

City of Tempe
PO Box 5002
31 East Fifth Street
Tempe, AZ 85280
www.tempe.gov
480-350-8225



Corey Woods
Mayor

June 3, 2024

Jennifer Adams
Vice Mayor

Dear Fellow Tempe Resident,

Arlene Chin
Councilmember

Re: 2024 City of Tempe Survey

Doreen Garlid
Councilmember

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

Berdetta Hodge
Councilmember

Randy Keating
Councilmember

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

Joel Navarro
Councilmember

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

If you prefer, you may complete the survey online at tempe.gov/surveys.

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

Sincerely,

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

Corey Woods
Mayor

2024 City of Tempe Community Survey

Please take a few minutes to complete this survey. Thank you for your participation. Your input is an important part of the City's ongoing effort to identify ways to improve the quality of City services. Your responses will remain completely confidential. If you prefer to complete the survey online, please go to tempe.gov/surveys.



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

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

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

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

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

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

4. In the past 6 months...

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

4a. What was the reason it was NOT REPORTED to the police? [Check ALL that apply.]

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

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

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

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The overall quality of services offered by the City of Tempe	5	4	3	2	1	9
2.	Leadership of the City's elected officials	5	4	3	2	1	9
3.	Availability of information about City programs, events, services, and issues	5	4	3	2	1	9
4.	Availability of information on water/wastewater (sewer) and solid waste rates	5	4	3	2	1	9
5.	Availability of information on recycling, green organics, and water conservation program offerings	5	4	3	2	1	9
6.	How easy Tempe 311 "One Call to City Hall" is to use	5	4	3	2	1	9
7.	Overall usefulness of the City's websites	5	4	3	2	1	9
8.	Usefulness of Tempe.gov (website)	5	4	3	2	1	9
9.	Usefulness of TempePublicLibrary.org (website)	5	4	3	2	1	9
10.	Usefulness of TempeCenterfortheArts.com (website)	5	4	3	2	1	9
11.	Tempe's online services (registration, payment, reservations, etc.)	5	4	3	2	1	9
12.	Your ability to participate in City decision-making processes	5	4	3	2	1	9
13.	How well the City treats residents regardless of age, disability, gender, or other characteristics	5	4	3	2	1	9
14.	Overall quality of customer service	5	4	3	2	1	9
15.	How responsive the City is about reported requests/concern	5	4	3	2	1	9

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

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	How courteous and respectful the call taker was	5	4	3	2	1	9
2.	The hours and days of service (Mon- Sun 7am-6pm) that 311 is available	5	4	3	2	1	9
3.	The ability of the call taker to answer your question	5	4	3	2	1	9
4.	The call taker helped you resolve an issue to your satisfaction	5	4	3	2	1	9

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

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

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

- | | |
|--|--|
| <input type="checkbox"/> (1) Fire services | <input type="checkbox"/> (17) Arts in the Parks |
| <input type="checkbox"/> (2) Tempe Public Library | <input type="checkbox"/> (18) Household Products Collection Center |
| <input type="checkbox"/> (3) Parks | <input type="checkbox"/> (19) Escalante Multi-Generational Center |
| <input type="checkbox"/> (4) Walking/biking trails | <input type="checkbox"/> (20) North Tempe Multi-Generational Center |
| <input type="checkbox"/> (5) City athletic fields | <input type="checkbox"/> (21) Westside Multi-Generational Center |
| <input type="checkbox"/> (6) Kid Zone | <input type="checkbox"/> (22) Pyle Adult Recreation Center |
| <input type="checkbox"/> (7) Police services | <input type="checkbox"/> (23) Community Health/Human/Social/Education services |
| <input type="checkbox"/> (8) Bus, Orbit, light rail service, or streetcar | <input type="checkbox"/> (24) Solid Waste (trash), recycling, and green organics |
| <input type="checkbox"/> (9) City golf courses | <input type="checkbox"/> (25) Residential/permitting |
| <input type="checkbox"/> (10) City swimming pools | <input type="checkbox"/> (26) Emergency medical services |
| <input type="checkbox"/> (11) Kiwanis Recreation Center | <input type="checkbox"/> (27) Court services |
| <input type="checkbox"/> (12) Tempe 311 | <input type="checkbox"/> (28) Crisis/Homelessness
(CARE 7/HOPE line 480-350-8004, 24/7) |
| <input type="checkbox"/> (13) Tempe History Museum | <input type="checkbox"/> (29) Building safety, code compliance |
| <input type="checkbox"/> (14) Tempe Center for the Arts | <input type="checkbox"/> (30) Neighborhood Services |
| <input type="checkbox"/> (15) Recreation programs/services | |
| <input type="checkbox"/> (16) Performing and Visual arts classes
(Edna Arts classes, Free Art Friday) | |

