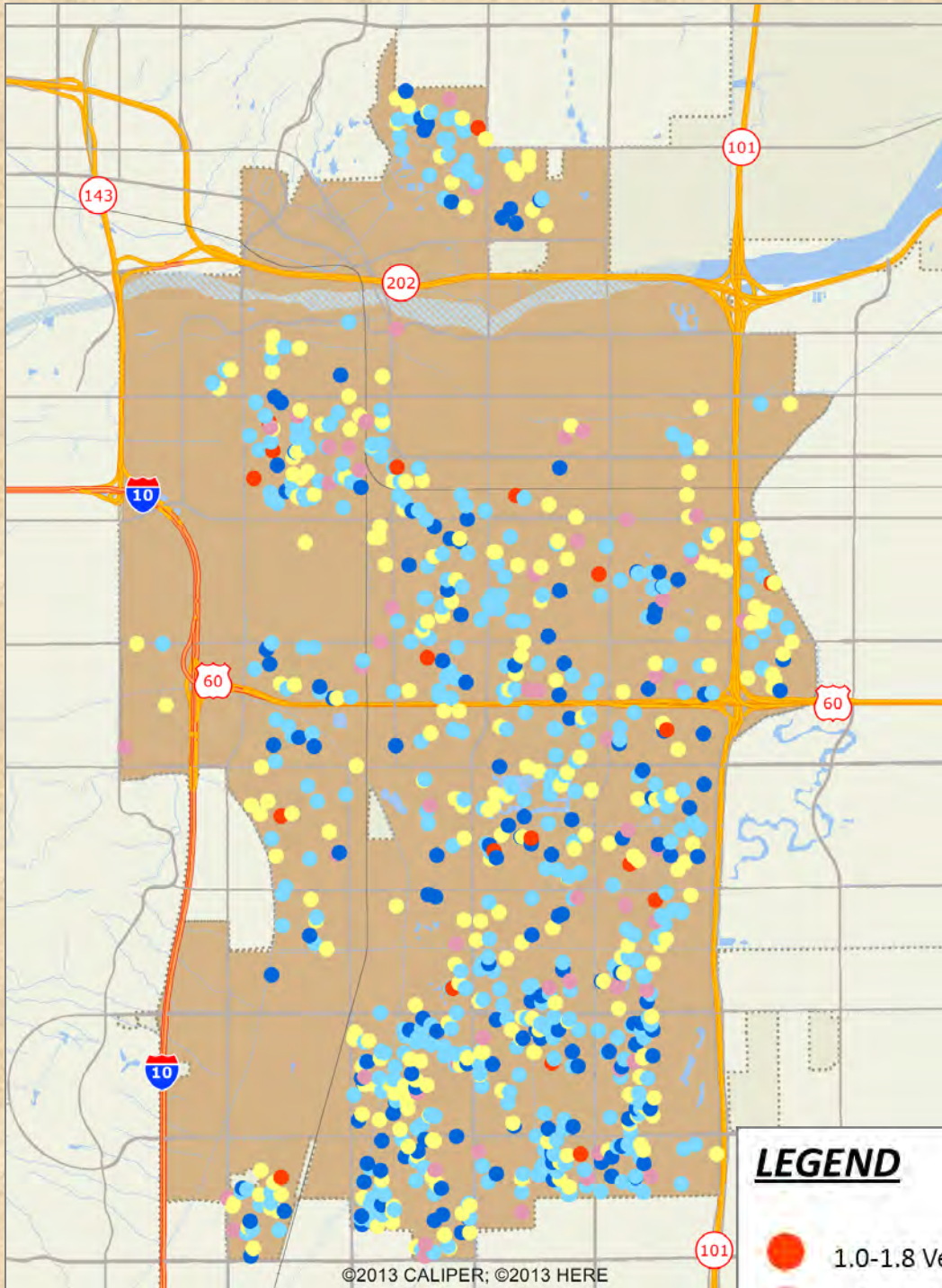
**City of Tempe
2014 Community Survey**

1M Satisfaction with City efforts to keep residents informed about the City's budget



**City of Tempe
2014 Community Survey**

1N Satisfaction with opportunities to express ideas and views to the City



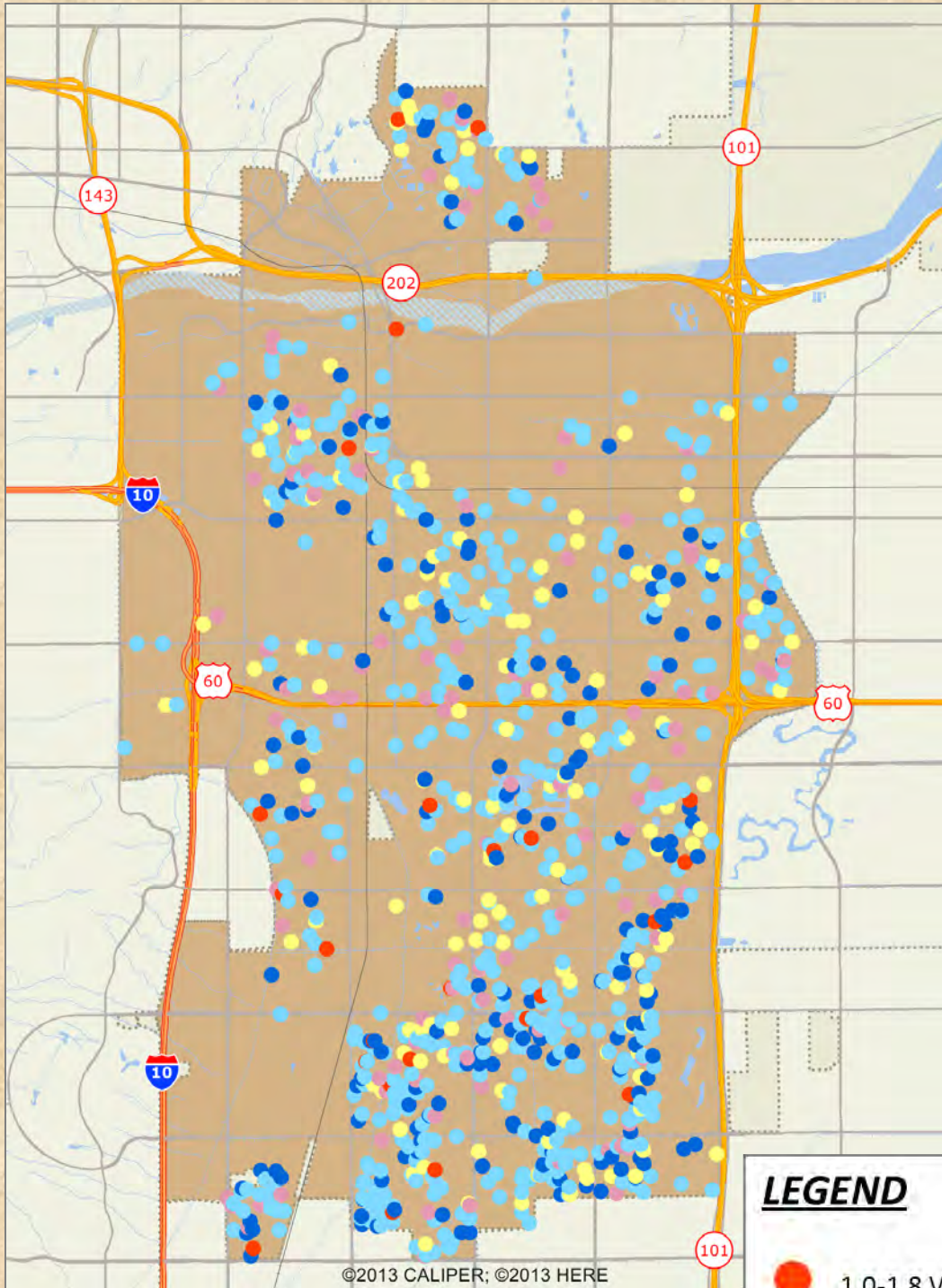
**City of Tempe
2014 Community Survey**



Perceptions of Your Neighborhood






Question #2

2A Satisfaction with perceptions of your neighborhood



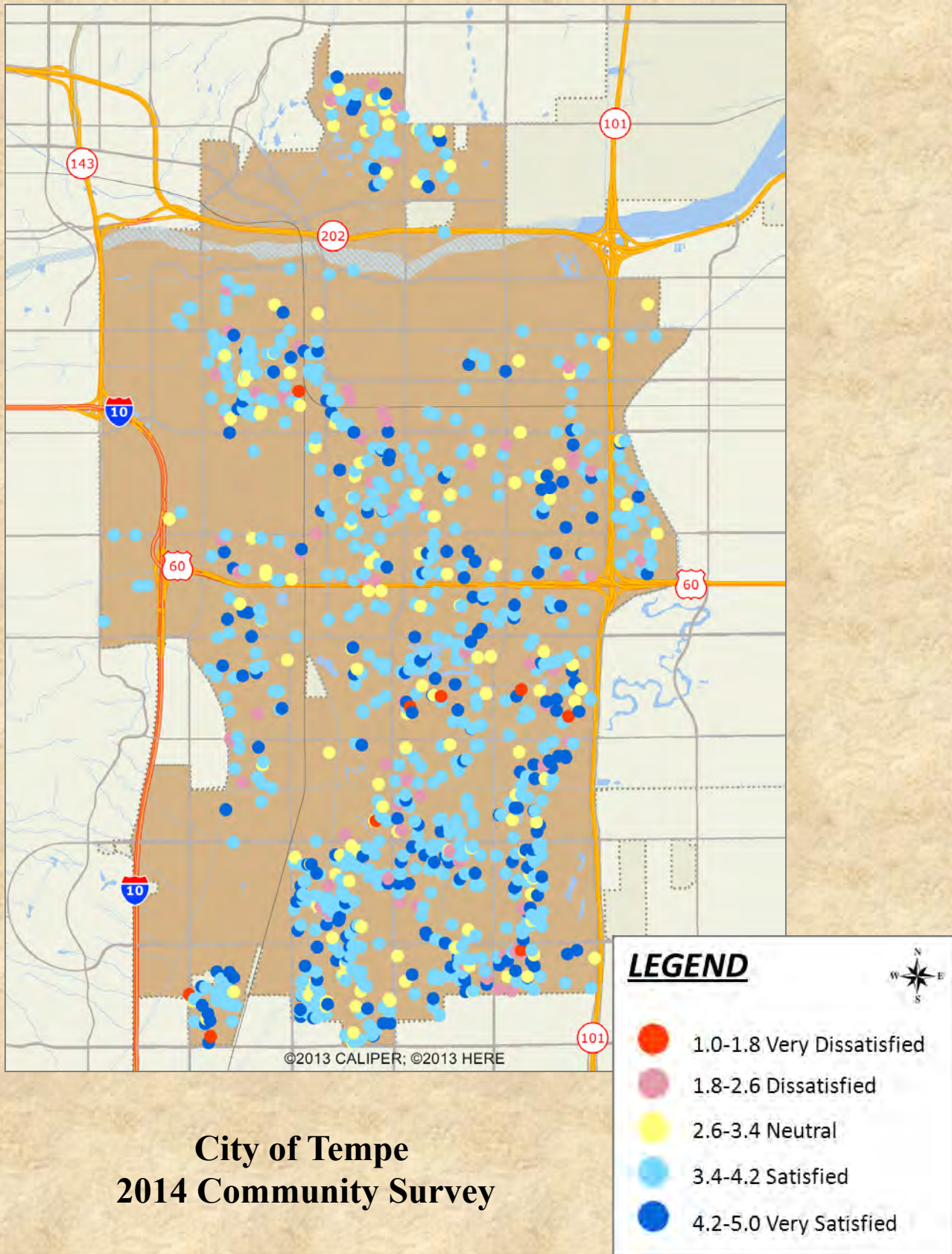
**City of Tempe
2014 Community Survey**

LEGEND

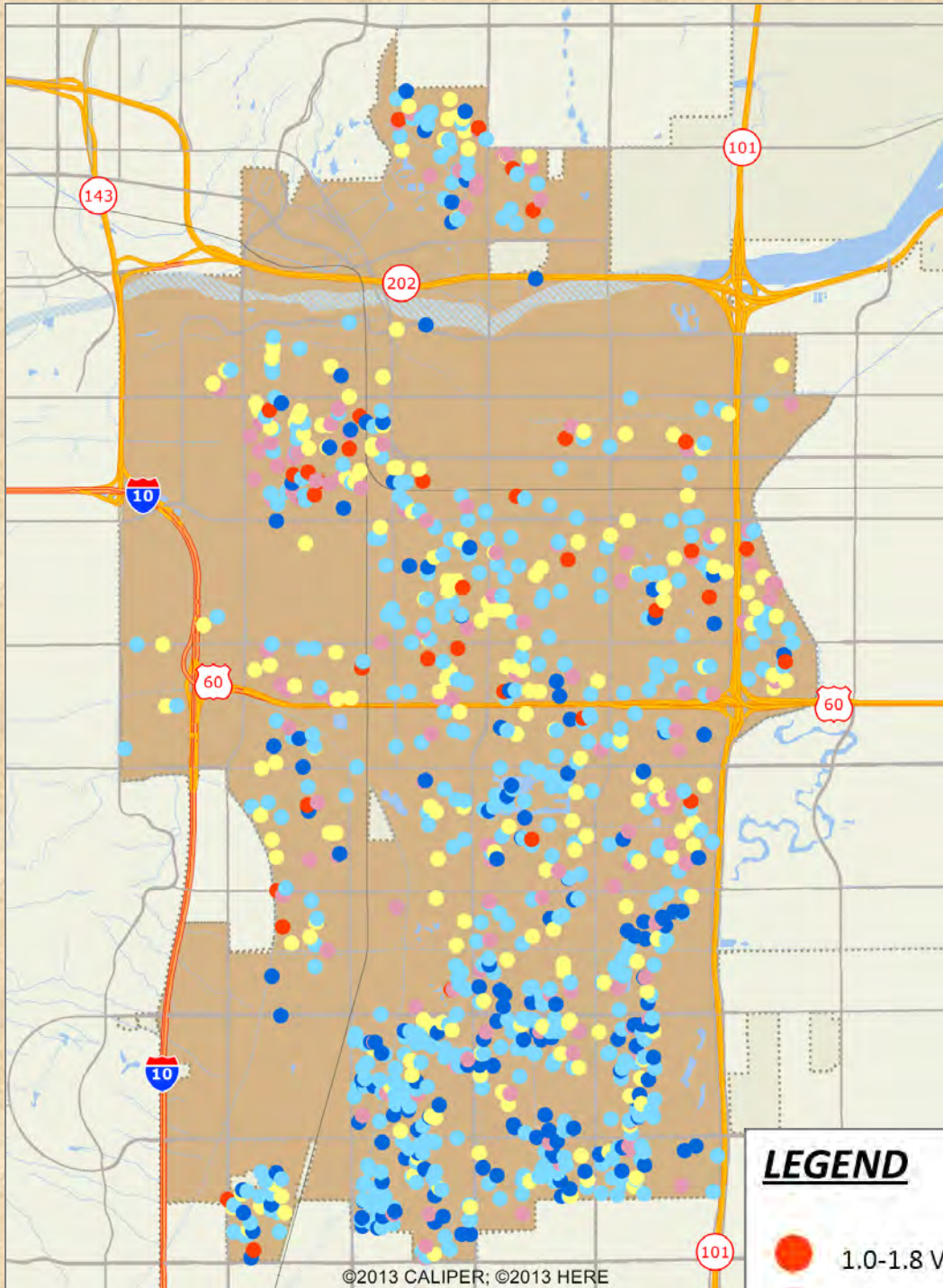
-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied



2B Satisfaction with the condition of sidewalks



2C Satisfaction with maintenance of private property



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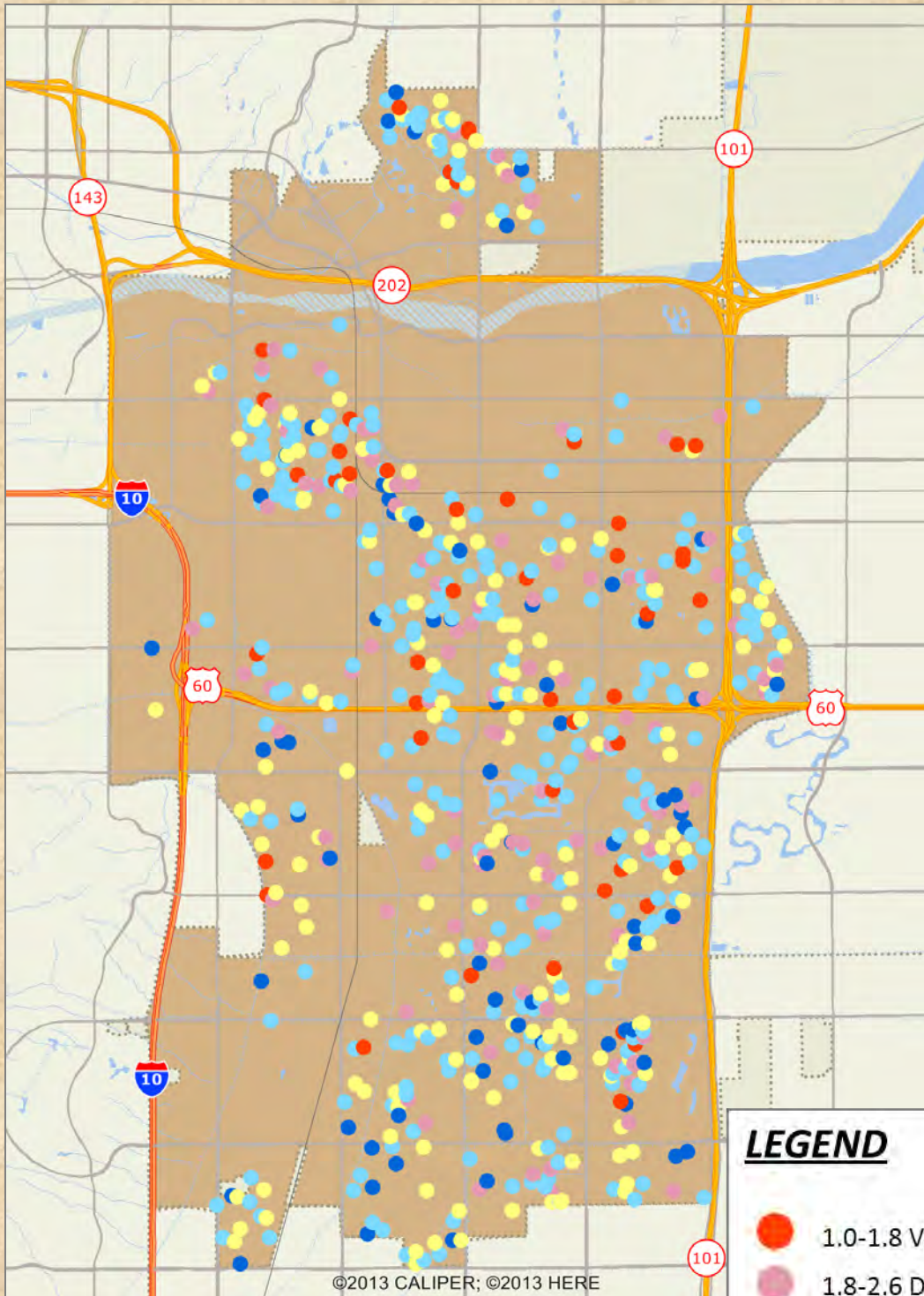
LEGEND



- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied

**City of Tempe
2014 Community Survey**

2D Satisfaction with condition of alley (if applicable)

