

City of Tempe 2017 Community Survey



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



Safe & Secure Communities

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 rescue services	5	4	3	2	1	9
3.	Quality of local police services	5	4	3	2	1	9
4.	Enforcement of local traffic laws	5	4	3	2	1	9
5.	Efforts by the City to prevent crime	5	4	3	2	1	9
6.	Overall feeling of safety in the City	5	4	3	2	1	9
7.	Feeling of safety in your neighborhood	5	4	3	2	1	9

2. Please rate how satisfied you are with the feeling of safety you have in the following places.

During the day:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Neighborhood parks	5	4	3	2	1	9
2.	City parks like Kiwanis & Tempe Beach	5	4	3	2	1	9
3.	Desert parks like Papago, Evelyn Hallman, & Hayden Butte (A Mtn)	5	4	3	2	1	9
4.	City athletic & 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	5	4	3	2	1	9
At night:							
1.	Neighborhood parks	5	4	3	2	1	9
2.	City parks like Kiwanis & Tempe Beach	5	4	3	2	1	9
3.	Desert parks like Papago, Evelyn Hallman, & Hayden Butte (A Mtn)	5	4	3	2	1	9
4.	City athletic & 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	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	N/A	Don't Know
1. Getting mugged?	4	3	2	1	0	9
2. Having your home burglarized when you are not there?	4	3	2	1	0	9
3. Being attacked or threatened with a weapon?	4	3	2	1	0	9
4. Having your car stolen or broken into?	4	3	2	1	0	9
5. Being a victim of identity theft?	4	3	2	1	0	9

4. In the past 6 months...

1.	Have you or anyone in your household been personally attacked or personally threatened or had something stolen directly from anyone in your household?	Yes	No
2.	Has anyone broken in or attempted to break into your home by forcing a door or window?	Yes	No
3.	Did anything you thought was a crime happen to anyone in your household, but was NOT reported to the police?	Yes	No

4a. If you did not report the crime to the police, please indicate your reason.

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

5. Have you interacted with City of Tempe Police during the past year?

(1) Yes (2) No [Skip to Question 6.]

5a. Did you think the police officer treated you fairly and cared about your well-being?

(1) Yes (2) No

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



Strong Community Connections

7. Please rate your level of satisfaction with each of the following.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	The overall quality of services offered by the City of Tempe	5	4	3	2	1	9
02.	Leadership of the City's elected officials	5	4	3	2	1	9
03.	How ethical City employees are in the way they conduct City business	5	4	3	2	1	9
04.	Availability of information about City programs, events, services, & issues	5	4	3	2	1	9
05.	Availability of information on water, sewer, & solid waste rates	5	4	3	2	1	9
06.	Availability of information on recycling, composting, & water conservation program offerings	5	4	3	2	1	9
07.	How easy the City's 3-1-1 "One Call to City Hall" is to use	5	4	3	2	1	9
08.	Usefulness of the City's website	5	4	3	2	1	9
09.	Tempe's online services (registration, payment, etc.)	5	4	3	2	1	9
10.	Your ability to participate in City decision-making processes	5	4	3	2	1	9
11.	The accessibility & transparency of information provided by the City Council (e.g. agendas, minutes, meeting schedules, Tempe 11 videos)	5	4	3	2	1	9
12.	How well the City treats residents regardless of age, disability, gender, or other characteristics	5	4	3	2	1	9
13.	Overall quality of customer service	5	4	3	2	1	9

8. Please rate your satisfaction with the following based on your experience with 3-1-1. [If you have never used 3-1-1, please skip to Question 9.]

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

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

___(1) Yes [Answer Questions 9a-b.] ___(2) No [Skip to Question 10.]

9a. Which department did you contact MOST RECENTLY? _____

9b. Please answer each of the following questions with regard to the department you contacted MOST RECENTLY.

	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 quickly?	1	2	9

10. 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.

- | | | |
|-------------------------------|---|---|
| ___(01) Fire services | ___(09) City golf courses | ___(16) Household Products Collection Center |
| ___(02) Tempe Public Library | ___(10) City swimming pools | ___(17) Multigenerational/Community Centers |
| ___(03) Parks | ___(11) Kiwanis Recreation Center | ___(18) Human Services |
| ___(04) Walking/biking trails | ___(12) Tempe 311 | ___(19) Trash, Composting, and Recycling Services |
| ___(05) City athletic fields | ___(13) Bus, Orbit, or light rail service | |
| ___(06) Kid Zone | ___(14) Tempe Center for the Arts | |
| ___(07) Police services | ___(15) Arts and recreation programs/services | |
| ___(08) Tempe History Museum | | |

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

- | | | |
|---|--|---|
| ___(01) Tempe 11 (Cable TV) | ___(05) Social Media (Twitter, Facebook, YouTube, Next door) | ___(10) Tempe 311 |
| ___(02) Recreation Opportunities Brochure | ___(06) Online City videos | ___(11) Radio |
| ___(03) City Website | ___(07) Television News | ___(12) Newspapers |
| ___(04) Water bill newsletter (Tempe Today) | ___(08) City meetings | ___(13) Alternate Accessible Media (Sun Sounds) |
| | ___(09) E-mail subscriptions | |

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

- | | |
|--|--|
| ___(01) Economic/business development | ___(09) Fire services |
| ___(02) Appearance of the City | ___(10) Water/sewer |
| ___(03) Maintenance of City buildings | ___(11) Neighborhoods |
| ___(04) Police services | ___(12) Parks |
| ___(05) Art, recreation programs, and library services | ___(13) Trash, composting, & recycling |
| ___(06) Customer service | ___(14) Historical preservation |
| ___(07) Transportation services | ___(15) Condition of City streets/sidewalks |
| ___(08) Social/Human services | ___(16) City infrastructure (e.g. bridges, waterlines) |

13. 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?