10. Overall Priorities. Which THREE of the following do you think should be the City's top priorities over the next year? [Write in your answers using the numbers from the list in Question 10.]

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

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

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

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Appearance of the City	5	4	3	2	1	9
2.	Image of the City	5	4	3	2	1	9
3.	Quality of life in the City	5	4	3	2	1	9
4.	The City's overall efforts to promote access, diversity, and inclusiveness in the community	5	4	3	2	1	9
5.	Quality of access to City facilities for persons with disabilities	5	4	3	2	1	9
6.	Quality of services for persons with disabilities	5	4	3	2	1	9
7.	Quality of access to City parks for persons with disabilities	5	4	3	2	1	9
8.	Quality of neighborhood parks	5	4	3	2	1	9
9.	Maintenance of City parks	5	4	3	2	1	9
10.	Quality of larger City parks (e.g. Kiwanis, Tempe Beach, Town Lake, Papago)	5	4	3	2	1	9
11.	Quality of City recreation centers	5	4	3	2	1	9
12.	Maintenance and appearance of City recreation and community centers	5	4	3	2	1	9
13.	Quality of City swimming pools	5	4	3	2	1	9
14.	Quality of City outdoor athletic fields	5	4	3	2	1	9
15.	Quality of City golf courses	5	4	3	2	1	9
16.	Quality of City recreation programs and services	5	4	3	2	1	9
17.	Quality of City library programs and services	5	4	3	2	1	9
18.	Quality of Tempe Public Library	5	4	3	2	1	9
19.	Quality of Before and After School (Kid Zone) programs	5	4	3	2	1	9
20.	Quality of Tempe Center for the Arts programs	5	4	3	2	1	9
21.	The value of Public Art to the City (e.g., art on streets, pathways, city buildings)	5	4	3	2	1	9
22.	Quality of Tempe History Museum exhibits and programs	5	4	3	2	1	9
23.	Quality of arts programs (e.g., Arts in the Parks, Edna Arts classes, Free Art Friday)	5	4	3	2	1	9
24.	Adequacy of street lighting	5	4	3	2	1	9
25.	Quality of landscape maintenance along streets/sidewalks	5	4	3	2	1	9
26.	Overall condition of your neighborhood	5	4	3	2	1	9
27.	Appearance of residential property	5	4	3	2	1	9
28.	Maintenance of private property	5	4	3	2	1	9
29.	Condition of the alley near your home (if applicable)	5	4	3	2	1	9
30.	City enforcement of alley maintenance codes	5	4	3	2	1	9
31.	Overall enforcement of City property maintenance codes	5	4	3	2	1	9
32.	City enforcement of property maintenance codes and the appearance of commercial properties	5	4	3	2	1	9
33.	City enforcement of property maintenance codes and the appearance of residential properties	5	4	3	2	1	9
34.	City enforcement of allowable construction work hours (Summer 6am-7pm, Winter 7am-7pm)	5	4	3	2	1	9
35.	The quality of Special Events	5	4	3	2	1	9
36.	Access to Community Health/Human/Social/Education services	5	4	3	2	1	9
37.	Tempe's engagement and inclusion of those living with dementia, their care partners, and their families	5	4	3	2	1	9
38.	Quality of residential trash collection services	5	4	3	2	1	9
39.	Quality of bulk trash pickup/removal services	5	4	3	2	1	9
40.	Quality of recycling services	5	4	3	2	1	9
41.	Traffic Management	5	4	3	2	1	9

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

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

13. Have you CONTACTED the City of Tempe during the past year? ___(1) Yes [Answer Q13a.] ___(2) No

13a. Please answer each of the following questions about your overall experience.