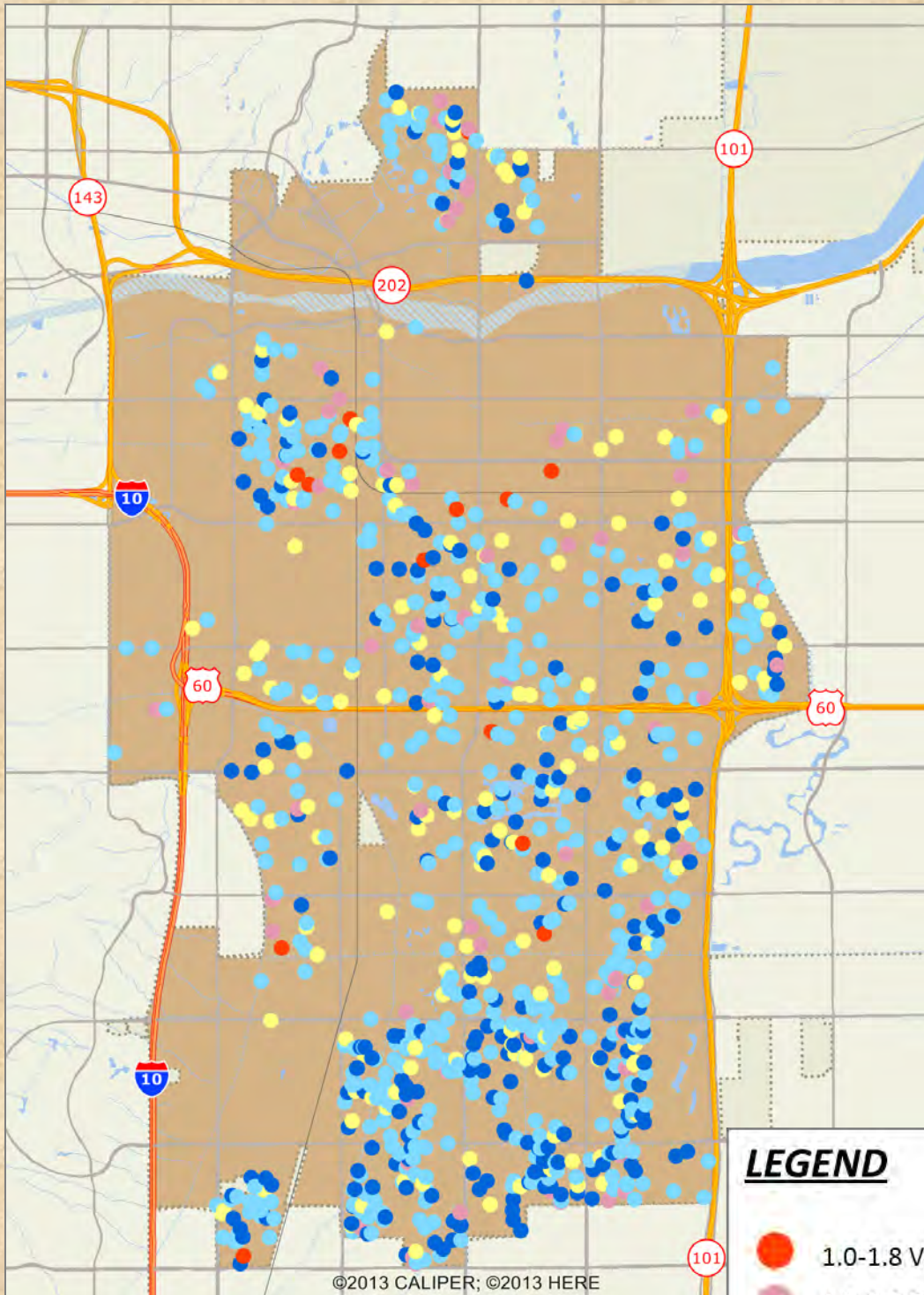


City of Tempe 2014 Community Survey

LEGEND






- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied

2E Satisfaction with feeling of safety



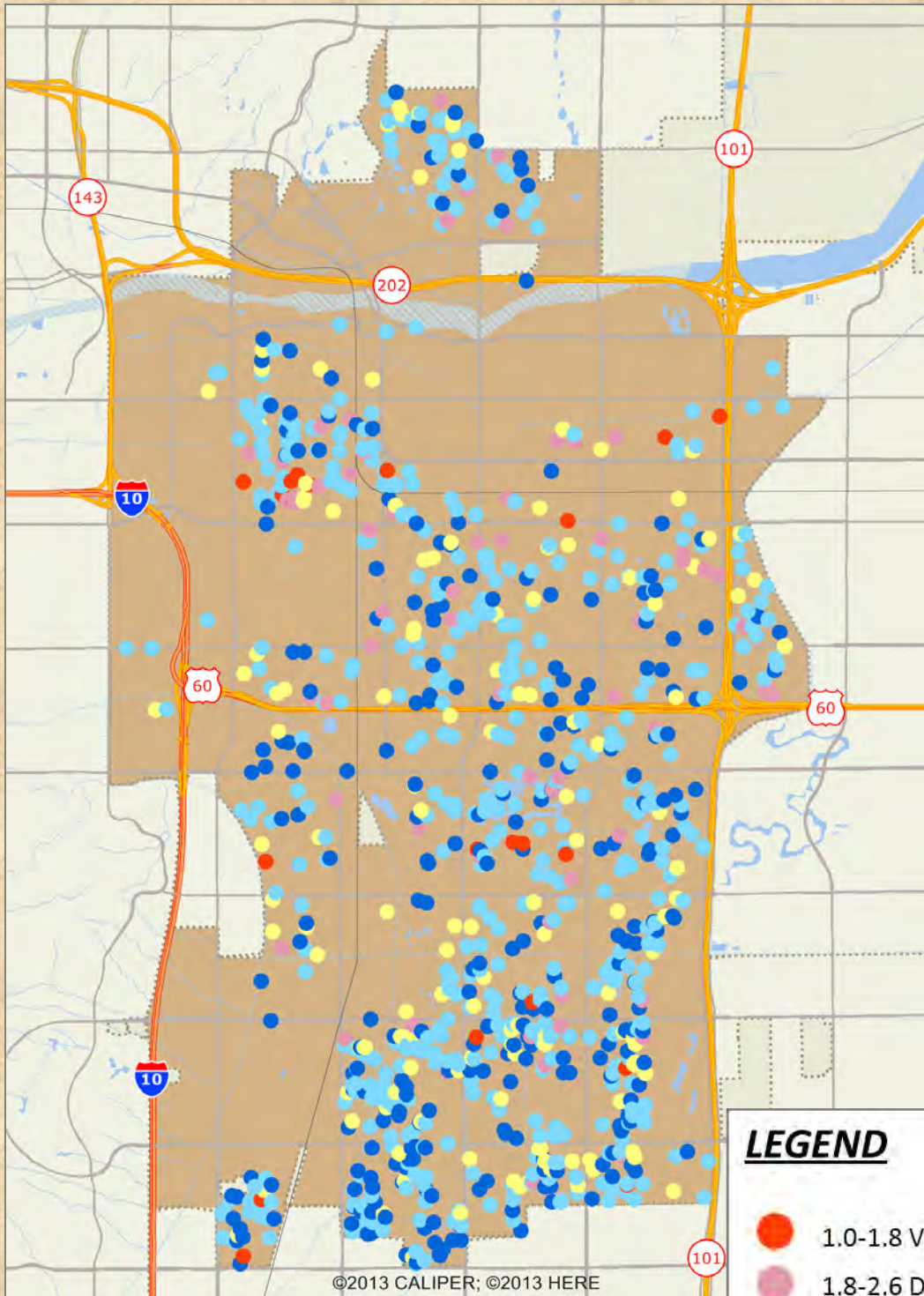
City of Tempe 2014 Community Survey

LEGEND

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied



2F Satisfaction with the quality of neighborhood parks

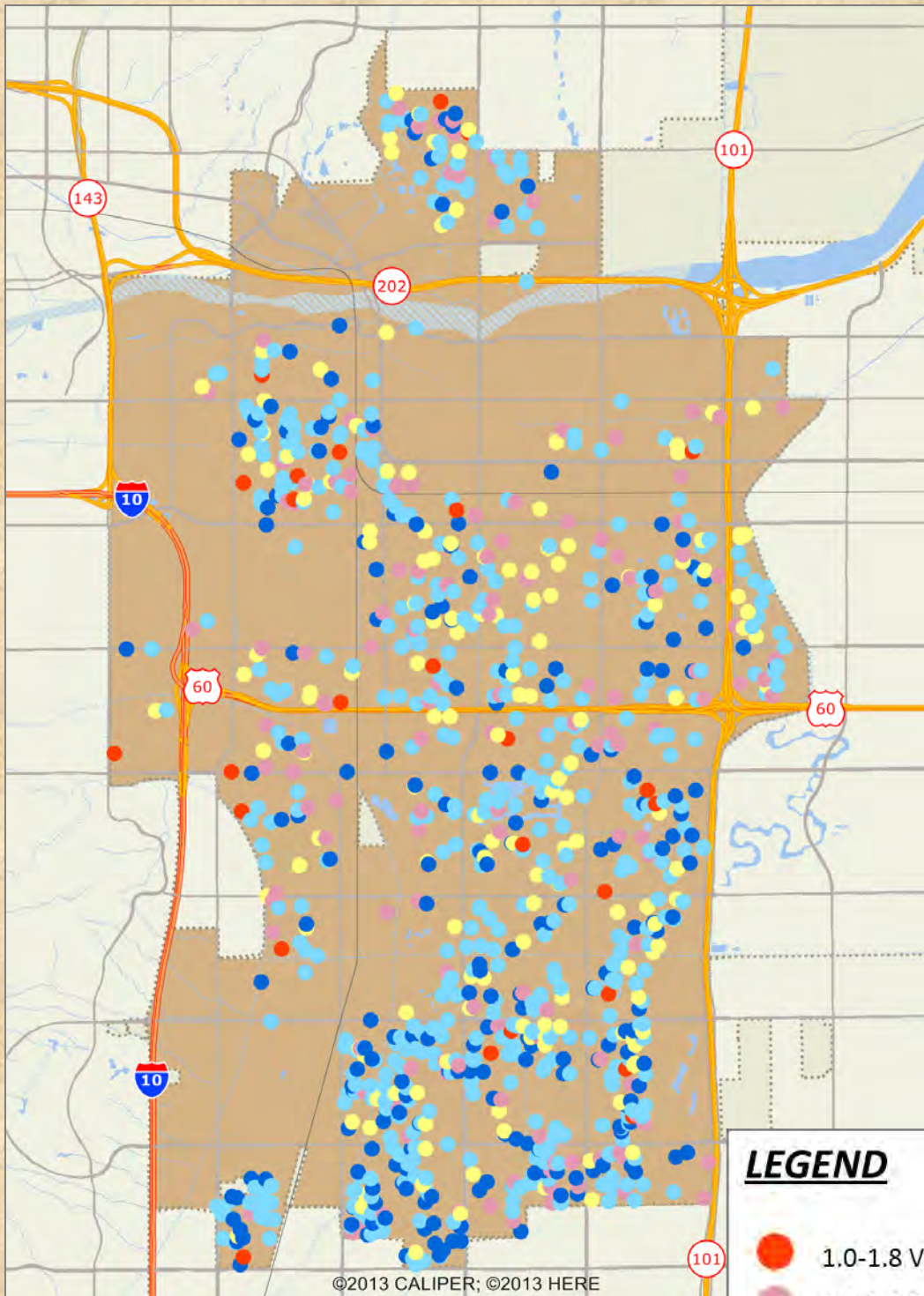


**City of Tempe
2014 Community Survey**

LEGEND






- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied

2G Satisfaction with the adequacy of street lighting

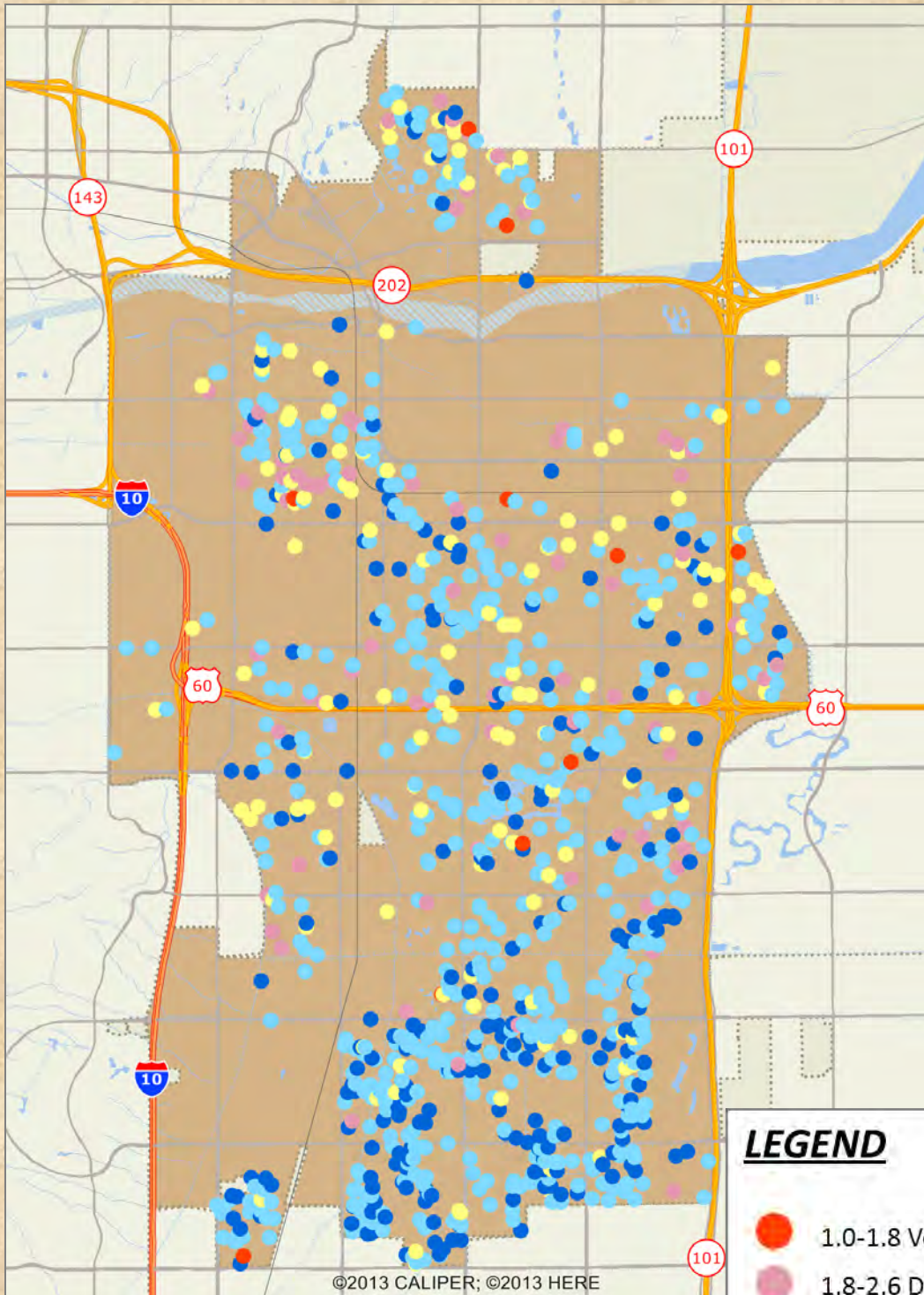


**City of Tempe
2014 Community Survey**

LEGEND

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied

2H Satisfaction with the overall condition of your neighborhood

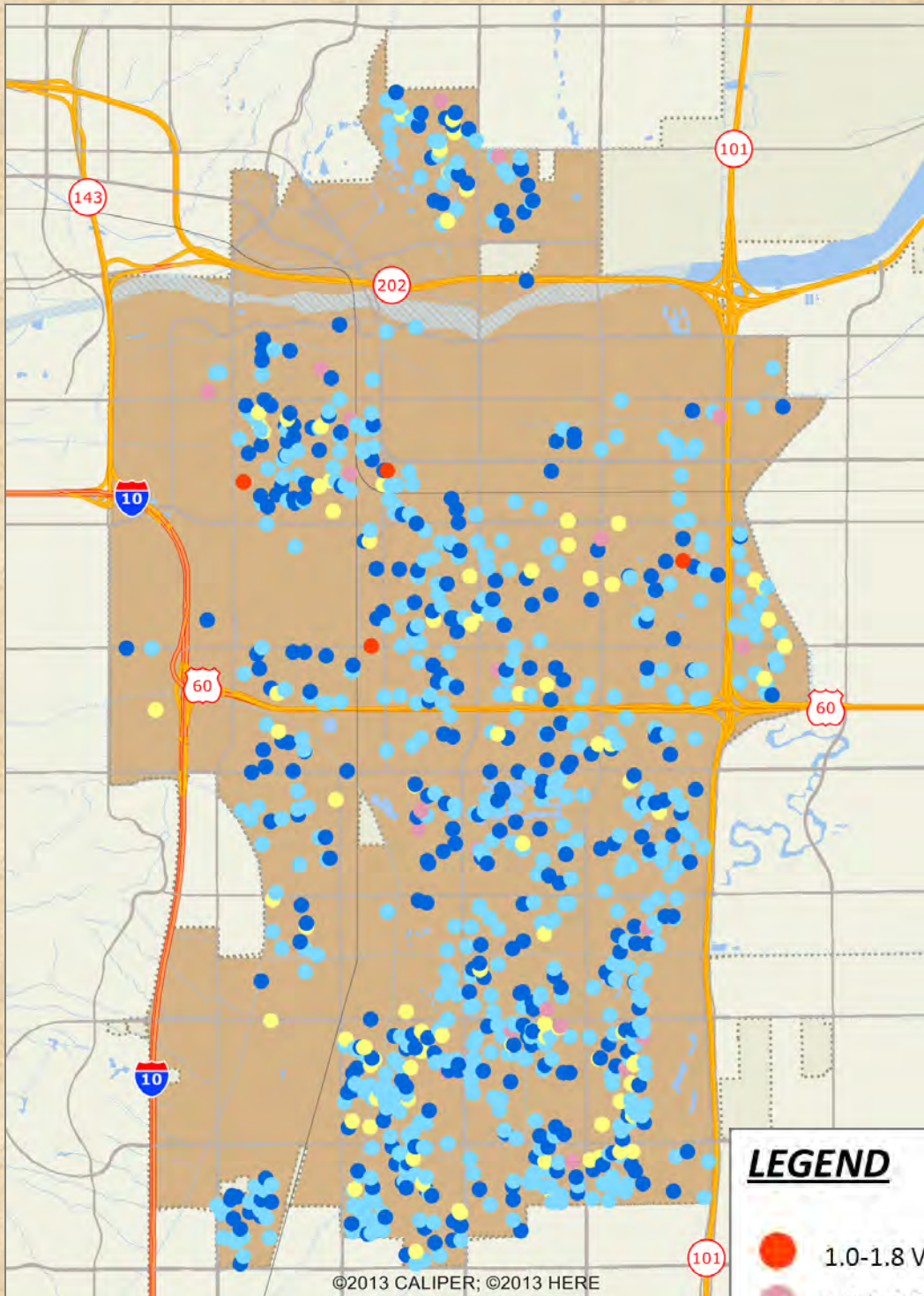


City of Tempe 2014 Community Survey

City Facilities






Question #5

5A Satisfaction with the quality of larger City parks

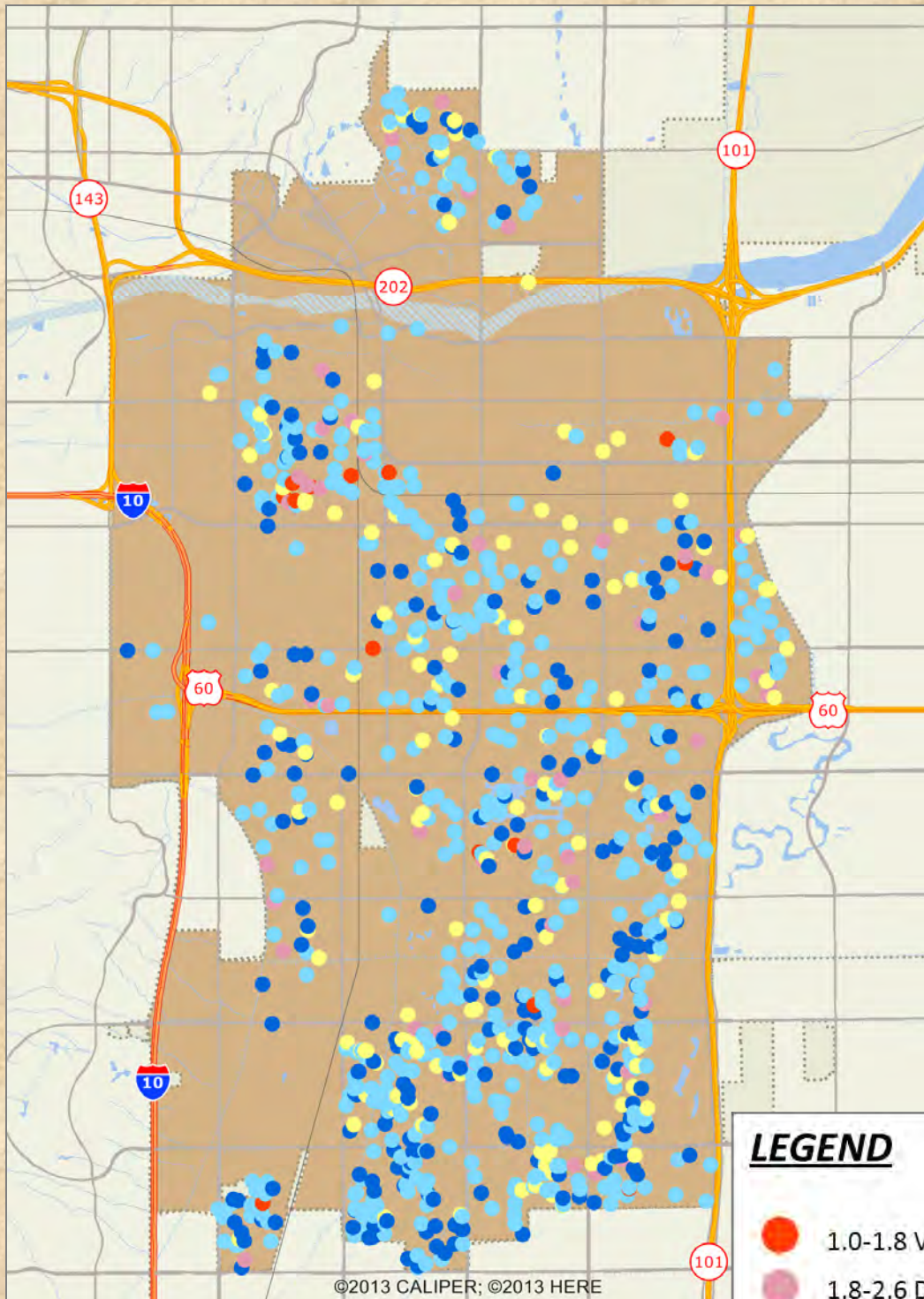


**City of Tempe
2014 Community Survey**

LEGEND

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied

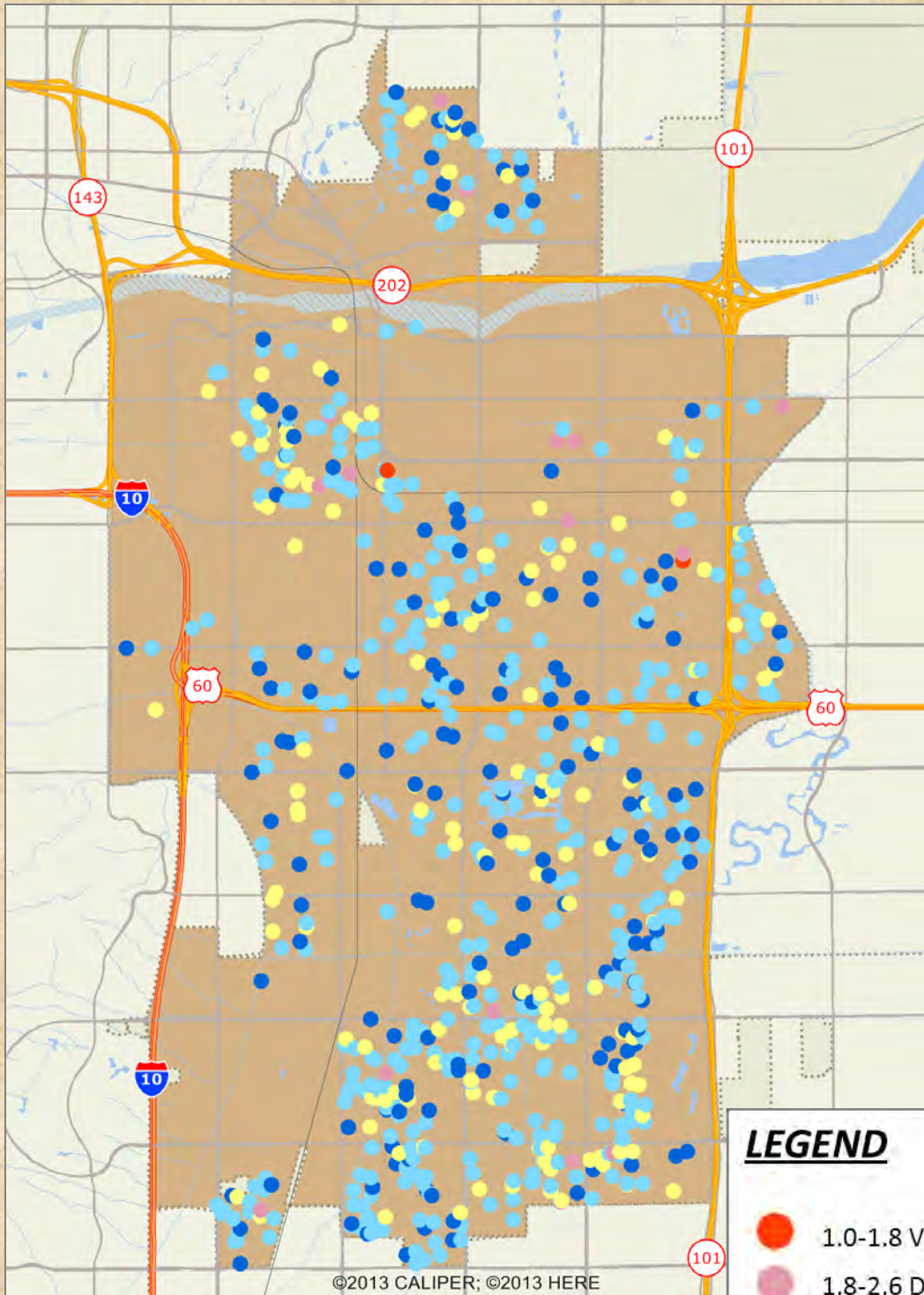
5B Satisfaction with the quality of neighborhood parks



**City of Tempe
2014 Community Survey**








5C Satisfaction with quality of city recreation community centers



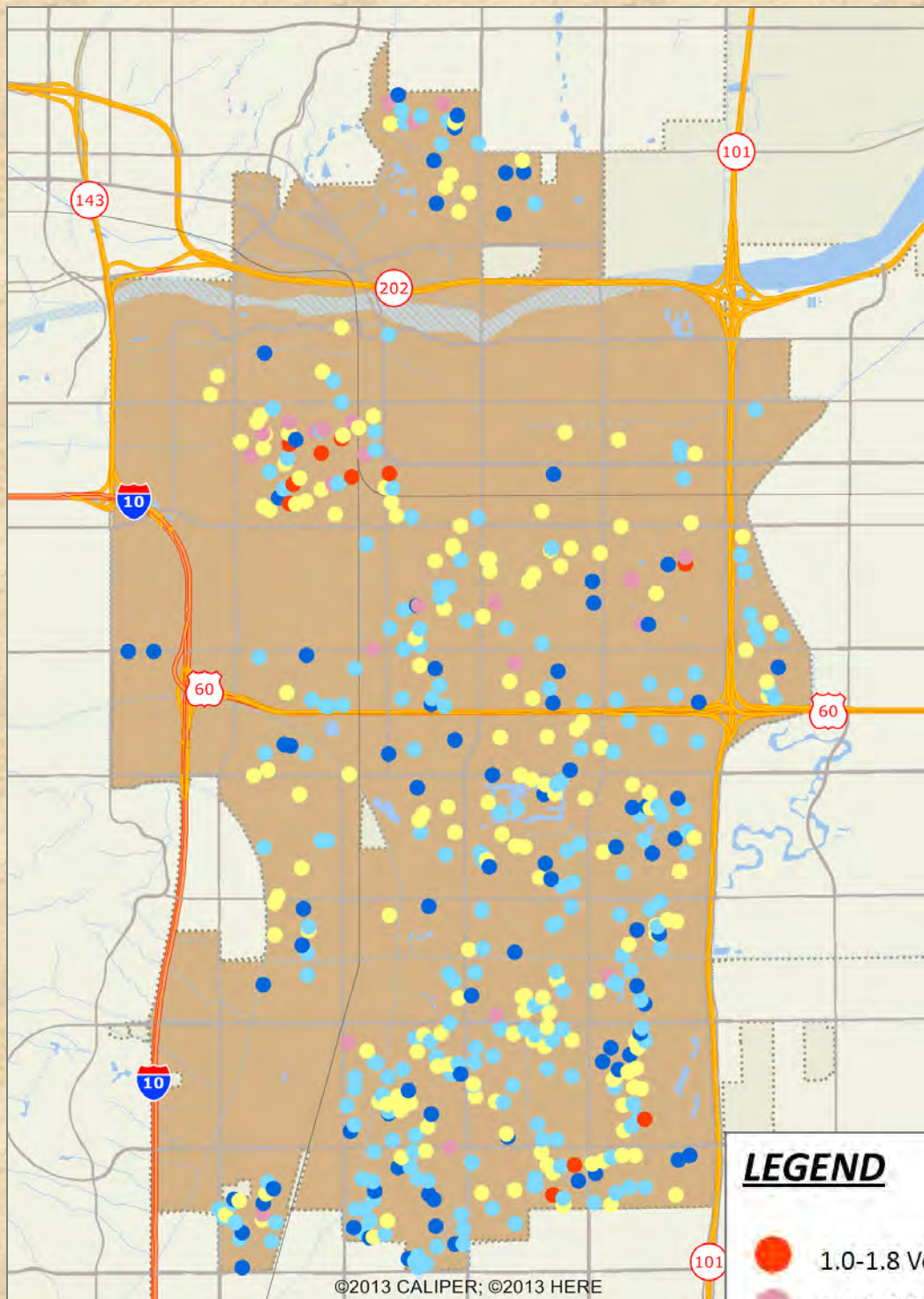
**City of Tempe
2014 Community Survey**

LEGEND

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied



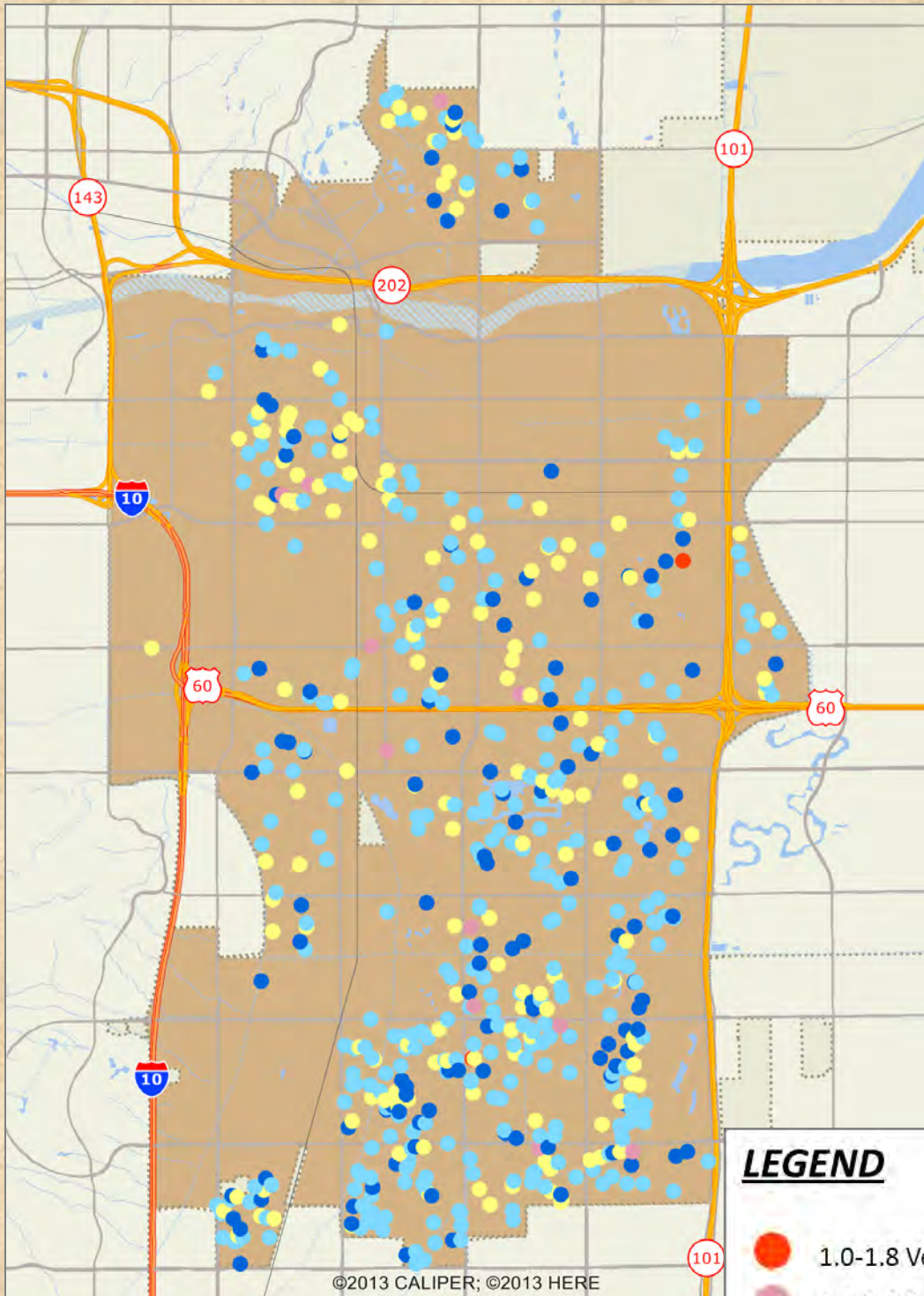
5D Satisfaction with quality of city swimming pools