14. Please rate your level of satisfaction with each of the following.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Appearance of the City	5	4	3	2	1	9
02. Image of the City	5	4	3	2	1	9
03. Quality of life in the City	5	4	3	2	1	9
04. The City's overall efforts to promote access, diversity, & inclusiveness in the community	5	4	3	2	1	9
05. Quality of access to City facilities for persons with disabilities	5	4	3	2	1	9
06. Quality of services for persons with disabilities	5	4	3	2	1	9
07. Quality of access to City parks for persons with disabilities	5	4	3	2	1	9
08. Quality of neighborhood parks	5	4	3	2	1	9
09. 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 & community centers	5	4	3	2	1	9
12. Maintenance & appearance of City 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 & services	5	4	3	2	1	9
17. Quality of City library programs & services	5	4	3	2	1	9
18. Quality of Tempe Center for the Arts programs	5	4	3	2	1	9
19. Quality of Kid Zone programs	5	4	3	2	1	9
20. Quality of City art & art education programs	5	4	3	2	1	9
21. Quality of Tempe Center for the Arts	5	4	3	2	1	9
22. Quality of Tempe History Museum	5	4	3	2	1	9
23. Quality of Tempe Public Library	5	4	3	2	1	9
24. Adequacy of street lighting	5	4	3	2	1	9
25. Condition of City Streets	5	4	3	2	1	9
26. Quality of Landscape maintenance along streets/sidewalks	5	4	3	2	1	9
27. Overall condition of your neighborhood	5	4	3	2	1	9
28. Appearance of residential property in the City	5	4	3	2	1	9
29. Maintenance of private property	5	4	3	2	1	9
30. Condition of alley near your home (if applicable)	5	4	3	2	1	9
31. City enforcement of alley maintenance codes	5	4	3	2	1	9
32. Overall enforcement of City property maintenance codes	5	4	3	2	1	9
33. City enforcement of property maintenance codes & the appearance of commercial properties	5	4	3	2	1	9
34. City enforcement of property maintenance codes & the appearance of residential properties	5	4	3	2	1	9
35. City efforts to enforce the clean-up of junk, debris, & trash on residential private property	5	4	3	2	1	9
36. City efforts to enforce the mowing & cutting of weeds/grass on residential private property	5	4	3	2	1	9
37. City efforts to enforce deteriorated landscape maintenance on residential private property	5	4	3	2	1	9
38. The value & benefits received by the City from Special Events	5	4	3	2	1	9
39. Access to Human Services/Social Services	5	4	3	2	1	9
40. Residential trash collection services	5	4	3	2	1	9
41. Residential recycling services	5	4	3	2	1	9
42. Bulk trash pickup/removal services	5	4	3	2	1	9



Sustainable Growth and Development

15. Please rate your level of satisfaction with each of the following.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	How well the City is planning for growth	5	4	3	2	1	9
02.	The City's sustainability programs, which are designed to promote water, energy, & natural resource conservation	5	4	3	2	1	9
03.	Condition of streets in your neighborhood	5	4	3	2	1	9
04.	Condition of major City streets & sidewalks	5	4	3	2	1	9
05.	Condition & clarity of street signs	5	4	3	2	1	9
06.	Management of traffic flow on City streets	5	4	3	2	1	9
07.	Quality of local transit service (bus, rail, Orbit)	5	4	3	2	1	9
08.	Quality of walking & biking paths	5	4	3	2	1	9
09.	Quality of recycling services	5	4	3	2	1	9
10.	Quality of green organics collection & compost program	5	4	3	2	1	9
11.	Overall quality of new commercial development in the City, including architecture & design	5	4	3	2	1	9
12.	Quality of your internet service provider	5	4	3	2	1	9
13.	Quality of water conservation programs	5	4	3	2	1	9
14.	Quality of energy conservation programs	5	4	3	2	1	9
15.	Quality of land use & green space programs	5	4	3	2	1	9
16.	Quality of climate change initiatives such as shaded bus stops & tree canopies	5	4	3	2	1	9
17.	City efforts to promote redevelopment of distressed commercial centers in my Character Area (the area I live)	5	4	3	2	1	9



Maintaining Financial Stability and Vitality

16. 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 & transparent	5	4	3	2	1	9
4.	The overall value that you receive for your City tax dollars & fees	5	4	3	2	1	9

Demographics

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

20. How many children live in Tempe with you in the following age groups?

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

20a. If you have children living in Tempe, how many attend each of the following types of K-12 schools?

Public School: _____ Home School: _____ Charter School: _____ Private School: _____

21. 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: _____

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

23. Do you own or rent your current residence? ____ (1) Own ____ (2) Rent

24. Does your home have an alley? ____ (1) Yes ____ (2) No

25. Which of the following best describes your home?

____ (1) Single-Family ____ (2) Other: _____

26. Do you have cable television? ____ (1) Yes ____ (2) No

27. Do you have internet access at home? ____ (1) Yes ____ (2) No

28. Do you have a Smart Phone? ____ (1) Yes ____ (2) No

29. Are you a full-time student? ____ (1) Yes ____ (2) No

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

____ (1) Less than high school ____ (3) Some college ____ (5) Graduate degree
____ (2) High school ____ (4) 4-year college

31. Have you visited Downtown Tempe during the past year? ____ (1) Yes ____ (2) No

32. Have you used public transit during the past year? ____ (1) Yes ____ (2) No

33. Do you, or a member of your household, have a disability? ____ (1) Yes ____ (2) No

This concludes the survey – Thank you for your time!
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. Thank you.