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

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

- | | |
|---|---|
| ___(1) Tempe 11 (Cable TV) | ___(7) TV News |
| ___(2) Recreation Opportunities Brochure | ___(8) City meetings (virtual) |
| ___(3) City websites | ___(9) City email subscriptions |
| ___(4) Water bill newsletter (Tempe Today) | ___(10) Tempe 311 (by phone, website, mobile app) |
| ___(5) City social media (Twitter/X, Facebook, Instagram, Nextdoor) | ___(11) Radio/podcast news |
| ___(6) City videos (on YouTube, City website, social media) | ___(12) Newspapers |
| | ___(13) Neighborhood/community meetings |
| | ___(14) City mailings |

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

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

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

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

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

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

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

18. What is your age?

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

19. What gender do you identify with?

- (1) Male (2) Female (3) Non-conforming (9) I prefer not to answer

20. Do you have children in your household? (1) Yes [Answer Q20a.] (2) No

20a. If "Yes," how many children are within each age range?

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

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

- (1) White or Caucasian (6) Latinx or Hispanic
 (2) Black or African American (7) Middle Eastern or North African
 (3) Asian or Asian Indian (8) Not listed, please describe: _____
 (4) American Indian or Alaska Native (9) Prefer not to answer
 (5) Native Hawaiian or other Pacific Islander

22. Primary language: (1) English (2) Spanish (3) Other: _____

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

24. What is your highest level of education?

- (1) Less than high school (6) Professional degree beyond bachelor's
 (2) High school/GED or equivalent (7) Post graduate degree
 (3) Some college (8) Vocational/apprenticeship
 (4) 2-year college (associate degree) (9) Post high school certificate
 (5) 4-year college (bachelor degree)

25. What is your household income?

- | | | |
|---|---|---|
| <input type="checkbox"/> (1) Less than \$10,000 | <input type="checkbox"/> (5) \$35,000 to \$49,999 | <input type="checkbox"/> (9) \$150,000 to \$199,999 |
| <input type="checkbox"/> (2) \$10,000 to \$14,999 | <input type="checkbox"/> (6) \$50,000 to \$74,999 | <input type="checkbox"/> (10) \$200,000 or more |
| <input type="checkbox"/> (3) \$15,000 to \$24,999 | <input type="checkbox"/> (7) \$75,000 to \$99,999 | |
| <input type="checkbox"/> (4) \$25,000 to \$34,999 | <input type="checkbox"/> (8) \$100,000 to \$149,999 | |

26. Have you ever served on active duty in the U.S. Armed Forces, Reserves or National Guard?

- | | |
|---|---|
| <input type="checkbox"/> (1) Currently active duty | <input type="checkbox"/> (3) Active duty in the past, but not now |
| <input type="checkbox"/> (2) Only on active duty for training in the Reserves or National Guard | <input type="checkbox"/> (4) Never served in the military |
| | <input type="checkbox"/> (5) I prefer not to answer |

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

27a. On which step of the ladder would you say you personally feel you stand at this time? _____

27b. On which step (0 to 10) do you think you will stand about five years from now? _____

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

- (1) Yes [Answer 28a.] (2) No

28a. If you're willing to participate in future surveys, please provide your contact information (optional).

Mobile Phone Number: _____

Email Address: _____

This concludes the survey. Thank you for your time!

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

The results of this survey, along with the results from previous years, can be found on the City's webpage: tempe.gov/surveys.

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