**City of Tempe
2014 Community Survey**



5E Satisfaction with the quality of City outdoor athletic fields

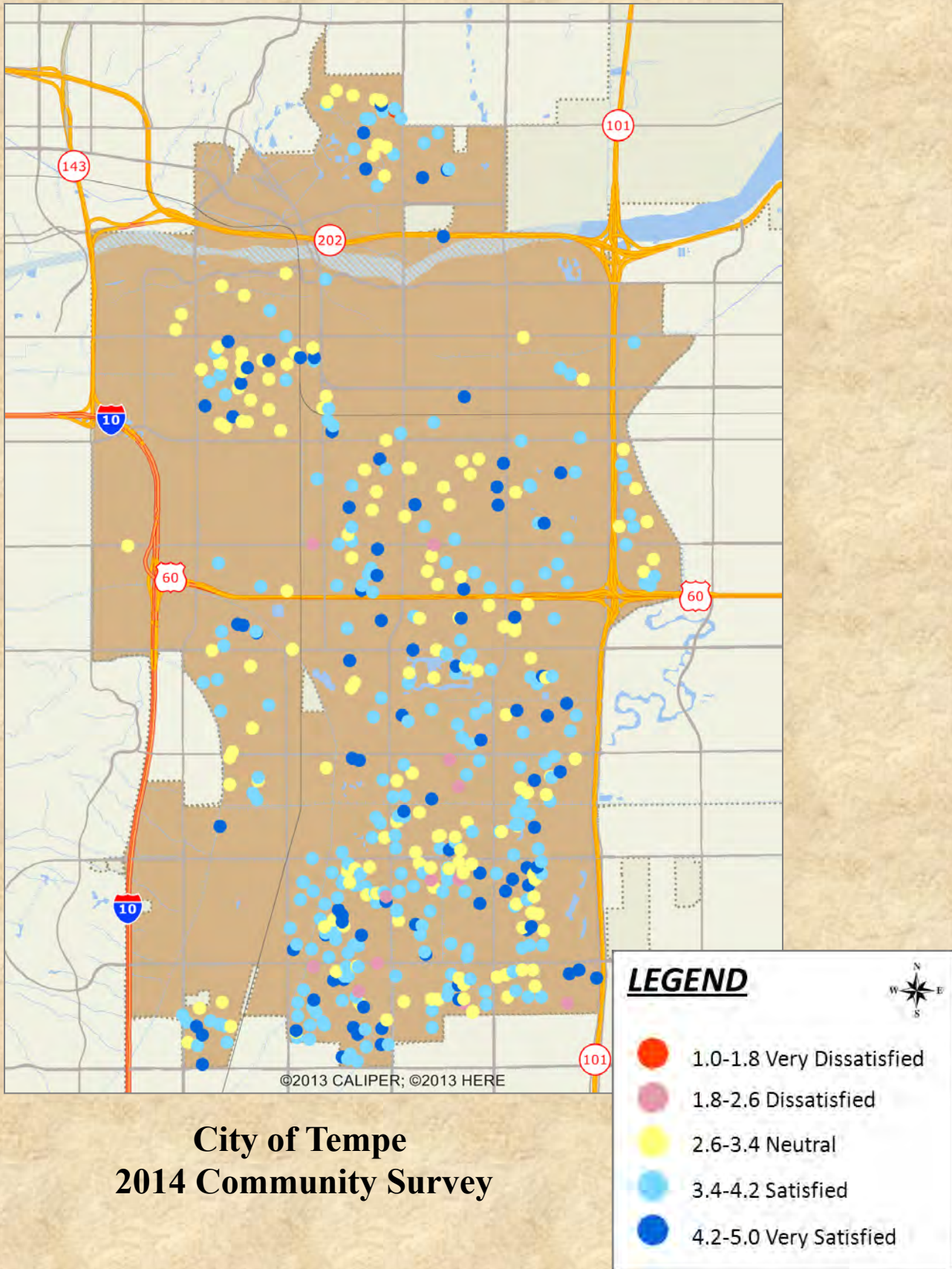


**City of Tempe
2014 Community Survey**

LEGEND

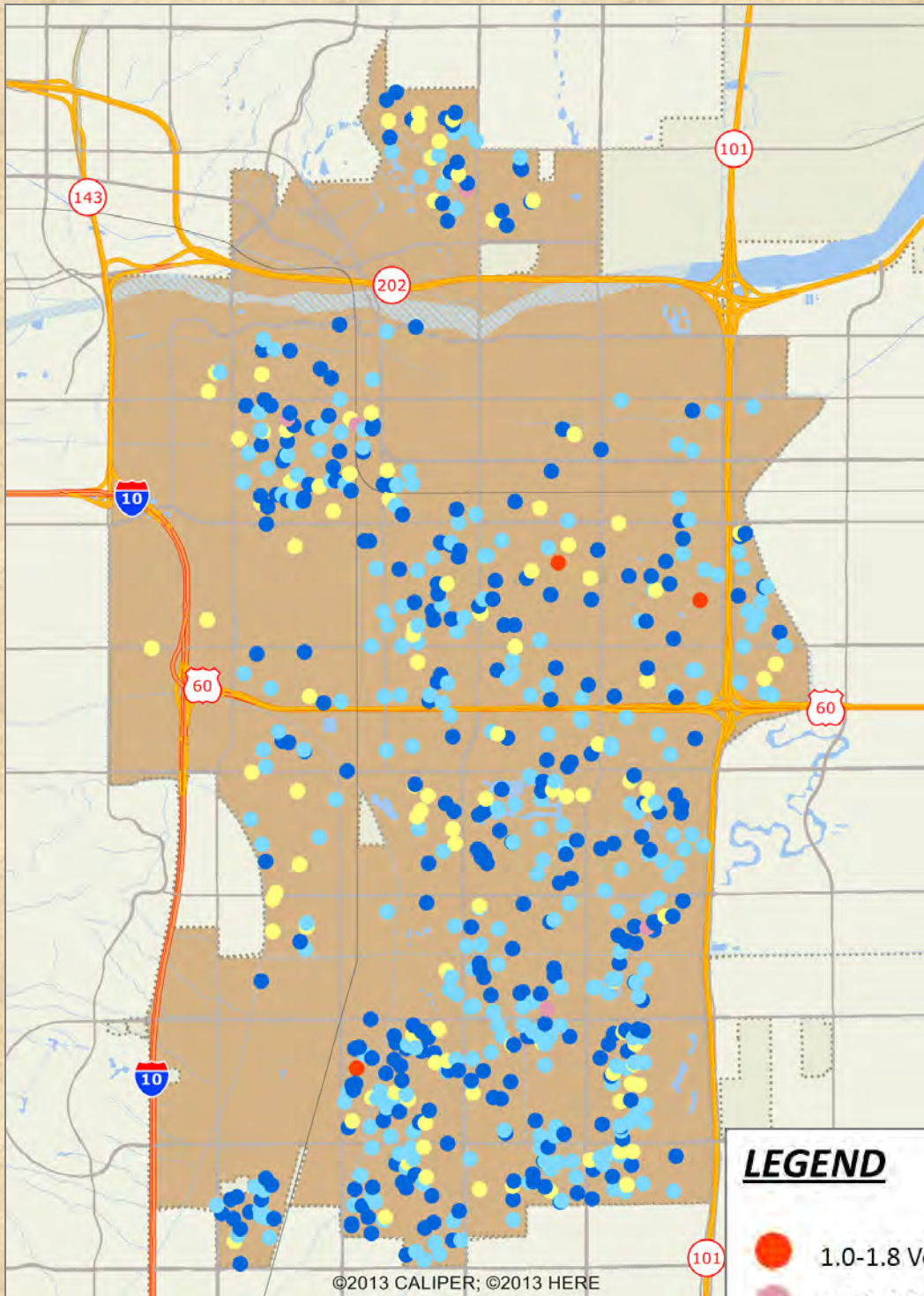
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied

5F Satisfaction with Quality of City golf courses



**City of Tempe
2014 Community Survey**

5G Satisfaction with quality of Tempe Center for the Arts



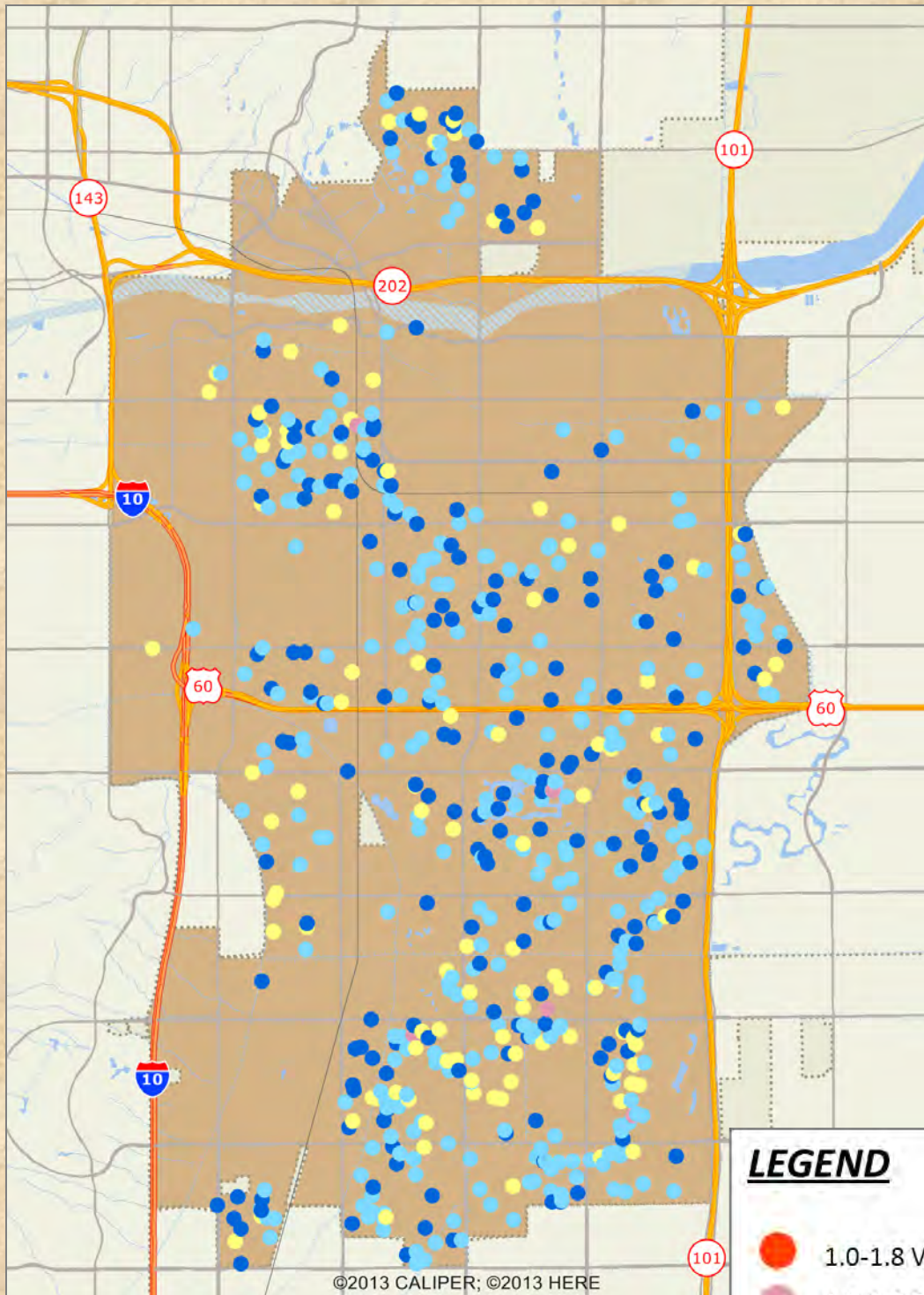
City of Tempe 2014 Community Survey

LEGEND








- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied

5H Satisfaction with quality of Tempe History Museum

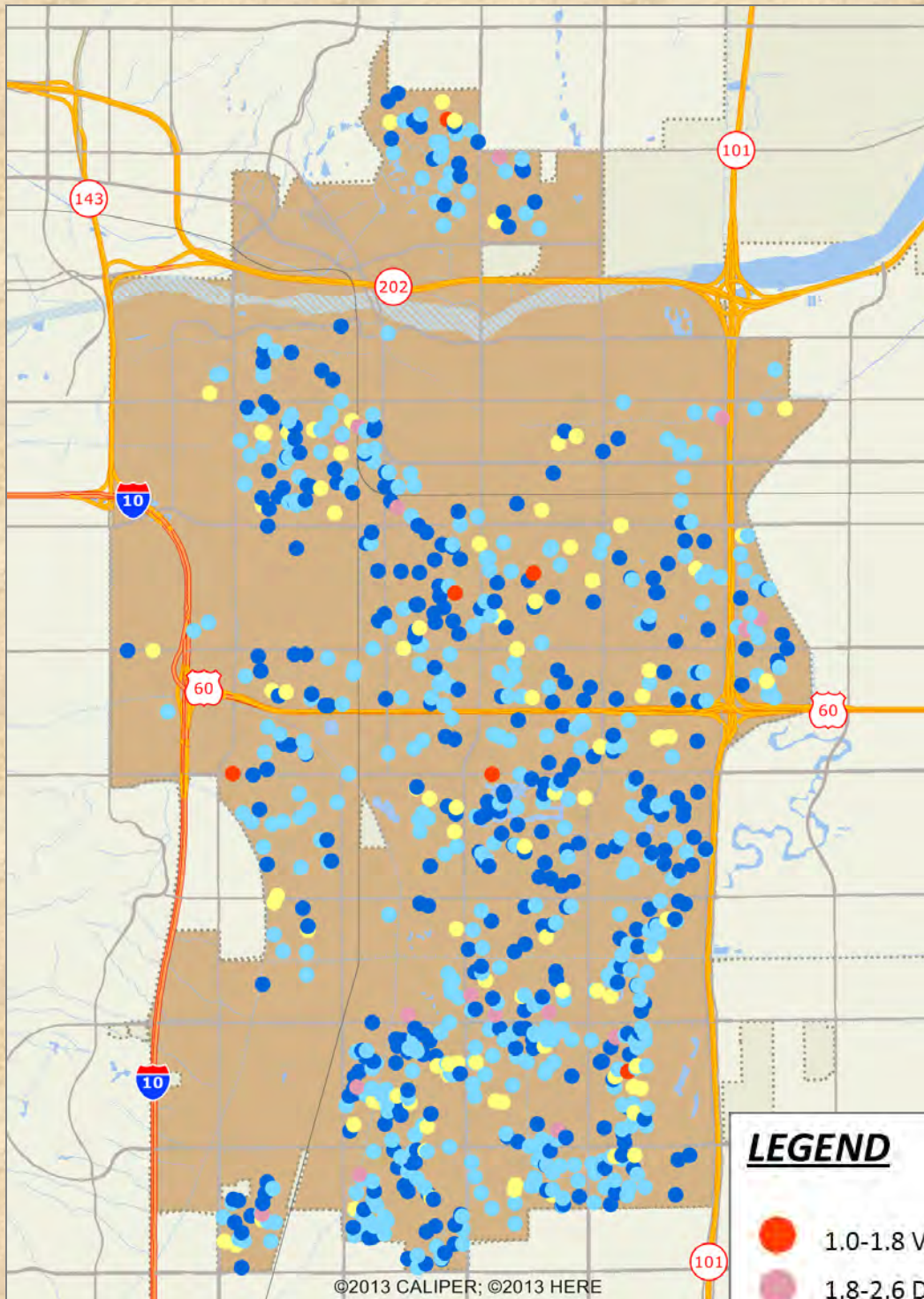


City of Tempe 2014 Community Survey

LEGEND

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied

5i Satisfaction with the quality of Tempe Public Library

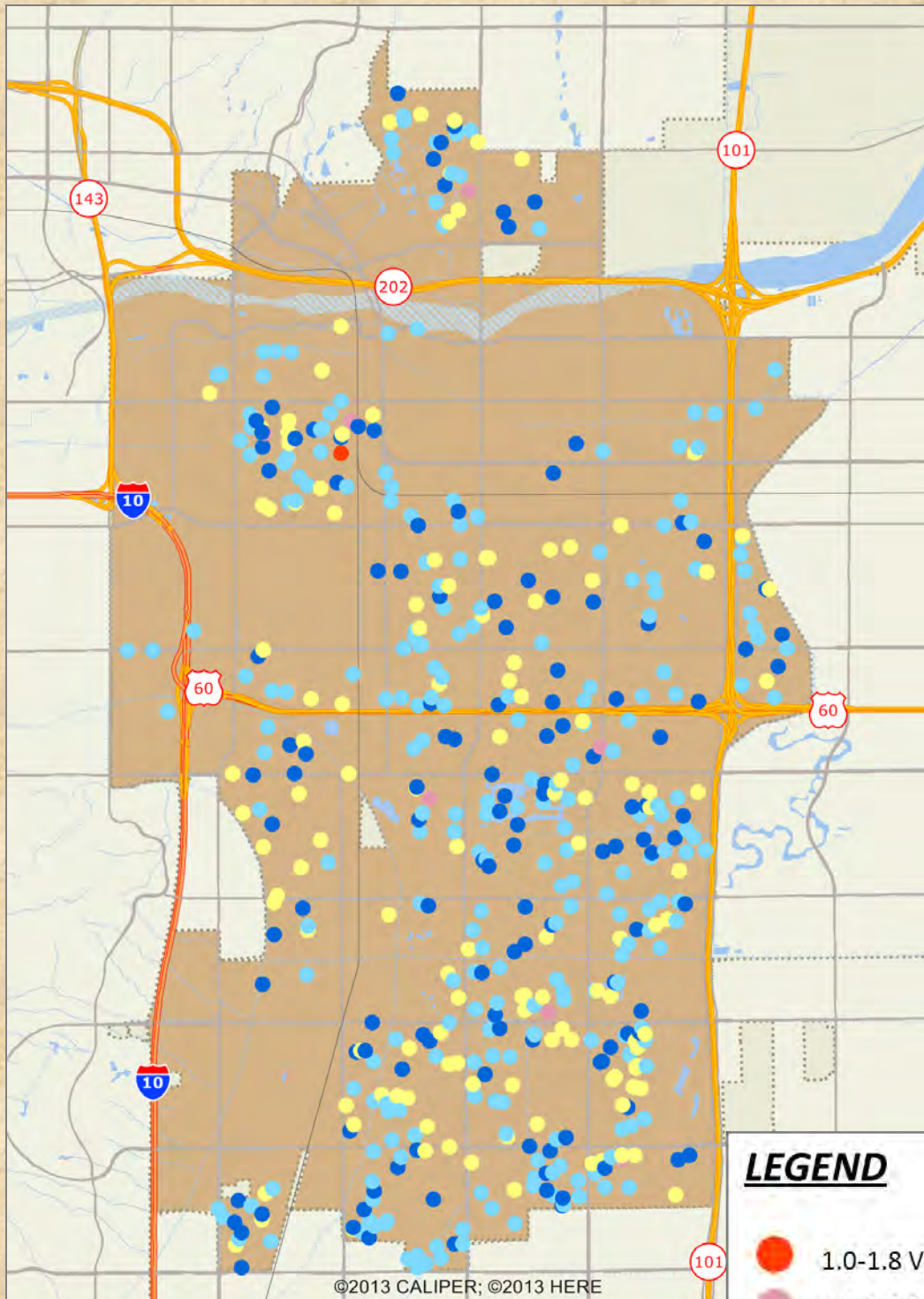


City of Tempe 2014 Community Survey

LEGEND

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied

5J Satisfaction with quality of access to City facilities for persons with disabilities



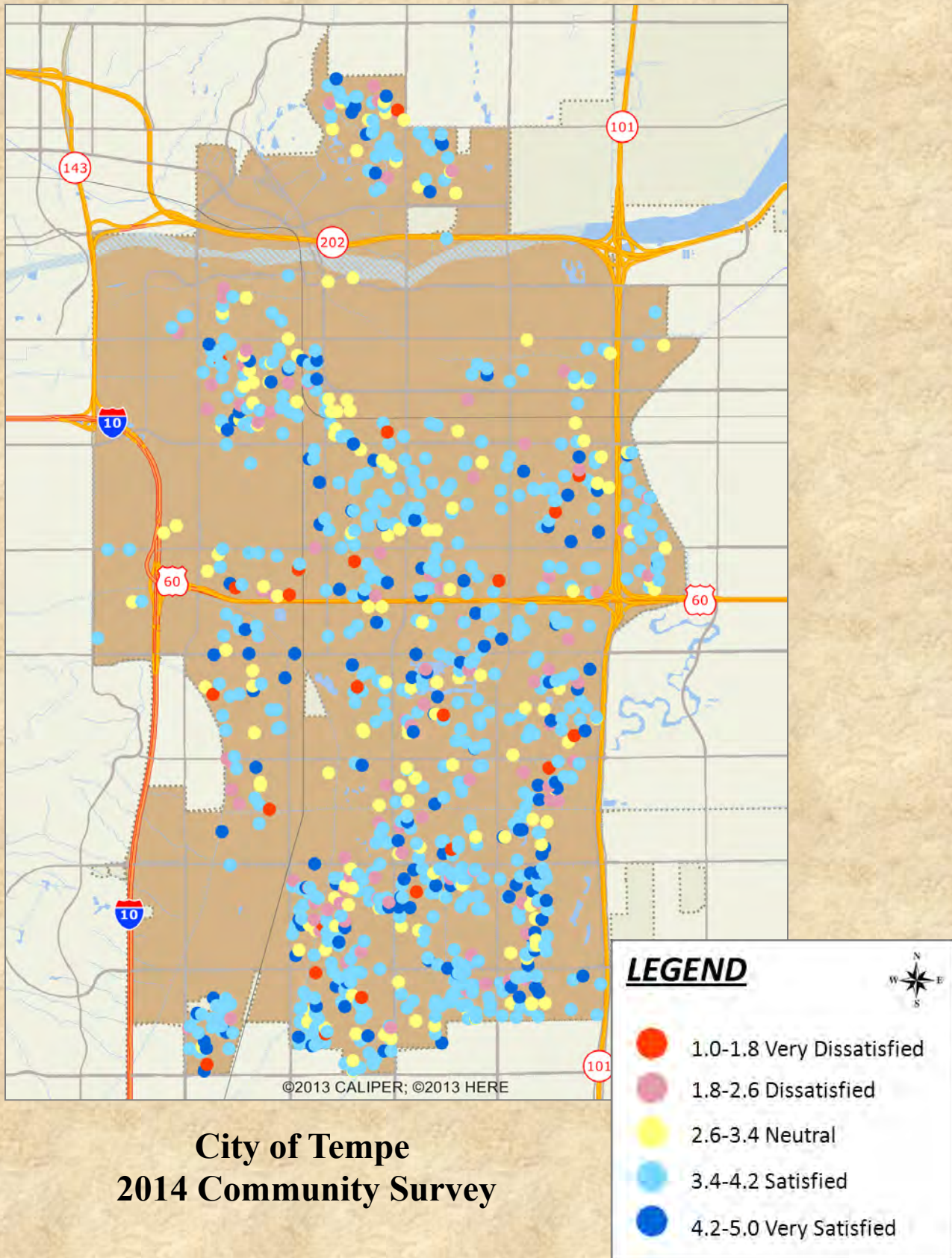
**City of Tempe
2014 Community Survey**



City Services

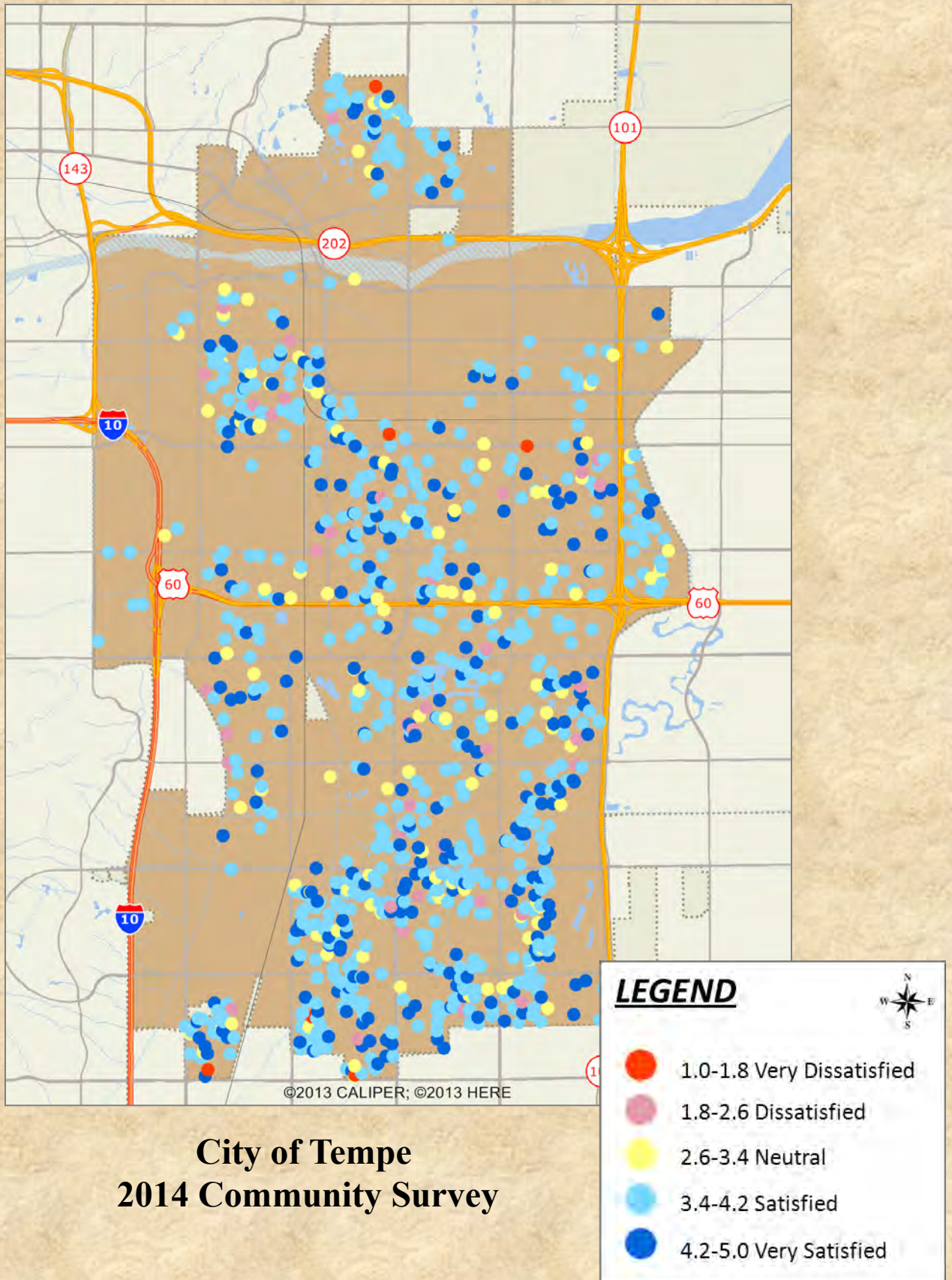
Question #6

6A Satisfaction with the overall condition of City streets



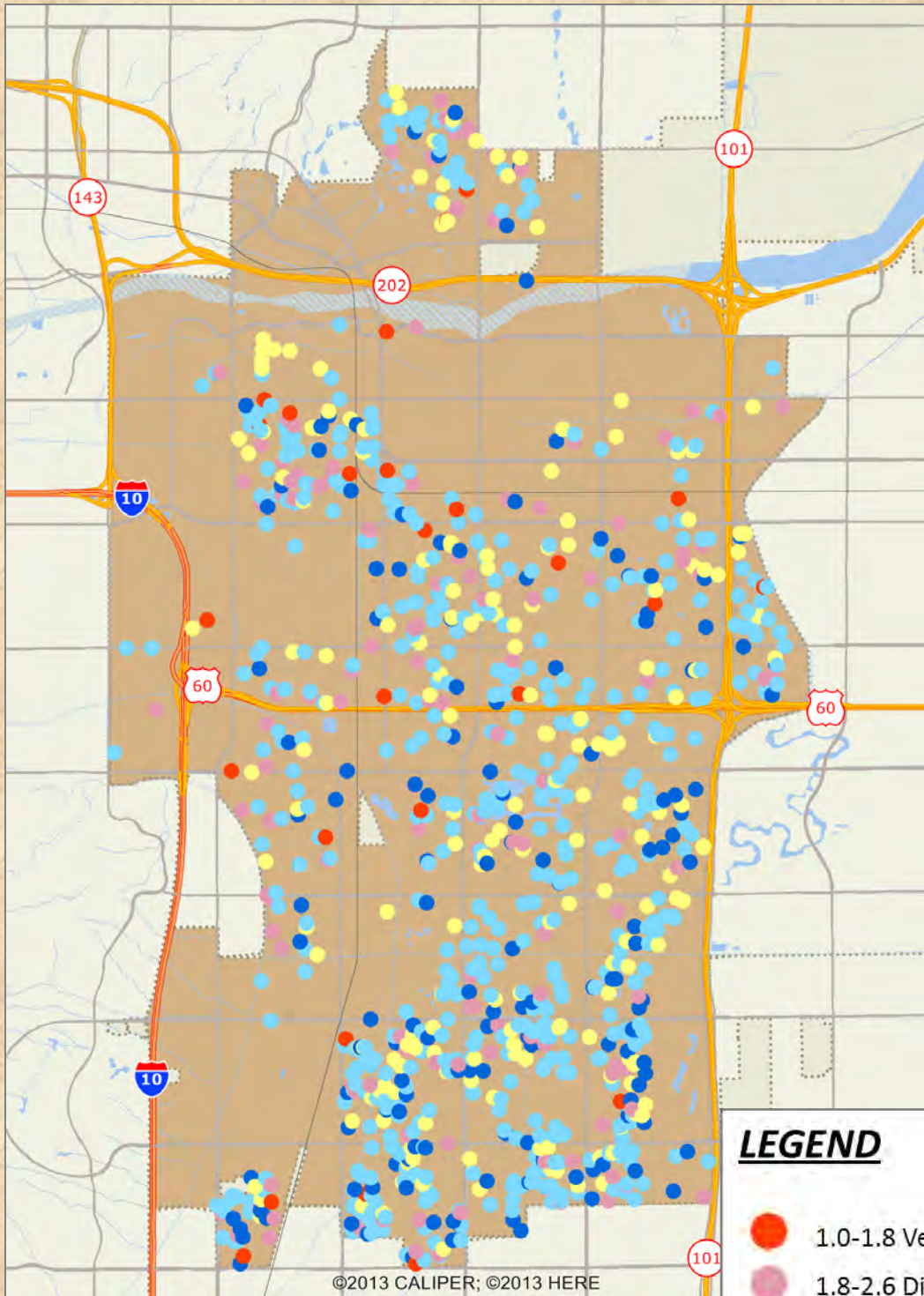
**City of Tempe
2014 Community Survey**

6B Satisfaction with the condition and clarity of street signs



**City of Tempe
2014 Community Survey**

6C Satisfaction with management and traffic flow on City streets



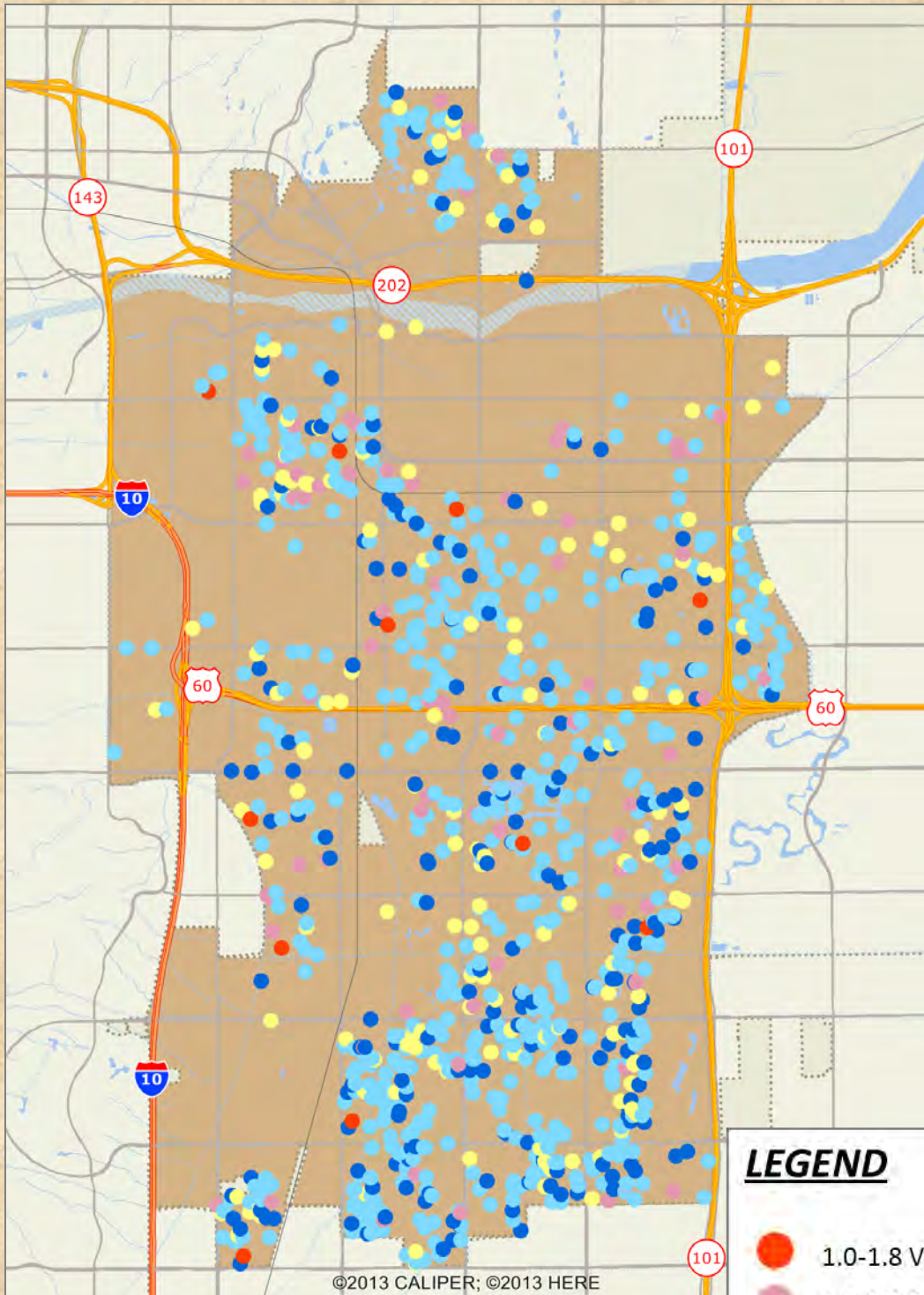
LEGEND

N
W E
S

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied






**City of Tempe
2014 Community Survey**

6D Cleanliness of City streets



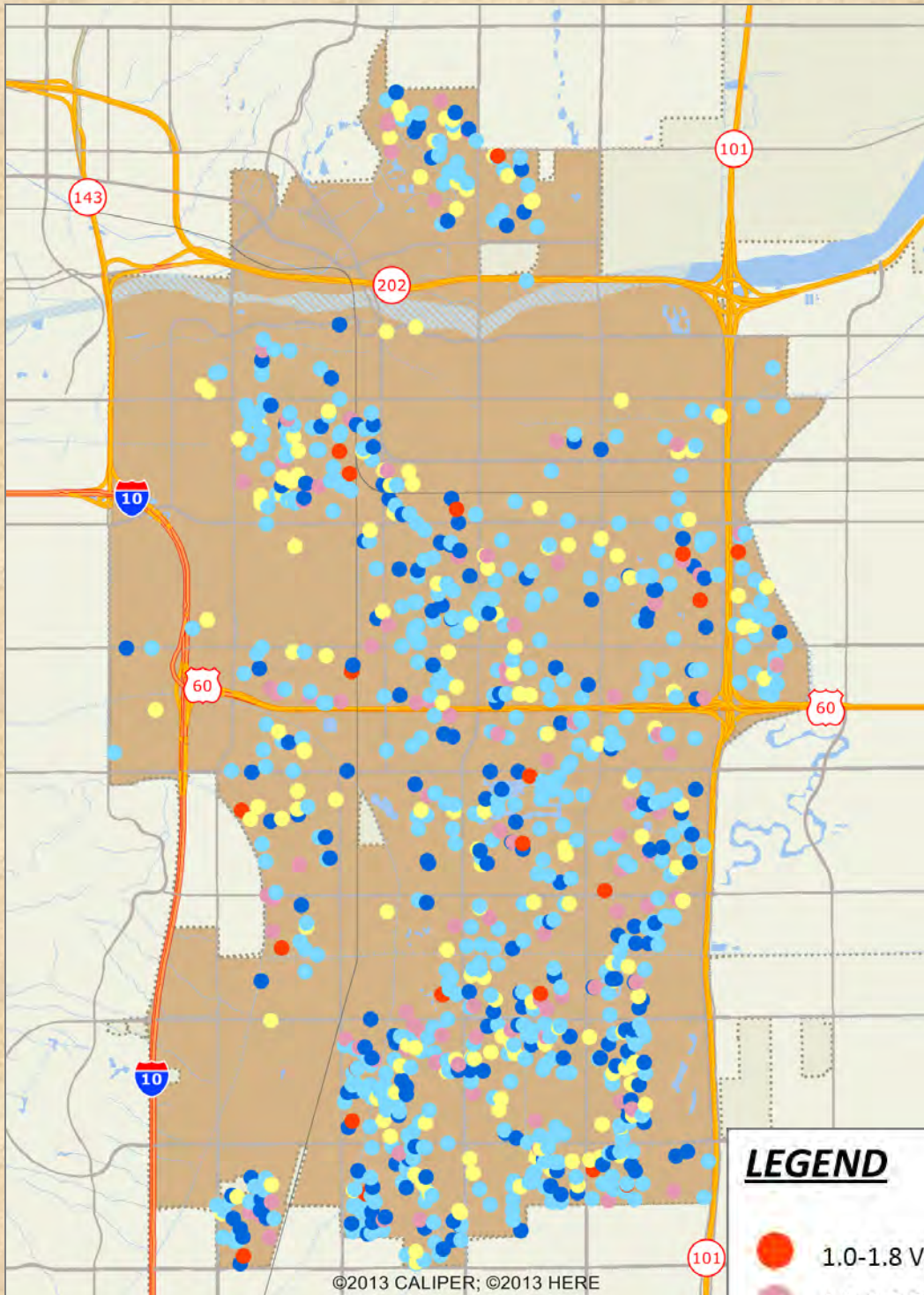
**City of Tempe
2014 Community Survey**

LEGEND

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied








6E Satisfaction with landscape maintenance along City streets and sidewalks

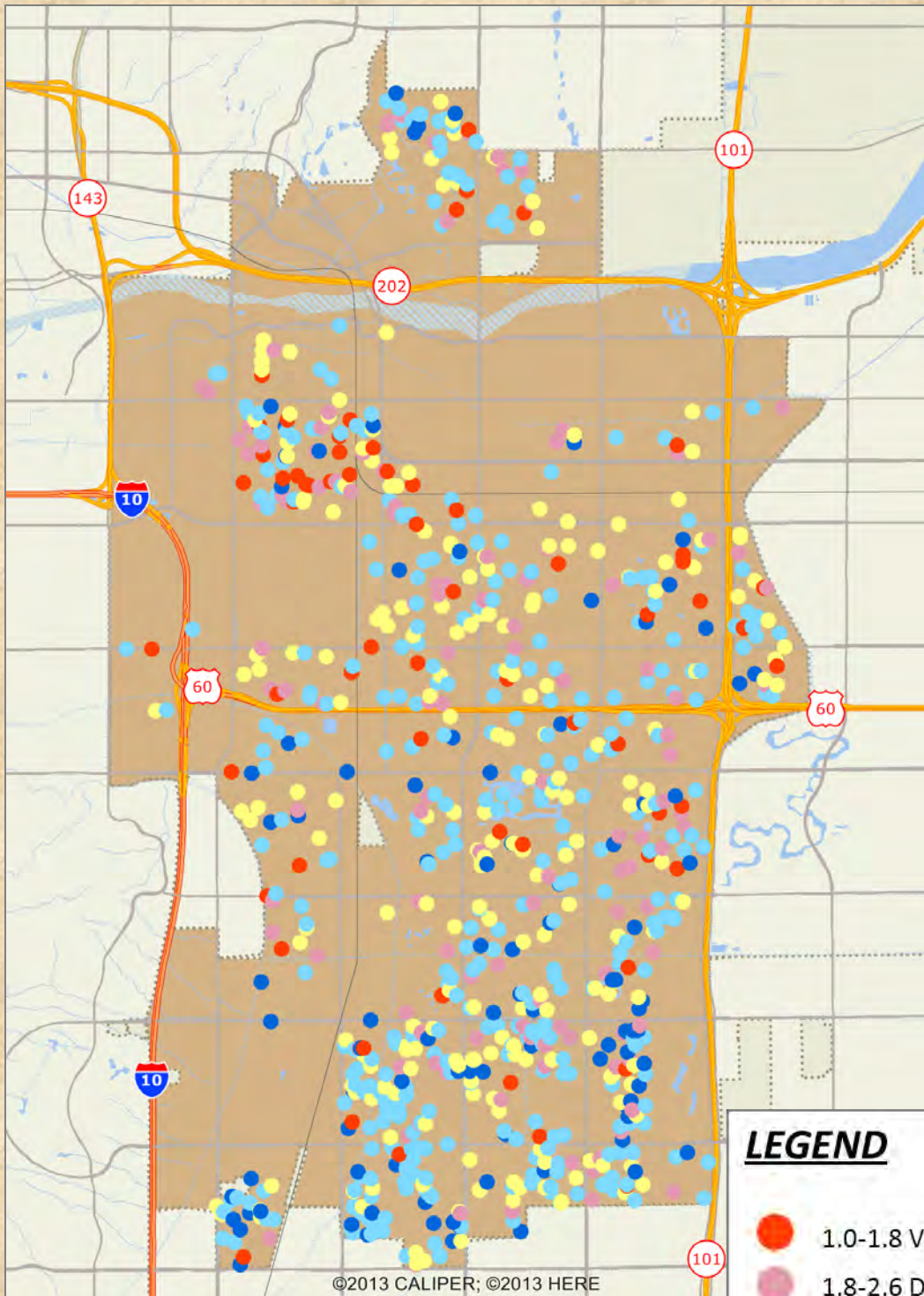


**City of Tempe
2014 Community Survey**

LEGEND






-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied

6F Satisfaction with City enforcement of property maintenance



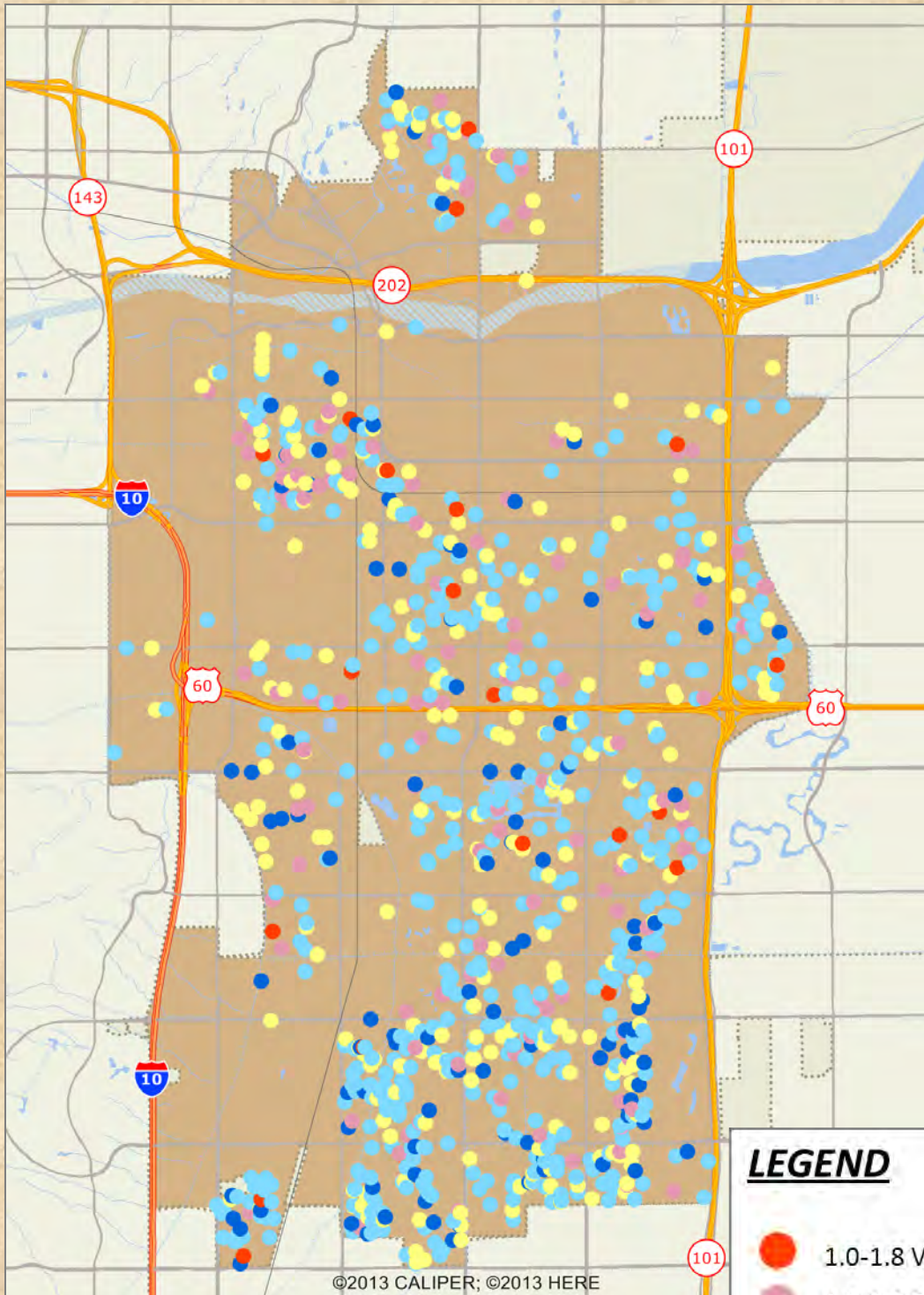
City of Tempe
2014 Community Survey

LEGEND

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied








6G Satisfaction with appearance of residential property in the City

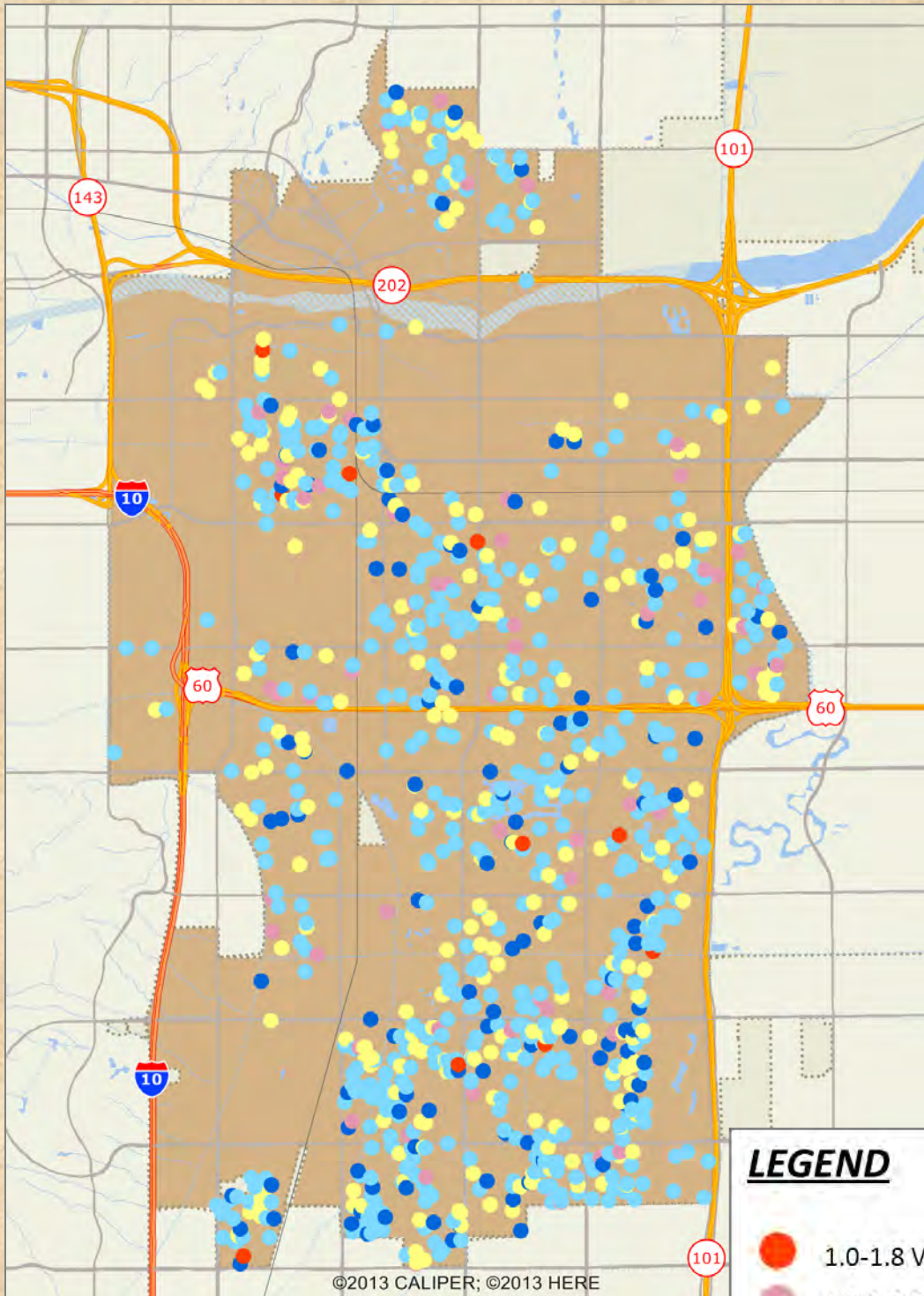


City of Tempe 2014 Community Survey

LEGEND






-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied

6H Satisfaction with appearance of commercial property in the City



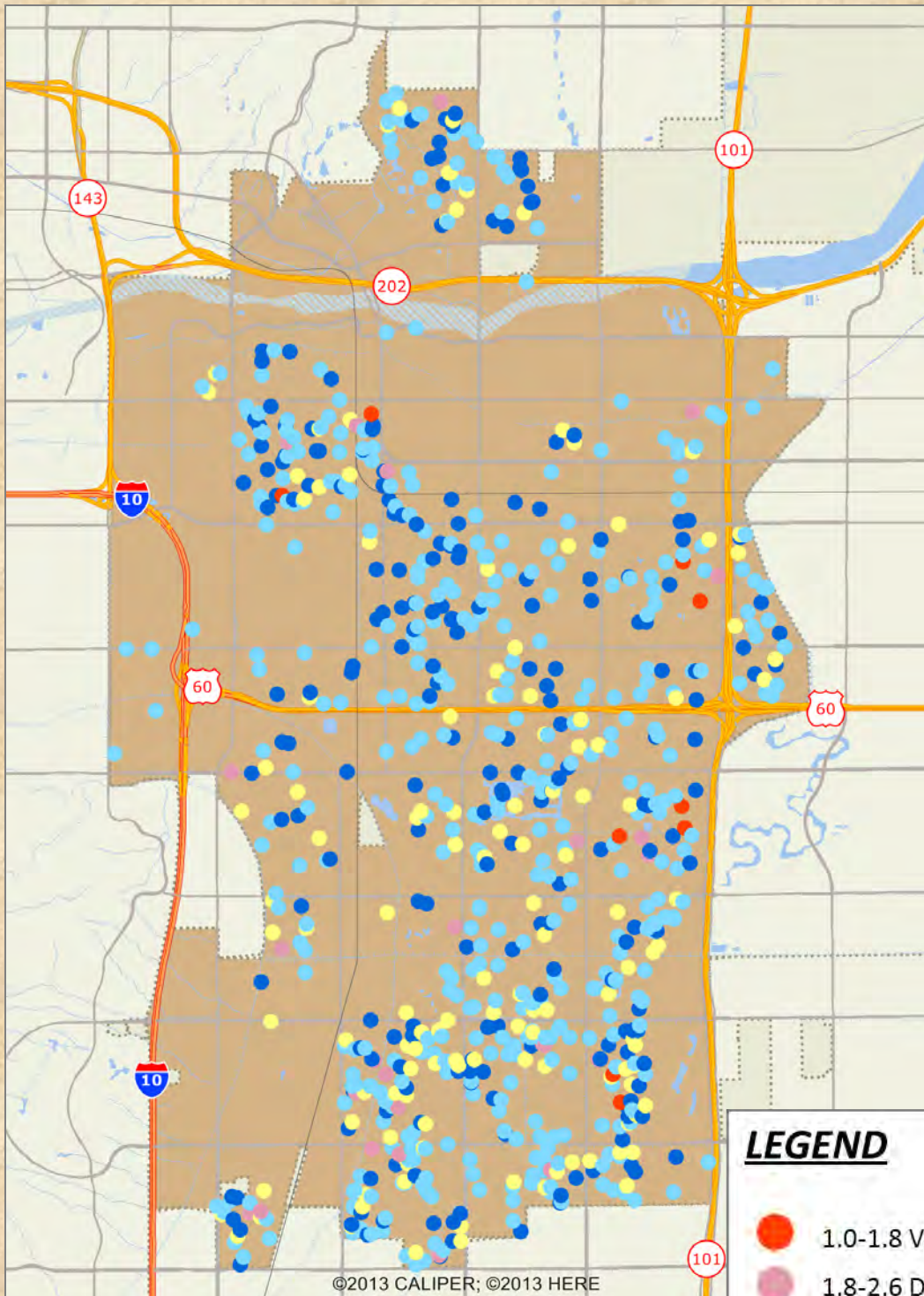
LEGEND



-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied

**City of Tempe
2014 Community Survey**

6I Satisfaction with Quality of local transit service

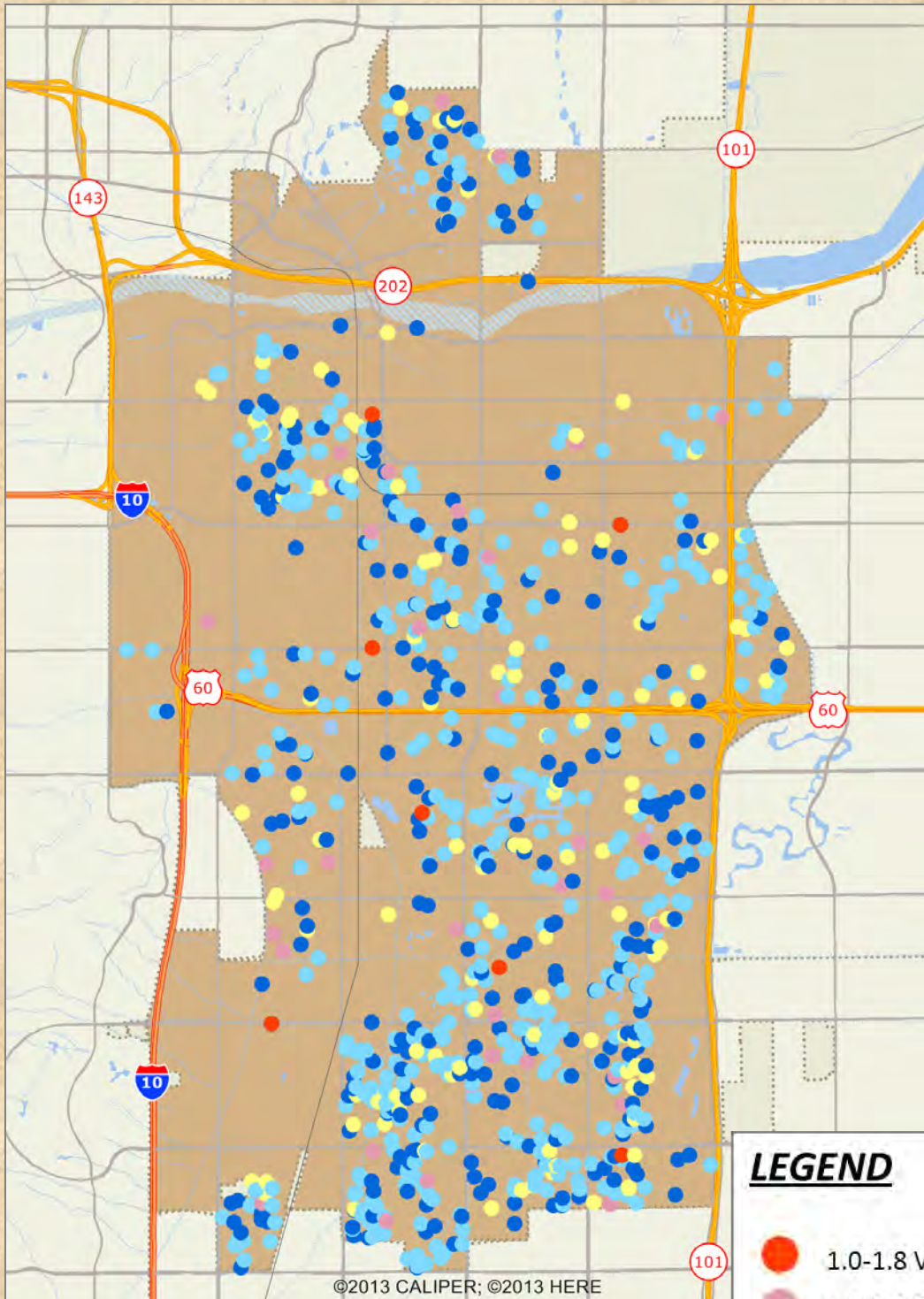


**City of Tempe
2014 Community Survey**

LEGEND






- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied

6J Satisfaction with quality of walking and biking paths in the City

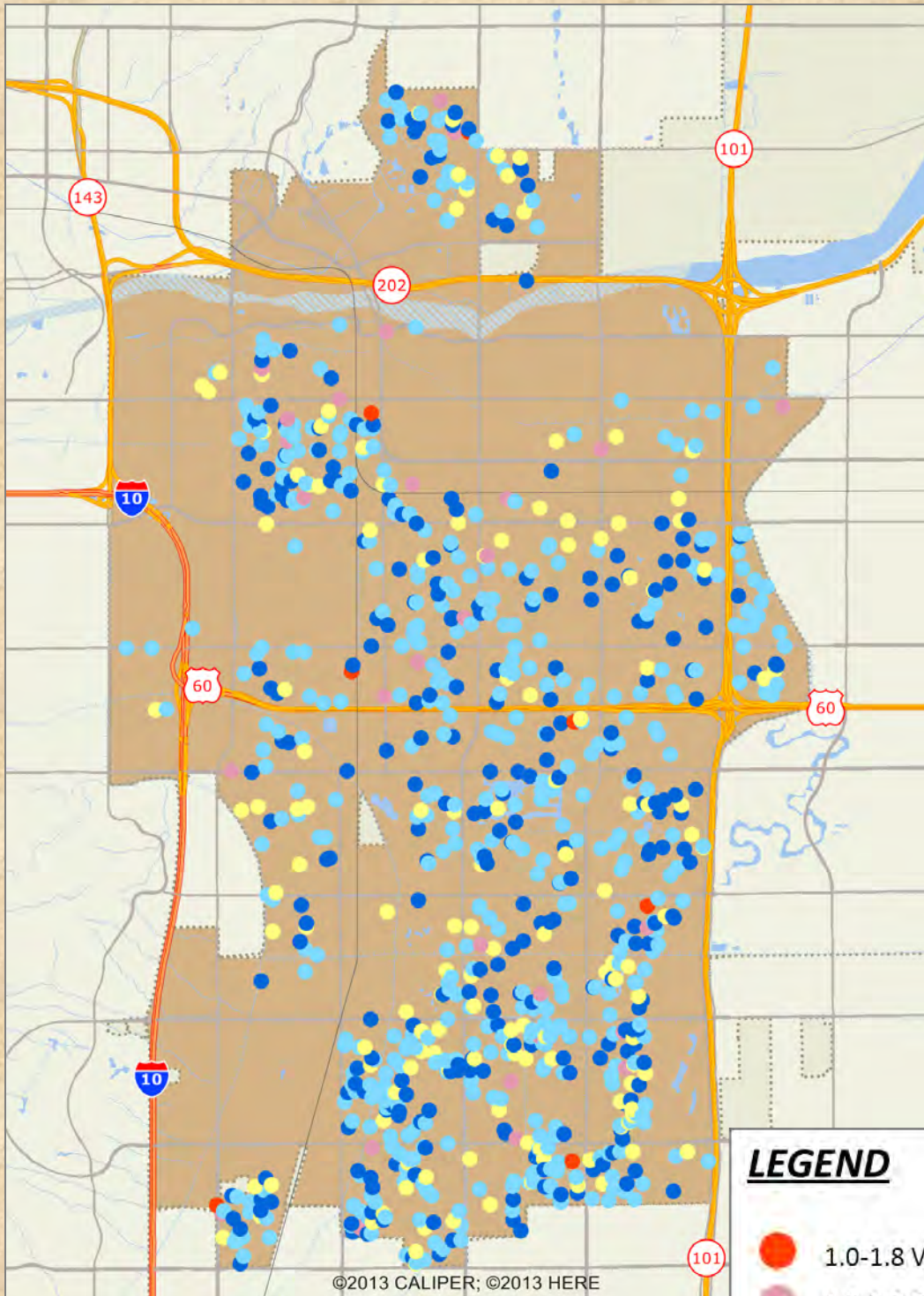


**City of Tempe
2014 Community Survey**

LEGEND






-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied

6K Satisfaction with quality of local police services

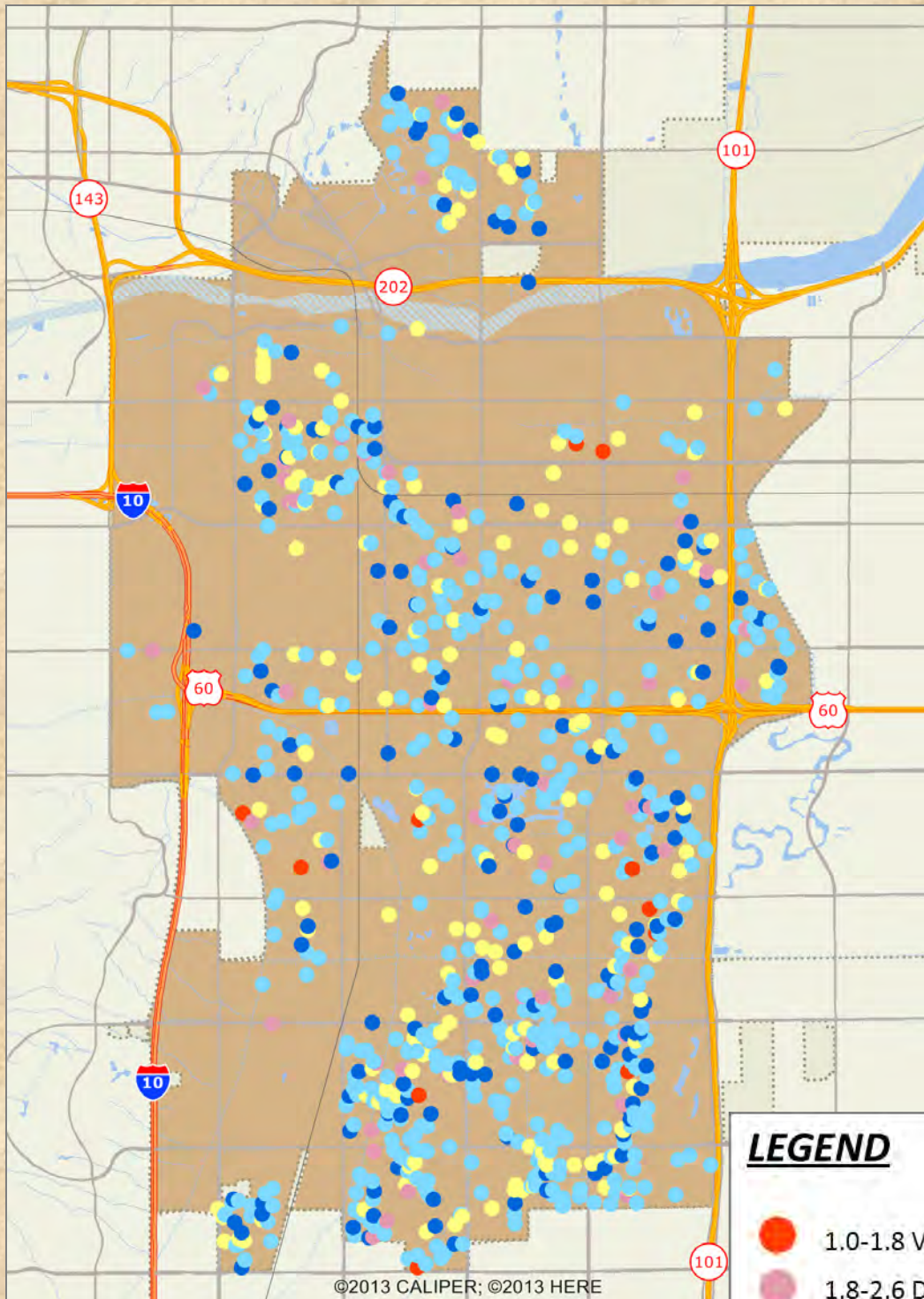


**City of Tempe
2014 Community Survey**

LEGEND






-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied

6L Satisfaction with enforcement of local traffic laws

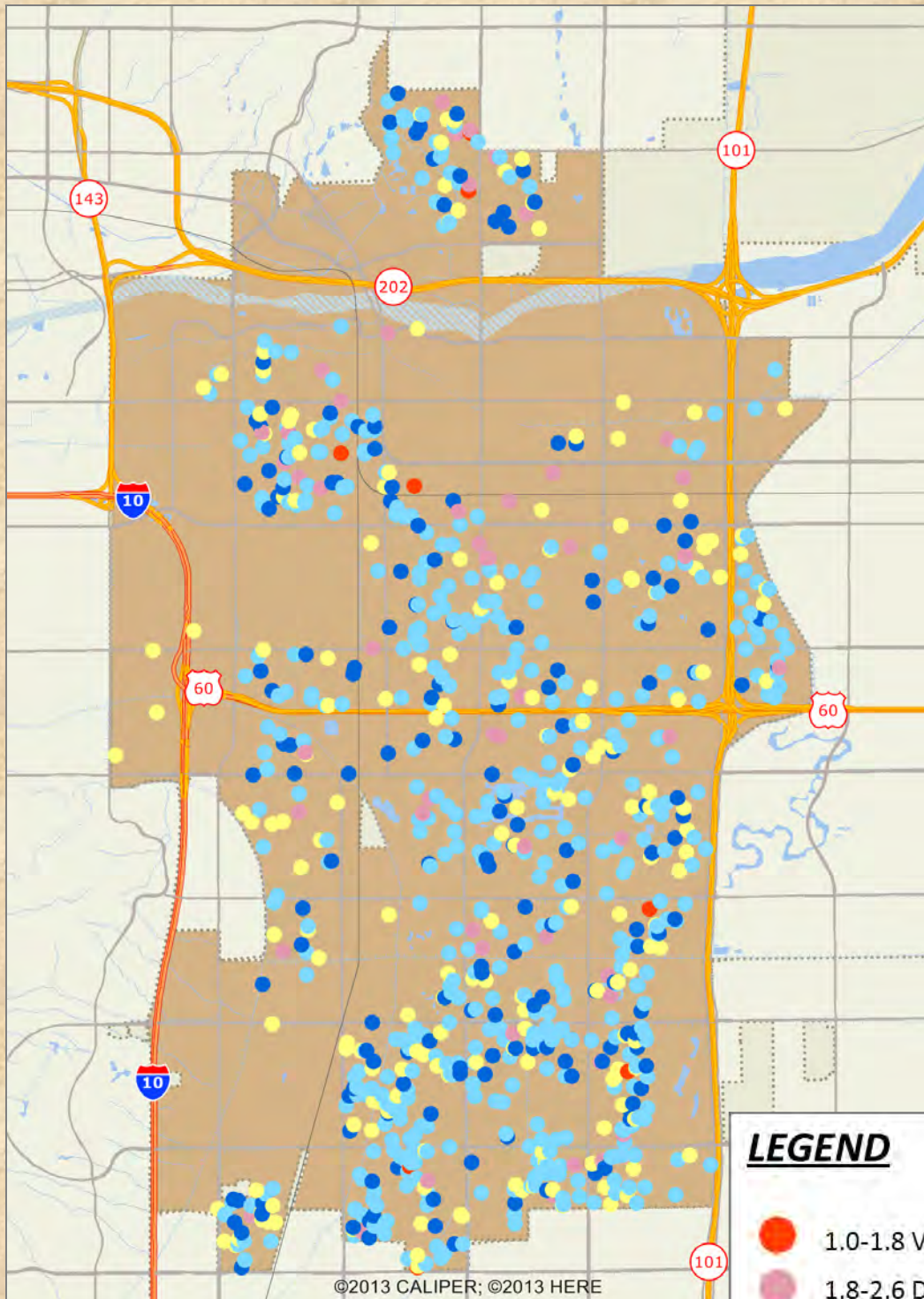


**City of Tempe
2014 Community Survey**

LEGEND

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied

6M Satisfaction with efforts by the City to prevent crime

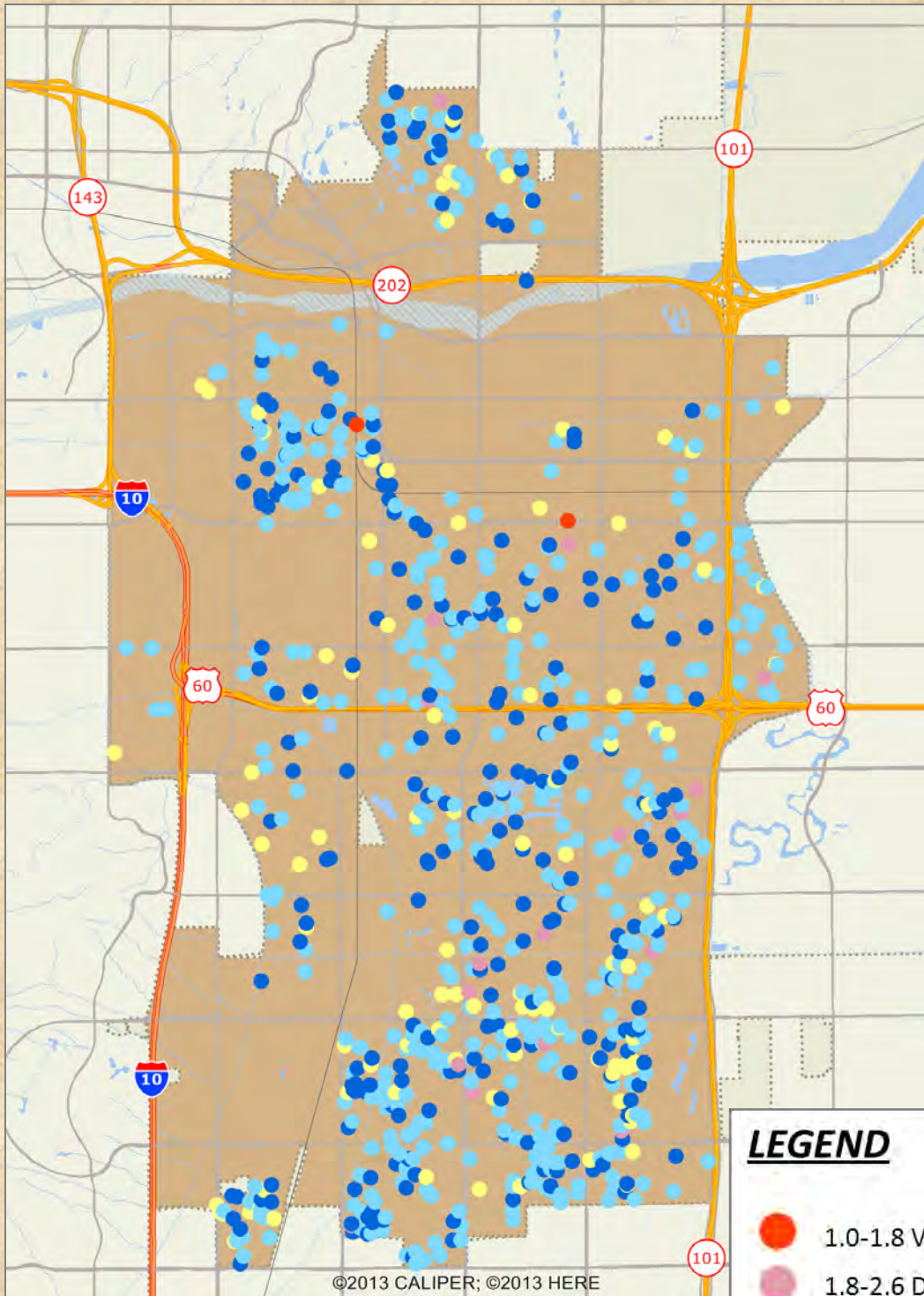


City of Tempe
2014 Community Survey

LEGEND






- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied

6N Satisfaction with quality of local fire services

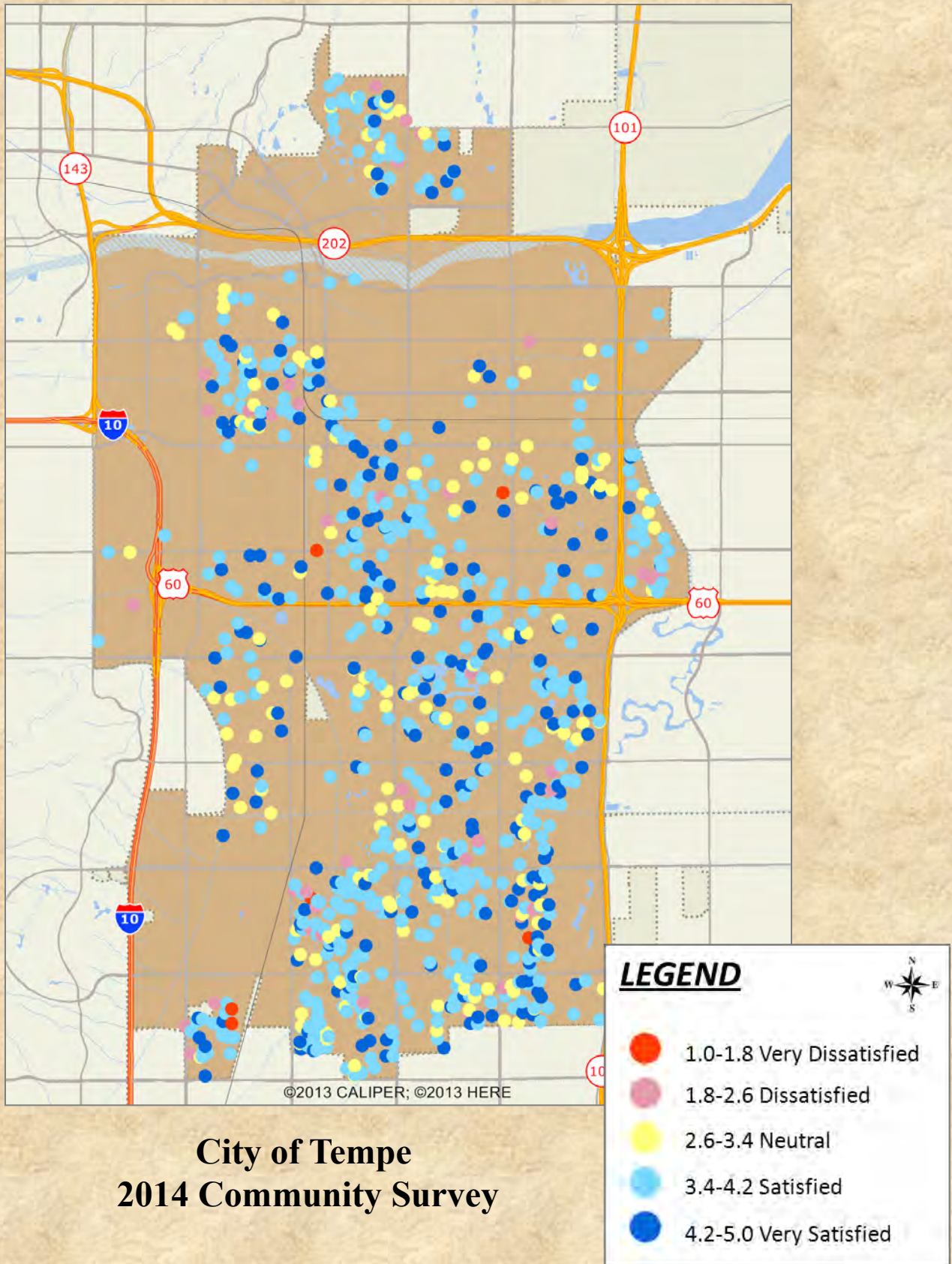


**City of Tempe
2014 Community Survey**

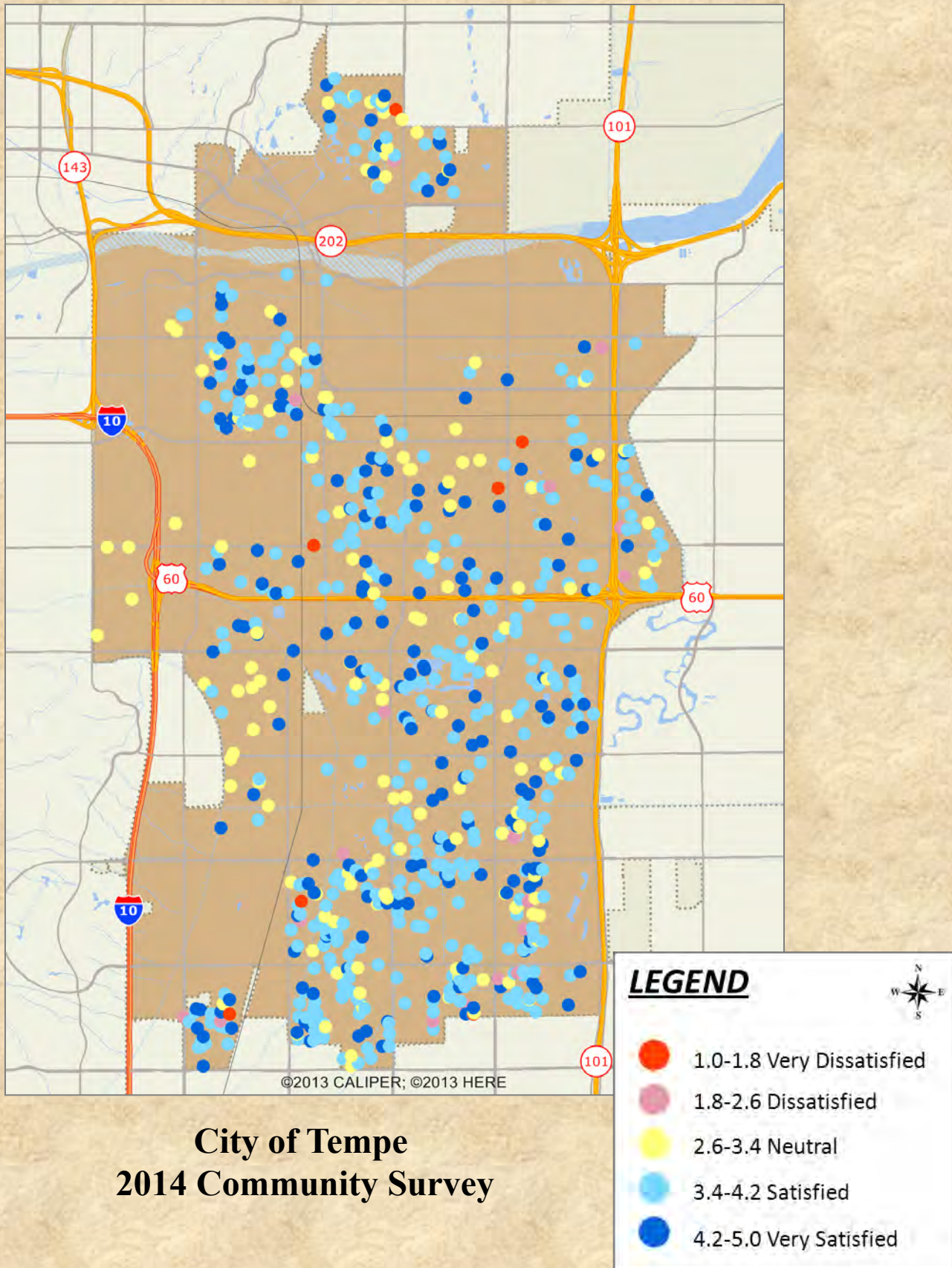
LEGEND

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied

60 Satisfaction with availability of information about City programs, events, services, and issues

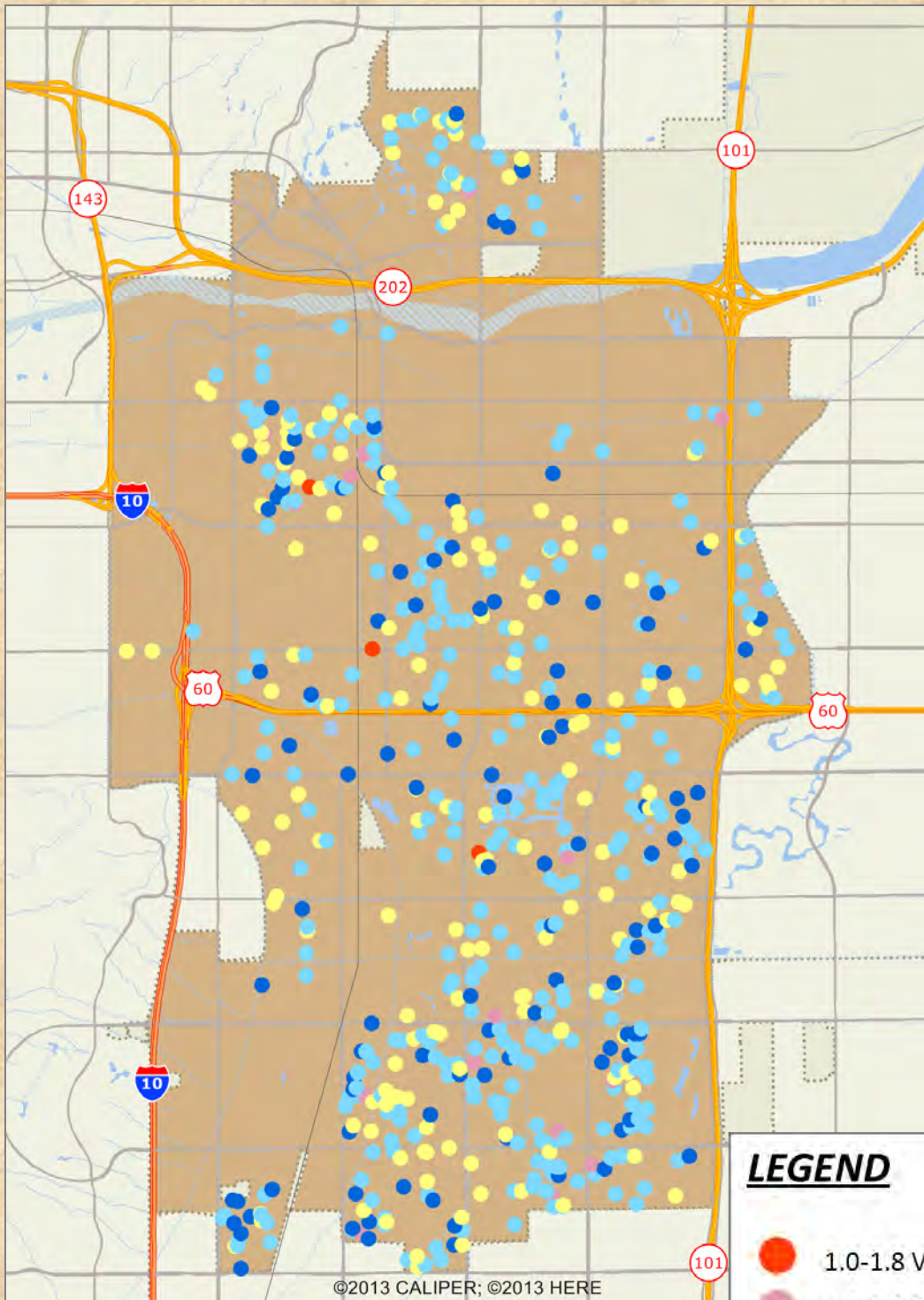


6P Satisfaction with the quality of City arts and recreation programs/services








**City of Tempe
2014 Community Survey**

6Q Satisfaction with the quality of social services/human services

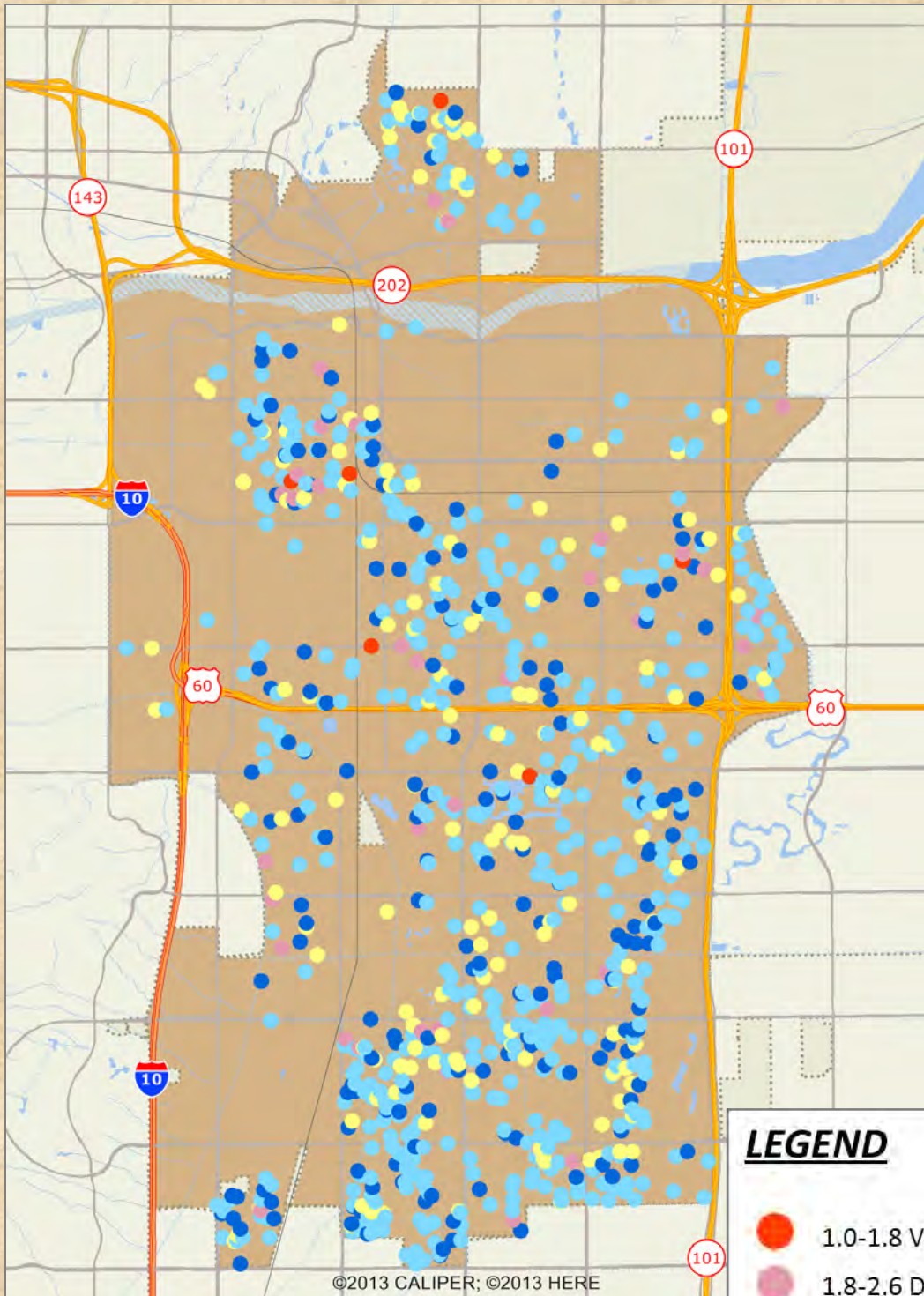


**City of Tempe
2014 Community Survey**

LEGEND

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied

6R Satisfaction with the maintenance of City parks

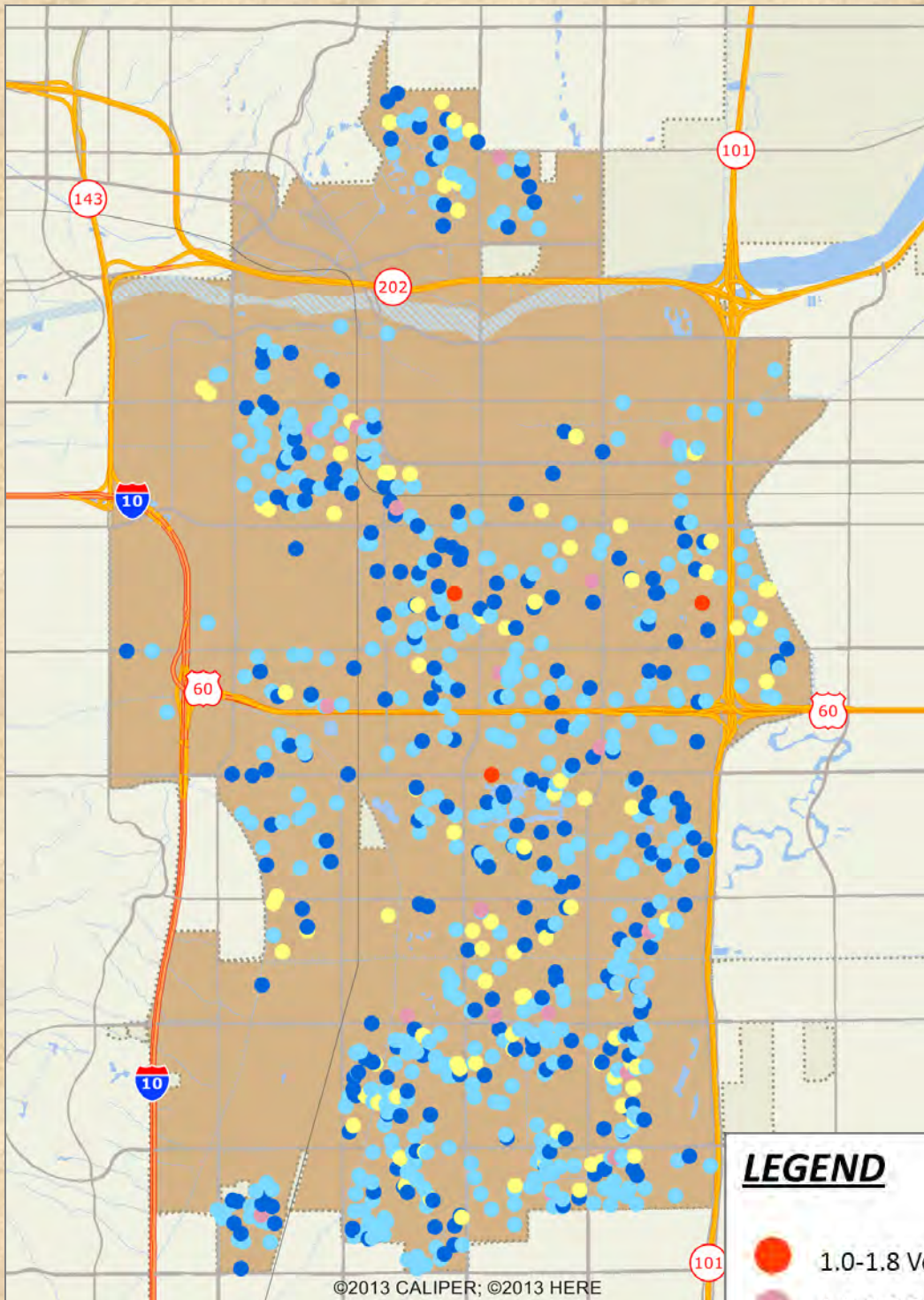


**City of Tempe
2014 Community Survey**

LEGEND






- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied

6S Satisfaction with the quality of library services and programs

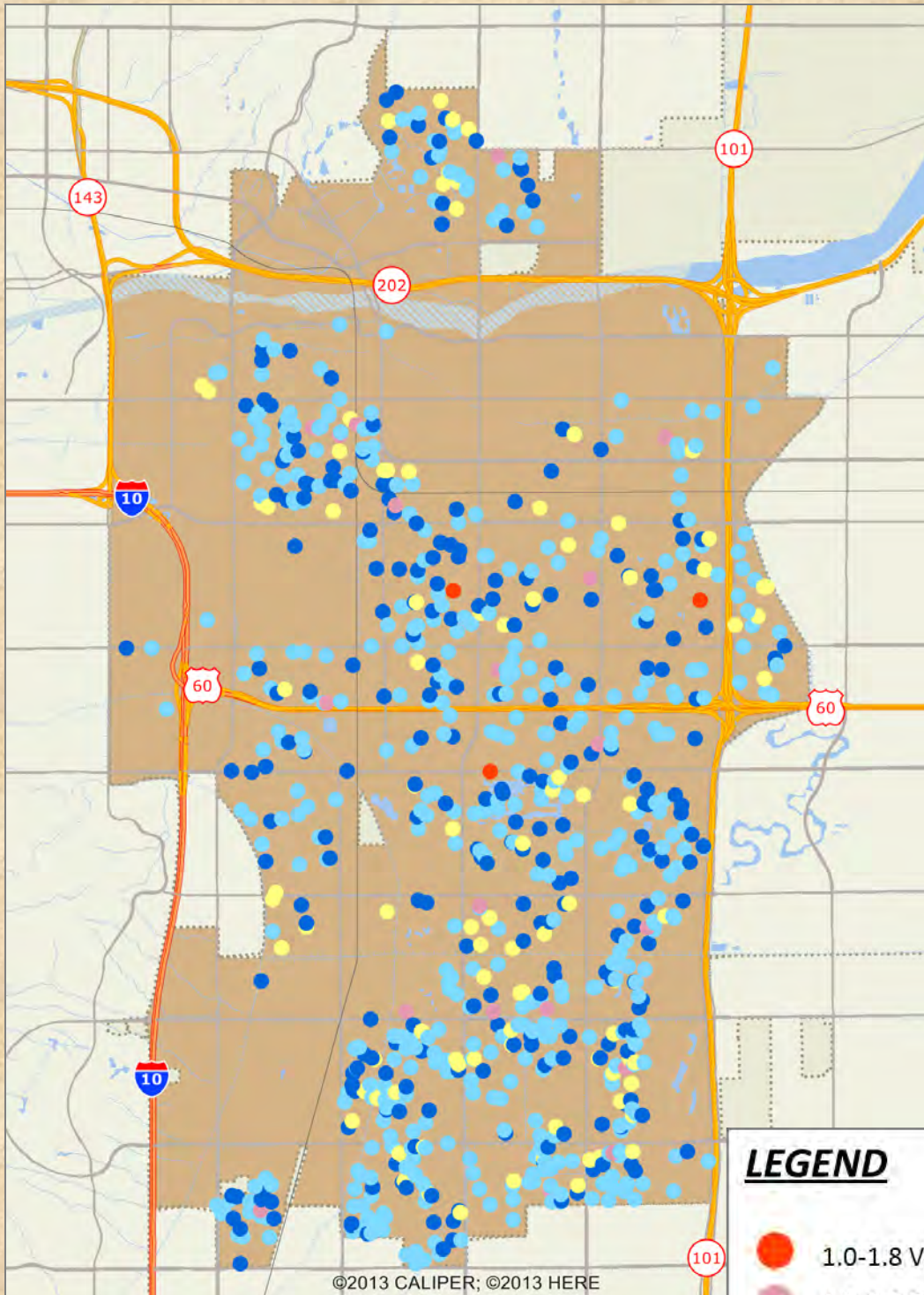


**City of Tempe
2014 Community Survey**

LEGEND

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied

6T Satisfaction with quality of Tempe Center for the Arts programs



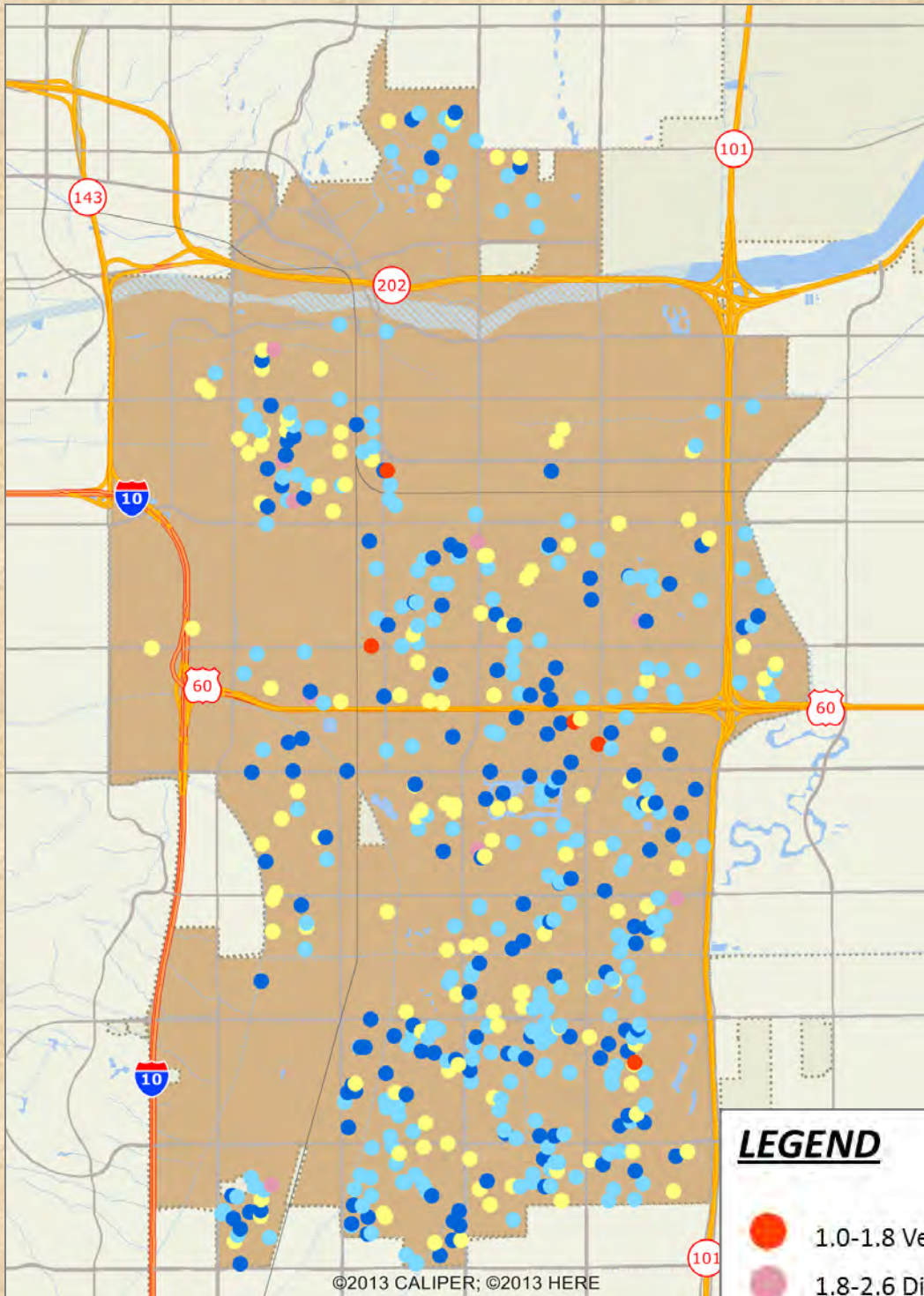
LEGEND



- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied

**City of Tempe
2014 Community Survey**

6U Satisfaction with quality of before and after school programs



**City of Tempe
2014 Community Survey**

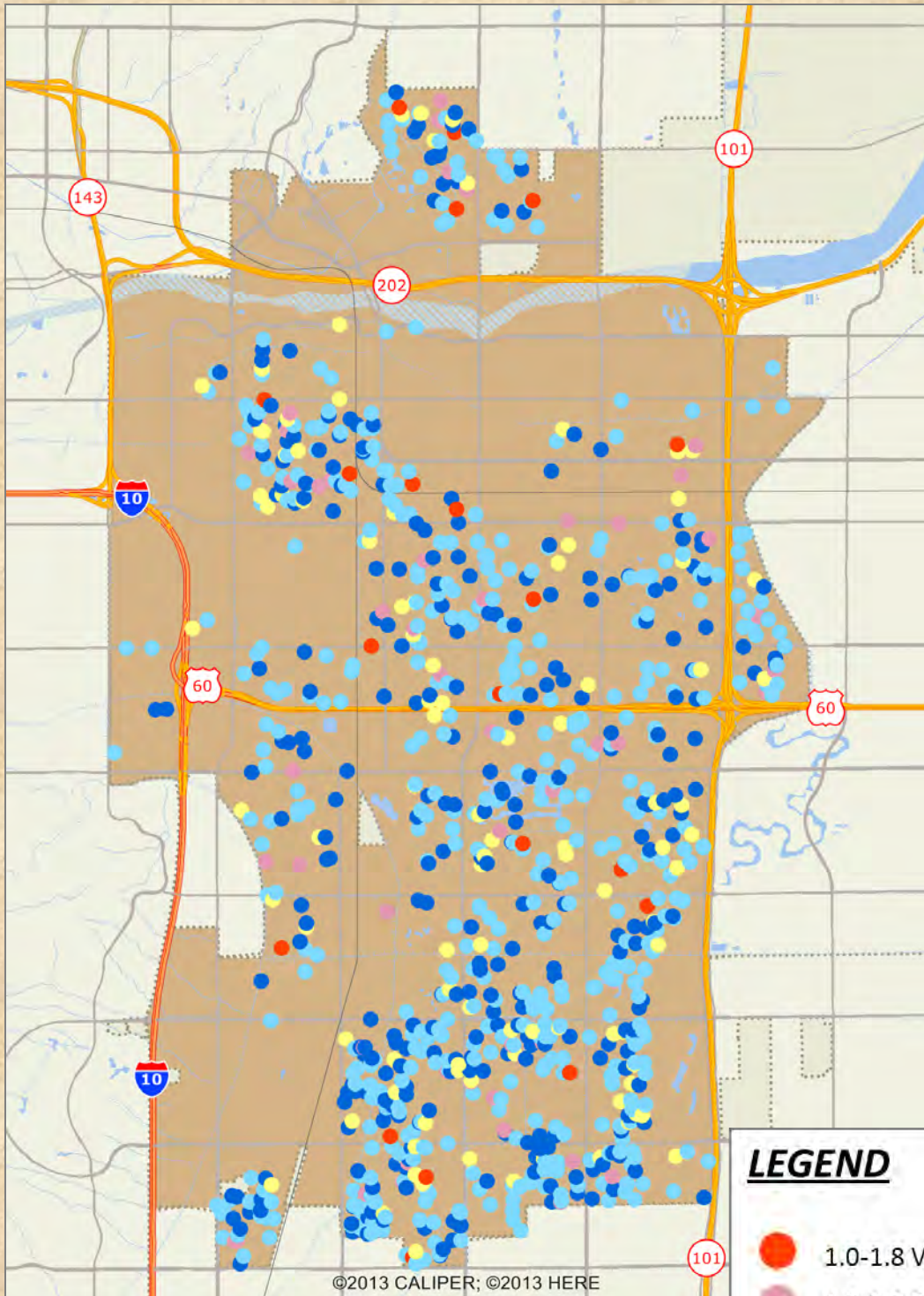
LEGEND

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- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied








6V Satisfaction with residential trash collection services

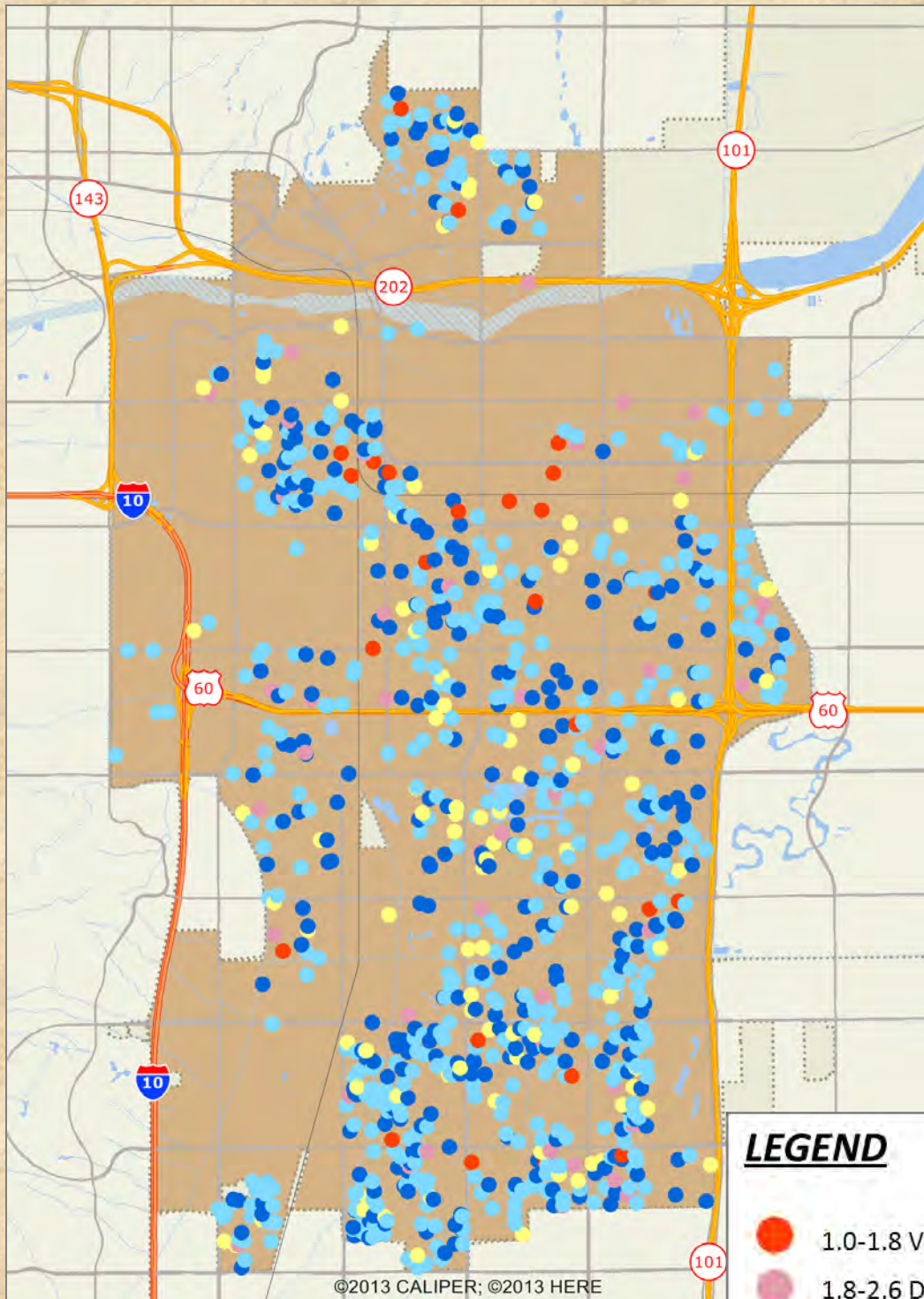


**City of Tempe
2014 Community Survey**

LEGEND

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied

6W Satisfaction with recycling services

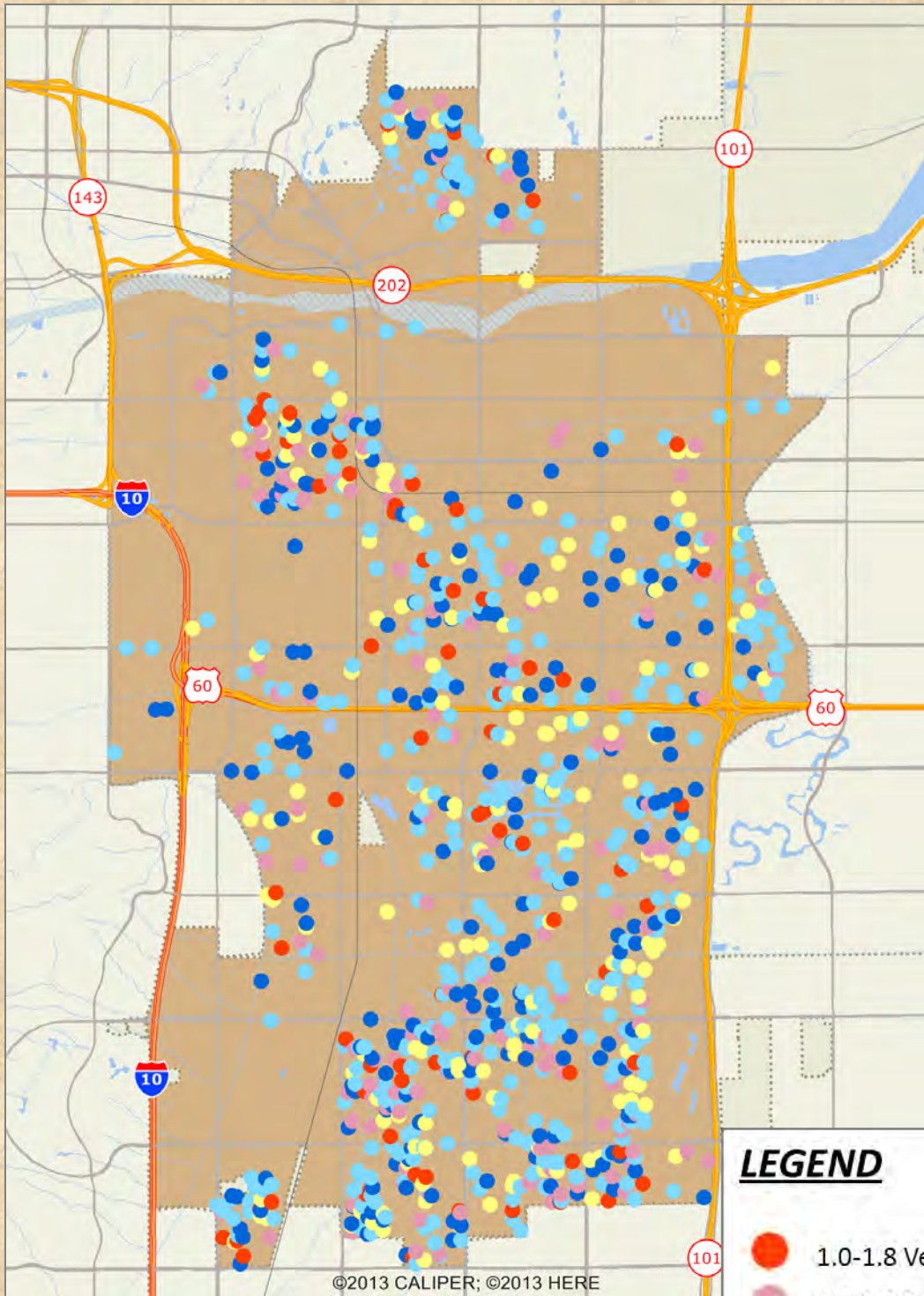


City of Tempe 2014 Community Survey

LEGEND

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied

6X Satisfaction with bulk trash pickup/removal services



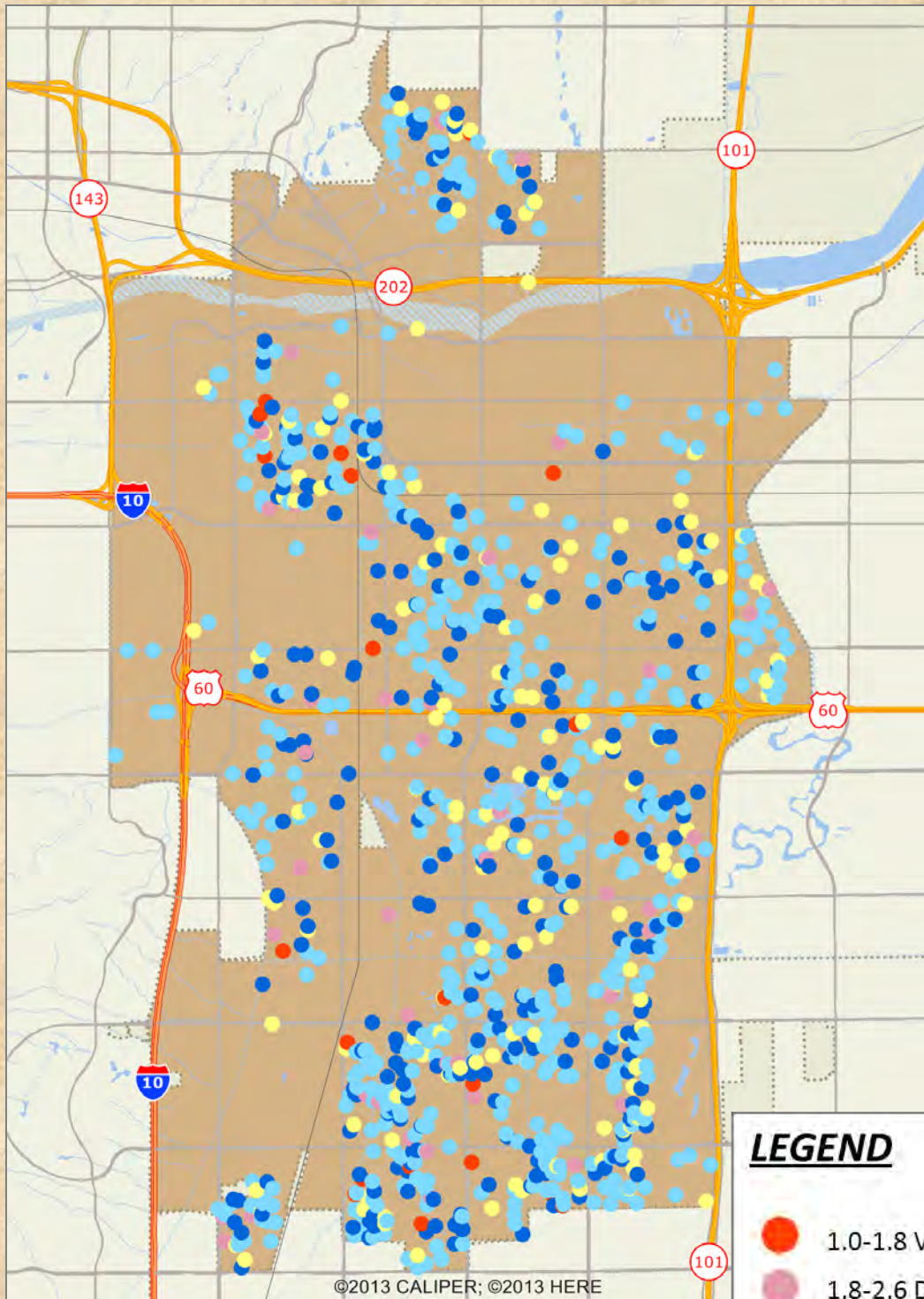
LEGEND



- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied






**City of Tempe
2014 Community Survey**

6Y Satisfaction with water and sewer services



City of Tempe 2014 Community Survey

LEGEND

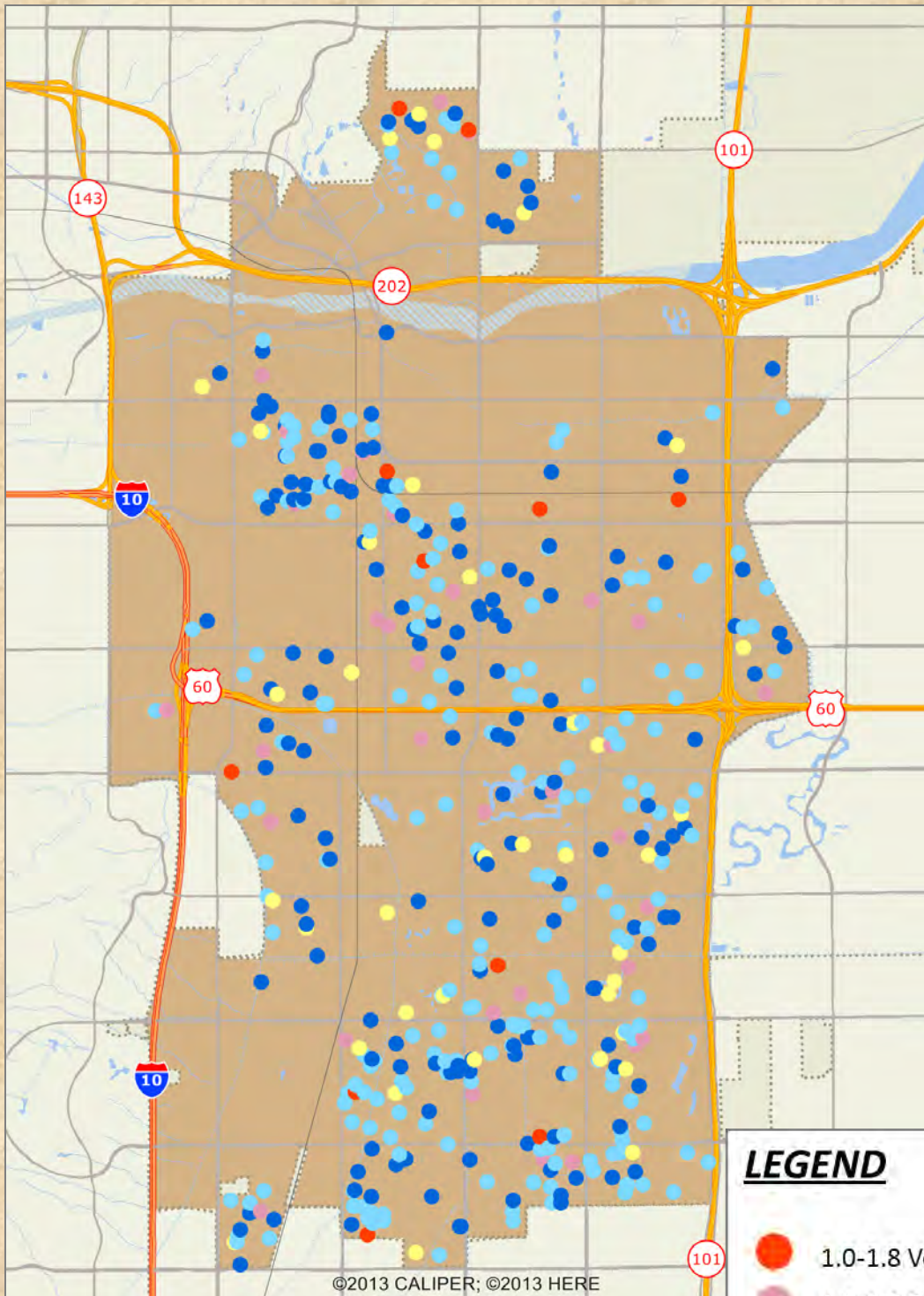
-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied



Customer Service






Question #10

10B Satisfaction with how easy it was to contact the City



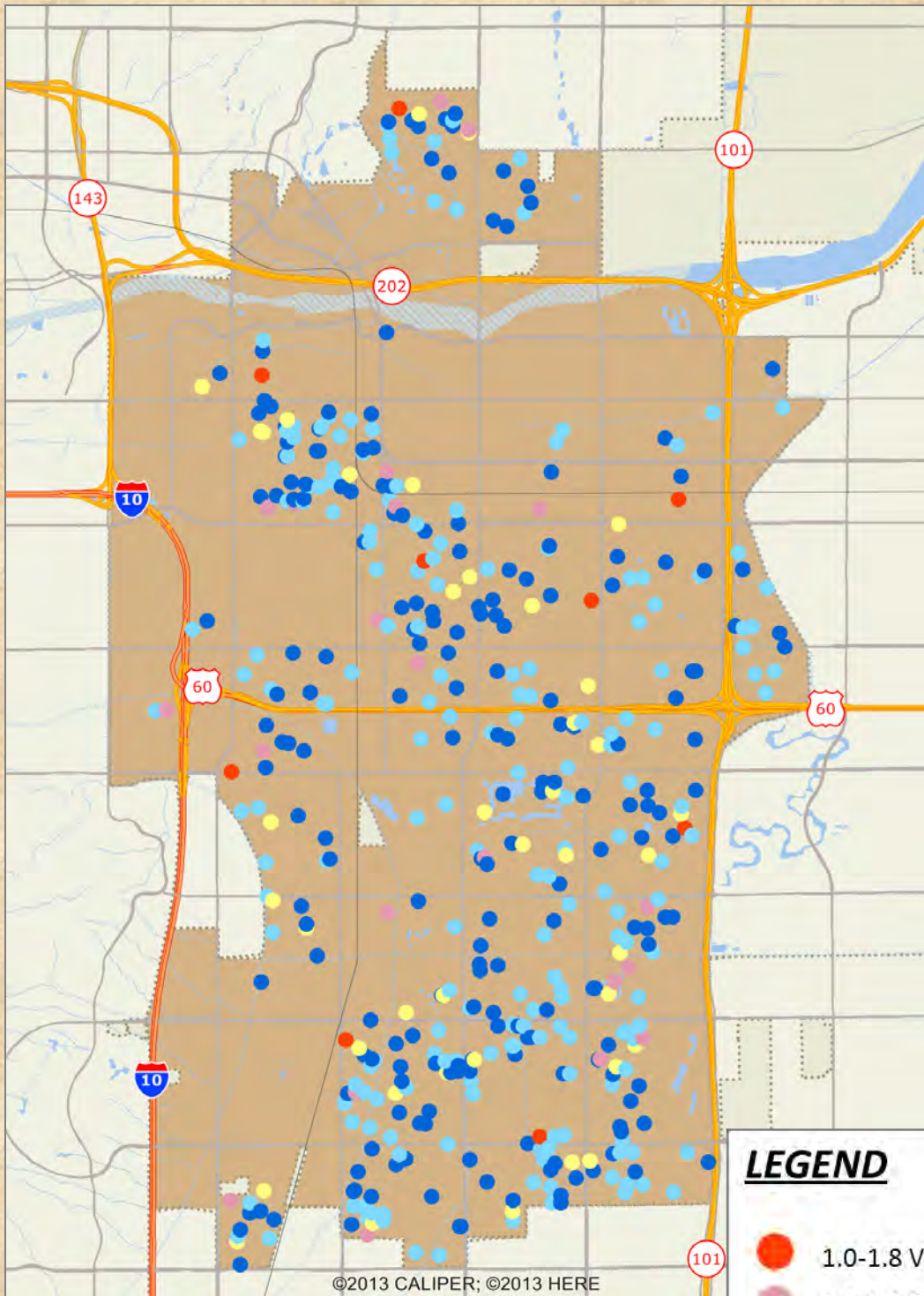
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LEGEND

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied

**City of Tempe
2014 Community Survey**

10C Satisfaction with the way you were treated



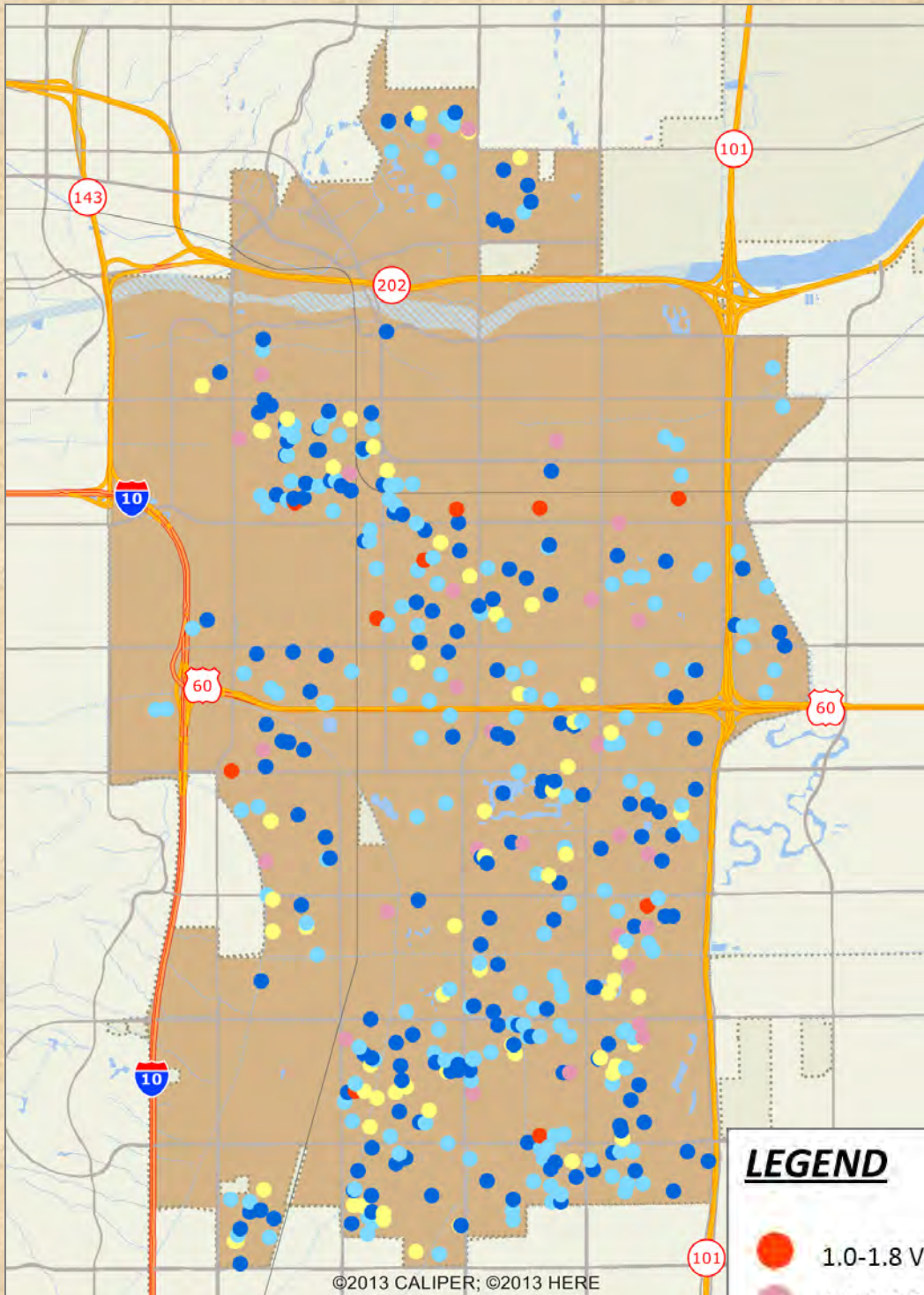
**City of Tempe
2014 Community Survey**

LEGEND








- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied

10D Satisfaction with the accuracy of information you were given



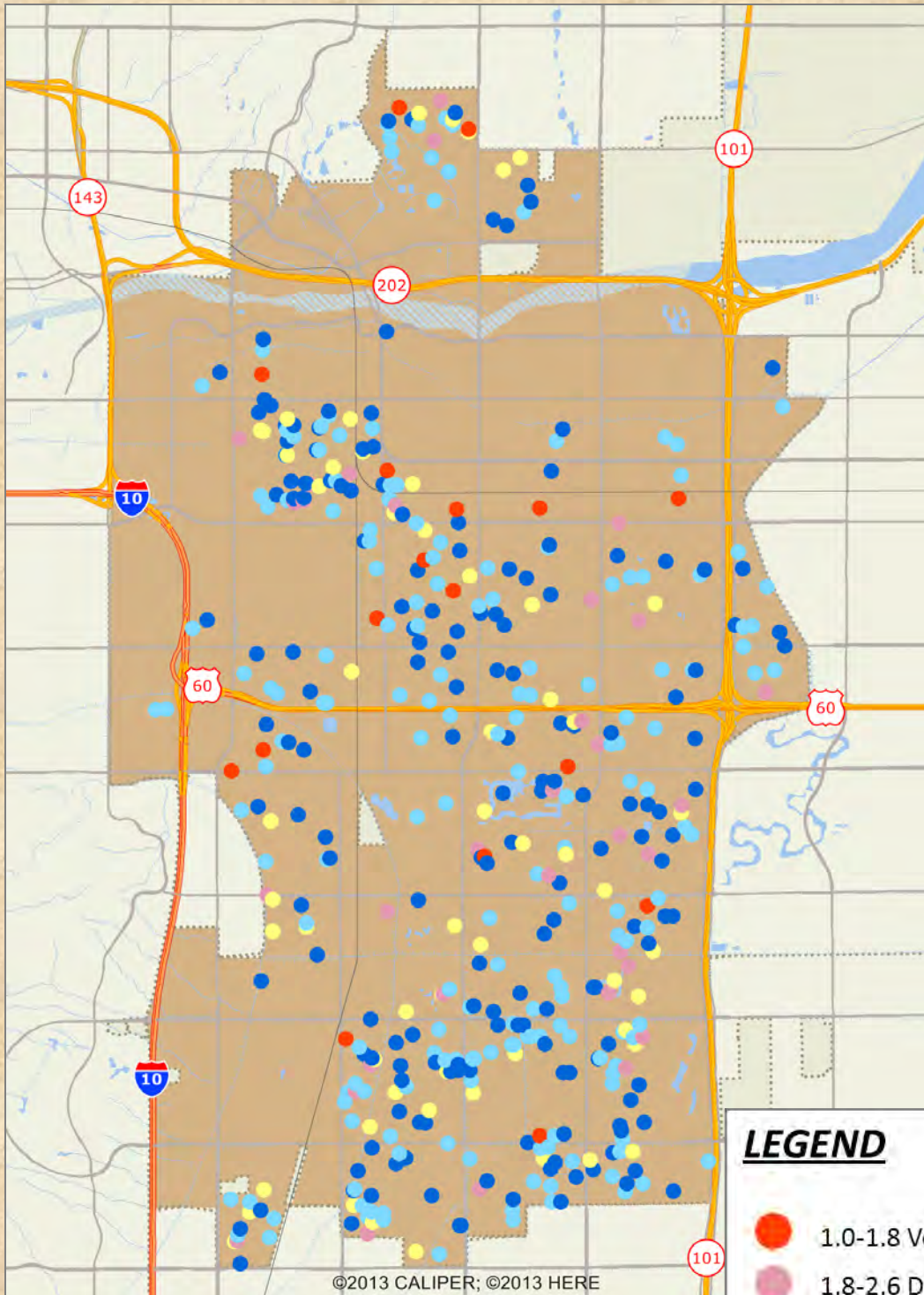
**City of Tempe
2014 Community Survey**

LEGEND

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied



10E Satisfaction with how quickly staff responded to your request

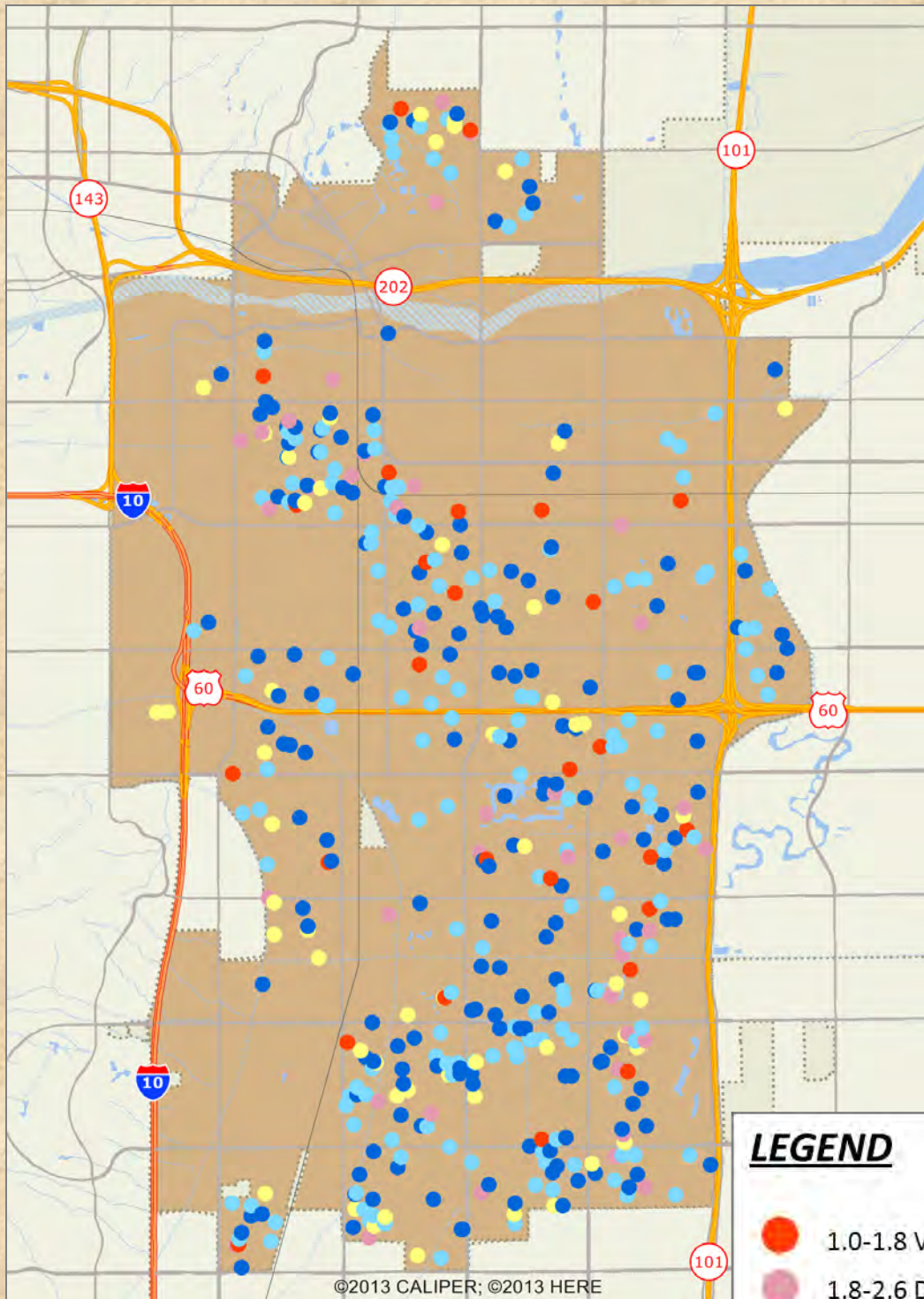


**City of Tempe
2014 Community Survey**

LEGEND

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied

10F Satisfaction with how well your issue was handled



**City of Tempe
2014 Community Survey**

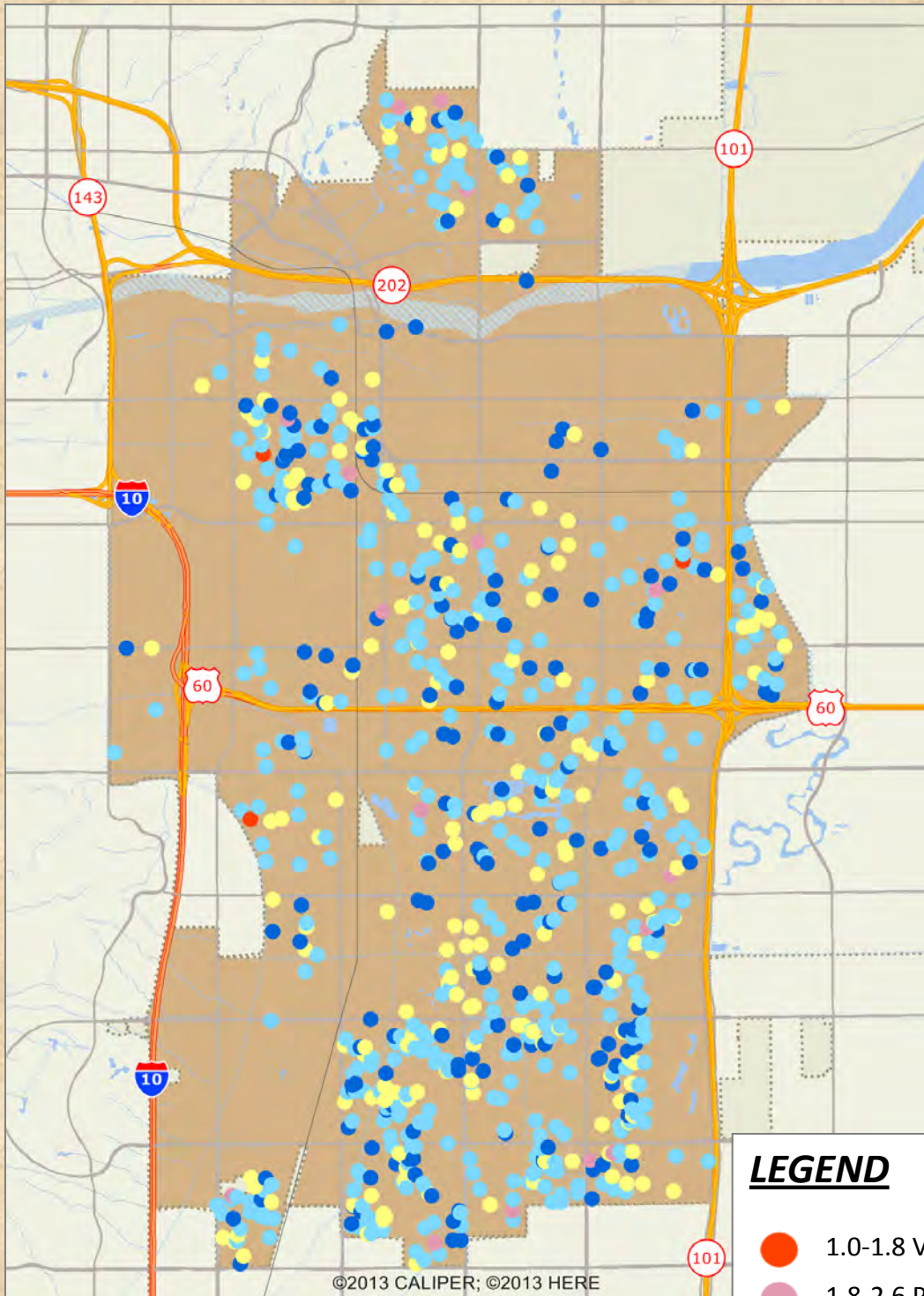
LEGEND

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied

Arts and Culture

Question C

CA Ratings of variety of offerings



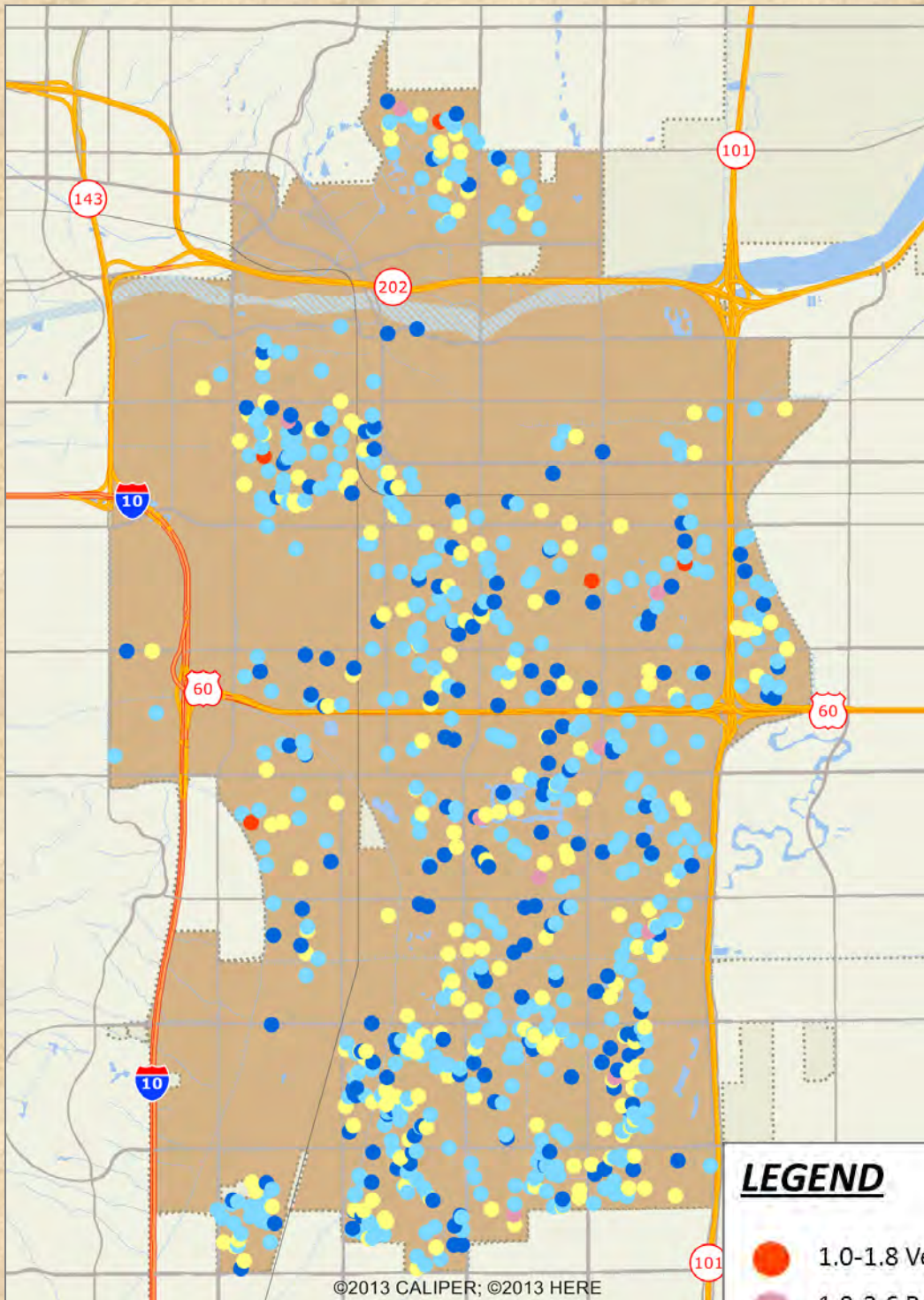
LEGEND

- 1.0-1.8 Very Poor
- 1.8-2.6 Poor
- 2.6-3.4 Average
- 3.4-4.2 Good
- 4.2-5.0 Excellent



**City of Tempe
2014 Community Survey**

CB Ratings of availability of offerings

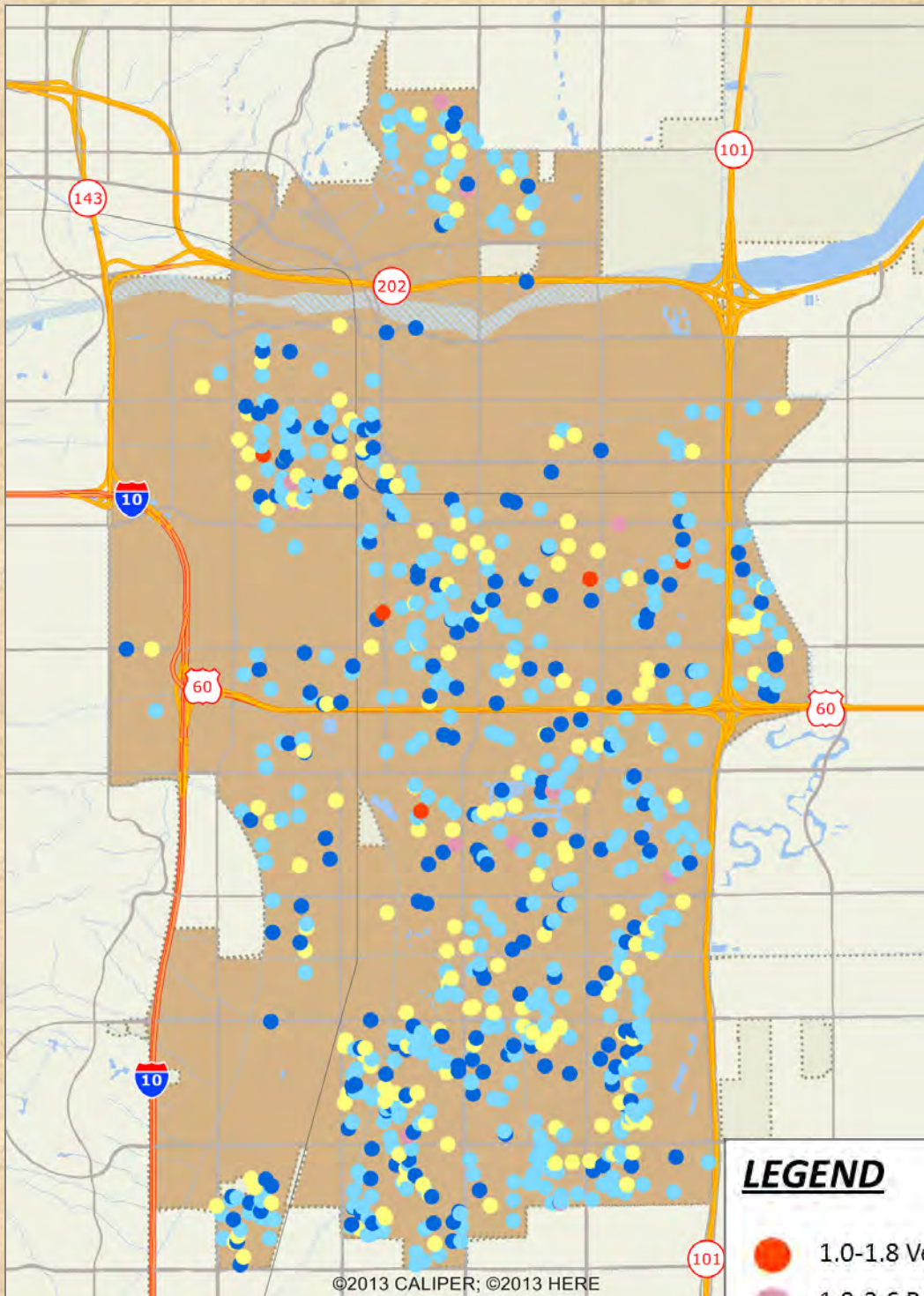


City of Tempe 2014 Community Survey

LEGEND


- 1.0-1.8 Very Poor
- 1.8-2.6 Poor
- 2.6-3.4 Average
- 3.4-4.2 Good
- 4.2-5.0 Excellent

CC Ratings of quality of offerings

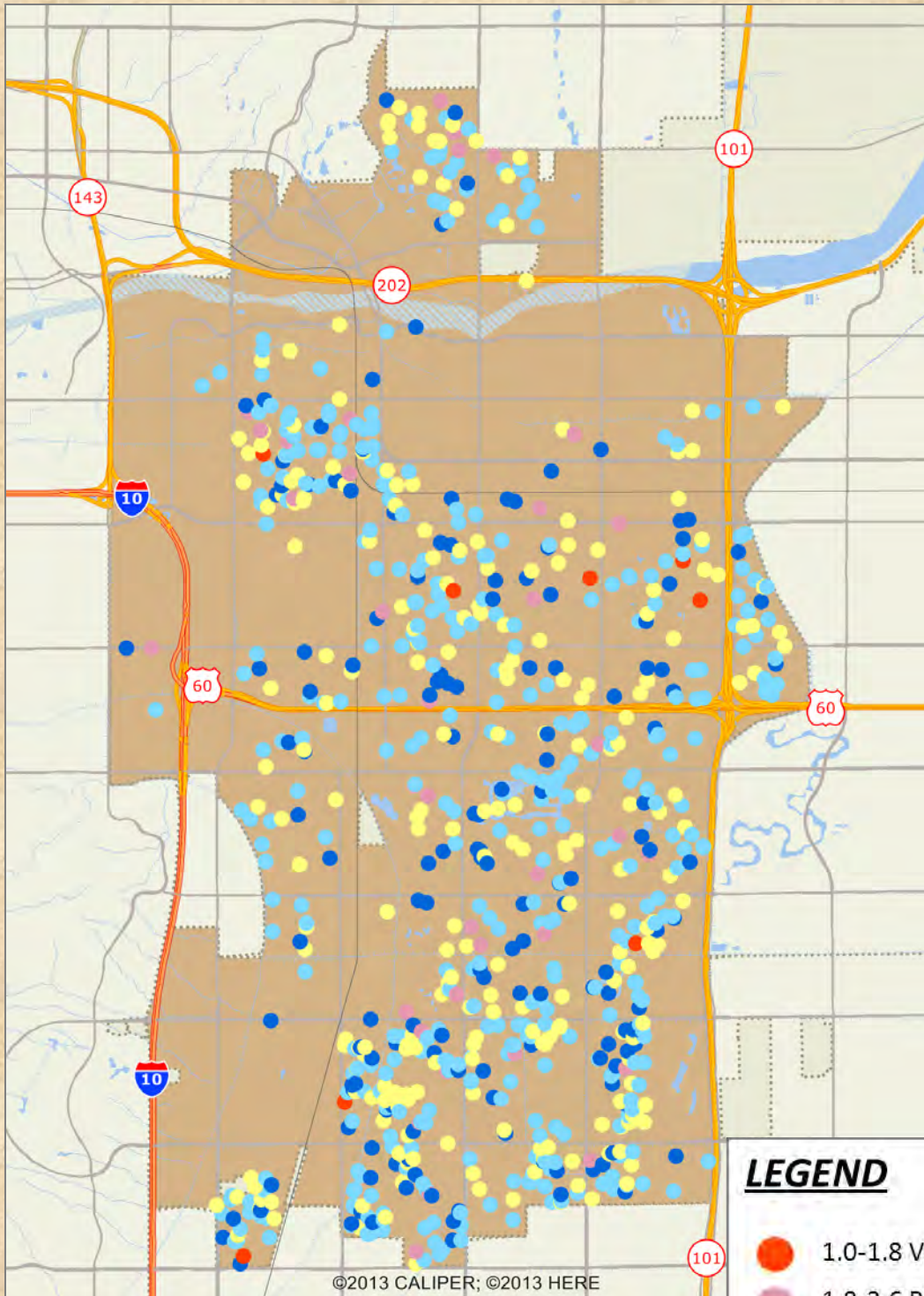


City of Tempe 2014 Community Survey

LEGEND

-  1.0-1.8 Very Poor
-  1.8-2.6 Poor
-  2.6-3.4 Average
-  3.4-4.2 Good
-  4.2-5.0 Excellent

CD Ratings of affordability of offerings



City of Tempe 2014 Community Survey

LEGEND

- 1.0-1.8 Very Poor
- 1.8-2.6 Poor
- 2.6-3.4 Average
- 3.4-4.2 Good
- 4.2-5.0 Excellent

City of Tempe 2014 Community Attitude Survey

APPENDIX C: TABULAR DATA EXCLUDING NEUTRAL AND DON'T KNOW RESPONSES

The City of Tempe, AZ

By: ETC Institute
725 W. Frontier Circle
Olathe, KS 66061
(913) 829-1215
December 2014



EXCLUDING NEUTRAL AND DON'T KNOW RESPONSES

Q1. Perceptions of the City: How satisfied are you with the following? Please rate satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied". (Without "Neutral" and "Don't Know")

(N=1092)

	Satisfied	Dissatisfied
A. Overall, how satisfied are you with the quality of services offered by Tempe?	96.9%	3.1%
B. Appearance of the City	92.7%	7.3%
C. Image of the City	95.7%	4.3%
D. How well the City is planning growth	82.0%	18.0%
E. Quality of life in the City	96.0%	4.0%
F. Feeling of safety in the City	90.2%	9.8%
G. The City's overall efforts to promote diversity and inclusiveness in the community	92.5%	7.5%
H. The direction the City is heading	85.9%	14.1%
I. The leadership of the City's elected officials	86.7%	13.3%
J. The level of public involvement in the City's decision-making process	81.3%	18.7%
K. How ethical City employees are in the way they conduct City business	90.6%	9.4%
L. The City's sustainability programs, which are designed to promote water, energy and natural resource conservation	92.2%	7.8%
M. City efforts to keep residents informed about the City's budget	81.5%	18.5%
N. Opportunities to express ideas and views to the City	86.9%	13.1%

EXCLUDING NEUTRAL AND DON'T KNOW RESPONSES

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

(N=1092)

	Satisfied	Dissatisfied
A. Condition of streets	83.4%	16.6%
B. Condition of sidewalks	90.6%	9.4%
C. Maintenance of private property	78.7%	21.3%
D. Condition of alley (if applicable)	69.7%	30.3%
E. Feeling of safety	90.3%	9.7%
F. Quality of neighborhood park	89.2%	10.8%
G. Adequacy of street lighting	80.7%	19.3%
H. Overall condition of your neighborhood	89.9%	10.1%

EXCLUDING NEUTRAL AND DON'T KNOW RESPONSES

Q5. How satisfied are you with the following facilities? Please rate satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied". (Without "Neutral" and "Don't Know")

(N=1092)

	Satisfied	Dissatisfied
A. Quality of larger City parks (e.g., Kiwanis, Tempe Beach, Town Lake, Papago)	96.6%	3.4%
B. Quality of neighborhood parks	91.7%	8.3%
C. Quality of City recreation/community centers	96.2%	3.8%
D. Quality of City swimming pools	88.4%	11.6%
E. Quality of City outdoor athletic fields	96.1%	3.9%
F. Quality of City golf courses	95.5%	4.5%
G. Quality of Tempe Center for the Arts	98.1%	1.9%
H. Quality of Tempe History Museum	98.5%	1.5%
I. Quality of Tempe Public Library	96.9%	3.1%
J. Quality of access to City facilities for persons with disabilities	97.7%	2.3%

EXCLUDING NEUTRAL AND DON'T KNOW RESPONSES

Q6. City Services How satisfied are you with the following? Please rate satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied". (Without "Neutral" and "Don't Know")

(N=1092)

	Satisfied	Dissatisfied
A. Overall condition of City streets	85.7%	14.3%
B. Condition and clarity of street signs	94.3%	5.7%
C. Management of traffic flow on City streets	80.7%	19.3%
D. Cleanliness of City Streets	89.7%	10.3%
E. Landscape maintenance along streets/sidewalks	84.7%	15.3%
F. City enforcement of property maintenance codes	69.8%	30.2%
G. Appearance of residential property in the City	80.5%	19.5%
H. Appearance of commercial property in the City	89.5%	10.5%
I. Quality of local transit service (bus, rail, Orbit)	94.4%	5.6%
J. Quality of walking and biking paths in the City of Tempe	94.6%	5.4%
K. Quality of local police services	94.6%	5.4%
L. Enforcement of local traffics laws	90.4%	9.6%
M. Efforts by the City to prevent crime	90.9%	9.1%
N. Quality of local fire services	96.6%	3.4%
O. Availability of information about City programs, events, services, and issues	93.0%	7.0%
P. Quality of City arts and recreation programs/ services	95.1%	4.9%
Q. Quality of Social Services/Human Services	95.3%	4.7%
R. Maintenance of City parks	93.7%	6.3%
S. Quality of library services and programs	96.4%	3.6%
T. Quality of Tempe Center for the Arts programs	96.6%	3.4%
U. Quality of before and after school programs	95.9%	4.1%
V. Residential trash collection services	91.5%	8.5%
W. Recycling services	91.6%	8.4%
X. Bulk trash pickup/removal services	72.9%	27.1%
Y. Water and sewer services	92.5%	7.5%

EXCLUDING NEUTRAL AND DON'T KNOW RESPONSES

Q10. Customer Service: If Yes to Question 10A. (Without "Neutral" and "Don't Know")

(N=493)

	Satisfied	Dissatisfied
B. How easy was the City to contact	89.6%	10.4%
C. The way you were treated	92.8%	7.2%
D. The accuracy of the information you were given	90.2%	9.8%
E. How quickly staff responded to your request	87.3%	12.7%
F. How well your issue was handled	83.5%	16.5%

EXCLUDING NEUTRAL AND DON'T KNOW RESPONSES

Arts and Culture in Tempe: A. How important are Arts and Culture to you or your family? (Without "Don't Know")

A. How important are Arts and Culture to you or your family?	Number	Percent
Somewhat important	848	94.1 %
Not at all important	53	5.9 %
Total	901	100.0 %

Missing Cases = 191
 Response Percent = 82.5 %

EXCLUDING NEUTRAL AND DON'T KNOW RESPONSES

Arts and Culture in Tempe: C. Using a scale of 1 to 5, where 1 means "Very Poor" and 5 means "Excellent," please rate the following aspects of arts and cultural opportunities that are available in Tempe (including events, festivals, venues)? (Without :Don't Know")

(N=1092)

	Good	Poor
A. Variety of offerings	96.7%	3.3%
B. Availability of offerings	97.4%	2.6%
C. Quality of offerings	97.3%	2.7%
D. Affordability of offerings	91.8%	8.2%